



POWERING
YOUR
POSSIBLE.

SIRCON FOR CARRIERS

Appointments and Terminations

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Overview

Introduction and Background

In most states, a licensed producer requires an **Appointment** to legally represent, or sell, a specific product type on an insurance carrier's underwriting company's behalf. A carrier submits a producer appointment request to the state department of insurance, pays a fee, and, if the department finds the producer in compliance with state regulations, receives confirmation of the appointment.

The specific rules for appointments vary among requiring states. For example, some states require a producer to be appointed at the time of licensure, while other states require an appointment only upon execution of an application. Some states have lenient appointment "backdating" rules that can cover business a producer has already written, while others do not.

Other states, however, do not require state-verified appointments whatsoever. In those states, an insurance carrier is only obliged to internally track its business relationship among its underwriting company, a producer, and the product lines represented.

A carrier customer using Producer Central can submit a producer appointment request electronically to the state department of insurance. The state's response to the request flows automatically back to Producer Central and updates the producer's record. In non-appoint states, the carrier customer can manually record a producer "appointment" to comply with state record-keeping requirements.

Terminations are the end of an appointment – a state-acknowledged close of the business relationship between a producer and an insurer in a given state.

A carrier may terminate its entire business relationship with the producer or only the authorization to sell specific product lines issued by one or more of the carrier's appointing companies (also called "regulated companies," "underwriting companies," or just "writing companies").

A carrier may decide to terminate all or any of a producer's appointments for different reasons. The most common is when the producer does not sell enough of the carrier group's products to justify the continued expense of maintaining the producer's appointment.

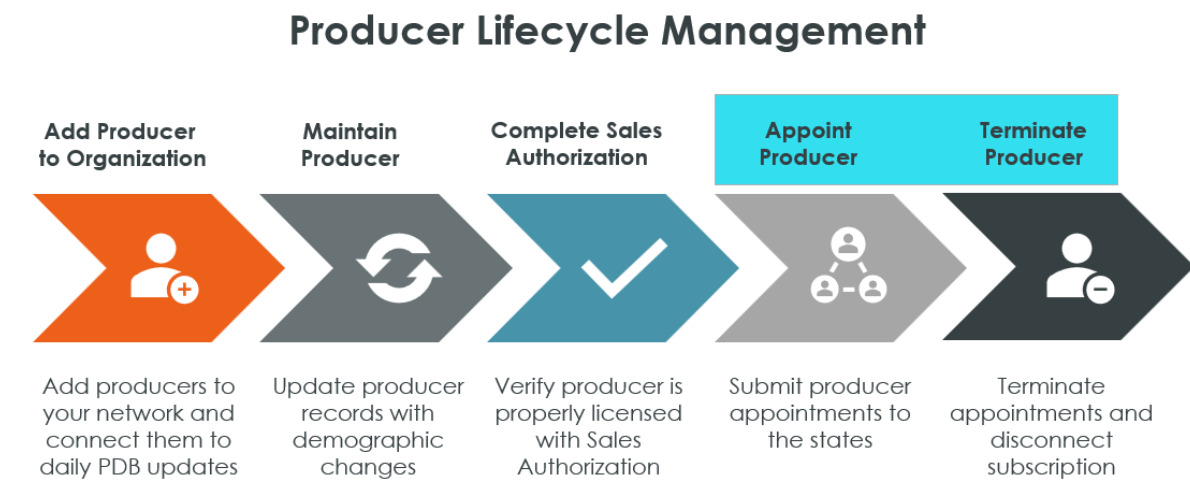
This situation often is referred to as "termination for lack of production (TLOP)." But other common reasons to terminate a producer's appointment can include the loss of the producer's license that supports the appointment or the producer's departure from the insurance business.

Section: Overview

Another class of termination reasons is referred to as “termination for cause.” The producer has violated a state regulation or law or has breached the terms of the business agreement with the carrier. States require special handling of “for cause” terminations, usually requiring a carrier to file additional paperwork or cooperate in an investigation of or regulatory action against the producer.

A producer appointment doesn't expire, per se, although most states require appointments to be renewed periodically. Many states will automatically renew a producer appointment and levy a renewal fee, unless the carrier or appointing company specifically informs the state that it wants to terminate the appointment and avoid the fee. Thus, state renewal periods are the most common occasion for an insurer to submit a producer termination transaction.

Appointments and terminations are part of the producer lifecycle management process.



What will be covered?

In this quick guide, we will cover how to process appointments and terminations in Producer Central. Topics covered in this training include how to:

- Create new appointments.
- Troubleshoot issues with appointments.
- Terminate appointments.

Who should use this document?

Users that need to appoint or terminate producers in Producer Central.

When should you use this document?

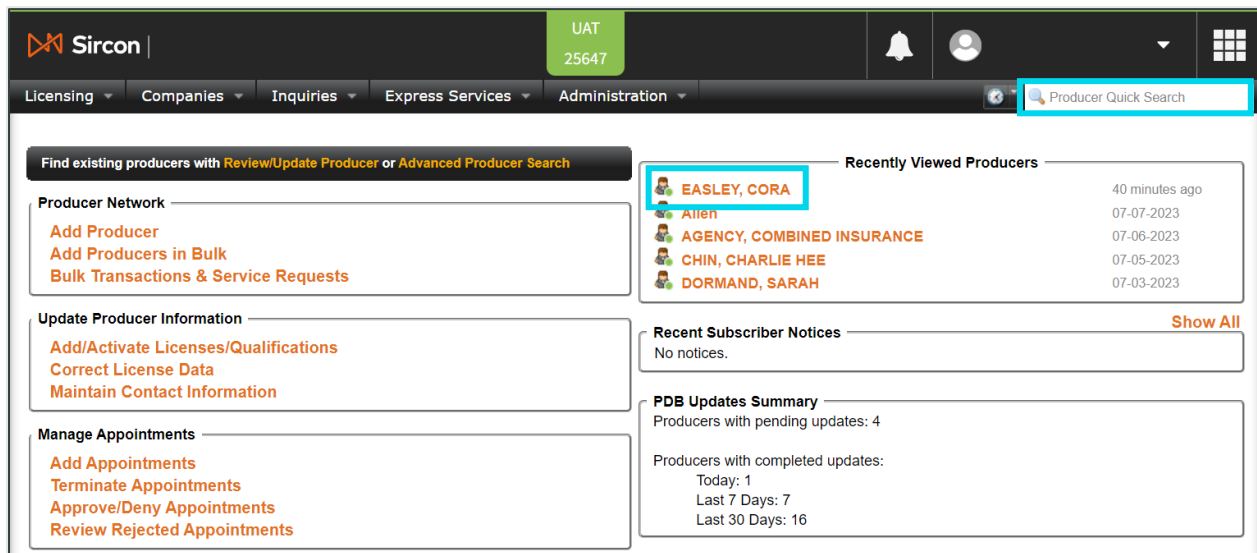
Use this document when you need to create an appointment or terminate existing appointments.

Appointments

Display Existing Appointments

Before creating an appointment, the first step is to check the producer record to make sure the producer does not have an existing appointment for the state and writing company attached to their producer record.

1. To open the producer record, use the **Producer Quick Search** or open the producer from the **Recently Viewed Producers** section of the home page.

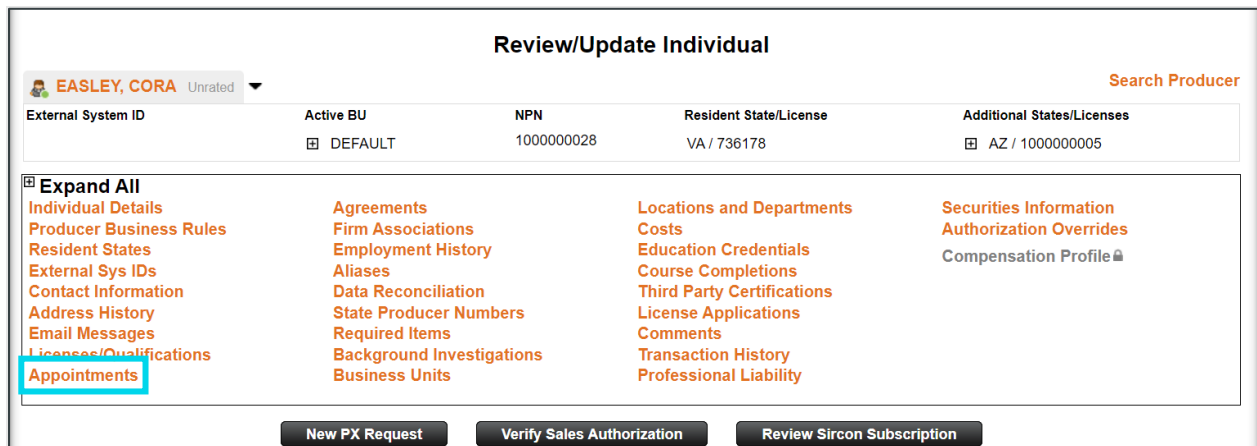


The screenshot shows the Sircon application interface. At the top, there is a navigation bar with the Sircon logo, a user profile indicator (UAT 25647), and a search bar labeled 'Producer Quick Search'. Below the navigation bar, there are several sections:

- Find existing producers with Review/Update Producer or Advanced Producer Search**: A section with links for 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests'.
- Update Producer Information**: A section with links for 'Add/Activate Licenses/Qualifications', 'Correct License Data', and 'Maintain Contact Information'.
- Manage Appointments**: A section with links for 'Add Appointments', 'Terminate Appointments', 'Approve/Deny Appointments', and 'Review Rejected Appointments'.
- Recently Viewed Producers**: A list of producers viewed recently, including 'EASLEY, CORA' (40 minutes ago), 'AGENCY, COMBINED INSURANCE' (07-06-2023), 'CHIN, CHARLIE HEE' (07-05-2023), and 'DORMAND, SARAH' (07-03-2023).
- Recent Subscriber Notices**: A section showing 'No notices.' with a 'Show All' link.
- PDB Updates Summary**: A section showing 'Producers with pending updates: 4' and 'Producers with completed updates: Today: 1, Last 7 Days: 7, Last 30 Days: 16'.

Note: Refer to the [Adding and Searching for Producers Quick Guide](#) for more detailed instructions.

2. You will now see the *Review/Update Individual* page.
3. Click the **Appointment** quick link.



The screenshot shows the 'Review/Update Individual' page for producer 'EASLEY, CORA'. The page includes a search bar, a table of producer information, and a list of expandable sections.

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

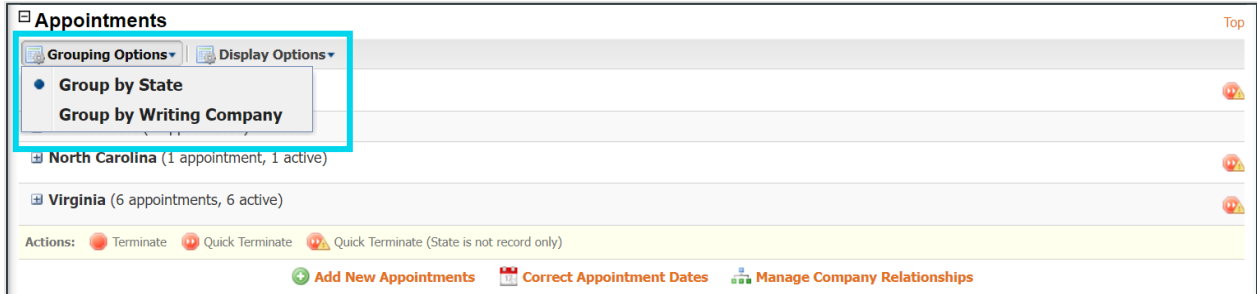
Below the table, there is an 'Expand All' section with a grid of links:

- Individual Details
- Producer Business Rules
- Resident States
- External Sys IDs
- Contact Information
- Address History
- Email Messages
- Licenses/Qualifications
- Appointments** (highlighted with a blue box)
- Agreements
- Firm Associations
- Employment History
- Aliases
- Data Reconciliation
- State Producer Numbers
- Required Items
- Background Investigations
- Business Units
- Locations and Departments
- Costs
- Education Credentials
- Course Completions
- Third Party Certifications
- License Applications
- Comments
- Transaction History
- Professional Liability
- Securities Information
- Authorization Overrides
- Compensation Profile

At the bottom of the page, there are three buttons: 'New PX Request', 'Verify Sales Authorization', and 'Review Sircon Subscription'.

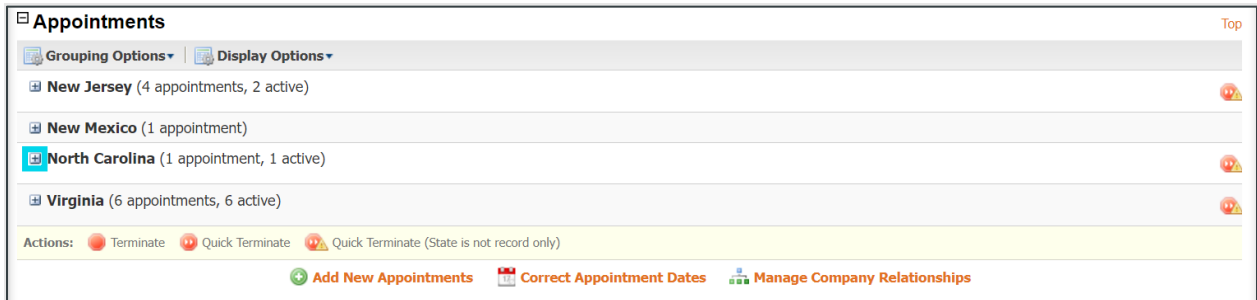
Section: Appointments

4. You can now see all the active and inactive appointments.
5. Use the **Grouping Options** dropdown to either **Group by State** or **Group by Company**.



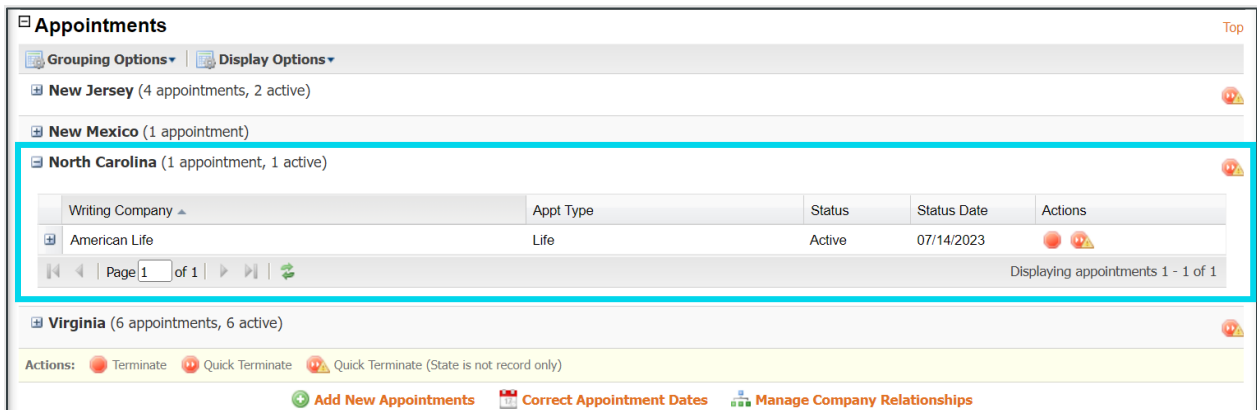
The screenshot shows the 'Appointments' page with the 'Grouping Options' dropdown menu open. The menu is highlighted with a blue box and contains two options: 'Group by State' (selected) and 'Group by Writing Company'. Below the menu, the page is grouped by state, showing 'North Carolina (1 appointment, 1 active)' and 'Virginia (6 appointments, 6 active)'. At the bottom, there are action buttons: 'Add New Appointments', 'Correct Appointment Dates', and 'Manage Company Relationships'.

6. Click the **Expand** button (⊕) next to the appointment to see more information about the writing company and appointment type.



The screenshot shows the 'Appointments' page with the 'North Carolina' group expanded. The 'Expand' button (⊕) is highlighted with a blue box. The expanded view shows 'North Carolina (1 appointment, 1 active)' with a table of appointments. The table has columns for 'Writing Company', 'Appt Type', 'Status', 'Status Date', and 'Actions'. The first row shows 'American Life' with 'Life' as the appointment type and 'Active' status. At the bottom, there are action buttons: 'Add New Appointments', 'Correct Appointment Dates', and 'Manage Company Relationships'.

7. You can now see the **Writing Company**, **Appointment Type**, and **Status** of the appointment.



The screenshot shows the 'Appointments' page with the 'North Carolina' group expanded. The expanded view shows 'North Carolina (1 appointment, 1 active)' with a table of appointments. The table has columns for 'Writing Company', 'Appt Type', 'Status', 'Status Date', and 'Actions'. The first row shows 'American Life' with 'Life' as the appointment type and 'Active' status. The 'Status Date' is '07/14/2023'. At the bottom, there are action buttons: 'Add New Appointments', 'Correct Appointment Dates', and 'Manage Company Relationships'.

8. If the producer does not have an existing appointment, you can proceed to the appointment creation step.

Section: Appointments

Complete the Sales Authorization


In order for an appointment to be submitted to the state, the producer needs an active license and qualification in the state where they are selling insurance.

Producer Central uses a feature called **Sales Authorization** to help you verify if a producer is qualified to sell insurance for a specific product in a selected state and writing company.

The Sales Authorization feature verifies that the producer is properly licensed to sell the insurance product in a specific state and writing company.

Note: Refer to the [Sales Authorization Quick Guide](#) for detailed instructions on how to use the Sales Authorization feature.

Verify Sales Authorization


EASLEY, CORA Unrated

Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	📄 DEFAULT	1000000028	VA / 736178	📄 AZ / 1000000005

State/Jurisdiction Required

Virginia

This producer is authorized.

✔ License / LOA

The following license and line of authority combinations satisfied this requirement:

License:	Lines of Authority:
Insurance Producer	Property and Casualty

Product Required

Commercial Package

Sales Event Required

Request Quote

Writing Company

American P&C

Related Firm

Search

Check Authorization

Return

Note: You can also manually check the **Licenses and Qualifications** section of the producer record to ensure the producer is properly licensed.

Section: Appointments

Add a New Appointment

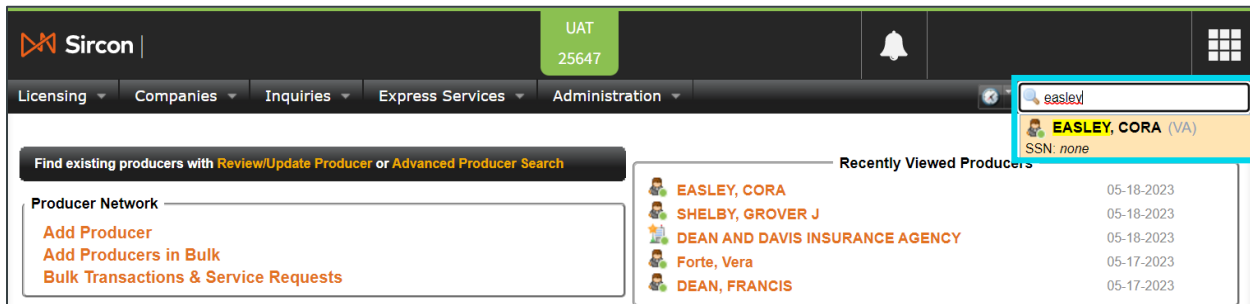
In this section we will learn how to create an appointment in Producer Central.

If a state requires carriers to submit appointments, you can use this process to electronically submit an appointment to the state department of insurance. The state's response to the request automatically flows back to Producer Central and updates the producer's record.

In non-appoint states, you can manually record a producer "appointment" to comply with state record-keeping requirements.

Navigate to the producer record to add an appointment for an individual producer. From here you will use the *Add Appointments* page to submit one or multiple state appointment requests for one or multiple appointing companies on behalf of an eligible producer.

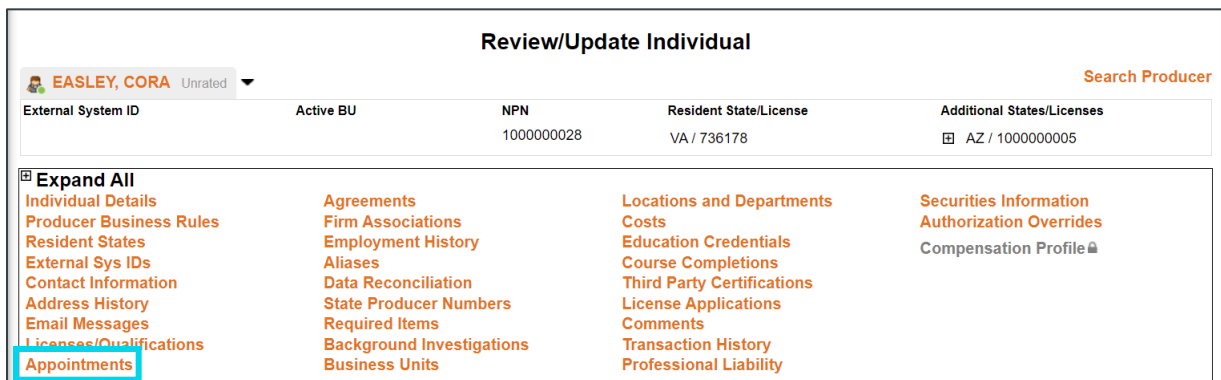
1. Begin typing search criteria (such as the last name of the producer, the agency/firm name, or the NPN, EIN, or SSN) in the **Producer Quick Search Box** found in the upper-right corner of any Producer Central page.
2. The list will update itself dynamically as you type. Select the **Producer** that you need to view.



The screenshot shows the top navigation bar of the Siron system with the user 'UAT 25647'. A search bar in the top right contains the text 'easley'. A dropdown menu below the search bar displays 'EASLEY, CORA (VA)' with 'SSN: none'. Below the search bar, there is a 'Recently Viewed Producers' section with a list of producers and their last view dates:

Producer Name	Last Viewed
EASLEY, CORA	05-18-2023
SHELBY, GROVER J	05-18-2023
DEAN AND DAVIS INSURANCE AGENCY	05-18-2023
Forte, Vera	05-17-2023
DEAN, FRANCIS	05-17-2023

3. This will open the producer record.
4. Click the **Appointments** quick link.



The screenshot shows the 'Review/Update Individual' page for producer 'EASLEY, CORA'. The page includes a search bar and a table with the following data:

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		1000000028	VA / 736178	AZ / 1000000005

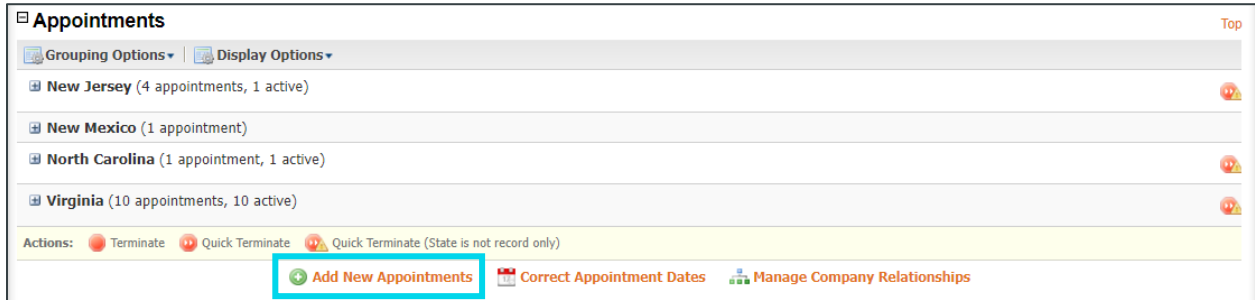
Below the table is an 'Expand All' section with a grid of links for various producer details:

Individual Details	Agreements	Locations and Departments	Securities Information
Individual Details	Firm Associations	Costs	Authorization Overrides
Producer Business Rules	Employment History	Education Credentials	Compensation Profile
Resident States	Aliases	Course Completions	
External Sys IDs	Data Reconciliation	Third Party Certifications	
Contact Information	State Producer Numbers	License Applications	
Address History	Required Items	Comments	
Email Messages	Background Investigations	Transaction History	
Licenses/Qualifications	Business Units	Professional Liability	
Appointments			

Section: Appointments

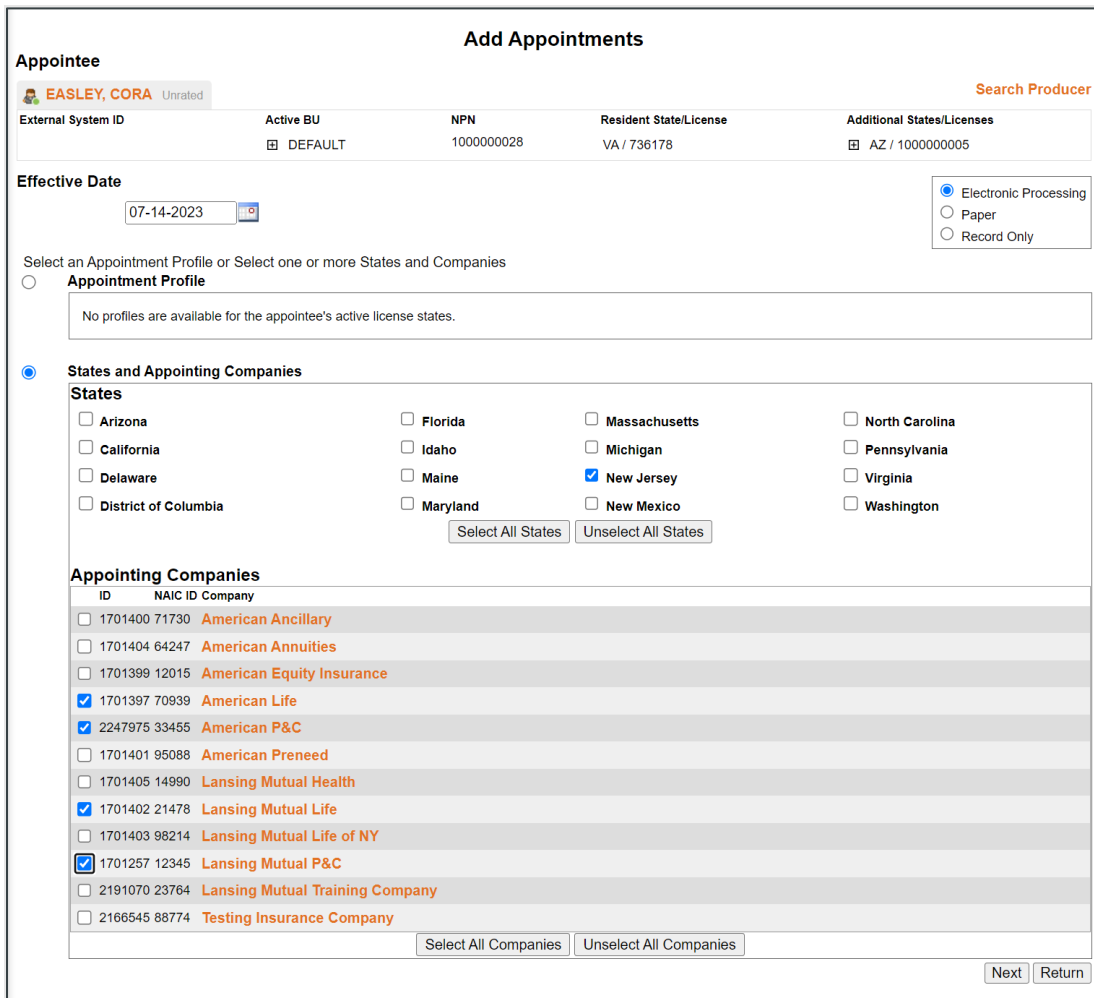
Note: You can also add an appointment from the **Licensing > Appointments > Add Appointments** menu.

5. You will now see all the appointments that are current appointments assigned to the producer.
6. Click the **Add New Appointments** button.



The screenshot shows the 'Appointments' dashboard. At the top, there are 'Grouping Options' and 'Display Options' dropdowns. Below, there are expandable sections for 'New Jersey (4 appointments, 1 active)', 'New Mexico (1 appointment)', 'North Carolina (1 appointment, 1 active)', and 'Virginia (10 appointments, 10 active)'. At the bottom, there is an 'Actions' bar with buttons for 'Terminate', 'Quick Terminate', 'Quick Terminate (State is not record only)', and a highlighted 'Add New Appointments' button. Other buttons include 'Correct Appointment Dates' and 'Manage Company Relationships'.

7. You will now see the *Add Appointments* page.



The screenshot shows the 'Add Appointments' form for appointee 'EASLEY, CORA'. The form includes the following sections:

- Appointee:** EASLEY, CORA (Unrated). Search Producer button.
- External System ID:** DEFAULT
- NPN:** 1000000028
- Resident State/License:** VA / 736178
- Additional States/Licenses:** AZ / 1000000005
- Effective Date:** 07-14-2023
- Processing Type:**
 - Electronic Processing
 - Paper
 - Record Only
- Select an Appointment Profile or Select one or more States and Companies:**
 - Appointment Profile: No profiles are available for the appointee's active license states.
 - States and Appointing Companies:
 - States:**
 - Arizona
 - California
 - Delaware
 - District of Columbia
 - Florida
 - Idaho
 - Maine
 - Maryland
 - Massachusetts
 - Michigan
 - New Jersey
 - New Mexico
 - North Carolina
 - Pennsylvania
 - Virginia
 - Washington
 -
 - Appointing Companies:**

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input checked="" type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input checked="" type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input checked="" type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

 -
-

Section: Appointments

8. Enter information into the following fields:

- **Effective Date:** *Required*. Enter the **Effective Date** of the appointment. Use the MMDDYYYY date format or click the **Calendar** button (📅) to open a popup calendar to select a date.
 - If you are submitting an electronic state appointment request, enter the date on which you are requesting the appointment to become effective, subject to state backdating or system future-dating rules.
 - If you are adding a record-only appointment, enter the date on which the producer appointment became effective.
- **Submission Method:** *Required*. The submission method determines how the appointment is submitted.
 - **Electronic Processing** – Click the radio button to trigger the system to submit the appointment request to a state electronically. The **Appointments** data section of the selected producer record will be updated automatically with system and state processing information, including state approvals, denials, and errors.
 - **Paper** – *Required for Florida outsourced individual producer appointments only*. Producer Central does not generate paper appointment or termination forms. Unless your company subscribes to Vertafore Outsourcing Services, the system will ignore paper appointment or termination requests.
 - **Record Only** – Click the radio button to trigger the system to only update the **Appointments** data section of the selected producer record with state appointment information. The system will not submit an appointment request to a state, and state regulators may not have a record of the appointment.

Note: If you leave the default **Electronic Processing** option selected, the system will automatically choose the best processing method for each state. The only exception to this is outsourced individual appointments for Florida.

- **Appointment Profile:** *Optional*. An appointment profile is a pre-defined collection of state, appointing company, and appointment type criteria that you set up for frequently requested appointments.
 - If no appointment profile is available, the following message will display "No profiles are available for the appointee's active license states."

Add Appointments

Appointee

 **EASLEY, CORA** Unrated Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	📄 DEFAULT	1000000028	VA / 736178	📄 AZ / 1000000005

Effective Date

📅

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

Section: Appointments

- **States:** A table lists all the states where you may submit an appointment request or add a "record-only" appointment. Available states are limited to only those states in which the selected producer holds an active license.
 - Click the checkmark next to each state where you need to add an appointment or click **Select All States**.
 - **Appointing Companies:** A table lists appointing companies for which you may submit an appointment request or for which you may add a "record-only" appointment. Available appointing companies are derived from Vertafore-configured company information, viewable on the *Review/Update Company* page.
 - Click the checkmark next to each company where you need to add an appointment.
9. Click **Next**.

Add Appointments

Appointee
Search Producer
EASLEY, CORA Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date

 Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile
No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input checked="" type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input checked="" type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input checked="" type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input checked="" type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

10. For each state you selected, you will need to fill out the following information:

- **Select Appointments:** Click the checkmark next to each **Company** to assign an appointment. In the **License** dropdown, select the license that corresponds to the company.

Section: Appointments

Note: Vertafore a standard Appointment Letter that is sent when the first question is answered "Yes", and it is sent using the customers letterhead that we obtain during our initial requirements gathering meeting with the customer.

- **Background Investigations:** Displays a list of the background investigations that were submitted for the selected producer with the results recorded on the producer's record.
 - Select the **BI Firm** that completed the background investigation.

Note: This feature requires additional configuration and is not available for Turbo Track customers.

- **Cost Center:** Displays a list of each writing company and a dropdown list with the cost centers that can be assigned to the transaction.
 - Select the cost center you need to assign the cost of an appointment request to the states.
 - Use the **State Cost Center** dropdown to choose one cost center for all appointments.

Add Appointments for State: New Jersey

EASLEY, CORA Unrated
[Search Producer](#)

External System ID	Active BU ☑ DEFAULT	NPN 1000000028	Resident State/License VA / 736178	Additional States/Licenses ☑ AZ / 1000000005
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Current Appointments

NAIC ID	Company	Appointment Type	Tied to an Application	Status
No current appointments in this state for this producer.				

Select Appointments

<input checked="" type="checkbox"/>	NAIC ID	Company	Appointment Type	License Category Code	License
<input checked="" type="checkbox"/>	70939	American Life	Doesn't Appoint By LOA		Insurance Producer (90577) ▼
<input checked="" type="checkbox"/>	33455	American P&C	Doesn't Appoint By LOA		Insurance Producer (90577) ▼
<input checked="" type="checkbox"/>	21478	Lansing Mutual Life	Doesn't Appoint By LOA		Insurance Producer (90577) ▼
<input checked="" type="checkbox"/>	12345	Lansing Mutual P&C	Doesn't Appoint By LOA		Insurance Producer (90577) ▼

This state requires a license to be identified with the request.

Background Investigations

Select the current Background Investigation and related processing instruction for the requested state appointments:

[Add New Background Investigation \(record only\)](#)
[Submit Background Investigation](#)

<input type="radio"/>	BI Firm	Investigation Types	Request Date	Status	Status Date	BI Result	Review Result	Result Details
<input type="radio"/>	Employment Agency	Employment Verification	05-01-2023	BI Firm is Processing Request	06-01-2023			
<input checked="" type="radio"/>	Dean and Davis Agency	Credit Check	05-01-2023	Processed	05-22-2023	Pass	Pass	
<input type="radio"/>	None							

BI Processing Instruction: ▼

Cost Center

State Cost Center: ▼

NAIC ID	Company	Cost Center
70939	American Life	12345 ▼
33455	American P&C	48479 ▼
21478	Lansing Mutual Life	12345 ▼
12345	Lansing Mutual P&C	48479 ▼

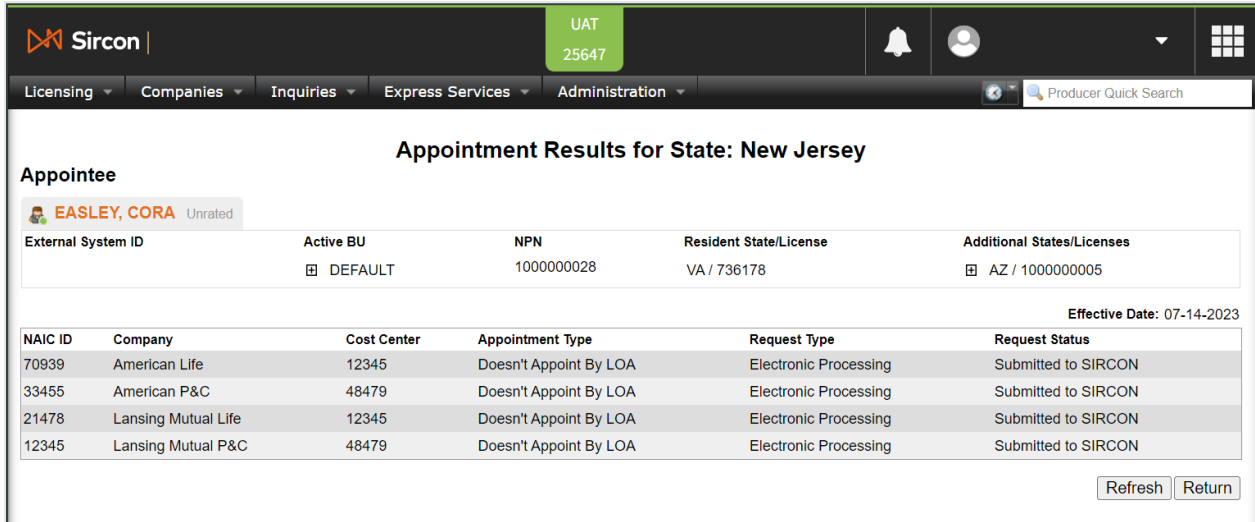
Comments

Save and Continue
Return


Section: Appointments

11. You will now see the *Appointment Results for State* page. You should receive a list of the appointments that were completed with the updated **Request Status**.

- If the appointment was submitted to the state, the **Request Status** is "Submitted to SIRCON."



Appointment Results for State: New Jersey

Appointee
 **EASLEY, CORA** Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date: 07-14-2023

NAIC ID	Company	Cost Center	Appointment Type	Request Type	Request Status
70939	American Life	12345	Doesn't Appoint By LOA	Electronic Processing	Submitted to SIRCON
33455	American P&C	48479	Doesn't Appoint By LOA	Electronic Processing	Submitted to SIRCON
21478	Lansing Mutual Life	12345	Doesn't Appoint By LOA	Electronic Processing	Submitted to SIRCON
12345	Lansing Mutual P&C	48479	Doesn't Appoint By LOA	Electronic Processing	Submitted to SIRCON

[Refresh](#) [Return](#)

12. An appointment request submitted to certain states using an electronic submission method is routed directly to the state's department of insurance regulatory management system.

- A request to one of these states, referred to as a "Sircon State," will result in a rapid state response (i.e., "real-time" response) and can offer significant business advantages.
- A transaction request submitted to all other states, however, goes first through a third-party, electronic interface (the NIPR Gateway) and then to the state and can vary in response time. Ask your Vertafore representative for more information and for the current list of "Sircon States."

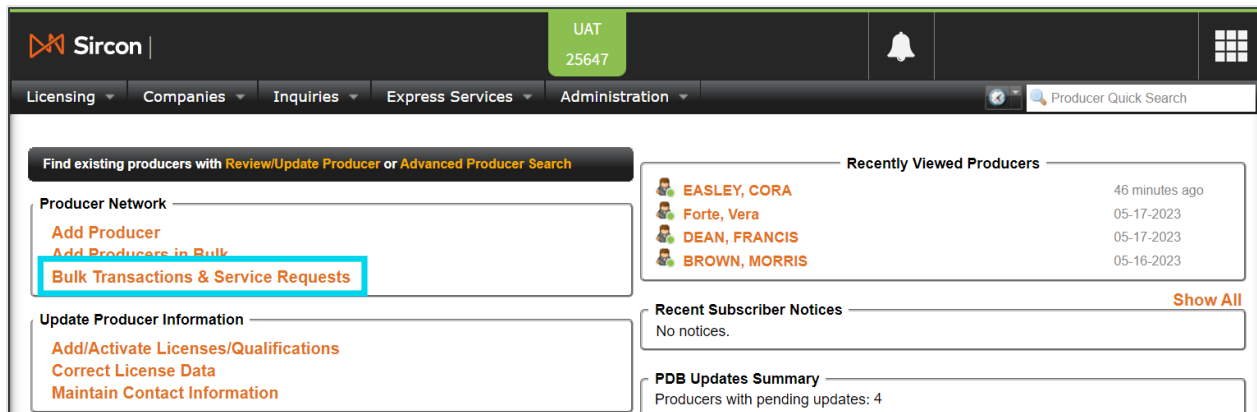
Note: Don't be concerned if you unintentionally leave the default **Electronic Processing** option selected in the **Submission Method** section. The system will automatically choose the correct submission type – Electronic Processing, Record Only, or Paper – depending on the type allowed or required by the appointment state.

Section: Appointments

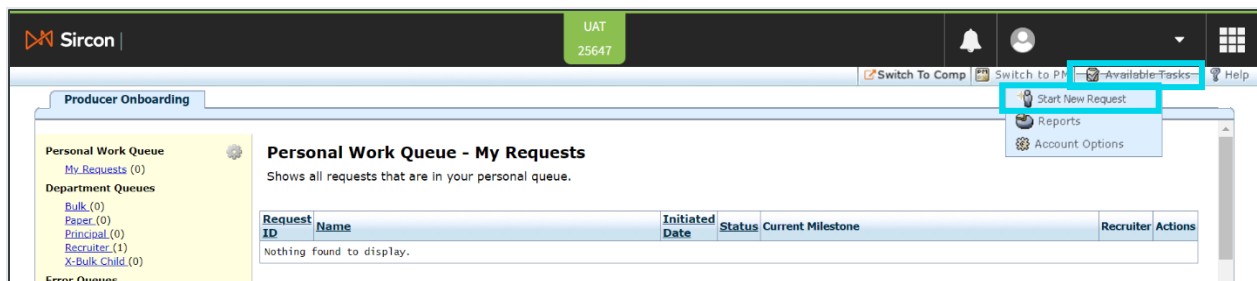
Add Appointments in Bulk

Use the **Sales Authorization** bulk transaction to authorize whether multiple producers meet the compliance requirements to sell insurance in one or multiple states. If the producer has the correct license and qualification, the transaction will submit an appointment.

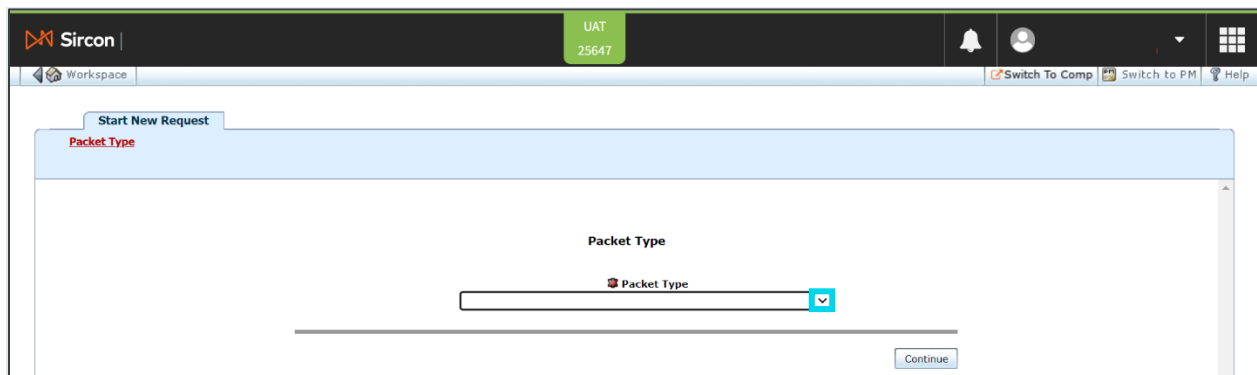
1. Click the **Bulk Transactions & Service Requests** option from the main page of Producer Central.



2. You will now see the *Bulk Transactions & Services Requests* home screen. In the top right-hand corner of the screen, click the **Available Tasks** button.
3. Click **Start New Request**.

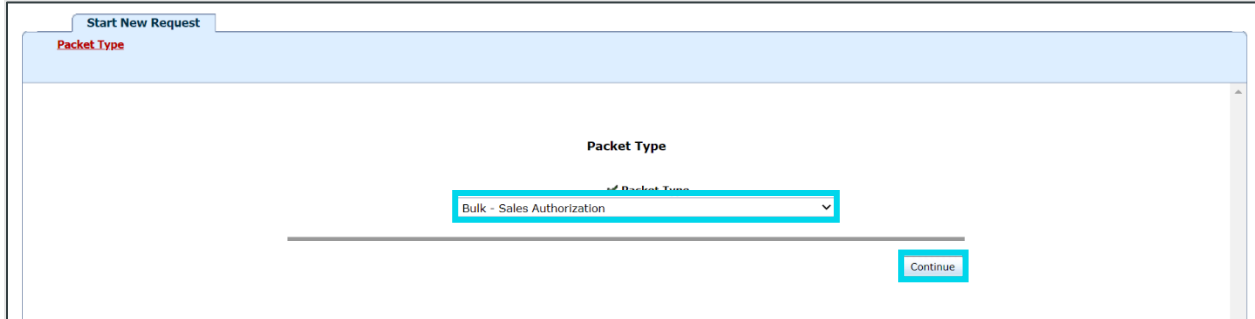


4. Click the dropdown arrow next to the **Packet Type**. The packet type determines the type of bulk transaction you need to perform.



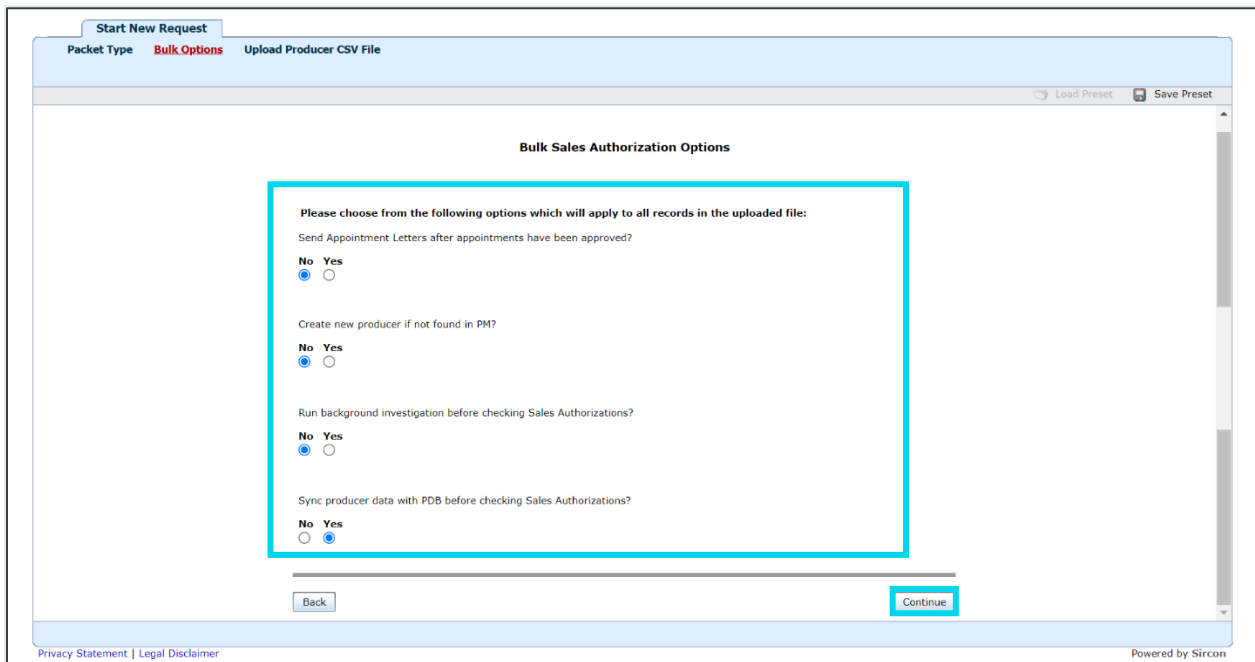
Section: Appointments

5. Select the **Bulk – Sales Authorization** packet type.
6. Click **Continue**.



The screenshot shows a web interface titled "Start New Request". At the top, there are two tabs: "Packet Type" (active) and "Upload Producer CSV File". Below the tabs, there is a large white area with the heading "Packet Type". In the center, there is a dropdown menu with "Bulk - Sales Authorization" selected. To the right of the dropdown is a "Continue" button.

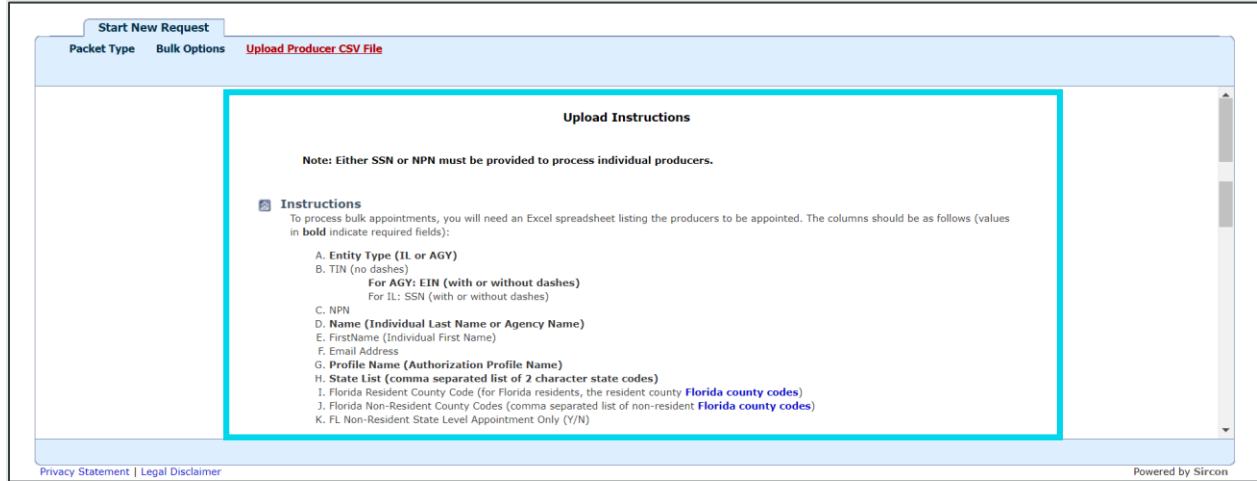
7. You will now see the *Bulk Sales Authorization Options* screen.
8. Read each option and select either **Yes** or **No** from the list.
9. Click **Continue**.



The screenshot shows a web interface titled "Bulk Sales Authorization Options". At the top, there are three tabs: "Packet Type", "Bulk Options" (active), and "Upload Producer CSV File". Below the tabs, there is a large white area with the heading "Bulk Sales Authorization Options". In the center, there is a box containing the following text: "Please choose from the following options which will apply to all records in the uploaded file:". Below this text are four questions, each with "No" and "Yes" radio button options. The first question is "Send Appointment Letters after appointments have been approved?" with "No" selected. The second question is "Create new producer if not found in PM?" with "No" selected. The third question is "Run background investigation before checking Sales Authorizations?" with "No" selected. The fourth question is "Sync producer data with PDB before checking Sales Authorizations?" with "Yes" selected. Below the box are "Back" and "Continue" buttons.

10. You will now see the **Upload Instructions** to properly format the bulk update file.
11. To create the file, start by creating a spreadsheet using a program like Excel or Google Sheets.
12. The letters A-K represent the column headers in the file. The fields in **bold** are required fields.
13. Depending on the **Entity Type** (Individual or Agency), the required fields will change.

Section: Appointments



INDIVIDUAL PRODUCER REQUIRED FIELDS

Either an **SSN** or an **NPN** must be provided to process individual producers. Depending on your business setup, your organization may or may not maintain SSN numbers. If you do not use SSN numbers, the NPN number is required.

If the individual licensee has an NPN number, the required fields are:

Column	Field Name	Description
A	Entity Type	Use “ IL ” to indicate individual licensee
C	National Producer Number (NPN)	Type the full NPN number of the producer
D	Name	Type the Last Name of the producer
G	Profile Name (Authorization Profile Name)	Type the Sales Authorization Code. Note: You can find a list of the profile names by clicking the following menu path in Producer Central: Administration > Sales Authorization > Sales Authorization Profiles.
H	State List	Type the list of the two-character state abbreviations where you need to check the sales authorizations. Separate each state code by commas.

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

Section: Appointments

A	B	C	D	E	F	G	H	I	J	K
Entity Type	TIN	NPN	Name	First Name	Email Address	Profile Name	State List	Florida Resident County Code	Florida Non-Resident County Code	FL Non-Resident State Level Appointment Only
IL		1100000028	Shelby			AUTHPROF3	VA			

If the individual licensee has a **Social Security Number** (or **SSN**), the required fields are:

Column	Field Name	Description
A	Entity Type	Use "IL" to indicate individual licensee
B	TIN (Taxpayer ID)	Type the 9-digit SSN of the producer (with or without dashes)
D	Name	Type the Last Name of the producer
G	Profile Name (Authorization Profile Name)	Type the name of the authorization profile you need to use for the sales authorization. Note: You can find a list of the profile names by clicking the following menu path in Producer Central: Administration > Sales Authorization > Sales Authorization Profiles.
H	State List	Type the list of the two-character state abbreviations where you need to check the sales authorizations. Separate each state code by commas.

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

A	B	C	D	E	F	G	H	I	J	K
Entity Type	TIN	NPN	Name	First Name	Email Address	Profile Name	State List	Florida Resident County Code	Florida Non-Resident County Code	FL Non-Resident State Level Appointment Only
IL	000999123		Charron			AUTHPROF1	MD, MI			

AGENCY/FIRM REQUIRED FIELDS

The required fields for agencies or firms are:

Column	Field Name	Description
A	Entity Type	Use " AGY " to indicate an agency/firm
B	TIN (Taxpayer ID)	Type the 9-digit Employer Identification Number or EIN of the firm (with or without dashes)
D	Name	Type in the full Name of the agency/firm. It must match the name in the producer record.

Section: Appointments

G	Profile Name (Authorization Profile Name)	<p>Type the name of the authorization profile you need to use for the sales authorization.</p> <p>Note: You can find a list of the profile names by clicking the following menu path in Producer Central: Administration > Sales Authorization > Sales Authorization Profiles.</p>
H	State List	<p>Type the list of the two-character state abbreviations where you need to check the sales authorizations.</p> <p>Separate each state code by commas.</p>

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

A	B	C	D	E	F	G	H	I	J	K
Entity Type	TIN	NPN	Name	First Name	Email Address	Profile Name	State List	Florida Resident County Code	Florida Non-Resident County Code	FL Non-Resident State Level Appointment Only
AGY	00-6233077		Dean and Davis Insurance Agency			AUTHPROF1	OK, FL			Y

OPTIONAL FIELDS

The table below lists all the optional fields you can include in the file.

Note: The required fields listed above are mandatory to complete the Bulk Connection update.

It is recommended that you **only input the required fields into the file**. All the producer data you add to the file must match the producer record in Producer Central. If any of the fields are inaccurate, the file will fail.

Column	Field Name	Description
B	TIN (Taxpayer ID)	For individual licenses with an NPN number, the Social Security Number, or SSN , is an optional field.
C	NPN (National Producer Number)	For individual licensees with an SSN number, the National Producer Number, or NPN , is optional. The NPN is also optional for agencies/firms.
E	First Name	For individual licensees, you can include the First Name of the producer.

Section: Appointments

F	Email Address	Type the Email Address associated with the producer.
I	Florida Resident County Code	If the producer is a Florida resident, enter the County Code. Note: Click the link in the Upload Instructions to see a list of the FL Non-Resident County Codes.
J	Florida Non-Resident County Code	If the producer is not a Florida resident, enter the Non-Resident County Code. Note: Click the link in the Upload Instructions to see a list of the FL Non-Resident County Codes.
K	Florida Non-Resident State Level Appointment Only	If the producer is not a resident of Florida, you will need to indicate whether the authorization is for a state level appointment only. Type “ Y ” if the producer needs a state-level appointment. Type “ N ” if the producer needs a county-level appointment.

14. Add the required information to your spreadsheet. When you are finished, you should have a spreadsheet that looks something like the following illustration:

A	B	C	D	E	F	G	H	I	J	K
IL		1100000028	Shelby			AUTHPROF3	VA			
IL	000999123		Charron			AUTHPROF1	MD, MI			
AGY	00-6233077		Dean and Davis Insurance Agency			AUTHPROF1	OK, FL			Y

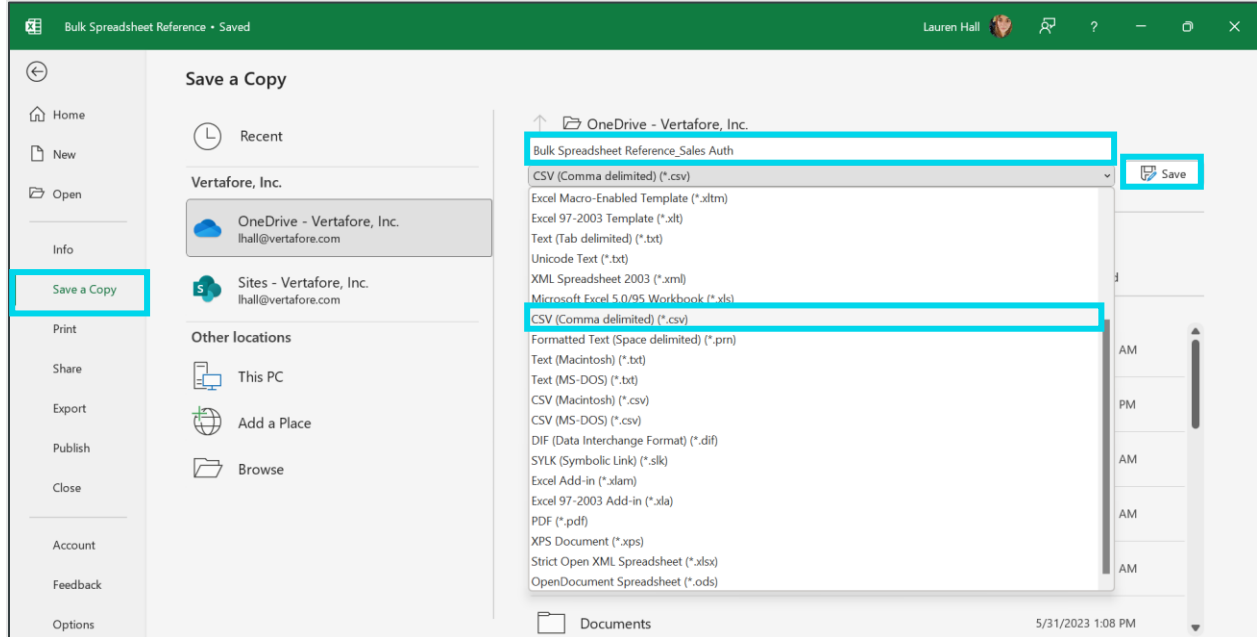
Note: If you inserted a header row containing the field names to guide your data entry, you must **delete the header** before moving on to the next step.

15. When you are finished, from the **File** menu, select **Save As**.

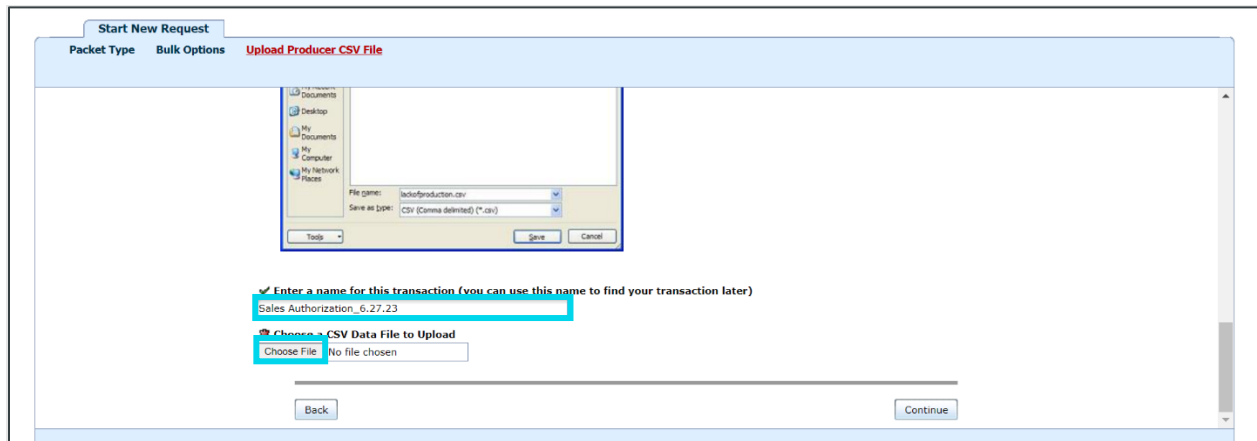
16. The Save As window will open. From the Save As Type drop-down menu, select **CSV (Comma Delimited) (*.csv)**. In the **File Name** field, enter the name for the producer file.

17. Click **Save**.

Section: Appointments

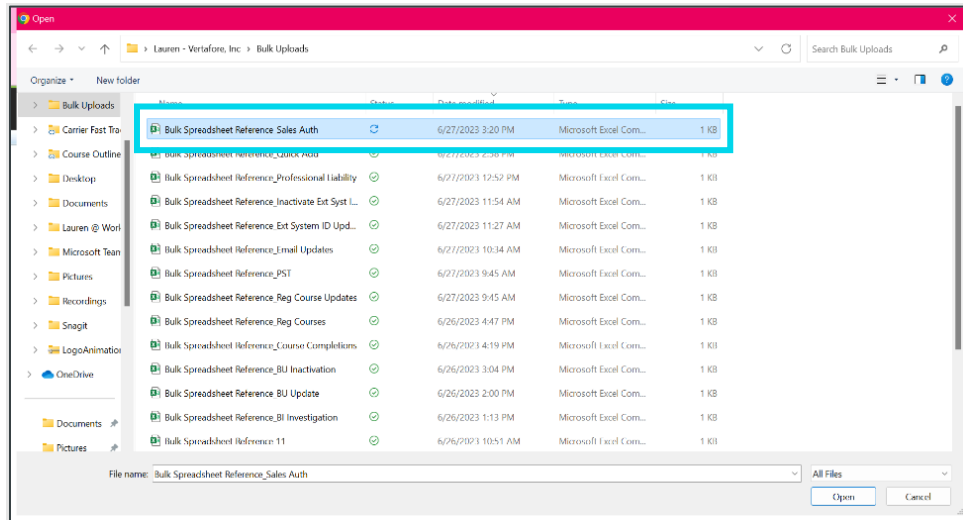


18. Your file is now saved in a comma-separated format and is ready for upload to the system.
19. Return to the application and scroll down to the bottom of the screen. **Enter the name of this transaction** in the box. This name will be visible to everyone in your organization.
20. Click the **Choose File** button.

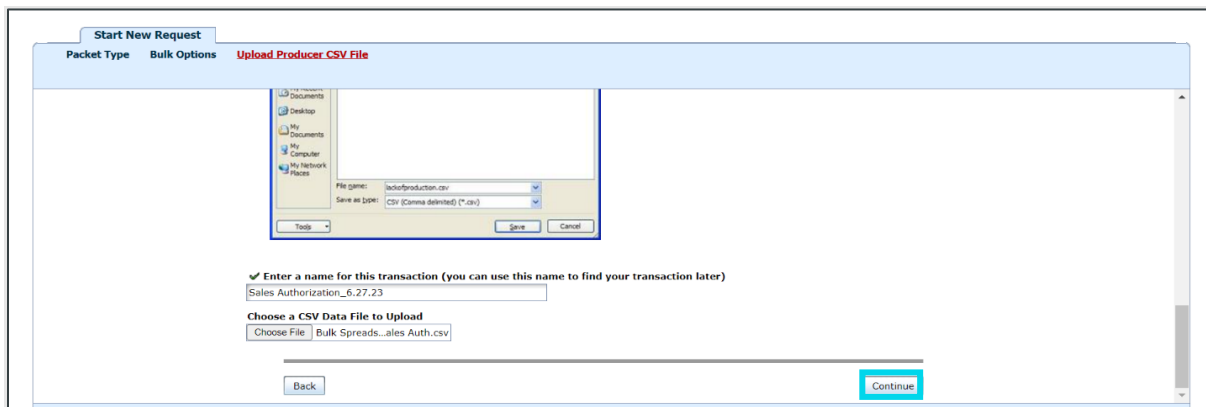


21. Use the navigation options on the **Choose File** dialog box to locate the upload file (*.csv) on your system.
22. When the correct file name appears in the **File Name** field, click the **Open** button.

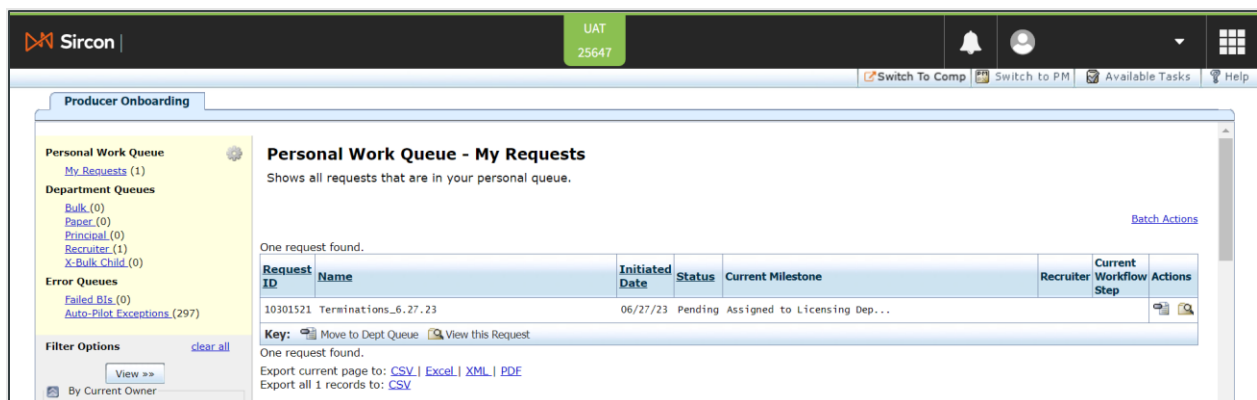
Section: Appointments



- 23. The file name will appear next to the **Choose File** button.
- 24. Click **Continue** to submit the file.



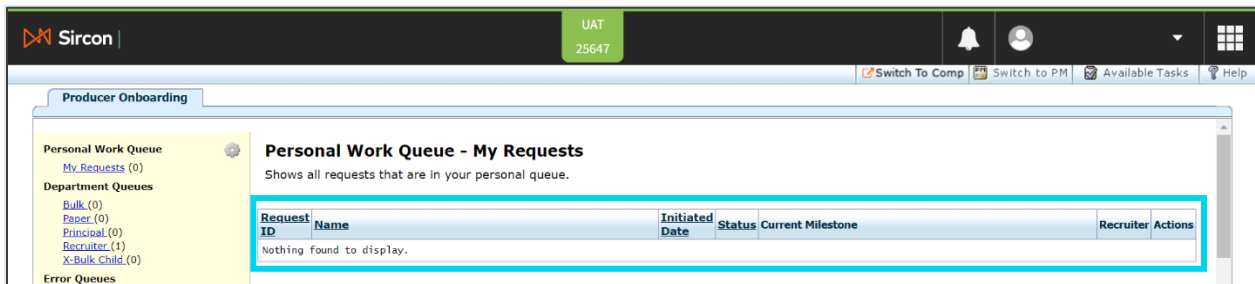
- 25. After a bulk transaction or service request is submitted, the system will process the file and complete the operation. Initially, the transaction will be assigned to your **Personal Work Queue**.



Section: Appointments

Note: Once you submit your bulk file, the system will confirm the formatting in your file is correct and if so, spawn off child packets - one for each individual or agency listed in your bulk file.

26. Refresh your browser periodically to update the status of the request. You may need to refresh the page several times depending on the size of the request and the length of time it takes to process the information.
27. If the request is processed successfully, the file will be removed from your personal work queue. This means that all the required information was accurate, and the transactions were processed in Producer Central.



The screenshot shows the Sircon interface for Producer Onboarding. The main content area is titled "Personal Work Queue - My Requests" and displays a table with the following columns: Request ID, Name, Initiated Date, Status, Current Milestone, Recruiter, and Actions. The table is currently empty, showing "Nothing found to display." The left sidebar contains navigation options for Personal Work Queue, Department Queues, and Error Queues.

Note: If the request contains an error, refer to the [Bulk Transactions Quick Guide](#) to troubleshoot the bulk transaction request.

Troubleshooting Appointment Errors

Producer Central will display error messages in bold, red text on the appointment page if you are attempting to submit appointments that contain missing or incorrect information.

In order for appointments to be submitted successfully, Producer Central created system conditions that prevent incorrect information from being sent to the states. These conditions help carrier customers save time and money by preventing faulty appointments from being submitted to the states and later rejected.

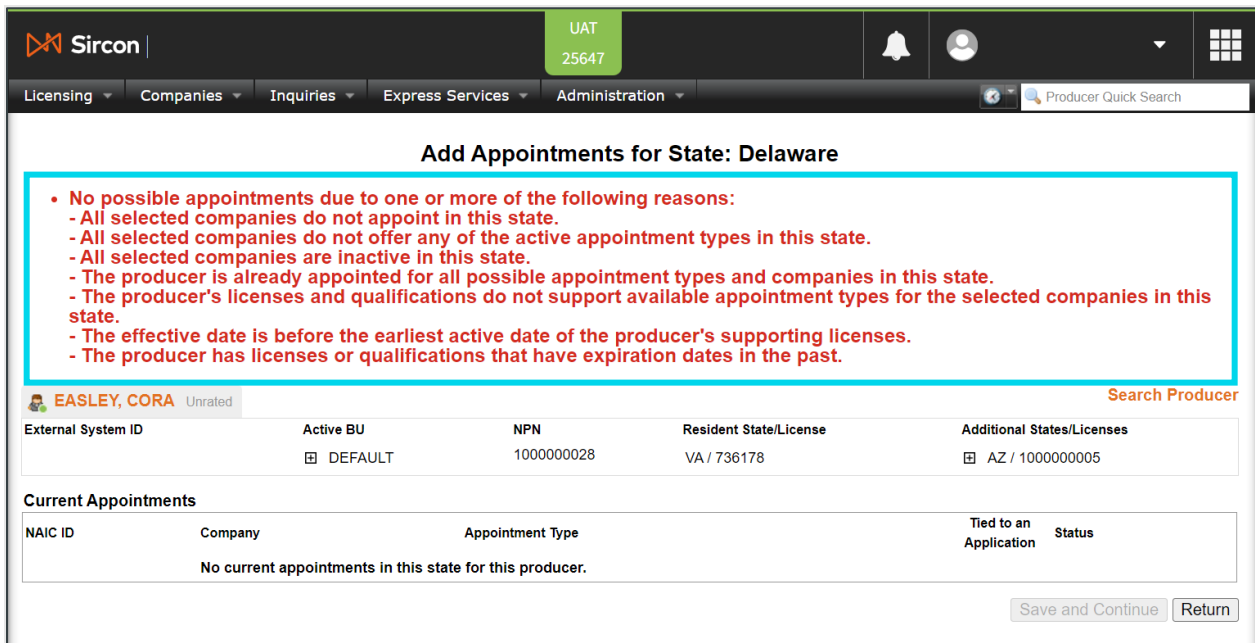
In this section, we will review the most common appointment error messages and steps to troubleshoot each issue.

Note: To see a full list of appointment errors, refer to the [Error Messages](#) page of the Producer Central Online Help site.

“No Possible Appointments Due to One or More of the Following Reasons”

One of the main errors you may encounter is the seven-line error message that starts with “no possible appointments due to one or more of the following reasons.” This error will appear if there are issues with:

- Existing Appointments
- Licenses & Qualifications
- Writing Company Setup



The screenshot shows the 'Add Appointments for State: Delaware' page. A red-bordered box highlights the following error message:

- **No possible appointments due to one or more of the following reasons:**
 - All selected companies do not appoint in this state.
 - All selected companies do not offer any of the active appointment types in this state.
 - All selected companies are inactive in this state.
 - The producer is already appointed for all possible appointment types and companies in this state.
 - The producer's licenses and qualifications do not support available appointment types for the selected companies in this state.
 - The effective date is before the earliest active date of the producer's supporting licenses.
 - The producer has licenses or qualifications that have expiration dates in the past.

Below the error message, the producer profile for 'EASLEY, CORA' is displayed with the following details:

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

The 'Current Appointments' section shows a table with columns for NAIC ID, Company, Appointment Type, Tied to an Application, and Status. The message states: "No current appointments in this state for this producer."

Section: Troubleshooting Appointment Errors


“THE PRODUCER IS ALREADY APPOINTED FOR ALL POSSIBLE APPOINTMENT TYPES AND COMPANIES IN THIS STATE.”

The system prevents you from adding appointment information or submitting an appointment request for the same appointment type(s) that already are active for a selected producer in a selected appointment state for a selected appointing company.

In this example, we are submitting an appointment request for Virginia with the Lansing Mutual P&C company when we receive the error message.

Add Appointments


Appointee

 **EASLEY, CORA** Unrated

Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date



Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input type="checkbox"/> Georgia	<input type="checkbox"/> Michigan	<input checked="" type="checkbox"/> Virginia
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Washington
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Mexico	
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> North Carolina	
<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Pennsylvania	

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input checked="" type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

To resolve this issue, complete the following steps:

1. Navigate to the producer record by selecting the producer's name from the **Producer Quick Search** or the **Recently Viewed Producers**.

The screenshot shows the Sircon application interface. At the top, there is a navigation bar with the Sircon logo, user information (UAT 25647), and a search bar labeled 'Producer Quick Search'. Below the navigation bar, there are several sections:

- Find existing producers with Review/Update Producer or Advanced Producer Search**: A search bar with options to 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests'.
- Update Producer Information**: Options to 'Add/Activate Licenses/Qualifications', 'Correct License Data', and 'Maintain Contact Information'.
- Manage Appointments**: Options to 'Add Appointments', 'Terminate Appointments', 'Approve/Deny Appointments', and 'Review Rejected Appointments'.
- Recently Viewed Producers**: A list of producers with their names and last viewed dates:
 - EASLEY, CORA (40 minutes ago, 07-07-2023)
 - AGENCY, COMBINED INSURANCE (07-06-2023)
 - CHIN, CHARLIE HEE (07-05-2023)
 - DORMAND, SARAH (07-03-2023)
- Recent Subscriber Notices**: Shows 'No notices.' with a 'Show All' link.
- PDB Updates Summary**: Shows 'Producers with pending updates: 4' and 'Producers with completed updates: Today: 1, Last 7 Days: 7, Last 30 Days: 16'.

2. Click the **Appointments** quick link.

The screenshot shows the 'Review/Update Individual' page for producer EASLEY, CORA. The page includes a search bar and a table with the following data:

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Below the table, there is an 'Expand All' section with a grid of links:

- Individual Details
- Producer Business Rules
- Resident States
- External Sys IDs
- Contact Information
- Address History
- Email Messages
- Licenses/Qualifications
- Appointments** (highlighted with a blue box)
- Agreements
- Firm Associations
- Employment History
- Aliases
- Data Reconciliation
- State Producer Numbers
- Required Items
- Background Investigations
- Business Units
- Locations and Departments
- Costs
- Education Credentials
- Course Completions
- Third Party Certifications
- License Applications
- Comments
- Transaction History
- Professional Liability
- Securities Information
- Authorization Overrides
- Compensation Profile

3. Expand the appointment details next to the state to see if the producer already has an appointment with the writing company.

Note: In this example, the producer already has P&C licenses for Virginia with the Lansing Mutual P&C writing company.

Section: Troubleshooting Appointment Errors

Appointments
Top

Grouping Options | Display Options

- New Jersey (4 appointments, 2 active) 🚫
- New Mexico (1 appointment) 🚫
- Virginia (6 appointments, 6 active) 🚫

Writing Company	Appt Type	Status	Status Date	Actions
American Annuities	Life and Health	Active	07/14/2023	🚫 🚫
Lansing Mutual Health	Life and Health	Active	07/14/2023	🚫 🚫
Lansing Mutual Life	Life and Health	Active	07/14/2023	🚫 🚫
Lansing Mutual P&C	Life and Health	Active	07/14/2023	🚫 🚫
Lansing Mutual P&C	Property and Casualty	Active	07/14/2023	🚫 🚫
Lansing Mutual Training Company	Property and Casualty	Active	07/14/2023	🚫 🚫

Page 1 of 1 | Displaying appointments 1 - 6 of 6

Actions: 🚫 Terminate 🚫 Quick Terminate 🚫 Quick Terminate (State is not record only)

➕ Add New Appointments | 📅 Correct Appointment Dates | 👤 Manage Company Relationships

4. Since the producer already has an appointment, you do not need to do anything to resolve the error.

Note: The goal of this error is to prevent carrier customers from incurring erroneous state appointment fees when the producer already has an active appointment.

Section: Troubleshooting Appointment Errors


“THE PRODUCER’S LICENSES AND QUALIFICATIONS DO NOT SUPPORT AVAILABLE APPOINTMENT TYPES FOR THE SELECTED COMPANIES IN THIS STATE.”

The system prevents you from adding appointment information or submitting an appointment request for a producer whose active license type or qualifications (license lines) in a selected appointment state do not support a selected appointment type.

In this example, we are submitting an appointment request for Florida with the American P&C company when we receive the error message.

Add Appointments


Appointee

 **EASLEY, CORA** Unrated

[Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	<input checked="" type="checkbox"/> DEFAULT	1000000028	VA / 736178	<input checked="" type="checkbox"/> AZ / 1000000005

Effective Date



Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

To resolve this issue, complete the following steps:

1. Navigate to the producer record by selecting the producer's name from the **Producer Quick Search** or the **Recently Viewed Producers**.

Section: Troubleshooting Appointment Errors

The screenshot shows the Siron application interface. At the top, there are navigation tabs: Licensing, Companies, Inquiries, Express Services, and Administration. A green 'UAT' button with the number '25647' is visible. Below the navigation is a 'Producer Quick Search' bar. The main dashboard area is divided into several sections:

- Producer Network:** Includes links for 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests'.
- Update Producer Information:** Includes links for 'Add/Activate Licenses/Qualifications', 'Correct License Data', and 'Maintain Contact Information'.
- Manage Appointments:** Includes links for 'Add Appointments', 'Terminate Appointments', 'Approve/Deny Appointments', and 'Review Rejected Appointments'.
- Recently Viewed Producers:** A list of producers including 'EASLEY, CORA' (40 minutes ago), 'AGENCY, COMBINED INSURANCE', 'CHIN, CHARLIE HEE', and 'DORMAND, SARAH'.
- Recent Subscriber Notices:** Shows 'No notices.' with a 'Show All' link.
- PDB Updates Summary:** Shows 'Producers with pending updates: 4' and 'Producers with completed updates: Today: 1, Last 7 Days: 7, Last 30 Days: 16'.

2. Click the **Licenses/Qualifications** quick link.

The screenshot shows the 'Review/Update Individual' page for producer 'EASLEY, CORA'. The page includes a search bar and a table with the following data:

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Below the table is an 'Expand All' section with a grid of links:

- Individual Details
- Producer Business Rules
- Resident States
- External Sys IDs
- Contact Information
- Address History
- Email Messages
- Licenses/Qualifications** (highlighted)
- Appointments
- Agreements
- Firm Associations
- Employment History
- Aliases
- Data Reconciliation
- State Producer Numbers
- Required Items
- Background Investigations
- Business Units
- Locations and Departments
- Costs
- Education Credentials
- Course Completions
- Third Party Certifications
- License Applications
- Comments
- Transaction History
- Professional Liability
- Securities Information
- Authorization Overrides
- Compensation Profile

At the bottom, there are three buttons: 'New PX Request', 'Verify Sales Authorization', and 'Review Siron Subscription'.

3. Check that the Producer has the correct license and qualifications. In the **License** section, click the **Expand** button () next to the **License** to see the **Active Qualifications**.

4. In this example, the producer does not have any P&C qualification in the state of Florida.

The screenshot shows the 'Active Qualifications' section for a producer in Florida. The page header includes: Florida, Non-Resident Agent, W448056, 10-24-2017, Active, 10-24-2017, 12-31-2024, and an 'Inactivate' button. Below the header is an 'Audit Information' table:

Created by	Created on	Updated by	Updated on
System User	05-17-2023	System User	05-17-2023

Below the audit table is a 'License Status History' section with the text 'No history found.' The 'Active Qualifications' section is highlighted with a red box and contains the following table:

Qualification Type
Non-Res Health
Non-Res Life with Variable Ann

At the bottom, there is a 'Comments (0)' section and an 'Add Comment' button.

Section: Troubleshooting Appointment Errors

5. The producer cannot receive an appointment until they obtain the necessary license and qualifications.
6. You do not need to take any action; the producer record will automatically update as long as the producer is receiving daily PDB syncs. Manually adding a license and/or qualification to the producer is record is not necessary. Once the producer has the license and qualification added to their record, the appointment request will go through successfully.


"THE PRODUCER HAS LICENSES OR QUALIFICATIONS THAT HAVE EXPIRATION DATES IN THE PAST."

The system prevents you from adding appointment information or submitting an appointment request for a producer whose supporting license type and/or qualification (license line) is inactive.

In this example, we are trying to submit an appointment request to Idaho for the American P&C company.

Add Appointments

Appointee

 **EASLEY, CORA** Unrated

[Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina
<input type="checkbox"/> California	<input checked="" type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington

Appointing Companies

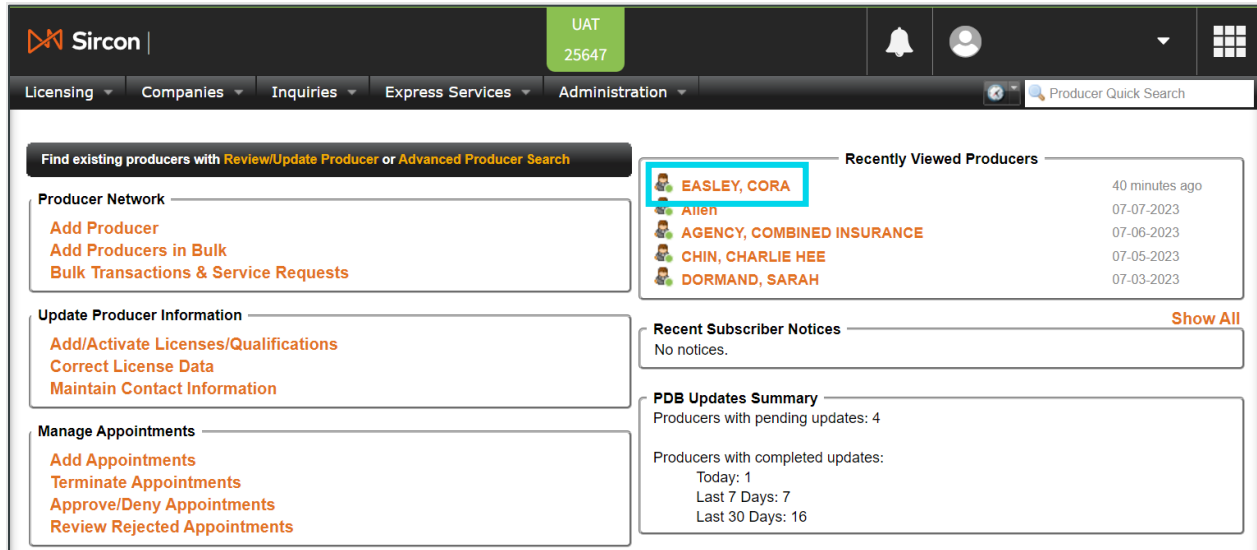
ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

Electronic Processing
 Paper
 Record Only

Section: Troubleshooting Appointment Errors

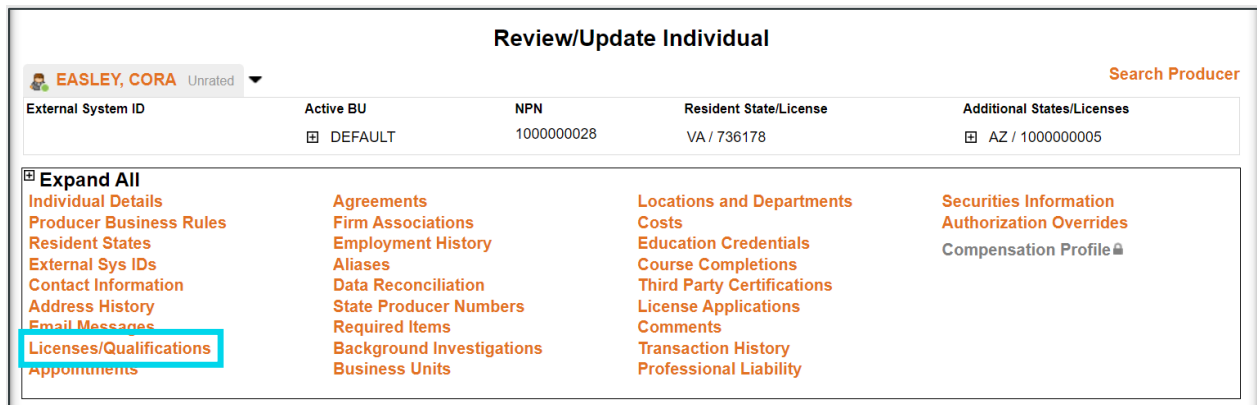
To resolve this issue, complete the following steps:

1. Navigate to the producer record by selecting the producer's name from the **Producer Quick Search** or the **Recently Viewed Producers**.



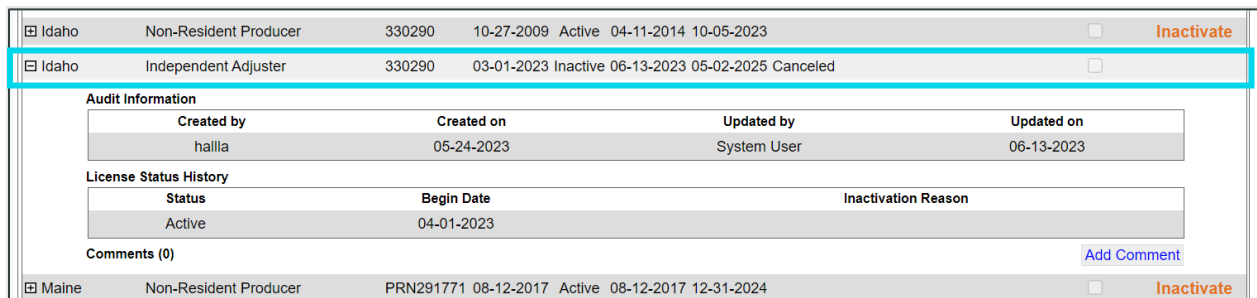
The screenshot shows the Sircon application interface. At the top, there is a navigation bar with 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. A search bar labeled 'Producer Quick Search' is on the right. Below the navigation bar, there are several sections: 'Producer Network' with links for 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests'; 'Update Producer Information' with links for 'Add/Activate Licenses/Qualifications', 'Correct License Data', and 'Maintain Contact Information'; 'Manage Appointments' with links for 'Add Appointments', 'Terminate Appointments', 'Approve/Deny Appointments', and 'Review Rejected Appointments'; and 'Recently Viewed Producers' which lists 'EASLEY, CORA' (40 minutes ago), 'AGENCY, COMBINED INSURANCE' (07-06-2023), 'CHIN, CHARLIE HEE' (07-05-2023), and 'DORMAND, SARAH' (07-03-2023). There are also sections for 'Recent Subscriber Notices' and 'PDB Updates Summary'.

2. Click the **Licenses/Qualifications** quick link.



The screenshot shows the 'Review/Update Individual' page for producer 'EASLEY, CORA'. The page has a header with the producer's name and a 'Search Producer' button. Below the header is a table with columns: 'External System ID', 'Active BU', 'NPN', 'Resident State/License', and 'Additional States/Licenses'. The 'Expand All' button is visible. Below the table, there are several sections of links: 'Individual Details', 'Producer Business Rules', 'Resident States', 'External Sys IDs', 'Contact Information', 'Address History', 'Email Messages', 'Licenses/Qualifications' (highlighted with a red box), 'Appointments', 'Agreements', 'Firm Associations', 'Employment History', 'Aliases', 'Data Reconciliation', 'State Producer Numbers', 'Required Items', 'Background Investigations', 'Business Units', 'Locations and Departments', 'Costs', 'Education Credentials', 'Course Completions', 'Third Party Certifications', 'License Applications', 'Comments', 'Transaction History', 'Professional Liability', 'Securities Information', 'Authorization Overrides', and 'Compensation Profile'.

3. Click the **Expand** button (+) next to the **License** to see if the producer has an active license or qualification. In this example, the license is inactive.
4. You cannot submit an appointment until the producer has an active license.



The screenshot shows a table with license status history. The table has columns: 'Idaho', 'Non-Resident Producer', '330290', '10-27-2009', 'Active', '04-11-2014', '10-05-2023', and 'Inactivate'. The second row is highlighted with a red box and shows 'Idaho', 'Independent Adjuster', '330290', '03-01-2023', 'Inactive', '06-13-2023', '05-02-2025', 'Canceled', and 'Inactivate'. Below the table, there is an 'Audit Information' section with a table showing 'Created by', 'Created on', 'Updated by', and 'Updated on'. The 'License Status History' section shows 'Status', 'Begin Date', and 'Inactivation Reason'. There is also a 'Comments (0)' section with an 'Add Comment' button.

Section: Troubleshooting Appointment Errors


“THE EFFECTIVE DATE IS BEFORE THE EARLIEST ACTIVE DATE OF THE PRODUCER'S SUPPORTING LICENSES.”

The system prevents you from adding appointment information or submitting an appointment request for a producer whose supporting, active license type and/or qualification (license line) has an effective date value that precedes the effective date of the requested appointment.

In this example, we are trying to submit an appointment request to Arizona with the American P&C company with an Effective Date of 04-02-2023.

Add Appointments

Appointee

 **EASLEY, CORA** Unrated Search Producer

External System ID	Active BU DEFAULT	NPN 1000000028	Resident State/License VA / 736178
Additional States/Licenses AZ / 1000000005			

Effective Date

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input checked="" type="checkbox"/> Arizona	<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

To resolve this issue, complete the following steps:

1. Navigate to the producer record by selecting the producer's name from the **Producer Quick Search** or the **Recently Viewed Producers**.

Section: Troubleshooting Appointment Errors

The screenshot shows the Siron application interface. At the top, there is a navigation bar with 'Siron' logo, a 'UAT 25647' indicator, and a 'Producer Quick Search' field. Below the navigation bar, there are several sections:

- Find existing producers with Review/Update Producer or Advanced Producer Search**: A search prompt.
- Producer Network**: Includes links for 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests'.
- Update Producer Information**: Includes links for 'Add/Activate Licenses/Qualifications', 'Correct License Data', and 'Maintain Contact Information'.
- Manage Appointments**: Includes links for 'Add Appointments', 'Terminate Appointments', 'Approve/Deny Appointments', and 'Review Rejected Appointments'.
- Recently Viewed Producers**: A list of producers with their names and last viewed times (e.g., 'EASLEY, CORA' viewed 40 minutes ago).
- Recent Subscriber Notices**: Shows 'No notices.' with a 'Show All' link.
- PDB Updates Summary**: Shows 'Producers with pending updates: 4' and 'Producers with completed updates: Today: 1, Last 7 Days: 7, Last 30 Days: 16'.

2. Click the **Licenses/Qualifications** quick link.

The screenshot shows the 'Review/Update Individual' page for producer 'EASLEY, CORA'. At the top, there is a 'Search Producer' button. Below it, a table displays key information:

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

 Below the table, there is an 'Expand All' button and a grid of links for various sections:

- Individual Details**: Licenses/Qualifications (highlighted), Appointments, etc.
- Producer Business Rules**: Firm Associations, etc.
- Locations and Departments**: Costs, Education Credentials, etc.
- Securities Information**: Authorization Overrides, Compensation Profile, etc.

3. Click the **Expand** button (+) next to the license and note the **Effective Date** of the license. In this example, the date the license became active was 05-06-2023.

The screenshot shows the 'Licenses' section. It features a table with the following columns: License State, License Type, License Number, Original Issue Date, Status, Effective Date, Expiration Date, Inactivation Reason, License Suspend Begin Date, License Suspend End Date, and Copy Rec'd.

License State	License Type	License Number	Original Issue Date	Status	Effective Date	Expiration Date	Inactivation Reason	License Suspend Begin Date	License Suspend End Date	Copy Rec'd
Arizona	Insurance Producer	1000000005	05-06-2023	Active	05-06-2023	05-06-2023				Inactivate

 Below the table, there is an 'Audit Information' section with a table:

Created by	Created on	Updated by	Updated on
System User	05-17-2023	System User	05-17-2023

 There is also a 'License Status History' section showing 'No history found.' and an 'Active Qualifications' section with a table:

Qualification Type
Variable Life/Variable Annuity
Life
Accident & Health or Sickness


 At the bottom, there is a 'Comments (0)' section with an 'Add Comment' link.

Section: Troubleshooting Appointment Errors

- Change the **Effective Date** in the **Add Appointments** screen to be on or after the **Effective Date** of the license.

Add Appointments

Appointee

 **EASLEY, CORA** Unrated Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	☑ DEFAULT	1000000028	VA / 736178	☑ AZ / 1000000005

Effective Date

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input checked="" type="checkbox"/> Arizona	<input type="checkbox"/> Georgia	<input type="checkbox"/> Michigan	<input type="checkbox"/> Virginia
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Washington
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Mexico	
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> North Carolina	
<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Pennsylvania	

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

Section: Troubleshooting Appointment Errors


“ALL SELECTED COMPANIES DO NOT APPOINT IN THIS STATE.”

The system prevents you from adding appointment information or submitting an appointment request when a selected appointing company is not configured for appointments in a selected appointment state.

In this example, we need to appoint a producer to the American P&C company in Delaware when we received the error.

Add Appointments

Appointee

 **EASLEY, CORA** Unrated

[Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	<input type="checkbox"/> DEFAULT	1000000028	VA / 736178	<input type="checkbox"/> AZ / 1000000005

Effective Date

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> North Carolina
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> Michigan	<input type="checkbox"/> Pennsylvania
<input checked="" type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Jersey	<input checked="" type="checkbox"/> Virginia
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington

Appointing Companies

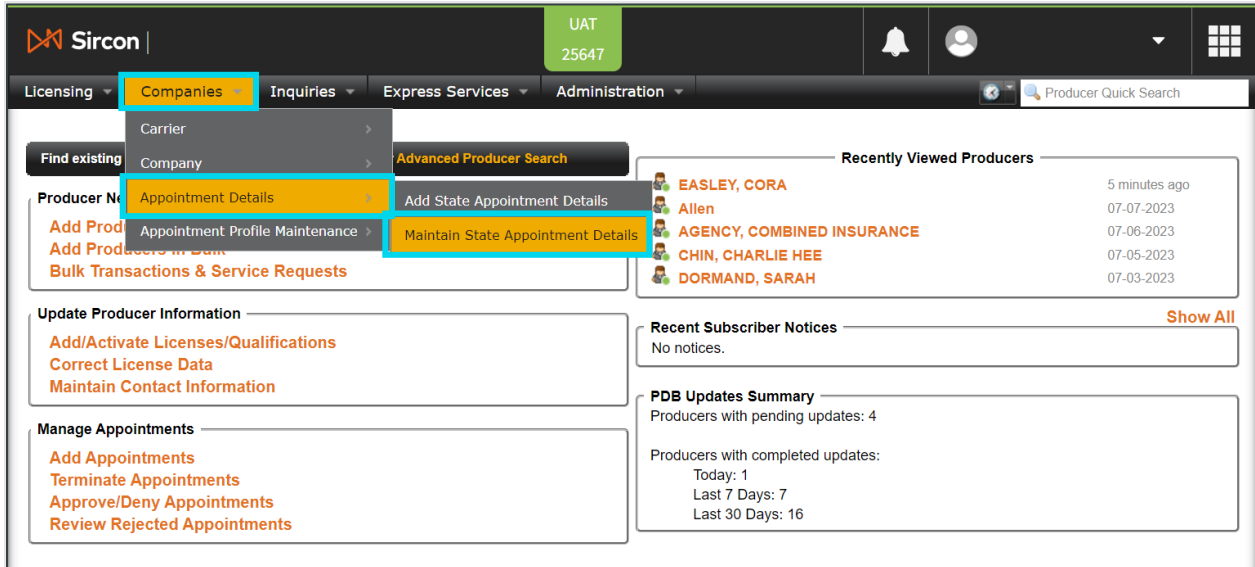
ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

After checking for existing appointments and verifying the producer has active licenses and qualifications, the next step is to validate the writing company is active in the selected state.

Section: Troubleshooting Appointment Errors

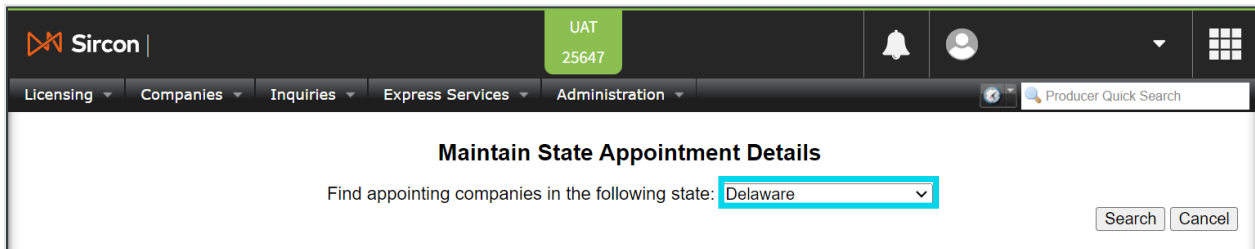
To resolve this issue, complete the following steps:

1. From the **Companies** menu, click **Appointment Details** and **Maintain State Appointment Details**.



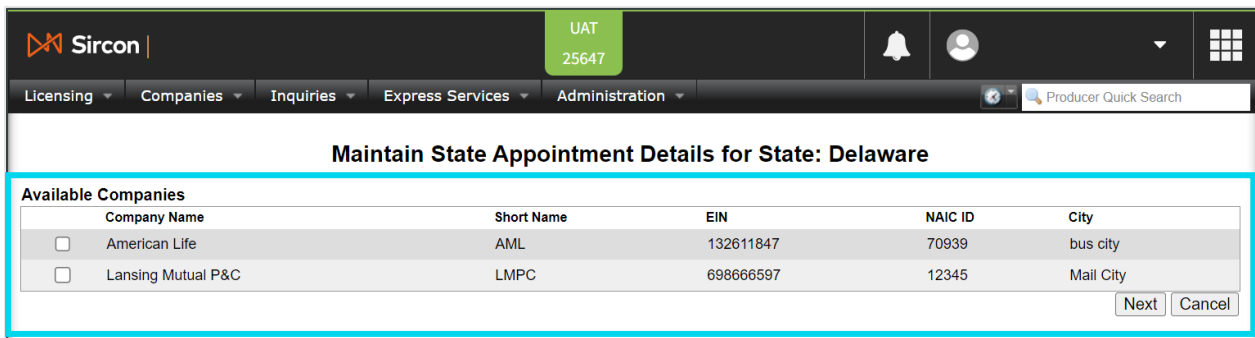
The screenshot shows the Sircon application interface. The top navigation bar includes 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. The 'Companies' menu is expanded, showing options like 'Carrier', 'Company', 'Appointment Details', 'Add State Appointment Details', 'Maintain State Appointment Details', 'Appointment Profile Maintenance', and 'Bulk Transactions & Service Requests'. The 'Appointment Details' and 'Maintain State Appointment Details' options are highlighted in yellow. On the right side, there is a 'Recently Viewed Producers' section listing producers like EASLEY, CORA, Allen, AGENCY, COMBINED INSURANCE, CHIN, CHARLIE HEE, and DORMAND, SARAH. Below that is a 'Recent Subscriber Notices' section and a 'PDB Updates Summary' section.

2. From the *Maintain State Appointment Details* page, select the **State** to determine which companies are set up for that state.
3. Click **Search**.



The screenshot shows the 'Maintain State Appointment Details' page. The title is 'Maintain State Appointment Details'. Below the title, there is a text field 'Find appointing companies in the following state:' followed by a dropdown menu set to 'Delaware'. There are 'Search' and 'Cancel' buttons to the right of the dropdown.

4. If the **Company Name** is not on the list, you will need to follow the steps in the [Writing Company Setup Quick Guide](#) to configure the company.



The screenshot shows the 'Maintain State Appointment Details for State: Delaware' page. Below the title, there is a table of 'Available Companies'. The table has columns for 'Company Name', 'Short Name', 'EIN', 'NAIC ID', and 'City'. There are checkboxes next to each company name. 'Next' and 'Cancel' buttons are at the bottom right of the table.

Company Name	Short Name	EIN	NAIC ID	City
<input type="checkbox"/> American Life	AML	132611847	70939	bus city
<input type="checkbox"/> Lansing Mutual P&C	LMPC	698666597	12345	Mail City

Section: Troubleshooting Appointment Errors

Note: If the Company IS in the list, then you will need to confirm the appointment types that are set up for the selected State and selected Company.

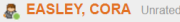
Refer to the [Writing Company Management Quick Guide](#) for more information.

“ALL SELECTED COMPANIES DO NOT OFFER ANY OF THE ACTIVE APPOINTMENT TYPES IN THIS STATE.” OR “ALL SELECTED COMPANIES ARE INACTIVE IN THIS STATE.”

The system prevents you from adding appointment information or submitting an appointment request when a selected appointment type is not available for a selected appointing company in a selected state.

In the example below, we are trying to add an appointment for the state of Georgia for the American P&C company.

Add Appointments

Appointee
 [Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date

 Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile
 No profiles are available for the appointee's active license states.

States and Appointing Companies

States

<input type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Georgia	<input type="checkbox"/> Michigan	<input type="checkbox"/> Virginia
<input type="checkbox"/> California	<input type="checkbox"/> Idaho	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Washington
<input type="checkbox"/> Delaware	<input type="checkbox"/> Maine	<input type="checkbox"/> New Mexico	
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> North Carolina	
<input type="checkbox"/> Florida	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Pennsylvania	

Appointing Companies

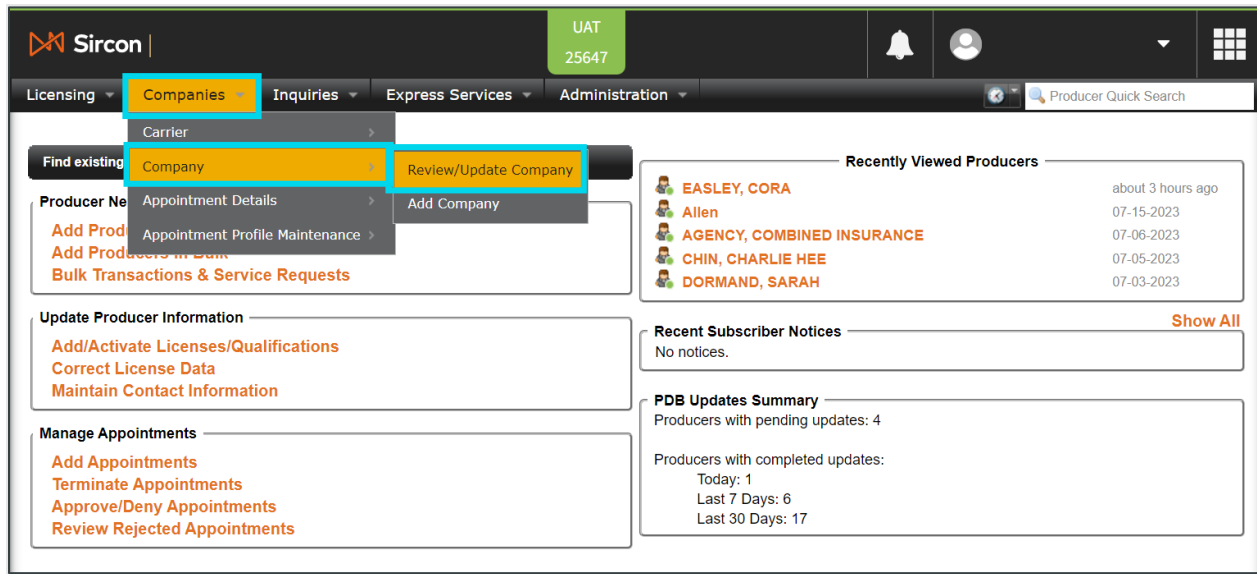
ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input type="checkbox"/>	1701397 70939	American Life
<input checked="" type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

Section: Troubleshooting Appointment Errors

After checking that the company is assigned to the state of Georgia, we need to validate that the **Appointment Types** are active.

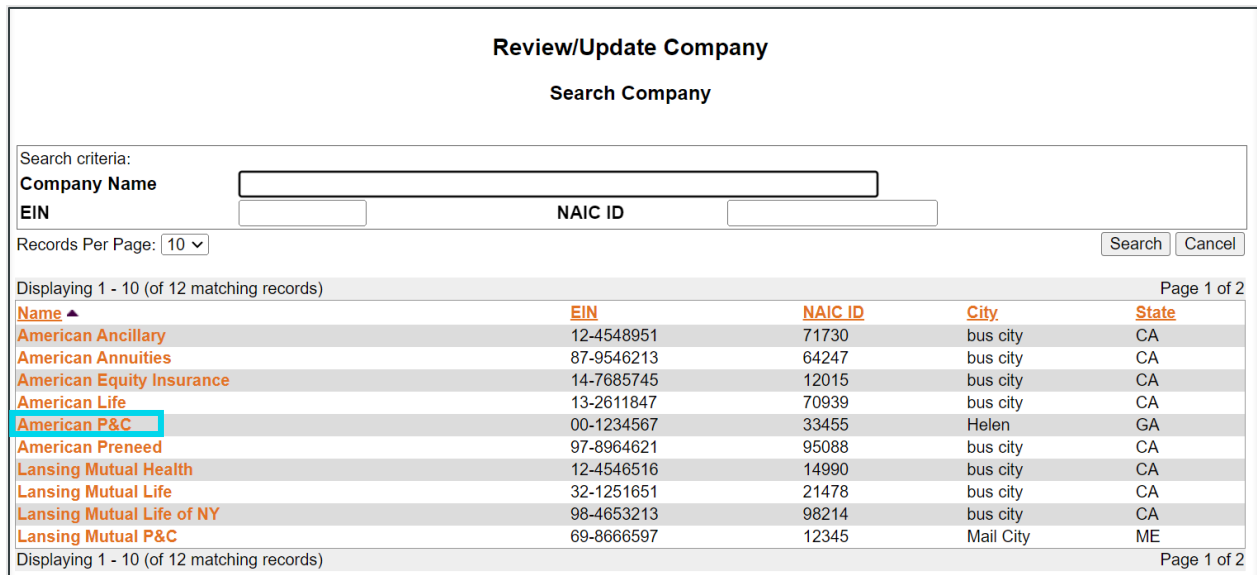
To resolve this issue, complete the following steps:

1. From the **Companies** menu, click **Company** and **Review/Update Company**.



The screenshot shows the Sircon application interface. The 'Companies' menu is highlighted, and the 'Review/Update Company' option is selected. The interface includes a top navigation bar with 'UAT 25647', a search bar, and various menu items like 'Licensing', 'Inquiries', 'Express Services', and 'Administration'. The main content area is divided into several sections: 'Find existing' (with 'Company' and 'Review/Update Company' highlighted), 'Update Producer Information', 'Manage Appointments', 'Recently Viewed Producers', 'Recent Subscriber Notices', and 'PDB Updates Summary'.

2. Click the **Company Name** to open more details.



The screenshot shows the 'Review/Update Company' page. The page title is 'Review/Update Company' and the subtitle is 'Search Company'. There is a search criteria section with fields for 'Company Name', 'EIN', and 'NAIC ID'. Below the search criteria is a table of 12 matching records. The table has columns for 'Name', 'EIN', 'NAIC ID', 'City', and 'State'. The 'American P&C' row is highlighted.

Name	EIN	NAIC ID	City	State
American Ancillary	12-4548951	71730	bus city	CA
American Annuities	87-9546213	64247	bus city	CA
American Equity Insurance	14-7685745	12015	bus city	CA
American Life	13-2611847	70939	bus city	CA
American P&C	00-1234567	33455	Helen	GA
American Preneed	97-8964621	95088	bus city	CA
Lansing Mutual Health	12-4546516	14990	bus city	CA
Lansing Mutual Life	32-1251651	21478	bus city	CA
Lansing Mutual Life of NY	98-4653213	98214	bus city	CA
Lansing Mutual P&C	69-8666597	12345	Mail City	ME

3. Click the **Expand** button (⊕) next to the *State Appointment Details* section.
4. You can now see the **Status** of each state appointment.
5. Click **Edit** to see more details about the **Appointment Types**.

Section: Troubleshooting Appointment Errors

Note: In this example, the **Status** of the GA appointment is **Inactive**.

Review/Update Company Search Company

Company Name	EIN	License Number	NAIC ID	City	State
American P&C	00-1234567		33455	Helen	Georgia

Expand All

Company Details State Appointment Details External System Identifiers Comment

Contact Information Aliases

Company Details Top

Company ID: 2247975 Status: Active Effective Date: 07-14-2023

Company Name: American P&C Short Name: AMPC

EIN: 00-1234567 NAIC ID: 33455 Company Type: Property and Casualty Insurer

Domicile State: Georgia

Save Cancel

Contact Information Top

State Appointment Details Top

Add New States

States	State	Status	Status Date	Company/License Number	Assigned Appointing Authority	
<input type="checkbox"/>	Arizona	Active	07-14-2023	976655	Administrator, SIRCON	Edit
<input type="checkbox"/>	Georgia	Inactive	07-17-2023	332211	Stom, Dennis	Edit

Add New Appointment Types

Appointment Type	Status	Suspend New Appts	Start Date	End Date	Company/License Number
<input type="checkbox"/> Carrier Requests	Inactive	<input checked="" type="checkbox"/>	01-01-1900	07-17-2023	
<input type="checkbox"/> Doesn't Appoint By LOA	Inactive	<input checked="" type="checkbox"/>	01-01-1900	07-06-2023	
<input type="checkbox"/> No LOA Needed	Inactive	<input checked="" type="checkbox"/>	01-01-1900	07-17-2023	

Add New Appointing Authorities

Appointing Authority	Begin Date	End Date	
Stom, Dennis	07-06-2023		Edit
Hall, Lauren	07-06-2023	07-06-2023	Edit

<input type="checkbox"/> New Jersey	Active	07-14-2023	1290874	Administrator, SIRCON	Edit
<input type="checkbox"/> Virginia	Active	07-14-2023	973429	Administrator, SIRCON	Edit

Aliases Top

- If the **Appointment Types** are inactive or if the **Suspend New Appts** checkbox is selected, the appointment will not go through.

Note: Vertafore recommends setting the **Start Date** of an **Appointment Type** to 01-01-1900. This is standard for all customers.

If you use the current date as the **Start Date** in this field, then any appointments effective PRIOR to the date will not sync with Producer Central. Additionally, you will not be able to backdate a producer Appointment if the Start Date is a recent date. The 01-01-1900 is standard **Start Date** for **Appointment Types**.

- To update the **Appointment Type**, change the Status to **Active** and remove the date from the **End Date** field.
- Click **Save**.

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Section: Troubleshooting Appointment Errors

Maintain State Appointment Details for State: Georgia

Company Name	EIN	License Number	NAIC ID	City	State
American P&C	00-1234567		33455	Helen	Georgia

Company/License Number	Assigned Appointing Authority
332211	Stom, Dennis ▾

Appointment Types

Appointment Type	Status	Suspend New Appts	Start Date	End Date	Company/License Number
Carrier Requests	Inactive ▾	<input checked="" type="checkbox"/>	01-01-1900	07-17-2023	
Doesn't Appoint By LOA	Inactive ▾	<input checked="" type="checkbox"/>	01-01-1900	07-06-2023	
No LOA Needed	Inactive ▾	<input checked="" type="checkbox"/>	01-01-1900	07-17-2023	

Appointing Authorities


Appointing Authority	Begin Date	End Date
Stom, Dennis	07-06-2023	07-06-2023
Hall, Lauren	07-06-2023	

“This Functionality is Unavailable until all Missing Information is Completed on the Producer Record.”


The system prevents you from adding appointment information or submitting an appointment request when the affected producer record is "incomplete" or lacks required information.

Add Appointments

Appointee


 **SHELBY, GROVER J** Unrated Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		1100000028	VA / 14155587	

 This producer has invalid information or is missing required information.

- This functionality is unavailable until all missing information is completed on the producer record. Review this producer to see which sections are missing information.
- You cannot add an appointment for this producer because you do not support the producer's assigned business unit(s).

To resolve this issue:

1. Navigate to the affected producer record in the *Review/Update Producer* page.
2. Review any data section represented in the **Quick Links** that is surrounded by a pink box.
3. Click the **Fix Missing Required Information** button () to navigate directly to the maintenance page for the data section in question, where you can correct the deficiency.
4. Once the data is updated, you can submit the appointment request to the producer.

Section: Troubleshooting Appointment Errors

Review/Update Individual

Search Producer

JACKSON, ELOISE Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		110000999		

This producer has invalid information or is missing required information.

Expand All

Individual Details	Agreements	Background Investigations	License Applications
Producer Business Rules	Firm Associations	Business Units	Comments
Resident States	Employment History	Locations and Departments	Product Certifications
External Sys IDs	Aliases	Costs	Transaction History
Contact Information	Data Reconciliation	Education Credentials	Professional Liability
Address History	State Producer Numbers	Course Completions	Securities Information
Email Messages	Education/Prof. Design.	CE Requirements	Authorization Overrides
Licenses/Qualifications	FINRA Information	CE Courses	Compensation Profile
Appointments	Required Items	Third Party Certifications	

Key: 🚩 = Fix Missing Required Information

Verify Sales Authorization
Review Sircon Subscription

“You Cannot Add an Appointment for this Producer because you do not Support the Producer's Assigned Business Unit(s).”

The system prevents you from adding appointment information or submitting an appointment request under the following conditions:

- When the affected producer is assigned to a business unit different from the business unit(s) you are permitted to work with in your user account.
- If the affected producer is not assigned to any business unit.
- If you have not been permitted to work with any business unit in your user account.

Add Appointments

Search Producer

SHELBY, GROVER J Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		1100000028	VA / 14155587	

This producer has invalid information or is missing required information.

- This functionality is unavailable until all missing information is completed on the producer record. Review this producer to see which sections are missing information.
- You cannot add an appointment for this producer because you do not support the producer's assigned business unit(s).

Next
Return

To resolve this issue, complete the steps below:

1. Navigate to the producer record and click the **Business Units** link from the quick links section.

Section: Troubleshooting Appointment Errors

Review/Update Individual

[Search Producer](#)

SHELBY, GROVER J Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
2345	ABCD	1100000028	VA / 14155587	

Expand All

<ul style="list-style-type: none"> Individual Details Producer Business Rules Resident States External Sys IDs Contact Information Address History Email Messages Licenses/Qualifications Appointments 	<ul style="list-style-type: none"> Agreements Firm Associations Employment History Aliases Data Reconciliation State Producer Numbers Education/Prof. Design. FINRA Information Required Items 	<ul style="list-style-type: none"> Background Investigations Business Units Locations and Departments Costs Education Credentials Course Completions CE Requirements CE Courses Third Party Certifications 	<ul style="list-style-type: none"> License Applications Comments Product Certifications Transaction History Professional Liability Securities Information Authorization Overrides Compensation Profile
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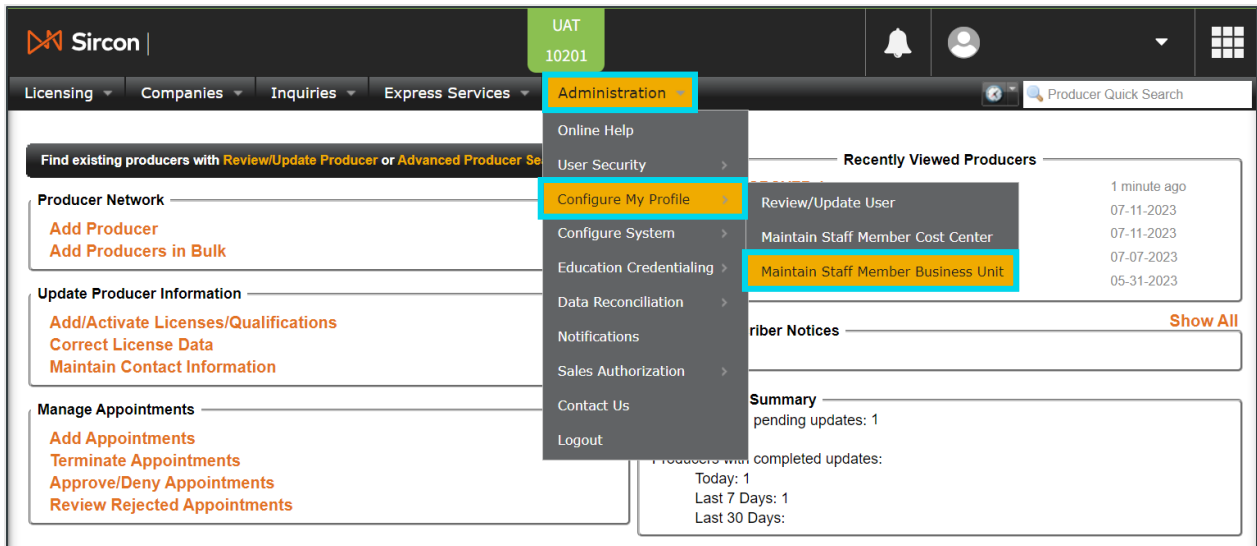
2. You can now see all the **Business Units** assigned to the producer.

Business Units Top

BU Name	Status	Begin Date	End Date	Cost Center
ABCD	Active	07-17-2023		

[Add/Update Business Unit](#)

3. From the **Administration** menu, click **Configure My Profile** then click **Maintain Staff Member Business Unit**.



The screenshot shows the Sircon user interface. The 'Administration' menu is open, and 'Configure My Profile' is highlighted. Within the 'Configure My Profile' sub-menu, 'Maintain Staff Member Business Unit' is highlighted. The background shows the 'Producer Network' and 'Update Producer Information' sections.

4. This page displays all the active and inactive business units that are assigned to you.

Section: Troubleshooting Appointment Errors

Maintain Staff Member Business Unit

Edit the business units for the user below

Staff Member	User Name
Hall, Lauren	halla

[Add a New Business Unit](#)

Business Unit Name	Status	Begin Date	End Date	Default	Actions
ABCD	Inactive	05-30-2023	05-31-2023	<input type="checkbox"/>	
DEFAULT	Active	07-17-2023		<input type="checkbox"/>	

Key: = Edit Business Unit

Add/Update Business Unit Clear

BU Name <input type="text"/>	Status Active <input type="text"/>	Begin Date 07-17-2023 <input type="text"/>	End Date <input type="text"/>	Default <input type="checkbox"/>
---------------------------------	---------------------------------------	---	----------------------------------	-------------------------------------

- If the required business unit is missing or inactive, you will need to add it to your profile. Alternatively, you can add a new business unit to the producer record.

Note: If you do not see a link for **Add a New Business Unit**, you will need to reach out to an Administrator in your account to add the Business Unit to your user profile for you.

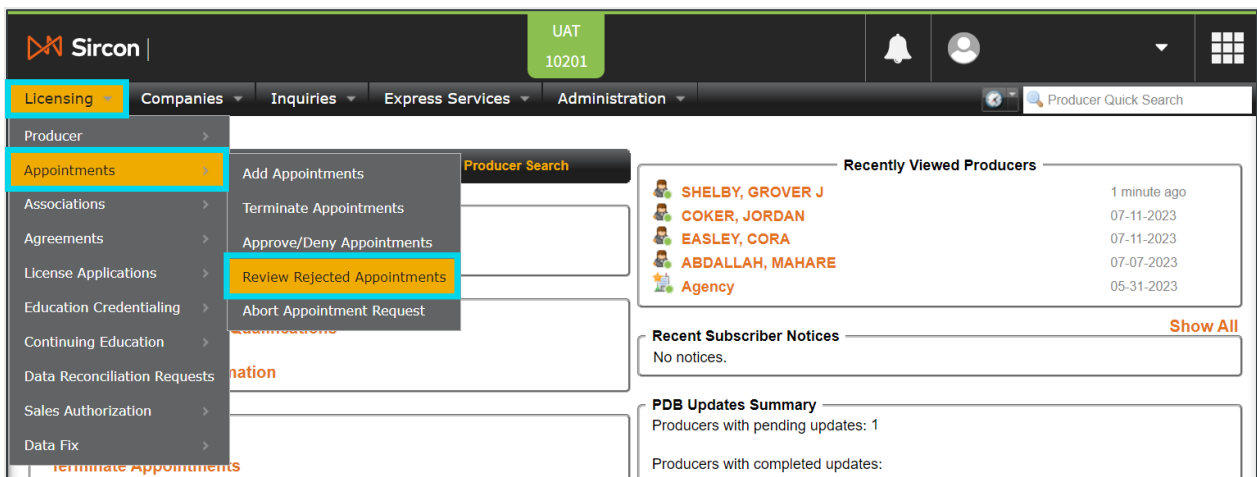
Review Rejected Appointments

Use the *Review Rejected Appointments* page to review state and county appointment or termination requests that did not process successfully. This can be due to a system error, user-aborted processing, or state denial.

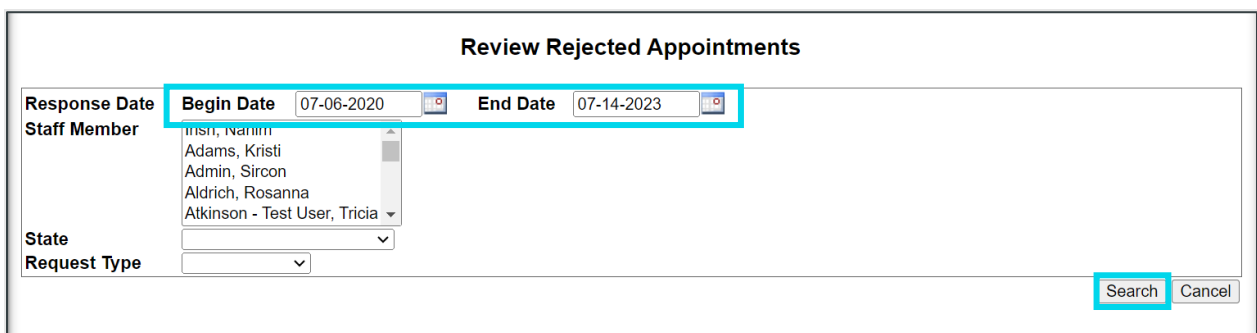
You also may elect to submit a new appointment or termination request based on a rejected request after resolving the issue that caused the processing exception.

The *Review Rejected Appointments* function uses a three-page, "wizard" procedure, whereupon on the first page you search within a specified time period for appointment or termination requests that were rejected, select one or multiple requests from the resulting list on the second page, and then diagnose the reason for the denial and resolve the selected requests in one way or another on the third page.

1. From the **Licensing** menu, click **Appointments** then click **Review Rejected Appointments**.



2. Search for the rejected appointments using the **Begin Date** and **End Date** when the appointment response was received.
3. You can also narrow down the search using the **Staff Member**, **State**, or **Request Type**.
4. Click **Search**.



The screenshot shows the 'Review Rejected Appointments' search form. The form has the following fields:

- Response Date**: A date range selector with 'Begin Date' set to 07-06-2020 and 'End Date' set to 07-14-2023.
- Staff Member**: A dropdown menu with a list of names including 'Adams, Kristi', 'Admin, Sircon', 'Aldrich, Rosanna', and 'Atkinson - Test User, Tricia'.
- State**: A dropdown menu.
- Request Type**: A dropdown menu.









At the bottom right of the form, there are 'Search' and 'Cancel' buttons.

Section: Review Rejected Appointments

- You will now see a list of the *Unresolved Rejected Appointments*.
- Click the checkmark next to the appointment you need to review then click **Next**.

Unresolved Rejected Appointments

Select Requests to Review:

	Producer Name	Company	Requested Action	State	Response Date
<input checked="" type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	05-21-2020
<input type="checkbox"/>	 Tiethof, Jennifer (NY) Ext. ID: 65467 BU: ASH	Acme Insurance Writing Company	Appointment	ND	06-03-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	07-08-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	07-08-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	07-31-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	07-31-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	07-31-2020
<input type="checkbox"/>	 HOLTMAN, KELI (AR, NY) Ext. ID: 19414214 BU: ASH	Acme Insurance Writing Company	Appointment	MI	08-03-2020

Select All Unselect All

Previous Next Cancel

- Review the **Rejected Reason** to determine what you need to fix to create a new appointment or termination.
- Once you update the appointment, click the checkmark next to **Resolved** then click **Save**. This will remove the appointments from the unresolved rejected appointments page.

Unresolved Rejected Appointments

Resolved

Revert Appointment To Active

State	Michigan	Requested Action	Appointment
Producer Name	HOLTMAN, KELI	SSN/EIN	387-36-2524
Submit Date	09-30-2019	Response Date	05-21-2020
Rejection Reason	Request aborted by user Keli Holtman.		
Resident County	Counties		
Current Appointment Status			
Appointment Type	Casualty	Company	Acme Insurance Writing Company
Status	Inactive	Active Date	05-21-2020
Termination Reason	Entered in Error		
Termination Date	05-21-2020		

Submit a new request based on this request

Previous Save Cancel

Note: If you have a termination that has been rejected by the State, you will go to the *Unresolved Rejected Appointments* section, find your Termination and check the box that says **Revert Appointment to Active**. If you do not check the box to **Revert Appointment to Active**, then you will not be able to re-submit your Termination.

Maintain Appointment Profiles

An appointment profile associates one state, to one or more regulated companies, and to one or more appointment types.

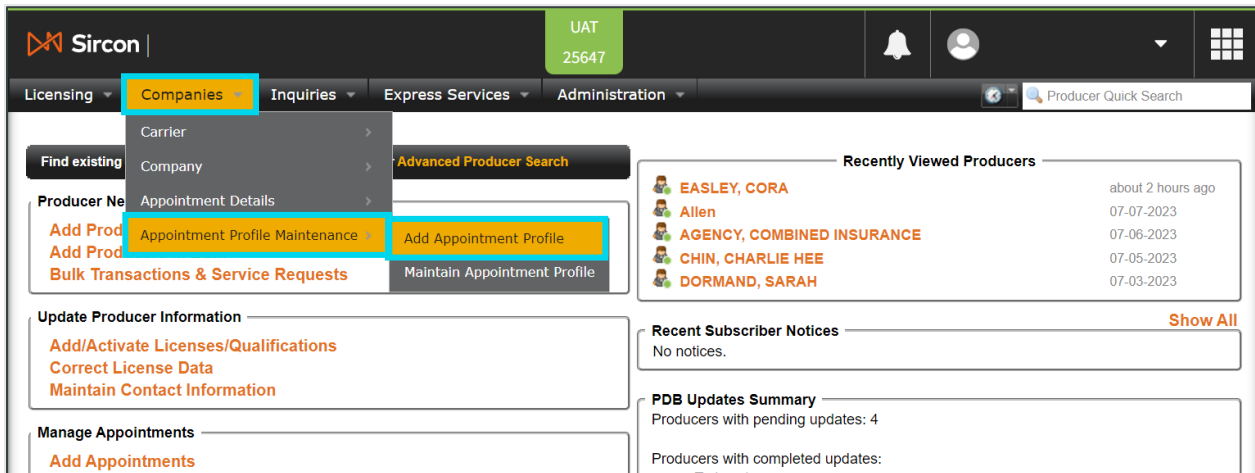
Appointment profiles are used to facilitate appointment and appointment termination processing. This is optional functionality which you can use to speed up appointment processing. The Appointment Profiles are unrelated to Sales Authorization Profiles.

When an appointment profile is selected on the *Add Appointments* or *Terminate Appointments* page, the state, companies, and appointment types are automatically populated and selected.

Create Appointment Profile

Use the *Add Appointment Profile* page to configure a set of pre-defined state, appointing company, and appointment type criteria that you can apply to frequently requested appointment or termination transactions.

1. From the **Companies** menu, click **Appointment Profile Maintenance** then click **Add Appointment Profile**.



The screenshot shows the Siron user interface. The top navigation bar includes 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. The 'Companies' menu is open, showing options like 'Carrier', 'Company', 'Appointment Details', 'Add Appointment Profile', and 'Maintain Appointment Profile'. The 'Add Appointment Profile' option is highlighted in yellow. On the right side, there is a 'Recently Viewed Producers' section listing several producers with their names and dates.

2. Enter a **Profile Name** then select the **State** the profile applies to as well as the **Begin Date** of the profile.
3. Click **Next**.

Add Appointment Profile

Profile Name	<input style="width: 90%;" type="text" value="Virginia P&C Appointments"/>
Profile State	<input style="width: 90%;" type="text" value="Virginia"/>
Begin Date	<input style="width: 90%;" type="text" value="07-14-2023"/>

Section: Maintain Appointment Profiles

4. Select the **Company**, or Companies, you want to add to the profile then click the checkboxes next to the **Appointment Types** to add to the profile.
5. Click **Save and Continue**.

Add Appointment Profile

Profile Name

Profile State

Begin Date

Companies

Select Companies to Add:

- AMERICAN ANNUITIES
- AMERICAN P&C
- LANSING MUTUAL HEALTH
- LANSING MUTUAL LIFE
- LANSING MUTUAL P&C
- LANSING MUTUAL TRAINING COMPANY

Appointment Types

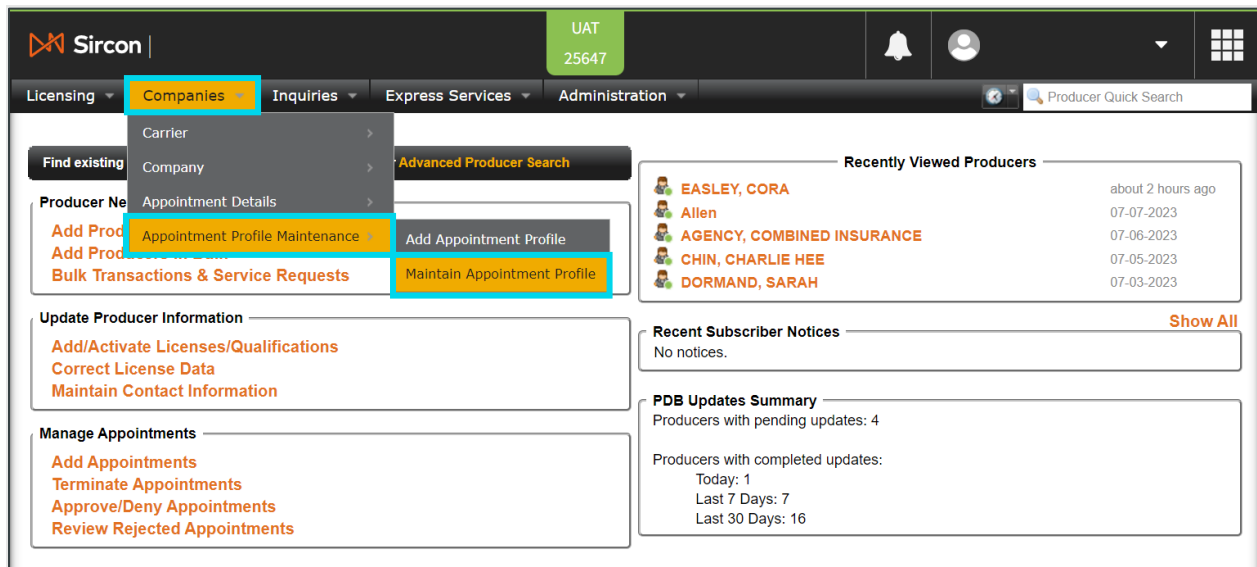
Select Appointment Types to Add:

- Carrier Requests
- Life and Health
- Property and Casualty
- Title

Maintain Appointment Profile

The *Maintain Appointment Profile* page is used to update or delete existing appointment profiles for any company in Producer Central.

1. From the **Companies** menu, click **Appointment Profile Maintenance** then click **Maintain Appointment Profile**.



The screenshot shows the top navigation bar with the 'Companies' menu open. The 'Appointment Profile Maintenance' option is highlighted in yellow, and its sub-menu item 'Maintain Appointment Profile' is also highlighted in yellow. The main content area displays various sections including 'Recently Viewed Producers', 'Update Producer Information', and 'Manage Appointments'.

Section: Maintain Appointment Profiles

EDIT APPOINTMENT PROFILE

1. To update the details of an appointment profile, click **Edit**.

Maintain Appointment Profile

Add New Appointment Profile

Delete	Profile Name	Profile State	Begin Date	End Date	
<input type="checkbox"/>	Virginia P&C Appointments	Virginia	07-14-2023		Edit

2. From here you can either add or delete **Companies** or **Appointment Types**.

Maintain Appointment Profile

Profile Name

Profile State

Begin Date

End Date

Companies

Delete	Current Companies	Add	Available Companies
<input type="checkbox"/>	American P&C	<input type="checkbox"/>	American Annuities
<input type="checkbox"/>	Lansing Mutual P&C	<input type="checkbox"/>	Lansing Mutual Health
		<input type="checkbox"/>	Lansing Mutual Life
		<input checked="" type="checkbox"/>	Lansing Mutual Training Company

Appointment Types

Delete	Current Types
<input type="checkbox"/>	Carrier Requests
<input type="checkbox"/>	Life and Health
<input type="checkbox"/>	Property and Casualty
<input type="checkbox"/>	Title

DELETE APPOINTMENT PROFILE

1. To delete the appointment profile, click the checkbox next to the profile then click the **Delete** button.

Maintain Appointment Profile

Add New Appointment Profile

Delete	Profile Name	Profile State	Begin Date	End Date	
<input checked="" type="checkbox"/>	Virginia P&C Appointments	Virginia	07-14-2023		Edit

2. The profile will be removed from the *Maintain Appointment Profile* page.

Maintain Appointment Profile

Add New Appointment Profile

Delete	Profile Name	Profile State	Begin Date	End Date	
<input type="button" value="Delete"/>					<input type="button" value="Return"/>

Sales Authorization Profiles

Sales Authorization Profiles are preset rules which check if producers have the regulatory credentials to represent particular products in specific states/appointing companies.

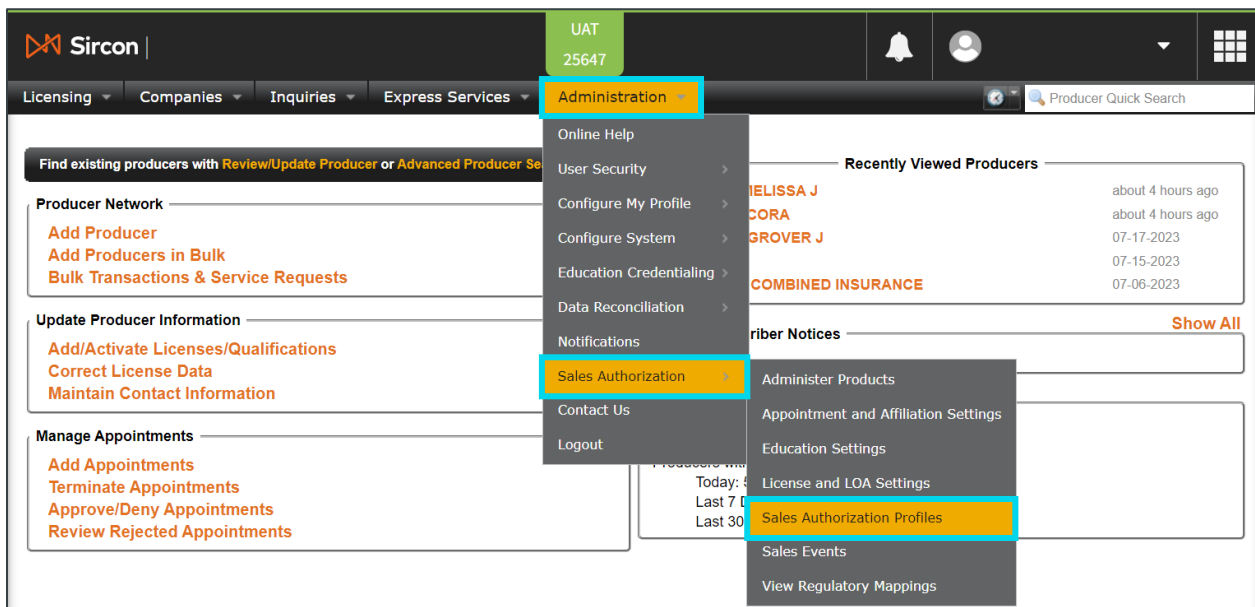
For example, a sales authorization profile may contain rules that check if producers are authorized to represent Group Medical policies in 10 states for three underwriting companies.

You will need to set up Sales Authorization Profiles in order to appoint producers in bulk.

Note: Although the Sales Authorization engine would allow an authorization check on a producer to return an “Approved” result if the producer held either of the “optional” LOA paths, you could configure your company's **Code Use Indicators** to require one or the other. The globally allowed combinations still will be reflected on the *View Regulatory Mappings* page.

If you have system administrator permissions, use the *Sales Authorization Profiles* page to configure combinations of product types, states, and carrier underwriting companies to create a sales authorization profile.

1. From the **Administration** menu, click **Sales Authorization** then click **Sales Authorization Profiles**.



Section: Sales Authorization Profiles

- You will now see the *Sales Authorization Profiles* page.
- This page will show you all the active and inactive profiles that are currently available in the system.

Sales Authorization Profiles Add Profile

SHOW Active SORT A-Z

Commercial Package AUTHPROF2
Profile to authorize agents to sell any of our commercial package products
● Active [Edit Profile](#)

Health Products AUTHPROF3
● Active [Edit Profile](#)

Life and Annuity AUTHPROF4
Onboarding profile for agents selling term life and fixed annuity
● Active [Edit Profile](#)

PL and CL AUTHPROF1
Profile to authorize agents to sell personal lines and commercial lines policies
● Active [Edit Profile](#)

Add New Profile

- To create a new profile, click the **Add Profile** button.

Sales Authorization Profiles Add Profile

SHOW Active SORT A-Z

Commercial Package AUTHPROF2
Profile to authorize agents to sell any of our commercial package products
● Active [Edit Profile](#)

Health Products AUTHPROF3
● Active [Edit Profile](#)

- Enter the **Profile Name**, the **Profile Code** and optionally a **Profile Description**.
- Click **Create Profile**.

Create Sales Authorization Profile

Profile Name *

Profile Code *
Profile Code must be alphanumeric and in all capital letters.

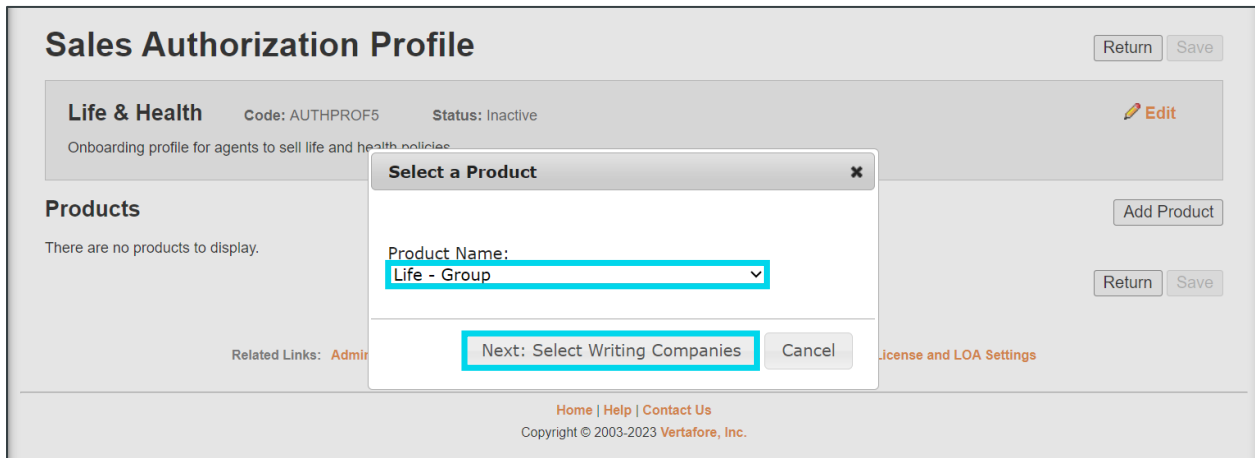
Profile Description

Section: Sales Authorization Profiles

7. Select a product from the dropdown menu.

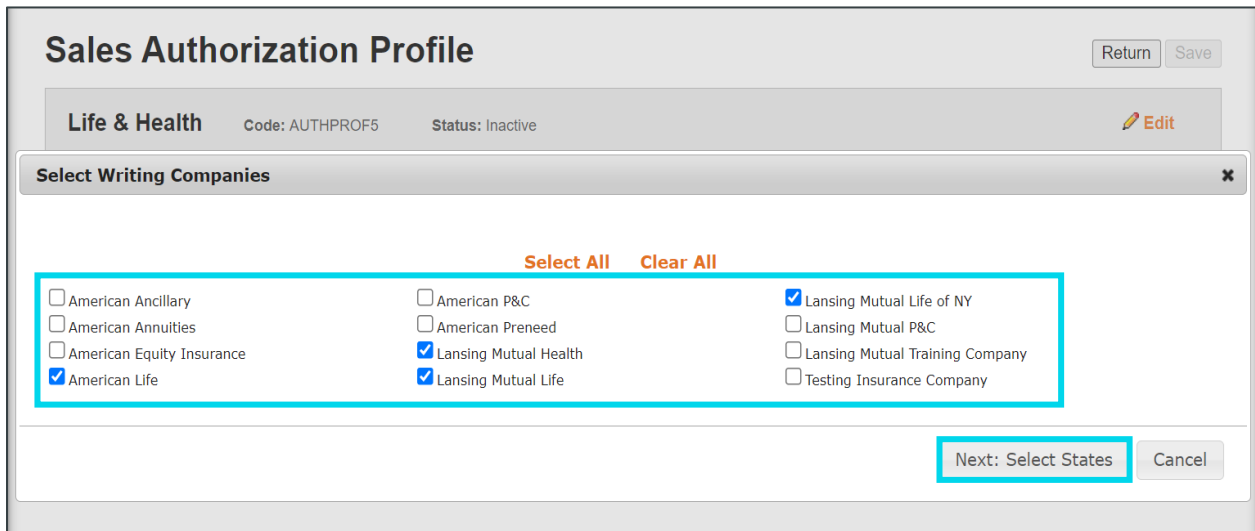
Note: If you are unsure of which Product to select, as there are so many, you can review the products in more detail under **Administration > Sales Authorization > View Regulatory Mappings**.

8. Click **Next: Select Writing Companies**.



The screenshot shows the 'Sales Authorization Profile' page for 'Life & Health' (Code: AUTHPROF5, Status: Inactive). A modal window titled 'Select a Product' is open, displaying a dropdown menu for 'Product Name' with 'Life - Group' selected. Below the dropdown are two buttons: 'Next: Select Writing Companies' and 'Cancel'. The background page shows a 'Products' section with the message 'There are no products to display.' and a footer with 'Home | Help | Contact Us' and 'Copyright © 2003-2023 Vertafore, Inc.'

9. Select the **Writing Companies** you want to add to your profile.
10. Click **Next: Select States**.



The screenshot shows the 'Sales Authorization Profile' page with a modal window titled 'Select Writing Companies' open. The modal contains a list of checkboxes for various writing companies. A red box highlights the following selected options: American Life, Lansing Mutual Health, Lansing Mutual Life, and Lansing Mutual Life of NY. At the top of the modal are 'Select All' and 'Clear All' buttons. At the bottom right are 'Next: Select States' and 'Cancel' buttons. The background page shows the 'Life & Health' profile details and an 'Edit' button.

11. Select which **States** you want to assign to each writing company.
12. Click **Add Product** if you need to add multiple products to the profile.
13. Click **Save** to submit your profile.

Section: Sales Authorization Profiles

Note: You can also use the **Select All** or **Clear All** buttons to speed up your selection process. Click **Remove Company** to delete the writing company from the profile.

Sales Authorization Profile

Return Save

Life & Health Code: AUTHPROF5 Status: Inactive ✎ Edit

Onboarding profile for agents to sell life and health policies.

Products Add Product

Life - Group LIFGR ✗ Remove Product

Companies

States

Selected Available Unavailable

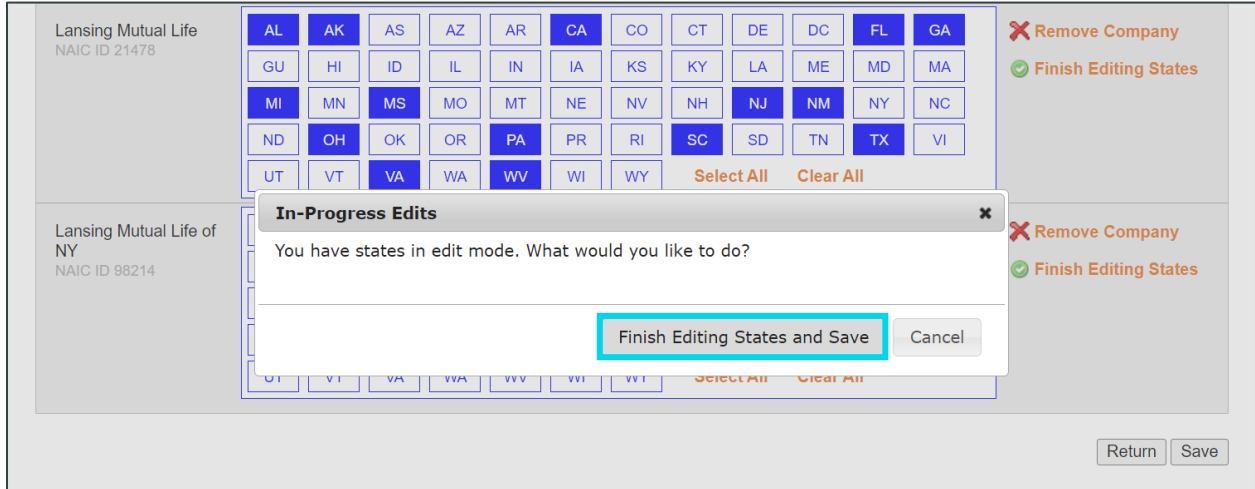
➕ Add Companies

<p>American Life NAIC ID 70539</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>AL</td><td>AK</td><td>AS</td><td>AZ</td><td>AR</td><td>CA</td><td>CO</td><td>CT</td><td>DE</td><td>DC</td><td>FL</td><td>GA</td></tr> <tr><td>GU</td><td>HI</td><td>ID</td><td>IL</td><td>IN</td><td>IA</td><td>KS</td><td>KY</td><td>LA</td><td>ME</td><td>MD</td><td>MA</td></tr> <tr><td>MI</td><td>MN</td><td>MS</td><td>MO</td><td>MT</td><td>NE</td><td>NV</td><td>NH</td><td>NJ</td><td>NM</td><td>NY</td><td>NC</td></tr> <tr><td>ND</td><td>OH</td><td>OK</td><td>OR</td><td>PA</td><td>PR</td><td>RI</td><td>SC</td><td>SD</td><td>TN</td><td>TX</td><td>VI</td></tr> <tr><td>UT</td><td>VT</td><td>VA</td><td>WA</td><td>WV</td><td>WI</td><td>WY</td><td colspan="2">Select All</td><td colspan="3">Clear All</td></tr> </table>	AL	AK	AS	AZ	AR	CA	CO	CT	DE	DC	FL	GA	GU	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	PR	RI	SC	SD	TN	TX	VI	UT	VT	VA	WA	WV	WI	WY	Select All		Clear All			<p>✗ Remove Company</p> <p>✔ Finish Editing States</p>
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<p>Lansing Mutual Health NAIC ID 14990</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>AL</td><td>AK</td><td>AS</td><td>AZ</td><td>AR</td><td>CA</td><td>CO</td><td>CT</td><td>DE</td><td>DC</td><td>FL</td><td>GA</td></tr> <tr><td>GU</td><td>HI</td><td>ID</td><td>IL</td><td>IN</td><td>IA</td><td>KS</td><td>KY</td><td>LA</td><td>ME</td><td>MD</td><td>MA</td></tr> <tr><td>MI</td><td>MN</td><td>MS</td><td>MO</td><td>MT</td><td>NE</td><td>NV</td><td>NH</td><td>NJ</td><td>NM</td><td>NY</td><td>NC</td></tr> <tr><td>ND</td><td>OH</td><td>OK</td><td>OR</td><td>PA</td><td>PR</td><td>RI</td><td>SC</td><td>SD</td><td>TN</td><td>TX</td><td>VI</td></tr> <tr><td>UT</td><td>VT</td><td>VA</td><td>WA</td><td>WV</td><td>WI</td><td>WY</td><td colspan="2">Select All</td><td colspan="3">Clear All</td></tr> </table>	AL	AK	AS	AZ	AR	CA	CO	CT	DE	DC	FL	GA	GU	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	PR	RI	SC	SD	TN	TX	VI	UT	VT	VA	WA	WV	WI	WY	Select All		Clear All			<p>✗ Remove Company</p> <p>✔ Finish Editing States</p>
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<p>Lansing Mutual Life NAIC ID 21478</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>AL</td><td>AK</td><td>AS</td><td>AZ</td><td>AR</td><td>CA</td><td>CO</td><td>CT</td><td>DE</td><td>DC</td><td>FL</td><td>GA</td></tr> <tr><td>GU</td><td>HI</td><td>ID</td><td>IL</td><td>IN</td><td>IA</td><td>KS</td><td>KY</td><td>LA</td><td>ME</td><td>MD</td><td>MA</td></tr> <tr><td>MI</td><td>MN</td><td>MS</td><td>MO</td><td>MT</td><td>NE</td><td>NV</td><td>NH</td><td>NJ</td><td>NM</td><td>NY</td><td>NC</td></tr> <tr><td>ND</td><td>OH</td><td>OK</td><td>OR</td><td>PA</td><td>PR</td><td>RI</td><td>SC</td><td>SD</td><td>TN</td><td>TX</td><td>VI</td></tr> <tr><td>UT</td><td>VT</td><td>VA</td><td>WA</td><td>WV</td><td>WI</td><td>WY</td><td colspan="2">Select All</td><td colspan="3">Clear All</td></tr> </table>	AL	AK	AS	AZ	AR	CA	CO	CT	DE	DC	FL	GA	GU	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	PR	RI	SC	SD	TN	TX	VI	UT	VT	VA	WA	WV	WI	WY	Select All		Clear All			<p>✗ Remove Company</p> <p>✔ Finish Editing States</p>
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<p>Lansing Mutual Life of NY NAIC ID 98214</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>AL</td><td>AK</td><td>AS</td><td>AZ</td><td>AR</td><td>CA</td><td>CO</td><td>CT</td><td>DE</td><td>DC</td><td>FL</td><td>GA</td></tr> <tr><td>GU</td><td>HI</td><td>ID</td><td>IL</td><td>IN</td><td>IA</td><td>KS</td><td>KY</td><td>LA</td><td>ME</td><td>MD</td><td>MA</td></tr> <tr><td>MI</td><td>MN</td><td>MS</td><td>MO</td><td>MT</td><td>NE</td><td>NV</td><td>NH</td><td>NJ</td><td>NM</td><td>NY</td><td>NC</td></tr> <tr><td>ND</td><td>OH</td><td>OK</td><td>OR</td><td>PA</td><td>PR</td><td>RI</td><td>SC</td><td>SD</td><td>TN</td><td>TX</td><td>VI</td></tr> <tr><td>UT</td><td>VT</td><td>VA</td><td>WA</td><td>WV</td><td>WI</td><td>WY</td><td colspan="2">Select All</td><td colspan="3">Clear All</td></tr> </table>	AL	AK	AS	AZ	AR	CA	CO	CT	DE	DC	FL	GA	GU	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	PR	RI	SC	SD	TN	TX	VI	UT	VT	VA	WA	WV	WI	WY	Select All		Clear All			<p>✗ Remove Company</p> <p>✔ Finish Editing States</p>
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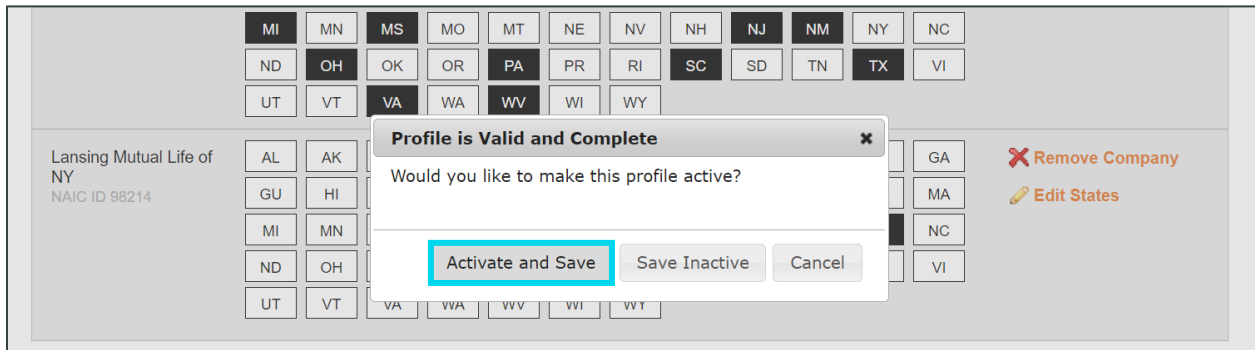
Return Save

14. Click **Finish Editing States** and **Save** if you are finished updating the profile.

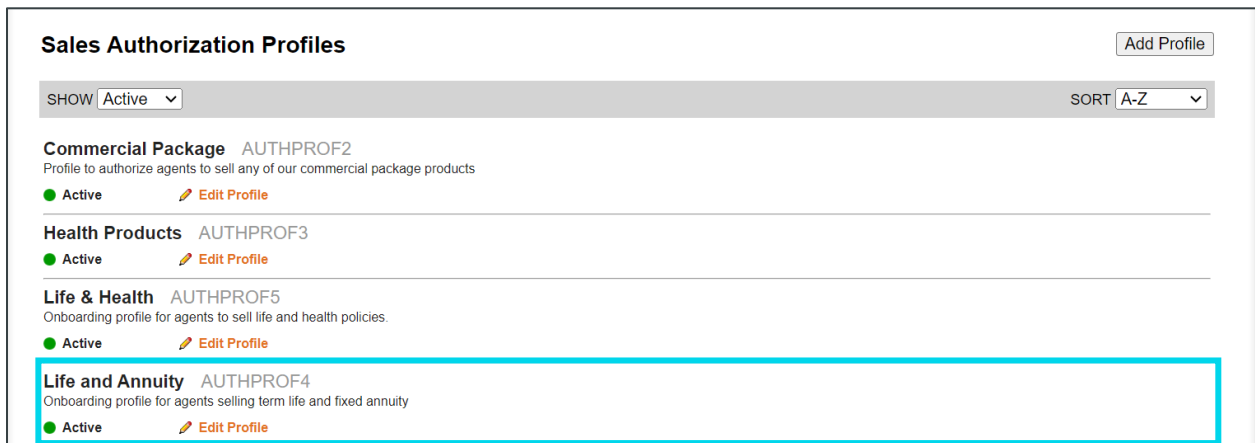
Section: Sales Authorization Profiles



15. Finally, click **Activate and Save** if you are ready to use the profile. Alternatively, you can click **Save Inactive** if you are still working on the profile.



16. The profile will now appear on the Sales Authorization Profiles page.



Section: Sales Authorization Profiles

Edit Existing Profile

1. From the *Sales Authorization Profiles* page, click the **Edit Profile** button.

Sales Authorization Profiles Add Profile

SHOW Active SORT A-Z

Commercial Package AUTHPROF2
Profile to authorize agents to sell any of our commercial package products

● Active ✎ Edit Profile

Health Products AUTHPROF3

● Active ✎ Edit Profile

Life & Health AUTHPROF5
Onboarding profile for agents to sell life and health policies.

● Active ✎ Edit Profile

Life and Annuity AUTHPROF4
Onboarding profile for agents selling term life and fixed annuity

● Active ✎ Edit Profile

PL and CL AUTHPROF1
Profile to authorize agents to sell personal lines and commercial lines policies

● Active ✎ Edit Profile

SFONBOARD SFONBOARD
Salesforce Onboarding

● Active ✎ Edit Profile

2. Update the **States** or click **Add Product** if you need to add another product to the profile.
3. Click **Save** when you are finished updating the profile.

Sales Authorization Profile Return Save

Commercial Package Code: AUTHPROF2 Status: Active ✎ Edit

Profile to authorize agents to sell any of our commercial package products

Products Add Product

Commercial Package CPKGE ✕ Remove Product

Companies	States	
Lansing Mutual P&C NAIC ID 12345	AL AK AS AZ AR CA CO CT DE DC FL GA	➕ Add Companies ✕ Remove Company ✎ Edit States
	GU HI ID IL IN IA KS KY LA ME MD MA	
	MI MN MS MO MT NE NV NH NJ NM NY NC	
	ND OH OK OR PA PR RI SC SD TN TX VI	
	UT VT VA WA WV WI WY	

Return Save

Terminations

Terminate an Appointment

Use the *Terminate Appointments* page to submit producer appointment termination requests to one or multiple states for one or multiple appointing companies. You may also use the *Terminate Appointments* page to manually terminate a "record-only" state appointment on a producer record.

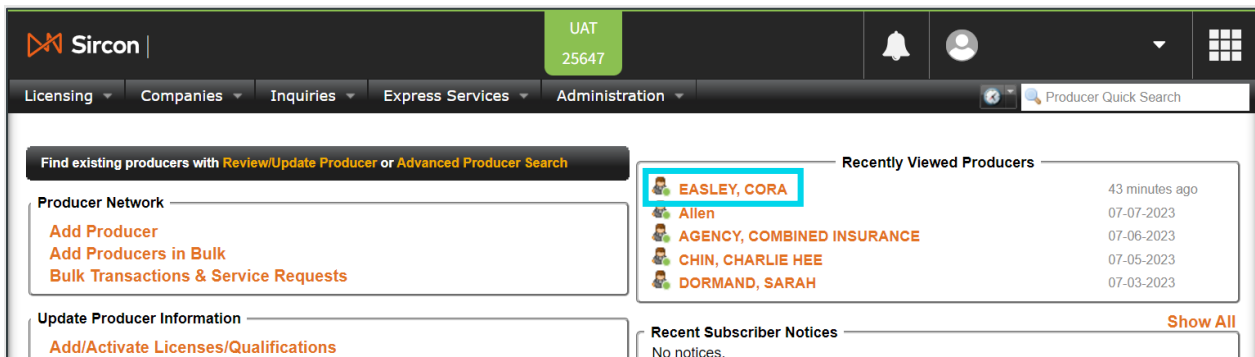
There are two ways to process terminations:

1. Terminate from the Licensing Menu
2. Terminate from the Producer Record

TERMINATE FROM THE PRODUCER RECORD

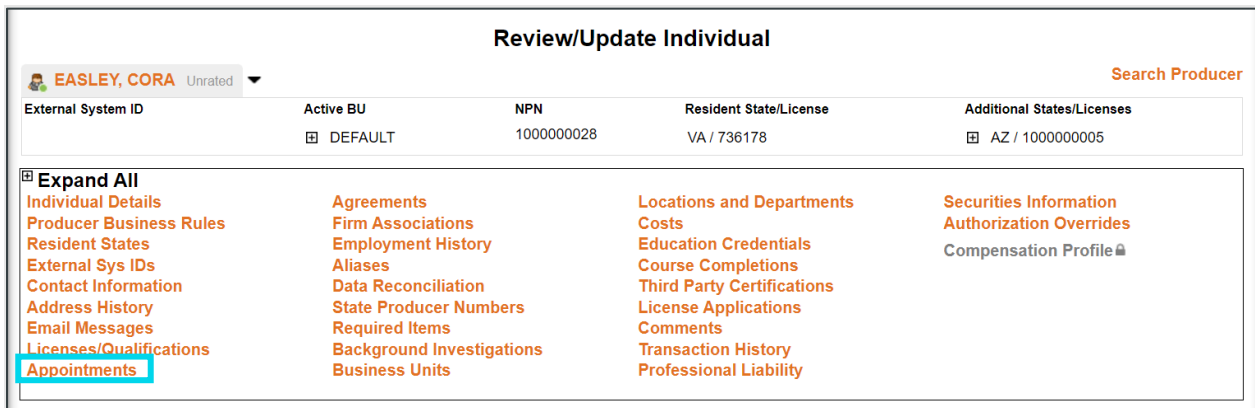
Follow the steps listed below to terminate an appointment from the producer record.

1. Locate the producer record using the **Producer Quick Search** or by selecting a producer from the **Recently Viewed Producers** section.



The screenshot shows the Siron system interface. At the top, there is a navigation bar with menus for Licensing, Companies, Inquiries, Express Services, and Administration. A search bar labeled 'Producer Quick Search' is on the right. Below the navigation, there are several sections: 'Find existing producers with Review/Update Producer or Advanced Producer Search', 'Producer Network' (with links for Add Producer, Add Producers in Bulk, and Bulk Transactions & Service Requests), 'Update Producer Information' (with a link for Add/Activate Licenses/Qualifications), and 'Recently Viewed Producers' (listing EASLEY, CORA, Allen, AGENCY, COMBINED INSURANCE, CHIN, CHARLIE HEE, and DORMAND, SARAH with their respective view times). There is also a 'Recent Subscriber Notices' section showing 'No notices'.

2. Select the **Appointments** quick link.



The screenshot shows the 'Review/Update Individual' page for producer EASLEY, CORA. The page displays a table with columns for External System ID, Active BU, NPN, Resident State/License, and Additional States/Licenses. Below the table, there is an 'Expand All' section with a grid of links for various data points. The 'Appointments' link is highlighted with a blue box.

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Expand All

Individual Details	Agreements	Locations and Departments	Securities Information
Producer Business Rules	Firm Associations	Costs	Authorization Overrides
Resident States	Employment History	Education Credentials	Compensation Profile
External Sys IDs	Aliases	Course Completions	
Contact Information	Data Reconciliation	Third Party Certifications	
Address History	State Producer Numbers	License Applications	
Email Messages	Required Items	Comments	
Licenses/Qualifications	Background Investigations	Transaction History	
Appointments	Business Units	Professional Liability	

Section: Terminations

3. You will now see a list of the active and inactive appointments.
4. Click the **Expand** button () next to the appointment to see the writing company and status of each appointment for the state.
5. In the Actions column, you have up to three different termination options:
 - **Terminate** (🔴): Use the **Terminate** icon to submit a termination request for a producer's appointment(s) by one or multiple appointing companies in a selected state or process a record-only termination of an appointment.
 - The system will submit the termination request to the state unless the state is a "record-only" state.
 - **Quick Terminate** (🔴🔴): Use the **Quick Terminate** icon to terminate a producer's appointments for a selected appointing company in a selected non-appointment state (i.e., a state that does not require state-verified appointments).
 - The system will not submit a termination request to the state; the process will result in a "record-only" termination.
 - **Quick Terminate (State is not record only)** (🔴🔴🚩): Use the **Quick Terminate (State is not Record Only)** icon to record a termination of a producer's appointments for a selected appointment company in an appointment state (i.e., a state that processes carrier appointment requests and tracks producer appointments).
 - The system will not submit a termination request to the state; the process will result in a "record-only" termination.

Appointments Top

Grouping Options | Display Options

New Jersey (4 appointments, 3 active) 🔴🔴🚩

Writing Company	Appt Type	Status	Status Date	Actions
American Life	Doesn't Appoint By LOA	Active	07/14/2023	🔴🔴🚩
American P&C	Doesn't Appoint By LOA	Inactive	07/14/2023	🔴🔴🚩
Lansing Mutual Life	Doesn't Appoint By LOA	Active	07/14/2023	🔴🔴🚩
Lansing Mutual P&C	Doesn't Appoint By LOA	Active	07/14/2023	🔴🔴🚩

Page 1 of 1 | Displaying appointments 1 - 4 of 4

New Mexico (1 appointment)

Terminate

1. Click the **Terminate** button (🔴) to transfer to the *Terminate Appointments* page.

Appointments Top

Grouping Options | Display Options

New Jersey (4 appointments, 2 active) 🔴🔴🚩

Writing Company	Appt Type	Status	Status Date	Actions
American Life	Doesn't Appoint By LOA	Active	07/14/2023	🔴🔴🚩
American P&C	Doesn't Appoint By LOA	Inactive	07/14/2023	🔴🔴🚩
Lansing Mutual Life	Doesn't Appoint By LOA	Inactive	07/14/2023	🔴🔴🚩
Lansing Mutual P&C	Doesn't Appoint By LOA	Active	07/14/2023	🔴🔴🚩


Page 1 of 1 | Displaying appointments 1 - 4 of 4

Section: Terminations

2. The **State** and **Appointment Company** will transfer from the producer record appointment you selected.
3. Click **Next**.

Terminate Appointments

Appointee

 **EASLEY, CORA** Unrated Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	☑ DEFAULT	1000000028	VA / 736178	☑ AZ / 1000000005

Effective Date

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active appointment states.

States and Appointing Companies

States

New Jersey
 North Carolina
 Virginia

Appointing Companies

ID	NAIC ID	Company
<input type="checkbox"/>	1701400 71730	American Ancillary
<input type="checkbox"/>	1701404 64247	American Annuities
<input type="checkbox"/>	1701399 12015	American Equity Insurance
<input checked="" type="checkbox"/>	1701397 70939	American Life
<input type="checkbox"/>	2247975 33455	American P&C
<input type="checkbox"/>	1701401 95088	American Preneed
<input type="checkbox"/>	1701405 14990	Lansing Mutual Health
<input type="checkbox"/>	1701402 21478	Lansing Mutual Life
<input type="checkbox"/>	1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/>	1701257 12345	Lansing Mutual P&C
<input type="checkbox"/>	2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/>	2166545 88774	Testing Insurance Company

4. You will now see the *Terminate Appointments for State* page.
5. Select the **Appointment** and license you need to terminate.
6. Determine the **Cost Center** where the state termination fee will be charged.
7. Select the state-specific **Termination Reason** from the dropdown list.
8. Click **Save and Continue**.

Section: Terminations

Terminate Appointments for State: New Jersey

[Search Producer](#)

EASLEY, CORA Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Current Appointments

NAIC ID	Company	Appointment Type	Tied to an Application	Status
70939	American Life	Doesn't Appoint By LOA	<input type="checkbox"/>	Active
33455	American P&C	Doesn't Appoint By LOA	<input type="checkbox"/>	Inactive
21478	Lansing Mutual Life	Doesn't Appoint By LOA	<input type="checkbox"/>	Inactive
12345	Lansing Mutual P&C	Doesn't Appoint By LOA	<input type="checkbox"/>	Active

Select Appointments to Terminate via Electronic Processing

<input checked="" type="checkbox"/>	NAIC ID	Company	Appointment Type	License Category Code	License
<input checked="" type="checkbox"/>	70939	American Life	Doesn't Appoint By LOA		Insurance Producer (90577) ▼

This state requires a license to be identified with the request.

Cost Center

State Cost Center: ▼

NAIC ID	Company	Cost Center
70939	American Life	▼

Select the Termination Reason: ▼

Termination Reason: ▼

Comments:

Quick Terminate

- Select the **Quick Terminate** button.
 - In the *Appointments* data section of a producer record, click the **Quick Terminate** button (🛑) opposite the name of a non-appoint state (i.e., a state that does not require state-verified appointments).
 - In the *Appointments* data section of a producer record, click the **Quick Terminate (state is not record only)** button (🚧) opposite the name of an appointment state (i.e., a state that processes carrier appointment requests and tracks producer appointments).


Appointments					Top
Grouping Options ▼ Display Options ▼					
New Jersey (4 appointments, 3 active) 🛑					
Writing Company ▲	Appt Type	Status	Status Date	Actions	
American Life	Doesn't Appoint By LOA	Active	07/14/2023	🛑 🚧	
American P&C	Doesn't Appoint By LOA	Inactive	07/14/2023	🛑 🚧	
Lansing Mutual Life	Doesn't Appoint By LOA	Active	07/14/2023	🛑 🚧	
Lansing Mutual P&C	Doesn't Appoint By LOA	Active	07/14/2023	🛑 🚧	

Page 1 of 1 | | Displaying appointments 1 - 4 of 4

Section: Terminations

2. You will now see the *Quick Terminate Appointment* page.
3. Select the **Effective Date** and the **Termination Reason**.
4. Click **Save**.

Quick Terminate Appointment

Appointee


External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005


State	Company	Appointment Type	Active Date
New Jersey	Lansing Mutual Life	Doesn't Appoint By LOA	07-14-2023

Effective Date: Termination Reason:

You are about to record a termination that will NOT result in a request to the state to process this termination (record only termination).

5. You will see a screen confirming that the termination request was processed successfully.

Quick Terminate Appointment

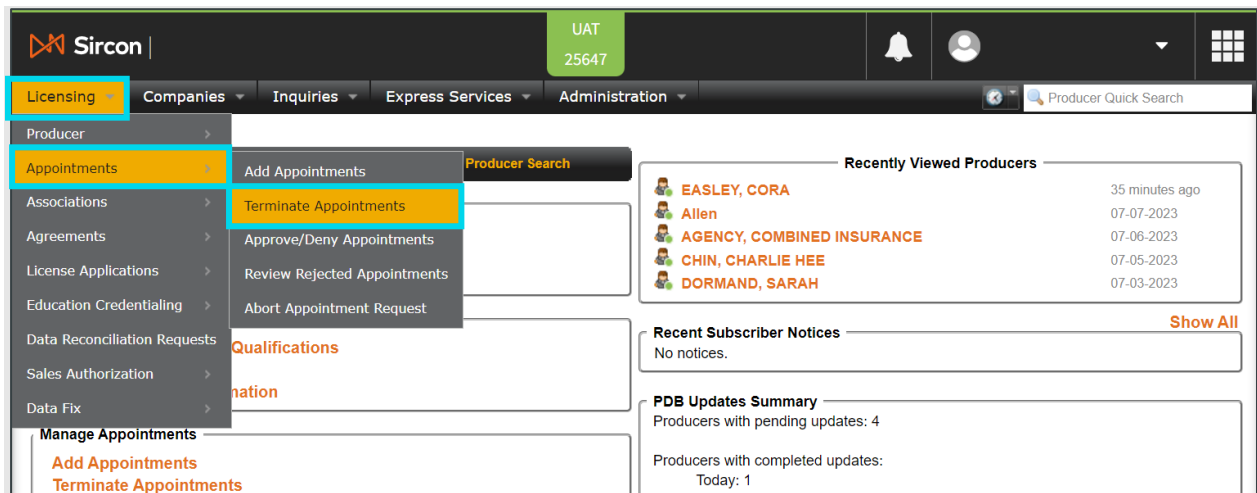
Appointee


External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date	NAIC ID	Company	State	Appointment Type	Termination Reason
07-14-2023	21478	Lansing Mutual Life	NJ	Doesn't Appoint By LOA	Cancel

TERMINATE FROM THE LICENSING MENU

1. From the **Licensing** menu, click **Appointments** then click **Terminate Appointments**.



The screenshot shows the Sircon application interface. The top navigation bar includes the Sircon logo, a user profile icon with 'UAT 25647', and a notification bell. Below the navigation bar, the 'Licensing' menu is expanded, showing options like 'Producer', 'Appointments', 'Associations', 'Agreements', 'License Applications', 'Education Credentialing', 'Data Reconciliation Requests', 'Sales Authorization', and 'Data Fix'. The 'Appointments' sub-menu is open, highlighting 'Add Appointments', 'Produce Search', and 'Terminate Appointments'. On the right side of the interface, there are sections for 'Recently Viewed Producers' (listing EASLEY, CORA, Allen, AGENCY, COMBINED INSURANCE, CHIN, CHARLIE HEE, and DORMAND, SARAH), 'Recent Subscriber Notices' (No notices), and 'PDB Updates Summary' (Producers with pending updates: 4, Producers with completed updates: Today: 1).

Section: Terminations

2. Locate the producer using at least one of the search criteria on the page. Click **Search**.

Terminate Appointments

Search Producer

Producer Type Firm Individual Licensee

Please enter at least one of the search criteria below:


Last <input type="text" value="Easley"/>	First <input type="text"/>	Middle <input type="text"/>	
SSN <input type="text"/>	NPN <input type="text"/>	Active Business Unit <input type="text"/>	
License Number <input type="text"/>		License State <input type="text"/>	
External System ID <input type="text"/>		Primary External ID Only <input type="checkbox"/>	

Records Per Page:

3. You will now see the *Terminate Appointments* page. Select the **State** and the **Appointment Companies** you need to terminate.
4. Click **Next**.

Terminate Appointments

Appointee



[Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	<input type="checkbox"/> DEFAULT	1000000028	VA / 736178	<input type="checkbox"/> AZ / 1000000005

Effective Date

Electronic Processing
 Paper
 Record Only

Select an Appointment Profile or Select one or more States and Companies

Appointment Profile

No profiles are available for the appointee's active appointment states.

States and Appointing Companies

States

New Jersey


Appointing Companies

ID	NAIC ID Company
<input type="checkbox"/> 1701400 71730	American Ancillary
<input type="checkbox"/> 1701404 64247	American Annuities
<input type="checkbox"/> 1701399 12015	American Equity Insurance
<input type="checkbox"/> 1701397 70939	American Life
<input checked="" type="checkbox"/> 2247975 33455	American P&C
<input type="checkbox"/> 1701401 95088	American Preneed
<input type="checkbox"/> 1701405 14990	Lansing Mutual Health
<input type="checkbox"/> 1701402 21478	Lansing Mutual Life
<input type="checkbox"/> 1701403 98214	Lansing Mutual Life of NY
<input type="checkbox"/> 1701257 12345	Lansing Mutual P&C
<input type="checkbox"/> 2191070 23764	Lansing Mutual Training Company
<input type="checkbox"/> 2166545 88774	Testing Insurance Company

Section: Terminations

5. You will now see the *Terminate Appointments for State* page.
6. Select the **Appointment** and license you need to terminate.
7. Determine the **Cost Center** where the state termination fee will be charged.
8. Select the state-specific **Termination Reason** from the dropdown list.
9. Click **Save and Continue**.

Terminate Appointments for State: New Jersey

 **EASLEY, CORA** Unrated
Search Producer

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Current Appointments

NAIC ID	Company	Appointment Type	Tied to an Application	Status
70939	American Life	Doesn't Appoint By LOA	<input type="checkbox"/>	Active
33455	American P&C	Doesn't Appoint By LOA	<input type="checkbox"/>	Active
21478	Lansing Mutual Life	Doesn't Appoint By LOA	<input type="checkbox"/>	Active
12345	Lansing Mutual P&C	Doesn't Appoint By LOA	<input type="checkbox"/>	Active

Select Appointments to Terminate via Electronic Processing

<input checked="" type="checkbox"/>	NAIC ID	Company	Appointment Type	License Category Code	License
<input checked="" type="checkbox"/>	33455	American P&C	Doesn't Appoint By LOA		Insurance Producer (90577) ▼

This state requires a license to be identified with the request.

Cost Center

State Cost Center: 12345 ▼

NAIC ID	Company	Cost Center
33455	American P&C	12345 ▼

Select the Termination Reason:


Termination Reason: Voluntary Termination ▼

Comments

Save and Continue
Return

10. You will see a screen confirming that the termination request was processed successfully.

Appointment Termination Results for State: New Jersey

 **EASLEY, CORA** Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
	DEFAULT	1000000028	VA / 736178	AZ / 1000000005

Effective Date: 07-14-2023

NAIC ID	Company	Cost Center	Appointment Type	Request Type	Request Status
33455	American P&C	12345	Doesn't Appoint By LOA	Electronic Processing	Submitted to SIRCON

11. An appointment or termination request submitted to certain states using an electronic submission method is routed directly to the state's department of insurance regulatory management system.

Section: Terminations

- A request to one of these states, referred to as a "Sircon State," will result in a rapid state response (i.e., "real-time" response) and can offer significant business advantages.
- A transaction request submitted to all other states, however, goes first through a third-party, electronic interface and then to the state and can vary in response time. Ask your Vertafore representative for more information and for the current list of "Sircon States".

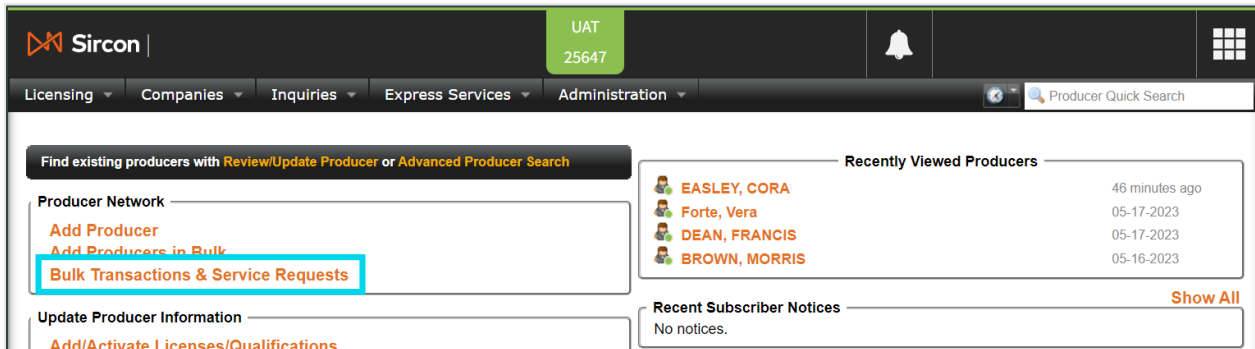
Terminate Appointments in Bulk

Use the Terminations bulk transaction to appointment termination requests to one or multiple states for processing.

For non-appointment filing states, you can use the Bulk Appointment Terminations function to terminate "record-only" appointments in the records of a batch of producers in Producer Central.

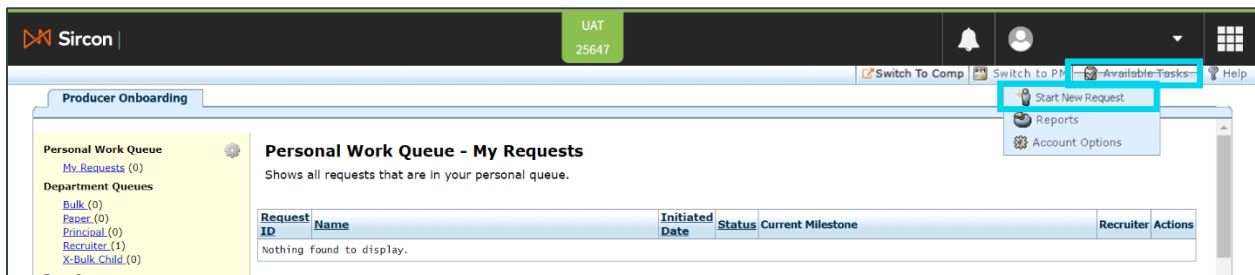
By default, for each producer listed in the Bulk Appointment Terminations data file, all active appointments in all states and for all appointing companies will be terminated. However, you can request to terminate in only specific states or for only specific appointing companies.

1. Click the **Bulk Transactions & Service Requests** option from the main page of Producer Central.



The screenshot shows the Sircon Producer Central interface. At the top, there's a navigation bar with 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. Below this, there's a search bar and a 'Producer Quick Search' button. The main content area is divided into several sections: 'Find existing producers with Review/Update Producer or Advanced Producer Search', 'Producer Network' (containing 'Add Producer', 'Add Producers in Bulk', and 'Bulk Transactions & Service Requests' which is highlighted with a red box), 'Update Producer Information' (containing 'Add/Activate Licenses/Qualifications'), 'Recently Viewed Producers' (listing EASLEY, CORA; Forte, Vera; DEAN, FRANCIS; and BROWN, MORRIS), and 'Recent Subscriber Notices' (showing 'No notices').

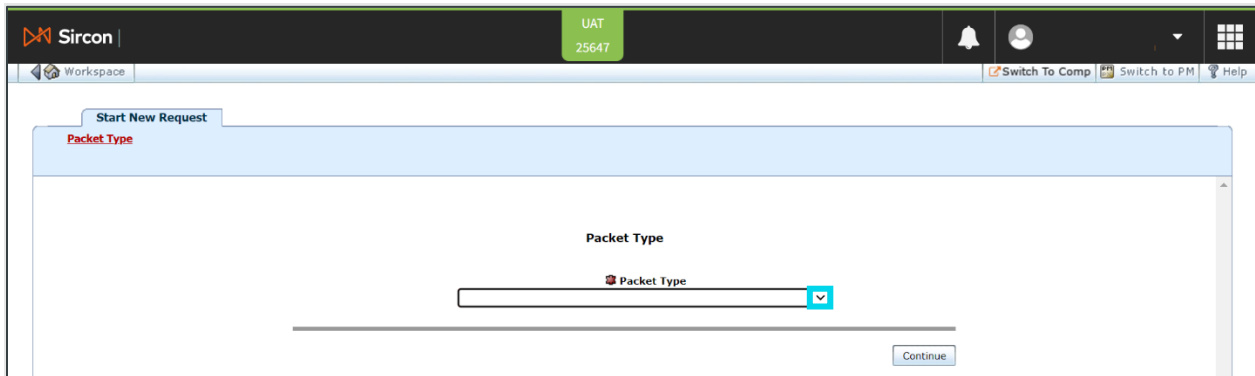
2. You will now see the *Bulk Transactions & Services Requests* home screen. In the top right-hand corner of the screen, click the **Available Tasks** button.
3. Click **Start New Request**.



The screenshot shows the 'Producer Onboarding' page. The 'Available Tasks' button is highlighted with a red box, and a dropdown menu is open showing 'Start New Request', 'Reports', and 'Account Options'. The 'Start New Request' option is also highlighted with a red box. Below the menu, there's a 'Personal Work Queue - My Requests' section with a table header: 'Request ID', 'Name', 'Initiated Date', 'Status', 'Current Milestone', and 'Recruiter Actions'. The table content shows 'Nothing found to display.'

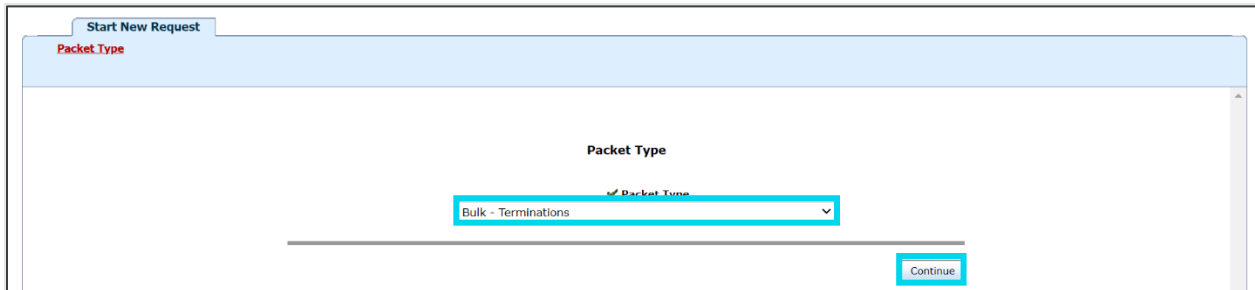
Section: Terminations

- Click the dropdown arrow next to the **Packet Type**. The packet type determines the type of bulk transaction you need to perform.



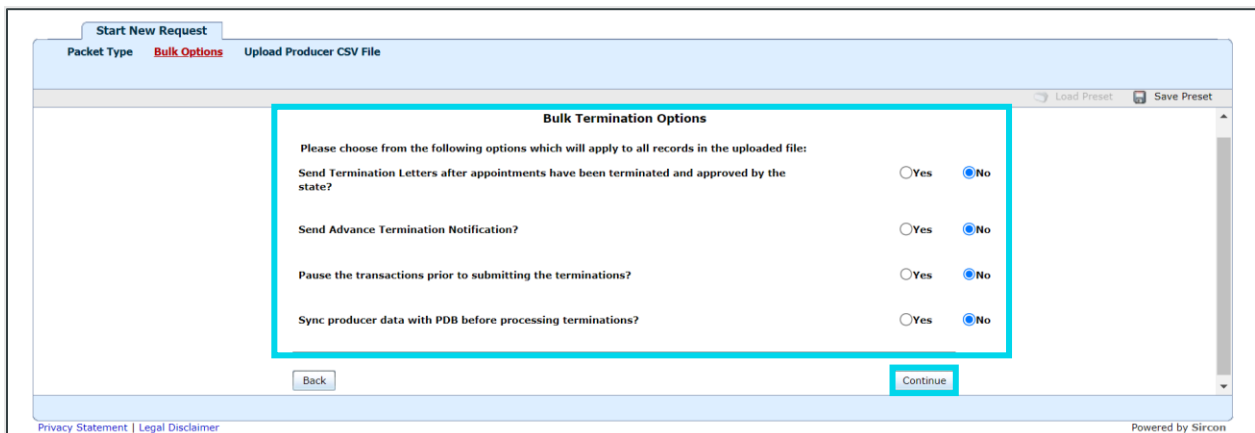
The screenshot shows the 'Start New Request' interface. At the top, there's a navigation bar with the Sircon logo, a user profile 'UAT 25647', and utility icons for 'Switch To Comp', 'Switch to PM', and 'Help'. Below this, a blue header contains 'Start New Request' and 'Packet Type'. The main area is titled 'Packet Type' and features a dropdown menu with a blue arrow icon on the right. A 'Continue' button is located at the bottom right of the form.

- Select the **Bulk – Terminations** packet type. Click **Continue**.



This screenshot shows the same 'Start New Request' interface, but the 'Packet Type' dropdown menu is now set to 'Bulk - Terminations'. The 'Continue' button at the bottom right is highlighted with a red box.

- You will now see the *Bulk Termination Options* screen.
- Read each option and select either **Yes** or **No** from the list.
- Click **Continue**.



The screenshot displays the 'Bulk Termination Options' screen. It features a blue header with 'Start New Request', 'Packet Type', 'Bulk Options', and 'Upload Producer CSV File'. Below the header, there are 'Load Preset' and 'Save Preset' buttons. The main content area is titled 'Bulk Termination Options' and contains the following text: 'Please choose from the following options which will apply to all records in the uploaded file:'. There are four options, each with a radio button for 'Yes' and 'No':

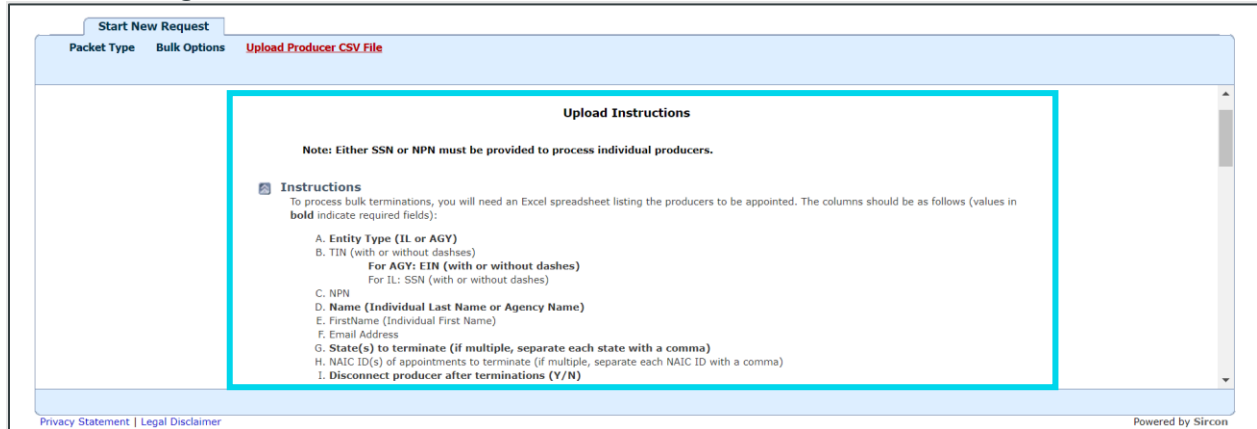
- Send Termination Letters after appointments have been terminated and approved by the state? (No is selected)
- Send Advance Termination Notification? (No is selected)
- Pause the transactions prior to submitting the terminations? (No is selected)
- Sync producer data with PDB before processing terminations? (No is selected)

 At the bottom, there are 'Back' and 'Continue' buttons. The 'Continue' button is highlighted with a red box. The footer includes 'Privacy Statement | Legal Disclaimer' and 'Powered by Sircon'.

- You will now see the **Upload Instructions** to properly format the bulk update file.
- To create the file, start by creating a spreadsheet using a program like Excel or Google Sheets.

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11. The letters A-I represent the column headers in the file. The fields in **bold** are required fields.
12. Depending on the **Entity Type** (Individual or Agency), the required fields will change.



INDIVIDUAL PRODUCER REQUIRED FIELDS

Either an **SSN** or an **NPN** must be provided to process individual producers. Depending on your business setup, your organization may or may not maintain SSN numbers. If you do not use SSN numbers, the NPN number is required.

If the individual licensee has an NPN number, the required fields are:

Column	Field Name	Description
A	Entity Type	Use " IL " to indicate individual licensee
C	National Producer ID (NPN)	Type the full NPN number of the producer
D	Name	Type the Last Name of the producer
G	States to Terminate	Type the list of the two-character state abbreviations where you need to terminate the producers. Separate each state code by commas.
I	Disconnect Producers After Termination (Y/N)	Select whether you want to disconnect producers after the termination is complete. Type " Y " to disconnect the producer. Type " N " to only process the termination.

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

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A	B	C	D	E	F	G	H	I
Entity Type	TIN	NPN	Name	First Name	Email Address	States to Terminate	NAIC IDs of Appointments to Terminate	Disconnect Producers After Terminations (Y/N)
IL		1000000028	Easley			VA		N

If the individual licensee has a **Social Security Number** (or **SSN**), the required fields are:

Column	Field Name	Description
A	Entity Type	Use "IL" to indicate individual licensee
B	TIN (Taxpayer ID)	Type the 9-digit SSN of the producer (with or without dashes)
D	Name	Type the Last Name of the producer
G	States to Terminate	Type the list of the two-character state abbreviations where you need to terminate the producers. Separate each state code by commas.
I	Disconnect Producers After Termination (Y/N)	Select whether you want to disconnect producers after the termination is complete. Type "Y" to disconnect the producer. Type "N" to only process the termination.

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

A	B	C	D	E	F	G	H	I
Entity Type	TIN	NPN	Name	First Name	Email Address	States to Terminate	NAIC IDs of Appointments to Terminate	Disconnect Producers After Terminations (Y/N)
IL	000999123		Charron			MD		Y

AGENCY/FIRM REQUIRED FIELDS

The required fields for agencies or firms are:

Column	Field Name	Description
A	Entity Type	Use "AGY" to indicate an agency/firm
B	TIN (Taxpayer ID)	Type the 9-digit Employer Identification Number or EIN of the firm (with or without dashes)
D	Name	Type in the full Name of the agency/firm. It must match the name in the producer record.
G	States to Terminate	Type the list of the two-character state abbreviations where you need to terminate the

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		producers. Separate each state code by commas.
I	Disconnect Producers After Termination (Y/N)	Select whether you want to disconnect producers after the termination is complete. Type "Y" to disconnect the producer. Type "N" to only process the termination.

Note: In the illustration below, we are including a column header as a reference. Column headers **must be deleted** before creating the final CSV file.

A	B	C	D	E	F	G	H	I
Entity Type	TIN	NPN	Name	First Name	Email Address	States to Terminate	NAIC IDs of Appointments to Terminate	Disconnect Producers After Terminations (Y/N)
AGY	00-6233077		Dean and Davis Insurance Agency			NM, OH, GA		N

OPTIONAL FIELDS

The table below lists all the optional fields you can include in the file.

Note: The required fields listed above are mandatory to complete the Bulk Connection update. It is recommended that you **only input the required fields into the file**. All the producer data you add to the file must match the producer record in Producer Central. If any of the fields are inaccurate, the file will fail.

Column	Field Name	Description
B	TIN (Taxpayer ID)	For individual licenses with an NPN number, the Social Security Number, or SSN , is an optional field.
C	NPN (National Producer Number)	For individual licensees with an SSN number, the National Producer Number, or NPN , is optional. The NPN is also optional for agencies/firms.
E	First Name	For individual licensees, you can include the First Name of the producer.
F	Email Address	Type the Email Address associated with the producer.

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H	NAIC IDs of Appointments to Terminate	<p>Enter a five-digit NAIC ID code of an appointing company whose appointment you want to terminate.</p> <p>If no NAIC ID code is entered, the system will submit appointment termination requests for each appointing company included in the Appointment Profile. Separate multiple NAIC ID codes in a cell by a comma.</p>
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13. Add the required information to your spreadsheet. When you are finished, you should have a spreadsheet that looks something like the following illustration:

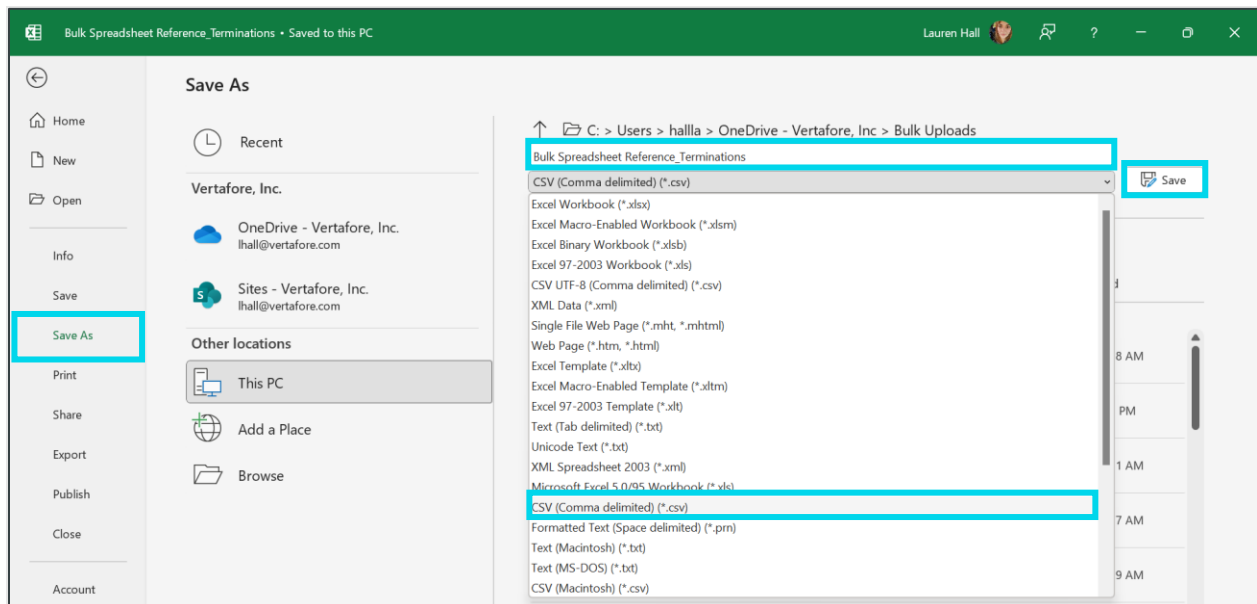
A	B	C	D	E	F	G	H	I
IL		1000000028	Easley			VA		N
IL	000999123		Charron			MD		Y
AGY	00-6233077		Dean and Davis Insurance Agency			NM, OH, GA		N

Note: If you inserted a header row containing the field names to guide your data entry, you must **delete the header** before moving on to the next step.

14. When you are finished, from the **File** menu, select **Save As**.

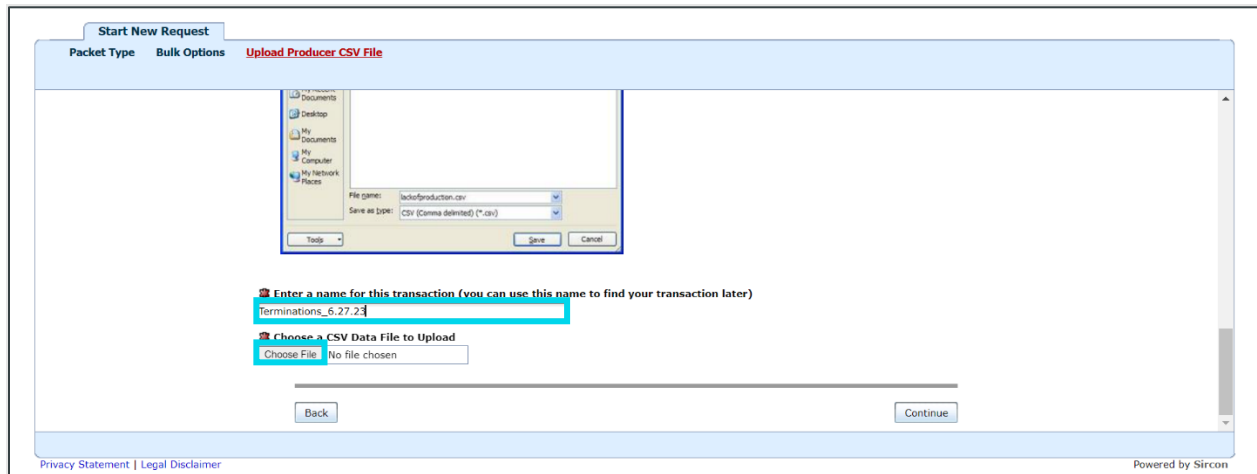
15. The Save As window will open. From the Save As Type drop-down menu, select **CSV (Comma Delimited) (*.csv)**. In the **File Name** field, enter the name for the producer file.

16. Click **Save**.

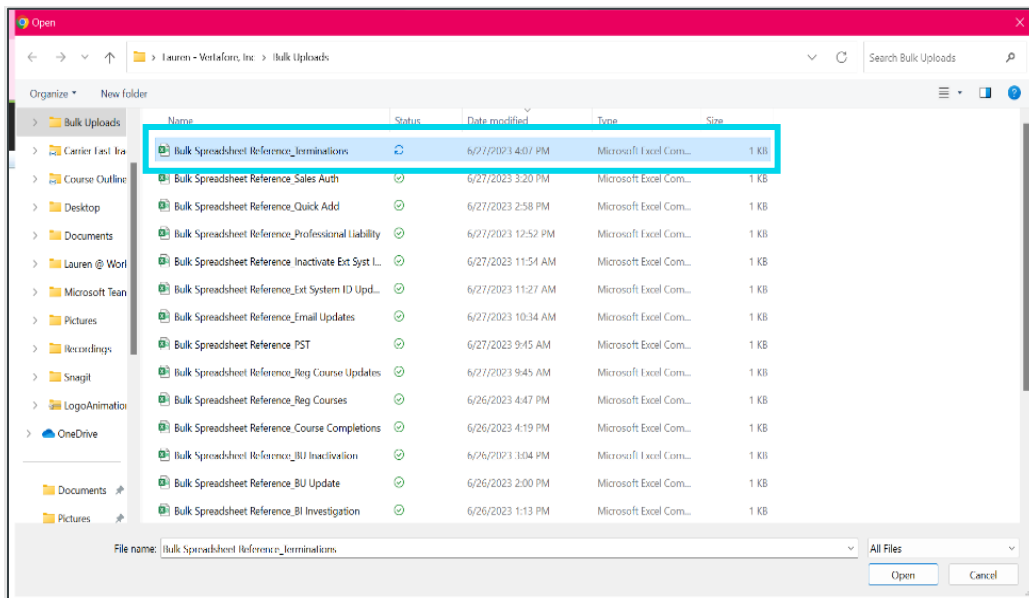


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17. Your file is now saved in a comma-separated format and is ready for upload to the system.
18. Return to the application and scroll down to the bottom of the screen. **Enter the name of this transaction** in the box. This name will be visible to everyone in your organization.
19. Click the **Choose File** button.

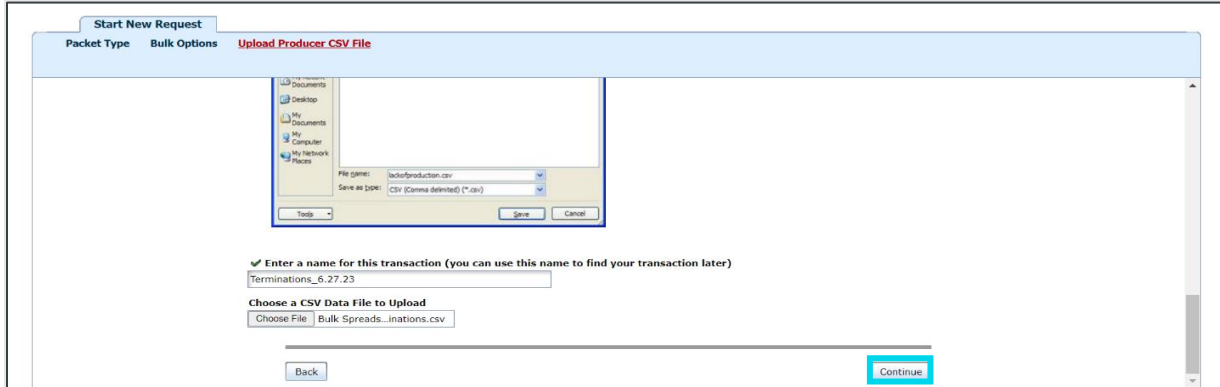


20. Use the navigation options on the **Choose File** dialog box to locate the upload file (*.csv) on your system.
21. When the correct file name appears in the **File Name** field, click the **Open** button.

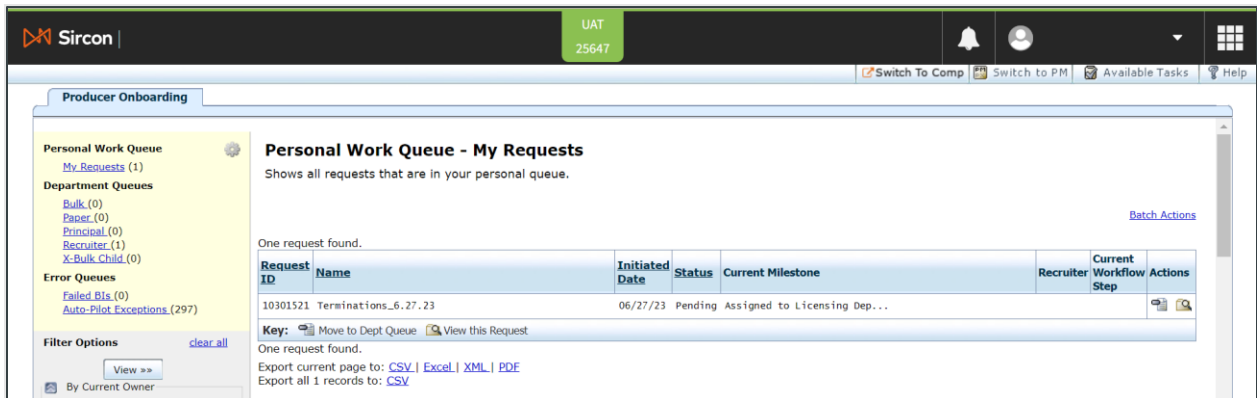


22. The file name will appear next to the **Choose File** button.
23. Click **Continue** to submit the file.

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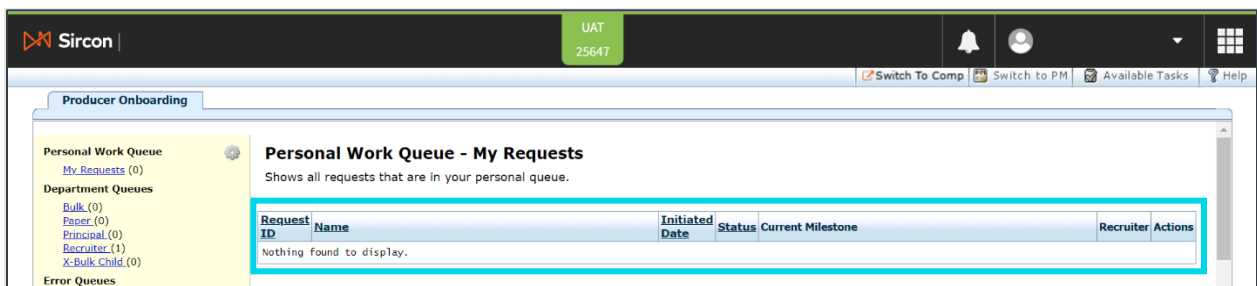


24. After a bulk transaction or service request is submitted, the system will process the file and complete the operation. Initially, the transaction will be assigned to your **Personal Work Queue**.



25. Refresh your browser periodically to update the status of the request. You may need to refresh the page several times depending on the size of the request and the length of time it takes to process the information.

26. If the request is processed successfully, the file will be removed from your personal work queue. This means that all the required information was accurate, and the transactions were processed in Producer Central.



Note: If the request contains an error, refer to the [Bulk Transactions Quick Guide](#) to troubleshoot the bulk transaction request.

APPENDIX 1: Sircon for Carriers Help Resources

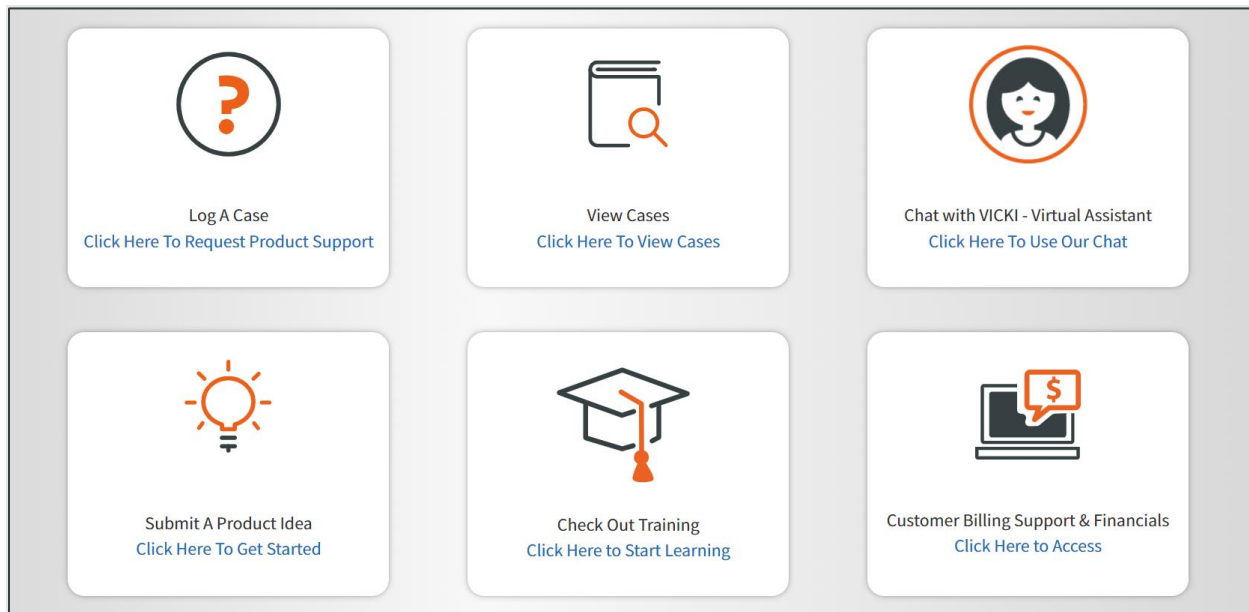
Help is just a click away. Vertafore has two resources available to support you 24/7:

- My Vertafore
- Sircon Support

My Vertafore

My Vertafore is our free online customer support portal and knowledge base. At [My Vertafore](#) you can:

- **Log a Case** – Cases are used to request product support.
- **Submit Ideas** – Send Vertafore ideas for new product features or enhancements.
- **Search Knowledgebase** – Search for detailed articles on the Sircon Knowledge Base



Note: Sircon does not use the Submit a Product Idea or Chat with VICKI functions.

Contact Vertafore Customer Support

Can't find what you are looking for at My Vertafore? Our Customer Support team is here to help. [Click here to email Support](#) or call 877-876-4430.

Section: APPENDIX 2: Document History

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Version	Revision Date	Revision Record
1.0	7/14/2023	Original Document



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