Sircon Producer Manager User Guide

A Guide to Automated Data Reconciliation

Automatically Resolved Data Issues and Processing Messages

Vertafore

Contents

Overview

Vertafore Sircon Producer Manager's **automated data reconciliation** feature can keep your company's producer records refreshed and in a state of constant synchronization with external data, whether it is used on-demand through a user action or as part of an automated or scheduled operation.

At times, however, when attempting to process an automated data reconciliation request, Producer Manager encounters conflicting data, errors, or other issues.

Most data anomalies Producer Manager is able to iron out automatically, based on complex data analysis and processing logic. Sircon's proprietary and exclusive set of data normalizers is described in detail in the "Automatically Resolved Data Issues" section of this document, beginning on page 5.

A few, however, require manual attention. They are discussed in the "Processing Messages to Review" section of this document, beginning on page 35.

Assumptions

The data obtained and potentially merged to a producer record by way of any automated data reconciliation always will be subject to the following data loading rules and limitations. Please think of the following as "pre-normalizers."

Customer-Configured Data Types

Although the external data source report obtained during automated data reconciliation may show all licensing and LOA data for a producer, Producer Manager will attempt to merge only data for license/LOA types that have been enabled in the customer's use indicators, as seen on the **Code Use Indicators** page in Producer Manager.

Also, Producer Manager synchronizes only appointments that meet the following criteria:

- Appointing company NAIC ID matches that of a regulated company configured in the customer's instance of the Sircon platform and visible in the **Review/Update Company** page in Producer Manager

- Appointment type matches a regulated company's authorized lines as configured in the customer's instance of the Sircon platform and visible on the **Maintain State Appointment Details** page in Producer Manager

- The appointment type has been enabled in the customer's use indicators, visible on the **Code Use Indicators** page in Producer Manager

Merge Strategy

Exactly how PDB data is merged with Producer Manager data also depends on the merge strategies that were selected for a particular automated data reconciliation operation. It should be noted that Quick Add Producer/Quick Load Producers uses a system-specified merge profile, which can be toggled by a business rule (dr.addingProducer.loadInactiveData) as to whether it should load only active data, or both active and inactive data. For more information, please review the Producer Manager online help or contact your Vertafore representative.

Automatically Resolved Data Issues

The insurance industry uses the NIPR Producer Database (PDB) as the national clearinghouse of producer information. Likewise, Producer Manager uses the PDB as a trusted source of producer data for its automated data reconciliation capabilities, such as Quick Sync Producer or Scheduled Sync.

However, PDB data can contain missing or inconsistent license issue dates, LOA issue dates, status dates, or other data anomalies. For those reasons, data that Producer Manager obtains from PDB often conflicts with internal data models that require data to relate to one another in a valid way. For example, Producer Manager enforces that license dates must be on or before qualification (LOA) dates, and qualification dates must be on or before appointment dates.

To help overcome these inconsistencies, Vertafore developed a series of data normalizers (or "scrubbers") that automatically clean up erroneous or incomplete data sent from the PDB. Normalizers manipulate the data from the PDB in a consistent and reproducible way before the data is merged to producer records in Producer Manager. All changes are audited and documented, so that if a customer is subject to a market conduct exam, the customer can easily show proof it was following a set of rules that makes sense -- even if state data used to reconcile customer data was incomplete or illogical.

Data normalization occurs automatically and requires no extra effort on the part of the user. Changes made to each record are noted and stored in affected producer records for future reference and audit-logging. This information is contained in the **Automatically Resolved Data Issues** section of the **Data Reconciliation Details** page, which is accessible from the **Data Reconciliation** data section of any producer record that has undergone automated data reconciliation.

This section describes the various categories of data issues that Sircon Producer Manager may encounter when attempting to process an automated data reconciliation request, and how it normalizes the data to make it conform to system-enforced data integrity rules. Normalizers are grouped by data type. Each normalizer includes the following information:

- **Message**: The audit message seen in the **Automatically Resolved Data Issues** section of the **Data Reconciliation Details** page

- **Pre-Normalizing**: A description of the data inconsistency encountered during automated data reconciliation that triggered use of the data normalizer

- **System Action**: A description of the specific action that the system took to normalize anomalous data

- **Data Normalizer**: The specific name of the data normalizer

In many cases, following up on a data issue involves examining the external data source report used in the automated data reconciliation operation. To open an external data source report in Producer Manager, choose one of the following methods:

- To open a PDB report, click the **PDB Report** link on the **Data Reconciliation Details** page, or click the **PDB Report** link inside the **Data Reconciliation** data section of a producer record open in the **Review/Update Producer** page (*Licensing menu>Advanced Producer Search or Review/Update Producer*).

- To open an education report, click the **Education Report** link on the **Data Reconciliation Details** page, or click the **Education Report** link inside the **Data Reconciliation** data section of a producer record open in the **Review/Update Producer** page (*Licensing menu>Advanced Producer Search or Review/Update Producer*).

If your analysis of a data issue concludes that state information is incorrect, contact the department of insurance in the state in question.

Note: The system action of a data normalizer listed below may be superseded or undone by another normalizer. If you have questions or doubts, please contact your Vertafore representative.

General Issues

Message	Pre-Normalizing	System Action	Data Normalizer
[No Message]	For the affected producer, the external data source report contains information about active and inactive state licenses of the same type. An inactive license on the report may be of a type that the state no longer supports and has made historical.	The system updates the affected producer in Producer Manager as follows: • If the external data source report contains active and inactive state licenses of both active and historical license types, the system updates the record with license information of only active license types and their related	OrderLicensesByStatusScrubber

Message	Pre-Normalizing	System Action	Data Normalizer
		qualifications (LOA). Licenses of historical license types and related qualifications are ignored. • If the external data source report contains only inactive licenses of historical license types, the system updates the record with the inactive license with the most recent Issue Date and its related qualifications. **Note**: The system will update the record with qualifications (LOA) related to licenses of historical licenses types in Massachusetts and Virginia.	
[No message]	Producer Manager requires license information on a producer record to include valid values in the Original Issue Date and Effective Date fields. However, license information obtained from the external data source includes only an Issue Date.	The system updates the affected producer record in Producer Manager as follows: • For a license on the external data source report with a Status of Active, the system updates the license Original Issue Date and Effective Date fields on the producer record with the value of the license Issue Date on the external data source report. • For a license on the external data source report with a Status of Inactive, the system updates the license Original Issue Date on the producer record with the value of the license Issue Date on the external data source report. It updates the Effective Date on the producer record with a value from the external data source report of either the license Expiration Date or the most-recent Status/Reason	

Message	Pre-Normalizing	System Action	Data Normalizer
		Date of any related LOA, whichever is older. **Note**: For an inactive license, if data does not exist for the normalizer to work, the system updates the license Effective Date on the producer record with the license Issue Date on the external data source report and generates a Processing Message to Review.	

License Data Issues

Message	Pre-Normalizing	System Action	Data Normalizer
Existing Producer Manager License dates in conflict with PDB License dates.	When renewing a license, some states occasionally will update the license issue date with the date of renewal. When this occurs, license information obtained from the external data source may include a state license for which the Issue Date is more than 30 days after the Original Issue Date of the same license on the affected producer's record in Producer Manager.	Producer Manager seeks to preserve the Original Issue Date of an active license on producer records, because an updated date could conflict with related qualification (LOA) and/or appointment dates. The system first verifies that the status of the license is identical on both the affected producer's record and the external data source report. If status is identical, and the value of the Original Issue Date of the license on the producer's record is more than 30 days prior to the Issue Date on the external data source report, then the Issue Date is ignored and no update to Original Issue Date occurs.	ProtectPmDatesProducerScrubber
Existing Producer Manager License	License information obtained from the external data source includes a state	The system updates the affected producer's record in Producer Manager	

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Message	Pre-Normalizing	System Action	Data Normalizer
expiration date determined to be deliberately set far in the future.	license with a null Expiration Date. To conform to the data requirements of other systems downstream from the Sircon platform, some customers manually enter on producer records a license and related qualification Expiration Date far into the future (e.g., 01-01-2099). **Note**: License information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	using the following logic: • If the Vertafore-configurable business rule dr.protectLicenseExpDte is set to "Y," and the value of the license Expiration Date on the producer's record is more than 10 years after the date of the automated data reconciliation, then license Expiration Date on the producer record is preserved. • If the Vertafore-configurable business rule dr.protectLicenseExpDte is set to "Y," and the value of the license Expiration Date on the producer's record is less than 10 years after the date of the automated data reconciliation, then the system updates the license Expiration Date on producer record with the null value of the Expiration Date on the external data source report. • If the Vertafore-configurable business rule dr.protectLicenseExpDte is not set or set to "N," then the system updates the license Expiration Date on producer record with the null value of the Expiration Date on the external data source report. **Note**: This normalizer was developed before other normalizers that handle null Expiration Dates more logically, based on Vertafore's interpretation of state regulations.	

Message	Pre-Normalizing	System Action	Data Normalizer
Future-dated license.	License information obtained from the external data source includes a state license for which the value of the Issue Date is in the future.	For a license on the external data source report with a Status of Active, the system updates the affected producer's record using the following logic: • If, on the external data source report, the Authority Issue Date of at least one related LOA is in the past, the system updates the license Original Issue Date and Effective Date fields on the producer's record with the value of the oldest LOA Authority Issue Date. • If, on the external data source report, the Authority Issue Date of all related LOA is in the future, but the Status/Reason Date of at least one related LOA is in the past, the system updates the license Original Issue Date and Effective Date fields on the producer's record with the value of the oldest LOA Status/Reason Date. • If, on the external data source report, the Authority Issue Date and Status/Reason Date of related are in the future, the system updates the license Original Issue Date and Effective Date fields on the producer's record with the date of the automated data reconciliation. For a license on the external data source report with a Status of Inactive, the system updates the affected producer's record	

Message	Pre-Normalizing	System Action	Data Normalizer
		using the following logic: • If, on the external data source report, the Authority Issue Date of at least one related LOA is in the past, the system updates the license Original Issue Date field on the producer's record with the value of the oldest LOA Authority Issue Date and the license Effective Date field on the producer's record with the date of the automated data reconciliation. • If, on the external data source report, the Authority Issue Date of all related LOA is in the future, but the Status/Reason Date of at least one related LOA is in the past, the system updates the license Original Issue Date and Effective Date fields on the producer's record with the value of the oldest LOA Status/Reason Date. • If, on the external data source report, the Authority Issue Date and Status/Reason Date of all related LOA are in the future, the system updates the license Original Issue Date and Effective Date fields on the producer's record with the date of the automated data reconciliation.	
Inactive license without supporting LOAs.	License and qualification (LOA) information obtained from the external data source includes an inactive license for which code use indicators are enabled in your	The system does not add the inactive license to an affected producer's record. If the license already exists on the producer's record, the system removes it.	InactiveUnsupportedLicensesAndApptsProducerScrubber

Message	Pre-Normalizing	System Action	Data Normalizer
	company's Sircon platform. However, the external data source report also includes inactive qualifications that are related to the inactive license and for which code use indicators are not enabled in your company's Sircon platform environment. For more information about code use indicators, please review the Producer Manager online help.		
License expiration date prior to original issue date.	License information obtained from the external data source includes a state license for which the Expiration Date precedes the Issue Date.	The system updates the value of the license Expiration Date field to be identical to that of the Original Issue Date field on the affected producer's record.	
License inactivated because supported by untracked Qualification(s).	License and qualification (LOA) information obtained from the external data source includes an active license but no active qualifications for which code use indicators are enabled in your company's Sircon platform. The external data source report may include one or more active qualifications supported by the active license, but for which code use indicators are not enabled in your company's Sircon platform. For more information about code use indicators, please review the Producer Manager online help.	The system checks the LOA information on the external data source report against the qualifications for which code use indicators are enabled in Producer Manager. If the system finds inactive LOA on the external data source report for which code use indicators are enabled, as well as active LOA for which code use indicators are not enabled, the system does the following: • If the supporting license exists on the affected producer record in Producer Manager, the system inactivates the license and inserts an Inactivation Reason of "Supporting Qualifications are Ignored." The system inserts the value of the Original Issue Date as values in the Effective Date and Expiration Date fields.	InactiveLicensesSupportedByIgnoredLoasScrubber

Message	Pre-Normalizing	System Action	Data Normalizer
		• If the supporting license does not exist on the affected producer record in Producer Manager, the system adds the license and qualification(s) with a Status of Inactive and inserts an Inactivation Reason of "Supporting Qualifications are Ignored." The system inserts the value of the Original Issue Date as values in the Effective Date and Expiration Date fields. **Note**: The system by default uses the Merge Active data merge strategy when adding a producer record using Quick Add Producer or Quick Load Producers. However, under this scenario, because a license technically is active on the external data source, the system makes an exception to the merge strategy and adds the inactive license when the termination reason is "Supporting Qualifications are Ignored." **Note**: The normalizer also works in reverse. Inactive license and qualifications on an affected producer record will be updated to active, if on the external data source the license is active and active qualifications exist for which code use indicators are enabled. **Note**: If the external data source report includes an active license, inactive qualification(s) for which code use indicators are enabled, and no or inactive qualifications for which code use indicators are not enabled, no information will be merged to the affected producer's record,	

Message	Pre-Normalizing	System Action	Data Normalizer
		and the following processing message will be logged: "License: *[License Type]* license for *[State]* does not have the necessary supporting qualification(s)."	
Missing License original issue date.	License information obtained from the external data source includes a state license for which the Issue Date does not exist.	The system updates the affected producer record in Producer Manager using the following logic: • If the license on the external data source report has a Status of Active, the system updates the Original Issue Date field of the license on the producer's record with the value of the oldest Authority Issue Date on the external data source report of any active LOA supported by the license. • If the license on the external data source report has a Status of Inactive, the system updates the Original Issue Date field of the license on the producer's record with the value of the oldest Authority Issue Date on the external data source report of any inactive LOA supported by the license.	
No license expiration date on PDB. Expiration date derived from CE requirements, fee due dates, or known renewal policies.	License information obtained from the external data source for an individual producer includes an active resident or non-resident state license with a null Expiration Date. Vertafore's interpretation of the license state's regulations allows derivation of an Expiration Date from the producer's	The system updates the affected producer's record in Producer Manager using the following logic: • Florida Individual Residents: The system updates the license Expiration Date with the date of the last day of the producer's birth month that follows the two-year	PerpetualLicenseExpirationDatePopulatorProducerScrubber

Message	Pre-Normalizing	System Action	Data Normalizer
	resident state's continuing education (CE) renewal requirements, which themselves are calculated based on license issuance anniversary date or producer birth date information. **Note**: License information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	anniversary of the license Issue Date, and then every 24 months thereafter. • Kansas Individual Residents and Non-Residents: In the first renewal period only, the system updates the license Expiration Date with the date of the producer's first birthday in an even-numbered year (if the producer was born in an even-numbered year) or in an odd-numbered year (if the producer was born in an odd-numbered year) that follows the two-year anniversary of the license Issue Date. In succeeding renewal periods, the system updates the license Expiration Date with the two-year anniversary of the first renewal date. • Maine Individual Residents: The system updates the license Expiration Date with the date of the last day of the producer's birth month of every even-numbered year (if the producer was born in an even-numbered year) or every odd-numbered year (if the producer was born in an odd-numbered year), after the one-year anniversary of the license Issue Date. • Maine Resident Adjusters: The system updated the license Expiration Date with October 1st of the next even year.	

Message	Pre-Normalizing	System Action	Data Normalizer
		• Maine Non-resident Adjusters: The system updated the license Expiration Date with January 1st of the next even year.	
		• Montana Firm Residents and Non-Residents: The system updates the license Expiration Date with December 31 in the next succeeding year.	
		• New Mexico Individual Residents: The system updates the license Expiration Date with September 30 of every year. The system adds one year in the case where the license Issue Date is less than one year prior to the succeeding September 30.	
		• South Carolina Firm Residents and Non-Residents: The system updates the license Expiration Date with January 31 of the next even-numbered year. If the license Issue Date is October 1 or later in the odd-numbered year that precedes the next even-numbered year, the Expiration Date will be January 31 not of the next even-numbered year but of the following even-numbered year.	
		• South Carolina Individual Residents and Non-Residents: The system updates the license Expiration Date with the date of the last day of the producer's birth month of the next even-numbered year (if the producer was born in	

Message	Pre-Normalizing	System Action	Data Normalizer
		an even-numbered year) or the next odd-numbered year (if the producer was born in an odd-numbered year), after the one-year anniversary of the license Issue Date. **Note**: Certain South Carolina individual license types, such as Broker, Adjuster, and Public Adjuster, have varying license renewal requirements, but this normalizer may still update Effective Date for these licenses following the same rules. Manual recordkeeping may be required to keep records in compliance. For more information, please consult your Vertafore representative. • Virginia Individual Residents and Non-Residents: The system updates the license Expiration Date with December 31 of every even-numbered year), after the one-year anniversary of the license Issue Date.	
No license expiration date on PDB (perpetual license state). Expiration date derived from LOA CE renewal dates.	License information obtained from the external data source for an individual producer includes an active resident state license with a null Expiration Date. **Note**: License information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	The system updates the license Expiration Date on the affected producer's record in Producer Manager with the latest CE Renewal Date on the external data source report.	
No license expiration date on PDB (perpetual license	License information obtained from the external data source for an individual	The system updates the affected producer's record in Producer Manager	PerpetualLicenseExpirationDatePopul

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Message	Pre-Normalizing	System Action	Data Normalizer
state). **Expiration date derived from the latest resident license expiration date.**	producer includes an active non-resident state license with a null Expiration Date. Vertafore's interpretation of the non-resident license state's regulations allows derivation of an Expiration Date from resident state license information. **Note**: License information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	using the following logic: • If the external data report contains information about a single active license in a single resident state, the system updates the non-resident license Expiration Date with the Expiration Date of the producer's resident license • If the external data report contains information about multiple active licenses in one or multiple resident states, the system updates the non-resident license Expiration Date with the Expiration Date of the resident license that is furthest into the future	atorProducerScrubber
No license expiration date on PDB (perpetual license state). Unable to derive an expiration date from a resident license expiration date because none were available on the PDB report. Please manually derive the expiration date.	License information obtained from the external data source for an individual producer includes an active non-resident state license with a null Expiration Date. The external data source report did not contain resident state license information. **Note**: License information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	The system adds or updates the active non-resident license information to the producer's record in Producer Manager, but with a null value in the Effective Date field. It may be necessary to add a value to the non-resident license Effective Date field manually. **Note**: If the create.messages.for.missing.lic.expr.date business rule is enabled, after processing an automated data reconciliation operation the system will generate a Processing Message to Review if an active license on a producer record has a non-populated Expiration Date field.	
The *[License Type]* in *[State]* became historical	The external data source report contains information regarding a license type that	For the stated license, the system updates the affected producer's record as follows:	

Message	Pre-Normalizing	System Action	Data Normalizer
on *[Effective Date]*.	the issuing state stopped supporting on a given date. The affected producer's record in Producer Manager contains a license of the now-historical type.	• Updates the value of the Status field with Inactive • Updates the value of the Effective Date field with the date on which the state made the license type historical • Updates the value of the Inactivation Reason field with Canceled	
Update derived license expiration dates even if no change occurred on the PDB report	Note: If the status date of the license is after the expiration date the system will recalculates license Expiration Dates, for states that do not report Expiration Dates, regardless if there is new information on the PDB		

Qualification (LOA) Data Issues

Message	Pre-Normalizing	System Action	Data Normalizer
Active PDB Qualification status date is different than its original issue date.	License information obtained from the external data source includes a state license qualification (LOA) for which the Status/Reason Date is later than the Authority Issue Date.	If the LOA on the external data source report has a Status of Active, the system updates the values of the qualification Original Issue Date and Effective Date fields on the affected producer record in Producer Manager with the value of the Authority Issue Date field on the external data source report.	
Existing Producer Manager LOA original issue date in conflict with	When renewing a license, some states occasionally will update the issue date of a related line of authority (LOA) with the date	Producer Manager seeks to preserve the Original Issue Date of an active qualification (LOA) on producer records,	

Message	Pre-Normalizing	System Action	Data Normalizer
PDB LOA original issue date. **OR** **Existing Producer Manager Qualification original issue date in conflict with PDB Qualification original issue date.**	of license renewal. When this occurs, license information obtained from the external data source may include a LOA related to a state license for which the Authority Issue Date is more than 30 days after the Original Issue Date of the same qualification (LOA) on the affected producer's record in Producer Manager.	because an updated date could conflict with related license and/or appointment dates. The system first verifies that the status of the qualification (LOA) is identical on both the affected producer record in Producer Manager and the external data source report. If status is identical, and the value of the Original Issue Date of the qualification on the producer record is 30 days or older than the LOA Authority Issue Date on the external data source report, then the Authority Issue Date is ignored and no update to Original Issue Date occurs. However, the system will update a qualification's Original Issue Date with the value of the Authority Issue Date from the external data source report under the following conditions: • If the Status of the qualification (LOA) is Active, and its Original Issue Date would make it unsupported by the Original Issue Date of its active, related license • If the qualification is a "Variable" type that is usually issued after its related license (e.g., Variable Lines, Variable Annuity, Variable Contracts, etc.) • If the Status of the qualification is Inactive, and the values of its Original Issue Date and Effective Date are identical.	

Message	Pre-Normalizing	System Action	Data Normalizer
Existing Producer Manager LOA status date in conflict with PDB LOA status date. **OR** **Existing Producer Manager Qualification status date in conflict with PDB Qualification status date.**	When renewing a license, some states occasionally will update the status date of related line of authority (LOA) with the date of license renewal. When this occurs, license information obtained from the external data source may include a LOA related to a state license for which the Status/Reason Date is more than 30 days after the Effective Date of the same qualification (LOA) on the affected producer's record in Producer Manager.	Producer Manager seeks to preserve the Effective Date of an active qualification (LOA) on producer records, because an updated date could conflict with related license and/or appointment dates. The system first verifies that the status of the qualification (LOA) is identical on both the affected producer's record and the external data source report. If status is identical, and the value of the Effective Date of the qualification on the producer's record is 30 days or older than the LOA Status/Reason Date on the external data source report, then the Status/Reason Date is ignored and no update to Effective Date occurs. However, the system will update a qualification's Effective Date with the value of the Status/Reason Date from the external data source report under the following conditions: • If the Status of the qualification (LOA) is Active, and its Effective Date would make it unsupported by the Effective Date of its active, related license • If the qualification is a "Variable" type that is usually issued after its related license (e.g., Variable Lines, Variable Annuity, Variable Contracts, etc.) • If the Status of the qualification is Inactive, and the values of its Original Issue Date and Effective	

Message	Pre-Normalizing	System Action	Data Normalizer
		Date are identical.	
Existing Producer Manager Qualification expiration date determined to be deliberately set to a falsified date. **Note**: This normalizer was developed before other normalizers that handle null Expiration Dates more logically, based on Vertafore's interpretation of state regulations.	License information obtained from the external data source includes a state license qualification (LOA) with a null Expiration Date. To conform to the data requirements of other systems downstream from the Sircon platform, some customers manually enter on producer records a qualification Expiration Date far into the future (e.g., 01-01-2099). **Note**: License qualification information with a null Expiration Date obtained from the external data source typically originates from a state that issues "perpetual" licenses (i.e., a license without a fixed period of effectiveness).	The system updates the affected producer record in Producer Manager using the following logic: • If the Vertafore-configurable business rule dr.protectLicenseExpDte is set to "Y," and the value of the license Expiration Date on the producer's record is more than 10 years after the date of the automated data reconciliation, then qualification Expiration Dates on the producer record are preserved. • If the Vertafore-configurable business rule dr.protectLicenseExpDte is set to "Y," and the value of the license Expiration Date on the producer's record is less than 10 years after the date of the automated data reconciliation, then the system updates the qualification Expiration Dates on producer record with the null value of the Expiration Date on the external data source report. • If the Vertafore-configurable business rule dr.protectLicenseExpDte is not set or set to "N," then the system updates the qualification Expiration Dates on producer record with the null value of the Expiration Date on the external data source report. **Note**: This normalizer was developed	

Message	Pre-Normalizing	System Action	Data Normalizer
		before other normalizers that handle null Expiration Dates more logically, based on Vertafore's interpretation of state regulations.	
Future-dated qualification.	License information obtained from the external data source includes a state license qualification (LOA) for which the value of the Authority Issue Date or Status/Reason Date is in the future.	For an LOA on the external data source report with a Status of Active, the system updates the affected producer record in Producer Manager using the following logic: • If the Authority Issue Date and Status/Reason Date on the external data source report both are in the future, the system updates the qualification Original Issue Date and Effective Date fields on the producer's record with the date of the automated data reconciliation. • If, on the external data source report, the Authority Issue Date is in the future, but the Status/Reason Date is in the past, the system updates the qualification Original Issue Date and Effective Date fields on the producer's record with the value of the Status/Reason Date. • If, on the external data source report, the Authority Issue Date is in the past, but the Status/Reason Date is in the future, the system updates the qualification Original Issue Date and Effective Date fields on the producer's record with the value of the Authority Issue	

Message	Pre-Normalizing	System Action	Data Normalizer
		Date. For an LOA on the external data source report with a Status of Inactive, the system updates the affected producer record in Producer Manager using the following logic: • If, on the external data source report, the Authority Issue Date and Status/Reason Date both are in the future, the system updates the qualification Original Issue Date and Effective Date fields on the producer's record with the date of the automated data reconciliation. • If, on the external data source report, the Authority Issue Date is in the future, but the Status/Reason Date is in the past, the system updates the qualification Original Issue Date and Effective Date fields on the producer's record with the value of the Status/Reason Date. • If, on the external data source report, the Authority Issue Date is in the past, but the Status/Reason Date is in the future, the system updates the qualification Original Issue Date field on the producer's record with the value of the Authority Issue Date and the qualification Effective Date field on the producer's record with the date of the automated data reconciliation.	

Message	Pre-Normalizing	System Action	Data Normalizer
Inactive PDB LOA expiration date prior to its status date.	License information obtained from the external data source includes an inactive, related state license qualification (LOA) for which the Status/Reason Date is later than Expiration Date.	The system updates the qualification (LOA) Effective Date on the affected producer record in Producer Manager with the value of the Expiration Date on the external data source report. Then, if LOA Effective Date on the affected producer record precedes the LOA Original Issue Date, the system updates the Original Issue Date with the value of the Effective Date.	
Missing both Qualification original issue date and status date. **OR** **Missing both LOA original issue date and status date.**	License information obtained from the external data source includes a state license qualification (LOA) for which the Authority Issue Date and Status/Reason Date do not exist.	The system updates the affected producer record in Producer Manager using the following logic: • If the LOA on the external data source report has a Status of Active, the system updates the Original Issue Date and Effective Date fields of the qualification on the producer's record with the value of the oldest Status/Reason Date on the external data source report of any active appointment supported by the qualification. • If the LOA on the external data source report has a Status of Inactive, the system updates the Original Issue Date and Effective Date fields of the qualification on the producer's record with the value of the most recent Status/Reason Date on the external data source report of any terminated appointment supported by the qualification. • If the system cannot derive a date	

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Message	Pre-Normalizing	System Action	Data Normalizer
		based on the preceding, the system updates the Original Issue Date and Effective Date fields of the qualification on the producer's record with the value of the Issue Date of the related active or inactive license.	
Missing Qualification original issue date. **OR** **Missing LOA original issue date.**	License information obtained from the external data source includes a state license qualification (LOA) for which the Authority Issue Date does not exist.	The system updates the value of the qualification Original Issue Date field on the affected producer record in Producer Manager with the value of the Status/Reason Date on the external data source report.	
Missing Qualification status date. **OR** **Missing LOA status date.**	License information obtained from the external data source includes a state license qualification (LOA) for which the Status/Reason Date does not exist.	The system updates the value of the qualification Effective Date field on the affected producer record in Producer Manager with the value of the Issue Date on the external data source report.	
Montana Qualifications on the PDB report had a lapsed status but were missing an expiration date. The expiration date was populated with _[License Expiration Date]_, the producers last renewal date. **Note**: Even though the system has applied normalizer logic to the data, this message does not appear in the Automatically Resolved Data Issues section. It appears in the Processing Messages to	Qualification (LOA) information obtained from the external data source for the affected producer's Montana license includes a value in the Status Reason field of LAPSED. However, the value of the Status field for both the LOA and its related license is Active.	The qualification and its related license are assumed to be expired. The system updates the license and qualification information on the affected producer record in Producer Manager by adding a value of Lapsed to the Status field and a date value to the Expiration Date fields. Expiration Date values are calculated as follows: • Individual Producers: The first day of the producer's birth month in the producer's license renewal year (i.e., every even-numbered year for producers born in even-numbered years; every odd-	MontanaLapsedLoaScrubber

Message	Pre-Normalizing	System Action	Data Normalizer
Review section.		numbered year for producers born in odd-numbered years). • Firm Producers: December 1 of the year previous to the current year. Future automated data reconciliation may find the license and qualification to be either active (renewed) or inactive (non-renewed or canceled). In either case, the system-calculated Expiration Date is removed from the record. **Note**: For an individual producer, if birth month is not included in the external data source report, the system will insert in the Expiration Date field the date one day prior to the date of the automated data reconciliation.	
PDB expiration date for Virginia Qualifications is unreliable. **Note**: This normalizer was developed before other normalizers that handle null Expiration Dates more logically, based on Vertafore's interpretation of state regulations.	Qualification (LOA) information obtained from the external data source for the affected producer's Virginia license includes a value in the CE Renewal Date field. On the external data source report, the license related to the qualification does not include a value in the Expiration Date field. The CE Renewal Date is known to be inaccurate and unreliable as an inference of the license and qualification expiration date.	The system does not merge the qualification's CE Renewal Date value to the qualification or license Expiration Date fields on the affected producer's record in Producer Manager. After application of this normalizer, the record will lack expiration date values for the license/qualification in question.	VirginiaQualExpirationProducerScrubber
PDB Qualification dates prior to PDB License original issue date.	License information obtained from the external data source includes a state license qualification (LOA) for which the Authority Issue Date precedes the Issue	For a license on the external data source report with a Status of Active, the system updates the Original Issue Date of the license on the affected producer record in Producer Manager with the oldest	

Message	Pre-Normalizing	System Action	Data Normalizer
	Date of its related license.	Authority Issue Date of any related, active qualification on the external data source report.	
		For a license on the external data source report with a Status of Inactive, the system updates the Original Issue Date of the license on the affected producer record in Producer Manager with the oldest Authority Issue Date of any related, inactive qualification on the external data source report.	
PDB Qualification expiration date is missing or is after its related PDB License's expiration date.	License information obtained from the external data source includes a related state license qualification (LOA) for which the Expiration Date does not exist or is later than the license Expiration Date.	The system updates the qualification (LOA) Expiration Date on the affected producer record in Producer Manager with the value of the latest Expiration Date of any supporting license on the external data source report.	
PDB Qualification status date prior to PDB Qualification original issue date.	License information obtained from the external data source includes a state license qualification (LOA) for which the Status/Reason Date precedes the Authority Issue Date.	The system updates the values of the qualification Original Issue Date and Effective Date fields on the affected producer's record in Producer Manager with the value of the Status/Reason Date field on the external data source report.	
The *[Qualification] [qualification]* in *[State]* became historical on *[Effective Date]*.	The external data source report contains information regarding a qualification (LOA that the issuing state stopped supporting on a given date. The affected producer's record in Producer Manager contains a qualification of the now-historical type.	For the stated qualification, the system updates the affected producer record in Producer Manager as follows: • Updates the value of the Status field with Inactive • Updates the value of the Effective Date field with the date on which the state made the qualification historical • Updates the value of the	

Message	Pre-Normalizing	System Action	Data Normalizer
		Inactivation Reason field with Canceled	

Appointment Data Issues

Message	Pre-Normalizing	System Action	Data Normalizer
[Appointment Type] **Appointment dates are unreliable.**	Information obtained from the external data source for an active South Carolina individual appointment appropriately includes the specific appointment type, expressed as values in the Line of Authority and LOA Code fields. However, the external data source report does not include specific appointment type information for a terminated South Carolina appointment. Instead – initially – it includes a value of None in the Line of Authority field and a value of 101 in the LOA Code field. This leaves a terminated appointment without a record relationship to its supporting license and LOA. Therefore, automated data reconciliation could potentially overwrite a valid value in the Term Date field for a terminated appointment on an affected producer's record in Producer Manager. **Note**: Eventually a terminated South Carolina appointment disappears altogether on the external data source.	The Line of Authority value of None and the LOA Code value of 101 on the external data source report are mapped to all Sircon platform-supported individual appointment types in South Carolina. When processing automated data reconciliation, the system compares the Status/Reason Date on the external data source report of a terminated South Carolina appointment by a specific appointing company with the Term Date (if any) of an appointment by the same company on the producer's record. The system updates the value of the Term Date field on the producer record in Producer Manager under the following conditions: • If the terminated appointment Status/Reason Date on the external data source report is later than the most recent Status/Reason Date of an inactive supporting license Line of Authority on the external data source report. • If the terminated appointment Status/Reason Date on the external data source report is later than the appointment Term Date on the producer record.	

Message	Pre-Normalizing	System Action	Data Normalizer
Inactive appointment without supporting License or LOA.	Appointment information obtained from the external data source includes an inactive appointment for which code use indicators are enabled in your company's Sircon platform. However, the external data source report also included an inactive qualification (LOA) and/or license that support the inactive appointment and for which code use indicators are not enabled in your company's Sircon platform environment. For more information about code use indicators, please review the Producer Manager online help.	The system does not add the inactive appointment to an affected producer record in Producer Manager. If the appointment already exists on the producer record, the system removes it.	InactiveUnsupportedLicensesAndApptsProducerScrubber
PDB Appointment date prior to PDB License original issue date.	Appointment information obtained from the external data source includes a company appointment for which the Status/Reason Date precedes the Issue Date of its supporting license.	The system updates the values of the license and related qualification(s) (LOA) Original Issue Date and Effective Date fields on the affected producer record in Producer Manager with the value of the Status/Reason Date of the oldest active or inactive appointment on the external data source report that is supported by the license. **Note**: The system chooses the oldest, supported appointment on the external data source report, regardless of whether it is supported in the state by the appointing company configuration in your company's instance of the Sircon platform.	

Message	Pre-Normalizing	System Action	Data Normalizer
PDB Appointment date prior to PDB LOA status date. **OR** **PDB Appointment date prior to PDB Qualification status date.**	Appointment information obtained from the external data source includes a company appointment for which the Status/Reason Date precedes the Status/Reason Date of its supporting LOA.	The system updates the values of the qualification (LOA) Original Issue Date and Effective Date fields on the affected producer record in Producer Manager with the value of the Status/Reason Date of the oldest active or inactive appointment on the external data source report that is supported by the license. **Note**: The system chooses the oldest, supported appointment on the external data source report, regardless of whether it is supported in the state by the appointing company configuration in your company's instance of the Sircon platform. **Note**: The State of Washington requires appointments by LOA but does not track appointments by LOA. To accommodate this situation, the system updates qualification date fields on the affected producer's record based on the Status/Reason Date of the oldest appointment on the external data source report, regardless of whether it is supported by the qualification. **Note**: In states that require appointment by LOA, the system does not update the date fields for Variable qualifications (i.e., Variable Annuity, Variable Contracts, Variable Life, etc.)	

Message	Pre-Normalizing	System Action	Data Normalizer
PDB Appointment date prior to PDB Qualification original issue date.	Appointment information obtained from the external data source includes a company appointment for which the Status/Reason Date precedes the Authority Issue Date of its supporting LOA.	The system updates the values of the qualification (LOA) Original Issue Date and Effective Date fields on the affected producer record in Producer Manager with the value of the Status/Reason Date of the oldest active or inactive appointment on the external data source report that is supported by the license. **Note**: The system chooses the oldest, supported appointment on the external data source report, regardless of whether it is supported in the state by the appointing company configuration in your company's instance of the Sircon platform. **Note**: The State of Washington requires appointments by LOA but does not track appointments by LOA. To accommodate this situation, the system updates qualification date fields on the affected producer's record based on the Authority Issue Date of the oldest appointment on the external data source report, regardless of whether it is supported by the qualification.	

Message	Pre-Normalizing	System Action	Data Normalizer
The [Appointment Type] [appointment] in [State] became historical on [Effective Date].	The external data source report contains information regarding an appointment type that the issuing state stopped supporting on a given date. The affected producer's record in Producer Manager contains an appointment of the now-historical type.	For the stated appointment, the system updates the affected producer record in Producer Manager as follows: • Updates the value of the Status field with Inactive • Updates the value of the Effective Date field with the date on which the state made the appointment type historical • Updates the value of the Term Reason field with Canceled	

Processing Messages to Review

Occasionally, when attempting to process an automated data reconciliation operation (a.k.a., "sync"), Sircon Producer Manager encounters errors or issues that the sophisticated battery of data "normalizers" described in the preceding section (see page 5) cannot resolve automatically. Such errors or issues are displayed in the **Processing Messages to Review** section of the **Data Reconciliation Details** page in Producer Manager. Some processing messages indicate inconsistent data that Producer Manager cannot "normalize" and has excluded from being merged to a producer record, while other messages indicate other irregularities that require user attention or intervention.

To open the **Data Reconciliation Details** page, choose one of the following methods:

- On the **Data Reconciliation Requests** page (*Licensing menu>Data Reconciliation Requests*), a producer record that underwent automated data reconciliation and encountered one or more processing irregularities is identifiable by a warning icon (⚠). If desired, click the **All Requests Needing Review** or **My Requests Needing Review** link at the top of the page to narrow the sync requests to only those containing unreviewed processing messages. Click the **View Reconciliation Details** button (🔍) corresponding to a producer record to review its related processing messages.

- In the **Data Reconciliation** details section of a producer record open in the **Review/Update Producer** page (*Licensing menu>Advanced Producer Search or Review/Update Producer*), an automated data reconciliation for a selected producer that encountered one or more processing irregularities is identifiable by a warning icon (⚠). Click the **View Reconciliation Details** button (🔍) corresponding to an automated data reconciliation to review processing messages.

This section includes reference for various automated data reconciliation processing messages. The list below is intended to help you understand these messages and to suggest steps you can take to resolve errors. Processing messages are sorted in alphabetical order by Processing Message. Each processing message includes the following information:

- **Processing Message**: The message displayed in the Processing Messages section of the Data Reconciliation Details page

- **Type**: The type of processing message displayed

- **Affected Producer Manager Data or Functions**: Lists the specific pages or functions that the results of processing affect

- **Definition**: A description of the data inconsistency encountered during automated data reconciliation that Sircon Producer Manager could not resolve automatically

- **Resolution**: Suggested manual user steps to overcome the data anomaly.

In many cases, a suggested resolution involves examining the external data source report used in the automated data reconciliation operation. To open an external data source report in Producer Manager, choose one of the following methods:

- To open a PDB report, click the **PDB Report** link on the **Data Reconciliation Details** page, or click the **PDB Report** link inside the **Data Reconciliation** data section of a producer record open in the **Review/Update Producer** page (*Licensing menu>Advanced Producer Search or Review/Update Producer*).

- To open an education report, click the **Education Report** link on the **Data Reconciliation Details** page, or click the **Education Report** link inside the **Data Reconciliation** data section of a producer record open in the **Review/Update Producer** page (*Licensing menu>Advanced Producer Search or Review/Update Producer*).

If your analysis of a processing message concludes that state information is incorrect, contact the department of insurance in the state in question.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
A matching record with the NPN *[National Producer Number]* could not be located within PDB.		Details Quick Load Producers	When attempting to process automated data reconciliation based on a National Producer Number producer identifier, the system could not find the producer in the external data source. No information was merged from the external data source to the producer record.	Verify correct and complete entry of producer's name and National Producer Number.
A matching record with the TIN *[Social Security Number/Federal Employer Identification Number]* could not		Details Quick Add Producer Quick Load Producers Producer Express Sync	The system could not retrieve data from an external source based on the lookup criteria provided (i.e., last name and Social Security Number for an individual producer; business name and Federal Employer Identification Number for a firm	Verify correct and complete entry of producer name. Verify correct and complete entry of producer taxpayer identification number. Verify effective date of producer

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
be located within the PDB.			producer). The error prevented a producer record from being added to Producer Manager.	licensure. A lag between license date and the date that a newly licensed producer's record is added to the external data source.
An issue was encountered while trying to process the producer. Please contact customer support if the issue persists.		Details Aliases Contact Information Licenses/Qualifications Appointments Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	The system encountered an internal error when attempting to process automated data reconciliation. The automated data reconciliation could not be processed, and no information was merged from the external data source to the producer record.	Note the date, time, and Indv ID or Firm ID number for the affected record. Contact your Vertafore representative for assistance.
Appointment: Active Date for the *[Appointment Type]* appointment with *[Appointing Company]* in *[State]* is required. This external record will be ignored when merging.		Appointments Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Appointment information obtained from the external data source for the specified state did not include a status or effective date. The appointment was not merged from the external data source to the producer record.	Look up the appointment on the external data source report or the producer lookup website of the department of insurance in the specified state. Manually enter the appointment information on the producer's record. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore

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Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
				representative or the department of insurance in the specified state.
Appointment: [Appointing Company] ([NAIC ID]) does not support the **[Appointment Type] appointment in [State]. This external record will be ignored when merging.**		Appointments Company State Appointment Details Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Appointment information obtained from the external data source included an active appointment of a type that is not configured in Producer Manager for the specified appointing company in the specified state. The appointing company configuration prevented the producer record from being updated with the appointment information.	Review the State Appointment Details data section on the record of the specified company (Companies menu>Company>Review/Update Company>search for appointing company>State Appointment Details). Update the company record to include the specified appointment type in the specified state. Re-perform automatic data reconciliation of the producer record. The appointment should now merge to the record.
Appointment: [Appointment Type] appointment with [Appointing Company (NAIC ID)] in [State] does not have the necessary supporting license(s) and/or qualification(s).		Appointments Licenses/Qualifications View Code Use Indicators Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Appointment information for the specified state obtained from the external data source could not be merged to the producer's record, for one of the following reasons: • Improperly configured code use indicators in your company's instance of the Sircon platform • Invalid data obtained from the external data source • The specified appointment type	Examine the external data source report for the specified appointment and its supporting qualification (line of authority) and license in the specified state, and confirm that the status of all is "Active." Review your company's code use indicator configuration on the View Code Use Indicators page in Producer Manager (Administration>Configure

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
			is unsupported in the Sircon	System>View Code Use
			• platform • Corruption from pre-existing Producer Manager data, automatically resolved data issue ("normalizers") processing, or complicated data merging logic.	Indicators). Confirm that the code use indicator status for the appointment type, license class, and qualification exists and is "On." If one or both code use indicator status is "Off," contact your Vertafore representative and request that it be turned on. If all code use indicators' status is "On," manually update the producer's record with the correct license, qualification, and appointment information as obtained from the external data source report. If the View Code Use Indicators page does not list the same license type, qualification, or appointment type (On, Off, or Historical) as appears on the external data source report, then the license type, qualification, or appointment type may not be supported in the Sircon platform. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore

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Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
				representative or the department of insurance in the specified state.
Appointment: Termination Date must be on or after Active Date for the *[Appointment Type]* appointment with *[Appointing Company]* in *[State].*		Appointments Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	When attempting to merge appointment information for the specified state from the external data source to the producer record, the system discovered an appointment Active Date on the producer record that was later than the Termination Status Date for the appointment on the external data source. The state appointment information was not merged from the external data source to the producer record.	Examine appointment information for the specified state on the affected producer record. Manually update the appointment data on the producer record. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore representative or the department of insurance in the specified state.
Due to errors that prevented saving, *[State]* was removed from the sync.	General Recon Error	Details Aliases Contact Information Licenses/Qualifications Appointments Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	The external data source report contained invalid data for a state that could not be resolved automatically. Rather than abort the entire automated data reconciliation, the system excluded only information from the specified state from being merged to the producer record.	Review other processing messages for the specified state. If possible, resolve errors by manually updating the affected producer's record. Re-attempt automated data reconciliation of the producer record later.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
Last Name for *[State]* **cannot exceed the maximum allowed length of 35.**		Details Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Last name information obtained from the external data source exceeded the maximum-allowed characters in the equivalent field on the affected individual producer's record in Producer Manager. The error prevented the producer record from being added or updated in Producer Manager.	Examine the external data source report, and enter the data manually on the producer record, using abbreviations to fit the name information in the Last field. Consider protecting the manually-entered name information from incurring the same processing error in the future by choosing a data reconciliation profile with a merge strategy that does not update demographic information. (For more information, see the Producer Manager online help.)
Last Name for *[State]* **must be at least 2 characters.**		Details Quick Load Producers Producer Express Sync	Individual last name, included in the Quick Load Producers data file or Producer Express request or obtained from the external data source, was missing or contained fewer than the minimum-required characters. The error prevented the producer record from being added to Producer Manager.	Verify correct and complete entry of producer name.
Last Name for *[State]* **should not contain any digits.**		Details Quick Add Producer Quick Load Producers	Last name information obtained from the external data source contained numeric characters, an invalid data condition in the equivalent field in Producer Manager.	Examine the external data source report, and enter the data manually on the producer record, avoiding the use of numeric

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Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
		Quick Sync Producer Scheduled Syncs Producer Express Sync	The error prevented the producer record from being added or updated in Producer Manager.	characters in the Last field. Consider protecting the manually-entered name information from incurring the same processing error in the future by choosing a data reconciliation profile with a merge strategy that does not update demographic information. (For more information, see the Producer Manager online help.)
License: Effective Date for the [License Type] license in [State] is required. This external record will be ignored when merging.		Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License information obtained from the external data source for the specified state did not include an effective date. Data normalizers could not derive a date from related qualification or appointment information. The license was not merged from the external data source to the producer record.	Look up the license on the external data source report or the producer lookup website of the department of insurance in the specified state. Manually enter the license information on the producer's record. Protect the license information from being overwritten by future automated data reconciliation, either by locking it or using a non-destructive merge strategy. (For more information on locking data and merge strategies, consult the Producer Manger online help.)
License: Expiration Date must be on or after Original Issue Date for the [License Type]		Details Licenses/Qualifications Quick Load Producers	When attempting to merge license information for the specified state from the external data source to the producer record, the system discovered a license Original Issue Date on the producer	Examine license information for the specified state on the affected producer record. Manually update the license data

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
license in [State].		Quick Sync Producer Scheduled Syncs Producer Express Sync	record that was later than the Expiration Date for the license from the external data source. The state license information was not merged from the external data source to the producer record.	on the producer record. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore representative or the department of insurance in the specified state.
License: License number is required for [State].		Licenses/Qualifications Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	The license number associated with an active license on the producer's record in Producer Manager is missing. An internal system rule ('LIC_TYPE_RQD_SIRCON_IND'='Y' for that state) requires a license number value. The error prevented the producer record from being updated in Producer Manager.	Use the Correct License Data page in Producer Manager (*Licensing>Data Fix>Correct License Data*) to insert a placeholder value into the License Number field of the license. Re-attempt automated data reconciliation. The record should be updated, with the correct license number obtained from the external data source should overwriting the placeholder value.
License: [License Type] license for [State] does not have the necessary supporting qualification(s).		Licenses/Qualifications View Code Use Indicators Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs	License and qualification information for the specified state obtained from the external data source could not be merged to the producer's record, for one of the following reasons: • Improperly configured code use indicators in your company's instance of the Sircon platform • Invalid data obtained from the	Examine the external data source report for the specified qualification (line of authority) and related license class in the specified state, and confirm that the status of both is "Active." Review your company's code use indicator configuration on the View Code Use Indicators page in Producer Manager

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
		Producer Express Sync	external data source • The specified license type or qualification(s) is unsupported in the Sircon platform • Corruption from pre-existing Producer Manager data, automatically resolved data issue ("normalizers") processing, or complicated data merging logic.	(*Administration>Configure System>View Code Use Indicators*). Confirm that the code use indicator status for the license and qualification exists and is "On." If one or both code use indicator status is "Off," contact your Vertafore representative and request that it be turned on. If both code use indicators' status is "On," manually update the producer's record with the correct license and qualification information as obtained from the external data source report. If the View Code Use Indicators page does not list the same license type or qualification (On, Off, or Historical) as appears on the external data source report, then the license type or qualification may not be supported in the Sircon platform. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore representative or the department of insurance in the specified state.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
License: The *[State] [License Type]([License Number])* **might have an inactive period since the last sync.**		Licenses	If the License Status Date is after the Expiration Date an information message indicating that a producer might have renewed late is provided.	A status date that is after an expiration date could indicate that the producer renewed late and the license should have been considered inactive for a time.
Line *[Address Line Number]* **for** *[Address Type]* **address cannot exceed the maximum allowed length of 40.**		Contact Information Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Address line information obtained from the external data source exceeded the maximum-allowed characters in the equivalent field on the affected producer's record in Producer Manager. Address information from the external data source was not merged to the producer record.	Examine the external data source report, and enter the data manually on the producer record, using abbreviations to fit the address information in a single address line. Examine the external data source report, and enter the data manually on the producer record, breaking the address information into multiple lines. Consider protecting the manually-entered address information from incurring the same processing error in the future by choosing a data reconciliation profile with a merge strategy that does not update address information. (For more information, see the Producer Manager online help.)
Massachusetts appointments were not synchronized because Massachusetts		Licenses/Qualifications Appointments Quick Add Producer	Appointment information obtained from Massachusetts through the external data source did not include a specific appointment type.	Re-attempt automated data reconciliation of the producer record.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
does not report LOA information to the PDB. **Note**: Beginning in 2011, Massachusetts began reporting specific appointment types per LOA to the PDB. Vertafore updated its automated data reconciliation functionality accordingly. This Processing Message should appear only relating to automated data reconciliation operations run prior to November 19, 2011.		Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Massachusetts appointment information was not merged from the external data source to the affected producer's record. **Note**: The system will inactivate an appointment on a producer record if, through automated data reconciliation, it finds the supporting license and qualification inactive.	
Montana LOAs on the PDB report had a lapsed status but were missing an expiration date. The expiration date was populated with *[License Expiration Date],* the last renewal date of the producer.		Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	A qualification (LOA) related to a Montana license on the producer record has a status of Lapsed. Qualification information obtained from the external data source did not include an expiration date. The system automatically resolved the issue by populating the qualification expiration date with the most-recent expiration date of the related license.	Usually, no action is necessary. If desired, verify that the qualification expiration date is correct. Consider contacting the state department of insurance to request a regulatory update of the affected producer's record.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
Name for *[State]* cannot exceed the maximum allowed length of 72.		Details Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Business name information obtained from the external data source exceeded the maximum-allowed characters in the equivalent field on the affected firm producer's record in Producer Manager. The error prevented the producer record from being added or updated in Producer Manager.	Examine the external data source report, and enter the data manually on the producer record, using abbreviations to fit the name information in the Name field. Consider protecting the manually-entered name information from incurring the same processing error in the future by choosing a data reconciliation profile with a merge strategy that does not update demographic information. (For more information, see the Producer Manager online help.)
Postal Code for *[Address Type]* address is required when State or Province are provided.		Contact Information Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Address information obtained from the external data source for a particular address type did not include Postal Code, a required field on the affected producer's record in Producer Manager. Address information from the external data source was not merged to the producer record.	Obtain postal or ZIP code information for the particular address type from a third-party source, and enter the data manually on the producer record. Consider protecting the manually-entered address information from incurring the same processing error in the future by choosing a data reconciliation profile with a merge strategy that does not update address information. (For more information, see the Producer Manager online help.)
Producer was already up-to-date		Details	When attempting to process automated data reconciliation, the system	Usually, no action is necessary.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
with PDB. No synchronization was necessary.		Aliases Contact Information Licenses/Qualifications Appointments Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	discovered that the Last Sync Date on the affected producer record is more recent than the last-updated date of any information on the external data source. No information was merged from the external data source to the producer record. **Note**: This processing message may display as an unintended consequence of the configuration of the OVRRD_PDB_STS_DTE_IN_DAYS business rule. For more information, see the Configuration Options topic in the Producer Manager online help.	
Qualification: Effective Date for the *[Qualification Description]* qualification in *[State]* is required. This external record will be ignored when merging.		Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	Qualification information obtained from the external data source for the specified state did not include an effective date. Data normalizers could not derive a date from related license or appointment information. The qualification and its related license were not merged from the external data source to the producer record.	Look up the qualification and its supporting license on the external data source report or the producer lookup website of the department of insurance in the specified state. Manually enter the license/qualification information on the producer's record. Protect the license/qualification information from being overwritten by future automated data reconciliation, either by locking it or using a non-destructive merge strategy. (For more information on locking data and merge strategies, consult the Producer Manger online help.)

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
Qualification: Original Issue Date for the [Qualification Description] qualification in [State] must be on or before Effective Date.		Licenses/Qualifications Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	When attempting to merge qualification (LOA) information for the specified state from the external data source to the producer record, the system discovered a qualification Original Issue Date on the producer record that was later than the Status/Reason Date for the qualification from the external data source. The state qualification information was not merged from the external data source to the producer record.	Examine qualification information for the specified state on the affected producer record. Manually update the qualification data on the producer record. Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore representative or the department of insurance in the specified state.
Qualification: [Qualification Description] qualification for [State] requires an active license.		Licenses/Qualifications View Code Use Indicators Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License and qualification information for the specified state obtained from the external data source could not be merged to the producer's record, for one of the following reasons: • Improperly configured code use indicators in your company's instance of the Sircon platform • Invalid data obtained from the external data source • The specified license type or qualification(s) is unsupported in the Sircon platform • Corruption from pre-existing Producer Manager data, automatically resolved data issue ("normalizers") processing, or	Examine the external data source report for the specified qualification (line of authority) and related license class in the specified state, and confirm that the status of both is "Active." Review your company's code use indicator configuration on the View Code Use Indicators page in Producer Manager (*Administration>Configure System>View Code Use Indicators*). Confirm that the code use indicator status for the license and qualification exists and is "On." If one or both code use indicator status is "Off," contact your

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
			complicated data merging logic.	Vertafore representative and request that it be turned on.
				If both code use indicators' status is "On," manually update the producer's record with the correct license and qualification information as obtained from the external data source report.
				If the View Code Use Indicators page does not list the same license type or qualification (On, Off, or Historical) as appears on the external data source report, then the license type or qualification may not be supported in the Sircon platform.
				Re-attempt automated data reconciliation of the producer record later.
				If issue is still not resolved, contact your Vertafore representative or the department of insurance in the specified state.
[State] could not be synchronized because multiple active licenses of opposing residency in the same state indicate a situation that cannot be resolved		Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License information obtained from the external data source includes active resident and non-resident licenses in the same license state. None of the state licenses was merged from the external data source to the producer record. **Note**: Processing logic does not affect	Look up the license information on the external data source report or the producer lookup website of the department of insurance in the specified state. Manually enter the correct license information on the affected producer's record.

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
automatically.			inactive licenses.	Consider contacting the state department of insurance to request a regulatory update of the affected producer's record. Re-attempt automated data reconciliation of the producer record later.
[State] could not be synchronized because multiple active licenses of the same type in the same state indicate a situation that cannot be resolved automatically.	Excluded State	Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License information obtained from the external data source included multiple licenses of the same license type in the specified state. This condition occurs typically for a firm with multiple branch locations, all of which share an identical Federal Employer Identification Number (EIN). None of the identical licenses was merged from the external data source to the producer record.	Examine the external data source report, and enter the multiple licenses of the same license type manually in Producer Manager. Depending on your company's record-keeping strategy for keeping records of a firm's multiple branch locations, you may enter the license information on a single master agency record or on separate records for each location. For guidance, please see "Maintaining Records of Agencies with Multiple Branch Locations and a Single EIN," available from the Printable Help Guides topic of the Producer Manager online help.
[State] was not synchronized because there was no *[State]* data on the PDB report and *[State]* does not		Licenses/Qualifications Quick Sync Producer Scheduled Syncs Producer Express Sync	Information about certain licenses in certain states is never available from the external data source. The external data source did not contain information in one of these states about a	Look up the license information on the producer lookup website of the department of insurance in the specified state. Manually update the license

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
report some licensed *[Entity Type]* to the PDB.			license that is recorded in Producer Manager on the affected producer's record. Logic in Producer Manager accounts for these conditions, and so the specified state license information on the producer record was not affected in any way by automated data reconciliation.	information on the affected producer's record.
The *[License Type]* license in *[State]* is missing an expiration date.		Licenses/Qualifications Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License information obtained from the external data source for the specified state did not include an expiration date. Data normalizers could not derive a date from other information on the affected producer's record. **Note**: Data normalizers are Vertafore-configurable to be capable of resolving most issues where a license lacks an expiration date, by deriving a date from related qualification data, other license information, CE renewal information, or producer birth date. For more information, see "General Issues" on page 6. Note: If the create.messages.for.missing.lic.expr.date business rule is enabled, after processing an automated data reconciliation operation the system will generate a Processing Message to Review if an active license on a producer record has a non-populated Expiration Date field. For more information, see the Configuration Options topic in the Producer Manager	Look up the license on the external data source report or the producer lookup website of the department of insurance in the specified state. Manually enter the missing license information on the producer's record. Protect the license information from being overwritten by future automated data reconciliation, either by locking it or using a non-destructive merge strategy. (For more information on locking data and merge strategies, consult the Producer Manger online help.)

Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
			online help.	
The *[License Type]* license type in *[State]* was excluded from the sync because the existence of multiple inactive licenses on the PDB report indicates a situation that cannot be resolved automatically.	General Recon Error	Licenses/Qualifications View Code Use Indicators Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	License information obtained from the external data source included an inactive license of the specified license type, for which the code use indicator in your company's instance of the Sircon platform is turned off. The inactive license was not merged from the external data source to the producer record.	Usually, no action is necessary. This situation occurs frequently when a state globally changes license classifications and switches all active licenses from the old classification to the new. If desired, enter a note regarding the state change in license classifications in the Comment field corresponding to the producer's active license of the new license type.
The PDB result returned contained invalid data for the producer and could not be processed.	External Source Error	Details Aliases Contact Information Licenses/Qualifications Appointments Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	The system encountered an internal error when attempting to process automated data reconciliation. The automated data reconciliation could not be processed, and no information was merged from the external data source to the producer record.	Re-attempt automated data reconciliation of the producer record later. If issue is still not resolved, contact your Vertafore representative for assistance.
The sync failed because validation errors existed that prevented saving any changes.	Recon Error Preventing Save	Details Aliases Contact Information Licenses/Qualifications	The external data source report contained invalid data for multiple states that could not be resolved automatically. No information was merged from the external data source to the producer	Review other processing messages. If possible, resolve errors by manually updating the affected producer's record.

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Processing Message	Type	Affected Producer Manager Data or Functions	Definition	Resolution
		Appointments Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	record.	Re-attempt automated data reconciliation of the producer record later.
The sync failed due to pre-existing errors on the producer record that prevented saving.	Recon Error Preventing Save	Details Aliases Contact Information Licenses/Qualifications Appointments Quick Add Producer Quick Load Producers Quick Sync Producer Scheduled Syncs Producer Express Sync	When attempting to merge data from the external data source to the producer record, the system discovered invalid data on the producer record that prevented automated data reconciliation from succeeding. No information was merged from the external data source to the producer record.	Review other processing messages. If possible, resolve errors by manually updating the affected producer's record. Re-attempt automated data reconciliation of the producer record later.

Document History

Version No.	Date	Version Information	Notes
1.0	2009	Initial versions of Sircon Data Normalizers and Producer Manager Guide to Data Reconciliation Processing Messages guides.	
6.2	10/25/2012	Merged Data Normalizers Guide (last update: 11/9/2010, v.5) and Processing Messages Guide (last update: 11/30/2010, v.4). Reformatted to latest document template. Set version numbering to align with product release numbering.	
6.4	8/7/2013	Completed requirements of projects	DOC-796, DOC-797
6.6	10/16/2013	Updated with Kansas license expiration date data normalizer	DOC-975
6.7	2/13/2014	Updated License Data Issues section to include Montana and South Carolina resident/non-resident expiration date normalizers.	
6.7.1	3/19/2014	Automatically Resolved Data Issues tables sorted alphabetically by Message.	
6.7.2	3/24/2014	Added "License: License number is required for [State]" to Processing Message to Review section.	
7.1	4/13/2015	Updated LOA for LouisianaExpirationDateScrubber. Updated Vertafore logo. Updated Sircon brand references.	DOC-1088
7.4	10/30/2015	Updated scrubbed license expiration date normalizer for Montana firms Updated to current Vertafore branding colors.	DOC-1121
7.7	8/23/2016	Updated Louisiana expiration date to include new LOA	DOC-1190
7.8	12/13/2016	Checked to make sure PerpetualLicenseExpirationDatePopulatorProducerScrubber is documented correctly for new North Carolina change	DOC-1205