



Daily PDB Updates: Branch Offices

A Guide to Adding and Maintaining Records of Agencies with Multiple Branch Locations and a Single EIN Using Producer Manager with Daily Updates.

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Contents

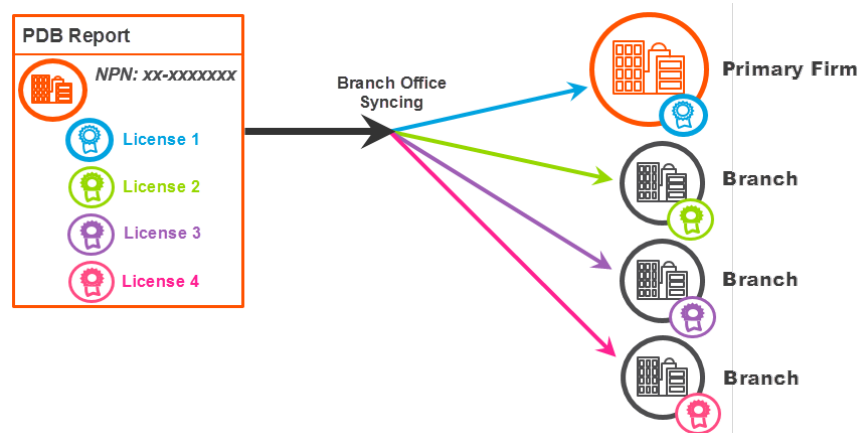
Overview	3
The Basics of Branch Office Updates	4
Navigating to the Branch Office Licensing Assignment Page	4
PDB Groups	5
Default Branches	5
License Collisions	6
Using Multiple Producer Records vs. Using a Single Producer Record	6
Differentiating Between Branch Office Records Using External System Identifiers	8
Enabling Branch Office Updates	9
Configuration Points	9
Defining the Firm Default Branch	9
Loading Firm Branch Records	11
Creating the Initial Default Branch Record	11
Creating Branch Records	11
Creating Multiple Branch Records	12
Managing Branch Offices	15
Assigning PDB Groups	15
Ignoring PDB Groups	17
Updating the Default Branch	18
Filtering PDB Groups	19
PDB Reports	Error! Bookmark not defined.
Queuing Updates for Branch Offices	20
Use Indicators and Branch Office Syncing Functionality	20
Connecting and Disconnecting Branch Records	21
Determining Subscription Status of Branches	21
Connecting and Disconnecting the Default Branch Record	22
Disconnecting all the Branches (Including the Default) for an EIN	23

Overview

Most customers track agency licenses, qualifications, and appointments in Producer Manager and want to keep this information synchronized with state data through Producer Manager's automated data reconciliation services. Often, a large agency ("mega-firm") will have multiple branch offices or sub-agencies, any of which may have its own licenses, qualifications, or carrier appointments to track.

When the main agency and its branch locations all have different Federal Employer Identification Numbers (EIN), then they can be kept up to date using the standard method without enabling Branch Office Syncing functionality. In this case you would have separate producer records in Producer Manager for the main office and for each branch. Automated data reconciliation will update each record and its distinct licenses, qualifications, and appointments.

When the main agency and its branch location share a Federal Employer Identification Number (EIN) Branch Office Syncing functionality should be used to keep these branch records up to date. The license, qualification, and appointment data for the main agency and all its branches is combined by state in a single report on the national PDB, with little indication of which credentials are held by which location. Branch Office Syncing allows this mix of licensing information to be separated and associated with specific producer records. This prevents Data Reconciliation errors due to multiple licenses of the same type in the same state, a result of the combined PDB Report.



This document is intended as a best practice guide for using Producer Manager to track the compliance data of a master agency and its branch locations when all share a single EIN.

DISCLAIMER: In Producer Manager, your company currently may have numerous identical records for a master agency and its branch agencies, differentiated only by the value in each record of the External System ID field of a certain external system type (e.g., Agency Code). Which record is identifiable as the default record and which are branch agency records based on external system ID is information known only to your company's project team or licensing staff. Vertafore cannot be responsible for errors resulting from inadvertent changes to records based on mistaken identity.

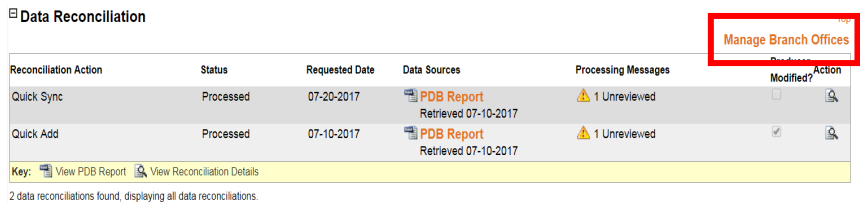
The Basics of Branch Office Updates

Branch records are no different from any other firm record other than that they share one PDB Report. On these reports, information is divided into groupings called PDB Groups. This information is provided on the PDB and is used to help determine what information on the PDB is from the same branch. Branch Office Syncing takes this shared PDB report, breaks it down into smaller groupings, and then assigns the grouped information to firm records. A single branch record can have many PDB Groups assigned to it, but a PDB Group may only be assigned to one producer record.

Navigating to the Branch Office Licensing Assignment Page

The Branch Office Licensing Assignments page is the hub of the Branch Office Syncing Functionality. This page is from the perspective of the PDB report and thus is shared by all branch records with the same EIN. Any record can access this page by using either of the following two methods:

1. Using the Manage Branch Office link in the upper right-hand corner of the Data Reconciliation section on the Review Update Producer page.



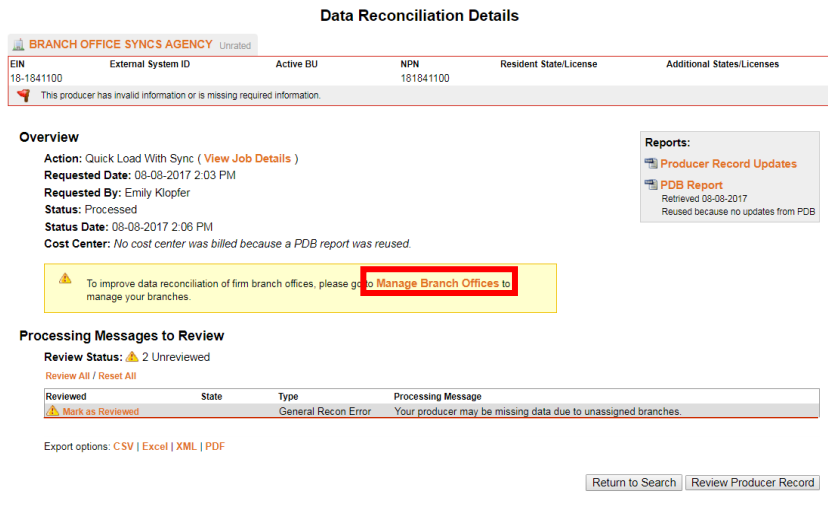
Data Reconciliation

Reconciliation Action	Status	Requested Date	Data Sources	Processing Messages	Modified?	Action
Quick Sync	Processed	07-20-2017	PDB Report Retrieved 07-10-2017	1 Unreviewed	<input type="checkbox"/>	
Quick Add	Processed	07-10-2017	PDB Report Retrieved 07-10-2017	1 Unreviewed	<input checked="" type="checkbox"/>	

Key: View PDB Report View Reconciliation Details

2 data reconciliations found, displaying all data reconciliations.

2. A yellow warning message is presented after a branch record is updated if there are PDB Groups that are unassigned. This message includes a link to the Branch Office Licensing Assignments page. Unassigned PDB Groups indicate PDB information that could not be automatically assigned and that has not been manually resolved.



Data Reconciliation Details

BRANCH OFFICE SYNCYS AGENCY Unrated

EIN	External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
18-1841100			181841100		

This producer has invalid information or is missing required information.

Overview

Action: Quick Load With Sync ([View Job Details](#))
Requested Date: 08-08-2017 2:03 PM
Requested By: Emily Klopfer
Status: Processed
Status Date: 08-08-2017 2:08 PM
Cost Center: No cost center was billed because a PDB report was reused.

To improve data reconciliation of firm branch offices, please go to [Manage Branch Offices](#) to manage your branches.

Reports:

- Producer Record Updates
- PDB Report
Retrieved 08-08-2017
Reused because no updates from PDB

Processing Messages to Review

Review Status: 2 Unreviewed

[Review All](#) / [Reset All](#)

Reviewed	State	Type	Processing Message
Mark as Reviewed		General Recon Error	Your producer may be missing data due to unassigned branches.

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

[Return to Search](#) [Review Producer Record](#)

PDB Groups

A PDB Group is an attribute provided on the PDB which groups license, appointment, and demographic information that is known to belong to the same branch location. Each branch office can be assigned multiple PDB Groups but a PDB Group can only belong to a single branch office.

Firm	PDB Group	Business Address	Actions		
<input type="checkbox"/> Unassigned	37388975	Dayton, OH 44122	Ignore Assign Assign to New Branch		
			License	License Type	License State
			49304987 (AC)	Non-Resident Producer Agency	PA
			U0255432 (AC)	Non-Resident Producer Firm	ID
			8319970 (AC)	Non-Resident Producer Firm	MI
<i>This PDB Group has 1 hidden license because of disabled Use Indicators.</i>					

Each PDB Group is identified by a PDB Group Id and includes demographic information, such as addresses and aliases, licenses with their associated lines of authority, and appointments. The Branch Office Licensing Assignments page displays a table of PDB Groups with the associated branch records. The Branch Office Licensing Assignments page only displays the associated license information for a PDB Group because that is the information which is used to determine if there is a collision. To see the other information included in a PDB Group the full PDB Report can be viewed from Producer Manager.

PDB Groups are unique identifiers only within a PDB report; in other words, PDB Groups can only be used within the context of a single PDB Report and cannot be used to compare amongst multiple different PDB Reports. PDB Groups are identifiers at a State Level on the PDB Report. This means that for a branch location that is licensed in multiple states they will have at least as many PDB Groups as the number of states in which they hold a license.

Default Branches

A Default Branch is the producer record that holds much of the licensing information. The key function of the Default Branch is to ensure consistent behavior when automatically assigning PDB Groups during data reconciliation. All new mappings will be automatically assigned to the Default Branch record at the time of the data reconciliation. On the Branch Office pages, the Default Branch is indicated by star in the upper left corner of the firm icon. The Default Branch is also identified at the top of each branch office page.

There can only be one Default Branch per unique EIN. The Default Branch can be changed to another PM record with the same EIN from the Branch Office Licensing Assignments Page. A Default Branch cannot be deleted if there are multiple firm records with the same EIN but can be deleted if it is the only firm with the EIN. The Default Branch will always be the first record to be connected and the last to be disconnected.

Changes to the Default Branch will not be present in the Outbound Data Feed and will not trigger the Outbound Data Feed. Changes to agency licenses, qualifications, appointments, or

any other PDB information on a producer record as a result of changing the Default Branch will be present in the feed.

Branch Office Licensing Assignments

NPN: 181841100
 EIN: 18-1841100

PM Firm Count: 2


 **Default Branch: BRANCH OFFICE SYNC'S AGENCY** EIN: 18-1841100 [Change Default Branch](#) ⓘ

License Collisions

A license collision results from having two different licenses that have the same license type in the same state on a single PDB Report. For example, there are two Branch Agency – Resident licenses in the state of Georgia. A producer’s record can only have one license of a particular type in a particular state; collisions will result in an error indicating that there is an invalid data scenario.

License collisions are a large problem for mega-firms with multiple branches because each branch can have its own licenses, some of which might have the same type in the same state as another branch. When the information is rolled up on the PDB and then synced, this results in an error and the record is not able to be synced.

Branch Office Syncing prevents collisions from occurring by allowing a producer record to only be assigned PDB Groups that do not collide with any other PDB Groups assigned to that producer record.

<input type="checkbox"/> Unassigned	902304	WILLIAMSBURG, PA 20133	Ignore Assign Assign to New Branch									
		<table border="1"> <thead> <tr> <th>License</th> <th>License Type</th> <th>License State</th> </tr> </thead> <tbody> <tr> <td>PA-123409 (AC)</td> <td>Non-Resident Producer Agency</td> <td>PA</td> </tr> </tbody> </table>	License	License Type	License State	PA-123409 (AC)	Non-Resident Producer Agency	PA				
License	License Type	License State										
PA-123409 (AC)	Non-Resident Producer Agency	PA										
<input type="checkbox"/>  BRANCH OFFICE SYNC'S AGENCY	43210001	WILKES-BARRE, PA 28066	Ignore Reassign Reassign to New Branch									
		<table border="1"> <thead> <tr> <th>License</th> <th>License Type</th> <th>License State</th> </tr> </thead> <tbody> <tr> <td>5098319970 (AC)</td> <td>Non-Res Producer Organization</td> <td>UT</td> </tr> <tr> <td>50004987 (AC)</td> <td>Non-Resident Producer Agency</td> <td>PA</td> </tr> </tbody> </table>	License	License Type	License State	5098319970 (AC)	Non-Res Producer Organization	UT	50004987 (AC)	Non-Resident Producer Agency	PA	
License	License Type	License State										
5098319970 (AC)	Non-Res Producer Organization	UT										
50004987 (AC)	Non-Resident Producer Agency	PA										

A PDB Group which contains a license that is in a collision state will not be automatically assigned to the Default Branch. Manual intervention is necessary to determine which of the two or more PDB Groups that are in collision should be assigned to which producer record. For more information on managing License Collisions see the Managing Branches Offices section of this guide.

Using Multiple Producer Records vs. Using a Single Producer Record

Branch Office Syncing functionality can be utilized using the following two methods:

1. RECOMMENDED: Multiple producer records are created, one for each branch office location that is tracked.

In this scenario a separate producer record is created for each branch office that is tracked. Then for a set of PDB Groups that are in collision, every PDB Group in the set will be assigned to a different producer record. Once all the PDB Groups have been assigned, all the PDB information will be merged onto the assigned branch record during data reconciliation and the branch office processing message will no longer appear (until another new branch is added on the PDB).

<input type="checkbox"/>	BRANCH OFFICE SYNC'S AGENCY Ext. ID: 0000000075	43210001	WILKES-BARRE, PA 28066	Ignore Reassign Reassign to New Branch
		License	License Type	License State
		5098319970 (AC)	Non-Res Producer Organization	UT
		50004987 (AC)	Non-Resident Producer Agency	PA
<input type="checkbox"/>	BRANCH OFFICE SYNC'S AGENCY Ext. ID: 0000000076	902304	WILLIAMSBURG, PA 20133	Ignore Reassign Reassign to New Branch
		License	License Type	License State
		PA-123409 (AC)	Non-Resident Producer Agency	PA

2. A single producer record is created for the main office location

This is the solution for those that do not want to allow multiple records with the same EIN in the system. In this scenario a single record is created for the main location and as many PDB Groups as possible are assigned to the record. This only allows one licenses of a given type in a given state to be assigned because there cannot be collisions. In this case, all other PDB Groups that could not be assigned due to collisions will not be synced onto any record and will not be tracked. It is recommended that licenses that are not able to be assigned are ignored in order to remove the branch office processing messages from constantly reoccurring (unless another new branch is added on the PDB).

<input type="checkbox"/>	BRANCH OFFICE SYNC'S AGENCY Ext. ID: 0000000075	43210001	WILKES-BARRE, PA 28066	Ignore Reassign Reassign to New Branch
		License	License Type	License State
		5098319970 (AC)	Non-Res Producer Organization	UT
		50004987 (AC)	Non-Resident Producer Agency	PA
<input type="checkbox"/>	Ignored	902304	WILLIAMSBURG, PA 20133	Assign Reassign to New Branch
		License	License Type	License State
		PA-123409 (AC)	Non-Resident Producer Agency	PA

When choosing between options on tracking branch offices keep in mind the following:

- Only by tracking multiple producer records will all the licensing information be merged into the system if there are conflicts between PDB Groups
- Tracking multiple producer records is a more accurate representation of the PDB Information
- Using only one producer record will place information from multiple branch locations all on the same record, but will not necessarily include all the PDB information
- Using multiple producer records can have implications on downstream systems. There will be multiple producer records with the same EIN.

Differentiating Between Branch Office Records Using External System Identifiers

The primary method to identify a branch agency record should always be an External System Identifier value. If you are already differentiating among the various mega-agency records in another system (policy admin or new business, for example), you probably already have an External System Type (Agency ID, for example) and External System ID (a unique code) established for each of the mega-agency records. Simply provide that information on the producer record. If you do not see the appropriate External System Type, contact your system administrator or Vertafore representative.

External System IDs can be found in the producer badge throughout the Branch Office Functionality user interface. On these pages, all active External System IDs associated with the producer will be listed. External System ID can be any value and is configurable by customer.

BRANCH OFFICE SYNC'S AGENCY		43210001	WILKES-BARRE, PA 28066	Ignore Reassign Reassign to New Branch
<input type="checkbox"/>	Ext. ID: Branch 1 0000000075			
	License	License Type	License State	
	5098319970 (AC)	Non-Res Producer Organization	UT	
	50004987 (AC)	Non-Resident Producer Agency	PA	

Enabling Branch Office Updates

Configuration is necessary in order to take advantage of Branch Office Syncing functionality.

Configuration Points

Branch Office Syncing Business Rule Configuration

Branch Office Syncing functionality is controlled by a business rule that is Vertafore-configured. To enable this rule contact your Vertafore representative.

Security Functions

In order to view the Branch Office Assignments page, a security function must be enabled. To enable the Branch Office security function, use the Administration menu at the top of the application to navigate to the User Security menu and either Add Security Role or Maintain Security Role. For each role that needs access to this functionality, locate the Branch Office Assignments function in the Producer Section and then confirm that is selected and the box is checked.

- Advanced Producer Search
- Branch Office Assignments
- Company Relationships
- Create a new PX Request
- Data Reconciliation Details
- Delete Comments

In order to assign or create new branches on the Branch Office Licensing Assignments page, another security function must be enabled because these actions automatically connect the record. For each role that needs access to this functionality, locate the Review Sircon Subscription function in the Producer Section and then confirm that is selected and the box is checked.

- Review Sircon Subscription

Firm Unique Identifier Business Rule Configuration

The Firm Unique EIN and Firm Unique NPN business rules control whether multiple firms with the same EIN/NPN can be created in the system. To enable this rule contact your Vertafore representative.

Defining the Firm Default Branch

For a firm record to use Branch Office syncs to keep up to date, a Default Branch must be selected. Records that do not have a Default Branch will not use Branch Office Syncing functionality regardless of the configuration of the Branch Office business rule.

A Default Branch is the Producer Manager record that holds the majority of the licensing information. The key function of the Default Branch is to ensure consistent behavior when automatically assigning PDB Groups during a sync. It can also be used to determine whether a firm record should use Branch Office Syncing. If there is not a Default Branch selected, then

Branch Office Syncing will be disabled for that particular EIN. Once a Default is chosen, then Branch Office Syncing will be enabled for that EIN.

There are a few scenarios for how a Default Branch is initially assigned for an EIN:

1. The first record for an EIN is loaded into the system after Branch Office Syncing was enabled

If a record is added to the system after Branch Office Syncing was enabled, and it is the first record created for a given EIN, then it will be designated as the Default Branch. In a Quick Load file, the first row in the file for a specific EIN will be the Default Branch. Branch Office Syncing is enabled for these records without needing to manually select a Default Branch record.

2. The first record for an EIN is loaded into the system after Branch Office Syncing was enabled

If a record is added to the system after Branch Office Syncing was enabled, and it is the first record created for a given EIN, then it will be designated as the Default Branch. Branch Office Syncing is enabled for these records without needing to manually select a Default Branch record.

3. Records were loaded into the system before Branch Office Syncing was enabled

- a. There are multiple preexisting firm records for the EIN:

Because there can only be a single firm record that is designated as Default Branch for each EIN, the Default Branch must be selected from amongst multiple records. Because these records were created using the same PDB report and have much of the same information it is not possible for the system to automatically determine which of the multiple preexisting records should be Default. Therefore, it takes manual intervention to choose the Default Branch using the 'Choose a Default Branch' link in the header of the Branch Office Licensing Assignments Page. Until the Default is chosen for these records, they will continue to sync using the standard method. Once the Default Branch has been selected, they will begin to use Branch Office Syncing.

Branch Office Licensing Assignments

NPN: 181841100

EIN: 18-1841100

PM Firm Count: 1

 Default Branch: [Choose a Default Branch](#) ⓘ

- b. There is a single preexisting firm record for the EIN:

Because there is only a single firm record, it becomes a straightforward matter to choose the Default Record. For these preexisting records, the Default Branch will be automatically assigned to the existing single firm record. Therefore, Branch Office syncing will be initially enabled for these records without manual intervention.

Loading Firm Branch Records

When adding a “mega-firm” to Producer Manager it is not necessary to know that it is a “mega-firm”. If a firm is loaded and results in a Branch Office Syncing processing message, then a user can assign PDB Groups to the default record that was just created and/or create and assign PDB Groups to new records using the Branch Office Licensing Assignments page.

One important thing to note is that the first record that is created will be the Default Branch. In the case that this is not the record that should be designated as the default for any new licensing information, then the Default Branch can be updated.

Creating the Initial Default Branch Record

To create the Default producer record, use the Add Producer workflow to create a firm. The shell record for the Default firm will be immediately created with a connected status and will begin receiving Daily Updates for all states. The first Daily Sync will update the shell record with PDB information and will pull in all the PDB Group information needed for assigning and create Branch Offices.

Add Producer

Producer Type : Firm Individual Licensee ?

Name <input type="text"/>	EIN <input type="text"/>	Search	Cancel
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Creating Branch Records

Branch records (i.e. producer records with the same EIN) can only be created using the Branch Office Licensing Assignments page. A PDB Group will have the option in the Actions column to Assign to a New Branch/Reassign to a New Branch. This option begins a workflow to create a new PM firm record with the same EIN and assigns the selected PDB group to the newly created record automatically.

Firm	PDB Group	Business Address	Actions
<input type="checkbox"/> Unassigned	37388975	Dayton, OH 44122	Ignore Assign Assign to New Branch
		License	License Type
			License State
		49304987 (AC)	Non-Resident Producer Agency
		U0255432 (AC)	Non-Resident Producer Firm
		8319970 (AC)	Non-Resident Producer Firm
This PDB Group has 1 hidden license because of disabled Use Indicators.			

The Create a Firm to Assign a Branch workflow will display the selected PDB Group at the top of the page. Below, additional information can be provided which will be saved to the firm record when it is created. This includes: Firm Type, Active Business Unit, Cost Center, External System Id Type, and External System Id. Firm Type, Active Business Unit, and Cost Center will be defaulted

to the same value as the Default Branch record. The record will be created with a connected status.

Branch Office Licensing Assignments

NPN: 181841100
 EIN: 18-1841100

PM Firm Count: 2

Default Branch: BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 Change Default Branch

Create a Firm to Assign a Branch

Firm	PDB Group	Business Address	License	License Type	License State
Unassigned	37388975	Dayton, OH 44122			
			49304987 (AC)	Non-Resident Producer Agency	PA
			U0255432 (AC)	Non-Resident Producer Firm	ID
			8319970 (AC)	Non-Resident Producer Firm	MI
<i>This PDB Group has 1 hidden license because of disabled Use Indicators.</i>					
Key: (AC) = Active License (IN) = Inactive License					

Provide information for the new producer record:

Firm Type:

Active Business Unit:

Cost Center:

External System ID Type:

External System ID:

Creating Multiple Branch Records

Multiple branch records (i.e. producer records with the same EIN) can be created using the bulk actions on the Branch Office Licensing Assignments page. This bulk action will create a new Producer Manager record for each selected PDB Group. In other words, if 10 PDB Groups are selected there will be 10 new branch records, each assigned one PDB Group after the bulk workflow is completed.

To choose the PDB Groups that will be assigned to new records select the checkboxes on the far left of the desired PDB groups. To choose all the PDB Groups, select the All option above the table containing the PDB Groups. Next, click the Assign to New Branches bulk action button in the SELECT menu above the table containing the PDB Groups.

Branch Office Licensing Assignments

NPN: 181841100
 EIN: 18-1841100

PM Firm Count: 2

Default Branch: BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 Change Default Branch

Changes to the Branch Office Licensing Assignments will not take effect until the record is updated with PDB data. You can either wait for the next automatic PDB Update or manually Force Refresh the records.

SHOW:

SELECT: | SELECTED: 1

Firm	PDB Group	Business Address	Actions
<input checked="" type="checkbox"/> Unassigned	37388975	Dayton, OH 44122	Ignore Assign Assign to New Branch

License	License Type	License State
49304987	Non-Resident Producer Agency	PA

This begins the workflow to create a new PM firm record with the same NPN and assign the selected PDB group to the newly created record automatically for each of the selected PDB Groups. For each PDB Group selected, there will be a corresponding Create a Firm to Assign a Branch page with the PDB Group to be assigned at the top of the page. Below, additional information can be provided which will be saved to the firm record. This includes: Firm Type, Active Business Unit, Cost Center, External System Id Type, and External System Id. Firm Type, Active Business Unit, and Cost Center will be defaulted to the same value as the Default record. Each record will be created with a connected status.

Branch Office Licensing Assignments

NPN: 181841100
 EIN: 18-1841100

PM Firm Count: 2

Default Branch: BRANCH OFFICE SYNC S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 [Change Default Branch](#)

Create a Firm to Assign a Branch

Firm	PDB Group	Business Address	License	License Type	License State
Unassigned	37388975	Dayton, OH 44122			
			49304987 (AC)	Non-Resident Producer Agency	PA
			U0255432 (AC)	Non-Resident Producer Firm	ID
			8319970 (AC)	Non-Resident Producer Firm	MI
<small>This PDB Group has 1 hidden license because of disabled Use Indicators.</small>					
Key: (AC) = Active License (IN) = Inactive License					

Provide information for the new producer record:

Firm Type

Active Business Unit

Cost Center

External System ID Type

External System ID

Choosing to continue moves to the next PDB group to create another branch record. Canceling will bring the user back to the Branch Office Licensing Assignments page. Cancelling after hitting continue for one or more branches will result in those records being created with any not already "continued" past not being created. These can later be selected again to assign to a new or existing branch.

NOTE: The procedures outlined in this document assume that the ORG_UNIQ_EIN business rule in your company's configuration of Producer Manager has been set to "NO," which allows a firm record to have an identical value in the EIN field as another. If you have questions, please contact your Vertafore representative.

Adding External System Identifiers to Firm Records

Navigate to the Review/Update page of the record to which an External System Id needs to be added.

External Sys IDs Top

External System Type	External System Identifier	Business Unit	Primary	Inactive
AGENCYID	000000076		<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Add/Update/Delete External System Identifiers](#)

In the Add External System Identifier section, enter the branch location's unique External System Type and External System ID. This information will be the primary differentiator between all of the branch location records. If you are already differentiating among the various mega-agency records in another system (policy admin or new business, for example), you probably already have an External System Type (Agency ID, for example) and External System ID (a unique code) established for each of the mega-agency records. Simply enter that information. If you do not see the appropriate External System Type, contact your system administrator or Vertafore representative. When you are finished, click the Save and Return button.

BRANCH OFFICE SYNC'S AGENCY Search Producer

EIN	External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
18-1841100			181841100		

This producer has invalid information or is missing required information.

Current External System Identifiers Add New External System Identifier

Delete	External System Type	External System ID	Business Unit	Primary	Inactive	
<input type="checkbox"/>	AGENCYID	000000076		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit

[Delete](#) [Return](#)

Add/Update External System Identifiers Clear

External System Type	External System ID	Business Unit	Primary	Inactive
<input type="text"/>	<input type="text"/> Generate ID	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Save](#) [Return](#) [Save and Return](#)

Managing Branch Offices

Branch Office Updates uses the shared PDB report between firms with the same EIN to break the report down into smaller groupings, and then assign the grouped information to firm records.

Branch Office Updates can be managed from the Branch Office Licensing Assignment page. Each PDB Group should be either assigned to the appropriate producer record in order to have the associated PDB information merged onto the record or be ignored in order to prevent the information from being merged onto any producer record.

Once all the PDB Groups have been assigned or ignored, the Branch Office processing and warning messages will no longer appear (until new information is on the PDB) and ongoing updates will use the assignments going forward

Branch Office Licensing Assignments

NPN: 181841100
EIN: 18-1841100

PM Firm Count: 2

Default Branch: BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 Change Default Branch

Changes to the Branch Office Licensing Assignments will not take effect until the record is updated with PDB data. You can either wait for the next automatic PDB Update or manually Force Refresh the records.

Force Refresh All Connected Firms with this EIN

SHOW Assigned All Address States All License Types All License States

Any Assigned Firm

SELECT All None SELECTED: 0 Generate PDB Report Assign Ignore Assign to New Branches

Firm	PDB Group	Business Address	License	License Type	License State	Actions
<input type="checkbox"/> BRANCH OFFICE SYNC'S AGENCY Ext. ID: Branch 1	43210001	WILKES-BARRE, PA 28095	5068319970 (AC)	Non-Res Producer Organization	UT	Ignore Reassign Reassign to New Branch
			50004687 (AC)	Non-Resident Producer Agency	PA	
<input type="checkbox"/> BRANCH OFFICE SYNC'S AGENCY Ext. ID: 0000000076	42822304	SALEM, OR 97001-2040				Ignore Reassign Reassign to New Branch

This PDB Group has 1 hidden license because of disabled Use Indicators.

Key: (AC) = Active License (IN) = Inactive License

Assigning PDB Groups

Branch Office Licensing functionality depends on associations between a producer record and PDB Groups. This assignment of PDB information to a specific producer record not only resolves data errors but also allows for more accurate tracking of licensing information.

Changes to PDB Group assignments do not directly affect the licensing information on a producer record. In other words, assigning or reassigning a PDB Group to a producer record will not directly make any changes to the record. Instead, the changes to the information on the record will result from data reconciliation. In order to reflect changes in the PDB Group assignments on the producer record, make sure to update the record.

Changes to the licensing assignments that result in a license, qualification, or appointment or other PDB information no longer being merged onto a given record will result in the license, qualification, appointment or other PDB information being put in an inactive status on that record.

Assignments of PDB Groups will automatically connect a producer record if a PDB group is assigned to a disconnected record.

Assignments can be made in two ways:

- 1. Users can manually assign any PDB Group to any branch record (with the EIN) if the PDB group does not conflict with another PDB group assigned to that branch.**

To manually assign a single PDB Group to a producer record, first navigate to the Branch Office Licensing Assignments page. Then for the PDB Group that is going to be assigned, select the Assign or Reassign action from the rightmost column on the page.

<input type="checkbox"/> Ignored	902304	WILLIAMSBURG, PA 20133	Assign Assign to New Branch
	License	License Type	License State
	PA-123409 (AC)	Non-Resident Producer Agency	PA

The assign action opens a search page that is used to select which producer record the PDB Group should be assigned to. The filtering at the top of the page can be used to search for specific records. To make the assignment, click the Select Firm action for the chosen firm in the right most column of the search result table.

Search for a Firm to Assign a Branch

Please enter at least one of the search criteria below:

Firm Name	<input type="text"/>			
EIN	181841100	NPN	<input type="text"/>	Active Business Unit <input type="text"/>
License Number	<input type="text"/>	License State	<input type="text"/>	
External System ID	<input type="text"/>	Primary External ID Only	<input checked="" type="checkbox"/>	

Records Per Page: | 10 |

Displaying 1 - 2 (of 2 matching records) Page 1 of 1

Name	City	State	License Summary	
BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1	SALEM	OR		Select Firm
BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: 0000000076				Select Firm

Displaying 1 - 2 (of 2 matching records) Page 1 of 1

If the licenses in the PDB Group do not conflict with the licenses in any other PDB Group assigned to the selected firm, then the PDB Group will be assigned to the firm and the producer record will be automatically connected if it is in a disconnected status. If the PDB Group is in conflict, then a validation error will occur, and a message will be presented notifying the user of the collision and pointing out which licenses state(s) conflicted. If there is a conflict, you can choose to either search for another firm to assign the PDB Group to or return to the main Branch Office Licensing Assignments page to choose another PDB Group or ignore the current PDB Group.

✘ The PDB groups assigned to this firm already contain the license types included in the selected PDB group for the following states:

- GA

NEXT I would like to resolve this issue by:

- Searching for another firm to assign to this PDB group.
- Returning to Manage Branch Offices.

The final step is to force update each record that was previously assigned the PDB Group as well as the record to which the PDB Groups is now assigned should be synced. This will ensure that changes to the assignments will be reflected on the relevant producer records

because changes to PDB Group assignments will not affect a producer record until the record is synced.

To force update all the branches for an EIN use the option at the top of the Branch Office Licensing Assignments page. This will start a force refresh for every firm producer record with that EIN.

Branch Office Licensing Assignments

NPN: 181841100

EIN: 18-1841100

PM Firm Count: 2

 **Default Branch:** BRANCH OFFICE SYNC S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 [Change Default Branch](#) 

Changes to the Branch Office Licensing Assignments will not take effect until the record is updated with PDB data. You can either wait for the next automatic PDB Update or manually Force Refresh the records.

[Force Refresh All Connected Firms with this EIN](#)

2. The system can automatically make assignments of unassigned PDB Groups that do not conflict with any other unassigned PDB Group to the Default branch record.

During data reconciliation, all the PDB Groups that are not in conflict with another group will be assigned to the Default Branch. The first time adding a firm with a given EIN, all the PDB Groups that are not in conflict will be assigned to Default Branch. For subsequent updates, any new PDB Groups that appear on the PDB that are not in conflict with another PDB Group will be assigned to the Default Branch. Because this occurs during data reconciliation, the updates to the producer record will be effective immediately and there is no need to initiate another update to see the changes to the producer record.

If PDB Groups that are automatically assigned should be assigned to a producer record that is not the designed Default Branch, then the PDB Group should be reassigned using the actions in on the Branch Office Licensing Assignments page. After making changes to the Branch Office assignments the record that was previously assigned the PDB Group as well as the record to which the PDB Groups is now assigned should be updated. This will ensure that changes to the assignments will be reflected on the relevant producer records because changes to PDB Group assignments will not affect a producer record until the record is synced.

Ignoring PDB Groups

Ignoring a PDB Group prevents the information associated with the group from being merged with any Producer Manager record. This is useful for any branch that you do not wish to track. For example, if you do not have a relationship with one of the branch locations. Ignore also allows PDB Groups that cannot be assigned to any producer record to be moved from the unassigned status.

The benefit of taking the ignore action for a PDB Group instead of leaving it unassigned is that it is an acknowledgement that the group has purposefully been removed from data reconciliation. This will differentiate the PDB Groups that are ignored from the PDB Groups that are new and need manual intervention. By making sure that all PDB Groups are in either an ignored or assigned status, the Branch Office Syncing processing message or yellow warning box

on the Data Reconciliation Details page will no longer appear until a new PDB Group that cannot be automatically assigned appears on the PDB Report. The ignore action also prevents automatically assigned branches from merging onto any record.

Firm	PDB Group	Business Address	Actions		
<input type="checkbox"/> Ignored	902304	WILLIAMSBURG, PA 20133	Assign Assign to New Branch		
			License	License Type	License State
			PA-123409 (AC)	Non-Resident Producer Agency	PA
Key: (AC) = Active License (IN) = Inactive License					

Updating the Default Branch

A Default Branch is the Producer Manager record that holds the majority of the licensing information. The key function of the Default Branch is to ensure consistent behavior when automatically assigning PDB Groups during a sync.

To update the Default Branch, navigate to the Branch Office Licensing Assignments page. Then click on the Change Default Branch link to the right of the producer badge for the current Default Branch. To the right of this link is an information symbol, that when clicked provides more detailed information on Default Branch.

Branch Office Licensing Assignments

NPN: 181841100

EIN: 18-1841100

PM Firm Count: 2

Default Branch: BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 [Change Default Branch](#) ⓘ

Changes to the Branch Office Licensing Assignments will not take effect until the record is updated with PDB data. You can either wait for the next automatic PDB Update or manually Force Refresh the records.

[Force Refresh All Connected Firms with this EIN](#)

The Change a Default Branch link opens a search page that is used to select which producer record is the default. The filtering at the top of the page can be used to search for specific records. To choose the Default click the Set Default action for the chosen firm in the right most column of the search result table.

Search for a Firm to Set as Default Branch

Please enter at least one of the search criteria below:

Firm Name <input type="text"/>	EIN <input type="text" value="181841100"/>	NPN <input type="text"/>	Active Business Unit <input type="text"/>
License Number <input type="text"/>	License State <input type="text"/>	Primary External ID Only <input checked="" type="checkbox"/>	
External System ID <input type="text"/>			

Records Per Page: 10

Displaying 1 - 2 (of 2 matching records) Page 1 of 1

Name	City	State	License Summary	Set Default
BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: Branch 1	SALEM	OR		Set Default
BRANCH OFFICE SYNC'S AGENCY EIN: 18-1841100 Ext. ID: 0000000076				Set Default

Displaying 1 - 2 (of 2 matching records) Page 1 of 1

After clicking Set Default, you will be directed to the Select Default confirmation page. This page will provide relevant warning and informational messages depending on the EINs specific data scenario at the top of the screen. Below this is a table that shows all the PDB Groups that will be automatically assigned to the chosen default branch. Only unassigned, non-conflicting PDB Groups will be assigned to the new Default Branch. PDB Groups that are already assigned to existing records, including the previous Default, will not be reassigned to the selected Default.

Selected Default Branch: BRANCH OFFICE SYNCNS AGENCY Ext. ID: 000000076

i The following unassigned PDB Groups will be assigned to the Default Branch as a result of this action. To assign a PDB group to a different record or to ignore the group, return to the main Branch Office Licensing Assignments screen by clicking cancel.

Existing PDB Groups to be Assigned to the New Default Branch

SHOW All Address States All License Types All License States

PDB Group	Business Address	License	License Type	License State
37388975	Dayton, OH 44122	49304987 (AC)	Non-Resident Producer Agency	PA
		U0255432 (AC)	Non-Resident Producer Firm	ID
		8319970 (AC)	Non-Resident Producer Firm	MI
<i>This PDB Group has 1 hidden license because of disabled Use Indicators.</i>				
Key: (AC) = Active License (IN) = Inactive License				

Page 1 of 1

Cancel Back Assign

Note: The confirmation page only displays information for PDB Groups that are already known by Producer Manager as the result of a sync. It is not able to show PDB Groups that have not yet been merged into the system.

After confirming that the correct Default Branch record has been selected, continue the assignment by using the assign button on the bottom right hand corner of the screen. At this point the PDB Groups listed on the screen will be automatically assigned and you will be directed back to the main Branch Office Licensing page where PDB Groups can be assigned or reassigned to producer record.

Filtering PDB Groups

At the top of the Branch Office Licensing Assignments page are criteria used to filter PDB Groups.

PDB Groups can be filtered by the following criteria:

- PDB Group Status
- Producer Record (External System Id)
- Address State
- License Type
- License State

SHOW All PDB Groups All Address States All License Types All License States

Any Assigned Firm

SELECT **All | None** SELECTED: 0 Generate PDB Report Assign Ignore Assign to New Branches

Firm	PDB Group	Business Address	Actions
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Queuing Updates for Branch Offices

Branches need to be separately added to the data reconciliation queue. In other words, updating one branch record does not mean all the other branch records will be also be updated.


To put all the producer records for an EIN on the queue, use Force Refresh All Connected Firms with this EIN option on the Branch Office Licensing Assignments page. This will put all the producer records on the queue that are not already queued. Queuing all the producer records for an EIN to be updated ensures that after making changes to the PDB Group assignments any changes will be reflected on the effected producer records.

Branch Office Licensing Assignments

NPN: 181841100

EIN: 18-1841100

PM Firm Count: 2


 **Default Branch:** BRANCH OFFICE SYNC S AGENCY EIN: 18-1841100 Ext. ID: Branch 1 [Change Default Branch](#) ⓘ

Changes to the Branch Office Licensing Assignments will not take effect until the record is updated with PDB data. You can either wait for the next automatic PDB Update or manually Force Refresh the records.

[Force Refresh All Connected Firms with this EIN](#)

Use Indicators and Branch Office Syncing Functionality

Collision detection between PDB Groups eliminates records where Use Indicators are turned off. In other words, if more than one PDB Group has the same license type in the same state then regardless of use indicator status those licenses cannot be assigned to the same producer record. PDB Groups that include PDB information with Use Indicators disabled will include a message with the number of licenses in that group that are disabled because of Use Indicators.

<input checked="" type="checkbox"/>	 BROS FIRM	42802304	SALEM, OR 92001-2040	Ignore Reassign Reassign to New Branch
<i>This PDB Group has 1 hidden license because of disabled Use Indicators.</i>				

Connecting and Disconnecting Branch Records

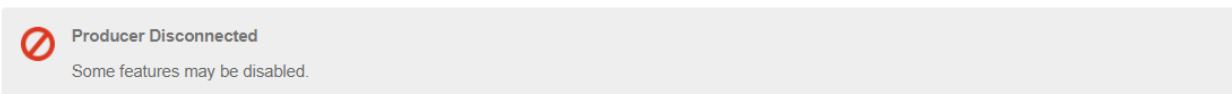
Determining Subscription Status of Branches

Producer Manager indicates a producer record's Sircon Subscription Status in multiple ways.

First the producer icon can be used to determine if a producer is connected. Connected producers – both individual and firm – are indicated with a green dot in the button right of the producer icon.

Recently Viewed Producers		
	MAZZUCHELLI, CORDELLE	1 minute ago
	INGLETT, AHREANNA	1 minute ago
	ANDREADIS, ADRYANNA RUST	1 minute ago
	BRANCH OFFICE SYNC'S AGENCY	1 minute ago
	BRANCH OFFICE SYNC'S AGENCY	1 minute ago

In addition to producer icons, disconnected producers will have a disconnected banner displayed on their Review/Update Producer page (Figure 3).



The Review Sircon Subscription page, linked from a producer's Review Update page, also has information on the subscription status. The producer's subscription status is displayed under the producer header including the last date they were connected/disconnected

Under the producer's subscription status is the button to connect/disconnect the producer depending on their current connection status. In the Sircon Services Summary section there is information about whether the producer is receiving Daily PDB Updates including a PDB lookup for producers who are not receiving Daily Updates. For producers receiving Daily Updates a button is available for you to force refresh the producer data.

Sircon Subscription Status: Connected

Since June 27, 2019

Disconnecting the Sircon Subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates
Receiving Daily PDB Updates: Yes

No charges will be incurred for refreshing data.

Producer Service Portal
Linked to Sircon Account: No

Connecting and Disconnecting the Default Branch Record

The Default Branch will always be the first record to be connected and the last to be disconnected. This is because the Default Branch is the producer record that will be assigned any new information from the PDB.

Connecting

When Connecting a firm record in Producer Manager, if the firm that is being connected is a branch and the Default firm record is disconnected then a message is displayed. If the user chooses to connect the branch record, then the Default record is also automatically connected.

Sircon Subscription Status: Disconnected
Since October 7, 2019

Connecting to Sircon will enable core functionality.

Connect Main Branch?

⚠ Connecting this record will also connect the default branch record.

Daily PDB Updates
Receiving Daily PDB Updates: No

1 PDB entry was found:

Name	Resident State
BRANCH OFFICE SYNCS AGENCY	Pennsylvania

Producer Service Portal
Linked to Sircon Account: No

When connecting a firm using a Producer Express packet, if the firm that is being connected is a branch and the Default record is disconnected then the branch is connected, and the Default record is also automatically connected.

Disconnecting

When disconnecting a firm record in Producer Manager, if the firm you are trying to disconnect is a branch, then the branch record is disconnected. If the firm that is being disconnected is the default firm record, then all the other branch firms must be disconnected before the Default can be disconnected. (The button will be disabled, and a hover-over message will be visible)

Sircon Subscription Status: Connected
Since August 30, 2019

⚠ The default firm record cannot be disconnected until all other records for this firm are disconnected.

Sircon Services Summary

Daily PDB Updates
Receiving Daily PDB Updates: Yes

No charges will be incurred for refreshing data.

Producer Service Portal
Linked to Sircon Account: No

When disconnecting a firm record from PX, if the firm you are trying to disconnect is a branch, then the branch record is disconnected. If the firm record that is being disconnected is the Default firm, then the Default firm record and branch firm records will all be disconnected.

Disconnecting all the Branches (Including the Default) for an EIN

To disconnect all the branch records without needing to go individually to each producer record, use the Disconnect All Branches option on the Review Sircon Subscription page. All the branch records including the Default Branch will be disconnected. This option is only visible if there are two or more connected branches.

Sircon Subscription Status: Connected

Since October 7, 2019

[Disconnect](#) [Disconnect All Branches](#) [Return](#)

Disconnecting the Sircon Subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates

Receiving Daily PDB Updates: Yes

[Force Refresh Data](#) *No charges will be incurred for refreshing data.*

Producer Service Portal

Linked to Sircon Account: No