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SIRCON FOR CARRIERS

Daily PDB Updates and Producer Subscription Management

Vertafore

Section: Overview

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Overview

Introduction and Background

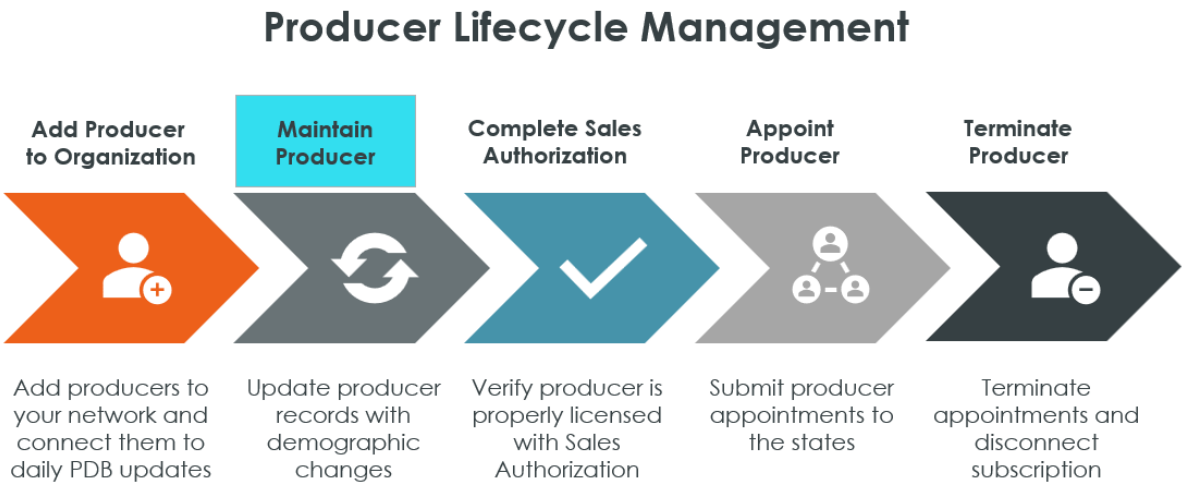
In this guide, we will learn how to connect producers to daily PDB updates and review how to manage Sircon subscriptions.

The moment you add a producer to your organization, Producer Central will create a **Producer Record** that contains all the compliance and licensing information for an individual licensee or firm. Once the record exists, you can maintain changes to the producer's information throughout their career.

PRODUCER MAINTENANCE PROCESS

There are three ways to maintain producer data in Sircon for Carriers:

1. Daily Producer Database (PDB) Syncs
2. Bulk Transactions & Service Requests
3. Maintaining the Individual Producer Record



Daily Producer Database (PDB) Updates

When a producer has a Sircon subscription, their record **syncs daily with the National Insurance Producer Registry's (NIPR) Producer Database (PDB)** to keep your producer network as compliant as possible.

Daily PDB syncs simplify the process of keeping producer data up to date, helping you get the most out of your investment in Sircon. This process makes producer data more accurate.

Any producer that is synced with the PDB will automatically receive daily updates of the information maintained on the PDB.

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Examples of data updates from the PDB include:

- Licenses and qualifications (or lines of authority)
- Name changes
- Demographic changes

Bulk Transactions & Service Requests

Another way you can update producer data is through the Sircon for Carriers **Bulk Transactions & Service Requests**. Use this option to mass update information for up to 10,000 producers at one time. There are several different bulk transactions you can run, including:

- Address Updates
- Email Updates
- Business Unit Updates

> **Note**: We will discuss how to perform bulk transaction updates in the Bulk Transaction Quick Guide.

Updating the Individual Producer Record

The last method you can use to maintain data is updating the **Individual Producer Record**. The producer record contains links to transactions in Producer Central where you can maintain and update data. Examples of data you can maintain from the producer record are:

- Appointments
- Licenses / Qualifications
- Address/Demographic Changes
- Business Units
- Cost Centers
- External System IDs

> **Note**: Refer to the Maintain Producer Records Quick Guide for details about how to maintain data in the producer record.

What will be covered?

During this quick guide, we will explain daily PDB updates and Sircon producer subscriptions. We will explore how to add producers to a subscription so that they receive daily PDB updates to their record. We will explain how daily PDB syncs work to update producer data in real time.

We will also explain how to disconnect producers from the Sircon subscription at the end of your business relationship.

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Section: Introduction to Daily PDB Updates & Subscriptions

Who should use this document?

Any user who maintains producer data in Producer Central. This guide is also relevant for users that need to connect or disconnect producer subscriptions.

When should you use this document?

Use this quick guide when you need to:

- Connect a producer to a Sircon subscription
- Manage daily PDB updates
- Disconnect a producer from a Sircon subscription

Introduction to Daily PDB Updates & Subscriptions

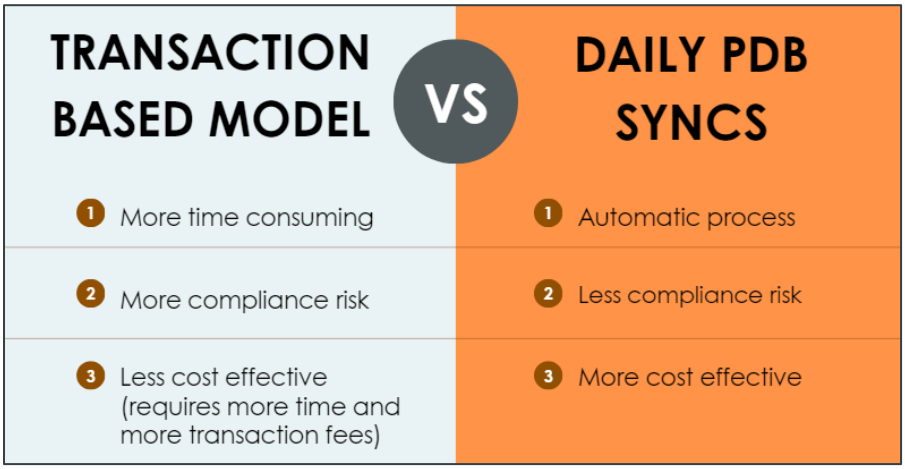
Daily PDB Updates

With Daily PDB Updates, Sircon automatically imports data to producer records that received updates in NIPR's Producer Database. This feature gives you accurate authorization checks anytime and reduces your overall compliance risk.

When you maintain producer data using bulk transactions, or through links on an individual producer record, you are performing transaction-based data reconciliation.

This method brings potential compliance risks because it prevents you from proactively taking action to manage credential changes. The transaction-based model also requires you to balance the need for up-to-date data with the greater costs (in both time and fees) of performing multiple transactions to keep producers up to date.

Daily PDB Updates replaces the traditional transaction-based model with a seamless automated process.



Daily PDB Updates is supported by Sircon's Subscription Management functionality.

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Section: Introduction to Daily PDB Updates & Subscriptions

Sircon Subscription Management

Subscription Management is a feature which controls which producer records can utilize Sircon capabilities.

When a producer has a Sircon Subscription, they are receiving daily PDB updates. Subscription Management allows you to control which producers receive Daily PDB syncs.
A status exists on producer records called the **Sircon Subscription Status**. The status can either be:

- Connected
- Disconnected

Only producer records with a **Connected** status will receive Daily PDB updates in addition to other select functions.

Disconnecting Producer Records

Disconnecting a producer record ends the upkeep of a producer record and eliminates the cost of maintaining that record.

Disconnecting a producer record does not remove any historical information or delete the record. It is a change in status that indicates that the producer is no longer being actively tracked and thus can no longer be relied on for accurate and current compliance data.

When accessing a **Disconnected** producer record, the following functions cannot be performed:

- Receiving Daily PDB Updates
- Performing sales authorizations for the producer

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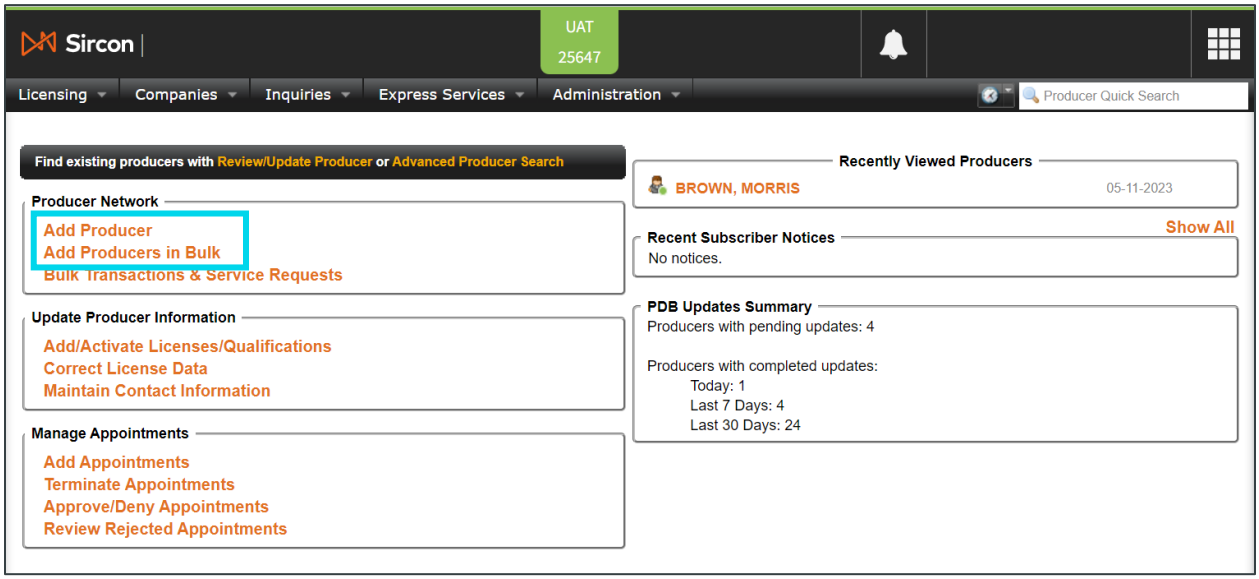
Connect New Producers to the PDB Daily Sync

A Sircon subscription is automatically connected to a producer when you initially add them to your organization. When you add a producer, the system will create a **Producer Record** and will connect a Sircon subscription to the producer's record.

There are two ways you can add a new producer to your organization:

1. **Add Producer** – Use this option to add a single producer.
2. **Add Producers in Bulk** – Use this option to add multiple producers in bulk.



If the producer information in Producer Central matches a record in the PDB, the producer will receive daily PDB syncs. In order for the producer to be found on the PDB, you can search for a producer using their **Last Name** or **Firm Name** and one of the following criteria below depending on your company's settings:

- **NPN**
- **SSN** or **EIN**

You only need to add a producer once. After they are added to your network, you can disconnect the producer from your organization to stop receiving PDB updates.

> **Note**: Refer to the Adding and Searching for a Producer Quick Guide for detailed steps on how to add a producer to your organization.

View a Producer's Subscription Status

There are multiple ways to view the producer's subscription status. You can verify whether producers are connected or disconnected to the Sircon subscription using the:

1. Sircon Producer Icons
2. Producer Record Messages
3. Sircon Subscription Status Page

Sircon Connection Status Indicators

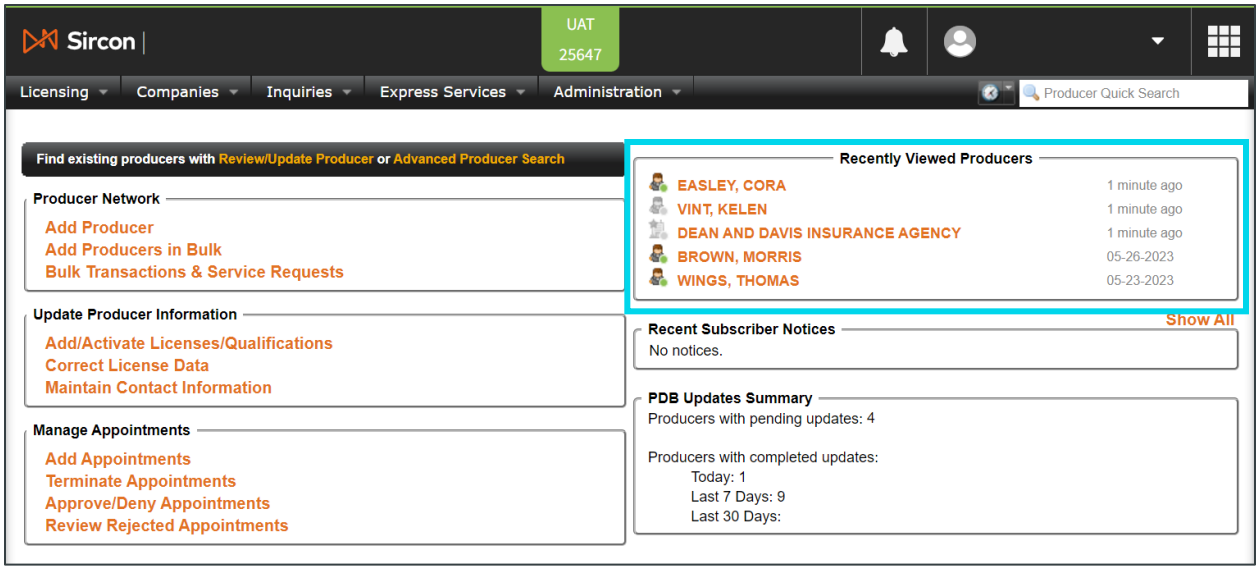
The quickest way to tell whether a producer is Connected or Disconnected to a Sircon subscription is by checking their **Producer Icon**.

Connected producers – both individuals and firms – have icons that are colorful with a green dot in the bottom right corner of the producer icon. Disconnected producers have completely grayed out icons.

Producer Icon	Connection Status
	Connected Individual Licensee
	Connected Firm
	Disconnected Individual Licensee
	Disconnected Firm

In the example below, we are looking at the **Recently Viewed Producers** section of the Producer Central home page. The following producers are disconnected:

- VINT, KELEN
- DEAN AND DAVIS INSURANCE AGENCY



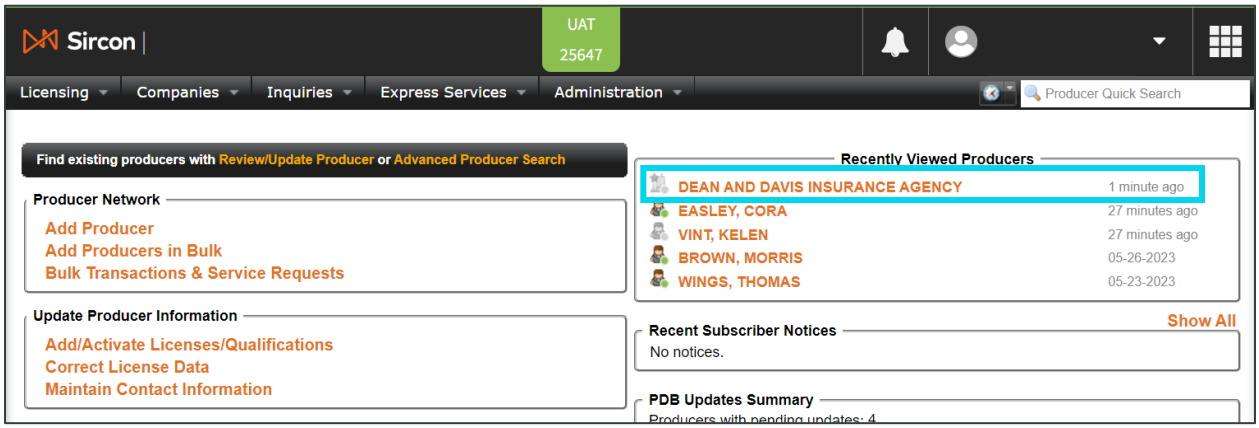
Section: View a Producer's Subscription Status

Producer Record Message

The next way you can tell the status of a producer's Sircon subscription is by opening their producer record.

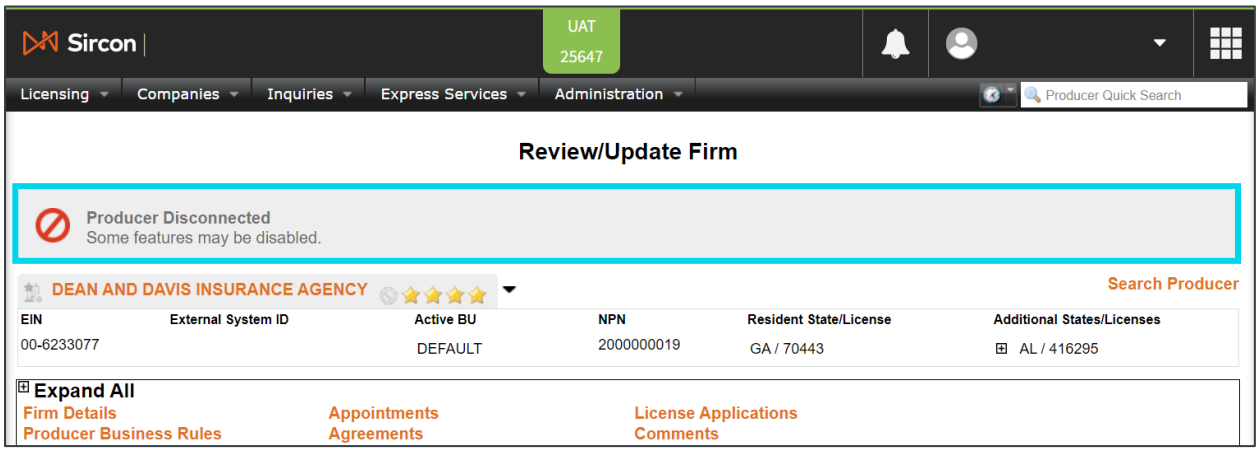
1. Navigate to the *Review/Update Producer* screen by searching for the producer or clicking the **Producer Name** from the **Recently Viewed Producers** section.

> **Note**: For more details about how to search for producers, refer to the Adding and Searching for a Producer Quick Guide.



2. You will now see the *Review/Update Producer* screen.
3. If a producer's subscription has been disconnected, you will see a message at the top of the screen that says "**Producer Disconnected – Some features may be disabled.**"

> **Note**: If the producer is connected, you will see no messages at the top of the producer record.

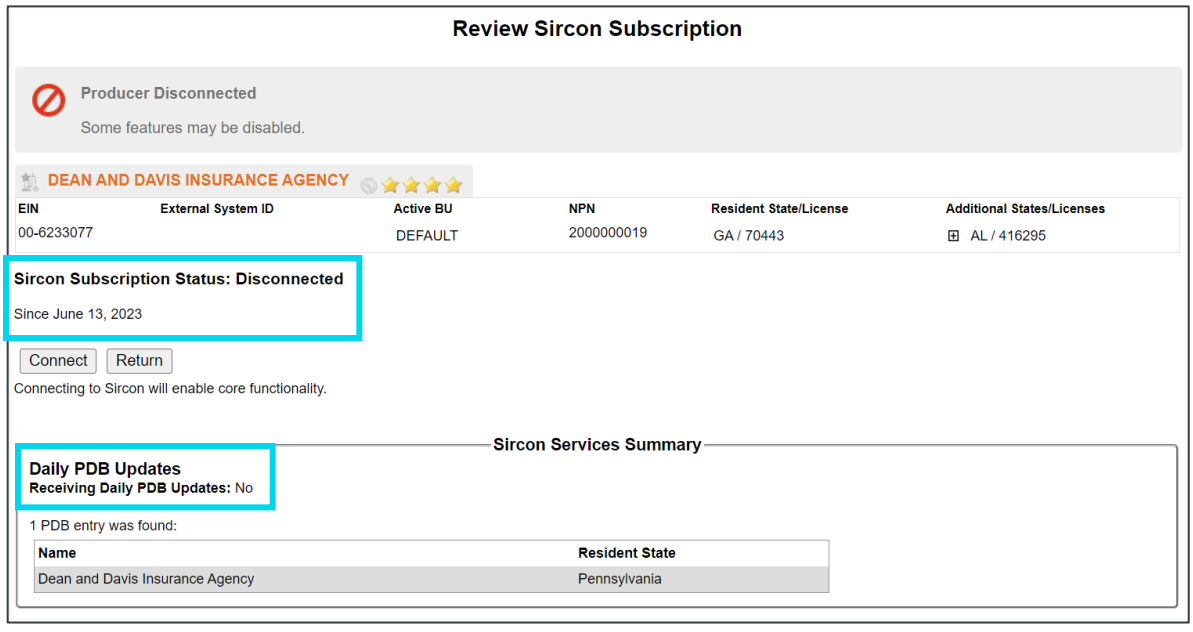


Review Sircon Subscription

Finally, you can review the Sircon subscription from within the producer record. This option will give you the most information about the status of the producer record.

1. In the *Review/Update Producer* page, click on the **Review Sircon Subscription** button.

2. You will now see the *Review Sircon Subscription* page.
3. At the top of the screen, you will see the same message from the previous screen that says, "**Producer Disconnected – Some features may be disabled.**"
4. The **Sircon Subscription Status** will say Disconnected and it will give you the date that the disconnection began.
5. In the *Daily PDB Updates* section, you will see if the producer has an entry in the PDB and if they are receiving PDB updates.

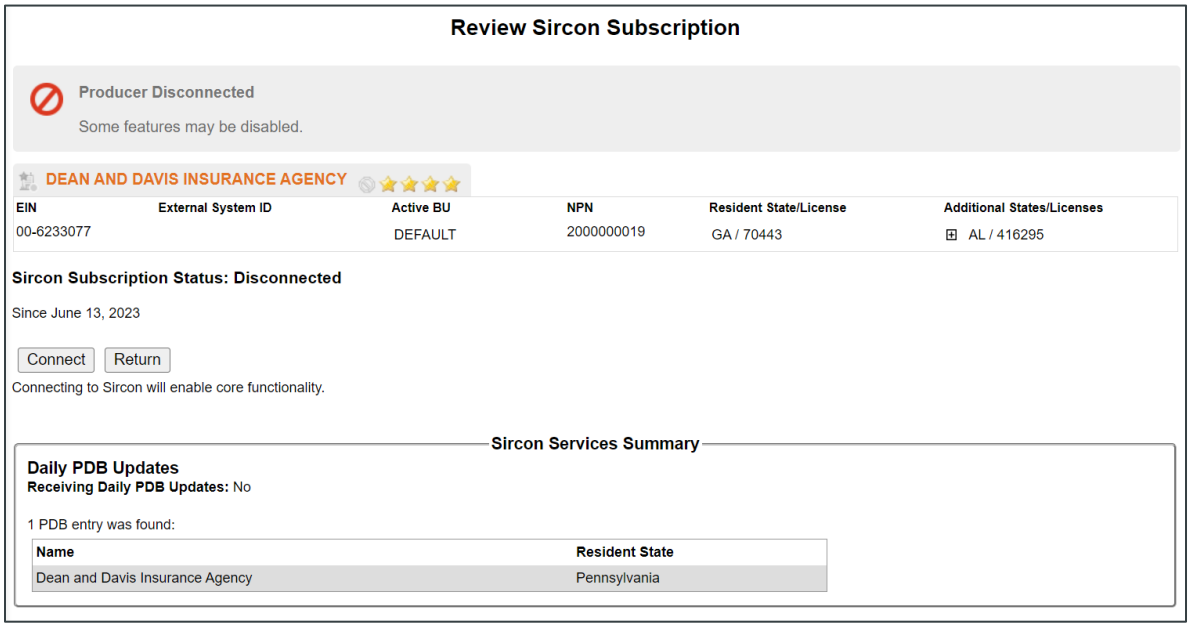


Manage Sircon Subscription Status

Update a Producer's Subscription Status

Follow these steps to change the connection status of a producer from connected to disconnected or from disconnected to connected.

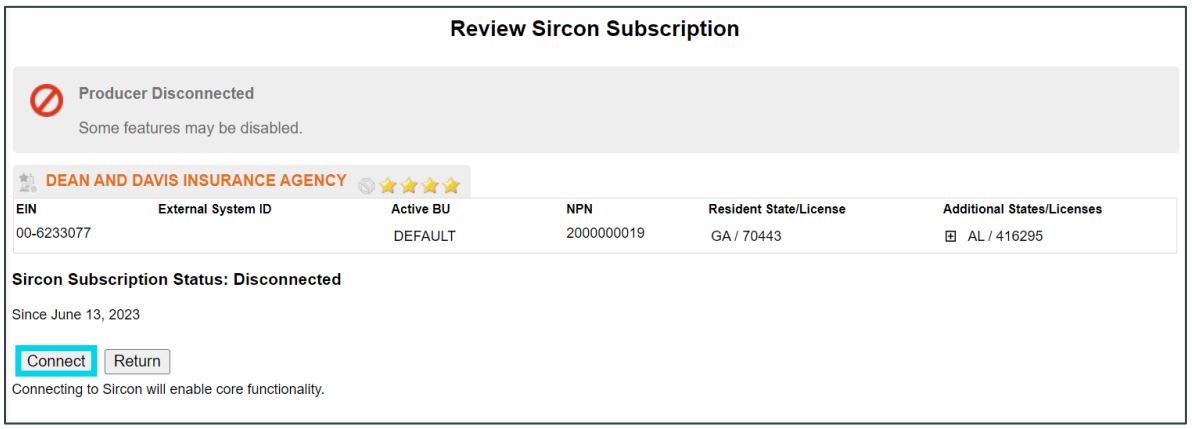
1. Follow the steps above to navigate to the *Review Sircon Subscription* page.



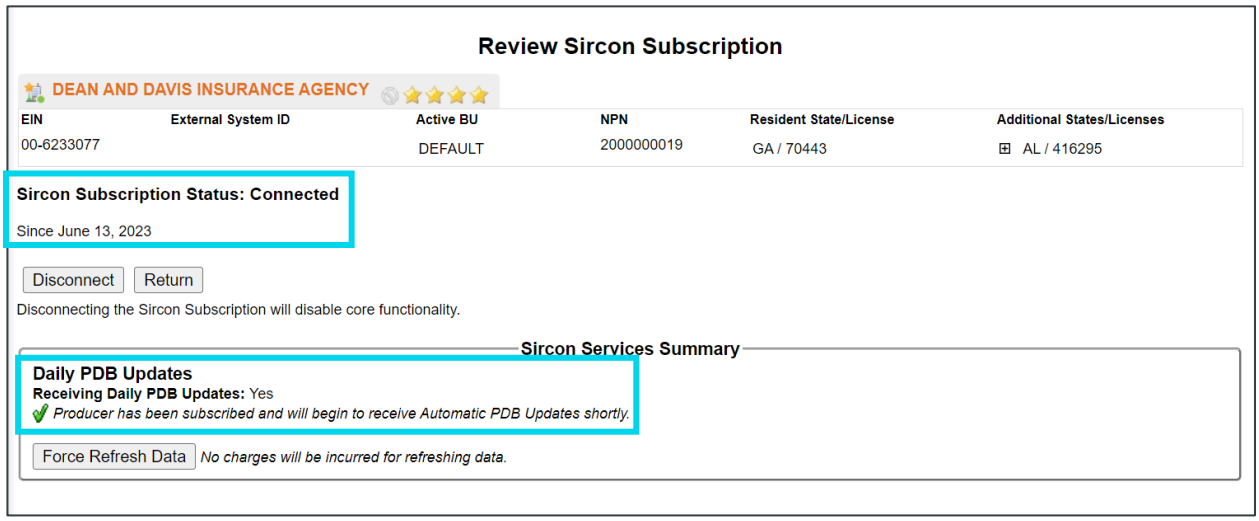
CONNECT SUBSCRIPTION

Follow these steps to change a subscription from Disconnected to Connected.

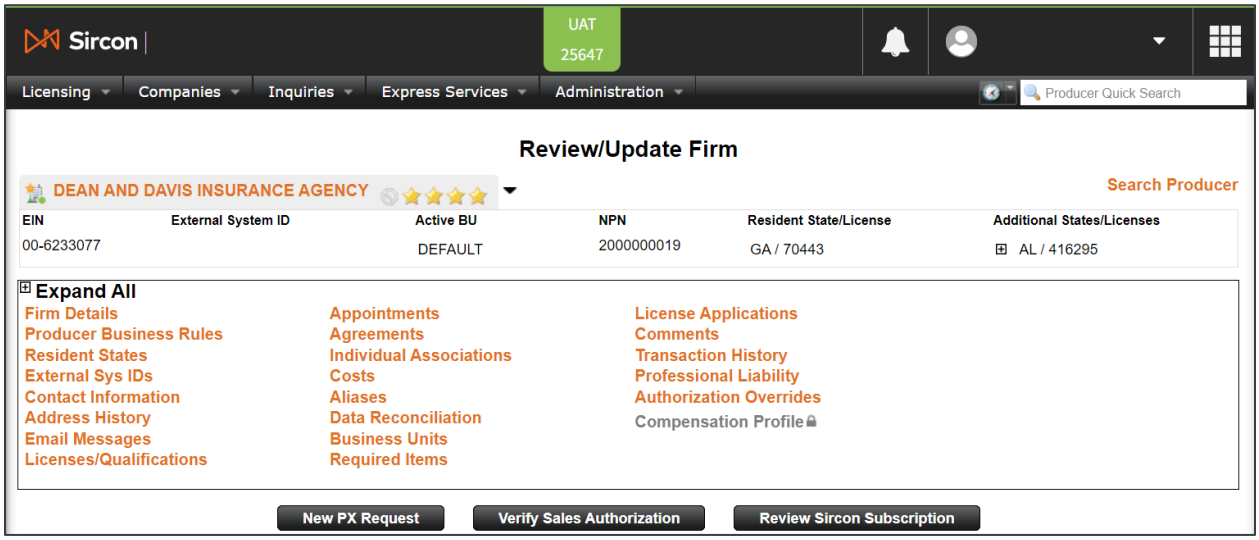
2. If the **Sircon Subscription Status** is **Disconnected**, click the **Connect** button.



3. The **Sircon Subscription Status** will now say **Connected**. You will see the date the subscription status was updated.
4. In the *Sircon Services Summary* section, you will see that the producer is now receiving daily PDB updates.
5. Click **Return**.



6. Since the producer is connected to a Sircon subscription, you will no longer see a message at the top of your screen.



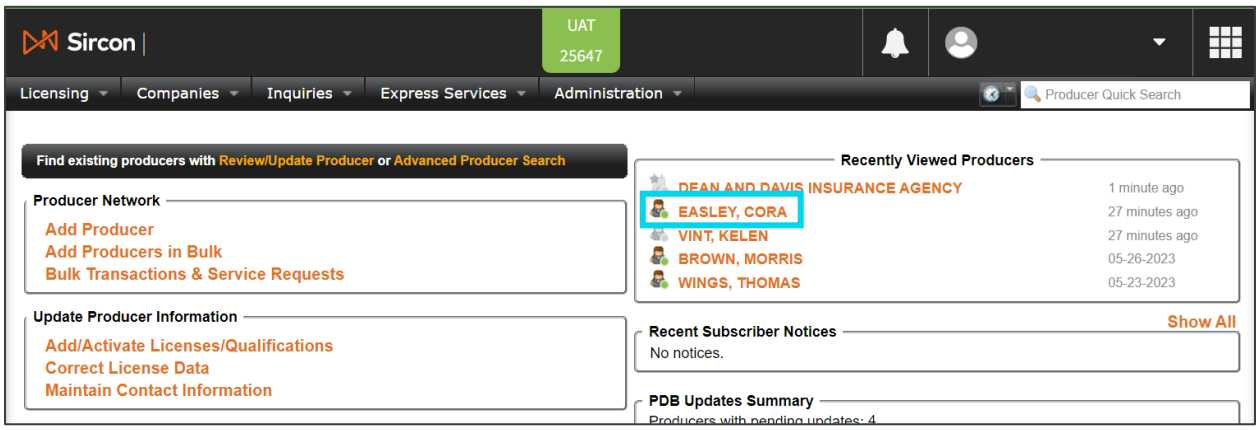
Section: Manage Sircon Subscription Status

DISCONNECT SUBSCRIPTION

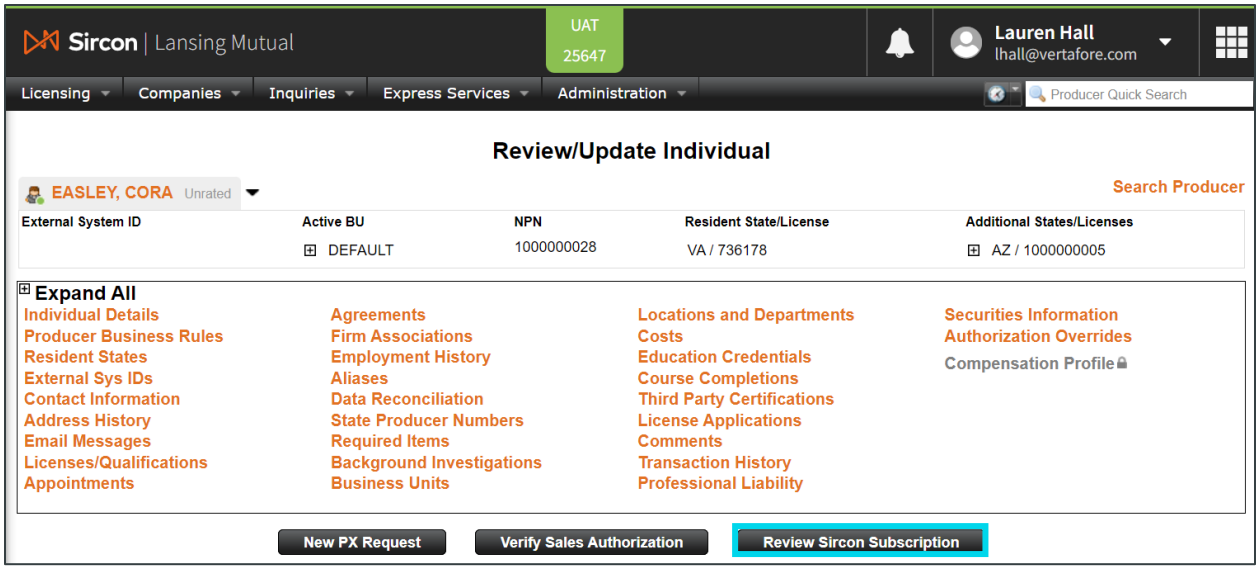
Follow these steps to disconnect a subscription from a producer record.

1. Navigate to the *Review/Update Producer* screen by searching for the producer or click the **Producer Name** in the **Recently Viewed Producers** section.

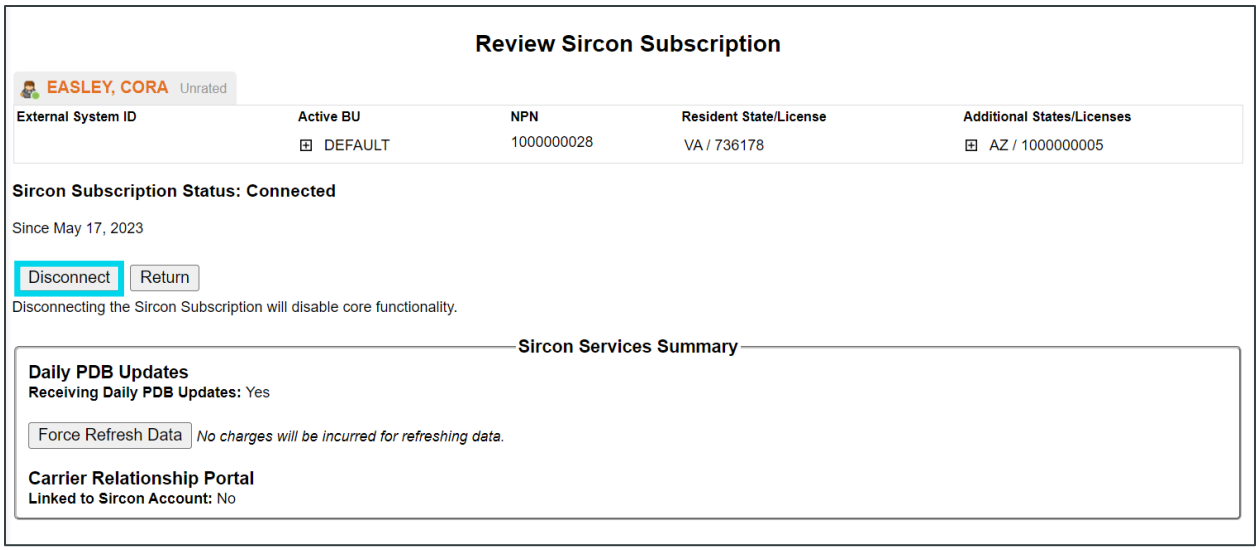
> **Note**: For more details about how to search for producers, refer to the Adding and Searching for a Producer Quick Guide.



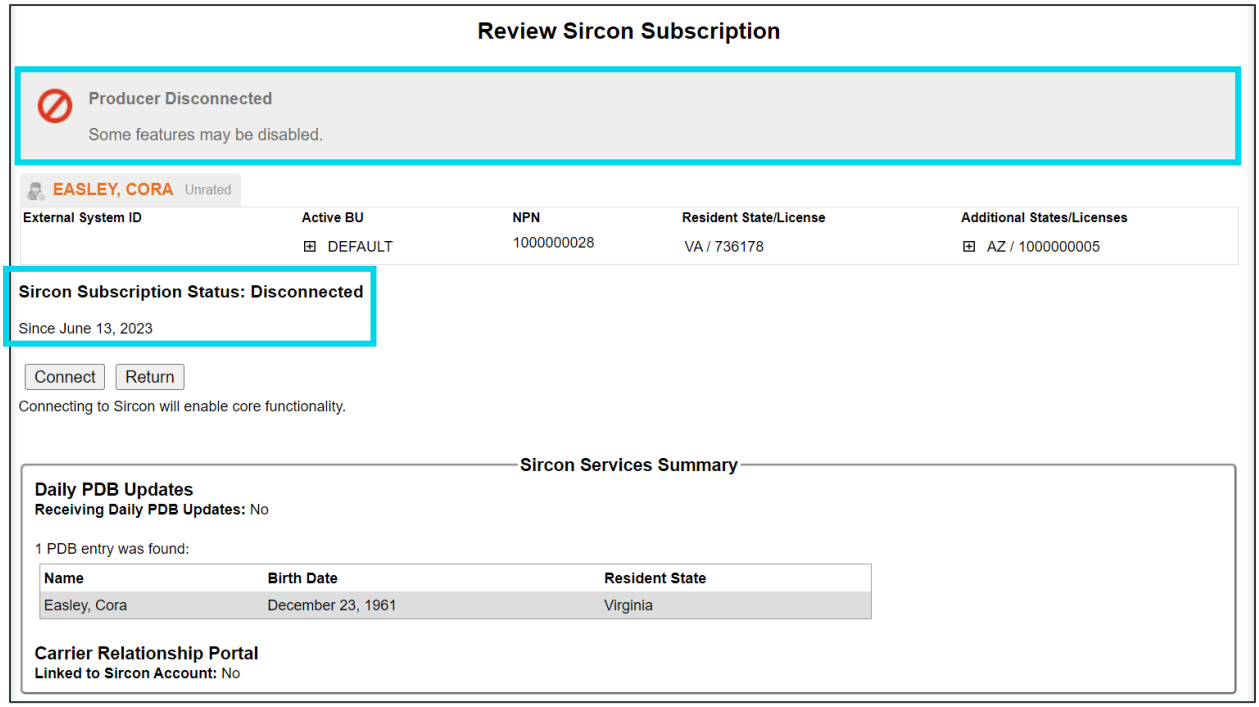
2. You will now see the *Review/Update Producer* screen.
3. Click the **Review Sircon Subscription** button.



4. You will now see the *Review Sircon Subscription* page.
5. The current **Sircon Subscription Status** is **Connected**.
6. Click the **Disconnect** button.



7. The **Sircon Subscription Status** is now **Disconnected**. The producer will no longer receive daily PDB updates.

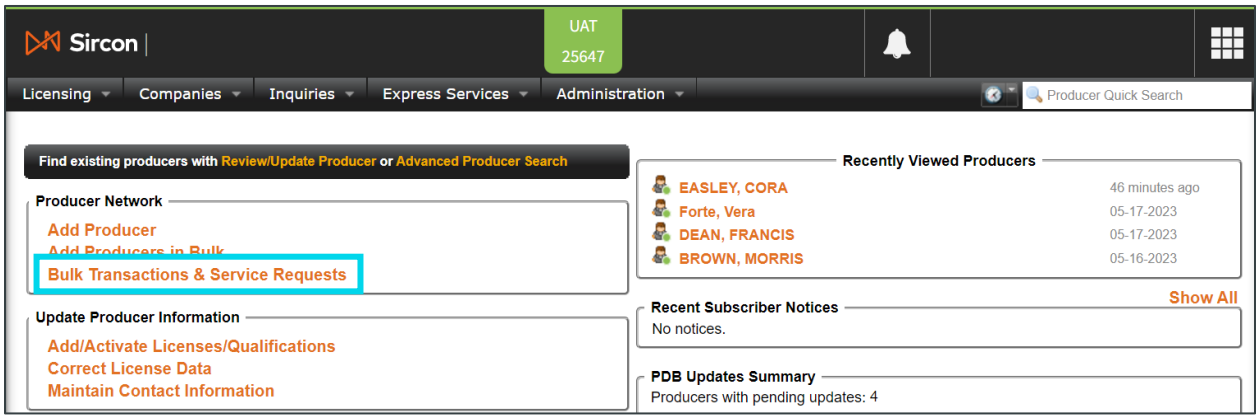


Perform Bulk Connection Updates

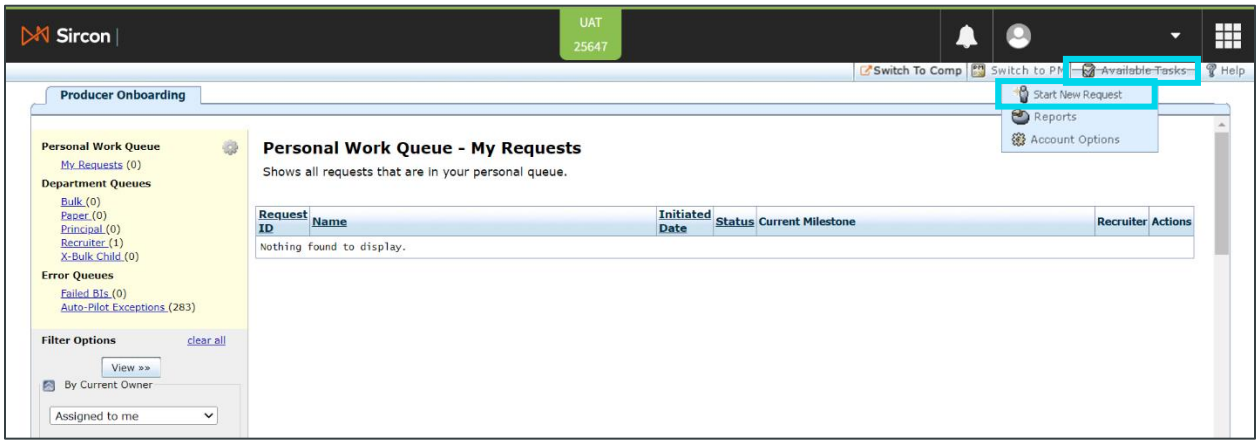
At times, you may need to manage the Sircon subscription of multiple producers at the same time. Most of the time, you will use this feature to disconnect the Sircon subscription of multiple producers. You can use the **Bulk Transactions & Service Requests** in the Producer Express module of Sircon for Carriers to complete this task.

Bulk transactions allow you to upload a file which contains basic information about the producers you need to update. You can perform bulk connection updates for up to 10,000 producers at one time.

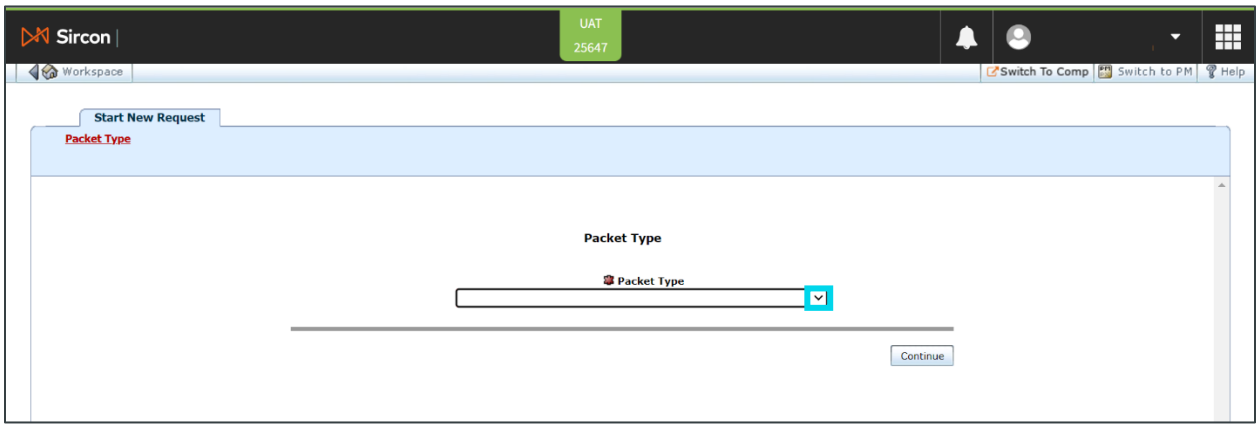
1. Start by clicking the **Bulk Transactions & Service Requests** option from the main page.



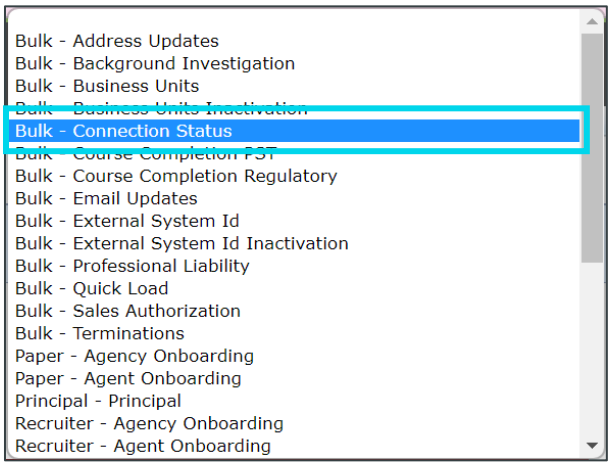
2. You will now see the *Producer Onboarding* home page. In the top right-hand corner of the screen, click the **Available Tasks** button.
3. Click **Start New Request**.



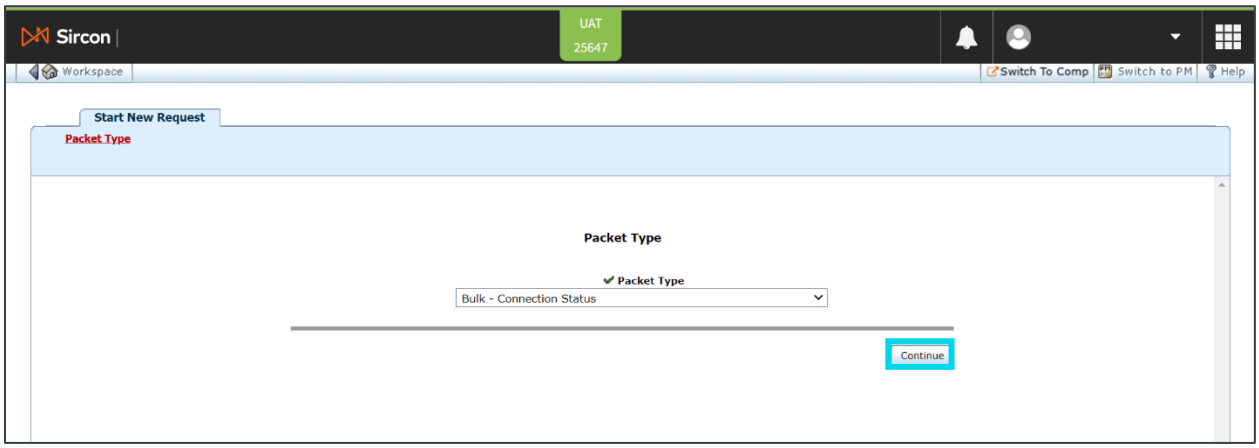
4. Click the dropdown arrow next to the **Packet Type**. The packet type determines the type of operation you need to perform in Producer Express.



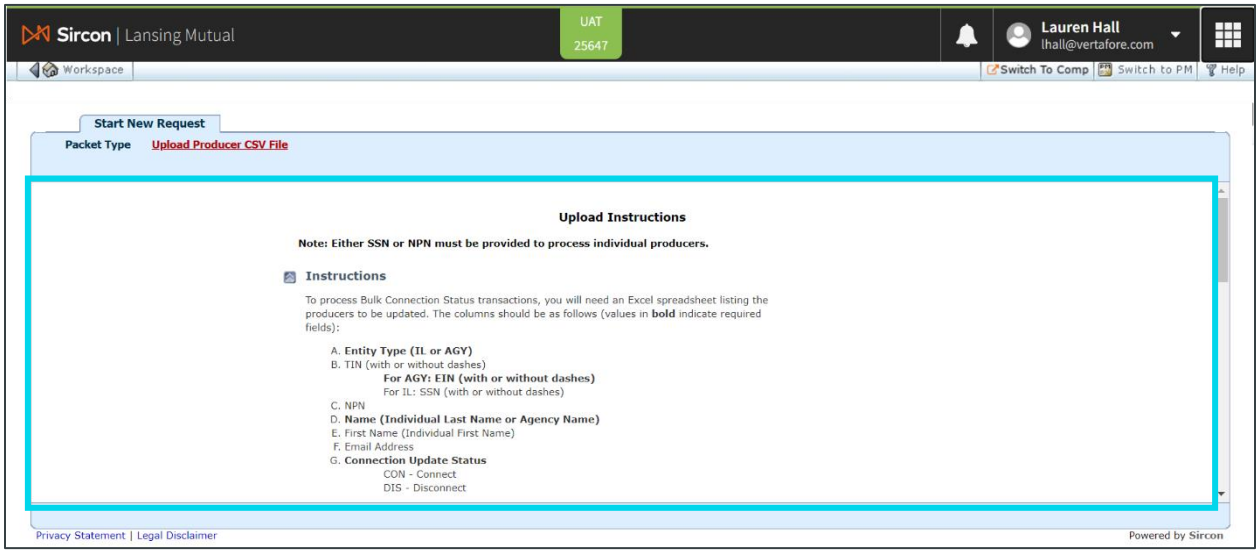
5. Select **Bulk – Connection Status** from the dropdown list.



6. Click **Continue**.



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



INDIVIDUAL PRODUCER REQUIRED FIELDS

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

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

Column	Field Name	Description
A	**Entity Type**	Use "**IL**" to indicate individual licensee
C	**National Producer ID (NPN)**	Type the full **NPN** of the producer
D	**Name**	Type the **Last Name** of the producer
G	**Connection Update Status**	Type **CON** to Connect the Producer Type **DIS** to Disconnect the Producer

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

Section: Perform Bulk Connection Updates

A	B	C	D	E	F	G
Entity Type	TIN	NPN	Name	First Name	Email Address	Connection Update Status
IL		1000000028	Easley			DIS

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

Column	Field Name	Description
A	**Entity Type**	Use "**IL**" to indicate individual licensee
B	**TIN** (Taxpayer ID)	Type the 9-digit **SSN** of the producer (with or without dashes)
D	**Name**	Type the **Last Name** of the producer
G	**Connection Update Status**	Type **CON** to Connect the Producer Type **DIS** to Disconnect the Producer

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

A	B	C	D	E	F	G
Entity Type	TIN (SSN)	NPN	Name	First Name	Email Address	Connection Update Status
IL	000999123		Charron			DIS

AGENCY/FIRM REQUIRED FIELDS

The required fields for agencies or firms are:

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

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

A	B	C	D	E	F	G
Entity Type	TIN (EIN)	NPN	Name	First Name	Email Address	Connection Update Status
AGY	00-6233077		Dean and Davis			DIS

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OPTIONAL FIELDS

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

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

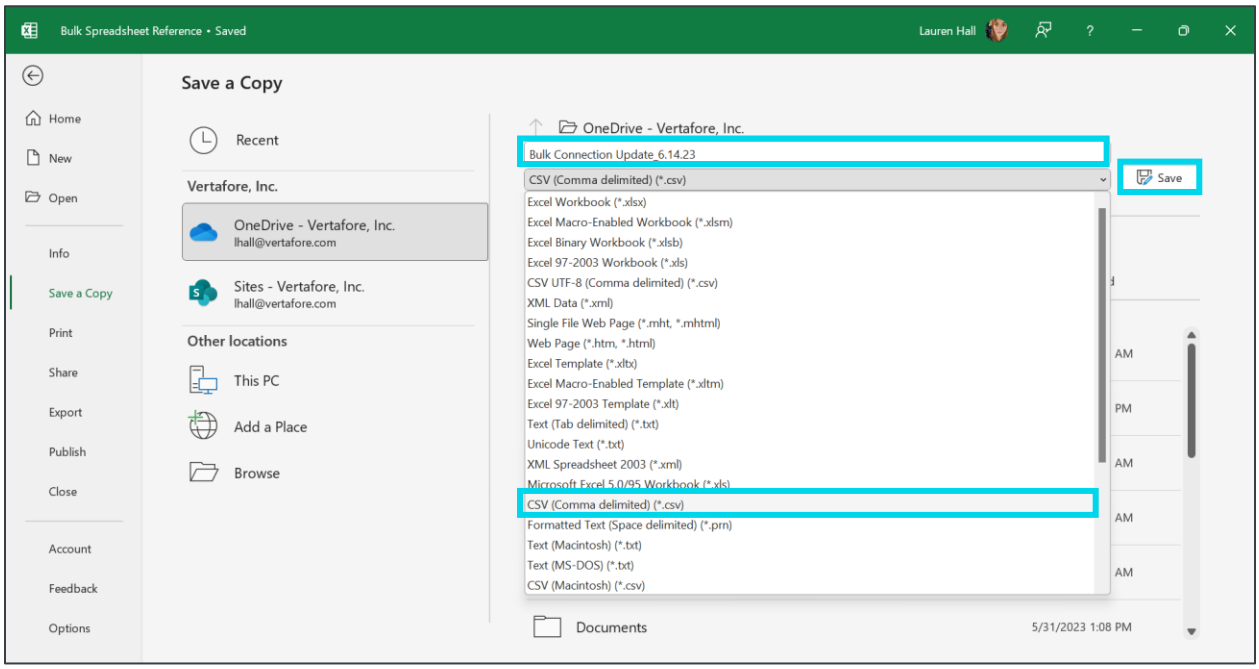
Column	Field Name	Description
B	**TIN** (Taxpayer ID)	For individual licenses with an **NPN** number, the Social Security Number, or **SSN**, is an optional field.
C	**NPN** (National Producer Number)	For individual licensees with a SSN number, the National Producer Number, or **NPN**, is optional. The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

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

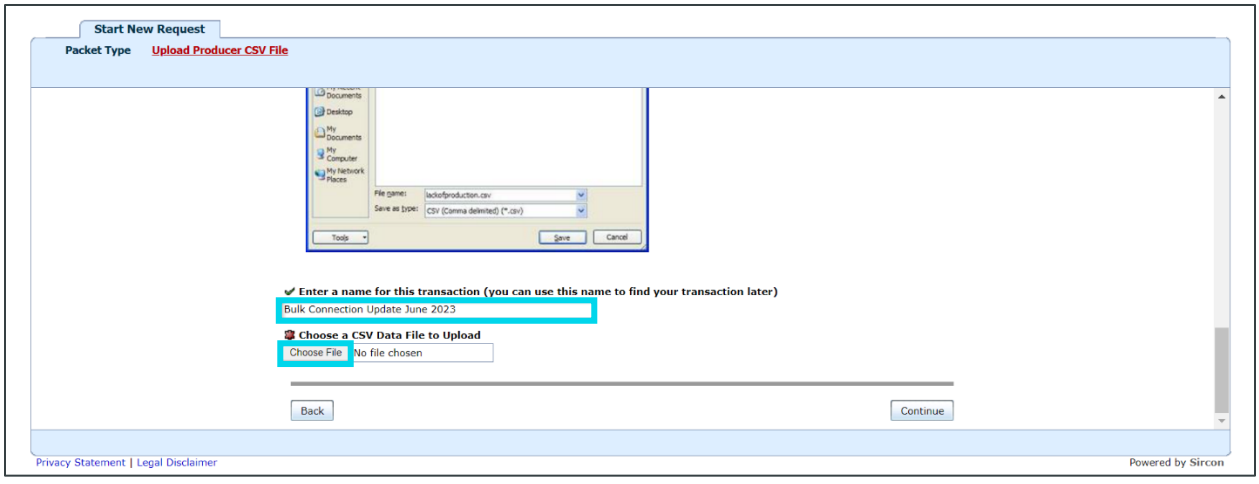
A	B	C	D	E	F	G
AGY	00-6233077		Dean and Davis			DIS
IL		1000000028	Easley			DIS
IL		999889018	Vint			CON

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

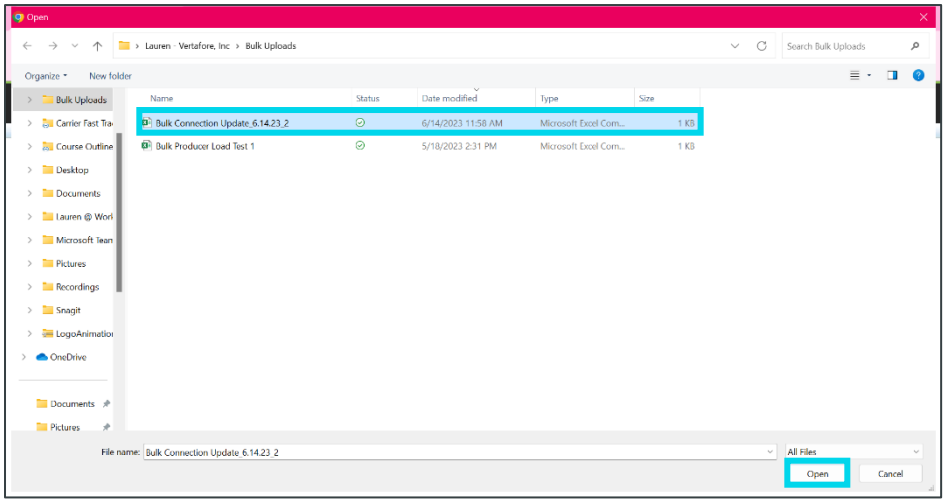
12. When you are finished, from the **File** menu, select **Save As**.
13. The *Save As* window will open. From the Save As Type drop-down menu, select **CSV (Comma Delimited) (*.csv)**. In the **File Name** field, enter a name for the producer file.
14. Click **Save**.



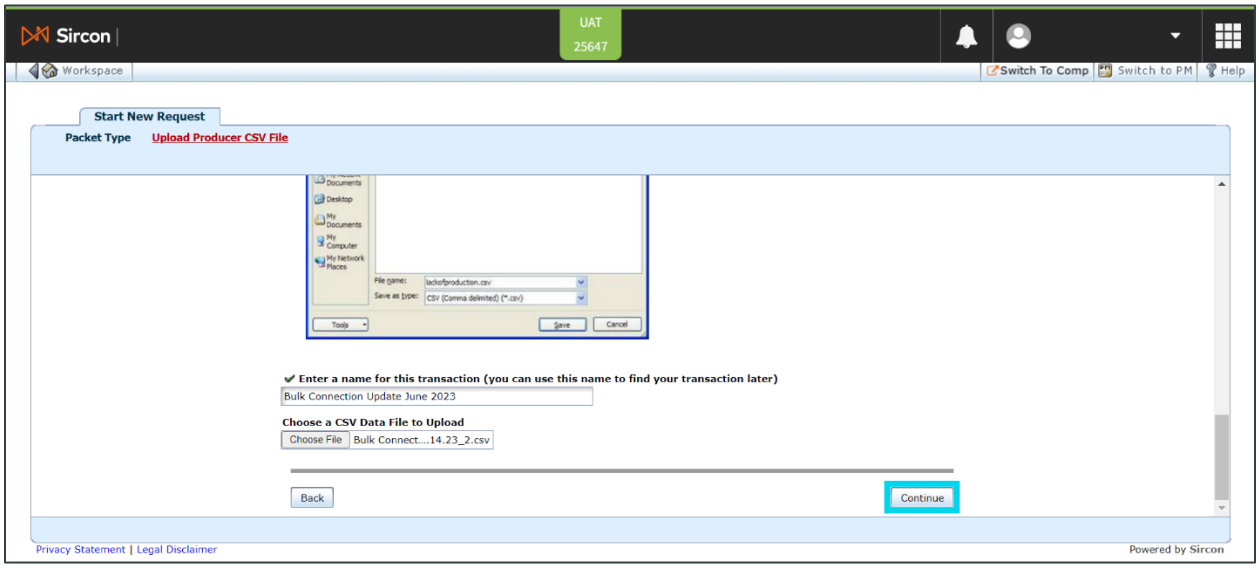
15. Your file is now saved in a comma-separated format and is ready for upload to Producer Express.
16. Return to the Producer Express screen and scroll down to the bottom of the screen. **Enter the name of this transaction** in the box. This name will be visible to everyone in your organization.
17.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



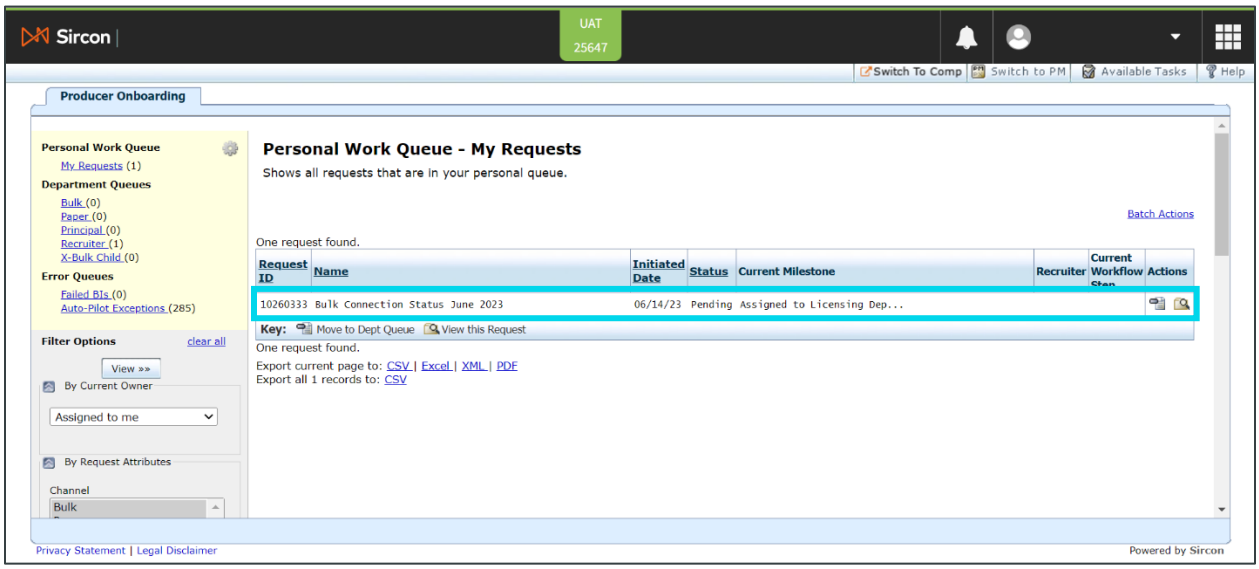
18. Use the navigation options on the **Choose File** dialog box to locate the upload file (*.csv) on your system.
19. When the correct file name appears in the **File Name** field, click the **Open** button.



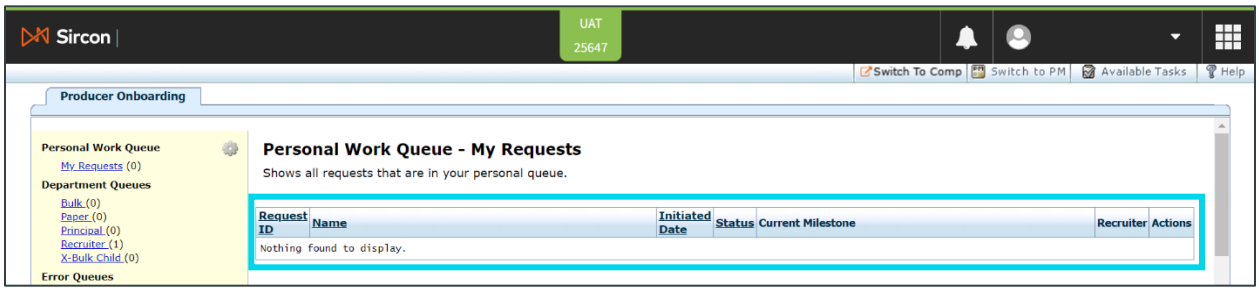
20. The file name will appear next to the **Choose File** button.
21. Click **Continue** to submit the file.



22. You will now see the *Personal Work Queue – My Requests* page. Here you will see all the items that are assigned to your queue.
23. The bulk connection file is loading into the system. Depending on the size of the file, the amount of time it takes to process the entries will vary.
24. In the picture below, the **Status** of the "Bulk Connection Status June 2023" file is "**Pending**". Refresh your browser to update the status of the upload.

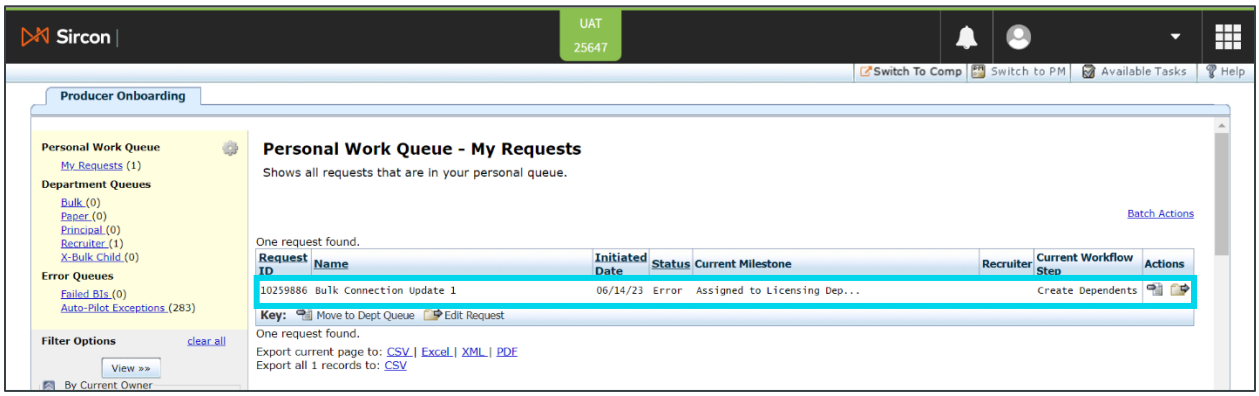


25. After refreshing the browser, the file is removed from our personal work queue. This means that the connection status went through successfully.



Note: If you see "Error" in the **Status** field, the file did not go through successfully.

Double check that all the required fields were entered correctly. All the information in the file must match the producer record, including the **Name** of the individual producer or firm, and the **NPN**, **SSN**, or **EIN**.

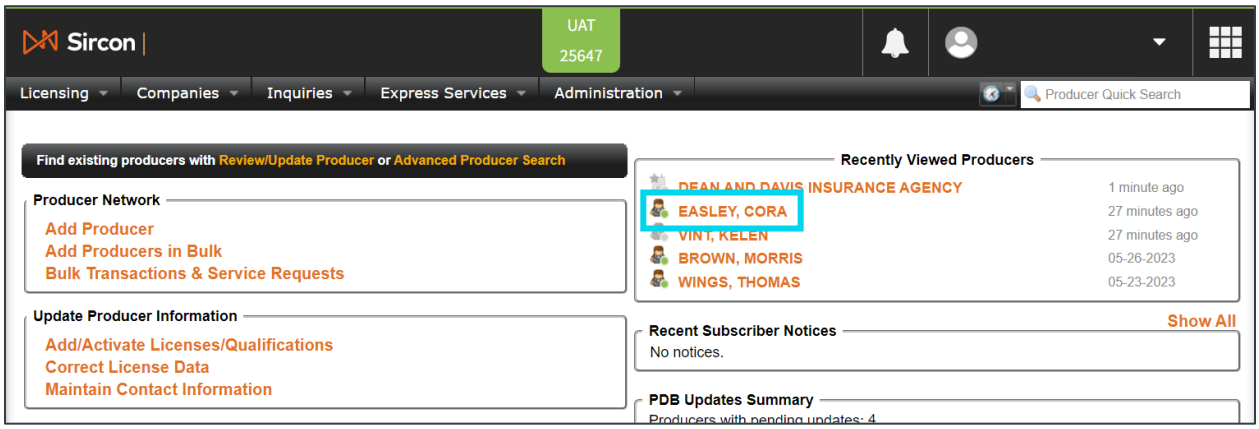


View Daily PDB Update History for a Producer

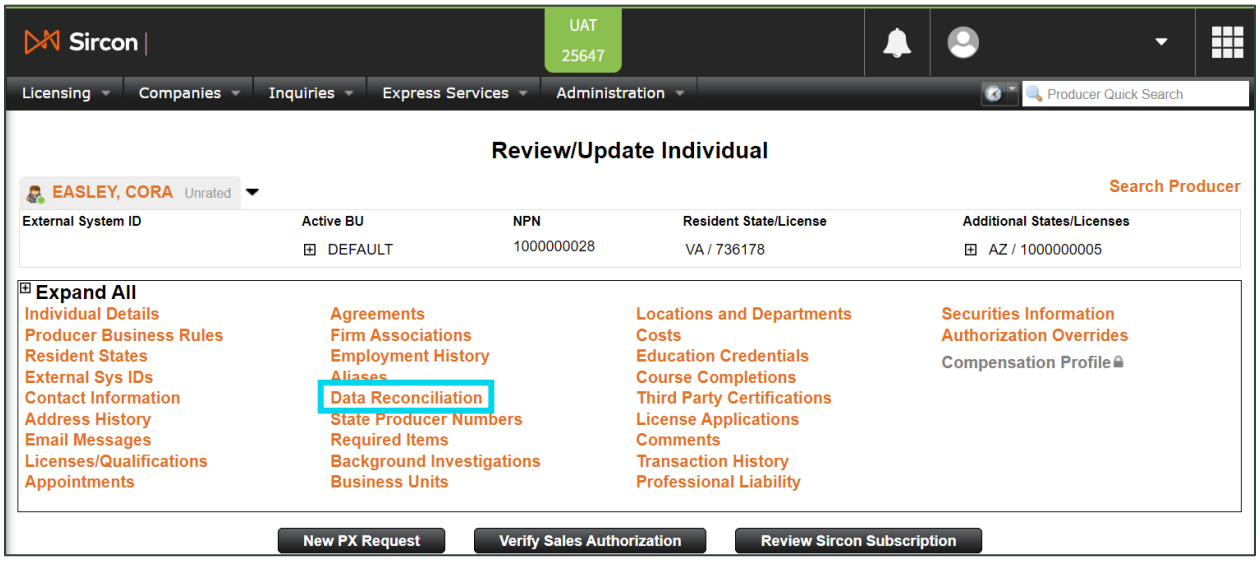
Once a newly created producer begins to receive Daily PDB Updates, the **Data Reconciliation** section on *Review/Update Producer* page will display the initial PDB Data retrieved from the NIPR.

Follow these steps to see the historical PDB updates that a producer received.

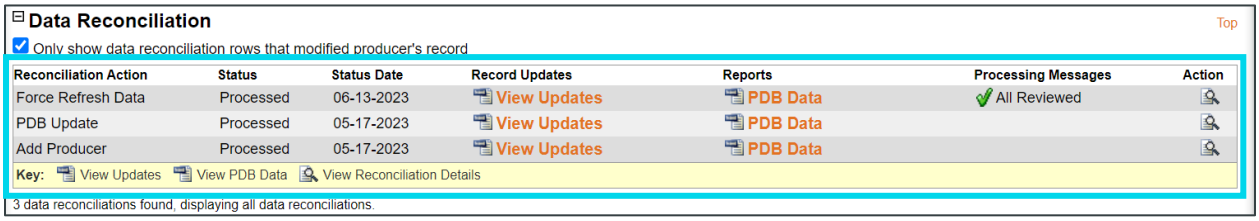
1. Navigate to the *Review/Update Producer* screen by searching for the producer or click the Producer Name from the **Recently Viewed Producers** section.



2. You will now see the *Review/Update Producer* screen.
3. Click the **Data Reconciliation** quick link.



4. Each time a producer record receives an update from the NIPR, the **Data Reconciliation** section will have a new row with a reconciliation action type of "PDB Update."



Data Reconciliation Top

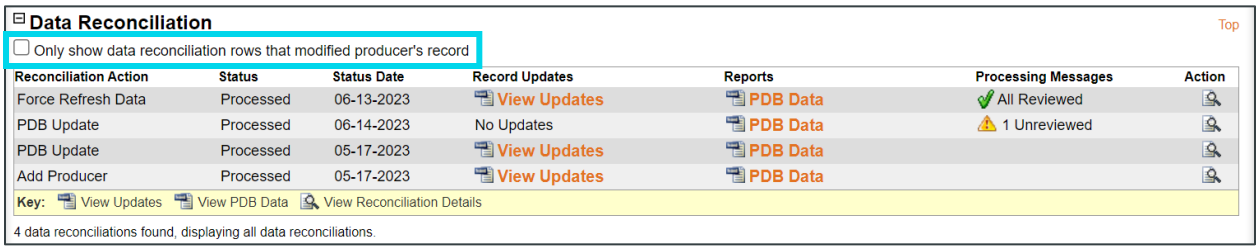
Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
Force Refresh Data	Processed	06-13-2023	View Updates	PDB Data	All Reviewed	
PDB Update	Processed	05-17-2023	View Updates	PDB Data		
Add Producer	Processed	05-17-2023	View Updates	PDB Data		

Key: View Updates View PDB Data View Reconciliation Details

3 data reconciliations found, displaying all data reconciliations.

5. Click the **Only show data reconciliation rows that modified the producer record** checkbox to see all the daily PDB syncs, including syncs that did not update the producer record.



Data Reconciliation Top

Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
Force Refresh Data	Processed	06-13-2023	View Updates	PDB Data	All Reviewed	
PDB Update	Processed	06-14-2023	No Updates	PDB Data	1 Unreviewed	
PDB Update	Processed	05-17-2023	View Updates	PDB Data		
Add Producer	Processed	05-17-2023	View Updates	PDB Data		

Key: View Updates View PDB Data View Reconciliation Details

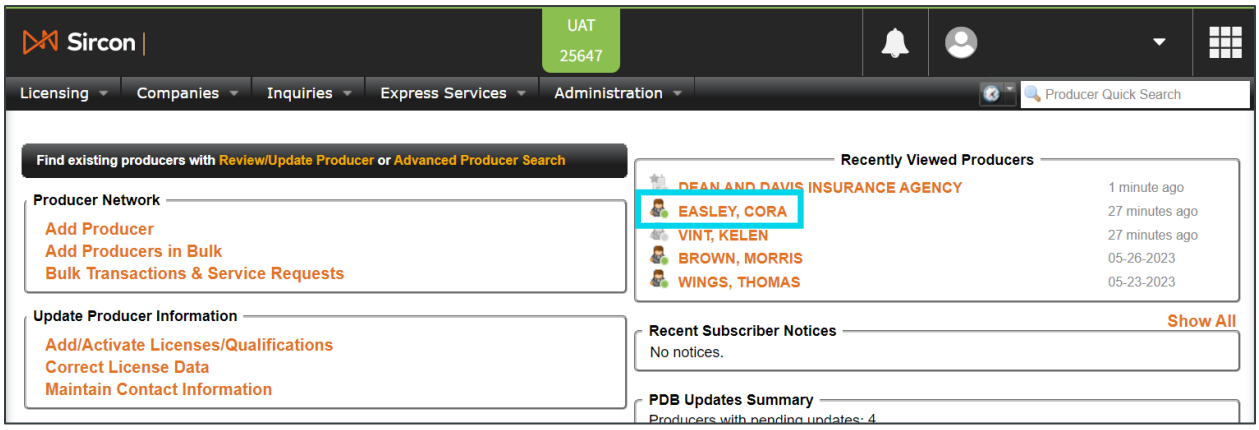
4 data reconciliations found, displaying all data reconciliations.

Force Refresh a PDB Update on a Producer Record

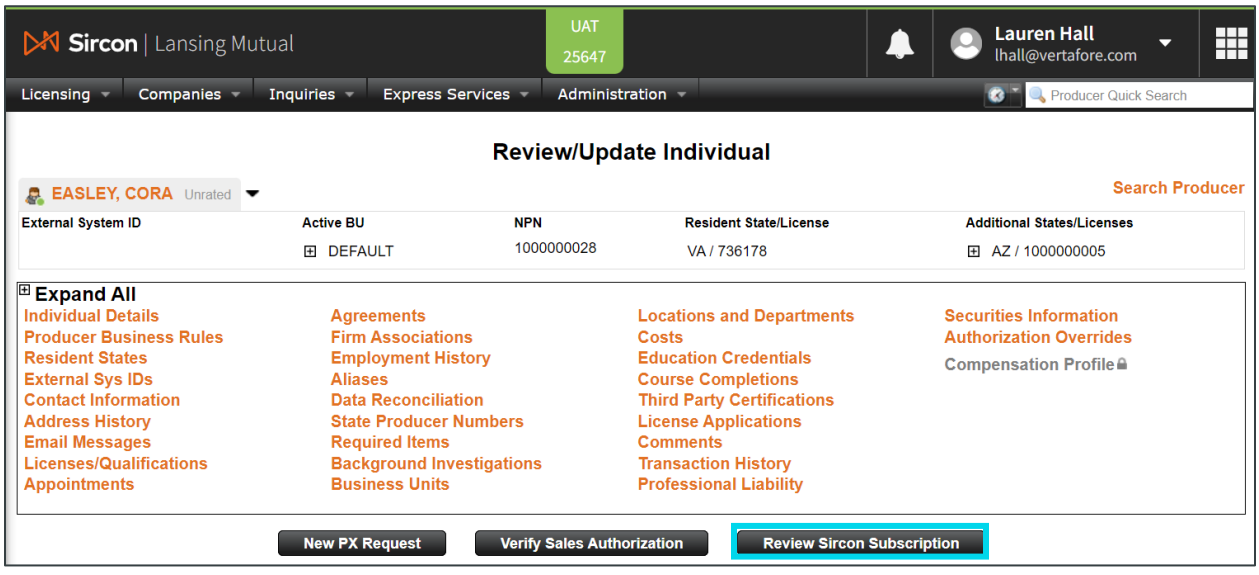
Use a force refresh to manually update the record using the most recently stored PDB report. Force refreshes will not pull a new PDB Report, and it will not count towards the bulk sync limit.

The purpose of a force refresh is to manually update a producer record with PDB data without needing to wait for an automated sync. This is most commonly used when a user has manually changed data or during testing.

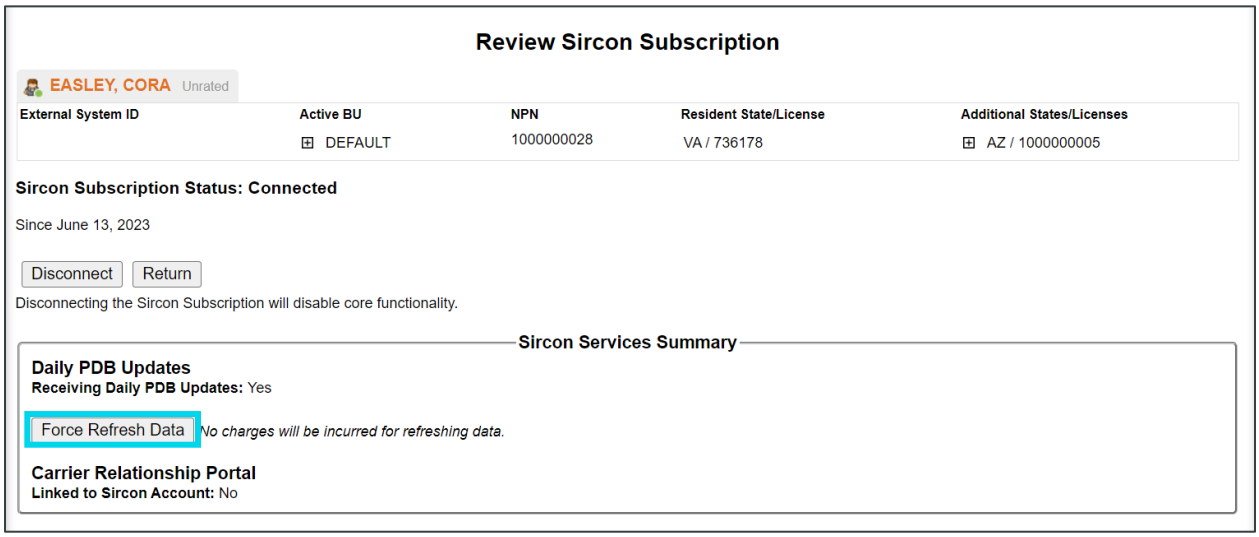
1. Navigate to the *Review/Update Producer* screen by searching for the producer or clicking the **Producer Name** from the **Recently Viewed Producers** section.



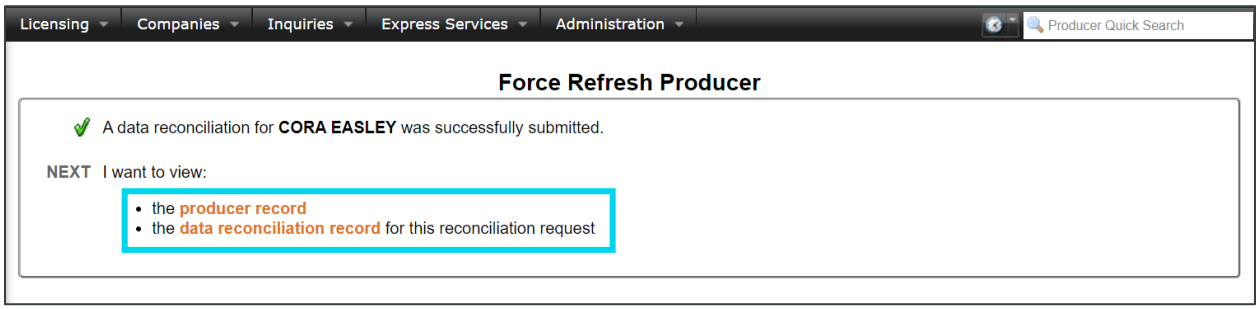
2. You will now see the *Review/Update Producer* screen.
3. Click the **Review Sircon Subscription** button.



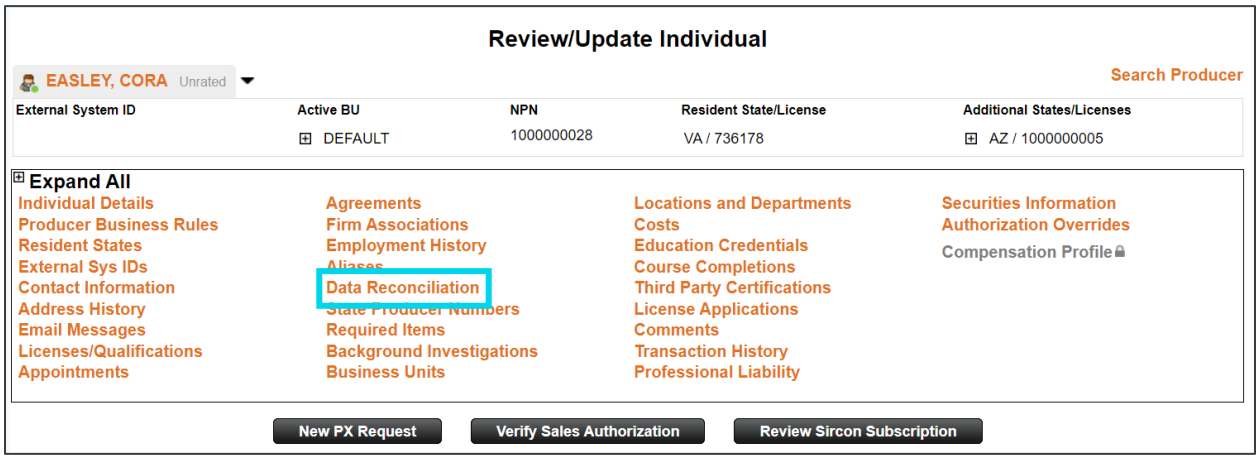
2. You will now see the *Review Sircon Subscription* page.
3. In the *Sircon Services Summary* section, click the **Force Refresh Data** button.



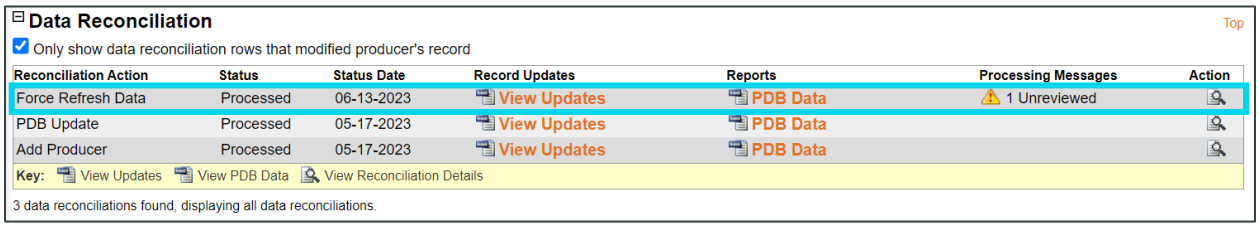
4. You will see a message that a data reconciliation was successfully submitted.
5. Click the **Producer Record** button to return to the *Review/Update Producer* page.



6. Click the **Data Reconciliation** button from the quick links.



7. The **Force Refresh Data** operation will appear in the Data Reconciliation log.

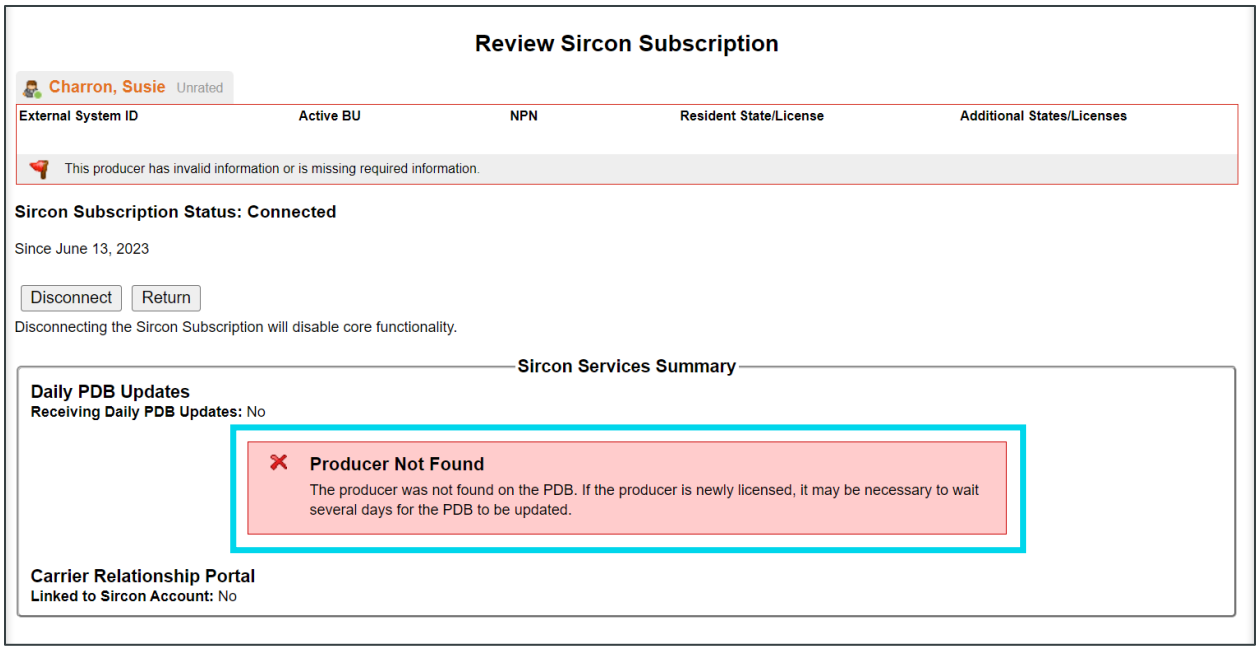


Troubleshooting Daily PBD Updates

Reasons Producers Are Not Receiving Daily PDB Updates

PRODUCER IS NOT FOUND ON PDB

If a producer is not found on the PDB, a "**Producer Not Found**" message is displayed on the *Review Sircon Subscription* page. This message will appear if you manually added a producer and their information did not match any records on the PDB.



There are two main reasons you will receive this error:

1. The producer's data (such as their Last Name, NPN, EIN, or SSN) is incorrect.
2. The producer does not exist on the PDB because they do not have any licenses.

If the producer's data is incorrect, you may need to readd the producer with the correct data as a separate entry. When you readd the producer, you will need to disconnect the subscription from the inaccurate producer record.

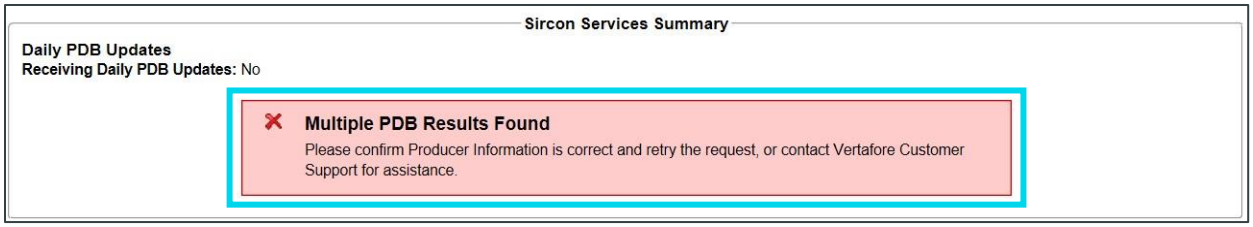
Section: Troubleshooting Daily PBD Updates

If the producer does not exist on the PDB, you can keep them in the system and wait for the PDB entry to appear. Producer Central will add the producer to a separate queue to try that syncs the producer with the PDB daily. Once they are added to the PDB, they should automatically be connected to the daily PDB sync.

MULTIPLE PRODUCERS FOUND ON PDB

There may be cases where multiple producers are found on the PDB with the provided search criteria. When this happens the *Review Sircon Subscription* page will display a **"Multiple PDB Results Found"** message.

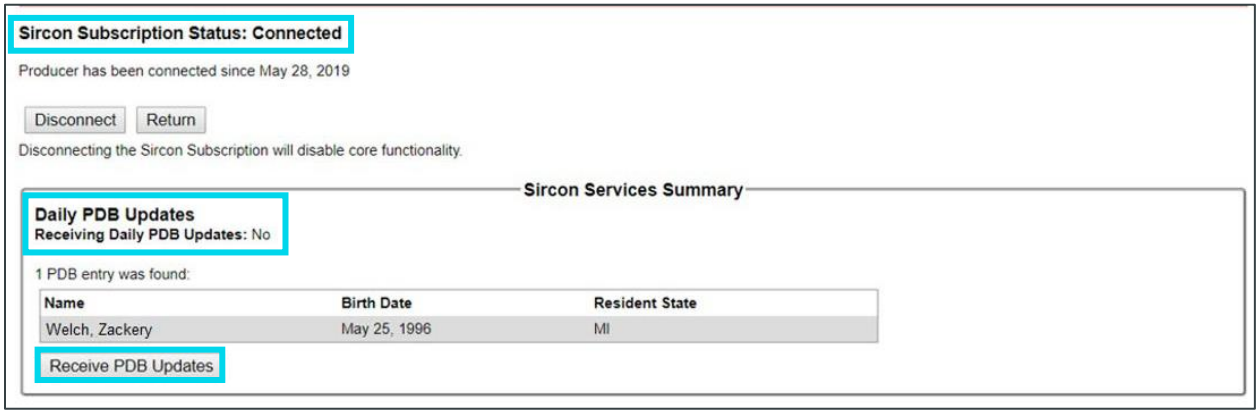
You will still be able to connect the producer to Sircon although the producer's record will not be able to receive Daily PDB Updates.



PRODUCER CONNECTED, FOUND ON PBD, BUT NOT RECEIVING UPDATES

This can occur when a producer is created in Producer Central before they existed on the PDB, and then are later found on the PDB. A producer record will remain in this state until a daily job identifies that they have a valid NPN, are in a connected status, and have not yet begun receiving daily updates.

Once the producer record is found and updated by the job it will begin receiving daily updates. Alternatively, a user can click on the **Receive Daily PDB Updates** button before the job runs to have the producer begin receiving daily updates.



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APPENDIX 1: Sircon for Carriers Help Resources

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

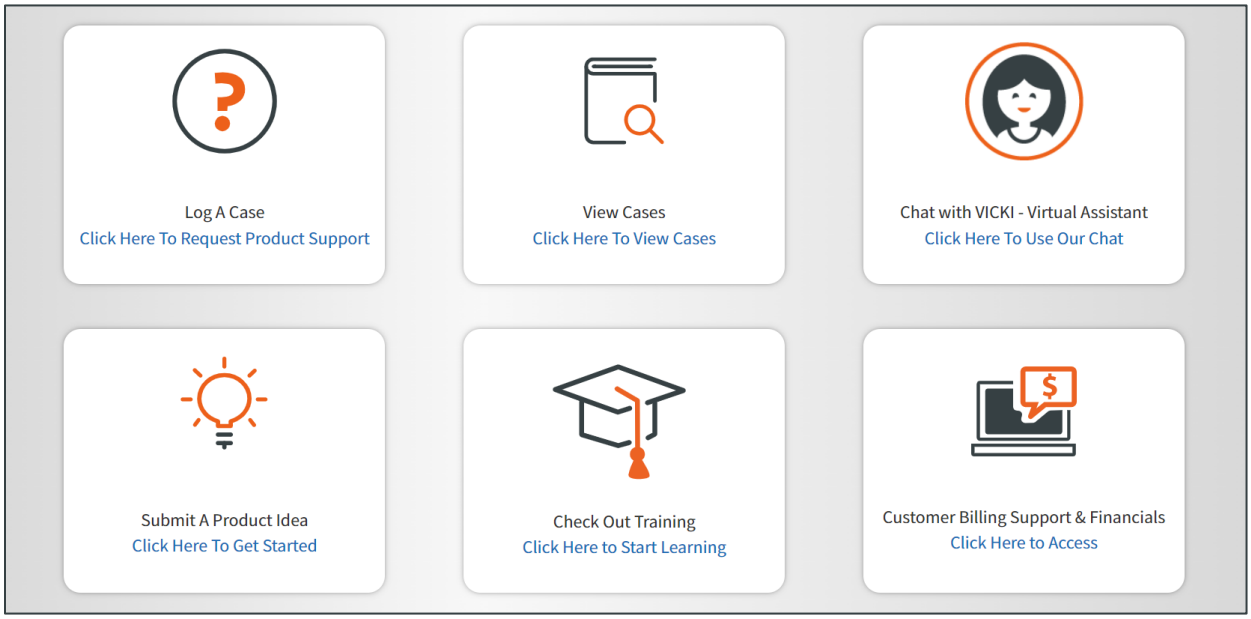
- My Vertafore
- Sircon Support

My Vertafore

My Vertafore is our free online customer support portal and knowledge base.

With My Vertafore you can:

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



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

Contact Vertafore Customer Support

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

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APPENDIX 2: Document History

Version	Revision Date	Revision Record
1.0	6/13/2023	Original Document

999 18th St | Denver, CO, 80202 | 877.876.4430| Vertafore.com

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