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SIRCON FOR CARRIERS

Data Fixes in Producer Central

Vertafore

Section: Overview

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Overview

Introduction and Background

If you have administrative privileges, you can use the **Data Fix** functionality to correct inaccurate or missing data in Producer Central.

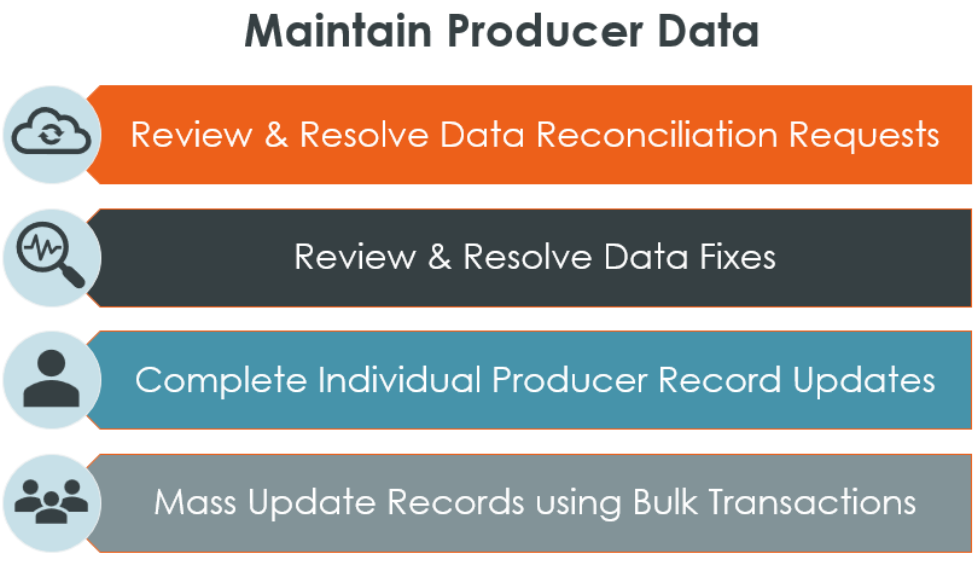
Some examples of data you can correct with data fixes are:

- Producer data
- Licensing data
- Appointment data
- Association data

You can also delete licensing data from producer records or delete producer records entirely. The **Data Fix** functionality also allows you to review producer records with missing required information.

Reviewing and resolving data fixes is one of the steps that falls under the **Maintain Producer Data** process. It is important to regularly review the Producers with Missing Information to ensure producer data remains accurate.

If you encounter errors with licensing data or with appointment/qualification/state association dates, you should use data fixes to update the producer record.



Note: Click the links to open quick guides that cover how to maintain producer data using Data Reconciliations, Producer Record Updates, or Bulk Transactions.

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Section: Overview

What will be covered?

In this quick guide, we will review how to perform all the data fix functions, including how to:

- Correct License Data
- Correct Qualification Dates
- Correct Appointment Dates
- Correct State Association Dates
- Review Producers with Missing Information
- Delete Producers
- Delete Licensing Data by State

Who should use this document?

Users with administrative access to Producer Central that need to correct data for individual and firm producers.

When should you use this document?

Use this document when you need to complete data fixes in Producer Central.

It is recommended that your company reviews the required data fixes and completes them on a regular basis. This helps ensure your producer data is accurate and that your company remains in compliance with state requirements.

> **Note**: The exact timing of when to perform data fixes depends on the size of your organization and the number of producers you need to manage. Contact your Vertafore support contact if you need recommendations about how often your company should complete this activity.

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Producers with Missing Information

Use the *Producers with Missing Information* page to review a list of producer records that lack specific data types. Producer Central will display entries on this page if a producer is missing required data or if the data is in the incorrect format. The required data types are based on your company's unique configuration.

When Vertafore implements your company's instance of Producer Central, Vertafore can configure certain data types to be "required" based on your company's business requirements.

When a producer record lacks one or more required data types, the record is considered incomplete and compliance transactions, such as state appointments or appointment terminations, cannot be submitted.

Vertafore can configure your company's instance of Producer Central to require that producer records contain:

- At least one **Business Unit**
- Specific Individual and/or Firm **Address Types**
- Specific Individual and/or Firm **Phone Types**
- A **Birth Date** (for Individuals)
- At least one **Individual Association** (for Firms)
- At least one **Agreement**
- At least one **External System ID**

The data fixes required for your organization are based on your company's unique configuration.

In this section, we will discuss how to perform data updates for each scenario.

> **Note**: You can use the Table of Contents to navigate to learn how to update a specific data type.

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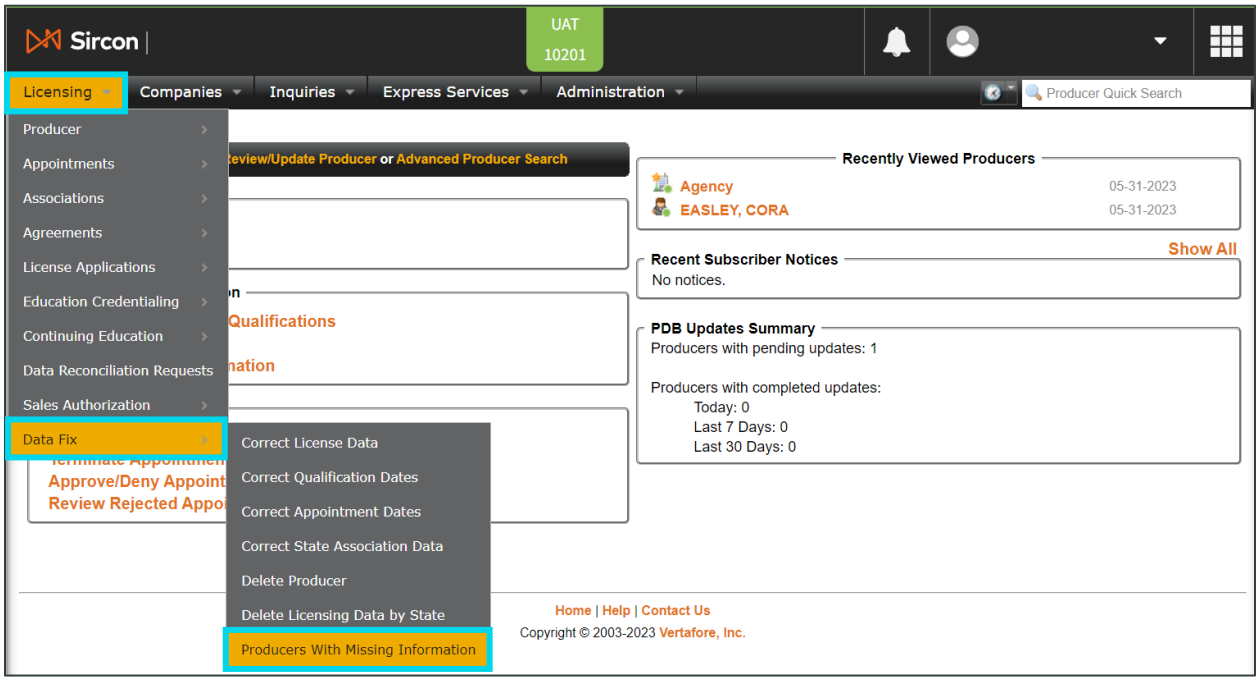
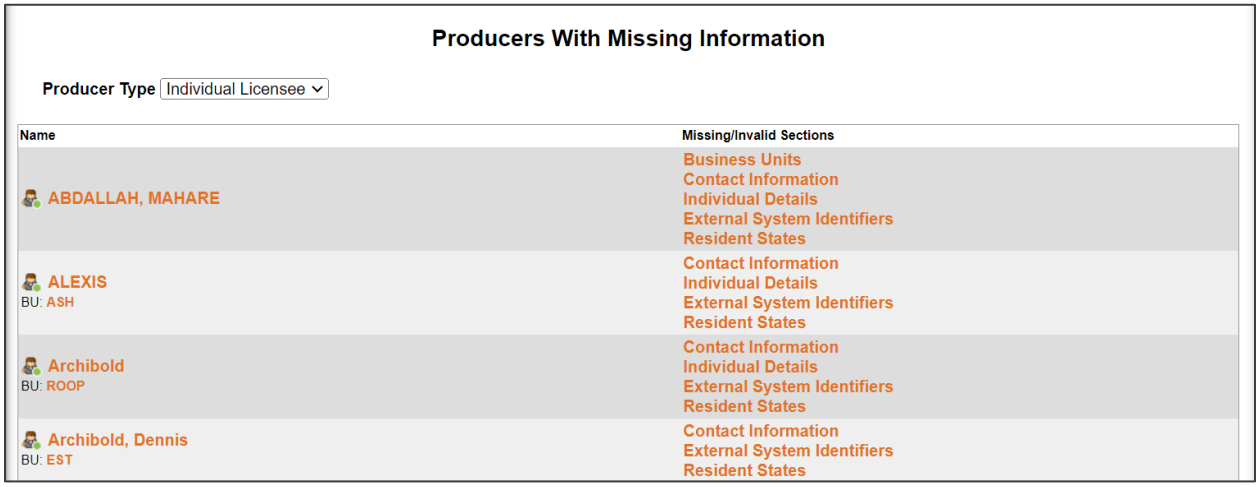
Navigate to Producers with Missing Information

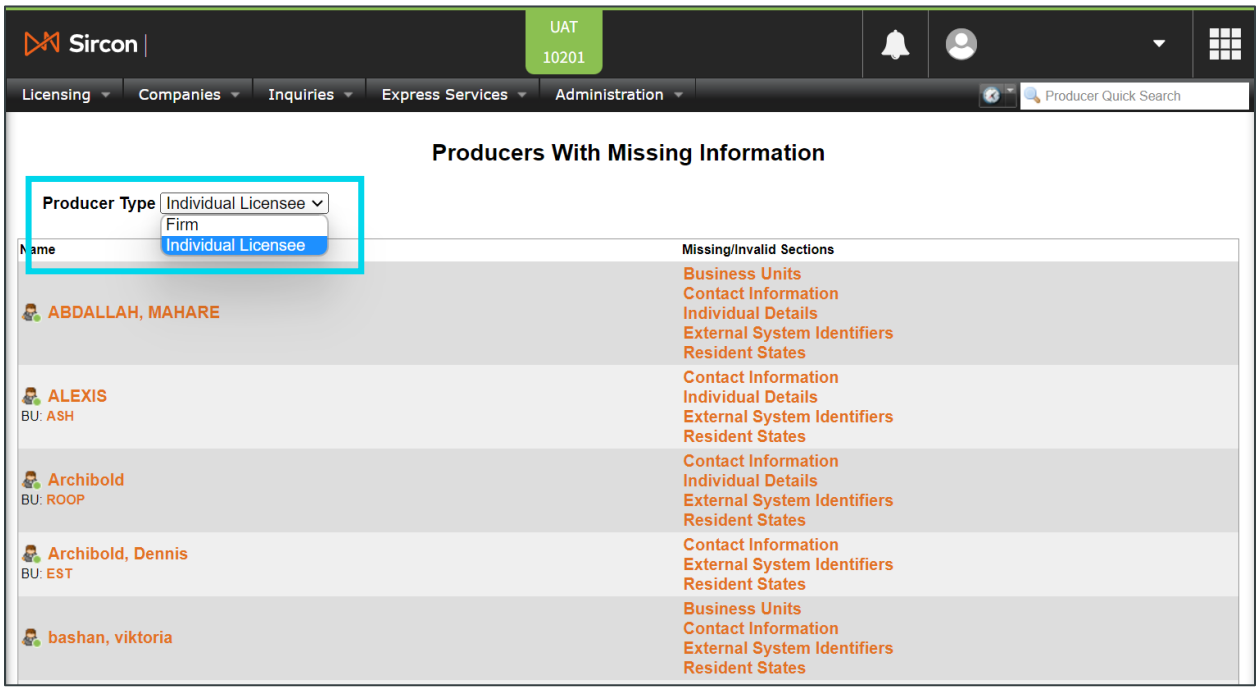
1. From the **Licensing** menu, select **Data Fix** and then select **Producers with Missing Information**.



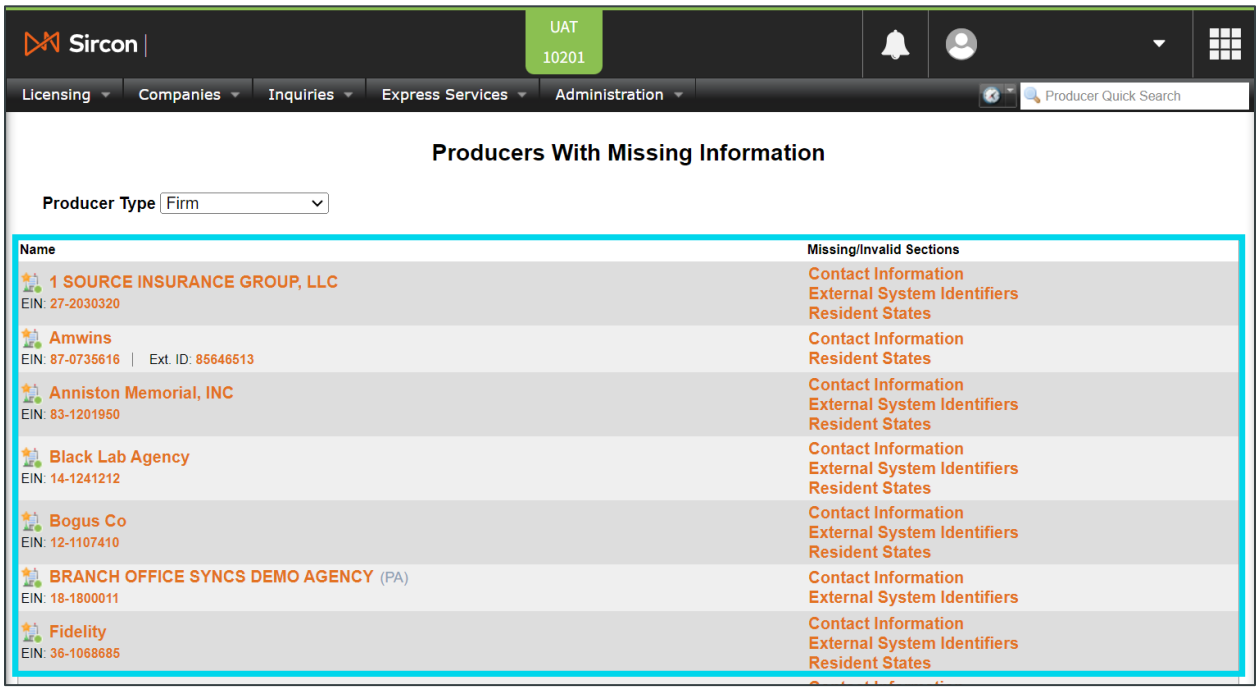
2. You will see a list of all the Producers in your organization that contain missing information.
3. The first column shows the **Name** of each producer and a link to the producer record.
4. The next column lists the **Missing / Invalid Sections** which contains links to pages where you can add/update information that is missing on the producer record.



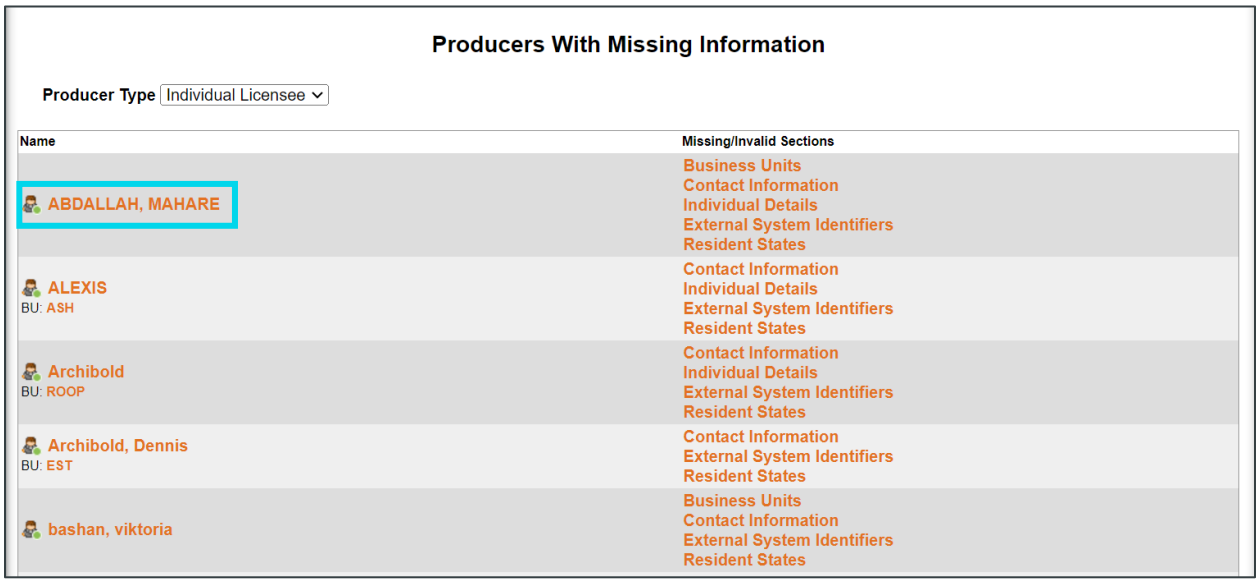
5. Use the **Producer Type** dropdown to display a list of the **Individual Licensees** or **Firms** with missing information.



6. The list of **Firms** with missing information functions the same as the **Individual Licensees** list.



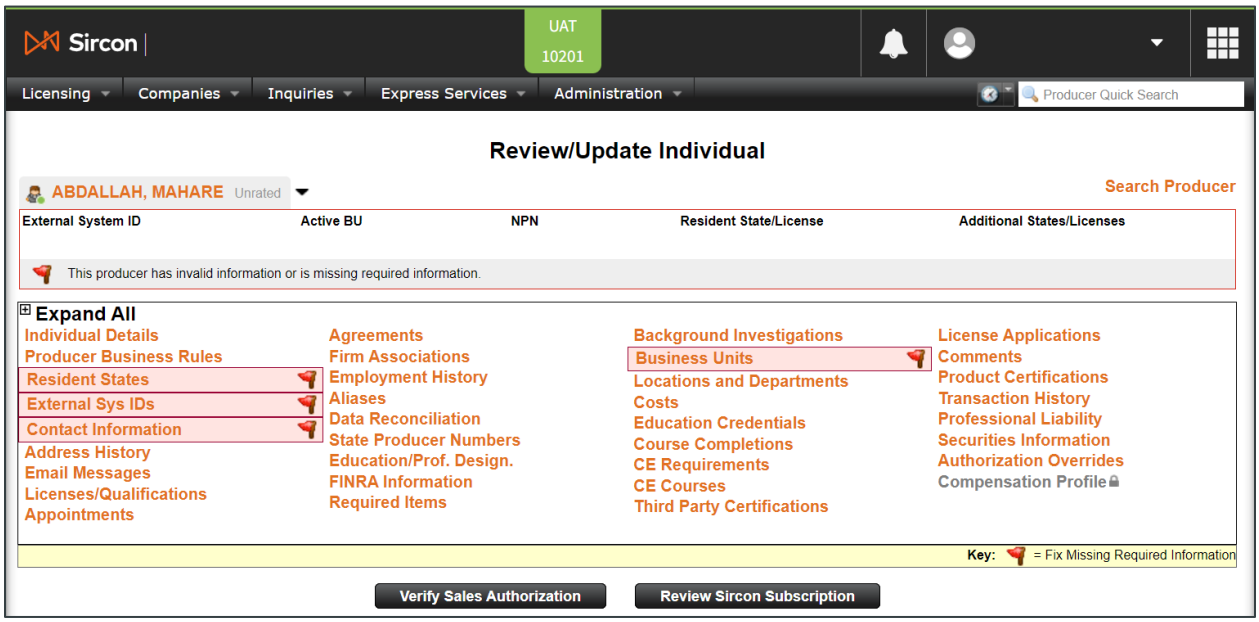
7. Click the **Producer Name** to navigate to the individual producer record.



8. In the producer record you will see a **Missing Required Information** ( ) flag next to any section that contains missing information.

Note: In this guide, we will cover how to add missing information using the **Producers with Missing Information** data fix.

For more information about how to update missing information from an individual producer record, refer to the Maintain Producer Records Quick Guide.

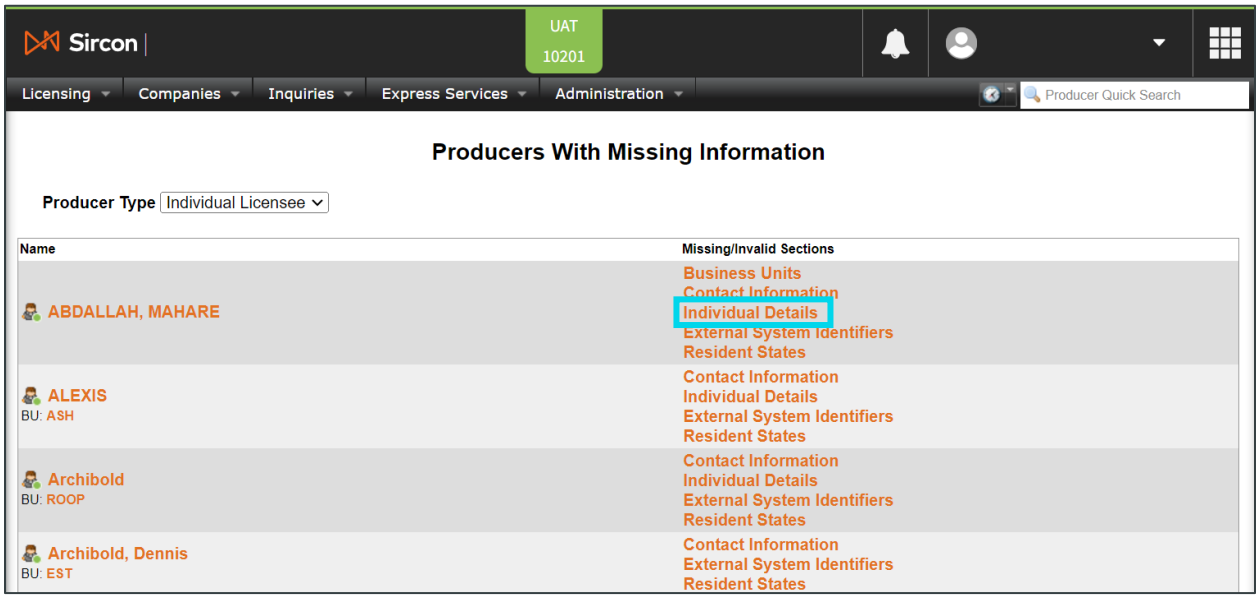


Section: Producers with Missing Information

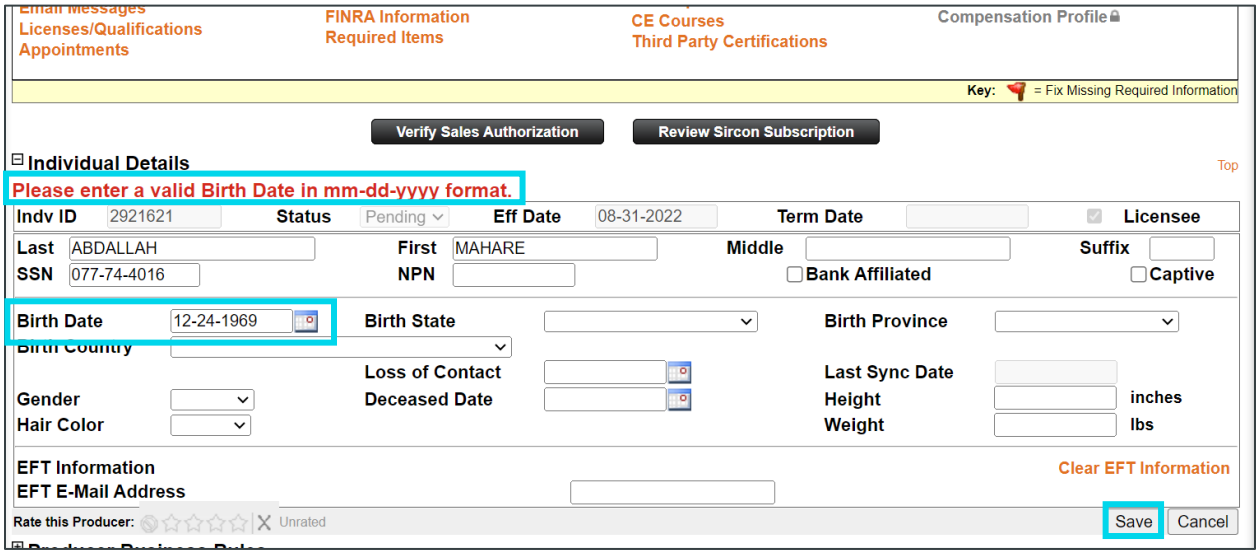
Maintain Individual Details

In this section, we will learn how to maintain the **Birth Date** in the individual details section of the producer record if your organization requires the birth date to be maintained.

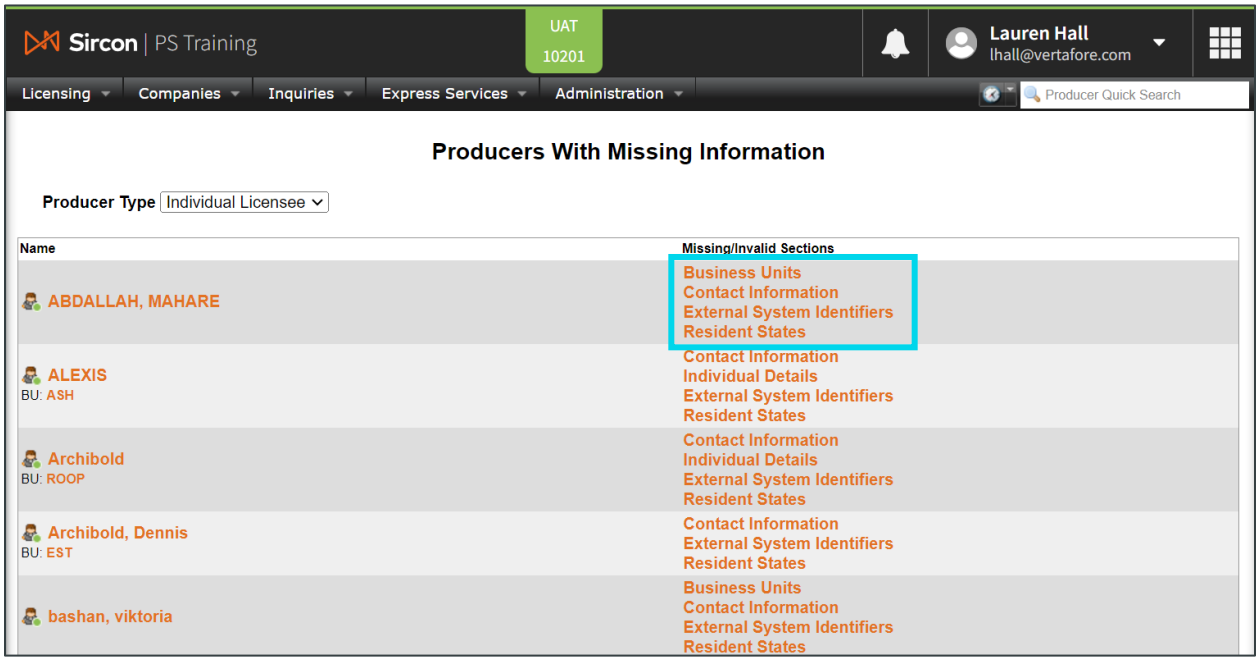
1. From the *Producers With Missing Information* page, click the **Individual Details** link.



2. You will now see the *Review/Update Individual* page. Under the **Individual Details section**, you will see a message that says, "Please enter a valid Birth Date in MM-DD-YYYY format."
3. Type the producer's **Birth Date** then click **Save**.



4. When you return to the *Producers With Missing Information* page, the **Individual Details** link will disappear from the **Missing/Invalid Sections**. This indicates the update was successful.



Section: Producers with Missing Information

Maintain Contact Information

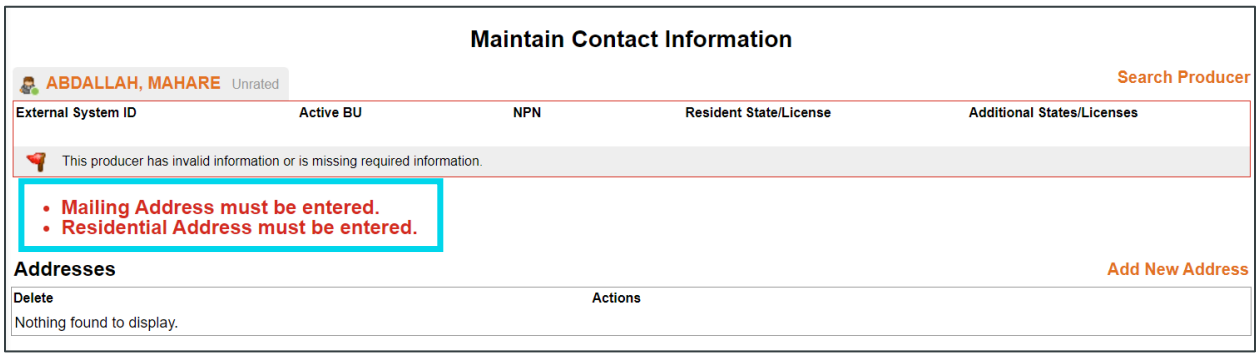
Use the *Maintain Contact Information* page to add, update, or delete addresses, phone numbers, web addresses, email addresses, and communication preferences for a selected individual or firm producer.

Use this section to update specific **Individual and/or Firm Address Types** or **Specific Individual and/or Firm Phone Types** that are required by your organization.

1. Click the **Contact Information** link from the *Producers With Missing Information* page.

2. You will now see the *Maintain Contact Information* page.
3. A message at the top of the section will detail the contact information that is required by your company.

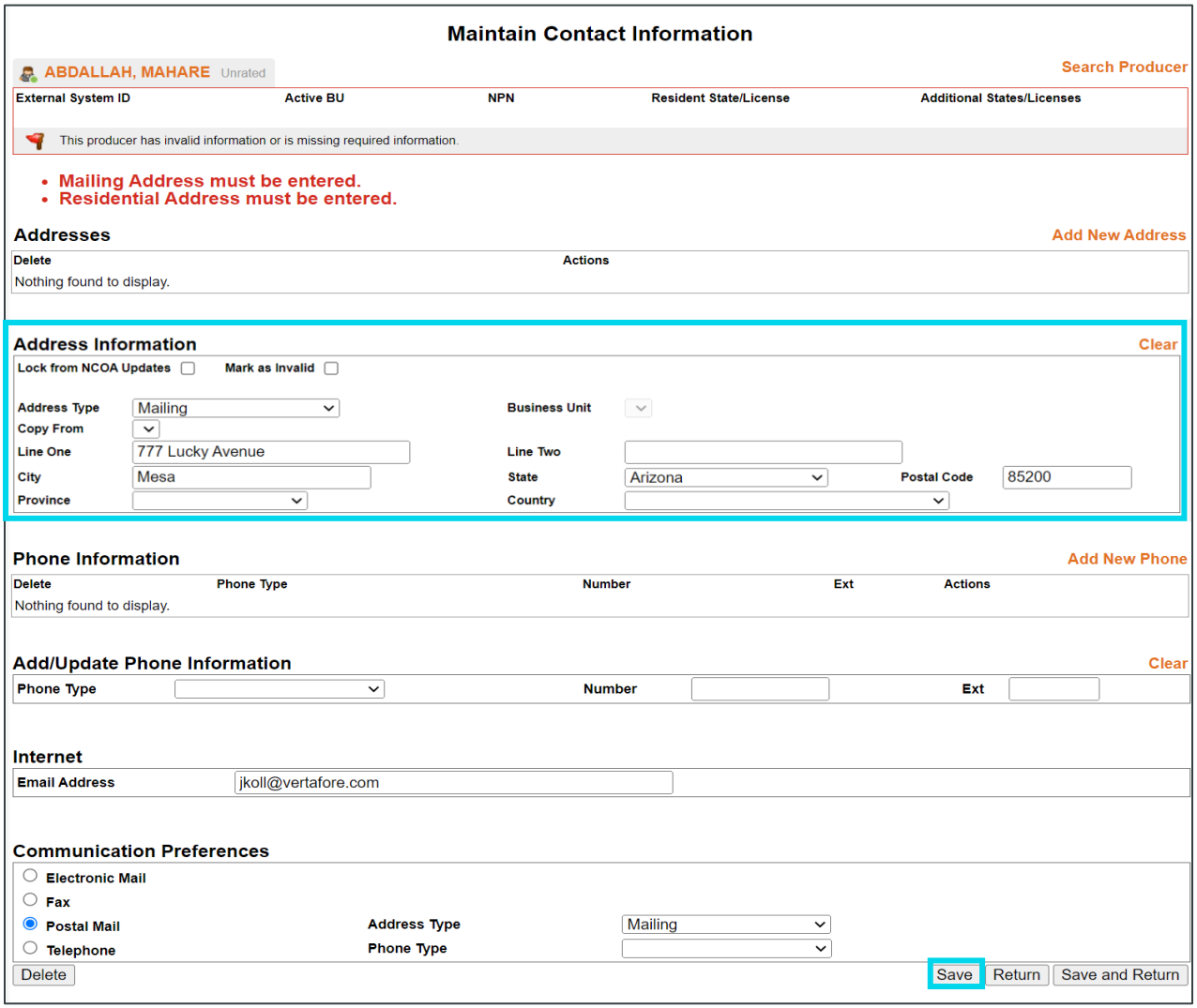
> **Note**: In this example, the **Mailing Address** and **Residential Address** are both required information.



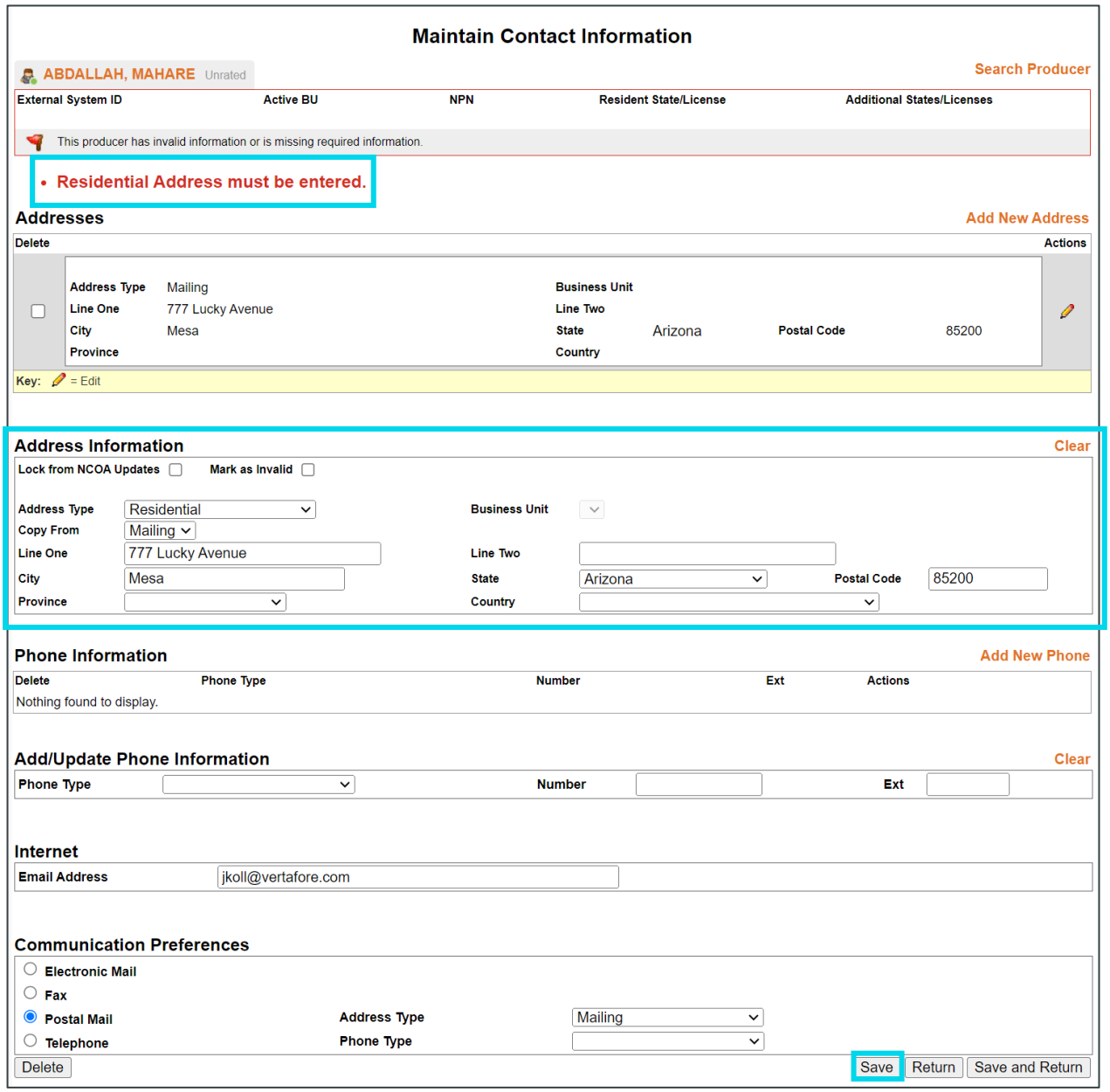
4. In the **Address Information** section, fill in the following fields:
   - **Address Type**: Select the address type such as Residential, Mailing, or Business Location.
   - **Line One**: Enter the first line of the address.
   - **City**: Enter the city of the address.
   - **State**: Select the State from the dropdown.
   - **Postal Code**: Type the postal code.

> **Note**: The **Country** will default to the United States. You only need to change the **Country** or **Province** if the address is outside of the United States.

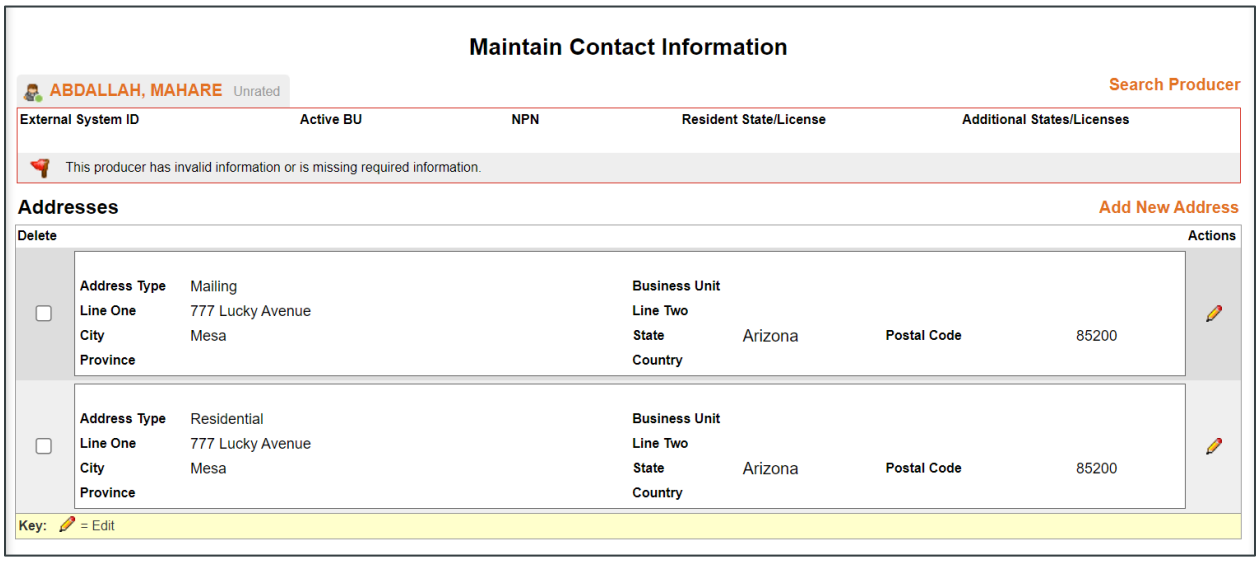
5. Click **Save**.



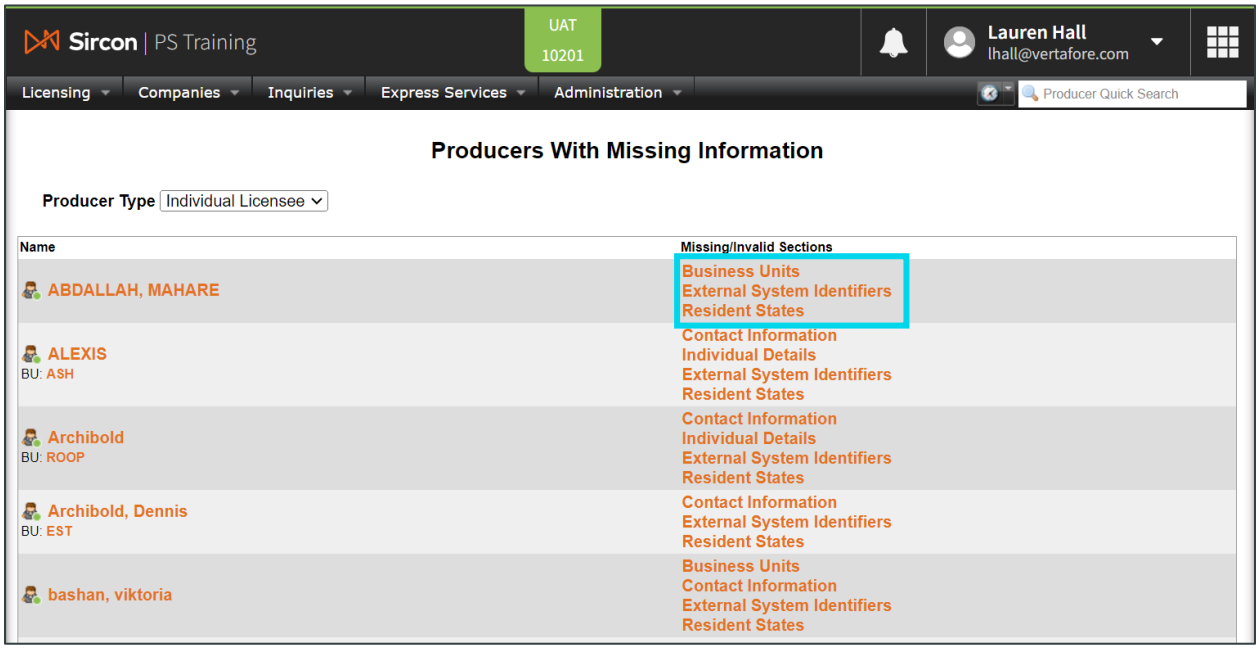
6. You will see the message at the top of the screen update, and now the **Residential Address** needs updated.
7. Enter the **Address Information**, then click **Save**.



8. The **Address** section will update with your saved addresses.



9. In the *Producers with Missing Information* page, the **Contact Information** link has been removed from the **Missing/Invalid Sections**.



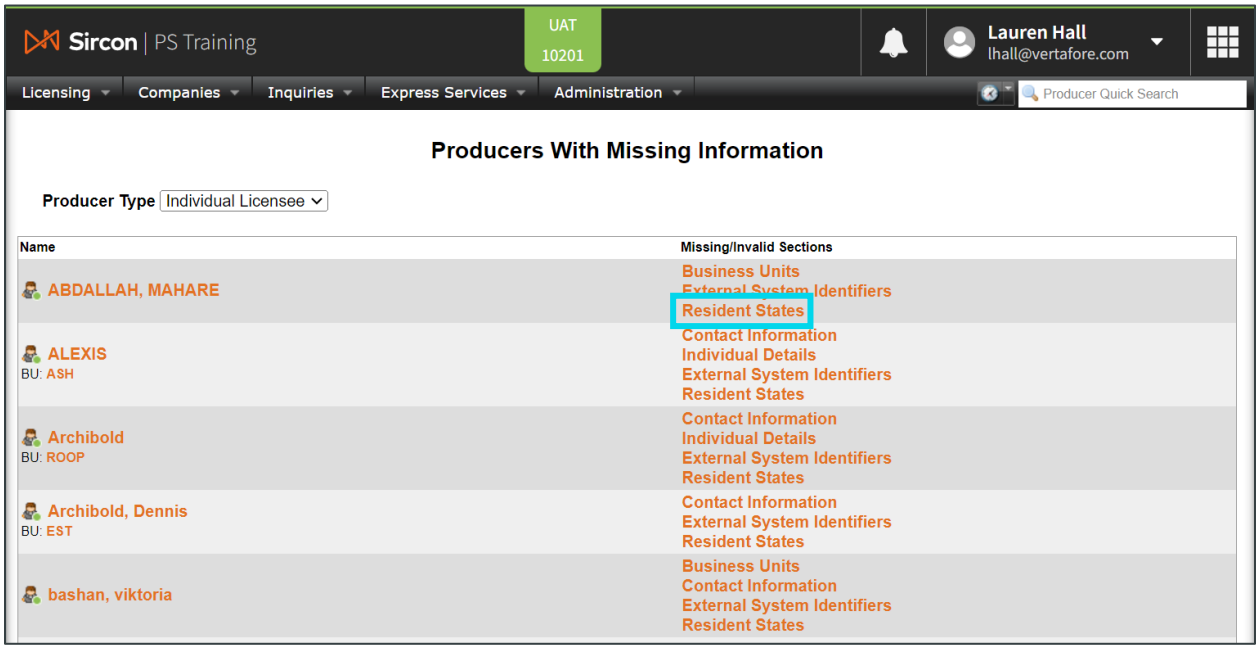
Maintain Resident States

A resident insurance license allows a producer to solicit, quote, negotiate or write insurance in a state in the producer's state of residency. A producer must carry an active resident license in his home state prior to obtaining a non-resident license in any other state.

> **Note**: Typically, the Resident State will pull in from the Producer Database with a data sync if that producer has a Resident State (License). A missing Resident State could pose a problem with future transactions and adding one manually will not circumvent this issue at the state/NIPR level, it is just making the missing flag go away in the producer record.

Use the *Maintain Resident States* page to add, update, or delete information concerning a producer's state(s) of residency.

1. Click the **Resident States** link from the *Producers With Missing Information* page.



2. You will now see the *Maintain Resident States* page. You will see a message that says, "At least one Resident state must be entered."
3. You can add a **Resident State** by filling out the following fields:

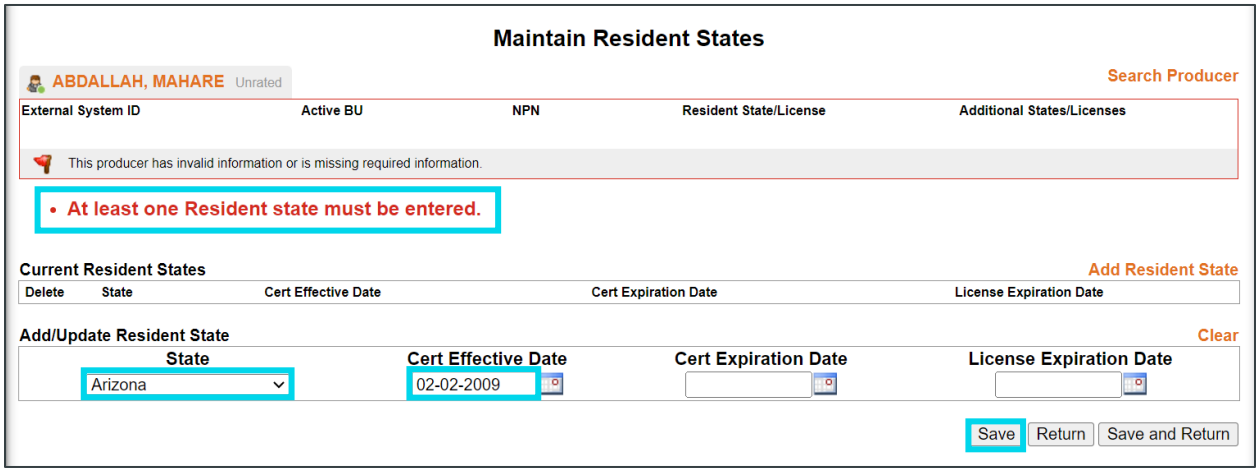
- **State**: Select the name of the Resident State.
- **Cert. Effective Date**: Enter the date on which the selected producer earned securities or professional designation certification in that state.
- **Cert. Expiration Date**: Enter the date on which the selected producer's securities or professional designation certification in that state expired or will expire.

- **License Expiration Date**: Enter the date on which the selected producer's resident insurance license in that state expired or will expire.

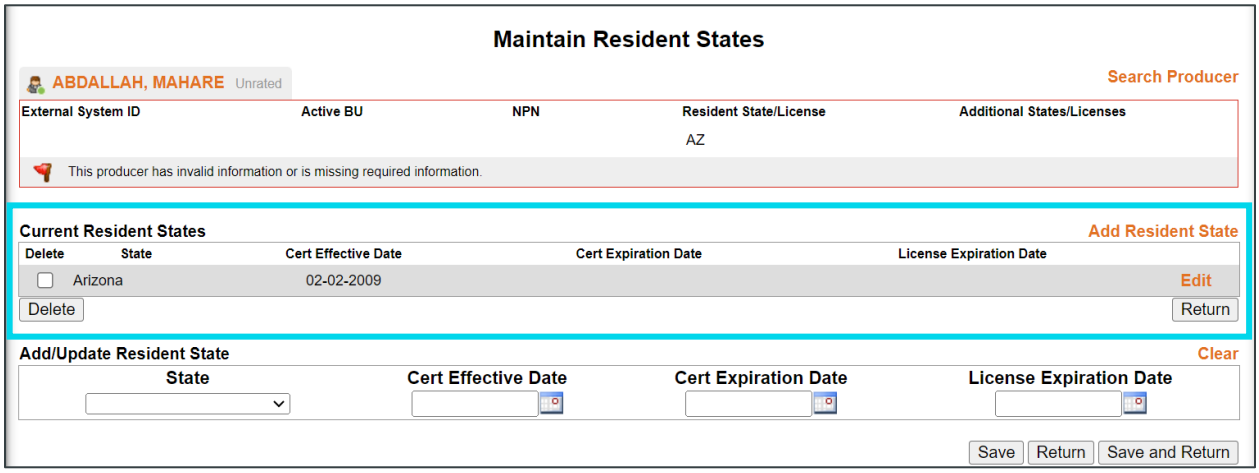
Note: The **Cert. Effective Date**, the **Cert. Expiration Date**, and the **License Expiration Date** fields are optional.

4. Click **Save** to save and stay on the same page to continue making changes. Click **Return** to return to the producer record without saving. Click **Save & Return** to save the information and return to the producer record.

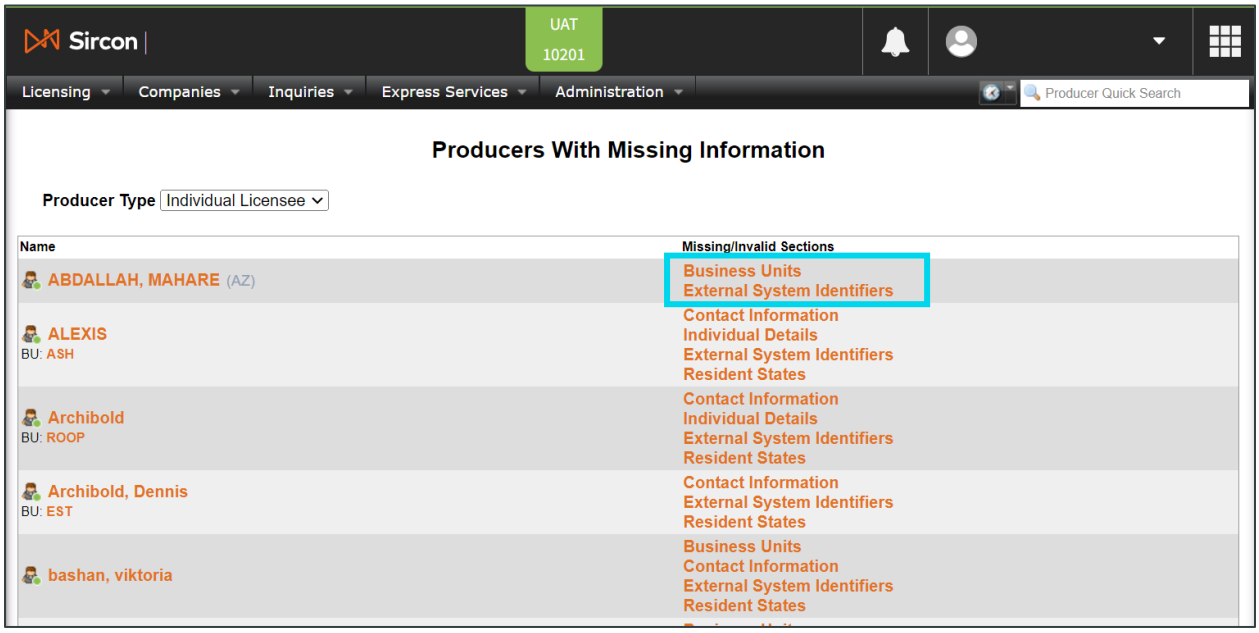
Note: If the producer needs to update their resident state, they will also need to follow the state-to-state move processes and submit changes to the PDB.



5. The **Resident State** is now added to the producer.



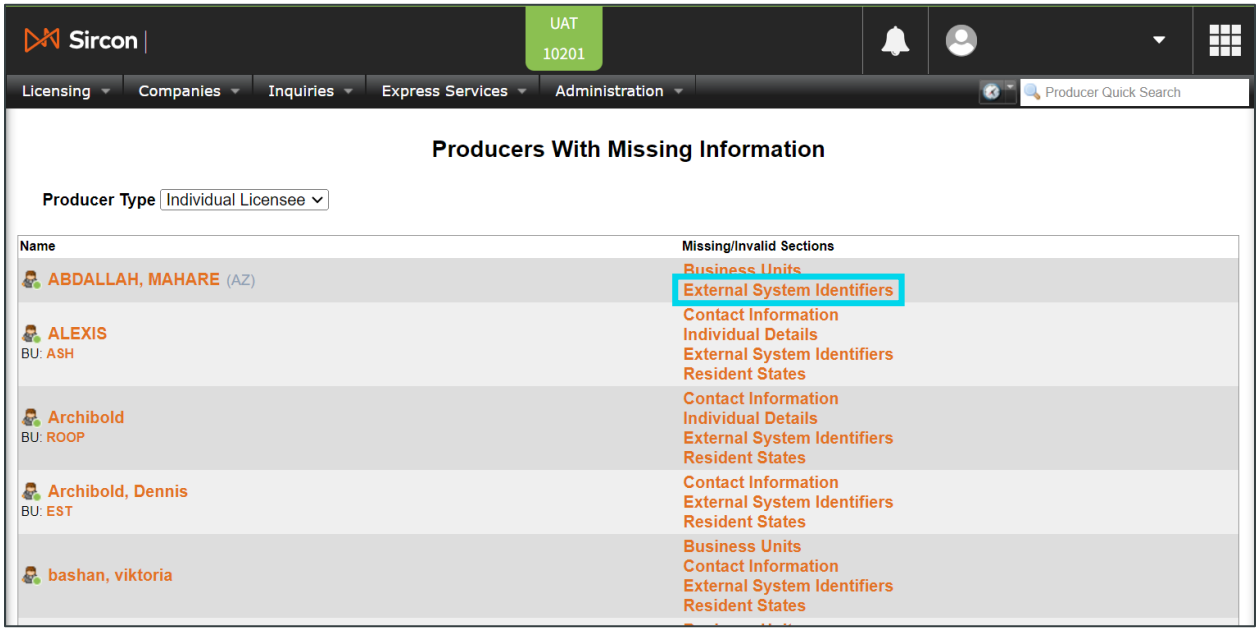
6. In the *Producers with Missing Information* page, the **Resident States** link is now removed from the **Missing/Invalid Sections** column.



Maintain External System Identifiers

Use the *Maintain External System Identifiers* page to add a selected producer's external system identifier information.

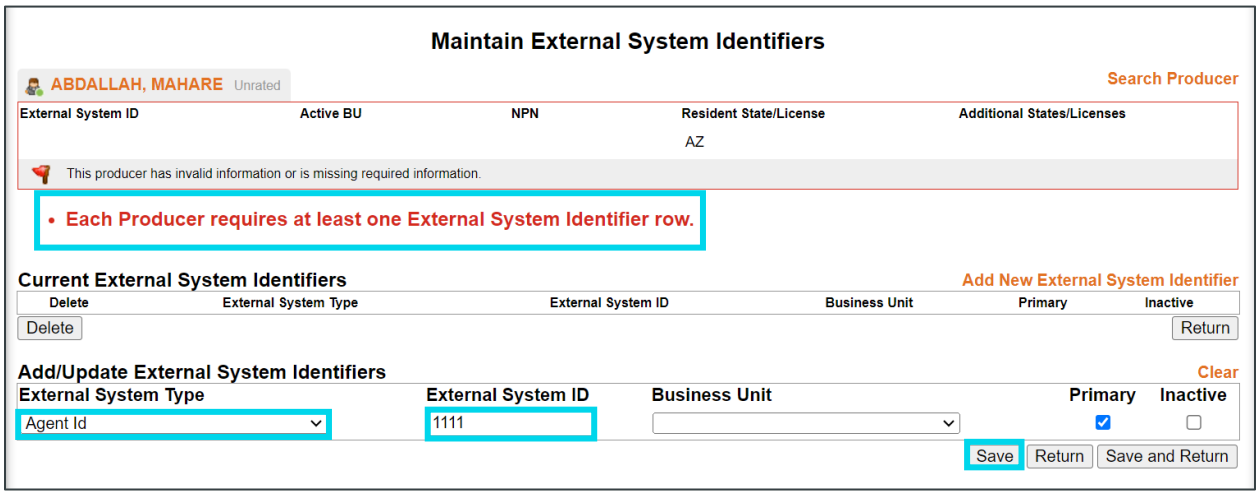
1. Click the **External System Identifiers** link from the *Producers with Missing Information* page.



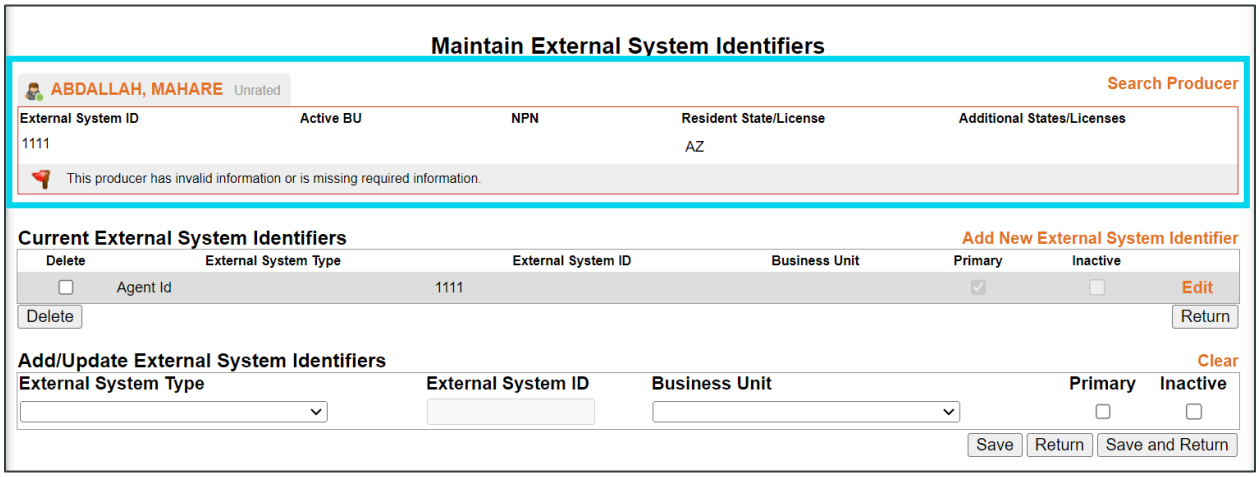
2. You will now see the *Maintain External System Identifiers* page. At the top of the page, you will see a message that says, "Each producer requires at least one External System Identifier row."
3. In the *Add/Update External System Identifiers* section, update the following fields:

- **External System Type**: Select the external system name or producer grouping type.
- **External System ID**: Enter the **External System ID**. You can either type the External System ID or click the **Generate ID** button.
- **Business Unit**: You can optionally add the Business Unit that corresponds to the External System ID.
- **Primary** or **Inactive** Checkboxes: Click the **Primary** check box to make the External System ID the main ID. Click the **Inactive** check box to make the External System ID inactive.

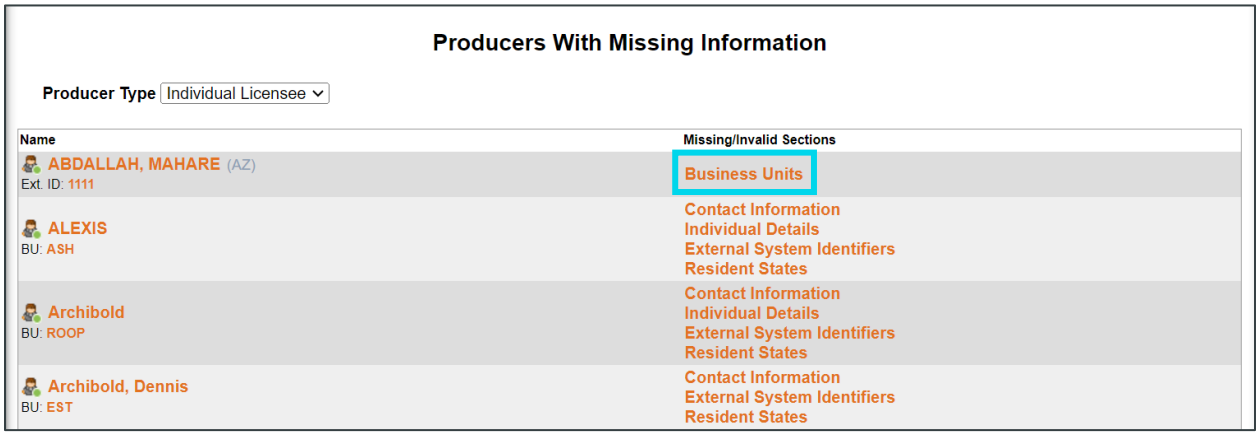
4. Click **Save** to save and stay on the same page to continue making changes. Click **Return** to return to the producer record without saving. Click **Save & Return** to save the information and return to the producer record.



5. The External System Identifier is now saved to the producer record.



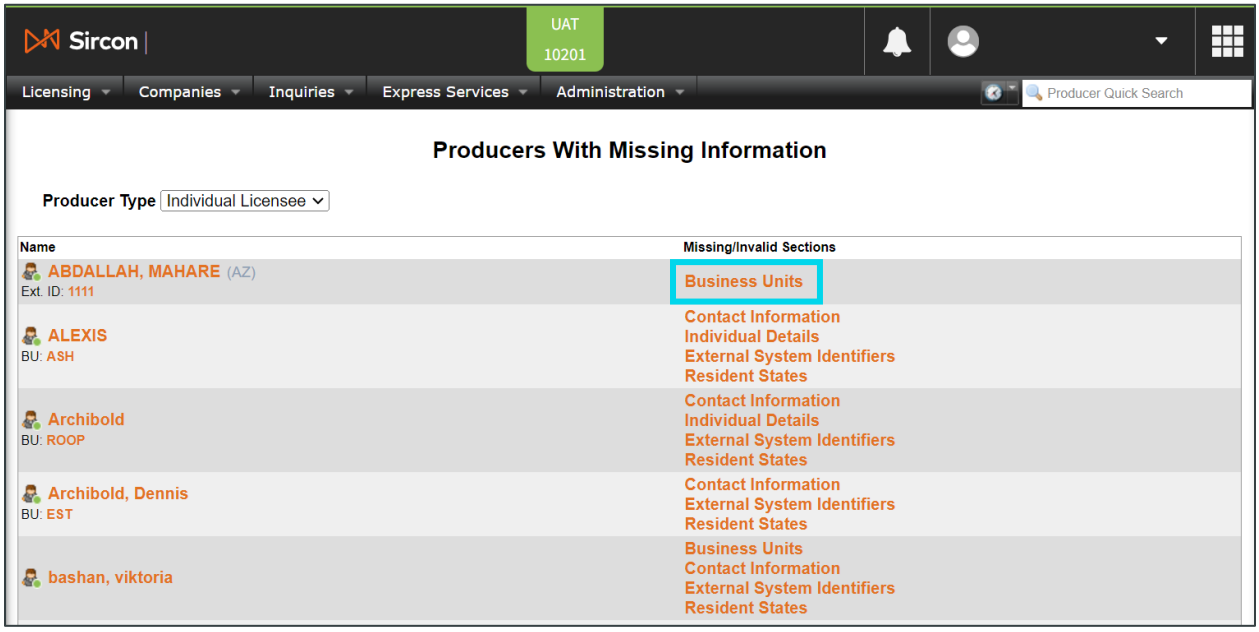
6. In the *Producers with Missing Information* page, the **Business Units** link is now removed from the **Missing/Invalid Sections** column.



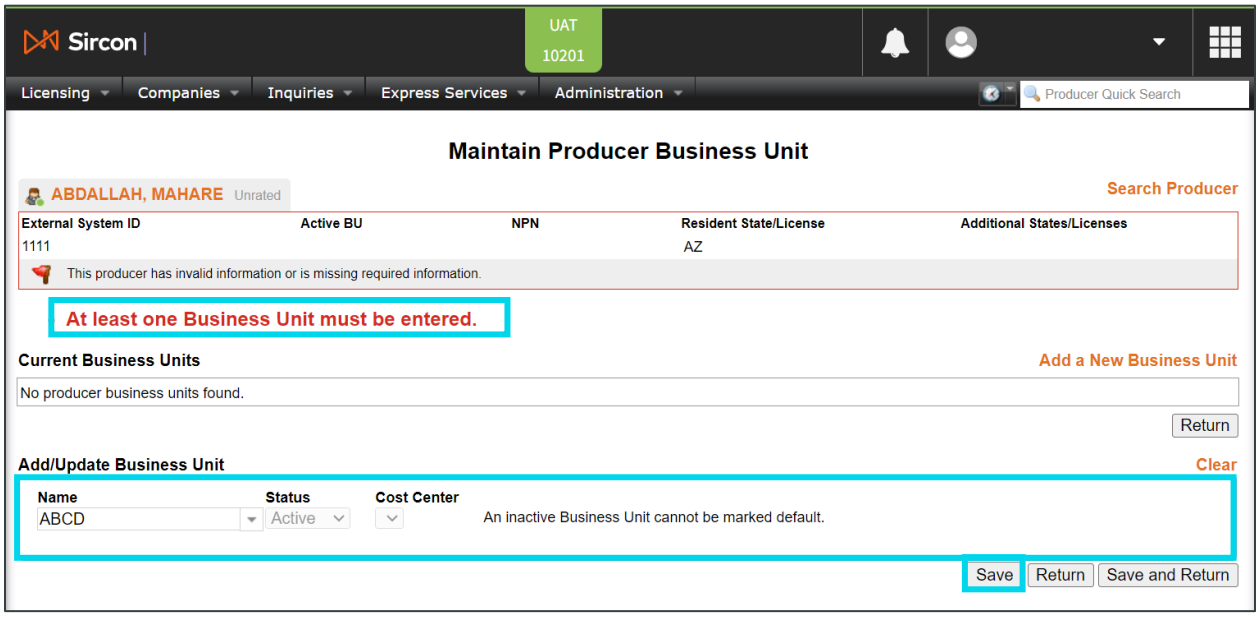
Maintain Business Units

If you have administrative permissions, use the *Maintain Producer Business Unit* page to add a business unit to the producer. Use this page to manage a producer's assignment to one or multiple business divisions, segments, distribution channels, or geographic locations in your organization.

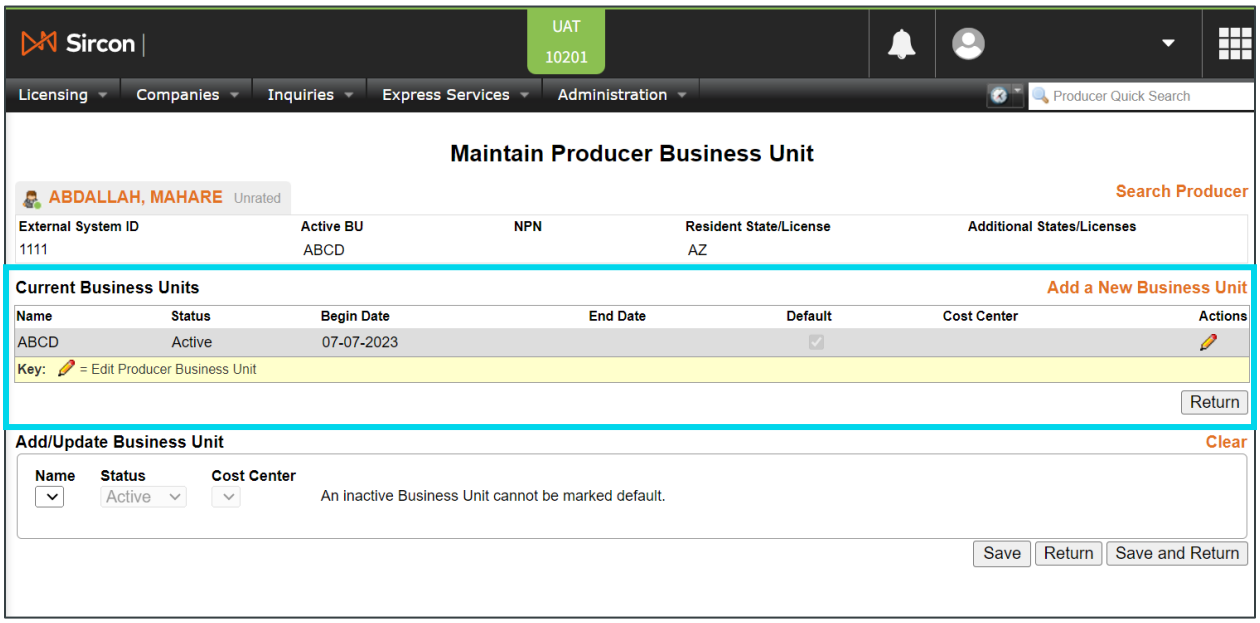
1. Click the **Business Units** link from the *Producers with Missing Information* page.



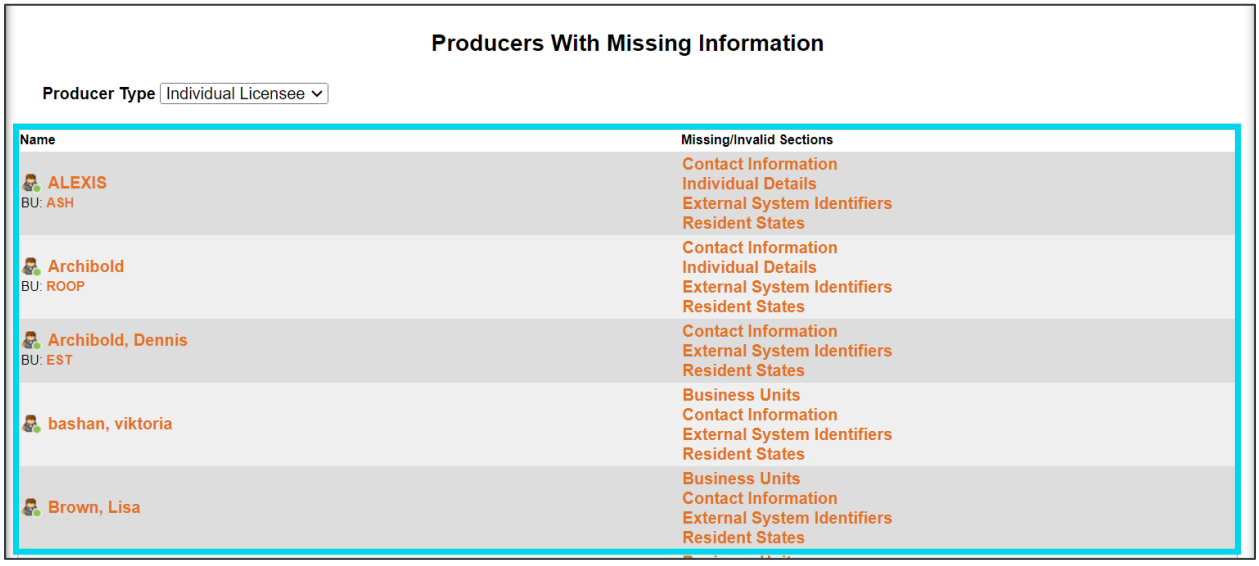
2. Choose the **Name** of the Business Unit you want to add from the drop-down list.
3. Click **Save** or **Save and Return**.



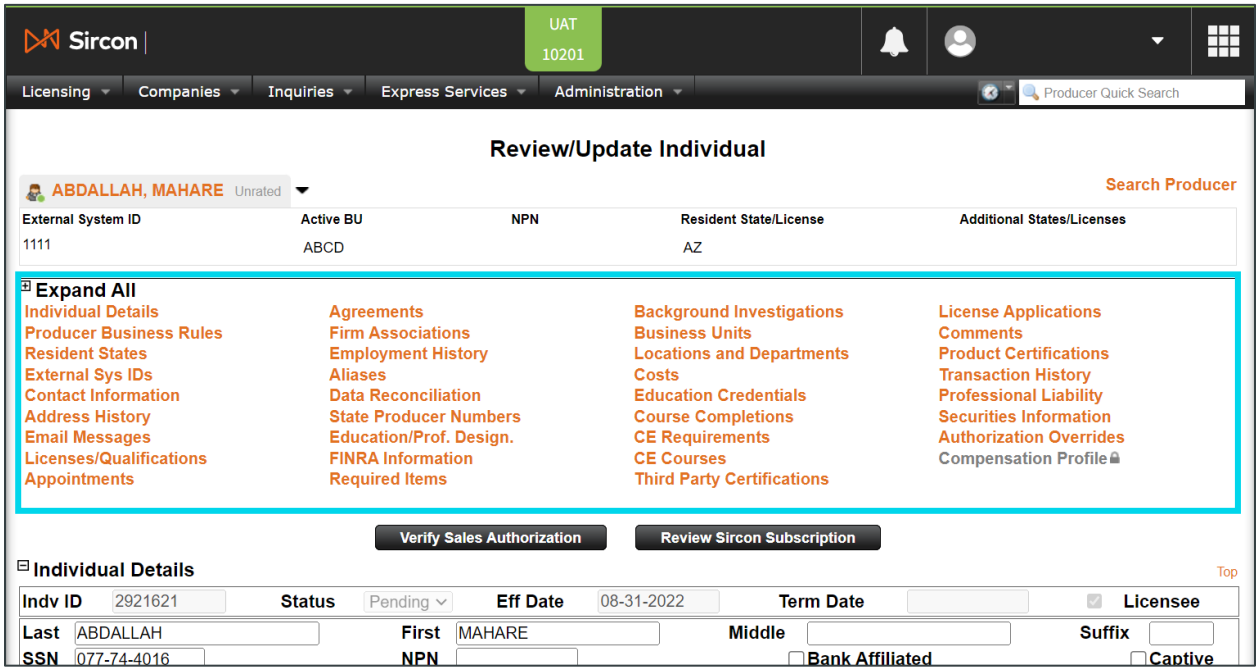
4. The **Business Unit** is now added to the producer.



5. In the *Producers with Missing Information* page, the **Business Units** link is now removed from the **Missing/Invalid Sections** column. Since all the missing data was added, the producer no longer appears on the page.



Note: When you open the producer's record, there are no longer **Missing Required Information** (🚩) flags in the quick links.



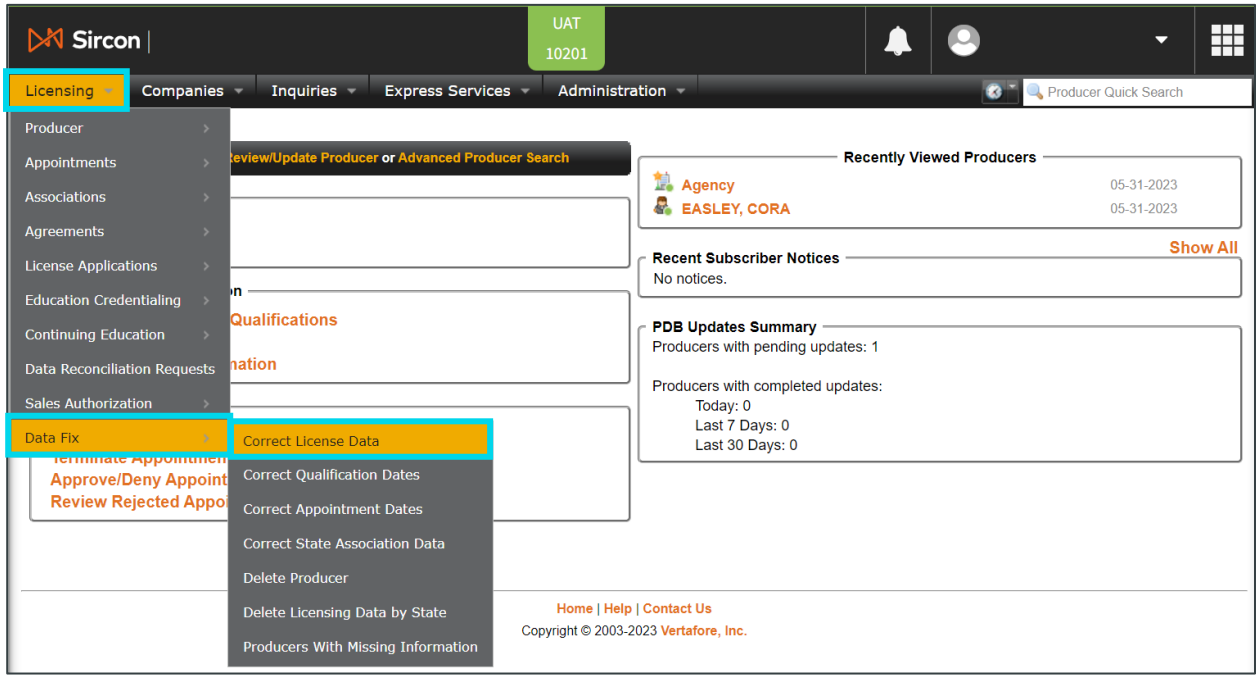
Correct License Data

Use the *Correct License Data* page to correct a selected producer's license data in one or multiple states. You also can protect license data from being updated by an automated data reconciliation. Use this option to change the license number, effective dates, and expiration dates within the Sircon producer record.

When you correct license data manually, you are only updating the Sircon producer record. Updates will **not** be sent to the states.

Note: This option is only available if the corresponding permission has been granted to the security role to which your user account is assigned.

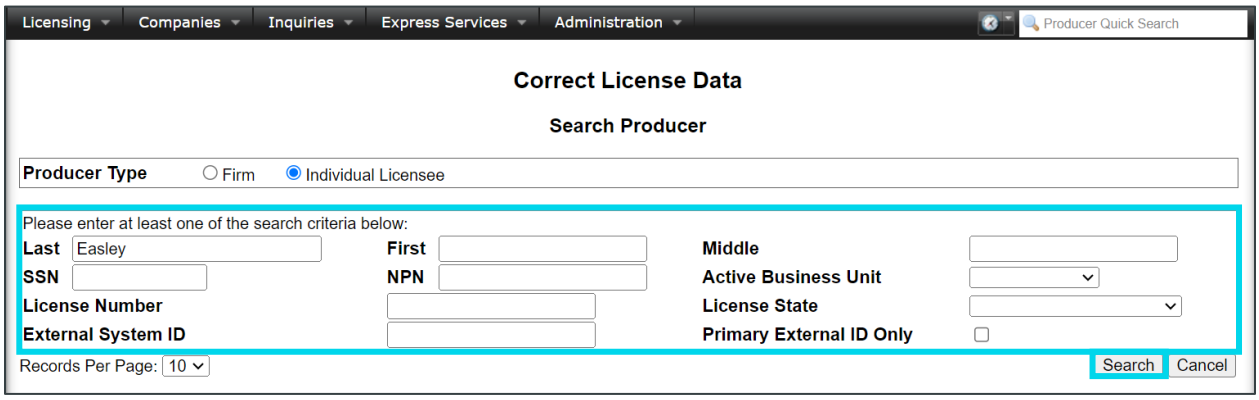
1. From the **Licensing** menu, select **Data Fix** and then select **Correct License Data**.



2. You will now see the *Correct License Data Search Producer* page. Use at least one of the search criteria to locate a producer.

Note: In this example, we are using the **Last** name to locate the producer.

3. Click **Search**.

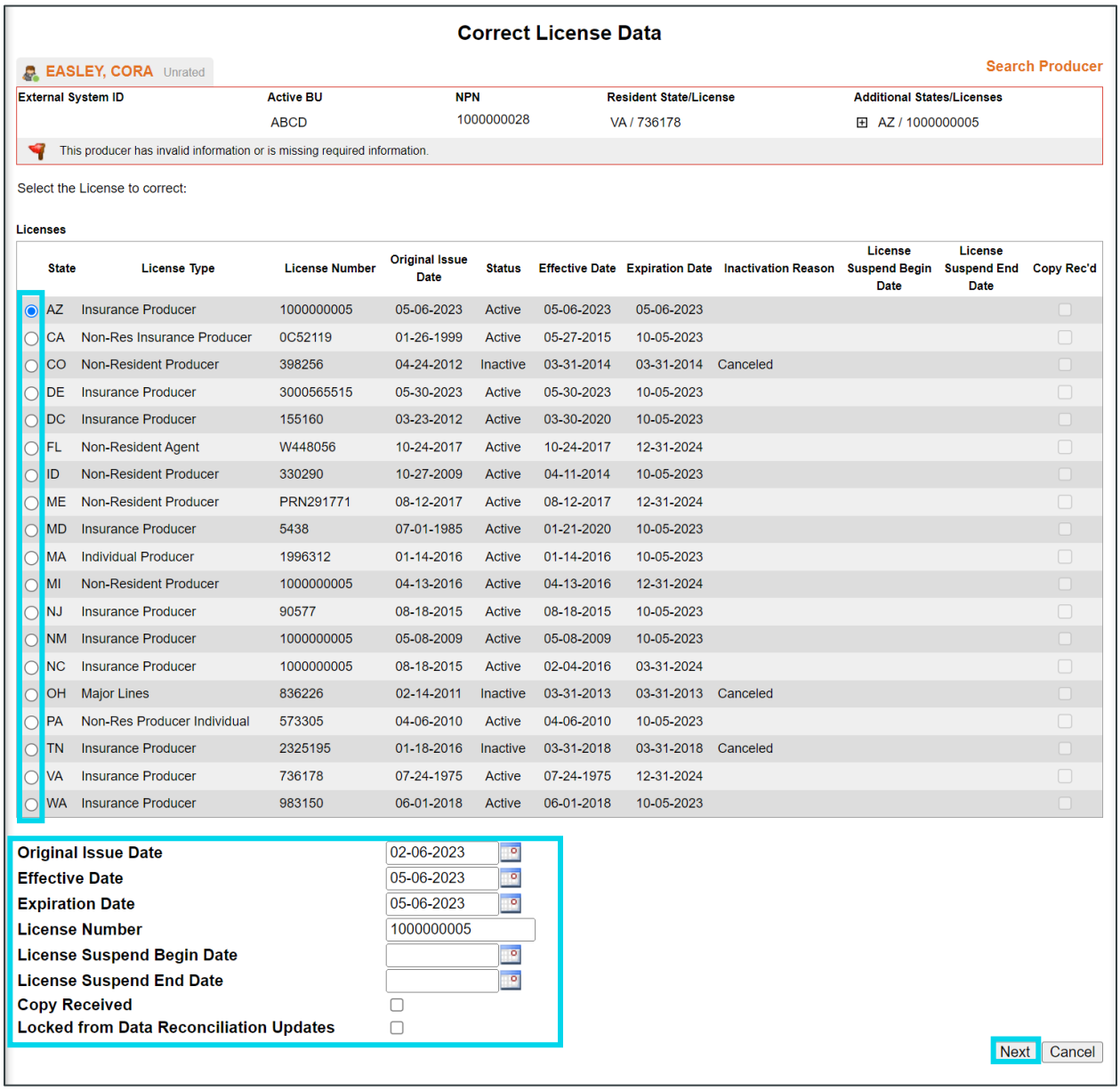


4. Select the license you need to edit by clicking the radio button next to the license.
5. At the bottom of the screen, you can edit the following details for the license you selected:
    a. **Original Issue Date**: Enter the date on which the license was initially issued or granted by the state.
    b. **Effective Date**: Enter the date on which the current value of the Status field became effective.
    c. **Expiration Date**: Enter the state-regulated date on which the license expires. Also known as the "renewal date.
    d. **License Number**: Enter the state license number or identifier.
    e. **License Suspend Begin/End Date**: Enter the date on which the issuing regulatory jurisdiction suspended or reinstated the license.
    f. **Copy Received:** Click the checkmark if your company holds a physical copy of the license, license certificate, or letter of certification; a blank checkbox if your company does not hold a physical copy of the license, license certificate, or letter of certification.
    g. **Locked from Data Reconciliation Updates**: Click the checkmark to protect selected license data on the selected producer record from being overwritten by automated PDB syncs. The action also will protect a license's related qualifications (license lines).

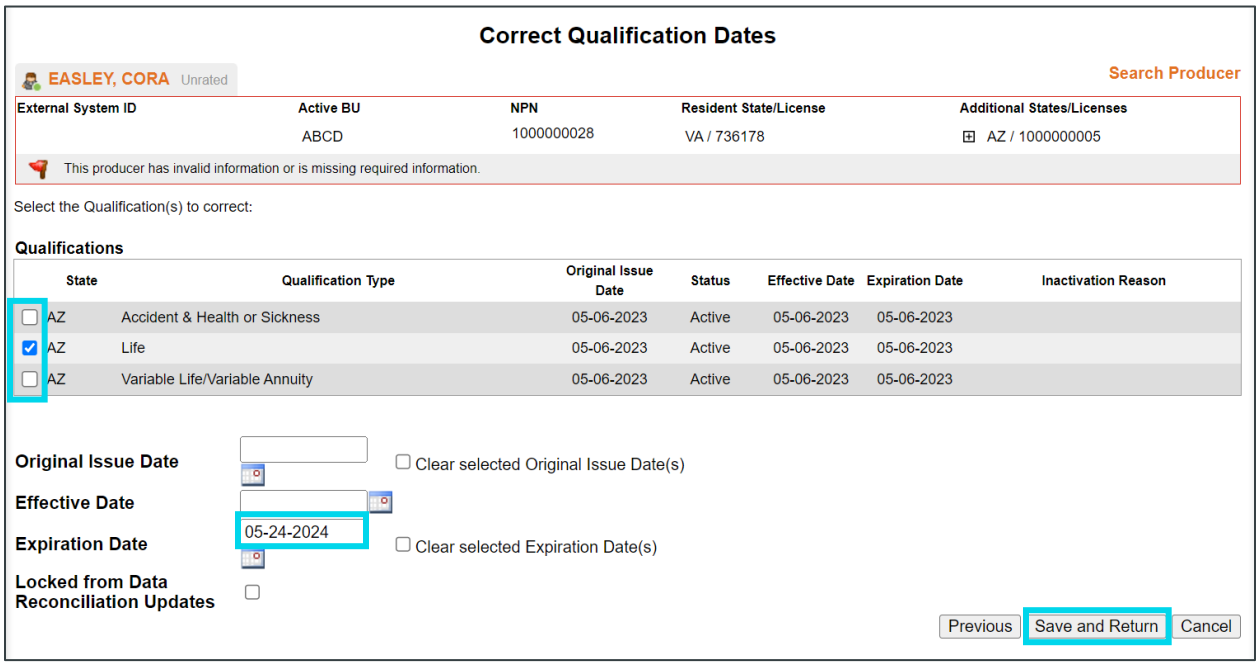
Note: When you lock the producer from data reconciliations, the producer will no longer receive any license updates from the PDB. This can cause future issues with licenses and appointments.

6. Make necessary updates then click **Next** to save the changes.

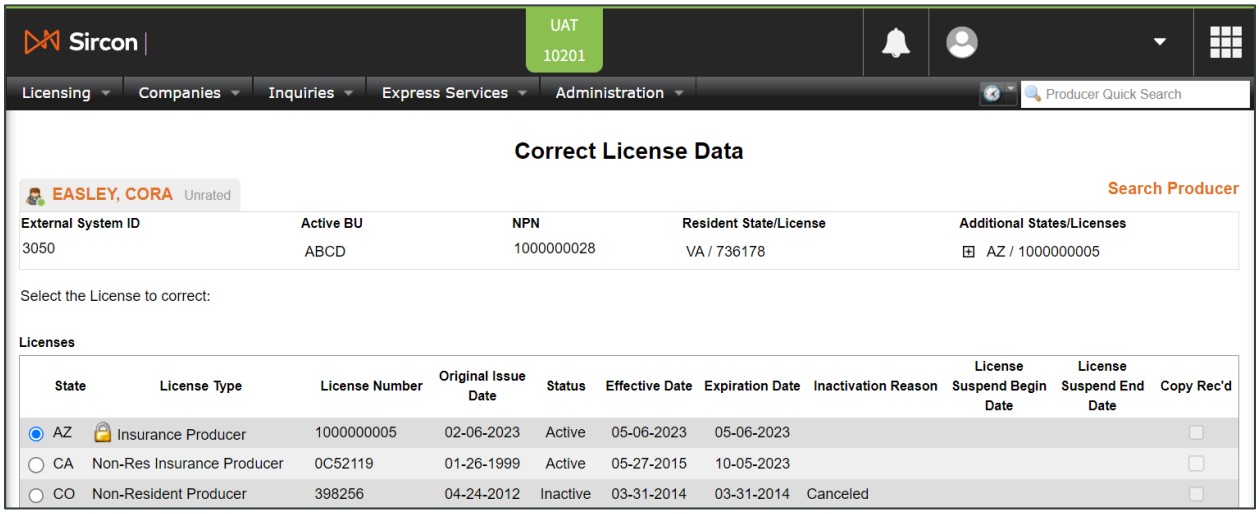
Section: Correct License Data



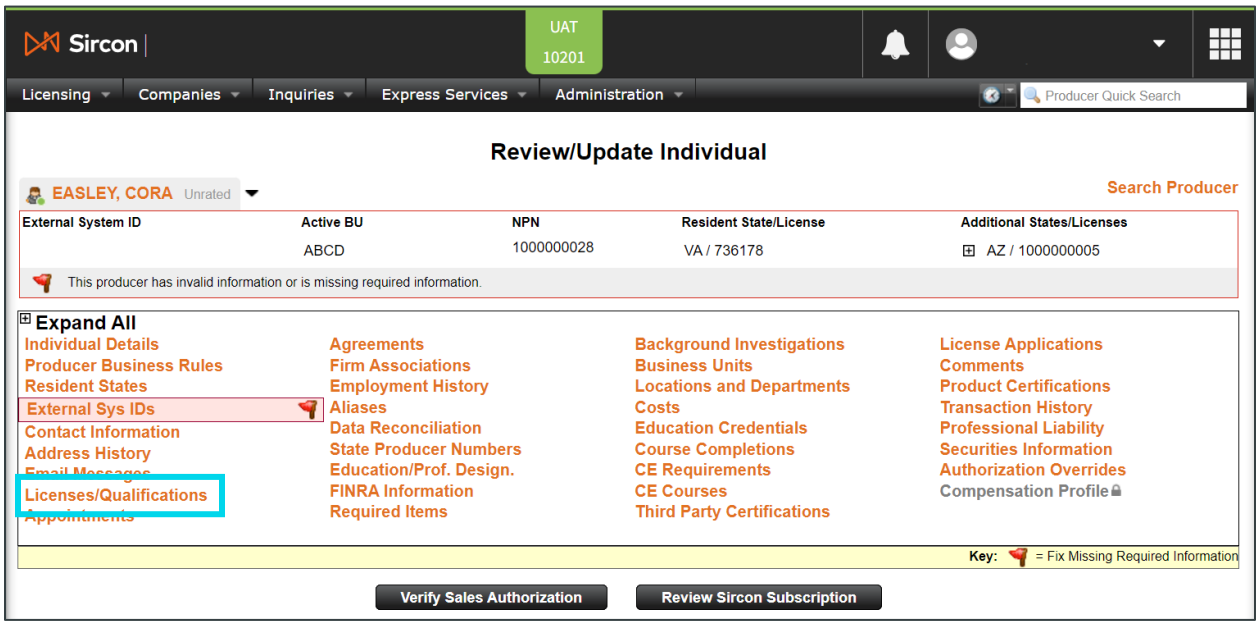
7. You will now see the *Correct Qualification Dates* page. You will see the list of the qualifications associated with the license you selected on the previous page. If you need to correct the qualification data, select the qualification then scroll down to the bottom of the screen.
8. Here you can edit the details of the selected qualification, including the:
    a. **Original Issue Date**
    b. **Effective Date**
    c. **Expiration Date**
    d. **Locked from Data Reconciliation Updates** check box.
9. Click **Save and Return** to confirm the qualification updates. You will return to the **Correct License Data** page.



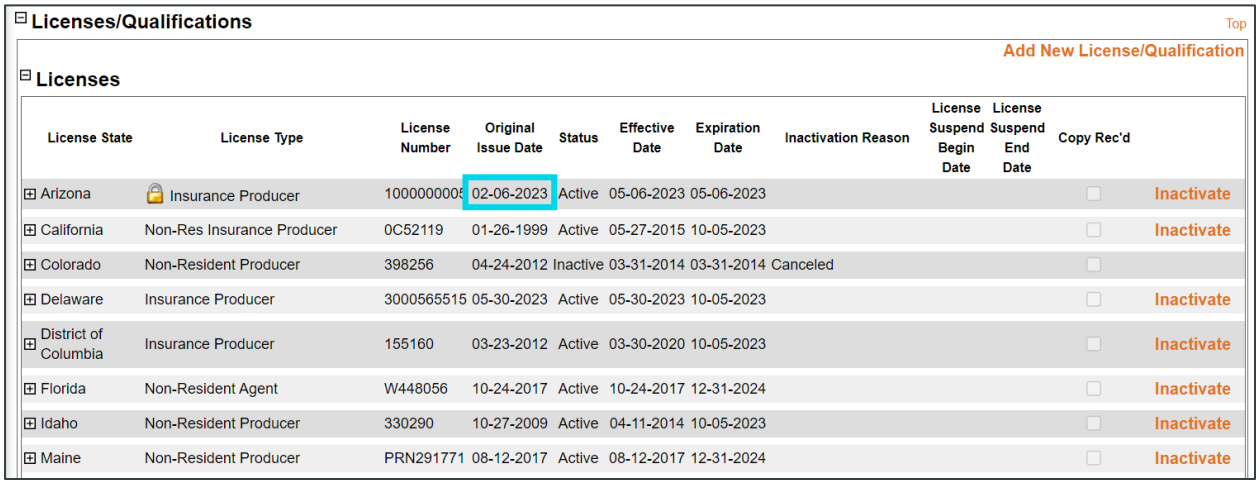
10. You will return to the *Correct License Data* page. Click the **Producer Name** link to open the producer record.



11. You will now see the *Review/Update Individual* page.
12. Click the **Licenses/Qualifications** quick link.



13. The license and qualification data will update within the producer record. If you need to send updates to the states, you will need to submit a license renewal or a license application through the Express Services functionality.



License State	License Type	License Number	Original Issue Date	Status	Effective Date	Expiration Date	Inactivation Reason	License Suspend Begin Date	License Suspend End Date	Copy Rec'd	
Arizona	Insurance Producer	100000000	02-06-2023	Active	05-06-2023	05-06-2023					Inactivate
California	Non-Res Insurance Producer	0C52119	01-26-1999	Active	05-27-2015	10-05-2023					Inactivate
Colorado	Non-Resident Producer	398256	04-24-2012	Inactive	03-31-2014	03-31-2014	Canceled				
Delaware	Insurance Producer	3000565515	05-30-2023	Active	05-30-2023	10-05-2023					Inactivate
District of Columbia	Insurance Producer	155160	03-23-2012	Active	03-30-2020	10-05-2023					Inactivate
Florida	Non-Resident Agent	W448056	10-24-2017	Active	10-24-2017	12-31-2024					Inactivate
Idaho	Non-Resident Producer	330290	10-27-2009	Active	04-11-2014	10-05-2023					Inactivate
Maine	Non-Resident Producer	PRN291771	08-12-2017	Active	08-12-2017	12-31-2024					Inactivate

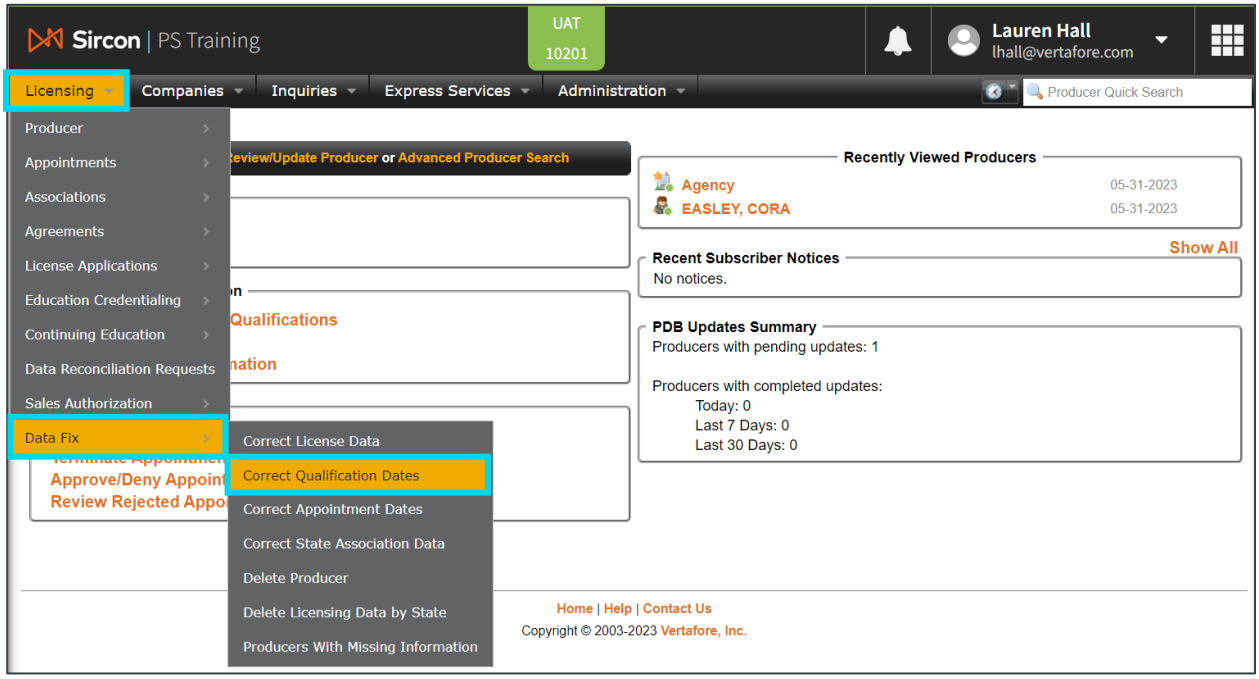
Correct Qualification Dates

Use the *Correct Qualification Dates* page to correct dates associated with license qualifications in one or multiple states. You also can protect qualification data from being updated by an automated data reconciliation. Use this option to change qualification issue dates, effective dates, and expiration dates within the Sircon producer record.

When you correct license data manually, you are only updating the Sircon producer record. Updates will **not** be sent to the states.

> **Note**: This option is only available if the corresponding permission has been granted to the security role to which your user account is assigned.

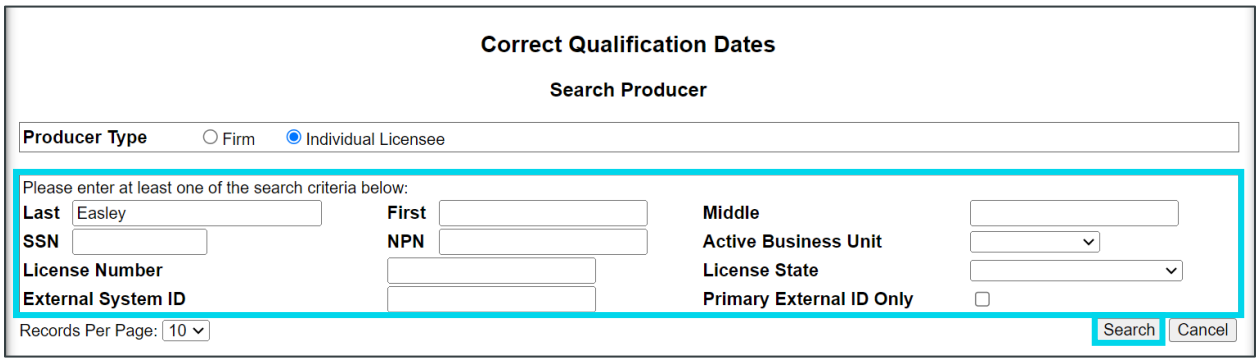
1. From the **Licensing** menu, select **Data Fix** and then select **Correct Qualification Dates**.



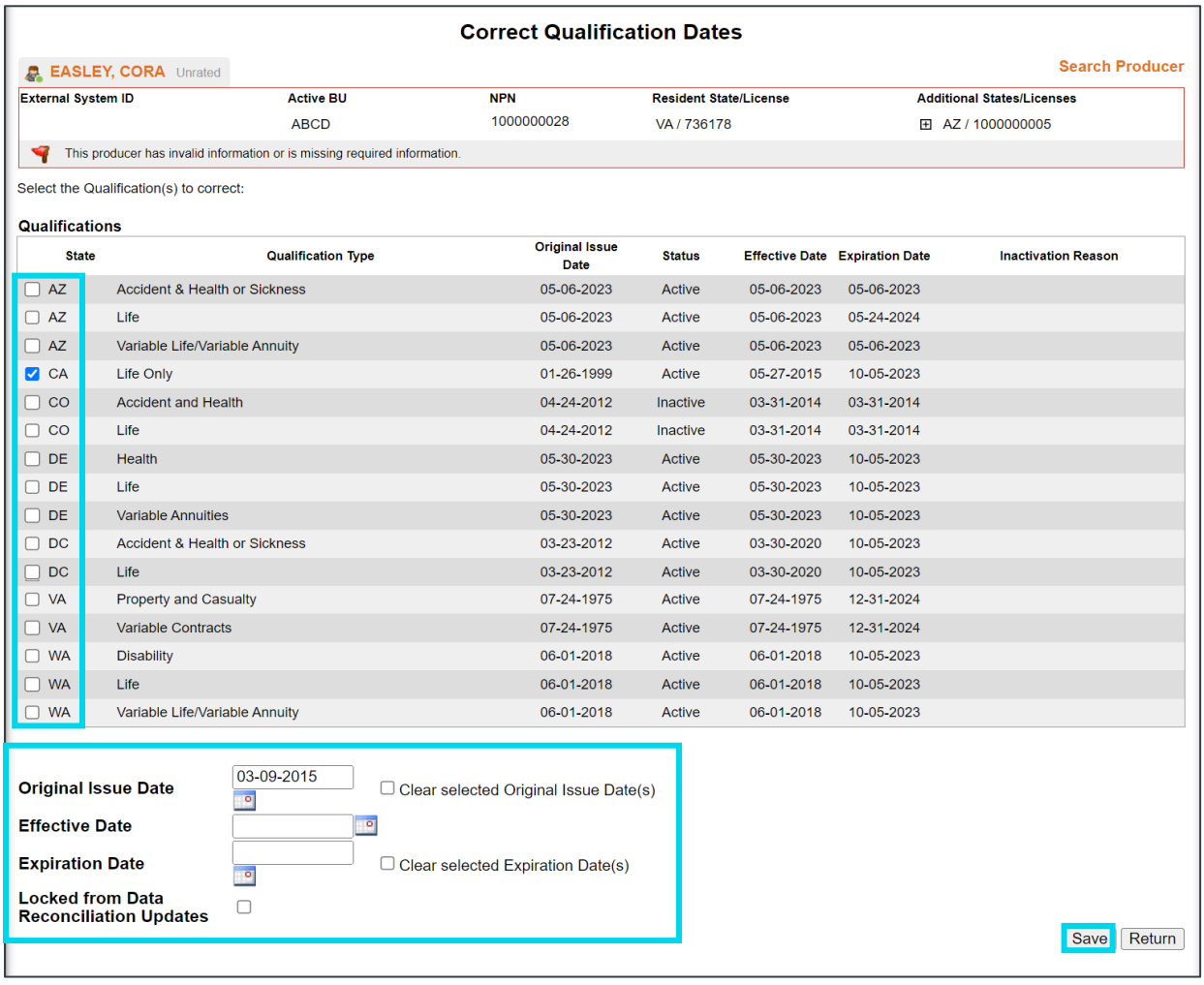
2. You will now see the *Correct Qualification Dates Search Producer* page. Use at least one of the search criteria to locate a producer.

> **Note**: In this example, we are using the **Last** name to locate the producer.

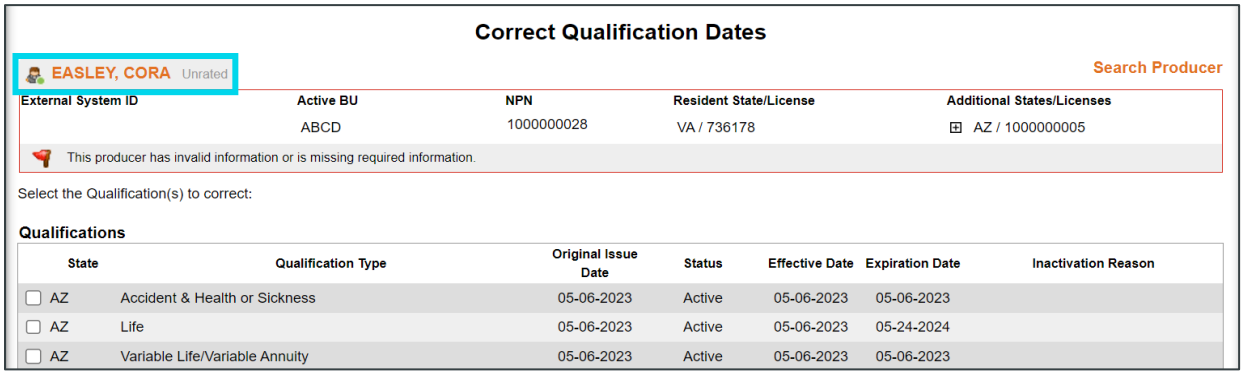
3. Click **Search**.



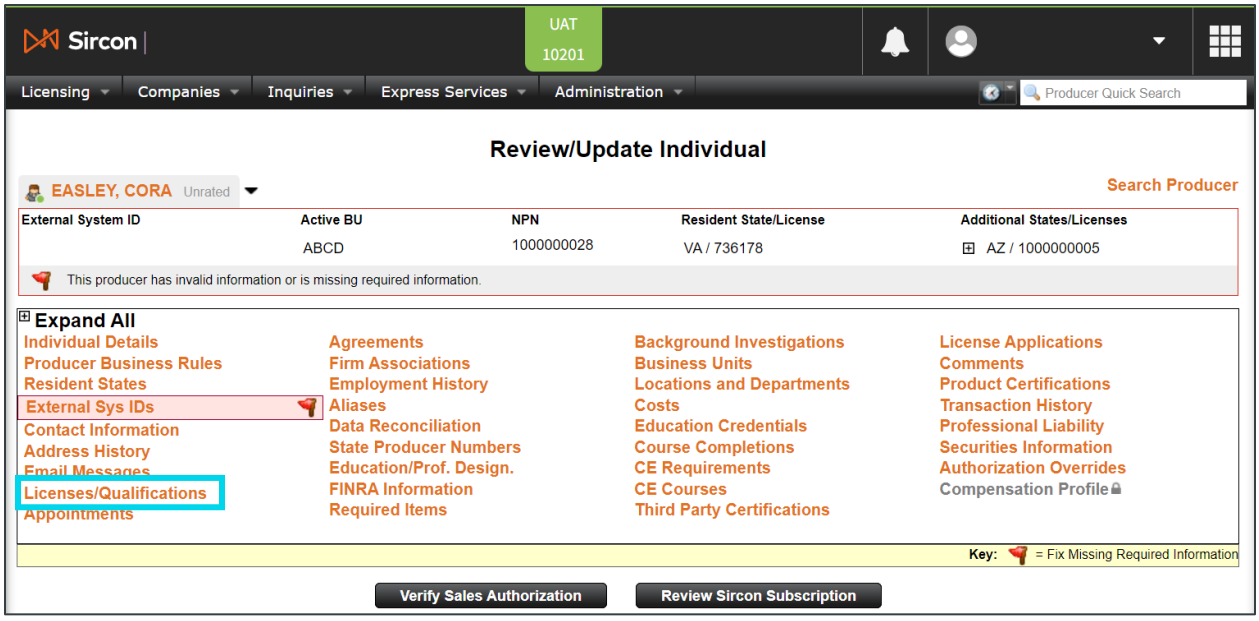
4. You will now see all the active and inactive qualifications for the producer.
5. Select the check box next to the **Qualification** you want to update.
6. You can then update the qualification details, including the: **Original Issue Date**, **Effective Date**, **Expiration Date**, and the **Locked from Data Reconciliation Updates** check box.
7. Click **Save** to submit the changes.



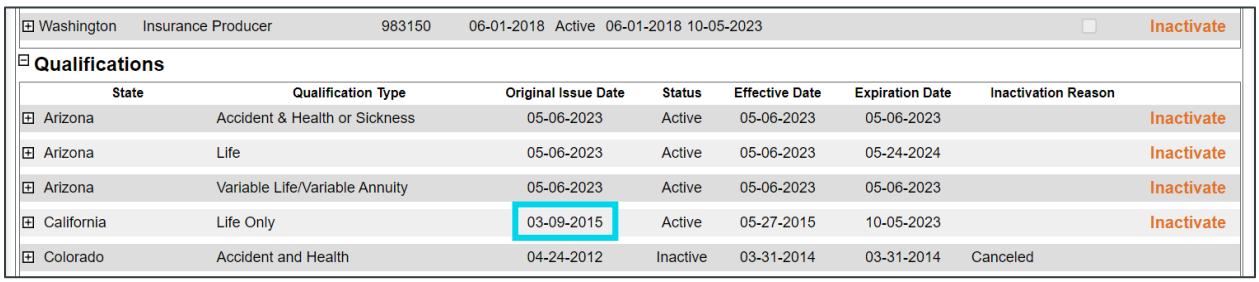
8. You will return to the *Correct License Data* page. Click the **Producer Name** link to open the producer record.



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



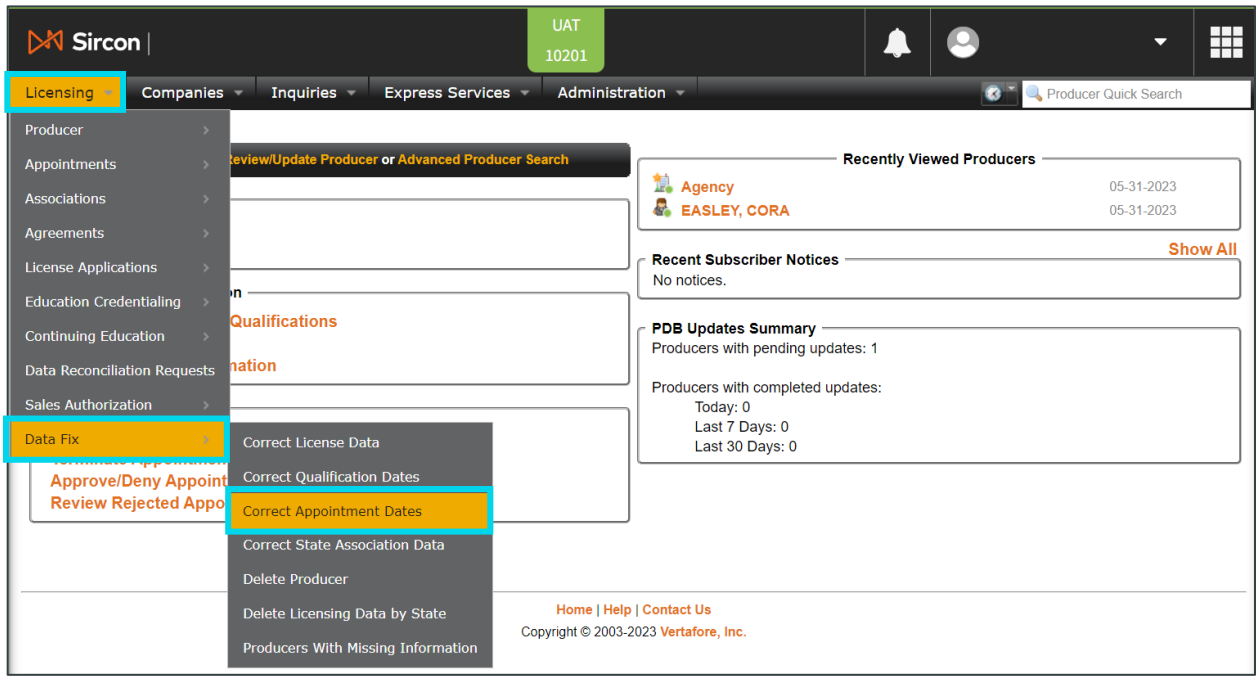
10. The qualification data will update within the producer record. If you need to send updates to the states, you will need to submit a license renewal or a license application through the Express Services functionality.



Correct Appointment Dates

Use the *Correct Appointment Dates* page to correct a selected producer's appointment data for one or multiple appointing companies in one or multiple states. You also can protect appointment data from being updated by an automated data reconciliation.

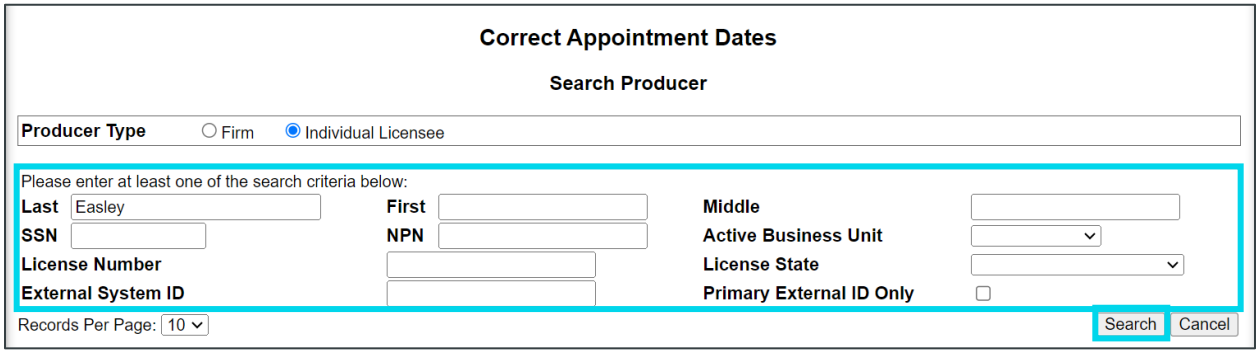
1. From the **Licensing** menu, select **Data Fix** and then select **Correct Appointment Dates**.



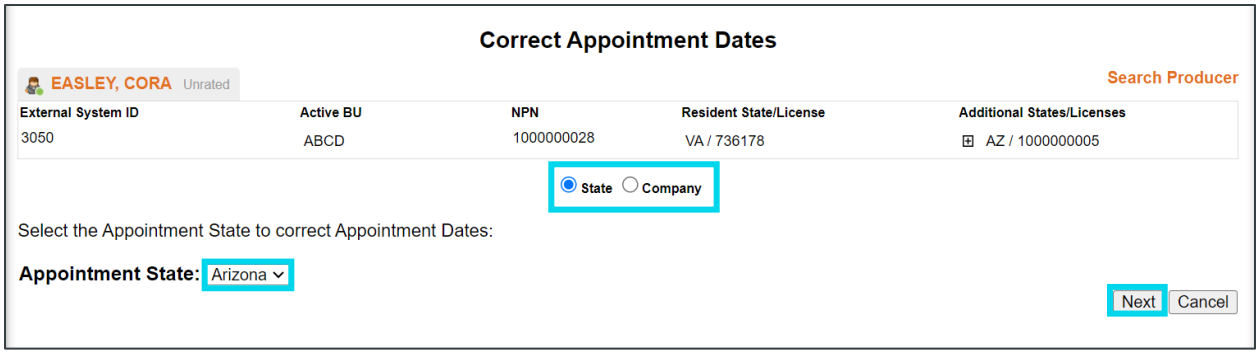
2. You will now see the *Correct Appointment Dates Search Producer* page. Use at least one of the search criteria to locate a producer.

> **Note**: In this example, we are using the **Last** name to locate the producer.

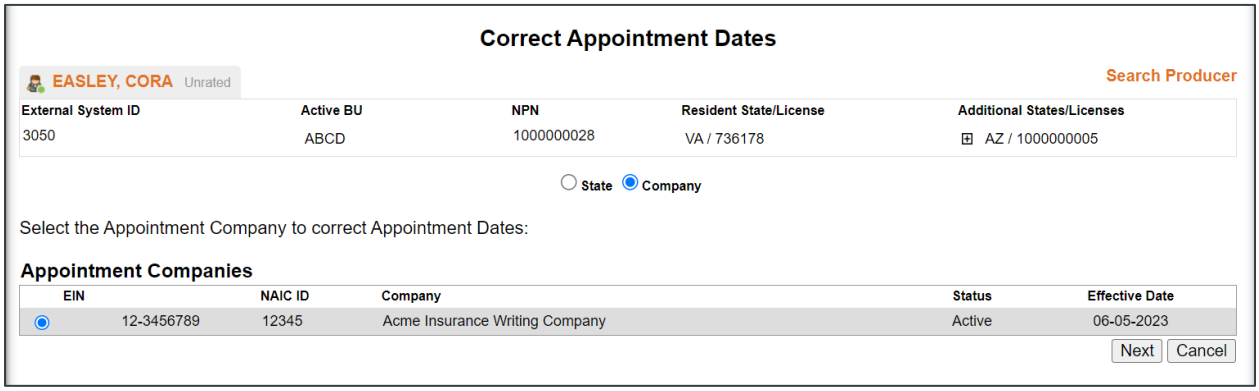
3. Click **Search**.



4. Next we will need to select the appointment you need to edit. You can choose to sort the appointments by the **State** or by the **Company**.
5. If you selected **State**, you will need to choose the **Appointment State** from the dropdown list.
6. Click **Next**.



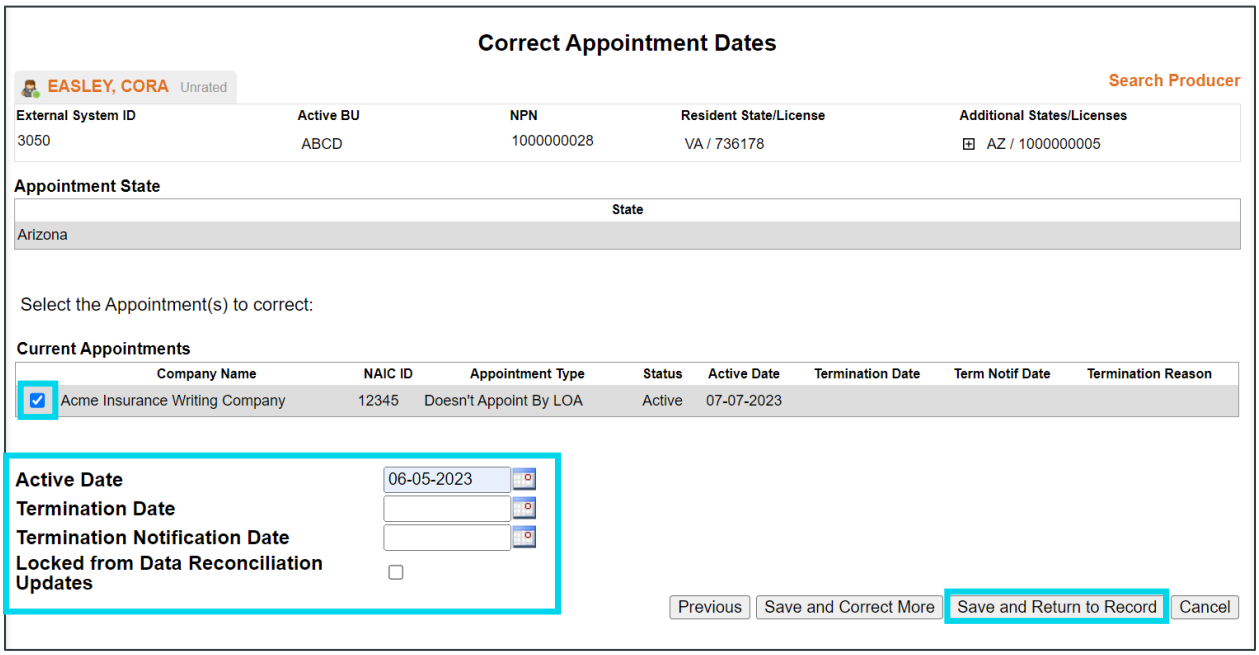
7. If you chose **Company**, select the **Appointment Companies** then click **Next**.



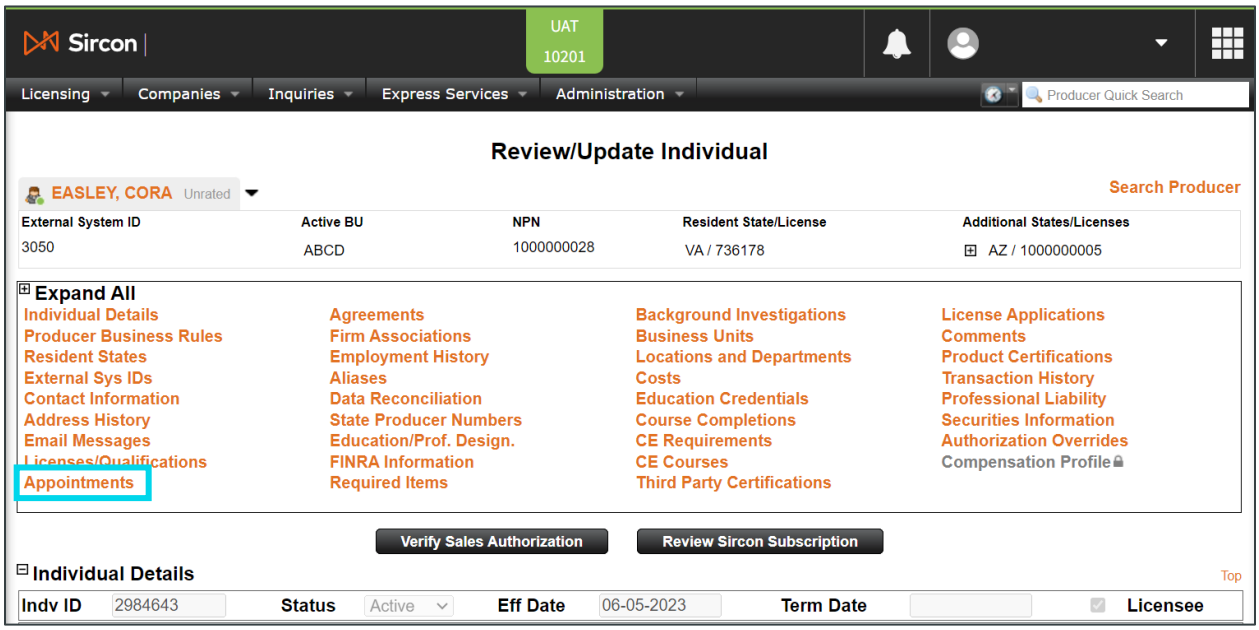
8. You will now see the **Current Appointments**. Click the appointment you need to modify.
9. Update any of the data in the fields below:

- **Active Date**: Enter the date on which the appointment is recorded became active.
- **Termination Date**: Enter the date on which the appointment was terminated.
- **Termination Notification Date**: Enter the date on which the termination notification was recorded as having been transmitted to the producer.
- **Locked from Data Reconciliation**: Click to the checkbox to protect appointment data on the selected producer record from being overwritten by an automated data reconciliation operation, such as the daily PDB sync.

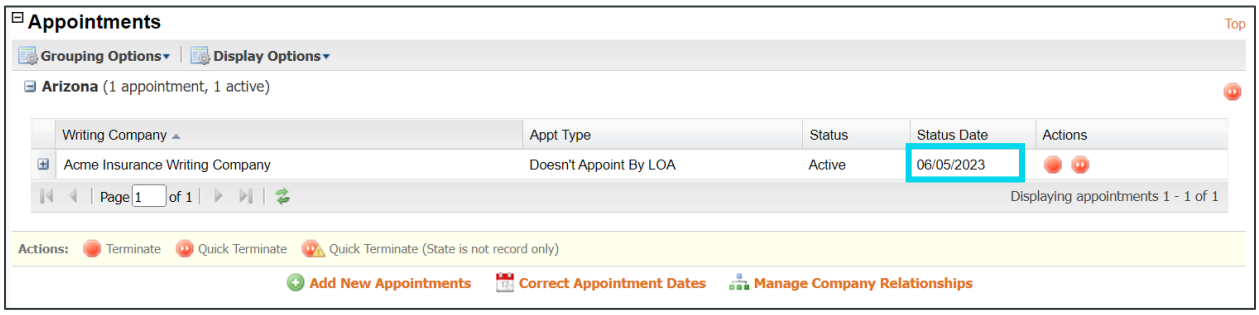
10. Click the **Save and Return to Record** button.



11. Navigate to the producer record, then click **Appointments**.



12. The date will be updated in the producer record.

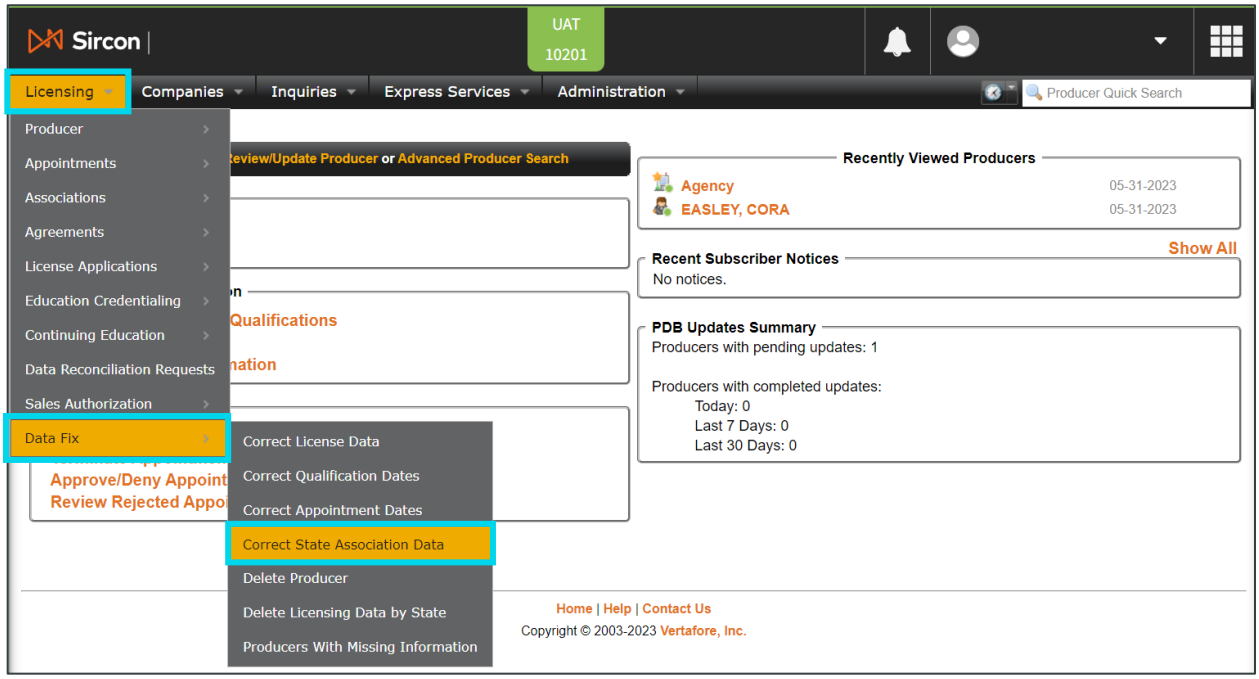


Correct State Association Data

Use the *Correct State Association Data* page to correct individual-to-firm association information in a selected state.

Note: Associations are manually updated/maintained in Producer Central.

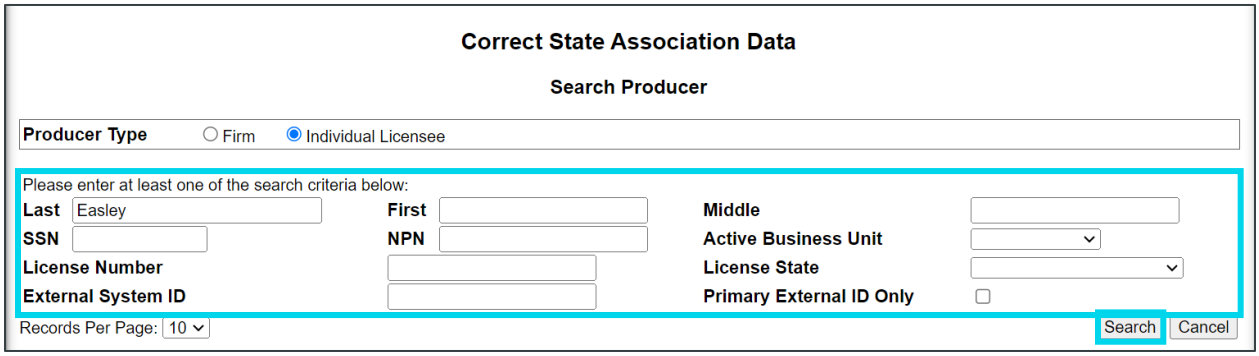
1. From the **Licensing** menu, select **Data Fix** and then select **Correct State Association Dates**.



2. You will now see the *Correct State Association Data Search Producer* page. Use at least one of the search criteria to locate a producer.

Note: In this example, we are using the **Last** name to locate the producer.

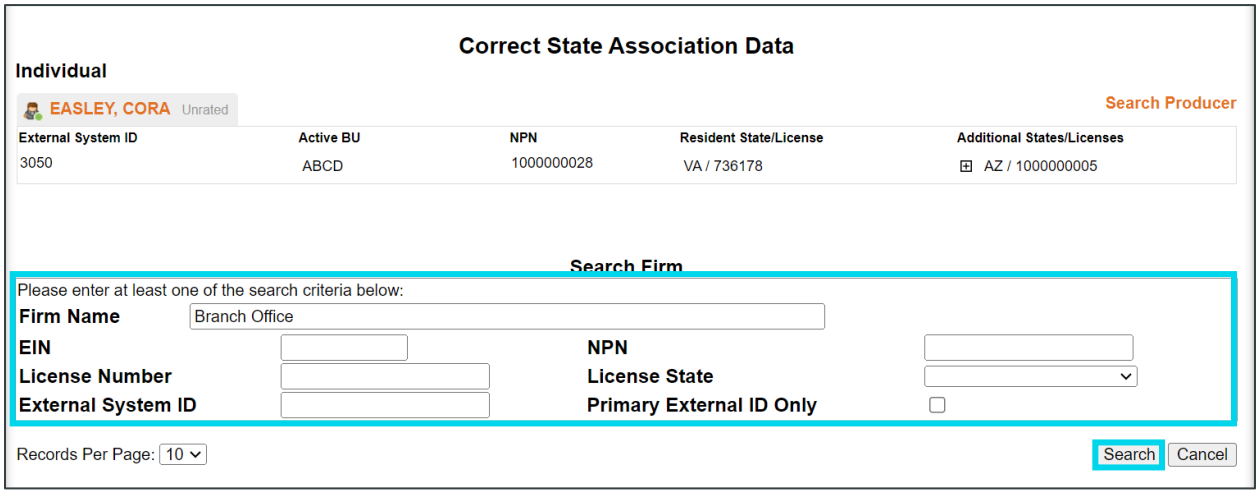
3. Click **Search**.



4. Next, search the name of the **Firm** that you need to update using at least one of the search criteria listed below.

> **Note**: In this example, we are using the **Firm Name** to locate the producer.

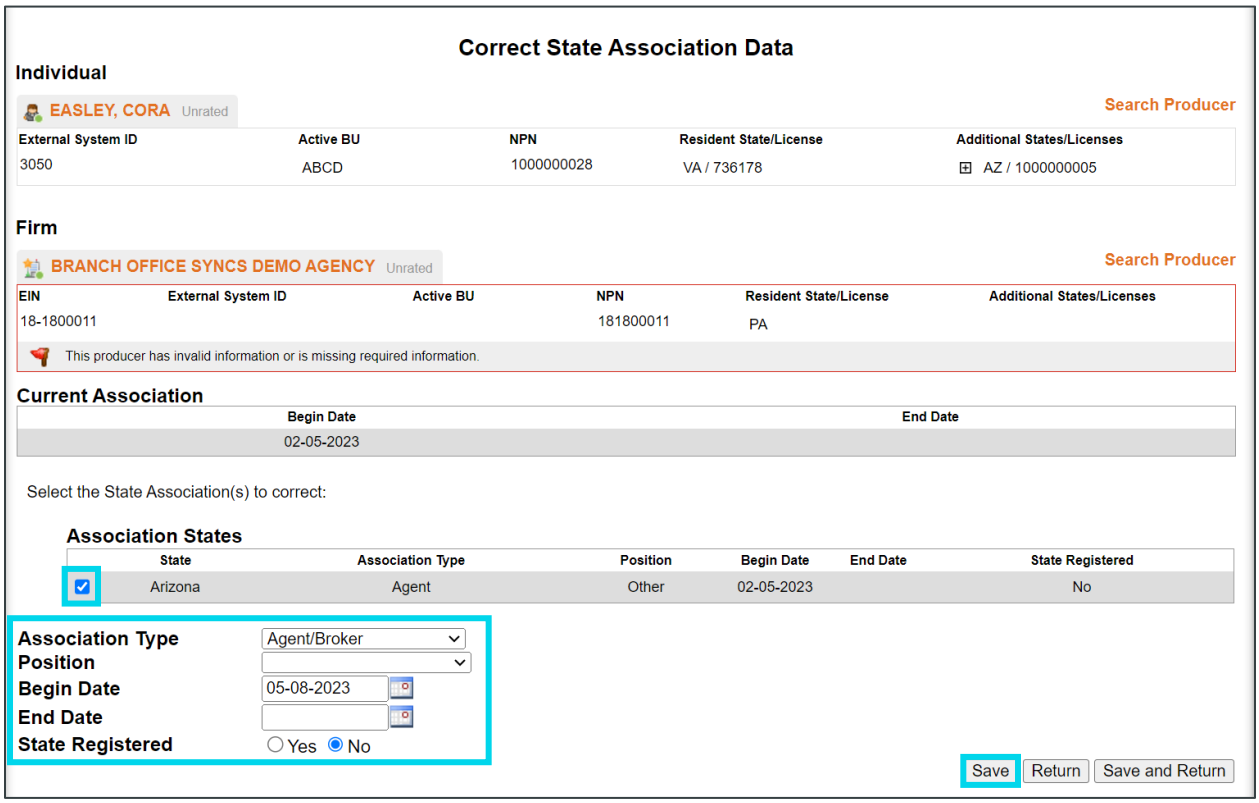
5. Click **Search**.



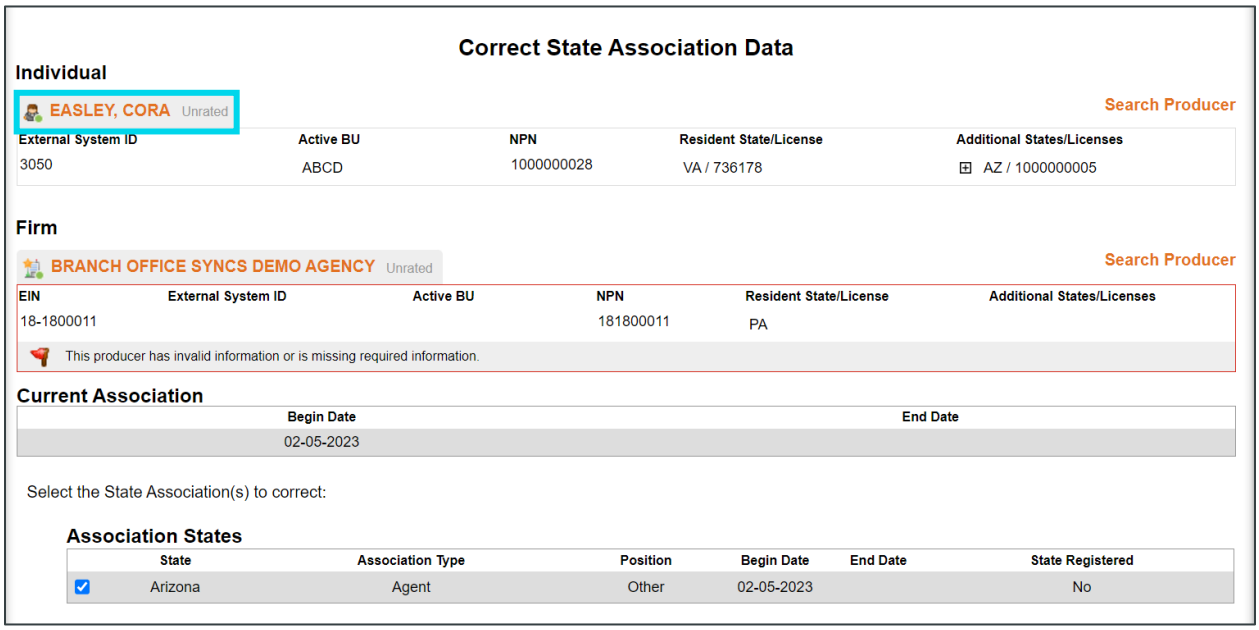
6. You will see the Association States associated with the agency/firm. Click the checkbox next to the association then update any of the following fields:

   - **Association State**: State where the agent and firm are associated. The firm will need to have an active qualification in the state you select.
   - **Association Type**: Choose the association type from the drop-down list. This displays the relationship of the individual to the firm in the selected association state. The options in the association type are maintained with code use indicators.
   - **Position**: Displays the employment title of the individual with the firm in the selected association state.
   - **Begin Date**: Displays the date on which the individual became associated with the firm in the selected association state.
   - **State Registered**:
     - Displays "Yes" if the individual-to-firm association is recorded with the department of insurance in the selected association state.
     - Displays "No" if the individual-to-firm association is not recorded with the department of insurance in the selected association state (i.e., recorded only in your company's internal records).

7. Click **Save** or **Save and Return** to submit the association.

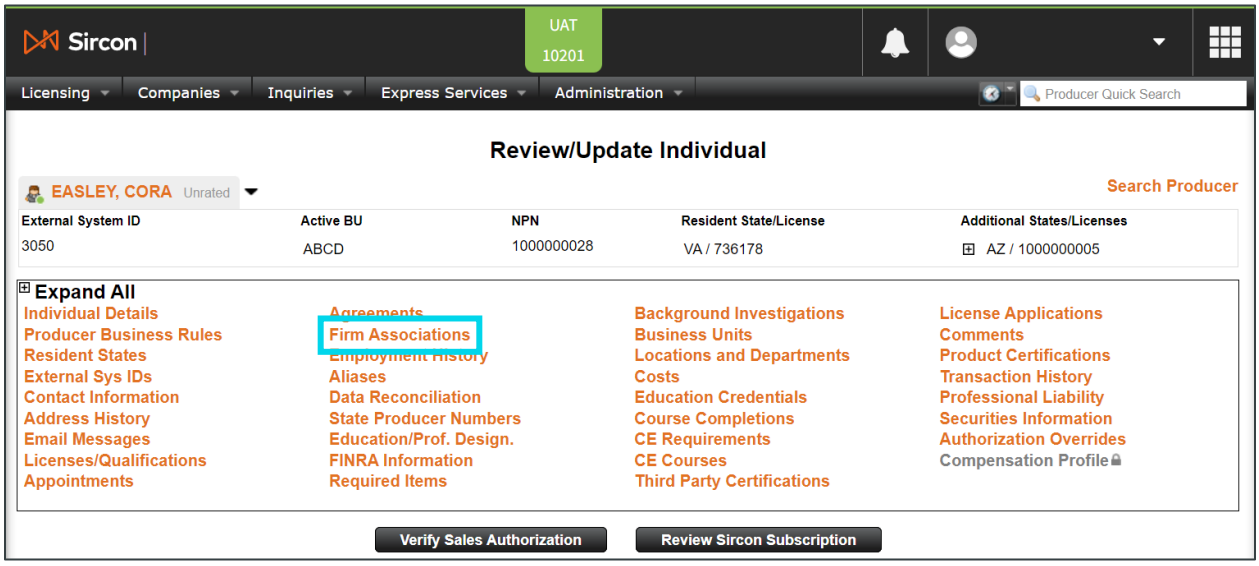


8. Navigate to the producer record by clicking the **Producer Name**.

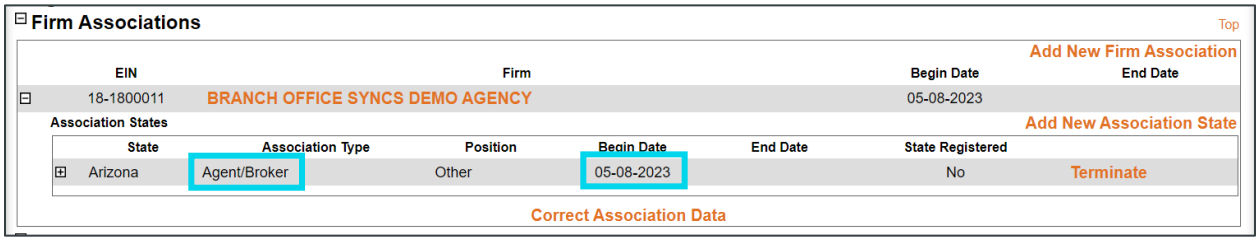


Section: Correct State Association Data

9. Click the **Firm Associations** quick link.



10. The State Association data will update on the producer record.



Delete Producer

Use the *Delete Producer* page to purge an inactive producer record entirely from Producer Central. Once you delete a producer, their data will be removed from the system.

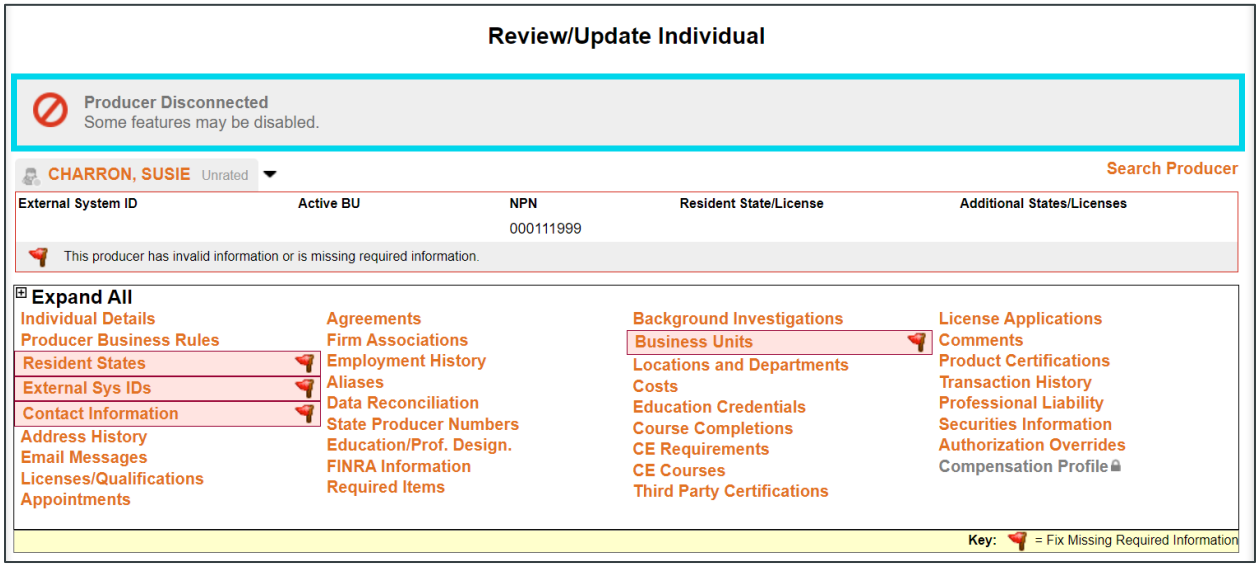
> **Note**: You can add the producer back to Producer Central, but the historical updates (such as producer record comments, business units, or external system IDs) will no longer be available.

We do not recommend deleting producers unless it is absolutely necessary as it can cause compliance issues in the event of a company audit. The only time you may need to delete producers is to resolve troubleshooting issues.

Some common instances when you may need to delete a producer are when:

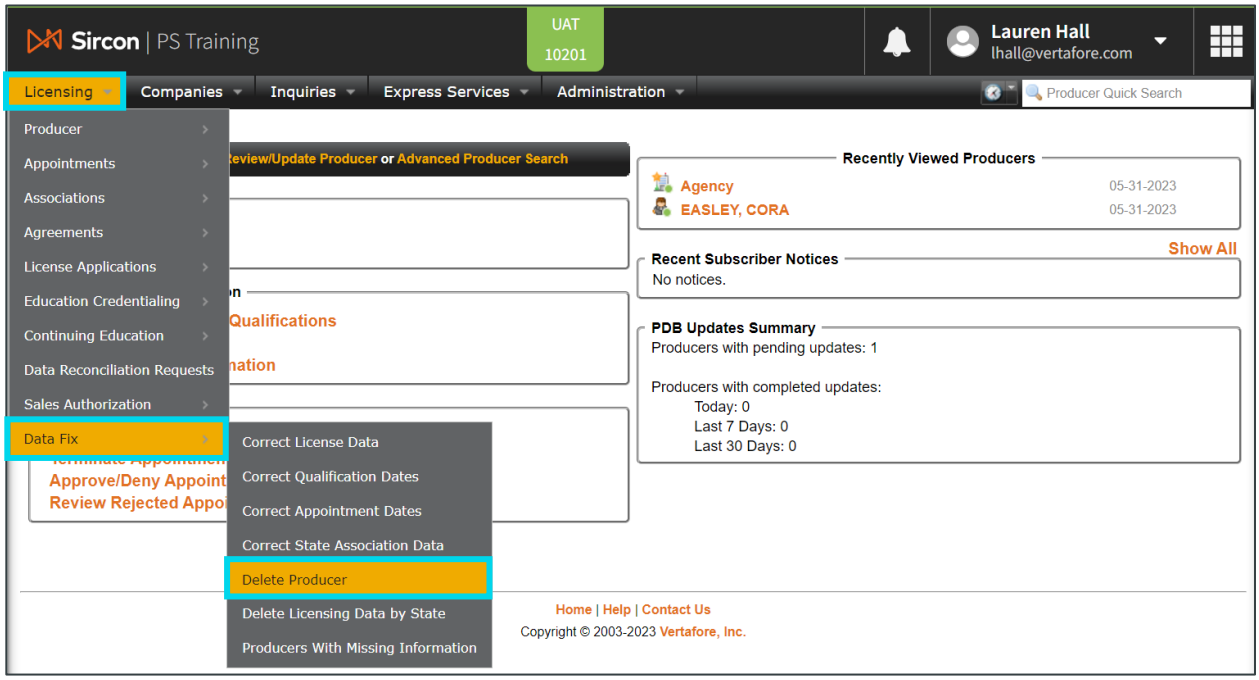
- Duplicate producer records exist in Producer Central.
- A producer contains issues that can't be solved with other means.
- The producer records need deleted due to your company retention policy.

> **Note**: Before you can delete the producer, you will need to make sure the producer is disconnected.
>
> The system prevents you from deleting a producer record with a record status of Active. If you cannot delete a record, check to make sure all the producer's licenses, qualifications, appointments, and firm associations are terminated or inactivated.



Section: Delete Producer

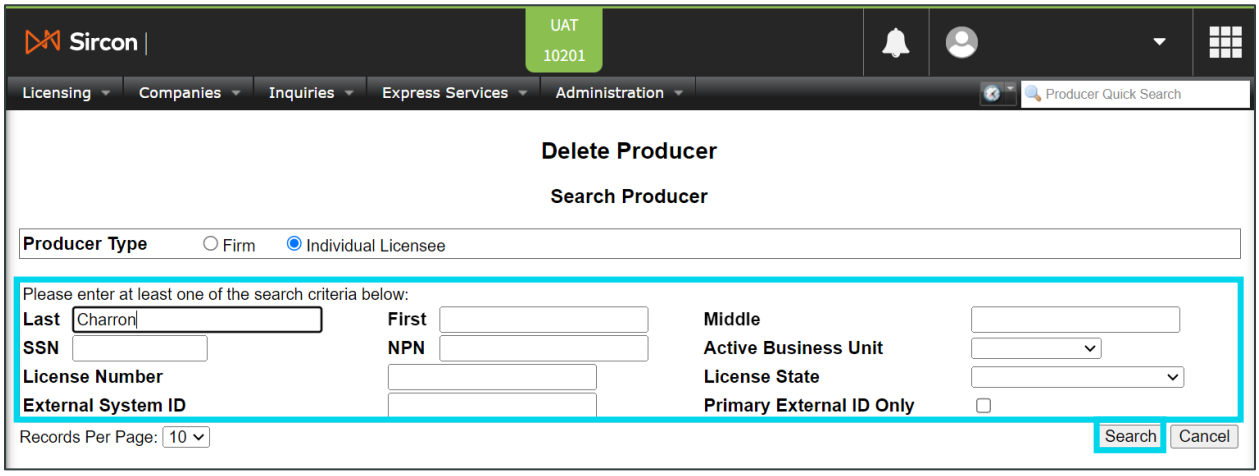
1. From the **Licensing** menu, select **Data Fix** and then select **Delete Producer**.



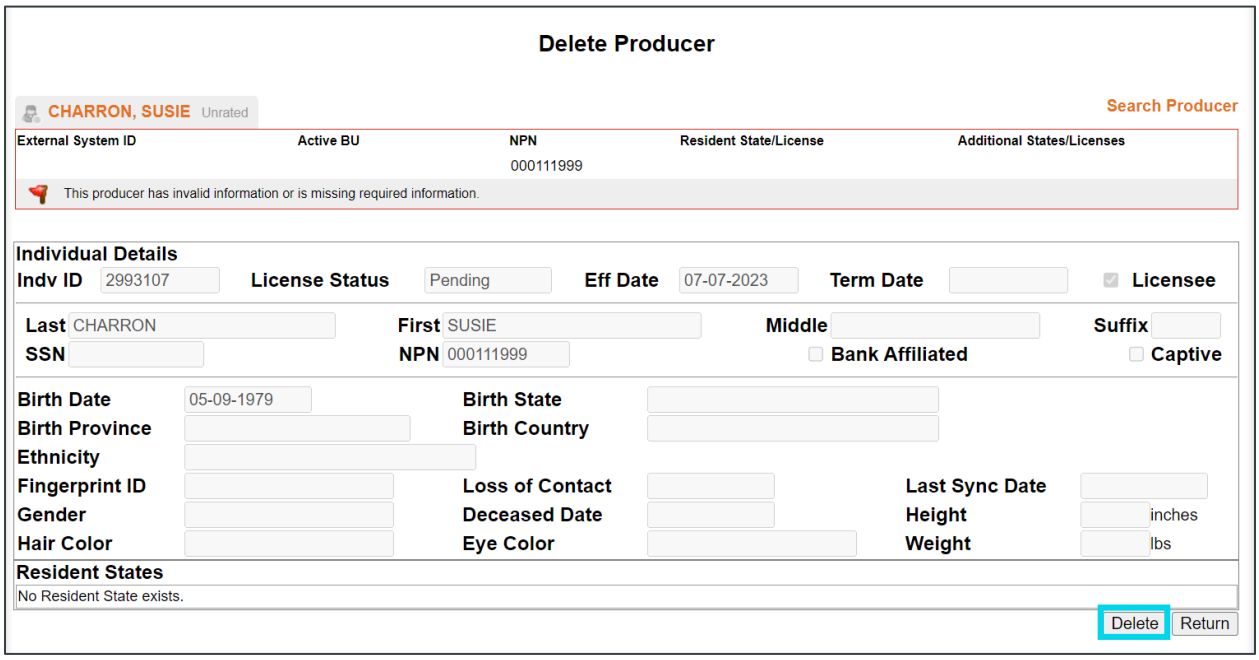
2. You will now see the *Delete Producer Search Producer* page. Use at least one of the search criteria to locate a producer.

Note: In this example, we are using the **Last** name to locate the producer.

3. Click **Search**.



4. You will now see the producer details.
5. Click **Delete**.



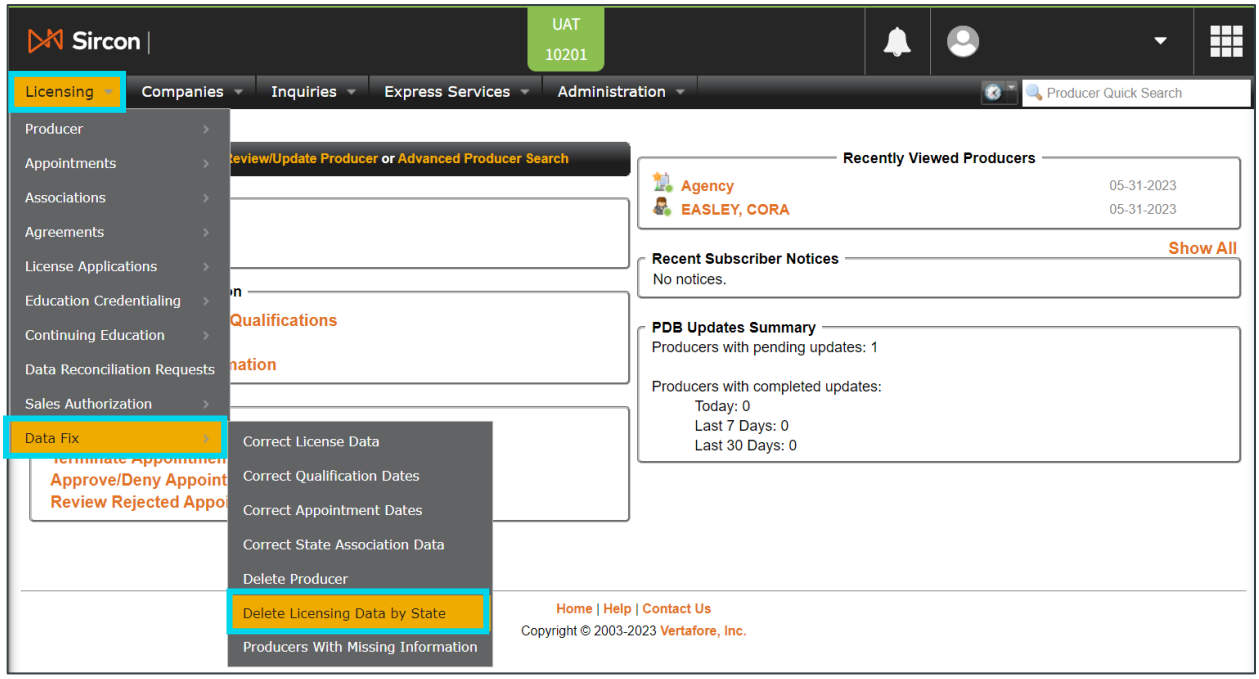
6. The producer record will be removed from Producer Central.

Delete Licensing Data by State

Use the *Delete Licenses, Qualifications and Appointments by State* page to purge a producer record inactive license, qualification, and appointment information for a particular state.

You may need to use this feature if your company or the producer no longer does business in a particular state.

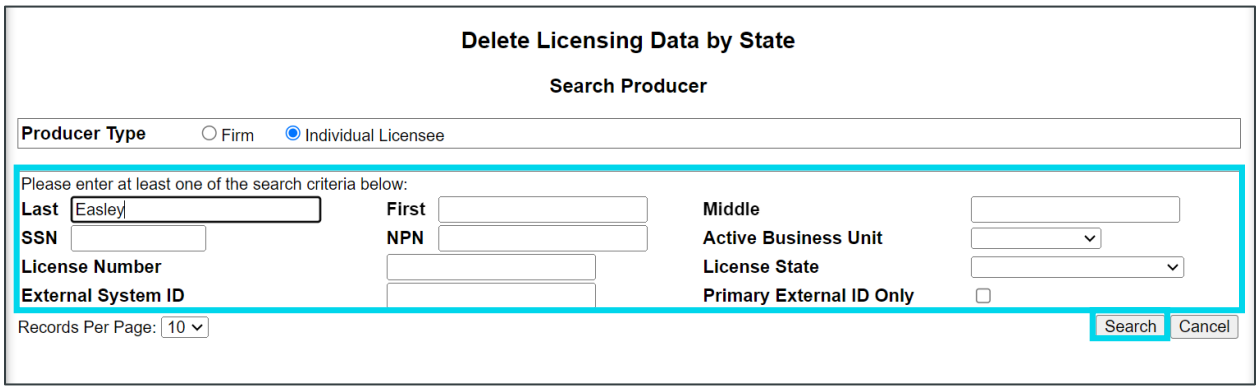
1. From the **Licensing** menu, select **Data Fix** and then select **Delete Licensing Data by State**.



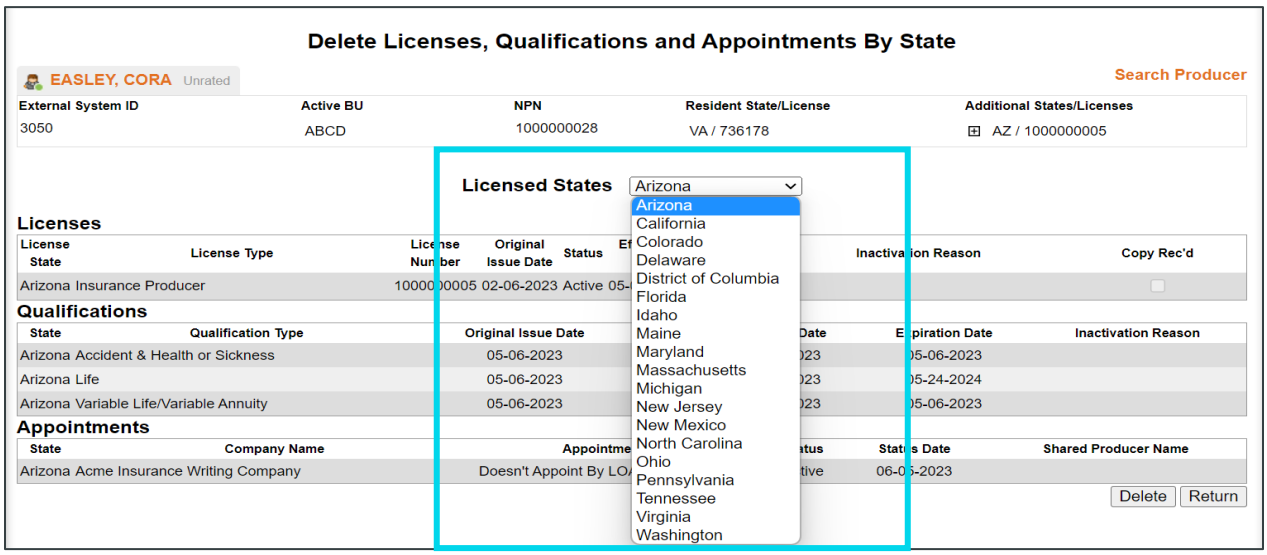
2. You will now see the *Delete Licensing Data by State* page. Use at least one of the search criteria below to locate a producer.

Note: In this example, we are using the **Last** name to locate the producer.

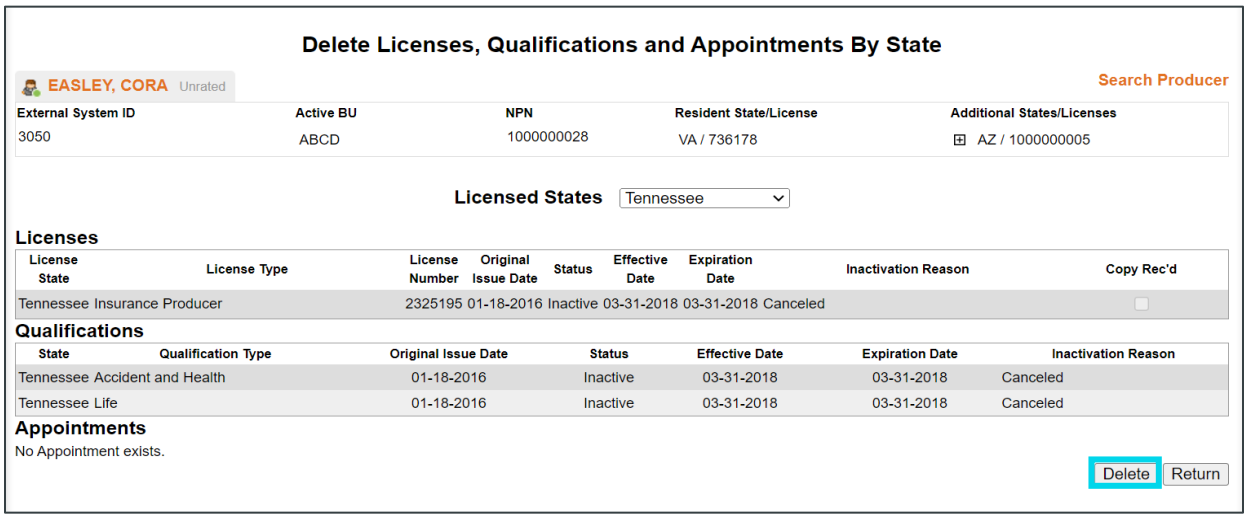
3. Click **Search**.



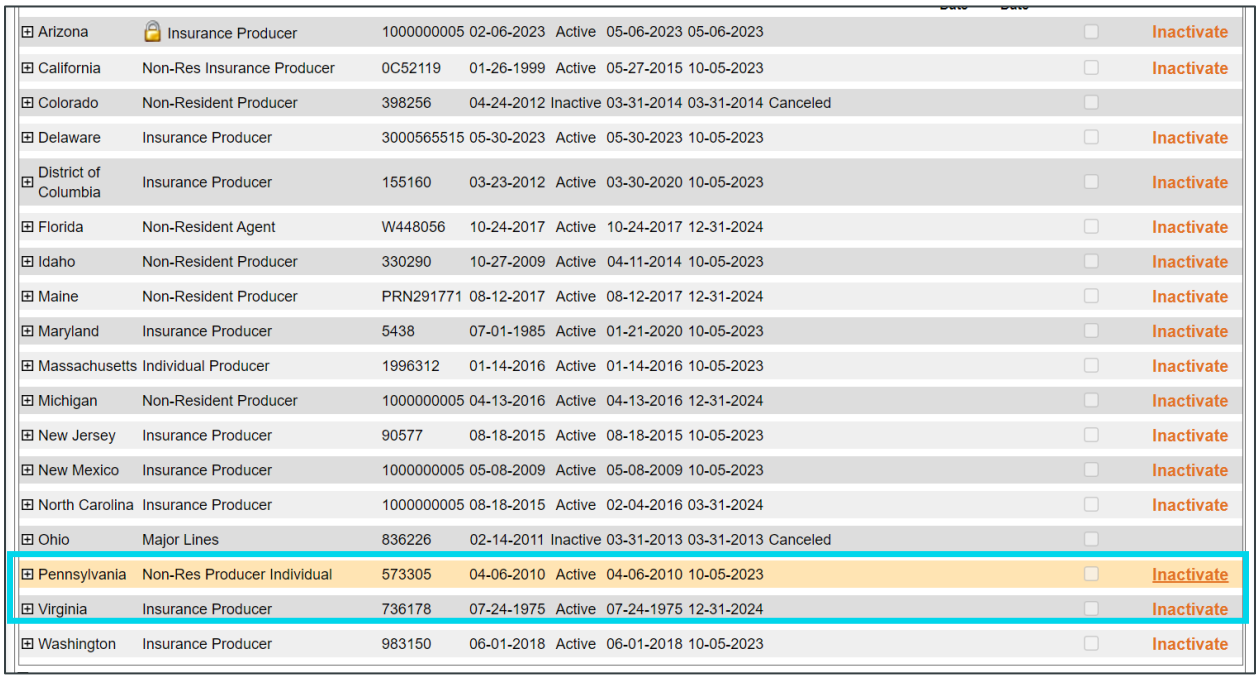
4. Select the **Licensed States** that you need to delete from the dropdown list.



5. Click **Delete**.



6. After you click the **Delete** button, the system will not issue a confirmation message before deleting the licensing data.



⊞ Arizona	Insurance Producer	1000000005	02-06-2023	Active	05-06-2023	05-06-2023	Inactivate
⊞ California	Non-Res Insurance Producer	0C52119	01-26-1999	Active	05-27-2015	10-05-2023	Inactivate
⊞ Colorado	Non-Resident Producer	398256	04-24-2012	Inactive	03-31-2014	03-31-2014 Canceled	
⊞ Delaware	Insurance Producer	3000565515	05-30-2023	Active	05-30-2023	10-05-2023	Inactivate
⊞ District of Columbia	Insurance Producer	155160	03-23-2012	Active	03-30-2020	10-05-2023	Inactivate
⊞ Florida	Non-Resident Agent	W448056	10-24-2017	Active	10-24-2017	12-31-2024	Inactivate
⊞ Idaho	Non-Resident Producer	330290	10-27-2009	Active	04-11-2014	10-05-2023	Inactivate
⊞ Maine	Non-Resident Producer	PRN291771	08-12-2017	Active	08-12-2017	12-31-2024	Inactivate
⊞ Maryland	Insurance Producer	5438	07-01-1985	Active	01-21-2020	10-05-2023	Inactivate
⊞ Massachusetts	Individual Producer	1996312	01-14-2016	Active	01-14-2016	10-05-2023	Inactivate
⊞ Michigan	Non-Resident Producer	1000000005	04-13-2016	Active	04-13-2016	12-31-2024	Inactivate
⊞ New Jersey	Insurance Producer	90577	08-18-2015	Active	08-18-2015	10-05-2023	Inactivate
⊞ New Mexico	Insurance Producer	1000000005	05-08-2009	Active	05-08-2009	10-05-2023	Inactivate
⊞ North Carolina	Insurance Producer	1000000005	08-18-2015	Active	02-04-2016	03-31-2024	Inactivate
⊞ Ohio	Major Lines	836226	02-14-2011	Inactive	03-31-2013	03-31-2013 Canceled	
⊞ Pennsylvania	Non-Res Producer Individual	573305	04-06-2010	Active	04-06-2010	10-05-2023	Inactivate
⊞ Virginia	Insurance Producer	736178	07-24-1975	Active	07-24-1975	12-31-2024	Inactivate
⊞ Washington	Insurance Producer	983150	06-01-2018	Active	06-01-2018	10-05-2023	Inactivate

APPENDIX 1: Sircon for Carriers Help Resources

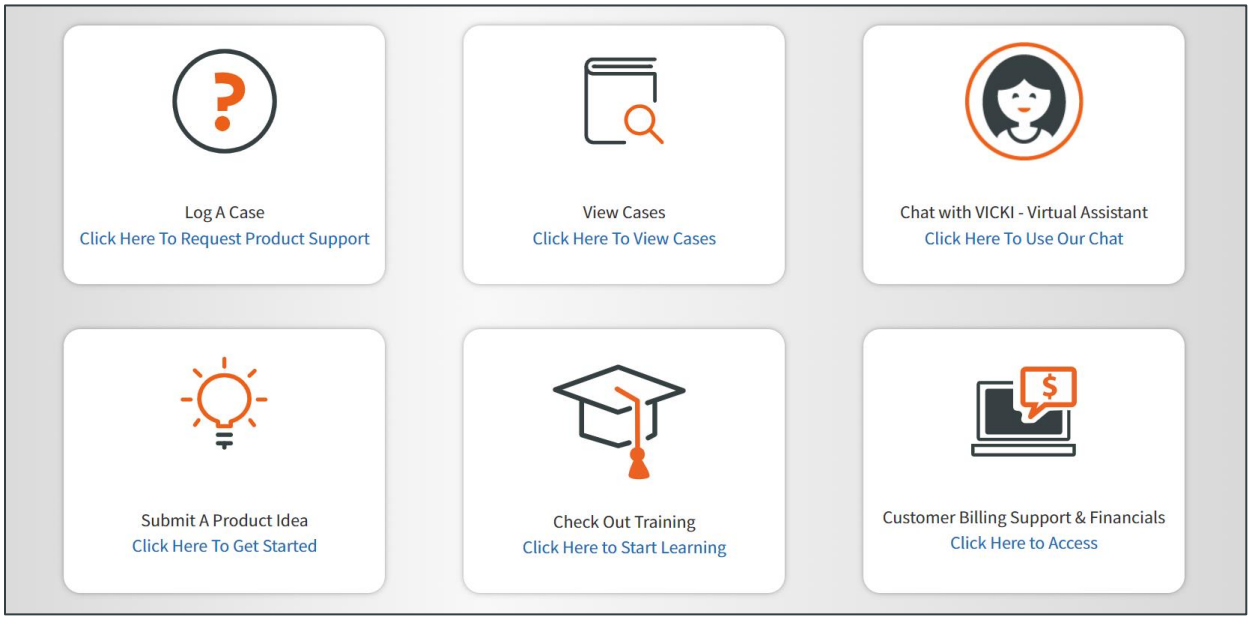
Help is just a click away. Vertafore has two resources available to support you 24/7:

- My Vertafore
- Sircon Support

My Vertafore

My Vertafore is our free online customer support portal and knowledge base. At My Vertafore you can:

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



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

Contact Vertafore Customer Support

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

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APPENDIX 2: Document History

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

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