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# SIRCON FOR CARRIERS

**Inquiries and  
Interactive Reporting  
in Producer Central**

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## Overview

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### Introduction and Background

Reporting is essential to track producers in your organization. Producer Central stores an abundance of information about producers, appointments, and system functions. Using Producer Central you can either:

- Generate pre-built on-demand inquiries/reports.
- Create custom interactive reports.

Producer Central's on demand inquiries gather information from anywhere in the system that satisfies your search criteria. The system groups, sorts, and summarizes the data in a way that helps you accomplish a task, such as reviewing the status of pending license applications.

Building an inquiry is similar to searching for a producer. You fill in reporting criteria fields to define the data you want to report, and then you tell Producer Central to go out and get it.

Inquiries are in real-time, which means that the inquiry you run today may contain different data than the same inquiry you run a month (or a few minutes) from now. All inquiries can be printed, converted to report-formatted Adobe PDF files, or exported to other formats, such as XML or CSV, for further analysis or for export to other systems.

Producer Central's Interactive Reporting gives you the ability to create flexible reports with custom criteria and output. Customer reports help streamline operations and ensure regulatory compliance. Interactive Reporting allows users to customize report content, report layouts and allow you to choose from multiple export options.

### What will be covered?

In this quick guide, we will cover how to run inquiries and create custom reports in Producer Central.

Section: Overview

**Who should use this document?**

Any users in your organization that need to pull inquiries or create custom reports in Producer Central.

**When should you use this document?**

When you need to run inquiries or create custom reports in Producer Central.

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## *Inquiries in Producer Central*

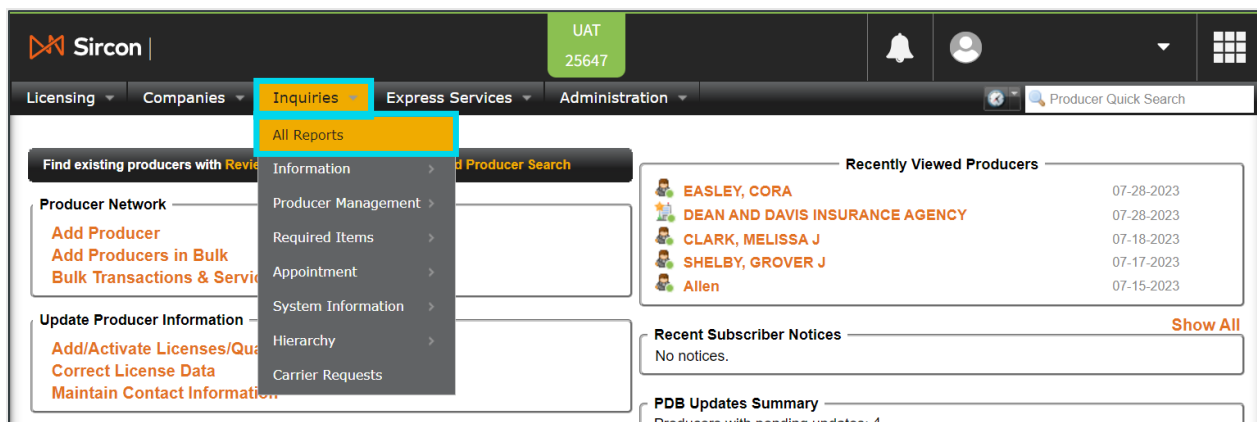
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### Introduction to Inquiries in Producer Central

Producer Central inquiries are pre-made reports which you can run and export to Excel or Adobe PDF.

VIEW ALL REPORTS

1. From the **Inquiries** menu, select **All Reports**.



2. You can now see the *All Reports* tab. This page contains a list of the Vertafore configured reports that are available for your use.

**Note:** All the available reports have orange hyperlinks. If a report is grayed out, that means it's unavailable.

Your security role(s) determine which inquiries you can access. Contact your administrator if you need access to a report that has been grayed out.

3. The reports are divided into the following categories:

- Information
- Producer Management
- Required Items
- Appointment
- Statistics
- System Information
- Hierarchy

## Section: Inquiries in Producer Central

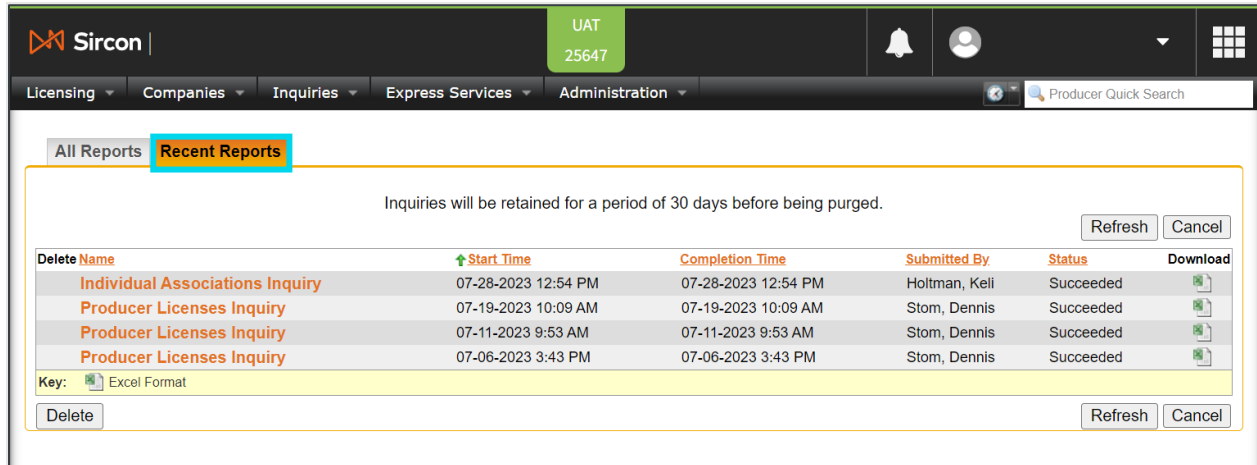
All Reports		Recent Reports
<b>Information</b>		
<b>Individual Information Inquiry</b>	Used to pull a printable version of a single individual's record, including name and contact information, and active and inactive licenses, qualifications, appointments, and agency associations.	
<b>Firm Information Inquiry</b>	Used to pull a printable version of a single agency's record, including contact information, complete license information including status history, and individual associations.	
<b>Producer Management</b>		
<b>Producer License Application Inquiry</b>	Check the status of all producer license applications submitted or recorded within a certain date range. You can also view information about related qualifications, appointments, or associations.	
<b>CE Reviews Due Inquiry</b>	Which of your producers are due for an licensing education compliance review? Which are past due? Run the report to find out.	
<b>License Renewals Due Inquiry</b>	Find out whose licenses are coming up for renewal. You can filter the report by due date, license state, license status, qualifications and business unit.	
<b>Individual Associations Inquiry</b>	Keep track of which producers are associated (or no longer associated) with a particular agency. Find out the types of association and their positions with the firm.	
<b>Background Investigation Inquiry</b>	Are appointments or licenses being held up by background investigation requests? Probe deeper into the issue and check BI status and results by running this report.	
<b>Business Unit Interest Inactivation Inquiry</b>	Get a "heads up" that a producer should be terminated by running this report to discover when other business units have already inactivated the producer.	
<b>Producer Licenses Inquiry</b>	Generate lists of producers, either individuals or agencies, who are active or inactive in a given state. Filter the report to show only those agents associated with a specific agency. Or, narrow the list to display producers in a specific business unit or that are residents or non-residents of the selected state.	
<b>CE Status Inquiry</b>	Check on your agents' progress in completing all or any of their state licensing continuing education requirements. Or, simply obtain a list of those who are out of compliance.	
<b>Credential Status Inquiry</b>	Generate lists of producers holding active, inactive, and expiring education credentials.	
<b>Producer Status Summary Counts by Business Unit Inquiry</b>	Get a count of the producers that belong to each of your business units.	
<b>Producer Costs Inquiry</b>	Shows the regulatory costs associated with producers.	
<b>CE Deficiency Inquiry</b>	Which of your producers have an active license that is expiring soon and have not yet completed their continuing education requirements? Generate a list of producers who are CE deficient.	
<b>Professional Liability Insufficient Coverage Inquiry</b>	Generates a list of Producers who will not have sufficient Professional Liability coverage as of a certain date.	
<b>Required Items</b>		
<b>Required Items Inquiry</b>	Find out which producers have not yet provided items required for licensure in any state or in just one.	
<b>Individuals w/ Assoc Firms Rqd Items Inquiry</b>	Report the same information as the Individual Required Items Inquiry but on individuals associated with a specific agency.	
<b>Appointment</b>		
<b>Company Appointment List Inquiry</b>	Find out who holds or held an appointment with a particular company in a selected state in a given month. The report also shows appointments with termination dates on or after the date range specified. Please note, if you choose to "View/Refresh Report" the date range selected must be less than or equal to 31 days.	
<b>Appointments by Type Inquiry</b>	As opposed to the Company Appointment List Inquiry, which looks at appointments by regulated company, this powerful report shows you active and inactive appointments held by producers in a selected state, regardless of appointing company or period of time.	
<b>Appointment Request Status Inquiry</b>	Check the status of appointment requests in all, one, or multiple states. If desired, filter by request status, state, submitting staff member, or business unit. If you elect to report appointment requests with multiple statuses, the report conveniently groups the output by request status (e.g., see all approved requests, then all denied requests, etc.)	
<b>Appointment Confirmation Inquiry</b>	Generate and send formatted letters to all producers (or just one producer) informing them of the results of appointment requests submitted on their behalf during a specified time period. You can filter the report to show only those requests submitted by a particular staff member, for a particular business unit, or with a particular result (e.g., approved, denied, etc.)	
<b>Firm Associated Individual Appointments Inquiry</b>	Check to see what appointment actions have occurred among producers associated with a selected agency in the past month. This flexible report lets you choose to view appointment data for individuals connected with firms either by a formal association or by an external system code.	
<b>Invalid Individual Licensee Appointments Inquiry</b>	You can scan your producer records to find producers who hold invalid appointments because of non-existent or inactive associations or direct or indirect agreements.	
<b>Business Unit Appointment Termination Inquiry</b>	Find out if and when producers were terminated by a business unit other than your own - a condition that could affect the producers' ability to sell for your business unit.	
<b>Appointments By State Inquiry</b>	Look up active or inactive appointments held by individual or firm producers grouped by state. If an appointment was terminated, the report shows the termination date and reason.	
<b>Individual Appointments Inquiry</b>	Review all appointment and termination activity for all producers (or just one producer) in your system during the past month.	
<b>Statistics</b>		
<b>Operator Productivity Inquiry</b>	Run a basic report on the types and volume of activities of one or multiple staff members during a specified time period.	
<b>Advanced Operator Productivity Inquiry</b>	Need to account down to the second for staff members' time spent on activities? This report will let you do it, along with the dates, total hours, minutes, and seconds one or multiple staff members were logged into Producer Manager while performing various activity types and subtypes.	
<b>Approved Appointments Inquiry</b>	Access a list of approved appointments for a given company, state, and date range.	
<b>System Information</b>		
<b>Database Processing Messages Inquiry</b>	Check a log showing database errors that may have occurred during daily automated operations that may have stalled the successful completion of a database job.	
<b>Staff Member Status Inquiry</b>	Generate a list of active and/or inactive users in Producer Manager that includes system information, such as user name and role.	
<b>Outbound Feed Reference</b>	Generates a list of codes that might be used in an Outbound Data Feed file.	
<b>Producer Data Sources</b>	Provides access to details of AML or Quick Load batch processes.	
<b>Data Reconciliation Report</b>	Generates a list of data reconciliation errors and processing messages for the specified dates, up to 7 days.	
<b>Hierarchy</b>		
<b>License Renewals Due</b>	Find out when producers' licenses are up for renewal. You can limit the report to show renewals due only for producers who report to a specified producer.	
<b>New Producer Inquiry</b>	Locate new producers added to the system in the past month. You can limit the report to show only new producers who report to a specified producer.	
<b>Producer Appointment Inquiry</b>	Review all appointment and termination activity for all producers (or just one producer) in your system during the past month. You can limit the report to show appointment and termination activity only for producers who report to a specified producer.	
<b>Producers in a Hierarchy</b>	Shows all the producers that have agreements that are "in the downtime" for any given parent agreement. Parent agreements are specified by either selecting a specific agreement, or by a list of external system ids assigned to the agreements.	
<b>Producers with Missing Upline Hierarchy</b>	This report identifies producers that have active agreements with invalid upline hierarchies.	

Section: Inquiries in Producer Central

VIEW RECENT REPORTS

Use the **Recent Reports** tab to view, access, and maintain inquiries that have been generated offline. A report generated offline will display on the **Recent Reports** tab for 30 days or until a user deletes it.

- To open the **Recent Reports** tab, use one of the following methods:
  - From the *All Reports* page, click the **Recent Reports** tab.

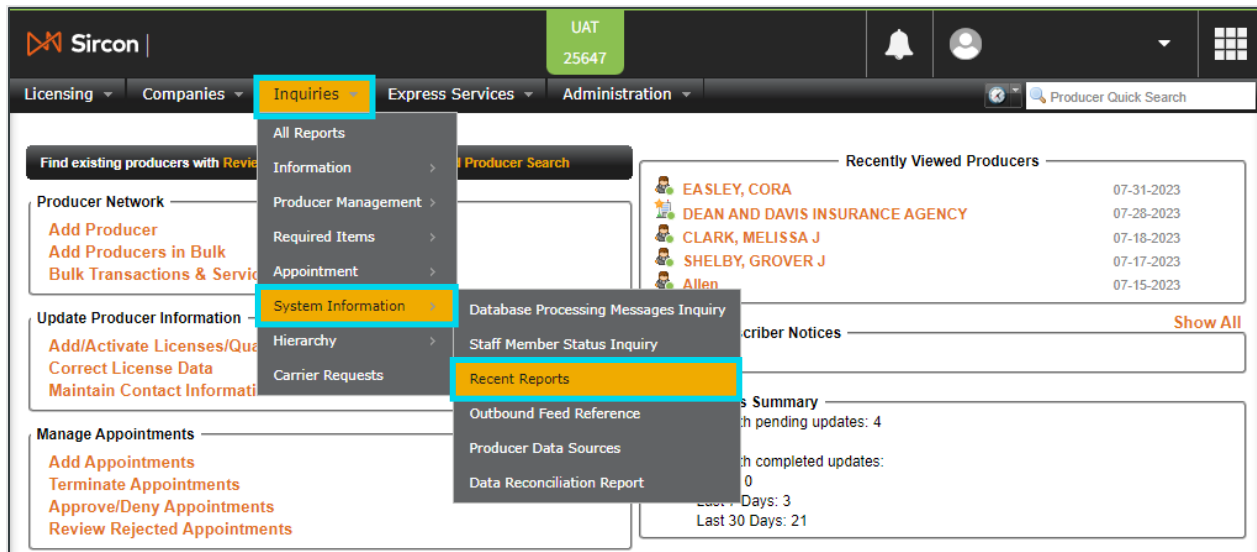


The screenshot shows the 'Recent Reports' tab selected. A message states: 'Inquiries will be retained for a period of 30 days before being purged.' Below this is a table of reports:

Delete	Name	Start Time	Completion Time	Submitted By	Status	Download
	Individual Associations Inquiry	07-28-2023 12:54 PM	07-28-2023 12:54 PM	Holtman, Keli	Succeeded	
	Producer Licenses Inquiry	07-19-2023 10:09 AM	07-19-2023 10:09 AM	Stom, Dennis	Succeeded	
	Producer Licenses Inquiry	07-11-2023 9:53 AM	07-11-2023 9:53 AM	Stom, Dennis	Succeeded	
	Producer Licenses Inquiry	07-06-2023 3:43 PM	07-06-2023 3:43 PM	Stom, Dennis	Succeeded	

Below the table, there is a 'Key: Excel Format' and a 'Delete' button. 'Refresh' and 'Cancel' buttons are also present.










- From the **Inquiries** menu, select **System Information**, and then select **Recent Reports**.












The screenshot shows the 'Inquiries' menu open. The 'System Information' option is highlighted, and its sub-menu is displayed. In this sub-menu, the 'Recent Reports' option is highlighted. Other options in the sub-menu include 'Database Processing Messages Inquiry', 'Staff Member Status Inquiry', 'Outbound Feed Reference', 'Producer Data Sources', and 'Data Reconciliation Report'.

Section: Inquiries in Producer Central

- From the **Recent Reports** tab, you can see all the inquiries that were generated within your organization for the last 30 days. The screen will include the following fields:
  - Name:** Name of the report.
  - Start Time:** Time that the inquiry was initiated.
  - Completion Time:** Time the inquiry finished generating and is available in the system.
  - Submitted By:** The user that generated the inquiry.
  - Status:** The status of the inquiry:
    - Pending** – The inquiry is in the report queue and pending download.
    - Running** – The inquiry is in the process of being generated.
    - Succeeded** – The inquiry is available and ready for download.
  - Download:** If the inquiry is available, you can click the links to download a copy of the report.

All Reports		Recent Reports		Inquiries will be retained for a period of 30 days before being purged.				Refresh	Cancel
Delete	Name	Start Time	Completion Time	Submitted By	Status	Download			
	New Producer Inquiry	-	-	Hall, Lauren	Pending				
	License Renewals Due	08-01-2023 12:31 PM	-	Hall, Lauren	Running				
	Data Reconciliation Report	08-01-2023 12:30 PM	08-01-2023 12:31 PM	Hall, Lauren	Succeeded				
	Data Reconciliation Report	08-01-2023 12:30 PM	08-01-2023 12:30 PM	Hall, Lauren	Succeeded				
	Staff Member Status Inquiry	08-01-2023 12:25 PM	08-01-2023 12:25 PM	Hall, Lauren	Succeeded				
	Business Unit Appointment Termination Inquiry	08-01-2023 12:22 PM	08-01-2023 12:22 PM	Hall, Lauren	Succeeded				
	Firm Associated Individual Appointments Inquiry	08-01-2023 12:19 PM	08-01-2023 12:19 PM	Hall, Lauren	Succeeded				
	Appointment Confirmation Inquiry	08-01-2023 12:16 PM	08-01-2023 12:17 PM	Hall, Lauren	Succeeded				
	Appointment Request Status Inquiry	08-01-2023 12:15 PM	08-01-2023 12:15 PM	Hall, Lauren	Succeeded				
	Appointments by Type Inquiry	08-01-2023 12:14 PM	08-01-2023 12:14 PM	Hall, Lauren	Succeeded				
	Company Appointment List Inquiry	08-01-2023 12:12 PM	08-01-2023 12:12 PM	Hall, Lauren	Succeeded				
	Individuals w/ Assoc Firms Rqd Items Inquiry	08-01-2023 12:10 PM	08-01-2023 12:10 PM	Hall, Lauren	Succeeded				
	Required Items Inquiry	08-01-2023 12:09 PM	08-01-2023 12:09 PM	Hall, Lauren	Succeeded				

- To download a report, click the **PDF** () or **Excel** () icon in the **Download** field.

All Reports		Recent Reports		Inquiries will be retained for a period of 30 days before being purged.				Refresh	Cancel
Delete	Name	Start Time	Completion Time	Submitted By	Status	Download			
	Invalid Individual Licensee Appointments Inquiry	08-01-2023 9:09 AM	08-01-2023 9:09 AM	Hall, Lauren	Succeeded				
	Business Unit Interest Inactivation Inquiry	08-01-2023 7:51 AM	08-01-2023 7:51 AM	Hall, Lauren	Succeeded				
	Producer Appointment Inquiry	07-31-2023 1:57 PM	07-31-2023 1:57 PM	Hall, Lauren	Succeeded				
	New Producer Inquiry	07-31-2023 1:55 PM	07-31-2023 1:55 PM	Hall, Lauren	Succeeded				
	Appointment Confirmation Inquiry	07-31-2023 1:21 PM	07-31-2023 1:21 PM	Hall, Lauren	Succeeded				
	Appointments by Type Inquiry	07-31-2023 1:14 PM	07-31-2023 1:14 PM	Hall, Lauren	Succeeded				
	Company Appointment List Inquiry	07-31-2023 12:48 PM	07-31-2023 12:48 PM	Hall, Lauren	Succeeded				
	Individuals w/ Assoc Firms Rqd Items Inquiry	07-31-2023 12:45 PM	07-31-2023 12:45 PM	Hall, Lauren	Succeeded				
	Required Items Inquiry	07-31-2023 12:41 PM	07-31-2023 12:42 PM	Hall, Lauren	Succeeded				

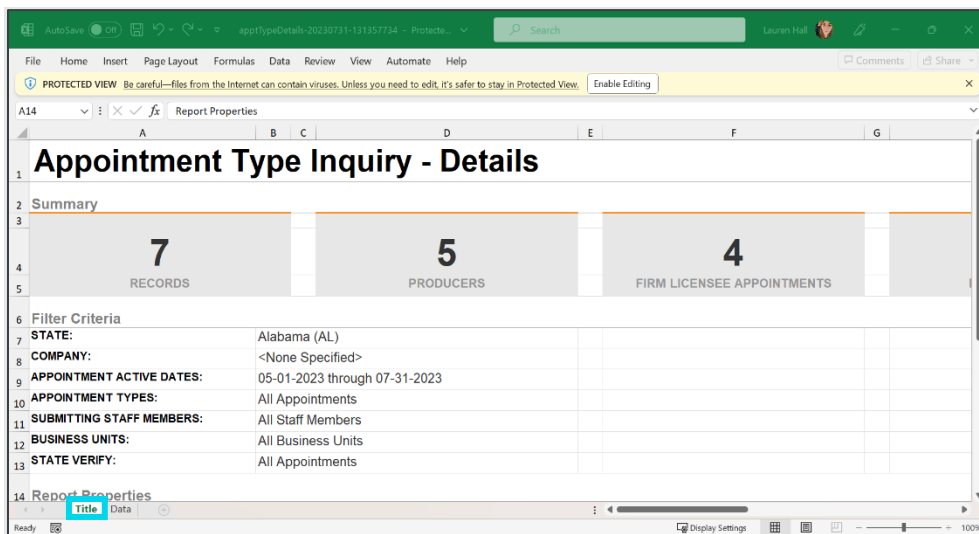
Section: Inquiries in Producer Central

- A pop-up will appear with the link to the file. Double-click on the file to open the report in the application.

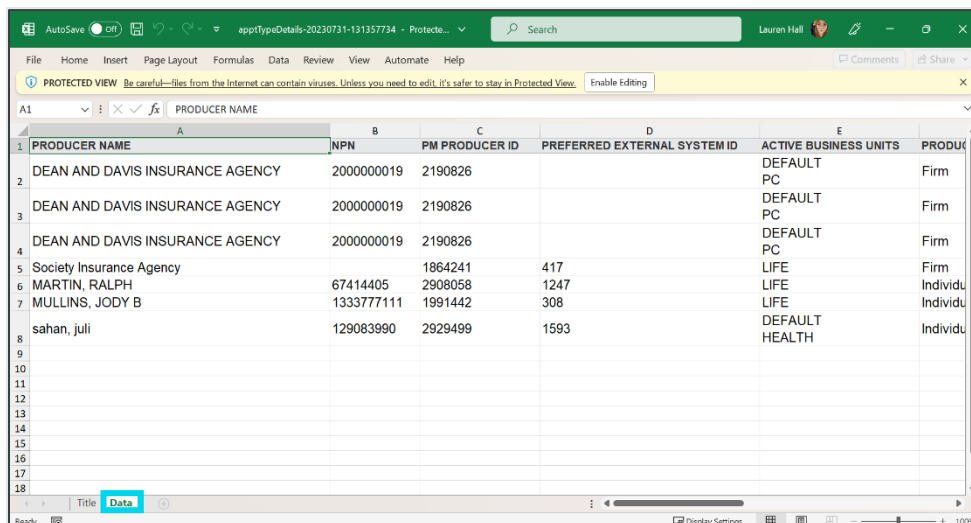


- You will now see the results in the corresponding application. If the report is in an Excel format, you will see at least two tabs:

- Title** – The title tab contains a summary of the contents of the inquiry.



- Data** – The data tab contains the detailed report values.



Section: Inquiries in Producer Central

## REPORT SELECTIONS

Each inquiry contains different conditions you can use to filter your report results. Some conditions are required while other conditions are optional.

Here are examples of different types of data you may encounter:

- **Date Selections** – If the inquiry contains a date, or date range, you can type the date using the MM-DD-YYYY format or select the date using the **Calendar** button (📅).
- **Data Tables** – Displays a list of specific conditions for a field.
  - To select multiple conditions, hold down the **CTRL** key and select the data you need to include in the report.
  - To select all the conditions, click the first condition then hold down the **CTRL + SHIFT** key and scroll down and click the last condition. This will select all the conditions within a range.

**Note:** When a condition is selected it will appear as a blue or dark grey color.

- **Checkboxes** – You can also use checkboxes to select one, or multiple, data conditions to narrow down your report.

All Reports
Recent Reports
Invalid Individual Licensee Appointments Inquiry

### Invalid Individual Licensee Appointments Inquiry

You can scan your producer records to find producers who hold invalid appointments because of non-existent or inactive associations or direct or indirect agreements.

Please enter, at a minimum, the 'Affiliation Status Between' dates and an Invalid condition.

Affiliation Status Between

Begin Date

End Date

08-01-2023

Submitting Staff Member	Business Unit
<div style="border: 1px solid gray; padding: 2px;">           Admin, Comp            Administrator, SIRCON            AdminOOB, Compensation            Agbogun, Nosakhare            Allen, Brent         </div>	<div style="border: 1px solid gray; padding: 2px;">           BUSFC            DEFAULT            HEALTH            LIFE            LM         </div>

Invalid Condition(s)

Appointments without Associations

Appointments without Direct Agreements

Appointments with Associations but without Indirect Agreements

Submit Offline
View/Refresh Report
Cancel

- **Dropdown Lists** – Use dropdown lists to select a single condition from a list. If you leave the dropdown list blank, you will see all the results for that field.



## Section: Inquiries in Producer Central

All Reports
Recent Reports
License Renewals Due Inquiry

License Renewals Due Inquiry

Find out whose licenses are coming up for renewal. You can filter the report by due date, license state, license status, qualifications and business unit.

**Producer Type**  
 Both  Firm  Individual Licensee

**Due Dates**  
 From  to

**State**

**License Status**

**Qualifications**  


- A & H - Ltd to Credit Health
- AGY
- AJDHS P & C with Workers' Comp
- AJDHS Workers' Comp Only
- Acc Hlth or Sick Reinsurance
- Acc. Hlth. & Sickness MGA
- Accident

**License Status**  


- Active
- But Inactive
- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM
- LT
- LUV

## REPORT OUTPUTS

Depending on the inquiry, you have two different options to generate results:

1. **View/Refresh Report** – Click to generate the inquiry "on demand" in an HTML format online. The report will open in a separate window.
2. **Submit Offline** – Click this option to generate the inquiry offline where it can be retrieved in multiple output formats by any staff member with the permissions to view it.

**Note:** When you use the **Submit Offline** option, the reports will appear on the *Recent Reports* page.

All Reports
Recent Reports
Invalid Individual Licensee Appointments Inquiry

Invalid Individual Licensee Appointments Inquiry

You can scan your producer records to find producers who hold invalid appointments because of non-existent or inactive associations or direct or indirect agreements.

Please enter, at a minimum, the 'Affiliation Status Between' dates and an Invalid condition.

Affiliation Status Between

Begin Date  End Date

**Submitting Staff Member**  


- Admin, Comp
- Administrator, SIRCON
- AdminOOB, Compensation
- Agbogun, Nosakhare
- Allen, Brent

**Business Unit**  


- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM

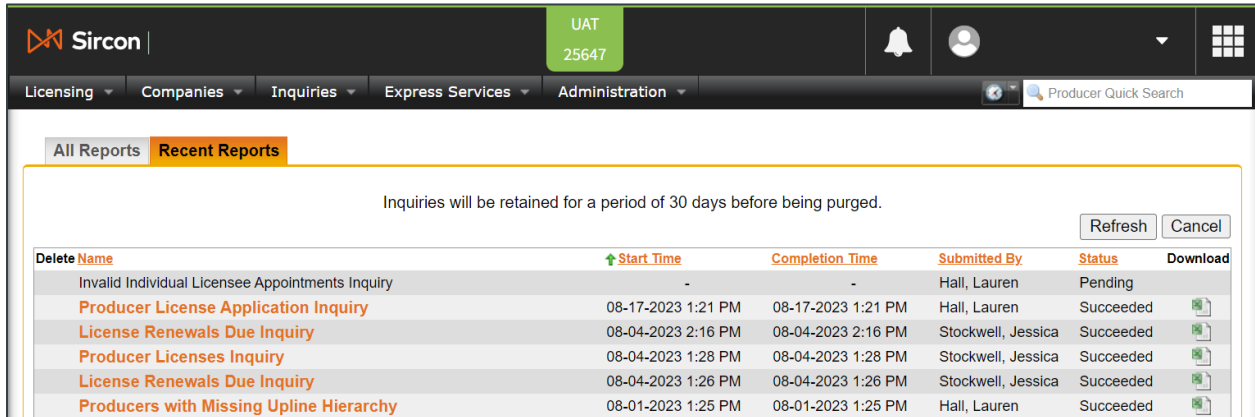
**Invalid Condition(s)**






- Appointments without Associations
- Appointments without Direct Agreements
- Appointments with Associations but without Indirect Agreements

Section: Inquiries in Producer Central

### Submit Offline

When you submit the inquiry offline, the report will appear on the *Recent Reports* page. You can download the results once the report is available.



Delete	Name	Start Time	Completion Time	Submitted By	Status	Download
	Invalid Individual Licensee Appointments Inquiry	-	-	Hall, Lauren	Pending	
	Producer License Application Inquiry	08-17-2023 1:21 PM	08-17-2023 1:21 PM	Hall, Lauren	Succeeded	
	License Renewals Due Inquiry	08-04-2023 2:16 PM	08-04-2023 2:16 PM	Stockwell, Jessica	Succeeded	
	Producer Licenses Inquiry	08-04-2023 1:28 PM	08-04-2023 1:28 PM	Stockwell, Jessica	Succeeded	
	License Renewals Due Inquiry	08-04-2023 1:26 PM	08-04-2023 1:26 PM	Stockwell, Jessica	Succeeded	
	Producers with Missing Upline Hierarchy	08-01-2023 1:25 PM	08-01-2023 1:25 PM	Hall, Lauren	Succeeded	

### View/Refresh Report

If you click **View/Refresh Report**, a pop-up window will appear where you can open the Excel or PDF document download.



Section: Inquiries in Producer Central

## Information Reports

The **Information** reports offer comprehensive transcripts of a single individual or agency producer's license record.

All Reports	Recent Reports
<b>Information</b>	
<b>Individual Information Inquiry</b>	Used to pull a printable version of a single individual's record, including name and contact information, and active and inactive licenses, qualifications, appointments, and agency associations.
<b>Firm Information Inquiry</b>	Used to pull a printable version of a single agency's record, including contact information, complete license information including status history, and individual associations.
<b>Producer Management</b>	
<b>Producer License Application Inquiry</b>	Check the status of all producer license applications submitted or recorded within a certain date range. You can also view information about related qualifications, appointments, or associations.
<b>CE Reviews Due Inquiry</b>	Which of your producers are due for an licensing education compliance review? Which are past due? Run the report to find out.
<b>License Renewals Due Inquiry</b>	Find out whose licenses are coming up for renewal. You can filter the report by due date, license state, license status, qualifications and business unit.
<b>Individual Associations Inquiry</b>	Keep track of which producers are associated (or no longer associated) with a particular agency. Find out the types of association and their positions with the firm.
<b>Background Investigation Inquiry</b>	Are appointments or licenses being held up by background investigation requests? Probe deeper into the issue and check BI status and results by running this report.
<b>Business Unit Interest Inactivation Inquiry</b>	Get a "heads up" that a producer should be terminated by running this report to discover when other business units have already inactivated the producer.

### INDIVIDUAL INFORMATION INQUIRY

Use the **Individual Information Inquiry** to quickly pull a single producer's record, including name and contact information and active and inactive licenses, qualifications, appointments, agency associations, and bank associations. You can also look up follow-up dates to track down missing required items.

1. Click the **Individual Information Inquiry** from the *All Reports* page.
2. Enter at least one of the search criteria listed below to locate the individual producer.
3. Click **Search**.

**Individual Information Inquiry**

**Search Individual**

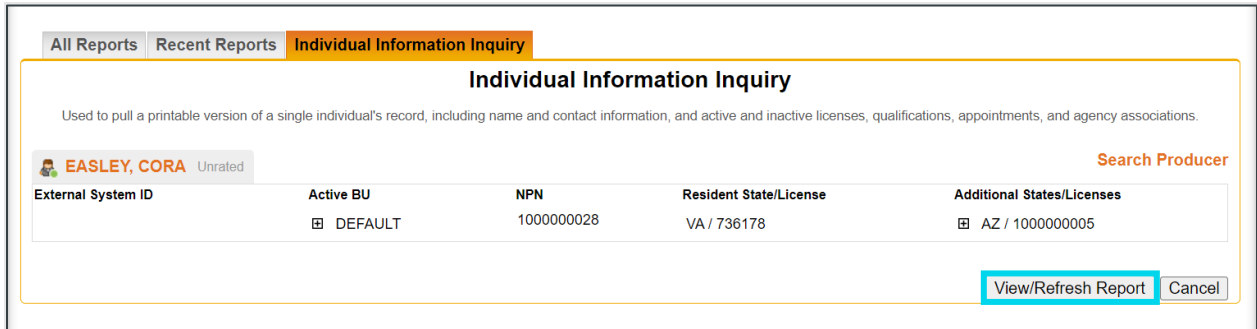
Please enter at least one of the search criteria below:

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

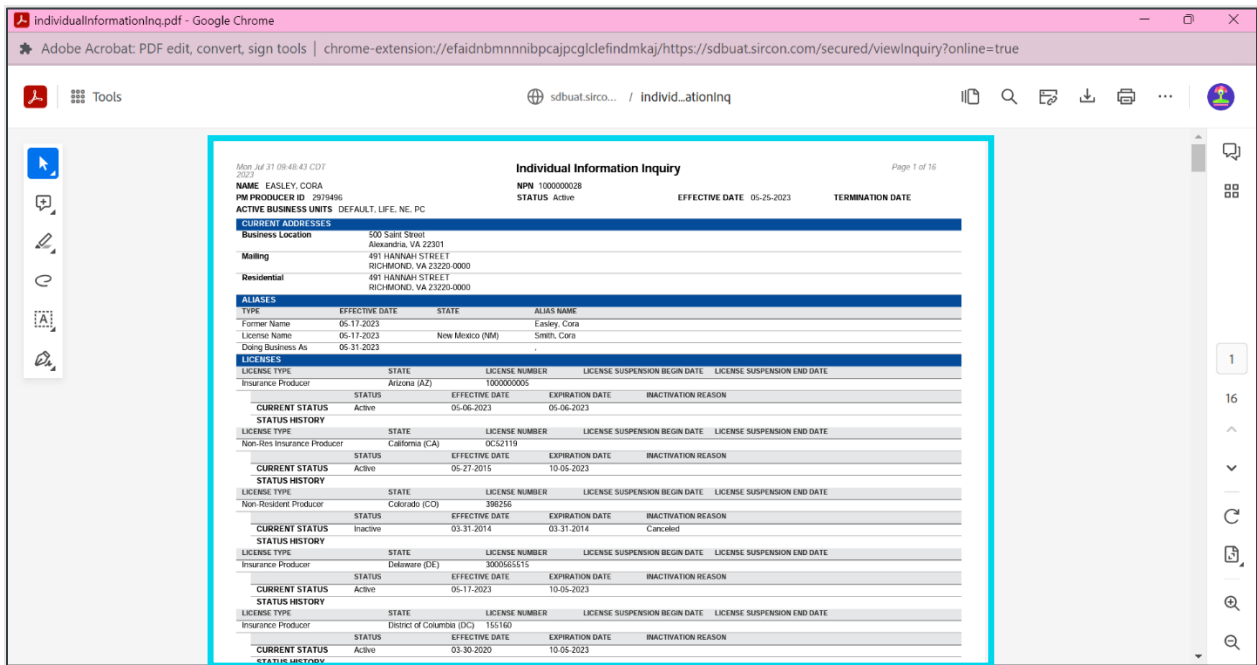
Records Per Page:

Section: Inquiries in Producer Central

4. Click **View/Refresh Report** to generate an Excel report in a pop-up window.



- a. You will now see the report details.



FIRM INFORMATION INQUIRY

Run the **Firm Information Inquiry** to obtain a printable transcript of a single firm producer's record in Producer Central. The report includes active and inactive licenses, qualifications, license applications, appointments, individual associations, agreements, FINRA registration, required item follow-up dates, and bank information.

It also includes all contact information address types, alias/dba information, active business units, and external system identifiers.

1. Click the **Firm Information Inquiry** from the *All Reports* page.
2. Enter at least one of the search criteria listed below to locate the firm/agency.
3. Click **Search**.

Section: Inquiries in Producer Central

### Firm Information Inquiry

Search Firm

Please enter at least one of the search criteria below:

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

Records Per Page:  Search Cancel

4. Click **View/Refresh Report** to generate an Excel report in a pop-up window.

All Reports Recent Reports **Firm Information Inquiry**

### Firm Information Inquiry

Used to pull a printable version of a single agency's record, including contact information, complete license information including status history, and individual associations.

DEAN AND DAVIS INSURANCE AGENCY
★★★★★

Search Producer

EIN	External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
00-6233077		<input checked="" type="checkbox"/> DEFAULT	2000000019	GA / 70443	<input checked="" type="checkbox"/> AL / 416295

This producer has 3 active service requests in Producer Express: 10300967, 10296338, 10296275

View/Refresh Report Cancel

5. You will now see the report details.

Tools
sdbuat.siroco... / firmSummary
Print Search Refresh Download

07-31-2023
**Firm Information Inquiry**
Page 1 of 4

<b>NAME:</b> DEAN AND DAVIS INSURANCE AGENCY		<b>NPN:</b> 2000000019	<b>EIN:</b> 00-6233077
<b>PM PRODUCER ID:</b> 2190826		<b>STATUS:</b> Active	<b>EFFECTIVE DATE:</b> 05-26-2023
<b>ACTIVE BUSINESS UNITS:</b> DEFAULT, PC			

CURRENT ADDRESSES		ADDRESS	BUSINESS UNIT
ADDRESS TYPE			
Business Location		-No contact specified- 6102 OGEECHEE RD SAVANNAH, GA 31405	
Mailing		-No contact specified- 8403 Aspen Way Macon, GA 31200	

ALIASES		EFFECTIVE DATE	STATE	ALIAS NAME
Former Name		05-18-2023		Dean and Davis Insurance Agency

INDIVIDUAL ASSOCIATIONS					
BEGIN DATE	END DATE	NPN	ACTIVE BUSINESS UNITS	NAME	POSITION
05-30-2023		1000000015	HEALTH LIFE	BROWN, MORRIS	Other
05-30-2023		333111333	DEFAULT	SMITH, AARON	Other
05-30-2023					Secretary
05-30-2023		1000000028	DEFAULT LIFE PC	EASLEY, CORA	Secretary - Treasurer
07-28-2023		32199	HEALTH	SMITH, DAVID	President
07-28-2023					Other

Section: Inquiries in Producer Central

## Producer Management Reports

Use the **Producer Management** reports to plan your department and company's to-do lists and help manage your work.

Producer Management	
<b>Producer License Application Inquiry</b>	Check the status of all producer license applications submitted or recorded within a certain date range. You can also view information about related qualifications, appointments, or associations.
<b>CE Reviews Due Inquiry</b>	Which of your producers are due for an licensing education compliance review? Which are past due? Run the report to find out.
<b>License Renewals Due Inquiry</b>	Find out whose licenses are coming up for renewal. You can filter the report by due date, license state, license status, qualifications and business unit.
<b>Individual Associations Inquiry</b>	Keep track of which producers are associated (or no longer associated) with a particular agency. Find out the types of association and their positions with the firm.
<b>Background Investigation Inquiry</b>	Are appointments or licenses being held up by background investigation requests? Probe deeper into the issue and check BI status and results by running this report.
<b>Business Unit Interest Inactivation Inquiry</b>	Get a "heads up" that a producer should be terminated by running this report to discover when other business units have already inactivated the producer.
<b>Producer Licenses Inquiry</b>	Generate lists of producers, either individuals or agencies, who are active or inactive in a given state. Filter the report to show only those agents associated with a specific agency. Or, narrow the list to display producers in a specific business unit or that are residents or non-residents of the selected state.
<b>CE Status Inquiry</b>	Check on your agents' progress in completing all or any of their state licensing continuing education requirements. Or, simply obtain a list of those who are out of compliance.
<b>Credential Status Inquiry</b>	Generate lists of producers holding active, inactive, and expiring education credentials.
<b>Producer Status Summary Counts by Business Unit Inquiry</b>	Get a count of the producers that belong to each of your business units.
<b>Producer Costs Inquiry</b>	Shows the regulatory costs associated with producers.
<b>CE Deficiency Inquiry</b>	Which of your producers have an active license that is expiring soon and have not yet completed their continuing education requirements? Generate a list of producers who are CE deficient.
<b>Professional Liability Insufficient Coverage Inquiry</b>	Generates a list of Producers who will not have sufficient Professional Liability coverage as of a certain date.

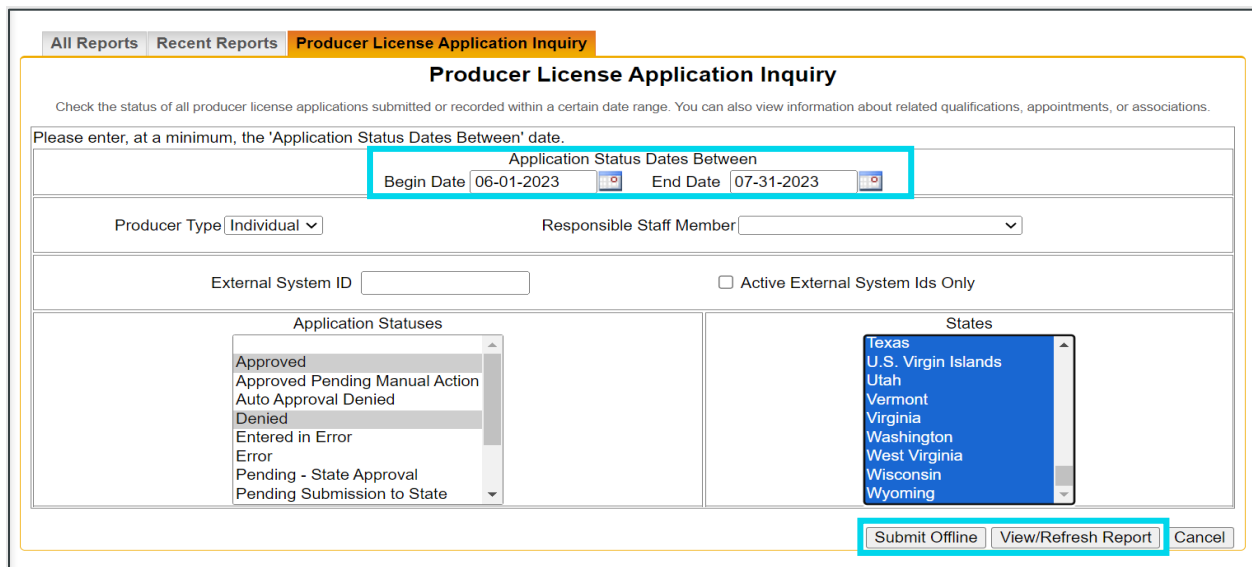
### PRODUCER LICENSE APPLICATION INQUIRY

Use the **Producer License Application Inquiry** page to run a report to check the status of all the producer license applications submitted or recorded within a certain date range. You can also view information about related qualifications, appointments, or associations.

1. Click the **Producer License Application** option from the *All Reports* page.
2. Enter **Begin Date** and **End Date** in the **Application Status Dates** section to search for license application records.
3. You can further filter the report using the following fields:
  - **Producer Type:** To report applications from individual producers, select **Individual**. To report applications from agency producers, select **Firm**.
  - **Responsible Staff Member:** To report license applications belonging to a particular staff member, select the name of the staff member. If no selections are made, the inquiry will report all license applications belonging to all staff members.
  - **External System ID:** To report applications linked to a specific external system identifier, enter the ID code.
  - **Active External System IDs Only:** To report applications for producers with an active link to the ID code entered in the **External System ID** field, click the checkbox.

## Section: Inquiries in Producer Central

- **Application Statuses:** Click to select one or multiple license application status criteria to apply to the report. If no selections are made, the inquiry will report all statuses. To select multiples, press and hold the CTRL key while clicking.
  - **States:** Click to select one, or multiple, state criteria to apply to the report. If no selections are made, the inquiry will report information for all states. To select multiples, press and hold the CTRL key while clicking.
4. Click **Submit Offline** to download the report at a later time or click **View/Refresh Report** to generate the inquiry "on demand" in a pop-up window.



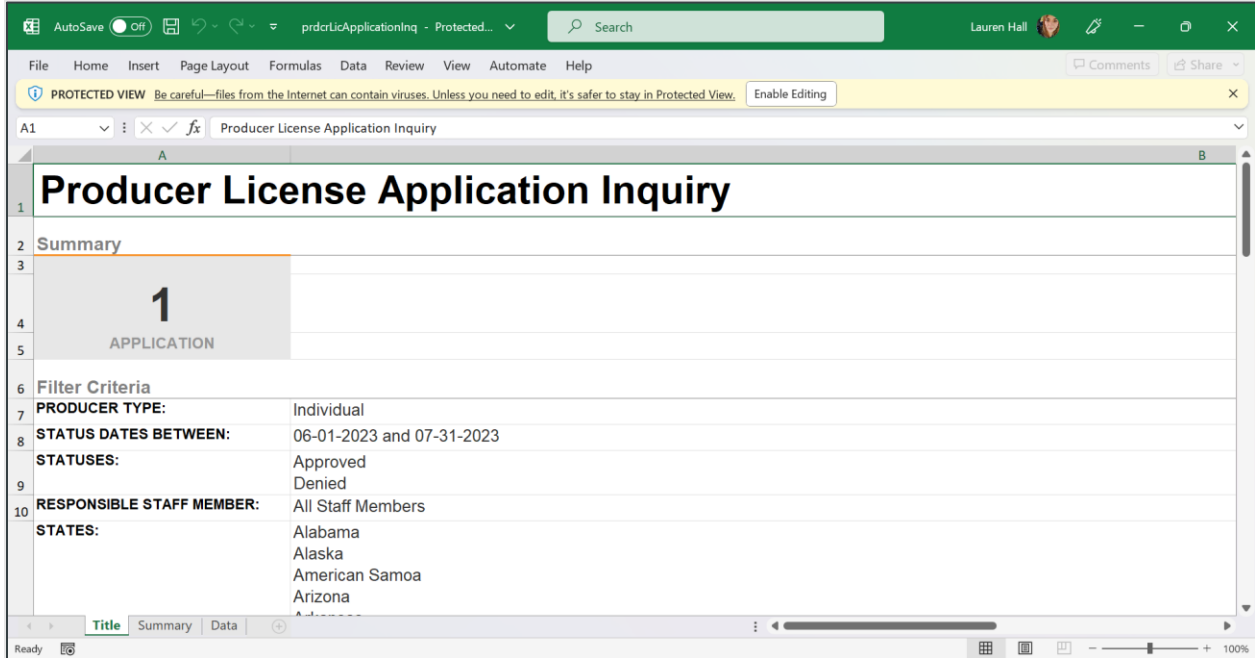
The screenshot shows the 'Producer License Application Inquiry' form. At the top, there are navigation tabs: 'All Reports', 'Recent Reports', and 'Producer License Application Inquiry'. Below the title, a subtitle reads: 'Check the status of all producer license applications submitted or recorded within a certain date range. You can also view information about related qualifications, appointments, or associations.' The form includes a section for 'Application Status Dates Between' with 'Begin Date' set to '06-01-2023' and 'End Date' set to '07-31-2023'. Other fields include 'Producer Type' (set to 'Individual'), 'Responsible Staff Member' (empty), 'External System ID' (empty), and a checkbox for 'Active External System Ids Only'. There are two dropdown menus: 'Application Statuses' (with options like 'Approved', 'Denied', etc.) and 'States' (with options like 'Texas', 'U.S. Virgin Islands', etc.). At the bottom right, there are three buttons: 'Submit Offline', 'View/Refresh Report', and 'Cancel'.

5. The report displays the producer license application information stored in your company's instance of Producer Central that met the report criteria.

**Note:** Results may be narrowed by selected filter criteria. The header of the report results window displays a summary of the selected report criteria.

License application information is grouped in alphabetical order by State and is sub-grouped in alphabetical order by **Status**.

## Section: Inquiries in Producer Central



### LICENSE RENEWALS DUE INQUIRY

Use the **License Renewals Due** inquiry to find out which individual or firm producers' licenses are due for renewal or whose licenses are lapsed.

The report is keyed on the license **Expiration Date** field recorded in the *Licenses/Qualifications* data section of individual and firm producer records in Producer Central.

1. Click the **License Renewals Due** option from the *All Reports* page.
2. Select **Firm**, **Individual Licensee**, or **Both** under the **Producer Type**.
3. Enter **Begin Date** and **End Date** in the **Due Dates** section to search for license renewals.
4. You can further filter the report using the following fields:
  - **State:** To filter the report to include only license renewals due in a particular state, select the state name from the dropdown menu.
  - **License Status:** To filter the report to include only license renewals due for active licenses, select **Active** from the dropdown menu. Or, to filter the report to include only license renewals due for inactive or lapsed licenses, select **Inactive** from the dropdown menu.
  - **Qualifications:** To filter the report to include license renewals due relating only to one or multiple lines of authority, click to select one or multiple qualifications in the box.

**Note:** To select multiples, press the CTRL key on your keyboard while clicking; click again while pressing the CTRL key to de-select.



Section: Inquiries in Producer Central

- **Business Units:** To filter the report to include only license renewals due for producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
5. In the **Sort Order** dropdown, choose the grouping and sorting method for the licenses due for renewal displaying in the report results. Select one of the following:
- **Licensee Name, then State and License Type:** *Default.* Groups report results by licensee name and then sorts license information by license state and then license type.
  - **State and License Type, then Licensee Name:** Groups report results by license state and license type, and then sorts license information by licensee name.
6. Click **Submit Offline** to process the report offline. You will need to download the report at a later time.

All Reports
Recent Reports
License Renewals Due Inquiry

### License Renewals Due Inquiry

Find out whose licenses are coming up for renewal. You can filter the report by due date, license state, license status, qualifications and business unit.

**Producer Type**

Both
  Firm
  Individual Licensee

**Due Dates**

From  to

**License Status**

**State**

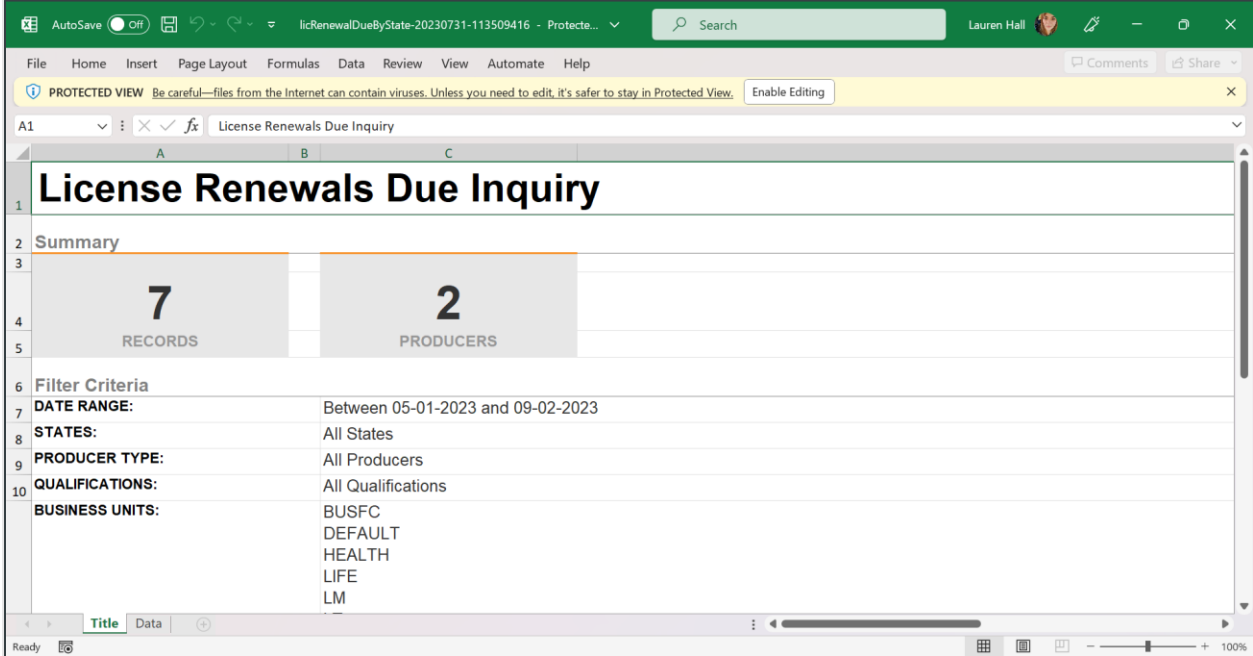
**Business Units**

**Qualifications**

**Sort Order**

7. Once you download the report, you will see information about producer licenses with expiration dates that fall within the date range entered in the Report Criteria section. Results may be narrowed by selected filter criteria.

## Section: Inquiries in Producer Central



The screenshot shows an Excel spreadsheet with the following content:

License Renewals Due Inquiry	
Summary	
7 RECORDS	2 PRODUCERS
Filter Criteria	
DATE RANGE:	Between 05-01-2023 and 09-02-2023
STATES:	All States
PRODUCER TYPE:	All Producers
QUALIFICATIONS:	All Qualifications
BUSINESS UNITS:	BUSFC DEFAULT HEALTH LIFE LM

**Note:** The **License Renewals Due Inquiry** reports license information as recorded in your company's instance of Producer Central. It does not verify license expiration date information directly with state records. However, if your company is using Producer Central's automated data reconciliation utilities to keep producer license data refreshed continually, the **License Renewals Due Inquiry** report results should be synchronized with state records.

**Note:** Several states issue a "perpetual" producer license. A license from perpetual license states does not include an expiration date and therefore usually will not be included in the report results of the **License Renewals Due Inquiry**. However, for licenses from such states, your company may adopt a policy to record a "placeholder" expiration date - usually far in the future - either to remind your staff to pay state maintenance fees or to trigger action in another internal system downstream from Producer Central.

Section: Inquiries in Producer Central

## INDIVIDUAL ASSOCIATIONS INQUIRY

Use the **Individual Associations Inquiry** to run a report identifying individual producers (agents) that hold active or inactive state associations or affiliations with a specific firm producer (agency).

The **Individual Associations Inquiry** only reports information as recorded in your company's instance of Producer Central using the *Add Associations* page or added to producer records through an automated update or a Vertafore-performed custom data load. It does not obtain association or affiliation information directly from state records.

1. Click the **Individual Associations Inquiry** option from the *All Reports* page.
2. Enter at least one of the search criteria listed below to locate the firm/agency.
3. Click **Search**.

**Individual Associations Inquiry**

Search Firm

Please enter at least one of the search criteria below:

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

Records Per Page:

4. Click **View/Refresh Report** to generate an Excel report in a pop-up window. Or click **Submit Offline** to process and download the report results at a later time.

**Individual Associations Inquiry**

Keep track of which producers are associated (or no longer associated) with a particular agency. Find out the types of association and their positions with the firm.

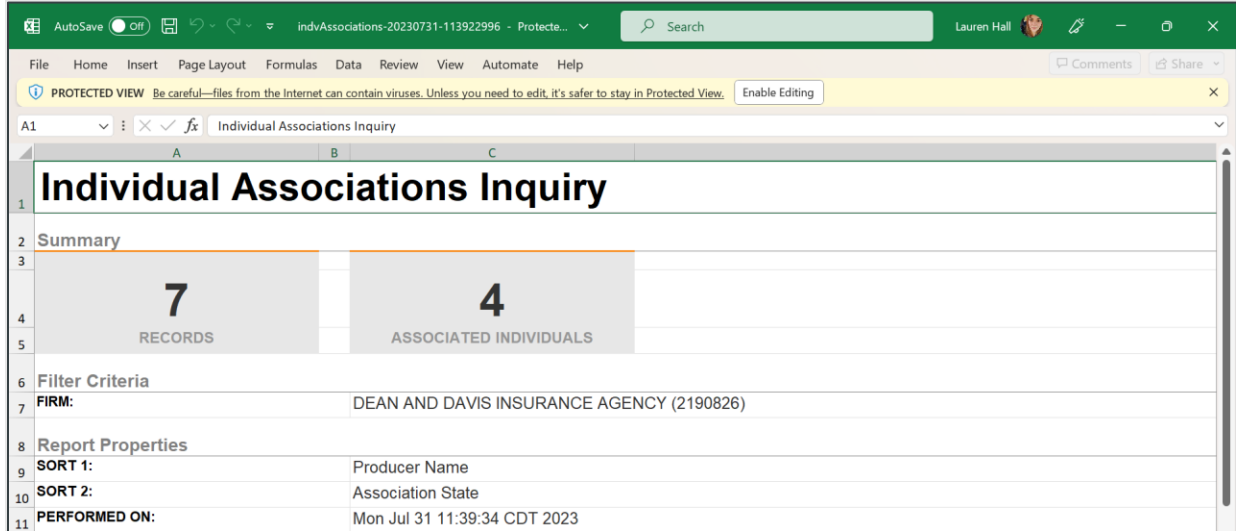
**DEAN AND DAVIS INSURANCE AGENCY** [Search Producer](#)

EIN	External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
00-6233077		<input type="checkbox"/> DEFAULT	2000000019	GA / 70443	<input type="checkbox"/> AL / 416295

🚨 This producer has 3 active service requests in Producer Express: 10300967, 10296338, 10296275

5. The report displays information about each individual with an active or inactive association with the selected firm.

## Section: Inquiries in Producer Central



Individual Associations Inquiry	
Summary	
<b>7</b>	<b>4</b>
RECORDS	ASSOCIATED INDIVIDUALS
Filter Criteria	
FIRM:	DEAN AND DAVIS INSURANCE AGENCY (2190826)
Report Properties	
SORT 1:	Producer Name
SORT 2:	Association State
PERFORMED ON:	Mon Jul 31 11:39:34 CDT 2023

### BACKGROUND INVESTIGATION INQUIRY

Use the **Background Investigation Inquiry** to report background investigation statuses and results and related appointment or license application requests.

1. Click the **License Renewals Due** option from the *All Reports* page.
2. Choose the **Date Type**, either **Status Date**, **Request Date**, **Result Date**, or **Review Date**.
3. Enter **Begin Date** and **End Date** in the **Due Dates** section to search for license renewals.
4. You can further filter the report using the following fields:
  - **BI Status:** Click to select one or multiple status criteria to apply to the report. If no selections are made, the inquiry will report all statuses.
  - **BI Result:** Click to select one or multiple result criteria to apply to the report. If no selections are made, the inquiry will report all results.
  - **Review Request:** Click to select one or multiple review result criteria to apply to the report. If no selections are made, the inquiry will report all review results.
  - **Last Updated By:** Click to select one or multiple name criteria to apply to the report. If no selections are made, the inquiry will report all names.
  - **Submit Status:** Click to select one or multiple status criteria to apply to the report. If no selections are made, the inquiry will report all statuses.
  - **BI Processing Instruction:** Click to select one or multiple processing instruction criteria to apply to the report. If no selections are made, the inquiry will report all processing instructions.
  - **BI Processing Status:** Click to select one or multiple status criteria to apply to the report. If no selections are made, the inquiry will report all statuses.
5. Click **View/Refresh Report** to generate an Excel report in a pop-up window. Or click **Submit Offline** to process and download the report results at a later time.

Section: Inquiries in Producer Central

All Reports
Recent Reports
Background Investigation Inquiry

### Background Investigation Inquiry

Are appointments or licenses being held up by background investigation requests? Probe deeper into the issue and check BI status and results by running this report.

Please enter, at a minimum, the Begin and End dates. Clear

**Background Investigations**

**Status Date**
 Request Date
  Result Date
  Review Date

**BI Status**

BI Firm is Processing Request  
 Error  
 Pending Submission  
 Processed

**Begin Date** 05-01-2023

**End Date** 07-31-2023

**BI Result**

Fail  
 Pass  
 Review

**Review Result**

Fail  
 Pass  
 Review

**Last Updated By**

Admin, Comp  
 Administrator, SIRCON  
 AdminOOB, Compensation

**Related Appointment Requests**

**Submit Status**

Approved  
 Denied  
 Error

**BI Processing Instruction**

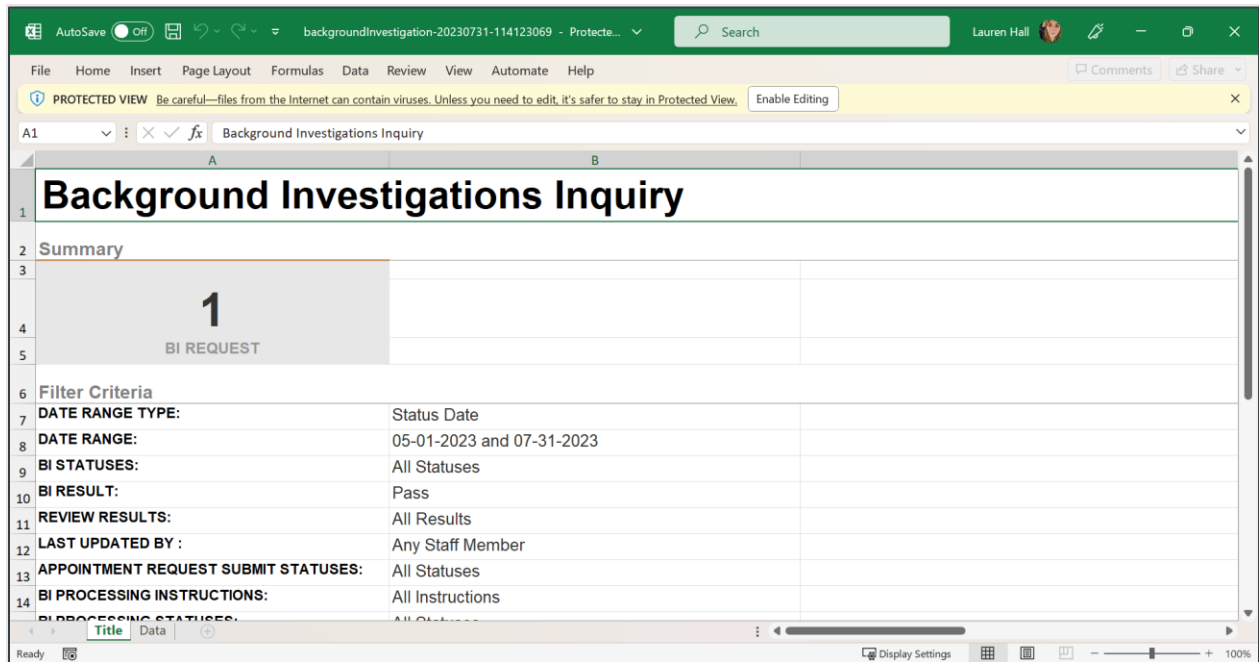
Auto Proc Request if BI Passes  
 Hold Request until BI Review  
 Submit Request linked to BI

**BI Processing Status**

BI Processed  
 Cancelled due to BI  
 On Hold pending BI Result

Submit Offline
View/Refresh Report
Cancel

- The report will display the business investigation results including the review results and the business processing instructions.



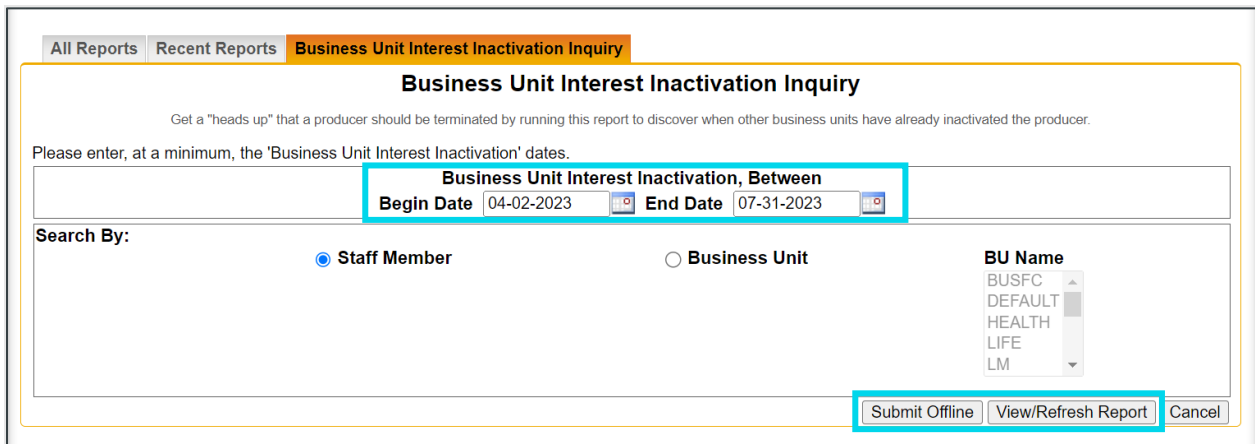
Background Investigations Inquiry	
<b>Summary</b>	
1	
BI REQUEST	
<b>Filter Criteria</b>	
<b>DATE RANGE TYPE:</b>	Status Date
<b>DATE RANGE:</b>	05-01-2023 and 07-31-2023
<b>BI STATUSES:</b>	All Statuses
<b>BI RESULT:</b>	Pass
<b>REVIEW RESULTS:</b>	All Results
<b>LAST UPDATED BY :</b>	Any Staff Member
<b>APPOINTMENT REQUEST SUBMIT STATUSES:</b>	All Statuses
<b>BI PROCESSING INSTRUCTIONS:</b>	All Instructions
<b>BI PROCESSING STATUSES:</b>	All Statuses

Section: Inquiries in Producer Central

## BUSINESS UNIT INTEREST INACTIVATION INQUIRY

Use the **Business Unit Interest Inactivation Inquiry** to run a report showing producers whose business units were inactivated during a selected date range. You can run this report to gain two different types of information:

- Producers who have been inactivated in your business unit but who remain active in another business unit.
  - Producers who have been inactivated from any business unit.
1. Click the **License Renewals Due** option from the *All Reports* page.
  2. Choose the **Date Type**, either **Status Date**, **Request Date**, **Result Date**, or **Review Date**.
  3. Enter **Begin Date** and **End Date** in the **Business Unit Interest Inactivation, Between** section to search for license renewals.
  4. Select either **Staff Member** or **Business Unit** in the **Search By** field to choose the type of report you want to run.
  5. Click **Staff Member Search By: Required**. Use the following controls to choose the type of report you want to run:
  6. Click **Business Unit** to run a report showing producers who were inactivated during the selected date range from any business unit.
    - **BU Name:** If you selected **Business Unit**, you will need select one or multiple business units whose producers were inactivated during the selected date range. If no selections are made, the inquiry will report producers inactivated from all business units.
  7. Click **View/Refresh Report** to generate an Excel report in a pop-up window. Or click **Submit Offline** to process and download the report results at a later time.



**Business Unit Interest Inactivation Inquiry**

Get a "heads up" that a producer should be terminated by running this report to discover when other business units have already inactivated the producer.

Please enter, at a minimum, the 'Business Unit Interest Inactivation' dates.

**Business Unit Interest Inactivation, Between**  
**Begin Date** 04-02-2023 **End Date** 07-31-2023

**Search By:**

**Staff Member**       **Business Unit**

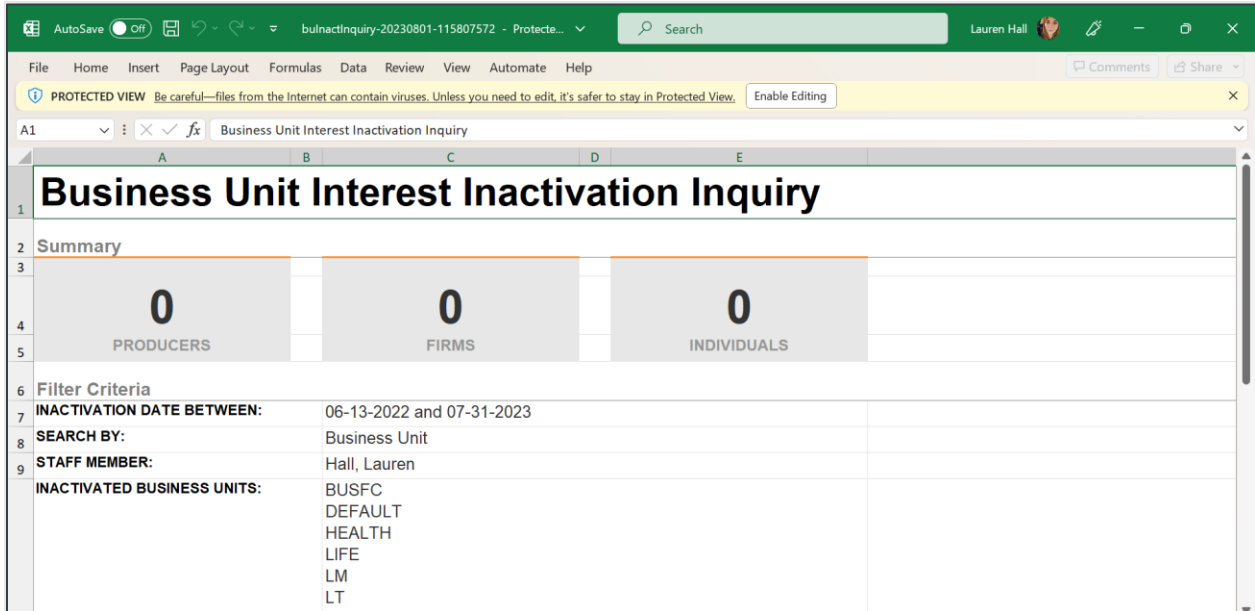
**BU Name**  
 BUSFC  
 DEFAULT  
 HEALTH  
 LIFE  
 LM

**Submit Offline** **View/Refresh Report** **Cancel**

8. The report displays producer business unit information stored in your company's instance of Producer Central that met the report criteria. Results may be narrowed by selected report criteria.
9. The header of the report results window displays a summary of the selected report criteria.

## Section: Inquiries in Producer Central

- Results are grouped by entity type, either Firm or Individual Licensee, and are sorted alphabetically by producer name.



Business Unit Interest Inactivation Inquiry	
<b>Summary</b>	
<b>0</b>	<b>0</b>
PRODUCERS	FIRMS
<b>0</b>	<b>0</b>
INDIVIDUALS	
<b>Filter Criteria</b>	
<b>INACTIVATION DATE BETWEEN:</b>	06-13-2022 and 07-31-2023
<b>SEARCH BY:</b>	Business Unit
<b>STAFF MEMBER:</b>	Hall, Lauren
<b>INACTIVATED BUSINESS UNITS:</b>	BUSFC DEFAULT HEALTH LIFE LM LT

## PRODUCER LICENSES INQUIRY

Use the **Producer Licenses Inquiry** to generate a list of individual or firm producers with a license in all states or only a selected state.

You may filter the report results in numerous ways, such as to include only individual producers associated with a specific firm, only producers assigned to a specific business unit, or only producers with a license of a license type that is no longer valid or has become historical in a selected state.

- Click the **Producer Licenses Inquiry** option from the *All Reports* page.
- Choose the **Producer Type**, either **Individual** or **Firm**.
- You can optionally use any of the following fields to narrow your inquiry:
  - Business Unit:** To report licenses without regard to producer business unit criteria, make no selection from the box. Or to filter the report to include only licenses of producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - State:** To report licenses in all states, click the **All States** radio button. Or, to filter the report to include only licenses in a particular state, click the **Select a State** radio button, and then select the name of the desired state from the dropdown menu.
  - Status:** From the dropdown menu, choose either **Active** or **Inactive** for the status.
  - Begin Date:** To report licenses that became active within a selected range of dates (keyed on the value of the **Effective Date** field as recorded in the

## Section: Inquiries in Producer Central

*Licenses/Qualifications* data section), enter the beginning date of the date range.

- **End Date:** To report licenses that became active within a selected range of dates (keyed on the value of the **Effective Date** field as recorded in the *Licenses/Qualifications* data section), enter the ending date of the date range.
  - **License Types:** To report licenses without regard to license class or license type criteria, make no selection from the box. Or to filter the report to include only licenses of a certain type, click to select one or multiple license types in the box.
  - **Search Specific Firm:** *Available only if value of Producer Type field is Individual.* Click to open the *Search Firm* page, where you can perform a producer search for a firm producer. Once you have selected a firm producer, the report results will be filtered to include only licenses held by individual producers who are associated (affiliated) with the selected firm.
4. Click **Submit Offline** to process the report and download the results at a later time.

**Note:** By default the maximum number of licenses included in report results is 5,000. If the number of licenses meeting the current report criteria exceeds the limit, the **Submit Offline** button is disabled. Revise your report criteria selections to generate the report.

All Reports
Recent Reports
Producer Licenses Inquiry

### Producer Licenses Inquiry

Generate lists of producers, either individuals or agencies, who are active or inactive in a given state. Filter the report to show only those agents associated with a specific agency. Or, narrow the list to display producers in a specific business unit or that are residents or non-residents of the selected state.

**Producer Type** Individual

**State** All States  Select a State

**Status** ▼

**Begin Date**  [calendar]

**End Date**  [calendar]

**Business Unit** BUSFC  
DEFAULT  
HEALTH  
LIFE  
LM

**License Types**  
 Show Historical

[Search Specific Firm](#)

EIN	Active BU	NPN	Resident State/License	Additional States/Licenses

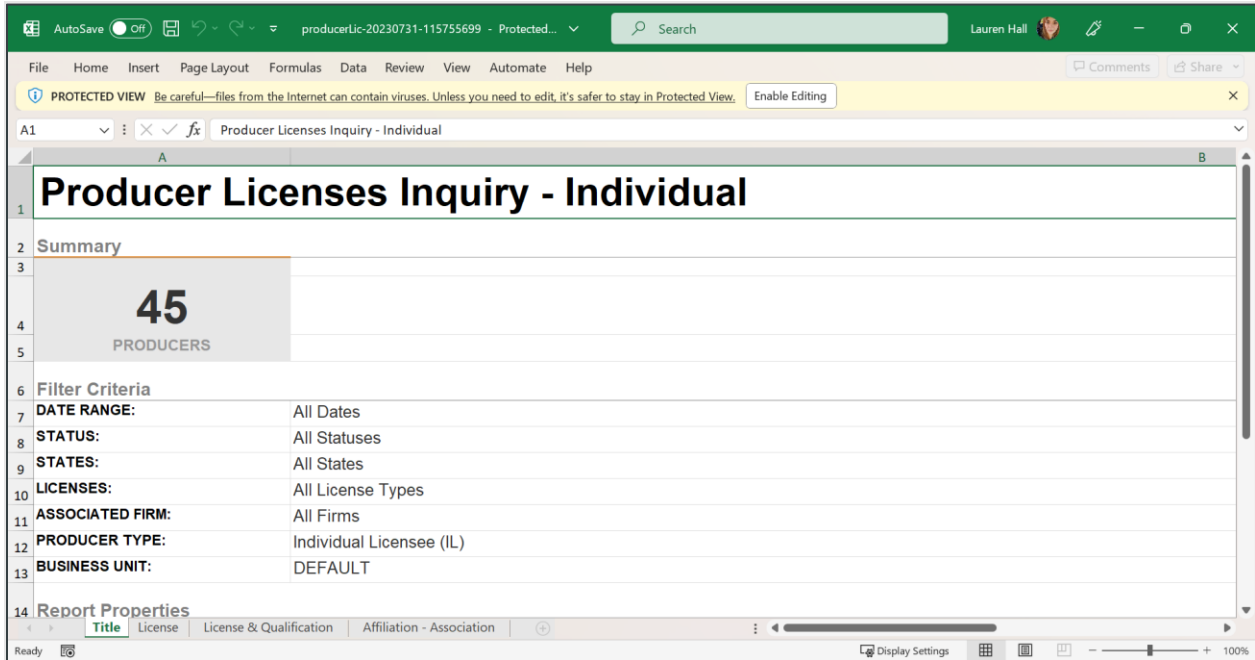
The criteria you have selected will result in a report containing 116 licenses.

Submit Offline
Cancel

5. The report displays producer license information stored in your company's instance of Producer Central that met the report criteria.



## Section: Inquiries in Producer Central



Filter Criteria	
DATE RANGE:	All Dates
STATUS:	All Statuses
STATES:	All States
LICENSES:	All License Types
ASSOCIATED FIRM:	All Firms
PRODUCER TYPE:	Individual Licensee (IL)
BUSINESS UNIT:	DEFAULT

**Note:** The **Producer Licenses Inquiry** reports license information only as recorded in your company's instance of Producer Central. It does not verify license information directly with state records. However, if your company is using Producer Central's automated data reconciliation utilities to keep producer license data refreshed continually, the Producer Licenses Inquiry report results should be synchronized with state records.

### CREDENTIAL STATUS INQUIRY

Use the **Credential Status Inquiry** page to run a report to identify individual producers with one or multiple active education credentials that will expire within a specified date range. You also can generate a report of producers with inactive education credentials or who are eligible for a credential but have not yet attained it.

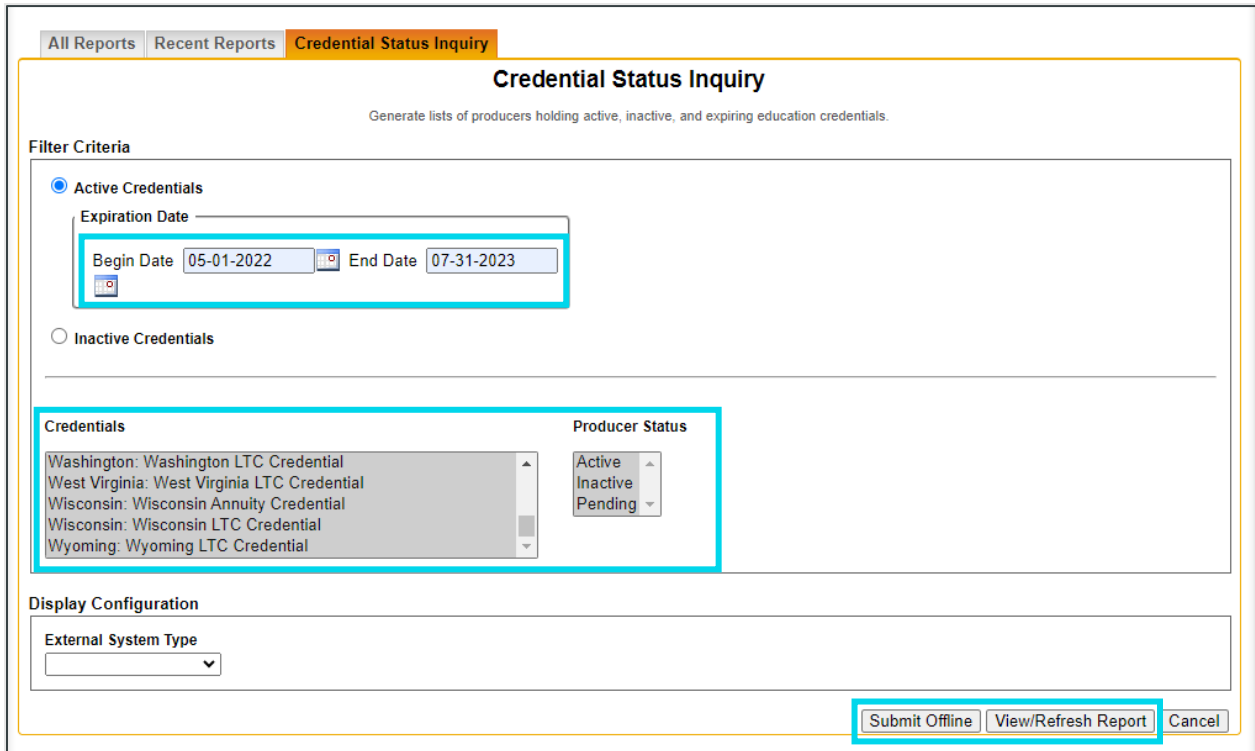
1. Click the **Credential Status Inquiry** option from the *All Reports* page.
2. Select whether you want to filter the report by **Active Credentials** or **Inactive Credentials**.

**Note:** If you select **Active Credentials**, you can enter a **Begin Date** and/or **End Date** to further filter your results.

3. You can optionally use any of the following fields to narrow your inquiry:
  - **Credentials:** From the list box, click to select one or multiple education credentials to apply as report criteria. To select multiple, press and hold the CTRL key while clicking.

## Section: Inquiries in Producer Central

- **Producer Status:** From the list box, click to select one or multiple producer statuses to apply as report criteria. **Active** and **Inactive** are pre-selected as default values. To select multiple values, press and hold the CTRL key while clicking.
  - **External System Type:** From the dropdown menu, select an external system type to display additional information for each producer included in the report. The report output is not filtered based on selected **Display Configuration** criteria.
4. Click **View/Refresh Report** to generate an Excel report in a pop-up window. Or click **Submit Offline** to process and download the report results at a later time.



**Credential Status Inquiry**  
Generate lists of producers holding active, inactive, and expiring education credentials.

**Filter Criteria**

Active Credentials

Expiration Date

Begin Date: 05-01-2022    End Date: 07-31-2023

Inactive Credentials

---

**Credentials**

- Washington: Washington LTC Credential
- West Virginia: West Virginia LTC Credential
- Wisconsin: Wisconsin Annuity Credential
- Wisconsin: Wisconsin LTC Credential
- Wyoming: Wyoming LTC Credential

**Producer Status**

- Active
- Inactive
- Pending

**Display Configuration**

External System Type

Submit Offline    View/Refresh Report    Cancel

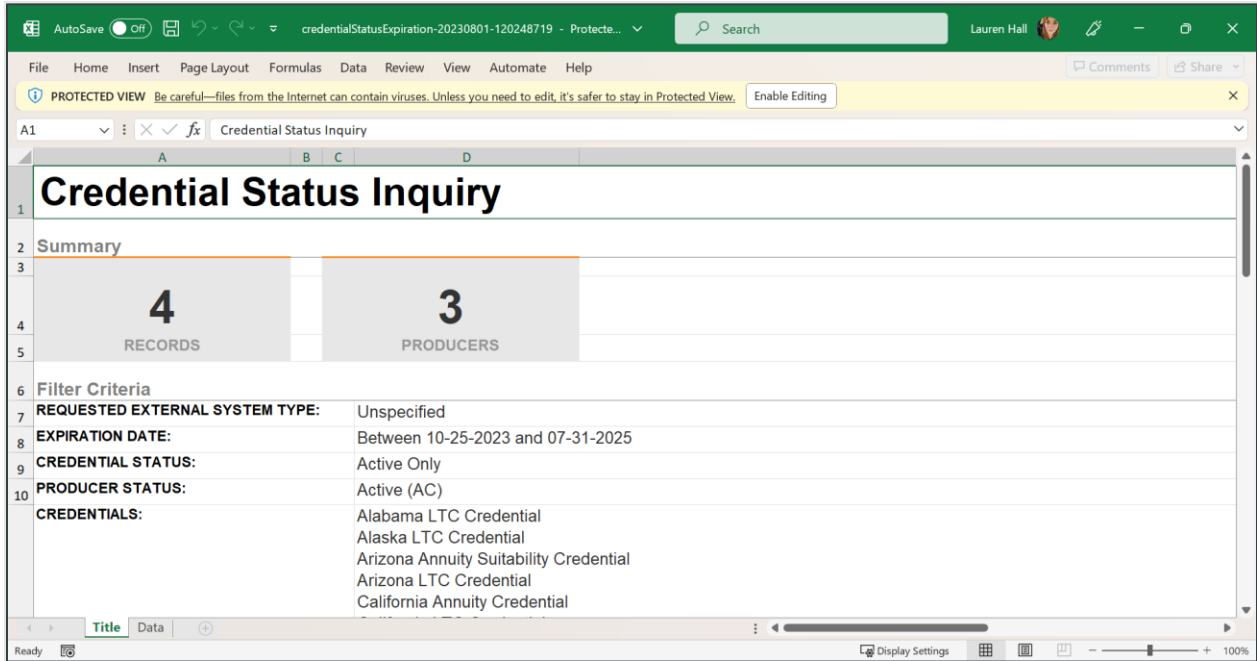
5. The report will show the active or inactive credentials associated with each producer.

**Note:** The **Producer Status** field filters inquiry output based on a producer's record status (i.e., whether the producer holds an active appointment or an active firm association). It has no bearing on the status of a selected education credential.

**Note:** If a system administrator has changed the credential program associated with an education credential, the system automatically recalculates producers' eligibility for the education credential based on the new credential program's requirements within 24 hours of the update.

Section: Inquiries in Producer Central

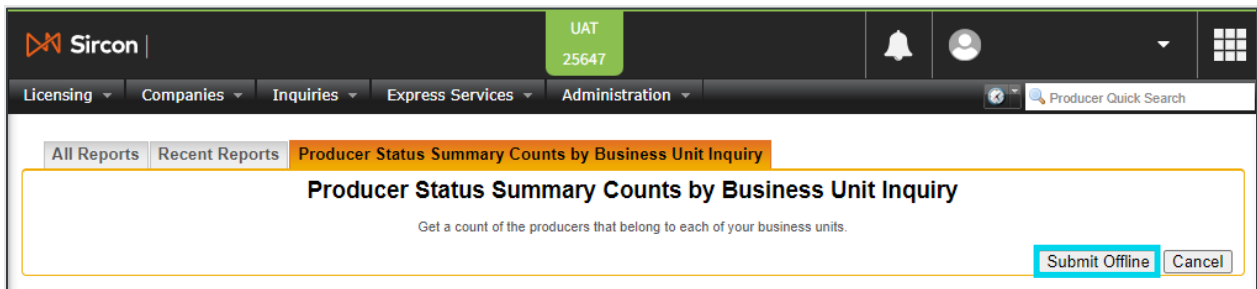
**Note:** An alert box will display at the top of the **Credential Status Inquiry** report with the following message: "Caution - Data Expired. The following credentials have new rules and need to be re-evaluated: [Education Credential Name]." The message is intended to notify you of the possibility that the inquiry output may not be accurate until the system has finished recalculating the producer records affected by the change in education credential(s).



PRODUCER STATUS SUMMARY COUNTS BY BUSINESS UNIT INQUIRY

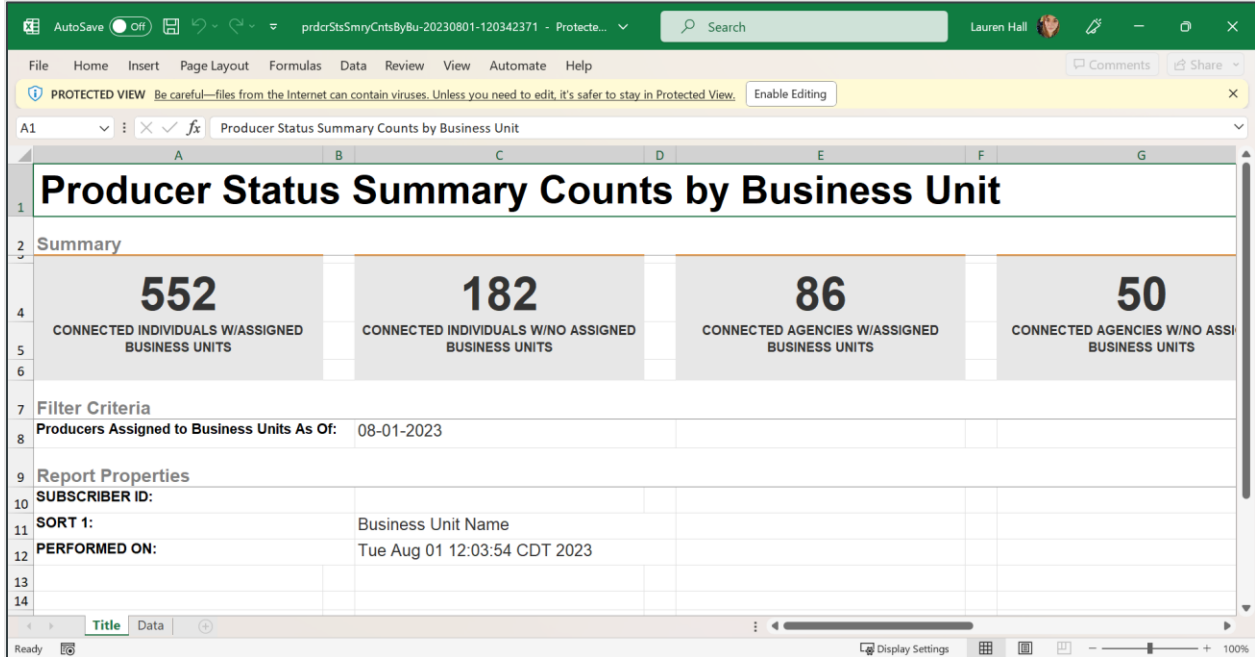
Use the **Producer Status Summary Counts By Business Unit Inquiry** to get a count of the producers that belong to each of your business units.

1. Click the **Producer Status Summary Counts By Business Unit Inquiry** option from the *All Reports* page.
2. Click **Submit Offline** to process the report and download the results at a later time.



## Section: Inquiries in Producer Central

- The report shows all the connected individuals and agencies with and without assigned business units.



Producer Status Summary Counts by Business Unit			
<b>Summary</b>			
<b>552</b>	<b>182</b>	<b>86</b>	<b>50</b>
CONNECTED INDIVIDUALS W/ASSIGNED BUSINESS UNITS	CONNECTED INDIVIDUALS W/NO ASSIGNED BUSINESS UNITS	CONNECTED AGENCIES W/ASSIGNED BUSINESS UNITS	CONNECTED AGENCIES W/NO ASSIGNED BUSINESS UNITS
<b>Filter Criteria</b>			
Producers Assigned to Business Units As Of:		08-01-2023	
<b>Report Properties</b>			
SUBSCRIBER ID:			
SORT 1:		Business Unit Name	
PERFORMED ON:		Tue Aug 01 12:03:54 CDT 2023	

## PRODUCER COSTS INQUIRY

Use the **Producer Costs Inquiry** to generate a report of historical cost information in Producer Central, including costs not tied specifically to producer compliance transactions, such as subscription fees and account adjustments.

- Click the **Producer Costs Inquiry** option from the *All Reports* page.
- In the **Date Range of Incurred Costs** section, use the **Begin Date** and **End Date** fields to determine the timing of the cost information. The report will default to the previous month's dates.
- You can optionally use any of the following fields to narrow your inquiry:
  - States:** To report costs for transactions in all states, select no criteria. Or to filter the report to include only costs for transactions in a particular state, click to select a state name from the list box.
  - Service Types:** To report costs for transactions for related service types, select no criteria. Or to filter the report to include only costs for transactions for specific related service types, click to select a service type from the list box.
  - Business Units:** To report costs for transactions associated with all business units, select no criteria. Or to filter the report to include only costs for transactions associated with specific business units, click to select a service type from the list box.
  - Locations:** To report costs for transactions associated with all locations, select no criteria. Or to filter the report to include only costs for transactions associated with specific locations, click to select a service type from the list box.

Section: Inquiries in Producer Central

- **Departments:** To report costs for transactions associated with all departments, select no criteria. Or to filter the report to include only costs for transactions associated with specific departments, click to select a service type from the list box.
  - **Format Options:** Click the **Mark SSNs** checkmark the checkbox to replace the first five (5) digits of an individual producer's Social Security Number with asterisks in the report results.
4. Click **Submit Offline** to process the report and download the results at a later time.

All Reports
Recent Reports
Producer Costs Inquiry

### Producer Costs Inquiry

Shows the regulatory costs associated with producers.

**Date Range of Incurred Costs**

**Begin Date:**

**End Date:**

**Filter Criteria**

Selecting the following criteria will limit the costs displayed in the report but will not exclude costs that are not associated with a producer.

**States:**

- Alabama
- Alaska
- American Samoa
- Arizona
- Arkansas
- Armed Forces Americas
- Armed Forces Other
- Armed Forces Pacific
- California

**Service Types:**

- Appointment
- Background Investig. Process.
- License Application Admin
- PDB Firm Data Reconciliation
- PDB Indv Data Reconciliation
- Producer Database Inquiry
- Termination

**Producer-Specific Filter Criteria**

Selecting the following criteria will limit costs displayed in the report to those associated with a producer.

**Business Units:**

- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM
- LT
- LUV
- NE
- NEWBU

**Locations:**

- Atlanta
- Chicago
- Detroit
- Los Angeles
- Miami FL
- New York
- Norfolk VA

**Departments:**

- Finance
- Sales
- Service

**Format Options**

**Mask SSNs:**

(\*\*-\*\*-1234)

The criteria you have selected will result in a report containing approximately 0 rows.

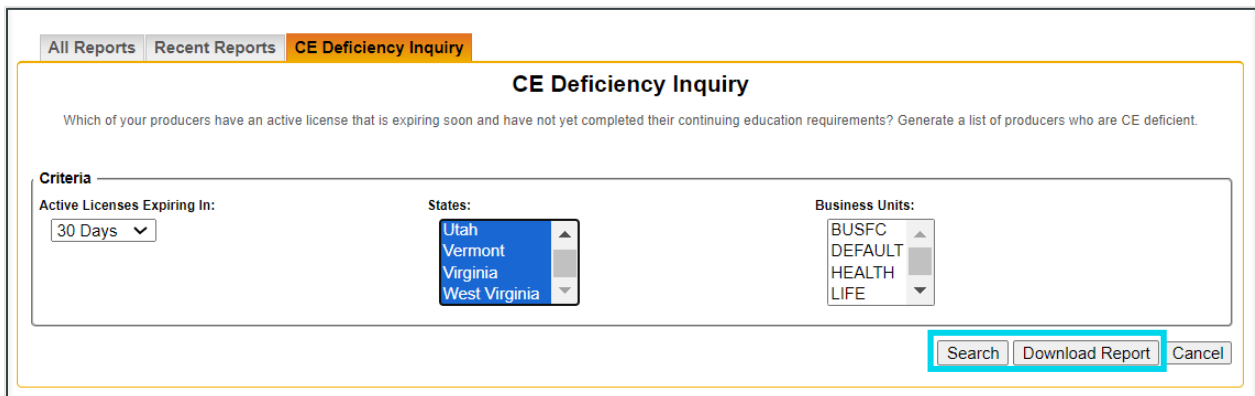
5. The results of a **Producer Costs Inquiry** are tabular (spreadsheet view) and sorted alphabetically by state code.

## Section: Inquiries in Producer Central

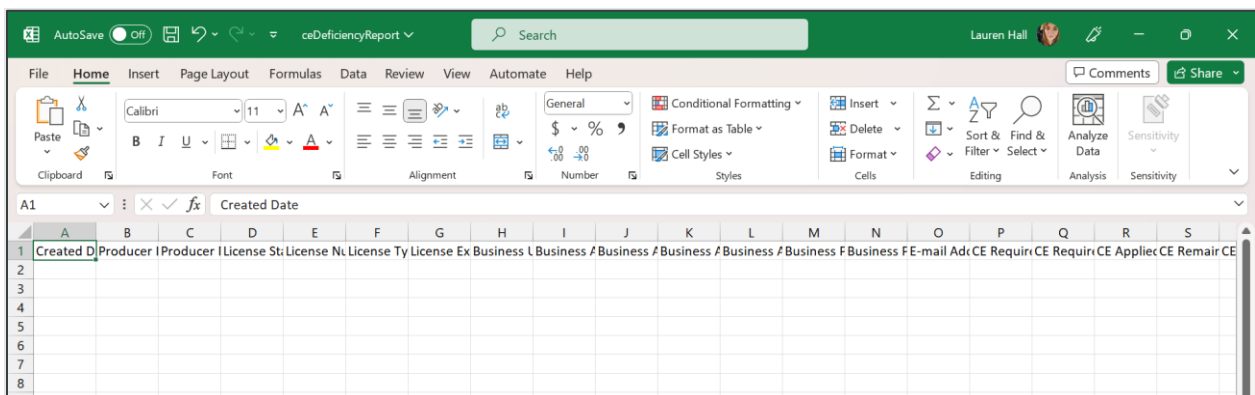
### CE DEFICIENCY INQUIRY

Use the **CE Deficiency Inquiry** to assemble a list of producers who are nearing the end of their resident license review period in select regulatory jurisdictions, but who have not yet fulfilled their CE requirements.

1. Click the **CE Deficiency Inquiry** option from the *All Reports* page.
2. From the **Active Licenses Expiring In** dropdown field, select the timing of when the licenses will expire. Options are **30 days**, **60 days**, **90 days**, or **120 days**.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **States:** Click to select the names of one or multiple states to filter the report to include producers whose resident licenses are expiring in only the selected state(s). Press the CTRL key and click to select multiples.
  - **Business Units:** Click to select the names of one or multiple business units to filter the report to include producers with expiring resident licenses who are associated with only the selected business unit(s).
4. Click **Search** to see a list of the results in the report window. Click **Download Report** to export the results to Excel.



5. The report displays a table listing all producers whose continuing education requirements are deficient based on the search parameters set in the criteria section.



Section: Inquiries in Producer Central

## PROFESSIONAL LIABILITY INSUFFICIENT COVERAGE INQUIRY

Use the **Professional Liability Insufficient Coverage Inquiry** to run a report showing producers with missing, lapsed, or expiring professional liability coverage as of a specified date.

1. Click the **Professional Liability Insufficient Coverage Inquiry** option from the *All Reports* page.
2. Enter a date in the **Insufficient Coverage As Of** field. The system will search for producers whose most recent professional liability coverage has an **Expiration Date** on or prior to the date entered, as well as for producers whose records do not include any professional liability coverage.
3. Choose from among the following options under the **Coverage Type**:
  - To report producers with insufficient errors and omissions professional liability coverage, from the dropdown menu select **Errors & Omissions**.
  - To report producers with insufficient bond professional liability coverage, from the dropdown menu select **Bond**.
  - To report producers with insufficient professional liability coverage of both coverage types, from the dropdown menu select **Errors & Omissions And Bond**.
  - To report producers with insufficient professional liability coverage of either coverage type, from the dropdown menu select **Errors & Omissions Or Bond**.
4. You can optionally use any of the following fields to narrow your inquiry:
  - **Producer Type:**
    - To report producers with insufficient professional liability coverage regardless of entity type, from the dropdown menu select **Both** (default).
    - To filter the report to include only individual producers with insufficient professional liability coverage, from the dropdown menu select **Individual**.
    - To filter the report to include only firm producers with insufficient professional liability coverage, from the dropdown menu select **Firm**.
  - **Producer Status:**
    - To filter the report to include only producers with a record Status of Active, from the dropdown menu select **Active** (default).
    - To filter the report to include only producers with a record Status of Inactive, from the dropdown menu select **Inactive**.
    - To filter the report to include only producers with a record Status of Pending, from the dropdown menu select **Pending**.
  - **Business Units:**
    - To report producers with insufficient professional liability coverage without regard to producer business unit criteria, make no selection from the box.
    - To filter the report to include only producers with insufficient professional liability coverage that are assigned to one or multiple business units, click to select one or multiple business unit short names in the box.

Section: Inquiries in Producer Central

- Click **Submit Offline** to process the report and download the results at a later time.

All Reports
Recent Reports
Professional Liability Insufficient Coverage Inquiry

### Professional Liability Insufficient Coverage Inquiry

Generates a list of Producers who will not have sufficient Professional Liability coverage as of a certain date.

**Insufficient Coverage As Of \***

07-31-2023

Only include Producers with expired coverage.

**Coverage Type \***

Errors & Omissions

'Errors & Omissions' - The report will include Producers who do not have an effective Errors & Omission policy as of the specified date.

**Producer Type**

Both

**Producer Status**

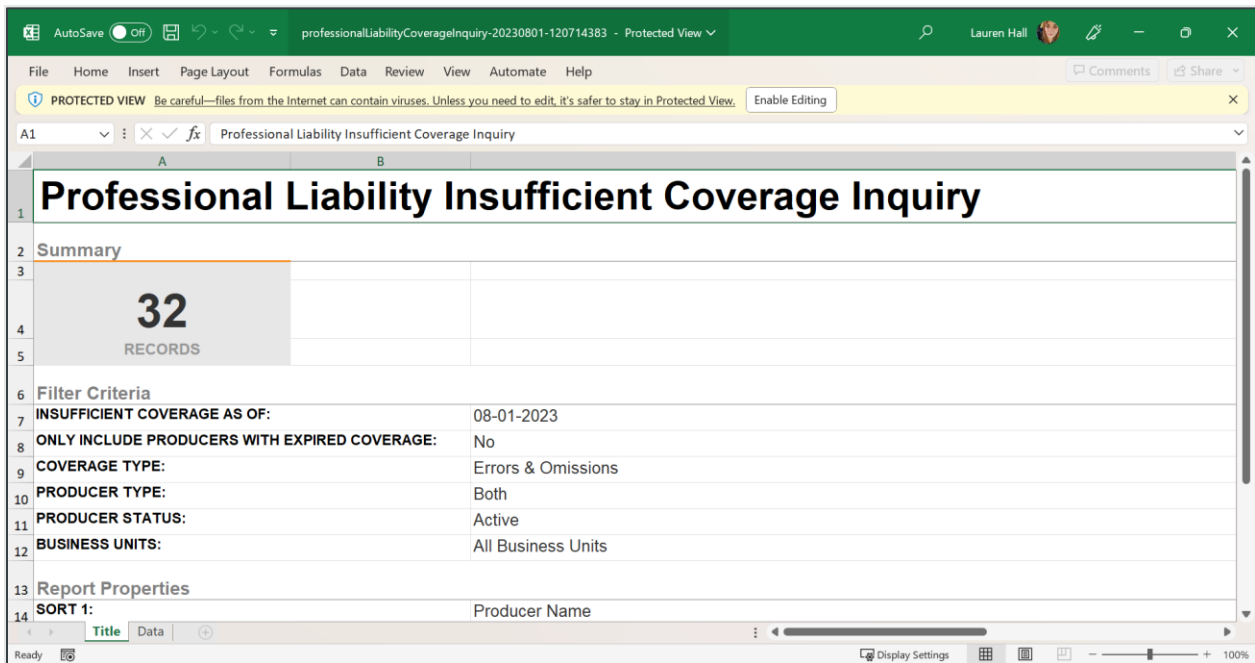
Active

**Business Units**

BUSFC  
 DEFAULT  
 HEALTH  
 LIFE  
 LM  
 LT  
 LUV  
 NE  
 NEWBU  
 PC  
 SFCBU

**Note: Report results will be limited to the first 64,000 records.**

- The report displays information in a spreadsheet format about producers whose professional liability coverage lapsed or will expire by the date entered in the **Data** section. It may include producers whose records do not include any professional liability coverage.



Professional Liability Insufficient Coverage Inquiry	
<b>Summary</b>	
<b>32</b>	RECORDS
<b>Filter Criteria</b>	
INSUFFICIENT COVERAGE AS OF:	08-01-2023
ONLY INCLUDE PRODUCERS WITH EXPIRED COVERAGE:	No
COVERAGE TYPE:	Errors & Omissions
PRODUCER TYPE:	Both
PRODUCER STATUS:	Active
BUSINESS UNITS:	All Business Units
<b>Report Properties</b>	
SORT 1:	Producer Name



Section: Inquiries in Producer Central

## Required Items

Use the **Required Items** inquiries to follow up on producer management tasks and to-do lists.

Required Items	
<b>Required Items Inquiry</b>	Find out which producers have not yet provided items required for licensure in any state or in just one.
<b>Individuals w/ Assoc Firms Rqd Items Inquiry</b>	Report the same information as the Individual Required Items Inquiry but on individuals associated with a specific agency.
Appointment	
<b>Company Appointment List Inquiry</b>	Find out who holds or held an appointment with a particular company in a selected state in a given month. The report also shows appointments with termination dates on or after the date range specified. Please note, if you choose to "View/Refresh Report" the date range selected must be less than or equal to 31 days.
<b>Appointments by Type Inquiry</b>	As opposed to the Company Appointment List Inquiry, which looks at appointments by regulated company, this powerful report shows you active and inactive appointments held by producers in a selected state, regardless of appointing company or period of time.

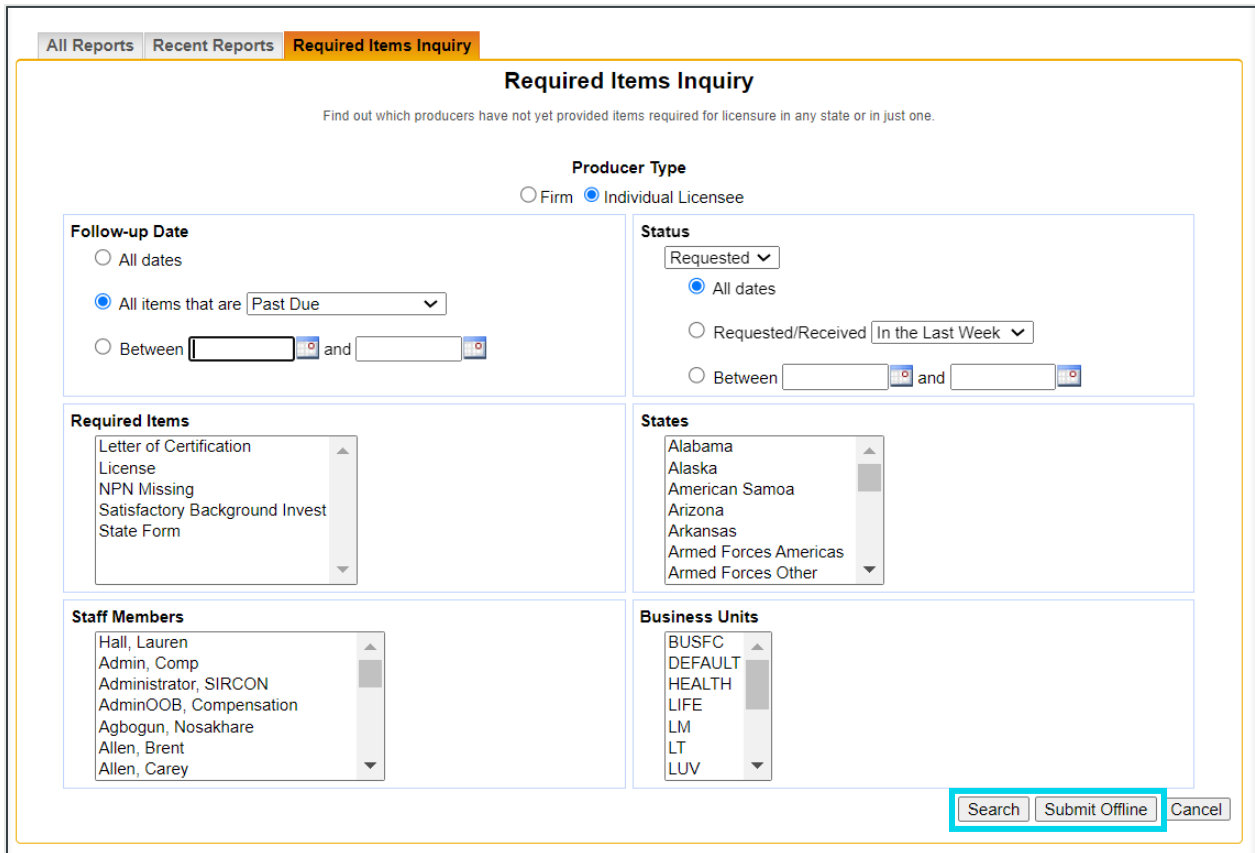
### REQUIRED ITEMS INQUIRY

Use the **Required Items Inquiry** to follow up on events and tasks necessary to managing your producers. Check for all required items, or select just one (for example, application fee or fingerprint card). If desired, filter by business unit or submitting staff member.

1. Click the **Required Items Inquiry** option from the *All Reports* page.
2. In the **Producer Type** field, select either **Individual** or **Firm**.
3. In the **Follow-up Date** section, choose from the following options:
  - **All Dates:** Select this option to see a full list of all the required items.
  - **All Dates that are []:** Filter the required items that are **Past Due**, **Due in the Next Week**, or **Due in the Next Month**.
  - **Between [Begin Date] and [End Date]:** Filter required items with a date range. If you select this option, you will need to enter the **Begin Date** and **End Date**.
4. Choose from among the following options under the **Status** section:
  - **Status:** Use this field to filter the status of the required item. Options include **Pending**, **Received**, and **Requested**.
  - **All Dates:** Select this option to see all the required items.
  - **Requested/Received []:** Click the radio button to report required items with status dates in the recent past. From the dropdown menu, select **In the Last Week** to report required items for which the selected status date was in the past seven days, or select **In the Last Month** to report required items for which the selected status date was in the past 30 days.
  - **Between [Begin Date] and [End Date]:** Click the radio button to report required items with status dates within a certain date range.
5. You can optionally use any of the following fields to narrow your inquiry:
  - **Required Items:** To report required items without regard to specific required item type, make no selection from the box. Or, to filter the report results to include only required items of a specific type, click to select one or multiple types in the box.

Section: Inquiries in Producer Central

- **States:** To report required items without regard to state, make no selection from the box. Or, to filter the report results to include only required items associated with a specific state, click to select one or multiple state names in the box.
  - **Staff Members:** To report required items without regard to the recording staff member, make no selection from the box. Or, to filter the report results to include only required items recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Units:** To report required items without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only required items concerning reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
6. Click **Search** to display a list of the required items in Producer Central. Click **Submit Offline** to process and download the report at a later date.



**Required Items Inquiry**

Find out which producers have not yet provided Items required for licensure in any state or in just one.

**Producer Type**  
 Firm  Individual Licensee

**Follow-up Date**  
 All dates  
 All items that are Past Due  
 Between  and

**Status**  
Requested  
 All dates  
 Requested/Received In the Last Week  
 Between  and

**Required Items**  
 Letter of Certification  
 License  
 NPN Missing  
 Satisfactory Background Invest  
 State Form

**States**  
 Alabama  
 Alaska  
 American Samoa  
 Arizona  
 Arkansas  
 Armed Forces Americas  
 Armed Forces Other

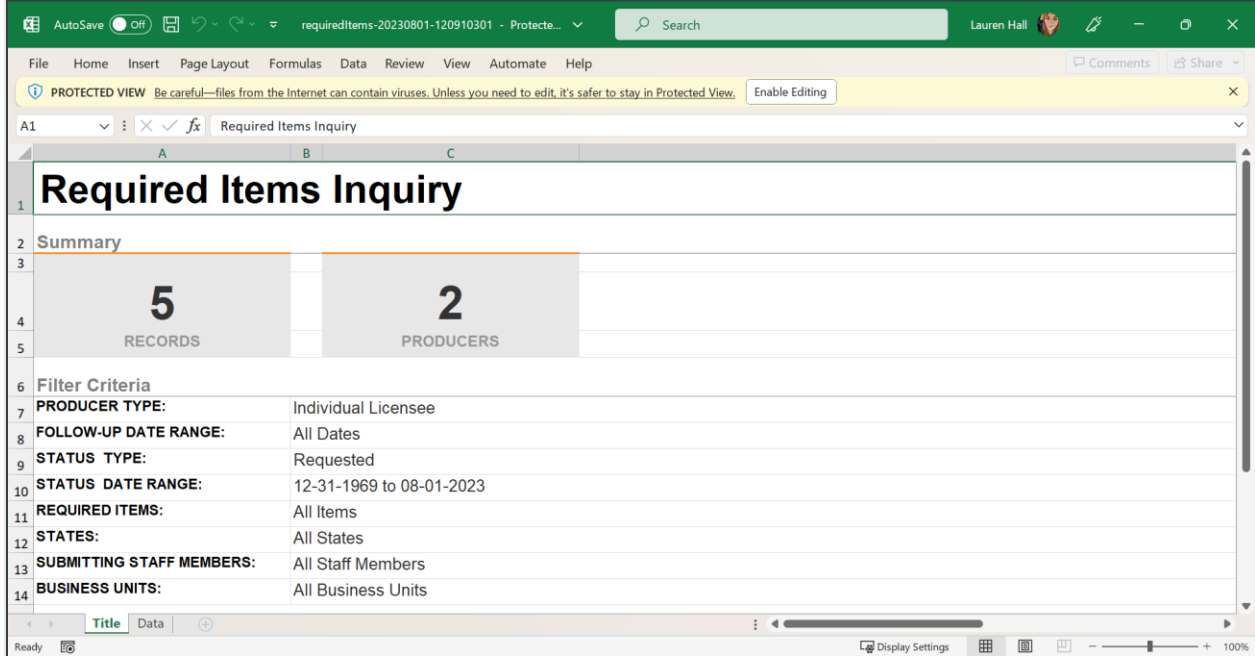
**Staff Members**  
 Hall, Lauren  
 Admin, Comp  
 Administrator, SIRCON  
 AdminOOB, Compensation  
 Agbogun, Nosakhare  
 Allen, Brent  
 Allen, Carey

**Business Units**  
 BUSFC  
 DEFAULT  
 HEALTH  
 LIFE  
 LM  
 LT  
 LUV

Search Submit Offline Cancel

7. The report displays all the relevant required items based on your search criteria.

## Section: Inquiries in Producer Central



The screenshot shows an Excel spreadsheet with the following content:

Required Items Inquiry	
Summary	
5	2
RECORDS	PRODUCERS
Filter Criteria	
PRODUCER TYPE:	Individual Licensee
FOLLOW-UP DATE RANGE:	All Dates
STATUS TYPE:	Requested
STATUS DATE RANGE:	12-31-1969 to 08-01-2023
REQUIRED ITEMS:	All Items
STATES:	All States
SUBMITTING STAFF MEMBERS:	All Staff Members
BUSINESS UNITS:	All Business Units

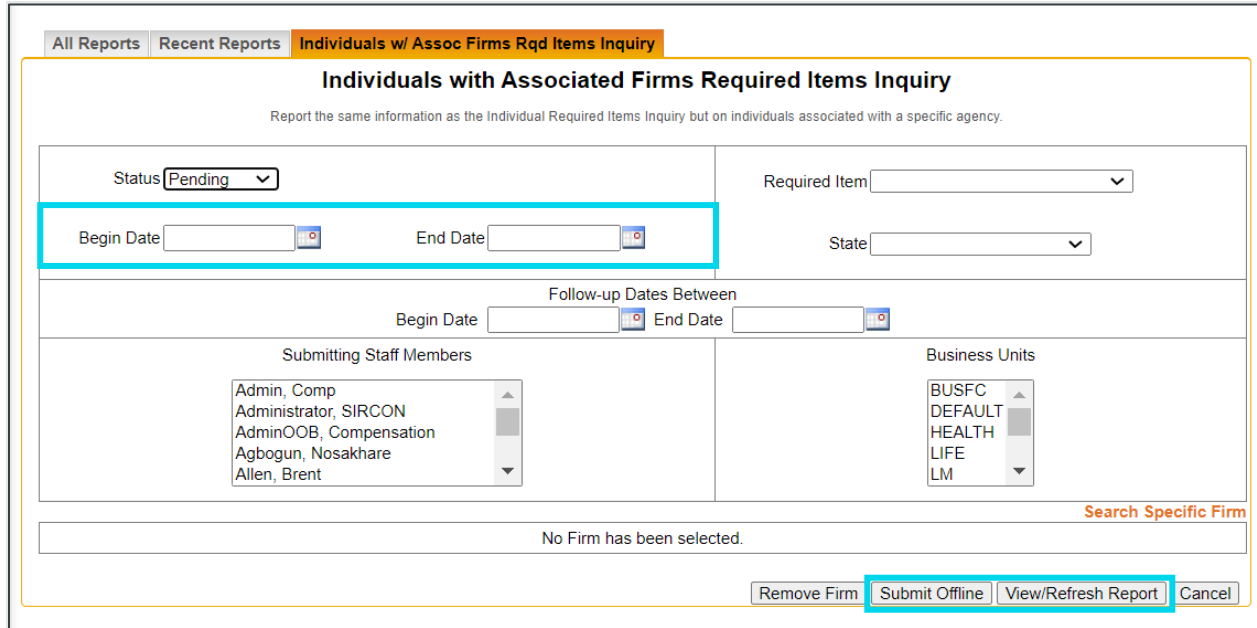
### INDIVIDUALS W/ ASSOC FIRMS RQD ITEMS

Use the **Individuals with Associated Firms Required Items Inquiry** to report the same information as the **Required Items Inquiry** but on individuals associated with an agency. You can report required items for individual producers affiliated with any firm or with a specific firm.

1. Click the **Individuals with Associated Firms Required Items Inquiry** to option from the *All Reports* page.
2. Enter the **Begin Date** and the **End Date** for the required items.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Status:** Use this field to filter the status of the required item. Options include **Pending**, **Received**, and **Requested**.
  - **Required Item:** Select the required item from a dropdown list.
  - **State:** Select a state related to the required item from the dropdown list.
  - **Submitting Staff Members:** To report required items without regard to the recording staff member, make no selection from the box. Or, to filter the report results to include only required items recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Units:** To report required items without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only required items concerning reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - To see all the required items associated with a specific firm, click **Search Specific Firm** then search for the firm details.

Section: Inquiries in Producer Central

- Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



**Individuals with Associated Firms Required Items Inquiry**  
Report the same information as the Individual Required Items Inquiry but on individuals associated with a specific agency.

Status:

Required Item:

Begin Date:  End Date:

State:

Follow-up Dates Between  
Begin Date:  End Date:

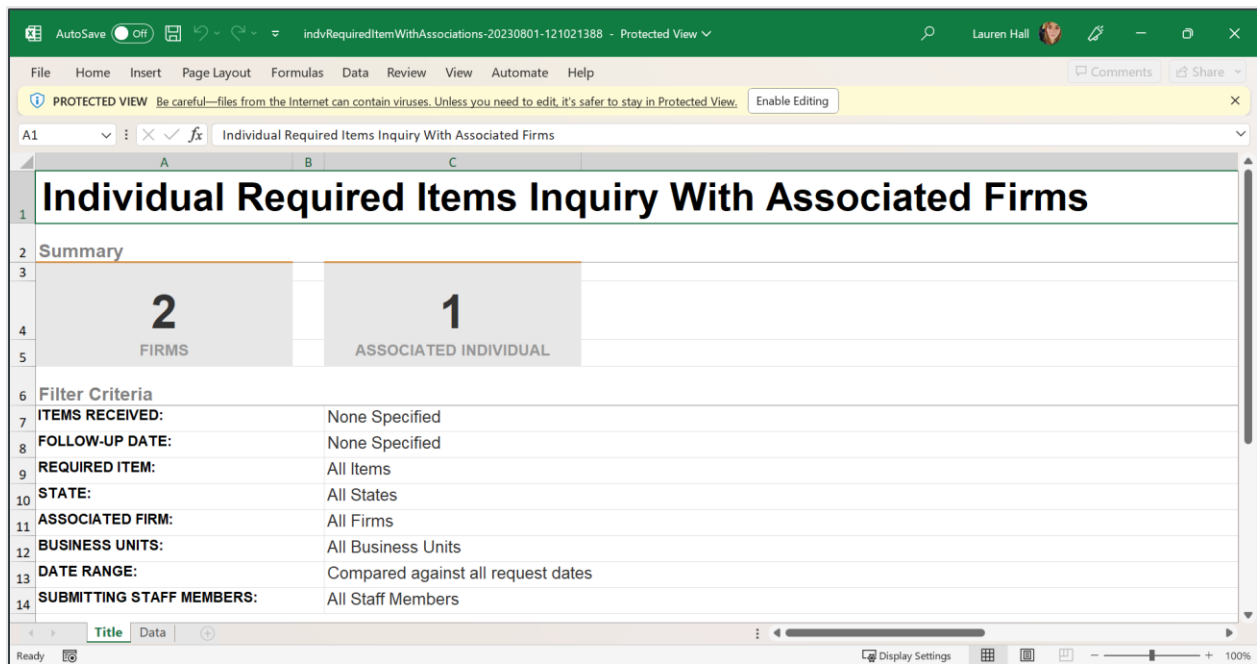
Submitting Staff Members:  
Admin, Comp  
Administrator, SIRCON  
AdminOOB, Compensation  
Agbogun, Nosakhare  
Allen, Brent

Business Units:  
BUSFC  
DEFAULT  
HEALTH  
LIFE  
LM

[Search Specific Firm](#)

No Firm has been selected.

- The report results display required items information for firm-affiliated producers that met the report criteria.



Individual Required Items Inquiry With Associated Firms	
<b>Summary</b>	
<b>2</b>	<b>1</b>
FIRMS	ASSOCIATED INDIVIDUAL
<b>Filter Criteria</b>	
ITEMS RECEIVED:	None Specified
FOLLOW-UP DATE:	None Specified
REQUIRED ITEM:	All Items
STATE:	All States
ASSOCIATED FIRM:	All Firms
BUSINESS UNITS:	All Business Units
DATE RANGE:	Compared against all request dates
SUBMITTING STAFF MEMBERS:	All Staff Members

Section: Inquiries in Producer Central

## Appointment Reports

Run **Appointment Reports** to follow up on appointments and terminations – such as company appointment lists or appointment request status.

Appointment	
<b>Company Appointment List Inquiry</b>	Find out who holds or held an appointment with a particular company in a selected state in a given month. The report also shows appointments with termination dates on or after the date range specified. Please note, if you choose to "View/Refresh Report" the date range selected must be less than or equal to 31 days.
<b>Appointments by Type Inquiry</b>	As opposed to the Company Appointment List Inquiry, which looks at appointments by regulated company, this powerful report shows you active and inactive appointments held by producers in a selected state, regardless of appointing company or period of time.
<b>Appointment Request Status Inquiry</b>	Check the status of appointment requests in all, one, or multiple states. If desired, filter by request status, state, submitting staff member, or business unit. If you elect to report appointment requests with multiple statuses, the report conveniently groups the output by request status (e.g., see all approved requests, then all denied requests, etc.)
<b>Appointment Confirmation Inquiry</b>	Generate and send formatted letters to all producers (or just one producer) informing them of the results of appointment requests submitted on their behalf during a specified time period. You can filter the report to show only those requests submitted by a particular staff member, for a particular business unit, or with a particular result (e.g., approved, denied, etc.).
<b>Firm Associated Individual Appointments Inquiry</b>	Check to see what appointment actions have occurred among producers associated with a selected agency in the past month. This flexible report lets you choose to view appointment data for individuals connected with firms either by a formal association or by an external system code.
<b>Invalid Individual Licensee Appointments Inquiry</b>	You can scan your producer records to find producers who hold invalid appointments because of non-existent or inactive associations or direct or indirect agreements.
<b>Business Unit Appointment Termination Inquiry</b>	Find out if and when producers were terminated by a business unit other than your own - a condition that could affect the producers' ability to sell for your business unit.
<b>Appointments By State Inquiry</b>	Look up active or inactive appointments held by individual or firm producers grouped by state. If an appointment was terminated, the report shows the termination date and reason.
<b>Individual Appointments Inquiry</b>	Review all appointment and termination activity for all producers (or just one producer) in your system during the past month.

### COMPANY APPOINTMENT LIST INQUIRY

Use the **Company Appointment List Inquiry** to find producers whose appointments by one selected appointing company became active during a selected range of dates in one selected state.

1. Click the **Company Appointment List Inquiry** option from the *All Reports* page.
2. Click the **Company** that you need to view appointments for.

Company Appointment List Inquiry					
Search Company					
Search criteria:					
<b>Company Name</b>	<input type="text"/>				
<b>EIN</b>	<input type="text"/>	<b>NAIC ID</b>	<input type="text"/>		
Records Per Page: 10					Search Cancel
Displaying 1 - 10 (of 12 matching records)					Page 1 of 2
Name	EIN	NAIC ID	City	State	
American Ancillary	12-4548951	71730	bus city	CA	
American Annuities	87-9546213	64247	bus city	CA	
American Equity Insurance	14-7685745	12015	bus city	CA	
American Life	13-2611847	70939	bus city	CA	
American P&C	00-1234567	33455	Helen	GA	
American Preneed	97-8964621	95088	bus city	CA	
Lansing Mutual Health	12-4546516	14990	bus city	CA	
Lansing Mutual Life	32-1251651	21478	bus city	CA	
Lansing Mutual Life of NY	98-4653213	98214	bus city	CA	
Lansing Mutual P&C	69-8666597	12345	Mail City	ME	
Displaying 1 - 10 (of 12 matching records)					Page 1 of 2

Section: Inquiries in Producer Central

3. In the **Appointment Responses Received or Recorded Between** field, enter the **Begin Date** and the **End Date** for the required items.
4. You can optionally use any of the following fields to narrow your inquiry:
  - **State:** Select a state from the dropdown list.
  - **Current Appointment Status:** Select either **Active** or **Inactive** from the appointment status dropdown list.
  - **Submitting Staff Member:** To report required items without regard to the recording staff member, make no selection from the box. Or, to filter the report results to include only required items recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Unit:** To report required items without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only required items concerning reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **External System ID:** Type the External System ID code to filter results. You can also click the **Active External System IDs Only** checkmark to see the IDs that are currently available in the system.
5. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

**Note:** If you are generating an "on-demand" report by clicking the **View/Refresh Report** button, the range between the **Appointment Responses Received or Recorded** between and fields may not exceed 31 days.

All Reports
Recent Reports
Company Appointment List Inquiry

### Company Appointment List Inquiry

Find out who holds or held an appointment with a particular company in a selected state in a given month. The report also shows appointments with termination dates on or after the date range specified. Please note, if you choose to "View/Refresh Report" the date range selected must be less than or equal to 31 days.

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

[Search Company](#)

**Appointment Criteria**

Please enter, at a minimum, the 'Appointment Responses Received or Recorded' dates.

Appointment Responses Received or Recorded  
between  and

State

Current Appointment Status

Submitting Staff Member

Business Unit

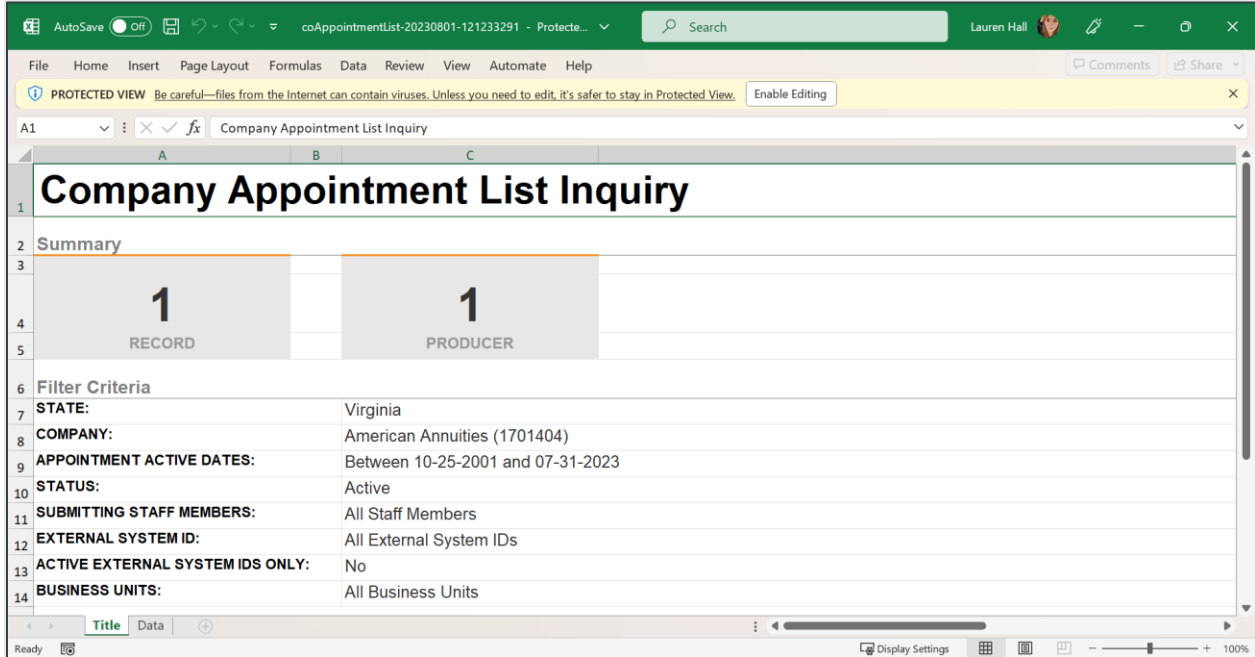
**Producer Criteria**

Results can be filtered to appointments for producers specified by External System ID.

External System ID   Active External System Ids Only

## Section: Inquiries in Producer Central

- The report displays producer appointment information stored in your company's instance of Producer Central that met the report criteria.



Company Appointment List Inquiry	
<b>Summary</b>	
<b>1</b>	<b>1</b>
RECORD	PRODUCER
<b>Filter Criteria</b>	
<b>STATE:</b>	Virginia
<b>COMPANY:</b>	American Annuities (1701404)
<b>APPOINTMENT ACTIVE DATES:</b>	Between 10-25-2001 and 07-31-2023
<b>STATUS:</b>	Active
<b>SUBMITTING STAFF MEMBERS:</b>	All Staff Members
<b>EXTERNAL SYSTEM ID:</b>	All External System IDs
<b>ACTIVE EXTERNAL SYSTEM IDS ONLY:</b>	No
<b>BUSINESS UNITS:</b>	All Business Units

**Note:** The **Company Appointment List Inquiry** reports appointment information only as recorded in your company's instance of Producer Central. It does not verify appointment information directly with state records. However, if your company is using Producer Central's automated data reconciliation utilities to keep producer appointment data refreshed continually, the **Company Appointment List Inquiry** report results should be synchronized with state records.

### APPOINTMENTS BY TYPE INQUIRY

Use the **Appointments by Type Inquiry** to review all active appointments by all or just one appointing company in one selected state as of a given date or in a given timeframe.

If desired, filter the report results by appointment type, business unit, or submitting staff member. You also can choose to view only state-verified appointments or all appointments, including those that have only been recorded on producer records.

- Click the **Appointments by Type Inquiry** option from the *All Reports* page.
- In the **Appointments Active Between** field, enter the **Begin Date** and the **End Date**.
- You can optionally use any of the following fields to narrow your inquiry:
  - State:** Select a state from the dropdown list.



## Section: Inquiries in Producer Central

- **State Verify:** From the dropdown menu, select **All Appointments** to include record-only and state-verified appointments in the report results (default). Or, select **State Verified Only** to not include record-only appointments in the report results.
  - **Submitting Staff Member:** To report appointments without regard to the staff member who submitted or recorded the appointments, make no selection from the box. Or, to filter the report results to include only appointments submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Appointment Types:** To report appointments without regard to state-specific appointment type, make no selection from the box. Or, to filter the report results to include only a certain type of appointment offered in the selected state, click to select one or multiple appointment types in the box.
    - Click the **Show Historical Types** link to populate the box with appointment types that are no longer active in the selected state.
    - Click the **Hide Historical Types** link to populate the box only with appointment types that are active in the selected state.
  - **Search Company:** You can filter the report results to include appointments issued only by a selected appointing company by clicking **Search Company**. Search for the company name and select it to complete it.
  - **Business Unit:** To report required items without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only required items concerning reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Report Type:** From the dropdown menu, select **Details** to include all available data fields in the report results (default). Or select **Summary** to include only high-level information in the report results.
4. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



Section: Inquiries in Producer Central

All Reports
Recent Reports
Appointments by Type Inquiry

### Appointments by Type Inquiry

As opposed to the Company Appointment List Inquiry, which looks at appointments by regulated company, this powerful report shows you active and inactive appointments held by producers in a selected state, regardless of appointing company or period of time.

**Appointment Criteria**

Please enter, at a minimum, the 'Appointments Active Between' dates and a state.

Appointments Active Between  and

State

State Verify

Submitting Staff Member

- Admin, Comp
- Administrator, SIRCON
- AdminOOB, Compensation
- Agbogun, Nosakhare
- Allen, Brent
- Allen, Carey
- Analyst, Comp
- Analyst, Comp

Appointment Types (Show Historical Types)

- Accident & Health or Sickness
- Bail Bond
- Car Rental
- Carrier Requests
- Casualty
- Credit
- Crop
- Dental Services

No Writing Company has been selected.
 [Search Company](#)

**Producer Criteria**

Results can be filtered to producers specified by Business Unit:

Business Unit

- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM
- LT
- LUV
- NE

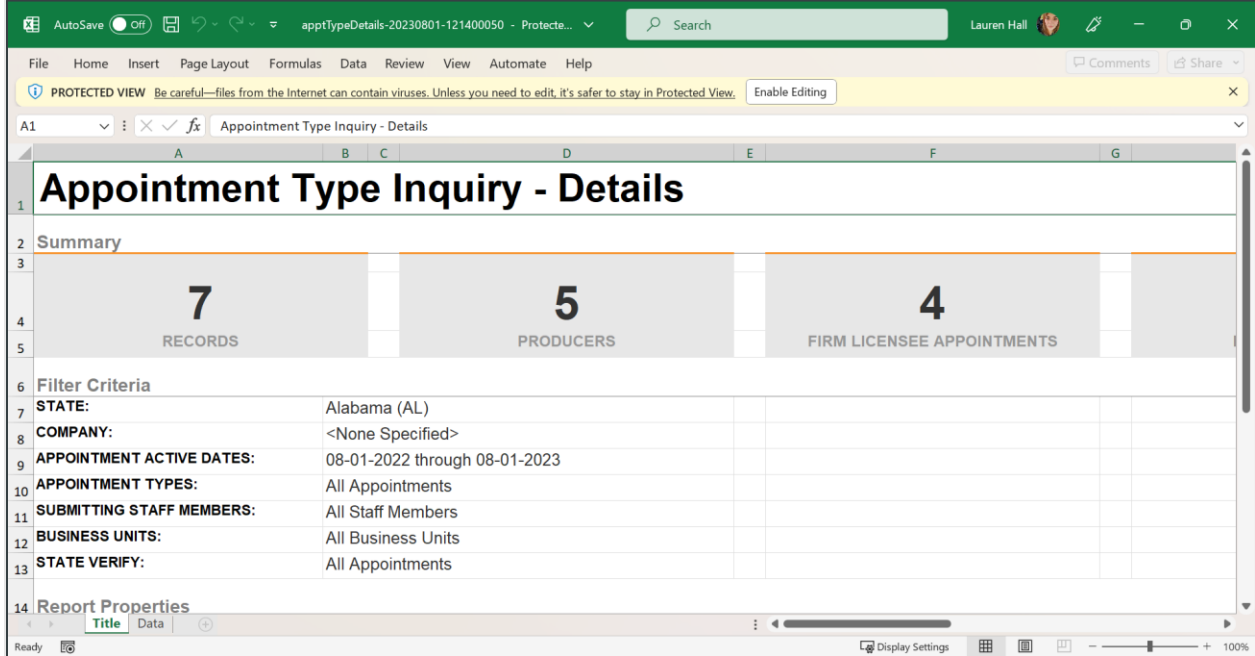
**Display Configuration**

Additional configuration about how the report will be displayed:

Report Type

5. The report displays producer appointment information stored in your company's instance of Producer Central that met the report criteria.

## Section: Inquiries in Producer Central



Appointment Type Inquiry - Details	
Summary	
7	5
RECORDS	PRODUCERS
	4
	FIRM LICENSEE APPOINTMENTS
Filter Criteria	
STATE:	Alabama (AL)
COMPANY:	<None Specified>
APPOINTMENT ACTIVE DATES:	08-01-2022 through 08-01-2023
APPOINTMENT TYPES:	All Appointments
SUBMITTING STAFF MEMBERS:	All Staff Members
BUSINESS UNITS:	All Business Units
STATE VERIFY:	All Appointments
Report Properties	

### APPOINTMENT REQUEST STATUS INQUIRY

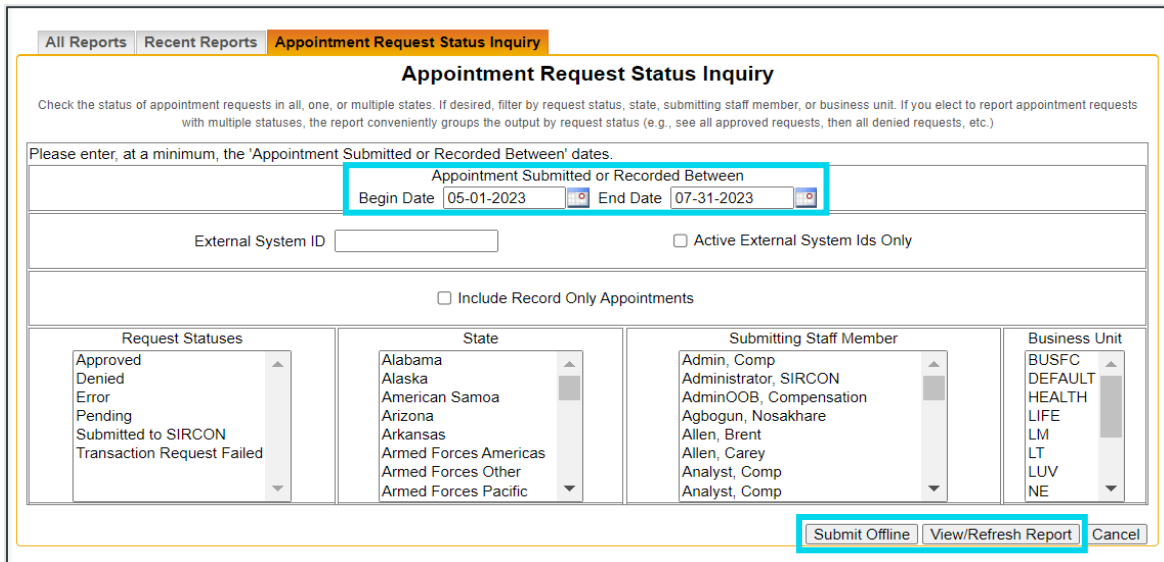
Use the **Appointment Request Status Inquiry** to check the status of appointment or appointment termination requests in all, one, or multiple states.

If desired, filter by request status, state, submitting staff member, business unit, or external system identifier.

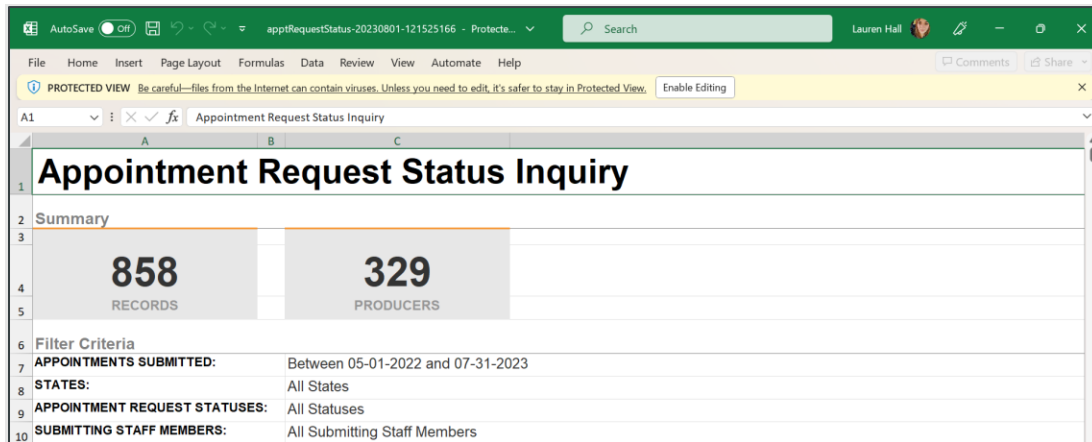
1. Click the **Appointment Request Status Inquiry** option from the *All Reports* page.
2. In the **Appointment Submitted or Recorded Between** field, enter the **Begin Date** and the **End Date**.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **External System ID:** To filter the report results to include requests for producers with a specific external system ID, enter the external system ID.
  - **Include Record Only Appointments:** Click the checkbox to also include appointments and terminations that were manually recorded on producer records and not submitted to states.
  - **Request Status:** To report requests without regard to processing status, make no selection from the box. Or, to filter the report results to include only requests with specific processing statuses, click to select one or multiple processing statuses in the box.
  - **State:** To report requests without regard to appointment state, make no selection from the box. Or, to filter the report results to include only requests submitted to or recorded for a specific appointment state, click to select one or multiple state names in the box.

Section: Inquiries in Producer Central

- **Submitting Staff Member:** To report requests without regard to the staff member who submitted or recorded the appointments or terminations, make no selection from the box. Or, to filter the report results to include only requests submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Unit:** To report requests without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only requests concerning reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
4. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



5. The report displays producer appointment or termination request information stored in your company's instance of Producer Central that met the report criteria.



Appointment Request Status Inquiry	
Summary	
858	329
RECORDS	PRODUCERS
Filter Criteria	
APPOINTMENTS SUBMITTED:	Between 05-01-2022 and 07-31-2023
STATES:	All States
APPOINTMENT REQUEST STATUSES:	All Statuses
SUBMITTING STAFF MEMBERS:	All Submitting Staff Members

Section: Inquiries in Producer Central

## APPOINTMENT CONFIRMATION INQUIRY

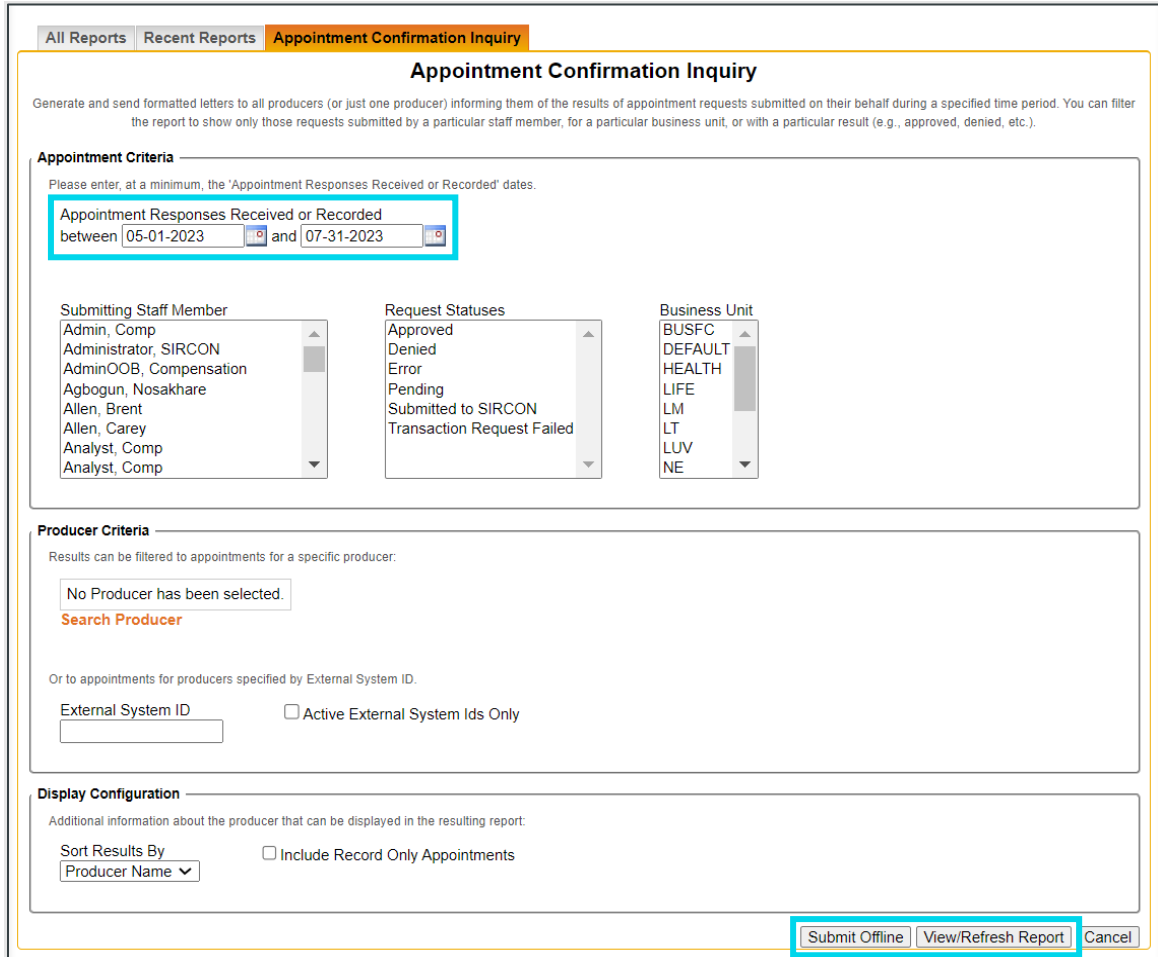
Use the **Appointment Confirmation Inquiry** page to generate formatted letters to all producers (or just one producer) informing them of a company appointment or appointment termination in a state.

If desired, filter the inquiry to include only appointments or terminations for which a particular staff member is responsible, for a particular business unit or external system identifier, or with a particular result (e.g., approved, denied, etc.).

1. Click the **Appointment Confirmation Inquiry** option from the *All Reports* page.
2. In the **Appointment Responses Received or Recorded Between** field, enter the **Begin Date** and the **End Date**.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Submitting Staff Member:** To report appointments or terminations without regard to the staff member who submitted or recorded the appointments or terminations, make no selection from the box. Or, to filter the report results to include only appointments or terminations submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Request Statuses:** To report appointments or terminations without regard to processing status, make no selection from the box. Or, to filter the report results to include only appointments or terminations with specific processing statuses, click to select one or multiple processing statuses in the box.
  - **Business Unit:** To report appointments or terminations without regard to reported producers' business unit criteria, make no selection from the box. Or, to filter the report results to include only appointments or terminations of reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Search Producer:** You can filter the report results to include appointments or terminations for a selected producer. Click the **Search Producer** button to search for a producer.
  - **External System ID:** To filter the report results to include appointments and terminations for producers with a specific external system ID, enter the external system ID.
    - **Active External System ID:** Click the checkbox to filter the report results to exclude appointments and terminations for producers whose external system ID (as expressed in the **External System ID** field, above) is inactive.
  - **Sort Results By:** From the dropdown menu, select **Producer Name** to sort the report results alphabetically in descending order by producer last name or firm name. Or select **Zip Code** to sort the report results in ascending numeric order by the value of mailing address postal code.
  - **Include Record Only Appointments:** Click the checkbox to also include appointments and terminations that were manually recorded on producer records and not submitted to states, allowing you to generate a "welcome letter" to producers with record-only appointments.

Section: Inquiries in Producer Central

- Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



**Appointment Confirmation Inquiry**

Generate and send formatted letters to all producers (or just one producer) informing them of the results of appointment requests submitted on their behalf during a specified time period. You can filter the report to show only those requests submitted by a particular staff member, for a particular business unit, or with a particular result (e.g., approved, denied, etc.).

**Appointment Criteria**

Please enter, at a minimum, the 'Appointment Responses Received or Recorded' dates.

Appointment Responses Received or Recorded between 05-01-2023 and 07-31-2023

Submitting Staff Member: Admin, Comp; Administrator, SIRCON; AdminOOB, Compensation; Agbogun, Nosakhare; Allen, Brent; Allen, Carey; Analyst, Comp; Analyst, Comp

Request Statuses: Approved; Denied; Error; Pending; Submitted to SIRCON; Transaction Request Failed

Business Unit: BUSFC; DEFAULT; HEALTH; LIFE; LM; LT; LUV; NE

**Producer Criteria**

Results can be filtered to appointments for a specific producer:

No Producer has been selected. [Search Producer](#)

Or to appointments for producers specified by External System ID.

External System ID:   Active External System Ids Only

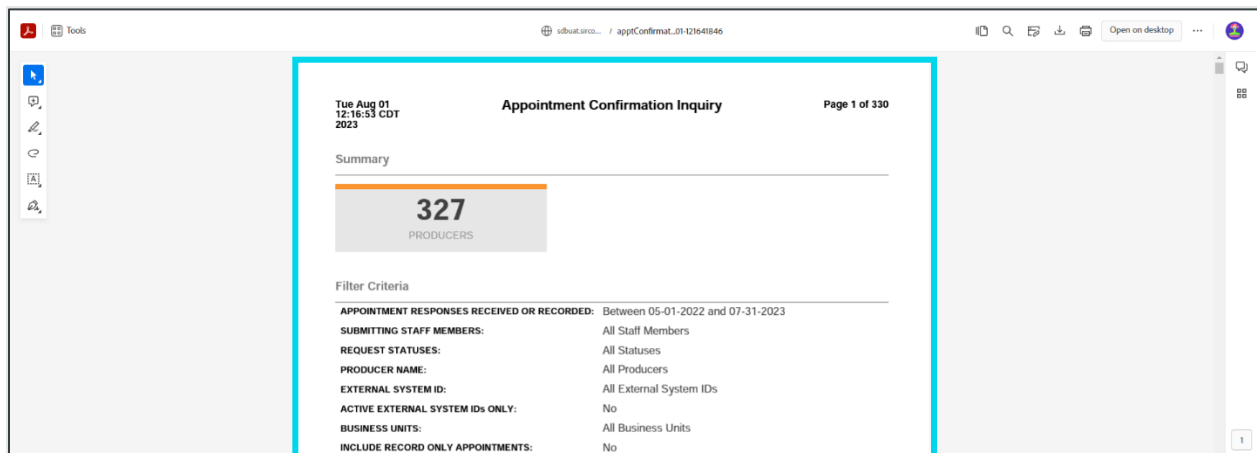
**Display Configuration**

Additional information about the producer that can be displayed in the resulting report:

Sort Results By: Producer Name  Include Record Only Appointments

[Submit Offline](#) [View/Refresh Report](#) [Cancel](#)

- The report displays producer appointment information stored in your company's instance of Producer Central that met the report criteria in PDF format.



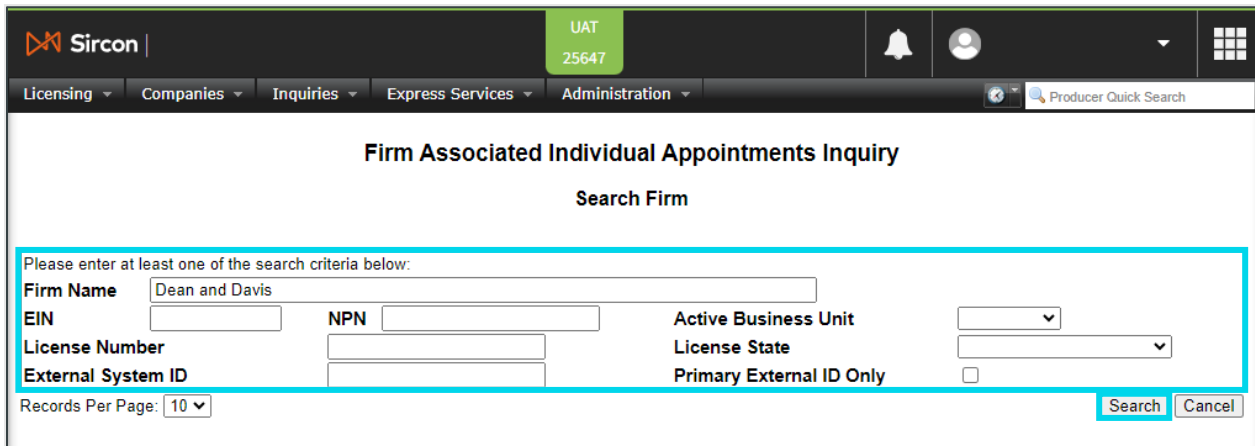
Section: Inquiries in Producer Central

## FIRM ASSOCIATED INDIVIDUAL APPOINTMENTS INQUIRY

Use the **Firm Associated Individual Appointments Inquiry** to review individual producers affiliated with a selected agency who were appointed or terminated during a given timeframe. You can view appointment data for individuals connected with an agency either by a formal firm association or by an external system ID.

If desired, filter the report results by state, appointment/request processing status, submitting staff member, business unit, or appointing company.

1. Click the **Firm Associated Individual Appointments Inquiry** option from the *All Reports* page.
2. Use at least one of the search criteria to locate the **Firm** and the associated producers. Click **Search**.



The screenshot shows the Sircon interface for the 'Firm Associated Individual Appointments Inquiry'. The top navigation bar includes 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. A 'Producer Quick Search' bar is visible. The main heading is 'Firm Associated Individual Appointments Inquiry' with a sub-heading 'Search Firm'. A search form is displayed with the following fields:

- Firm Name:** Text input field containing 'Dean and Davis'.
- EIN:** Text input field.
- NPN:** Text input field.
- Active Business Unit:** Dropdown menu.
- License Number:** Text input field.
- License State:** Dropdown menu.
- External System ID:** Text input field.
- Primary External ID Only:** Check box.

Below the form, there is a 'Records Per Page' dropdown set to '10' and 'Search' and 'Cancel' buttons.

3. In the **Appointment/Termination Between** section, enter the **Begin Date** and the **End Date**.
4. In the Association Type field, select either **Individual/Firm Association** or **External System ID** from the dropdown list.
  - Select **Individual/Firm Association** to report producers who are affiliated with a selected firm through a recorded firm association (default).
  - Select **External System ID** to report producers who are affiliated with a selected firm through a shared external system identifier.
5. You can optionally use any of the following fields to narrow your inquiry:
  - **State(s):** To report appointments and terminations without regard to appointment state, make no selection from the box. Or to filter the report results to include only appointments and terminations submitted to or recorded for a specific appointment state, click to select one or multiple state names in the box.
  - **Status(es):** To report appointments and terminations without regard to appointment and request processing status, make no selection from the box. Or to filter the report results to include only appointments and terminations with

Section: Inquiries in Producer Central

specific request and processing statuses, click to select one or multiple processing statuses in the box.

- **Submitting Staff Member(s):** To report appointments and terminations without regard to the staff member who submitted or recorded the appointments and terminations, make no selection from the box. Or, to filter the report results to include only appointments and terminations submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Unit(s):** To report appointments and terminations without regard to reported producers' business unit criteria, make no selection from the box. Or to filter the report results to include only appointments and terminations of reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Active Companies:** To filter the appointments and terminations by the writing company, click one or multiple companies.
6. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

All Reports
Recent Reports
Firm Associated Individual Appointments Inquiry

### Firm Associated Individual Appointments Inquiry

Check to see what appointment actions have occurred among producers associated with a selected agency in the past month. This flexible report lets you choose to view appointment data for individuals connected with firms either by a formal association or by an external system code.

Please enter, at a minimum, the 'Appointment/Termination' dates.

Appointment/Termination Between  
 Begin Date  End Date

Association Type Individual/Firm Association

State(s)	Status(es)	Submitting Staff Member(s)	Business Unit(s)
<div style="border: 1px solid black; padding: 2px;">                 Alabama Alaska American Samoa Arizona Arkansas Armed Forces Americas             </div>	<div style="border: 1px solid black; padding: 2px;">                 Active - Approved Inactive - Approved Active - Denied Inactive - Denied Active - Pending Inactive - Pending             </div>	<div style="border: 1px solid black; padding: 2px;">                 Admin, Comp Administrator, SIRCON AdminOOB, Compensation Agbogun, Nosakhare Allen, Brent Allen, Carey             </div>	<div style="border: 1px solid black; padding: 2px;">                 BUSFC DEFAULT HEALTH LIFE LM LT             </div>

Active Companies

American Ancillary  
American Annuities  
American Equity Insurance  
American Life  
American P&C  
American Preneed

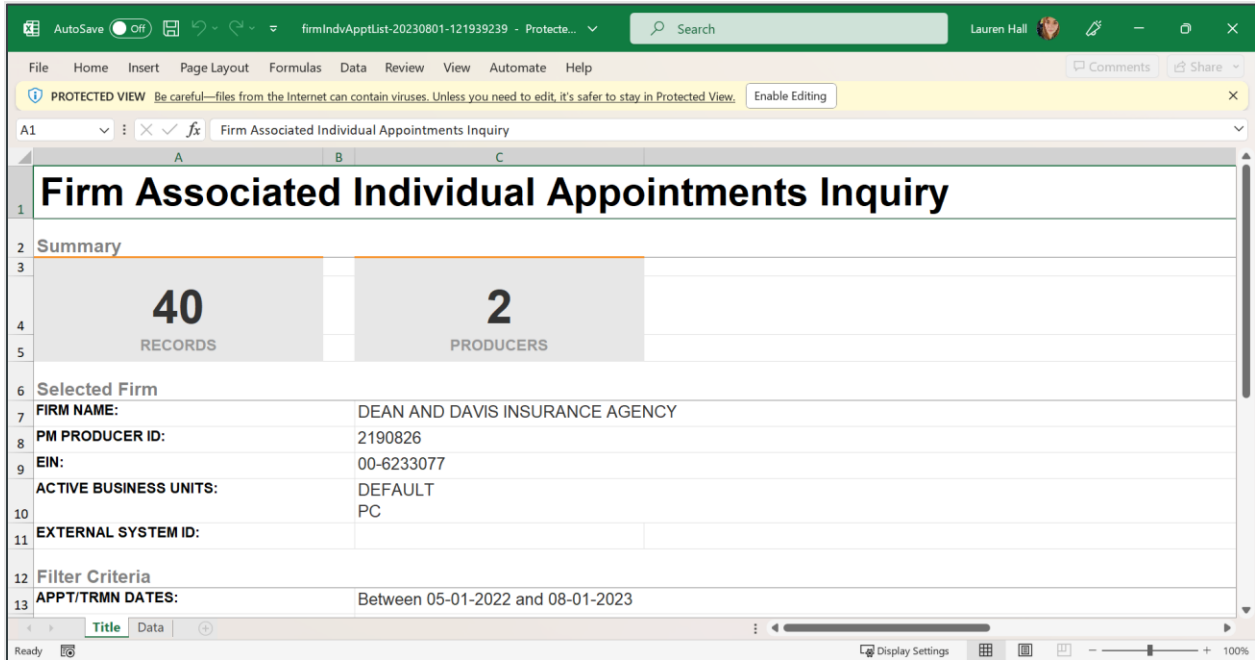
Search Associated Firm

<b>Associated Firm</b>		
<b>Name</b>	<b>EIN</b>	<b>Active Business Unit</b>
<input type="text" value="DEAN AND DAVIS INSURANCE AGENCY"/>	<input type="text" value="00-6233077"/>	<input type="checkbox"/> DEFAULT
<b>City</b>	<b>State</b>	<b>License State/#</b>
<input type="text" value="Macon"/>	<input type="text" value="Georgia"/>	<input type="checkbox"/> AL 416295
		<b>NPN</b>
		<input type="text" value="2000000019"/>

Submit Offline
View/Refresh Report
Cancel

7. The report shows the individual producers affiliated with a selected agency who were appointed or terminated during a given timeframe.

## Section: Inquiries in Producer Central



Firm Associated Individual Appointments Inquiry	
<b>Summary</b>	
<b>40</b> RECORDS	<b>2</b> PRODUCERS
<b>Selected Firm</b>	
<b>FIRM NAME:</b>	DEAN AND DAVIS INSURANCE AGENCY
<b>PM PRODUCER ID:</b>	2190826
<b>EIN:</b>	00-6233077
<b>ACTIVE BUSINESS UNITS:</b>	DEFAULT PC
<b>EXTERNAL SYSTEM ID:</b>	
<b>Filter Criteria</b>	
<b>APPT/TRMN DATES:</b>	Between 05-01-2022 and 08-01-2023

### INVALID INDIVIDUAL LICENSEE APPOINTMENTS INQUIRY

Use the **Invalid Individual Licensee Appointments Inquiry** page to scan Producer Central to find the records of individual producers with at least one active company appointment but that also contain the following data conditions that may require attention:

- A firm association does not exist.
- An existing firm association is not active.
- A firm association exists and is active, but the associated firm does not hold an active agreement with the appointing company.
- A firm association exists and is active, and the associated firm holds an active agreement with the appointing company, but the individual licensee does not have an active, indirect agreement with the associated firm.

The conditions above may render an individual producer's active company appointment "invalid," depending on your company's business rules.

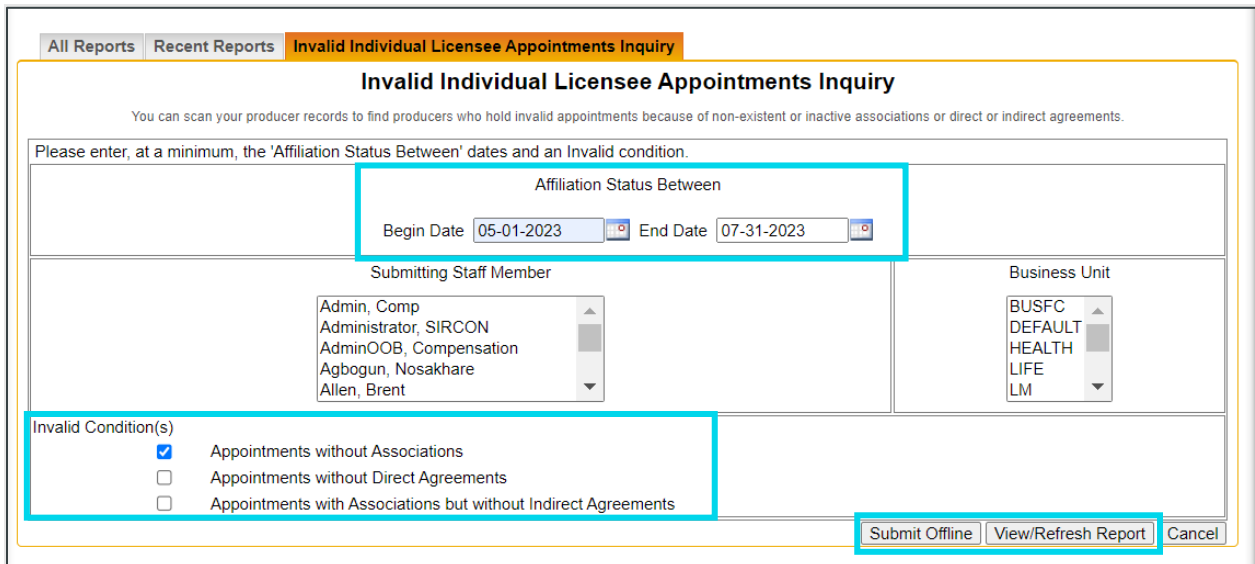
1. Click the **Invalid Individual Licensee Appointments Inquiry** option from the *All Reports* page.
2. In the **Affiliation Status Between** section, enter the **Begin Date** and the **End Date**.
3. In the **Invalid Condition(s)** field, select one or multiple data conditions that affect the individual producer records included in the report results. Choose from among the following:
4. **Appointments without Associations:** Click the checkbox to search for individual producers whose appointments became active in the date range specified in



Section: Inquiries in Producer Central

the **Affiliation Status Between** fields but whose records lack an active firm association.

5. **Appointments without Direct Agreements:** Click the checkbox to search for individual producers whose appointments became active in the date range specified in the **Affiliation Status Between** fields but whose records lack an active direct agreement.
6. **Appointments with Associations but without Indirect Agreements:** Click the checkbox to search for individual producers whose appointments became active in the date range specified in the **Affiliation Status Between** fields but whose records lack an active indirect agreement with their associated firms.
7. You can optionally use any of the following fields to narrow your inquiry:
  - **Submitting Staff Member:** To report appointments without regard to the staff member who submitted or recorded the appointments, make no selection from the box. Or to filter the report results to include only appointments submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Unit:** To report appointments without regard to reported producers' business unit criteria, make no selection from the box. Or to filter the report results to include only appointments of reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
8. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



**Invalid Individual Licensee Appointments Inquiry**

You can scan your producer records to find producers who hold invalid appointments because of non-existent or inactive associations or direct or indirect agreements.

Please enter, at a minimum, the 'Affiliation Status Between' dates and an Invalid condition.

**Affiliation Status Between**  
 Begin Date: 05-01-2023 End Date: 07-31-2023

**Submitting Staff Member**  
 Admin, Comp  
 Administrator, SIRCON  
 AdminOOB, Compensation  
 Agbogun, Nosakhare  
 Allen, Brent

**Business Unit**  
 BUSFC  
 DEFAULT  
 HEALTH  
 LIFE  
 LM

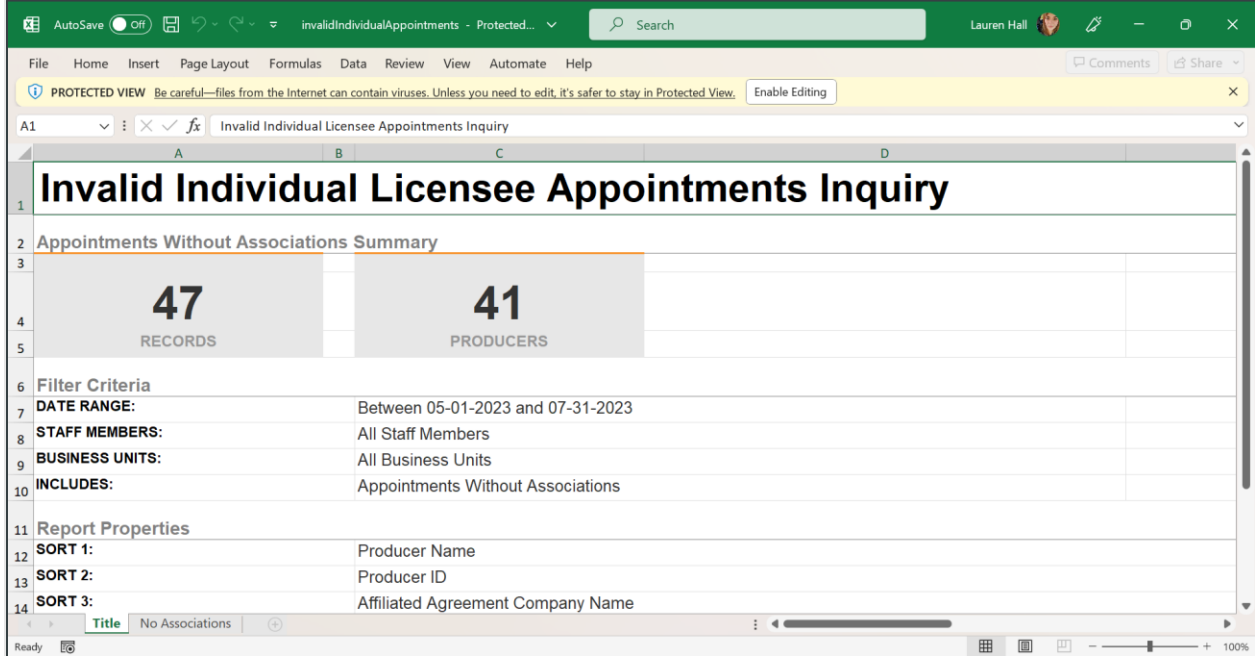
**Invalid Condition(s)**

- Appointments without Associations
- Appointments without Direct Agreements
- Appointments with Associations but without Indirect Agreements

**Submit Offline** **View/Refresh Report** **Cancel**

9. The report will display the invalid individual appointments based on your search criteria.

## Section: Inquiries in Producer Central



Invalid Individual Licensee Appointments Inquiry	
Appointments Without Associations Summary	
<b>47</b> RECORDS	<b>41</b> PRODUCERS
<b>Filter Criteria</b>	
<b>DATE RANGE:</b>	Between 05-01-2023 and 07-31-2023
<b>STAFF MEMBERS:</b>	All Staff Members
<b>BUSINESS UNITS:</b>	All Business Units
<b>INCLUDES:</b>	Appointments Without Associations
<b>Report Properties</b>	
<b>SORT 1:</b>	Producer Name
<b>SORT 2:</b>	Producer ID
<b>SORT 3:</b>	Affiliated Agreement Company Name

### BUSINESS UNIT APPOINTMENT TERMINATION INQUIRY

Use the **Business Unit Appointment Termination Inquiry** page to find out if and when a producer was terminated by a business unit other than your own – a condition that could affect the producer's ability to sell for your business unit.

To determine business unit cross-interest terminations, the **Business Unit Appointment Termination Inquiry** derives information from the following:

- Currently active business units for the logged-in user (i.e., you).
- The terminated producer's active business units on the termination date.
- Active business units on the termination date for the user who terminated the producer's appointment.

The system then calculates whether a producer was terminated by a user with a business unit interest other than your own during the selected date range criteria.

1. Click the **Business Unit Appointment Termination Inquiry** option from the *All Reports* page.
2. In the **Appointments Terminated by Business Units not actively assigned to the Staff Member, Between** section, enter the **Begin Date** and the **End Date**. This date range shows the records of producers who shared an active business unit with you (i.e., the logged-in user) on the appointment termination date but who were terminated by users associated with a different business unit.
3. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

## Section: Inquiries in Producer Central

All Reports
Recent Reports
Business Unit Appointment Termination Inquiry

### Business Unit Appointment Termination Inquiry

Find out if and when producers were terminated by a business unit other than your own - a condition that could affect the producers' ability to sell for your business unit.

Please enter, at a minimum, the 'Appointments Terminated by other Business Units' dates.

Appointments Terminated by Business Units not actively assigned to the Staff Member, Between

Begin Date

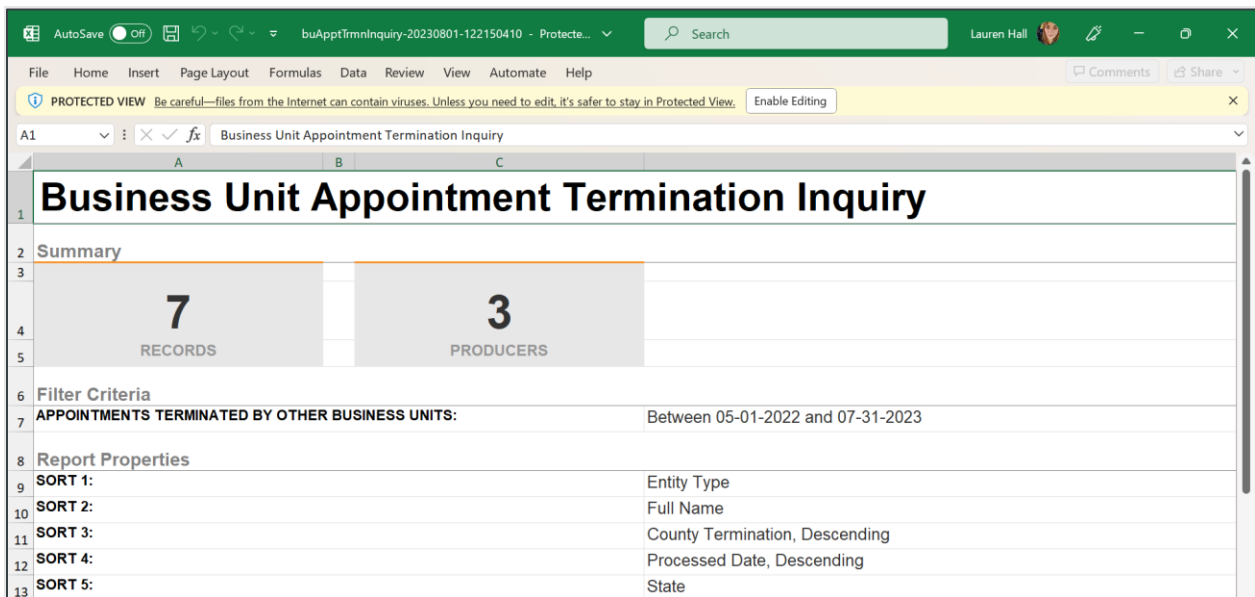
End Date

Submit Offline

View/Refresh Report

Cancel

4. This report shows the appointment terminations other than your own.



The screenshot shows an Excel spreadsheet with the following content:

Business Unit Appointment Termination Inquiry		
Summary		
7		3
RECORDS		PRODUCERS
Filter Criteria		
APPOINTMENTS TERMINATED BY OTHER BUSINESS UNITS:		Between 05-01-2022 and 07-31-2023
Report Properties		
SORT 1:	Entity Type	
SORT 2:	Full Name	
SORT 3:	County Termination, Descending	
SORT 4:	Processed Date, Descending	
SORT 5:	State	

### APPOINTMENTS BY STATE INQUIRY

Use the **Appointments By State Inquiry** page to generate a printable transcript of key appointment information recorded for one selected firm or individual producer.

1. Click the **Appointments By State Inquiry** option from the *All Reports* page.
2. Use at least one of the search criteria to locate the **Producer**. Click **Search**.

### Appointments By State Inquiry

Search Producer

Producer Type  Firm  Individual Licensee

Please enter at least one of the search criteria below:

Last

First

Middle

SSN

NPN

Active Business Unit

License Number

License State

External System ID

Primary External ID Only

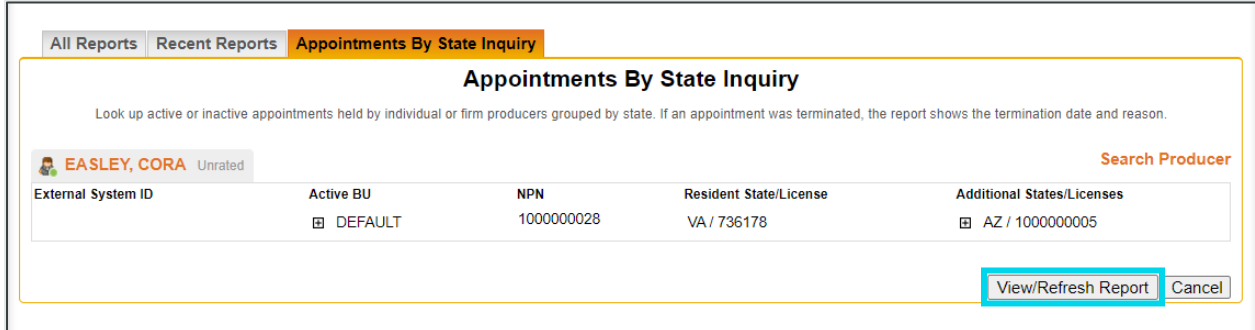
Records Per Page:

Search

Cancel

Section: Inquiries in Producer Central

3. Click **View/Refresh Report** to download the report in a pop-up window in real time.



**Appointments By State Inquiry**

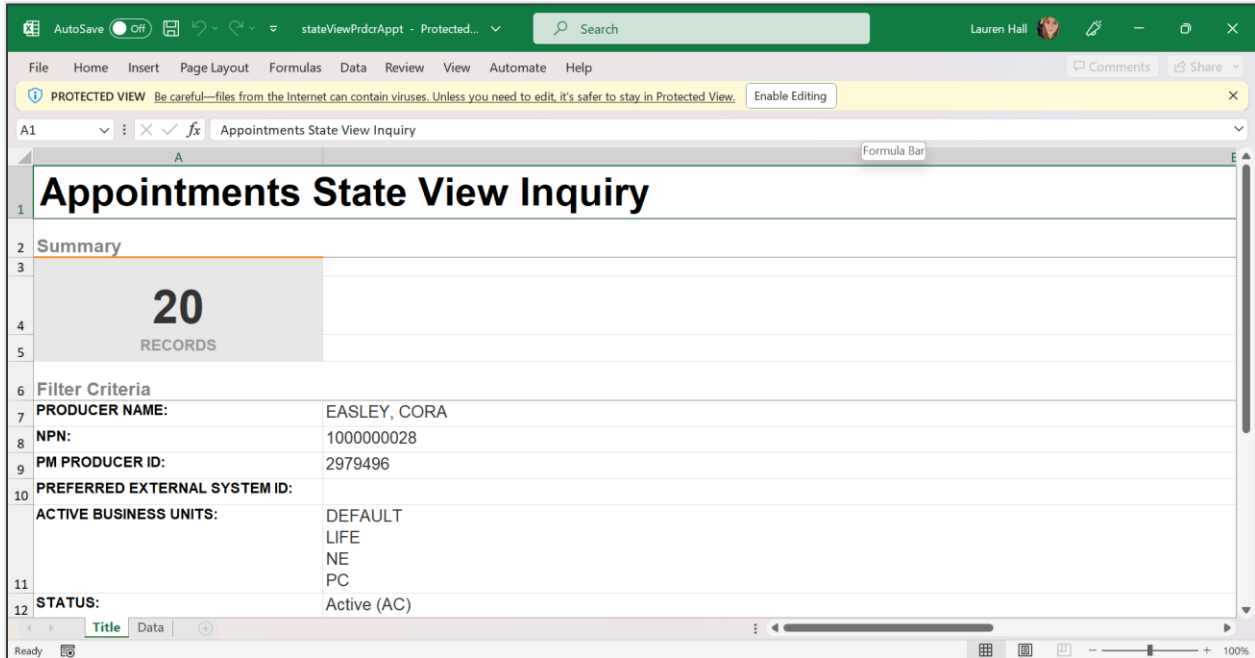
Look up active or inactive appointments held by individual or firm producers grouped by state. If an appointment was terminated, the report shows the termination date and reason.

**EASLEY, CORA** Unrated Search Producer

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

**View/Refresh Report** Cancel

4. The report displays the appointment information for the selected producer sorted by the state.



**Appointments State View Inquiry**

**Summary**

**20**  
RECORDS

**Filter Criteria**

<b>PRODUCER NAME:</b>	EASLEY, CORA
<b>NPN:</b>	1000000028
<b>PM PRODUCER ID:</b>	2979496
<b>PREFERRED EXTERNAL SYSTEM ID:</b>	
<b>ACTIVE BUSINESS UNITS:</b>	DEFAULT LIFE NE PC
<b>STATUS:</b>	Active (AC)

Section: Inquiries in Producer Central

## INDIVIDUAL APPOINTMENTS INQUIRY

Use the **Individual Appointments Inquiry** to review a list of individual producers who were either appointed or terminated during a specified period of time. You also can run the report for just a single, selected producer.

Filter the report by one or multiple states, appointment status and transaction submission status combinations, staff members, business units, and/or companies.

1. Click the **Individual Appointments Inquiry** option from the *All Reports* page.
2. First, determine if you want to report appointments and terminations for a single producer or a set of producers. If you are reporting appointments and terminations for a single producer, click the **Search Specific Individual** link, and search for the specific producer whose appointments and terminations you want to report.
3. In the **Appointment/Termination Between** section, enter the **Begin Date** and the **End Date**.
4. You can optionally use any of the following fields to narrow your inquiry:
  - **External System ID:** To report appointments and terminations without regard to producer external system ID criteria, leave the field blank. Or, to filter the report results to include only appointments and terminations of producers assigned a specific external system ID code, enter the code in the field.
  - **Primary Only:** When filtering the report results to include only appointments and terminations of producers assigned a specific external system ID code, leave the checkbox blank to ignore whether the entered external system ID is set as a primary identifier. Or to filter the report results to include only appointments and terminations of producers assigned a specific external system ID code that is set as a primary identifier, click to checkmark the checkbox.
  - **State(s):** To report appointments and terminations without regard to the state in which reported producers were appointed or terminated during the selected date range, make no selection from the box. Or to filter the report results to include only reported producers who were appointed or terminated in a specific state(s) during the selected date range, click to select one or multiple state names in the box.
  - **Status(s):** To report appointments and terminations without regard to the current values of the Status or Submit Status fields in reported producers' appointments information, make no selection from the box. Or to filter the report results to include only reported producers with a specific combination of values in the **Status** and **Submit Status** fields in their records' appointments information, click to select one or multiple Status/Submit Status combinations in the box.
  - **Submitting Staff Member(s):** To report appointments and terminations without regard to the staff member who submitted or recorded the appointments or terminations, make no selection from the box. Or to filter the report results to include only appointments and terminations submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.

Section: Inquiries in Producer Central

- **Business Unit(s):** To report appointments and terminations without regard to reported producers' business unit criteria, make no selection from the box. Or to filter the report results to include only appointments or terminations of reported producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Active Writing Companies:** To report appointments and terminations without regard to the appointing companies in your carrier group that appointed the reported producers, make no selection from the box. Or to filter the report results to include only appointments and terminations of producers appointed by one or multiple of your carrier group's appointing companies, click to select one or multiple appointing company names in the box.
5. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

All Reports
Recent Reports
Individual Appointments Inquiry

### Individual Appointments Inquiry

Review all appointment and termination activity for all producers (or just one producer) in your system during the past month.

Please enter, at a minimum, the 'Appointment/Termination' dates.

Appointment/Termination Between

Begin Date  End Date

External System ID   Primary Only

State (s)

Alabama  
 Alaska  
 American Samoa  
 Arizona  
 Arkansas  
 Armed Forces Americas

Status (es)

Active - Approved  
 Inactive - Approved  
 Active - Denied  
 Inactive - Denied  
 Active - Pending  
 Inactive - Pending

Submitting Staff Member (s)

Admin, Comp  
 Administrator, SIRCON  
 AdminOOB, Compensation  
 Agbogun, Nosakhare  
 Allen, Brent  
 Allen, Carey

Business Unit (s)

BUSFC  
 DEFAULT  
 HEALTH  
 LIFE  
 LM  
 LT

Active Writing Companies

American Ancillary  
 American Annuities  
 American Equity Insurance  
 American Life  
 American P&C  
 American Preneed

Search Specific Individual

No Individual has been selected.

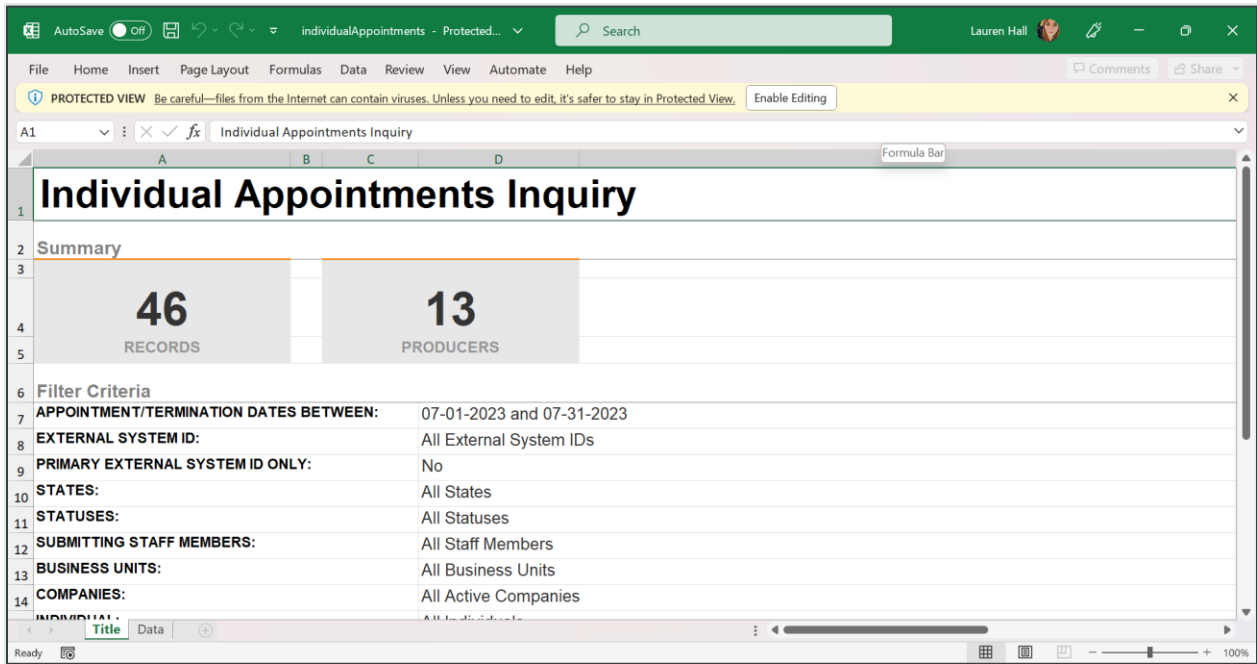
Submit Offline

View/Refresh Report

Cancel

6. The report displays active and inactive (terminated) producer appointment information stored in your company's instance of Producer Central that met the report criteria.

Section: Inquiries in Producer Central



The screenshot shows an Excel spreadsheet with the following content:

Individual Appointments Inquiry	
<b>Summary</b>	
<b>46</b> RECORDS	<b>13</b> PRODUCERS
<b>Filter Criteria</b>	
APPOINTMENT/TERMINATION DATES BETWEEN:	07-01-2023 and 07-31-2023
EXTERNAL SYSTEM ID:	All External System IDs
PRIMARY EXTERNAL SYSTEM ID ONLY:	No
STATES:	All States
STATUSES:	All Statuses
SUBMITTING STAFF MEMBERS:	All Staff Members
BUSINESS UNITS:	All Business Units
COMPANIES:	All Active Companies

Section: Inquiries in Producer Central

## Statistics Inquiries

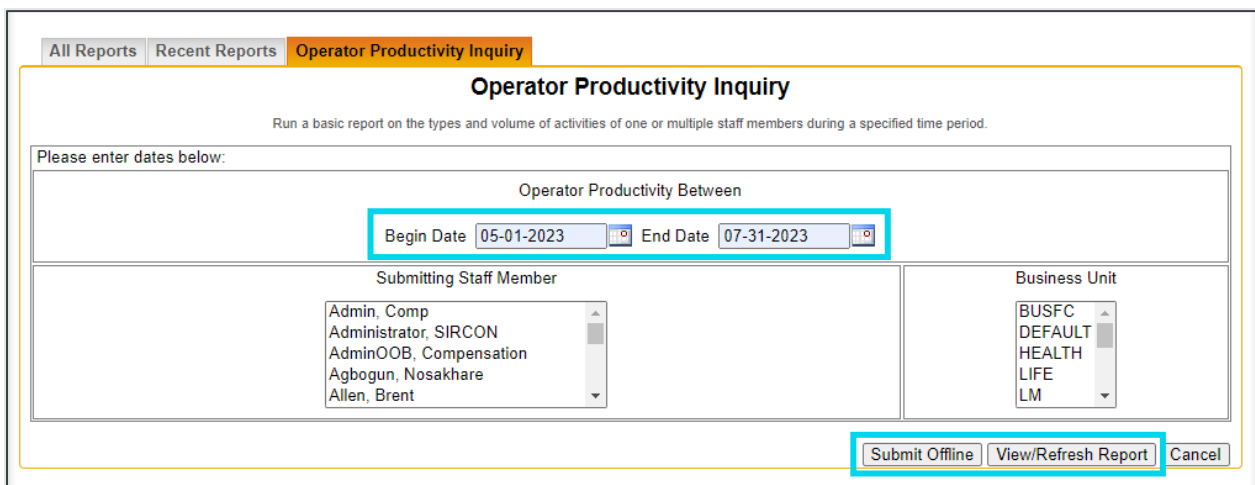
Managers can track staff member productivity and time management by running **Statistics Inquiries**.

Statistics	
<b>Operator Productivity Inquiry</b>	Run a basic report on the types and volume of activities of one or multiple staff members during a specified time period.
<b>Advanced Operator Productivity Inquiry</b>	Need to account down to the second for staff members' time spent on activities? This report will let you do it, along with the dates, total hours, minutes, and seconds one or multiple staff members were logged into Producer Manager while performing various activity types and subtypes.
<b>Approved Appointments Inquiry</b>	Access a list of approved appointments for a given company, state, and date range.

### OPERATOR PRODUCTIVITY INQUIRY

Use the **Operator Productivity Inquiry** to run a basic report on the types and volume of activities of one or multiple staff members during a specified time period.

1. Click the **Operator Productivity Inquiry** option from the *All Reports* page.
2. In the **Operator Productivity Between** section, enter the **Begin Date** and the **End Date** of the inquiry. The date range needs to be within 90 days.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Submitting Staff Member:** Click to select the names of one or multiple staff members whose productivity during the selected date range you wish to view. If no selections are made, the inquiry will report all staff members' productivity.
  - **Business Unit:** Click to select one or multiple business units whose associated staff members' productivity during the selected date range you wish to view. If no selections are made, the inquiry will ignore business units as a report criteria.
4. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

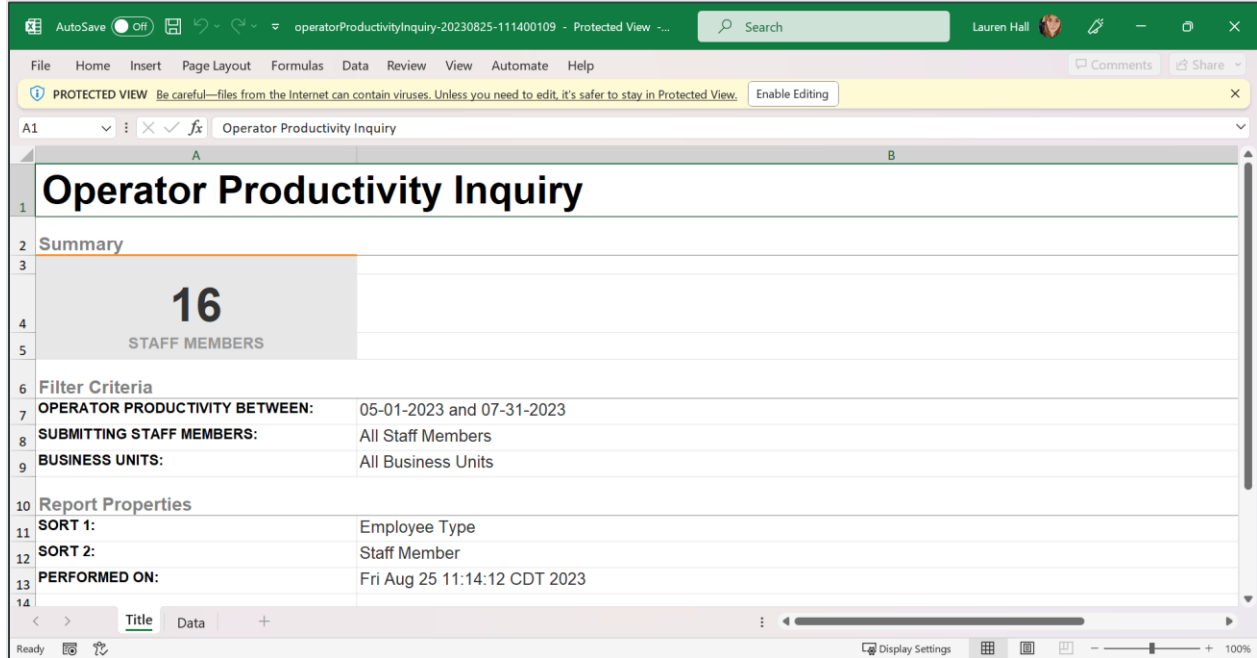


The screenshot shows the 'Operator Productivity Inquiry' form. At the top, there are tabs for 'All Reports', 'Recent Reports', and 'Operator Productivity Inquiry'. Below the title, a subtitle reads: 'Run a basic report on the types and volume of activities of one or multiple staff members during a specified time period.' The main form area is titled 'Please enter dates below:' and contains a section for 'Operator Productivity Between' with 'Begin Date' set to '05-01-2023' and 'End Date' set to '07-31-2023'. Below this, there are two dropdown menus: 'Submitting Staff Member' (with options: Admin, Comp; Administrator, SIRCON; AdminOOB, Compensation; Agbogun, Nosakhare; Allen, Brent) and 'Business Unit' (with options: BUSFC; DEFAULT; HEALTH; LIFE; LM). At the bottom right, there are three buttons: 'Submit Offline', 'View/Refresh Report', and 'Cancel'.

5. The report includes information about the staff members and the activities they completed in Producer Central.



## Section: Inquiries in Producer Central



### ADVANCED OPERATOR PRODUCTIVITY INQUIRY

Use the **Advanced Operator Productivity Inquiry** to run a detailed report on the types and volume of activities of one or multiple staff members during a specified time period. The report can include the dates, total hours, minutes, and seconds one or multiple staff members were logged into Producer Central while performing various activity types and subtypes.

1. Click the **Advanced Operator Productivity Inquiry** option from the *All Reports* page.
2. In the **Operator Productivity Between** section, enter the **Begin Date** and the **End Date** of the inquiry. The date range needs to be within 90 days.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Submitting Staff Member:** Click to select the names of one or multiple staff members whose productivity during the selected date range you wish to view. If no selections are made, the inquiry will report all staff members' productivity.
  - **Business Unit:** Click to select one or multiple business units whose associated staff members' productivity during the selected date range you wish to view. If no selections are made, the inquiry will ignore business units as a report criteria.
4. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.

Section: Inquiries in Producer Central

**All Reports** **Recent Reports** **Advanced Operator Productivity Inquiry**

### Advanced Operator Productivity Inquiry

Need to account down to the second for staff members' time spent on activities? This report will let you do it, along with the dates, total hours, minutes, and seconds one or multiple staff members were logged into Producer Manager while performing various activity types and subtypes.

Please enter dates below:

Operator Productivity Between

Begin Date  End Date

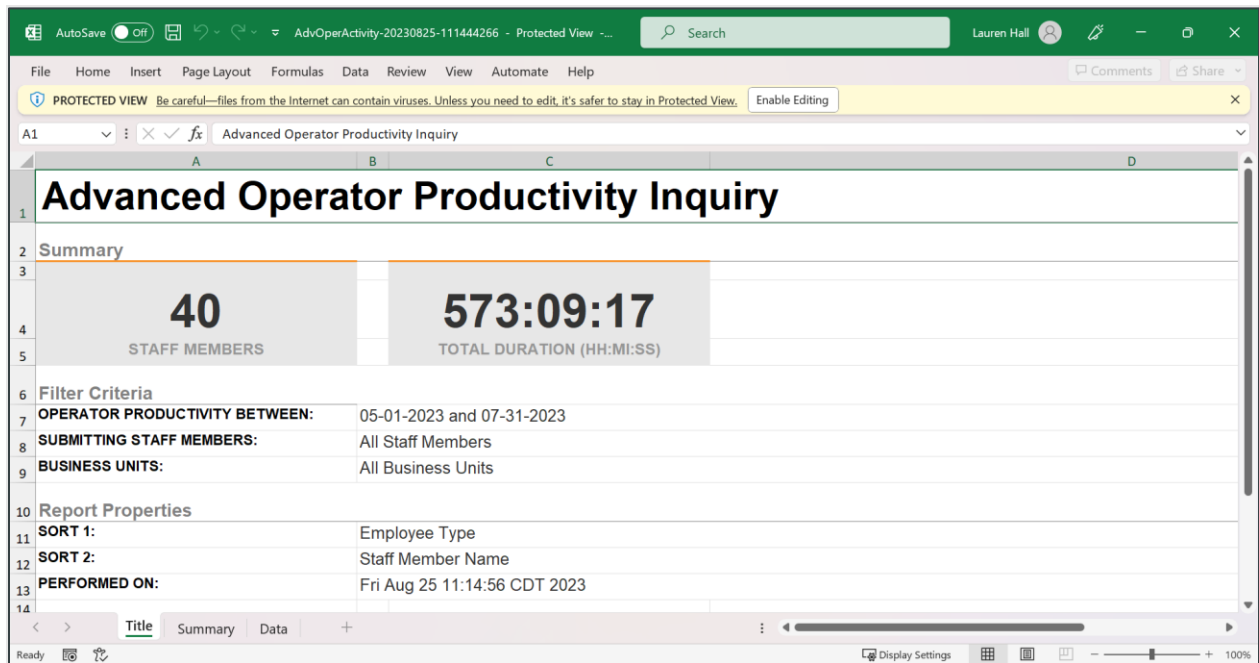
Submitting Staff Member

- Admin, Comp
- Administrator, SIRCON
- AdminOOB, Compensation
- Agbogun, Nosakhare
- Allen, Brent

Business Unit

- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM

- The report displays the advanced operator productivity details for the staff members in your organization within your time period.



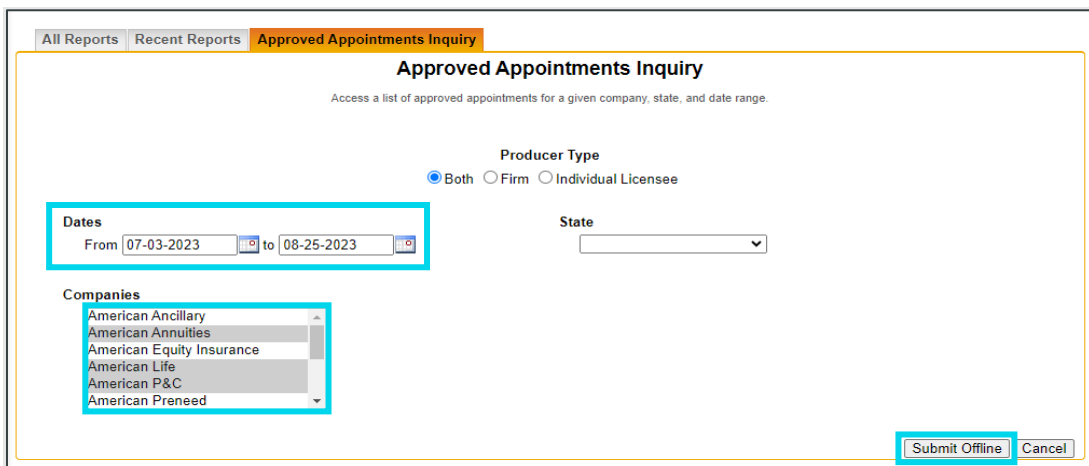
Advanced Operator Productivity Inquiry	
<b>Summary</b>	
<b>40</b>	<b>573:09:17</b>
STAFF MEMBERS	TOTAL DURATION (HH:MM:SS)
<b>Filter Criteria</b>	
OPERATOR PRODUCTIVITY BETWEEN:	05-01-2023 and 07-31-2023
SUBMITTING STAFF MEMBERS:	All Staff Members
BUSINESS UNITS:	All Business Units
<b>Report Properties</b>	
SORT 1:	Employee Type
SORT 2:	Staff Member Name
PERFORMED ON:	Fri Aug 25 11:14:56 CDT 2023

Section: Inquiries in Producer Central

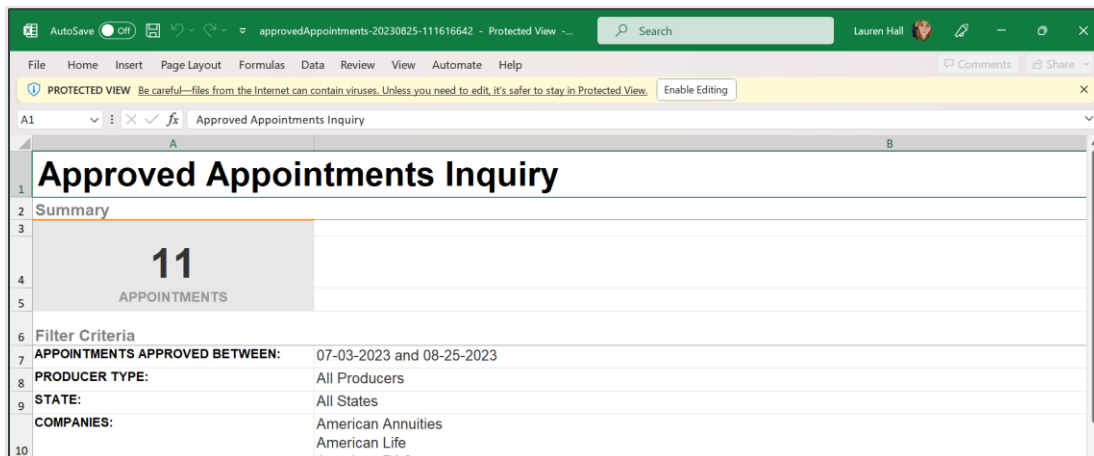
APPROVED APPOINTMENTS INQUIRY

Use the **Approved Appointments Inquiry** to run a report showing the total number of appointments and appointment terminations that were approved in each state by company in a given time frame. This report can be particularly useful for year-end tax reporting purposes.

1. Click the **Approved Appointments Inquiry** option from the *All Reports* page.
2. In the **Producer Type** section, select if you want to see details for an **Individual Licensee**, **Firm**, or **Both**.
3. In the **Dates** section, enter the **Begin Date** and the **End Date** of the inquiry. The date range needs to be within 90 days.
4. You can optionally use any of the following fields to narrow your inquiry:
  - **State:** Select the name of the state for which to compile a count of approved appointments during the selected time period.
5. Click **Submit Offline** to process and download the report at a later date.



6. The report shows the approved appointments for the writing companies.



Approved Appointments Inquiry	
Summary	
<b>11</b> APPOINTMENTS	
Filter Criteria	
APPOINTMENTS APPROVED BETWEEN:	07-03-2023 and 08-25-2023
PRODUCER TYPE:	All Producers
STATE:	All States
COMPANIES:	American Annuities American Life American P&C

Section: Inquiries in Producer Central

## System Information Reports

System administrators can monitor the Producer Central system by running **System Information** inquiries.

System Information	
<b>Database Processing Messages Inquiry</b>	Check a log showing database errors that may have occurred during daily automated operations that may have stalled the successful completion of a database job.
<b>Staff Member Status Inquiry</b>	Generate a list of active and/or inactive users in Producer Manager that includes system information, such as user name and role.
<b>Outbound Feed Reference</b>	Generates a list of codes that might be used in an Outbound Data Feed file.
<b>Producer Data Sources</b>	Provides access to details of AML or Quick Load batch processes.
<b>Data Reconciliation Report</b>	Generates a list of data reconciliation errors and processing messages for the specified dates, up to 7 days.

### DATABASE PROCESSING MESSAGES INQUIRY

Use the **Database Processing Messages Inquiry** to review reports of Outbound Data Feed (ODBF) activity (i.e., an integration service between Producer Central and your company's internal systems) and automated system health jobs. You may view a report to check the status and content of a particular communication or to help troubleshoot communication errors.

1. Click the **Individual Appointments Inquiry** option from the *All Reports* page.
2. In the **Database Messages Generated Between** section, enter the **Begin Date** and the **End Date**.

**Note:** The date range has a maximum of 15 days.

3. Click **Search** to view the results in the report window of Producer Central.

All Reports
Recent Reports
Database Processing Messages Inquiry

### Database Processing Messages Inquiry

Check a log showing database errors that may have occurred during daily automated operations that may have stalled the successful completion of a database job.

Database messages generated between:

**Begin Date** 08-01-2023

**End Date** 08-01-2023

**(15 days maximum)**

Search
Cancel

**Database Messages**

No messages to preview.

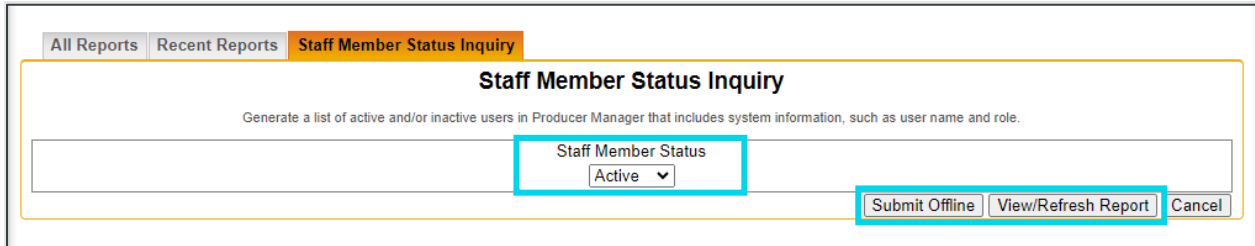
Cancel

## Section: Inquiries in Producer Central

### STAFF MEMBER STATUS INQUIRY

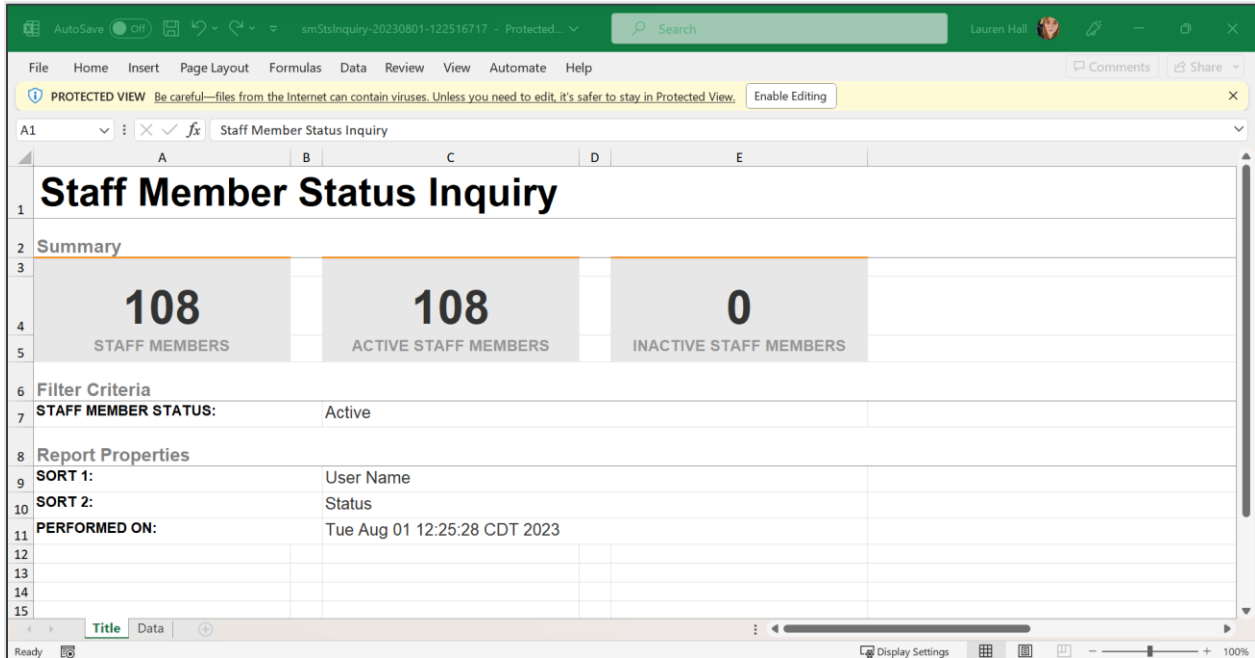
Use the **Staff Member Status Inquiry** page to compile a list of active and/or inactive users in Producer Central. This report includes system information, such as the username and role.

1. Click the **Staff Member Status Inquiry** option from the *All Reports* page.
2. Select either **Active** or **Inactive** in the **Staff Member Status** field.
3. Click **Submit Offline** to process and download the report at a later date. Click **View/Refresh Report** to download the report in a pop-up window in real time.



The screenshot shows the 'Staff Member Status Inquiry' form. At the top, there are tabs for 'All Reports', 'Recent Reports', and 'Staff Member Status Inquiry'. Below the tabs, the title 'Staff Member Status Inquiry' is centered, followed by a subtitle: 'Generate a list of active and/or inactive users in Producer Manager that includes system information, such as user name and role.' A large text input field is present, with a dropdown menu for 'Staff Member Status' set to 'Active'. To the right of the input field are three buttons: 'Submit Offline', 'View/Refresh Report', and 'Cancel'.

4. The report will display all the active or inactive staff members based on your search criteria.



The screenshot shows the report displayed in a spreadsheet application. The report title is 'Staff Member Status Inquiry'. The summary section shows the following data:

Category	Count
STAFF MEMBERS	108
ACTIVE STAFF MEMBERS	108
INACTIVE STAFF MEMBERS	0

The filter criteria section shows 'STAFF MEMBER STATUS: Active'. The report properties section shows 'SORT 1: User Name', 'SORT 2: Status', and 'PERFORMED ON: Tue Aug 01 12:25:28 CDT 2023'.

## Section: Inquiries in Producer Central

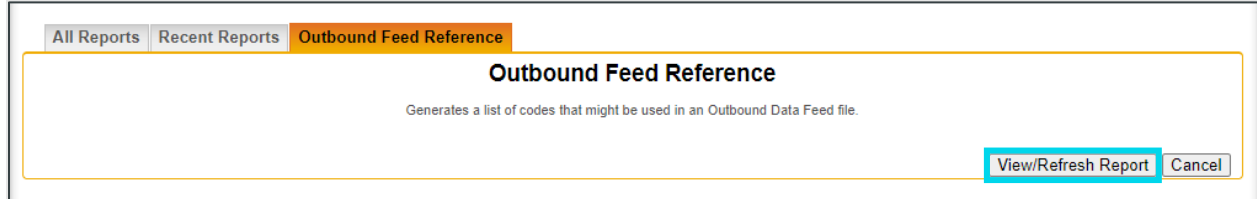
## OUTBOUND FEED REFERENCE

The Producer Central Outbound Data Feed integration service exports an XML file that contains data from all producer records that have been added, updated, or deleted since the last time the Outbound Data Feed file ran. At a configured interval (e.g., daily, twice daily, etc.), Producer Central generates and encrypts the Outbound Data Feed export file and places it on a secure FTP server for client retrieval. Your company can use the file to keep other internal systems synchronized with Producer Central or to populate a data warehouse for ad hoc reporting.

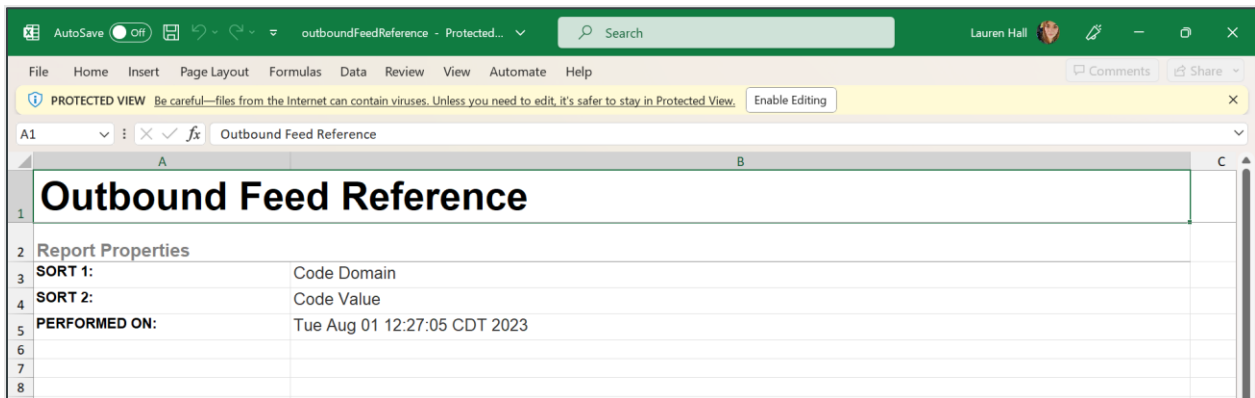
The **Outbound Feed Reference** is a report detailing all codes that could potentially be included in the Outbound Data Feed. Its primary use is for a technical IT team to be able to integrate with Vertafore systems, and it is unlikely that the general end-user would need to run this report.

**Note:** The standard Turbo Track customers will not have access to the Outbound Data Feed. It requires advanced configuration.

1. Click the **Outbound Feed Reference** option from the *All Reports* page.
2. Click **View/Refresh Report** to download the report in a pop-up window in real time.



3. The resulting report displays a list of every Code Domain, Code Value, and Code Description included in your company's configuration of the Outbound Data Feed. You can use this information to map data from the feed to data maintained in your company's other systems.



Report Properties	
<b>SORT 1:</b>	Code Domain
<b>SORT 2:</b>	Code Value
<b>PERFORMED ON:</b>	Tue Aug 01 12:27:05 CDT 2023

## Section: Inquiries in Producer Central

### PRODUCER DATA SOURCES

Use the **Producer Data Sources** inquiry to view the results of data uploads to Producer Central, such as Quick Load Producers operations, anti-money laundering (AML) training requests, or status file uploads.

1. Click the **Producer Data Sources** option from the *All Reports* page.
2. In the **Run Date** section, enter the **Begin Date** and **End Date**.
3. You can also optionally enter information into any of the following fields to further filter your search:
  - **Status:** Select from the dropdown menu a status by which to filter the table of files at the bottom of the page.
  - **Source:** Select from the dropdown menu a file source by which to filter the table of files at the bottom of the page.
  - **Filename:** Enter a specific file name for which you want to view processing results.
  - **Staff Member:** Select from the dropdown menu a staff member by which to filter the table of files at the bottom of the page.
4. Click **View** to download the report results directly in the Producer Central report page.

All Reports
Recent Reports
Producer Data Sources

### Producer Data Sources

Provides access to details of AML or Quick Load batch processes.

**Filter Criteria**

**Run Date**

Filename	Source	Status	↑Run Date	Staff Member	Errors	Excluded	Total	Actions
Adding Bulk Producers.csv	Bulk Add Producers	Processed	06/29/2023	Reddy K, Keerthi	2	0	6	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	06/29/2023	Reddy K, Keerthi	3	0	6	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	06/09/2023	Arigey, Ram	0	0	26	
Bulk Producer Load Test 1.csv	Bulk Add Producers	Processed	05/18/2023	Hall, Lauren	2	0	3	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/10/2023	Bojanapu, Ganesh	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/10/2023	Bojanapu, Ganesh	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/10/2023	Reddy K, Keerthi	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/07/2023	Bojanapu, Ganesh	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/07/2023	Reddy K, Keerthi	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	03/07/2023	Reddy K, Keerthi	2	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	12/13/2022	Arigey, Ram	0	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	12/13/2022	Reddy K, Keerthi	1	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	12/13/2022	Reddy K, Keerthi	2	0	2	
Adding Bulk Producers.csv	Bulk Add Producers	Processed	09/28/2022	Arigey, Ram	0	0	2	

5. The results will appear directly below the search criteria.

## Section: Inquiries in Producer Central

All Reports
Recent Reports
Producer Data Sources

Processing Results

Processing results for the selected producer data source:

Filename	Source	Status	Run Date	Staff Member
Bulk Producer Load Test 1.csv	Bulk Add Producers	Processed	05-18-2023	Lauren Hall

Filter Criteria Clear

Producer Type	Last Name/Firm Name	Status	
<input type="text"/>	<input type="text"/>	<input type="text"/>	View Return

Name	Producer Type	Status	Processing Messages	Actions
Allen	Individual	Error	1 message	⚠
Dean and Davis Insurance Agency	Firm	Processed	1 message	⚠
Easley	Individual	Error	1 message	⚠

Key: ⚠ Show/Hide Processing Messages

3 results found, displaying all results.

## DATA RECONCILIATION REPORT

The **Data Reconciliation Report** generates a list of data reconciliation errors and processing messages for the specified dates, up to 7 days.

1. Click the **Producer Data Sources** option from the *All Reports* page.
2. Enter the date range (within 7 days) for the report by inputting the **Begin Date** and **End Date**.
3. Click **Submit Offline** to process and download the report at a later time.

All Reports
Recent Reports
Data Reconciliation Report

Data Reconciliation Report

Generates a list of data reconciliation errors and processing messages for the specified dates, up to 7 days.

Begin Date

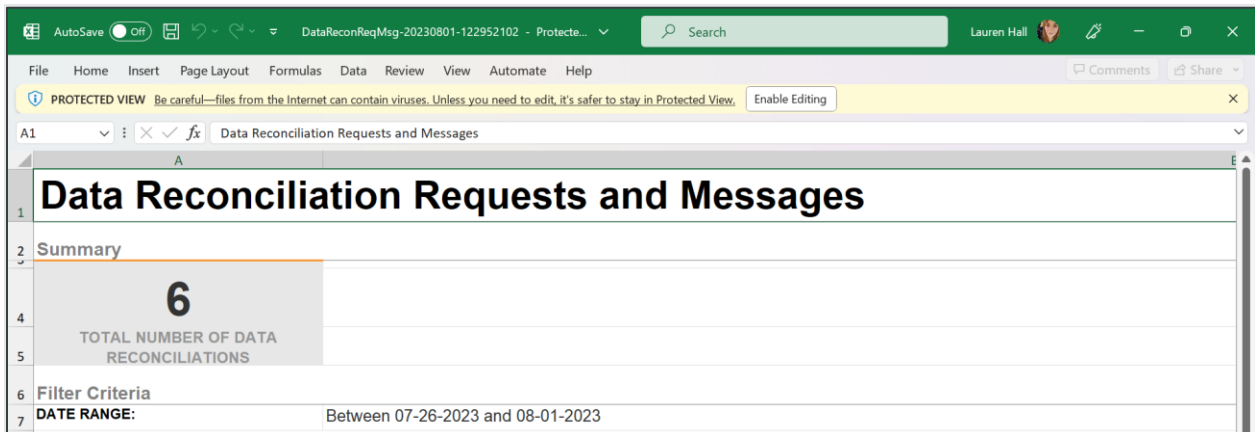
07-26-2023

End Date

08-01-2023 (7 days maximum)

Submit Offline
Cancel

4. The results of the report will show the data reconciliation requests and messages.



The screenshot shows an Excel spreadsheet with the following content:

Data Reconciliation Requests and Messages	
Summary	6
TOTAL NUMBER OF DATA RECONCILIATIONS	
Filter Criteria	
DATE RANGE:	Between 07-26-2023 and 08-01-2023



Section: Inquiries in Producer Central

## Hierarchy Reports

Producer lifecycle events can have broad implications when agreements tie a producer to others up or down a distribution chain. Run Producer **Hierarchy Inquiries** to help make these sometimes-complicated connections more manageable.

### LICENSE RENEWALS DUE

Run the **License Renewals Due Inquiry** to find out which producers have licenses that are coming up for renewal. If desired, filter the report by license state, business unit, or responsible staff member.

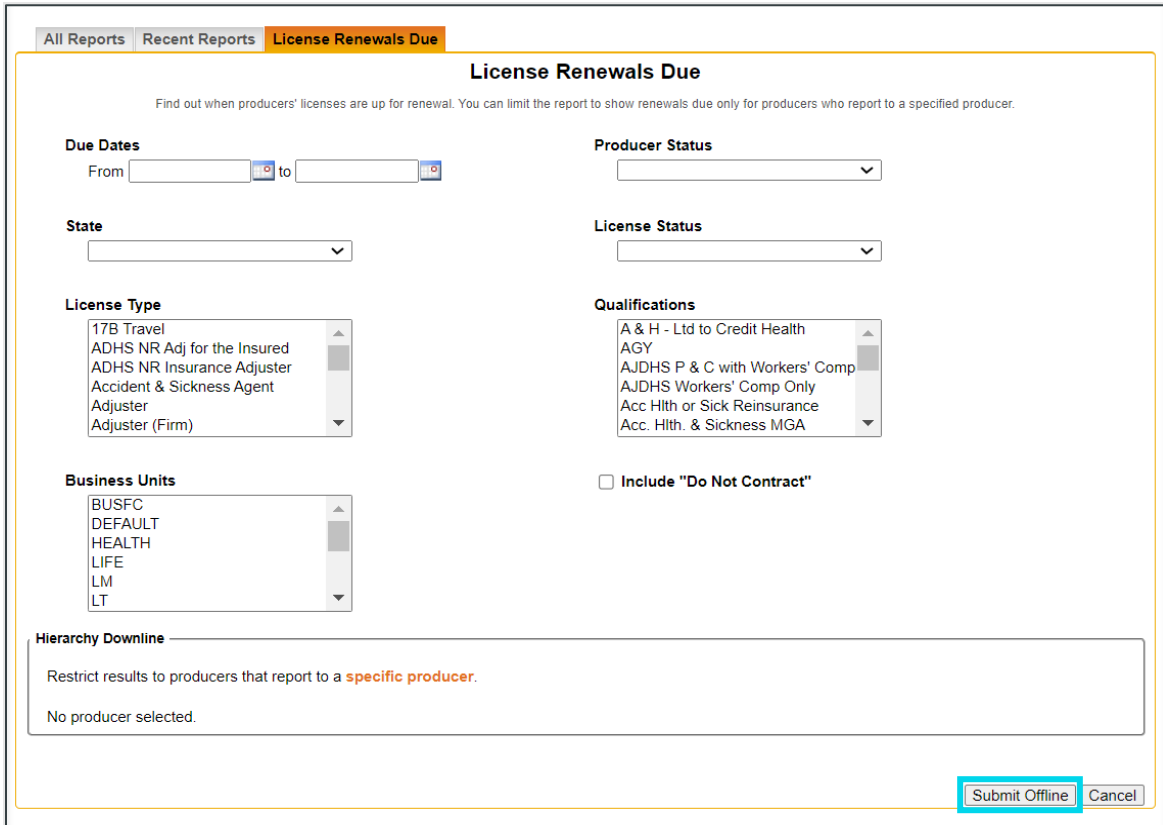
You also can limit the report results to including only producers with recorded agreements that tie them to a specific upline producer.

1. Click the **License Renewals Due Inquiry** option from the *All Reports* page.
2. In the **Due Dates** section, enter the **Begin Date** and the **End Date** of the license renewals.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Producer Status:** To report license renewals due regardless of reported producers' record status, make no selection from the dropdown menu. Or to filter the report to include only license renewals due for producers with a particular record status, select the status from the dropdown menu.
  - **State:** To report license renewals due in all states, make no selection from the dropdown menu. Or to filter the report to include only license renewals due in a particular state, select the state name from the dropdown menu.
  - **License Status:** To report license renewals due regardless of the active or inactive status of the license, make no selection from the dropdown menu. Or to filter the report to include only license renewals due for active licenses, select **Active** from the dropdown menu. Or to filter the report to include only license renewals due to inactive or lapsed licenses, select Inactive from the dropdown menu.
  - **License Type:** Click one or multiple license types to filter the report further.
  - **Qualifications:** To report license renewals due without regard to lines of authority (qualifications) criteria, make no selection from the box. Or to filter the report to include license renewals due relating only to one or multiple lines of authority, click to select one or multiple qualifications in the box.
  - **Business Units:** To report license renewals due without regard to producer business unit criteria, make no selection from the box. Or to filter the report to include only license renewals due for producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Include "Do Not Contract":** Click the checkbox to include producers with a **Rate This Producer** rating of "Do Not Contract."
  - **Hierarchy Downtime:** To identify an upline producer, click the **Specific Producer** link. Then, use the *Search Producer* page to search for a single producer record

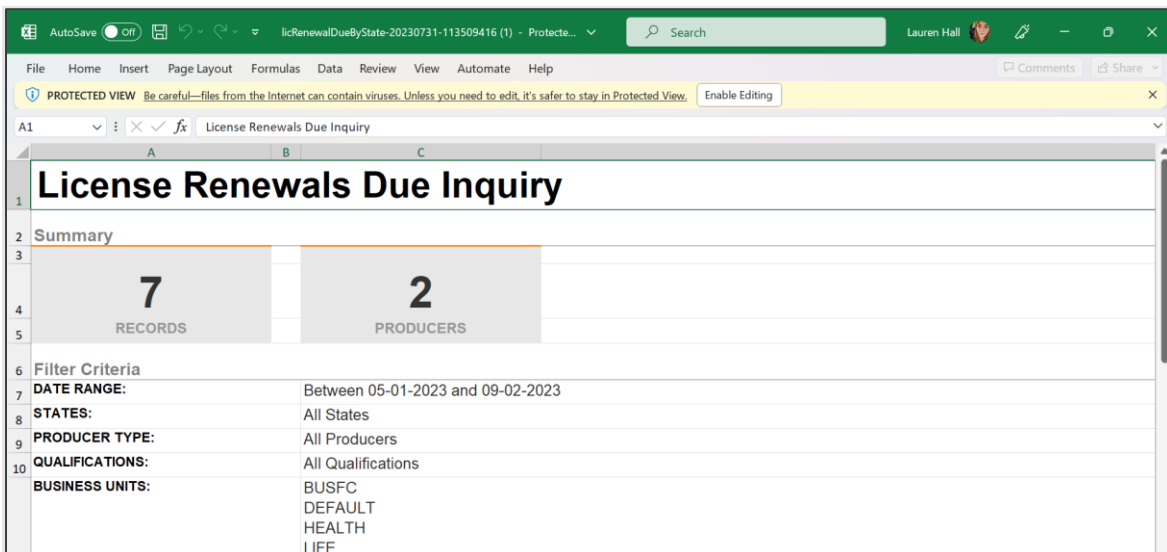
Section: Inquiries in Producer Central

or set of records that match one or more of the criteria entered in the Search Fields.

4. Click **Submit Offline** to process and download the report at a later date.



5. The report displays information about producer licenses with expiration dates that fall within the date range entered in the Report Criteria section.



License Renewals Due Inquiry	
Summary	
7	2
RECORDS	PRODUCERS
Filter Criteria	
DATE RANGE:	Between 05-01-2023 and 09-02-2023
STATES:	All States
PRODUCER TYPE:	All Producers
QUALIFICATIONS:	All Qualifications
BUSINESS UNITS:	BUSFC DEFAULT HEALTH LIFE

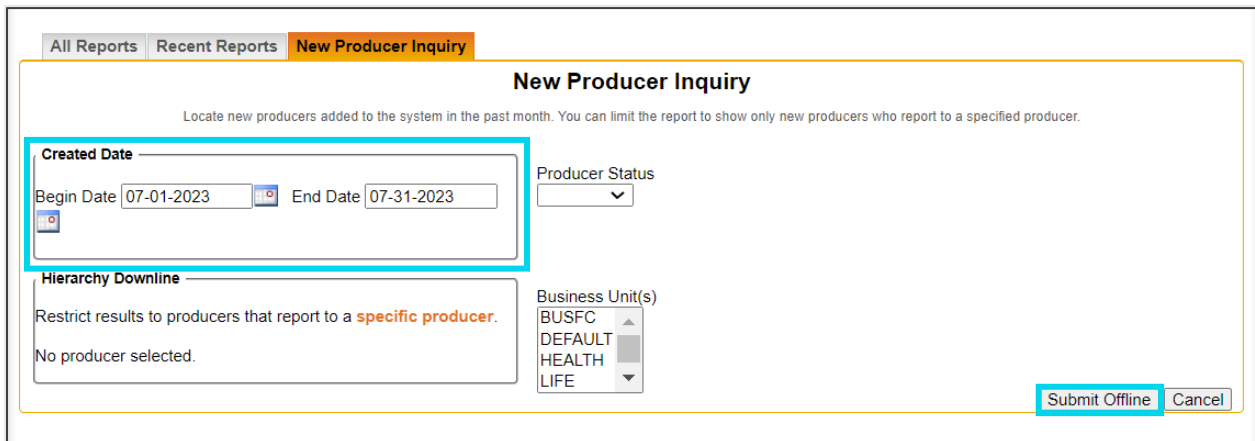
## Section: Inquiries in Producer Central

### NEW PRODUCER INQUIRY

Run the **New Producer Inquiry** to locate new producers added to the system in a selected timeframe. If desired, filter the report by producer status or business unit.

You can limit the report to show only producers with recorded agreements that tie them to a specific upline producer. The report results display producers' highest uplines in the hierarchy.

1. Click the **New Producer Inquiry** option from the *All Reports* page.
2. In the **Created Dates** section, enter the **Begin Date** and the **End Date**.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **Producer Status:** To report new producers regardless of reported producers' record status, make no selection from the dropdown menu. Or to filter the report to include only new producers with a particular record status, select the status from the dropdown menu.
  - **Business Unit(s):** To report new producers without regard to producer business unit criteria, make no selection from the box. Or to filter the report to include only new producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Hierarchy Downtime:** To identify an upline producer, click the **Specific Producer** link. Then, use the *Search Producer* page to search for a single producer record or set of records that match one or more of the criteria entered in the Search Fields.
4. Click **Submit Offline** to process and download the report at a later date.



The screenshot shows the 'New Producer Inquiry' form. At the top, there are navigation tabs: 'All Reports', 'Recent Reports', and 'New Producer Inquiry' (which is highlighted). Below the tabs, the title 'New Producer Inquiry' is centered, followed by a subtitle: 'Locate new producers added to the system in the past month. You can limit the report to show only new producers who report to a specified producer.'

The form contains several sections:

- Created Date:** A section with two date input fields. The 'Begin Date' field contains '07-01-2023' and the 'End Date' field contains '07-31-2023'. Both fields have a calendar icon to their right.
- Producer Status:** A dropdown menu currently showing a downward arrow.
- Hierarchy Downtime:** A section with a text input field containing 'Restrict results to producers that report to a **specific producer**.' Below this is a link that says 'No producer selected.'
- Business Unit(s):** A list box containing the following options: 'BUSFC', 'DEFAULT', 'HEALTH', and 'LIFE'. The 'DEFAULT' option is currently selected.

At the bottom right of the form, there are two buttons: 'Submit Offline' and 'Cancel'.

Section: Inquiries in Producer Central

## PRODUCER APPOINTMENT INQUIRY

Run the **Producer Appointment Inquiry** to review all appointment and termination activity for all producers or just one producer in your system during a given timeframe. You can limit the report to show appointment and termination activity only for producers whose agreements tie them to a specific upline producer.

If desired, filter the report by one or multiple states, statuses, staff members, business units, and/or companies. The report output displays producers' highest uplines in the hierarchy.

1. Click the **Producer Appointment Inquiry** option from the *All Reports* page.
2. In the **Appointment/Termination** section, enter the **Begin Date** and the **End Date**.
3. You can optionally use any of the following fields to narrow your inquiry:
  - **External System IDs:** To report appointments and terminations without regard to producer external system ID criteria, leave the field blank. Or to filter the report results to include only appointments and terminations of producers assigned a specific external system ID code, enter the code in the field.
  - **State(s):** To report appointments and terminations without regard to the state in which reported producers were appointed or terminated during the selected date range, make no selection from the box. Or to filter the report results to include only reported producers who were appointed or terminated in a specific state(s) during the selected date range, click to select one or multiple state names in the box.
  - **Status(es):** To report appointments and terminations without regard to the current values of the **Status** or **Submit Status** fields in reported producers' appointments information, make no selection from the box. Or to filter the report results to include only reported producers with a specific combination of values in the **Status** and **Submit Status** fields in their records' appointments information, click to select one or multiple **Status/Submit Status** combinations in the box.
  - **Submitting Staff Member(s):** To report appointments and terminations without regard to the staff member who submitted or recorded the appointments or terminations, make no selection from the box. Or to filter the report results to include only appointments and terminations submitted or recorded by a specific staff member, click to select one or multiple staff member names in the box.
  - **Business Unit(s):** To report new producers without regard to producer business unit criteria, make no selection from the box. Or to filter the report to include only new producers assigned to one or multiple business units, click to select one or multiple business unit short names in the box.
  - **Active Companies:** To report appointments and terminations without regard to the appointing companies in your carrier group that appointed the reported producers, make no selection from the box. Or to filter the report results to include only appointments and terminations of producers appointed by one or multiple of your carrier group's appointing companies, click to select one or multiple appointing company names in the box.

Section: Inquiries in Producer Central

4. **Hierarchy Downtime:** To identify an upline producer, click the **Specific Producer** link. Then, use the *Search Producer* page to search for a single producer record or set of records that match one or more of the criteria entered in the Search Fields.
5. **Single Producer:** You can limit the report to include appointment or termination activity for only a single producer. To the producer, click the **Search for a Specific** Producer link. Then, use the *Search Producer* page to search for a single producer record or set of records that match one or more of the criteria entered in the Search Fields.
6. Click **Submit Offline** to process and download the report at a later date.

All Reports
Recent Reports
Producer Appointment Inquiry

### Producer Appointment Inquiry

Review all appointment and termination activity for all producers (or just one producer) in your system during the past month. You can limit the report to show appointment and termination activity only for producers who report to a specified producer.

**Appointment/Termination**

Begin Date  End Date

**External System ID**

External System ID   Primary Only

**State(s)**

- Alabama
- Alaska
- American Samoa
- Arizona
- Arkansas
- Armed Forces Americas

**Status(es)**

- Active - Approved
- Inactive - Approved
- Active - Denied
- Inactive - Denied
- Active - Pending
- Inactive - Pending

**Submitting Staff Member(s)**

- Admin, Comp
- Administrator, SIRCON
- AdminOOB, Compensation
- Agbogun, Nosakhare
- Allen, Brent
- Allen, Carey

**Business Unit(s)**

- BUSFC
- DEFAULT
- HEALTH
- LIFE
- LM
- LT

**Active Companies**

- American Ancillary
- American Annuities
- American Equity Insurance
- American Life
- American P&C
- American Preneed

**Hierarchy Downtime**

Restrict results to producers that report to a **specific producer**.

No producer selected.

**Single Producer**

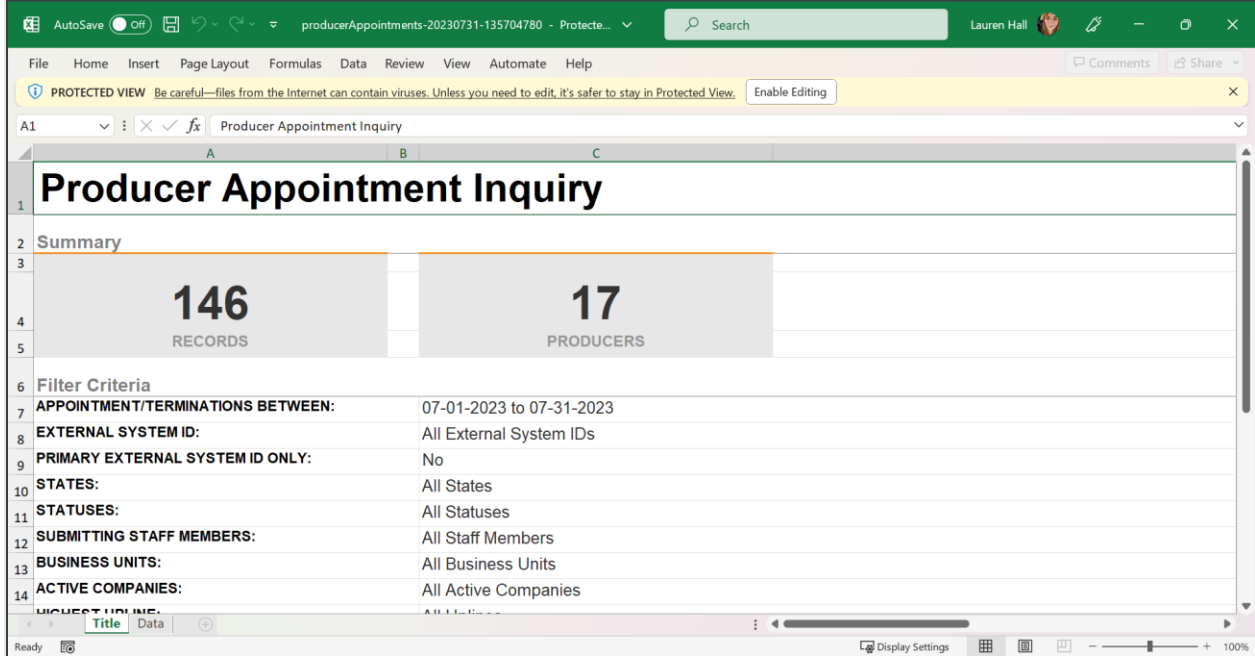
**Search for a specific producer.**

No producer selected.

Submit Offline
Cancel

7. The report displays active and inactive (terminated) producer appointment information that met the report criteria.

## Section: Inquiries in Producer Central



Producer Appointment Inquiry	
<b>Summary</b>	
<b>146</b> RECORDS	<b>17</b> PRODUCERS
<b>Filter Criteria</b>	
APPOINTMENT/TERMINATIONS BETWEEN:	07-01-2023 to 07-31-2023
EXTERNAL SYSTEM ID:	All External System IDs
PRIMARY EXTERNAL SYSTEM ID ONLY:	No
STATES:	All States
STATUSES:	All Statuses
SUBMITTING STAFF MEMBERS:	All Staff Members
BUSINESS UNITS:	All Business Units
ACTIVE COMPANIES:	All Active Companies
UPLINE CRITERIA:	All Upline

### PRODUCERS IN HIERARCHY

The **Producers in Hierarchy** report shows all the producers that have agreements that are "in the downline" for any given parent agreement. Parent agreements are specified by either selecting a specific agreement, or by a list of external system ids assigned to the agreements.

If a producer has multiple agreements that appear in the identified hierarchies, the producer will appear in the report multiple times, once for each agreement.

1. Click the **Producers in Hierarchy** option from the *All Reports* page.
2. You can optionally use any of the following fields in the **Producer Criteria** section to narrow your inquiry:
  - **Producer Type:** To filter the report results to include downline producers of only a specific entity type, click to select either **Individual Licensee** or **Firm**. Or select nothing to include all downline producers, regardless of entity type.
  - **Agreement Status:** To filter the report results to include downline producers with only a certain agreement status, click to select either **Active** or **Inactive**. Or, select nothing to include all downline producers, regardless of agreement status.
  - **Agreements Identified by an Active External System ID of Type:** To filter the report results to include only downline producers with an active ID or code in a certain external system, click to select the external system type.
3. In the **Upline Criteria** section, identify the producer(s) with the parent agreement whose downline producers you want to report. You can search for parent

## Section: Inquiries in Producer Central

agreements by typing specific external system ID(s) or search by agreement. Here are the options in this section:

- **List upline agreements by External System IDs:** Click to select the radio button to search for agreements based on a parent producer's external system ID. The report results will include all producers who are downline to the selected parent producer in any agreement.
  - **Upline Producer Type:** Available only when *List upline agreements by External System IDs* is selected. To limit the search to external system IDs associated with parent producers of a specific entity type, click to select either Individual Licensee or Firm. Or, leave unselected to search external system IDs associated with either entity type.
  - **Upline Producers' External System IDs:** Available only when *List upline agreements by External System IDs* is selected. Enter one or multiple valid external system IDs associated with the parent producer whose downline producers you want to report, up to 50 maximum. Separate each external system ID by a comma and a space.
4. In the **Display Configuration** section, select the **Additional External System ID Type** you would like to display in the report.
  5. Click **Submit Offline** to process and download the report at a later time.

All Reports
Recent Reports
Producers in a Hierarchy

### Producers in a Hierarchy

Shows all the producers that have agreements that are "in the downline" for any given parent agreement. Parent agreements are specified by either selecting a specific agreement, or by a list of external system ids assigned to the agreements.

If a producer has multiple agreements that appear in the identified hierarchies, the producer will appear in the report multiple times, once for each agreement.

**Producer Criteria**

Filter producers by type and data on their agreements:

<b>Producer Type</b> <div style="border: 1px solid gray; padding: 2px;">Individual Licensee</div> <div style="border: 1px solid gray; padding: 2px;">Firm</div>	<b>Agreement Status</b> <div style="border: 1px solid gray; padding: 2px;">Active</div> <div style="border: 1px solid gray; padding: 2px;">Inactive</div>	<b>Agreements identified by an active External System ID of type</b> <div style="border: 1px solid gray; padding: 2px;">Distribution Code</div>
--	--	--

**Upline Criteria**

Each producer's upline will contain an agreement matching the following criteria:

List upline agreements by External System IDs

Select a specific upline agreement

---

<b>Upline Producer Type</b> <div style="border: 1px solid gray; padding: 2px;">Individual Licensee</div> <div style="border: 1px solid gray; padding: 2px;">Firm</div>	<b>Upline Producers' External System IDs</b> <small>Enter 1-50 External System IDs, separated by commas. Example: AB1234, YZ0987</small> <div style="border: 1px solid gray; padding: 5px; min-height: 30px;">1934</div>
---	--

**Display Configuration**

Additional information about the producer that can be displayed in the resulting report:

**Additional External System ID type**  

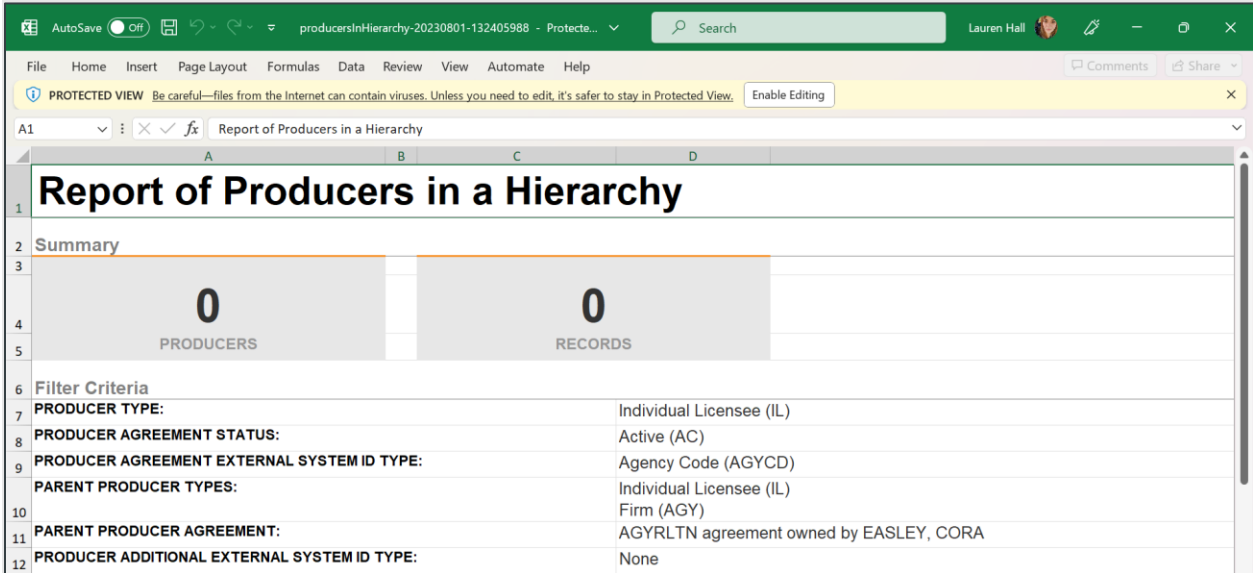
Distribution Code

Submit Offline
Cancel



## Section: Inquiries in Producer Central

- The report displays information about all producers who are subordinate (downline) in an agreement hierarchy to the producer(s) identified by the report criteria. Includes producers whose agreements are active or inactive.



Report of Producers in a Hierarchy	
Summary	
0	0
PRODUCERS	RECORDS
Filter Criteria	
PRODUCER TYPE:	Individual Licensee (IL)
PRODUCER AGREEMENT STATUS:	Active (AC)
PRODUCER AGREEMENT EXTERNAL SYSTEM ID TYPE:	Agency Code (AGYCD)
PARENT PRODUCER TYPES:	Individual Licensee (IL) Firm (AGY)
PARENT PRODUCER AGREEMENT:	AGYRLTN agreement owned by EASLEY, CORA
PRODUCER ADDITIONAL EXTERNAL SYSTEM ID TYPE:	None

**Note:** The report results may include the same producer multiple times, if List upline agreements by **External System IDs** was selected as **Upline Criteria** and the producer is downline through multiple agreements to a parent producer associated with an entered external system ID.

## PRODUCERS WITH MISSING UPLINE HIERARCHY

Run the Producers with Missing Upline Hierarchy inquiry to identify producers that are not currently part of a valid agreement hierarchy. Invalid conditions may include the following:

- Where a producer's agreement is not part of an agreement hierarchy whatsoever.
- Where a producer's agreement includes an additional producer but is not part of an agreement hierarchy.
- Where a producer is part of an agreement hierarchy, but the producer's agreement with an immediate upline producer is inactive.

- Click the **Producers with Missing Upline Hierarchy** option from the *All Reports* page.
- You can optionally use any of the following fields in the **Producer Criteria** section to narrow your inquiry:
  - Producer Type:** To filter the report results to include downline producers of only a specific entity type, click to select either **Individual Licensee** or **Firm**. Or select nothing to include all downline producers, regardless of entity type.



## Section: Inquiries in Producer Central

- **Producer Status:** To limit the report to specific status, select **Active**, **Inactive**, or **Pending** from the dropdown menu.
  - **Agreements Identified by an Active External System ID of Type:** To filter the report results to include only downline producers with an active ID or code in a certain external system, click to select the external system type.
3. In the **Missing Upline Criteria** section, select the scenario in which the producer's upline is invalid:
- **The parent agreement is inactive:** Click the radio button to report agreements where a producer is part of an agreement hierarchy, but the producer's agreement with an immediate upline producer is inactive.
  - **No upline exists:** Click the radio button to report only agreements that are not part of an agreement hierarchy whatsoever.
  - **No upline exists, where the producer's agreement has an additional producer:** Click the radio button to report only agreements that include additional producers but that are not part of an agreement hierarchy. Then enter the following:
    - **Additional Producer Role:** *Available only when no upline exists, where the producer's agreement has an additional producer is selected.* From the dropdown menu select the additional producer role on agreements with missing uplines.
    - **Agreements identified by one of the following External System IDs:** *Available only when no upline exists, where the producer's agreement has an additional producer is selected.* Enter one or multiple active external system IDs associated with the additional producers on agreements with missing uplines, up to 50 maximum. Separate each external system ID by a comma and a space.
4. Click **Submit Offline** to process and download the report at a later time.

Section: Inquiries in Producer Central

All Reports
Recent Reports
Producers with Missing Upline Hierarchy

### Producers with Missing Upline Hierarchy

This report identifies producers that have active agreements with invalid upline hierarchies.

If a producer has multiple agreements that are missing an upline hierarchy, the producer will appear in the report multiple times, once for each agreement.

**Producer Criteria**

Filter producers with active agreements:

Producer Type

Individual Licensee  
Firm

Producer Status

Active  
Inactive  
Pending

Only include producers with an active license

Agreements identified by an active External System ID of type

<No Type Selected>

**Missing Upline Criteria**

Select the scenario in which the producer's upline is invalid:

The parent agreement is inactive

No upline exists

No upline exists, where the producer's agreement has an additional producer:

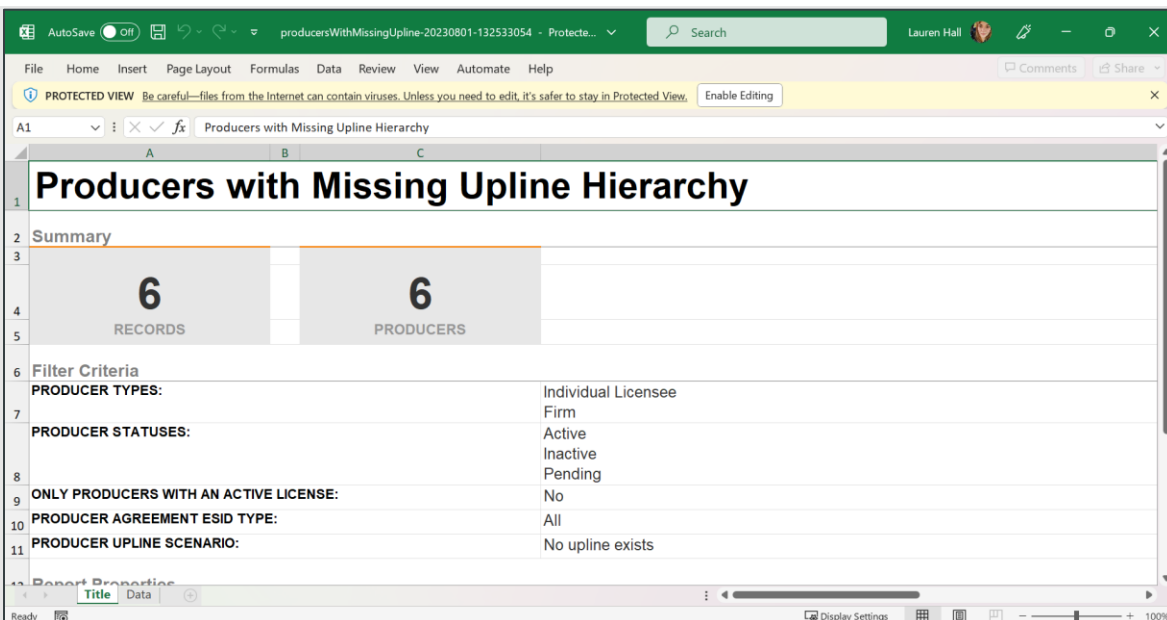
Additional Producer Role

General Agent

Identified by one of the following External System IDs

Enter 1-50 External System IDs, separated by commas. Example: AB1234, YZ0987

- The report displays information about all producers with active agreements who are not part of a valid agreement hierarchy, based on a selected invalid upline scenario as selected in the **Missing Upline Criteria** section.



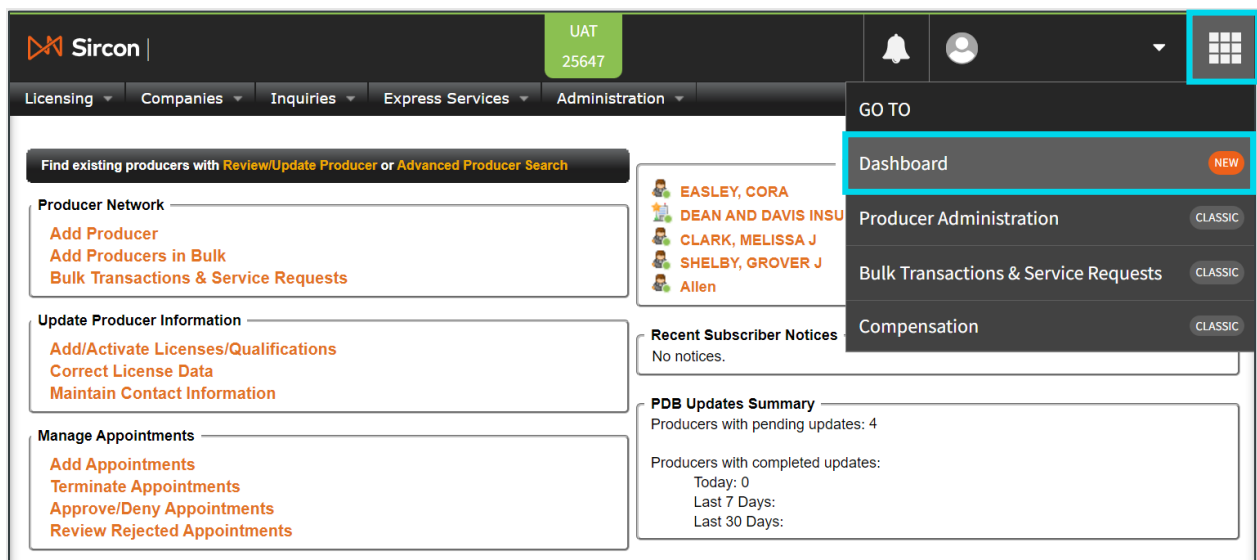
Producers with Missing Upline Hierarchy		
<b>Summary</b>		
<b>6</b>	<b>6</b>	
RECORDS	PRODUCERS	
<b>Filter Criteria</b>		
<b>PRODUCER TYPES:</b>	Individual Licensee Firm	
<b>PRODUCER STATUSES:</b>	Active Inactive Pending	
<b>ONLY PRODUCERS WITH AN ACTIVE LICENSE:</b>	No	
<b>PRODUCER AGREEMENT ESID TYPE:</b>	All	
<b>PRODUCER UPLINE SCENARIO:</b>	No upline exists	

## Interactive Reporting in Producer Central

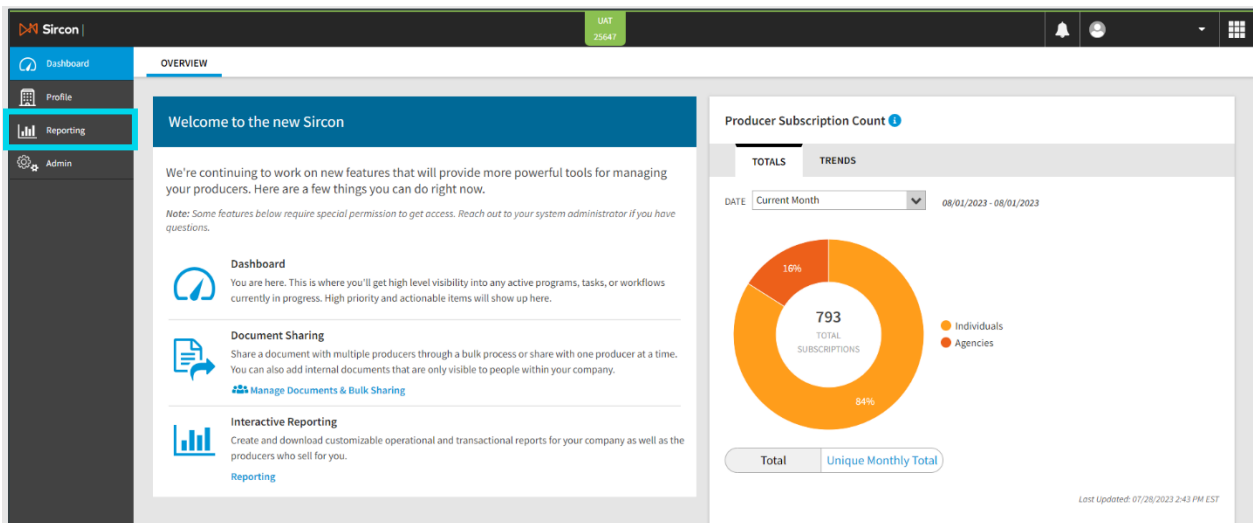
### Navigating to Interactive Reporting

The **Interactive Reporting Portal** is available in the Dashboard module of Producer Central.

- To navigate to the Interactive Reporting module, use the **Application Switcher** in the upper right-hand corner to move between the classic Producer Administration view and the **Dashboard** view.

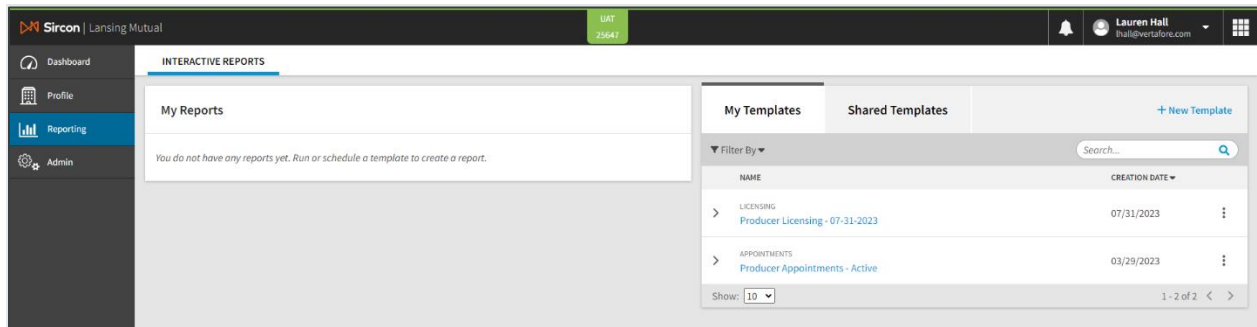


- Selecting **Dashboard** will take you to the new Sircon view.
- Click the **Reporting** tab from the menu on the left side of the screen.



## Section: Interactive Reporting in Producer Central

4. You will now see the *Interactive Reporting* page.



### Basics of Interactive Reporting

A **Report Template** is an arrangement of data elements and formatting defined by either Sircon or an individual user that is used to generate a report output.

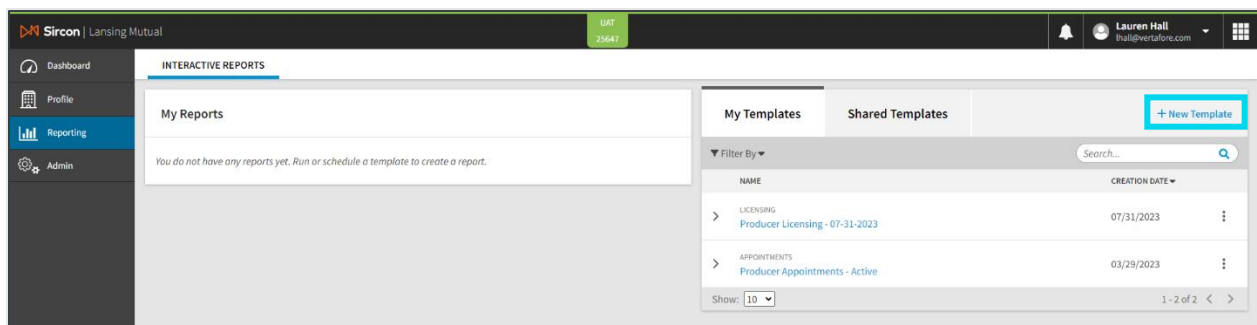
A Report Template defined by Sircon is called **Report Type** and is selected when a user initially creates a new Template. The Report Type essentially defines the initial data elements and formatting for common use cases that a user can customize to fit their specific reporting needs.

An Interactive Report that a user creates is called a Template. A user-defined template has the following elements:

- **Name** (A unique identifier for the template)
- **Creator**
- **Date Created**
- **Report Type** (The Sircon defined template from which the template was modified)
- **Description** (Information on the purpose or instructions on how to use the report)

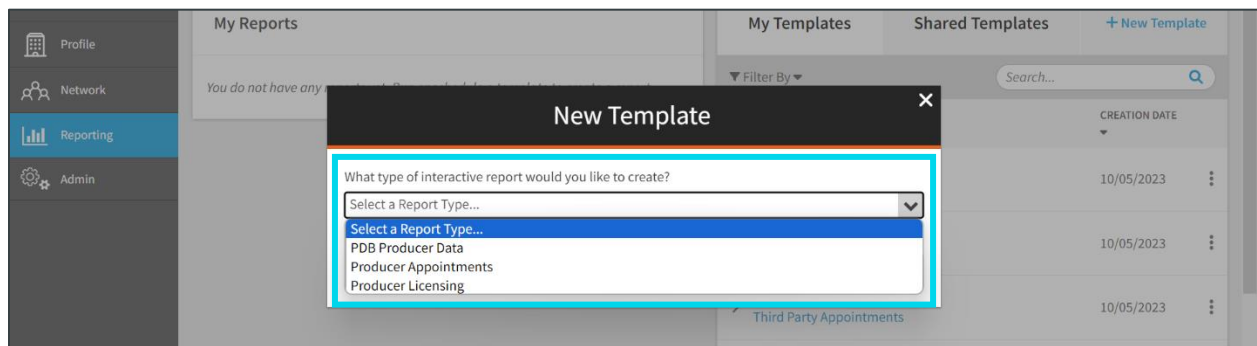
### CREATE A TEMPLATE

1. To create a new template, click the blue **New Template** button in the upper right-hand corner of the Interactive Reporting page.



## Section: Interactive Reporting in Producer Central

- This will open a dialog box where you can select the **Report Type** from which the template will be created. There are three different report types available:
  - **PDB Producer Data** - Includes producer and appointment information, regulatory actions, and third-party appointments. Data is sourced from the Producer Database (PDB).
  - **Producer Appointments** – Includes information about appointments and licenses. Data is sourced from Producer Central.
  - **Producer Licensing** – Includes information about producer licenses. Data is sourced from Producer Central.

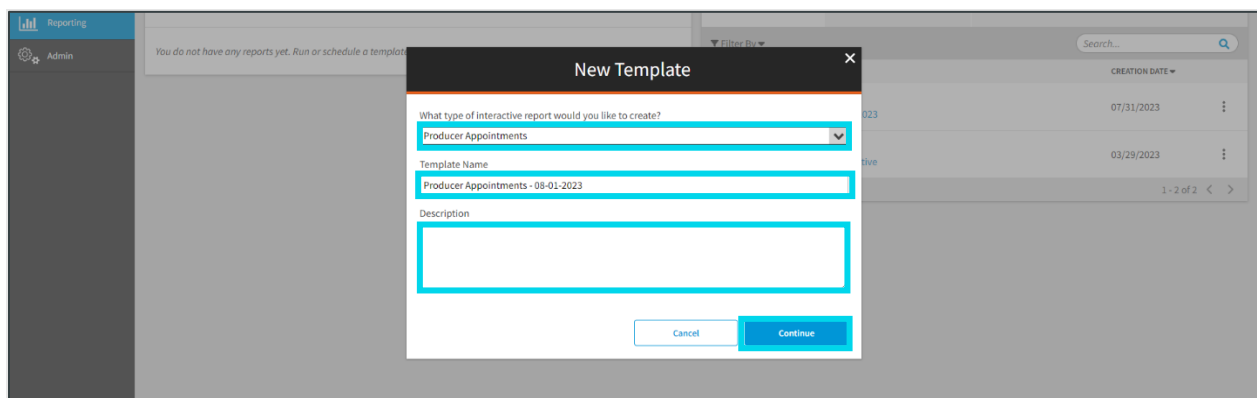


- Next, choose a **Template Name** and **Description**.
- The **Template Name** is a required field which must be unique. The **Name** field is seeded with the **Report Type** followed by the date.

**Note:** The following characters are allowed in the template name (!, @, \$, &, \*, (), -, \_ , +, =, :, ' , comma, dot, space, ~).

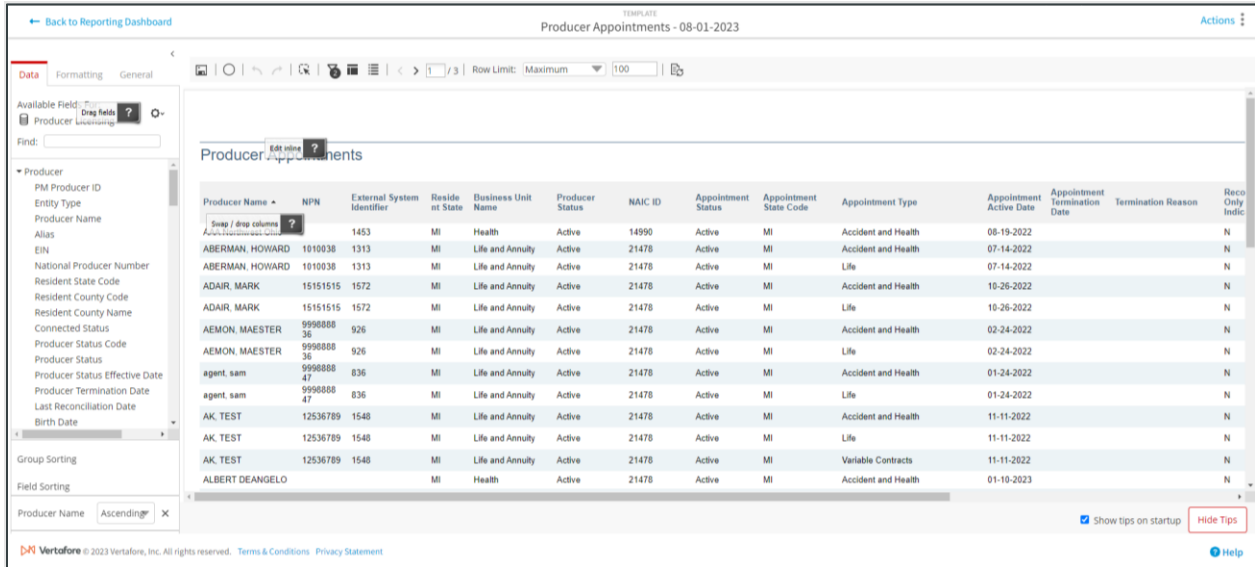
These characters are not allowed (`, %, ?, <>, ", {}, [], #, ^, | , \ , / ; , ).

- The **Description** is an optional free-form field that can be used to display additional information or instructions for the template.
- Click **Continue** to create the new template.



## Section: Interactive Reporting in Producer Central

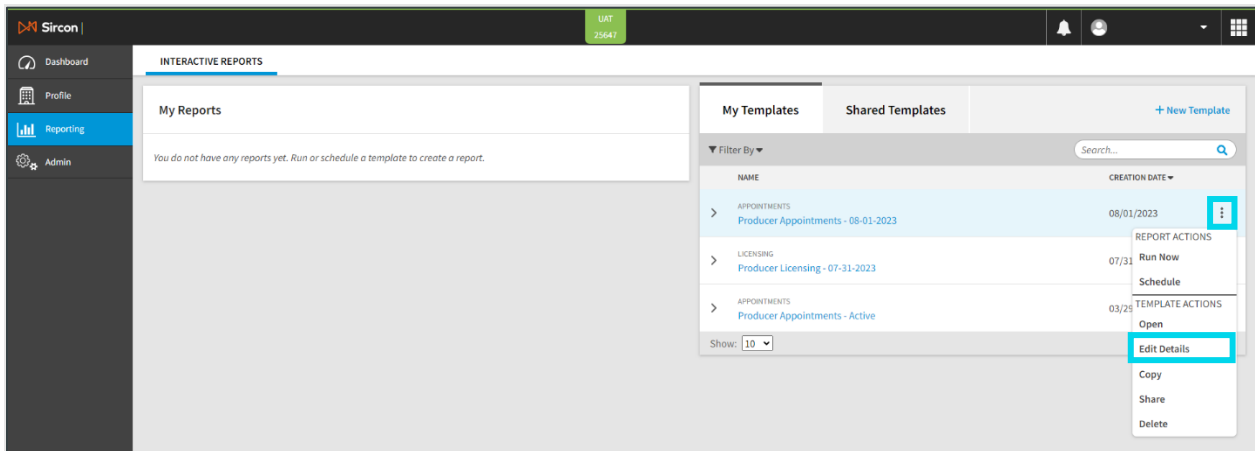
- The template editor will automatically open so that you can immediately begin editing. Templates can also be opened by clicking on the name in the list of templates on the *Interactive Reports* page.



Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date	Appointment Termination Date	Termination Reason	Rec Only Indlc
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	08-19-2022			N
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active	MI	Life	07-14-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	10-26-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active	MI	Life	10-26-2022			N
AEMON, MAESTER	999080836	926	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	02-24-2022			N
AEMON, MAESTER	999080836	926	MI	Life and Annuity	Active	21478	Active	MI	Life	02-24-2022			N
agent, sam	999080847	836	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	01-24-2022			N
agent, sam	999080847	836	MI	Life and Annuity	Active	21478	Active	MI	Life	01-24-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Life	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Variable Contracts	11-11-2022			N
ALBERT DEANGELO			MI	Health	Active	21478	Active	MI	Accident and Health	01-10-2023			N

## EDIT A TEMPLATE

- To edit template information, including the **Name** and **Description** from the Interactive Reporting Dashboard, click the "..." option for the template which you would like to **Edit Details** in the Templates Widget. This will open a menu; select the **Edit Details** option.



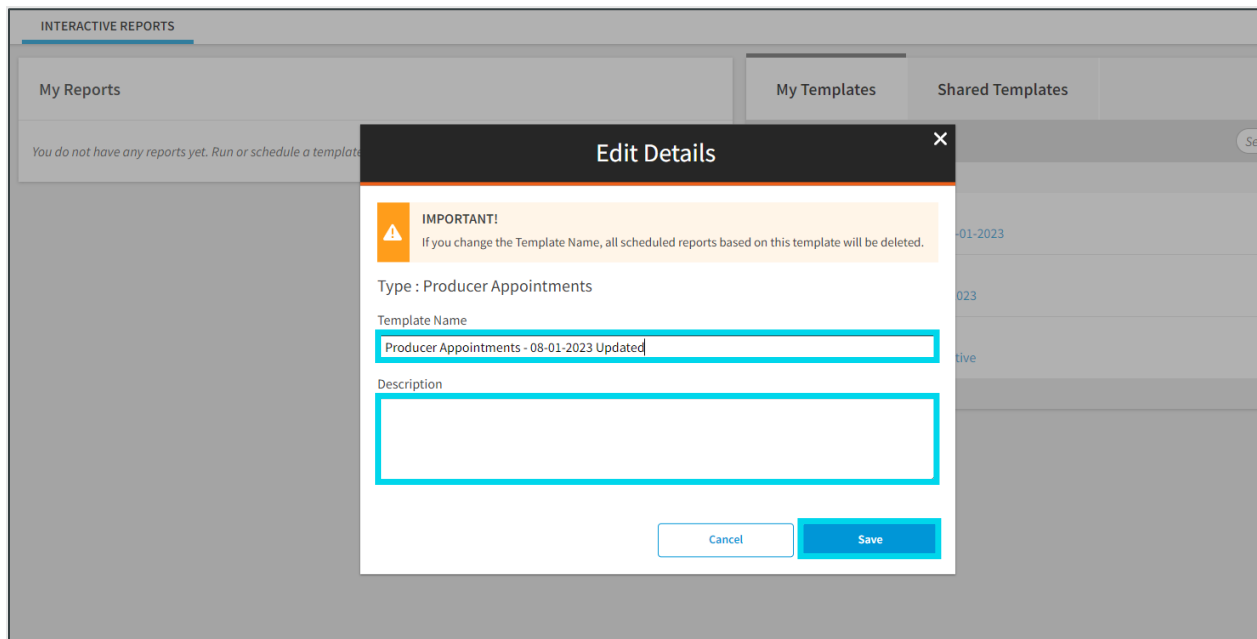
NAME	CREATION DATE
APPOINTMENTS Producer Appointments - 08-01-2023	08/01/2023
LICENSING Producer Licensing - 07-31-2023	07/31
APPOINTMENTS Producer Appointments - Active	03/23

- This will open a pop-up window which allows you to modify the template name and template description. A message will also be displayed warning users that if name is updated then any associated scheduled jobs will be deleted.
- The **Template Name** is a required field which must be unique.

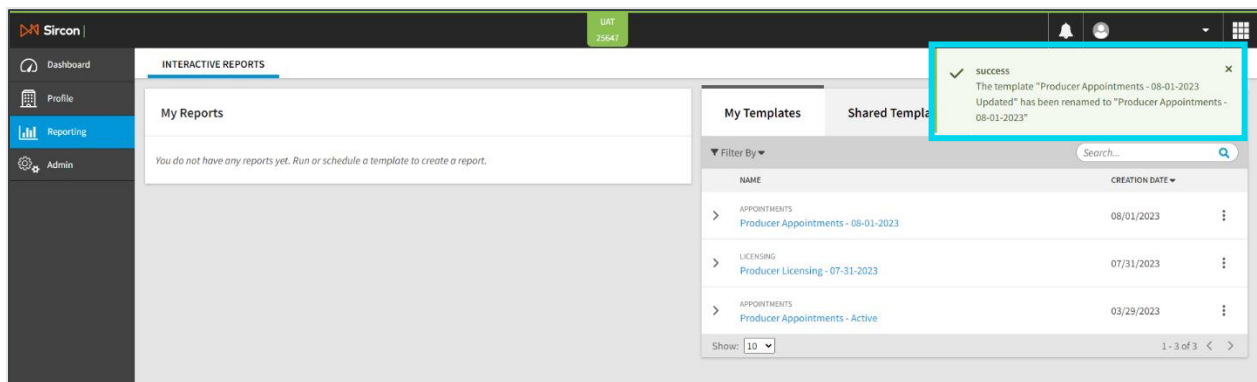
## Section: Interactive Reporting in Producer Central

4. Updating the **Template Name** triggers any associated scheduled reports or completed reports associated with that template to be deleted.
5. The **Description** is an optional free-form field that can be used to display additional information or instructions for the template.
6. Click **Save**.

**Note:** Updating the **Description** does not affect the scheduled or completed jobs and the creator receives a message describing the update.



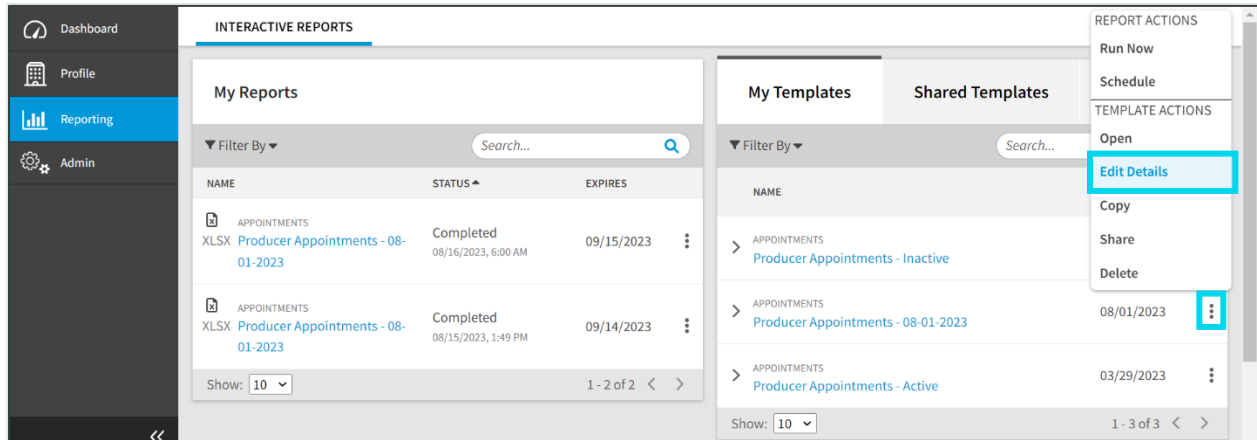
7. The **Template Name** gets updated, and the creator receives a message describing the update.



## Section: Interactive Reporting in Producer Central

### EDIT TEMPLATE CONTENT

1. If a template has already been created, click the ... button next to the template and then click **Edit Details** to update the template.



2. Once there is a template, the next step is to modify the template by selecting data elements, filtering, grouping, and formatting for the report.



#### A. Save Template

**Note:** You must click the **Save Template** button to save changes to your report, the system will not automatically save changes to the report.

- B. Busy Indicator
- C. Undo / Redo
- D. Select / Deselect All
- E. Filters
- F. Layout
- G. Prompts
- H. Page Navigation
- I. Displayed Row Limits (this does not limit the report output, but only the content in the browser)
- J. Refresh Report Data

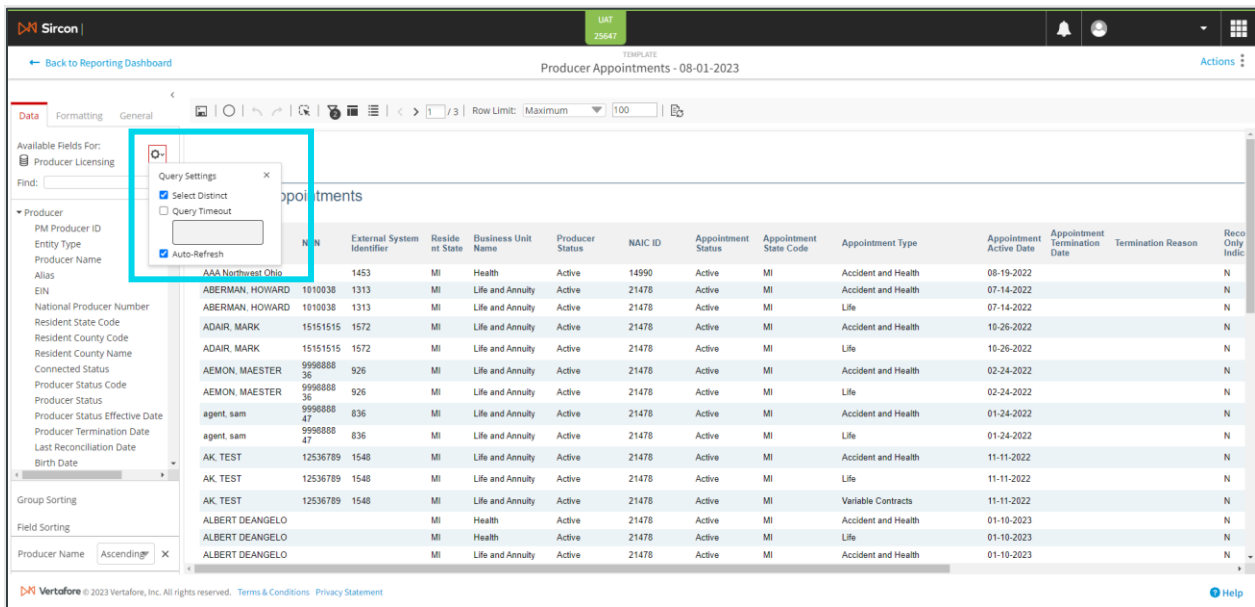


## Section: Interactive Reporting in Producer Central

### AUTO-REFRESH REPORT

When you disable the **Auto-Refresh** mode in Interactive Reporting, you can design your report layout first, including calculations and filtering, without querying the database until you have completed making changes. When the report layout is complete, you can re-enable Auto-Refresh mode. Data retrieval occurs once, and your report displays the requested data. Disabling auto refresh can improve performance by reducing the number of queries executed against the data source.

1. To disable **Auto-Refresh**, click the small icon in the upper-right corner of the **Data** tab to open the **Query Setup** dialog box, then disable the **Auto-Refresh** option.



Producer	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date	Appointment Termination Date	Termination Reason	Record Only Indicator
AAA Northwest Ohio	1453	MI	Health	Active	14990	Active	MI	Accident and Health	08-19-2022			N
ABERMAN, HOWARD	1810038	1313	MI	Life and Annuity	21478	Active	MI	Accident and Health	07-14-2022			N
ABERMAN, HOWARD	1810038	1313	MI	Life and Annuity	21478	Active	MI	Life	07-14-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	21478	Active	MI	Accident and Health	10-26-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	21478	Active	MI	Life	10-26-2022			N
AEMON, MAESTER	9998888	36	MI	Life and Annuity	21478	Active	MI	Accident and Health	02-24-2022			N
AEMON, MAESTER	9998888	36	MI	Life and Annuity	21478	Active	MI	Life	02-24-2022			N
agent, sam	9998888	47	MI	Life and Annuity	21478	Active	MI	Accident and Health	01-24-2022			N
agent, sam	9998888	47	MI	Life and Annuity	21478	Active	MI	Life	01-24-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	21478	Active	MI	Accident and Health	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	21478	Active	MI	Life	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	21478	Active	MI	Variable Contracts	11-11-2022			N
ALBERT DEANGELO			MI	Health	21478	Active	MI	Accident and Health	01-10-2023			N
ALBERT DEANGELO			MI	Health	21478	Active	MI	Life	01-10-2023			N
ALBERT DEANGELO			MI	Life and Annuity	21478	Active	MI	Accident and Health	01-10-2023			N

2. To refresh the report when auto refresh is disabled, use the **Refresh Report Data** button in the menu bar.



## Section: Interactive Reporting in Producer Central

### CONFIGURE COLUMNS

Interactive reports are built by clicking and dragging fields from your data source onto a report canvas to create columns.

#### Add a Column to the Report

1. To add a column, click and drag a field from the **Data** tab in the left pane.
2. Drag the field over the report canvas on the right until a vertical line appears, then drop the field in place. The field becomes a column in your report.

Back to Reporting Dashboard | PRODUCER Appointments - 08-01-2023 | Actions

Available Fields For: Producer Licensing

Find:

Comment Date

License Number

Producer Name	NPN	External System Identifier	Reside nt State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date	Appointment Termination Date	Termination Reason	Reco Only Indic
AAA Northwest Ohio		1453			Active	14990	Active	MI	Accident and Health	06-19-2022			N
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	07-14-2022			N
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active	MI	Life	07-14-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	10-26-2022			N
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active	MI	Life	10-26-2022			N
AEMON, MAESTER	9998888	926	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	02-24-2022			N
AEMON, MAESTER	9998888	926	MI	Life and Annuity	Active	21478	Active	MI	Life	02-24-2022			N
agent, sam	9998888	836	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	01-24-2022			N
agent, sam	9998888	836	MI	Life and Annuity	Active	21478	Active	MI	Life	01-24-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Accident and Health	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Life	11-11-2022			N
AK, TEST	12536789	1548	MI	Life and Annuity	Active	21478	Active	MI	Variable Contracts	11-11-2022			N

**Note:** Alternately, you can right click and select **Add to Columns**. The column will appear in the rightmost position in the canvas.

Data | Formatting | General

Available Fields For: Producer Licensing

Find:

Producer

PM Producer ID

Entity Type

Producer Name

Alias

EIN

Natio ber

Resid ber

Resid ber

Resident County Name

Connected Status

Add to Columns

Add to Groups

Filter...

Prompt...

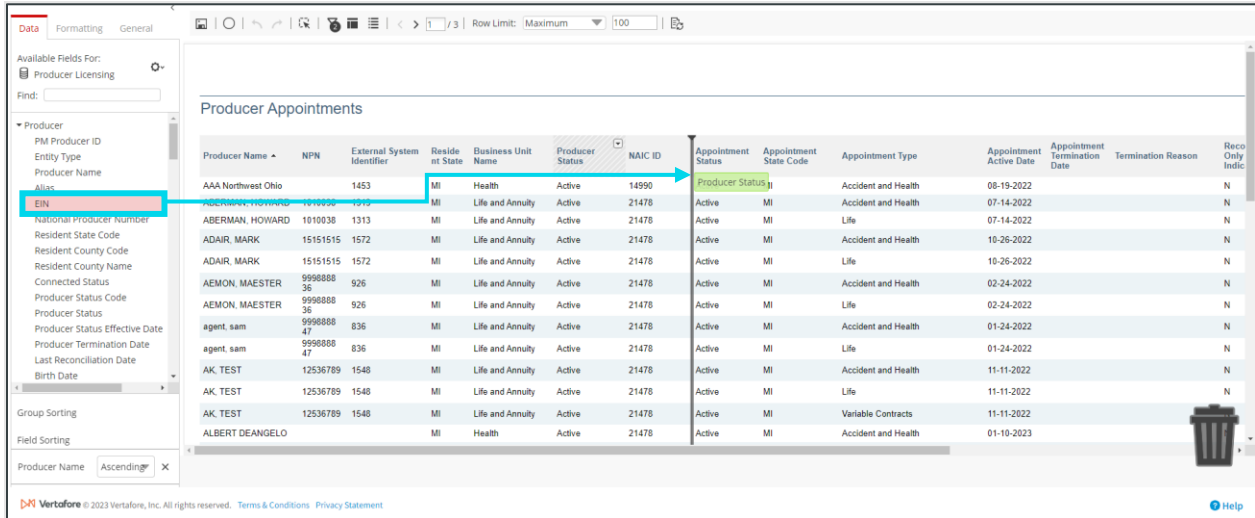
PRODUCER Appointments

Producer Name	NPN	External System Identifier	Reside nt State	Business Unit Name	Producer Status	NAIC ID	Appointment Status
AAA Northwest Ohio		1453	MI	Health	Active	14990	Active
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active
ADAIR, MARK	15151515	1572	MI	Life and Annuity	Active	21478	Active
AEMON, MAESTER	9998888	926	MI	Life and Annuity	Active	21478	Active

## Section: Interactive Reporting in Producer Central

### Arrange Report Columns

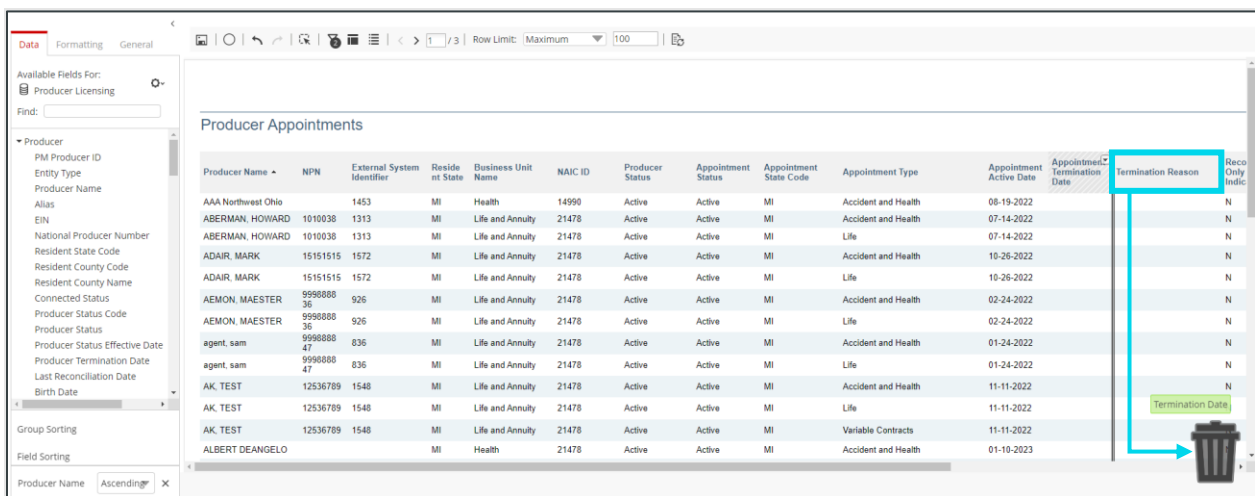
1. You can rearrange the order of columns by clicking on the headers and dragging the columns to the right or left of their current location.
2. When a green line appears, you can drop the column there.
3. You can also resize your columns by selecting the bar to the right or left of the column header and dragging it until your columns are the correct size.
4. A list of columns in the report can be found in the layout section of the top menu.



The screenshot shows the 'Producer Appointments' report in the Vertafore interface. The 'Available Fields For: Producer Licensing' sidebar on the left lists various fields. The main report table has columns: Producer Name, NPN, External System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, Appointment Status, Appointment State Code, Appointment Type, Appointment Active Date, Appointment Termination Date, Termination Reason, and Reco Only Indic. A blue arrow points from the 'EIN' field in the sidebar to the 'Producer Status' column header in the report. A green vertical line is visible under the 'Producer Status' column header, indicating it is being dragged.

### Remove a Column from the Report

1. To remove a column from the report, drag the column header from the report, from the **Layout** section, to the trashcan that will appear in the bottom right had corner of the page.



The screenshot shows the 'Producer Appointments' report with the 'Termination Reason' column header highlighted in blue. A blue arrow points from the 'Termination Reason' column header to a trashcan icon in the bottom right corner of the report area, illustrating the process of removing a column.

**Note:** Columns can also be deleted by right clicking on the column header and selecting the **Remove** option.

## Section: Interactive Reporting in Producer Central

**Producer Appointments**

Producer Name ▲	NPN	External System Identifier	License Number	Business Unit Name	Producer Status	NAIC ID	Appointment Status
AAA Northwest Ohio		1453	12345	Health	Active	14990	Active
ABERMAN, HOWARD	1010038	1313	123456	Life and Annuity	Active	21478	Active
ABERMAN, HOWARD	1010038	1313	123456	Life and Annuity	Active	21478	Active
ADAIR, MARK	15151515	1572	848474545454	MI Life and Annuity	Active	21478	Active
ADAIR, MARK	15151515	1572	848474545454	MI Life and Annuity	Active	21478	Active

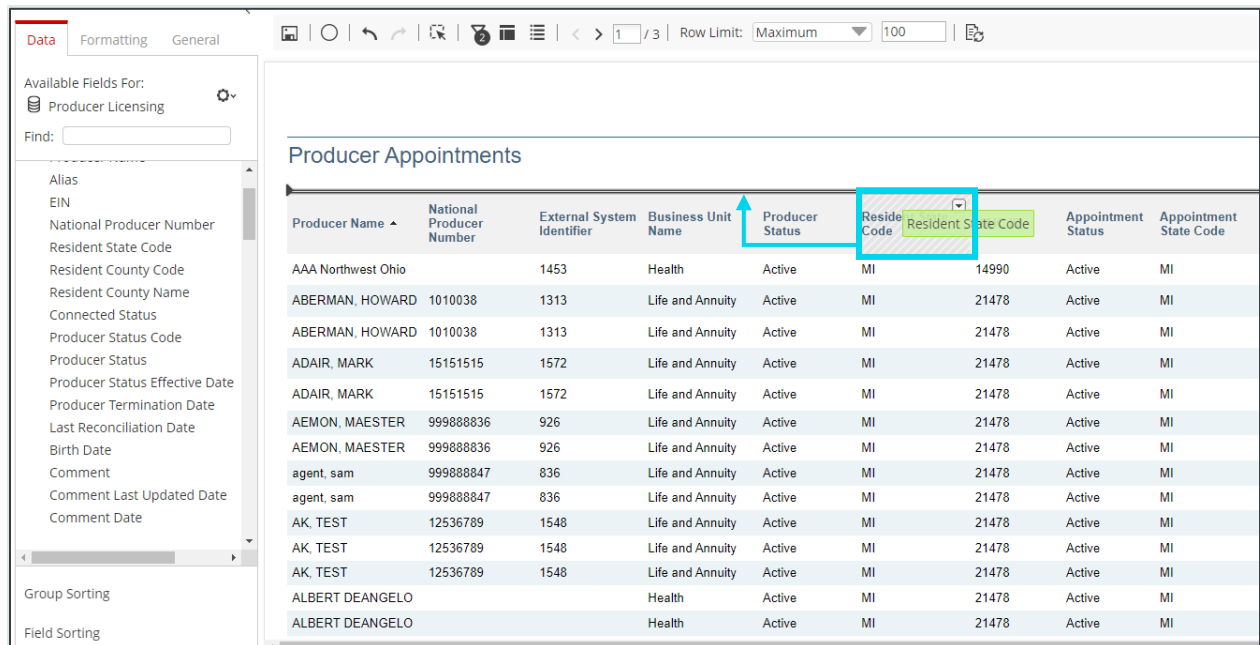
### MANAGE GROUPS

Data can be organized in interactive reports by grouping fields, such as **Entity Type** or **State**. After you get your data organized into groups, you can sort the data by clicking on the arrows that appear next to the group names.

### Create a Group

There are a few different methods of adding **Groupings** to a template.

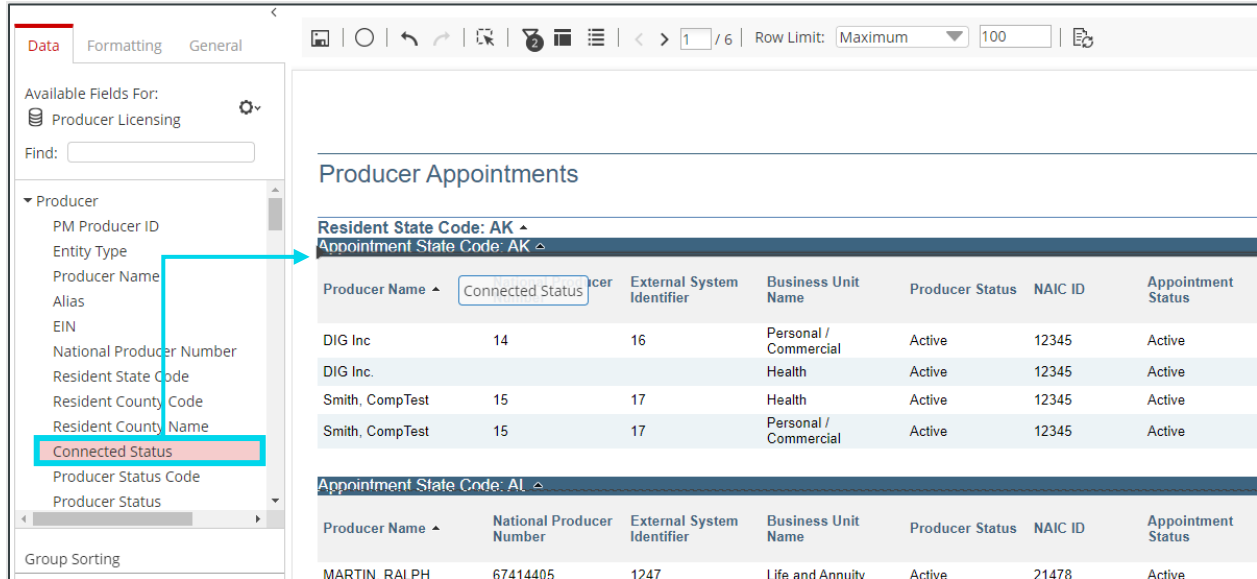
1. If the field you want to group is already a column in your report, click the column header and drag it up above the other header but below the title in your report.
2. Release the mouse button once the horizontal line appears.



The screenshot shows the 'Producer Appointments' report in the Vertafore interface. The report table has columns for Producer Name, National Producer Number, External System Identifier, Business Unit Name, Producer Status, Resident State Code, Appointment Status, and Appointment State Code. A context menu is open over the 'Resident State Code' column header, with the 'Resident State Code' option highlighted. The 'Available Fields For: Producer Licensing' sidebar is visible on the left, and the 'Group Sorting' and 'Field Sorting' sections are at the bottom left.

Section: Interactive Reporting in Producer Central

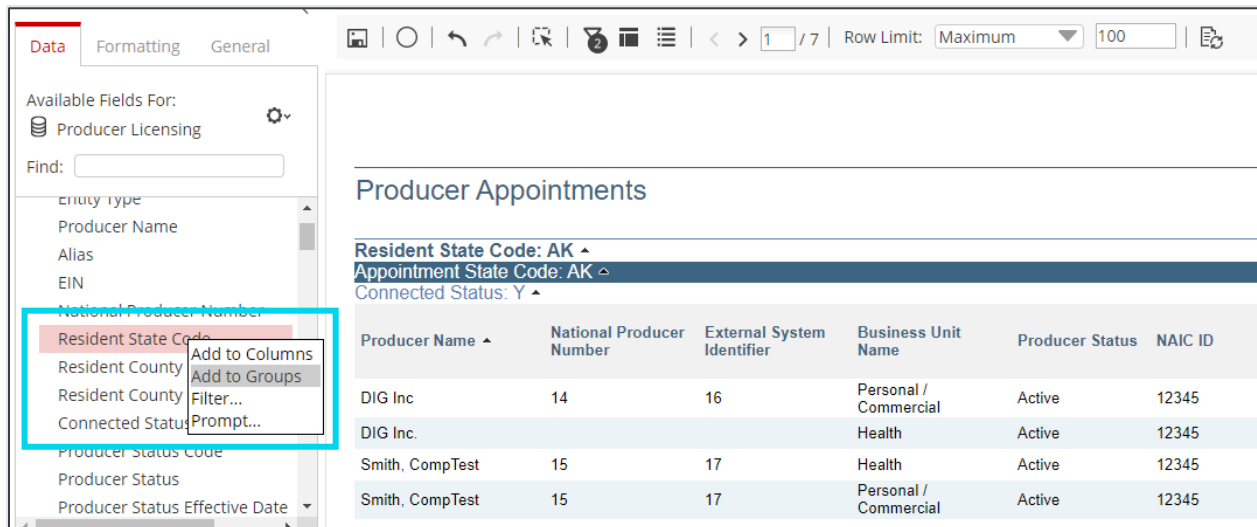
- If the field is not already a column in your report, drag it from the **Data** tab in the left pane.



The screenshot shows the 'Data' tab in the left pane with 'Connected Status' selected. The main report area displays a table of producer appointments, grouped by state code (AK and AL). The table columns are: Producer Name, Connected Status, External System Identifier, Business Unit Name, Producer Status, NAIC ID, and Appointment Status.

Producer Name	Connected Status	External System Identifier	Business Unit Name	Producer Status	NAIC ID	Appointment Status
<b>Resident State Code: AK</b>						
<b>Appointment State Code: AK</b>						
DIG Inc	14	16	Personal / Commercial	Active	12345	Active
DIG Inc.			Health	Active	12345	Active
Smith, CompTest	15	17	Health	Active	12345	Active
Smith, CompTest	15	17	Personal / Commercial	Active	12345	Active
<b>Appointment State Code: AL</b>						
Producer Name	National Producer Number	External System Identifier	Business Unit Name	Producer Status	NAIC ID	Appointment Status
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active

**Note:** Alternatively, right-click on the field you want to group the report by in the **Data** tab in the left pane and select **Add to Groups**. If you have existing grouped columns, drop the field in the space above the report headers.



The screenshot shows the 'Data' tab in the left pane with 'Resident State Code' selected. A context menu is open over 'Resident State Code' with 'Add to Groups' highlighted. The main report area displays a table of producer appointments, grouped by state code (AK). The table columns are: Producer Name, National Producer Number, External System Identifier, Business Unit Name, Producer Status, and NAIC ID.

Producer Name	National Producer Number	External System Identifier	Business Unit Name	Producer Status	NAIC ID
<b>Resident State Code: AK</b>					
<b>Appointment State Code: AK</b>					
<b>Connected Status: Y</b>					
DIG Inc	14	16	Personal / Commercial	Active	12345
DIG Inc.			Health	Active	12345
Smith, CompTest	15	17	Health	Active	12345
Smith, CompTest	15	17	Personal / Commercial	Active	12345

**Note:** You can right-click to add more than one filter. The most recently added will be nested beneath the preceding groupings.

## Section: Interactive Reporting in Producer Central

Available Fields For:  
Producer Licensing

Find:

- Alias
- EIN
- National Producer Number
- Resident State Code
- Resident County Code
- Resident County Name
- Connected Status
- Producer Status Code
- Producer Status
- Producer Status Effective Date
- Producer Termination Date
- Last Reconciliation Date
- Birth Date
- Comment
- Comment Last Updated Date

### Producer Appointments

**Resident State Code: AK**

Producer Name	National Producer Number	Appointment State Code	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code
BARATHEON, RENLY	999888827	882	Life and Annuity	Active	21478	Active	MI
DIG Inc	14	16	Personal / Commercial	Active	12345	Active	AK
DIG Inc.			Health	Active	12345	Active	AK
JOHNS, ANDREW	34514052	1246	Life and Annuity	Active	21478	Active	MI
JOHNS, ANDREW	34514052	1246	Life and Annuity	Active	21478	Active	MI
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active	AL
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active	FL
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active	MI
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active	PA
MARTIN, RALPH	67414405	1247	Life and Annuity	Active	21478	Active	SC

**Note:** Groupings are displayed both at the bottom of the left pane and in the layout section of the top menu.

Available Fields For:  
Producer Licensing

Find:

PDB Group Status

Appointment

- Appointment State Code
- Appointment State
- Appointment Type Code
- Appointment Type
- Appointment Status Code
- Appointment Status
- Appointment Status Date
- Appointment Active Date
- Appointment Actual Effective Date
- Appointing Company Name
- Appointing Company ID

Group Sorting

Resident State Code Ascending

Appointment State Code Ascending

Field Sorting

Producer Name Ascending

### Producer Appointments

**Resident State Code: AK**

**Appointment State Code: AK**

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type
DIG Inc	14	16	AK	Personal / Commercial	Active	12345	Active	AK	Doesn't Appoint By LOA
DIG Inc.			AK	Health	Active	12345	Active	AK	Doesn't Appoint By LOA
Smith, CompTest	15	17	AK	Health	Active	12345	Active	AK	Doesn't Appoint By LOA
Smith, CompTest	15	17	AK	Personal / Commercial	Active	12345	Active	AK	Doesn't Appoint By LOA

**Appointment State Code: AL**

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type
MARTIN, RALPH	67414405	1247	AK	Life and Annuity	Active	21478	Active	AL	Life

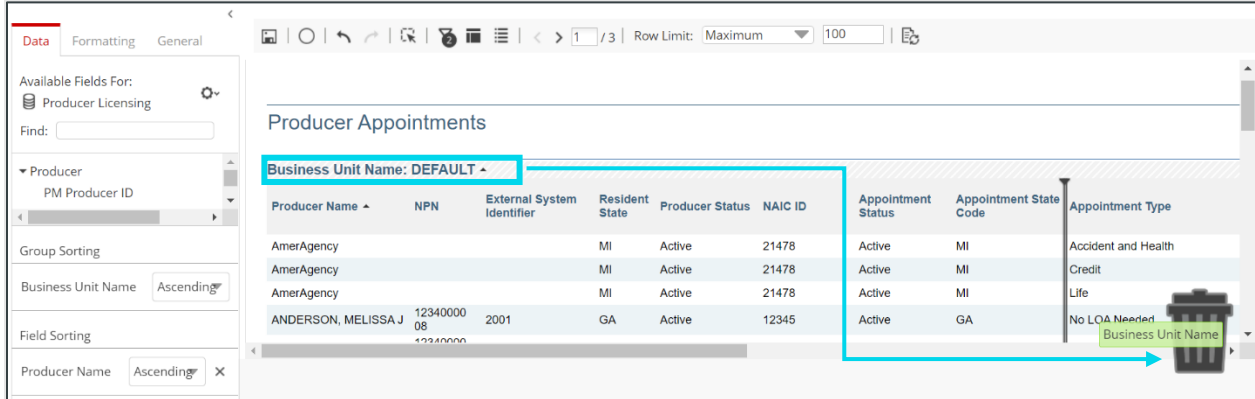
**Appointment State Code: FL**

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type
MARTIN, RALPH	67414405	1247	AK	Life and Annuity	Active	21478	Active	FL	Life and Health 0218

## Section: Interactive Reporting in Producer Central

### Remove a Group

- To remove a group from the report, drag the group header from the report to the trashcan that will appear in the bottom right had corner of the page.



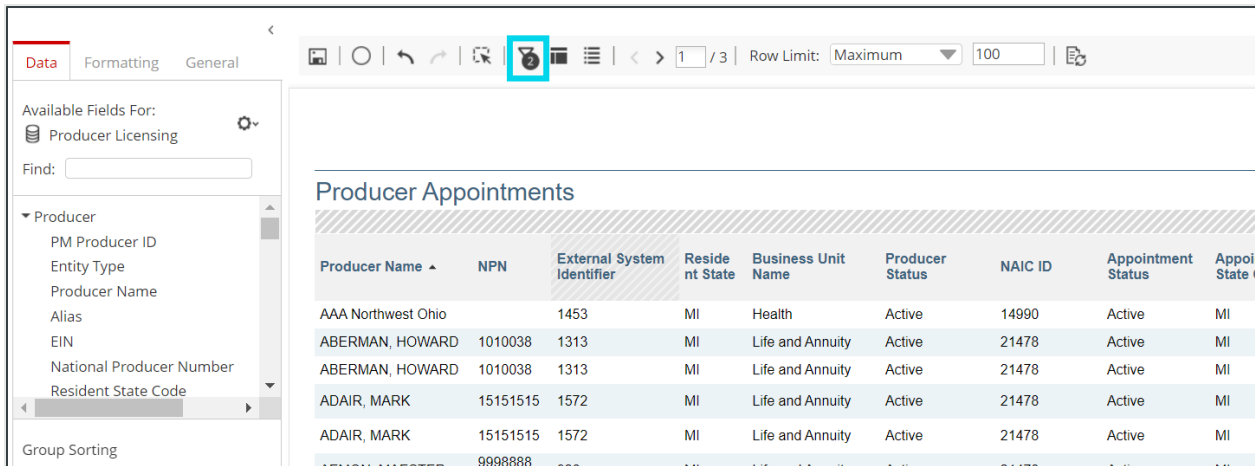
The screenshot shows the 'Producer Appointments' report in the 'Data' tab. A group header 'Business Unit Name: DEFAULT' is highlighted with a blue box. A blue arrow points from this header to a trashcan icon in the bottom right corner of the report area. The report table below has the following columns: Producer Name, NPN, External System Identifier, Resident State, Producer Status, NAIC ID, Appointment Status, Appointment State Code, and Appointment Type. The table contains several rows of data, including entries for 'AmerAgency' and 'ANDERSON, MELISSA J'.

### FILTERING OPTIONS

Filters restrict or limit the data that is presented in an Interactive report. Any field can be used to create a filter.

### Create a Filter

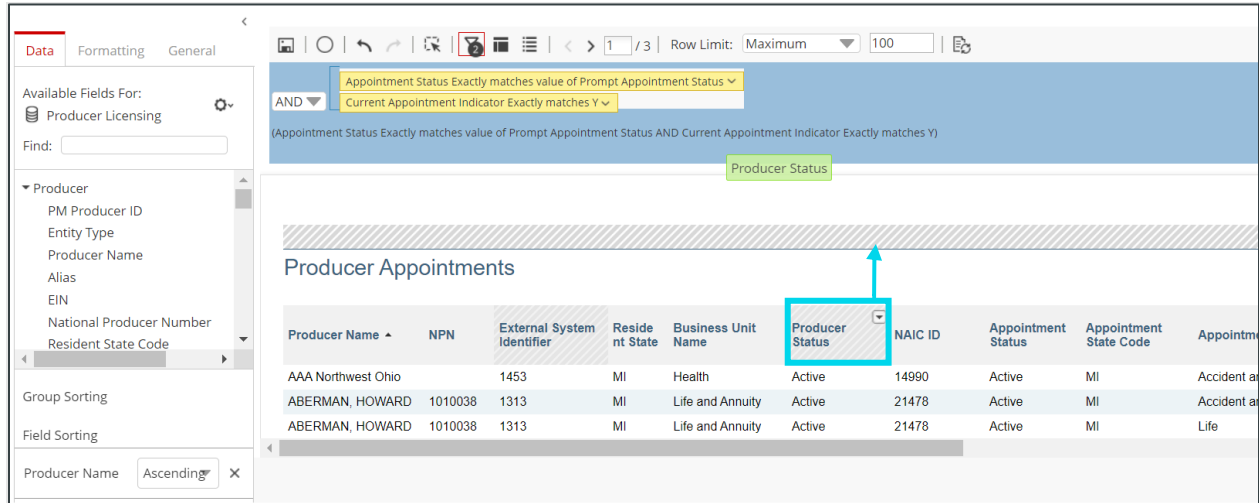
- To create a filter, first click the **Filter** button in the top menu to open the filter panel.



The screenshot shows the 'Producer Appointments' report in the 'Data' tab. The 'Filter' button in the top menu is highlighted with a blue box. The report table below has the following columns: Producer Name, NPN, External System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, Appointment Status, and Appointment State Code. The table contains several rows of data, including entries for 'AAA Northwest Ohio', 'ABERMAN, HOWARD', and 'ADAIR, MARK'.

## Section: Interactive Reporting in Producer Central

- Here you will see the existing filters on the report. To add a new filter, drag an available field into the **Filter Panel** in the top menu.



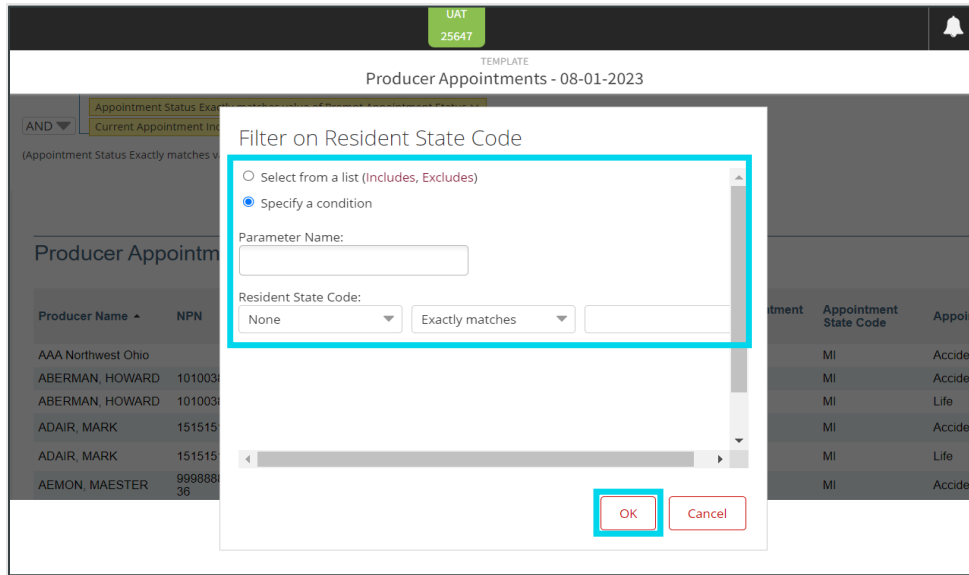
**Note:** You can also right-click on the field and click **Filter**.



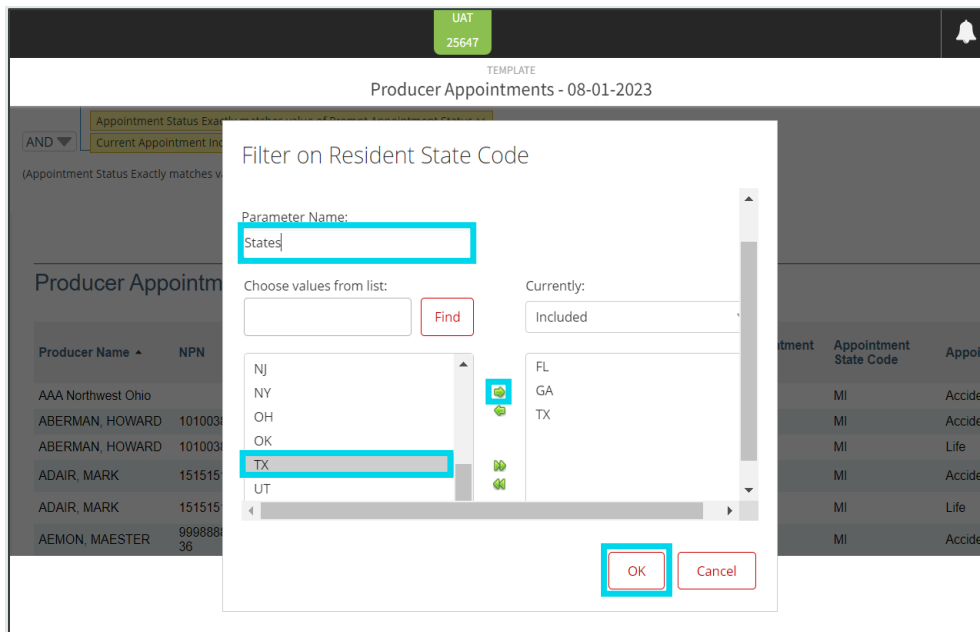
- The Filter dialog box appears. In the filter dialog box there are two options available for filtering: **Select from a List** and **Specify a Condition**.



Section: Interactive Reporting in Producer Central

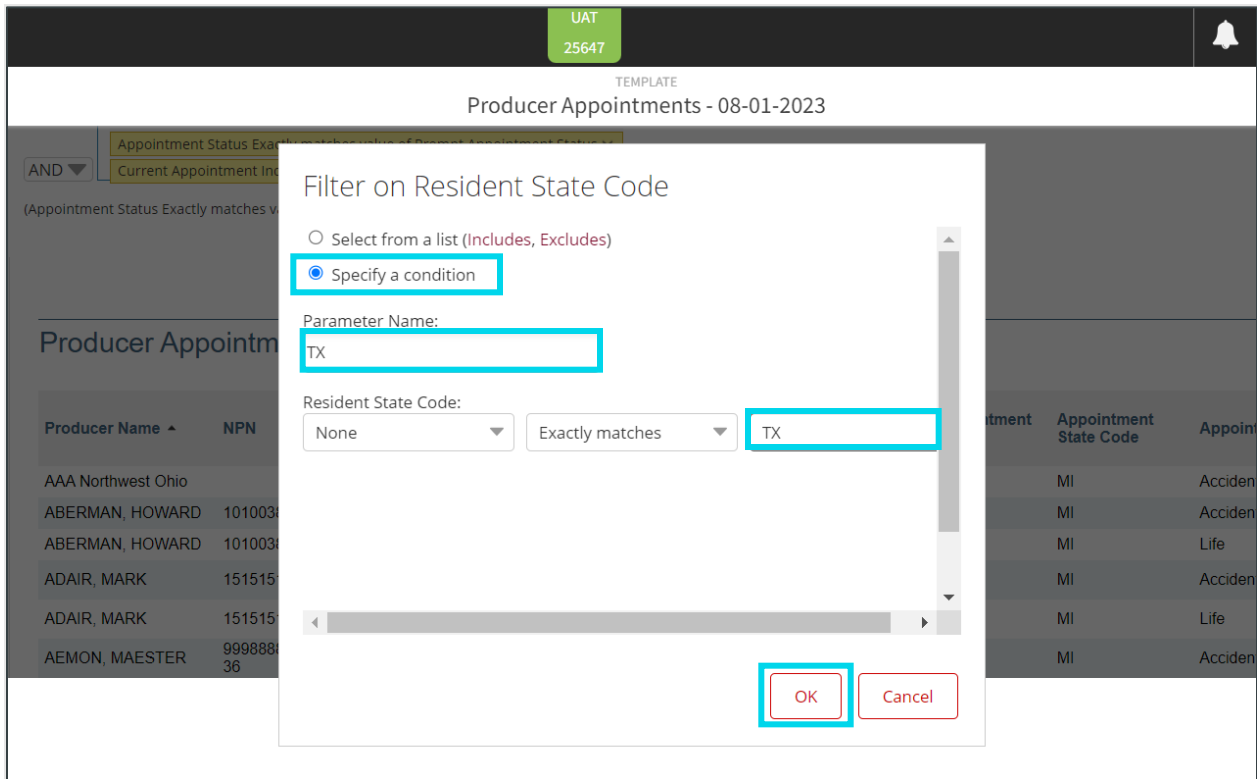


4. When using **Select from a List**, notice that within the dialog box there are two boxes. On the left is a box where all the possible values associated with the chosen field are listed. Above this box is a search box that can be used to find specific values from this list.
5. On the right is a box that will list all the currently selected values for the filter. Above this box is an option for the filter to either include or exclude the selected fields.
6. The green arrows add or remove the values from the right-hand list of selected values. Single arrows move highlighted values, which double arrows move the entire list of values.

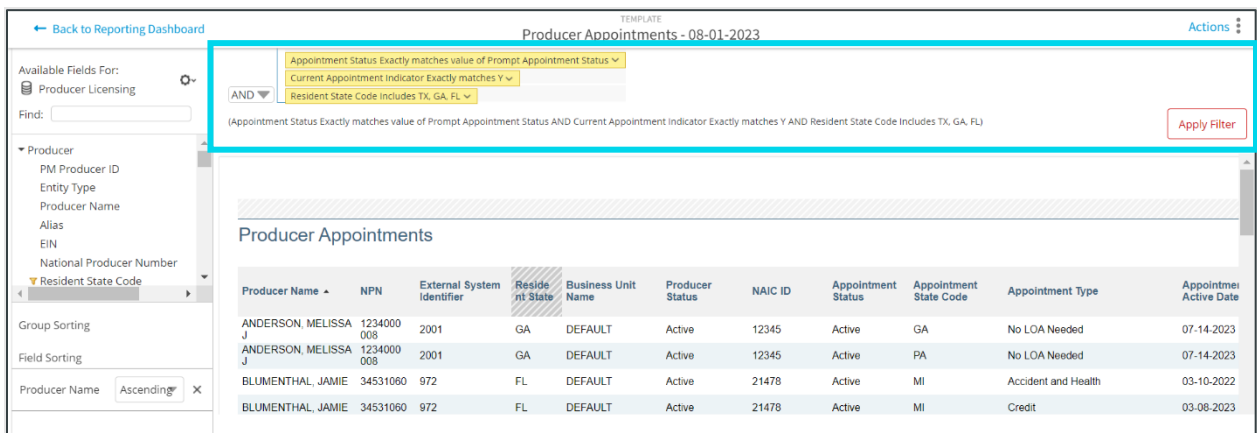


Section: Interactive Reporting in Producer Central

- When using the **Specify a Condition** option, there will be selection boxes that can be used to create the filter. The dropdown boxes specify some of the conditions of the filter while the last box is where you input the value that you want to filter on.
- After selecting the values and criteria for the filter click **OK** at the bottom-right.



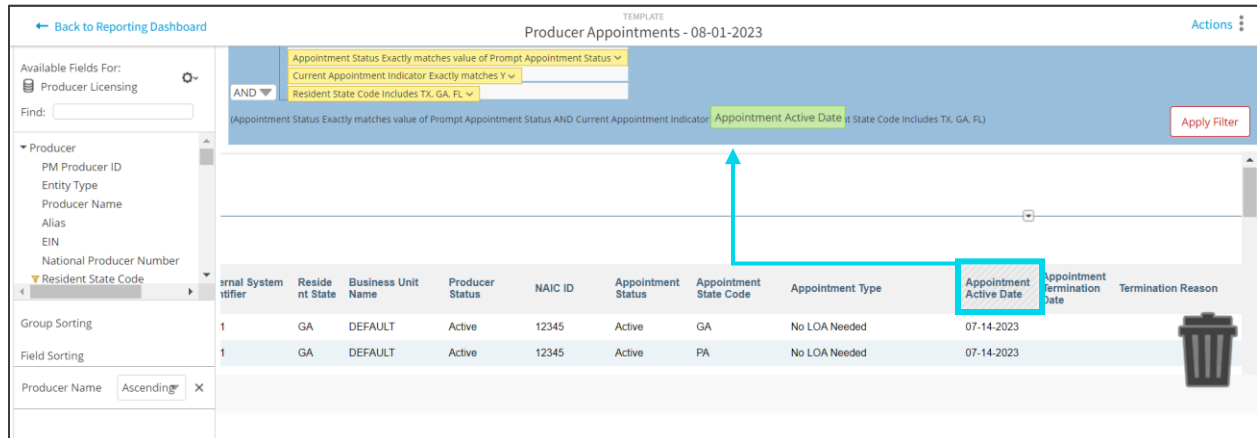
- The report display updates as soon as the filter is added. The filter appears in the **Filter** box and an icon displays next to the **Field** name in the **Data** tab. The number of filters added to the report appears next to the **Filter** icon in the toolbar.



## Section: Interactive Reporting in Producer Central

### Create a Date Filter

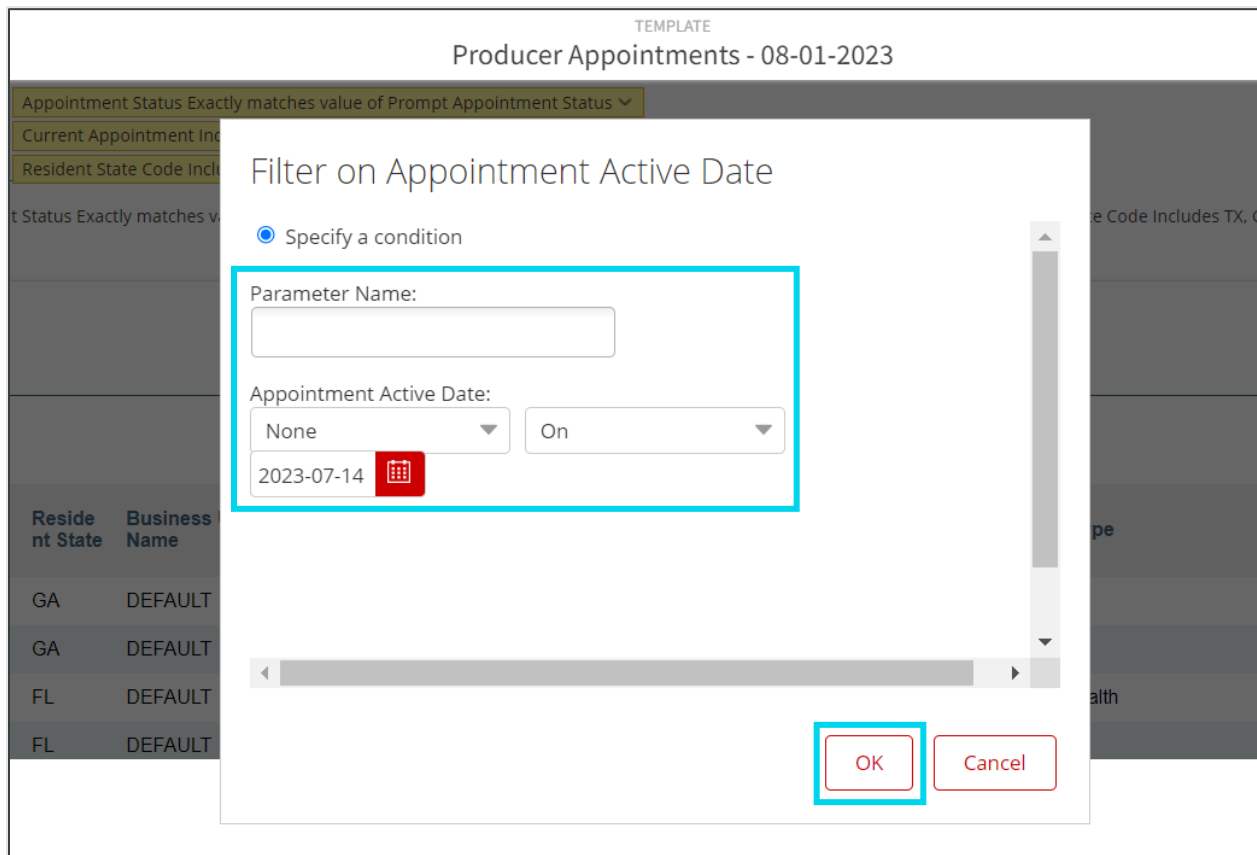
1. To create a date filter, first click and drag a date field from the right pane into the filters area or right click and select filter. The Filters dialog box opens.



The screenshot shows the 'Producer Appointments - 08-01-2023' report. The filter bar at the top contains three conditions: 'Appointment Status Exactly matches value of Prompt Appointment Status', 'Current Appointment Indicator Exactly matches Y', and 'Resident State Code Includes TX, GA, FL'. A fourth condition, 'Appointment Active Date', is being added. A blue arrow points from the 'Appointment Active Date' field in the table to the filter bar. The table below has columns for System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, Appointment Status, Appointment State Code, Appointment Type, Appointment Active Date, Appointment Termination Date, and Termination Reason.

System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date	Appointment Termination Date	Termination Reason
1	GA	DEFAULT	Active	12345	Active	GA	No LOA Needed	07-14-2023		
1	GA	DEFAULT	Active	12345	Active	PA	No LOA Needed	07-14-2023		

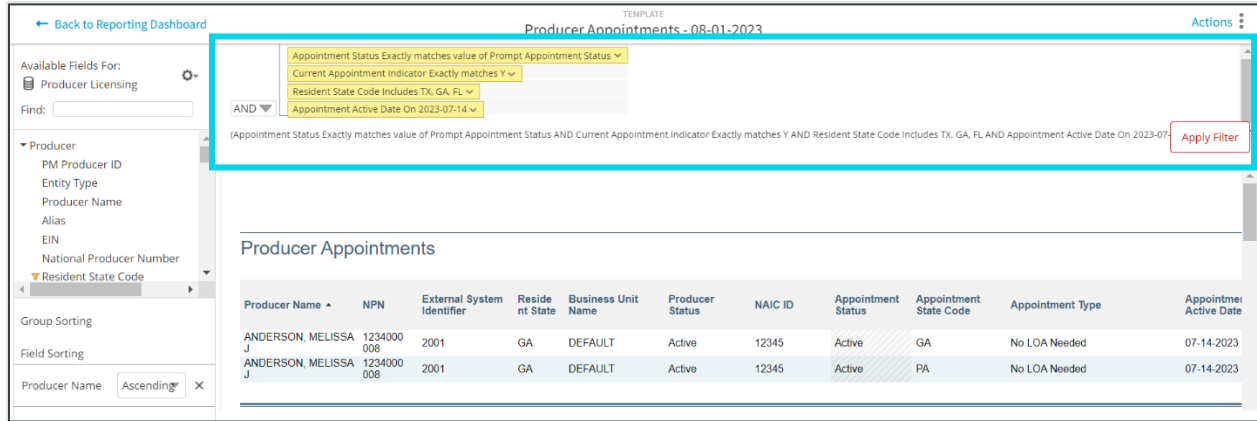
2. Next to the field name, choose a date constraint from the list, then click the small arrow on the right to display the date picker. To create a "date range" you must add two filters: one for the start date, and one for the end date.



The screenshot shows the 'Filter on Appointment Active Date' dialog box. The 'Specify a condition' radio button is selected. The 'Parameter Name' field is empty. The 'Appointment Active Date' section has a dropdown menu set to 'None' and a 'On' dropdown menu. A date picker is open, showing '2023-07-14'. The 'OK' and 'Cancel' buttons are at the bottom.

Section: Interactive Reporting in Producer Central

- The report displays updates as soon as the filter is added. The filter appears in the **Filter** box and an icon displays next to the field name in the **Data** tab. The number of filters added to the report appears next to the filter icon in the toolbar.



The screenshot shows the 'Producer Appointments - 08-01-2023' report. A filter box is highlighted with a red rectangle, containing four filters: 'Appointment Status Exactly matches value of Prompt Appointment Status', 'Current Appointment Indicator Exactly matches Y', 'Resident State Code Includes TX, GA, FL', and 'Appointment Active Date On 2023-07-14'. An 'Apply Filter' button is visible to the right of the filter box. Below the filter box, the data table is displayed with the following columns: Producer Name, NPN, External System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, Appointment Status, Appointment State Code, Appointment Type, and Appointment Active Date. The table contains two rows of data for 'ANDERSON, MELISSA J'.

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date
ANDERSON, MELISSA J	1234000008	2001	GA	DEFAULT	Active	12345	Active	GA	No LOA Needed	07-14-2023
ANDERSON, MELISSA J	1234000008	2001	GA	DEFAULT	Active	12345	Active	PA	No LOA Needed	07-14-2023

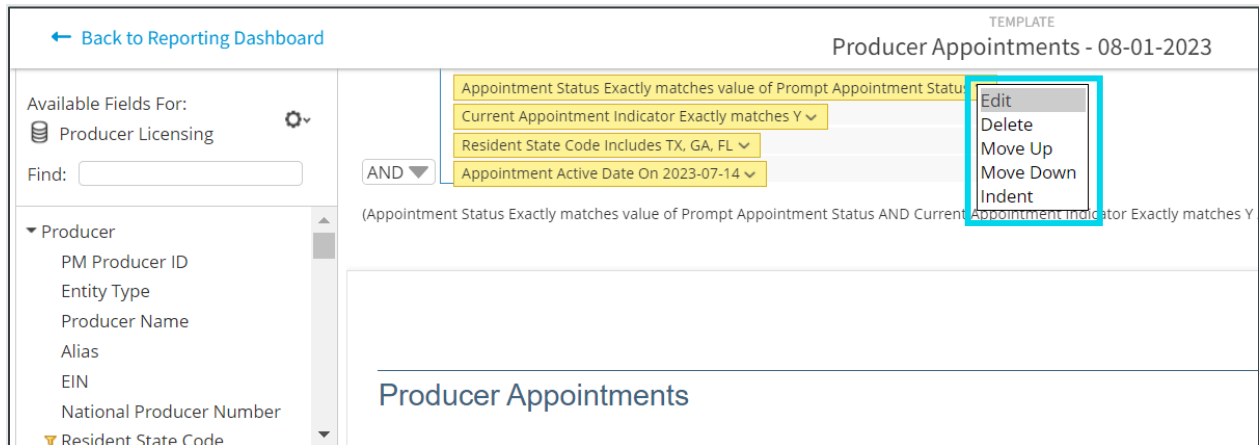
## Section: Interactive Reporting in Producer Central

### Create Advanced Filters

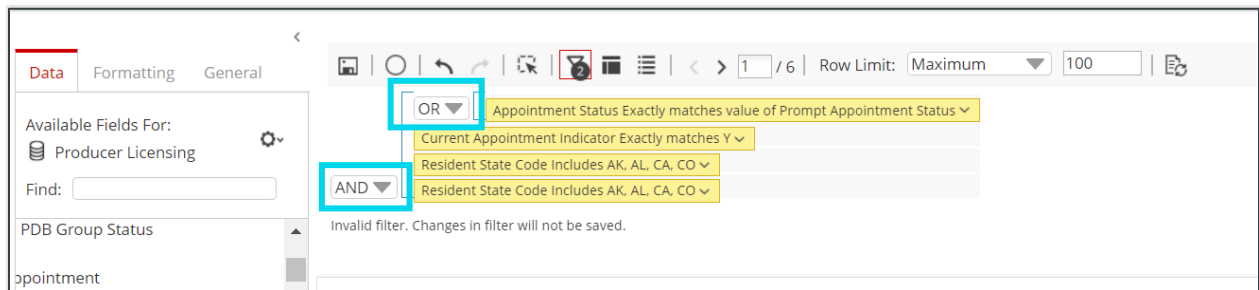
Filters can be created using multiple groups of fields, rather than a single group of fields.

Filters with multiple groups are called advanced filters.

1. To create an advanced filter, drag the fields into the **Filter Panel**.

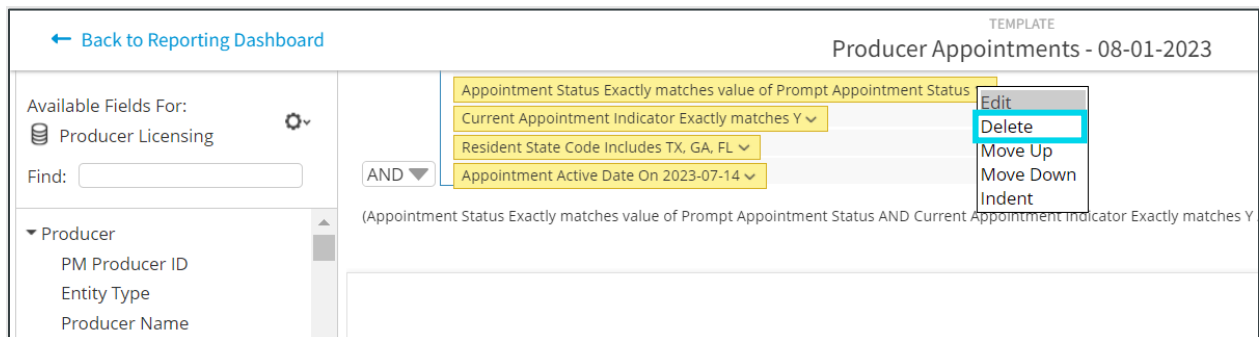


2. Click on the down arrow for a filter to move items into multiple groups by moving them up, down, and indenting them to create a hierarchy.



### Delete Filters

1. To delete a filter, click the down arrow for the filter and select **Delete**.



## Section: Interactive Reporting in Producer Central

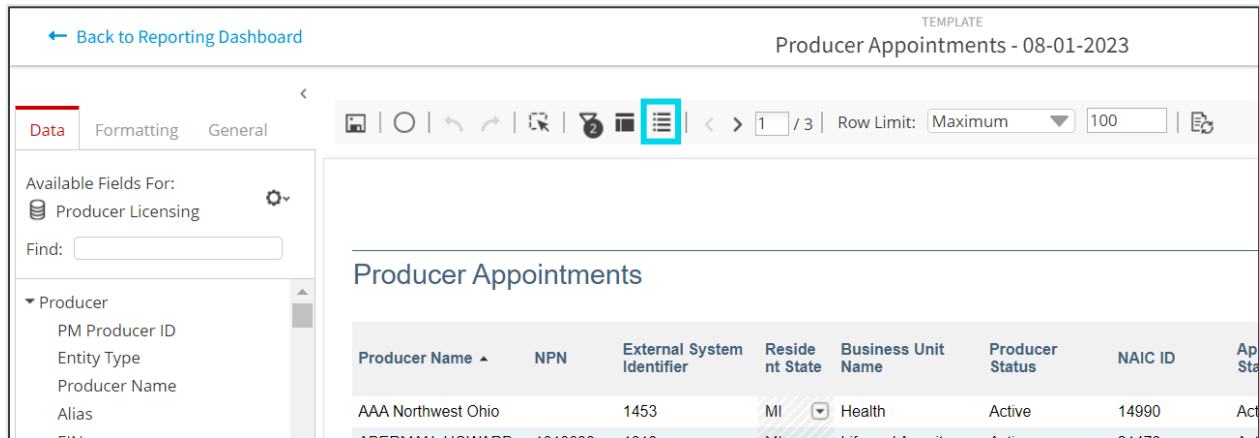
**Note:** If you try to delete a filter that is in an invalid state, you will receive an error. You must fix the filter so that it is valid before being able to delete the filter.

### PROMPTS

Like filters, prompts restrict or limit the data that is presented in an Interactive report. However, a prompt lists all the possible values that the field could be filtered through as an easily accessible control mechanism such as a drop-down list, radio button, or check box. This enables users to make filtered fields whose values are easily updated.

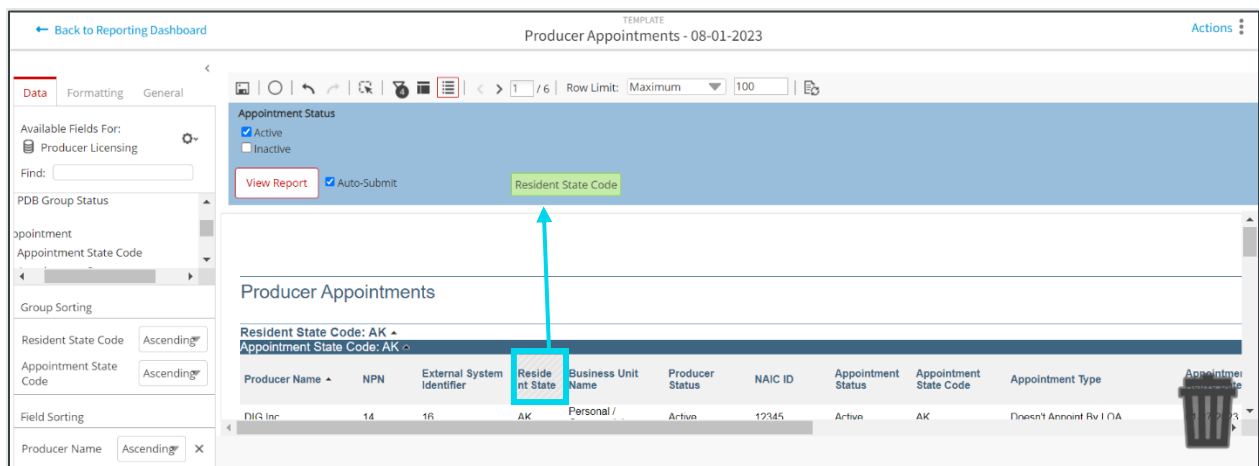
#### Create a Prompt

1. Click the **Prompts** button from the top menu bar.



The screenshot shows the 'Producer Appointments - 08-01-2023' report. The top menu bar includes a 'Back to Reporting Dashboard' link, a 'TEMPLATE' label, and the report title. Below the menu bar is a toolbar with various icons, including a 'Prompts' icon (represented by a list with a checkmark) which is highlighted with a blue box. The main content area shows a table of producer appointments with columns for Producer Name, NPN, External System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, and Appointment State.

2. To create a prompt, drag an available field into the **Prompt Panel** in the top menu or right click and select Prompt. The field will appear in the top prompt menu.

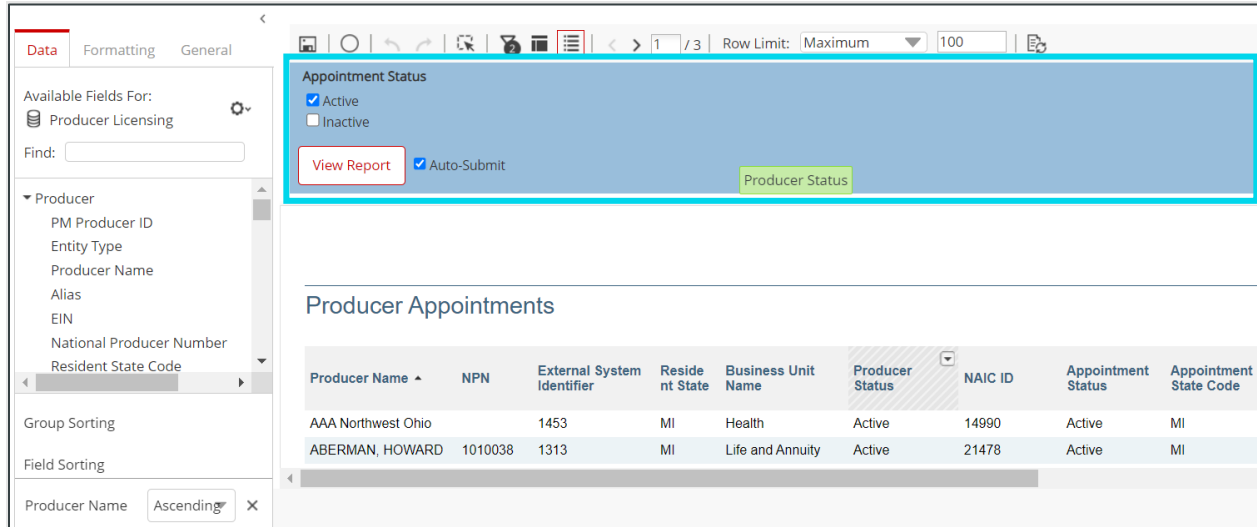


The screenshot shows the same report as above, but with a 'Prompt Panel' at the top. The 'Appointment Status' prompt is active, showing 'Active' and 'Inactive' options. A 'Resident State Code' prompt has been created, indicated by a blue box around the 'Resident State Code' field in the table and a blue arrow pointing to the 'Resident State Code' label in the prompt panel. The table below shows a single row of data for a producer in Alaska (AK).

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type
DIG Inc	14	16	AK	Personal /	Active	12345	Active	AK	Doesn't Appear In I/OA

## Section: Interactive Reporting in Producer Central

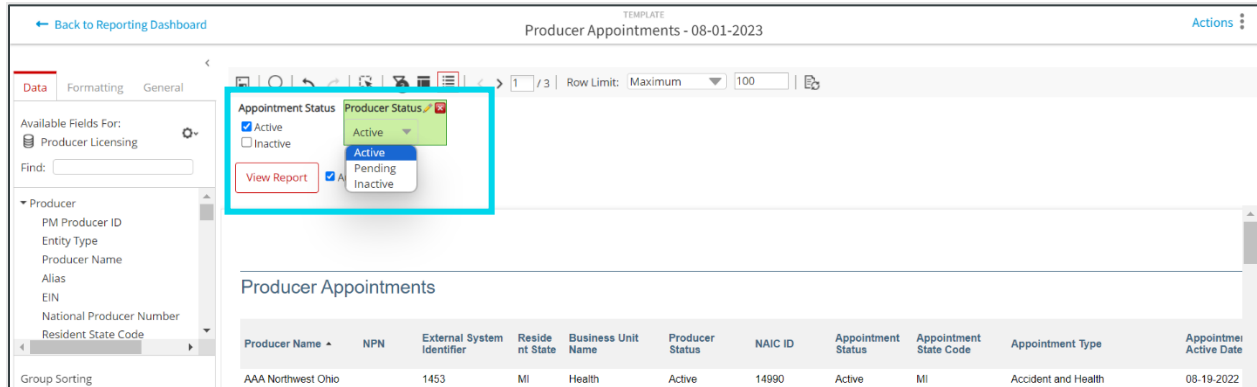
- When a prompt is created, it is defaulted to a drop-down and will prevent the report contents from being generated until one or more values are chosen.



The screenshot shows the 'Appointment Status' filter menu with 'Active' selected. Below the filter is a table titled 'Producer Appointments' with the following data:

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code
AAA Northwest Ohio		1453	MI	Health	Active	14990	Active	MI
ABERMAN, HOWARD	1010038	1313	MI	Life and Annuity	Active	21478	Active	MI

- Once a value is chosen a corresponding filter will be created in the top filter menu and applied to the report contents. This filter will correspond to the values chosen in the prompt.

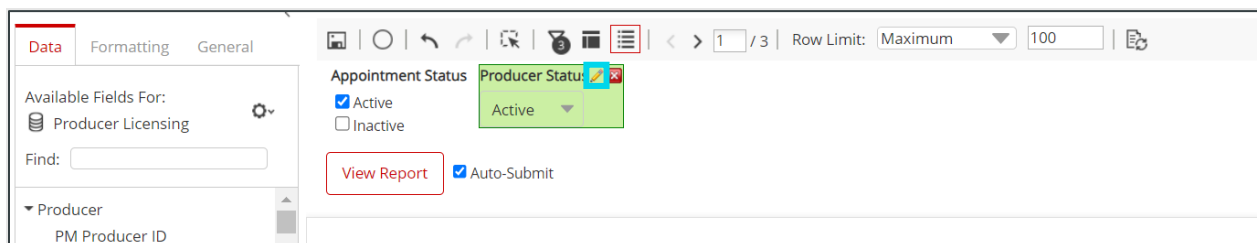


The screenshot shows the 'Appointment Status' filter menu with 'Active' selected. Below the filter is a table titled 'Producer Appointments' with the following data:

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date
AAA Northwest Ohio		1453	MI	Health	Active	14990	Active	MI	Accident and Health	08-19-2022

## Edit Prompt Parameters

- To edit a prompt, first click the **Edit** pencil in the upper right corner of the prompt. A prompt dialog box will open.

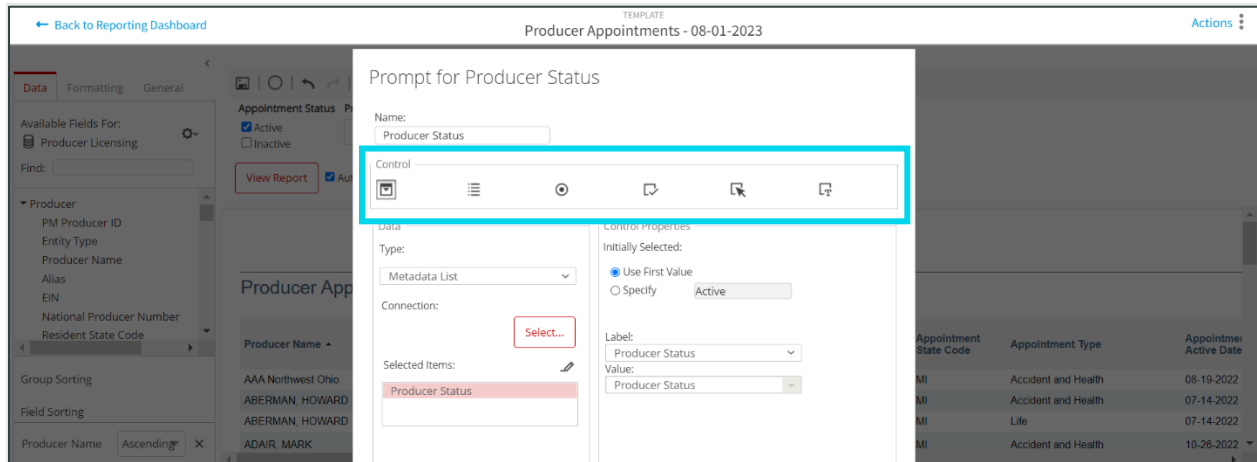


The screenshot shows the 'Appointment Status' filter menu with 'Active' selected. Below the filter is a table titled 'Producer Appointments' with the following data:






Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type	Appointment Active Date
AAA Northwest Ohio		1453	MI	Health	Active	14990	Active	MI	Accident and Health	08-19-2022

## Section: Interactive Reporting in Producer Central

- To change the prompt name, edit the text in the top **Name** field.
- The **Control Type** affects the way that the values are presented. To change the control type, click between the options in the control section of the dialog box. Some of the options allow for single-select, while other options allow for multi-select.



- Here is a detailed description of the types of controls that can be used by a prompt.

Icon	Control Type	Description
	<b>Drop-down</b>	Select a value from a drop-down list of options.
	<b>List</b>	Select a value from a scrolling list. This prompt control type allows users to make multiple selections.
	<b>Radio button</b>	Click a radio button to choose a value. You can set the radio buttons to display vertically or horizontally.
	<b>Check box</b>	Select a check box to choose a value. This prompt control type allows users to make multiple selections within a set of checkboxes. You can set the check boxes to display vertically or horizontally.
	<b>Button</b>	Click a button to choose a prompt value. This prompt control type allows users to make multiple selections within a set of buttons. You can set the buttons to display vertically or horizontally.

- The **Data** section of the prompt dialog box affects what values are used by the prompt.
- When **Type** is set to **Metadata** list the values are automatically generated from the list of all existing values.
- When **Type** is set to **Static List**, the user chooses both what values to include in the prompt as well as how those values will be represented.

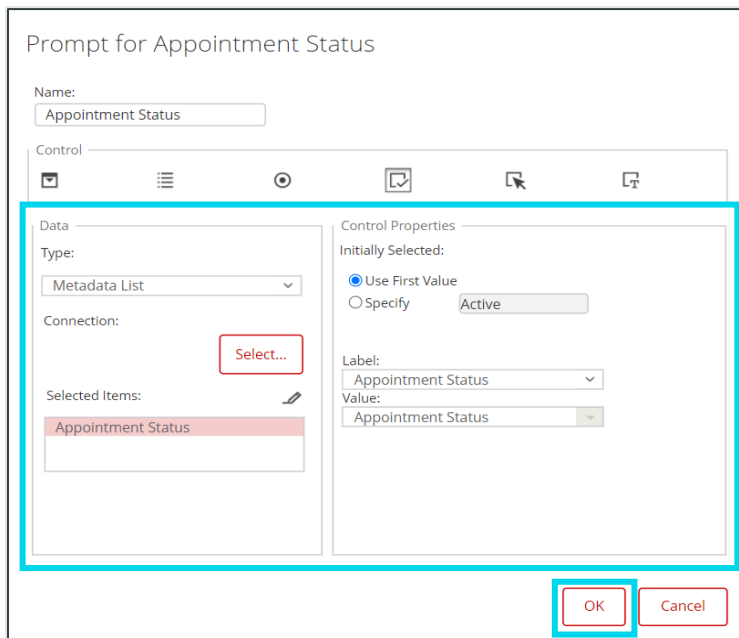


## Section: Interactive Reporting in Producer Central

**Note:** For example, if there is a row with **Label** set as Michigan and **Value** set as 'MI' then in the prompt will display to the user Michigan in the list of values, but the value that is compared against the data in the column will be 'MI'.

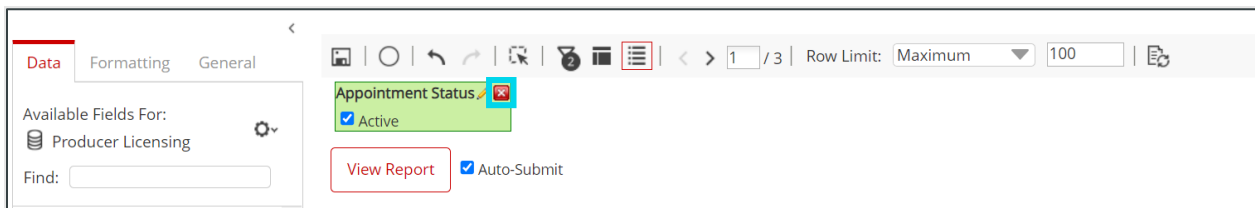
To add a value to the list, click the **Add (+)** icon. To delete a value, click the **Trash (🗑)** icon.

8. The **Control Properties** section of the prompt dialog box allows the user to further refine how the prompt displays and uses values. This section controls things such as what value to use first, whether to allow for multi-select of values, and the number of displayed values.
9. Click **OK** to save your changes.



### Delete a Prompt

To delete a prompt, click the red **X** icon in the upper right corner of the prompt. This will remove the prompt but will not remove the corresponding filter. The **Filter** will be updated to reflect the last selection from the prompt.



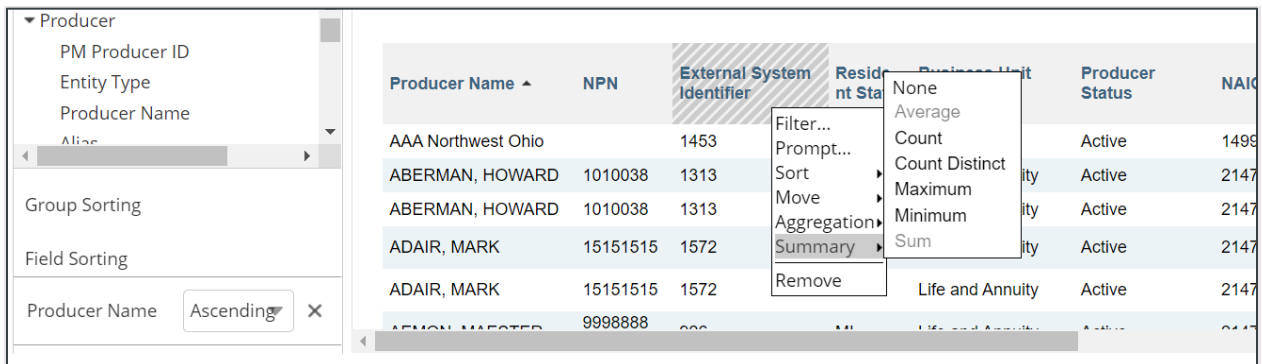
## Section: Interactive Reporting in Producer Central

### SUMMARY FUNCTIONS

Summary functions can be applied to columns that contain numeric values in a report. A summary function is a summarization technique that performs calculations on values in columns, groups, or in the entire report.

#### Using a Summary Function

- To use a summary function, first select the down arrow next to a report column that contains numeric values. Select **Summary** from the menu, then choose the **Summary Type**.



Producer Name	NPN	External System Identifier	Resident State	Business Unit	Producer Status	NAIC
AAA Northwest Ohio		1453			Active	1499
ABERMAN, HOWARD	1010038	1313		Life and Annuity	Active	2147
ABERMAN, HOWARD	1010038	1313		Life and Annuity	Active	2147
ADAIR, MARK	15151515	1572		Life and Annuity	Active	2147
ADAIR, MARK	15151515	1572		Life and Annuity	Active	2147
ADAMSON, MARGARET	9998888	688	MI	Life and Annuity	Active	2147

- Here is a description of each the Summary Types.

Summary Type	Description
<b>None</b>	No summary function assigned
<b>Average</b>	Calculates the average value in a given column
<b>Count</b>	Counts the items in a group or report but does not require a numeric value.
<b>Count Distinct</b>	Counts the distinct occurrences of a certain value in a column; does not require a numeric value
<b>Max</b>	Identifies the highest or largest value in a column
<b>Min</b>	Identifies the lowest or smallest value in a column
<b>Sum</b>	Calculates a total sum of the group or report (group level, and running total in the report footer)

- The results of a summary function will appear at the bottom of the report or grouping.

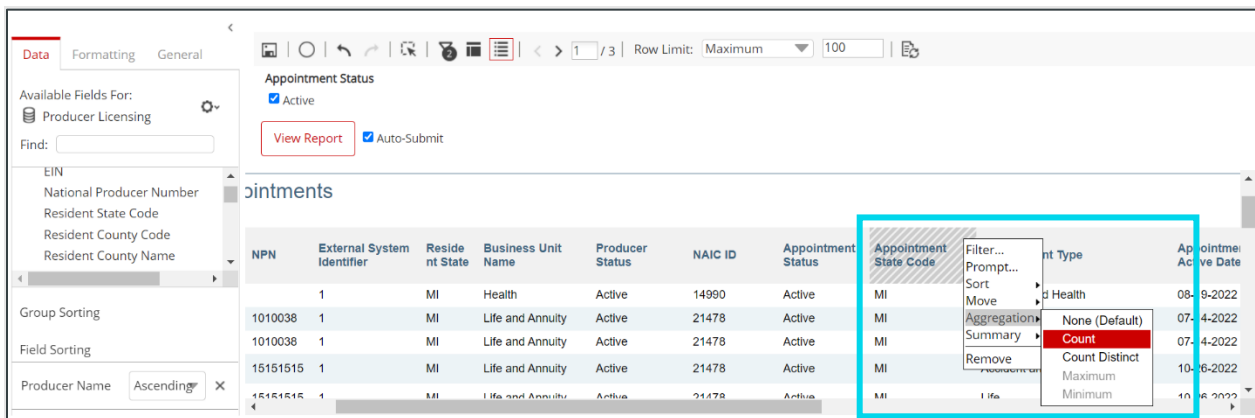
## Section: Interactive Reporting in Producer Central

### AGGREGATE FUNCTIONS

Aggregate functions can be applied to columns that contain numeric and non-numeric values in a report. Aggregate functions return a single value (for example, Average, Maximum, Minimum), calculated from the values in a column. For example, the sum of a column results from adding all the values in the column.

#### Use an Aggregate Function

1. To use an aggregate function first select the down arrow next to a report column that contain values. Select **Aggregate** from the menu, then choose the aggregate type.



The screenshot shows a report titled 'Appointments' with columns: NPN, External System Identifier, Resident State, Business Unit Name, Producer Status, NAIC ID, Appointment Status, Appointment State Code, Appointment Type, and Appointment Date. A context menu is open over the 'Appointment Status' column, with the 'Aggregation' option selected. A sub-menu is visible with 'Count' highlighted.

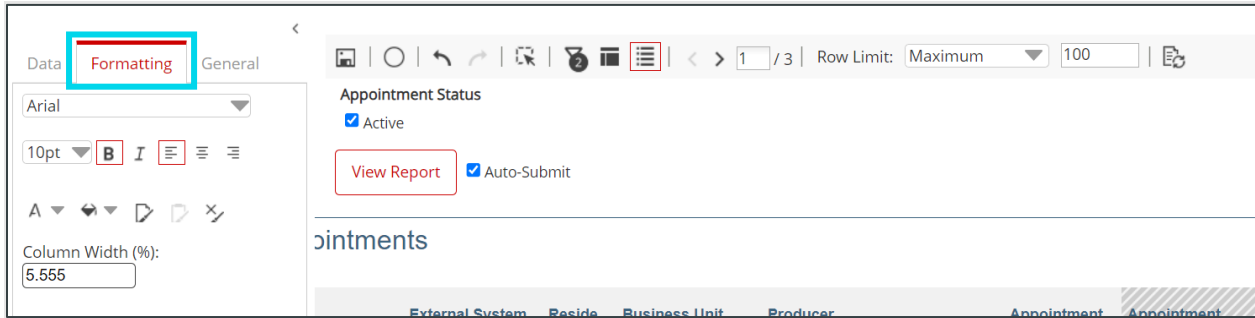
Aggregate Type	Description
<b>None</b>	No summary function assigned
<b>Average</b>	Calculates the average value in a given column
<b>Count</b>	Counts the items in a group or report but does not require a numeric value.
<b>Count Distinct</b>	Counts the distinct occurrences of a certain value in a column; does not require a numeric value
<b>Max</b>	Identifies the highest or largest value in a column
<b>Min</b>	Identifies the lowest or smallest value in a column
<b>Sum</b>	Calculates a total sum of the group or report (group level, and running total in the report footer)

2. The aggregate function will update the values of the selected column with the selected function.

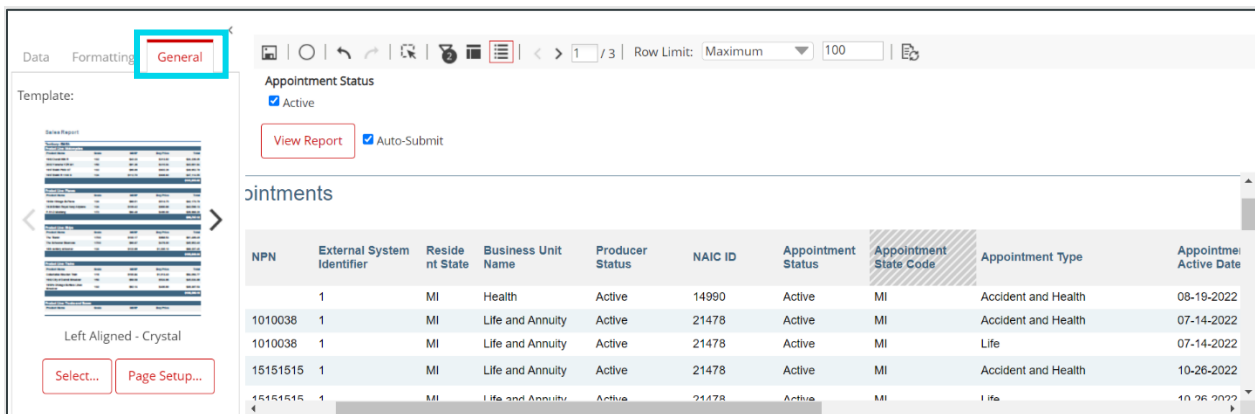
## Section: Interactive Reporting in Producer Central

### FORMATTING AND PAGE LAYOUT

The **Formatting** tab in the left pane can change the appearance of a report, including font color, size, text alignment, background color options, and more.

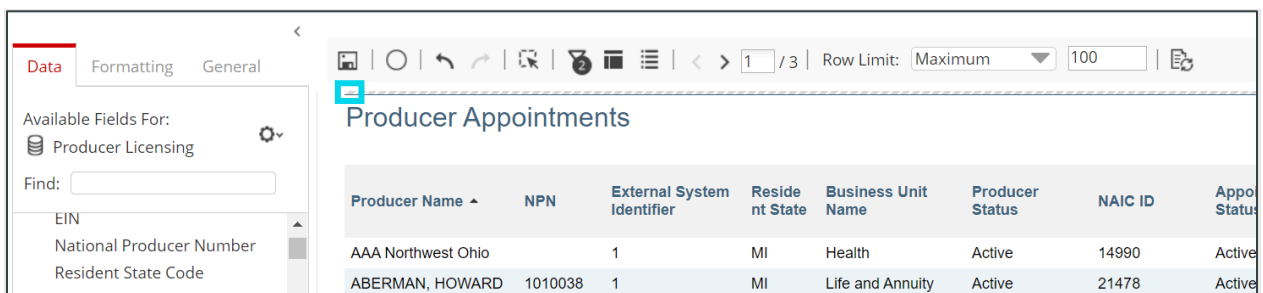


The **General** tab in the left pane contains options for page size, orientation, and other formatting options.



### Edit Template Headers and Footers

1. To create the page headers, double-click the upper-left or upper-right corner of the report.



2. A pop-up dialog box appears. You can:
  - Delete any existing words or enter a new header and press <ENTER>.

## Section: Interactive Reporting in Producer Central

- Click **Date** and press <ENTER> to insert a date and time stamp in the page header. The date and page count can be customized by adding text, such as, Today: \$(report.date), instead of using the default, \$(report.date).
- Click **#/Pages** and press <ENTER> to insert the number of pages in the report, as in 1/1 (page one of one).



Back to Reporting Dashboard

TEMPLATE  
Producer Appointments - 08-01-2023

Actions

Data Formatting General

Available Fields For:  
Producer Licensing

Find:

EIN  
National Producer Number  
Resident State Code

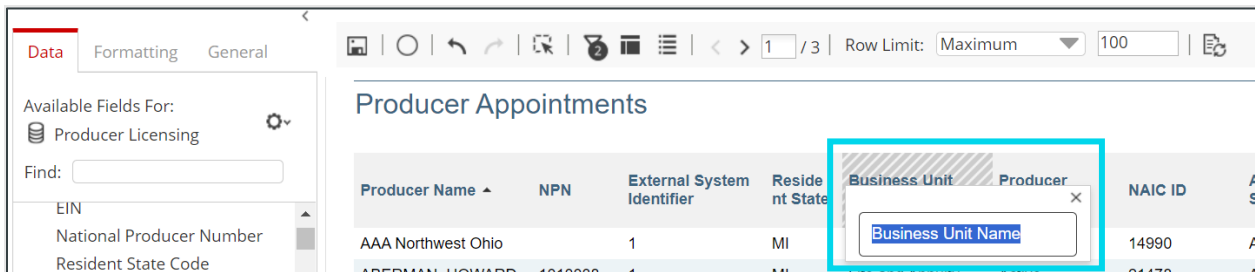
\$(report.date, date, MMMM)

Date #/Pages

External System Identifier	Resident State	Business Unit Name	Producer Status	NAIC ID	Appointment Status	Appointment State Code	Appointment Type
1	MI	Health	Active	14990	Active	MI	Accident and Health

## Changing a Column Header Name

To change a column header name, double-click the column header; a pop-up dialog box appears. Enter the new header name and press <Enter>.



Data Formatting General

Available Fields For:  
Producer Licensing

Find:

EIN  
National Producer Number  
Resident State Code

Producer Appointments

Business Unit

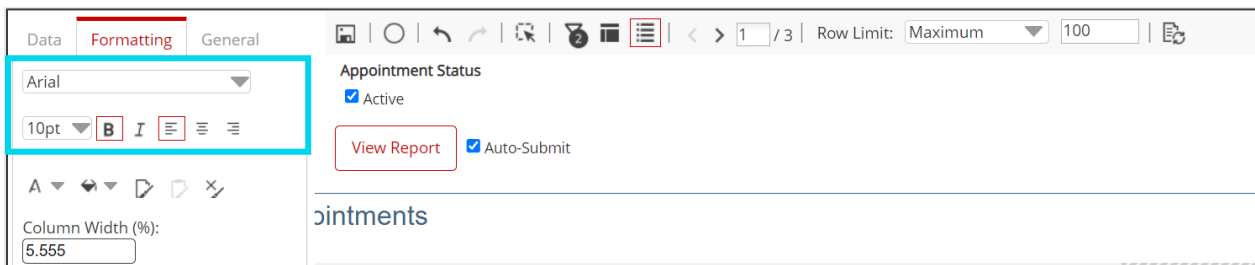
Business Unit Name

Producer Name	NPN	External System Identifier	Resident State	Business Unit	Producer	NAIC ID	Appointment Status
AAA Northwest Ohio		1	MI			14990	Active
ABERMAN, HOWARD	1040028	1	MI			21478	Active

## Edit Report Fonts

The **Formatting** tab contains options to edit fonts within a report. The font type, size, color, effect, alignment, and background color can all be changed. Font changes can be applied to the header, footer, title, groups, headings, and column contents.

To edit a font, select the report element which contains the text to edit so that it is highlighted. Then open the formatting tab in the left pane. Use the font option in the pane to edit font as desired.



Data Formatting General

Arial

10pt

B I

Appointment Status

Active

View Report  Auto-Submit

Column Width (%):  
5.555

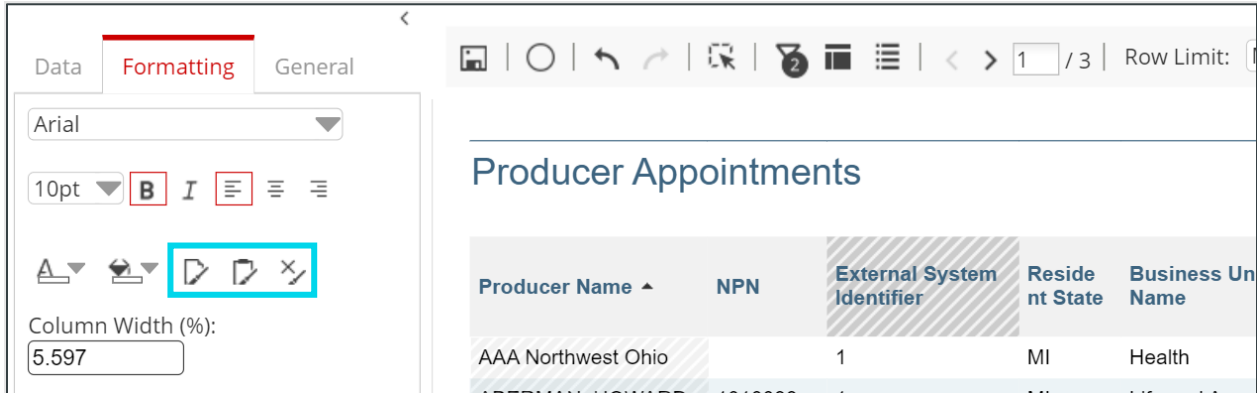
ointments

Section: Interactive Reporting in Producer Central

### Apply Copy/Paste Formatting

The **Copy Formatting** (📄) and **Paste Formatting** (📄) options on the **Formatting** tab can copy column formatting to other columns in your report.

Select the column that contains the formatting to copy, then click **Copy Formatting**. Select the column to apply that format and click **Paste Formatting**.

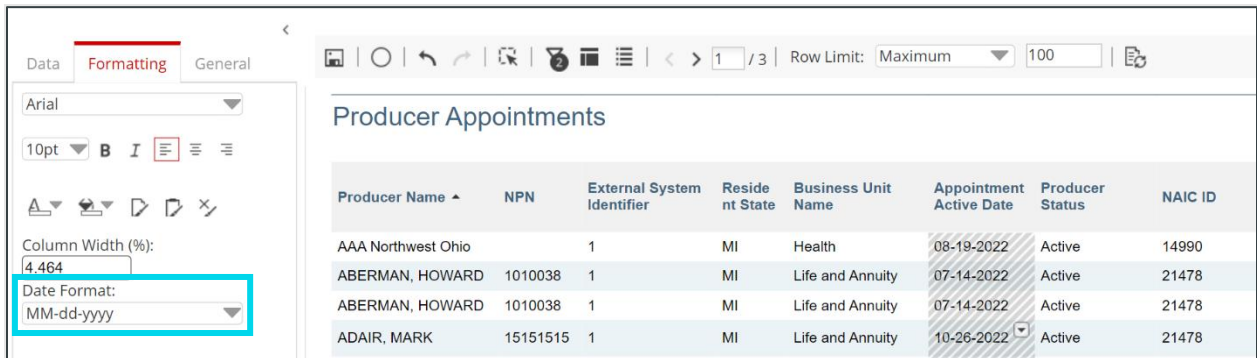


Producer Name	NPN	External System Identifier	Resident State	Business Unit Name
AAA Northwest Ohio		1	MI	Health
ABERMAN, HOWARD	1010038	1	MI	Life and Annuity

### Format Numeric Values

If a column contains numeric values, use the formatting tab to change the formatting associated with those values. Click inside the column you want to format, so it appears selected. Click the **Formatting** tab, then choose the appropriate format for the values in your column.

In some instances, numeric values might have already been formatted. For example, currency symbols are already included in sales figures. Such formatting is inherited from metadata associated with the data source. However, user selected formatting can override inherited formats if necessary.



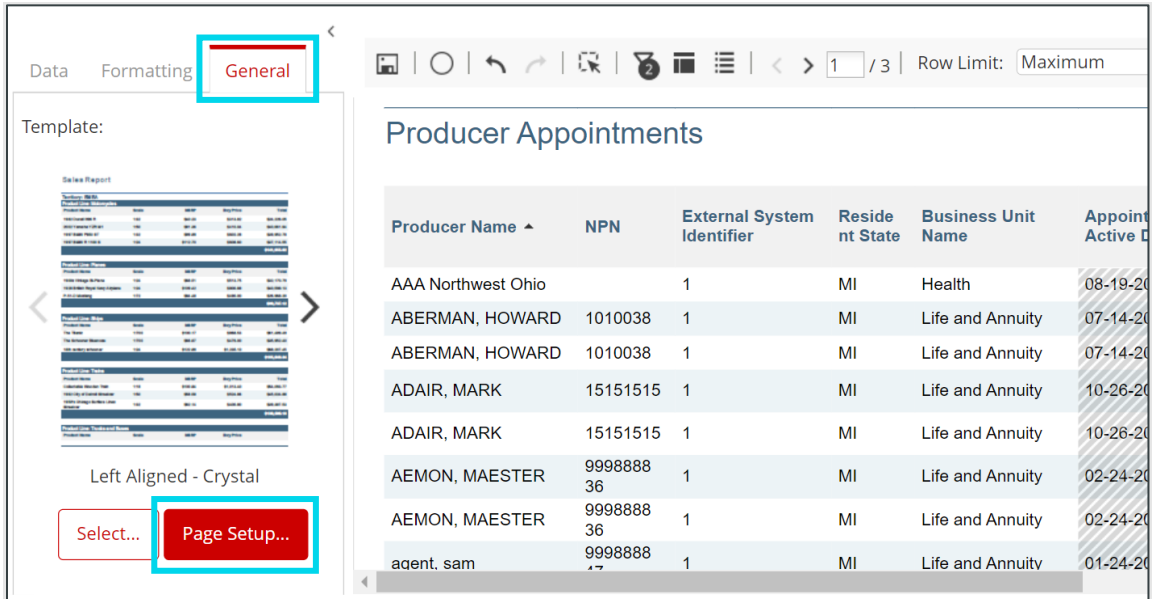
Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Appointment Active Date	Producer Status	NAIC ID
AAA Northwest Ohio		1	MI	Health	08-19-2022	Active	14990
ABERMAN, HOWARD	1010038	1	MI	Life and Annuity	07-14-2022	Active	21478
ABERMAN, HOWARD	1010038	1	MI	Life and Annuity	07-14-2022	Active	21478
ADAIR, MARK	15151515	1	MI	Life and Annuity	10-26-2022	Active	21478

Section: Interactive Reporting in Producer Central

### Change Page Format and Orientation

By default, Interactive Report creates a portrait mode page in Letter format (8.5" x 11").

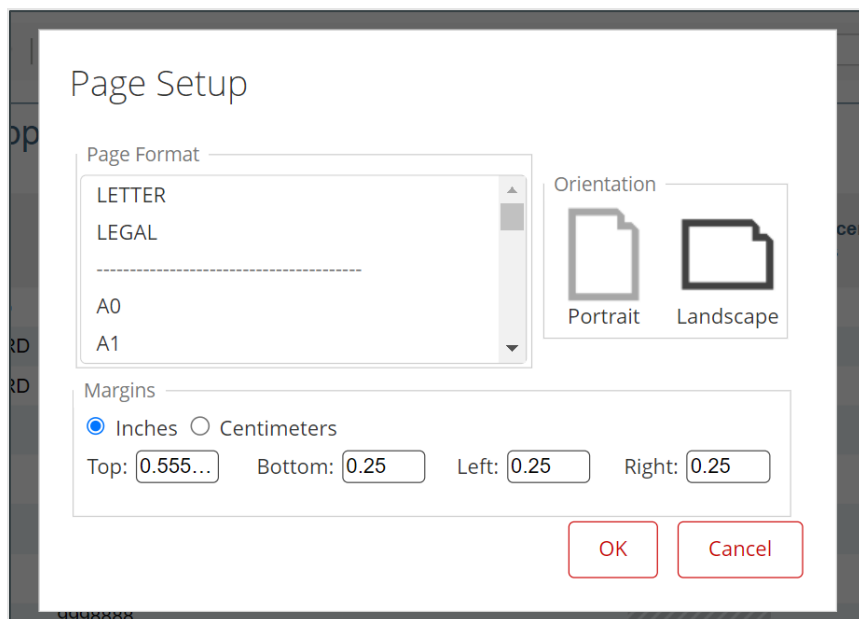
1. To change page orientation, click the **General** tab, then click **Page Setup**.



The screenshot shows the 'Producer Appointments' report in the 'General' tab. The 'Page Setup...' button is highlighted in red. The report data is as follows:

Producer Name	NPN	External System Identifier	Resident State	Business Unit Name	Appointment Active Date
AAA Northwest Ohio		1	MI	Health	08-19-20
ABERMAN, HOWARD	1010038	1	MI	Life and Annuity	07-14-20
ABERMAN, HOWARD	1010038	1	MI	Life and Annuity	07-14-20
ADAIR, MARK	15151515	1	MI	Life and Annuity	10-26-20
ADAIR, MARK	15151515	1	MI	Life and Annuity	10-26-20
AEMON, MAESTER	999888836	1	MI	Life and Annuity	02-24-20
AEMON, MAESTER	999888836	1	MI	Life and Annuity	02-24-20
agent. sam	999888817	1	MI	Life and Annuity	01-24-20

2. In the *Page Setup* dialog box, you can adjust the **Page Format**, **Orientation**, or **Margins**. The default page format is letter (8.5x11), other page formats are available or you can create custom margins for your report.
3. Click **OK** to save the changes.



The 'Page Setup' dialog box shows the following settings:

- Page Format:** LETTER (selected), LEGAL, A0, A1
- Orientation:** Portrait (selected), Landscape
- Margins:** Inches (selected), Centimeters
  - Top: 0.555...
  - Bottom: 0.25
  - Left: 0.25
  - Right: 0.25

Buttons: OK, Cancel

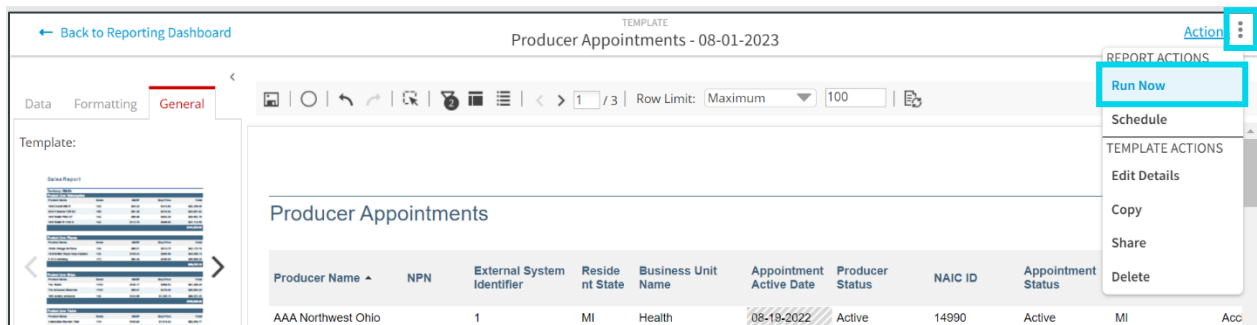
Section: Interactive Reporting in Producer Central

## Generating Interactive Reports

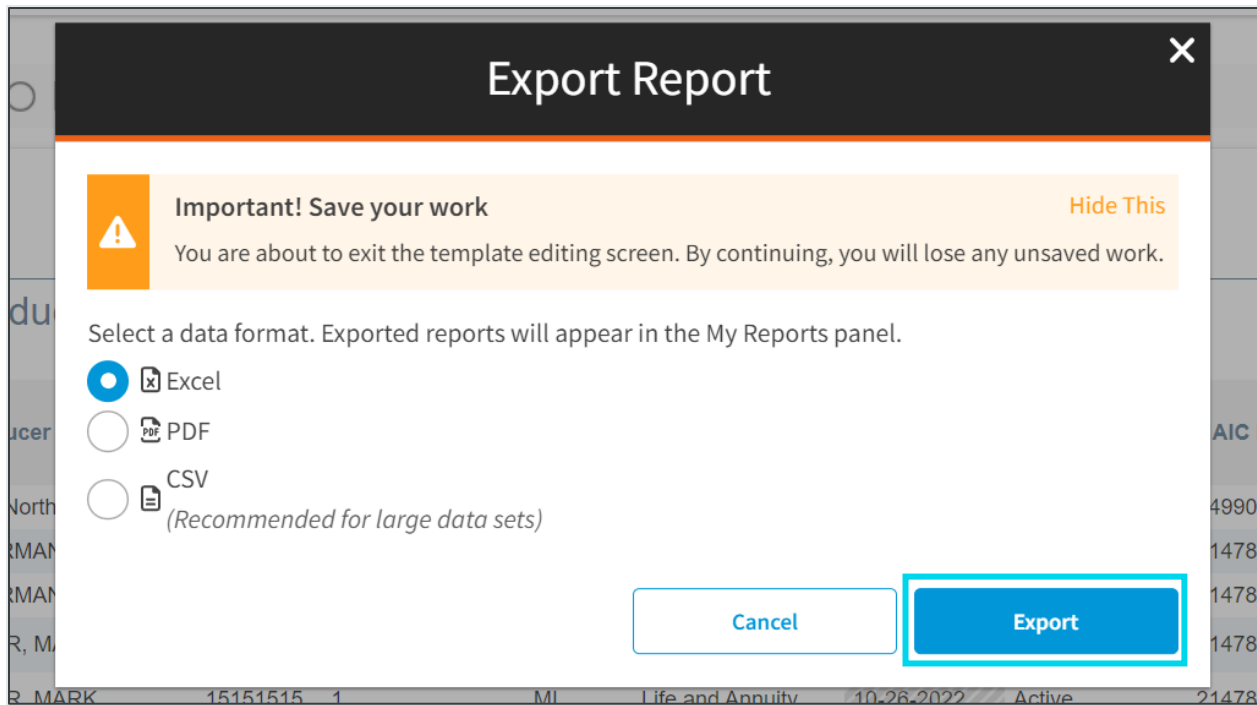
### EXPORTING A REPORT

Interactive reports can be exported as an Excel, PDF, or CSV file. There are two methods to export a Report.

1. To export a report from the *Report Builder* page, click on the **Action Dropdown** in the top right corner of the screen and select **Run Now** option.



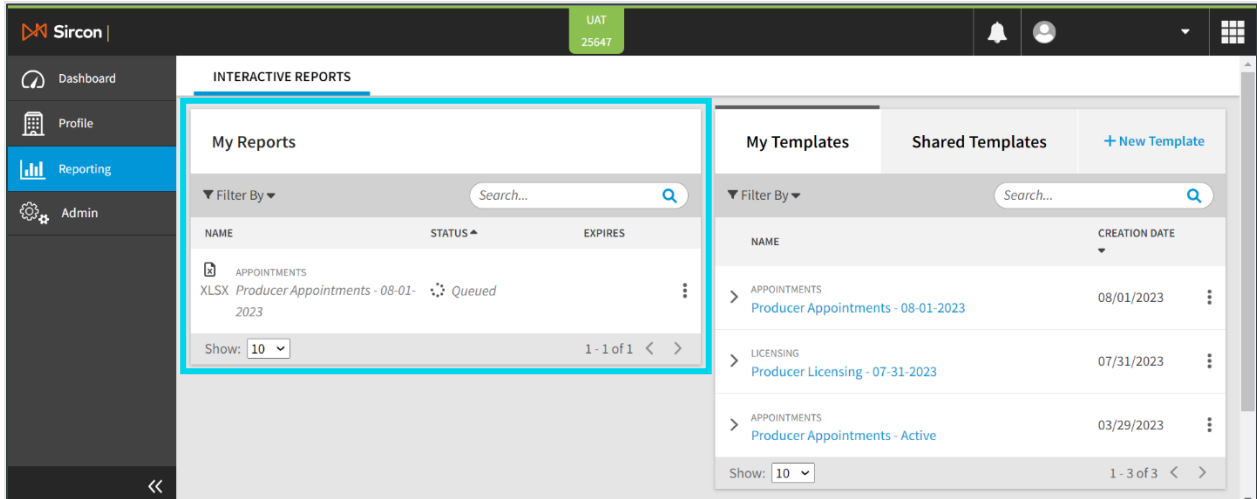
2. This will open a dialog box. Select the file format for the report. After clicking **Export**, the report will begin running the background and the *Interactive Reporting Dashboard* will open.





Section: Interactive Reporting in Producer Central

- To view the status of an exported report, use the **My Reports** widget on the **Interactive Reporting Dashboard**.



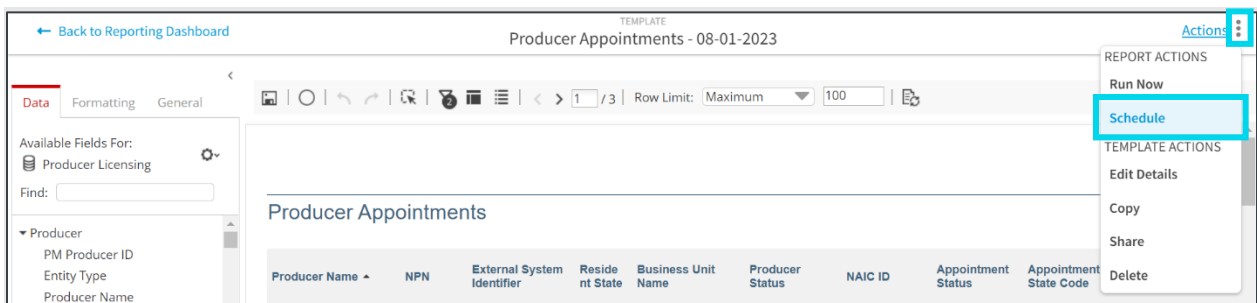
- Reports that are still running will appear in a **Queued** or **Running Status** with the **Name** in black text.
- Once a report has finished running it will move to a **Completed** status and the **Name** will be a blue hyperlink. Clicking this link will download the report according to the native settings of the browser.

**Note:** Completed reports are retained for 30 Days. Reports that are older than 30 days will no longer be available for download.

## SCHEDULING A REPORT

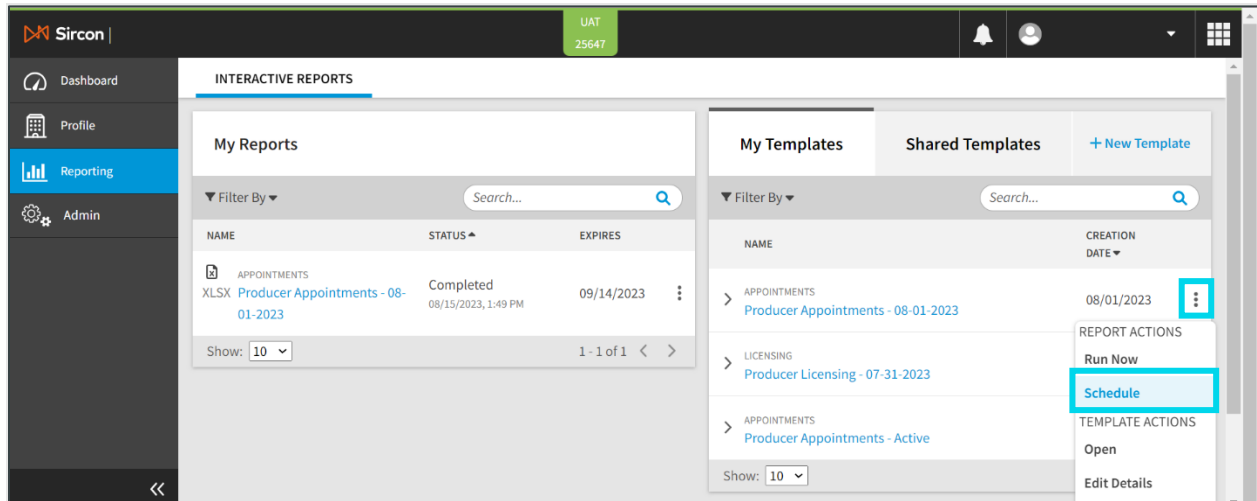
Exports of Interactive reports can be scheduled by a user to run on a future date. There are two methods to Schedule an Interactive Report.

- To schedule a report from the *Report Builder* page, click on the **Action Dropdown** in the top right corner of the screen and select **Schedule Option**.

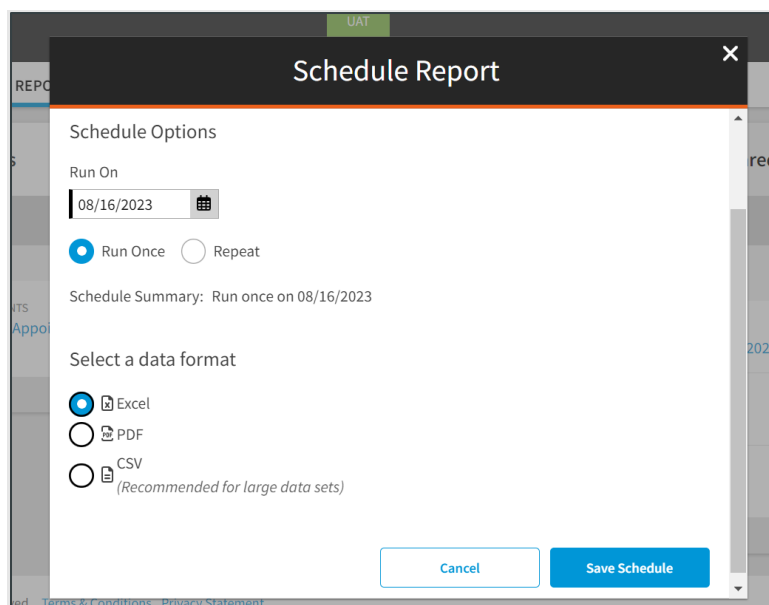


## Section: Interactive Reporting in Producer Central

- To schedule a report from the *Interactive Reporting Dashboard*, click the “...” option for the template which you would like to schedule in the *Templates Widget*. This will open a menu; select the **Schedule** option.

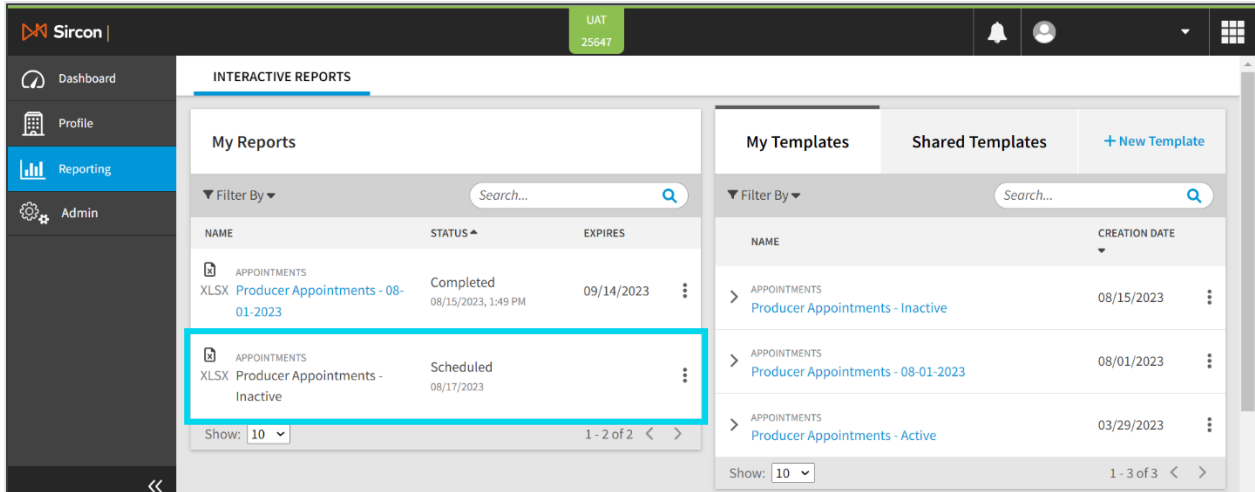


3. Selecting the **Schedule** option will open a dialog box. First, select the day which the report will be exported using the **Run On** calendar selection. Then choose whether to schedule the report once or whether to create a reoccurring schedule.
4. Selecting repeat to create a reoccurring schedule will expand the additional options for creating the schedule.
5. Next, choose the file format for the report export. After clicking **Save Schedule**, the report will begin running the background and the *Interactive Reporting Dashboard* will open.



## Section: Interactive Reporting in Producer Central

- To view the status of a scheduled report, use the *My Reports* widget on the **Interactive Reporting Dashboard**. Reports that are scheduled will appear with a Scheduled Status with the date they are scheduled to run below.
- At the scheduled time the report will move to a **Queued** or **Running** status. Once a scheduled report has finished running it will move to a **Completed** status and the **Name** will be a blue hyperlink. Clicking this link will download the report according to the native settings of the browser.



The screenshot shows the 'INTERACTIVE REPORTS' dashboard. On the left is a sidebar with 'Reporting' selected. The main area has two widgets: 'My Reports' and 'My Templates'. The 'My Reports' widget contains a table with the following data:

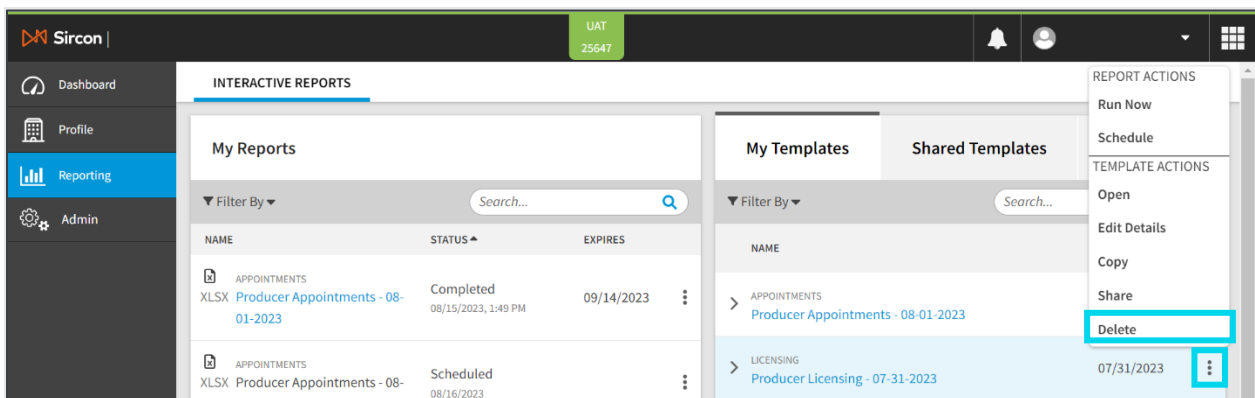
NAME	STATUS	EXPIRES
APPOINTMENTS XLSX <a href="#">Producer Appointments - 08-01-2023</a>	Completed 08/15/2023, 1:49 PM	09/14/2023
APPOINTMENTS XLSX <a href="#">Producer Appointments - Inactive</a>	Scheduled 08/17/2023	

The 'My Templates' widget contains a table with the following data:

NAME	CREATION DATE
APPOINTMENTS <a href="#">Producer Appointments - Inactive</a>	08/15/2023
APPOINTMENTS <a href="#">Producer Appointments - 08-01-2023</a>	08/01/2023
APPOINTMENTS <a href="#">Producer Appointments - Active</a>	03/29/2023

## Deleting a Template

- To delete existing template from the *Interactive Reporting Dashboard*, click the "..." option for the template which you would like to **Delete** in the *Templates Widget*.

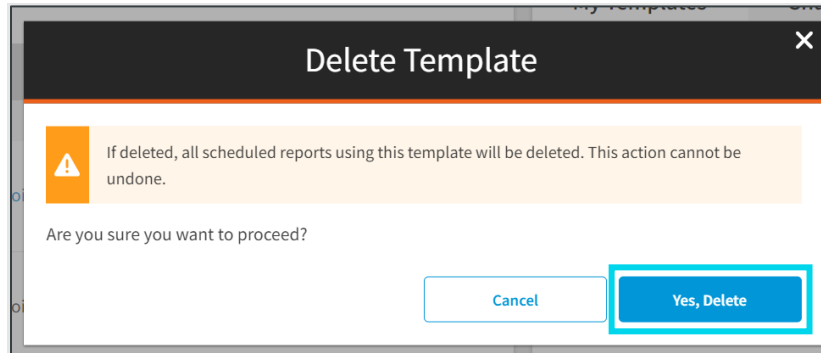


The screenshot shows the 'My Templates' widget with a context menu open over the 'Producer Appointments - 08-01-2023' template. The menu includes 'REPORT ACTIONS' (Run Now, Schedule) and 'TEMPLATE ACTIONS' (Open, Edit Details, Copy, Share, Delete). The 'Delete' option is highlighted with a red box.

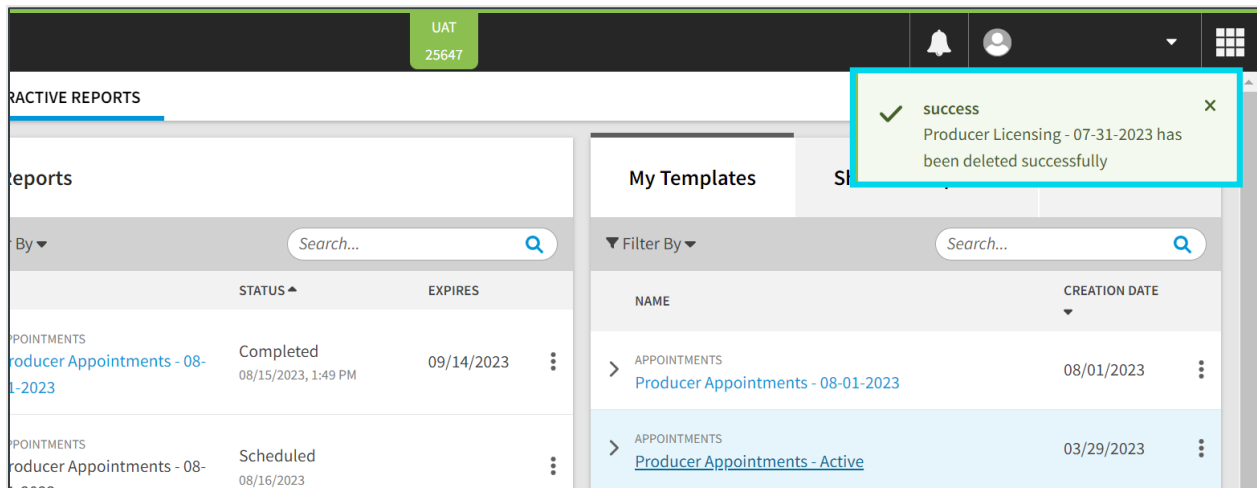
**Note:** Only the original creator can delete a template. This will open a menu; select the **Delete** option.

## Section: Interactive Reporting in Producer Central

- This will open a pop-up window which displays a warning about the Deleting template action resulting in both the deletion of the template and the deletion of any associated scheduled Reports or completed Reports. Click **Yes, Delete**.



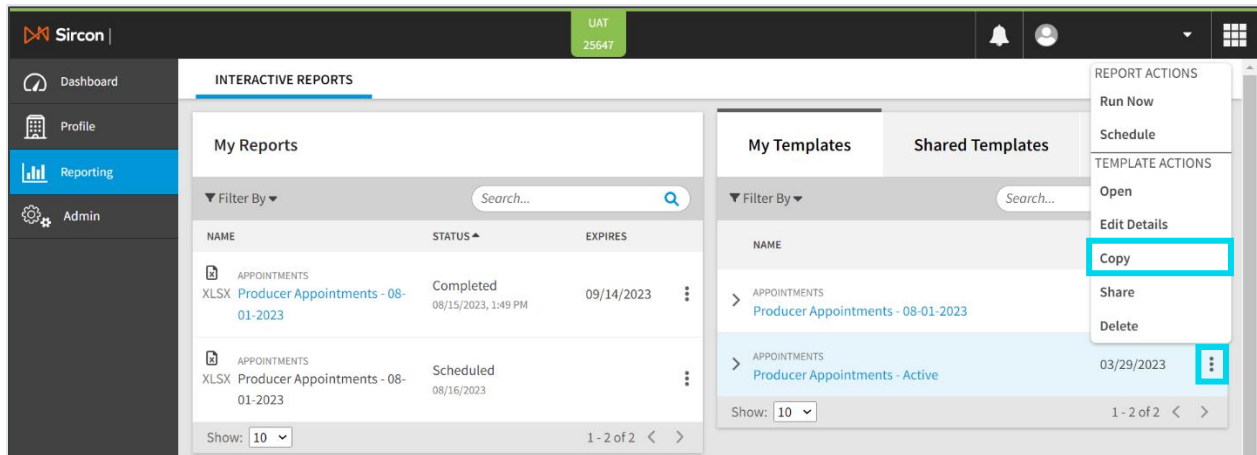
- Once you click **Yes**, the Template is deleted, and you will receive a message confirming the template has been deleted.



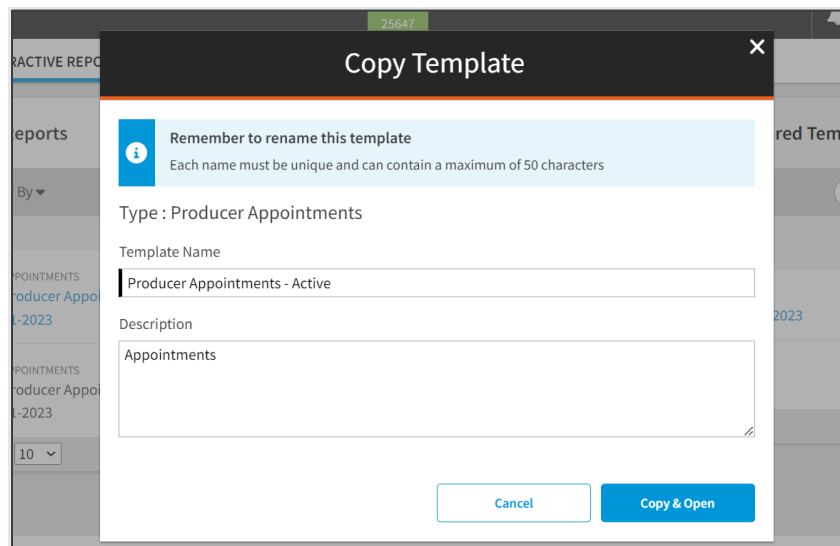
## Copying a Template

Copying the saved template by creator can be achieved through “Copy” functionality in Interactive Reporting Dashboard.

1. To Copy template from the *Interactive Reporting Dashboard*, click the “...” option for the template which you would like to copy in the **Templates Widget**. This will open a menu; select the **Copy** option.



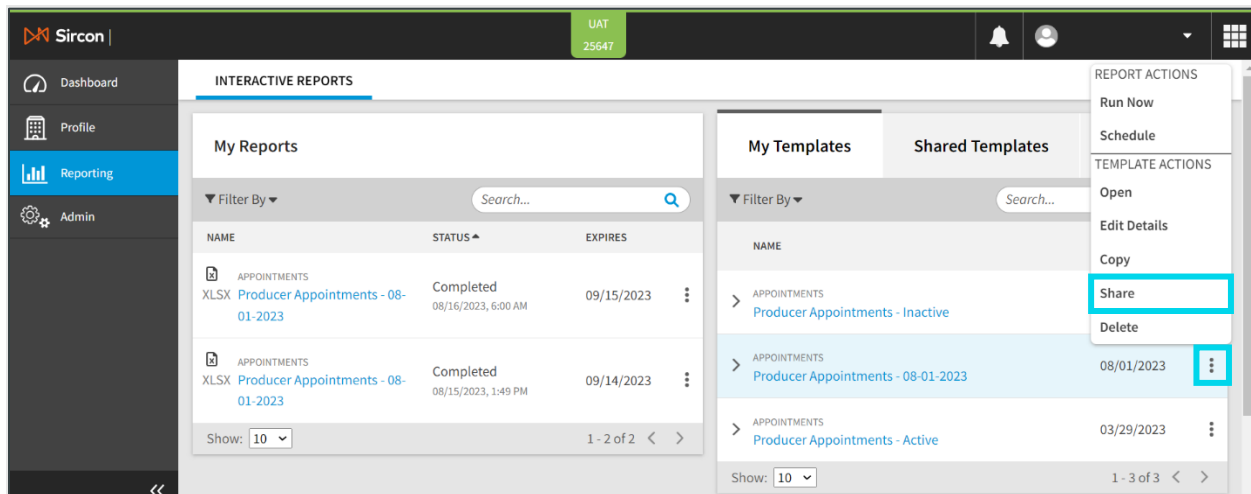
2. This will open a pop-up window which allows you to modify the template name and template description.
3. The name of the template is prepopulated based on name of copied template and **Create Date**. The **Template Name** is a required field which can be updated and must be unique.
4. The **Description** is an optional free-form field that can be used to display additional information or instructions for the template.
5. Once you click **Copy & Open**, the template is copied, and a new version is created. the creator receives a message describing the update.



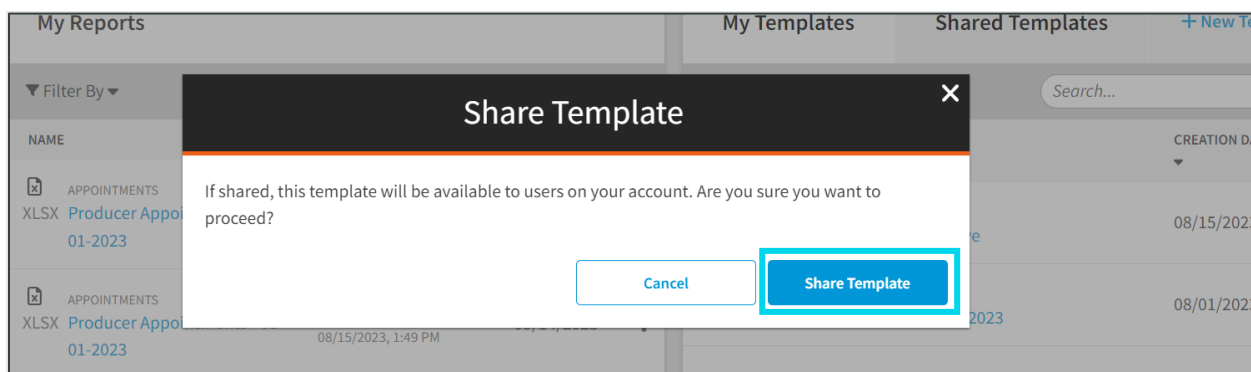
## Sharing a Template

Sharing a saved template to other users in the same account can be achieved through “Share” Functionality in the Interactive Reporting Dashboard.

1. To share a template from the Interactive Reporting Dashboard, click the “...” option for the template which you would like to share in the **My Templates** widget.

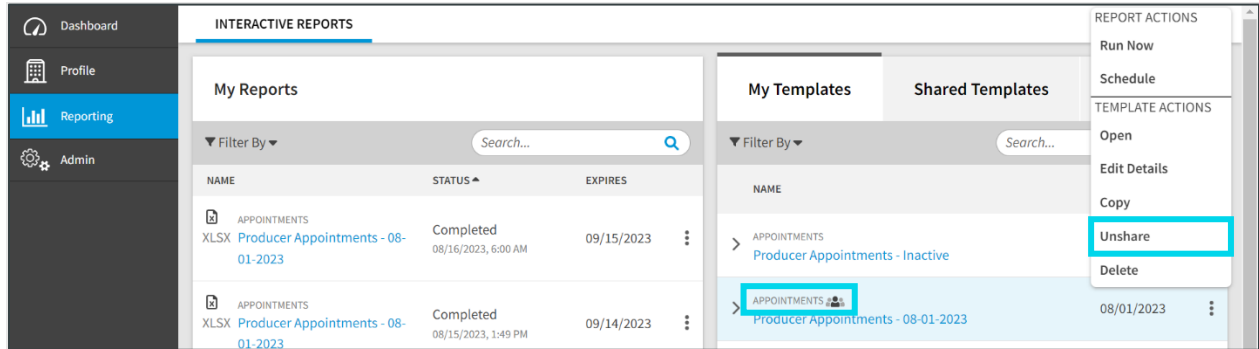


2. This will open a pop-up window which displays Information about sharing the template.

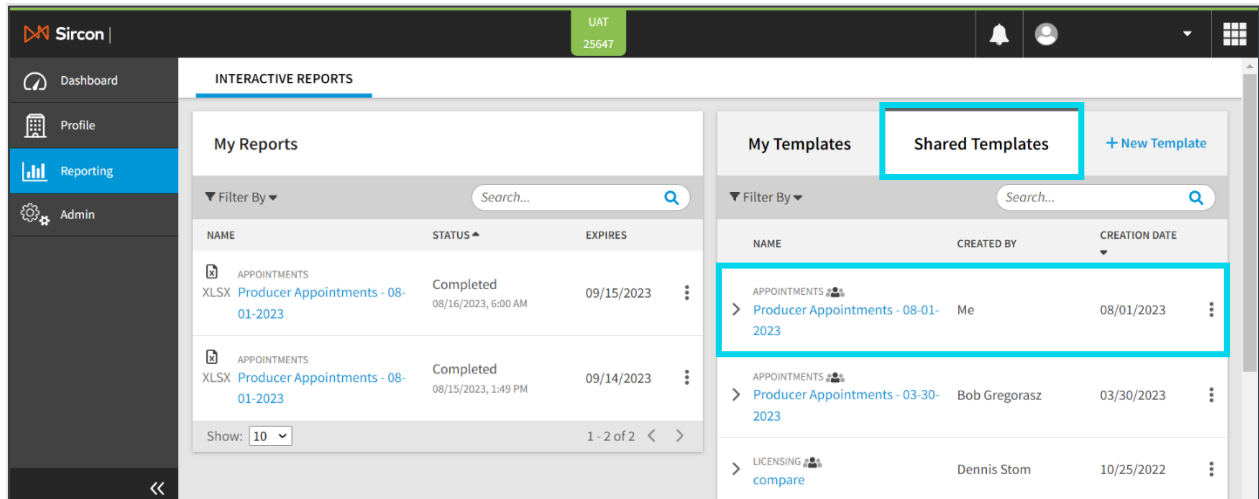


3. When creator clicks **Share Template**, the template is shared to all the other users in the account. Once shared, the template is marked with a **Share** icon (👥) in the **My Templates** tab and **Share Action** name will be changed to **Unshare**.

Section: Interactive Reporting in Producer Central



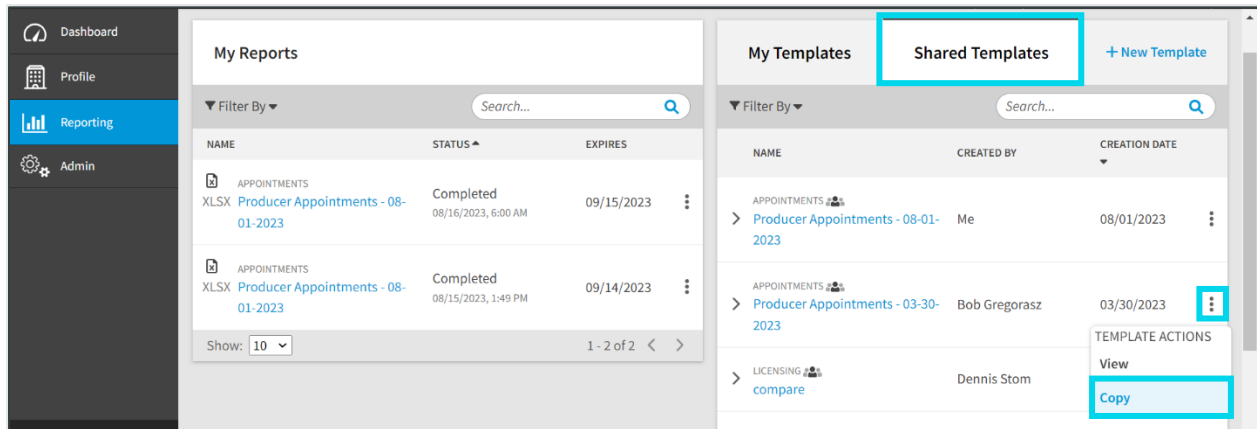
- The template is displayed in **Shared Template** tab of all users in the account and the creator receives a message describing the update.



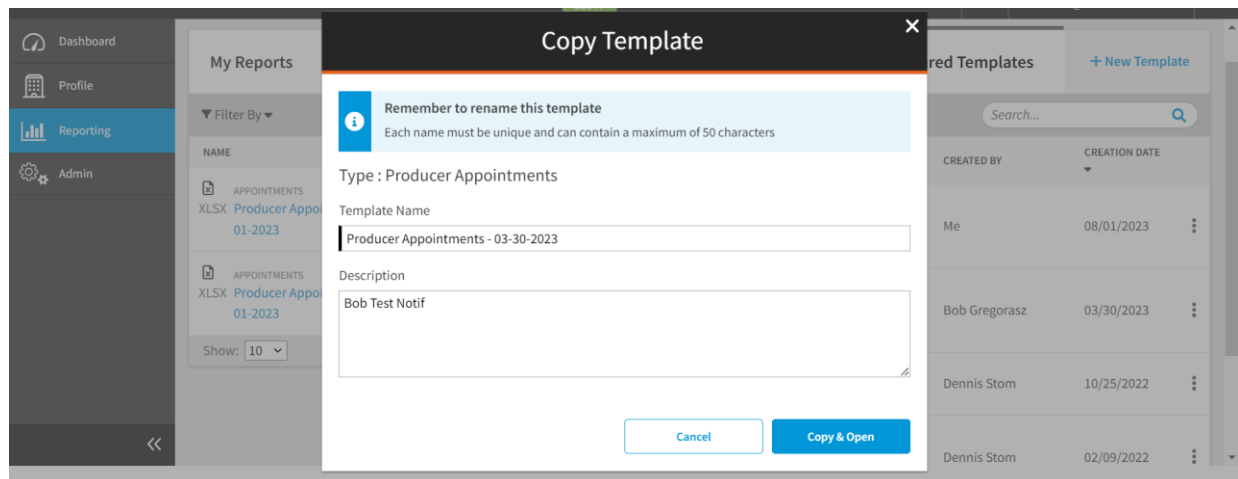
## Copying a Shared Template

Users can view all the shared templates from the **Shared Template** tab. Other users in account will have the ability to view the template and copy the template shared by creator from the Shared Templates tab.

1. To copy a shared template from the Interactive Reporting Dashboard, click the "..." option for the template which you would like to copy in the **Shared Templates** Widget. This will open a menu; select the **Copy** option.



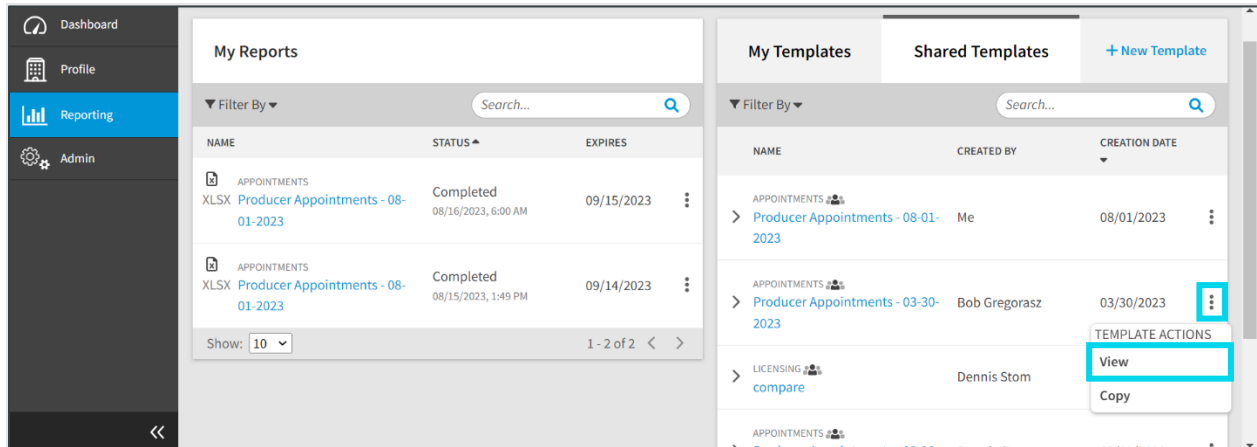
2. This will open a pop-up window which displays the type of copied template and allows you to modify the template name and template description.
3. The name of the template is prepopulated based on the name of the copied template and the create date. The **Template Name** is a required field which can be updated and must be unique.
4. The **Description** is an optional free-form field that can be used to display additional information or instructions for the template.
5. Once you click **Copy & Open**, the template is copied, and a new version is created. The user who copied the template is the creator for copied template, the new creator receives a message describing the update.





## Viewing a Shared Template

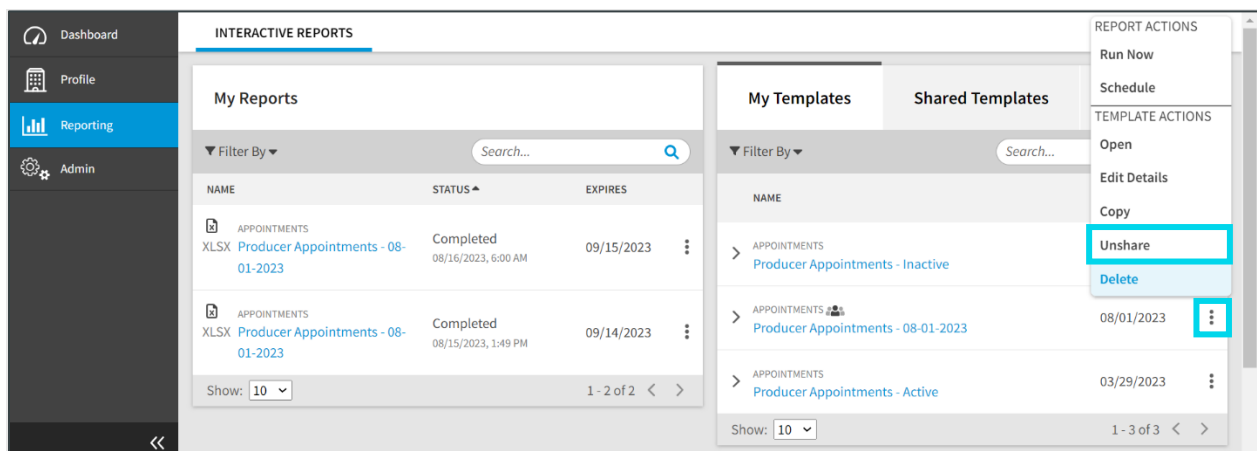
1. To view a shared template from the Interactive Reporting Dashboard, click the “...” option for the template which you would like to view in the **Shared Template** widget. This will open a menu; select the **View** option.



2. The report designer page opens in a read-only mode. User can view the information of the fields and filters.

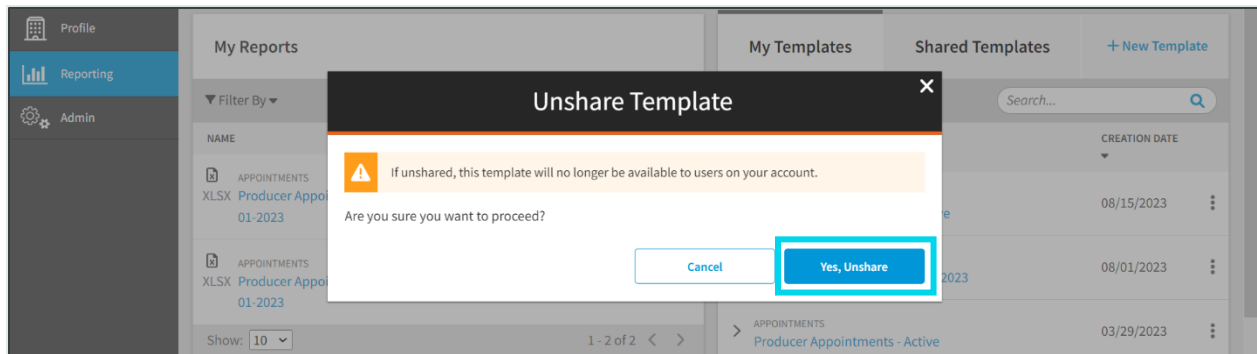
## Unshare a Template

1. The creator can unshare a template using the **Unshare** Option. This option will be available for the creator in different places like **My Templates** tab, the report designer page and also the Shared Templates tab.
2. To unshare a shared template from the *Interactive Reporting Dashboard*, click the “...” option for the template which you would like to unshare in the *Shared Template Widget*, *My Templates Widget*, or from the *Report Designer* page. This will open a menu; select the **Unshare** option.

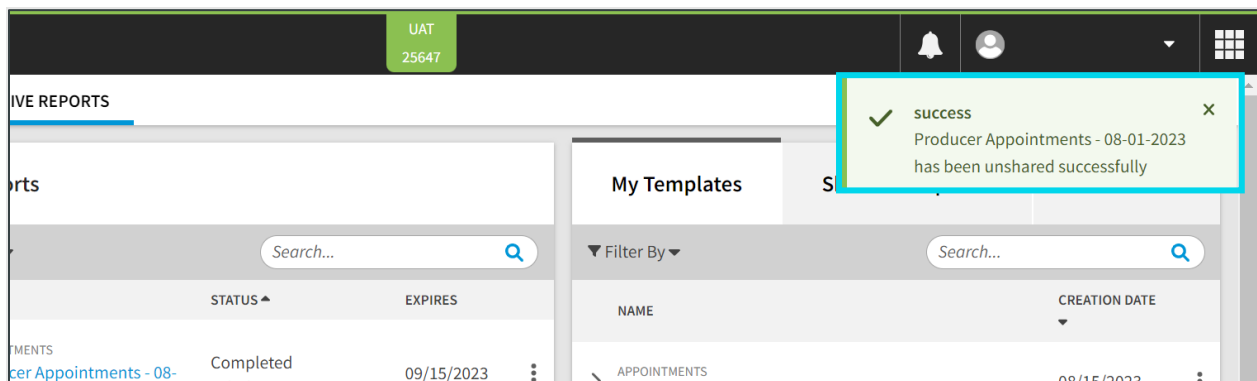


## Section: Interactive Reporting in Producer Central

3. Once User clicks on **Unshare**, a pop-up window will open which displays information about unsharing template actions resulting in not sharing Template to other user in carrier account.
4. Once the creator clicks on **Yes, Unshare** the template is unshared, the share icon is removed for that template and the **Unshare Action** name will be changed to "Share".



5. The creator receives a message confirming the template has been Unshared.



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## **APPENDIX 1: Sircon for Carriers Help Resources**

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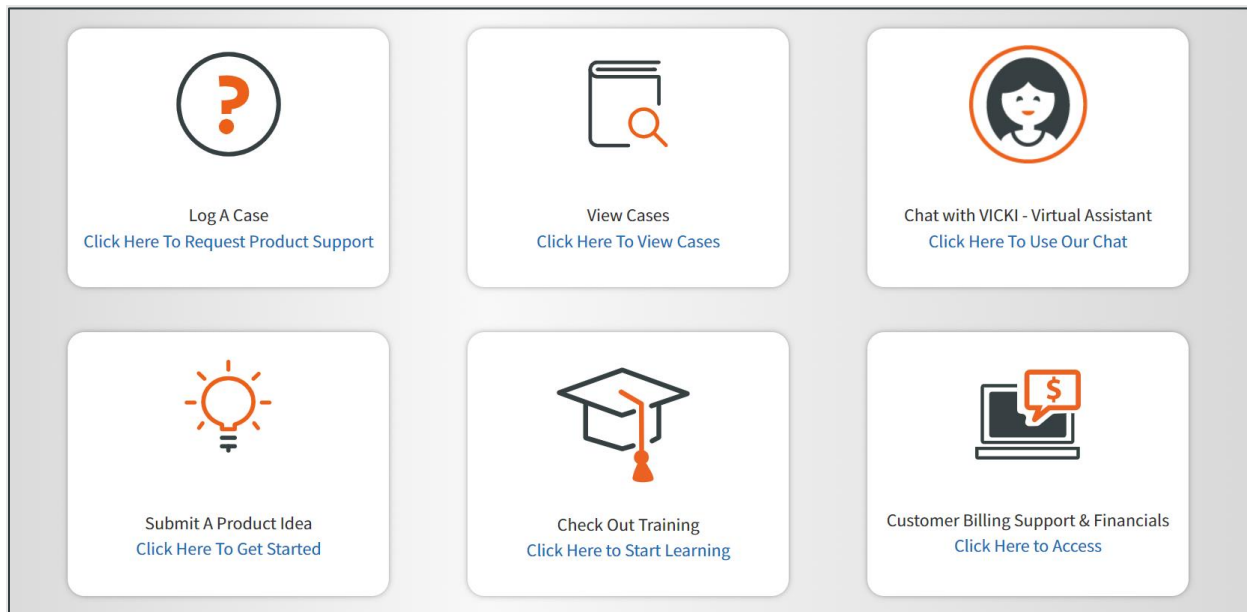
Help is just a click away. Vertafore has two resources available to support you 24/7:

- 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**

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Version	Revision Date	Revision Record
1.0	8/15/2023	Original Document
1.1	11/17/2023	Added PDB Producer Data Interactive Report Information.



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