Sircon

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Producer Central

Producer Lack of Production Report

Contents

Introduction

What will be covered?

- This document explains how to use the Producer Lack of Production report to identify producers who are not selling and then terminate producer appointments if desired.

Who should use this document?

- People responsible for identifying under-producing producers.
- People responsible for terminating appointments of under-producing producers.

> "Under-producing" means producers who are not selling and generating revenue for the company sufficient to cover the costs of appointing them and maintaining their compliance status.

When should you use this document?

- As a Carrier, use the report to determine under-producing producers who you may want to terminate their appointments due to lack of production.
- This report is best used prior to the termination deadline in each state's Appointment Renewal process. Sircon e-PAL is a great resource to lookup the deadlines for various states!

Feature Overview and Benefits

Feature Overview:

- The Producer Lack of Production report is a Producer Central feature that utilizes Sales Authorization to identify producers who do not have sales-related transactions (Sales Events) recorded within Producer Central for a selected period. The feature creates a file to bulk terminate producer appointments for those who are not selling.

Feature Benefits:

- The Carrier uses the report information to decide which producers they may need to terminate appointments for, due to lack of production.

- The Carrier can use the report to save money on unnecessary appointments and costs required to maintain the credentials and education for a producer.

Section: What Will I Learn to Do?

What Will I Learn to Do?

You will learn to:

1. Navigate to the Producer Lack of Production Report.
2. Run the Producer Lack of Production report.
3. View and understand the report downloaded in Excel.
4. Use the report to perform bulk appointment terminations.

SAMPLE SCENARIO

A carrier runs a report to determine which producers do not show sales activity within the last 3 months. The producers have licenses in Alabama, California, and Delaware.

Before You Start

To use the Producers Lack of Production report the following conditions must be true:

- Your company uses Producer Central.
- Your company has Daily Updates enabled.
- Your company uses Sales Authorization to verify producer credentials when a sales event occurs.

How do you know you have Producer Central and not Producer Manager?

There is a black bar at the top of the screen and there is an application switcher icon that looks like a waffle at the upper right corner of the screen. See below.

Image: Producer Central top bar showing application switcher icon (waffle)
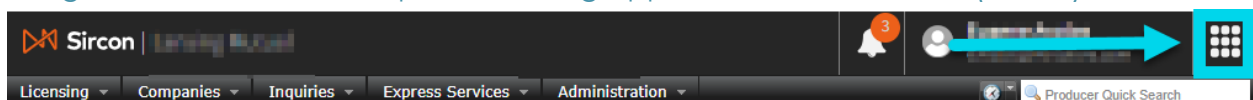
Working With the Application

What can I accomplish using the application?

You can use the Producer Lack of Production report to identify producers who are not selling.

Someone who is authorized to terminate producer appointments can export the report file and use Bulk Appointment Terminations feature to terminate producer appointments in bulk.

SAVE ON APPOINTMENT AND PDB COSTS

Commonly, carriers have five, ten, twenty or more writing companies. The costs add up when appointing agents for all these writing companies in multiple states. There are costs associated with appointments, upkeep of credentials and support of producers.

Carriers save on these costs several ways:
- Just In Time (JIT) Appointing process
    - To save money, carriers do not appoint producers until they sell policies.
- Termination for Lack of Production (TLOP) process
    - To save money, carriers identify producers who are appointed but are not selling and then may decide to not renew their appointments or terminate their contracts.

> This report supports carriers who use a Termination for Lack of Production process to terminate producer appointments and save money.

What do I need to know to work with the report?

APPLICATION USES SALES AUTHORIZATIONS TO IDENTIFY SALES EVENTS

Carriers utilizing the Sales Authorization feature of Producer Central can easily identify producers who have not quoted or issued a policy recently.

How? When a producer performs a selling action, the Producer Central application can perform a Sales Authorization to verify whether the producer has the proper credentials to sell.

If the producer is not selling, then there are no Sales Authorization events occurring.

The Producer Lack of Production report creates an Excel file containing a list of producers who do **not** have a Sales Authorization, and therefore have **not** sold, during

the reporting period. Conversely, a producer that has made sales will not appear in the report.

> Producer has **Sales** within period of report = <mark>YES</mark> → Producer **excluded from report**
> Producer has **Sales** within period of report = <mark>NO</mark> → Producer **included in report**.

RUNNING REPORT TO IDENTIFY NON-SELLING PRODUCERS

The report includes current data from Producer Central. You can choose to include data from up to two years in the past.

To run a report, you select the report from the "All Reports" section and provide criteria to select content you wish to include in the report (e.g., Date range, Business Units, States, Writing Companies, and Sales Events).

After you successfully run the report, it now appears in your "My Reports" section and will also be downloaded to an Excel file.

After a report appears in your "My Reports" you can choose to run the report again or delete the report.

Authorized persons can use the report along with Producer Central Bulks feature to perform bulk terminations of producer appointments.

TERMINATING PRODUCER APPOINTMENTS IN BULK

To Terminate Producer appointments in bulk, you export the report file. You can then upload the file to the application Producer Express and run the **Bulk Appointment Terminations** process.

The entire end-to-end termination process works as follows:

What you do:
1. Create the Production Lack of Production report.
2. Review the file and decide which producer appointments to terminate.

> - REMOVE records from the file if you do NOT WANT TO TERMINATE appointments or selected producers
> - Optionally choose to disconnect a producer's Sircon account subscription to save costs on PDB updates by setting Disconnect column to Yes (Y). The default is set to No (N).

3. Upload the file using bulk processing and run the Bulk Termination Process.

Section: Working With the Application

> REMOVE the Title and Data tabs and only upload the Bulk Term Format tab

<u>What the application does:</u>
For each record that is **included** in the Bulk Termination file the application will:

1. Terminate producer appointments for the selected writing companies in the selected states.

2. Disconnect a producer if the Disconnect option is set to Yes (Y)

> **Responsible Use of Report:**
>
> - Use this report as just one tool to judiciously make decisions on producer performance.
> - You may have information from other systems that indicates producers who actively sell, that are not reflected in the report. Make sure to include this information before making any termination decisions.

Next, we provide instructions on how to perform each of the actions needed to run the report and perform bulk appointment terminations.

A. Navigate to Standard Reports

<u>From Producer Central main screen:</u>

1. Click on **App Switcher** icon in the upper right corner.
2. Click on **Dashboard** in the drop-down menu.

Image: Producer Central main screen showing Dashboard on menu
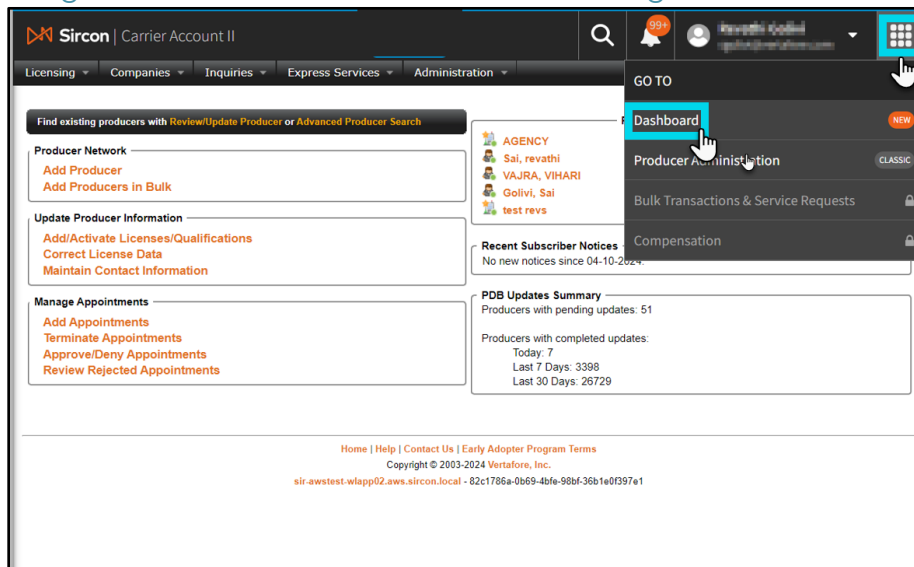
<u>From the dashboard's left menu</u>

3. Click on **Reporting** and then **Standard Reports**.

Image: Dashboard showing Standard Reports on menu.
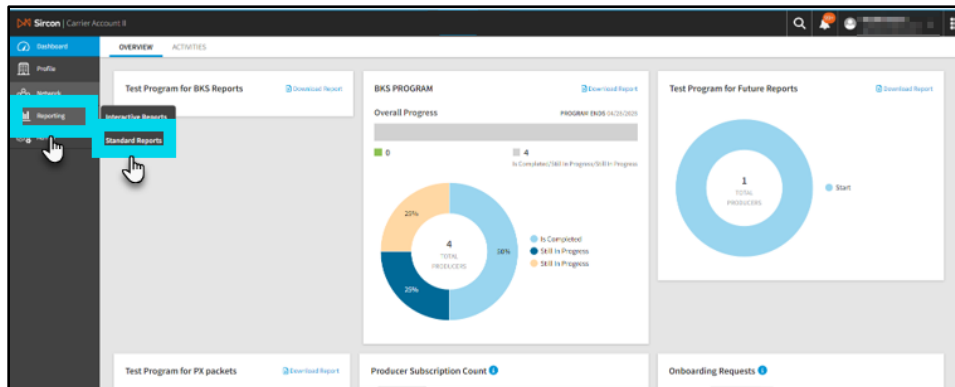
B. Run Report

You have two options to run the reports:

- Option 1: Run report from All Reports
  - o You are running report for the first time
- Option 2: Run report from My Reports
  - o You want to run a report you already created

Option 1: Run report from All Reports

Use this option if you are running the report for the first

From the Standard Reports screen:

1. Navigate to Standard Reports. See **Navigate to Standard Reports**.
2. Click on **Producer Lack of Production** in the **All Reports** section.

Image: Standard Reports –Producer Lack of Production report in All Reports section.

![Vertafore logo]
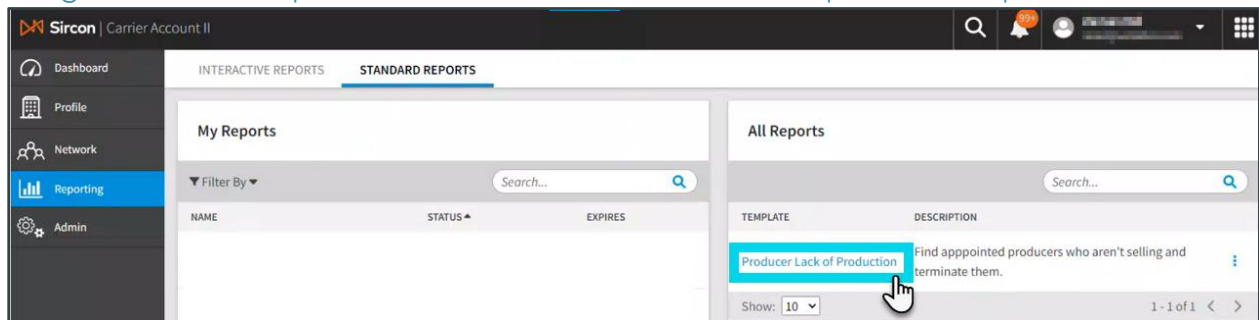
Section: B. Run Report

<u>From the Producer Lack of Production Screen:</u>

3. Select the information you want to include in the report for the **No Sales Authorizations From** (date range), **Business Units**, **States** (Appointment states)**, Companies** and **Sales Events**.

4. Click on **Continue** to run the report.

What Sales Events should I select?
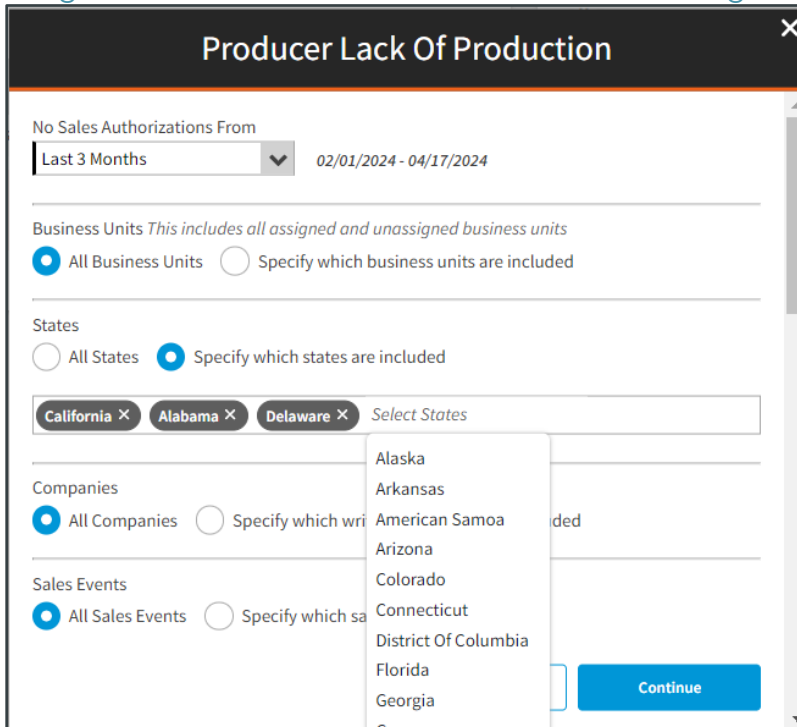
You can choose All or selected sales events.

Which sales events should you choose? The answer depends on how your company uses Sales Authorizations.

Sales Events are related to the Sales Authorizations. Your company may use some Sales Authorizations to check producer credentials for events that are <u>not</u> directly related to actual sales.

> Consequently, <u>choose events that reflect actual sales and relate to producer productivity</u>. If you are uncertain which events to choose, you can always contact your Vertafore Support team.

Image: Producer Lack of Production screen showing selections.

![Vertafore logo]

Section: B. Run Report

How do I select specific information to include in a report?

When you first make selections on what content to include in the report, the radio buttons will all be set to "**All**…" information.
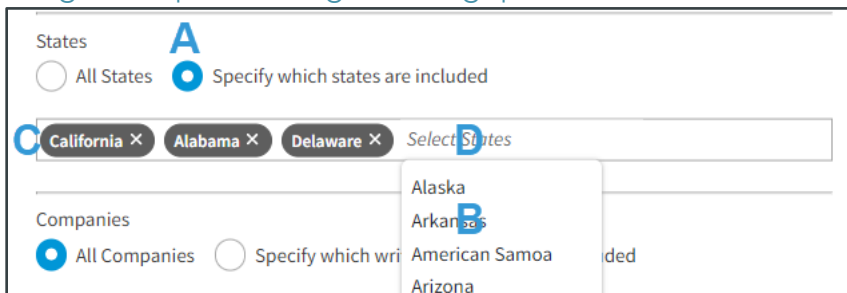
If you wish to select specific values, do the following:
1. Click on the "**Specify which**…" radio button (**A**)
2. Click on the value you want to use from the drop down (**B**)
    a. The selected value will appear in the shape of a pill. (**C**)
3. Click on the selection area (**D**) to choose additional values from the dropdown (**B**) if desired.

To remove a selected value:
1. Click on the **X** of the value you want to remove (**C**).
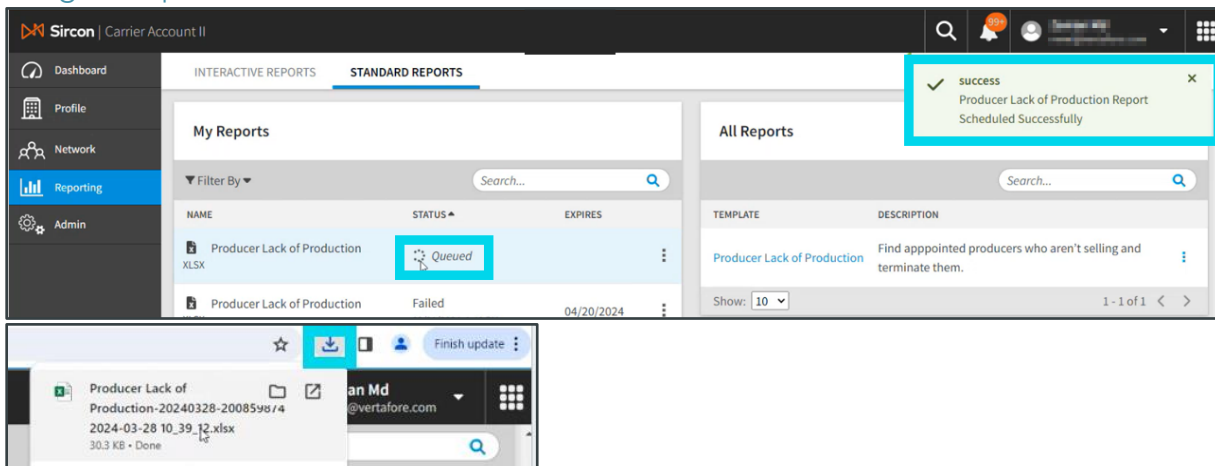
Image: Sample showing selecting specific values for states.

After you run the report, the application will inform you the report is Queued for processing. When the report is downloaded it will appear in your downloads in the upper right corner of the browser.

Images: Report Queued and Downloaded

![Vertafore logo]

Section: B. Run Report

> The report runs in the background, which means you can go to other application screens and do something else and later come back to the standard reports screen. The report shows progress indicators and will show when it is completed.
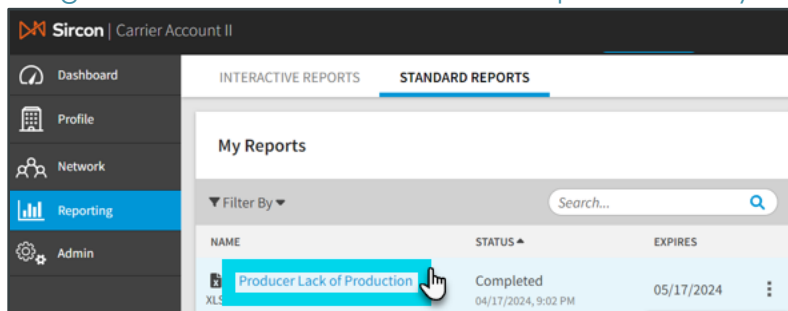
Option 2: Run report from My Reports

> Use this option if you want to run an existing report that you previously created.

From the Standard Reports screen:
1. Navigate to Standard Reports. See **Navigate to Standard Reports**.
2. Click on **Producer Lack of Production** in the **My Reports** section.

Image: Producer Lack of Production report in the My Reports section

C. View Downloaded Report

From Browser window:

1. Click on the Downloads **arrow** in upper right corner of browser OR select Downloads from the browser menu. (Menu not shown because it depends on your browser).

2. Click on the downloaded report you want to view which appears in the list of downloads.

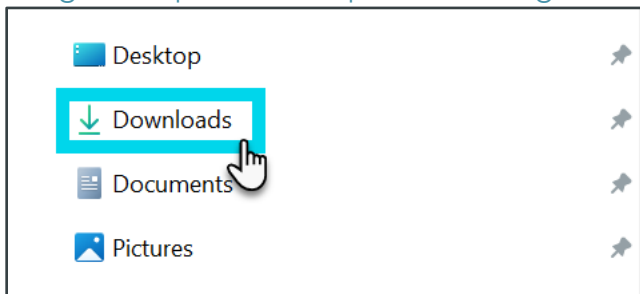Image: Sample of Browser showing downloaded files arrow
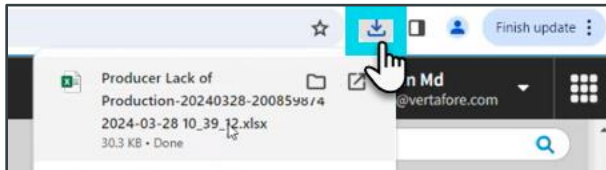
OR

From File Explorer

1. Open the **Downloads** folder.

2. Click on the downloaded report you want to view which appears in the downloads folder.

Image: Sample of File Explorer showing downloads folder selection.

The name of the downloaded file is in the format:

Producer Lack of Production – XXXXX

(XXXX represents a unique computer-generated sequence of numbers representing the date. Each time you run the report a new name is created for the report, so the application does not overwrite existing reports you saved)

Section: C. View Downloaded Report

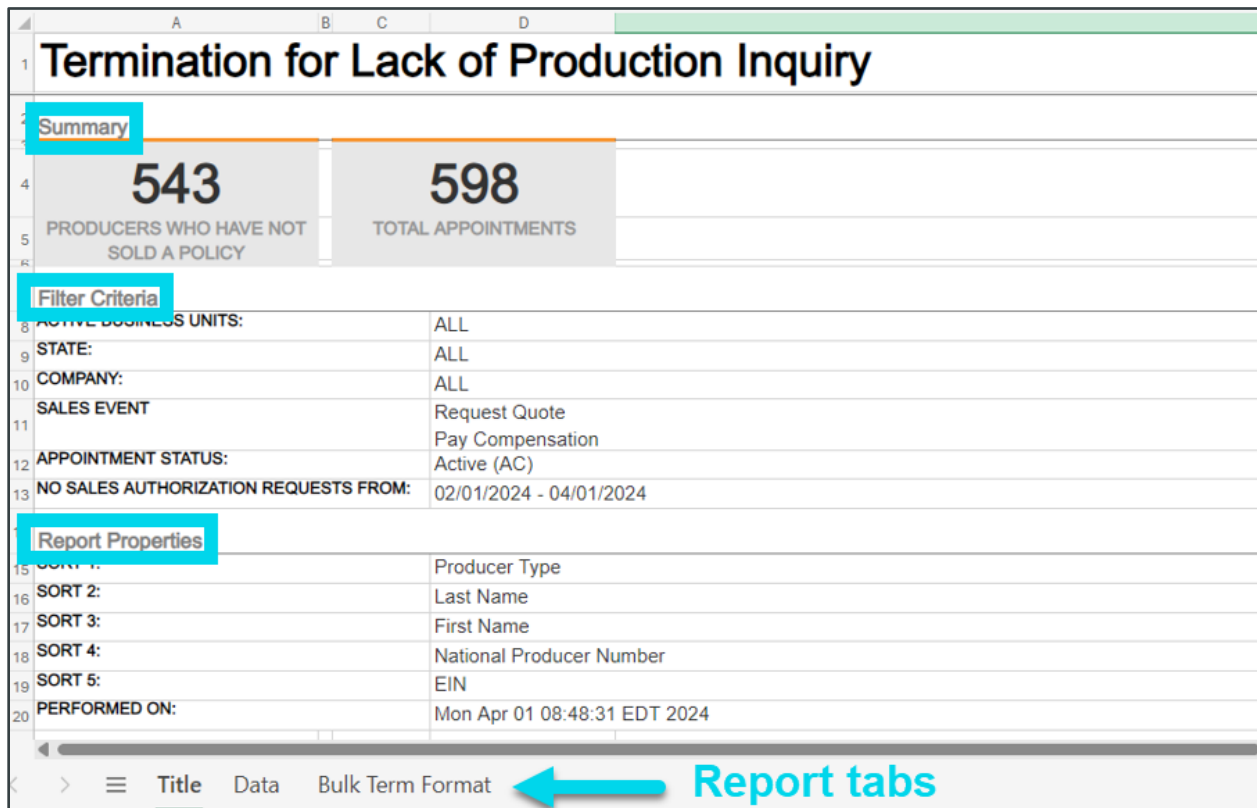## How do I understand the downloaded report?

The downloaded Excel report has three tabs.

- Title
- Data
- Bulk Term Format

TITLE TAB

The **Title** tab shows a **Summary** count of the producers who did not have any Sales Authorization checks within the report's period. There is also a count of active appointments for these producers.

The **Filter Criteria** shows the selections you made to create the report. The **Report Properties** section shows how the application initially sorted the report information.

Section: C. View Downloaded Report

DATA TAB:

The **Data** tab shows information about the producers (Individual/Firms) who did not have any Sales Authorization checks during the period of the report that fit the report criteria.

BULK TERM FORMAT TAB

The **Bulk Term Format** tab contains information from the data tab plus the producer's email address. The data is in a format that can be uploaded to terminate appointments and optionally disconnect producers. The Disconnect Producer shows No ("N") by default.

> You may want to save money by terminating an appointment, but you may also want to make a separate decision on whether to disconnect the producer.

![Vertafore logo]

D. Download Report Again or Delete Report

After you successfully run a report, you may wish to download it again or delete the report. To perform either of these actions do the following:

From the My Reports section of Standard Reports

1. Navigate to Standard Reports. See **Navigate to Standard Reports**
2. Click on the **three vertical dots** next to the report you want to act on.
3. Click on either **Download** OR **Delete** depending on what you want to do.

Image: Producer Lack of Production report showing Report Actions
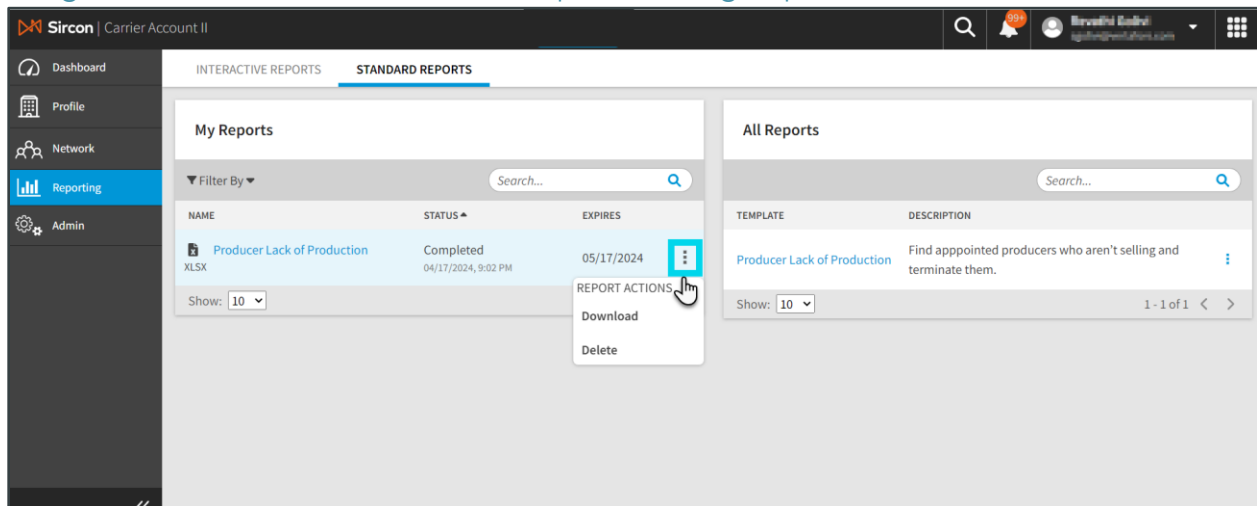
E. Use Report for Bulk Termination of Appointments

> To perform bulk terminations, you must use the report file you created along with the Bulk processing feature.

After you create the report file, you can run the Bulk Appointment Terminations.

To perform the bulk appointment termination, take the following steps:

1. Open the report file in Excel.
2. REMOVE the **Title** Tab and **Data** Tab. Keep the **Bulk Term Format** tab.
3. REMOVE the row for any producers you do NOT want to terminate their appointments (In the Bulk Term Format tab).
4. Set the **Disconnect Producer** column to **Y** for those producers you wish to disconnect their Sircon accounts as well. (OPTIONAL)
5. Follow the additional instructions in link shown below to complete processing the terminations:
    a. A Guide To Sircon for Carriers Bulk Processing Capabilities section **Bulk Appointment Terminations** (page 17)

> Responsible Use of Bulk Terminations:
>
> - The Bulk Appointment Terminations is a tool to help you terminate appointments for producers identified as not selling.
> - It is your responsibility to verify that this capability is used effectively and correctly in your business.
> - Please check with your company's compliance team regarding proper usage.

How do I use the linked instructions for Bulk Appointment Terminations?

The linked instructions were originally written for you to create the bulk termination file manually and construct the information column by column.

However, since this document showed you how to automatically create the report file, this means you can skip instructions on how to format the individual columns.

Please make sure you carefully follow all other instructions.

> You must remove the Title Tab and the Data Tab and only upload the Bulk Term Format tab when you use the bulk upload instructions.

Troubleshooting

1. **What does a report status in "My Reports" of "Failed" mean? What can I do?**
   - Sometimes temporary problems beyond your control may cause the report to fail (e.g., Server is down). Sometimes these are temporary problems and will go away on their own if given some time. (e.g., Someone may be working to fix the problem).
   - What you can do is wait a few hours and rerun the report again to see if the report runs successfully. If you continue to try and the report still shows as "Failed" then please contact your customer support team and report the problem.
2. **If errors occur when I am using the file to bulk terminate appointments, what do I do?**
   - Please refer to the section **Bulk Appointment Terminations** subheading **Error and Exception Handling** in the linked instructions.

Frequently Asked Questions

1. **What is the effect if I select specific Sales Events, rather than All Sales Events?**
   - See explanation in this document <u>What Sales Events should I select?</u>
2. **What will the bulk termination process do?**
   - The bulk termination process will terminate producer state appointments for every producer listed in the bulk termination file.
     - o If you do NOT want to terminate a producer's appointment, then REMOVE that record from the bulk termination file.
   - You can also optionally decide to disconnect a producer by setting the Disconnect column to Yes (Y).

APPENDIX 1: Sircon for Carriers Help Resources

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

- My Vertafore

- Sircon Support

My Vertafore

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

With My Vertafore you can:

- **Log a Case** – Cases are used to request product support

- **Submit Ideas** – Send Vertafore ideas for new product features or enhancements

- **Search Knowledgebase** – Search for detailed articles on the Sircon Knowledge Base
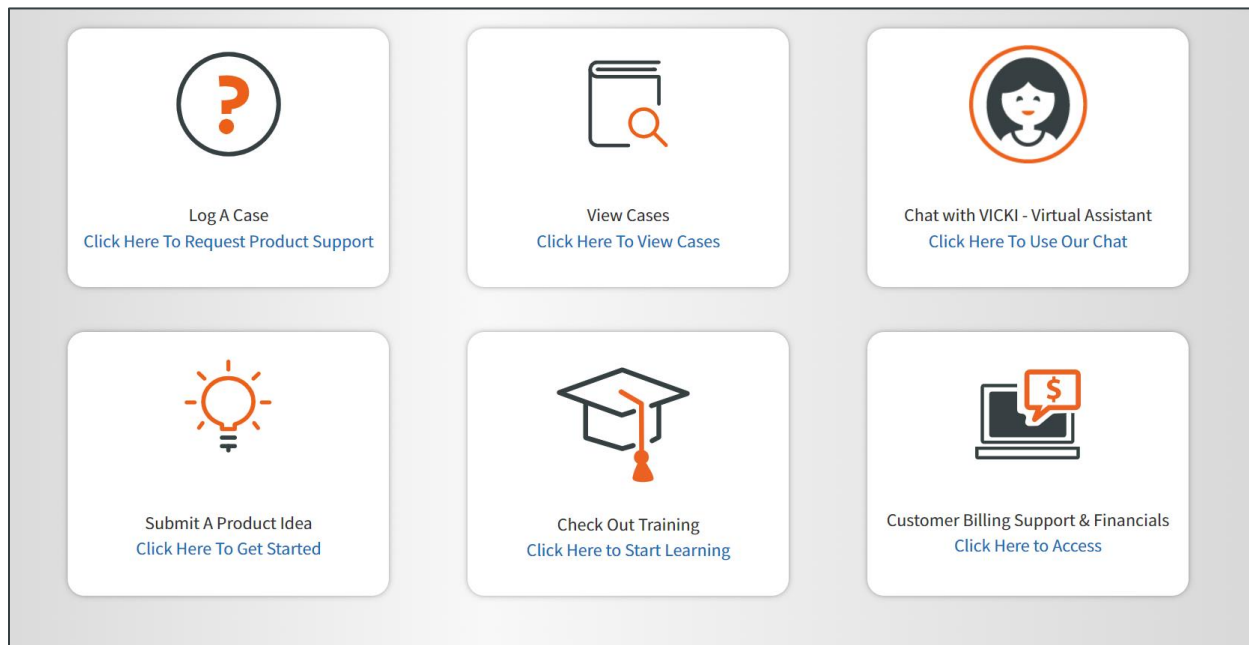
Contact Vertafore Customer Support

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.

APPENDIX 2: Document History

Version	Revision Date	Revision Record
1.0	4/30/2024	First draft of document.

Vertafore