



Sircon Daily PDB Updates and Subscription Management

A guide to creating and maintaining producer records via Daily PDB Updates.

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Overview

What are Sircon Daily PDB Updates?

Daily PDB Updates is a new service that simplifies the process of keeping producer data up to date, helping get the most out of investment in Sircon. Daily PDB Updates makes producer data more accurate and spend per producer more predictable.

Traditional transaction-based data reconciliation required producer records to be updated on-demand, either per producer or in bulk, for a transaction fee. This method may have seemed cost-effective but prevented proactive action on credential changes causing potential compliance risk. Furthermore, the transaction fee model required a balance between the need for up-to-date data and the greater costs of a high-frequency schedule.

Daily PDB Updates improves on the previous data updating strategy by replacing the traditional transaction-based model for obtaining and reconciling producer data with a seamless automated process. With Daily PDB Updates, Sircon automatically triggers updates daily for producer records which have received updates on the PDB, enabling accurate authorization checks anytime and reducing compliance risk.

Daily PDB Updates is supported by Sircon's Subscription Management functionality. Subscription Management grants direct control over which producers to keep up to date with Daily PDB Updates making spend per producer predictable.

What is Sircon Subscription Management?

Subscription Management is a utility which gives control over which producer records can utilize Sircon capabilities.

A status exists on producer records called "Sircon Subscription Status," and can be either "Connected" or "Disconnected." Sircon Subscription Status ties directly to Daily PDB Updates as only "Connected" producer records will receive Daily PDB Updates in addition to other select functions.

Wait – what happened to Producer Status?

Nothing, it is still there. The Producer Status is still calculated the same way it is today, which is based on the status of appointments or associations on the record. However, with Subscription Management billing is based off the number of "Connected" producer records and not Producer Status.

Why Disconnect a Record?

Disconnecting a producer record grants the explicit ability to end upkeep of a producer record and eliminate the cost of maintaining that record. Disconnecting a producer record does not remove any historical information or delete the record, it is a change in status that indicates that the producer is no longer being actively tracked and thus can no longer be relied on for accurate and current compliance data.

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

- Synchronizing the record with trusted data sources (PDB, ClearCert)
- Disconnecting a producer record prevents the record from receiving Daily PDB Updates
- Performing sales authorizations in Producer Manager for this producer.

Getting Started

Configuring Producer Manager to enable Daily PDB Updates

To grant access to Daily PDB Updates functionality, a Producer Manager account is needed with one or more roles configured with Daily PDB Update permissions.

To enable the “Add Producer”, “Add Producers in Bulk” and “Review Sircon Subscription” permissions for a user role, navigate to “User Security” in the Administration menu at the top of Producer Manager. Select “Add Security Role” to create a new role, or “Maintain Security Role” to add permission to an existing role. Create or select the desired role and then click the “Add Producer”, “Add Producers in Bulk” and “Review Sircon Subscription” checkboxes in the “Producer” section when selecting the accessible features for the role in the Producer Licensing module (Figure 1).

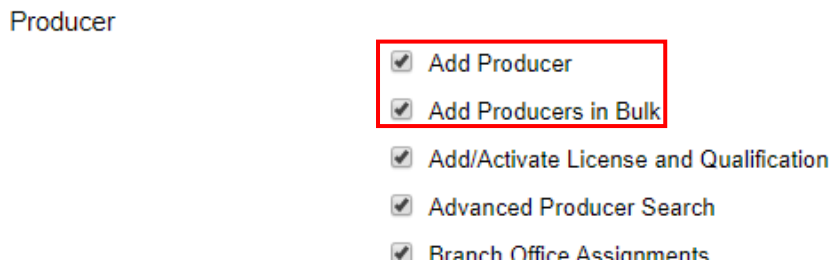


Figure 1. Permission checkboxes for Add Producer and Add Producers in Bulk on Maintain Security Role page

Users who previously had permissions for Quick Add or Quick Load functionality will be automatically granted equivalent permissions for “Add Producer” and “Add Producers in Bulk” upon upgrade to Daily PDB Updates.

How to tell whether a producer is Connected or Disconnected?

Connected producers – both individual and firm – are indicated with a green dot in the bottom right of the producer icon. In the example below Zachery Welch, Aysha Brook (individuals) and ACME Insurance Agency (firm) are connected. Disconnected producer icons are greyed out versions of connected producers as seen by Savanna Greaves and Hooper's Insurance (Figure 2).

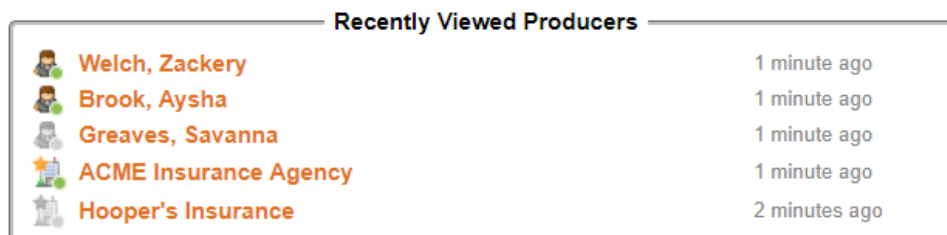


Figure 2. Producer Connection Indicator Icons

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

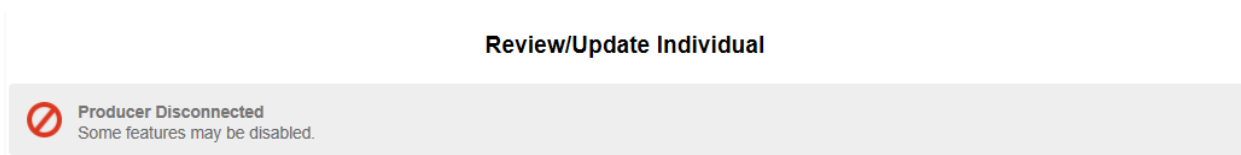


Figure 3. Producer Disconnected Banner

Creating New Producers to Receive Daily PDB Updates

Creating a Single Producer Record

The "Add Producer" workflow is used to create producer records and can be accessed from the Producer Manager home page using the link or selecting "Add Producer" from the Licensing drop-down menu (Figure 4).

To see the links and access "Add Producer" a user must first have the Add Producer permission set on one of their roles in Producer Manager. (See [Configuring Producer Manager to enable Daily PDB Updates](#))

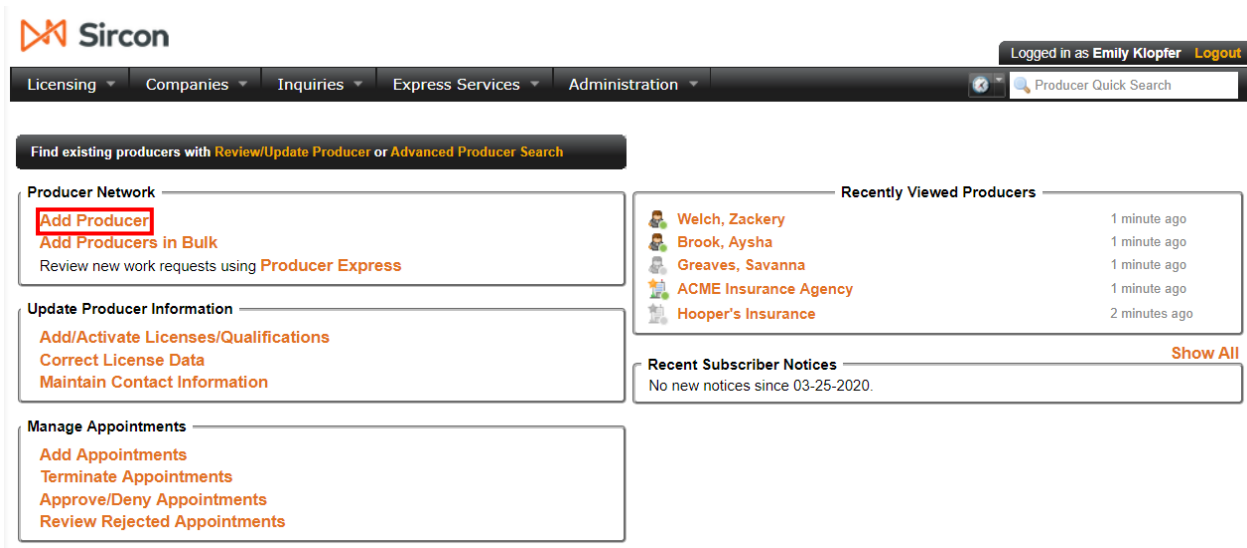


Figure 4a. Add Producer Record link from Producer Manager's main page

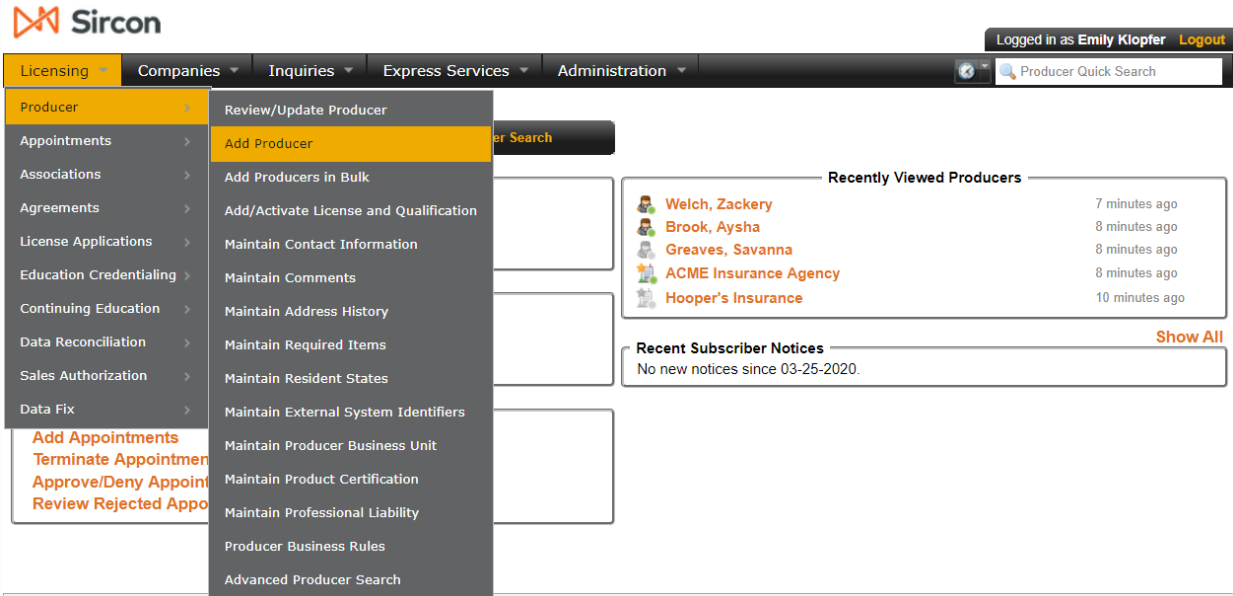


Figure 4b. Add Producer Record link from the Licensing drop-down menu

To create a producer record, first choose the type of record, either individual or firm. Enter the producer's information in the search boxes to check for their existence on the PDB. (Figure 5). For individuals, Producer Manager will use a producer's Last name + SSN and/or NPN to check existence on the PDB. SSN is preferred if both SSN and NPN are provided. For Firms, Producer Manager will use the firm's name and EIN to check existence on the PDB.

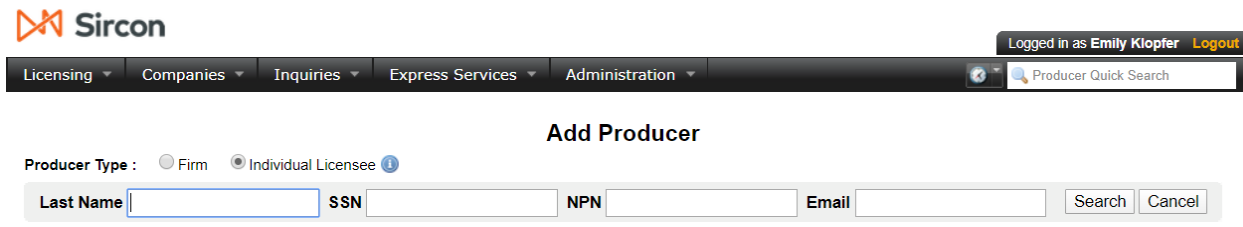


Figure 5a. Add Producer – Individual Licensee

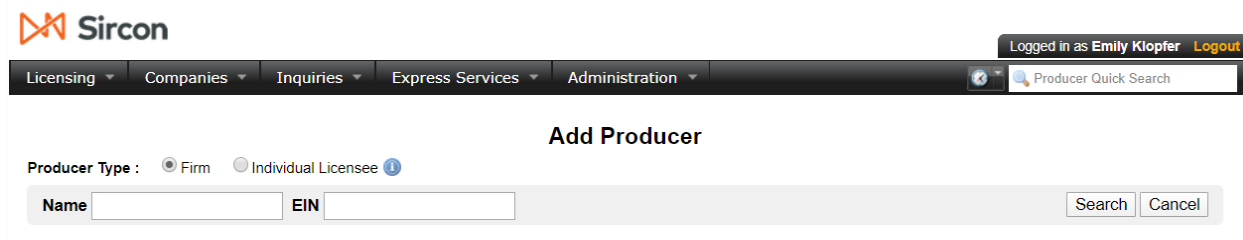


Figure 5b. Add Producer – Firm

If the producer is found on the PDB, their name, birth date, resident state and last updated date will be displayed (Figure 6). Clicking "Connect Producer Record" will create the new record with the information provided in the search and data populated from the PDB. The record will be updated with the PDB information when they receive their first daily update.

Add a Producer

Producer Type : Firm Individual Licensee ?

Last Name SSN NPN Email

1 PDB entry was found:

Name	Birth Date	Resident State	Last Updated
<input checked="" type="radio"/> Welch, Zackery	01/01/1997	Michigan	05-24-2019

Figure 6a. Add Producer – individual producer found on PDB

Add a Producer

Producer Type : Firm Individual Licensee ?

Name EIN

1 PDB entry was found:

Name	Resident State	Last Updated
<input checked="" type="radio"/> ACME Insurance Agency	Pennsylvania	05-24-2019

Figure 6b. Add Producer – firm found on PDB

Clicking the Connect Producer Record button will open a new page indicating that the new producer record has been created. From there the newly created record can be reviewed or a new producer can be created and connected (Figure 7). The newly created producer will begin receiving Daily PDB Updates at this point.

Add Producer

✔ **Zackery Welch** has been connected to Producer Manager.

NEXT [Review this producer](#)

OR [Add another producer](#)

Figure 7. Add Producer Record results

If a producer is not found on the PDB with the provided search criteria, the page grants the ability to create the producer record manually (Figure 8). Data that is provided in the search fields will be pre-populated on the record creation fields.

When creating an individual producer record manually, the following fields are required: First and Last name, SSN, NPN, and (depending on customer configuration) Date of Birth (Figure 8a). For an individual, the SSN and NPN fields will be read-only. To change either of the fields, revise the search criteria to check the PDB with the new values. This is because Producer Manager uses the producer's NPN as the unique identifier to receive Daily Updates. When changing the NPN in the search, Producer Manager will check the PDB again for the new NPN.

For a firm record, the Name and Firm type will be editable while the EIN is read-only (Figure 8b).

Add Producer

Producer Type : Firm Individual Licensee ⓘ

Last Name SSN NPN Email

No PDB entries were found. Revise search criteria, or continue connecting producer manually.

Last Name *

First Name *

SSN

NPN

Email

Birth Date *

Figure 8a. No Producer Found – individual producer

Add Producer

Producer Type : Firm Individual Licensee ⓘ

Name EIN

No PDB entries were found. Revise search criteria, or continue connecting producer manually.

Name *

EIN

Firm Type *

Figure 8b. No Producer Found – firm

If a producer already exists in Producer Manager with the provided search criteria, a message is displayed on “Add Producer” indicating the producer already exists (Figure 9). From here a link to review the producer record is provided or new search criteria can be entered.

Add Producer

Producer Type : Firm Individual Licensee ⓘ

Last Name SSN NPN Email

✘ **Savanna Greaves** exists in Producer Manager.

NEXT [Review this producer](#)

Figure 9. Producer already exists in Producer Manager

If there are multiple producers found on the PDB the page will display a message instructing the user to revise the search criteria (Figure 10). In the case where the NIPR is unavailable a similar message will be displayed.

Add a Producer

Producer Type : Firm Individual Licensee ⓘ

Last Name SSN NPN

Multiple PDB entries were found. Revise search criteria and retry the request. If the problem persists, please contact Vertafore Customer Support for assistance.

Figure 10. Multiple Producers Found

Creating Producer Records in Bulk

The “Add Producers in Bulk” workflow is used to create multiple producer records using a spreadsheet and can be accessed from the Producer Manager home page using the link or selecting “Add Producers in Bulk” from the Licensing drop-down menu (Figure 11).

To see the links and access “Add Producers in Bulk” a user must first have the Add Producer permission set on one of their roles in Producer Manager. (See [Configuring Producer Manager to enable Daily PDB Updates](#)).

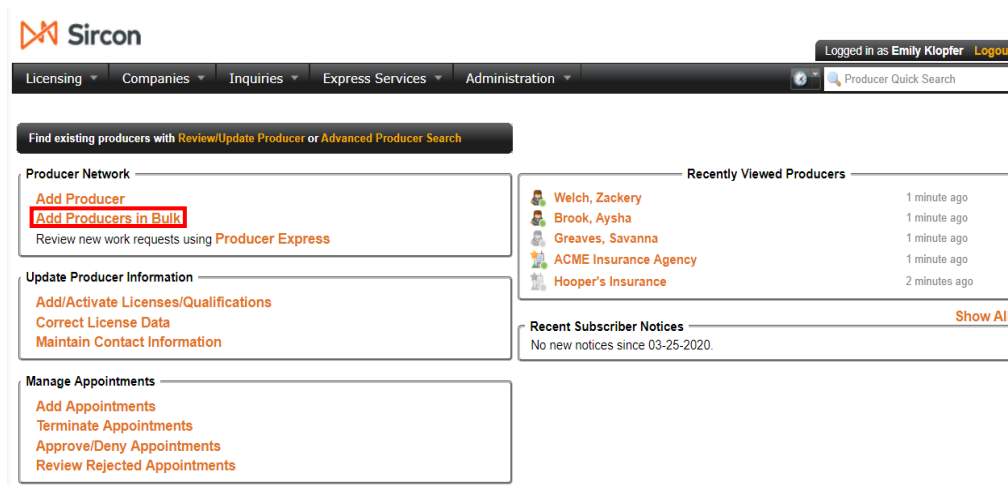


Figure 11a. Add Producers in Bulk link from Producer Manager's main page

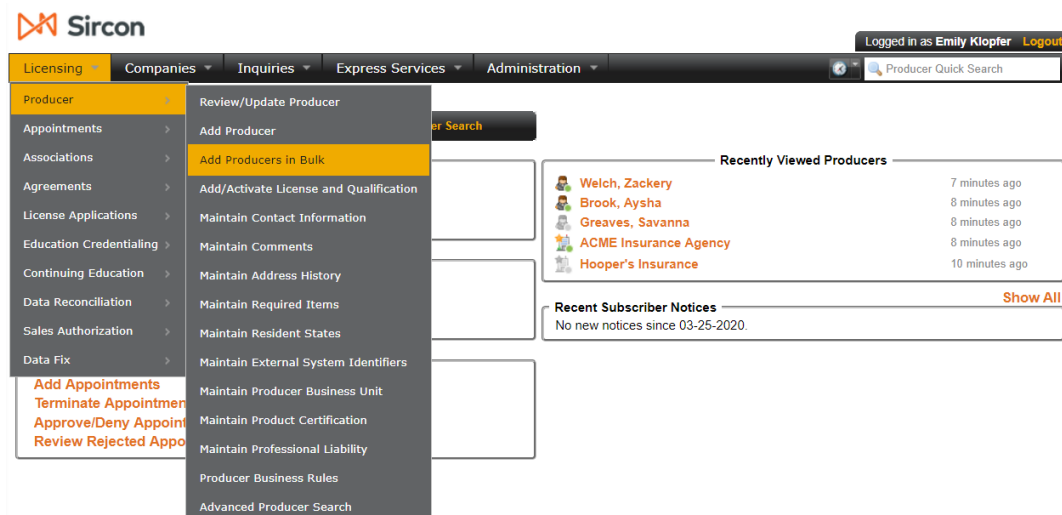


Figure 11b. Add Producers in Bulk link from the Licensing drop-down menu

To create multiple producer records, first create a CSV file listing the producer records to be added which meets the file format requirements (Figure 12b). Required fields are based on the current account configuration. The following values are accepted (in order):

- A. Producer Type (IL, or AGY)
- B. Name (Last Name or Firm Name)
- C. TIN

- D. External System ID Type Code
- E. External System Id
- F. Business Unit Short Name
- G. Cost Center Name
- H. National Producer Id (NPN)

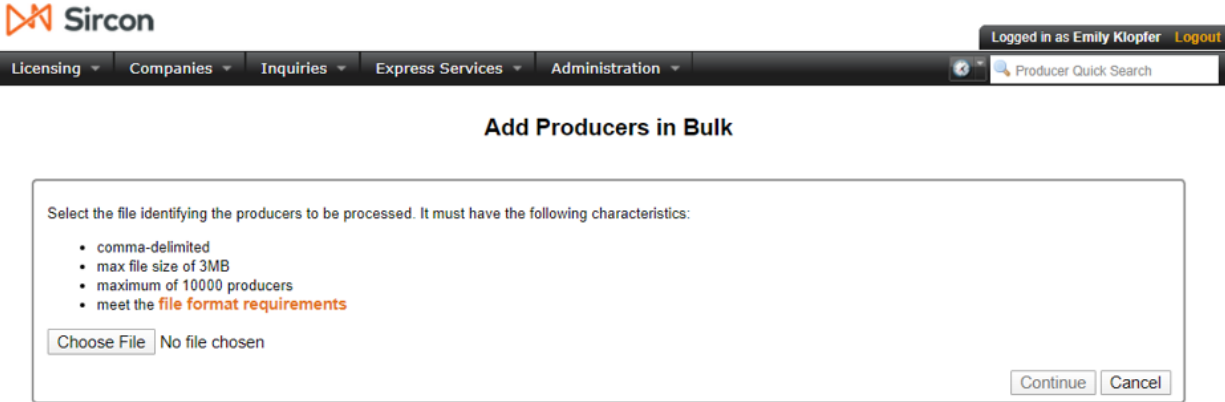


Figure 12a. Add Producers in Bulk

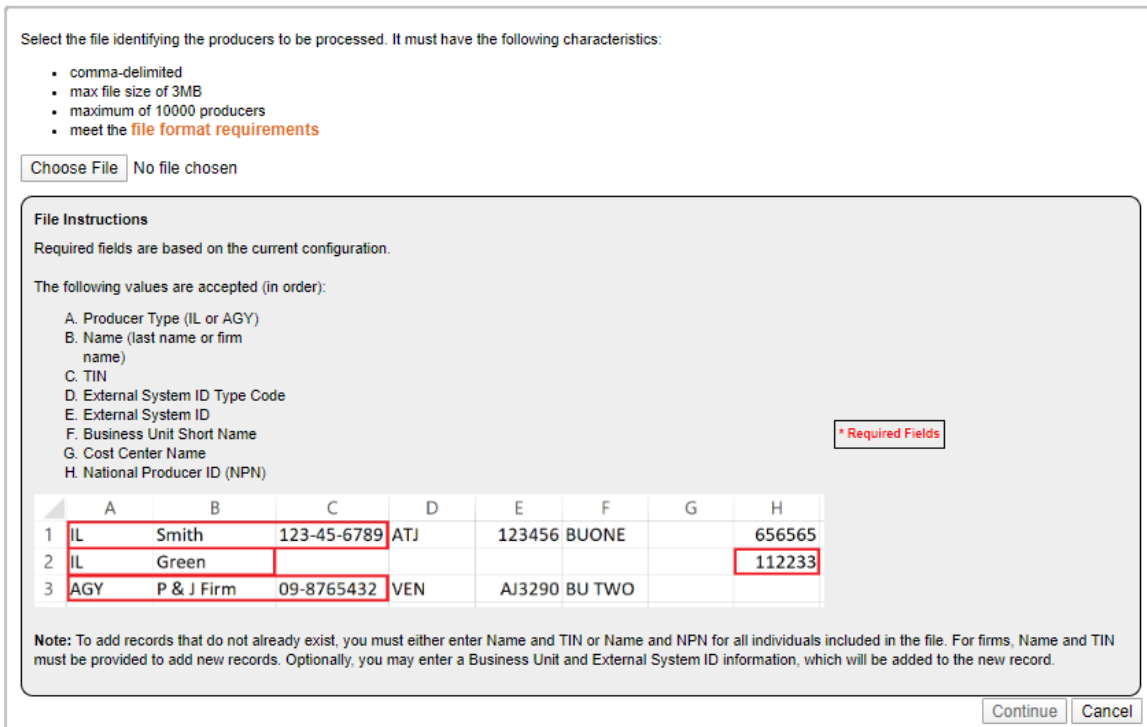


Figure 12b. Add Producers in Bulk file format requirements (required fields will differ based on optional SSN configuration)

Upon uploading the file and clicking continue to move to the next step, the file will be checked for correct file format. If there are issues found in the formatting of the uploaded file, one or more red error messages will be displayed at the top of the page (Figure 13). Correct any errors and re-upload the file.

Add Producers in Bulk

• Invalid SSN "9002024193" line 1: "IL, KARVER, 900-20-24193"

Select the file identifying the producers to be processed. It must have the following characteristics:

- comma-delimited
- max file size of 3MB
- maximum of 10000 producers
- meet the **file format requirements**

Choose File No file chosen

Continue Cancel

Figure 13. Error message displayed after file with validation errors is uploaded.

Once the file passes file validation, the next step is to confirm the file contents. Information on the number of producers contained in the file as well as the name of the uploaded file is displayed at the top of the page. In addition, there are two options provided that are used to dictate if producers in specific scenarios should be created (Figure 14).

When the first option is selected producers in the file who could not be located on the PDB, and thus do not have an NPN, will be created. For individuals, Producer Manager will use a producer's Last name + SSN and/or NPN to check existence on the PDB. SSN is preferred if both SSN and NPN are provided in the file. For Firms, Producer Manager will use the firm's name and EIN to check existence on the PDB. Note that if NPN is configured to be a required field then this option is not available, and producers must always exist on the PDB and have an NPN to be created via bulk upload.

When the second option is selected, if one or more duplicate firm records exist in either the uploaded file or in Producer Manager, the record will be created. If this option is selected, then the result may be multiple firm records with the same EIN/NPN in the system. This is most commonly used when tracking branch office records. (See [Branch Office Syncing with Daily PDB Updates](#) for additional information on tracking branch offices in Sircon)

Add Producers in Bulk

Confirm File Contents

- 1 producer was found in Producer Load.csv.
- Allow producers not on the PDB to be created.
 - Allow duplicate firms to be created.

Go Back Upload Producers Cancel

Figure 14. Confirm File Contents when Adding Producer in Bulk

Clicking the Upload Producers button will open a new page indicating that the file has begun processing and the producer records are being created. From there the processing status of the file can be reviewed or a new file can be uploaded (Figure 15). The newly created producers

will begin receiving Daily PDB Updates at this point.

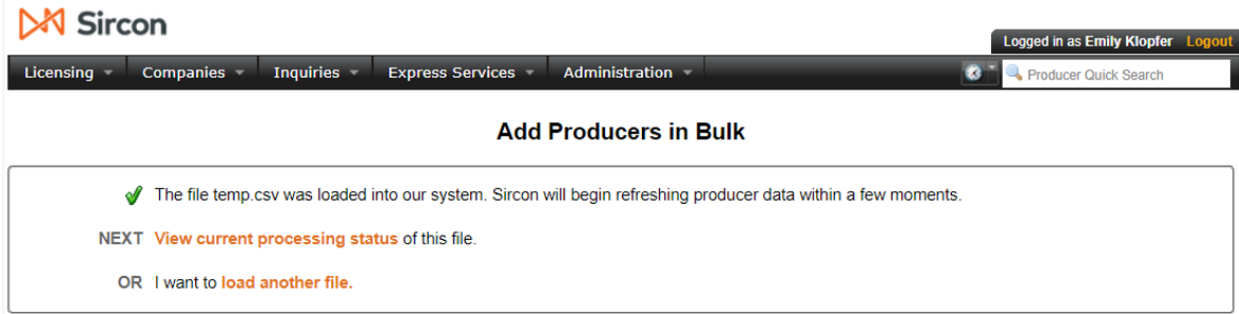


Figure 15. Add Producers in Bulk File Contents Confirmation page

Choosing to view the processing status of the file will open the Processing results Inquiry and go directly to the file that was uploaded. This inquiry can also be accessed by selecting "Producer Data Sources" from the System Information section of the Inquires drop-down menu. After navigating to the inquiry select the file of interest to view the processing results of that upload (Figure 16).

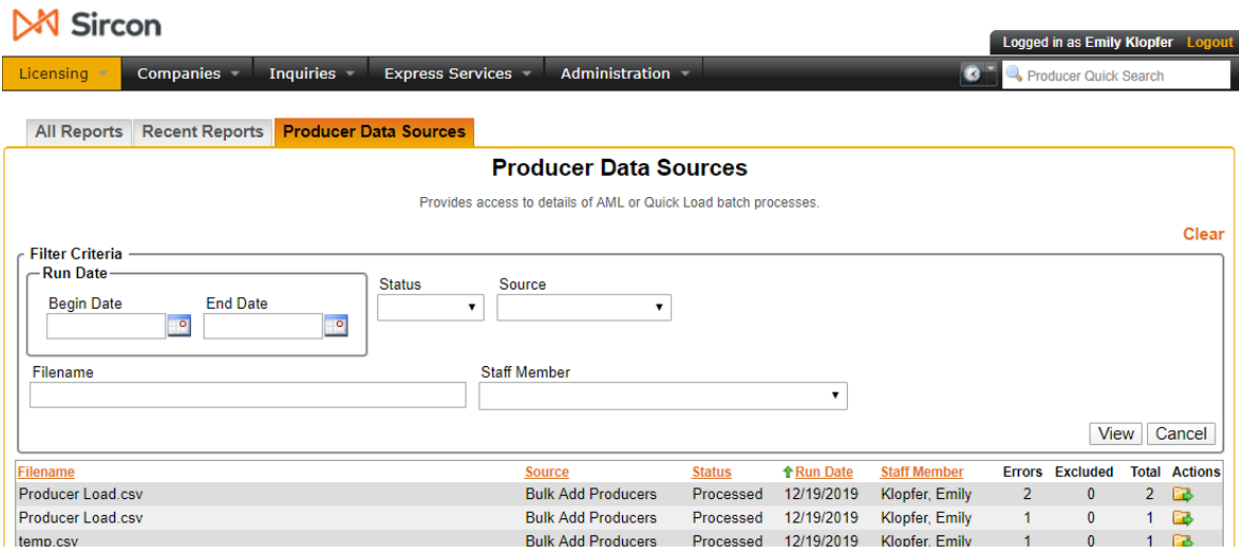


Figure 16a. Producer Data Sources Inquiry – Used to select a file and view the processing results after adding producers via a bulk upload

Processing Results

Processing results for the selected producer data source:

Filename	Source	Status	Run Date	Staff Member
Producer Load.csv	Bulk Add Producers	Processed	12-19-2019	Emily Klopfer

Filter Criteria Clear

Producer Type: Last Name/Firm Name: Status:
View Return

Name	Producer Type	Status	Processing Messages	Actions
BRANCH	Firm	Error	More than one firm was found in the application with the TIN: 181841100	
KARVER	Individual	Error	A producer already exists in the application with the TIN *****2419 (Producer Manager ID: 238943)	

Key: Show/Hide Processing Messages

2 results found, displaying all results.

Figure 16b. View file processing results after uploading a file to add producers

The Processing results page will show any errors that occurred due to a PDB or Producer Manager existence check. Daily Updates occur asynchronously to the processing of the bulk upload file, so no errors are displayed on this page.

Connecting and Disconnecting Existing Records to Enable and Disable Daily PDB Updates

Changing the Connection Status of a Producer Record

You can connect and disconnect an existing producer on the Review Sircon Subscription page by clicking the “Review Sircon Subscription” button on the Review/Update Producer Page (Figure 17).

Review/Update Individual

Search Producer

Dolohov, June Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
20449156		99988627	MI / KP999993MI	AL / K999998AL

Expand All


<ul style="list-style-type: none"> Individual Details Producer Business Rules Resident States External Sys IDs Contact Information Address History Email Messages Licenses/Qualifications Appointments 	<ul style="list-style-type: none"> Agreements Firm Associations Employment History Aliases Data Reconciliation State Producer Numbers Education/Prof. Design. FINRA Information Required Items 	<ul style="list-style-type: none"> Background Investigations Business Units Locations and Departments Costs Education Credentials Course Completions CE Requirements CE Courses Third Party Certifications 	<ul style="list-style-type: none"> License Applications Comments Product Certifications Transaction History Professional Liability Securities Information
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New PX Request
Verify Sales Authorization
Review Sircon Subscription


Figure 17a. Review Sircon Subscription button on Review/Update Producer for a connected

producer

Review/Update Individual

 **Producer Disconnected**
Some features may be disabled.

 **Dolohov, June** Unrated [Search Producer](#)

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
20449156		999888627	MI / KP99993MI	 AL / K999998AL

Expand All


Individual Details Producer Business Rules Resident States External Sys IDs Contact Information Address History Email Messages Licenses/Qualifications Appointments	Agreements Firm Associations Employment History Aliases Data Reconciliation State Producer Numbers Education/Prof. Design. FINRA Information Required Items	Background Investigations Business Units Locations and Departments Costs Education Credentials Course Completions CE Requirements CE Courses Third Party Certifications	License Applications Comments Product Certifications Transaction History Professional Liability Securities Information
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New PX Request Review Sircon Subscription


Figure 17b. Review Sircon Subscription button on Review/Update Producer for a disconnected producer

Clicking on the Review Sircon Subscription button will bring you to the Review Sircon Subscription page which displays elements relevant to a producer's subscription status (Figure 18). The producer's subscription status is displayed under the producer header including the last date they were connected/disconnected (1). Under the producer's subscription status is the button to connect/disconnect the producer depending on their current connection status (2). In the Sircon Services Summary section there is information about whether the producer is receiving Daily PDB Updates including a PDB lookup for producers who are not receiving Daily Updates (3). For producers receiving Daily Updates a button is available for you to force refresh the producer data. (See [Force Refreshing a Producer Record](#))

Review Sircon Subscription

 **Welch, Zackery** Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		999888591	FL / KP99922212FL	

 This producer has invalid information or is missing required information.

Sircon Subscription Status: Connected 1.

Producer has been connected since May 8, 2019

Disconnect Return 2.

Disconnecting the Sircon subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates 3.
Receiving Daily PDB Updates: Yes

Force Refresh Data *No charges will be incurred for refreshing data.*

Figure 18a. Review Sircon Subscription page for a Connected user

Review Sircon Subscription

❌ **Producer Disconnected**
 Some features may be disabled.

👤 **Dolohov, June** Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		999888591	FL / KP99922212FL	

⚠️ This producer has invalid information or is missing required information.

Sircon Subscription Status: Disconnected 1

Producer has been disconnected since May 24, 2019

Connect
Return
2.

Connecting to Sircon will enable core functionality.

Sircon Services Summary

Daily PDB Updates 3.

Receiving Daily PDB Updates: No

1 PDB entry was found:

Name	Birth Date	Resident State
Brook, Aysha	September 18, 1959	Florida

Figure 18b. Review Sircon Subscription page for a Disconnected user

Scenarios Relating Subscription Status to Receiving Daily PDB Updates

A complete list of the various states of the Review Sircon Subscription page that a producer can be in with their respective screenshot can be seen in Table 1.

Subscription Status	Receiving Daily PDB Updates	Exists on the PDB	Correlating Figure
Disconnected	No	Not found	Figure 19a
Disconnected	No	Single NPN Found	Figure 18b
Disconnected	No	Multiple NPN Found	Figure 20
Connected	No	Not found	Figure 19b
Connected	No	Single NPN Found	Figure 21
Connected	No	Multiple NPN Found	Figure 20
Connected	Yes	Single NPN Found	Figure 18a

Table 1. Different producer states on Sircon Connection Details

In what situations will a connected producer not receive Daily PDB Updates?

If a producer is not found on the PDB, a "Producer Not Found" message is displayed in the Sircon Services Summary (Figure 19). The producer can still be connected, although it is important to note that they will not receive Daily PDB Updates until they appear on the PDB.

Review Sircon Subscription



Producer Disconnected

Some features may be disabled.

Smith, Grant Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		3556995658		

This producer has invalid information or is missing required information.

Sircon Subscription Status: Disconnected

Producer has been disconnected since May 24, 2019

Connecting to Sircon will enable core functionality.

Sircon Services Summary

Daily PDB Updates

Receiving Daily PDB Updates: No



Producer Not Found

The producer was not found on the PDB. If the producer is newly licensed, it may be necessary to wait several days for the PDB to be updated.

Figure 19a. Producer Not Found message for a Disconnected producer

Review Sircon Subscription

Smith, Grant Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		3556995658		

This producer has invalid information or is missing required information.

Sircon Subscription Status: Connected

Producer has been connected since May 24, 2019

Disconnecting the Sircon subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates

Receiving Daily PDB Updates: No




Producer Not Found


The producer was not found on the PDB. If the producer is newly licensed, it may be necessary to wait several days for the PDB to be updated.

Figure 19b. Producer Not Found message for a Connected producer.


There may be cases where multiple producers are found on the PDB with the provided search criteria. When this happens the Review Sircon Subscription page will display a "Multiple PDB Results Found" message (Figure 20). You will still be able to connect the producer to Sircon although the producer's record will not be able to receive Daily PDB Updates. In the case of the NIPR not being available an error message will display for producers who are not receiving Daily Updates.

Review Sircon Subscription

 **Producer Disconnected**
Some features may be disabled.

 **Potter, Algie** Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		999888571	FL	

 This producer has invalid information or is missing required information.

Sircon Subscription Status: Disconnected

Producer has been disconnected since May 15, 2019

Connecting to Sircon will enable core functionality.

Sircon Services Summary

Daily PDB Updates
Receiving Daily PDB Updates: No

 **Multiple PDB Results Found**
Please confirm Producer Information is correct and retry the request, or contact Vertafore Customer Support for assistance.

Figure 20. Multiple PDB Results Found message on Review Sircon Subscription page

What happens if a Producer Does Not Exist on the PDB?

A Producer record can be Connected but not receiving Daily PDB Updates if the producer does not exist on the PDB.

Upon the action of connecting the record an existence check is done against the PDB. If the producer does not exist, then the record is put on a separate queue to be retried again in the future. This retry is done once daily up to the configurable max number of retries (default is 28).

How can a producer be connected, found on the PDB, but not receive Daily PDB Updates?

This can occur when a producer is created in Producer Manager before they existed on the PDB, and then are later found on the PDB (Figure 21). A producer record will remain in this state until a daily job identifies that they have a valid NPN, are in a connected status, and have not yet begun receiving daily updates. Once the producer record is found and updated by the job it will begin receiving daily updates. Alternatively, a user can click on the Receive Daily PDB Updates button before the job runs to have the producer begin receiving daily updates.

Review Sircon Subscription

Welch, Zackery Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		176080		MI / 17608026

This producer has invalid information or is missing required information.

Sircon Subscription Status: Connected

Producer has been connected since May 28, 2019

Disconnecting the Sircon Subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates
Receiving Daily PDB Updates: No

1 PDB entry was found:

Name	Birth Date	Resident State
Welch, Zackery	May 25, 1996	MI

Figure 21. Review Sircon Subscriptions page for connected producer not receiving Daily PDB Updates

Keeping a record up to date with Daily PDB Updates

When do connected records begin getting Daily PDB Updates?

Producers who are found on the PDB will automatically begin receiving Daily PDB Updates when they are Connected. Producers are connected upon creation, can be connected later using the "Review Sircon Subscription" page or Producer Express automation. The Data Reconciliation section on Review/Update Producer will display the initial PDB Data with a Reconciliation Action of Daily Update.

In what situations will a connected producer not receive Daily PDB Updates?

If a producer is not found on the PDB, a "Producer Not Found" message is displayed on the "Review Sircon Subscription" page (Figure 19). You will still be able to connect the producer, although it is important to note that the record will not receive Daily PDB Updates until they appear on the PDB.

What happens when a producer begins receiving Daily PDB Updates?

Once a newly created producer begins to receive Daily PDB Updates, the Data Reconciliation section on Review/Update Producer will display the initial PDB Data retrieved from the NIPR (Figure 22). Each time a producer record receives an update from the NIPR, the Data Reconciliation section will have a new row with a reconciliation action type of "PDB Update."

It's also important to note that if education updates are configured as part of the default sync profile, an education update will still occur when a daily update occurs.

Data Reconciliation Top

Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
PDB Update	Processed	05-09-2019	View Updates	PDB Data Education Report Retrieved 05-09-2019		

Key: [View Updates](#) [View PDB Data](#) [View Education Report](#) [View Reconciliation Details](#)

One data reconciliation found.

Figure 22. Data Reconciliation Section on Review/Update Producer for a producer recently receiving Daily PDB Updates

An example timeline of a producer receiving Daily PDB Updates can be seen in Figure 23:

- Producer was added via Quick Add to Producer Manager prior to implementing Daily PDB Updates (7-20-2017). The Data Reconciliation row has a historical PDB Report attached as indicated on the Reports column. The row also has the View Updates link that shows changes made to the producer record.
- Producer Express Sync occurred prior to Daily PDB Updates (05-01-2018)
- Quick Sync occurred prior to Daily PDB Updates (11-30-2018)
- Producer received initial Daily Update (05-13-2019)
- Producer received a Daily Update updating their record (05-15-2019). This can be seen by the data reconciliation row having the View Updates link under the Record Updates column.

Data Reconciliation Top

Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
Daily Update	Processed	05-15-2019	View Updates	PDB Data		
Daily Update	Processed	05-13-2019	No Updates	PDB Data		
Quick Sync	Processed	11-30-2018	No Updates	PDB Report Retrieved 11-30-2018		
Producer Express Sync	Processed	05-01-2018	No Updates	PDB Report Retrieved 05-01-2018		
Quick Add	Processed	07-20-2017	View Updates	PDB Report Retrieved 07-20-2017		

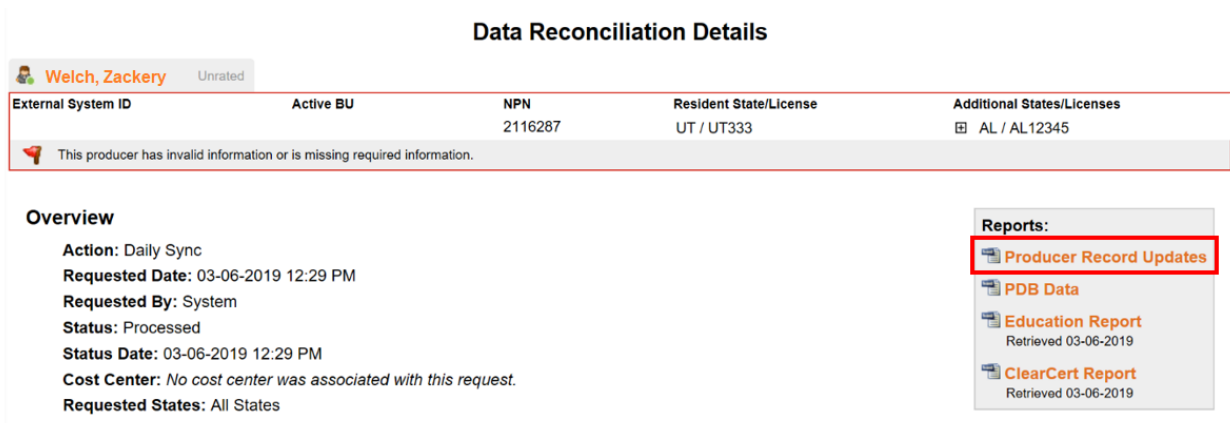
Key: [View Reconciliation Details](#) [View Updates](#) [View PDB Data](#) [View PDB Report](#)

5 data reconciliations found

Figure 23. Data Reconciliation Section for a producer who was added prior to Daily PDB Updates implementation and has received several PDB Updates

To view information about the Daily PDB Update go to the Data Reconciliation Details page (Figure 24a) accessed from the magnifying glass action icon. Existing functionality on the Data Reconciliation Details page has a view of the most recent update and what was changed. This

includes the ability for you to view the Producer Record Updates report by clicking the link under the reports section of Data Reconciliation Details (Figure 24b).



Data Reconciliation Details

Welch, Zackery Unrated

External System ID	Active BU	NPN 2116287	Resident State/License UT / UT333	Additional States/Licenses AL / AL12345
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This producer has invalid information or is missing required information.

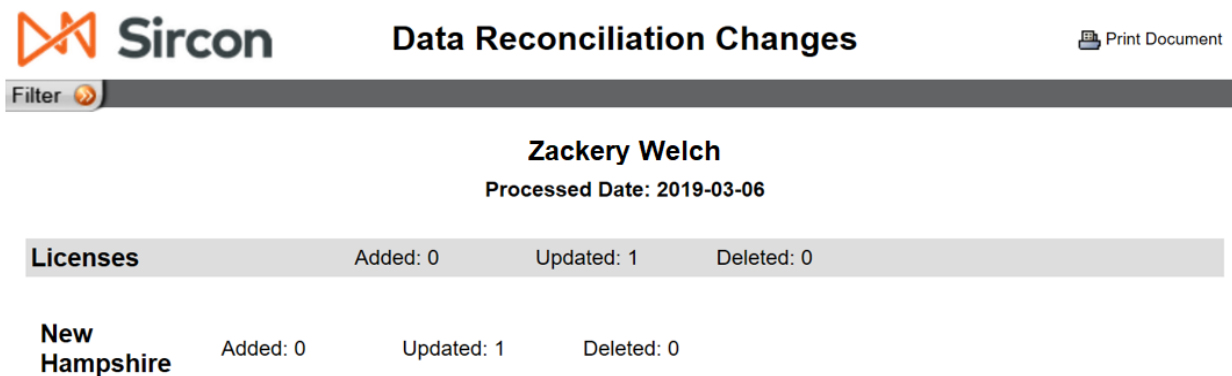
Overview

Action: Daily Sync
Requested Date: 03-06-2019 12:29 PM
Requested By: System
Status: Processed
Status Date: 03-06-2019 12:29 PM
Cost Center: No cost center was associated with this request.
Requested States: All States

Reports:

- Producer Record Updates**
- PDB Data
- Education Report
Retrieved 03-06-2019
- ClearCert Report
Retrieved 03-06-2019

Figure 24a. Data Reconciliation Details page



Sircon **Data Reconciliation Changes** Print Document

Filter

Zackery Welch
Processed Date: 2019-03-06

Licenses	Added: 0	Updated: 1	Deleted: 0
New Hampshire	Added: 0	Updated: 1	Deleted: 0

Figure 24b. Data Reconciliation Changes – accessed from Producer Record Updates Report link

Force Refreshing a Producer Record

Force refresh manually kicks off an update for the record using the most recent stored PDB report. Force refresh will not pull a new PDB Report nor count towards the bulk sync limit.

The purpose of a force refresh is to manually update a producer record with PDB data without needing to wait for an automated sync. This is most commonly useful when a user has manually changed data or when testing. (Figure 25)

Review Sircon Subscription

Welch, Zackery Unrated

External System ID	Active BU	NPN	Resident State/License	Additional States/Licenses
		999888591	FL / KP99922212FL	

This producer has invalid information or is missing required information.

Sircon Subscription Status: Connected

Producer has been connected since May 8, 2019

[Disconnect](#) [Return](#)

Disconnecting the Sircon subscription will disable core functionality.

Sircon Services Summary

Daily PDB Updates
Receiving Daily PDB Updates: Yes

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

Figure 25a. Force Refresh Data in Sircon Services Summary on Review Sircon Subscription page

Data Reconciliation Top

Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
Force Refresh Data	Processed	04-10-2019	No Updates	PDB Data		View
Daily Sync	Processed	03-05-2019	View Updates	PDB Data		View
Daily Sync	Processed	03-01-2019	No Updates	PDB Data		View

Key: [View Reconciliation Details](#) [View Updates](#) [View PDB Data](#)

3 data reconciliations found, displaying all data reconciliations.

Figure 25b. Force Refresh Producer results

Sircon Logged in as Lucy Licensing [Logout](#)

[Licensing](#) [Companies](#) [Inquiries](#) [Express Services](#) [Administration](#) Producer Quick Search

Force Refresh Producer

A data reconciliation for **Zackery Welch** was successfully submitted.

NEXT I want to view:

- the **producer record**
- the **data reconciliation record** for this reconciliation request

Figure 25c. Force Refresh Data on Data Reconciliation section

Keeping Expiration Dates of Perpetual Licenses Up to Date

License expiration date (also known as “renewal date”) is not always provided on the PDB. This can be due to the license being perpetual or because the license’s state does not report these dates to the PDB.

In the case that the PDB does not provide the license expiration date, Sircon has configurable, programmatic data normalizers which calculate these dates. Because the expiration dates are not provided on the PDB, there will not be an alert to trigger a Daily Sync. Instead there is a daily job which will identify producers who have a license that will expire in the next five days in states that do not calculate license expiration and will queue a Recalculation Update for the producer. (Figure 26)

Data Reconciliation Top

Only show data reconciliation rows that modified producer's record

Reconciliation Action	Status	Status Date	Record Updates	Reports	Processing Messages	Action
Recalculation Update	Processed	01-27-2020	View Updates	PDB Data Education Report Retrieved 01-27-2020		🔍
Producer Express Sync	Processed	01-21-2020	View Updates	PDB Data Education Report Retrieved 01-21-2020		🔍
PDB Update	Processed	01-16-2020	View Updates	PDB Data Education Report Retrieved 01-16-2020	⚠️ 2 Unreviewed	🔍
PDB Update	Processed	01-16-2020	View Updates	PDB Data Education Report Retrieved 01-16-2020	⚠️ 3 Unreviewed	🔍

Key: [View Updates](#) [View PDB Data](#) [View Education Report](#) [View Reconciliation Details](#)

4 data reconciliations found, displaying all data reconciliations.

Figure 26. Recalculation Update in Data Reconciliation section of Review Update

Producer Express Bulks with Daily PDB Updates

With Sircon Producer Express Bulk Processing, you can submit batches of appointment and appointment termination transactions to the states or background investigation requests to your company's chosen background check vendor.

In addition, bulks allow for the mass update producer records with updated information of many different types, such as business units, external system identifiers, contact information, and more.

The following changes were made to bulk actions as a part of Daily PDB Updates and Subscription Management:

- Created a Bulk Add packet
- Created a Bulk Connect/Disconnect packet
- Updated the Bulk Termination packet to disconnect the producer after terminating

Disabling Updates to Producer Records

State/NIPR Downtime

In order to prevent bad data from impacting producer records when states are completing conversions or there are licensing type changes, Sircon automatically excludes the state from receiving updates.

When an update occurs, which includes an excluded state, the state is removed from the current update and then a new Excluded States Update is put on the queue for each excluded state. Each excluded state is queued separately, so there are no dependencies. For example, if there is an update with 4 states FL, MI, RI, and WY, and FL and WY are excluded states, then there will be two additional syncs queued. The original sync will continue to process for MI and RI. Two new excluded state syncs will be queued, one for FL and one for WY with an on-hold status. The excluded states syncs will remain on hold until the state for the sync is no longer excluded. (Figure 27)



Figure 27. Excluded States Updates in the Queued Requests Section of the Data Reconciliation Requests Page

Disabling Syncing for a Specific Producer Record

Disabling a producer record from syncing temporarily prevents updated PDB data from reaching other carrier systems. A producer that is disabled from allowing Producer Central to Sync the producer will not be updated when the system detects changes at the PDB source data and users will not be able to force an update. Producer Express workflows may still request syncs for any reason, which may result in updating the record.

Disabling syncing for a specific producer record should only be utilized in limited business scenarios. Please reach out to your Siron Customer team representative before disabling specific records from syncing to understand the potential impact.

To disable a producer record from syncing, navigate to the "Producer Business Rules" section of Review/Update and select "Update Producer Business Rules". "View All the Rules" and then change the value of "Allow Producer Central to Sync this Producer" to "No".

Disabling Syncing for a State

Maintain Disabled States is a state and entity type specific, customer configurable global rule to disable PDB updates. States selected to be disabled will be excluded from all PDB updates with the exception of Force Refresh updates. Disabling syncing for an entire state is to temporarily prevent updated PDB data from reaching other carrier systems and to enable customer testing after state changes.

Please reach out to your Sircon Customer team representative before disabling syncing for a state to understand the potential impact.

To configure this new global update rule use the "Maintain Disabled States" page by navigating from the top menu to Administration, then to "Data Reconciliation" to select "Maintain Disabled States". (Figure 28)

Maintain Disabled States

⚠ Disabling States should be done with caution

- States selected to be disabled will be excluded from all PDB updates with the exception of Force Refresh updates
- Information may become out of date while a state is disabled
- Changes on this page will not take effect until the following day

Individual States

Select States to exclude from Syncing

All None

<input checked="" type="checkbox"/> Alabama	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Ohio
<input type="checkbox"/> Alaska	<input type="checkbox"/> Louisiana	<input type="checkbox"/> Oklahoma
<input type="checkbox"/> Arizona	<input type="checkbox"/> Maine	<input type="checkbox"/> Oregon
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Maryland	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> California	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Colorado	<input type="checkbox"/> Michigan	<input type="checkbox"/> Rhode Island
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Minnesota	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Delaware	<input type="checkbox"/> Mississippi	<input type="checkbox"/> South Dakota
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Missouri	<input type="checkbox"/> Tennessee
<input type="checkbox"/> Florida	<input type="checkbox"/> Montana	<input type="checkbox"/> Texas
<input type="checkbox"/> Georgia	<input type="checkbox"/> Nebraska	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Guam	<input type="checkbox"/> Nevada	<input type="checkbox"/> Utah
<input type="checkbox"/> Hawaii	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Vermont
<input type="checkbox"/> Idaho	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> Illinois	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington
<input type="checkbox"/> Indiana	<input type="checkbox"/> New York	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Iowa	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Kansas	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Wyoming

Firm States

Select States to exclude from Syncing

All None

<input type="checkbox"/> Alabama	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Ohio
<input type="checkbox"/> Alaska	<input type="checkbox"/> Louisiana	<input type="checkbox"/> Oklahoma
<input type="checkbox"/> Arizona	<input type="checkbox"/> Maine	<input type="checkbox"/> Oregon
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Maryland	<input type="checkbox"/> Pennsylvania
<input type="checkbox"/> California	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Colorado	<input type="checkbox"/> Michigan	<input type="checkbox"/> Rhode Island
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Minnesota	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Delaware	<input type="checkbox"/> Mississippi	<input type="checkbox"/> South Dakota
<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Missouri	<input type="checkbox"/> Tennessee
<input type="checkbox"/> Florida	<input type="checkbox"/> Montana	<input type="checkbox"/> Texas
<input type="checkbox"/> Georgia	<input type="checkbox"/> Nebraska	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Guam	<input checked="" type="checkbox"/> Nevada	<input type="checkbox"/> Utah
<input type="checkbox"/> Hawaii	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Vermont
<input type="checkbox"/> Idaho	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Virginia
<input type="checkbox"/> Illinois	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Washington
<input type="checkbox"/> Indiana	<input type="checkbox"/> New York	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Iowa	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Kansas	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Wyoming

Figure 28. Maintain Disabled States configuration

Education Updates with Daily PDB Updates

Customers with Education turned on for their default individual merge profile have producer's education updated whenever a PDB update occurs. Because Daily Updates come in on an irregular basis, producer records can go a long period of time between Daily Updates. To ensure that education is kept up to date there is a job which regularly queues an "Education

Update". Individual, connected, eligible producers will have education updated in all states in an "Education Update". The Education Update will have two set cadences for when they will occur:

- 5 days before a license expires
- 14 days since the last education update

Education Syncing must be enabled for education to be updated as part of a PDB update or an Education Update.

Protecting Appointment Information

Licensing information is protected when there is a license or appointment request which is either being processed or has been approved by the state but has not yet been updated on the PDB. In these cases, Sircon has more up to date information than the PDB so we use Sircon, instead of the PDB, as the source of truth.

The following are scenarios where we will protect appointment information:

- The carrier adds an appointment, through the PM interface, and is waiting for a response from the state.
- An appointment, requested through the PM interface, has been approved by the state but is not yet updated on the PDB.
- The carrier terminates an appointment, through the PM interface, and is waiting for a response from the state.
- A termination, requested through the PM interface, has been approved by the state but is not yet updated on the PDB.

License Protection Rules:

- Always merge changes from PDB Licenses when updating the record with PDB information.
- License records will no longer be created automatically when an appointment request is submitted through the PM interface. They instead will be added at the time of the sync
- The response for a license application request will only update the license application section of the producer record.

Appointment Protection Rules:

Electronic Appointments and Terminations:

Electronic appointment and termination requests are protected while they are pending a transaction response. Once a transaction response is received and we have confirmed that the data has been updated on the PDB, appointment data will be updated by a sync.

Record Only Appointments:

A record only appointment is an appointment which is manually entered by a customer and is not mapped to a NIPR code. In other words, this is an appointment which is not electronically submitted to the state.

Record only appointments will always be protected during a sync and will never be updated during a sync so long as they have the corresponding active supporting licenses and qualifications. This is because record only appointments will never be on the PDB, and thus would always come down during a sync if not protected.

Is Protecting Appointments Configurable?

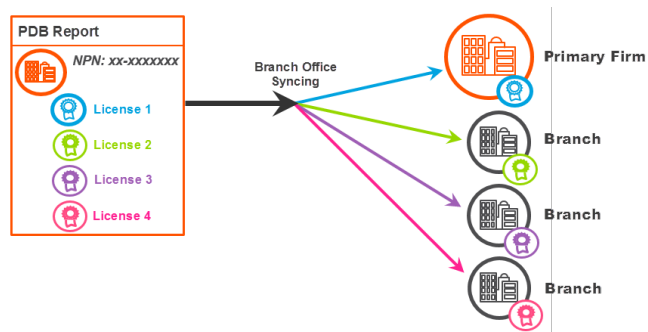
No, all customers who are using Daily PDB Updates will have the 30-day Rule disabled and will have appointment information protected using the new functionality.

For more information on calculating License Status Dates see the *Daily PDB Updates: Protecting Appointment Information FAQ*.

Branch Office Syncing

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

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



When the main agency and its branch location share a Federal Employer Identification Numbers (EIN) Branch Office Syncing functionality should be used to keep these branch records up to date. The license, qualification, and appointment data for the main agency and all its branches is combined by state in a single report on the national PDB, with little indication of which credentials are held by

which location. Branch Office Syncing allows this mix of licensing information to be separated and associated with specific producer records. This prevents Data Reconciliation errors due to multiple licenses of the same type in the same state, a result of the combined PDB Report.

For information on Branch Office Syncing with Daily PDB Updates see the *Daily PDB Updates: Branch Office Syncing Quick Guide*.