

Sircon Producer Manager User Guide



A Guide to Using
Quick Load Producers in
Sircon Producer
Manager

September 2016 | Version 7.7

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Introduction

At times, you may need to add a batch of producer records to Sircon Producer Manager, such as when you are setting up Producer Manager for first use or when your organization has taken part in a merger or acquisition. On these occasions, you can upload a file to Producer Manager containing basic information about the producers you want to add. Producer Manager then will check the national Producer Database (PDB) for data on the producers listed in the file, retrieve the data, and automatically create producer records in Producer Manager based on the retrieved information.

This guide walks you through the procedures and outcome of the Quick Load Producers operation.

Adding a Batch of Producer Records

To add a batch of producer records to Producer Manager, you must create a properly formatted data file and then upload the file to Producer Manager. This section guides you through these procedures.

The process begins with the creation and proper formatting of a data file containing basic producer information.

To format the data file, you may use a spreadsheet application, such as Microsoft® Excel®, or a text editor that allows you to save the file in a comma-separated value (*.csv) format.

File Layout Requirements

The first three data elements are required in every Quick Load file. Other data elements are optional and may be included in a Quick Load file under certain circumstances. For example, to save follow-up data entry, you can assign a writing number to a producer or associate the producer with a particular business unit.

Use the information in the table below as quick reference for the layout requirements of a Quick Load data file:

Spreadsheet Column Reference (Field Position)	Data Field	Required?	Notes
A (First)	Entity Type: <ul style="list-style-type: none"> • IL (for an individual producer) • AGY (for a firm or corporate producer) 	Yes	
B (Second)	Name: <ul style="list-style-type: none"> • Last Name (for an individual producer) • Firm Name (for a firm or corporate producer) 	Yes	You may include any special character in a firm name, except for <, >, or double-quotes (“”). Name data for firms or individuals is a minimum of two (2) characters and a maximum of 155 characters.
C (Third)	Taxpayer Identification Number: <ul style="list-style-type: none"> • Social Security Number (for an individual producer) • Federal Employer Identification Number (for a firm or corporate producer) 	Yes	

Spreadsheet Column Reference (Field Position)	Data Field	Required?	Notes
D (Fourth)	External system type code	No*	<p>Use this field along with External System ID to assign a writing number, producer code, or any other identifier of the producer in another of your company's internal systems.</p> <p>Case sensitive.</p> <p>Must exactly match an external system type code value that is already configured in Producer Manager in the INTRFC_TYPE_CD code domain on the Maintain Codes page (Administration>Configure System>Maintain Codes).</p> <p>* Required only if you are assigning an external system ID to a producer as a part of the Quick Load Producers operation. (See following row.)</p>
E (Fifth)	External system ID	No*	<p>Use this field along with External system type code to assign a writing number, producer code, or any other identifier of the producer in another of your company's internal systems.</p> <p>10 character maximum.</p> <p>* Required only if you are assigning an external system type code to a producer as a part of the Quick Load Producers operation. (See preceding row.)</p>
F (Sixth)	Business Unit (short name)	No	<p>Use this field to associate the producer with a particular business unit or other business, product, or distribution segment.</p> <p>Case sensitive.</p> <p>Must exactly match the short name of a business unit that is already configured in Producer Manager in the Current Business Units section of the Maintain Business Unit page (Administration>Configure System>Maintain Business Unit).</p>

Spreadsheet Column Reference (Field Position)	Data Field	Required?	Notes
G (Seventh)	Cost Center	No	<p>Ordinarily, each producer record added to Producer Manager using Quick Load Producers incurs a transaction fee. Use this field to assign the fee to a cost center. Case sensitive.</p> <p>Must exactly match the name of a cost center that is already configured in Producer Manager in the Current Business Units and Cost Centers section of the Maintain Business Unit Cost Center page (Administration>Configure System>Maintain Business Unit Cost Center).</p> <p>Must also be associated with the business unit represented in the Business unit (short name) field of the Quick Load data file. (See preceding row.)</p>
H (Eighth)	National Producer Number (NPN)	No	<p>Not typically used for the batch addition of new producer records into Producer Manager. Instead, used when batch updating existing producer records using Quick Load Producers.</p> <p>May be used as the sole identifier for each producer in a batch whose records you want to synchronize with state data obtained from the national PDB.</p> <p>Before uploading the file, click the Add and Sync radio button on the Quick Load Producers page. When the operation is complete, existing records containing the NPN will be updated; requests for records that do not contain the NPN will error out.</p>

Step-by-Step Instructions

Preparing the File

A Quick Load data file must be in a comma-separated value (*.csv) file format. To create the data file and save it in the CSV file format, we recommend the use of a spreadsheet application, such as Microsoft® Excel®. However, if you are exporting data from another system as the basis for your Quick Load file, you may bypass the spreadsheet application and export the data directly in the CSV file format, making sure to delineate each field in the CSV file with commas.

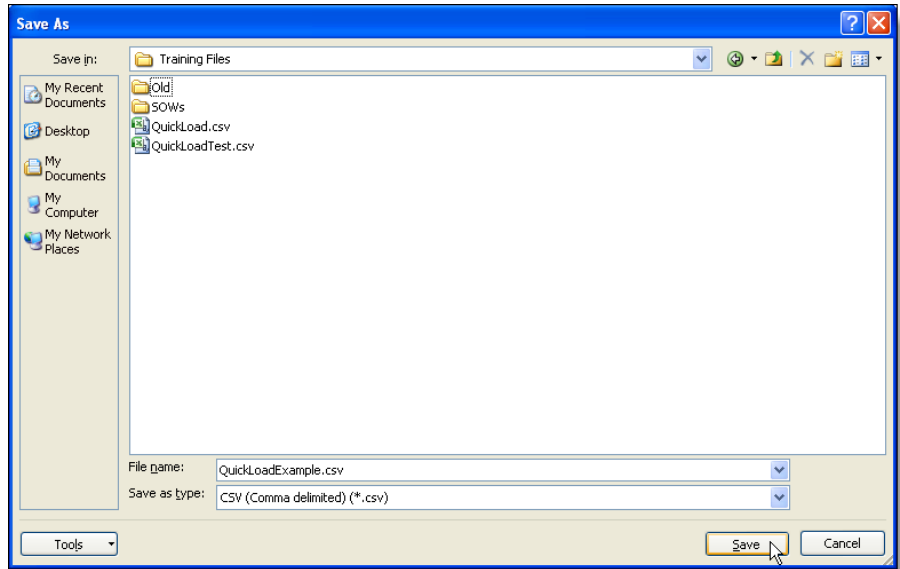
Note: You may insert a header row containing the field names specified in “File Layout Requirements” on page 5 to help guide your data entry, if desired. We recommend deleting the header row when you finished formatting the Quick Load file.

1. In the first cell in row 1, enter the producer type. Enter either ‘IL’ (ignore the quotes) for individual licensee or ‘AGY’ (ignore the quotes) for agency or other firm producer.
2. In the second cell in row 1, enter the producer’s name. If you are adding an individual licensee producer, enter the producer’s last name. If you are adding an agency producer, enter the agency name.
3. In the third cell in row 1, enter the producer’s taxpayer ID number. If you are adding an individual licensee producer, enter the producer’s Social Security Number. If you are adding an agency producer, enter the producer’s EIN.
4. That’s all the data that you are required to enter into the file. Optionally, you may enter external system identification, business unit, or cost center information. If desired, enter the external system type in the fourth cell in row 1, enter the external system ID in the fifth cell in row 1, enter the business unit short name in the sixth cell in row 1, and the cost center name in the seventh cell in row 1. Please refer to “File Layout Requirements” for additional information.
5. In the appropriate cells on the next row of the spreadsheet, enter the data for the next producer for whom you want to add a record. Continue to enter data for all producers for whom you want to add records, each on its own row, until all producer data is entered in the spreadsheet.

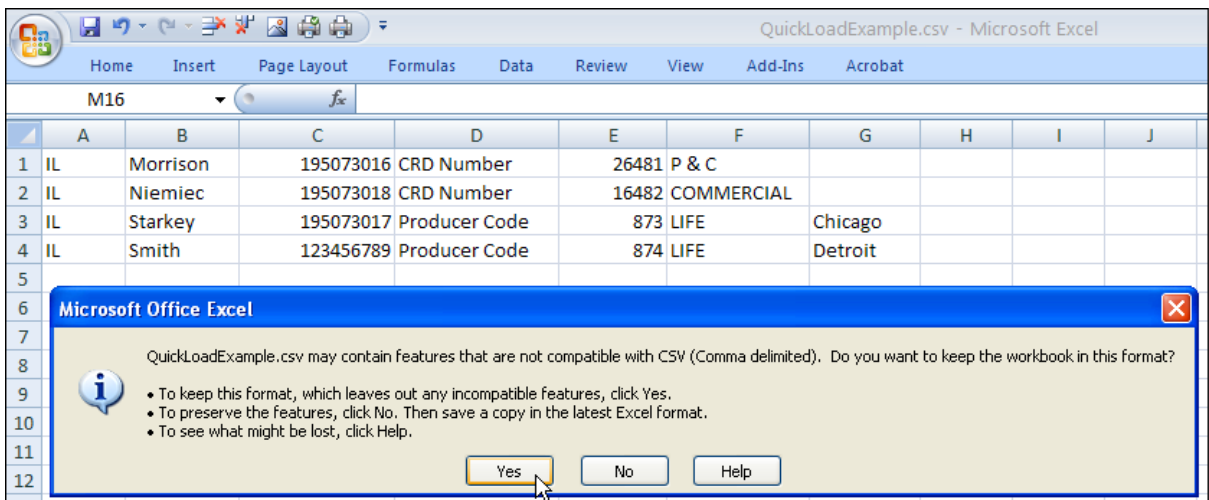
When you are finished, you should have a spreadsheet that looks something like the following illustration:

	A	B	C	D	E	F	G	H
1	IL	Morrison	195073016	CRD Number	26481	P & C		
2	IL	Niemiec	195073018	CRD Number	16482	COMMERCIAL		
3	IL	Starkey	195073017	Producer Code	873	LIFE	Chicago	
4	IL	Smith	123456789	Producer Code	874	LIFE	Detroit	
5								

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



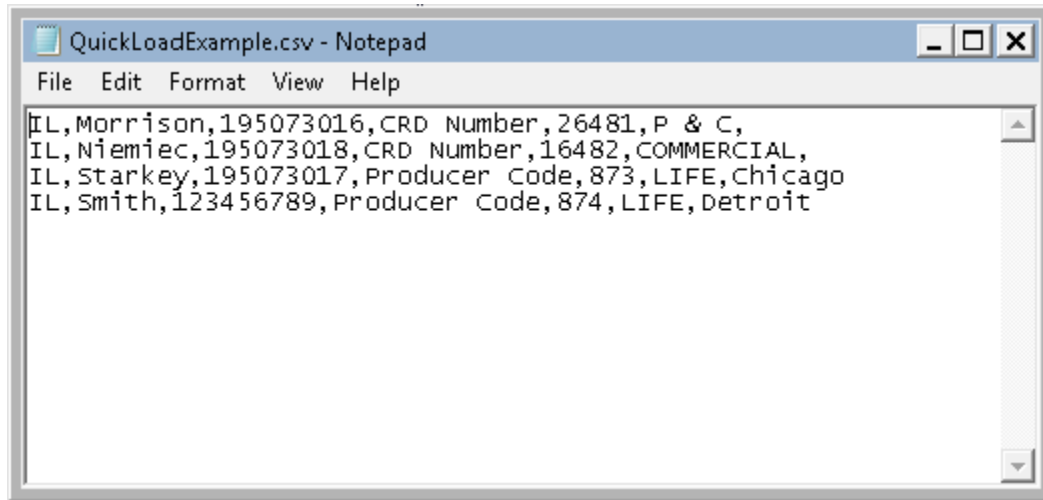
7. Using the navigation options on the **Save As** dialog box, browse for a location on your system to save the producer file. Click the **Save** button.



8. A message will appear, informing you that the Excel file may contain features that will not be saved in the selected .csv format. If you have formatted the file as specified, click **Yes** to continue.

Your file is now saved in a comma-separated format and is ready for upload to Producer Manager.

Note: If you are exporting a file from another system as the basis for your Quick Load file, be sure that the final output format is *.csv. The following illustration shows an example of a .csv file open in a text editor:



Uploading the File to Producer Manager

With the Quick Load data file formatted and saved to your system, you are ready to upload the file and begin the process of adding producer records to Producer Manager.

IMPORTANT: Before you begin the Quick Load Producers operation, one data reconciliation profile each for individual and firm producers must be set as the default on the **Maintain Data Reconciliation Profiles** page (Administration>Data Reconciliation>Maintain Data Reconciliation Profiles). For more information, please review the online help.

Note: By default, Quick Load Producers will always use the Merge Active Data data merge strategy. Thus, no inactive or historical licenses, qualifications, or appointments will be loaded into the new producer record. However, this can be changed with the use of a Vertafore-configured business rule. For more information, contact your Vertafore representative.

1. On the Producer Manager **Home** page, click **Quick Load Producers**.

Vertafore | Sircon® Producer Manager™

Test for 10795

Logged in as Valued User [Logout](#)

Licensing | Companies | Inquiries | Express Services | Administration

Find existing producers with [Review/Update Producer](#) or [Advanced Producer Search](#)

Add a Producer

- Add a new [Individual Licensee](#) or a new [Firm](#)
- [Quick Add Producer from PDB data](#)
- [Quick Load Producers from a batch file using PDB](#)**
- Review new work requests using [Producer Express](#)

Update Producer Information

- [Add/Activate Licenses/Qualifications](#)
- [Correct License Data](#)
- [Maintain Contact Information](#)

Manage Appointments

- [Add Appointments](#)
- [Terminate Appointments](#)
- [Approve/Deny Appointments](#)
- [Review Rejected Appointments](#)

Recently Viewed Producers

Firm of Giants	08-29-2016
DONFUSS, VIOLA	08-11-2016
LIFE & HEALTH BENEFITS GROUP INC	08-11-2016
JOHNSON, AMY B	08-08-2016
JOHNS, DONALD I	08-08-2016

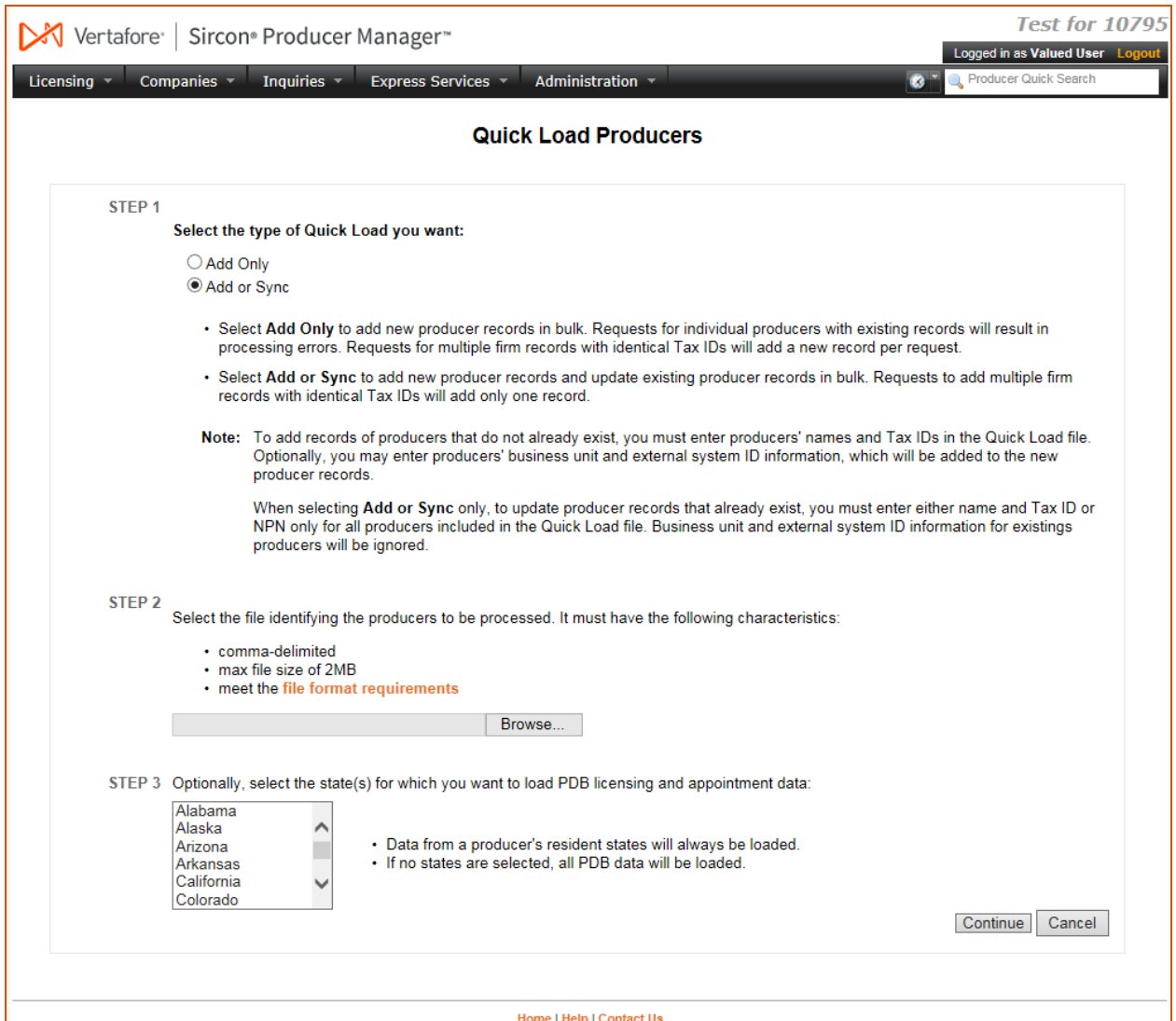
Recent Subscriber Notices [Show All](#)

No new notices since 09-12-2016.

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Note: If you do not see this link, your system administrator has not authorized you to use this feature.

The **Quick Load Producers** page will open.

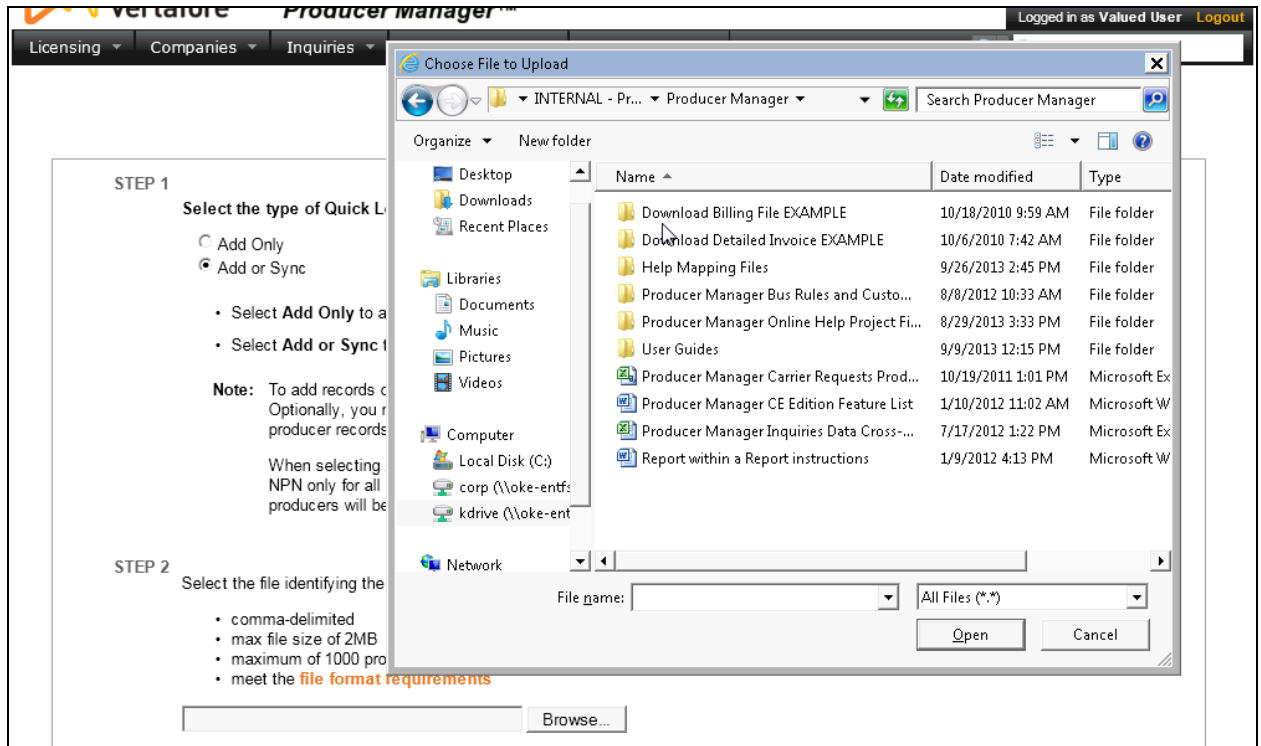


2. On the **Quick Load Producers** page, in **Step 1**, click to select the **Add or Sync** radio button.

Note: The decision to use **Add or Sync** or **Add Only** generally hinges on whether your company wishes to incur the transaction fees for updating records that already exist in Producer Manager and that may be included in the Quick Load data file. If you are loading producer records into your company’s brand new instance of Producer Manager, you may select either option without concern. If you believe that the Quick Load file may include producers for which you already have records in Producer Manager, however, and you do not want to incur the fees for updating those records, select the **Add Only** option. The system will generate error messages for any existing records it encounters in the Quick Load file.

3. In **Step 2**, click the **Browse** button. The **Choose File** dialog box will open.

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

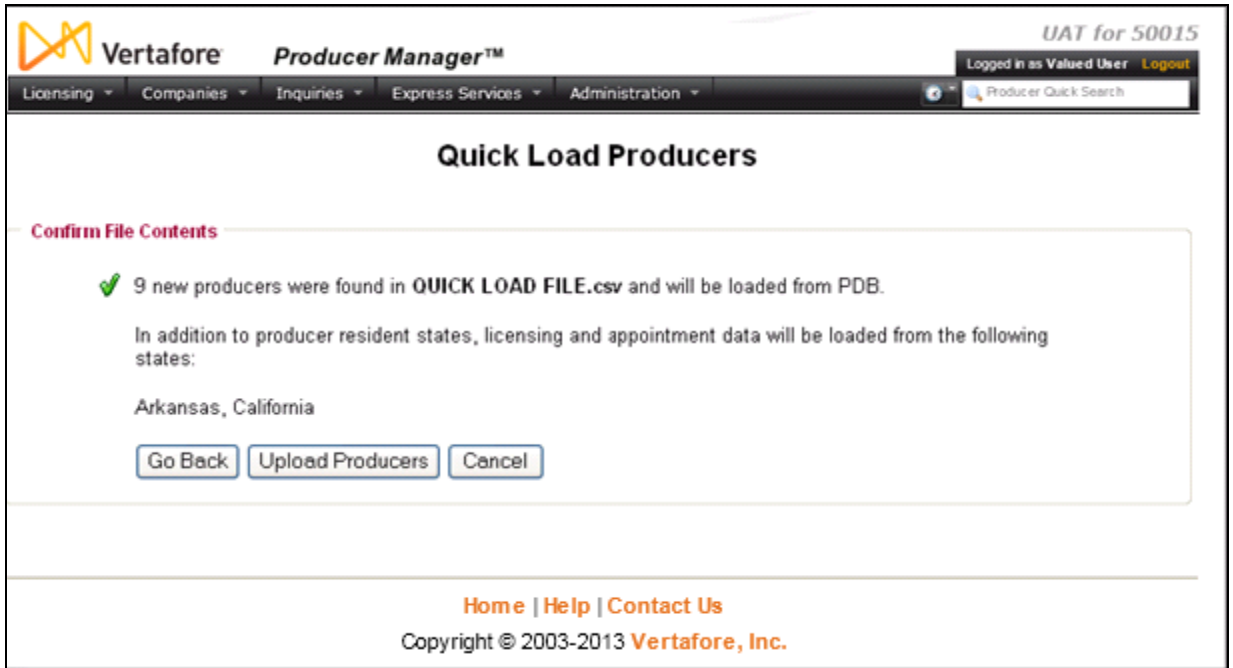


The **Choose File** dialog box will close, and the system path to the file will appear in the **File to Upload** field.

- Ignore **Step 3**.

Note: If you do not click to select any states in the list box, the system will obtain data from all states for the producers in the Quick Load file. The fee for obtaining data from all states is the same as that for obtaining data from only one state. Unless there is an unusual reason why it is necessary to obtain data from some states while ignoring data from others, we strongly recommend making no selection from the list box.

- Click the **Continue** button. The **Confirm File Contents** page will open.



The system will verify that it found the .csv correctly formatted and confirm the states from which you want to obtain licensing and appointment data to add to the new producer records.

- To continue, click the **Upload Producers** button.

Producer Manager begins to check for data on the producers in the file and begins the process of retrieving the data. Producer Manager will automatically create records for producers for which it found valid data on the national PDB.



- If desired, click the **View current processing** status link.

The **Processing Results** page will open. You can view the results of the upload process.

Processing Results

Processing results for the selected producer data source:

Filename	Source	Status	Run Date	Staff Member
QuickLoadTest.csv	Quick Load Producers	Processed	11-12-2008	Kristin Supervisor

Filter Criteria Clear

Producer Type: Last Name/Firm Name: SSN/EIN: Status:

Name	TIN	Producer Type	Status	Processing Messages	Actions
Doe	*****6789	Individual	Error	1 message	
Morrison	*****3016	Individual	Processed		
Niemiec	*****3018	Individual	Processed		
Starkey	*****3017	Individual	Processed		

Key: View PDB Report Show/Hide Processing Messages

4 results found, displaying all results.

- Click the button in the **Actions** column of any row to view processing messages.
- To view the report that was obtained from the PDB as part of the **Quick Load** process, click the button in the **Actions** column.
- You can click the name of the producer in the **Last Name/Firm Name** column to view the newly created producer record in the **Review/Update** page.

Note: Quick Load Producers will load only active appointment information for only those writing companies with records in Producer Manager. Generally Producer Manager contains records of only those carrier group writing companies your company is concerned with. (For more information, consult your Vertafore representative.)

Note: You can also view the **Processing Results** page by selecting **System Information** from the **Inquiries** menu, and then selecting **Producer Data Sources**. The **Producer Data Sources** page will open. In the table at the bottom of the page, find the **Quick Load** job you ran and wish to see the results of. Click the icon in the **Actions** column to view it.

Following Up

After you have submitted a Quick Load Producers batch file, you can follow up on the progress of the addition of each new record and then drill into the details of the operation.

Checking the Progress of a New Producer Record

When you request a Quick Load Producers or other automated data reconciliation operation, Producer Manager keeps track of it in the **Data Reconciliation Requests** queue.

1. From the **Licensing** menu, choose **Data Reconciliation Requests** to view the queue. The **Data Reconciliation Requests** page allows you to view all reconciliations in the queue waiting to be processed, as well as all processed reconciliations.

Data Reconciliation Requests

Queued Requests
 All Requests
 All Requests Needing Review
 My Requests
 My Requests Needing Review

All Requests
 All completed reconciliation requests.

Producer	Status	Reconciliation Action	Request Date	Status Date	Reviewed	Actions
DAVIS, DANA L	Processed	Quick Sync	2013-08-26	2013-08-26	✓	[Icon]
BEVAN, THOMAS ALAN (FL)	Processed	Quick Sync	2013-08-26	2013-08-26	✓	[Icon]
MA, TRI (CO)	Processed	Quick Sync	2013-08-26	2013-08-26	✓	[Icon]
FIRST ALLIED SECURITIES, INC. (CA)	Processed	Quick Sync	2013-08-26	2013-08-26	⚠	[Icon]
THE LEADERS GROUP INC (CO)	Processed	Quick Sync	2013-08-06	2013-08-06	⚠	[Icon]
AON RISK SERVICES SOUTH INC	Processed	Quick Sync	2013-08-06	2013-08-06	⚠	[Icon]
UBS FINANCIAL SERVICES INS AGENCY INC (RI, NV, +16)	Error	Quick Sync	2013-08-06	2013-08-06	⚠	[Icon]
ADVANCED INSURANCE UNDERWRITERS, LLC	Processed	Quick Add	2013-07-17	2013-07-17	⚠	[Icon]
VAN EPPS, JAMES H (GA)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
MELTZER, ALAN LEWIS (MD)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
STINEHOUR, KARLE EDWARD (GA)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
WILLIAMS, ANDRIA J	Processed	Quick Load With Sync	2013-07-10	2013-07-10	✓	[Icon]
MOYNIHAN, TIMOTHY CHARLES	Processed	Quick Load With Sync	2013-07-10	2013-07-10	✓	[Icon]
SMITH, J BRIAN (CT)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	✓	[Icon]
MORRIS, DAVID MICHAEL (MD)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
NICHOLS, JOHN F (IL)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
TRESSLER, DAVID MARLON (AL)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
COWAN, HOWARD B (NY)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
LARGE, GREGORY K (NY)	Processed	Quick Load With Sync	2013-07-10	2013-07-10	⚠	[Icon]
MACGREGOR, JENNIFER GRACE	Processed	Quick Load With Sync	2013-07-10	2013-07-10	✓	[Icon]

Key: [Icon] = View Data Reconciliation Details

89 reconciliation requests found. displaying 1 to 20. [First/Prev] 1, 2, 3, 4, 5 [Next/Last]

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The page view defaults to **All Requests** view, meaning that all data, including both currently queued and historical reconciliation requests.

2. You can filter the view of the page by clicking the blue links in the filter box at the top of the page. Mousing over each link will provide a description of the type of information that will be displayed when you click on it. Filter options include:
 - a. **Queued Requests:** Reconciliation requests that are currently processing or awaiting processing.
 - b. **All Requests:** All data, including both currently queued and historical reconciliation requests.
 - c. **All Requests Needing Review:** All requests with processing messages needing review, including both currently queued and historical reconciliation requests.
 - d. **My Requests:** All requests I've submitted, including both currently queued and historical reconciliation requests.
 - e. **My Requests Needing Review:** All requests I've submitted with processing messages needing review, including both currently queued and historical reconciliation requests.


3. You'll see that some names in the **Producer** column are hyperlinks. Click a name link to open the producer's record in the **Review/Update Producer** page.
4. If a request processed in good order, the **Reviewed** column will display the **Review Complete** (✓) icon. But if a request resulted in processing messages that need reviewing, the **Reviewed** column will display the **Review Incomplete** icon (⚠).

To review processing messages or other details of the operation, click the **View Data Reconciliation Details** (🔍) button in the **Actions** column. The **Data Reconciliation Details** page will open.

Reviewing the Details

Use the **Data Reconciliation Details** page to get a closer look at the operation that created a new producer record.

Getting Started

1. Click the **Data Reconciliation Requests** () button on the **Data Reconciliation Requests** page to open the **Data Reconciliation Details** page for the selected producer record.
2. At the top of the page is the **Record Summary**, and just as you can anywhere else in Producer Manager, you can click the name link in the upper left of the **Record Summary** section to go to the **Review/Update Producer** page for the new producer record.

Below the **Record Summary** is an **Overview** section which includes information about the type of reconciliation that was run, when it was requested, by whom, the status and the status date.

In the gray box to the right of the **Overview** section is the **Reports** section. This section contains links to the **PDB Report** that was pulled for this producer, as well as **Producer Record Updates**. The **Producer Record Updates** report details the changes that were made to the producer record, including old and new information. In the case of a **Quick Add**, the old information will be blank, but if this were a **Quick Sync** on an existing producer there might be existing information that has been changed. This report details all of that information, and remains on the producer record.

Reviewing Processing Messages

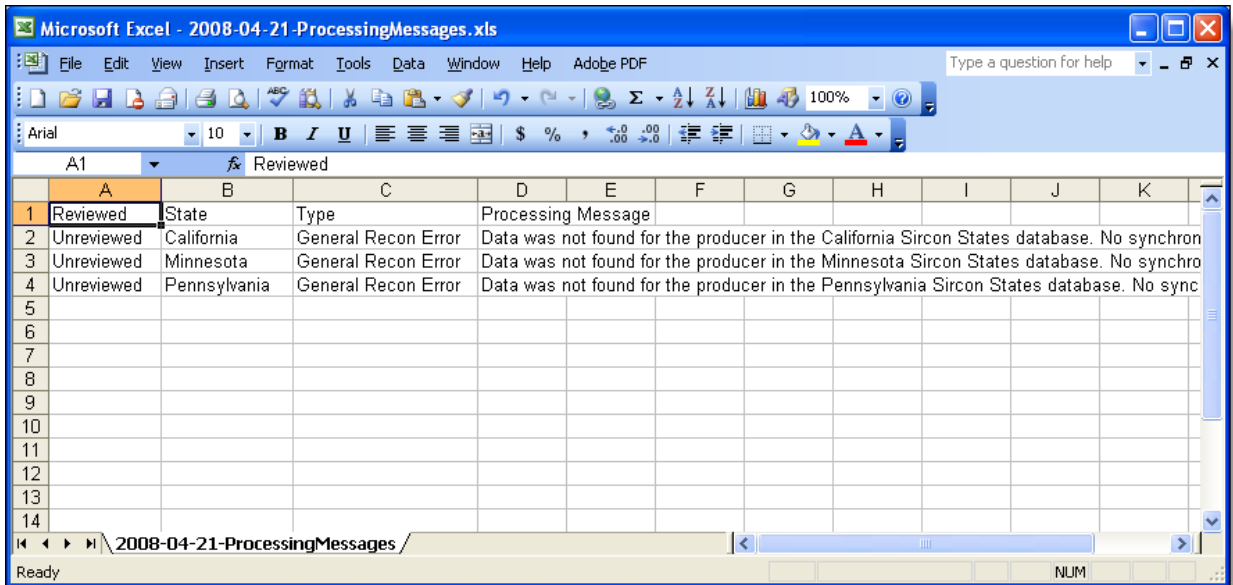
Processing messages are notices about why a record was not synced along with the rest of the record data. It may be that action is required on the part of the employee reviewing the record.

For more information, please see “Automated Data Reconciliation Normalizers and Processing Messages Guide,” available from the Producer Manager online help.

1. Once action has been taken, or if it is determined that no action is required, the reviewer can click the **Mark as Reviewed** link to denote that the processing message has been seen and (if necessary) dealt with.
2. You can also use the **Review All/Reset All** links to mark all messages as reviewed at once.
3. If you need to “unmark” all messages, you can reset them to “unreviewed” using the **Reset All** link.
4. Choose to export the processing messages so you can work with them later by clicking one of the export option links below the processing messages display table. Options include:

- a. CSV
 - b. Excel
 - c. XML
 - d. PDF
5. Click one of the links to open a file in the type you have chosen.

From there you can save the file to your local hard drive or a network drive, or you can work with it directly.



Reviewing Automatically Resolved Data Issues

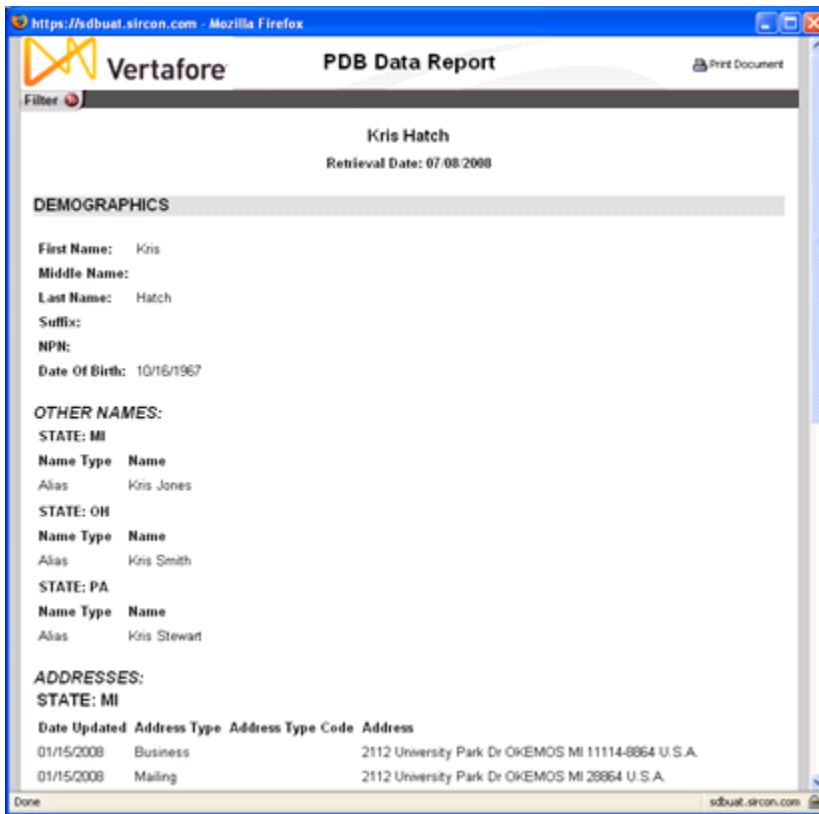
Producer Manager uses the national Producer Database (PDB) as a trusted data source for acquiring a producer's state information. However, PDB data has demonstrated certain inconsistencies that can conflict with producer data as maintained by Vertafore's carrier and agency customers. Vertafore has developed methods for synchronizing these inconsistencies, and for auditing purposes each resolved issue is noted on the **Data Reconciliation Details** page.

For more information, please see “Automated Data Reconciliation Normalizers and Processing Messages Guide,” available from the Producer Manager online help.

Reviewing Reports

The **Reports** box in the upper right of the page contains links to various reports associated with the automated data reconciliation operation.

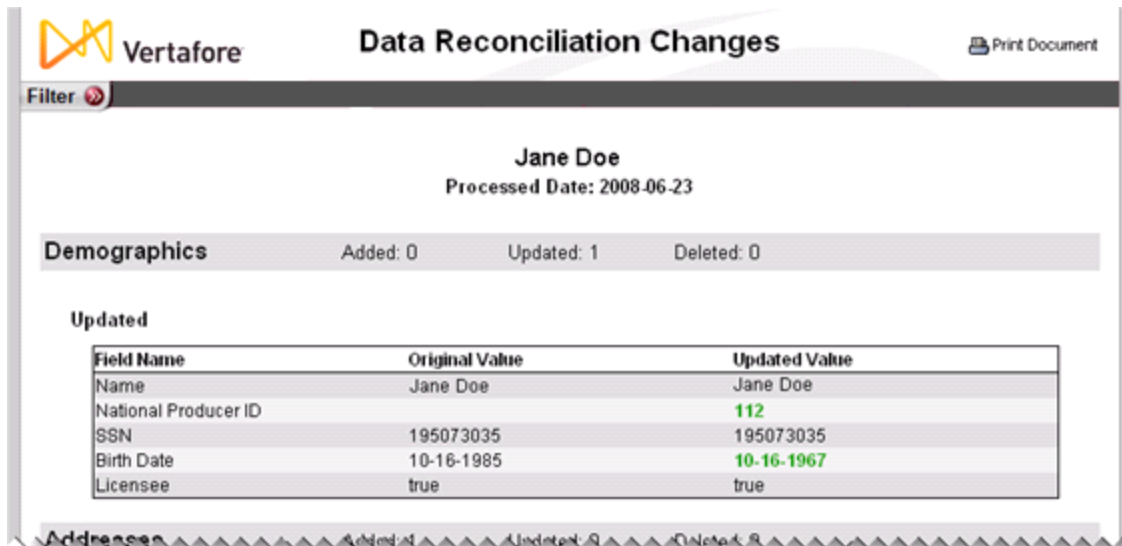
- 1. Click the **PDB Report** link to review the report that was obtained for the producer from the national Producer Database.



The data pulled from the PDB will open and display in a separate HTML popup window. All information from the PDB is displayed by default.

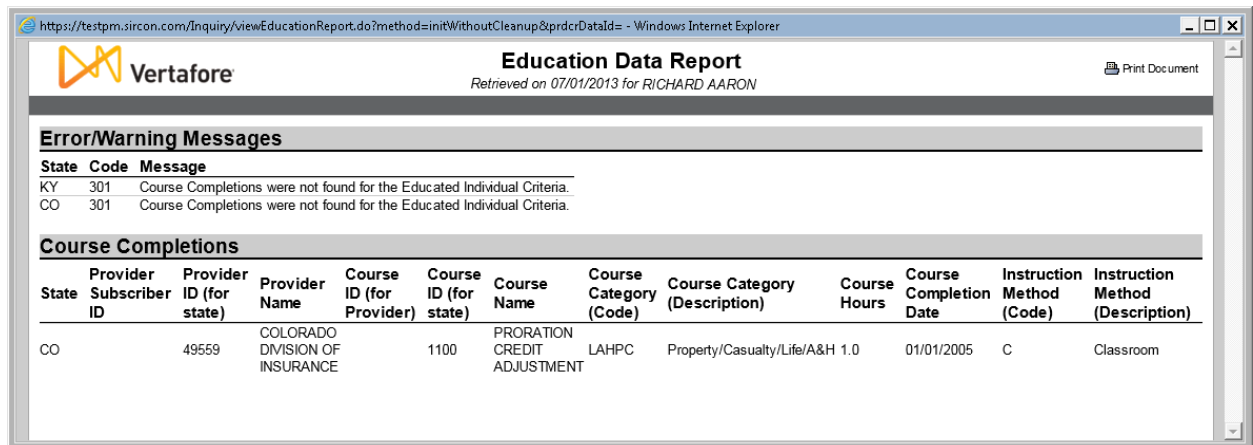
Note: The PDB report will be kept in the **Data Reconciliation** section of the producer’s record on the **Review/Update Producer** page for historical purposes and can be accessed at any time.

2. Click the **Producer Record Updates** link to open the **Data Reconciliation Changes** report, where you can review changes that Producer Manager made to a producer record.

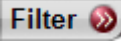
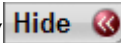


The **Data Reconciliation Changes** page will open in a separate pop-up window. The report shows producer information split into sections, such as demographics and licenses. Within each section, a data table displays the original value and the updated value for each field in that section. If the data for that value has been updated, then it will display in green text in the **Updated** value column.

3. Click the **Education Report** link to open the **Education Data Report**.



The report shows the producer’s continuing education and/or product-specific training coursework as obtained from an exclusive Vertafore education data bank. (The report may not include all state CE or PST coursework.)

4. To filter reports, click the **Filter** button () on the upper-left side of the page will open the **Filter Options** panel. Filter the report by clicking to checkmark the checkbox(es) next to the data elements in the report that you wish to view, and then click the **Apply Filter** button.
5. To hide the **Filter Options** panel, click the **Hide** button ()
6. On any report, click the **Print Document** link in the upper-right corner to print the report for your records.

Appendix A: PDB Data Elements

The following is a list of the data elements that are merged to a new producer record during a **Quick Load Producers** operation.

Demographics	
	First Name
	Middle Name
	Last Name
	Suffix
	NPN
	Date Of Birth
	Alias State
	Alias Name Type
	Prev. Known As
Address	
	Address Type
	Line One
	Line Two
	Line Three
	City
	State
	Zip Code
License	
	Original Issue Date
	Class (License Type)
	State
	Effective Date
	Expiration Date
	License Number
	Residency
	Status

	Status Reason
Qualification	
	Line of Authority Code
	Authority Issue Date
	Status
	Status Reason
	Original Issue Date
	Effective Date
	Expiration Date
Appointment	
	Company Name
	NAIC ID
	Appointment Type
	Status
	Status Date
	Active Date
	Termination Date
Other	
	Last Sync Date