

# Sircon Producer Manager User Guide

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A Guide to  
Setting Up  
and  
Working With  
Agreements

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## Overview

The job of an insurance distributor or producer is to market and sell an insurance carrier's products to customers. An insurance producer may be a firm (e.g., a brokerage, wholesaler, marketing organization, or agency) or an individual broker or agent working either independently or in affiliation with a firm.

All carriers have a set of legal terms and conditions that spells out the details of their business relationship with a producer. Usually this set of legal and business terms is referred to as a "contract" or an "**agreement.**"

A carrier may preside over many different varieties of contracts, each with unique terms and conditions, depending on the type of business relationship being established with a producer. Each producer that represents the carrier's product lines functions under at least one contract variety, or "**agreement type.**"

The carrier's computer systems that keep track of a producer's sales activities know which agreement type the producer is working under. When the producer sells a product, the carrier's compensation or commissions system pays the producer according to the terms set forth under the agreement type.

Although the Sircon Platform (including Producer Manager) is not a compensation system, a carrier may use the Sircon Platform to manage its producers and its agreements with them. When a carrier contracts with a new producer using the Sircon Platform, the entire business agreement, including the agreement type, can be added automatically or manually to the new producer's record in Producer Manager. The Sircon Platform then can communicate the details of the agreement to other systems, and as time goes on, the Sircon Platform can keep these systems updated with any changes in the business relationship.

## Sircon Platform Agreement Concepts

In the Sircon Platform, an **agreement** data type represents a contractual relationship between an insurance carrier's underwriting company and an insurance producer. Details of the agreement are recorded on the producer's record, including the **agreement type** and other information that the Sircon Platform can feed to the carrier's other systems.

A **hierarchy** represents a compensation relationship among multiple producers. In Producer Manager, a hierarchy is established by linking together two or more producers' agreements, with each producer assigned to a specified ordered level in the hierarchy.

A **hierarchy template** enforces the ordered levels in a hierarchy, from the base level up to the top level. When a lower-level producer's agreement ("child agreement") is linked to a higher-level producer's agreement ("parent agreement"), the hierarchy template applied to each agreement maintains its ordered level in the hierarchy.

This document is intended to assist users in setting up and working with agreements and agreement hierarchies in the Sircon Platform.

## Getting Started

For licensing staff to be able work with agreement information in the Sircon Platform, it is necessary that a user in an administrator security role first undertakes some configuration steps in the system.

Ideally, this user also will have some detailed knowledge about your company's producer relationship policies, including a familiarity with different types of producer contracts, the structure of compensation or reporting hierarchies under each contract type, and the commission or compensation schedules associated with each hierarchy.

This user also should understand the data contained in your company's other producer relationship management systems, such as sales, new business, policy admin, commissions, etc. A familiarity with the specific data codes exchanged among networked systems also is important.

If one person has not mastered these competency bases at your company, it may be necessary for the user with Sircon Platform administrator rights to get assistance from staff in Producer Support, IT, or other departments.

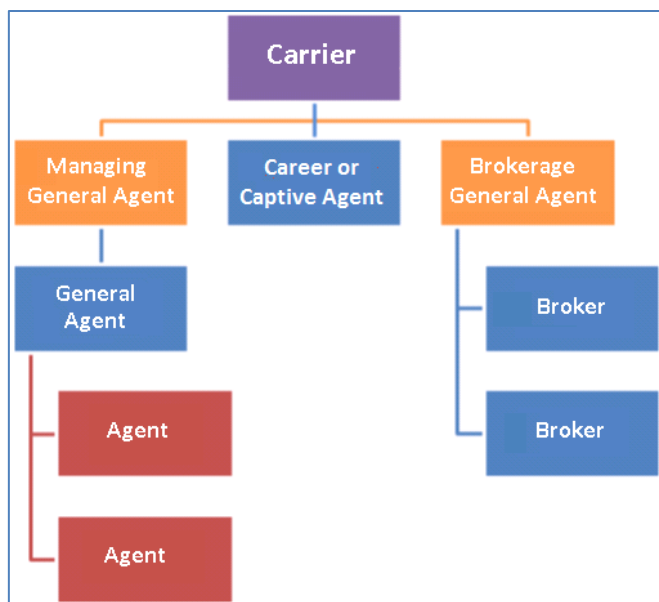
In this chapter, we will examine the steps necessary for an administrator to configure the Sircon Platform to accommodate your company's unique contractual and business relationships with producers.

## Diagram Producer Relationships

Before doing any work setting up the Sircon Platform, it can be extremely helpful first to diagram the relationships among producers in the various sales channels your company supports.

Such a diagram might look something like the one on the right. In it, each vertical flow might represent the compensation hierarchy of a particular distribution chain. Your company may have a unique contract type for each hierarchy or even for each level in a hierarchy.

In the Sircon Platform, each contract type would translate to a specific **agreement type**. Each ordered level may be reflected in an **agreement hierarchy**, and the



dominant/subordinate relationships of each level may be enforced by a **hierarchy template**.

All are areas that you must configure in Producer Manager before users can work with agreements in the system.

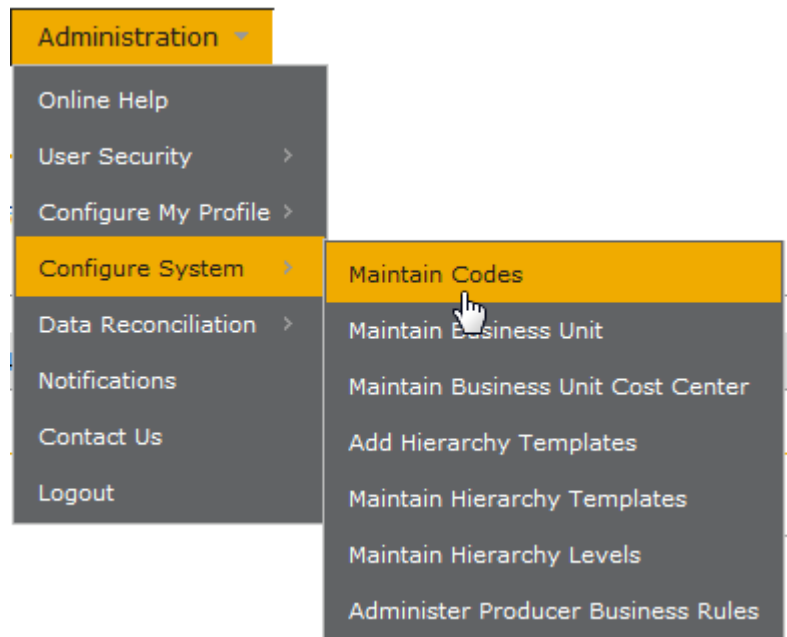
## Configure Agreement Types

The first configuration task to accomplish is the mapping of your company's contract types to agreement types in Producer Manager.

This is where an understanding of your company's producer contracts and the codes used by your company's internal systems to exchange information about the various contract types is important. Once Producer Manager is up and running, it will be ready to pass information to these systems about the contracts issued to new producers who are onboarded through different sales channels to represent your company's products. Agreement type codes in Producer Manager should be mapped to the contract type codes used in other systems.

Log in to Producer Manager, and then from the **Administration** menu select **Configure System**, and then select **Maintain Codes**.

The **Maintain Codes** page will open.



The **Maintain Codes** page allows you to customize certain lookup fields in Producer Manager with your own company-specific codes or values. You will use it to create new codes for agreement types in the Sircon Platform, based on the codes used in other systems to refer to producer contract types. The agreement type codes you add here will be available elsewhere in the Sircon Platform, such as when you associate hierarchy levels with specific agreement types and when a staff member adds new producer agreements to the Sircon Platform.

In the **Code Group** column of the page, find the **AGRMT\_TYPE\_CD** code group. Then, click the plus box node to expand it.

You will see details about the agreement type codes that are active or historical in your company's instance of the Sircon Platform. Producer Manager ships with a number of codes already configured. You are free to accept any of the pre-configured codes, or you can inactivate them, making them historical and unavailable in the system.

Let's add our own company-specific agreement type codes. Click the radio button to the left of the **AGRMT\_TYPE\_CD** code group to select it for updating. Then, scroll to the bottom of the page, and then click the **Next** button. (Or, press the End key on your keyboard to zoom to the bottom.)

**Maintain Codes**

Select the Code Group to add a new Code to or modify an existing Code for:

Code Group	Description
<input checked="" type="radio"/> ADVANCE_COMMISSION_CD	Advance Commission Code
<input type="radio"/> ADVANCE_TRANSACTION_STS_CD	Advance Transaction Status Code
<input type="radio"/> AGRMT_PRDCR_ROLE_CD	Agreement Producer Role Code
<input type="radio"/> AGRMT_TRMN_RSN_CD	Agreement Termination Reason Code
<input type="radio"/> AGRMT_TYPE_CD	Agreement Type Code

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description	Comment
AGYRLTN	Agency Relationship	Active	10-30-2009		<input type="checkbox"/>	Agency Relationship	
BOTH	Both	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		
CL	Commercial Lines	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		
NEWPROD	New Producer	Active	04-04-2006		<input type="checkbox"/>	New Producer Agreement	
OTHR	Other	Historical	06-21-2001	02-05-2009	<input type="checkbox"/>		
PL	Personal Lines	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		
SA	Service Agreement	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		

The page will refresh to focus in on just the **AGRMT\_TYPE\_CD** code group.

**Maintain Codes**

**Current Code Group**

Code Group	Description
AGRMT_TYPE_CD	Agreement Type Code

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description	Comment
AGYRLTN	Agency Relationship	Active	10-30-2009		<input type="checkbox"/>	Agency Relationship	Edit
BOTH	Both	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		Edit
CL	Commercial Lines	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		Edit
NEWPROD	New Producer	Active	04-04-2006		<input type="checkbox"/>	New Producer Agreement	Edit
OTHR	Other	Historical	06-21-2001	02-05-2009	<input type="checkbox"/>		Edit
PL	Personal Lines	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		Edit
SA	Service Agreement	Historical	05-15-2001	02-05-2009	<input type="checkbox"/>		Edit

**Add/Update Codes**

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description
MGA	aging General Agent	Active	09-20-2012		<input type="checkbox"/>	Managing General Agent

Comment:

Buttons: Previous, Save, Return

What you want to do is add agreement type codes that map to the codes that represent your company's various contract types. You also want to add short and long descriptions that are plain enough to be understood when viewed as values in dropdown menus throughout Producer Manager and Producer Express.

For illustration purposes, let's refer back to the diagram that appears on page 3. One agreement type (contract type) you might add would be one that governs your company's relationship with managing general agents (MGA).

Let's assume that in other systems in your company's back office, the managing general agent contract type uses a code of "MGA." So, in the **Code** field for the MGA agreement type, enter "MGA." Then, in both the **Short Description** and **Long Description** fields, you can spell it out, and enter "Managing General Agent."

The **Status** field and **Begin Date** fields may have default values. In the case of the **Status** field, you always want codes that you are going to use in the system to be "Active." And, generally speaking, you can accept the current date as the default **Begin Date**. (Although you could backdate this field, if you needed to.)

When you are finished, click the **Save** button. The new agreement type code is entered in the system, and users can record new MGA contracts using the new agreement type code. Moreover, the Sircon Platform's integration services, such as the Outbound Data Feed or Producer Data Web Service, will be able to pass producer agreement information to your company's other systems, and those systems will know which contract type the Sircon Platform is talking about.

Go ahead and, using the same procedures described above, add additional agreement type codes for all of your company's producer contract types in all of its various distribution channels.

## Configure Hierarchy Level Codes

The next task to accomplish is to set codes in Producer Manager that represent the differing levels that producers will assume in various agreement hierarchies under each agreement type.

Just like the agreement type codes, the hierarchy level codes also are set using the **Maintain Codes** page in Producer Manager. Let's assume that you still have that page open. If not, review the procedure on page 4 for opening the **Maintain Codes** page.



Hierarchy level codes are stored in the AGRMT\_PRDCR\_ROLE\_CD code group, as shown on the right.

You might find some codes already configured and active in your company's instance of Producer Manager. This might be useful – some of these “out of the box” codes might already represent producer types that you know you will want to use in agreement hierarchies. In that case, you won't need to do anything to configure them; they are all set to use.

Just as you did for the agreement type codes, click the radio button to the left of the AGRMT\_PRDCR\_ROLE\_CD code group to select it for updating. Then, at the bottom of the page, click the **Next** button.

**Maintain Codes**

Select the Code Group to add a new Code to or modify an existing Code for:

Code Group	Description
<input type="radio"/> ADVANCE_COMMISSION_CD	Advance Commission Code
<input type="radio"/> ADVANCE_TRANSACTION_STS_CD	Advance Transaction Status Code
<input checked="" type="radio"/> AGRMT_PRDCR_ROLE_CD	Agreement Producer Role Code

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description	Comment
AGY	Agency	Active	10-30-2009		<input type="checkbox"/>	Agency	
AGT	Agent	Active	10-30-2009		<input type="checkbox"/>	Agent	
DISB	Disbursee	Active	08-02-2001		<input type="checkbox"/>	Disbursee	
MGR	Manager	Active	08-02-2001		<input type="checkbox"/>	Manager	
PRN	Principal	Active	10-30-2009		<input type="checkbox"/>	Principal	
TELESALES	Telesales	Active	03-23-2011		<input type="checkbox"/>	Telesales	

The **Maintain Codes** page will refresh to display information just about the AGRMT\_PRDCR\_ROLE\_CD code group.

Your goal here is to add a separate producer level for each agreement hierarchy under each agreement type. In other words, if you have a hierarchy that is ordered from the top level to the base level:

1. Managing General Agent
2. General Agent
3. Agent

and this hierarchy exists under your company's MGA contract type, then you will need to add a code to represent each level: MGA >GA>AGT.

Furthermore – and this is important – *levels are not reusable from agreement type to agreement type*. That means that if you have two separate agreement types for sales channels with hierarchies that include any

**Maintain Codes**

**Current Code Group**

Code Group	Description
AGRMT_PRDCR_ROLE_CD	Agreement Producer Role Code

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description	Comment
AGY	Agency	Active	10-30-2009		<input type="checkbox"/>	Agency	Edit
AGT	Agent	Active	10-30-2009		<input type="checkbox"/>	Agent	Edit
AGTMGA	Agent - MGA Agreement	Active	09-21-2012		<input type="checkbox"/>	AGT - MGA Agreement	Edit
MGAMGA	MGA - MGA Agreement	Active	09-21-2012		<input type="checkbox"/>	MGA - MGA Agreement	Edit
MGR	Manager	Active	08-02-2001		<input type="checkbox"/>	Manager	Edit
MGA	Managing General Agent	Active	09-21-2012		<input type="checkbox"/>	Managing General Agent	Edit
PRN	Principal	Active	10-30-2009		<input type="checkbox"/>	Principal	Edit
TELESALES	Telesales	Active	03-23-2011		<input type="checkbox"/>	Telesales	Edit

**Add/Update Codes**

Code	Short Description	Status	Begin Date	End Date	System Required	Long Description
GAMGA	GA - MGA Agreeer	Active	09-27-2012		<input type="checkbox"/>	GA - MGA Agreement

Comment:

Previous Save Return

of the same levels (such as “Agent, “GA,” etc.), you must set up separate producer level codes in Producer Manager for each agreement type.

For example, you might have a one sales channel with a MGA>GA>AGT hierarchy and a completely different channel (possibly with a different compensation schedule) with an FMO>>MGA>GA>AGT>SA hierarchy. Codes to represent the producer levels that are common to each hierarchy should be created separately (e.g., for agent producers, “AGTMGA” for an MGA agreement type and “AGTFMO” for an FMO agreement type.)

For our example purposes, in the **Code** field for the MGA agreement type example we have been using, let’s enter “GAMGA.” Then, in both the **Short Description** and **Long Description** fields, you can spell it out, and enter “GA – MGA Agreement.”

In the **Status** field, select “Active,” and in the **Begin Date** field, enter the current date.

When you are finished, click the **Save** button.

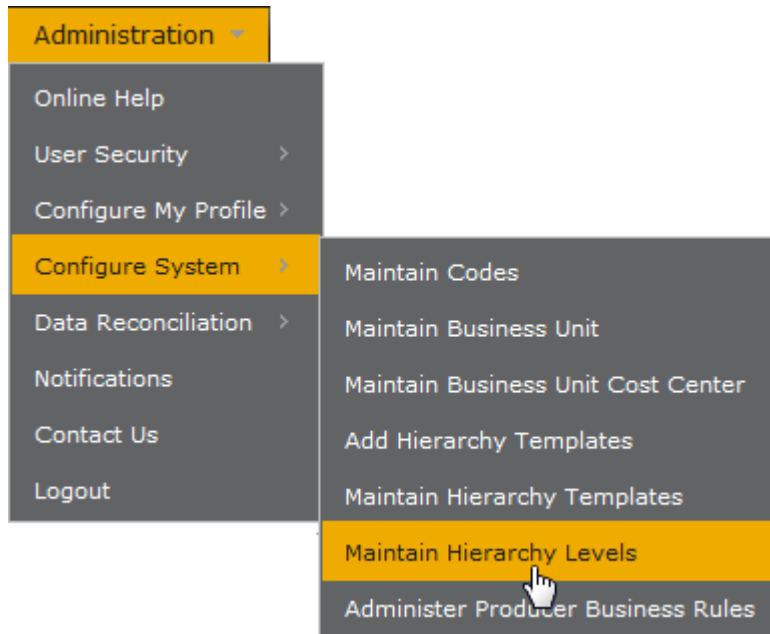
Use the same steps to add a producer level code for each level in the MGA agreement hierarchy. Then, add level codes for each hierarchy under each agreement type.

## Set Hierarchy Levels

With your company’s various agreement types and all necessary producer levels in agreement hierarchies entered into Producer Manager, the next set-up task is to establish an order for each level under each agreement type.

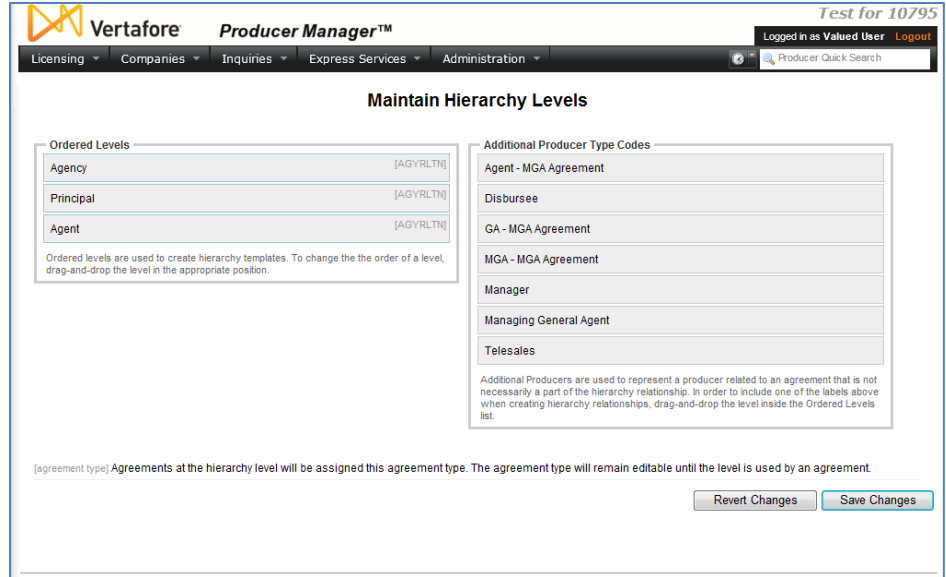
In Producer Manager, from the **Administration** menu select **Configure System**, and then select **Maintain Hierarchy Levels**.

The **Maintain Hierarchy Levels** page will open.



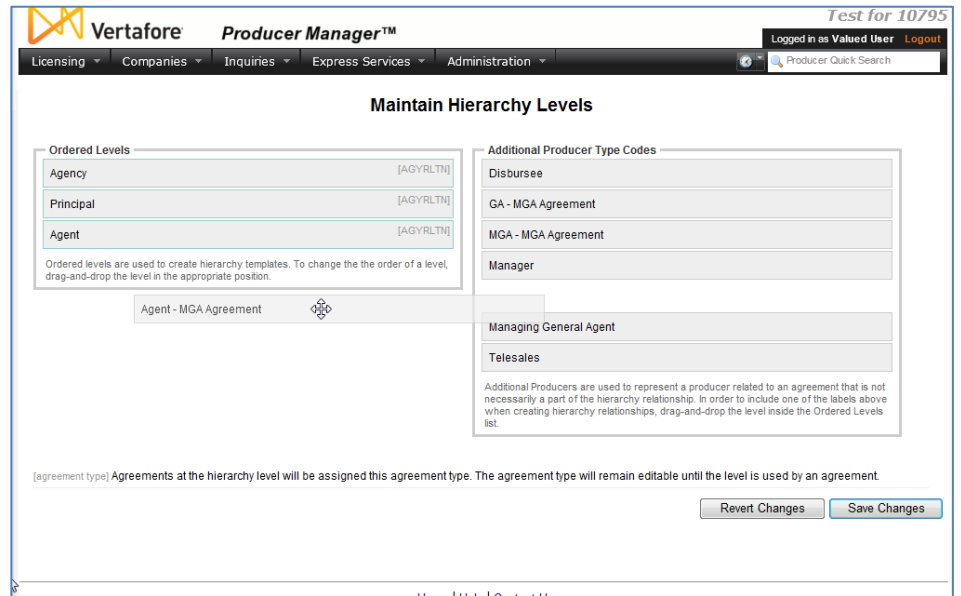
The descriptions of the producer level codes you created in the previous section display on the right side of the page, in the **Additional Producer Type Codes** section.

What you need to do is move them to the **Ordered Levels** section, and then arrange them in the correct order in the hierarchy.



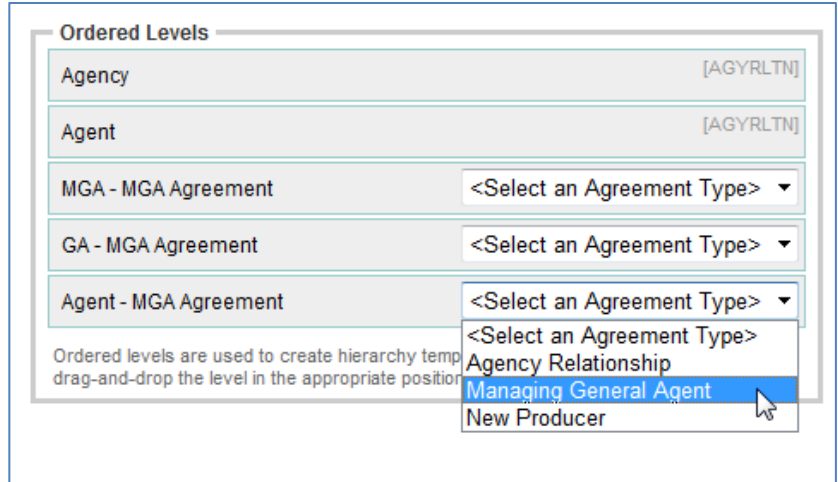
To do this, simply click a level in the **Additional Producer Type Codes** section, press and hold down the mouse button, and then move the mouse to drag the level to the **Ordered Levels** section. Release the mouse button. The level should now be positioned or “dropped” in the **Ordered Levels** section.

Repeat the action for every producer level you want to arrange into an agreement hierarchy.



Make sure the newly added levels are in the correct hierarchical order within the **Ordered Levels** box, dominant levels above subordinate levels. If they are not in the correct order, you can “drag and drop” the levels to order them correctly.

Note: All ordered levels for all agreement types may populate the **Ordered Levels** box. As a consequence, the box may get crowded, and you may get a little confused. The best advice is to keep the levels associated with each agreement type that you configure grouped together and in the correct hierarchical order within their group,

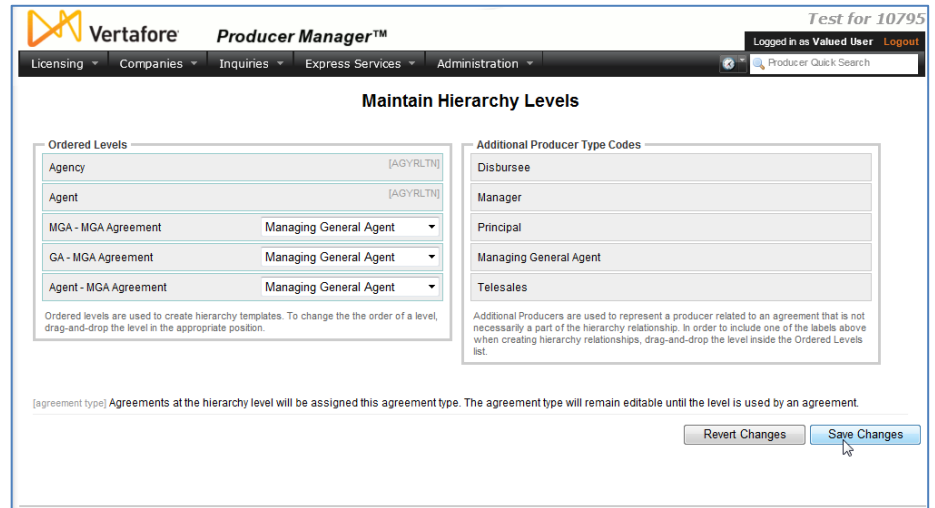


Finally, you must associate the levels to the appropriate agreement type. From the **<Select an Agreement Type>** dropdown menu, select the name of the agreement type that is reflective of the ordered hierarchy. In our example, we will select the “Managing General Agent” agreement type. (Hierarchy levels already associated with an agreement type will display the agreement type code in brackets, instead of the **<Select an Agreement Type>** dropdown menu.)

Repeat these steps for each hierarchy level.

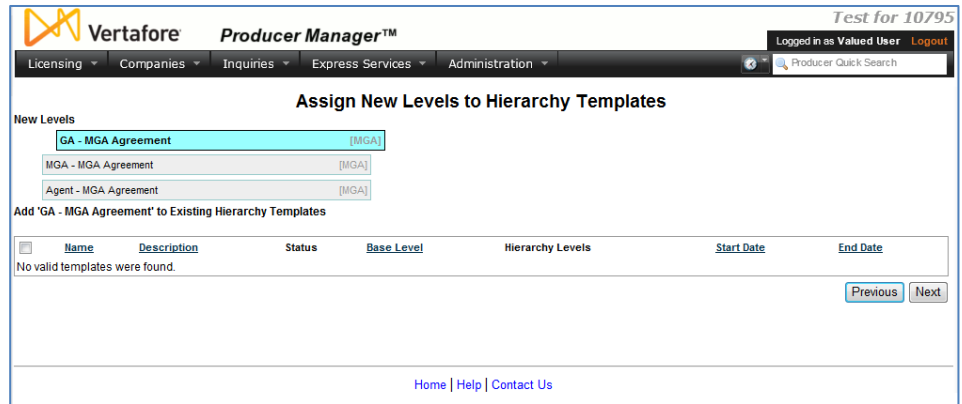
When you are finished, click the **Save Changes** button at the bottom of the page.

The **Add New Levels to Hierarchy Template** page will open.



You have not yet created hierarchy templates to enforce the hierarchy levels of the MGA agreement type, so you can ignore this page.

If you have other hierarchies for which you want to establish ordered levels, click the **Previous** button to return to the **Maintain Hierarchy Levels** page.



Otherwise, in the next section, we will create new hierarchy templates, and assign all of our new hierarchy levels in their correct order to the templates.

## Create a Hierarchy Template

When a user records an agreement on a producer record in Producer Manager, it is not required to also set a hierarchy template. Many agreements exist simply between a producer and a carrier. But if a producer’s agreement will be part of a multi-level hierarchy under a selected agreement type, then a user must select a hierarchy template to enforce each parent/child relationship in the hierarchy.

Having established the ordered producer levels in a compensation or reporting hierarchy and then associating the hierarchy with an agreement type, now it’s time to bind our settings to a series of hierarchy templates. When a user adds a new agreement to a producer’s record, the user can select a hierarchy template to apply to the agreement, thereby “locking” the producer’s agreement into the appropriate hierarchy for the selected agreement or contract type.

From the **Administration** menu select **Configure System**, and then select **Maintain Hierarchy Templates**. The **Maintain Hierarchy Templates** page will open.



In the **Hierarchy Templates** section at the top of the page, you can see any templates that already have been configured.

What you want to do now is to create new hierarchy templates to enforce the producer hierarchies of the MGA agreement type.

The screenshot shows the 'Maintain Hierarchy Templates' page in the Vertafore Producer Manager. At the top right, it says 'Test for 10795' and 'Logged in as Valued User'. The navigation menu includes 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. The main heading is 'Maintain Hierarchy Templates'. Below it, there is a table with columns: Name, Description, Status, Base Level, Allowed Parent Levels, Start Date, End Date, and Actions. One row is visible: 'Hierarchy Template', 'Active', 'Agent', and '09/25/2012'. A link 'Add A New Hierarchy Template' is in the top right. Below the table, it says '1 templates found, displaying all templates.' and 'Export options: CSV | Excel | XML | PDF'. There is a 'Return' button at the bottom right.

In the upper right of the page, click the **Add A New Hierarchy Template** link.

The **Add Hierarchy Templates** page will open.

In an MGA agreement hierarchy, an MGA would function as the top of the hierarchy, or “highest upline.” What we need to do is create a hierarchy template that establishes MGA producers as being at the top of the chain in MGA agreements.

On the **Add Hierarchy Templates** page, from the **Base Level** dropdown menu, select the MGA level for the MGA agreement type.

The screenshot shows the 'Add Hierarchy Templates' form. At the top, it says 'Add A New Hierarchy Template' and 'Clear'. There are four main fields: 'Base Level' (dropdown menu with 'MGA - MGA Agreement' selected), 'Name' (text field with 'MGA Base Level - MGA A'), 'Description' (empty text field), and 'Start Date' (calendar icon with '09-25-2012'). Below these is a section 'Hierarchy Levels - Allowed Parent Levels:' with three checkboxes: 'Agency', 'Principal', and 'Agent', all of which are unchecked. At the bottom right, there are 'Save' and 'Return' buttons.

Then enter a descriptive name in the **Name** field. It is best to identify the

hierarchy level and the agreement type in the name, to help users differentiate when choosing this hierarchy template from others that may look similar.

The **Hierarchy Levels – Allowed Parent Roles** section will display all of the levels that were ordered above your selected base level in the **Ordered Levels** section of the **Maintain Hierarchy Levels** page. (See page 10.) Obviously, in the MGA agreement, there are no levels above the MGA level, so you do not want to checkmark any allowed parent levels.

When you are finished, click the **Save** button. Notice that the page remains open, allowing you to add additional hierarchy templates for a selected agreement type, all at once.

Next, we need to establish a hierarchy template for the MGA to GA relationship. Producers serving as General Agents or Agencies in an MGA agreement will need to be tied to their upline MGAs.

To add the GA to MGA hierarchy template, from the **Base Level** dropdown menu, select the GA level for the MGA agreement type.

Then – as you did in the prior step -- enter a descriptive name in the **Name** field. It is best to identify the child and parent hierarchy levels that the template is

enforcing, as well as the agreement type, to help users differentiate when choosing this hierarchy template from others that may look similar.

The **Hierarchy Levels – Allowed Parent Roles** section will display all of the levels that were ordered above your selected base level in the **Ordered Levels** section of the **Maintain Hierarchy Levels** page. (See page 10.) As opposed to the MGA hierarchy template where you selected no upline levels, for the GA to MGA hierarchy template with the GA functioning as the base level, you need to identify the MGA level as being dominant to the GA level. So, click the **MGA – MGA Agreement** checkbox.

When you are finished, click the **Save** button.

Our last step in creating hierarchy templates for the MGA agreement type is to enforce the levels in the hierarchy beginning with the Agent base level, or Agent up to GA up to MGA.

To add the Agent to GA to MGA hierarchy template, from the **Base Level** dropdown menu, select the Agent level for the MGA agreement type.

Once more, enter a descriptive name in the **Name** field. It is best to identify the entire hierarchy that the template is enforcing, as well as the agreement type, to help

users differentiate when choosing this hierarchy template from others that may look similar.

The **Hierarchy Levels – Allowed Parent Levels** section will display all of the levels that were ordered above your selected base level in the **Ordered Levels** section of the **Maintain**

The screenshot shows the 'Add Hierarchy Templates' form in the Vertafore Producer Manager. The form is titled 'Add A New Hierarchy Template'. It has a 'Base Level' dropdown menu set to 'GA - MGA Agreement'. The 'Name' field contains 'GA to MGA - MGA Agree'. The 'Start Date' is '09-25-2012'. Under the 'Hierarchy Levels - Allowed Parent Levels' section, there are four checkboxes: 'Agency', 'Principal', 'Agent', and 'MGA - MGA Agreement'. The 'MGA - MGA Agreement' checkbox is checked. There are 'Save' and 'Return' buttons at the bottom right of the form.

The screenshot shows the 'Add Hierarchy Templates' form in the Vertafore Producer Manager. The form is titled 'Add A New Hierarchy Template'. It has a 'Base Level' dropdown menu set to 'Agent - MGA Agreement'. The 'Name' field contains 'Agent to GA to MGA - MC'. The 'Start Date' is '09-25-2012'. Under the 'Hierarchy Levels - Allowed Parent Levels' section, there are four checkboxes: 'Agency', 'Principal', 'Agent', and 'MGA - MGA Agreement'. The 'MGA - MGA Agreement' and 'GA - MGA Agreement' checkboxes are checked. There are 'Save' and 'Return' buttons at the bottom right of the form.

**Hierarchy Levels** page. (See page 10.) For the Agent to GA to MGA hierarchy template with the Agent functioning as the base level, you need to identify both the GA and MGA levels as being dominant to the Agent level. So, click both the **GA – MGA Agreement** and **MGA – MGA Agreement** checkboxes.

When you are finished, click the **Save** button.

When you are finished creating hierarchy templates, click the **Return** button to re-open the **Maintain Hierarchy Templates** page. Here you can see all of the new hierarchy templates that you just configured.

Note that the enforced hierarchical relationship for

each hierarchy template is expressed in the **Base Level** and **Allowed Parent Levels** columns.

**Maintain Hierarchy Templates**

Name	Description	Status	Base Level	Allowed Parent Levels	Start Date	End Date	Actions
Agent to MGA to GA - MGA Agreement		Active	Agent - MGA Agreement	GA - MGA Agreement > MGA - MGA Agreement	09/25/2012		
GA to MGA - MGA Agreement		Active	GA - MGA Agreement	MGA - MGA Agreement	09/25/2012		
MGA Base Level - MGA Agreement		Active	MGA - MGA Agreement		09/25/2012		

Key: = Edit Hierarchy Template

3 templates found, displaying all templates. Export options: CSV | Excel | XML | PDF

Return

Hierarchy validation scheme: Single-Level

Now, a user now can tie producers' agreements together and slot each producer into their rightful place within the compensation or reporting hierarchy under a selected agreement type.

In fact, the effort of the system administrator in setting up agreement types, hierarchy levels, and hierarchy templates is complete, too.



# Working with Agreements

In this chapter, we will explore the activities of a licensing or producer relations staff member in maintaining producer agreement information manually using the Producer Manager user interface.

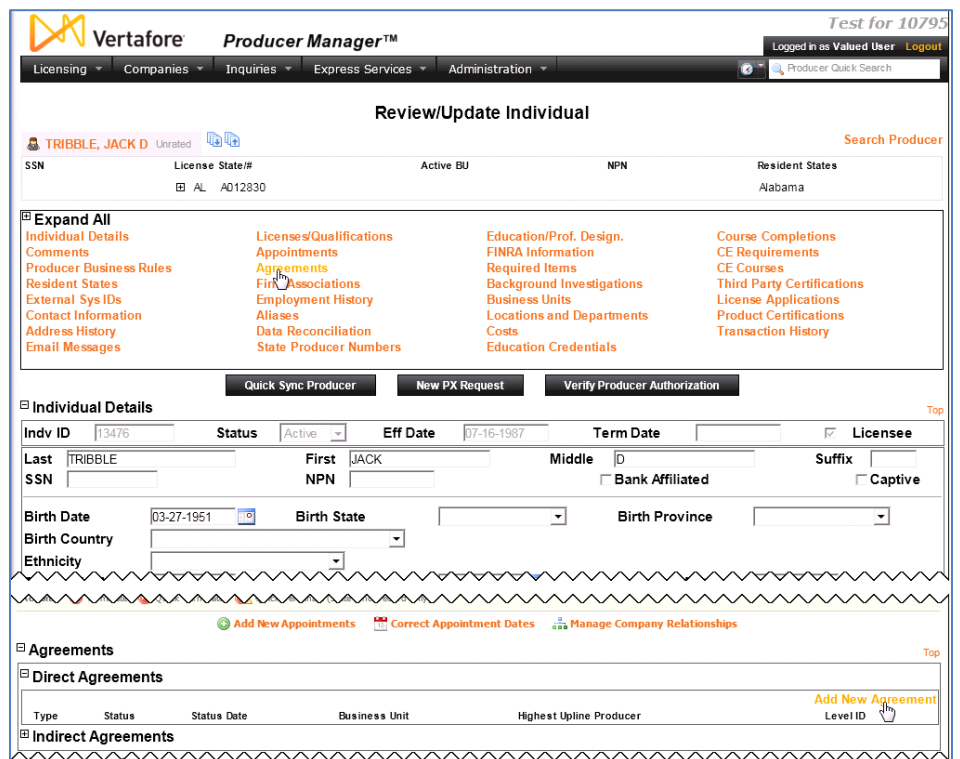
**Note:** Using the full Sicon Platform, including Producer Express, agreement data can be added automatically to a producer record when a producer is onboarded. Also, through Producer Express, producer agreement information can be maintained automatically as it changes over time. For more information, see the Producer Express online help or consult your Vertafore representative.

## Add an Agreement

Information about a specific agreement or contract that a producer has entered into with a carrier underwriting company can be added to a producer’s record through Producer Manager or Producer Express. In this guide, we will focus on adding an agreement using Producer Manager. (The same steps may be undertaken in Producer Express, either automatically or manually.)

Let us assume that a new individual agent has been onboarded by your company. The agent’s record is in Producer Manager, but now you want to add information about his business agreement with your company.

With the agent’s record open in the **Review/Update Producer** page in Producer



Manager, click the **Agreements** link in the **Quick Links box** at the top of the record.

This will zoom you down to the **Agreements** data section. Here is where Producer Manager stores information about a producer's direct agreements (contracts entered into directly with an underwriting company) and indirect agreements (contracted indirectly with a company by virtue of an affiliation with a contracted agency).

Click the node (⊕) to the left of the **Direct Agreements** sub-section to expand it. As you can see, this producer currently has no contracts recorded with your company.

Click the **Add New Agreement** link on the right side of the section. The **Add Agreement** page will open.

There are likely many more data fields on this page than you will need to save the agreement to the producer's record. Let's step through only the required ones.

As mentioned earlier, Producer Manager can feed agreement information to your company's other systems, such as compensation or commissions. The code that identifies the producer in another system is stored on the producer's record. We need to tie that code to the agreement.

So, from the **External System ID** dropdown menu, select the correct code to tie to this agreement. (If you don't know which it is, ask the licensing supervisor.)

Next, we need to record what type of agreement or contract your company has entered into with the producer. From the **Type** dropdown menu, select the agreement type. (The types were entered into the system by a system administrator. See page 4 for more information.)

To add an active agreement, accept the default setting of "Active" in the **Status** field.

Note the **Hierarchy Template** field. Later, when we tie this agreement to those of the producer's upline to form an agreement hierarchy, this field will become important.

Click the **Next** button to proceed.

Next, we must identify the underwriting company that the producer's agreement is with. Click to checkmark the underwriting company that issued the producer's agreement.

Enter the date that the agreement became effective in the **Begin Date** field.

There you have it. **External System ID, Type, Begin Date,** and **Company** are the

minimum data required in order for you to save an active agreement to the producer's record.

Click the **Save** button to finish. The producer's record now reflects a direct agreement with the selected underwriting company.

The screenshot shows the 'Add Agreement' form in the Vertafore Producer Manager system. The form includes a header with the Vertafore logo and 'Producer Manager™'. Below the header is a navigation bar with tabs for Licensing, Companies, Inquiries, Express Services, and Administration. The main form area contains a table with columns for Name, SSN, NPN, Status, Type, and Company. The Name field is populated with 'TRIBBLE, JACK D'. Below the table, there is a section for selecting companies, with 'Mutual Insurance Company' checked. The 'Begin Date' field is set to '09-26-2012'. At the bottom right, there are three buttons: 'Previous', 'Save', and 'Cancel'.

**Note:** If your company needs to load a producer's historical or inactive agreement data to the producer's record, you also may add an inactive agreement. Use the same preceding steps, except from the **Status** dropdown menu, select "Inactive." You also must choose a value from the **Termination Reason** dropdown menu and enter an **End Date** for the historical agreement.

## Establish an Agreement Hierarchy

As you saw, it is easy to add agreement information to an agent's record. But if your company's agreement with an agent becomes part of a multi-level commission hierarchy with other producers, you must edit the agent's agreement information and apply a hierarchy template. Hierarchy templates enforce the commission schedules or reporting structure for all levels of the hierarchy.

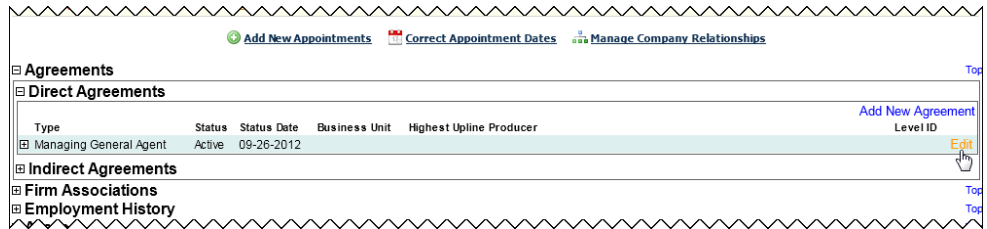
Before we explain how this is done, let's assume the following:

- Agreement info already has been added to the record in Producer Manager of a producer sitting at the top level of the MGA agreement hierarchy. A hierarchy template that enforces the MGA level as being the "highest upline" of an MGA hierarchy has been applied to the producer's agreement. (For more information, see page 12.)
- Agreement info already has been added to the record in Producer Manager of a second producer sitting at the middle level – the General Agent (GA) level -- of the MGA agreement hierarchy. Another hierarchy template enforcing that the GA level reports up to the MGA level in an MGA hierarchy has been applied to the second producer's agreement. (For more information, see page 13.)

Now, we will complete the formation of the agreement hierarchy by applying a hierarchy template to the agreement information we added to the producer's record in the preceding

section. This third hierarchy template will enforce that the Agent “base level” reports up to the GA level, which in turn reports up to the MGA level. (For more information, see page 13.)

With the “base level” agent’s record open in the **Review/Update Producer** page in Producer Manager, navigate to the **Agreements** data section.



Click the node (⊞) to the left of the **Direct Agreements** sub-section to expand it. There, you can see information about the agent’s business agreement with the underwriting company.

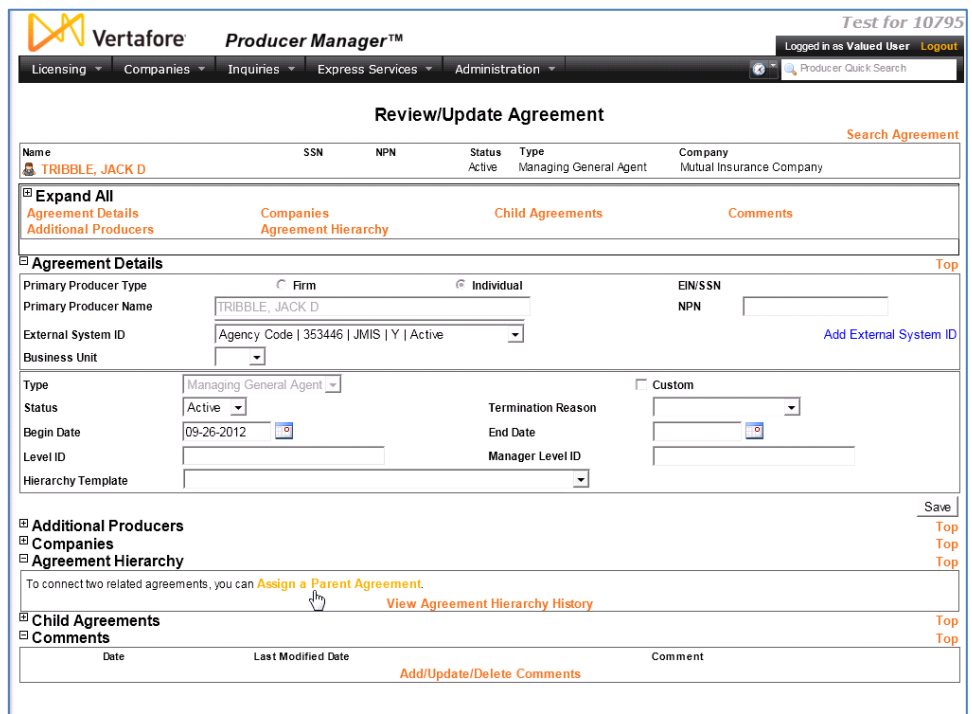
Click the **Edit** link on the right side of the section. The **Review/Update Agreement** page will open, with the current details about the producer’s business agreement.

In the **Quick Links** box at the top of the **Review/Update Agreement** page, click the **Agreement Hierarchy** link. This will navigate you quickly to and expand the **Agreement Hierarchy** data section.

The **Agreement Hierarchy** stores information about a selected producer’s “upline” in a multi-level business relationship. In this example, you can see that the selected producer currently has no upline.

To tie the producer’s Agent base level agreement with the agreement of an immediate-upline, GA-level producer, click the **Assign a Parent Agreement** link.

The **Assign Parent Agreement – Search Page** will open.



On this page, you must search for the agreement belonging to a firm or individual licensee producer who will serve as the agent's immediate upline in the agreement hierarchy.

Use your standard search techniques to locate the upline producer's agreement.

With the correct upline producer's agreements searched for and found, the **Assign Parent Agreement** page will redisplay. Now, you must choose which specific upline agreement to tie to the agent's agreement.

If there is only one, the choice is simple. If there are multiple, review carefully the information related to each agreement listed.

Note that you cannot link to an upline agreement that does not have a hierarchy template in force.

Click the radio button to the left of the agreement you want to link to. In this case, it is the agreement that is governed by the GA to MGA hierarchy template under the MGA agreement type.

Click the **Select Agreement** button. The **Assign Parent Agreement** page will redisplay once more.

Now, you can see quite clearly where your Agent agreement is going to fit in the MGA agreement hierarchy. It will serve as the base level in the Agent to GA to MGA hierarchy. You can see the specific names of the producers that will be in the agent's upline.

To enforce this set of relationships, select the correct hierarchy template by clicking its associated radio button.

Then, click the **Select Template** button. The agent's agreement information will redisplay in the **Review/Update Agreement** page.

**Assign Parent Agreement**

Current Agreement

Name	SSN	NPN	Status	Type	Company
TRIBBLE, JACK D			Active	Managing General Agent	Mutual Insurance Company

The selected parent agreement will give the current agreement the following upline:

Producer Upline	Level
ADVANCED INSURANCE UNDERWRITERS, LLC	MGA - MGA Agreement
PARK AVENUE SERVICE CORPORATION	GA - MGA Agreement

This hierarchy has been effective since: 09-26-2012

Note: Any hierarchy history on the child agreement that has been recorded since the selected effective date will be overwritten with this new hierarchy.

Please select the hierarchy template to assign to the current agreement:

Name	Description	Base Level
<input checked="" type="radio"/> Agent to GA to MGA - MGA Agreement		Agent - MGA Agreement

Select Template | Return

Now, in the **Agreement Hierarchy** data section, you can view the agent's entire upline, with relationships at each level spelled out.

In the **Actions** column, you can review or edit the parent agreements. You can also quickly break the parent/child relationship between the agent's agreement and that of the agent's immediate upline (in this case, the GA). Be aware that this only breaks the hierarchical relationship between agreements; it does not delete or inactivate any agreement.

Take a look at the **Child Agreements** data section. You can see that, in this case, the agent has no

**Review/Update Agreement**

Name: TRIBBLE, JACK D | Status: Active | Type: Managing General Agent | Company: Mutual Insurance Company

**Expand All**

- Agreement Details
- Additional Producers
- Companies
- Agreement Hierarchy
- Child Agreements
- Comments

**Agreement Details**

Primary Producer Type:  Firm  Individual

Primary Producer Name: TRIBBLE, JACK D

External System ID: Agency Code | 353446 | JMIS | Y | Active

Business Unit: [Dropdown]

Type: Managing General Agent

Status: Active

Begin Date: 09-26-2012

Level ID: [Field]

Hierarchy Template: Agent to GA to MGA - MGA Agreement (as Agent - MGA Agreement level)

**Additional Producers**

**Companies**

Company	Status	Begin Date	End Date
Mutual Insurance Company	Active	09-26-2012	

**Agreement Hierarchy**

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
ADVANCED INSURANCE UNDERWRITERS, LLC	Managing General Agent	Active	09-26-2012			MGA Base Level - MGA Agreement (as MGA - MGA Agreement level)		[View] [Edit] [Delete]
PARK AVENUE SERVICE CORPORATION	Managing General Agent	Active	09-26-2012			GA to MGA - MGA Agreement (as GA - MGA Agreement level)		[View] [Edit] [Delete]
TRIBBLE, JACK D	Managing General Agent	Active	09-26-2012			Agent to GA to MGA - MGA Agreement (as Agent - MGA Agreement level)		[View] [Edit] [Delete]

Key: [View] = View [Edit] = Change Assigned Parent Agreement [Delete] = Remove Link to Assigned Parent Agreement

**Child Agreements**

No child agreements.

**Comments**

Date	Last Modified Date	Comment

Delete Agreement | Return

downline relationships in the same agreement hierarchy. However, were you to review the **Child Agreements** data section of any of the agent's upline producers, you would see names of those producers' downlines and agreement information listed.

Note also the **Delete Agreement** button at the bottom right of the page. You can delete an agreement only as long as it does not have child agreements (i.e., a downline). So, for example, if you wanted to delete each agreement in a hierarchy, you would have to start at the base level of the hierarchy and work your way up to the top. If an agreement has a downline, the **Delete Agreement** button is grayed out and unavailable for use.

## Transfer Downline Agreements to a Different Parent Agreement

In the course of business, an existing sales hierarchy may need to be broken and re-arranged. An example might be when an agency closes one of its branches and transfers all or some of the agents in that branch to a different branch. Another might be when a brokerage buys out a competing brokerage, requiring the transfer of existing commission hierarchies to new uplines.

When these events occur, Producer Manager makes it easy to update the agreements and hierarchy information on all affected producer records.

However, the procedure will work only if the following rules are acknowledged:

- A new parent producer must have an active agreement with a compatible hierarchy template
- The agreement type associated with the hierarchy template of a new parent agreement must be the same agreement type as are associated with downline hierarchy templates
- The base level of the hierarchy template governing a new parent agreement must be either:
  - ✓ Identical to the base level of the hierarchy template of the original parent agreement
  - OR
  - ✓ Configured as an **Allowed Parent Level** in the hierarchy template of the original parent agreement. (For more information, see page 13.)
- The effective date of the downline hierarchy transfer must be on or after the start date of a new parent agreement
- The system will allow the underwriting company(ies) associated with a new parent agreement to be different from that of an original parent agreement

Let's see how this is done...





With the **Review/Update Agreement** page open, click the **Child Agreements** link in the **Quick Links** box at the top of the page. This will navigate you to the expanded **Child Agreements** data section. Here you can see the first downline agreement under the selected agreement. Be aware that below the first downline agreement, many more dependent agreements may exist.

In the **Child Agreements** data section, click the **Move Children to Another Agreement** link. The **Reassign Downline to a new Parent Agreement** page will open.

**Review/Update Agreement**

Name: FIRST AMERICAN INS AGCY INC | EIN: 00-9946751 | NPN: | Status: Active | Type: GA | Company: Hartford Insurance Company

**Expand All**  
[Agreement Details](#) | [Companies](#) | [Child Agreements](#) | [Comments](#)

**Agreement Details**

Primary Producer Type:  Firm  Individual | EIN/SSN: 00-9946751 | NPN: |  
 Primary Producer Name: FIRST AMERICAN INS AGCY INC | External System ID: CAPIS System | 83-412522 | Y | Active | Add External System ID  
 Business Unit: | Type: GA | Status: Active | Termination Reason: Custom  
 Begin Date: 09-27-2012 | End Date: | Level ID: | Manager Level ID: | Hierarchy Template: EGA - GA Agreement (as EGA level)  
 Payment Frequency: | Advance Commission: | Maximum Advance Amount: | Statement Distribution ID: | Conduct Business via DTCC: | Percent of Advance: | Advance Transaction Status: |

**Additional Producers**  
**Companies**  
**Agreement Hierarchy**  
**Child Agreements**

Producer Name	Type	Start Date	Business Unit	Hierarchy Template	Level ID	Actions
GIALDINI, JAMES	GA	09-27-2012		IGA to EGA - GA Agreement (as IGA level)		<a href="#">View</a>

One active agreement found. [Move Children to Another Agreement](#)

**Comments**

Date	Last Modified Date	Comment

[Delete Agreement](#) | [Return](#)

If the original parent producer has other active agreements, they will display on this page. You can transfer the downline from one of a producer's multiple agreements to a different agreement, as long as the same rules are followed. (See bullet points on page 21.)

But for our example here, we want to transfer the producer's downline to a different producer altogether.

Click the **Search for a different Parent Agreement** link.

**Reassign Downline to a new Parent Agreement**

[Search for a different Parent Agreement](#)

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
Nothing found to display.								

No results found. [Previous](#)

[Home](#) | [Help](#) | [Contact Us](#)

On this page, you must search for the producer to which you want to transfer the original producer's downline.

Use your standard search techniques to locate the new parent producer's agreement.

**Review/Update Agreement**

**Search Producer**

Producer Type:  Firm  Individual Licensee

Please enter at least one of the search criteria below:

Firm Name:

EIN:  NPN:  Active Business Unit:

License Number:  License State:

External System ID:  Primary External ID Only:

Records Per Page: 10

Search Cancel

Displaying 1 - 10 (of 20 matching records) Page 1 of 2

Name	EIN	License State/#	NPN	Active BU	City	State
FIDELITY & BURGLARY X/S-GEN RE-MUN	00-9920938					
FIDELITY & BURGLARY X/S-GEN RE-MUN	00-9938238					
FIDELITY & CASUALTY CO OF NY	00-9928336					
FIDELITY & SURETY BOND CONSULTING	46-3089052				FT WORTH	TX
FIDELITY AND CASUALTY CO	00-9948698					
FIDELITY AND CASUALTY CO	00-9941950					
FIDELITY AND CASUALTY CO	00-9930892					
FIDELITY AND DEPOSIT CO	00-9937927					
FIDELITY AND DEPOSIT COMPANY	00-9923586					
FIDELITY ASSOCIATES INC	00-9913616					

Displaying 1 - 10 (of 20 matching records) Page 1 of 2

Go To Page: 1 Go

Next

Home | Help | Contact Us  
Copyright © 2003-2012 Vertafore, Inc.

Once you have located the new parent producer, click the **Choose New Parent Agreement** button in the **Actions** column.

The **Move Children to Another Agreement** page will open.

**Reassign Downline to a new Parent Agreement**

Search for a different Parent Agreement

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
FIDELITY & CASUALTY CO OF NY	GA	Active	09-27-2012			EGA - GA Agreement (as EGA level)		Choose New Parent Agreement

Key: Choose New Parent Agreement

One result found.

Previous

Home | Help | Contact Us

Review the information on the **Move Children to Another Agreement** page.

The **New Parent Agreement** section displays basic information about the producer agreement that is poised to become the new parent agreement.

The **Step 1** section displays all of the producers with immediate downline agreements with the original parent producer.

Click to select all of the downline agreements that you want to transfer from the original parent to the new parent. (Depending on the circumstances, you may not wish to transfer all downline agreements.)

The **Step 2** section allows you to change the date on which the newly reorganized hierarchy, with its transferred downline agreements, will be effective. You can either accept the default date of the current date, or you can backdate it to any date that is after the **Start Date** of the new parent agreement (displayed in the **New Parent Agreement** section).

When you are finished, click the **Save** button.

The new parent agreement will display the new immediate downline agreements. Additionally, all agreements that are downline to the new parent agreement will display the new hierarchy.

The screenshot shows the Vertafore Producer Manager interface. The main heading is "Move Children to Another Agreement". Below this, there is a section for "New Parent Agreement" with a table showing details for "FIDELITY & CASUALTY CO OF NY".

Producer Name	Type	Status	Start Date	Business Unit	Hierarchy Template	Level ID
FIDELITY & CASUALTY CO OF NY	GA	Active	09-27-2012		EGA - GA Agreement (as EGA level)	

Below the table, there are two steps:

**STEP 1:** Check each child agreement that should be moved to the new parent agreement. A table shows a checked entry for "GIALDINI, JAMES" with a "Save" button next to it.

**STEP 2:** This hierarchy has been effective since: 09-27-2012. A note states: "Any hierarchy history on the child agreements that has been recorded since the selected effective date will be overwritten with this new hierarchy."

At the bottom right, there are "Previous" and "Save" buttons.

# Review Agreement Hierarchy History

For audit purposes, Producer Manager keeps track of changes to a producer’s agreement hierarchy. You can easily view the historical log directly within a producer’s agreement information.

First, be sure that the **View Agreement Hierarchy History** permission is enabled on the **Maintain Security Role** page for security role that is attached to your Producer Manager user account.

Then, open in the **Review/Update Agreement** page the agreement information of the producer whose hierarchy history you want to review. (To review how to do this, see page 22.)

Click the **Agreement Hierarchy** link in the **Quick Links** box at the top of the page. The **Agreement Hierarchy** data section will expand.

Click the **View Agreement Hierarchy History** link at the bottom of the **Agreement Hierarchy** data section.

The **View Agreement Hierarchy History** page will open.

The screenshot displays the 'Review/Update Agreement' interface in Vertafore Producer Manager. At the top, the user is logged in as 'Valued User'. The main section is titled 'Review/Update Agreement' and includes a search bar. Below this, there are tabs for 'Expand All', 'Agreement Details', 'Companies', 'Child Agreements', and 'Comments'. The 'Agreement Details' section is expanded, showing fields for 'Primary Producer Type' (Firm/Individual), 'Primary Producer Name' (GA, GABE), 'External System ID', 'Business Unit', 'Type' (GA), 'Status' (Active), 'Begin Date' (03-01-2009), 'Level ID', 'Hierarchy Template' (GA (as GA level)), 'Payment Frequency', 'Advance Commission', 'Maximum Advance Amount', 'Statement Distribution ID', 'Termination Reason', 'End Date', 'Manager Level ID', 'Conduct Business via DTCC', 'Percent of Advance', and 'Advance Transaction Status'. At the bottom, the 'Additional Producers' section is expanded, showing a table of producers:

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
NMO, NATE	NMO	Active	01-01-2008			NMO (as NMO level)		
RMO, RON	RMO	Active	02-01-2009			RMO (as RMO level)		
GA, GABE	GA	Active	03-01-2009			GA (as GA level)		

Key: = View = Change Assigned Parent Agreement = Remove Link to Assigned Parent Agreement

A red arrow points to the 'View Agreement Hierarchy History' link at the bottom of the hierarchy table.

The **Current Hierarchy** section at the top of the page always show the selected producer’s currently effective upline.

The **Historical Hierarchy** section at the bottom of the page shows the producer’s upline as of the date displaying in the **View Hierarchy as of** field.

You can enter any date in this field to view the producer’s upline as of the entered date. Use the *mm-dd-yyyy* date format, or click the **Calendar** button to open a popup calendar from which you can click to select a date. Then, click the **View** button.

In the example above, the user has chosen to view the selected producer’s agreement upline as of October 1, 2009. Note that by looking at the top right of the **Historical Hierarchy** section you can view the exact time period during which the historical upline was valid.

**View Agreement Hierarchy History**

Name	SSN	NPN	Status	Type	Company
GA, GABE			Active	GA	Regulated Company

**Current Hierarchy**

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
NMO, NATE	NMO	Active	01-01-2008			NMO (as NMO level)		[Icons]
RMO, RON	RMO	Active	02-01-2009			RMO (as RMO level)		[Icons]
GA, GABE	GA	Active	03-01-2009			GA (as GA level)		[Icons]

Key: [Icons] = View

View Hierarchy as of 03-14-2009      View Hierarchy as of 10-01-2009 [Calendar] [View]      View Hierarchy as of 01-01-2010

**Historical Hierarchy** Valid from 03-15-2009 to 12-31-2009

Producer Name	Type	Hierarchy Template	Actions
NMO, NED	NMO	NMO (as NMO level)	[Icons]
RMO, RON	RMO	RMO (as RMO level)	[Icons]
GA, GABE	GA	GA (as GA level)	[Icons]

Key: [Icons] = View

[Return]

The **View Agreement Hierarchy History** page also offers navigational links to historical data. Click the **View Hierarchy as of [date]** link to view the selected producer’s historical upline as it stood on the first day of its period of effectiveness.

**View Agreement Hierarchy History**

Name	SSN	NPN	Status	Type	Company
GA, GABE			Active	GA	Regulated Company

**Current Hierarchy**

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
NMO, NATE	NMO	Active	01-01-2008			NMO (as NMO level)		[Icons]
RMO, RON	RMO	Active	02-01-2009			RMO (as RMO level)		[Icons]
GA, GABE	GA	Active	03-01-2009			GA (as GA level)		[Icons]

Key: [Icons] = View

View Hierarchy as of 03-14-2009      View Hierarchy as of 10-01-2009 [Calendar] [View]      View Hierarchy as of 01-01-2010

**Historical Hierarchy** Valid from 03-15-2009 to 12-31-2009

Producer Name	Type	Hierarchy Template	Actions
NMO, NED	NMO	NMO (as NMO level)	[Icons]
RMO, RON	RMO	RMO (as RMO level)	[Icons]
GA, GABE	GA	GA (as GA level)	[Icons]

Key: [Icons] = View

[Return]

And here is what that looks like, in the example on the right.

When you are finished reviewing hierarchy history, click the **Return** button to go back to the selected producer's agreement information in the **Review/Update Agreement** page.

**Vertafore Producer Manager™** Test for 10795

Licensing Companies Inquiries Express Services Administration Logged in as Valued User Logout

Producer Quick Search

### View Agreement Hierarchy History

[Search Agreement](#)

Name	SSN	NPI#	Status	Type	Company
GA, GABE			Active	GA	Regulated Company

#### Current Hierarchy

Producer Name	Type	Status	Start Date	End Date	Business Unit	Hierarchy Template	Level ID	Actions
NMO, NATE	NMO	Active	01-01-2008			NMO (as NMO level)		
RMO, RON	RMO	Active	02-01-2009			RMO (as RMO level)		
GA, GABE	GA	Active	03-01-2009			GA (as GA level)		

Key: View

View Hierarchy as of   [View Hierarchy as of 03-15-2009](#)

#### Historical Hierarchy

Valid from 03-01-2009 to 03-14-2009

Producer Name	Type	Hierarchy Template	Actions
GA, GABE	GA		

# Viewing and Exporting Agreement Data

In this chapter, we will learn how agreement data maintained in producer records can be reviewed in aggregate through a number of standard Producer Manager inquiries (reports). Also, we will examine agreement data as it is made available for export to other systems.

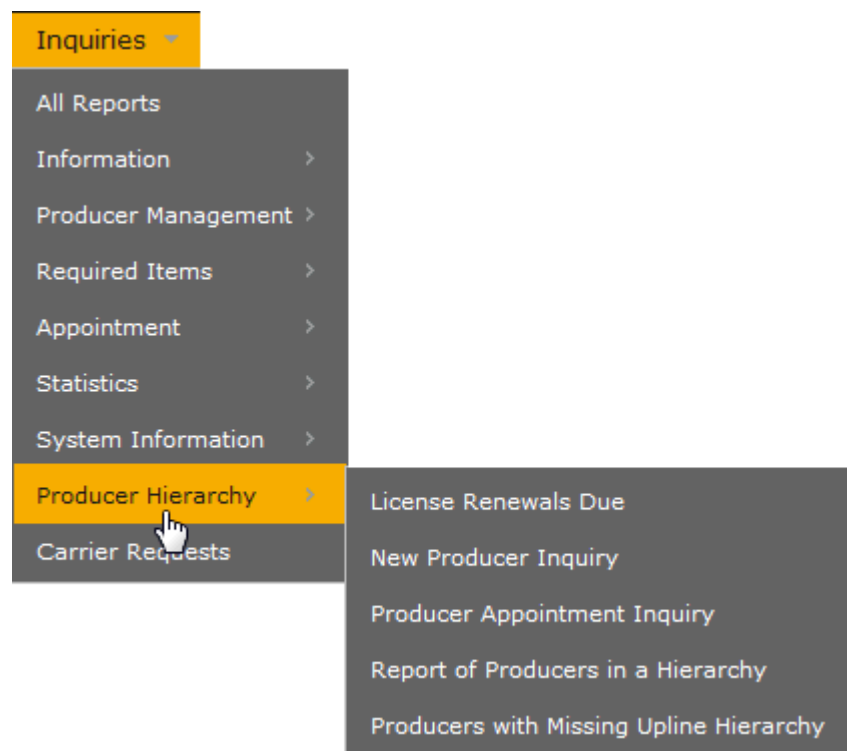
## Run Producer Hierarchy Inquiries

Producer Manager offers several pre-built reports that you can run to get snapshot views of producers and their agreement and hierarchy information.

The agreements-related reports are available from the **Inquiries** menu. In the Producer Manager menu bar, select **Inquiries**, and then select **Producer Hierarchy**. A submenu will fly out, from which you can select the report you want.

Then, a page will open, specific to the selected report, on which you can enter report criteria.

Below is a summary of the **Producer Hierarchy** reports. For detailed information, consult the Producer Manager online help.



## License Renewals Due Inquiry

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

You also can limit the report results to include only producers whose agreements tie them to a specific upline producer.

**Vertafore Producer Manager™** Test for 10795  
 Logged in as Valued User Logout  
 Producer Quick Search

All Reports Recent Reports **License Renewals Due**

### License Renewals Due

Find out when producers' licenses are up for renewal. You can limit the report to show renewals due only for producers who report to a specified producer.

**Due Dates**  
 From 06-25-2012 to 07-31-2012

**Producer Status**  
 [Dropdown]

**State**  
 [Dropdown]

**License Status**  
 [Dropdown]

**License Type**  
 Accident & Sickness Agent  
 Adjuster  
 Adjuster (Firm)  
 Adjuster - DHS Texas  
 Adjuster Trainee  
 Adjusting Firm

**Qualifications**  
 1244  
 A & H - Ltd to Credit Health  
 AGY  
 Acc Hlth or Sick Reinsurance  
 Acc. Hlth. & Sickness MGA  
 Accident & Health (P&C only)

**Business Units**  
 00001  
 00002  
 00003  
 00004  
 123TEST  
 AAA

Include "Do Not Contract"

**Hierarchy Downline**  
 Restrict results to producers that report to a **specific producer**.  
 No producer selected.

Submit Offline Cancel

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Sicon ID	Prod	Last	First	Middle	Suffix	Firm Name	SSN / EIN	License State	License Number	License Status	License Type	Original Issue Date	Expire Date	Business Units	Re
1	694653						CUSTOM BENEFIT PROGRAMS INC	123456789	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Lif
2	694638						FARMINGTON CO	123456790	Arizona (AZ)	64349	AC	Non-Resident Producer Firm	6/26/1998	6/30/2012	AWD	Lif
3	739101						SECURITY INS SERVICES INC	123456791	Illinois (IL)	100306002	AC	Business Entity Producer	7/28/2004	7/28/2012	AWD	No
4	694653						CUSTOM BENEFIT PROGRAMS INC	123456792	West Virginia (WV)	100110212	AC	Business Entity Producer	4/25/2006	6/30/2012	AWD	No
5	694638						FARMINGTON CO	123456793	Arizona (AZ)	64349	AC	Non-Resident Producer Firm	6/26/1998	6/30/2012	AWD	Lif
6	697317						ACCG-GOVERNMENT EMPLOYEE BENEFITS C	123456794	Arizona (AZ)	133745	AC	Non-Resident Producer Firm	6/14/2002	6/30/2012	AWD	Lif
7	694725						BENEFIT ALLIANCE INC	123456795	Utah (UT)	346084	AC	Non-Res Producer Organization	6/11/2010	6/30/2012	AWD	Ac
8	694653						CUSTOM BENEFIT PROGRAMS INC	123456796	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Ac
9	697317						ACCG-GOVERNMENT EMPLOYEE BENEFITS C	123456797	Arizona (AZ)	133745	AC	Non-Resident Producer Firm	6/14/2002	6/30/2012	AWD	Lif
10	694653						CUSTOM BENEFIT PROGRAMS INC	123456798	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Lif
11	739101						SECURITY INS SERVICES INC	123456799	Illinois (IL)	100306002	AC	Business Entity Producer	7/28/2004	7/28/2012	AWD	No
12	694725						BENEFIT ALLIANCE INC	123456800	Utah (UT)	346084	AC	Non-Res Producer Organization	6/11/2010	6/30/2012	AWD	Ac
13	694653						CUSTOM BENEFIT PROGRAMS INC	123456801	California (CA)	0B78383	AC	Non-Resident Producer Firm	6/12/1996	6/30/2012	AWD	Ac



## New Producer Inquiry

Run the **New Producer Inquiry** to locate new producers added to the system in a selected timeframe.

You can limit the report results to include only producers whose agreements tie them to a specific upline producer.

The report results display producers' highest uplines in the hierarchy.

Created Date	Producer ID	Last Name	First Name	Middle Name	Suffix	Firm Name	License Status	Resident State(s)	Business Units	Doing Business As (DBA) Alias	Preferred Address Line 1
8/10/2010						THOMAS REAL ESTATE & INS CO	Active	AR	ASURION		114 E CONWAY ST
8/10/2010		NASSIH	EMAD	GUERGUE S			Pending	CA	ORSCLA		16014 ARROW HWY
8/10/2010		NANCE	RICHARD	JACKSON			Active	CA	PAM		11344 COLOMA RD
8/10/2010		SKILKEN	DANIEL	CARY			Active	CA	JHIA		17960 ANDREWS ST.
8/10/2010		SKILKEN	DANIEL	CARY			Active	CA	OTIS		17960 ANDREWS ST.
8/10/2010		NEWBERRY	SHERALD	ROSE			Pending	CA			225 SOUTH LAKE AVENUE
8/10/2010						ONLINE TRIP INS SERVICES INC	Active	CA	JHIA		17960 ANDREWS ST
8/10/2010						ONLINE TRIP INS SERVICES INC	Active	CA	OTIS		17960 ANDREWS ST
8/10/2010		HALLON	JORGE	L			Active	FL	ORCUP		7529 SW 109TH CT
8/10/2010						ASSIST-CARD CORPORATION OF AMERICA	Active	FL	ORCUP		175 W 7TH STREET #2407
8/10/2010		CALLANAN	CASEY	M			Active	IA	ORAGU		FIRST INSURANCE AGENCY
8/10/2010						FAHC INC	Active	IA	ORAGU		25 W. STATE STREET
8/10/2010		ZIMMER	JAMES	R			Pending	IL	ORSCLA		ADVANTAGE AVIATION INSURANCE
8/10/2010		PESCH	MICHAEL	R			Active	IL	PAM		TWO PIERCE PLACE
8/10/2010		PRESTON	ROBERT	J			Pending	IL	PAM		1000 N MLWAUKEE AVE
8/10/2010		Stevenson	Sifney				Active	IL	ORCUP		1 King Street

# Producer Appointment Inquiry

Run the **Producer Appointment Inquiry** to review all appointment and termination activity for all producers or just one producer in your system during a given timeframe.

You can limit the report to show appointment and termination activity only for producers whose agreements tie them to a specific upline producer.

The report output displays producers' highest uplines in the hierarchy.

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**Producer Appointment Inquiry**

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

Appointment/Termination: Begin Date **07-07-2012** End Date **08-06-2012**

External System ID: External System ID   Primary Only

State(s): Alabama, Alaska, American Samoa, Arizona, Arkansas, California

Status(es): Active - Approved, Inactive - Approved, Active - Denied, Inactive - Denied, Active - Pending, Inactive - Pending

Submitting Staff Member(s): Lennon, Karyn, Little, Stuart, Loomis, Kelly, Lostroscio, Therese, LUREAU, JIM, Mable, Greg

Business Unit(s): QUIRX, RALBU, RLOR, SCR2304, SCR2304B, SMFC

Active Companies: The Jones Western Company, TrueBlue, Trumbull Insurance Company, Twin City Fire Insurance Co, Umbrella Corporation, Washington Casualty and Disability

Hierarchy Downline: Restrict results to producers that report to a **specific producer**. No producer selected.

Single Producer: Search for a **specific producer**. No producer selected.

Company Name	NAIC ID	Producer ID	Last Name	First Name	Middle Name	Suffix	Firm Name	SSN/EIN	Producer Status	Appt State	Appt Type	Appt Status	Active Date	Trm Date	Trm Reason	Rec Only	Appt Rqst Date	License Type (License #)	Business Units	Staff Member
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654321	Active	OK	Accident and Health	Inactive	06-28-2009	06-29-2009	Cancel	Y		Producer (40040611), Non-Resident		
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654322	Active	OK	Accident and Health	Inactive	06-28-2009	06-29-2009	Cancel	Y		Producer (40040611), Non-Resident	AWD	
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654323	Active	OK	Life	Inactive	06-28-2009	06-29-2009	Cancel	Y		Producer (40040611), Non-Resident	AWD	
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654324	Active	OK	Life	Inactive	06-28-2009	06-29-2009	Cancel	Y		Producer (40040611), Non-Resident	AWD	
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654325	Active	TX	Life, Accident, Health and	Inactive	06-29-2009	06-30-2009	Cancel	Y		General Lines Agent (1241224)	AWD	
AmLife Insurance Company	60534		ACKLEY	KRISTEN	BENJAMIN			987654326	Active	TX	Life, Accident, Health and	Inactive	06-29-2009	06-30-2009	Cancel	Y		General Lines Agent (1241224)	AWD	
AmLife Insurance Company	60534						ADVANCED VOLUNTARY CONCEPTS	263795461	Active	NJ	Doesn't Appt By LOA	Active	06-25-2009			Y		1116 (1217087)		
AmLife Insurance Company	60534						ADVANCED VOLUNTARY CONCEPTS	263795461	Active	PA	Accident and Health	Active	06-25-2009			Y		1115 (550162)		
AmLife Insurance Company	60534		ANDREW	JASON	THOMAS			123456789	Active	CA	Disability	Active	05-24-2009			N	06-23-2009	Resident Insurance Producer		
AmLife Insurance Company	60534		ANDREW	JASON	THOMAS			123456790	Active	CA	Disability	Active	05-24-2009			N	06-23-2009	Resident Insurance	AWD	

# Report of Producers in a Hierarchy

Run the **Report of Producers in a Hierarchy** inquiry to identify producers having downline agreements with a specific parent producer in a reporting or compensation hierarchy. You can search for parent agreements by either a specific external system ID(s) or agreement.

Individual Last Name	Individual First Name	Firm Name	TIN	Agreement Status	Agreement Type Code	Agreement ESID	Hierarchy Template	Base Role	Parent Agreement ESID	Parent Agreement
Accept	Jim		***-5614	AC	EMO		9250	EMO	546642555	CAPIS
Allen	Daniel		***-7779	AC	GA	85858588	9099	GA	546642555	CAPIS
BRAVO	FRANK		***-1044	AC	GA	10 177906	9999	GA		
Thayer	Ben		***-3057	AC	GA	0000000434	9099	GA	546642555	CAPIS

## Producers with Missing Upline Hierarchy

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

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

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All Reports | Recent Reports | **Producers with Missing Upline Hierarchy**

**Producers with Missing Upline Hierarchy**  
 This report identifies producers that have active agreements with invalid upline hierarchies.  
 If a producer has multiple agreements that are missing an upline hierarchy, the producer will appear in the report multiple times, once for each agreement.

**Producer Criteria**  
 Filter producers with active agreements:  
 Producer Type: Individual Licensee, Firm  
 Producer Status: Active, Inactive, Pending  
 Only include producers with an active license  
 Agreements identified by an active External System ID of type: AGENCY\_ID

**Missing Upline Criteria**  
 Select the scenario in which the producer's upline is invalid:  
 The parent agreement is inactive  
 No upline exists  
 No upline exists, where the producer's agreement has an additional producer:  
 Additional Producer Role: ACME  
 Identified by one of the following External System IDs:  
 Enter 1-50 External System IDs, separated by commas. Example: AB1234, YZ0987

Submit Offline | Cancel

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report\_130355.xls [Compatibility Mode] - Microsoft Excel

Producers with Missing Upline Hierarchy Report											
8/23/2012											
Producer Upline Scenario: The parent agreement is inactive											
Producer Type: Individual Licensee (IL), Firm (AGY)											
Producer Status: Active (AC), Inactive (IN), Pending (PN)											
Producer Agreement ESID Type: All											
Only Producers with an Active License: False											
Additional Producer Role: N/A											
Additional Producer Agreement ESID Search Values: N/A											
Note: External System Id is abbreviated as ESID.											
Last Name	First Name	Firm Name	Producer Status	Agreement Type	Agreement Begin Date	Agreement ESID	Agreement ESID Type	Hierarchy Template	Base Role	Parent Agreement ESID	Parent Agreement ESID Type
Bedard	Jon		AC	RMO	3/5/2007	0000000089	TEST	3406	RMO		
Gould	Gordon		AC	RMO	3/5/2007	0000000110	CAPIS	3406	RMO		
JORZ	LUCILLE		AC	GA	3/6/2007	00 880116	CAPIS	9099	GA		
		Swingline Agency Inc.	PN	GA	5/15/2007	30054888	CAPIS	9365	GA		
		First Finance Fidelity	AC	RMO	3/22/2007	8888888000	CAPIS	3406	RMO		
		First Finance Fidelity	AC	EMO	2/16/2007	8888888000	CAPIS	9250	EMO		
		Lustige Agency	PN	GA	3/2/2007	4444999911	CAPIS	3972	GA		
		Age and See Agency	AC	LO	3/22/2007	204051051	CAPIS	3421	SGA	128000000	CAPIS
		Thomas Sherk Agency	PN	GA	8/9/2007	3333333666	CAPIS	3415	GA	704771244	CAPIS

# View Agreement Data from Sircon Platform Integration Points

The Sircon Platform can feed producers' agreement data to your company's other computer systems or to a reporting warehouse through the use of two integration services: the Outbound Data Feed and the Producer Data Web Service.

## Outbound Data Feed

The **Outbound Data Feed** (OBDF) tracks changes in producer data as stored in Producer Manager. It can be configured to regularly push an encrypted XML file with changed data to a secure FTP site, where a client application, developed and maintained by your company's IT staff, can retrieve, parse, and feed the data to systems waiting downstream from Producer Manager.

At the right is an example of agreement data contained in an OBDF file. In this example, the file is communicating a change in a specific producer's immediate parent agreement and a new Begin Date for the hierarchy.

In the example, you can see the following data elements related to a specific producer's agreement:

- The agreement type code, contained in the <Type> element
- An internal system tracking ID for the agreement's immediate upline agreement, contained in the <ParentAgreementID> element
- The hierarchy template name, contained in the <HierarchyTemplate> - <Name> element

```

<Agreements>
  <Agreement InternalID="329243" Action="Update">
    <InsertUserID>licspec</InsertUserID>
    <InsertDateTime>03-15-2009 11:14:17</InsertDateTime>
    <UpdateUserID>licspec</UpdateUserID>
    <UpdateDateTime>03-15-2009 11:44:47</UpdateDateTime>
    <Type Code="GA">GA</Type>
    <Status Code="AC">Active</Status>
    <LevelID/>
    <ManagerLevelID/>
    <ExternalSystemType Code="AGYCODE">Agency Code</ExternalSystemType>
    <ExternalID>509004000</ExternalID>
    <BeginDate>03-01-2009</BeginDate>
    ....
    <ParentAgreementID>329224</ParentAgreementID>
    ....
    <HierarchyTemplate InternalID="2122">
      <Name>GA</Name>
      <BaseRole Code="GA">GA</BaseRole>
      <BeginDate>03-02-2009</BeginDate>
      <EndDate/>
      <Description>GA Level</Description>
    </HierarchyTemplate>
    ....
    <AgreementChanges>
      <AgreementChange InternalID="303763" Action="Insert">
        <InsertUserID>licspec</InsertUserID>
        <InsertDateTime>03-15-2009 11:44:47</InsertDateTime>
        <UpdateUserID>licspec</UpdateUserID>
        <UpdateDateTime>03-15-2009 11:44:47</UpdateDateTime>
        <EffectiveDate>03-15-2009</EffectiveDate>
        <Type Code="GA">GA</Type>
        <HierarchyTemplate InternalID="2122">
          <Name>GA</Name>
          <BaseRole Code="GA">GA</BaseRole>
          <BeginDate>03-02-2009</BeginDate>
          <EndDate/>
          <Description>GA Level</Description>
        </HierarchyTemplate>
        <ParentAgreementID>329224</ParentAgreementID>
      </AgreementChange>
    </AgreementChanges>
  </Agreement>
</Agreements>

```

- The hierarchy template base level, contained in the <BaseRole> and <Description> elements.

## Producer Data Web Service

The **Producer Data Web Service** is intended to deliver specific information about one or multiple producers with records in Producer Manager. One of your company's internal systems can call the Producer Data Web Service to retrieve real-time producer information as contained in Producer Manager.

At the right is an example XML response file from the Producer Data Web Service.

The <Agreements> element contains a collection of agreements for a requested producer, as well as general agreement information. It also includes the producer's upline agreement hierarchy when it exists. Each <ParentAgreement> element contains the name of the immediate upline or parent producer and the parent producer's level in the agreement hierarchy.

```
<soapenv:Envelope ...>
  <soapenv:Body>
    <ProducerQueryResponse xmlns="http://px.sircon.com/schemas/2006/06/Transaction.xsd">
      <GenericResponse>
        <Status>Processed</Status>
      </GenericResponse>
      <Producer>
        <Individual id="172471">
          <FirstName>Pod</FirstName>
          <MiddleName>B</MiddleName>
          <LastName>Potato</LastName>
          <SSN>...</SSN>
        </Individual>
        <Agreements>
          <Agreement id="264049">
            <TypeCode Value="RMO">
              <Description>RMO</Description>
            </TypeCode>
            <StatusCode Value="AC">
              <Description>Active</Description>
            </StatusCode>
            <StartDate>2007-02-21</StartDate>
            <HierarchyTemplate>
              <Name>3406</Name>
              <Description>RMO-NMO</Description>
              <BaseRoleCode Value="RMO">
                <Description>RMO</Description>
              </BaseRoleCode>
            </HierarchyTemplate>
            <Companies>
              <Company id="662784">
                <Name>Wo De Farmer's Insurance Company</Name>
                <StatusCode Value="AC">
                  <Description>Active</Description>
                </StatusCode>
                <NaicId>26000</NaicId>
                <StartDate>2007-02-21</StartDate>
              </Company>
            </Companies>
            <AgreementUpline>
              <ParentAgreement id="264021" order="0">
                <LevelCode Value="NMO">
                  <Description>NMO</Description>
                </LevelCode>
                <Producer>
                  <Organization id="661860">
                    <Name>wo de firm</Name>
                  </Organization>
                  <ExternalSystemIds>
                    <ExternalSystemId>
                      <Type Value="NSCC_IPS">
                        <Description>NSCC_IPS</Description>
                      </Type>
                      <ExternalId>1002</ExternalId>
                      <PrimaryIndicator>true</PrimaryIndicator>
                      <InactiveIndicator>>false</InactiveIndicator>
                    </ExternalSystemId>
                  </ExternalSystemIds>
                </Producer>
              </ParentAgreement>
            </AgreementUpline>
            <PaymentFrequencyCode Value="DAILY">
              <Description>Daily</Description>
            </PaymentFrequencyCode>
            <BusinessViaDtccCode Value="ALLBUS">
              <Description>All Business</Description>
            </BusinessViaDtccCode>
            <AdvancePercentage>99.0</AdvancePercentage>
            <AdvanceMaxAmount>999999999.99</AdvanceMaxAmount>
            <AdvanceTransactionStatusCode Value="IP">
              <Description>In Progress</Description>
            </AdvanceTransactionStatusCode>
            <StatementDistributionId>453-97A</StatementDistributionId>
          </Agreement>
        </Agreements>
      </Producer>
    </ProducerQueryResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

# Appendix A: Document Change History

Version Number	Date	Version Information	Notes
6.2	10/17//2012	Baseline draft Technical and business review Signoff	DOC-782
7.5	03/12/2016	Reformatted to comply with current Vertafore doc template Changed references from PLM to Sircon Platform Updated chapter taxonomy Added Document History Added info to support adding an inactive agreement	DOC-1108