

# Sircon Producer Manager User Guide

---



A Guide to Setting Up  
and Using  
Education Credentials

September 2016 | Version 7.7

# Contents

<b>Introduction .....</b>	<b>3</b>
<b>Configuring Education Credentials.....</b>	<b>5</b>
Set Up a Credential Program.....	5
Create an Education Credential and Tie it to the Credential Program .....	13
<b>Verifying Education Credentials.....</b>	<b>17</b>
Check a Producer’s Record .....	18
Check a Group of Producers .....	21
Check Education Credentials through Internal Systems .....	24
Education Credentials and Status .....	24
Course Completions .....	25
<b>Appendix A: Other Resources .....</b>	<b>26</b>
<b>Appendix B: Document Change History.....</b>	<b>27</b>

# Introduction

Many states' regulations require producers representing certain types of products, such as annuities or long-term care insurance, to take product-specific education courses. Insurers are obligated under these regulations to be able to provide proof that producers representing their products have completed the required education.

Insurers, too, may have internal producer training requirements not mandated by any regulatory body, but that they themselves may require producers to take as part of their job function or in order to represent a particular product line.

In Producer Manager, a combination of verified education coursework and active, relevant LOA can fulfill the requirements of a **credential program** and earn a producer an **education credential**. An active education credential can serve as visual or systemic verification that a producer currently fulfills basic education requirements necessary to be eligible to represent a particular line of business in a given state.

A credential program that forms the nucleus of an education credential may originate from two sources:

- **Custom credential programs**, created manually and often reflective of internal producer training that your company may require, such as CSR/Account Management, HIPAA, or Do Not Call coursework.
- **Template or pre-defined credential programs**, included in Producer Manager, based on Vertafore's interpretation of the statutory education and license requirements for certain product lines in certain states.

In this guide we'll take a look at how to configure education credentials in Producer Manager and then at ways you can verify producers' ongoing compliance with mandatory training requirements.

Before we go any further, please be aware that neither education credentials nor any of the information in this document has anything to do directly with a producer's *license education* – the state-required coursework necessary for the producer to renew his or her license on a regular basis. In spite of the name “education credentials,” it might be helpful to think of them as having to do strictly with “training,” rather than license education.

The procedures described in this document focus on education credentials that are based on user-created, custom credential programs. However, you may easily interpolate the same procedures as using template or pre-defined credential programs.

Finally, please note that additional information on education credentials and related topics is available. Please review “Appendix A: Other Resources” on page 26 for more information.

---

**Note:** Producer Manager uses a producer's state license LOA as a mechanism for determining the relevance of a credential program to the actual products the producer represents for your company. Eligibility to earn an education credential does not authorize a producer to sell a product. The licenses and LOAs required to sell a particular product should be verified independently by a user or an automated authorization system.

---

# Configuring Education Credentials

Producer Manager can make it easy to track on a running basis a producer's compliance with training requirements, either those mandated by the federal or state government, a self-regulating industry authority (such as FINRA), or your company's corporate policies.

An active "**education credential**" on a producer's record in Producer Manager can signify at a glance that a licensed producer is fully up-to-date with required training mandates. Producer Manager can also export a producer's education credential status to your company's internal systems through the Outbound Data Feed.

The first step in making any of this happen, however, is to set up a **credential program** in Producer Manager, with requirements that will be satisfied by specific training courses as they start to become recorded for the producer.

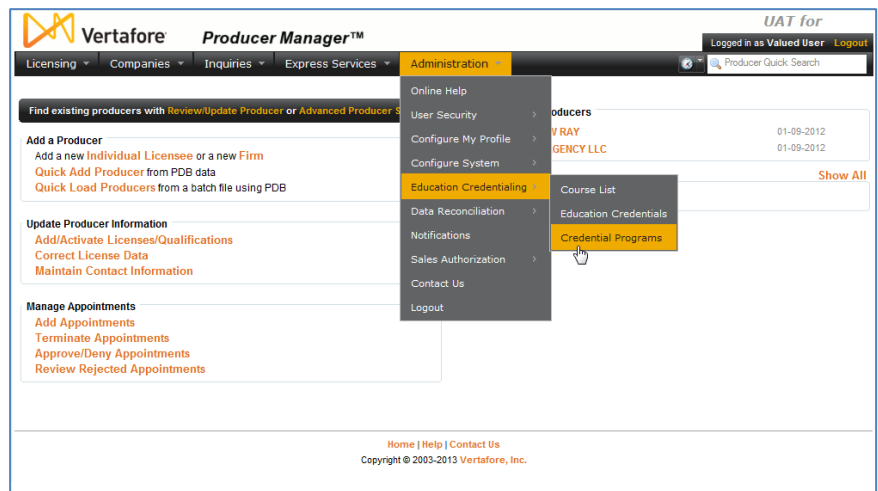
Let's see how this is accomplished...

## Set Up a Credential Program

From the **Administration** menu in Producer Manager, select **Education Credentialing**.

Then, from the submenu, select **Credential Programs**.

The **Credential Programs** page will open.



A credential program defines the education requirements that a producer is required to meet in order to attain or maintain an education credential. A credential program specifies the following:

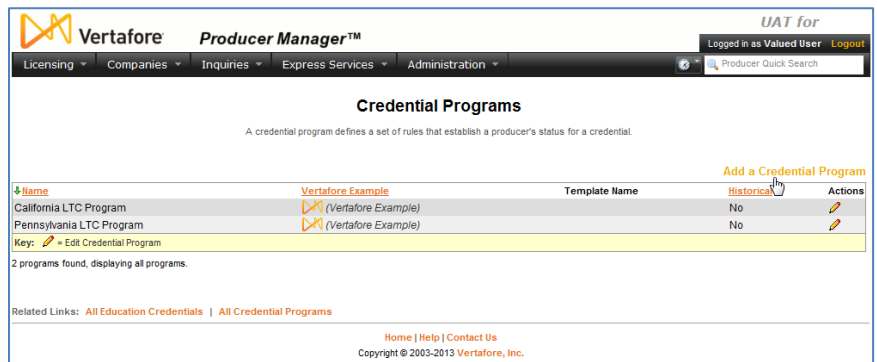
- The types of producers that are eligible to fulfill the credential program
- The types of education courses that are applicable to the credential program
- The number of required course hours in the credential program
- The frequency with which the requirements of the credential program must be met

- The coverage period during which a producer's satisfaction of the requirements remains effective.

A credential program must be applied to an education credential in order to use an “education credential” to track the eligibility of a producer to represent certain lines of business or product types.

For the purposes of our example, let’s say we want to add a new anti-money laundering credential program. We want a way to track that producers have fulfilled federally mandated AML training requirements

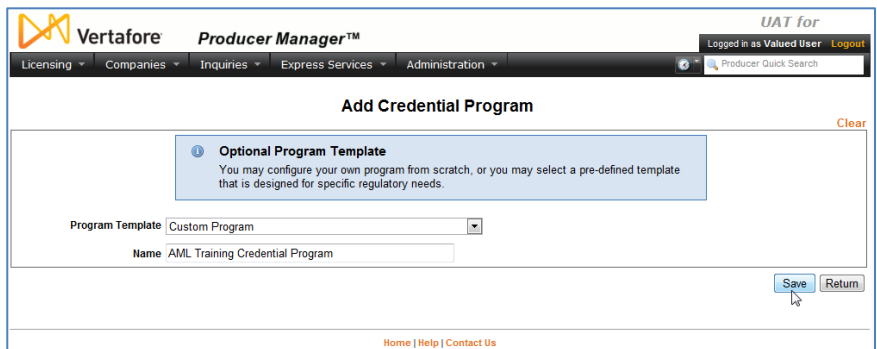
On the **Credential Programs** page, click the **Add a Credential Program** link at the upper right. The **Add Credential Program** page will open.



From the **Program Template** dropdown menu, select Custom Program.

Then, in the **Name** field, enter a name for the new AML credential program.

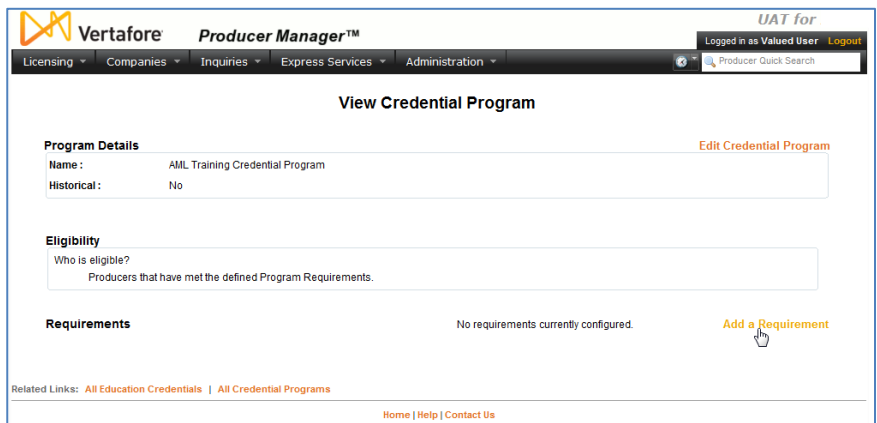
Click the **Save** button. The **View Credential Program** page will open.



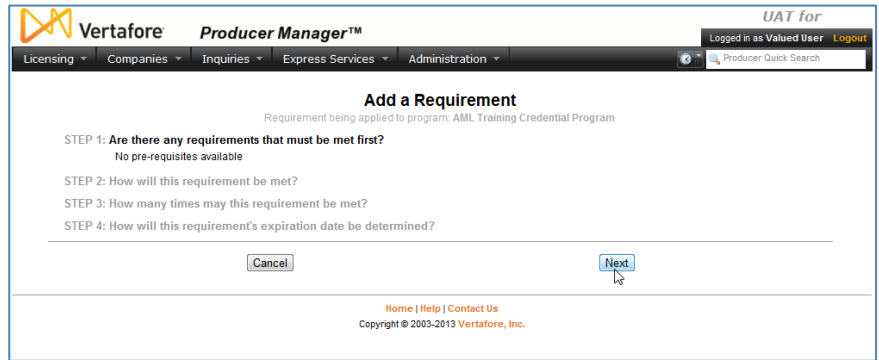
At this point, we have a credential program, but we don't yet have any requirements defined for it.

In the **Requirements** section of the **View Credential Program** page, click the **Add a Requirement** link.

The **Add a Requirement** page will open.



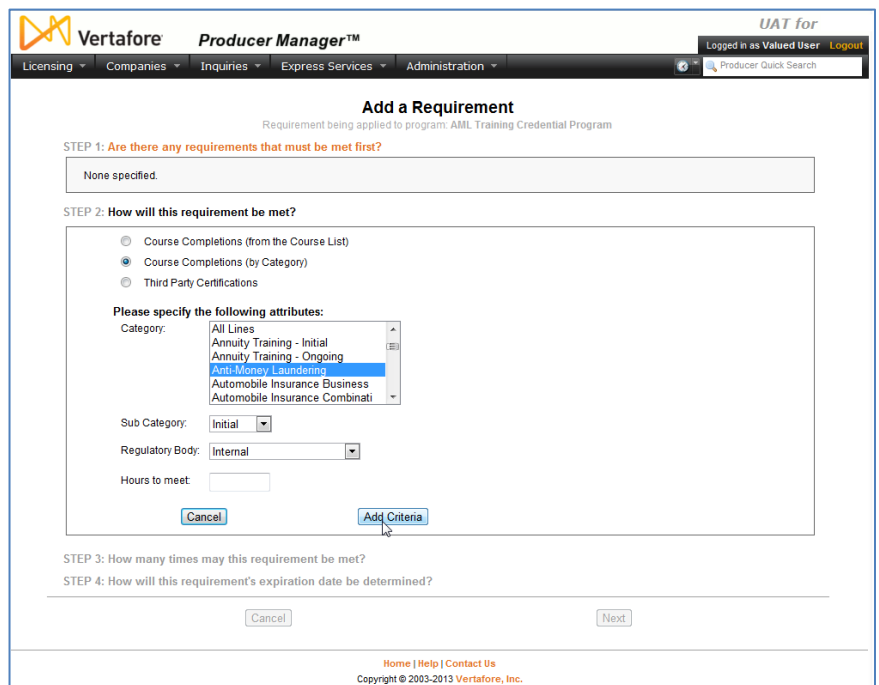
No pre-requisite courses are necessary for a producer to take and fulfill an initial AML training course, so click the **Next** button to continue.



In the **Step 2** section, we need to set up the requirement for initial AML training.

We also want to specify that when AML course completions stream in through AML integration, they will be recognized by their course category rather than by their specific course information, such as course name, course ID, provider ID, etc.

We do not have to worry at all about AML course specifics, because as long as we have the right course categories configured, Producer Manager will automatically add all specific course information to producer records.



Click the **Course Completions**

**(by Category)** radio button, and then in the **Category** multi-select box, you have some options:

- If your company is using LIMRA AML Integration, click to select Anti-Money Laundering
- If your company is using Carrier AML Integration, click to select AML Certification
- If your company is using both, press and hold the CTRL key while clicking to select both Anti-Money Laundering and AML Certification

**Note:** If Anti-Money Laundering or AML Certification are not available as options, their codes may not be active in the system. Check the CRS\_CTGRY\_CD code group on the **Maintain Codes** page. For more information, consult the Producer Manager online help.

From the **Sub Category** dropdown menu, select Initial. This particular requirement is for producers' initial AML training; we'll set a requirement for ongoing or "refresher" AML training a bit later.

From the **Regulatory Body** dropdown menu, select Internal.

Leave the **Hours to meet** field blank.

When you are finished, click the **Add Criteria** button.

The page will reload to show you your selected credential program requirements so far.

Click the **Next** button to continue.

In the **Step 3** section, you can tell the system the frequency with which the specified coursework must be taken to fulfill the requirement.

Since this requirement governs an initial AML training course, click to select the **Once** radio button.

Then, click the **Next** button.

The screenshot shows the 'Add a Requirement' form in the Vertafore Producer Manager system. The page title is 'Add a Requirement' and it indicates the requirement is being applied to the 'AML Training Credential Program'. The form is divided into four steps:

- STEP 1: Are there any requirements that must be met first?** A text box contains 'None specified'.
- STEP 2: How will this requirement be met?** A list of criteria is shown: 'Any course completion in the following course categories: AML Certification, Anti-Money Laundering and Initial subcategory and with a regulatory body of Internal'. An 'Add New Criteria' button is visible on the right.
- STEP 3: How many times may this requirement be met?** This step is currently empty.
- STEP 4: How will this requirement's expiration date be determined?** This step is currently empty.

At the bottom of the form, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a mouse cursor. The page footer includes 'Home | Help | Contact Us'.

The screenshot shows the 'Add a Requirement' form in the Vertafore Producer Manager system, now at Step 3. The page title is 'Add a Requirement' and it indicates the requirement is being applied to the 'AML Training Credential Program'. The form is divided into four steps:

- STEP 1: Are there any requirements that must be met first?** A text box contains 'None specified'.
- STEP 2: How will this requirement be met?** A list of criteria is shown: 'Any course completion in the following course categories: AML Certification, Anti-Money Laundering and Initial subcategory and with a regulatory body of Internal'.
- STEP 3: How many times may this requirement be met?** Two radio buttons are present: 'Once' (which is selected) and 'Multiple Times'.
- STEP 4: How will this requirement's expiration date be determined?** This step is currently empty.

At the bottom of the form, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a mouse cursor. The page footer includes 'Home | Help | Contact Us'.



**Step 4** asks you to set a coverage period for the requirement (i.e., the period of time that a producer, after having met the requirement, maintains good standing before coverage will expire or before needing to meet a subsequent requirement).

This setting is based largely on a company's interpretation of federal anti-money laundering training requirements. Generally, most companies interpret the law to mean that a producer is required to take an initial AML training course and then a refresher course every year. However, some companies have fixed dates by which their producers must have completed their initial or ongoing training.

In this example, we will configure the requirement so that an initial AML training covers producers for one full year. Then, we will configure each annual refresher AML training to cover producers for one calendar year. Using this model, the record of a compliant producer should reflect a training completion date in each year of compliance.

In the **Step 4** section, click to select the **Course Completion Date** radio button. This will enable the **Period** field.

In the **Period** field, enter "1". This will set producers' coverage period under the requirement to expire one year after an initial AML course is completed.

Click the **Next** button.

**Vertafore Producer Manager™** UAT for  
 Logged in as Valued User Logout  
 Licensing Companies Inquiries Express Services Administration  
 Producer Quick Search

**Add a Requirement**  
 Requirement being applied to program: AML Training Credential Program

STEP 1: Are there any requirements that must be met first?  
 None specified.

STEP 2: How will this requirement be met?  
 Any course completion in the following course categories:  
 AML Certification  
 Anti-Money Laundering  
 and Initial subcategory and with a regulatory body of Internal

STEP 3: How many times may this requirement be met?  
 This requirement may be met once.

STEP 4: When will earned coverage expire?  
 Select a type of review period:  
 Fixed Review Date  
 Course Completion Date  
 Never Expires (Once and Done)

Please specify the following attributes:  
 Period: 1 year(s)

Cancel Next

Home | Help | Contact Us

The last step in setting up the requirement for initial AML training is to give the requirement a name.

In the **Name** field, enter "AML Training – Initial".

Then, click the **Finish** button. The **View Credential Programs** page will open again, this time showing the AML Training Credential Program with its initial training requirement configured.

**Vertafore Producer Manager™** UAT for  
 Logged in as Valued User Logout  
 Licensing Companies Inquiries Express Services Administration  
 Producer Quick Search

**Add a Requirement**  
 Requirement being applied to program: AML Training Credential Program

STEP 1: Are there any requirements that must be met first?  
 None specified.

STEP 2: How will this requirement be met?  
 Any course completion in the following course categories:  
 AML Certification  
 Anti-Money Laundering  
 and Initial subcategory and with a regulatory body of Internal

STEP 3: How many times may this requirement be met?  
 This requirement may be met once.

STEP 4: When will earned coverage expire?  
 The coverage earned by meeting this requirement will expire one year from the last qualifying course completion date.

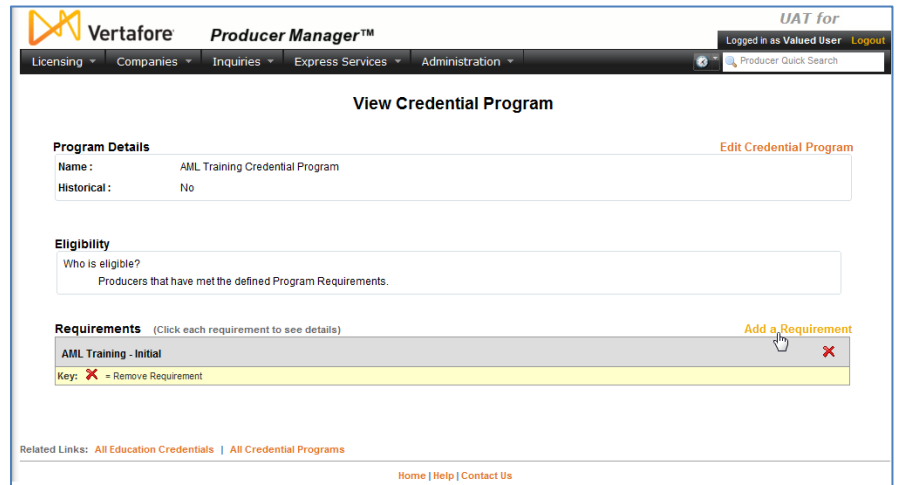
Confirmation  
 Please confirm the requirement information entered above. If everything looks correct, please provide a name and press the finish button below to create the requirement.  
 Name: AML Training - Initial

Cancel Finish

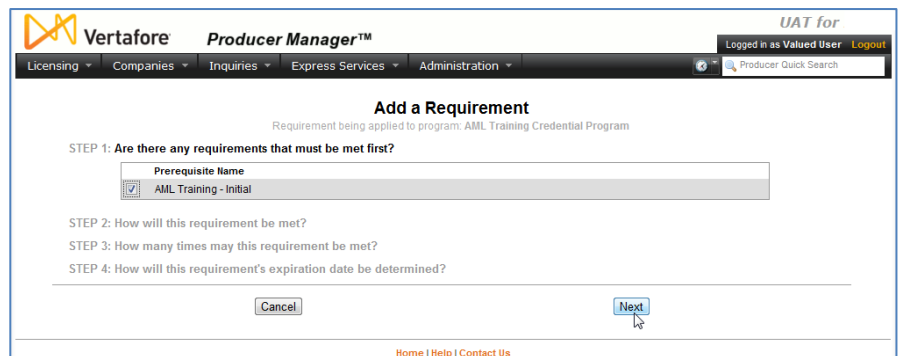
Home | Help | Contact Us

Next, we will need to set up the requirement for producers' ongoing AML training, so that they can stay in compliance and maintain an AML education credential. We will set up the ongoing requirement so that it "dovetails" with the initial requirement and prevents any gaps in coverage tracking.

As before when we set up the initial requirement, the procedure begins by clicking the **Add a Requirement** link on the **View Credential Program** page.



In the **Step 1** section, we need to set the initial training as a prerequisite to ongoing AML training. Click to checkmark the checkbox, and then click the **Next** button.



As before, we need to set up course criteria for the requirement.

Again choose **Course Completions (by Category)**, and then select the same course categories you chose when setting up the initial training requirement. (See page 7 for a reminder.)

From the **Sub Category** dropdown menu, this time select "Ongoing".

Select "Internal" from the **Regulatory Body** dropdown menu.

Again, leave the **Hours to meet** field blank.

Click the **Add Criteria** button to save your choices and move on.

Click the **Next** button.

For producers to stay compliant, they will need AML training on an ongoing basis. So, in **Step 3**, click to select the **Multiple Times** radio button.

Then, click the **Next** button.

For the recurring training requirement, we want to set it up so that producers are compelled to complete an ongoing AML training course each calendar year.

In the Step 4 section, click to select the **Fixed Review Date** radio button.

Select December 31 from the **Review Date** fields.

Then, enter “1” in the **Period** field. This will make ongoing training an annual requirement that must be met by December 31 each year.

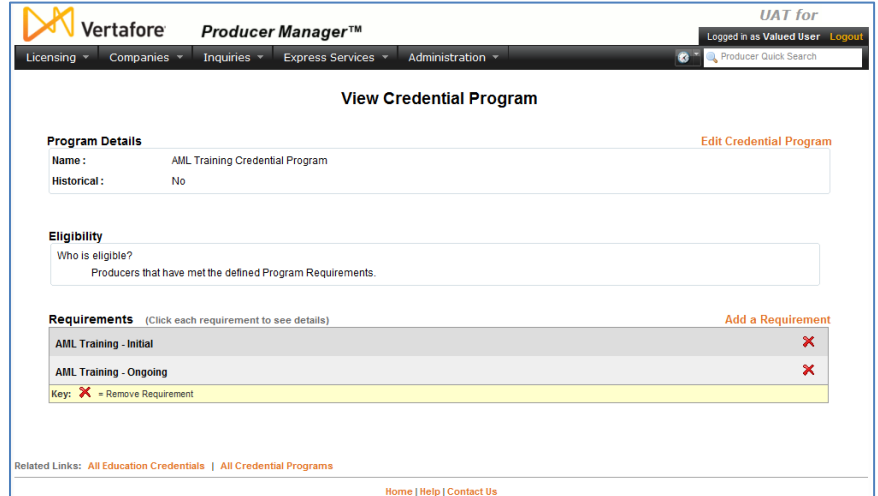
Click the **Next** button.

The final step is to give the ongoing AML training requirement a name, similar to the initial requirement.

Click the **Finish** button when you're done.

Now you have successfully added initial and ongoing AML training requirements to the AML credential program. When course completion records for producers' initial AML training flood in through AML integration, producers will automatically get credit for them, and they will apply toward producers' fulfillment of the AML credential program.

Next, our very last configuration step is to hook up the AML credential program to an AML education credential.



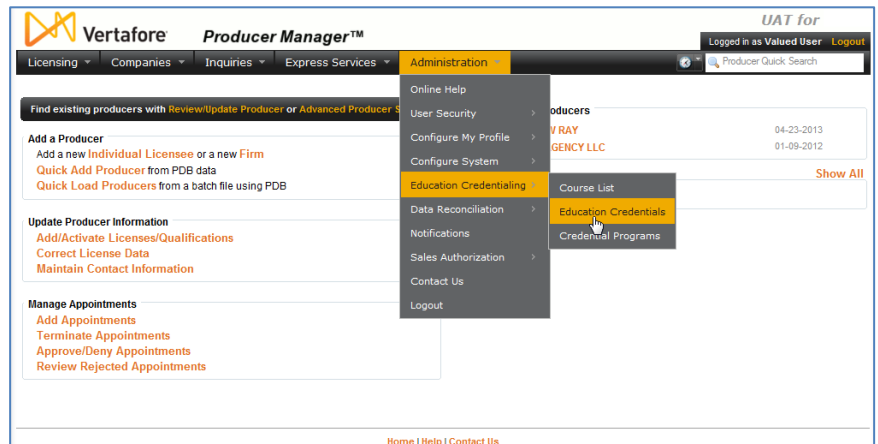
## Create an Education Credential and Tie it to the Credential Program

After you have successfully configured an AML training credential program, you will need create an AML education credential in Producer Manager and tie it to the credential program. That way, as producers fulfill the requirements of the credential program, their attainment of the AML education credential – their “badge of compliance” – will be reflected automatically on their records and Producer Manager and passed to downstream systems through other integration services.

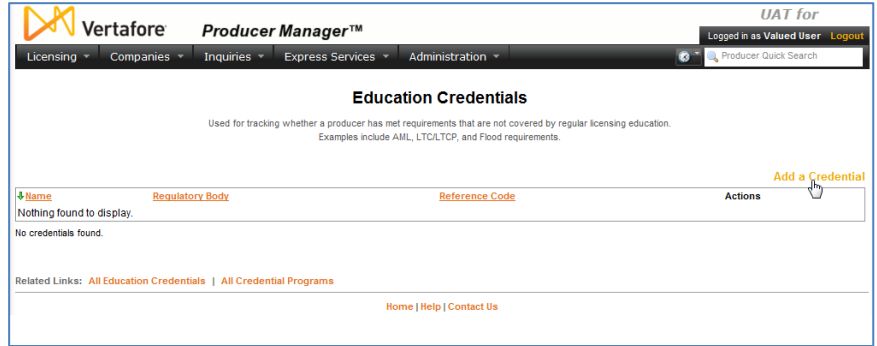
From the **Administration** menu in Producer Manager, select **Education Credentialing**.

Then, from the submenu, select **Education Credentials**.

The **Education Credentials** page will open.

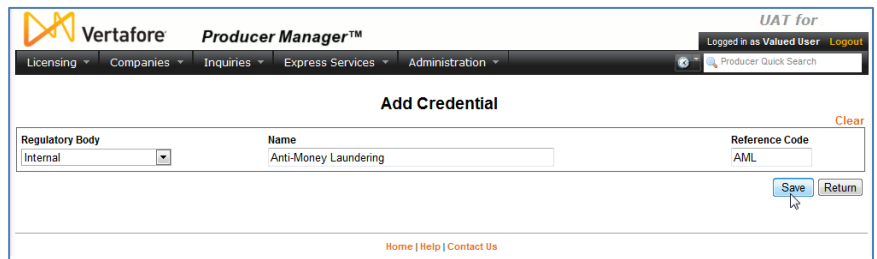


To add a new AML education credential, click the **Add a Credential** link. The **Add Credential** page will open.



From the **Regulatory Body** dropdown menu, select Internal.

In the **Name** field, enter “Anti-Money Laundering,” and in the **Reference Code** field, enter “AML”.

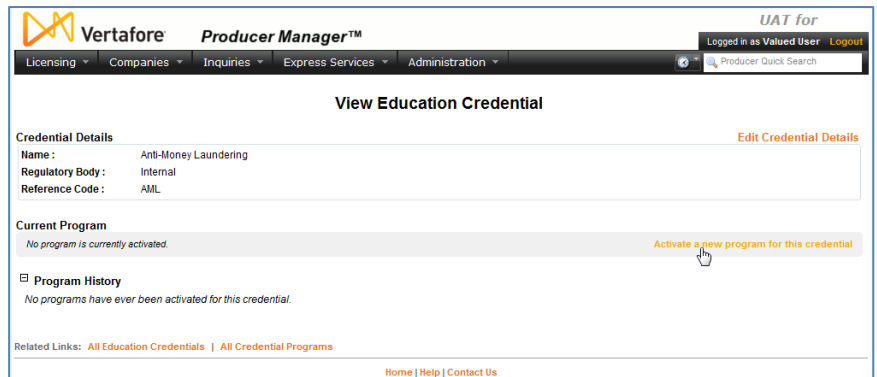


Click the **Save** button. The **View Education Credential** page will open, showing your newly configured education credential.

The thing is, the education credential doesn’t do anything yet, because you haven’t yet tied it to your AML credential program. Let’s do it...

On the **View Education Credential** page, click the **Activate a new program for this credential** link.

The page will reload, offering you some choices.



In the **Current Program** section, click the radio button to the left of the AML credential program you created in the “Configuring Education Credential” chapter beginning on page 5.

This will enable the **Begin Date** field.

The **Begin Date** field is kind of a big deal. This is the date that the education credential becomes associated with the specific requirements of its active credential program. So, this is the benchmark date that the system will use to calculate producers’ historical and ongoing attainment and maintenance of the education credential.

From the date of a producer’s first eligibility for an education credential until the day before the education credential’s **Begin Date**, a producer’s record will display “N/A” for the education credential. Up to that point, there simply was no education credential in place for the producer to attain.

But from the **Begin Date** onward, and for as long as the current credential program is associated with the education credential, the producer’s record will display “Active” for the duration that the producer is meeting all requirements of the credential program. It will display “Inactive” for the duration that the producer is *not* meeting the requirements.

The **Begin Date** will default to today’s date. However, you may likely choose to backdate it, if retroactive AML course completions will be feeding into your system and updating producer records. This will show a richer history of producers holding the AML education credential and could provide better audit information. If you have questions or concerns, please ask your Vertafore representative.

To enter a date in the **Begin Date** field, use the *mm-dd-yyyy* date format.

Then, click the **Activate** button.

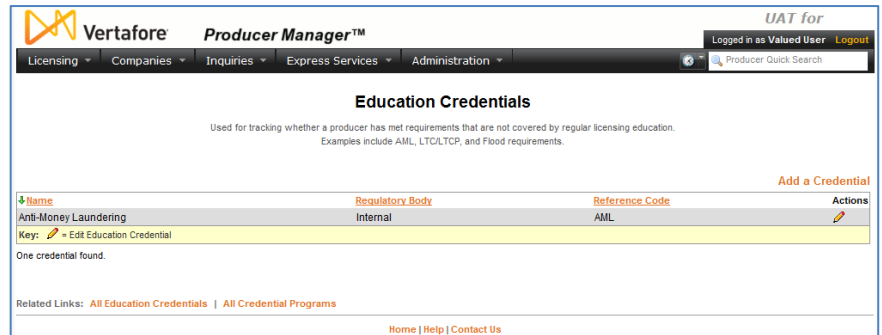
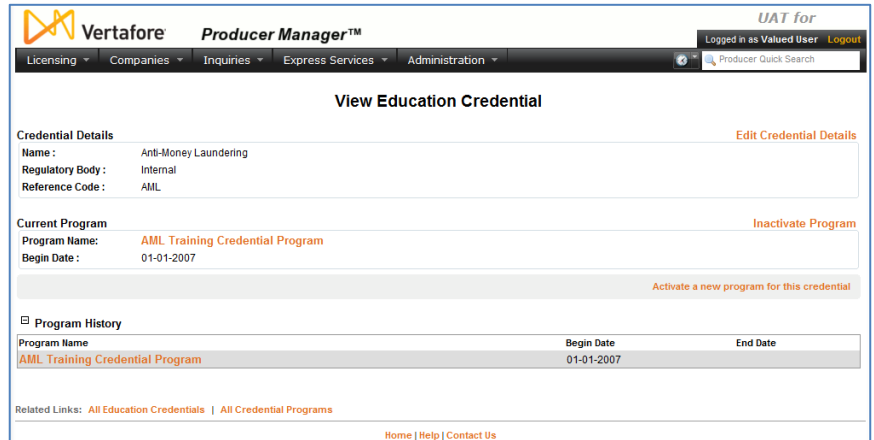
The screenshot shows the 'View Education Credential' page in the Vertafore Producer Manager. The page is titled 'View Education Credential' and includes a navigation menu at the top with options like 'Licensing', 'Companies', 'Inquiries', 'Express Services', and 'Administration'. The user is logged in as 'Valued User'. The main content area is divided into sections: 'Credential Details' (Name: Anti-Money Laundering, Regulatory Body: Internal, Reference Code: AML), 'Current Program' (Selected Program: AML Training Credential Program, Begin Date: 01-01-2007), and 'Program History' (No programs have ever been activated for this credential). A list of programs is shown below the 'Current Program' section, with the 'AML Training Credential Program' selected. The 'Activate' button is visible at the bottom right of the program selection area.

The new AML education credential is successfully configured. Beginning tonight, the system will calculate each night your producers' eligibility for the education credential as of the **Begin Date**.

On nights when the system calculates they are in complete fulfillment of the requirements of the credential program, producers' records in Producer Manager will reflect an active Anti-Money Laundering education credential. On nights when the system detects they are no longer in compliance with the requirements of the credential program, because of a loss of license or recurring AML training classes not taken, their AML education credential will become inactive.

On the **Education Credentials** page, you now can see the Anti-Money Laundering education credential displayed.

Over time, your company may choose to establish additional training "badges" that producers may attain: Long-Term Care, Annuities, Supplemental Disability, Privacy, or any internal or product training initiative of your company's choosing.





## Verifying Education Credentials

With an education credential set up, as producers begin to take the relevant training courses, course information will be added to their records in Producer Manager. Based on course information (as well the active/inactive status of a producer's related license LOA), Producer Manager will calculate on a nightly basis whether a producer has become eligible for the education credential, attained the education credential, or lost the education credential.

Training course information may be added to a producer record in the following ways:

- Manual data input, using the **Course Completions** page in Producer Manager (For more information, please see the Producer Manager online help.)
- Automatically, through integration between an external source of producer training course completion information (Note that a separate subscription may be required for automated course completion import services. Please consult your Vertafore representative for more information.)

For the purposes of illustration in this chapter, we will look at producer records that have been updated with anti-money laundering training course information imported from LIMRA, the leading provider of AML training.

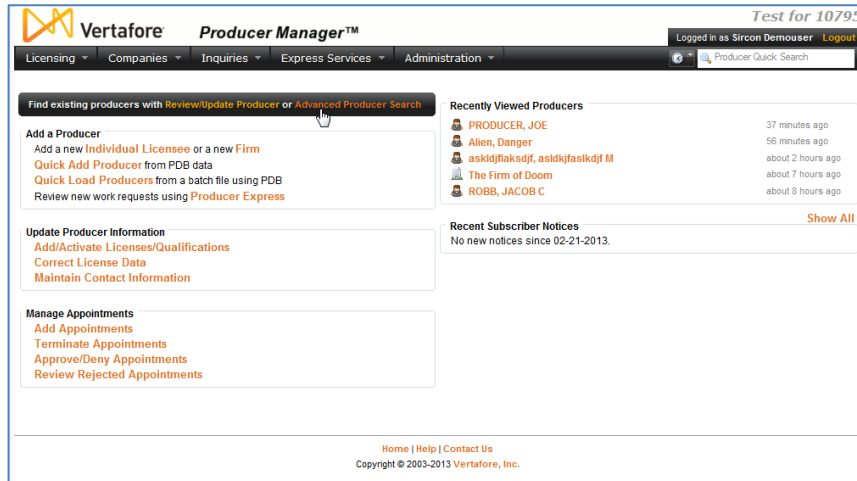
Producer Manager makes it easy to tell if one or multiple producers have attained or lost an education credential. You can check for compliance of a single producer directly on his or her record. Or, you can run a report to show a filtered list of producers who are in compliance.

In this section, we'll discuss how these compliance checks are performed.

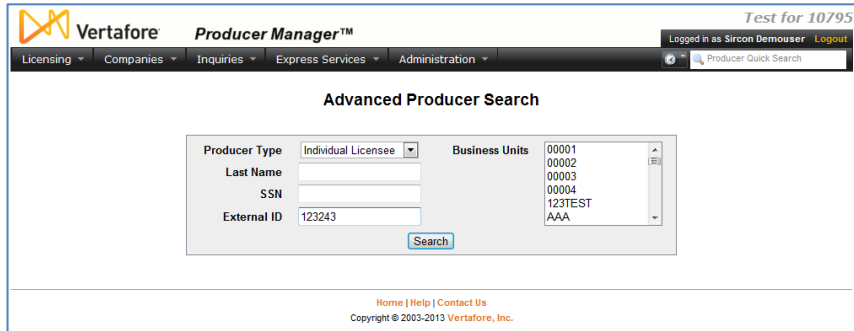
To get started, log in to Producer Manager. The Producer Manager **Home** page will open. The **Home** page is the launching point for performing any activity in Producer Manager.

# Check a Producer's Record

Telling whether or not a producer is compliant with anti-money laundering training requirements is as easy as opening the producer's record in Producer Manager.



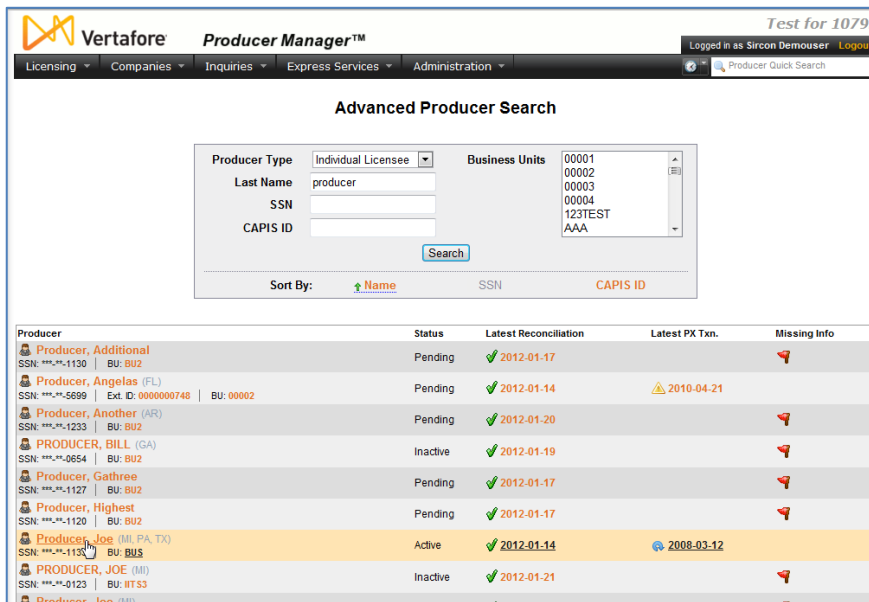
From the Producer Manager **Home** page, search for the record of a producer whose AML compliance you want to check. (For more information about searching for records, review the “Searching for Records” topic in the Producer Manager online help.)



Search for the producer whose record you want to check. Use any of the search criteria you like, such as name, SSN, NPN, or others.

**Note:** In the **External ID** field, you could enter a producer’s unique carrier ID that may have been copied

to the producer’s record along with his or her AML training course completion information.



In this example, we’ll search by name. Enter the producer’s last name in the **Last** field. You need enter only as few as two characters in name search fields.

Then click the **Search** button.

If only one producer record met your search criteria, the record would open directly. But if there were multiple records meeting your search criteria, you will need to select the one you want to work with, as illustrated

here.

Click the name of producer whose record you want to open. The name is a link to the record.

**Vertafore Producer Manager™** Test for 10795  
Logged in as Sircon Demouser Logout

Licensing Companies Inquiries Express Services Administration

**Review/Update Individual**

Producer, Joe Unrated Search Producer

SSN	License State/#	Active BU	NPN	Resident States
111-22-1133	MI 100356	BUS	2043	Michigan

**Expand All**

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

**Individual Details** Top

Indv ID	Status	Eff Date	Term Date	Licensee
181028	Active	06-25-2001		<input checked="" type="checkbox"/>

The record of the selected producer opens up for review.

The section at the top of the producer’s record is called the **Quick Links** box. It gives you handy hyperlink access to all of the data sections on the record.

Find **Education Credentials** in the **Quick Links** box, and click it. This action will zoom you directly down to the producer’s education credentials.

**Costs** Top

**Education Credentials** Top

Active Credentials

Regulatory Body	Credential Name	Status	Start Date	End Date
Nothing found to display.				

Inactive Credentials

Regulatory Body	Credential Name	Status	Start Date	End Date
<input type="checkbox"/> Internal	Anti-Money Laundering	Inactive	01-01-2009	
		Active	02-21-2007	12-31-2008
		Inactive	02-01-2007	02-20-2007
		N/A	08-20-2002	01-31-2007

**Course Completions** Top

Course Name	Provider Name	Provider Subscriber ID	Provider Course ID	Category	Subcategory	Regulatory Body	Credit Hours	Completion Date	Document Reference
Anti-Money Laundering for Insurance Producers	LIMRA			Anti-Money Laundering	Initial			02-21-2007	

One course completion found.

[Add/Delete Course Completions](#)

**CE Requirements** Top

Here you can see the selected producer’s history with the Anti-Money Laundering education credential. All education credentials that are in Active status display in the **Active Credentials** sub-section. All those that are currently in Inactive status display in the **Inactive Credentials** sub-section.

Below the **Education Credentials** data section is the **Course Completions** data section. Click the node or “plus box” (⊕) to the left of it to expand its contents. In it, you can view all of the education course completions that have been recorded either automatically through third-party integration services (such as AML integration) or manually by a staff member.

Note that this producer completed his initial AML training course on 02-21-2007.

Now take a look again at the **Education Credentials** data section, and read the values of the **Status**, **Start Date**, and **End Date** field from the bottom up. Notice that from 08-20-2002 until 01-31-2007, the producer's status with the AML education credential was "N/A" – not applicable.

This interval reflects the period of time when the producer first became eligible for an education credential of any kind – probably beginning with the original issue date of the producer's residence state license – but before there was an active AML education credential in the system.

Next, notice that between 02-01-2007 until 02-20-2007, the producer's compliance status with the AML education credential changed to "Inactive."

This interval reflects the period of time between the date that the Anti-Money Laundering education credential was associated with a credential program's requirements (the education credential's **Begin Date**) and the date just prior to the producer receiving credit for his initial AML training course. Technically speaking, for this period the producer would have been out of federal AML training compliance to sell cash-value products, such as life insurance or annuities.

Next, notice that from 02-21-2007 (the day the producer completed the initial AML course) and 12-31-2008, the producer's status for the AML education credential was "Active."

This interval reflects the producer's education credential coverage period, a period when he was deemed to be in compliance with federal AML training regulations. The producer was covered by his initial AML training for one full year – 02-21-2007 to 02-20-2008. Further, under the requirements of the ongoing AML requirement, the producer had until the first day of the following year (01-01-2009) to complete his first "refresher" AML training course. The system kept his AML education credential in Active status for the entire calendar year of 2008.

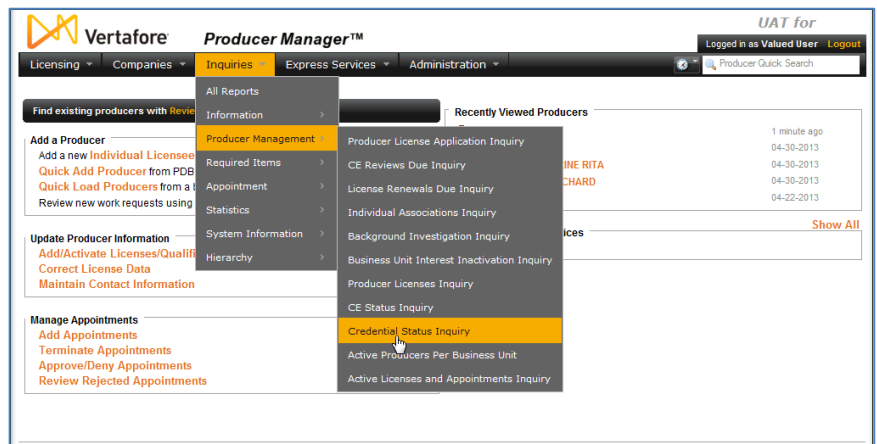
But then, at last, when the producer failed to take his first ongoing AML course, the system changed his education credential status to "Inactive," on the first day that his coverage period expired. If the producer took another AML course sometime in 2009, his active status could be restored for the term of the ongoing training requirement.

## Check a Group of Producers

You can easily check to see the status of an entire group of producers' AML education credentials. It's as easy as running a simple report.

From the **Inquiries** menu, select **Producer Management**, and then select the **Credential Status Inquiry** submenu option.

The **Credential Status Inquiry** page will open.



There are a number of different ways that you can view this report.

You could, for example, simply pull together a list of every producer with an active Anti-Money Laundering education credential. To do this, simply click the **Active Credentials** radio button in the **Filter Criteria** section of the page, and run the inquiry.

Or, you could find out which producers' AML education credentials have lapsed. To do so, just click the **Inactive Credentials** radio button.

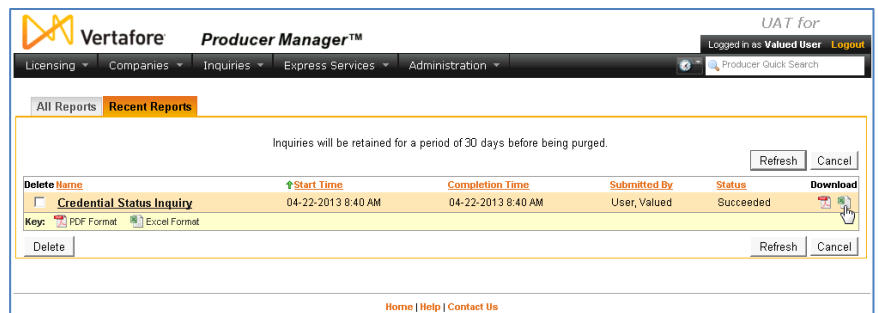
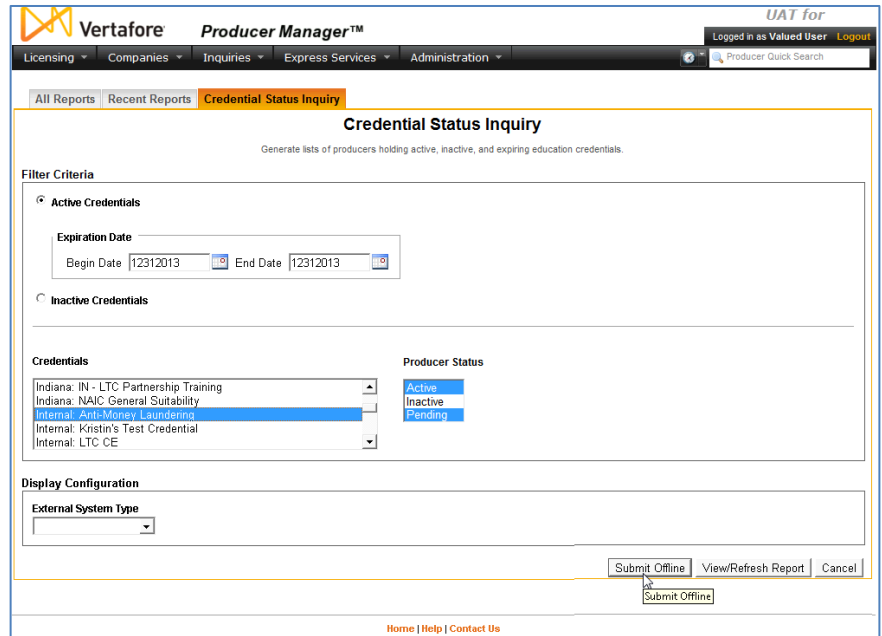
Or – as in this example – you could find out which producers' AML education credentials expire on a certain date. For this inquiry, put an identical date in the **Begin Date** and **End Date** fields. (You could also put in a date range, if desired, to find out which education credentials expire on some date within the range.)

From the **Credentials** multi-select box, select “Internal – Anti-Money Laundering” or whatever name you gave to your AML education credential when you configured it. Note that the education credentials are sorted in the box by **Regulatory Body** name (also set as “Internal” when you configured the education credential).

If desired, you can filter the report by a selected **External System Type**, such as the code representing a certain system that may be integrated with Producer Manager (e.g., ERP, new business, policy application, payroll/commissions, etc.)

When you are finished, click the **Submit Offline** button. This will send the inquiry job to a background queue to process. You will be able to track its progress on the **Recent Reports** tab. Click the **Refresh** button while the inquiry is running to get updated processing status.

When the **Status** is Succeeded, click the Microsoft Excel icon (  ) to open the report in a spreadsheet application.



There is your list of producers that met your inquiry criteria. You can view and manipulate the report as you would any other spreadsheet output.

Credential Status Inquiry										
Expiration Date: 12-31-2013 to 12-31-2013										
Credential(s): Internal - Anti-Money Laundering										
Producer Status: Active (AC), Pending (PH)										
Individual Name	Internal System	Regulatory Body	Credential Name	Expiration Date	Mailing Address Line 1	Mailing Address Line 2	City	State	Postal Code	E-mail
PRODUCER_JOE	12345	Wisconsin	Internal - Anti-Money Laundering	12-31-2013	1234 Springline Lane		MADISON	WI	537192	
PRODUCER_JOE	12346	Pennsylvania	Internal - Anti-Money Laundering	12-31-2013	1235 Springline Lane		DOMINOTO	PA	193362	
PRODUCER_JOE	12347	Arizona	Internal - Anti-Money Laundering	12-31-2013	1236 Springline Lane		STATE COLLEGE	PA	168018	
PRODUCER_JOE	12348	Ohio	Internal - Anti-Money Laundering	12-31-2013	1237 Springline Lane		STATE COLLEGE	PA	168018	
PRODUCER_JOE	12349	Kansas	Internal - Anti-Money Laundering	12-31-2013	1238 Springline Lane		LENEKA	KS	662152	
PRODUCER_JOE	12350	Ohio	Internal - Anti-Money Laundering	12-31-2013	1239 Springline Lane		KANSAS CITY	MO	641143	
PRODUCER_JOE	12351	Iowa	Internal - Anti-Money Laundering	12-31-2013	1240 Springline Lane		CHESTERFIE LD	MO	63017	
PRODUCER_JOE	12352	Iowa	Internal - Anti-Money Laundering	12-31-2013	1241 Springline Lane		BLAIRSTOWN	NI	078253	
PRODUCER_JOE	12353	Pennsylvania	Internal - Anti-Money Laundering	12-31-2013	1242 Springline Lane		BLAIRSTOWN	NI	078253	
PRODUCER_JOE	12354	Maryland	Internal - Anti-Money Laundering	12-31-2013	1243 Springline Lane		CYRESS	TX	774294	
PRODUCER_JOE	12355	Pennsylvania	Internal - Anti-Money Laundering	12-31-2013	1244 Springline Lane		CYRESS	TX	774294	
PRODUCER_JOE	12356	North Carolina	Internal - Anti-Money Laundering	12-31-2013	1245 Springline Lane		CHARLOTTE	NC	28210	
PRODUCER_JOE	12357	South Carolina	Internal - Anti-Money Laundering	12-31-2013	1246 Springline Lane		CHARLOTTE	NC	28210	

Click the **Cancel** button to close the **Recent Reports** page and return to the **Producer Manager Home** page.

# Check Education Credentials through Internal Systems

Using information obtained from the Outbound Data Feed (OBDF), carriers also can track producers' education credential status through their internal systems, such as new business or compensation. Producer Manager can transmit producer compliance data that can be viewed from within your company's enterprise systems. This means that, for example, when a producer has business in hand, you can check through your new business system to ensure that the producer is compliant.

## Education Credentials and Status

The latest status of a producer's education credential populates the CourseRequirements node in an OBDF export file.

The following fields are included for a single CourseRequirement (i.e., education credential) nested in the CourseRequirements node:

<CourseRequirement> Child Element	Definition
<b>Type - Code</b> (attribute of CourseRequirement)	Value of <b>Reference Code</b> field (configured on the <b>Add Credential</b> page)
<b>Type - Value</b> (attribute of CourseRequirement)	Values of <b>Regulatory Body:Education Credential Name</b> (configured on the <b>Add Credential</b> page)
<b>InsertUserId</b>	User ID audit field for user who inserted the education credential
<b>InsertDateTime</b>	Date and timestamp audit field for when the education credential was inserted
<b>UpdateUserId</b>	User ID audit field for user who most recently updated the education credential
<b>UpdateDateTime</b>	Date and timestamp audit field when the education credential was most recently updated
<b>State</b>	Value of <b>Regulatory Body</b> field
<b>Status</b>	See below *
<b>StatusDate</b>	Current Status Start Date field
<b>AssignedReviewDate</b>	Current Status End Date field
<b>RequiredHours</b>	Not used with education credentials
<b>AppliedHours</b>	Not used with education credentials
<p>* Education credential status in the OBDF and Credential Status Inquiry is not quite the same as that displayed in the Education Credentials data section on a producer's record in Producer Manager.</p> <p>Furthermore, the status in the OBDF and Credential Status Inquiry can be modified based on customer requirements by the setting of a system business rule: (ec.credStatus.recordLatest.includeNotApplicableStatus). If the business rule is disabled (set to "N"), the following status codes apply:</p> <ul style="list-style-type: none"> <li>• <b>NC</b> (Not Compliant): Value if status on producer record is IN (Inactive) or N/A (Not currently applicable)</li> </ul>	



- **CM** (Compliant): Value if status on producer record is AC (Active)

If the business rule is enabled (set to “Y”), the following status codes apply:

- **NC** (Not Compliant): Value if status on producer record is IN (Inactive)
- **CM** (Compliant): Value if status on producer record is AC (Active)
- **NR** (No Longer Required): Value if status on producer record is N/A (Not currently applicable)

## Course Completions

Course completions populate the Courses node in an OBDP export file.

The following fields are included for a single Course nested in the Courses node:

<Course> Child Element	Definition
<b>InsertUserId</b>	User ID audit field for user who inserted the course completion
<b>InsertDateTime</b>	Date and timestamp audit field for when the course completion was inserted
<b>UpdateUserId</b>	User ID audit field for user who most recently updated the course completion
<b>UpdateDateTime</b>	Date and timestamp audit field when the course completion was most recently updated
<b>Number</b>	Optional. Value of the course ID of the course in the Producer Manager database. (Value of “0” for manually entered course completions.
<b>CompletionDate</b>	Value of the course’s <b>Completion Date</b> field
<b>Name</b>	Value of course <b>Name</b> field
<b>Hours</b>	Value of course <b>Hours</b> field
<b>Category</b>	Value of <b>Course Category</b> field
<b>Subcategory</b>	Value of <b>Sub Category</b> field
<b>RegulatoryBody</b>	Value of <b>Regulatory Body</b> field
<b>DocumentReference</b>	Value of <b>Document Reference</b> field
<b>ProviderName</b>	Value of <b>Provider Name</b> field
<b>ProviderId</b>	Value of <b>Provider ID</b> field
<b>ProviderSubscriberId</b>	Value of provider’s Vertafore subscriber ID
<b>Status</b>	Value will always be CMPLT (complete) for course completions

## Appendix A: Other Resources

For more information on education credentials and related topics, we recommend that you review the following user guides. All are available for download from the Producer Manager online help. Just type the title of a guide in the **Search** bar at the top of the online help frameset.

- **Setting Up and Checking Producer Sales Authorization:** Once you have an education credential configured, you can set up Producer Manager to factor a producer's education credentials along with other key regulatory credentials into a producer sales authorization check. The system can tell you with the click of a button if a producer is fully authorized to sell a particular product in a particular state, and if not, what credentials the producer is missing.
- **Education Credential Programs by State and Product Line User Guide:** Quick reference for the education and LOA requirements for a producer to be eligible to meet the requirements of a pre-defined education credential program.
- **Anti-Money Laundering Training Integration and Tracking:** Setting up and using automated AML training course completions feeds from LIMRA and other sources for tracking producers' ongoing compliance with federal AML training.
- **Outbound Data Feed File Layout and Data Definition Guide:** A detailed and technical description of the Producer Manager Outbound Data Feed (OBDF), including business definitions of each included node and element and their critical data characteristics, including those related to education credentials.

## Appendix B: Document Change History

Version Number	Date	Version Information	Notes
7.6	07/13/2016	Baseline version, cut from existing "Producer Manager AML Integration and Tracking User Guide."	DOC-1113
7.7	09/13/2016	Fixed formatting problem with page footer.	