

IBM Producer Lifecycle and Credential Management  
Version 2.0.5

*User Guide*



**Note**

Before using this information and the product it supports, read the information in "Notices" on page 101.

**Product Information**

This document applies to IBM Producer Lifecycle and Credential Management Version 2.0.5 and may also apply to subsequent releases.

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## Introduction

This document is intended for the use with IBM® Producer Lifecycle and Credential Management Version 2.0.5.

Producer Lifecycle and Credential Management provides a single platform that insurance companies can use for producer and agency onboarding, producer and agency administration, producer self-service, hierarchy management, credential management, and credential validation.

### **Audience**

This guide is intended for users and administrators who are working in Producer Lifecycle and Credential Management.

### **Finding information**

To find documentation on the web, including all translated documentation, access IBM® Knowledge Center (<http://www.ibm.com/support/knowledgecenter>).

### **Publication date**

This document was published on January 13, 2017.

### **Accessibility features**

Accessibility features help users who have a physical disability, such as restricted mobility or limited vision, to use information technology products. IBM HTML documentation has accessibility features. PDF documents are supplemental and, as such, include no added accessibility features. For information about these features, see “Accessibility features,” on page 99.

### **Forward-looking statements**

This documentation describes the current functionality of the product. References to items that are not currently available may be included. No implication of any future availability should be inferred. Any such references are not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of features or functionality remain at the sole discretion of IBM.



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## Chapter 1. What's new

The What's new section contains a list of new, changed, and deprecated installation and configuration features for this release. It also contains a cumulative list of similar information for previous releases. It will help you plan your upgrade and application deployment strategies and the training requirements for your users.

For information about upgrading, see the installation and configuration guide for your product. To review an up-to-date list of environments supported by IBM products, including information on operating systems, patches, browsers, Web servers, directory servers, database servers, and application servers, visit IBM Knowledge Center (<http://www.ibm.com/support/knowledgecenter>).

### **New features in version 2.0.0**

These are the new features in IBM® Producer Lifecycle and Credential Management version 2.0.0.

### **New features in version 2.0.1**

These are the new features in Producer Lifecycle and Credential Management version 2.0.1.

### **New features in version 2.0.2**

These are the new features in Producer Lifecycle and Credential Management version 2.0.2.

### **New features in version 2.0.3**

These are the new features in Producer Lifecycle and Credential Management version 2.0.3.

### **New features in version 2.0.4**

These are the new features in Producer Lifecycle and Credential Management version 2.0.4.

### **New features in version 2.0.5**

These are the new features in Producer Lifecycle and Credential Management version 2.0.5.



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## Chapter 2. Overview of IBM Producer Lifecycle and Credential Management

Use IBM® Producer Lifecycle and Credential Management to automate and streamline the business processes that are associated with producer and agency onboarding, producer and agency administration, hierarchy management, credential management, and credential validation.

Producer Lifecycle and Credential Management provides a single platform that insurance agencies can use for producer and agency onboarding, producer and agency administration, producer self-service management, hierarchy management, credential management, and credential validation. Insurance carriers can use Producer Lifecycle and Credential Management to perform the following actions:

- bring on board a new agent
- administer agent contracts
- manage agent data
- administer agency and agent hierarchies
- track and manage agent credentials such as, licenses, continuing education, and securities registration data

Producer Lifecycle and Credential Management has integration processes with National Insurance Producer Registry (NIPR), Financial Regulator Authority (FINRA), and the Depository Trust & Clearing Corporation (DTCC) that enables insurance carriers to submit requests and synchronize data with regulators and external broker dealers. Producer Lifecycle and Credential Management also has a credential validation service that can be used to ensure agents are properly authorized to service a policy.



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## Chapter 3. Onboarding

In IBM® Producer Lifecycle and Credential Management, you can add producers, agencies, branches, units, and offices to your company.

When you add a producer, agency, branch, unit, or office, an onboarding kit is created and must be completed by the appropriate user. Agency owners, agency managers, branch managers, producers, and sub-producers can use the **Onboarding** page to complete and view the status of the onboarding kits for which they have been granted access. For example, corporate officers can view corporate producer contracts assigned to them as well as their individual contracts.

If you have an onboarding kit to complete, you can begin the process of filling in the required information for the kit from the **Onboarding** page. You can also view the onboarding kits that are complete on this page. For a profile for an individual, the **Onboarding** page shows all kits assigned to that user for completion, both current and past. This includes a corporate producer kit assigned to the corporate officer for completion. The forms that are included in the onboarding kit are selected based on the associated contract type.

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### Onboarding kits


An onboarding kit contains all the information required in IBM® Producer Lifecycle and Credential Management such as liability documents, state appointments, licenses, and continuing education certificates. The kit is created automatically when the producer is set up in the system.

Onboarding forms must be completed for any producers, agencies, branches, units, or offices created in the application.

### Completing an onboarding kit

An onboarding kit must be completed in IBM® Producer Lifecycle and Credential Management for producers, agencies, branches, units, or offices.

#### Procedure

1. Click **Onboarding**.
2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **NIPR Authorization** page, complete the following steps:
  - a. Type your initials to give consent to the insurance company to access your data that is stored in the NIPR database.
  - b. If you do not have a National Insurance Producer Registry (NIPR) number, select **No**. If you have a NIPR number, select **Yes** and, in the **National Producer Number** field, type your NIPR number. If you do not know your NIPR number, click the **NIPR - Locate National Producer Number** link. This opens the NIPR website where you can search for your number.

- Important:** If the producer has a National Producer number, a call is made to the NIPR database that retrieves the producer, license, and state appointment data for that producer.
- c. If you are registered with Financial Industry Regulatory Authority (FINRA), select **Yes**.
5. On each tab, complete one or more of the following steps:
    - To add information to the table, click the **Add** icon.
    - To edit information to a row in the table, select the row and click the **Edit** icon.
    - To delete a row of information in the table, select the row and click the **Delete** icon.
  6. To upload the required documents on the **Documents** tab, complete the following steps:
    - a. Next to the document that you want to upload, click the **Upload** link.
    - b. Click **Browse** to find the document.
    - c. Click **OK**.
  7. On the **Submit** tab, review the completion statuses of the onboarding forms and documents, and then click **Submit** to complete the onboarding kit.
  8. In the Acknowledgment window, you must review and sign off on the acknowledgment forms that are listed.

## Results

The onboarding kit is assigned to the agency manager for review and approval.

## Reviewing and editing an onboarding kit

If you are assigned an onboarding kit to review in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you must make any required changes before the kit can be submitted and approved. You can also reject the package or request resubmission of the data and enter a reason for resubmission in the comments field of a specific tab in the kit.

### Procedure

1. Click **Workflow Tasklists**.
2. Select the onboarding kit that is assigned to you, and click **Work Task**.
3. Select the tab containing the information that you want to review.
4. Complete one or more of the following steps:
  - To add information to the table, click the **Add** icon.
  - To edit an entry in the table, select the row and click the **Edit** icon.
  - To delete information from the table, select the row and click the **Delete** icon.
5. If you are reviewing an onboarding kit, in the **Review Status and Comments** section, select a review status and add any comments about the changes you made or the status you selected.

## Submitting an onboarding kit

After you review the items in the onboarding kit, you can submit the kit and activate the producer in IBM<sup>®</sup> Producer Lifecycle and Credential Management. If there are issues with the onboarding kit, you can reject it, return the onboarding kit to the producer, or send it for further review.



## About this task

Depending on your role as a reviewer, you can see different options to complete your onboarding kit review. For example, only home office users have the option to send an onboarding kit with failed background checks to compliance review.

## Procedure

1. Click **Workflow Tasklists**.
2. Select the onboarding kit, and click **Work Task**.
3. Review and make any necessary changes to information in the onboarding kit.
4. Select the **Approve** tab.
5. Make sure that the items in the **Producer Onboarding Forms** and **Producer Onboarding Documents** tables are approved and reviewed.
6. In the **Review Status and Comments** section, from the **Review Status** list, select the appropriate status.
7. In the **Comment** field, you can add a comment related to the review.
8. Click **Submit**.

## Results

- If the onboarding kit is approved, a message that indicates the onboarding process has completed successfully is sent to the user who initiated the kit.
- If the onboarding kit requires additional approvals, a task is assigned to the appropriate workflow queue.
- If the onboarding kit is returned for resubmission, a task is assigned to the appropriate workflow queue and the user who completed the onboarding kit is notified that the kit must be edited. The notification is also sent to the user who initiated the onboarding kit.
- If the onboarding kit is rejected, the user who completed the onboarding kit is notified as well as the user who initiated the onboarding kit.
- If the onboarding kit is canceled, the onboarding kit is closed, the producer is notified that the onboarding kit is canceled. If this is the producer's only kit, the producer's access to the application is disabled.
- If the onboarding kit is sent to compliance review, the onboarding kit is assigned to the **Compliance Queue** for additional review.
- If an onboarding kit in compliance review is pending rejection, an email is sent to the producer with information on creating an inquiry in the application. The producer has a specified number of days to resolve the inquiry.

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## Onboarding forms

An onboarding kit contains all the information required in IBM® Producer Lifecycle and Credential Management such as liability coverage, state appointments, licenses, and continuing education certificates. To complete an onboarding kit, you must complete the forms and add the appropriate documents.

### Liability coverage

In IBM® Producer Lifecycle and Credential Management, producers can add errors and omissions (E&O) coverage and insurance carriers can track coverage.

The type of contract a producer has determines which of the following liability coverages is required:

- Mandated through insurance carrier
- Required third party coverage
- Optional through insurance carrier
- No coverage required

If liability coverage for the producers is mandated through the insurance carrier, the producers must select the **Mandatory E&O Coverage through Insurance Carrier** option from the **Type of E&O Coverage Required** menu. For more information on E&O coverage, producers can click the link that is displayed.

If the producers require third-party coverage, they must upload their E&O coverage into the **Liability Coverage** table.


If the producers have mandatory E&O coverage or the option of obtaining E&O coverage through an insurance carrier, they can choose the company sponsored plan.

If no coverage is required, the liability coverage section is not displayed.

### **Adding liability coverage during onboarding**

In IBM® Producer Lifecycle and Credential Management, if producers require third-party liability coverage, they must upload errors and omission coverage into the **Liability Coverage** table.


#### **Procedure**

1. Click **Onboarding**.
2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Producer Details** tab, scroll down to the **Liability Coverage** table.
5. Click the **Add** icon.
6. Add the required information.
7. To add your **Policy Certificate**, click **Browse**.
  - a. Locate the certificate on your local computer.
  - b. Click **OK** to attach the certificate.
8. Click **OK**.

### **Editing and deleting liability coverage during onboarding**

In IBM® Producer Lifecycle and Credential Management, you can make changes to uploaded errors and omission coverage in the **Liability Coverage** table.

#### **Procedure**

1. Click **Onboarding**.
2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Producer Details** tab, scroll down to the **Liability Coverage** table.
5. Select the liability coverage that you want to edit, and complete one of the following steps:
  - To edit the liability coverage, select the row and click the **Edit** icon.
  - To delete the liability coverage, select the row and click the **Delete** icon.

6. Click **OK**.

## Adding appointments during onboarding

During the onboarding process, you can create a request for nonresident appointments and other appointments in IBM® Producer Lifecycle and Credential Management.

### Before you begin

Producers must be active and they must have licenses in the state where they want to request an appointment.

If the **Credential Contract Restriction** indicator is set to **Yes** and you are a home office user, you must select one of the following options when you add an appointment:

#### Producer Level


The added appointment is associated with the producer only, and the appointments that can be removed are associated with the producer only.

#### Contract Level

The added appointment is associated with the producer and the specified producer contract, and the appointments that can be removed are associated with the specified producer contract.

For more information on setting the **Credential Contract Restriction** indicator, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

### Procedure

1. Click **Onboarding**.
2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Credentials** tab, click **Add Appointment**.
5. From the **State** menu, select the state where you want to sell.
6. From the **Appointment Fee Method** menu, select one of the following options:

**Auto** The preconfigured rules are run to determine who must pay the state appointment fees.

#### Home Office

The state appointment fees are assigned to the home office.

**Agent** The state appointment fees are assigned to the producer.


7. Select the products that you want to sell.  
The expected fees are displayed.
8. Click **OK**.

## Removing appointments during onboarding

During the onboarding process, you can remove appointments in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Onboarding**.

2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Credentials** tab, click **Remove Appointment**.
5. Optional: You can apply filters to search for specific appointments.
6. Select the appointments that you want to remove.
7. Click **OK**.


## Adding a license during onboarding

When you complete an onboarding kit in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can add your licenses.

### About this task

If you add your National Insurance Producer Registry (NIPR) number during the first step of the onboarding process, your licenses are imported into Producer Lifecycle and Credential Management. If you do not have an NIPR number or have additional licenses to add, you can do so during the onboarding process.

### Procedure

1. Click **Onboarding**.
2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Credentials** tab, scroll down to the **Licenses** table.
5. Click the **Add** icon.
6. Add the required information.
7. Click **OK**.

### What to do next

You can add lines of authority to your licenses.

## Adding documents during onboarding

Documents, such as continuing education certificates and liability coverage policies, can be uploaded to IBM<sup>®</sup> Producer Lifecycle and Credential Management and reviewed.

### About this task


When users complete an onboarding kit, they have the option to upload required documents into the application or to manually send in their documents.

Reviewers can add comments to documents that are uploaded as part of an onboarding kit.

If you decide to mail in your documents, select the **I will manually send the documents** check box.

### Procedure

1. Click **Onboarding**.

2. In the **Action** column next to the onboarding kit that you want to complete, click the action  icon.
3. Select **Complete Onboarding Kit**.
4. On the **Documents** tab, in the **Action** column, click the action icon.
5. Click **Upload**.
6. Click **Browse** to upload the required document.
7. Click **OK**.

---

## Background checks

Background checks can be initiated during the producer onboarding process in IBM® Producer Lifecycle and Credential Management.

The background check process can be configured in workflow rules and the URLs to background check vendors must be configured on the **System Config Settings** page. For more information, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

The following list outlines the background check process at a high level:

- If a background check is required from a producer, the producer must consent to the background check as part of the onboarding process.
- When the home office user reviews the producer's onboarding kit, the **Background Check** tab is displayed. Home office users can click on a link that directs them to their preferred background check vendor site where they can request the background check.
- Home office users enter the request ID and status of the background check.
- Results are entered into Producer Lifecycle and Credential Management manually or through a pre-configured process.
- The home office user determines whether each background check result is a pass or fail.
- If the producer has passed the required background checks, the home office user can approve the onboarding kit.

Onboarding kits of producers who fail a background check can be rejected or sent to a compliance review. Kits with a compliance review status are sent to the appropriate workflow queue to be reviewed. The reviewers can decide to override the background check failure or reject the kit. If the onboarding kit is sent to a pending rejection status, then the producer is notified through email that an inquiry can be created in Producer Lifecycle and Credential Management. If no inquiry is created in the specified number of days, then the onboarding kit is canceled.

## Running a background check during onboarding

You can request a background check for a producer and add background check results to IBM® Producer Lifecycle and Credential Management.

### Before you begin

Users must have **Manage Background Check** authorizations to view and edit background check results. URLs to background check vendors must be configured

on the **System Config Settings** page. To automate the approval of background check results, you must also configure settings on the **System Config Settings** page.

For more information on configuring these settings, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

### **Procedure**

1. Click **Workflow Tasklists**.
2. Select the onboarding kit, and click **Work Task**.
3. On the **Background Check** tab, click the background check vendor to access the background check vendor site.

### **What to do next**

When the background check results are returned to you, you must log back into the Producer Lifecycle and Credential Management application to manually enter whether the producer passed or failed the background check.

---

## Chapter 4. Producers

The lifecycle of producers, who are individuals or organizations who sell products of an insurance carrier, can be managed from the **Producers** page in IBM® Producer Lifecycle and Credential Management.

From the **Producers** page, you can search for, edit, or add individual producers, corporate producers, or sub-producers. If you are granted the appropriate access permissions, you can also complete the following tasks:

- Search for, edit, or add producer details
- Search for, edit, or add producer contracts
- Terminate a producer
- Reinstate a producer
- Suspend a producer
- Cancel the suspension of a producer
- View and edit a producer's onboarding kit
- Add, view, and close inquiries
- Add or view comments on producers
- View producer assignments

---

### Producer setup

In IBM® Producer Lifecycle and Credential Management, you can set up producers in various ways. You can set up individual producers, corporate producers, and sub-producers. In certain circumstances, you can pre-hire a producer, and you can set up your system so that producers can register themselves.

### Adding an individual producer

You can begin the onboarding process for an independent insurance agent in IBM® Producer Lifecycle and Credential Management.

#### About this task

You have the option to add one or two relationships that are associated with the producer. If you choose to add two relationships for a producer, one relationship is a manager relationship and the second is an individual relationship. The individual relationship is added as child node to the manager relationship on the **Hierarchies** page.

#### Procedure

1. Click **Producers**.
2. Click **Create Producer**.
3. In the **Producer Type** field, select **Individual Producer**.
4. Add the required information, including the following fields:

##### Login Identifier

This field must contain a unique login value and cannot be the same as the value entered in the **Primary Email Address** field or the **Tax**

**Identifier** field. This field is not required if **Client Self-Registration** is selected as the authentication method.

#### **Add Relationships**

In this field, you can choose to add an individual relationship, manager relationship, or both. You can also choose to not add a relationship for the producer, which begins the pre-hiring process.

#### **Division**

Specify the part of the agency that the producer is associated with.

5. Click **OK**.

### **Results**

When you create a producer, you automatically create an onboarding kit. An automated email is sent to the producer to instruct him or her to log in to Producer Lifecycle and Credential Management to complete the onboarding kit.

#### **Related concepts:**

“Self-registration setup for producers” on page 17

If you have a client portal registration system that adds and tracks user IDs and passwords in IBM® Producer Lifecycle and Credential Management, you can set up a self-registration system for producers.

#### **Related tasks:**

“Pre-hiring a producer” on page 16

You can onboard an individual producer without a relationship into IBM® Producer Lifecycle and Credential Management. The producer must have an associated agency.

“Adding a new producer relationship to a hierarchy” on page 59

You can add a new producer relationship to a hierarchy in IBM® Producer Lifecycle and Credential Management.

## **Adding a corporate producer**

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an external corporation that is contracted to sell the carrier's products.

### **Procedure**

1. Click **Producers**.
2. Click **Create Producer**.
3. In the **Producer Type** field, select **Corporate Producer**.
4. Add the required information, including the following fields:

#### **Division**

Specify the part of the agency that the producer is associated with.

#### **Login identifier**

Add a corporate office or agency manager. This field must contain a unique login value and cannot be the same as the value entered in the **Primary Email Address** field or the **Tax Identifier** field. This field is not required if **Client Self-Registration** is selected as the authentication method.

5. Click **OK**.



## Results

When you create a producer, you automatically create an onboarding kit. An automated email is sent to the producer to instruct him or her to log in to Producer Lifecycle and Credential Management to complete the onboarding kit.

### Related concepts:

“Self-registration setup for producers” on page 17

If you have a client portal registration system that adds and tracks user IDs and passwords in IBM® Producer Lifecycle and Credential Management, you can set up a self-registration system for producers.

### Related tasks:

“Adding a new producer relationship to a hierarchy” on page 59

You can add a new producer relationship to a hierarchy in IBM® Producer Lifecycle and Credential Management.

## Adding a sub-producer

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an employee of an external corporation who is contracted to sell the carrier's products.

### About this task

Sub-producers can be added when the corporate producers that they are associated with have relationships in either an active or pending state. However, sub-producer relationships cannot be approved until their associated corporate producer relationships are active.

### Procedure

1. Click **Producers**.
2. Click **Create Producer**.
3. In the **Producer Type** field, select **Sub-Producer**.
4. Add the required information, including the following fields:

#### Corporate Producer Code

The code for the external corporation where this sub-producer has a relationship. This code is stored in the **Corporate Producers** table in Producer Lifecycle and Credential Management.

#### Corporate Producer Relationship Code

The code for the relationship associated with corporate producer. This code is stored in the **Producer Relationships** table in Producer Lifecycle and Credential Management.

#### Division

The part of the agency that the producer is associated with.

#### Login identifier

This field must contain a unique login value and cannot be the same as the value entered in the **Primary Email Address** field or the **Tax Identifier** field. This field is not required if **Client Self-Registration** is selected as the authentication method.

5. Click **OK**.

## Results

When you create a producer, you automatically create an onboarding kit. An automated email is sent to the producer to instruct him or her to log in to Producer Lifecycle and Credential Management to complete the onboarding kit.

### Related concepts:

“Self-registration setup for producers” on page 17

If you have a client portal registration system that adds and tracks user IDs and passwords in IBM® Producer Lifecycle and Credential Management, you can set up a self-registration system for producers.

### Related tasks:

“Adding a new producer relationship to a hierarchy” on page 59

You can add a new producer relationship to a hierarchy in IBM® Producer Lifecycle and Credential Management.

## Pre-hiring a producer

You can onboard an individual producer without a relationship into IBM® Producer Lifecycle and Credential Management. The producer must have an associated agency.

### About this task

Onboarding a producer with a pre-hire relationship allows you to complete and approve onboarding stages, including the configured background check. The **Enable Pre-Hire** indicator on the **System Config Settings** page must be set to **Yes** for the option to be available in the application.

For more information, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

### Procedure

1. Click **Producers**.
2. Click **Create Producer**.
3. Add the required information, including the following fields:

#### Employee indicator

Select **Yes** if the producer is an employee of the company.

#### Login identifier

This field must contain a unique login value and cannot be the same as the value entered in the **Primary Email Address** field or the **Tax Identifier** field. This field is not required if **Client Self-Registration** is selected as the authentication method.

4. In the **Add Relationship** field, select **No - Pre-hire Only**.
5. Click **OK**.

## Results

An email is sent to the producer that tells the producer to log in to Producer Lifecycle and Credential Management to complete the onboarding kit.

## What to do next

The status of the producer remains as "pending" until a relationship is added for the producer. After the producer is approved, a real relationship can be added for the producer through the **Producer Relationship** tab, the **Hierarchies** page, or by onboarding the same producer again with an associated relationship. The pre-hire relationship is removed when an actual relationship is added for the producer.

### Related tasks:

"Adding an individual producer" on page 13

You can begin the onboarding process for an independent insurance agent in IBM® Producer Lifecycle and Credential Management.

## Self-registration setup for producers

If you have a client portal registration system that adds and tracks user IDs and passwords in IBM® Producer Lifecycle and Credential Management, you can set up a self-registration system for producers.

If you have a client portal registration system that adds and tracks user IDs and passwords, you can select **Client Self-Registration** as the authentication method when you add a producer in Producer Lifecycle and Credential Management. Select this option to disable the **Login Identifier** field and prevent the application from adding a user ID for the new producer.

When a producer is added by using the **Client Self-Registration** authentication option, the status of the producer is set to pending. The producer's ID must be updated through web services before the producer can log in to the application.

For more information on web services, see the *IBM Producer Lifecycle and Credential Management Configuration Guide*.

### Related tasks:

"Adding a sub-producer" on page 15

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an employee of an external corporation who is contracted to sell the carrier's products.

"Adding a corporate producer" on page 14

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an external corporation that is contracted to sell the carrier's products.

"Adding an individual producer" on page 13

You can begin the onboarding process for an independent insurance agent in IBM® Producer Lifecycle and Credential Management.

---

## Searching for a producer

You can search for a producer that is stored in IBM® Producer Lifecycle and Credential Management. You can filter by producer code, ID, or last name.

### Procedure

1. Click **Producers**.
2. In the title of the tab that contains the type of producers that you want to filter, click the **Filter** icon.
3. Type at least one of the following search parameters:
  - **Producer Code**

- **Last Name**
- **ID #**

**Tip:** You can use wildcard searches.

4. Click **Filter**.

---

## Producer data

After you set up a producer in IBM® Producer Lifecycle and Credential Management, you can add data about that producer. You can add general information, expiration dates, and other information.

### Adding data for a producer

After the producer is added to IBM® Producer Lifecycle and Credential Management, you can update data.

#### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose information you want to update.
4. Next to the **Producer Details** heading, click the **Edit** icon.
5. To add information to a table, click the **Add** icon.
6. Add the required information.
7. Click **OK**.

### Adding an expiration date for producer data

You can add an expiration date for data that is associated with a producer in IBM® Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose data expiration dates you want to add.
4. Select the data in the table where you want to add an expiration date.
5. Click the **Expire** icon.
6. In the **Expiration Date** field, select the date when you want the data to expire.
7. Click **Confirm**.

### Viewing expired producer data

In IBM® Producer Lifecycle and Credential Management, by default, only the current data that is effective today is displayed in tables. You can choose to display data that has expired along with the current data.

#### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose expired information you want to view.

4. Navigate to the table that contains the expired information.
5. Click **All Data**.

## Re-running a background check on a producer

You can request to rerun a complete background check for a producer or rerun a credit check for a producer in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

### About this task

Users must have edit permission for the **Manage Background Check** security authorization to re-run background check results. Background checks can be re-run only if the producer is active and if an ongoing background check does not exist.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer for whom you want to re-run a background check.
4. Click the **Background Check** tab.
5. From the **Re-run Background Check** menu, select one of the following choices:

#### Rerun Complete Background Check

To call the configured background check vendor and update Producer Lifecycle and Credential Management with the results, click **Rerun Complete Background Check**.

#### Rerun Credit Check

To call the configured background check vendor and update Producer Lifecycle and Credential Management with only the credit check results, click **Rerun Credit Check**.

## Viewing access assignments for a producer

In IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can view the current and past roles for a producer.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose access assignments you want to view.
4. Click **Producer Options > View Assignments**.
5. Click **All Data** to view the producer's past access assignments.

## Adding appointments for a producer

In IBM<sup>®</sup> Producer Lifecycle and Credential Management, users with appropriate permissions can add appointments for producers.

### Before you begin

When you add appointments to Producer Lifecycle and Credential Management, you can choose to send the appointment data to the National Insurance Producer Registry (NIPR) database.

If the **Credential Contract Restriction** indicator on the **System Config Settings** page is set to **Yes** and you are a home office user, then you must select one of the following options when you add an appointment:

**Producer level**

The appointment being added is associated with the producer only, and the appointments being removed are associated with the producer only.

**Contract level**

The appointment being added is associated with the producer and the specified producer contract, and the appointment being removed are associated with the specified producer contract.

For more information on setting the **Credential Contract Restriction** indicator, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

**Procedure**

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose appointments you want to add.
4. From the **Producer Options** drop-down lists, select **Add Appointment**.
5. From the **State** menu, select the state where you want to sell.
6. From the **Appointment Fee Method** menu, select one of the following options:
  - Auto** The per-configured rules are run to determine who must pay the appointment fees.
  - Home Office** The appointment fees are assigned to the home office.
  - Agent** The appointment fees are assigned to the producer.
7. Select the products that you want to sell.  
The expected fees are displayed.
8. Click **OK**.

**Removing appointments for a producer**

In IBM® Producer Lifecycle and Credential Management, users with appropriate permissions can remove appointments for producers.

**Procedure**

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose appointments you want to remove.
4. From the **Producer Options** drop-down lists, select **Remove Appointment**.
5. Optional: You can apply filters to search for specific appointments.
6. Select the appointments that you want to remove.
7. Click **OK**.

## Results

An email is sent to the producer, or corporate officer if you are removing appointments for a corporate producer, notifying the producer that the appointments have been removed.

## Editing appointments for a producer

In IBM® Producer Lifecycle and Credential Management, you can make changes to a producer's appointments.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer whose appointments you want to edit.
3. In the **Producer Code** column, click the producer that you want to edit.
4. Click the **Credentials** tab.
5. Select the appointment that you want to edit.
6. Click **Edit**.
7. Add or edit the required information.
8. Click **OK**.

## Viewing products that a producer can sell

In IBM® Producer Lifecycle and Credential Management, the products a producer is authorized to sell are listed in the **Products Eligible For Sale** table.

### About this task

If a producer has eligible products that are restricted to a relationship, you can choose to view these products only.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose eligible products you want to view.
4. Click the **Credentials** tab.
5. Scroll down to the **Products Eligible For Sale** table.
6. To filter the products in the table, select one of the following options:

#### **View All**

View all products that are associated with the producer and their relationships.

#### **View Producer Defaults**

View only products associated with the producer.

#### **View Restricted Code**

View only products restricted to a selected relationship associated with the producer.

## Adding products that a producer can sell

In IBM® Producer Lifecycle and Credential Management, you can add products that a producer is authorized to sell to the **Products Eligible For Sale** table.

### About this task

When adding a product, you can select the producer relationship to associate with the product. If you do not select a relationship, the product is added at the producer level and not at the relationship level.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose eligible products you want to add.
4. Click the **Credentials** tab.
5. Scroll down to the **Products Eligible For Sale** table.
6. Click **Add**.

## Uploading a document for a producer

You can import a producer's contract documents and continuing education documents to IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Producers**.
2. Click the type of producer for whom you want to upload a document.
3. In the **Producer Code** column, click the producer whose documents you want to upload.
4. Click the **Documents** tab.
5. In the **Action** column, next to the document that you want to upload, click the **Action** icon.
6. Click **Upload**.
7. Click **Browse** to find the document that you want to upload.
8. Click **OK**.

## Viewing audit history for a producer

In IBM® Producer Lifecycle and Credential Management, you can view the history of changes made to producer data.

### About this task

Home office users can view audit tables that show the complete history of all changes made to records in the application. The audit table displays the user name and identification of the users who made changes to the table. Audit history can also be viewed for user-defined sections.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.



3. In the **Producer Code** column, click the producer whose audit history you want to view.
4. Navigate to the table where you want to view audit history.
5. Select the record in the table where you want to view audit history.
6. Click the **Audit** icon.

---

## Producer credentials

In IBM® Producer Lifecycle and Credential Management, the statuses of products a producer is authorized to sell are listed in the **Credential Summary** table.

If a producer no longer has authorization to sell a product, an 'x' is displayed in the **Status** column of the **Credential Summary** table. To view the reason the producer failed the authorization check for a specific product, you can view the pop-up window when you hover your mouse over the 'x'.

## Viewing producer credential summaries

In IBM® Producer Lifecycle and Credential Management, a producer's licenses, appointments, and other credentials are listed in the **Credential Summary** table.

### About this task

If a producer has credentials that are restricted to a relationship, you can choose to view these credentials only.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose credentials want to view.
4. Click the **Credentials** tab.
5. Scroll down to the **Credential Summary** table.
6. To filter the credentials in the table, select one of the following options:

#### View All

View all credentials that are associated with the producer and their relationships.

#### View Producer Defaults

View only credentials associated with the producer.

#### View Restricted Code

View only credentials restricted to a selected relationship associated with the producer.

## Adding a credential for a producer

In IBM® Producer Lifecycle and Credential Management, you can add credentials that are required by either the insurance carrier or a government regulator. Credentials can be licenses, appointments, and other requirements.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.

3. In the **Producer Code** column, click the producer whose credentials you want to add.
4. Click the **Credentials** tab.
5. Next to the heading of the appropriate credential, click the **Add** icon.
6. Add the required information.
7. Click **OK**.

## Editing a credential for a producer

In IBM® Producer Lifecycle and Credential Management, you can edit credentials that are required by either the insurance carrier or a government regulator for a producer to sell a product.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose credentials you want to edit.
4. Click the **Credentials** tab.
5. In the table of the appropriate credential, click the credential that you want to edit. For example, in the **Licences** table, click the name of the state where you want to edit credentials.
6. Next to the heading of the table, click the **Edit** icon.
7. Add or edit the required information.
8. Click **OK**.

---

## Producer relationships

You can add, edit, and copy producer relationships, such as contracts, in IBM® Producer Lifecycle and Credential Management. You can also view relationship information in a hierarchy or in the **Relationships** tab.

## Adding a producer relationship

You can add new producer relationships, such as contracts, in IBM® Producer Lifecycle and Credential Management.

### Before you begin

You must be granted the security authorization to initiate producer onboarding before you can add a producer relationship.

Agency managers and home office users can create a relationship for a producer that is already associated with a different home agency.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose relationship you want to define.
4. Click the **Relationships** tab.
5. Click the **Add** icon.

6. Add the required information, including the following fields:

**Producer Type**

You must select the type of producer whose relationship you are creating.

**Relationship type**

This field is pre-populated based on the type of producer selected. Home office users can create a manager relationship or both a manager relationship and individual relationship for an individual producer.

**Division**

The part of the agency that the producer is associated with.

**Employee indicator**

Select **Yes** if the producer is an employee of the company.

**Description**

You can type a maximum of 100 characters as a description for the relationship.

**Payment indicator**

Select **No** if the agency is paid and is responsible for paying the producer. Select **Yes** if the producer is paid directly. If the **Payment indicator** is **Yes**, then the **Payment Options** table is visible to home office users and administrators on the **Producer Details** tab.

7. Click **OK**.

## Editing a producer relationship

Relationships that have been added to IBM® Producer Lifecycle and Credential Management can be edited.

### Procedure

1. Click **Producers**.
2. Click the **Relationships** tab.
3. In the **Relationship Code** column, click the relationship that you want to edit.
4. To edit the **Producer Relationship Details** information, complete the following steps:
  - a. Next to the **Producer Relationship Details** heading, click the **Edit** icon.
  - b. Make any changes to the fields.
  - c. Click **OK**.
5. Complete one or more of the following steps:
  - To add information to the table, click the **Add** icon.
  - To edit information in the table, select the row and click the **Edit** icon.
  - To delete information from the table, select the row and click the **Delete** icon.
6. Click **OK**.

## Copying a producer relationship

In IBM® Producer Lifecycle and Credential Management, you can make a copy of a producer's relationship and make changes to it without having to go through the onboarding process again. For example, you can copy a relationship for a producer if the producer changes his or her agency but the relationship does not change.

## About this task

Home office users have the ability to copy a relationship that is not in a terminated state. Any user-defined sections in the relationship are also copied if the **isCloneable** attribute in the user-defined section is set to True. The hierarchy relationship for the copied relationship is defined only for the **Agency Reporting Hierarchy**.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose relationship you want to copy.
4. Click **Producer Options > Clone Relationship**.
5. Select the relationship that you want to copy.
6. From the **Producer Type** menu, click the type of producer for this relationship.
7. From the **Agency Code** menu, type the agency that the producer is associated with.
8. From the **Relationship Type** menu, click the type of relationship that you want to create.
9. In the **Relationship Effective Date** field, select the date when the relationship started.
10. From the **Relationship Status Code** menu, click the status of the relationship.
11. Click **OK**.

### Results

An email notification is sent to the producer indicating the relationship was cloned. When corporate producer's relationship is cloned, an email notification is sent to the corporate officer. If there are multiple corporate officers, the email is sent to the corporate officer given the highest priority in the "Producer Clone Contract" rule.

## Viewing the hierarchy for a producer relationship

When viewing the details of a producer relationship in IBM® Producer Lifecycle and Credential Management, you can display the hierarchy for rolling up the relationship to an office or branch, region, and agency. You can also choose to view the agency supervisor hierarchy for the producer relationship.

### Procedure

1. Click **Producers**.
2. Click the **Relationships** tab.
3. In the **Relationship Code** column, click the contract whose hierarchy you want to view.
4. Click the **Hierarchy** tab.
5. From the **Hierarchy Type** list, select the type of hierarchy you want to view.
6. Click **Date** to view the hierarchy that was effective on a specified date.
7. Click a node in the hierarchy to view the details and access assignments for the node.

## Viewing producer details from the Relationships tab

When a home office user or organization manager views producer relationship data in IBM® Producer Lifecycle and Credential Management, they can easily view producer information.

### Procedure

1. Click **Producers**.
2. On the **Relationships** tab, click **Relationship Options > View Producer Details**.
3. You can view details about the producer, credentials, contracts, and documents.

---

## Editing a producer's inquiry

In IBM® Producer Lifecycle and Credential Management, agency managers add information to producer inquiries.

### Procedure

1. Click **Producers**.
2. Click the producer for whom you want to edit an inquiry.
3. Click **Producer Options > Inquiries**.
4. Select the inquiry and click the **Edit** icon.
5. Edit the required information.
6. Click **OK**.

---

## Producer comments

You can add comments about a producer in IBM® Producer Lifecycle and Credential Management, and you can view comments submitted by other users.

## Adding a comment about a producer

In IBM® Producer Lifecycle and Credential Management, home office users can add comments related to producers and producers' relationships.

### About this task

After you add a comment, it cannot be modified or deleted.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, select the producer for whom you want to add comments.
4. Click **Producer Options > Comments**.
5. Click the **Add** icon.
6. Select the type of comment that you want to create.
7. Optional: Select a relationship that is related to the comment.
8. Type the comment.
9. Click **Browse** to attach any related documentation to the comment.

## Viewing comments about a producer

In IBM® Producer Lifecycle and Credential Management, home office users can view comments related to producers and producers' relationships.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, select the producer whose comments you want to view.
4. Click **Producer Options > Comments**.
5. From the **Filter Comments** menu, select the method that you want to use to filter the comments.
6. From the **Comments** table, select the comment that you want to view.

---

## Producer status

When you are finished adding a producer in IBM® Producer Lifecycle and Credential Management, you can complete the onboarding kit for the producer. You can also terminate or specify a leave of absence for a producer, and cancel the suspension or leave or absence, when necessary.

## Completing the onboarding kit for a producer

In IBM® Producer Lifecycle and Credential Management, you can complete onboarding kits for the relationship with the producer that your profile is associated with.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click a producer.
4. Click **Producer Options > Onboarding Kits**.
5. Click the **Action** icon next to the onboarding kit that you want to complete.
6. Select **Complete Onboarding Kit**.

## Terminating a producer

You can terminate a producer, including the sub-producers linked to a corporate producer, in IBM® Producer Lifecycle and Credential Management.

### About this task

In the **Producer Termination** form, if you select **No** in the **Eligible for Rehire Indicator** field, then the same producer cannot be reinstated or onboarded again. Home office users have the option of setting a soft termination, which leaves the producer's state appointments active. The home office user can then manually terminate the state appointments at a later date.

When you terminate all of a producer's relationships, the **Producer Status Reason** field is updated with the **Relationship Termination Reason** selection, if the relationship termination reason code exists in the PartyStatusReason reference table.

## Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer that you want to terminate.
4. Click **Producer Options > Termination**.
5. In the Termination window, add the required information.
6. In the relationship table, select the check boxes next to the relationships that you want to terminate.
7. To upload a document related to the termination of the producer, complete the following steps:
  - a. Scroll down to the document table.
  - b. Click the **Add** icon.
  - c. Add the required information.
8. Click **OK**.

## Reinstating a producer

A producer that has been terminated can be reinstated through IBM® Producer Lifecycle and Credential Management.

### About this task

When a producer is reinstated, the date of reinstatement is set to the current date.

## Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer that you want to reinstate.
4. Click **Producer Options > Reinstatement**.
5. In the **Select Relationships to Reinstate** table, select the check boxes next to the relationships that you want to reinstate.
6. To upload a document related to the reinstatement of the producer, complete the following steps:
  - a. Scroll down to the **Upload documents Related to Reinstate** table.
  - b. Click the **Add** icon.
  - c. Add the required information.
7. Click **OK**.

## Suspending or specifying a leave of absence for a producer

You can suspend or specify a leave of absence (LOA) for a producer in IBM® Producer Lifecycle and Credential Management.

## Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer who you want to suspend or grant a leave of absence to.
4. Click **Producer Options > Suspension/Leave of Absence**.

5. In the Suspension/Leave of Absence window, select either **Suspension** or **Leave of Absence**.
6. Add the required information.
7. In the **Select Relationships for Suspension/LOA** table, select the check boxes next to the relationships that you want to suspend.
8. To upload a document related to the suspension of the producer, complete the following steps:
  - a. Scroll down to the **Upload Documents Related to Suspension/LOA** table.
  - b. Click the **Add** icon.
  - c. Add the required information.
9. Click **OK**.

## Canceling a suspension or leave of absence for a producer

In IBM® Producer Lifecycle and Credential Management, you can end the suspension or leave of absence for a producer.

### Procedure

1. Click **Producers**.
2. Click the tab that contains the type of producer that you want to find.
3. In the **Producer Code** column, click the producer whose suspension or leave of absence you want to cancel.
4. Click **Producer Options > Cancel Suspension/Leave of Absence**.
5. In the **Suspension/LOA End Date** field, add the date when the suspension or leave of absence ends.
6. In the **Select Relationships to End Suspension/LOA** table, select the check boxes next to the relationships for which you want to end a suspension or leave of absence.
7. In the **Sub-Producer Relationships to End Suspension** table, select the check boxes next to the sub-producer relationships for which you want to end a suspension or leave of absence.
8. Click **OK**.



---

## Chapter 5. Agencies

In IBM® Producer Lifecycle and Credential Management, users with the appropriate permissions can view, edit, and add information to existing agencies and add new agencies.

The process of onboarding a new agency can be initiated from the **Agencies** page. You can also search for and edit agencies that have already been added to Producer Lifecycle and Credential Management.

---

### Adding an agency

In IBM® Producer Lifecycle and Credential Management, you can initiate the onboarding process for a firm.

#### Before you begin

You must have the appropriate permission in Producer Lifecycle and Credential Management to add an agency.

#### Procedure

1. Click **Agencies**.
2. Click **Create Agency**.
3. Add the required information.
4. In the **Agency Manager Assignment** section, you can choose to create an agency manager.
5. Click **OK**.

#### Results

When you create an agency, you automatically create an onboarding kit. An automated email is sent to the agency manager to instruct him or her to log in to Producer Lifecycle and Credential Management to complete the onboarding kit.

#### What to do next

The onboarding kit can be completed through the **Workflow Tasklist** page.

---

### Searching for an agency

You can search for an agency stored in IBM® Producer Lifecycle and Credential Management. You can filter by agency code, ID, name, city, or state.

#### Procedure

1. Click **Agencies**.
2. Click **Filter**.
3. Type at least one of the following parameters:
  - **Agency Code**
  - **Name**
  - **City**

- **State**
- **ID #**

**Tip:** You can use wildcard searches.

4. Click **Filter**.

---

## Agency data

After you set up an agency in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can add data about that agency. You can add general information, expiration dates, and other information.

### Adding data for an agency

Information for an agency can be updated in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose information you want to update.
3. To add information to the **Agency Details** table, click **Edit**.
4. If you are adding information to a table, click **Add**.
5. Add the required information.
6. Click **OK**.

### Editing data for an agency

You can edit the information for an agency that is stored in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose information you want to edit.
3. To edit information in the **Agency Details** table, click **Edit**.
4. Complete the following steps:
  - a. Select the row of information that you want to edit.
  - b. Click **Edit**.
  - c. Add or edit the required information.

### Adding an expiration date for agency data

You can add an end date for data that is associated with an agency in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency for which you want to add expiration dates.
3. Select the data in the table where you want to add an expiration date.
4. Click the **Expire** icon.

5. In the **Expiration Date** field, select the date when you want the data to expire.
6. Click **Confirm**.

## Viewing expired agency data

In IBM® Producer Lifecycle and Credential Management, by default, only the current data that is effective today is displayed in tables. You can choose to display data that has expired along with the current data.

### Procedure

1. Click **Agencies**.
2. In the **Agency/Producer Code** column, click the agency whose expired information you want to view.
3. Navigate to the table where you want to view expired information.
4. Click **All Data**.

## Uploading a document for an agency

You can import an agency's contract documents to IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency for which you want to upload a document.
3. Click the **Documents** tab.
4. Click the **Add** icon.
5. Add the required information.
6. Click **Browse** to find the document that you want to upload.
7. Click **OK**.

## Viewing the hierarchy for an agency

In IBM® Producer Lifecycle and Credential Management, you can view the agency reporting hierarchy or agency supervisor hierarchy for a selected agency.

### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose hierarchy you want to view.
3. Click the **Hierarchy** tab.
4. From the **Hierarchy Type** list, select the type of hierarchy you want to view.
5. In the **Date** field, select a date. The hierarchies effective on this date are displayed.
6. Select a node in the hierarchy to view the details and access assignments for the node.

## Viewing node assignment history for an agency

You can view the history of node assignments in a hierarchy in IBM® Producer Lifecycle and Credential Management.

## Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Select a node in the hierarchy.
6. On the **Details** tab, scroll down to the **Node Assignments** table.
7. Click **All Data**.

## Viewing audit history for an agency

In IBM® Producer Lifecycle and Credential Management, you can view the history of changes made to agency tables.

### About this task

Home office users can view audit tables that show the complete history of all changes made to records in the application. The audit table displays the user name and identification of the users who made changes to the table. Audit history can also be viewed for user-defined sections.

## Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose audit history you want to view.
3. Navigate to the table where you want to view audit history.
4. Select the record in the table whose audit history you want to view.
5. Click the **Audit** icon.

---

## Agency credentials

In IBM® Producer Lifecycle and Credential Management, the statuses of products an agency is authorized to sell are listed in the **Credential Summary** table.

## Adding a credential for an agency

In IBM® Producer Lifecycle and Credential Management, the credentials of an agency, such as state registrations and Financial Industry Regulatory Authority (FINRA) positions, can be edited.

## Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose credentials you want to update.
3. Click the **Credentials** tab.
4. Next to the heading of the appropriate table, click the **Add** icon.
5. Add the required information.
6. Click **OK**.

## Editing a credential for an agency

In IBM® Producer Lifecycle and Credential Management, you can edit credentials that are required by either the insurance carrier or a government regulator for an agency to sell a product.

### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose credentials you want to update.
3. Click the **Credentials** tab.
4. In the table of the appropriate credential, click the credential that you want to edit. For example, in the **Licences** table, click the name of the state where you want to edit credentials.
5. Next to the heading of the table, click the **Edit** icon.
6. Add or edit the required information.
7. Click **OK**.

---

## Agency relationships

You can add, edit, and copy agency relationships, such as contracts, in IBM® Producer Lifecycle and Credential Management.

## Adding a relationship for an agency

You can add a relationship for an agency in IBM® Producer Lifecycle and Credential Management.

### About this task

You must have the **Initiate Firm Onboarding** permission to add agency relationships.

### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency that you want to add a relationship for.
3. Click the **Relationships** tab.
4. Click the **Add** icon.
5. Add the required information.
6. Click **OK**.

## Editing a relationship for an agency

The details of an agency relationship, such as the relationship status, can be edited in IBM® Producer Lifecycle and Credential Management.

### About this task

You must have **Manage Relationship** and **Manage Relationship Details** permissions to view agency contract details.

### Procedure

1. Click **Agencies**.

2. In the **Agency Code** column, click the agency whose relationship information you want to edit.
3. Click the **Relationships** tab.
4. Click the relationship that you want to edit.
5. Click the **Edit** icon.
6. Make the necessary changes.

---

## Agency comments

You can add comments about an agency in IBM® Producer Lifecycle and Credential Management, and you can view comments submitted by other users.

### Adding a comment about an agency

In IBM® Producer Lifecycle and Credential Management, home office users can add comments related to agencies and agencies' relationships.

#### About this task

After you add a comment, it cannot be modified or deleted.

#### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency for which you want to create a comment.
3. Click **Agency Options > Comments**.
4. Click the **Add** icon.
5. Select the type of comment that you want to create.
6. Optional: Select a relationship that is related to the comment.
7. Type the comment.
8. Click **Browse** to attach a file to your comment.
9. Click **OK**.

### Viewing comments about an agency

In IBM® Producer Lifecycle and Credential Management, home office users can view comments related to agencies and agencies' relationships.

#### Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency whose comments you want to view.
3. Click **Agency Options > Comments**.
4. From the **Filter Comments** menu, select the method that you want to use to filter the comments.
5. From the **Comments** table, select the comment that you want to view.

---

## Terminating an agency

You can terminate an agency, including associated active and pending relationships, in IBM® Producer Lifecycle and Credential Management.

## About this task

Before you terminate the agency, you must move any producer relationships, agency relationships, and hierarchy elements that you do not want to terminate to an active agency. Any producer relationships, roles, and users associated with the agency are terminated.

You must have agency termination permission to complete this procedure.

## Procedure

1. Click **Agencies**.
2. In the **Agency Code** column, click the agency that you want to terminate.
3. Click **Agency Options > Termination**.
4. Select the termination date and reason.
5. To terminate specific relationships only, in the **Select Relationships to Terminate** table, select the check boxes next to the relationships that you want to terminate.
6. To upload a document related to the termination of the agency, complete the following steps:
  - a. Scroll down to the **Upload documents Related to Termination** table.
  - b. Click the **Add** icon.
  - c. Add the required information.
7. Click **OK**.





---

## Chapter 6. Branches, units, and offices

In IBM® Producer Lifecycle and Credential Management, users with the appropriate permissions can view, edit, and add information to existing branches, units, or offices and add new branches, units, or offices.

The process of onboarding a new branch, unit, or office can be initiated from the **Branches/Units/Offices** page. You can also search for and edit branches, units, and offices that have already been added to Producer Lifecycle and Credential Management.

---

### Adding branches, units, or offices

You can begin the onboarding process for a branch, unit, or office in IBM® Producer Lifecycle and Credential Management.

#### Before you begin

You must have initiate branch onboarding security permission to perform this task.

#### Procedure

1. Click **Branches/Units/Offices**.
2. Click **Create Branch/Unit/Office**.
3. In the **Branch Type** field, select the type of branch that you are creating.
4. In the **Branch Name** field, type the name of the branch, unit, or office.
5. In the **Agency Code** field, type the agency that the branch, unit, or office is associated with.
6. In the **Effective Date** field, select the start date for this branch, unit, or office.
7. Click **OK**.

#### Results

When you create a branch, unit or office, you automatically create an onboarding kit. An automated email is sent to the user who must complete the onboarding kit instructing him or her to log in to Producer Lifecycle and Credential Management and complete the kit.

---

### Searching for a branch, unit, or office

You can search for a branch, unit, or office stored in IBM® Producer Lifecycle and Credential Management. You can filter by agency code or branch/unit type, or by branch code or branch name.

#### Procedure

1. Click **Branches/Units/Offices**.
2. Click **Filter**.
3. Type at least one of the following search parameters:
  - **Agency Code** or **Agency Name**
  - **Branch Type** or **Branch Code**

**Tip:** You can use wild card searches.

4. Click **Filter**.

---

## Branch, unit, and office data

After you set up a branch, unit, or office in IBM® Producer Lifecycle and Credential Management, you can add data about that branch, unit, or office. You can add general information, expiration dates, and other information.

### Editing data for a branch, unit, or office

Information for a branch, unit, or office, such as address and key personnel, can be updated in IBM® Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office whose information you want to update.
3. Next to the **Branch Details** heading, click the **Edit** icon.
4. Complete one or more of the following steps:
  - To add information to the table, click the **Add** icon.
  - To edit information in the table, select the row and click the **Edit** icon.
  - To delete information from the table, select the row and click the **Delete** icon.
5. Click **OK**.

### Viewing audit history for a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, you can view the history of changes made to branches, units, or offices.

#### About this task

Home office users can view audit tables that show the complete history of all changes made to records in the application. The audit table displays the user name and identification of the users who made changes to the table. Audit history can also be viewed for user-defined sections.

#### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office whose audit history you want to view.
3. Navigate to the table where you want to view audit history.
4. Select the record whose audit history you want to view.
5. Click the **Audit** icon.

### Viewing the hierarchy for a branch, unit, or office

When viewing branch details in IBM® Producer Lifecycle and Credential Management, you can choose to view all items, such as relationship codes, in the hierarchy that rollup into the branch.

#### Procedure

1. Click **Branches/Units/Offices**.

2. In the **Branch Code** column, click the agency whose hierarchy you want to view.
3. Click the **Hierarchy** tab.
4. From the **Hierarchy Type** list, select the type of hierarchy you want to view.
5. In the **Date** field, select a date. The hierarchies active on this date are displayed.
6. Select a node in the hierarchy that was effective on a specified date.

## Adding a relationship for a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, you can add relationships to a branch, unit, or office.

### About this task

Creating branch relationships does not create onboarding kits or require reviews. You must have **Manage Hierarchy** permission to add relationships for branches.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office for which you want to add relationships.
3. Click the **Relationships** tab.
4. Click the **Add** icon.
5. Add the required information.
6. Click **OK**.

## Uploading a document for a branch, unit, or office

You can import a branch, unit, or office's documents related to relationships into IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the agency for which you want to upload a document.
3. Click the **Documents** tab.
4. Click the **Add** icon.
5. Add the required information.
6. Click **Browse** to find the document that you want to upload.
7. Click **OK**.

---

## Branch, unit, and office credentials

In IBM® Producer Lifecycle and Credential Management, the statuses of products a branch, unit, or office is authorized to sell are listed in the **Credential Summary** table.

## Adding a credential for a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, you can add a credential to a branch, unit, or office.

## Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office whose credentials you want to update.
3. Click the **Credentials** tab.
4. Next to the heading of the appropriate table, click the **Add** icon.
5. Add the required information.
6. Click **OK**.

## Editing a credential for a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, you can edit credentials that are required by either the insurance carrier or a government regulator for a branch, unit, or office to sell a product.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office whose credentials you want to update.
3. Click the **Credentials** tab.
4. In the table of the appropriate credential, click the credential that you want to edit. For example, in the **Licences** table, click the name of the state where you want to edit credentials.
5. Next to the heading of the table, click the **Edit** icon.
6. Add or edit the required information.
7. Click **OK**.

---

## Branch, unit, and office comments

You can add comments about a branch, unit, or office in IBM® Producer Lifecycle and Credential Management, and you can view comments submitted by other users.

## Adding a comment about a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, home office users can add comments related to branches, units, or offices.

### About this task

After you add a comment, it cannot be modified or deleted.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office for which you want to create a comment.
3. From the **Branch Options** list, select **Comments**.
4. Click the **Add** icon.
5. Select the type of comment that you want to create.
6. Optional: Select a relationship that is related to the comment.
7. Type the comment.
8. Click **Browse** to attach a file to your comment.

9. Click **OK**.

## Viewing comments about a branch, unit, or office

In IBM® Producer Lifecycle and Credential Management, home office users can view comments related to branches, units, or offices.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office whose comments you want to view.
3. From the **Branch Options** menu, select **Comments**.
4. From the **Filter Comments** menu, select the method that you want to use to filter the comments.
5. From the **Comments** table, select the comment that you want to view.

---

## Terminating a branch, unit, or office

You can terminate branches, including associated active and pending relationships, in IBM® Producer Lifecycle and Credential Management.

### About this task

You must have **Initiate Branch Termination** authorization to perform this action.

You must move any producer and agency relationships that you do not want to terminate to another branch or location in the agency reporting hierarchy.

### Procedure

1. Click **Branches/Units/Offices**.
2. In the **Branch Code** column, click the branch, unit, or office that you want to terminate.
3. From the **Branch Options** list, select **Termination**.
4. Select the termination date and the termination reason.
5. To terminate all relationships, select the **Do you want to terminate active producer relationships associated with this branch** check box.
6. To only terminate specific relationships, in the **Select Relationships to Terminate** table, select the check boxes next to the relationships that you want to terminate.
7. To upload a document related to the termination of the branch, complete the following steps:
  - a. Scroll down to the **Upload documents Related to Termination** table.
  - b. Click the **Add** icon.
  - c. Add the required information.
8. Click **OK**.



---

## Chapter 7. Personal producer tasks

If you are a producer or sub-producer in IBM® Producer Lifecycle and Credential Management, you can complete personal tasks, such as viewing your onboarding kit, requesting state appointments, and updating data, relationships, and credentials.

---

### Completing your onboarding kit

In IBM® Producer Lifecycle and Credential Management, you can complete your onboarding kits.

#### Procedure

1. Click **Onboarding**.
2. Click the **Action** icon next to the onboarding kit that you want to view.
3. Select **Complete Onboarding Kit**.

---

### Adding appointments to a relationship in your profile

In IBM® Producer Lifecycle and Credential Management, you can create a request for nonresident appointments and other appointments.

#### Before you begin

Your profile must be active and you must have a license in the state where you want to request an appointment.

#### Procedure

1. Go to **Producer Data** and click **Producer Options > Add Appointment**.
2. Select the relationships to add the appointment to.
3. In the **State** field, select the state where you want to sell.
4. In the **Appointment Fee Method** field, select one of the following options:

**Auto** The preconfigured rules are run to determine who must pay the appointment fees.

#### Home Office

The appointment fees are assigned to the home office.

**Agent** The appointment fees are assigned to the producer.

5. Select the products that you want to sell.  
The expected fees are displayed.
6. Click **OK**.

#### What to do next

An alert is added to your home page and an email is sent to remind you to make the required appointment payments.

---

## Viewing your access assignments

In IBM® Producer Lifecycle and Credential Management, you can view your current and past access assignments.

### Procedure

1. Go to **Producer Data** and click **Producer Options > View Assignments**.
2. Click **All Data** to view your past access assignments.

---

## Producer data

If you are a producer or sub-producer in IBM® Producer Lifecycle and Credential Management, you can complete some personal tasks, such as updating your data, viewing your expired data, and uploading documents, on the **Producer Data** page.

After your onboarding kit is activated, the **Producer Data** page is updated with the information in the onboarding kit. You can update your personal information, if necessary.

## Updating your producer data

In IBM® Producer Lifecycle and Credential Management, you can add to and edit your personal information.

### Procedure

1. Click **Producer Data**.
2. On the **Producer Details** tab, complete one or more of the following steps:
  - To add information to the table, click the **Add** icon.
  - To edit information in the table, select the row and click the **Edit** icon.
  - To add an expiration date to data in the table, select the row and click the **Expire** icon.
  - To delete information from the table, select the row and click the **Delete** icon.
3. Click **OK**.

## Viewing your expired producer data

By default, only the current data that is effective today is displayed in tables in IBM® Producer Lifecycle and Credential Management. You can choose to display your expired data along with the current data.

### Procedure

1. Click **Producer Data**.
2. Click the **Credentials** tab.
3. Find the table that contains the expired data that you want to view.
4. Click **All Data**.

## Uploading a document to your profile

In IBM® Producer Lifecycle and Credential Management, you can upload documents to your profile.

### Procedure

1. Click **Producer Data**.
2. Click the **Documents** tab.



3. In the **Action** column, click the action icon.
4. Click **Upload**.
5. Click **Browse** and select the document.
6. Click **OK**.

---

## Producer relationships

If you are a producer or sub-producer in IBM® Producer Lifecycle and Credential Management, you can edit your current relationship on the **Producer Relationship** page.

### Viewing your expired relationship data

In IBM® Producer Lifecycle and Credential Management, by default, only the current data that is effective today is displayed in tables. You can choose to display your expired relationship data along with the current data.

#### Procedure

1. Click **Producer Relationship**.
2. Find the table that contains the expired data that you want to view.
3. Click **All Data**.

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## Producer credentials

If you are a producer or sub-producer in IBM® Producer Lifecycle and Credential Management, you can view and update your credentials, such as your licenses and continuing education information, on the **Producer Credentials** page.

For example, if you take a continuing education course, you can add the course to the **Producer Credentials** tab. Credentials are the courses, certificates, and regulatory licenses that insurance carriers or a government regulator require producers to obtain before they can sell insurance products. To receive a license to sell insurance products in a US state, you must have taken specific courses and passed exams. A state might have more than one license that is required to sell various product types. A line of authority is associated with a license and indicates the product types that you can sell with the license.

On the **Credentials** tab, you can view the following information:

- Licenses
- Continuing education
- Securities credentials
- State registrations
- Financial Industry Regulatory Authority (FINRA) positions
- Exams
- Exam windows
- Credential Summary

Some products require that specific training, such as training in long term care, anti-money laundering, and annuities, be taken before you can sell the product. This training can be added to the **Credentials** tab along with a copy of the course certificate. The **Credential Summary** table displays the products that you are eligible to sell and whether you have the proper credentials to sell a specific

product. If you are authorized to sell a product, the authorization status is listed as **Yes**. If you are not authorized to sell a product, an authorization error indicates the reason.

You can view the different products that you can sell with various contracts and the US states where you can sell products in the **Credential Summary** table. Any inactive relationships are also displayed in this table along with the reason for inactivity. For example, if your continuing education course has expired for a specific relationship, the authorization status is displayed as **inactive** in the table.

The **Credential Summary** table displays the products that you are eligible to sell and the status of your credentials to sell a specific product.

On the **Credentials** tab of the **Producer Credentials** page, you can view the products that you are eligible to sell in the **Credential Summary** table. In the **Authorization Status** column, if you are authorized to sell a product, the status is listed as **active**. If you are not authorized to sell a product, the reason that you are not eligible to sell the product is listed in the **Authorization Errors** column. For example, if you are missing a continuing education course that is required to sell a specific product, this error is listed in the **Authorization Errors** column.

## Viewing your expired producer credentials

In IBM® Producer Lifecycle and Credential Management, by default, only the current data that is effective today is displayed in tables. You can choose to display your expired credential data along with the current data.

### Procedure

1. Click **Producer Credentials**.
2. Click the **Credentials** tab.
3. Find the table that contains the expired data that you want to view.
4. Click **All Data**.

## Adding a continuing education course to your profile

In IBM® Producer Lifecycle and Credential Management, you can add your continuing education courses and upload your certificates of completion.

### Procedure

1. Click **Producer Credentials**.
2. Click the **Credentials** tab.
3. Next to the **Continuing Education Course** heading, click the **Add** icon.
4. Add the required information.
5. Click **Browse** to upload a certificate of completion.
  - a. Locate the file on your local computer.
  - b. Click **OK** to attach the file.
6. Select the **I will manually send the document** check box if you want to mail a copy of the certificate of completion instead.
7. Click **OK**.

### Results

The submitted continuing education course is routed to a workflow for home office analysts to review and approve.

## Editing a continuing education course entry in your profile

In IBM® Producer Lifecycle and Credential Management, you can edit continuing education course entries in your profile.

### Procedure

1. Click **Producer Credentials**.
2. Click the **Credentials** tab.
3. Select the continuing education course that you want to edit, and click the **Edit** icon.
4. Add or edit the required information.
5. Click **Browse** and select the course certificate.



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## Chapter 8. Hierarchies

In IBM® Producer Lifecycle and Credential Management, authorized agency managers, agency supervisors, and agency administrators can view and edit hierarchies.

Hierarchies are built from the agent relationship level, as an individual agent might have multiple relationships with different firms. Each relationship might roll up to a different agency or firm. For example, a producer's independent agent relationship can roll up to an exclusive agency branch in the agency reporting hierarchy. The same producer's relationship might also roll up to an Agency Disability Supervisory Unit for Disability Sales and an Agency Life Supervisory Unit for Life Sales. This relationship can also be included in a Group Insurance Sales team and roll up to a Distribution Alliance Partner.

Authorized users can view the following hierarchy types from the Hierarchy management page: Agency Reporting, Agency Supervisor, Internal Sales Management, and Teams. You can view hierarchies that are effective on specific dates. By default, the hierarchy structure effective on the current date is displayed. Users have the option to view a hierarchy as of a different date as well as add and make changes to nodes in the hierarchy. Users must have appropriate permissions to view and edit hierarchies.

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### Hierarchy views

You can choose to view one hierarchy or two hierarchies at the same time in IBM® Producer Lifecycle and Credential Management.

When you select the **Single View Hierarchy** option, you can view a selected hierarchy, along with the details and access assignments associated with a selected node in the hierarchy. For example, if you select the agency in the Agency Reporting Hierarchy, then you can view the details of the agency as well as view and update the users and roles assigned to the agency.

Relationship icons in the hierarchy indicate the status of the relationship.

*Table 1. Relationship status icons*

Relationship icon	Description
	Active relationship
	Pending relationship
	Rejected relationship
	Terminated relationship


When you select the **Alternate Hierarchy** option, you can view two different hierarchies or two hierarchies of the same type at one time. For example, home office administrators can view the Agency Reporting Hierarchy of two different

agencies simultaneously. While viewing two different hierarchies at the same time, you can copy nodes from one hierarchy and add them to the second hierarchy.

## Viewing a hierarchy

In IBM® Producer Lifecycle and Credential Management, you can view the structure of the following hierarchies: agency reporting hierarchy, agency supervisor hierarchy, internal sales management hierarchy, team hierarchy, and wholesaler hierarchy.


### Procedure

1. Click **Hierarchies**.
2. Click the **Single View Hierarchy**  icon.
3. From the **Hierarchy Type** list, select the hierarchy that you want to view.
4. If you have permission to view multiple agency reporting hierarchies or agency supervisor hierarchies, in the **Agency Code** field, type the agency code of the agency hierarchy that you want to view.
5. To view the hierarchy structure and nodes that were effective on a specific date, enter the date in the **Date** field.

## Viewing two hierarchies simultaneously

You can view the structure of two hierarchies at the same time in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. Click the **Alternate Hierarchy**  icon.
3. From the **Hierarchy Type** lists, select the hierarchies that you want to view.
4. If you have permission to view multiple agency reporting hierarchies or agency supervisor hierarchies, in the **Agency Code** fields, type the agency code of the agency hierarchies that you want to view.
5. To view the hierarchy structure and nodes that were effective on a specific date, enter the date in the **Date** field.

## Moving a node within a hierarchy

You can move child nodes to different parent nodes within a hierarchy on the **Hierarchies** page in IBM® Producer Lifecycle and Credential Management. For example, you can move a producer relationship from one branch to another within an agency.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Select the node that you want to move.

6. Drag the node and place it on the new parent node.
7. Select the effective dates.

## Moving a node between two hierarchies

You can move child nodes from one hierarchy to parent nodes of another when in **Alternate Hierarchy** mode on the **Hierarchies** page in IBM® Producer Lifecycle and Credential Management. For example, you can move a producer relationship from one branch to another branch in a different hierarchy.

### Procedure

1. Click **Hierarchies**.
2. Click the **Alternate Hierarchy** icon.
3. From the **Hierarchy Type** lists, select the type of hierarchies that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
5. In the **Date** field, select a date to view the hierarchy that was effective on that date.
6. Select the node that you want to move in the first hierarchy.
7. Drag the node and place it on the new parent node in the second hierarchy.
8. Select the effective dates.

## Moving multiple nodes simultaneously

In IBM® Producer Lifecycle and Credential Management, you can move multiple nodes from one hierarchy and add them to a different hierarchy. For example, you can move a producer relationship from one agency to another.

### About this task

You can move a subset of child nodes from one firm to another. Moving multiple nodes is limited to the **Agency Reporting Hierarchy** type. You can only select the first level child of the parent node. Only nodes that do not have different parent nodes depending on the date and do not have a record expiration date can be moved. When sub-producers are moved, they are associated with their closest corporate producer ancestor in the new hierarchy.

### Procedure

1. Click **Hierarchies**.
2. Click the **Alternate Hierarchy** icon.
3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you select **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
5. Click **Date** to view the hierarchy that was effective on a specific date.
6. Click the **Select** button.
7. In a hierarchy, select the nodes that you want to move.
8. In the hierarchy where you want to add the nodes, select the parent node.

9. Click either **Move Right** or **Move Left** to add the nodes to the other hierarchy.
10. Select the effective dates.

## Copying a node from one hierarchy to another

In IBM® Producer Lifecycle and Credential Management, you can copy a node from one hierarchy and add it to a different hierarchy. For example, you can copy a producer relationship from one branch and add it to another branch in a different hierarchy.

### Procedure

1. Click **Hierarchies**.
2. Click the **Alternate Hierarchy** icon.
3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
5. Click **Date** to view the hierarchy that was effective on a specified date.
6. In a hierarchy, select the node that you want to copy.
7. In the hierarchy where you want to add the node, select the parent node.
8. Click either **Copy Right** or **Copy Left** to add the node to the other hierarchy.
9. Select the effective dates.

---

## Node details

In IBM® Producer Lifecycle and Credential Management, you can view the details of hierarchy nodes, add user assignments to nodes, and view the history of changes made to nodes.

When viewing a node in a hierarchy you can view information about the node on the **Details** tab. Home office users can also view the **History** tab. This tab displays the parent of the node on different dates.

You can assign roles to hierarchy nodes. Each role has specific permissions associated with it. After assigning a role to a hierarchy node, you can then assign users to the role. You can view the history of node assignments.

## Viewing node history

Home office users can view the history of a node in a hierarchy in IBM® Producer Lifecycle and Credential Management.

### About this task

You can view which nodes were parents of a selected node on different dates. The most recent parent node is displayed first.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.



3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Select a node in the hierarchy.
6. Click the **History** tab.

## Adding a node assignment to a hierarchy

On the **Hierarchies** page, you can add roles to a selected hierarchy in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

### About this task

A user's role type assigns a specific set of permissions to the user.

### Procedure

1. Click **Hierarchies**.
2. Click the **Single View Hierarchy** icon.
3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
5. Click **Date** to view the hierarchy that was effective on a specified date.
6. Expand the hierarchy to find the agency, branch, unit or office, where you want to add a role.
7. On the **Details** tab, next to the **Node Assignments** heading, click the **Add** icon.
8. In the Node Assignments - Add window, complete the following steps:
  - a. From the **Role Type** list, select the role that you want to add to the selected node.
  - b. Select the effective dates for this role.

### What to do next

After creating the role, you must assign users to the role.

## Adding a user to a node assignment

In IBM<sup>®</sup> Producer Lifecycle and Credential Management, on the **Hierarchies** page, you can assign users to roles in a selected hierarchy.

### About this task

If the user assigned to the role has the same email address as an active producer, the user's account is merged with the producer's account.

### Procedure

1. Click **Hierarchies**.
2. Click the **Single View Hierarchy** icon.

3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
5. Click **Date** to view the hierarchy that was effective on a specified date.
6. Expand the hierarchy to find the agency, branch, unit or office, that contains the role that you want to assign to a user.
7. On the **Details** tab, in the **Node Assignments** table, select the role that you want to assign to a user.
8. Click the **Add** icon.
9. To edit the information in the table, complete one of the following steps:
  - To create a new producer, click **Add a new person**.
  - To assign an existing producer to the role, click **Search for an existing person**. Home office users can choose from all individual, sub-producers, and active node assignments. Agency managers can choose from producers and node assignments in their agency hierarchy.
10. When you add a new person, complete the following steps:
  - a. Type the information for the user in the appropriate fields.
  - b. In the **Split %** field, type the percent ownership of the selected role. This can be any number between 0 and 100.
  - c. From the **Is Primary** field, select **Yes** if this user is the primary assignment for the role.
  - d. Select the effective dates for the user in this role.
11. When you add an existing person, complete the following steps:
  - a. Select the user from the table.
  - b. Type the information for the user in the appropriate fields.
  - c. In the **Split %** field, type the percent ownership of the selected role. This can be any number between 0 and 100.
  - d. From the **Is Primary** field, select **Yes** if this user is the primary assignment for the role.
  - e. Select the effective dates for the user in this role.

## Editing the node assignment of a user

On the **Hierarchies** page, you can edit users who are assigned to the roles in a selected hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. Click the **Single View Hierarchy** icon.
3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
5. Click **Date** to view the hierarchy that was effective on a specified date.

6. Expand the hierarchy to find the agency, branch, unit or office that you want to add a role to.
7. On the **Details** tab, next to the **Node Assignments** heading, click the **Edit** icon.
8. To edit the user assigned to the role, select the role that you added.
9. Click the **Edit** icon.

## Viewing node assignment history for an agency

You can view the history of node assignments in a hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Select a node in the hierarchy.
6. On the **Details** tab, scroll down to the **Node Assignments** table.
7. Click **All Data**.

## Editing producer details from a node assignment

In IBM® Producer Lifecycle and Credential Management, node assignments on the **Hierarchies** page link to the **Producer Details** tab. You can make changes to your own details, or if you have manage hierarchies permission you can make changes to any producer details.

### Procedure

1. Click **Hierarchies**.
2. Click the **Single View Hierarchy** icon.
3. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
4. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
5. To view the hierarchy that was effective on a specified date, click **Date**.
6. To find the agency, branch, unit or office containing the role that you want to view, expand the hierarchy.
7. On the **Details** tab, in the **Node Assignments** table, expand the role whose node assignments you want to view.
8. Click the name of the user whose details you want to edit.

### Results

The **Producer Details** tab opens.

## Viewing node details in a hierarchy

You can view the details of a node in a hierarchy in IBM® Producer Lifecycle and Credential Management. For example, if you choose to view the object details of a producer's relationship, the **Relationships** tab opens.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Right-click the node whose details you want to view, and click **View Object Details**.

---

## Searching within a hierarchy

You can search for nodes within a hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. In the **Search** field, type the name of the node that you want to find.

---

## Hierarchy additions

In IBM® Producer Lifecycle and Credential Management, you can add various items to a hierarchy, such as a branch, unit, or office, a custom node, and a producer relationship.

## Adding a branch, unit, or office to a hierarchy

You can add a branch, unit, or office to a hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Right-click the parent node where you want to add the branch, and click **Add > Branch/Unit/Office**.
6. In the Add Branch/Unit/Office window, complete the following steps:
  - a. In the **Type** field, select the type of node you are adding.
  - b. In the **Code** field, type the code of the branch, unit, or office.

To find the code of an existing branch, unit, or office, go to the **Branches/Units/Offices** page.

- c. In the **Name** field, type the name of the branch, unit, or office.
- d. Select the effective dates for the node.

## Adding a custom node to a hierarchy

You can add a custom node, such as a management or territory node, to a hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Right-click the parent node where you want to add the custom node, and click **Add > Custom**.
6. In the Create Custom Object window, complete the following steps:
  - a. In the **Type** field, select the type of node you are adding.
  - b. In the **Name** field, type the name of the custom node.
  - c. In the **Code** field, type the code for the custom node.
  - d. In the **Description** field, you can optionally add comments about the custom node.
  - e. Select the effective dates for the node.

## Adding a new producer relationship to a hierarchy

You can add a new producer relationship to a hierarchy in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Right-click the parent node where you want to add the existing producer relationship, and click **Add > Relationship > Create New Producer**
6. In the Create Producer window, complete the following steps:
  - a. From the **Producer Type** menu, select the type of producer that you want to add.
  - b. Add the required information.
7. Click **OK**.

**Related tasks:**

“Adding a corporate producer” on page 14

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an external corporation that is contracted to sell the carrier's products.

“Adding a sub-producer” on page 15

In IBM® Producer Lifecycle and Credential Management, you can begin the onboarding process for an employee of an external corporation who is contracted to sell the carrier's products.

“Adding an individual producer” on page 13

You can begin the onboarding process for an independent insurance agent in IBM® Producer Lifecycle and Credential Management.

## Adding an existing producer relationship to a hierarchy

You can add a relationship for a producer that exists in IBM® Producer Lifecycle and Credential Management to a hierarchy.

### Procedure

1. Click **Hierarchies**.
2. From the **Hierarchy Type** list, select the type of hierarchy that you want to view.
3. If you selected **Agency Reporting Hierarchy** or **Agency Supervisor Hierarchy** in the **Agency Code** field, and you have permission to view more than one agency hierarchy, type the agency code of the agency hierarchy that you want to view.
4. Click **Date** to view the hierarchy that was effective on a specified date.
5. Right-click the parent node where you want to add the existing producer relationship, and click **Add > Relationship > Use Existing Producer**.
6. Select the producer to whom you want to add a relationship.
7. Enter the producer relationship details.
8. Click **Finish**.

---

## Chapter 9. Workflow tasklists

In IBM® Producer Lifecycle and Credential Management, depending on your permissions, you can view tasks and complete tasks that are assigned to you or a team member, and you can work with tasks in queues.

You can complete the following types of tasks:

- Complete, review, and approve producer onboarding kits
- Complete, review, and approve agency onboarding kits
- Complete, review, and approve branch onboarding kits
- Review and approve continuing education courses
- Investigate and submit inquiries

Tasks are assigned to the appropriate workflow queues. If you have the required permissions, you can choose to assign tasks in the workflow queue to yourself or reassign tasks to a team member.

When viewing tables in Workflow Tasklist, you can click the links in the **Identifier** and **Relationship Code** columns to view the details tab or relationship details tab respectively.

### Related concepts:

“Workflow queue management” on page 87

In IBM® Producer Lifecycle and Credential Management, administrators can add and edit workflow queues to which tasks can be assigned.

---

## Searching for a workflow task

In IBM® Producer Lifecycle and Credential Management, home office users can filter workflow tasks to find a specific task that they want to complete.

### About this task

You can perform wild card searches in the **Assigned To** field only. If you search by **Relationship Code**, you must type the exact code of the relationship related to the task that you are searching for. If you search by party type, then you must also select a party identifier. You must search by at least one criterion.

### Procedure

1. Click **Workflow Tasklists**.
2. Click the **Task Search WorkList** tab.
3. Select the criteria that you want to use.
4. Click **Filter**.

---


## Your workflow tasks

In IBM® Producer Lifecycle and Credential Management, depending on your permissions, you can view tasks and complete tasks that are assigned to you.

## Assigning a task to yourself

In IBM® Producer Lifecycle and Credential Management, you can choose to assign a task in a workflow queue to yourself.

### Procedure

1. Click **Workflow Tasklists**.
2. On the **My WorkList** tab, from the **Queues** table, select a queue.
3. Click the **Assign Task**  icon.

### Results

The next task in the queue, based on due date and priority, is displayed in the **My WorkList** table.

## Creating a follow up task

In IBM® Producer Lifecycle and Credential Management, you can create a follow up task for a workflow task that is assigned to you.

### About this task

Follow up tasks can be created by home office users for system tasks and configured tasks. The types of follow up tasks include configured tasks only.

### Procedure

1. Click **Workflow Tasklists**.
2. Select the task for which you want to create a follow up task.
3. Click the **Create follow up task** icon.

### Results

A new workflow task is added to the workflow task table.

## Reassigning your task

In IBM® Producer Lifecycle and Credential Management, if you have the appropriate permission, you can choose to assign a task from your worklist to another user or workflow queue.

### About this task

You can now reassign a task to any queue, regardless if you are authorized for the queue or not. You can reassign tasks to any home office user and only home office users can reassign tasks.

### Procedure

1. Click **Workflow Tasklists**.
2. On the **My WorkList** tab, from the **My WorkList** table, select the task that you want to assign to another user or workflow queue.
3. Click the **Edit Task** icon.
4. From the **Priority** menu, select the priority level of the task.
5. Set the due date of the task.



6. In the **Assign To** field, select either **Analyst** or **Queue**.
7. In the **Assignee** field, select the analyst or queue to which you want to reassign the task.
8. In the **Reassign Reason** field, type the reason the task is being reassigned.
9. Click **OK**.


## Results

The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

## Opening your task

In IBM® Producer Lifecycle and Credential Management, you can open a task that is assigned to you.

### Procedure

1. Click **Workflow Tasklists**.
2. On the **My WorkList** tab, from the **My WorkList** table, select the task that you want to open.
3. Click the **Work Task**  icon.

---

## Workflow tasks of a team member

In IBM® Producer Lifecycle and Credential Management, depending on your permissions, you can view tasks and complete tasks that are assigned to team members.

## Viewing the task of a team member

From the **Workflow Tasklists** page in IBM® Producer Lifecycle and Credential Management, you can view the worklists for members of your team.

### Procedure

1. Click **Workflow Tasklists**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select a team member.

### Results

The **Team Member TaskList** table updates with the tasks that are assigned to the selected team member.

## Reassigning the task of a team member

You can choose to assign a team member's task to a different user or workflow queue in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Workflow Tasklists**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select the team member.
4. From the **Team Member TaskList**, select the task to reassign.

5. Click the **Edit Task** icon.
6. From the **Priority** menu, select the priority level of the task.
7. Set the due date of the task.
8. In the **Assign To** field, select either **Analyst** or **Queue**.
9. In the **Assignee** field, select the analyst or queue to which you want to reassign the task.
10. In the **Reassign Reason** field, type the reason the task is being reassigned.
11. Click **OK**.


## Results

The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

## Opening the task of a team member

You can open a team member's task in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Workflow Tasklists**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select the team member.
4. From the **Team Member TaskList**, select the task to open.
5. Click the **Work Task**  icon.

---

## Workflow queues

In IBM® Producer Lifecycle and Credential Management, workflow tasks are organized in queues.

## Viewing the tasks in a queue

You can view the work lists for members of queues that you have permission to view on the **Workflow Tasklists** page in IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Workflow Tasklists**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select a queue.

## Results

The **Queue TaskList** table updates with the tasks assigned to the selected queue that have not been canceled or resolved.

## Reassigning a task in a queue

You can choose to assign a task in a queue to a different user in IBM® Producer Lifecycle and Credential Management.

## Procedure

1. Click **Workflow Tasklists**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select the queue.
4. From the **Queue TaskList**, select the task to reassign.
5. Click the **Edit Task** icon.
6. From the **Priority** menu, select the priority level of the task.
7. Set the due date of the task.
8. In the **Assign To** field, select either **Analyst** or **Queue**.
9. In the **Assignee** field, select the analyst or queue to which you want to reassign the task.
10. In the **Reassign Reason** field, type the reason the task is being reassigned.
11. Click **OK**.


## Results

The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

## Opening a task in a queue

You can open a task in a workflow queue in IBM® Producer Lifecycle and Credential Management.

## Procedure

1. Click **Workflow Tasklists**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select the queue.
4. From the **Queue TaskList**, select the task to open.
5. Click the **Work Task**  icon.



---

## Chapter 10. Alerts

On the **Alerts** page in IBM® Producer Lifecycle and Credential Management, you can view alert messages and actions that must be taken to resolve the issue.

Producer Lifecycle and Credential Management is integrated with National Insurance Producer Registry (NIPR) to receive alert notices.

When producers log in to Producer Lifecycle and Credential Management, they can view the following alerts, in order of priority, on the **Alerts** page:

- Suspensions
- License expirations
- State appointment expirations
- Errors and omissions coverage expirations
- Continuing education expirations
- Onboarding kit reviews

In the **Alert Action** column, you can view the action that you must complete to resolve the issue. Agency managers and home office administrators can view alerts for the producers that they manage.

---

### Searching for an alert

In IBM® Producer Lifecycle and Credential Management, home office users can filter alerts.


#### Procedure

1. Click **Alerts**.
2. Click the **Search** tab.
3. Select or type the value by which you want to filter the alerts.
4. Click **Filter**.

---

### Resolving an alert

You can resolve an alert that displayed on the **Alerts** page in IBM® Producer Lifecycle and Credential Management.

To resolve an alert, you can click the **Alert Action**  icon. The page where you must complete the action to resolve the alert is displayed.

---

### Activating appointments

After you request an appointment in IBM® Producer Lifecycle and Credential Management, you must make the required payment to activate the appointment.

#### Procedure

1. Click **Alerts**.
2. Click the appointment that requires payment.
3. Click **Activate/Renew**.

4. Click **OK**.

An external vendor's website opens where you can make your payment.

---

## **Canceling appointments**

You can remove appointment requests from IBM® Producer Lifecycle and Credential Management.

### **Procedure**

1. Click **Alerts**.
2. Click the appointment that you want to cancel.
3. Click **Terminate/Cancel**.

---

## Chapter 11. Inquiries

Users can add and review inquiries in IBM® Producer Lifecycle and Credential Management.

Producers can launch inquiries and attach any supporting documents. Workflows route these inquiries to the appropriate inquiry handlers. The inquiry handlers can view, add comments, and resolve any inquiry assigned to them.

Producers can track the progress of the inquiry by viewing any comments added by their managers and the status of their inquiry.

---

### Adding an inquiry

Producers can launch inquiries from IBM® Producer Lifecycle and Credential Management.

#### Procedure

1. Click **Inquiries**.
2. Click the **Add** icon.
3. From the **Category** menu, select the type of inquiry that you are adding.
4. In the **Subject** field, type a subject for your inquiry.
5. In the **Description** field, type the details of the inquiry.
6. Click **Browse** to attach any supporting documents.
7. Click **Submit Inquiry**.

#### Results

Depending on the category that you selected, the inquiry is routed to the appropriate workflow queue for review.

---

### Editing an inquiry

In IBM® Producer Lifecycle and Credential Management, you can add comments and attachments to your inquiry and view the status of your open inquiries.

#### Procedure

1. Click **Inquiries**.
2. Select the inquiry that you want to view.
3. Click the **Edit** icon.
4. Click the **Add** icon to add any comments and additional documents.

---

### Closing an inquiry

At any time in IBM® Producer Lifecycle and Credential Management, the producer who began an inquiry can close it.

#### About this task

Closed inquiries cannot be reopened by the producer or the reviewer.

## Procedure

1. Click **Inquiries**.
2. Select the inquiry that you want to close.
3. Click the **Close Inquiry** icon.
4. Click **Confirm**.

## Results

An email is sent to the reviewer of the inquiry notifying the reviewer that the producer has closed the inquiry.

---

## Resubmitting an inquiry

In IBM® Producer Lifecycle and Credential Management, if an inquiry is returned to the producer by the reviewer, the producer can add new comments, attach new documents, and resubmit the inquiry to the reviewer.

## Procedure

1. Click **Inquiries**.
2. Select the returned inquiry.
3. Click the **Edit** icon.
4. Click the **Add** icon.
5. In the **Comments** field, type any details for the inquiry re-submission.
6. Click **Browse** to attach supporting documentation.
7. Click **OK**.
8. Click **Save & Submit Inquiry**.

---

## Investigating a producer inquiry

When an inquiry is submitted by a producer in IBM® Producer Lifecycle and Credential Management, you can review the inquiry in the workflow queue.

## About this task

If an inquiry task is assigned to you, or if you have chosen to assign the inquiry to yourself on the **Workflow Tasklist** page, you can then resolve, return, or add comments to the inquiry. Only the producer who opened the inquiry can close it.

## Procedure

1. Click **Workflow Tasklists**.
2. Select the inquiry task and click the **Work Task** icon.
3. In the **Status** menu, select the current status of the inquiry.
4. Click the **Add** icon to add a comment and attach supporting documentation.
5. In the **Comment Type** menu, select one of the following options:

### Comment/Resolution

The comment can be viewed by all reviewers of the inquiry.

### Internal Investigation Node

The comment cannot be viewed by the producer to whom the inquiry belongs.

6. Click **OK**.



---

## Chapter 12. Reports

Users can view audit reports in IBM® Producer Lifecycle and Credential Management to review any errors during data import, overrides that were performed, and audit information.

The following reports are available:

### **Relationship Summary**

This report displays a summary of relationship information.

### **Electronic Acknowledgment**

This report displays a list of electronic acknowledgments that were signed off for the relationship or by the producer.

### **Login Audit**

This report displays login history for Producer Lifecycle and Credential Management and web services.

### **Metrics**

This report displays information on the CVS web service within a specified date range.

### **Operations**

This report displays high level details about errors encountered in staging tables, such as National Insurance Producer Registry (NIPR) and Financial Industry Regulatory Authority (FINRA). The detail report gives information about the specific error in each row.

### **Overrides**

This report displays information for all tables that support overrides, and includes information about the user who performed the override, when the override was performed, and why the override was performed.

### **Email Notification**

This report displays information on emails sent from the application.

### **Mass Update Error**

This report displays errors generated from performing a mass onboarding upload into the application.

---

## Viewing the Relationship Summary report

The **Relationship Summary** report in IBM® Producer Lifecycle and Credential Management displays a summary of contract information.

### **About this task**

Agency managers can use this report to view producers in their agency who have been recently terminated, who have pending relationships, or who are suspended or on a leave of absence. Home office users can view relationship information for all agencies. The **Relationship Summary** report displays contract statuses as of today's date. A new entry icon is displayed next to relationships that have changed within the last 30 days.

## Procedure

1. Click **Reports > Relationship Summary**.
2. Home office users can filter the relationships by agency in the **Agency Code** field.

---

## Viewing the Electronic Acknowledgment report

The **Electronic Acknowledgment** report in IBM® Producer Lifecycle and Credential Management displays a list of electronic acknowledgments that were signed off for the producer relationship or by the producer.

### About this task

Producers, agency managers, branch managers, and home office users have access to the **Electronic Acknowledgment** report. Producers can view the electronic acknowledgments that they signed related to their own relationships or other relationships. Agency and branch managers can view eAcknowledgments for relationships related to their agency or branch.

## Procedure

1. Click **Reports > Electronic Acknowledgment**.
2. You can filter the electronic acknowledgments by producer in the **Producer Code** field.

---

## Viewing the Login Audit report

You can view login history for the IBM® Producer Lifecycle and Credential Management application and web services.

### Before you begin

You must have the appropriate permission to view this report.

## Procedure

1. Click **Reports > Login Audit**.
2. You can filter the logs by user ID and date.

---

## Viewing the Metrics report

The **Metrics** report in IBM® Producer Lifecycle and Credential Management displays information on the CVS web service within a specified date range.

### About this task

Authorized users can view the summary report and detailed report. The summary report displays the web service name broken down in to invoking systems with details on the number of successful and failed calls. The detailed report, by default, only shows failures along with additional details from the CVS audit tables.

## Procedure

1. Click **Reports > Metrics**.
2. Select the start date and end date for the data that you want to view.

3. In the **Invoking System** column, click the invoking system to view the detailed report.
4. Filter the report to show the specific data that you want to view.

---

## Viewing the Operations report

The **Operations** report in IBM® Producer Lifecycle and Credential Management displays a summary of staging errors, including any errors from importing data from Financial Industry Regulatory Authority (FINRA) and National Insurance Producer Registry (NIPR). Home office users can view the error by clicking the link in the **Table Name** column.

### Procedure

1. Click **Reports > Operations**.
2. Expand the name of the system whose errors you want to view.
3. Click the link to the table to view a detailed error report.

---

## Viewing the Overrides report

Home office users can use the **Overrides** report in IBM® Producer Lifecycle and Credential Management to view any overrides made to tables and filter the results based on date.

### About this task

The report displays information for all tables that support overrides, and includes information including the user who performed the override, when, and the reason for the override.

### Procedure

1. Click **Reports > Overrides**.
2. Filter by date.

---

## Viewing the Email Notification report

The **Email Notification** report displays information on emails sent from IBM® Producer Lifecycle and Credential Management.

### About this task

You must have the appropriate permission to view this report. All notification types, such as producer suspension, termination, activation, and alerts, are recorded in this report. You must enter the email address or party code of the user whose email notifications you want to view along with a date range to generate the report.

### Procedure

1. Click **Reports > Email Notification**.
2. In the **Producer Code** or **Email Address** fields, you must type the code of the producer or email address of the producer whose email notifications you want to view.
3. From the **Start Date** and **End Date** fields, select the date range for the email notifications that you want to view.

4. Optional: From the **Notification Type** list, you can specify how to filter the emails.

---

## Viewing the Mass Update Error report

The **Mass Update Error** report displays any errors generated from performing a mass onboarding upload into IBM® Producer Lifecycle and Credential Management.

### About this task

You must have the appropriate permission to view this report.

### Procedure

1. Click **Reports > Mass Update Error**.
2. Optional: You can select a **Start Date** and **End Date** by which to filter the results.

---

## Chapter 13. Security

As an administrator, you can set up and define security user groups and permissions in IBM® Producer Lifecycle and Credential Management.

By default, only the administrator can complete many of the tasks in Producer Lifecycle and Credential Management. However, if you want some users or user groups to be able to complete certain tasks, you can grant them permissions on the Security page.

---

### Users

The administrator must ensure that all required users have appropriate access to IBM® Producer Lifecycle and Credential Management.

Access for producers is added and updated when the producer onboarding kits are approved and activated. Other users, such as agency administrators, owners, supervisors, and managers, are added when hierarchies are updated. Users can also be added manually by administrators with the appropriate permission.

#### Adding a user

You can add users to IBM® Producer Lifecycle and Credential Management. Users can then be added to user groups and granted permissions.

##### About this task

If you choose **PLCM** as the authentication method, users must have strong passwords. A strong password is at least eight characters in length and must contain three of the following types of characters:

- lowercase
- uppercase
- symbol
- number

##### Procedure

1. Click **Security > Users**.
2. Click **Create Home Office User**.
3. Complete the required fields.
4. Click **OK**.

#### Searching for a user

You can filter the users in IBM® Producer Lifecycle and Credential Management.

##### Procedure

1. Click **Security > Users**.
2. Click **Filter**.
3. Select one of the following search parameters:

#### **Name Search**

Search by the last name or first and last name of the user.

#### **Login Identifier Search**

Search by the login name of the user.

#### **User Type Search**

Search by the type of user.

4. Click **Filter**.

## **Editing a user**

After searching for a user in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can make changes to the user's details, user group, and access authorizations.

### **Procedure**

1. Click **Security > Users**.
2. In the **User Name** column, click the user that you want to edit.
3. To edit information in the **User Group Assignments** and **Authorization Assignments** tables, complete one or both of the following steps:
  - To edit a row, select the row and click the **Edit** icon.
  - To set an end date for the row, select the row and click the **Expire** icon.
4. Click **OK**.

## **Assigning a user to a user group**

When you are adding a user, you can add the user to a user group. Each group has different authorizations in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

### **Procedure**

1. Click **Security > Users**.
2. In the **User Name** column, click the user that you want to edit.
3. Next to the **User Group Assignments** table heading, click the **Add** icon.
4. From the **User Group** list, select the user group to which you want to assign this user. Users can be assigned to more than one user group.
5. Select the effective dates for this user group assignment.
6. Click **OK**.

## **Adding an access authorization for a user**

When you are adding or editing a user in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can assign specific authorizations to the user.

### **Procedure**

1. Click **Security > Users**.
2. In the **User Name** column, click the user that you want to edit.
3. Next to the **Authorization Assignments** table heading, click the **Add** icon, and complete the following steps.
  - a. Specify the authorization that you want to assign to the user.
  - b. For the selected authorization assignment, select the type of access that the user should have.

**Retrieve Access**

Ability to view data.

**Create Access**

Ability to add new data.

**Update Access**

Ability to make changes to existing data.

**Delete Access**

Ability to delete data.

- c. Select the effective dates for the authorization assignment.
- d. Click OK.

## Changing your password

You can change your password in IBM® Producer Lifecycle and Credential Management.

### About this task

You must have a strong password. A strong password contains at least eight characters and must contain three of the following types of characters:

- lowercase
- uppercase
- symbol
- number

### Procedure

1. In the application header, click the drop-down arrow next to your name.
2. Select **Change Password**.

## Changing the password for a user

You can change the password for a user in IBM® Producer Lifecycle and Credential Management.

### About this task

Users must have strong passwords. A strong password contains at least eight characters and must contain three of the following types of characters:

- lowercase
- uppercase
- symbol
- number

### Procedure

1. Click **Security > Users**.
2. In the **User Name** column, click the user whose password you want to change.
3. Click **Change Password**.

---

## User groups

You must ensure that the appropriate collections of users have the permission they require in IBM® Producer Lifecycle and Credential Management.

When you grant permissions to a user group, the users within the group inherit those permissions. For example, you can add a user group for agency administrators. You can then give this user group authorization to add branches, manage branches, access the workflow tasklist, and so on.

The following user groups exist in the Producer Lifecycle and Credential Management application:

*Table 2. User Groups*

User Group	Description
Admin	Members of this group have permission to complete all actions in the application.
Producer	Members of this group are individual or sub-producers who require access to view and change their own data.
Corporate Officer	Members of this group are officers of corporate producers who require access to view and change their data and view the data of their sub-producers.
Agency Administrator	Members of this group are granted authority by an agency manager to search and view agency data, initiate onboarding processes, and configure agency hierarchies.
Agency Manager	Members of this group are managers of agencies who require access to view and change their agency's data and approve onboarding kits for new producers and sub-producers of their agency.
Agency Supervisor	Members of this group are functional product specialists of agencies who require access to manage a unit of producers.
Branch Manager	Members of this group are managers of detached offices or branches who require access to search for and view the producers who report to their branches.
Home Office Contracting and Licensing Analyst	Members of this group are analysts in the home office contracting and licensing team who require access to administer producers.
Home Office Contracting and Licensing Supervisor	Members of this group supervise multiple analysts in the home office contracting and licensing team.
Home Office Licensing Manager	Members of this group are managers in the contracting and licensing department who are responsible for licensing compliance processes and license overrides.
Home Office Securities Manager	Members of this group are managers in the contracting and licensing department who are responsible for securities registration compliance processes and securities registration overrides.
Home Office Continuing Education Manager	Members of this group are managers in the contracting and licensing department who are responsible for tracking continuing education of producers and approving continuing education credits and continuing education overrides.
Home Office Contracting and Licensing Department	Members of this group are directors of the contracting and licensing department.
Home Office Distribution	Members of this group are analysts, managers, or supervisors in a distribution department who require read-only access to data.



Table 2. User Groups (continued)

User Group	Description
Office Manager	Members of this group are managers of branches who require access to view and change their branch's data and approve onboarding kits for new producers and sub-producers of their branch.
Unit Supervisor	Members of this group are managers of branches who require access to manage a unit of producers.
Producer Administrator	Members of this group are producers who can modify one to five other producers' data.

## Adding a user group

You must add user groups to organize users into roles in IBM® Producer Lifecycle and Credential Management. Any permissions granted to a user group are applied to all users within the group.

### Procedure

1. Click **Security > User Groups**.
2. Click the **Add** icon.
3. Type a name for the user group and add a description.
4. Click **OK**.

## Editing a user group

You can change the permissions of a user group after it is added to IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **Security > User Groups**.
2. In the **Name** column, click the user group that you want to edit.
3. Select the row that you want to edit and click the **Edit** icon.

## Adding an access authorization for a user group

When you are editing or adding a user group in IBM® Producer Lifecycle and Credential Management, you can assign authorizations to the group.

### Procedure

1. Click **Security > User Groups**.
2. In the **Name** column, click the user group that you want to edit.
3. Next to the **Authorization Assignments** table heading, click the **Add** icon, and complete the following steps.
  - a. Specify the authorization that you want to assign to the user group.
  - b. For the selected authorization assignment, select the type of access that the user group should have.

#### Retrieve Access

Ability to view data.

#### Create Access

Ability to add new data.

**Update Access**

Ability to make changes to existing data.

**Delete Access**

Ability to delete data.

- c. Select the effective dates for the authorization assignment.
- d. Click OK.

## Setting an expiration date for an access authorization for a user group

When you are editing or adding a user group in IBM® Producer Lifecycle and Credential Management, you can set expiration dates for user and authorization assignments for the group.

**Procedure**

1. Click **Security > User Groups**.
2. In the **Name** column, click the user group that you want to edit.
3. Select the row where you want to add expiration dates.
4. Click the **Expire** icon.

---

## Access authorizations

Access authorizations can be added to define the permissions for a user or user group in IBM® Producer Lifecycle and Credential Management.

Administrators can give specific users or user groups authorization to manage different aspects of Producer Lifecycle and Credential Management. These authorizations can limit access to a specific field in a form. For example, an authorization can be added to give assigned users permission to access a producer's current salary field in the producer relationship details form without allowing access to other fields.

Authorization restrictions can also be added. This can limit a user to add, edit, or delete data in a selected field for a certain territory. For example, an authorization restriction can be added to limit a user to updating the agency hierarchy for the life insurance division in the North East territory.

After authorizations are added, they can be assigned to user groups. Multiple authorizations can be assigned to one user or user group.

**Related concepts:**

“User-defined sections” on page 89

Home office administrators can add additional tables to submit data through forms in IBM® Producer Lifecycle and Credential Management.

## Assigning an access authorization to a user or user group

You can add access for users and user groups in IBM® Producer Lifecycle and Credential Management. For example, you can add an access authorization called "View Producer Data," assign the "Producer" user group to it, and set **Retrieve** access.

**Procedure**

1. Click **Security > Authorizations**.

2. In the **Name** column, select the authorization that you want to add to a user or user group.
3. Next to the **Authorization Assignments** table, click the **Add** icon, and complete the following steps.
  - a. Click **User Group** or **User**.
  - b. For the selected authorization assignment, select the type of access that the user or user group should have.
    - Retrieve Access**  
Ability to view data.
    - Create Access**  
Ability to add new data.
    - Update Access**  
Ability to make changes to existing data.
    - Delete Access**  
Ability to delete data.
  - c. Select the effective dates for the authorization assignment.
  - d. Click **OK**.

## Editing an access authorization for a user or user group

Administrators can edit access authorizations for users and user groups in IBM<sup>®</sup> Producer Lifecycle and Credential Management.

### Procedure

1. Click **Security > Authorizations**.
2. In the **Name** column, select the authorization that you want to edit for a user or user group.
3. Select the authorization assignment that you want to edit and click the **Edit** icon.

## Setting an expiration date for an access authorization for a user or user group

When you are editing or adding authorization assignments in IBM<sup>®</sup> Producer Lifecycle and Credential Management, you can set expiration dates for authorization assignments for the users and user groups.

### Procedure

1. Click **Security > Authorizations**.
2. In the **Name** column, select the authorization that you want to edit for a user or user group.
3. Select the row where you want to add expiration dates.
4. Click the **Expire** icon.



---

## Chapter 14. System maintenance

From the **System Maintenance** pages, administrators can set up and configure settings in IBM® Producer Lifecycle and Credential Management.

Administrators can configure the following settings:

- Reference data
- Workflow queues
- Help links (For more information on configuring links to help files, see the *IBM Producer Lifecycle and Credential Management Configuration Guide*)
- User-defined sections in forms
- User-defined attributes in forms

---

### Reference data

You can add reference data tables and reference data to the database used by IBM® Producer Lifecycle and Credential Management. The reference data in these tables is used to populate menus in the application.

For example, you can add address types to the address reference data table. Users can then select these address types when they add their address information to Producer Lifecycle and Credential Management.

When you add your own reference data table, you can then add user-defined attributes and sections that use the data that is stored in these tables.

#### **Related concepts:**

“User-defined sections” on page 89

Home office administrators can add additional tables to submit data through forms in IBM® Producer Lifecycle and Credential Management.

### Adding a reference type

In IBM® Producer Lifecycle and Credential Management, you can add reference tables to the database.

#### **About this task**

The data in reference tables can be used when you add user-defined sections and attributes.

#### **Procedure**

1. Click **System Maintenance > PLCM Reference Data**.
2. In the **Name** section, click **Add**.
3. Add the required information:

##### **Reference Data Type**

The name for this reference data type.

##### **Description**

An optional description of the reference data type.

### **Grouped By**

The reference type that is related to the data contained in this table. For example, if you add a **State** reference type, select the **Country** reference type in the **Grouped By** field. This allows you to select a country that each state is grouped with when you add states to the reference table.

4. Click **OK**.

### **What to do next**

After you add a reference type, you must add reference data to the reference type.

#### **Related concepts:**

“User-defined attributes” on page 91

User-defined attributes can be added to existing tables or user-defined sections in IBM® Producer Lifecycle and Credential Management.

## **Adding reference data to a reference type**

You can add reference data to reference tables that are used in IBM® Producer Lifecycle and Credential Management.

### **Procedure**

1. Click **System Maintenance > PLCM Reference Data**.
2. In the **Name** column, select the reference data type for which you want to add reference data.
3. Next to the **Reference Type Items** heading, click **Add**.
4. Add the required information:

**ID** The identification that you want to use for this reference data.

**Name** The name of the reference data. This is displayed to users as a menu selection.

**Group** The category to which this reference data belongs. For example, if you are adding an additional state to the State reference table, then select the country this state belongs to from the **Group** menu.

#### **ACORD Code**

If the reference data comes from the Association for Cooperative Operations Research and Development (ACORD), type the ACORD code in this field.

#### **ACORD Code Name**

If the reference data comes from the Association for Cooperative Operations Research and Development (ACORD), type the ACORD code name in this field.

#### **Restricted**

Select 'Yes' to ensure that non-home office users cannot edit the values for this reference data.

5. Click **OK**.

## **Editing a reference type**

You can edit the description of reference types that are added to IBM® Producer Lifecycle and Credential Management forms.

### Procedure

1. Click **System Maintenance > PLCM Reference Data**.
2. In the **Name** section, select the reference data type that you want to edit.
3. Next to the **Details** heading, click **Edit**.
4. Add or edit the required information.
5. Click **OK**.

## Editing reference data for a reference type

You can edit reference data that is added to reference tables used in IBM® Producer Lifecycle and Credential Management. For example, you can change the names of the address types displayed as selections in the menu when users add their addresses.

### Procedure

1. Click **System Maintenance > PLCM Reference Data**.
2. In the **Name** section, click the reference type that you want to edit.
3. In the **Reference Type Items** table, select the reference type item that you want to edit.
4. Click **Edit**.
5. Edit the required information.
6. Click **OK**.

---

## Continuing education rules

Authorized users can add, edit, delete, and add expiration dates to continuing education rules that are stored in the IBM® Producer Lifecycle and Credential Management database.

## Adding a continuing education rule

In IBM® Producer Lifecycle and Credential Management, you can add continuing education rules to the database.

### Procedure

1. Click **System Maintenance > Continuing Education Rules**.
2. Click **Add**.
3. Add the required information.
4. Click **OK**.

## Editing a continuing education rule

In IBM® Producer Lifecycle and Credential Management, you can edit continuing education rules in the database.

### Procedure

1. Click **System Maintenance > Continuing Education Rules**.
2. In the **CE Type** column, select the continuing education rule that you want to edit.
3. Click **Edit**.
4. Edit the required information.
5. Click **OK**.

## Adding an expiration date to a continuing education rule

In IBM® Producer Lifecycle and Credential Management, you can add expiration dates to continuing education rules in the database.

### Procedure

1. Click **System Maintenance > Continuing Education Rules**.
2. In the **CE Type** column, select the continuing education rule to which you want to add an expiration date.
3. Click **Expire**.
4. Set the expiration date for the rule.
5. Click **Confirm**.

---

## State appointment rules

Administrators can add and modify the rules for state appointments, as well as the state appointment companies and lines of authority in IBM® Producer Lifecycle and Credential Management.

## Adding a state appointment rule

In IBM® Producer Lifecycle and Credential Management, you can add a state appointment rule.

### Procedure

1. Click **System Maintenance > State Appointment Rules**.
2. Next to the **State Appointment Rules** heading, click **Add**.
3. Add the required information.
4. Click **OK**.

## Editing a state appointment rule

In IBM® Producer Lifecycle and Credential Management, you can edit a rule for a state appointment.

### Procedure

1. Click **System Maintenance > State Appointment Rules**.
2. In the **State** column, select the state appointment rule that you want to edit.
3. Click **Edit**.
4. Edit the required information.
5. Click **OK**.

## Adding an expiration date to a state appointment rule

In IBM® Producer Lifecycle and Credential Management, you can add expiration dates to state appointment rules.

### Procedure

1. Click **System Maintenance > State Appointment Rules**.
2. In the **State** column, select the state appointment rule to which you want to add an expiration date.
3. Click **Expire**.
4. Set the expiration date for the rule.



5. Click **Confirm**.

## Adding an NIPR licensing manager

In IBM® Producer Lifecycle and Credential Management, you must add a NIPR licensing manager who is associated with a state appointment company.

### Procedure

1. Click **System Maintenance > State Appointment Rules**.
2. Click the **NIPR Licensing Manager** tab.
3. Click **Add**.

---

## Workflow queue management

In IBM® Producer Lifecycle and Credential Management, administrators can add and edit workflow queues to which tasks can be assigned.

Users and user groups can then be assigned to workflow queues.

### Related concepts:

Chapter 9, “Workflow tasklists,” on page 61

In IBM® Producer Lifecycle and Credential Management, depending on your permissions, you can view tasks and complete tasks that are assigned to you or a team member, and you can work with tasks in queues.

## Adding a workflow queue

In IBM® Producer Lifecycle and Credential Management, you can add workflow queues to which users, user groups, and tasks can be assigned.

### Procedure

1. Click **System Maintenance > Workflow Queue Management**.
2. In the **Name** section, click **Add**.
3. Type a name and description for the queue.
4. Click **OK**.

## Editing a workflow queue

You can edit workflow queues that are added to IBM® Producer Lifecycle and Credential Management.

### Procedure

1. Click **System Maintenance > Workflow Queue Management**.
2. In the **Name** column, select the queue that you want to edit.
3. Next to the **Details** heading, click **Edit**.
4. Edit the description of the queue.
5. Click **OK**.

## Adding a user or user group to a workflow queue

You can add users or user groups to a workflow queue in IBM® Producer Lifecycle and Credential Management.

## Procedure

1. Click **System Maintenance > Workflow Queue Management**.
2. In the **Name** section, select the queue that you want to edit.
3. Next to the **Queue Assignments** heading, click **Add**.
4. Select either **User** or **User Group**.
5. From the **User** or **User Group** field, select the user or user group that you want to assign to the queue.
6. Click **OK**.

---

## Section management

In IBM® Producer Lifecycle and Credential Management, in the forms that open, you can add columns to built-in sections or add your own sections.

When you add a user-defined section, you must define the attributes, or columns, that are displayed to users. When a user-defined attribute is added and enabled, the column is added to the specified table in Producer Lifecycle and Credential Management. If the column is disabled at any time, it is no longer displayed in the user interface, but it remains in the table in the database.

## Built-in sections

In IBM® Producer Lifecycle and Credential Management, you can customize existing tables by adding additional columns.

When an attribute is added and enabled, the column is added to the specified table in Producer Lifecycle and Credential Management. If the column is disabled at any time, it is no longer displayed in the user interface, but it remains in the table in the database.

### Adding an attribute

You can customize existing tables in IBM® Producer Lifecycle and Credential Management by adding user-defined attributes.

#### Procedure

1. Click **System Maintenance > Section Management > Built-In Sections**.
2. In the **Name** column, select the section that you want to edit.
3. Next to the **Attributes** heading, click **Add**.
4. Add the required information. Depending on your choices, some fields might or might not be visible.

##### Column Name

The name of the attribute. This name cannot contain spaces.

##### Data Type

The kind of attribute. For example, you can add a pick list attribute.

##### Required

Select **Yes** if the attribute is required.

##### Read Only

Select **Yes** to prevent users from making changes to data in this attribute.

**Reference Type**

This field is displayed only if you select a **Picklist** as the **Data Type**. This is the table to which the pick list will link.

**Enabled**

Select **Yes** if you want this attribute to be displayed.

**Exposed to Web Services**

Select **Yes** if you want web services to be able to call this attribute.

**Display Text**

The name of the attribute as displayed to the user.

**Display Order**

This is the order that you want the column to display in the table. For example, type **1** to display this attribute as the first user-defined column in the table.

**Description**

A description of the attribute.

**Comment**

Additional information about the attribute.

5. Click **OK**.

**Editing an attribute**

You can edit attributes that you added to built-in sections in IBM® Producer Lifecycle and Credential Management.

**Procedure**

1. Click **System Maintenance > Section Management > Built-In Sections**.
2. In the **Name** column, select the section that you want to edit.
3. In the **Column Name** column, select the attribute that you want to edit and click **Edit**.
4. Edit the required information.
5. Click **OK**.

**User-defined sections**

Home office administrators can add additional tables to submit data through forms in IBM® Producer Lifecycle and Credential Management.

User-defined sections are added to specified pages in Producer Lifecycle and Credential Management. After a user-defined section is added, you must define the attributes, which are the columns, that are displayed in the table. After a section is enabled, read-only security is added for the table. On the **Security** page, administrators must enable users to add, edit, or delete data in the section.

**Related concepts:**

“Access authorizations” on page 80

Access authorizations can be added to define the permissions for a user or user group in IBM® Producer Lifecycle and Credential Management.

“Reference data” on page 83

You can add reference data tables and reference data to the database used by IBM® Producer Lifecycle and Credential Management. The reference data in these tables is used to populate menus in the application.

## Adding a user-defined section

You can add a table for users to submit information to IBM® Producer Lifecycle and Credential Management.

### About this task

User-defined section tables are added to the model with a `_ud_` prefix.

### Procedure

1. Click **System Maintenance > Section Management > User-Defined Sections**.
2. In the **Name** column, click **Add**.
3. Add the required information. Depending on your choices, some fields might or might not be visible.

#### Table Name

The name for the table or column that you want to add. The name cannot contain spaces.

#### PLCM UI

Select the type of pages that the table is displayed on. For example, to display the table on the **Producer Details** page, select **Party**.

#### Party Type

Select the party this table is associated with. For example, to display the table on the **Producer Details** page, select **Producer**.

#### UI Display

Select **Display as Grid** to display the section as a grid. Select **Display as Details** to display the section as a block of attributes.

#### Enabled

Choose **Yes** to display the section in Producer Lifecycle and Credential Management. After the section is enabled, a read-only authorization is created. You must edit the authorization on the **Security** page to allow users to add, edit, or delete data in the user-defined section.

#### Display Stage

Select the stage to display, or all stages.

#### ICM Synchronization

Select **Yes** to synchronize data with the Producer Lifecycle and Credential Management application. After the section is enabled, this setting cannot be modified.

#### Is Cloneable

Select **Yes** to allow this user-defined section to be copied along with the producer relationship to which it is associated.

#### Has Stage Table

Select **Yes** to create a staging table for the user defined section in the database. The table added to the database contains a `UD_Stage` prefix. Any errors that occur during the processing of staged user-defined section data are recorded in the **Operational Summary Report**.

#### Display Text

The name of the user-defined section as you want it displayed to users.

#### Display Order

Type the location of table on the page. If you type **1** as the display order, then the user-defined section displays after the first item on the page.

**Description**

A description of the section.

**Comment**

Additional information about the section.

4. Click **OK**.

**Editing a user-defined section**

You can edit the details and attributes of user-defined sections that are added to IBM® Producer Lifecycle and Credential Management.

**Procedure**

1. Click **System Maintenance > Section Management > User Defined Sections**.
2. In the **Name** column, select the section that you want to edit.
3. Next to the **Section Details** heading, click **Edit**.
4. Add or edit the required information.
5. Click **OK**.

**User-defined attributes**

User-defined attributes can be added to existing tables or user-defined sections in IBM® Producer Lifecycle and Credential Management.

A user-defined attribute is a column created by an administrator that can be added to a table. When a user-defined attribute is added and enabled, the column is added to the specified table in Producer Lifecycle and Credential Management. If the column is disabled at any time, it is no longer displayed in the user interface, but it remains in the table in the database.

If you must see how attributes change over time, then add the user-defined attribute to an effective dated user-defined section. If a field applies to a certain relationship type only, or if it is available for access only by a certain type of user, you must add it to a user-defined section where you can configure section visibility rules and set authorization settings.

**Related tasks:**

“Adding a reference type” on page 83

In IBM® Producer Lifecycle and Credential Management, you can add reference tables to the database.

**Adding a user-defined attribute**

You can add attributes to user-defined sections in IBM® Producer Lifecycle and Credential Management.

**About this task**

User-defined fields are added to the model with a `_ud_` prefix.

If you create an attribute with percentage as the format, then the percentages are saved to the database as decimals. For example, 75 % is saved as 0.75 in the database.

**Procedure**

1. Click **System Maintenance > Section Management > User-Defined Sections**.
2. Select the user-defined section where you want to add an attribute.

3. Next to the **Attributes** heading, click **Add**.
4. Add the required information. Depending on your choices, some fields might or might not be visible.

**Column Name**

The name of the attribute. This name cannot contain spaces.

**Data Type**

The kind of attribute. For example, you can add a hierarchy attribute, which allows users to select a node from a hierarchy.

**Required**

Select **Yes** to make this a required attribute.

**Read Only**

Select **Yes** to prevent users from making changes to data in this attribute.

**Format**

If you select **String** as the **Data Type**, then you can type instructions for the user regarding the format of the string in this field. If you select **Decimal** as the **Data Type**, then you can select **Decimal**, **Currency**, or **Percent** as the format.

**Precision**

If you select **Decimal** as the **Data Type**, then you can type the number of decimal places that you want to be displayed in the field.

**Reference Type**

This is displayed only if you select a **Picklist** as the **Data Type**. This is the table to which the pick list will link.

**Enabled**

Select **Yes** if you want this attribute to be displayed.

**Exposed to Web Services**

Select **Yes** if you want web services to be able to call this attribute.

**Part of Logical Key**

Select **Yes** to not permit overlapping effective dates for this attribute.

**Display Text**

The name of the attribute as displayed to the user.

**Display Order**

This is the order that you want the column to display in the table. For example, type **1** to display this attribute as the first user-defined column in the table.

**Description**

A description of the attribute.

**Comment**

Additional information about the attribute.

5. Click **OK**.

**Editing a user-defined attribute**

You can edit user-defined attributes that are added to IBM® Producer Lifecycle and Credential Management.

### **Procedure**

1. Click **System Maintenance > Section Management > User Defined Sections**.
2. In the **Name** column, select the section that you want to edit.
3. In the **Section Details** column, select the user-defined attribute that you want to edit.
4. Click **Edit**.
5. Add or edit the required information.
6. Click **OK**.





---

## Chapter 15. System operations

From the **System Operations** pages, administrators can run batch jobs and import data into IBM® Producer Lifecycle and Credential Management.

Users with the appropriate permissions can perform the following actions:

- Mass onboarding uploads
- Set system configuration settings (For more information, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*)
- Run batch processes (For more information, see the *IBM Producer Lifecycle and Credential Management Configuration Guide*)
- Reload rules (For more information, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*)
- Import mass changes

---

### Importing stage table data

You can import data contained in CSV files into IBM® Producer Lifecycle and Credential Management stage tables.

#### About this task

The import file must adhere to the following rules:

- CSV format
- UTF-8 encoded
- first row of data in the file must contain column names that match the stage table column names exactly
- **ExternalPartyIDType** must be provided in text form
- strings containing characters such as commas must be surrounded by quotation marks
- to represent NULL provide an empty string, or "", or "
- file size cannot be more than 2GB

The file is uploaded to the **Import Stage Data Directory**, which is defined on the **System Config Settings** page. Authorized users can then run the **Import Mass Change** batch process to import the file.

The batch size to be used in a bulk insert can be changed by modifying the **Import Stage Data Batch Size** value on the **System Config Settings** page. For more information, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

You must have the appropriate permission to run this task.

#### Procedure

1. Click **System Operations > Import Mass Change**.
2. From the **Stage Core Table** or **Stage User Defined Table** drop-down lists, select the import destination table.
3. Click **Browse** and select the data file that you want to import into the table.

4. Click **Submit**.

## Results

After the file has been uploaded to the directory, run the **Import Mass Change** batch process.

---

## Initiating mass onboarding

In IBM® Producer Lifecycle and Credential Management, you can initiate onboarding for a large number of producers at one time.

### About this task

The upload file must be in CSV format. The file is uploaded into the specified import directory. The **Mass Onboarding** batch process must then be run to import the file from the directory. The directory is set on the **System Config Settings** page. For more information on configuring the mass onboarding import directory, see the *IBM Producer Lifecycle and Credential Management Installation and Configuration Guide*.

Any errors can be viewed in the **Mass Update Error** report. For more information, see “Viewing the Mass Update Error report” on page 74.

### Procedure

1. Click **System Operations > Mass Onboarding Upload**.
2. Click **Browse** and select the file that you want to upload.
3. Click **Upload**.

### What to do next

After the file has been uploaded to the directory, run the **Mass Onboarding** batch process.

---

## Chapter 16. Integration with IBM Incentive Compensation Management

IBM® Producer Lifecycle and Credential Management can be integrated with IBM® Incentive Compensation Management to calculate producer compensation.

When Producer Lifecycle and Credential Management is integrated with Incentive Compensation Management, tables from Producer Lifecycle and Credential Management are created in Incentive Compensation Management. To update the Incentive Compensation Management tables with the current Producer Lifecycle and Credential Management data, users must run a synchronization in Incentive Compensation Management.



---

## Appendix. Accessibility features

IBM® Producer Lifecycle and Credential Management has accessibility features that help users who have a physical disability to use the product.

---

### Keyboard shortcuts

IBM® Producer Lifecycle and Credential Management includes keyboard shortcuts to help you navigate the product and perform tasks.

The following keyboard shortcuts are based on U.S. standard keyboards.

*Table 3. General keyboard shortcuts*

Applies to	Action	Shortcut keys
General	Perform the command for an active command button.	Enter
General	Move forward to the next item in the tab index order. Cycle to the first tab index when at the end.	Tab
General	Move backward to the previous item in the tab index order. Cycle to the last tab index when at the beginning.	Shift+Tab
Check boxes	Select or clear the checkbox.	Spacebar
Menus	Navigate down a menu and select a menu item.	Down arrow and then Enter
Menus	Navigate up a menu and select a menu item.	Up arrow and then Enter
Scrolling	Scroll down.	Down arrow
Scrolling	Scroll up.	Up arrow
Zooming	Zooming in.	Ctrl and +, or Ctrl+Mouse wheel up
Zooming	Zooming out.	Ctrl and -, or Ctrl+Mouse wheel down
Zooming	Return to default zoom level.	Ctrl+0
Navigation	Reload the current page.	F5
Navigation	Move backward to the previously opened page.	Alt+Left Arrow, Backspace
Navigation	Move forward to the previously opened page.	Alt+Right Arrow, Shift+Backspace
Navigation	Stop a page from loading.	Escape
Search	Open a search box to perform a search on the current page.	Ctrl+F, F3
Search	Find the next match of the searched text on the current page.	Ctrl+G, F3
Search	Find the previous match of the searched text on the page.	Ctrl+Shift+G, Shift+F3

---

## **IBM and accessibility**

See the IBM Accessibility Center for more information about the commitment that IBM has to accessibility.

The IBM Accessibility Center (<http://www.ibm.com/able>) is available online.

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## Glossary

This glossary provides terms and definitions for the IBM® Producer Lifecycle and Credential Management software and products.

The following cross-references are used in this glossary:

- *See* refers you from a nonpreferred term to the preferred term or from an abbreviation to the spelled-out form.
- *See also* refers you to a related or contrasting term.

For other terms and definitions, see the IBM Terminology website ([opens in new window](#)).

---

### A

#### appointment

The right to sell or service the products of a specified insurance carrier in a state.

#### authorization

The process of granting a user, system, or process either complete or restricted access to an object, resource, or function.

---

### C

#### corporate producer

An external corporation that is contracted to sell a carrier's products.

#### credential

A course, certificate, or regulatory license that is required by either the insurance carrier or a government regulator to sell an insurance product.

---

### D

#### database (DB)

A collection of interrelated or independent data items that are stored together to serve one or more applications.

**DB** See database.

---

### H

#### hierarchy

The organization of a set of entities into a tree structure, with each entity (except the root) having one or more parent entities and an arbitrary number of child entities.

---

### I

#### individual producer

An independent broker who is contracted to sell a carrier's products or an employee of an insurance carrier who is responsible for selling a carrier's products.

---

### L

#### license

A certificate of authorization that permits an individual to sell insurance products in a state.

#### line of authority (LOA)

The range of insurance products that a producer is allowed to sell under a license.

**LOA** See line of authority.

---

### N

**node** Any element in a tree.

---

### O

#### onboarding

An approach to equipping new employees and socially integrating them into an organization.

#### onboarding kit

The forms that a new employee must complete in order to set up a contract with an insurance carrier.

---

---

## P

### **parameter (parm)**

A value or reference passed to a function, command, or program that serves as input or controls actions. The value is supplied by a user or by another program or process.

**parm** See parameter.

### **producer**

An individual or organization who sells the products of an insurance carrier.

---

## S

### **sub-producer**

An employee of an external corporation who is contracted to sell a carrier's products.

---

## W

**WAR** See web archive.

### **web archive (WAR)**

A compressed file format, defined by the Java™ EE standard, for storing all the resources required to install and run a web application in a single file.

### **workflow**

The sequence of activities performed in accordance with the business processes of an enterprise.

---

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