



**NORTH CAROLINA DEPARTMENT OF INSURANCE  
CONTINUING EDUCATION PROGRAM**

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S99999

**Online Roster Input is Now Available**

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Effective immediately you can now input rosters for North Carolina course completions online. Go to <http://www.prometric.com/CE/ncceprov> and select the link to CE Online Services. If you have not previously used the online services for course offering schedule input or for course status verification, you must establish a user ID and password. It is acceptable to have more than one user for rosters.

You may still submit rosters in hard copy but we strongly urge you to use the Web functionality for the following reasons:

- Rosters will be posted into our records much more promptly.
- Hard copy rosters can be mislaid or misdirected.
- The menu will only display your active North Carolina courses.
- The fee for each roster is calculated and displayed for you and the credit card authorization is immediately processed. Visa, MasterCard or American Express are accepted. A confirmation of the payment with a transaction number will appear and can be printed to serve as a receipt.
- There is rigorous front end screening that assures a match for those individuals in the file that the Department provides to Prometric. **The system will require an exact match of the last four digits of the licensee's SSN, the full last name and the full first name.** This procedure assures that keying errors, transpositions, inaccurate information from licensees, etc. will not result in entries that must be later reconciled.
- A confirmation of the roster entries can be printed upon completion.
- Course completion certificates can be printed at the end of processing.
- Just as is the case with rosters now submitted in paper form, Prometric will mail a confirmation to you for Web rosters once the credits are posted.

This is an important step forward for the program. The functionality for compliance calculation and online transcripts will be added later this summer.

***Please see the reverse side of this notice for some additional information***

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## Some Helpful Hints for Online Rosters in North Carolina

- You may establish more than one user ID and password for your provider so that more than one person can enter rosters or it can be done from more than one location.
- The entry screening is very exacting. At present North Carolina is using the last four digits of the SSN as the ID for rosters. At some later date, there may be a change to use license numbers or National Producer Numbers. The goal is to eliminate the need for students to disclose their SSN's to either providers or Prometric. Because there can be duplicates, it is vital that the match be accurate. As you collect student information be sure to get the last name and first name exactly as they appear in the licensee's records at the Department.
- Note that in some cases the suffix (Jr, Sr, III, etc.) may be included in the last name.
- You can verify names at the Department's Web site at:  
<https://sbs-nc-public.naic.org/Lion-Web/jsp/sbsreports/AgentLookup.jsp>.
- If there are mismatches in entries, the screen will indicate the entry or entries in question. The roster cannot be completed until either the offending items are removed or corrected.
- It is possible to retain the confirmations and certificates as html files if you wish. When they are displayed, right click and Save As to your local directory structure.
- You may cut and paste from other files into the input screen for roster entry. The fields must be tab delimited.
- Rosters for completion dates more than 30 days before the current date must be submitted in hard copy.

**Please feel free to call or email Prometric for assistance as you begin to do Web rosters.**