Best Practices for Producer Code Management

At Rival we prioritize accuracy and accountability in tracking producer sales. Here are our recommended best practices to ensure smooth operations and mitigate any potential issues:

1. **Monthly Reporting**: We provide our producers with a comprehensive monthly report. This report allows producers to track their sales for cross-referencing to ensure all transactions are accounted for.
2. **Discrepancy Investigation**: In the rare event of a discrepancy, a thorough investigation can be conducted through a file review and activities report. This helps identify and resolve any issues promptly.
3. **Activity Logging**: Our system includes a feature that mandates users to log an activity whenever they access a file. This practice significantly improves tracking and accountability, ensuring comprehensive documentation of all actions.
4. **Mitigation Strategies**: While we understand concerns about changing producer codes, we have effective strategies in place to mitigate any potential issues. Discrepancies are uncommon and typically occur when producers forget to update the folder.
5. **Producer Assignment**: Although limiting the ability to change the producer might seem beneficial, it requires additional processes to ensure correct attribution. We find it more efficient to allow producers to assign codes based on the file and provide a detailed production report per producer.
6. **Producer Accountability**: Most producers are diligent in ensuring they are credited for their sales. Our system supports this by providing clear and detailed reports.

By following these best practices, we aim to maintain a high level of accuracy and accountability in our producer code management process.

If you need further information about these best practices, please contact us by chat at https://supportdesk.rivalit.com/ or email support@rivalit.com

Disclaimer: This document is for informational purposes only and is not intended to replace or override any organizational policies or procedures. Please refer to your organization's official guidelines and consult with the appropriate teams when managing producer codes.