Why do I get "Agency number mismatch" on Webline?

If your post code and your agency number (as entered into your Webline profile) for a Provider do not match in the Provider's database, then an error message may be generated.

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Notes
B  1. Agency number mismatch. Please check your profile and try again.
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To solve this you will need to firstly ensure your post code is correct within Webline, and secondly, check your agency number is also correct. If these details are correct, and you still have the error messages, then you will need to contact the relevant Provider. You will also need to follow the solutions below if you also receive the 'Unrecognised vendor post code' error message.

To verify your post code is correctly stored in Webline:

- Logon to Webline
- Click on the top navigation button "settings"
- From the "vendor account" option click on "account details", and check the information is correct
- If the details are wrong, click "settings", and from the "vendor account" option click "edit your account", choose the section want to amend, make the change, then click the "update" button to save your changes.

To find out the agency code:

- Logon to Webline
- Click on the top navigation button "settings"
- From the "vendor account" option click "agency codes"
- If a code is incorrect or missing, click the "edit" button in the right column against the wrong (or missing) code, enter the appropriate code(s).
- Click "save" to save your changes (or "cancel" to discard a change)

Contact the Provider. If you don't have their details, then:

- Logon to Webline
- Click on the top navigation button "info"

- From the "help" option click "provider contacts"

Note: If you haven't got an agency code then contact the Provider and ask for one – Synaptic Application Support is unable to do this for you. All agreements between you and the Provider are independent of Webline and Synaptic Software – we provide the services for you to perform online quotes and new business submissions based on the agency detail that you enter into your Webline profile.