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Applied Systems Client Network

SEMINAR HANDOUT

TAM Reporting Basics

Prepared for ASCnet

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Target Audience:

X	Accountant/Bookkeeper		Producer
X	CSR		Trainer
	Carrier		Vendor
X	IT Manager/Systems Coordinator		ALL
	Operations	X	Other: Administrative
	Principal/Owner		

Seminar Type: Reports

Seminar Level: **Basic**: An introductory level course is basic in nature and addresses fundamental concepts. We expect attendees to have a basic level of insurance knowledge, have been oriented to an agency's processes. For functional courses, it is not necessary for the attendee or participant to have previous knowledge of the agency management system or software program.

Class Description: Do you have garbage in your system? You won't know until you run reports. This session will show you how the Reports module is organized as well as the basic steps to run the reports. If you have not been in reports before or you hunt and peck, this session is for you. Get a good grip on how reports work and get some tips and tricks to use it better.

Learning Outcomes:

- Distinguish how the reports module is organized
- Discover some tips and trick for running reports
- Review the various output options and how to employ them

Assumptions: This seminar is based on the following:
TAM Version 12

Table of Contents

Report Selection Hierarchy

Before you can run a report, you need to find the right report. Here is a listing of how the Reports are organized in TAM.

Report Types

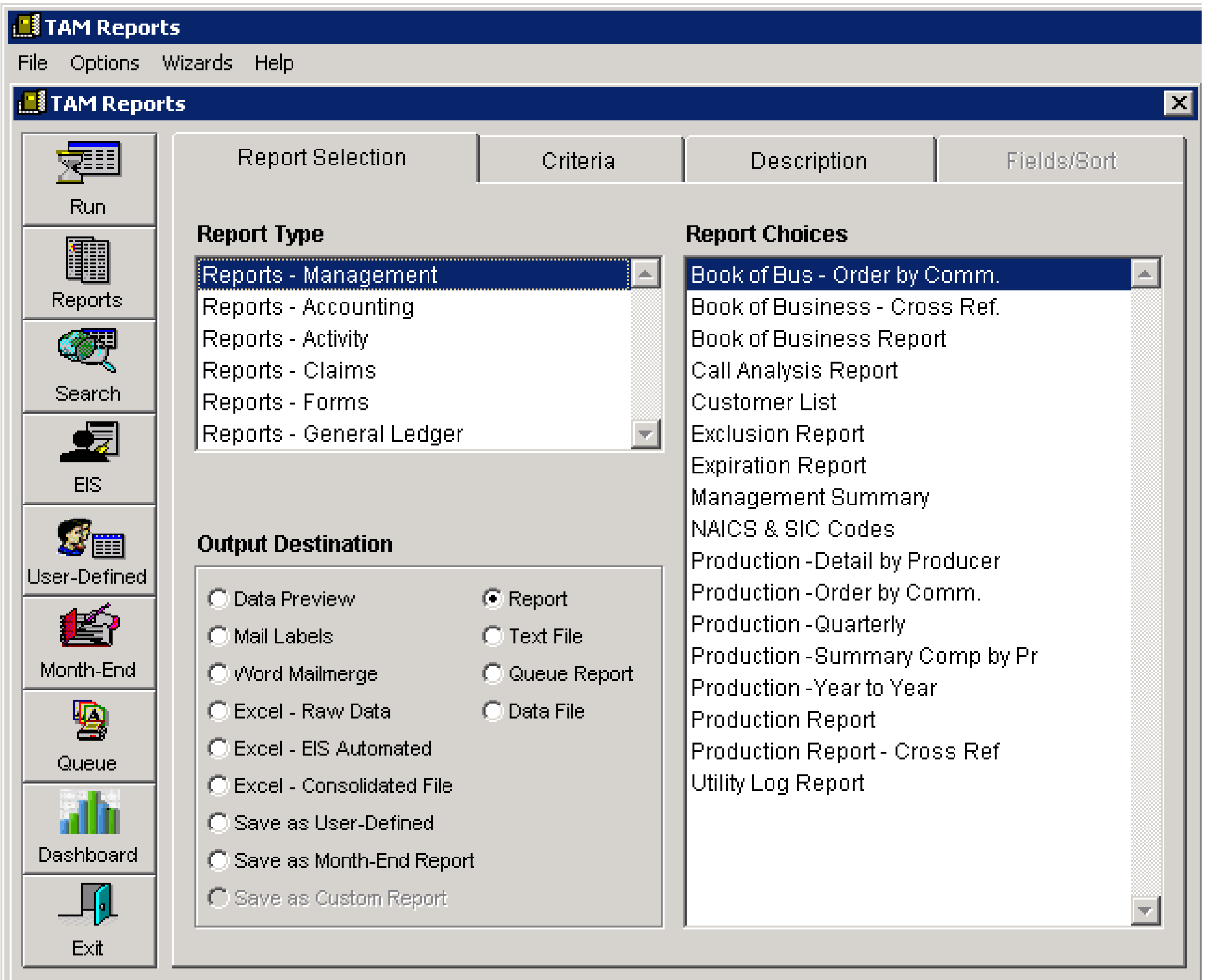
- **Reports – Management**
  Intended to provide information important to agency decision making and processes. These reports are NOT intended to be used in day to day accounting processes. Important reports in this area include:
  - Book of Business Reports
  - Production Reports
  - Expiration Report
  - Customer List
- **Reports – Accounting**
  These reports are all focused on Transactions (invoices) entered in the TAM system. Transactions represent half of the accounting system in TAM. This is where we will get reports to show the full detail side for many very important General Ledger balances. For this reason, it is not uncommon to hear non-insurance CPAs refer to reports in this section as comprising a "Subsidiary Ledger". Important reports in this area include:
  - Account Current
  - Aged Receivables Report and Worksheet
  - Company Payables
  - Earned Commissions Report
  - Producer Report
- **Reports – Activity**
  Activities are the most important component of developing good agency practices for documenting and tracking the actions that are taken or planned in relation to any type of file stored in the TAM system. As such, they warrant their own Type grouping here. If activities are being used properly, reports in this area can track things such as actual work being performed, procedural compliance, sales "funnel" performance and much more. Important reports in this area include:
  - Activity Report
  - Exceptions Report
  - Follow-Up Report
  - Marketing Analysis
- **Reports – Claims**
  If claims data is being recorded in the TAM system, this is where you can come to perform statistical analysis of that data. With the introduction of Claims Download in 2007 and the wealth of data without the time required for staff members to enter and track each claim in the system, the potential value of reports in this area was greatly expanded.
- **Reports – General Ledger**
  This is where you can see the "big picture" of financial performance for the agency. Deposits, Checks, Journal entries, and the aggregated result of the many individual transactions entered into the system are all reflected on the reports here. Almost all of the reports in this area are important, but of particular note are:
  - Balance Sheet
  - Income Statement
  - Status of Accounts

Once you have the correct **Report Type** pinned down, the list of individual **Report Choices** is displayed on the right hand side of the screen. You can review the report **Description** tab, and the available **Criteria** in determining if a specific report is appropriate for your needs.

How to Run a Report

Step #1 - Select **Reports** from the TAM Home Base screen.

Step #2 - Select the appropriate **Report Type** (**Reports – Management, Reports – Accounting,** etc.)



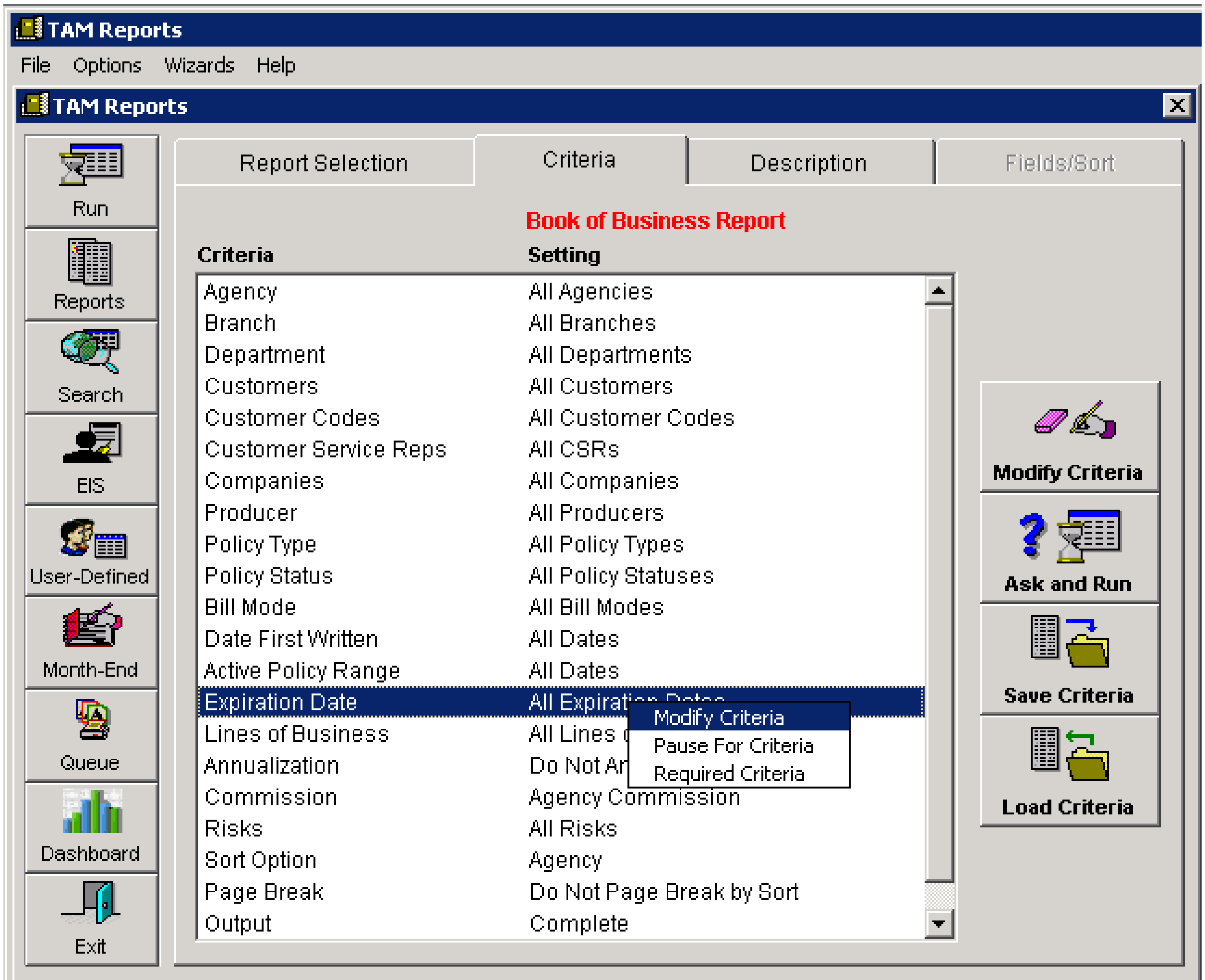
Step #3 - Select the specific report from the list of available **Report Choices**

Step #4 - Choose the desired **Output Destination**

If an output option other than **Report** is desired, confirm that setting immediately prior to hitting **Run**.

Step #5 - Select specific **Criteria** for your report
Step #6 – Click the **Run** button.

Tips and Tricks for Running Reports



Right-click on each of the criteria options and you get the prompt illustrated above.

Modify Criteria

Performs the same function as a double-click on that item or selecting it and choosing the button on the right called **Modify Criteria.**

Pause For Criteria

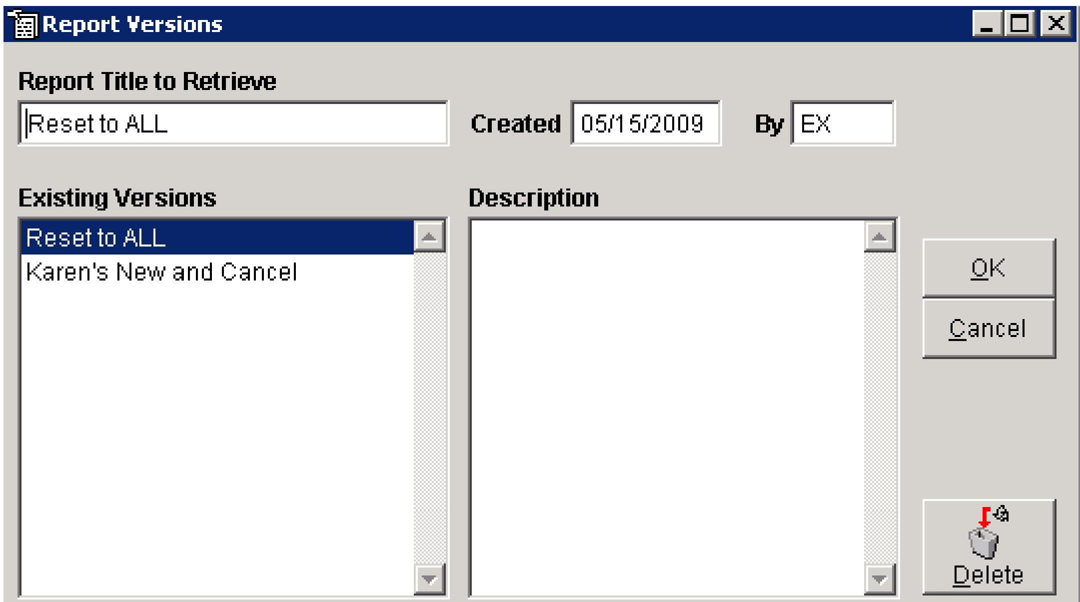
This works (only) in conjunction with the **Ask and Run** button. Once a particular criteria item is set to “pause,” you simply click on the **Ask and Run** button and you will be prompted to select the specific criteria item. Setting the date selection as a **Pause For Criteria** would be a good use of this feature.

Required Criteria

Anything set as required criteria will not allow the user to run the report with a selection of "All". It tells the report that the user must have something defined in that criteria selection before it will allow the report to be run. If they don't, the report will prompt the user to choose something when the **Run** button is selected before the report will be generated. Setting criteria as **Required Criteria** will force the user to make their selections whether the **Ask and Run** or simply the **Run** are selected.

Saving and Loading report criteria for frequently-used reports

This feature allows frequently used report criteria to be saved. The best use of this is in conjunction with the **Pause for Criteria** and **Ask and Run** features discussed above. Once the criteria are set and saved, generally only the date fields will have to be set up to pause for criteria. This allows the user to simply load the saved version, and then click **Ask and Run** which will expedite the entire report generation process.



<u>Helpful Hint re: saved criteria!</u>

Save a "Reset" version for each report. Be sure to make it the first saved report since TAM stores them in the order of their creation - it will always be the first one on the list.

Likely output options for Reports:

Report:

This is the default option for Reports. It outputs the data into a pre-defined report format.

Excel – Raw Data:

This option allows you to export the data to an Excel file for further manipulation. You will be given the option to:

> "Send output to an existing file" – this will overwrite the existing file
> "Send output to a new file name" – this allows you to create a new file which will be available in the file list
> "Send output to a temporary file" – this opens Excel in a TEMP folder which will allow you to save the file anywhere you want using Save As.

Save as User-Defined:

The most basic use of this feature is to give a report a unique title which will appear on the top of each page.

It is also possible to save an existing canned report and then alter it. Primarily, such alterations would involve removing or rearranging how data is displayed on the report. Limited ability exists to add data fields to the report. In many instances, more data is collected than actually appears on the report. These omitted fields can be added back in to a User Defined Report. (If you've ever dumped a report to Excel, you understand what we are talking about here.) Generally, these additional fields are usually not very valuable.

After saving a report as User-Defined, you can run it by selecting "User-Defined" and then selecting the report. If the report you saved as User-Defined was from the "Report" section, you will find it under "User Defined Reports". If the original report was from a Search, then you will find it under "User Defined Searches". Set your Criteria and then "Run".

Save as Month-End:

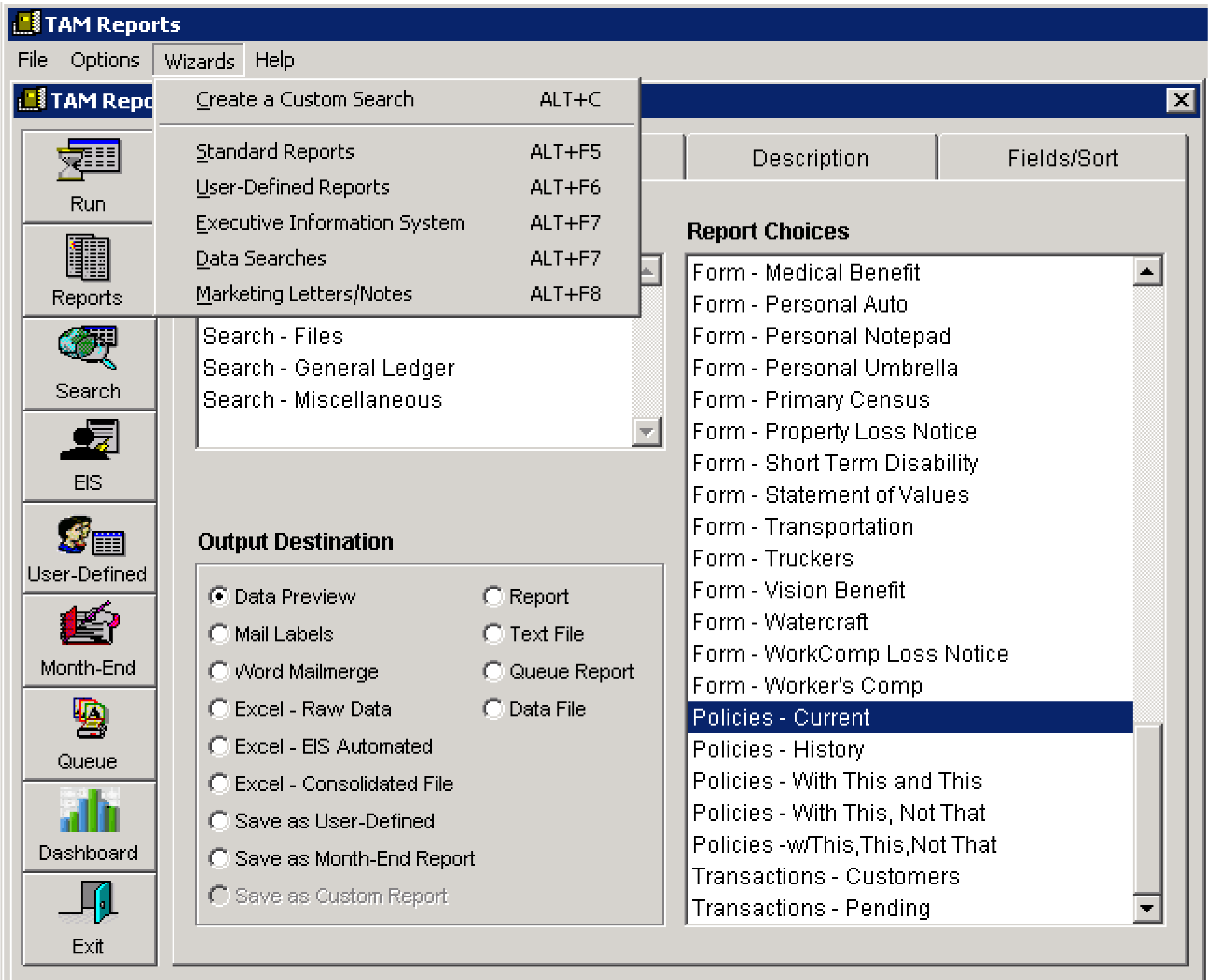
This feature is intended to assist an agency in easily generating month end reports by allowing them to define specific reports and criteria that they desire at each month end. Once month end is initiated, TAM automatically advances the accounting month criteria on these reports as appropriate.

If this feature is used to generate month end reports, it is highly recommended that the criteria pages of each report be reviewed for accuracy. Occasionally the date criteria may not advance correctly.

The report title given to each of these saved month end reports will print on the top of each page of the report.

Reports Wizards

Wizards are accessed from the “Menu Bar” on the main reports screen.

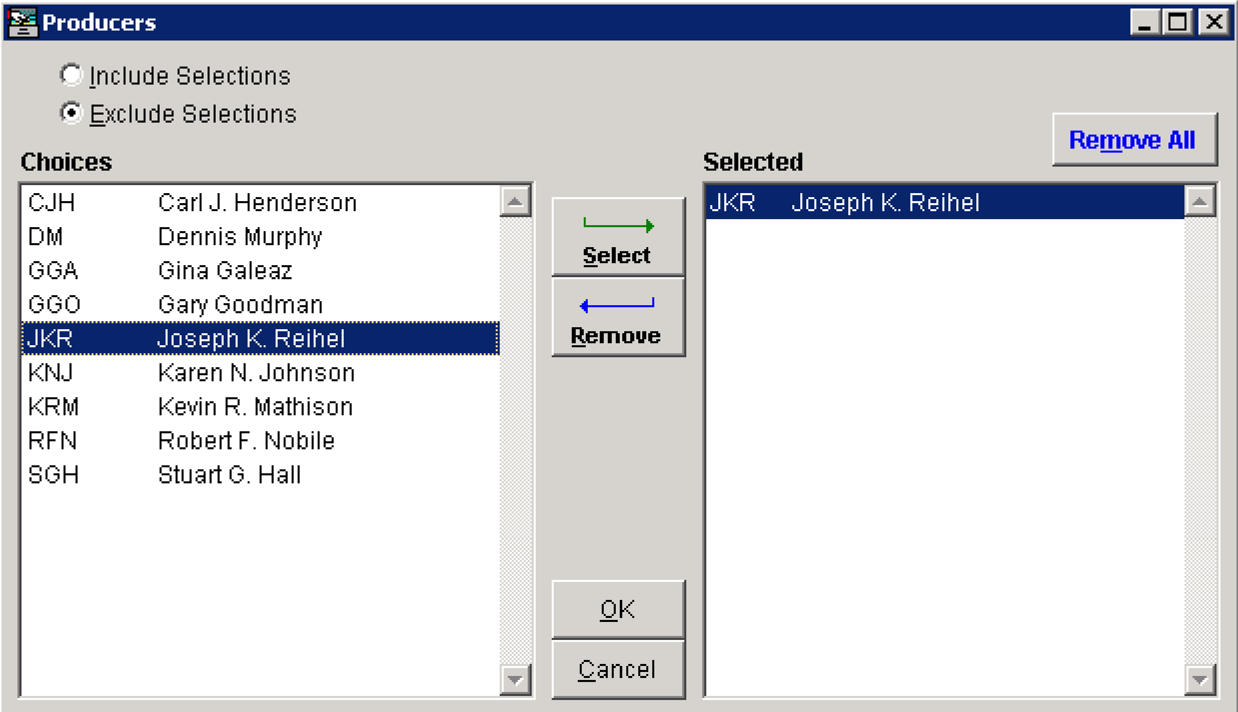


For those less familiar with the mechanics of running a report and the available criteria choices, the wizards can be of great assistance. The wizard will walk the user through the process of creating a report step by step.

Additionally the wizards offer a set of powerful features not otherwise available in TAM. These Include:

- The ability to run a search and have a “Sticky Note” placed on the policy list screen of each account matching the search criteria.
- The ability to run a search and have an “Activity” added to each account matching the search criteria.
- The ability to run a search and have a previously existing TAM “Form Letter” sent to each account matching the search criteria along with an “Activity” entered on the account recording the event.

Appendix A: Using the "Exclude Selections" Criteria option



While the more common approach to selecting criteria is to select what to include. There is nothing wrong with this method. In many cases it is much more efficient to use the **Exclude Selections** criteria option. An example of this would be running a Production Report for 98% of the Producers in the agency. Rather than selecting the 98% from the list of producers, it is much easier to exclude the 2%.

Another use of this feature is to find garbage in your system. If you exclude all possible data items, the report will return any blanks (if possible) or old codes that have been removed from the system, but not from the database.