

SESSION HANDOUT

Using Excel to Audit TAM Transactions & Billing Screens

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# Prepared for Applied Client Network

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Using Excel to Audit TAM Transactions and Billing Screens



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Name:

Phyllis Brenneman

Organization Affiliation:

Anco Insurance

Date Updated:

August, 2015

## Target Audience:

<input checked="" type="checkbox"/>	Accountant/Bookkeeper
<input type="checkbox"/>	CSR
<input type="checkbox"/>	Carrier
<input type="checkbox"/>	IT Manager/Systems Coordinator
<input type="checkbox"/>	Operations
<input type="checkbox"/>	Principal/Owner

<input type="checkbox"/>	Producer
<input checked="" type="checkbox"/>	Trainer
<input type="checkbox"/>	Vendor
<input type="checkbox"/>	ALL
<input type="checkbox"/>	Other: (describe)

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## Seminar Type:

**Seminar Level: Intermediate:** An Intermediate level class takes the concepts originated from a basic level course, and adds more layers or parallel concepts. For functional courses, these classes will require the participant or attendee to have some basis to work from as they are learning new facets of the agency or brokerage management system or software program.

**Class Description:** This class will demonstrate how to use Excel to check your billing screens each month to be sure they are as accurate as possible. We will also run a search of transactions to check them before the month is posted so any errors can be caught in a timely manner.

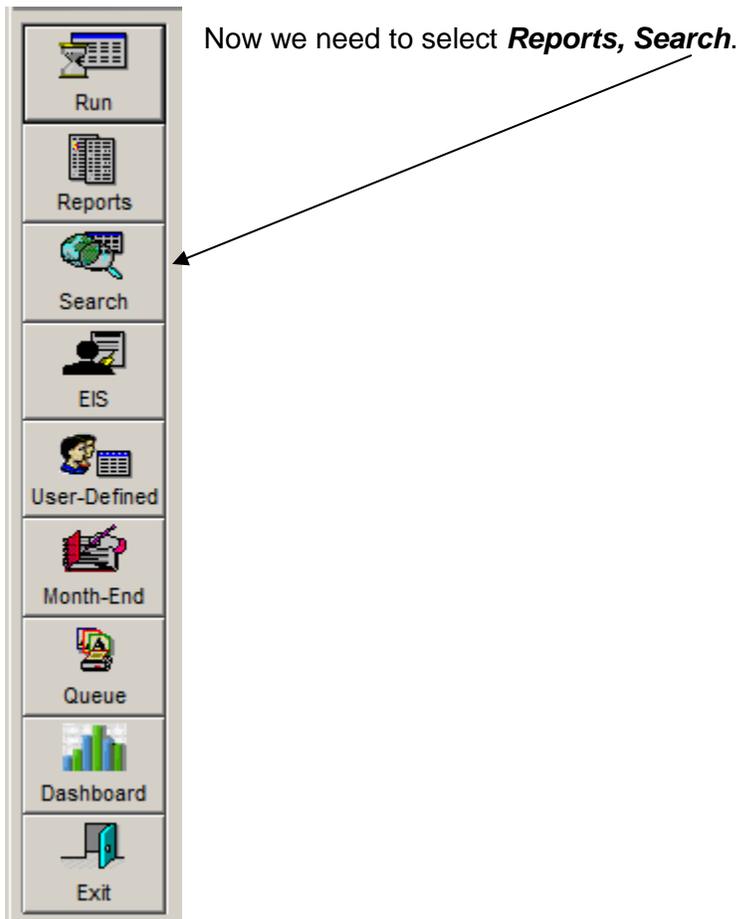
### Learning Outcomes:

- Identify what information is important to your agency.
- Demonstrate how to use filters in Excel to find the discrepancies in billing screens and transactions.
- Examine and decide how to correct the errors found

**Assumptions:** This seminar is based on the following  
Applied TAM Version 2014  
Microsoft © Word Version 2010

## Agency Standards for Transactions

Before you think about auditing your transactions and billing screens, you need to determine what your agency standards are. For transactions some common ones might be to be sure there is a valid producer code, the status and the transaction type correlate with each other, that the company codes are valid, that there is a commission amount, valid policy types, etc.  
Setting up the Transaction Search



After you click on Search, the following screen will come up. Leave the Report Type as Search-Customers. Click in the circle by Excel-Raw Data under Output Destination. Under Report Choices, scroll down to Transactions – Customers.

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Report Selection	Criteria	Description	Fields/Sort
<b>Report Type</b> Search - Customers Search - Prospects Search - Files Search - General Ledger Search - Miscellaneous	<b>Report Choices</b> Form - Medical Benefit Form - Personal Auto Form - Personal Notepad Form - Personal Umbrella Form - Primary Census Form - Property Loss Notice Form - Short Term Disability Form - Statement of Values Form - Transportation Form - Truckers Form - Vision Benefit Form - Watercraft Form - WorkComp Loss Notice Form - Worker's Comp Policies - Current Policies - History Policies - With This and This Policies - With This, Not That Policies - w/This,This,Not That Transactions - Customers Transactions - Pending		
<b>Output Destination</b> <input checked="" type="radio"/> Data Preview <input type="radio"/> Mail Labels <input type="radio"/> Word Mailmerge <input type="radio"/> Excel - Raw Data <input type="radio"/> Excel - EIS Automated <input type="radio"/> Excel - Consolidated File <input type="radio"/> Save as User-Defined <input type="radio"/> Save as Month-End Report <input type="radio"/> Save as Custom Report <input type="radio"/> Report <input type="radio"/> Text File <input type="radio"/> Queue Report <input type="radio"/> Data File			

Next click on the **Criteria** tab across the top.

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Report Selection	Criteria	Description	Fields/Sort
<b>Transactions - Customers</b>			
	<b>Criteria</b>	<b>Setting</b>	
	Agency	Selected Agencies	
	Branch	All Branches	
	Department	All Departments	
	Customers	All Customers	
	Range of Customers	All	
	Customer Codes	All Customer Codes	
	Customer Service Reps	All CSRs	
	Billing Companies	All Billing Companies	
	Issuing Companies	All Issuing Companies	
	Master Companies	All Master Companies	
	Producer	All Producers	
	Broker	All Brokers	
	Policy Type	All Policy Types	
	Policy Type Group	All Policy Type Groups	
	Policy Status	All Policy Statuses	
	Bill Mode	All Bill Modes	
	Date First Written	All Dates	
	Accounting Month	JUL12 - JUL12	
	Trans Effective Date	All Dates	
	Policy Effective Date	All Dates	
	Policy Expiration Date	All Dates	

Modify Criteria

Ask and Run

Save Criteria

Load Criteria

This is where you will choose your criteria for this particular search. Notice that most of the items are set for 'All'. There are several date options. We will be auditing the transactions for the current accounting month so we should select that date option for this search.

Accounting Flag

- All Transactions
- Production Transactions
- Balance Forward Transactions
- Open Item Transactions

OK Cancel

The other criteria that we need to change are farther down the list and is called *Accounting Flag*.

We want to see **Production Transactions** so that is the selection to make here. These are the transactions that actually make up your Production Reports. If you choose All Transactions, your selection will show the DBI, CRI, CFN, CRP, various JE entries, etc. These transactions do not impact production.

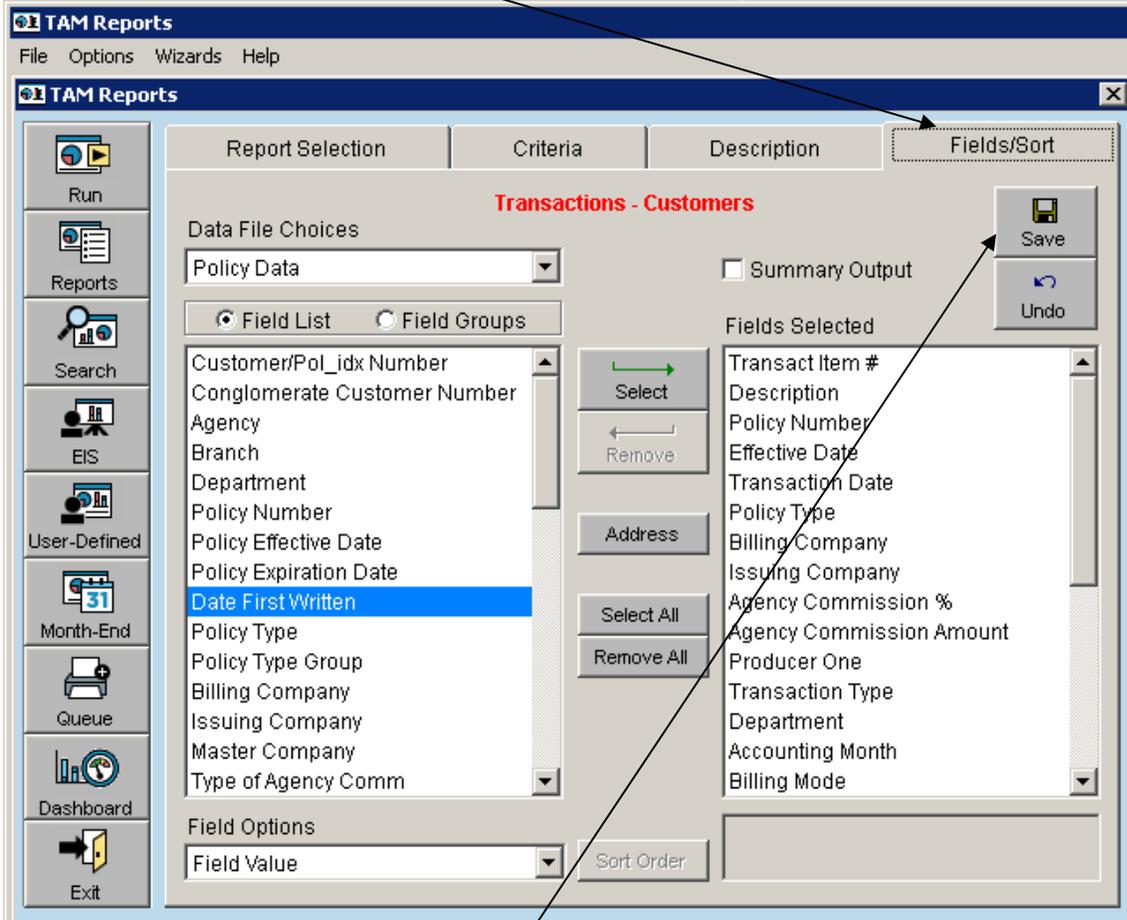
All the other options should be left at ALL for this search.

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Now we need to click on the *Fields/Sort* tab across the top



This is where you are going to select the data you need to do your audit. Some of these items will depend on your agency. The important ones would be the Customer/Pol\_idx Number, Department, Transact Item #, Description, Policy Number, Transaction Date, Policy Type, BCO, ICO, Agency Commission, Commission %, Bill Mode, Producer One, Transaction Type, Amount, Transaction Operator ID, Trans CSR, Policy Status. Under Data File Choices, I then select Customer Data and pull the Customer Name from there.

Be sure you click on the **Save** button when you have made your selections.

Once you have everything set up the way you want it, be sure to go back to the Criteria tab and choose to Save Criteria. That way you won't have to go through this process all over again each time.

Click on the **Run** button to run your search. After choosing to open Excel, you will see a screen similar to the one below.

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Type	Bco	Trans Amt	Status	Pr	Item	Dept	Month	Bill	Pol	Pr_p	Pr_amt1	Pr2	Pr_p2	Pr_amt2	Pr3	Pr_p3	Pr_amt3	Csr	Com_p	Co_amt	Ico
FIDS	CSC	REN	161	REN	BON 98M06G	2	B507	A	69197889	0	0	0	0	0	0	0	0	CM	25	40.25	CSC
NOTB	MMB	REN	50	REN	WAJ 98M0HY	2	B507	A	PENDING	0	0	0	0	0	0	0	0	GS	50	25	MM
NOTB	MMB	CFE	21	REN	WAJ 98M0HZ	2	B507	A	PENDING	0	0	0	0	0	0	0	0	GS	0	0	MM
PROF	IHG	REN	1232	REN	AGM 98M0KK	2	B507	A	0251387478	0	0	0	0	0	0	0	0	WC	10	123.2	C03
PROF	IHG	CFE	30	REN	AGM 98M0KL	2	B507	A	0251387478	0	0	0	0	0	0	0	0	WC	0	0	C03
FIDS	HAR	REN	100	REN	DAA 98M4HG	2	B507	A	618DDDL5843	0	0	0	0	0	0	0	0	CM	20	20	HAF
GL88	KKI	NEW	383	ONE	DRH 98M5PX	2	B507	D	6BRPG000005692600	0	0	0	0	0	0	0	0	ET	10	38.3	N24
OTHB	HAR	REN	250	REN	MSA 98M5WJ	2	B507	A	618SBCU8258	0	0	0	0	0	0	0	0	CM	30	75	HAF
OTHB	HAR	REN	1000	REN	MSA 98M5WK	2	B507	A	618SBCF1338	0	0	0	0	0	0	0	0	CM	30	300	HAF
OTHB	STI	REN	150	REN	JGS 98M5WT	2	B507	A	5080870	0	0	0	0	0	0	0	0	CM	30	45	STI
OTHB	TRA	REN	2624	REN	DAA 98M7CW	2	B507	A	104353544	0	0	0	0	0	0	0	0	CM	20	524.8	TRA
OTHB	TRA	REN	3193	REN	DAA 98M7CZ	2	B507	A	104353543	0	0	0	0	0	0	0	0	CM	20	638.6	TRA
NOTB	CSC	REN	50	REN	BON 98M919	2	B507	A	71665905N	0	0	0	0	0	0	0	0	CM	60	30	CSC
NOTB	CSC	CFE	21	REN	BON 98M91B	2	B507	A	71665905N	0	0	0	0	0	0	0	0	CM	0	0	CSC
NOTB	CSC	REN	50	REN	DAS 98MBPQ	2	B507	A	JENIFER PRICE	0	0	0	0	0	0	0	0	CM	60	30	CSC
NOTB	CSC	CFE	21	REN	DAS 98MBPR	2	B507	A	JENIFER PRICE	0	0	0	0	0	0	0	0	CM	0	0	CSC
PROP	USR	REN	3700	REN	AGM 98MVCB	2	B507	A	ICU6512	0	0	0	0	0	0	0	0	WC	12.5	462.5	E02
PROP	USR	CFE	150	REN	AGM 98MVCV	2	B507	A	ICU6512	0	0	0	0	0	0	0	0	WC	0	0	E02
PROP	USR	CFE	195	REN	AGM 98MVCV	2	B507	A	ICU6512	0	0	0	0	0	0	0	0	WC	0	0	E02
FIDS	TRA	REN	1780	REN	SPC 98MICY	2	B507	A	105629042	0	0	0	0	0	0	0	0	CM	12.5	222.5	TRA
GL88	KKI	REN	1500	REN	JGS 98MICY	2	B507	A	AIP0002070596901	0	0	0	0	0	0	0	0	AC	10	150	N21
OTHB	HAR	REN	100	REN	MSA 98MD6Z	2	B507	A	618SBAM0645	0	0	0	0	0	0	0	0	CM	30	30	HAF
OTHB	HAR	CFE	1.08	REN	MSA 98MD70	2	B507	A	618SBAM0645	0	0	0	0	0	0	0	0	CM	0	0	HAF

Your agency will need to decide how you want to handle the transactions that are either in error or incomplete. If you want the Account Manager to fix them, you can copy the rows where there is a discrepancy and paste them onto a separate worksheet for each Account Manager. Then you can email that worksheet to the Account Manager to fix. You can also highlight the rows that have errors and then use the filter to select those colored rows to paste to a new sheet. Then you can sort that sheet by CSR to email out to correct if you choose to do that.

## Setting Up the Policy Search

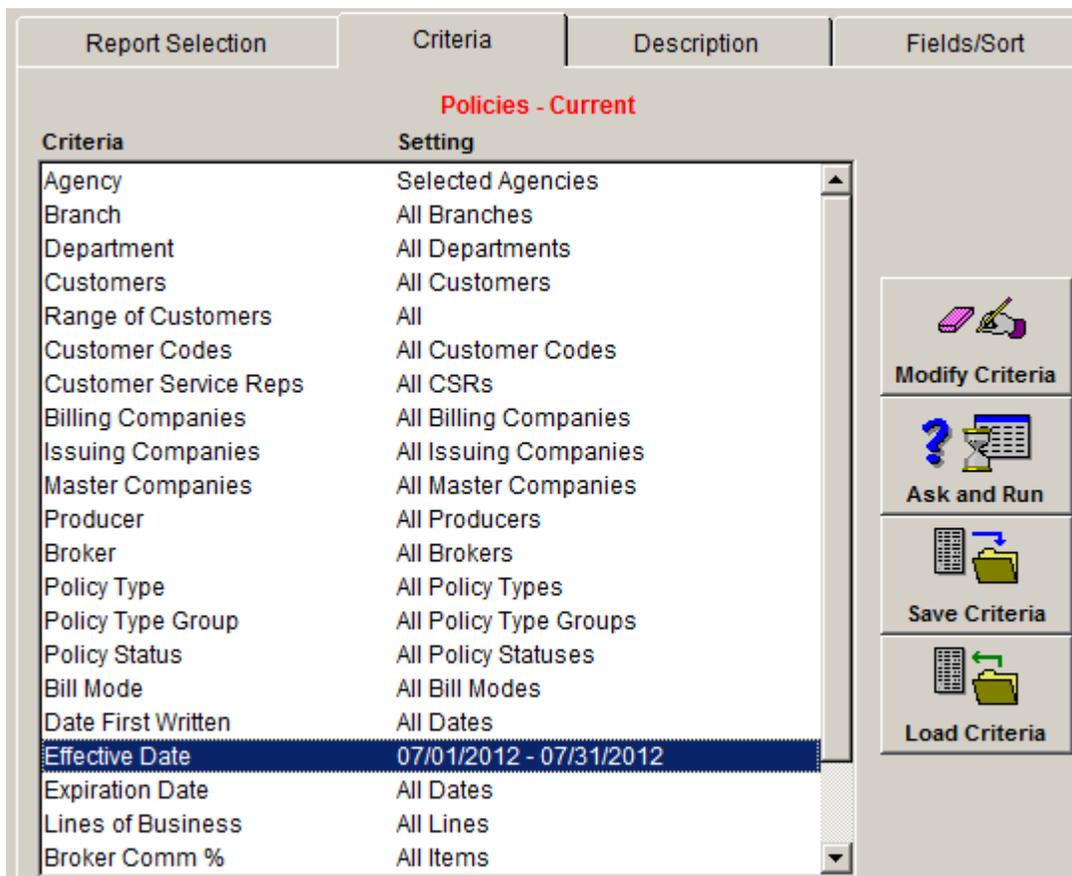
Again you will need to select **Reports** and then click on the **Search** button.

Leave the Report Type as Search-Customers. Click in the circle by Excel-Raw Data under Output Destination. Under Report Choices, scroll down to Policies-Current.

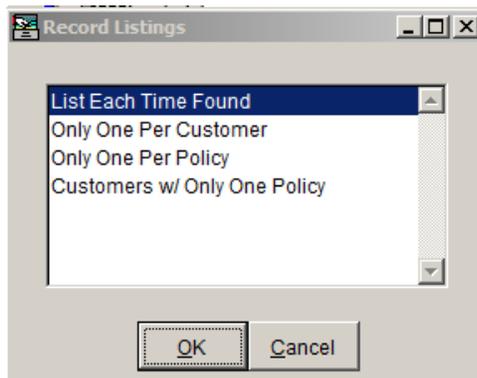
Next, click on the **Criteria** tab that is across the top.

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The Agency and Branch selections will depend on your particular agency. Everything else can be All until you get to the Effective Date. This is the Effective Date of the policy term. Since you are auditing the current month, select the 1st and the last day of the month. Farther down the list is the option Record Listings. Select List Each Time Found.

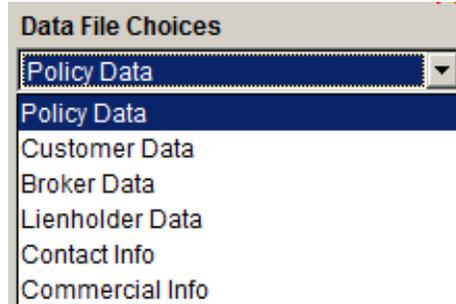


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Click on **the Fields/Sort** tab across the top next. You will see there are several choices under Data File Choices:



I like to choose the Customer Name from the Customer Data file and then choose the rest of the information from the Policy Data file. I choose Branch, Department, Pol #, Eff Date, Exp Date, Date First Written, Policy Type, BCO, ICO, Total Commission Amount, Total Comm %, Producer One, Producer Two, Producer Three, Policy Premium, Customer Service Rep, Policy Status, Billing Mode, Customer/Pol\_idx Number.

Once you get all your selections set up the way you want, be sure you go back to the Criteria tab and **Save Criteria**.

Now you can click on **Run**. When you open it in Excel, it will look similar to the following:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
1	Pol_type	Effective	Expires	Pol_status	Pr1	Fwriten	Co_amt	Pr2	Pr3	Prem	Pol_brch	Pol_opid	Pol_cer	Bco	Pol_idx	Bill	Pol_dept	Rec										
2	MEDG	7/1/2012	7/1/2013	NEW	TSG	7/1/2012	815.8			16316.3	FR	FR	BCB	3BCOW-1-1001	D	3		3BCOW-1										
3	LIFI	7/6/2012	7/6/2013	NEW	RHG	7/6/2012	0			0.3	MJ	NM	AIL	3BROWL3-2001	D	3		3BROWL3										
4	LIFG	7/1/2012	7/1/2013	REN	RBG	7/2/2007	1728	TSG		11520.3	FX	SC	GUA	3BZTR-1-2001	D	3		3BZTR-1										
5	LTDG	7/1/2012	7/1/2013	REN	RBG	7/2/2007	9360	TSG		62400.3	FX	SC	GUA	3BZTR-1-2002	D	3		3BZTR-1										
6	MEDG	7/1/2012	7/1/2013	REN	RBG	7/1/2007	80810.94	TSG		1618218.8	3	ML	SC	GUA	3BZTR-1-2003	D	3		3BZTR-1									
7	DENQ	7/1/2012	7/1/2013	REN	RBG	7/1/2010	6271.2	TSG		62712.3	SC	SC	GUA	3BZTR-1-2004	D	3		3BZTR-1										
8	ADDG	7/1/2012	7/1/2013	REN	RBG	7/1/2010	0	TSG		0.3	SC	SC	GUA	3BZTR-1-2005	D	3		3BZTR-1										
9	LTDG	7/1/2012	7/1/2013	NEW	RHG	7/1/2012	0			0.3	MJ	NM	GUA	3COLO-2-1001	D	3		3COLO-2										
10	STDG	7/1/2012	7/1/2013	NEW	RHG	7/1/2012	0			0.3	NM	GUA	3COLO-2-1002	D	3			3COLO-2										
11	MEDI	7/4/2012	7/4/2013	NEW	RHG	7/4/2012	1032			10320.3	MJ	NM	BCB	3CROCB1-1001	D	3		3CROCB1										
12	GL88	7/1/2012	7/1/2013	REN	GAG	7/1/2011	4936			19344.3	GG	GY	MCT	3DDEV-1-1001	A	2		3DDEV-1										
13	WC-3	7/1/2012	7/1/2013	REN	GAG	7/1/2011	770.52			6421.3	GG	GY	TAG	3DDEV-1-2001	D	2		3DDEV-1										
14	UMB3	7/1/2012	7/1/2013	REN	GAG	7/1/2011	726.15			4841.3	GG	GY	MCT	3DDEV-1-3001	A	2		3DDEV-1										
15	APIN	7/1/2012	7/1/2013	INF	GAG	6/28/2011	0			0.3	GG			3DDEV-1-4001	A	2		3DDEV-1										
16	GL88	7/1/2012	7/1/2013	REN	MSA	6/23/2004	1634.3			16343.3	CE	MY	USR	3DDIS-2-1001	A	2		3DDIS-2										
17	WC-3	7/1/2012	7/1/2013	REN	MSA	7/1/2004	1150.1			13144.3	CE	MY	TCF	3DDIS-2-2001	D	2		3DDIS-2										
18	UMB3	7/1/2012	7/1/2013	REN	MSA	11/5/2009	1073.2			10732.3	MY	MY	USR	3DDIS-2-3001	A	2		3DDIS-2										
19	MEDG	7/1/2012	7/1/2013	REN	RHG	7/1/2009	355.8			8895.3	NM	NM	BCB	3FRAN-1-4001	D	3		3FRAN-1										
20	MEDI	7/1/2012	7/1/2013	REN	RHG	7/1/2007	415.4			8308.08	3	RO	NM	GRI	3GOODL1-1001	D	3		3GOODL1									
21	MEDI	7/13/2012	7/13/2013	NEW	RHG	7/13/2012	150			1500.3	MJ	NM	BCB	3GUENM1-1001	D	3		3GUENM1										
22	ACCG	7/1/2012	7/1/2013	REN	RHG	7/1/2011	28.72			2972.3	ML	NM	UMI	3HILL-2-6001	D	3		3HILL-2										
23	STDG	7/1/2012	7/1/2013	REN	RHG	7/1/2011	44.71			4471.3		NM	UMI	3HILL-2-6002	D	3		3HILL-2										
24	LIFI	7/3/2012	7/3/2013	NEW	RHG	7/3/2012	0			0.3	MJ	NM	GEF	3HUUCKJ1-2001	D	3		3HUUCKJ1										
25	LIFI	7/3/2012	7/3/2013	NEW	RHG	7/3/2012	0			0.3	NM	GEF	3HUUCKJ1-2002	D	3			3HUUCKJ1										
26	MEDG	7/1/2012	7/1/2013	NEW	WBS	7/1/2012	0	DRA		0.3	MJ	JX	SCW	3JACK-1-1001	D	3		3JACK-1										
27	MEDI	7/1/2012	7/1/2013	NEW	RHG	7/1/2012	207.32			5183.04	3	MJ	NM	BCB	3JBLA-1-1001	D	3		3JBLA-1									
28	MEDI	7/1/2012	7/1/2013	NEW	RHG	7/1/2012	158.4			1584.3	MJ	NM	BCB	3JOSWJ1-1001	D	3		3JOSWJ1										
29	MEDI	7/1/2012	7/1/2013	NEW	DRA	7/1/2012	214.2	WBS		1428.3	MJ	JX	BCB	3KNIGD1-2001	D	3		3KNIGD1										
30	DENI	7/1/2012	7/1/2013	NEW	DRA	7/1/2012	34.8	WBS		348.3	JX	BCB	3KNIGD1-2002	D	3			3KNIGD1										
31	MEDG	7/1/2012	7/1/2013	NEW	WBS	7/1/2012	0	DRA		0.3	MJ	JX	UHA	3LARR-1-1001	D	3		3LARR-1										
32	MEDI	7/6/2012	7/6/2013	NEW	RHG	8/1/2012	0			0.3	MJ	NM	BCB	3LOCKT1-1001	D	3		3LOCKT1										
33	MEDI	7/1/2012	7/1/2013	NEW	RHG	7/1/2012	351.6			3516.3	MJ	NM	BCB	3MCKOM1-1001	D	3		3MCKOM1										

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## Filtering Your Data

Use the Filter in Excel that is under the Data tab. This will allow you to make multiple selections to see if your data meets the standards set by your agency.

## Other Uses for Your Data

You can use your data to create pivot tables to see how your Producers, CSR's are doing that month or to check on your total production and commission.