Using Excel to Audit TAM Transactions & Billing Screens

SESSION HANDOUT

Ask Us
APPLIED
Client Network

Applied Client Network
www.appliedclientnetwork.org

Prepared for Applied Client Network

Applied Client Network
330 N. Wabash Ave, Suite 2000
Chicago, IL 60611
Phone: 800-383-2952

Original Author:

Phyllis Brenneman, Manager Information Systems, Anco Insurance

Updated By:

Name:	Organization Affiliation:	Date Updated:
Phyllis Brenneman	Anco Insurance	August, 2015

Target Audience:

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

Contents

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.

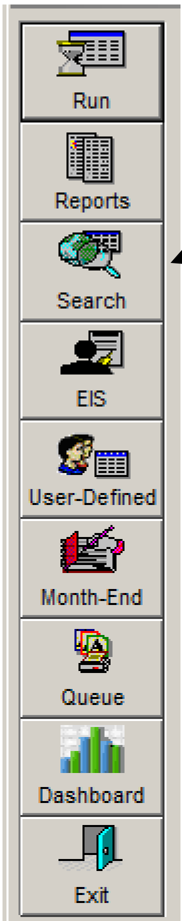
Learning Outcomes:

- 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

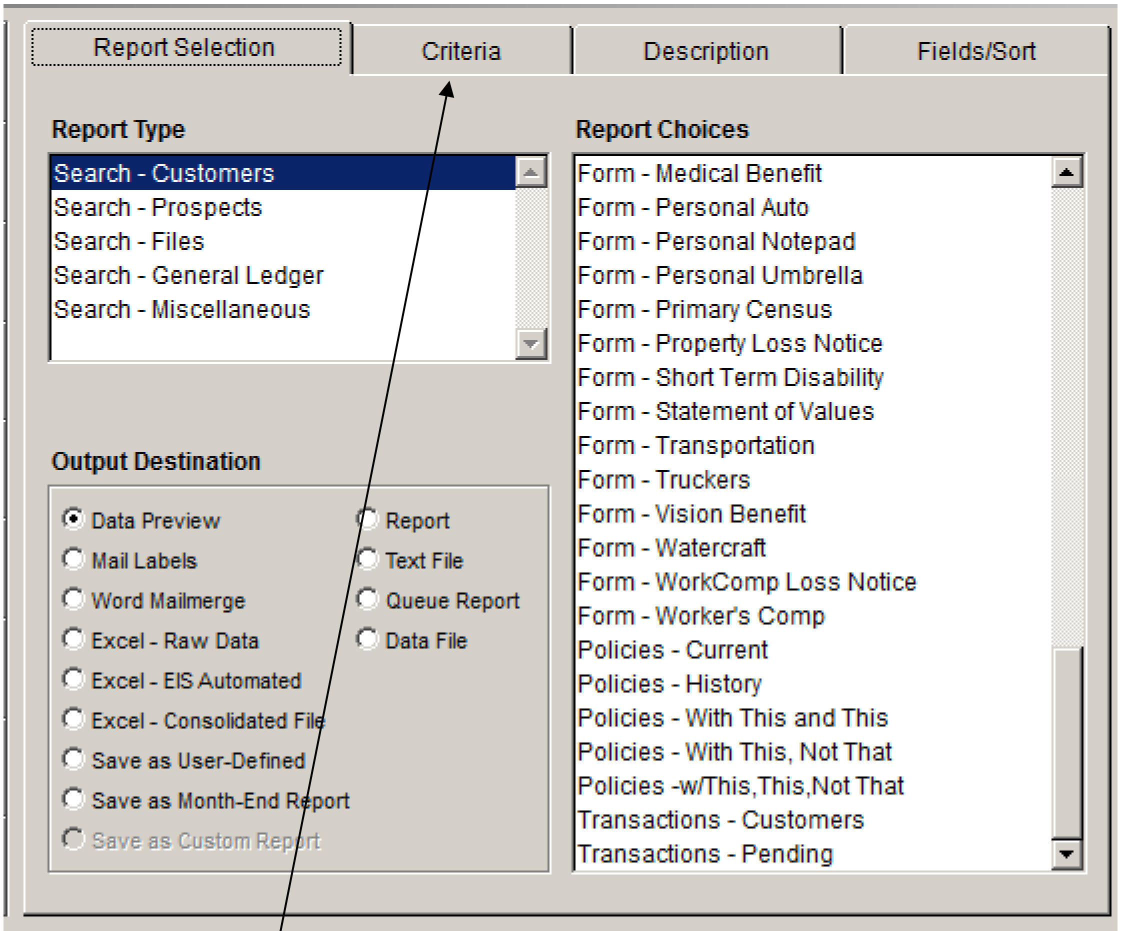
Agency Standards for Transactions

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

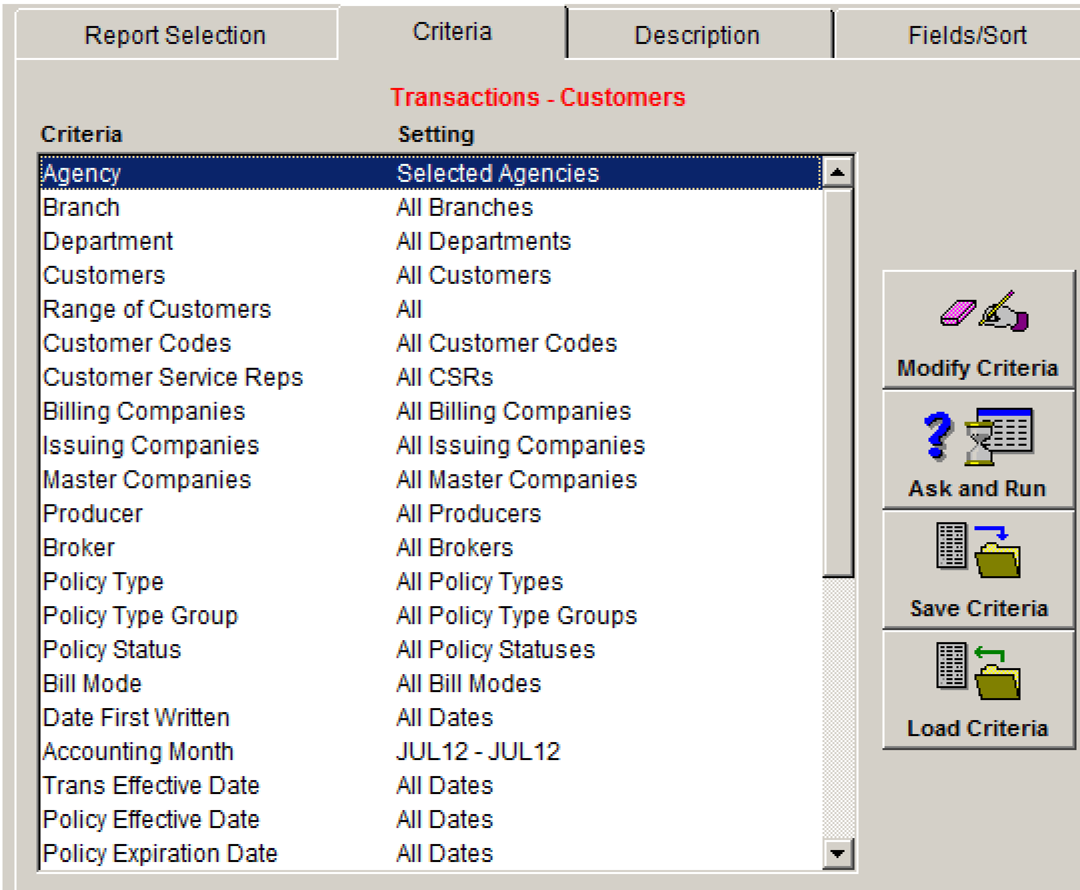


Now we need to select ***Reports, Search***.

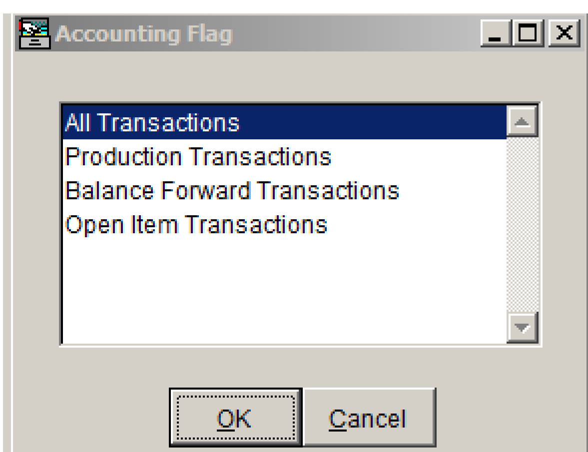
After you click on Search, the following screen will come up. Leave the Report Type as Search-Customers. Click in the circle by Excel-Raw Data under Output Destination. Under Report Choices, scroll down to Transactions – Customers.



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



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.

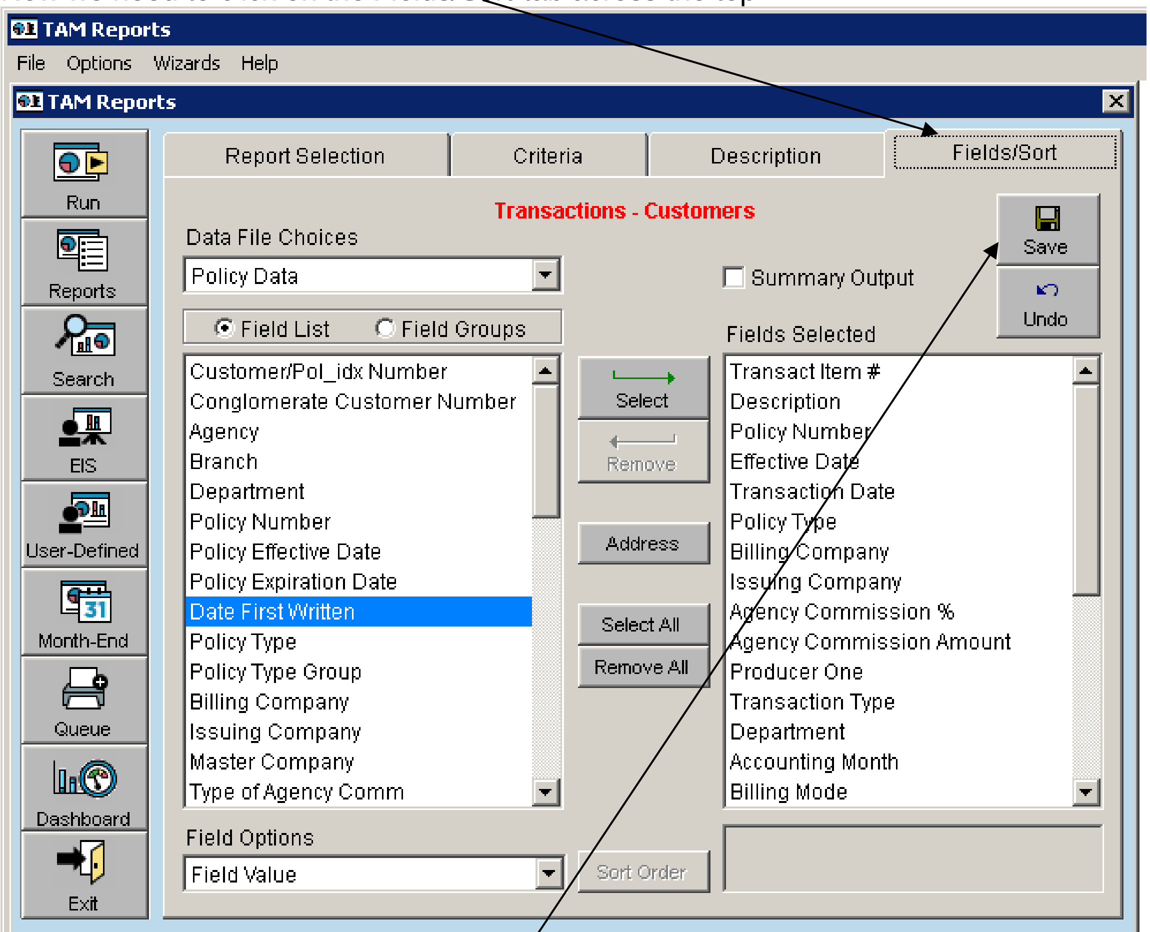


The other criteria that we need to change are farther down the list and is called *Accounting Flag.*

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.

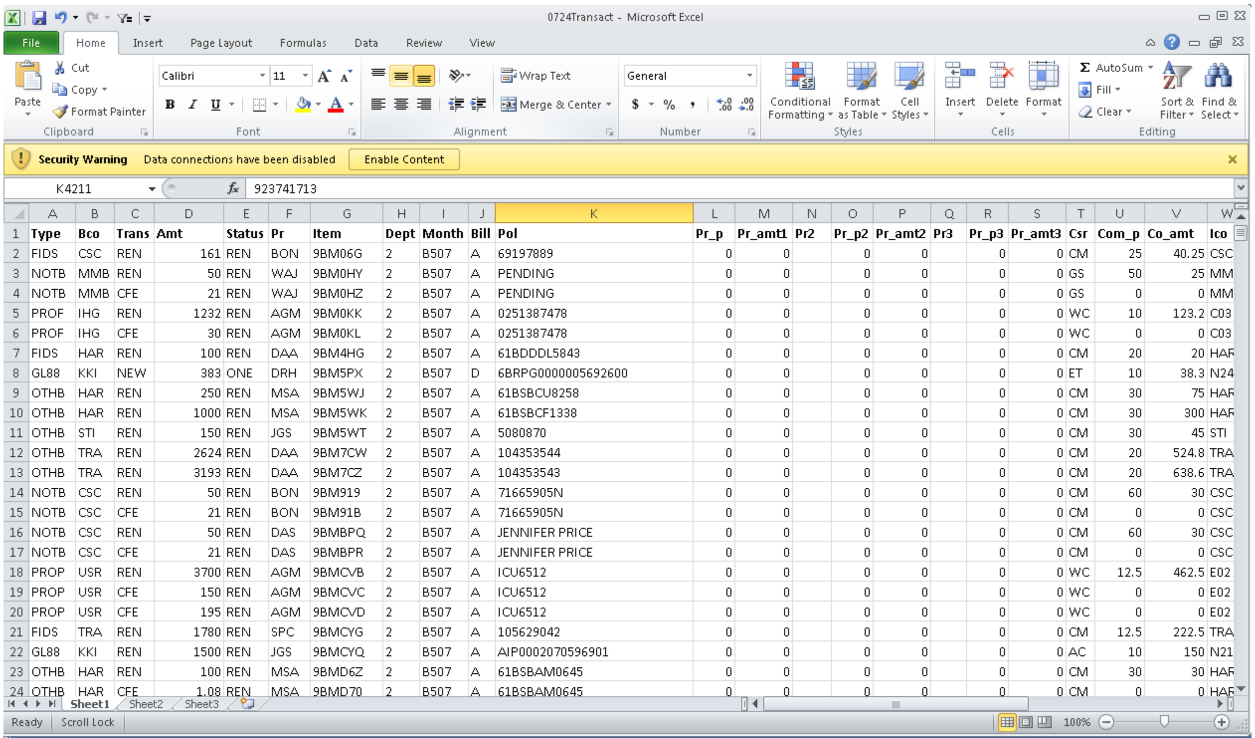
Now we need to click on the *Fields/Sort* tab across the top



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.



	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
2	FIDS	CSC	REN	161	REN	BON	9BM06G	2	B507	A	69197889	0	0		0	0		0	0	CM	25	40.25	CSC
3	NOTB	MMB	REN	50	REN	WAJ	9BM0HY	2	B507	A	PENDING	0	0		0	0		0	0	GS	50	25	MM
4	NOTB	MMB	CFE	21	REN	WAJ	9BM0HZ	2	B507	A	PENDING	0	0		0	0		0	0	GS	0	0	MM
5	PROF	IHG	REN	1232	REN	AGM	9BM0KK	2	B507	A	0251387478	0	0		0	0		0	0	WC	10	123.2	C03
6	PROF	IHG	CFE	30	REN	AGM	9BM0KL	2	B507	A	0251387478	0	0		0	0		0	0	WC	0	0	C03
7	FIDS	HAR	REN	100	REN	DAA	9BM4HG	2	B507	A	61BDDDL5843	0	0		0	0		0	0	CM	20	20	HAR
8	GL88	KKI	NEW	383	ONE	DRH	9BM5PX	2	B507	D	6BRPG0000005692600	0	0		0	0		0	0	ET	10	38.3	N24
9	OTHB	HAR	REN	250	REN	MSA	9BM5WJ	2	B507	A	61BSBCU8258	0	0		0	0		0	0	CM	30	75	HAR
10	OTHB	HAR	REN	1000	REN	MSA	9BM5WK	2	B507	A	61BSBCF1338	0	0		0	0		0	0	CM	30	300	HAR
11	OTHB	STI	REN	150	REN	JGS	9BM5WT	2	B507	A	5080870	0	0		0	0		0	0	CM	30	45	STI
12	OTHB	TRA	REN	2624	REN	DAA	9BM7CW	2	B507	A	104353544	0	0		0	0		0	0	CM	20	524.8	TRA
13	OTHB	TRA	REN	3193	REN	DAA	9BM7CZ	2	B507	A	104353543	0	0		0	0		0	0	CM	20	638.6	TRA
14	NOTB	CSC	REN	50	REN	BON	9BM919	2	B507	A	71665905N	0	0		0	0		0	0	CM	60	30	CSC
15	NOTB	CSC	CFE	21	REN	BON	9BM91B	2	B507	A	71665905N	0	0		0	0		0	0	CM	0	0	CSC
16	NOTB	CSC	REN	50	REN	DAS	9BMBPQ	2	B507	A	JENNIFER PRICE	0	0		0	0		0	0	CM	60	30	CSC
17	NOTB	CSC	CFE	21	REN	DAS	9BMBPR	2	B507	A	JENNIFER PRICE	0	0		0	0		0	0	CM	0	0	CSC
18	PROP	USR	REN	3700	REN	AGM	9BMCVB	2	B507	A	ICU6512	0	0		0	0		0	0	WC	12.5	462.5	E02
19	PROP	USR	CFE	150	REN	AGM	9BMCVC	2	B507	A	ICU6512	0	0		0	0		0	0	WC	0	0	E02
20	PROP	USR	CFE	195	REN	AGM	9BMCVD	2	B507	A	ICU6512	0	0		0	0		0	0	WC	0	0	E02
21	FIDS	TRA	REN	1780	REN	SPC	9BMCYG	2	B507	A	105629042	0	0		0	0		0	0	CM	12.5	222.5	TRA
22	GL88	KKI	REN	1500	REN	JGS	9BMCYQ	2	B507	A	AIP0002070596901	0	0		0	0		0	0	AC	10	150	N21
23	OTHB	HAR	REN	100	REN	MSA	9BMD6Z	2	B507	A	61BSBAM0645	0	0		0	0		0	0	CM	30	30	HAR
24	OTHB	HAR	CFE	1.08	REN	MSA	9BMD70	2	B507	A	61BSBAM0645	0	0		0	0		0	0	CM	0	0	HAR

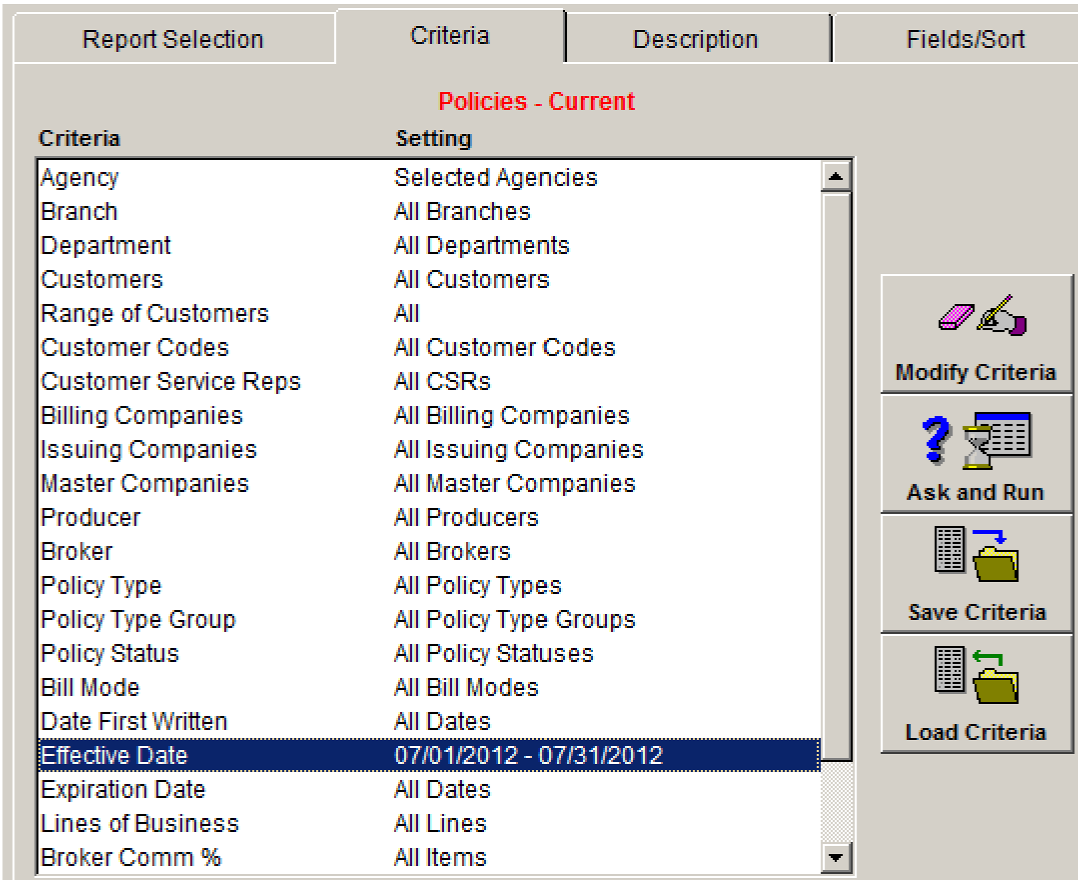
Your agency will need to decide how you want to handle the transactions that are either in error or incomplete. If you want the Account Manager to fix them, you can copy the rows where there is a discrepancy and paste them onto a separate worksheet for each Account Manager. Then you can email that worksheet 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

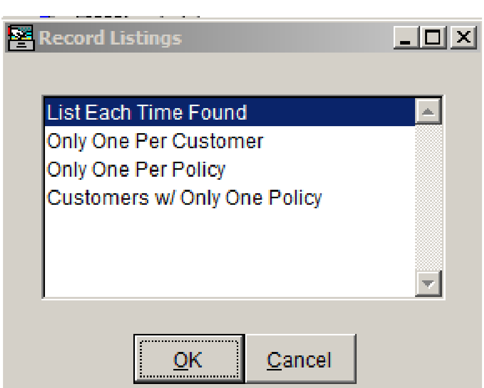
Again you will need to select ***Reports*** and then click on the ***Search*** button.

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.

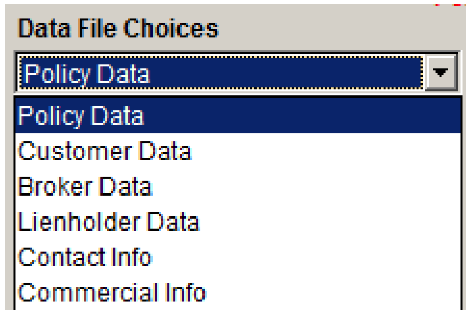
Next, click on the ***Criteria*** tab that is across the top.



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.



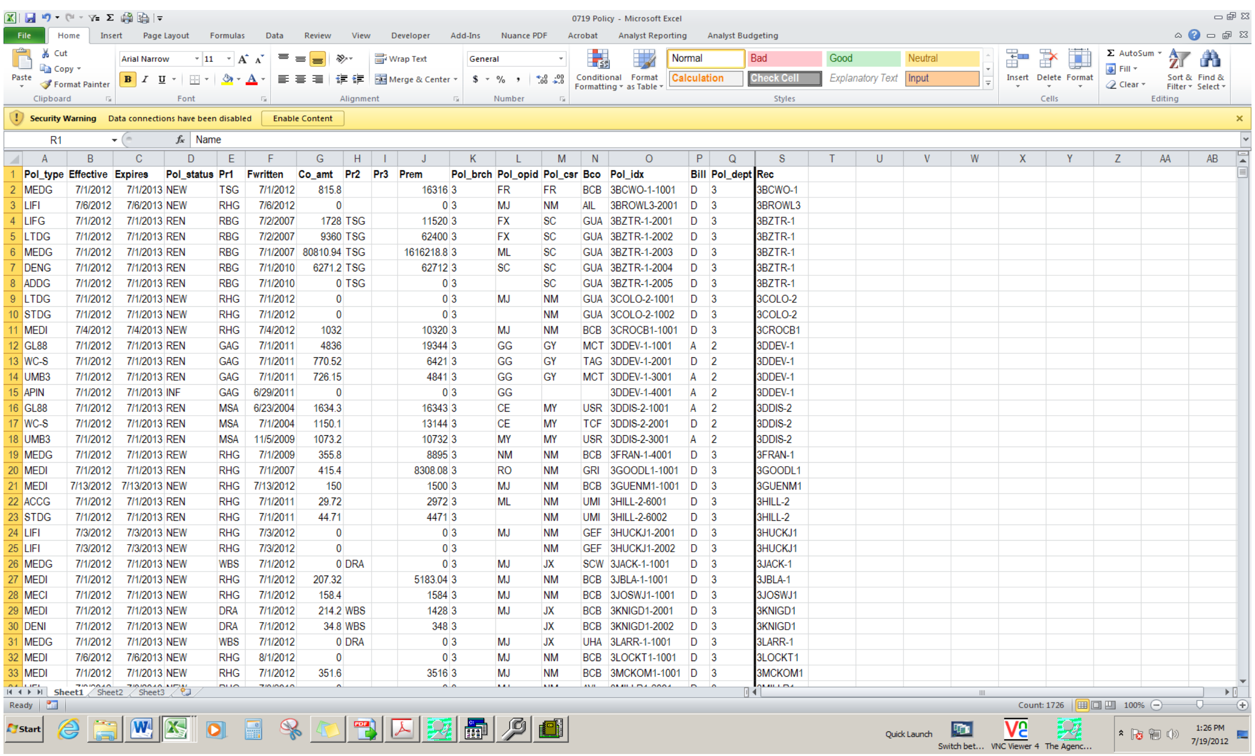
Click on ***the Fields/Sort*** tab across the top next. You will see there are several choices under Data File Choices:



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:



	Pol_type	Effective	Expires	Pol_status	Pr1	Fwritten	Co_amt	Pr2	Pr3	Prem	Pol_brch	Pol_opid	Pol_csr	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	3BCWO-1-1001	D	3	3BCWO-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		1616218.8	3	ML	SC	GUA	3BZTR-1-2003	D	3	3BZTR-1
7	DENG	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	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	4836			19344	3	GG	GY	MCT	3DDEV-1-1001	A	2	3DDEV-1
13	WC-S	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	6/29/2011	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-S	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	REW	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	29.72			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	3HUCKJ1-2001	D	3	3HUCKJ1
25	LIFI	7/3/2012	7/3/2013	NEW	RHG	7/3/2012	0			0	3		NM	GEF	3HUCKJ1-2002	D	3	3HUCKJ1
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	MECI	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

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.