Monthly KPI Reporting Procedure

Tuesday, May 2, 2023 10:52 AM

1. **Make a new folder in OneDrive (*Onboarding/Reporting/Monthly KPI's)* for the month you're reporting. See prev. months for the naming convention**
2. **Add folder in the new KPI folder named "KPI Reports_*date*"**
3. **Add another folder in the new KPI folder named "Important Emails_*date*"**
4. **Make a copy of the KPI Report from the month prior and put in the new month's KPI folder.**
   - Update date in spreadsheet title
   - Unhide/re-hide columns to show new month & quarter (if applicable)
   - Pull over formulas to the new month **(For easier viewing, Highlight all cells, CTR G/Special/Select Formulas/OK, while the fields are highlighted change font color to red).**
   - Close until ready to complete
5. **Make a copy of the Scorecard Data Intake Template from the month prior and put in the new month's KPI folder.**
   - Update date in spreadsheet title
   - Make copies of both of last month's tabs, change name to the new month & delete the prior month's data from the new tabs
   - We keep the prior month tabs to easily reference if needed but you can delete the group comparison tab from 2 mos prior
6. **Run Reports & save in the KPI Reports folder you created in Step 2 above:**
   - KPI_Book of Business **(Update Eff & Exp date sections to the last day of prev. month)**
   - KPI_Book of Business_Onboarding **(Update Eff, Exp, & Date Line Entered to new month's date range)**
   - KPI_Book of Business (REF/ILF Depts) **(Update Eff & Exp date sections to the last day of prev. month)**
   - KPI_Agency Defined Category - Account Level
   - KPI_Agency Defined Category - Policy Level **(Update Exp date sections to the last day of prev. month)**
   - KPI_Activity Report - Cancellations
   - KPI_Opportunities Report
   - KPI_Micro Fees Aged Outstanding Current Receivables
   - KPI_Production Report for Micro Fees Billed **(Check the dates on the AR Report from the prior month and adjust the accounting month criteria before generating. Acctg mont hs prior to the oldest aged receivable can be excluded)**
   - Ease Report - Instructions here: EASE-Broker Companies Report
   - Employee Navigator Report - Request from Taylor
   - Salesforce ADS EB Lead Report
   - QUI Salesforce Report - Instructions here: QUI - Salesforce Reports
   - Pull EB BoB reports for any EB Platform Model databases
   - On the 4th business day, pull EB Production reports for any EB Platform Model databases
7. **Complete the OB Scorecard Data Intake Template (See Procedures below) - *Greyed out boxes don't need to be completed as these items are only reported at the total level**
8. **On the 4th business day, or earlier if we receive confirmation of completion beforehand, open the Growth Tracker and save a copy of it in the KPI Reports folder**
9. **Complete KPI Report with information from OB Intake Template. * Make sure to also update the manual fields for the YTD/QTD Sections and transfer notes from data intake forms - If something has N/A leave blank on KPI**
10. **KPI Summary Tab**
    - Most fields are pulling in the data from the scorecard
    - Erik will be the one to update anything else and add notes
11. **Add copies of all reports to the KPI Report with numbering 1-8. (see prior month's KPI Report for reference).**
    - The Account ADC tab has no number because it is just added for reference, and doesn't contain anything reported on in the KPI
    - Make sure you look through all the reports and check that they are formatted and have the appropriate filters if that applies
12. **For the Group Comparison Tab:**
    - On the Book of Business Report add a tab named "Group List-OB Removed". On Pivot 1 tab update row from account name to lookup code. Then put a copy of the Lookup Codes of the full list of groups from Pivot 1 in Column A.
    - Copy Lookup Codes of final onboarding group list from BOB Onboarding Report and paste in Column B of Group List-OB Removed tab
    - Identify duplicates between Columns A & B and then filter the highlighted groups out of Column A
    - Add new tab to BOB called "Group Comparison"
    - Copy the filtered group list without the onboarding groups from Column A on the Group List-OB Removed tab and add to Column A of the new Group Comparison tab
    - Open the previous month's BOB and copy the full list of groups from its original Pivot 1 tab and paste on the new Group Compa rison tab in Column B
    - Identify duplicates to find the groups lost and added.
      - Filter Column A to "No Fill" to identify groups added. Remove filter
      - Filter Column B to "No Fill" to identify groups lost. Remove filter
    - Then bring the lost and added group lists over to the new tab on the Onboarding Scorecard
    - Use Xlookup to pull in AM Names (Use current BOB for added and prior month BOB for lost). Once the names are in, copy and pas te as values
    - Use the Activity-Cancellation Report to find lost reasons and refer to Epic if no activity listed to see if there are details there. The group names and reasons are to the far right.

      ***Note-**There may be new groups on the OB list that aren't on the BOB because their policies have future eff. dates
13. **For the Medical Expirations by Month tab:** (Change data source for both pivots - Reselect full data set on new BOB and click ok. Pivot table should then refresh)
    - Pivot off of the BOB report (2. Book of Business tab) (Name-Filters, AccountName-Filters, PolicyAndLine Types-Filters & Values [Count], ExpirationDate-Columns)
    - Remove Quarters from Columns Field and filter down to appropriate years.
    - Filter for only Medical Policy Types (BPKG/Med Codes, GMD1, GMD2, XMHM, XMPO, XMPP)
14. **For the Non-ADS Channel Partners tab:** Add in data received from the writing agency. *Do not remove data from this tab, you will just add to this one.
15. **For the GA Report**
    - Attach that month's GA Revenue report and name it "*month* GA Report"
16. **For the Micro Fees Paid tab:**
    - Once the Production Report has been updated with items paid in the prior month that have not been added to the KPI report and filtered down to Yes on column R and blanks in column A indicating it wasn't already added to the KPI report
    - Copy and paste columns B-R to the bottom of the Micro Fees Paid tab in the new month's KPI Report
    - Fix formatting were needed (D, E , & M update to the currency format)
    - Update column R (Month Pmt Received)
    - Highlight PrBr Code and $100 for any payments received from RGS
17. **Termed Producer Summary tab:**
    - Make a copy of the Termed Producer annual summary report to add to the end of the tabs on the KPI Report

18. **FINAL CHECK**
    - **MAKE SURE THE ONBOARDING REPORT IS ONLY SHOWING THE ACTUAL OB GROUPS THAT YOU IDENTIFIED FROM THE PIVOT**
    - **MAKE SURE ALL YTD & QTD FILEDS ARE UPDATED**
    - **MAKE SURE ALL NOTES FROM OB INTAKE ARE TRANSFERRED TO KPI**
    - **CHANGE ALL FORMULA FONT BACK TO BLACK**
19. **Email KPI Report to Erik, Mike, Brian, Bethany, Veronica, Makayla, Jason, Christa & Bethany (CC Ashley/Katie)**

INFO REPORTED	MANUAL INPUT	PROCEDURE	YTD/QTD MANUAL INPUT
TOTAL AAS EMPLOYEE BENEFITS			
Total EB Overview			
Total Client Count		Calculation in scorecard	Manual
Total Line Count		Calculation in scorecard with new YTD cyber figure added in manually	Manual
Average Line Count Per Group		Calculation in scorecard	Manual
Monthly Premium $		Calculation in scorecard	
Monthly Revenue $	Manual	Calculation in scorecard - Need to add in additional revenue that is not on the KPI Scorecard (i.e., ACB Midwest Benefits in flight revenue for BOR Model)	
Growth %		Calculation in scorecard in the Average & YTD columns only	
Total Headcount (AM, CSR, TL, AE, OB)	Manual	Use the Team Roster file Christa added in the OneDrive Collaboration folder (do not include Bethany or Mgmt). Only include EE s hired up to month being reported. ADS_EB_Sales_Service_Business Integration.xlsx	Manual
AM/Group Ratio		Calculation in scorecard - Total ADS monthly figures for Groups and divide by the number of Active AMs to get the ratios	Manual
AM/Line Ratio		Calculation in scorecard - Total ADS monthly figures for Policies and divide by the number of Active AMs to get the ratios	Manual
1DS Overview			

1DS Group Count	Manual	Get this from the Book of Business Report. • Add a column for "Team" next to the AM column • Xlookup using the "Account Manager List" saved in the main KPI folder • Copy Team list and paste as values • Add a pivot table making sure to check the box next to "Add this data to the Data Model" • Name the Pivot Tab "Pivot 1" • (AccountName-**Rows**, Distinct Count of AccountName-**Values (Distinct Value),** Count of PolicyAndLine Types-**Values**, Team-**Filters**). Use the Count of AccountName-**Values (Distinct Value)** figure shown in Column B in the pivot table	Manual
1DS Line Count	Manual	Get this from same Book of Business Report used for Group Count. Use the Count of PolicyAndLine Types figure shown in Column C in the pivot table AND Add in the number of non-individual lines from the REF/ILF BOB	Manual
1DS Monthly Premium	Manual	Get this from the Production Report - Acctg to provide by the 4th business day. • Add a column for "Team" next to the AM column • Xlookup using the "Account Manager List" saved in the main KPI folder • Remove filter and copy Team list and paste as values • Re-filter to only show 1DS in column C (Branch) • Check for zeros in the new team column and fill in if needed • They send over with Pivot of Commission Amt so update the pivot to include the new column (Change Data Source) • Add TransAmount to **Values** & Team, Dept & PolicyTypeCode to **Filters.** • Filter for only 1DS Branch & Benefits Depts • Add policy status to Pivot and exclude ZIN - Info Only status (for PGM override) • Report the total from Column C (Sum of TransAmount) *Make sure the figures in the Pivot match the full data set	Manual
1DS Monthly Revenue	Manual	Get this from the Production Report - Acctg to provide by the 4th business day. Use Pivot tab like above	Manual
1DS Active AM Headcount	Manual	Use the Book of Business -Add AM Pivot to get this figure • Name (Account Manager) to **Rows**, PolicyandLineType to **Values** & Team to **Filters**	Manual
1DS AM Ramp	Manual	Get this figure from Team Roster file. Report any AM's that aren't listed on the 1DS Book of Business with a full book.	Manual
Platform Model Overview			
Platform Model (Regional Databases) Tagged Group Count	Manual	Get this from Regional Platform Epic Book of Business report for any Platforms with business tagged to XSC profit center. Rep ort the total group count.	Manual
Platform Model (Regional Databases) Tagged Line Count	Manual	Get this from Regional Platform Epic Book of Business report for any Platforms with business tagged to XSC profit center. Rep ort the total line count.	Manual
Platform Model (Regional Databases) Tagged Premium	Manual	Get this from Regional Platform Epic Production report for any Platforms with business tagged to XSC profit center. Filter ou t the non-EB transactions and report the amount in the TransAmount column. This amount is added into the Total Monthly Revenue with a form ula.	Manual
Platform Model (Regional Databases) Tagged Revenue	Manual	Get this from Regional Platform Epic Production report for any Platforms with business tagged to XSC profit center. Filter ou t the non-EB transactions and report the amount in the AgencyCommission column. This amount is added into the Total Monthly Revenue with a formula.	Manual
Platform Model (Regional Databases) Active AM Headcount	Manual	Use platform database Book of Business reports - Cross reference the Team Roster to verify	Manual
Platform Model (Regional Databases) AM Ramp	Manual	Get this figure from Team Roster file. Report any AM's that aren't listed on the Book of Business that are going to service i n a platform database	Manual
Onboarding			
BOR Model - Onboarding Groups Added to 1DS	Manual	Get this from Book of Business Report_Onboarding. • On the main report page, filter to show any ADC other than Onboarding that may have come over and then delete those rows. • Add a column for "Team" next to the AM column • Xlookup using the "Account Manager List" saved in the main KPI folder • Copy Team list and paste as values • Add a pivot table named "OB Pivot" (LookupCode-**Rows**, Count of LookupCode-**Values**, Team-**Filters,** EnteredBy-**Filters**) • The report criteria is set up for just the active policies entered that month, so do a comparison of prev. month's total group list from the Book of Business to see if the onboarded groups showing have already been counted by finding duplicates To do this: ○ Make a copy of the OB pivot list & paste in Column C making sure it lines up correctly with the list in Column A. ○ Then add the prev. month's total group list (by LookupCode) in Column D. ○ Next compare C with D to find duplicates and filter the duplicates out of Column C. Column A should still line up with Column C which is important because we'll use Column B below. ○ **The past couple months I've been adding columns with the lists from an additional 3 months back to compare against to catch additional accounts already counted. You can use the prior month's OB report to get the additional lists. If you do thi s, you will have to manually find the values to use in column B • Now report the number of groups using the "No Fill" in Column C (not found as a duplicate) or use the last column you used to find the final duplicates if going back more than 1 month • Then identify and remove all duplicates found from the main report list. (To do this, bring the duplicate groups into a separate tab temporarily and then use the =MATCH formula) *We do this because the report added to the KPI should only show the actual new onboarded groups we're reporting • Report number of Onboarding groups added.	
BOR Model - Onboarding Lines Added to 1DS	Manual	Get this from Book of Business Report_Onboarding using the main report • Report the total number of lines listed after removing the dups in the step above	
BOR Model - Pipeline Group Count	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. BOR Model accounts will be indicated in column K and highlighted with the salmon color. Only include the Platforms/AP's that haven't been imported in 1DS Epic.	
BOR Model - Pipeline Line Count	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. BOR Model accounts will be indicated in column K and highlighted with the salmon color. Only include the Platforms/AP's that haven't been imported in 1DS Epic.	
BOR Model - Pipeline Estimated Revenue	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. BOR Model accounts will be indicated in column K and highlighted with the salmon color. Only include the Platforms/AP's that haven't been imported in 1DS Epic.	
Platform Model - Pipeline Group Count	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. Platform Model accounts will be indicated in column K and highlighted with the grey color. Only include the Platforms/AP's that haven't been updated in the Regional database yet (tagged with XSC profit center).	
Platform Model - Pipeline Line Count	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. Platform Model accounts will be indicated in column K and highlighted with the grey color. Only include the Platforms/AP's that haven't been updated in the Regional database yet (tagged with XSC profit center).	
Platform Model - Pipeline Estimated Revenue	Manual	Get this data from the saved ADS In-Flight Project Overview Spreadsheet report. Platform Model accounts will be indicated in column K and highlighted with the grey color. Only include the Platforms/AP's that haven't been updated in the Regional database yet (tagged with XSC profit center).	
Projected AM/Group Ratio (:1)		Calculation in scorecard - Total ADS monthly figures for Groups + in flight group count and divide by the number of AMs to get the ratios	Manual
Projected AM/Line Ratio (:1)		Calculation in scorecard - Total ADS monthly figures for Lines + in flight line count and divide by the number of AMs to get the ratios	Manual
1DS Tech Overview			
Total Number of Groups in Ease/Employee Navigator	Manual	Using the Employee Navigator and Ease reports: • On the Employee Navigator report add a new tab and name it "EN Comparison" ○ On the main output tab, filter out "Yes" on the Demo column ○ Copy the remaining list of lookup codes (Company Identifier column) from the report tab and add to the new EN Comparison tab ○ Open the current BOB report and copy/paste full list lookup codes from BOB Pivot 1 tab in column B after changing it over to lookup codes. ○ Bring over the group names using Xlookup in column C. Copy and paste as values. Close the BOB ○ Compare both lists to identify all duplicates using the identify duplicates conditional formatting ○ Filter column A for No Fill and check to see if there are any problematic lookup codes. Check any you find against the main report to get the group name and try to match them manually on the BOB List. Clear Filter ○ Filter column B to only show No Fills	Manual

		• Open the Ease report add a new tab and name it "Ease Comparison" ○ Copy the full list (active & inactive) from the Ease Report tab to column A on the new Ease Comparison tab ○ Copy the list group names in column C from the EN report that should line up with the No Fills in column B and paste in on the Ease Comparison tab ○ Compare both lists to identify all duplicates using the identify duplicates conditional formatting ○ Add a new tab with the prior month's total match list from the BOB column of the Ease Comparison Tab which will include anything manually matched last month ○ Do a match to highlight with the same color ○ Try to manually match the remaining No Fills using Find ○ Once all duplicates are identified in the BOB column, filter column B to the matches and note the # in the note on the Scorecard Data Intake • Back on the EN Report, filter column B to the matches and note the # in the note on the Scorecard Data Intake Add the numbers together to report in this field	
% Group Tech Enabled		Calculation in Scorecard based off of number of groups in Ease/Employee Navigator	Manual
Total Number of Groups Quoted through Suvaun	Manual	Suvaun Quote Report will be provided • Remove test groups from main list by filtering for clients with "Test" in the name or "Sample" in the name • Add Pivot Table named "Suvaun Pivot" (Client Name-**Rows**, Product-**Filters** & **Values**[Count], Carrier Name-**Column**, Quote Date-**Filters**) • First filter on the Quote Date and only include the month you're reporting on • Fill in panel carrier columns with the same color as the header row (Guardian, Humana, UNUM) • Enter number of GROUPS showing in the list (in column A) • Filter Suvaun Quote report tab to only show quote dates for current reporting month	Manual
Total Number of Groups Quoted through Suvaun & on Ease/Employee Navigator	Manual	Compare list of total Suvaun groups quoted for that month to the total group lists from the Ease & EN Reports. • Add another tab for this on the Suvaun Report named "Ease_EN Comparison" and add both the Ease & EN lists in column A. • Then bring over the Suvaun group list from the pivot and put in column B - make sure product filter is cleared out • Then identify duplicates (some will be manually identified using Find) • Report the number from the Suvaun column identified as also being in Ease/EN *Note - There are some Falkenberg groups that are all listed under 1 group in Ease (Falkenberg Gilliam & Associates, Inc.)	Manual
% Groups Quoted through Suvaun & on Ease/Employee Navigator		Calculation in Scorecard based off of number of groups in quotes through Suvaun & on Ease	Manual
Suvaun Medical Quotes	Manual	Get this from the Suvaun Report on the pivot table. • Filter by Product for just medical • Then report the grand total amount shown at the bottom right	
Suvaun Ancillary Panel Carrier Quotes	Manual	Get this from the Suvaun Report on the pivot table. • Filter by product for all but medical • Then report the total of the **4 panel carriers** (Equitable, Guardian, Humana, UNUM)	
1DS Persistency Based on 1/1/25 Book			
1DS Monthly Retained Group Count	Manual	Calculate retained group count by comparing current book of business to 1/1/25 list of accounts. • Move copy of "1-1-25 Account List" tab to KPI Book of Business • Perform match to the book of business detail to identify groups still included in the current KPI book from the 1/1/25 list • The matches will be the retained groups on the book of business • Add in a column to the detail tab to filter and label accounts that were in the 1/1/25 book • Pivot off of the book and check the checkbox to use data in the data model and filter for list of accounts that were on 1/1/25 book. ○ Include 1/1/25 book column as a filter and Team as a filter ○ Lookup Code in Rows ○ Lookup code (distinct count) and Policy and Line Types (count of) in Values ○ Filter 1/1/25 book filter to only include the "yes" items ○ Use distinct count of lookup code amount for the monthly retained group count	
1DS Group Count Gain/Loss Total		Calculation in Scorecard to figure this	
1DS Group Count Retention %		% calculation in Scorecard	
1DS Monthly Retained Line Count	Manual	Calculate using pivot table created for retained group count (after comparing to 1/1/25 book). Use total count of lines for t he accounts that were included in 1/1/25 book.	
1DS Line Count Gain/Loss Total		Calculation in Scorecard to figure this	
1DS Line Count Retention %		% calculation in Scorecard	
1DS & Platform Model Growth			
New LOC's Added	Manual	**1DS Growth**: Get this from the Policy ADC Report - Sort by Effective Date (newest to oldest) & Filter for the New LOC ADC. Total the lines effective in the reporting month. **Platform Model Growth:** Get this from the Growth Tracker spreadsheet LOC tab. Sort by Effective Date (newest to oldest). Total the lines effective in the reporting month. *Combine totals for 1DS and Platform Model	
New LOC Annual Premium $	Manual	**1DS Growth:** Get this from the Policy ADC Report - Sort by Effective Date & Filter for the New LOC ADC. Total the Estimated premium for lines effective in the reporting month. **Platform Model Growth:** Get this from the Growth Tracker spreadsheet LOC tab. Total the Estimated premium for lines effective in the reporting month (column F). *Combine totals for 1DS and Platform Model	
New LOC Annual Commission $	Manual	**1DS Growth:** Get this from the Policy ADC Report - Sort by Effective Date & Filter for the New LOC ADC. Total the Estimated commission for lines effective in the reporting month. **Platform Model Growth:** Get this from the Growth Tracker spreadsheet LOC tab. Total the Estimated commission for lines effective in the reporting month (column J). *Combine totals for 1DS and Platform Model	
Plan Enhancements Added (all platforms)	Manual	Get from AST 2025 Growth Tracker spreadsheet (PE Tab) • Reference Column E and count how many lines there are with effective dates in the month you are reporting for	
Plan Enhancement Annual Premium $ (all platforms)	Manual	Get from AST 2025 Growth Tracker spreadsheet (PE Tab) - Report the PE annual premium increase in Column I for the effective dates that fall in the reporting month.	
Plan Enhancement Annual Commission $ (all platforms)	Manual	Get from AST 2025 Growth Tracker spreadsheet (PE Tab) - Report the PE New Annual Revenue increase in Column L for the effective dates that fall in the reporting month.	
Enrollment Support Growth Annual Premium $ (all platforms)	Manual	Get from AST 2025 Growth Tracker spreadsheet (Enrollment Tab) - Report the Enrollment Support annual premium increase in Column J for the effective dates that fall in the reporting month.	
Enrollment Support Growth Annual Commission $ (all platforms)	Manual	Get from AST 2025 Growth Tracker spreadsheet (Enrollment Tab) - Report the Enrollment Support annual commission increase in Column M for the effective dates that fall in the reporting month.	
% Organic Growth		% calculation added to Scorecard	
SASid Sales	Manual	Retrieve from SASid site. https://secure.sasid.com/ User ID: blelio@acrisure.com / PW: Spring2025! • In the Sales box, click on "View Sales Report" • Change Date Type to "Historical" • On the Reports screen, adjust Start & End dates to your reporting month range • Click Get Data • Enter total number of sales	
TA Enrollments - Plan Enhancements	Manual	(Trans America payments) - Provided by Accounting on the SOA Report. This is not expected monthly so do not report a $0 if nothing is reported	
Cyber Policies written through RGS Limited	Manual	• Pull this figure from the Policy ADC Report. Add a pivot named "Cyber Pivot" • Account Name - Rows • PolicyAgencyDefinedCode - Filters	

		• Filter for only the Cyber Policy ADC • Compare the number of groups showing in the list against the previous month's YTD total and report anything new • It is done this way so you don't have to clear the filters on the main report and because some accounts have more than one policy with the Cyber Policy ADC. *The figure rolls up to the total EB overview Line Count - new YTD total needs to be added in manually to Total Line Count (row 5)	
Cyber Fees		Calculation in Scorecard to figure this	
1DS Individual Products			
Total Individual Client Count	Manual	Report this using the REF/ILF Book of Business. • Create a pivot on the report • Add Department code to Filters and filter to only show ILF • Add PolicyAndLineTypes to Filter • Add lookup code to rows • Add main policy number to values • Total the number of Individual Clients on the current book and report this figure.	
Individual Medicare Supplement Line Count	Manual	Get this from the REF/ILF Book of business pivot. Filter to only show IMR4 policy type. Report the current line count.	
Individual Medicare Supplement Revenue	Manual	Get the Med Supp monthly revenue total from the 1DS production report. Filter the department code to ILF. Filter the Policy t ype code to only show IMR4. Report the total revenue received for that month.	
Individual FSI Dental/Vision Line Count	Manual	Get this from the REF/ILF Book of business pivot. Filter to only show IVIS and IDEN policy types. Report the current line cou nt.	
Individual FSI Dental/Vision Revenue	Manual	Get the FSI monthly revenue total from the 1DS production report. Filter the department code to ILF. Filter the Policy type c ode to only show individual policy types starting with the letter "I" - excluding the IMR4 policies. Report the total revenue received for that month.	
Individual ICON Retirement Line Count	Manual	Get this from the REF/ILF Book of business pivot. Filter to only show REF Dept and R401 policy types. Report the current line count.	
Fee Revenue / Carrier Payments		**For this section, keep monthly cells blank if there is no data to report (no not enter $0.00) - only average cells that include data**	
Panel Carrier Marketing Payments	Manual	Each of the 4 pays $15,000 a year. Provided by accounting (shown on the SOA Report)	
Carrier Bonus Payments	Manual	This amount will be provided by Acctg on the SOA Report	
Micro Fees Received	Manual	Get this figure from the Micro Fees Aged Outstanding Current Receivables Report and the Micro Fee Production Report • In the Production Report, rename the detail tab to say "Production Report" • Filter to reversed items in column G and delete them • Delete any test accounts if applicable • Insert column as column A named "KPI" • Remove blank columns at the end of the report and Insert column as column R "Payment Received" • Bring a copy of the A/R Report onto the Production Report as a separate tab named "AR Report". Close out of AR Report • Perform the match Cond. Formatting on the Production Report to determine which items are on the AR Report ○ Highlight all lookup codes on the Production Report ○ Match to the lookup codes on the AR Report ○ Filter down to the ones marked as a match and mark them as "NO" on the Payment Received column (R) ○ Filter down to the "no fills" and mark as "Yes" on the Payment Received Column (R) ○ Remove the conditional formatting • Bring a copy of the last month's KPI Micro Fee tab onto the Production Report and name it "Micro Fees Paid- *Month* KPI" ○ Repeat the match steps from above except this time use the KPI tab to match against ○ Filter down to the matched items and enter "Yes" on the KPI column (A) ○ Clear filter and remove the conditional formatting ○ Filter down to all Yes's in column A and highlight all cells grey so we know to ignore them when bringing info over to the KP I Report ○ Clear filters ○ Filter down to Yes in Payment Received column (R) ○ Then filter down to blanks on KPI column (A). These are what need to be added to the micro fee tab on the KPI. Highlight BPAYs in yellow and update formatting • Check the payments received for $630 amounts billed without a corresponding BPAY line ○ If found, locate account and check that they intended to bill with cyber (was the full $630 paid?) ○ Manually offset the amount without the BPAY ▪ Confirm BPAY line is not added in Service ▪ Enter a new transaction off the service to reverse without the BPAY using AFEC code, $-630.00, & Descr "Reverse Micro Fee to correct billing with BPAY" ○ Back to Service, add the BPAY line to PrBr ○ Enter new transaction, AFEC, $630.00, with same descr. as original transactions ▪ Confirm BPAY is showing and click Finish ○ Request for accounting to apply reversal CC'ing person that entered the original transaction ▪ On the scorecard, make a note that the correction will need to be added to the next KPI ▪ That next month you will copy and paste the 3 new lines for that account to the micro fee tab on the KPI Report at the bottom • Still filtered to Yes in Payment Received and Blanks in KPI, report the total amount for the reporting month in column E (from KPI tab) or F (from production report) on the scorecard • Clear filters and check again for issues with $630 amounts on all items billed • Update notes section with the following information: ○ Micro Fees billed in reporting month, but not yet paid: ▪ Back in Production, Filter down to the Accounting Month you are reporting ▪ Filter down to all No's in column R ▪ Grab the total from column F ▪ Clear all filters ○ Total Current Outstanding: ▪ Filter down to No's in column R ▪ Report the total from column F	
Compliance Services Revenue	Manual	This revenue is now reported off of the Production Report filtering policy type to just the GX codes and reporting the total Agency Commission Amount.	
GA Revenue	Manual	This amount will be provided by the GA with a report sent to Mgmt. Report is cumulative and YTD and needs to be broken out mo nthly by calculating the difference between the previous month's YTD total and the new YTD total. Add these figures at the bottom o f the report for reference	
1DS New Leads			
New Leads Received (Open or Closed)	Manual	Get this from the Salesforce ADS EB Lead Report • Remove any test accounts (total at the bottom of the report does not update in the spreadsheet as you delete rows) • Filter the Created Date column to locate leads created in the reporting month ○ Report the total number of leads created	
New Leads Qualified (Open or Closed)	Manual	Get this from the Salesforce ADS EB Lead Report • Remove any filters from the spreadsheet • Review the Converted Date column to identify qualified leads ○ Filter the column to include any leads converted in the reporting month ○ Total the number of leads converted and report that number	
New Leads Sold (# of Accounts)	Manual	Get this from the Policy ADC Report - Filter down to reporting month by effective date and the New Logo Sale ADC. Report total number of **<u>ACCOUNTS</u>** with the new logo sale for the report month.	
Sold Lead Annual Premium $ (EST)	Manual	Get this from the Policy ADC Report - Filter down to reporting month by effective date and the New Logo Sale ADC. Report total estimated premium.	
Sold Lead Annual Commission $ (EST)	Manual	Get this from the Policy ADC Report - Filter down to reporting month by effective date and the New Logo Sale ADC. Report total estimated commission.	
New Leads Not Sold	Manual	Get this from the Salesforce ADS EB Lead Report • Remove any filters from the spreadsheet • Review the Lead Status column for "Unconverted Leads" - filter to only show Unconverted	

		• Next filter the "Last Modified Date" column to only show dates that fall within the reporting month ○ Take note of that total • Remove filters • Next filter the "Stage" column to only show "Closed Lost" • Then filter "Last Stage Changed Date" column to only show days that fall in the reporting month ○ Take note of that total Report the totals of both added together and clear filters on report	
Non-ADS Coded Business (Channel Partners)		**For this section, keep monthly cells blank if there is no data to report (no not enter $0.00) - only average cells that include data**	
Non-ADS Groups Sold	Manual	Get this from the QUI Salesforce Report - Report by Eff. Dates within the reporting month	
Non-ADS Sold Annual Premium $ (EST)	Manual	Get this from the QUI Salesforce Report - Report by Eff. Dates within the reporting month	
Non-ADS Sold Annual Commission $ (EST)	Manual	Get this from the QUI Salesforce Report (Currently not showing so Alan is working with Salesforce to fix. Try to get from Epi c)	
Projected Non-ADS Sold Annual Commission $ (EST)	Manual	Can't see what's in the pipeline but can report the sold items with future eff. dates.	

MICRO-AST1			
Overview (1DS Only)			
Total Group Count	Manual	Use Basic Book of Business_Excel and filter for just the AST1 AMs info on the pivot table using the filter at top	Manual
Total Line Count	Manual	Use Basic Book of Business_Excel and filter for just the AST1 AMs info on the pivot table	Manual
Average Line Count Per Group		Calculation in scorecard	Manual
Monthly Premium $	Manual	Use Production Report and filter for just for the AST1 Team's info	
Monthly Revenue $	Manual	Use Production Report and filter for just for the AST1 Team's info	
Active AM Headcount	Manual	Use the Book of Business - Cross reference the Team Roster to verify	Manual
AM Ramp	Manual	Get this figure from Team Roster file. Report any AM's that aren't listed on the Book of Business.	Manual
AM/Group Ratio		Calculation in scorecard	Manual
AM/Line Ratio		Calculation in scorecard	Manual
Onboarding			
Onboarding Groups Added	Manual	Use the Onboarding BOB Report Pivot and filter the remaining group list for just the AST1 AMs info with the Onboarding ADC.	
Onboarding Lines Added	Manual	Use the Onboarding BOB Report and filter the remaining group list for just the AST1 AMs info with the Onboarding ADC.	
1DS Persistency Based on 1/1/25 Book			
1DS Monthly Retained Group Count	Manual	Calculate AST1 retained group count total by adding a filter for team to the pivot table created to pull the ADS totals. Report the total number of groups retained for AST1.	
Group Count Gain/Loss Total		Calculation in Scorecard	
Group Count Retention %		% calculation in Scorecard	
1DS Monthly Retained Line Count	Manual	Calculate AST1 retained line count by reporting the total number of lines for the accounts from the 1/1/25 book. Report totalnumber of lines on these accounts for AST1.	
Line Count Gain/Loss Total		Calculation in Scorecard	
Line Count Retention %		% calculation in Scorecard	
Growth			
New LOC's Added	Manual	Get this from the Policy ADC Report - Filter by the AST1 AMs and sort by Effective Date	
New LOC Annual Premium $	Manual	Get this from the Policy ADC Report - Filter by the AST1 AMs and sort by Effective Date	
New LOC Annual Commission $	Manual	Get this from the Policy ADC Report - Filter by the AST1 AMs and sort by Effective Date	
Plan Enhancements Added	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST1 • Reference Column E and count how many lines there are with effective dates in the month you are reporting for	
Plan Enhancement Monthly Premium $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST1 • Report the difference between the previous monthly premium and the new after the PE was applied which is shown in Column H. Build on the prior month's figure with a rolling 12 months. Negative figures = $0	
Plan Enhancement Monthly Commission $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST1 • Report the difference between the previous monthly commission and the new after the PE was applied which is shown in Column J. Build on the prior month's figure with a rolling 12 months. Negative figures = $0	
Enrollment Support Growth Monthly Premium $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (Enrollment Tab) • Filter Column B for everyone in AST1 • Report the difference between the previous monthly premium and the new after the enrollment changes were applied which is shown in Column I. Negative figures input as $0	
Enrollment Support Growth Monthly Commission $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (Enrollment Tab) • Filter Column B for everyone in AST1 • Report the difference between the previous monthly commission and the new after the enrollment changes were applied which is shown in Column K. Negative figures input as $0	
% Organic Growth		% calculation in Scorecard	

MICRO-AST2			
Overview (1DS Only)			
Total Group Count	Manual	Use Basic Book of Business_Excel and filter for just the AST2 AMs info on the pivot table using the filter at top	Manual
Total Line Count	Manual	Use Basic Book of Business_Excel and filter for just the AST2 AMs info on the pivot table	Manual
Average Line Count Per Group		Calculation in scorecard	Manual
Monthly Premium $	Manual	Use Production Report and filter for just for the AST2 Team's info	
Monthly Revenue $	Manual	Use Production Report and filter for just for the AST2 Team's info	
Active AM Headcount	Manual	Use the Book of Business - Cross reference the Team Roster to verify	Manual
AM Ramp	Manual	Get this figure from Team Roster file. Report any AM's that aren't listed on the Book of Business.	Manual
AM/Group Ratio		Calculation in scorecard	Manual
AM/Line Ratio		Calculation in scorecard	Manual
Onboarding			
Onboarding Groups Added	Manual	Use the Onboarding BOB Report and filter the remaining group list for just the AST1 AMs info with the Onboarding ADC.	
Onboarding Lines Added	Manual	Use the Onboarding BOB Report and filter the remaining group list for just the AST1 AMs info with the Onboarding ADC.	
1DS Persistency Based on 1/1/25 Book			
1DS Monthly Retained Group Count	Manual	Calculate AST2 retained group count total by adding a filter for team to the pivot table created to pull the ADS totals. Repo rt the total number of groups retained for AST2.	

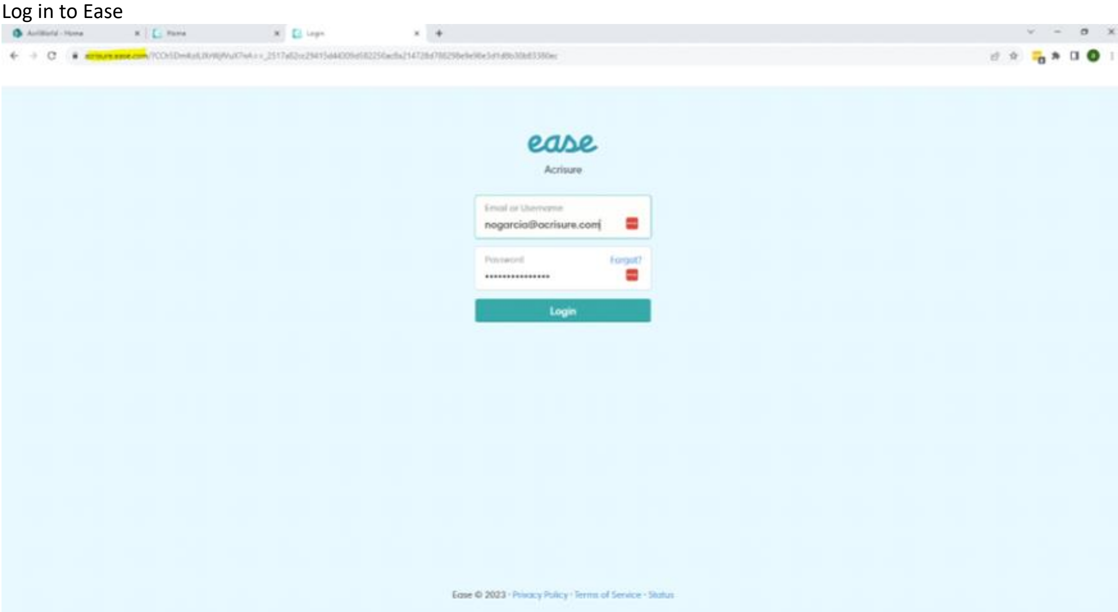
Group Count Gain/Loss Total		Calculation in Scorecard	
Group Count Retention %		% calculation in Scorecard	
1DS Monthly Retained Line Count	Manual	Calculate AST2 retained line count by reporting the total number of lines for the accounts from the 1/1/25 book. Report total number of lines on these accounts for AST2.	
Line Count Gain/Loss Total		Calculation in Scorecard	
Line Count Retention %		% calculation in Scorecard	
Growth			
New LOC's Added	Manual	Get this from the Policy ADC Report - Filter by the AST2 AMs and sort by Effective Date Add in Totals from new LOC tab on Growth Tracker (currently all AST2)	
New LOC Annual Premium $	Manual	Get this from the Policy ADC Report - Filter by the AST2 AMs and sort by Effective Date Add in Totals from new LOC tab on Growth Tracker (currently all AST2)	
New LOC Annual Commission $	Manual	Get this from the Policy ADC Report - Filter by the AST2 AMs and sort by Effective Date Add in Totals from new LOC tab on Growth Tracker (currently all AST2)	
Plan Enhancements Added	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST2 • Reference Column E and count how many lines there are with effective dates in the month you are reporting for	
Plan Enhancement Monthly Premium $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST2 • Report the difference between the previous monthly premium and the new after the PE was applied which is shown in Column H. B uild on the prior month's figure with a rolling 12 months. Negative figures = $0	
Plan Enhancement Monthly Commission $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (PE Tab) • Filter Column B for everyone in AST2 • Report the difference between the previous monthly commission and the new after the PE was applied which is shown in Column J . Build on the prior month's figure with a rolling 12 months. Negative figures = $0	
Enrollment Support Growth Monthly Premium $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (Enrollment Tab) • Filter Column B for everyone in AST2 • Report the difference between the previous monthly premium and the new after the enrollment changes were applied which is sho wn in Column I. Negative figures input as $0	
Enrollment Support Growth Monthly Commission $	Manual	Get from AST Forecast LOC_PE_Enrollment_Business Services spreadsheet (Enrollment Tab) • Filter Column B for everyone in AST2 • Report the difference between the previous monthly commission and the new after the enrollment changes were applied which is shown in Column K. Negative figures input as $0	
% Organic Growth		% calculation in Scorecard	

EASE-Broker Companies Report

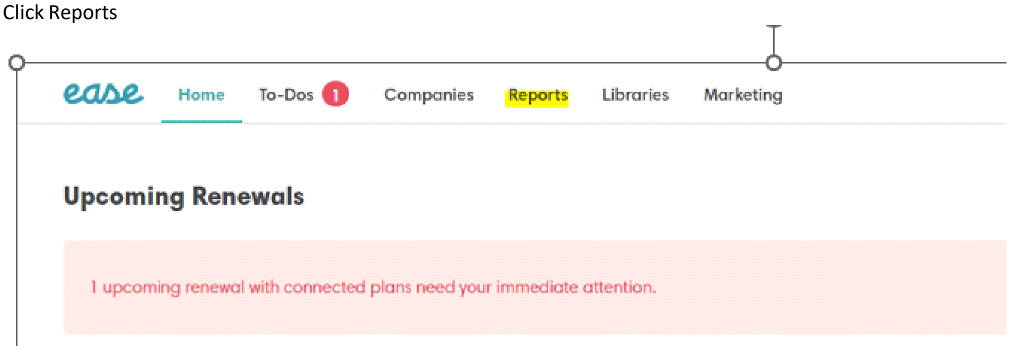
Thursday, October 5, 2023 9:29 AM

*This report is ran monthly on the 1st of the month.

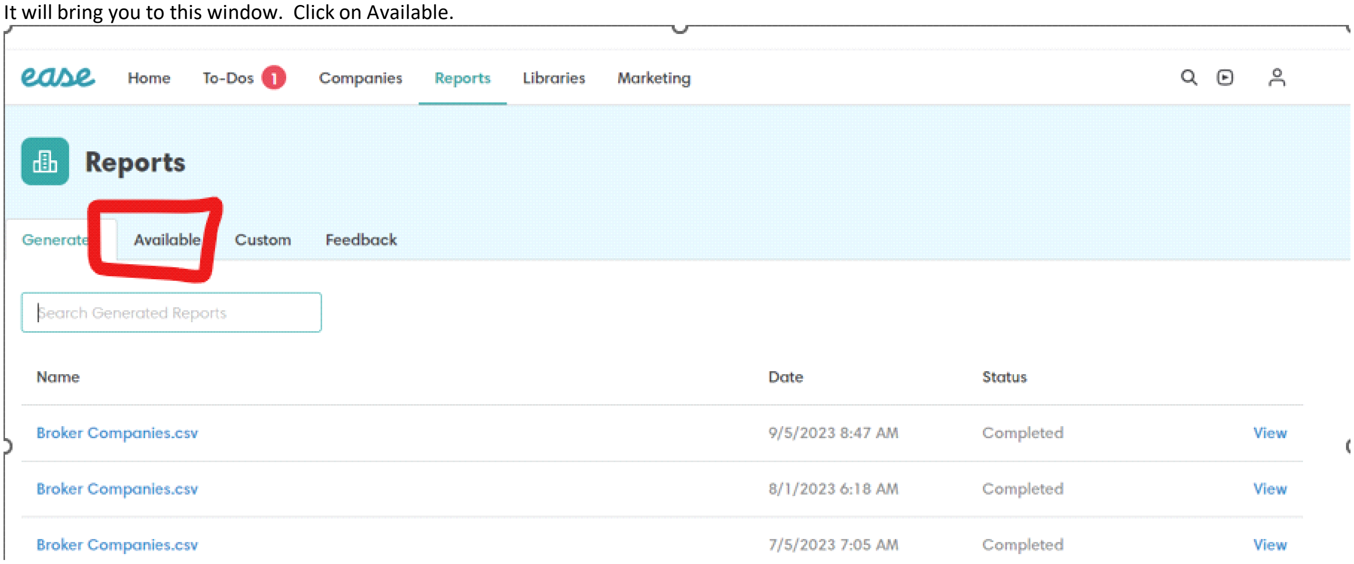
1. Log in to Ease



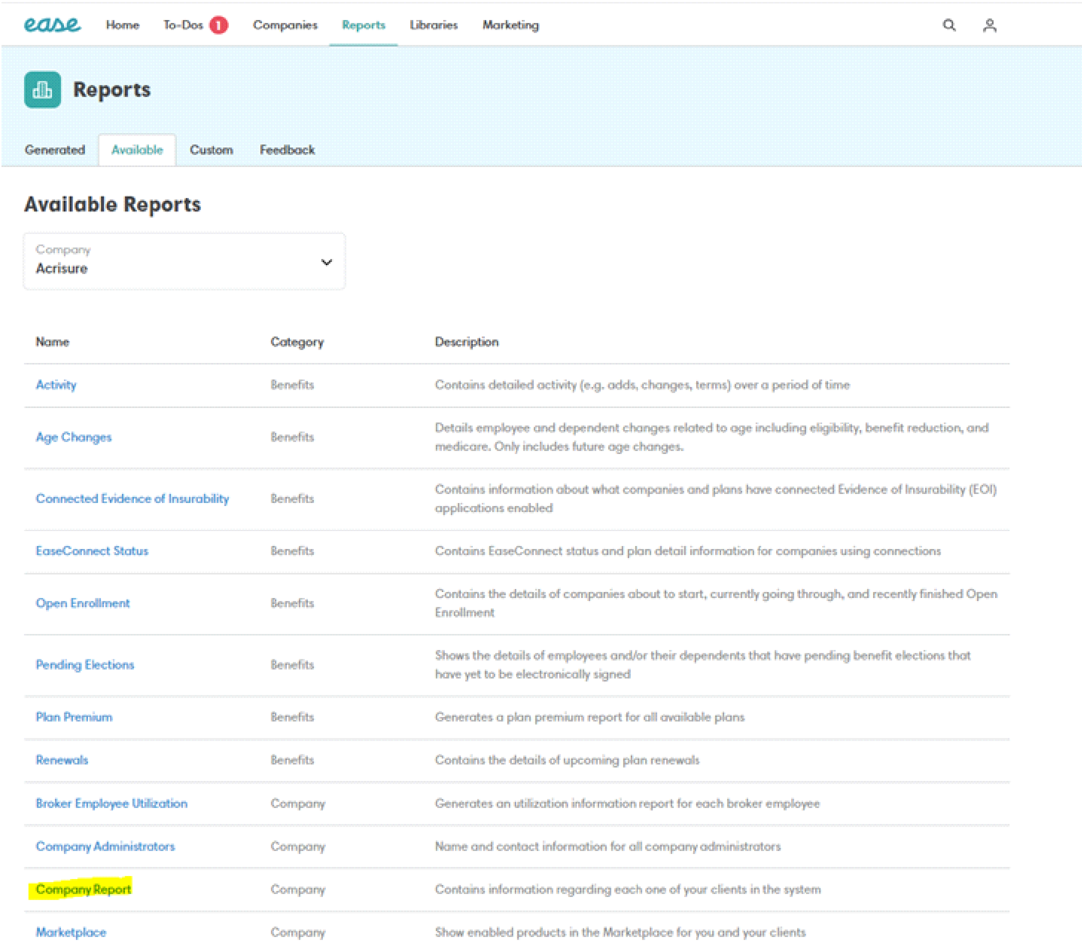
2. Click Reports



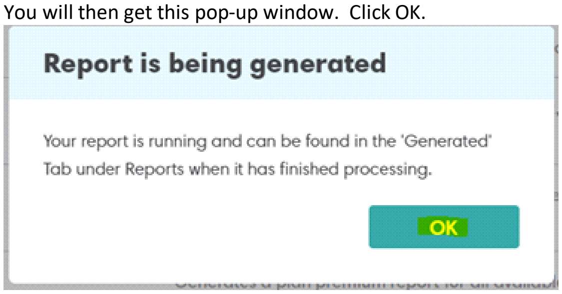
3. It will bring you to this window. Click on Available.



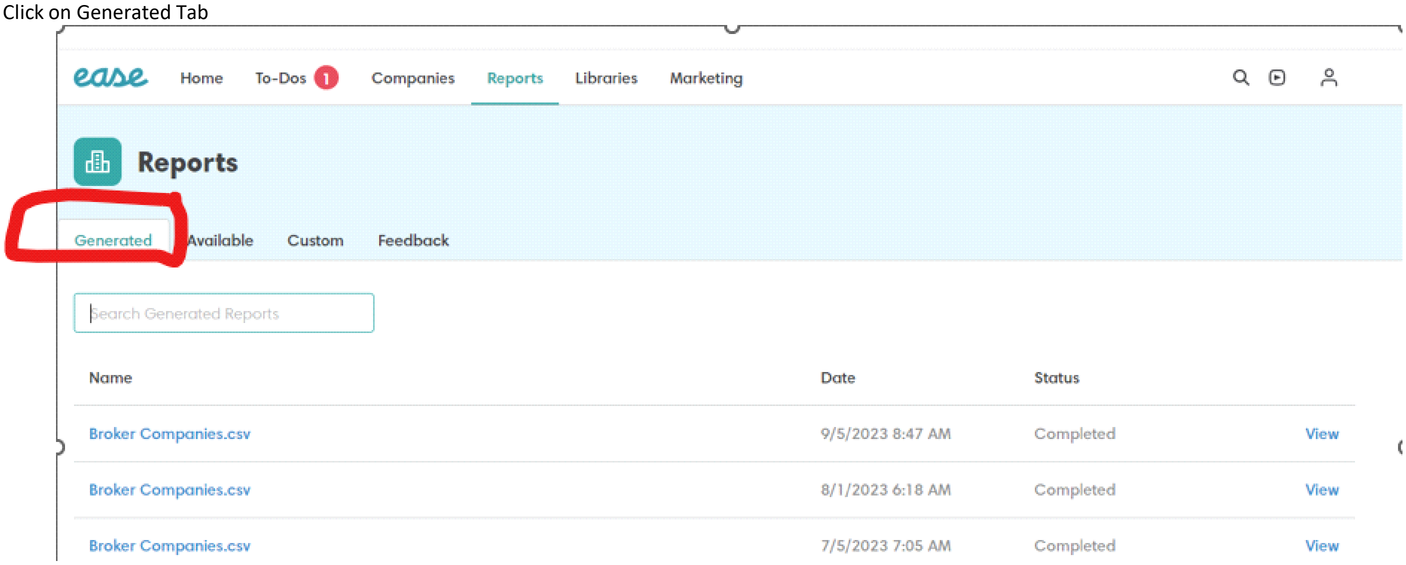
4. Click on Company Report



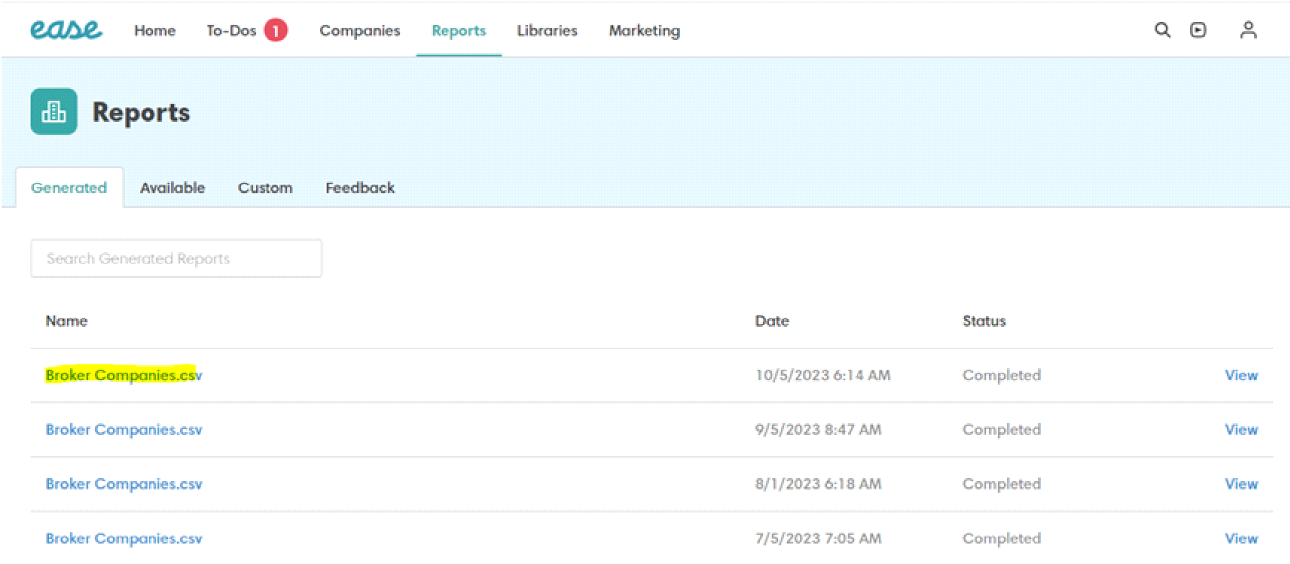
5. You will then get this pop-up window. Click OK.



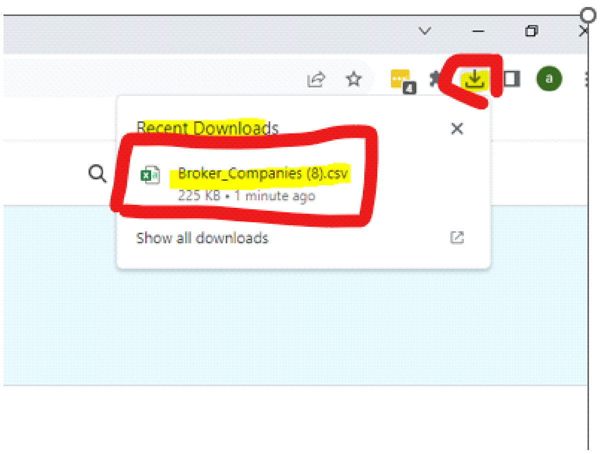
6. Click on Generated Tab



7. The report will appear in this window. Click on the Broker Companies link, not the view, and the report will automatically download.



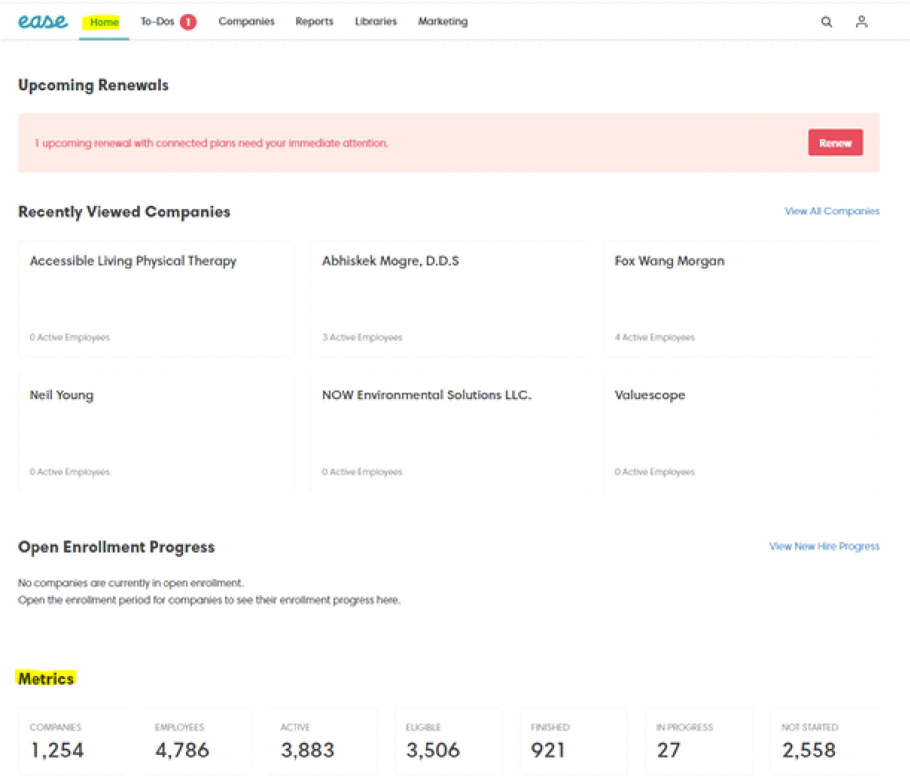
8. Click the download button on the search bar(down arrow icon) and then click file name you just downloaded to open the CSV file.

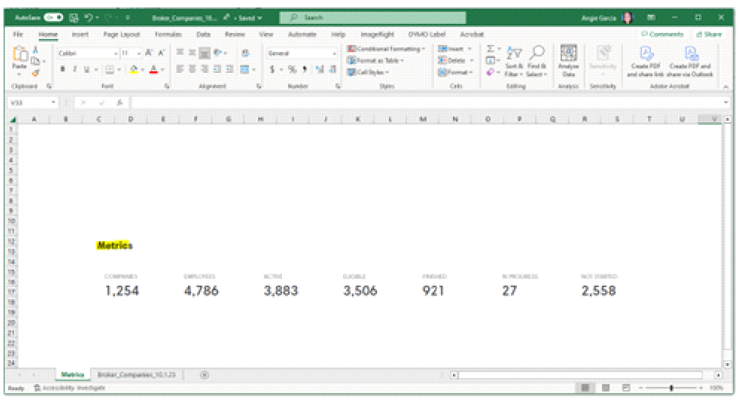


9. Save the report with the following naming convention, Ease Report_Date and **remember to change the file type from CSV to Microsoft Excel Worksheet (.xlsx)**.

10. Adjust/Clean-up the report.
    a. Move all the data in the columns to the left
    b. Insert filters across the top row
    c. Adjust the columns for visibility
    d. Rename the report tab to: Ease Report
    e. Add a sheet and name it Metrics

11. Click on the new metrics tab and format the background to white.
12. Go to your EASE Portal and click on Home.
13. Take a screenshot of the Metrics and paste them into the Metrics Tab.





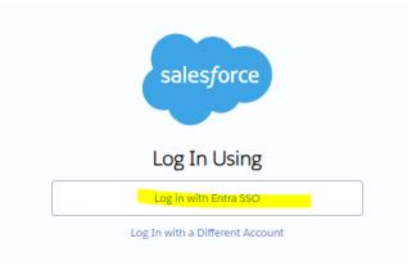
14. Save report.

QUI - Salesforce Reports

Thursday, December 28, 2023 9:06 AM

REFERRAL SALES REPORT

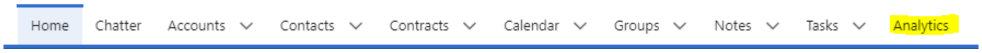
1. Log in to QUI's Salesforce Database here using Entra SSO: [My Salesforce]



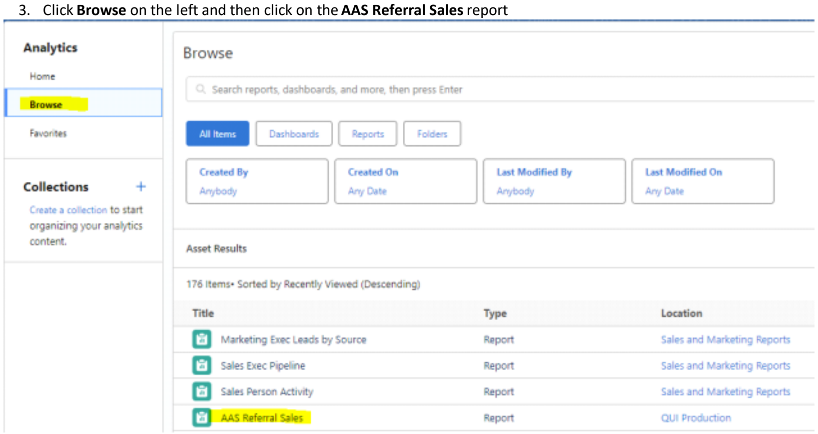
**One Time Configuration - Add Analytics Tab - Instructions here: [One time config - Add the Analytics tab to your navigation bar]

NEED TO UPDATE HIGHLIGHTED INSTRUCTIONS

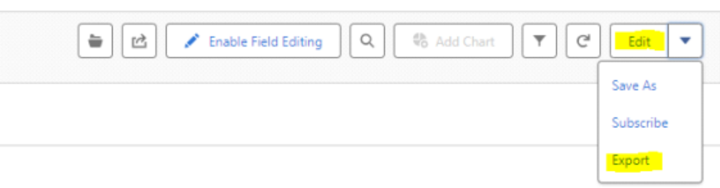
2. Click on the **Analytics Tab** in the navigation menu at the top



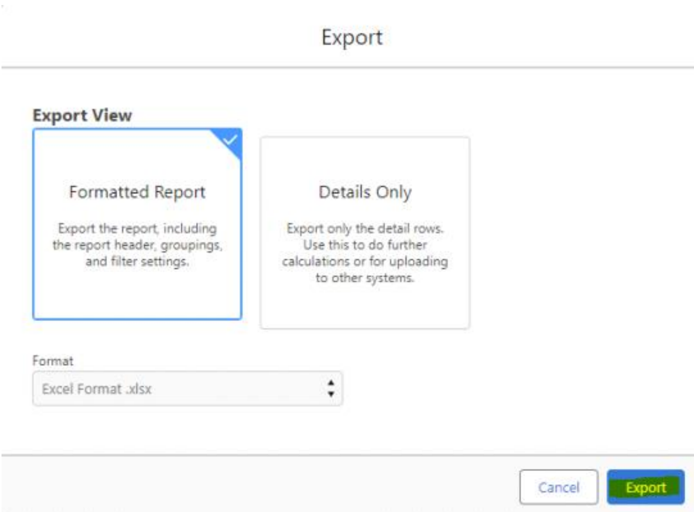
3. Click **Browse** on the left and then click on the **AAS Referral Sales** report



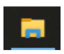
4. Once the report pulls up, click on the **Edit** drop down and then **Export**



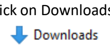
5. Make sure **Formatted Report** is selected and click **Export** at the bottom



6. The report will save in Downloads. Open File Explorer

   Click on Downloads

   The file will be listed at the top. Move it to the appropriate KPI Reports folder

7. The report doesn't include commission information so you will need to find that account in Epic and see if the policy is showing with the premium that matches the salesforce report, and if so add the commission amount listed