Systems Team - BOR Model Process Instructions

Monday, November 20, 2023   9:00 AM

Link to Visio Process Map
https://acrisure-my.sharepoint.com/:u:/g/personal/msfeldman_acrisurellc_com/Ec83Honsy6pLt8eWXJpg6r0BNCWItWyozLtQ6Y2yKgD1Ww?e=4%3AKG9dsJ&at=9

- **PROCESS TO GET FINAL FILE**
  - Once BI PM sends email with Lookup Codes requesting the extract file (which we should be CC'd on), start a new build tab for the project
    - Project Naming Convention: "*Platform Code_Month Year_(Wave or Off Cycle info)*"
    - Name the Page "Epic Build Project Plan"
    - Insert a new project plan template found here: Project Plan Template and Status Key (have to expand the full box) and complete the following fields:
      - Project Name
      - Current Status - Update to "BI" (Key listed here: Project Plan Template and Status Key)
      - SI PM
      - BI PM
      - Date Extract Requested (also pull in copy of the BI email to the Epic Team)
  - SI Team should be CC'd on the email with extract file from Epic Team to BI PM
    - Save a copy of the file in the appropriate OneDrive folder leaving the name the same except to add "(Orig Extract)" to the end
    - Drag a copy of the email into the Project Plan in the "Copy of Original Extract File" column
    - *If Applicable:* If another extract is requested, perform the 2 steps above again with changes to naming (2nd Extract) and add notes
  - SI Team receives updated extract file from BI PM with adjustments made post commission negotiations with request to start the Epic build process
    - Save in appropriate OneDrive folder and leave the name the same and add "(PM Version)" to the end
    - Save a copy of the file in same OneDrive folder and rename to "*Platform Code_Wave or Off Cycle info_Existing Important Info from original name_EPIC IMPORT TO 1DS*"
    - Update the following fields of the Project Plan:
      - Current Status - Change to SI
      - Date Build Req from BI PM (also pull in copy of the BI email to the SI Team)
      - States
      - AP's
    - Perform analysis of the Epic Build file as outlined below

- **FILE ANALYSIS**
  - **All Tabs** (Policies, Clients, & Contacts)
    - Un-hide all columns & make sure all the expected columns are there
      - Policies - Should have Columns A-DG
      - Clients - Should have A-AH
      - Contacts - Should have A-Y
    - Remove all filters
    - Delete all document Comments (Show all comments added to file by clicking the Review Tab > Show Comments)
    - On the Policies tab, take note of any rows highlighted in red for policies that should **not** be included in the build and remove them
      - Check to confirm whether all policies are marked in red for any groups, or if it is just select lines. Next check for those groups on the other tabs and remove them from there as well if applicable.
    - Create temp pivot to get final group and line count
    - Also use the pivot to check for any accounts with multiple servicers
    - Delete pivot

  - **Tab 1: Policies**
    - Check for duplicated on the Unique Line ID column (last column)
    - C /Prospective-Contracted: Check to make sure all are contracted
    - F /Policy Number: Check for blanks, NA's, etc..
    - G /Effective Date: Look for anything not effective on the 1st of the month and update (If you are fixing eff date, you can probably fix the exp date at the same time before doing the check below)
    - H /Expiration Date: Look for anything not expiring on the last day of a month and update (be sure to pay attention to the year)
    - I /Policy Source: Add **AAS - Acrisure Book Transfer** to all rows
    - J /Agency: Update all rows with **1DS**
    - K /Branch: Update all rows with **1DS**
    - L /Dept: Review by referencing existing entry and Column Q (RisksInsured) and update with **Benefits - Small** or **Benefits - Middle. Check to confirm that any Package policies with BEM have the same dept coding.** If there are any non-group benefit codes do a quick check against column Q & R to confirm it is a group benefits policy
    - P /LineDesc: Review list to confirm all are EB types
    - S /Status: Check for statuses other than REN or NEW
    - U /Bill: Make sure all are direct bill
    - V /Profit Center: Update with the applicable **PC Code for the build**
    - AH /ADC CategoryCode 1: **AAS** for all rows
    - AI /ADC OptionCode 1: **Onboarding** for all rows
    - AJ /ADC CategoryCode 2: **AP Source** for all rows
    - AK /ADC OptionCode 2: **Applicable Platform Code (ex. 1SO - Acrisure South)** for all rows
    - AR-BK /Producers & Servicers: Check to confirm that all columns are blank except for BB and BD for EB Producer 1 and EB Servicer 1. Confirm **ADS info** in BB & BD is correct (1DS House & AM)
    - BL-DE / Update PAY columns using the steps below
      - Shift all data in PAY1, PAY2, etc. over one PAY section to the right (starting at the right moving backwards)
      - Update PAY1 columns to show Platform Code with 0% Commission & 100% Production Credit

PAY1Typ	PRBR1	PRBR1ProdC	PRBR1CommTyp	PRBR1Comm
PPAY	1DS House	100 @		0

      - After shifting, analyze any PPAY/BPAY entries in PAY2, PAY3, etc..
        - Check for 0% commission on producers and remove them
        - Update commission % if there was a negotiation to change them
        - For all producers and brokers left in PAY2, PAY3, etc…, update production credit to 0
        - Shift back to the left if applicable using cut & paste. *Only filter the column you are cutting from so items hidden in between aren't affected when other columns are filtered
  - **Tab 2: Clients**
    - C /Agency: Update all rows with **1DS**
    - D /Branch: Update all rows with **1DS**
    - K & L /Phone and FaxNumber - confirm full number is showing
    - S /EB Servicer: Update all rows with the assigned servicer using a pivot or Xlookup from the Policies tab
    - T /AgDefCat: Update all rows with AP Source
    - U /AgDefCode: Update all rows with applicable Platform AP Source code

- **ACCOUNT LEVEL ACTIVITY TEMPLATES**
  - The Account Level Activity Templates needs to be created for the import using the following template: Activity Import Template_Account Level.xlsx

  BBR1 Template
  - Save a copy of the template in the appropriate BOR Model folder using the following naming convention: *Platform code*_Activity Import Template_Account Level *Date file is sent*_ACTIVITY IMPORT TO 1DS (i.e.: 1MW_BBR1 Activity Import Template_Account Level 6-18-24_ACTIVITY IMPORT TO 1DS)
  - Update the following columns:
    - A / Prior Epic Lookup Code from Extract - pull this from the final import file on the Client tab
    - B / Account Name: pull this from the final import file on the Client tab
    - C / Activity Code: Use BBR1 code for all
    - E / Who Owner Code: Use the name of the Project Manager for all
    - F / Status: Update to "Open" for all
  - Send this file when the final extract file for import is being sent

BAUD Template - ==Need to ask Mike V if he wants a separate template for these activities==

- Save a copy of the template in the appropriate BOR Model folder using the following naming convention: *Platform code*_Activity Import Template_Account Level *Date file is sent*_ACTIVITY IMPORT TO 1DS (i.e.: 1MW_BAUD Activity Import Template_Account Level 6-18-24_ACTIVITY IMPORT TO 1DS)
- Update the following columns:
    - A / Prior Epic Lookup Code from Extract - pull this from the final import file on the Client tab
    - B / Account Name: pull this from the final import file on the Client tab
    - C / Activity Code: Use BAUD code for all
    - D / Activity Description: ADS EB BAA
    - E / Who Owner Code: Use the name of the Project Manager for all
    - F / Status: Update to "Open" for all
    - I / Follow up start date: ==Need to confirm date==
- Send this file when the final extract file for import is being sent

- **ADDITIONAL STEPS**
    - Add producers in Epic (if applicable)
    - Use email template to send the final data intake file and activity template to Epic Data & Imports Team for mapping/configuration and import of sample policies (Mike V, Rachel K, Rachel L, Jen D, Nicole Robert/ CC: Mike F, Taylor, ==PM & SI Team)==
        - Include request for attachment pull if necessary (PM should notify Systems team when file is sent for configuration)
    - Review samples and once we are a go, send request for full import
        - Sample Review Note: The "Type of Business" field will be blank until policies are added. You will not see an entry on the initial client sample
        - Order of actions for the import per Mike V on 6/18/24 ==*Most recent sample included everything at one time==
            First – Clients
            Second – Policies
            Third – Contacts & Activities
    - Once the full import is done make sure PM knows if Epic Team didn't include them on confirmation email
    - Perform Post-Build Quality Review

Project Plan Template & Status Key

Thursday, July 4, 2024   3:41 PM

PROJECT NAME	
STATUS	
IMPORT SCHEDULE DATE	
FILE DUE DATE	
SOURCE DATABASE	
GROUPS/POLICIES	
COMP INFO (Choose One)	☐ As Is ☐ Negotiated - Varied ☐ Negotiated - 25% and under
STATES	
AP's	
SYSTEMS PM	
BUSINESS PM	
NOTES	

EXTRACT FILE REQUEST (DATE/EMAIL)	
MOST RECENT EXTRACT (DATE/EMAIL)	
PM VERSION RECEIVED	
DATA REVIEWED/CONFIGURED	☐
FILE/ACTIVITY TEMPLATE SENT FOR IMPORT (DATE/EMAIL)	
CLIENT SAMPLES	
POLICY SAMPLES	
FULL IMPORT APPROVAL SENT	☐

CURRENT STATUS KEY

BI (Includes the following stages)
> Extract file requested
> Extract file sent to BI PM
> BI extract file analysis
> 2nd Extract file requested/provided if necessary
> AM assignments & comp negotiations

SI (Includes the following stages)
> BI final version of extract file received
> SI Analysis of extract file
> SI update of extract file
> SI adds producers in Epic, if applicable

ET (Includes the following stages)
> Final file sent to Epic Team for mapping and import
> SI Team performs testing of samples
> SI Team gives final approval for full import

QR (Includes the following stages)
> Once the import is completed, SI Team pulls a report and performs quality review as outlined here: Post-Build Quality Review

DONE - Import Complete

HOLD - Transfer on Hold

Post-Build Quality Review

After the full import is completed do the following:

- Run the following reports (to include all eff/exp dates where applicable). Adjust the Date Entered and Entered By fields in Criteria to include the date of initial samples were added to the full import, and save in the applicable Epic Build Folder for the project
  - **Activity Report**
  - **Post Import Quality Review Report**
  - **Book of Business - PrBr Detail Report**
  - **Missed Renewals Report**

- Perform analysis of each report as outlined below:
  - Activity Report
    - Check each column for requested data (Codes, Open Status) on the detail tab
    - Confirm Activity count matches Client count from Activity Template sent for import
    - Create Pivot tab for each file, filtering as needed to differentiate each if applicable
      - Account Name > Rows
      - *Optional* - WhoOwner > Filter
      - Paste in list from PIQR report in column B
      - Paste in list from template sent for import in column C
    - Conditional Formatting > Find Duplicate Values to make sure the accounts are all there (A to B and then A to C). Highlight issues as needed before removing the conditional formatting
      - Add Notes column for any issues found
      - Remove all conditional formatting

  - Post Import Quality Review Report
    - Highlight column headers for N-T for policy level coding and U-AA for Account level coding for easier viewing
    - Add Pivot Tab checking the box "Add this data to the Data Model" and add the following pivot table fields:
      - Account Name > Rows
      - Distinct Count of Account Name > Values
      - Count of Policy Number > Values
      - Policy ADC Category > Filters (to pull out dups)
      - *Optional* - Profit Center > Filters *If this is needed copy Pivot to other tab(s) and filter to other PCs
      - *Optional* - Make a copy of the pivot tab for each file if applicable. Update PC in filter for each file
    - Take note of client and policy counts to compare against counts expected
      - If there are discrepancies, paste in copy of pivot list needed for comparison from the file sent for import (account name or policy counts)
      - Add notes column for issues
    - Add another Pivot Table to check for expired terms with a renewal or future terms where the current term needs to be marked as renewed
      - Account Name > Rows
      - Policy Number > Rows
      - Expiration Date > Rows (right-click on one of the date fields in the table and click ungroup)
      - Scan through and highlight the ones that need the back-door fix and go into Epic to fix them

  - Create Policy Import List for PrBr Review Report
    - Start a new Excel workbook by bringing in copies of the Policy tabs from each file. Update color of tabs
    - Bring over a copy of the Book of Business to another tab
    - Add Pivot Table tabs for each original file tab

    - Update to Tabular Form with no Subtotals (Design Tab)
    - Copy/Paste additional Pivot Tables on the same tab for additional PPAYs if applicable
      - Filter out blanks
    - Add Pivot Table off BOB tab for each file

Drag fields between areas below:

▼ Filters	Ⅲ Columns
OrderNumber ▼	
ProfitCenterCode ▼	

☰ Rows	Σ Values
PrBrName ▼	
AccountName ▼	
MainPolicyNumber ▼	
PrBrType ▼	
ProductionCredit ▼	
CommissionPerce... ▼	

- ☐ Update to Tabular Form with no Subtotals (Design Tab)
- ☐ Filter down to Order Number 0 and PC if applicable
- ☐ Copy/Paste additional Pivot Tables on the same tab for additional PPAYs if applicable
- ▪ Add Comparison tabs for each file and a comparison tab for each PPAY for each file
  - ☐ Copy data from Import File PrBr Pivot & paste in Comparison Tab. Name it "Import File"
  - ☐ Copy data from BOB PrBr Pivot paste in Comparison Tab. Name it "BOB"
  - ☐ Go down the list to do side-by-side comparison against each other

- ○ Missed Renewals Report
  - ▪ Pull data apart to separate tabs if needed using the Profit Center