Moorhouse Group Ltd

Report Requirement for Monthly Broker Report in SSRS

V0.1

**Document Control**

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| Document Purpose | The purpose of this document is to provide a functional and design requirement for the Monthly Broker Report in SSRS |
| Date of Issue | July 2024 |
| Reason for Issue | New Report Requirement |
| Project phase | Requirement |

**Confidentiality Notice**

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**Document Version Control**

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**Approved by**

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| **Name** | **Position** | **Company** | **Signature** | **Date** |
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**Schedule of Changes**

Shown below is a brief summary of the changes incorporated in this document following reviews by the appropriate project team members.

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| **Document Version** | **Date** | **Summary of Changes** |
| 0.1 |  | Initial Requirement for Monthly Broker Report in SSRS |
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## Scope Document for Monthly Broker Report in SSRS

### 1. Introduction

This document outlines the specifications for developing an automated monthly report in SQL Server Reporting Services (SSRS) for individual brokers. The report will include key metrics such as the count of live policies, new business, and renewal performance, with a section comparing the current month’s performance to the previous month. The document also includes null data handling, manual report generation capabilities, and a free format commentary section for internal staff.

### 2. Report Overview

#### 2.1. Report Purpose

The report aims to provide brokers with an automated monthly summary of their performance, focusing on:

* **Live Policy Count**: The number of active policies.
* **New Business Performance**: Metrics on new business activities including quotes, sales, conversion, gross written premium (GWP), and income.
* **Renewal Performance**: Metrics on renewals including invited renewals, actual renewals, conversion rates, GWP, and income.
* **Performance Commentary**: A comparison of this month’s metrics against the previous month’s performance.
* **Free Format Commentary**: A section for internal staff to add comments and insights, integrated into the SSRS report.

#### 2.2. Audience

The primary audience for this report is individual brokers who need to monitor their performance metrics on a monthly basis.

### 3. Report Sections

#### 3.1. New Business

##### 3.1.1. Quotes

* **Data Source**: <http://mgl-qvw-svr01/QvAJAXZfc/opendoc.htm?document=SME%20Sales%20Reporting%20Suite%20%26%20Agent%20Scorecard.qvw&host=QVS%40mgl-qvw-svr01> – XBroker NB KPI Scorecard
* **Display**: Show the total number of quotes issued for the specified broker during the reporting period.
* **Null Handling**: If the count is null, display "No quotes data available".

##### 3.1.2. Sales

* **Data Source**: <http://mgl-qvw-svr01/QvAJAXZfc/opendoc.htm?document=SME%20Sales%20Reporting%20Suite%20%26%20Agent%20Scorecard.qvw&host=QVS%40mgl-qvw-svr01> – XBroker NB KPI Scorecard
* **Display**: Show the total number of new business core sales completed during the month for the specific broker.
* **Null Handling**: If the count is null, display "No sales data available".

##### 3.1.3. Conversion

* **Data Source**: Divide the Count of Sales by the Count of Quotes.
* **Display**: Show the conversion rate from quotes to sales as a percentage.
* **Null Handling**: If the conversion rate is 0 or error or null, display "No conversion data available".

##### 3.1.4. GWP Exc IPT (Gross Written Premium)

* **Data Source**: <http://mgl-qvw-svr01/QvAJAXZfc/opendoc.htm?document=SME%20Sales%20Reporting%20Suite%20%26%20Agent%20Scorecard.qvw&host=QVS%40mgl-qvw-svr01> – XBroker NB KPI Scorecard
* **Display**: Show the total GWP Exc IPT generated from new business core sales for the month.
* **Null Handling**: If the GWP is null, display "No GWP data available".

##### 3.1.5. Income

* **Data Source**: <http://mgl-qvw-svr01/QvAJAXZfc/opendoc.htm?document=SME%20Sales%20Reporting%20Suite%20%26%20Agent%20Scorecard.qvw&host=QVS%40mgl-qvw-svr01> – XBroker NB KPI Scorecard
* **Display**: Show the total income generated by the broker that is payable to the broker from new business core sales.
* **Null Handling**: If the income is null, display "No income data available".

#### 3.2. Renewals

##### 3.2.1. Invited

* **Data Source**: <http://mgl/Reports/report/Reports/Renewals%20Due>
* **Display**: Show the total number of core policies invited for renewal for the broker.
* **Null Handling**: If the count is null, display "No invited renewals data available".

##### 3.2.2. Renewed

* **Data Source**: <http://mgl/Reports/report/Reports/Renewals%20Due>
* **Display**: Show the total number of core policies successfully renewed.
* **Null Handling**: If the count is null, display "No renewed policies data available".

##### 3.2.3. Conversion

* **Data Source**: <http://mgl/Reports/report/Reports/Renewals%20Due>
* **Display**: Show the conversion rate from invited to renewed policies as a percentage.
* **Null Handling**: If the conversion rate is null, display "No conversion data available".

##### 3.2.4. GWP Exc IPT(Gross Written Premium)

* **Data Source**: <http://mgl/Reports/report/Reports/Renewals%20Due>
* **Display**: Show the total Core GWP Exc IPT from renewals for the reporting period.
* **Null Handling**: If the GWP is null, display "No GWP data available".

##### 3.2.5. Income

* **Data Source**: <http://mgl/Reports/report/Reports/Renewals%20Due>
* **Display**: Show the total Core income from renewals that is payable to the broker.
* **Null Handling**: If the income is null, display "No income data available".

#### 3.3. Live Book

##### 3.3.1. Policy Count

* **Data Source**: <http://mgl/Reports/report/Reports/Live%20Book%20SME>
* **Display**: Show the total number of active core policies for the broker.
* **Null Handling**: If the count is null, display "No data available".

##### 3.3.2. GWP (Exc IPT Gross Written Premium)

* **Data Source**: <http://mgl/Reports/report/Reports/Live%20Book%20SME>
* **Display**: Show the total GWP Exc IPT of the core live policies.
* **Null Handling**: If the GWP is null, display "No data available".

#### 3.4. Free Format Commentary

##### 3.4.1. Purpose

To allow internal staff to add customised comments that provide additional context or insights into the broker's performance metrics.

##### 3.4.2. Data Source

* **Location**: A shared file directory, e.g., \\shared\reports\commentary\.
* **File Naming**: Each broker's file should be named as BrokerName\_MMYYYY (e.g., ABCInsurance\_062024).

##### 3.4.3. Display

* **SSRS Integration**: The report will include a section to display the content from the free format commentary file.
* **Null Handling**: If the file is not present or is empty, display "No commentary available for this period."

##### 3.4.4. File Update Verification

* **Check Logic**: Before generating the report, check the modification date of the commentary file.
  + If the file has not been updated since the previous month, an email should be sent to Rob Taylor and Janet Payne notifying them that the commentary has not been updated, and the report will not be sent.
  + **Comparison**: Compare the current file's last modified date with the previous month's file. If they are identical, flag the report for notification and non-distribution.

##### 3.4.5. Notification Logic

* **Email Trigger**: If the file has not been updated, send a notification email.
  + **Recipients**: Rob Taylor, Janet Payne
  + **Subject**: "Monthly Report - Commentary Update Required for [Broker Name]"
  + **Body**: "The commentary for [Broker Name] has not been updated for the month of [Month/Year]. Please review and update the commentary file at \shared\reports\commentary. Please send updated file manually to Broker"

### 4. Compare Section

#### 4.1. Purpose

To provide a percentage movement comparison of the broker’s performance metrics between the current month and the previous month.

#### 4.2. Data Comparison Logic

* **Data Source**: Historical and current performance data. This may need to be saved down and stored for comparison. Further discussion needed with the developer.

#### 4.3. Comparison Generation

* **Example Logic**:
  + Compare **CurrentLivePolicyCount** with **PreviousLivePolicyCount**. Find the difference and divide it by **CurrentLivePolicyCount**.
* **Comparison Results**:
  + **Greater than vs. last month**: Green Font
  + **Less than vs. last month**: Orange Font
  + **Equal to last month**: Black Font

#### 4.4. Null Handling in Comparison

* **Live Policy Count**: If any section equals null, commentary states: ""
* **New Business Count**: If any section equals null, commentary states: ""
* **Renewal Performance**: If any section equals null, commentary states: ""
* **Overall Null Handling**:
  + If all sections are null, the report is not sent.

### 5. Handling Null Data and Report Delivery

#### 5.1. Section-Specific Null Handling

* If a specific section (e.g., New Business Count) returns null, display a default message such as "No data available" for that section.

#### 5.2. Overall Null Handling

* **Logic**:
  + If **all sections are null**, set a flag to prevent the report from being sent.
  + If the free format commentary file has not been updated since the previous month, the report is not sent.

### 6. Report Distribution

#### 6.1. Email Delivery Setup

* **Recipient**: Individual broker email addresses from the database. Further discussion with the developer is needed.
* **Frequency**: Monthly on the first working day of the month. For example, on the 03/06/2024, May’s data would be sent.
* **Conditions for Sending**:
  + The report is sent only if at least one section contains valid data.
  + If all sections are null, the report is not sent, and details are sent to Janet Payne and Rob Taylor.
  + If no email is stored in the database for the broker, no email is sent.
* **Bounce Backs**: If the email is bounced back or not delivered, an email should be sent to Janet Payne and Rob Taylor advising them.

#### 6.2. Broker Email Content

* **Subject**: "Monthly Performance Report - [Broker Name] - [Month/Year]"
* **Body**: Includes the SSRS Report.

### 7. Manual Report Generation

#### 7.1. Purpose

To allow the manual generation of reports for specific brokers and date ranges, providing flexibility in report creation and distribution.

#### 7.2. User Interface

* **Parameters**:
  + **Broker(s)**: A dropdown or multi-select list allowing the user to choose one or multiple brokers.
  + **Date Range**: Start and end date pickers for selecting the desired reporting period.
* **Actions**:
  + **Generate Report**: Button to initiate the report generation based on selected parameters.

#### 7.3. Error Handling

* **Invalid Date Range**: Display a warning if the end date is before the start date.
* **No Data Found**: Display a message if no data is available for the selected brokers.

**8. SSRS Template and Brand Guidelines**



**8.1 Brand Guidelines**

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**8.2 Header and footer**

* The email and therefore the SSRS report must reflect the same header and footer that is displayed within the “Approved Template for XBroker Statement”.