

**APPLIED EPIC
REAGAN CONSULTING BEST PRACTICES
DATA COLLECTION FILE
JOB AIDE**

January 2019



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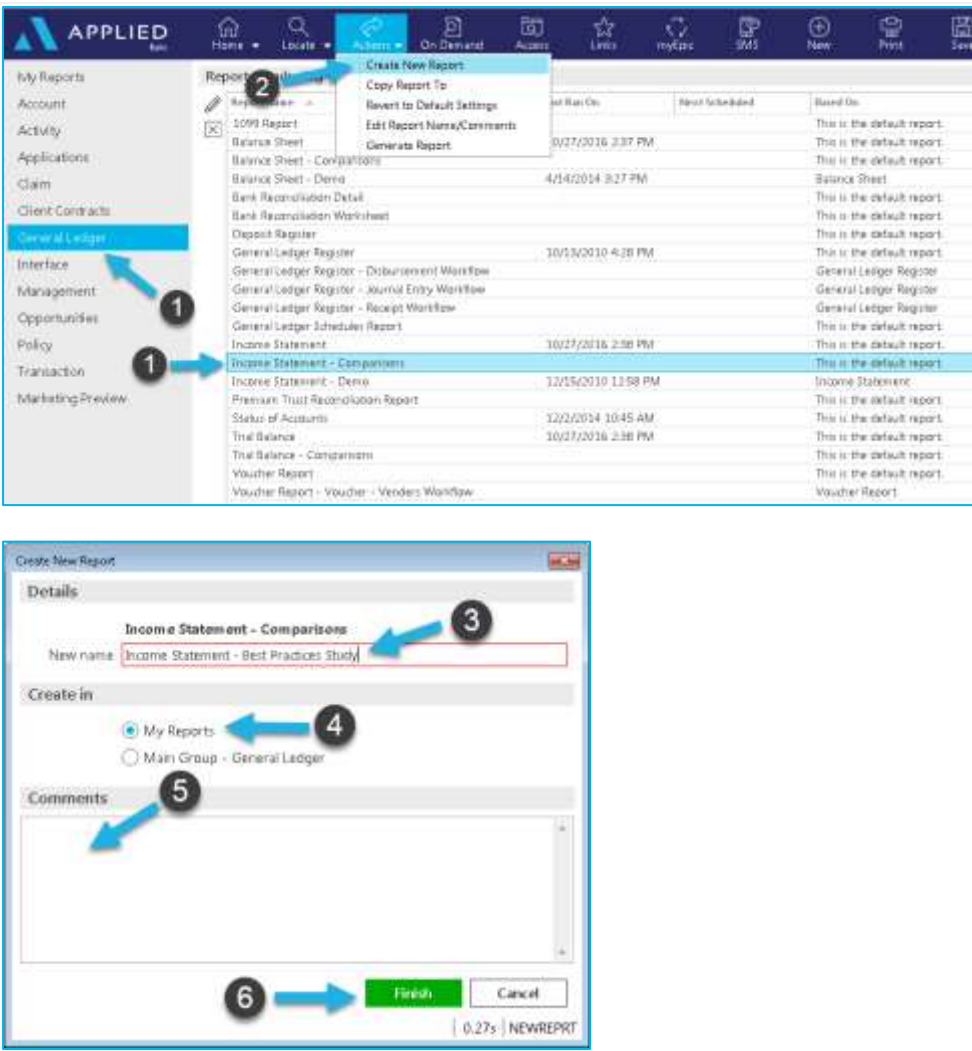
INCOME STATEMENT TAB

The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Income Statement DATA ENTRY tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Income Statement and Status of Accounts reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Income Statement | Steps |
|---|---|
|  | <p>Create Copy of Income Report</p> <ol style="list-style-type: none">1. From Reports/Marketing > General Ledger, select Income Statement – Comparisons report.2. Click Actions > Create New Report.3. Enter report name (i.e. “Income Statement – Best Practices Study”).4. Ensure the My Reports radio button is selected.5. Add Comments to describe purpose of report as desired.6. Click Finish. |



The screenshots show the following steps:

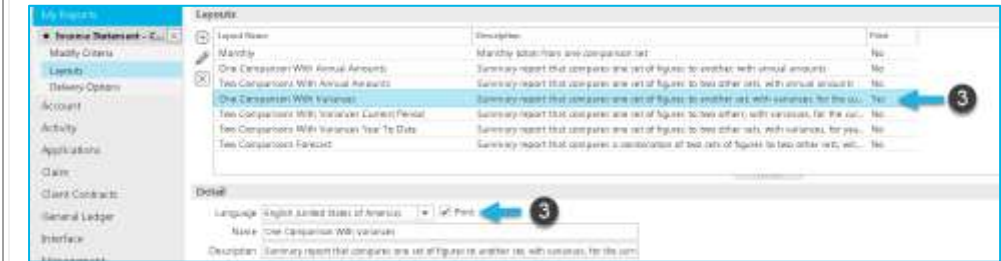
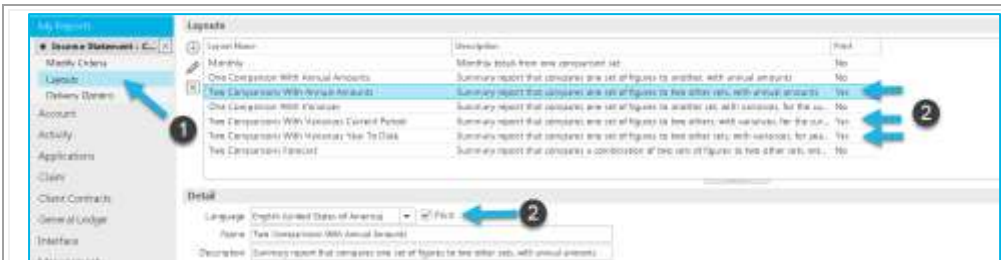
- Step 1: Selecting 'Accounting Month/Comparatives' from the 'Criteria' list.
- Step 2: Setting 'Comparison Set' to 'Actual Amounts'.
- Step 3: Setting 'Accounting Month' to 'Range' and selecting 'Open' for the range.
- Step 4: Clicking the 'Add' button to add the selected criteria.
- Step 5: Adjusting the 'Accounting Month' range to 'Open - December 2018'.
- Step 6: Clicking the 'Add' button again.
- Step 7: Selecting 'Subaccount Detail' from the 'Criteria' list.
- Step 8: Selecting the 'Exclude' radio button for the 'Subaccount Detail' criteria.

Modify the Report Criteria

Once you select Finish, the system will automatically navigate you to My Reports and open the newly created report. You will be in the Modify Criteria area on the Navigation Panel.

If this doesn't occur, perform these steps manually.

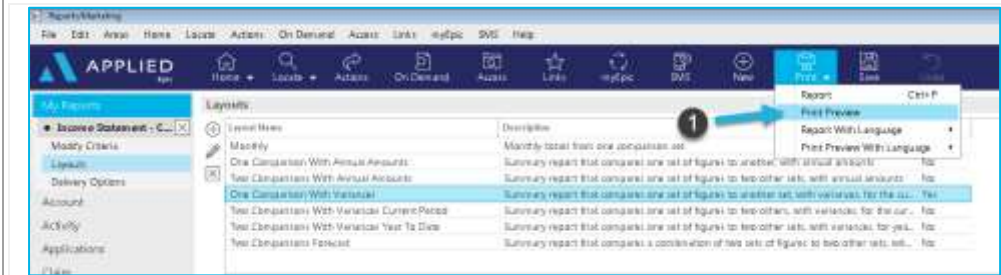
1. Select the Accounting Month/Comparatives criteria.
2. Set the Comparison Set to Actual Amounts.
3. Set the Accounting Month to a Range through the last month of your current fiscal year (i.e. Open to December 2018).
4. Select Add.
5. Adjust the Accounting Month Range through the last month of the prior fiscal year (i.e. Open to December 2017).
6. Select Add again.
7. Select the Subaccount Detail criteria.
8. Select Exclude (the sub detail is not needed in the survey).



Remove / Select Layouts

Because the default Income Statement – Comparisons report comes with 7 different layouts, you need to deselect the Print option from all layouts but 1 (or delete the unnecessary layouts all together).

1. Select Layouts from the Navigation Panel.
2. With the exception of the One Comparison With Variances, select each layout that has a “Yes” indicator in the Print column and uncheck the Print checkbox in the Detail section.
3. On the One Comparison With Variances layout, make certain the Print checkbox is checked and the Print column reads “Yes”.



Print/Preview the Report

1. From the Options Bar, select Print > Print Preview.
2. You can use the Print function from the viewed report if you need physical copies.

| | Current Period | | | | Year To Date | | | | | | |
|--------|----------------------------|-------------|----------------|-------------|----------------|-------------|----------------|-------------|------|-------------|------|
| | 09/01-12/31/16 | % | 09/01-12/31/16 | % | 09/01-12/31/16 | % | 09/01-12/31/16 | % | | | |
| INCOME | | | | | | | | | | | |
| 400 | Agency Income | \$12,250.00 | 46.7 | \$12,250.00 | 46.4 | \$45,000.00 | 51.1 | \$45,250.00 | 46.7 | \$45,000.00 | 51.1 |
| 400 | Marketing Commission | \$7,250.00 | 27.3 | \$7,250.00 | 27.4 | \$28,000.00 | 31.3 | \$27,750.00 | 31.4 | \$28,000.00 | 31.3 |
| | PHYSICIAN CONSULTATION FEE | \$8,550.00 | 31.0 | \$8,550.00 | 31.2 | \$32,000.00 | 35.7 | \$32,000.00 | 35.7 | \$32,000.00 | 35.7 |

NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.



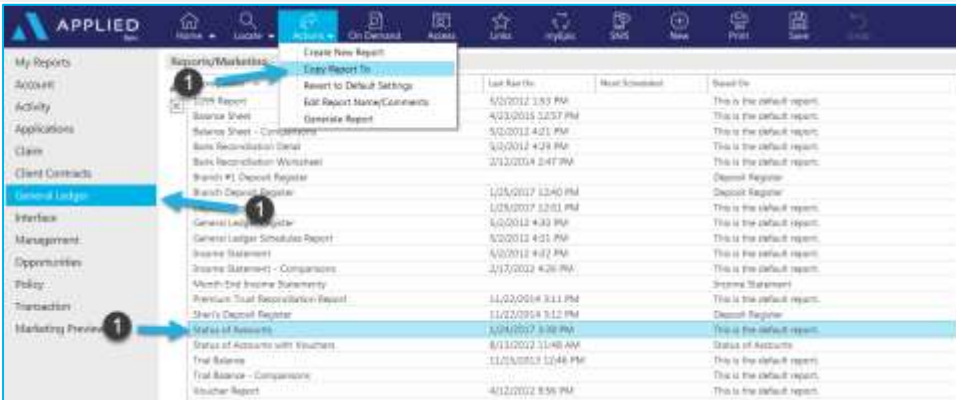
| REVENUES | 12/31/2013 | 12/31/2014 | LINE ITEM DEFINITIONS |
|--|---------------|------------|---|
| Property & Liability | | | |
| Commercial Commission + Fees (Includes Value-added services) | \$ 76,780,000 | \$ | Commissions (both direct and agency related, and fees) which this account should include things that are often considered PMA, but control, engineering, risk management, consulting services, additional capital commission or reimbursements DIVISION INCOME SHOULD NOT BE INCLUDED ON THIS SHEET. Commissions from the sale of all bonds, loans, fidelity, etc. Commissions from direct and agency related, and fees which |
| Bonds/Surety | 45,676,000 | \$ | |
| Personal Commission | | | |

Transfer expense numbers to survey

Note: to complete the Income Statement DATA ENTRY tab, you may need to manually combine (or separate) amounts based on how your Chart of Accounts is structured to align with the categories as presented in the Collection File

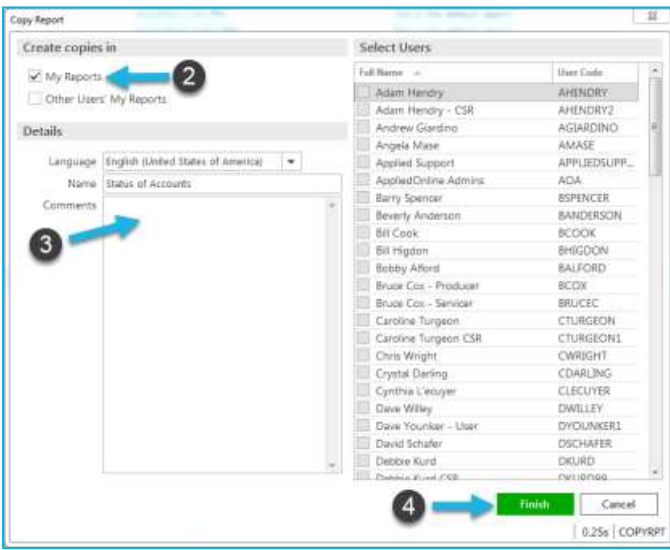
Income Statement – Expense Detail

Steps



If expense items in the Income Statement need to be broken out in order to provide the BPS detail, use the 'Status of Accounts' report to obtain

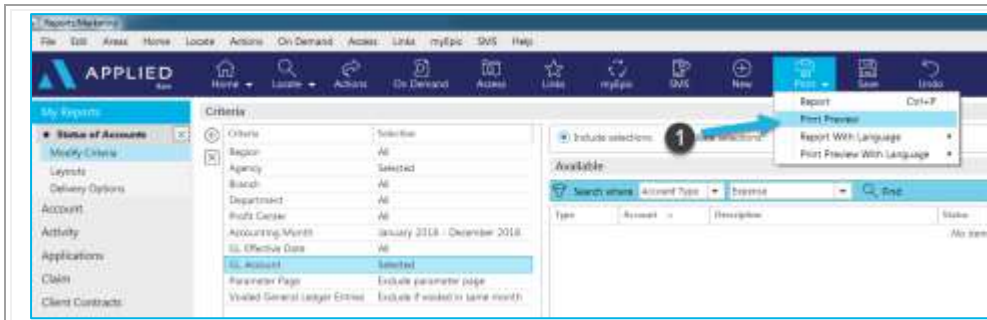
1. From Reports/Marketing > General Ledger > Status of Accounts, click Actions > Copy Report To.
2. Check 'My Reports' box.
3. Provide Comments if desired.
4. Click 'Finish'.





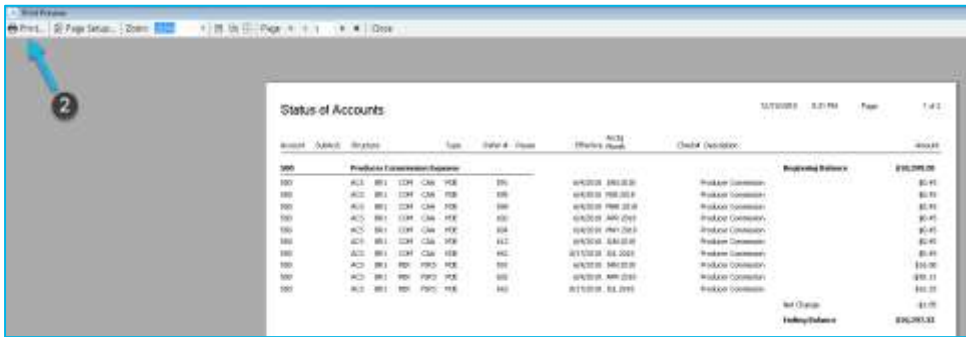
Modify Criteria

5. Edit the Status of Accounts report in My Reports.
6. Stay on Modify Criteria screen. Edit Accounting Month criterion and select Range radio button. The range should reflect year being reported on (i.e. Jan 2018 – Dec 2018).
7. Select the GL Account criteria.
8. Remove all currently selected accounts from the Selected frame using the double up arrow button.
9. Use the Search where bar set to Account Type and Expense to find all Expense GL accounts.
10. Click Find.
11. Use the double down arrow button to move all into the Selected area. If detail is needed on only a select number of Expense accounts, use the single down arrow to move just those accounts to the Selected area. *Note: use the Ctrl and Shift keys to multi-select accounts.*



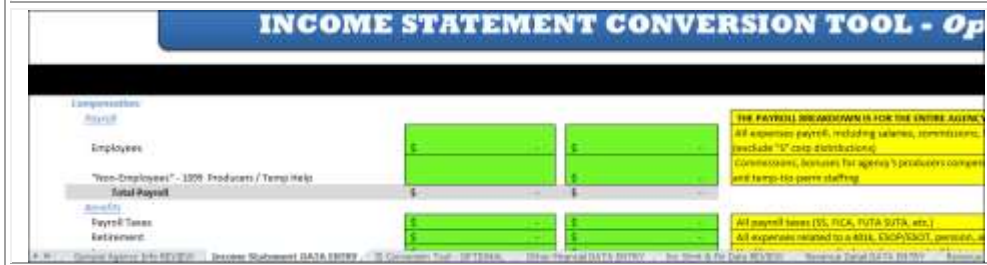
Print/Preview the Report

1. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown)
2. You can use the Print function from the viewed report if you need physical copies.



NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.

Upon exiting the report via the "x" in navigation panel, it is not necessary to Save the changes, unless you need it for the future.



Transfer expense numbers to survey



The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Income Statement DATA ENTRY tab (Income BY DEPARTMENT) in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Income Statement - Comparisons report. It is important that you begin with default version of this report. If you have modified the default version of the report, you will want to save your versions as a new report so that you can revert back to the default version of this report.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Income by Department | Steps |
|----------------------|---|
| | <p>Create Copy of Income Statement</p> <ol style="list-style-type: none"> 1. From Reports/Marketing > General Ledger, select the “Income Statement – Comparisons” report. 2. Click Actions > Create New Report 3. Enter report name (i.e. “Income Statement by Department for Best Practices Survey”). 4. Ensure the My Reports radio button is selected. 5. Add Comments to describe purpose of report as desired. 6. Click Finish. |
| | |



The screenshots show the following steps:

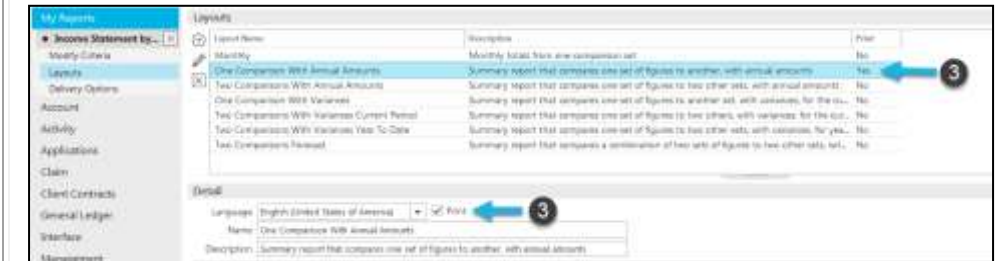
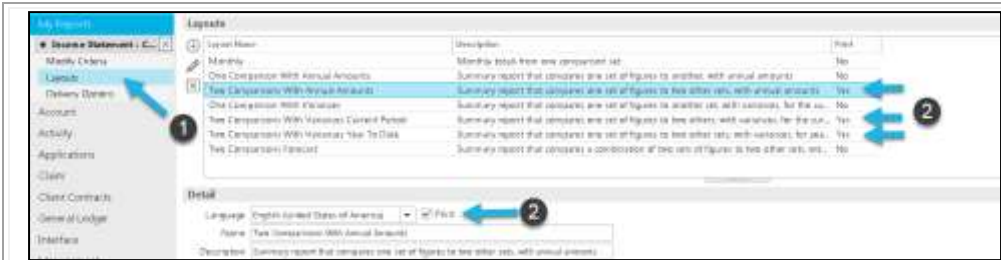
- Clicking on 'Modify Criteria' in the navigation panel.
- Clicking on 'Subaccount Detail' in the Criteria table.
- Clicking on the 'Exclude' radio button in the 'Available' section.
- Clicking on 'Subaccount Detail' in the 'Selected' section.
- Clicking on the 'Comparison Set' dropdown menu.
- Clicking on 'Accounting Month/Comparatives' in the 'Selected' section.
- Clicking on the 'Add' button.
- Clicking on the 'Range' radio button in the 'Accounting Month' section.
- Clicking on the 'Add' button.
- Clicking on 'Subaccount Detail' in the 'Selected' section.
- Clicking on the 'Exclude' radio button in the 'Selected' section.

Modify the Report Criteria

Once you select Finish, the system will automatically navigate you to My Reports and open the newly created report. You will be in the Modify Criteria area on the Navigation Panel.

If this doesn't occur, perform these steps manually.

1. Select the Department criterion.
2. Select each non-P&C department listed in the Selected area.
3. Use the single up arrow to deselect all non-P&C departments and move them to the Available area.
4. Select the Accounting Month/Comparatives criterion.
5. Set the Comparison Set to Actual Amounts.
6. Set the Accounting Month to a Range through the last month of your current fiscal year (i.e. Open to December 2018).
7. Select Add.
8. Adjust the Accounting Month Range through the last month of the prior fiscal year (i.e. Open to December 2017).
9. Select Add again.
10. Select the Subaccount Detail criterion.
11. Select Exclude (the sub detail is not needed in the survey).



Remove / Select Layouts

Because the default Income Statement – Comparisons report comes with 7 different layouts, you need to deselect the Print option from all layouts but 1 (or delete the unnecessary layouts all together).

1. Select Layouts from the Navigation Panel.
2. With the exception of the One Comparison With Annual Amounts, select each layout that has a “Yes” indicator in the Print column and uncheck the Print checkbox in the Detail section.
3. On the One Comparison With Annual Amounts layout, make certain the Print checkbox is checked and the Print column reads “Yes”.

Modify the Report Layout

1. Edit the One Comparison With Annual Amounts layout.
2. In the Data tab, double-click the ‘Income Statement - Comparisons’ folder and select the Department Name field.
3. Drag and drop it into the Major Sort area
4. Set the PageBreak property to False

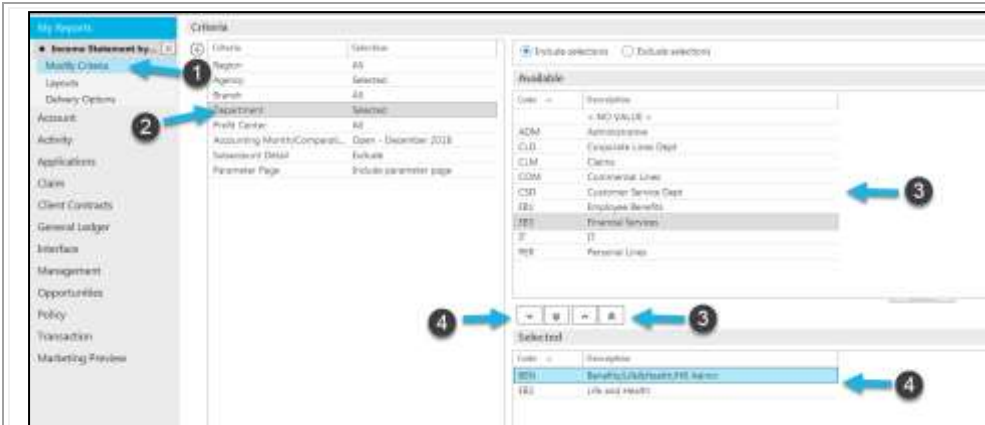
Close the layout (File > Exit or little ‘x’ in upper right corner). Choose the Save All option.



Print/Preview the Report

1. From the Options Bar, select Print > Print Preview.
2. You can use the Print function from the viewed report if you need physical copies.

NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.



Re-Run for Benefits Departments

1. Select Modify Criteria in Navigation Panel.
2. Select the Department criterion.
3. Move the selected P&C departments up into the Available area using the double up arrow.
4. Move each Benefits related department down into the Selected area using the single down arrow.

Follow same steps as above to print preview or generate report.

| REVENUES | 12/31/2013 | 12/31/2014 | LIFE TERM DEFINITIONS |
|--|---------------|------------|---|
| Property & Liability | | | <small>Commissions (both direct and agency related, and fees) are the amount should include things that are often considered P&A, but control, engineering, risk management, consulting services, additional earned commission or reimbursements. DIVISION INCOME SHOULD NOT BE INCLUDED ON THIS SHEET. Commissions from the sale of all bonds (surety, fidelity, etc. Commissions from all other persons (other... and fees) are</small> |
| Commercial Commission + Fees (includes Value-added services) | \$ 96,769,000 | \$ | |
| Bonds/Surety | \$ 45,578,000 | \$ | |
| Personal Commission | | | |

Transfer expense numbers to survey

Be sure to use the data from both reports you ran (the one with P&C departments and the one with Benefits departments).


PRO FORMA TAB

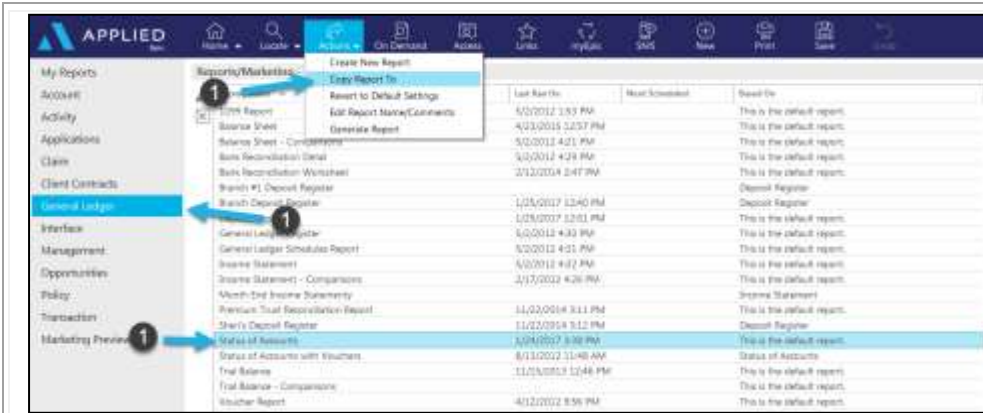
The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Other Financial Data tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Income Statement and Status of Accounts reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

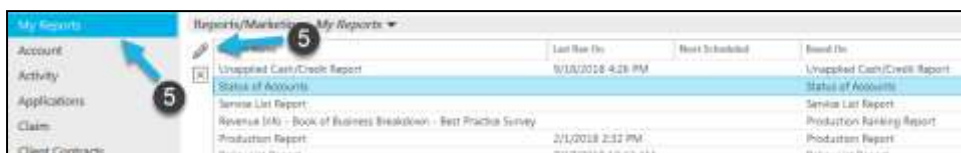
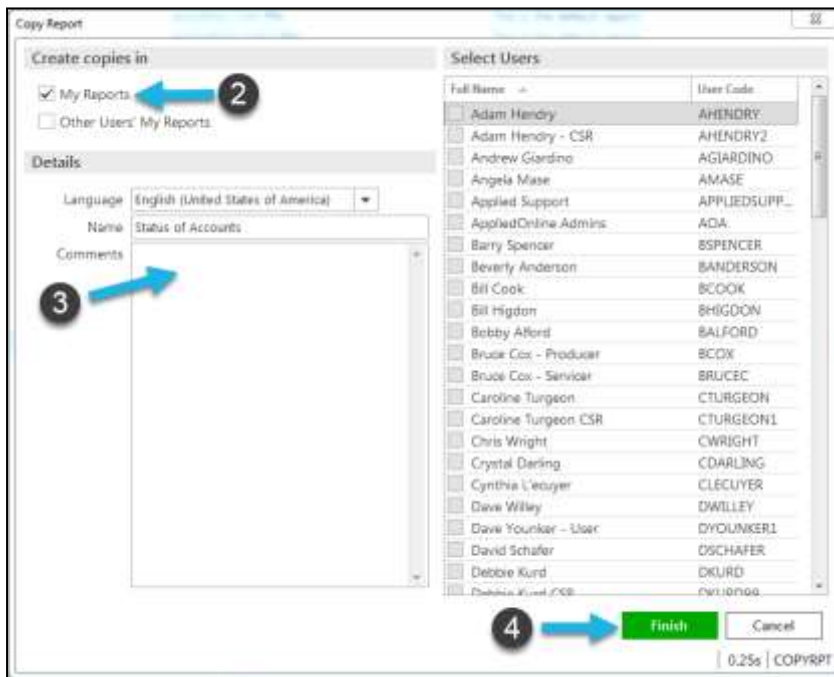
| Pro Forma Adjustments | Steps |
|--|---|
|  <p>APPLIED EPIC REAGAN CONSULTING BEST PRACTICES COLLECTION FILE JOB AID INCOME STATEMENT DATA ENTRY TAB December 2018</p> | <p>Pro Forma Adjustments:</p> <p>These will likely be manually generated numbers using the Status of Accounts report to acquire detail by GL.</p> <p>If specific accounts were created by your organization and are line items on your Income Statement, refer to the Job Aid for the Income Statement Data Entry tab and pull your numbers from there.</p> <p>If not, see GL Detail instructions below.</p> |



GL Account Detail

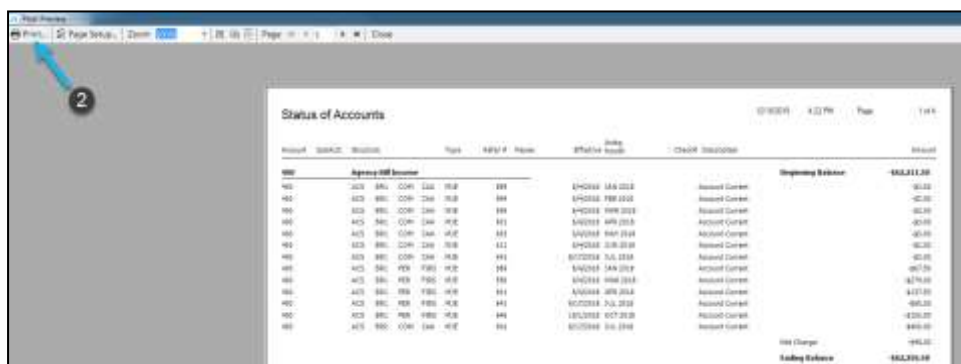
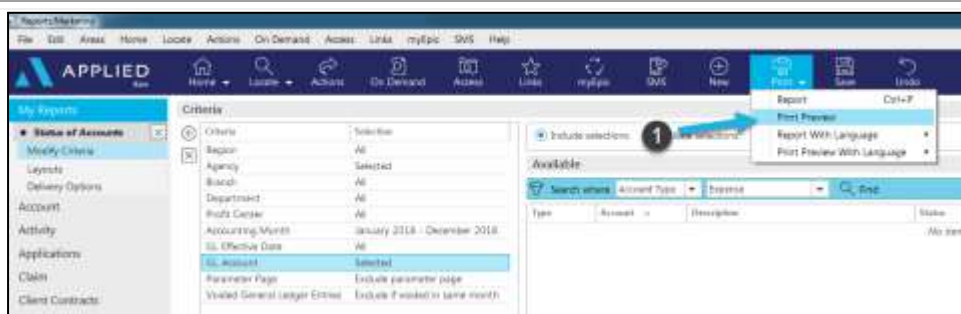
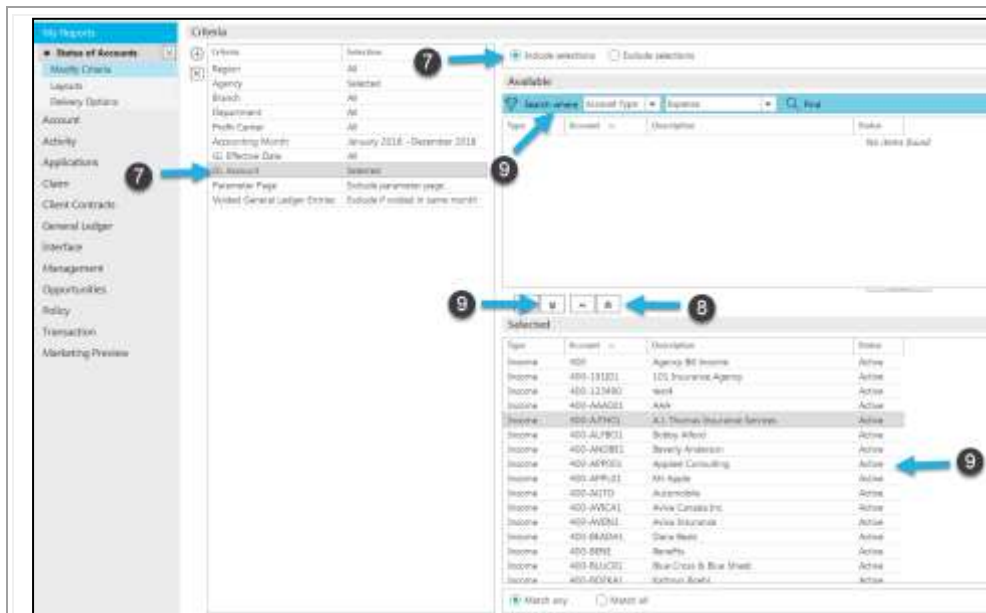
NOTE: If income items in the Income Statement need to be broken out in order to provide the BPS detail, use the 'Status of Account' report to obtain

1. From Reports/Marketing > General Ledger > Status of Accounts, click Actions > Copy Report To.
2. Check 'My Reports' box.
3. Provide Comments if desired.
4. Click 'Finish'.
5. Edit the Status of Accounts report in My Reports.
6. Stay on Modify Criteria screen. Edit Accounting Month criterion and select Range radio button. The range should reflect year being reported on (i.e. Jan 2018 – Dec 2018).
7. Edit GL Account criterion and ensure 'Include selection' radio button is selected.



8. Initially move all accounts up into the Selected list.
9. Select which accounts you need to break out items for the BPS and move them into the Selected list. *Note: you can filter for specific account types (i.e. income or expense) and use the double down arrow to move all accounts or multi-select and use the single down arrow to move specific accounts.*





Print/Preview the Report

1. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown)
2. You can use the Print function from the viewed report if you need physical copies.

NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.

Upon exiting the report via the "x" in navigation panel, it is not necessary to Save the changes, unless you need it for the future.



Transfer data to survey

Pro Forma Adjustments
 In order to determine your agency's true profitability, there are three important adjustments which must be made to reported income. These are listed and explained under which each would have been recorded in your Best Practices format income statement below, and in the column labeled for the type of adjustment you are revenue, or extraordinary expense. Enter all of these amounts as positive numbers. The totals for each type of adjustment will calculate.

Excess Bonus/Owners' Compensation paid last fiscal year
 Enter your best estimate of the compensation that owners receive that is in excess of the "fair" compensation a non-owner would include discretionary perks or other benefits that would not be paid to owners if they were treated as employees (i.e., excess bonus, excessive T&E, etc.) Do not include any dividend/ S Corp. distributions unless such profit distributions are included in (some bonuses and perks would exist for a normal employee, only eliminate that which is clearly excessive and is a reward).

One-time extraordinary revenues earned last fiscal year
 Please enter any revenue that is extraordinary and non-recurring. These are amounts that will not occur in future years. Exclude commissions or fees, etc.

One-time extraordinary expenses incurred last fiscal year
 Enter any expenses that were non-recurring or non-operational in nature, examples include unusual legal fees to settle a claim, ownership interests, deferred comp payments, unusually large bad debt write-offs, etc. If you have recorded an expense that is in nature but whose amount this year is extraordinary, only eliminate the portion of that amount that you would not expect to see in future years.

| | EXCESS BONUS/ OWNERS' COMP 12/31/2015 | EXTRAORDINARY REVENUES 12/31/2015 | EXTRAORDINARY EXPENSES 12/31/2015 |
|--|---|---|---|
| REVENUES | | | |
| Property & Casualty | | | |
| Commercial Commission + Fees (includes value-added services) | | | |
| Bonus/Turnover | | | |
| Personal Commission | | | |
| Contingent / Bonus | | | |
| Total Property & Casualty | | | |
| Life & Health | | | |
| Group Medical Commission + Fees | | | |
| All Other Group Commission + Fees | | | |
| Individual Commission Fees | | | |
| Bonus / Overrides | | | |
| Total Life & Health | | | |
| Investment Income | | | |
| Miscellaneous | | | |
| Good Revenues | | | |
| Outside Commission Expense (Enter as Positive #) | | | |
| NET REVENUES | | | |
| EXPENSES | | | |

OTHER FINANCIAL DATA – ACQUISITIONS & DIVESTITURES

The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Other Financial Data tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Income Statement and Status of Accounts reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Acquisition and Divestiture Information | | | | | | | | | | | | Steps | |
|---|--|--|--|--|--|--|--|--|--|--|--|---|--|
| | | | | | | | | | | | | <p>Utilize Copy of Income Statement report created</p> <ol style="list-style-type: none"> 1. See Job Aid for Income Statement Data Entry. 2. Locate Income/Expense items for Acquisitions/Divestitures and enter in BPS. <p>Where multiple such transactions exist, utilize the Status of Accounts. See GL Account Detail below.</p> | |
| | | | | | | | | | | | | | |



This screenshot shows the 'Reports/Marketing' menu in the APPLIED EPIC system. A red circle with the number '1' is placed over the 'Reports/Marketing' menu item. A red circle with the number '2' is placed over the 'Copy Report To...' option in the dropdown menu.

GL Account Detail

If expense items in the Income Statement need to be broken out in order to provide the BPS detail, use the 'Status of Accounts' report to obtain

1. From Reports/Marketing > General Ledger > Status of Accounts, click Actions > Copy Report To.
2. Check 'My Reports' box.
3. Provide Comments if desired.
4. Click 'Finish'.

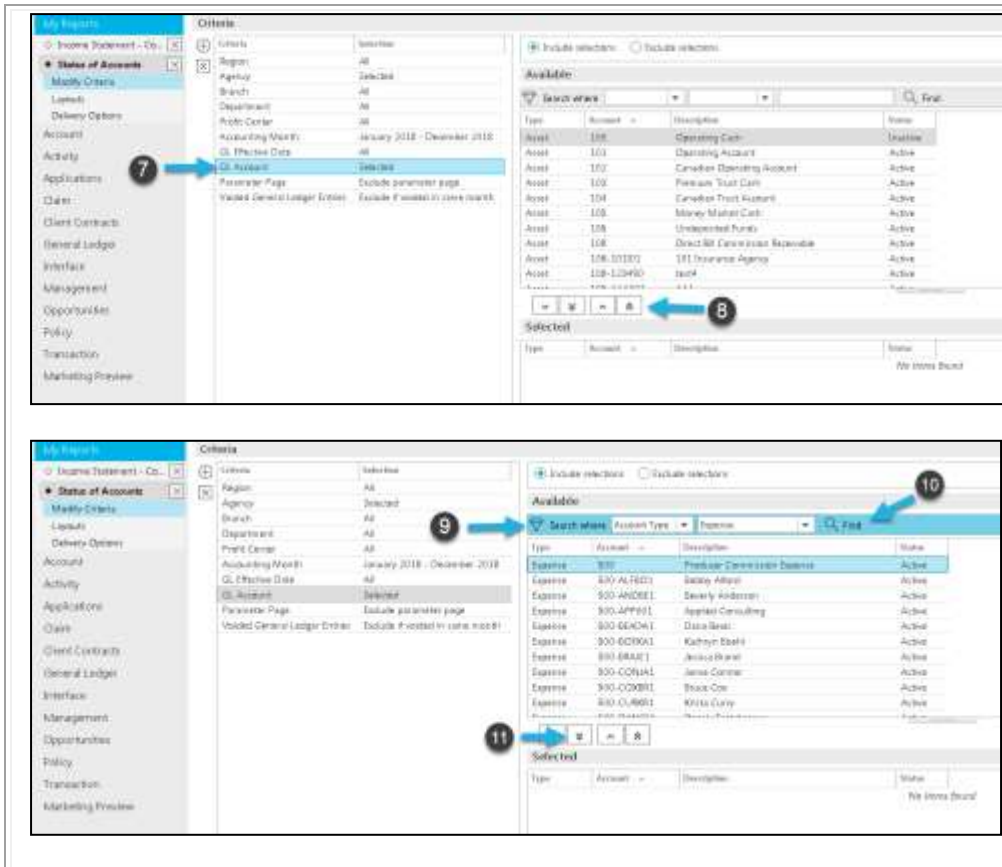
This screenshot shows the 'Copy Report' dialog box. A red circle with the number '2' is placed over the 'My Reports' checkbox. A red circle with the number '3' is placed over the 'Comments' text area. A red circle with the number '4' is placed over the 'Finish' button.

This screenshot shows the 'My Reports' list. A red circle with the number '5' is placed over the 'Status of Accounts' report. A red circle with the number '6' is placed over the 'Criteria' column header.

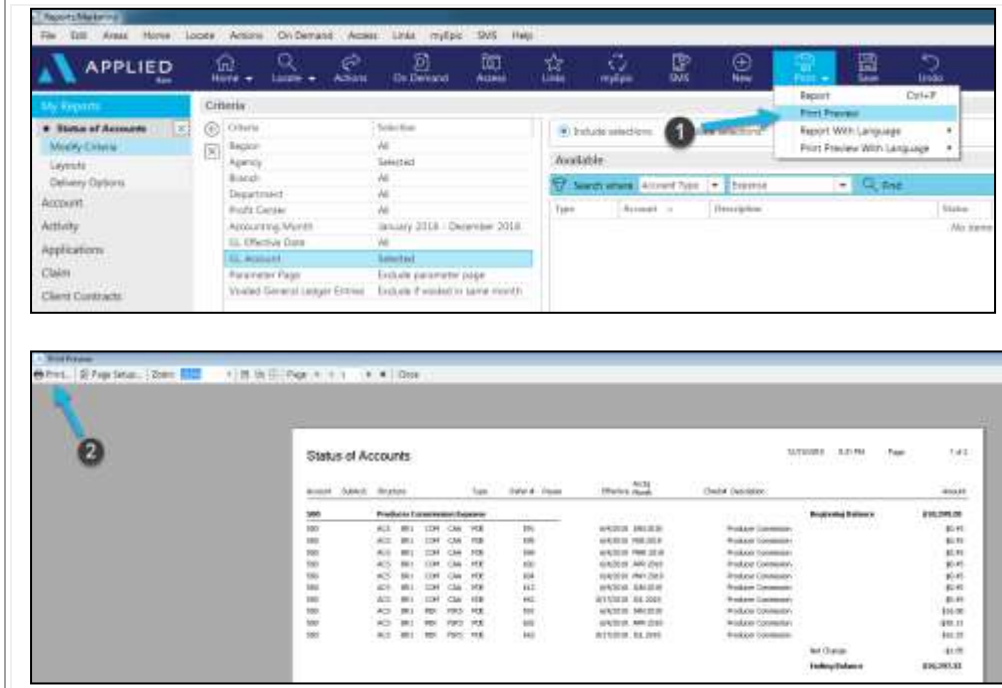
Modify Criteria

5. Edit the Status of Accounts report in My Reports.
6. Stay on Modify Criteria screen. Edit Accounting Month criterion and select Range radio button. The range should reflect year being reported on (i.e. Jan 2018 – Dec 2018).
7. Select the GL Account criteria.
8. Remove all currently selected accounts from the Selected frame using the double up arrow button.

This screenshot shows the 'Modify Criteria' screen. A red circle with the number '6' is placed over the 'Accounting Month' criterion. A red circle with the number '7' is placed over the 'Range' radio button.



9. Use the Search where bar set to Account Type and Expense to find all Expense GL accounts.
10. Click Find.
11. Use the double down arrow to move all into the Selected area. If detail is needed on only a select number of Expense accounts, use the single down arrow to move just those accounts to the Selected area. *Note: use the Ctrl and Shift keys to multi-select accounts.*



- Print/Preview the Report**
1. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown)
 2. You can use the Print function from the viewed report if you need physical copies.

NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.

Upon exiting the report via the "x" in navigation panel, it is not necessary to Save the changes, unless you need it for the future.



| Acquisition information | | | | |
|---|--------------------------|---|--------------------------|--------------------------|
| Did the agency complete any acquisitions during your most recently completed fiscal year? | <input type="checkbox"/> | For acquisitions, please provide the annualized revenues acquired for each articulated when you answer YCS and provide data for each successive trans | | |
| If yes, please provide the following information on transactions that occurred during the year: | | | | |
| Annualized Revenue Acquired | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Transaction 1 | Transaction 2 | Transaction 3 | Transaction 4 |

Transfer expense numbers to survey

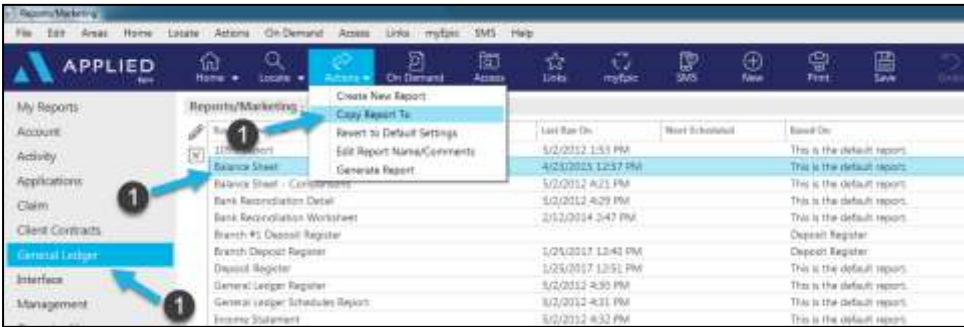
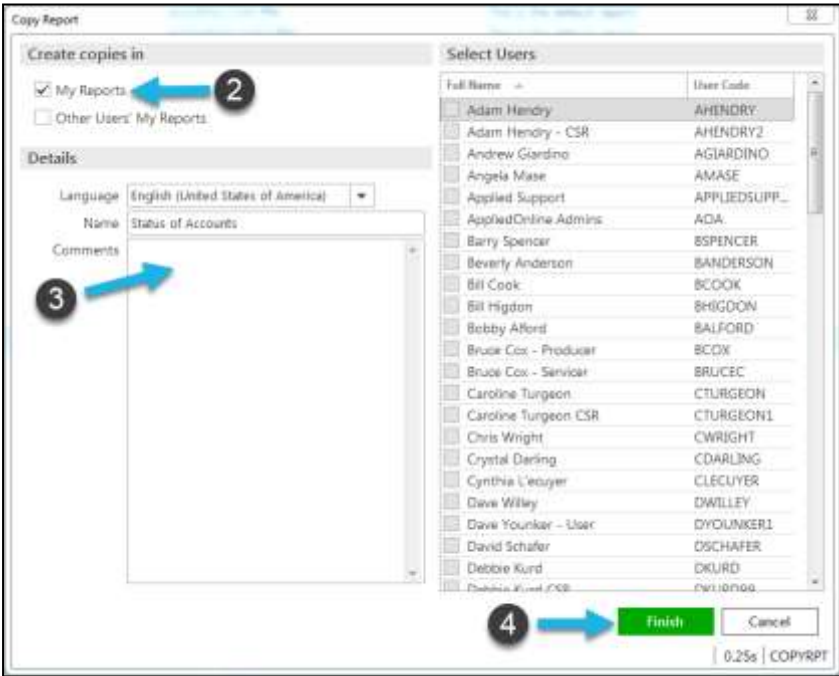
OTHER FINANCIAL DATA ENTRY – FINANCIAL STABILITY

The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Other Financial tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Balance Sheet, Income Statement, Balancing Current Receivables, and Status of Accounts reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Financial Stability – Assets/Liabilities/Equity | Steps |
|--|---|
|   | <p>Current Assets, Liabilities, Intangible Assets, Stockholders Equity</p> <p>All of these items should be visible on the Balance Sheet which can be run to include/exclude Sub-Accounts as needed and/or complimented by a Status of Account report (GL Detail & Print instructions below).</p> <ol style="list-style-type: none"> 1. From Reports/Marketing > General Ledger > Balance Sheet report, click Actions > Copy Report To. 2. Check 'My Reports' box. 3. Provide Comments if desired. 4. Click 'Finish'. 5. From My Reports, click Edit button. 6. Modify Criteria as needed for BPS detail. 7. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown) |



The screenshots illustrate the steps to view and print a Balance Sheet report in the APPLIED EPIC system:

- Step 5: Selecting the 'Balance Sheet' report from the 'My Reports' menu.
- Step 6: Configuring the report criteria, such as selecting the account.
- Step 7: Accessing the 'Print' options and selecting 'Print Preview'.
- Step 8: Viewing the report in 'Print Preview' mode and clicking the 'Print' button.

8. You can use the Print function from the viewed report if you need physical copies.
9. Enter detail into BPS.

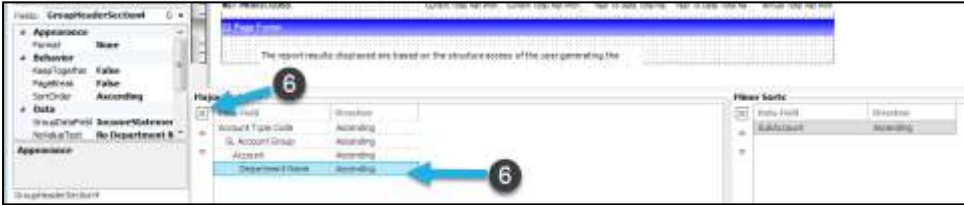
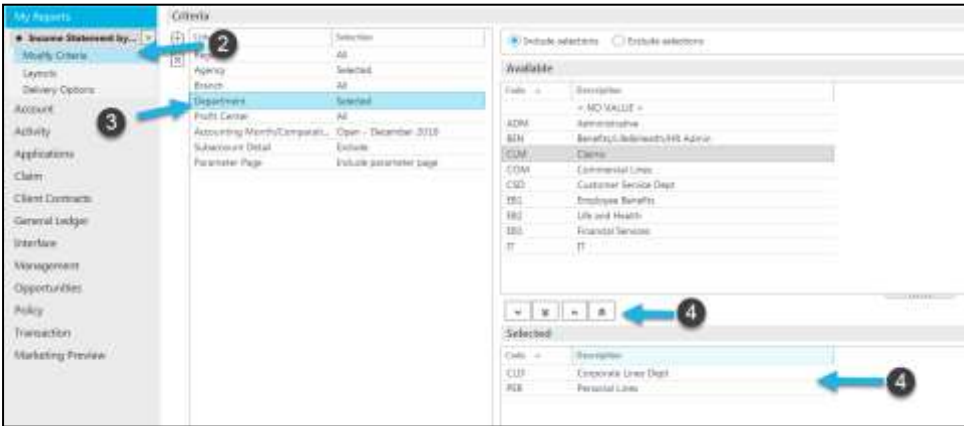


Financial Stability – Accounts Receivable/Payable Steps



% of P&C Commission & Fees, Agency vs. Direct Billed

1. Use Job Aid for Income Statement by Department.
2. Edit report and go to Modify Criteria.
3. Select Department criterion.
4. Verify appropriate departments are selected in Selected area. Use up/down arrows to modify selected departments if needed.
5. Go to Layouts and edit One Comparison With Annual Amounts layout.
6. Select Department Name in Major Sorts area and delete it.
7. Close the layout (File > Exit or little 'x' in upper right corner). Choose the Save All option.
8. From the Options Bar, select Print > Print Preview.
9. Calculate % of AB/DB and enter onto BPS.



Income Statement - One Comparison Annual

| | | Current Period | |
|-------------------------------|-----------------------------|-----------------|-----------------|
| | | Actual Amounts | Actual Amounts |
| | | Open - Dec 2018 | Open - Dec 2017 |
| INCOME | | | |
| 400 | Agency Bill Income | \$153,094.01 | \$153,049.01 |
| 401 | Direct Bill Income | \$14,925.00 | \$14,925.00 |
| 420 | Interagency Commission Inco | \$44,431.54 | \$44,431.54 |
| ***Subtotal Commission Income | | \$212,450.55 | \$212,405.55 |

Note: If Fees are not included here, you may consider if they significantly affect the percentage and adjust accordingly.



Financial Stability – Accounts Receivable/Payable Steps



6. You can use the Print function from the viewed report if you need physical copies.

7. The last page of the report includes the total without Prebills or Futures.

Total AR 61-90 and Over 90:

8. This detail is included in the "Balancing Current Receivables" report above.

| Billed To | Inst # | Inst or Policy Line | Avail. Mod | AR Cls. Trm | Up to 30 | 31 to 60 | 61 to 90 | Over 90 Days | Subtot |
|-------------------------|--------|---------------------|------------|-------------|----------|----------|------------|----------------|----------------|
| 63,090,000 Total | | | | | | | | | |
| Grand Total | | | | | | | | | |
| | | | | 67% | 90.00 | \$888.06 | \$1,000.00 | \$3,036,264.74 | \$5,090,133.60 |
| | | | | 100% | 90.00 | \$888.06 | \$1,000.00 | \$3,036,264.74 | \$5,090,133.60 |
| | | | | | | | | | \$5,090,133.60 |



Insurance Company Payables (excluding Prebills/Futures):

1. From Reports/Marketing > Transaction, select Balancing Current Premium Payables report.
2. Edit report and Modify Criteria.
3. Select Accounting Month criterion. Select month as "Open Through Current Default Month" + 0 Months. (Adjust +/- as needed to complete BPS requirements.)
4. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown)
5. You can use the Print function from the viewed report if you need physical copies.
6. The last page of the report includes the total without Prebills or Futures.

| Revenue Payable | # Items | Term Amount | Reserveable Balance | App Cost Amount | Payable Paid | Payable Balance | GL Account Balance |
|--|------------|-----------------------|-----------------------|---------------------|----------------|-----------------------|--------------------|
| AFFC-EI - Aviva Canada Inc. | 26 | \$2,582,650.00 | \$2,582,650.00 | \$30,000.00 | \$0.00 | \$2,130,000.00 | \$2,130,000.00 |
| AFFC-EI - Aviva Insurance | 1 | \$178.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| CITR-EI - Citizens Insurance Company | 1 | \$5,300.00 | \$5,300.00 | \$600.00 | \$0.00 | \$4,700.00 | \$4,700.00 |
| HOFF-EI - Hamilton Insurance Company | 136 | \$1,296,274.92 | \$1,296,274.92 | \$71,882.23 | \$0.00 | \$1,095,200.00 | \$1,170,877.62 |
| HOFF-EI - Intact Insurance | 2 | \$4,899.00 | \$4,899.00 | \$12,099.00 | \$0.00 | \$3,096.00 | \$3,096.00 |
| HOFF-EI - Liberty Mutual Insurance Company | 1 | \$1.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| MATR-EI - MetLife Insurance Brokerage | 2 | \$2,000.00 | \$1,200.00 | \$200.00 | \$0.00 | \$2,400.00 | \$2,400.00 |
| HOFF-EI - Progressive | 13 | \$45,493.52 | \$90,987.04 | \$6,240.19 | \$1,422.23 | \$40,000.00 | \$40,000.00 |
| SCYR-EI - Scott Form Insurance | 3 | \$300.00 | \$0.00 | \$0.00 | \$0.00 | \$300.00 | \$300.00 |
| SCYR-EI - Travelers Insurance Company | 117 | \$2,014,034.72 | \$1,991,000.00 | \$205,732.67 | \$119.26 | \$1,000,773.45 | \$1,000,773.45 |
| Grand Total | 325 | \$5,350,013.21 | \$5,256,102.14 | \$322,064.88 | -800.02 | \$5,248,052.14 | |



This screenshot shows the 'Reports/Marketing' menu in the APPLIED system. A dropdown menu is open, showing options like 'Create New Report', 'Copy Report To...', and 'Generate Report'. Red circles with numbers 1 and 2 point to the 'Reports/Marketing' menu item and the 'Copy Report To...' option, respectively.

GL Account Detail

NOTE: If income items in the Income Statement need to be broken out in order to provide the BPS detail, use the 'Status of Account' report to obtain

1. From Reports/Marketing > General Ledger > Status of Accounts, click Actions > Copy Report To.
2. Check 'My Reports' box.
3. Provide Comments if desired.
4. Click 'Finish'.
5. Edit the Status of Accounts report in My Reports.
6. Stay on Modify Criteria screen. Edit Accounting Month criterion and select Range radio button. The range should reflect year being reported on (i.e. Jan 2018 – Dec 2018).
7. Edit GL Account criterion and ensure 'Include selection' radio button is selected.
8. Initially move all accounts up into the Selected list.
9. Select which accounts you need to break out items for the BPS and move them into the Selected list. *Note: you can filter for specific account types (i.e. income or expense) and use the double down arrow to move all accounts or multi-select and use the single down arrow to move specific accounts.*

This screenshot shows the 'Copy Report' dialog box. It has two main sections: 'Create copies in' and 'Select Users'. In the 'Create copies in' section, the 'My Reports' checkbox is checked, with a red circle and number 2 pointing to it. In the 'Details' section, the 'Name' field contains 'Status of Accounts', with a red circle and number 3 pointing to it. At the bottom right, there is a 'Finish' button with a red circle and number 4 pointing to it.

This screenshot shows the 'My Reports' list. The 'Status of Accounts' report is highlighted in blue. A red circle with number 5 points to the 'My Reports' header, and another red circle with number 6 points to the 'Status of Accounts' report name.

This screenshot shows the 'Criteria' dialog box for the 'Status of Accounts' report. The 'Account' criterion is selected, and the 'Range' radio button is chosen. A red circle with number 6 points to the 'Range' radio button, and another red circle with number 7 points to the 'Include selection' radio button.



Print/Preview the Report

1. From the options bar, select Print > Preview to view your report on screen. This function is available for all reports. (Sample report shown)
2. You can use the Print function from the viewed report if you need physical copies.

NOTE: You can also use the Actions > Generate Report function and it will be delivered per your options set in 'Delivery Methods' in the Navigation Panel.

Upon exiting the report via the "x" in navigation panel, it is not necessary to Save the changes, unless you need it for the future.

Transfer data to survey

REVENUE DETAIL TAB

The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Revenue Detail tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Production and Production Ranking reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Revenue Breakdown | Steps |
|-------------------|--|
| | <p>Create new report</p> <ol style="list-style-type: none"> 1. From Reports, Select Transaction > Production Report. 2. Click Actions > Create New Report. 3. Enter a name for the report (i.e. “Agency Revenue Breakdown for Best Practice Survey”). 4. Make certain the My Reports radio button is selected. 5. Optionally enter a Comment that describes the use of this report (i.e. “Revenue Breakdown by Department and Transaction Types for Best Practice Survey”). 6. Select Finish. |
| | <p>Modify the Report Criteria</p> <p>Upon selecting Finish above, Applied Epic will navigate you to the My Reports group. Open the newly created report in the Modify Criteria section. If this doesn't occur, perform these steps manually.</p> <ol style="list-style-type: none"> 1. Select Accounting Month criteria and set the Range |



to reflect the last fiscal year (i.e. January 2018 to December 2018).

2. Modify Transaction Class to include all revenue generating transaction classes (including fees).

3. Add a new criterion using the add icon.

4. In the Available Criteria area, double click on the Production Report folder and the Line folder. Select the Agency First Written field and use the single right arrow icon to move the criteria into the Selected Criteria area. Click Finish.

For now, leave the criterion set to All.

5. Add a new criterion using the add icon.

6. In the Available Criteria area, double click on the Production Report folder and the Commission folder. Select the Transaction Line Status field and use the single right arrow icon to move the criteria into the Selected Criteria area. Click Finish.

Note: recommendation is to use the Transaction Line Status vs. the Line Status so that you are using the Status filed with the transaction



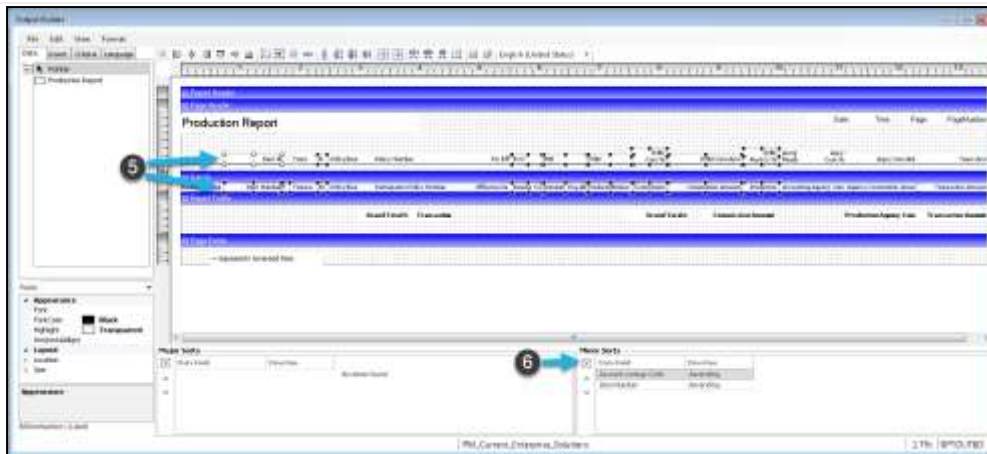
For now, leave the criterion set to All.



Modify the Report Layout

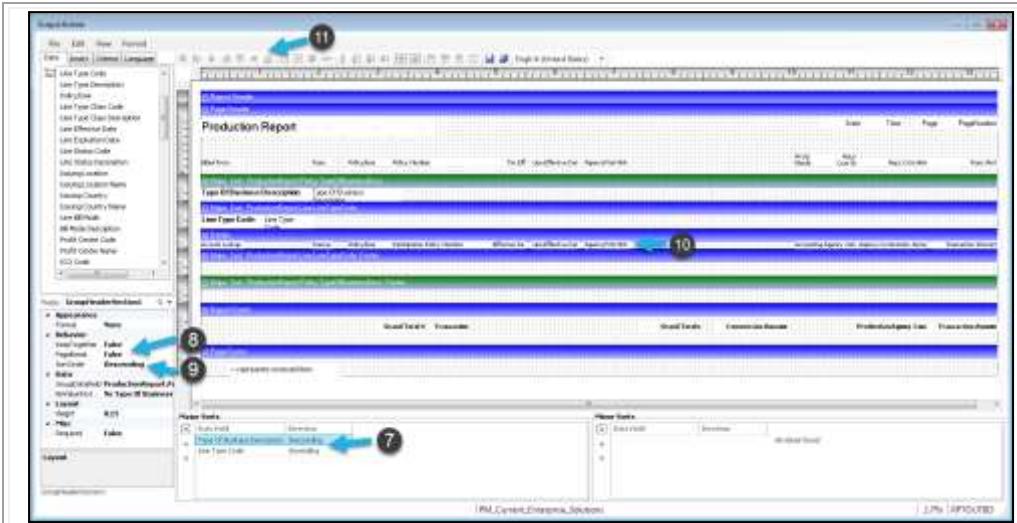
1. Select Layouts from the Navigation Panel.
2. Select the Summary Layout and set the Print checkbox to No.
3. Select Complete Detail and confirm the Print check box is set to Yes. Update the Name to “Revenue Info – Revenue Breakdown” and the Description to “Provides Agency Commission by Policy/Line Type and Type of Business”.

4. Edit the Complete Detail Layout.



5. Select the following labels and data fields and delete them.
 - a. Item #
 - b. Reversal flag
 - c. Bill Mode
 - d. ICO
 - e. PPE
 - f. PR/BR Code
 - g. PR/BR Commission %
 - h. PR/BR Commission Amount
 - i. PR/BR Prod Cred %

6. Remove the Account Lookup Code and Item Number Minor Sorts.



7. Add Type of Business Description as a Major Sort (from Data tab, navigate to Production Report > Policy. Add Line Type Code as Major Sort (from Data tab, navigate to Production Report > Line).

8. Set the PageBreak property of both to False.
9. Set the SortOrder property on the Type of Business Description to Descending.

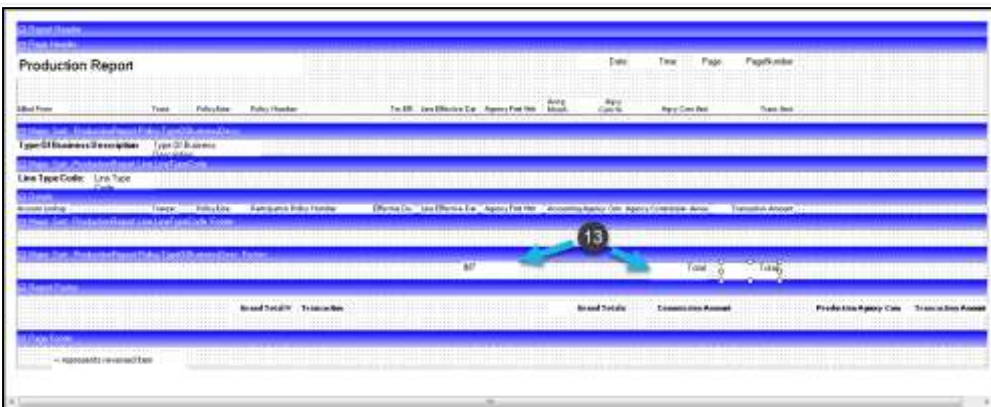
10. Drag and drop data fields for Line Effective Date and Agency First Written to the Details section of the report.

11. With newly added field selected, use the alignment tools to align with other labels and data fields.

12. Move selected fields to left.

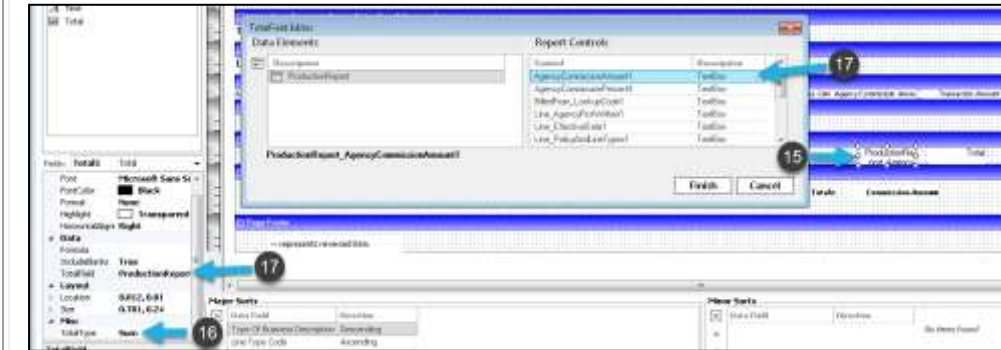


13. From the Insert tab, add a label field and two total fields to the Type of Business Description Major Sort Footer section of the report.





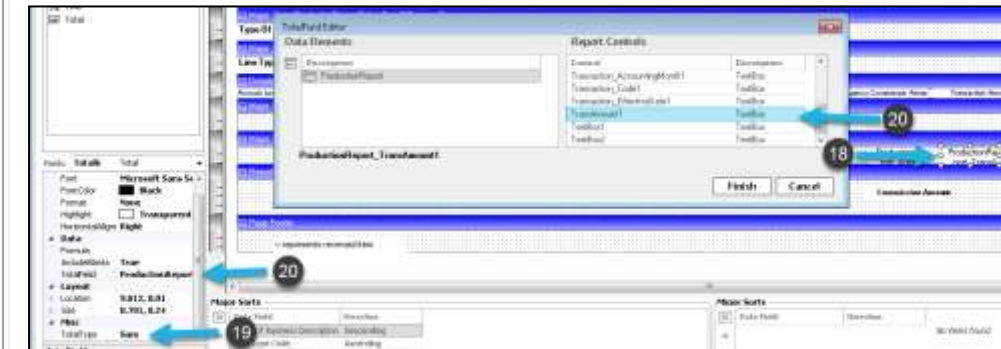
14. With the label field selected, set the Text property to “Totals for:”



15. Select the first Total field added.

16. Set the TotalType property to Sum.

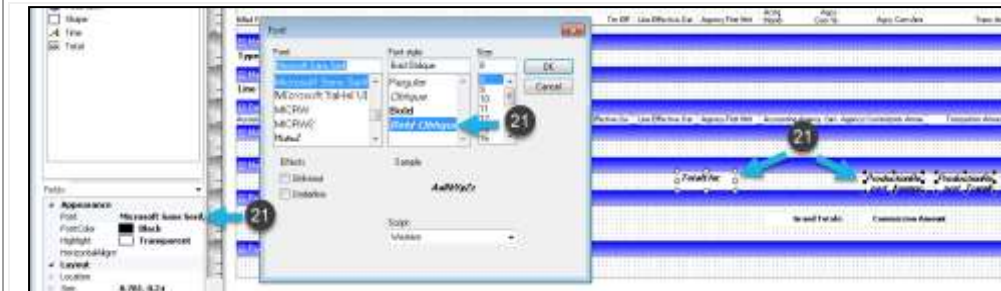
17. Set the Totalfield property to AgencyCommissionAmount Report Control.



18. Select the second Total Field added.

19. Set the Total Type property to Sum.

20. Set the Totalfield property to TransAmount.



21. Select all three fields and use the Font property to set to Bold Oblique.



22. Copy and paste the three fields into the Line Type Code Major Sort Footer section of the report.

23. Set the Font to Bold.



24. Copy and paste the Line Type Code data field from the Major Sort Header section to the Footer section.

25. Copy and paste the Type of Business Description data field from the Major Sort header section to the Footer section.

26. Set the Font property for each to match the font used in each section, respectively.



27. Select all fields in the Report Footer section of the report.

28. Use the Font property to set the size of the font to 12.

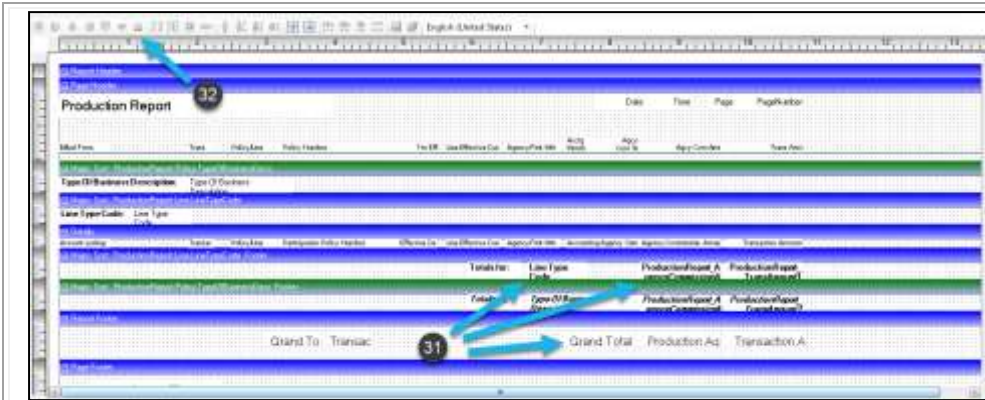
Delete the Producer Commission total in the Report Footer section.

Shift the Agency Commission and Transaction Amount totals left so they align.

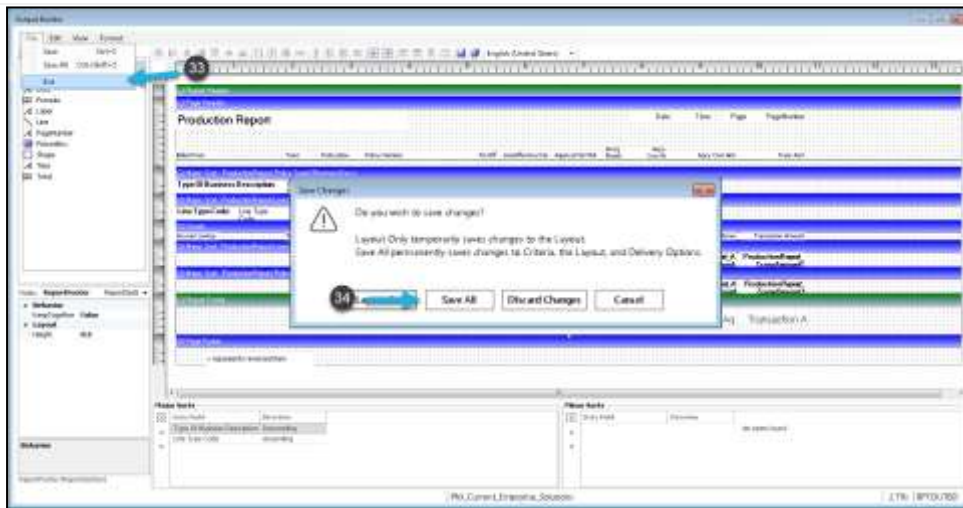


29. Select all Total fields.

30. Use the Format property to set to Currency (Numeric).



- 31. Where needed throughout the report, use the handles on a field to make fields larger or smaller.
- 32. Where needed throughout the report select multiple fields and use alignment tools to align like fields (label to corresponding data fields, all amount fields, etc.).



- 33. Select File > Exit.
- 34. Select Save All.

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| Blat Form | Name | Entry Date | Blat Number | Trk ID | Line (Printed Date) | Agency Fee Date | Agency Fee Rate | Agency Fee Amt | Agency Fee Amt | Trans Amt |
|--------------------------------------|--|----------------------|-------------|-------------------|--|-----------------|-----------------|--------------------|-------------------|--------------------|
| | | | | Totals for | Blat# | | | | \$1,750.00 | \$75,000.00 |
| Type Of Business Description: | No Type Of Business Description | | | | | | | | | |
| Line Type Code: | No Line Type Code | | | | | | | | | |
| PR000001 | 0000 | | | 01/01/2016 | 01/01/2016 | 000.0000% | | 000.00 | | 1200.00 |
| PR000001 | 0000 | | | 01/01/2016 | 01/01/2016 | 000.0000% | | 01,000.00 | | 12,000.00 |
| PR000001 | 0000 | | | 01/01/2016 | 01/01/2016 | 000.0000% | | 40,000.00 | | 41,000.00 |
| PR000001 | 0000 | | | 01/01/2016 | 01/01/2016 | 000.0000% | | 4,000.00 | | 4,500.00 |
| PR000001 | 0000 | | | 01/01/2016 | 01/01/2016 | 000.0000% | | 0.00 | | 1,000.00 |
| | | | | Totals for | No Line Type Code | | | \$200.00 | | \$200.00 |
| | | | | Totals for | No Type Of Business Description | | | \$200.00 | | \$200.00 |
| Grand Total # | 33 | Grand Totals: | | | | | | \$22,009.45 | | \$22,009.45 |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Based on criteria set above, the totals in the report represents all booked business.

Make note of the Grand Total for Agency Commission Amount on the last page of report.



Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel.
2. Select the Transaction Line Status criterion.
3. Remove all selections from the Selected area.
4. Select all statuses that represent New business and move to the Selected area.

Production Report 3/26/2016 2:28 PM Page 1 of 2

| Prod Code | Rate | Policy Line | Policy Number | Fy Eff | Line Effective Date | Agency Acct Num | Acct Num | App Date % | App Comm % | Rate Amt | |
|---|------|-------------|---------------|-------------------------------------|---------------------|----------------------|----------|------------|------------|--------------------|--------------------|
| | | | | Totals for: PRDP | | | | | | \$3,775.00 | \$34,980.00 |
| Line Type Code: WCOM | | | | | | | | | | | |
| 809420A-2 | 8098 | 8098 | | 0042012 | 01/01/12 | 0242012 | 998 2012 | 10.000% | | \$39.00 | \$2,000.00 |
| | | | | Totals for: WCOM | | | | | | \$500.00 | \$5,980.00 |
| | | | | Totals for: Commercial Lines | | | | | | \$3,275.00 | \$29,040.00 |
| Type Of Business Description: Bond | | | | | | | | | | | |
| Line Type Code: BOND | | | | | | | | | | | |
| 80420A-1 | 8098 | 8098 | 80328122807 | 0102012 | 01/01/12 | 0102012 | 998 2012 | 10.000% | | \$300.00 | \$2,000.00 |
| 80420A-2 | 8098 | 8098 | | 0102012 | 01/01/12 | 0102012 | 998 2012 | 10.000% | | \$200.00 | \$2,000.00 |
| 80420A-2 | 8098 | 8098 | 80328122810 | 0102012 | 01/01/12 | 0102012 | 998 2012 | 10.000% | | \$100.00 | \$2,000.00 |
| | | | | Totals for: BOND | | | | | | \$1,200.00 | \$6,000.00 |
| | | | | Totals for: Bond | | | | | | \$1,700.00 | \$8,000.00 |
| Type Of Business Description: Dental | | | | | | | | | | | |
| Line Type Code: DGM | | | | | | | | | | | |
| 80420A-1 | 8098 | 8098 | | 0102012 | 01/01/12 | 0102012 | 998 2012 | 10.000% | | \$2,500.00 | \$20,000.00 |
| | | | | Totals for: DGM | | | | | | \$3,750.00 | \$25,980.00 |
| | | | | Totals for: Dental | | | | | | \$3,750.00 | \$25,000.00 |
| Grand Total # | | | | 19 | | Grand Totals: | | | | \$14,966.45 | \$14,966.45 |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Based on criteria set above, the totals in the report will represent New business.

Use the 'Totals for Type of Business' line to determine the total agency commission earned for that type of business.

Revenue Breakdown

In the table below, please provide a breakdown of the revenue you entered on the Income Statement screen. For each line of business show what percentage of the revenue represents New Business, Renewal Business, and/or Acquired Business. THIS DATA IS CRITICAL TO THE COMPUTATION OF IMPORTANT BEST PRACTICES METRICS - IT MUST BE COMPLETED, AND THE PERCENTAGES FOR EACH LINE OF BUSINESS MUST TOTAL TO 100%.

NEW BUSINESS - Includes commissions and fees from the sale of products and services to new clients as well as commissions and fees from the sale of new products and services sold to existing clients (i.e. total account development, account reworking, etc.) For bonds, consider NEW as revenue coming from new clients; consider RENEWAL as revenue coming from accounts that have been with the agency more than a year.

RENEWAL BUSINESS - include existing coverage placed with a new carrier and reinstated coverage for existing clients as renewal revenue.

ACQUIRED BUSINESS - include acquired commissions and fees that were booked for the first time. Revenue should only be considered "acquired" in the first year it is booked and should be considered renewal in subsequent years.

| REVENUES | 12/31/2015 | 12/31/2016 | Revenue Breakdown | Renewal % | Acquired % | Total % and Error Messages |
|-------------------------------------|------------|------------|-------------------|-----------|------------|----------------------------|
| | | | New % | | | |
| Commercial P&C Commissions & Fees | 1 | 1 | | | | No Revenue Reported |
| Auto/Health | 2 | 2 | | | | No Revenue Reported |
| Personal P&C Commissions & Fees | 3 | 3 | | | | No Revenue Reported |
| Group Medical Commissions & Fees | 4 | 4 | | | | No Revenue Reported |
| Other Group Commissions & Fees | 5 | 5 | | | | No Revenue Reported |
| Individual LHA/F Commissions & Fees | 6 | 6 | | | | No Revenue Reported |

You must enter a number in all of the cells to the left. If the answer is zero, please enter a zero.

Enter requested data in the Best Practices Survey

Use the Grand Total noted from the original run of the report and the individual Type of Business totals to determine the New % entries for each major type of business.



Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel.
2. Select the Transaction Line Status criterion.
3. Remove the New business codes selected for previous report from Selected area.
4. Select all statuses that represent renewal business and move to the Selected area.

Production Report

03/20/2018 5:55 PM Page 1 of 1

| Prod From | TH | Prod Line | Prod Number | To # | Line Effective Date | Agency Prod ID | Prod Method | Agcy Com % | Agcy Com Amt | Total Amt |
|---|-------------------|-----------|-------------|------|---------------------|----------------|-------------|------------|--------------|-------------|
| Type Of Business Description: Personal Lines | | | | | | | | | | |
| Line Type Code: | HOME | | | | | | | | | |
| 34004-01 | 400 | 400 | 40120700 | | 03/01/01 | 03/01/01 | 03/01/01 | 448.262 | 0.0000% | \$2,000.00 |
| Totals for: HOME | | | | | | | | | \$2,000.00 | \$1,400.00 |
| Totals for: Personal Lines | | | | | | | | | \$2,000.00 | \$1,400.00 |
| Type Of Business Description: Commercial Lines | | | | | | | | | | |
| Line Type Code: | No Line Type Code | | | | | | | | | |
| 34004-01 | 800 | 000 | 01301101 | | 03/01/01 | | | 548.262 | 0.0000% | \$2,700.00 |
| Totals for: No Line Type Code | | | | | | | | | \$2,700.00 | \$15,000.00 |
| Line Type Code: | DMIT | | | | | | | | | |
| 000009-01 | 000 | 000 | 00000001 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$700.00 |
| 000009-01 | 000 | 000 | 00000002 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$1,000.00 |
| 000009-01 | 000 | 000 | 00000003 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$700.00 |
| 000009-01 | 000 | 000 | 00000004 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$800.00 |
| 000009-01 | 000 | 000 | 00000005 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$800.00 |
| Totals for: DMIT | | | | | | | | | \$2,227.00 | \$11,800.00 |
| Line Type Code: | CLMB | | | | | | | | | |
| 000009-01 | 000 | 000 | 01200001 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$600.00 |
| Totals for: CLMB | | | | | | | | | \$600.00 | \$4,000.00 |
| Line Type Code: | MCDM | | | | | | | | | |
| 000009-01 | 000 | 000 | 00210001 | | 03/01/01 | 03/01/01 | 03/01/01 | 548.262 | 0.0000% | \$1,000.00 |
| Totals for: MCDM | | | | | | | | | \$1,000.00 | \$7,777.00 |
| Totals for: Commercial Lines | | | | | | | | | \$6,627.00 | \$38,600.00 |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Based on criteria set above, the totals in the report will represent New business.

Use the Totals for Type of Business line to determine the total agency commission earned on Renewal business for that type of business.

Revenue Breakdown

In the table below, please provide a breakdown of the revenue you entered on the Income Statement screen. For each line of business show what percentage of the revenue represents New Business, Renewal Business, and/or Acquired Business. THIS DATA IS CRITICAL TO THE COMPUTATION OF IMPORTANT BEST PRACTICES METRICS - IT MUST BE COMPLETED, AND THE PERCENTAGES FOR EACH LINE OF BUSINESS MUST TOTAL TO 200%.

NEW BUSINESS - Includes commissions and fees from the sale of products and services to new clients as well as commissions and fees from the sale of new products and services sold to existing clients (i.e. total account development, account reworking, etc.) For bonds, consider NEW as revenue coming from new clients; consider RENEWAL as revenue coming from accounts that have been with the agency more than a year.

RENEWAL BUSINESS - include existing coverage placed with a new carrier and reinstated coverage for existing clients as renewal revenue.

ACQUIRED BUSINESS - include acquired commissions and fees that were booked for the first time. Revenue should only be considered "acquired" in the first year it is booked and should be considered renewal in subsequent years.

| REVENUES | 12/31/2015 (Value from the table) | New % | Renewal % | Acquired % | Total % and Error Messages |
|--------------------------------------|--------------------------------------|-------|-----------|------------|----------------------------|
| Commercial P&C Commissions & Fees | 1 | | | | No Revenue Reported |
| Auto/Aviation | 2 | | | | No Revenue Reported |
| Personal P&C Commissions & Fees | 3 | | | | No Revenue Reported |
| Group Medical Commissions & Fees | 4 | | | | No Revenue Reported |
| Other Group Commissions & Fees | 5 | | | | No Revenue Reported |
| Individual LIA/TF Commissions & Fees | 6 | | | | No Revenue Reported |

Enter requested data in the Best Practices Survey

Use the Grand Total noted from the original run of the report and the individual Type of Business totals to determine the Renewal % entries for each major type of business.



For this last run, we are looking to obtain the total agency commission percentage for Acquired business as defined in the collection file.

Depending upon your system configuration this can be obtained one of two ways:

1. You may have Line Status Codes defined and used to differentiate brand new business with new clients to your organization from new business with existing clients (i.e. “NEW” to denote new business from brand new clients and “NWB” to denote new policies or business with an existing client)
2. Using the Agency First Written date

If you have separate Line Status Codes to differentiate new business with brand new clients from new business with existing clients, follow the steps outlined above to select just the applicable line status codes and run the report to obtain the figures as previously shown.

To obtain Acquired % from Agency First Written date follow the steps below.

Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel.
2. Select the Transaction Line Status criterion.
3. Use the double down arrow to move all codes to the Selected area.

4. Select the Agency First Written criterion.
5. Set the Range to coincide with the fiscal period you are reporting (i.e. 1/1/2018 – 12/31/2018).



| Production Report | | | | | | | | | | 02/20/2018 | 1:02 PM | Page | 1 of 2 | |
|---|------|----------|---------------|-------|---------------------|------------------|-------------|---------------------|-------------------|------------|---------|------|-------------------|--------------------|
| Prod Form | Type | Sub-Line | Sub-Number | Tr-BF | Line Effective Date | Agency Prod-Date | Agency Rate | Agency Commission % | Agency Commission | Total Amt | | | | |
| Type Of Business Description: Personal Lines | | | | | | | | | | | | | | |
| Line Type Code: AUTO | | | | | | | | | | | | | | |
| W000001 | WB00 | WB70 | 42280773-89 | | 4/2/2010 | 4/2/2011 | 4/2/2012 | 498.2200 | 21.0000% | 946.00 | 946.00 | | | |
| Totals for: AUTO | | | | | | | | | | | | | \$65.00 | \$458.00 |
| Line Type Code: HOME | | | | | | | | | | | | | | |
| W000001 | WB00 | WB70 | 341424234 | | 1/23/2010 | 1/23/2011 | 1/23/2012 | 348.2200 | 21.0000% | 410.00 | 410.00 | | | |
| W000001 | WB00 | HOME | 42454545 | | 1/23/2010 | 1/23/2011 | 1/23/2012 | 348.2200 | 21.0000% | 410.00 | 410.00 | | | |
| W000001 | WB00 | HOME | 42454545 | | 1/23/2010 | 1/23/2011 | 1/23/2012 | 348.2200 | 21.0000% | 410.00 | 410.00 | | | |
| W000001 | WB00 | HOME | 42280773-2881 | | 4/2/2010 | 4/2/2011 | 4/2/2012 | 498.2200 | 21.0000% | 946.00 | 946.00 | | | |
| Totals for: HOME | | | | | | | | | | | | | \$510.00 | \$4,750.00 |
| Totals for: Personal Lines | | | | | | | | | | | | | \$575.00 | \$5,408.00 |
| Type Of Business Description: Commercial Lines | | | | | | | | | | | | | | |
| Line Type Code: BALT | | | | | | | | | | | | | | |
| W000001 | WB00 | WB70 | 34424242 | | 1/23/2010 | 1/23/2011 | 1/23/2012 | 348.2200 | 21.0000% | 410.00 | 410.00 | | | |
| Totals for: BALT | | | | | | | | | | | | | \$400.00 | \$4,000.00 |
| Line Type Code: CFLD | | | | | | | | | | | | | | |
| W000001 | WB00 | WB70 | 42280773-89 | | 1/24/2010 | 1/24/2011 | 1/24/2012 | 348.2200 | 21.0000% | 410.00 | 410.00 | | | |
| Totals for: CFLD | | | | | | | | | | | | | \$1,000.00 | \$10,000.00 |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Based on criteria set above, the totals in the report will represent Acquired business in the fiscal period being reported on.

Use the Totals for Type of Business line to determine the total agency commission earned on Renewal business for that type of business.

Revenue Breakdown

In the table below, please provide a breakdown of the revenue you entered on the Income Statement screen. For each line of business show what percentage of the revenue represents New Business, Renewal Business, and/or Acquired Business. THIS DATA IS CRITICAL TO THE COMPUTATION OF IMPORTANT BEST PRACTICES METRICS - IT MUST BE COMPLETED, AND THE PERCENTAGES FOR EACH LINE OF BUSINESS MUST TOTAL TO 100%.

NEW BUSINESS - Includes commissions and fees from the sale of products and services to new clients as well as commissions and fees from the sale of new products and services sold to existing clients (i.e. total account development, account rebranding, etc.) For benefits, consider NEW as revenue coming from new clients; consider RENEWAL as revenue coming from accounts that have been with the agency more than a year.

RENEWAL BUSINESS - include existing coverage placed with a new carrier and reinstated coverage for existing clients as renewal revenue.

ACQUIRED BUSINESS - include acquired commissions and fees that were booked for the first time. Revenue should only be considered "acquired" in the first year it is booked and should be considered renewal in subsequent years.

| REVENUES | 12/31/2015 | | | | Total % and Error Messages |
|------------------------------------|---------------------------------------|-------|-----------|------------|----------------------------|
| | 12/31/2015 (Only Enter on 12/31/2015) | New % | Renewal % | Acquired % | |
| Commercial P&C Commissions & Fees | 1 | | | | No Revenue Reported |
| Health/Quarry | 2 | | | | No Revenue Reported |
| Personal P&C Commissions & Fees | 3 | | | | No Revenue Reported |
| Group Medical Commissions & Fees | 4 | | | | No Revenue Reported |
| Other Group Commissions & Fees | 5 | | | | No Revenue Reported |
| Individual (RA) Commissions & Fees | 6 | | | | No Revenue Reported |

Note: You must enter a number in all of the cells to the left. If the answer is zero, please enter a zero.

Enter requested data in the Best Practices Survey

Use the Grand Total noted from the original run of the report and the individual Type of Business totals to determine the Acquired % entries for each major type of business.

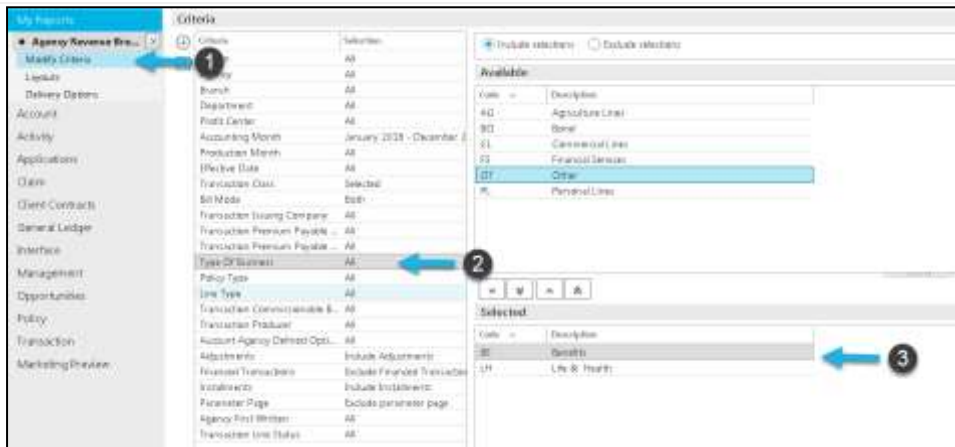


Revenue Breakdown

Steps

Other Group Revenue Breakdown

This section can be completed using the same report generated for the previous section with a modification to the report criteria to focus on either the Type of Business or Policy/Line Types that reflect the categories provided in the Collection File



Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel.
2. Select the Type of Business criterion.
3. Select just those Types of Business descriptions that encompass the categories outlined in the Collection File. Move them into the Selected area.

Production Report

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| Line Item | Type | Policy/Line | Policy Number | Tr Eff | Line Effective Date | Agency Fee Rate | Agency Rate | Agency Com % | Agency Com Amt | Trans Amt |
|---|------|-------------|---------------|----------|----------------------|-----------------|-------------|--------------|-------------------|--------------------|
| Type Of Business Description: Benefits | | | | | | | | | | |
| Line Type Code: DENT | | | | | | | | | | |
| 00000000 | 4000 | 1001 | 000001000001 | 1/1/2016 | 1/1/2016 | 0.0000 | 448.360 | 13.888% | 622.00 | 11,900.00 |
| Totals for: DENT | | | | | | | | | 622.00 | \$2,900.00 |
| Line Type Code: EDGM | | | | | | | | | | |
| 00000000 | 4000 | 1001 | | 1/1/2016 | 1/1/2016 | 0.0000 | 448.360 | 13.888% | 63,750.00 | 629,000.00 |
| Totals for: EDGM | | | | | | | | | \$3,750.00 | \$29,000.00 |
| Totals for: Benefits | | | | | | | | | \$4,372.00 | \$32,900.00 |
| Grand Total # | | | | 2 | Grand Totals: | | | | \$4,050.00 | \$4,650.00 |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Based on criteria set above, the totals in the report will represent Acquired business in the fiscal period being reported on.

Use the Totals for Type of Business line to determine the total agency commission earned on Renewal business for that type of business.



Other Group Revenue Breakdown

If you have any OTHER GROUP revenue (shown above), please indicate the percentage coming from each of the following sources. The total breakdown must equal 100%.

| | % of Revenues | |
|--|---------------|-----------|
| Life | 0 | |
| Disability | 0 | |
| Dental & Vision | 0 | |
| Retirement/Pension | 0 | |
| Workers/ Voluntary/ Supplement | 0 | |
| Long Term Care | 0 | |
| Employee Benefits TRS | 0 | |
| All Other | 0 | |
| Total "Other Group" L&H Revenue | 0.0% | \$ |

No Revenue to Break Down

Enter requested data in the Best Practices Survey

Use the Grand Total noted from the original run of the report and the applicable individual Line Status Code totals that coincide with the categories requested in the Collection file, determine the % of Revenues for each applicable category.



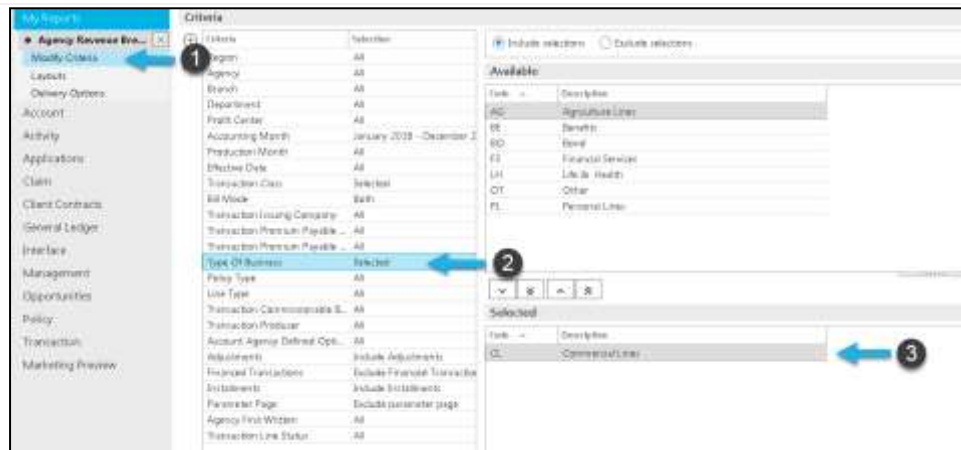
Revenue Breakdown

Steps

Specialty / Niche Revenue

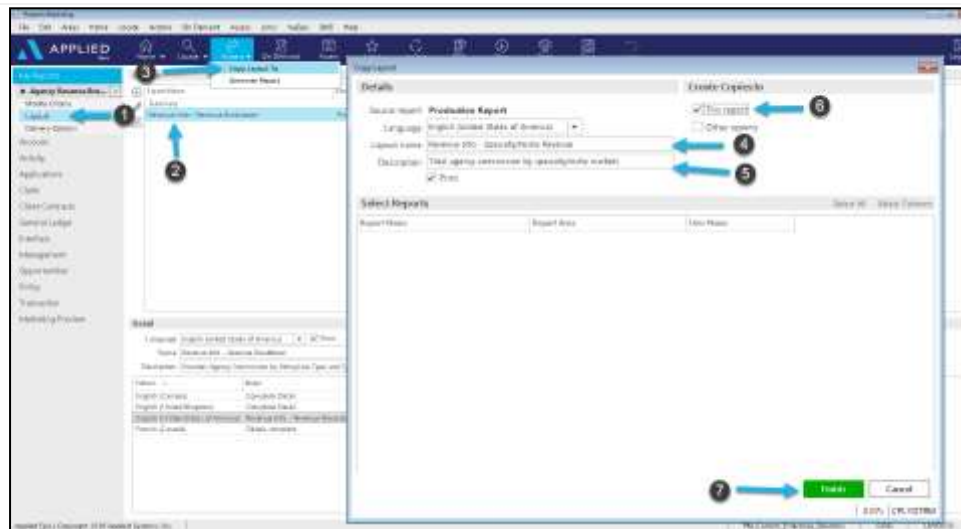
There are multiple ways to track specialty or niche markets in Applied Epic. The below instructions are applicable when the SIC or NAICS codes on the Main Business Contact records on commercial accounts are used.

We will use the same report created for the other sections above, modifying the criteria and creating a new layout.



Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel
2. Select the Type of Business criteria
3. Select only entries that represent commercial lines business



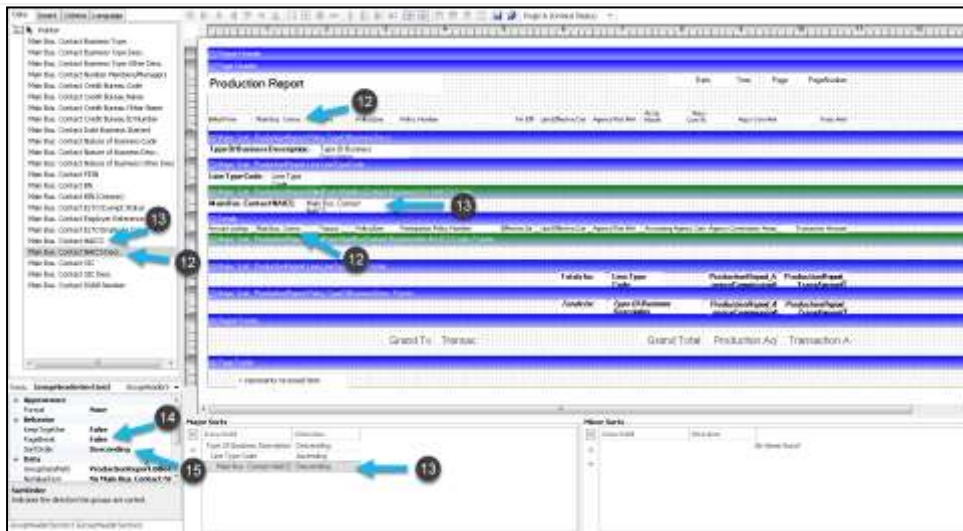
Modify the Report Layout

1. Select Layouts from the Navigation Panel.
2. Select the Revenue Info – Revenue Breakdown layout.
3. Select Actions > Copy Layout To.
4. Change the Layout name to “Revenue Info – Specialty/Niche Revenue”.
5. Change the Description to “Total agency commission by specialty/niche markets”.
6. Check the ‘This report’ checkbox.





7. Select Finish.
8. Select the Revenue Info – Revenue Breakdown layout.
9. Uncheck the Print checkbox.
10. Select the new layout.
11. Select the edit icon.



12. From the Data tab, locate the Main Business Contact NAICS Description (from Data tab, navigate to Production Report > Billed From > Main Business Contact > Main Business Contact Business Info) and drag and drop to the right of the Account Lookup Code in the Details section of the report.
13. Select the Main Bus. Contact NAICS Code and drag into the Major Sort area.
14. Set the PageBreak property to False.
15. Set the SortOrder property to Descending.



16. Copy and paste all fields from the Line Type Code Footer section into the Main Bus. Contact NAICS Code Footer section.
17. Delete the Line Type Code Major sort.



18. Delete the Line Type Code field in the Main Bus. Contact NAICS Code Footer.



19. Copy and paste the Main Bus. Contact NAICS Description into the Main Bus. Contact NAICS Code Footer section to the right of the "Totals for:" label.

20. Select the Main Bus. Contact NAICS Description field just pasted and use the Font property to change the font to Bold to match the other fields in the footer.

Production Report 3/20/2015 9:08 PM Page 1 of 2

| Main Bus. Contact NAICS | Type | NAICS | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate | Rate |
|---|--------------|--------|------|------|------|------|------|------|------|-------------|--------------|------|
| Type Of Business Description: Commercial Lines | | | | | | | | | | | | |
| Main Bus. Contact NAICS: 23 | | | | | | | | | | | | |
| 330229-01 | Construction | 330229 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330230-01 | Construction | 330230 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330231-01 | Construction | 330231 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330232-01 | Construction | 330232 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330233-01 | Construction | 330233 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330234-01 | Construction | 330234 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330235-01 | Construction | 330235 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| Table for: Construction | | | | | | | | | | | | |
| 330236-01 | Construction | 330236 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330237-01 | Construction | 330237 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330238-01 | Construction | 330238 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330239-01 | Construction | 330239 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330240-01 | Construction | 330240 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330241-01 | Construction | 330241 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330242-01 | Construction | 330242 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330243-01 | Construction | 330243 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330244-01 | Construction | 330244 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330245-01 | Construction | 330245 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330246-01 | Construction | 330246 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330247-01 | Construction | 330247 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330248-01 | Construction | 330248 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330249-01 | Construction | 330249 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| 330250-01 | Construction | 330250 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 | 01 |
| Table for: Construction | | | | | | | | | | | | |
| | | | | | | | | | | \$1,558.45 | \$7,100.00 | |
| Table for: Commercial Lines | | | | | | | | | | | | |
| | | | | | | | | | | \$15,874.45 | \$776,708.00 | |
| Type Of Business Description: Retail | | | | | | | | | | | | |
| Main Bus. Contact NAICS: 23 | | | | | | | | | | | | |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

Identify any totals for specific NAICS descriptions in the report.

Specialty/Niche Revenue

Please enter the information below for any well-defined practice areas you may have that generate a significant portion of agency revenue or that represent a particular focus of expertise at your agency. If you have specialties that do not conform to the areas listed, please include them on the "Other" line. For each specialty area with revenue listed, please use the drop down areas (accessible by clicking the arrow to the right of each cell) to answer yes or no to each of the questions about WHY you consider this a specialty of your agency.

WHY is this defined as a specialty or niche business at your agency? Which of the things below apply to this segment of your business?

Please choose yes or no from the drop down menus in each cell below.

| Description of Specialty Area | Revenue last fiscal year | This business has a concentration of accounts or revenues | This business has dedicated producers | This business has dedicated non-producing receivables | This business is growing faster than others | This business is more profitable than others |
|-------------------------------|--------------------------|---|---------------------------------------|---|---|--|
| Agriculture | | | | | | |
| Construction | | | | | | |
| Energy | | | | | | |
| Government/Municipality | | | | | | |
| Healthcare | | | | | | |
| Hospitality | | | | | | |
| Manufacturing | | | | | | |
| Non-profits | | | | | | |
| Real Estate | | | | | | |
| Schools/Education | | | | | | |
| Transportation | | | | | | |
| Other | | | | | | |
| Other | | | | | | |

Enter requested data in the Best Practices Survey

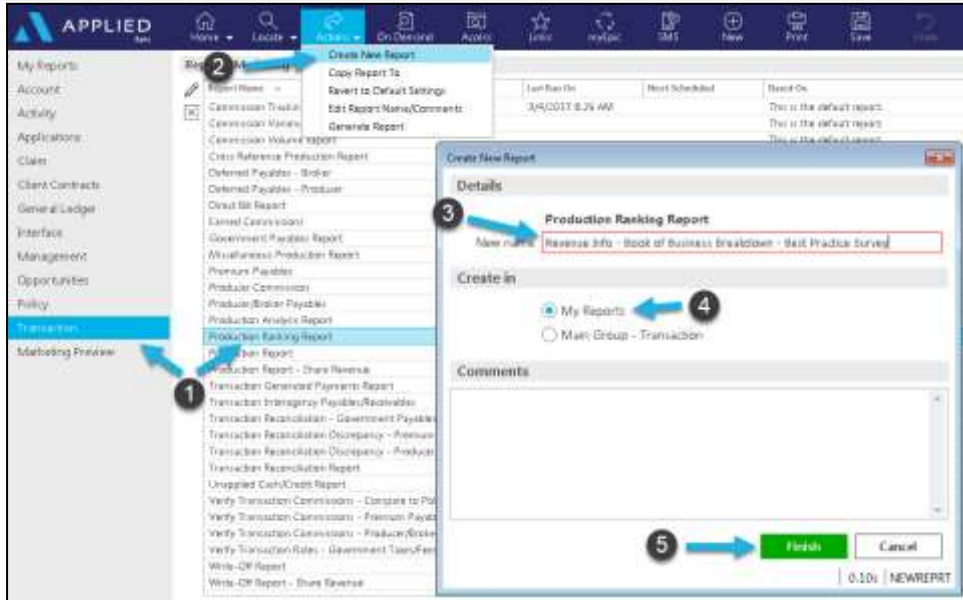
Enter data into the appropriate cells.



Book of Business Breakdown

Account Concentration

Steps



Create a New Report

1. From Reports/Marketing, select Transaction > Production Ranking Report.
2. Select Actions > Create New Report.
3. Enter a new name (i.e. "Revenue Info – Book of Business Breakdown – Best Practice Survey").
4. Ensure the My Reports radio button is selected and optionally enter Comments.
5. Select Finish.



Modify the Report Criteria

Upon selecting Finish above, Applied Epic will navigate you to the My Reports group. Open the newly created report in the Modify Criteria section.

1. Select the Accounting Month criteria and set the Range From and To according to the fiscal year being reported.
2. Select the Rank Field criteria and set to Agency Commission Amount.



Modify the Report Layout

Technically, no modifications are needed to the layout of this report.

From a consistency standpoint, optionally perform these steps.

1. Rename the default Summary layout (i.e. "Largest Accounts by Commission Amount").
2. Provide better a Description (i.e. "Shows premium and commission amounts for largest accounts by agency commission").
3. Edit layout using the edit icon.
4. Update the Report Title in the Layout. Edit the Text property and enter revised report name.



Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery Methods in the Navigation Panel.

1. The first entry on the report – Rank 1 – will be the Largest single commission Account.
2. Manually calculate the first 10 rows to get the Ten largest commission accounts (totaled).

Production Ranking by Agency Commission for BPS 3/24/2016 8:54 AM Page 1 of 1

| Rank | Client | Total Trac | Billed Premium | Agcy Commission | Avg Agcy Com | Avg Agcy Com% | Cumulative % |
|----------------------|---|------------|--------------------|--------------------|-----------------|---------------|--------------|
| Premium: All | | | | | | | |
| 1 | CROWNCOV-01 - Corner Construction | 1 | \$23,231.00 | \$3,944.02 | \$3,214.88 | 18.99% | 27% |
| 2 | DAVIDHA-02 - David & Davidson | 2 | \$17,508.00 | \$2,629.89 | \$1,312.50 | 15.00% | 46% |
| 3 | CROWNCOV-02 - Crown Construction | 1 | \$7,777.00 | \$1,591.41 | \$1,591.41 | 20.46% | 67% |
| 4 | ECONROD-01 - Economical Roofing and Supply | 1 | \$18,808.00 | \$1,930.00 | \$1,808.00 | 15.00% | 87% |
| 5 | DOUGROD-01 - Dave Roofing & Construction, Inc. | 3 | \$14,806.00 | \$1,490.00 | \$700.00 | 10.00% | 100% |
| 6 | ROMMCOV-01 - Roman Construction | 2 | \$6,890.00 | \$1,025.00 | \$512.50 | 12.66% | 94% |
| 7 | DAVIDHA-02 - David & Davidson | 2 | \$2,480.00 | \$810.00 | \$405.00 | 15.00% | 90% |
| 8 | REFRESER-01 - Refrigeration Services of Wisconsin LLC | 1 | \$4,290.00 | \$675.00 | \$675.00 | 15.00% | 94% |
| 9 | QUALCON-01 - Quality Construction Company, Inc. | 1 | \$2,000.00 | \$395.00 | \$395.00 | 15.00% | 99% |
| 10 | BECKPS001 - Michael & Levis Bank | 2 | \$2,000.00 | \$205.00 | \$102.50 | 10.00% | 98% |
| 11 | FOXGAMB0 - Janet Fox | 1 | \$2,000.00 | \$205.00 | \$205.00 | 10.00% | 99% |
| 12 | BURKE001 - Jeff Burke | 1 | \$1,300.00 | \$125.00 | \$125.00 | 10.00% | 100% |
| Premium: All | | 19 | \$98,258.00 | \$14,398.45 | \$755.76 | 14.61% | 100% |
| Grand Totals: | | 19 | \$98,258.00 | \$14,398.45 | \$755.76 | 14.61% | 100% |

Production Ranking by Agency Commission for BPS 3/24/2016 8:54 AM Page 1 of 1

| Rank | Client | Total Trac | Billed Premium | Agcy Commission | Avg Agcy Com | Avg Agcy Com% | Cumulative % |
|---------------------|-----------------------------------|------------|----------------|-----------------|--------------|---------------|--------------|
| Premium: All | | | | | | | |
| 1 | CROWNCOV-01 - Corner Construction | 1 | \$23,231.00 | \$3,944.02 | \$3,214.88 | 18.99% | 27% |
| 2 | DAVIDHA-02 - David & Davidson | 2 | \$17,508.00 | \$2,629.89 | \$1,312.50 | 15.00% | 46% |
| 3 | CROWNCOV-02 - Crown Construction | 1 | \$7,777.00 | \$1,591.41 | \$1,591.41 | 20.46% | 67% |

Production Ranking by Agency Commission for BPS 3/24/2016 8:54 AM Page 1 of 1

| Rank | Client | Total Trac | Billed Premium | Agcy Commission | Avg Agcy Com | Avg Agcy Com% | Cumulative % |
|----------------------|---|------------|--------------------|--------------------|-----------------|---------------|--------------|
| Premium: All | | | | | | | |
| 1 | CROWNCOV-01 - Corner Construction | 1 | \$23,231.00 | \$3,944.02 | \$3,214.88 | 18.99% | 27% |
| 2 | DAVIDHA-02 - David & Davidson | 2 | \$17,508.00 | \$2,629.89 | \$1,312.50 | 15.00% | 46% |
| 3 | CROWNCOV-02 - Crown Construction | 1 | \$7,777.00 | \$1,591.41 | \$1,591.41 | 20.46% | 67% |
| 4 | ECONROD-01 - Economical Roofing and Supply | 1 | \$18,808.00 | \$1,930.00 | \$1,808.00 | 15.00% | 87% |
| 5 | DOUGROD-01 - Dave Roofing & Construction, Inc. | 3 | \$14,806.00 | \$1,490.00 | \$700.00 | 10.00% | 100% |
| 6 | ROMMCOV-01 - Roman Construction | 2 | \$6,890.00 | \$1,025.00 | \$512.50 | 12.66% | 94% |
| 7 | DAVIDHA-02 - David & Davidson | 2 | \$2,480.00 | \$810.00 | \$405.00 | 15.00% | 90% |
| 8 | REFRESER-01 - Refrigeration Services of Wisconsin LLC | 1 | \$4,290.00 | \$675.00 | \$675.00 | 15.00% | 94% |
| 9 | QUALCON-01 - Quality Construction Company, Inc. | 1 | \$2,000.00 | \$395.00 | \$395.00 | 15.00% | 99% |
| 10 | BECKPS001 - Michael & Levis Bank | 2 | \$2,000.00 | \$205.00 | \$102.50 | 10.00% | 98% |
| 11 | FOXGAMB0 - Janet Fox | 1 | \$2,000.00 | \$205.00 | \$205.00 | 10.00% | 99% |
| 12 | BURKE001 - Jeff Burke | 1 | \$1,300.00 | \$125.00 | \$125.00 | 10.00% | 100% |
| Premium: All | | 19 | \$98,258.00 | \$14,398.45 | \$755.76 | 14.61% | 100% |
| Grand Totals: | | 19 | \$98,258.00 | \$14,398.45 | \$755.76 | 14.61% | 100% |

Book of Business Breakdown

Account Concentration

Please enter the premium and commission information below for your agency's largest single account and largest ten accounts (top 10 accounts as measured by total amount of commissions (2012-2015) during the last 5 (total) years). Combine PFC and L&H amounts for those accounts if applicable.

| | Premium | Commission |
|--|---------|------------|
| Largest single commission account | \$ | \$ |
| Top 10 largest commission accounts (totaled) | \$ | \$ |

Enter requested data in the Best Practices Survey

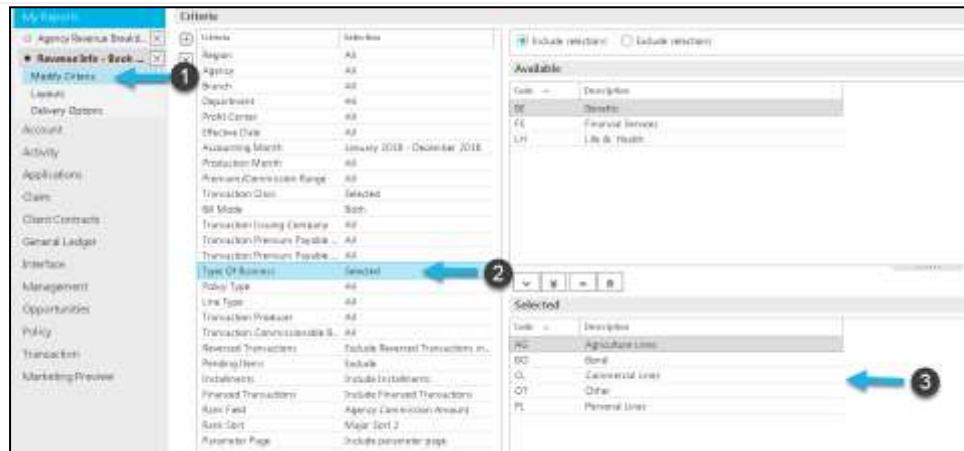


Book of Business Breakdown

Steps

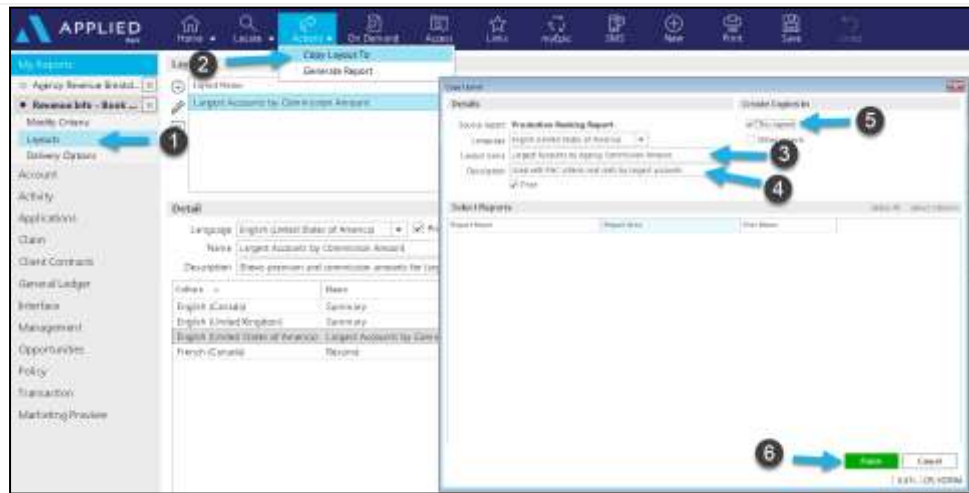
Number of Accounts by Account Size

The same report and basic layout can be used to obtain the Agency Concentration information above will be used to populate the Number of Accounts by Account Size using criteria to separate P&C from Group Life and Health/Financial information.



Modify the Report Criteria

1. Select Modify Criteria in the Navigation Panel.
2. Select the Type of Business criterion.
3. Select the P&C related types of business.



Modify the Report Layout

1. Select Layouts from the Navigation Panel.
2. Select Actions > Copy Layout To.
3. Enter a new Layout name (i.e. "Largest Accounts by Agency Commission Amount").
4. Enter a Description (i.e. "Used with P&C criteria and sorts by largest accounts").
5. Check the 'This report' checkbox in the Create Copies In area.
6. Select Finish.
7. Ensure the previously used layout Print setting is No.
8. Select the newly added layout and ensure the Print setting is set to Yes.





| | |
|--|---|
| | <p>9. Use the edit icon to edit the newly added layout.</p> <p>10. Select the Premium/Commission Range data fields from the Major Sort Header and Footer sections and delete.</p> |
| | <p>11. Select Label option in the Insert Tab.</p> <p>12. Click in the Major Sort Header and Footer sections to add a label fields in the places the previous data fields were removed.</p> <p>13. Edit the Text property to “P&C Business” for both newly added labels.</p> |
| | <p>14. Use the handles to make the label field longer and move the labels next to the adjacent label.</p> <p>15. Use the field controls align the labels with the existing labels.</p> <p>16. Set the Font property to Bold.</p> <p>17. Repeat steps on the second label added.</p> |



- 18. Select File > Exit.
- 19. Select Save All.

Production Ranking by Agency Commission for BPS 8/27/2016 10:52 AM Page 1 of 1

| Rank | Client | Total Trns | Billed Premium | Agcy Commission | Avg Agcy Cmt | Avg Agcy Com% | Cumulative % |
|-----------------------------------|--|------------|---------------------|--------------------|-----------------|---------------|--------------|
| Previous: P&C Business | | | | | | | |
| 1. | CROMCOR-01 - Crown Construction | 3 | \$25,312.00 | \$3,994.88 | \$3,314.88 | 38.81% | 22% |
| 2. | QUALHOM-01 - Quality Homes of Neenah, Inc. | 2 | \$30,060.00 | \$3,300.00 | \$1,500.00 | 33.00% | 38% |
| 3. | DAVICH-02 - Chandler Davidson | 2 | \$17,580.00 | \$2,628.00 | \$3,312.50 | 35.00% | 54% |
| 4. | CROWCOR-02 - Crow Construction | 1 | \$7,777.00 | \$1,555.40 | \$3,555.40 | 30.00% | 62% |
| 5. | ECONROD-01 - Econrod Roofing and Supply | 1 | \$30,088.00 | \$1,500.00 | \$1,500.00 | 15.00% | 71% |
| 6. | BOISROD-01 - Boys Roofing & Construction, Inc. | 2 | \$24,060.00 | \$1,400.00 | \$700.00 | 10.00% | 78% |
| 7. | ROMACOR-01 - Roman Construction | 2 | \$8,500.00 | \$1,225.00 | \$512.50 | 22.00% | 93% |
| 8. | DAVICH-02 - Christian Davison | 2 | \$5,400.00 | \$810.00 | \$405.00 | 25.00% | 98% |
| 9. | REFRSER-01 - Refrigeration Services of Wisconsin LLC | 1 | \$4,800.00 | \$675.00 | \$675.00 | 35.00% | 93% |
| 10. | DENCON-01 - Den Construction Management | 1 | \$1,800.00 | \$90.00 | \$45.00 | 15.00% | 98% |
| 11. | QUALCOR-01 - Quality Construction Company, Inc. | 1 | \$3,000.00 | \$300.00 | \$300.00 | 33.00% | 97% |
| 12. | BECKM001 - Michael & Laura Beck | 2 | \$2,000.00 | \$200.00 | \$100.00 | 10.00% | 98% |
| 13. | FOOAG001 - Janet Fox | 1 | \$2,000.00 | \$200.00 | \$200.00 | 30.00% | 98% |
| 14. | BURRE001 - Jeff Burke | 1 | \$1,200.00 | \$120.00 | \$120.00 | 30.00% | 100% |
| Previous: P&C Business | | | | | | | |
| Grand Totals: | | 22 | \$131,258.00 | \$17,809.45 | \$889.52 | 13.57% | 100% |

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery in the Navigation Panel.

Based on criteria set, report results will be for only P&C types of business.

Number of Accounts by Account Size

Provide the number of accounts that fall into each account size category (as determined by commissions and fees, NOT by premium). Then provide the total amount of commissions and fees generated by the accounts in this category. If an account has both a significant P&C and L&I component, include the account in both areas and allocate its commissions and fees to the appropriate line of business. If an account generates revenue in both P&C and L&I but has assignments for less than 20% of its total revenues, include that account and its total commissions and fees in the area that generates the majority of its business.

| Account Size | Commercial P&C | | Current Limit Check | Group Life and Health/Financial | |
|-------------------------------|--------------------|----------------------------|---------------------|---------------------------------|----------------------------|
| | Number of Accounts | Total Commissions and Fees | | Number of Accounts | Total Commissions and Fees |
| Greater than \$50,000 | | | | | |
| Between \$25,000 and \$50,000 | | | | | |
| Between \$10,000 and \$25,000 | | | | | |
| Between \$5,000 and \$10,000 | | | | | |
| Less than \$5,000 | | | | | |
| Total | | | | | |

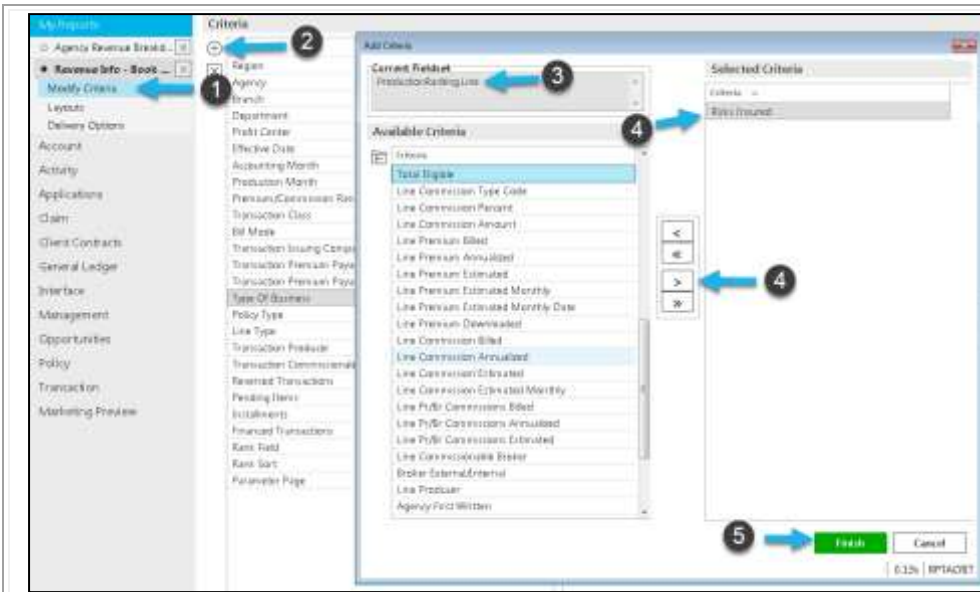
Over 300 Lines / **30-200 Lines** / **Under 20 Lines**

Total

Note: The grey box above displays the commissions and fees generated by the accounts given the data you entered. If this calculation produces a report that does not reflect the account's true total, you will see an error message and should correct your data.

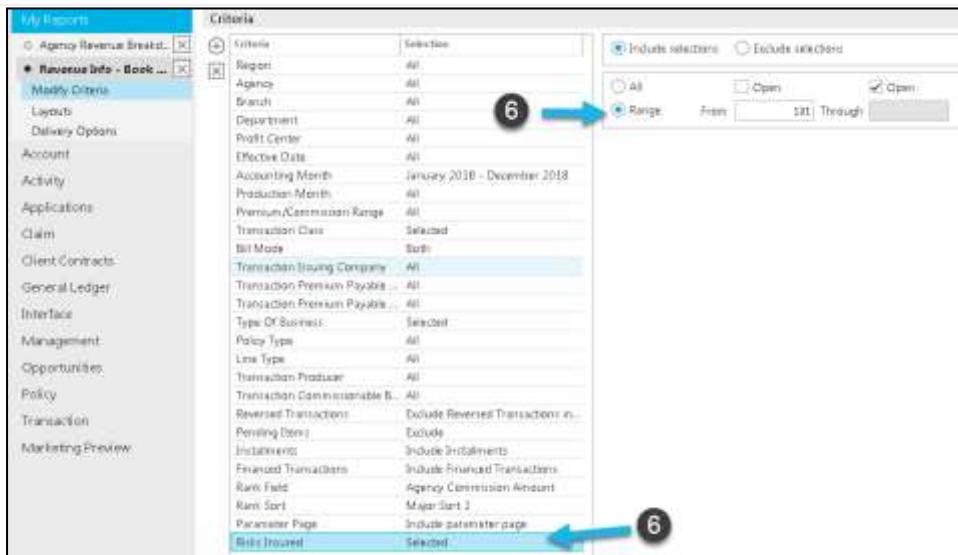
Enter requested data in the Best Practices Survey

Manually identify how many accounts in each range and add up the total commissions and fees from the Agency Commission column for all in that range.

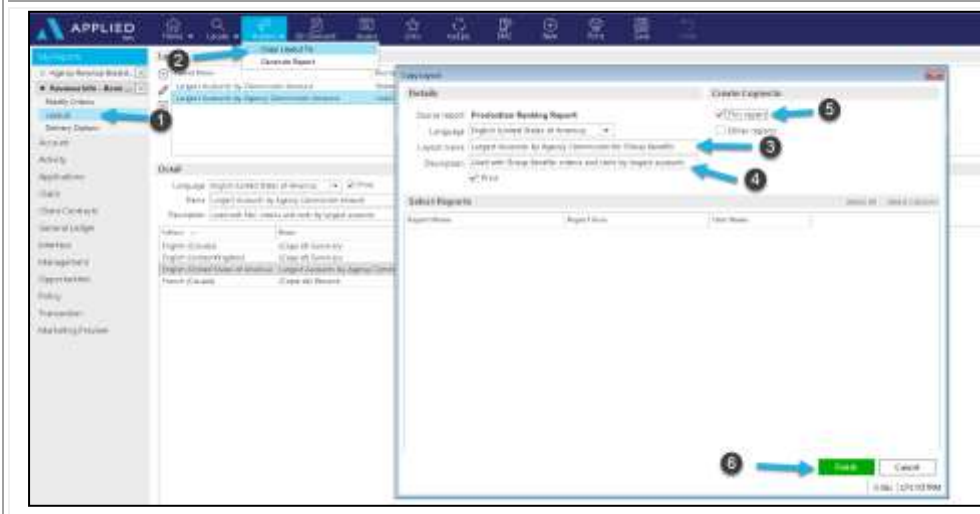


Modify Report Criteria

1. Select Modify Criteria.
2. Add criteria.
3. Navigate to the Risks Insured criteria by clicking on Production Report > Line > Risks Insured.
4. Use the single arrow pointing to the right to move the criteria to the Selected Criteria area.
5. Select Finish.



6. For the first run, set the Risks Insured criteria to Range of 101 through Open (for policies over 100 lives).



Modify the Report Layout

1. Select Layouts from the Navigation Panel.
2. Select the Layout added for the P&C business.
3. Select Actions > Copy Layout To.
4. Enter a new Layout name (i.e. "Largest Accounts by Agency Commission Amount for Group Benefits").



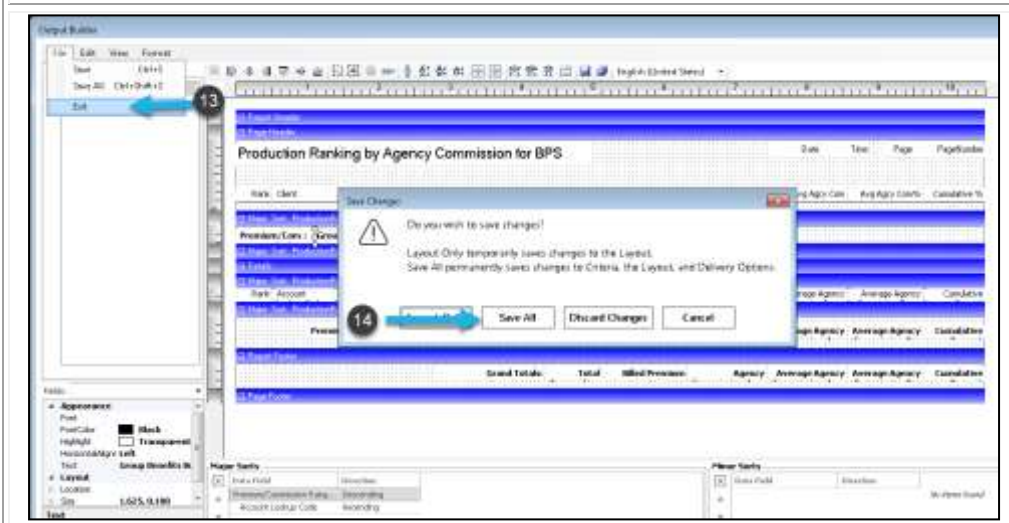
5. Enter a Description (i.e. “Used with Group Benefits criteria and sorts by largest accounts”).
6. Check the ‘This report’ checkbox in the Create Copies In area.
7. Select Finish.



8. Ensure the previously used layout Print setting is No.
9. Select the newly added layout and ensure the Print setting is set to Yes.
10. Use the edit icon to edit the newly added layout.



11. Select the “P&C Business” label fields in the Major Sort Header and Footer section.
12. Use the Text property to change to “Group Benefits Business”.



13. Select File > Exit.
14. Select Save All.



Number of Accounts by Account Size

Provide the number of accounts that fall into each account size category (as determined by commission and fees, NOT by premium) for PBC and LNUF separately. Then provide the total amount of commission and fees generated by the accounts in this category. If an account has both a significant PBC and LNUF component, include the account in both areas and allocate its commission and fees to the appropriate line of business. If an account generates revenue in both PBC and LNUF but one area generates less than 20% of its total revenues, include that account and its total commission and fees in the area that generates the majority of its business.

| Account Size | Commercial PBC | | | Group Life and Health/Financial | | |
|-------------------------------|--------------------|---------------------------|---------------------|---------------------------------|---------------------------|-------------------|
| | Number of Accounts | Total Commission and Fees | Comps./Start Date | Number of Accounts | Total Commission and Fees | Comps./Start Date |
| Greater than \$50,000 | | | No accounts entered | Over 300 Lives | | |
| Between \$25,000 and \$50,000 | | | No accounts entered | 30-300 Lives | | |
| Between \$10,000 and \$25,000 | | | No accounts entered | Under 30 Lives | | |
| Between \$5,000 and \$10,000 | | | No accounts entered | Total | | |
| Less than \$5,000 | | | No accounts entered | | | |
| Total | | | | | | |

The grey box above (circles) the COMMISSION per account given the date you entered. If this calculation produces a result that does not reflect the account's real total, you will see an ERROR message and should correct your data.

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery in the Navigation Panel.

Based on criteria set, report results will be for only Group Life & Health/Financials over 100 lives.

My Reports

Criteria

- Agency Revenue Breakdown
- Reverse Info - Book
- Modify Criteria
- Layout
- Delivery Options
- Account
- Activity
- Applications
- Claim
- Client Contracts
- General Ledger
- Interfaca
- Management
- Opportunities
- Policy
- Transaction
- Marketing Preview

Criteria Selection

- Region: All
- Agency: All
- Branch: All
- Department: All
- Profit Center: All
- Effective Date: All
- Accounting Month: January 2016 - December 2016
- Production Month: All
- Premium/Commission Range: All
- Transaction Class: Selected
- Bill Mode: Both
- Transaction Issuing Company: All
- Transaction Premium Payable: All
- Transaction Premium Payable: All
- Type Of Business: Selected
- Policy Type: All
- Line Type: All
- Transaction Producer: All
- Transaction Commissionable EL: All
- Reversed Transactions: Exclude Reversed Transactions in...
- Pending Items: Exclude
- Installments: Include Installments
- Financial Transactions: Include Financed Transactions
- Rank Field: Agency Commission Assured
- Rank Sort: Major Sort 2
- Parameter Page: Include parameter page
- Risks Insured: Selected

Include selections: Exclude selections:

Range: From 50 Through 100

Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel
2. For the second run, set the Risks Insured criteria to Range of From 50 To 100 .

Number of Accounts by Account Size

Provide the number of accounts that fall into each account size category (as determined by commission and fees, NOT by premium) for PBC and LNUF separately. Then provide the total amount of commission and fees generated by the accounts in this category. If an account has both a significant PBC and LNUF component, include the account in both areas and allocate its commission and fees to the appropriate line of business. If an account generates revenue in both PBC and LNUF but one area generates less than 20% of its total revenues, include that account and its total commission and fees in the area that generates the majority of its business.

| Account Size | Commercial PBC | | | Group Life and Health/Financial | | |
|-------------------------------|--------------------|---------------------------|---------------------|---------------------------------|---------------------------|-------------------|
| | Number of Accounts | Total Commission and Fees | Comps./Start Date | Number of Accounts | Total Commission and Fees | Comps./Start Date |
| Greater than \$50,000 | | | No accounts entered | Over 300 Lives | | |
| Between \$25,000 and \$50,000 | | | No accounts entered | 30-300 Lives | | |
| Between \$10,000 and \$25,000 | | | No accounts entered | Under 30 Lives | | |
| Between \$5,000 and \$10,000 | | | No accounts entered | Total | | |
| Less than \$5,000 | | | No accounts entered | | | |
| Total | | | | | | |

The grey box above (circles) the COMMISSION per account given the date you entered. If this calculation produces a result that does not reflect the account's real total, you will see an ERROR message and should correct your data.

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery in the Navigation Panel.

Based on criteria set, report results will be for only Group Life & Health/Financials 50 – 100 lives.



Modify the Report Criteria

1. Select Modify Criteria from the Navigation Panel.
2. For the second run, set the Risks Insured criteria to Range of From Open To 49.

Print/Preview the Report

From the Options Bar, select Print > Preview to view your report on screen.

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in Delivery in the Navigation Panel.

Based on criteria set, report results will be for only Group Life & Health/Financials Under 50 lives.

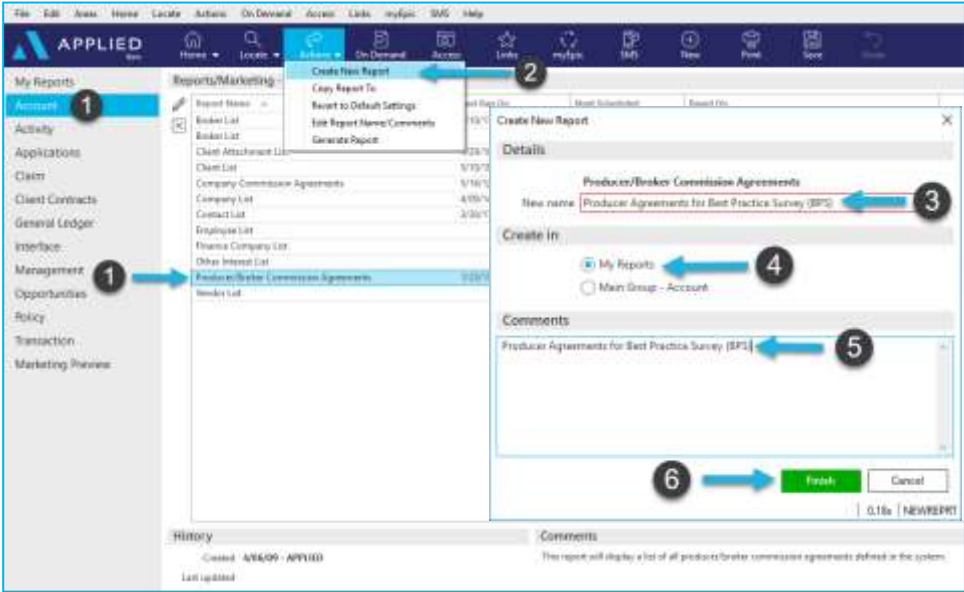
PRODUCER INFO TABS

The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Producer Info DATA ENTRY tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Broker/Producer Commission Agreement, Commission Volume, and Employee List Reports. It is important that you begin with default version of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these reports.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

| Agency Commission Structure | Steps |
|---|---|
|  | <p><i>Create a New Report</i></p> <ol style="list-style-type: none">1. Once in Reports/Marketing area, select Account > Producer/Broker Commission Agreements Report2. Select Actions > Create New Report3. Enter a name for the report (i.e. Producer Agreements for Best Practice Survey (BPS))4. Select the 'My Reports' radio button5. Optionally enter a Comment that describes the use of this report, in this case Producer Agreements for Best Practice Survey6. Select 'Finish' |



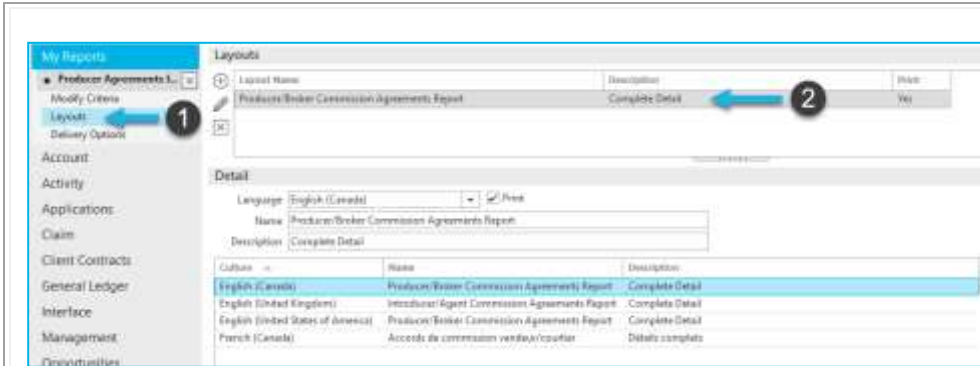
The screenshots show the 'My Reports' interface with the 'Criteria' section. In the first screenshot, the 'Agreement Effective Date' criterion is selected, and the date range is set to 1/01/18 - 12/31/18. In the second screenshot, the 'Agreement Expiry Date' criterion is selected, and the date range is also set to 1/01/18 - 12/31/18. Arrows and numbers 1, 2, and 3 indicate the steps for modifying the criteria.

Modify the Report Criteria


Upon selecting Finish above, Applied Epic will navigate you to the My Reports group, open the newly created report in the Modify Criteria section

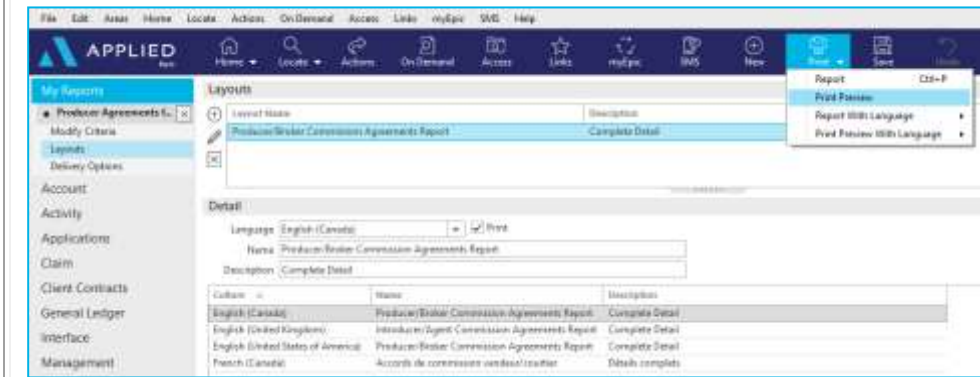
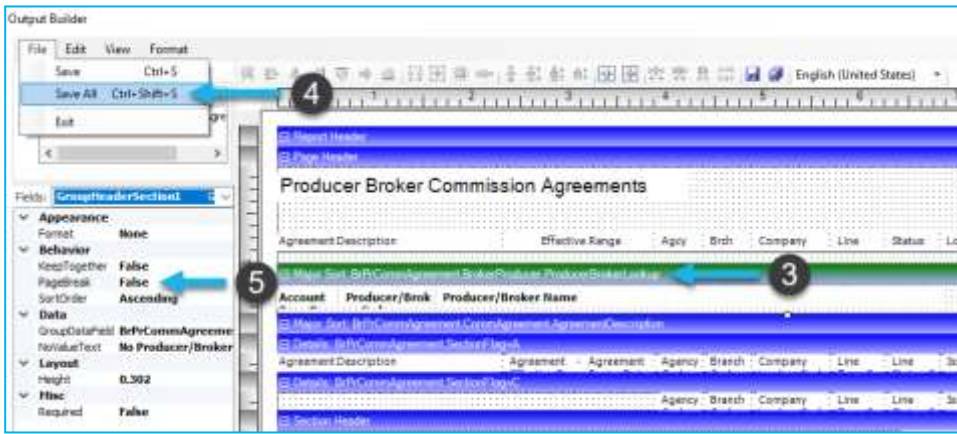
1. Select Agreement Effective Dates
2. Modify criteria by selecting the Range radio button and entering the previous fiscal year in the From and To (unchecking the Open checkboxes if needed)
3. Repeat with criteria Agreement Expiration Dates

Note: If you have agreements for Producers that were effective prior to the start of this fiscal year and but are still in force, you will need to alter the Ranges to ensure you are capturing all agreements that were in force during the fiscal period you are completing the survey for; You may also need to exclude Brokers using the Broker/Exclude selections option



Modify the Layout

1. Select Layouts option in the Navigation Panel
2. Either double click on the Layout or use the edit icon , to edit the Layout
3. Select the Major Sort: BrPrComAgreement.BrokerProducer.ProducerBrokerLookup band in the report canvas
4. Set the PageBreak property to False
5. Select File > Save All



Print/Preview the Report

From the Options Bar, select 'Print'>'Preview' to view your report on screen

NOTE: You can also select Actions>Generate Report and it will be delivered per your options set in 'Delivery' in the Navigation Panel



Broker Producer Commission Agreements 3/23/2016 10:48 AM Page 1 of 2

| Agreement Description | Effective Range | Agcy | Bch | Company | Line | Status | Lcs | Agreement Type | Standard | | |
|---------------------------------------|-----------------------|------|-----|---------|------|--------|-----|----------------|----------|----------|---------|
| | | | | | | | | | Type | Amount | Percent |
| Producer: ALF001 Bobby Alford | | | | | | | | | | | |
| New Business | 1/1/2015 - 12/31/2015 | AL | AL | AL | AL | NEW | AL | Standard | % | 15.0000% | |
| New Business | 1/1/2015 - Open | AL | AL | AL | AL | NEW | AL | Standard | @ | 15.0000% | |
| New Business | 1/1/2015 - 12/31/2015 | AL | AL | AL | AL | NEW | AL | Standard | % | 25.0000% | |
| Renewal Agreement | 1/1/2015 - 12/31/2015 | AL | AL | AL | AL | REN | AL | Standard | % | 15.0000% | |
| Renewal Business | 1/1/2015 - 12/31/2015 | AL | AL | AL | AL | REN | AL | Standard | % | 10.0000% | |
| Renewal Business | 1/1/2015 - Open | AL | AL | AL | AL | REN | AL | Standard | @ | 10.0000% | |
| Total Number of Agreements: 6 | | | | | | | | | | | |
| Producer: FAW001 Kim Fawcette | | | | | | | | | | | |
| Standard Contract | Open - Open | AL | AL | AL | AL | AL | AL | Standard | % | 10.0000% | |
| Total Number of Agreements: 1 | | | | | | | | | | | |
| Producer: SH0501 Sue Smith | | | | | | | | | | | |
| New Business | 1/1/2012 - Open | AL | AL | AL | AL | NEW | AL | Standard | % | 25.0000% | |
| Renewal Business | 1/1/2012 - Open | AL | AL | AL | AL | REN | AL | Standard | % | 15.0000% | |
| Total Number of Agreements: 2 | | | | | | | | | | | |
| Producer: STAB01 Brian Stamper | | | | | | | | | | | |
| New Business | 1/1/2012 - Open | AL | AL | AL | AL | NEW | AL | Standard | % | 25.0000% | |
| Renewal Business | 1/1/2012 - Open | AL | AL | AL | AL | REN | AL | Standard | % | 15.0000% | |

Sample Print Preview of Broker/Producer Commission Agreements

Agency Commission Structure
 Complete the following table regarding how your products are compensated. Minimum threshold refers to the minimum amount also required for direct commission rates to be paid.

| | How % | Threshold % | Minimum Threshold | Does the agency also pay the following for producers? |
|------------|-------|-------------|-------------------|---|
| Commercial | | | | Health Benefits Automobile Travel and Entertainment |
| Individual | | | | |
| Group | | | | |
| Other | | | | |

Note: You must enter a number in all of the cells in the table. If the amount is zero, please enter 0.000.

Choose any or all from the drop down menu in each cell.

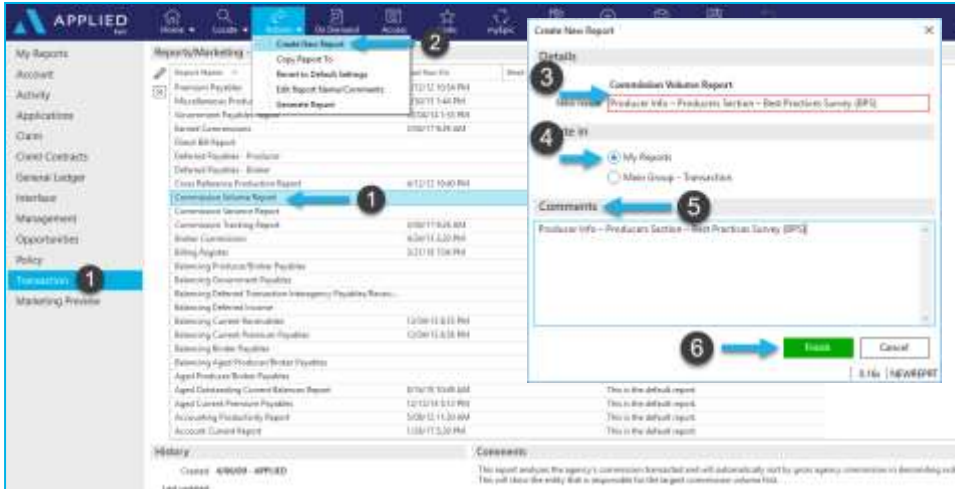
Enter requested data into the Agency Commission Structure area in the Best Practices Collection File, Producer Info DATA ENTRY tab



Producers

Steps

Create a New Report



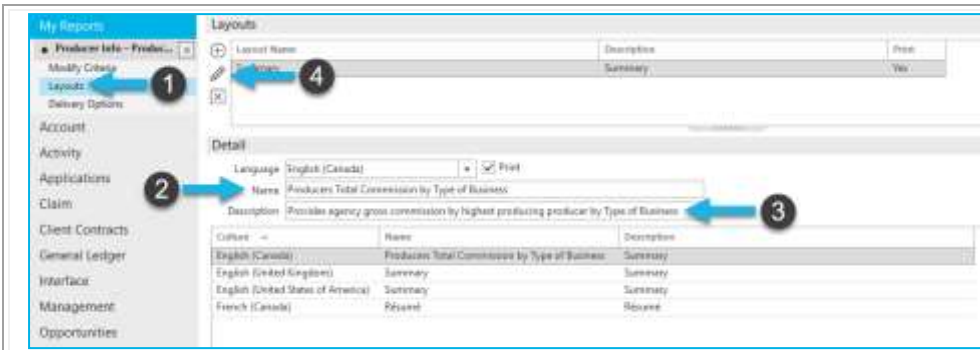
1. Once in Reports / Marketing area, select Transaction > Commission Volume Report
2. Select Actions>Create New Report
3. Enter a name for the report (i.e.; Producer Info – Producers Section – Best Practices Survey (BPS))
4. Select the ‘My Report’ radio button
5. Optionally, enter a Comment that describes the use of this report, specifically (example: This report will produce data necessary to complete the Producers section of the Producer Info tab for the Best Practice Survey (BPS))
6. Click ‘Finish’

Modify the Report Criteria

Upon selecting Finish above, Applied Epic will navigate you to the My Reports group, open the newly created report in the Modify Criteria section

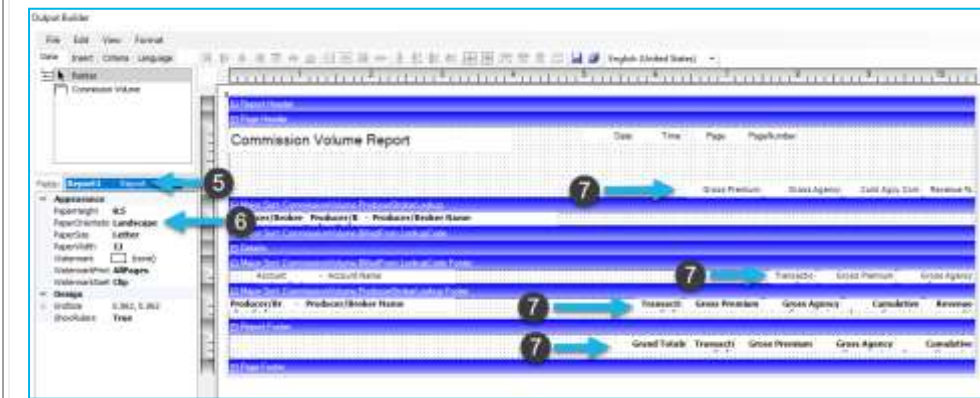


1. Set both the Current Period Month and Cumulative Month criterion to Range with the From and To aligning with the fiscal period being reported

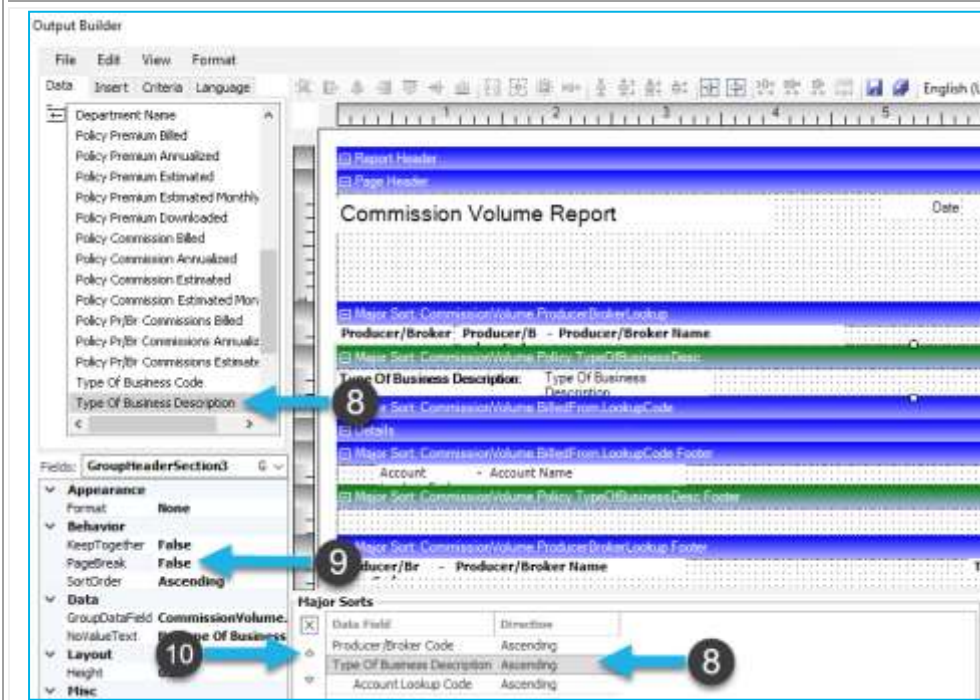


Modify the Report Layout

- 12. Select the Layouts option on the Navigation Panel
- 13. Change the Layout Name to Producers Total Commission by Type of Business
- 14. Change the Description to Provides agency gross commission by highest producing producer by Type of Business
- 15. Select the edit icon



- 16. Set the Fields indicator to Report 1 using the drop down (note entries in this list are in alphabetically order)
- 17. Change the PaperOrientation property to Landscape for more room
- 18. Move selected fields all the way to the right



- 19. Add Type of Business Description to Major Sort
- 20. Set the PageBreak property to False
- 21. Move the Type of Business Description sort option above Account Lookup Code sort option



22. Move the Type of Business Description label and data field from the Major Sort CommissionVolume.Policy. TypeofBusinessDesc band to the same Major Sort's footer band

23. Click on Major Sort CommissionVolume.Policy. TypeofBusinessDesc band and use handles to shrink the band by clicking on the bottom handle and dragging it up

24. Copy and paste 3 data fields for Transaction Code, Gross Premium, and Agency Commission from Lookup Footer to Type of Business Description Footer

25. Select all fields in the Type of Business Footer and use the Font property to make them all Bold

26. Delete the ProducerBroker Lookup data field and hyphen label field in the Lookup Footer

27. Copy and paste the Types of Business Description label from the Types of Business Description Footer into the ProducerBroker Lookup Footer

28. Change the Text property on both these label fields to Totals For

29. Change the font for all fields in that row to Bold Oblique for better definition between total lines



30. So that the amounts appear in order of largest commission amount to smallest, set the SortOrder property on the Account Lookup Code to Descending

31. Use alignment tools to align all like fields in the different bands

32. Select File > Exit

33. Select Save All

Commission Volume Report 3/25/2016 11:23 AM Page 1 of 2

| Producer/Broker | STADR1 - Brian Stanger | | Gross Premium | Gross Agency | Com. Agcy. Com. | Revenue % |
|--------------------|--|----------|--------------------|--------------------|--------------------|---------------|
| CRMC09-01 | - Crown Construction | 1 | \$25,000.00 | \$1,750.00 | | |
| Totals For: | Resells | 1 | \$25,000.00 | \$3,750.00 | | |
| QUKUG9-01 | - Quality Homes of Wisconsin, Inc. | 2 | \$31,000.00 | \$1,850.00 | | |
| CRMC09-02 | - Crown Construction | 1 | \$1,777.68 | \$1,554.40 | | |
| CRMC09-01 | - Crown Construction | 9 | \$23,333.80 | \$1,844.80 | | |
| Totals For: | Commercial Lines | 8 | \$61,938.00 | \$6,419.45 | | |
| Totals For: | Brian Stanger | 8 | \$86,938.00 | \$12,269.45 | \$12,269.45 | 56.82% |
| Producer/Broker | SILJDE - John Silberman | | | | | |
| DAVCHR-02 | - Chandler Davidson | 1 | \$4,000.00 | \$60.00 | | |
| DAVCHA-02 | - Chandler Davidson | 1 | \$15,000.00 | \$2,250.00 | | |
| Totals For: | Commercial Lines | 2 | \$19,000.00 | \$2,850.00 | | |
| DAVCHR-02 | - Chandler Davidson | 1 | \$1,400.00 | \$210.00 | | |
| Totals For: | Personal Lines | 1 | \$1,400.00 | \$210.00 | | |
| Totals For: | John Silberman | 3 | \$20,400.00 | \$3,060.00 | \$3,060.00 | 34.59% |
| Producer/Broker | ALFB01 - Bobby Allard | | | | | |
| PROD189-01 | - Producer 1 | 8 | \$200.00 | \$200.00 | | |
| Totals For: | No Type Of Business Description | 5 | \$200.00 | \$200.00 | | |
| ECOMR00-01 | - Economical Roofing and Supply | 1 | \$12,000.00 | \$1,500.00 | | |
| CRMC09-01 | - Crown Construction | 1 | \$0.00 | \$0.00 | | |
| BOYR000-01 | - Boyce Roofing & Construction, Inc. | 1 | \$4,000.00 | \$400.00 | | |
| Totals For: | Commercial Lines | 3 | \$16,000.00 | \$1,900.00 | | |
| Totals For: | Bobby Allard | 8 | \$16,200.00 | \$2,100.00 | \$2,100.00 | 9.54% |

Print/Preview the Report

From the Options Bar, select 'Print' > 'Preview' to view your report on screen

NOTE: You can also select Actions > Generate Report and it will be delivered per your options set in 'Delivery' in the Navigation Panel

Locate the Gross Agency Commission for each type of business for each producer to transfer to the Collection File



| | | | | | | |
|---|---|---|---|----------------------------------|----------------------------------|--|
| You may enter a name as your own identification of each producer - for example "Producer 1", etc. This information is kept strictly confidential and will be presented in aggregate/average ONLY. | Please enter the data in the format MM/DD/YYYY - be sure to type the forward slashes. | Get row 25 above for an explanation of how to classify each producer as old or new. | NOTE: Enter TOTAL commissions and fees coded to the producer for each line of business first, TOTAL commissions and fees (no commissions during the last year. NEW commissions cannot exceed total commissions to a single line of business. | | | |
| | | | COMMERCIAL LINES (Include old and new/healthy here) | | PERSONAL LINES | LIFE, HEALTH, AND FINANCIAL (Includes all group medical, other group, and individual L/H/F here) |
| Producer Name | Date of Birth | Validated or Unvalidated? | TOTAL Commercial Lines Commissions | NEW Commercial Lines Commissions | TOTAL Personal Lines Commissions | NEW Personal Lines Commissions |
| | | | | | TOTAL L/H/F Commissions | NEW L/H/F Commissions |

Enter requested data in the Best Practices Survey

Complete all TOTAL Commission fields with the above report

Proceed with next steps to obtain data on just the NEW Commissions for each

Modify Report Criteria

1. Select Modify Criteria
2. Use the add icon to add a criteria
3. Select the Line Status Criteria
4. Use the single arrow pointing left to select the criteria
5. Select 'Finish'

6. Use the arrows to select only the Line Status codes used to denote new business

Print/Preview the Report

From the Options Bar, select 'Print'>'Preview' to view your report on screen

NOTE: You can also select **Actions>Generate Report** and it will be delivered per your options set in 'Delivery' in the Navigation Panel



| Commission Volume Report | | 3/25/2018 1:04 PM Page 1 of 2 | | | |
|---|----------|-------------------------------|-------------------|-----------------|-----------|
| | | Gross Premium | Gross Agency | Net Agency Com. | Revenue % |
| Producer/Trucker STARR3 - Brian Staeper | | | | | |
| ORDMCO9-01 - Ormer Construction | 1 | \$15,800.00 | \$1,750.00 | | |
| Totals For: Basella | 1 | \$25,000.00 | \$1,750.00 | | |
| QUALHDP4-01 - Quality Homes of Waikau, Inc. | 2 | \$18,800.00 | \$2,052.50 | | |
| ORDMCO9-01 - Ormer Construction | 3 | \$14,443.00 | \$2,444.00 | | |
| Totals For: Commercial Lines | 4 | \$44,443.00 | \$5,166.45 | | |
| Totals For: Brian Staeper | 5 | \$63,443.00 | \$8,916.45 | \$8,916.45 | 59.50% |
| Producer/Trucker ALP001 - Bobby Alford | | | | | |
| EDCMRO0-01 - Economid Roofing and Sazaly | 1 | \$11,200.00 | \$1,200.00 | | |
| BOYBRO-01 - Boye Roofing & Construction, Inc. | 1 | \$4,000.00 | \$400.00 | | |
| Totals For: Commercial Lines | 2 | \$14,800.00 | \$1,500.00 | | |
| Totals For: Bobby Alford | 2 | \$14,800.00 | \$1,500.00 | \$1,500.00 | 12.30% |
| Producer/Trucker BARR41 - Bart Bailey | | | | | |
| REFRER-01 - Refrigeration Services of Wisconsin | 1 | \$4,500.00 | \$575.00 | | |
| BOYBRO-01 - Boye Roofing & Construction, Inc. | 1 | \$11,200.00 | \$1,150.00 | | |
| Totals For: Commercial Lines | 2 | \$14,600.00 | \$1,725.00 | | |
| Totals For: Bart Bailey | 2 | \$14,600.00 | \$1,725.00 | \$1,725.00 | 11.80% |
| Producer/Trucker BUEKA1 - Kat Beek | | | | | |
| ROMAC09-01 - Roman Construction | 1 | \$1,800.00 | \$205.00 | | |
| QUALCON-01 - Quality Construction Company, Inc. | 1 | \$2,000.00 | \$200.00 | | |
| BRATDHA-02 - Chandler Davidson | 1 | \$2,500.00 | \$375.00 | | |
| Totals For: Beek | 3 | \$4,000.00 | \$1,200.00 | | |
| Totals For: Kat Beek | 3 | \$4,000.00 | \$1,200.00 | \$1,200.00 | 8.0% |

Again, locate the Gross Agency Commission for each type of business for each producer to transfer to the Collection File however this time the amounts will equate to only commissions associated with new business

Note: The order in which the producers appear in the report will change given the report is sorting the producers in descending order of most/highest commission

| Producer Name | Date of Birth | Validated or Unvalidated? | COMMERCIAL LINES (Include VSA and bond/lease here) | | PERSONAL LINES | | LIFE, HEALTH, AND FINANCIAL (Exclude all group medical, other group, and individual L/H/T here) | |
|---------------|---------------|---------------------------|---|----------------------------------|----------------------------------|--------------------------------|--|-----------------------|
| | | | TOTAL Commercial Lines Commissions | NEW Commercial Lines Commissions | TOTAL Personal Lines Commissions | NEW Personal Lines Commissions | TOTAL L/H/T Commissions | NEW L/H/T Commissions |
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Enter requested data in the Best Practices Survey

Complete all NEW Commission fields with the above report for each producer respectively

Please indicate if the data provided above represents WRITTEN or BOOKED commission dollars.

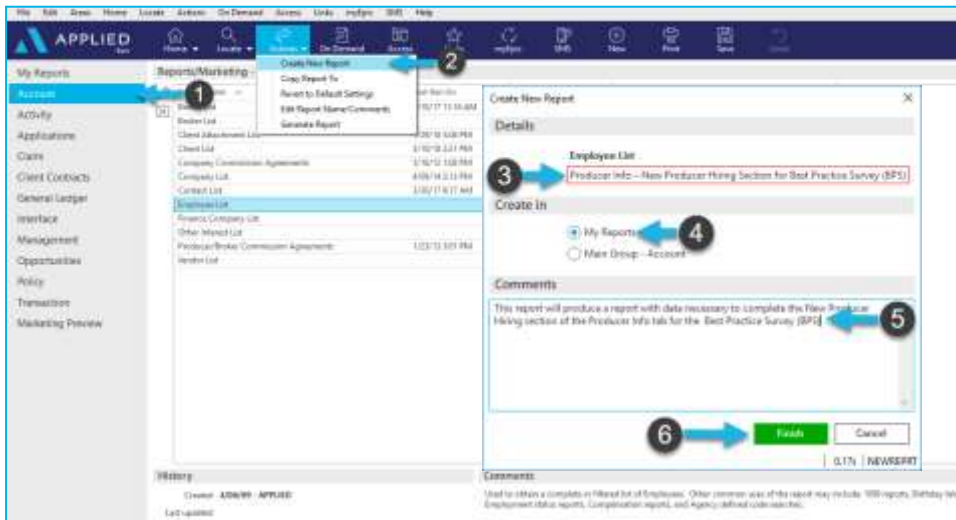
How did you report commissions? WRITTEN BOOKED

The above reports are pulling data from transactions filed in the Applied Epic system and therefore represent Booked commission dollars per the Reagan Consulting definition provided



New Producer Hiring

Steps



Create a New Report

1. Once in Reports / Marketing area, select **Accounts > Employee List Report**
2. Select **Actions>Create New Report**
3. Enter a name for the report (i.e.; **Producer Info – New Producer Hiring Section for Best Practice Survey (BPS)**)
4. Select the **'My Report'** radio button
5. Optionally, enter a **Comment** that describes the use of this report specifically (example: **This report will produce a report with data necessary to complete the New Producer Hiring section of the Producer Info tab for the Best Practice Survey (BPS)**)
6. Click **'Finish'**

Modify the Report Criteria

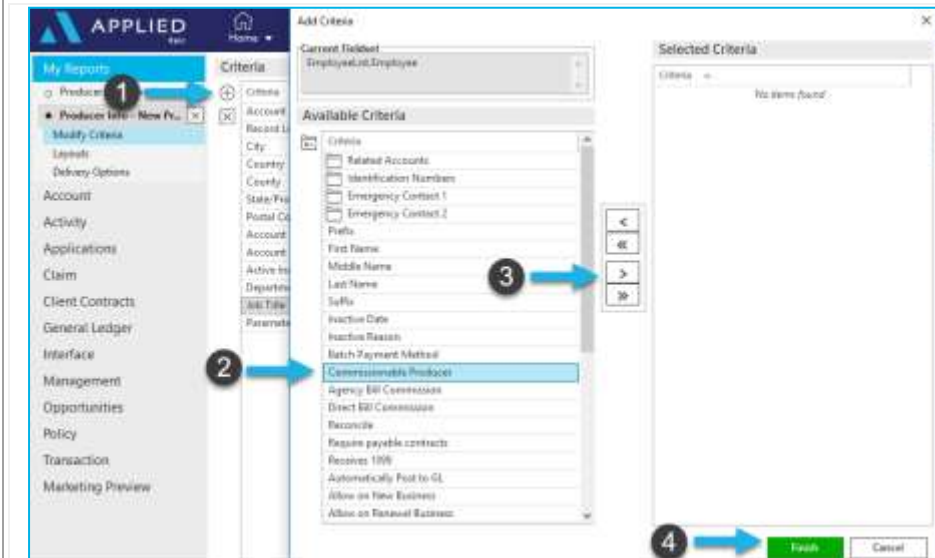
*There are two options for obtaining the report needed for this section: using the **Job Description criteria** or using the **Commissionable Producer criteria***

*Use the option based on how your organization has used these fields in the **Employee Account files***



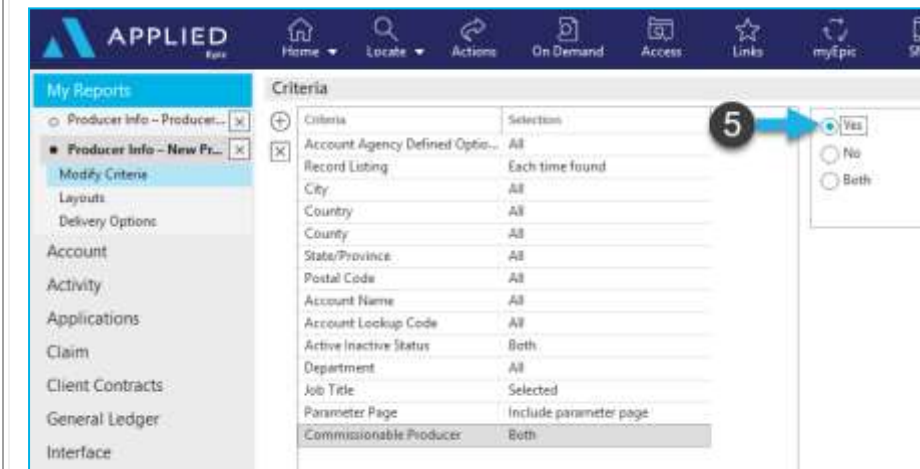
Modify the Report Criteria – Job Description Criteria Option

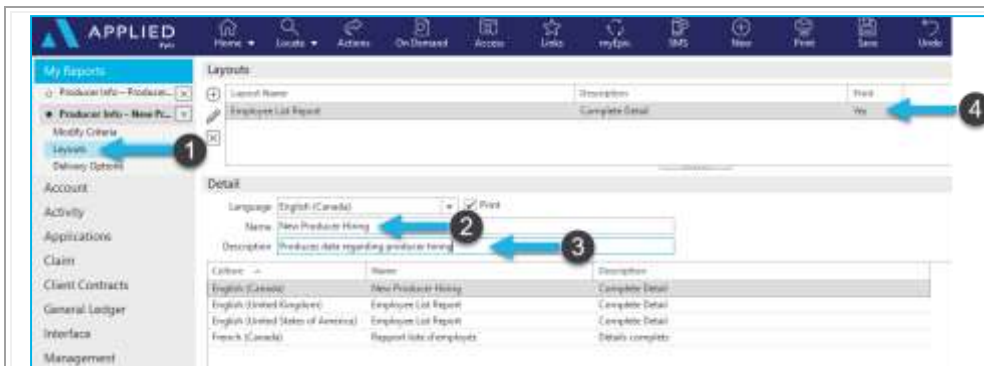
1. Select Job Description criteria
2. Set the Range From and To based on the wording used by your organization (examples: Producer, Sales Rep, Sales Associate, etc.)
3. Note: if there are inconsistencies in what was entered on different Employee accounts, this will not be a reliable criteria to use



Modify the Report Criteria – Commissionable Producer Criteria Option

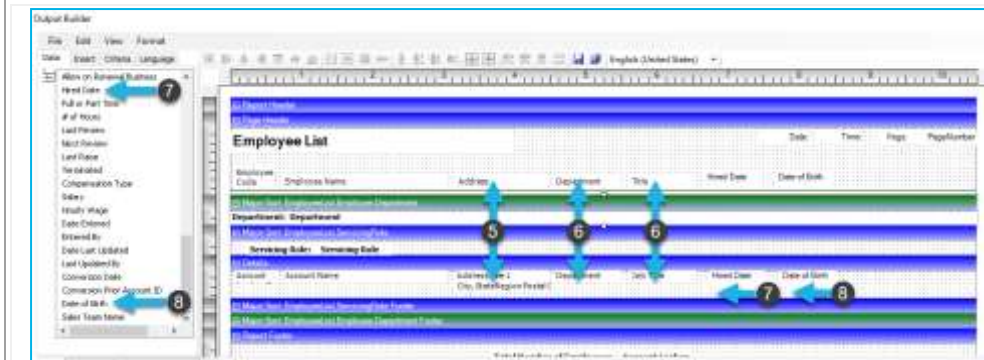
1. Select add icon
2. Double click on the Employee List > Employee folders and choose Commissionable Producer criteria
3. Use the single right arrow to move the selected criteria to the Selected Criteria area
4. Select Finish
5. Select the Yes radio button



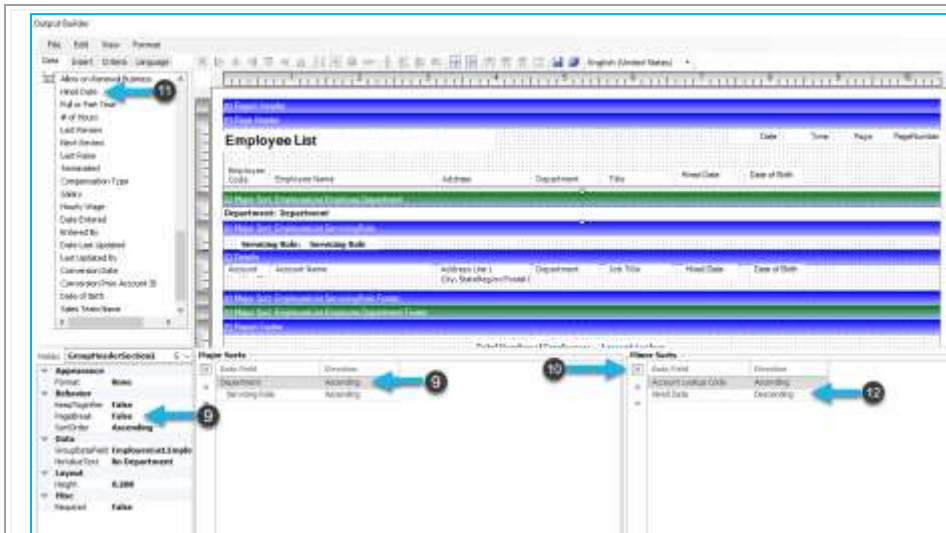


Modify the Report Layout

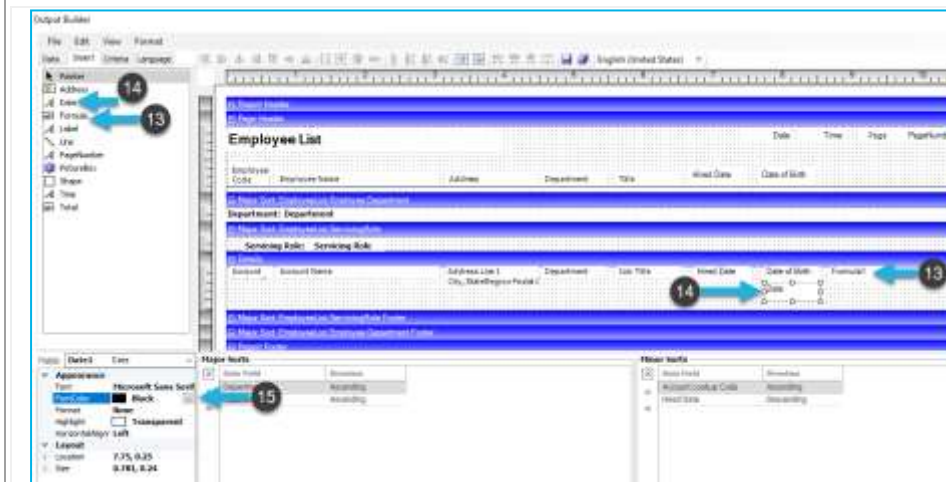
1. Select Layouts from the Navigation Panel
2. Change the Name of the default layout to New Producer Hiring
3. In Description enter Producers data regarding producer hiring
4. Edit the layout using the edit icon or double clicking



5. Remove Address label and data field by selecting them and pressing the DEL key on your keyboard
6. Move Department and Title labels and data fields to the left
7. Navigate the Data tab to locate the Hired Date data field (Employee List > Employee > Hired Date) and Drag and drop into the Details band of the report canvas
8. Navigate the Data tab to locate the Date of Birth data field (Employee List > Employee > Date of Birth) and drag and drop into the Details band of the report canvas



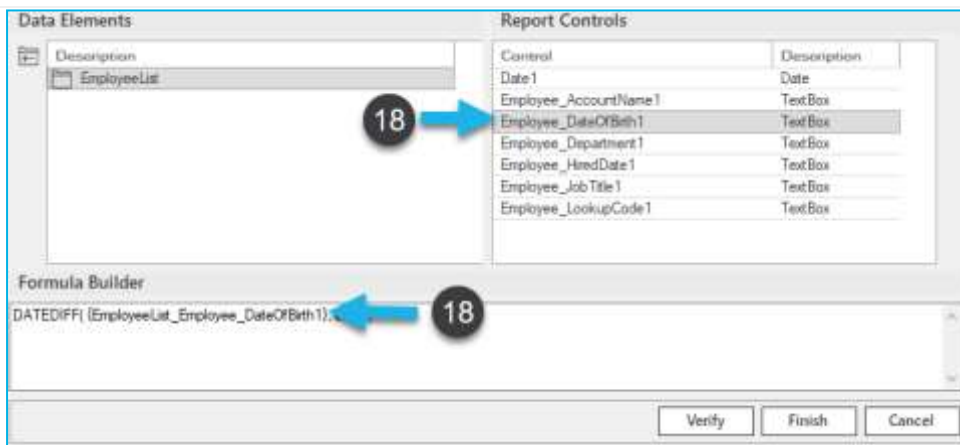
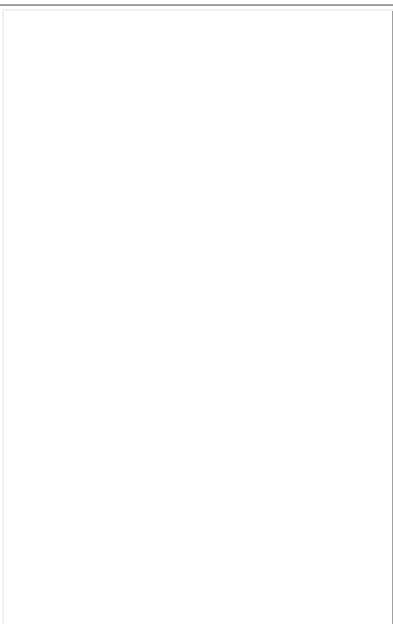
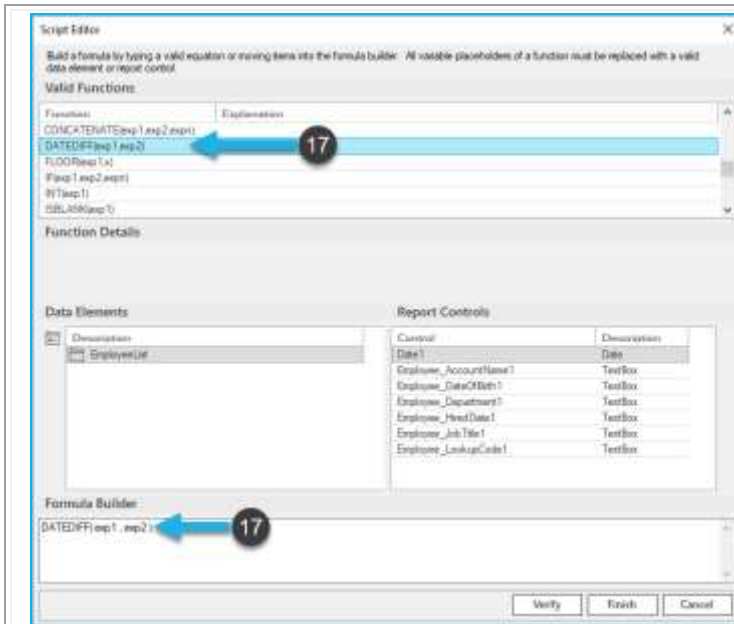
9. Set the *PageBreak* property on Department Major Sort to False
10. Remove Account Lookup Code from Minor Sort
11. Drag and Drop Hired Date from the Data tab to Minor Sort area
12. Set the *SortOrder* property for Minor Sort Hired Date to Descending



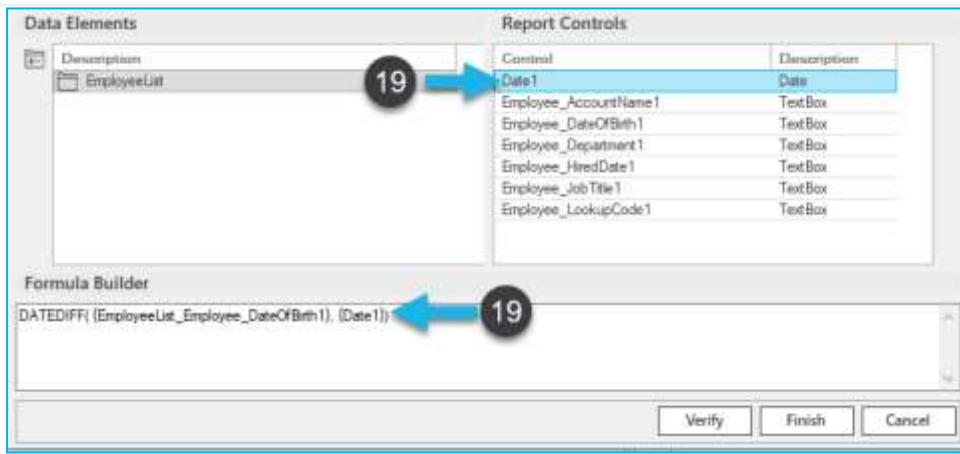
13. From the Insert tab drag and drop Formula field to the right of the Date of Birth field
14. Drag and drop the Date field from the Insert tab directly below the Date of Birth Field
15. Set the *FontColor* property to White



16. Select the Formula field and select the *Script* property using the ellipsis
17. In the Script Editor, double click to select the DATEDIFF function in the Valid Functions area



18. Highlight 'exp1' in the Formula Builder area and double click on the Employee_DateofBirth1 field from the Report Controls area replacing the 'exp1' with '{Employee_DateofBirth1}'



19. Highlight 'exp2' and double click on the Date1 field from the Report Controls area replacing the 'exp2' with '{Date1}'



- 20. Place cursor at the end of the formula in the Formula Builder and select the '/' function from the Valid Function area
- 21. Place cursor at the end of the formula in the Formula Builder and enter 365
- 22. Select 'Finish'

- 23. Select Report Title label
- 24. Use the Text property to change title to Producer Hire Information
- 25. Select File > Exit > Save All

Print/Preview the Report

From the Options Bar, select 'Print'>'Preview' to view your report on screen

NOTE: You can also select Actions>Generate Report and



| Producer Hire Information | | | | | | |
|---|--------------------|---------------------|------------------|------------------------|------------|---------------|
| Employee Code | Employee Name | Address | Department | Title | Hire Date | Date of Birth |
| Department: No Department | | | | | | |
| Servicing Role: Claims Mgr | | | | | | |
| FAVEIL | Kim Paetzsch | 1472 Plum Street | No Department | | 12/11/2008 | 12/11/1968 45 |
| Servicing Role: Client Service Rn | | | | | | |
| SPNE1 | Rae M. Jurek | 111 St. John Lane | No Department | | | #VALUE! |
| Department: Benefits | | | | | | |
| Servicing Role: Producer | | | | | | |
| CROSA2 | Karen Craft | 40 Box 2222 | Benefits | Producer | 7/18/2011 | 6/15/1970 45 |
| BESCO2 | Corina Best | 2038 Simpson Rd | Benefits | Producer | 4/12/2011 | 3/18/1968 48 |
| WSDR1 | Dru Starnes | 10890 Sunset Dr | Benefits | Producer | 5/21/2009 | 8/14/1988 31 |
| BABAL1 | Beth Bailey | 748 Pilgrimage Rd | Benefits | Producer | 4/15/2009 | 3/18/1970 45 |
| PIERO1 | Erica Peters | 221 Johnson Rd | Benefits | Producer | 11/12/2009 | 8/24/1978 39 |
| QUENAL | Matin Quillet | 5542 West Center St | Benefits | Producer | 12/14/1994 | 12/11/1968 55 |
| Department: Commercial Lines | | | | | | |
| Servicing Role: Client Service Mgr | | | | | | |
| SMDSU1 | Sue Smith | 4793 Jefferson Dr | Commercial Lines | Client Service Manager | 5/21/1991 | 8/3/1969 47 |
| Servicing Role: Producer | | | | | | |
| TRLOAL | Jana Trudeau-Smith | 10466 N 127th St | Commercial Lines | Producer | 12/08/16 | 5/4/1972 44 |

it will be delivered per your options set in 'Delivery' in the Navigation Panel

1. Use the Hired Date column to determine producers hired during the period being reported
2. Use the age calculated using the formula built to determine number of producers over age 35 vs. those under age 35
3. If an employee record doesn't have the Date of Birth field completed, it will result in a #VALUE entry on the report

New Producer Hiring

How many producers did you hire during your most recently completed fiscal year?

Note: Each of these producers should be listed in detail in the producer table above, and should only be included if they are still employed by the agency. Enter zero if no producers were hired.

Indicate the number of newly hired producers that fit the following criteria; the total number of producers described here must match the total number of new hires listed above in cell Q113.

Producers hired from WITHIN the insurance industry:

under age 35

over age 35

Producers hired from OUTSIDE the industry:

under age 35

over age 35

Total new producers included in this breakdown:

Correct: This breakdown matches the total number of hires.

New Producer Success Rate Of the producers hired by your firm over the past five years, estimate what % have met their production goal and are considered successful?

Enter requested data in the Best Practices Survey



| Recruiting and Development Techniques | | Steps |
|--|---|---|
| <p><i>Recruiting and Development Techniques</i></p> <p style="color: red; font-weight: bold;">Please indicate whether your agency uses the recruiting and development tools/techniques indicated below in its hiring and development of new producers. Click on the arrow to the right of each cell to choose YES or NO from the drop-down menu in each green cell.</p> | | <p>Enter requested data in the Best Practices Survey</p> <p>Unless your organization used Agency Defined Categories/Codes to track this information on Employee Accounts, the information for this section will need to be obtained manually or from another source</p> |
| <p>Recruiting</p> <ul style="list-style-type: none"> Targeted college recruiting efforts/programs Use of outside recruiters <p>Assessment</p> <ul style="list-style-type: none"> Use of social media as a recruiting tool <p>Development</p> <ul style="list-style-type: none"> Testing (sales, personality, intelligence capabilities, call reluctance, etc.) Internship Mentorship Technical training <ul style="list-style-type: none"> Internal <input style="width: 100px; height: 15px;" type="text"/> External <input style="width: 100px; height: 15px;" type="text"/> Sales training <ul style="list-style-type: none"> Internal <input style="width: 100px; height: 15px;" type="text"/> External <input style="width: 100px; height: 15px;" type="text"/> <p>Selling structure</p> <ul style="list-style-type: none"> Required specialization Team selling Assigned accounts | <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> <div style="background-color: #90EE90; width: 100px; height: 15px;"></div> </div> | |

STAFF AND TECHNOLOGY TAB

The following is provided to assist in producing reports from the Applied TAM system necessary to complete the Staff & Technology DATA ENTRY tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aide will use an Employee File Search.

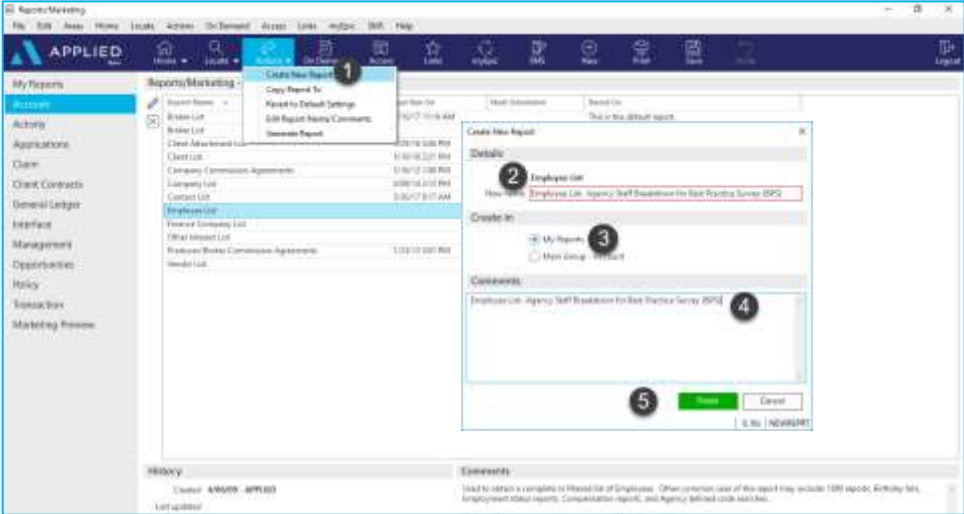
The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Staff and Technology DATA ENTRY tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey. This document contains job aids that coincide with the following sections of this tab in the Collection File:

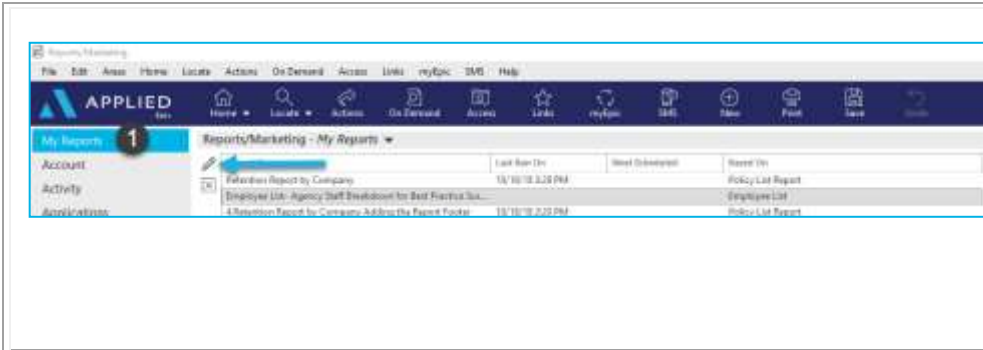
- Agency Staff Breakdown
- Service and Sales Staff Breakdown
- Employees Working Remotely

This Job Aid will use the Employee List and General Ledger Register reports. It is important that you begin with default versions of these reports. If you have modified the default version of these reports, you will want to save your versions as a new report so that you can revert back to the default version of these two reports.

To revert a report back to the default version:

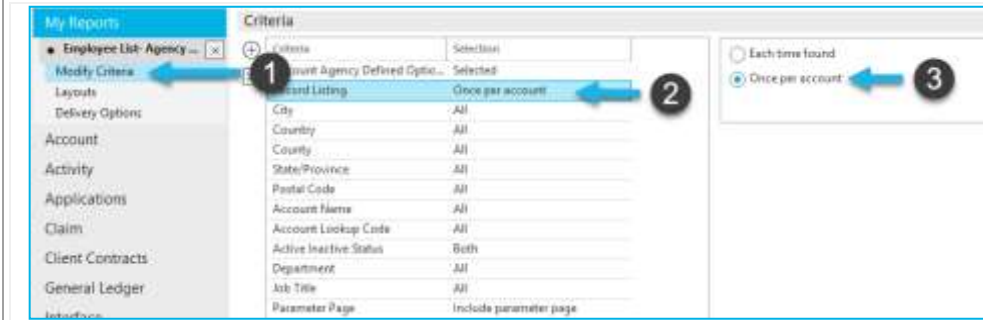
- Select the report and
- Select Actions > Revert to Default Report

| Agency Staff Breakdown | Steps |
|--|--|
|  | <p>Create a New Report</p> <ol style="list-style-type: none">1. Once in Reports/Marketing area, select Account> Employee List Report2. Select Actions>Create New Report3. Enter a name for the report (i.e.; Employee List- Agency Staff Breakdown for Best Practice Survey (BPS))4. Select the “My Report” radio button5. Optionally, enter a Comment that describes the use of this report, specifically<ol style="list-style-type: none">a. In this case, “Employee List- Agency Staff Breakdown for Best Practice Survey (BPS)”6. Click ‘Finish’ |

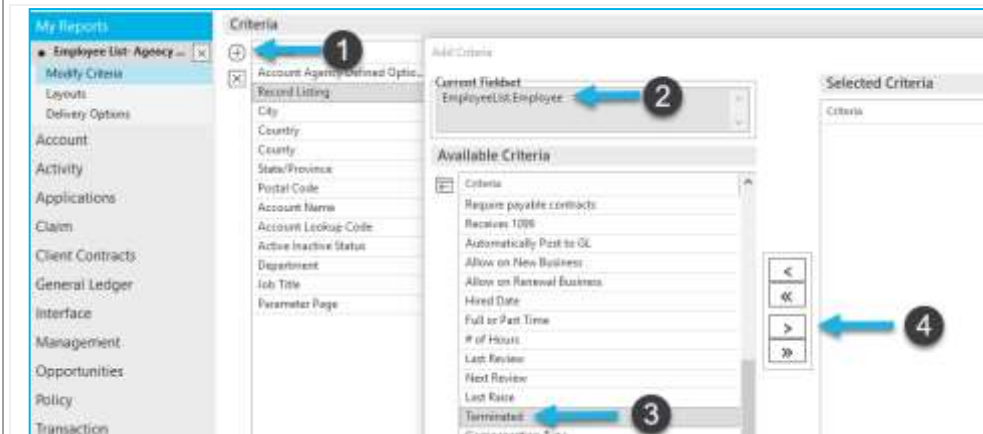


Modify the Report Criteria of Newly Created Report

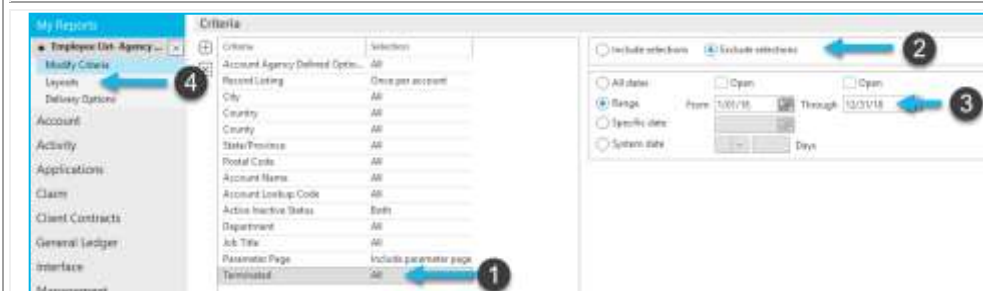
- Go to “My Reports”
- Highlight ‘Employee List- Agency Staff Breakdown for Best Practices Survey (BPS) and select edit using the edit icon



- In the Navigation Panel, select “Modify Criteria” and review all criteria
- Select criteria Record Listing and select radio button ‘Once Per Account’ (this is to avoid duplication of individuals assigned to more than one Servicing Role)



- Using the add icon, add criteria Employee>Terminated
- Terminated criteria is found in the Employee List > Employee folder
- Scroll down to find “Terminated” criteria**
- Use the single selector icon to move “Terminated” criteria into the Selected Criteria panel and select Finish button**



- Ensure the Terminated criteria just added is selected
- Select Exclude selections
- Enter the most recent fiscal year end dates to exclude employees that were terminated in the period
- Select the Layouts option from the Navigation panel icon



| Layout Name | Description | Print |
|--|--|-------|
| Employee List Sorted by Servicing Role | Employee list Sorted by Servicing Role | Yes |

Detail

Language: English (United States of America) Print

Name: Employee List Report

Description: Employee list Sorted by Servicing Role

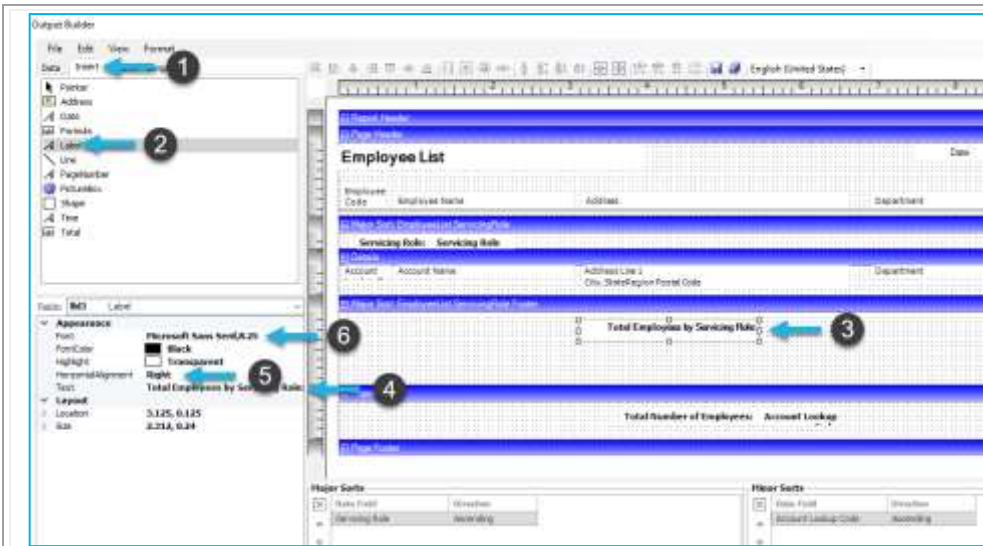
| Culture | Name | Description |
|------------------------------------|--------------------------|--|
| English (Canada) | Employee List Report | Employee list Sorted by Servicing Role |
| English (United Kingdom) | Employee List Report | Employee list Sorted by Servicing Role |
| English (United States of America) | Employee List Report | Employee list Sorted by Servicing Role |
| French (Canada) | Rapport liste d'employés | Détails complets |

Modify the Report Layout

1. Optionally edit the Layout Detail Description to “Employee list Sorted by Servicing Role”
2. Confirm the Print check box at the bottom of the page is selected to print.
3. Using the edit icon , edit the Layout.

| Name | Direction |
|----------------|-----------|
| Department | Ascending |
| Servicing Role | Ascending |


1. Remove the Department Major Sort by selecting
2. Select the delete icon



Add a Total Employee by Servicing Role Label


1. Select the Insert tab
2. Select Label
3. Drag and drop a label into the Major Sort band of the report canvas
 - a. If needed, expand the Major Sort band by selecting the blue bar that says "Major Sort EmployeeList.ServicingRole.Footer"



- b. Use the handles  to expand the band by clicking on the bottom handle and dragging down

4. In the Properties area, select the Text property, type "Total Employees by Servicing Role:" over the generic default "lbl1"

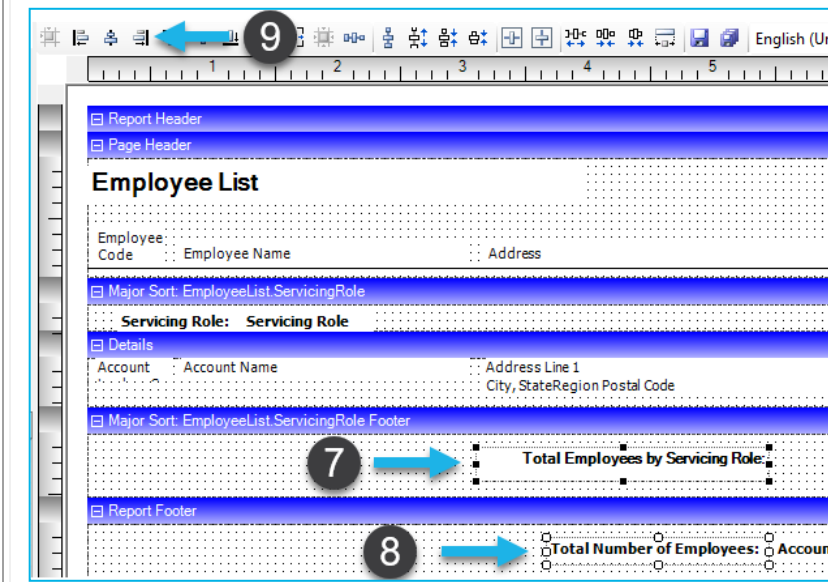
5. Select the Horizontal Alignment property and choose Right

6. Select the Font property and using the ellipsis icon  select bold

7. Click on the new label and again use the handles to make the label bigger

8. Select the "Total Number of Employees" label in the Report Footer and hold down the CTRL key on the keyboard and select the "Total Employees by Servicing Role;" Both fields will now have handles around them

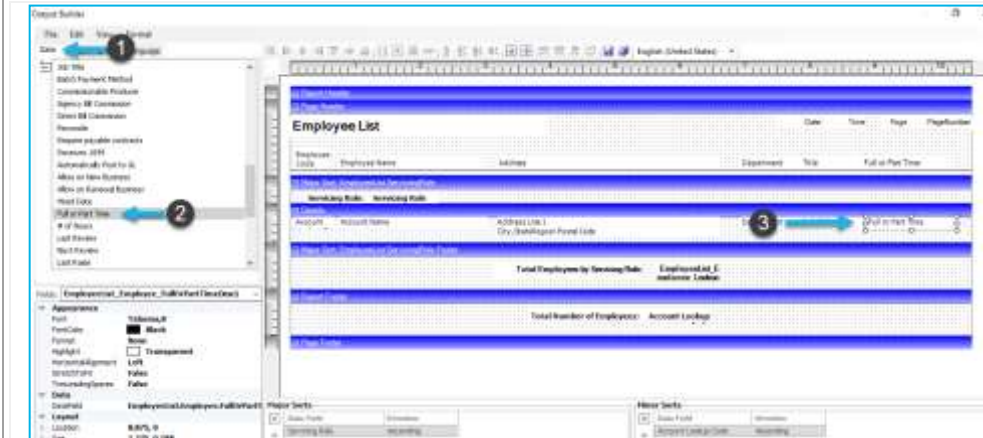
9. Use the Right Alignment tool to align the two label fields on the canvas





Add a Total Employee by Servicing Role Total field

1. Still from the Insert tab, select the Total option and drag onto the report canvas next to the label just added
2. In the Properties area, ensure the TotalType property is set to Count
3. Select the TotalField property and use the ellipsis to access the TotalField Editor
4. Select Employee_LookupCode1 from the Report Controls area of the TotalField Editor and select Finish

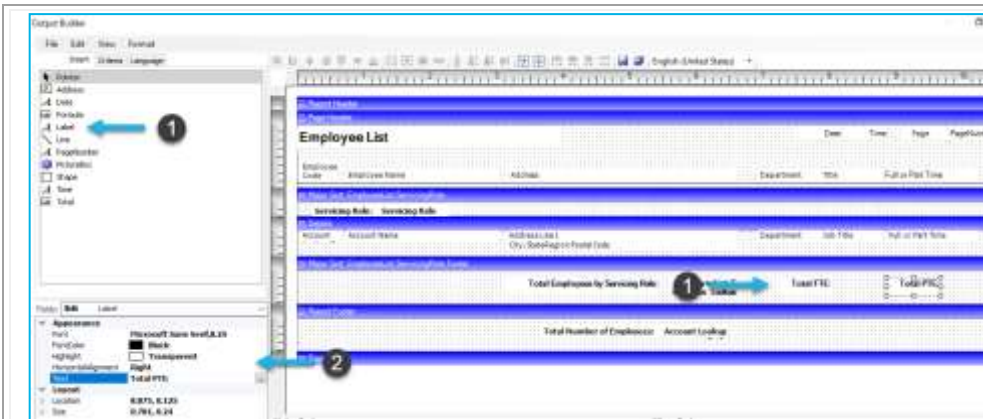


Add Full or Part Time indicator

If you have Part Time employees, it may be helpful to add a data variable to include that indicator in the report to easily identify Part Time employees for calculation purposes. If you don't have Part Time employees, skip this section and proceed to *Title & Save Report Layout* section

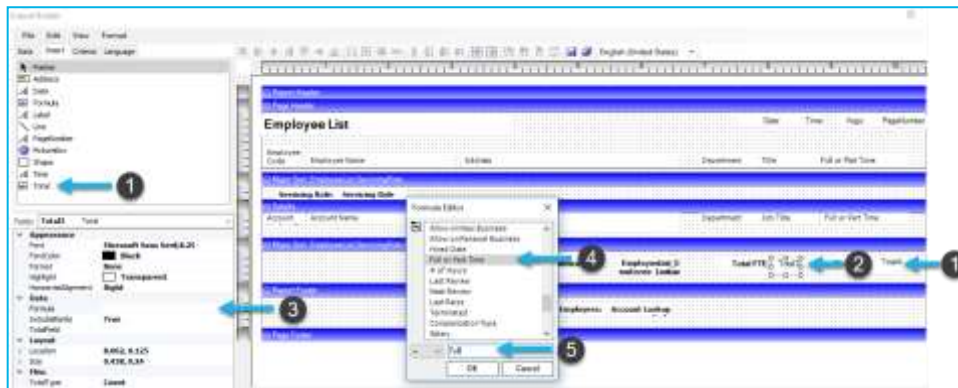
1. Select the Data tab
2. Locate the Full or Part Time data variable by selecting Employee List > Employee > Full or Part Time
3. Drag and drop the Full or Part Time variable into the Details band of the report canvas

You will likely need to adjust the other columns to make room for this new column. You can accomplish this by using the same method used to expand the label and total field added above.



Insert Full Time / Part Time Total Labels

1. Add two additional Label fields Major Sort band in the report
2. Set the properties for the Label fields as follows
 - a. Text property to “Total FTE:” and “Total PTE:” for total full time employees and total part time employees respectively
 - b. Horizontal Alignment property to Right for both label fields
 - c. Font property to bold for both label fields

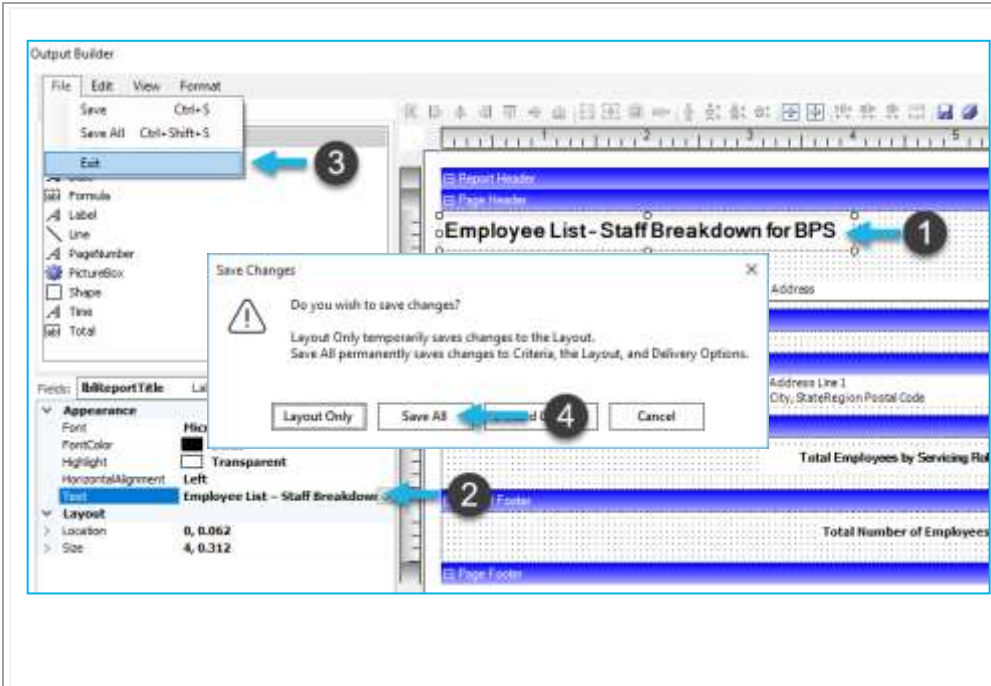


Insert Full Time / Part Time Total Fields

1. Add two additional Total fields to Major Sort band in the report, dragging and dropping one to the right of the Total FTE: label and the other to the right of the Total PTE: label
2. Select the Total field added next to the Total FTE: label
3. In Properties area, use the ellipsis in the Formula property to access the Formula Editor
4. In the Formula Editor navigate to the Full or Part Time data element found in the Employee List > Employee folder
5. In the expression area, type in “Full” and select OK

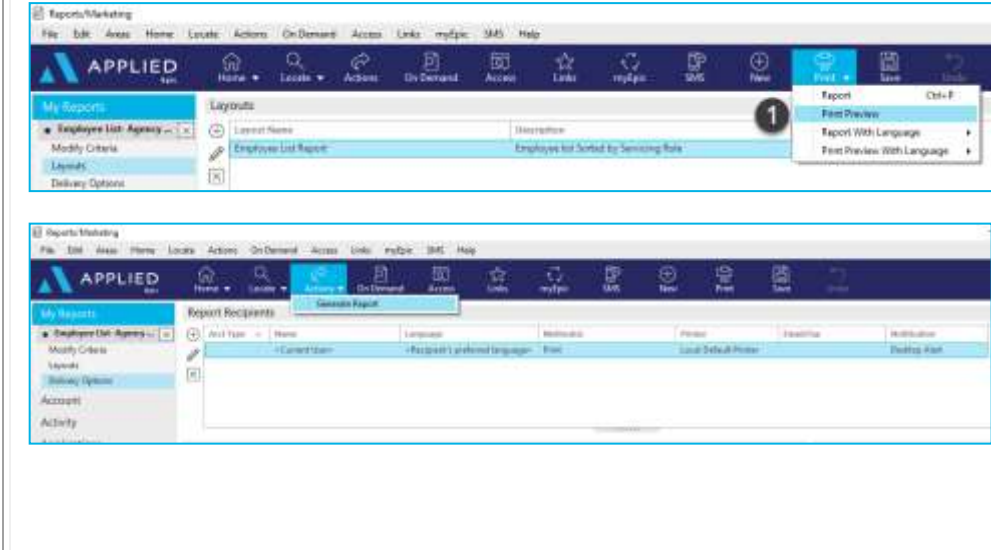
Repeat steps 2 – 5 on the second Total Field added next to the Total PTE: label using “Part time” in the expression area.

On both Total Fields, set the Font property to Bold.



Title & Save Report Layout

1. To title your report, select the “Employee List” label at the top of the report, just under the Page Header band
2. Select the Text property and type in “Employee List – Staff Breakdown for BPS”
3. Select File and Exit from the menu bar
4. In the Save Changes window, select Save All



Print/Preview the Report

- 1 From the Options Bar, select ‘Print’>‘Preview’ to view your report on screen.

NOTE: You can also select Actions>Generate Report and it will be delivered per your options set in ‘Delivery’ in the Navigation Panel.



Employee List - Staff Breakdown for BPS 3/19/2016 9:23 AM Page 2 of 11

| Employee Code | Employee Name | Address | Department | Title | Full or Part Time | |
|---|---------------------|--|--------------------|------------------------|-------------------|----------|
| HSLC01 | Cornelia Hollibaugh | 702 Beechwood Oak Brook, IL 60521 | Claims | Claims Representative | Full | |
| SDOCH1 | Christina Idoux | 2847 Jefferson Washon Rd Pleasanton, IL 60452 | Claims | Claims Representative | Full | |
| BURDE1 | Debbie Kari | 305 Royal Oak Dr Orland Park, IL 60462 | Claims | Claims Representative | Full | |
| LEOZE1 | Jessie Leggett | 869H Riley Rd Pleasanton, IL 60452 | Claims | Claims Representative | Full | |
| HENT01 | Tom Henke | 825 South 15th St Prestfort, IL 60423 | Claims | Claims Representative | Full | |
| TATM01 | Helen Tataruk | 3828 Blanton Way Joliet, IL 60432 | Claims | Claims Representative | Full | |
| THOZ01 | Jimmy Thompson | 42 Cashmere Ln Joliet, IL 60432 | Claims | Claims Representative | Full | |
| WHDAL1 | Janel Welfly | 1540 Long Circle Dr Oak Forest, IL 60452 | Claims | Claims Representative | Part time | |
| Total Employees by Servicing Role | | 14 | Total FTE | 12 | Total PTE | 2 |
| Servicing Role: Client Service Mgr | | | | | | |
| BOOZ01 | Kelly Bobbe | 7805 West 110th Pl Worth, IL 60482 | Personal Lines | Client Service Manager | Full | |
| CLAB01 | Bob Oak | 1988 Live Oak Oak Forest, IL 60452 | Financial Services | Client Service Manager | Full | |
| PROSA1 | Sandy Prosser | 574 Market St Evanston, IL 60120 | Commercial Lines | Client Service Manager | Full | |

Sample Print Preview of the Employee List Report with a Major Sort by Servicing Role and Totals for Full Time and Part Time

Agency Staff Breakdown

Please enter the number of full-time equivalent employees (FTE) that the agency employed during the most recently completed fiscal year in each of the functional areas listed below. This table should include all agency staff members, including principals. If you have part-time employees, enter their as a decimal portion (equivalent to the number of hours they work) of one FTE. For example, a part-time employee who works 20 hours/week would be the equivalent of 0.5 full-time employees. If you have employees that divide their time between functional areas listed below, BE SURE to divide their time into decimal portions of FTE in different lines so that this number represents the portion of their time dedicated to this activity. DO NOT count a single FTE more than once; a single full-time employee should be represented in total on this chart/entry as no more than 1.0 FTE, even if their activities are divided across functional activities. If you are unsure of what each staff area includes, consult the yellow boxes on each line.

| | | |
|---|--|---|
| Accounting | | Include all employees whose main duties are accounting/bookkeeping, financial management of agency, or similar. |
| Human Resources | | Include all employees with responsibility for implementing and administering the agency's hiring and training, compensation activities, employee records and personnel policies, compliance with government employment regulations, agency ER programs, or similar. |
| Marketing | | If you have staff dedicated to marketing functions (negotiating with carriers to obtain coverage for clients - soliciting quotes/quotes, negotiating coverage/pricing, placing new and renewal business with carriers, preparing proposals/binders, tracking market trends, pricing and underwriting policies), enter the FTE number here. |
| IT | | Include all employees (or fractions thereof) who manage and/or support the agency's information technology solutions. Include in the total any persons to whom you have outsourced regular IT support. For example, an outside technician that maintains your network might be counted as 0.25 of a FTE if they spend 20 hours/week on your system. |
| Producers | | This is the number of individual producers (qualified and unqualified) included in the producer table on the "Producer Info" sheet. (NOTE: if you do not list compensation for a given producer in column W of the producer information table, that producer will not be counted here.) |
| P&C VAS staff - Claims | | If you have staff dedicated to claims functions (board/submit P&C claims, reporting, tracking, processing, and analysis for agency and its clients) (define VAS sheet), enter the FTE number here. |
| P&C VAS staff - Loss Control/Safety Engineering | | If you have staff dedicated to loss control and safety engineering functions, enter the FTE number here. |

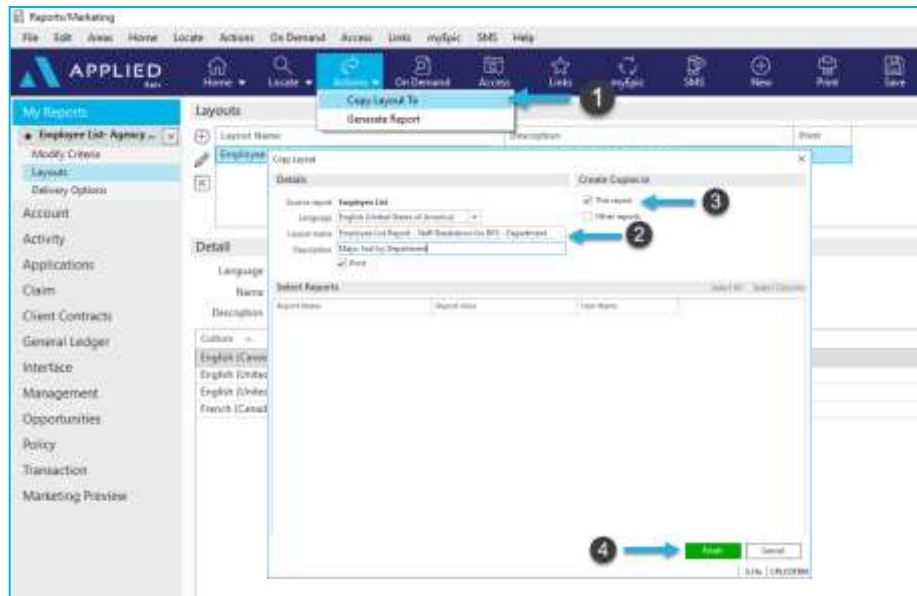
Enter requested data in the Best Practices Survey



Service & Sales Support Staff Breakdown

Steps

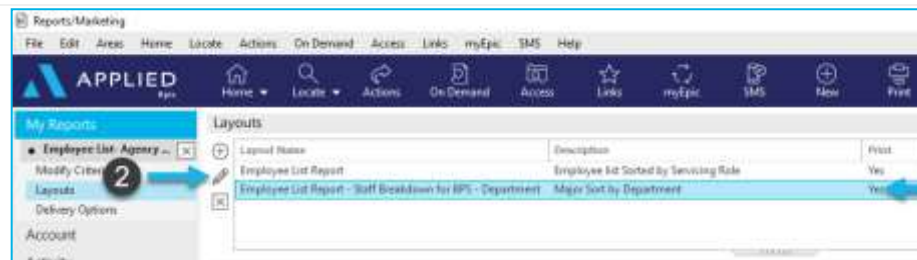
Number of SSS Staff



Create a Copy of the Employee List- Major Sort by Servicing Role Layout

Note: For use when department breakdowns are available

1. In the report Layouts screen highlight the Employee List Report and select Actions>” Copy Layout To
2. Change the Layout Name to include – Department and add a Description “Major Sort by Department”
3. In the Create Copies In grouping, select the “This Report” checkbox
4. Click Finish



Modify the Report Layout

1. Ensure the newly added layout is selected
2. Either double click or select the edit icon to modify the layout



Add Major Sort by Department

1. In Data table, find the Department data field in the Employee List > Employee folder
2. Drag and drop the Department data field into the Major Sorts area
3. Select all Total fields in the Major Sort: EmployeeList.ServicingRole Footer band and drag and drop them into the Major Sort: EmployeeList.Employee.Department Footer band
4. Select the Servicing Role entry in the Major Sorts and select the delete icon
5. Confirm the total type reflects "Count" on all Total Fields
6. Select the Major Sort EmployeeList.Employee.Department band
7. Set the PageBreak property to False
8. Select the label Total Employees by Servicing Role
9. Change the Text property on that label to Total Employees by Department

Use the File > Exit > Save All to save your new layout.



| Employee List - Staff Breakdown for BPS | | | 3/20/2019 | 7:23 AM | Page 7 |
|---|-------------------|---|--------------------|-------------------------------|-------------------|
| Employee Code | Employee Name | Address | Department | Title | Full or Part Time |
| TRUCA1 | Jane Trudeau-Goch | 10499 N 27th St, Chicago, IL 60649 | Commercial Lines | Producer | Full |
| WLSJL1 | Sue Williams | 2487 N. Highland Ave Kansas City, MO 64108 | Commercial Lines | Client Service Representative | Full |
| WILTE1 | Terry Williamson | 80 Dow 3019 Leming, IL 62428 | Commercial Lines | Producer | Full |
| WOMNA2 | Mazza Womack | 9025 Acropolis Ln Joliet, IL 61732 | Commercial Lines | Client Service Representative | Full |
| WMAKA1 | Kates Way-Neumann | 191 Ebery Dr Bourbonnais, IL 62414 | Commercial Lines | Marketing/Representative | Full |
| WROCH1 | Chris Wright | 8680 Orapple Creek Dr Chicago, IL 60623 | Commercial Lines | Client Service Representative | Full |
| ZCLTL1 | Jim Zell | 1589 Silver Leaf Pkwy Springbrook, IL 60498 | Commercial Lines | Client Service Representative | Full |
| Total Employees by Department | | | 50 | Total FTE: | 46 |
| Total PTE: | | | 4 | | |
| Department: Corporate | | | | | |
| CSCH1 | Christopher Sick | 475 Franklin Ct, Frankfort, IL 60423 | Corporate | Agency Principal | Full |
| KNAME1 | Mag King | 465 Oxford Dr, Evanston, IL 60201 | Corporate | Marketing/Representative | Part time |
| VANRE1 | Red Vanderveil | 2352 Webster Rd Matteson, IL 60443 | Corporate | Agency Principal | Full |
| Total Employees by Department | | | 3 | Total FTE: | 2 |
| Total PTE: | | | 1 | | |
| Department: Financial Services | | | | | |
| ARECH1 | Chad Arends | 848 Freedom Way, Wood Dale, IL 60190 | Financial Services | Marketing/Representative | Full |

Sample Print Preview of the Employee List Report with a Major Sort by Department

Service and Sales Support Staff Breakdown

Please provide payroll data for all of the service and sales support staff, including VAS staff, listed above. The Value Added Services dedicated staff numbers from above have been copied here. Please the general service and sales support staff number above by line of business. Exclude any service staff dedicated to servicing bonds in commercial PBC. Include all general life and health service staff (group medical), other group, and individual (IRL) in the single "Life and Health" line. If a general service staff member spends over 70% of his/her time on one line of business, please include them in that line rather than multi-line. Include total salaries, commissions and bonuses in the payroll figures provided, but DO NOT include taxes and benefits.

| | Number of SSS | Total payroll for these staff members |
|---|---------------|---------------------------------------|
| PBC VAS staff - Claims | | |
| PBC VAS staff - Loss Control/Safety Engineering | | |
| PBC VAS staff - Other | | |
| LAH/P VAS staff - Legal and Compliance | | |
| LAH/P VAS staff - Wellness Advisory | | |
| LAH/P VAS staff - Data Analysis/Actuarial | | |
| LAH/P VAS staff - Other | | |
| Breakdown of general SSS staff (not DRG from above): | | |
| Commercial PBC General SSS staff | | |
| Personal PBC General SSS staff | | |
| Life and Health General SSS staff | | |
| Multi-line General SSS staff | | |

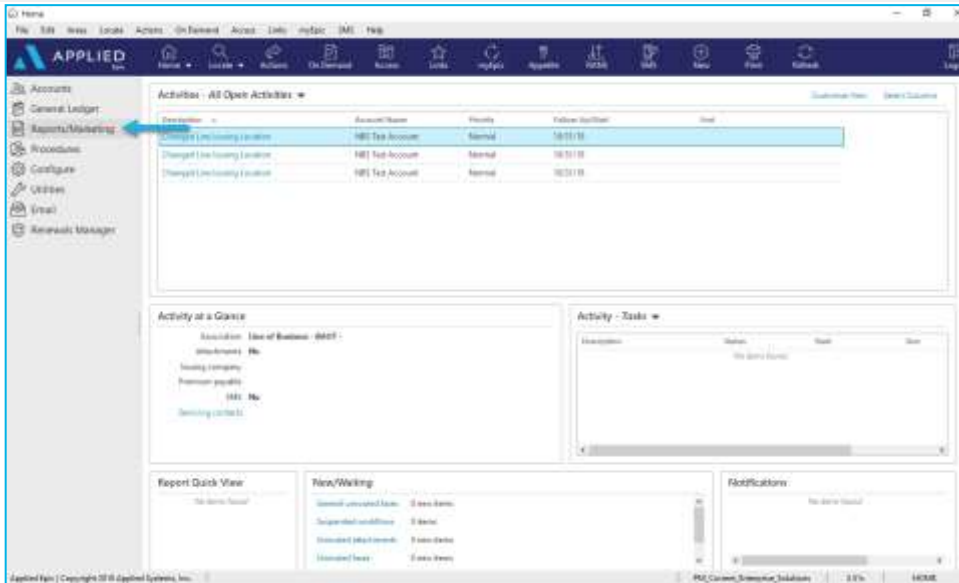
Note: The VAS breakdown will be automatically copied from your entries above. The payroll cells for each line will be opened for your data entry only if there was a breakdown entered.

Complete the Number of SSS with this data



Services & Sales Support Staff Breakdown

Total Payroll



Steps

Sales Support Staff Payroll Breakdown Information

Note: If payroll entries are processed in Epic, using the “General Ledger Register Report” will allow you to capture Gross Payroll and Bonus information for the most recent fiscal year end and provides options to add a Major sort by Department, if Departments are available.

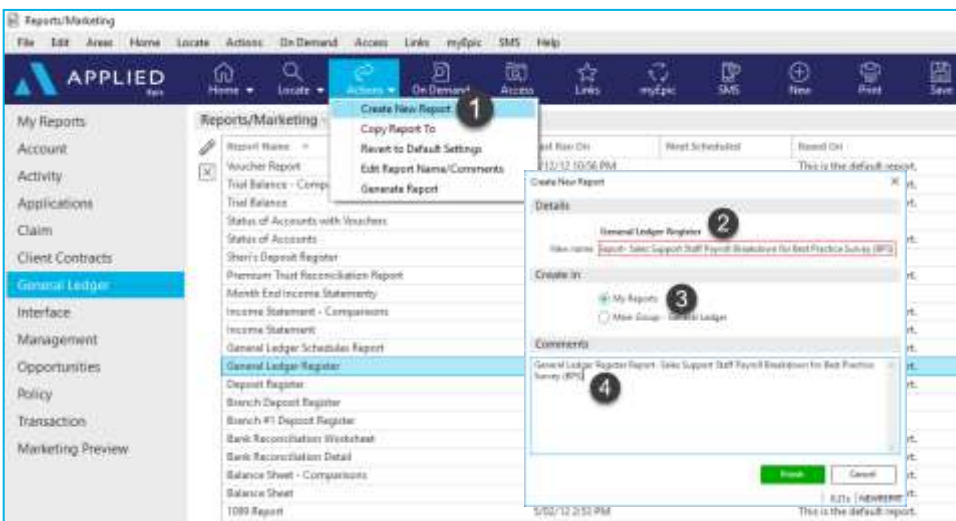
Manual Entry may be required in this area if payroll information is not available in Epic.

Create a New Report from the General Ledger Register Report

From Home Base select Reports/Marketing

General Ledger Register Report

1. General Ledger> General Ledger Register Report–select Actions>Create New Report
2. Enter a name for the report (i.e.; General Ledger Register Report- Sales Support Staff Payroll Breakdown for Best Practice Survey (BPS).
3. Check the “My Reports” radio button
4. Optionally, enter a Comment that describes the use of this report, specifically. In this case, “General Ledger Register Report- Sales Support Staff





Payroll Breakdown for Best Practice Survey (BPS)”

5. Click 'Finish'

Modify the Report Criteria

1. The newly created report should open in My Reports but if not, go to “My Reports”, Highlight ‘General Ledger Register Report- Sales Support Staff Payroll Breakdown for Best Practices Survey (BPS) and select edit using the edit icon

2. Review all criteria

3. Modify Criteria for the Accounting Month to reflect your most recent Fiscal Year End dates by removing the check mark in the two Open checkboxes and selecting the appropriate From and To entries for the Range radio button

4. Select the GL Account Criteria

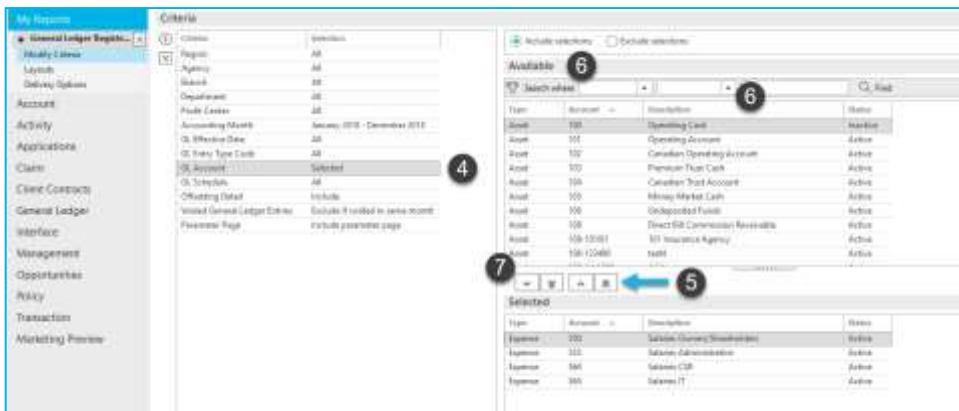
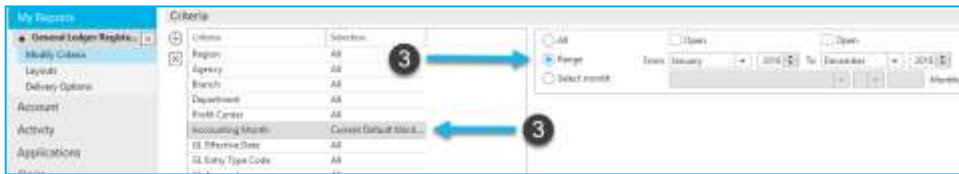
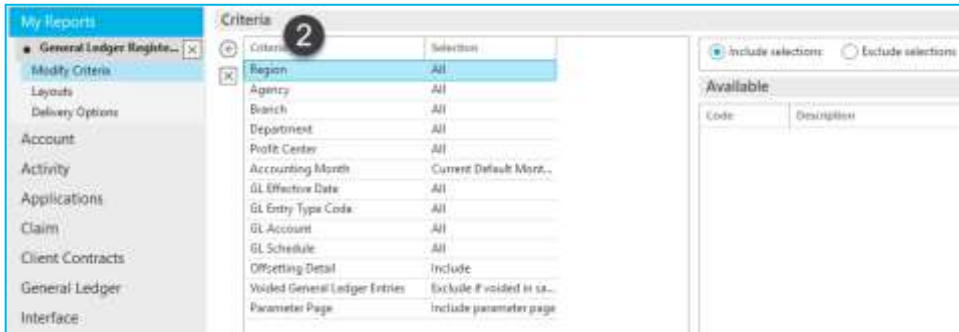
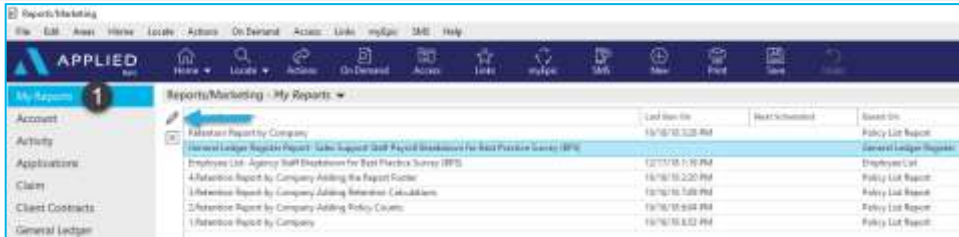
5. Use the double arrow pointing up to remove all current entries in the Selected area

6. Use either the Search where or column header sort to locate your payroll/salary expense accounts

7. Use the selectors to move these accounts into the Selected panel; Be certain the Include selections radio button at the top is selected

8. Select the Offsetting Detail Criteria

9. Select the Exclude radio button





My Reports

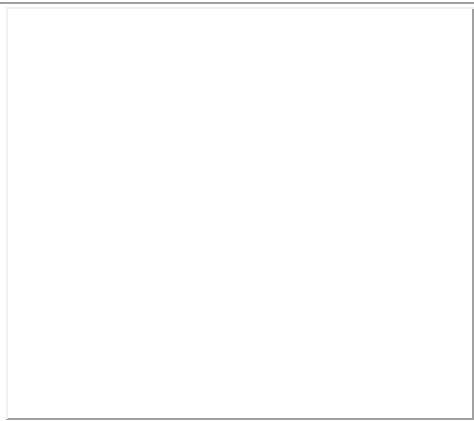
- General Ledger Register
- Modify Criteria
- Layouts
- Delivery Options
- Account
- Activity
- Applications
- Claim
- Client Contracts
- General Ledger Interface

Criteria

| Criteria | Selection |
|-------------------------------|---------------------------------|
| Region | All |
| Agency | All |
| Branch | All |
| Department | All |
| Profit Center | All |
| Accounting Month | January 2018 – December 2018 |
| GL Effective Date | All |
| GL Entry Type Code | All |
| GL Account | Selected |
| GL Schedule | All |
| Offsetting Detail | Include |
| Voided General Ledger Entries | Exclude if voided in same month |
| Parameter Page | Include parameter page |

Include

Exclude



| General Ledger Register | | | | | | | | | | 1/23/18 | \$ 22.8M | Page | 1 of 1 | | |
|--|-------|-----------|----------|-------------|--------|--------|------|-------|----------|--|-------------------|--------------------|---------------|--|--|
| Type | Ref # | Effective | Month | GL Entry ID | Amount | Source | Rate | Vol # | Schedule | Description | Debit | Credit | | | |
| Department Name: No Department Name | | | | | | | | | | | | | | | |
| 1 | 08 | 12/14 | FEB 2018 | 8020 | 00 | 00 | | | | Payroll Journal Entry | 80.00 | 80.00 | | | |
| Subtotal By Department: | | | | | | | | | | | 80.00 | 80.00 | | | |
| Department Name: Benefits | | | | | | | | | | | | | | | |
| 8 | 86 | 12/14 | DEC 2018 | 4288 | 820 | 00 | 00 | 00 | 00001 | Payroll Ending 12/31/18 | 61,400.00 | 80.00 | | | |
| Subtotal By Department: | | | | | | | | | | | 62,600.00 | 80.00 | | | |
| Department Name: Commercial Lines | | | | | | | | | | | | | | | |
| 8 | 82 | 12/14 | DEC 2018 | 4286 | 820 | 00 | 00 | 00 | 00001 | Payroll Ending 12/31/18 | 80,000.00 | 80.00 | | | |
| 8 | 81 | 12/14 | DEC 2018 | 4288 | 800 | 00 | 00 | 00 | 00001 | Payroll Ending 12/31/18 | 100,000.00 | 80.00 | | | |
| 1 | 08 | 12/14 | DEC 2018 | 8020 | 00 | 00 | 00 | 00 | 00001 | Payroll Journal Entry Payroll Ending 12/31 | 100,000.00 | 80.00 | | | |
| Subtotal By Department: | | | | | | | | | | | 225,000.00 | 80.00 | | | |
| Grand Total | | | | | | | | | | | 5 Items | \$27,600.00 | \$1.00 | | |

Sample Print Preview of the General Ledger Register Report with a Major Sort by Department

Service and Sales Support Staff Breakdown

Please provide payroll data for all of the service and sales support staff, including VAS staff, listed above. The Value Added Services dedicated staff numbers from above have been copied here. Please break down the general service and sales support staff number above by line of business. Include any service staff dedicated to covering benefits to commercial PBC. Include all general life and health service staff (including group medical), other group, and individual (IGB) in the single "Life and Health" box. If a general service staff member spends over 70% of his/her time on one line of business, please include them in that line of business rather than multi-line. Include total salaries, commission and bonuses in the payroll figures provided, but DO NOT include taxes and benefits.

| | Number of SSS | Total payroll for these staff members |
|--|---------------|---------------------------------------|
| PBC VAS staff - Claims | | |
| PBC VAS staff - Case Control/Safety Engineering | | |
| PBC VAS staff - Other | | |
| LSM/P VAS staff - Legal and Compliance | | |
| LSM/P VAS staff - Wellness Advisory | | |
| LSM/P VAS staff - Data Analytics/Operational | | |
| LSM/P VAS staff - Other | | |
| Breakdown of general SSS staff (cell D16 from above): | | |
| Commercial PBC General SSS staff | | |
| Personal PBC General SSS staff | | |
| Life and Health General SSS staff | | |
| Multi-line General SSS staff | | |

Note: The VAS breakdown will be automatically copied into your entries above. The payroll cells for each line will be opened for your data entry only if there was breakdown entered.

Enter requested data in the Best Practices Survey



Employees Working Remotely

Steps

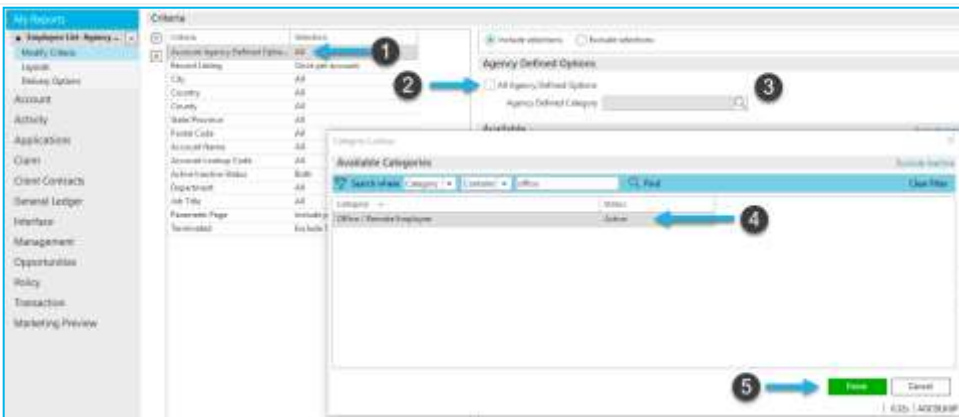


If you do not use Applied Epic to track which employees are remote workers, you will need to manually determine this factor

The following instructions have been crafted for using the Agency Defined Categories and Codes to track which employees are onsite and which are remote workers

These steps can be adapted if other fields are used to track this information

1. Select the Employee List – Agency Staff Breakdown for Best Practice Survey
2. Double click or select the edit icon



Modify Criteria

1. Ensure the Account Agency Defined Options criteria is selected
2. Uncheck the All Agency Defined Options checkbox
3. Use the Agency Defined Category lookup to select appropriate Category
4. In this example, it is called “Office/Remote Employee”
5. Select Finish
6. In the Available frame, select “Remote”
7. Use the single down arrow selector to move to the Selected frame



Criteria

| Criteria | Select/Sort |
|---------------------------------|----------------------------|
| Account Agency Defined Optio... | All |
| Recent Listing | Once per account |
| City | All |
| Country | All |
| County | All |
| State/Province | All |
| Postal Code | All |
| Account Name | All |
| Account Lookup Code | All |
| Active/Inactive Status | Both |
| Department | All |
| Job Title | All |
| Parameter Page | Include parameter page |
| Terminated | Exclude 1/01/18 - 12/31/18 |

Agency Defined Options

All Agency Defined Options

Agency Defined Category: Office / Remote Employee

Available

| Option | Status |
|------------|--------|
| + NO VALUE | |
| Office | Active |

Selected

| Category | Option | Status |
|--------------------------|--------|--------|
| Office / Remote Employee | Remote | Active |

8. Result should be the entry “Office / Remote Employee” entry in the Selected frame

Reports/Marketing

File Edit View Home Locate Actions On Demand Access Links myEpic SMS Help

APPLIED

My Reports

- Employee List Agency
- Modify Criteria
- Layouts
- Delivery Options
- Account
- Activity
- Applications
- Claim
- Client Contracts
- General Ledger
- Interface
- Management
- Opportunities

Layouts

| Layout Name | Description | Print |
|---|--------------------------------------|-------|
| Employee List Report | Employee list Sorted by Service Code | Yes |
| Employee List Report - Staff Breakdown for BPS - Department | Major Sort by Department | Yes |

Detail

Language: English (Canada) Print

Name: Employee List Report - Staff Breakdown for BPS - Department

Description: Major Sort by Department

| Custom | Name | Description |
|------------------------------------|--|--|
| English (Canada) | Employee List Report - Staff Breakdown for BPS - ... | Major Sort by Department |
| English (United Kingdom) | (Copy of) Employee List Report | (Copy of) Employee list Sorted by Service Role |
| English (United States of America) | Employee List Report - Staff Breakdown for BPS - ... | Major Sort by Department |
| French (Canada) | (Copie de) Rapport liste d'employés | (Copie de) Détails complets |

Create New Layout

1. Select the Employee List Report – Staff Breakdown for BPS – Department layout
2. Select Actions > Copy Layout To
3. Change the Layout Name to “Employee List Report – Staff Breakdown – Total Remote Employee” and the Description to “Provides total on all remote employees”

Copy Layout

Details

Source report: Employee List

Language: English (United States of America)

Layout name: Employee List Report – Staff Breakdown – Total Remote Employee

Description: Provides total on all remote employees

Print

Create Copies In

This report

Other reports

Select Reports

| Report Name | Report Area | User Name |
|-------------|-------------|-----------|
|-------------|-------------|-----------|

0.15s | CPLVOTRM

4. Check the This report checkbox in the Create Copies In area
5. Select Finish



Modify New Layout

1. Ensure the Print indicator is removed from all layouts except the newly added layout by selecting the layout and removing the checkmark next to the Print checkbox for that layout in the Detail area
2. Select the new layout
3. Either double click or select the edit icon

Add new column to report

You may need to adjust existing columns and headers before adding the new column

1. Find the Account Agency Defined Option in the Data tab
2. Drag and drop to the Details band in the report canvas
3. Remove the Department Major Sort
4. File > Exit > Save All

Employee List - Staff Breakdown for BPS 2/20/2016 11:35 AM Page 1 of 1

| Employee Code | Employee Name | Address | Department | Title | Full or Part Time | Account Agency Defined Option |
|-----------------------------------|-------------------------|---|------------------|-----------------------|-------------------|-------------------------------|
| AKRD01 | Donna Abramson | 2402 Canal Street St Gary, IN 46411 | Claims | Claims Manager | Full | Remote |
| ALPR01 | Bobby Alfred | PO Box 2537 Matteson, IL 60443 | Personal Lines | Producer | Full | Remote |
| BRWA1 | Kathy Brown | 3837 S Wilson St Franklin, IL 60423 | Personal Lines | Producer | Full | Remote |
| GOC001 | Jennifer Godwin | 2319 Harmony Ln Elk Grove Village, IL 60009 | Personal Lines | Client Service Tech | Full | Remote |
| KAAR01 | Karen Marie-Coswell | 25425 GK 125th University Park, IL 60434 | Commercial Lines | Producer | Full | Remote |
| CR001 | Debbie Kurd | 305 Royal Glen Dr Orland Park, IL 60462 | Claims | Claims Representative | Full | Remote |
| STAR01 | Brian Stampler | 581 Woodwood Dr Oak Brook, IL 60521 | Commercial Lines | Producer | Full | Remote |
| SWR01 | Jerry Sweeney | 47580 East Mainway St Oak Brook, IL 60521 | Commercial Lines | Client Service Tech | Part time | Remote |
| WAR01 | Jennifer Warner | PO Box 4827 Matteson, IL 60443 | Benefits | Client Service Rep | Full | Remote |
| WES01 | Dorelle Westcott-Rozoff | 8715 Blue High Dr Raymond, MO 64683 | Benefits | Client Service Rep | Full | Remote |
| WLSUT | Sue Williams | 2427 N Highland Ave FARMING CITY, MO 64118 | Commercial Lines | Client Service Rep | Full | Remote |
| WLT01 | Tary Williamson | PO Box 3009 Lansing, IL 60438 | Commercial Lines | Producer | Full | Remote |
| Total Number of Employees: | | | 13 | | | |

Print Preview the report

Employees Working Remotely

| | |
|----------------------------------|----|
| Total number of remote employees | 13 |
|----------------------------------|----|

Enter requested data in the Best Practices Survey

CARRIER INFO TAB

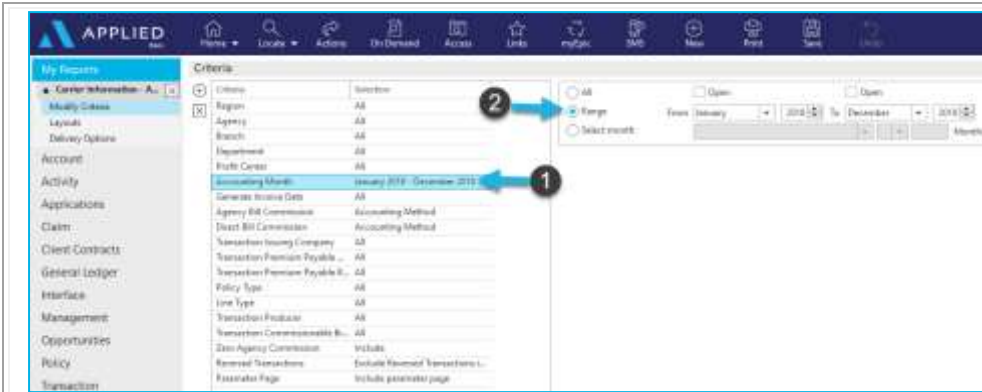
The following is provided to assist in producing reports from the Applied Epic system necessary to complete the Carrier Info DATA ENTRY tab in the 2019 Collection File for the Reagan Consulting Best Practices Survey.

This Job Aid will use the Earned Commissions report. It is important that you begin with default version of the report. If you have modified the default version of the report, you will want to save your version as a new report so that you can revert back to the default version of this report.

To revert a report back to the default version:

- Select the report and
- Select Actions > Revert to Default Report

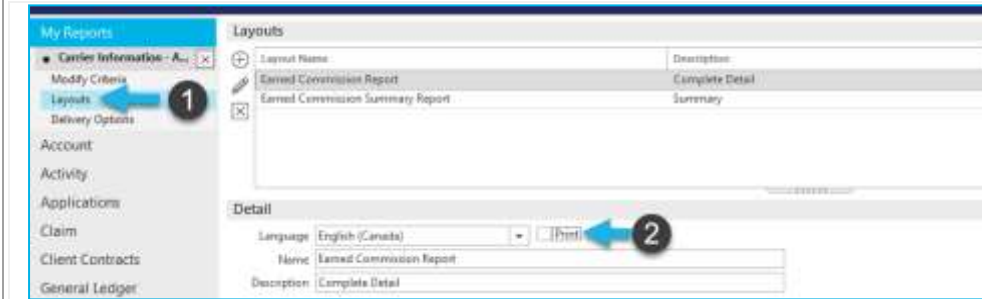
| Agency Carrier Breakdown | Steps |
|--------------------------|---|
| | <p>Create a New Report from Earned Commissions</p> <ol style="list-style-type: none"> Navigate to the Transactions Report Group in Reports/Marketing Select the Earned Commissions report Select Actions>Create New Report Enter a name for the report (I.e. Carrier Information - Agency Carrier Breakdown for Best Practices Survey (BPS)) Ensure the “My Reports” radio button is selected Select Finish |



Modify the Report Criteria

Upon selecting Finish above, Applied Epic will navigate you to the My Reports group, open the newly created report in the Modify Criteria section

1. Select the Accounting Month criteria
2. Modify criteria by selecting the Range radio button and entering the previous fiscal year in the From and To (unchecking the Open checkboxes if needed)



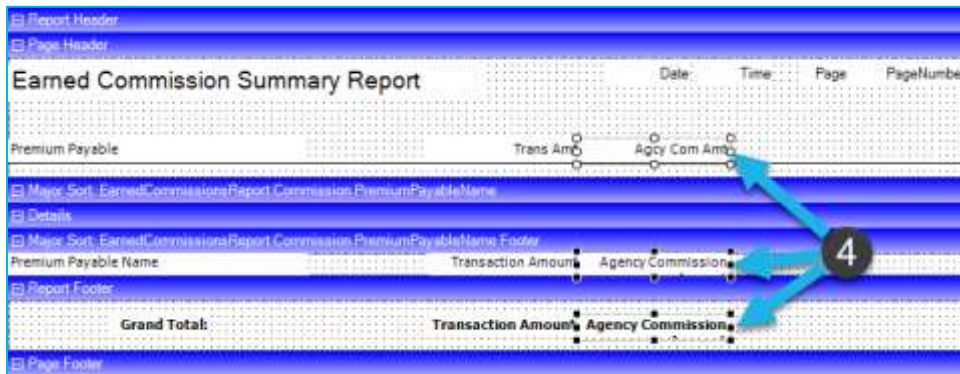
Modify the Report Layout


1. Select the Layouts option in the Navigation Panel
2. Uncheck Print checkbox for the Earned Commissions Report Layout in the Detail section
3. Select the Earned Commissions Summary Report layout
4. Update the Name to Carrier Information – Agency Carrier Breakdown for Best Practices Survey (BPS)
5. Confirm the Print check box at is selected to print
6. Using the edit icon , edit the Layout

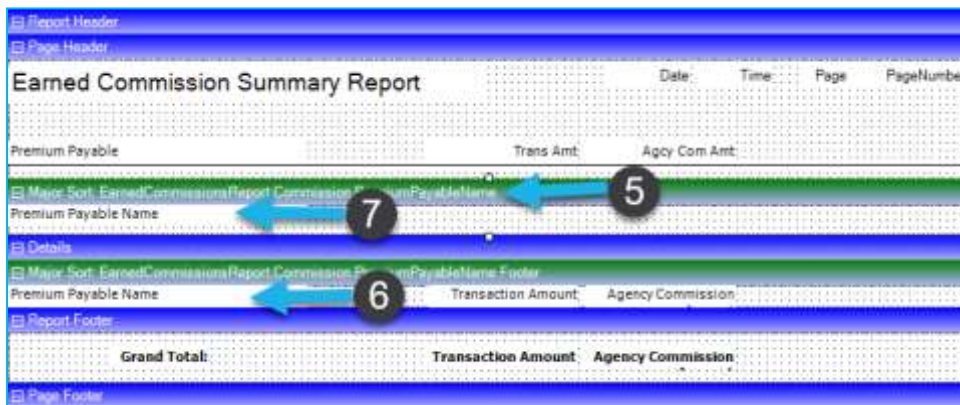




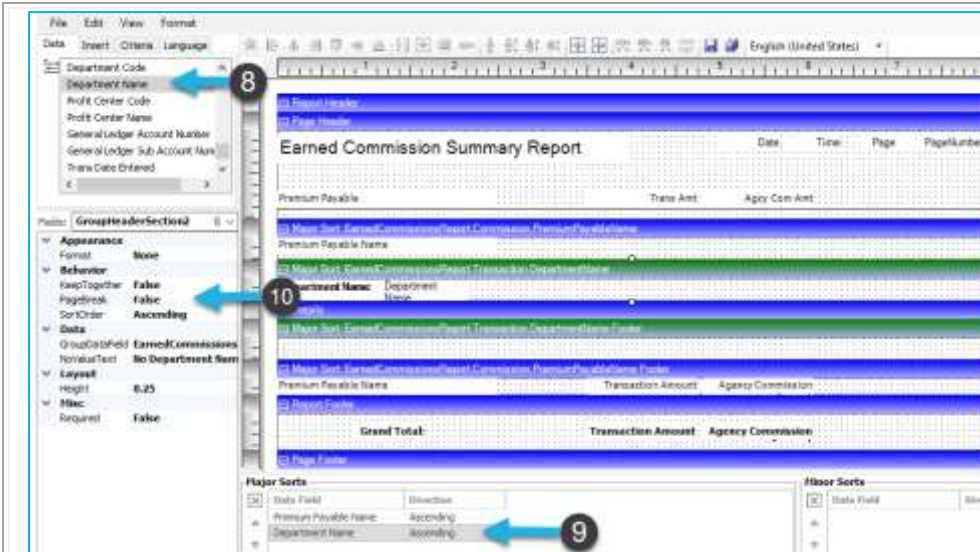
1. Select the Pr/Br Amt column heading label field and press the DEL key on your keyboard to remove
2. Select the Pr/Br Amt data field in the Major Sort band and press the DEL key on your keyboard to remove
3. Select the Pr/Br Amt Total field in the Report Footer and press the DEL key on your keyboard to remove



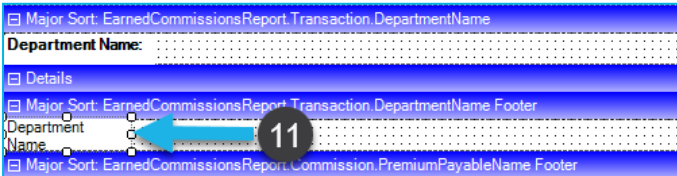
4. Select the Agcy Com Amt label, data and total fields and move to the left on the report canvas
5. Increase the space in the area Major Sort: EarnedCommissionsReport.Commission.PremiumPayableName by selecting the bar and then using the handles  to adjust the size of the band



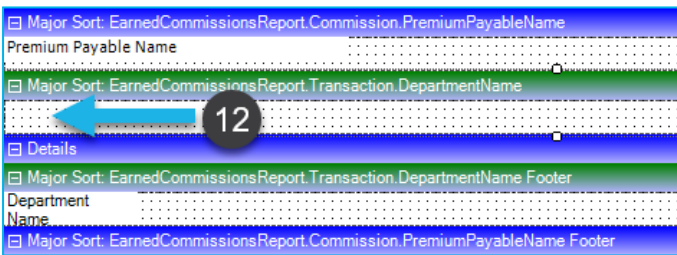
6. Select the Premium Payable Name data field in the Major Sort: Earned CommissionsReport Commission.Premium PayableName Footer and press CTRL + C on your keyboard to copy it
7. Select the Major Sort: Earned Commissions Report Commissions Premium Payable Name sort band again and press CTRL +V to paste the field in that area; Use arrow keys on the keyboard to move it over to the left as shown here



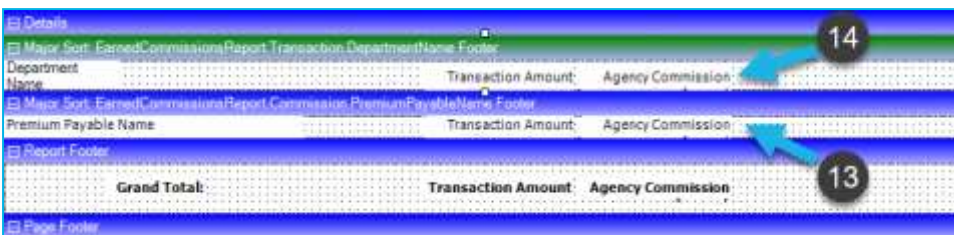
8. From the Data tab, navigate to find Transaction Department Name (Earned Commissions Report > Transaction > Department Name)
9. Drag and drop into the Major Sorts area
10. Set the PageBreak property to False to remove the Page Break
11. Move the Department Name data field down to the Department footer



12. Delete the Department Name label leaving the Major Sort band blank; Use the handles to minimize the white space



13. Select the Total fields from the from the Premium Payable Name footer and press CTRL + C on your keyboard to copy the fields

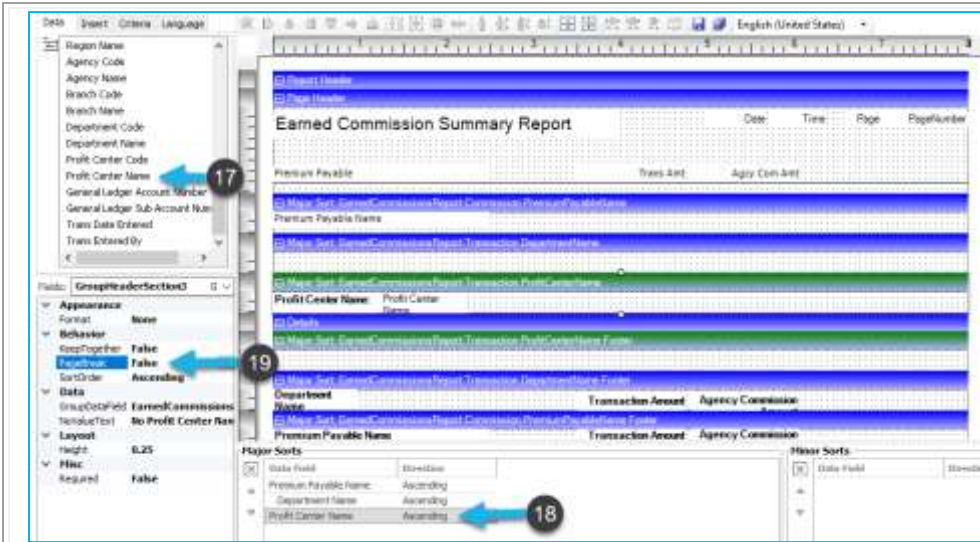


14. Click in the Department Name footer and press CTRL + V on your keyboard to paste a copy of these fields into that footer



15. Select all fields in both Major Sort bars

16. Use the Font property to set them to Bold



17. Select the Transaction Profit Center data field (Earned Commissions Report> Transaction> Profit Center Name)

18. Drag and drop to the Major Sort area

19. Set the PageBreak property to False

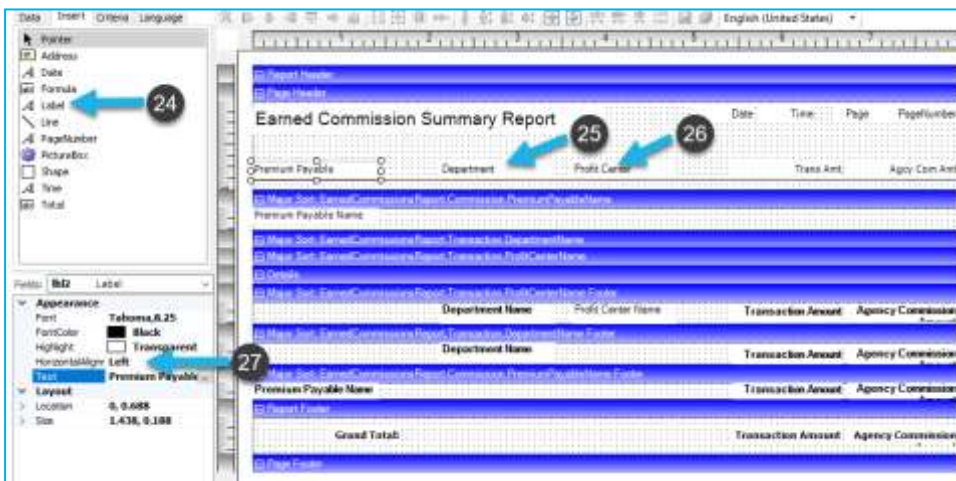
20. Move the Profit Center Name data field down to the Profit Center footer

21. Delete the Profit Center Name label leaving the Major Sort band blank; Use the handles to minimize the white space



22. Select the Total fields from the from the Premium Payable Name footer and press CTRL + C on your keyboard to copy the fields

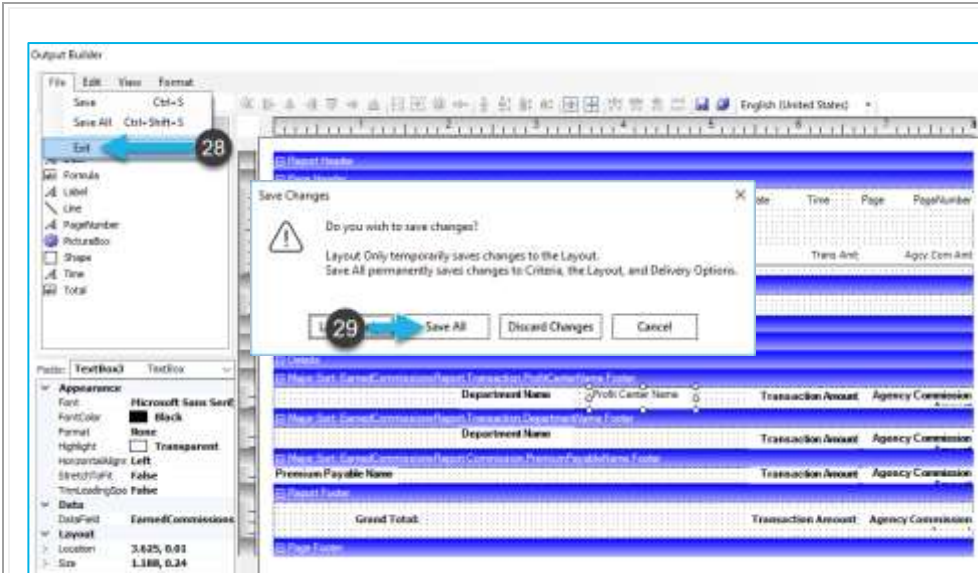
23. Click in the Profit Center Name footer and press CTRL + V on your keyboard to paste a copy of these fields into that footer



24. Select the Insert Tab to use the Label option

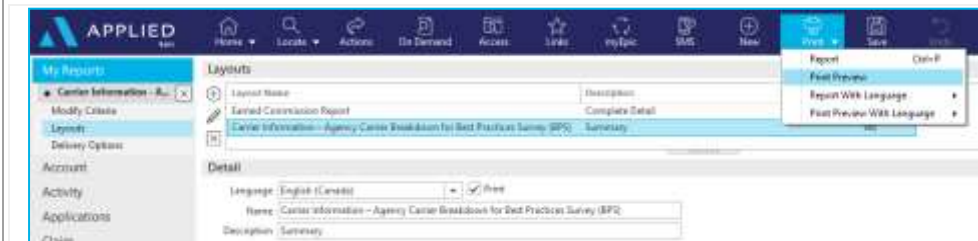
25. & 26. Create two column headers

27. Use the Text property to label the new column headings "Department" and "Profit Center" respectively



28. Select File>Exit

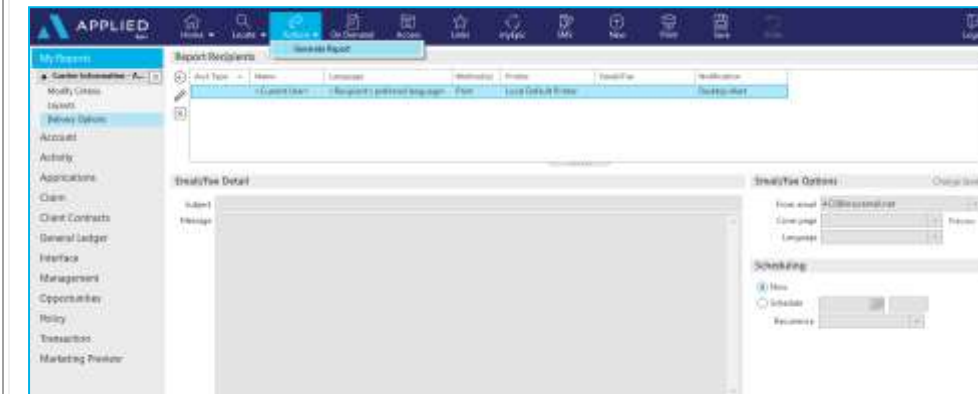
29. Select Save All



Print/Preview the Report

From the Options Bar, select 'Print'>'Preview' to view your report on screen

NOTE: You can also select Actions>Generate Report and it will be delivered per your options set in 'Delivery' in the Navigation Panel





| Earned Commission Summary Report | | | | |
|----------------------------------|------------------------------------|---------------------------|-----------------------|---------------------|
| | | 12/21/2018 | 2:56 PM | Page 8 of 8 |
| Premium Payable | Department | Profit Center | Trans Amt | Agcy Com Amt |
| Travelers Insurance Company | | | | |
| | Commercial Lines | Commercial Administrative | \$120,000.00 | \$13,000.00 |
| | Commercial Lines | Eastside Networks | \$5,416.00 | \$633.20 |
| | Commercial Lines | First Time Only | \$150.00 | \$0.00 |
| | Commercial Lines | Insurance for the Arts | \$5,100.00 | \$1,020.00 |
| | Commercial Lines | Mobile Market | \$13,300.00 | \$2,042.50 |
| | Commercial Lines | | \$143,966.00 | \$16,695.70 |
| | Personal Lines | Eastside Networks | \$450.00 | -\$45.00 |
| | Personal Lines | First Time Only | \$1,178.00 | \$115.00 |
| | Personal Lines | | \$1,628.00 | \$160.00 |
| | Travelers Insurance Company | | \$145,594.00 | \$17,055.70 |
| | Grand Total: | | \$1,054,031.56 | \$106,133.09 |

Sample Print Preview of Carrier Information – Agency Carrier Breakdown for Best Practices Study

CARRIER INFORMATION

General instructions are provided in red. ENTER DATA in green cells only. Cells with a red triangle in the upper right hand corner have instructions associated with them. Click on this cell or hit with your cursor to see this important information!

Yellow cells include instructions about specific data. DO NOT ENTER data in grey, non-editable cells.

CLICK THE BLACK BUTTON AT THE BOTTOM OF THIS PAGE TO PROCEED TO THE ERROR REPORT WHEN YOU ARE DONE.

Number of Carriers

Enter the number of regional and national insurance companies your agency represents for P&C insurance; please provide a number for personal and commercial lines separately. Exclude carriers with whom the agency has no current amount of business. If the answer is zero for any of these groups, please enter zero.

| | Number of Carriers | |
|------------------|--------------------|---------|
| Personal Lines | | |
| Regional | [input] | |
| National | [input] | |
| | Total | [input] |
| Commercial Lines | | |
| Regional | [input] | |
| National | [input] | |
| | Total | [input] |

Enter the number of regional and national insurance companies your agency represents for Life and Health insurance. This does not include carriers providing coverage in the areas of Life, Health, Disability, LTC, or annuities.

- Enter requested data in the Best Practices Survey
- Identify the top producing carrier
 - Enter Premium and Commission Information in Study
 - Total top 3 producing carriers premium and commission and enter into Study
 - Identify top Life & Health carrier and enter total premiums and commissions
 - Total top 3 producing L&H carriers premium and commission and enter into Study



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