Tracking and Maintaining Data

Procedure/Function	Where Accomplished	How Accomplished
Tracking a Daily Schedule	Daily Planner	Access Daily Planner. You may view your To Dos and Appointments or the To Dos and Appointments of any other employee (assuming your system administrator has given you the ability to do so through the password security system of AGENCY EXPERT).
Tracking Pending Cases Through the Underwriting ProcessScenario #1	Policy Checklist and Labels and Reports	Enter the Items and Actions required for a particular product to be processed through underwriting in the Product Manager for each product. Once a Pending case in entered into the Policy Manager, track the completion and/or receipt of the required information through the Policy Checklist and notes (single click the CHECKLIST button from the policy screen). Submitted Business reports are then generated (most likely on a weekly basis) through the Labels and Reports module. Access this module and then choose REPORT and POLICIES to run the Submitted Business report (there are many formats of this report that you may wish to experiment with).
Tracking Pending Cases Through the Underwriting ProcessScenario #2	Job Manager	Enter the Items and Actions required for a particular product to be processed through underwriting in the Job Manager to build a Job for your Pending cases under the Job TYPE of Policy. When a Pending case is entered, attach the “Pending Case” Job to the policy that is pending and the Job Manager will automatically set tasks in the Daily Planner to be completed in a step-by-step manner moving towards passing the case through underwriting. This scenario for tracking pending cases lacks the capability to run a report to look at the status of the pending case; a capability available through the pending case tracking mentioned in scenario #1.
Tracking Agent Licensing, Continuing Education Credits, and Carrier Appointments	Agent Manager	Access the Agent Manager and pull up the desired agent or agency. Once displayed, access the LICENSES, APPTS. and CE CREDITS tab. Enter new Licenses, Carrier Appointments and/or CE Class records in this area or look up previously entered data to assure that agents are “up to date” in any of these three areas. Reports on any of these three aspects are run through the Labels and Reports Module. Access Labels and Reports then choose REPORT and AGENT/AGENCY. Run any or all of the three reports for agent Licensing, Carrier Appointment or CE Class information.
Tracking Policy Benefits	Policies Screen	Access the desired policy either through the Policy/Investment Search or through the Client’s record. Once the policy is displayed, the policy benefits can be tracked on the third and fourth tabs. Benefit tracking fields can be edited to allow the tracking of benefits in the manner which gives you and your agency the most efficient and informative tracking capability. Please refer to the system manual for more information on customizing the policy benefit tracking screens.

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Procedure/Function	Where Accomplished	How Accomplished
Tracking and Updating Investment Current Values	Investment Update Module	Access UTILITIES then INVESTMENT UPDATE. Key in the current per unit values of the listed investments then single click the UPDATE button. AGENCY EXPERT will locate the various investment products and portfolios and update them accordingly with the current value and the current value date.
Tracking Investment Transaction History	Investment Tracking Module	Access the desired Investment for the desired client. Once displayed, single click on the second tab of the Investments tracking module and enter the Buys, Sells and/or Dividend Reinvestments in the Transactions tracking area found at the bottom of the tab. You may then generate reports to detail the return of any particular investment or portfolio.
Tracking Incoming Commissions	Commission Manager	Access Commission Manager. Select correct carrier or administrator. Enter check information then enter the various allocations to complete the transaction entry. Please also refer to Appendix C - Commission Tutorial and Commission section of manual.
Tracking Commission Splits and Commission Schedules	Policy Splits Screen	Access the desired policy to which the outgoing “splits” (commissions paid out to sub-agents/-agencies) will be entered and/or tracked. Single click on the SPLITS button then enter the outgoing split information. Commission Schedules can be entered to allow for prediction and projection of commission to be received (version 5.0.1 and later).
Tracking Documents	Contact Manager	Access Contact Manager then the Document Manager tab. This area allows the tracking, viewing and re-printing of documents printed through the AGENCY EXPERT for Windows Word Manager. Please also refer to Word Manager re: Saving Electronic Copies of printed documents.