START

Excel Macro Report For Epic
Lite Version Installation & Users Guide

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Introduction

In this guide, clicking on the blue “play” symbol buttons will attempt to load a video related to the information in that area of the guide. If you’re just checking this out, you should click on the button in this intro section.

Quick overview of what it does

In a nutshell; The Excel Macro Reporting tool for Epic takes excel files generated from inside of Epic reports and automatically generates pivot tables and charts based on that data.

It does not require the Epic Bulk Data Extract, or any 3rd party software other than Microsoft Excel 2010, 2013 or 2016.

There will be two different versions of the macro program; a Lite version and a Full version.

- The Lite version will be free
- At this time, the plan is to provide on a subscription basis for **$600 per year**, but that is subject to change once we get a better idea of the support level agency users will require.

At this time, the Lite version will include the following data sets:

- Book of Business
- Activity
- Retention (but only for a limited time – retention goes to the full version eventually)

The Full version includes everything in the lite version, plus other areas like Aged Receivables, Production comparisons, etc. The full version will have new data sections added to it as work on them is completed.

Quick overview of how to run it

You need a dedicated folder on either a local or network drive to hold both the macro program and to place the Epic generated excel files into. When you run the macro program, it will look for the Epic excel files it wants, but it will only look inside of the folder where the macro program file itself is kept.

The order of the columns in the Excel files generated by Epic does not matter; the macro program will find them based on their name and comments.

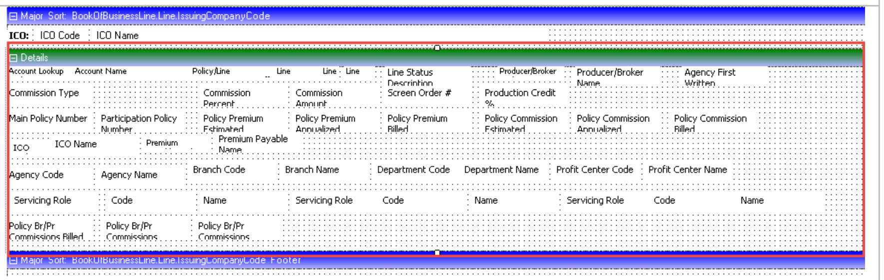
When the macro program runs, the first thing it will do is create a new file. This new file will begin with a “2.”, and will include the date it was created in its file name. This 2 file will copy in the Epic Excel file data and then create the formulas, pivots and charts. The idea is that you can play around with the 2 file all you want without fear of damaging the main macro program, and since it is a full copy of the data with a date of creation you can hold onto these for historical reference if you’d like. To see the actual steps required to run the macro program, you can jump to that part of this guide by clicking here.

Installation Instructions

Create a new folder to hold the Excel Macro Report and its related files

1.	You can create this folder anywhere you'd like, just make sure it doesn't have any other files in there.	
2.	Copy the "1.Epic Report Program – Lite xxx" file into your newly created folders	
3.	In the following steps, when you generate the Excel files out of Epic, make sure that they too are placed into this same folder.	

Setup the Book of Business report in Epic

4.	In Epic Reports, copy or create a new report a new report based on the default "Book of Business – Line Book" into your My Reports.	
5.	Revise the "Layout" for the Book of Business report.	
a.	Remove all of the layouts except for "Complete Detail"	
b.	At the top of the layout screen, locate the large label field that displays the name of the report on the page. The Field on the left side of the screen for is named "lblReportTitle". Make sure the "Text" value for this label is set to "**Book of Business – Line Book**" (if you started with the default Book of Business – Line Book, this value is already present and you do not need to alter it) **Note: That big label is how the macro program identifies which Epic generated excel file is which – so if this is not set it will fail.**	
c.	On the layout screen, expand the "Detail" area so that you have plenty of room to put fields in. **Note: This report is only going to output to an Excel file, so there is no need to worry about things looking nice on the layout screen.**	

d. Find the following fields and put them all into the newly expanded Detail band.

<u>Book of Business – Line Book fields:</u>

- Line Premium Billed
- Line Premium Annualized
- Line Premium Estimated
- Line Commission Billed
- Line Commission Annualized
- Line Commission Estimated

<u>Policy fields:</u>

- Account Lookup Code
- Account Name
- Policy Expiration Date
- Policy Premium Billed
- Policy Premium Annualized
- Policy Premium Estimated
- Policy Commission Billed
- Policy Commission Annualized
- Policy Commission Estimated
- Main Policy Number
- Department Name
- Agency Name
- Branch Name
- Policy Type Code
- Policy Type Name

Do not include any fields related to the Pr/Br data. Including these tells Epic to apply the Pr/Br Production Credit split and add extra rows whenever there is more than one Pr/Br entered. That's OK if you plan on using Line Level numbers, but it will not work if you plan on using Policy Level numbers.

<u>Line fields:</u>

- Policy/Line
- ICO Name
- PPE Name
- Line Type Code
- Line Type Description
- Line Status Code
- Line Status Description
- Profit Center Name
- Agency First Written

<u>Servicing Roles fields:</u>

- Bring in the following 2 fields for each service role that you would like to include:
    - Servicing Role
    - Name

Service Role Notes:

- **The macro program will automatically create tabs for the 2 lowest numbered service roles that you include.**
    - **So if you would like to have those tabs created for service roles that are 6th and 11th in your system, include the service role and name fields for only those two service roles.**
    - **How or where you put the service role fields into the report layout does not matter.**
- **The first 2 service roles are necessary for the lite version of the report, and only those will be included in the automatically created pivot tables. You may include all of the service roles that you would like to make them available as additional pivot fields after the macros are done.**
- **The servicing role field is not a mistake. This is the field that just says "Account Manager" for every single entry. The report needs this to know what to call the 1st & 2nd service role pivots.**

e. Exit from the layout and save all changes.

6. Set the "Delivery Options" for the Book of Business Report

a. Remove all of the settings on the top area of the delivery options screen. So "Notify Only", "Printer", "Email" and "Fax #" should all be blank

b. Check the box for "Save to Disk", and set "Save As" to "Microsoft Excel Workbook".

c.	Set the location and file name for the excel file that Epic will generate. **Important:** The only restriction here is that the actual name of your resulting file must begin with “**Report**”. You can add anything else on after that. So a name like “Report_BookofBusiness” would be good.	
d.	Select Finish to exit and save your changes.	
7.	Set the Criteria for the Book of Business report as appropriate to produce a current active book of business for your agency. The specific criteria used will vary from agency to agency. The key criteria for a current Book of Business run usually includes setting the Expiration Date to include policies from today to open, and then the Effective Date to include policies from open thru today. But it is possible to run the Book of Business reports out of Epic with date criteria to allow you to go “back in time” to see where things were for prior periods as well.	
a.	The “Parameter Page” criteria must be set to “Include parameter page”	
8.	Action=>Generate this report whenever you are preparing to run the Excel Macro Reporting program.	

Setup the Retention Data Report in Epic

9.	Select the Book of Business Report that we just made, and “Create a New Report” from it to get started on the report that we will need to export the data for the Retention reporting.	
10.	Revise the “Layout” for the Retention Data report.	
a.	At the top of the layout screen, locate the large label field that displays the name of the report on the page. Change the Text for this label from “Book of Business – Line Book” to “**Retention**” **Note: That big label is how the macro program identifies which Epic generated excel file is which – so if you don’t change this to “Retention” it will fail. Even worse, if you leave it as “Book of Business – Line Book”, then you’ll have two excel files in the reporting folder identified as book of business.**	Don't miss this step
b.	On the layout screen, expand the “Detail” area even more so that you have plenty of room to put in some more fields. **Note: This report is also only going to output to an Excel file, so don’t waste time making things look pretty.**	

c.	Find the following fields and add them in with the others that are already there from when we setup the Book of Business - Line Report. <u>Line fields:</u> • Line Effective Date • Line Expiration Date • Parent Issuing Company Name	<u>Line → Service Summary Fields:</u> • Service Summary Action • Service Summary Action Description • Service Summary Stage • Service Summary Stage Description
d.	Exit from the layout and save all changes.	
11.	Set the "Delivery Options" for the Book of Business Report	
a.	Remove all of the settings on the top area of the delivery options screen. So "Notify Only", "Printer", "Email" and "Fax #" should all be blank	
b.	Check the box for "Save to Disk", and set "Save As" to "Microsoft Excel Workbook".	
c.	Set the location and file name for the excel file that Epic will generate. **Important:** The only restriction here is that the actual name of your resulting file must begin with "**Report**". You can add anything else on after that. So a name like "Report_RetentionData" would be good.	
d.	Select Finish to exit and save your changes.	
12.	Set the criteria for this report. There are a lot of different criteria that might apply here and the specific selections will vary from agency to agency, but here are some of the key criteria to think about: • It is important that policy/lines that were never active be excluded. So prospective / quoting or information only policies should be excluded with the criteria you select • The effective and expiration date range should be set to include at least the 2 periods that you intend to compare. This usually means that you are going to include 2 years' worth of policies. So, if your intent is to compare full years for 2014 vs. 2015, then you would set both your effective and expiration date criteria to include a range of 1/1/2014 to Open. This large data set for retention does take some time for the macro program to digest, but it's better to include a larger range than you need just to be safe. • **Canceled / Non-Renewed policies:** Your decision to include or to non-include policy/lines that were cancelled (mid-term or otherwise) or marked as non-renewed (usually via Line Status code) is not so straightforward. Be sure to refer to the <u>retention section of the data</u> guide in this document for a more detailed discussion.	
a.	The "Parameter Page" criteria must be set to "Include parameter page"	

b.	Service Summary Stage criteria will vary depending on how your agency uses them. However, it's probably a good idea to start out including all of the following:
	• Cancelled
	• Issued
	• Migrated
	
	Much more controversial is if you want to include or exclude the following:
	• Submitted
	  ○ If you are keeping your retention date range selection inside of the macro program far enough in the past, then you shouldn't have to include these. But if you are trying to use dates that are close to the present be aware that only the most recent service summary stage gets output from the Epic report. This includes Endorse actions.
	• In Process
	  ○ You should not need to include these….. unless your staff was unaware of the importance of not leaving everything with a stage of In Process for as long as they possibly could.
	  ○ Don't forget that you will almost always be running the retention data for periods of time that are well in the past for year 1. So think back to how good a job your staff was doing with SSR Stages back then, not just how good they are doing right now.	

13.	Action=>Generate this report whenever you are preparing to run the Excel Macro Reporting program.	

Setup the Open Activities Report in Epic

14.	In Epic Reports, setup a New report based on the "Activity Report" in My Reports to be used for the Open Activity tabs in the Excel Macro Report.	
15.	Revise the "Layout" for the Retention Data report.	

a.	On the layout screen, expand the "**Details: ActivityReport.SectioonFlag=A**" area even more so that you have plenty of room to put in some more fields. **Note: This report is also only going to output to an Excel file, so don't waste time making things look pretty.**	

b.	At the top of the layout screen, locate the large label field that displays the name of the report on the page. The Field on the left side of the screen for is named "lblReportTitle". Make sure the "Text" value for this label begins with the word "Activity" (if you started with the default Activity Report, this value is already present and you do not need to alter it).	
c.	Find the following fields and put them all into the Detail band: <u>Activity Fields:</u> • Activity Code • Activity Description • Who/Owner Name • Follow up/Start Date • Account Type • Account Name **Note: Include other fields that you think you may find interesting. Fields like entered by, association, event description, the structure related fields, and many more can all prove interesting should you choose to dig into the information generated by the Excel Macro Reporting program.** **Also, remember that Line level fields that you can include on an activity report in Epic will be blank on activities that were not associated all the way down to the Line level.**	
d.	Exit from the layout and save all changes.	
16.	Set the "Delivery Options" for the Activity Report	
a.	Remove all of the settings on the top area of the delivery options screen. So "Notify Only", "Printer", "Email" and "Fax #" should all be blank	
b.	Check the box for "Save to Disk", and set "Save As" to "Microsoft Excel Workbook".	
c.	Set the location and file name for the excel file that Epic will generate. **Important:** The only restriction here is that the actual name of your resulting file must begin with "**Report**". You can add anything else on after that. So a name like "Report_Activity" would work.	
d.	Select Finish to exit and save your changes.	

17.	Set the following criteria for this report: • Status = O Open • Activity Notes = Exclude all activity notes • Activity Tasks = Exclude tasks You can add other criteria if you would like to exclude some open activities, but don't do that for your initial setup; start out by looking at everything that's open out there.	
18.	Action=>Generate this report whenever you are preparing to run the Excel Macro Reporting program.	

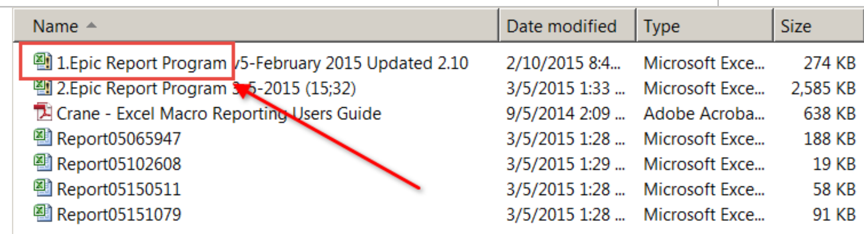
Basic Operation of the Excel Macro Report

Access and Run the Excel Macro Report Program

1. Open the Excel Macro program file in your designated folder

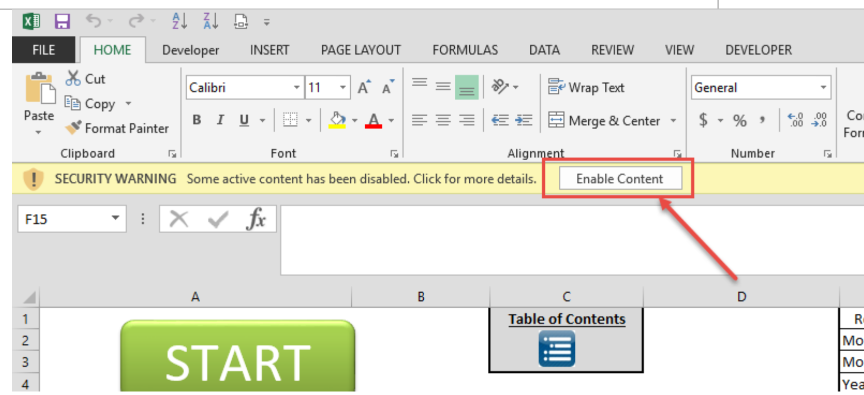
   a. Using windows explorer, open your designated Excel Macro Reports folder.

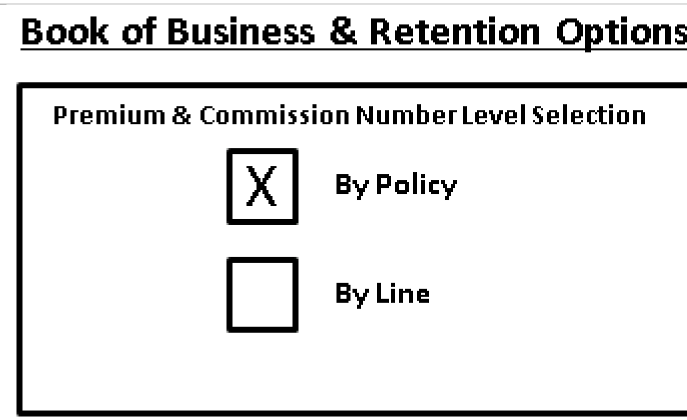
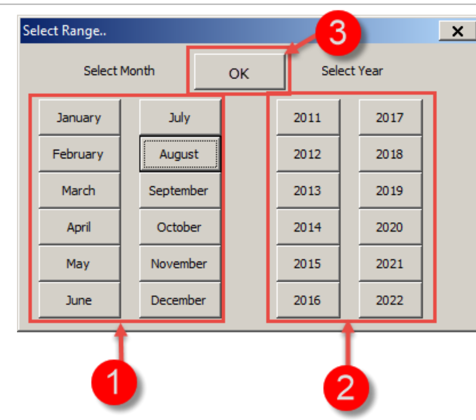
   b. Find the most recent version of the file that has a name that begins with "1.Epic Report Program…" and open it.



2. Once the file is open, run it to generate the various spreadsheets, pivot tables, and charts included in the Macro program.

   a. Depending on how Excel is setup on your computer, you may need to enable the macro program to run. So if you see the "Enable Content" box, be sure to click on it.



b.	Choose the level that you want the macro program to “grab” premium and commission data from: either by Policy or by Line. For the retention report, this selection will also determine how the macro program evaluates coverages on the “by Policy” summary tabs. By Policy will consider each different policy type that a customer has to be one “Policy”, while By Line will consider each different line type that a customer has to be one “Policy”. Keep this in mind when you are looking at the counts.	
c.	You must first enter the date ranges that will be used to organize your Retention Report information. You can compare a month or range of months from any two years that you would like; so long as you setup your Epic report to save the policies from both of those periods in the criteria for the Retention Data report. The report will only compare similar month periods between 2 different years. The retention logic table in this guide attempts to explain how the macro program evaluates accounts and coverages	
d.	Click on each of the 4 date selection boxes to trigger the appropriate dialogue box for that field. 1. Select your starting and ending month range, clicking the “OK” button after each selection. For example, a full year retention comparison would have a Starting Month of January and an Ending Month of December. 2. Select your Year 1 & Year 2, clicking the “OK” button after each selection. Year 1 should ALWAYS be earlier than Year 2, and usually these two years will be sequential (2014 & 2015 for example).	

e. Once the retention date ranges have been entered, a new selection area will appear.

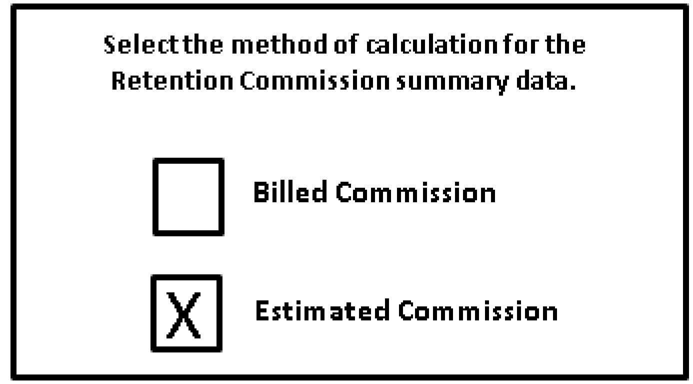
Unlike the Book of Business tabs which display Estimated, Annualized & Billed Premium and Commission data, the retention summary tabs can only use one either Billed or Estimated. This dialogue area will allow you to override the default selection made by the macro program.

By default, the macro program will choose between Billed & Estimated based on the ending month and year selected in the retention date range:

- Estimated = The Ending Month & Year 2 are within 6 months of todays date
- Billed = The Ending Month & Year 2 are more than 6 months prior to todays date

Note: Annualized has not been included as an option at this time. To date, it seems that between transaction and company interface setup, as well as the impact of direct bill download from some companies, the quality of annualized numbers tends to be less than ideal at most agencies.

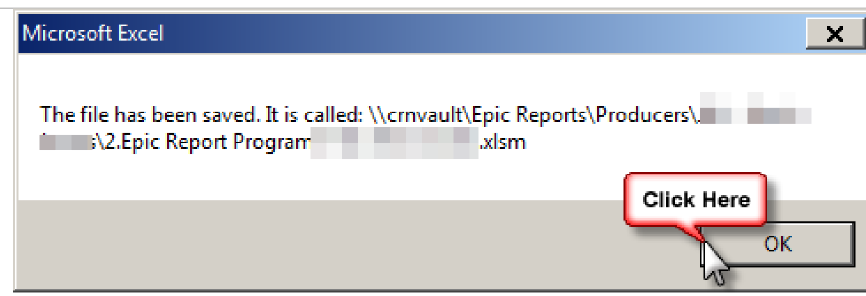
If you are reading this and feel that your agency has very accurate annualized numbers, please email todd@absolutionsinc.com to discuss the possibility of adding annualized to the retention calculations in a future version.

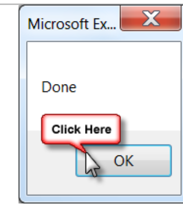
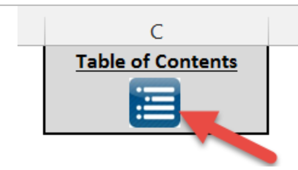


f. Once the dates are entered, click on the “Start” or “Begin” button.

g. A message will appear letting you know that a new file has been created. This file will begin with “2.”. Click “OK” when you see this message.

Note: You can do whatever you want with the 2. File. It is created as part of the process specifically so that you do not need to worry about “messing up” anything in the main program file.



h.	After clicking start, wait patiently for a few minutes until you see a small window letting you know the Macro's are "done". When it appears, click the "OK" button.	
3.	After the Excel Macro's are "Done", you are free to navigate around and review the pivot tables and charts which have been created.	
a.	Use the "Table of Contents" icon wherever you see it to go to a table of contents that lists all of the spreadsheet tabs created by the macro.	
b.	Clicking on any of the table of contents items will take you to that tab of the Excel workbook.	
c.	From any pivot table or pivot tab spreadsheet page, you can click on the TOC button at the top of the page to return to the Table of Contents.	

Data Guide (where does the information on the Excel Macro Reports come from)

Activity Tabs	
Basic Description:	The tabs related to Activities are all concerned with tracking the "Open" activities for each team member. All of the data for these tabs is pulled from the open activity screens in Epic.
Notes:	Open activities are diary or follow-up items, and are a strong indicator of • Does the team member understand how to manage a calendared suspense system • Is this employee able to remain current with their workload
Link to Detailed Information:	Click here to view more information about Activity data

Book of Business Tabs	
Basic Description:	Book of Business information is pulled from the Policy/Line screens for currently active policies.
Notes:	• Producer information on these tabs is always based on the value in the "Service Role" fields, not the Pr/Br fields. • Service team members are required to enter the Estimated Premium and Commission numbers. If they do not, then the information in those columns will not be accurate • Billed Premium and Commission numbers are updated automatically based on the entry of either agency or direct bill invoices. These numbers are accurate, but they only reflect the amount billed for each policy so far in that policy's term – which is why it's preferable to use the Estimated numbers when the competence of the service team members make it possible to do so • Client counts shown are set to never exceed the total number of clients. This means that if one customer has policies that would make it apply to two different groupings (like Account Manager for example) only one of those two groupings will get credit for the customer in the count column. This is only a factor for the client count column and does not affect the other count or amount columns
Link to Detailed Information:	Click here to view more information about the Book of Business data

Retention Tabs	
Basic Description:	Retention information is pulled from the Policy/Line screens for both active and expired policies.

Basic Notes:

- The retention data is calculated by comparing Policy/Line information in Year 1 vs. Year 2.
  - Year 1 must always be the earlier of the two years
    So if a retention report for all of 2015 is desired, then year 1 must be 2015 and year 2 must be 2014
  - The basic logic the retention tabs use to identify accounts or policy/lines as new, retained, or lost can be summed up in the following table:

Retention Calculations		
Year 1 has data	**Year 2 has data**	**Calculation Result**
No	Yes	New Business
Yes	Yes	Retained Business
Yes	No	Lost Business

Retention Notes

- Depending on your selection before running the macro program, either **Billed Commission** or **Estimated Commission** is used both for the commission calculations and to decide if a policy/line has "data" in either of the years
  - If the policy/line is there, but the selected commission was zero for both years, it will not be included in the retention calculations
- For retention by Account, the Account Code is used to identify unique accounts
- For retention by Coverage, the **Account Code + Line Type** or **Account Code + Policy Type** (depending on the users initial selection) is combined to create a unique coverage identifier for each Policy/Line included in either the year 1 or year 2 date ranges.
  Example Account Code = XYZPAIN-02
  Line Type = CWCS
  Coverage Identifier = **XYZPAIN-02CWCS**
  This means if a single client has multiple policies or lines of the same type, those coverages will be lumped together and counted just once, and the commission amount used will be their sum.
- If the effective and expiration dates are the same day it will be removed from the retention calculations. Presumably, such entries are either flat cancellations or an entry error.

Effective Date & Implications for Cancelled & Non-renewed policy/lines notes

- A policy is considered as belonging in a specific year based on its **Policy Effective Date**
  - Please be aware of what this means in relation to cancelled and non-renewed policies:
    - Your Epic report criteria choices control if you want to include or exclude cancelled or non-renewed policies
      - If you leave a policy out because its line status indicates that it was non-renewed, you are removing it entirely from consideration
      - If you leave a cancelled or non-renewed policy in the report, it will be treated just the same as a new or renewed policy/line
    - Example Situation:
      There is a policy in the system that has been on the books for a few years. It has a policy term of 9/1/2013 to 9/1/2014. It was not renewed after it expired on 9/1/2014, and the agency indicated this by a change of its Line Status Code on the expiring policy period (not how Applied wants you to handle non-renewals, but it's how many agencies do so):
      - Include the non-renewed Line Status Code = Lost in a comparison of 2014 to 2015
      - Exclude the non-renewed Line Status Code = Lost in a comparison of 2013 to 2014

PPE & ICO Movement Notes	• These tabs provide another way to view the retention data. The main sort is by the company for year 1. It then sub-sorts by the company for year 2 to allow the agency to see the movement of retained business from company to company. • The pie chart on these tabs is not useful without first selecting a company from the list below the chart. It uses a “Slicer” to allow the user to select a single company in order to have the pie chart show only the movement information for that one company. ○ The company name displayed in the slicer is the Year 1 Company.

Activity Data Additional Information

	Report Column Name	Epic Screen	Epic Field(s)	Description / Notes
1.	Who/Owner	Open Activity	Who/Owner	This is the person responsible for following up on the open activity. It is designated by the employee code in this field. An open activity can be reassigned to another employee either manually or via the workload reassignment utility.
2.	Open Activities	Open Activity	Follow up/Start	If an activity has not yet been closed, and it has a Follow up/Start date that is in the past, then it is included in this count.
2.	Over 7 Days Old	Open Activity	Follow up/Start	If an open activity has a Follow up/Start date that is more than 7 days in the past, it is included in this count.
2.	Oldest Follow-up	Open Activity	Follow up/Start	The oldest Follow up/Start date on an open activity for that employee.
2.	Up in Next 14	Open Activity	Follow up/Start	The number of activities that are open, but that have a Follow up/Start that will come due sometime in the next 14 days. Note that these open activities are not showing up on the employees home base screen yet.
2.	Up in more than 14	Open Activity	Follow up/Start	The number of activities that are open, but that have a Follow up/Start that will come due more than 14 days in the future.

Book of Business Data Additional Information

	Report Column Name	Epic Screen	Epic Field(s)	Description / Notes
	Count of Customers	Policy - Servicing Billing - Line - Line Tab	N/A	The macro program evaluates each Line included in the Book of Business in order to count only a single client no matter how many Lines are included for it.
	Count of Policies	Policy - Servicing Billing - Line - Line Tab	N/A	The macro program evaluates each Line included in the Book of Business in order to count only a single policy no matter how many Lines are included for it.
	Count of Lines	Policy - Servicing Billing - Line - Line Tab	N/A	Nothing special has to be done to get a count of the lines by the macro program, there is already just one entry for each Line included.

Report Column Name	Epic Screen	Epic Field(s)	Description / Notes
Estimated Premium	Policy - Servicing Billing - Policy - Policy Detail	Premium - Estimated	This number must be entered manually by a member of the service team.
Estimated Commission	Policy - Servicing Billing - Policy - Policy Detail	Commission - Estimated	This number must be entered manually by a member of the service team.
Billed Premium	Policy - Servicing Billing - Policy - Policy Detail	Premium - Billed	Transaction entry, either direct or agency bill, will automatically update this amount.
Billed Commission	Policy - Servicing Billing - Policy - Policy Detail	Commission - Billed	Transaction entry, either direct or agency bill, will automatically update this amount.
CSR (as Tab / Grouping)	Policy - Servicing Billing - Line - Servicing Tab	Client Service Rep / Benefit Client Service Rep	Depending on the Policy Type, either “Customer Service Rep” or “Benefits CSR” is used. The macro program combines these two different service roles into a single “Combined CSR” field for use on the report.
Producer (as Tab / Grouping)	Policy - Servicing Billing - Line - Servicing Tab	Producer / Benefit Producer	Depending on the Policy Type, “Producer” may appear alone or along with “Benefits Producer”. The macro program will use “Producer” when it appears alone, or “Benefits Producer” when one is present for use on the report.
Dept (as Tab / Grouping)	Policy - Servicing Billing - Policy - Policy Detail	Department	
ICO (as Tab / Grouping)	Policy - Servicing Billing - Line - Line Tab	Issuing Company	
PPE (as Tab / Grouping)	Policy - Servicing Billing - Line - Line Tab	Premium Payable	