

Applied Systems Client Network

SEMINAR HANDOUT

***IMPORTING
PROSPECTS,
CERTIFICATE
HOLDERS, AND
DIRECT BILL
STATEMENTS***



Prepared for ASCnet

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Lisa Burnside began her insurance career in 1981 with Valley View Insurance Agency in Edina, Minnesota. In 1983 she assisted her parents in opening their own agency, Administrative Safety Services, Inc. which later became Truck Writers. She was the President of Administrative Risk Consultants, Inc. until 2008. From 1987-2007, she managed Truck Writers, Inc. as the Vice President of Information Technology and Chief Operating Officer. She now owns Burnside Dynamics LLC, a skills-enhancement company.

She graduated from the University of Minnesota Carlson School of Management in 1987 with a Bachelor of Science degree in Business. She also teaches Agency Operations and William T Hold Series for the CISR program and Errors & Omissions for Westport and the Independent Insurance Agents of America. She received her MBA from Walden University on line in 2004. She became a certified ASCnet trainer in December, 2005.

The CIC designation was conferred upon her on October 23, 1991. She received her CPCU designation on October 25, 1993. She is also Microsoft Office User Specialist master certified.

She is a partner in 4 Dynamic Women – helping dynamic women in business succeed. As a member of Toastmasters International, she gives humorous and uplifting speeches to which you can relate.



Objective: This class will cover ways to import prospects, certificate holders and direct bill statements using Excel.

Assumptions: This seminar is based on the following
TAM Version 10.X
Microsoft Excel Version 2003

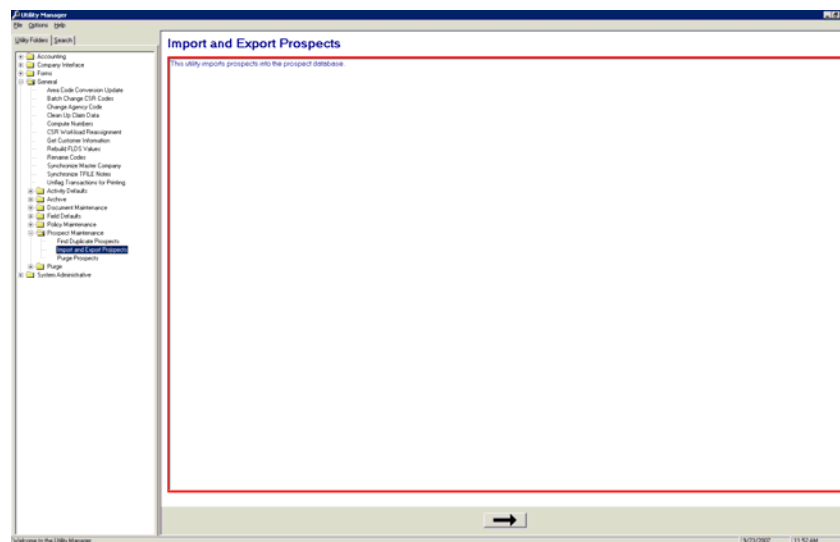
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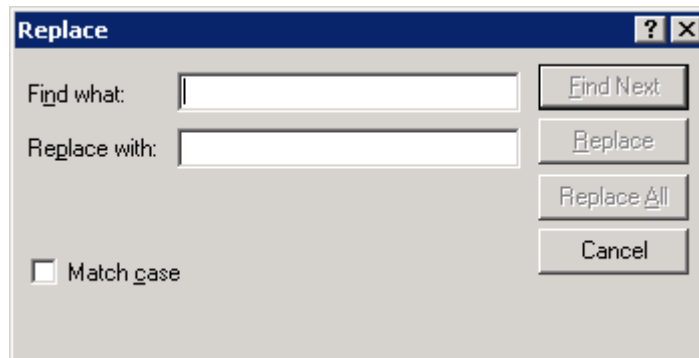
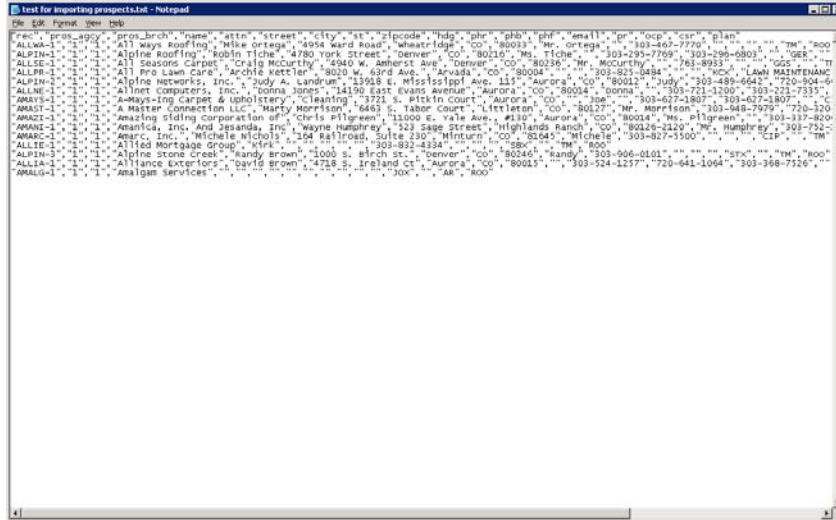
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Importing Prospects Into Tam

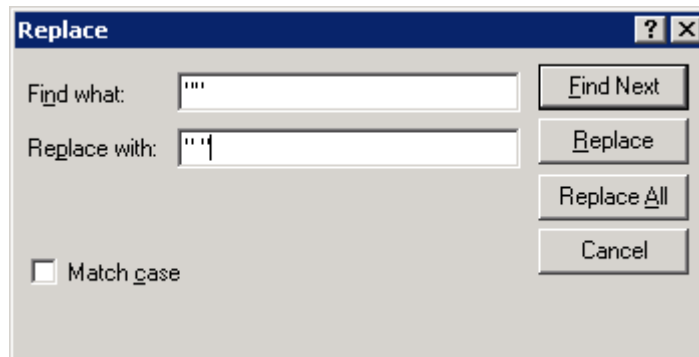
The marketing list is required to be in one of the following file formats:

- Excel Spreadsheet (*.XLS)
 - Comma and Quote Delimited File
1. Open the Excel spreadsheet or the Comma and Quote Delimited File.
 2. Write down what information is listed in each column (Column 1 = full name, Column2 = street, Column 3 = city, etc.).
 3. If you have one row/line at the top that only includes headings, delete that row/line. Otherwise, that heading line will be imported as a prospect.
 4. If this is an Excel spreadsheet, set the width of each column to fit the contents of the column by selecting all columns, and then double-clicking a boundary to the right of one of the column headings. For more information on how to do this, see the Excel help file.
 5. Save the file with the changes that you have made. It can be located either on the local drive of the station that will be running the import or on the network drive.
 6. Close the marketing list file.
 7. Before importing the prospects, you will need to define what marketing plan code that these prospects will be imported. If you would like to create a new marketing plan code, do the following steps:
 - a. Access **Utilities** from *Home Base* or **Utility Manager** outside of TAM.
 - b. Select **General, Activity Defaults, and Define Marketing Plans**. Click the **Continue** arrow.
 - c. Type a **Code** in the *Plan* field and type a **Description** in the *Desc* field.
 - d. Click **Accept**.
 - e. Continue to fill out the required information. For more information, see *Define Marketing Plans* in the TAM Help file.
 8. The station running the import prospects must exit TAM.
 9. Access **Utility Manager**.
 10. Select **General, Prospect Maintenance, Import and Export Prospects**, and click the **Continue** arrow. If your file is in Comma and Quote Delimited format, skip to step 16.

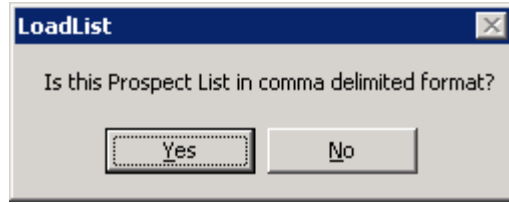




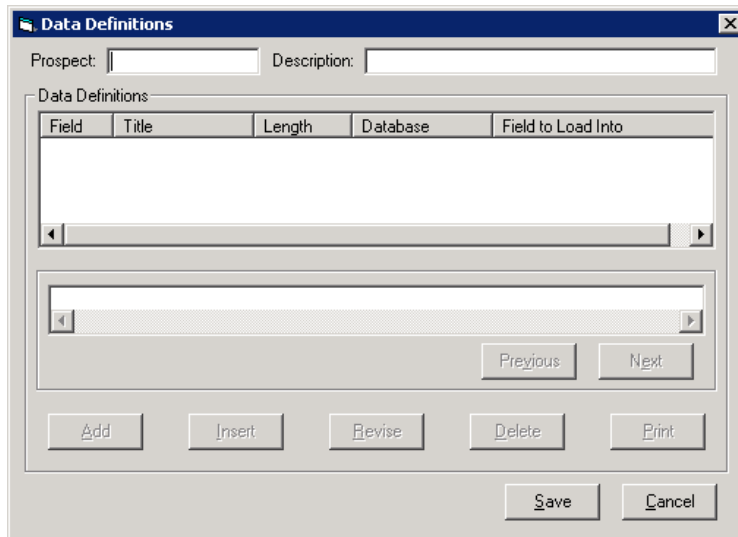
17. In the **Find What** box, put two quotes with no spaces ("").
18. In the **Replace With** box, put two quotes with a space between them (" ").



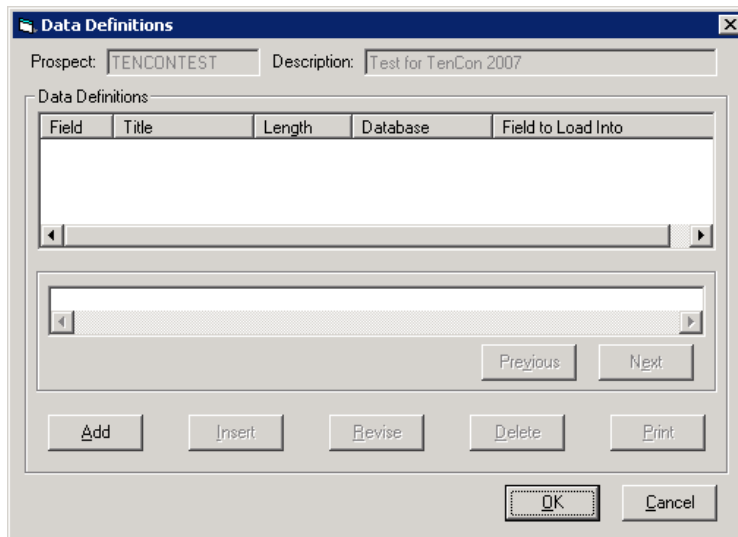
19. Click **Replace All** and allow the command to finish to the end. Click **Cancel** to close the *Replace* box..
20. Close the file and save changes.
21. Click the **New** button at the bottom of the prospect utility.



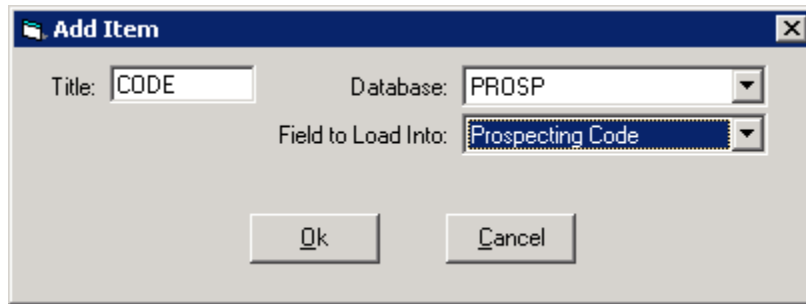
22. Click **Yes** to "Is the prospect list in comma delimited format?".



23. A *Data Definitions* window pops up. Enter in a new **title** for your marketing prospect list and a **description** for it. Click **Save** to enable the **Add** button.

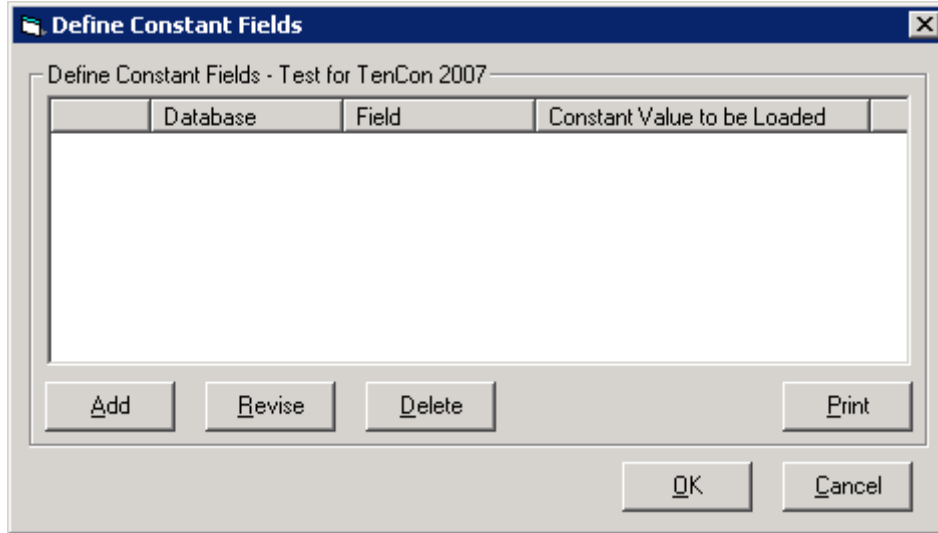


24. Click **Add**. The *Add Item* window opens. Here you are defining what is in every column of your marketing list. It must be defined in the same order that it was displayed in the marketing list. Use the information noted on step 2 for reference.

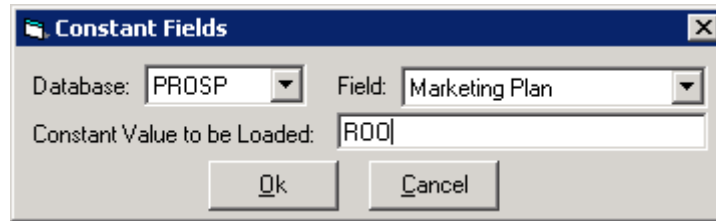


Tips:

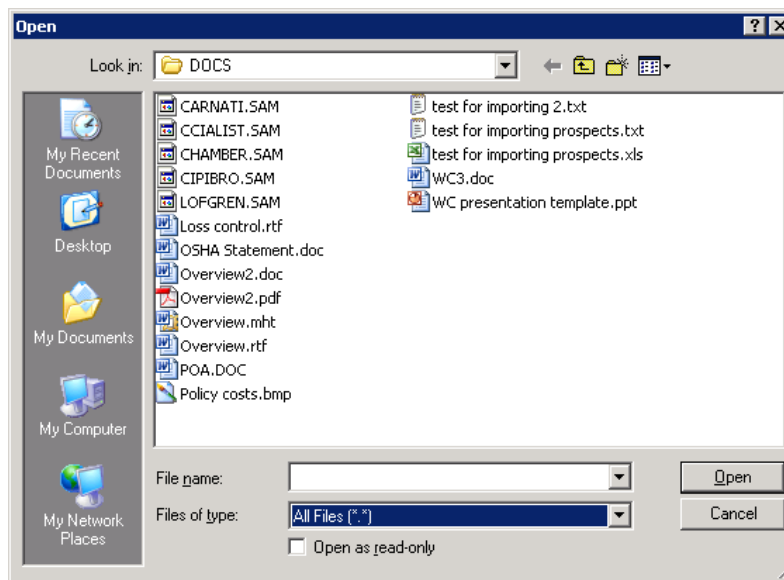
- o If you do not want to use a column, you must define it and select none as the database.
 - o It does not matter what title you give the column as long as you choose the correct database and field.
 - o Choose Client as the database if you want to import an email address.
 - o Use Insert instead of Add if you want to add one above the existing selected line. Add will add to the bottom of the list.
 - o Click Print to print the data definition list if desired.
 - o For each column/section that exists in the marketing list, click add (as you did in the last step) and fill in the **Title**, **Database** (None, Prosp, Cinfo, Pinfo, Note, and Client), and **Field to Load Into**.
25. Click **OK** when you are done with the data definitions.
26. Select **Options, Define Constant fields**.



27. Click **Add**.
28. This area is for defining one particular item to be filled in for a certain field on every prospect that is imported. It is required at the very least to define the Marketing Plan as a constant field. Defining other constant fields is optional. To define the Marketing Plan constant field, in the *Database* field, select **PROSP**.
29. In *Field*, select **Marketing Plan**.



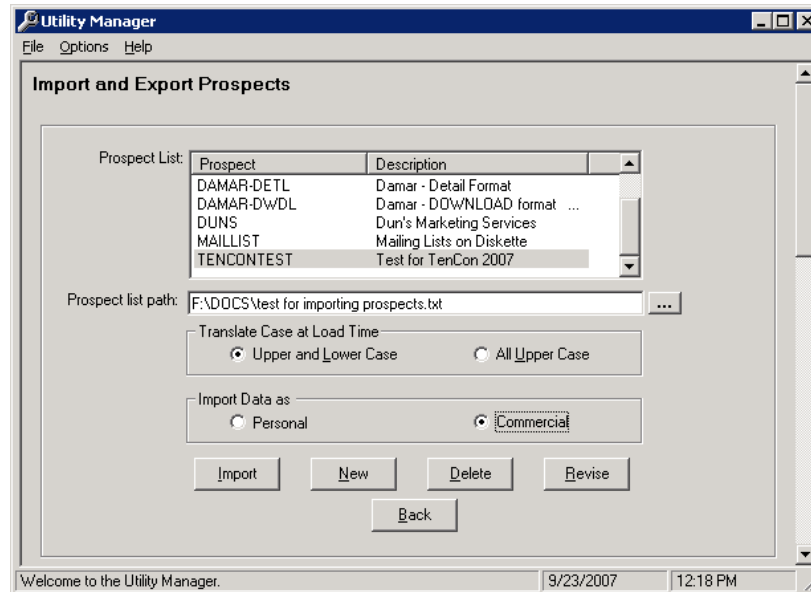
30. In **Constant Value to be Loaded**, double click to select the desired Marketing plan from the list. Click **OK**.
31. Click **Add** to add other constants if desired. Click **OK** when you are done.
32. In the *Prospect List Path* field, click the **Browse (?)** button to browse to find the marketing list.
33. Change *Files of Type* from DAT to **All Files**.



34. Select your file and click **Open**.

Note: If you converted your Excel file using this utility, browse to the converted file, not the original Excel file.

35. Change *Translate Case at Load Time* to **Upper and Lower Case**.
 - o If the list is in Mixed case (both upper and lower case), and you want all of the prospects to import in mixed case, choose **Upper and Lower Case**.
 - o If the list is in Mixed case (both upper and lower case), and you want all of the prospects to be imported in ALL CAPS, choose **All Upper Case**.
 - o If the list is in All Upper Case, and you want all of the prospects to be imported in ALL CAPS, choose EITHER **Upper and Lower Case** OR **All Upper Case**.



NOTE: The utility will not convert a list in ALL CAPS to Mixed Case.

36. **Note:** If you converted your Excel file using this utility, browse to the converted file, not the original Excel file.
37. For the *Import Data as* option, select either **Personal** or **Commercial**. Import data as Personal or Commercial means will Joseph Abbotts customer number be created as ABBOJO1(personal naming feature) or JOSAB-1 (commercial naming feature)?

Note: It has been reported that when Commercial is selected, the Prospect Number is created as if Personal was selected. For more information, see defects [#55735](#) (fixed in update 711X0009.EXE) and [#54796](#) (to be fixed for V7.2.0).

38. Click **Import**.
39. It will return you to the same Import and Export Prospects screen when the import has finished running.
40. Click **Back** to exit the utility when it has finished.
41. Close **Utility Manager**.

On V7.1.0, an Excel Spreadsheet may be converted to a .DAT quote and comma delimited file by accessing the Prospect Import Utility through:

1. **Utility Manager**
2. **General**
3. **Prospect Maintenance**
4. **Import and Export Prospects**
5. **Options** (from the drop-down menu)
6. **Convert Excel Spreadsheet to Prospect list**
7. **Browse** to locate the Excel file
8. Click **Open**
9. Type the full path and name for the new .DAT file (F:\DAT\TEST.DAT).

The new .DAT file will be created for immediate use.

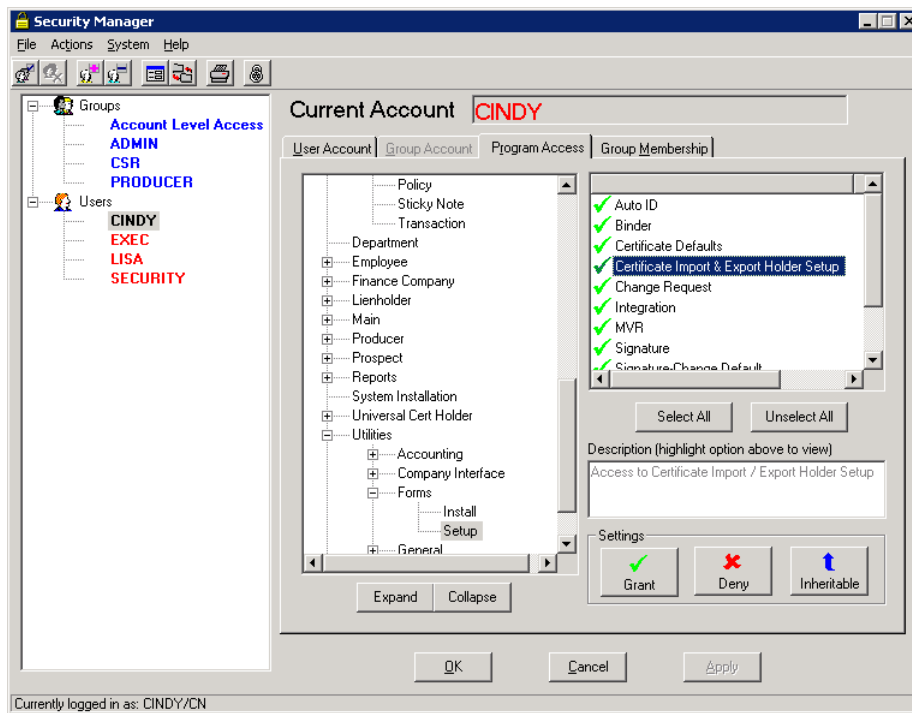
Importing/Exporting Certificate Holders

This feature saves the end user from entering certificate holders manually, one at a time, as long as the cert holder list comes to them or is put in an Excel spreadsheet. It also allows the user to export existing cert holders for a client into a spreadsheet for electronic transmittal to the client for updates. Once the updates from the client are received, they can be easily imported to a new or renewal certificate.

The trick here is to know how to navigate in your system to where the spreadsheet is held.

The user must be given rights to this utility in Security Manager. Click on Utilities from homebase, open the system administrator tree, click on Security Manager. Highlight the user and click on Program Access. Grant the user access to Utilities, Forms, Setup, Certificate Import & Export Holder Setup.

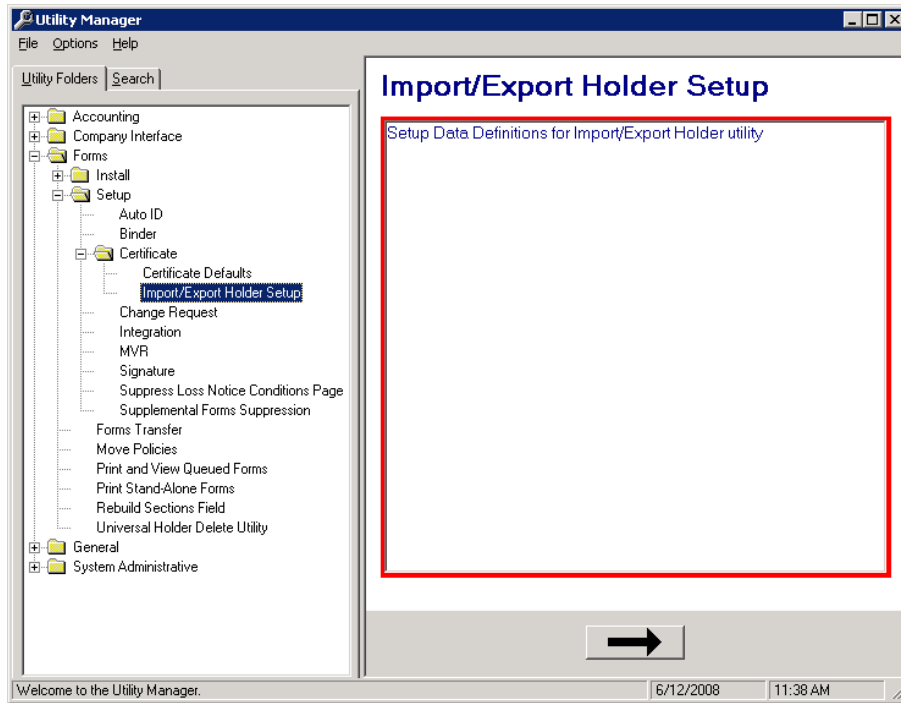
Holder Setup



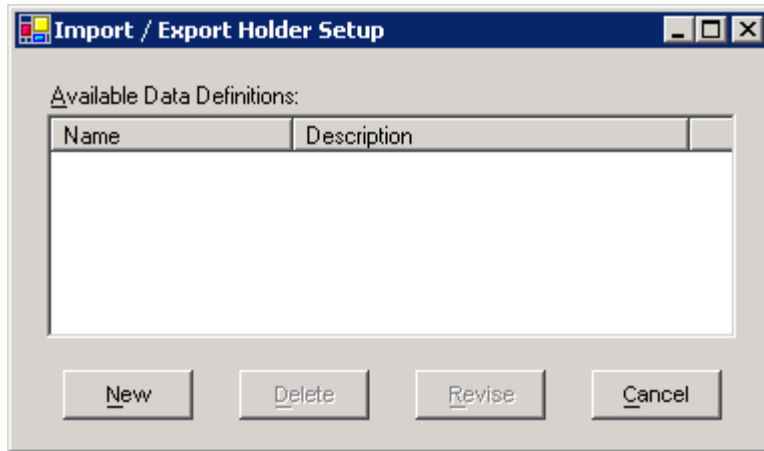
After granting them rights, click on Apply and Ok.

You must complete the Import/Export Holder Setup prior to using this feature.

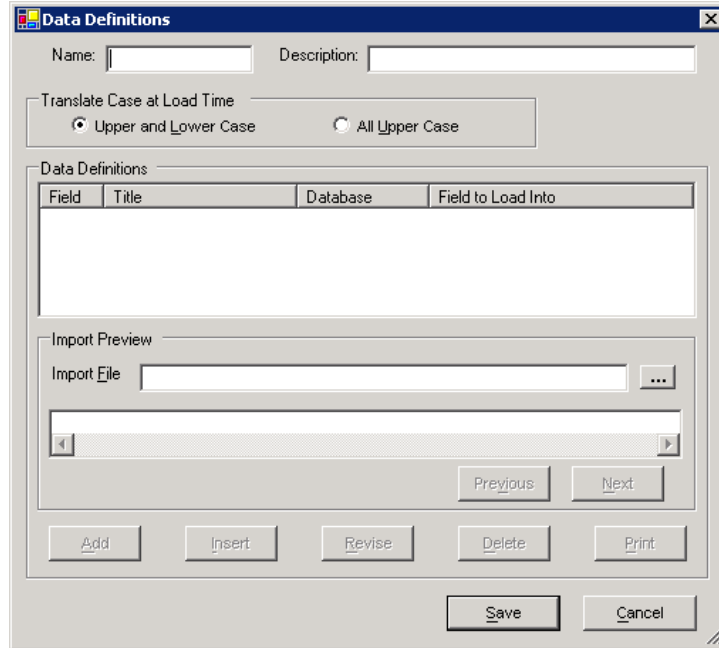
1. From homebase, click Utilities
2. Expand the Forms tree then the Setup tree. Open the Certificate tree and select Import/Export Holders



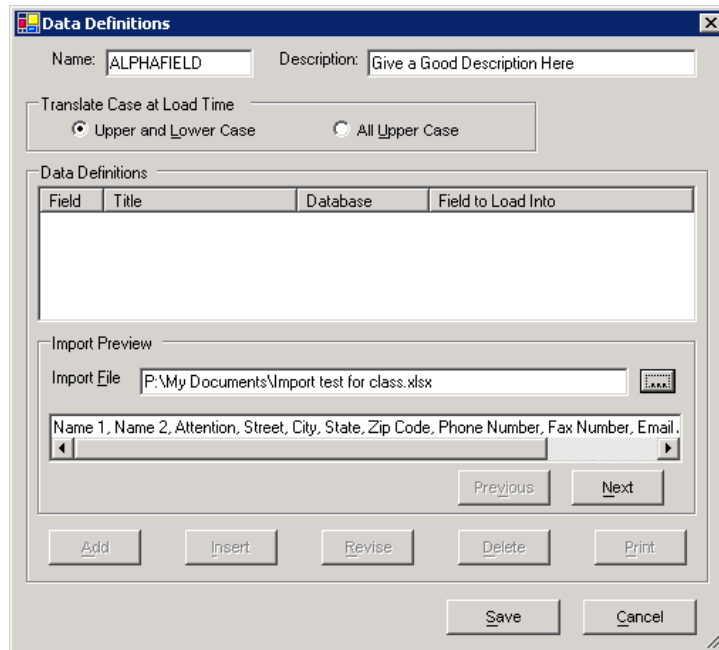
3. Click New to create a new data definition.



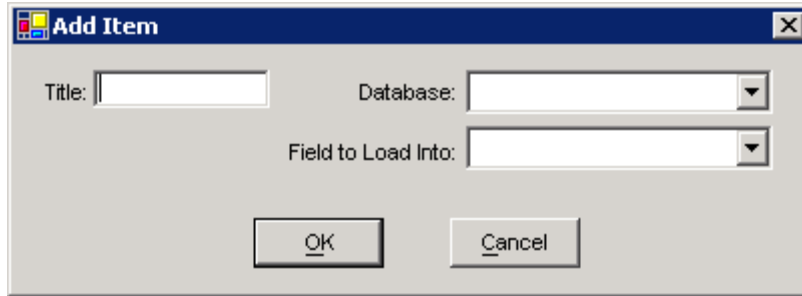
4. Enter the Name and Description for the data definition
Some suggestions:



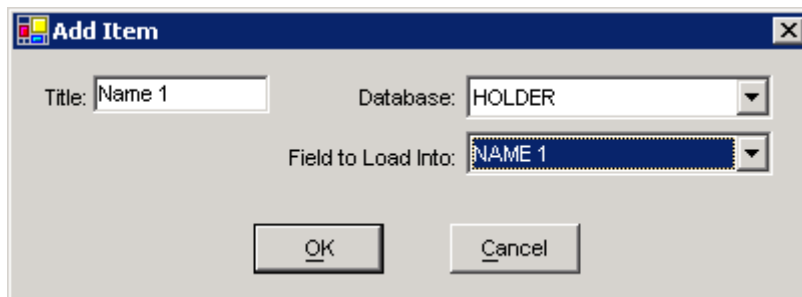
5. Select the Translate Case at Load Time option:
6. In the Import Preview field, click on the ellipsis and navigate to where you have saved your spreadsheet
7. Click Save to enable the Add button



8. Click Add to begin adding the columns to be imported



9. Enter a Title for the column being added. **IMPORTANT**-the data definition fields must be in the exact order as the columns in the spreadsheet. If you do not wish to import a column, enter any Title for that column and select Database=None in step 12.
10. Select the Database in which to load this field. To import this column, select Holder. If you do not wish to import this field, select None and this field will be skipped.
11. Select the Field to Load Into from the dropdown box. The following Tam fields are available. Note the Holder Code is NOT an available field. The process does not affect the Universal Holder file
 - Name 1
 - Name 2
 - Attention
 - Street
 - City
 - State
 - Zip Code
 - Phone Number
 - Fax Number
 - Email Address
 - Description of Operations Line 1
12. Note the spreadsheet matches the setup



Data Definitions

Name: Description:

Translate Case at Load Time
 Upper and Lower Case All Upper Case

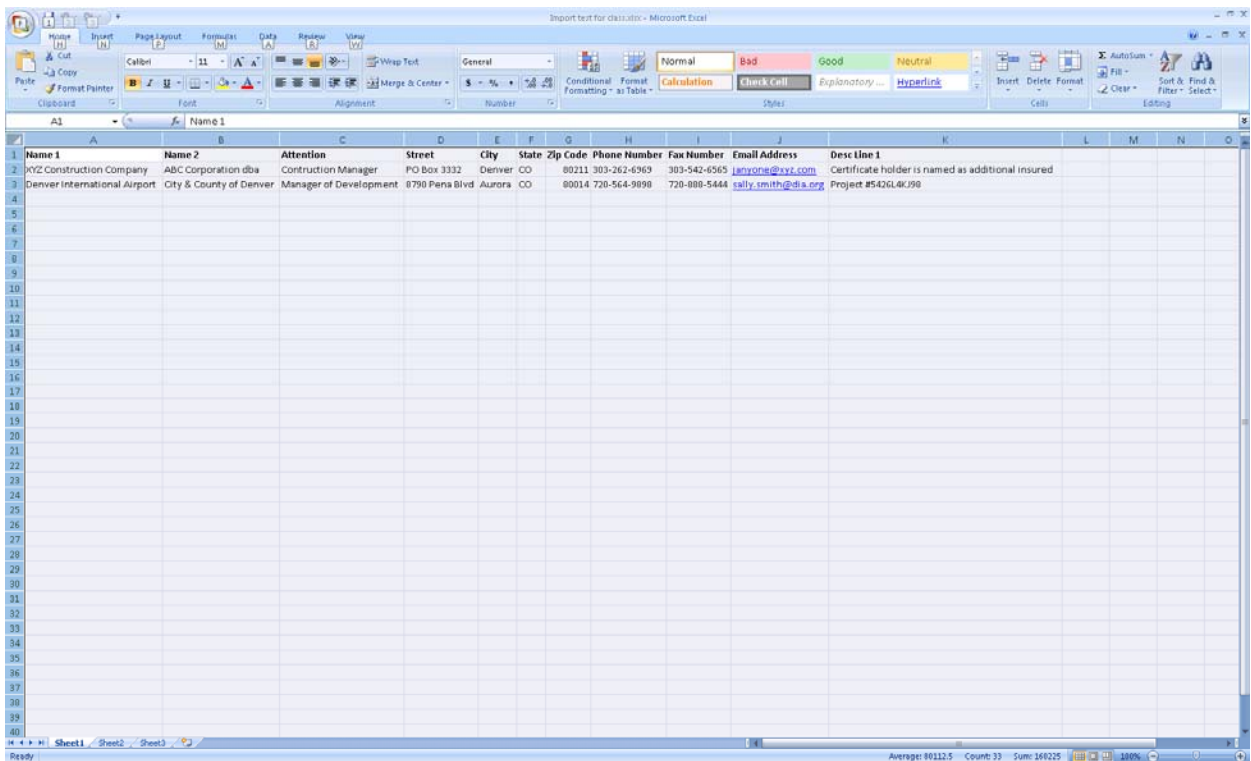
| Field | Title | Database | Field to Load Into |
|-------|--------|----------|--------------------|
| 1 | Name 1 | HOLDER | NAME 1 |
| 2 | Name 2 | HOLDER | NAME 2 |
| 3 | Attn | HOLDER | ATTENTION |
| 4 | Street | HOLDER | STREET |

Import Preview
 Import File: ...

Previous Next

Add Insert Revise Delete Print

OK Cancel



| Name 1 | Name 2 | Attention | Street | City | State | Zip Code | Phone Number | Fax Number | Email Address | Desc Line 1 |
|------------------------------|-------------------------|------------------------|----------------|--------|-------|----------|--------------|--------------|--------------------|---|
| XYZ Construction Company | ABC Corporation dba | Construction Manager | PO Box 3332 | Denver | CO | 80211 | 303-262-6563 | 303-542-6565 | janzone@xyz.com | Certificate holder is named as additional insured |
| Denver International Airport | City & County of Denver | Manager of Development | 8790 Pena Blvd | Aurora | CO | 80014 | 720-564-9898 | 720-888-5444 | sally.smith@da.org | Project #542GL48J98 |

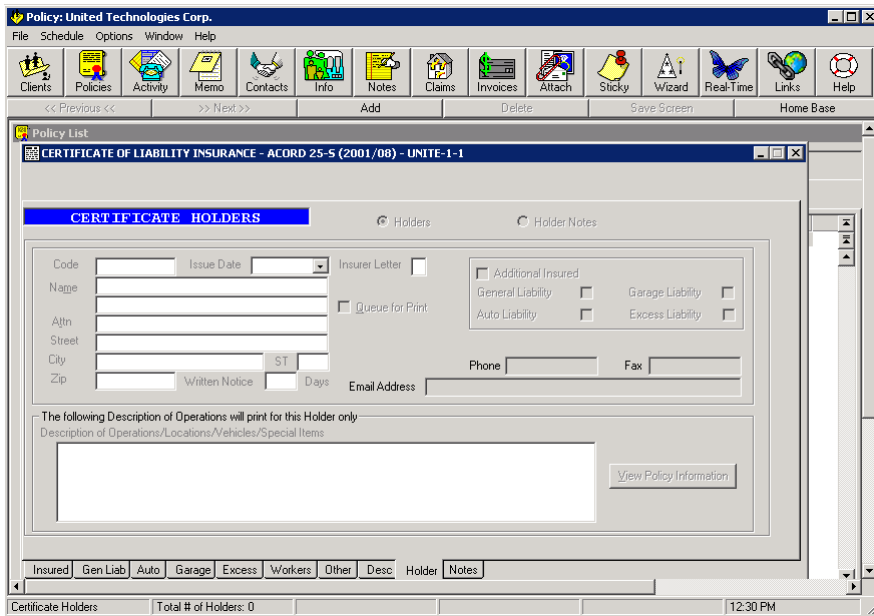
13. The following buttons are available on the Data Definitions screen to modify or print your definitions

- Add: Add another field at the end
- Insert: Insert a field before the field currently highlighted in the Data Definitions list

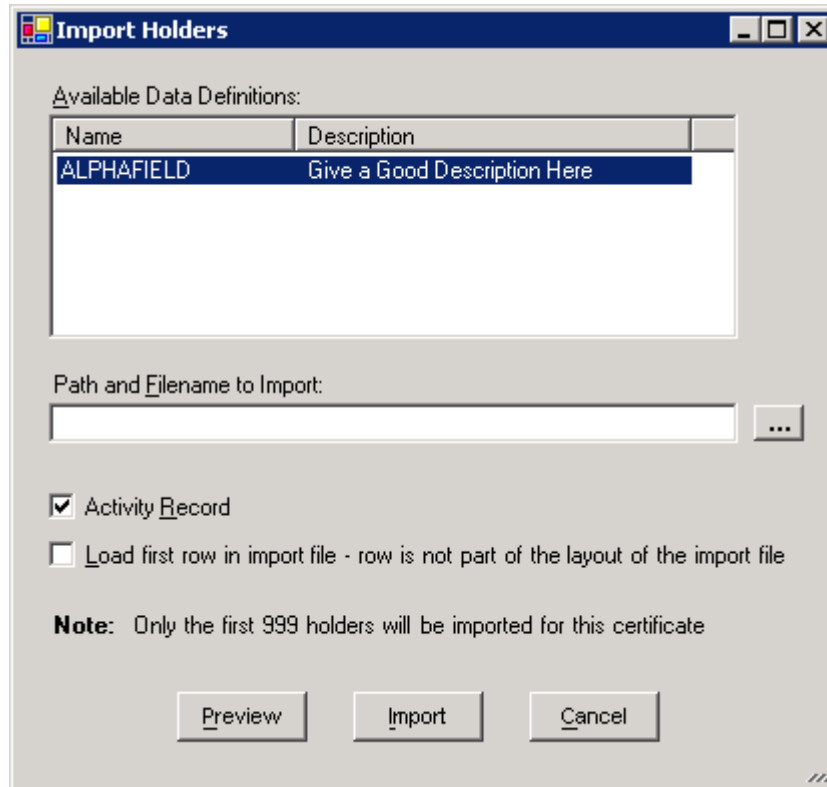
- Revise: Revise the highlighted field
 - Delete: Delete the highlighted field
 - Print: Print the data definition
14. Click Ok to save your data definition

Import Holders

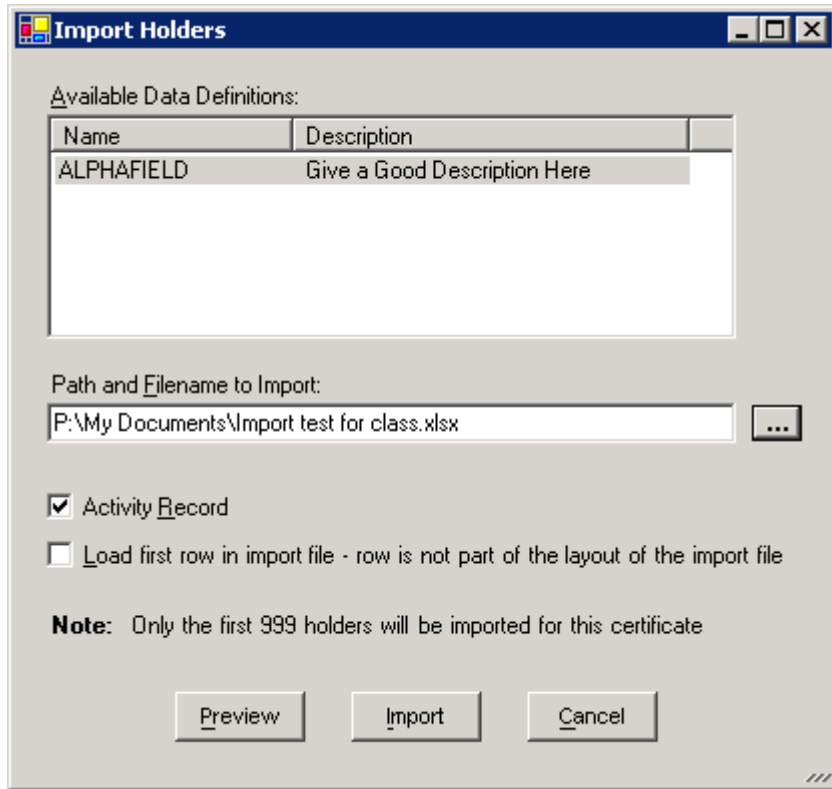
1. Highlight your customer inside Clients & Filed
2. Click on Policy List
3. Highlight the policy, right click on select Certificates
4. Click on the Holder tab, click Options and select Import Holders



5. Select the data definition from the available list



6. Click on the ellipsis and navigate to the holder spreadsheet
7. Be sure to add an activity for this process
8. If the first row of the spreadsheet contains a heading row, do not select the Load first row in import file. If the first row contains data, then check this box. **NOTE**-any one certificate is limited to 999 holders
9. Click Preview. Verify the spreadsheet using the Next and back buttons



Available Data Definitions:

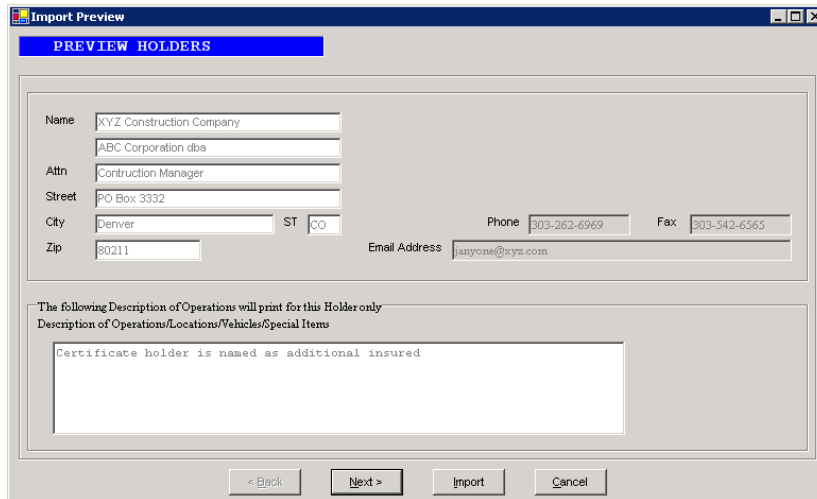
| Name | Description |
|------------|------------------------------|
| ALPHAFIELD | Give a Good Description Here |

Path and Filename to Import:
 P:\My Documents\Import test for class.xlsx

Activity Record
 Load first row in import file - row is not part of the layout of the import file

Note: Only the first 999 holders will be imported for this certificate

Preview Import Cancel



PREVIEW HOLDERS

Name: XYZ Construction Company
 ABC Corporation dba

Attn: Construction Manager

Street: PO Box 3332

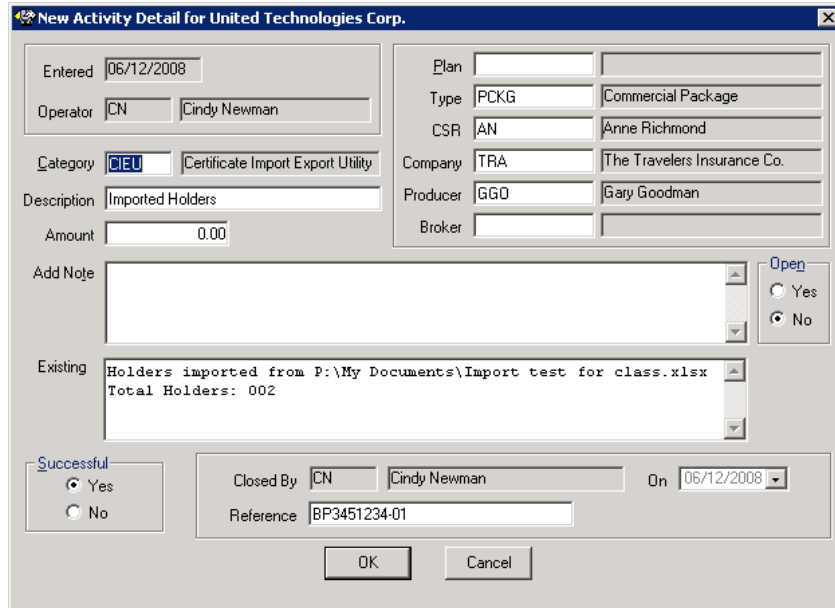
City: Denver ST CO Phone: 303-262-6969 Fax: 303-542-6565

Zip: 80211 Email Address: janyone@xyz.com

The following Description of Operations will print for this Holder only
 Description of Operations/Locations/Vehicles/Special Items
 Certificate holder is named as additional insured

< Back Next > Import Cancel

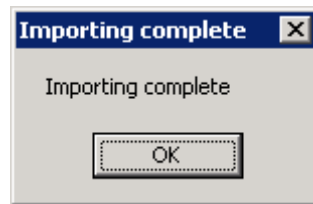
10. Click Import. If holders already exist on this certificate, a warning message displays. Click Ok or Cancel depending upon your situation
11. The activity Detail displays. Note what is added to the note field, which cannot be modified. You may add additional notes. Click Ok



The screenshot shows a dialog box titled "New Activity Detail for United Technologies Corp." with the following fields and controls:

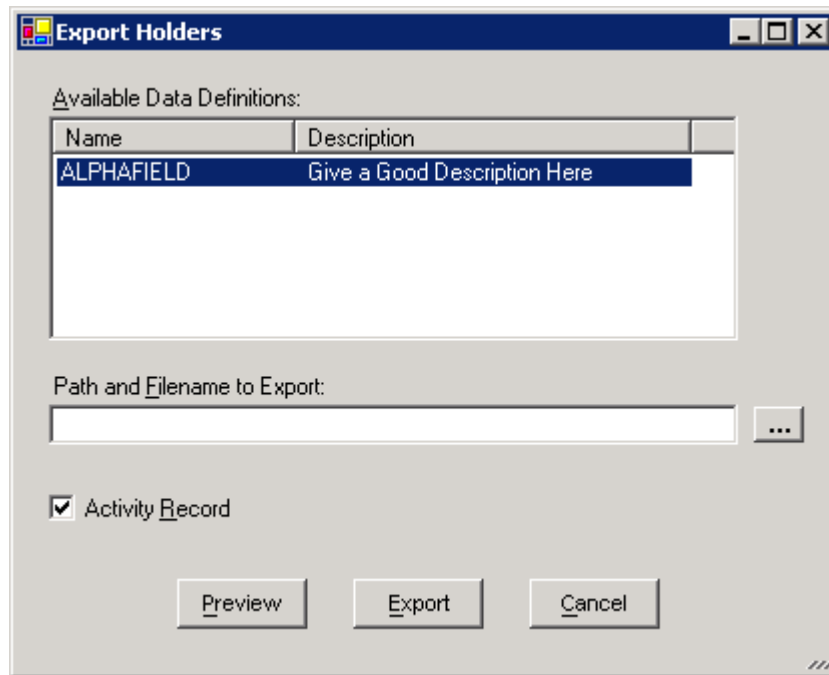
- Entered: 06/12/2008
- Operator: CN Cindy Newman
- Category: CEU Certificate Import Export Utility
- Description: Imported Holders
- Amount: 0.00
- Add Note: (empty text area)
- Existing: Holders imported from P:\My Documents\Import test for class.xlsx
Total Holders: 002
- Successful: Yes, No
- Closed By: CN Cindy Newman
- On: 06/12/2008
- Reference: BP3451234-01
- Buttons: OK, Cancel
- Plan, Type, CSR, Company, Producer, Broker: (empty fields)
- Type: PCKG Commercial Package
- CSR: AN Anne Richmond
- Company: TRA The Travelers Insurance Co.
- Producer: GGO Gary Goodman
- Broker: (empty field)
- Open: Yes, No

12. The utility starts to run and a counter displays. The counter will only import the first 999 holders from your spreadsheet
13. An Importing Complete message will display. Click Ok

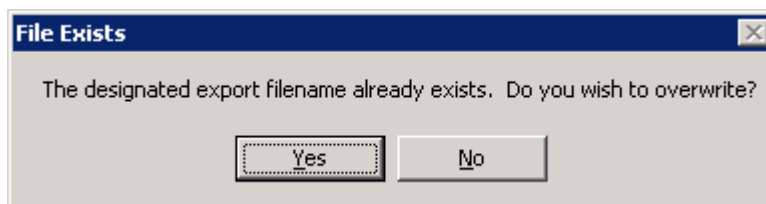


Export Holders

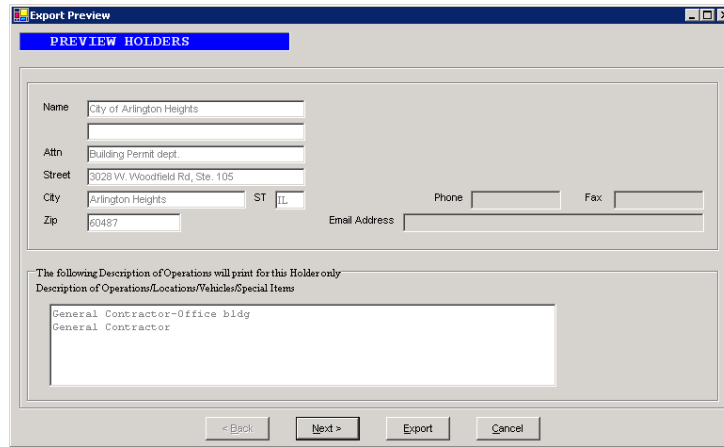
1. Click on the holder tab of your certificate, click Options and select Export Holders. If there are not holders for this certificate, this option will be grayed out.
2. Select the data definition from the available listbox



3. Click on the ellipsis to navigate to your spreadsheet. Helpful hint: Create a template spreadsheet for each CSR or team. This template can be emailed to your clients to have them enter the holder information. This template can be used over and over again but caution must be used to quickly save the template in the client's file, since the next person to use the template with overwrite it.



4. Be sure the activity box is selected
5. Click Preview. Verify the contents by using the Next and Back buttons



Export Preview

PREVIEW HOLDERS

Name: City of Arlington Heights

Attn: Building Permit dept.

Street: 3028 W. Woodfield Rd, Ste. 105

City: Arlington Heights ST IL

Zip: 60487

Phone: _____ Fax: _____

Email Address: _____

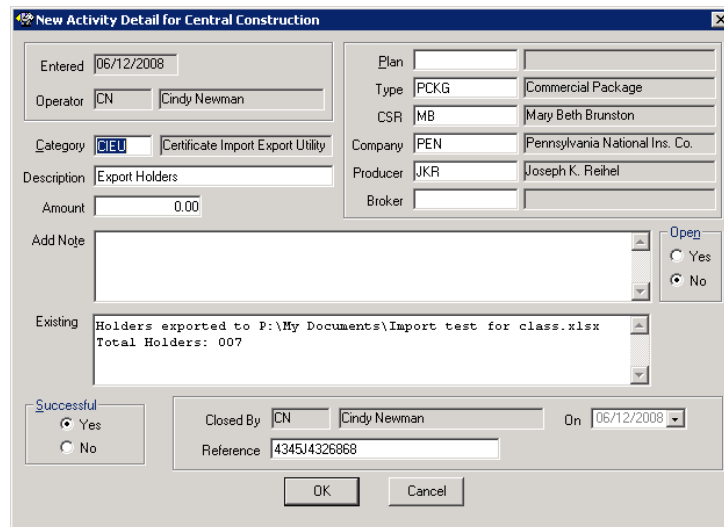
The following Description of Operations will print for this Holder only

Description of Operations/Locations/Vehicles/Special Items

General Contractor-Office bldg
General Contractor

< Back Next > Export Cancel

6. Click Export to begin the process or Cancel to abort
7. Note the information contained the activity. Click Ok



New Activity Detail for Central Construction

Entered: 06/12/2008

Operator: CN Cindy Newman

Category: CIEU Certificate Import Export Utility

Description: Export Holders

Amount: 0.00

Add Note: _____

Existing: Holders exported to P:\My Documents\Import test for class.xlsx
Total Holders: 007

Successful: Yes No

Closed By: CN Cindy Newman On: 06/12/2008

Reference: 434514326868

Plan: _____

Type: PCKG Commercial Package

CSR: MB Mary Beth Brunston

Company: PEN Pennsylvania National Ins. Co.

Producer: JKR Joseph K. Reihel

Broker: _____

Open: Yes No

OK Cancel

8. The utility runs and the counter displays
9. Click Ok to finish the process



Exporting complete

Exporting complete

OK

Importing Direct Bill Transactions

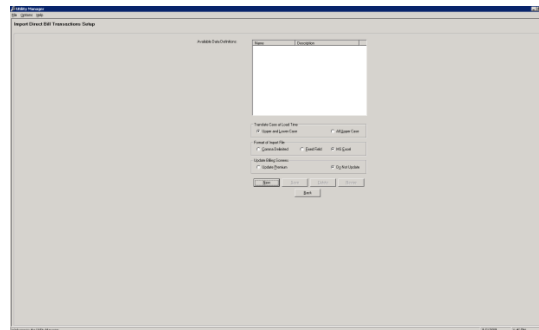
Use this utility to import a file of direct bill transactions into TAM. Access must be granted through Security Manager to use both the Setup utility and the Import Direct Bill Transactions program.

Setup

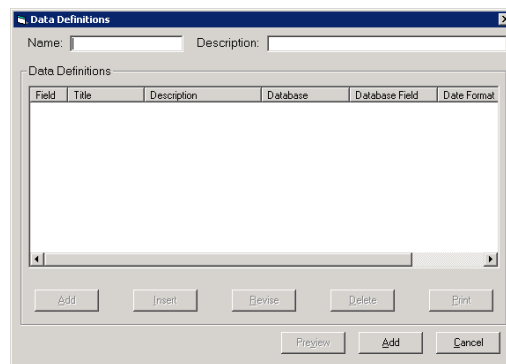
The Setup must be complete prior to using the Import Workflow.

I. Setup

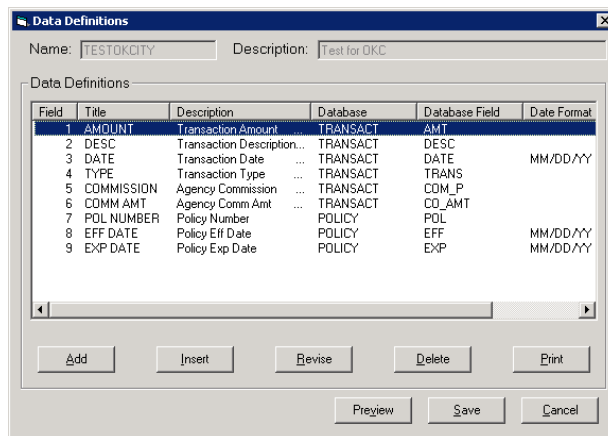
- Click on Utilities from Hombase.
- Expand the Accounting folder, then the Setup folder. Select Import Direct Bill Transactions and click on the black arrow:



- Select whether the imported data should remain in Upper and Lower Case of translated to All Upper Case
- Select the format for your import file and choose Update Premium if you wish to update your billing screen premiums and commission amount based on the imported transaction, or choose Do Not Update if you do not wish to update the billing screen
- Click New:



- Enter the Name and Description for the data definition, and click the Add button to begin adding field to this definition.
- **Note:** The data definition field must be in the exact order as the columns in the import file. If you do not wish to import a column, enter any Title for that column and select None for the database.
- Enter the Title and Description for the column. If a Fixed Field file format was chose, enter the field length.
- Select the Database in which to load this field. To import this column, select Policy or Transact from the dropdown list.
- Select the Field to Load Into from the dropdown box. If a date field is selected, select the appropriate Date Format.
- **Available Fields:**
 1. Transaction Amount*
 2. Transaction Description
 3. Transaction Effective Date
 4. Transaction Date
 5. Transaction Type
 6. Agency Commission Percentage
 7. Agency Commission Amount
 8. Policy Number*
 9. Policy Effective Date*
 10. Policy Expiration Date*
- * = Required Field



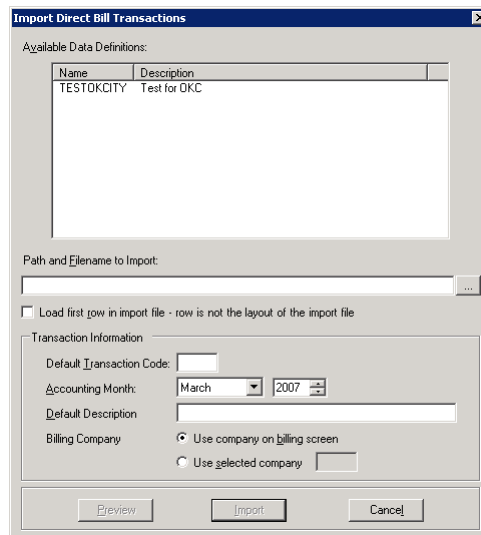
- Click Ok when finished
- Repeat these steps for each field to define
- The following buttons are available on the Data Definitions screen to modify or print your definitions:
 1. Add: Add another field at the end
 2. Insert: Insert a field before the field currently highlighted in the Data Definitions list
 3. Revise: Revise the highlighted field

4. Delete: Delete the highlighted field
 5. Print: Print the data definition
- When finished, click Save and return to the Import Direct Bill transactions Setup screen
 - The following buttons are available on the Import Direct Bill Transactions Setup screen:
 1. New: Add another Data Definition
 2. Save: Save the selections updated on this screen for the highlighted Data Definition
 3. Delete: Delete the highlighted Data Definition
 4. Revise: Revise the Highlighted Data Definition
 5. Back: Return to the Utility Manager

Importing

Once you have defined your setup, you are ready to import the direct bill spreadsheet into Tam.

- From Homebase, click Accounting, Reconciliations, Direct Bill
- From the Direct Bill menu, click Import Direct Bill Transactions



- Select a data definition for the available list
- Type the path and filename to import or click the Ellipsis to navigate to the desired import file
- If the first row of the Import spreadsheet contains column headings, do not select the Load First Row in Import File checkbox. If the first row of the import spreadsheet contains data instead of headings, then click that checkbox.



- Enter the Default Transaction Code, or double click in the field to select from the transaction list. All transactions that are imported without a transaction code will be assigned this transaction code.
- The account month default to the current accounting month. All imported transactions will file with this accounting month.
- Enter the Default Description. All transactions that are imported without a transaction description will be assigned this description
- To file imported transactions with the billing company on that customer's billing screen, select the USE Company on Billing Screen radio button. To assign one billing company to all imported transactions, select the Use Selected company radio button and enter the billing company code in the box.
- Click Preview. This is highly recommended. Verify the contents of the import file, using the Next and Back buttons to navigate through the transactions.
- When the columns are verified to be correct, click Import All
- Each time the Import program runs, an import log is created. If an import log already exists, an Existing Import Log screen displays. You may choose to Print the Existing File, Overwrite the Existing File, Append to Existing File or Cancel
- The Import program starts to run, and the counter display.
- After all records have been imported, an Importing process is complete message displays. Click Ok and return to the Direct Bill Menu.