

HUG 2021 National Conference

Data Cleanup Guide



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**"BE YOURSELF. BE BOLD. BE DARING. BUILD YOUR OWN TRIBE. SURROUND YOURSELF WITH PEOPLE YOU ADORE. IT MAKES LIFE SO MUCH BETTER. IF WE ALL DRANK TEA THERE WOULD BE NO TEQUILA." -
STEPHEN**

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Facebook, LinkedIn and Instagram. @divaofinsurance**

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Disclaimer

This guide, created by Diva of Insurance, Inc. (DOI), is for use by the attendees of the HUG 2021 National Conference who have attended or watched the corresponding Data Cleanup presentation. Not all information in this guide may be covered in the presentation and not all information covered in the presentation may be included in this guide. The opinions and information contained within may not reflect those of the HawkSoft Corporation or the HawkSoft Users Group (HUG). It is important to understand that the information presented here may or may align with the best practices of your agency and that changing any information in your management system can cause the permanent loss of data and/or may require a large amount of money/time to correct. While we would like for you to get as much information as possible out of this presentation, it is impossible to review all the positive and/or negative things that can happen through data cleanup in this short amount of time. If you require additional training or need assistance, please review the HawkSoft Help Guides, reach out to HawkSoft support, or contact our office for training options. DOI shall not assume any responsibility for any changes you make to your systems or data as a result of this presentation. If you do not understand what you are changing, have permission to change data, or know or how the information will be affected, do not proceed!

Acknowledgement

This guide was compiled from several sources including prior HawkSoft User Group (HUG) guides, other HUG presentations, HawkSoft Help Guides, the HUG Facebook and website resources, and other miscellaneous sources. Thank you to everyone who has contributed, for without sharing your thoughts and ideas with others we would not be able to strengthen the independent agent channel.

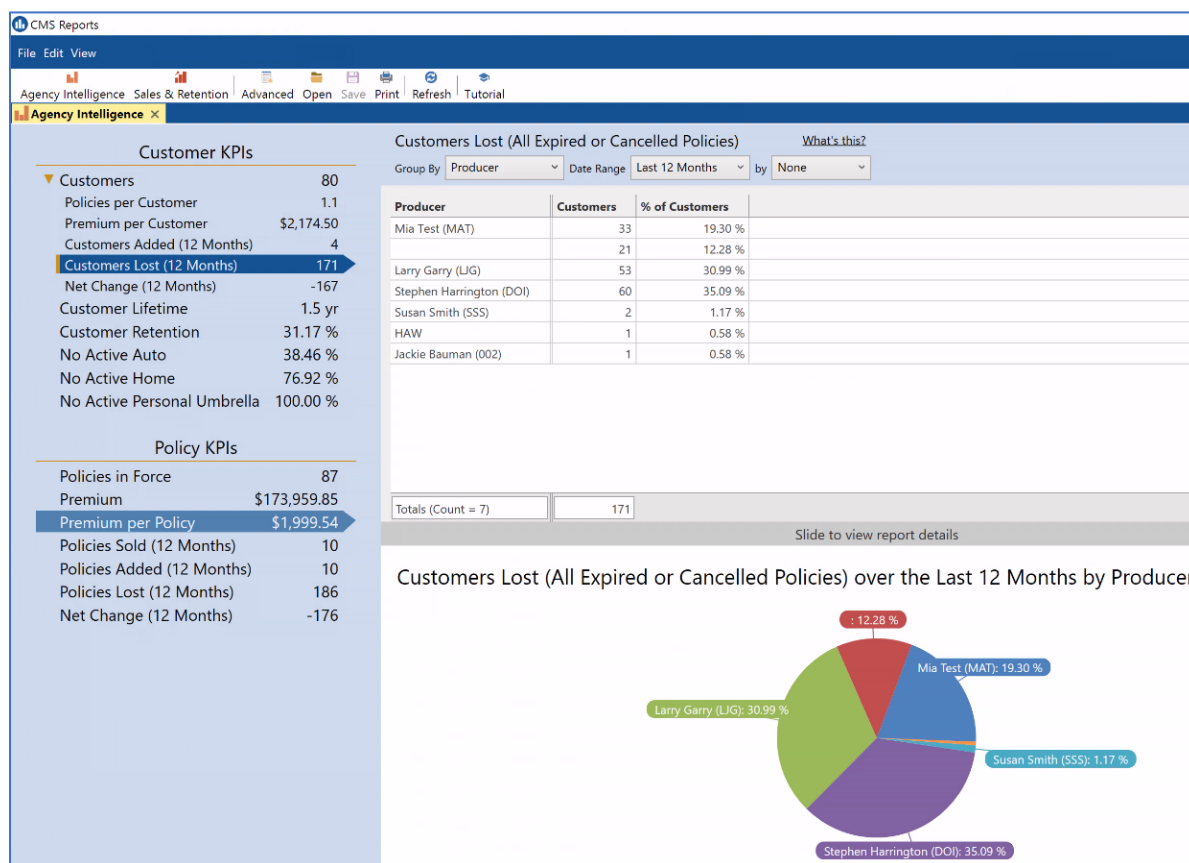
Understanding Basic Report Types

Before you begin the process of cleanup, it is important that you understand the basic types of reports in HawkSoft and the information that each report contains. Below are some of the reports that can be reviewed for data accuracy

Agency Intelligence

Agency Intelligence provides access to several predefined reports which track Key Performance Indicators (KPIs). These KPIs are based on your agency's "book of business" (customer and policy data that currently exists in CMS). The data is displayed in a table, as well as in pie and bar charts where applicable, making it easy for you to measure and evaluate your agency's overall Performance, Sales and Retention. Agency Intelligence is commonly used to review for the following fields: Producer, CSR, Application Type, Line of Business, Policy Office, Policy Title, Company, Source, and Agent. It is also important to remember that when you are cleaning your data from Agency Intelligence you will only be cleaning Active Data. Data clean up through Agency Intelligence does not look at most dead or inactive accounts and information leaving your database only clean at the "surface level".

Common Reports: Customers Added, Customers Lost, Policies Added, Policies Lost.



Advanced Reports

Advanced Reports enables you to run customized reports that include any combination of client, policy, claims, and marketing information from data stored in a HawkSoft client files. You can include active, dead and prospect policy and client types. Cleaning your data through Advanced Reports will provide the most comprehensive results. Advanced Reports also gives you the ability to create and store customized reports, filter, and summarize the report data, and run memorized reports for easier monthly maintenance.

Common Reports: Renewals, Expirations, Current Active Clients, Cancelled Policies, Cancel Pending, Policies by Company, Production, Birthday, XDate, Claims, and Cross Sell

The screenshot shows a 'Policy Type Filter' dialog box with the following sections:

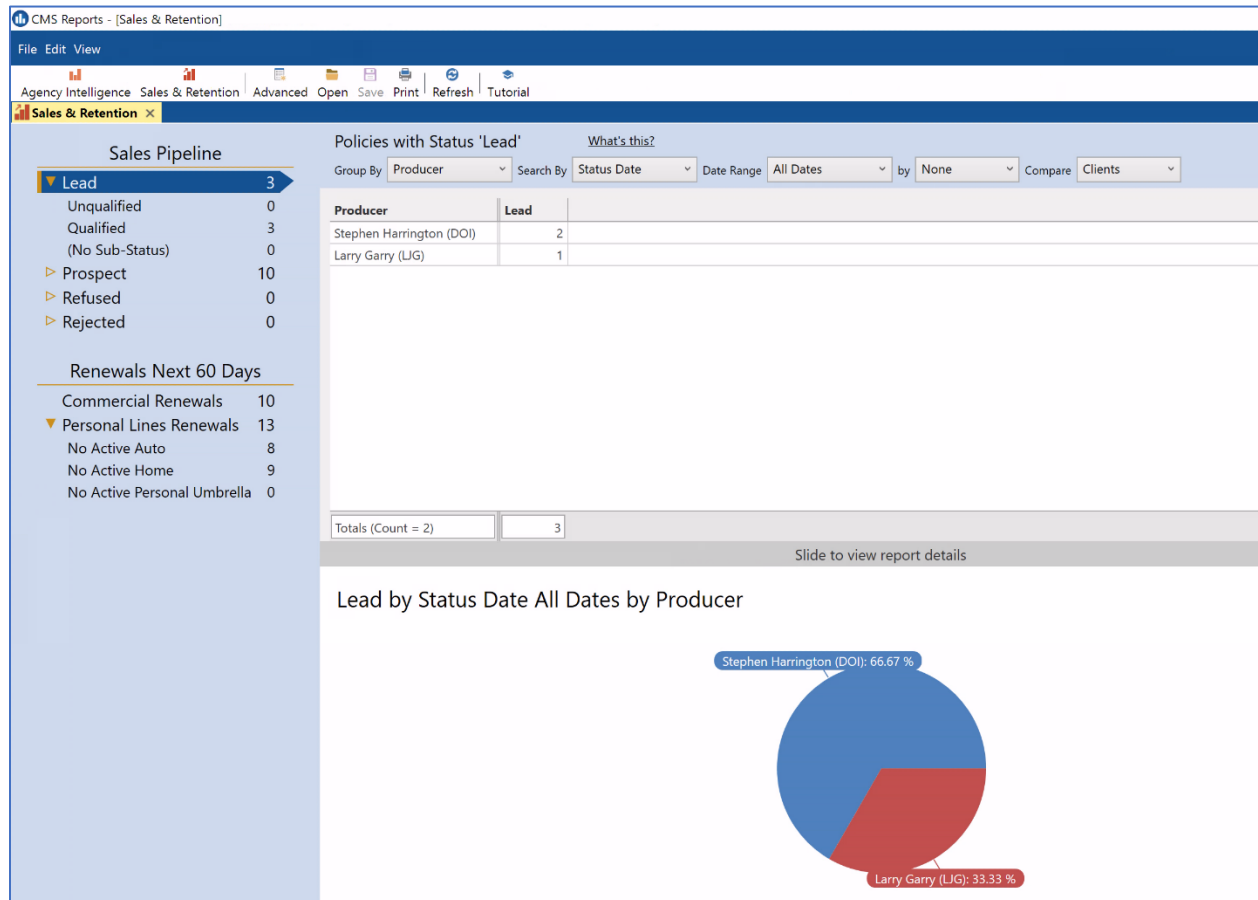
- Policy Types:** A list of checkboxes where 'All Policy Types' is selected. Other options include 'Auto', 'Home', 'Boat', 'Moppro', and 'Commercial / All Other'.
- Does NOT have Active Policy:** A list of checkboxes for 'Auto', 'Home', 'Boat', 'Moppro', and 'Commercial / All Other', all of which are currently unchecked.
- Report By:** A group of radio buttons with 'Policy' selected. Other options are 'Client (At least one policy must match criteria.)', 'Client (All policies must match criteria.)', 'Personal Profiles', 'Cross-Sell/XDates', 'Claims', and 'Client Tags'.

At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

Sales & Retention

Sales and Retention provides access to several predefined reports which include sales pipeline and renewal data. These metrics are based on your agency's customer and policy data that currently exists in HawkSoft. Sales & Retention is commonly used to review for the following fields: Source, Status, Line of Business, Producer, CSR, Agent.

Common Reports: Prospect Pipeline, Sales Pipeline Sub-status, Upcoming Renewals



Summary of the Suspenses for all users, and a detailed list of Suspenses for each user. This report can be used to review the number of current or past due suspenses for each user. You can also review this report to see if Suspense Categories are being used.

HawkSoft Client Management System - [Suspense Overview]

Client Tasks Suspense Reports Accounting View

Search Previo... Next Scratch Print Action Website Appeti... Manual EM Re.. PH Re.. PH for ... Claim ... PFIC WFIP New C... Accou... Archive Walkin... PH CALL Renew

Quick Launch Start Page **Suspense Overview**

User...	User Name	Suspenses ...	All Past Du...	Open Susp...	Total S...
CP1	Christy Patterson	1	1	0	1
HAW	HAW	1	1	0	1
002	Jackie Bauman	3	3	0	3
001	Kelly Endicott	13	13	0	13
MAT	Mia Test	3	3	0	3
DOI	Stephen Harrin...	3	3	0	3

COMMON TASKS
 Search
 Suspenses (3)
 My Documents for Review (0)
 Unmatched Documents (0)
 Import Commission Statements (1)
 Image Upload
 Acquire / Scan

RECENT
 Long, Louise M
 Clarke, Dixie
 Dive of Insurance, Inc.
 Dizzy Devil Construction Inc.
 Harrington-Descoteaux, Stephen
 Working Doc Templates
 Pryor, Veronica L
 Harrington, Stephen
 Test, Jackie
 Peacock, Michael

HELP
 Help
 Training Guides
 Training Videos
 HawkSoft Community
 Carrier Download List
 IVANS Exchange
 Contact HawkSoft
 HawkSoft Cloud Status

Priority	Category	Name	Suspense Date	Log Date	Company	Suspended By	State
5	Account Review	Dive of Insurance, Inc.	03/22/2021	3/26/2021		DOI	
5	Account Review	Haines, Ariel	03/22/2021	3/26/2021		DOI	
5	Account Review	Pryor, Veronica	03/29/2021	3/26/2021		DOI	

Re-Suspend Close Suspense Launch Customer

Client Name Dive of Insurance, Inc.
Suspense Date 03/22/2021 **Suspended For** DOI **Suspended By** DOI

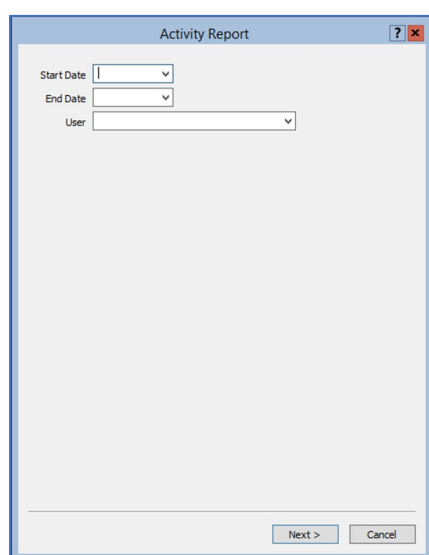
Log Entry 1 of 1
 Date: 3/25/2021 1:26:41
 User: Stephen Harrington (COT)
 Filtered On:
 Selected: Log Periodic Reviews Mar 21 to Mar 27 ...
 Suspenses are due 03/23/2021 to DOI



Activity Report

Overview of the activities logged into HawkSoft for a for specific dates and users. This report shows a detailed list of Activity Types (Logs).

This report can be summarized by several different fields making it easier to identify the number of calls, emails, changes, walk-ins, etc. entered into HawkSoft by a User.



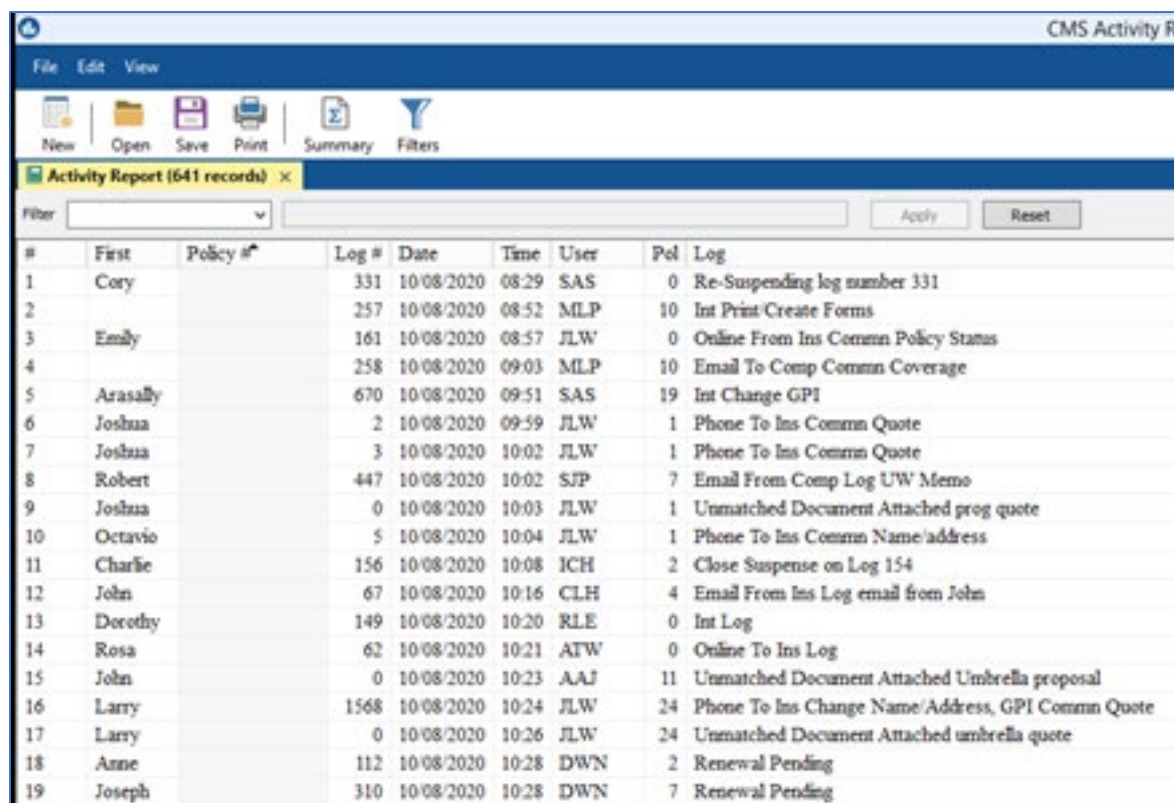
Activity Report

Start Date:

End Date:

User:

Next > Cancel



CMS Activity R

File Edit View

New Open Save Print Summary Filters

Activity Report (641 records)

Filter: Apply Reset

#	First	Policy #	Log #	Date	Time	User	Pol	Log
1	Cory		331	10/08/2020	08:29	SAS	0	Re-Suspending log number 331
2			257	10/08/2020	08:52	MLP	10	Int Print Create Forms
3	Emily		161	10/08/2020	08:57	JLW	0	Online From Ins Comm Policy Status
4			258	10/08/2020	09:03	MLP	10	Email To Comp Comm Coverage
5	Arasally		670	10/08/2020	09:51	SAS	19	Int Change GPI
6	Joshua		2	10/08/2020	09:59	JLW	1	Phone To Ins Comm Quote
7	Joshua		3	10/08/2020	10:02	JLW	1	Phone To Ins Comm Quote
8	Robert		447	10/08/2020	10:02	SJP	7	Email From Comp Log UW Memo
9	Joshua		0	10/08/2020	10:03	JLW	1	Unmatched Document Attached prog quote
10	Octavio		5	10/08/2020	10:04	JLW	1	Phone To Ins Comm Name/address
11	Charlie		156	10/08/2020	10:08	ICH	2	Close Suspense on Log 154
12	John		67	10/08/2020	10:16	CLH	4	Email From Ins Log email from John
13	Dorothy		149	10/08/2020	10:20	RLE	0	Int Log
14	Rosa		62	10/08/2020	10:21	ATW	0	Online To Ins Log
15	John		0	10/08/2020	10:23	AAJ	11	Unmatched Document Attached Umbrella proposal
16	Larry		1568	10/08/2020	10:24	JLW	24	Phone To Ins Change Name/Address, GPI Comm Quote
17	Larry		0	10/08/2020	10:26	JLW	24	Unmatched Document Attached umbrella quote
18	Anne		112	10/08/2020	10:28	DWN	2	Renewal Pending
19	Joseph		310	10/08/2020	10:28	DWN	7	Renewal Pending



Create Summary

Summarize by

- Agent
- APrem
- Company
- Cust ID
- Date
- First
- Last
- Log
- Log #
- Pol
- Policy #
- Premium
- Source
- Status
- Time
- User
- Zip

Options

Premium Column: Current

Group by:

OK Cancel

File Edit View

New Open Save Print Summary Filters

Activity Report (641 records) User Summary of Activity Report (641 records)

Double-click to display client(s)

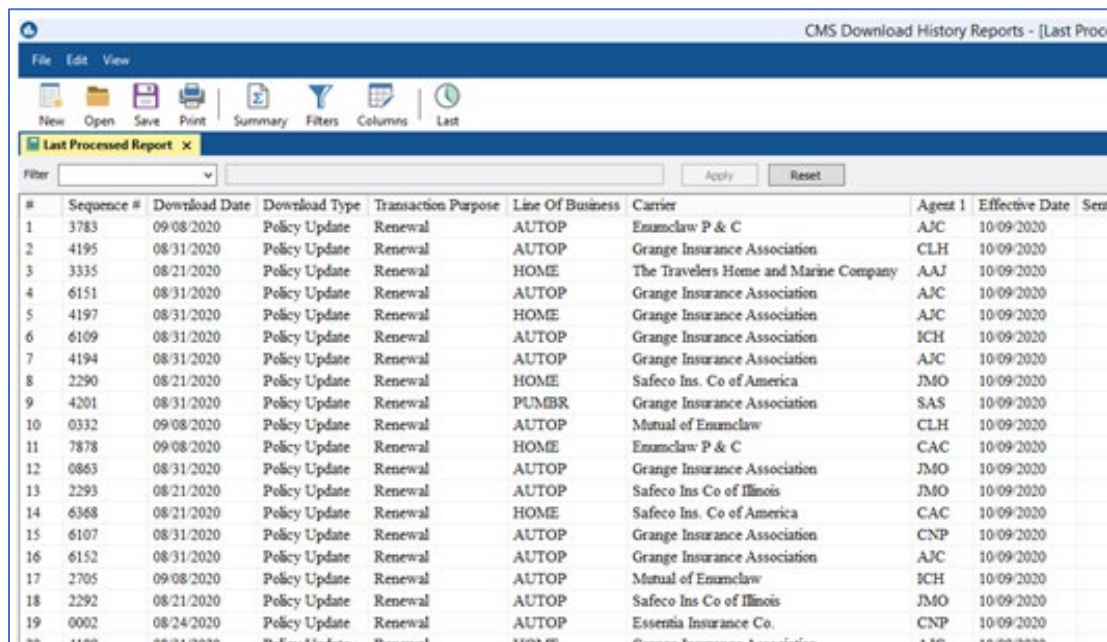
User	# of Items	Premium	Phone	Mail	Walkin	Fax	Email	Online	Internal	XDate
ICH	51	0.00	10	1	2	2	13	0	3	0
ATW	38	0.00	7	0	0	0	0	4	3	0
KE1	17	0.00	17	0	0	0	0	0	0	0
EMP	28	0.00	2	0	0	0	16	0	1	0
SJH	1	0.00	1	0	0	0	0	0	0	0
SJP	69	0.00	17	8	0	0	9	0	2	0
SAS	64	0.00	8	1	0	0	2	0	13	0
RLE	26	0.00	7	0	0	0	5	0	7	0
CLH	63	0.00	12	1	1	0	9	0	3	0
DWN	105	0.00	0	0	0	0	0	0	0	0



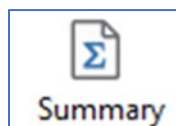
Download Report

The information downloaded from Carriers and uploaded into HawkSoft.

This report can be summarized by several different fields. The filters can be changed to look at prior dates and the columns can be added/deleted for customized needs.



#	Sequence #	Download Date	Download Type	Transaction Purpose	Line Of Business	Carrier	Agent 1	Effective Date	Sent
1	3783	09/08/2020	Policy Update	Renewal	AUTOP	Enamclaw P & C	AJC	10/09/2020	
2	4195	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	CLH	10/09/2020	
3	3335	08/21/2020	Policy Update	Renewal	HOME	The Travelers Home and Marine Company	AAJ	10/09/2020	
4	6151	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	AJC	10/09/2020	
5	4197	08/31/2020	Policy Update	Renewal	HOME	Grange Insurance Association	AJC	10/09/2020	
6	6109	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	ICH	10/09/2020	
7	4194	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	AJC	10/09/2020	
8	2290	08/21/2020	Policy Update	Renewal	HOME	Safeco Ins. Co of America	JMO	10/09/2020	
9	4201	08/31/2020	Policy Update	Renewal	PUMBR	Grange Insurance Association	SAS	10/09/2020	
10	0332	09/08/2020	Policy Update	Renewal	AUTOP	Mutual of Enamclaw	CLH	10/09/2020	
11	7878	09/08/2020	Policy Update	Renewal	HOME	Enamclaw P & C	CAC	10/09/2020	
12	0863	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	JMO	10/09/2020	
13	2293	08/21/2020	Policy Update	Renewal	AUTOP	Safeco Ins Co of Illinois	JMO	10/09/2020	
14	6368	08/21/2020	Policy Update	Renewal	HOME	Safeco Ins. Co of America	CAC	10/09/2020	
15	6107	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	CNP	10/09/2020	
16	6152	08/31/2020	Policy Update	Renewal	AUTOP	Grange Insurance Association	AJC	10/09/2020	
17	2705	09/08/2020	Policy Update	Renewal	AUTOP	Mutual of Enamclaw	ICH	10/09/2020	
18	2292	08/21/2020	Policy Update	Renewal	AUTOP	Safeco Ins Co of Illinois	JMO	10/09/2020	
19	0002	08/24/2020	Policy Update	Renewal	AUTOP	Essentia Insurance Co.	CNP	10/09/2020	
20	4196	08/31/2020	Policy Update	Renewal	HOME	Grange Insurance Association	AJC	10/09/2020	



Create Summary

Summarize by

Agent 1

Agent Code

Carrier

Customer ID

Customer Name

Documents for Review User

Download Date

Download Type

Effective Date

Line Of Business

Matched By

Matched Date

Policy #

Policy ID

Policy Title

Policy Updated As

Premium

Sent to Unmatched Reason

Sequence #

Suspended to User

Transaction Purpose

Options

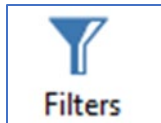
Premium Column

None

Group by

OK

Cancel



Modify Download Report

Filters

All Download History Records

Where Is Date

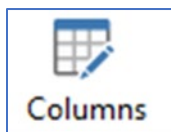
New Filter

Summary

All Download History Records

Where **Processed Date** Is Date '10/9/2020'

OK Cancel



Select Download Report Columns

Choose columns to show on report - or - Load an existing Column Layout

Available Columns

Download

Activity Note Type

Has Attachments?

Remarks

Sending Carrier

Transaction Date

Policy

Agent 2

Agent 3

Application Type

Client Office

Policy Office

Rate Change

Uprate Rule Triggered?

Processing

Processed Date

Current Layout

Sequence #

Customer Name

Download Date

Download Type

Transaction Purpose

Policy #

Line Of Business

Carrier

Agent 1

Effective Date

Sent to Unmatched Reason

Matched By

Matched Date

Documents for Review User

Suspended to User

Policy Updated As

Customer ID

Policy ID

Policy Title

Premium

Agent Code

Add >

< Remove

OK Cancel



User Permissions

Before you begin the process of cleanup, make sure you have the appropriate user permissions to complete the steps listed in this document. If you are the system administrator of CMS, you have the permissions need. If you are not the administrator, have the administrator check your permissions:

1. Go to **Tools->User List**.
2. Highlight a name and click the **Edit** button.
3. Click on **User Permissions** on the left menu.
4. The following permissions need to be check marked:
 - a. **Reports->Advanced Reports->Agency Intelligence**
 - b. **Reports->Advanced Reports->Sales & Retention**
 - c. **Reports->Advanced Reports->Create new Reports**
 - d. **Utilities->File Maintenance**
 - e. **Setup->Policy/Company Setup**
 - f.

User Profile for Stephen Harrington (DOI)

General | **User Permissions**

User Permissions

Check All

- ☒ Bookkeeper Overrides
- ☒ Reports
 - ☒ Receipt Report
 - ☒ Receipt Report Access - New, Edit, Void, Reissue, and Export Receipts
 - ☒ Allow 'Browse Other Location' when opening a receipt book
 - ☒ View Receipt Report Days
 - ☐ Last 2 Days Only
 - ☒ All
 - ☒ View Receipts
 - ☐ User's Receipts Only
 - ☒ All Users' Receipts
 - ☒ Advanced Reports
 - ☒ Agency Intelligence
 - ☒ Sales & Retention
 - ☒ Create New Reports
 - ☒ Run Memorized Reports
 - ☒ Batch Log
 - ☒ Activity Report
 - ☒ Output of Advanced Reports/Activity
 - ☐ Do not allow Printing, Saving, and Exporting of Report Data
 - ☐ Only Allow Printing of Form Letters, Envelopes, Notices and Statements
 - ☒ Allow Printing, Saving, and Exporting of Report Data
 - ☒ Export Client Files from Reports
 - ☒ Suspense Report (of other agents)
 - ☒ Download Report
 - ☒ Batch Email
- ☒ Utilities
 - ☒ File Maintenance

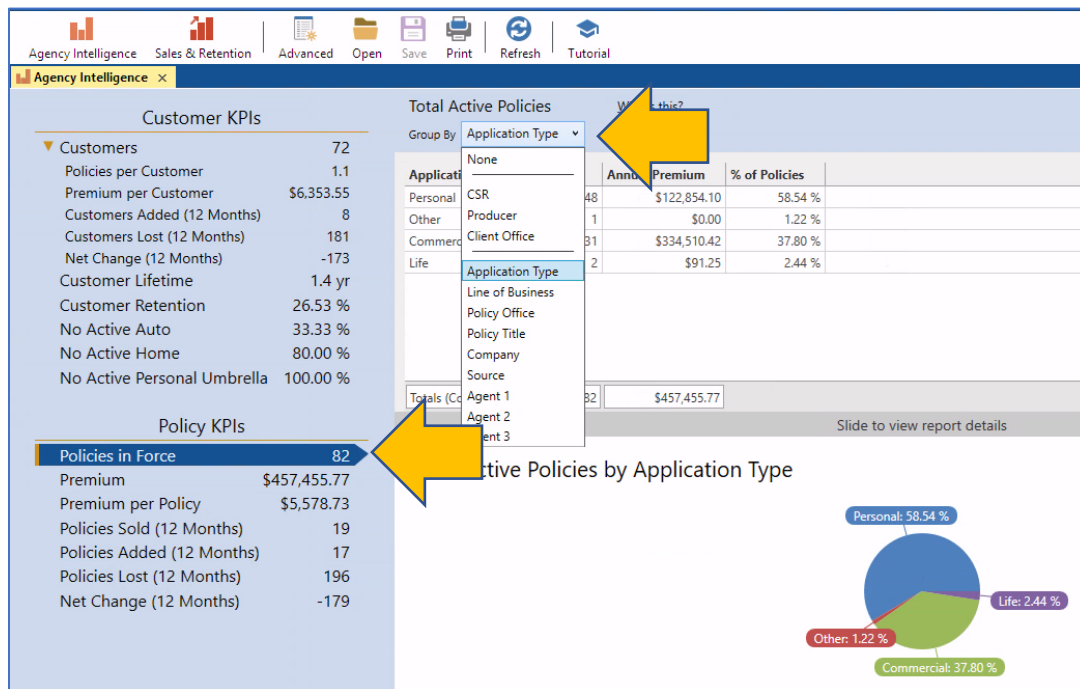
Back Next Finish

Using Agency Intelligence Reports for Database Cleanup

A lot of agencies review the Agency Intelligence Report to see how the agency is performing. This is a great place to start in keeping your data clean and up to date. These reports will start with running the Agency Intelligence report using Policy KPIs as shown in the directions below.

Running the Agency Intelligence Report

1. Click **Reports->Agency Intelligence**.
2. On the left menu, under **Policy KPIs**, click **Policies in Force**.
3. On top of the right-hand side, click **Group By** to select an area to work on cleaning up. The **Group By** options are: **None, CSR, Producer, Client Office, Application Type, Line of Business, Policy Office, Policy Title, Company, Source, Agent 1, Agent 2, Agent 3**.
- 4.



Saving a Report

As you run the Agency Intelligence report, or any Advanced Report in HawkSoft, you may find that the cleanup list is quite extensive. If you do not have time to address the report in its entirety, you can save the report to the desktop and come back to it later. *This will be a static report, meaning the data will never change even if you've updated the account.*

Saving the report allows you to delegate work and assign a goal of records to complete each day/week/etc., to an individual. That individual will have to have permissions to access Agency Intelligence reports. When they have completed the saved report, you should always run the Freshen Indexes utility and then create a brand-new report to verify that all records have been corrected.

1. Once you have drilled down to the data that needs to be cleaned on the report, click **File->Save As**.
2. Select a location to save the report.
3. Assign a **File name** and **Save As** DBaseIV (*.dbf) – this allows the report to remain interactive with HawkSoft. You will be able to open the client record directly from the report.
4. Click **Save**.

Now it's time to re-open the report and work on the list.

1. Open **Reports-> Agency Intelligence**.
2. Click **File->Open**.
3. Navigate to the report location.
4. Highlight the report name and click **Open**.
5. Double-click on a record to open the client or policy file that needs to be updated.



Cleanup Producer

Purpose of assigning a Producer to accounts: allows an agency to see metrics such as premium volume and number of policies each Producer is handling. This is also very important if your agency pays producers on commission or bonus.

This report will help you to identify clients that do not have a Producer assigned.

1. Run the Agency Intelligence report for **Policies in Force** and group by Producer (see Running the Agency Intelligence Report section for detailed instructions)
2. Click on the **Producer** column heading to sort in alphabetical order.
3. Scroll to the top to see if a blank line exists.
4. If so, double-click on the **Policies** number and a detailed report will open.
5. Double-click into each client (there may be multiple policies for same client). You only need to fix the Producer once at the client level.
6. Assign a Producer to the account using **Action->Internal->Change Client**.
7. Select a Producer and click **Finish**.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run the Agency Intelligence report and verify that there are no blank lines.

Group By Producer ▼			
Producer ▲	Policies	Annual Premium	% of Policies
	5	\$12,502.30	18.29 %
HawkSoft (HAW)	3	\$94,498.00	3.66 %
Larry Garry (LJG)	21	\$31,297.10	25.61 %
Leo Daprile Jr (013)	1	\$12,000.00	1.22 %
Mia Test (MAT)	10	\$6,343.52	12.20 %

Cleanup CSR

Purpose of assigning CSR's to account: allows an agency to see metrics such as premium volume and number of policies each CSR is handling. This requires segmenting your book of business. Agencies do this in various ways (e.g. alpha split, line of business, company).

This report will help you to identify clients that do not have a CSR assigned.

1. Run the Agency Intelligence report for **Policies in Force** and group by CSR (see Running the Agency Intelligence Report section for detailed instructions).
2. Click on the **CSR** column heading to sort in alphabetical order.
3. Scroll to the top to see if a blank line exists.
4. If so, double-click on the **Policies** number and a detailed report will open.
5. Double-click into each client (there may be multiple policies for same client). You only need to fix the CSR once at the client level.
6. Assign a CSR to the account using **Action->Internal->Change Client**.
7. Select the CSR and click **Finish**.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run the Agency Intelligence report and verify that there are no blank lines.

Group By CSR				
CSR	Policies	Annual Premium	% of Policies	
	2	\$296,564.30	26.83 %	
Alan Schnitzer (AS\$)	1	\$12,000.00	1.22 %	
HawkSoft (HAW)	3	\$94,498.00	3.66 %	
Mia Test (MAT)	9	\$18,452.06	10.98 %	
Stephen Harrington (DOI)	17	\$9,573.46	20.73 %	
Susan Smith (SSS)	30	\$26,367.95	36.59 %	

Cleanup Client Office and Policy Office

Purpose of assigning a Client Office to accounts: allows an agency to see metrics such as premium volume and number of policies each agency location is handling. It also helps identify how to direct calls when clients make contact with the agency.

This report will help you to identify clients that do not have a Client Office assigned.

1. Run the Agency Intelligence report for **Policies in Force** and group by Client Office (see Running the Agency Intelligence Report section for detailed instructions).
2. Click on the **Client Office** column heading to sort in alphabetical order.
3. Scroll to the top to see if a blank line exists.
4. If so, double-click on the **Policies** number and a detailed report will open.
5. Double-click into each client (there may be multiple policies for same client).
6. Assign a Client Office to the account on the client level. Then review the **Policy Office** on each policy and update if blank or incorrect on the **General Policy Information** tab.
7. Should all of your policies have the same Office as your client? If so, then the Policies number and Annual Premium on Agency Intelligence report should be the same when you group by Client Office or Policy Office.
8. When you run the report using group by Policy Office, once again, check for blank lines in case you have individual policies that are missing the Policy Office.
9. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
10. Run the Agency Intelligence report and verify that the numbers on the reports make sense.

Group By Client Office				
Client Office	Policies	Annual Premium	% of Policies	
	2	\$0.00	2.44 %	
Summit	49	\$339,621.96	59.76 %	
WestRidge	31	\$117,833.81	37.80 %	

Cleanup Client Status

Clients That Are Not Active but Have Active Policies

Many times, after we write an account, we forget to change the status to 'active'. This is a quick way to update those Prospects with an active policy to Active.

1. From the Database Cleanup report that you created, click **Summary**.
2. Select **CLiStat** and click **OK**.
3. If you have active policies on any CLiStat other than Active, the **Client Status** should be updated to Active or the policy should not be active.

Active Clients with No Active Policies

Many times, after we cancel an account, we forget to change the status to 'dead'. To find these accounts follow the steps below.

1. From the Database Cleanup report that you created, click **Summary**.
2. Select **CLiStat** and click **OK**.
3. Double-click on **Active** line to open these records.
4. Click on **Summary**.
5. Select **CLiType** and click **OK**.
6. Double-click on the **Customer** line to open these records.
7. Click on the **Active Pol** heading twice to sort in ascending order.
8. If you have records with **CLiStat** Active, and **Active Pol** of 0, these clients should no longer be active (make the **Client Status** Prospect, Dead, etc.). An exception to this is if you are waiting for a new policy to be issued or downloaded, it can remain an Active client.

Cleanup Client & Policy Source

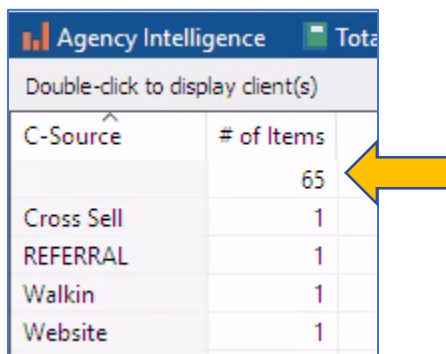
Purpose of assigning the source: allows an agency to see where the client or policy came from. This can help an agency decide where to focus their attention for marketing and relationship building. This can also be a great way to track how successful a specific campaign is.

This report will help you to identify Clients that do not have a Source assigned.



1. Run the Agency Intelligence report for **Customers** and group by None (see Running the Agency Intelligence Report section for detailed instructions)
2. Double-click on the **Customers** number and a new report will open.
3. Click **Layout->Add/Edit->select Client Source->OK->Finish** and a new report will open.
4. Click **Summary->C-Source->OK**
5. Click on the **Source** column heading to sort in alphabetical order.
6. Scroll to the top to see if a blank line exists.
7. If a blank line exists, click on the number under **# of Items**.
8. A new report will open. Double-click on each policy and determine if these should be assigned to a more relevant Source on the **Name and Address** tab.
9. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
10. Run the Agency Intelligence report and verify that there are now no blank Sources.

Run the Agency Intelligence report again and verify that there are now no blank C-Sources.



C-Source	# of Items
	65
Cross Sell	1
REFERRAL	1
Walkin	1
Website	1

This report will help you to identify policies that do not have a Source assigned.

1. Run the Agency Intelligence report for **Policies in Force** and group by Source (see Running the Agency Intelligence Report section for detailed instructions)
2. Click on the **Source** column heading to sort in alphabetical order.
3. Scroll to the top to see if a blank line exists.
4. If so, double-click on the **Policies** number and a detailed report will open.
5. Double-click to open a policy.
6. Assign a Source type to the policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.

7. On the report, are there policies with an Application Type of "Other?"
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run the Agency Intelligence report and verify that there are now no blank Sources.

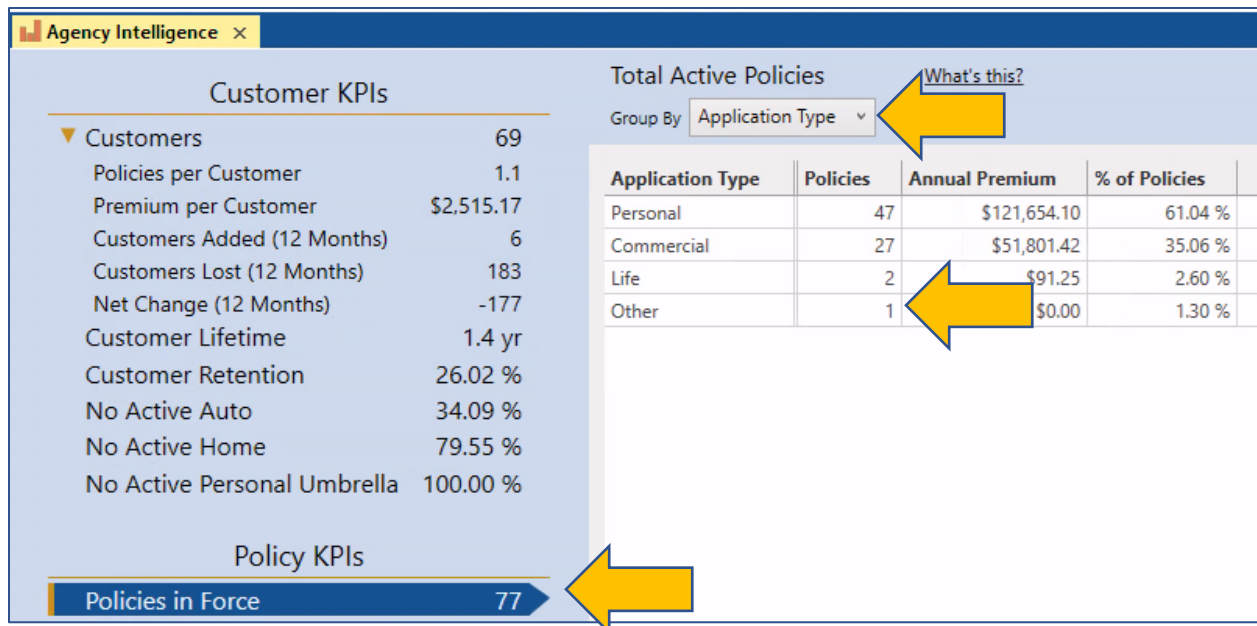
Customer KPIs		Total Active Policies			
▼ Customers		Group By <input type="text" value="Source"/> What's this?			
Policies per Customer	69				
Premium per Customer	1.1				
Customers Added (12 Months)	\$				
Customers Lost (12 Months)	183				
Net Change (12 Months)	-177				
Customer Lifetime	1.4 yr				
Customer Retention	26.02 %				
No Active Auto	34.09 %				
No Active Home	79.55 %				
No Active Personal Umbrella	100.00 %				
Policy KPIs					
Policies in Force	76				
		Source	Policies	Annual Premium	% of Policies
			57	\$45,996.83	75.00 %
		ALLEN TOWN	1	\$166.00	1.32 %
		BOR	1	\$186.00	1.32 %
		CROSS SELL	1	\$12,000.00	1.32 %
		CROSS SELL:EC	2	\$820.00	2.63 %
		EXISTING	4	\$2,170.00	5.26 %
		GOOGLE	1	\$0.00	1.32 %
		REFERRAL	3	\$95,049.00	3.95 %
		REFL:CL CLIENT	1	\$358.00	1.32 %
		REFL:CLIENT	1	\$980.00	1.32 %
		REFL:PL CLIENT	1	\$531.94	1.32 %
		SPIN-OFF	1	\$169.00	1.32 %
		WALKIN	1	\$15,120.00	1.32 %

Cleanup Application Type

Purpose of assigning the application type: allows an agency to see metrics such as premium volume and number of policies for each application type: Agriculture, Commercial, Health, Life, Other, Personal, Surety Bond. The list is pre-set by HawkSoft and cannot be edited.

This report will help you to identify policies that do not have an Application Type assigned or are listed with an Application Type of Other.

1. Run the Agency Intelligence report for **Policies in Force** and group by Application Type (see Running the Agency Intelligence Report section for detailed instructions)
2. Click on the **Application Type** column heading to sort in alphabetical order.
3. Scroll to the top to see if a blank line exists. This is unlikely but could be a result of a conversion problem.
4. If so, double-click on the **Policies** number and a detailed report will open.
5. Double-click to open a policy.
6. Assign an Application type to the policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.
7. On the report, are there policies with an Application Type of "Other?"
8. If so, double-click on each policy and determine if these should be assigned to a more relevant Application Type on the **General Policy Information** tab.
9. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
10. Run the Agency Intelligence report and verify that there are no blank lines and relatively few or no "Other" policies.



Cleanup Agent 1, 2, 3

Purpose of assigning an Agent to a policy: allows an agency assign specific policies to a person for servicing. Can also be used to pay commission or bonus at the policy level.

This report will help you to identify clients that do not have an Agent assigned.

10. Run the Agency Intelligence report for **Policies in Force** and group by Agent 1, Agent 2, or Agent3. (see Running the Agency Intelligence Report section for detailed instructions)
11. Click on the **Agent** column heading to sort in alphabetical order.
12. Scroll to the top to see if a blank line exists.
13. If so, double-click on the **Policies** number and a detailed report will open.
14. Double-click into each client. There may be multiple policies for same client. You will need to review the Agent for each policy.
15. Assign an Agent to the account using **Action->Internal->Change Client**.
16. Under **General Policy Information** Select an Agent and click **Finish**.
17. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
18. Run the Agency Intelligence report and verify that there are no blank lines.

Customer KPIs		Total Active Policies	
		Group By	What
▼ Customers	69	Agent 1	
Policies per Customer	1.1	Agent 1	Policies
Premium per Customer	\$2,515.17		11
Customers Added (12 Months)	6		
Customers Lost (12 Months)	183		
Net Change (12 Months)	-177		
Customer Lifetime	1.4 yr		
Customer Retention	26.02 %		
No Active Auto	34.09 %		
No Active Home	79.55 %		
No Active Personal Umbrella	100.00 %		
Policy KPIs			
Policies in Force			76

Missing Info: Names, Numbers and Emails

Accurate contact information is one of the most important things in a file. Without accurate contact information you may be unable to get ahold of your customer in the event of an urgent matter. When commercial accounts do not have a name associated with the policy, you may not have any idea of who to contact regarding the account. It is also important to note that if you decide to integrate with third-party software, not having a phone number, email or name linked to a contact profile may mean that integration will not function properly. (e.g. if you have a service that robocalls clients who have birthdays, it won't know the number to call if it's not associated with a contact profile in CMS, or You are integrating with a vendor that sends out automatic emails. If you are trying to customize the email body with merge fields, such as first and last name, these will be missing if you did not link the email to a contact profile in CMS).).

This will be a big project for many agencies. We recommend saving the report to a desktop as a list that users can work through. Instructions on saving report to the desktop and re-opening the report are located in the Using Agency Intelligence Reports for Database Cleanup section under Saving a Report.)

Cleanup Customers with no Last Names

Purpose: Having contact names for commercial clients allows you to use integration of names into emails, letters, and text messages.

1. Click **Reports->Agency Intelligence**.
2. On the left menu, click on **Customers** under **Customer KPIs**.
3. Select **Group By None**.
4. Double-click the **Customers** number on any line to pull up a list of all your accounts.

Customer KPIs		Total Customers with Active Policies		
▼ Customers	70	Group By: None		
Policies per Customer	1.1	Customers	Policies	Annual Premium
Premium per Customer	\$2,503.40	70	77	\$175,238.25
Customers Added (12 Months)	6			
Customers Lost (12 Months)	182			
Net Change (12 Months)	-176			
Customer Lifetime	1.4 yr			
Customer Retention	26.42 %			
No Active Auto	34.09 %			
No Active Home	79.55 %			
No Active Personal Umbrella	100.00 %			

5. Click the column heading **Last** to sort alphabetically.

6. Check to see if accounts are missing last names which often are commercial accounts that have no individual shown as the contact.
7. Double-click to open the client record and update the last and/or first name as needed.

Cleanup Customers with no Phone Number

Purpose: Having contact information for clients allows for easier communication by phone.

Tip: As you are linking phone numbers to a contact profile, you may want to link any email addresses to a contact profile at the same time. You may find that due to download, sometimes you have the multiple profiles for the same individual, see page 21 on how to address duplicate contact profiles.

1. Click **Reports->Agency Intelligence**.
2. On the left menu, click on **Customers** under **Customer KPIs**.
3. Select **Group By None**.
4. Double-click the **Customers** number on any line to pull up a list of all your accounts.

Customer KPIs		Total Customers with Active Policies		
▼ Customers	70	Group By: None		
Policies per Customer	1.1	Customers	Policies	Annual Premium
Premium per Customer	\$2,503.40	70	77	\$175,238.25
Customers Added (12 Months)	6			
Customers Lost (12 Months)	182			
Net Change (12 Months)	-176			
Customer Lifetime	1.4 yr			
Customer Retention	26.42 %			
No Active Auto	34.09 %			
No Active Home	79.55 %			
No Active Personal Umbrella	100.00 %			

5. Click on **Layout**, then **Add/Edit**. Select the box next to **Phone-Primary**, then click **OK>Finish**
6. Click the column heading **1st Phone** to sort the phone numbers.
7. Check to see if there are any accounts that are missing the phone numbers in this field.
*If there are missing numbers, highlight the clients with the missing numbers, right-click and select **New Report from Selected Entries**.

Last	First	Business	AnnCliPrem	1stPhone	Hm Phone
Barnes	John		0.00		
Gates	William	Bill Gates Immunization Consulting	0.00		
Long	Louise		170.00		
Finkle	Sarah	Noemi's Auto Services	991.73		
Gravel	Jonthan	Scott Gravel & Co	6,648.32		
Alvarez	Guy		1,040.00	(206)555-6163	(206)555-6165
Wheeler	John		1,942.78	(206)555-6171	
Ruther	Barbara		1,030.06	(206)555-6178	
Knowles	Steve		614.00	(206)555-6179	
Sears	Justin		551.00	(206)555-6183	

- Once the new report opens check the other phone fields for a contact number.

Cleanup Customers with no Email

Purpose: Having contact information for clients allows for easier communication by email.

- Click **Reports->Agency Intelligence**.
- On the left menu, click on **Customers** under **Customer KPIs**.
- Select **Group By None**.
- Double-click the **Customers** number on any line to pull up a list of all your accounts.

Agency Intelligence x

Customer KPIs

- ▼ **Customers** 70
 - Policies per Customer 1.1
 - Premium per Customer \$2,503.40
 - Customers Added (12 Months) 6
 - Customers Lost (12 Months) 182
 - Net Change (12 Months) -176
 - Customer Lifetime 1.4 yr
 - Customer Retention 26.42 %
 - No Active Auto 34.09 %
 - No Active Home 79.55 %
 - No Active Personal Umbrella 100.00 %

Total Customers with Active Policies

Group By: None

Customers	Policies	Annual Premium
70	77	\$175,238.25

- Click on **Layout**, then **Add/Edit**. Select the box next to **Email-Primary**, then click **OK>Finish**
- Click the column heading **1st Email** to sort the email addresses.
- Check to see if there are any accounts that are missing the email in this field. *If there are missing emails, highlight the clients with the missing emails, right-click and select **New Report from Selected Entries**.

Last	First	Business	State	AnnCliPrem	1stEmail	Hm Email
Lathrop	Marie		WA	211.00	flower@none.com	flower@none.com
McClary	Jeremy	Candyland Ladies, LLC	WA	500.00	flo@none.com	
Sears	Justin		WA	551.00	craftygrandma@none.com	zygrandma@none.com
Collins	David		WA	682.00	bunny@none.com	
Nelson	Michael		WA	728.00	buffalo@non.com	
Lastname	Jeromie		OR	2,431.25	anna@home.com	anna@home.com
Gates	William	Bill Gates Immunization Consulting		0.00		
Bradsmith	Gregorio	Wash Services	WA	250.00		
Hiatt	Karl		WA	1,879.52		
Anderson	Abraham		WA	1,502.00		

Once the new report opens check the other phone fields for an email address.

Linking Phone Numbers and Emails to Contact Profile

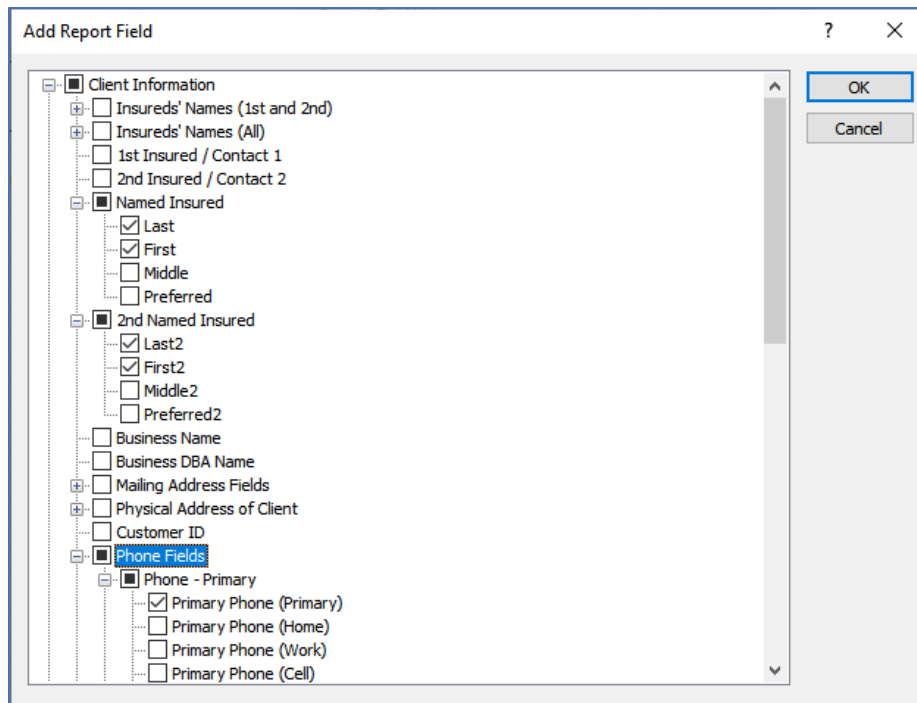
Purpose: When you integrate with third-party software, not having a phone number or email linked to a contact profile may mean that integration will not function properly. (e.g. if you have a service that robocalls clients who have birthdays, it won't know the number to call if it's not associated with a contact profile in CMS).

This will be a big project for many agencies. We recommend saving the report to a desktop as a list that users can work through.

Tip: As you are linking phone numbers to a contact profile you should link the email addresses to the profile at the same time.

Click **Reports->Agency Intelligence**.

1. On the left menu, click on **Customers** under **Customer KPIs**.
2. Select **Group By None**.
3. Double-click the **Customers** number on any line to pull up a list of all your accounts.
4. Click the **Layout** button.
5. Click the **Add/Edit** button.
6. Uncheck the black box next to **Client Information** to remove all checks.



7. Check mark the fields below (some groups need to be expanded by clicking the + to access the sub-fields):
 - a. **Named Insured ->Last**
 - b. **Named Insured->First**
 - c. **2nd Named Insured ->Last2**
 - d. **2nd Named Insured ->First2**
 - e. **Business Name**
 - f. **Phone fields->Phone-Primary->Primary Phone (Primary)**
 - g. **Phone fields->Phone- Contact 1->Contact 1 Phone (Primary)**
 - h. **Phone fields->Phone-Contact 2->Contact 2 Phone (Primary)**
 - i. **Email fields->Email-Primary->Primary Email (Primary)**
 - j. **Email fields->Email- Contact 1->Contact 1 Email (Primary)**
 - k. **Email fields->Email-Contact 2->Contact 2 Email (Primary)**
8. Click **OK**.
9. Click **Save Layout**.

Report Layout

Report Layout: <Current Field List>

Report Fields:

- Last
- First
- Last2
- First2
- Primary Phone (Primary)
- Contact 1 Phone (Primary)
- Contact 2 Phone (Primary)

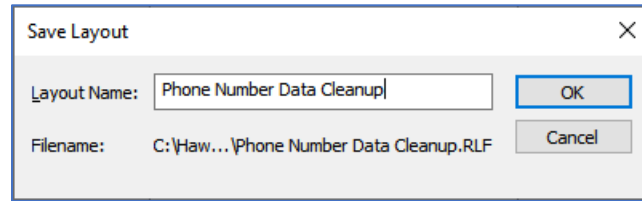
Buttons: Save Layout, Add/Edit, Remove, Default Order

Report Title: Total Customers with Active Policies by Product

Buttons: Finish, Cancel, Help



10. At the **Save Layout** screen, enter in a report name: Phone Number Data Cleanup and click **OK**.

A screenshot of a 'Save Layout' dialog box. The title bar says 'Save Layout' with a close button (X). Inside, there is a 'Layout Name:' label followed by a text box containing 'Phone Number Data Cleanup'. To the right of the text box is an 'OK' button. Below the text box is a 'Filename:' label followed by a text box containing 'C:\Haw...\Phone Number Data Cleanup.RLF'. To the right of the filename text box is a 'Cancel' button.

11. Click **Finish** to the run report.
12. Click the **1st Phone** column. This will identify all those accounts that have no phone number at all. Time to start locating these phone numbers and enter them in your system.
13. Click on **C1 1st Ph** column heading to sort the column. Highlight all records that have an empty **C1 1st Ph** field (click on the first record, arrow down to the last record and shift+click to select the group) and make a new report (right-click, select **New Report from Selected Entries**).
14. Click on **C2 1st Ph** column heading to sort the column. Any record that has data in 1st Phone but nothing in **C1 1st Ph** or **C2 1st Ph**, needs to have the phone number linked to profile. Currently phone numbers are not linked to a profile.
15. Click on **C1 1st Ph** column heading to sort the column— All those with no data in **C1 1st Ph** means that the first named insured does not have their phone number linked to their profile.
16. Click on **C2 1st Ph** column heading to sort the column— All those with no data in **C2 1st Ph** means that the second named insured does not have their phone number linked to their profile.

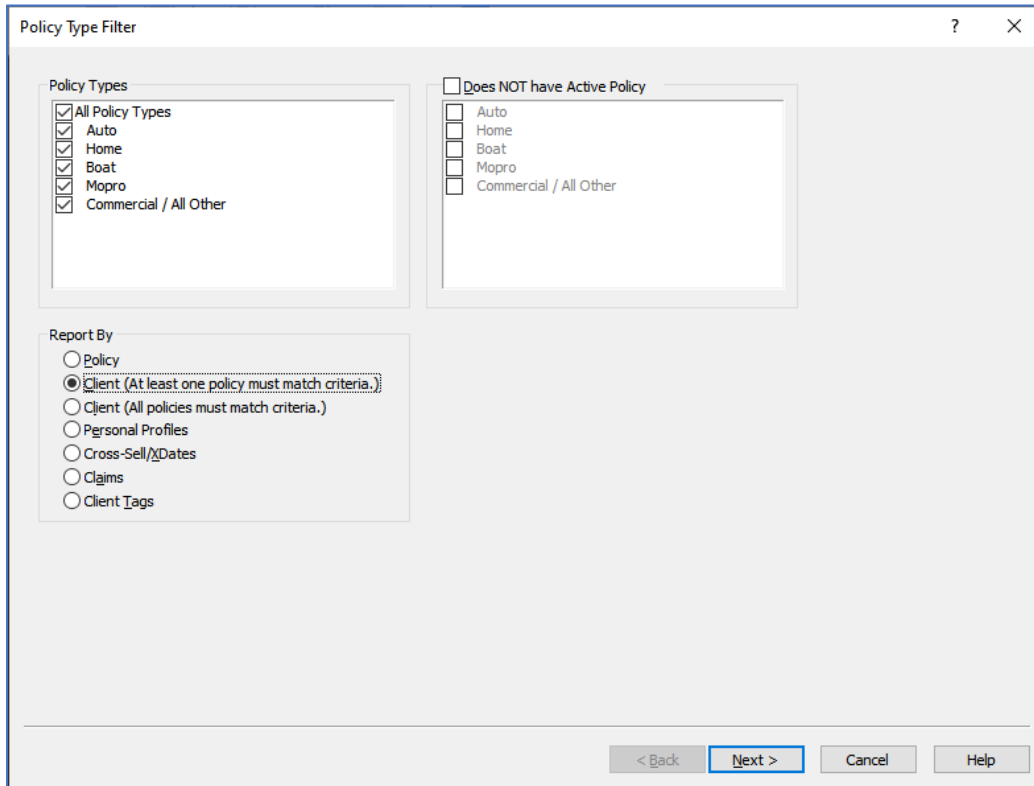
Using Advance Reports for Database Cleanup

The purpose of using Advanced Reports for your database cleanup is that it pulls all active and inactive clients and policies. (Archived clients and policies will still not show on these reports.) By cleaning all of the information in your database it will ensure that all data is uniform. Some third-party vendors use prior policies and clients for marketing or win back campaigns. If the data on the past client or policy is bad, the campaigns will result in wasted time, effort and money. One other great reason to clean all of the data is that if a policy reinstates, it will already be updated to your agencies standards.

Creating the Custom Report Client Level

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.

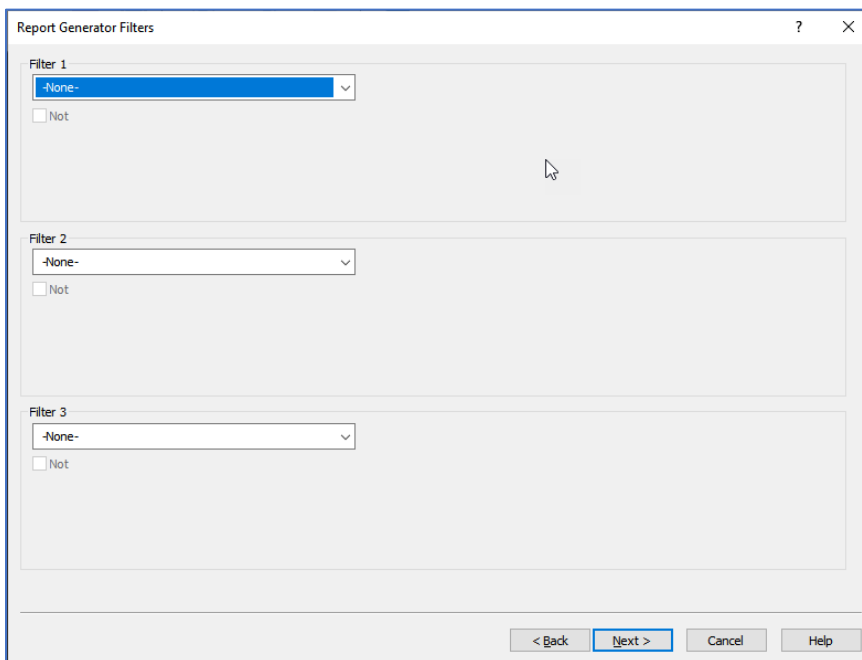
4. Under **Report By**, select Client (At least one policy must match criteria).



The "Policy Type Filter" dialog box contains two main sections. The "Policy Types" section on the left has a list of checkboxes: "All Policy Types", "Auto", "Home", "Boat", "Moprop", and "Commercial / All Other", all of which are checked. To the right of this is a section titled "Does NOT have Active Policy" with checkboxes for "Auto", "Home", "Boat", "Moprop", and "Commercial / All Other", all of which are unchecked. Below these sections is the "Report By" section, which contains a group of radio buttons. The "Client (At least one policy must match criteria.)" option is selected and highlighted with a red box. Other options include "Policy", "Client (All policies must match criteria.)", "Personal Profiles", "Cross-Sell/Dates", "Claims", and "Client Tags". At the bottom right of the dialog are four buttons: "< Back", "Next >", "Cancel", and "Help".

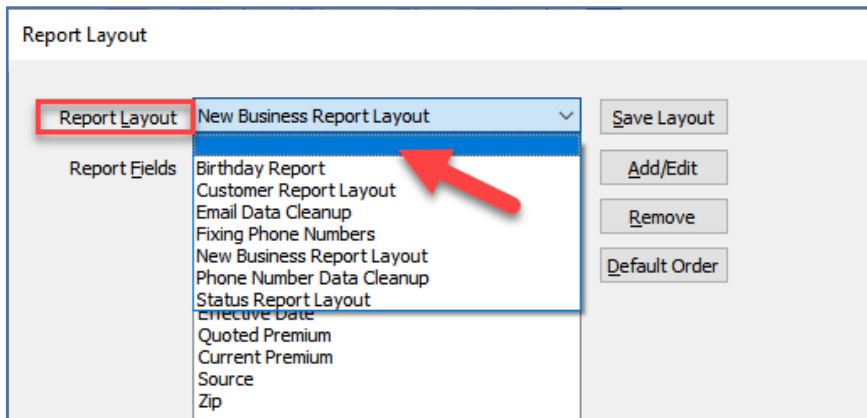
5. Click **Next**.

6. For **Filter 1**, **Filter 2**, and **Filter 3** leave as None.



The "Report Generator Filters" dialog box displays three filter sections, each with a dropdown menu and a "Not" checkbox. "Filter 1" has a dropdown menu showing "-None-" and an unchecked "Not" checkbox. "Filter 2" also has a dropdown menu showing "-None-" and an unchecked "Not" checkbox. "Filter 3" has a dropdown menu showing "-None-" and an unchecked "Not" checkbox. At the bottom right of the dialog are four buttons: "< Back", "Next >", "Cancel", and "Help".

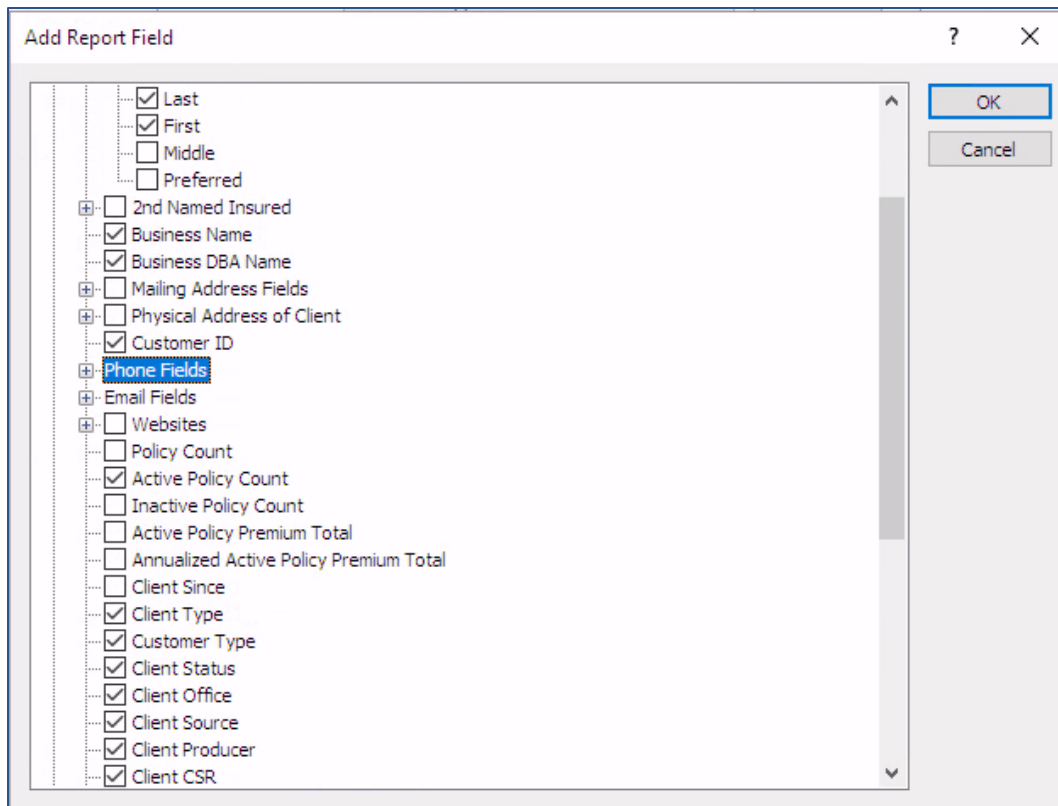
7. Click **Next**.
8. For **Filter 4**, **Filter 5** and **Filter 6** leave as None.
9. Click **Next**.
10. In **Report Layout** screen, click on the **Report Layout** dropdown and select the top blank line to clear all fields.



The screenshot shows the 'Report Layout' interface. On the left, there is a 'Report Fields' section. In the center, a dropdown menu is open, displaying a list of report layouts. The top option, 'New Business Report Layout', is highlighted in blue. A red arrow points to this option. To the right of the dropdown, there are four buttons: 'Save Layout', 'Add/Edit', 'Remove', and 'Default Order'. The 'Report Layout' label at the top of the dropdown is also highlighted with a red box.

Report Layout	Report Fields
New Business Report Layout	
Birthday Report	
Customer Report Layout	
Email Data Cleanup	
Fixing Phone Numbers	
New Business Report Layout	
Phone Number Data Cleanup	
Status Report Layout	
Effective Date	
Quoted Premium	
Current Premium	
Source	
Zip	

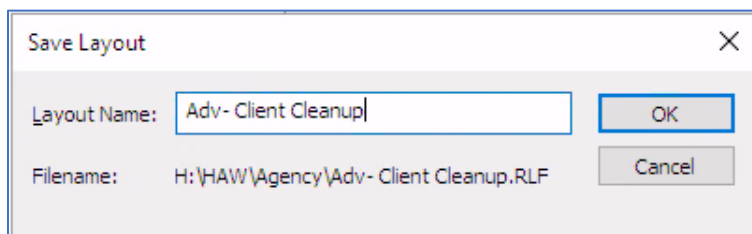
11. Click on the **Add/Edit** button.
12. Click on the + next to **Client Information** and place a check mark in the following fields:
 - a. **Named Insured->Last**
 - b. **Named Insured-> First**
 - c. **Business Name**
 - d. **Business DBA Name**
 - e. **Active Policy Count**
 - f. **Client Type**
 - g. **Customer Type**
 - h. **Client Status**
 - i. **Client Office**
 - j. **Client Source**
 - k. **Client Producer**
 - l. **Client CSR**



13. Click **OK**

14. Click **Save Layout**.

15. Give the layout a name: Database Cleanup and click **OK**.



16. Click **Finish** to run the report.

17. Save the report with Date and Title. Example: 10-16-2021 Client Cleanup

Creating the Custom Report Policy Level

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
4. Click **<New Report>**.
5. Under **Policy Types**, select All Policy Types.
6. Under **Report By**, select Policy.

The screenshot shows a 'Policy Type Filter' dialog box with a title bar containing a question mark and a close button. The dialog is divided into several sections. On the left, under 'Policy Types', there is a list of checkboxes: 'All Policy Types' (checked), 'Auto', 'Home', 'Boat', 'Moppro', and 'Commercial / All Other' (checked). To the right of this list is a checkbox labeled 'Does NOT have Active Policy' which is unchecked. Below the 'Policy Types' section is a 'Report By' section with a list of radio buttons: 'Policy' (selected), 'Client (At least one policy must match criteria.)', 'Client (All policies must match criteria.)', 'Personal Profiles', 'Cross-Sell/XDates', 'Claims', and 'Client Tags'. At the bottom right of the dialog are four buttons: '< Back', 'Next >' (highlighted with a blue border), 'Cancel', and 'Help'.

7. Click **Next**.
8. For **Filter 1**, **Filter 2**, and **Filter 3** leave as None.

Report Generator Filters

Filter 1
 -None-
☐ Not

Filter 2
 -None-
☐ Not

Filter 3
 -None-
☐ Not

< Back Next > Cancel Help

9. Click **Next**.

10. For **Filter 4**, **Filter 5** and **Filter 6** leave as None.

11. Click **Next**.

12. In **Report Layout** screen, click on the **Report Layout** dropdown and select the top blank line to clear all fields.

Report Layout

Report Layout New Business Report Layout

Report Fields

- Birthday Report
- Customer Report Layout
- Email Data Cleanup
- Fixing Phone Numbers
- New Business Report Layout
- Phone Number Data Cleanup
- Status Report Layout
- Effective Date
- Quoted Premium
- Current Premium
- Source
- Zip

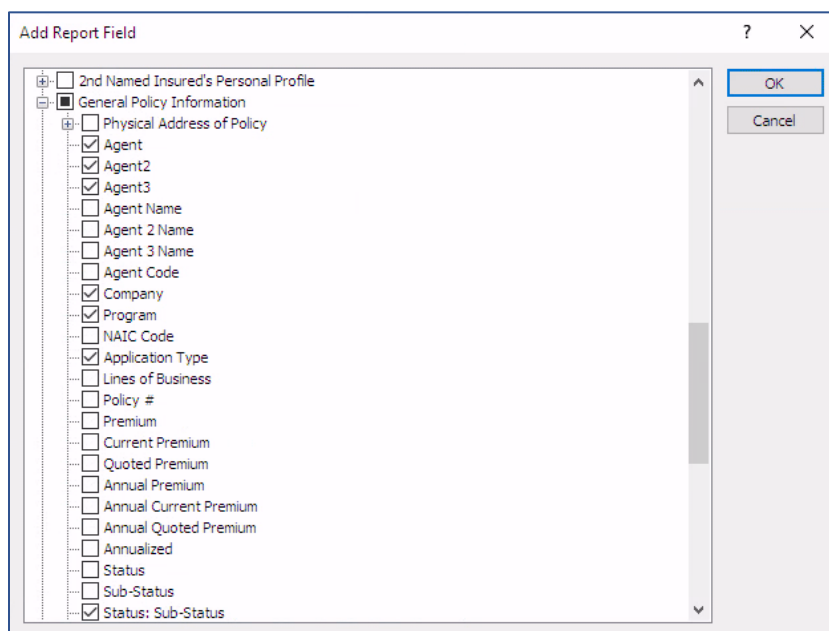
Save Layout Add/Edit Remove Default Order

13. Click on the **Add/Edit** button.

14. Click on the + next to **Client Information** and place a check mark in the following fields:

- Named Insured->Last**
- Named Insured-> First**
- Business Name**
- Business DBA Name**

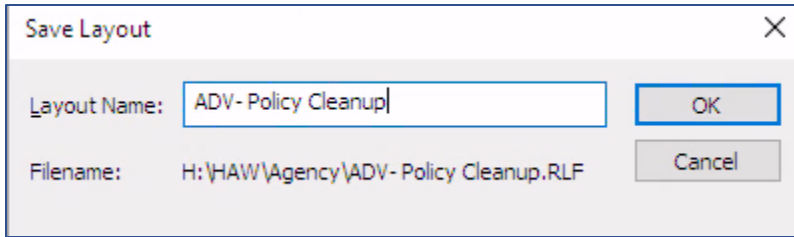
- e. **Customer ID**
- f. **Active Policy Count**
- g. **Agent**
- h. **Agent 2**
- i. **Agent 2**
- j. **Company**
- k. **Program**
- l. **Application Type**
- m. **Current Premium**
- n. **Status:Sub Status**
- o. **Office**
- p. **Source**
- q. **Policy Title**



15. Click **OK**

16. Click **Save Layout**.

17. Give the layout a name: Database Cleanup and click **OK**.



A dialog box titled "Save Layout" with a close button (X) in the top right corner. It contains two input fields: "Layout Name:" with the text "ADV- Policy Cleanup" and "Filename:" with the text "H:\HAW\Agency\ADV- Policy Cleanup.RLF". There are two buttons: "OK" and "Cancel".

18. Click **Finish** to run the report.

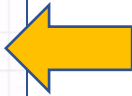
19. Save the report with Date and Title. Example: 10-16-2021 Policy Cleanup

Cleaning up Producer & CSR

1. Open your saved Client Cleanup Report
2. Click **Summary-> C-Producer-> OK**
3. Click on the **C-Producer** heading twice to sort in ascending order.
4. If none of the items under C-Producer are blank you can move along to the next section.
5. If there is a blank under the C-Producer heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Producer to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client(s)

C-Producer	# of Items
002	2
010	1
013	1
014	1
	45
CP1	1
DOI	103
HAW	2
JAT	1
LJG	77
MAT	43
SSS	3




Cleaning up CSR

1. Open your saved Client Cleanup Report
2. Click **Summary-> C-CSR-> OK**
3. Click on the **C-CSR** heading twice to sort in ascending order.
4. If none of the items under C-CSR are blank you can move along to the next section.
5. If there is a blank under the C-CSR heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a CSR to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client(s)

C-CSR	# of Items
002	3
015	1
	57
ADM	13
ASS	1
DOI	65
HAW	2
LJG	1
MAT	36
SSS	101



Cleaning up Client Status

1. Open your saved Client Cleanup Report
2. Click **Summary-> CliStat-> OK**
3. Click on the **CliStat** heading twice to sort in ascending order.
4. If none of the items under CliStat are blank you can move along to the next section.
5. If there is a blank under the CliStat heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Status to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.

- Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client	
CliStat	# of Items
Active	221
DeadFile	57
Prospect	2

Clean up Customer Type

- Open your saved Client Cleanup Report
- Click **Summary-> CliType-> OK**
- Click **<New Report>**.
- Click on the **CliType** heading twice to sort in ascending order.
- Double-click on the number next to the **Customer** heading and a detailed report will open.
- Click **Summary-> CustType-> OK**
- Click on the **CustType** heading twice to sort in ascending order.
- If none of the items under CustType are blank you can move along to the next section.
- If there is a blank under the CustType heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
- Double-click to open a policy.
- Assign a Customer Type to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
- Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
- Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client(s)			
CliType	# of Items	Premium	Active Pol
Vendor	1	0.00	0
Other	1	0.00	0
Agent/E...	2	0.00	0
Carrier	3	0.00	0
Customer	273	2	77

Double-click to display client(s)			
CustType	# of Items	Premium	Active Pol
	3	73	3
Comme...	70	93,701.52	24
Personal	200	239,605.47	50

TIP: If you see a number in **Active Pol** under *Vendor*, *Other*, *Agent*, or *Carrier*, these records have a problem. Either the policy is not valid or the **Client Type** is incorrect.

Cleaning up Client Office

1. Open your saved Client Cleanup Report
2. Click **Summary-> C-Office-> OK**
3. Click on the **C-Office** heading twice to sort in ascending order.
4. If none of the items under C-Office are blank you can move along to the next section.
5. If there is a blank under the C-Office heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign an Office to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client(s)			
C-Office	# of Items	Premium	Active Pol
	7	43	2
1: West...	114	177,524.96	29
2: Sum...	159	150,070.33	46

Cleaning up Client Source

1. Open your saved Client Cleanup Report
2. Click **Summary-> C-Source-> OK**
3. Click on the **C-Source** heading twice to sort in ascending order.
4. If none of the items under C-Source are blank you can move along to the next section.
5. If there is a blank under the C-Source heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Source to the Client using **Action->Internal->Change Client/Policy** and clicking on the **Client** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.

- Run an updated Client Cleanup report and verify that there are no blank lines.

Double-click to display client(s)			
C-Source	# of Items	Premium	Active Pol
	270	205,114.72	70
Cross Sell	2	12,000.00	1
Google	1	0.00	0
Referral	4	97,394.00	3
WALKIN	2	25,120.00	2
Website	1	0.00	1

Cleaning up Policy Office

- Open your saved Policy Cleanup Report
- Click **Summary-> Office-> OK**
- Click on the **Office** heading twice to sort in ascending order.
- If none of the items under Office are blank you can move along to the next section.
- If there is a blank under the Office heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
- Double-click to open a policy.
- Assign an Office to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **GPI (General Policy Information)** tab.
- Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
- Run an updated Policy Cleanup report and verify that there are no blank lines.

Double-click to display client(s)			
Office	# of Items	Premium	Active Pol
	15	5	7
1: West...	124	86,376.28	36
2: Sum...	175	151,679.19	68

Cleaning up Policy Source

- Open your saved Policy Cleanup Report
- Click **Summary-> Source-> OK**
- Click on the **Source** heading twice to sort in ascending order.
- If none of the items under Source are blank you can move along to the next section.
- If there is a blank under the Source heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
- Double-click to open a policy.

7. Assign a Source to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **GPI (General Policy Information)** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Policy Cleanup report and verify that there are no blank lines.

Double-click to display client(s)

Source	# of Items	Premium	Active Pol
	230	19	74
Allentown	1	166.00	1
BOR	3	485.00	1
Capt Agent	2	3,438.00	0
Cross Sell	2	12,000.00	1
Cross Sell...	2	820.00	2
Exhist Cu...	1	3,770.00	0
Existing	9	4,742.58	5

Cleaning up Agent 1, 2, 3

1. Open your saved Policy Cleanup Report
2. Click **Summary-> Agent-> OK**
3. Click on the **Agent** heading twice to sort in ascending order.
4. If none of the items under Agent are blank you can move along to the next section.
5. If there is a blank under the Agent heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign an Agent to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **GPI (General Policy Information)** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Policy Cleanup report and verify that there are no blank lines.

Double-click to display client(s)			
Agent	# of Items	Premium	Active Pol
001	1	0.00	1
002	1	800.00	0
005	8	110,637.05	14
008	18	8,946.23	11
010	1	0.00	0
013	1	12,000.00	1
014	1	5,299.00	0
	88	0.00	16
ADM	3	250.00	6
CP1	1	0.00	0
DOI	79	60,413.85	27
HAW	3	17,819.00	0

Policies with No Premium

1. Open your saved Policy Cleanup Report
2. Click **Summary-> Premium-> OK**
3. Click on the **Premium** heading twice to sort in ascending order.
4. If none of the items under Premium are \$0.00 you can move along to the next section.
5. If there is a \$0.00 premium under the Premium heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Premium to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **GPI (General Policy Information)** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Policy Cleanup report and verify that there are no blank lines.

Double-click to display client(s)		
Premium	# of Items	Premium
0.00	47	0
50.00	2	100.00
73.00	1	73.00
79.00	1	79.00
82.00	1	82.00
90.00	1	90.00
100.00	4	400.00
101.00	1	101.00
103.00	1	103.00
117.00	1	117.00
120.00	1	120.00

Correcting Policy/Company Setup

If a company has multiple names in your system, you will need to correct this in **Policy/Company Setup**. This process has multiple steps. Address one company at a time and verify the data has been properly cleaned up before going to the next company. Start with a company that doesn't have many policies for practice.

1. Open the Advanced Report for Client Cleanup, then group by Company. Determine which company has multiple names. Identify the company name that you prefer the most. This will be the company name that you will keep and will be consistently used going forward.
2. Go to **Policy/Company Setup**.
3. Look at each line of business tab and make the company name the same under each tab if it exists: **Auto, Home, Boat, Mopro, Commercial/Other**.
4. Also review each tab for duplicate names for the same company. Delete the duplicates (this will not remove the name from the existing policies).
5. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
6. Run an updated Policy Cleanup report and verify that there are no policies left under the prior companies.

Shake Quake	3
Travelco	17
Travelers	5
Travelers Commercial	2
TreeHouse	28
U Zoom	1
United States Indemnity	1
UZoom	34
Vroom Classic Car	2

Tip: If you do not find the company name in the **Policy/Company Setup**, you probably fixed it previously but did not update the policies.

Note: If there are a large number of accounts that need to be assigned to a different Company name, call HawkSoft Customer Support, and they will walk you through doing a "data replace" updating multiple records in one action. **Important: Always run a CMS Backup immediately prior to running a data replace.**

Cleanup Company & Program

Purpose of assigning the Company: allows an agency to see metrics such as premium volume and number of policies for each Company. This is very important when you meet with your company sales force and for completing your errors and omissions application.

This report will help you to identify policies that do not have a Company assigned or help you identify duplications of companies in your **Policy/Company Setup**.

1. Open the Advanced Report for Policy Cleanup, then group by Company. Click on the **Company** column heading to sort in alphabetical order.
2. Scroll to the top to see if a blank line exists.
3. If so, double-click on the **Policies** number and a detailed report will open.
4. Double-click to open a policy.
5. Assign a Company to the policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.

Double-click to display client(s)	
Company	# of Items
	1
<Agriculture Coverage Template>	1
<Prospect>	9
American Driving Records	1
Auto-Owners	1
Banner Life	1

Cleanup Policy Title

Purpose of looking at the Policy Title: allows an agency to see metrics such as premium volume and number of policies for each Policy Title. This can also be helpful in completing your errors and omissions application. Policy Titles can be used to easily identify special types of policies (e.g. Bonds- notary, secretary, title, janitorial, contractors, etc.)

This report will help you to identify duplications of Policy Titles in your Policy/Company Setup. It is not unusual for agencies to discover they have multiple titles for the same line of business (e.g. AUTOP, PAUTO, PERAUTO which should all be referencing a personal auto policy). For the purposes of this workshop, we will be addressing one line of business. You can extrapolate this to other lines of business. There are cases where a custom Policy Title for personal autos makes a great deal of sense for instance classic autos, might have a Policy Title of COLLECTOR. However, it does not make sense to have multiple codes for things that are not unique.

1. Open the Advanced Report for Policy Cleanup, then group by Company. Click on the **Company** column heading to sort in alphabetical order.
2. Scroll to the top to see if a blank line exists.
3. Click on the **Policy Title** column heading to sort in alphabetical order.
4. Determine how many Policy Titles you have that represent personal auto. Look for AUTOP (system default), PAUTO, PERAUTO, or any other code that represents personal auto that are not unique situations (e.g. Classic Auto).

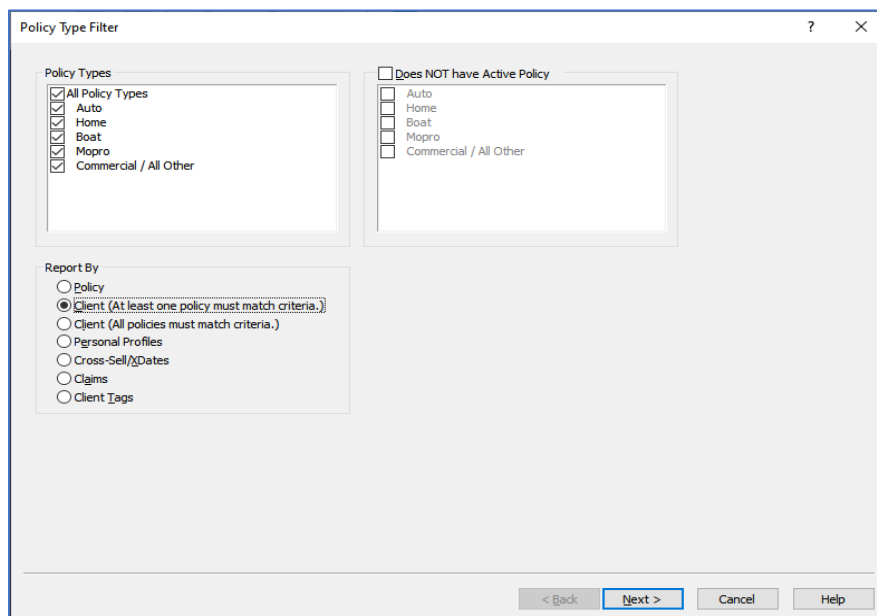
EVENT	1	\$1,548.07
FARM	2	\$3,189.00
HOME	8	\$97,082.54
HOMEOWNERS	2	\$1,486.00

Tip: You might want to correct the **Policy/Company Setup** before the individual policies, so that the invalid Policy Titles are no longer available for use.

Running Advanced Cleanup Reports

Advanced- Client Level Cleanup Report

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.
4. Under **Report By**, select Client (At least one policy must match criteria).



The screenshot shows a 'Policy Type Filter' dialog box with the following options:

- Policy Types:** A list box containing 'All Policy Types', 'Auto', 'Home', 'Boat', 'Motor', and 'Commercial / All Other'. All items are checked.
- Does NOT have Active Policy:** A list box containing 'Auto', 'Home', 'Boat', 'Motor', and 'Commercial / All Other'. All items are unchecked.
- Report By:** A group box containing radio buttons for 'Policy', 'Client (At least one policy must match criteria.)', 'Client (All policies must match criteria.)', 'Personal Profiles', 'Cross-Sell/Updates', 'Claims', and 'Client Tags'. The 'Client (At least one policy must match criteria.)' option is selected.

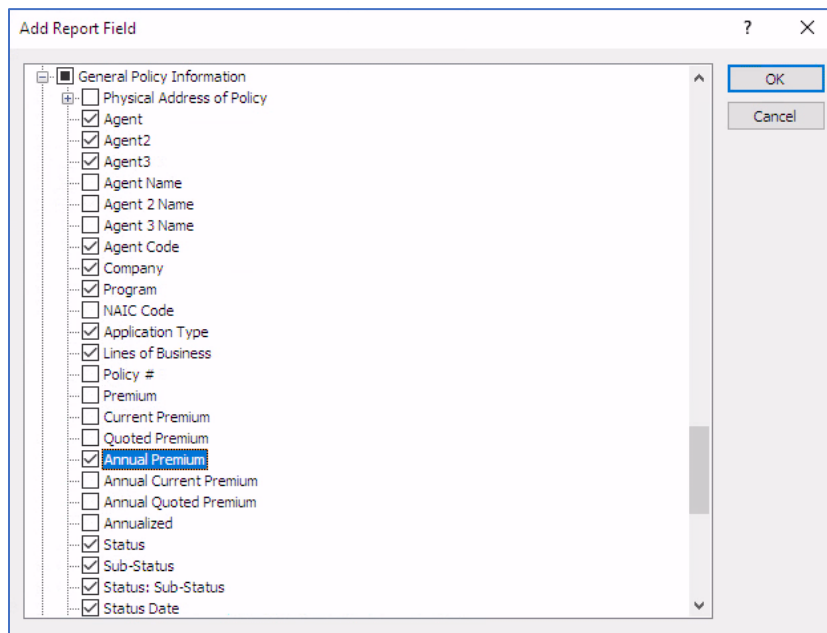
At the bottom of the dialog box are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The 'Next >' button is highlighted with a blue border.

5. Click **Next**.
6. For **Filter 1**, **Filter 2**, and **Filter 3** leave as None.

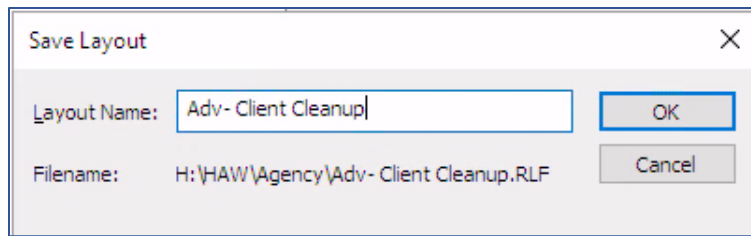
7. Click **Next**.
8. For **Filter 4**, **Filter 5** and **Filter 6** leave as None.
9. Click **Next**.
10. In **Report Layout** screen, click on the **Report Layout** dropdown and select the top blank line to clear all fields.

11. Click on the **Add/Edit** button.
12. Click on the + next to **Client Information** and place a check mark in the following fields:
 - a. **Named Insured-> Last**
 - b. **Named Insured-> First**
 - c. **Names Insured-> Preferred**
 - d. **2nd Named Insured-> Last**
 - e. **2nd Named Insured-> First**
 - f. **2nd Named Insured-> Preferred**
 - g. **Named Insured-> First**
 - h. **Mailing Address Fields-> Address**
 - i. **Mailing Address Fields-> Address 2**
 - j. **Mailing Address Fields-> City**
 - k. **Mailing Address Fields-> State**

- l. **Mailing Address Fields-> Zip**
- m. **Phone-Primary-> Primary Phone (Primary)**
- n. **Phone Contact 1-> Contact 1 Phone (Primary)**
- o. **Phone Contact 2-> Contact 2 Phone (Primary)**
- p. **Email- Primary-> Primary Email**
- q. **Email- Contact 1-> Contact 1 Email**
- r. **Email- Primary-> Contact 2 Email**
- s. **Policy Count**
- t. **Active Policy Count**
- u. **Inactive Policy Count**
- v. **Annualized Active Premium Total**
- w. **Client Type**
- x. **Customer Type**
- y. **Client Status**
- z. **Client Office**
- aa. **Client Source**
- bb. **Client Producer**
- cc. **Client CSR**



13. Click **OK**
14. Click **Save Layout**.
15. Give the layout a name: "Adv- Client Cleanup" and click **OK**.



A dialog box titled "Save Layout" with a close button (X) in the top right corner. It contains two input fields: "Layout Name:" with the text "Adv- Client Cleanup" and "Filename:" with the text "H:\HAW\Agency\Adv- Client Cleanup.RLF". There are two buttons: "OK" and "Cancel".

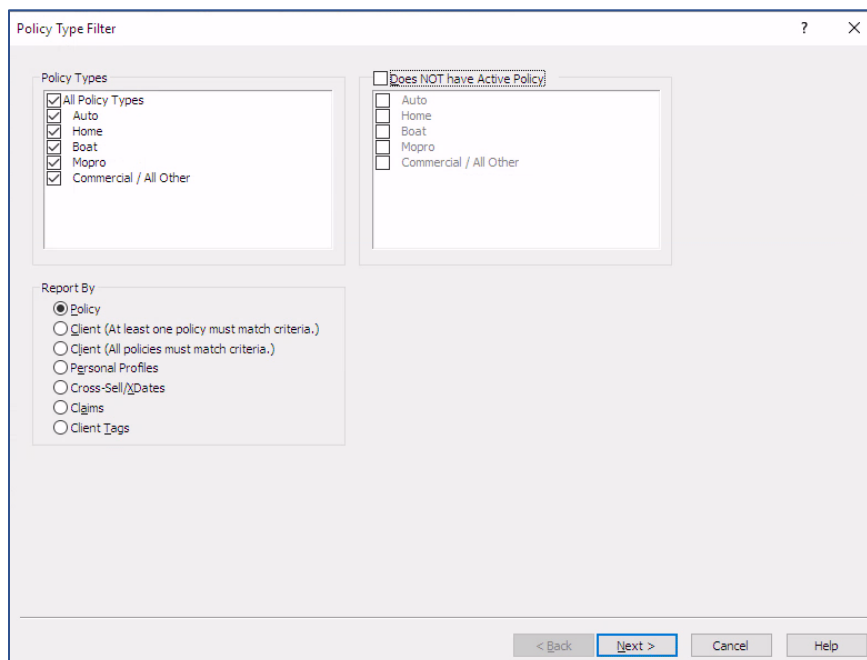
16. Click **Finish** to run the report.

17. Save the report with Date and Title. Example: 10-16-2021 Adv-Client Cleanup

TIP: Once your report has run, you can click the **Layout** button and remove or add data fields from your report. This way you can view more information or remove some information to make it easier to focus on the area you are reviewing.

Advanced- Policy Level Cleanup Report

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
4. Click **<New Report>**.
5. Under **Policy Types**, select All Policy Types.
6. Under **Report By**, select Policy.



A dialog box titled "Policy Type Filter" with a question mark icon and a close button (X) in the top right corner. It contains two main sections: "Policy Types" and "Report By".

Policy Types:

- ☒ All Policy Types
- ☒ Auto
- ☒ Home
- ☒ Boat
- ☒ Moppro
- ☒ Commercial / All Other

Does NOT have Active Policy:

- ☐ Auto
- ☐ Home
- ☐ Boat
- ☐ Moppro
- ☐ Commercial / All Other

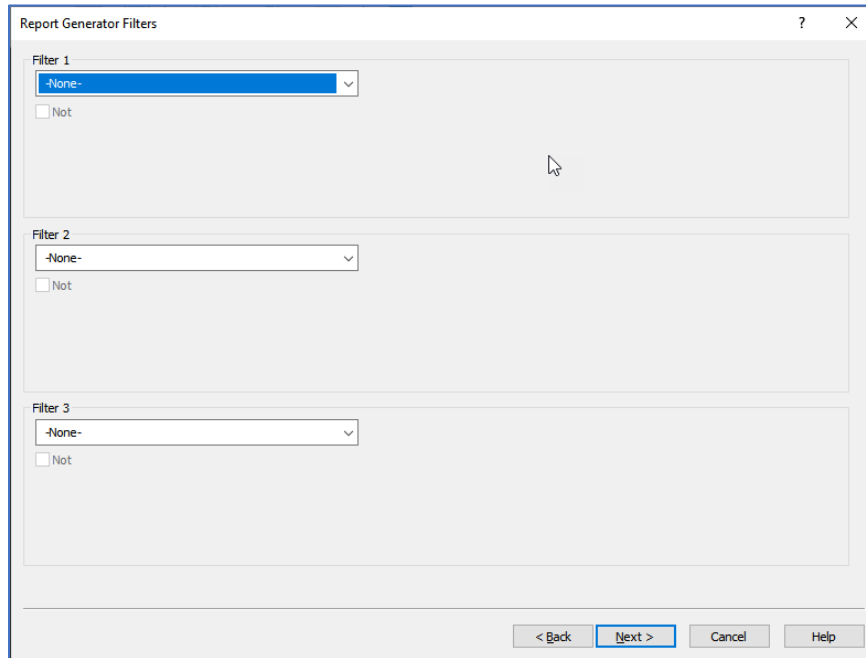
Report By:

- ☒ Policy
- ☐ Client (At least one policy must match criteria.)
- ☐ Client (All policies must match criteria.)
- ☐ Personal Profiles
- ☐ Cross-Sell/XDates
- ☐ Claims
- ☐ Client Tags

At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

7. Click **Next**.

8. For **Filter 1**, **Filter 2**, and **Filter 3** leave as None.

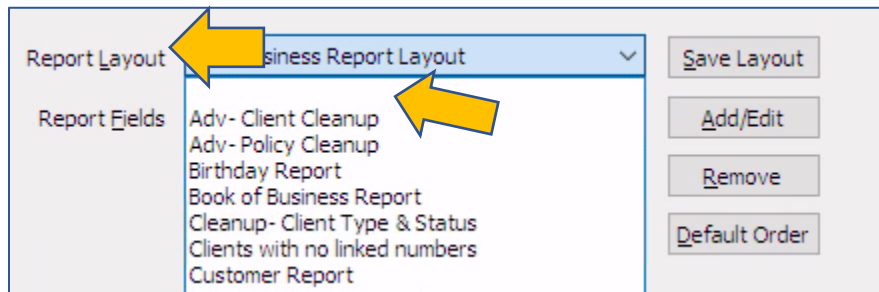


9. Click **Next**.

10. For **Filter 4**, **Filter 5** and **Filter 6** leave as None.

11. Click **Next**.

12. In **Report Layout** screen, click on the **Report Layout** dropdown and select the top blank line to clear all fields.

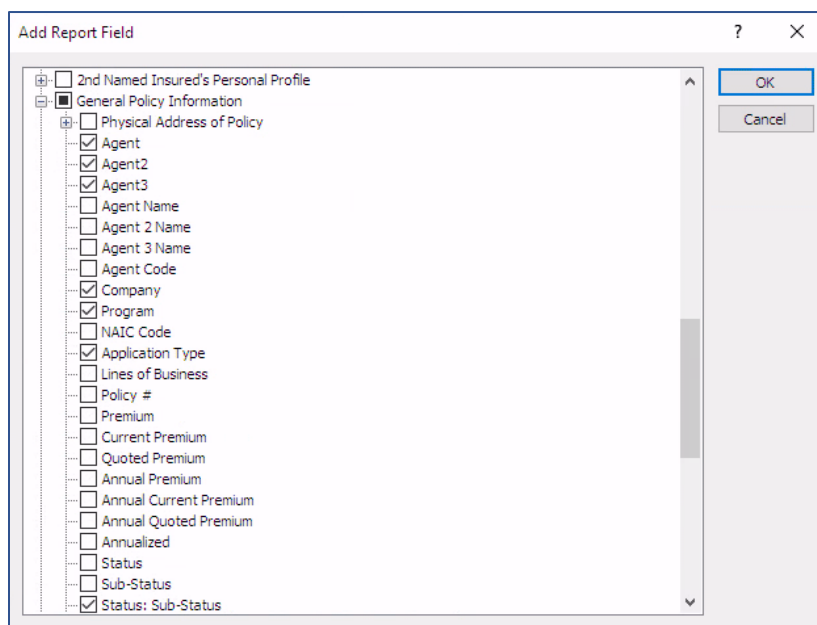


13. Click on the **Add/Edit** button.

14. Click on the + next to **Client Information** and place a check mark in the following fields:

- a. **Named Insured->Last**
- b. **Named Insured-> First**
- c. **Business Name**
- d. **Business DBA Name**
- e. **Customer ID**
- f. **Active Policy Count**

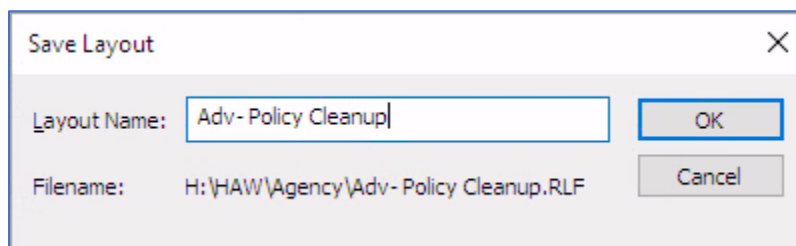
- g. **Agent**
- h. **Agent 2**
- i. **Agent 2**
- j. **Company**
- k. **Program**
- l. **Application Type**
- m. **Current Premium**
- n. **Status:Sub Status**
- o. **Office**
- p. **Source**
- q. **Policy Title**



15. Click **OK**

16. Click **Save Layout**.

17. Give the layout a name: "Adv- Policy Cleanup" and click **OK**.



18. Click **Finish** to run the report.

19. Save the report with Date and Title. Example: 10-16-2021 Adv-Policy Cleanup

Policy Company Setup -Advanced

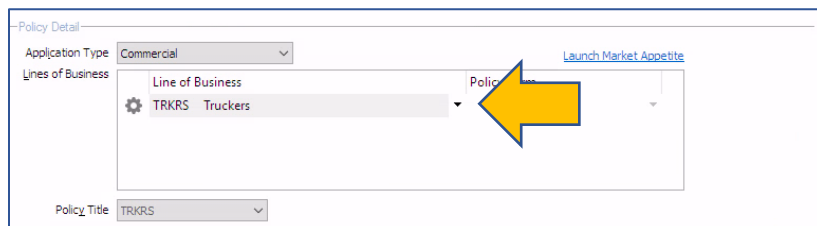
In the previous sections we reviewed correcting Company, Program, and Policy Title in the Policy/Company Setup. This section will review a few of the other key areas to focus on. It is important to remember that you will need to correct each affected section and each state for each company.

The screenshot shows the 'Policy / Company Setup' window. At the top, there are tabs: 'Auto', 'Home', 'Boat', 'Mopro', and 'Commercial / All Other'. Below the tabs is a 'State' dropdown menu currently set to 'Washington'. A list of companies is displayed, with 'Safeco' highlighted. To the right of the list are buttons: 'Edit', 'New', 'Delete', 'Copy To', and 'Print'. Yellow arrows point to the 'Commercial / All Other' tab, the 'State' dropdown, and the 'Safeco' company entry.

The screenshot shows the 'Policy Info' section of the software. On the left is a sidebar with navigation links: 'Company Info', 'Contact Information', 'Agent Codes', 'Company Website', 'Policy Info' (highlighted), 'Commission', and 'Lines of Business / Coverages'. The main area contains several configuration sections: 'Programs' with a checkbox 'Use Program as Formal Name' and buttons 'Edit', 'Add', 'Remove'; 'NAIC List' with buttons 'Edit', 'Add', 'Remove'; 'Policy Forms' with buttons 'Edit', 'Add', 'Remove'; 'Term' with buttons 'Edit', 'Add', 'Remove'; 'Policy Snapshot Override' with a dropdown 'Use General Configuration Setting (Automatically)'; and a checkbox 'Use Custom Policy Titles' with the text 'Policy Titles are determined by the Line of Business'. Yellow arrows point to 'Agent Codes', 'Policy Info' in the sidebar, the 'Programs' section, the 'NAIC List' section, the 'Policy Forms' section, the 'Term' section, and the 'Use Custom Policy Titles' checkbox.

Line of Business

Here we are looking to make sure that we don't have any blank Lines of Business. Most of the Lines of Business are selected to go with the policy type in Policy/Company Setup.



The screenshot shows the 'Policy Detail' form. At the top, 'Application Type' is set to 'Commercial'. Below it, 'Lines of Business' is a dropdown menu currently showing 'TRKRS Truckers'. A yellow arrow points to this dropdown. To the right of the dropdown is a 'Launch Market Appetite' link. At the bottom, 'Policy Title' is set to 'TRKRS'.

1. Open your saved Policy Cleanup Report
2. Click **Summary-> LOBs-> OK**
3. Click on the **LOBs** heading twice to sort in ascending order.
4. If none of the items under **LOBs** are blank you are done.
5. If there is a blank under the **LOBs** heading, click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Line of Business to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Policy Cleanup report and verify that there are no blank lines.

Agent Code

Reviewing the agent code is one of the hardest parts of data cleanup for large agencies or agencies that have multiple producer codes and location. Here we are looking to make sure that we don't have any blank Agent Codes. Sometimes we may also need to review the Agent Code after a book purchase or a code consolidation.

1. Open your saved Policy Cleanup Report
2. Click **Summary-> Company-> OK**
3. Click on the **Company** heading twice to sort in ascending order.
4. If there is not a blank under the **Company** heading, continue to step 8.
5. If there is a blank under the **Company** heading, click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Assign a **Company** to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.
7. Return to the Summary by Company Report.
8. Click on the number next to each Company in the **# of Items** heading and a detailed report will open.
9. Click **Summary-> AgentCode-> OK**

10. Click on the **AgentCode** heading twice to sort in ascending order.
11. If there is a blank under the **AgentCode** heading, click on the number next to the blank in the **# of Items** heading and a detailed report will open.
12. Assign an **AgentCode** to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.
13. If there is not a blank under the **AgentCode** heading, review the codes to make sure that they are all correct.
14. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
15. Run an updated Policy Cleanup report and verify that there are no blank lines.

Policy Form

Reviewing the Policy Form report is fairly simple. You are simply looking to make sure that the Policy Form listed is correct for the Line of Business assigned to the policy. It is recommended that you clean up Company, Program, Application Type, and Line of Business before starting on the Policy Form cleanup.

1. Open your saved Policy Cleanup Report
2. Click **Summary-> PolicyForm-> OK**
3. Click on the **PolicyForm** heading twice to sort in ascending order.
4. If none of the items under PolicyForm are blank you can move along to the next section.
5. If there is a blank under the PolicyForm heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
6. Double-click to open a policy.
7. Assign a Policy Form to the Policy using **Action->Internal->Change Client/Policy** and clicking on the **General Policy Information** tab.
8. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.
9. Run an updated Client Cleanup report and verify that there are no blank lines.

More Advanced Reporting

Advanced Cancellation Report:

This report will show all policies that have cancelled or expired in the agency regardless of reason during the specified period of time. The advantage to this report is that policies that cancelled due to being “replaced” will also show. It is important to review the policy Status to determine the cancellation reason. It is also imperative that you sure that if it was rewritten within the agency that the proper Replaced-Status is added to the policy.

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.
4. Under **Report By**, select Policy.

Policy Type Filter

Policy Types

- ☒ All Policy Types
- ☒ Auto
- ☒ Home
- ☒ Boat
- ☒ Moprop
- ☒ Commercial / All Other

Does NOT have Active Policy

- ☐ Auto
- ☐ Home
- ☐ Boat
- ☐ Moprop
- ☐ Commercial / All Other

Report By

- ☒ Policy
- ☐ Client (At least one policy must match criteria.)
- ☐ Client (All policies must match criteria.)
- ☐ Personal Profiles
- ☐ Cross-Sell/Dates
- ☐ Claims
- ☐ Client Tags

< Back Next > Cancel Help

5. Click **Next**.
6. For **Filter 1** select **Status** and then **All Cancelled**
7. For **Filter 2** select **Status Date**, then **Date Range** and fill in the **From** and **To** dates
8. For **Filter 3**, **Filter 4**, **Filter 5**, and **Filter 6** leave as None.
9. Click **Next**.

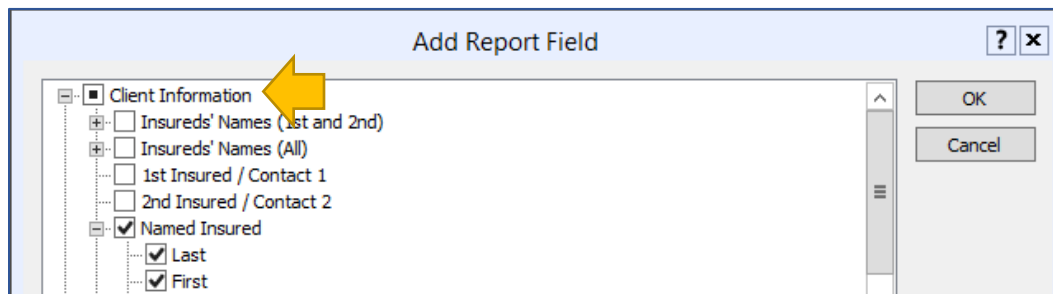
10. In **Report Layout** screen, Click on the **Add/Edit** button.

11. Click on the + next to **Client Information** and place a check mark in the following fields:

- a. **Named Insured->Last**
- b. **Named Insured-> First**
- c. **Business Name**
- d. **Business DBA Name**
- e. **Customer ID**
- f. **Active Policy Count**

12. Click on the + next to **General Policy Information** and place a check mark in the following fields:

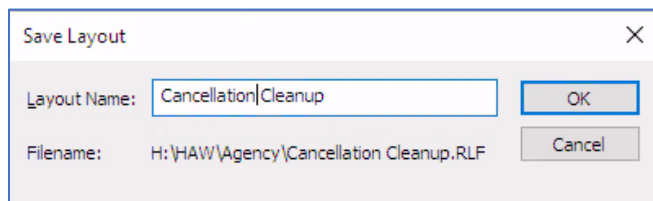
- a. **Company**
- b. **Policy #**
- c. **Annual Premium**
- d. **Policy Title**
- e. **Status: Sub-Status**
- f. **Status Date**



13. Click **OK**

14. Click **Save Layout**.

15. Give the layout a name: “Cancellation Cleanup” and click **OK**.



16. Click **Finish** to run the report.

17. Save the report with Date and Title. Example: 10-16-2021 Cancellation Cleanup

***Tip: A variety of Filter and Fields can be used to run more precise reports. These instructions are for a basic Cancellation Report. We recommend that you tailor the Filters and Fields to your agency’s report needs by adding the servicing agent or producer, location, etc.**

Advanced New Business Report:

This report will show all policies that were issued during the specific time period using “Sold Date”. The advantage to this report is that policies that issued due to being a “Rewrite” will also show. It is important to know which policies were rewritten and to make sure that the status reflects that it was a re-write.

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.

2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.
4. Under **Report By**, select Policy.

Policy Type Filter

Policy Types

- ☒ All Policy Types
- ☒ Auto
- ☒ Home
- ☒ Boat
- ☒ Moprop
- ☒ Commercial / All Other

Does NOT have Active Policy

- ☐ Auto
- ☐ Home
- ☐ Boat
- ☐ Moprop
- ☐ Commercial / All Other

Report By

- ☒ Policy
- ☐ Client (At least one policy must match criteria.)
- ☐ Client (All policies must match criteria.)
- ☐ Personal Profiles
- ☐ Cross-Sell/Dates
- ☐ Claims
- ☐ Client Tags

< Back Next > Cancel Help

5. Click **Next**.
6. For **Filter 1** select **Sold**, then **Date Range** and fill in the **From** and **To** dates
7. For **Filter 2**, **Filter 3**, **Filter 4**, **Filter 5**, and **Filter 6** leave as None.
8. Click **Next**.

Report Generator Filters

Filter 1

Sold Date * Date Range From: 09/01/2022 To: 09/30/2022

☐ Not

Filter 2

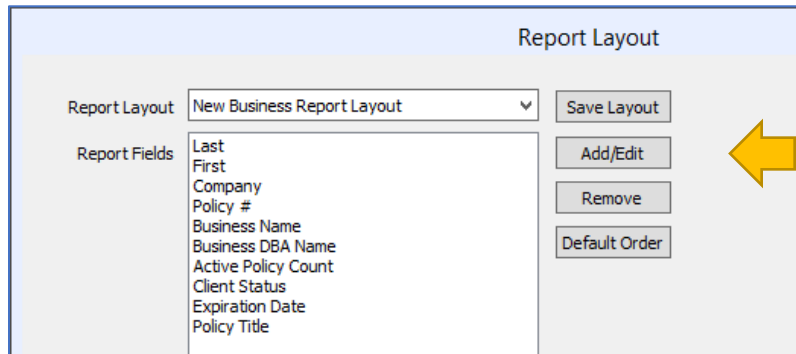
-None- ☐ Not

Filter 3

-None- ☐ Not

< Back Next > Cancel Help

9. In **Report Layout** screen, Click on the **Add/Edit** button.



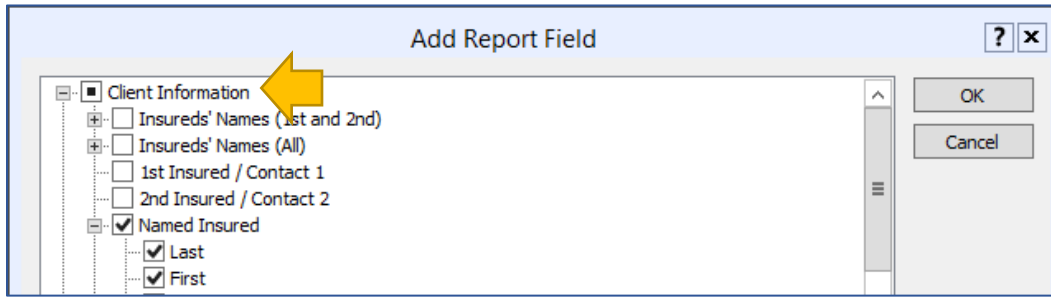
10. Click on the + next to **Client Information** and place a check mark in the following fields:

- a. **Named Insured->Last**
- b. **Named Insured-> First**
- c. **Business Name**
- d. **Business DBA Name**
- e. **Customer ID**
- f. **Active Policy Count**

11. Click on the + next to **General Policy Information** and place a check mark in the following fields:

- a. **Company**
- b. **Program**
- c. **Lines of Business**
- d. **Policy #**
- e. **Annual Premium**
- f. **Policy Title**
- g. **Effective Date**
- h. **Inception Date**
- i. **Sold Date**
- j. **Source**
- k. **Policy Title**

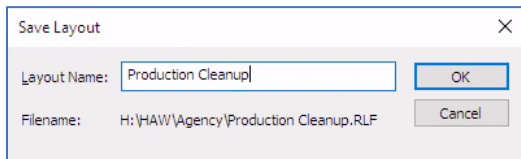
I. Policy Form



12. Click **OK**

13. Click **Save Layout**.

14. Give the layout a name: "Production Cleanup" and click **OK**.



15. Click **Finish** to run the report.

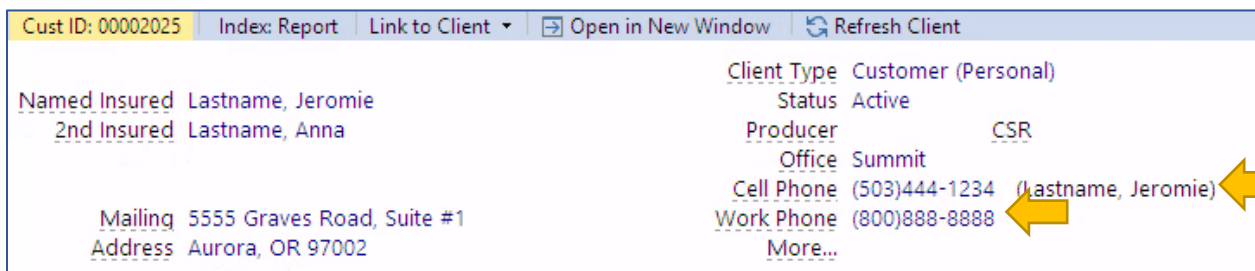
16. Save the report with Date and Title. Example: 10-16-2021 Production Cleanup

Advanced- Client Profile Audit

Fix unassociated email addresses and cell phone numbers for Named Insureds/Main Contacts

For Named Insureds/Main Contacts that do not have an email address and/or cell phone number linked to them, the following steps help you run a Personal Profile report to determine which Contacts need updating. Once you run the report, you can double-click on each client to open the file and associate the Named Insureds/Main Contacts with a specific email address and phone number.

(In this example the Cell Phone is linked to a Profile. The Work Phone is not.)



Running the Report:

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.

2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.
4. Under **Report By**, select **Personal Profile**.

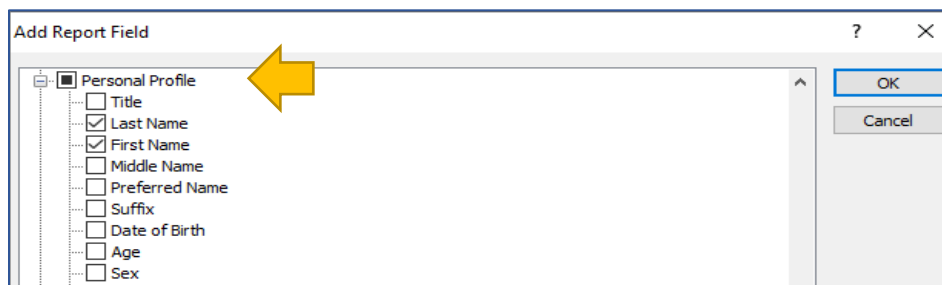
5. Click **Next**.
6. For **Filter 1, Filter 2, Filter 3, Filter 4, Filter 5, and Filter 6** leave as None.
7. ** To only include active policies, For **Filter 1** select **Status** and then **All Active**.
8. Click **Next**.
9. In **Report Layout** screen, Click on the **Add/Edit** button.

10. Click on the **+** next to **Client Information** and place a check mark in the following fields:
 - a. **Named Insured->Last**
 - b. **Named Insured-> First**

- c. **Business Name**
- d. **Business DBA Name**
- e. **Customer ID**
- f. **Phone- Primary: Primary Phone (Cell)**
- g. **Phone- Contact 1: Contact 1 Phone (Cell)**
- h. **Phone- Contact 2: Contact 2 Phone (Cell)**
- i. **Email- Primary: Primary Email**
- j. **Email- Contact 1: Contact 1 Email**
- k. **Email- Contact 2: Contact 2 Email**
- l. **Active Policy Count**

11. Click on the + next to **Personal Profile** and place a check mark in the following fields:

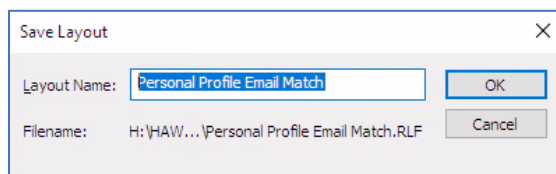
- a. **Last Name**
- b. **First Name**
- c. **Named Insured/Main Contact**
- d. **Business Name**



12. Click **OK**

13. Click **Save Layout**.

14. Give the layout a name: "Personal Profile Email Match" and click **OK**.



15. Click **Finish** to run the report.

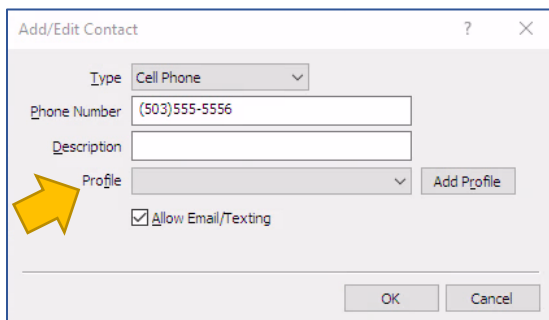
16. Save the report with Date and Title. Example: 10-16-2021 Personal Profile Email Match

Reviewing the Report:

1. Open your saved Personal Profile Email Match Report
2. Click **Summary-> PMainConta-> OK**
3. In the summary you will see **True** and **False**. **True** is all the Personal Profiles that are listed as a Named Insured or Main Contact. **False** is all the Personal Profiles that are Additional Insureds on a policy.

New Business Report (104 records)		PMainConta	
Double-click to display client(s)			
PMainConta	# of Items	Premium	Active Pol
True	98	276,422.24	110
False	6	5,215.19	10

4. Click on **True** under the **PMainConta** heading and a detailed report will open.
5. Click **Summary-> P1stPhone-> OK**
6. Click on the **P1stPhone** heading twice to sort in ascending order.
7. If none of the items under P1stPhone are blank you can move along to the next section.
8. If there is a blank under the P1stPhone heading, double-click on the number next to the blank in the **# of Items** heading and a detailed report will open.
9. Double-click to open a policy.
10. Assign a Phone Number to the Personal Profile using **Action->Internal->Change Client/Policy** and clicking on the **Name and Address** tab.
11. Double-click the phone number (or email) that is not linked to a profile and select the correct profile from the available options. **In the rare case that there is only a home number for the file you can "Link to Client" using the Profile drop down.




Add/Edit Contact

Type: Cell Phone

Phone Number: (503)555-5556

Description:

Profile:  Add Profile

☒ Allow Email/Texting

OK Cancel

12. Continue until all the numbers have been assigned to a contact.
13. Run **Tools->File Maintenance->Freshen Indexes** after correcting all data. For best results, other users should be logged out of CMS while running File Maintenance.

14. Run an updated report and verify that there are no blank lines.

** Repeat the process above for **P1stEmail** as well.

Additional Items to Consider

“Preferred Name”

Reviewing the Preferred Name listed for clients can turn up a variety of issues. The Preferred Name field is used in many mail merge and email templates. When reviewing the Preferred Name field you should be looking for things that are not names. *Some agencies have used this field for the person’s role within a business, military rank, relationship, thoughts on the client, etc. This field should only be used for the client’s preferred name.

Producer, Agent, CSR

The first thing to consider is what each field means to your agency. “Producer”, “CSR”, and “Agent” can be used in a variety of ways. This section will help you decide the pros and cons of each field and show you where each field is located. Be sure that the fields are used consistently in each file.

Below is where to locate the “Producer” & “CSR” Fields. The “Producer” and “CSR” cannot be different for each policy for the same client as this reporting is done at the Client Level and the “Agent” assigned to the individual policy is not considered.

Search Previous Next Scratch Print Action Website Appetite Manual Issued Renew Reinst Ins Cx

Start Page **Mouse, Mickey** x

Cust ID: 00000001 Masked Index: Name Linked to 00011931 Open in New Window Refresh Client

Named Insured	Mouse, Mickey (Mick)	Client Type	Customer (Personal)
2nd Insured	Mouse, Minnie (Min)	Status	Active
		Producer	SJ CSR
		Office	Centralia Office
Mailing Address	123 Donald Duck Lane NW Centralia, WA 98531	Home Phone	(509)555-1212 (Mouse, Mickey)
		Other Email	disney@otheremail.com
		More...	

Below is where to locate the “Agent” Fields. This reporting is done at the Policy Level and the “Agent” assigned to the individual policy is considered. The “Agent” can be different on each policy for the same client. The “Producer” and “CSR” are not considered.

Address: Centralia, WA 98531 [More...](#)

Client	17-AUTOP (Prospect)	16-Personal (Prospect)	15-AUTOP	14-Home	13-AUTOP	11-AUTOP	9-HOME	8-AUTOP	7-
GPI	Logs	2015 Subaru	2018 Toyota	2003 Chevrolet	Mickey	Fees	Invoicing	Forms	Attachments

Company: <Prospect> (WA) Term: 6 Months Application Type: Pe
 Program Effective Date: 01/16/2020 Lines of Business: AU
 NAIC Expiration Date: 07/16/2020 Policy Form
 Agent 1 Status: Renewal Billing Type
 Agent Code Status Date: 01/16/2020 Payment Plan
 Inception Date: 01/28/2020
 Sold Date: 01/28/2020
 Policy # Quoted Premium: 0.00
 Account # Current Rate: 0.00
 Source: NONE [Most Recent Policy D](#)
 Office: Centralia Office

Search Log (Alt+E) ☐ Show Logs for All Policies [Log View Options](#)

Title	Pro	Con
Producer	Might be the person who has the best relationship with the client.	Might be an Owner or Sales Person that does not have the "Relationship" with the client.
CSR	Might be the person who has built a relationship with the client and has the knowledge to review the account	Might not have the knowledge or training to review an account and recommend solutions
Agent 1, 2, 3	Wrote/Services the specific policy. Is an "expert" in the coverage	Might have been who originally wrote the policy and they are no longer with the agency.
Designated Person	This person is efficient with the review process. Consistent quality of call every time. Knows the coverages.	Might not know about all lines of business assigned to them. May get overwhelmed with call volume.

No matter how you used the Producer, CSR, or Agent fields, they MUST be used consistently. There tends to be one of three ways each field is used. Select what works best for your agency's needs. Below are a few examples of each field and how it could be used.

Producer: The person that wrote the account (sales department)

Producer: The Agency Owner as it is a "house account"

Producer: The Account Manager/Agent that handles the account on a regular basis

CSR: The Account Manager/Agent that handles the account on a regular basis.

CSR: Licensed Agent that services the account as needed.

CSR: An unlicensed person who fields the call for payments, etc.

Agent: The person that originally wrote the specific policy
Agent: The person that services that specific policy
Agent: The person that handles the billing, etc. for that specific policy

Important Dates in HawkSoft

Using the correct dates in the correct fields is essential to HawkSoft's internal reporting metrics. If the wrong information is used in the wrong date filed this can cause inaccurate reports. Here is a quick breakdown of the top date fields in HawkSoft

Effective Date: The specific date that the policy goes into effect. This date will update at each renewal.

Expiration Date: The day coverage ends for the policy. If the policy auto-renews, it is the date that it will renew. This date will update at each renewal.

Inception Date: The original effective date of a policy with a given carrier. If the policy is remarketed, the inception date of the new policy is the effective date of the new policy. This date does not change at renewal. ** When a policy is rewritten, a new policy is created via the Rewriting/Remarketing a Policy process, and the Inception Date is removed. The Inception Date on the original replaced policy should remain the same.

Sold Date: The date the policy was originally sold. This may or may not be inception or effective date. This date does not change at renewal.

Status Date: The date that the current status took effect. If the status is canceled, then the status date is the cancellation date.

Important Dates in HawkSoft



Effective Date

The specific **date** that the policy goes into effect.
Changes at each renewal.



Expiration Date

The day **coverage** ends for the policy. If the policy auto-renews, it is the date that it will renew.
Changes at each renewal.



Inception Date

The original effective date of a policy with a given carrier. If the policy is remarketed, the inception date of the new policy is the effective date of the new policy.
Does NOT change at renewal.



Sold Date

The date the policy was originally sold. This may or may not be the inception date / effective date.
Does NOT change at renewal.



Status Date

The date that the current status took effect. If the status is canceled, then the status date is the cancellation date.



Recommended Schedule for Data Review

Weekly

Production Report for Prior Week- (Monday AM)

Sales Pipeline for Prior Week- (Monday AM)

*Suspense Report (Monday & Thursday)

*Activity Report (Monday AM)

2x Month 1st & 16th

Cancellation Reports-1st & 16th

HawkSoft Retention Report 1st & 16th (Overall, Office, Producer)

Adv-Cancellation

Adv-Production

Book of Business

*Policy Retention Reporting- Save Book of Business, Adv-Cancellation, Adv-Production in separate file

Monthly

Expiration Report (Prior Month)- Review on the 5th for corrections prior to final reports on the 10th

Adv-Cancellation (Prior Month) – Final on the 10th

Adv-Production (Prior Month) Final on the 10th

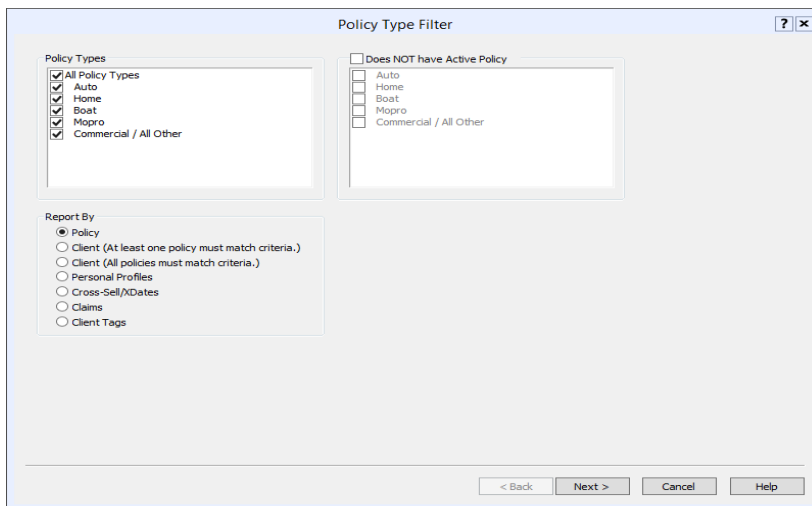
Renewal Report – 60-day renewal for Commercial & Personal (Non-Download)

Additional Recommendations & Bonus Thoughts

Expiration Report

It is important to review the expiration report to make sure that any non-downloaded policies did not get missed for the prior month.

1. Click **Reports->Advanced Reports** and the **Report Generator** screen will open.
2. Click **<New Report>**.
3. Under **Policy Types**, select All Policy Types.
4. Under **Report By**, select Policy (At least one policy must match criteria).



The screenshot shows a 'Policy Type Filter' dialog box. It has two main sections: 'Policy Types' and 'Report By'. In the 'Policy Types' section, there is a list of checkboxes: 'All Policy Types' (checked), 'Auto', 'Home', 'Boat', 'Moprop', and 'Commercial / All Other' (checked). In the 'Report By' section, there is a list of radio buttons: 'Policy' (selected), 'Client (At least one policy must match criteria.)', 'Client (All policies must match criteria.)', 'Personal Profiles', 'Cross-Sell/XDates', 'Claims', and 'Client Tags'. At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

5. Click **Next**.
6. For **Filter 1** select **Expiration Date**, then **Date Range** and fill in the **From** and **To** dates
7. For **Filter 2**, and **Filter 3** leave as None. Click **Next**.

8. For **Filter 4**, **Filter 5** and **Filter 6** leave as None.

9. Click **Next**.

10. In **Report Layout** screen, click on the **Report Layout** dropdown and select the top blank line to clear all fields.

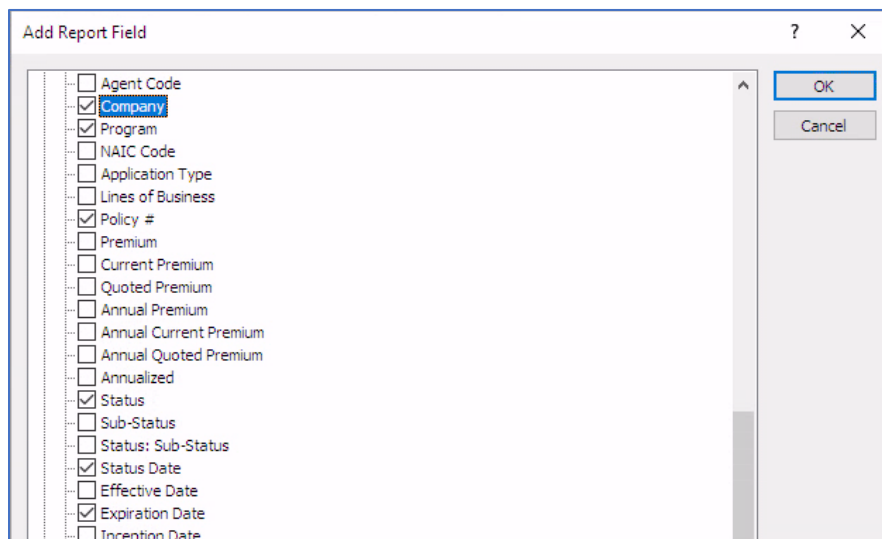
11. Click on the **Add/Edit** button.

12. Click on the + next to **Client Information** and place a check mark in the following fields:

- a. **Named Insured->Last**
- b. **Named Insured-> First**
- c. **Business Name**
- d. **Business DBA Name**
- e. **Customer ID**
- f. **Active Policy Count**

13. Click on the + next to **General Policy Information** and place a check mark in the following fields:

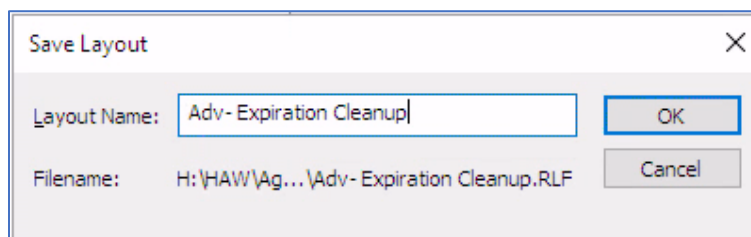
- a. **Company**
- b. **Program**
- c. **Policy #**
- d. **Expiration Date**
- e. **Status**
- f. **Status Date**



14. Click **OK**

15. Click **Save Layout**.

16. Give the layout a name: "ADV-Expiration Cleanup" and click **OK**.



17. Click **Finish** to run the report.

18. Save the report with Date and Title. Example: 10-16-2021 Adv-Expiration Cleanup

***Tip: A variety of Filter and Fields can be used to run more precise reports. These instructions are for a basic Expiration Report. We recommend that you tailor the Filters and Fields to your agency's report needs.**

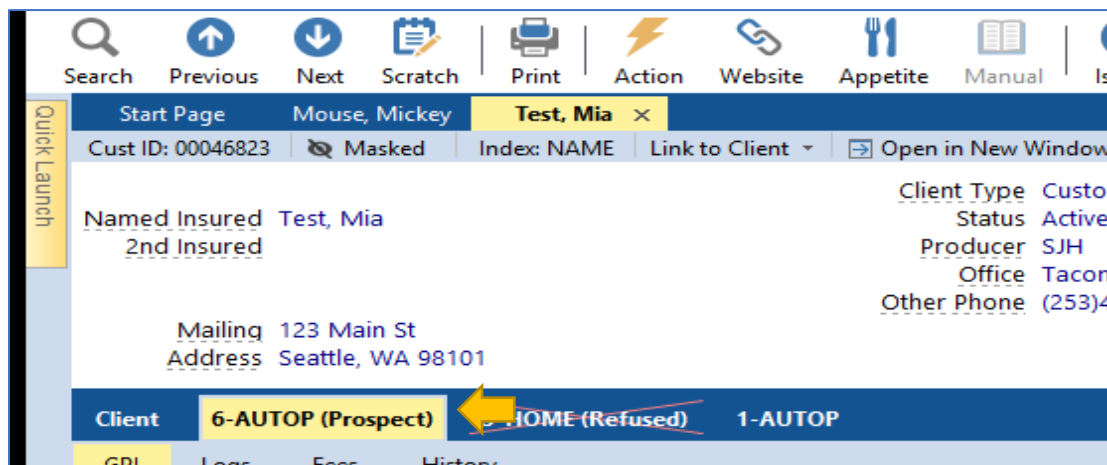
How to code Rewritten/Replaced Policies

When quoting a rewrite, you should create a new tab in HawkSoft for the new quote. This way you can see, at a glance, if the customer is frequently requesting to be shopped or if there is a market that may have had a change their rates or appetite. This can be done quickly by clicking on the current policy tab,

Action-> Phone/Email/Download/etc.-> From/To-> Insured/Carrier/etc.-> Duplicate/Remarket

Then fill in the required information for the new tab.

****Once the client authorizes the new policy to be issued you will follow the steps below.**



1. Open the client file and select the tab that corresponds to the new policy.
2. **Action-> Phone/Email/Download/etc.-> From/To-> Insured/Carrier/etc.-> Change Policy Status-> All Active -New**
3. The **New Business** Screen will open.
4. Enter the correct date and time for the new policy then click **OK**

- Complete the required information on the **General Policy Information** screen.
- Make sure to put a check in the box next to **Policy was rewritten from a prior policy**.

- Select **Finish** and then **set suspense** according to agency standards to follow up on the New Business.
- Next you will need to cancel the old policy.

- Action-> Phone/Email/Download/etc.-> From/To-> Insured/Carrier/etc.-> Change Policy Status-> All Cancelled-Replaced**
- Then Select the Correct **Replaced** Reason

The image shows two side-by-side screenshots of a software interface titled 'Action'. Both screens have a 'Phone To Ins' field at the top. Below it is a 'Choose an action to perform.' prompt with a help icon. The left screen shows a list of actions under 'All Active' and 'All Cancelled'. In the 'All Cancelled' section, 'Replaced' is highlighted with a yellow arrow. The right screen shows a list of actions including 'Bought Home', 'Claims', 'Company Internal Rewrite', 'Moved', 'Policies Merged', 'Price', and 'Risk Changed'. 'Risk Changed' is highlighted with a yellow arrow. To the right of the list on the right screen is a note: 'To customize this list go to Settings | Customize List.' Both screens have '< Back' and 'Finish' buttons at the bottom.

11. The **Status Date** Screen will open
12. Enter the correct date and time for the Replacement then click **OK**.

The image shows a dialog box titled 'Status Date - Replaced: Price' with a close button (X) in the top right corner. Inside the dialog, there is a 'Date' section with a 'Cancellation Date' field showing '07/04/2020' and a dropdown arrow. To the right of the date field are links: '[+/-] Change Day' and '[Page Up/Down] Change Week'. Below the date field is a 'Time' field showing '09:27AM'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

13. The **Cancellation Form** window will open.
14. Select **Print Cancellation Form**.
- **It is important to note that any text entered in the "Cancellation Form Comments" will appear on the cancellation request form.
15. Select **OK**

The screenshot shows a 'Cancellation Form' dialog box. In the top-left corner, there is a yellow arrow pointing to a checked checkbox labeled 'Print Cancellation Form'. Below this checkbox is a text area labeled 'Cancellation Form Comments'. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'.

16. The **Cancellation Request/Policy Release** form will then open and can be completed as necessary.
17. Once the form has been completed click on **Print/Send/Attach** in the upper left hand corner

The screenshot shows a software window with a menu bar containing 'File', 'View', 'Colors', and 'Help'. Below the menu bar, there is a button labeled 'Print / Send / Attach' with a yellow arrow pointing to it. To the right of the button is the text 'Page 1: 035-1'. Below the button is a tab labeled 'Page 1: 035-1 - Cancellation...'.

18. You can then Send, Print and/or Attach a copy of the Cancellation Request.
19. Once you have completed the form, the **Add Log Entry Comments** window will open.
20. **Set a suspense for 7 days to verify that the "Replaced Reason" and "Status Date" is still correct.**

****If the "Replaced Reason" and "Status Date" are not correct after a download, you will need to update this in HawkSoft by Editing the General Policy Information. Action-> Internal-> Change Policy Status-> All Cancelled-Replaced-> Correct Reason/Date**

Additional Resources

HUG Recorded Webinars: <https://hawksoftusergroup.org/events/webinars-recorded/>

HUG Knowledge Library: <https://hawksoftusergroup.org/resources/knowledge-library/>

HawkSoft Blog: <https://blog.hawksoft.com/>

Diva of Insurance: <https://divaofinsurance.com>