# Renewals Manager

SESSION HANDOUT

# Prepared for Applied Client Network and Applied Systems

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# Updated By:

Name:                          Organization Affiliation:              Date Updated:

# Target Audience:

| | | | |
|---|---|---|---|
| | Accountant/Bookkeeper | X | Producer |
| X | CSR | X | Trainer |
| | Carrier | | Vendor |
| | IT Manager/Systems Coordinator | | ALL |
| X | Operations | | Other: (describe) |
| X | Principal/Owner | | |

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# Seminar Type:

**Seminar Level: Intermediate:** An Intermediate level class takes the concepts originated from a basic level course, and adds more layers or parallel concepts. For functional courses, these classes will require the participant or attendee to have some basis to work from as they are learning new facets of the agency or brokerage management system or software program.

**Class Description:** This class will help provide understanding of the purpose, intent, and design of Renewals Manager and how it can be used for tracking renewals from start to finish for managers, producers, and supporting staff (CSRs, Account Managers, etc.)

It will provide detailed instructions for the initial system configuration and offer useful guidelines for individual user setup including various multi-functional configurations based employee role, current established workflows, and existing operating procedures.

**Learning Outcomes:**
- Knowledge of the usability through the utilization of Renewals Manager
- Skills mastered to configure and use Renewals Manager as a renewal status tracker and auditing tool
- Abilities to efficiently monitor and view all upcoming renewals

**Assumptions:** This seminar is based on the following
         Applied Epic

# Intent and Design:

I think the first thing is to realize Renewals Manager is set up and designed to be used for tracking renewals from start to finish.  It is to be used for more than just "actions-renew".  It is designed to be used during the entire renewal process.  The policies listed are the ones that need to be renewed (the current expiring policies).  "Actions-renew" is the step it takes to refresh the policy header for the upcoming policy term.  A Quick View expiration report can show you which policies you haven't started the renewal process for, or rolled in the system, but the Renewals Manager allows to you view, monitor, and manage the actual renewal process from start to finish.

You can utilize Renewals Manager several different ways for different levels within the company for different objectives.  It can be used daily by your service staff to provide real time status for fellow staff, producers, managers, directors, and principals.  Or it can be used strictly for internal auditing by management.

# Renewal Process / Steps (Stages):

*Please note the first word in each of these stages all start with a different letter.  Because Epic will prefill, this makes it easier to change between stages by typing the first letter and pressing Tab.*

**Waiting to Start Renewal Process** - this is the default setting and means the AM/CSR hasn't started the actual renewal process. *Configuration: Display policies with this stage in Renewal manager – 7 days after expiration to allow Managers using Renewals Manager for auditing purposes extra time.  Once the stage is changed from this default setting, the renewal process tracking begins.*

**Discovery - Updated Information Requested** - AM needs to request or already requested updated information / exposures (from the client or a producer) and is waiting for this information before they can continue the renewal process. *Configuration: Display policies with this stage in Renewal manager – indefinitely.*

**Marketing** – The quote and / or policy may have been received but the policy is being remarketed for better pricing, coverage, being nonrenewed, etc. This may or may not include some further discovery or clarity but the general task at hand is marketing, not solely discovery. *Configuration: Display policies with this stage in Renewal manager – indefinitely.*

**Carrier Quote or Policy Requested** - AM has either requested a renewal quote or policy from

the carrier and is waiting. *Configuration: Display policies with this stage in Renewal manager – indefinitely.*

**Renewal Quote or Policy Received** - Quote or policy has been received and reviewed but has not been added to a proposal and / or presented to the insured. *Configuration: Display policies with this stage in Renewal manager – indefinitely.*

**Proposal or Renewal Offer Sent** - AM has sent the renewal proposal or renewal offer either to the client or the producer and is waiting for direction / confirmation of renewal. *Configuration: Display policies with this stage in Renewal manager – indefinitely.*

**Ordered and Renewed** – Renewal confirmation has been received from the insured or producer and binding requests have been sent to the carriers. This stage is also used if the policy is an auto renewal and no marketing or proposal is needed. *Configuration: Display policies with this stage in Renewal manager is unchecked so they are removed rom the Renewals Manager Dashboard immediately.*

**Not Renewing - Lost Business / Cancelled / No Longer Needs** – Used for policies where the client has cancelled and we lot the business or for single term policies such as project specific builders risk, nonrenewing bonds, special events, etc. and do not renew or if the client no longer has the need for coverage i.e. sold, moved, or self-insuring. *Configuration: Display policies with this stage in Renewal manager is unchecked so they are removed rom the Renewals Manager Dashboard immediately.*

**Policy Rewrite Notes:** If you are rewriting the wind coverage to be included in a property policy, you notate the renewal stage of the wind policy the same as the property policy. You do **NOT** change the renewal stage on the wind policy to "Not Renewing" or "Cancelled" because the wind coverage is still being written with the Agency.

# Filters:

In the blue bar located across the top of the policies list, select the appropriate filter(s) from the dropdown arrows and click "Find". You can select on filter and click find, select a second filter and click find, and so on filtering the list according to your needs. However, to set your defaults for future, make sure you click on the blue "Filter Defaults" located in the light grey bar towards the top right-hand corner of the screen. This brings up a Filter Defaults popup window. Click to toggle "Use as default" and click "OK". This will be your personal default each time you use Renewals Manager. Kind of a one and done set-up feature.

**Producer Filter:** Select Producer and enter your employee lookup code or the magnifying glass to locate your name/lookup code.  Click Find.  Click once on the desired name and click Finish.  Remember to click to save as a Filter Default.

**Account Managers:** Select Client Service Rep and enter your employee lookup code or the magnifying glass to locate your name/lookup code.  Click Find.  Click once on the desired name and click Finish.  Remember to click to save as a Filter Default.

**\*Account Managers for small commercial and Personal Lines Department:** Select Client Service Rep and enter your employee lookup code or the magnifying glass to locate your name/lookup code.  Click Find.  Click once on the desired name and click Finish.  Click Renewed Policies, Exclude, and then click Find.  Remember to click to save as a Filter Default.

**Additional Filter Option:**  Using the filter Bill Mode – Agency will filter out all direct bill policies.  This may be desirable if you want to only track and utilize the Renewals Manager Stages for agency bill policies.

\* Adding the exclude renewed policies filter narrows your view of Renewals Manager to only those renewal policies which have not yet downloaded or those non-downloaded policies which have not yet been manually renewed in Epic.

# Dashboard Views - Set Up Example:

From the Home Screen, click "Renewals Manager" in the Navigational Panel (located on the left side of the screen).
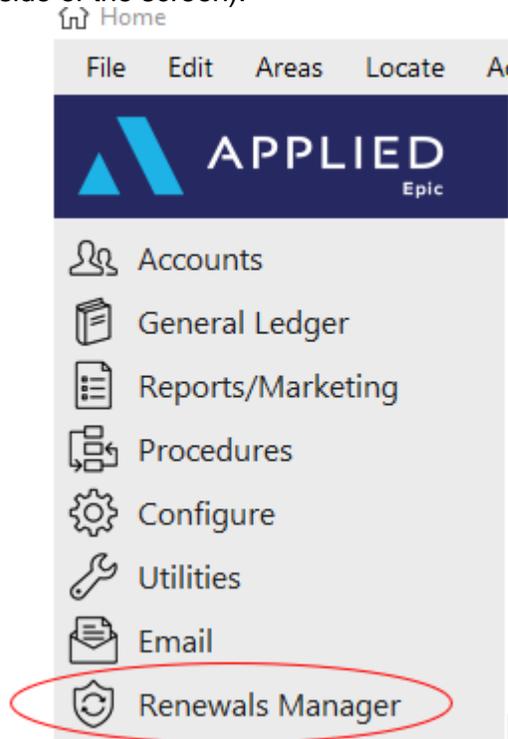


Click on the first dropdown arrow in the filter search bar and click to select "Client Service Rep".
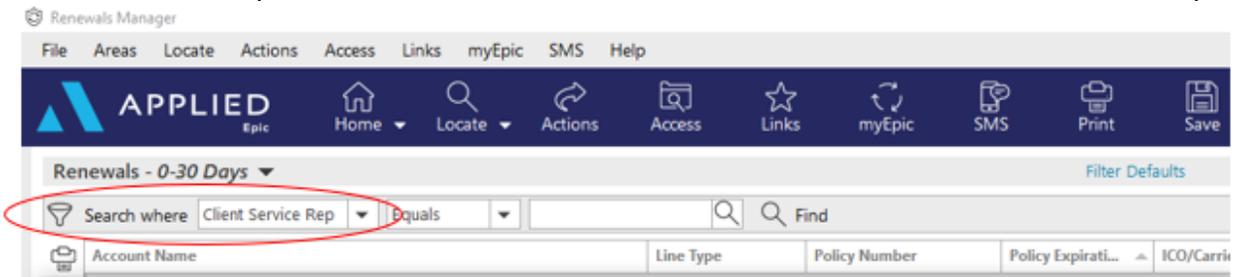
Click on the first magnifying glass to bring up the Account Lookup popup window.
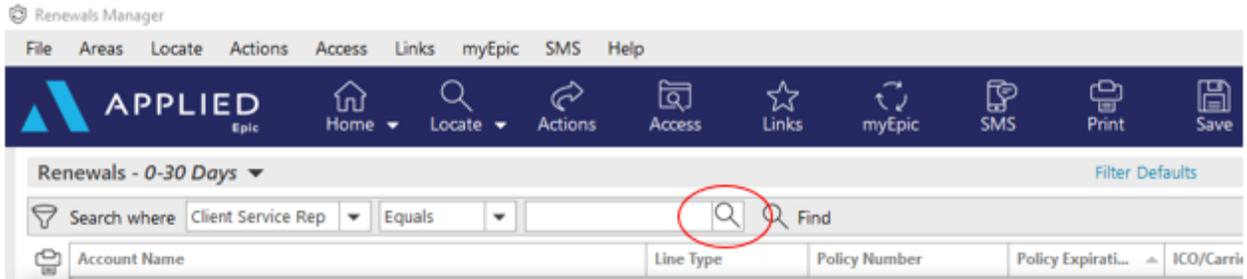


Click into the open space and type the first 3 letters of your (the Account Manager / Client Service Rep) last name and click "Find".
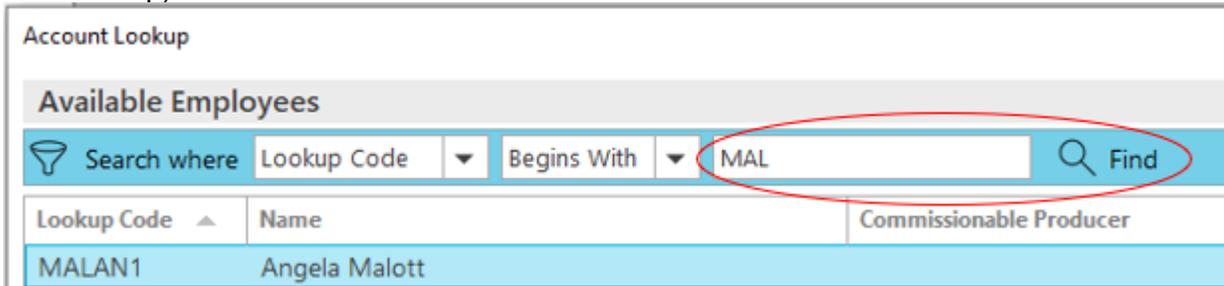


Click "Finish" to close the Account Lookup popup window.

Click "Find" in the original filter search bar (grey bar should turn blue).
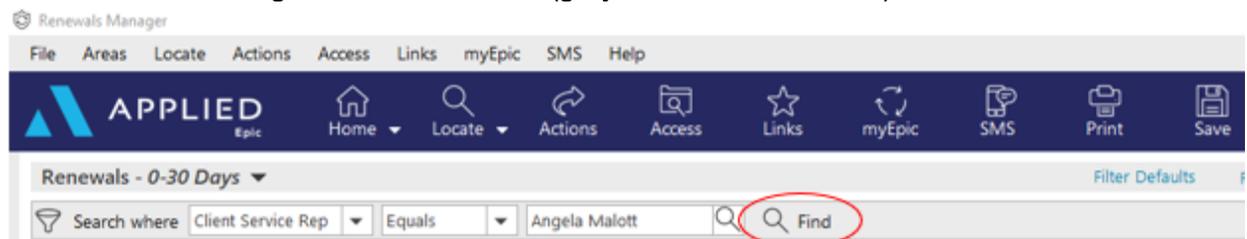
Click "Filter Defaults" located above the now blue bar to bring up the Filter Defaults popup window.
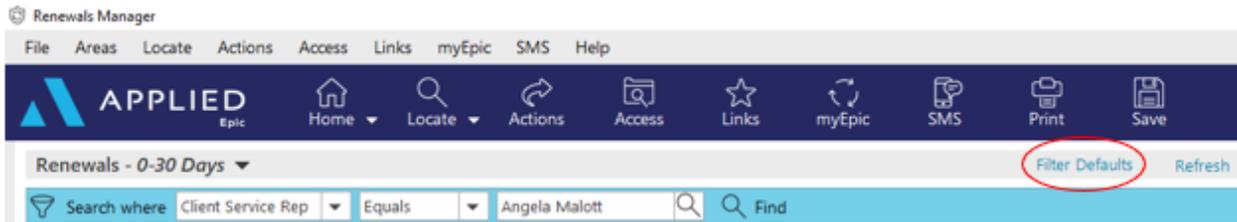


Click to toggle (check mark) the box in front of "Use as default" and click "OK".
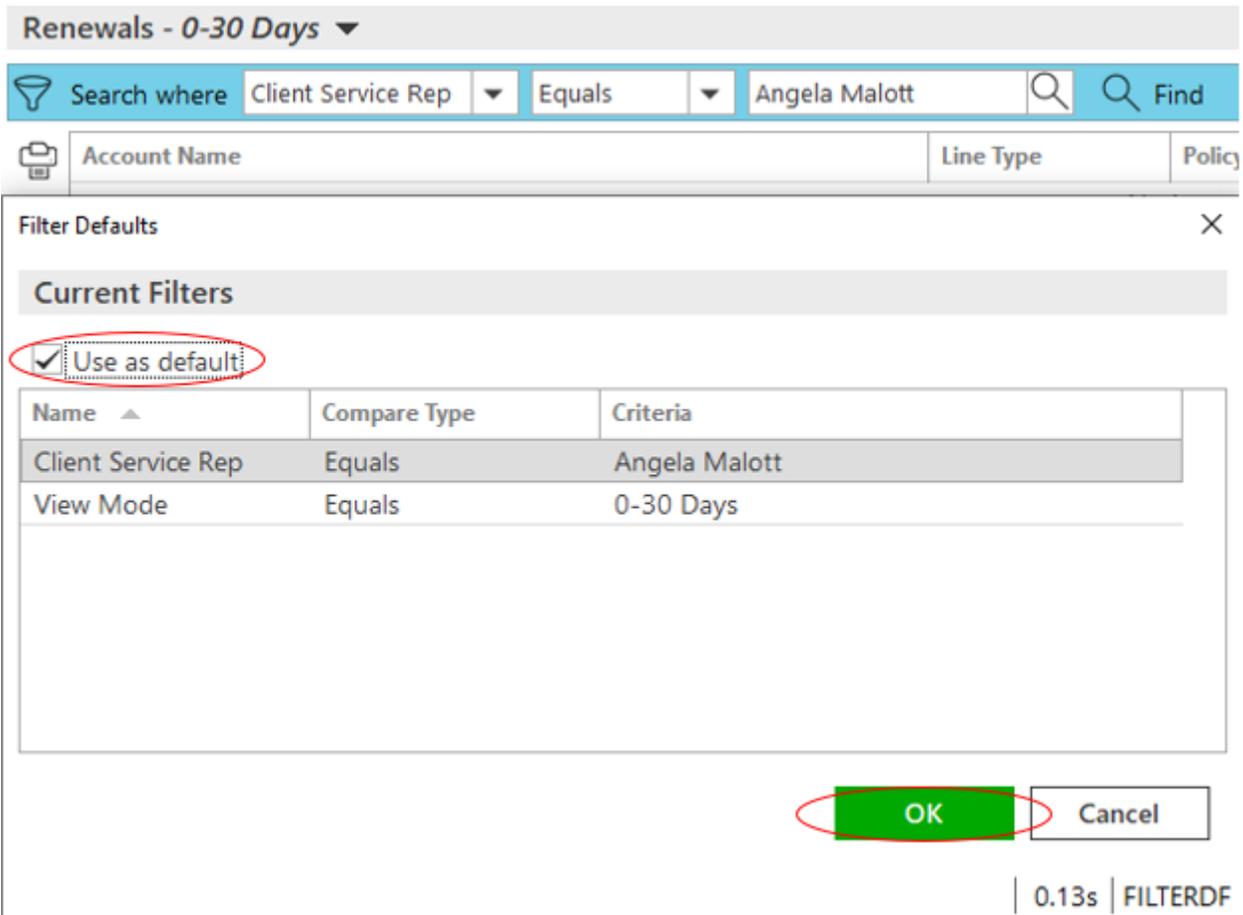


This will set your Renewals Manager default and will be set this way each and every time you open Renewals Manager until you click on "Clear Filter".

## Additional Tips:

**Columns:**  Click Select Columns located in the light grey bar towards the top right-hand corner of the screen.  Minimum column selection is:  Renewal Stage, Account Name, Policy Expiration, PPE, Line Type, Policy Number, Bill Mode, First PR/BR

**Sorting**: Just as in other areas of Epic, you can click to select the column header to choose how you want your view sorted.  Recommendation: Policy Expiration

**Daily Routine:**  Open the Renewals Manager in the morning and keep it up all day.  I have it sorted by Policy Expiration.  This helps me stay focused and prioritizes my day.