

The logo features a dark grey vertical bar on the left with a curved bottom edge. To its right, the word "SmartOffice" is written vertically. "Smart" is in a bold, black, sans-serif font, while "Office" is in a white, outlined, sans-serif font. A registered trademark symbol (®) is located at the top right of the "e" in "Office".

SmartOffice[®]



SmartCaseManager Crystal Reports

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Access PCM Crystal Reports

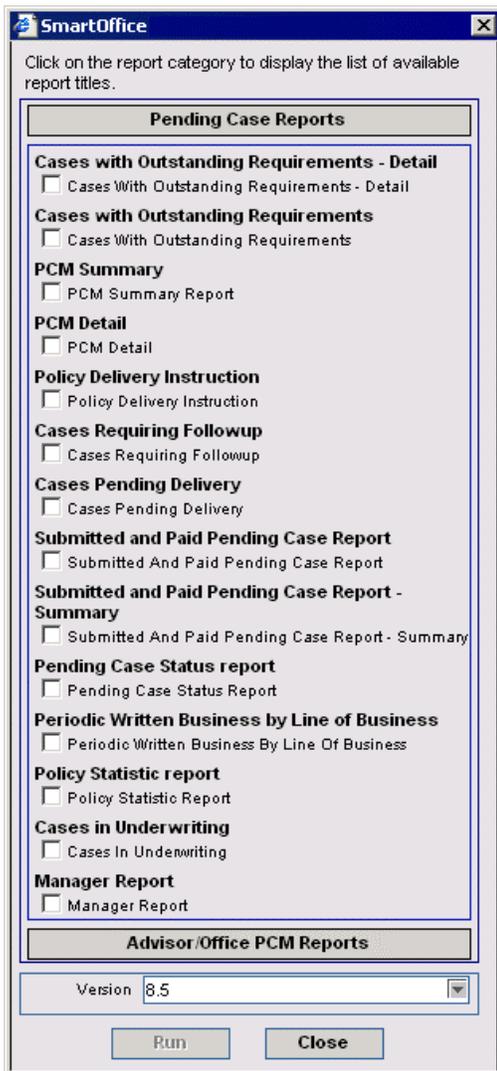
Access PCM Crystal Reports from the following areas:

- The Pending Case module.
- The Policy module.
- The Contact module.
- The Advisor module.
- The SmartOffice Home Page.

PCM reports can be run on multiple cases, advisors, carriers, products or offices. When a PCM report is run from the Home Page, Policy, Contact, or Advisor module, the report will run based on the primary contact of the selected record.

Run PCM Crystal Reports from the Pending Case Module

1. From the Pending Case Summary, select **Run Report** from the expanded **More Features** menu to open the Pending Case Reports dialog box. Note that if the Pending Case Detail, Underwriting, or Delivery tab is open, the selected report will only run on the open case.



2. Select the appropriate report and then click the **Run** button to open the PCM Report Packaging Options dialog box.

SmartOffice

PCM Report Packaging Options

Category: **Pending Case Report**

Heading: PCM Summary Report

Keywords: previous 12 months

Disclaimer:

Filters

Advisors **Case Managers** **Contact**

Carriers **Plans** **Plan Types**

Sorted By

Office

Advisor

Underwriter

Case Manager

Contact

Carrier

Product

Select Stages

Active

Approved

Await Approval

InActive

Informal Application

Issued

Proposed

Underwriting

UnderWriting_All

Select Additional Statuses

Select All Clear All

Active

Adj Life Chg Issue

All Forms In

All LW Requirements Done

All LW Requirements In

Annuitized

Graph

Pie Chart Bar Chart

Date Range

Date-Range: Custom

From: 02/03/2005

Through: 02/03/2005

Requirements

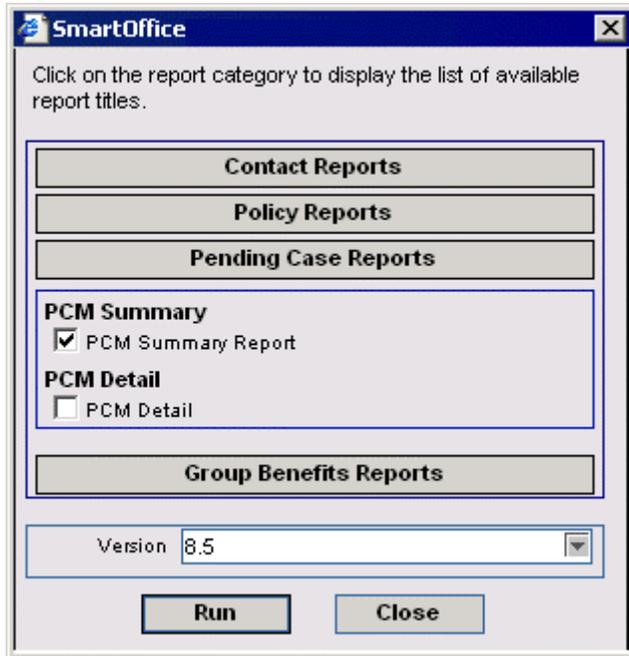
Include Requirements

OK Cancel

3. Specify the report criteria. There are multiple filters that can be used to obtain specific information in the reports. After selecting the appropriate filter, click the **OK** button to run the report.

Run PCM Crystal Reports from the SmartOffice Home Page

1. From the SmartOffice Home Page, select **Contact Search** from the expanded **Contact** menu to open the Contact Search Options (Individual/Business) dialog box.
2. Enter the appropriate search criteria and then click the **Search** button to display the Contact Summary.
3. Select the record from which to generate a report.
4. Select **Run Report** from the **More Features** expanded menu to open the Report Category dialog box.
5. Click the **Pending Case Reports** button to display the Pending Case Reports list.



6. Since the report is being run from outside the Pending Case module, only limited reports are available. Select a report and then click the **Run** button to open the PCM Report Packaging Options dialog box.
7. Specify the report criteria. There are multiple filters that can be used to obtain specific information in the reports. After selecting the appropriate filter, click the **OK** button to run the report.

PCM Crystal Reports

Pending Case Summary Report

The Pending Case Summary report gives the summary of all the pending cases for the selected criteria.

February 03, 2005

Pending Case Summary Report

From 02/03/2004 through 02/03/2005

Page 1 of 1

Status Date	Primary Insured	Policy # Case #	Carrier	Plan Name	Face Amount	Premium Mode	FVC	Target	Case Manager
-------------	-----------------	--------------------	---------	-----------	----------------	-----------------	-----	--------	--------------

Office name: Kandace

[American Level 10](#)

11/15/2004	Joseph M. Ackerman	111504	ABC Life	American Level 10	250,000	600.00		0.00	Admin
Pending									

Subtotal	250,000	0.00
----------	---------	------

Grand Total:	250,000	0.00
--------------	---------	------

Pending Case Detail Report

The Pending Case Detail report provides details corresponding to a specific case. These details include the Primary Insured, Policy Number, Carrier Name, Plan Type, Status, Status Date, Premium Benefit Amount, Underwriter, Home Office Representative, Proposed Class and Issued Class. The report also shows the details pertaining to the Underwriting and Delivery requirements.

February 03, 2005

Pending Case Detail Report

From 02/03/2004 through 02/03/2005

Page 1 of 1

Primary Insured: [Joseph M. Ackerman](#)

Advisor: Philip Anderson

Policy #: 111504
Carrier: ABC Life
Case #:
Plan Name: American Level 10
Current Status: Pending
Status Date: 11/15/2004

Submitted Date:
Underwriter:
HO Rep:
Proposed Class:
Issued Class:

Premium:
Benefit Amt: 250,000

Policy Date: 11/15/2004

Policy Delivery Instruction Report

The Policy Delivery Instructions report displays the details about the outstanding Delivery Requirements that need completion in order for a pending case to be put in force. A Pay To date is required as well as the additional Signed Delivery Receipt and Signed Amendment requirements.

January 19, 2005

Policy Delivery Instructions

Page 1 of 1

Insured **Brad Abernathy**
Policy # **846516**

Advisor **Michael L. Ashcroft**

The enclosed policy has been issued:

INITIAL PREMIUM REQUIREMENTS

Policy # **846516**
Premium Mode **Annually**
Premium **\$500.00**
Deposit
Balance due
Pays to date **01/19/2005**
Refund

Make check payable to: **ABC Life**

REQUIREMENTS NEEDED TO REPORT DELIVERY

1.) Amendment

****IMPORTANT****

SUBMIT ALL DELIVERY REQUIREMENTS OR RETURN THE POLICY BEFORE:

Daniel Odell

Case manager

January 19, 2005

Date

Thank you for your business !

Cases Requiring Follow-up Report

The Cases Requiring Follow-up report gives the list of all cases that have requirements with Follow-up dates. All requirements on this report should have actual requirements.

January 20, 2005

Cases Requiring Follow-up

From 01/20/2004 through 01/20/2005

Page 1 of 1

Primary Insured	Policy #	Case #	Benefit Plan	Case Manager	Description	Status Date	Followup	Completed
Brad Abernathy	846516		250,000 10 Year Term	Daniel Odell	Formal Application	01/19/2005	01/22/2005	
					Schedule Pages	01/19/2005	01/22/2005	
					Part II Medical Exam	01/19/2005	01/22/2005	
					Chest X-Ray	01/19/2005	01/24/2005	01/19/2005
					Smoking Questionnaire Amendment	01/19/2005	01/26/2005	
Eugene Antille	98984		250,000 10 Year Term	Daniel Odell	Child Rider App Supplement	01/19/2005	01/22/2005	
					Application Supplement (other)	01/19/2005	01/22/2005	
					Trial Application	01/19/2005	01/22/2005	
Jasmine Henderson	1209-A		250,000 Var LIFE 1	Daniel Odell				
Joseph M. Ackerman	12165-A		250,000 American Level 10	Daniel Odell	EK0	12/09/2004	12/14/2004	
					Illustration	12/09/2004	12/14/2004	
					Blood Profile	12/09/2004	12/14/2004	
					Telephone Interview	12/09/2004	12/16/2004	
					HDS	12/09/2004	12/14/2004	
					MD Exam	12/09/2004	12/14/2004	
Martin Adcock	8481		250,000 10 Year Term	Daniel Odell	Delivery Receipt	12/09/2004	12/12/2004	
					Additional Money	12/13/2004	12/29/2004	
Wes Peter Jansen	120904-A		250,000 Var LIFE 1	Daniel Odell				
Wes Peter Jansen	848949		500,000 10 Year Term	Daniel Odell	Test	01/19/2005	01/26/2005	
					Await Policy	01/19/2005	01/24/2005	
					Await Policy	01/19/2005	01/24/2005	

The Account Summary report provides the basic account information and an overview of the account activity with the creation date and the present status of each asset class.

Cases Pending Delivery Report

The Cases Pending Delivery report lists all the cases that are approved but not delivered.

January 20, 2005

Cases Pending Delivery

From 01/20/2004 through 01/20/2005

Page 1 of 1

Primary Insured	Policy #	Status Date	Premium Balance	Requirements	Follow Up	Completed	Status	Status Date
	Case #	Status	Mode					
Brad Abernathy	846516	01/19/2005 Submitted	500.00 Annually	Amendment	01/26/2005		Outstanding-GA	01/19/2005
Eugene Antille	98984	01/19/2005 Pending	400.00 Monthly					
Jasmine Henderson	1209-A	12/09/2004 Pending	0.00					
Joseph M. Ackerman	12165-A	12/09/2004 Pending	800.00 Monthly	Delivery Receipt	12/12/2004		Outstanding-Carrier	12/09/2004
				Additional Money	12/29/2004		Pending-GA	12/13/2004
Martin Adcock	8481	01/19/2005 Pending	500.00 Monthly					
Wes Peter Jansen	120904-A	12/09/2004 Pending	800.00 Quarterly					
Wes Peter Jansen	848949	01/19/2005 Approved	800.00 Monthly	Await Policy	01/24/2005		Outstanding-GA	01/19/2005
				Await Policy	01/24/2005		Outstanding-Carrier	01/19/2005

Total	7	0 Days (Average)
-------	---	------------------

Submitted and Paid Pending Case Report - Summary

This report summarizes all cases with a status of Submitted and Paid.

January 20, 2005

Submitted and Paid Pending Case Report - Summary

From 01/20/2004 through 01/20/2005

Page 1 of 1

	Policy #	# of Apps	Periodic Written Business			# of Apps	Periodic Paid Business		
			Benefit Amount	Annualized Premium	Annualized Target		Benefit Amount	Annualized Premium	Annualized Target
Robert Baker	48418				600				
Total	Annuity	0			600	1			
Martin Adcock	8481		250,000	600	450		250,000	600	
Eugene Antille	98984		250,000	4,800	860				
Wes Peter Jansen	848949		500,000	9,600	500				
Wes Peter Jansen	120904-A		250,000	3,200					
Brad Abernathy	846516		250,000	400	600				
Jasmine Henderson	1209-A		250,000						
Joseph M. Ackerman	12165-A		250,000	7,200					
Total	Life	6	2,000,000	25,800	2,410	1	250,000	600	
Grand Total:		6	2,000,000	25,800	3,010	2	250,000	600	

Submitted and Paid Pending Case Report - Detailed

This report provides the complete details of all the pending cases with a status of Submitted and Paid.

January 21, 2005

Submitted and Paid Pending Case Report - Detailed

From 01/21/2004 through 01/21/2005

Page 1

Written Paid	Client's Name Policy Number	Policy Type Plan Name	Periodic Written Business			Periodic Paid Business		
			Benefit Amount	Annualized Premium	Annualized Target	Benefit Amount	Annualized Premium	Annualized Target
Writing advisor: Michael L. Ashcroft								
Life								
01/20/2005	Wes Peter Jansen 120904-A	Life / Term Var LIFE 1	250000.00	3200.00	700.00			
01/21/2005	Wes Peter Jansen 848949	Life / Term 10 Year Term	500000.00	9600.00	500.00			
Subtotal	Life	Written/Paid Cases: 2/0	750000.00	12800.00	1200.00	0.00	0.00	0.00
Total	Michael L. Ashcroft	Written/Paid Cases: 2/0	750000.00	12800.00	1200.00	0.00	0.00	0.00

Pending Case Status Report

For all cases, the Pending Case Status report gives the status of the entire requirement. It also displays the follow-up date and the date on which the requirement was completed.

January 21, 2005

Pending Case Status Report

From 01/21/2004 through 01/21/2005

Page 1 of 1

Primary Insured	Policy # Case #	Submitted	Requirements	Status	Status Date	Followup	Completed
Eugene Antille	08004	01/20/2005	Child Rider App Supplement Application Supplement (other) Tital Application	Outstanding-GA Outstanding-GA Outstanding-GA	01/19/2005 01/19/2005 01/19/2005	01/22/2005 01/22/2005 01/22/2005	
Jasmine Henderson	1209-A						
Joseph M. Ackerman	12185-A		HOS Blood Profile Telephone Interview MD Exam EKG Illustration	Outstanding-Service Provider Received-GA Received-GA Outstanding-Service Provider Outstanding-Service Provider Outstanding-Service Provider	12/09/2004 01/21/2005 01/21/2005 12/09/2004 12/09/2004 12/09/2004	12/14/2004 01/21/2005 01/21/2005 12/14/2004 12/14/2004 12/14/2004	01/21/2005 01/21/2005
Martin Adcock	8481	01/20/2005	Test	Outstanding-Service Provider	01/19/2005	01/26/2005	
Robert Baker	48418	01/20/2005	Cash with App. \$700.00	Received-GA	01/20/2005		01/20/2005
Wes Peter Jansen	120904-A	01/20/2005					
Wes Peter Jansen	848949	01/21/2005	New Part II Part II Medical Exam Aviation Rider Application Supplement (other) Financial Statement - Corporate	Outstanding-GA Outstanding-GA Outstanding-GA Waived-GA Waived-GA Waived-GA	01/21/2005 01/21/2005 01/21/2005 01/21/2005 01/21/2005 01/21/2005	01/24/2005 01/24/2005 01/24/2005 12/15/2004 12/15/2004	

Periodic Written Business by Line of Business Report

This report gives the details of the businesses carried out by an advisor corresponding to every line of business.

January 21, 2005

Periodic Written Business by Line of Business

From 01/21/2004 through 01/21/2005

Page 1 of 1

Primary Insured	Life Ann. Prem	Life Face	Life Production	BOE/DI Ann. Prem	BOE/DI Benefit	Annuity Ann. Prem	Health Ann. Prem
Office name:							
<u>Michael L. Ashcroft</u>							
Wes Peter Jansen	12800	750000	1200	0	0	0	0
Subtotal	12800	750000	1200	0	0	0	0
<u>Philip Anderson</u>							
Eugene Antille	4800	250000	880	0	0	0	0
Martin Adcock	600	250000	450	0	0	0	0
Robert Baker	0	0	0	0	0	0	0
Subtotal	5400	500000	1310	0	0	0	0
<u>Robert Johnson</u>							
Jasmine Henderson	0	250000	0	0	0	0	0
Joseph M. Ackerman	7200	250000	0	0	0	0	0
Subtotal	7200	500000	0	0	0	0	0
Total	25400	1750000	2510	0	0	0	0

Policy Statistic Report

For all pending cases, the Policy Statistic Report gives the statistics pertaining to a policy, such as the Policy Number, Policy Date, Policy Type, Plan Name, Benefit and Annual Premium.

January 21, 2005

Policy Statistic Report

From 01/21/2004 through 01/21/2005

Page 1

Primary Insured	Policy #	Pol. Date	Policy Type	Plan Name	Benefit	Ann Prem	Target
Office name: JohnPattison							
10 Year Term							
Eugene Antille	99984	01/19/2005	Term	10 Year Term	250000	4800	860
Martin Adcock	8481	01/20/2005	Term	10 Year Term	250000	600	460
Wes Peter Jansen	848949	01/21/2005	Term	10 Year Term	500000	9800	500
Undefined					1000000	15000	1810

Cases in Underwriting Report

The Cases in Underwriting Report lists all the cases that are in the underwriting stage. It lists all the Underwriting requirements and the status pertaining to these requirements.

January 21, 2005

Cases In Underwriting

From 01/21/2004 through 01/21/2005

Page 1

Primary Insured	Policy #	Case #	Submitted	Case Manager	Requirements	Status	Status Date	Followup	Completed	
Office name:										
10 Year Term										
Eugene Antille	98984		01/20/2005	Daniel Odell	Child Rider App Supplement	Outstanding-GA	01/19/2005	01/22/2005		
					Application Supplement (other)	Outstanding-GA	01/19/2005	01/22/2005		
					Trial Application	Outstanding-GA	01/19/2005	01/22/2005		
Martin Adcock	8481		01/20/2005	Daniel Odell	Aviation Rider Non-Medical - Part II	Outstanding-GA	01/21/2005	01/24/2005		
						Outstanding-GA	01/21/2005	01/24/2005		
Wes Peter Jansen	848949		01/21/2005	Daniel Odell	New Part II	Outstanding-GA	01/21/2005	01/24/2005		
					Part II Medical Exam	Outstanding-GA	01/21/2005	01/24/2005		
					Aviation Rider Application	Outstanding-GA	01/21/2005	01/24/2005		
						Waived-GA			12/15/2004	
					Supplement (other)					
					Financial Statement - Corporate	Waived-GA	01/21/2005		12/15/2004	
Total		3								1 Days (Average)

Cases with Outstanding Requirements Report

The Cases with Outstanding Requirements report summarizes all the requirements whose status is Outstanding.

January 21, 2005

Cases With Outstanding Requirements

From 01/21/2004 through 01/21/2005

Page 1

<u>Primary Insured</u>	<u>Policy #</u> <u>Case #</u>	<u>Case</u> <u>Manager</u>	<u>Status</u> <u>Status Date</u>	<u>Req. Manager</u>	<u>Requirements</u>	<u>Status</u>	<u>Status Date</u>	<u>Follow Up</u>
Office name:								
Advisor: Michael L. Ashcroft								
Wes Peter Jansen	120904-A	Daniel Odell	Submitted 01/20/2005					
Wes Peter Jansen	848940	Daniel Odell	Submitted 01/21/2005	Daniel Odell	New Part II	Outstanding-GA	01/21/2005	01/24/2005
				Daniel Odell	Part II Medical Exam	Outstanding-GA	01/21/2005	01/24/2005
				Daniel Odell	Aviation Rider	Outstanding-GA	01/21/2005	01/24/2005
				Daniel Odell	Await Policy	Outstanding-GA	01/19/2005	01/24/2005

Cases with Outstanding Requirements - Details

Corresponding to every case having a status of Outstanding, this report provides the complete details of the Underwriting and Delivery requirements.

January 21, 2005

Cases With Outstanding Requirements - Details

From 01/21/2004 through 01/21/2005

Page 2 of 28

Primary advisor:	Elaine Warnings	Underwriter:	Jessica Lee
Case Manager:	Peter Stevens	HO Rep:	Priolla Parkinson
Carrier:	ABC Life	Status:	Inforce
Plan Name:	Universal Coverage	Status Date:	12/02/2004
Policy #:	07922234	Premium:	248.00[M]
Case #:		Benefit Amt:	500,000

<u>Insured</u>	<u>Role</u>	<u>Proposed Class</u>	<u>Issued Class</u>
Wolton, Peter	Primary Insured	Standard Non-Smoker	Standard Smoker

<u>Insured</u>	<u>Description</u>	<u>Req. Manager</u>	<u>Status</u>	<u>Date</u>	<u>Follow up</u>	<u>Note Date</u>	<u>Req.Note</u>
Delivery Requirements							
Peter Wolton	Await Policy	Admin	Outstanding-Carrier	09/24/2004	09/29/2004		
	Delivery Receipt	Peter Stevens	Outstanding-GA	12/01/2004	12/04/2004		
Underwriting Requirements							
Peter Wolton	blood, hos, paramedical	Peter Stevens	Pending-GA	11/01/2004	10/06/2004		
	1035 Form # 1031	Peter Stevens	Outstanding-GA	09/29/2004	10/06/2004		
	APS # 4 Order	Peter Stevens	Outstanding-GA	09/29/2004	10/11/2004		
	MVR-PP	Peter Stevens	Pending-GA	11/01/2004	11/03/2004		

Manager Report

The Manager report gives the details of all the cases of the Advisor to the Case Manager. These details include the Line of Business, Plan Name, Carrier Name, Primary Insured, Requirements and their Statuses.

1/21/2005

Manager Report

From 01/21/2004 through 01/21/2005

Page 1

Primary Advisor	Status	Ins Type	Carrier / Plan Name	Primary Insured	Policy #	Requirements	Status	Date
Alexi Baranov	Approved	Group Medical	20th Century Life Insurance	Ace Building	092704			
Elaine Warnings	Inforce	Life	ABC Life / Universal Coverage	Peter Wolton	0792234	blood, hos, paramedical 1035 Form # 1931	Pending-GA	11/01/2004
						Financial / Credit Check	Outstanding-GA	09/29/2004
						APS # 4 Order	Received-GA	11/01/2004
						MVR-PP	Outstanding-GA	09/29/2004
						Await Policy	Pending-GA	11/01/2004
						Await Policy	Outstanding-Carrier	09/24/2004
						Await Policy	Received-GA	12/01/2004
						Await Policy	Received-Advisor	02/21/2003
						Delivery Receipt	Outstanding-GA	12/01/2004
Elaine Warnings	Disabled	Life	ABC Life / Universal Coverage	Robert L. Scraton	321354312	Blood Profile	Outstanding-Service Provider	02/13/2003
						EKG	Outstanding-Service Provider	02/13/2003
						Non-Med	Outstanding-Service Provider	02/13/2003
Fred T Lewis	Disabled	Life	ABC Life / American Level 20	Noah L. Hwang	0054230	EKG	Received-GA	01/15/2003
						Paramedical Exam	Received-GA	01/15/2003
						Blood Profile	Received-GA	01/15/2003
						Await Policy	Outstanding-Carrier	12/20/2002
Herbert Harris	Approved	Group Medical	20th Century Life Insurance	Tax Tech, Inc.	092304			
Robert Johnson	Pending	(0)	ABC Life / American Level 10	Joseph M. Adkerman	Test			
Robert Johnson	Informal Application	Life	ABC Life / American Level 10	Joseph M. Adkerman	Test informal app			
Robert Johnson	Informal Application	Life	ABC Life / American Level 10	Joseph M. Adkerman		HOS	Outstanding-Service Provider	11/00/2004
						Blood Profile	Outstanding-Service Provider	11/00/2004

PCM Dynamic Reports

1. From the SmartOffice Home Page, select **Dynamic Reports** from the **Reporting/Marketing** expanded menu to open the Search Dynamic Reports dialog box.

2. Search for a specific report not only by category but also by Report Name, Keyword, or the User that it was created by. Follow one of the following methods to locate the required report.
 - From the Category drop-down list, select **Pending Case - Basic Information** and then click the **Search** button to display the Dynamic Report Summary for all Pending Case Basic Information Dynamic Reports.
 - To view the Dynamic Report Summary of a specific report, enter the corresponding Report Name, Creator's Name or Keyword in the Search Dynamic Reports dialog box and then click the **Search** button.

Dynamic Report Summary

Show my Favorite List

Report Name	Description	Keywords
<input checked="" type="checkbox"/> Category: Pending Case - Basic Information		
<input type="checkbox"/> Category: Pending Case - Status History		
<input checked="" type="checkbox"/> Category: Pending Case - Requirements		
<input type="checkbox"/> - Test PCM Dynamic Report		
<input type="checkbox"/> - New Underwriting Report		
<input type="checkbox"/> - TestingRequirements		

3. Select the appropriate report and then click the **Run Report** button.

Test PCM Dynamic Report - Run on 02/03/2005 11:49AM

<input type="checkbox"/>	Insured	Follow-Up	Description	Status	Status Date	Completed	Document
<input type="checkbox"/>	Walton, Johnathon		Saliva Test	Outstanding - GA	01/25/2005	01/31/2005	No
<input type="checkbox"/>	Bartelo, Frank J.		a,b,c	Received - Carrier	12/06/2004	12/06/2004	No
<input type="checkbox"/>	Ackerman, Joseph M.		PHYSICIAN MEDICAL RECORDS	Received - Carrier	12/06/2004	12/06/2004	No
<input type="checkbox"/>	McNelson, Richard		Financial / Credit Check	Received - Carrier	12/06/2004	12/06/2004	No
<input type="checkbox"/>	Hwang, Noah L.		test req	Received - Carrier	12/06/2004	12/06/2004	No
<input type="checkbox"/>	Brinkley, Angie	11/22/2004	Await Approval	Received - GA	12/06/2004	12/06/2004	No
<input type="checkbox"/>	Ackerman, Kathleen M.	11/28/2004	HOS	Received - GA	11/22/2004	11/22/2004	No

Previous Page 1 Next Page Total: 51+ (Click here to list all)