



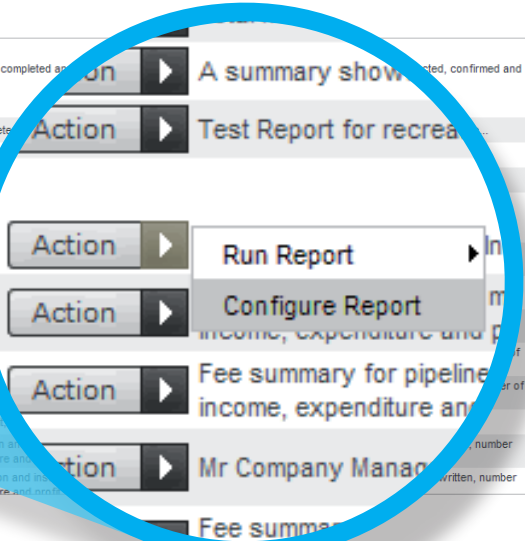
BACK OFFICE FUNCTIONALITY: MANAGEMENT INFORMATION

MANAGEMENT INFORMATION (REPORTS)

CRM's flexible reports have been greatly improved to provide the end user with the ability to multi configure the required output and save the report so that it can be run easily from the reports management screen.

From the suite of reports that offered for free with CRM, users can select to either run each report or configure the report.

Category	Report Name	ID	Action	Description
Income	Fee Income Schedule	71	Action	A report displaying fee details for completed applications, including interest, confirmed and paid fee amounts and dates.
Lenders	Lending by Customer Type	10003	Action	Total number of mortgages completed by customer type.
Lenders	Spread of Lenders for Mortgages and Loans	51	Action	A summary showing the spread of lenders for mortgage and loan sales.
Lenders	Test Report for recreating error on save	10004	Action	Test Report for recreating error on save.
Profitability	High level profitability summary	63	Action	Number of Applications, income, expenditure and profit.
Profitability	Mortgage and Loan On Risk Fee Summary	64	Action	Fee summary for on risk mortgage and loan applications, income, expenditure and profit.
Profitability	Mortgage and Loan Pipeline Fee Summary	65	Action	Fee summary for pipeline mortgage and loan applications, income, expenditure and profit.
Profitability	Mr Company Manager's Profitability Report for Last Year by Role	10001	Action	Mr Company Manager's Profitability Report for Last Year by Role.
Profitability	Pension and Investment On Risk Fee Summary	68	Action	Fee summary for on risk pension and investment applications, income, expenditure and profit.
Profitability	Pension and Investment Pipeline Fee Summary	69	Action	Fee summary for pipeline pension and investment applications, income, expenditure and profit.
Profitability	Profitability Summary	70	Action	A report to show sources of profit.
Profitability	Protection and Insurance On Risk Fee Summary	66	Action	Fee summary for on risk protection and insurance applications, income, expenditure and profit.
Profitability	Protection and Insurance Pipeline Fee Summary	67	Action	Fee summary for pipeline protection and insurance applications, income, expenditure and profit.



On selecting the configure report option the User will be taken to the configuration screen for that relevant report. The configuration options can then be amended to whatever is required from the report.

The Basic tab gives the options of who to report on within the hierarchy, any of the products and their relevant status, all providers or a specific provider, the output type and the period required for the report to be run, for example, last week, last month, YTD etc.

Spread of Lenders for Mortgages and Loans: A summary showing the spread of lenders for mortgage and loan sales.

Basic | Advanced

Hierarchy

- Crystal Software Solutions
 - 451088 Test Company
 - Crystal Mortgages
 - Distribution
 - Goldfinch Investments
 - Ian's Test Company
 - Iron Money Services
 - Jaguar Fiscal Solutions
 - Jaguar Mortgages
 - Ms Lily Banks
 - Ms Lily Hammond
 - Mr Ken Masters
 - Jaguar Birmingham Branch 107

Product/Status Selection

- Mortgage
- Life and Critical Illness
- Payment Protection
- Buildings and Contents
- Secured Loan
- Bridging Loan
- Commercial Loan
- Pension
- Investment

Period Selection

Date Field:

Period:

Provider Selection

Provider:

Output Selection

Output Type:

Detail Selection

Summary Detail



BACK OFFICE FUNCTIONALITY: MANAGEMENT INFORMATION

MANAGEMENT INFORMATION (REPORTS) CONT.

The Advanced tab is concerned with how the information is going to output onto the report. Grouping up to 3 levels is provided across multiple data items entered within the system. These can then be sorted by a required value, ascending or descending. In addition the user can decide which columns should be shown in the report, these are displayed in a hierarchy allowing easy selection from the available column section using the arrow icons to move to the selected section. The up and down arrows then allow the user to decide which order the columns should be displayed in.

When happy with the configuration settings, the User can either run the report or if it is required to run on a regular basis it can be saved by using the “Save as” button at the bottom of the dialogue. This will prompt the user to save the report as their own or make available to everyone in their hierarchy.

Selecting ‘options’ can determine whether the report should hide training advisers and/or dormant advisers. The Category will default to where the report was selected to configure from and the name and description will be shown on the report management screen so the report is easily recognisable for future running. Clicking save will save that configured report.