***AMS (Agency Operations – Accounting – Revised 9.21.22)***

Agents either submit remittance report information directly to Agency Revenue Processing or to their Agency Account Representative who will review the remittance report information then forward it to Agency Revenue Processing. The Agents will send in a remittance report accompanied with a check in most cases.  Revenue is recognized from the policy data contained in the remittance report; not the checks or policies that may accompany the report received.  However, any policy copies received can be used as a reference by the Agency Revenue Processing team when processing the policy data, even if the policy data may differ from what is on the remittance report. If a check is received and there is no remittance report submitted, the Agency Revenue Processing team may use the information on the check (i.e. File Number, Property Address) and generate a WFG Remittance Report for processing.

The remittance reports from the Agents come in many forms.  If the report is in Excel, it is mapped for uploading data into the Agent Management System (AMS).  The mapping is done on an account by account basis (i.e. one account being one agent, one location, one state), with the column headings being mapped to our system requirements (i.e. liability amount, state, county, etc.).  If the remittance report is in a paper form an Agency Revenue Processing team member or Agency Account Representative will either run a WFG Remittance Report or manually key the data into a blank WFG Remittance Report template, balancing it to the paper report submitted from the agent.  Any policy copies received with the paper remittance report can be used as a reference by the Agency Account Representative and Agency Revenue Processing team when processing the policy data, even if the policy data may differ from what is on the remittance report. Once the remittance data is in an Excel format it is mapped (as needed) and uploaded into AMS by an Agency Revenue Processing team member.

Once a batch is in AMS it can be in one of 5 stages:

**Errored** – the import from Excel was not successful because some information within the batch has issues that needs to be resolved (i.e. duplicate policy number, missing data, etc)
**Entered** – the import from Excel was successful or a control total is entered and the batch is being worked on, or pending receipt of payment in the current accounting period.
**Uploaded** – the import from Excel was successful and the status manually updated to perform a commission override when needed
**Booked** – all issues within the batch have been resolved, batch is locked and the totals are ready for export to GP Dynamics
**Exported** – the data has been extracted for import into GP Dynamics

The Agency Revenue Processing Manager runs the Processing Validation Report out of AMS on a weekly basis to identify exceptions within the batch data. The report is reviewed and potential errors are investigated and resolved. See below for list of exceptions identified by this report.

--BATCH DETAIL ERRORS
- Missing File Number - Blank or null
- Invalid Policy Date - less than 201001 and greater than current processing period
- Endorsements with Liability
- Missing or Invalid Property Type
- Hi / Low Gross Premium
- Gross <> Commission + Net - on Batch Detail table

- Rounding Errors - or Currency amounts greater than 2 decimal places
- Gross premium amount greater than or equal to liability amount
- Missing or Invalid County
- Duplicate Policy Numbers
- Negative liability or premium amounts (exceptions being reissue credits and correction/cancel batches)
- Invalid CPL States
- Invalid CPL Amounts
- Simos processed as basic, reissue or refinance
- Forms processed in wrong state
- Invalid Endorsement ID (for non-stat states if endorsement code is provided then it is validated else it is not validated)
- Invalid Endorsement ID for Statistical States
- Processed Policies with a Assigned or Pending Status
- Missing or Invalid Statistical Code
- Loan Policies with Owners stat code
- Owners Policies with Loan stat code
- NY Stat validation – this on is a separate report under Validation Reports > NY Processing Errors
- Contract Split not equal to Calculated Split
- Endorsement charges are not valid in Indiana

--BATCH HEADER ERRORS
- Direct Op Batches not Marked as Exported
- Gross <> Commission + Net
- Rounding Errors

AMS has many types of reports that can be used by Management, Accounting, Processors, etc.  See below for one example.  This report is the Agent Activity report which only includes batches which are in a Booked or Exported stage on the day it was run:

**Agent Activity**

Criteria: StartPeriod:201809, EndPeriod:201809, RegionID:All Regions, UWID:_All Underwriters

| AgentName | AgentNo | StateCode | PolCount | SimoCount | TotalCount | PolLiability | SimoLiability | ActualLiab | GrossPremium | CPLFee | Commission | NetPremium | TaxesFees |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Accurate Group, LLC | 10244.01.01.31.IL | IL | 7 | 0 | 7 | 1267000 | 0 | 1267000 | 1476 | 150 | 1254.6 | 371.4 | 21 |
| Accurate Group, LLC | 10244.01.01.31.MN | MN | 4 | 0 | 4 | 492250 | 0 | 492250 | 1550 | 0 | 1162.5 | 387.5 | 0 |
| Accurate Group, LLC | 10244.01.01.31.NC | NC | 2 | 1 | 3 | 333163 | 234000 | 333163 | 1014 | 0 | 811.2 | 202.8 | 0 |
| Accurate Group, LLC | 10244.01.01.31.WI | WI | 26 | 0 | 26 | 4803600 | 0 | 4803600 | 7340 | 0 | 6239 | 1101 | 0 |
| All Homes Title, LLC | 10553.01.01.31.FL | FL | 7 | 5 | 12 | 1849000 | 1209737 | 1849000 | 13364.5 | 0 | 9355.15 | 4009.35 | 0 |
| All Points Title Agency, LLC | 12278.01.01.31.MI | MI | 5 | 0 | 5 | 499320 | 0 | 499320 | 2328 | 0 | 1862.4 | 465.6 | 0 |
| Allied Title and Trust, LLC | 12336.01.01.31.FL | FL | 1 | 0 | 1 | 111500 | 0 | 111500 | 632.5 | 0 | 442.75 | 189.75 | 0 |
| Amrock Arkansas Inc. | 10101.03.01.31.AR | AR | 9 | 0 | 9 | 957073 | 0 | 957073 | 1584.85 | 225 | 1347.13 | 462.72 | 0 |
| Amrock Inc. | 10101.02.01.31.DC | DC | 25 | 0 | 25 | 8437654 | 0 | 8437654 | 28495.3 | 0 | 24221 | 4274.3 | 0 |
| Amrock Inc. | 10101.02.01.31.FL | FL | 169 | 0 | 169 | 18632048 | 0 | 18632048 | 76783.23 | 0 | 53748.29 | 23034.94 | 0 |
| Amrock Inc. | 10101.02.01.31.MD | MD | 245 | 0 | 245 | 60561140 | 0 | 60561140 | 114088.54 | 0 | 96975.28 | 17113.26 | 0 |
| Amrock Inc. | 10101.02.01.31.MN | MN | 32 | 0 | 32 | 4724386 | 0 | 4724386 | 10568.5 | 0 | 8983.22 | 1585.28 | 0 |
| Amrock Inc. | 10101.02.01.31.NH | NH | 20 | 0 | 20 | 4698805 | 0 | 4698805 | 8422 | 0 | 7158.7 | 1263.3 | 0 |

AMS customer premium statements are generated and batched with the current month's AMS invoices and emailed to the Agency Reps who are responsible for collection efforts. These are sent out to the customers as deemed necessary.  Premium statements are also available for review in AMS by any internal user granted access. Additionally, customer or internal users identified and set up as an Invoice/Statement contact are notified via email monthly when invoice/statements are available for review in AMS.  See below for an example.
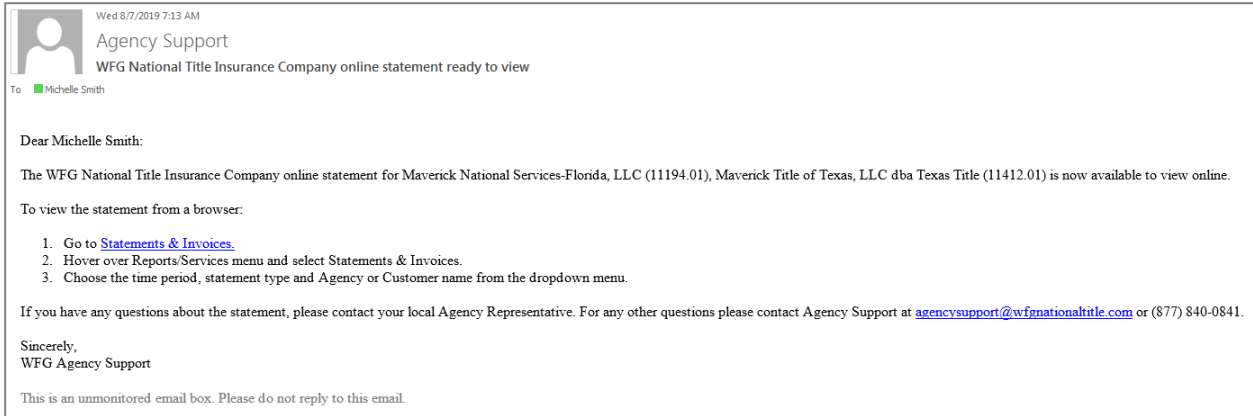
Month-end cut-off is based upon the remittance report date and cut-off is the last business day of the month.  If time is available, remittances received after cut-off may be processed. Additionally, if payment is received during the current month, a remittance batch may be processed in the current period prior to the final export, even if the remittance report was received or generated after the month end cut-off.  The year-end cut-off period may be extended beyond the last business day of the month.

**Cash Receipts Procedures for Agency Remittances**

Approximately 90% of all remittance reports are received by email from Agents and Agency Account Representatives and may be followed by hard or electronic copies of policies, reports and checks or wires. The remaining 10% are received via USPS and/or Express Mail in paper form (e.g. policy copy, worksheet, remittance report) with a check(s).

All checks are deposited and processed by the Agency Accounts Receivable team.  As checks are received they are deposited daily into a bank account and the check data is entered into the AMS Cash Receipts module for assignment to the proper agency or agent account where it will be allocated to a batch/invoice.

All received remittance documentation packages, including but not limited to, checks, policies, and paper remittance reports, are scanned into a single electronic document and sent to a centralized email account for Agency Accounting.  The Agency Accounts Receivable Manager and/or Accounts Receivable Specialist Lead will process each email to a 'scanned checks' email folder where each Agency Accounting team member will self-assign an email for entry of the receipt information into the AMS Cash Receipts module. All scans containing a copy of a remittance report are forwarded to a centralized email account for Agency Revenue Processing.  Any scans that do not contain a copy of a remittance report or where there is no batch/invoice on account to allocate funds are forwarded to the Agency Account Representative or to Agency Revenue Processing for review.   All scans containing a copy of the policy, schedules, endorsements, etc. are forwarded to a centralized email account for WFG Scanning for Back Title.

Once scanned and emailed, the original checks are then batched and deposited daily using a remote desktop deposit (RDP) machine. After the checks are scanned through RDP, they are secured and held for at least 90 days, then placed into a secured shredding bin. The Daily Deposit Report from the Wells Fargo RDP system gives a listing of each check, batch total and number of checks.  It also shows an image of each check. The deposit report is reconciled daily against AMS to ensure the number of checks and deposit totals are accurate.

All wire payments are received by Corporate Accounting and entered into the general ledger. Corporate Accounting sends an email with the payment data to a centralized email account for Agency Accounting. The Agency Accounts Receivable Manager and/or Accounts Receivable Specialist Lead will enter the wire data into the AMS Cash Receipts module for assignment to the proper agency or agent account, where it will be allocated to a batch/invoice or file. The email is attached to the AMS receipt entry for reference.

The Daily Deposit Report and Deposit Report by Deposit Number are emailed to Corporate Accounting daily to reconcile to the general ledger all checks and wires entered into AMS Cash Receipts module.

The Daily Deposit Report and individual Deposit Report by Deposit Number are reconciled to the bank statement by Assistant Controller and reviewed by the Controller.

Cash receipt accounting data entered and policy accounting data processed for each monthly account period are exported from AMS, via GL Export module, into one or more .csv files and emailed to the Assistant Controller in Corporate Accounting for review and data import into Great Plains (GP). The Assistant Controller balances each account in GP from the accounting data provided. If an account(s) is not in balance, Agency Accounting and Agency Revenue Processing is notified and will resolve the discrepancy(ies). Additional exports are typically needed after any discrepancy corrections are made in AMS (e.g. Adjustment, Reverse Adjustment, Policy Correction). Once the accounts are in balance the final GP AR amount is provided to Agency Accounting. The final GP AR balance is compared to the final AMS AR balance and both amounts should equal.