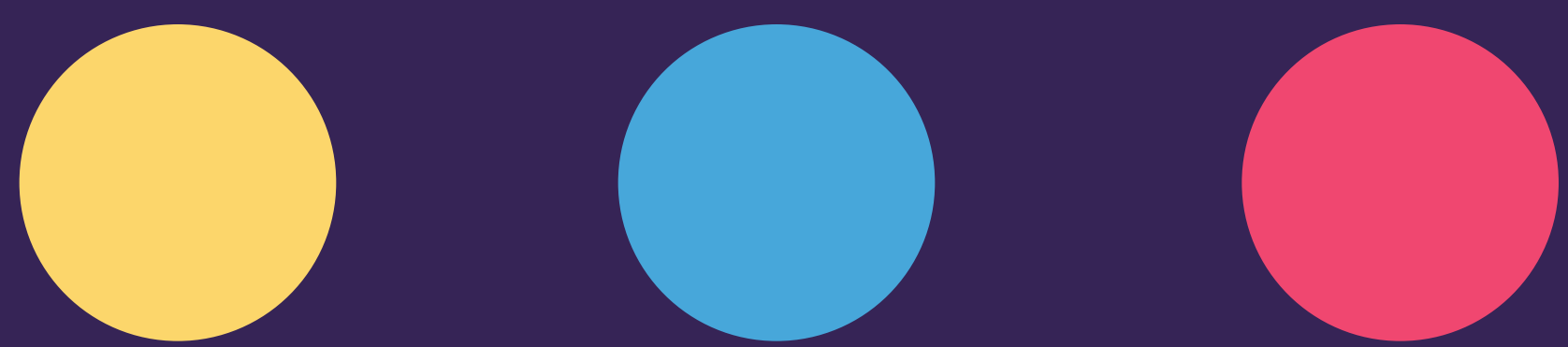



# Client Processes Playbook



**Insurance (Mortgage) →**



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## Task | Entering Purchase Invoices into Loan Vision (or other similar platforms)

**Description of the Task:** This task involves accurately recording financial transactions for precise accounting and financial reporting. This task is crucial for maintaining financial integrity, ensuring compliance, and facilitating transparent and error-free reporting. By diligently managing the entry of purchase invoices, organizations enhance their financial control, streamline reconciliation processes, and contribute to overall fiscal responsibility and trustworthiness.

1. Access the Loan Vision platform using authorized credentials to initiate the invoice entry process.
2. Locate the dedicated section or tab within the Loan Vision interface specifically designed for entering purchase invoices.
3. Collect comprehensive details from the purchase invoices, including vendor name, invoice number, date, due date, amounts, and any relevant codes or references.
4. Begin the process to create a new invoice entry within Loan Vision, signaling the commencement of the data input.
5. Input vendor details accurately, ensuring alignment with pre-existing vendor records in the system.
6. Populate the system with invoice specifics such as invoice number, date, due date, amounts, line item details, and any other critical information.
7. Double-check all entered data for accuracy, meticulously reviewing for typos or discrepancies in the information provided.
8. Allocate appropriate codes or categories to the invoices as required by the organization's accounting or categorization system in Loan Vision.
9. If applicable, attach any relevant supporting documents such as scanned copies of the invoice to the entry for future reference and auditing purposes.
10. Review the entered information comprehensively and, if applicable, ensure the invoice entry undergoes the necessary approval process.
11. Save or submit the entered invoices within Loan Vision to promptly update the accounting records.
12. Conduct periodic reconciliations of entered invoices with vendor statements or external records to ensure ongoing accuracy and resolve any discrepancies.
13. Leverage the reporting features within Loan Vision to generate comprehensive reports on purchase invoices for financial analysis, forecasting, or compliance purposes.
14. Keep a meticulous log or spreadsheet documenting entered invoices, noting dates, invoice numbers, vendors, and any unique identifiers for efficient future reference and audit trails.



## Task | Entering Accounts Payable into Loan Vision

**Description of the Task:** This task involves the meticulous recording of financial transactions, ensuring precise accounting and compliance. This process is pivotal for upholding financial integrity, facilitating clear and compliant reporting, and aligning with regulatory standards. By rigorously managing accounts payable entries, organizations optimize financial control, streamline reconciliation processes, and demonstrate a commitment to fiscal responsibility and trustworthy financial practices.

1. Access the Loan Vision platform using the provided credentials to initiate the accounts payable entry process.
2. Once logged in, enter the Accounts Payable (AP) module or section within Loan Vision.
3. Gather all invoices slated for entry into Loan Vision, ensuring they conform to the platform's compatible file format.
4. Scrutinize each invoice for precision in vendor details, invoice numbers, amounts, due dates, and other pertinent information.
5. Choose the "Add New Invoice" or an equivalent function within Loan Vision. Input essential details like vendor name, invoice number, invoice date, due date, amount, and relevant references.
6. Conduct a thorough review of the entered data to preempt errors or discrepancies.
7. Assign suitable accounting codes, expense categories, or any specific codes stipulated by Loan Vision to each invoice.
8. Attach accompanying documents such as PDFs or receipts to their respective entries for future reference and auditing.
9. Initiate or follow the approval workflow within Loan Vision to secure approvals from designated parties.
10. Verify that all entered information aligns with the source invoices and complies with accounting standards or company policies.
11. Complete the entry process by saving or recording the transaction in Loan Vision, ensuring proper filing under the designated accounting period or batch.
12. If reconciliation is part of the process, reconcile the entered invoices with bank statements or other financial records to maintain accuracy.
13. Confirm the successful entry and follow up on any outstanding approvals or pending actions related to the entered invoices.
14. Maintain a meticulous record or log of the entered invoices, noting entry dates, invoice numbers, amounts, vendor details, and any additional information for future reference.



## Task | Extracting Accounts Payable Invoices from Various Sources

**Description of the Task:** This task involves systematically extracting accounts payable invoices from diverse sources, including the Mercury Network. It is crucial for streamlining the invoice retrieval process, ensuring prompt and accurate financial record-keeping. By efficiently pulling data from multiple channels, organizations enhance workflow efficiency, minimize errors, and contribute to the overall accuracy of their financial management systems.

1. Access the Mercury Network portal using the provided credentials to initiate the invoice retrieval process.
2. Within the Mercury Network interface, locate and access the dedicated section or tab specifically designed for managing invoices.
3. Employ filters, search bars, or date ranges to narrow down the list of invoices. This could include filtering by date, vendor, invoice number, or other relevant criteria.
4. Choose the required invoices by either selecting them individually or using checkboxes for bulk selection, particularly if retrieving multiple invoices.
5. Look for options to download or export the selected invoices. Opt for the desired file format, such as PDF or CSV, based on specific requirements.
6. Double-check the downloaded invoices to ensure accuracy in vendor details, invoice numbers, amounts, and any other crucial information.
8. Scan for any invoices that don't match expected criteria or seem erroneous. Make note of these for further investigation.
9. Ensure data integrity by cross-verifying against internal records or systems to prevent discrepancies.
10. Record the entire process, including the date, invoices pulled, any encountered issues, and their resolutions, in a log or spreadsheet for comprehensive future reference.
11. Compare the downloaded invoices with existing accounts payable records to ensure completeness and accuracy.
12. If discrepancies are identified or if any invoices are missing, communicate with relevant stakeholders or departments to address and resolve the issues.
13. Update the accounts payable records or accounting software with the newly downloaded invoices, ensuring the system reflects the most recent and accurate information.



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### Task | Uploading Invoices to OneDrive

**Description of the Task:** This task involves systematically uploading invoices to OneDrive, a cloud-based storage platform. By centralizing invoice documentation, it enhances accessibility, collaboration, and secure storage. This streamlined process not only ensures efficient document management but also facilitates organized sharing and retrieval, contributing to improved workflow efficiency and data security.

1. Access the Accounting OneDrive platform by entering the provided credentials. This ensures secure and authorized entry into the designated storage space.
2. Move to the pre-established folder or directory designed for storing invoices within the Accounting OneDrive. This step sets the stage for organized document management.
3. Gather all invoices slated for upload, confirming they are in a compatible file format (e.g., PDF, Excel, Word). This proactive step prevents potential compatibility issues during the upload process.
4. Prior to uploading, arrange the invoices into a folder or have them readily accessible. This preparation streamlines the subsequent upload, ensuring a smooth and efficient process.
5. Choose either individual invoices or an entire folder containing the invoices that require uploading. This flexibility accommodates various document management needs.
6. Utilize either the drag-and-drop feature or the dedicated "Upload" button to transfer the selected invoices into the specified folder within Accounting OneDrive.
7. Wait for the upload process to complete and conduct a thorough check to ensure all selected invoices have been successfully uploaded without any oversights or partial transfers.
8. Optionally, enhance organization by renaming files based on a standardized convention or by adding relevant details to the file names. This aids in improved searchability.
9. If applicable, categorize the uploaded invoices within the folder structure based on criteria like dates, vendors, or categories. This step enhances future retrieval efficiency.
10. Confirm that the uploaded invoices have the appropriate permissions and access rights configured, limiting access to authorized personnel if necessary for security reasons.
11. Consider establishing a backup or syncing mechanism to ensure the safety and availability of the invoices. This precaution is particularly crucial for critical accounting and financial records.
12. If needed, inform relevant parties or team members about the successful upload of invoices, facilitating their awareness and subsequent actions.
13. Keep a comprehensive log or record of the uploaded invoices, including upload dates, file names, relevant details, and any additional information. This documentation serves as a valuable reference for future needs.



### Task | Coordinating with Listing Agents and Setting Appointments

**Description of the Task:** This task involves establishing effective communication with listing agents in the insurance and mortgage domain, aiming to schedule crucial appointments. By facilitating seamless coordination, it ensures timely discussions, fostering collaboration between relevant parties, and ultimately contributing to the efficiency of insurance and mortgage processes.

1. Begin by meticulously collecting essential details about the properties or listings you plan to call about. This encompasses comprehensive property information, accurate contact details for listing agents, and any specific notes or requirements pertinent to the discussion.
2. Develop a concise yet comprehensive script that outlines the purpose of your call. This should include a brief self-introduction or introduction of the representing company, clearly articulating the reason for the call, such as expressing interest in a property or scheduling a viewing.
3. Dial the designated contact number for the listing agent or agency, ensuring accuracy in the provided information.
4. Upon connection, introduce yourself professionally, stating your name and, if applicable, the company you represent. Clearly articulate the purpose of your call in a courteous manner.
5. Verify property details with the listing agent, seeking information on availability, viewing schedules, or any other pertinent details.
6. Communicate your interest in the property or the specific purpose behind your call. Be articulate and succinct while offering necessary information or responding to queries.
7. If the listing agent agrees to an appointment, propose available dates and times for a property viewing or meeting. Confirm appointment specifics, including the date, time, and location.
8. Before concluding the call, confirm any follow-up actions required, such as sending additional documents or formalizing the appointment details via email.
9. During or immediately after the call, diligently take notes on crucial details discussed, including appointment timings, specific instructions, or additional requests made by the listing agent.
10. Thank the listing agent for their time and cooperation, ensuring that all necessary points have been addressed and concluding the call on a positive note.
11. If agreed upon during the call, promptly send any agreed-upon additional materials or confirmation of the appointment via email.
12. Keep a comprehensive log or record of the call details, noting the date and time, property specifics, call outcomes, and any follow-up actions required.
13. If additional communication or follow-up calls are needed based on the discussion, schedule them in your calendar or task list to ensure timely and effective follow-ups.



### Task | Managing and Organizing Digital Files

**Description of the Task:** This task involves systematically managing and organizing digital files. By meticulously categorizing and storing documents in a structured manner, it ensures swift access to critical information, streamlining processes, enhancing efficiency, and facilitating compliance with regulatory requirements. This is essential for maintaining a well-organized and secure repository, supporting seamless operations and contributing to overall workflow optimization in the insurance and mortgage sectors.

1. Create a centralized folder dedicated to insurance and mortgage files on a cloud platform or the company server. This serves as the main repository for all relevant documents.
2. Set up subfolders within the main folder based on specific categories such as "Insurance Policies," "Mortgage Agreements," and "Claims." This structure streamlines navigation and ensures a systematic approach to file organization.
3. Devise a consistent and clear file naming convention that incorporates pertinent details such as client names, policy or mortgage numbers, and document types. This enhances searchability and simplifies file identification.
4. Assess the current document inventory and categorize files based on document type, client information, or date. Create additional subfolders for specialized document types, such as "Policy Renewals" or "Loan Approvals."
5. Employ scanning software or apps to convert physical documents into a digital format. Save these scanned documents directly into the designated folders, ensuring they adhere to the established naming conventions.
6. For documents subject to revisions, establish a version control system to track changes. Clearly label different versions and store them in a dedicated folder or with updated filenames to maintain clarity.
7. Consider integrating cloud storage solutions like Google Drive or Dropbox for enhanced accessibility. Ensure that files are synced, enabling seamless access and collaboration across various devices.
8. Improve document metadata by incorporating relevant tags. These can include keywords related to clients, document types, or important dates, facilitating quick and efficient document retrieval.
9. Regularly audit files to identify outdated or redundant documents. Remove unnecessary files or archive them in a separate folder designated for historical reference.
10. Implement a reliable backup system to prevent data loss. Schedule routine backups to an external drive or cloud storage to provide an additional layer of security.
11. If working within a team, leverage collaborative platforms like Microsoft Teams or Slack. Share access to specific folders or files as needed to ensure efficient collaboration.
12. Strengthen security measures to safeguard sensitive client information. Password-protect folders or employ encryption tools for an additional layer of protection.



### Task | Handling Incoming and Transferred Calls

**Description of the Task:** This task involves adeptly managing incoming and transferred calls, ensuring a seamless and professional communication experience. By promptly addressing client inquiries, providing information, and facilitating efficient call transfers, this role plays a crucial part in fostering positive client relations and maintaining the firm's commitment to exceptional customer service.

1. Begin by answering incoming and transferred calls promptly, delivering a warm and professional greeting while introducing yourself and the company (if applicable). Establish a courteous tone to create a positive initial interaction.
2. Practice active listening techniques to allow callers the space to articulate their needs or concerns thoroughly. Demonstrate empathy and understanding, ensuring a personalized and attentive approach.
3. Seek clarity on the purpose of the call by asking specific questions tailored to understand the caller's requirements. This step ensures that you gather comprehensive information to address their needs effectively.
4. Provide timely and relevant assistance based on the nature of the inquiry. For more complex issues, assure the caller of ongoing assistance and seamlessly redirect them to the appropriate department with clear communication.
5. Resolve straightforward queries within your capacity, showcasing problem-solving skills and enhancing the caller's confidence in the service provided. Maintain a helpful and approachable demeanor throughout the conversation.
6. Ensure a smooth transition for more intricate matters by informing the caller about the transfer process. Offer essential details about their query or concern to facilitate a seamless handover to the relevant department.
7. Communicate clearly if the caller needs to be placed on hold, providing estimated wait times and offering periodic updates to manage expectations effectively.
8. Effectively prioritize calls during high volumes, employing a strategic approach based on urgency or the order of receipt. This ensures efficient call management and timely responses.
9. Thoroughly document the call, including comprehensive details such as caller information, specific inquiries, actions taken, or any unique instructions. This step ensures accurate and detailed records for future reference.
10. Conclude the call graciously, expressing gratitude for choosing the services offered and leaving the door open for continued assistance with any additional queries.
11. Ensure prompt follow-up actions when required, either by yourself or the relevant department, to demonstrate commitment to addressing customer needs beyond the initial interaction.



## Task | Initiating Outbound Calls about the HELOC Program

**Description of the Task:** This task involves proactively reaching out to potential clients through outbound calls to promote and provide information about the Home Equity Line of Credit (HELOC) program. By engaging in these calls, the goal is to generate interest, educate clients about the benefits of HELOC, and encourage their participation.

1. Immerse yourself in a comprehensive understanding of the intricate details surrounding the Home Equity Line of Credit (HELOC) program, delving into its multifaceted benefits, eligibility criteria, prevailing interest rates, and any ongoing promotional offers.
2. Develop an intricately crafted call script that strikes the perfect balance between conciseness and informativeness, covering pivotal points such as program benefits, qualifying factors, and a compelling pitch to captivate potential clients.
3. Utilize Customer Relationship Management (CRM) software or databases to meticulously compile a list of promising leads or clients who exhibit potential interest in the HELOC program, ensuring an organized repository of contact information.
4. Implement a strategic segmentation strategy on the contact list, prioritizing calls based on potential interest, past interactions, or other pertinent factors, thereby optimizing the outreach process.
5. Commence each call with an introduction that emanates both politeness and professionalism, clearly articulating the purpose of your outreach and emphasizing the exploration of an opportunity tied to their home equity.
6. Spotlight the manifold advantages of the HELOC program, ranging from flexible borrowing options and competitive interest rates to potential tax benefits, elucidating how this program can be tailored to meet individual needs.
7. Equip yourself with the ability to address prevalent queries or concerns that potential clients may raise during the conversation, showcasing a robust knowledge base that instills confidence and provides satisfactory answers.
8. Tailor your pitch with a keen understanding of the specific needs or circumstances of the individual, adeptly aligning the offerings of the HELOC program with their unique financial goals or requirements.
9. Adhere scrupulously to all legal and compliance requirements governing outbound sales calls and financial services, ensuring a seamless and regulation-compliant engagement with potential clients.
10. Meticulously document positive responses or expressions of interest, while also recording objections or concerns raised during the conversation, laying the groundwork for future follow-ups or comprehensive analysis.
11. For individuals expressing interest but requiring additional time or information, adeptly schedule a follow-up call or promptly provide supplementary resources, fostering a continuous and informative dialogue.