Sales Performance Management Tool

Overview:
This Application helps the Financial Institutions to define the targets for a branch and further for employees, which can be tracked and the performance of employee and branch can be viewed.
The employee/ user can view his target set by the senior person and can also view the current status of the targets on each of the products.

Key Benefits:

Achieve operational efficiencies and increase revenue by deploying our Sales Performance Management Tool application.

- Helps Financial Institution to plan, manage and monitor Sales Performance of the branch and employees.
- Monitor sales and current status of the target of the month on each of the product.
- Track performance of the employee and branch.
- Increase efficiency of the management to track sales activities.

Processing:
This application enables the Financial Institution to:

- Capture the conversion of amount to points in the Calc Schedule.
- Map the 'Amount to Point Conv CalcSched' CalcVar-APCN with the products where required and give the value as the Calc Schedule Number created for the amount to point conversion.
- Set the targets against each product for the branches
- Distribute the Branch targets to the branch employees.
- View the current and the remaining target status against each product for a branch and teller.
- View the achieved and remaining targets with the help of graph representations.

The person opening the account will be required to add the PersNbr in the new user field **ASPN (Account Sold By Person Number)**. While tracking, the user field will be used to check that who has sold the account and in whose target the account will be computed.

For the accounts which are opened from the external sources, the users will be required to manually enter the PersNbr in the user filed **ASPN (Account Sold By Person Number)**, if it is required to be calculated in an employee's target.

Amount to Point Conversion example:
The financial Institution creates a CalcSched as follows:

Start Amount	To Amount	Rate
1	499	.1
500	999	.01
1000	10000	.01

CalcVar **APCN** is mapped with the Term Deposit Minor (the minor for which this conversion is applied) and the new CalcSchedNbr will be added as the value of the APCN.

A new Term Deposit account will be created with 10000$ and the ASPN user field will be added with the PersNbr of the employee who has sold the account.

Now when the points are calculated for the employee who has sold the Term Deposit account with the 10000$ deposit the application will check in the mapped CalcSched which is added in the CalcVar APCN. The rate will be picked from the CalcSched tier in which the amount is falling; in this case it is 0.01. Therefore, the point for the employee will be 10000*0.01=100. In the similar manner, if the PersNbr of employee is present in other account in the user field ASPN, the deposit amount of all the account will be added to calculate the points for the employee.

Note:
The new AuthCd 'AVSO' for Apps is associated with this Application, which has the drop-down list Branch and where the user has the option to make a selection for a branch. If the AuthCD AVSO is not associated then the drop-down list Branch will be disabled and will display only the current logged-in as the default branch. However, if AVSO is associated then the drop-down list Branch will be enabled and the user will have the option to make a selection for a branch.

This application provides the drop-down list Branch where the user will be required to select the appropriate branch and therefore the Financial Institution will be required to provide a set up for this AuthCd and then associate the same with the respective new screen(s).

Exclusion:
The Financial Institution will be required to consider the following exclusions:

- Consolidated reports for all the tellers.
- Target Status display of other users.
- Targets for Major MWNT, Regulatory Reporting (RR), Official Check Account (BKCK), Leased Assets (LEAS), and General Ledger (GL).
- Amount and Point targets for Majors Retirement Account (RTMT) and Externally Serviced (EXT).
- Future dated branch targets distribution to employees.
- Deletion of branch targets other then logged in branch.

Variables:
New Calculation Variable APCN:

Variable	Code	Description (how used)	Data Type	Default
Amount to Point Conv CalcSched	APCN	APCN will be used to store the Calculation schedule number (CalcSchedNbr) in which the Amount to Point Conversion slabs are stored.	NUM	<BLANK>

Screens:
To capture the targets for a branch and a teller against each product, the following two new screens have been added:

- *Org Sales Performance Management*
- *Teller Sales Performance Management*

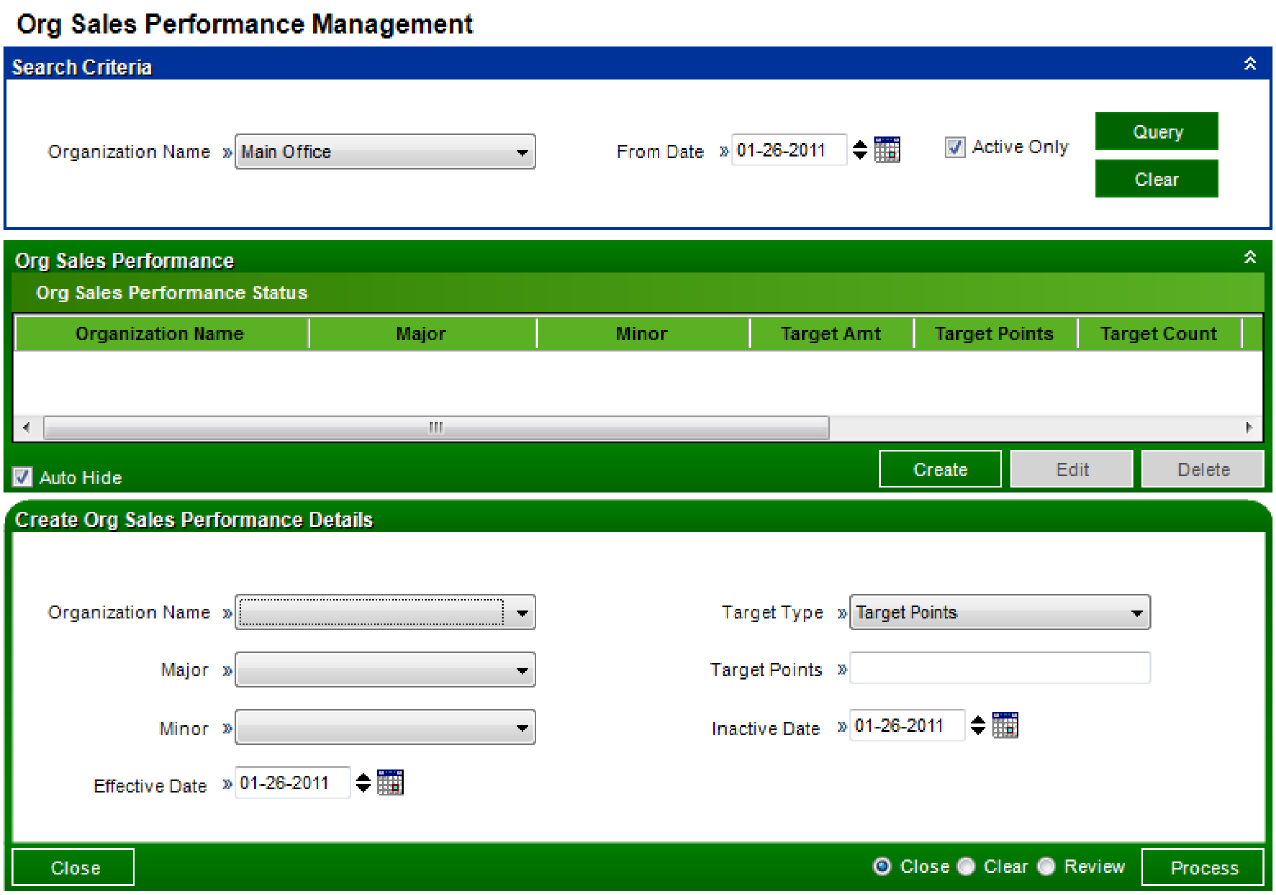
To display the current status of the branch and tellers targets, the following two new screens have been added:

- *Org Sales Performance Status*
- *Teller Sales Performance*

Navigation (Org Sales Performance Management)

Services > Institution > Org Sales Performance Management Tool

Screen Appearance (Org Sales Performance Management):



Field Listing:

Field	Description
Search Criteria The group box enables the user to provide the search criteria for the branch target records.	
Organization Name	This is a mandatory field. This drop-down list is automatically populated with the names of the organizations which are branches to the respective Financial Institution. This drop-down list will be enabled only when the new AuthItemCd **AVSO** is associated with the new screen Org Sales Performance Management and will be populated with all the branch names. However, if the new AuthItemCd **AVSO** is not associated with the new screen Org Sales Performance Management then the drop-down list will be disabled and by default, will display the logged-in branch name. The user will be required to select the organization name for the branch as the search criteria. The default value will be the logged-in branch name.
From Date	This field enables the user enter the Effective Date for the target set for the selected organization as the search criteria. The Branch targets with Inactive date greater than the entered date will be displayed in the Org Sales Performance grid.
Active Only	On selection, only the Active Target records (i.e. Branch Target records with Inactive Date > Current Post Date) will be searched.
Query	This is standard Query button functionality. On click of this button, the application will search for the Branch Target Records as per the search criteria provided by the user.
Clear	This is standard Clear button functionality. On click of this button, the values provided by the user in the Search Criteria group-box are cleared and the user will be required to re-enter all the values.
Org Sales Performance Management This grid displays the details of the targets set up for the selected branch.	
Org Sales Performance Management Status	This content menu will be enabled when the user selects a record from the Org Sales Performance grid. On click, the new screen Org Sales Performance Status for the selected Branch Target record is displayed.
Organization Name	This column displays the name of the organizations.
Major	This column displays the major account types.
Minor	This column displays the minor account types.
Target Amt	This column displays the target set for the branch in terms of amount.
Target Points	This column displays the target set for the branch in terms of points.
Target Count	This column displays the target set for the branch in terms of count.
Target Assigned By	This column displays the PersNbr of the employee who is logged-in and is assigning the targets.
Effective Date	This column displays the date the target becomes effective.
Inactive Date	This column displays the date the target becomes inactive.
Create	On click, this button enables the user to enter the details for the new Branch Target record. In addition, label for the subsequent group box will change to Create Branch Target Detail.

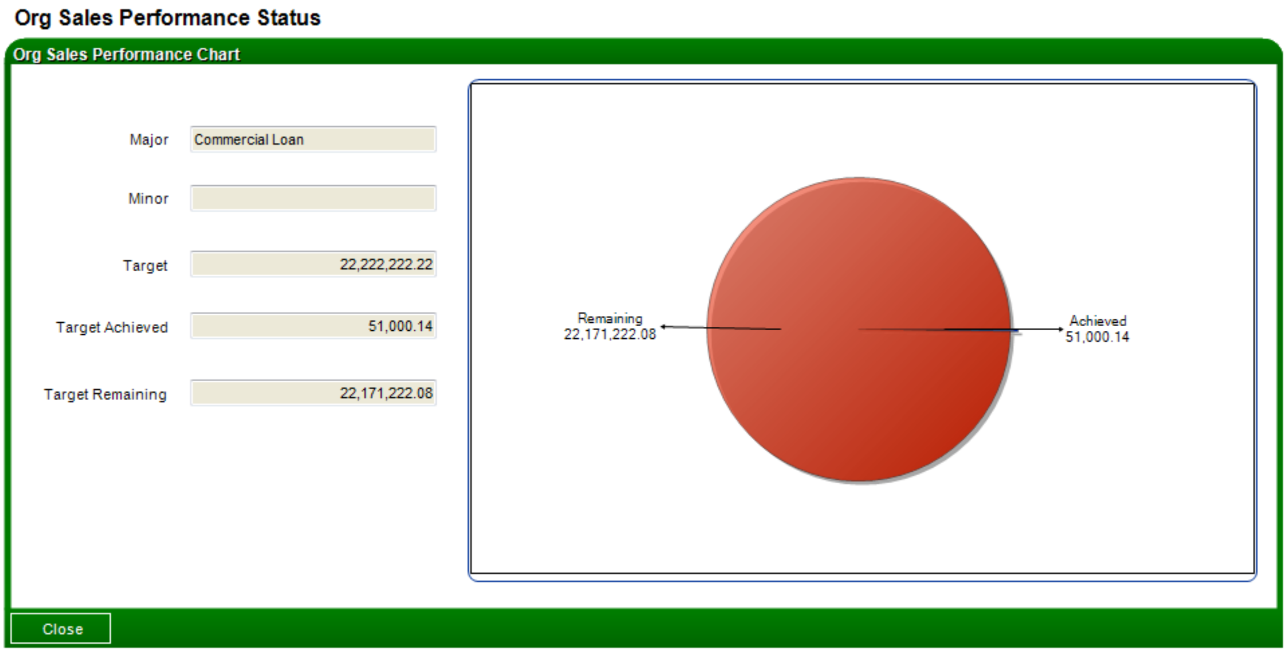
Field	Description
Edit	On click, this button enables the user to edit an existing Branch Target record selected from the Branch Target grid. In addition, label for the subsequent group box will change to Edit Branch Target Detail. Edit button shall be disable when the branch in the selected row is different than the logged-in branch.
Delete	On click, this button deletes the record selected in the Branch Target grid. Delete button shall be disable when the branch in the selected row is different than the logged-in branch.
Create/ Edit Org Sales Performance Details This grid enables the user to either create a new Branch Target record or edit an existing Branch Target record selected from the Org Sales Performance grid.	
Organization Name	This is a mandatory field. This drop-down list is automatically populated with the names of the organizations which are branches to the respective Financial Institution. This drop-down list will be enabled only when the new AuthItemCd **AVSO** is associated with the new screen Org Sales Performance Management and will be populated with all the branch names. However, if the new AuthItemCd **AVSO** is not associated with the new screen Org Sales Performance Management then the drop-down list will be disabled and by default, will display the logged-in branch name. The user will be required to select the organization name for the branch. The default value will be the logged-in branch name.
Major	This is a mandatory field. This drop-down list is automatically populated with the names of the major account types. The user will be required to select the appropriate major account type for which the branch target needs to be set. This drop-down list is disabled in Edit mode i.e. when user clicks the Edit button in the grid Branch Target.
Minor	This is a mandatory field. This drop-down list is automatically populated with the names of the minor account types. The user will be required to select the appropriate minor account type for which the branch target needs to be set. By default, the drop-down list displays the option value 'ALL'. This drop-down list is disabled in Edit mode.
Effective Date	This is a mandatory field. The field enables the user to select a date from which the Branch Targets gets into effect. The default value will be the current Post Date. The user can select the previous date but it cannot be less that the last Inactive Date for the same Major-Minor for the Branch. i.e. if there is no row for the selected Branch for a Major-Minor then the user can enter any previous date, but if the row exist for the branch of the selected Major-Minor then the Effective Date cannot be less or equal to the Inactive Date of present row. This field is disabled in Edit mode.

Field	Description
Target Type	This is a mandatory field. This drop-down list is populated with the following values: • Target Points • Target Amount • Target Count By default, this drop-down list displays the option value 'Target Points'. When the major account types (defined in the value of bank option MWCT (Major with Count Target)) are selected, this drop-down list will be disabled and the Target Count will be displayed. When the major account types (defined in the value of bank option MWNT (Major with No Target)) are selected, user will not be allowed to set the target type If the Point setup (CalcVar-APCN value set to Calc Schedule for Amount to Point conversation) is not set for the select minor and Target Point is selected message "Missing Set-up. Target Cannot be set in Points" will be displayed. This drop-down list is disabled in Edit mode.
Target Points/Target Amount/Target Count	This is a mandatory field. The label for this field will be displayed as per the Target Type selected from the drop-down list Target Type. The user will be required to enter the respective value against the selected target type.
Inactive Date	This is a mandatory field. The user will be required to select the date on which the set branch targets will become inactive. The default value will be the Current Post Date. The Inactive Date cannot be less than the Effective date. While editing the Inactive Date, the date will not be greater than Effective date of the next available row with same Branch, Major, and Minor. This field is disabled in Edit mode.
Process	On click, the respective created or edited Branch Target Detail record will be saved.

Navigation (Org Sales Performance Status):

Services > Institution > Org Sales Performance Management Tool > Org Sales Performance Status (Content Menu)

Screen Appearance (Org Sales Performance Status):



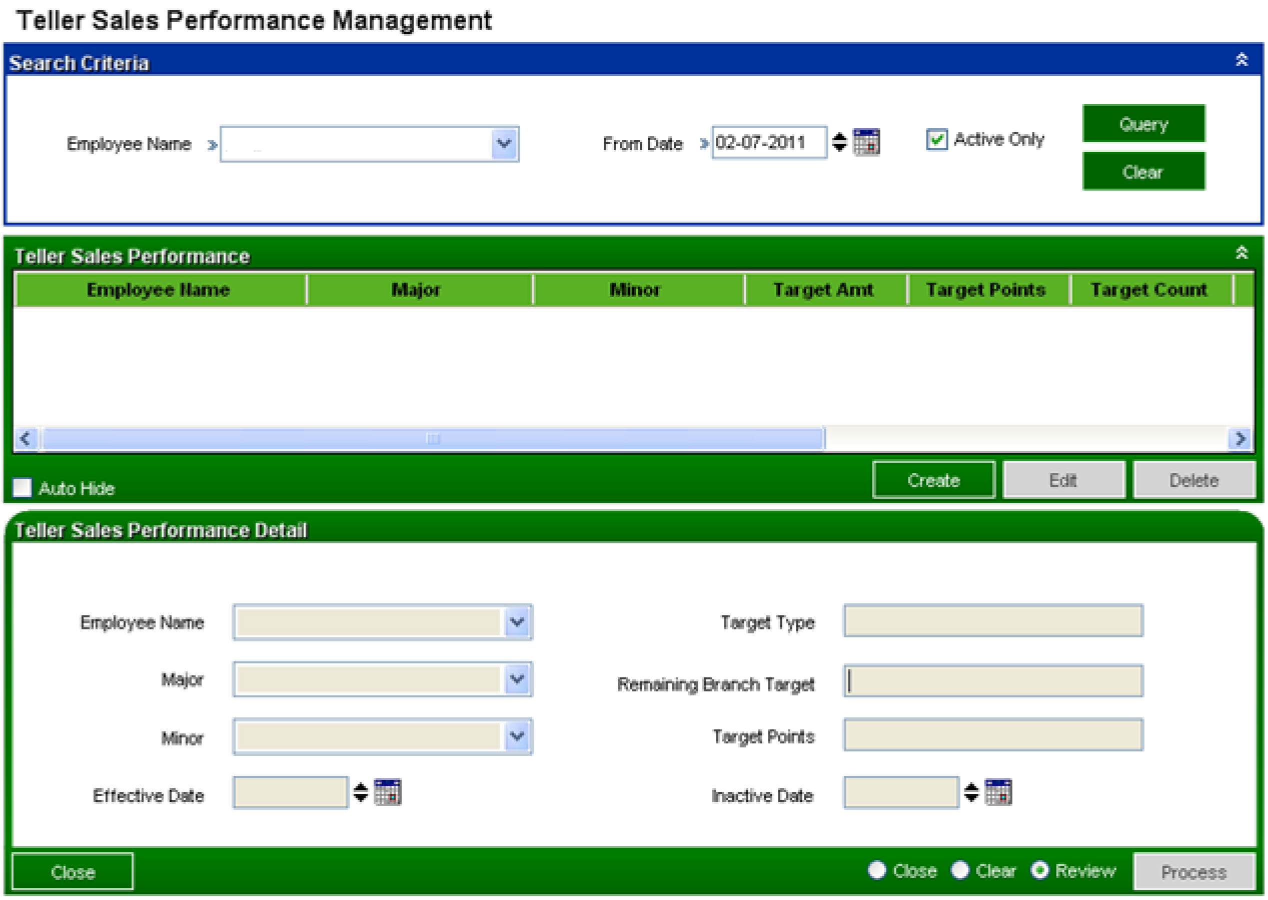
Field Listing:

Field	Description
Org Sales Performance Chart This group box displays the details for the record selected in the Org Sales Performance grid on the Org Sales Performance Maintenance screen.	
Major	The field displays the Major Account Type for the selected Target record.
Minor	The field displays the Minor Account Type for the selected Target record.
Target Points/Target Amount/Target Count	The label for this field will be displayed as per the Target Type selected on the Org Sales Performance Maintenance screen. The label for the text field will dynamically change based on the target value stored for the selected Branch Target record. The field displays the target set for the branch.
Target Achieved	This field displays the target that has been achieved in terms of points, amount, or count based on the respective value against the same.
Target Remaining	This field displays the target that is to be achieved i.e. target that is remaining in terms of points, amount, or count based on the respective value against the same.
Graph This plotting area displays the graphical plotting of the achieved and the remaining target for the respective Org Sales Performance Record.	

Navigation (Teller Sales Performance Management):

Services > Institution > Teller Sales Performance Management Tool

Screen Appearance (Teller Sales Performance Management):



Filed Listing:

Field	Description
Search Criteria This group box enables the user to provide the search criteria for the teller target records.	
Employee Name	This is a mandatory field. This drop-down list will be populated with the names of the persons who are employees with the respective Financial Institution. The user will be required to select the required employee name. The default value will be the name of the person currently logged-in.
From Date	This field enables the user to select the Effective Date for the target set for the selected employee. The teller targets with Inactive date greater than the entered date will be displayed in the Teller Target Details grid.
Active Only	On selection, only the Active Target records (i.e. Teller Sales Performance records with Effective Date =< Current Post Date and Inactive Date > Current Post Date) will be searched.
Query	This is standard Query button functionality. On click of this button, the application will search for the Teller Sales Performance Records as per the search criteria provided by the user.

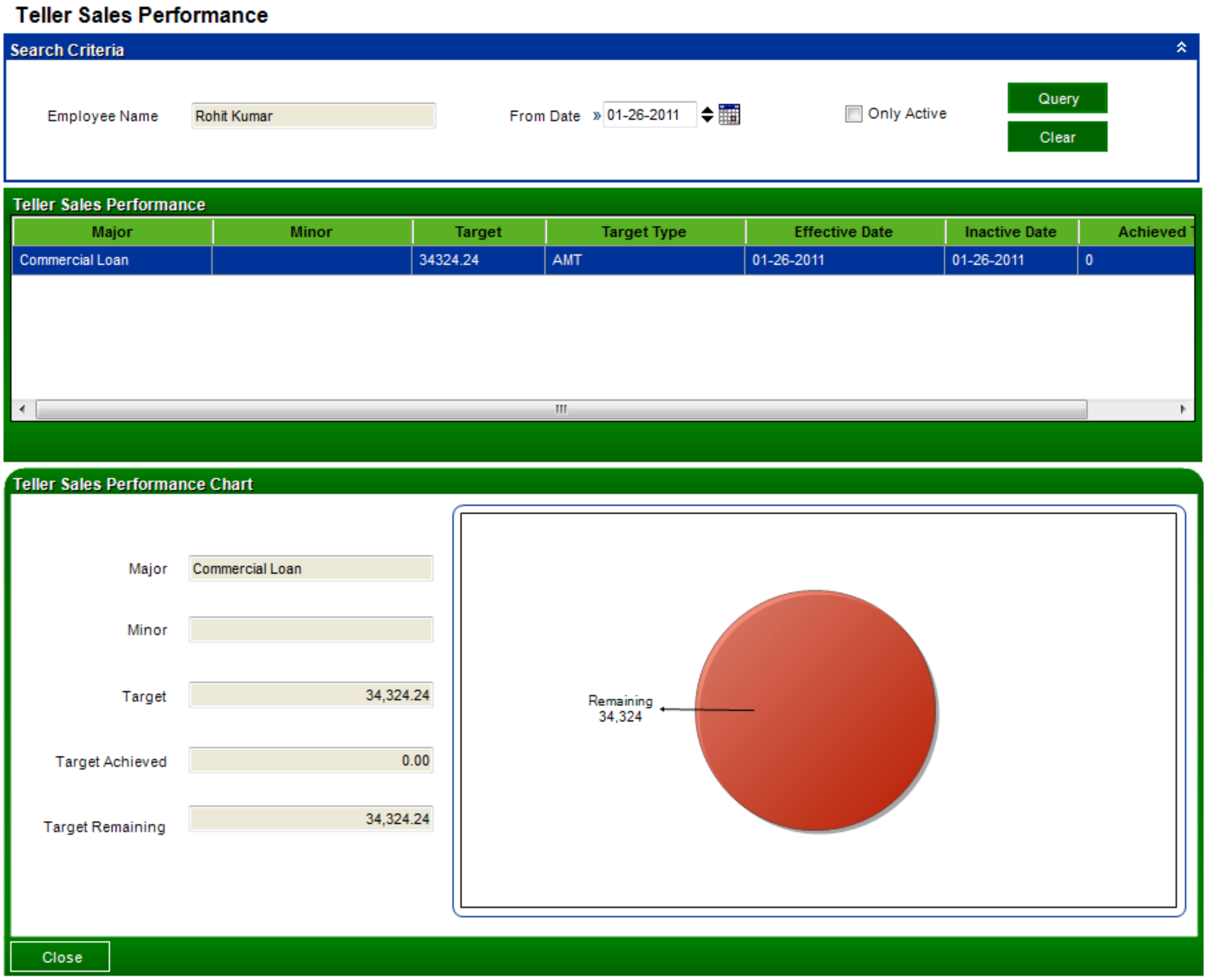
Field	Description
Clear	This is standard Clear button functionality. On click of this button, the values provided by the user in the Search Criteria group-box are cleared and the user will be required to re-enter all the values.
Teller Sales Performance The grid displays the details of the targets set up for the selected teller.	
Employee Name	This column displays the name of the employees.
Major	This column displays the major account types.
Minor	This column displays the minor account types.
Target Amt	This column displays the target set for the branch in terms of amount.
Target Points	This column displays the target set for the branch in terms of points.
Target Count	This column displays the target set for the branch in terms of count.
Target Assigned By	This column displays the PersNbr of the employee who is logged-in and is assigning the targets.
Effective Date	This column displays the date the target becomes effective.
Inactive Date	This column displays the date the target becomes inactive.
Create	On click, this button enables the user to enter the details for the new Teller Sales Performance record. In addition, label for the subsequent group box will change to Create Teller Sales Performance Detail.
Edit	On click, this button enables the user to edit an existing Teller Target record selected from the Teller Sales Performance grid. In addition, label for the subsequent group box will change to Edit Teller Sales Performance Detail.
Delete	On click, this button deletes the record selected in the Teller Sales Performance grid. A message “You are about to Delete target for <Employee Name>- <Major>-<Minor>. Click Ok to continue” will be displayed while deleting the grid record. User will have option to Cancel the deletion or Ok to continue.
Create/Edit Teller Sales Performance Details This grid enables the user to either create a new Teller Sales Performance record or edit an existing Teller Sales Performance record selected from the Teller Sales Performance grid.	
Employee Name	This is a mandatory field. This drop-down list is automatically populated with the names of the persons who are employees with the respective Financial Institution. The user will be required to select the respective employee for whom the targets are to be set. The default value for this drop-down list is the name of the person currently logged-in.
Major	This is a mandatory field. This drop-down list is automatically populated with the names of the major account types. The user will be required to select the appropriate major account type for which the teller target needs to be set.
Minor	This is a mandatory field. This drop-down list is automatically populated with the names of the minor account types. The user will be required to select the appropriate minor account type for which the teller target needs to be set.

Field	Description
Effective Date	This is a mandatory field. The field enables the user to select a date from which the Teller Targets gets into effect. The default value will be the Effective Date of the Branch target active row for the selected Major-Minor of the logged in branch. The user cannot select the Teller Target's Effective Date less than the Effective Date and greater than the Inactive Date for the active target set for the branch. If the user enters the date which is not in the respective range, then the following application message is displayed: " Date should be between the 'OrgTarget.EffDate' and 'OrgTarget.InactiveDate'"
Target Type	This is a disabled field. This field is populated with the following values: • Target Points • Target Amount • Target Count The value will be the Target Type of the Branch target active row for the selected Major-Minor of the logged in branch
Remaining Branch Target	This is a disabled field and will display the total respective branch target – sum of the respective targets distributed to employees/tellers.
Target Points/Target Amount/Target Count	This is a mandatory field. The label for this field will be displayed as per the Target Type. The user will be required to enter the respective value against the selected target type. Target for the employee can be greater than the target set for the branch.
Inactive Date	This is a mandatory field. The user will be required to select the date on which the set teller targets will become inactive. The default value will be the Inactive date of the Branch target active row for the selected Major-Minor of the logged in branch. If the user enters the date which not in the range then the following application message is displayed: "Date should be between the 'OrgTarget.EffDate' and 'OrgTarget.InactiveDate'"
Process	On click, the respective created or edited Teller Target Detail record will be saved.

Navigation (Teller Sales Performance):

Services > Institution > Teller Sales Performance

Screen Appearance (Teller Sales Performance):



Field Listing:

Field	Description
Search Criteria The group box enables the user to provide the search criteria for the logged in tellers for whom targets are to be displayed.	
Employee Name	The disabled field will display the name of the Logged in user for whom the target record is to be displayed.
From Date	This field enables the user to enter the Effective Date for the target set for the logged-in user. The teller targets with Inactive Date greater than the entered date will be displayed in the Teller Target Details grid.
Only Active	On selection, only the Active Target records (i.e. Teller Target records with Effective Date =< Current Post Date and Inactive Date > Current Post Date) will be searched.
Query	This is standard Query button functionality. On click of this button, the application will search for the Teller Target Records as per the search criteria provided by the user.

Field	Description
Clear	This is standard Clear button functionality. On click of this button, the values provided by the user in the Search Criteria group-box are cleared and the user will be required to re-enter all the values.
Teller Sales Performance Details The grid displays the details of the targets set up for the logged-in user based on the search criteria.	
Major	This column displays the major account types.
Minor	This column displays the minor account types.
Target Type	This column displays the target types.
Target	This column displays the value of the target.
Effective Date	This column displays the Effective Date.
Inactive Date	This column displays the Inactive Date.
Achieved Target	This field displays the target that has been achieved in terms of points, amount, or count based on the respective value against the same.
Remaining Target	This field displays the target that is to be achieved i.e. target that is remaining in terms of points, amount, or count based on the respective value against the same.
Target Sales Performance Chart This group box displays the details for the respective Teller Details record.	
Major	The field displays the major account type for the selected Target Sales Performance record.
Minor	The field displays the minor account type for the selected Target Sales Performance Details record.
Target Points/Target Amount/Target Count	The label for this field will be displayed as per the Target Type. The label for the text field will dynamically change based on the Target value stored for the selected Teller Target record. This field displays the target set for the teller.
Target Achieved	This field displays the target that has been achieved in terms of points, amount, or count based on the respective value against the same.
Target Remaining	This field displays the target that is to be achieved i.e. target that is remaining in terms of points, amount, or count based on the respective value against the same.
Graph This plotting area displays the graphical plotting of the achieved and the remaining target for the respective Teller Sales Performance Record for the selected Major and Minor.	

Additional Requirements:

Before executing this application, the Financial Institution needs to have the following prerequisites at their environment:

- The appropriate AuthKey from Fiserv has been obtained.
- Either DNA 3.2 or the higher version of DNA is available.
- The required set-up script/ steps have been executed before running this application.
- The Financial Institution will be required to provide the authorization rights to the respective users at the branch level or the Financial Institution level.

Configuration Checklist:

Item	Test Environment	Production Environment
Tables		
Variables		
Calculation type		
User Field		
Bank Option		

Revision:

Date	App Version #	Change
03/2014	1.2.0.0	User Manual updated based on Fiserv format
07/2011	1.2.0.0	Added Major Account Type Parameter
05/2011	1.1.0.0	Added the ability to write output to a local temporary directory
04/2011	1.0.0.0	Application Created