

CO-PILOT QUICK REFERENCE GUIDE

RSG Cheat Sheet: Working Smarter with AI

Use this cheat sheet to replicate the three demos from the Lunch & Learn session and apply them to everyday tasks. Included: - Clear prompts you can copy/paste - Expected outputs - Troubleshooting tips - Best-practice recommendations

Why Co-Pilot:

1. Co-Pilot integrated across MicroSoft/Teams tools are more secure.
 - Microsoft 365 Copilot does not share your information with other users, the public, or the AI company.
 - Your prompts, responses, and file content are not used to train the foundation models, and the data remains within your organization's Microsoft 365 tenant and is subject to the same data access controls as other M365 services.
 - Your prompts, responses, and file contents are not used to train the foundation models that power Copilot.
2. Can increase productivity of day to day tasks.
 - Save time
 - Reduce errors
 - Focus on higher-value work

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Customize Excel Formulas:

Scenario

You have two spreadsheets: - **Sheet A:** SSN, Participant Name, Source, Contribution Amount - **Sheet B:** SSN, Participant Name, Contribution per Recordkeeper, Contribution per Census

You need to pull Contribution Amount from Sheet A into Sheet B using SSN.

Prompt to Use in Co-Pilot

Write a formula that looks up the SSN in this sheet and returns the Contribution Amount from another sheet that contains SSN, Participant Name, Source, and Contribution Amount.

Use the correct lookup function.

Expected Formula from Co-Pilot

(Example using VLOOKUP)

```
=VLOOKUP(A2, 'SheetA'!$A:$D, 4, FALSE)
```

Or using XLOOKUP (recommended):

```
=XLOOKUP(A2, 'SheetA'!$A:$A, 'SheetA'!$D:$D)
```

Common Issues & Fixes

- **#N/A errors:** Ensure SSNs match exactly (no extra spaces, no formatting differences).
- **Wrong result pulled:** Check column order—VLOOKUP requires the lookup column to be the first column.
- **Missing matches:** Use TRIM() on SSN fields if imported from payroll files.

Best Practices

- Use **XLOOKUP** whenever possible (more flexible + handles errors better).
- Freeze table ranges using **\$** to prevent formula drift.

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Draft a Client Email:

Scenario

A client wants to allow a doctor to receive **Roth Employer Profit Sharing Contributions**, deposited after tax and included on the W-2. This is *not* an in-plan Roth conversion.

Prompt to Use in Co-Pilot (Copy/Paste)

Draft a professional email explaining the high-level steps required to allow Roth Employer Profit Sharing Contributions.

Include these facts:

- The plan currently makes Profit Sharing contributions for the doctors.
- One doctor wants his contribution to be made as a Roth employer contribution, deposited after tax.
- This must be included on his W-2.
- This is not an in-plan Roth conversion.

Include steps such as plan amendment, payroll/W-2 setup, and compliance considerations.

Expected Output Summary

Your email draft should include: - Need for a **plan amendment** to allow Roth employer contributions. - Payroll changes so contributions are **included as taxable wages**. - W-2 reporting updates. - Coordination between recordkeeper, payroll provider, and TPA. - Confirmation that this is distinct from an in-plan Roth conversion.

Common Issues & Fixes

- **Tone too formal/informal:** Ask Co-Pilot to adjust: *"Make this friendlier and more concise."*
- **Missing steps:** Prompt Co-Pilot: *"Add additional compliance or operational steps I may be overlooking."*
- **Needs stronger clarity:** Ask: *"Rewrite this using bullet points for clearer client communication."*

Best Practices

- Always read and edit before sending—AI drafts are a starting point.
- Use AI to generate multiple versions, then select the best.



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Build Excel Tools

Scenario

You want Excel to automatically calculate RMDs for multiple participants using: - Participant Age - Account Balance - Company Name - IRS Uniform Lifetime Table (2025) - A VLOOKUP to pull the RMD factor

Prompt to Use in Co-Pilot

Create a 2025 RMD calculator for multiple participants. Include columns for Participant Name, Company Name, Age, Account Balance, IRS RMD Factor, and 2025 RMD. Create a second sheet containing the IRS Uniform Lifetime Table for ages 72-110. Use a VLOOKUP in the main sheet to pull the correct factor based on age, and calculate the RMD as Account Balance divided by the Factor.

Expected Excel Structure

Sheet 1 – Participants

Columns: - Participant Name - Company Name - Age - Account Balance - IRS RMD Factor (auto-pulled) - RMD 2025

Sheet 2 – IRS Table

Columns: - Age - RMD Factor

Expected Formula (Examples)

VLOOKUP for factor:

=VLOOKUP(C2, IRS_Table!\$A:\$B, 2, FALSE)

RMD formula:

=E2 / F2

Common Issues & Fixes

- **#N/A:** Age must exactly match the IRS table.
- **Incorrect factor:** Ensure the IRS table is for **2025 Uniform Lifetime Table**.

- **Blank results:** Check that lookup ranges include all rows.

Best Practices

- Lock IRS table ranges with \$.
- Add conditional formatting to flag missing ages.

General Tips for Using Co-Pilot Effectively

- **Be specific.** Mention column names, sheet names, and exact fields.
- **Tell Co-Pilot the purpose** (e.g., “draft a client-ready email”, “summarize steps”, “write a formula”).
- **Ask it to explain** if you’re not sure why it chose a formula.
- **Iterate.** Use follow-up prompts: “shorter”, “more formal”, “use bullets”, “rewrite for a client audience”.
- **Validate outputs.** Especially formulas and regulatory explanations.

Need Help?

If anything isn't working as expected, try asking Co-Pilot: - *“Explain what this formula is doing.”* - *“Fix this formula—it’s returning errors.”* - *“Rewrite this email so it’s clearer.”* - *“Create a version using XLOOKUP instead of VLOOKUP.”*



REMEMBER



- Use AI as a help, not a replacement.
- Start small with simple tasks.
- Always review and edit before sharing.
- Never share private/client information.

APPENDIX

General Prompting Tips (Beginner-Friendly)

These help employees avoid the most common mistakes:

1. Provide context first.

AI performs best when it knows the background.

- “I’m preparing an email to a retirement plan sponsor...”
- “I am reconciling contributions between payroll and recordkeeper files...”

2. Tell AI what format you want.

- “Use bullet points.”
- “Write in a client-friendly tone.”
- “Return only the formula.”

3. Be explicit about the goal.

Instead of “Help me with a formula,” say:

“I need a formula that matches SSN across two sheets and returns the contribution amount.”

4. Ask for alternatives.

- “Give me 3 different ways to write this.”
- “Provide formulas using VLOOKUP and XLOOKUP.”

Excel + Co-Pilot Best Practices

Attendees will especially benefit from these:

1. Always name your tables and sheets clearly.

AI does better with:

- Sheet: Contributions_2025
- Table: IRS_RMD_Table

- Sheet: Payroll_File

2. Have clean headers.

Avoid spaces or special characters if you want reliable formulas.

3. Ask AI to explain the formula in plain English.

This is powerful for building Excel skills quickly.

4. Let AI fix broken formulas.

Prompt example:

“This formula returns #N/A. Explain why and rewrite it to fix the issue.”

5. Use AI to document your workbook.

Ask:

“Write a clear explanation of how this sheet works, including where the RMD factor is pulled from.”

Email and Writing Best Practices

Great for reducing editing time:

1. Tell Co-Pilot the audience.

- Client
- Advisor
- Recordkeeper
- Internal team

2. Ask for tone adjustments.

- “More concise”
- “Friendlier”
- “More authoritative”
- “Simplify for a non-technical audience”



3. Use AI to write subject line options.

Prompt:

“Give me 5 subject lines for this email, ranging from formal to conversational.”

Compliance + Regulatory Use Tips

AI is helpful, but users need guardrails.

1. Always verify regulatory answers.

AI can summarize regulations but should not be the final authority.

2. Ask AI to cite the regulation source type.

Example:

“Reference whether these steps come from IRS regs, plan document requirements, or operational guidance.”

3. Use AI for *summaries*, not *determinations*.

AI is great for breaking down:

- IRS rules
- SECURE Act changes
- RMD tables
- Plan amendment steps

But always confirm with compliance.

Security / PII Considerations (Very Important)

This is something every attendee needs to know.

1. Never paste real SSNs into Co-Pilot.

Use masked or sample data:

- 123-45-6789 → XXX-XX-6789

2. Avoid proprietary client info.

Use placeholders:

- “Client ABC”
- “Dr. Smith”

3. When in doubt, summarize instead of copying data.

4. Know your org’s data policy.

Troubleshooting Co-Pilot

These fix 90% of issues users encounter.

1. “It’s not understanding my question.”

Add:

- The goal
- The data structure
- A short example

2. “The formula doesn’t work.”

Try:

“Rewrite this using XLOOKUP instead of VLOOKUP.”

or

“Rewrite this for a table with named ranges.”

3. “The email sounds robotic.”

Prompt:

“Rewrite this in plain business English with a natural tone.”

4. “Co-Pilot is giving me wrong column numbers.”

Include your header row in the prompt:



My columns are:

A = SSN

B = Participant Name

C = Source

D = Contribution Amount

High-Value Prompts to Add

Consider adding a short section with prompt templates like:

- "Rewrite this to be more concise."
 - "Explain this spreadsheet to a new team member."
 - "Draft a follow-up email with bullet points."
 - "Create a quality check checklist for this workbook."
 - "Compare these two sets of numbers and summarize discrepancies."
 - "Create a step-by-step SOP for this recurring task."
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