



CIR Collections Information Repository
(Formerly the Transaction Reporting System)

Collections Reporting Web Topics:


Formatting and Printing Reports

January 2013



Hello and welcome to this web topic on collections reporting. In this session, we will discuss the different formats of system reports and how to work with them.

These web topics are intended to supplement the information you will find in the system Web-Based Training (WBT) modules and the system help and reference documents. You will get the most benefit from these web topics if you have already taken the WBTs and are familiar with the help and reference documents. For this session, please review the WBTs called *Downloading BO Reports* and *Printing BO Reports*.



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Purpose of this Web Topic

This Web Topic session will help you to:

- Work with system reports in different formats:
 - Web Intelligence
 - Adobe PDF
 - Microsoft Excel
 - Comma-Separated Value (CSV)
- Print the system reports

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This session will help you understand the different formats of system reports and suggest how you might be able to take advantage of them at your agency. We'll give you some tips for printing the reports using different formats.

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Report Formats

Web Intelligence - Voucher Report

Document

- Close
- Save as
- Save to my computer as
- Save report to my computer as
- Properties

Voucher Report

Search Criteria

ABA:

ALC: All

Amount:

Business Date:

Period:

Cash Flow ID:

Credit Ind:

Voucher Date:

Sort Order

Business Date, ALC, Voucher Type

Report Summary

Total Credit Amount	Total Debit Amount	Total Net Amount	Total Credit Count	Total Debit Count	Total Count of Vouchers
\$17,272,895,441.02	\$10,728,802,793.96	\$6,544,092,647.06	4,348	852	5,000

Vouchers

Voucher Number	Voucher Date	Credit Ind	Voucher Amount	Voucher Type	ABA	Agency Account ID	Business Date	Subsystem	Number of Transactions
311111	2012/09/21	Y	\$67,126.98	215	000000	041730304	09/24/2012	Check Deposit	0
311111	2012/09/21	Y	\$3,681.23	215	000000	041730304	09/24/2012	Check Deposit	0
311111	2012/09/21	V	\$9.27	216	000000	041730304	09/24/2012	Check Deposit	0

File Edit Format View Help

```

"Voucher Summary", "Voucher ALC", "Voucher Number", "Voucher
Date", "Voucher Amount", "ABA", "Collection Sub System", "Business
Date", "CAN", "Voucher Type", "Voucher ID", "Collection System", "De
Date", "Number of Transactions", "Deposit Info Credit Amount", "I
Info Debit Amount", "Credit Ind", "Agency Account ID", "Prelim Vo
Ind"
"Voucher Summary", "00009999", "111111", "2012/09/21
00:00:00", "9695.87", "021000021", "Navy Cash", "2012/09/24
00:00:00", "001053", "215", "6669910008888", "SVC", "2012/09/21
00:00:00", "0", "9695.87", "0", "Y", "R90909", "N"
"Voucher Summary", "00009999", "222222", "2012/09/21
00:00:00", "1672.8", "021000021", "Navy Cash", "2012/09/24
00:00:00", "001053", "215", "6669910009999", "SVC", "2012/09/21
00:00:00", "0", "1672.8", "0", "Y", "R90909", "N"

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Agency reports can be run on demand and can also be scheduled to run in the background and sent to your CIR Inbox.

When you run a report on demand, you see it on your screen in Business Objects format, called Web Intelligence. From this view, you can save the results as Microsoft Excel, Adobe PDF, or comma-separated value (CSV) format. In the upper left-hand corner of the report screen, click the arrowhead to the right of **Document**, then click **Save to my computer as**, and then click the format you want.

When you schedule a report to run in the background, you can request the results to be produced in Web Intelligence format, Excel, PDF, or CSV. You can open the CSV file in Excel or in Notepad, as shown in the lower right hand corner of this slide.

CIR Collections Information Repository **Security Error**

https://www.tfs.fms.treas.gov/InfoViewApp/listing/m...
To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

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Home | Document List

Web Intelligence - Voucher Report

Document View 100% 1 /1-

Voucher Report

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Depending on your version of Internet Explorer and your agency's security settings, you may receive a warning notice in your Internet Explorer browser when you save your report. The warning will appear at the top of your screen to advise you that your browser has blocked the file and you cannot open it. To avoid this message when saving a report, you can hold down the **Ctrl** button while choosing **Document**, then **Save to my computer as**, and then the format option. The system will save your report in the format you have chosen. For more information, refer to the manual *Business Objects General Help*.

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Sample Voucher Report in PDF Format

Search Criteria

Voucher Report

Report Summary

Total Credit Amount	Total Debit Amount	Total Net Amount	Total Count	Total Debit Count	Total Credit of Transactions
\$17,273,495,447.02	\$11,728,482,783.85	\$5,545,012,663.17	4,348	882	8,006

Vouchers

Voucher Number	Voucher Date	Credit/Debit	Voucher Amount	Voucher Type	Voucher A/C	ABA	Deposit Date	Business Date	Subcategory	Number of Original Transactions	Agency Account ID
111111	06/04/2012	Y	\$87,126.86	215	08800803	040730004	06/04/2012	06/04/2012	OTCweb-Check Deposit	0	
222222	06/04/2012	Y	\$3,881.23	215	08800803	040730004	06/04/2012	06/04/2012	OTCweb-Check Deposit	0	
333333	06/04/2012	Y	\$2.27	215	08800803	040730004	06/04/2012	06/04/2012	OTCweb-Check Deposit	0	

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The PDF version of reports is ideal for printing in the Web Intelligence format. You can choose to print the entire report or only selected pages. You can use the PDF search features to find particular records.

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Sample Voucher Report in MS Excel Format

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O						
1 Search Criteria																				
3	ABA:										Agency Account ID:									
4	ALC:										ALC Group: Individual ALCs									
5	Amount:										Business Date:									
6	Business Date										Subsystem:									
7	Period: 2. Previous Business Day										Collection System:									
8	CAI:										Deposit Date:									
9	Cash Flow ID:										Preliminary Vouchers:									
10	Credit Ind:										Voucher Number:									
11	Voucher Date:																			
13 Sort Order																				
14	Business Date, ALC, Voucher Type																			
16 Report Summary																				
17	Total Credit Amount					Total Debit					Total Debit					Total Count				
18	\$17,272,695,441.02																			
20 Vouchers																				
22	Voucher Number	Voucher Date	Credit Ind	Voucher Amount	Voucher Number	Voucher Date	Credit Ind	Voucher Amount	Voucher ALC	ABA	Deposit Date	Business Date	Subsystem	Number of Financial						
23	111111	09/24/2012	Y	\$67,126.33	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
24	222222	09/24/2012	Y	\$5,681.23	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
25	333333	09/24/2012	Y	\$5.27	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
26	444444	09/24/2012	Y	\$56,394.33	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
27	555555	09/24/2012	Y	\$1,455.36	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
28	666666	09/24/2012	Y	\$11,635.75	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
29	111111	09/24/2012	Y	\$40,813.21	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
30	222222	09/24/2012	Y	\$13,648.33	00000000	041136304	09/24/2012	09/24/2012	OTCnet-E-Check Deposit	0										
31	333333	09/24/2012	Y	\$1,483.00	00000000	021130032	09/24/2012	09/24/2012	FRB ACH	0										
32	444444	09/24/2012	Y	\$18,373.60	00000000	021130032	09/24/2012	09/24/2012	FRB ACH	0										
33	555555	09/24/2012	Y	\$2,204.62	00000000	021130032	09/24/2012	09/24/2012	FRB ACH	0										
34	666666	09/24/2012	Y	\$703.30	00000000	021130032	09/24/2012	09/24/2012	FRB ACH	0										

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When you work with the report in Excel format, the system places the fields in cells, but the headings are formatted to look like the Web Intelligence view of the report. You can use this Excel format to help you modify the printing layout.

In the example of the Voucher Report shown in this slide, you can strip off the first several rows displaying the search criteria, sort order, and report summary. Then you can remove cells you don't need for your report, such as Voucher Type or Agency Account ID, reset the automatic row height and width, and set the printing orientation to either portrait or landscape. Finally, you can add a custom header and footer.

You could also sort and filter the data and perform other Excel functions.

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Sample Voucher Report in CSV Format

```


File Edit Format View Help
"Voucher Summary", "Voucher ALC", "Voucher Number", "Voucher Date", "Voucher Amount", "ABA", "Collection Sub Sys
ID", "Collection System", "Deposit Date", "Number of Transactions", "Deposit Info Credit Amount", "Deposit Inf
ID", "Prelia Voucher Ind"
"Voucher Summary", "00009999", "250111", "2012/09/21 00:00:00", "9695.87", "021000021", "Navy", "2012/09/24
00:00:00", "001053", "215", "6669910008888", "SVC", "2012/09/21 00:00:00", "0", "9695.87", "0", "Y", "R211909" N"
"Voucher Summary", "00009999", "230222", "2012/09/21 00:00:00", "1672.8", "021000021", "Navy", "2012/09/24
00:00:00", "001053", "215", "6669910008888", "SVC", "2012/09/21 00:00:00", "0", "1672.8", "0", "Y", "R211909" N"
"Voucher Summary", "00009999", "026888", "2012/09/21 00:00:00", "234", "021000021", "Navy", "2012/09/24
00:00:00", "001053", "5515", "6669910008888", "SVC", "2012/09/21 00:00:00", "0", "0", "234", "N", "R211909" N"
"Voucher Summary", "00009999", "240999", "2012/09/21 00:00:00", "7.9", "021000021", "Navy", "2012/09/24
00:00:00", "001053", "215", "6669910008888", "SVC", "2012/09/21 00:00:00", "0", "7.9", "0", "Y", "R211909" N"
                    
```

Open in MS Excel – before formatting


A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	Voucher S	9999	250111	#####	9695.87	21000021	Navy Cash	#####	1053	215	6.67E+13	SVC	#####	0	9695.87	0	Y	R21
2	Voucher S	9999	230222	#####	1672.8	21000021	Navy Cash	#####	1053	215	6.67E+13	SVC	#####	0	1672.8	0	Y	R21
4	Voucher S	9999	263888	#####	234	21000021	Navy Cash	#####	1053	5515	6.67E+13	SVC	#####	0	0	234	N	R21

Remove unwanted columns; format numbers, dates, amounts; sort by Voucher Date and Voucher Amount

Voucher Number	Voucher Date	Voucher Amount	Voucher ALC	ABA	Collection Sub System	Business Date	CAI	Collection System	Deposit Date	Deposit Info Credit Amount	Deposit Info Debit Amount	Ch
2	09/21/2012	9695.87	#####	021000021	Bank Deposit	09/21/2012	135	OTCwr	09/21/2012	9695.87	0.00	09/21/12
3	09/21/2012	1672.80	#####	021000021	Bank Deposit	09/21/2012	135	OTCwr	09/21/2012	1672.80	0.00	09/21/12
4	09/21/2012	234.00	#####	021000021	Bank Deposit	09/21/2012	135	OTCwr	09/21/2012	234.00	0.00	09/21/12
5	09/21/2012	7.90	#####	021000021	Bank Deposit	09/21/2012	135	OTCwr	09/21/2012	7.90	0.00	09/21/12



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The CSV format allows you to use the information in another reporting system as well as manipulate and format the information in Excel to meet your agency's needs.

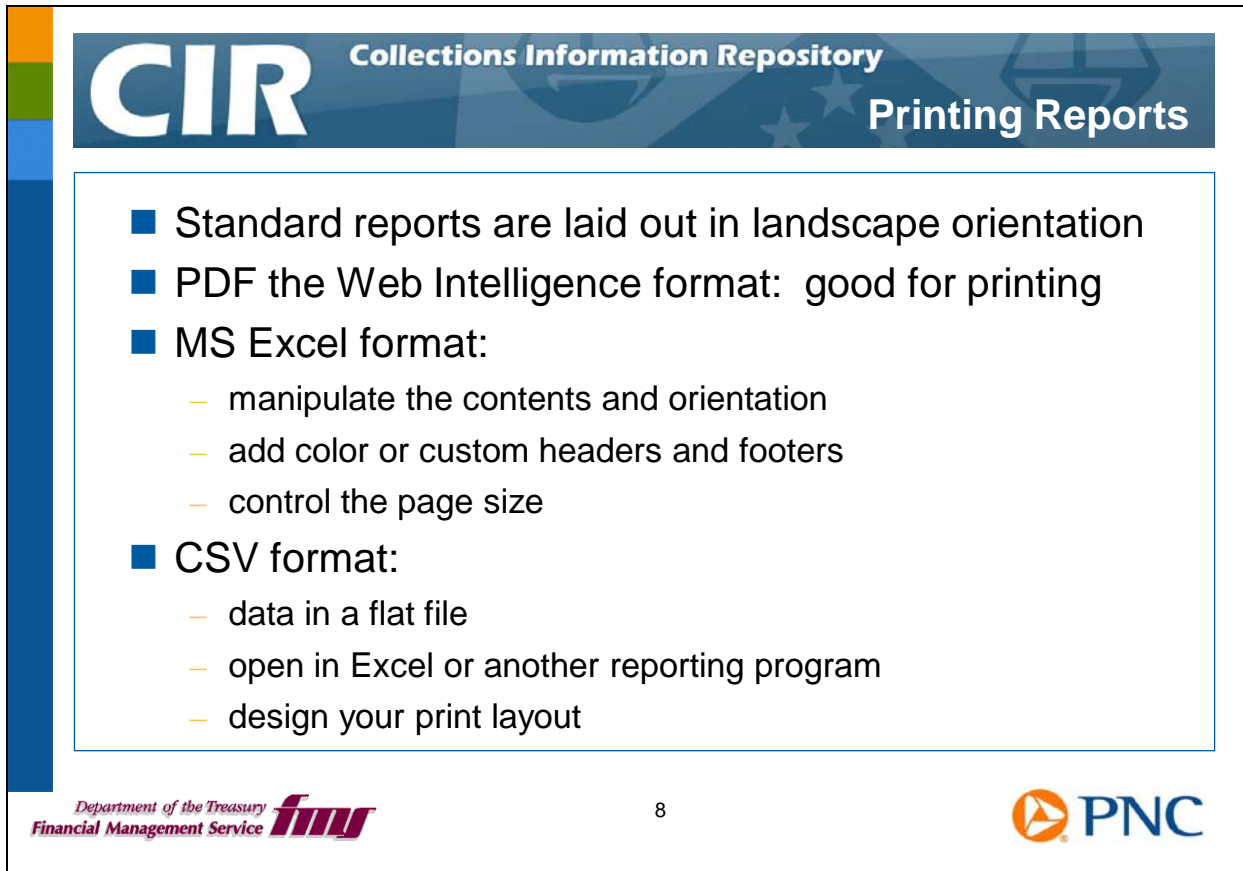
After you open the report in Excel, you can:

- Delete columns you do not need
- Rearrange columns
- Sort and filter

Excel imposes its own rules on your file, and there are two items in particular to notice:

- Excel drops leading zeroes in numeric fields
- Excel formats numbers longer than 12 digits as scientific notation

To work around these Excel rules, you can change the format of the cells. For cells with leading zeroes or large numbers, you can change the cell format to Text to maintain all the digits in the value. You can learn more about Excel at <http://office.microsoft.com/en-us/excel-help/>.



The slide features a blue header with the text "CIR Collections Information Repository" and "Printing Reports". The main content is a list of bullet points describing report formats. At the bottom, there are logos for the Department of the Treasury Financial Management Service (FMS) and PNC, along with the number 8.

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Printing Reports

- Standard reports are laid out in landscape orientation
- PDF the Web Intelligence format: good for printing
- MS Excel format:
 - manipulate the contents and orientation
 - add color or custom headers and footers
 - control the page size
- CSV format:
 - data in a flat file
 - open in Excel or another reporting program
 - design your print layout

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Standard reports in Web Intelligence format are laid out in landscape orientation. The easiest way to print standard reports is to use the PDF version of the Web Intelligence format. You can choose to print the entire report, individual pages, or a range of pages. However, when you print from PDF format, you cannot control the pagination or contents.

When you save the report to MS Excel format, you can manipulate the contents and orientation to fit information as your agency will use it. You can add color or custom headers and footers, and control the page size.

When you save the report in CSV format, you receive the data in a flat file that you can open in Excel or another reporting program. You can design your print layout as you need.

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Printing from PDF Format

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To print using PDF format, run the report you want to work with on demand in Web Intelligence format. From the toolbar, click the printer icon.

The system displays a progress window, then asks whether you want to Open or Save the new file.

If you choose Open, the system displays the report in PDF format with a new toolbar. You can zoom in on the report, search for any values in the report, print the entire report or selected pages, and save the report to your hard drive or your network.

You can also choose Save to save the report to your hard drive or network and open it at a later time.

Another method to create the PDF format is to click the arrowhead to the right of the **View** option in the toolbar while you are viewing the Web Intelligence format of the report. Click **PDF mode**. The report opens in PDF mode so you can print or save.

When you schedule a report to be produced in PDF format, it is already in PDF format when you retrieve it from your CIR Inbox. You can open it to print or save.

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Printing from MS Excel Format

The screenshot illustrates the workflow for downloading a report in Excel format from the CIR web interface. It shows the 'Web Intelligence - Voucher Report' window with the 'Document' menu open, highlighting the 'Save as' option. A red arrow points to the 'File Download' dialog box, which prompts the user to 'Do you want to open or save this file?'. Another red arrow points to the progress window showing the download status of 'Voucher%20Report.xls'. A final red arrow points to the resulting Excel spreadsheet, which contains search criteria and a report summary table.

Search Criteria		Agency Account ID
Agency Account ID	44	Individual A/Cs
Agency		Business & Other
Business Date Range	2 Previous Business Day	Company
CAL		Collection, 800000
Case Number ID		Business Date
Case Date		Agency
Case Status		Voucher #
Case Type		Voucher Number

Report Summary		Total Net Amount	Total Credits Closed	Total Open Count	Total Closed Count
Total Credit Amount	\$17,202,895,841.00	\$13,706,462,763.96	\$4,496,433,077.04	4768	9029

Voucher Number	Voucher Date	Case #	Voucher Amount	Voucher Type	Printed A/C	AMA	Report Date	Business Date	Subtype	Number of Financial Transactions	Agency Account ID
000000	000000	V	\$07,428.99	210	888003	03	84173834	85242012	GT-CHEK	0	
000000	000000	V	\$3,891.23	210	888003	03	84173834	85242012	CHEK	0	
000000	000000	V	\$0.00	210	888003	03	84173834	85242012	CHEK	0	
000000	000000	V	\$58,824.33	210	888003	03	84173834	85242012	CHEK	0	

To print using Excel format, run the report you want to work with in Web Intelligence format. From the window showing the report results, click the arrowhead to the right of the **Document** option in the toolbar. Click **Save to my computer as** and then click Excel.

You can choose to Open or Save the report.

If you choose Open, the system displays a progress window, and then the report opens in Excel with formatted column headings and other features that the system implements for you.

As we discussed earlier, you can delete columns and rows you do not need, add other kinds of formatting, orient the pages for landscape or portrait printing or for a different size of paper, add custom headers or footers, and perform other Excel functions.

If you choose Save, you can then save the report to your hard drive or network and open it later.

You can schedule the report to be produced in Excel format. When you retrieve it from your TRS Inbox, it will already be in Excel.

Note that the fields that are hyperlinks in the Web Intelligence view of this report are no longer hyperlinks.

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Printing from CSV Format

The screenshot shows the 'Web Intelligence - Voucher Report' window. The 'Document' menu is open, showing options: Close, Save as, Save to my computer as, Save report to my computer as, and Properties. The 'Save report to my computer as' option is expanded, showing 'Excel', 'PDF', and 'CSV'. A red arrow points from the 'CSV' option to a 'File Download' dialog box. The dialog box asks 'Do you want to open or save this file?' and shows file details: Name: Voucher Report.csv, Type: Microsoft Office Excel Comma Separated Values File, From: www.fms.treas.gov. Below the dialog is a table with columns A through Q.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	Voucher #	Voucher #	Voucher #	Voucher #	Voucher #	ABA	Collection Business	CAN	Voucher T	Voucher II	Collection	Deposit D	Number o	Deposit In	Deposit In	Credit Ind	Age	
2	Voucher S	9999'	250111	#####	9695.87	21000021	Navy Cash	#####	1053	215	6.67E+13	SVC	#####	0	9695.87	0	Y	R21
3	Voucher S	9999'	230222	#####	1672.8	21000021	Navy Cash	#####	1053	215	6.67E+13	SVC	#####	0	1672.8	0	Y	R21
4	Voucher S	9999'	26888'	#####	234	21000021	Navy Cash	#####	1053	5515	6.67E+13	SVC	#####	0	0	234	N	R21

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To print using CSV format, run the report you want to work with in Web Intelligence format. From the window showing the report results, click the arrowhead to the right of the **Document** option in the toolbar. Click **Save to my computer as** and then click **CSV**.

You can choose to Open or Save the report.

If you choose Open, the system automatically displays the report in Excel. You will need to use Excel's Format Cell function to format the columns and specify whether the cells contain numbers, currency, or text.

As we discussed earlier, you can delete columns and rows you do not need, add other kinds of formatting, select the printing orientation and paper size, add custom headers or footers, and perform other Excel functions.

The next slide discusses other options for working with the CSV format.

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Printing from CSV Format (cont.)

Voucher Report.csv

Microsoft Office Excel Comma Separated Value

```

File Edit Format View Help
[Voucher Summary", "Voucher ALC", "Voucher Number", "Voucher Date", "Voucher
Amount", "ABA", "Collection Sub System", "Business Date", "CAN", "Voucher Type", "Voucher
ID", "Collection System", "Deposit Date", "Number of Transactions", "Deposit Info Credit
Amount", "Deposit Info Debit Amount", "Credit Ind", "Agency Account ID", "Prelim Voucher Ind
", "2012/09/25 00:00:00", "006291", "5515", "66894300000007", "SVC", "2012/09/24
00:00:00", "0", "0", "56.22", "N", "R20740", "N
"Voucher Summary", "00009999", "222222", "2012/09/24 00:00:00", "13.2", "021000909", "Navy
", "2012/09/25 00:00:00", "001053", "215", "66894500000004", "SVC", "2012/09/24
00:00:00", "0", "13.2", "0", "Y", "V21429", "N
"Voucher Summary", "00009999", "090909", "2012/09/24 00:00:00", "76.7", "021000909", "Navy
                    
```


Text Import Wizard - Step 1 of 3

The Text Wizard has determined that your data is Fixed Width.

Choose the file type that best describes your data:

Delimited - Characters such as commas or tabs separate each field.

Fixed width - Fields are aligned in columns with spaces between them.

Start import at row: 1 File origin: 437: OEM United States

Text Import Wizard - Step 2 of 3

The screen lets you set the delimiters your data contains. You can see how your text is affected below.

Delimiters

Tab

Semicolon

Comma

Space

Other: _____

Treat consecutive delimiters as one

Text qualifier: " _____

Text Import Wizard - Step 3 of 3

This screen lets you select each column and set the Data Format.

Column data format

General

Text

Date: MDY

Do not import column (skip)

Advanced...

Preview of file c:\documents and settings\jx29780\My Documents\Voucher Report.csv

1	"Voucher Summary", "Voucher ALC", "Voucher Number",
2	"Voucher Summary", "00009999", "111111", "2012/09/24
3	"Voucher Summary", "00009999", "222222", "2012/09/24
4	"Voucher Summary", "00009999", "333333", "2012/09/24
5	"Voucher Summary", "00009999", "444444", "2012/09/24

Data preview

Voucher Summary	Voucher ALC	Voucher Number	Voucher Date	Voucher Amount
Voucher Summary	00009999	111111	2012/09/24 00:00:00	86
Voucher Summary	00009999	222222	2012/09/24 00:00:00	83
Voucher Summary	00009999	333333	2012/09/24 00:00:00	84
Voucher Summary	00009999	444444	2012/09/24 00:00:00	80

Data preview

General	General	General	General	General
Voucher Summary	Voucher ALC	Voucher Number	Voucher Date	Voucher Amount
Voucher Summary	00009999	111111	2012/09/24 00:00:00	86.22
Voucher Summary	00009999	222222	2012/09/24 00:00:00	83.2
Voucher Summary	00009999	333333	2012/09/24 00:00:00	86.7
Voucher Summary	00009999	444444	2012/09/24 00:00:00	80

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When you choose to **Save** the CSV file from Web Intelligence format, you can save it to your hard drive or network location. The system assumes you want to save it as .csv format. You can open this file in Notepad or other application and see the unformatted report information. You can also open this format in Excel.

Another option is to save the file as TXT. When you open the TXT file in Excel, the Excel Text Import Wizard guides you to format the cells. For example, you can override Excel's defaults that erase leading zeroes and enforce scientific notation on long numeric fields by changing those cells to Text format.

You can also schedule a report to be produced in CSV format. When you retrieve it from your CIR Inbox, it will be a flat file with the file extension .txt.

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Printing from CSV Format (cont.)

Remove cells not needed for the report, format, add page header and footer, change colors

Agency Voucher Report for September 25, 2012

Voucher Number	Voucher Date	Voucher Amount	Credit Ind	Voucher Type	Voucher ALC	ABA	CAN	Collection System	Collection Sub System
111111	9/25/12	\$100.00	Y	215	00090909	043736027	000627	BPD	Schedule of Federal De
222222	9/25/12	\$100.00	Y	215	00090909	091750301	000627	BPD	Schedule of Federal De
333333	9/25/12	\$100.00	Y	215	00090909	043736027	000627	BPD	Schedule of Federal De
444444	9/25/12	\$100.00	N	5515	00090909	091750301	000627	BPD	Schedule of Federal De
555555	9/25/12	\$100.00	N	5515	00090909	043736027	000627	BPD	Schedule of Federal De
666666	9/25/12	\$100.00	N	5515	00090909	043736027	000627	BPD	Schedule of Federal De

30	111111	9/20/12	\$100.00	Y	215A	20090900	00090909	001067	
31	222222	9/20/12	\$39.91	Y	215A	20090900	00090909	001067	
32	333333	9/20/12	\$95.11	Y	215A	20090900	00090909	001067	
33	444444	9/20/12	\$20.64	Y	215A	20091800	00090909	001067	
34	555555	9/20/12	\$75.00	Y	215	00004695	00090909	001067	
35	666666	9/20/12	\$32.80	Y	215	00004695	00090909	001067	
36	\$803.97							00090909	Total

Subtotals by ALC

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Financial Management Service

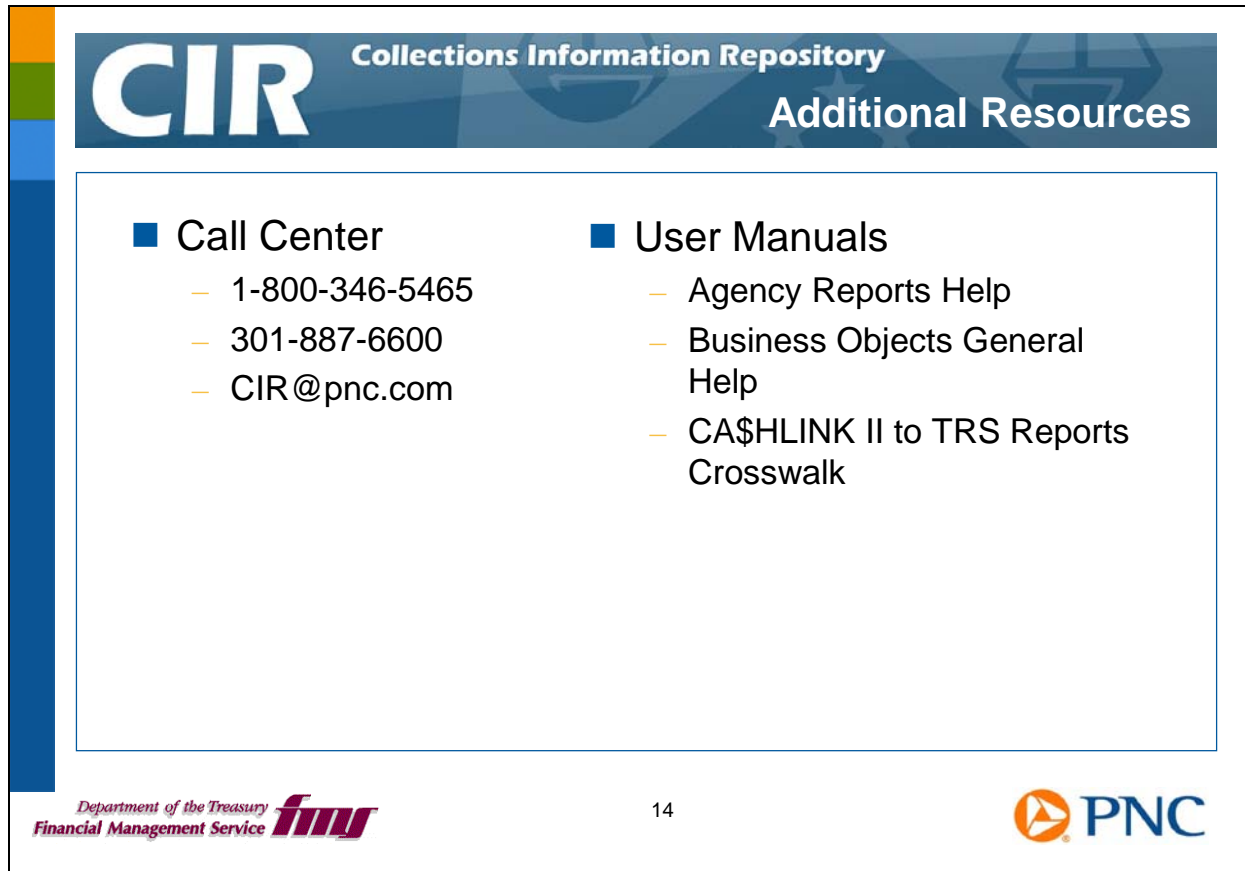
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You have two options to open the TXT file in Excel.

- Choose **File**, then **Open**
or
- Choose **Data**, then **From Text**

Excel presents you with the Excel Text Import Wizard which you can use to format the cells of the report as you need them. After the file opens, you can add headers and footers, subtotal by an attribute, and analyze the data to meet your agency's requirements.

In the example at the top of this slide, we corrected the cell formats, then removed columns of data that we didn't need for the report, added custom headers and footers, and changed negative amounts to display in red. In the bottom example, we sorted the data by ALC and then used Excel's sum function to subtotal each ALC's voucher amounts.




CIR Collections Information Repository
Additional Resources

- Call Center
 - 1-800-346-5465
 - 301-887-6600
 - CIR@pnc.com
- User Manuals
 - Agency Reports Help
 - Business Objects General Help
 - CA\$HLINK II to TRS Reports Crosswalk

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Thank you for viewing this session. We hope you'll take advantage of all the information resources available to you.

We encourage you to send us feedback at CIR@pnc.com.