CCRS

Quick Start Guide
for Program Administrators

September 2017

www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.

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Introduction

The Citibank Custom Reporting System (CCRS) is a comprehensive online tool that captures and manages information related to your card transactions, from line-item details to consolidated transaction data and everything in between.

CCRS provides the information you need to:

- negotiate with vendors;
- analyse business expenses;
- ensure compliance with organizational policies.

Comprehensive Data — Flexible Delivery

You can create dynamic queries and download data into spreadsheet, database or word processing formats. CCRS provides you with:

- online access to over 650 data elements;
- the ability to save customization for faster report setup;
- email notification so you can retrieve reports at your convenience;
- the ability to schedule reports to run when you need them.

Web-browser Compatibility

The following web-browser options may be used to access CCRS:

- Microsoft Internet Explorer 7.x, 8.x, 9.x, 10.x;
- Firefox 14.x – 19.x
- Google Chrome 20.x — 25.x;
- Safari 5.x, 6.x.

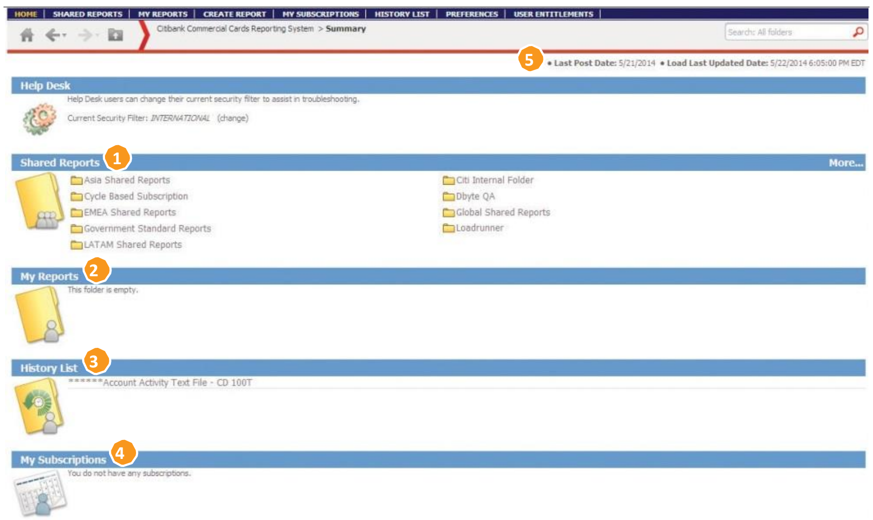
Update Frequency

CCRS is updated with the most recent account and transaction data beginning midnight Eastern Standard Time, Monday – Friday. The update can take up to 12 hours to complete.

Basic Navigation

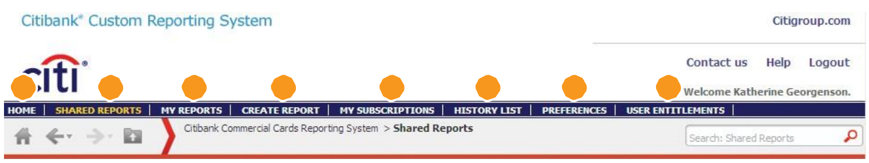
Home Screen

After you log in to CCRS, the Home screen displays. The Home screen displays summary sections with shortcuts to the most commonly used folders and reports. From this screen, you can navigate directly to where the report is stored.

Screen	Step/Action
 Home Screen	Home Screen 1. Shared Reports — contains folders that store standard report templates. These templates can be used by anyone with access to the Shared Reports folder. 2. My Reports — contains report templates created by you for your specific reporting needs. Templates in this folder cannot be viewed or used by anyone other than you. 3. History List — contains reports that have been run and saved for future viewing. Reports in the History List contain data from the point in time at which the report was run. The History List can store up to 50 reports for up to 180 days. 4. My Subscriptions — contains subscriptions of reports which you have registered to run automatically and at a selected frequency. Subscribed reports that you have registered are kept in the History List. If you choose to, you can elect to receive email notifications when the report is ready to be viewed. You can identify a subscribed report when the word “Archived” displays in brackets next to the report name. 5. Update Frequency — CCRS is updated with the most recent account and transaction data beginning midnight Eastern Standard Time, Monday–Friday. The update can take up to 12 hours to complete. The Last Post Date is the day all transactions were posted to CCRS. If the Last Post Date does not display on the Home screen, it can be viewed on the User Entitlements screen. The Load Last Updated Date is the day the last data load was completed.

Navigation Tabs and Buttons

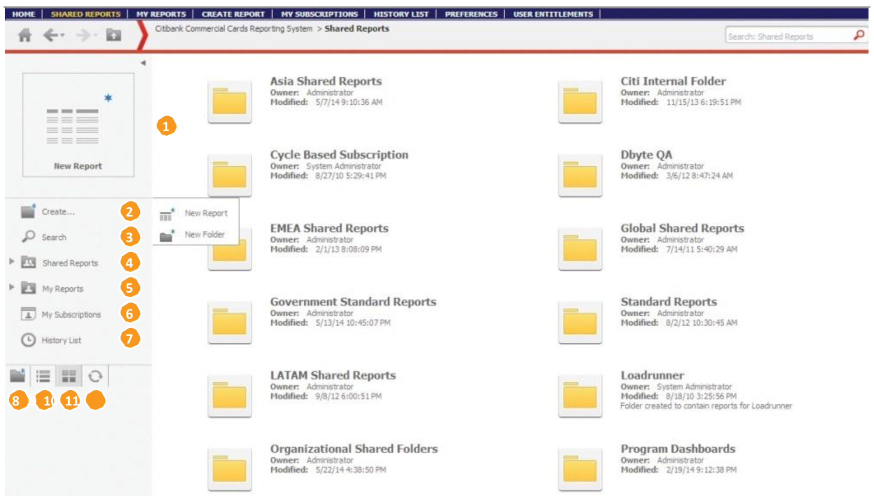
From any screen in CCRS, there are navigational tabs, buttons and links displayed at the top of the screen that allow you to access report templates, saved reports, your subscriptions and History List. You can also create a report and access your preferences and User entitlements.

Screen	Step/Action
 Navigation Tabs and Buttons	Navigational Tabs 1. Home — displays summary sections for Shared Reports, My Reports, History List and My Subscriptions. 2. Shared Reports — contains folders that store standard report templates. These templates can be used by anyone with access to the Shared Reports folder. 3. My Reports — contains report templates created by you for your specific reporting needs. Templates in this folder cannot be viewed or used by anyone other than you. 4. Create Reports — contains report wizards for creating ad-hoc reports. An ad-hoc report is a report built from scratch. 5. My Subscriptions — contains subscriptions of reports which you have registered to run automatically and at a selected frequency. Subscribed reports that you have registered are kept in the History List. You will receive email notifications when the report is ready to be viewed. You can identify a subscribed report when the word “Archived” displays in brackets next to the report name. 6. History List — contains reports that have been run and saved for future viewing. Reports in the History List contain data from the point in time at which the report was run. The History List can store up to 50 reports for up to 180 days. 7. Preferences — contains user preference options. Preferences allow you to set a new home page, manage export options and manage how your report displays with grid and graph options. 8. User Entitlements — displays your region, hierarchy of accounts to which you have access, and the last post date. You can view accounts in the hierarchies displayed as well as hierarchies in sub-units that fall below the displayed hierarchies.

Screen	Step/Action
 Navigation Tabs and Buttons	Links 9. Contact Us — provides a list of contact numbers that can be used when you require technical assistance. 10. Help — provides a list of reference material such as User Guides, Data Dictionary, Tutorials and Frequently Asked Questions. 11. Logout — allows you to exit your current reports session. Clicking the [X] in the upper right corner will close your reports session but the reports browser will still be assigned to the last hierarchy accessed. If you need to access a different reporting hierarchy, you must click the Logout link or your new browsing session will not load. Navigational Buttons 12. Home — allows you to navigate back to the Home screen. 13. Back — allows you to go back to the previous screen. 14. Forward — allows you to navigate forward a screen (provided you used the Back button). 15. Return To — allows you to navigate to one folder up.

Side Navigation Panel

When you click on the navigational tabs for Shared Reports, My Reports, My Subscriptions and History List, a navigation panel displays on the left side of the screen.

Screen	Step/Action
 Side Navigation Panel	Side Navigation Panel 1. New Report — creates new report. 2. Create — creates a new report or new folder. 3. Search — searches for objects such as attributes and metrics. You can also use it to filter by search type, date and owner. 4. Shared Reports — navigates to the Shared Reports folder. 5. My Reports — navigates to My Reports folder. 6. My Subscriptions — navigates to My Subscriptions list. 7. History List — navigates to your History List folder. 8. Create New Folder — creates a new folder. 9. List View — displays folders in a list. 10. Icon View — displays folders as icons. 11. Refresh Screen — refreshes your screen.

Getting Started

Overview

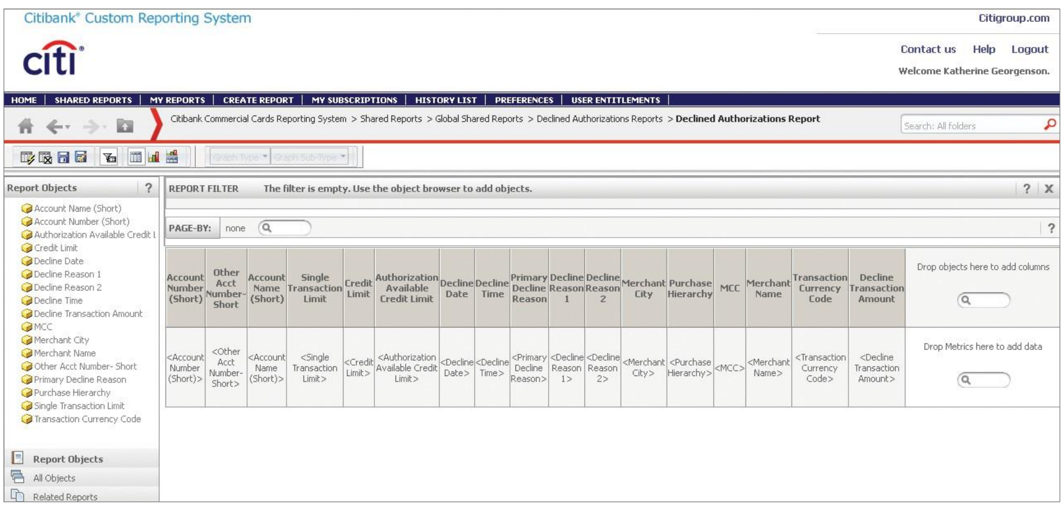
While it is possible to create reports from scratch, a lot of your reporting requirements can be met by running reports from existing templates. Once you select a report template, you may be required to complete prompts, which are filters for the report. Once you complete the prompts, you can run the report and then view and edit it in the Report Viewer. You can also export a report, for example to Excel, save the report, add it to your History List or subscribe to a report.

Report Process Flow

Report Templates

The system contains report templates which have pre-defined attributes, metrics, filters and prompts.

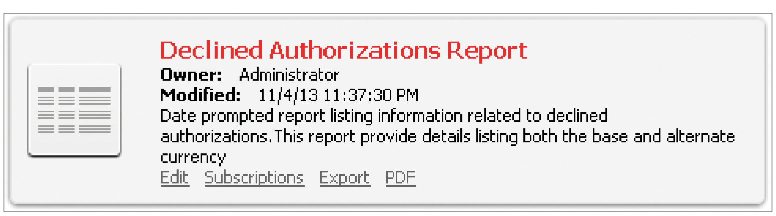
For more information about running a report using a report template, refer to the Run Reports section.



Sample Report Template

Report Template Icon

A report template icon is a shortcut to a report template. Report templates are accessed from Shared Reports folders. When you click a report template icon, a report will run automatically if no prompts are required. If a report requires you to complete prompts, you must enter or select the required data before running the report.

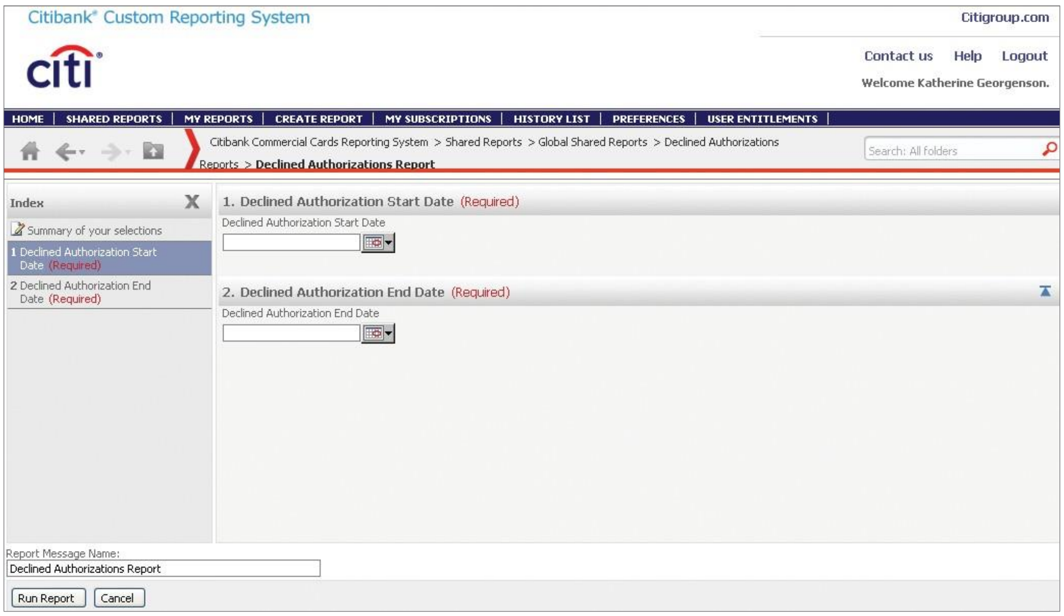


Report Template Icon

Report Template Prompts

Some reports are prompted reports — meaning additional information is required before a report can be run. The report template prompts are filters that are used to sort the data used in a report.

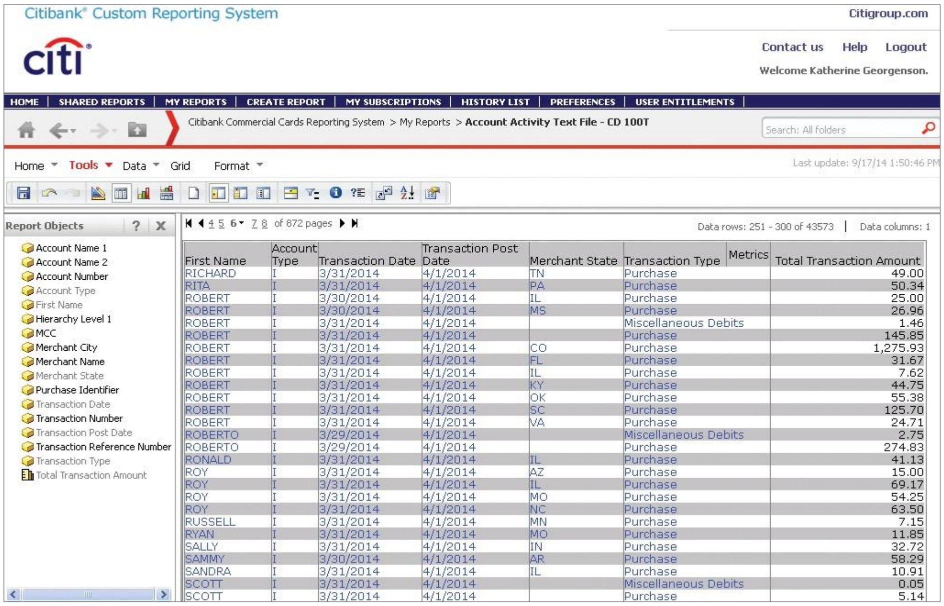
When you click on the report template icon for a prompted report, the prompt screen displays. Enter or select the required data, then click the Run Report button.



Report Template Prompts

Report Viewer

The Report Reviewer is the area where your report displays once it has finished processing or has been launched from your History List. From the Report Viewer, you can edit the report, for example, add attributes or metrics or add/hide a column. It is also possible to format the report, for example, changing the font style and line colors.

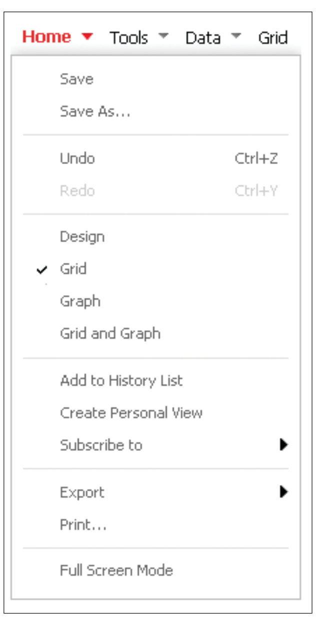


Report Viewer

Toolbars and Menus

The Report Viewer displays the Home, Tools, Data, Grid and Format function menus and icons. When you click on each menu item, a sub-set of toolbar icons displays. These same functions can be accessed and viewed when you click the expand arrow for each menu.

For detailed descriptions of each of the toolbar functions, refer to the Appendix.



Home Toolbar

Home Menu

Objects

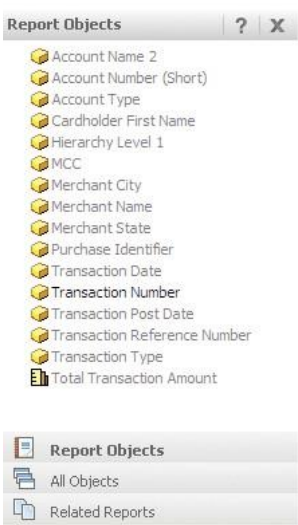
The Report Objects and All Objects features allow you to add or remove objects from a report. There are four object types; attributes, metrics, filters and prompts. The objects are grouped by category and organized into folders.

Object Types

Object	Icon	Description
Attributes		Describes or identifies a report item. For example, **Merchant Name** is a transaction attribute identifying the name of the merchant.
Metrics		Describes a measurement or summary of values. For example, **Count of Transactions** is a metric because it adds or summarizes the total number of transactions occurring on an account or merchant.
Filters		Sorts data after a report has run. Either an attribute or a metric can act as a filter. For example, if you run a Cardholder Listing Report, you can select the Cardholder Last Name attribute, place it in the filter panel and sort the report by Cardholders whose last name equals Smith.
Prompts		A filter applied before a report is run that restricts the data that is returned. For example, a **date range** is a prompt that asks a report to return only information occurring within the dates selected.

Object Viewer Tabs

Report objects display in the Object Viewer pane of the Report Viewer screen. There are two ways to view the report objects. You can view only the objects included in the report, or all of the available objects. Use the Report Objects and All Objects tabs to toggle between the two options.

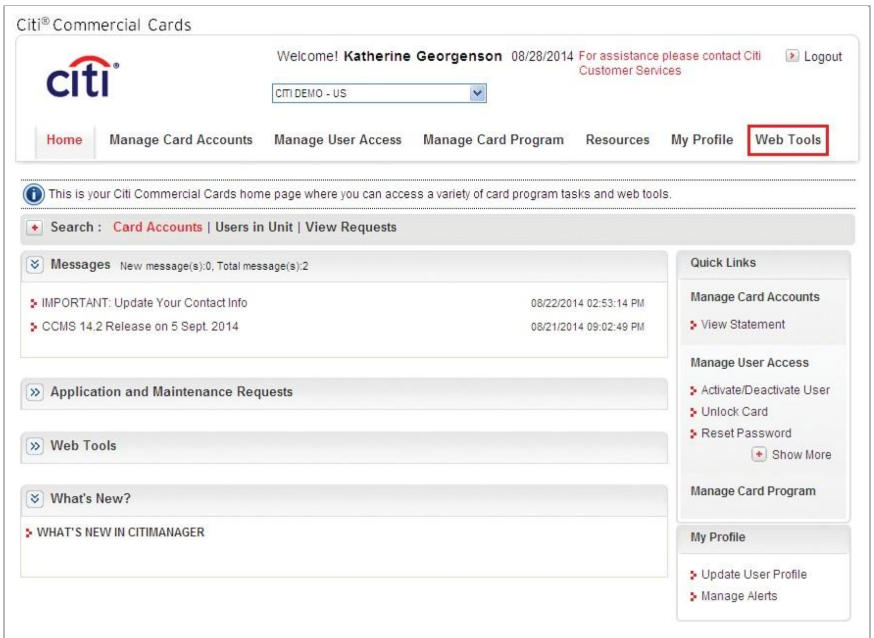
The Reports Objects tab contains objects included in the report being viewed.	The All Objects tab contains folders housing all available objects.
	

Access CCRS

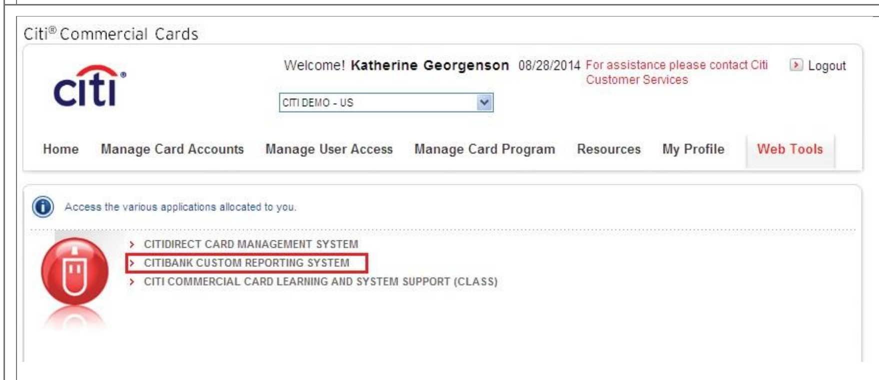
Key Concepts

In order to access CCRS, you must log into the CitiManager Site first using a valid Username and password and then answer the challenge question. From the CitiManager Site, you will access CCRS by clicking the link from the Web Tools tab.

Step-by-Step Instructions

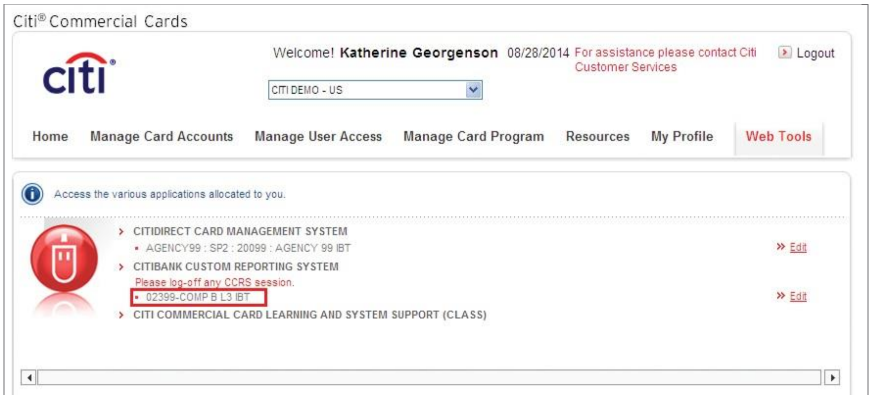
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>

CitiManager Site Home Screen</td><td>1. From the CitiManager Site Home screen, click the Web Tools tab.

A list of tools you have access to displays on the Web Tools screen.</td></tr>
<tr><td>

Web Tools Screen</td><td>2. Click the CITIBANK CUSTOM REPORTING SYSTEM link.

The link for your level of hierarchy displays.</td></tr>
</table>

Screen	Step/Action
 Web Tools — Hierarchy List	3. Select your level of hierarchy displayed under the CITIBANK CUSTOM REPORTING SYSTEM link. *The CCRS Home screen displays.*

Run Standard Reports Using a Template

Key Concepts

The system contains report templates which have pre-defined attributes, metrics, filters and prompts.

Standard report templates can be accessed from the Shared Reports folder.

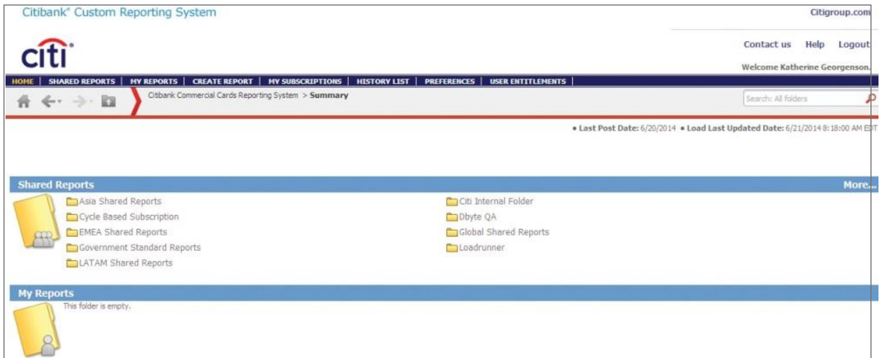
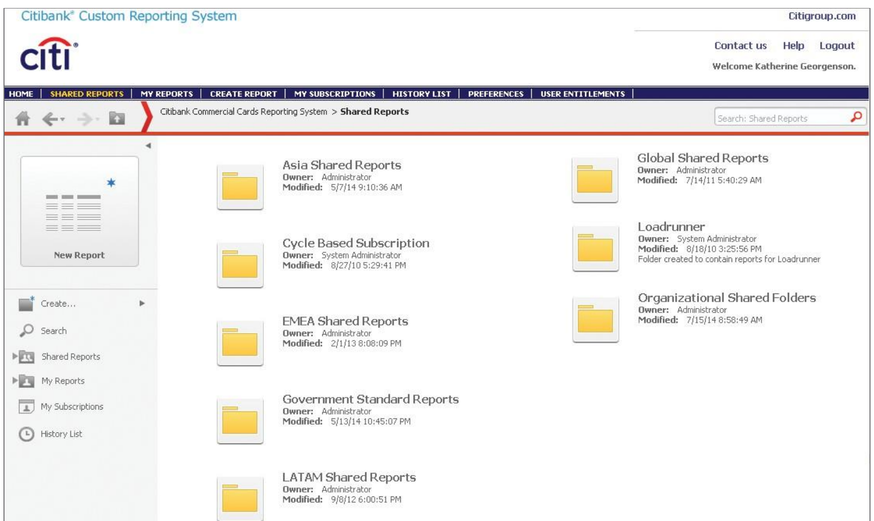
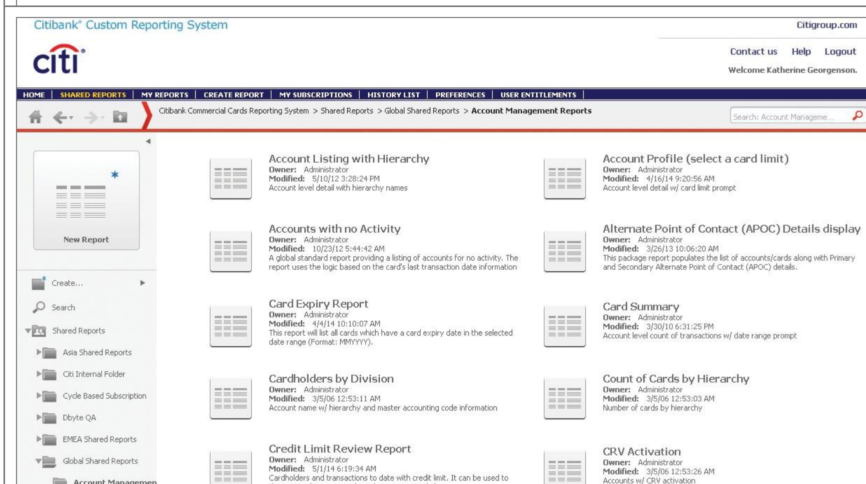
Citi Handlowy has created common report templates for all Client groups to use. These reports are available from the Global Shared Reports folder.

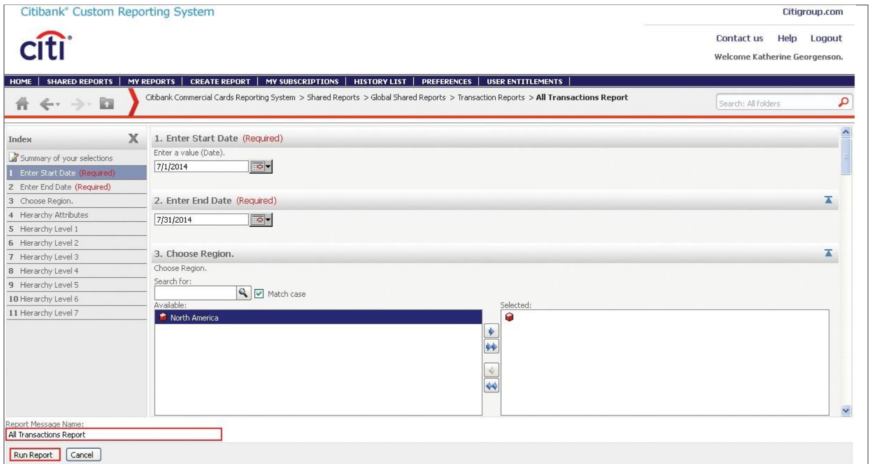
The Organizational Shared Reports folder contains special report templates tailored to individual reporting needs of a company. These templates will only be accessible to those in your company who have been granted access to CCRS.

Some reports require data element filtering to limit the data presented in the report. For these reports you will be prompted to select or enter values before you run the report. A date range or hierarchy is an example of a common report prompt.

Not all reports require data element filtering. As an example, an Account Listing Report providing cardholder details does not require a prompt.

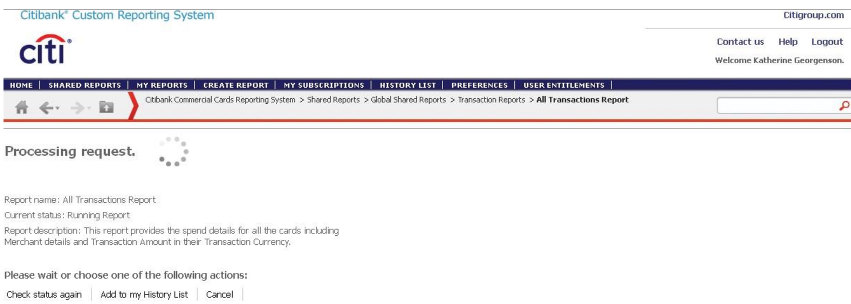
Step-by-Step Instructions

Screen	Step/Action
 Home Screen	1. From the CCRS Home screen, click the Shared Reports tab. *The Shared Reports folder screen displays.* NOTE: If your CCRS Home screen is the Summary of folders screen, you can select the desired folder directly from the Shared Reports section.
 Shared Reports Screen	2. Click the desired folder icon or folder title. *A list of available report templates displays.* NOTE: Several folders may display within the Shared Reports folder. For example, the Organizational Shared Reports folder displays, containing your organization folder. Click the desired folder to access report templates.
 Report Template List Screen	3. Click the desired report template icon or template title to initiate report processing. *The report prompts screen for the report template selected displays.*

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Report Prompts Screen
</td><td>
4. Complete the required prompts and click the Run Report button.

The Processing request screen displays.

NOTE: You can change the name of the report before saving it by entering the desired report name into the Report Message Name field in the lower left-hand corner of the screen.
</td></tr>
<tr><td>


Summary of Selection Screen
</td><td>
5. From the Processing request screen, click the Add to my History List link.

The link name changes to Go to my History List

NOTE: Depending on the size of the report, the Processing request screen may not display. For reports taking longer to process, you may add them to the History List. This allows the report to complete processing in the History List so you can continue to navigate through CCRS.

You may continue to wait for the report to display or click on the Go to my History List link to view the report status.
</td></tr>
</table>

Edit a Report from the Report Viewer

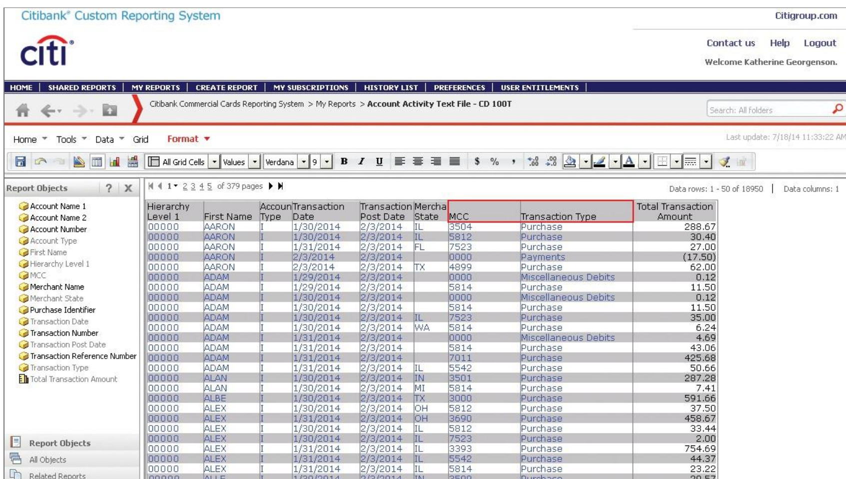
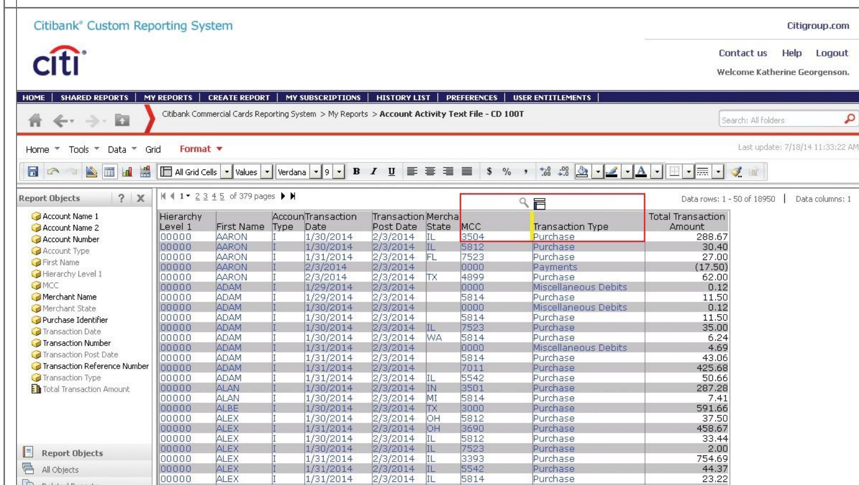
Key Concepts

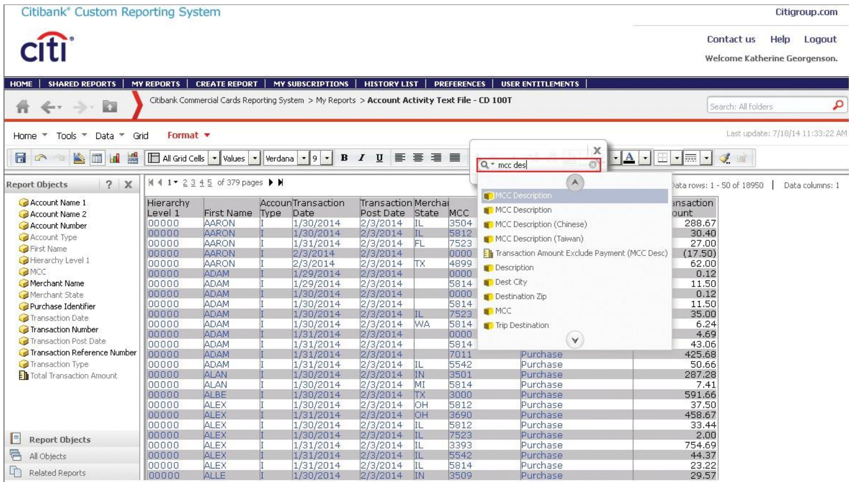
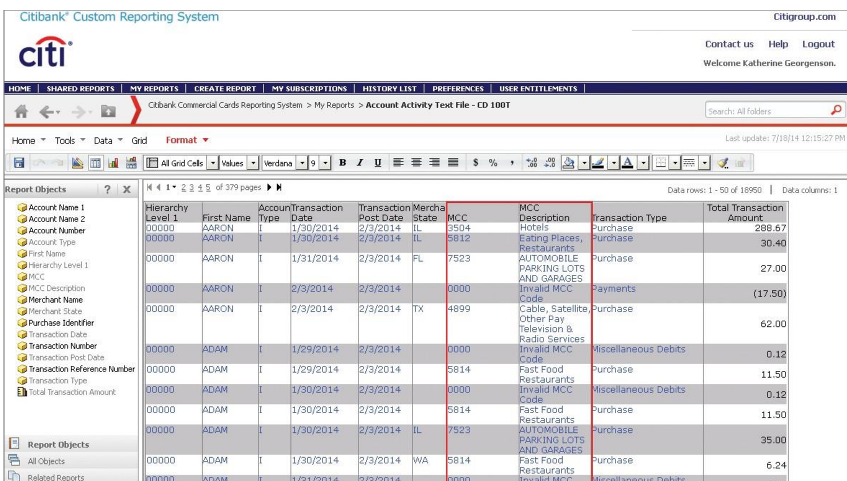
It is possible to modify report templates using the formatting options available within CCRS. The most frequently used editing functions in the Report Viewer include:

- Add Objects Using the In-grid Search Tool — allows you to add attributes or metrics not currently in the report;
- Hide a Column in a Report — allows you to hide columns from view, for example, hide the Account Number column from others who may view the report but should not be privy to this information;
- Remove a Column from a Report — allows you do delete a column that is not needed from a report.

Step-by-Step Instructions

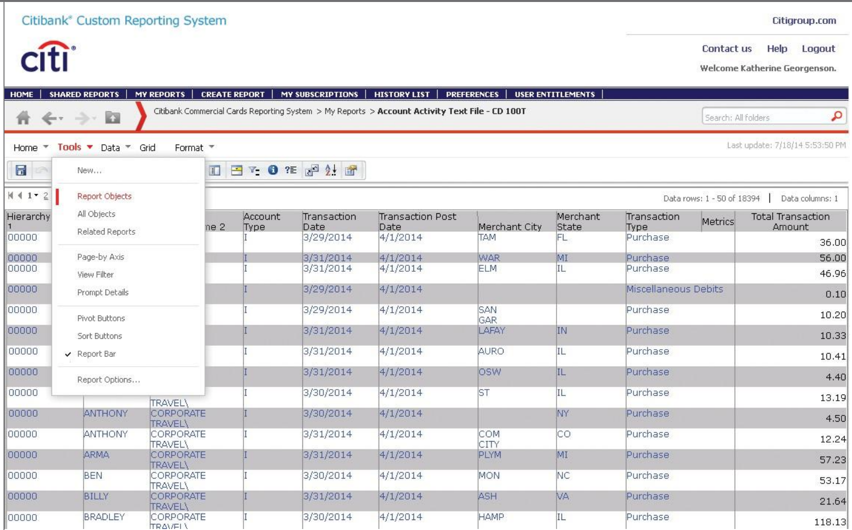
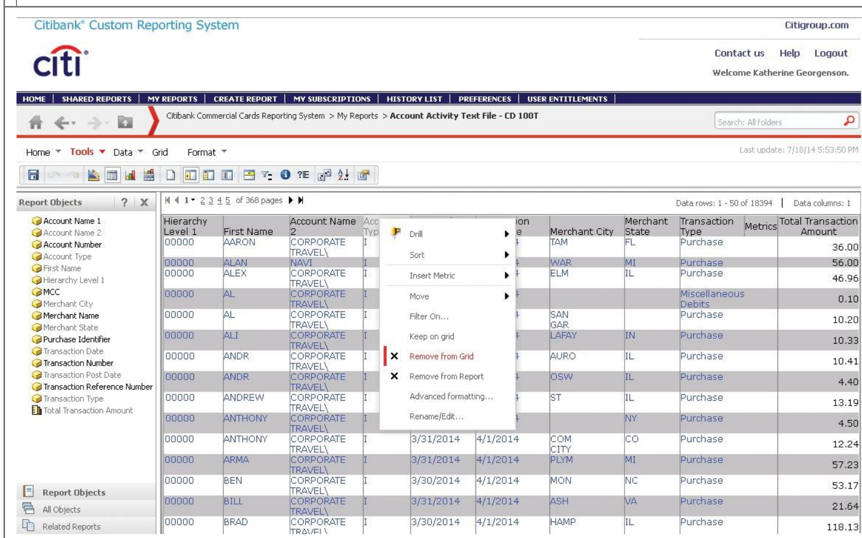
Add Objects Using the In-Grid Search Tool

Screen	Step/Action
 Report Viewer Screen	1. From the Report Viewer screen, click the field header of the object to the left of where you want to add or place the new object. In this example, MCC is the report object and MCC Description is the new object. *The In-grid search tool icon displays to the right of the selected object.*
 In-grid Search Tool	2. Click the Search icon on the In-grid search tool. *The search text field displays.*

Screen	Step/Action
 In-grid Text Field	3. Type the desired attribute or metric in the search text field. In this example, MCC Description displays. NOTE: The search text field will perform an automated search based upon the criteria entered. *All objects containing the entered text display in a drop-down list.*
 Report Viewer Screen with Added Object	4. Select the desired object from the drop-down list. *The object selected is added and displays in the report. In this example, MCC Description displays.* NOTE: Any edits to the report will remain for this report instance. In order to retain the edits permanently, the report must be saved with the changes you made.

Step-by-Step Instructions

Hide a Column in a Report or Remove it from a Report

Screen	Step/Action
 Tools Menu Options Screen	1. From the Report Viewer screen, click the arrow to the right of the Tools menu option. *The Tools menu options display.* 2. From the Tools menu, select Report Objects. *The Report Object section displays to the left of the report.* NOTE: Steps 1-2 are not necessary if the Object Viewer pane already displays.
 Remove From Grid	3. Right-click on the field header of the object to be hidden from view or removed from the report. In this example, the Account Type column will be hidden. *The options menu displays.* 4. From the options menu, click Remove from Grid or Remove from Report. *If Remove from Grid is selected, the object is hidden from view and displays in bold text in the Report Object Section.* *If Remove from Report is selected, the column is completely deleted from the report.* NOTE: To display a hidden column on a report, click and drag the hidden column from the Report Objects section to the desired location on the report. NOTE: Any edits to the report will remain for this report instance. In order to retain the edits permanently, the report must be saved with the changes you made.

Export a Report

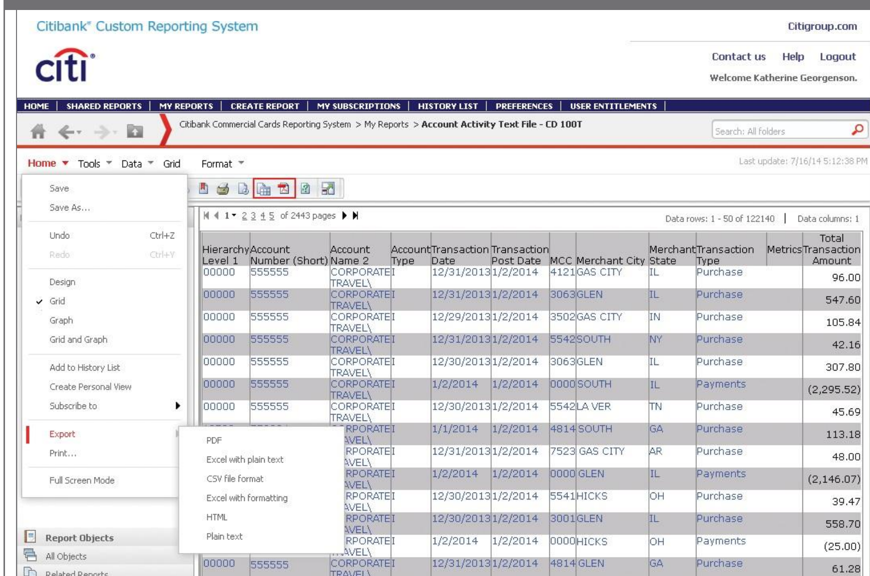
Key Concepts

If you need to provide reports to individuals who do not have access to CCRS, you can export the report in a variety of formats including:

- Excel with plain text:
  - allows you to export metric values as text,
  - allows you to export headers as text.
- CSV file format:
  - excel with formatting,
  - allows you to remove extra columns from the grid report.
- HTML
- Plain text with a Delimiter
  - Comma
  - Tab
  - Semicolon
  - Space
  - Tilde.

Exported reports can be saved to your computer. It's possible to include filter details with each export.

Step-by-Step Instructions

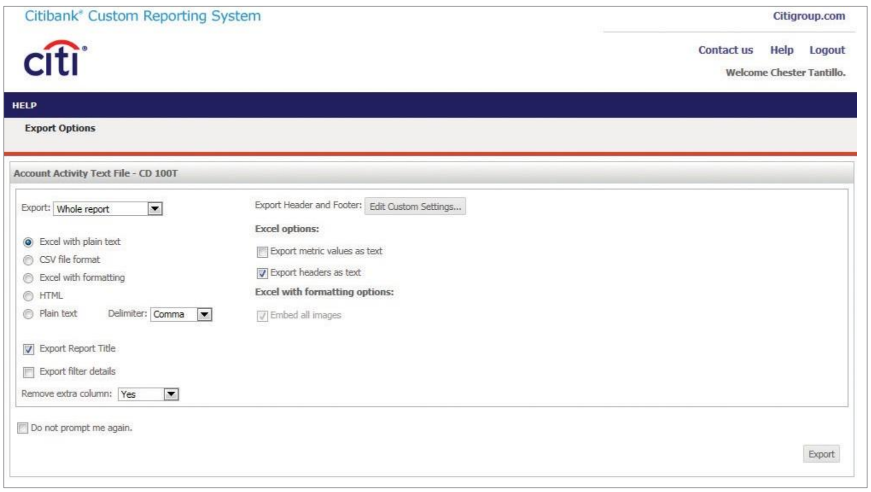
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Report Viewer Screen — Export Menu
</td><td>
1. From the Report Viewer screen, click the Export or PDF icon or from the Home toolbar or from the Home menu, select the desired export format.

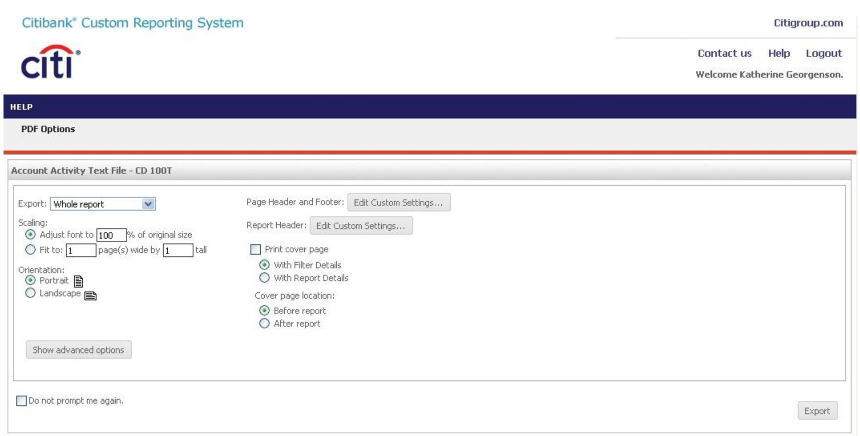
Based on your selection, either the Export Options or PDF Options screen displays.

NOTE: If you clicked the Export or PDF icon, a warning message displays indicating information will be stored on your computer's hard drive. Click OK to continue.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



Export Options Screen



PDF Options Screen

</td><td>

2. Select the desired export options.

   NOTE: If plain text is selected, select a delimiter from the Delimiter drop-down list.

   If you would like the export options to apply to all future exports, select the Do not prompt me again checkbox. This is an optional step.

3. When you are finished, click the Export button.

   Your export request is processed.

   NOTE: Depending upon your browser, a series of prompts may appear before the exported report can be viewed. Answer the browser prompts as needed. Once your browser prompts are satisfied, if needed, a File Download window for the selected format displays.

</td></tr>
</table>

Add/View Report in the History List

Key Concepts

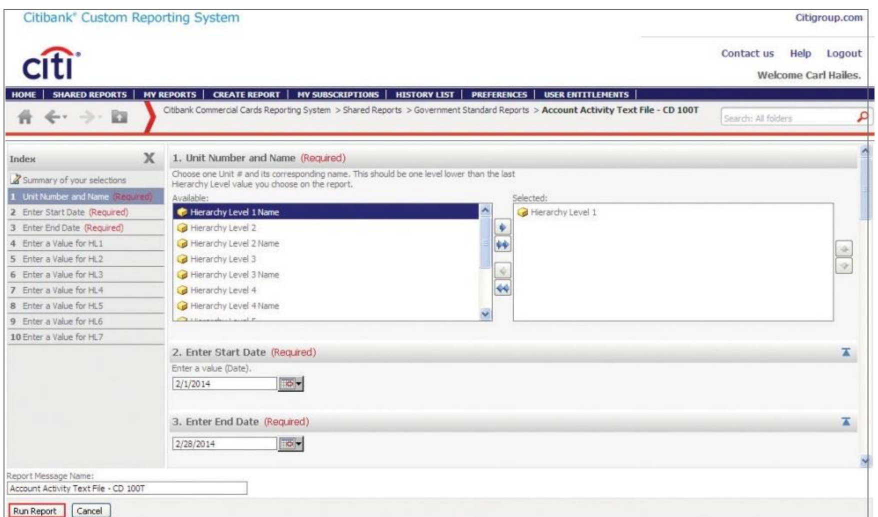
The History List contains reports previously run and saved for future use. Reports in the History List contain data from the point in time the report was originally created.

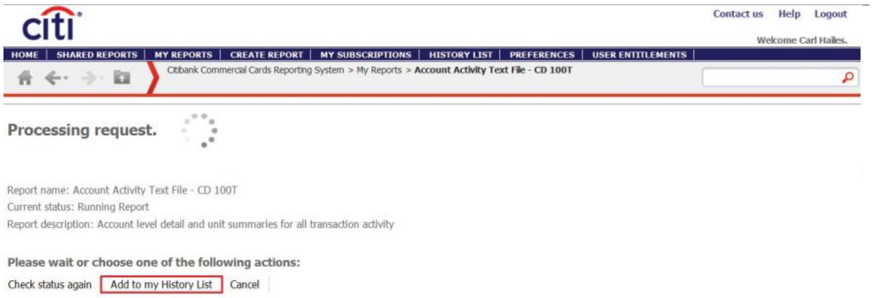
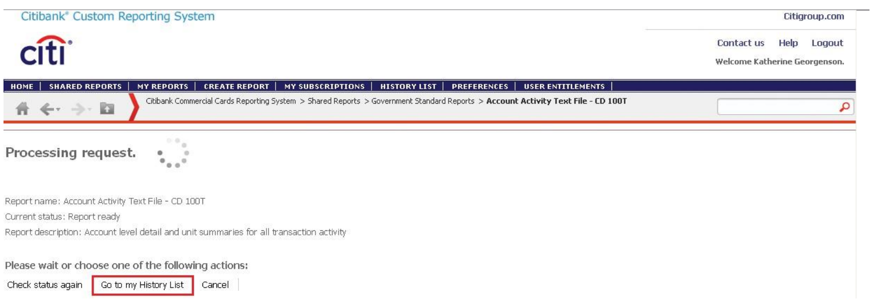
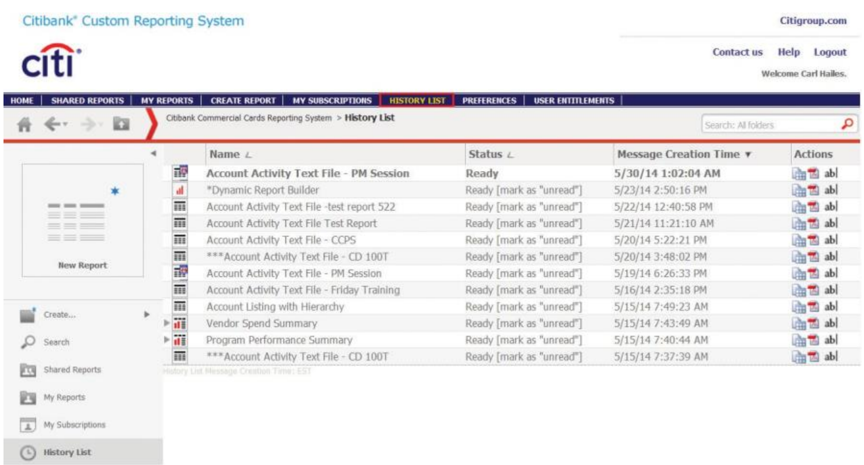
You can add reports to the History List from the Processing screen or by clicking the Add to History List icon from the Home toolbar. This is especially useful when running larger reports requiring longer processing times. When you add reports to the History List, they can finish processing in the background while you continue to use the reporting tool.

Reports do not remain in the History List indefinitely. The maximum number of reports each User can have in the History List is 50. A report remains in the History List 180 days, however, you can manually delete a report from the History List at any time within 180 days.

When you view the contents of the History List, a message for each report or document saved displays. Each message shows the status of a request and other information, such as the report or document name, and the time at which the message was created. A status of Ready means a report or document saved to the History List has been fully executed. An Error status means the report or document did not run successfully.

Step-by-Step Instructions

Screen	Step/Action
 Report Prompts Screen	1. From a reports folder, click the Report Template icon for the report you wish to run. 2. If the desired report is a prompted report, enter the required prompts, and click the Run Report button. *The Processing request screen displays.* NOTE: Non-prompted reports process immediately and the Processing request screen does not display. If a non-prompted report does not display immediately, refer to Step 3.

Screen	Step/Action
 Processing Request Screen — Add to my History List  Add to History List	3. To add the report to the History List, click the Add to my History List link. *The Add to my History List link changes to Go to my History List.* NOTE: If the report output displays prior to clicking the Add to my History List link, or you ran a non-prompted report, click the Add to my History List icon from the Home menu toolbar.
 Processing Request Screen — Go to my History List  History List Screen	4. To navigate to the History List, click the Go to my History link on the Processing request screen, or click the History List main tab. *The History List displays.*

Subscribe to a Report

Key Concepts

It is possible to subscribe to reports so they run automatically based on a frequency you selected/defined.

When the report is finished running, an email will be sent to the email address provided indicating the report is ready to be viewed from the History List.

Cycle-based subscriptions are available on some prompted reports. Cycle-based subscriptions generate a report containing transaction data occurring only within a selected billing cycle.

Citi Handlowy does not recommend subscribing to a report requiring a date range unless a cycle-based subscription is available for that report. This type of report returns the exact same data with each subscription.

You must be logged into CCRS in order to access the report.

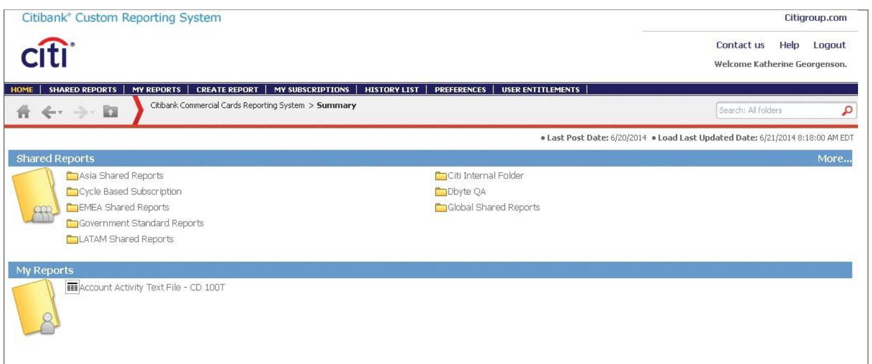
Subscriptions can be modified or deleted from the My Subscriptions section. You can

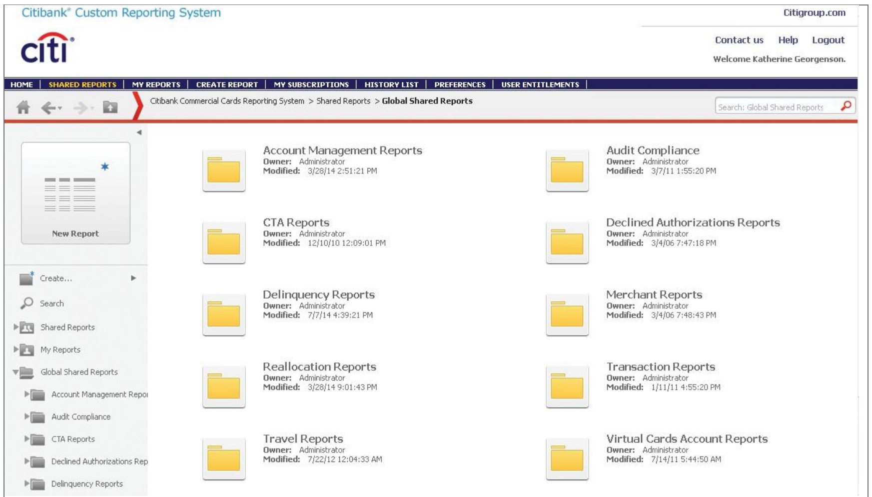
subscribe to a report:

- from a report template,
- from the Report Viewer.

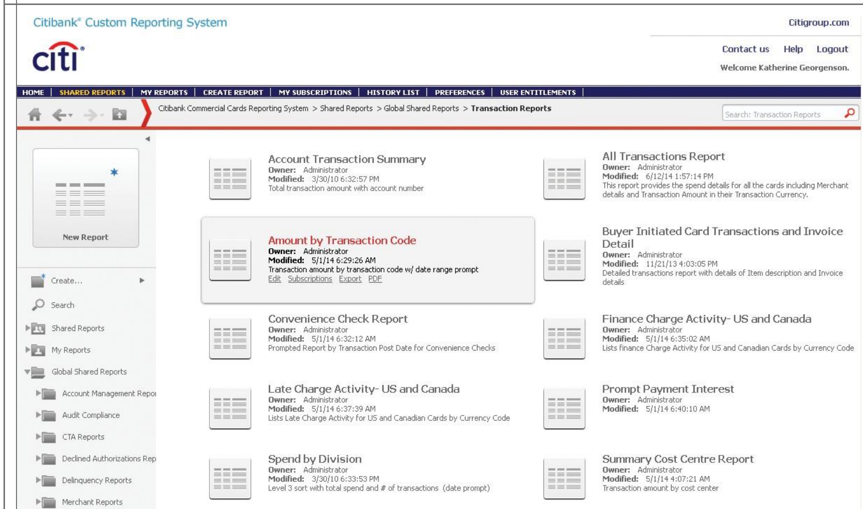
Step-by-Step Instructions

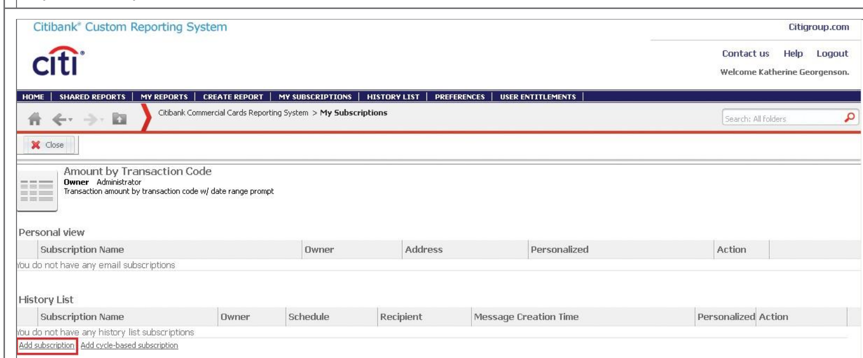
Subscribe to a Report from a Report Template

Screen	Step/Action
 Home Screen	1. From the **CCRS Home** screen, click the **Shared Reports** or **My Reports** tab. *The selected reports folder screen displays.*

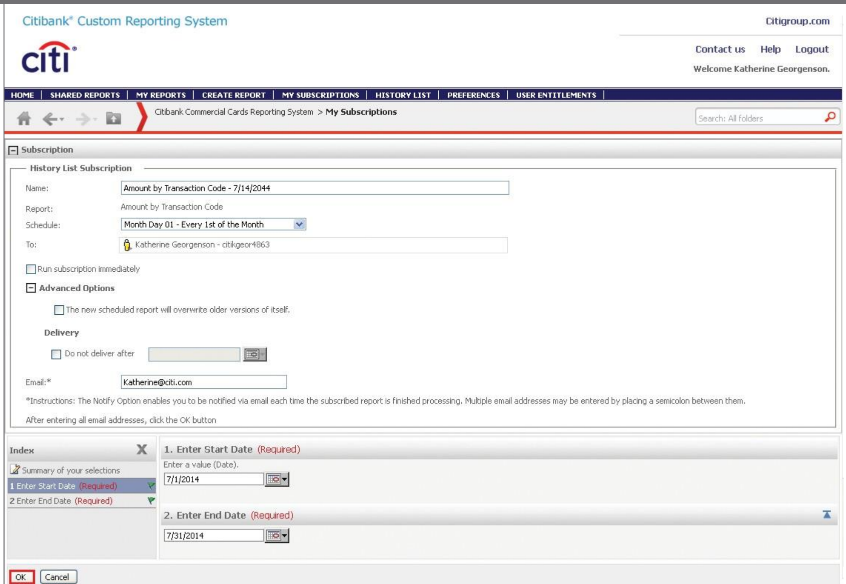
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>
Shared Reports Screen</td><td>2. Click the desired folder icon or folder title.

A list of available report templates displays.

NOTE: If the My Reports tab is selected, this step is not required. Additional folders may display in your Shared Reports folder. For example, Organizational Shared Folders may contain a folder containing your company's Shared Reports. Click the desired folder to access report templates.</td></tr>
<tr><td>
Report Templates Screen</td><td>3. Click the Subscriptions link below the desired report.

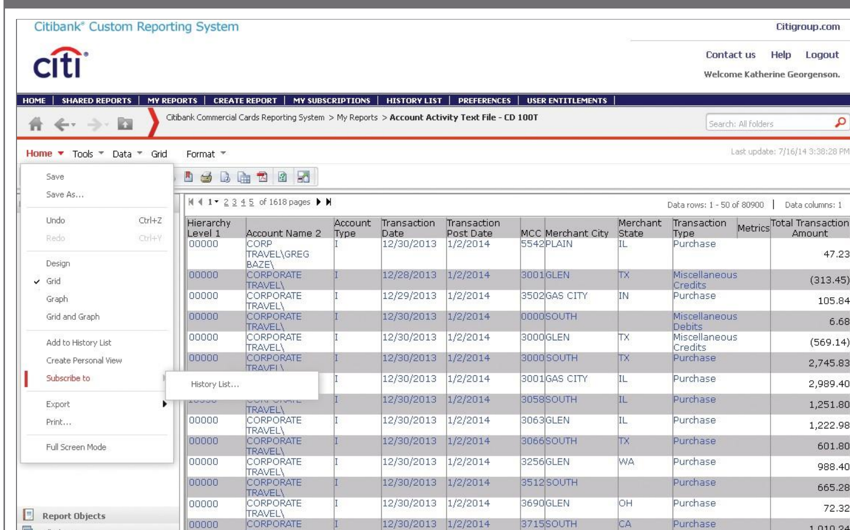
The Subscriptions screen displays.</td></tr>
<tr><td>
My Subscriptions Screen — Add Subscription Link</td><td>4. Click the Add Subscription link.

The Add Subscriptions screen displays.</td></tr>
</table>

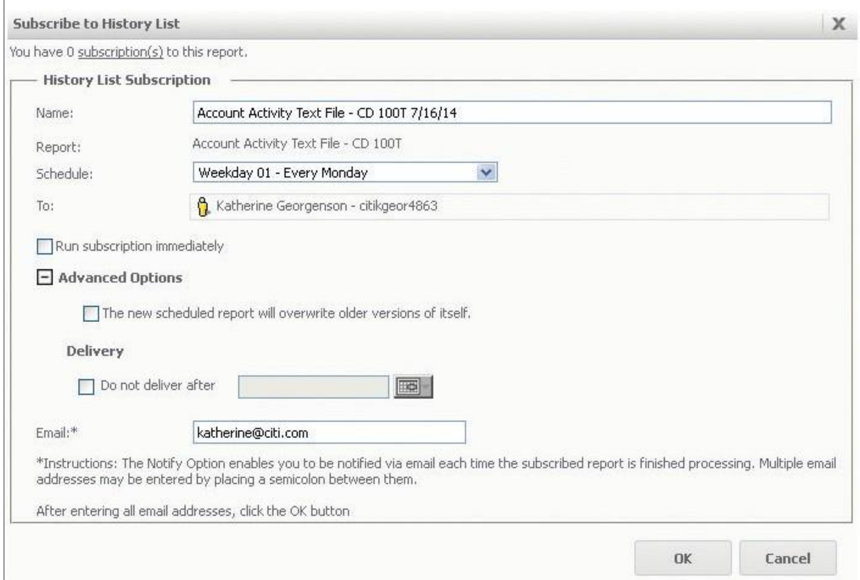
Screen	Step/Action
 My Subscriptions — History Link Subscriptions	5. From the History List Subscription section, complete the subscription information. You can: • Rename the report. • Select the frequency the report will run. • Choose to run the report immediately in addition to the selected frequency. • From Advanced Options, choose to overwrite previous versions of a report with each new version or enter a do not deliver after date. • Enter an email address where the report will be delivered. 6. From the report prompts section, enter the required report parameters. 7. When you are finished, click the OK button. *A confirmation message displays indicating your subscription was created successfully.* 8. Click the OK button. *The subscription displays on the My Subscriptions screen.*

Step-by-Step Instructions

Subscribe to a Report from Report Viewer

Screen	Step/Action
 Report Viewer Screen	1. From the Report Viewer, select Subscribe -> History List from the Home menu. *The Subscribe to History List window opens.*

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



Subscribe to History List

</td><td>

2. Complete the subscription information.
You can:

- Rename the report.
- Select the frequency the report will run.
- Choose to run the report immediately in addition to the selected frequency.
- From Advanced Options, choose to overwrite previous versions of a report with each new version or enter a do not deliver after date.
- Enter an email address where the report will be delivered.

When you are finished, click the OK button.

A confirmation message displays indicating your subscription was created successfully.

NOTE: Click the My Subscriptions tab to access the reports you are subscribed to. You can edit or unsubscribe to your report from this tab.

</td></tr>
</table>

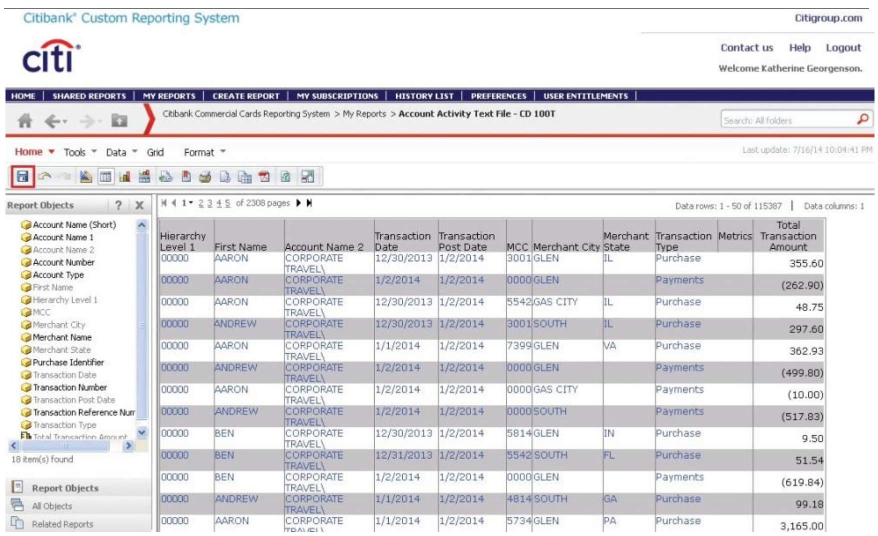
Save Report Templates — My Reports

Key Concepts

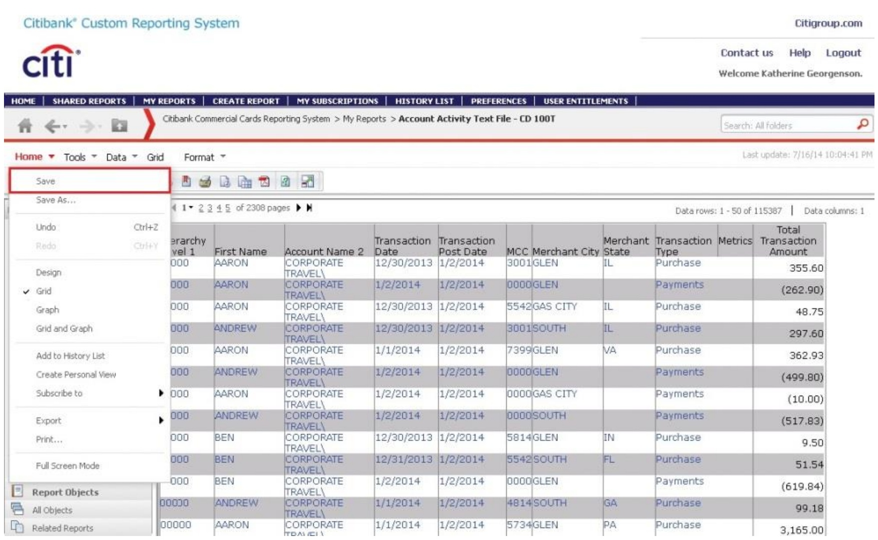
Report templates can be created or edited and then saved to My Reports. Reports you save in My Reports are only accessible by you and cannot be accessed by other Users.

Step-by-Step Instructions

Screen



Report Viewer — Save Icon



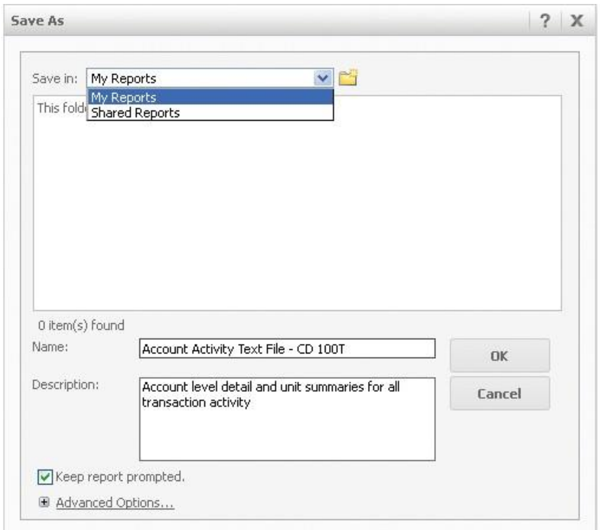
Report Viewer — Home Menu

Step/Action

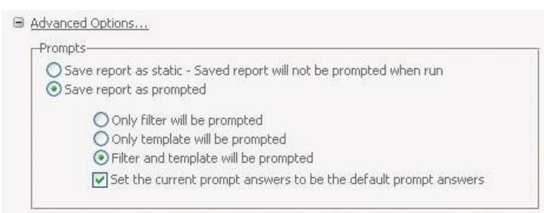
1. From the Report Viewer screen, click the Save icon from the Home toolbar or select the Save option from the Home menu.

   The Save As window displays.

Screen



Save As Window



Advanced Options

Step/Action

2. From the Save in drop-down list, select the My Reports option.

   NOTE: To create a new folder in My Reports, click the Folder icon that displays to the right of the drop-down list.

3. In the Name field, amend or enter a new name for the report being saved.
4. In the Description field, amend or add a new description for the report being saved.
5. To change how reports will be prompted when they are run, click the Advanced Options link and make your selection.

- **Save report as static –** this option allows a report to be run without prompts. When you run the report it will begin to process immediately without any prompt requests. This is useful for reports that do not require date ranges, for example the Cardholder Listing Report.
- **Save report as prompted –** this default option saves the report with active prompts. When you run the report you will prompted for the filter, the template or both depending on the options you select.
- **Only filter will be prompted –** this option saves the current template and when the report is run only the filter information will be requested. The most common fi er is a date range prompt.
- **Only template will be prompted –** this option saves the current template. When you run the report, only template information will be prompted. An example of a template prompt is a hierarchy Unit Number and Name prompt.
- **Filter and template will be prompted –** this option saves both active template and filter prompts. When you run the report, the template and fi er information will be prompted. For example, a template prompt such as hierarchy Unit Number and Name and a fi er prompt such as a date range is requested.

6. Click the OK button to process and save to My Reports.

   A confirmation message displays indicating the report has been saved.

7. To view all saved folders and reports, click the My Reports tab.

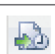
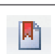
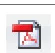
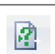
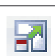
Attachment

Report Viewer Toolbars

Reports created or run in CCRS display in the Report Viewer. The Report Viewer contains Home, Tools, Data, Grid and Format function menus. When you click on each menu item, a sub-set of toolbar icons displays. These same functions can be accessed and viewed when you click the expand arrow for each menu.

Home

Home Toolbar

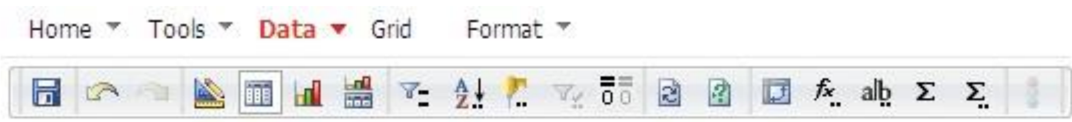
Home Toolbar	
	Design — changes the report grid to design mode (allows you to add and remove objects and filters from the grid or reports, set prompts and organize columns on the report grid)
	Grid — displays the report in grid mode.
	Graph — displays the report in graph mode. A report can only be displayed in graph mode if a metric exists on a report. When graph mode is selected, additional graph icons options display.
	Grid and Graph — displays a report in both grid and graph modes simultaneously.
	Add to History List — saves report data to the History List. This document will remain in the History List for 180 days, unless deleted. The History List can contain a maximum of 50 reports.
	Create Personal View — captures a view of the report at a particular moment in time without saving it in My Reports or other shared folders.
	Print — prints the report from a local printer (in the PDF format).
	Schedule Deliver to History List — sets up a subscription frequency for how often you want to receive a report.
	Export — exports a report in EXCEL, CSV, HTML and Plain Text with a delimiter.
	PDF — converts a report to PDF.
	Re-prompt — provides new prompt parameters to change filtering options.
	Full Screen Mode — displays a report in full-screen mode.

Tools

Tools Toolbar

Tools Toolbar	
	Design — changes the report grid to design mode (allows you to add and remove objects and filters from the grid or reports, set prompts and organize columns on the report grid)
	Grid — displays the report in grid mode.
	Graph — displays the report in graph mode. A report can only be displayed in graph mode if a metric exists on a report. When graph mode is selected, additional graph icons options display.
	Grid and Graph — displays a report in both grid and graph modes simultaneously.
	New — launches the Create Report tab.
	Report Objects — displays all of the report objects used to build/design the report.
	All Objects — displays various object categories in which you can select objects to add to a report, such as attributes, filters, metrics and prompts.
	Related Reports — displays a list of report templates within your user access that contains similar attributes and metrics and the current report.
	Page-by Axis — displays the page-by axis at the top of the report. The page-by axis allows you to filter data on report by using report column headers. You can filter by multiple reports column headers. The subsequent column header selected will always be dependent on the header before it is in the page by axis.
	Display filter — allows you to add or modify filters in a report.
	Prompt Details — displays the prompt information used in generating the report.
	Show Pivot Buttons — places pivot buttons within each of the column headers in a report to allow you to: move to columns left, move right, page by, and remove from grid.
	Show Sort Buttons — places sort button within each of the column headers in a report.
	Report Options — displays General and Advanced options of how you can have your report display and be viewed.

Data

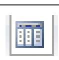
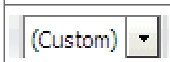
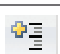
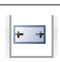


Data Toolbar

Data Toolbar	
	Design — changes the report grid to design mode (allows you to add and remove objects and filters from the grid or reports, set prompts and organize columns on the report grid)
	Grid — displays the report in grid mode.
	Graph — displays the report in graph mode. A report can only be displayed in graph mode if a metric exists on a report. When graph mode is selected, additional graph icons options display.
	Grid and Graph — displays a report in both grid and graph modes simultaneously.
	Add View Filter Conditions — adds additional filters to a report. A drop-down list containing all report objects in the View Filter section is visible.
	Sort — sorts the order in which rows display.
	Drill — drills down to detail within a report value. For example, right click on a merchant's name to drill down to the transaction detail for the selected merchant.
	Filter on Selections — allows you to select specific values within the report on which to filter.
	Hide/Null Zeros — hides rows and columns that consist only of null or zero metric values.
	Refresh — refreshes the screen and loads the requested data.
	Re-prompt — changes the prompt values and re-runs the report.
	Swap Rows and Columns — swaps rows to columns, and columns to rows.
	Insert New Metric — creates a new metric. It can only be created using existing metrics on a report.
	Rename/Edit Objects — displays a pop-up window that allows you to rename the column headers. Renaming the column header does not change the name of the attributes in other reports.
	Show Totals — displays and hides report totals, if totals are active on a report.
	Edit Totals — determines what totals display on a report from the available report metrics.
	Toggle Thresholds — displays thresholds. Thresholds are cells of data that are formatted differently from the rest of the data on a report. This can be seen in the Program Dashboards when indicating an increase or decrease in a value of a previous similar time period. For example, if the total spend this quarter is greater than the total spend last quarter, then a green diamond will display next to the spend value for this quarter. If total spend is down, using the same example, then the diamond would be red.

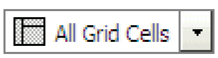
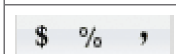
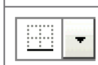
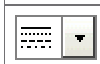
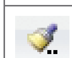
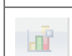
Grid

Grid Toolbar

Grid Toolbar	
	Design — changes the report grid to design mode (allows you to add and remove objects and filters from the grid or reports, set prompts and organize columns on the report grid)
	Grid — displays the report in grid mode.
	Graph — displays the report in graph mode. A report can only be displayed in graph mode if a metric exists on a report. When graph mode is selected, additional graph icons options display.
	Grid and Graph — displays a report in both grid and graph modes simultaneously.
	Custom — use the drop-down list to select the display option of your choice.
	Banding — adds and removes bands (alternating row colors) on a report in grid mode.
	Outline — displays the report in an outline format.
	Merge Column Headers — merges column headers.
	Merge Row Headers — merges row headers.
	Lock Row Headers — locks row headers. Allows metrics to scroll with rows.
	Lock Column Headers — locks column headers. Column headers remain in place as you scroll through data.
	Auto Fit Contents — fits contents in a cell to the widest data width for the column where the cell is located.
	Auto Fit Window — fits report data to width of the viewable window.

Format

Format Toolbar

Format Toolbar	
	Design — changes the report grid to design mode (allows you to add and remove objects and filters from the grid or reports, set prompts and organize columns on the report grid)
	Grid — displays the report in grid mode.
	Graph — displays the report in graph mode. A report can only be displayed in graph mode if a metric exists on a report. When graph mode is selected, additional graph icons options display.
	Grid and Graph — displays a report in both grid and graph modes simultaneously.
	All Grid Cells — all formatting changes will apply to the cells selected in the drop-down list criteria category.
	Values — all formatting changes will apply to the cells selected in the subset drop-down list criteria category.
	Text Formatting Options — allows you to select text formatting options including font style, font size, bold, italic and underline.
	Text Alignment Options — allows you to select text alignment options including left justified, center justified, right justified, and right/left justified.
	Styles — allows you to select styles for currency, percent and commas.
	Increase and Decrease Decimal — moves the decimal point to the left/right.
	Fill Color, Line Color, Text Color — allows you to select the background color, line color or text color of the grid.
	Border Options — sets the border formatting options for the grid.
	Line Options — allows you to select the line formatting options for the grid.
	Advanced Grid Formatting — allows you to format multiple aspects of the grid at once, such as font, number, alignment, and color and lines. This icon is only active when in Grid mode.
	Advanced Graph Formatting — allows you to format multiple aspects of the graph at once, such as font, number, alignment, and color and lines. This icon is only active in Graph mode.

Set User Preferences

Overview

Some Users and Administrators are able to customize their User preferences in CCRS. User preferences are accessed from the Preferences tab.

The left side of the Preferences screen provides links to all categories of User preference parameters.

Applying Preference Changes

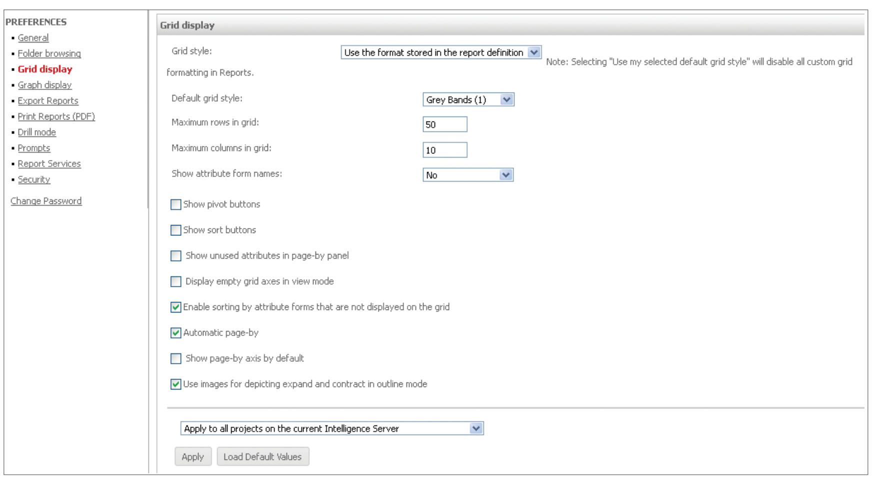
When you click the Apply button on any Preferences screen, the settings are applied differently, depending on which of the following options you choose:

- Apply to all projects on the current server — the settings are applied to all projects, not just the one you are currently configuring. It is a default option.
- Apply to current project — the settings are applied only to the current project.

Load Default Values

When you click the Load Default Values button, the Administrator's default values for this section of preferences is loaded. These default values are not saved until you click the Apply button.

Grid Display Options

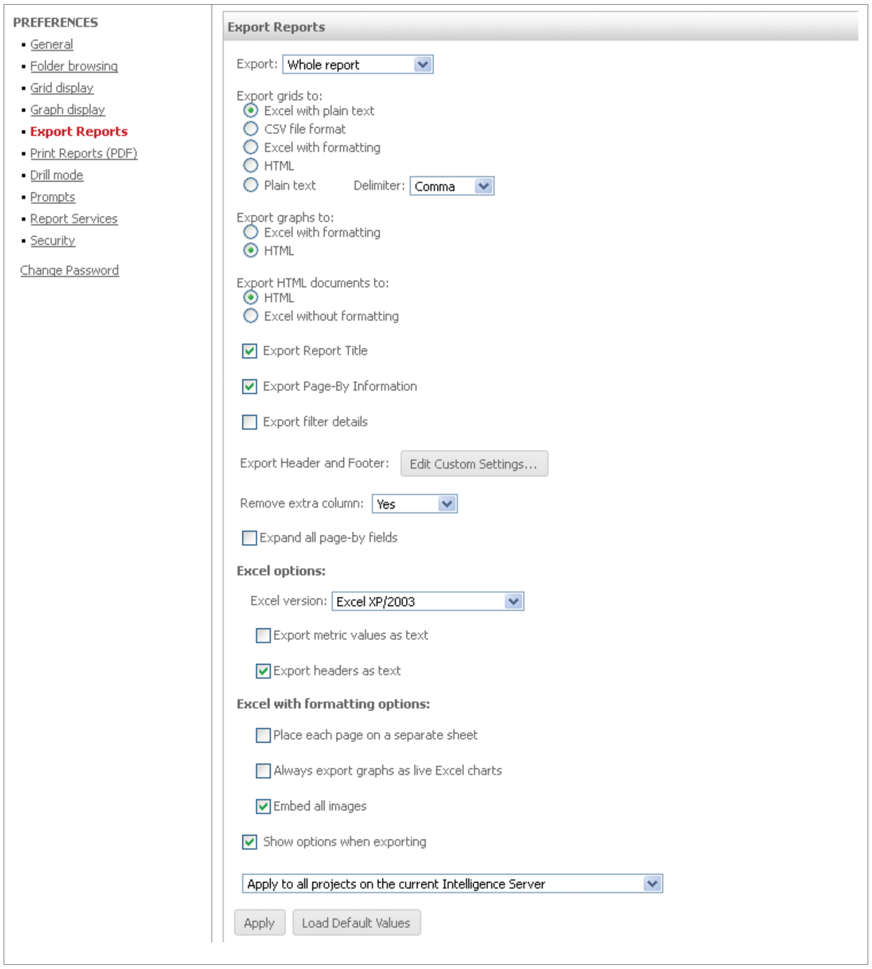


Grid Display Screen

Option	Description
Grid Style	Select an option to either use the original grid style defined for each report or to select a default grid style for all future reports. If you select Use my selected default grid style from the drop-down list, all custom grid formatting in the Report Viewer will be disabled.
Default Grid Style	Select the grid style that will be applied to all future reports based on the grid style option selected.
Maximum Rows and Columns in Grid	Set the number of rows and columns of data to display per page in your grid report.

Option	Description
Show Attribute Form Names	You can use it to specify if attribute form names for attributes with multiple forms are displayed on reports. Select Yes or No to either allow or prevent Users from viewing attribute form names on reports, regardless of whether the display of form names is enabled on the reports. Select the Read from report option to show or hide attribute form names on a report-by-report basis. With this option selected, attribute form names are only displayed for reports in which the display of attribute form names is enabled.
Show Pivot and Sort Buttons	You can select this option to show pivot buttons on all reports.
Enable Sorting by Attribute Forms That Are Not Displayed on the Grid	You can select this option to sort according to attributes that are not displayed on the grid. For example, the description form of Category, but not the ID form, is displayed on a report. Even though the ID is not present on the report, you can still sort the report by the ID if this setting is enabled.
Automatic Page-by	This option allows you determine if a new page of information displays immediately after you select a choice in a page-by drop-down list. If this checkbox is not selected, you must click the Apply button to see the new information after making a selection. Turning it off can be useful if there are multiple page-by drop-down lists and you want to click the Apply button only once, after all of the selections have been made.
Use Images for Depicting Expand and Contract in Outline Mode	This option is used primarily as a troubleshooting setting to adjust the expand **+** and contract **—** symbols in Outline mode. If the expand and contract symbols images do not appear correctly in Outline mode, change this setting to resolve the issue.
Apply	When you click the Apply button on any Preferences screen, the settings are applied to the project differently, depending on which of the following selections you choose from the drop-down list: • Apply to all projects on the current server — the settings are applied to all projects, not just the one you are currently configuring. It is a default option. • Apply to current project — the settings are applied only to the current project.
Load Default Values	When you click the Load Default Values button, the Administrator's default values for this section of preferences is loaded. These default values are not saved until you click the Apply button.

Export Options



Export Options Screen

Option	Description
Export	Select this option either to export the entire report or only the portion of the report displayed in your browser.
Export Grids To	Select one of the following grid export options: • Excel with plain text — the Excel spreadsheet will include the text of the report. • CSV file format — this format includes the text of the report separated by commas. • Excel with formatting — the Excel spreadsheet will maintain all colors, fonts and structure in the report. • HTML — the grid is exported to an HTML page. • Plain text — the text of the report is exported in plain text. Specify a delimiter to separate each cell of the report.
Export Graphs To	Select a graph export option: • Excel with formatting — the graph opens in the version of Excel you specify from the Excel version drop-down list. • HTML — the graph is exported to an HTML page.

Option	Description
Export HTML Documents To	Select one of the following HTML document export options: • HTML — the HTML document maintains its format, color, structure and features. • Excel without formatting — only grids are exported in plain text, giving Users access to the raw data of the grid reports. Graph reports within HTML documents are not exported to Excel.
Export Report Title	Select to export the report title.
Export Page-By Information	Select to export the page-by information.
Export Filter Details	Select to filter details on any given report. If you choose to export them, they appear directly above the exported report.
Export Headers and Footers as Text	This option allows you to choose if header and footer values should be exported as text or in their current format which could be numeric, date and so on. NOTE: This option is only enabled when either Excel with plain text or Excel with Formatting is selected.
Remove extra column	This option allows you to determine if the last column of the row headers, which contains the word Metrics, is displayed on a report. This setting only applies to exports to Excel with formatting.
Expand all page-by fields	Select to print all combinations of items in the Page-by axis when printing a report that has one or more items in the Page-by axis. To print only the items currently displayed, de-select this checkbox. When the Expand all page-by fields checkbox is selected, the Place each page on a separate sheet checkbox becomes available. To have each page-by field appear on its own separate sheet in Excel, select the checkbox.
Excel Options	Select the Excel version to which a report will be exported.
Show Options When Exporting	Select to indicate whether the Export Options window opens when you export a report. If this option is selected, the Export Options window opens each time. If this option is not selected, the window does not open and the report is exported with the settings saved in Preferences.
Apply	When you click the Apply button on any Preferences screen, the settings are applied to the project differently, depending on which of the following selections you choose from the drop-down list: • Apply to all projects on the current server — the settings are applied to all projects, not just the one you are currently configuring. It is a default option. • Apply to current project — the settings are applied only to the current project.
Load Default Values	When you click this option, the Administrator’s default values for this section of preferences is loaded. These default values are not saved until you click the Apply button.