USA DIGITAL SOLUTIONS INC.

# Management Information (MIS)

## Impact / SQL

## Version 10.3.247.NET

### Initial v10.3 IPT/UAT Release Date: 08/19/2015

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***Impact/SQL Version 10.3.0***



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# Introduction to Impact/SQL MIS

This manual explains all of the functionality contained within the Impact/SQL Management Information (MIS) module, and discusses how each is used. As each company functions in its own unique way, there are some functions that may not be utilized, but you are encouraged to examine and consider all of them, to ensure you are getting the most out of Impact.

The MIS module is generally utilized by the Accounting Department and Company management to generate reports used to analyze operational activity and results – based on data in Impact/SQL.

The MIS reports (and other reports in Impact's other modules) are based on Crystal Reports ® templates. Prior to version 8.0 of Impact/SQL, Crystal Reports 8.5 ® was used to develop reports. With Impact/SQL version 8.0, Crystal Reports 2008 ® was introduced. Once a company ceases to use versions of Impact below 8.0, they can use Crystal Reports 2008 ® to prepare custom MIS report templates for use in the MIS module.

# General Information and Helpful Hints

Some formatting conventions used in this manual are:

When you need to press the Tab key, you will see TAB in this manual.

When you see text displayed on a menu or window such as the words "OK" or "Cancel", you will see **OK** or **Cancel** in this manual.

**Custom Reports > Print Reports** would mean that you select **Custom Reports** from the main menu and then select **Print Reports** from the sub menu.

## Quick Keys

In the Impact/SQL modules there are opportunities to move through the options available without using the mouse. Most menu items contain an underlined letter. If you hold down the ALT key and press the underlined letter of the option list you want displayed, the menu will drop down.

**ALT+C** will open the **Custom Reports** drop-down menu list, in the MIS module; and,

**ALT+C+P** will open the **Print Reports** item on the **Custom Reports** menu.

## Info Icons

The **Info** icons are found in various screens throughout Impact/SQL. When you click an **Info** icon next to a field, a non-editable pop-up box is displayed, providing additional information about the field.

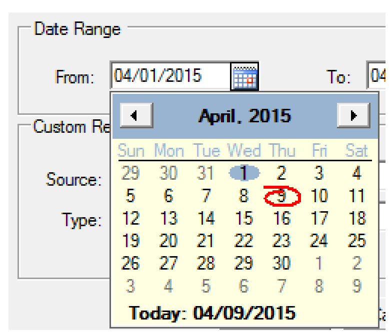
## Closing Impact/SQL

As with most Windows applications, you can close Impact/SQL modules by clicking in the upper-right hand corner of the desktop.

## Dates

For dates in the current year, enter the two-digit month and two-digit day; for example, "0625" for June 25, 2015 (in 2015). Do not enter hyphens or slashes when entering dates into Impact. If the date is not within the current year, but in the current century, enter the date as two-digit month, two-digit day and two digit year, for example: "062514" for June 25, 2014. If entering a different century other than the current century, you must enter a four-digit year.

You can also click the **Calendar** icon, just to the right of the date entry area, or press the **CTRL+D** Quick Key to display the **Calendar** tool. Select the desired date from the calendar presented.



## Previewing Reports

In Impact/SQL, reports can be previewed on screen, prior to, or in lieu of, printing or emailing them. Select the **Preview** button, from the printer control screen, to view the report on screen. At the top of the **Report Viewer** window there are a series of icons that can be used to work with the report on the screen.


**Export** – this icon will initiate the Crystal Reports ® export function through which the report or the report's data can be exported to an electronic file, of several types, and to a location of the user's choice. Most typically, a PDF export of the report is done.

**Print** – this icon is used to print the report from the Report Viewer screen.

**Display Grouping** – this icon will present a grouping tree on the left side of the screen that can be used to move through the report more quickly.

These icons will take the user to the first page, the previous page, the next page and the last page, respectively.

**Go to Page** – this icon, when clicked will prompt the user for a specific page number to go to.

**Search** – this icon is used to initiate a search for a specific section of text or a value.

**Zoom** – this icon is used to zoom in or out on a report.

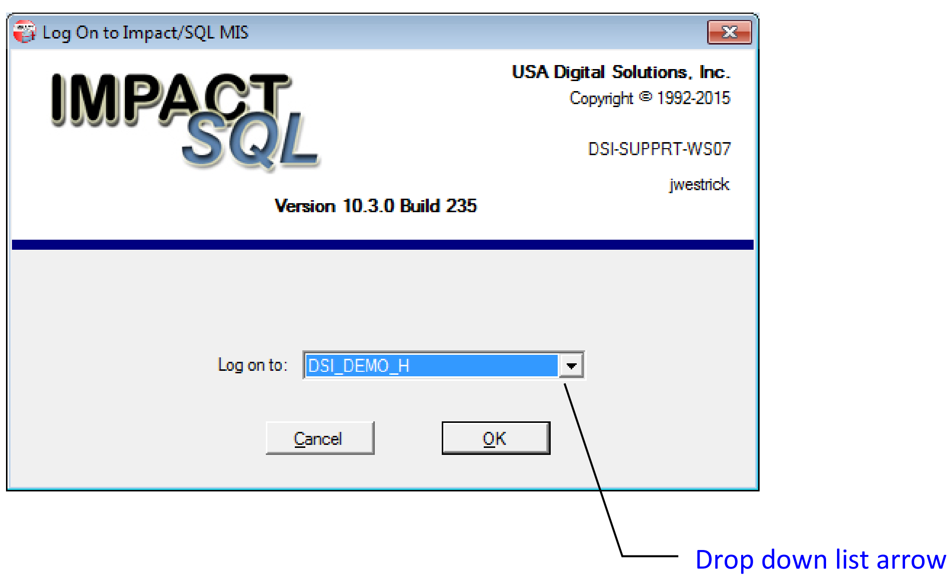
# Logon

Access to the Impact/SQL MIS module (as to all Impact modules), is controlled by a user-rights table, administered by a limited set of user ID's that have sufficient authority granted to them. This is a very important control, and should be carefully managed. Depending on the nature of the rights assigned to a user, they will have access to various pieces of the overall Impact suite, but generally not complete access. This functionality helps reinforce audit controls, and needs to be considered in conjunction with the network security plan.

The system can be configured to require a logon routine, each time the user opens an Impact module, or it can be configured to provide for an automatic logon utilizing the NT user name. By providing for an automatic logon utilizing the NT user name, control over the access to the application is very flexible: both the system administrator and the rights table within Impact can control access. The system administrator can control access by disabling the user's NT user name, a likely event in the case of an employee's departure. In addition, the user name can be disabled within Impact Utilities – which will only affect the user's ability to access Impact modules. This would be done if the user is still using the rest of the network, but should no longer be accessing Impact.

There is not an automatic expiration of passwords setting within Impact, so to ensure strong controls the administrator would have to routinely change all users' Impact passwords, and inform the users of them, if the automatic logon based on NT user names is disabled. For this reason, the use of an automatic logon based on NT user names can be a more effective control – assuming automatic expiration of passwords is implemented through the NT operating system. This matter is more fully explained in the Impact Utilities manual.

If the system is configured for NT Authentication, and more than one database is available, a screen like that shown below will be presented, after the user double-clicks on the Impact/SQL MIS icon on their desktop. The appropriate database should be selected and **OK** clicked on. If only one database is available, the user, if they have permission, will be taken directly into the module.



When configured to require a logon step, the user will be identified within the Impact system by their initials (3 maximum), and will be given a password.  A login screen will be presented asking for the user's initials and password.

Enter the user initials in the first field, and then TAB to the Password field. Enter the password and, if the correct database is identified in the Log on to: field, click **OK**. If the database is not correct, then TAB to the **Log on to:** field and select the correct database by clicking on the drop down list arrow and highlighting a database name; then click **OK**. Most users will only have one database available.

Alternatively, if the user does not want to use the mouse to click **OK**, they can hit the TAB key until **OK** is highlighted, and hit ENTER.

NOTE: When they enter their password, it will not display on the screen, but will be represented by a series of asterisks "****".

If the user does not want to continue, they should click on **Cancel** instead. This will cause the Logon dialogue box to close and the Impact/SQL MIS module will not be opened.

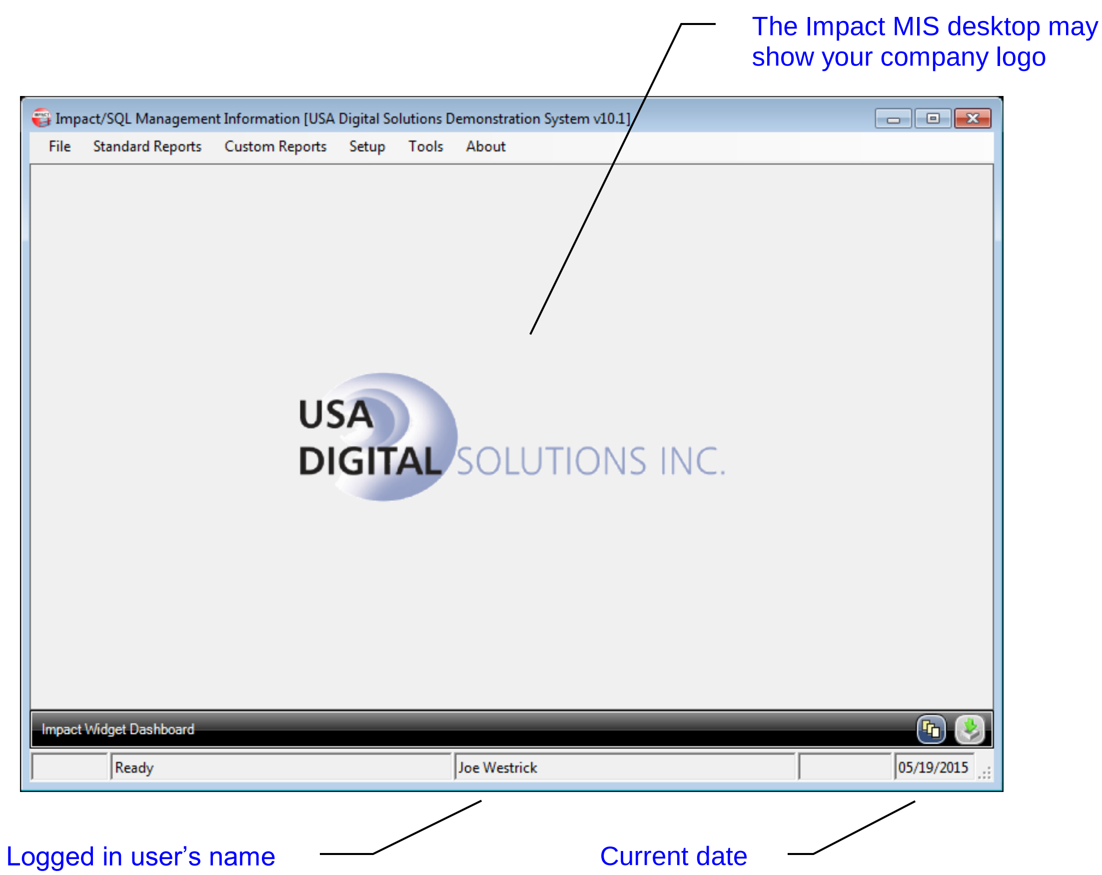
**KEEP PASSWORDS PRIVATE.** Users should not share their passwords or log on to the system and then let someone else operate under their session. The initials of the user logged on to the system will attach to transactions entered, and users will only want to be responsible for their own activity.

If users forget their password, the administrator of the Impact application must assign a new one.

# Impact/SQL Management Information (MIS) Desktop

Impact will display a desktop as shown below when you sign into the MIS module.

The screen, as it initially opens, presents the user with a menu of options across the top of the screen. Each option has a dropdown menu below it, which will be displayed when you click on the option name. Once you have clicked on one option name, and the menu list below it is presented, you can slide your cursor down the list, with your mouse, to get to the function you wish to use. If you are not sure under which option heading the desired function is housed, click on any option heading and, once the menu list is presented, slide your mouse to the left or right, to other option headings, and their menu lists will present without you having to click again, and you can then browse all of the menu choices available to you.



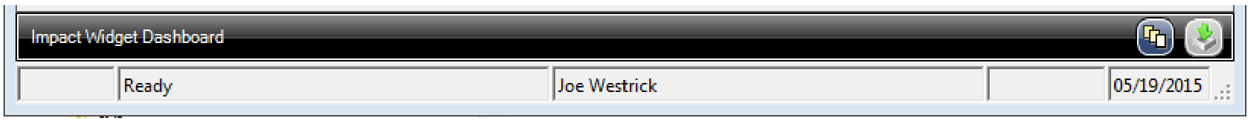

The current date should be displayed in the lower right corner of the Impact/SQL desktops. If you do not have the current date displayed, notify your system administrator and do NOT continue to enter activity into the system – having the correct dates on activity is very important. The current date is used for the print date on documents, the receipt date, check date, and voiding of check date, for example.

## Exit

You should exit out of Impact when you are leaving your desk for an extended period, or are going home for the day. Use the **Close** icon, in the upper right corner of the Impact desktop window, to exit. Always exit out of Impact at the end of each day, before logging off of your computer. If you leave your Impact MIS session logged on, others will have access to your "rights", and this could raise security concerns. The menu path to exiting is **File > Exit**. That is the sole option under the **File** menu.

# Impact Widget Dashboard

Impact Widgets were introduced in Impact/SQL version 8.0. The MIS module currently has one widget: **Report Schedules**. This widget will present scheduled reports. The scheduling of reports is discussed in the next few pages. The controls for widgets in this and the other Impact modules are described below.

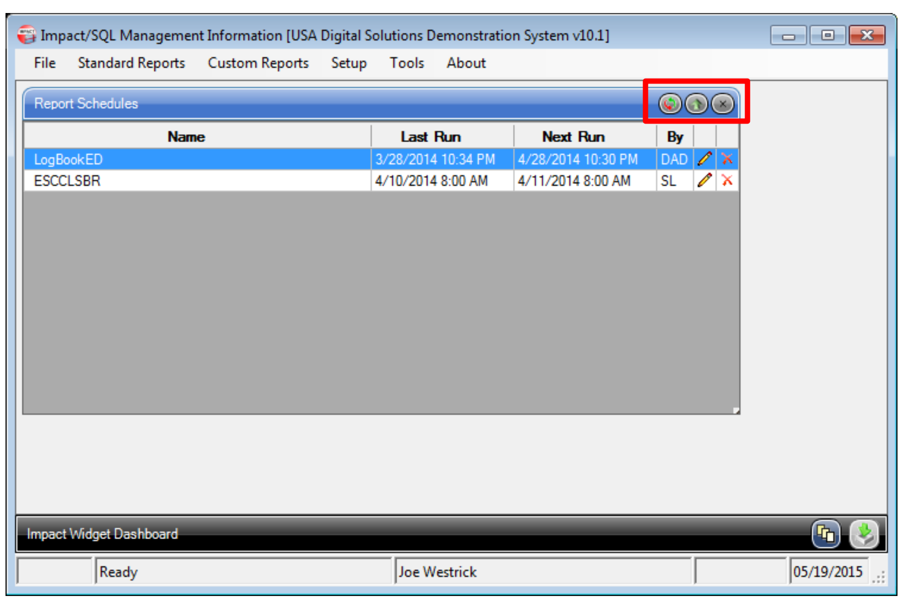



At the bottom of the Impact MIS desktop window there is a dark band, labeled as the **Impact Widget Dashboard**. At the right side there are two icons:


This icon is used to order the widget windows which are on the desktop by name, in alpha ascending or descending order, and will tile the windows from the upper left corner of the Impact desktop. Widgets can be sized and positioned by the user, in typical Windows fashion.

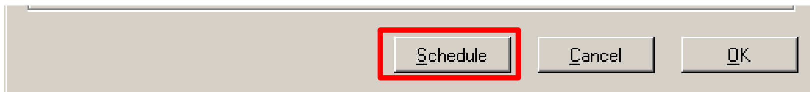

This icon is used to open the widget selection window. Highlighting a widget name and clicking on it will either open or close the widget, depending on its current status.

The three icons at the top right of each widget window are used to **Refresh** the window content, **Collapse** or **Expand** the window and **Close** the widget.



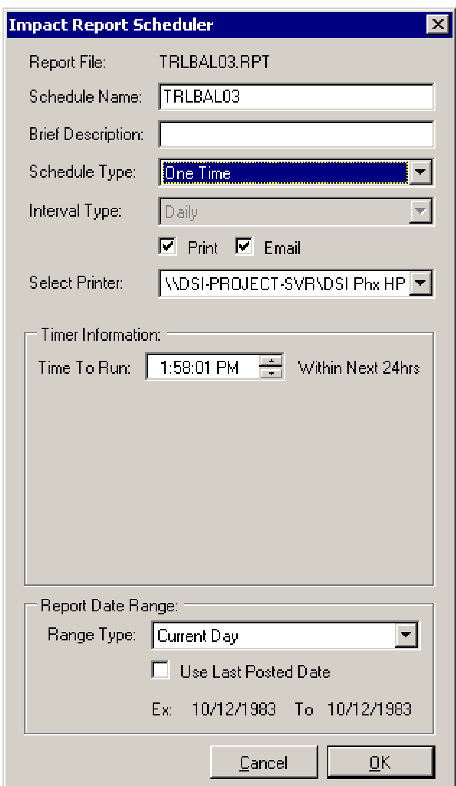
# Report Schedules

The ability to schedule reports was introduced with Impact/SQL version 8.0. Scheduled reports will print in the background, freeing up the user to go on and perform other Impact functions. Reports can be scheduled on a one-time basis or to print on a recurring basis. The **Impact Windows Service** must be installed and functioning for report scheduling to function. Scheduled reports can be tracked on the **Report Schedules Widget**. If a report can be scheduled, you will see a **Schedule** button on the report's option selection screen, like that shown here.

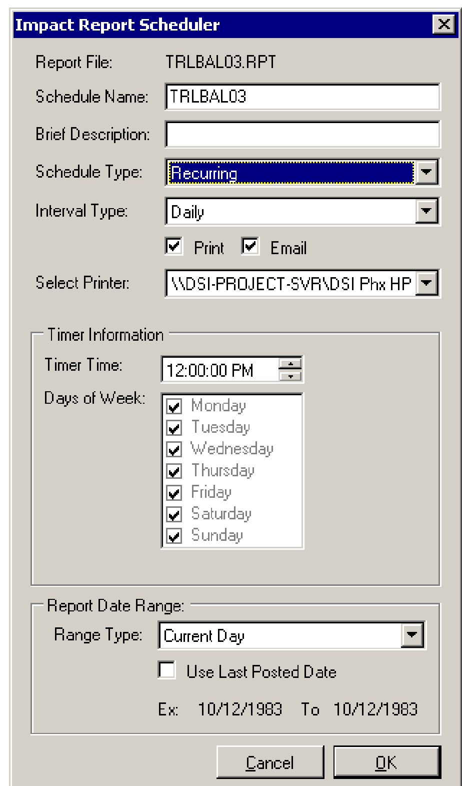



If the **Schedule** button is present and you wish to schedule a report to run in the background, either once or on a recurring basis, first set your report options (unique by report type and discussed elsewhere in this manual) and then click on the **Schedule** button. A screen like the ones shown here will be presented, on which you will manage scheduling options. Two versions are shown below, one indicating the report is to run one time, and the other is preparing to schedule the report to run on a recurring basis.

*This Impact Report Scheduler screen reflects a One Time Schedule Type.*




*This Impact Report Scheduler screen Reflects a Recurring Schedule Type.*




The system name of the report is reflected at the top of the screen (*.rpt), next to the **Report File** label. The name for the report, to appear on the **Report Schedules Widget** screen, is in the **Schedule Name** field, and the default value can be edited. A **Brief Description** field is also available for an additional user comment.

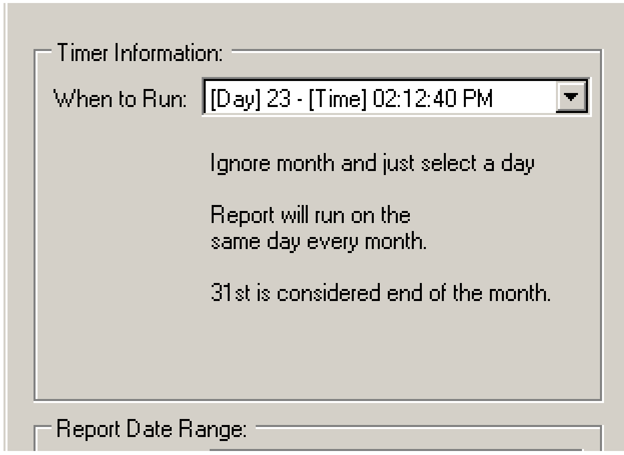
The **Schedule Type** field is next, and can be set to **One Time** or **Recurring**.

If **Recurring** is selected, the **Interval Type** can be set to **Daily**, **Weekly** or **Monthly**.

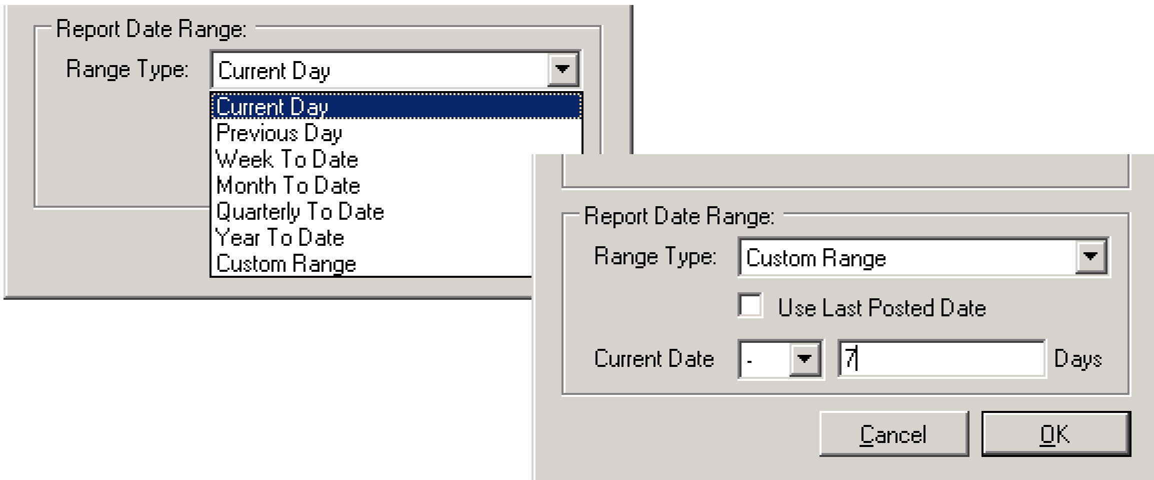
If **Daily** is selected, the **Days of Week** entries, in the **Timer Information** section, are all checked and cannot be changed…the report will run seven days a week, at the time you set in the **Timer Time** field.

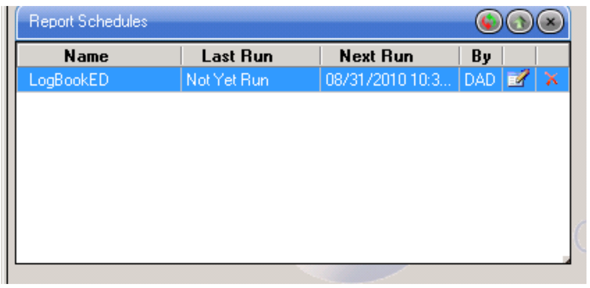
Alternatively, select **Weekly** and check those days you wish the report to run (one or more) each week, and set the time. Check all weekdays for Monday-Friday, for example.

If you check **Monthly**, the Days of Week section of the screen will be replaced with one like that shown to the right that asks what day of the month to run the report.




The **Report Date Range** section of the screen is used to select the date range of data to be included on the report, whether it is being run once or on a scheduled basis. The options available are shown in the screen shot below (left). Most are self-explanatory; the **Custom Range** option allows for running the report forward or back "x" number of days from the current date. So, if you wanted the report to present the last 7 days of activity, each time it is run, you could do that, as shown below (right).




The **Report Schedules** widget screen shown to the left reflects an Escrow Log Book report having been scheduled. The report's schedule can be modified, or deleted from this screen.

# Standard Reports Menu

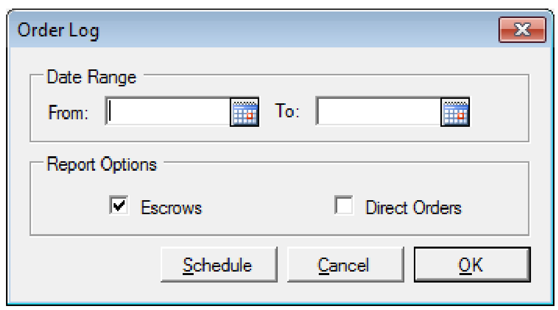
The MIS module has two report paths: **Standard** and **Custom**. The **Standard Reports** menu provides access to a set of three report sets which are common to all Impact databases. The **Custom Reports** menu path allows the user to generate reports that are uniquely designed for the specific database. It will be discussed later in this manual. While some generic reporting is useful, most companies have their own preference for the kind of MIS they wish to use to managed their business decision making with. The discussion below will be about the standard MIS reports that all Impact databases come with.

The **Standard Reports** menu will present the following three items:

- **Order Log**
- **Order Counts**
- **Income Analysis**

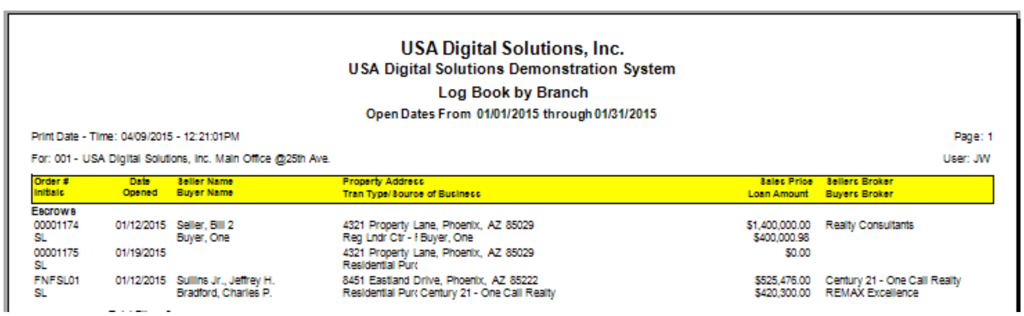
## Order Log

The **Order Log** report generates details of opened orders – either **Escrow** or **Direct Order** files – by branch. The **Order Log** menu selection will present the user with the screen below, on which report options are selected.




The user should enter a date range for file opening dates to be included in the report. The date range is inclusive of the dates entered. Then, the user should indicate if they wish to report on Escrow files or Direct Order files, by clicking on the appropriate check box. Clicking on the **OK** button will generate the report.

The report will present the **Escrow** or **Direct Order #**, the **EO** or **TO Initials**, **Date Opened**, **Seller** and **Buyer Names**, **Property Address**, **Transaction Type** code, **Source of Business**, **Sales Price**, **Loan Amount** and the **Seller** and **Buyer Broker Names**, if any. A sample is shown below.



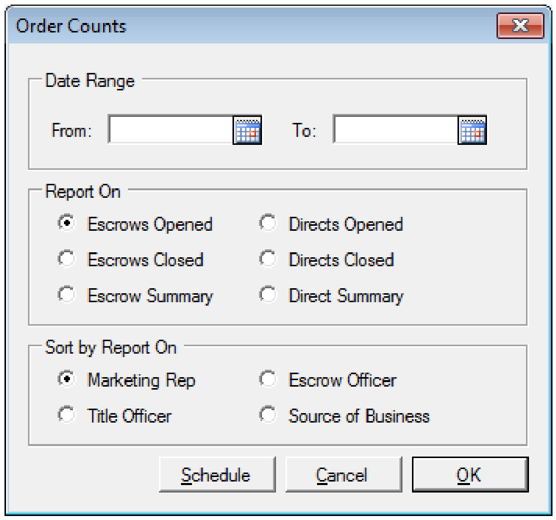
USA Digital Solutions, Inc.
USA Digital Solutions Demonstration System
Log Book by Branch
Open Dates From 01/01/2015 through 01/31/2015

Print Date - Time: 04/09/2015 - 12:21:01PM    Page: 1
For: 001 - USA Digital Solutions, Inc. Main Office @25th Ave.    User: JW

| Order # / Initials | Date Opened | Seller Name / Buyer Name | Property Address / Tran Type/Source of Business | Sales Price / Loan Amount | Sellers Broker / Buyers Broker |
|---|---|---|---|---|---|
| **Escrows** | | | | | |
| 00001174 / SL | 01/12/2015 | Seller, Bill 2 / Buyer, One | 4321 Property Lane, Phoenix, AZ 85029 / Reg Lndr Ctr - I Buyer, One | $1,400,000.00 / $400,000.98 | Realty Consultants |
| 00001175 / SL | 01/19/2015 | | 4321 Property Lane, Phoenix, AZ 85029 / Residential Purc | $0.00 | |
| FNFSL01 / SL | 01/12/2015 | Sullins Jr., Jeffrey H. / Bradford, Charles P. | 8451 Eastland Drive, Phoenix, AZ 85222 / Residential Purc Century 21 - One Call Realty | $525,476.00 / $420,300.00 | Century 21 - One Call Realty / REMAX Excellence |

# Order Counts

The **Order Count** report generates detailed or summary reports of opened or closed escrow or direct order files, sorted by various parties. The **Order Count Reports** screen, presented when the menu option is selected, is presented below.




The user must select the date range for the data to be reported. The  **Calendar** tool can be used to enter the dates, or the customary ddmm(yy) entry routine can be used.

The user should select the desired option in the **Report On** section in the middle of the screen. Those options are **Escrows Opened**, **Escrows Closed**, **Escrow Summary**, **Directs Opened**, **Directs Closed** and **Direct Summary**.

After selecting the data to be reported on, the user should select the **Sort by Report On** option desired. The options are **Marketing Rep** (#1), **Title Officer**, **Escrow Officer** and **Source of Business** (Company Name).

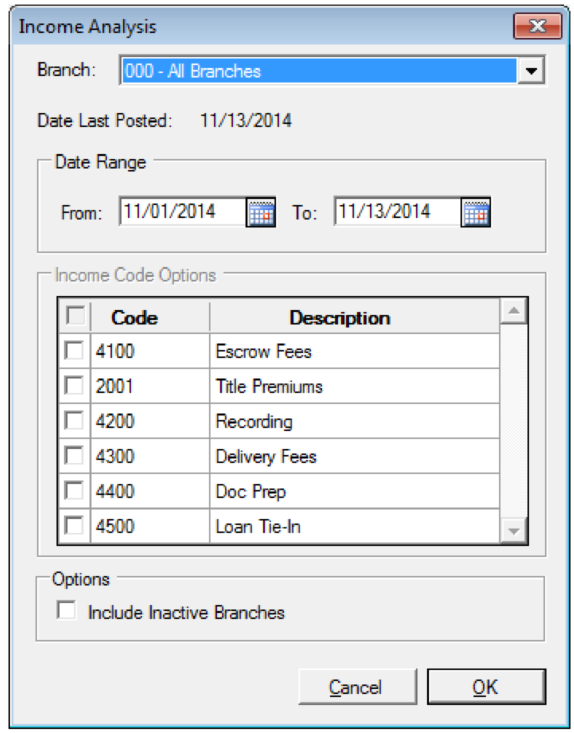
The Opened and Closed reports present file level detail (**File Number**, **Branch Number**, **Date Opened/Closed**, **Marketing Rep**, **Transaction Type** and **Property Address**), while the Summary reports present counts of **Opened**, **Cancelled** and **Closed** files, for the date range.

Historically (in versions of Impact/SQL before 8.0) these reports presented estimated premiums (on Opened Escrow reports and all Direct Order reports) or HUD line 1108 premium figures. With the 2010 RESPA changes, the HUD line 1108 data is inappropriate and DSI felt it best to simply remove all “Premium” references from these standard reports. The vast majority of Impact/SQL users have Custom MIS reports that present true Income data – from fee checks/slips and invoices – and, as most companies have unique income codes, there is no way to standardize that type of revenue reporting to a sub-set of revenue.

# Income Analysis

The **Income Analysis** option, on the **Standard Reports** menu, lets the user generate listings and graphical representations of income data, for a date range specified by the user, up through the **Date Last Posted** (and Year-to-Date, if a single branch is reported on). The report is only of posted fee slip or fee check data. Invoice data is not reported through this reporting option. Simple bar and pie charts are generated in addition to the listing of results.

The **Income Analysis** screen, shown to the right, presents the options the user has with this reporting.




First, they will identify whether a specific branch's data is to be presented or an aggregate of all branches, via the **Branch** dropdown arrow.

- If **000-All Branches** is selected, the **Income Code Options** section will not be available for specific code selection. Rather, the first two codes will be reported in aggregate by branch. The assumption is that the business has "Escrow Fees" listed first in their income code listing and "Title Premiums" listed second. If this is not the case, the **000-All Branches** option will produce invalid results.
- If a specific branch is selected, the **Income Code Options** section will let the user check off which income codes to include in the report for the selected branch. The reporting will be for the period identified and Year-to-Date.

The **Date Last Posted** is presented, above the **Date Range** selection fields, as income data is only reportable up through the date of last posting. Unposted income cannot be reported on. The user must select the date range for the data to be reported. The **Calendar** tool can be used to enter the dates, or the customary ddmm(yy) entry routine can be used.

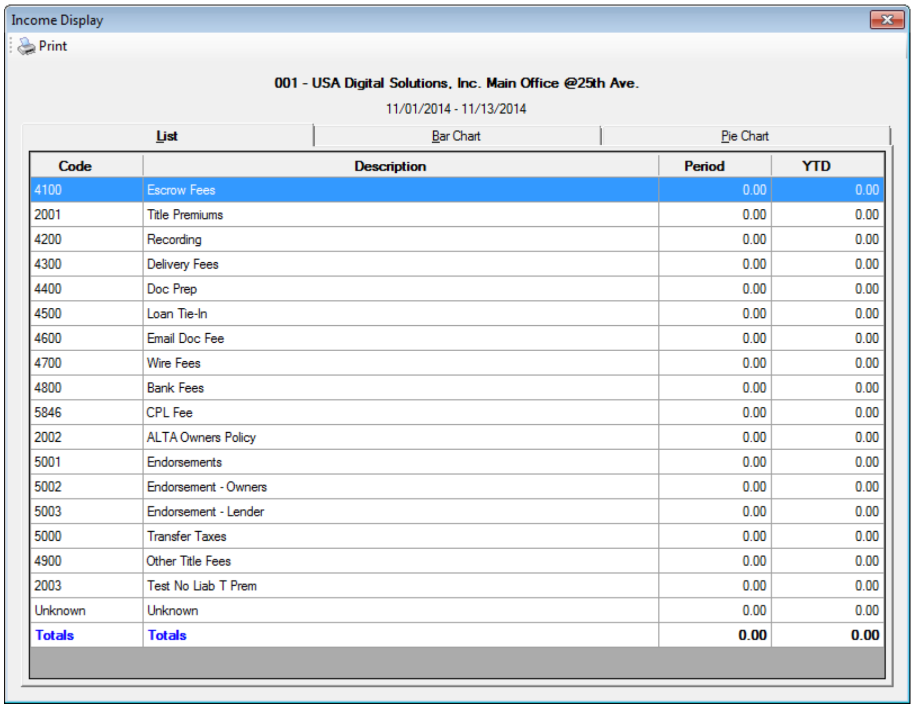
Lastly, if **000-All Branches** is the report **Branch** selection, there is a check box to **Include Inactive Branches** in the report – ensuring that all income data will be reported on for the entire database.

Clicking on **OK**, after setting the desired options, will present the **Income Display** screen, shown on the next page. The sample is for one branch, so income codes are presented in the first column. If 000-All Branches had been the selection, branch numbers and names would be presented in the first two columns and Escrow and Title revenue in the right-side columns.

The **Income Display** screen will present the data requested, on the **List** tab.  Also available are the **Bar Chart** and **Pie Chart** tabs.

The date range requested is presented in the page titling.  If a specific branch's data was requested, the **Period Amount** is presented, along with the **Year To Date Amount**, for each requested income code, for the requested Branch, and the branch will be identified in the titling.

The **Print** icon is used to send the displayed listing or chart to a printer.




| Code | Description | Period | YTD |
|---|---|---|---|
| 4100 | Escrow Fees | 0.00 | 0.00 |
| 2001 | Title Premiums | 0.00 | 0.00 |
| 4200 | Recording | 0.00 | 0.00 |
| 4300 | Delivery Fees | 0.00 | 0.00 |
| 4400 | Doc Prep | 0.00 | 0.00 |
| 4500 | Loan Tie-In | 0.00 | 0.00 |
| 4600 | Email Doc Fee | 0.00 | 0.00 |
| 4700 | Wire Fees | 0.00 | 0.00 |
| 4800 | Bank Fees | 0.00 | 0.00 |
| 5846 | CPL Fee | 0.00 | 0.00 |
| 2002 | ALTA Owners Policy | 0.00 | 0.00 |
| 5001 | Endorsements | 0.00 | 0.00 |
| 5002 | Endorsement - Owners | 0.00 | 0.00 |
| 5003 | Endorsement - Lender | 0.00 | 0.00 |
| 5000 | Transfer Taxes | 0.00 | 0.00 |
| 4900 | Other Title Fees | 0.00 | 0.00 |
| 2003 | Test No Liab T Prem | 0.00 | 0.00 |
| Unknown | Unknown | 0.00 | 0.00 |
| Totals | Totals | 0.00 | 0.00 |

Use the **Close** icon, in the upper right corner of the **Income Display** window, to return to the **Income Analysis** criteria selection screen.

# Custom Reports Menu

The **Custom Reports** menu is the path used to generate pre-designed custom MIS reports on demand, or to schedule them to be run routinely. Depending on system configuration, reports may be able to be created or modified, with Crystal Reports ® , via an option on this menu. Lastly, the Custom Reports menu is maintained from this menu (generally, this option is only used by the Crystal Reports ® team at USA Digital Solutions, when they add reports to a system).

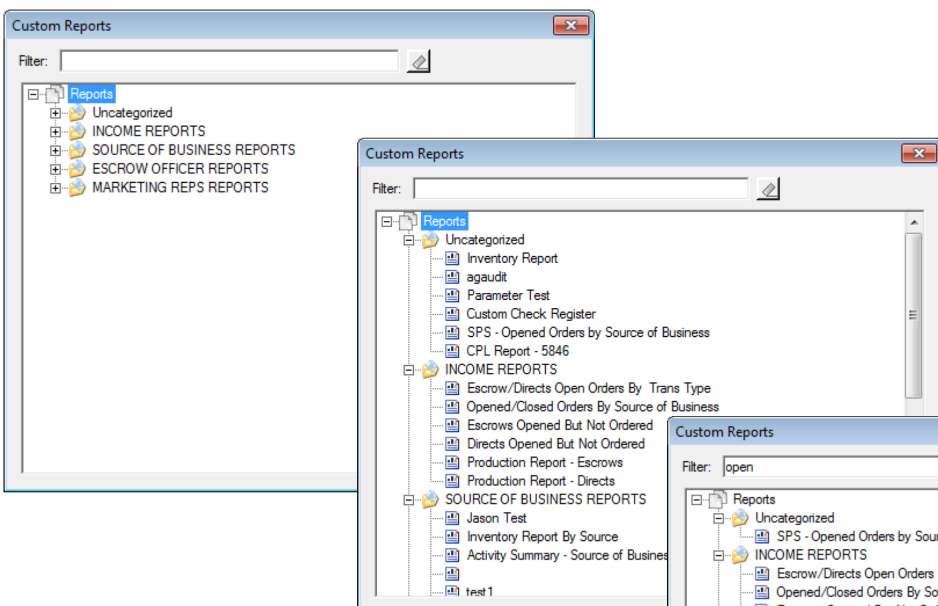
The **Custom Reports** menu will present the following four items:

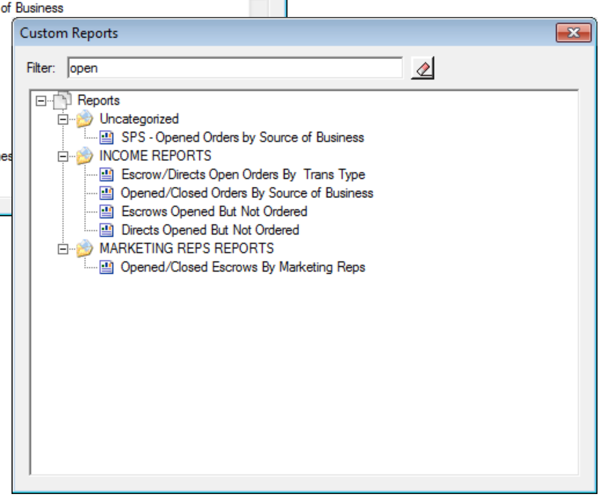
- **Print Reports**
- **Create & Edit Custom Reports**
- **Custom Report Menu Maintenance**
- **Statistics**

USA Digital Solutions should be contacted to design custom MIS reports to the Company's specifications.

## Print Reports

The **Print Reports** menu option will open the **Custom Reports** window, in which will be presented a "tree" of report menu categories, as shown below on the left. To open any one category, the user should click on the boxed + sign in front of the category label. In the second sample menu below, all categories have been opened, and a scroll bar has appeared, to let the user move through the menu.

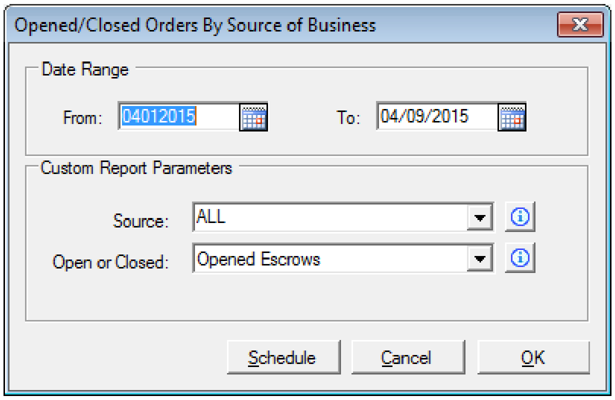



At the top of the window there is a **Filter:** field. This filter is used to quickly narrow down the reports presented for selection, by the presence of the entry in the **Filter:** field in the name of the report. Once three or more characters are entered into the **Filter:** field, the system will present all reports with that content in the reports' names, as shown to the right, where "**open**" has been entered, to pull up all reports with "Open" in their title. The **Clear Filter** icon is used to quickly delete the **Filter:** field contents.

Once the desired report title is located, double-clicking on it will trigger its running, and a window will be presented with one or two sections on it, depending on report configuration – **Date Range** and **Custom Report Parameters**. The sample below reflects both.

The **Date Range** section of the window, if presented, is used to enter the date range of the data to be included in the report. The dates are inclusive. The user will not be told the date field upon which this range will be applied – they will know this from familiarity with the report. Most reports will detail, in their headings, what field was used for data selection if by date.




The **Custom Report Parameters** section of the screen will only present if the specific report has parameters within it that can be selected by the user at run-time. If presented, the parameters will vary by report. The **Info** icon next to each parameter will provide guidance to the user. The user should make the desired selection for each parameter presented before clicking on **OK** to generate the report.

The **Schedule** button will be enabled if the Impact Windows Service is installed and running. Please see the **Report Schedules** section earlier in this manual for information on scheduling reports.

Once **OK** is clicked on, to generate the report, the user will be presented with the standard **Print** control screen from which the report can be printed, previewed, emailed or published (if so configured).

## Create & Edit Custom Reports

The MIS reports (and other reports in Impact's other modules) are based on Crystal Reports ® templates. Prior to version 8.0 of Impact/SQL, Crystal Reports 8.5 ® was used to develop reports. With Impact/SQL version 8.0, Crystal Reports 2008 ® was introduced. Once a company ceases to use versions of Impact below 8.0, they can use Crystal Reports 2008 ® to prepare custom MIS report templates for use in the MIS module.

Most companies rely upon USA Digital Solutions, Inc.'s Crystal Reports ® team to prepare their custom MIS report templates, as they have the data structure knowledge, as well as Crystal Reports ® experience, to prepare reports quickly and accurately.

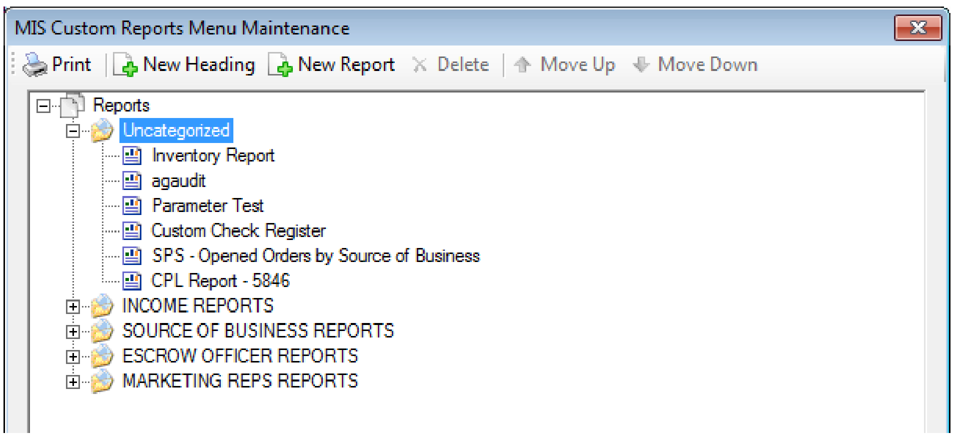
If the company wishes to create and edit their own custom MIS reports, to be run from the **Custom Reports** menu, they will need either Crystal Reports 8.5 ® or Crystal Reports 2008 ® installed. Impact, via the **XREF** settings in the **Utilities** module, can be configured to identify where the CRW program files are installed, and will look to that location if this option is selected. If it finds the appropriate files, it will open up the Crystal Reports ® editor. If the program files are not located, a message to that effect will be presented.

USA Digital Solutions, Inc.'s Crystal Reports ® team should be consulted for data structure questions.

The use of the Crystal Reports ® editor is beyond the scope of this manual.

# Custom Report Menu Maintenance

This menu option is used to modify the **MIS Custom Reports Menu**. Normally, DSI Crystal Reports ® team members will be the ones to use this function, but MIS users can use it to add or delete items from the menu or re-arrange the menu. Care should be taken when working with this function – and it is always a good idea to print out the existing menu, before making changes. The editing of the menu is done in conjunction with the physical placement or removal of the actual report template(s) in their location on the Company's systems – that is not done by the menu maintenance function.




A "tree" is presented of the existing report headings, with the addition of an **Uncategorized** heading, and function icons across the top of the screen are used to edit the menu and print out the current menu, as described below.

**Print** – this icon will generate a report of the current menu, detailing the contents of the menu.

**New Heading** – this icon is used to create a new report category heading. The user should highlight the heading above the point where the new heading should be inserted, and click on the **Add Heading** icon. A screen will be presented through which the new heading is entered.

**New Report** – this icon is used to create a new report menu entry. If the user has a report category highlighted when this icon is clicked, the new report entry will be added at the end of the categories listing of reports. If a specific report, within a category is highlighted when this icon is clicked, the new report entry will be added below the highlighted report. The report template DOS name will be required (and the report template must be in place already for the menu entry to be accepted by the system) and a long name, for the menu, is called for. If a **Date Range** is required when running the report, the checkbox to call that option is to be checked.

Once a heading or report exists, double-clicking on the entry will open a window that provides for editing the entry.

**Delete** – this icon will remove the highlighted entry from the menu.

& **Move Up** and **Move Down** – these icons will move the highlighted entry up or down the menu tree. These icons can be used to move a report entry to another category or just within one. They can also be used to move category headings. Note: moving a heading does NOT move the contents of the category.

Click on the **OK** button, at the bottom of the screen, to save changes made to the **Custom Report Menu**, or **Cancel** to exit without saving changes.

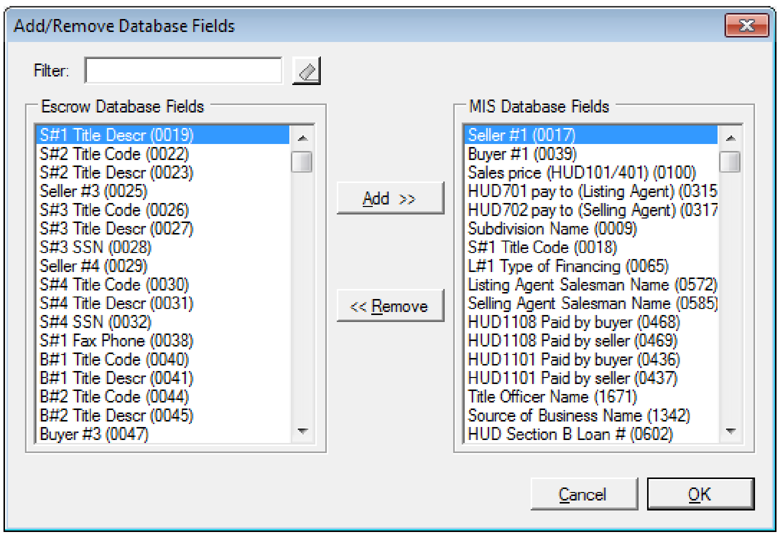
## Statistics

The **MIS Custom Report Statistics** report will present the custom MIS report menu and indicate the number of times (since the upgrade to version 10.3) each report has been run, the first and last dates each was run, and by whom. This will aid in the effort to determine which custom reports are actively used and should be maintained when changes to underlying report criteria (income code groupings, for example) are made. It is run with the **Statistics** option on the **Custom Reports** menu.

# Setup

The **Setup** menu entry is used to add or remove fields from the **Marketing_Escrow** or **Marketing_Direct** tables. These tables are used to aid in generating MIS reports by placing values in a single-record-per-file table, when the source data might be routinely stored elsewhere in the SQL database – in a difficult location for reporting from. Obviously, one table is related to Escrow files and the other to Direct Orders. There is a limit to how many fields can be added, but it is a function of the size and type of the fields, so a specific number cannot be stated.

Below the **Setup** menu entry is one option – **Add/Remove Database Fields** – below which are two choices: **Escrow** and **Direct**. Both entry/edit routines are common in behavior and so only one will be described below.




Once the Escrow or Direct sub-menu option is selected, a screen like that above will be presented. On the left side of the screen are available fields that have not been added to the Marketing_Escrow (or Marketing_Direct) table, and on the right are fields that are already in the table and available for use in custom MIS reports.

Highlighting a field on the left side of the screen and clicking on the **Add >>** button, in the middle of the screen, will cause that field to be added to the listing on the right side – but the actual addition of the field and the data to fill it, from each file, will occur after the **OK** button is clicked. Multiple fields can be added at a time, but, depending on the size of the database, the adding of fields can be a lengthy process. Again, as stated above, there is a limit to how many fields can be added, but it is a function of the size and type of the fields, so a specific number cannot be stated.

The **Filter:** field, at the top of the screen, can help the user locate a field to be added to the table. Entering three or more characters in the **Filter:** field will trigger a search for that character string anywhere in the field name listing on the left side of the screen – not just entries that start with that character string. The **Clear Filter** icon is used to remove any entry in the **Filter:** field.

The **<< Remove** button is used, after highlighting a field on the right-hand list, to remove a field from the Marketing_Escrow table. This should only be done if the user is absolutely sure the field is not being used in any custom MIS reporting.

The **Cancel** button will let the user exit the screen without effecting any requested change.

The **OK** button will cause the screen to close and any add or remove actions requested will be processed, and the user will see a screen explaining what is being done.

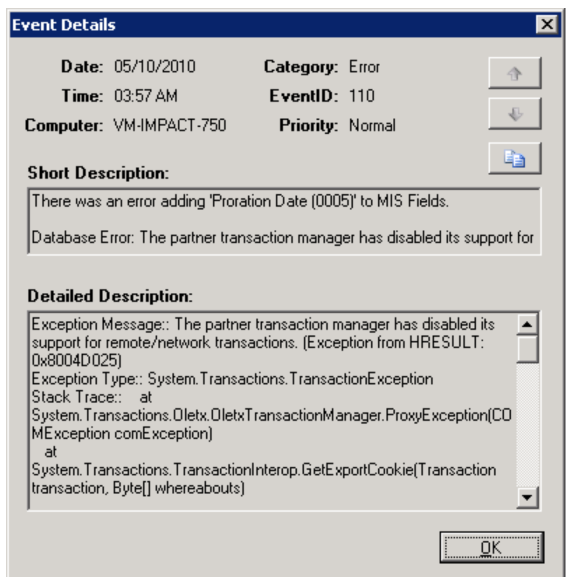
# Tools

The **Event Log** can be seen from the **Tools** menu.  Other tools may be added in the future.

## Event Log

When **Event Log** is selected from the **Tools** menu, the **Event Log – Impact MIS Module** screen will be displayed, as shown below (no entries are shown on this sample screen).


The **Event Log** presents a listing of errors that have been captured by Impact/SQL when a problem occurs.  The **Event Log**, in each module, replaces the **SQL Error Log** that versions of Impact/SQL prior to v8.0 utilized, and will capture more information than that log did.




Double-clicking on an entry will present more information on the error, on an **Event Details** screen, like that shown to the right.

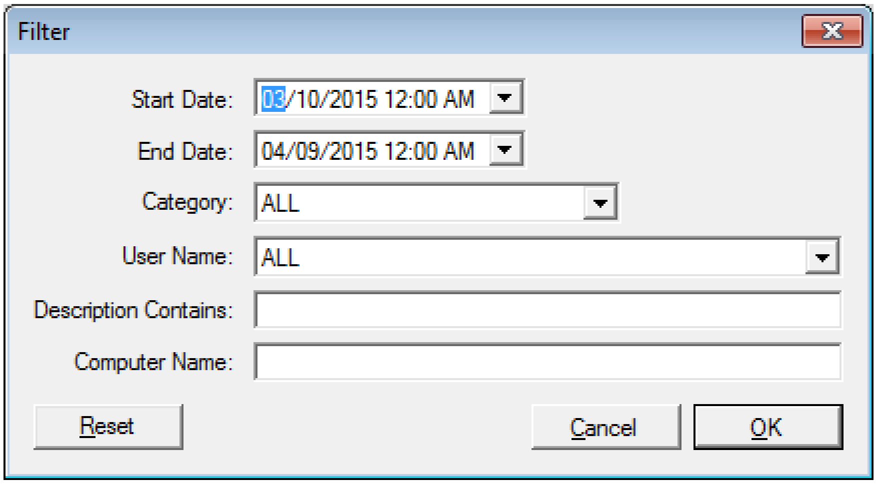
The & arrows, if activated, will move the user up or down the error listing.  This is helpful when reviewing a string of related items.

The **Copy** icon is used to copy the contents of the **Event Details** to the user's clipboard, from which the information can be pasted into an email or MS Word document for transmission to DSI for troubleshooting, for example.

Click **OK** to close the **Event Details** screen.

The **Refresh** icon, at the top of the **Event Log** screen, is used to re-query the event table and re-present the listing of events.

The **Edit Filter** icon, also at the top of the **Event Log** screen, will present a screen of options that can be used to filter the events to narrow the list presented to those most likely to be the ones the user wishes to study.




**Start Date** and **End Date** fields can be utilized to filter data, as can the **Category** and **User Name** fields.

The **Description Contains:** field is used to search the event descriptions for the text entered.

The **Computer Name:** field can be used to limit the events presented, to narrow the focus.

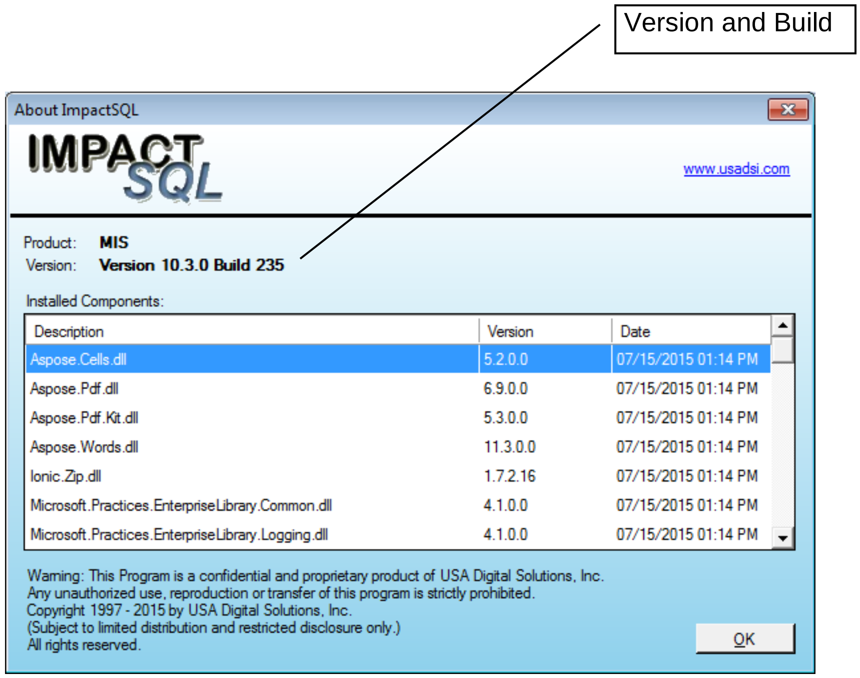
Click on **OK** to execute the filter as defined, or **Cancel** to exit. **Reset** will clear the filter to the defaults.

If a filter is in place, the **Remove Filter** icon will be enabled, at the top of the **Event Log** screen, and is used to return the **Event Log** to the default state of presenting all events.

Clicking on the **Date** column header, on the **Event Log** screen, will sort the events listed in ascending or descending order (alternates with each click), and an arrow indicating the direction of the sort will present next to the **Date** label.

# About Menu

To determine the Impact MIS module version and build number, select the **About** menu option. Please have this version number information available when calling the Help Desk for assistance.




**NOTE**: The build number for each Impact/SQL module, shown after the version number, may be different from another Impact/SQL module, for example, the Escrow module may not be the same build as the MIS Module.

# Appendix A - Troubleshooting

USA Digital Solutions, Inc. (DSI) Support personnel may ask that you make a screen shot so that you can e-mail Support a "picture" of the screen as it appears when the error occurs.

To create this screen shot, save it and send it to the Support personnel, do the following:

Press the PRINT SCREEN key on the keyboard, which is usually located on the top row of the keyboard, and is usually the third key from the right.

Open your e-mail client, start a new e-mail, to Support@Digisolaz.com, and Paste the screen shot into the body of the e-mail. This will work if the e-mail format is HTML. If the screen shot does NOT paste properly, open a Word document and paste the screen shot into it; save the Word doc; and, attach it to an email addressed to Support@Digisolaz.com.

DSI Support personnel can be reached at (602) 866-8199 extension 2.

USA DIGITAL SOLUTIONS INC.

support@digisolaz.com

(602) 866-8199 x 2