



User Manual I: How to Research and Analyze Credit Balances

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Summary:

This user manual describes how MARS users can effectively and efficiently analyze and research credit balances.

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INTRODUCTION

This user manual will guide you through the various methods to analyze and research credit balances using the Management Analytic Reporting System (MARS). MARS offers two distinct ways to view credit balances: standard reports and excel services reports. It is important to understand the differences between these two methods, as they can potentially answer very different questions. Both of these methods are reviewed in detail below.

STANDARD REPORTS

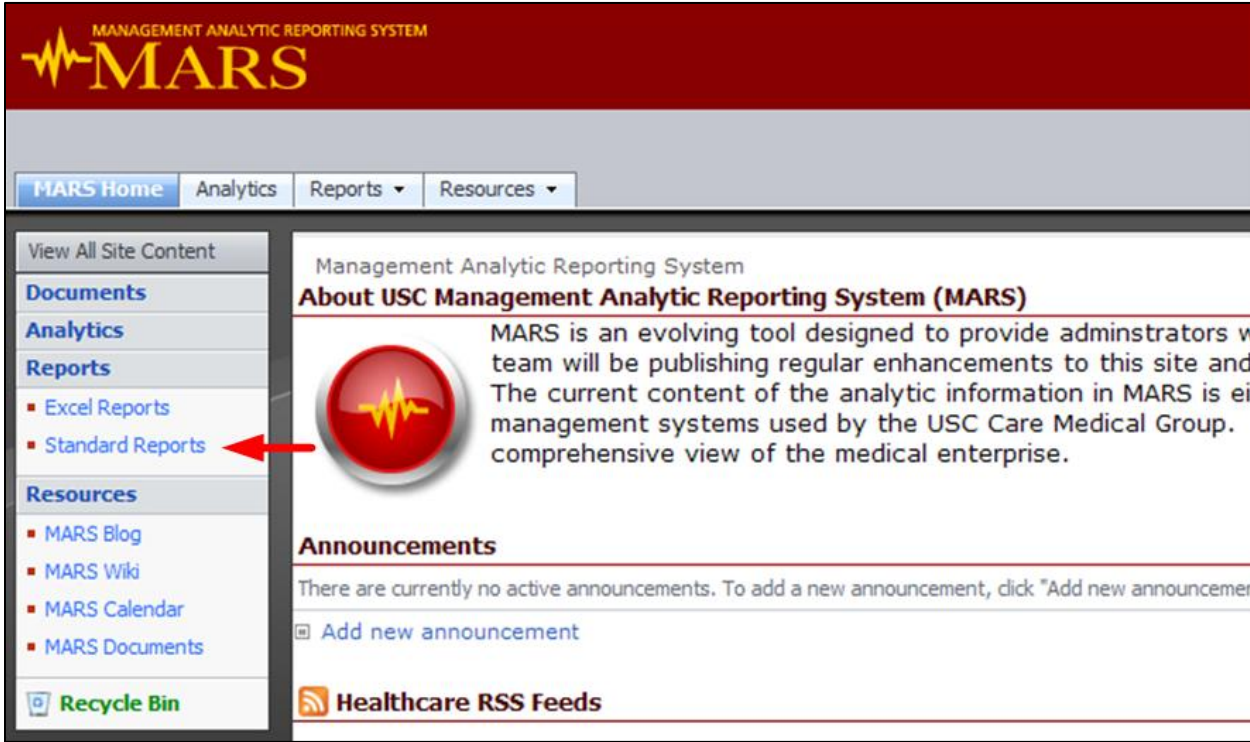
What is a Standard Report?

Standard reports in MARS are straightforward reports that require little manipulation from a user. They typically require two or three mouse clicks before they are rendered and able to be printed. They allow users to view detailed information and are best used for printing right from your browser or conversion to PDF. The formats used for standard reports are not modifiable by the users but do offer a high level of fidelity when printed directly from the browser. In other words, what you see is what you get with a standard report.

Accessing and Interpreting the Credit Balance Standard Report

The MARS website (<https://mars.usc.edu/default.aspx>) has a Credit Balance standard report available, and it can be accessed by clicking the “Standard Reports” link as shown in Figure 1.

Figure 1: Standard Reports Menu Option



Once you click on the Standard Reports menu option, you will see a list of all standard reports available on MARS. Click on the report titled “CreditBal_Invoices_V2”. You will be navigated to a new page – focus your attention on the right hand side of the screen. There are three parameters listed: “Source

System”, “Department”, and “Days Credit Group”. Parameters filter the data that will populate the report. For example, if you only select “IDX Legacy System” under the Source System parameter, the

Figure 2: Parameter Selection

report will only show credit balances in the IDX Legacy System. For the purposes of this example, I am going to select all Source Systems, all Departments, and all Credit Groups. My parameter selection is shown in Figure 2. Once you have made your parameter selections, click the “Apply” button in the lower right of the screen and wait patiently for the report to display on your screen. After about 30 seconds, you should see the report. You’ll quickly notice that, by default, the report is summarized by Source System. The right side of the

report shows the number of invoices in a credit state and the dollar value of the credit balances.

Drill Through

To the left of the Source System name you will see a plus (+) sign in a box. This indicates that more details are available. Click the plus sign and you will see something similar to Figure 3.

Figure 3: Credit Balance Report Drill through

USC Care - Credit Balances Report				Management Analytic Reporting System			
Source System	Department	Group	Credit Days Group	Invoice/Cnt*	Days Cred	Cred Begin Dt	ARBalance
<input type="checkbox"/> GECB Current System				12,902			(\$1,446,169.41)
	<input type="checkbox"/> ANESTHESIOLOGY			322			(\$88,984.39)
	<input type="checkbox"/> DERMATOLOGY			218			(\$10,160.19)
	<input type="checkbox"/> DOCTORS OF USC-DOWNTOWN CLINIC			100			(\$4,761.64)
	<input type="checkbox"/> FAMILY MEDICINE			495			(\$34,124.38)
	<input type="checkbox"/> MEDICINE			2,105			(\$215,744.07)
	<input type="checkbox"/> NEUROLOGY			294			(\$27,185.79)
	<input type="checkbox"/> NEUROSURGERY			195			(\$49,267.63)
	<input type="checkbox"/> OBSTETRICS AND GYNECOLOGY			1,060			(\$163,464.45)
	<input type="checkbox"/> OPHTHALMOLOGY			2,142			(\$178,924.72)
	<input type="checkbox"/> ORTHOPAEDIC SURGERY			613			(\$58,547.85)
	<input type="checkbox"/> OTOLARYNGOLOGY-HEAD AND NECK SURGERY			426			(\$88,899.91)
	<input type="checkbox"/> PATHOLOGY			774			(\$45,981.27)
	<input type="checkbox"/> PSYCHIATRY			146			(\$7,874.94)
	<input type="checkbox"/> RADIATION ONCOLOGY			43			(\$6,565.26)
	<input type="checkbox"/> RADIOLOGY			2,186			(\$167,207.07)
	<input type="checkbox"/> SPECIALITY BILLING			8			(\$43,073.14)
	<input type="checkbox"/> SURGERY			1,363			(\$169,843.63)
	<input type="checkbox"/> YES INVALID ENTRY			1			(\$156.10)
	<input type="checkbox"/> UROLOGY			393			(\$62,110.66)
	<input type="checkbox"/> USC CARE PRACTICE ADMIN			18			(\$23,292.32)
Source System Total				12,902			(\$1,446,169.41)
<input type="checkbox"/> IDX Legacy System				3,230			(\$459,506.24)
Overall Total				16,132			(\$1,905,675.65)
1: "Days Credit" is calculated as the number of days between today's date and the most recent date that the invoice fell below \$0. 2: Credit balances are only an indication of an invoice balance less than \$0. All credit balances should be researched prior to a refund. 3: If the current invoice FSC is "REI Self Pay Package (192)", the credit balance will be excluded from this report. 4: Legacy Group 14 (USC Pathology Reference Lab) and 43 (Ophthalmology) are excluded from this report. *Click on an invoice number to view transaction details							
Report Generated On 12/6/2010 3:08:52 PM by MED\chris.smith							Page 1

As Figure 3 demonstrates, once you click on the plus (+) sign next to Source System, you can see credit balances by department. This is called “Drill Through”. Please note that you will only see departments that you have access to. Again, there is a plus (+) sign next to department – click on it. Within Department, you can see credit balances by Legacy Group. Click the plus sign next to Legacy Group and

you can see credit balances by their “Credit Days Group”. This groups invoices by how long they have been in a credit state. Finally, click on the plus sign next to the “Credit Days Group” to see individual invoices. Figure 4 shows the Credit Balance report drilled down to invoice level detail. You can see that the “91 Days – 3 Years” Grouping has 4

Figure 4: Credit Balance Report - Invoice Level Detail

Credit Days Group	Invoice/Cnt*	Days Cred	Cred Begin Dt	ARBalance
	12,902			(\$1,446,169.41)
	3,230			(\$459,506.24)
	5			(\$6,750.41)
	5			(\$6,750.41)
<input checked="" type="checkbox"/> 31 - 60 Days	1			(\$674.50)
<input type="checkbox"/> 91 Days - 3 Years	4			(\$6,075.91)
	<u>7788853</u>	850	8/8/2008	(\$2,500.00)
	<u>8081309</u>	691	1/14/2009	(\$126.56)
	<u>8405929</u>	424	10/8/2009	(\$931.00)
	<u>8460435</u>	402	10/30/2009	(\$2,518.35)
Credit Group Total	4			(\$6,075.91)

invoices that total -\$6,075.91 in credit balances. The 4 invoice numbers are displayed, along with the number of days that they have been in a credit state and the date that they went into a credit state.

Report Legend

At the bottom of the report, you can see the report legend. The legend notes five important points about the report that should be carefully read. The five points are:

- **“Days Credit” is calculated as the number of days between today’s date and the most recent date that the invoice fell below \$0.** For example, let’s say an invoice balance goes below \$0 on 1/1/2010, then gets corrected and goes above \$0 on 2/1/2010, and then goes back below \$0 on 3/1/2010. This invoice will be considered to have gone into a credit state on 3/1/2010 (not 1/1/2010).
- **Credit balances are only an indication of an invoice balance less than \$0. All credit balances should be researched prior to a refund.** This is an important point – just because an invoice is listed on the Credit Balance report does not mean we should refund the money back to the insurance company or patient. Please research all invoices listed on this report before we give any money back!

- **If the current invoice FSC is “REI Self Pay Package (192)”, the credit balance will be excluded from this report.** This FSC experiences a lot of prepayments, which causes many “false positive” credit balance invoices. Rather than show the false positives, we removed the FSC.
- **Legacy Group 14 (USC Pathology Reference Lab) and 43 (Ophthalmology) are excluded from this report.** These legacy groups are excluded because they are not a part of USC Care Medical Group (Group 3), so we are not responsible for those invoices.
- ***Click on an invoice number to view transaction details.** You can click on an individual invoice number to view transaction level details about an invoice. This is explained in further detail below.

Credit Balance Sub Report - Transaction Level Details

As the last note in the legend points out, you can view more details about an invoice by clicking on it. This will bring up each transaction associated with that invoice, in the order that it was posted into the Billing and Accounts Receivable Module (BAR). Figure 5 shows the sub report after I clicked on invoice number 7788853.

Figure 5: Credit Balance Sub Report

USC Care - Credit Invoice Details				Management Analytic Reporting System				
Source System: IDX Legacy System		Days as Credit: 850		Original Invoice FSC: BLUE CARD PLAN				
Invoice Number: 7788853		Credit Begin Date: 8/8/2008		Current Invoice FSC: INSURANCE CREDIT BALANCE 557				
Posting Date	Pay Code Name	Previous Transaction FSC	Current Transaction FSC	Deb Amt	Pmt Amt	Adj Amt	Crd Amt	Running Bal
8/8/2008	CHARGES		INSURANCE CREDIT BALANCE 557	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
8/8/2008	BLUE SHIELD-L/I		BLUE CARD PLAN	\$0.00	\$17.50	\$0.00	\$0.00	(\$17.50)
8/15/2008	CHANGE FSC (INVOICE)	BLUE CARD PLAN	PPO NEXT	(\$17.50)	\$0.00	\$0.00	(\$17.50)	(\$17.50)
8/15/2008	PPO CONTRACT L/I PAYMENT		PPO NEXT	\$0.00	\$2,500.00	\$0.00	\$0.00	(\$2,517.50)
8/19/2008	PPO CONTRACT L/I PAYMENT		PPO NEXT	\$0.00	\$426.00	\$0.00	\$0.00	(\$2,943.50)
11/20/2009	CHANGE FSC (INVOICE)	PPO NEXT	INSURANCE CREDIT BALANCE 557	(\$2,943.50)	\$0.00	\$0.00	(\$2,943.50)	(\$2,943.50)
11/20/2009	REFUND (LINE-ITEM)		INSURANCE CREDIT BALANCE 557	\$17.50	\$0.00	\$0.00	\$0.00	(\$2,926.00)
11/20/2009	REFUND (LINE-ITEM)		INSURANCE CREDIT BALANCE 557	\$426.00	\$0.00	\$0.00	\$0.00	(\$2,500.00)

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Page 1

The top portion of the sub report displays the following invoice level information:

- Source System: IDX Legacy System or GECB Current System
- Invoice Number: The invoice number
- Days as Credit: Number of days that this invoice has been in a credit state
- Credit Begin Date: The date that this invoice went into a credit state
- Original Invoice FSC: FSC that Charge was applied to
- Current Invoice FSC: FSC that balance currently resides in

Below the invoice level information you can see the pay code, current transaction FSC, previous transaction FSC (useful for FSC transfers), debit amount, payment amount, adjustment amount, credit amount, and the running balance for each transaction posted to the invoice. If you want to get back to the main credit balance report, just use your browser’s back button.

EXCEL SERVICES REPORTS

What is an Excel Services Report?

Excel Services reports in MARS allow you to view summarized reports in your internet browser that are based on Excel spreadsheets. When viewing these reports on the web, they are similar to Standard Reports – the data can be filtered a little bit, but “what you see is what you get”. The major advantage of using Excel Services Reports is the ability to download the report and open it in Excel. Once the report is opened in Excel, you have very similar functionality to an Excel spreadsheet, like pivot tables and conditional formatting. In addition, these Excel files maintain a connection to MARS, which allows the report to continuously get updated with the latest data. The end result is a highly customizable report that is very easy to update.

Accessing and Interpreting the Credit Balance Excel Services Report

The MARS website (<https://mars.usc.edu/default.aspx>) also has a Credit Balance Excel Services report available, and it can be accessed by clicking the “Excel Reports” link as shown in Figure 6.

Figure 6: Excel Services Reports Menu Option

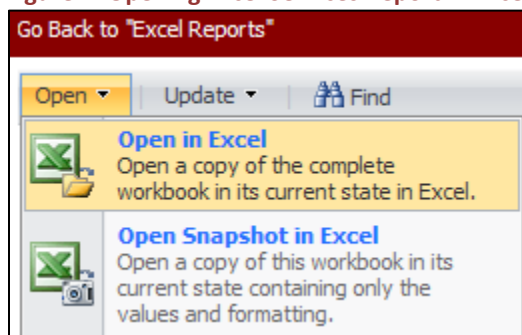


Once you click on “Excel Reports”, you will see a series of folders. These folders group Excel Services reports into logical “business use” groupings. For the purposes of this tutorial, we are interested in the

“AR Management” folder. Click on that folder, and then click on the report titled “Credit Balance Analysis”.

The report first opens on the web, but as mentioned earlier, we cannot manipulate and analyze the data

Figure 7: Opening Excel Services Report in Excel



as much as we would like over the web. Instead, we want to open this report in MS Excel, where we have a lot more flexibility. At the top left of the screen, click on “Open” and then click on “Open in Excel” (as shown in Figure 7). This opens the report in Microsoft Excel. When Excel opens, the first thing you have to do is enable the content. If you use Excel 2007, you will see a gray security warning bar at the top of the screen. Click

on the “Options” button. A Security Alert box will open – click on “Enable this content”. If you use Excel 2010, a yellow security warning bar appears at the top of the screen – click on “Enable Editing”. After you click on “Enable Editing”, another yellow warning bar will appear. Click on “Enable Content”.

Now we have the Excel Services Credit Report open in Excel, and we can manipulate it however we choose. By default, the filters are set to match the Credit Balance Standard Report. In other words, once you select the current posting month and your department in Excel, the credit balance totals will match the figures from the standard report. This is demonstrated in Figure 8:

Figure 8: Matching Credit Balances Between Excel Report and Standard Report

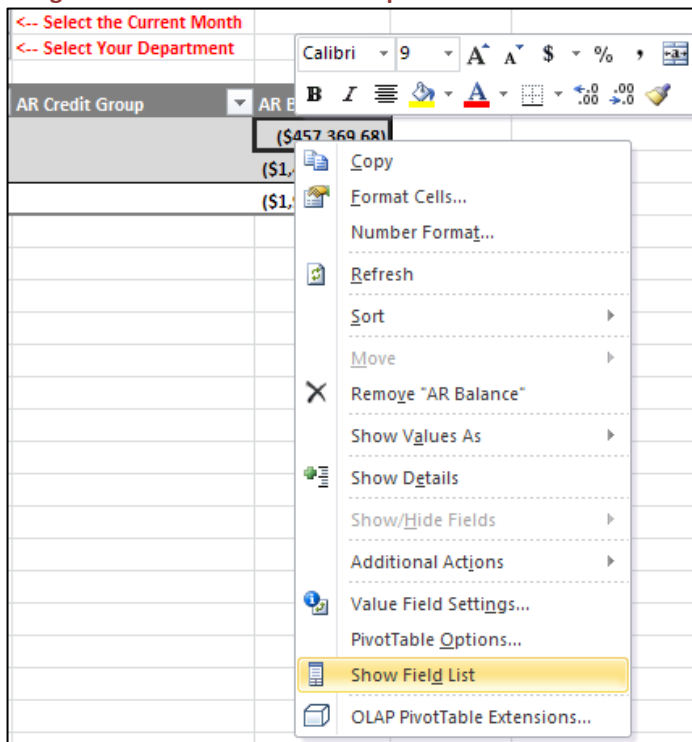
Date of Posting: Fiscal Yr-Mth Hierarchy	Dec 2010	<-- Select the Current Month					
Department	All Viewable Departments	<-- Select Your Department					
Source System	Division	AR Credit Group					
+	IDX Legacy System	(\$457,369.68)					
+	GECB Current System	(\$1,452,336.49)					
Grand Total		(\$1,909,706.17)					
USC Care - Credit Balances Report		Management Analytic Reporting System					
Source System	Department	Group	Credit Days Group	Invoice/Cnt*	Days Cred	Cred Begin Dt	ARBalance
<input checked="" type="checkbox"/>	GECB Current System			12,963			(\$1,452,336.49)
<input checked="" type="checkbox"/>	IDX Legacy System			3,241			(\$457,369.68)
Overall Total				16,204			(\$1,909,706.17)

As Figure 8 shows, “Dec 2010” (the current month at the time of this tutorial) and “All Viewable Departments” were selected in the filters of the Excel Report. All other filters were left unchanged. The resulting credit balance in Excel was -\$1,909,706.17. The bottom half of Figure 8 shows the standard report when all source systems, all departments, and all credit groupings are selected. Again, the resulting credit balance is -\$1,909,706.17.

Customizing the Credit Balance Excel Services Report

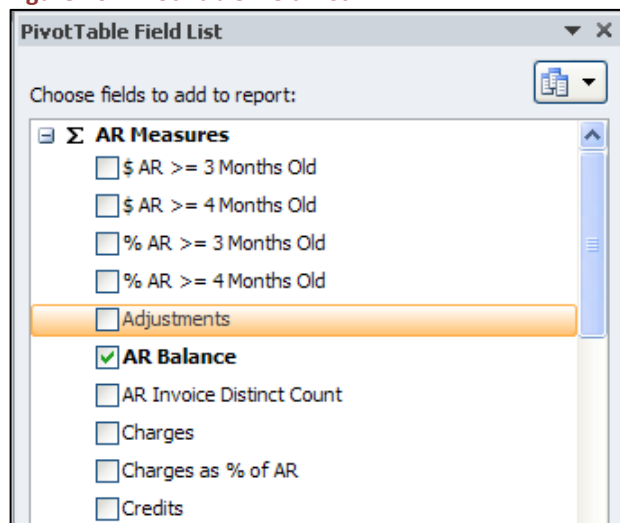
Now that we have the Excel Services report open in Excel and we are confident that the figures match the standard report, we can begin customizing it to our liking. The first thing that I like to do is turn on the Gridlines and column headings in Excel. You will notice that there are no row numbers or column letters displayed on the Excel sheet right now. Click on the “View” menu option and check “Gridlines” and “Headings”. You will see the gridlines and headings appear. Now click anywhere inside the data in Excel. The Pivot Table Field List should appear on the right side of your screen. If it does not appear automatically, right click on any cell with data and select “Show Field List” (shown in Figure 9). The pivot table field list displays all of the information available to you through MARS. The majority of information displayed in this

Figure 9: Alternate Method to Open the Pivot Table Field List



list can be used to customize your report. Figure 10 shows a portion of the Pivot Table Field List. Below

Figure 10: Pivot Table Field List



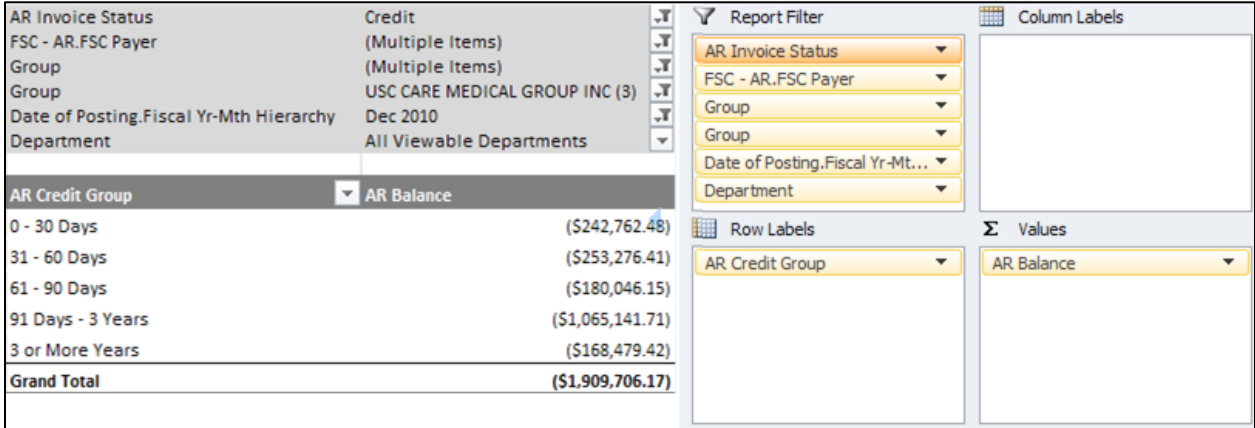
the field list you will see four trays with the following headings: “Report Filter”, “Column Labels”, “Row Labels”, and “Values”. These trays show you what is currently on the report surface. For example, the Credit Balance report on your screen has six objects listed inside of the “Report Filter” tray. These six objects are the filters that match to the credit balance standard report discussed earlier in this tutorial. Now that we understand the Pivot Table Field List, we are ready to customize this report!

Customization #1: Viewing Credit Balances by MRN

Suppose you are viewing the credit balance standard report, which shows credit balances by invoice number. As you begin to work on some of the older credit balances on the standard report, you notice that many of them belong to the same patient. It would be nice to view these invoices by patient MRN, rather than just the invoice number. The standard report cannot be customized, so you cannot get the desired information from that report. However, the Excel Services report can be customized to solve your business need.

Open the Excel Services Credit Balance report in Excel (instructions on how to do this are explained earlier in the tutorial). The first thing to do is visualize what you want the report to show. In our case, we want to see credit balances by patient MRN and invoice number. In addition, we only want to see credit balances that are more than 90 days old. Now that we have our report visualized, we know exactly what objects we need to create our report: patient MRN, invoice number, and the Credit Group (credit group shows us how old the credit balance is). First, remove “Source System” and “Division” from the rows labels tray in the Pivot Table Field List. Your four trays and the report should now match the images shown in Figure 11. We are removing the “Source System” and “Division” objects because they are not necessary to create our report.

Figure 11: Removing Objects from Row Labels in the Pivot Table Field List Tray



Next, move the “AR Credit Group” object out of the Row Labels tray and into the Report Filter tray. The AR Credit Group now appears at the top of the report, with all of the other filters. Click on the down arrow to the right of the AR Credit Group label and click the plus (+) sign next to “All”. At the bottom of the window, click the checkbox next to “Select Multiple Items” and then make sure that only “91 Days – 3 Years” and “3 or More Years” are selected in the dropdown box. Your filter should now look like Figure 12. Once you have your filter in place, we need to add patient MRN. Navigate through the pivot

Figure 12: Applying the Credit Group Filter

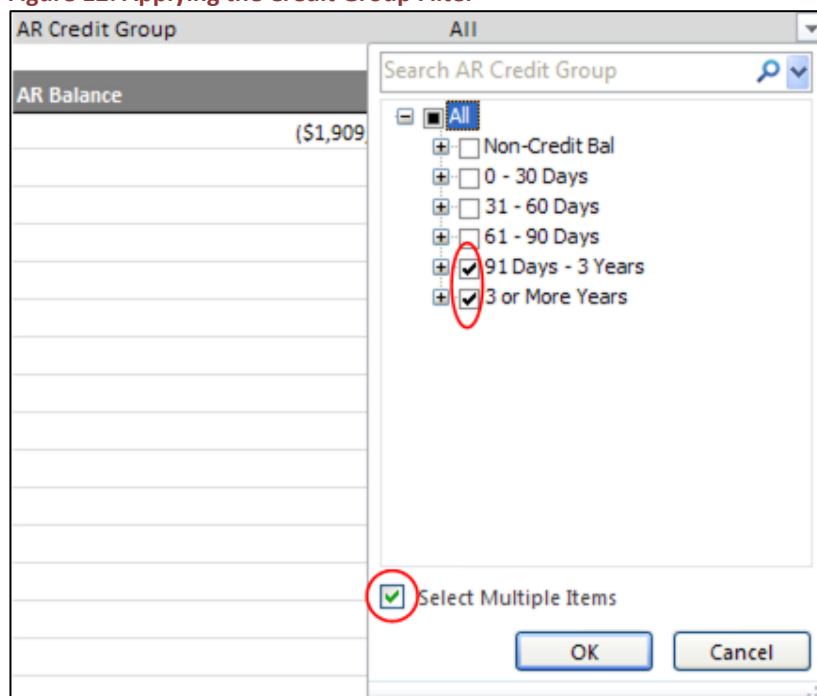
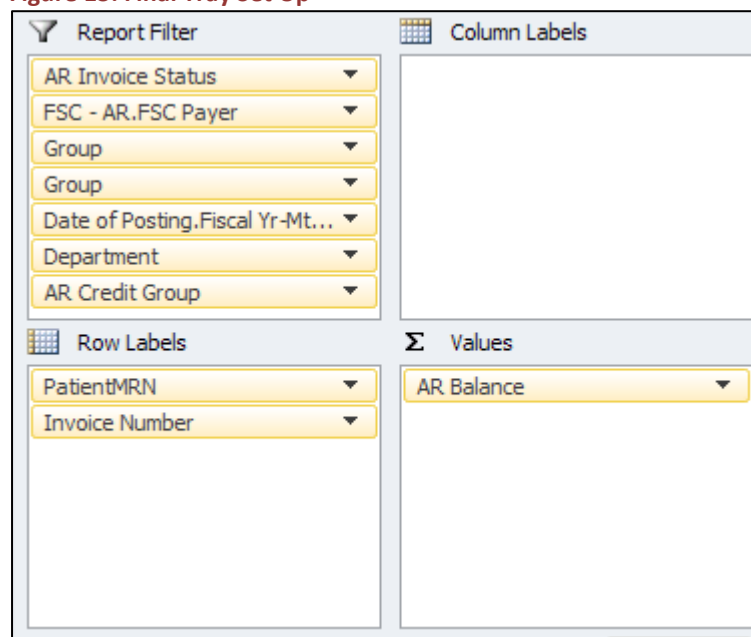


table field list until you get to “Patients”. Underneath “Patients”, you should see “City”, “Gender”, “PatientMRN”, “State”, and “Zip Code 5 Dig”. We are only interested in MRN, so select “PatientMRN” and drag it to the row labels tray. Once you do this, the report will refresh showing a list of MRNs and the corresponding credit balance. Keep in mind that this is only the credit balance for invoices that have been in a credit state for at least 91 days,

because of the filter we added (shown in Figure 12). We also want to view invoice number underneath Patient MRN. Navigate through the Pivot Table Field List again, this time searching for “Attributes AR”.

Once you find “Attributes AR”, you will see “Invoice Number” underneath it. Drag this underneath the PatientMRN object in the Row Labels tray. The report will refresh again, now showing MRN and Invoice number. Your 4 trays should match Figure 13. We have now accomplished our goal – we created a report that shows credit balance amounts older than 90 days by patient MRN and invoice number.

Figure 13: Final Tray Set Up

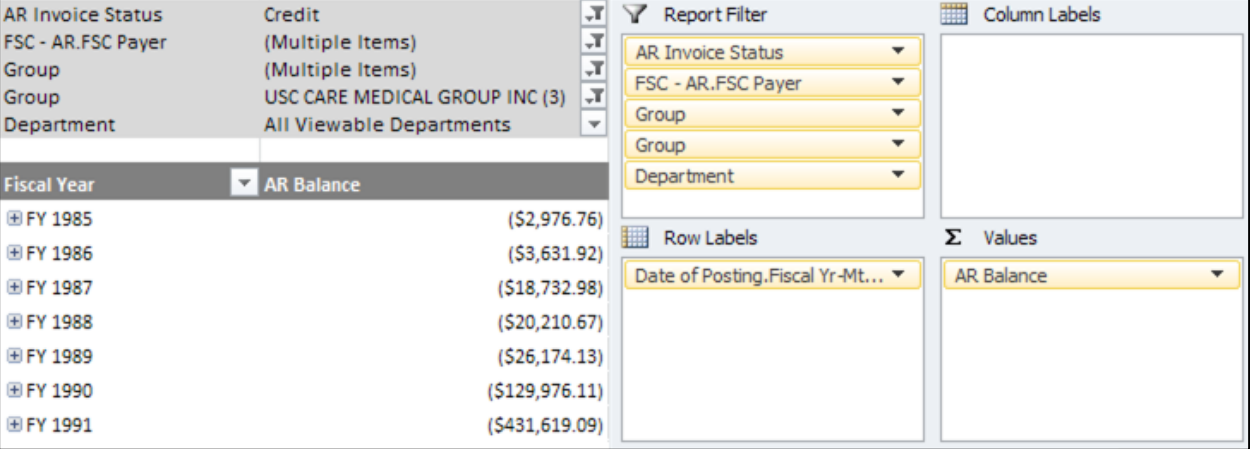


Customization #2: Viewing Credit Balance Trends

Suppose you now want to view an overall trend of credit balances. Your department has expended significant resources to work down credit balances, and you want to see how much of an impact it has been making over the last few months. We can easily do this using the Excel Services Credit Balance report as well.

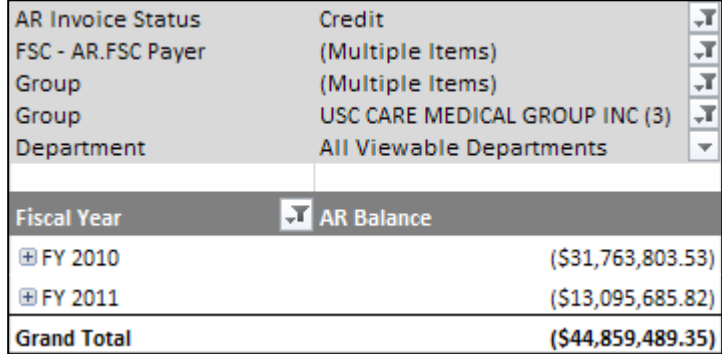
Open the Excel Services Credit Balance report in Excel (instructions on how to do this are explained earlier in the tutorial). Again, the first thing to do is visualize what you want the report to show. In this example, we want to see credit balances by posting month, so that we can see if the trend is increasing or decreasing. Remove Source System, Division, and AR Credit Group from the Row Labels tray. The Row Labels tray should now be empty. Now move the “Date of Posting.Fiscal Yr-Mth Hierarchy” from the Report Filters tray to the Row Labels Tray. Your 4 trays and the report should now match Figure 14.

Figure 14: Excel Report after Moving Posting Month to the Row Labels Tray



As Figure 14 shows, fiscal years are now displayed along the rows of the report. However, we do not want all fiscal years; we are interested in recent data. To filter out the older fiscal years, click on the

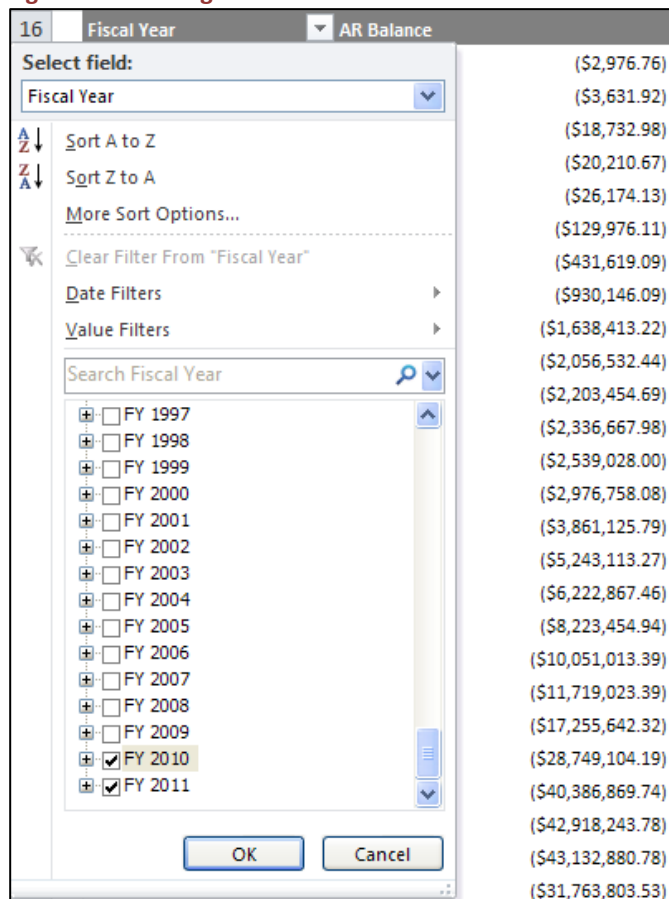
Figure 15: Report after Filtering Fiscal Year



down arrow next to the fiscal year label.

Uncheck “Select All” – this removes the checkmarks for all years. Now scroll to the end of the list and check Fiscal Years 2010 and 2011. The report will update and should mimic Figure 15. The fiscal year selection is also shown in Figure 16. Now click on the plus (+) signs next to FY

Figure 16: Filtering Fiscal Years



2010 and FY 2011. This expands the year to show all of the fiscal months within the year, as shown in Figure 17. These numbers represent the total credit balance amount at the end of that month. For example, July 2009 shows a credit balance of (\$2,343,827.93) in Figure 17. This means that, at the close of business on July 31, 2009, the total credit balances within USC Care amounted to (\$2,343,827.93). If you look at the most recent month available (in this case it is December 2010, but it is not shown in Figure 17), the report will display the current credit balance amount as of the close of business yesterday.

Focus your attention to the FY 2010 row at the top of Figure 17. You will notice that it shows a credit balance of (\$31,763,803.53). Right now, the report is aggregating the credit balances from July 2009 – June 2010 to show a total credit balance for FY 2010. This is obviously incorrect; it makes no sense to add credit balances from multiple fiscal months together, because these are values at a point in time. It would be the equivalent of the bank saying: “you had a savings balance of \$1,000 at the end of every month in 2010. So, your total savings balance for 2010 is \$12,000”. That would be nice, but it is definitely incorrect! To remove the year totals, right

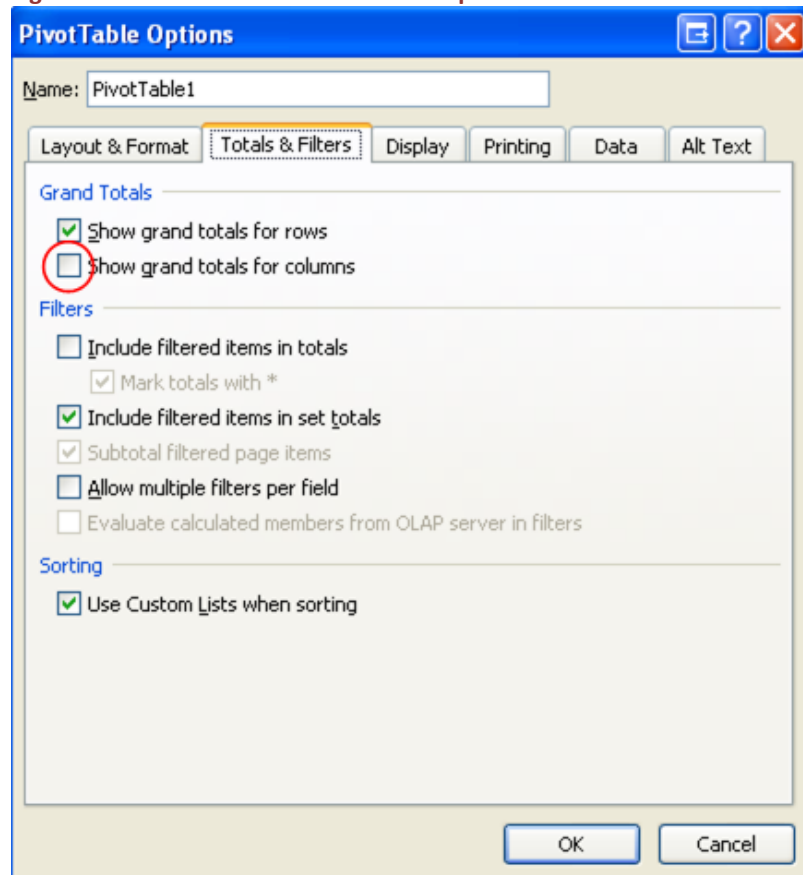
click on one of the fiscal year labels and uncheck “Subtotal Fiscal Year”. Likewise, we want to remove the grand total at the bottom of the report. To remove this, right click anywhere in the pivot table and select “PivotTable Options”. A window will pop up – click on the “Totals & Filters” tab and uncheck the option “Show grand totals for columns”, as shown in Figure 18. Your report now shows credit balances by fiscal month, and all of the nonsensical totals have been removed. You can quickly scan the numbers

Figure 17: Expand Year to Show Fiscal Month

Fiscal Year	Fiscal Month	AR Balance
FY 2010		(\$31,763,803.53)
	Jul 2009	(\$2,343,827.93)
	Aug 2009	(\$2,389,357.72)
	Sep 2009	(\$2,571,956.75)
	Oct 2009	(\$2,617,978.37)
	Nov 2009	(\$2,764,713.60)

to see how credit balances are trending from month to month. However, a graph would make it a lot easier to analyze the credit balance trend over time.

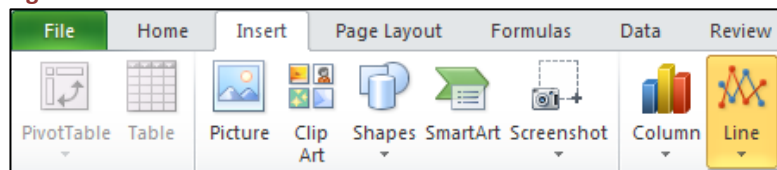
Figure 18: Remove Grand Totals from Report



Adding a Graph to the Report

To add a graph, click any cell within the pivot table, click the “Insert” tab on the Excel ribbon, and then

Figure 19: Line Chart

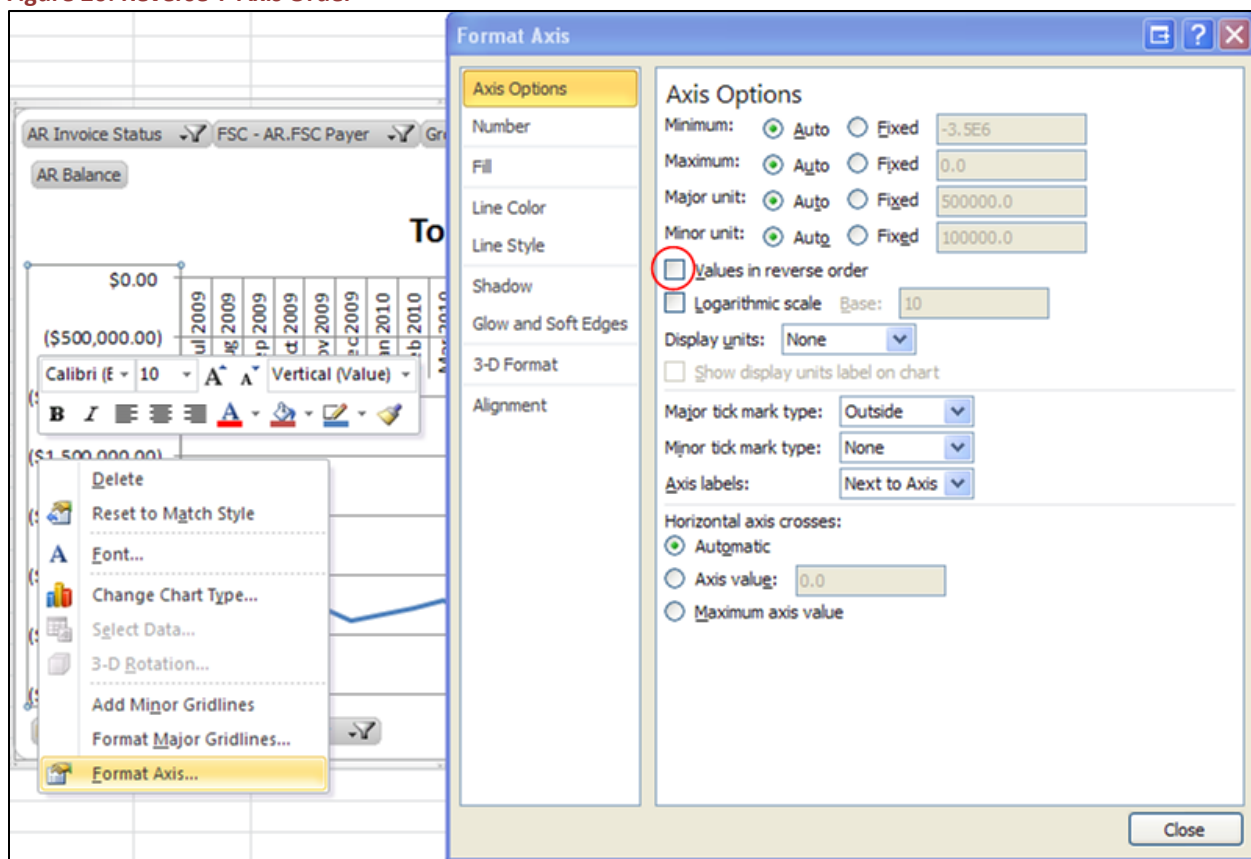


select the Line Chart as shown in Figure 19. Select the first option under the Line Charts (standard line chart). Once you do this, a line chart will appear next to your

report, clearly showing you the credit balance trend by fiscal month. Now, let’s spruce up the graph to make it more visually appealing. By default, the y-axis runs from smallest to largest. Because we are dealing with negative numbers, the y-axis starts with the biggest negative number. Let’s reverse the y-axis so that \$0 is at the bottom of the chart. Right click on the y-axis and select “Format Axis”. Under

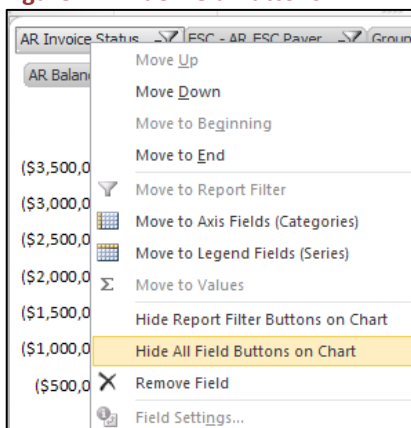
“Axis Options”, check the box next to “Values in reverse order” (as shown in Figure 20). You will now see the y-axis in reverse order – \$0 is at the bottom of the axis, and (\$3,500,000) is at the top of the axis.

Figure 20: Reverse Y-Axis Order



Next let’s format the x-axis. Right click on the x-axis and select “Format Axis”. Under “Axis Options”, change the “Axis Labels” dropdown box from “Next to Axis” to “High”. Now the x-axis is at the bottom of the chart, rather than the middle. It might seem counterintuitive to select *High* from the dropdown

Figure 21: Hide Field Buttons



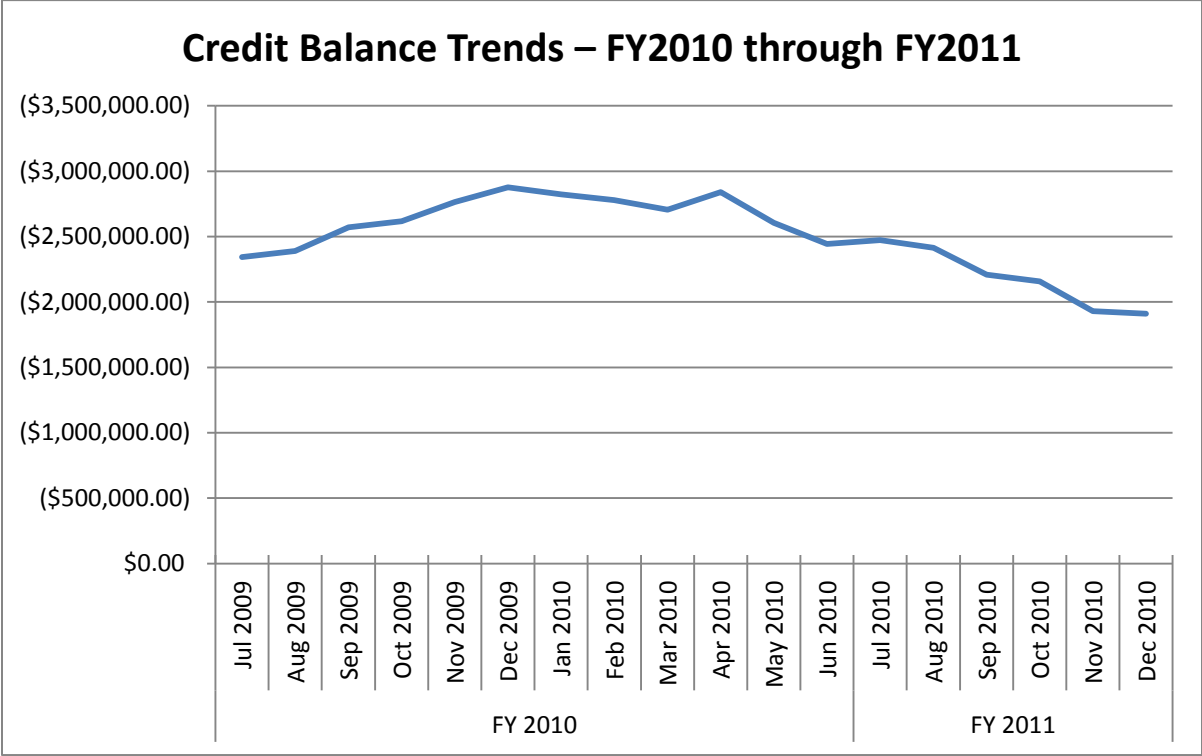
box and the result is the axis moving to the *bottom* of the chart, but we reversed the order of the y-axis, so it makes perfect sense!

Now that the axes have been formatted, let’s get rid of those ugly field buttons at the top and bottom of the chart. Right click on one of the field buttons and select “Hide All Field Buttons on Chart”, as shown in Figure 21. We should also add an appropriate title to the chart. Currently, the title just says “Total”. Right click on the title, select “Edit Text”, and change it to read “Credit

Balance Trends – FY2010 through FY2011”. As the chart clearly indicates, credit balances have improved

steadily since January 2010. Finally, let’s remove the legend from the chart. The legend isn’t necessary because there is only one line on the chart. Right click on the legend item and select “Delete”. The final chart is shown in Figure 22. This chart will automatically update with the latest data, just as the report does. Additionally, if you add or remove filters from the report, the filters will also be applied to the chart.

Figure 22: Final Chart



Customization #3: Slicing the Credit Balance Trend Report

It is very easy to get more advanced trends from the resulting report and chart in Customization #2 (described earlier in this tutorial). For example, let’s say that you showed your boss the Credit Balance trend graph. He loved it, but now he wants to see the trends by source system. With a few mouse clicks, we can get the desired results.

Click anywhere on the pivot table so that you can see the Pivot Table Field List. Search through the Pivot Table Field List until you see “Source System” (it will be at the bottom of the list). Drag “Source System” to the “Column Labels” tray, as shown in Figure 23. You’ll notice that there are now more columns on your report and 2 lines on the chart. When we added source system to the columns labels, it added

each source system as a column in the report. There is only one more change that we need to make in order for the report and chart to be presentable. Earlier in the tutorial we removed the legend from the

Figure 23: Adding Source System to the Report

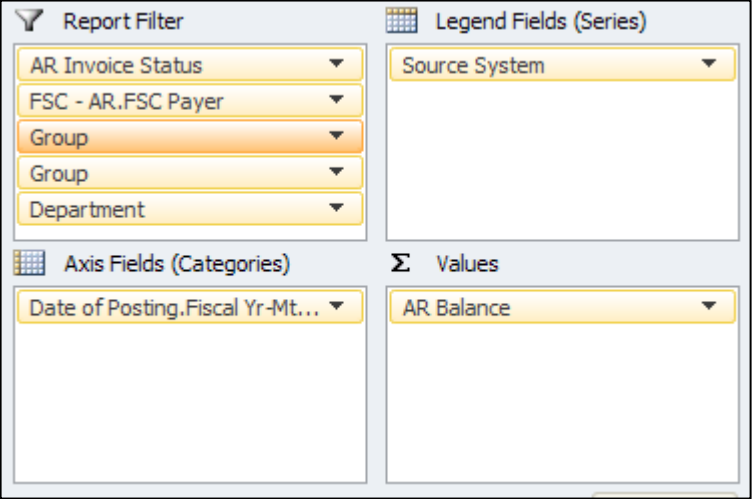
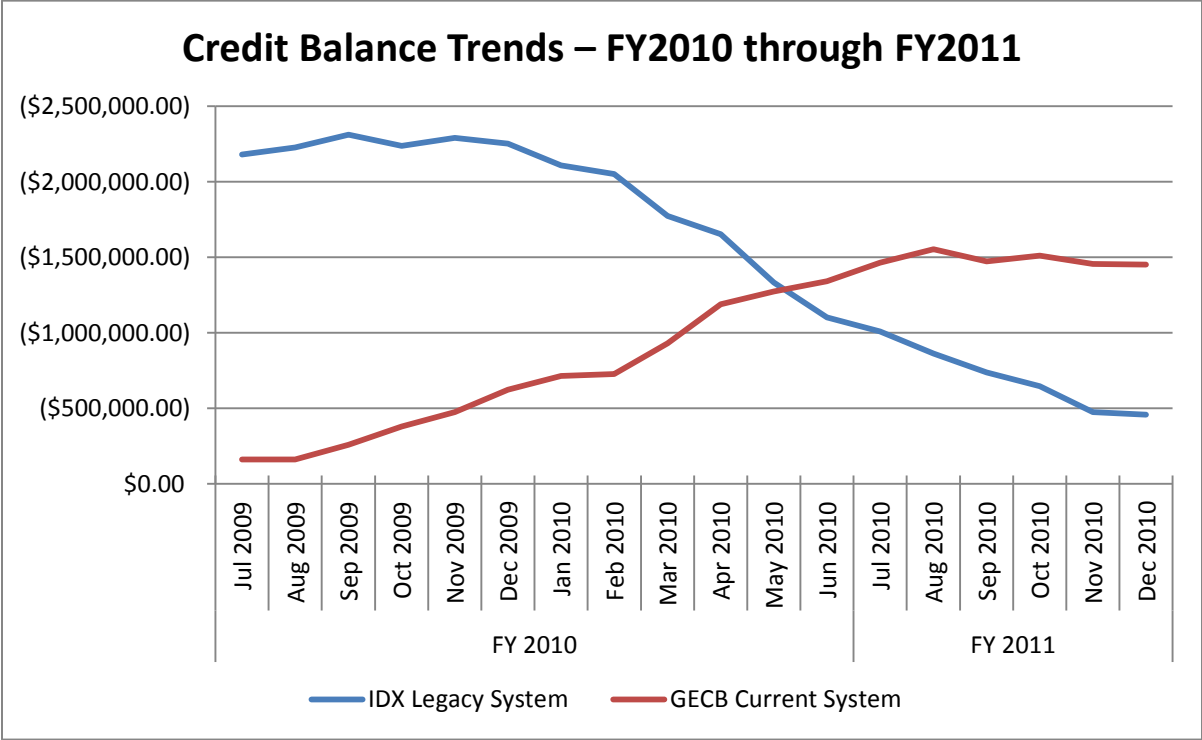


chart because there was only one line being displayed. Now we have a line for IDX Legacy System and a line for GECB current system, but we don't know which line belongs to which source system! To add the legend back into the chart, first click on the chart. At the top of the screen you should see new tabs in the ribbon. They will be highlighted under the title "PivotChart Tools".

Select the layout tab and click on "Legend". Click on "Show Legend at Bottom". The legend will now be displayed at the bottom of the chart, as shown in Figure 23. You can do this for any object in the Pivot Table Field List, not just source system. For example, if you wanted to view credit balances by Credit Grouping on the chart, just replace "Source System" with "AR Credit Group" in the Column Labels tray.

Figure 24: Credit Balances by Source System



SUMMARY

In this tutorial you have learned two distinct methods for analyzing credit balances: the standard report method and the excel method. Each has its own benefits and weaknesses, but between the two you should be able to answer the majority of questions surrounding the condition of your department's credit balances! Below is a summarized view of the strengths and weaknesses of each report method.

Standard Credit Balance Report

Strengths

- Quick to generate
- Ability to drill down to finer details of invoice, such as transaction level details and the exact date that the invoice went into a credit state
- Easy to understand
- Prints cleanly to PDF or paper

Weaknesses

- Cannot customize report, other than selecting different parameters
- Can only view credit balances as of the close of business yesterday; cannot view a history of credit balances

Excel Services Credit Balance Report

Strengths

- Fully customizable; can use any set of data in MARS to modify report to your liking
- Ability to view credit balance history and trend it over time
- Ability to use Excel functionality to format report to your liking
- Once report has been modified and saved on your computer, it will automatically refresh with the latest data every time you open it

Weaknesses

- Cannot view detailed information about an invoice, such as transaction level details
- Requires a more in depth understanding of MARS (come to our MARS 101 and 102 classes to become an expert!)