REPORTING & THE DATA CUBE

green4 SOLUTIONS

THE QUEEN'S AWARDS FOR ENTERPRISE: 2014

CONTENTS

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INTRODUCTION

Based on the Green 4 concept that…"We give you the tools and provide a framework for you to develop your business", the overall BI offering, including the Advanced Find function, Reports, Dashboard information, the Data Cube etc. have been further enhanced to provide the ability to 'drill down' to the raw data captured by the Go systems.

REPORTING & THE DATA CUBE

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1. ADVANCED FIND

Advanced find is a tool in Microsoft Dynamics that allows users to look up data, based upon criteria important to them, which can subsequently be used for reporting purposes.

The tool allows searches on multiple fields in the primary record type, as well as multiple fields within a related record.

2. REPORTING

Go modules offer a number of Reports which allow organisations to view and manage the data collected in CRM. Many Reports use filters which can be set so that specific data can be chosen to be displayed in the Reports. Report data can be further analysed so that feedback and future marketing campaigns can target specific areas.

3. DATA CUBE

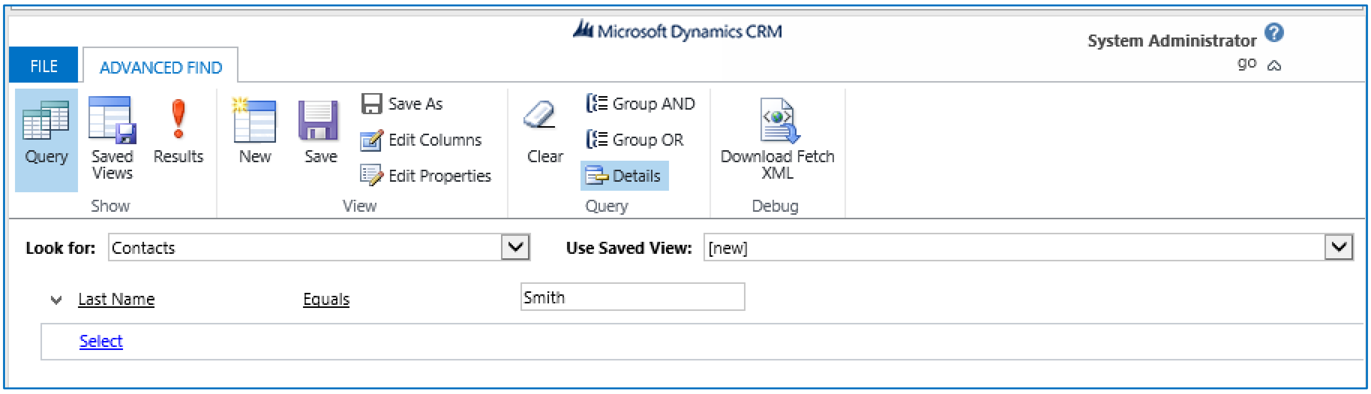
The Data Cube uses Excel to extract data from CRM so that it can be analysed and used even further. This is especially relevant to sales data such as particular Fixtures, Series or other types of products.

The Data Cube enables users to drill down and dig deep into the data. For example to find out the payments received per Channel on a particular date. The Data Cube is a tool which allows organisations to make even further use of the data that is collected from within CRM

1. ADVANCED FIND

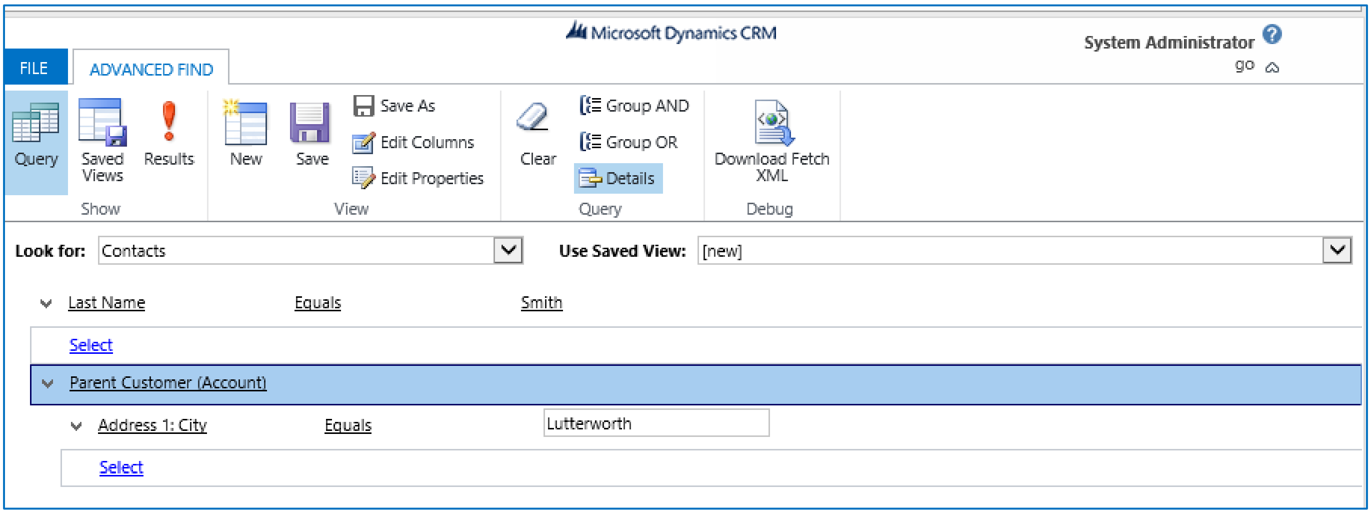
Advanced find is a tool in Microsoft Dynamics that allows users to look up data based criteria important to them which can subsequently be used for reporting purposes. The tool allows you to search on multiple fields in the primary record type, as well as multiple fields within a related record.

If for example a user wanted to search for a Contact that had the last name 'Smith', they would look for Contacts that had the last name 'Smith' and the query would look like this:



This query would return all contacts that had the last name 'Smith'.

By adding a **related** field, the user can search the content of a related record form. For example, if a user wanted to find out if any of the contacts were associated with an account where the City field on the account was 'Lutterworth', a related field would need to be added to the query:



By doing this, the Advanced Find will return all the contacts with last name 'Smith' and by adding the related field – the Advanced Find will then search on the Account form to return the contacts associated with an account that has a City of 'Lutterworth'. This is possible when the relationship between the two contacts already exists.

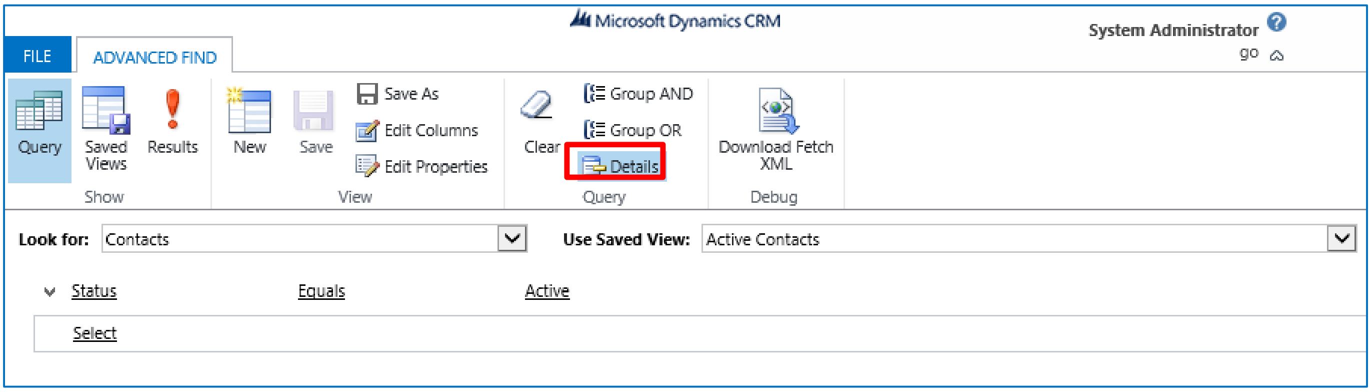
1.1. RUNNING AN ADVANCED FIND

To run an Advanced Find in Microsoft CRM:

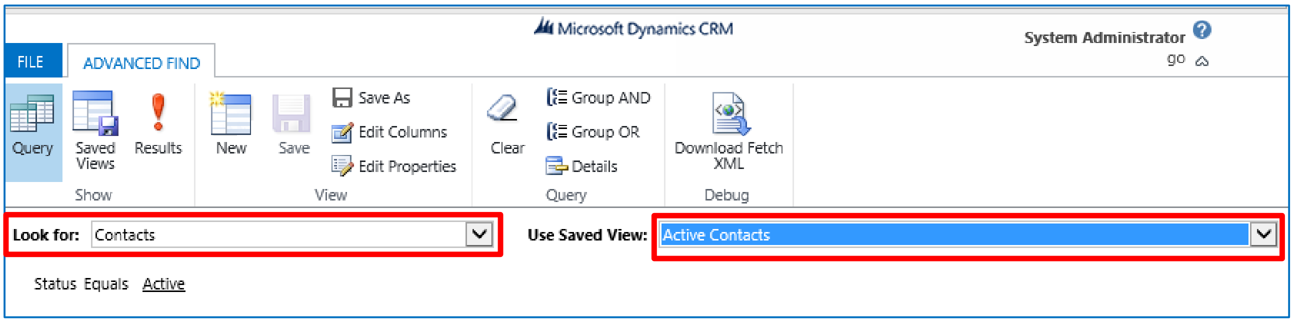
a) Go to the entity you want to search on (In this example we will search for contacts, therefore select **Contacts** from the **Navigation Bar**).

b) Select the **Advanced Find** button on the ribbon. This is found by clicking on the more commands symbol as demonstrated below.

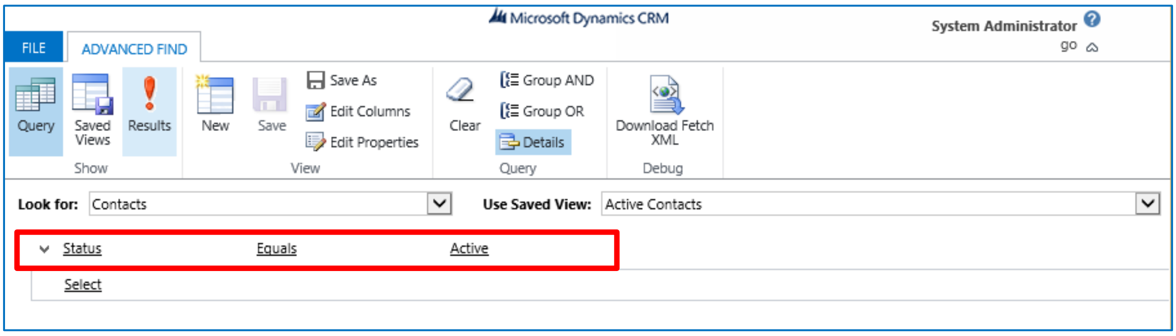
c) The **Advanced Find** form will be displayed. Select the **Details** menu option.



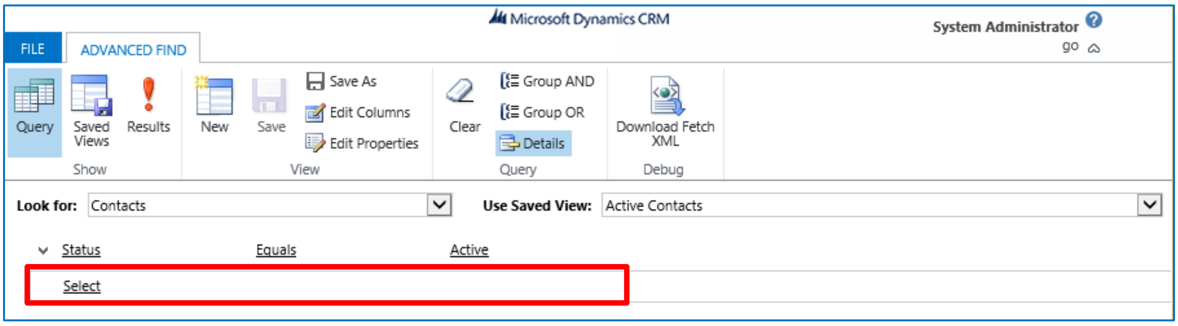
d) Next, in the **Look For** drop down menu choose what the Advanced Find is to search for before choosing in the **Use Saved View** drop down an appropriate view. In this example as we are searching for contacts select Look For - Contacts and Use Saved View - Active Contacts.



e) The Advanced Find dialog will be updated as shown below. The search parameters to the view will automatically be added but may differ depending on what you are searching for. In this instance one parameter is automatically listed: **Status Equals Active**. This means that if the Results button was selected now, all active contacts would be searched for and found.



f) To add additional parameters and to narrow the search click Select (highlighted in the below image)

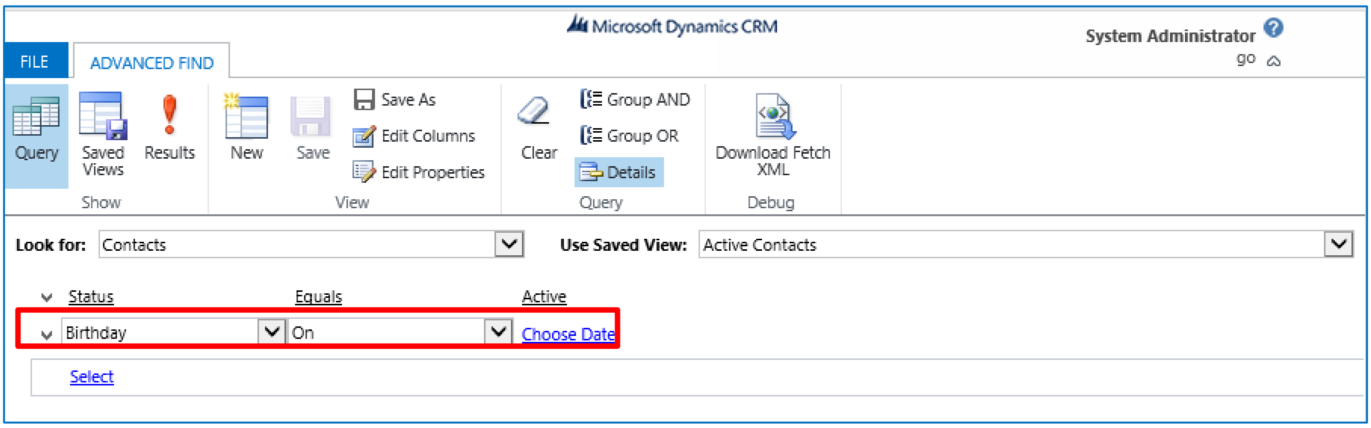


g) A list of fields you can search for will be displayed. The list is divided into two sections:

- **Fields.** The top section of the list shows the fields that are part of the record type you are currently searching on. In this example we can see all the fields that form part of a contacts record.
- **Related.** The bottom section of the list shows all of the entities that are related to the current record type. So in this example we see a list of all record types that are related to a contact.

To use a **Field name** from the list:

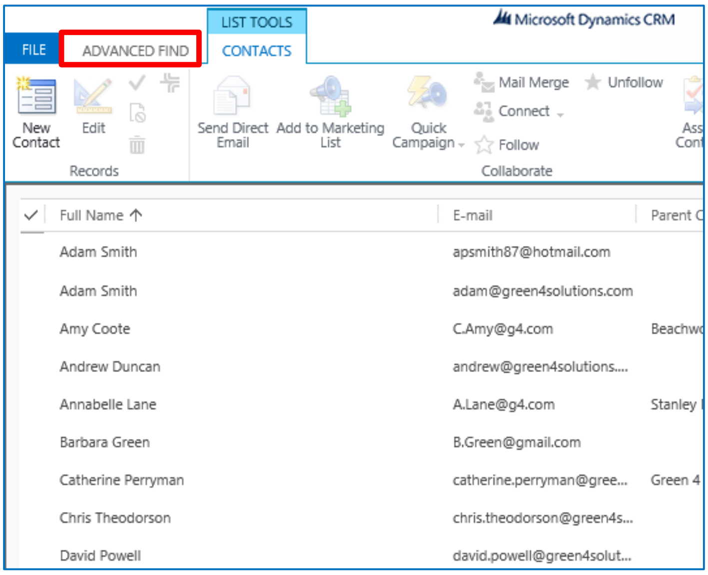
h) Select the appropriate field name from the list. A new row will be added to the Advanced Find as is shown below. In this example I have chosen birthday. In the middle drop down I am able to select exactly what the Advanced Find should search for in relation to the birthday. Various options can be chosen and depending on what field has been chosen, different options to search for will be displayed.



i) Any additional fields can be searched for by choosing **Select.** The above process can then be repeated to narrow down your Advanced Find.

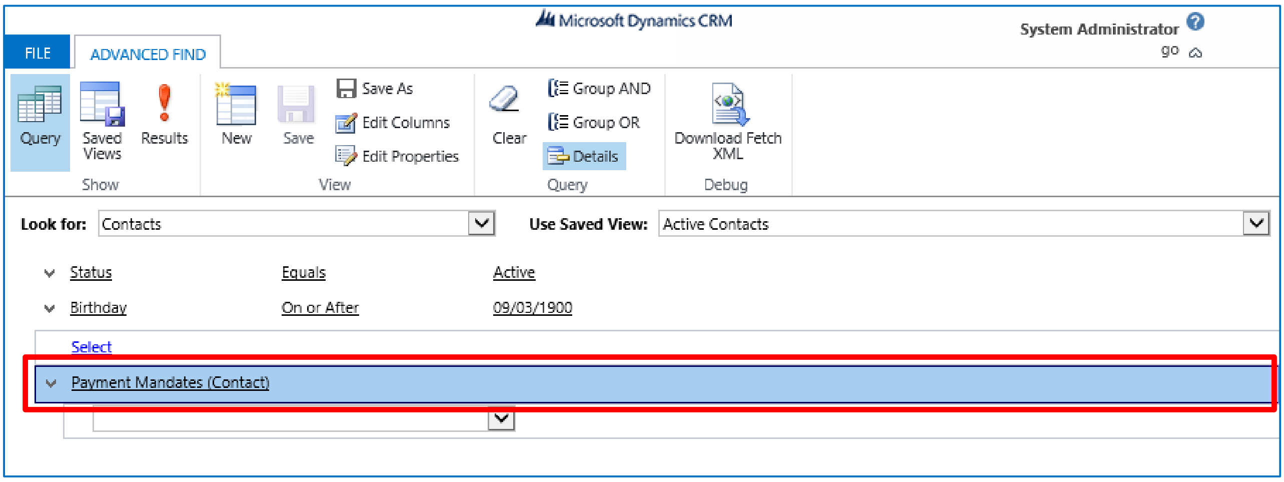
j) When all of your search criteria has been selected, click **Results** in the ribbon. A list of records meeting the conditions entered will be displayed.

k) To return to the search terms, select the **Advanced Find** tab heading (highlighted below). The search item previously entered will be redisplayed allowing you to modify the details.



To use a **Related field** from the list.

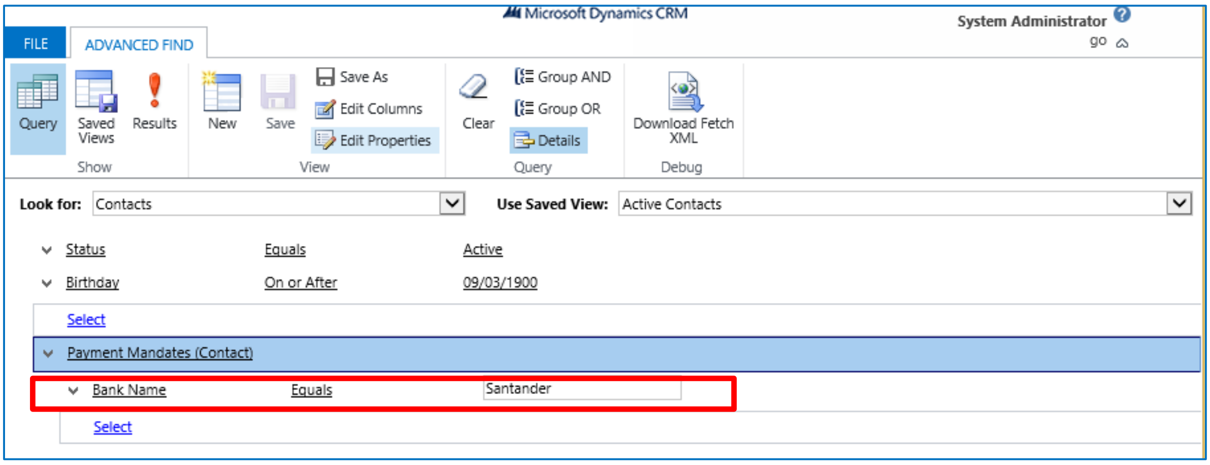
l) Select the appropriate record type from the related section of the list. A new row will be added to the Advanced Find as shown below. This row will be coloured blue to indicate that it is a related record type. In this example, the related field of **Payment Mandate** has been chosen.



m) To set a search term based on the related entity, click **Select** below the blue related row. A list of fields will be displayed and as before the list will be divided into two sections.

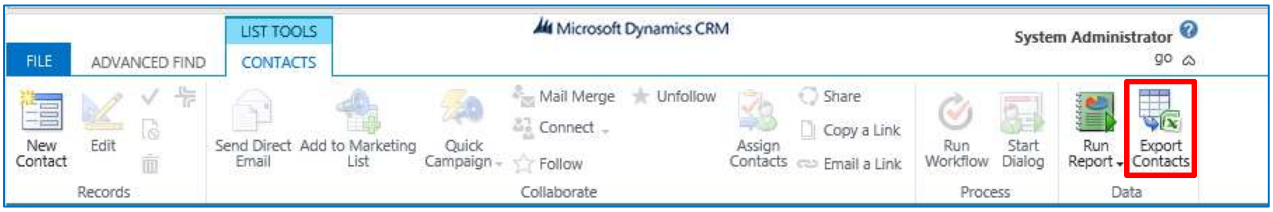
- **Fields.** The fields section will list all of the fields from the related record
- **Related.** The related section will list all of the record types that are related to the current record type.

n) Select the appropriate field or related item from the list. A new row will be added to the Advanced Find dialog. Complete the details of the new row as required, this will differ depending on what has been selected. As shown in the image below, Bank Name has been chosen from the list of Fields in this example.



o) To view the results of your search, click **Results** on the ribbon. A list of records meeting the criteria will be displayed. Therefore in this example, the results will show all contacts with a birthday on or after 09/03/1900 and have a Payment Mandate created with a Bank Name of Santander.

p) It is possible to export the contacts that have been gained from your Advanced Find results by exporting them to Excel via the **Export to Excel** button on the ribbon.

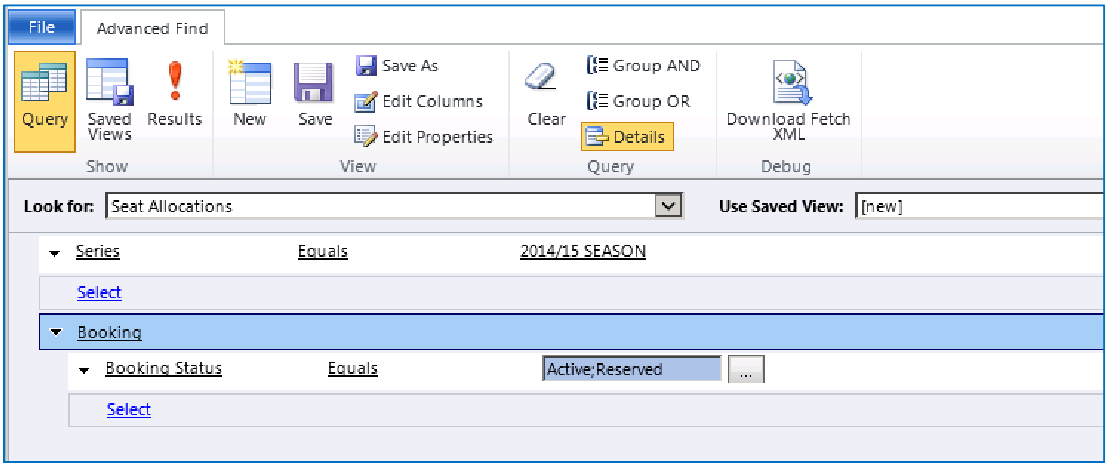


1.2. EXAMPLES OF ADVANCED FIND SEARCHES

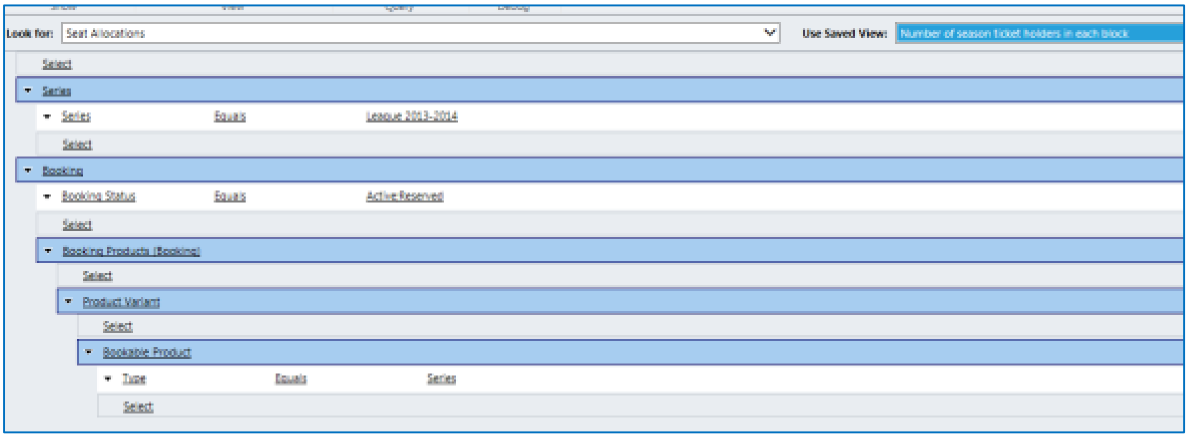
There are many different ways that Advanced Finds can be used to find important data related to your needs. A number of Advanced Finds that are commonly used are highlighted below:

Note. The examples shown below are all dependant on the setup of the system and how this has been completed, therefore they may differ between setups.

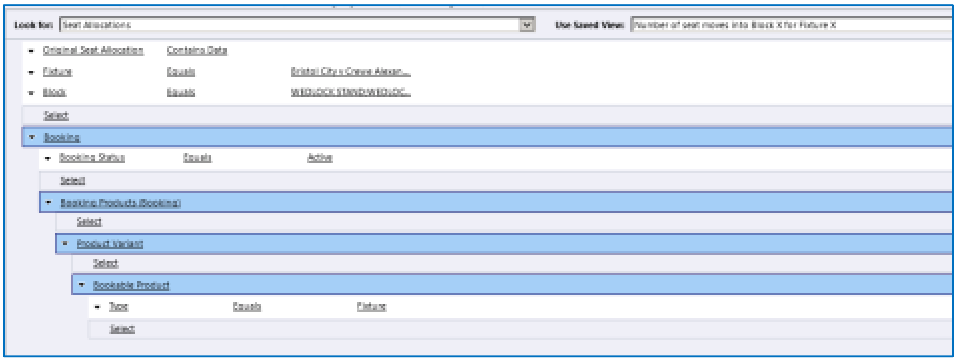
- **All Active Season Ticket Holders.** This advanced find enables you to find all contact information related to every Active Season Ticket Holder on your system.



- **The Number of Season Ticket Holders in each block.**



- **Number of seat moves into a particular block for a certain fixture.**



1.3. SAVING AND SHARING AN ADVANCED FIND

When you have created an Advanced Find you can save the criteria for future use. For example if you create an Advanced Find to identify bookings for a particular fixture, you can save the search details, and then when you need to report on the next fixture, you can re-use the search once you have adjusted the fixture name.

To save and share an Advance Find view complete the following:

a) On the **Advanced Find** tab with the search terms visible, select **Save As** from the ribbon.

b) Choose an appropriate name and click **Save.** The view will be saved and can be accessed from the dropdown below the ribbon on the Advanced Find dialog.

c) To Share your view with other users, select **Saved Views** from the ribbon of the **Advanced Find** Form.

d) Select the view you wish to share, and select **Share** from the ribbon.

e) A new window will open; select **Add user/team** from the navigational panel on the left of the form.

f) Add the user(s) you wish to share with and click **OK.**

g) Select the relevant permissions you wish the user to have, and click **OK**

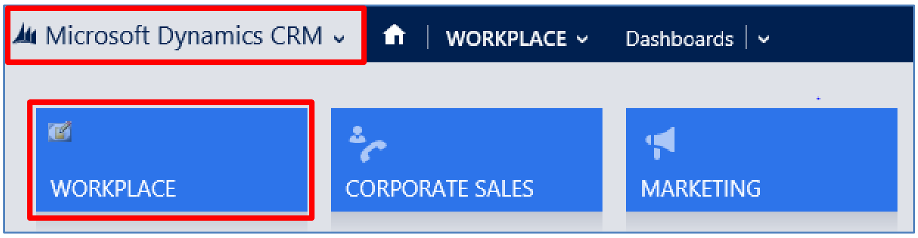
2. REPORTING

Go modules offer a number of Reports which allow organisations to view and manage the data collected in CRM. Many Reports use filters which can be set so that specific data can be chosen to be displayed in the Reports. Report data can be analysed so that feedback and future marketing campaigns can target specific areas.

2.1. ACCESSING REPORTS

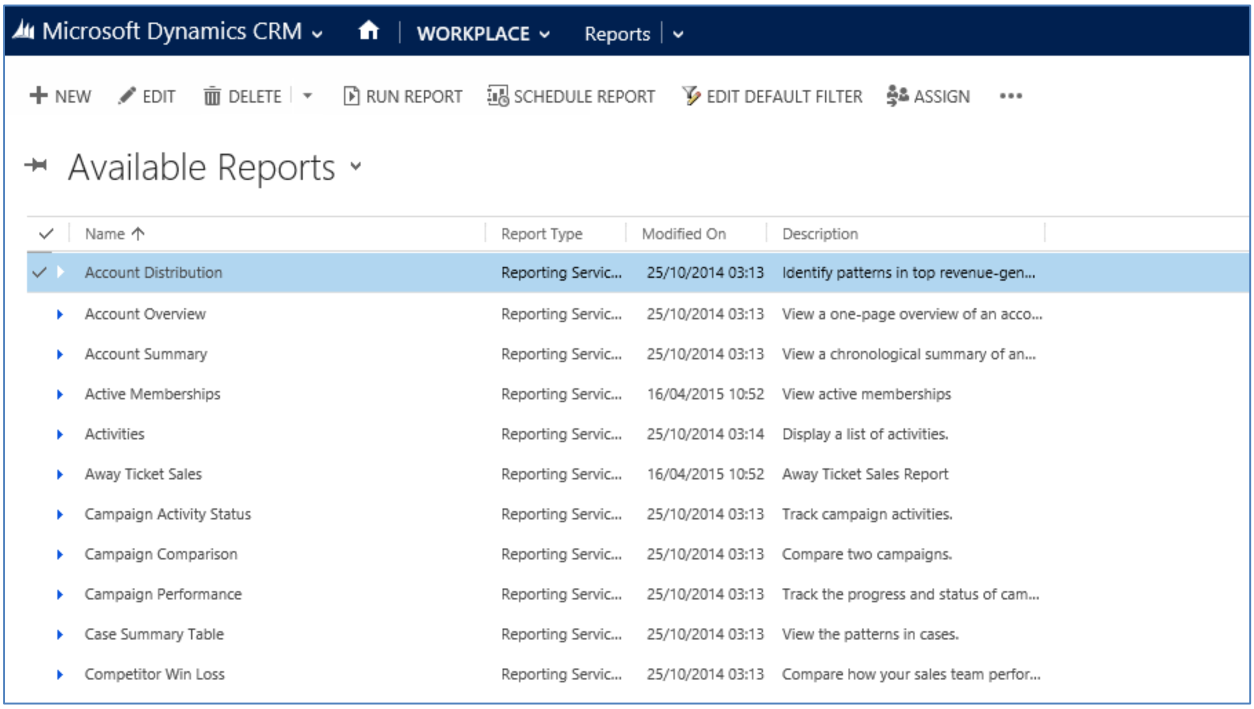
To access the Reports that are currently available in your system, the following instructions should be completed.

a) Within CRM select the **Microsoft Dynamics CRM** tab on the navigation bar before choosing **Workplace** from the drop down.

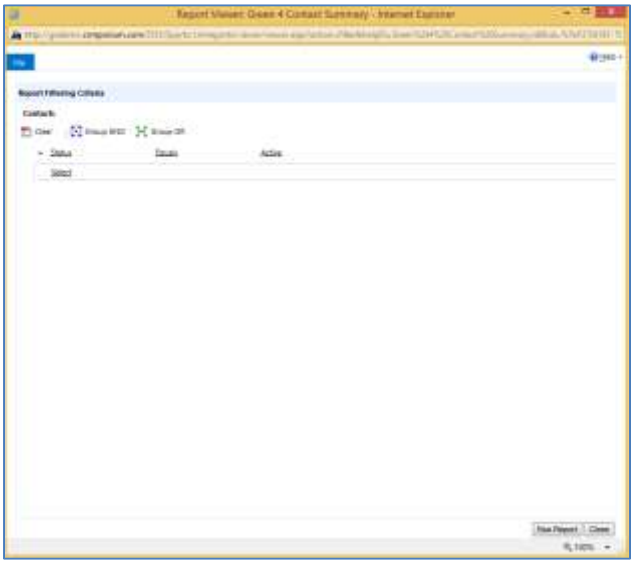


b) Select **Workplace** on the navigation bar and from the drop down select **Reports**

c) A new page will open displaying a list of the Available Reports in the system. To open a Report, hover over the applicable Report with your curser, before double clicking the Report to open.



d) A new window will be opened displaying the Report Viewer, some reports will require filters to be set whereas others will automatically generate.



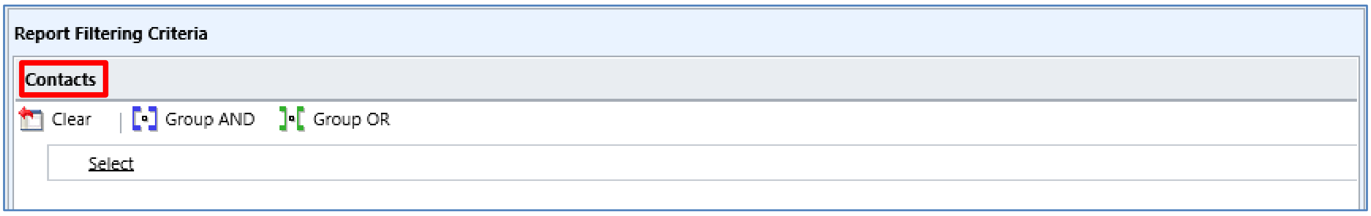
2.2. SETTING THE FILTERS OF A REPORT

Upon selecting a Report, it is possible with some of them, to set filters so that the Reports only show specific and targeted information. Filters work in a similar manner to the Advanced Find function where both Fields and Related Fields of content can be filtered to be shown in the Report.

Note. If no filters are set, the Report can still be generated, however all of the data applicable to the selected report will be applied and used in the Report.

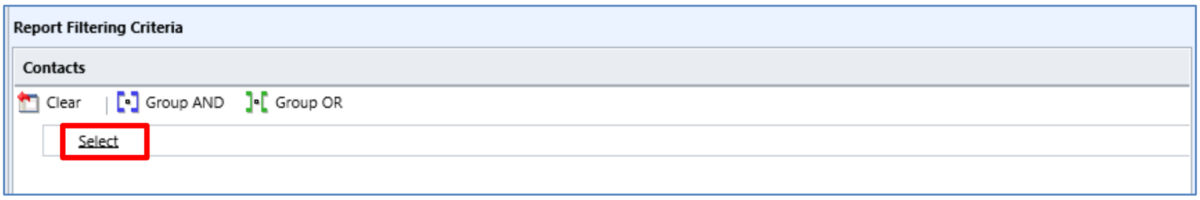
The fields and related fields which can be filtered depend on the Report that is being used. For example in the Green 4 Contact Summary Report, the fields and related fields where filters can be selected, will comprise of those in or related to the Contact form.

It is possible to see where the fields and related fields are linked to, by viewing the content record type form name, below the Report Filtering Criteria title, as highlighted below.



To Filter, complete the following instructions within the Report Viewer.

a) With the Report Filtering Criteria view open within the Report Viewer, choose **Select** to add a filter.



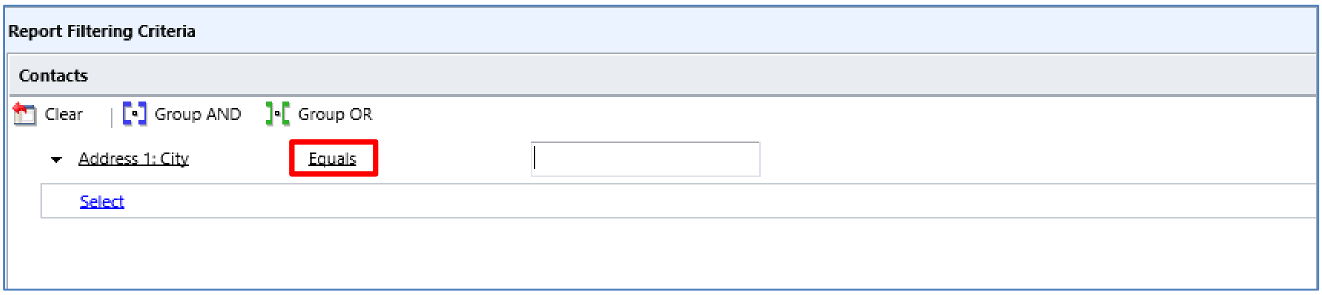
b) A drop down will appear, this list may be divided into two sections displaying the following:

- **Fields.** The top section of the list shows the fields that are part of the content record type of the report.
- **Related.** The bottom section of the list shows all of the entities that are related to the content record type of the report.

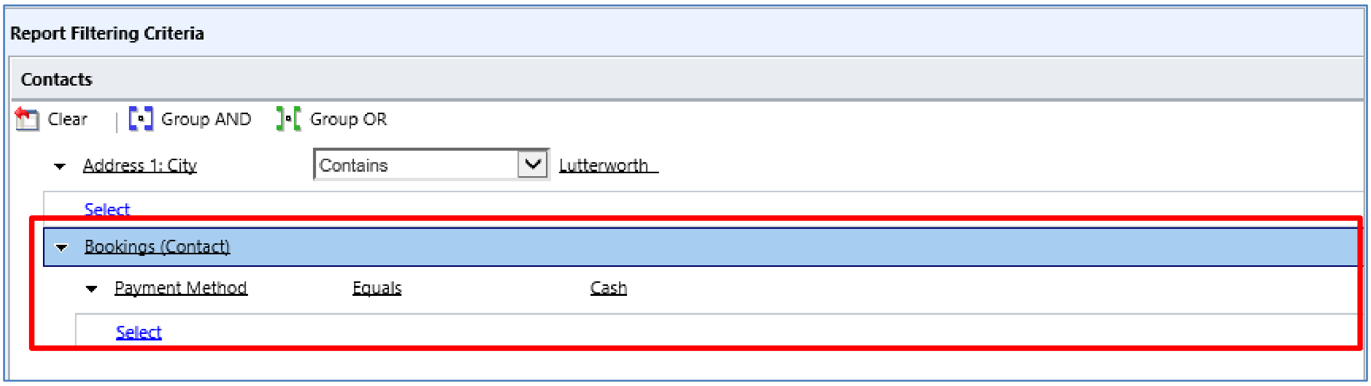
c) From the drop down choose the applicable filters for the report.

If a **Field** has been chosen it will be possible to change the middle column (highlighted below) controlling what must then be selected/entered in the end column. The value chosen here will determine what data is to be found in the report and whether or not it should equal, contain, not contain, begin or end with (etc.) the value that is entered in the end column.

Depending on the filter and middle column value that has been chosen, the end column may require a value using a Look Up Records to be selected, text to be entered or a further value to be selected.



If a **Related** field has been chosen a blue box will appear, and beneath this a further Field or Related field must be selected from the drop down. Again, the middle column must be given an appropriate value which will control the value that is to be entered in the end column

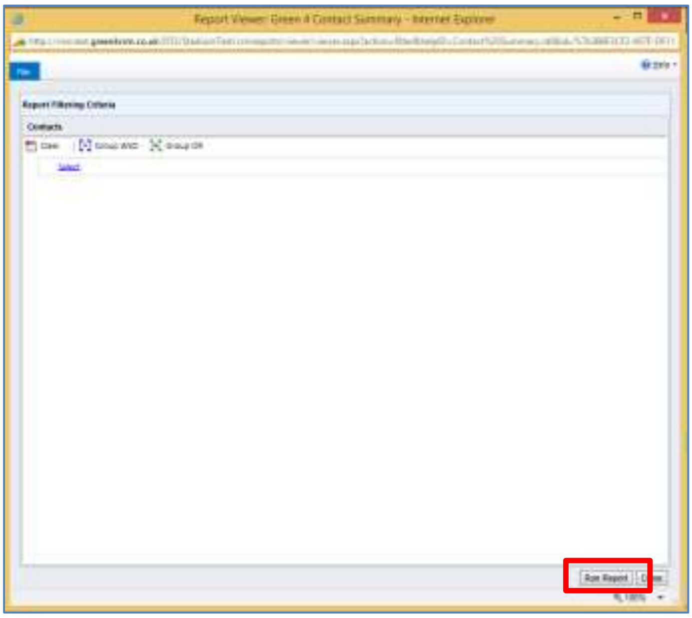


d) To add further filters choose **Select** and repeat the above instructions of choosing filters from the drop down. Multiple filters can be selected to create a chain to filter down the results that are displayed in the Report.

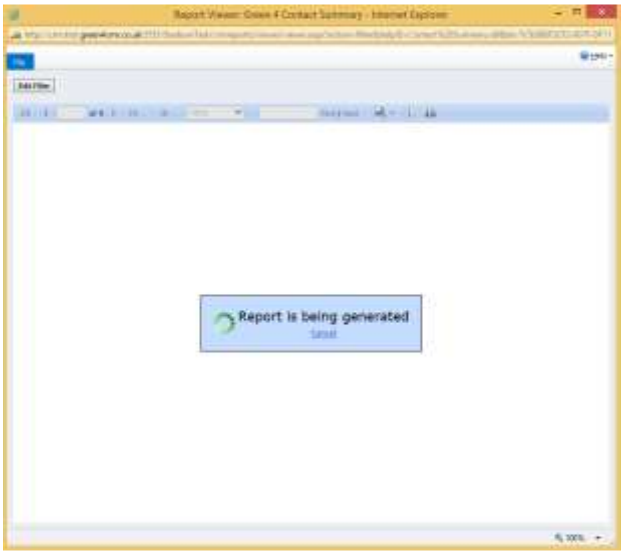
2.3. GENERATING A REPORT

After entering any filters, the Report can then be generated. To generate a report the **Run Report** button within the Report Viewer must be selected. A message will appear showing that the report is generating before the finalised Report can be viewed.

a) Select **Run Report** in the Report Filtering Criteria area of the Report Viewer.



b) The report will be generated



3. THE DATA CUBE

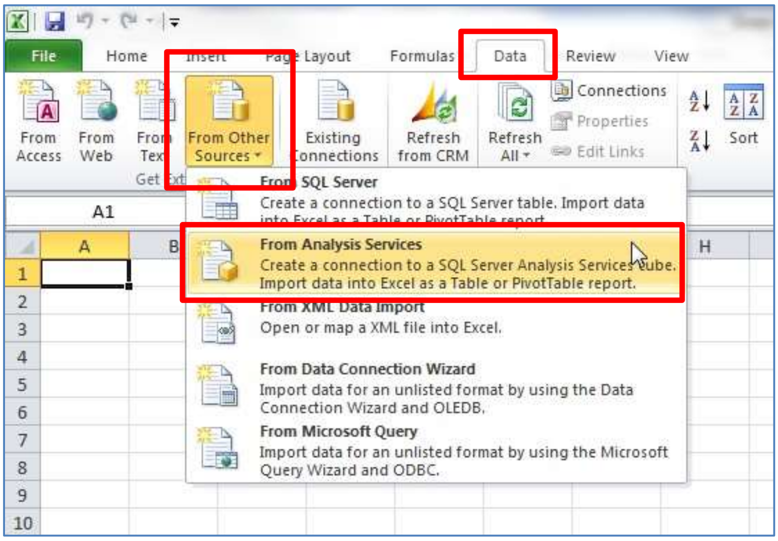
The Data Cube uses Excel to extract data from CRM so that it can be analysed and used even further. This is especially relevant to sales data such as for particular Fixtures, Series or other types of products. The Data Cube enables users to drill down and dig deep into the data. For example to find out the payments received per Channel on a particular date. The Data Cube is a tool which allows organisations to make even further use of the data that is collected from within CRM.

3.1. CONNECTING TO THE DATA CUBE

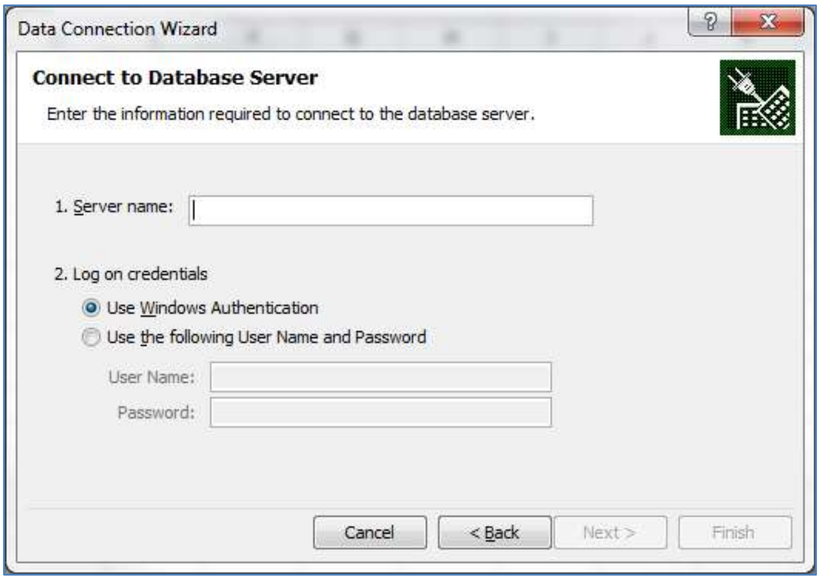
This section describes how to connect to the data cube via Excel. The following assumes that the data cube has been deployed and that you have access to the cube. For more information please contact your System Administrator.

To connect to the cube, complete the following instructions:

a) In Excel, from the **Data** ribbon, select From **Other Sources** followed by **From Analysis Services**:



b) The **Data Connection Wizard** will be displayed.

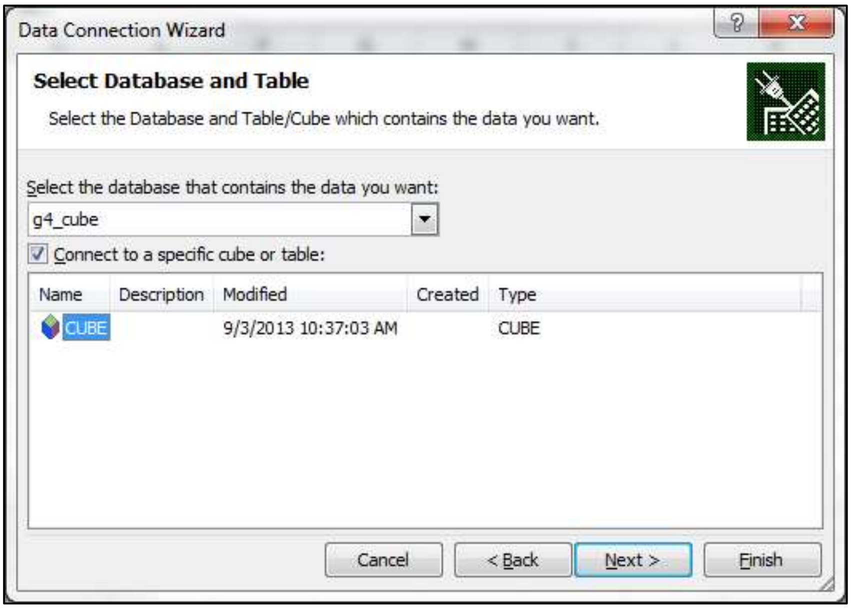


c) Complete the following details:

- **Server Name.** Enter the name of the database server. This information will be provided by your System Administrator.
- **Log on Credentials.** Select the **Use Windows Authentication** option unless otherwise advised by your System Administrator.

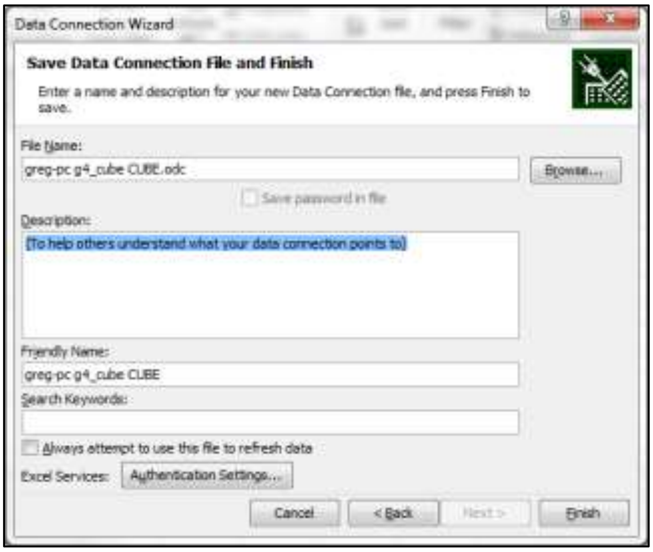
d) When the details are complete, select **Next** to continue.

e) The Select Database and Table dialog will be displayed:



f) Select the g4_cube database and the relevant cube as shown above. Select **Next** to continue.

g) The Save Data Connection File and Finish dialog will be displayed:



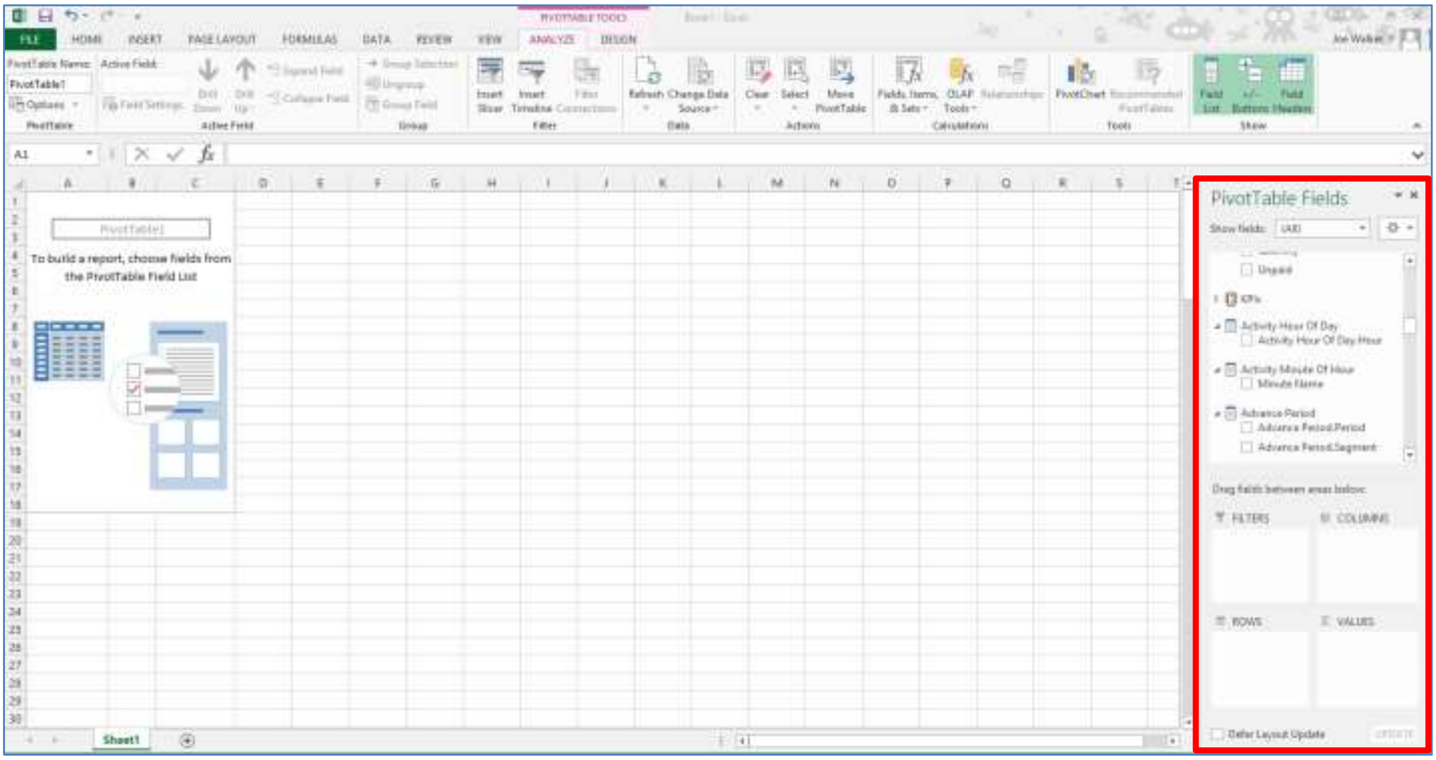
h) Finally, complete the settings in the File Name and select Finish.

Note. When you have added and saved the data cube connection settings, you will be able to re-connect using the **Existing Connections** option on the **Data** ribbon. It will be necessary to re-add the data cube connection every time you start a new pivot table (new sheet) within the workbook.

3.2. BASIC CONCEPTS

The Data Cube uses pivot tables within Excel to display data extracted from the CRM database. The data displayed is not real time data but instead is a snap-shot of data taken at a designated time. Contact your System Administrator if you wish to understand when this is. When a snap shot of data is taken the data is processed and aggregated on the basis of patterns within the data.

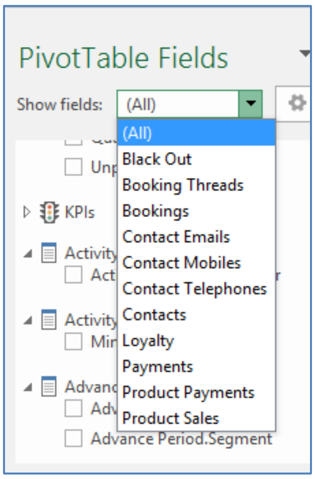
When the connection is made to a data cube, a blank grid for the pivot table will be added and the task area will be displayed on the right-hand side of the window as highlighted below:



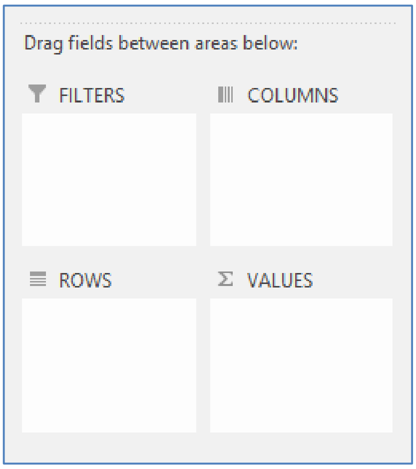
The Task Area is divided into two sections:

- **Show fields.** The top half displays a list of fields that are available to add to the report. The fields are arranged into subsets, for example Bookings, Contacts and Payments. A full list is shown below:

Note. Selecting fields from different subsets could result in extraneous data.



- The lower half of the Task Area displays the fields that have been added to the report. The area is divided into 4 areas as described below. The fields should be dragged and dropped into the relevant area from the field list.
    - **Filters.** This area contains the fields that have been added to the report to allow filtering of the table. For example you may add the Year field to allow you to filter for a single year, rather than looking at all historical data.
    - **Columns.** This area contains the fields that determine the arrangement of data shown in the columns of the pivot table. Multiple fields can be added.
    - **Rows.** This area contains the fields that determine the arrangement of data shown in the rows of the pivot table. Multiple fields can be added.
    - **Values.** This area contains the fields that determine which data are presented in the cells of the pivot table. For example you may select to display the number of contacts or number of bookings.



3.3. EXAMPLE REPORTS

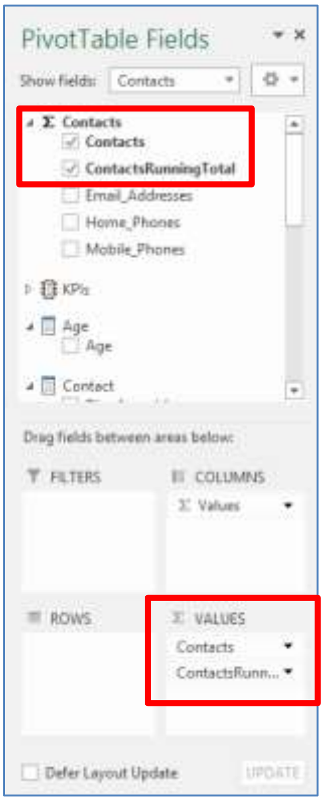
The following section describes how to create some example reports using the Green 4 Ticketing Data Cube. The list of reports provided in this guide is not exhaustive, and we strongly advise that after creating the examples you investigate the full scope of the data.

CONTACTS IN THE DATABASE

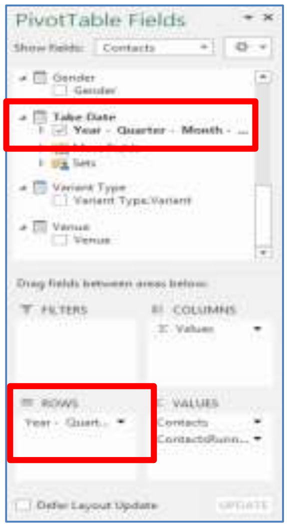
To create a rolling count of contacts added to the database over time:

a) Select **Contacts** in the Available Fields area in the Task Area.

b) From the Σ **Contact** heading drag the **Contacts** and **Contacts Running** fields into the Σ **Values** area:



c) Next drag the **Year – Quarter – Month** field (listed under **Take Date**) into the **Rows** area:



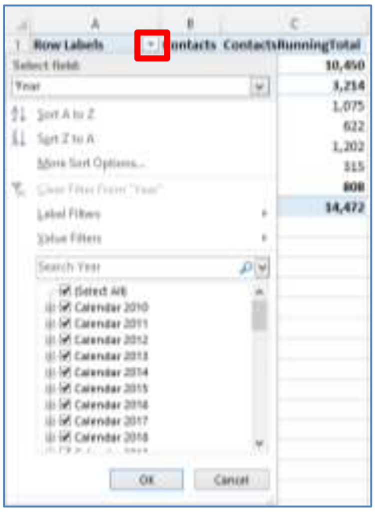
d) The following basic report, which illustrates the number of contacts added per year and the total number of contacts in your database will be displayed:

	A	B	C
1	Row Labels	Contacts	ContactsRunningTotal
2	⊞Calendar 2013	10,450	10,450
3	⊞Calendar 2014	3,214	3,214
4	⊞Calendar 2015	808	808
5	**Grand Total**	**14,472**	**14,472**

e) To drill-down into the data, for example to view the contacts added each month, click on the + symbol alongside the year. This will show the data split into Quarters of the year. To drill further select the + symbol next to the individual Quarters, this will show the months that make up the selected quarter. To drill even further the + symbol can be chosen once more to show the individual weeks of the month and again the + symbol can be selected to show the individual days of the chosen week.

	A	B	C
1	Row Labels	Contacts	ContactsRunningTotal
2	⊞Calendar 2013	10,450	10,450
3	⊟Calendar 2014	3,214	3,214
4	⊟Quarter 1, 2014	1,075	1,075
5	⊟January 2014	492	10,942
6	⊟Week 1, 2014	77	77
7	Wednesday, January 01 2014	11	11
8	Thursday, January 02 2014	26	26
9	Friday, January 03 2014	17	17
10	Saturday, January 04 2014	7	7
11	Sunday, January 05 2014	16	16
12	⊞Week 2, 2014	186	186
13	⊞Week 3, 2014	175	175
14	⊞Week 4, 2014	29	29
15	⊞Week 5, 2014	25	25
16	⊞February 2014	214	11,156
17	⊞March 2014	369	11,525
18	⊞Quarter 2, 2014	622	622
19	⊞Quarter 3, 2014	1,202	1,202
20	⊞Quarter 4, 2014	315	315
21	⊞Calendar 2015	808	808
22	Grand Total	14,472	14,472

f) To filter the data, for example to only view the number of contacts added during the current calendar year, select the arrowhead alongside the **Row Labels** column heading in the pivot table. From the dialog that is displayed, select the data that you are interested in before selecting **OK**:



VIEWING THE DATA AS A CHART

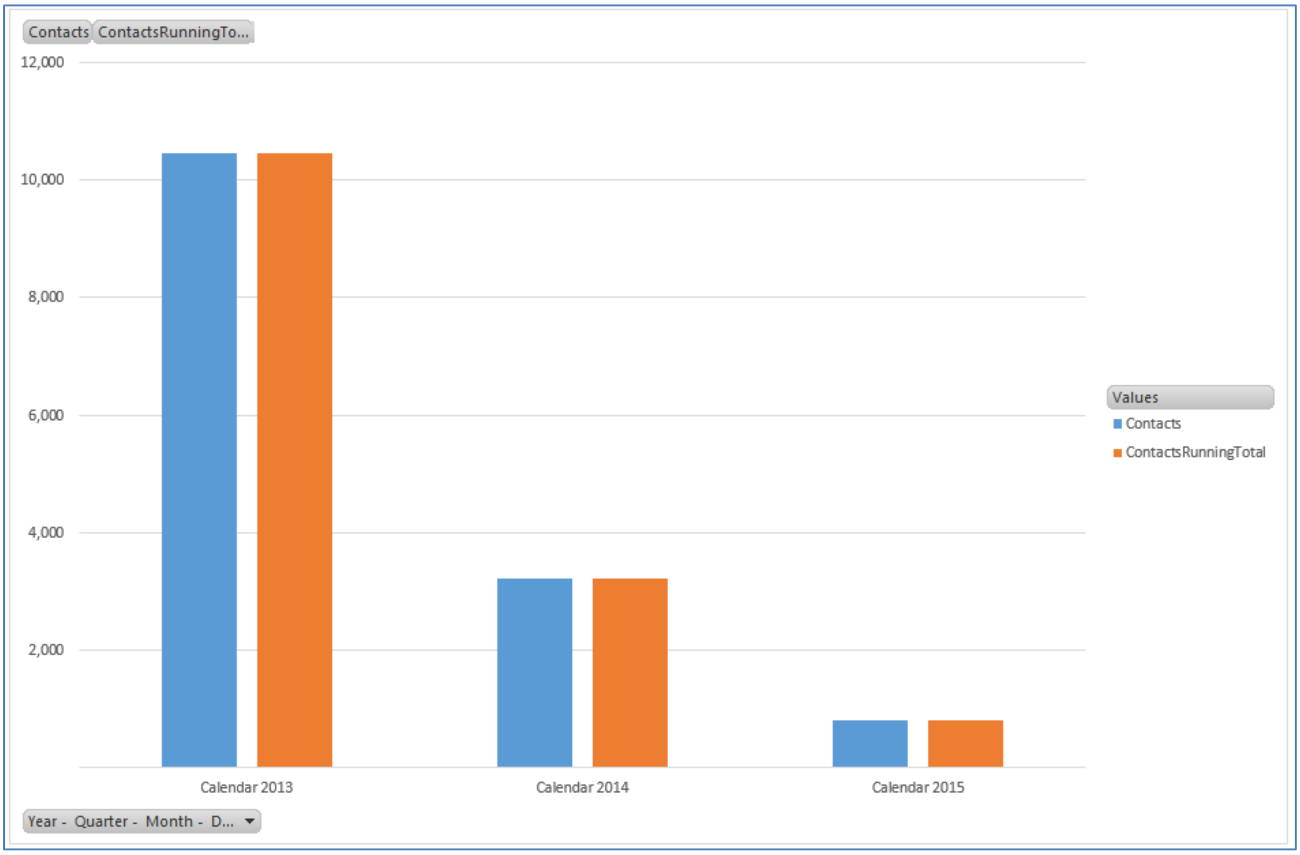
To view the report you have created as a chart carry out the following:

a) Select the **Row Labels** heading in the pivot table.

	A	B	C
1	Row Labels	Contacts	ContactsRunningTotal
2	⊞Calendar 2013	10,450	10,450
3	⊞Calendar 2014	3,214	3,214
4	⊞Calendar 2015	808	808
5	**Grand Total**	**14,472**	**14,472**

b) Press **F11** on the keyboard.

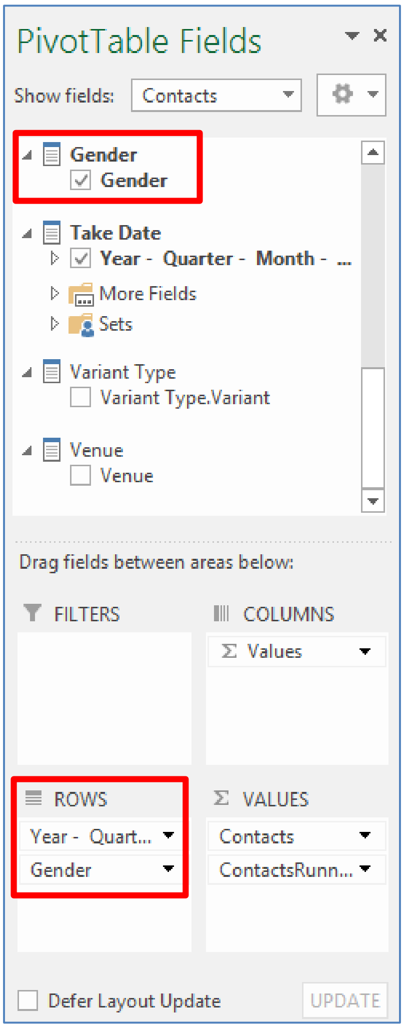
c) The data will be displayed in chart format in a new sheet of the workbook.



Note. The chart will automatically update when the data displayed in the corresponding pivot table is updated.

CONTACTS BY GENDER

To further drill down into the data and view the number of contacts based on gender add the **Gender** field to the **Rows** area:

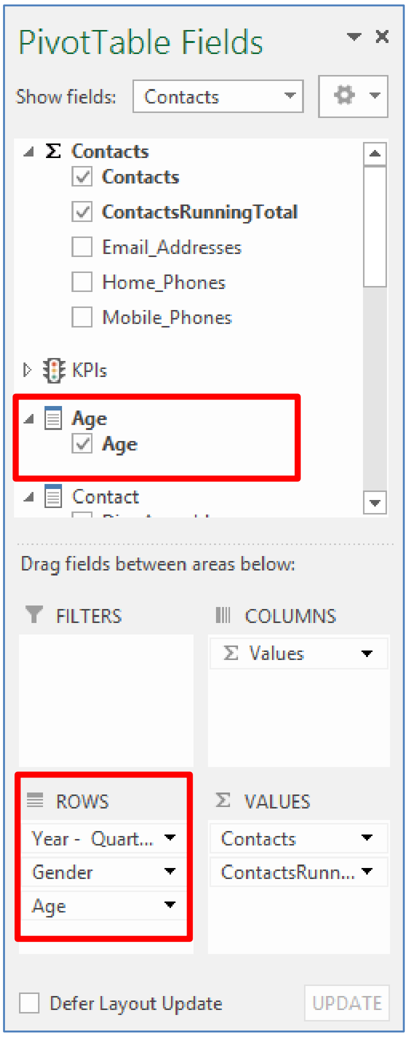


The resulting report will illustrate the number of contacts based on gender that have been added to the database during the time period selected:

	A	B	C
1	**Row Labels**	**Contacts**	**ContactsRunningTotal**
2	**⊞Calendar 2013**	**10,450**	**10,450**
3	Female	17	17
4	Male	73	73
5	Unknown	10,359	10,359
6	Unknown	1	1
7	**⊞Calendar 2014**	**3,214**	**3,214**
8	Female	2	2
9	Male	9	9
10	Unknown	3,203	3,203
11	**⊞Calendar 2015**	**808**	**808**
12	Female	1	1
13	Male	6	6
14	Unknown	801	801
15	**Grand Total**	**14,472**	**14,472**

CONTACTS BY AGE

To further segment the data you could add age categories to the report (drag **Age** into the **Rows** area):



The resulting report will illustrate the number of contacts based on gender and age that have been added to the database during the time period selected:

	A	B	C
1	**Row Labels**	**Contacts**	**ContactsRunningTotal**
2	**Calendar 2013**	**10,450**	**10,450**
3	**Female**	**17**	**17**
4	0 to 9	4	4
5	10 to 19	3	3
6	30 to 39	1	1
7	40 to 49	1	1
8	90+	1	1
9	Unknown	7	7
10	**Male**	**73**	**73**
11	0 to 9	11	11
12	10 to 19	10	10
13	20 to 29	1	1
14	30 to 39	1	1
15	40 to 49	10	10
16	50 to 59	4	4
17	60 to 69	2	2
18	70 to 79	1	1
19	Unknown	33	33

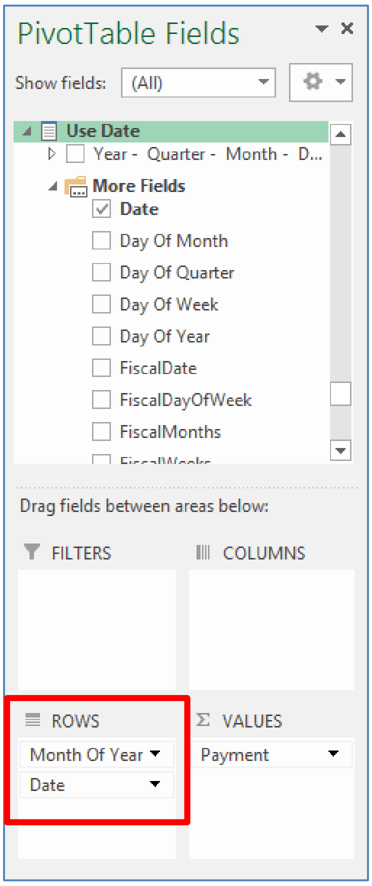
3.4. PAYMENTS TAKEN PER CHANNEL

To view the payments taken by each channel over time carry out the following:

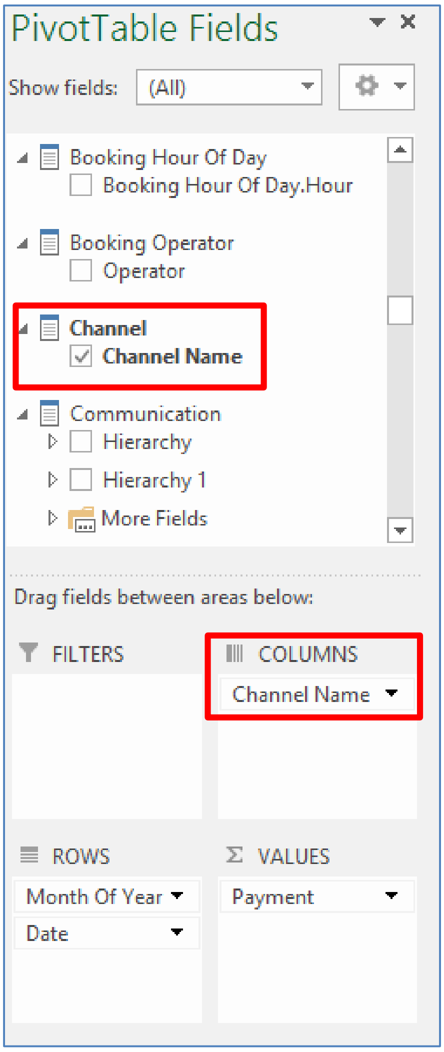
a) Select **Payments** in the Available Fields area in the Task Area.

b) From the Σ **Payments** heading drag the **Payment** into the Σ **Values** area

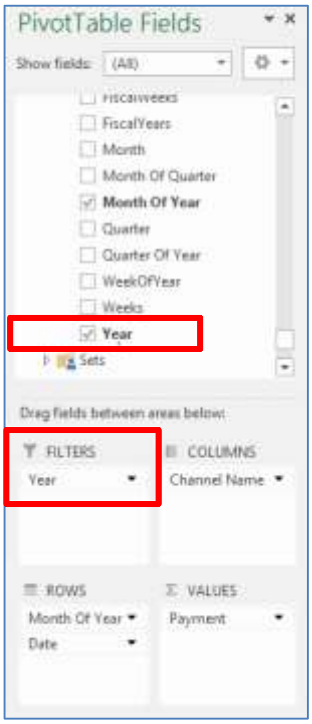
c) Next drag the **Month of Year** and **Date** fields (listed under **Use Date > More Fields**) into the **Rows** area



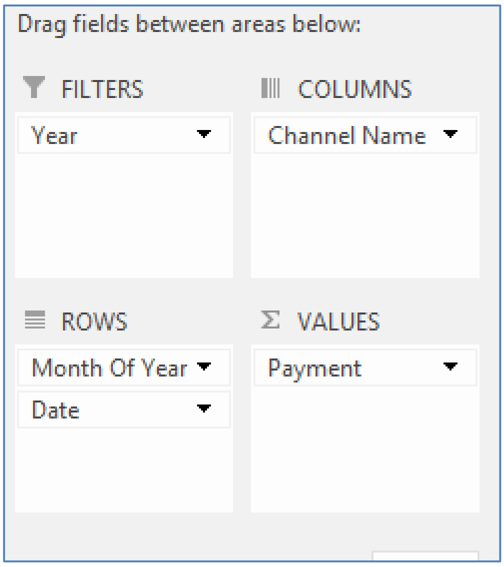
d) Next drag the **Channel Name** field (listed under **Channel**) into the **Columns** area



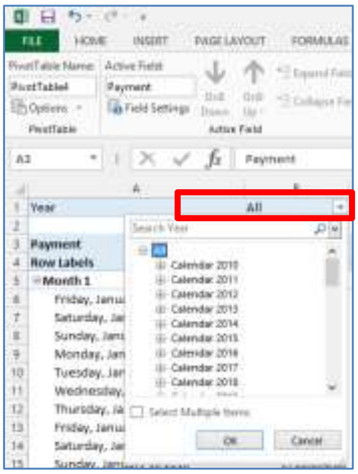
e) Finally, drag the **Year** column (listed under **Use Date > More Fields**) into the **Filters** area



f) The Task Area should appear as follows:



g) At the top of the pivot table set the filter for the year you are interested in viewing data for – for example the current year:



h) The resulting report will display a list of the payments received per channel per date. Note any values shown in brackets, e.g. (500.50) represents a negative value.

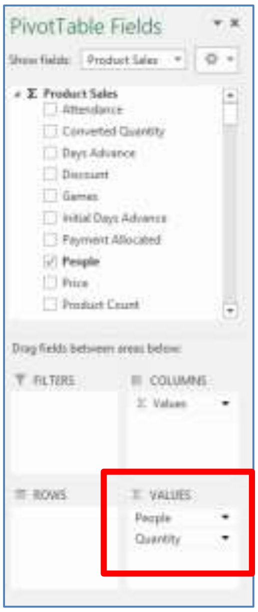
Year	Calendar 2013				
Payment	Column Labels				
Row Labels	Boardroom	Bar	POS	Kiosk	Grand Total
Month 1	259.00	8,328.20	104,109.20	12,470.10	125,166.50
Tuesday, January 01 2013		249.10			249.10
Wednesday, January 02 2013			1,533.00		1,533.00
Thursday, January 03 2013			520.50		520.50
Friday, January 04 2013		894.00	19,882.50		20,776.50
Saturday, January 05 2013			3,344.60		3,344.60
Monday, January 07 2013			3,115.30		3,115.30
Tuesday, January 08 2013	183.80	545.10	1,719.00	1,355.50	3,803.40
Wednesday, January 09 2013			7,107.00		7,107.00
Thursday, January 10 2013			1,129.00		1,129.00
Friday, January 11 2013		1,393.90	4,795.50	8,153.70	14,343.10
Saturday, January 12 2013		787.40	533.00		1,320.40
Monday, January 14 2013			857.80		857.80
Tuesday, January 15 2013			985.00		985.00
Wednesday, January 16 2013		91.20	(500.50)		(409.30)
Thursday, January 17 2013			501.00		501.00
Friday, January 18 2013		343.70	(183.00)		160.70
Saturday, January 19 2013		1,481.50	3,295.50		4,777.00
Sunday, January 20 2013	75.20	1,740.40	8,790.00	2,960.90	13,566.50

3.5. TICKET SALES PER FIXTURE

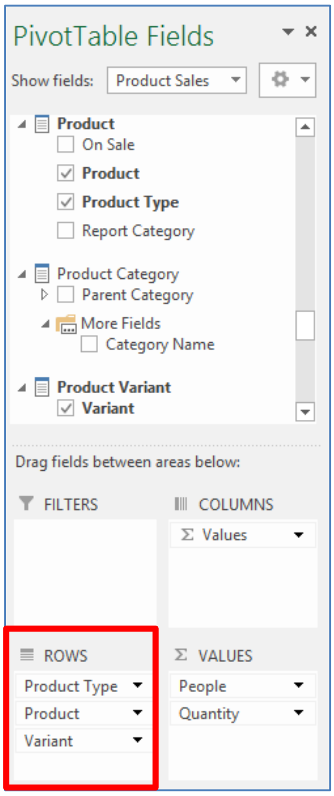
To view the tickets sales for a particular fixture:

a) Select **Product Sales** in the Available Fields area in the Task Area.

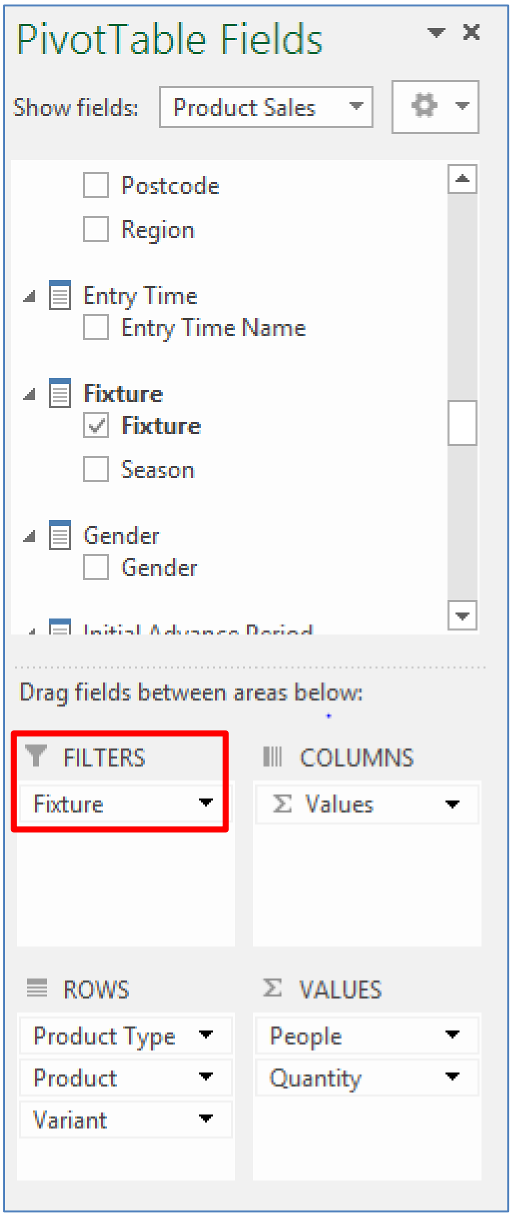
b) From the Σ **Product Sales** heading drag the **People** and **Quantity** into the Σ **Values** area



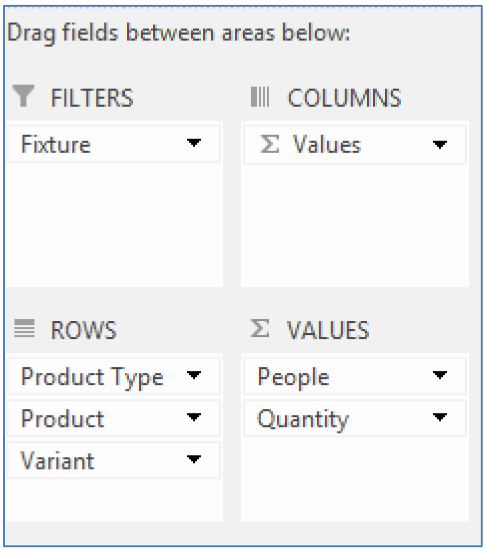
c) Next drag the **Product Type, Product and Variant** fields into the **Rows** area



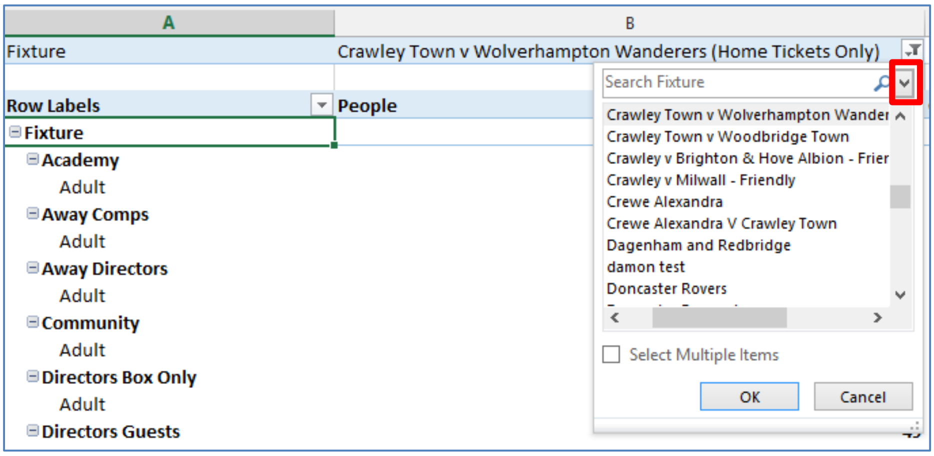
d) Finally, drag the **Fixture** column into the **Filters** area



e) The Task Area should appear as follows:



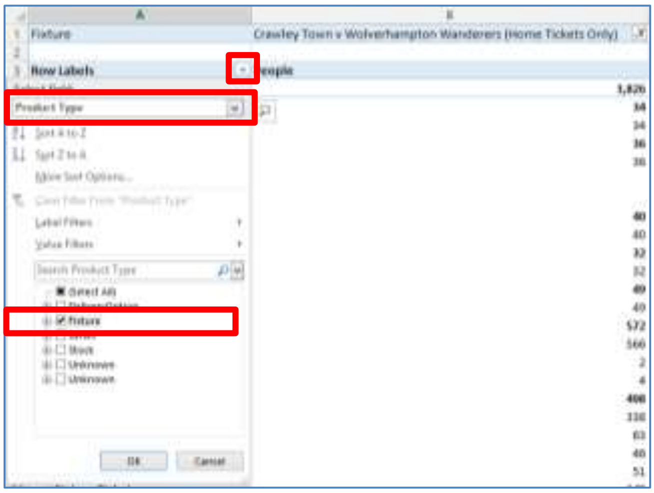
f) At the top of the pivot table set the filter for the fixture you are interested in viewing data for – for example Crawley Town v Wolverhampton Wanderers in the image below:



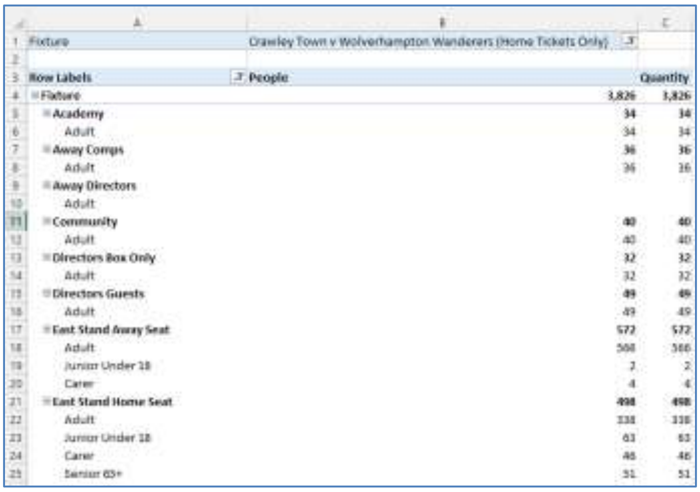
g) Next, further filter the report to show only the product type Fixture. To set the filter, select the arrow head next to the Row Labels column heading.

h) Select **Product Type** in the drop down list at the top of the filter conditions dialog.

i) Remove all selections except for the one alongside **Fixture** at the bottom of the dialog before clicking **OK**.



j) The resulting report will display a list of product purchases of type fixture for the selected fixture:

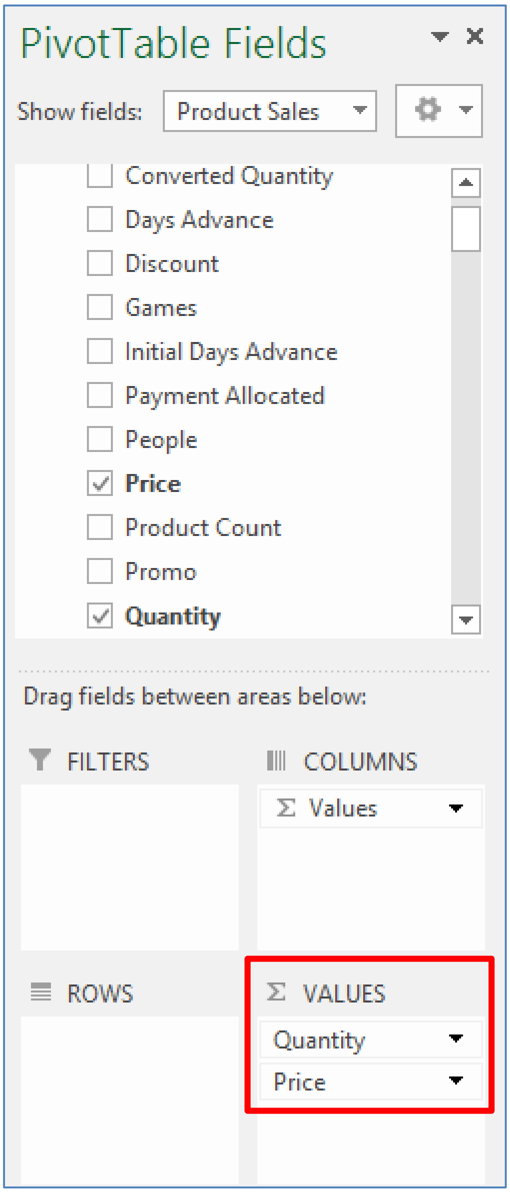


3.6. FOOD & BEVERAGE SALES PER TERMINAL PER FIXTURE (NUMBER OF PRODUCTS)

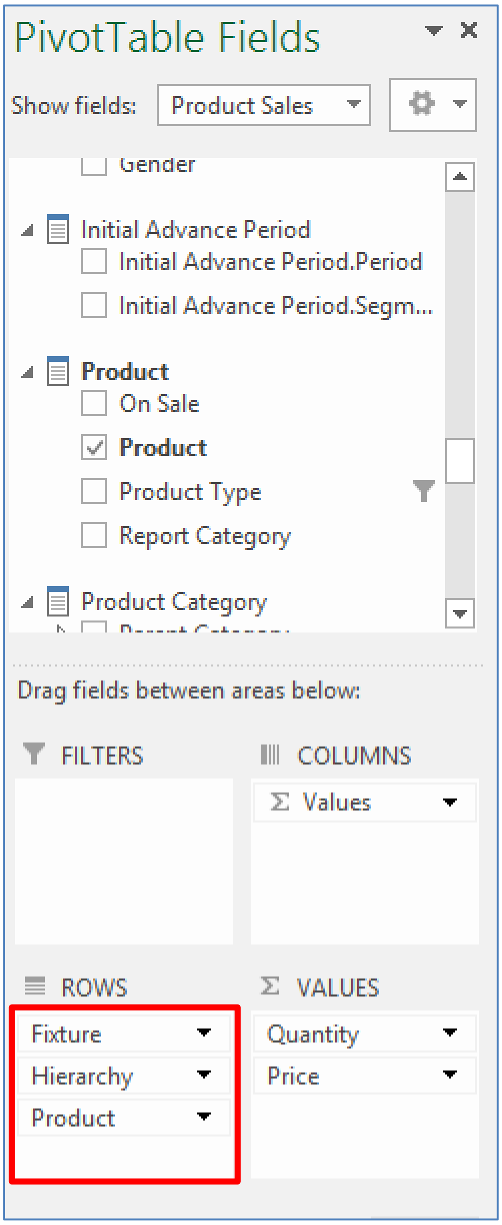
To report on the food and beverage product sales per terminal carry out the following:

a) Select **Product Sales** in the Available Fields area in the Task Area.

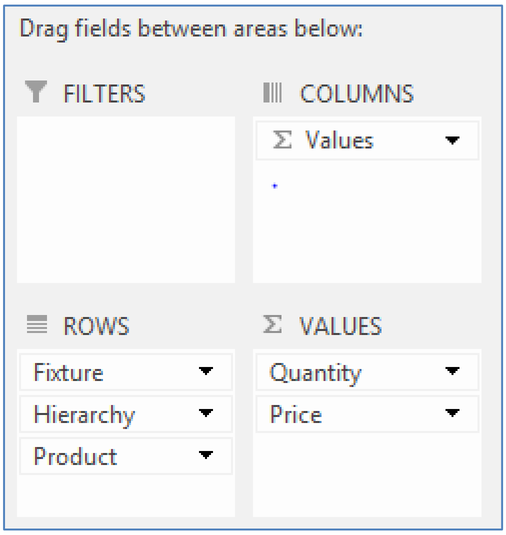
b) From the Σ **Product Sales** heading drag the **Quantity** and **Price** into the Σ **Values** area



c) Next drag the **Fixture, Hierarchy** (from under Terminal) and **Product** into the Rows area

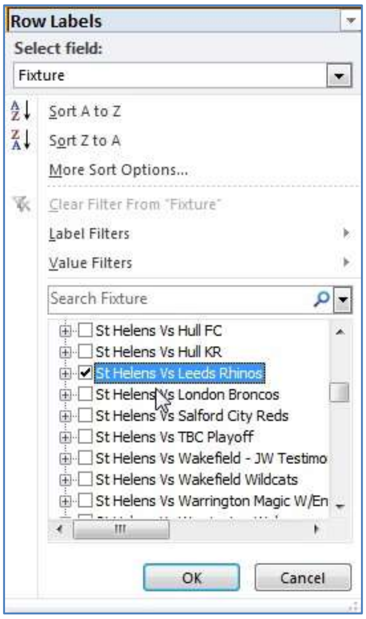


d) The Task Area should appear as follows:



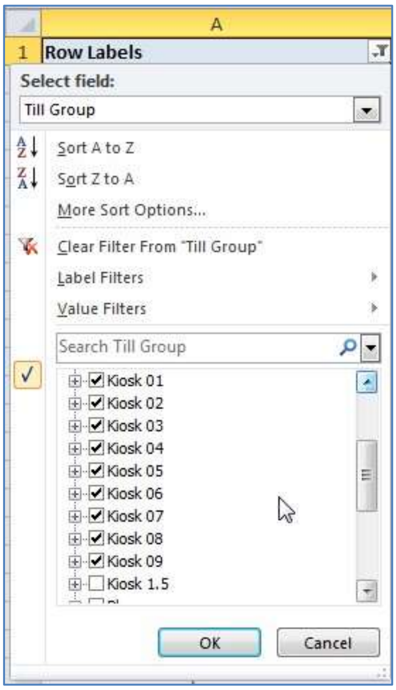
e) Next, it is necessary to filter the data to display the fixture of interest:

- To set the filter, select the arrow head next to the **Row Labels** column heading.
- Select **Fixture** in the drop down list at the top of the filter conditions dialog.
- Remove all selections except for the one alongside the fixture of interest at the bottom of the dialog before clicking **OK**.



f) Next, it is necessary to filter the data to display the terminals used to sell F&B only:

- To set the filter, select the arrow head next to the **Row Labels** column heading.
- Select **Till Group** in the drop down list at the top of the filter conditions dialog.
- Remove all selections except for the one alongside the till groups used to sell F&B:



g) The resulting report will display a list of the products sold via the selected till groups. The report will display the number of product sales and the total value of the products sold (using the listed selling price and not necessarily the price actually paid):

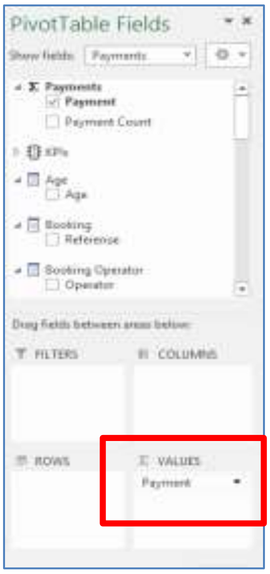
Row Labels	Price	Quantity
St Helens Vs Leeds Rhinos	**24,820.50**	**8,654**
Kiosk 01	**4,686.80**	**1,650**
Bottled Beer 1-2-4-6-8	80.50	18
Shirley's Steak & Saints Gold Pie	102.30	31
Kiosk Burgers	102.30	31
Kiosk Fosters	1,226.50	377
Programmes	15.00	5
Kiosk Hot Dog	488.40	148
Meal Deal 1	215.00	37
Cottoms Hotpots	108.90	33
Misc	64.00	14
Kosk Crisps & Chocolate	239.00	169
Kiosk Saints Gold	1,163.90	344
Kiosk Softs	253.00	129
Kiosk Hot Drinks	628.00	314
Kiosk 02	**5,686.00**	**1,883**
Meal Deal 2	215.00	41
Bottled Beer 1-2-4-6-8	86.70	20
Shirley's Steak & Saints Gold Pie	112.20	34

3.7. FOOD & BEVERAGE SALES PER TERMINAL AND OPERATOR (REVENUE)

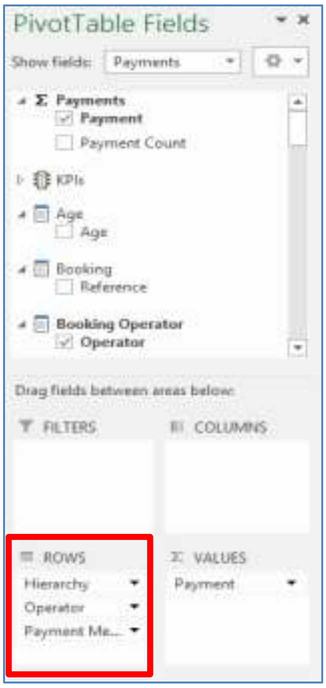
To report on the food and beverage revenue per terminal and payment type carry out the following:

a) Select **Payments** in the Available Fields area in the Task Area.

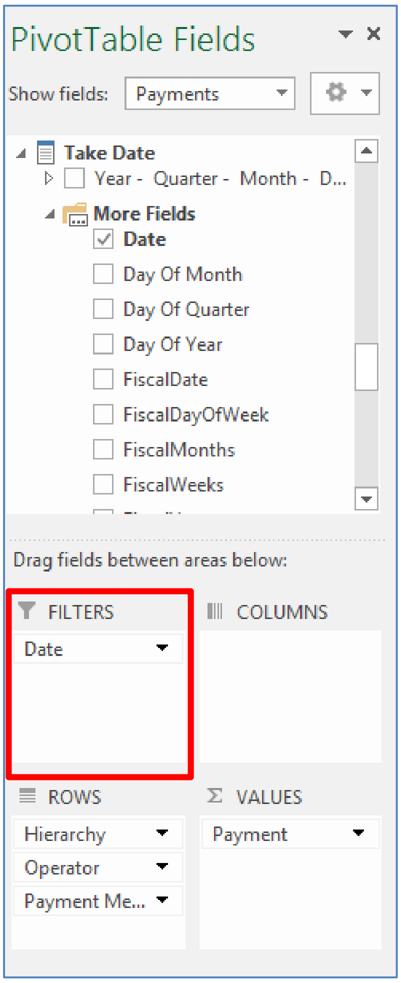
b) From the Σ **Payments** heading drag the **Payment** into the Σ **Values** area



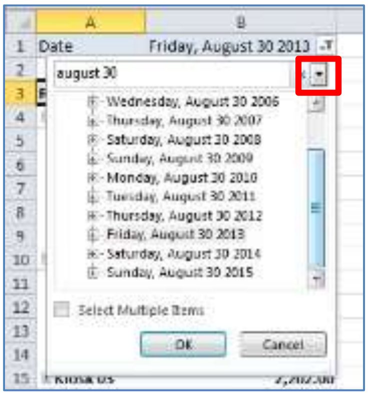
c) Next drag the **Hierarchy** (from under **Terminal**), **Operator** and **Payment Method Name** into the **Rows** area



d) Next you need to select the fixture date as the filter. To achieve this drag Date (listed below **Take Date** > **More Fields**) into the **Filters** area.

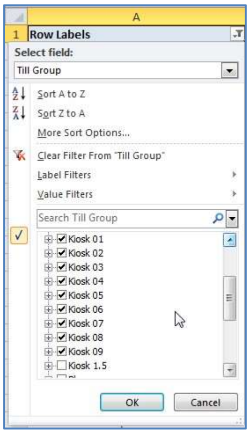


e) At the top of the pivot table set the filter for the fixture date you are interested in viewing data for – for example August 30th 2013 in the image below:



f) Next, it is necessary to filter the data to display the terminals used to sell F&B only:

- To set the filter, select the arrow head next to the **Row Labels** column heading.
- Select **Till Group** in the drop down list at the top of the filter conditions dialog.
- Remove all selections except for the one alongside the till groups used to sell F&B before selecting **OK**:



g) The resulting report will display a breakdown of the payments taken by operators using the selected terminals:

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