On-Demand Reporting – Questions and Answers Guide

User Guide

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What is On-Demand Reporting?

ING's On-Demand Reporting is an easy-to-use, state-of-the art reporting tool to help you better monitor and manage your plan. With online report-generation capabilities, you may view or download specific information about your plan with just a few clicks of the mouse and it allows you to build robust custom reports with ease through "drag and drop" capabilities. ING On-Demand Reporting is your single source for summaries of operational metrics and historical trend analysis to help you analyze your plan's data.

How to get in

Browser Requirements

- Internet Explorer 5.5 or higher. The most current version is available for free download at: **http://www.microsoft.com/windows/ie/download/default.asp**
- Netscape 7.0 or higher. You can download the most current version for free at: **http://www.netscape.com**
- Netscape 7.2 or higher for MAC users

Access the web site using a compatible Internet browser. Follow the steps below:

1. In the Address field of your browser, type the TPA access URL: **http://www.ingretirementplans.com/tpa**
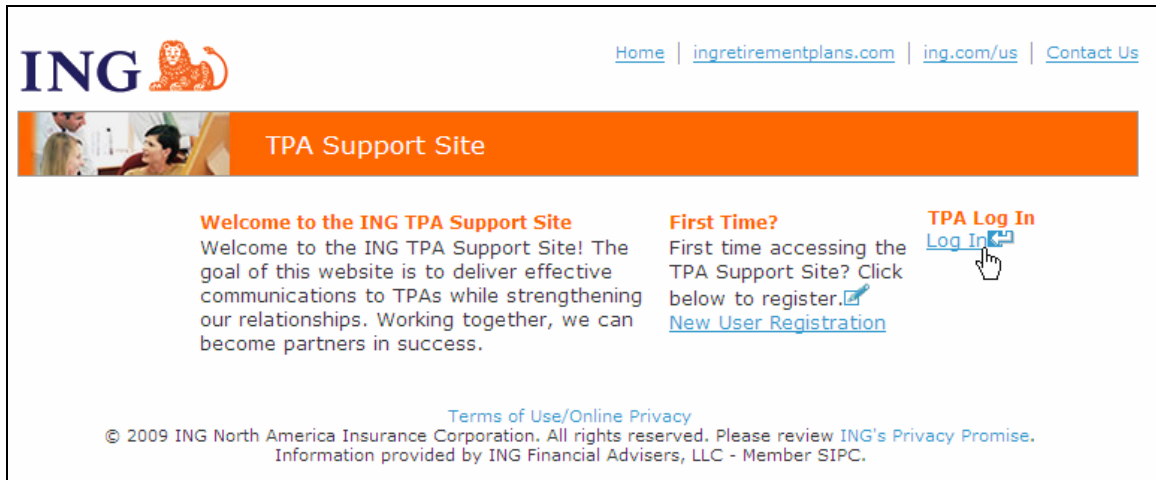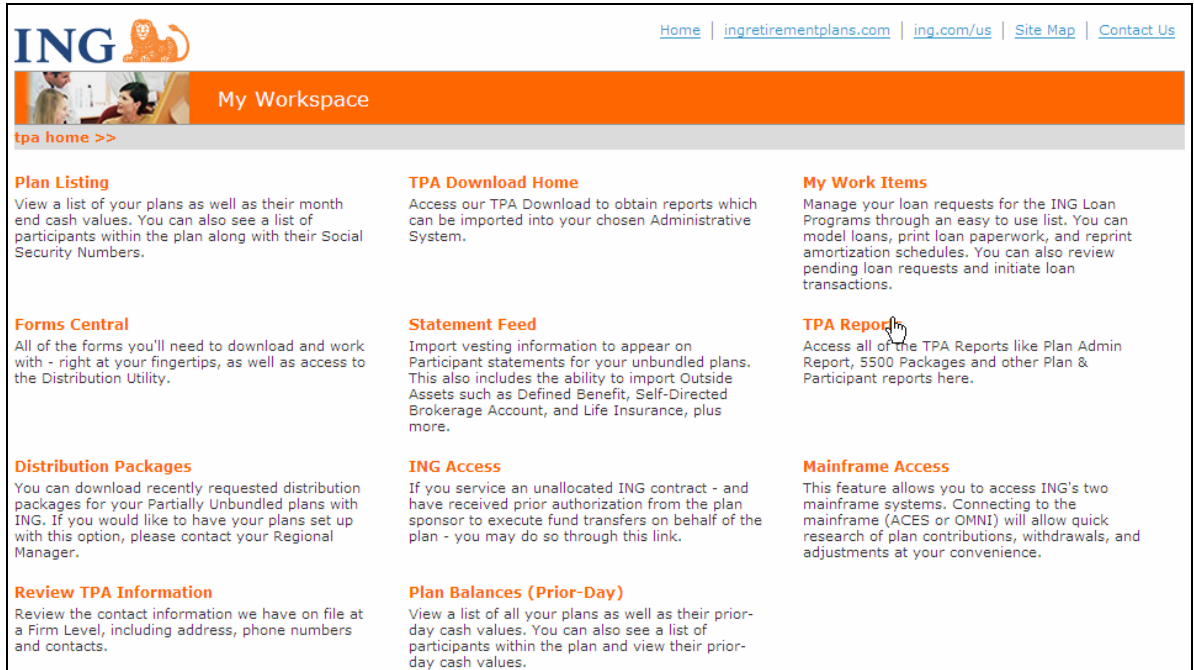

2. Enter your pre-assigned User Name and password in the appropriate fields.
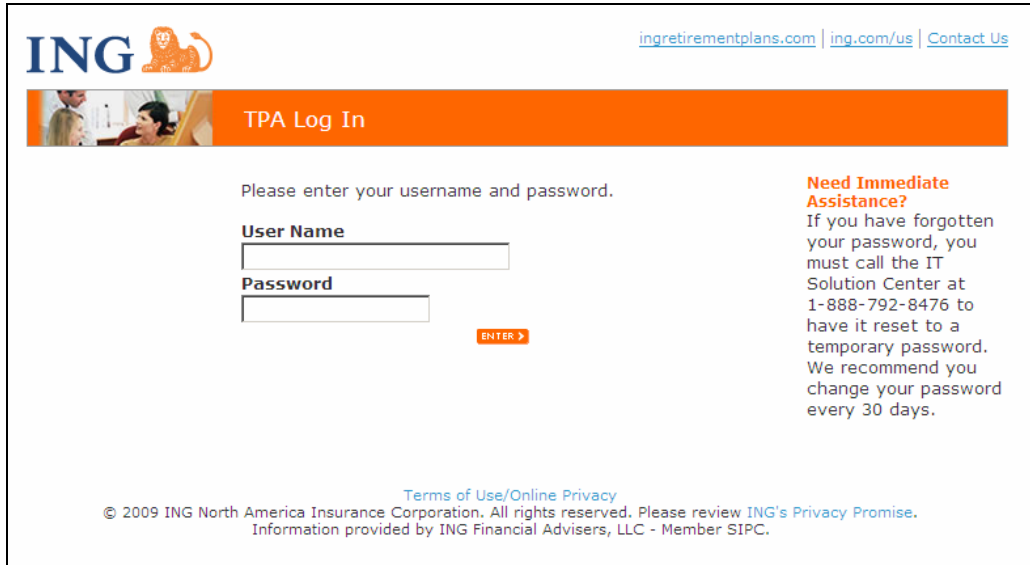
3. Click **Enter**. You will see the Welcome screen when your credentials have been accepted.

4. Select **My Workspace** from the left-hand menu.

5. This opens the Workspace page. This is the main Plan maintenance screen where you can access many different features, including Reporting.
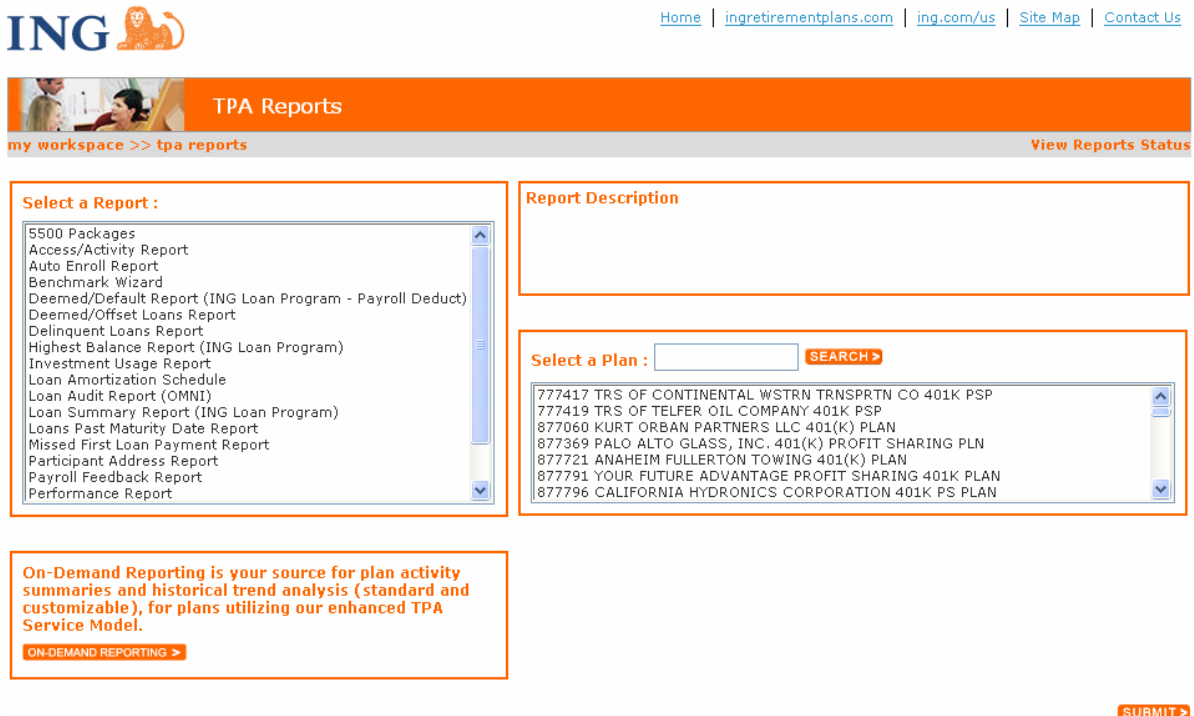Click the **TPA Reporting** link on the right side of the page to open the application.

6. Select **On-Demand Reporting** at the bottom of the screen, then a plan from the right column. Click **Submit** to open the On-Demand Reporting function for that plan in a new window.

You will be brought to the Dashboard report landing page.

Dashboard Reports

What are dashboard reports?

Dashboard reports are pre-existing reports designed to provide plan-level information for common/typical plan sponsor needs.

Sample dashboard report:

Plan Assets (excluding loan fund) As of March 6, YYYY	
The Demonstration Client	
Demonstration Plan 1 Savings Plan	
Fund 10	$131,529,050.90
Fund 20	$78,499,317.45
Fund 30	$147,062,087.62
Fund 50	$13,473,488.55
Fund 60	$11,491,395.03
Fund 65	$15,195,898.08
Fund 70	$9,688,134.49
Fund 75	$8,555,878.61
Brokerage	$21,850,666.08
TARGET RETIREMENT INCOME FUND	$615,765.59
TARGET RETIREMENT 2010 FUND	$1,013,420.15
TARGET RETIREMENT 2015 FUND	$3,692,627.84
TARGET RETIREMENT 2020 FUND	$2,715,448.43
TARGET RETIREMENT 2025 FUND	$2,730,675.52
TARGET RETIREMENT 2030 FUND	$1,617,321.53
TARGET RETIREMENT 2035 FUND	$1,096,176.44
TARGET RETIREMENT 2050 FUND	$135,289.37
Plan Total:	**$452,013,362.26**

(Click arrow above to see next page)

To access all available dashboard reports, select the dashboard folder and click on the report title to view the report.
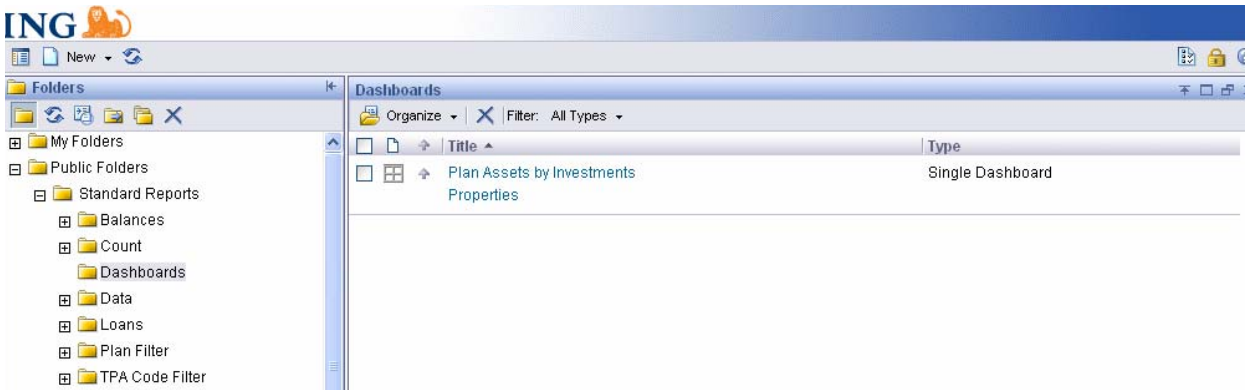
Running, Modifying and Saving Standard Reports

What are standard reports?

Standard reports are pre-existing reports designed to provide reports for common/typical plan administration needs. Standard reports are categorized according to business need; **Balances** reports focus on participant balances, **Counts** will return counts of various data parameters, **Data** focuses on participants with missing data fields, while **Loans** focuses on participant loan information.
Reports are stored in a folder tree structure that can be navigated by clicking the "+" icon to open and the "-" icon to close.

Click on the + next to Standard Reports. This will expand the view and show you the sub-folders of: Balances / Count / Dashboards / Data / Loans.   **If you run a report from one of these folders, it will contain data for <u>all of your EASE plans</u>.**

- If you wish to <u>run your report results by Plan</u>, expand the folder marked Plan Filter and select a sub folder and report. It will prompt you to select the plan(s) you would like to report on.
- If you have access to multiple TPA codes and wish to <u>run your report results by TPA code</u>, select the sub folder marked TPA Code Filter and it will prompt you to select the code(s) you would like to report on.
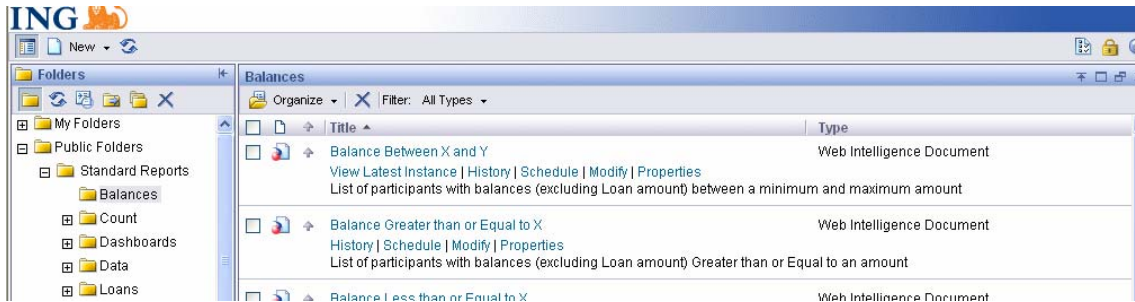
These reports are based on most conventional reporting needs and should save the trouble of creating new reports. Creating new reports is covered in the following section.
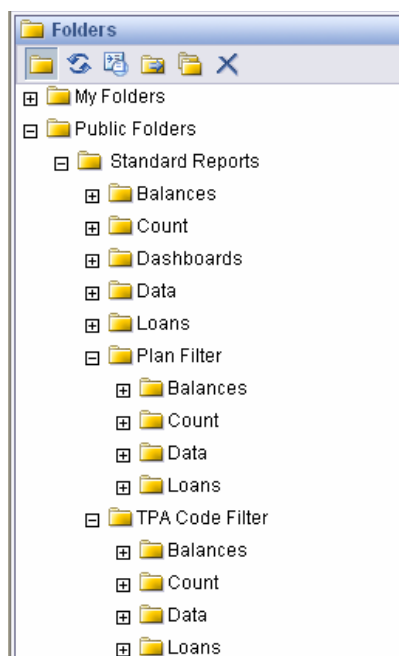
How do I run a standard report?

Click the "+" icon to expand the folder that contains the report you want to run, then click on the **report title**.

Sample standard report:

How do I modify a standard report?

Before you can modify a standard report, you must save it to the **Shared Client Reports** folder. Then you can open the report and modify it to your requirements.
Click **Modify** from the selections under the report name to open the report modification screen.

You may be presented with a prompt, if the report query requires user input prior to running.

Enter the amounts, if necessary, and click **Run Query**.
The Query Modification interface screen will appear along with the report results in the main window to visually show how your changes will affect the report format.
Element icons can be dragged and dropped from the left-hand menu onto the results screen. Click and hold an element and drag it onto the report workspace to the right. Watch for the "+" icon to appear when it is acceptable to drop an element.
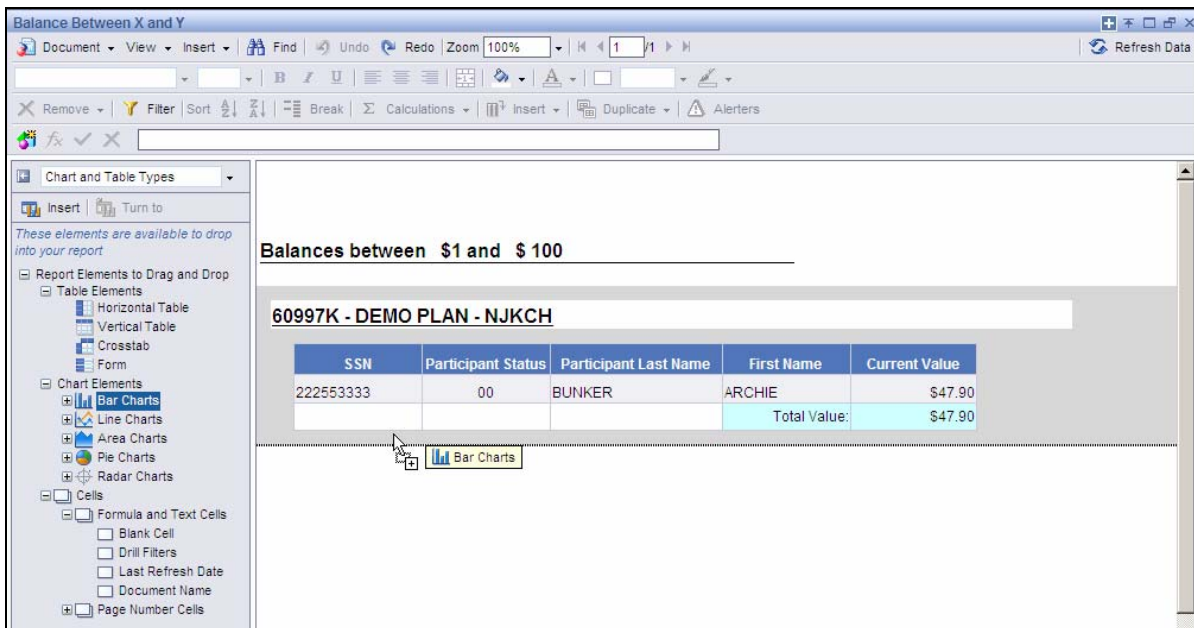
Dragging a report element.

Click on the drop-down menu below the formula toolbar to select a different view or set of objects to drop into your report.
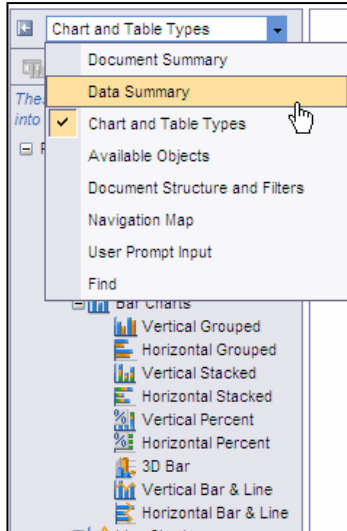
How do I save a modified report?

Once you have completed your changes, click the Document tab in the top-left of the modification interface and highlight the selection Save to my computer as. This opens a second list of format options.
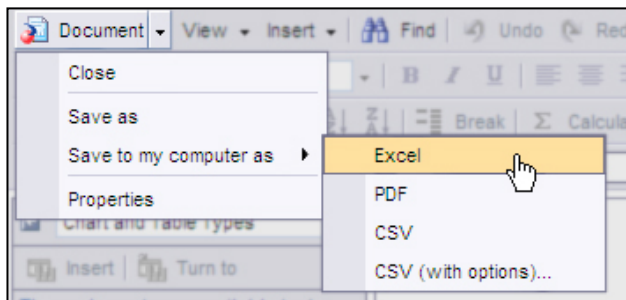
You will then be prompted with the choice of either saving to a location of your choice or opening it.   Depending on if it is a PDF or Excel file will determine if either Adobe Acrobat or Microsoft Excel.
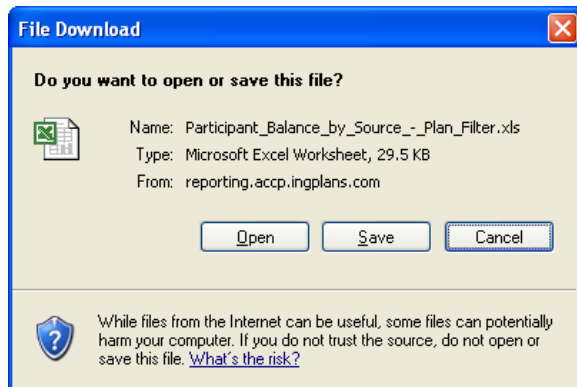
Creating a New Report

What is a Universe?

A Universe is the name given to logical groups of data that contain the information you need for a report. Here are examples of a Universe:

Participant Universe–Used to run ad-hoc queries on participant-level data. Updated on a monthly basis including demographics, balances, loan and beneficiary information.

Participant Daily—Participant-level data updated on a daily basis including demographics, balances, loan and, beneficiary information (if data is available).

Client and Plan Summaries Universe (Historical)–Used to run ad-hoc queries on client- and plan-level trending data.

How do I create a custom report?

1. Choose New/Web Intelligence Document (WEBI).
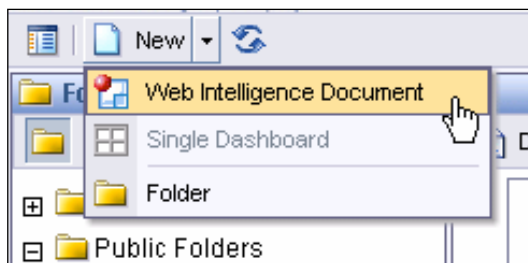
2. Then choose the **Universe Title** you want.
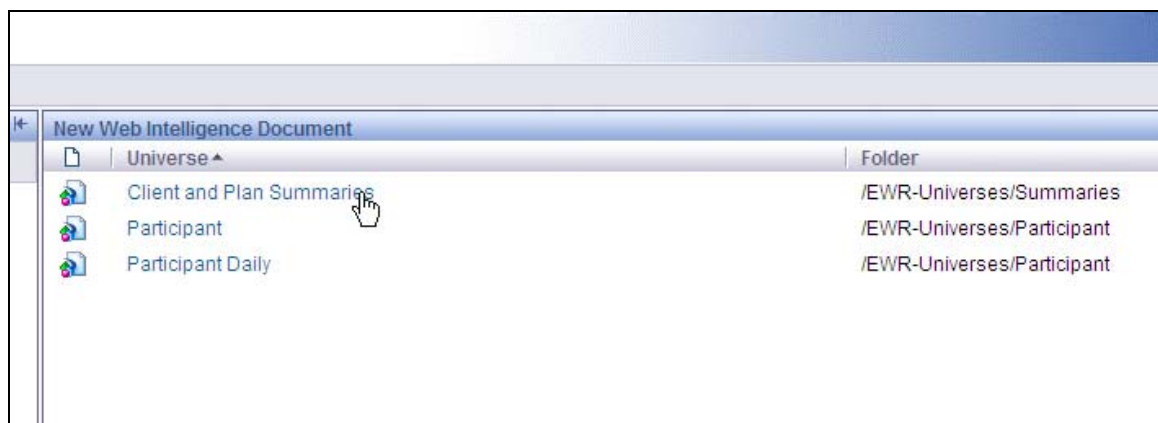
3. There may be an explanation of what a particular object is at the bottom of the list of objects.
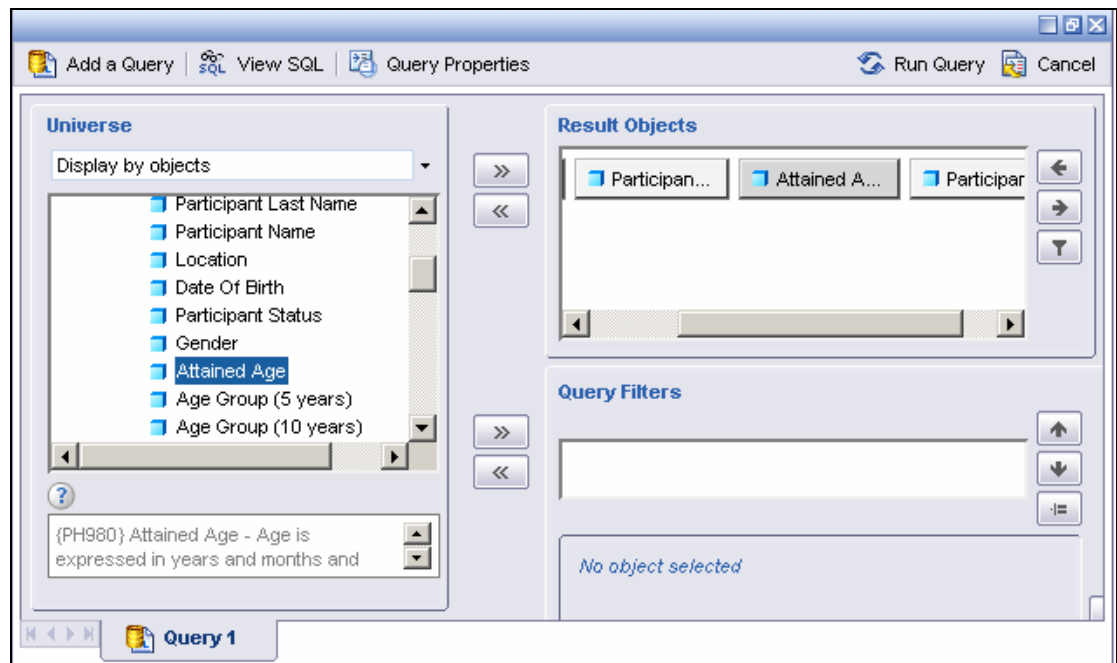
4. From the folders that are displayed, highlight the Objects that represent the data you want to include and add them to your report. Click the "+" icon to expand the folder to view all available objects. Select the objects that represent the data you want to include, and add them to your report by moving them to the Result Objects box. There are three ways to do this:
    *   Left-click on the object and drag it
    *   Click on the object then click on the right arrow button
    *   Double-click the object
5. Query parameters can also be set at this point by dragging the object into the Query Filters box or highlight and click the right arrow button next to the Query Filters box. You may want to view your results first before defining filters. Please see page 14 for more information on filters.
6. To run your query, select the **Run Query** button on the top right corner of the Query Building page.
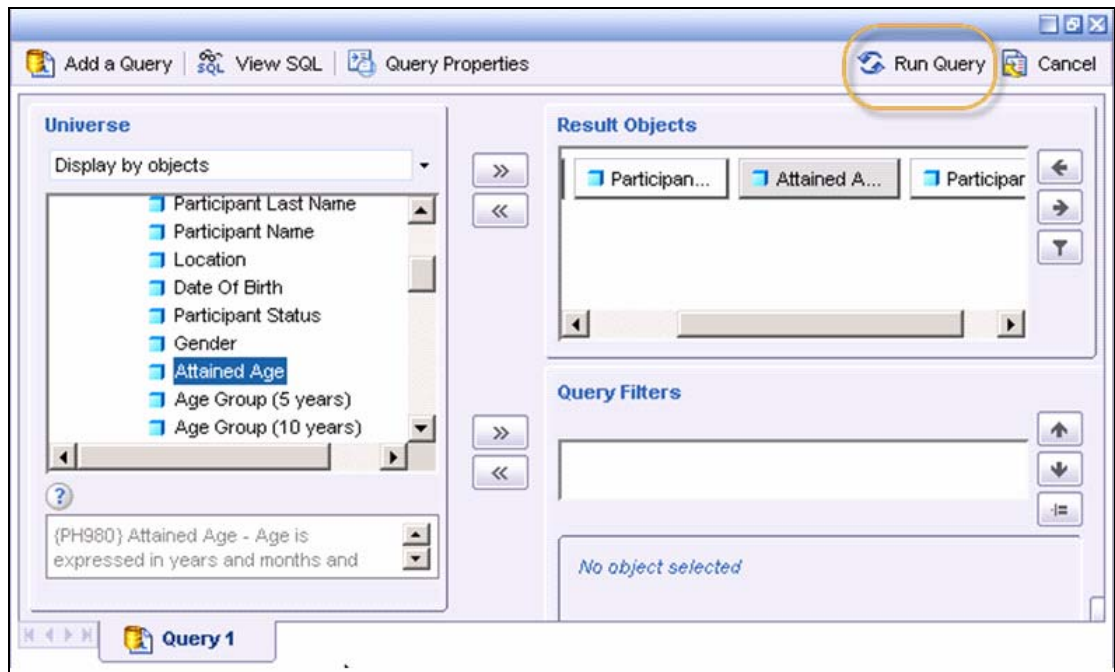
7. To save your report results, you may click on Document and select Save to my computer as. Select a format to save the results.
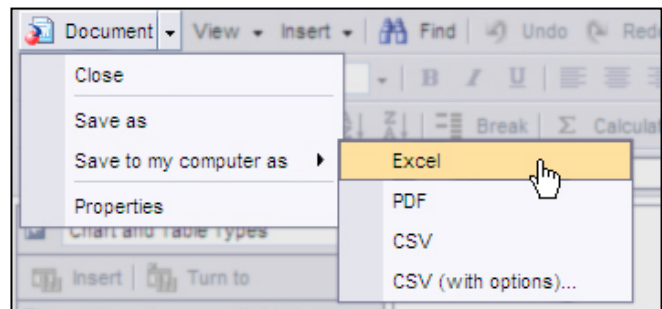
Some of the objects have symbols attached to them. What do these symbols mean?

The **dimension** symbol ⬛ indicates items you would group data with, such as Fund ID, Participant Status or Attained Age.
The **measure** symbol ● indicates numerical data that is the result of calculations, such as Before Tax Deferral $ Current or Transfers In.

What is a query?

A query is a procedure that enables you to search for only the information you need to see according to specific criteria you apply. Once a query is created, it may be saved to a folder that you have write access to and can be run at any time.

How can I modify a query?

1. Click the **Edit Query** button; add a new object to or remove an object from the query, then select **Run Query**.
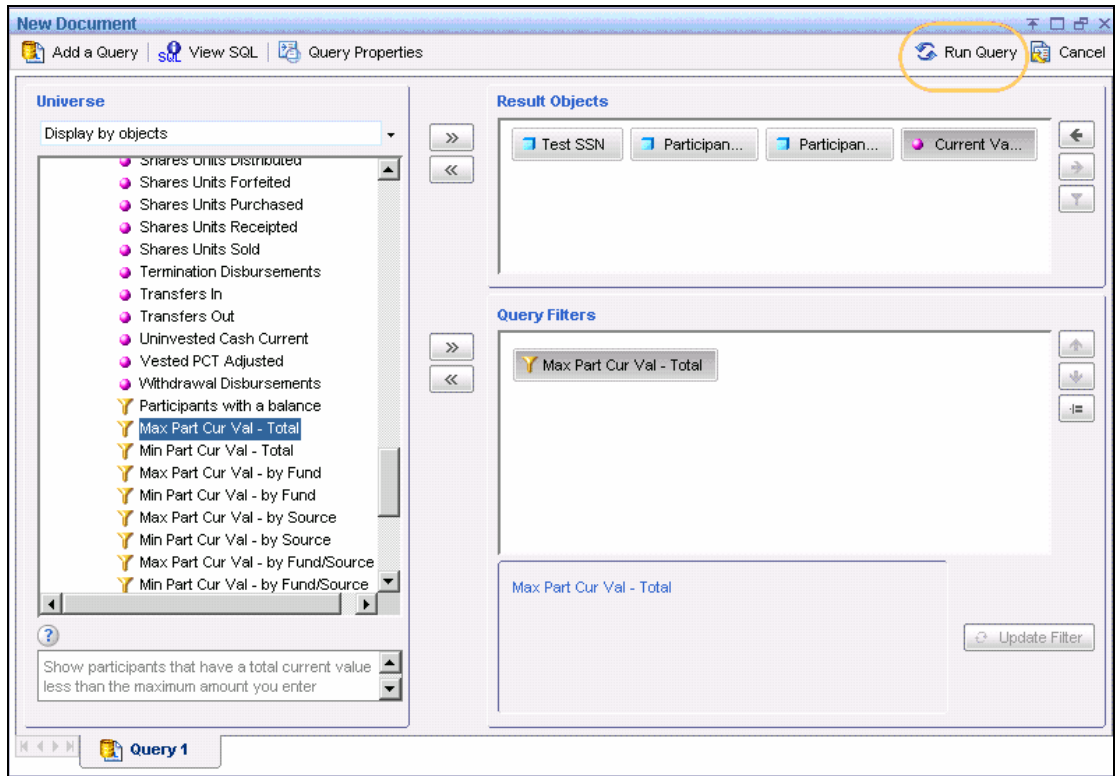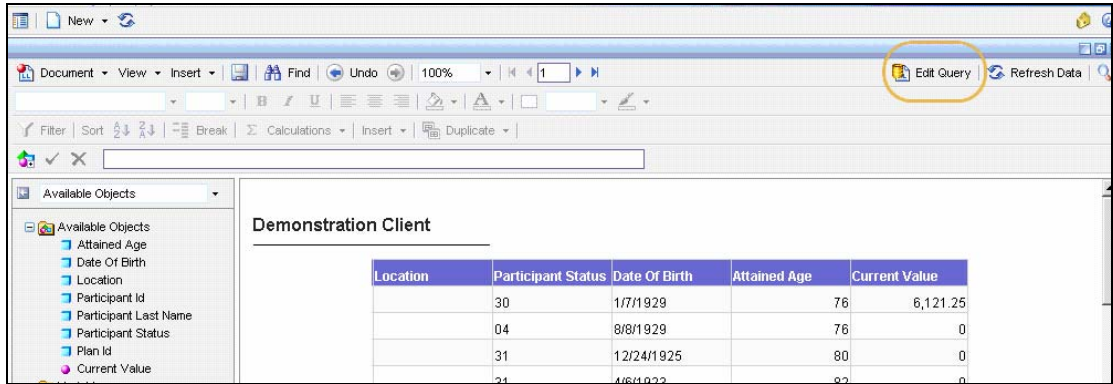
2. After you run the report, you can modify it by dragging an available object or other report element over from the list of available objects.
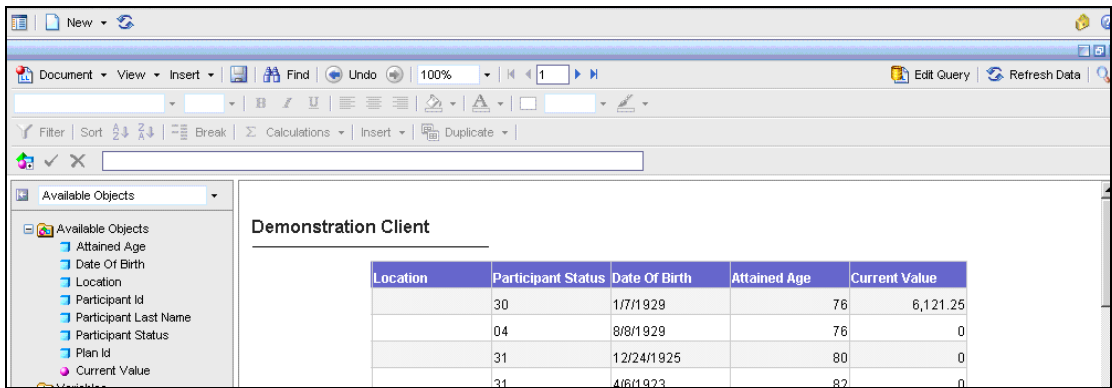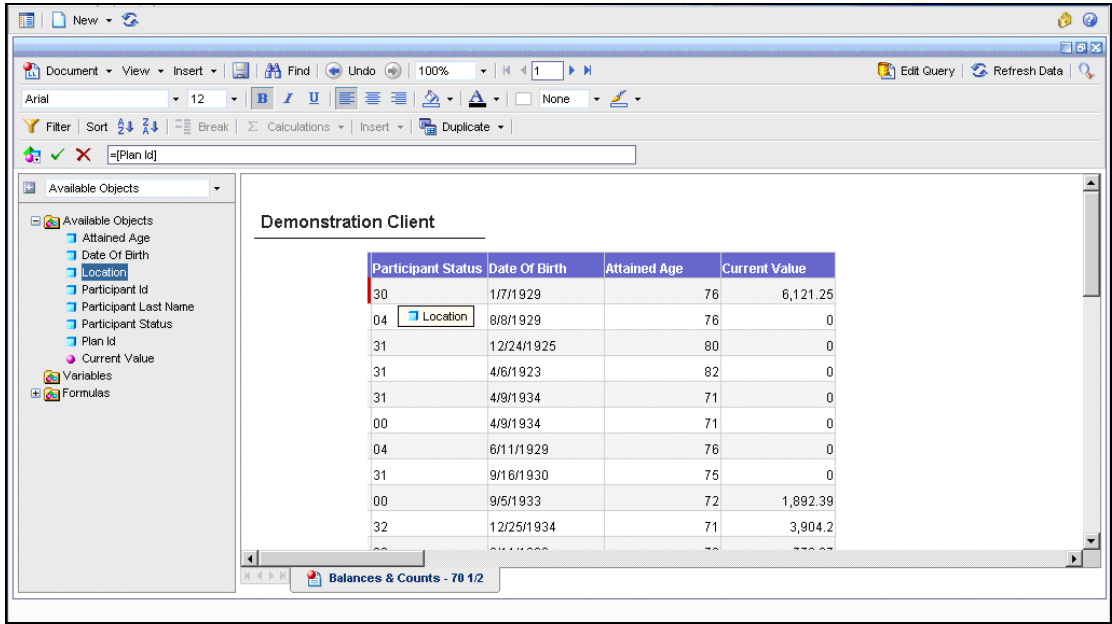
Can I filter my query to limit the amount of data it returns?

1. Yes. Add the object you want to filter to the Query Filters box, click Filter, then select a filter type from the drop-down menu. Type a value in the Value 1 text box or choose from a list of values, then click OK. You can choose more than one value.
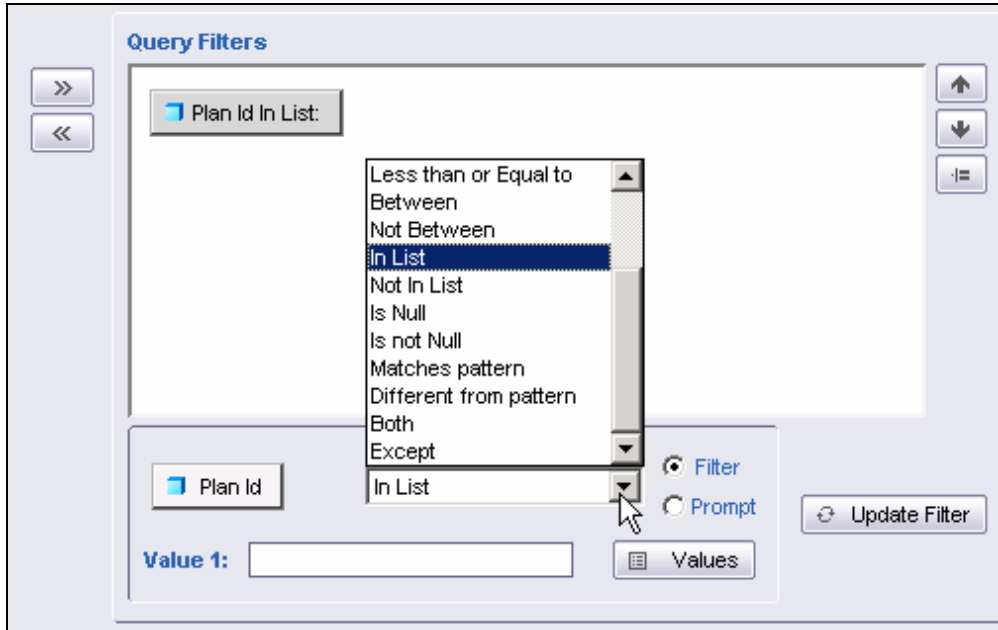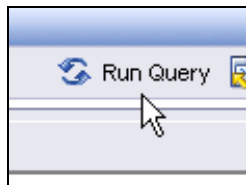
2. Type a value in the **Value 1** box or choose one from the **Values** list. Then click **Update Filter**.
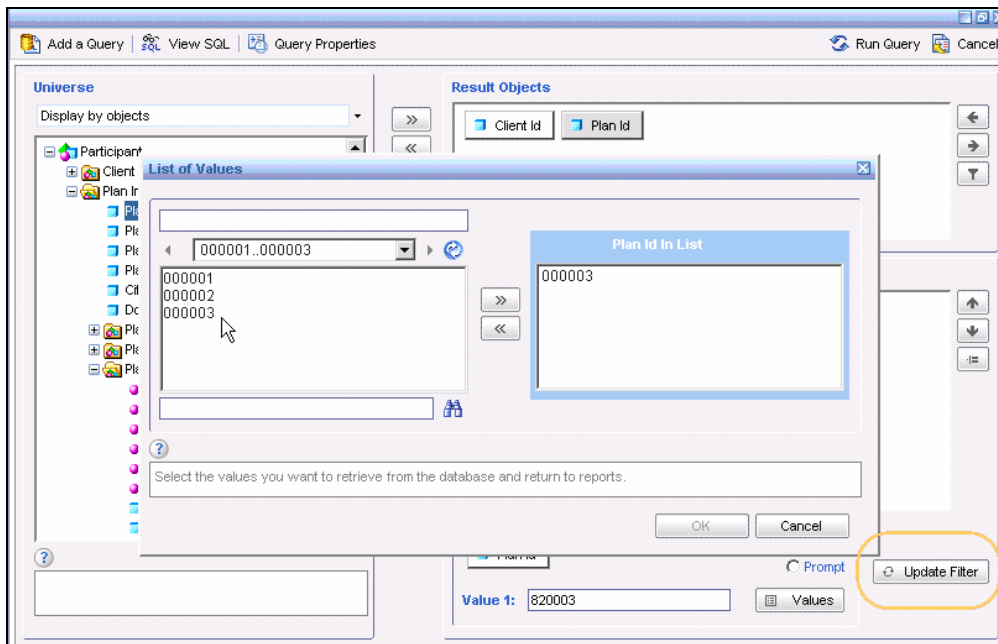
3. You can also select an existing filter and add it to the **Query Filters** text box.
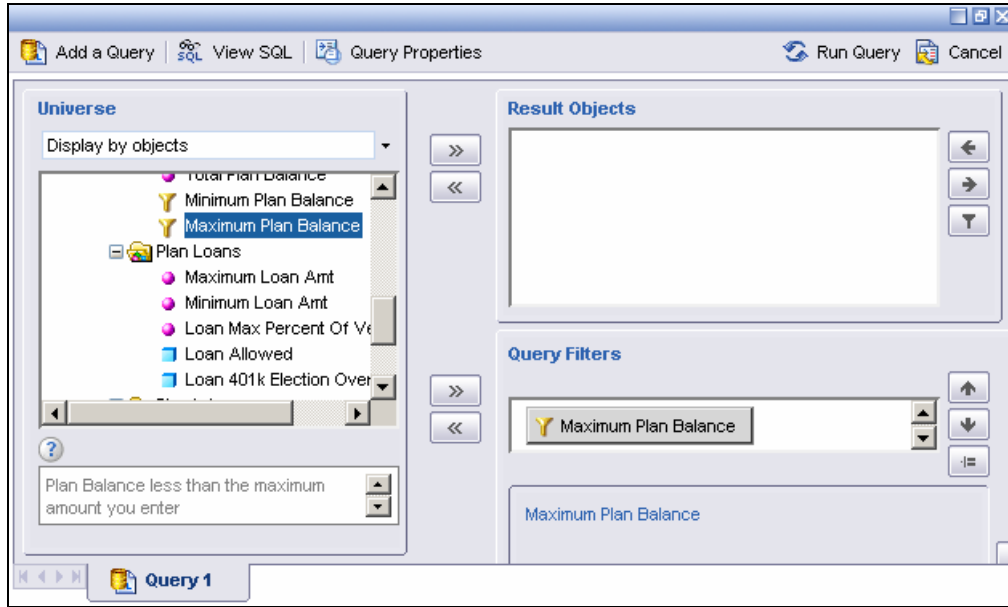
4. You can now run your query.

To Add a Quick Filter

1. If you want to add a quick filter, highlight the object you want and click the **filter** button.
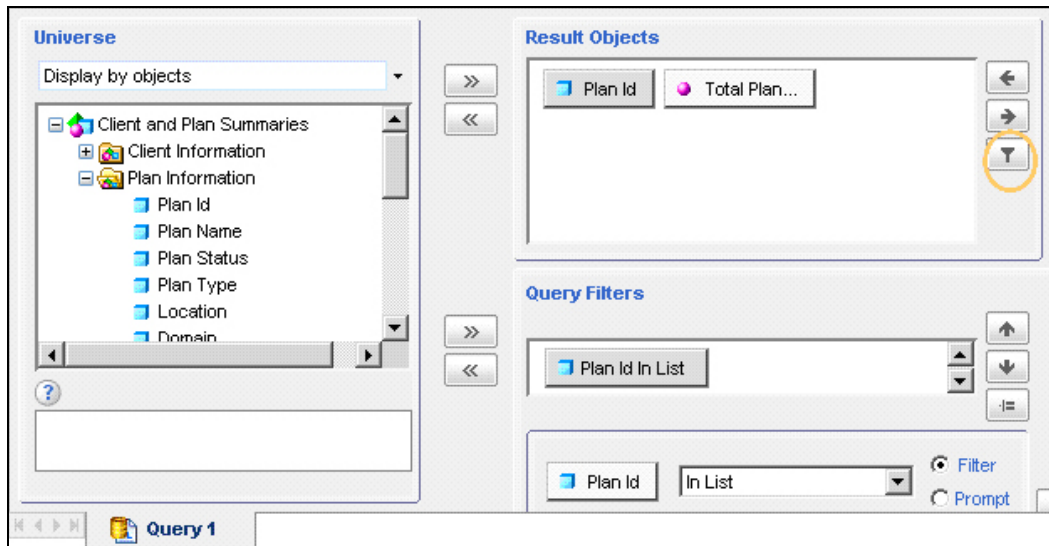
2. Choose the **value** you want from the list. Click **OK**.
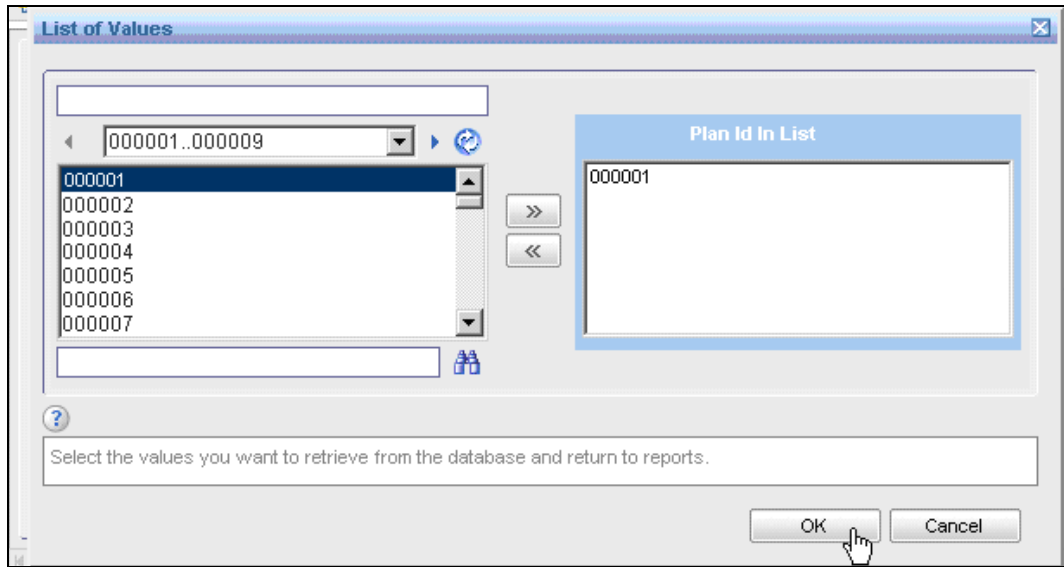
3. Your filter definition is displayed.
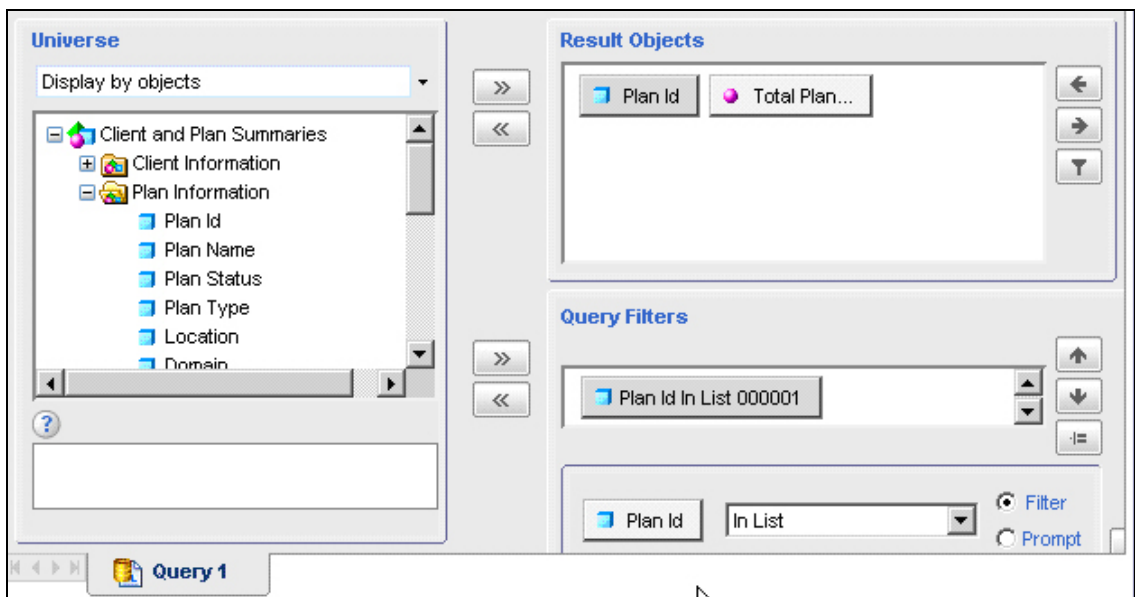
4. You are now ready to run your query.

What is a prompt?

A prompt lets you specify the information you want *before* you run a query. Add an object to the filter box or choose from the drop down list, then click the **Prompt** button. Choose the options you want and click **OK**. You can then run your query.
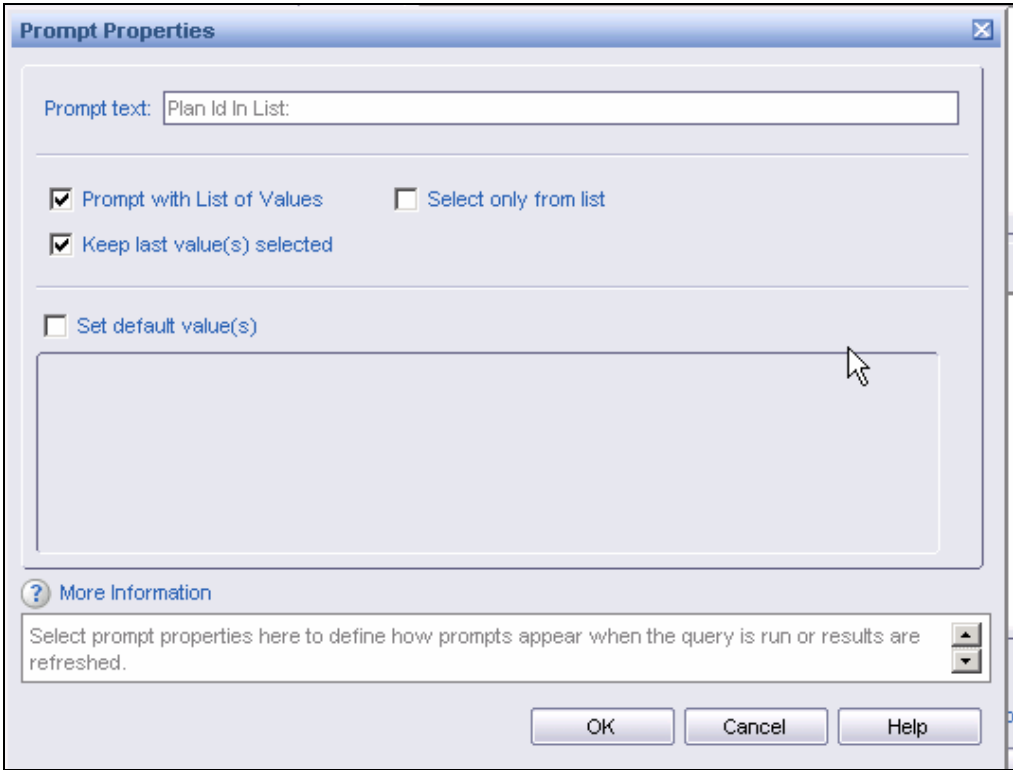
Can I schedule a report to run automatically?

1. Yes. Select the **Schedule** link and choose your schedule time frame. Select **Schedule**, **Refresh**, then select **Back**. You can only schedule a report that is within folders that you have write access to, such as the Shared Client Reports folder.
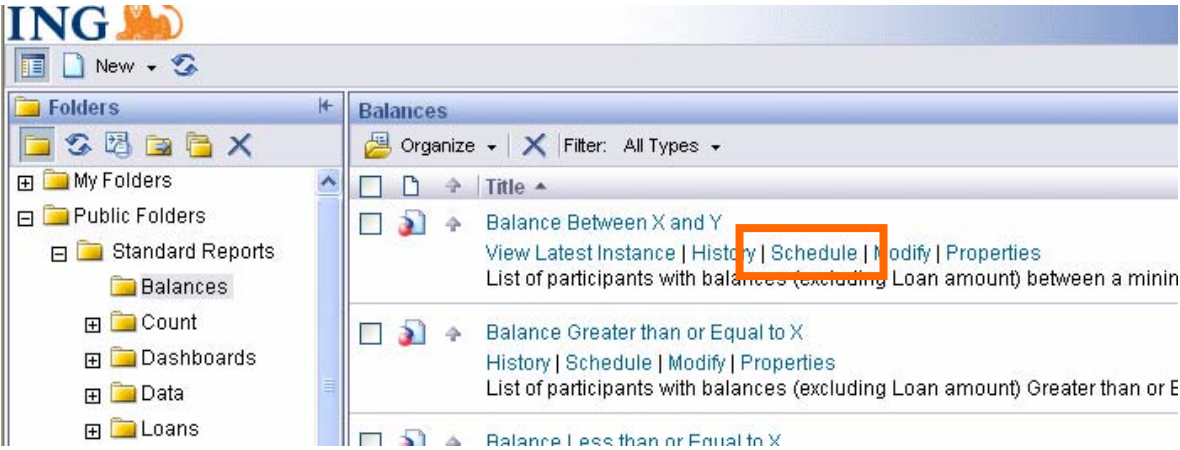
2. Select the options you want; then click **Schedule**.
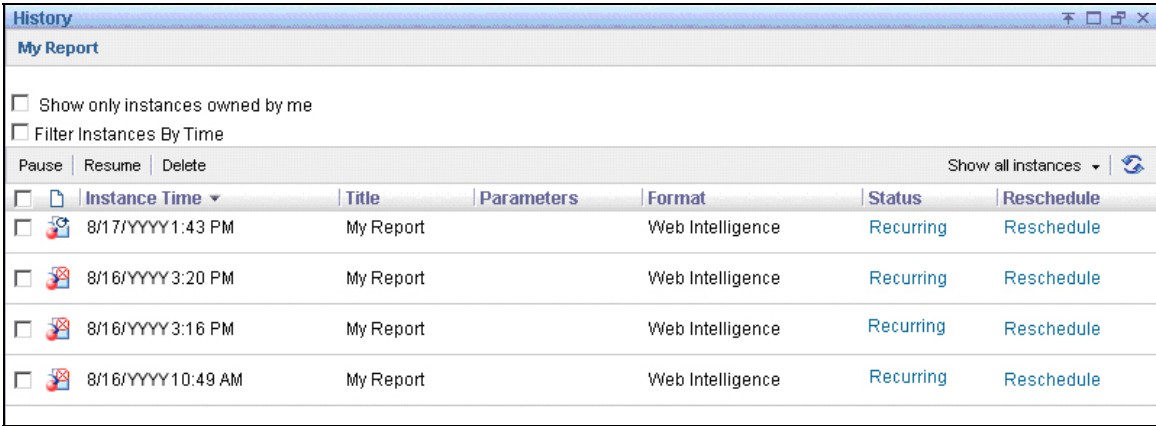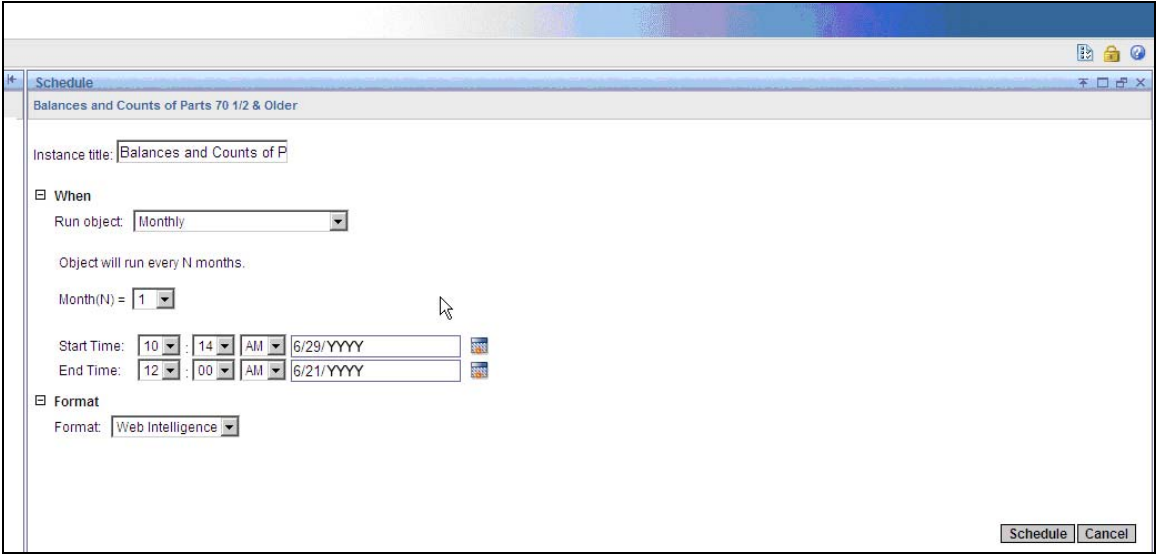
3. You can select the **History** link to see a list of instances that have been run for this report. The **View Latest Instance** link will show you the latest instance report.
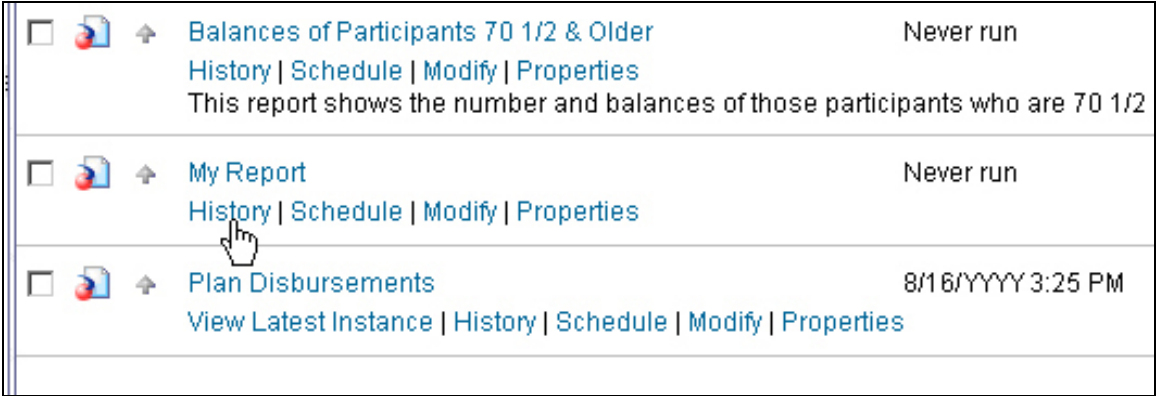
Formatting a Report

Can I change the report title or description?

You can change the report title description for any report within a folder that you have access to, such as the shared client reports folder. To do so, click the **Properties** link, make your changes in the **Save Document** panel and click **OK**.

How do I format a report?

You can only format a report for which you have write access. There are two ways to do this:
Procedure 1: Click on any cell, column or row you want to modify; then click on any of the formatting options available on the toolbars located above the report.

Procedure 2: You can also right-click your mouse to access formatting options.

1. Select **Format,** then choose what part of the report you want to modify.

2. To format multiple cells, columns, or rows, press the CTRL key while making your selections.
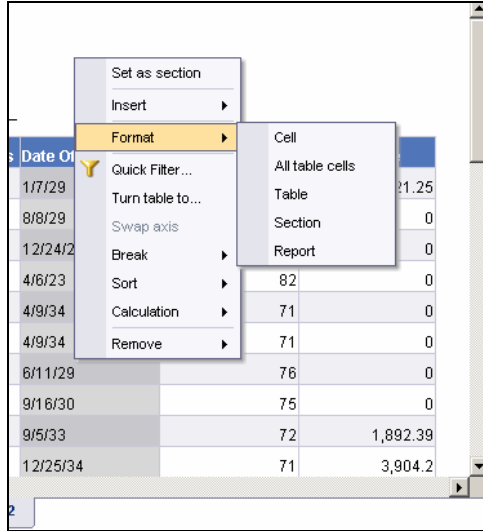
3. Select the tab that includes the options you want, choose the style; then **OK**.
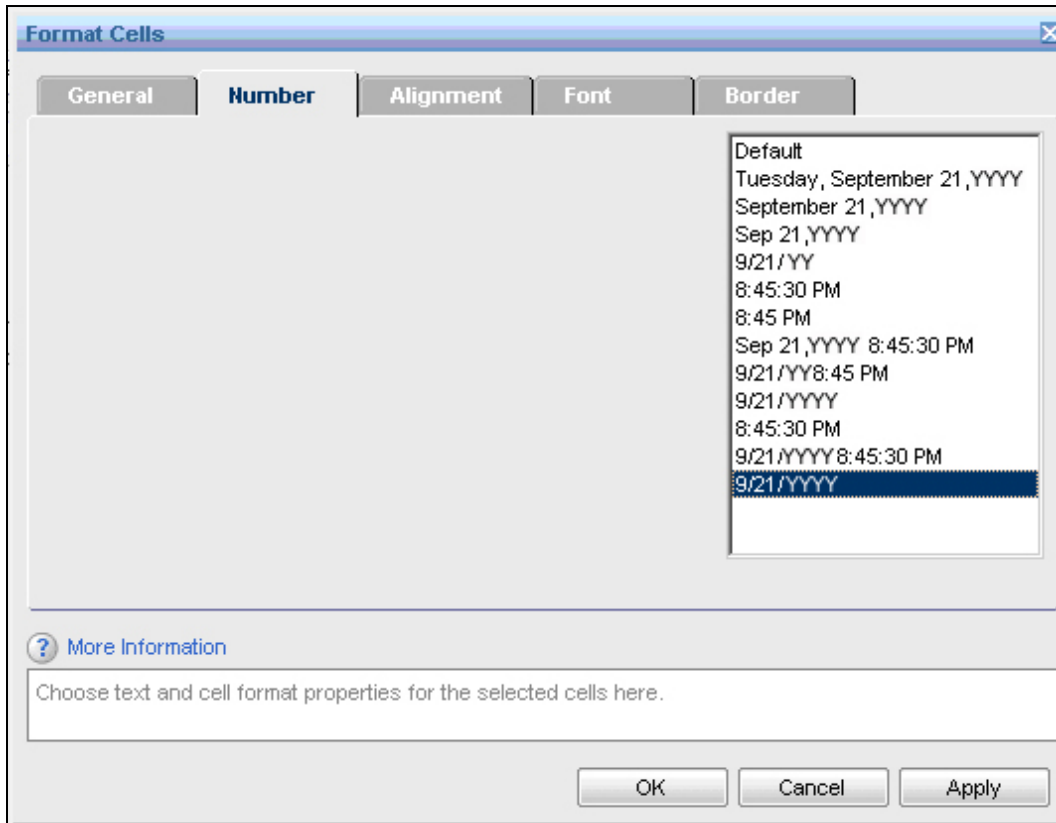
Can I perform any calculations in my report?

1. Yes. Click on any column or row you want to use for the calculation, then click on the **Calculations** button in the toolbar above the report.
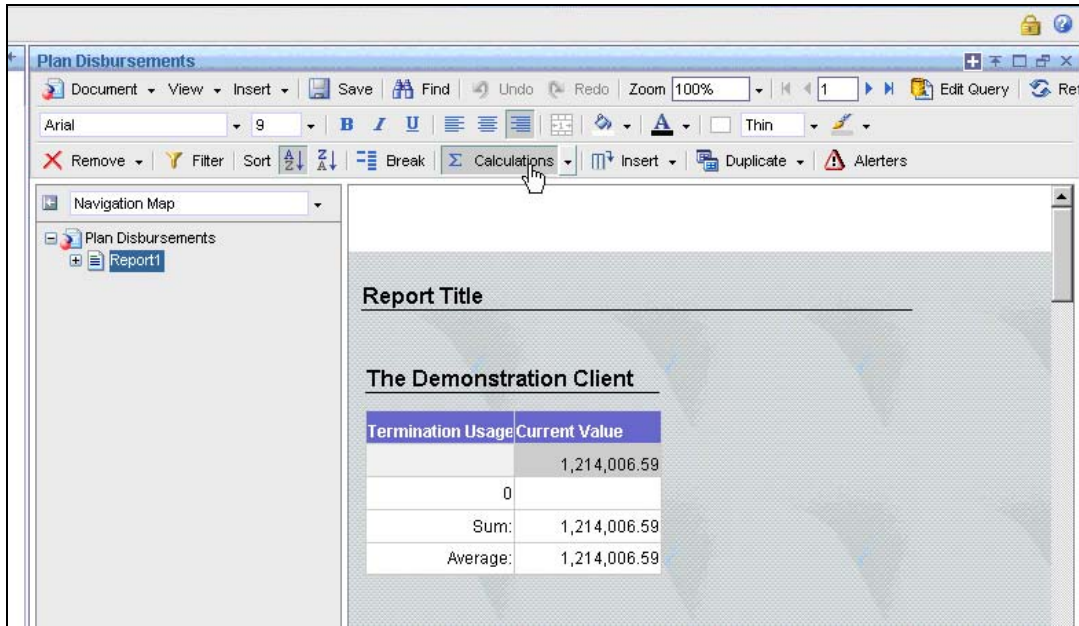
2. Or, right-click on the column you want and choose from the list of calculations.
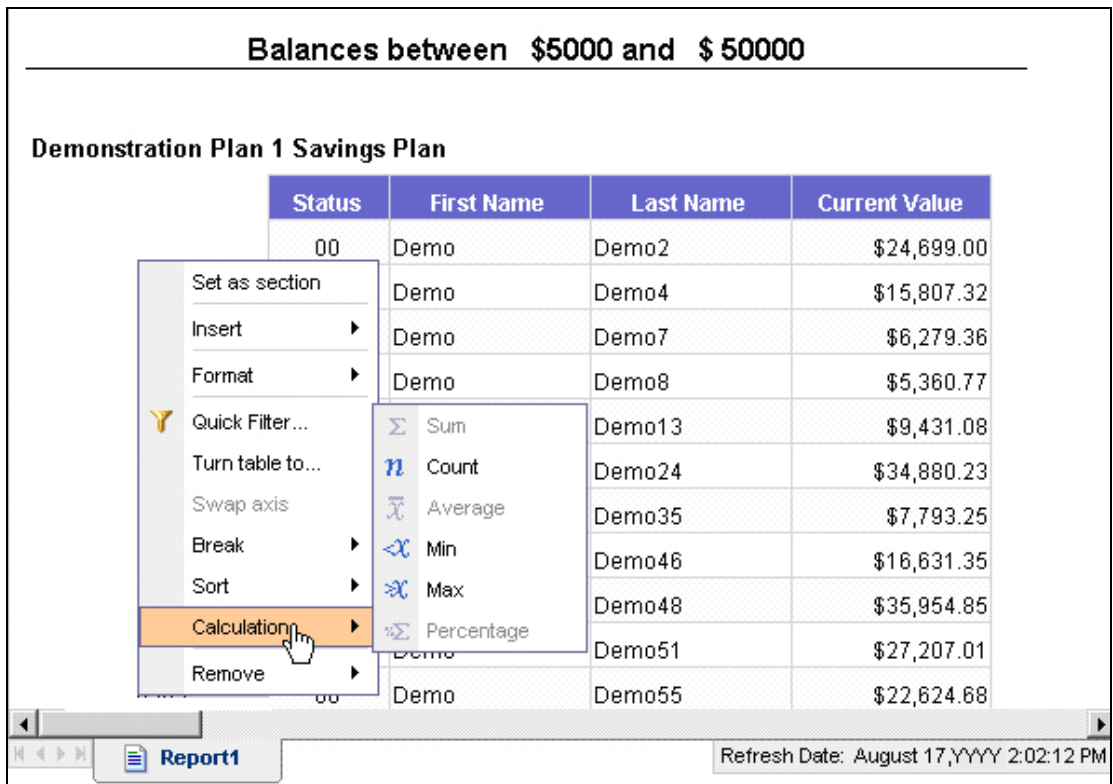
How can I delete a column?

Highlight the column, right-click, choose **Remove**, then choose **Column**.
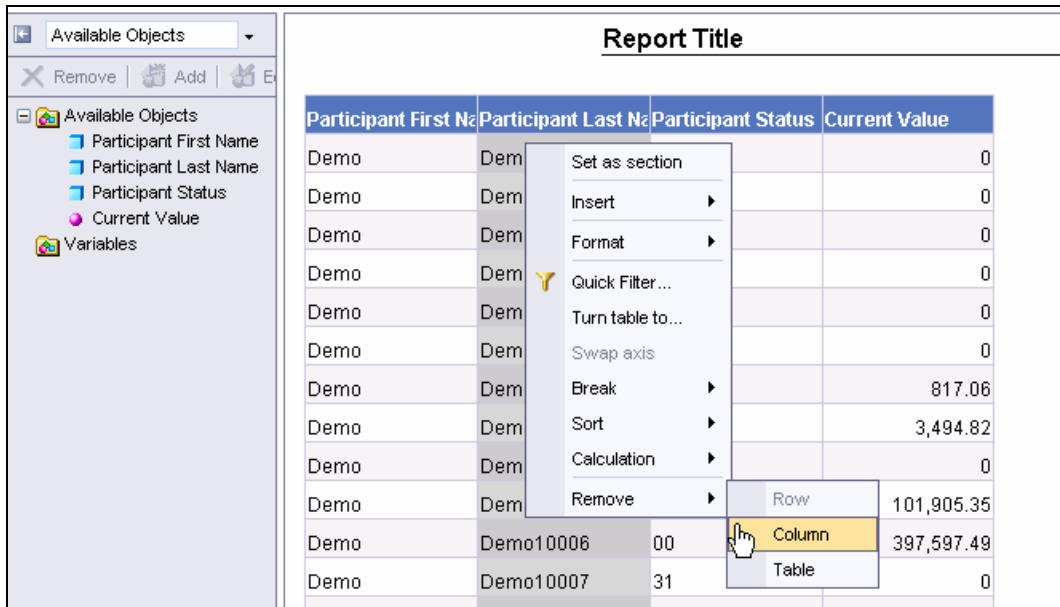
What if I want to add the column back?

Choose the object from the list of **Available Objects** and drop it in your report between the columns (not in the column header).
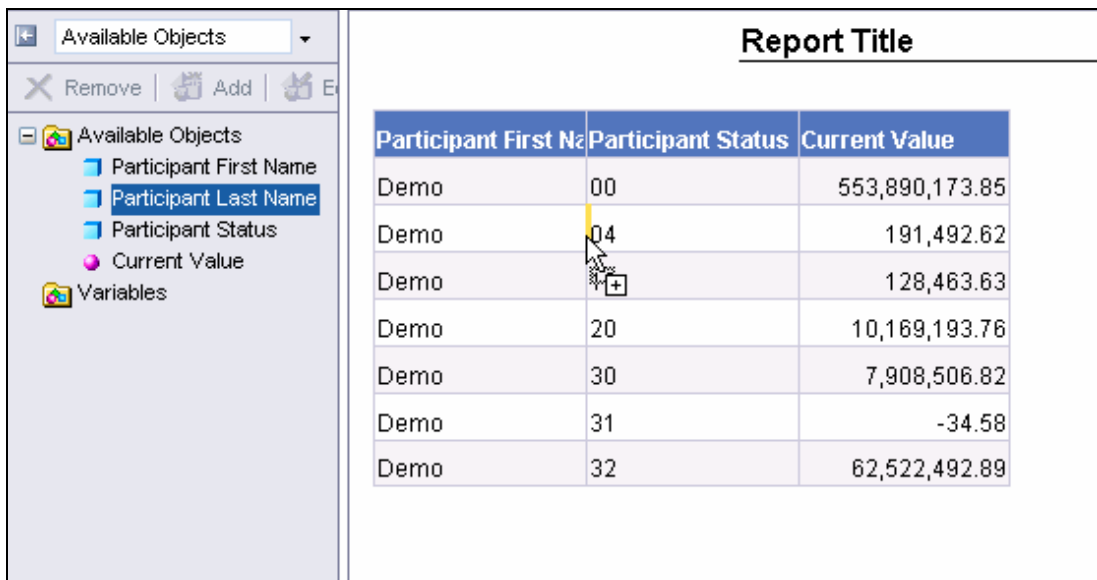
Creating Charts and Graphs

How do I create a chart?

1. Create or choose a report, then run the query. Choose **Chart and Table Types.**
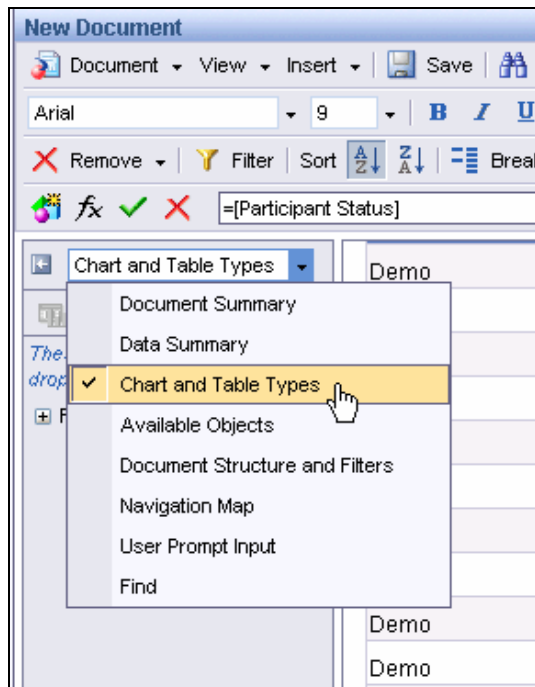
2. Determine the type of chart appropriate for the data in your report, then click and drag the chart object over to your report.
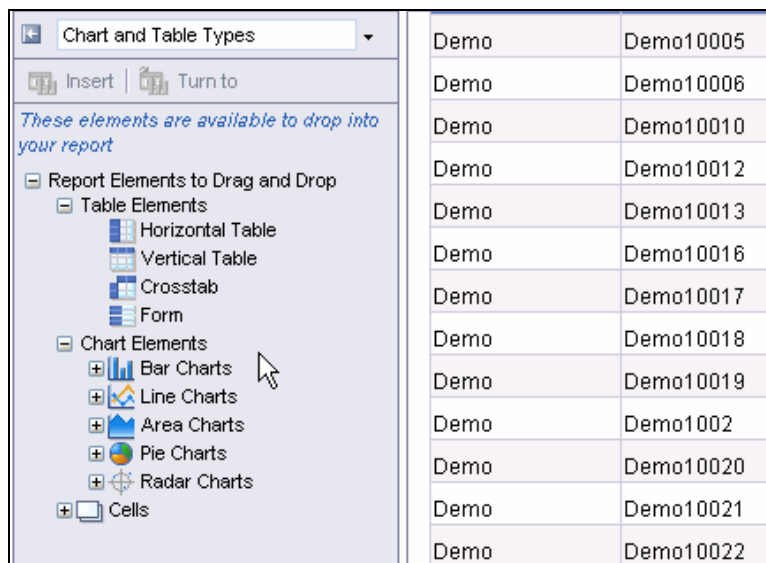
Can I modify my chart?

1. Right-click on the chart, select **Format**, then select **Chart**.
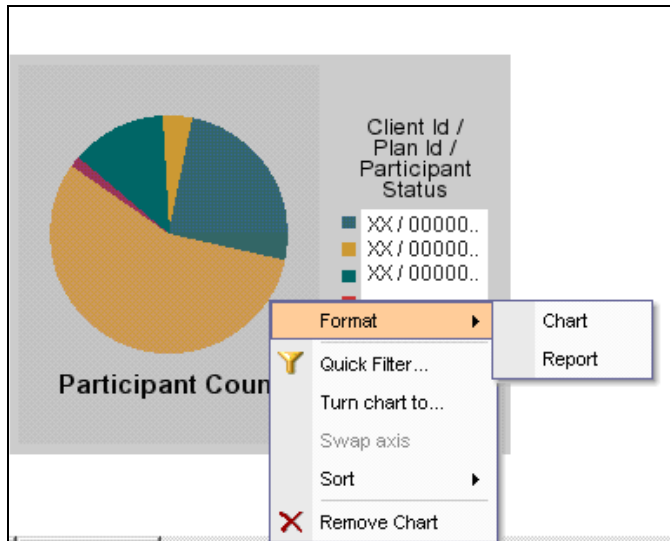
2. Select from the tabs available and update the fields you want to adjust. Then click **OK.**

Saving a Query and Exporting Reports

How do I save my report?

1. Once you have created your report, select **Document**, then **Save As**.
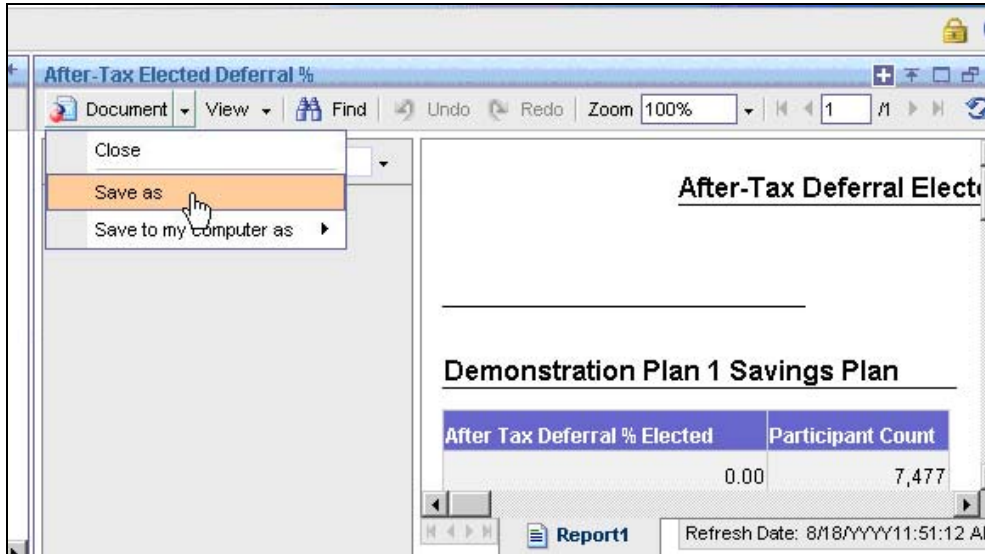
2. Create a report title and, if you want, a description. Select Refresh on Open, select a folder destination in which you have write access, such as Shared Client Reports, and click **OK**.
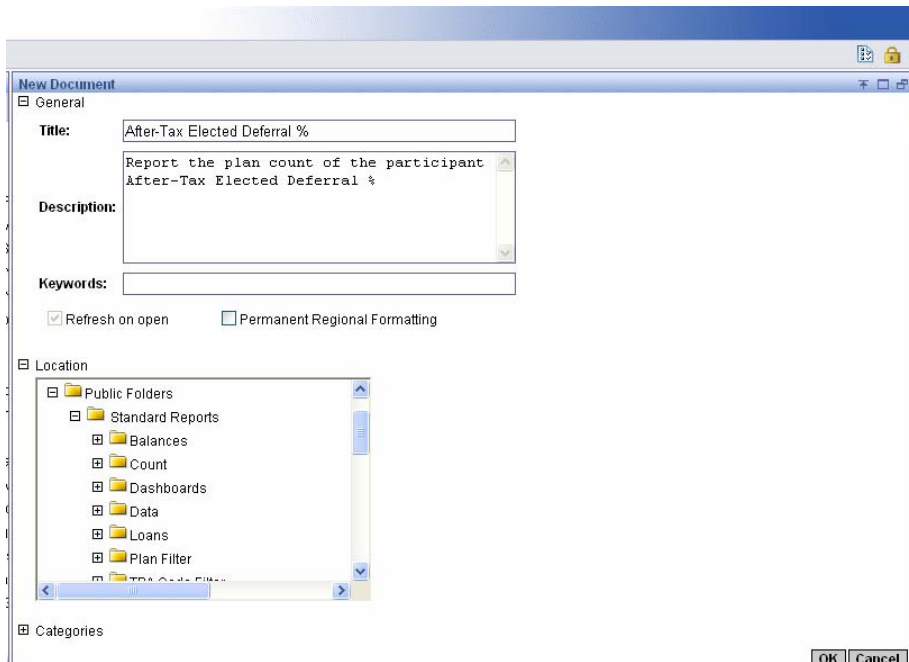
How do I send or export reports?

You can export report information to **Excel**, **PDF**, or **CSV** (Comma Separated Values in Excel).

1. From the **Document** menu, choose **Save to my computer as**, then choose the format you want to use.
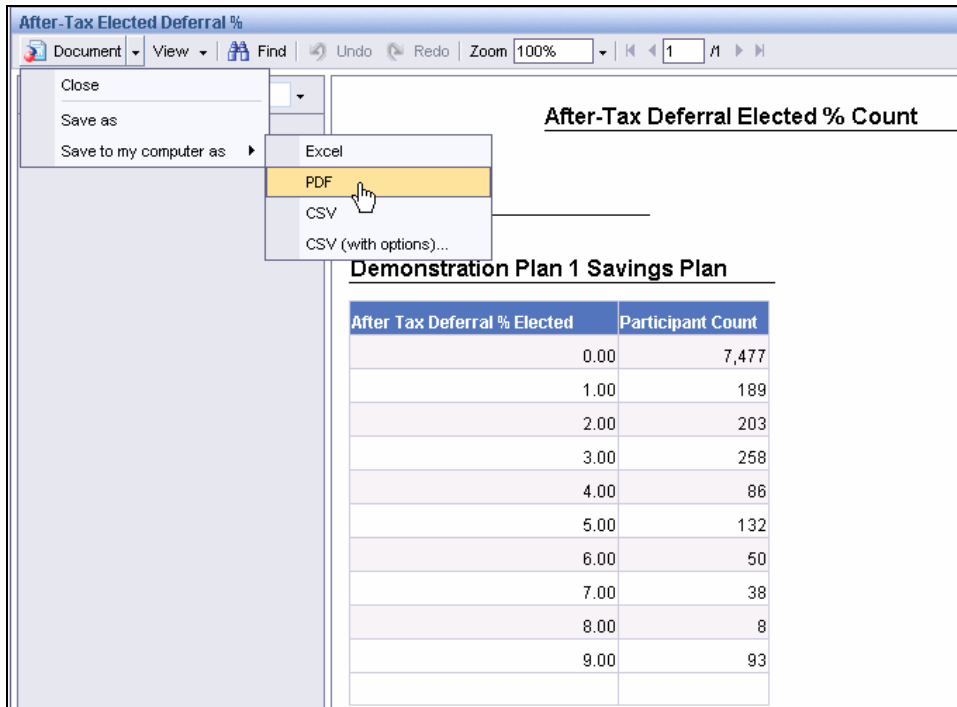
2. From the **File Download** screen, either:
   - Click **Open** to export the file, or
   - Click **Save** to automatically save the report to the location of your choice.

Here are some examples of various formats:

Excel

PDF

This is the more aesthetically pleasing format.
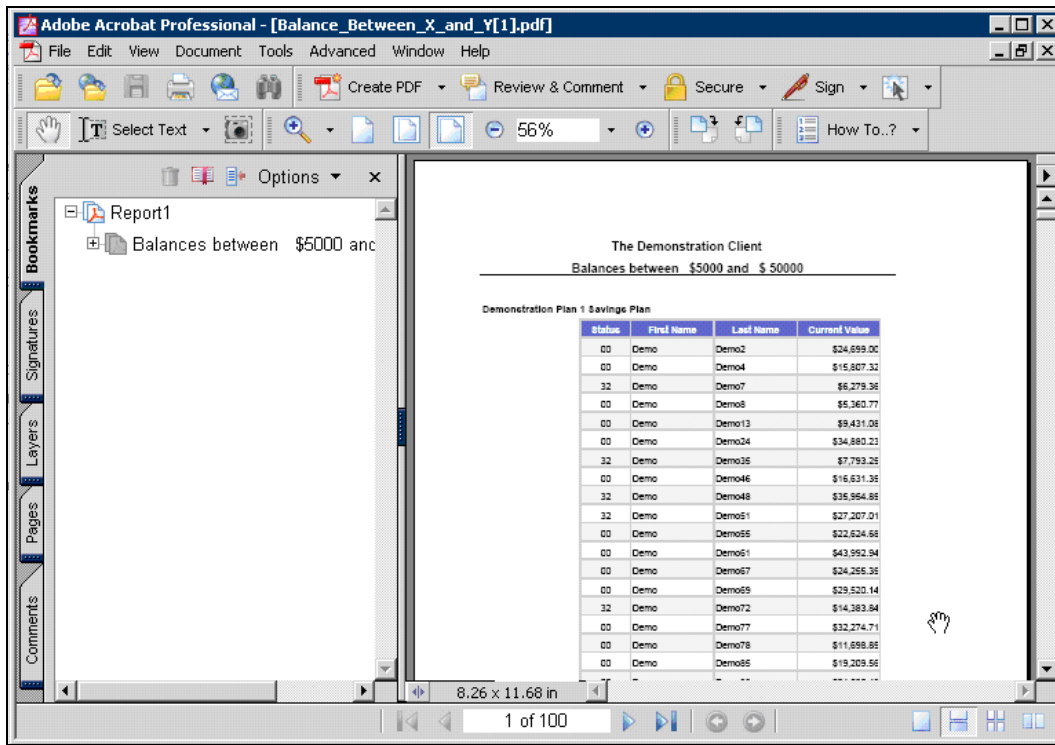
CSV

As you can see, this version needs to be reformatted to make it more visually appealing.
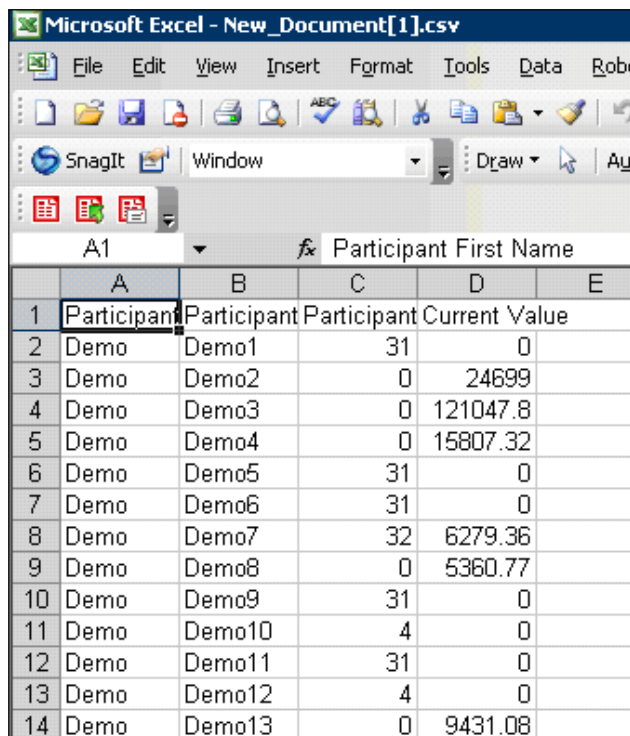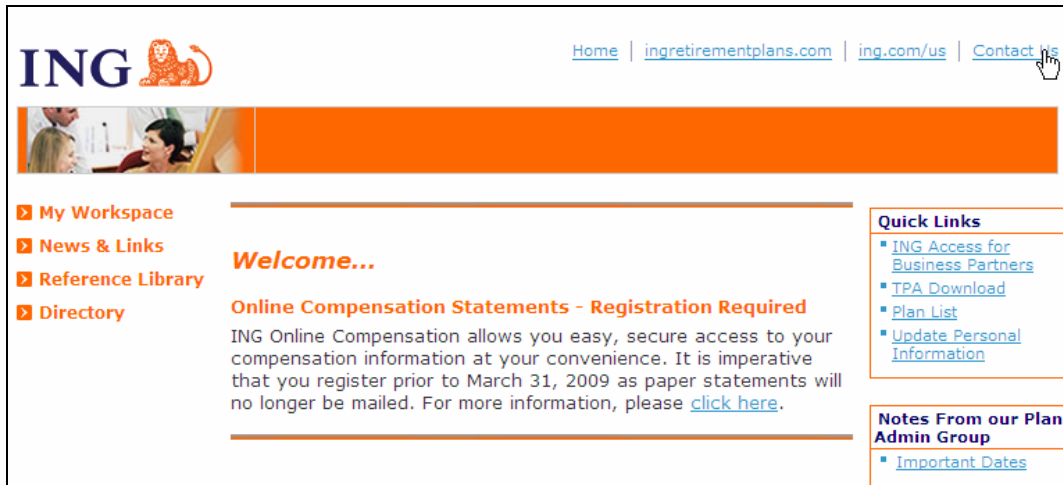
I tried to export a report using PDF and it did not work. What is the problem?

You may not have Adobe Acrobat Writer available on your computer.

Troubleshooting
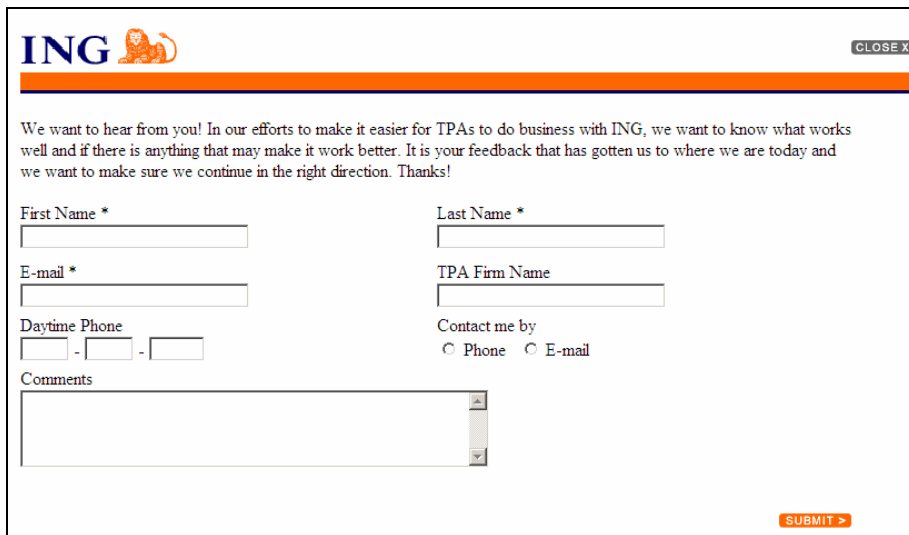
Questions or problems regarding On Demand Reporting should be directed to ING's Support Team.

1. Click on the **Contact Us** link in the top navigation of the TPA web site.

2. Complete the online form, providing as much information as possible, then click **Submit**. Our Support staff will respond to you as quickly as possible.