



Statistics Console

Printable Help

Version 10.0

Last updated December 17, 2018

Abstract

This document is a printable version of Statistics Console help.

For copyright and trademark information, see

https://help.genesys.com/latitude/10/desktop/Copyright_and_Trademark_Information.htm.

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Introduction to Statistics Console

The Statistics Console program provides analysis information for customer account activity. It includes stair step analysis, batch performance, yield analysis, and production reports.

Note: Beginning with Latitude 10.0 SU1, you can no longer print directly from the **Latitude Statistics Console** window. You can only print from the **Latitude Report Viewer** window that appears when you select a report and click **View**.

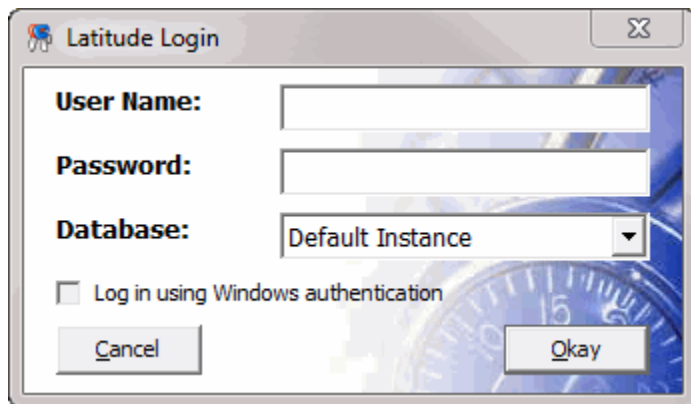
Log On to Statistics Console

Use the **Latitude Login** page to log on to Statistics Console.

To log on to Statistics Console

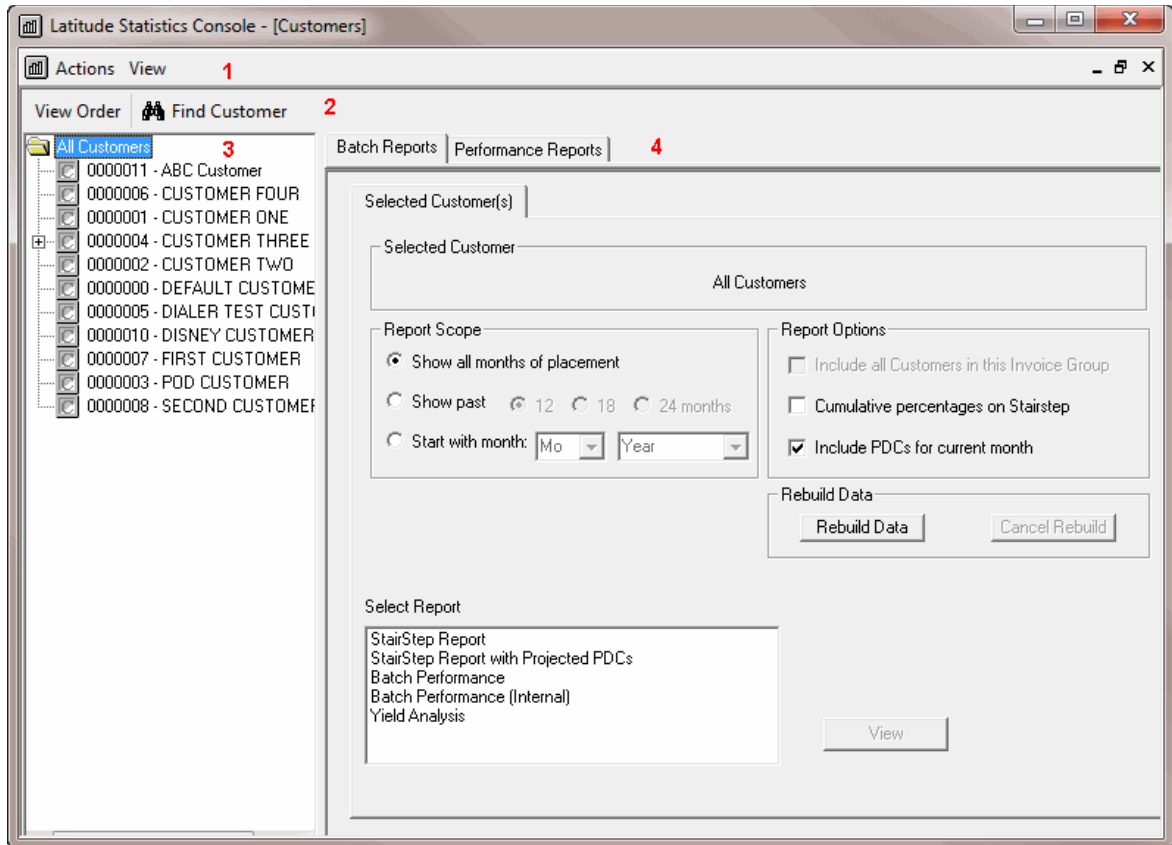
Do one of the following:

- To open Statistics Console from within Latitude, in the **Latitude - Main Menu** window in Latitude, from the **Apps** menu, click **Statistics Console**.
- To open Statistics Console from your desktop, do the following:
 - a. Click **Start > All Programs > Latitude Software > Statistics Console**. The **Latitude Login** dialog box appears.



- b. In the **User Name** box, type your Latitude user name.
- c. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.
- d. Click **Okay**.

The **Statistics Console** window appears.



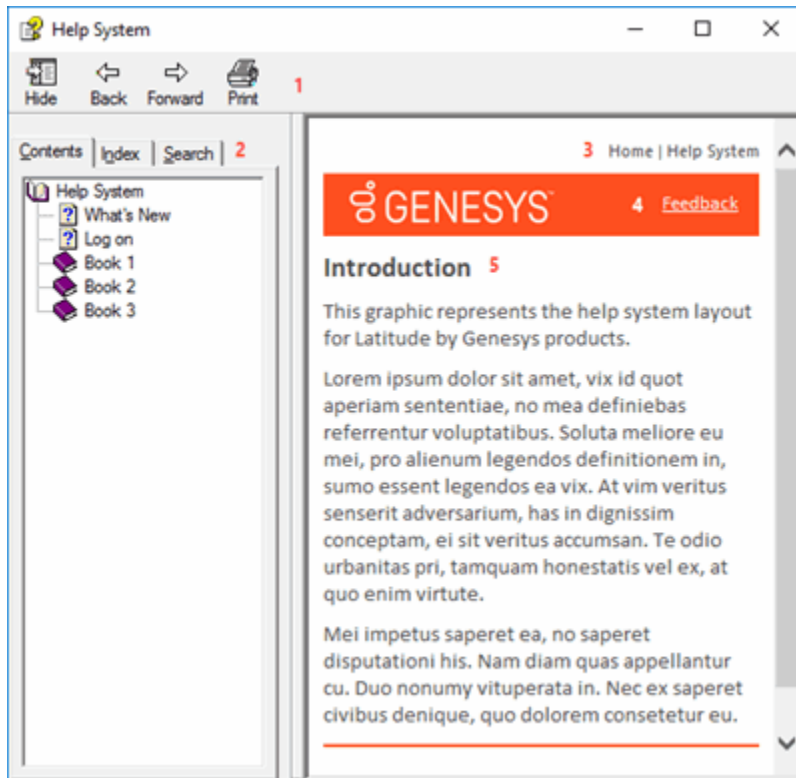
1. **Menu:** Displays the commands that are available for the window.
2. **Toolbar:** Provides options for viewing report settings and exiting the program.
3. **Selection pane:** Displays the available customers, custom groups, or reports.
4. **Tabs:** When you click an item in the **Selection** pane, the associated information appears on the selected tab.

Statistics Console Help Overview

Statistics Console help provides you with information for using Statistics Console. You can locate and view any topic using the table of contents, index, and search features within the help system.

To open Statistics Console help

In the "\\Latitude Software\Documents" folder, double-click **Statistics_Console.chm**. The **Statistics Console Help** window appears.



Tip: To adjust the width and height of the window or its panes, click the edge of the window or pane and drag it up or down, left or right.

1. **Toolbar:** Allows you to hide or show the tabs and **Navigation** pane, move forward and backward through topics, and print the topic displayed currently.
2. **Tabs:** Displays the following:
 - Contents:** Displays the table of contents. To display a topic in the **Content** pane, expand a book and then click the link.
 - Index:** Displays the index. To display a topic in the **Content** pane, type a keyword or phrase in the box (or scroll through the list) and then click the link in the list.
 - Search:** Displays the [search feature](#). To display a topic in the **Content** pane, type a keyword or phrase in the box and then press **Enter**. In the search results, click the link.
3. **Breadcrumbs:** Displays your current location within the help system. When you click a breadcrumb, the related topic displays.
4. **Content toolbar:** Displays an option to send feedback through an email message to Latitude by Genesys Documentation.
5. **Content pane:** Displays the contents of a topic. To view the **Content** pane menu, right-click in the **Content** pane.

Search feature

You can use the search feature to search for topics that contain words or phrases that you specify. You formulate a search query following a specific [set of rules](#). You can include [wildcard expressions](#), [Boolean](#)

[operators](#), and [nested expressions](#) in your search query. A list of topics that match your search criteria appear in the search results. When you click a topic title in the search results, the content of that topic appears in the **Content** pane.

Search syntax

The basic rules for formulating search queries are:

- Searches are not case-sensitive, meaning you can type uppercase or lowercase characters.
- You cannot search for a single character or the following reserved words: an, and, as, at, be, but, by, do, for, from, have, he, in, it, not, of, on, or, she, that, the, there, they, this, to, we, which, with, you.
- The search engine ignores punctuation marks and special characters such as @#\$%^&()=+[]\.
- Enclose phrases and terms that include a period (such as a file name with an extension) in double quotation marks.

Wildcard expressions

Wildcard expressions allow you to search for one or more characters using a question mark or asterisk. A question mark represents a single character, while an asterisk represents one or more characters.

Search for...	Example	Result
Topics with text that starts with one or more specified characters and ends in any character or number of characters	log or log*	Returns all topics with text that starts with the specified characters (for example, log, logon, logging.)
Topics with text that starts with the specified characters, has a single character that can be anything, and ends in the specified characters	32?57	Returns all topics with text that has any character where you placed a question mark (for example, 32?57 returns 32257, 32457, and 32857.)
Topics that contain all the words specified, in any order or placement within the topic	account status	Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..."
Topics that contain the specified phrase	"account status"	Returns all topics with account status as a phrase. For example, the search returns topics with "the account status..." but not "the status of the account..."

Boolean operators

Boolean operators (AND, OR, NOT, NEAR) allow you to create a relationship between terms. If you don't specify an operator, the system uses AND by default.

Search for...	Example	Result
AND	account AND status	Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..."
OR	account OR status	Returns all topics with either account or status, or both.
NOT	account NOT status	Returns all topics with account but not status.
NEAR	account NEAR status	Returns all topics where account is within eight words of status.

Nested expressions

Nested expressions allow you to perform complex searches. For example, queue AND ((collector OR clerical) not supervisor) finds topics containing queue and collector but not supervisor, or containing queue and clerical but not supervisor. As with mathematical expressions, the system evaluates expressions in parentheses first. If there is no parenthesis, the system evaluates the expression from left to right. For example, queue NOT (clerical OR supervisor) finds topics containing queue but not clerical or supervisor. Queue NOT clerical OR supervisor finds topics containing queue but not clerical, or topics containing supervisor.

Latitude Report Viewer

Use the **Latitude Report Viewer** window to view and print a report.

To open the Latitude Report Viewer window

In the **Latitude Statistics Console** window, after specifying the report parameters, click **View**. The **Latitude Report Viewer** window appears.

Statistics Console Printable Help

Latitude
7800 BELFORT PARKWAY
SUITE 100
JACKSONVILLE, FL 32256
904-680-7100 866-396-2599

0000000 - DEFAULT CUSTOMER
Batch Performance Report Report Date: Apr 4, 2013

Month Year	Placements			Amounts Collected		Recovery % *
	Number	Gross Amount	Net Amount	This Month	To Date	
Feb 2011	14	\$29,600.73	\$29,600.73	\$0.00	\$0.00	0.00
Summary	14	\$29,600.73	\$29,600.73	\$0.00	\$0.00	0.00

Current Page No.: 1 Total Page No.: 1 Zoom Factor: Page Width

Icon	Description
	Exports the report to a file.
	Prints the report.
	Displays the first page of the report.
	Displays the previous page of the report.
	Displays the next page of the report.
	Displays the last page of the report.
1/1	Indicates the report page currently displayed and the total number of pages in the report.
	Opens the Find Text dialog box to allow you to search for text within the report.
	Increases or decreases the text size when viewing the report on your monitor. Changing the text size here does not affect the size of the text in the printed report.

Batch Reports

The following batch reports are available in Statistics Console:

Stairstep Report: Displays aged placement and recovery analysis for the specified customers and time period.

Stairstep Report with Projected PDCs: Displays aged placement and recovery analysis for the specified customers and includes future recovery percentages based on post-dated entries.

Batch Performance: Displays a detailed analysis of placement batches for the specified customers by month. It includes gross and net amounts for placements and recovery percentages for collection amounts.

Batch Performance (Internal): Displays a detailed analysis of placement batches for the specified customers by month. It includes gross and net amounts for placements and recovery percentages for collection amounts with and without post-dated entries.

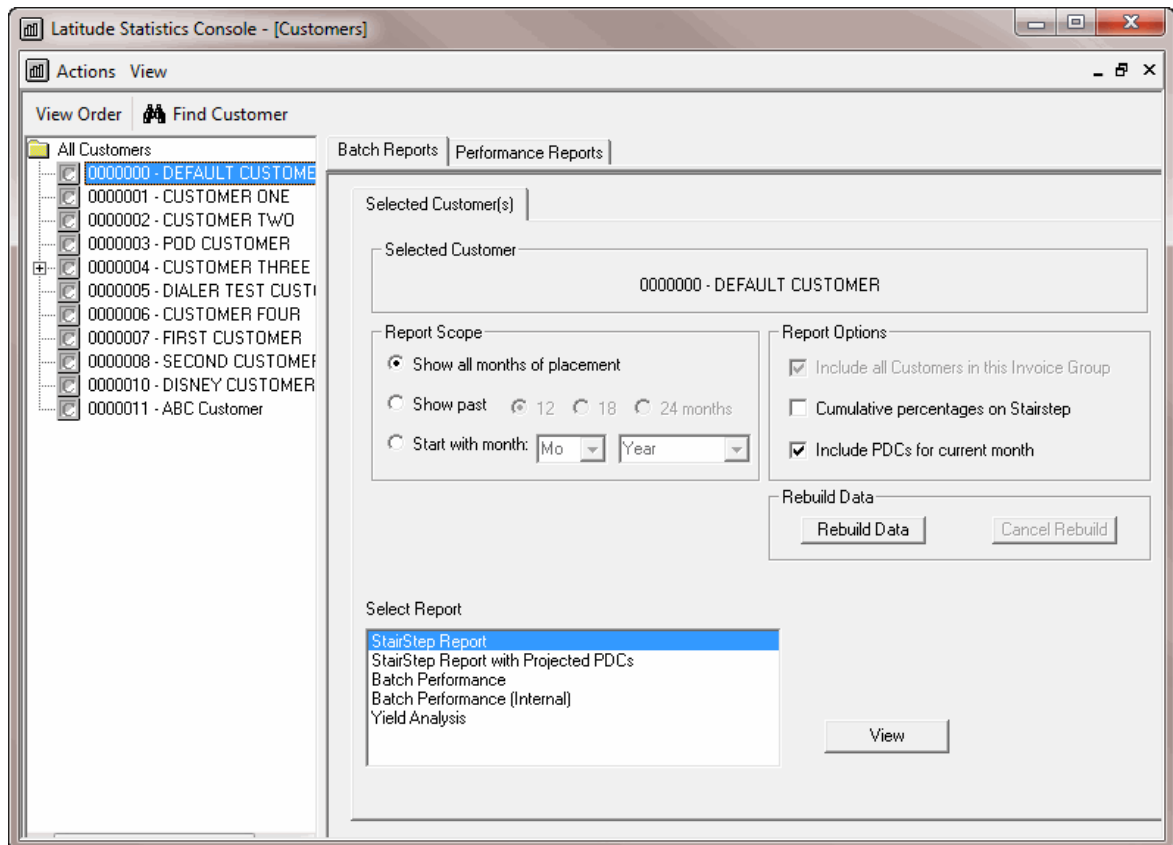
Yield Analysis: Displays average balances, fees, and collection amounts for the specified customers and time period.

Generate a Batch Report for a Customer

Use the **Batch Reports** tab to configure and generate a batch report for a customer.

To generate a batch report for a customer

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Customers**. The customer report options appear.



2. To change the order of the customers in the **Selection** pane, do one of the following:
 - To sort the customer list by customer code, click **View Order** and then click **Order by Customer Code**.

- To sort the customer list by customer name, click **View Order** and then click **Order by Customer Name**.
3. To include inactive customers in the list, click **View Order** and then click **View Inactive Customers**.
 4. To select a customer, do one of the following:
 - In the **Selection** pane, click a customer.
 - Do the steps to [Search for a Customer](#).
 5. On the **Batch Reports** tab, specify the report parameters.

Report Scope section

Show all months of placement: The report includes all business ever received into Latitude.

Show past: The report only includes business received during the specified number of past months.

Start with month: The report only includes business received from the specified date forward.

Report Options section

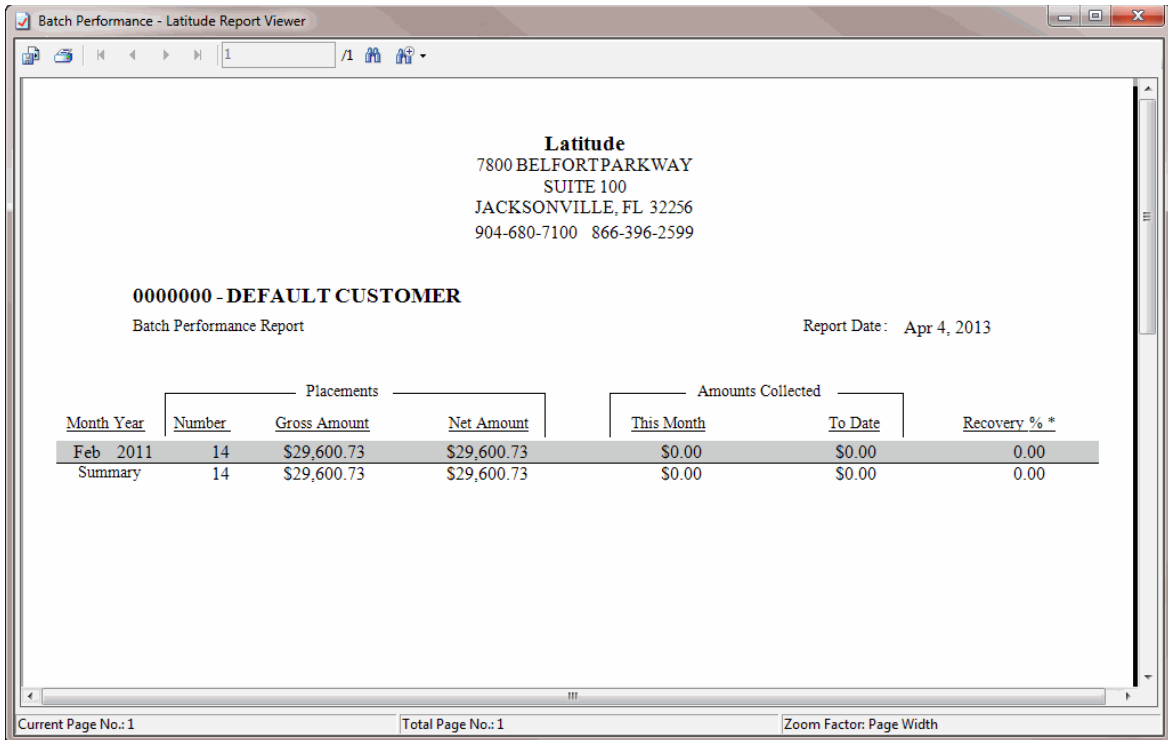
Include all Customers in this Invoice Group: If selected, the report includes all customers in the invoice group. This option is available for parent customers only.

Cumulative percentages on Stairstep: If selected, collection percentages increase cumulatively, meaning the last month of collection shows the total collection percent. If cleared, collection percentages are for the month indicated only.

Include PDCs for current month: If selected, the report includes post-dated checks for the current month.

6. In the **Rebuild Data** section, click **Rebuild Data**. Statistics Console applies the report parameters.
7. In the **Select Report** section, click a report and then click **View**. The **Latitude Report Viewer** window appears.

Note: If you chose to include all customers in the invoice group, the **Stairstep Title** dialog box appears. Type a title for the report and then click **OK**.



8. To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
9. Modify the settings as necessary and then click **Print**.

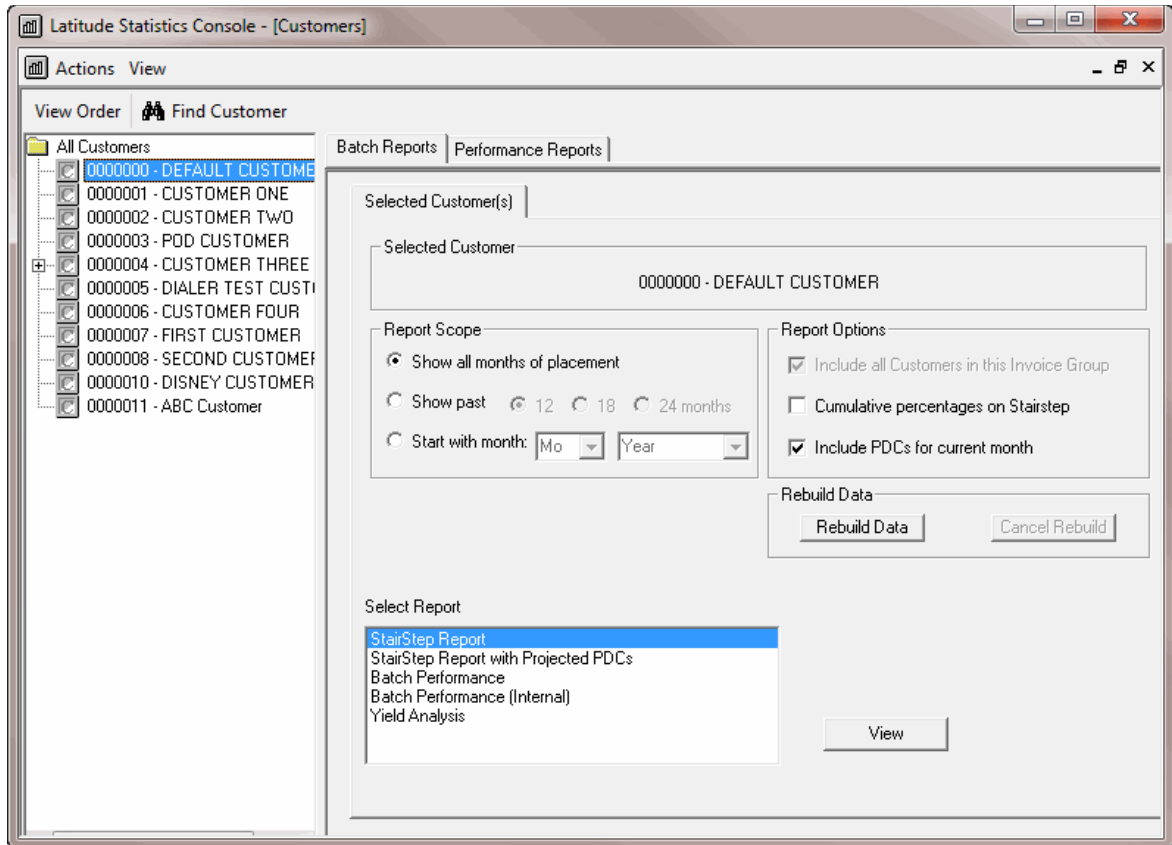
Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).

Generate a Batch Report for All Customers

Use the **Batch Reports** tab to configure and generate a batch report for all customers.

To generate a batch report for all customers

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Customers**. The customer report options appear.



2. In the **Selection** pane, click the **All Customers** folder.
3. On the **Batch Reports** tab, specify the report scope.
 - Show all months of placement:** The report includes all business ever received into Latitude.
 - Show past:** The report only includes business received during the specified number of past months.
 - Start with month:** The report only includes business received from the specified date forward.
4. In the **Rebuild Data** section, click **Rebuild Data**. Statistics Console applies the report parameters.
5. In the **Select Report** section, click a report and then click **View**. The **Latitude Report Viewer** window appears.

Latitude
7800 BELFORT PARKWAY
SUITE 100
JACKSONVILLE, FL 32256
904-680-7100 866-396-2599

All Customers
Batch Performance Report Report Date: Apr 4, 2013

Month Year	Placements			Amounts Collected		Recovery % *
	Number	Gross Amount	Net Amount	This Month	To Date	
Feb 2011	14	\$29,600.73	\$29,600.73	\$0.00	\$0.00	0.00
Apr 2011	9	\$17,210.00	\$17,210.00	\$0.00	\$0.00	0.00
May 2011	3	\$2,900.00	\$2,900.00	\$0.00	\$250.00	8.62
Jul 2011	22	\$40,715.57	\$40,715.57	\$0.00	\$0.00	0.00
Sep 2011	237	\$259,779.24	\$259,779.24	\$0.00	\$169.00	0.07
Oct 2011	35	\$109,805.00	\$109,805.00	\$0.00	\$0.00	0.00
May 2012	3	\$35,010.00	\$35,010.00	\$0.00	\$0.00	0.00
Summary	323	\$495,020.54	\$495,020.54	\$0.00	\$419.00	0.08

Current Page No.: 1 Total Page No.: 1 Zoom Factor: Page Width

6. To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
7. Modify the settings as necessary and then click **Print**.

Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).

Performance Reports

The following performance reports are available in Statistics Console. The reports include post-dated entries for projection purposes:

Customer Collections: Displays total collections and fees for the specified customers and time period.

Customer Collections by Branch: Displays total collections and fees by branch for the specified customers and time period.

Desk Collections: Displays total collections and fees by desk for the specified customers and time period.

Collector Commissions: Displays total collections and commissions (based on the collector fee assigned to the customer) by branch and desk for the specified customers and time period.

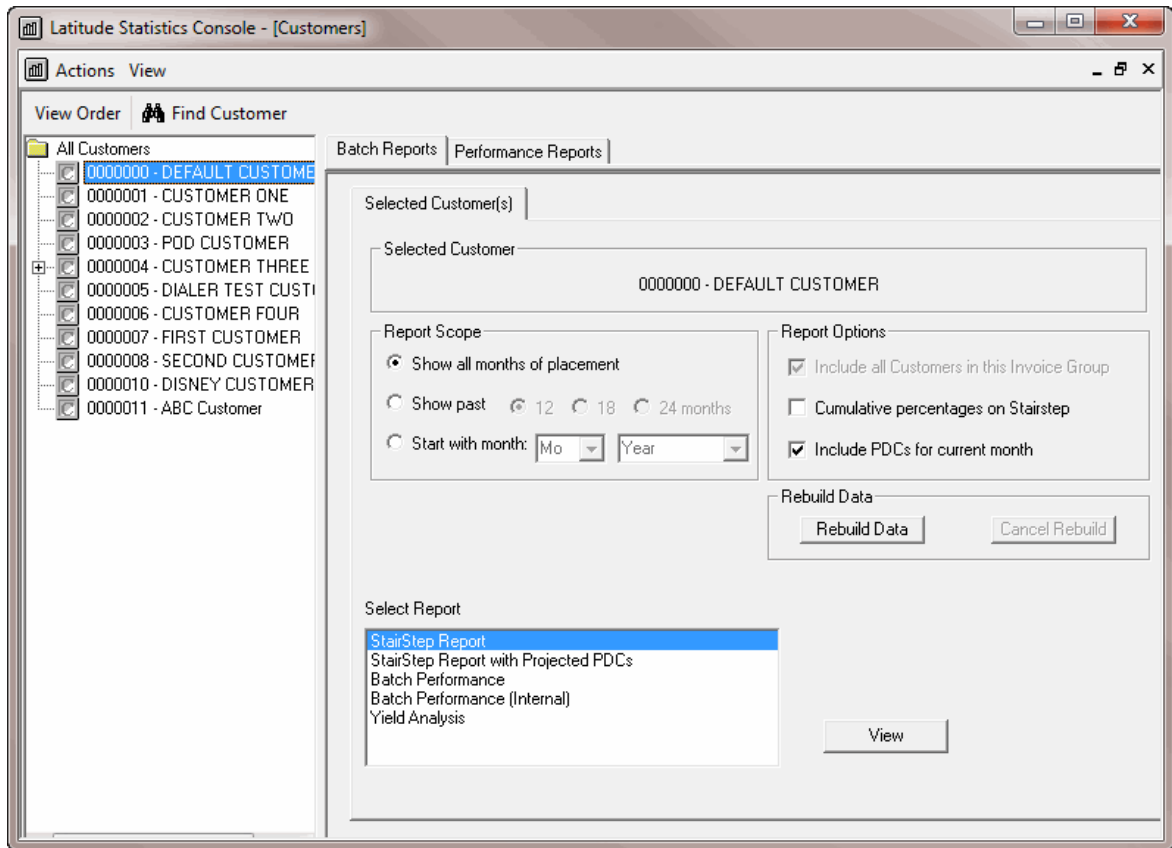
Collector Commissions by Customer: Displays total collections and commissions (based on the collector fee assigned to the customer) by customer for the specified customers and time period.

Generate a Performance Report for a Customer

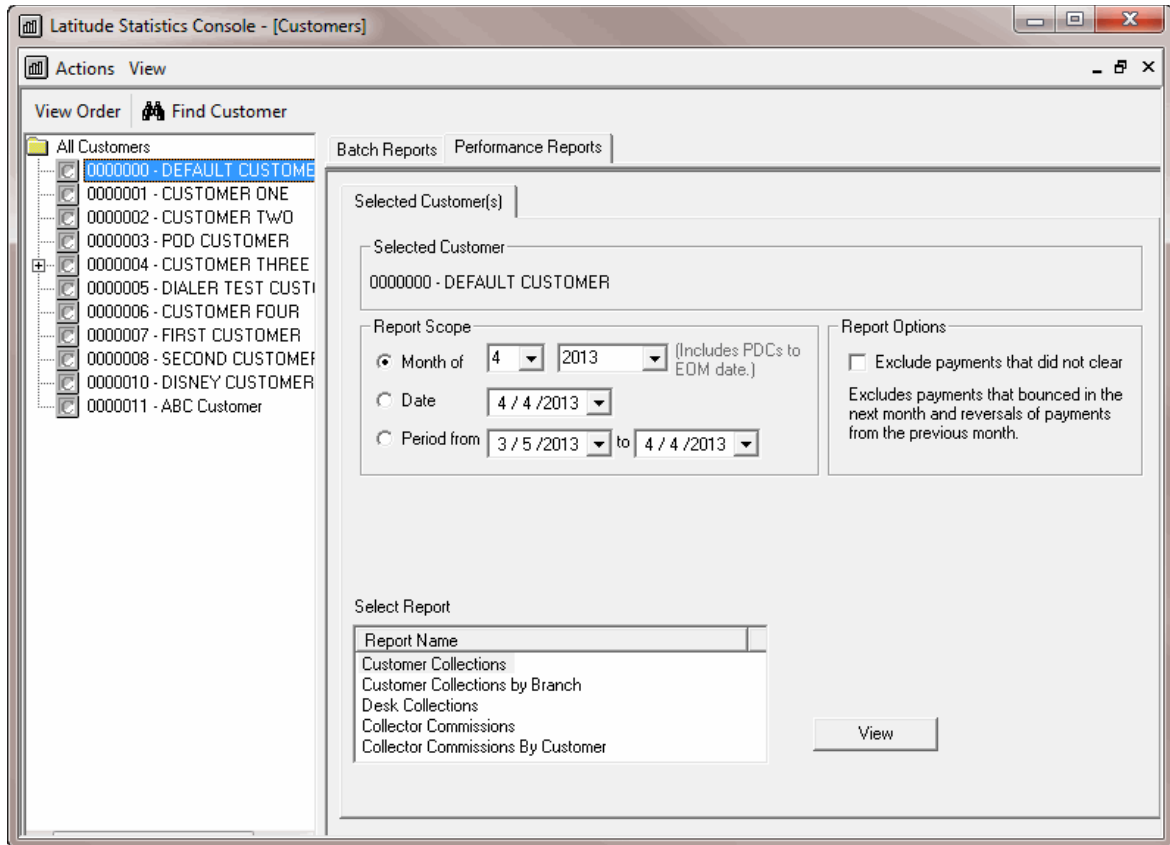
Use the **Performance Reports** tab to configure and generate a performance report for a customer.

To generate a performance report for a customer

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Customers**. The customer report options appear.



2. To change the order of the customers in the **Selection** pane, do one of the following:
 - To sort the customer list by customer code, click **View Order** and then click **Order by Customer Code**.
 - To sort the customer list by customer name, click **View Order** and then click **Order by Customer Name**.
3. To include inactive customers in the list, click **View Order** and then click **View Inactive Customers**.
4. To select a customer, do one of the following:
 - In the **Selection** pane, click a customer.
 - Do the steps to [Search for a Customer](#).
5. Click the **Performance Reports** tab and then specify the report parameters.



Report Scope section

Month of: The report includes all business received into Latitude during the specified month and year. If you specify the current month, the report includes post-dated payments.

Date: The report only includes business received during the specified date.

Period from: The report only includes business received during the specified time period.

Report Options section

Exclude payments that did not clear: If selected, the report doesn't include insufficient funds payments.

6. In the **Select Report** section, click a report and then click **View**. The **Latitude Report Viewer** window appears.

MTD Collections By Customer

Customer 0000001 - CUSTOMER ONE and related Customer N Collections between 3/5/2005 to 4/4/2013

Apr 4, 2013 3:21PM

	In-House		PDCs and Credit Cards		Total	
	Collections	Fees	Collections	Fees	Collections	Fees
0000001 CUSTOMER ONE	\$1,523.00	\$380.00	\$0.00	\$0.00	\$1,523.00	\$380.00
	\$1,523.00	\$380.00	\$0.00	\$0.00	\$1,523.00	\$380.00

Current Page No.: 1 Total Page No.: 1 Zoom Factor: Page Width

7. To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
8. Modify the settings as necessary and then click **Print**.

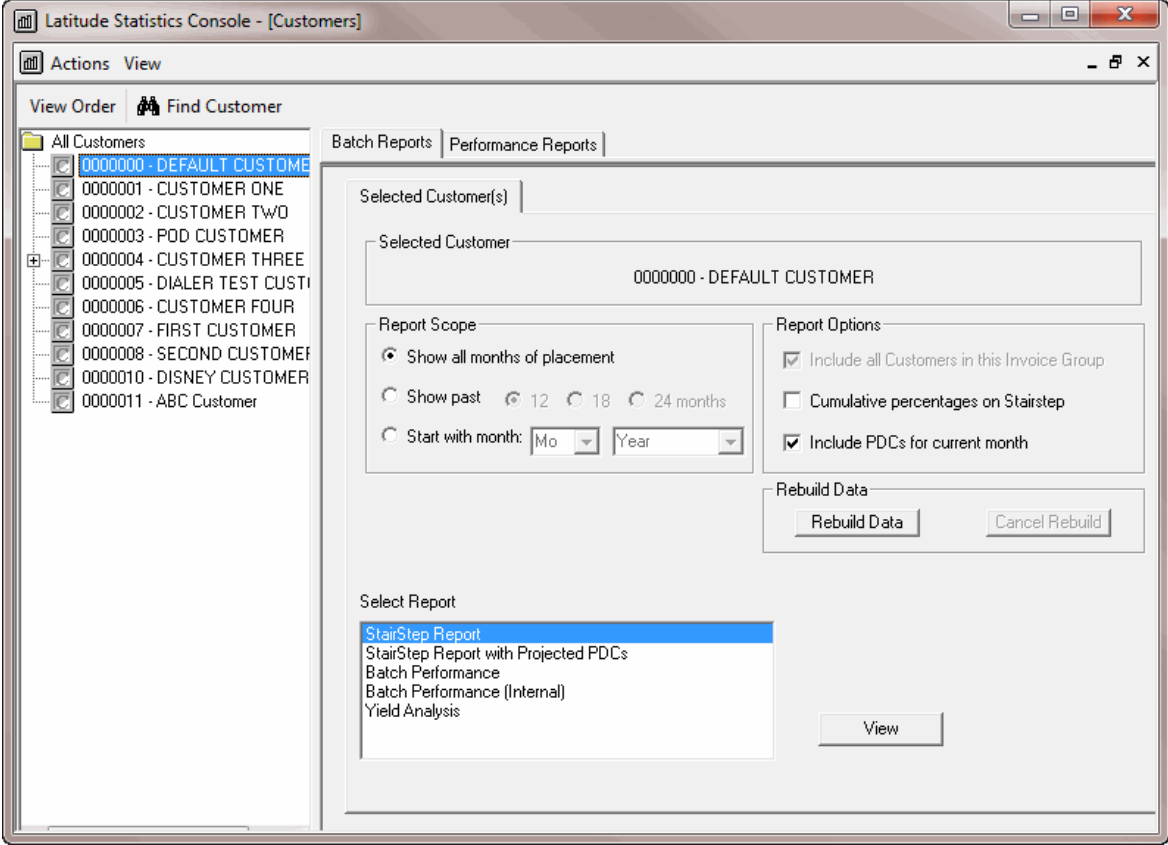
Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).

Generate a Performance Report for All Customers

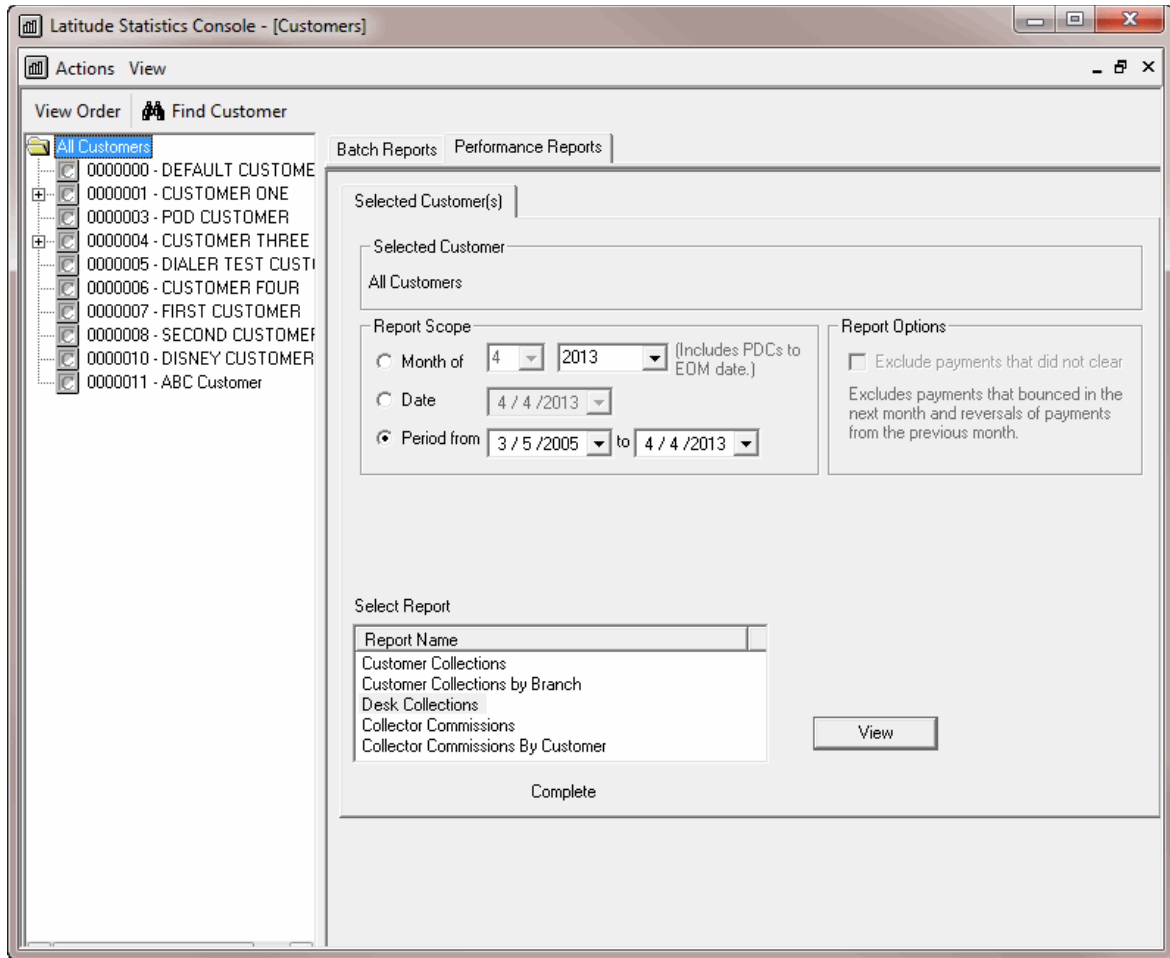
Use the **Performance Reports** tab to configure and generate a performance report for all customers.

To generate a performance report for all customers

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Customers**. The customer report options appear.



- 2. In the **Selection** pane, click the **All Customers** folder.
- 3. Click the **Performance Reports** tab and then specify the report parameters.



Report Scope section

Month of: The report includes all business received into Latitude during the specified month and year. If you specify the current month, the report includes post-dated payments.

Date: The report only includes business received during the specified date.

Period from: The report only includes business received during the specified time period.

4. In the **Select Report** section, click a report and then click **View**. The **Latitude Report Viewer** window appears.

MTDCollectionsByDesk.rpt IsCustom=False FileDate=6/7/2005 12:00:00 AM - Latitude Report Viewer

All Customers
Collections between 3/5/2005 to 4/4/2013

Apr 4, 2013 3:27PM

	In-House		PDCs and Credit Cards		Total	
	Collection	Fees	Collections	Fees	Collections	Fees
Branch : 00000 -MAIN BRANCH						
0000000 ADMIN 1 DESK	\$1,322.00	\$329.75	\$0.00	\$0.00	\$1,322.00	\$329.75
C1 COLLECTOR 1 DESK	\$250.00	\$62.50	\$0.00	\$0.00	\$250.00	\$62.50
Branch Total :	\$1,572.00	\$392.25	\$0.00	\$0.00	\$1,572.00	\$392.25

Current Page No.: 1 Total Page No.: 1 Zoom Factor: Page Width

- To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
- Modify the settings as necessary and then click **Print**.

Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).

Custom Groups

Use the **Latitude Statistics Console** window to maintain custom groups and generate batch reports for the custom groups. You can use these reports to analyze combined performance for a group of customers.

The following batch reports are available in Statistics Console:

Stairstep Report: Displays aged placement and recovery analysis for the specified customers and time period.

Stairstep Report with Projected PDCs: Displays aged placement and recovery analysis for the specified customers and includes future recovery percentages based on post-dated entries.

Batch Performance: Displays a detailed analysis of placement batches for the specified customers by month. It includes gross and net amounts for placements and recovery percentages for collection amounts.

Batch Performance (Internal): Displays a detailed analysis of placement batches for the specified customers by month. It includes gross and net amounts for placements and recovery percentages for collection amounts with and without post-dated entries.

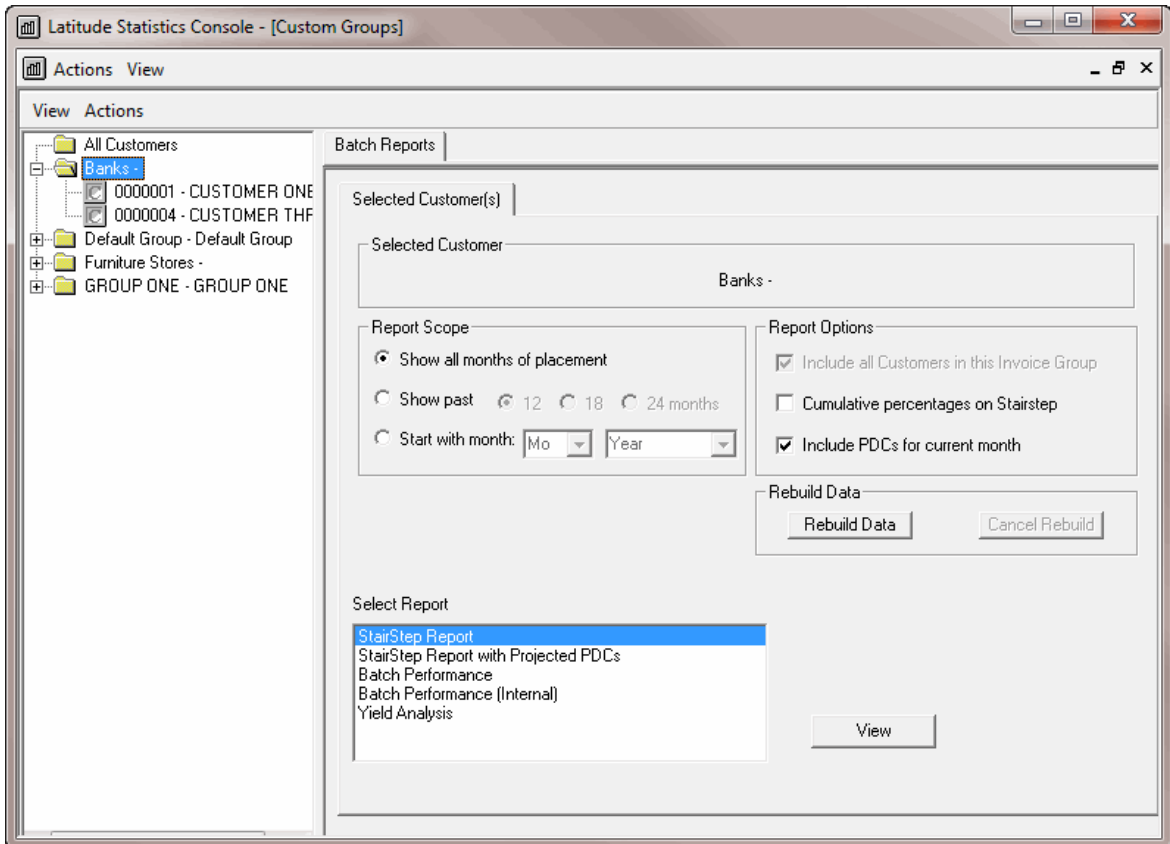
Yield Analysis: Displays average balances, fees, and collection amounts for the specified customers and time period.

Create a Custom Group

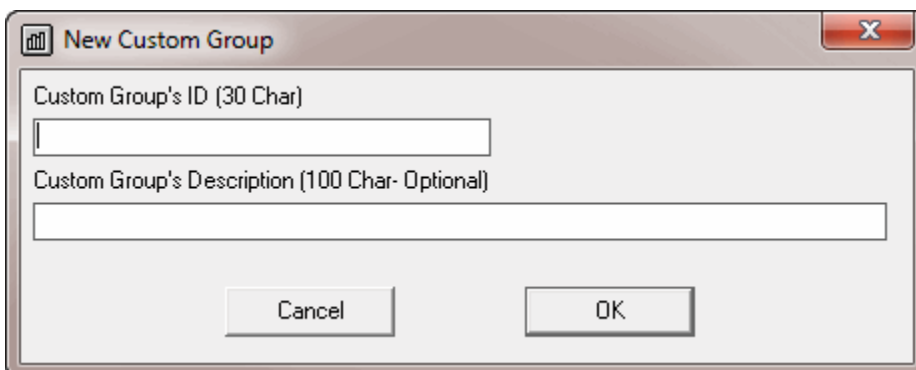
Use the **New Custom Group** dialog box to add a custom group for reporting purposes.

To create a custom group

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



2. From the **Actions** menu, click **New Custom Group**. The **New Custom Group** dialog box appears.



3. In the **Custom Group's ID** box, type the custom group name, up to 30 characters.
4. (Optional) In the **Custom Group's Description** box, type a description of the custom group, up to 100 characters.

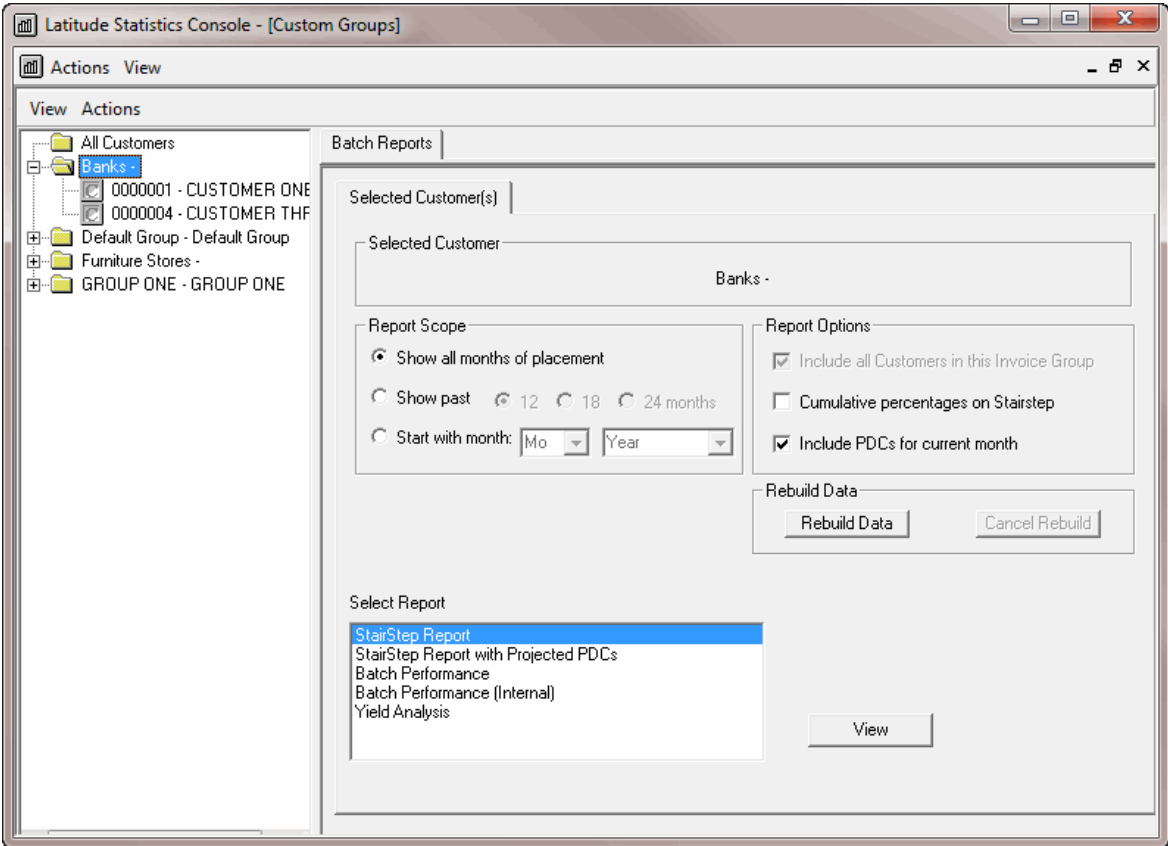
- 5. Click **OK**. Statistics Console adds the custom group to the **Selection** pane in the **Latitude Statistics Console** window.

Modify a Custom Group

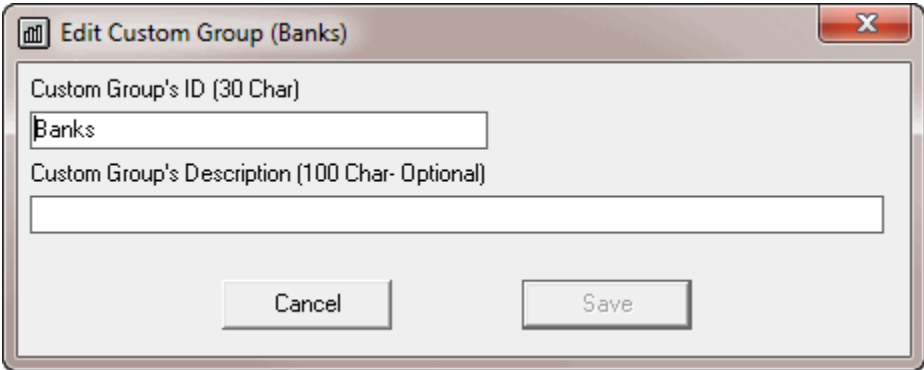
Use the **Edit Custom Group** dialog box to modify a custom group that Statistics Console uses for reporting purposes.

To modify a custom group

- 1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



- 2. In the **Selection** pane, right-click a custom group and then click **Edit**. The **Edit Custom Group** dialog box appears.



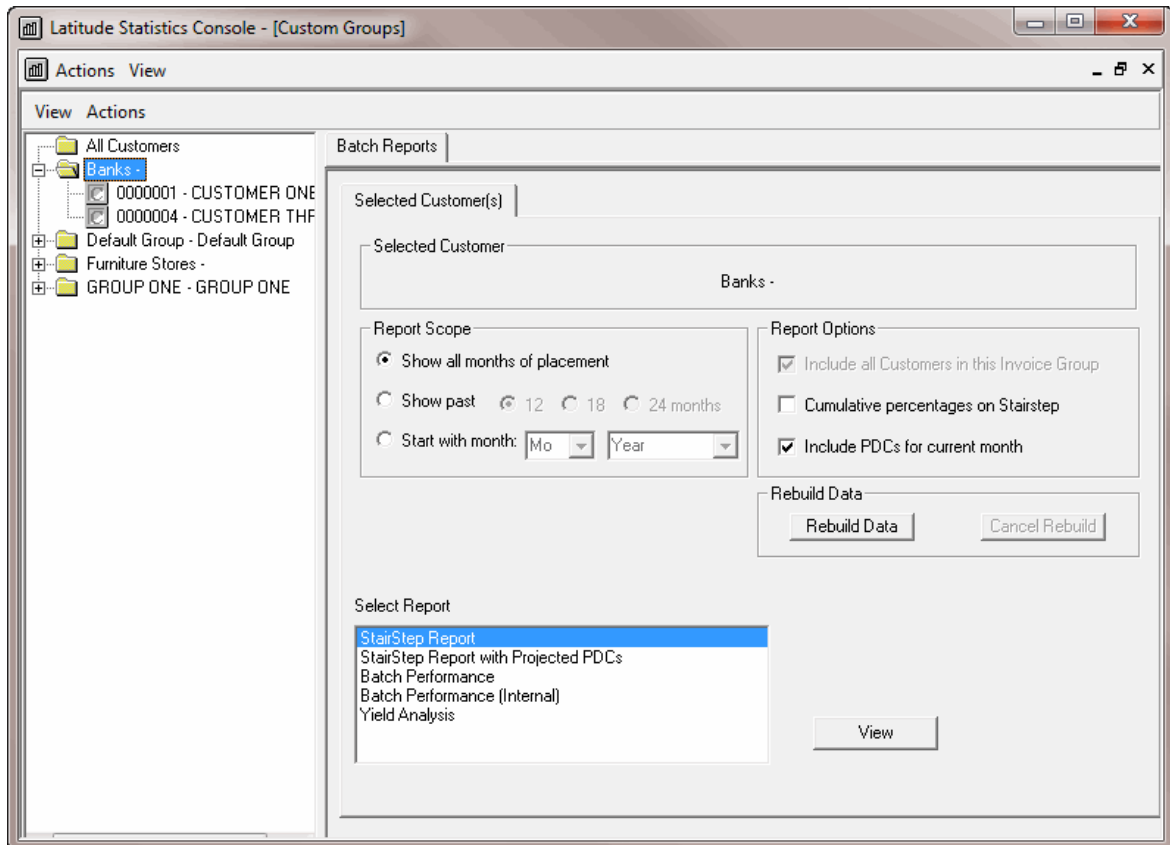
3. Modify the information as necessary and then click **OK**.

Delete a Custom Group

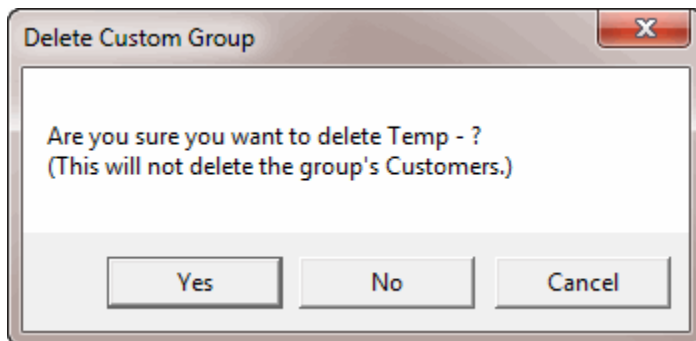
Use the **Latitude Statistics Console** window to delete a custom group that Statistics Console uses for reporting purposes.

To delete a custom group

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



2. In the **Selection** pane, right-click a custom group and then click **Delete Group**. The **Delete Custom Group** dialog box appears.



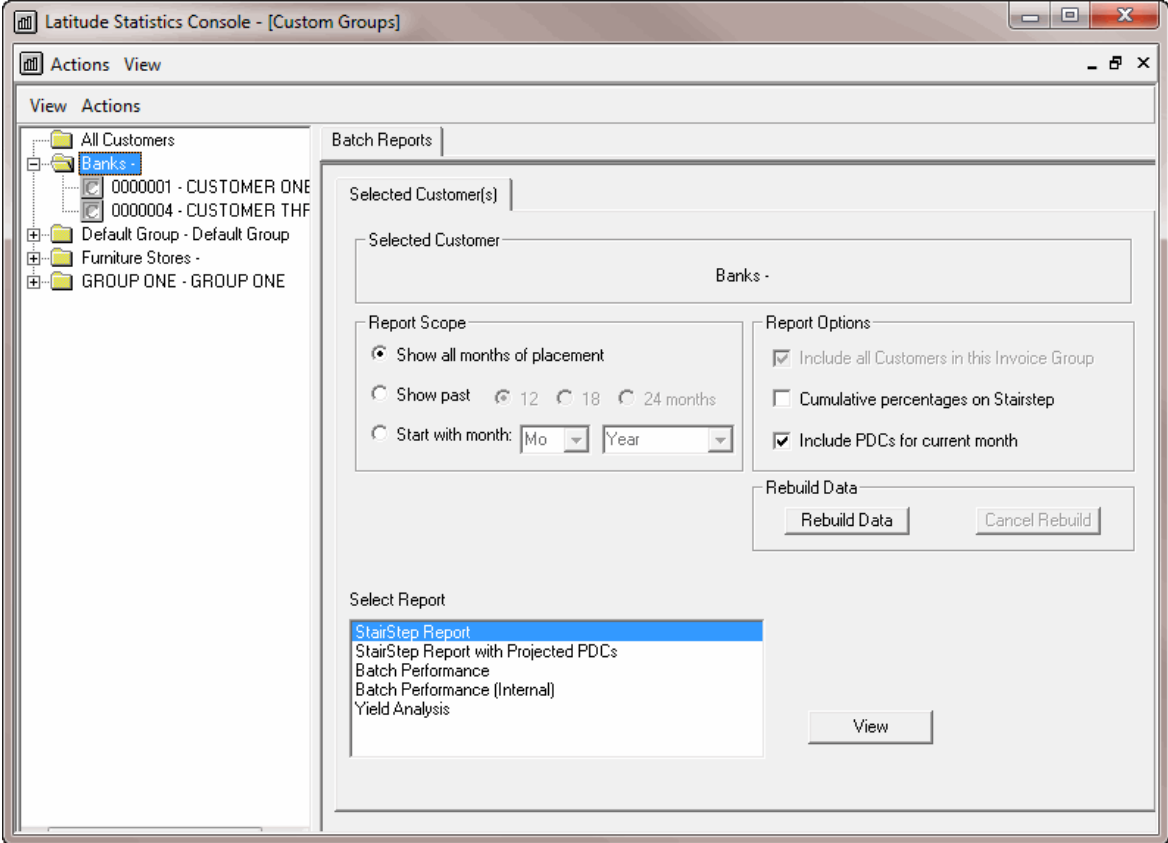
- 3. Click **Yes**. Statistics Console deletes the custom group from the **Selection** pane in the **Latitude Statistics Console** window. Statistics Console doesn't delete the customers.

Add a Customer to a Custom Group

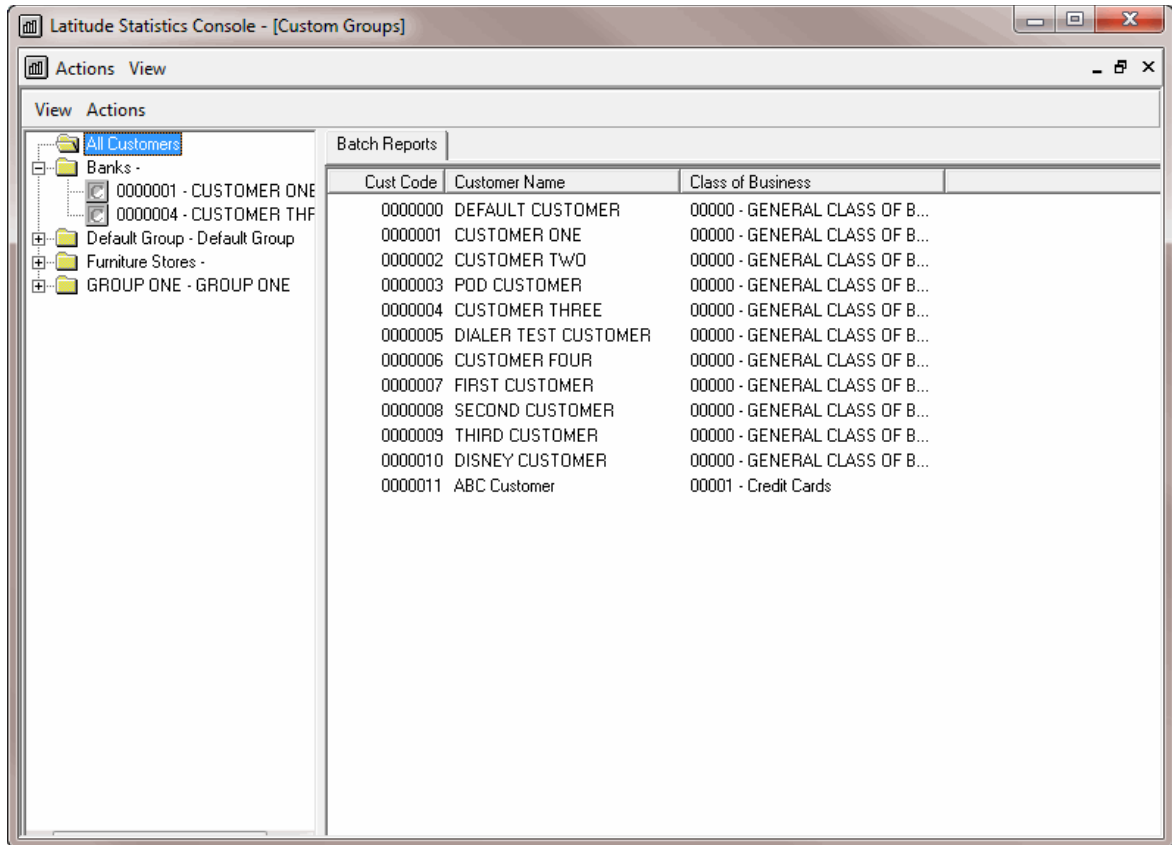
Use the **Latitude Statistics Console** window to add a customer to a custom group.

To add a customer to a custom group

- 1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



- 2. In the **Selection** pane, click **All Customers**. The list of customers appears on the **Batch Reports** tab.



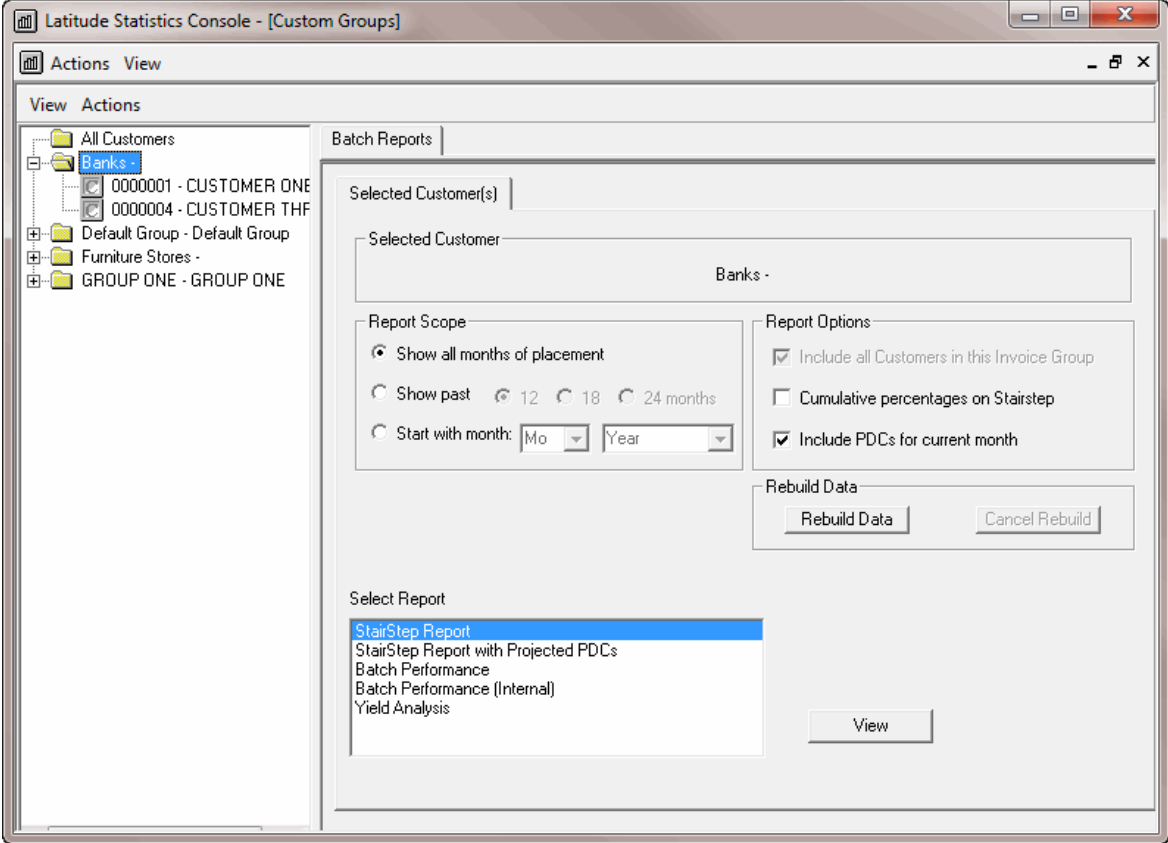
3. Click a customer code and drag and drop it onto a custom group folder.

Delete a Customer from a Custom Group

Use the **Latitude Statistics Console** window to delete a customer from a custom group.

To delete a customer from a custom group

1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



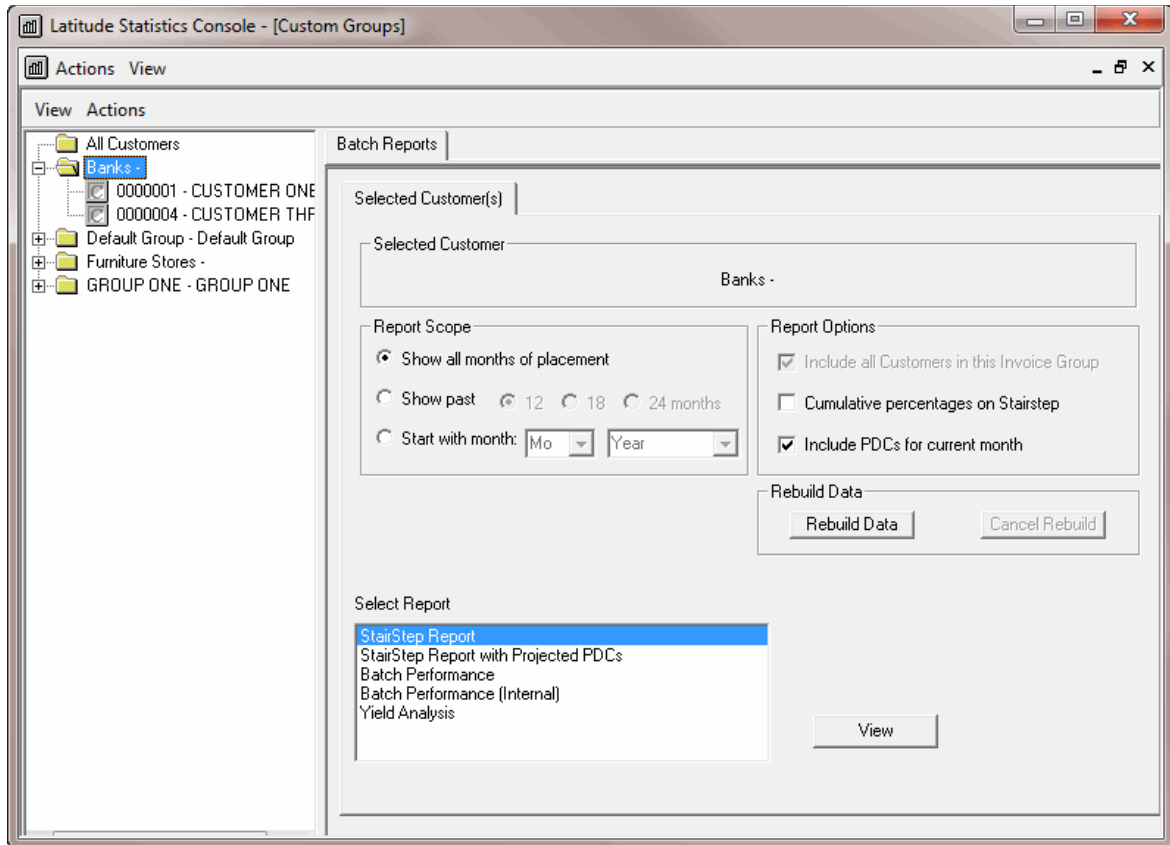
- 2. In the **Selection** pane, right-click a customer and then click **Remove Customer**. Statistics Console deletes the customer from the group.

Generate a Batch Report for a Custom Group

Use the **Batch Reports** tab to configure and generate a batch report for a custom group.

To generate a batch report for a custom group

- 1. In the **Latitude Statistics Console** window, from the **View** menu, click **Custom Groups**. The custom group report options appear.



- To include inactive customers in the list, click **View** and then click **View Inactive Customers**.
- Specify the report parameters.

Report Scope section

Show all months of placement: The report includes all business ever received into Latitude.

Show past: The report only includes business received during the specified number of past months.

Start with month: The report only includes business received from the specified date forward.

Report Options section

Include all Customers in this Invoice Group: If selected, the report includes all customers in the invoice group. This option is available for parent customers only.

Cumulative percentages on Stairstep: If selected, collection percentages increase cumulatively, meaning the last month of collection shows the total collection percent. If cleared, collection percentages are for the month indicated only.

Include PDCs for current month: If selected, the report includes post-dated checks for the current month.

- In the **Rebuild Data** section, click **Rebuild Data**. Statistics Console applies the report parameters.

- In the **Select Report** section, click a report and then click **View**. The **Latitude Report Viewer** window appears.

Note: If you chose to include all customers in the invoice group or you chose a custom group, the **Stairstep Title** dialog box appears. Type a title for the report and then click **OK**.

Latitude
7800 BELFORTPARKWAY
SUITE 100
JACKSONVILLE, FL 32256
904-680-7100 866-396-2599

Banks
Batch Performance Report Report Date: Apr 5, 2013

Month Year	Placements			Amounts Collected		Recovery % *
	Number	Gross Amount	Net Amount	This Month	To Date	
Apr 2011	8	\$16,660.00	\$16,660.00	\$0.00	\$0.00	0.00
May 2011	3	\$2,900.00	\$2,900.00	\$0.00	\$250.00	8.62
Jul 2011	21	\$36,095.57	\$36,095.57	\$0.00	\$0.00	0.00
Sep 2011	125	\$200,684.76	\$200,684.76	\$0.00	\$120.00	0.06
Oct 2011	28	\$25,350.00	\$25,350.00	\$0.00	\$0.00	0.00
Summary	185	\$281,690.33	\$281,690.33	\$0.00	\$370.00	0.13

Current Page No.: 1 Total Page No.: 1 Zoom Factor: Page Width

- To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
- Modify the settings as necessary and then click **Print**.

Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).

Customer Search

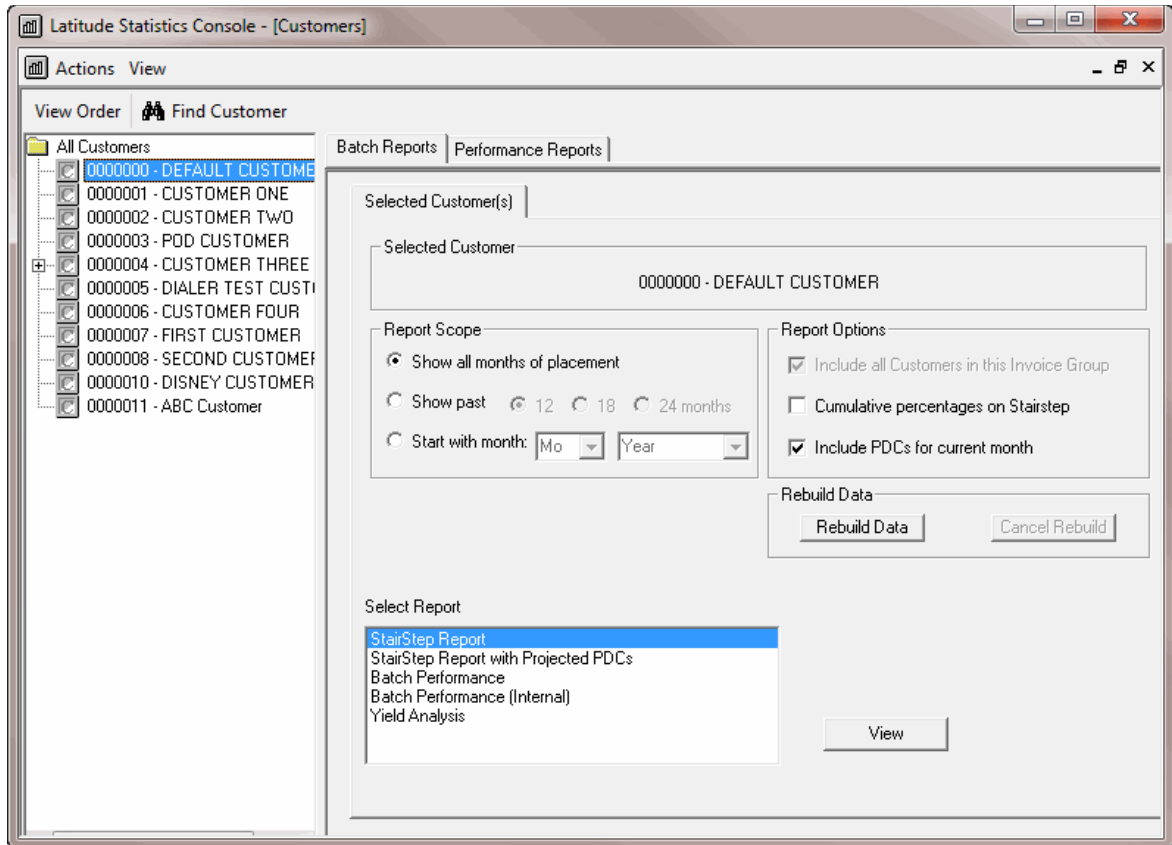
Use the **Simple Search** tab in the **Latitude Search - Search for Customer** window to search for and select a customer for whom to generate a batch or performance report.

Search for a Customer

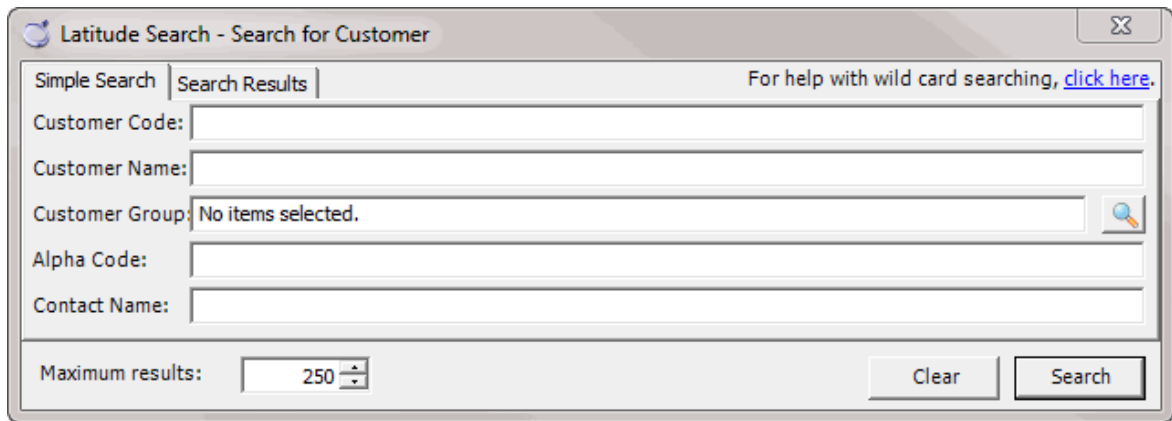
Use the **Simple Search** tab in the **Latitude Search - Search for Customer** window to search for a customer for whom to generate a batch or performance report. You can search using any combination of search criteria. In some cases, you can search phonetically or using a wildcard.

To search for a customer

- In the **Latitude Statistics Console** window, from the **View** menu, click **Customers**. The customer report options appear.



2. In the toolbar, click **Find Customer**. The **Latitude Search - Search for Customer** window appears.

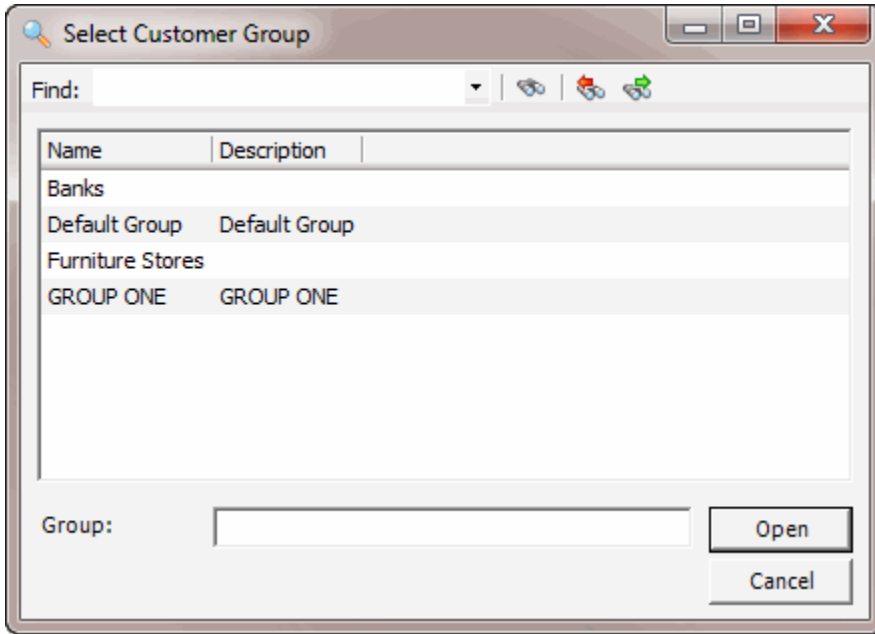





3. On the **Simple Search** tab, type search criteria into one or more boxes.

Tip: For fewer results, provide more information. For more results, provide less information.

4. To search for a customer group, do the following:

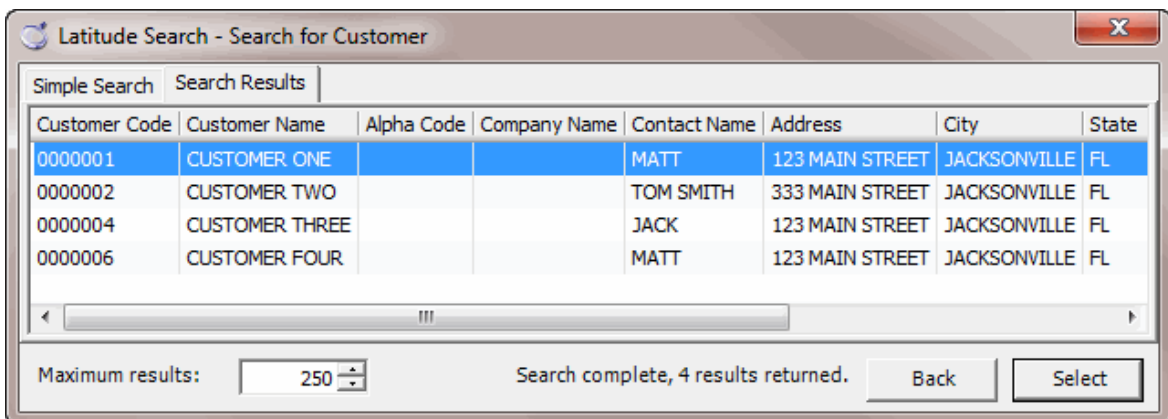
- a. Click the  icon at the end of the **Customer Group** box. The **Select Customer Group** dialog box appears, which lists all customer groups.



- b. To search from the beginning of the list, in the **Find** box, type your search criteria and click the  icon.
- c. To search forward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the  icon.
- d. To search backward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the  icon.
- e. Click the customer groups to include in your search.

Tip: To select multiple sequential customer groups, press and hold the **Shift** key and click the first and last sequential customer group. To select multiple non-sequential customer groups, press and hold the **Ctrl** key and click each individual customer group.

- f. Click **Open**. The **Select Customer Group** dialog box closes and the number of selected customer groups displays in the **Customer Group** box on the **Simple Search** tab.
5. Click **Search**. The results display on the **Search Results** tab.



6. To limit the maximum number of results that display, in the **Maximum results** box, type the maximum number or use the arrows to increase or decrease the number. The lower the number, the less it affects system performance.
7. To sort the results, click a column heading. The first time you click a column heading, the results sort in ascending order. The second time you click it, the results sort in descending order.
8. To select a customer, do one of the following:
9. Double-click the customer.
10. Click the customer and then click **Select**. The customer name appears in the **Selected Customer** section of the **Latitude Statistics Console** window.

Wildcard Search

Use wildcard search to search on a partial customer or contact name when you don't know the precise spelling. The search results include all records that match the specified characters. For example, "SMITH" returns "SMITH" and "SMITHERS."

You can use the following characters in a wildcard search:

% (percent sign): Represents multiple characters. For example, SM% returns all names that begin with "SM."

_ (underscore): Represents a single character. For example, SM_LE returns all names that are five characters in length, begin with "SM," and end with "LE" (such as SMILE, SMULE, SMALE).

Phonetic Search

Phonetic searching uses an algorithm to break the name into a phonetic key based on the consonants. Phonetic matching allows you to locate a name when you don't know the exact spelling or the spelling varies. For example, doing a phonetic search on "John" locates the names "John" and "Jon." The search doesn't find partial phonetic keys. For example, searching on "John" does not find "Johnny."

Note: For phonetic searching to work, in the **Link Console** program, set **Link Mode** to "Do Not Link" and ensure that the Link service is running.

Production Reports

The following production reports are available in Statistics Console:

Promise Report: Displays promise information grouped by desk or customer for the specified time period and branch.

PDC Report: Displays post-dated check information grouped by desk or customer for the specified time period and branch.

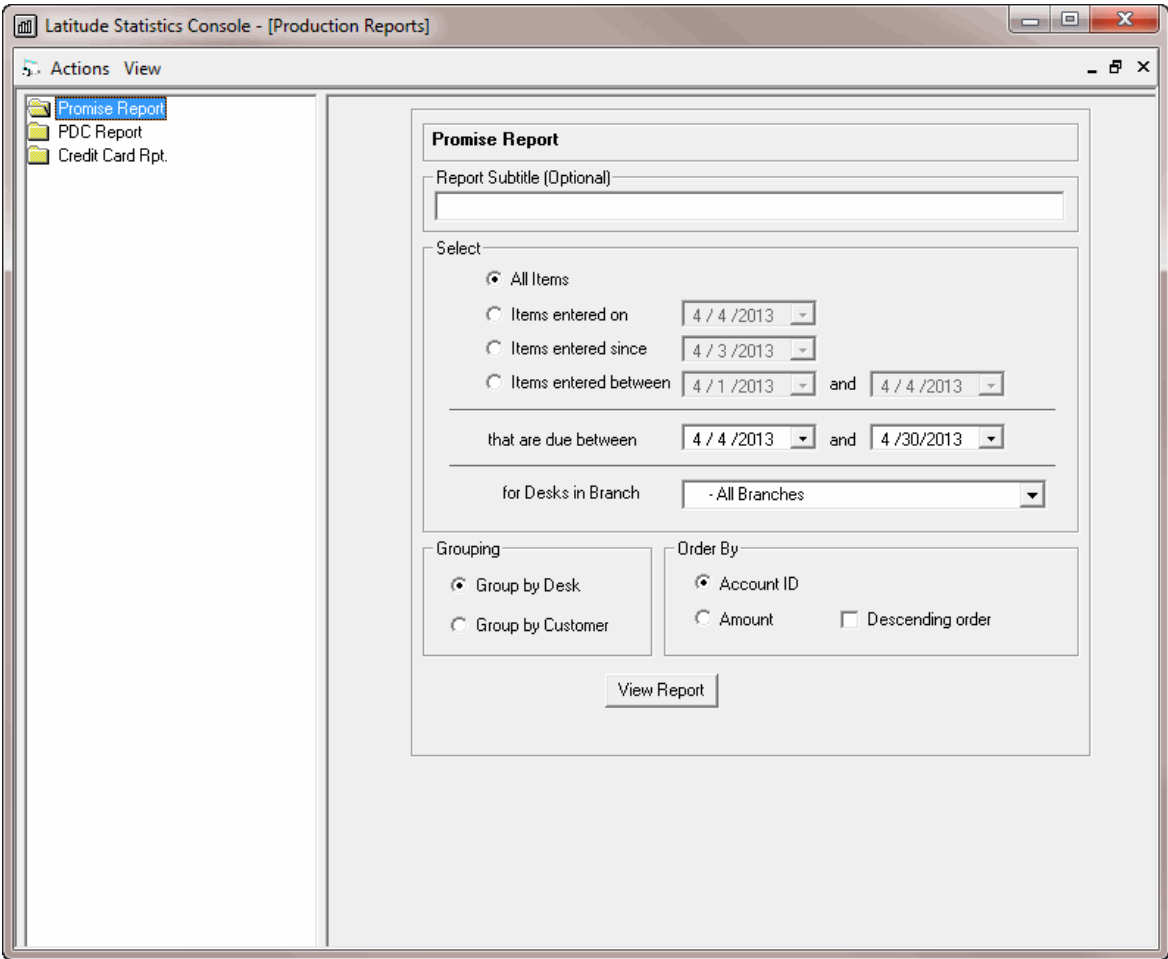
Credit Card Report: Displays pending credit card information grouped by desk or customer for the specified time period and branch.

Generate a Production Report

Use the **Batch Reports** tab to configure and generate a production report.

To generate a production report

- 1. In the **Latitude Statistics Console** window, from the **View** menu, click **Production Report**. The production report options appear.



- 2. In the **Selection** pane, click a report.
- 3. Specify the report parameters.

Report Subtitle: Optional subtitle for the report.

Select section

All items: The report includes all promises, PDC payments, or credit card payments in Latitude.

Items entered on: The report only includes promises, PDC payments, or credit card payments added on the specified date.

Items entered since: The report only includes promises, PDC payments, or credit card payments added after the specified date.

Items entered between: The report only includes promises, PDC payments, or credit card payments added between the specified dates.

That are due between: The report only includes promises, PDC payments, or credit card payments due between the specified dates.

For Desks in Branch: The report only includes the specified branches.

Grouping section

Group by Desk: If selected, Statistics Console groups the promises, PDC payments, or credit card payments by desk.

Group by Customer: If selected, Statistics Console groups the promises, PDC payments, or credit card payments by customer.

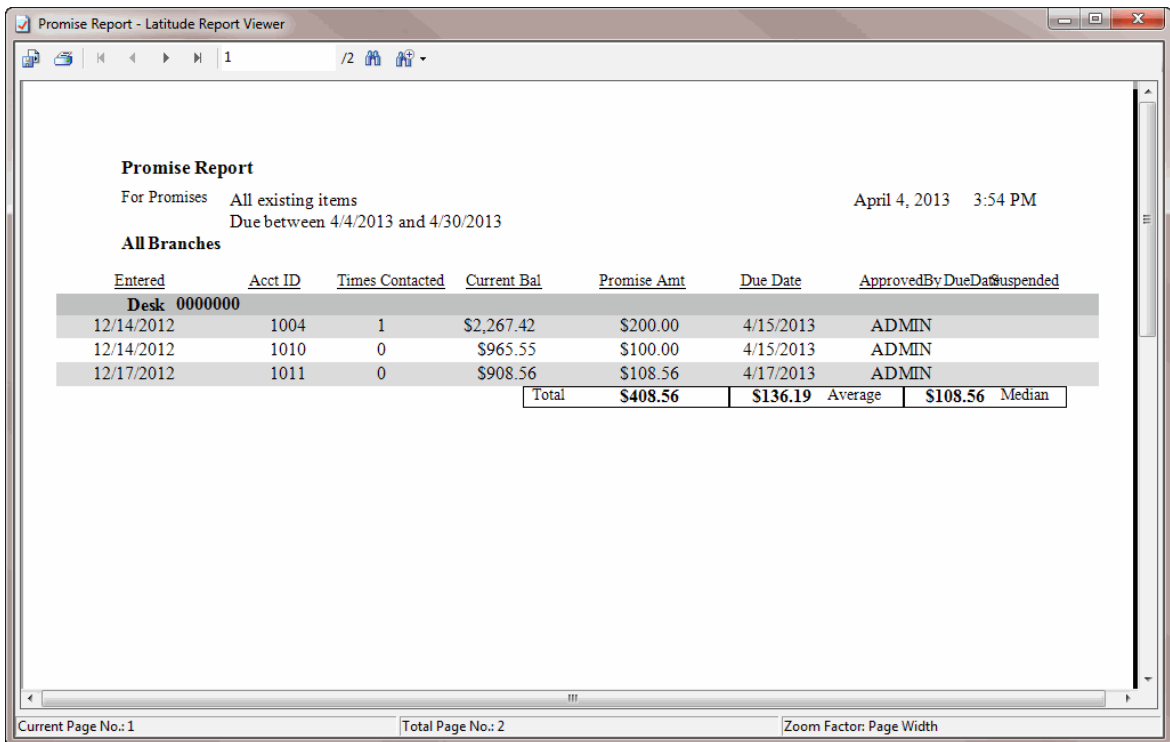
Order By section

Account ID: If selected, Statistics Console sorts the report by account ID.

Amount: If selected, Statistics Console sorts the report by promise, PDC payment, or credit card payment amount.

Descending order: If selected, Statistics Console sorts the report in descending order. If cleared, Statistics Console sorts the report in ascending order.

4. Click **View Report**. The **Latitude Report Viewer** window appears.



5. To print the report, in the toolbar, click the Print icon. The **Print** dialog box appears.
6. Modify the settings as necessary and then click **Print**.

Note: For more information about using the **Latitude Report Viewer** window, see [Latitude Report Viewer](#).