HOW DO I LOG INTO TABLEAU TO VIEW CORES FINANCIAL REPORTS?

Use the following link to login to Tableau: https://tableau.unc.edu/#/site/oris/projects/1282. If you are navigating from your Tableau homepage, find and select the folder titled "Cores".

If the "Cores" folder does not appear on your homepage, enter "cores" into the search bar at the top of the screen.

Within the "Cores" folder, there are five dashboards to choose from: "Cores – Totals", "Cores – Revenue", "Cores – Expenses", "Cores – Financial Data" and "Cores -Comparison". Screenshot below.
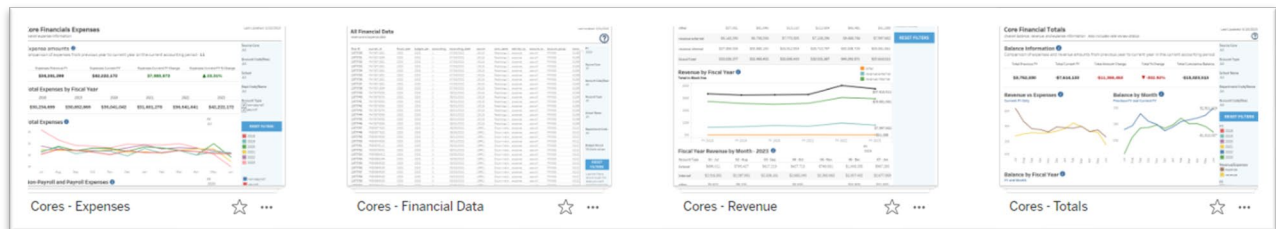
Select the dashboard you would like to view. This will open to the applicable subfolder. Within the subfolder, select the dashboard you would like to view: "Totals", "Revenue", "Expenses", or "Data".   Screenshot of "Cores – Totals" below.
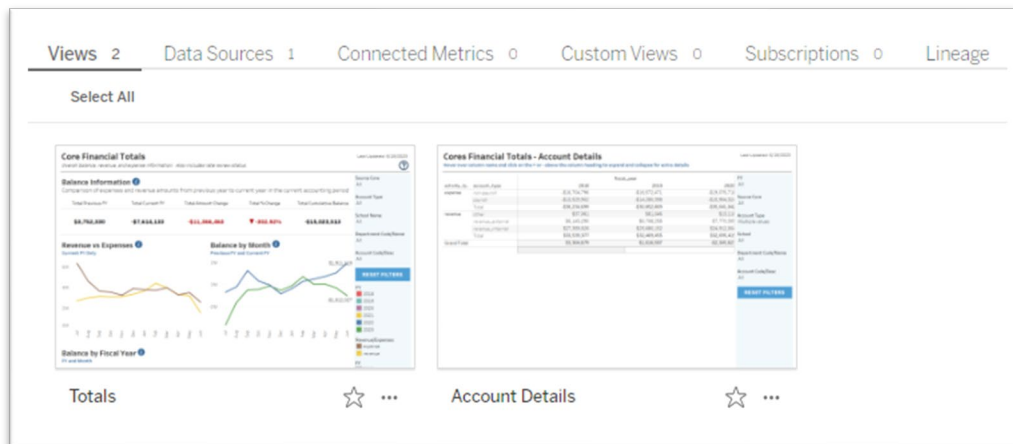
WHAT IF I DON'T HAVE ACCESS TO THE CORRECT CORES?

If you don't have access to the correct core(s), email RCD@unc.edu to request a change of access.

CAN I SHARE ACCESS TO MY CORE'S DASHBOARDS WITH OTHER USERS?

You can export data from the dashboards, see "How do I export data?" below. If you'd like to grant individuals access to the Tableau reports for your core, email RCD@unc.edu to request a change of access. Please include the individual's onyen and the source code(s) of the core(s) to which you are requesting access.

MY DASHBOARDS AREN'T LOADING CORRECTLY / I'M EXPERIENCING TECHNICAL DIFFICULTIES WITH A PAGE.
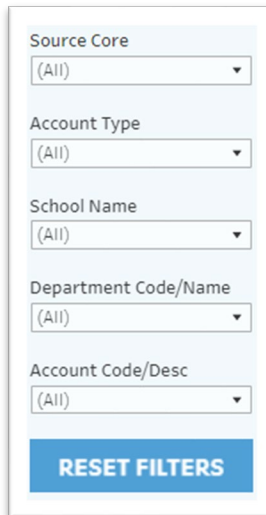
Try refreshing your browser. If the problem isn't resolved with a refresh, contact RCD@unc.edu.

IT'S EARLY IN THE FISCAL YEAR AND I DON'T SEE ANY DATA FOR THIS FISCAL YEAR. WHAT DO I DO?

Tableau reports data by fiscal year; as such, there may be limited data to display early in a fiscal year. You can use the fiscal year filters to show data for selected fiscal years, including the prior fiscal year.

HOW DO I FILTER DATA SHOWN ON THE DASHBOARD?

Each dashboard contains a set of filters on the right side of the screen. These filters allow the user to filter all of the information shown on the dashboard by core source, account type, school, department, account code, etc.
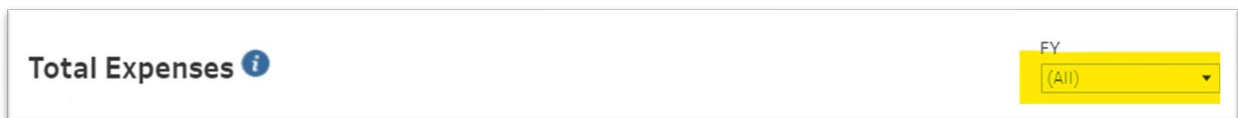

HOW DO I RESET FILTERS?

Click on the "Reset Filters" button at the bottom of the filter list.

If only one or a subset of fiscal years is showing, use the fiscal year dropdown list and select "(All)". Please note that some visualizations only allow for viewing one fiscal year at a time.

WHAT IF I WANT DATA FOR CALENDAR YEAR INSTEAD OF FISCAL YEAR?

The dashboards do not currently have the capability to display by calendar year. If you need data for a calendar year, please export data for 1-6 months of the current fiscal year and 6 months of the previous fiscal year and combine the data. See "How do I export data?" below for information on exporting data.

WHAT IS TOTAL BALANCE VS. BALANCE BY MONTH VS. TOTAL CUMULATIVE BALANCE?

Total Previous FY and Total Current FY balances are the balances (revenue less expenses) for the fiscal year in question. The balance amount is isolated to fiscal year and does not contain activity from other fiscal years, i.e., this balance does not include rollover or carryforward funds from the prior year.

Balance by Month is the balance (revenue less expenses) for a particular month, isolated to that month. The balance amount does not contain activity from any other months.

Total Cumulative Balance is the cumulative balance of the core to date, including activity from previous fiscal years brought forward via rollover/carryforward transactions. Activity from previous fiscal years is carried forward into the current fiscal year via a carry forward transfer completed at the beginning of the fiscal year.

When viewing the "Cores – Totals" dashboard, use the Activity Type filter to select or remove the "Carryforward" activity type. This will include or exclude the rollover transactions from the previous FY(s).

I HAVE ACCESS TO MULTIPLE CORES, WHAT DATA AM I SEEING?

If you have access to multiple cores, the data on each dashboard will be the total amounts for all of those cores combined. You may use the available filters to filter to an individual core.

The Core Comparison dashboard allows you to view information for multiple cores separately in one dashboard. See next section below.
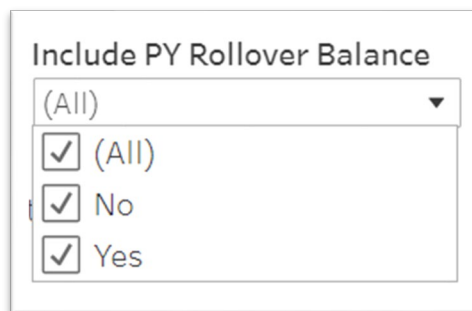
I HAVE ACCESS TO MULTIPLE CORES AND WOULD LIKE TO COMPARE THEM INSTEAD OF SEEING AMOUNTS COMBINED FOR ALL THE CORES. WHAT DO I DO?

The "Cores - Comparison" dashboard allows you to view amounts for individual cores side-by-side in order to compare amounts across cores.

"Total Amounts" displays expense, revenue, and balance information per fiscal year for available cores.

"Total Balance per Core" shows total balance for each core per fiscal year (each core is represented with a different color- see color key under filters on the right-hand side of the screen). Use the filters to modify which cores are displayed*.

- Use the "include PY Rollover Balance" filter to choose whether to include or exclude any PY carryforward amounts.

"Total Expenses per Core" shows total expenses (payroll and non-payroll) for each core per fiscal year. Use the filters to modify which cores are displayed*.

"Total Revenue per Core" shows total revenue (internal and external) for each core per fiscal year. Use the filters to modify which cores are displayed*.

*You will only be able to see data for the cores to which you have access. If you need to change access, see "What if I don't have access to the correct cores?" above.

WHAT KIND OF DATA DO I HAVE ACCESS TO?

Via Tableau, you have access to financial data from FY2018 to present for the core sources to which you have access. Tableau displays all data charged to a particular source code element of the chartfield string. If your core records expenses or revenues to chartfield strings other than the unique core source code, that data will not be displayed.

Financial data displays expenses and revenues charged to the core source. Also included are total balances (revenue less expenses).
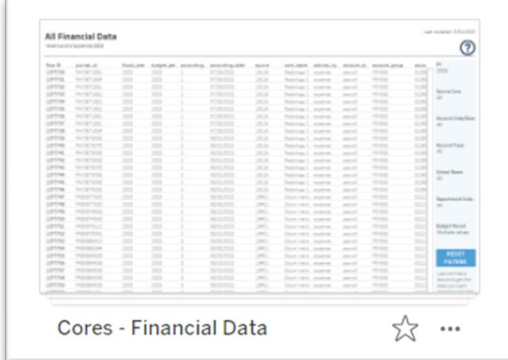
HOW CURRENT IS THE DATA?

Data is updated nightly from the Data Warehouse and therefore may be a day behind ConnectCarolina.

HOW DO I FIND TRANSACTIONAL DATA?

Transactional data can be found in several locations throughout each of the Tableau reports. See "How do I export data" below for instructions on how to export this data.
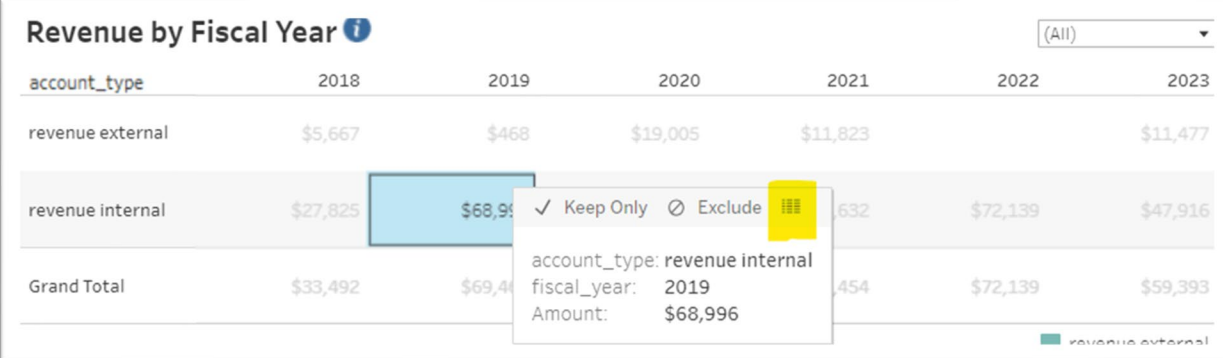
i. Chart and table elements: Click on any point in a chart or any value in a table to view data.

ii. "Cores – Financial Data" dashboard: This dashboard contains all transactional data for the cores to which you have access. It is located in the primary "Cores" folder along with the other dashboards.
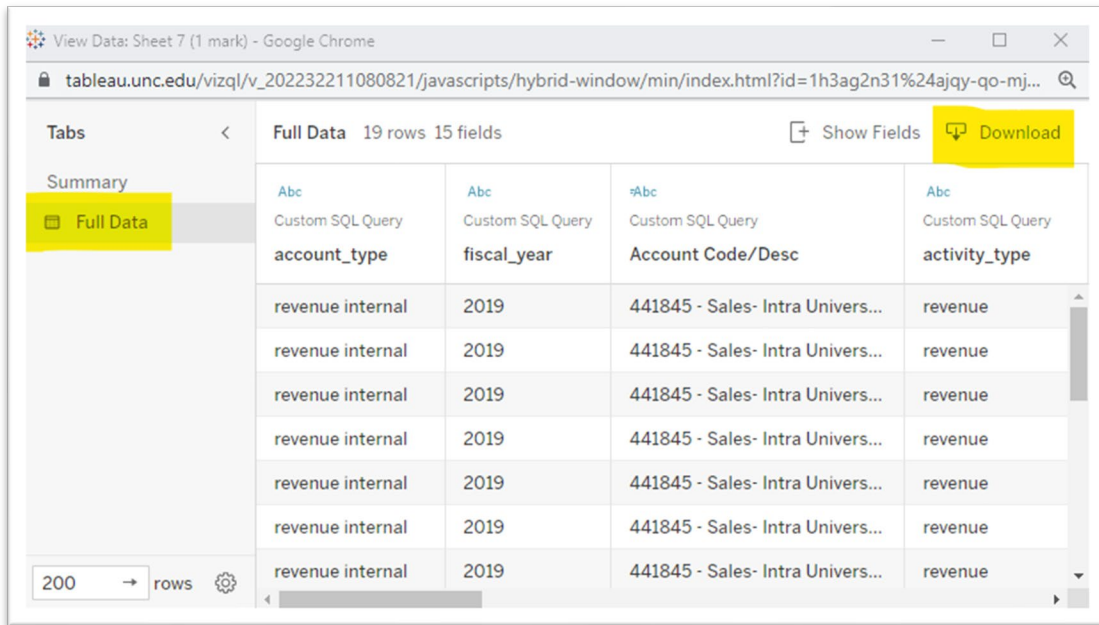

Cores - Financial Data

HOW DO I EXPORT DATA?

In the dashboard chart or table elements, click on the value for which data is needed. In the pop-up window, click the icon resembling lines of data in the top right of the pop-up window.


A new window should appear. In this window, select "Full Data" on the left-hand side. Full data should appear- next, click "Download" icon on the right-hand side of the window. The data file will download in your primary browser window.

To export data from the "Cores – Financial Data" dashboard, select the download icon in the top-right corner of the data (dark blue) toolbar, screenshot below.
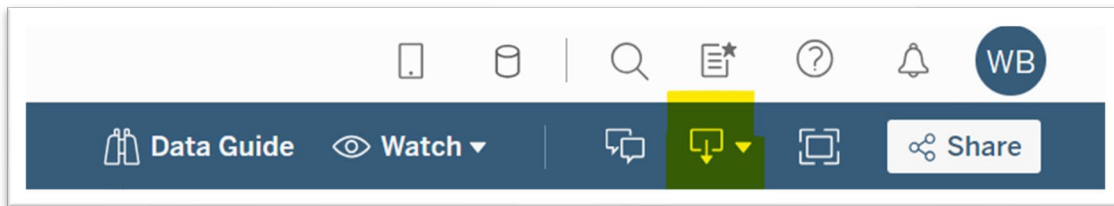
Select "Crosstab" from the drop-down list. A new window will appear. Select a sheet (recommended selection is "All Data") and format (recommended selection is "Excel"). Click "Download". The data file will download in your primary browser window.

HOW DO I EXPORT CHARTS?

Snipping/Screenshot is currently the only option available to export charts/graphs. More information about an available snipping tool can be found here: [Use Snipping Tool to capture screenshots - Microsoft Support](https://support.microsoft.com) .

ACCOUNTS RECEIVABLE REPORTS - ILAB

WHAT IS ACCOUNTS RECEIVABLE? WHY IS IT IMPORTANT?

Accounts Receivable are the amounts billed to customers that have not yet been paid by those customers. In other words, an invoice has been sent to a customer, and the invoice has not yet been paid. The amount of that invoice would be the amount of accounts receivable. It's important to monitor accounts receivable to ensure that you are receiving timely and complete payments from customers. If a customer doesn't pay, that's a direct loss of time and revenue for the core.

I DON'T HAVE ACCESS TO THIS REPORT / I DON'T SEE THIS REPORT IN MY "CORES" FOLDER.

This report contains only data for cores currently utilizing iLab. If your core utilizes iLab but is not on this report, or you don't have the report at all, contact RCD@unc.edu and we'll be happy to add your access to this report.

WHAT INFORMATION IS SHOWN ON THE ACCOUNTS RECEIVABLE – ILAB REPORT?

This report contains only data for cores currently utilizing iLab. This report contains only data related to external customers—internal customer payment information is not included in this report.

MY CORE ISN'T LISTED ON THIS REPORT, WHAT'S WRONG?

If your core isn't listed on this report, your core may not have external sales or your core may not utilize iLab. If neither of these conditions are true and you think your core should be listed on this report, please contact RDC@unc.edu.

WHAT DOES THE "PAST DUE" FIELD REPRESENT?

The Past Due field represents the number of days a particular invoice has been outstanding. In other words, how many days have elapsed between when the core sent the invoice to the customer and the current date of the report. For example, "31-60 days" indicates that the invoice was sent to the customer and has remained unpaid for 31-60 days.

WHEN SHOULD I START WORRYING ABOUT A PARTICULAR UNPAID INVOICE?

In general, we expect most external customers to pay invoices within 90 days. If an invoice has been unpaid for greater than 90 days, steps should be taken to follow up with the customer to ensure payment will be received. Contact RCD@unc.edu and we'll be happy to discuss strategies for collecting payments from customers and lowering your core's A/R balance.

## HOW DO I FIND DETAIL ABOUT THE ACCOUNTS RECEIVEABLE AMOUNTS REPORTED?

Use your mouse to hover over the field header title ("Past Due" for example). A small "+" icon will appear—click on this icon to expand the field to more granular data. The data can be expanded as follows:

> Core -> Past Due -> Owner Institution -> Invoice Number

By using this feature, you can view detailed information about the age of the unpaid amounts, the customer's institution, and the invoice number for individual invoices contained in that unpaid category.

HOW DO I EXPORT THIS DATA?

To export data from the "Cores iLab Accounts Receivable" dashboard, select the download icon in the top-right corner of the data (dark blue) toolbar, screenshot below.
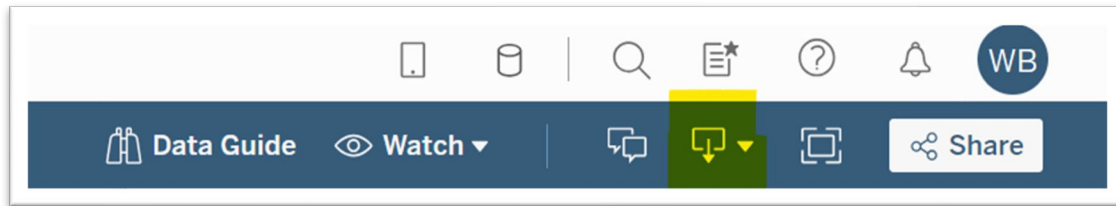
Select "Crosstab" from the drop-down list. A new window will appear. Select a sheet (recommended selection is "All Data") and format (recommended selection is "Excel"). Click "Download". The data file will download in your primary browser window.

THE ACCOUNTS RECIEVABLE AMOUNT FOR MY CORE IS VERY LARGE. WHAT DO I DO?

Contact RCD@unc.edu and we'll be happy to discuss strategies for collecting payments from customers and lowering your core's A/R balance.

TO WHICH CORE(S) SHOULD I HAVE ACCESS?

Core directors and core staff have access to view information for their core. Departmental accounting staff and business managers have access to view information for the cores in their applicable department.

HOW DO I SEE DATA FOR PAID INVOICES?

The report defaults to show only invoices that are not yet paid or partially paid. The Invoice Status Filter on the right-hand side of the report can be used to filter by invoice status. To view invoices that have been paid, select "Paid".

HOW CURRENT IS THE DATA? WHAT IS THE TIMEFRAME OF THE DATA IN THE REPORT?

The data is updated monthly to reflect activity through the end of the previous month. The "Through Date" column header contains the date at which the data in that column is effective.

HOW DO I ADD ACCESS FOR SOMEONE TO THE REPORT?

To request access, email RCD@unc.edu to request a change of access.

Please contact RCD@unc.edu with any questions or technical assistance requests.