



Risk Management  
Solutions

# DNBi Portfolio Risk Manager

Help Guide

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## **RISK BY:** **FAILURE AND DELINQUENCY**

### **What does this report tell me?**

The Failure and Delinquency Report will help you identify your best and worst customers and find emerging areas of risk in your portfolio. As you view this report please note that the default is for the X axis to measure the Risk of Delinquency while the Y axis is measuring the risk of Default.

### **How do I use this report?**

By clicking on a cell you can easily see the list of your customers that meet the criteria for that cell. For example, you can drill into the High/High cell to get a list of your customers with the worst scores so you can determine if you need to take further action on a customer. The drill down is automatically sorted by Total Outstanding Dollars from largest to least. You can also click into the Low/Low cell to see who are your best customers.

### **How do I customize the X axis?**

To customize the X axis click on the “Customize” icon in the upper right hand corner of the report and click on the “Report Specific Elements” tab. You can choose from the Commercial Credit Score, Financial Stress Score or the Paydex Score. Once you have customized the axis click “Submit” to save the change.

### **How do I customize the Y axis?**

To customize the Y axis click on the “Customize” icon in the upper right hand corner of the report and click on the “Report Specific Elements” tab. You can choose from the Commercial Credit Score, Financial Stress Score or the Paydex Score. Once you have customized the axis click “Submit” to save the change.

### **Can I customize how Low, Moderate and High are defined?**

While you cannot customize the wording Low, Moderate or High, the Administrator of the workspace can customize the score ranges for each category. To modify the score ranges, the administrator can click on the “Customize” icon in the upper right hand corner of the report. Next, the Admin can go to the “Global Elements” tab and click on the “+” to expand the score ranges they wish to modify. Once the changes are made they can click “Submit”. It is important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **Can I add additional ranges?**

Additional ranges cannot be added.

### **How is the Other category defined?**

The Other category is made up of companies that are international (non-US and Canada), companies that have no score, and companies that are not matched to a D-U-N-S® Number.

### **How is International defined?**

An International company is a company that does not reside in the United States of America or Canada.

### **What defines No D&B Scores?**

Commercial Credit Scores are not available on business files that fall into the following categories:

- Business Branch Locations. These inquiries will result in an automatic trade-up to a headquarter location.
- Business records that are missing or have an invalid address.
- Businesses that have been self-reported to D&B without an investigation. Such cases are added to the D&B database as DUNS Support records and will remain as such until a thorough investigation yields more substantial information.
- Commercial Credit Scores are not calculated for those businesses designated as “Discontinued at This Location”, “Open Bankruptcy”, “Higher Risk” These records are automatically assigned a class of zero (0).
- Commercial Credit Scores are not calculated for businesses designated as “Business Deterioration” records within 90 days. These companies continue to operate and have not filed for bankruptcy. These businesses are not assigned a score.
- Financial Stress Scores will not be available (blank) on:
  - Business records that are missing an address or have an invalid address.
  - Businesses that have been self-reported to D&B without an investigation. Such cases are added to the D&B database as DUNS Support records and will remain as such until a thorough investigation yields more substantial information.
  - Businesses designated as “Business Deterioration” within one year. These companies continue to operate and have not filed for bankruptcy.
  - Businesses in industries that do not lend themselves to scoring through this type of model – specifically, SIC Code 43 (United States Postal Service) and SIC Codes 90-97 (Public Administration, Government Offices).

Financial Stress Score will automatically be assigned a score of zero (0) on Businesses designated as “Discontinued at This Location”, “Open Bankruptcy”, or “Higher Risk”.

D&B is unable to calculate a Paydex Score unless at least 3 trades have been reported to D&B by at least 2 unique suppliers.

### **What defines a “No Match”?**

Companies may not be matched for many reasons including:

- The address was not provided on the import file
- The address provided on the import file was not a physical address
- The business does not have a D-U-N-S® Number

### **How does D&B define Out of Business?**

A business which D&B has determined as out of business using at least 2 separate authorities to confirm. D&B determines business status through direct investigations and through its ongoing data maintenance processes.

There are two categories of Out of Business:

- Hard Out of Business (OOB) - The business is either Bankrupt (chapter 7) or an officer or owner of the business confirmed they no longer operate and are out of business.
- Soft Out of Business - The company is presumed Out of Business, however D&B did not have a confirmation by an officer, owner or bankruptcy indicating that they truly closed but were classified as OB.

### **Can I click the cell and see a list of accounts?**

Yes, you can click any of the cells to see a list of accounts.

### **Can I choose to view decimals in the Table?**

Aging is rounded to the nearest dollar in each cell of the report.

### **How do I tell what data this report was generated from?**

In the upper left hand corner of the report (within the blue report header) you will see what data was used to generate the report.

### **How do I change what data the report was generated from?**

To change the data that the report was generated from, click on “Filter Options” and choose a filter with the criteria you want to see in the report.

### **Do I need to import a file?**

You do not need to import a file, some reports can be generated from your All Companies Folder.

### **Do I need to import my aging?**

You do not need to import your aging. It is a D&B Best Practice to import aging data to get the most insight out of the Portfolio Risk Manager reports.

### **What is the hover?**

The hover feature appears when you mouse over a cell in the Table. The hover enables you to easily see the number of Accounts and percentage of your Total Outstanding Dollars of your portfolio for each cell of the report.

### **Can I change what is displayed in the hover?**

The data type in the hover is static and cannot be changed. We have tried to provide you with the most impactful information in the hover.

### **How do I print the Table?**

To print the Table click on the “Printer” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you print.

### **How do I e-mail the Table?**

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### **How do I generate a PDF of the Table?**

To generate a PDF of the Table click on the “PDF” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you generate a PDF.

### **Can I view the Table as a Chart?**

To view the Table as a Chart click on the “Chart” button in the upper left hand corner of the report.

### **Can I customize the Chart?**

The Charts are a graphical representation of the data on the Table. You can click the “Customize” button to customize the Chart, however any changes you make to the Chart will be reflected in the Table. It is important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **What is the Risk of Failure Chart?**

The Chart displays the percentages of your companies that fall into the Low, Moderate and High ranges of the Financial Stress Score defined by the administrator.

### **What is the Risk of Default Chart?**

The Chart displays the percentages of your companies that fall into the Low, Moderate and High ranges of the Commercial Credit Score defined by the administrator.

### **Can I customize how Low, Moderate and High are defined?**

While you cannot customize the wording Low, Moderate or High the Administrator of the workspace can customize the score ranges for each bucket. It is important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **Can I view a bar chart?**

Bar Charts are not offered for the Failure and Delinquency report.

### **Does the drill down change when I view the Chart?**

The drill down will be the same as the last cell you clicked into. For example, if you clicked on the High / High cell, you would see the High / High drill down list below the Chart. To change this list, you can go back to the Table and click into another cell.

### **How do I print the Chart?**

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## **RISK BY:** **SCORE** **TRENDS**

### **What does this report tell me?**

This report allows you to see changes in risk over a 3, 6, or 12 month time period. The report highlights how many Accounts currently fall into a High, Moderate or Low risk category as compared to 3, 6 or 12 months ago.

### **How do I use this report?**

The Risk Trend Table utilizes the current Financial Stress Score or the Commercial Credit Score and enables you to view the change in risk compared to the same score from 3, 6, or 12 months ago.

### **How do I customize score on the Y axis?**

To customize the Y axis click on the “Customize” icon in the upper right hand corner of the report and click on the “Report Specific Elements” tab. You can choose the Commercial Credit Score or the Financial Stress Score. Once you have customized the axis click “Submit” to save the change. Can I customize how.

### **Low, Moderate and High are defined?**

While you cannot customize the wording Low, Moderate or High the Administrator of the workspace can customize the score ranges for each bucket. To modify the score ranges, the administrator can click on the “Customize” icon in the upper right hand corner of the report, go to the “Global Elements” tab, click on the “+” to expand the score ranges you wish to modify, make any changes, then click “Submit”. It is important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **What month trends are available?**

You can choose the 3 month trend, 6 month trend or the 12 month trend by clicking on the drop down list in the upper left hand corner of the report.

### **Why do I always see the 12 month trend when I run the report?**

The default score trend for the Score Trends report is the 12 month score trend.

### **Can I choose to view decimals in the Table?**

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### **What is the hover?**

The hover feature appears when you mouse over a cell in the Table. The hover enables you to easily see the number of Accounts and percentage of your Total Outstanding Dollars of your portfolio for each cell of the report.

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### **Can I add additional ranges?**

Additional ranges cannot be added.

### **Can I customize how Low, Moderate and High are defined?**

While you cannot customize the wording Low, Moderate or High, the Administrator of the workspace can customize the score ranges for each category. To modify the score ranges, the administrator can click on the “Customize” icon in the upper right hand corner of the report. Next, the Admin can go to the “Global Elements” tab and click on the “+” to expand the score ranges they wish to modify. Once the changes are made they can click “Submit”. It is important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **Does the Drill Down change when I view the Chart?**

The Drill Down will be the same as the last cell you clicked into. For example, if you clicked on the Low to High cell, you would see the Low to High Drill Down list below the Chart. To change this list, you can go back to the Table and click into another cell.

### **How do I print the Chart?**

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## **RISK BY:** **BAD DEBT** **RESERVE**

### **What is a Bad Debt Reserve?**

Bad Debt Reserve is an amount set aside as reserves for bad debt for the next 12 months.

### **How is bad debt defined?**

D&B defines Bad Debt as the account receivables that become 180 days or more past due, or the total dollars owed by businesses designated as “Open Bankruptcy” or “Higher Risk”.

### **What are the major components used to calculate a Bad Debt Reserve?**

Within Portfolio Risk Manager there are two major components used when calculating the bad debt reserve, the Probability of Default (Write Off) and Loss Given Default.

### **How are bankruptcies treated in a bad debt reserve calculation?**

Business designated as “Open Bankruptcy” or “Higher Risk” have a reserve factor of 100%.

### **How are government agencies treated in a bad debt reserve calculation?**

Your company’s DNB Administrator will set the probability of default percentage for Government agencies.

### **What is the Bad Debt Reserve report?**

The Bad Debt Reserve report can help you calculate and validate your company’s Bad Debt Reserve.

### **How do I enter the probability of default percentages for Government, International and No D&B Score?**

A pop-up window will appear when the administrator accesses the report for the first time. The administrator will enter the percentages for each category and click “Save”. If the administrator does not enter percentages for each category, the default percentage will be 0%. The administrator will be able to modify these percentages at a later date by clicking the “Customize” button and clicking on the “Global Elements” tab.

### **How are the defined?**

The D&B Global Analytics team has created the default ranges based on a model that uses a combination of the Financial Stress Score, Commercial Credit Score, Paydex and D&B

Rating, therefore the ranges are static (exception Government, International and No D&B Score which is defined by your company's DNBi administrator).

### **Can I change the aging buckets?**

The aging buckets used in the report are the aging buckets provided on your A/R file and do not require additional customization.

### **How do I view Canadian Accounts?**

Click on the "+" sign to the left of Canadian Accounts to expand the Table to view the Canadian Bad Debt Reserve Table.

### **How do I view Other Accounts?**

Click on the "+" sign to the left of Other Accounts to expand the Table to view Other Accounts.

### **How is the Other category defined?**

The Other category is made up of companies that are international (non-US and Canada), companies that have no score, and companies that are not matched to a D-U-N-S® Number.

### **Can I customize the score that is used to calculate the report?**

The D&B Global Analytics team has created the model for the Bad Debt Reserve using the D&B Financial Stress Score, Commercial Credit Score, Paydex and D&B Rating. This model cannot be customized.

### **Can I choose to view decimals in the Table?**

Aging is rounded to the nearest dollar in each cell of the report.

### **How do I tell what data this report was generated from?**

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### **How do I change what data the report was generated from?**

To change the data that the report was generated from, click on "Filter Options" and choose a filter with the criteria you want to see in the report.

### **Do I need to import my aging?**

Aging is necessary to generate the Bad Debt Reserve report. If your administrator has not imported an A/R file, you will see this message “Please upload your accounts receivable information to view this report”.

### **What is the hover?**

The hover feature appears when you mouse over a cell in the Table. The hover enables you to easily see the number of Accounts and percentage of your Total Outstanding Dollars of your portfolio for each cell of the report.

### **Can I change what is displayed in the hover?**

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### **Can I customize the Chart?**

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### **Why are there 2 Charts?**

Chart 1 displays your United States companies; Chart 2 displays your Canadian companies.

### **Can I add additional ranges?**

Additional ranges cannot be added.

### **Can I customize how ranges are defined?**

The D&B Global Analytics team has created the default rates based on risk categories, therefore the ranges are static.

### **Does the Drill Down change when I view the Chart?**

The Drill Down will be the same as the last cell you clicked into. For example, if you clicked on the Highest Risk and oldest aging bucket, you would see the Highest Risk and the oldest aging bucket in Drill Down list below the Chart. To change this list, you can go back to the Table and click into another cell.

### **How do I print the Chart?**

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### **How do I get back to the Table?**

Click on the “Table” button in the upper left hand corner of the Chart to return to the Table.

## **RISK BY:** **CORPORATE** **FAMILY LINKAGE**

### **What is Corporate Family Linkage?**

Corporate Family Linkage shows you the relationship between business entities, or specific sites, within a corporate family.

### **What does this report tell me?**

Utilizing the D&B D-U-N-S® Number, this report shows you the total family exposure by the Global Ultimate D-U-N-S® Number. This report focuses on entities that have an outstanding balance with you.

### **How do I use this report?**

The Corporate Family Linkage report shows the total exposure in your portfolio by D&B's Global Ultimate Parent D-U-N-S® Number. This report roll ups the entities that have balances with you to their Global Ultimate Parent and shows the top 25 families ranked by Total Outstanding Dollars. By clicking on the Global Ultimate Parent name, you will see a list of the entities that have outstanding balances with you and are legally related to the Global Ultimate Parent.

You can then click on a Company Name to see the specific businesses in your portfolio that roll-up to that family member, or click on the Number of Accounts column to see a summary of your accounts with that specific business. In this Table, you can also click on the "View Parent" button on the right hand side of the report to view the exposure at one level up in the family tree.

If you would like see corporate family linkage on another Global Ultimate Parent name, click on that Global Ultimate Parent name in the Table at the top of the screen.

### **How do I tell which corporate family is listed in the Drill Down?**

In the upper left hand corner of the report (within the blue report header) you will see what data was used to generate the report.

### **Why are there three Tables?**

The first Table shows the top 25 corporate families ranked by Total Outstanding Dollars owed you, rolled up to their Global Ultimate Parent company. The second Table shows your accounts and outstanding dollars for all family members that are legally related to the selected Global Ultimate Parent company. The third Table shows your Accounts and outstanding dollars for companies that are known to be below the selected family

member in the family tree. The totals also include your Accounts and total outstanding dollars for the selected family member to provide a complete picture of the exposure.

### **How are the Tables sorted?**

The default sort is by Total Outstanding Dollars from largest to smallest by Global Ultimate Parent family if you are importing aging. Accounts with the same corporate family will be grouped together. If there is no imported aging, the default sort is by Commercial Credit Score highest risk to lowest risk.

### **How do I see my Account(s)?**

Click the Global Ultimate Parent Name from the first Table, then click on the highlighted number in the Number of Accounts column on the second Table. You will see an Account Summary of your accounts, then click on the account number to see individual account data.

### **How do I view a different corporate family in the Drill Down?**

To see corporate family linkage on another Global Ultimate Parent name, click on that Global Ultimate Parent name in the Table at the top of the screen.

### **How do I tell what data this report was generated from?**

In the upper left hand corner of the report you will see what data was used to generate the report.

### **How do I change what data the report was generated from?**

To change the data that the report was generated from, click on “Filter Options” and choose a filter with the criteria you want to see in the report.

### **What is the Median Family Failure Score?**

Median scores are calculated using the companies you have imported into Portfolio Risk Manager. You can choose the Median Failure Score, Median Delinquency Score or the Median Paydex Score.

### **Can I choose a different Median Family score?**

Yes, you can choose the Median Failure Score, Median Delinquency Score, or the Median Paydex Score.

### **Can I customize the columns?**

The columns in the Corporate Family Linkage report are static, however you can choose a different median family score in the first table and the Financial Stress Score, Commercial Credit Score and Paydex Score in the second table.

### **What is % of Overall Exposure?**

The % of Overall Exposure is calculated using your Total Outstanding Dollars and the Total Outstanding Dollars per Corporate Family.

### **How are Customers in Family defined?**

Customers in Family is the number of unique D-U-N-S® Numbers within a corporate family that you have outstanding exposure to.

### **How are Accounts in Family defined?**

Accounts in Family is the number of unique accounts in your portfolio that have exposure to the same Corporate Family.

### **How are Number of Accounts defined?**

Number of unique accounts in your portfolio that have exposure to the same D-U-N-S® Number.

### **How many Corporate Families can I see at one time?**

The default is 5, however you can click on the “View More” button to view up to 25 families at one time.

### **Can I choose to view decimals in the table?**

Aging is rounded to the nearest dollar in each cell of the report.

### **Do I need to import my aging?**

Aging is necessary to generate the Corporate Family Linkage report. If your administrator has not imported an A/R file, you will see this message “Please upload your accounts receivable information to view this report”.

### **How do I print the table?**

To print the Table click on the “Printer” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you print.

### **How do I e-mail the Table?**

To e-mail the Table click on the “E-mail” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you email.

### **How do I generate a PDF of the table?**

To generate a PDF of the Table click on the “PDF” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you generate a PDF.

### **Can I view the table as a chart?**

To view the table as a chart click on the “Chart” button in the upper left hand corner of the report.

### **Can I customize the chart?**

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### **How do I read this chart?**

The chart is a graphical representation of the percentage of families and of total outstanding for the families where the you have 1 Account within the family, 2 Accounts within the family, 3 Accounts within the family, 4-5 Accounts within the family and 6+ Accounts within the family.

### **How do I print the Chart?**

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### **How do I get back to the table?**

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## **RISK BY:** **INDUSTRY**

### **What does this report tell me?**

The Segmentation by Industry report helps you easily identify concentrations of risk within industries.

### **How do I use this report?**

To see the details in an industry, click on the “+” sign to the left of the industry description to expand view. This report is broken out by Major Industry, 3 digit and 4 digit SIC codes.

### **How do I interpret the SIC Code?**

The first 2 digits of the SIC code identify the major industry group, the 3rd digit identifies the industry group, and the 4th digit identifies the Industry. For Example: 20 Food and Kindred Products 209 Miscellaneous Food Preparations and Kindred Products 2096 Potato Chips, Corn Chips, and Similar Snacks.

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### **How do I change what data the report was generated from?**

In the upper left hand corner of the report (within the blue report header) you will see what data was used to generate the report.

### **Can I choose a different median score?**

Yes, you can choose the Median Failure Score, Median Delinquency Score, or the Median Paydex Score. Median scores are calculated using the companies you have imported into Portfolio Risk Manager.

### **What is the Median Failure Score?**

The Median Failure Score is the same thing as the Median Financial Stress Score.

### **Why is the Median Score blank for the sub Industries?**

The Median Score is only displayed for the Major Industry.

### **What is the D&B Industry Failure Index?**

The D&B Failure Index is calculated as Failure Rate for Industry (State) / overall Failure rate across all U.S. businesses, if Index is higher than 1 then subsegment has higher failure rate than overall economy.

### **What is the Median Delinquency Score?**

The Median Delinquency Score is the same thing as the Median Commercial Stress Score.

### **How is the Other category defined?**

Companies that do not have an SIC Code, are not matched to a D-U-N-S® Number, or International will appear in the “Other” Category. Companies assigned the SIC Code 9999 will appear in the Unclassifiable Establishment category.

### **Do I need to import a file?**

You do not need to import a file, this report can be generated from your All Companies Folder.

### **Do I need to import my aging?**

You do not need to import your aging. It is a D&B Best Practice to import aging data to get the most insight out of the Portfolio Risk Manager reports.

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To e-mail the Table click on the “E-mail” icon in the upper right hand corner of the report. Place a check mark in the box to the left of “Table” and click “Send E-Mail”.

### **How do I generate a PDF of the Table?**

To generate a PDF of the Table click on the “PDF” icon in the upper right hand corner of the report. Place a check mark in the box to the left of “Table” and click “Generate PDF”.

### **Can I view the table as a chart?**

To view the table as a chart click on the “Chart” button in the upper left hand corner of the report.

### **Can I customize the chart?**

The Charts are a graphical representation of the data is presented in the Table. You can click the “Customize” button to customize the Chart, however any changes you make to the Chart will be reflected in the Table. It is also important to note that any changes made to the Global Elements ranges will be applied to all reports in Portfolio Risk Manager.

### **Why are there 2 charts?**

Chart 1 displays your United States companies; Chart 2 displays your Canadian companies.

### **Can I customize how categories are defined?**

The categories are defined by the SIC Code Industry descriptions and cannot be customized.

### **Does the Drill Down change when I view the Chart?**

The Drill Down will be the same as the last cell you clicked into. For example, if you clicked on the Manufacturing industry, you would see the Manufacturing industry in the Drill Down list below the Chart. To change this list, you can go back to the table and click into another industry.

### **How do I print the Chart?**

To print the chart click on the “Printer” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you print.

### **How do I e-mail the Chart?**

To e-mail the chart click on the “E-mail” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you email.

### **How do I generate a PDF of the Chart?**

To generate a PDF of the chart click on the “PDF” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you generate a PDF.

### **How do I get back to the table?**

Click on the “Table” button in the upper left hand corner of the chart to return to the table.

## **DRILL DOWN LIST**

### **How do I tell which Table or Chart selection is listed in the Drill Down?**

In the upper left hand corner of the Drill Down section, you will see the description of the cell you selected.

### **What is the default cell for the Drill Down?**

D-U-N-S® Number, Company Name (from the customer import file), Total Outstanding Dollars, Credit Limit, Credit Limit Utilization, Financial Stress Score Percentile, Commercial Credit Score Percentile, Paydex Score, and Number of Accounts.

### **Can I change the cell to view a different Drill Down?**

The default cell for the Drill Down will be High / High when you run the report. To see the Drill Down for a different cell click on that cell and the Drill Down will change to the companies that make up that cell. If you drill into an account and go back to the Table the Drill Down will still be the last cell you drilled into.

### **How is the Drill Down sorted?**

The default sort is by Total Outstanding Dollars from largest to smallest by D-U-N-S® Number, if you are importing aging. Accounts with the same D-U-N-S® Number will be grouped together. If there is no aging, the default sort is by Commercial Credit Score highest risk to lowest risk.

### **What are the default columns?**

D-U-N-S® Number, Company Name (from the customer import file), Total Outstanding Dollars, Credit Limit, Credit Limit Utilization, Financial Stress Score Percentile, Commercial Credit Score Percentile, Paydex Score, and Number of Accounts.

### **Can I view decimals in the aging columns?**

The aging columns are rounded to the nearest dollar.

### **Can I customize which columns are displayed on the Drill Down?**

You can customize which fields are in the Drill Down by clicking on the “Customize” icon in the upper right hand corner of the Drill Down. Simply highlight the variable in the Available Fields to Display section on the left side of the pop-up, click the arrow pointing to the right to add the variable to the Selected Fields to Display section and click “Update List” to save the changes.

### **How do I change the order of the columns?**

To change the order of the columns, click the “Customize” button in the upper right hand corner of the Drill Down, highlight the column you wish to move, click the up or down arrows, then click “Update List” to save the changes.

### **Where is my Account Number?**

You can customize your Drill Down to include Account Numbers.

### **How do I add my Account Number to the Drill Down?**

You can add your account number by clicking on the “Customize” icon in the upper right hand corner of the Drill Down. Simply highlight the Account Number variable in the Available Fields to Display on the left side of the pop-up, click the right pointing arrow to add the Account Number to the Selected Fields to Display and click “Update List” to save the changes.

### **Why do some D-U-N-S® Numbers have more than one Company in the Drill Down?**

For a D-U-N-S® Number with one account, only the D-U-N-S® Number with the imported customer name will display; for a D-U-N-S® Number with more than one account, the D-U-N-S® Number level will show a roll up of Total Outstanding Dollars and display the D&B Legal Name. Just below the D-U-N-S® Number level, the Accounts will be indented and show account level details and the company name that was imported on the A/R file.

### **What is % Utilization?**

The % utilization is calculated as the total outstanding dollars/credit limit. Credit Limit and Total Outstanding Dollars must be imported for % Utilization to be calculated.

### **Why is there a “-” in the % Utilization column?**

Accounts with the same D-U-N-S® Number are grouped together, % Utilization is not added together for grouped accounts. A dash will also be displayed if the Credit Limit and/or Total Outstanding Dollars are not imported.

### **Why is there a “-” in the Credit Limit column?**

Accounts with the same D-U-N-S® Number are grouped together, Credit Limits are not added together for grouped accounts. A dash will also be displayed if the Credit Limit and/or Total Outstanding Dollars are not imported.

### **How many columns can I add to the Drill Down?**

You can add a column for each variable available for the Drill Down.

### **What happens if I add more columns than I can see on the screen?**

If there are more variables than are viewable on the screen, a scroll bar will appear at the bottom of the Drill Down for you to scroll to the additional columns.

### **How many columns can I print?**

All of the columns displayed on the screen will be printed.

### **How do I “sort” other columns?**

Click on any column header to sort the Drill Down.

### **Can I view an individual Account in the Drill Down list?**

To view an individual Account click on the Company Name within the list.

### **How do I get back to the Drill Down from my account?**

The breadcrumbs in the upper left hand corner of the report show you each prior page you were in before opening the current page. You can easily navigate back to any page that is listed in the breadcrumb by clicking on the page name.

### **How many companies can I see at one time?**

You can view up to 100 companies at the same time.

### **How do I change the number of companies I want to view?**

Click on the “View Items” drop down in the lower left hand corner of the report then select the number of companies you would like to view.

### **How do I get to the next page of Companies?**

In the lower right hand corner of the Drill Down you can click on a page number to move to a specific page, or click “Next” to move to the next page of Companies in the Drill Down.

### **Can I add Accounts to a folder?**

If you have imported an A/R file, your Accounts can be added to a folder by placing a check mark in the box to the left of the D-U-N-S® Number and clicking the “Add to Folder” button in the upper left hand corner of the Drill Down.

### **What folders can I add Accounts to?**

You can add accounts to any existing ad-hoc folder that you previously created in DNBi, or you can create a new folder.

### **How many Accounts can I add to a folder at one time?**

You can add up to 100 Accounts to a folder at a time.

### **Can I select all Accounts to add to a folder?**

By checking the box to the left of the D-U-N-S® Number column header you can select all viewable Accounts to be added to a folder at one time.

### **How do I print the Drill Down?**

To print the list click on the “Printer” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you print.

### **How do I e-mail the Drill Down?**

To e-mail the list click on the “E-mail” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you email.

### **How do I generate a PDF of the Drill Down?**

To generate a PDF of the list click on the “PDF” icon in the upper right hand corner of the report. In the next screen, select which items you would like to include when you generate a PDF.