**Each of the reports now indicates the columns to be included in the associated reports.**

Background for Data Fields:

**AgencyId**: This represents agency against which complaint is being filed

**IsViewedByOwner** represents Owner has seen this record after Agency has submitted its response

**CreatedBy**: This is UniqueIdentifier of the userId of the person who created the complaint record. From this we know who created this record - by Owner or by Agency themselves

1. **Report: New Complaint Being Submitted to Agency Requiring Action:** Here Owner has submitted complaints and now Agency needs to see them for the first time.

**Where conditions**:

OwnerId: Loggedin OwnerId

Submitted Complaint to Agency is Yes

IsViewedByAgency = 0

CreatedBy is userId of Role Owner (This shows that it was created By user of Owner type)

Submitted Complaint to Owner is No

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Complaint Date
* Column for “View Details . . .”

1. **Report: New Incoming Complaint Requiring Action:** Here Agency has submitted complaints and now Owner needs to see them for the first time.

**Where conditions**:

OwnerId: Loggedin OwnerId

Submitted Complaint to Owner is Yes

IsViewedByOwner = 0

CreatedBy is userId of Role Agency (This shows that it was created By user of Agency type)

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Complaint Date
* Submitted to Owner [this is the title of the column, the data for the column would come from the field “Date Submitted” under the “Debt Owner Process” on the mockup
* Column for “View Details . . .”

1. **Report: New Incoming Complaint in Progress:** Owner has viewed it but no response yet

**Where conditions**:

OwnerId: Loggedin OwnerId

Submitted Complaint to Owner is Yes

IsViewedByOwner is 1

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Submitted to Owner [this is the title of the column, the data for the column would come from the field “Date Submitted” under the “Debt Owner Process” on the mockup
* Column for “View Details . . .”

**NOTE**: I realize that the columns are the same on this report as on the “New Incoming Complaint Requiring Action” report. However, the big difference is that with THIS report, the Owner has at least STARTED to look at this and done something on the complaint. The other report shows those complaints that have not even been LOOKED AT yet by the Owner.

1. **Report: Awaiting Additional Information:** Owner have them and they are awaiting for an additional information.

**Where conditions**:

OwnerId: Loggedin OwnerId

Submitted Complaint to Agency Date is NOT null

Submitted Complaint to Owner is Yes

Submitted Complaint to Owner Date is NOT Null

Need More info from Agency is Yes

Need More info from Agency Date is NOT null

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Complaint Date
* Date Info Requested [this is the title of the column, the data for the column would come from the field “Date Requested” as shown on the mockup]
* Column for “View Details . . .”

1. **Report: Submitted for Agency Closure:** Owner have submitted them for agency action.

**Where conditions**:

OwnerId: Loggedin OwnerId

Submitted Complaint to Owner is Yes

Submitted Complaint to Owner Date is NOT null

IsViewdByOwner is 0 – Just submitted to Owner has not viewed it.

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Complaint Date
* Submitted to Agency [this is the title of the column, the data for the column would come from the field “Date Submitted” regarding the “Owner Response to Agency Date” field on the mockup
* Column for “View Details . . .”

1. **Report: Resolved Complaint:** Resolved cases

**Where conditions**:

AgencyId: Loggedin AgencyId (Not needed if Owner is logging in as he can see all Agency data)

Debtor Agree is Yes

Final Action Steps is not null

**REPORT COLUMNS to include (from left to right):**

* Complaint ID
* PIMS Account #
* Last Name
* First Name
* Last 4 SSN
* Complaint Date
* Date Resolved [this is the title of the column, the data for the column would come from the “Agency Response to Debtor Date” field at the bottom of the mockup
* Response Time (Days) [this is the title of the column, the data from the column would come from the “Total Response Time” field at the bottom of the mockup
* Column for “View Details . . .”