U.S. Small Business Administration

2008 - 2009 Edition

A Guide for SBA Resource Partners

EDMIS Users' Manual

U.S. Small Business Administration

2008 - 2009 Edition

Entrepreneurial Development Management Information System

EDMIS
Users' Manual

Table of Contents

Appendix A – Additional Resources

Appendix B – Report Examples

INTRODUCTION

The US Small Business Administration has developed the Entrepreneurial Management Development System (EDMIS) in order to collect counseling, training and economic impact information from each of our SBA partners and District Offices. EDMIS is a secure web portal that is designed around two primary forms: SBA Form 641 and SBA Form 888. SBA partners have the option of either manually entering their counseling and training data or using a software vendor to upload xml files.

SBA partners are required to provide counseling and training data at a minimum of quarterly. Users that upload data files should do so at least quarterly. Users that enter the data directly into EDMIS do so for each new session. SBA compiles the data in daily and quarterly reports that are used to measure counseling and training performance.

Section I – Accessing EDMIS

EDMIS is accessed via the General Logon System (GLS). Only users with an approved *user identification* and *password* will have operational access to EDMIS. To protect the integrity of the data, the system has a number of safeguards and is very secure. The system will automatically recognize an authorized user's identification code (ID & Password) and provide operational access to the EDMIS home page.

Login to EDMIS

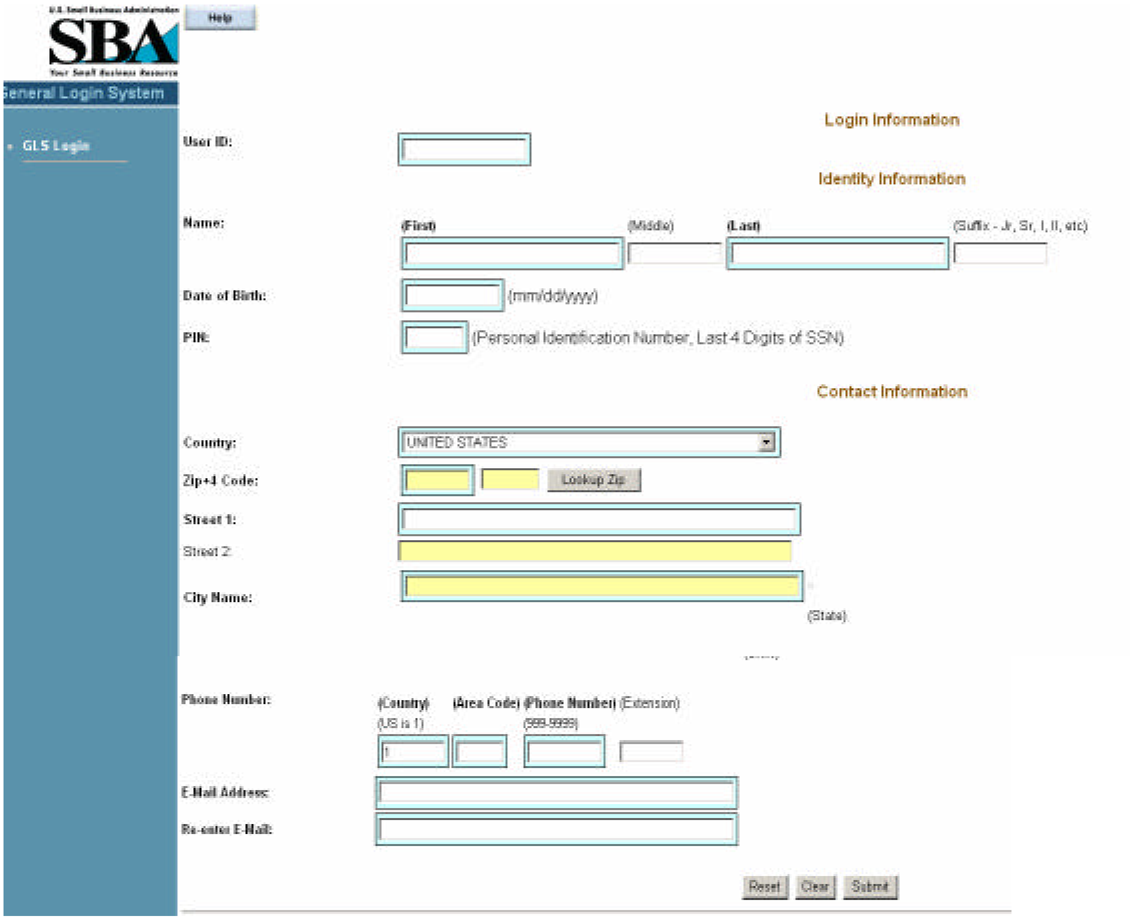
1. Open a browser (e.g. Internet Explorer 5.0 or above with 128-bit encryption) and enter the following address on the address bar. (***Note: you must include an "s" after "http" as this is a secure system.***)

https://eweb.sba.gov/gls

Once you enter the above address you should see the following view:

2. If you already have an SBA User ID and Password, skip to step 4. Otherwise continue here to obtain a User ID and Password. On the following screen shot, you will notice that on the left hand side there is a menu for several items, including instructions for GLS.

Select Request SBA User ID. You will be directed to a new page. You will need to fill out each item that is bordered in light blue. You may select your own user ID and it should be 8 characters long. Once you have completed this page, scroll to the bottom and click submit.



Once you have submitted the request for a User ID, you will receive an e-mail from ITSecurity@sba.gov with a temporary password. You can return to the main login screen and enter the User ID and Password. First time users will be prompted to change their passwords to an 8 character password that contains at least 3 of the following elements:

- 1 Capital Letter
- 1 Lower Case Letter
- 1 Number
- 1 Symbol

3. Once you have access through GLS, you will still need to obtain access to EDMIS. While you can request this access yourself, you will need to know your Location ID (from SBA's Partner Information Management System). It is recommended that you contact your program manager via e-mail requesting access. You should also send a

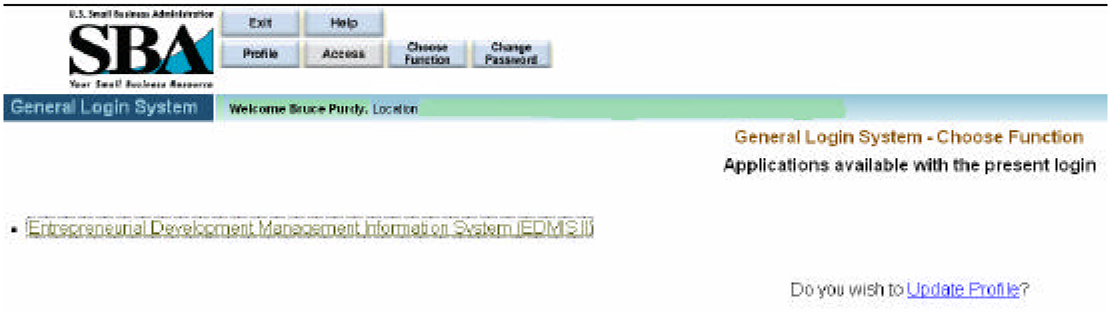
copy of the e-mail to SBDCEDMIS-II@sba.gov. You will need the following information:

- Name, E-mail, and User ID
- Name and Address of your
- Organization type (SBDC, WBC, etc.)

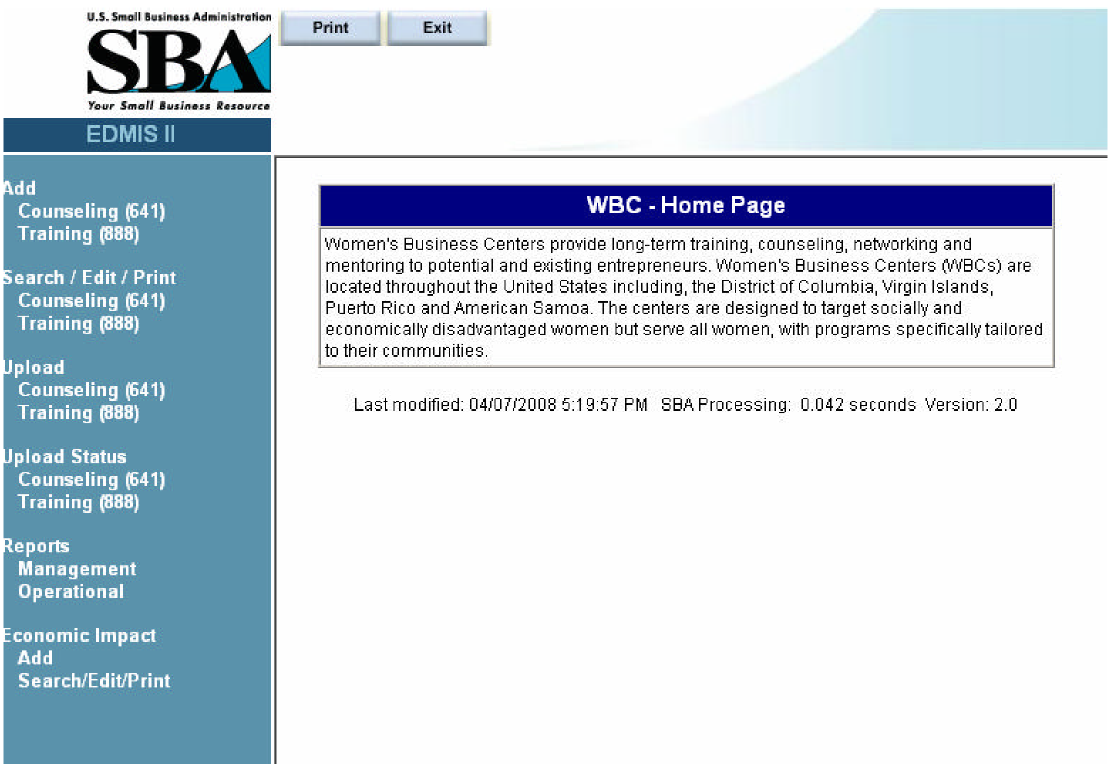
You will receive notification from ITSecurity@sba.gov that you have been given access rights to EDMIS.

3. You can now proceed to log in from https://eweb.sba.gov/gls. When you log into GLS with your password, you will first come to a welcome screen. Click OK to proceed.

After you click OK, you should see a link for EDMIS if you have been given access to the system.



Clicking on the link will bring you to the main page for EDMIS. The page will appear different depending on your access rights. Following is an example of a main page for a Women's Business Center.



Once you get to this point, you are now ready to enter or upload EDMIS data. From the Menu Bar on the left as seen above, the functions are:

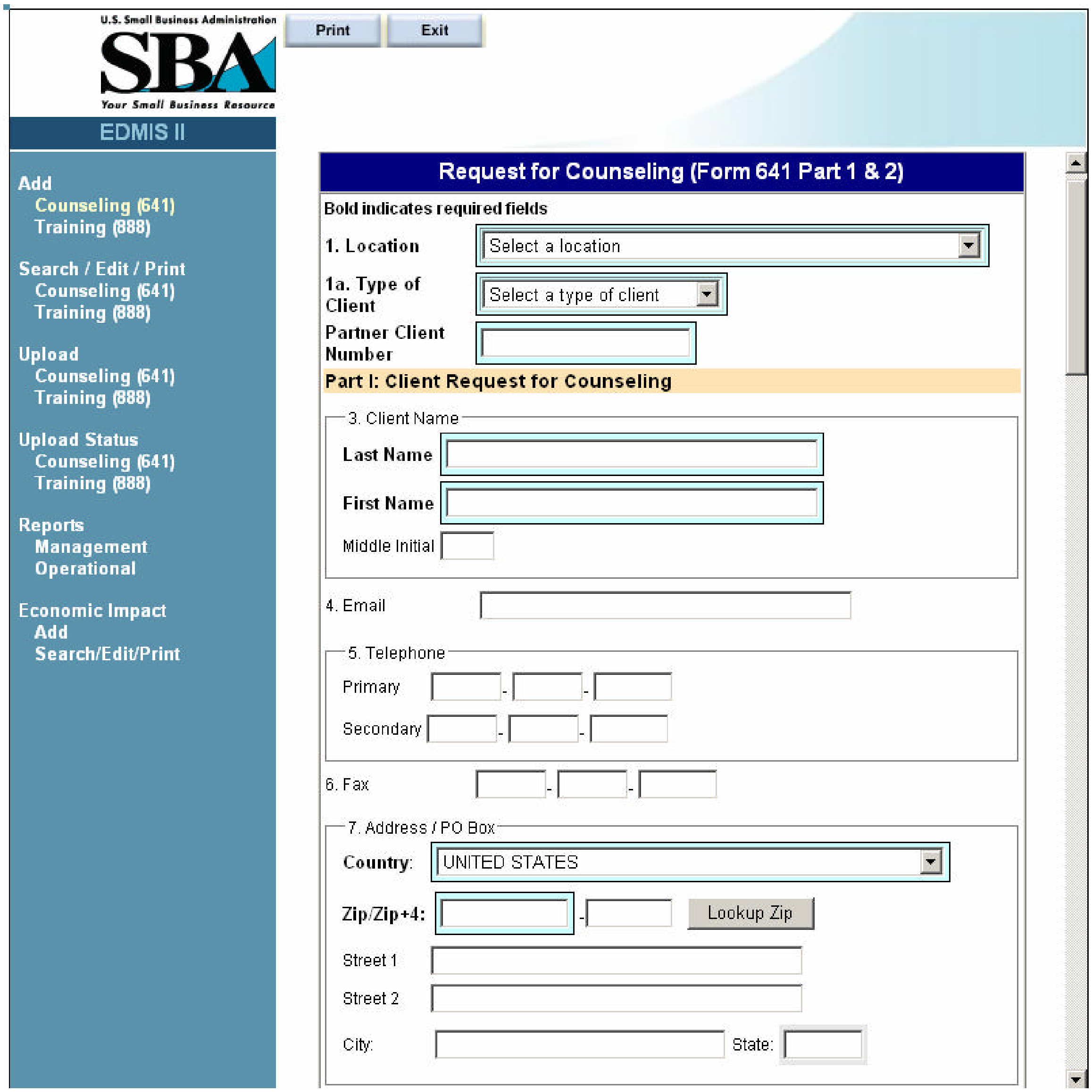
- Add Counseling or Training data
- Search / Edit / Print Counseling or Training data
- Upload Counseling or Training data
- Upload Status Counseling or Training data
- Reports
- Economic Impact

Section II - Manually Entering Data into EDMIS

Adding 641 Part I - Request for Counseling

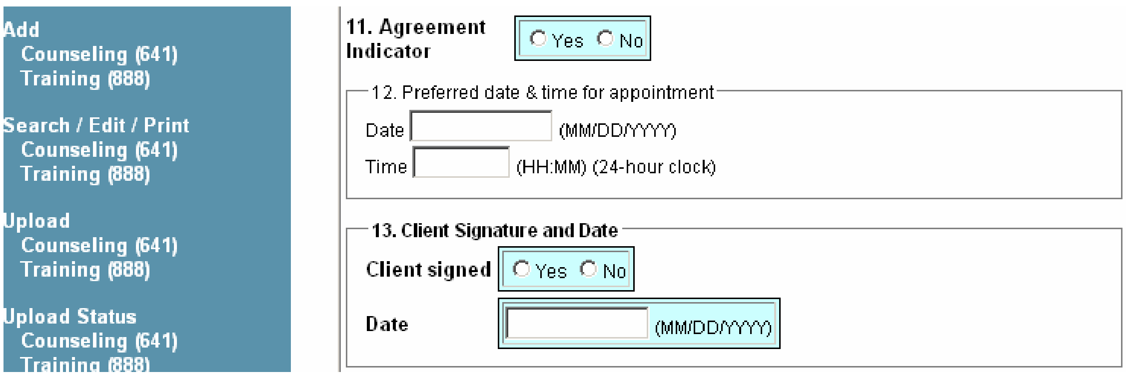
The add feature works in a similar fashion for both the 641 and 888. To add a new 641, click the link for Counseling (641) under the section for Add. **All fields presented in BOLD font and outlined in blue are mandatory fields and must be completed.**

Following are images of the actual data entry screens.



1. Location - For SBA users this is the field/branch office code, the system populates this information; For Resource Partners this is the location code of the office/service center providing the counseling

1a. Type of Client – the type of counseling being provided, i.e. face-to-face, online, etc.
2. Partner Client Number – (not used by Field Offices); Resource Partners may input their internally assigned number.
3. Client Name (Part 1: Client Request for Counseling) –
4. E-mail
5. Phone
6. Fax
7. Street/P.O. Box Address of client
8. City
9. State
10. ZIP Code + 4 if available



11. Agreement Indicator – This field reflects that the client has signed the form agreeing to the following statement. I request business counseling service from the Small Business Administration (SBA) or an SBA Resource Partner. I agree to cooperate should I be selected to participate in surveys designed to evaluate SBA services. I permit SBA or its agent the use of my name and address for SBA surveys and information mailings regarding SBA products and services (Yes No). I understand that any information disclosed will be held in strict confidence. (SBA will not provide your personal information to commercial entities.) I authorize SBA to furnish relevant information to the assigned management counselor(s). I further understand that the counselor(s) agrees not to: 1) recommend goods or services from sources in which he/she has an interest, and 2) accept fees or commissions developing from this counseling relationship. In consideration of the counselor(s) furnishing management or technical assistance, I waive all claims against SBA personnel, and that of its Resource Partners and host organizations, arising from this assistance.

12. Preferred date and time of appointment

13. Client Signed (Required) did the client sign the 641 form?
Date (Required) what is the date the client signed the 641?

Adding 641 Part II - Client Intake (to be completed by all Clients) Questions 14–19

Part II: Client Intake (to be completed by all Clients)

14. Race (mark one or more)

- ☐ Black or African American
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Unanswered
- ☐ White
- ☐ Native Hawaiian or Other Pacific Islander

15. Ethnicity

- ○ Hispanic or Latino
- ○ Not Hispanic or Latino
- ○ Unknown/NotStated

16. Gender

- ○ Female
- ○ Male
- ○ Unknown/NotStated

17. Do you consider yourself a person with a disability?

- ○ Yes
- ○ No
- ○ Unknown/Not Stated

18. Veteran Status

- ○ Non-Veteran
- ○ Service Disabled Veteran
- ○ Unknown/NotStated
- ○ Veteran

18a. Military Status

- ○ Member of Reserve or National Guard
- ○ On Active Duty
- ○ Unknown/Not Stated

19. What inspired you to contact us? (mark all that apply)

- ☐ SBA
- ☐ Bank
- ☐ Business Owner
- ☐ Television/Radio
- ☐ Other Client
- ☐ Magazine
- ☐ Internet
- ☐ Newspaper
- ☐ Chamber of Commerce
- ☐ Educational Institution
- ☐ Local Economic Development Official
- ☐ Word of Mouth
- ☐ Unknown/Not Stated
- ☐ Other

Other media (specify) ____________

20. Is the Client Currently in Business? (If no, skip to 30)

○ Yes ◉ No

20. Is the client currently in Business? (If "yes" then fields 22–29 are required)

Business Information

21. Name of Company

22. Type of Business (choose primary category)

- Agriculture, Forestry, Fishing and Hunting
- Mining
- Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation and Warehousing
- Information
- Finance and Insurance
- Real Estate and Rental and Leasing
- Professional, Scientific, and Technical Services
- Management of Companies and Enterprises
- Administrative and Support and Waste Management and Remediation Services
- Educational Services
- Health Care and Social Assistance
- Arts, Entertainment, and Recreation
- Accommodation and Food Services
- Other Services (except Public Administration)
- Public Administration

Note: Administrative and Support, Waste Management and Remediation Services have the same NAICS code in the NAICS Table and hence appear together.

23. Business Ownership

Male %   Female %

24. Business Started

Month (MM)   Year (YYYY)

25. Do you conduct business online?

Yes No

26. Is this a home based business?

Yes No

27. Total Number of Employees (full & part time)

28. For your most recent full business year, what were your:

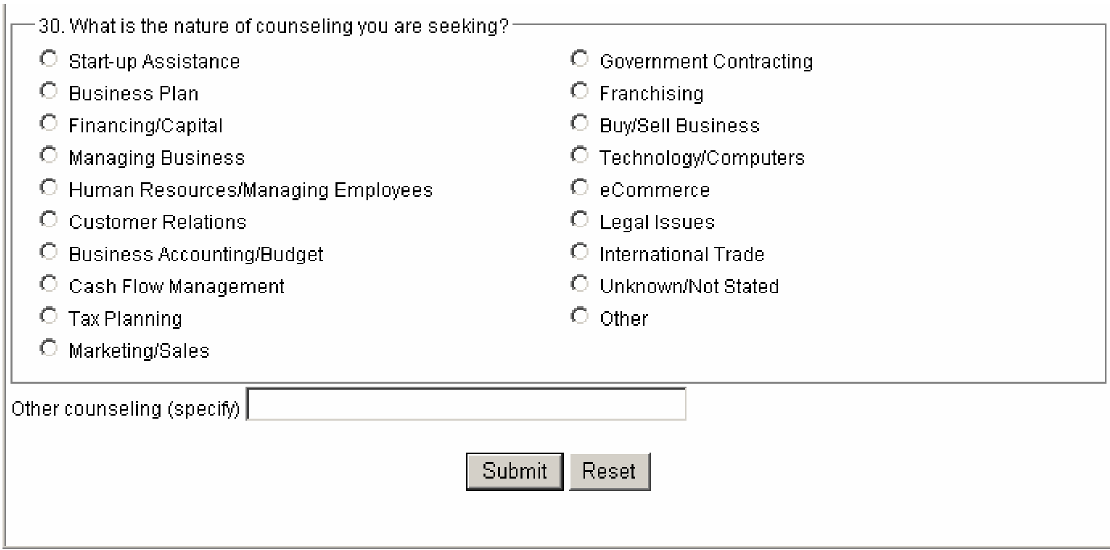
Gross Revenues/Sales $

+Profits/-Losses $

29. what is the legal entity of your business?

- Sole Proprietorship
- Partnership
- Corporation
- Limited Liability Company(LLC)
- Subchapter S Corporation
- Other

Other legal entity (specify)


30. What is the nature of counseling you are seeking?

- Start-up Assistance
- Business Plan
- Financing/Capital
- Managing Business
- Human Resources/Managing Employees
- Customer Relations
- Business Accounting/Budget
- Cash Flow Management
- Tax Planning
- Marketing/Sales
- Government Contracting
- Franchising
- Buy/Sell Business
- Technology/Computers
- eCommerce
- Legal Issues
- International Trade
- Unknown/Not Stated
- Other

Other counseling (specify)

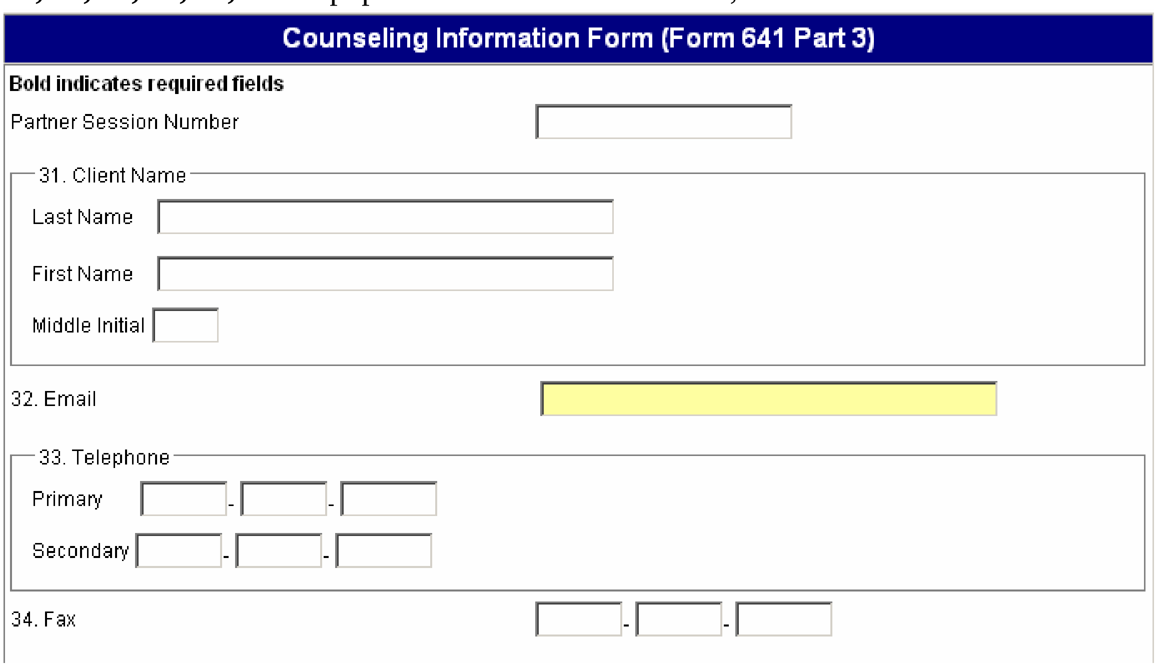
Submit Reset

30. What is the nature of counseling you are seeking? – Primary or dominant counseling category is chosen.

Question 30 is the last question for Parts I and II. Click submit and a new Part III will open.

Adding 641 Part III - Counselor Record

31, 32, 34, 36, 37, 38 are populated from SBA Form 641, Part I


Counseling Information Form (Form 641 Part 3)

Bold indicates required fields

Partner Session Number

31. Client Name

Last Name

First Name

Middle Initial

32. Email

33. Telephone

Primary - -

Secondary - -

34. Fax - -

35. Address / PO Box

Country: UNITED STATES

Zip/Zip+4: - Lookup Zip

Street 1

Street 2

City: State: VA

39. Is the client Currently in Business? (If no, skip to 44) ○ Yes ◉ No

Business Information

40. Business Started

Month (MM) Year (YYYY)

41. Total Number of Employees (full & part time)

42. As of the most recent ounseling date and for the most reent business year, what are the client's annual:

Gross Revenues/Sales $ +Profits/-Losses $

43. SBA or Resource Partner Servie Contributed to the following:

Total Amount of SBA Loans $

No. of Government Contracts or Subcontracts Received

Total Amount of Non-SBA Loans $

Dollar Value of Government Contracts Received $

Amount of Equity Capital Received

Did counseling received result in starting a business? ○ Yes ○ No

39. Is the client currently in Business? – If answer is **"Yes"** then user must complete **40, 41** and the last question in block **43.**

44. What was the nature of the counseling you provided the client?

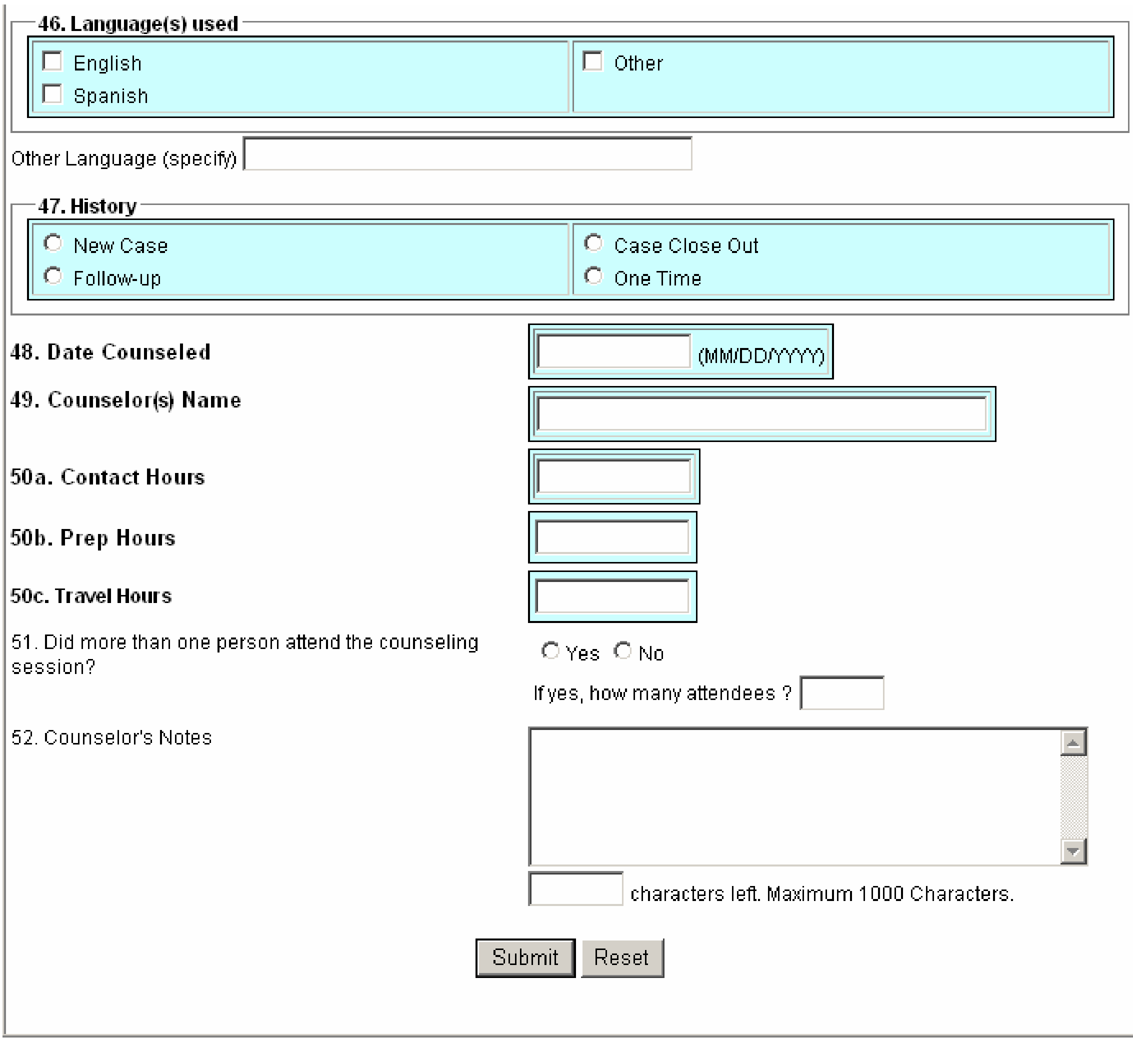
- ○ Start-up Assistance
- ○ Business Plan
- ○ Financing/Capital
- ○ Managing Business
- ○ Human Resources/Managing Employees
- ○ Customer Relations
- ○ Business Accounting/Budget
- ○ Cash Flow Management
- ○ Tax Planning
- ○ Marketing/Sales
- ○ Government Contracting
- ○ Franchising
- ○ Buy/Sell Business
- ○ Technology/Computers
- ○ eCommerce
- ○ Legal Issues
- ○ International Trade
- ○ Unknown/Not Stated
- ○ Other

Please specify other counseling provided

45. Type of Counseling Select a type of Counseling

44. What was the nature of the counseling you provided the client? – User can only select one

45. Type of counseling? – select from the drop down



46. Language(s) used

- ☐ English
- ☐ Spanish
- ☐ Other

Other Language (specify)

47. History

- ○ New Case
- ○ Follow-up
- ○ Case Close Out
- ○ One Time

48. Date Counseled (MM/DD/YYYY)

49. Counselor(s) Name

50a. Contact Hours

50b. Prep Hours

50c. Travel Hours

51. Did more than one person attend the counseling session? ○ Yes ○ No

If yes, how many attendees ?

52. Counselor's Notes

characters left. Maximum 1000 Characters.

Submit Reset

46. Languages used? –The language spoken during the counseling?

47. History

48. Date Counseled

49. Counselor(s) Name

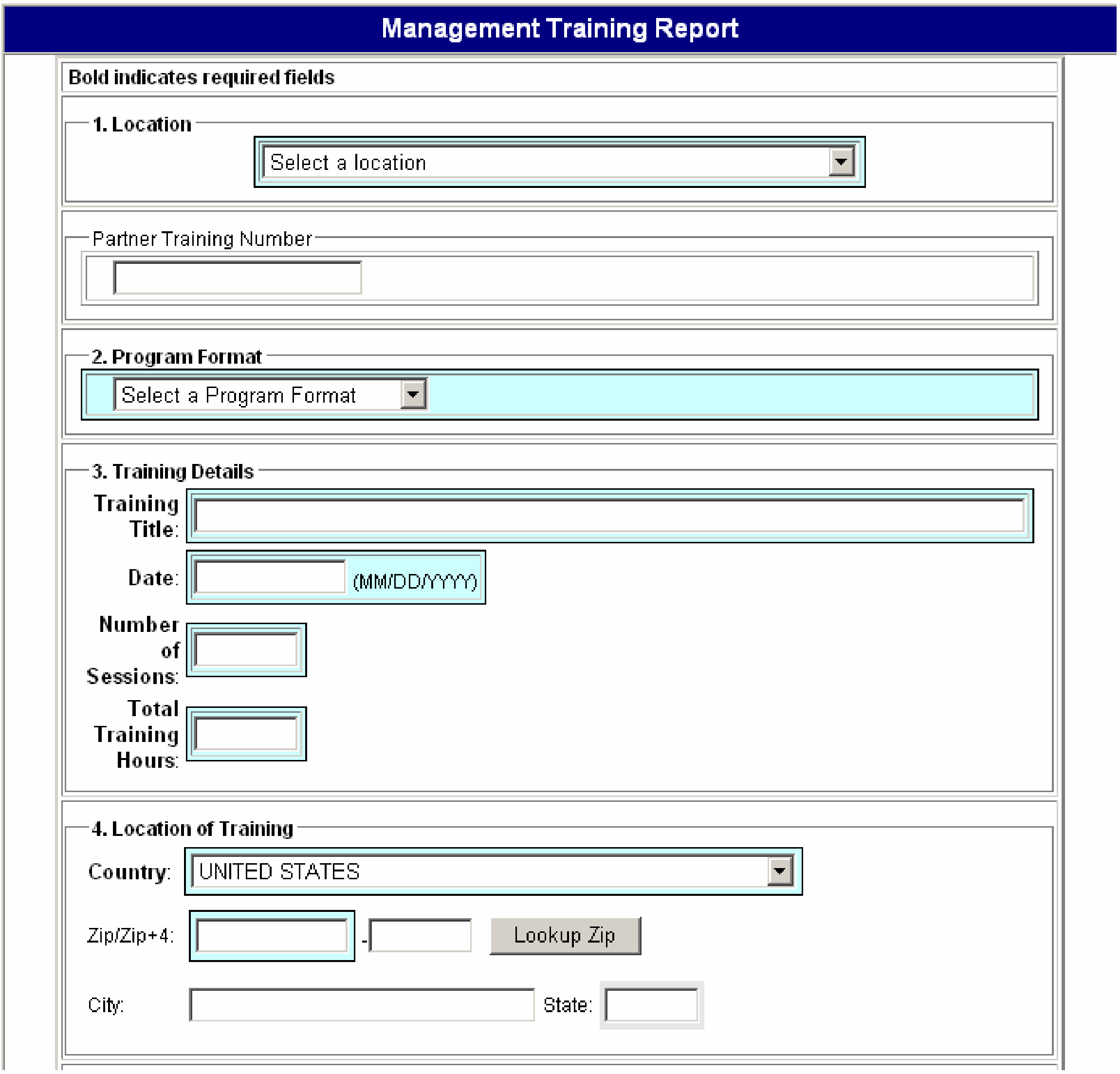
50a.Contact Hours

50b. Prep Hours - if none, then input zero

50c. Travel Hours - if none, then input zero

NOTE: In fields pertaining to dollar amounts, do not input $ signs, commas, or decimal points. The field will accept a minus (-) sign to indicate a negative integer.

Adding a Management Training Report (888)
Just like with the 641, all fields bordered in blue must be completed in order to submit the 888.



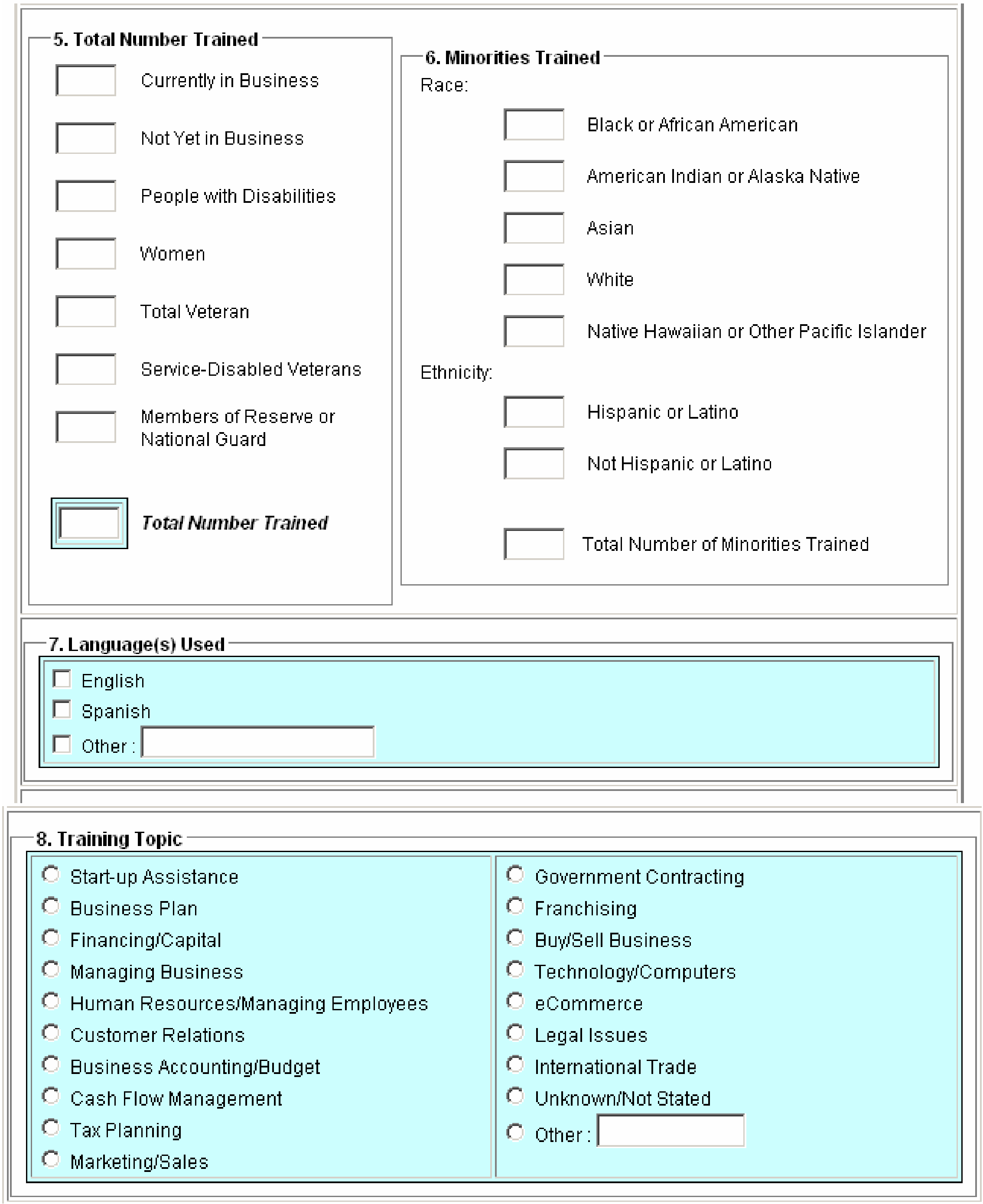
1. Location - This For SBA users this is the field/branch office code, the system populates this information; For Resource Partners this is the location code of the office/service center providing the training.

Partner Training Number (Not used by Fields)

2. Program Format - Was the training a seminar, a course, online or Teleconference?

3. Training Details

4. Location of Training



5. Total Number Trained

- Currently in Business
- Not Yet in Business
- People with Disabilities
- Women
- Total Veteran
- Service-Disabled Veterans
- Members of Reserve or National Guard

Total Number Trained

6. Minorities Trained

Race:

- Black or African American
- American Indian or Alaska Native
- Asian
- White
- Native Hawaiian or Other Pacific Islander

Ethnicity:

- Hispanic or Latino
- Not Hispanic or Latino

Total Number of Minorities Trained

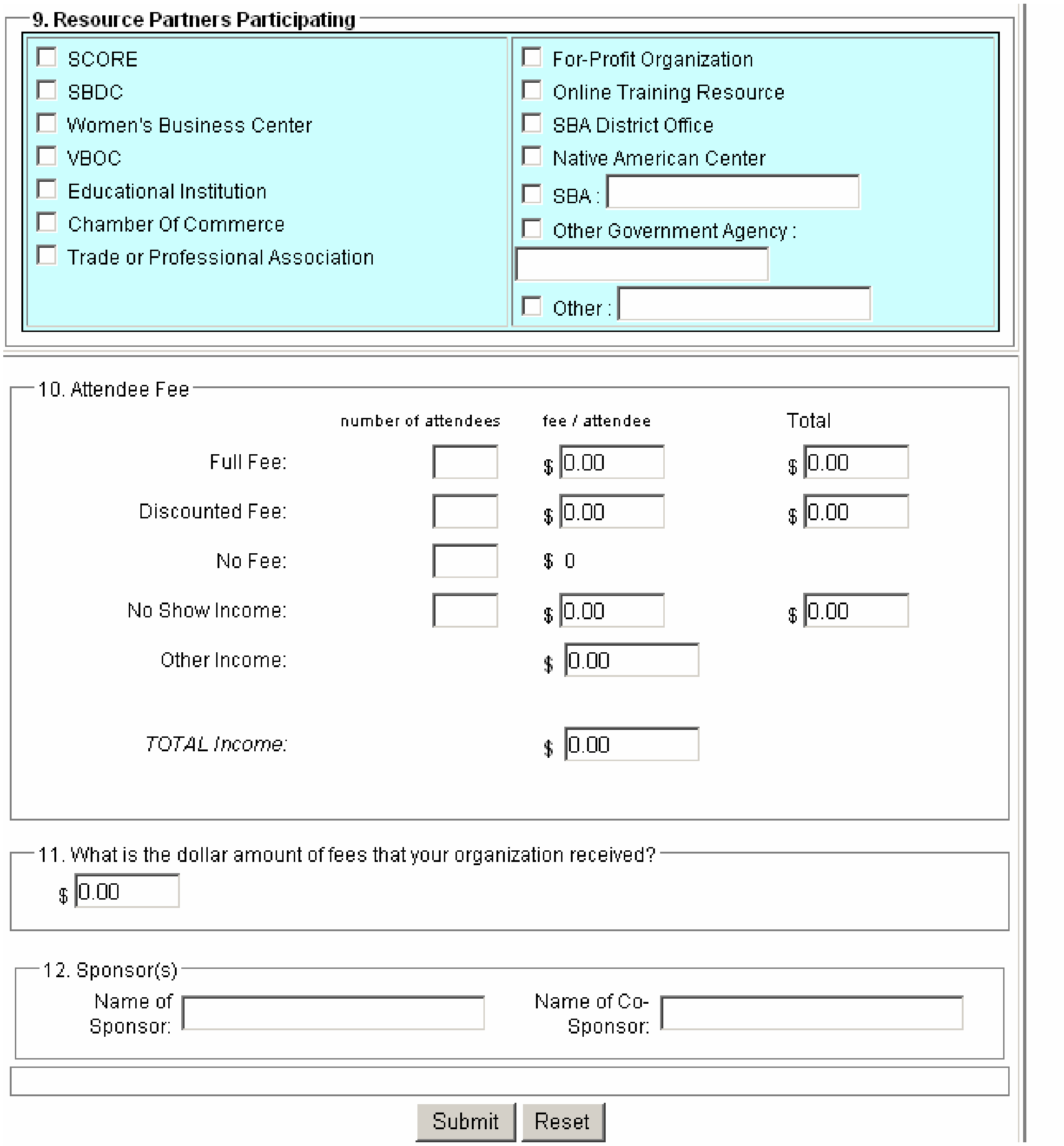
7. Language(s) Used

- English
- Spanish
- Other :

8. Training Topic

- Start-up Assistance
- Business Plan
- Financing/Capital
- Managing Business
- Human Resources/Managing Employees
- Customer Relations
- Business Accounting/Budget
- Cash Flow Management
- Tax Planning
- Marketing/Sales
- Government Contracting
- Franchising
- Buy/Sell Business
- Technology/Computers
- eCommerce
- Legal Issues
- International Trade
- Unknown/Not Stated
- Other :

5. Total Number Trained
6. Minorities Trained if none, then input zero
7. Language(s) Used
8. Training Topic (primary topic only)


9. Resource Partners Participating

- [ ] SCORE
- [ ] SBDC
- [ ] Women's Business Center
- [ ] VBOC
- [ ] Educational Institution
- [ ] Chamber Of Commerce
- [ ] Trade or Professional Association
- [ ] For-Profit Organization
- [ ] Online Training Resource
- [ ] SBA District Office
- [ ] Native American Center
- [ ] SBA :
- [ ] Other Government Agency :
- [ ] Other :

10. Attendee Fee

	number of attendees	fee / attendee	Total
Full Fee:		$ 0.00	$ 0.00
Discounted Fee:		$ 0.00	$ 0.00
No Fee:		$ 0	
No Show Income:		$ 0.00	$ 0.00
Other Income:		$ 0.00	
TOTAL Income:		$ 0.00	

11. What is the dollar amount of fees that your organization received?

$ 0.00

12. Sponsor(s)

Name of Sponsor:

Name of Co-Sponsor:

Submit Reset

9. Resource Partners Participating
10. Attendee Fee Information
11. Total Dollar Amount of Fees Received for Event
12. Sponsor and Co-Sponsor Names.

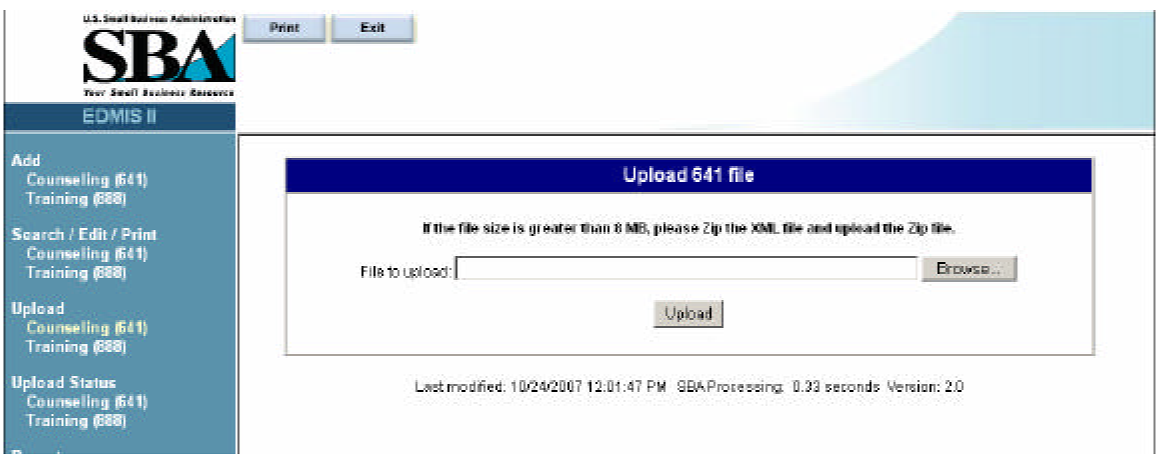
Section III –Uploading XML Data Files

Uploading Files

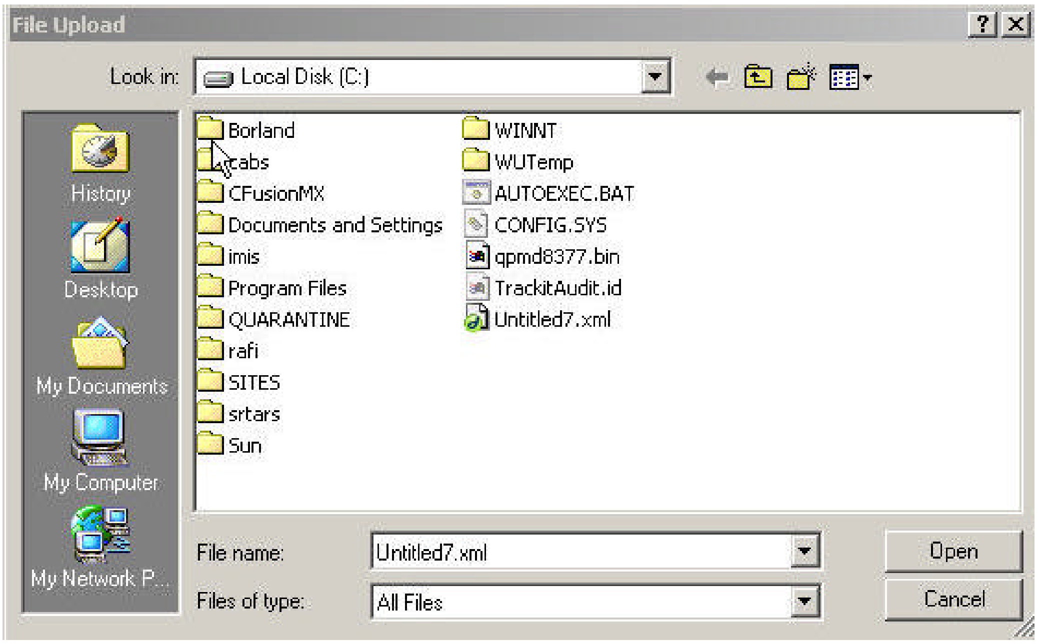
For SBA Partners that are using a software package to collect 641 and 888 data, on a quarterly basis, they will need to log into GLS to access EDMIS (Section I) and click on the Upload link for either Counseling (641) or Training (888).

Before you can upload a file, the file must comply with the xml schema and data requirements. The latest version of these can be found at http://www.sba.gov/private/edmis2/private. If you are using a software vendor, they should be familiar with these documents and should have the capability of creating the correct xml. You should consult with your software vendor for more details regarding how they create the xml file.

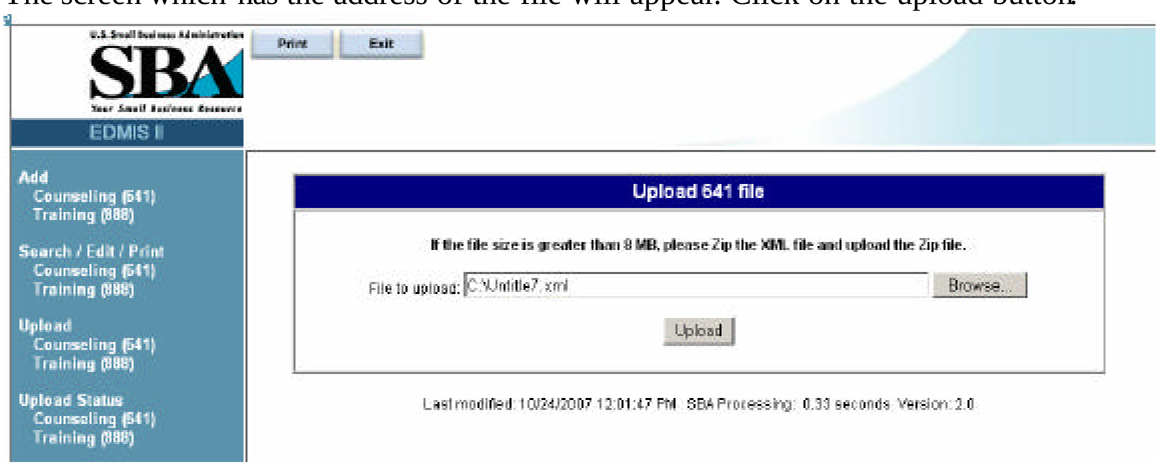
Once your system has the capability of creating an appropriate xml file, you will be able to upload data files quarterly as opposed to manually entering each record. The following image is a display of results from selecting the Counseling (641) link.



Locate the xml file that you wish to upload. Click on the Browse button, select the file to upload and click the Open button.



The screen which has the address of the file will appear. Click on the upload button.

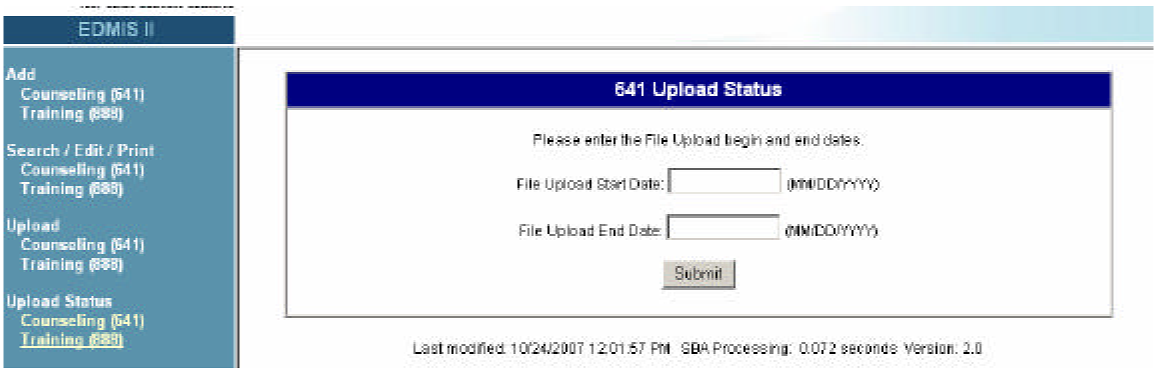


Once the user clicks on the upload button, a screen will appear that indicates the file successfully uploaded and that email confirmation will be sent once the file has been processed.

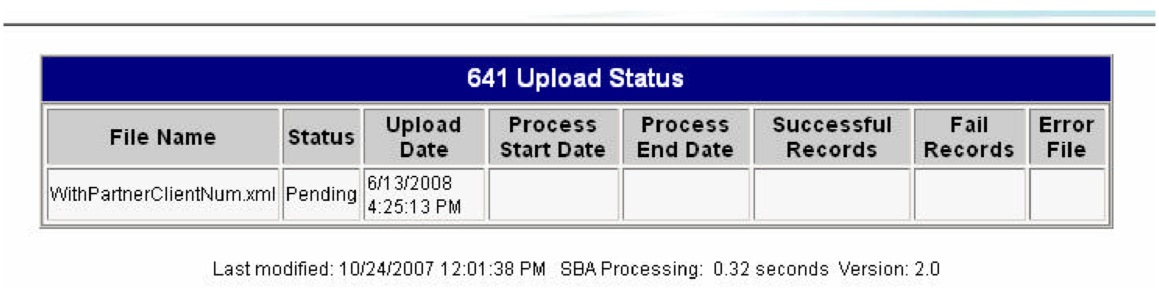
Note: Users can expect to receive email confirmation the day after submitting the file.

Checking the Upload Status

The user can log into EDMIS and view the upload status of the file from the EDMIS menu. **The user will be asked to input a date range; this range is for date of upload, not for record dates (as in the screen below).**



The upload status will indicate if the file has been processed or not. If the file has been processed it will give the summary information of number of successfully loaded records and number of failed records. **It will also have a link to the error file if there were any errors.**



641 Upload Status

File Name	Status	Upload Date	Process Start Date	Process End Date	Successful Records	Fail Records	Error File
WithPartnerClientNum.xml	Pending	6/13/2008 4:25:13 PM					

Last modified: 10/24/2007 12:01:38 PM SBA Processing: 0.32 seconds Version: 2.0

General Guidelines for Submitting 641 Records

- 641 clients have different sets of required fields depending upon the Type of Client classification (Face-to-face, Telephone or Email). Refer to Data Requirements. All of the required fields must be completely filled in for the record to be successfully loaded into the database. The XML document must include default values as documented in "Data Requirements Documents" if there is no data collected for the data elements.
- 641 Part 1, 2 and 3 is required to input the first record for a client in the database.
- 641 Part III records may be submitted without their parent Part I & II record(s) provided the Part I & II already exists in EDMIS (i.e. it was previously loaded). This option will help reduce the file size of the XML update files
- The 641 Part I & II are only loaded once into EDMIS for each client with sessions spanning multiple years of service, i.e. do not add the same client each new fiscal

year with a different unique Partner Number, EDMIS reports will reflect annual activity based on the 641 Part III records.

- 641 Part I & II records may be updated to reflect new or revised information. **Only Type of Client and Client Registration Date (Client Signature Date) cannot be modified after the end of a fiscal year**.
- 641 Part III cannot be modified after the end of a fiscal year.
- 641 Part III, Field 47 - History has the following values: New Case, Follow-up, Case Close Out, or One Time
  - For any single client, there should only be one session (Part III) designated as "New Case" over the lifetime of that client
  - Case Close Out session(s) will not increment client counts nor counseling hours in SBA reports
- 641 Part III data will automatically change a client's existing Part 1& 2 data in the EDMIS database. Resource partners could submit revised Part I & II records to revise Part I & II information for clients.
- If a new case session already exists for a client in the database, then 641 Part III of a New Case session has to be supplied along with 641 Part I & II to modify the Client Type before the end of the fiscal year.
- If there is no existing new case session for a client in the database and a new case session is being added then the Counseling Type of this new case session has to match with the existing Client Type in the database.
- If a new case session already exists for a client in the database and this 641 Part III is being modified before the end of the year then Counseling Type of this new case session has to match with the existing Client Type in the database.
- 641 Part I & II, 641 Part III of the new case session have to be supplied to modify the Counseling Type of the new case session before the end of the fiscal year.

In EDMIS, records can be added, edited or deleted by setting the record's 'Active Indicator' to "A" for Active or "I" for Inactive. The "A" designation is used for either inserting new records or editing existing records. The "I" designation will make active records inactive and is similar to a delete action. Deleted records are not actually removed from the SBA database but are no longer available to reports or search actions.

Deleting 641 Records

- To delete a 641 Part I & II Client, submit the client record and only the following fields are required:
  1. Partner Client Number
  2. Location Code for the Resources Partner or Office Code for the Field Office
  3. Client Active Indicator = "I"

  Deleting the 641 Part I &II Client record also deletes any associated counseling session for that client. It is a cascading delete.
- To delete a 641 Part III counseling session, submit the session record and only the following fields are required:
  1. Partner Client Number
  2. Partner Session Number

3. Location Code for the Resources Partner or Office Code for the Field Office
4. Session Active Indicator = “I”

Note: Records cannot be deleted after the end of the Fiscal Year. **The only session (641 Part III) of a client cannot be deleted**

General Guidelines for Submitting 888 Records

- 888 has required fields depending upon the Data Requirements. All of the required fields must be completely filled in for the record to be successfully loaded into the database. The XML document must include default values as documented in "Data Requirements Documents" if there is no data collected for the data elements.
- 888 cannot be modified after certification.

Deleting 888 Records

To delete an 888 record, submit the record and only the following fields are required:

1. Partner Training Number
2. Location Code for the Resources Partner or Office Code for the Field Office
3. Training Active Indicator = “I”

Note: Quarterly uploads are due 30 days after the end of the Fiscal Quarter. SBA allows a 5 day grace period to allow for data error corrections. If you can not meet the deadline, you need to immediately contact your program manager for your program. That manger can make the determination whether to allow additional time for an upload.

Email Confirmation Reports

Email Confirmation Reports for 641

There are two reports Summary Report and Error Report that will be emailed to the user’s email address in the GLS system.

If the size of the Error Report is greater than 500K then it will not be sent as an attachment. The confirmation email will have the name of the error file, a link to the EDMIS website and the following statement:

The error file is too big to be sent as an attachment. Please log in EDMIS and click on Upload Status to view the error file.

NOTE: The dates to input in the search fields are UPLOAD dates not record dates.

- The Summary Report has the following details
  1. Number of successfully loaded records
  2. Number of rejected records.

- The Error Report has all the rejected records with the following details.
  1. Record Number
  2. Partner Client Number
  3. Partner Session Number
  4. Location ID / Office Code
  5. Explanation of the failure

Email Confirmation Reports for 888

There are two reports Summary Report and Error Report that will be emailed to the user's email address in the GLS system.

If the size of the Error Report is greater than 500K then it will not be sent as an attachment. The confirmation email will have the name of the error file, a link to the EDMIS website and the following statement:

The error file is too big to be sent as an attachment. Please log in EDMIS and click on Upload Status to view the error file.

NOTE: The dates to input in the search fields are UPLOAD dates not record dates.

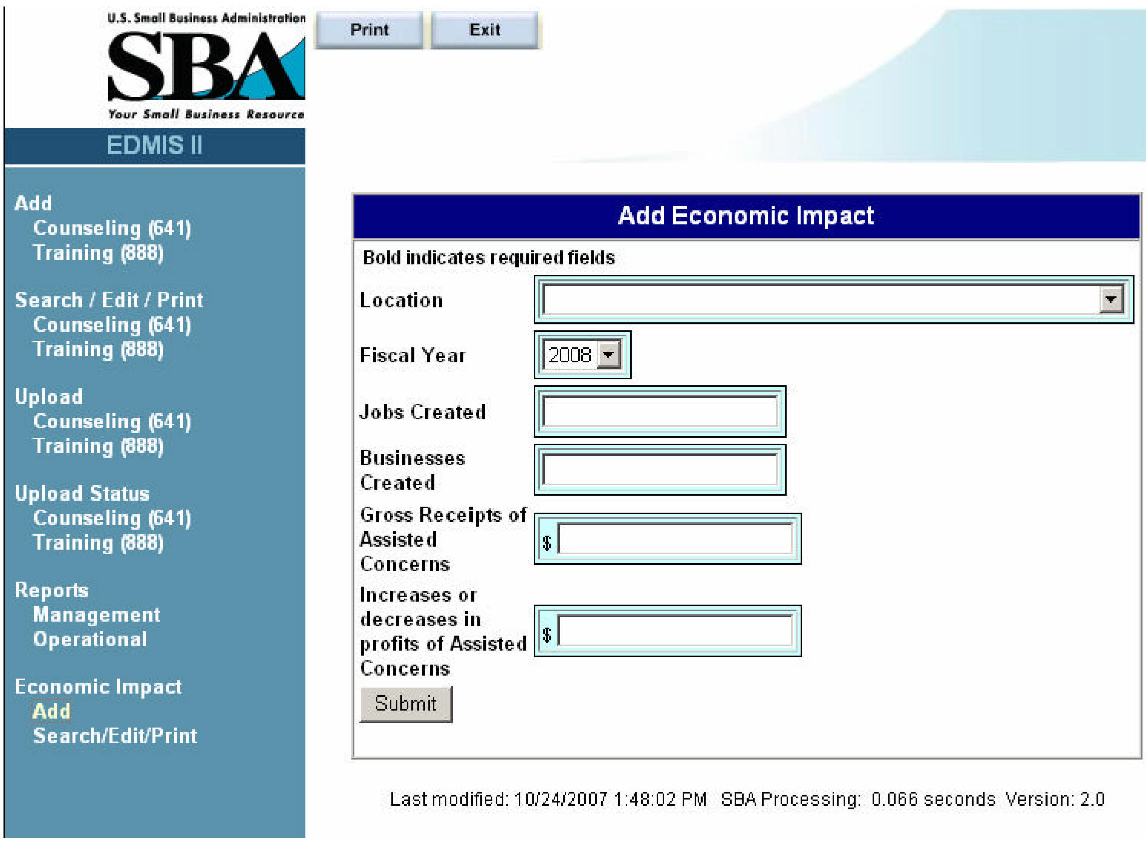
- The Summary Report has the following details
  1. Number of successfully loaded records
  2. Number of rejected records.

- The Error Report has all the rejected records with the following details.
  1. Record Number
  2. Partner Training Number
  3. Location ID / Office Code
  4. Explanation of the failure

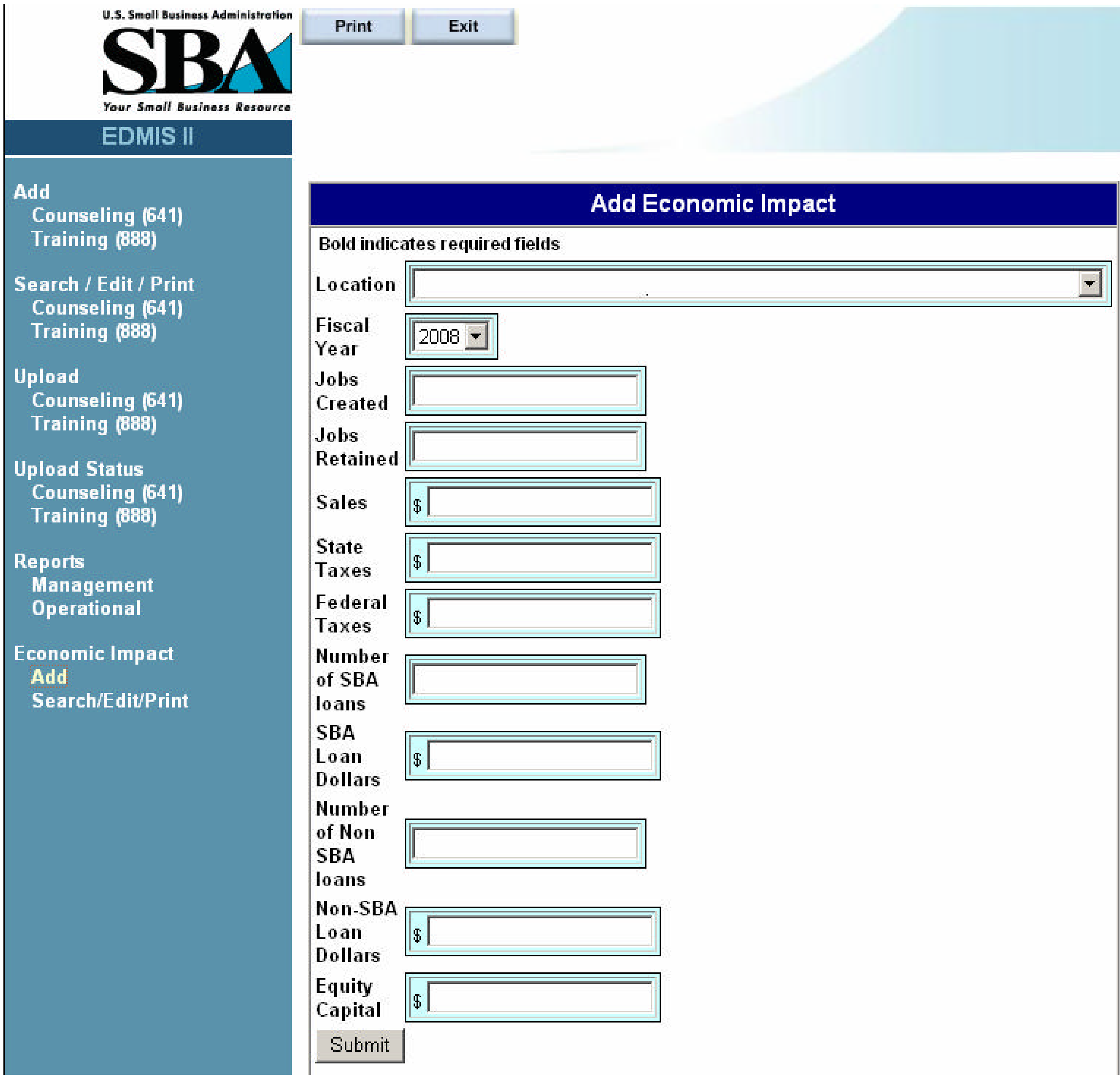
Section IV – Entering Additional Impact Data

Both the Women's Business Center and Small Business Development Center programs require each of the partners to provide some impact data that is separate from the 641. The screen images from each are provided below. Partners should consult the program announcement for specific guidance on providing this information.

<u>Economic Impact Screen for WBC's</u>



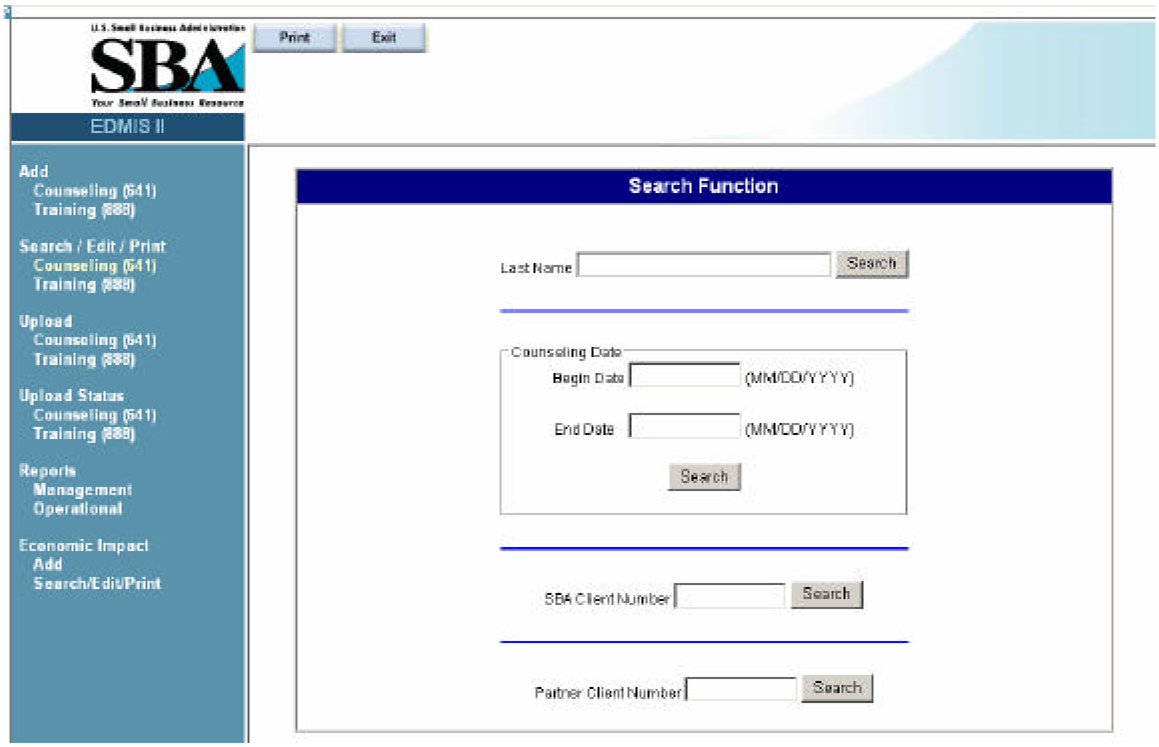
Economic Impact Screen for SBDCs



Section V – Using EDMIS to Locate and Edit Records

Search / Edit / Print 641

This screen allows the user to Search a previously entered 641. Any records that match the criteria selected will be returned.



Last Name – If the user knows the client's last name this field can be used to search
Counseling Date – If the user wants to search by date range search then the begin and end dates of the range are entered here.
SBA Client Number – Users may also search using the system assigned SBA Client Number
Partner Client Number – Resource partners may search by their internal Client number, if they input that number in the database.

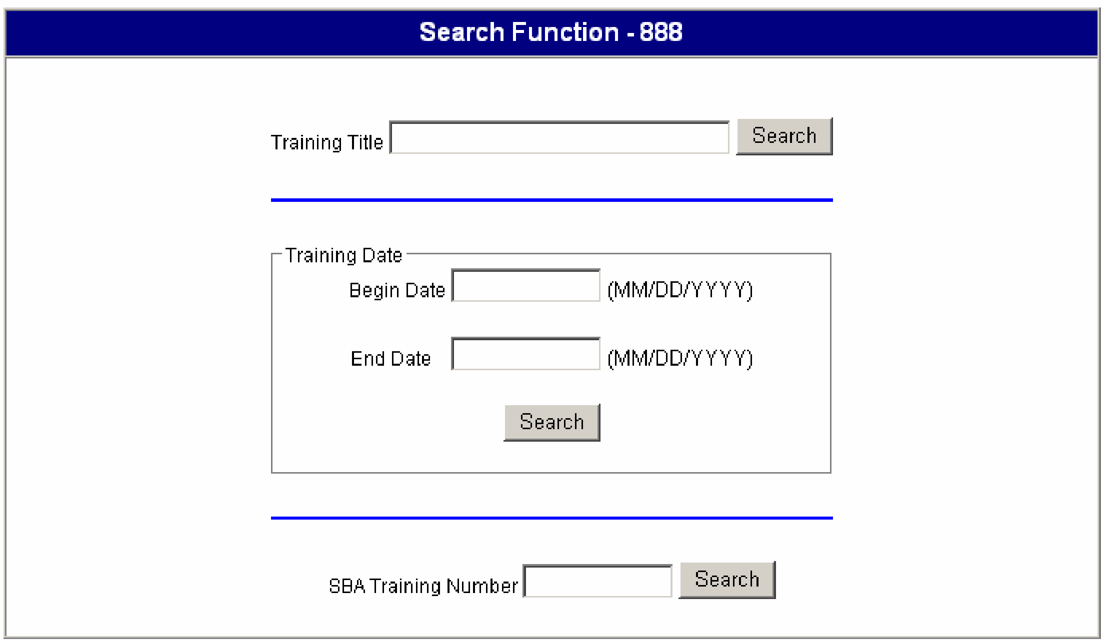
The Search results will show the Parts I and II (highlighted in yellow) and each part 3 with the respective session number. From this search results screen you can update, delete or print the 641 information by clicking on the icons associated with each file.

Search Result Records
Your Search returned 1 Client records and 2 Counseling records. Please Click here to perform a new search.

Search Result

Update	Delete	Print	Add Counseling Session	SBA Client Number	SBA Session Number	Location Code	Partner Client Number	Partner Session Number	Last Name	First Name
				458838		475844	wbc1		Lyford	Chancy
					1				Lyford	Chancy
					2				Lyford	Chancy

Search / Edit / Print 888



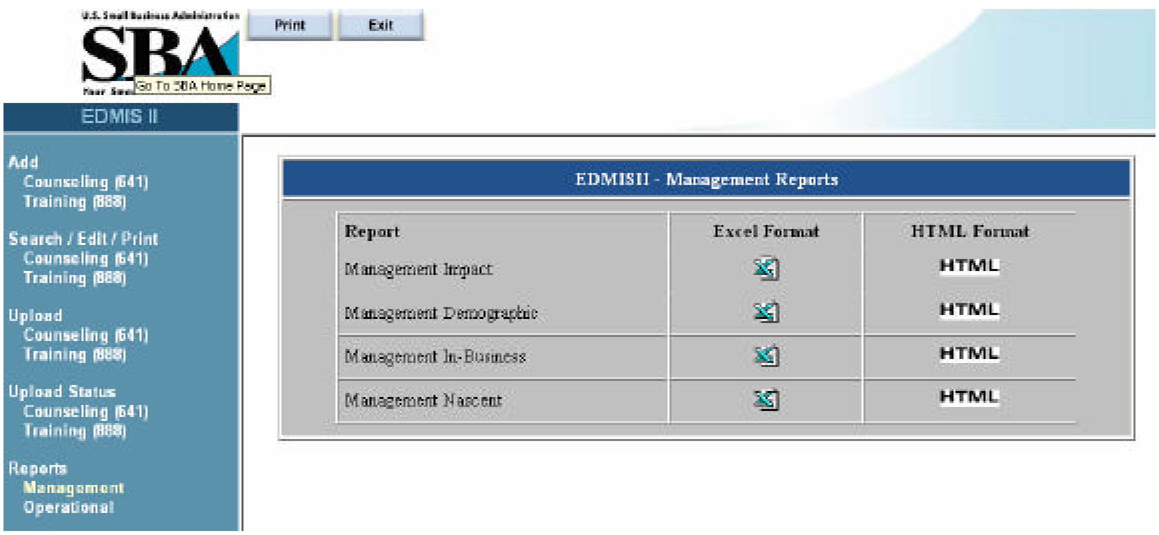
Training Title – User may search by the title of the training
Training Date – If the user wants to search by date range search then the begin and end dates of the range are entered here
SBA Training Number– User may search using the system assigned SBA Training Number

Section VI – Accessing Reports

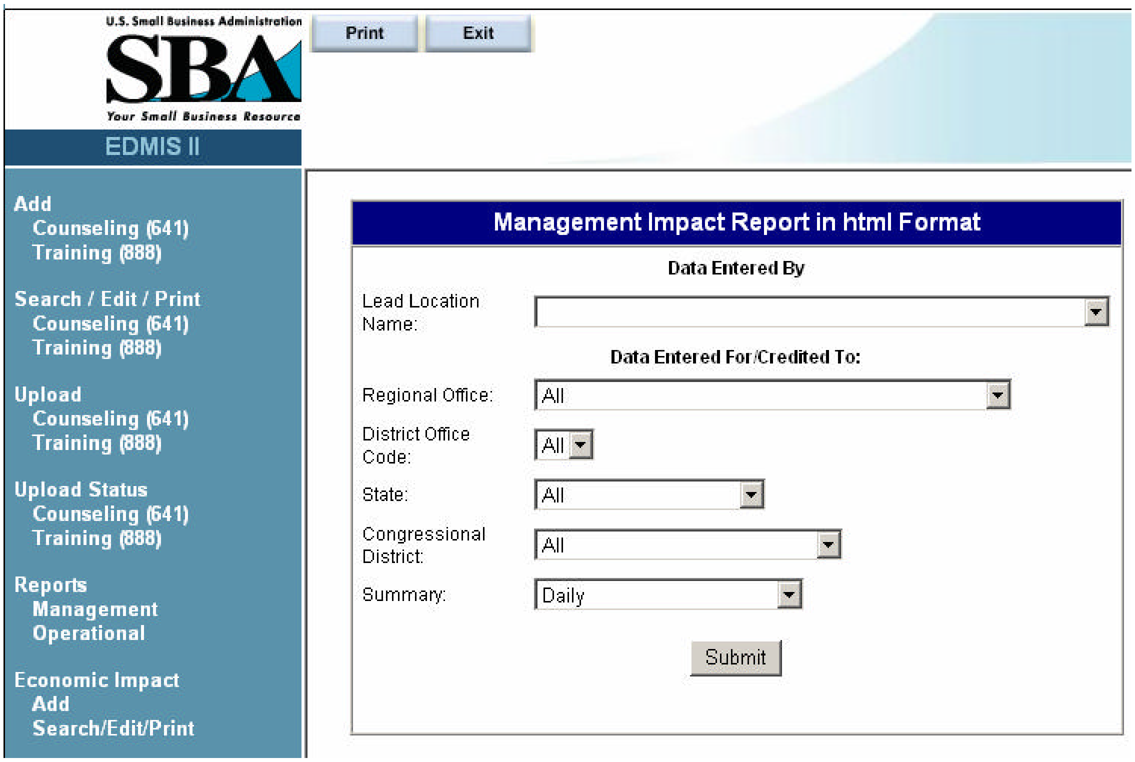
<u>Management Reports</u>

SBA has two types of reports that are used both by SBA and by our partners. These reports display quarterly or daily data (depending on your selection). Quarterly reports are static pages that are created after the end of each quarter. They are generally available around the 10th of the month following a quarterly upload. Daily reports are updated each night and should contain the most recent data.

The first set of reports is called Management Reports. You may also choose to view these as HTML files or as downloadable Excel files. These reports focus on management impact and demographics.

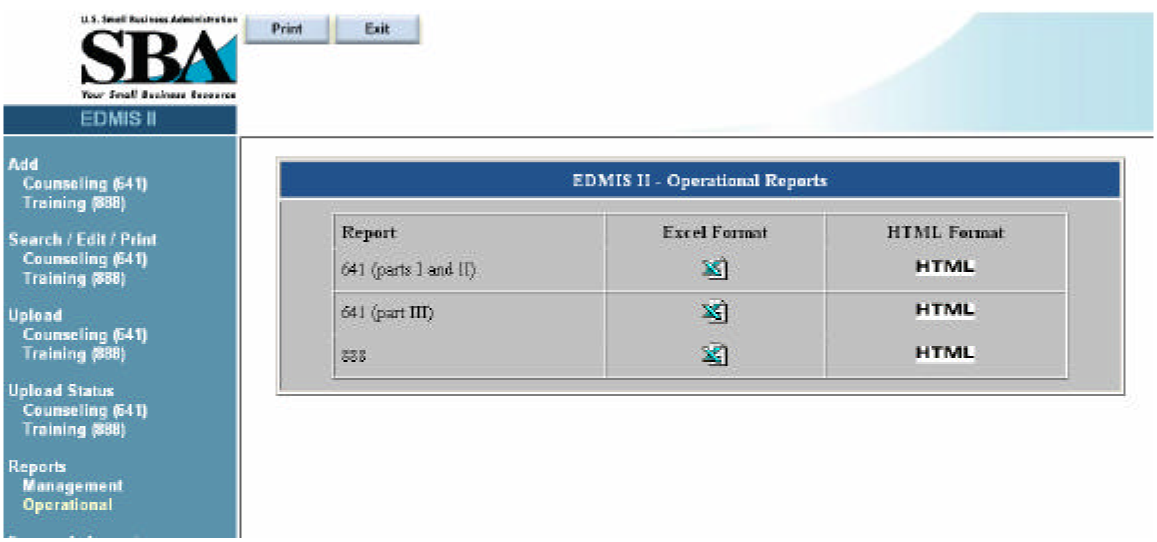


Selecting either the HTML or Excel format will bring up a screen that allows the user to select various search criteria.



Operational Reports

The purpose of the Operational Reports is to verify the data in the xml file upload. Each data field is displayed for every record within the selection parameters. This report is very useful in trying to trouble shoot errors.



Examples of the various report formats are included in Appendix B.

Appendix A – Additional Resources

Useful Web Links

- https://eweb.sba.gov/gls - This is the main page used to access EDMIS. You can request a User ID and request a password from this link as well. If you are having trouble accessing the system, you should contact your point of contact for your program.

- http://www.sba.gov/private/edmis2/private- This site is the repository for EDMIS information including: data requirements, xml schema, client definitions, and other documents relating to EDMIS.

- http://web.sba.gov/list/ - From the Newsletter page, you can sign up to be on the EDMIS listserv. This Listserv is used by SBA to send out messages regarding EDMIS.

- SBDCEDMIS-II@sba.gov – This is an e-mail box set up for all EDMIS questions. When you send an e-mail to your program point of contact regarding EDMIS, please also include a copy to this to ensure that the EDMIS project officer also receives a copy.

Appendix B – Report Examples

Management Report

Type: Impact

Snapshot	2008 - Quarter 2
Report Date	05/08/2008 4:00 AM
Data Entered By:	
User Type	All
Data Entered For/Credited To:	
Regional Office	All
District Office	All
State	All
Congressional District	All

	Fiscal Year									
	2008 Q1	2007 Q1	2008 Q2	2007 Q2	2008 Q3	2007 Q3	2008 Q4	2007 Q4	FY To Date	Prior FY Total
Performance Measurements (Outcomes)										
Jobs Created/Retained										
Jobs Created									6606	10476
Jobs Retained									9296	13416
$ Amount of Gross Revenues/Sales									10209456000	10819000
$ Amount of Revenue Growth									-930984000	695000
Number of New Business Starts	2709	2012	2500	2242	0	2493	0	2555	5209	9302
$ Amount of Capital Infusion	906778199.8	705385154	753405415	716478968.2	0	874476370.8	0	885435899	1660183615	3181776392
$ Amount of SBA Loans	182172540	155660092.9	145601809	162062307.4	0	186513058	0	252658844.3	327774349	756894302.5
$ Amount of Non-SBA Loans	371928590	295441013.8	280834696.8	349092254	0	386400438	0	399730237	652763286.9	1430663943
$ Amount of Equity Infusion	352677069.8	254284047.3	326968909.1	205324406.8	0	301562874.9	0	233046817.8	679645978.9	994218146.8
Performance Measurements (Outputs)										
Total Number of Clients Served	**439413**	**367529**	**442170**	**385031**	**0**	**385822**	**0**	**283866**	**881583**	**1422248**
Counseling										
Total Number of Clients Counseled	122255	130644	106716	119409	0	105500	0	87938	228971	443491
Total Number of Extended Engagement Clients Counseled	26826	21104	14864	13135	0	12579	0	11453	41690	58271
Total Number of Long Term Clients Counseled	15787	15459	17579	17968	0	17660	0	16274	33366	67361
Total Hours of Clients Counseled	379186.82	401545.06	398803.09	419364.04	0	436899.39	0	375210.11	777989.91	1633018.6
Average Hours per Client Counseled	3.09	3.07	2.94	2.83		3.02		2.9		
Average Hours per Session	1.74	1.78	1.65	1.67		1.75		1.66		
Training										
Total Number of Training Attendees	317158	236885	335454	265622	0	280322	0	195928	652612	978757
Total Number of Training Hours	56197.7	53568.1	56105.3	54508.33	0	55760	0	46307.2	112303	210143.63
Total Number of (Training Hours * Total number trained)	2480367	2664605.2	1201805.2	1204184.88	0	1875418	0	950458.4	3682172.2	6694666.48
Total Number of Training Sessions	29682	20677	30294	22108	0	30505	0	22510	59976	95800
Portfolio Snapshot										
Total Number of Nascent Entrepreneurs	76060	83894	71611	82019	0	74531	0	60872	147671	301316
Total Number of In-Business Clients	46195	46749	35105	37390	0	30969	0	27066	81300	142174
Total Number of Business Start-Ups Clients	15699	17304	12229	13936	0	12017	0	10577	27928	53834
Total Number of Online Counseling Clients	14504	21919	18986	24531	0	22129	0	13224	33490	81803

Appendix B-1

Management Report

Type: Demographic

Snapshot	2008 - Quarter 2
Report Date	05/08/2008 4:00 AM
Data Entered By:	
User Type	All
Data Entered For/Credited To:	
Regional Office	All
District Office	All
State	All
Congressional District	All

	Fiscal Year									
	2008 Q1	2007 Q1	2008 Q2	2007 Q2	2008 Q3	2007 Q3	2008 Q4	2007 Q4	FY To Date	Prior FY Total
Breakdowns										
Gender										
Women Counseled	50883	50223	40871	44904	0	39896	0	36388	91754	171411
Women Trained	134995	101813	138630	112303	0	112284	0	81259	273625	407659
Women Counseled and Trained	185878	152036	179501	157207	0	152180	0	117647	365379	579070
Male Counseled	53830	55357	44137	48160	0	41174	0	36082	97967	180773
Race										
Asians Counseled	4296	4439	3441	3737	0	3567	0	3109	7737	14852
Asians Trained	13897	7526	11610	9262	0	9187	0	8049	25507	34024
Asians Counseled and Trained	18193	11965	15051	12999	0	12754	0	11158	33244	48876
Blacks or African Americans Counseled	19645	19923	17240	17697	0	16846	0	15143	36885	69609
Blacks or African Americans Trained	51008	32232	58588	60230	0	35476	0	27898	109596	155836
Blacks or African Americans Counseled and Trained	70653	52155	75828	77927	0	52322	0	43041	146481	225445
Native American or Alaska Native Counseled	1720	1600	1562	1585	0	1304	0	1134	3282	5623
Native American or Alaska Native Trained	4453	2576	5102	2514	0	3488	0	2117	9555	10695
Native American or Alaska Native Counseled and Trained	6173	4176	6664	4099	0	4792	0	3251	12837	16318
Native Hawaiians or other Pacific Islanders Counseled	937	998	913	945	0	802	0	737	1850	3482
Native Hawaiians or other Pacific Islanders Trained	2297	1230	2388	1680	0	2145	0	1616	4685	6671
Native Hawaiians or other Pacific Islanders Counseled and Trained	3234	2228	3301	2625	0	2947	0	2353	6535	10153
Whites Counseled	71844	73123	56379	62577	0	52549	0	47329	128223	235578
Whites Trained	137288	95810	147090	113304	0	117099	0	81222	284378	407435
Whites Counseled and Trained	209132	168933	203469	175881	0	169648	0	128551	412601	643013

Appendix B-2

Management Report

Type: Demographic

Snapshot	2008 - Quarter 2									
Report Date	05/08/2008 4:00 AM									
"no response" race category	24613	31426	27987	33747	0	31283	0	21267	52600	117723
Hispanic Origin Counseled	10887	12002	9330	10720	0	9179	0	7929	20217	39830
Hispanic Origin Trained	31116	21244	33114	26755	0	28645	0	21944	64230	98588
Hispanic Origin Counseled and Trained	42003	33246	42444	37475	0	37824	0	29873	84447	138418
Ethnicity Clients "no response"	33306	40125	35598	43213	0	38866	0	28130	68904	150334
Minorities Trained	64889	64272	72811	81587	0	80035	0	60273	137700	286167
Disability										
Persons without a disability Counseled and Trained	407293	335918	407943	352445	0	354064	0	261670	815236	1304097
Persons with disability Counseled and Trained	14189	8501	13258	7709	0	8322	0	6618	27447	31150
Veteran Status										
Veterans Counseled	9156	9632	7202	8075	0	6907	0	6172	16358	30786
Veterans Trained	27057	15424	25125	17206	0	19618	0	15285	52182	67533
Veterans Counseled and Trained	36213	25056	32327	25281	0	26525	0	21457	68540	98319
Service-Disabled Veterans Counseled	1270	1138	949	1057	0	908	0	859	2219	3962
Service-Disabled Veterans Trained	4715	1738	4821	1727	0	2879	0	1794	9536	8138
Service-Disabled Veterans Counseled and Trained	5985	2876	5770	2784	0	3787	0	2653	11755	12100
Service Status										
Members of Reserve or National Guard Counseled	908	1341	767	1391	0	1102	0	1033	1675	4867
Members of Reserve or National Guard Trained	3098	871	2736	565	0	1629	0	1150	5834	4215
Members of Reserve or National Guard Counseled and Trained	4006	2212	3503	1956	0	2731	0	2183	7509	9082
Total Number of Clients on Active Duty Counseled	425	400	338	407	0	344	0	287	763	1438
Aggregates										
Total Number of Clients Counseled	122255	130644	106716	119409	0	105500	0	87938	228971	443491
Total Number of Clients Trained	317158	236885	335454	265622	0	280322	0	195928	652612	978757
Clients Counseled & Trained	439413	367529	442170	385031	0	385822	0	283866	881583	1422248

Appendix B-3

Operational Report - 641 (parts I & II)

xxxxxxxxxxxxxx- Small Business Development Center
Total Records : 7

Location Id	SBA Client Number	Partner Client Number	Type of Client	Country Code	Zip / Postal Code	Agreement	Preferred date & time for appointment - Date	Preferred date & time for appointment - Time	Client Signature	Client Signature - Date	Race
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	23669	Yes			Yes	3/1/2008	White
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	22942	Yes			Yes	3/3/2008	Black or African American
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	23420	Yes			Yes	3/3/2008	Black or African American
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	23451	Yes			Yes	3/3/2008	White
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	22801	Yes			Yes	3/3/2008	White
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	24504	Yes			Yes	3/3/2008	White
xxxxxx	xxxxxxx	xxxxxxxx	Face-to-face	US	24592	Yes			Yes	3/3/2008	Black or African American

Operational Report - 641 (parts I & II) continued

Ethnicity	Gender	Person with disability?	Veteran Status	Military Status	What inspired you to contact us?	Currently in Business?	Name of Company	Type of Business	Business Ownership - % Male	Business Ownership - % Female	Month & Year Business Started?
Not Hispanic or Latino	Male	No	Non-Veteran	Unknown/ Not Stated	Unknown/Not Stated	Yes		Retail Trade	100	0	Feb-07
Not Hispanic or Latino	Female	No	Non-Veteran	Unknown/ Not Stated	SBA	No					-
Not Hispanic or Latino	Male	No	Non-Veteran	Unknown/ Not Stated	Unknown/Not Stated	No					-
Not Hispanic or Latino	Female	No	Non-Veteran	Unknown/ Not Stated	Word of Mouth	No					-
Not Hispanic or Latino	Female	No	Non-Veteran	Unknown/ Not Stated	Unknown/Not Stated	No					-
Not Hispanic or Latino	Male	No	Non-Veteran	Unknown/ Not Stated	Bank	No					-
Not Hispanic or Latino	Male	No	Non-Veteran	Unknown/ Not Stated	Unknown/Not Stated	No					-

Operational Report - 641 (parts I & II) continued

Conduct Business Online?	Home-Based Business?	Total No. of Employees	Gross Revenues/ Sales	Losses	Legal Entity of Business	Nature of the Counseling Seeking?	Specific Assistance Requested	Client Name	Email	Telephone - Primary	Telephone - Secondary	Fax	Street Address/P O Box	City	State
Yes		0	0	0	Sole Proprietorship	Business Plan		xxxxx							
			0	0		Start-up Assistance		xxxxx							
			0	0		Business Plan		xxxxx							
			0	0		Start-up Assistance		xxxxx							
			0	0		Start-up Assistance		xxxxx							
			0	0		Start-up Assistance		xxxxx							
			0	0		Business Plan		xxxxx							

Appendix B-6