

How Do I...

Add Phone Numbers To My Report?

Problem

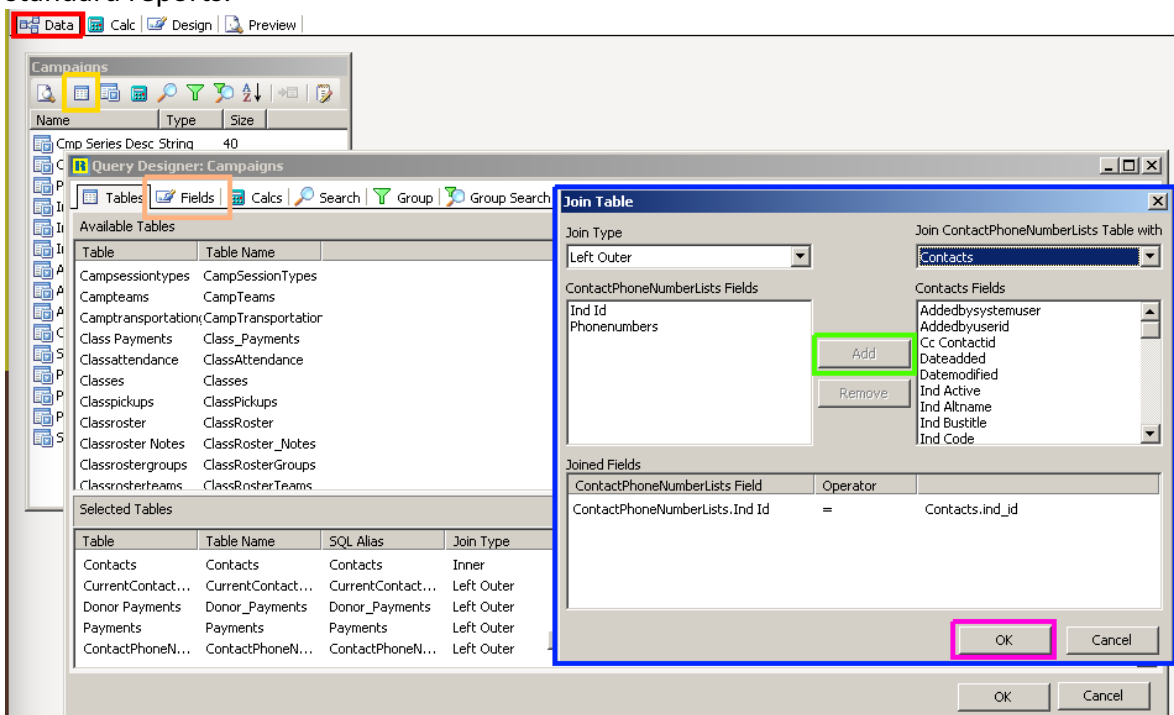
Many reports have a donor's name and address, but do not have their phone number. Since a donor potentially has many phone numbers, it makes it difficult to add to a report.

Solution

In the TCM database, there is a special table called *ContactPhoneNumberLists*. This table shows all the phone numbers a contact has in a single field for your report.

Process

1. Open your report for editing in TCM (Right click on the report and choose **Design**)
 - a. For this example "F 5-Donor Listing by Campaign" will be used.
2. Go to **File** → **Save As** and give it a new name. This will prevent any accidental loss of the standard reports.



3. Click on the Data tab [RED]. You'll then see a list of fields within the Query called "Campaigns". Click on the second button [YELLOW] on the Campaign Query dialog ("Tables").
4. Scroll through the list and find *ContactPhoneNumberLists*. Add it to the Table list and then Join it using a "Left Outer" join [BLUE] to the *Contacts* table by select "Ind Id" on both sides and click **Add** [GREEN] and then **OK**. [Pink]
5. On the Fields tab [ORANGE], search for the *PhoneNumbers* field and double click on the field.
6. Click on **OK** at the bottom of the dialog and return to the Design tab.



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At this point, the Phone Numbers have been added to the dataset. They can now be added to the report. On this report, the *Address* field includes the *City*, *State* and *Zip* fields. The report also has separate columns for *City*, *State* and *Zip*. Removing those extra fields, yields room for the new *PhoneNumbers* field.

7. Click on each of the three fields and headers and press delete to remove the fields.
8. Select a field in the detail section [RED].
9. Click on the DBMemo button [YELLOW] and then in the detail section row. This will add a new DBMemo field to the report. By selecting a field in the detail section, the formatting of the field will match the selected field.
10. Set the contents of the field to *PhoneNumbers* by choosing it in the dropdown [BLUE] next to the word *Campaigns*.

In this case DBMemo was chosen to allow multiple lines to show. Each phone number will print on a separate line, similar to how Address Line 1 and City, State, Zip print on separate lines.

11. Resize the new field and add a header in the Header section [GREEN].
12. With the field still selected, find the *Stretch* property [PINK] on the Field Properties dialog. Check the box to set *Stretch* to TRUE. This will print each phone number on a separate line.

The screenshot displays the report designer interface. The main report area shows a header with a logo and the text "OUR DONORS". Below the header, there are sections for "Header", "Detail", and "Footer". The "Detail" section is highlighted with a red box. The "Header" section has a green box around the "Pledge Name" field. The "Detail" section has a red box around the "Phone Numbers" field. The "Footer" section has a pink box around the "Stretch" property in the Field Properties dialog. The Field Properties dialog is open, showing the "Stretch" property checked. The "Report Tree" on the right shows the structure of the report, including the "DBMemo1" field in the "Detail" section.

13. **Save** your report and exit the designer. The report is now able to be used in TCM with the new *PhoneNumbers* field.

