

How Do I...

Add Phone Numbers To My Report?

Problem

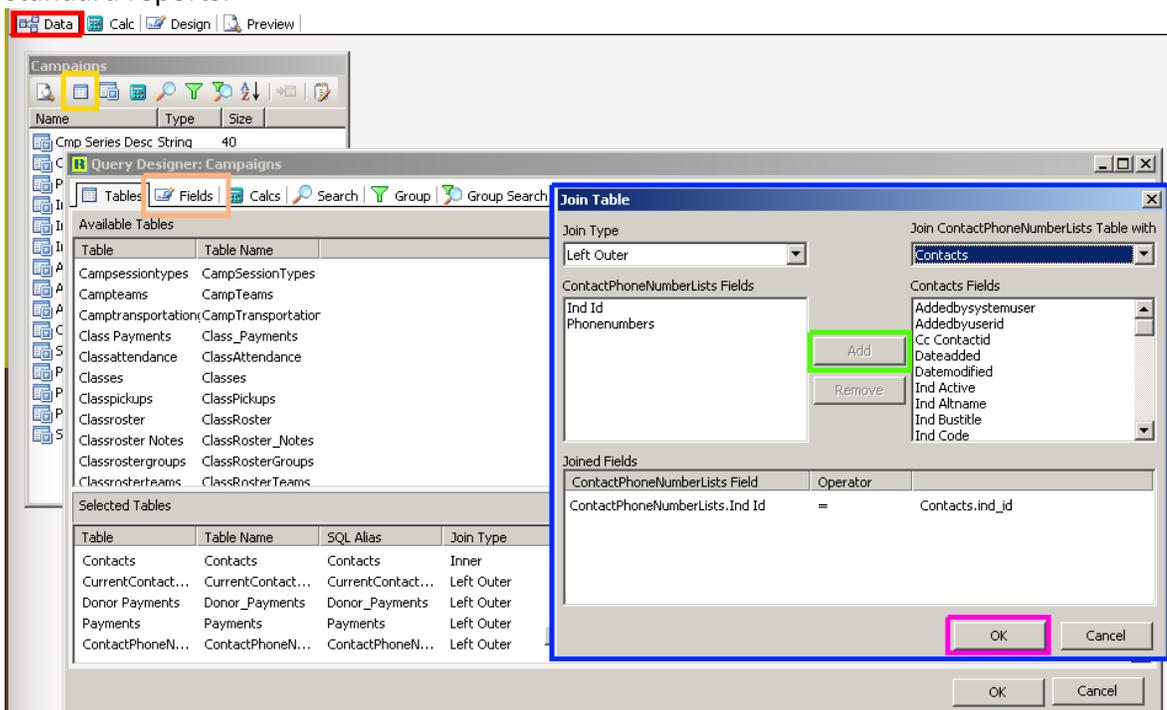
Many reports have a donor's name and address, but do not have their phone number. Since a donor potentially has many phone numbers, it makes it difficult to add to a report.

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 shows the report designer interface. The report layout includes a title "OUR DONORS" and a table with columns for "Pledge Name", "Address", and "Phone Numbers". The "Detail" section is highlighted in red. The "Report Tree" on the right shows the structure of the report, including a "DBMemo1" field. The "Properties for DBMemo1" dialog is open, showing the "Stretch" property checked. The "Output - File" section is also visible.

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

