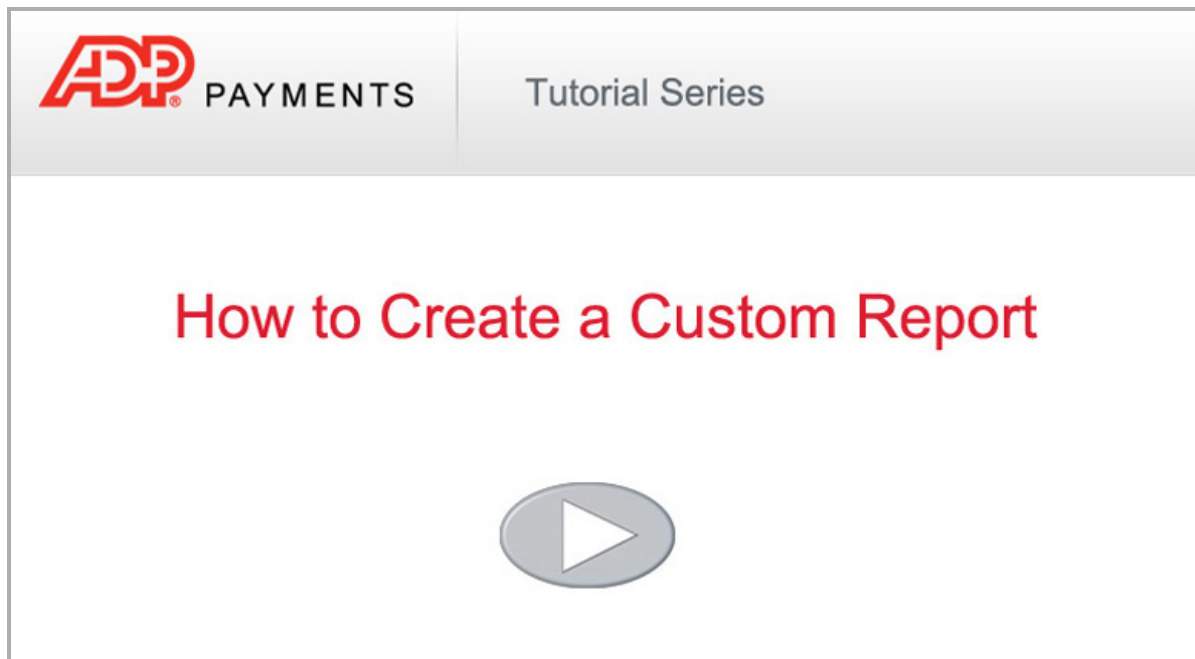# How to Create Custom Reports

You can create custom reports in ADP Payments with your own filters and your own field displays to view and export transaction data to meet your specific business needs. Reports can contain transaction data, customer data or both. Additionally, custom fields you created for the Customer or Payment module can be included in custom reports.

Any custom report can be exported as an Adobe Acrobat .pdf, csv (comma delimited text) file or Excel file. You can also subscribe to a custom report and have it emailed to you on a set schedule, in either .pdf or flat file (Excel) format.

Watch this 4 minute video to see how to create a custom report. Detailed instructions follow below.
TIP: Use the magnification function in Acrobat to enlarge the video.

ADP PAYMENTS | Tutorial Series

How to Create a Custom Report

▶

You can create custom reports that contain only customer data and no transaction data. However, only customers that have made at least one payment in the selected date range will be included in the report. Currently it is not possible to include customers with no payment activity in custom reports.

The **custom reports** table contains a list of all of the custom reports that you and other users in your account have created. The table displays 10 rows at a time, and lists the oldest reports first. If there are more than 10 custom reports, click the linked page numbers at the bottom of the table to navigate through the table results.

Sample Custom Report	10/24/2011	----------	apriltest	Action ⊙
Failed Transaction Test	8/3/2010	----------	apriltest	Action ⊙
A Sample Custom Report	11/1/2011	Daily	apriltest	Action ⊙
Customized Cloned Report	10/5/2011	----------	apriltest	Action ⊙
Settled Transactions II	11/1/2011	----------	apriltest	Action ⊙
Failure CC with Codes	4/3/2012	----------	apriltest	Action ⊙

1 2 3 4 5 6 7 8 9 10 ... >>

When creating a custom report you can configure the following report elements:

- **Fields to include**-- Transaction fields, Customer fields, or both. You add individual fields to the report as required. (For detailed descriptions of available fields see *Transaction Fields Available for Custom Reports* and *Customer Fields Available for Custom Reports* in *Chapter 7* of the *ADP Payments User Guide*.)

- **Transaction Date Range**-- Report on Enter date or Settle date and enter a date range.

- **Transaction Type** -- Credit Card transactions, Echeck (ACH) transactions, or both.

- **Transaction Status--** See status definitions *below*.

Follow the steps below to create a new custom report.

1. Click the "add new custom report" button located directly above the **standard reports** table on the **Reports** dashboard.

2. The **New Custom Report** screen opens, as shown:

3. Enter a name for the report in the **Report Name** field. This is the name that will appear in the **custom reports** table.

4. In the **Include in Report** section, check the **Transactions** checkbox to include transaction fields, and/or check the **Customers** checkbox to include customer fields. As each box is checked, fields appear in the bottom-left **Select Fields** section.
   TIP: You must select at least one of these checkboxes to create a custom report.

5. In the **Date Range** section, select the date range you want to use.

   a. First, select whether you want to base your report on transaction **Enter date** or transaction **Settle date**, and select that option in the **Report on** drop-down box. **Enter date** is the default.

   b. Click the down-arrow for the **Date Range** filter.

c. The date filter will appear as shown below:

d. Select the report **Date Range**:

i. Click "all" to display all transactions in your system. When you do this the **From** and **To** fields in the **Custom Date Range** section will be blank, and the **Start date** and **End date** fields will be hidden, as shown below:

ii. To use a rolling date range, click the linked range definition. For example, to view payments entered within the last 15 days, click the "15 days" link. The filter screen will close and you'll see the range you selected in the drop-down box, and the current set of dates that matches the filter in the **Start date** and **End date** fields. Each time you run the report it will be filtered based on the rolling range you selected.

For example, in the screen capture below it is January 25, 2011 and "15 Days" is the selected rolling date range, so the report **Start date** is 1/10/2011 and the report **End date** is 1/25/2011. If you view or edit the report two days later on January 27, 2011 the **Start date** would be 1/12/2011 and the report **End date** would be 1/27/2011.

iii. To enter a **Custom Date Range:**

1• Place your cursor in the **From** field to open the calendar.

2• Click the day on which you want to start the filter, or enter a date in the field.

3• Place your cursor in the **To** field to open the calendar.

4• Click the day on which you want to end the filter, or enter a date in the field.

5• Click the "GO" button.

6• The filter screen will close and you'll see the range you selected in the drop-down box, and the current set of dates that matches the filter in the **Start date** and **End date** fields.

Date Range		
Custom	Start date: 1/1/2011	End date: 1/10/2011

6. In the **Payment Options** section, select the **Type** of transactions you want to include in the report. You can select both boxes, but you must select at least one.

    •   Check the **Credit card** box to include all credit card transactions for American Express, Discover, MasterCard and Visa.

    •   Check the **E-check** box to include all Echeck transactions for ACH Types of CCD, PPD, TEL and WEB.

Payment Options

Type
☐ Credit card   ☐ E-Check

Status
☐ All   ☐ Authorized   ☐ Pending   ☐ Posted   ☐ Settled
☐ Failed   ☐ Refunded   ☐ Voided   ☐ Refund (Posted)   ☐ Refund (Settled)
☐ Returned   ☐ Returned NSF   ☐ Chargeback

7. Check the **Status** checkbox for each transaction status you want to include in the report. You can select as many as you like, but you must select at least one. The following transaction status filters are currently the only ones available for custom reports:

    •   **All**: All transactions in your account, regardless of status.

    •   **Authorized**: Credit card payments that have been authorized, but not yet submitted for processing.

    •   **Pending**: The initial stage for every transaction sent for authorization. The system assigns this status while waiting for an authorization response. In some rare cases, if communication is disrupted before the system gets a response, the transaction will remain in the "Pending" status. TIP: If you see a credit card transaction with a status of "Pending" you can be assured that it failed and was not submitted for processing. For ACH transactions, wait until the **Expected Settle Date** to see if the transaction has settled or returned. If not, contactthe ADP Payments Customer Care team and they can determine the actual status for the transaction.

    •   **Posted**: Credit Card and ACH payments that have been entered in the system, but not yet settled. ACH credits that have been entered in the system, but not yet settled.

    •   **Settled**: Successful payments for which you have received funds.

    •   **Failed**: Attempted payments that were never authorized or credits that could not be processed.

    •   **Refunded**: A transaction that has been reversed (refunded). When you issue a refund for a settled transaction, the status of that transaction changes to "Refunded."

    •   **Voided**: Any payment that was voided prior to it being submitted for processing.

- **Refund (Posted)**: The credit transaction generated (but not yet submitted in a settlement batch) when a settled transaction is refunded or when you process a standalone refund.

- **Refund (Settled)**: A settled refund transaction. When funds have been deducted from your account for a "Refund (Posted)" payment, the status changes to "Refund (Settled)."

- **Returned**: ACH payments that were unsuccessful for reasons other than NSF or chargeback. (See *Appendix B: ACH Return Codes* in the *ADP Payments User Guide* for more information on ACH Returns.)

- **Returned NSF**: An ACH transaction that failed because your customer had insufficient funds in the account to cover the payment. The **Reason Description** field on the **Transaction Details** screen will display an R01 return code for this payment.
  TIP: You can manually re-process this payment again to attempt to collect.

- **Chargeback**: A payment being disputed by your customer.

8. In the **Select Fields** section, add the fields you want to include in your report. The fields you see are determined by your selection of Transactions and /or Customers in the **Include in Report** section in Step 4.
NOTE: The **Transaction.Transaction Id** field is included in all reports—even those for which only report on Customer fields.

a. Highlight a field you want to include in the report in the left box.
TIP: To select multiple fields at once, Shift + click to select sequential fields, or Ctrl + click to select multiple individual fields.

b. Click the "add" button to move the fields to the right box.

c. Repeat steps a and b to add additional fields to the report.
TIP: If you want to remove a field from the report, highlight it in the right box, and click the "remove" button to move it back to the left box.

9. Click the "create report" button to save the new custom report. Or click the "cancel" button to discard it.

10. If there are any errors, they will be noted in red on the screen. Correct them and click the "create report" button again. Otherwise you will see the report displayed based on the settings you entered. (See *Viewing Custom Reports in Chapter 7* of the *ADP Payments User Guide* for a detailed explanation of the functions available from this screen.)

11. Click the "back to report summary" link at the bottom-right of the screen to return to the **Reports** dashboard, and the new report you just created will be the last entry in the **custom reports** table.
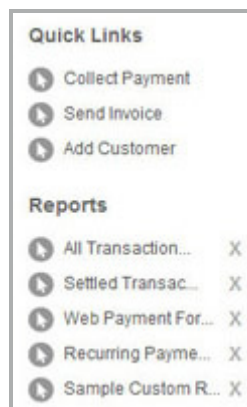
12. You can now:

- View the report at any time by clicking its linked **Report name** in the table.

- Edit the report by clicking the "Edit" link in the **Action** button menu.

custom reports				
Report name	Created on	Subscription	Created by	
Sample Custom Report	10/24/2011	----------	apriltest	Action ⏷
Failed Transaction Test	8/3/2010	----------	apriltest	Edit
A Sample Custom Report	11/1/2011	Daily	apriltest	export PDF export XLS
Customized Cloned Report	10/5/2011	----------	apriltest	export CSV
Settled Transactions II	11/1/2011	----------	apriltest	Subscribe Add Quick Link
Failure CC with Codes	4/3/2012	----------	apriltest	Delete

- Export the report as a .pdf file by clicking the "export PDF" link in the **Action** button menu.

- Export the report as an Excel file by clicking the "export XLS" link in the **Action** button menu.

- Export the report as a CSV (comma delimited text) file by clicking the "export CSV" link in the **Action** button menu.

- Subscribe to the report by clicking the "Subscribe" link in the **Action** button menu, then following the on-screen instructions for entering an email address and schedule for the subscription.

- Add the report to side navigation **Quick Links Reports** (shown below), by clicking the "Add Quick Link" link in the **Action** button menu. (To remove it from the side navigation quick links, click the "x" box to the right of the report name in the Quick Links Reports menu.)
  TIP: Clicking a report Quick Link opens the report in view mode.

Quick Links

- Collect Payment
- Send Invoice
- Add Customer

Reports

- All Transaction... X
- Settled Transac... X
- Web Payment For... X
- Recurring Payme... X
- Sample Custom R... X

- Delete the report by clicking the "Delete" link in the **Action** button menu.