

User Guide

Part 4 - Reports

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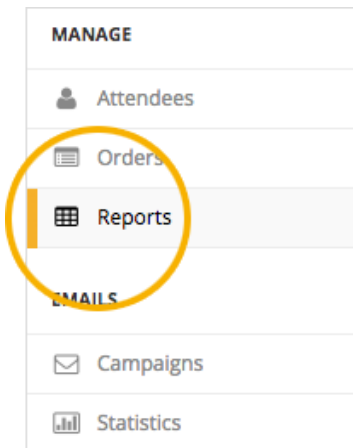
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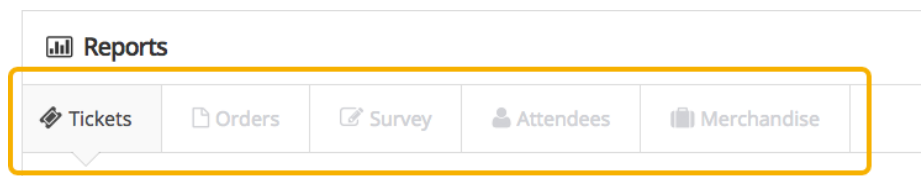
Accessing Reports

To access the reports, click on Reports in the left hand navigation under the **Manage** category:



***Above image illustrates the location of Reports on menu bar*

Once under the Reports section, click on the category tabs at the top to load the corresponding report:



***Above image illustrates the available Reports*

Note: By default, the Tickets report will be loaded.

Customizing a report

Note that the saved settings of a report are saved even if you leave the page or Logout/Login. The settings are permanent.









The saved settings is applied to All users accessing the report, once a change is made, it's applicable to All users viewing the same customization

1. Navigate to 'Reports' on the left panel
2. Click on the "gear" icon on the top right of the table

- a. This will open up the customization panel where you can:
 - i. Select & rearrange the Columns' view
 - ii. Sort by a Column
 - iii. Filter the report
 1. If you have > 1 filter conditions
 2. You can define the "Filter Pattern"
E.g. (1 and 2 and 3) OR (1 or 2 and 3)
 - iv. Report size (*number of items per page*)
 - v. Report aggregation (*e.g. Total Price, Average Price ...*)
 1. This appears on the top right of the table
E.g. Under "Attendees" report, the aggregation by default is 'Registered Attendees & Checked-in Attendees', you can add another configuration to show 'number of unique Companies'
 2. Maximum of 5 aggregations for each report
 - vi. Report Metadata (*Report Name*)

Filtering a report

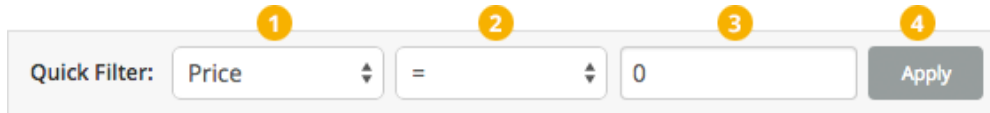
In order to filter reports based on your preference, we can use the quick filter bar:

 Tickets	 Orders	 Survey	 Attendees	 Merchandise					
All Tickets									Total Price 162k
 Export					1 - 10 of 333		<	>	
Quick Filter:		Ticket #	Contains	<input type="text"/>	Apply				
TICKET #	ATTENDEE #	TICKET	ORDER #	PRICE	BUYER NAME	BUYER EMAIL	ATTENDEE NAME	ATTENDEE EMAIL	ORDER #
559751740104	10418	Complimentary	353895041	\$0					
559751740104	10417	Complimentary	353895041	\$0					
559751740104	10416	Regular Ticket	106561082	\$1,070					
559751740104	10415	Regular Ticket	106561082	\$1,070					

Applying a quick filter

The quick filter is used as a quick and temporary way to filter a report (temporary in the sense that the filter is not saved in the report. That means that if the report is refreshed or the page is refreshed, the filter will no longer be applied).

To apply a quick filter to a report:



Quick Filter: 1 Price 2 = 3 0 4 Apply

1. Choose the column which you want to filter from the first dropdown e.g Price.
 2. Select the operator (that you want to apply on the chosen column) from the second dropdown e.g Price =.
 - Note: Based on the column chosen in the previous step the operator available in the dropdown will vary.
 3. Enter a value in the last textbox.
 4. Click on the Apply button.
 5. This will result in the filter being applied on the report, based on the settings and values entered.
- To show that a quick filter is being applied, the quick filter bar will be highlighted in light green:

All Tickets Total Price
0

Export 1 - 9 of 9

Quick Filter: Price = 0 Applied Cancel

TICKET #	ATTENDEE #	TICKET	ORDER #	PRICE	BUYER NAME	BUYER EMAIL	ATTENDEE NAME	ATTENDEE EMAIL	ORDER DATE
79774469010043	10043	VIP	1455669419	\$0					Apr 9, 2020 12:08 PM
79774469010042	10042	Registration	385466917	\$0					Apr 9, 2020 8:37 AM
79774469010041	10041	VIP	760947013	\$0					Apr 9, 2020 8:36 AM
79774469010040	10040	Registration	1391486625	\$0					Apr 9, 2020 8:35 AM
79774469010029	10029	Registration	1103264953	\$0					Mar 9, 2020 7:25 PM
79774469010028	10028	Registration	1156179723	\$0					Mar 5, 2020 3:44 PM
79774469010027	10027	VIP	1034748985	\$0					Feb 28, 2020 11:38 AM
79774469010024	10024	VIP	1119068989	\$0					Jan 21, 2020 9:31 AM
79774469010001	10001	Registration	738397972	\$0					Aug 14, 2019 2:03 PM

Clearing a quick filter

To clear the quick filter, simply click on the cancel button in the quick filter bar:

All Tickets Total Price
0

Export 1 - 9 of 9

Quick Filter: Price = 0 Applied Cancel

TICKET #	ATTENDEE #	TICKET	ORDER #	PRICE	BUYER NAME	BUYER EMAIL	ATTENDEE NAME	ATTENDEE EMAIL	ORDER DATE
79774469010043	10043	VIP	1455669419	\$0					Apr 9, 2020 12:08 PM
79774469010042	10042	Registration	385466917	\$0					Apr 9, 2020 8:37 AM
79774469010041	10041	VIP	760947013	\$0					Apr 9, 2020 8:36 AM
79774469010040	10040	Registration	1391486625	\$0					Apr 9, 2020 8:35 AM
79774469010029	10029	Registration	1103264953	\$0					Mar 9, 2020 7:25 PM
79774469010028	10028	Registration	1156179723	\$0					Mar 5, 2020 3:44 PM
79774469010027	10027	VIP	1034748985	\$0					Feb 28, 2020 11:38 AM
79774469010024	10024	VIP	1119068989	\$0					Jan 21, 2020 9:31 AM
79774469010001	10001	Registration	738397972	\$0					Aug 14, 2019 2:03 PM

Reports within the Event

Ticket Report

The Tickets report gives you an account of all the tickets sold/issued under your event. Additionally, the total price of all the tickets is displayed in the top right hand corner of the report.

Reports

Tickets Orders Survey Attendees Merchandise

All Tickets Total Price
12

Export 1 - 10 of 18

Quick Filter: Order Date Contains Apply

TICKET #	ATTENDEE #	TICKET	ORDER #	PRICE	BUYER NAME	BUYER EMAIL	ATTENDEE NAME	ATTENDEE EMAIL	ORDER DATE
42667654010018	10018	Free	131537599	\$0					Apr 20, 2020 6:08 AM
42667654010017	10017	Free	1448944153	\$0					Apr 10, 2020 1:10 AM
42667654010016	10016	Free	1409444687	\$0					Apr 10, 2020 1:10 AM
42667654010015	10015	Free	1914961355	\$0					Apr 10, 2020 1:09 AM
42667654010014	10014	Registration	2044707079	\$10					Mar 31, 2020 9:59 AM
42667654010013	10013	Registration	822605423	\$1					Mar 31, 2020 9:59 AM
42667654010012	10012	Registration	1920954097	\$0.1					Mar 31, 2020 9:58 AM
42667654010011	10011	Free	1051341813	\$0					Mar 29, 2020 7:29 PM
42667654010010	10010	Free	764733057	\$0					Nov 11, 2019 1:40 PM
42667654010009	10009	Registration	1490700847	\$0.1					Oct 29, 2019 9:46 AM

****Above image illustrates the Tickets report**

Orders Report

There are 3 reports under the Orders category and are all displayed one after each other on the same page.

Orders Listing

The Orders Listing report shows you all the completed orders for your event, i.e. orders which have been fully paid for. By default, the report is filtered to show only completed orders.

Tickets

Orders

Survey

Attendees

Merchandise

\$

Orders Listing

List of all completed orders

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Quick Filter:

Order Id

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Apply




* Table filtered

ORDER ID	ORDER DATE	STATUS	INVOICE NUMB	PAYMENT NUM	REFUND NUMB	CREDIT NUMBE	PAYMENT TYPE	CC PAYMEN
353895041	Sep 30, 2014 11:23 PM	Completed						
106561082	Sep 30, 2014 6:37 PM	Completed						
460436292	Sep 30, 2014 6:35 PM	Completed						
455393432	Sep 30, 2014 6:15 PM	Completed						
906158503	Sep 30, 2014 3:40 PM	Completed						
169339412	Sep 30, 2014 3:28 PM	Completed						
249344605	Sep 30, 2014 2:16 PM	Completed						
603992640	Sep 30, 2014 12:30 PM	Completed						
820737021	Sep 30, 2014 12:14 PM	Completed						
754644625	Sep 30, 2014 9:11 AM	Completed						

****Above image illustrates the display of Orders Listing Report**

Orders & Attendees Listing

The Orders & Attendees Listing gives you the list of all completed orders, along with the corresponding attendees information. In a way, therefore, from this report you can see all the attendees for whom full payment has been made. Just like the Orders Listing report above, this report is also filtered by default to show only completed orders.

 Orders & Attendees Listing List of all the orders along with the attendees information								
 Export					1 - 10 of 332		<	>
Quick Filter:		Order Id	>		Apply		* Table filtered	
ORDER ID	ORDER DATE	STATUS	INVOICE NUMB	PAYMENT NUM	REFUND NUMB	CREDIT NUMBE	PAYMENT TYPE	CC PAYMEN
353895041	Sep 30, 2014 11:23 PM	Completed						
353895041	Sep 30, 2014 11:23 PM	Completed						
106561082	Sep 30, 2014 6:37 PM	Completed						
106561082	Sep 30, 2014 6:37 PM	Completed						
460436292	Sep 30, 2014 6:35 PM	Completed						
455393432	Sep 30, 2014 6:15 PM	Completed						
906158503	Sep 30, 2014 3:40 PM	Completed						
169339412	Sep 30, 2014 3:28 PM	Completed						
249344605	Sep 30, 2014 2:16 PM	Completed						
603992640	Sep 30, 2014 12:30 PM	Completed						

****Above image illustrates the display of Orders & Attendees Listing Report**

Transactions

The **Transactions** report lists all the payment transactions received both online and offline.

\$ Transactions
List of all transactions

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Quick Filter: Company ID = Apply

COMPANY ID	ORGANIZER NA	EVENT ID	EVENT NAME	EVENT END DATE	EVENT CURREN	ORDER DATE	TRANSACTION DATE	TRANSACTION	MODE	CARD TYPE	GA
				Jun 5, 2020 5:00 PM	SGD	May 22, 2020 3:21 PM	May 22, 2020 3:21 PM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 22, 2020 10:04 AM	May 22, 2020 10:04 AM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 22, 2020 10:03 AM	May 22, 2020 10:03 AM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 22, 2020 10:02 AM	May 22, 2020 10:02 AM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 18, 2020 3:14 PM	May 18, 2020 3:14 PM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 15, 2020 12:09 PM	May 15, 2020 12:09 PM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 11, 2020 5:21 PM	May 11, 2020 5:21 PM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 6, 2020 7:05 PM	May 6, 2020 7:05 PM	Invoice	Order Placed	-	-
				Jun 5, 2020 5:00 PM	SGD	May 5, 2020 7:45 PM	May 5, 2020 8:31 PM	Credit	Cancellation	-	-
				Jun 5, 2020 5:00 PM	SGD	May 5, 2020 7:45 PM	May 5, 2020 8:31 PM	Credit	Cancellation	-	-

****Above image illustrates the display of Transactions Report**

Attendees Report

The Participation report under the Attendees tab gives you an overview of all the attendees that have registered for your event. In addition to that, the number of Checked-In attendees is also displayed in the top right hand corner of the report.

Participation

Registered Attendees **52** Checked-In Attendees **0**

Export 1 - 10 of 52

Quick Filter: Order # = Apply

ATTENDEE #	ORDER STATUS	ATTENDEE ID	FIRST NAME	LAST NAME	EMAIL	PHONE	DIETARY REQUI	CHARACTERS	WORDS	DO YOU WANT	SELECT YOUR T	D/
10062	Pending Payment											-
10061	Pending Payment											-
10060	Pending Payment											-
10059	Pending Payment											-
10058	Pending Payment											-
10057	Pending Payment											-
10056	Pending Payment											-
10055	Pending Payment											-
10054	Pending Payment											-
10050	Pending Payment											-

****Above image illustrates the display of Participation Report**

Merchandise Report

There are 2 reports under the Merchandise tab:

Merchandise Sales & Inventory

This report gives you an account of all the merchandise items that you have created along with their total sales amount and their used/remaining quantity.

Merchandise Sales & Inventory							
Listing of all the merchandise sales amount along with the used and balance quantity							
Export					1 - 10 of 48	<	>
Quick Filter:	Category	Contains		Apply			
CATEGORY	ITEM	PRICE	QTY	USED	BALANCE	SALES AMOUNT BE	SALES AMOUNT
Day 1 Workshop		\$0	42	20	22	\$0	\$0
Day 1 Workshop		\$0	43	38	5	\$0	\$0
Day 1 Workshop		\$0	41	24	17	\$0	\$0
Day 1 Workshop		\$0	41	40	1	\$0	\$0
Day 1 Workshop		\$0	40	32	8	\$0	\$0
Day 1 Workshop		\$0	41	40	1	\$0	\$0
Day 1 Workshop		\$0	52	52	0	\$0	\$0

****Above image illustrates the display of Merchandise Sales & Inventory Report**

Merchandise Breakdown By Attendees

This report on the other hand, lists down all the attendees of your event with their choice selection based on the merchandise that you have created. Under each merchandise column, a zero (0) indicates that the participant did not choose this option, while a one (1) indicates that the participant had chosen that option.

Merchandise Breakdown By Attendees								
Listing of attendees with the merchandise showing up as columns								
Export						1 - 10 of 333	<	>
Quick Filter:	Order Id	>		Apply				
ORDER ID	ORDER DATE	TICKET #	ATTENDEE #	FIRST NAME	LAST NAME	EMAIL	SPATIAL DESIG	HEALTHCAR
199761532	Jun 10, 2015 3:33 PM						0	0
353895041	Sep 30, 2014 11:23 PM						0	0
353895041	Sep 30, 2014 11:23 PM						1	0
106561082	Sep 30, 2014 6:37 PM						0	1
106561082	Sep 30, 2014 6:37 PM						0	1
460436292	Sep 30, 2014 6:35 PM						0	0
455393432	Sep 30, 2014 6:15 PM						0	1
906158503	Sep 30, 2014 3:40 PM						0	1

****Above image illustrates the display of Merchandise Breakdown By Attendees**

Merchandise Breakdown By Buyers

This report on the other hand, lists down all the buyers of your event with their choice selection based on the merchandise that you have created for the Buyer Form. If there is no field of Merchandises and Inventories in Buyer Form, then there will be no data to display.

Merchandise Breakdown By Buyers
Listing of buyers with the merchandise showing up as columns

Export 0 - 0 of 0

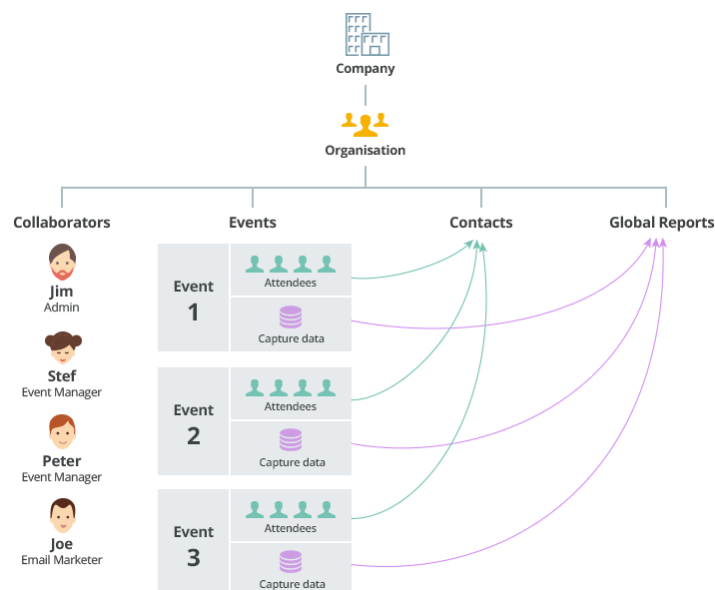
Quick Filter: First Name = Apply

ORDER ID	ORDER DATE	FIRST NAME	LAST NAME	EMAIL	TOTAL SALES AMOUNT BEFORE	TOTAL SALES AMOUNT
No data to display						

***Above image illustrates the display of Merchandise Breakdown By Buyers*

Organization Global Report

Global Reports (as opposed to event-level reports) give you access to reports and data across all the events under the organization. From the Global Reports, therefore, you can generate organization-level reports like the total payments collected across all your events. Diagrammatically therefore, the full structure translates to this:



***Above image illustrates the display the connection of data across organisation's events*

Please note that for **event-level fields** to appear in Global Report, they have to be created as **Predefined Fields**.

Tips:

You can create **Predefined fields** with the same **field name** to be used in all your Attendee Form, Admin Form, in order to get information at one shot in Global Report.

Global Orders Report

Global Orders report under the main 'Global Reports' module indicates all Order information under the same Organisation across all events. By setting the table filter, you're able to generate an overview of the below information:

1. Sum of Total Amount collected
2. Sum of Refunds made

Customize Orders Listing

Order Date

Status

Sort by a column

Sort by: Organization ID Ascending

Filter the report

☐ Enable filters

Report page size

Number of items per page: 10

Report aggregation

Aggregation let you define aggregated fields such as "Total Price", "Average Price", etc, to your grid. You can add up to 5 aggregated fields to your grid:

☒ Enable aggregation

	Operation	Field	Label	
1.	Sum	Total	Sum of Total Collected	Delete
2.	Sum	Refund	Sum of Refunds Made	Delete

Add Aggregation

****Above image illustrates the display of Custom Report filter**

Orders Listing

List of all the orders

Sum of Total Collected
1,326.6

Sum of Refunds Made
234

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Quick Filter:

Organization I

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Apply

ORGANIZATI	EVENT ID	EVENT NAME	BUYER ID	FIRST NAME	LAST NAME	EMAIL	ORDER ID	ORDER DATE	STATUS	IN
13415638	37543617	GSI test	5e82cf71a01e				246882859	Mar 31, 2020 1:04 PM	Cancelled	3
13415638	37543617	GSI test	5e74334128b0				532519113	Mar 20, 2020 11:06 AM	Cancelled	3
13415638	37543617	GSI test	5e7d798924e8				1255964977	Mar 27, 2020 11:56 AM	Partial	3
13415638	37543617	GSI test	5e7d78e124e8				1376756611	Mar 27, 2020 11:54 AM	Pending Paym	3
13415638	37543617	GSI test	5e7d792924e8				1956874103	Mar 27, 2020 11:55 AM	Cancelled	3
13415638	37543617	GSI test	5ea0198761cb				1994145271	Apr 22, 2020 6:16 PM	Completed	-
13415638	87367241	YL Attractions	5e82be37a01e				588225409	Mar 31, 2020 11:51 AM	Completed	8
13415638	87367241	YL Attractions	5e81c267a01e				594177097	Mar 30, 2020 5:56 PM	Completed	8
13415638	87367241	YL Attractions	5e81bc28a01e				1321212851	Mar 30, 2020 5:30 PM	Pending Paym	8

****Above image illustrates the display of after the Custom Report filter is saved**

Global Transaction Report

Similarly to the Global Orders report, the Global Transactions report is a further breakdown of Order information on a transaction level. By setting the table filter, you're able to generate an overview of the below information:

1. Collected amount
2. Refund amount

Customize Transactions

Sort by a column

Sort by: Transaction Date Descending

Filter the report

☒ Enable filters

1. Transaction Type = payment Delete

Add Filter

Filter Pattern: (1) Change Pattern

Report page size

Number of items per page: 10

Report aggregation

Aggregation let you define aggregated fields such as "Total Price", "Average Price", etc, to your grid. You can add up to 5 aggregated fields to your grid:

☒ Enable aggregation

1. Sum Amount Sum of Amount Delete

Add Aggregation

****Above image illustrates the display of Custom Report filter**

Transactions
List of all transactions across organization

Sum of Amount
856

Export 1 - 10 of 11

Quick Filter: Order ID = 246882859 Apply

* Table filtered

ORGANIZER NA	EVENT ID	EVENT NAME	EVENT END DATE	EVENT CURREN	ORDER DATE	TRANSACTION	TRANSACTION DATE	MODE	CARD TYPE	GATEWAY REF	TRANSACTION	NOTE
GEVME - YL	95956931		Mar 26, 2120 8:30 AM	SGD	May 28, 2020 3:47 PM	Payment	Jun 1, 2020 6:59 PM	Check	-	-	-	testing 123
GEVME - YL	20140068	Testing for Tici	Jun 15, 2020 9:00 AM	SGD	May 29, 2020 5:28 PM	Payment	May 29, 2020 5:45 PM	Check	-	-	-	DBS 000124
GEVME - YL	20140068	Testing for Tici	Jun 15, 2020 9:00 AM	SGD	May 29, 2020 2:04 PM	Payment	May 29, 2020 5:27 PM	Check	-	-	-	UOB chequ
GEVME - YL	20140068	Testing for Tici	Jun 15, 2020 9:00 AM	SGD	May 29, 2020 2:04 PM	Payment	May 29, 2020 4:17 PM	Check	-	-	-	UOB chequ
GEVME - YL	20140068	Testing for Tici	Jun 15, 2020 9:00 AM	SGD	May 29, 2020 2:48 PM	Payment	May 29, 2020 4:16 PM	Check	-	-	-	Cheque UO
GEVME - YL	87367241	YL Attractions	Mar 19, 2120 8:30 AM	SGD	Mar 30, 2020 5:56 PM	Payment	May 15, 2020 12:28 PM	Custom	-	-	-	-
GEVME - YL	87367241	YL Attractions	Mar 19, 2120 8:30 AM	SGD	Mar 30, 2020 5:56 PM	Payment	May 15, 2020 12:28 PM	Other Paymen	-	-	-	-
GEVME - YL	87367241	YL Attractions	Mar 19, 2120 8:30 AM	SGD	Mar 31, 2020 11:51 AM	Payment	May 15, 2020 12:23 PM	Telegraphic/Bc	-	-	-	-
GEVME - YL	87367241	YL Attractions	Mar 19, 2120 8:30 AM	SGD	Mar 31, 2020 11:51 AM	Payment	May 15, 2020 12:23 PM	Telegraphic/Bc	-	-	-	-
GEVME - YL	37543617	GSI test	Apr 20, 2020 9:00 AM	SGD	Mar 27, 2020 11:56 AM	Payment	May 14, 2020 1:24 PM	Offline Credit	-	-	-	-

****Above image illustrates the display of after the Custom Report filter is saved**

Global Attendees Report

Global Attendees report under the main 'Global Reports' module indicates all Attendees information under the same Organisation across all events. By setting the table filter, you're able to generate an overview of the below information:

1. Number of registered Attendees
2. Number of checked-in Attendees
3. Number of unique Attendees
4. Number of unique Events

Customize Participation

Filter the report

☒ Enable filters

1. Checked In Time Is Not Emj Delete

Add Filter

Filter Pattern: (1) Change Pattern

Report page size

Number of items per page: 10

Report aggregation

Aggregation let you define aggregated fields such as "Total Price", "Average Price", etc, to your grid. You can add up to 5 aggregated fields to your grid:

☒ Enable aggregation

Operation	Field	Label	
1. Count #	Attendee ID	Registered Attendees	Delete
2. Count #	Checked In Time	Checked-In Attendees	Delete
3. Count #	Email	Unique Attendees	Delete
4. Count #	Event ID	Count # of Unique Values of Event ID	Delete

Add Aggregation

****Above image illustrates the display of Custom Report filter**

Participation

Please note that only Predefined Fields will appear under this report.

Registered Attendees **3** Checked-in Attendees **3** Unique Attendees **3** Count # of Unique Values of Event **2**

Export

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1 - 3 of 3

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Quick Filter:

Organization I

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Apply

Table Filter

ORGANIZATION	EVENT ID	EVENT NAME	ATTENDEE ID	ORDER STATUS	FIRST NAME / 姓	LAST NAME / 姓	EMAIL / 电邮地址	TICKET NAME	CONTACT ID	CREATED ON	CREATED
13415638	37543617		5e7d78e224e8	Pending Paym				Standard 1	5e7433422a4f	Mar 27, 2020 3:54 AM	
13415638	95956931		5e8e401e50f6	Pending Paym				Science Centre	5e8e401f0318	May 15, 2020 7:09 AM	
13415638	95956931		5ecf6c74885f5	Completed				Science Centre	5ecf6c768e824	May 28, 2020 7:47 AM	

****Above image illustrates the display of Custom Report filter**

Global Organisation Report

This report differs from the remaining 'Event related' reports. In this Global Organisation report, it indicates the list of users and its information for easy audit retrieval.

There are 2 types of reports in this tab:

1. Users Listing that shows GEVME backend user information
 - a. First Name
 - b. Last Name
 - c. Email
 - d. Status
 - e. Roles
 - f. Events
 - g. Last Login Date
 - h. Last Login IP
2. User Login Attempts that shows the number of attempted login tries
 - a. Date and Time
 - b. User Name (Email)
 - c. Failed Attempt
 - d. IP Address
 - e. Page Accessing