



## Custom Report Guidelines

Custom Reports require special attention to create and maintain. We ask your consideration and cooperation when making a custom report request. A \$400 non-refundable deposit is required with your initial "Request or Custom Report" form. This amount may be paid by check or credit card. The \$400 deposit will be applied towards the final cost of the report.

The guidelines for requesting custom reports are as follows:

1. Your PDS software must be fully up-to-date. You must have either a support contract with PDS or you will need to purchase an update before continuing with your report request. This is because the more up-to-date releases of PDS may already meet your needs.
2. You are responsible for testing your custom report. Any problems that you may encounter may be corrected before the final version is released thereby avoiding any additional charges if found later.
3. This report is to be used as an add-on report to the PDS product.
4. All custom reports are the property of Parish Data System. If any other organization wishes to use the report, it must be purchased from Parish Data System.
5. You will need to complete the Request for Custom Report form in detail. The PDS Staff will review your request. Many times PDS can already handle your request, or may be able to meet your needs in another way. In these cases your request will be relayed to the Programming Department within 10 business days upon receiving your request. This will allow us to acquire any additional information required to provide a price estimate and an estimated completion date.
6. Complete part 1 of the request form and send it with your \$400 deposit. PDS will send you an estimate of the development time and cost. Complete part 3 to indicate whether you would like to proceed.
7. Estimates will be based on a \$200 per hour rate with a 2-hour minimum. Reports will be delivered to you electronically. If you request a CD be sent to you shipping and handling charges will apply.
8. Any requested changes to the custom report after the original estimate, will be estimated on a per item basis and will require signature for approval. Changes made after the original estimate may also affect the completion date.
9. Inevitably, there will be changes to the PDS products and in some cases these changes may affect your custom report. If you experience problems after loading an update from PDS, please contact us. Corrections made to custom reports that have been affected by PDS updates will be estimated at a reduced rate of \$100 per hour.
10. We will try to the best of our abilities to fulfill your request. If we cannot fulfill your request with a custom report, we ask you to enter it as an enhancement request. In the future, we may be able to give you a resolution in an update.

**Note:** Custom reports are written only for the PDS programs. No written documentation is supplied.