



Help Desk Hints

EXCEPTIONS LOG SUMMARY EXPLAINED

Exception Log Summary				Explanation
(From 18 Apr 2013 to 25 Apr 2013)	(All figures shown are tax inc)			
Operator Code	John	Jenny	Total/averages across all staff	
1 Hours Worked	17.5	28	0	Taken from Staff Times if used
2 Total Rental \$ Transacted	\$892.05	\$2,716.60	\$11,159.70	
3 Total Retail \$ Transacted	\$162.78	\$205.89	\$1,500.89	
4 Total Ex-Rental \$ Transacted	\$131.45	\$278.00	\$1,367.83	
5 Total \$ Transacted	\$1,186.28	\$3,200.49	\$14,028.42	
6 Number of Transactions handled	131	337	1573	Quantity of transactions
7 Average line items per transaction	2.59	2.41	2.4	QTY - Watch out for low averages by staff member
8 Average Rental \$ per transaction	\$6.81	\$8.06	\$7.09	Watch out for low averages by staff member
9 Average Retail \$ per transaction	\$1.24	\$0.61	\$0.95	Watch out for low averages by staff member
10 Average Ex-Rental \$ per transaction	\$1.00	\$0.82	\$0.87	Watch out for low averages by staff member
11 Total Overdues collected	\$198.10	\$485.85	\$2,120.48	
12 Found on Shelf	3	7	17	See Note 12:
13 Abandon Transactions	48	61	229	Far too many for a week. See note 13:
14 Percentage of Transactions Abandoned	26.82%	15.33%	12.71%	See note 13: Very high
15 Accept Debt Payment	27	47	212	1 per Member with debts
16 Leaving Old Debt	4	6	74	1 per Member with debts. Not asking for debts to be paid.
17 Total Debt Transactions handled	31	53	286	1 per Member with debts
18 Debt Collection %	87.10%	88.68%	74%	
19 Debt Not Collected %	12.90%	11.32%	26%	Should be no more than 10%
20 Ext Fees reduced on return	\$70.50	\$158.00	\$1,142.00	see note: 20
21 Ext Fees changed in Debts screen	\$0.00	\$0.00	\$14.00	
22 Bulk Debt Write Offs	\$10.50	\$3.50	\$111.00	Using the Bulk Write off button
23 Debt Lines deleted	\$0.00	\$0.00	\$0.00	Pressing DEL on a line in Debts
24 Write Off/deletes % of transactions	1.16%	0.12%	0.98%	
25 Changing/Bulk editing Rental Charges	12	15	105	Manual editing or using Bulk command . see note 25:
26 Changing Sales/Ex-rental prices	22	33	163	Manual editing \$. See Note: 25
27 Rental Items changed to 0.00	12	12	112	Suspicious
28 Sale Items changed to 0.00	0	0	4	Suspicious
29 Total Changes % of transactions	13.57%	7.39%	10.07%	
30 Deleted Rental Item From Transaction	3	21	64	Suspicious
31 Deleted Sales Item From Transaction	1	5	20	Suspicious
32 Deleted Item from Bulk Returns	0	0	10	
33 Deletion %	1.18%	3.20%	2.23%	



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For further information contact the Help Desk Phone +612 9634 8900

EXCEPTIONS LOG SUMMARY

EXPLAINED (CONTINUED)

34	Used Bulk Discount in a transaction	0	0	1	
35	Process Negative Stock Receipts	24	0	35	Suspicious unless done by the owner
36	Added or changed a cash credit	\$0.00	\$0.00	\$0.00	Watch out for staff putting credits on their own accounts
37	Attempted Return of Tape Not Booked Out	29	17	194	Too many. See note: 37

NOTES:

- 12 Found on Shelf are items that are still on rent when rented by another member. They will be auto-returned and overdues written off. Can be fraudulent.
- 13 A very high figure. Before you accuse someone of fraud, make sure your staff are not opening a transaction to enquire on a product/volume, then abandoning it.
- 20 Overdues deleted during a Bulk Return or in a standard Transaction screen, whether paid or not. Not included in 21,22,23.
- 25 These are transactions that have not been matched with a deal, but are manually edited or bulk edited. Only deals should be used.
- 37 Can denote rentals not going through the till. Can also means that staff are re-checking a stack of returns by scanning them once more.

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