IMPORTANT INFORMATION File carefully!!

Help Desk Hints

HOW TO USE ROCKET'S EXCEPTIONS LOGS

ROCKET's Exceptions Logs are designed to alert the store owner to any unusual or unauthorised practices, such as changing prices, marking retail or rental items as sold for zero, deleting overdue fees, abandoning transactions. There are more than 240 different actions logged, each with the operator details, time and date, as well as the details of the member and/or related product/volume.

The sheer volume of logs that are saved means it can be a daunting task to sift through them on a daily or weekly basis, so always start as follows:

1. Daily or weekly, run the *Exceptions Log Summary* report. This will show in one easy to read page, the sales dollars and various activities that are deemed to be most important. There is column for each operator who served during that report's date range. This allows you to compare each type of log by operator, across the pages in an Excel style grid. (SEE HELP DESK HINTS – EXCEPTIONS LOG SUMMARY EXPLAINED)

2. If anything looks amiss or you just need to find out more information, run the *Exceptions Log* which has all the details. On opening this report you will see the following choices:

Choose the date or date range you are interested in, then choose a *Sort* order:

- *Operator* – will list all the tasks/logs performed by each operator in turn, in time and date order
- *Activity* – will list/group all of the same tasks/logs across all operators
- *Date* – will list all tasks/logs in strictly time/date order across all operators. This view will give you a step by step account of what has occurred.
- After choosing a sort order press *Process*. The report will appear on screen.

As this can be a very large report and may need to be referred to at a later date, we suggest that you save it to a CSV file and email the file to a safe location, say your home PC. This file can then be opened in Excel at a later date, and be used as proof of unauthorised activities in, say, a court case. Your *Exceptions Log Retention* setting (say, 60 days) means that that's the most you will ever keep in ROCKET, so be safe by also storing these files.

The *Exception Summary* can also be saved as a CSV file and emailed in the same manner

For further information contact the *ROCKET* Help Desk
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