



# ROCKET



Next Generation video Software

## Help Desk Hints

### MAKING A RESERVATION WHEN MEMBER IS IN STORE

(These instructions valid ONLY for users of ROCKET software)

1. Open a transaction for that Member
2. Using the Quick Help Screen choose CTRL + V (shown at right)
3. You will now be taken to that member's reservation page, and their member number will already be entered
4. Press F9 and type in the name of the movie they wish to reserve, and then select that line
5. Your screen will now look like this →
6. Enter the date they want the reservation for, and add any messages
7. Once the date required is entered, you will then be shown (on the right hand side) the available copies for that date and the next six days →
8. If this is an Ex-rental reservation, tick the EXR cell to change it to YES
9. Press F2 to save, then F4 to close and take you back to the Transaction screen

- Ctrl+D Override Deposit
- Ctrl+R Re-rent this item
- Ctrl+E Show Deals
- Ctrl+V **Show Reservations**
- Ctrl+I Show Member Prepaid Plan Usage
- Ctrl+Z Contact Member

Member Code	03537									
Show Collected Reservations	<input type="checkbox"/>									
Member Name	Alison Smith									
Product	93253361	DVD	Hobbit the							
UPC	Product	Type	Term	Reserved	EXR	NonSpecific	Called	Put Away	Collect	Cor
9325336168110	Hobbit the	DVD	DVD New Release	<input checked="" type="checkbox"/>	No	No	No	No	No	

Date	No. Avail
Sat 13 Jul 2013	34
Sun 14 Jul 2013	34
Mon 15 Jul 2013	34
Tue 16 Jul 2013	34
Wed 17 Jul 2013	34
Thu 18 Jul 2013	34
Fri 19 Jul 2013	34
Sat 20 Jul 2013	34

Rocket Help Desk Hints - Making a reservation with client in store.doc

*This information is a service of the ROCKET Help Desk*

For further information contact the Help Desk  
Phone +612 9634 8900 fax +612 9634 8922 email: support@rocketrental.com