

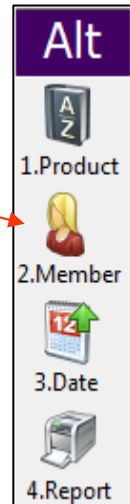
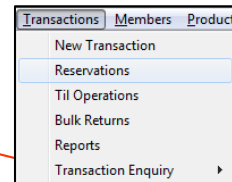


Help Desk Hints

MAKING A RESERVATION FROM A PHONE CALL

(These instructions valid ONLY for users of ROCKET software)

1. Go to the *Transaction* menu then choose *Reservations* →
2. Now choose the *Member* icon from the right hand side
3. Press F9 and search for the member by surname, then *Select*. The member details will now be on the screen



4. Press F9 and type in the name of the movie they wish to reserve, and then select that line →

UPC	Product	Type	Term	Reserved	EXR	NonSpecific	Called	Put Away	Collect	Co
9325336168110	Hobbit the	DVD	DVD New Release		No	No	No	No	No	

5. Enter the date they want the reservation for in the *Reserved* cell and add any messages

6. If this is an Ex-rental reservation, tick the *EXR* cell to change it to *Yes*
7. Press F2 to save, then F4 to close and ROCKET will take you back to the *Transaction* screen

8. If this is a popular movie you may wish instead to open the *Product* tab from the right hand side to enable you to see existing reservations before adding a new one. In this instance your screen will look like this →

Member Code	Member	Reserved	EXR	NonSpecific	Called	Put Away	Collect	Comments
03537	Alison Smith	18-Jul-2013	No	No	No	No	No	

9. You can now add the member number (F9 to enquire) and the date of the reservation

This information is a service of the ROCKET Help Desk

For further information contact the Help Desk
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