



UPGRADE NOTES

Version 3.04 - November 2013

NEW OPTIONAL MODULES

CREDIT CARD MODULE

- **ROCKET's** web-based Auto Credit Card charging module will speed up the transaction process for the customer, and automate a range of store charging processes.
- The module gives a store the ability to auto charge a member's credit card for not only rental fees, but also late fees and a non return/replacement fee.
- This functionality is bundled with the **ROCKET** Auto Task module (which handles the task scheduling) and a mini USB card swiper. An account with Card Access Services, our chosen credit card payment gateway, is also required.
- While the web-based credit card processing is similar to EFTPOS, the module's automatic functionality working off **ROCKET** is well ahead of what you would get from an EFTPOS system.

ON-LINE RESERVATIONS MODULE

- The Online Reservations system integrates your complete store movie catalogue with Trade Service of Australia's *Reserve Zone* website, allowing customers to browse on-line constantly updated titles data from your **ROCKET** product file (including ex-rentals for sale). As well, they can log in and reserve titles for rental and ex-rentals to buy. Only titles that you stock are shown.
- You can also run a special version of your website in-store on a dedicated customer access screen, to give instant up-to-date status of each movie.
- Full movie content information, including synopsis, actors and cover art, is displayed automatically from Trade Service's database. The information is searchable and provides links to actors'/directors' other movies, and to the IMDB site for reviews and trailers.
- Promotional facilities include a special deals page and a link to your store's Facebook page. Also shown are your trading hours, contact details and Google maps location.
- Each individual site uses the colours relevant to the store/group involved.

PROMOTIONS OVERHAUL

To cater for the many stores joining **ROCKET** and having previously used a myriad of different promotions/deals, we've made major changes to the Promotions area.

ADVANCED AUTO MATCHING

- A new feature allows **ROCKET** to auto match promotions by calculating, where possible, the best deal for the customer. As items are scanned into the transaction screen, and deals are matched, if more items are added **ROCKET** will check if there is a better deal/cheaper deal, and if so will re-match. We call this *Advanced Auto Matching*. Deals are no longer locked.

The original auto function is still available and is called *Auto Matching*. Using this method, deals are still locked as they are matched and will need to be cancelled if another deal is required.

VOUCHER CODES

- To alleviate the need for dummy products to be used in Promos, we have also changed the way the *Voucher Required* field works.

If this field in the Promotion set up is used, no dummy product triggers need to be added or stock receipted or "sold" and the voucher code can be scanned/typed into the transaction grid and will then match the deal.

NOTE: This voucher cannot have a number that is used anywhere else in **ROCKET**. Eg, as a Product

- This works only if *Advanced Auto Matching* is turned on. If you continue to use *Auto Matching* then a *Voucher Required* box will pop up and allow you to scan/type the voucher before continuing. With this style of voucher, a line above the transaction grid will show the vouchers used and the number of times for each one.

HAPPY HOUR

- With a new time range restriction feature, you can now set up a “Happy Hour” promotion. You can tell **ROCKET**, say, that every Wednesday and Thursday between 4pm and 6pm, new release movies are 50% off.

SUGGESTED DEALS

- We’ve also added a *Suggested Deals* box on the Transaction screen. To use this, you need to turn on *Advanced Auto Matching*.

This box will show up to three deals that are one item away from being matched in the current transaction. Each Promotion now has a tick box on the front page that allows you to *Include in Suggested deals*. Thus, you can get your staff to push certain deals as desired.

NEW SETTINGS

- To turn these new functions on or off, go to **ROCKET** *System Options*, then *Promotion Matching* and *Promotion Suggestions*

ROCKET will retain your current settings when you upgrade, allowing you to turn on or off the new features as desired.

IGNORE DEALS

- We have also added a new function to the CTRL+E box that allows you to *Ignore* a deal for this transaction. The original *Cancel Deal* function is still available.

MAX PER DAY

- We’ve added a new restriction on Promotions - *Maximum usage per Member per Day*.

NEW FEATURES

MANUALLY ADD A DEBT

- For those times when you need to add a charge to a member's account (say, a one off replacement or damage fee), we've added the ability to add a *Manual Debt*.
- Nothing needs to be "sold" to add this amount.
- To add a debt, go to the *Member's File*, then the *Debts* tab, and click on the button at the top right (*Add Debt*). Enter the amount and a reason
- This debt is treated as an overdue-style fee and is not treated as income until paid. Once paid it's added to *Extended Fees Paid* on that day's reports.

RESERVATIONS

- For **ROCKET**TEXT users we've added the ability to contact a member regarding a reservation from the *Reservations* screens (Product/Member/Date). This will allow operators to SMS the member when a reserved movie has been taken off the shelf, rather than waiting for it to come through *Bulk Returns*.
- When you use CTRL+Z to contact the member, **ROCKET** will automatically mark the item as *Put Away* and *Called*.
- Reservations by date view: we've also added a check box to "Only Show items not yet put away". By default this is ticked.

RECEIPT PRINTING

- We've changed the wording when printing receipts, from *Previous Balance Owed* to *Balance Owed*, as this was confusing some customers. Now, the amount shown is as at the end of the current transaction.

TRANSACTION SCREEN

- Members' *Last Rental Date* has been renamed as *Last Active Date*, as this date is also updated when returning or only paying debts.

AUTO LATE RETURN

- For **ROCKET** users who have the Auto Task Module, we've added an automated version of the *Bulk Return and Charge* routine; this is called *Automatic Late Return*. This task returns the late items based on certain criteria, adds a replacement fee and a late fee to the member's debts. Both fees are treated as overdue-style fees; ie, they are not treated as income until paid.

NEW SECURITY LEVELS

- Three new security levels have been added (all are set on 9 by default):
 - * *Override a Member Password without a reason*
 - * *Override Member Temporary Suspension without a reason*
 - * *Change a rental price without a reason.*
- If a reason is entered, it will be shown in the Exceptions Log.

MEMBER BULK EDIT

- You can now include/exclude members in this function based on their contact type. This enables you to, say, add a message to members who don't have an email address.

PRODUCT & VOLUMES ALERT TYPES

- When adding alerts to *Products* or *Volumes* you can now choose whether to see the alert *Always* or in *Hires* or in *Returns only*. This is called the *Alert Type*. The new function will assist operators to remember to change the price stickers when marked down volumes come through the returns screen.
- This choice is also available in *Bulk Edit Products* and *Bulk Edit Volumes*.

MEMBER FILE

- The Member password cell has been coloured yellow

PRODUCT TYPE MAINTENANCE

- A *Product Type* can now have a colour associated with it, which will show in the Transaction screen. This means that your Blu-Ray items will be more obvious.

RETURN TIME ON RECEIPTS

- We've added a new System Setting called *Return time for Receipts*. This time will now print rather than the *End of Day Time*.

STOCKTAKE RETAIL

- If the stock take can't be finished because you've not yet entered a quantity against all the lines, **ROCKET** will now ask if you want to mark products with no results as zero stock on hand. If you answer *No* you still have the ability to highlight the culprit lines.

SCHEDULED TASKS

- Added a new task, *System Checkup*, which runs an SQL database integrity check and notifies whether there is a problem with the database.
- All out of hours *Scheduled Tasks* (such as *Auto Shrink*, *Re-index*, *Backup*, etc) now have the ability to SMS and/or email an off-site operator if the task does or doesn't run.

PUT AWAY STATUS

- When a reserved item is returned in *Bulk Returns* and you answer *Yes to Mark as Put Away?* **ROCKET** changes the volume's **status** to *Put away*. Searches in F6 or F8 will therefore show the real availability.
- The new status can also be used to individually mark a volume from the *Volume File* and *Bulk Edit Volume*.

REPORTS

MEMBER TRANSACTION DETAILS

- This report now shows all amounts as *INC GST*, to give a better picture of the member's spend.

MEMBER SELECT

- You can now use this report to select members who used a particular promo/s for a particular date range.

EXPORT TO PDF

- We've also added the ability to include or exclude members based on their debt range.

MEMBERS DEBTS REPORT

- We've changed the criteria for printing payments made to include those against *All Debts, Unpaid Debts only, Fully Paid Debts only*.

LATE LIST

- When printed in Member order, we now show the categories of the Late movie.

PROMOTIONS LISTING

- When printing a list of your promos from within the **ROCKET** Admin report you can now choose to print only the active promos.
- We added a new column to this report called *EXR Sales last week*: it is alongside the *Unsold EXR* column, and it helps you decide whether to mark down the ex-rental price.

LOS REPORT

- We've added an extra column on this report to show the Ex-rental sales for the previous week.



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