Using the Log as Exception Feature

Tracking employee permissions can be helpful in determining where problems are occurring in your business. By tracking employee permissions you can view reports that show when the specified permission was used and which employee. Follow the instructions below to use the Log as Exception where you can view reports displaying what your employees are doing.

Note: You must be licensed to use this feature please contact the pcAmerica sales department at 1-800-722-6374 for licensing options.

Using Exception Logging with Employee Permissions

Exception Logging with Employee Permissions allows you track which permissions are used or attempted and view them in the Operational Exceptions Report

Select **Manager** from the login screen, provide the requested credentials, and follow these steps.

1. Select **Administrative** then **Employee Maintenance**.

2. Select the **permission** you would like to monitor. It will highlight in blue when selected.
3. Select the **Log as Exception** check box.
4. Select the green **Save Changes** button.

Note: You will want to check **Log as Exception** for each permission you would like to monitor.

Using Exception Logging with Job Code Permissions

You can also enable Log as exceptions for permissions in the Job Code Setup Screen.

Select **Manager** from the login screen, provide the requested credentials, and follow these steps.

1. Select **Administrative** then **Employee Maintenance**.

2. Select **Job Code Setup**.

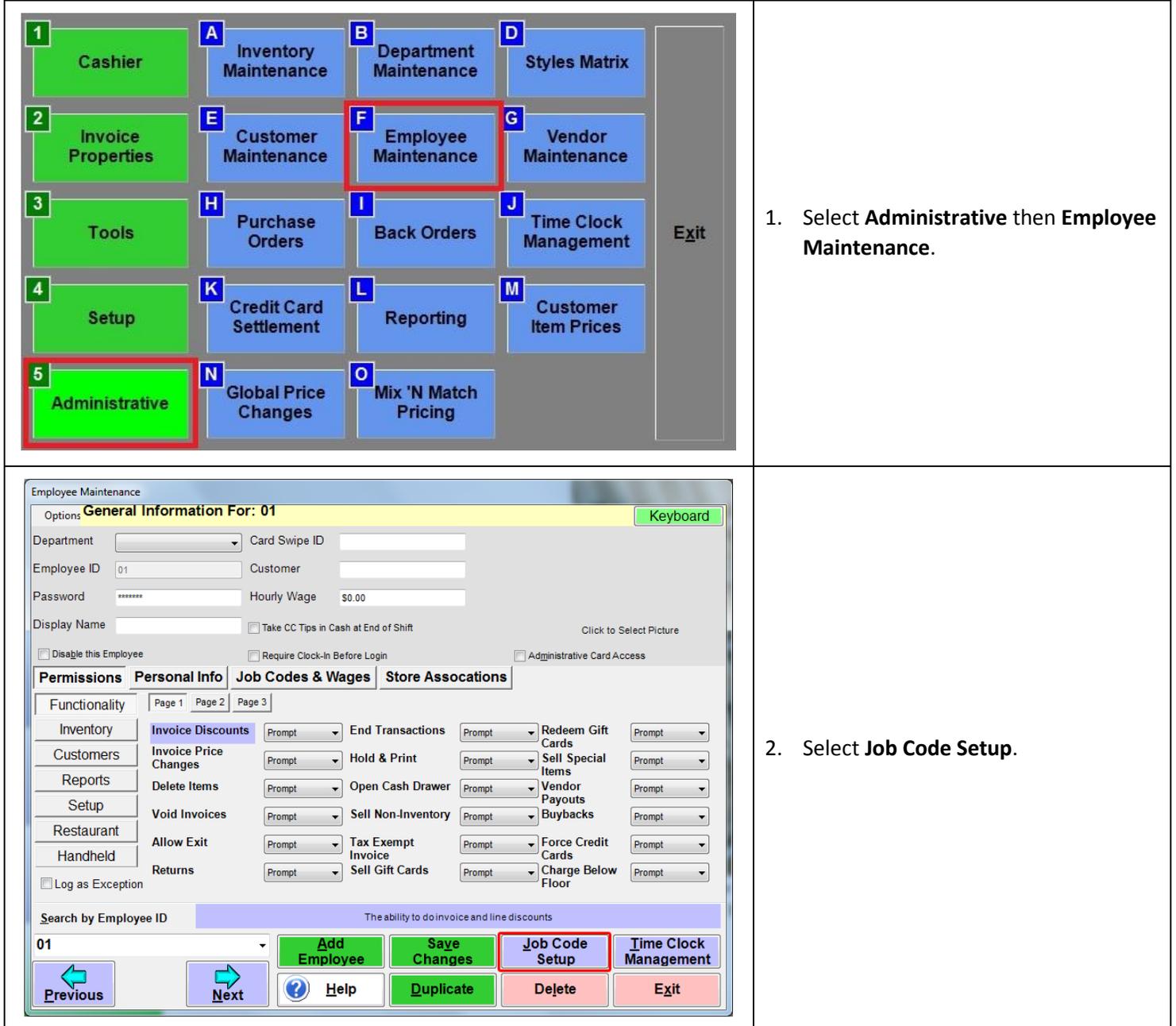3. Select the Job Code you would like to edit the permissions for and select **Permissions**.

4. Select the **permission** you would like to monitor. It will highlight in blue when selected.

5. Select the **Log as Exception** check box.

6. Select **Update** at the **Modify Permissions** window.

7. Select **Update** at the **Job Code Setup** window.

Note: You will want to check **Log as Exception** for each permission you would like to monitor.

Using Invoice Exception Logging

Invoice exception logging allows you to track

Select **Manager** from the login screen, provide the requested credentials, and follow these steps.
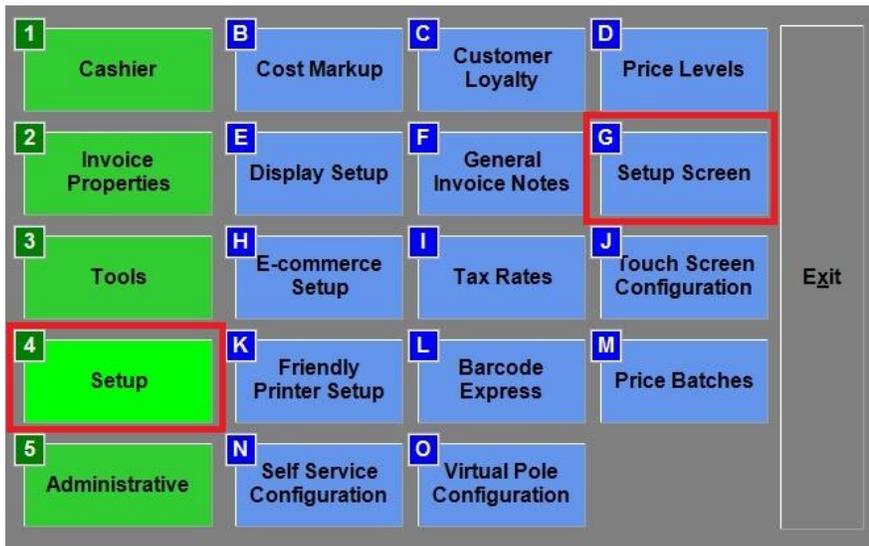
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1. Select **Setup** then **Setup Screen**.

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2. Select the **Invoice Settings** tab
3. Select **Page 1**
4. In the **Log Exception For** section, put a check in the function you would like to track, these are:

   Line Item Deletion
   Line Item Discounts
   No Sale

5. Select **Update**

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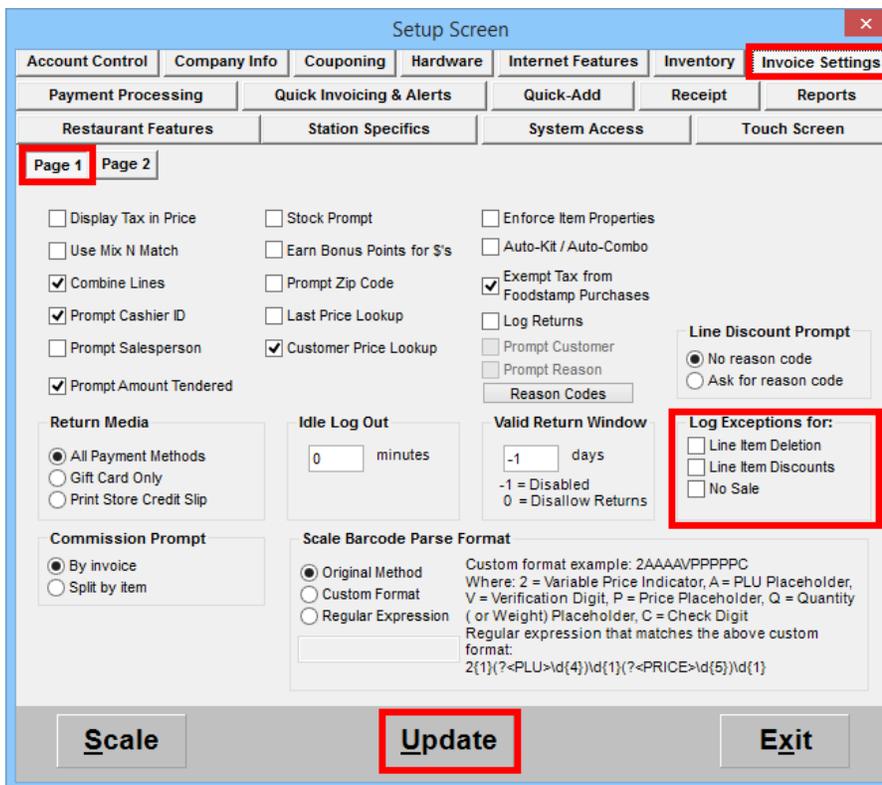
Viewing Exception Reports

1. Select **Administrative** then **Reporting**.

2. Select the report you would like to view.

3. Select the **Date/Time Range**.

4. Select a cashier (if applicable).

5. Select **Display**.

Below is an example of the **Invoice Exceptions** report. This report will typically display when any of the functionality permissions have been used.

Invoice Exceptions Between 2/22/2017 10:00:00 AM and 2/23/2017
2/22/2017

Invoice #	Item # Cashier	Amount	Quantity Reason Code

Store ID: 1001

2/22/2017

Line Item Void

| 7 | 8807616444
100102   John D. | $32.99 | 1.00
Line Item Deletion |

Line Item Discount

| 7 | 2105922750
100102   John D. | $16.00 | 1.00
Sale |

2/22/2017

Store ID: 1001

Below is an example of the **Operational Exceptions** report. This report will typically display when permissions related to setup of the software have been used. If the permission is configured to prompt for a reason code to be associated with the permissable action, it will display the reason code in the exceptions report.

Operational Exceptions Between 9/1/2017 and 9/1/2017 11:59:59 PM
9/1/2017

Date/Time	Cashier Override Cashier	Reason Code

Store ID: 1001

09/01/2017

Invoice Discounts

| 9/1/2017 12:20:48PM | 100102   02
100102 | |

Void Invoices

| 9/1/2017 12:11:26PM | 100102   02 | |

Allow Exit

| 9/1/2017 12:16:25PM | 100102   02 | |
| 9/1/2017 12:21:23PM | 100102   02
100102 | |

Returns

| 9/1/2017 12:21:06PM | 100102   02
100102 | |
| 9/1/2017 12:21:13PM | 100102   02
100102 | |

09/01/2017

Store ID: 1001