Accessing Cancelled Transactions Dashboard in CK Operator Portal

At the top of the CK Operator Portal (BusinessTrack), there is a new drop down menu with a link to the Cancelled Transactions dashboard:

The purpose of this dashboard is to help operators determine and identify potential theft scenarios. If a customer grabs an item off the shelf, rings it up, and then voids it, it may appear as though he is "paying" for it, when in reality he is just going through the motions.

The Cancelled Transactions dashboard shows two reports:

- Most Cancelled Items and
- Cancel Events

The "Most Cancelled Items" report will show the top 5 cancelled items, where as the "Cancel Events" report will give the item detail on cancelled events.   Both reports pull off of past 7 days, current month, and past 30 days. The reports can be printed, downloaded to PDF or CSV files.

To access these reports:

- Select "Cancelled Transaction" from the dashboard dropdown menu (highlighted above) and click GO.
- A new tab will open that lists your Operator Name and Cancel Reporting, with a Business Drop Down. ***You may need to disable your pop-up blocker, as this report opens in a new tab. IF you see a red notification in your URL box, be sure to allow pop-ups from the site.***
- Select the CK Market you want to review. Please note, there is currently only data for markets using Version 2 software
- You can then select a time period for the "Most Cancelled Items" or for the "Cancelled Events."
- Headers are clickable to sort columns either ascending or descending.

Most Cancelled Items Screen Shot:

TAL of Indiana Cancel Reporting dashboard

Business: Kiosk - AAR Office

Most Cancelled Items

Past 30 days Current month Past 7 days   PRINT PDF CSV

10 ▼ records   Search:

Item Code	Item Name	Item Price	Cancel Events
43071	LANDSHIRE SPICY CHKN N PEPPER CHS	3.49	2
80001	FRESH FUJI APPLE	1.00	1
28010	DASANI WATER 20 OZ	1.19	1
10027-3	LSS BAKED LAYS BBQ	0.99	1
13673	MUNCHIES TOAST & PB CRACKER	0.89	1

Showing 1 to 5 of 5 entries   < 1 >

Cancel Events Screen Shot:

Cancel Events

Past 30 days Current month Past 7 days   PRINT PDF CSV CLEAR FILTER

10 ▼ records   Search:

BusinessName	Kiosk Name	Add on	Item Code	Item Name	Item Price	Event	Event Time
Kiosk - AAR Office	AAR Office Break Room 1	07/28/2017 09:01:07	28010	DASANI WATER 20 OZ	1.19	remove_selection	07/28/2017 09:01:29
Kiosk - AAR Office	AAR Office Break Room 1	07/27/2017 12:56:19	13673	MUNCHIES TOAST & PB CRACKER	0.89	remove_selection	07/27/2017 12:56:48
Kiosk - AAR Office	AAR Office Break Room 1	07/27/2017 11:05:51	43071	LANDSHIRE SPICY CHKN N PEPPER CHS	3.49	remove_selection	07/27/2017 11:05:59
Kiosk - AAR Office	AAR Office Break Room 1	07/27/2017 11:05:02	43062	Pizza Parlor French Bread Pepperoni 8IN	2.79	remove_selection	07/27/2017 11:05:11
Kiosk - AAR Office	AAR Office Break Room 1	07/27/2017 10:09:41	43071	LANDSHIRE SPICY CHKN N PEPPER CHS	3.49	remove_selection	07/27/2017 10:09:43
Kiosk - AAR Office	AAR Office Break Room 1	07/27/2017 02:20:12	10027-3	LSS BAKED LAYS BBQ	0.99	start_over	07/27/2017 02:20:52
Kiosk - AAR Office	AAR Office Break Room 1	07/26/2017 11:06:06	25051	SPRITE ZERO 20oz Bottle	1.39	remove_selection	07/26/2017 11:06:26
Kiosk - AAR Office	AAR Office Break Room 1	07/25/2017 14:25:05	30825-3	5-HOUR ENERGY BERRY	3.29	start_over	07/25/2017 14:25:13
Kiosk - AAR Office	AAR Office Break Room 1	07/25/2017 10:20:07	80001	FRESH FUJI APPLE	1.00	remove_selection	07/25/2017 10:20:11

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When you click on an item in the Most Cancelled Items report (on top), the Cancel Events report will display the details for each incident for that item. For example, if there are 3 Red Apples that have been cancelled, if you click on that line, the Cancel Events report will adjust to show those three incidents. (In order for this feature to work, the date range tabs on both reports must be highlighted to the same range – ie both must be on past 30 days or past 7 days.)

To get back to the default view, just click "clear filter" on the top right of the report.