



Plankton Reporting

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1. REPORTING

IMPORTANT

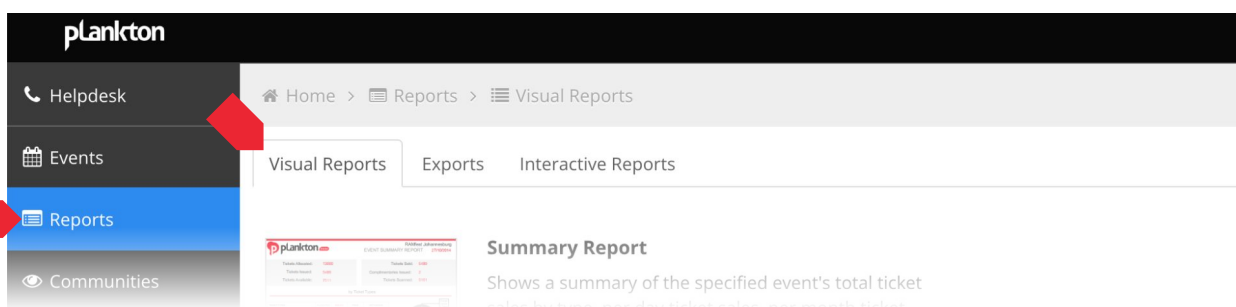
Some of the reports may contain massive amounts of data and it is suggested to always keep the start & end date parameters to be within a month of each other. Also to try and avoid drawing data heavy reports on busy days.

1. Reporting

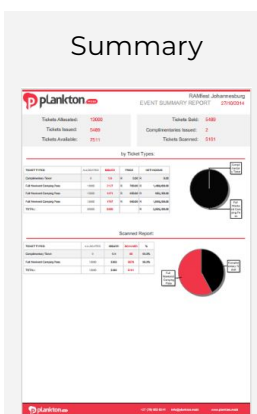
The Plankton reporting function is a real time reporting system and gives the user access to all kinds of reports, data and attendance figures.

NB. The below menu options will change based on the role & permission you have. So you won't always see ALL the menu items.

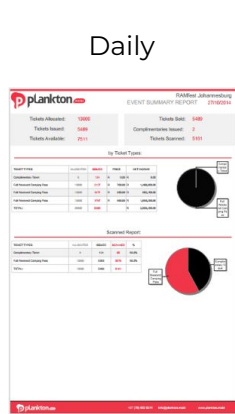
1.1 Visual Reports



Types Of Visual Reports



Shows a summary of the specified event's total ticket sales by type, per day, per month, scans, payment types and per day sales.



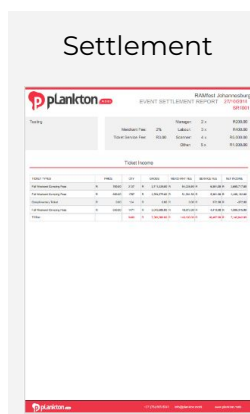
Shows a summary of the specified event's total ticket sales for a specified date and time period.



Shows a summary of the total ticket sales per user, per shift.



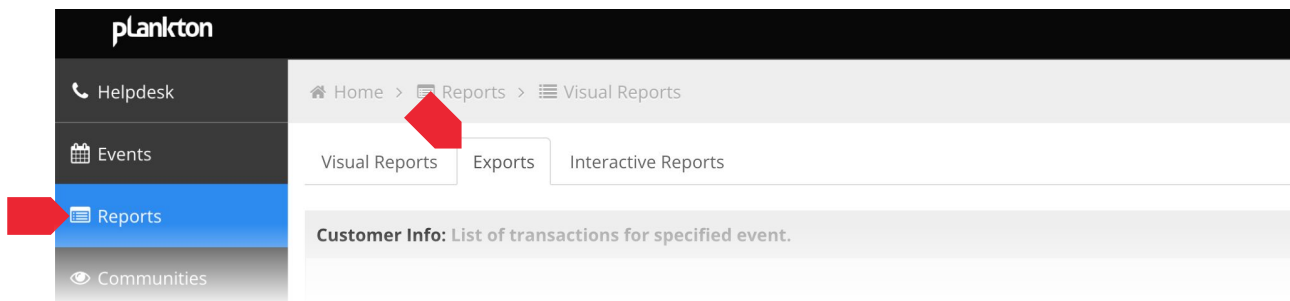
Shows the comparison between specified event's ticket sales by type, payment method & per day sales.



Shows a summary of the specified event's financial report. Merchant & Service Fees, Gross income and payment types.

1.2 Exports

The Plankton reporting function allows the user to exports reports, data and attendance figures.



Types Of Exports

Customer Info

List of transactions for specified event.

Detailed Bookings

List of bookings for specified event.

End of Day Shift list

View all shift summaries for selected POS users.

Ticket Access Voucher

View used voucher codes

Point of Sale

View sales summary for any given Point of sales user.

Point of Sale

View sales summary for any given Point of sales user.

Scanned Detail

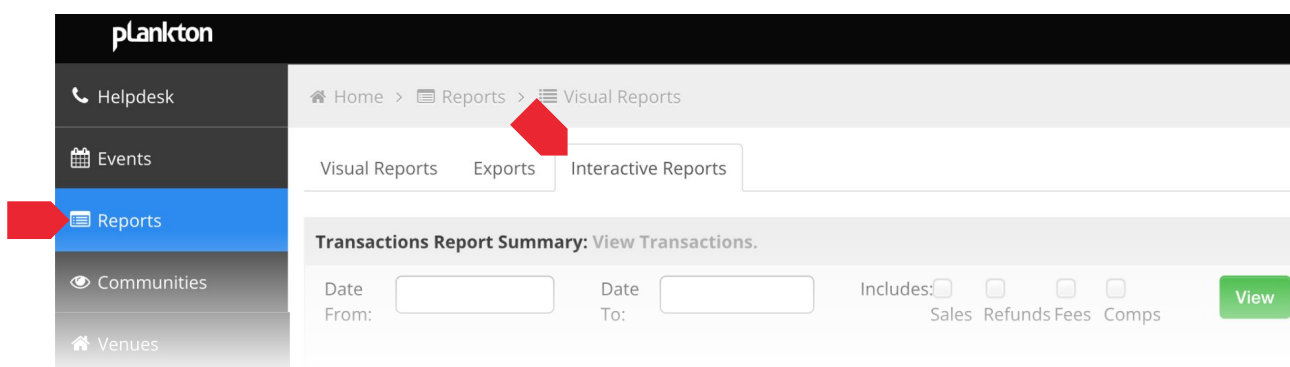
List of all redemption scans for a specified event and period.

Scanned Summary

Summary of redemption data for specific event.

1.3 Interactive Reports

The Plankton Interaction Reports function allows the user to search for transactions real-time.



Interactive Reports can be searched and filtered by:

Date From/To | Includes: Sales, Refunds, Fees, Comps | All/individual communities | Status (Failed, Expired, Pending, Refunded)

PLEASE NOTE

Plankton support is available during normal operating hours and should be used if unclear about anything. You can contact the support center either by phone or by using the remote desktop application on the computer. Below we will explain the basic support procedures:

Telephonic Support

When calling Plankton support please have the following ready to speed up the process:

- Your username
- Your location or gate number.
- The reference number of the transaction in query.
- The EOD number of the shift in query.
- The ticket number of the ticket in query.

CALL US
+27 (087) 720 1036

Email Support

When emailing Plankton support please include the following to speed up the process:

- Your username
- Your location or gate number.
- The reference number of the transaction in query.
- The EOD number of the shift in query.
- The ticket number of the ticket in query.

EMAIL US
tickets@plankton.mobi

Remote Support

To open the remote support double click on the **CALL PLANKTON** icon on the desktop. When using remote desktop control to contact Plankton support please have the following ready to speed up the process:

- Your username
- Your location or gate number.
- The reference number of the transaction in query.
- The EOD number of the shift in query.
- The ticket number of the ticket in query.

REMOTE
DESKTOP CONTROL