

# MISSING TRANSACTIONS

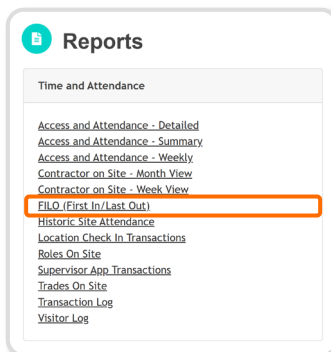
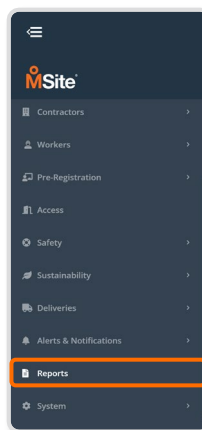
## Resolve Missing OUT Transactions

How to **investigate** and **resolve** missing **OUT** transactions

### Investigate


#### 1. Reports Section:

- Navigate to **Reports** in the **MSite Toolbar** on the left of the screen.
- Then, select **FILO (First IN/Last Out)** report under **Time and Attendance**.
- Next, select the **date range** for the previous week and choose the **site** or **sites** in question.



#### 2. Identify the issue:

- Review the **FILO** report.
- Look for any worker with a **BIO ID** showing an **IN** transaction but no **OUT** transaction.
- For example, note the BIO ID (e.g., 172072) of the affected worker.


**FILO (First In/Last Out)**

Report Parameters

From Date

25/11/2024

📅

To Date

30/11/2024

📅

Site

All Selected

Contractor

All Selected

Area

SMA - NEAR - M25 North J23-27 - Remote Working

SMA - NEAR - M25 North J23-27 - Site

Worker

Joe Bloggs (Bio ID: 2603)

×

Pay Rules

Please Select

🔍

Subtract Time Every Day

30

minutes

Subtract Time Before

08:00

🕒

Subtract Time After

17:00

🕒

Run

Report Generated: 03/12/2024 11:22:00 Date Range: 25/11/2024 - 30/11/2024

FILO (First In/Last Out)

Contractor	Trade	Bio ID	Worker	Site	Login Time	Login Door	Logout Time	Logout Door	Hours
Bloggs Construction	Ganger	172072	Joe Bloggs	SMA - NEAR - M25 North J23-27	25/11/2024 07:02:48	SMA - NEAR - M25 North J23-27 Door (BBHTA)			0h 0m
Total:									0h 0m
Grand Total:									0h 0m



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Training Hub

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#### 3. Access the Transaction Diagnostic Report:

- Copy the worker's **BIO ID**.
- Open a new tab and go to the **Transaction Diagnostics** report section.

Bio ID

172072

Reports → System → Transaction Diagnostics →

System

Audit History  
Borough Area Codes  
Contractor User Audit  
Detailed Audit Report  
Distribution Queue  
Email Audit Log  
Enrolment & Pin Info  
MSite Touch Transaction Summary  
MSite User Audit  
Supervisor App Utilisation  
**Transaction Diagnostics**  
Worker Notifications Audit  
Workforce App Utilisation  
Consent Audit

#### 4. Filter the Report:

- Enter the relevant **date range** for the issue.
- Paste the worker's **BIO ID** in the worker search box.
- Click **Run** to generate the report.



### Transaction Diagnostics

#### Report Parameters

From Date

25/11/2024

To Date

03/12/2024

Site

All Selected

Area

All Selected

Door

All Selected

Contractor

All Selected

Worker

(Bio ID: 172072)

Event Type

All Selected

Run



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### Resolve and Take Action

#### 5. Analyse the Diagnostic Report:

- Confirm whether the issue is consistent: an **IN** transaction exists, but **no OUT** transaction is recorded.

Generated at: 03/12/2024 11:28 Date Range: 25/11/2024 - 03/12/2024

**Transaction Diagnostics**

Contractor	Worker	Bio ID	Date/Time	Event Type	From Area	To Area	Door	Site
Bloggs Construction	Joe Bloggs	172072	25/11/2024 07:02:48	Mobile Manual Punch	Off Site	Site	SMA - NEAR - M25 North J23-27 Door (BBHTA)	SMA - NEAR - M25 North J23-27

Export

#### 6. Determine the Cause:

- If the **worker transacted**, the data may be **stored locally** on the device and **not synced** with the server.
  - Solution:** Request the supervisor to **sync the device**.
- If the worker **never** registered an **OUT transaction**, it could indicate **user error** (e.g., *failure to check out*).

#### 7. Take Necessary Action:

- Coordinate with the **supervisor** to verify and **resolve** the issue.
- Ensure **proper procedures are followed** to avoid similar discrepancies in the future.

