

MISSING TRANSACTIONS

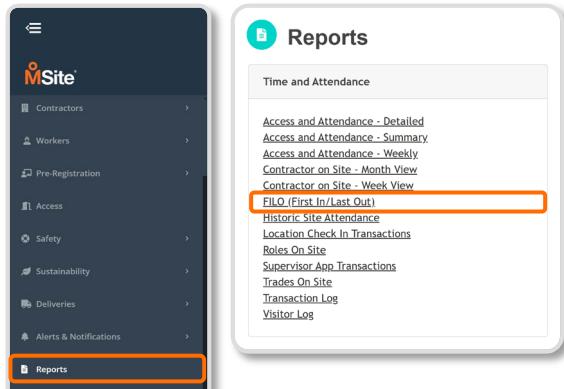
Resolve Missing OUT Transactions

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

Investigate

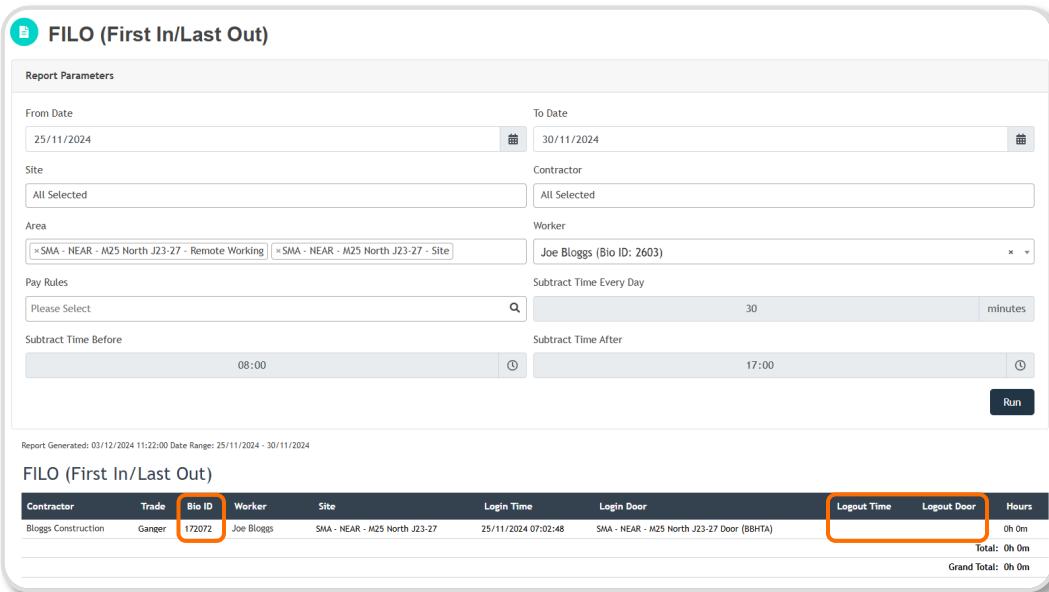
1. Reports Section:

- 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.



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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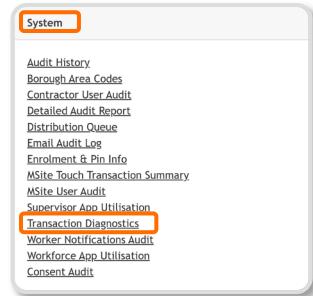
Investigate

3. Access the Transaction Diagnostic Report:

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

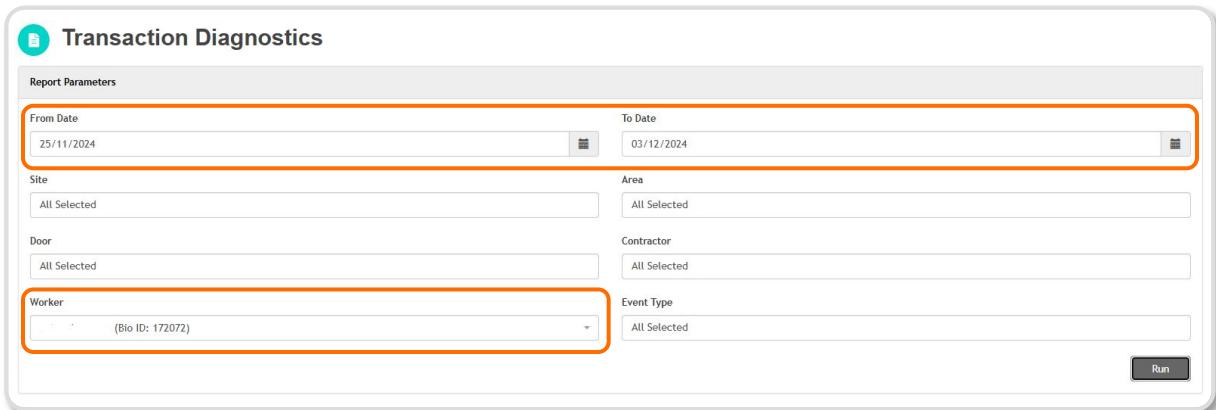
Bio ID
172072

Reports → System → Transaction Diagnostics →



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.



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

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.