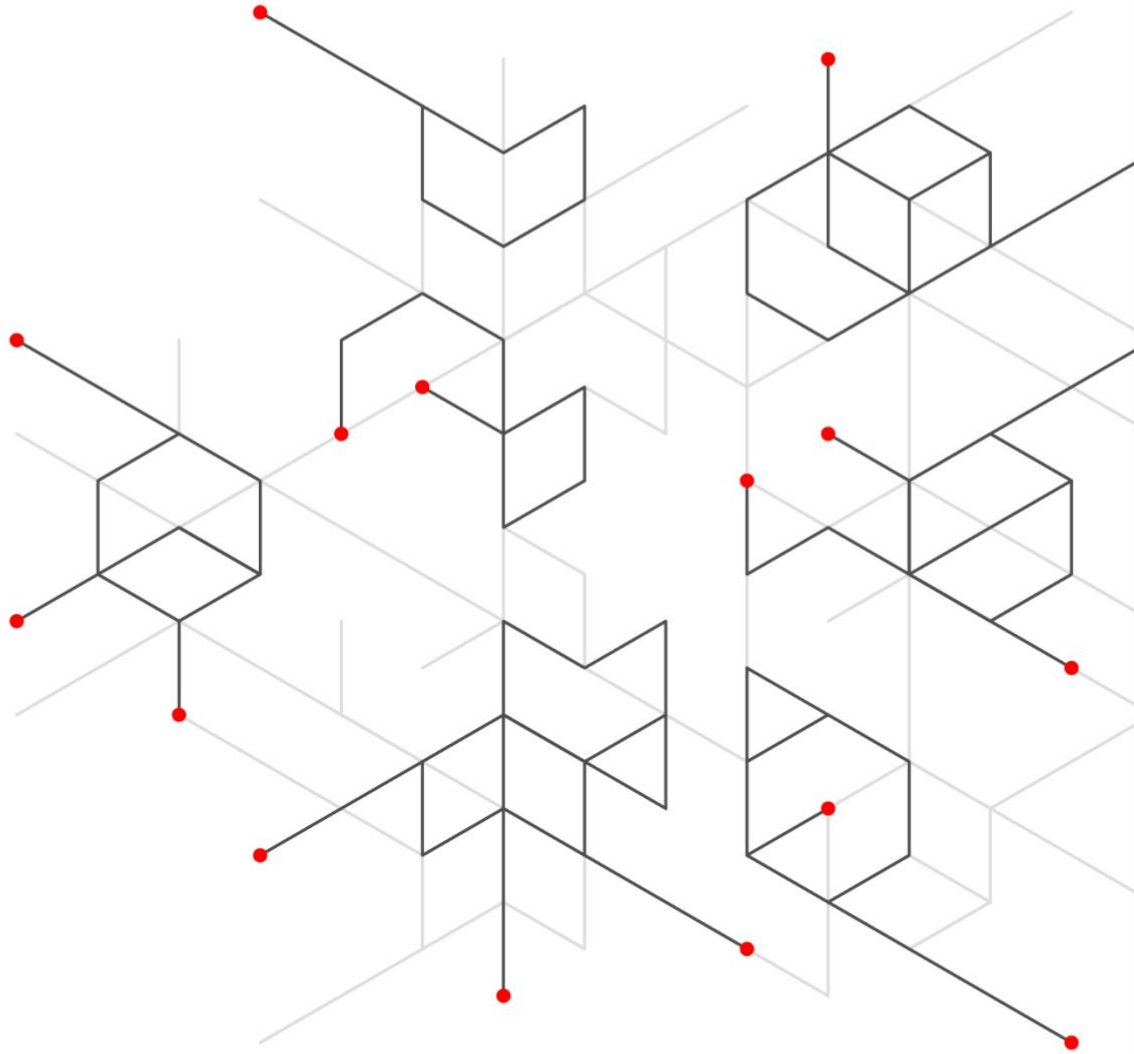
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USER MANUAL

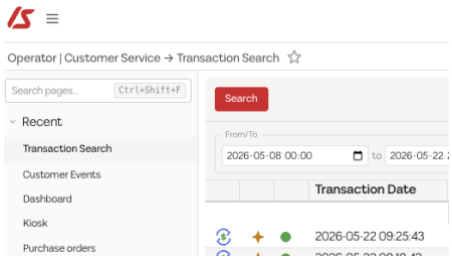
Customer Event

VERSION 26/05

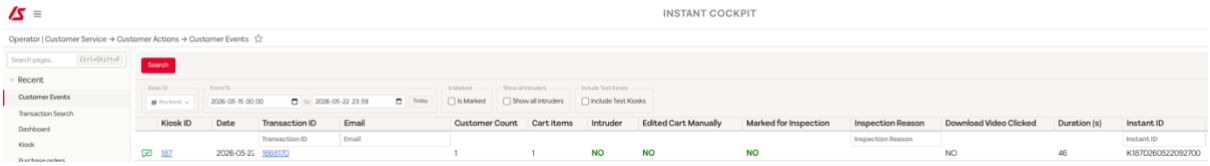
Customer Events

Every transaction in the system automatically creates a customer event. Customer events are used to review transaction activity and investigate issues when needed.
You can open a customer event in two ways:

- From Transaction Search, click the yellow button/star at the beginning of the transaction row, next to the $ sign.



- Open the Customer Events page directly. Customer Service → Customer Actions → Customer Events



Search for Customer Events

When you open **Customer Events**, the search area appears at the top of the page.

To search for multiple transactions:

- Enter a **Kiosk ID**.
- Select a **date** if needed. Sed elementum et felis in eleifend. Duis laoreet et libero quis efficitur
- Run the search

To find a specific transaction:

- Use the search fields on the second row.
- Search using one or more of the following:
  - **Transaction ID**
  - **Instant ID**
  - **Customer Reference**

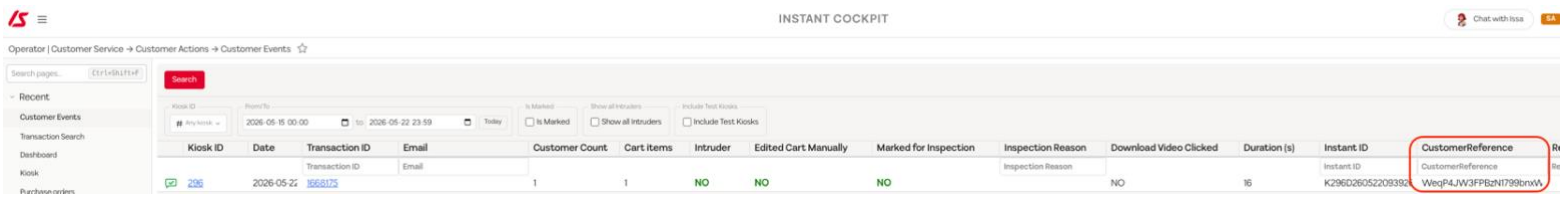
Find all transactions for a specific customer

If you need to review all transactions connected to a customer or card:

- Copy the **Customer Reference** from one of the customer's transaction events.
- Paste it into the search field.
- Run the search.

This displays all transactions linked to that customer or card.

Tip:
Using **Customer Reference** can be faster than searching with individual **Transaction ID** or **Instant ID** values when reviewing customer activity.

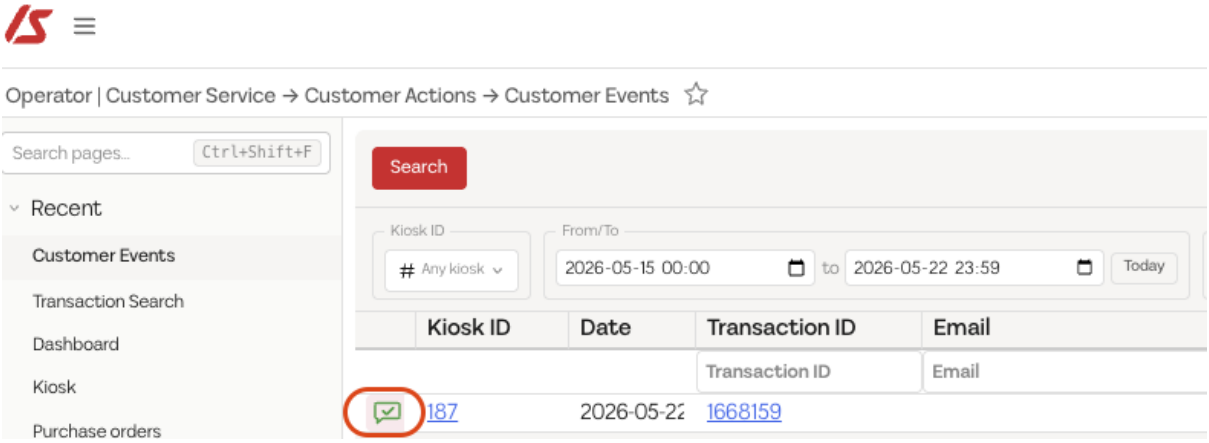


Open transaction details

To view the full details of a transaction:

1. Locate the transaction in the search results.
2. Click the leftmost icon (green bubble) in the results list.

This opens the detailed transaction view.



At the bottom of the transaction details page, the following buttons are available:

Video

Access transaction video recordings.

To retrieve a video:

1. Click Video.
2. A popup window opens.
3. Click Get Video.
4. Wait a few minutes while the video is downloaded from the kiosk.
5. Click Refresh to display the video.

Note:
Video retrieval may take a few minutes depending on kiosk availability and processing time.

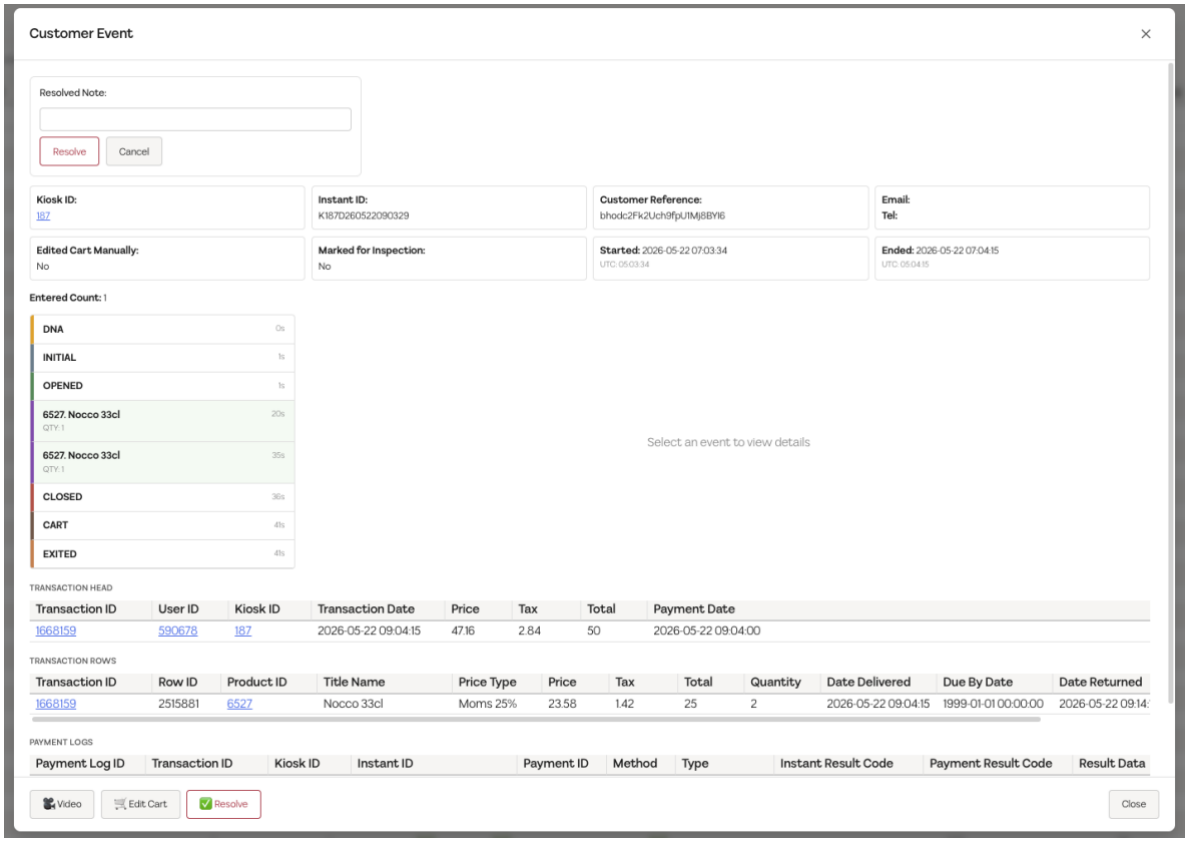
Edit Cart

Open the cart management section to add or remove products from the transaction cart.

Resolve

Use Resolve after investigating a transaction.

1. Click **Resolve**.
2. Add details about the investigation result or actions taken.
3. Save the information.



Review the Event Overview

Above the action buttons, transaction information is displayed.

Available information includes:

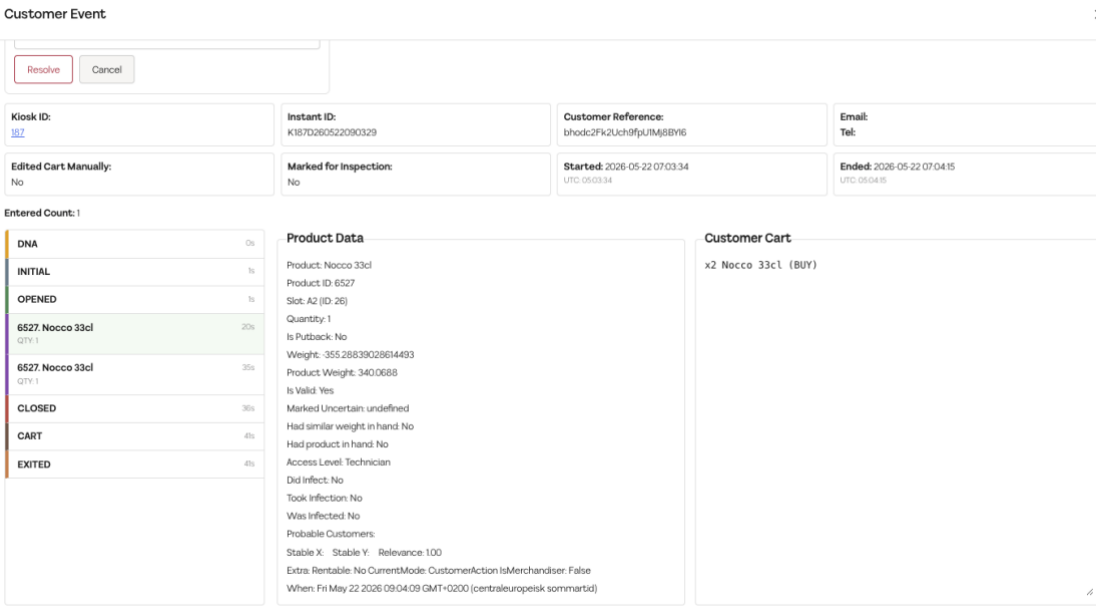
- **Transaction Identifiers** – Unique IDs related to the transaction.
- **Transaction Time** – The exact date and time of the transaction.
- **Usage Duration** – How long the customer used the machine.
- **Product Details** – Information about which products were picked up or removed and when they were taken.

Review Events and Payment Information

Events of the Transaction, this section shows the activity that occurred during the transaction.

To review event details:

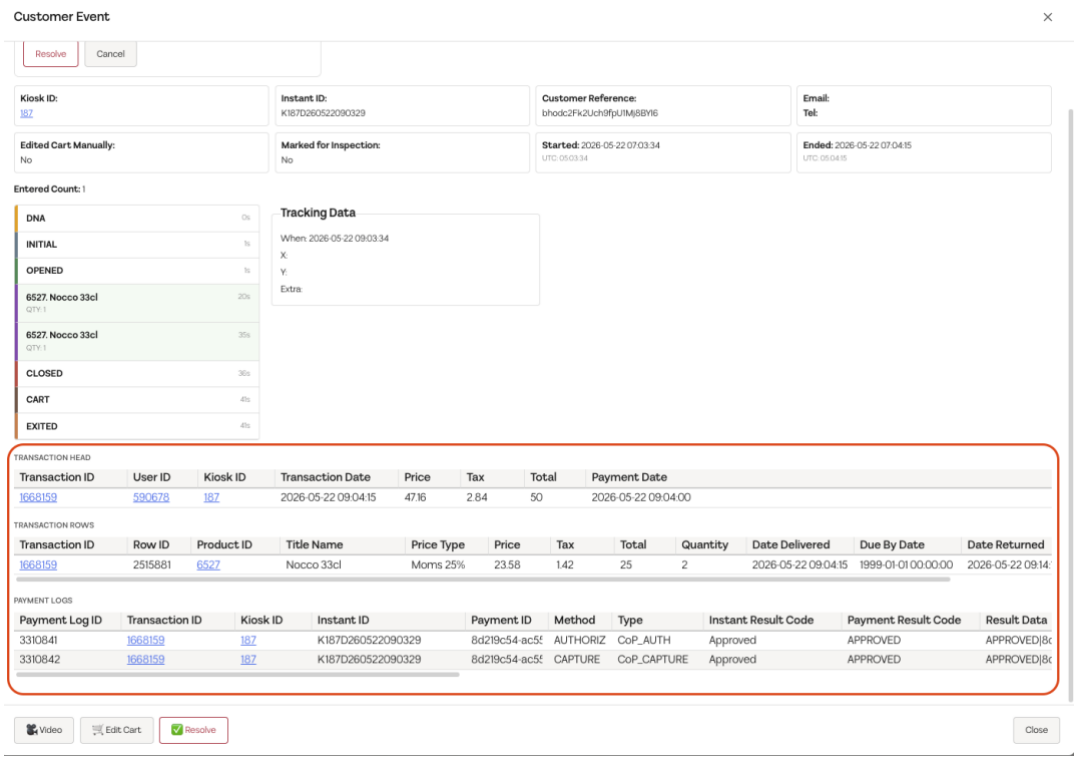
1. Open an event, such as **Initial**.
2. View the product count in the kiosk at that time.
3. Click a product in the event section on the right side to display the customer's cart.

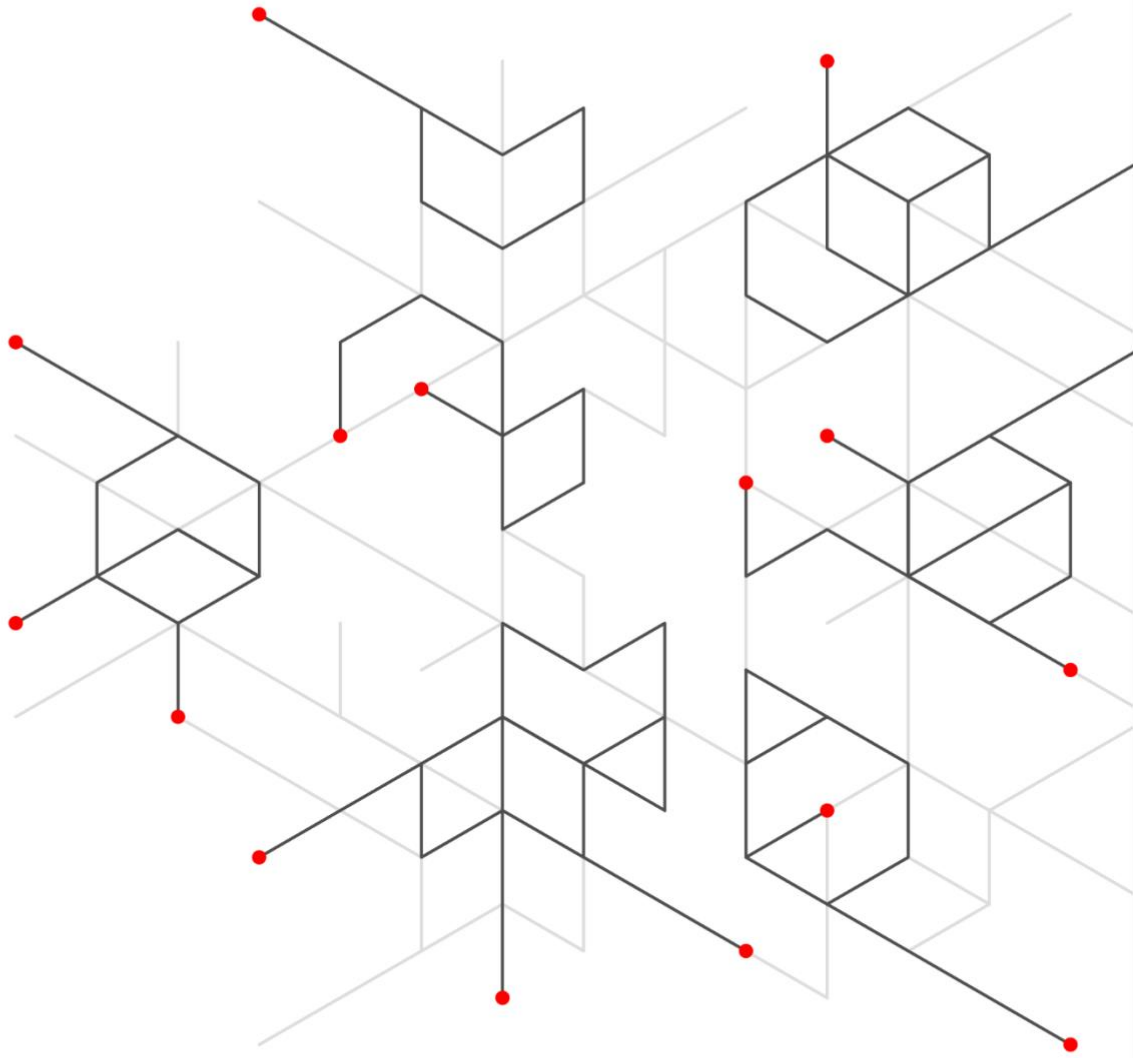


Payment Information

This section contains transaction data including:

- **Transaction head**
  - Transaction ID
  - Kiosk information
  - Date
  - Price
  - Other transaction details
- **Transaction Rows**
  - Products included in the transaction
- **Payment Log**
  The Payment Log stores payment activity related to the transaction, including:
  - Charges
  - Reservations
  - Refunds





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