



Exceptions Management

Automated exception tracking eliminates manual processes, ensures every exception is captured and documented, and keeps your operation in full compliance.

WHY IT MATTERS

Manual Tracking Hides Costly Patterns

Most casinos still manage exceptions with paper forms, email threads, and disconnected spreadsheets.

Revenue audit typically documents SOP violations manually, managers track open items in Excel, and compliance reporting gets stitched together at the end of the month.

That creates delays, blind spots, and repeat issues that never truly get resolved.

Exceptions Management replaces manual tracking with structured, digital accountability and turns exception data into operational insight.

HOW IT WORKS

A Smarter Way to Manage Compliance

Exceptions Management is a digital workflow solution built for casino revenue audit teams, digitizing the entire exception lifecycle from issuance and assignment through dispute and final resolution

Automated alerts keep everyone on track, and built-in reporting simplifies compliance submissions.

Interactive dashboards give leadership visibility into exception trends by revenue center, employee, and type, so issues get addressed, not repeated.

The result: stronger accountability, faster resolution, and measurable reduction in exception rates across your operation.

What's Included

Digital Exception Workflow: Complete lifecycle management from issuance to resolution, including assignment, review, dispute handling, and automatic gaming commission report generation.

Interactive Analytics Dashboard: Historical exception trends with filtering by revenue center, employee, exception type, and department to identify patterns and drive improvement.

Document Management: Attach supporting documentation directly to exceptions with centralized access and audit trail.

Status Tracking: Real-time visibility into exception status (configured to fit your needs) with full revision history.

Alerts: Automated email alerts for every stage of the exception creation and resolution process.

Proven Impact

Casinos using Exceptions Management have:

- ✓ Reduced exception resolution time with streamlined digital workflows
- ✓ Improved management visibility into compliance patterns
- ✓ Strengthened compliance reporting with automated, accurate documentation

Track. Resolve. Improve.

Key Benefits



Strengthen Accountability: Replace paper trails with digital workflows that track every exception from issuance to resolution with complete audit history.



Accelerate Resolution: Streamline review, dispute, and approval processes to close exceptions faster and reduce open items.



Drive Operational Improvement: Surface exception patterns by employee, department, and type to target training and reduce recurring compliance issues.

**Talk to Your
CCT Team and
request a demo**

Integrated with the Insight Cash Revenue Audit Module, designed to work seamlessly within your existing systems.