

FREQUENTLY ASKED QUESTIONS

Exceptions Management

Chasing SOP exceptions through email chains and spreadsheets is time-consuming and buries accountability. Exceptions Management gives every issue one auditable workflow — from creation through resolution, reporting, and trend analysis.

1

What types of exceptions does this cover? Is it just cage, or does it apply across the property?

It covers SOP compliance issues across all revenue centers with filtering by revenue center, employee, and exception type in the analytics dashboard.

2

Is exception creation and assignment still a manual step?

Creation and assignment is initiated in the system, but the workflow handles everything from there — automatically routing, tracking, and alerting the right people through resolution. It replaces the email chains and spreadsheets with one streamlined, auditable process.

3

We already track exceptions in Insight Cash. What's different?

Exceptions Management adds a full digital workflow, dispute handling, document attachment, and analytics for trending and compliance. Upgrading to the latest version of Insight Cash unlocks additional assignment options, reporting, and notifications through Exceptions Management.

4

Can we attach supporting documentation to an exception?

Yes. Exceptions created from a document in Insight Cash can auto-attach supporting files at creation. Files can also be added manually — all stored centrally with a full audit trail.

5

How does this help with compliance reporting?

Reports for both compliance submissions and internal audits are generated automatically, replacing manual month-end documentation.

6

How do we know if the same issues keep repeating?

The analytics dashboard surfaces historical exception patterns by employee, department, and type so leadership can identify root causes and target training accordingly.