Non Returning Users Report

> The Non Returning Users Report is an administrative tool designed to identify students who rented lockers in a previous semester but did not secure a rental for the current term. Its primary purpose is to help administrators investigate potential unauthorized locker usage or track student attrition between semesters. This article is intended for OPS-COM administrators responsible for locker management and enforcement.

Setup and Configuration

This report is a standard feature within the locker management module and does not require any special configuration to function.

Admin Side: Administrators do not need to configure any overarching settings. The system automatically pulls data directly from existing locker rental records and established sales windows.

Using this Feature

Administrators can use the following instructions to generate the report and effectively compare past locker rentals against current active terms.

Generating the Report

1. Hover over **Lockers Management** and click **Non-Returning Users Report**.

2. Click the **Yearly** drop-down menu under the **Old Semesters** section and choose the appropriate **Old Sales Window**.
3. Click the **Yearly** drop-down menu under the **Current Semesters** section and choose the appropriate **Current Sales Window**.
4. Click the **Search** button to generate and view the report. The results will automatically appear in a table.
5. Click the **Export** button to download and save the generated data as a spreadsheet file for external review.

Best Practices and Considerations

- **Audit for unauthorized usage: Generate this report at the end of a semester to identify potential unauthorized locker usage.** This helps your enforcement team verify that students who have not paid for the current term have actually cleared out their belongings.
- **Verify active enrollment: Use the exported spreadsheet data to cleanly cross-reference with your institution's active student enrollment records.** This practice quickly helps administrators determine whether non-returning locker renters are still actively attending the school or have officially withdrawn.

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