Televend Mobile App

Instructions for usage

ver.2.1.20 date: 07.07.2017.

Contents

1 Revision history

Version	Date	Author(s)	Change
2.1.20	07.07.2017	Tea Meštrović	Mobile app offline work; Bluetooth support
2.1.10 – 2.1.16	07.05.2017	Nikola Runjavec Tea Meštrović	Complete route revision; Service tasks
2.1.09	01.02.2017	Nikola Runjavec Tea Meštrović	Machine tasks update
2.1.08	12.11.2016	Nikola Runjavec Tea Meštrović	Machine tasks – scan barcode; Product ordering

2 Login

Open the *Televend App* and enter your username and password:
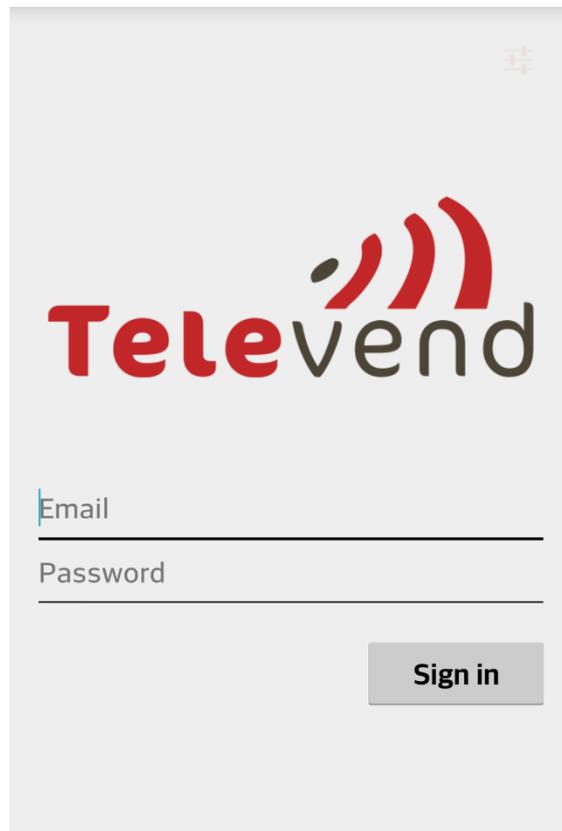
3 Main overview

There are five (5) different tabs in the main overview screen:

A. *Routes*

   Shows all active routes and last completed route. All locations and machines that have been added to this routes are shown here and you can track the route progress

B. *Pickup*

   Product and Components pickup information for the whole route is shown here

C. *Machines*

   A list of your machines with a complete overview of events, product stock etc.

D. *Events*

   All events related to your machines

E. *Product ordering*

   Enables product ordering through mobile app
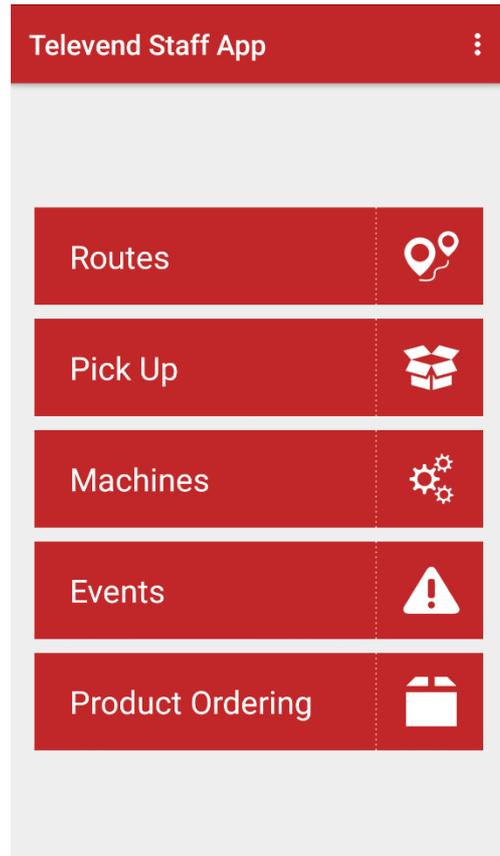
4   Machine list

The machine list gives you an overview of the machine status -the color near the machine name gives you information about the machine technical health:

Green– everything is OK

Yellow- total stock or product stock is low

Red–error on the machine

On the right side you can find information about the urgency factor for machine visit

4.1 Details

Details about the machine can be accessed by pressing the choosed machine. The initial screen shows general data about the machine.

4.2 Fill

The *Fill* tab shows the product quantity for each column (spiral); you can also edit the product quantity here:
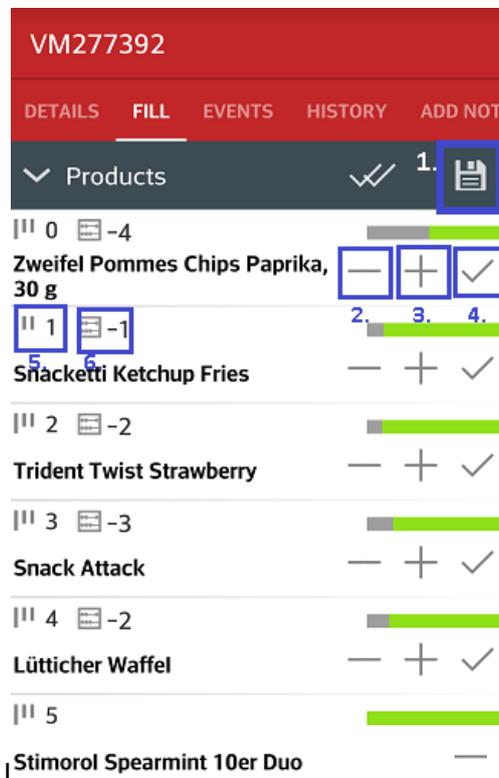
There are several different functions that are shown in the picture above and below:

1. Save changes
2. Remove product quantities from the spiral
3. Add product quantity to the spiral
4. Refill the column to the predefined fill quantity
5. Number of spirals
6. Number of products missing
7. Undo the changes

If you choose function number 4, all the spirals/columns will be refilled to their fill quantities. In this moment, your changes are not saved and you can easily undo them (function no. 7 in the picture below). If you want to save your changes you have to save them by selecting function no. 2.

4.3 Events

In the Events tab you can see all unsolved warning and alarm events. This way you can see all active problems with your machines.

If there is a machine in "red" status, it is recommended to check the event that caused it. Should you encounter an error with machine's payment system or sensor, it is definitely recommended to check that as well and to send a mobile note to the call center.
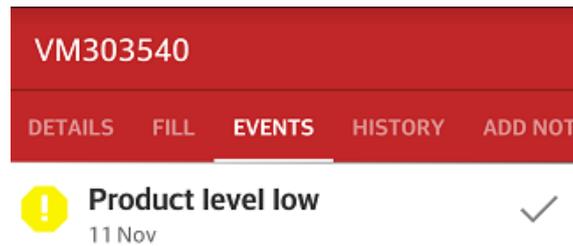
4.4 History

In History tab you can see all resolved warning and alarm events as well as history of info events for this machine.
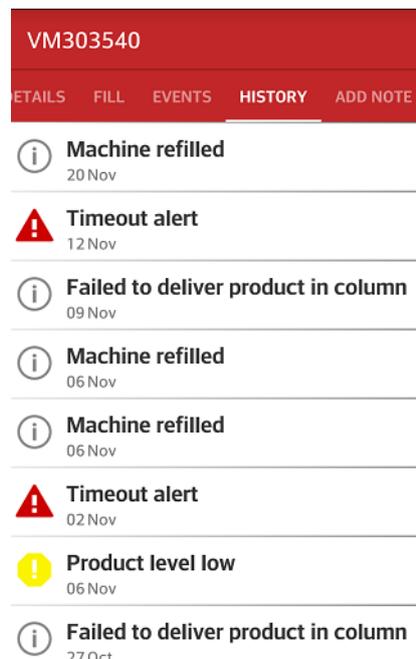
4.5 Note

In Note tab you can create custom events. For example, if you encountered a serious problem, you should create an alarm event for it.In case you encountered some kind of problem with products, you should create a warning event.In case you just want to add some kind of info comment, you should then create an info event.
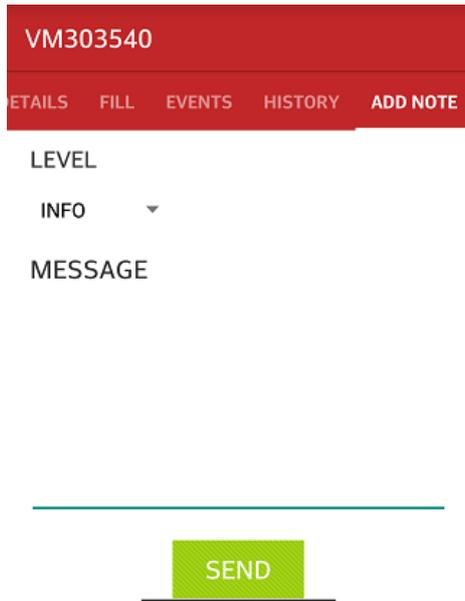
5 Route

Merchandiser can see assigned route by using the mobile app. When there is an active route the *Routes* tab is marked in green (see the picture below).
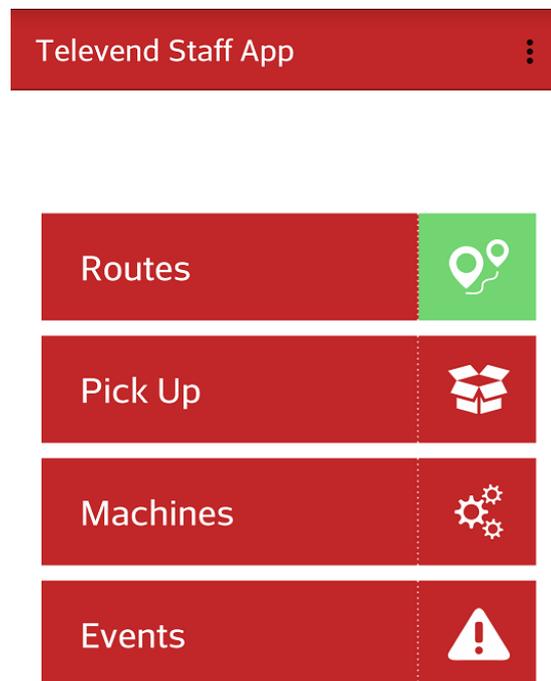
5.1 Assigned routes

By pressing the *Routes* tab, the merchandizer can see all active routes assigned to him and the latest finished route. By pressing the route name, all details about this route will be shown.

5.2 Route details

Merchandiser will see a list of locations and machines that needs to be serviced in this route. On each location there is a navigation icon. By pressing it, merchandiser will be navigated to it. On each machine there are icons that represent tasks which need to be performed on particular machine. To see and perform all the tasks assigned to the machine, merchandiser needs to choose this machine by pressing on it.
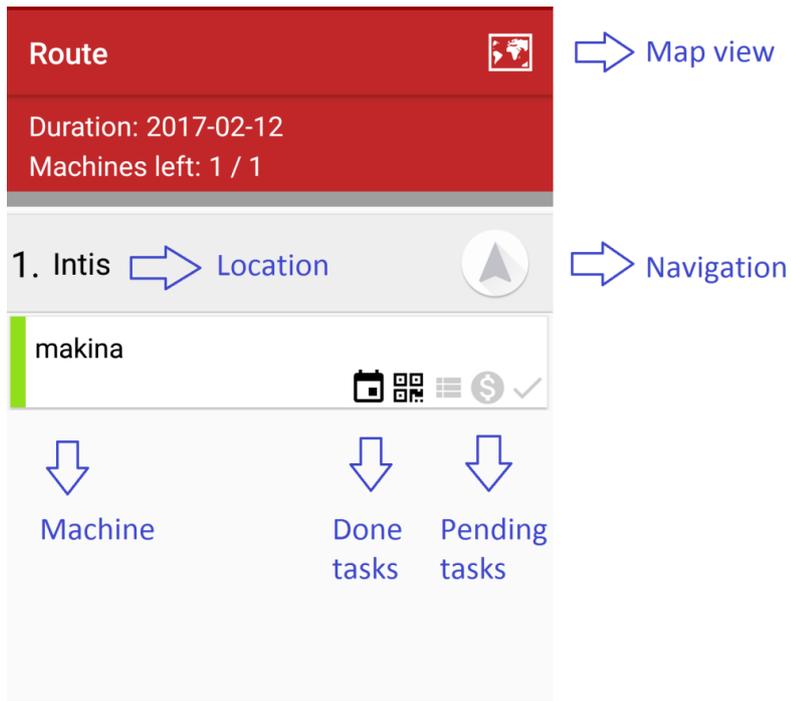
5.3 Machine tasks

Each machine in the route has assigned tasks e.g. machine filling, cash collection, scanning the barcode etc. By choosing the task, actions to finish this task will be activated. Some tasks can be performed only once, and some of them multiple times. Tasks that can be performed multiple times have repeat icon after they are perofrmed. List of tasks and possibility to repeat them is written below.

No.	Task name	Repeat task option
1.	Bluetooth	No
2.	Refill	No
3.	Refill and Cash collection	No
4.	Cash collection	No
5.	Select expiry date	Yes
6.	Scan a barcode	Yes
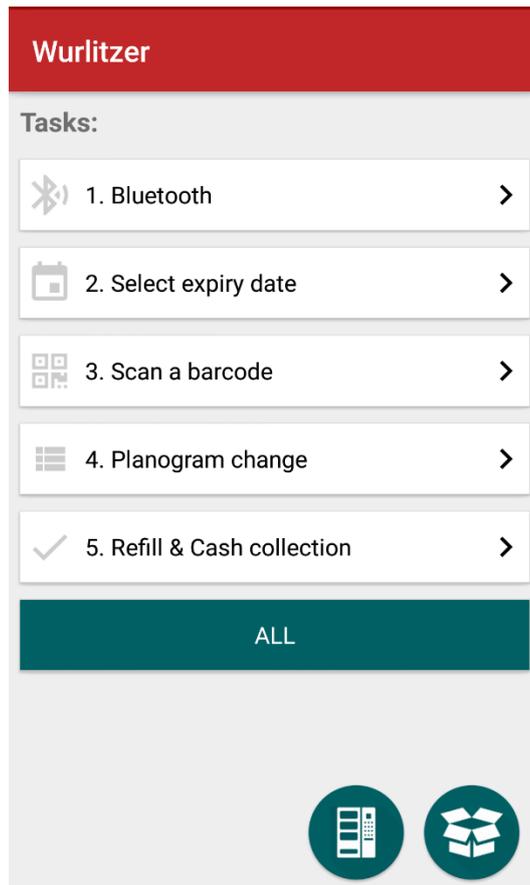
5.3.1 Data collection and push via bluetooth

If Televend device doesn't have connectivity (Machine connection status is 0%), Bluetooth task will automatically appear on a task list for this machine. If Televend device is online, or if the machine has third party device, Bluetooth task cannot appear.

By pressing the Bluetooth task, data collection via Bluetooth will start. After time syncronization, all offline vends and events will be collected. Depending on a tasks inside the route, planogram change and cash collection will be performed too.
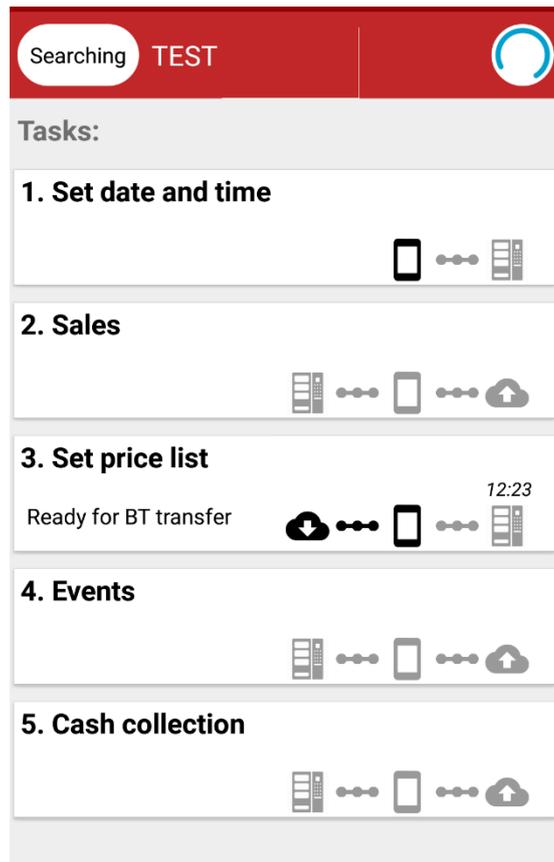
5.3.2 Select expiry date

If company has configuration that merchandiser needs to enter the worst product expiry date on machine visit, this task will always automatically appear on task list for all machines. By pressing the Select expiry date task, a pop up window with time calender appears. On this screen you will also see recommendation to set the expiry date later than the next planned visit. This will enable merchandiser to take out the products that will expire before the next planned visit. Indicator that the expiry date has been successfuly set is crossed taks. This task can be repeated, so you can change set expiry date if there was a mistake.
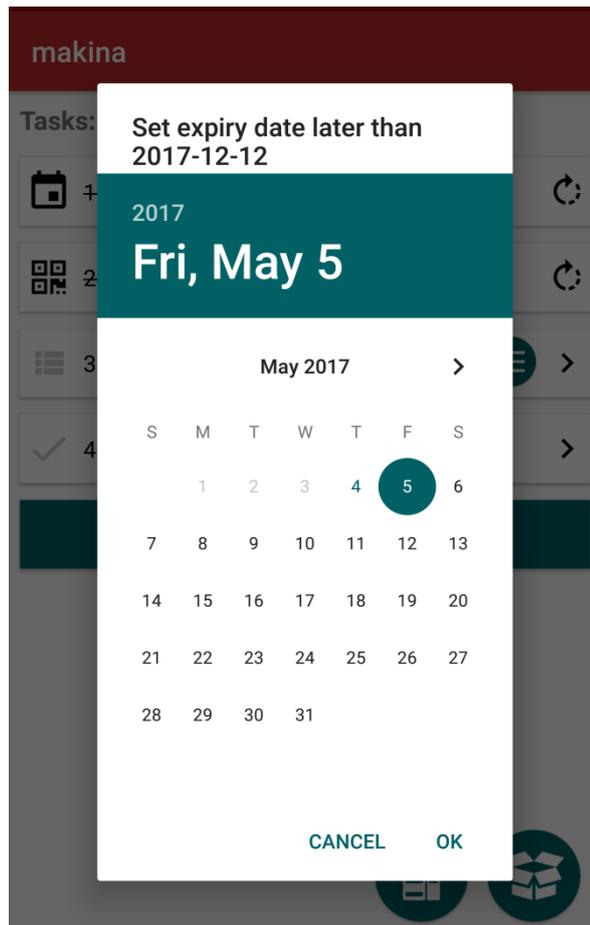
5.3.3 Scan a barcode

If a company has configuration that merchandiser needs to scan the barcode on its cash bag, this task will always automatically appear on a task list for all machines in the route with cash collection task. Operational function of this task is that scanned barcode of the cash bag is mapped afterwards with the cash collection report from this machine. By pressing the Scan a barcode task, a pop up window with the scanner appears. If it is too dark, merchandiser can turn on flash by pressing the lightning icon. If the barcode cannot be scanned, merchandiser can manually enter the barcode too. Indicator that the barcode has been successfuly scanned is crossed taks. This task can be repeated, so you can change set barcode if there was a mistake.
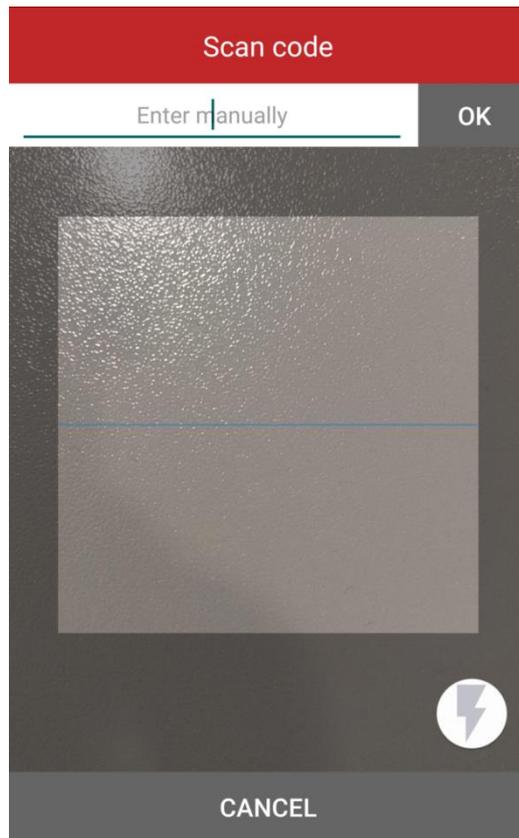
5.3.4 Planogram change

If the change on machine planogram is set, Planogram change task will appear on the task list.
By pressing the Planogram change task, screen with planned changes appears.
Indicator that the planogram change has been successfuly set is crossed task.

Four different planogram changes can happen:

No.	Planogram change actions
1.	New column inside the machine
2.	Column removed from the machine
3.	Product price change
4.	Product replaced with a new product

Planogram change

|				
12 a1	Cola	12.00	+	⇨ New column
13 a2	~~Pepsi~~	~~0.00~~	—	⇨ Column removed
14 a3	Fanta	14.00 ~~12.00~~	$	⇨ Price changed
15 a4	Sprite ~~7up~~	11.00 ~~10.00~~	↑↓	⇨ Product replaced

5.3.5 Service tasks

Depending on a tasks set on route level, machine will have Refill, Cash collection or Refill&Cash collection task.If Refill task is set on route level, by pressing the Refill task, a screen with proposed product fill levels appears. Proposed product values will depend on a route modele set on a company level. If route model is set to Live, only real time values of products needed to fill the machine are presented. If route model is set to prekitting, merchandiser will have an option to choose between the live and prekitting „fill template".

Fill templates

„Prekitting template" suggests merchandiser to fill the quantity of products that is inside the box prepared for this machine. This box is prepared in the warehouse and contains number of products that were missing at the time of route creation. If something is missing in the box, merchandiser can correct the filled stock.

If merchandiser has stock in the van, and doesn't use prekitting for particular machine, he can choose „Live template" that suggests merchandiser to fill the quantity of products that is currently missing for this machine.
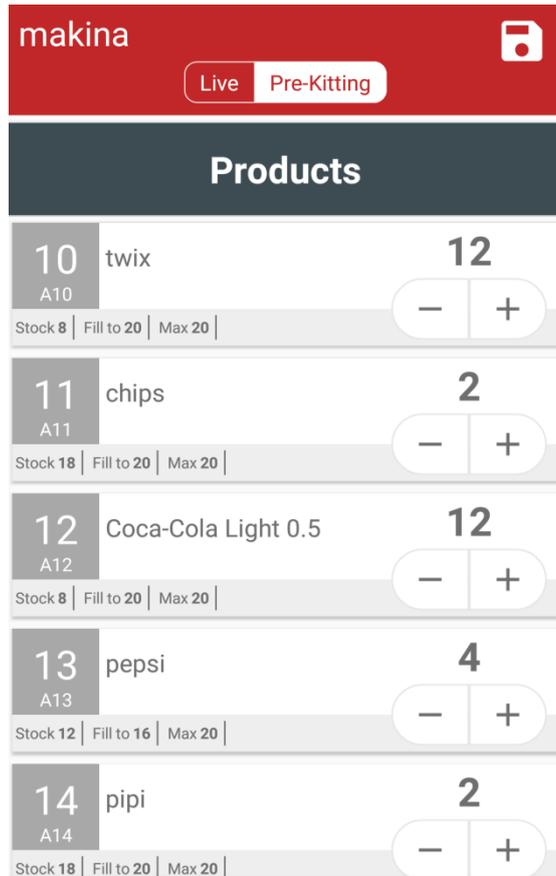
On Refill screen, merchandiser will have to confirm the amount of products that were filled. For each column there is information about current stock quantity, fill quantity and maximum quantity (column capacity).

Fill template corrections

Merchandiser can correct suggested fill quantities to real fill quantities. If suggested column fill quantity is modifed, column stock will be visualized to easily see how this action affected it.
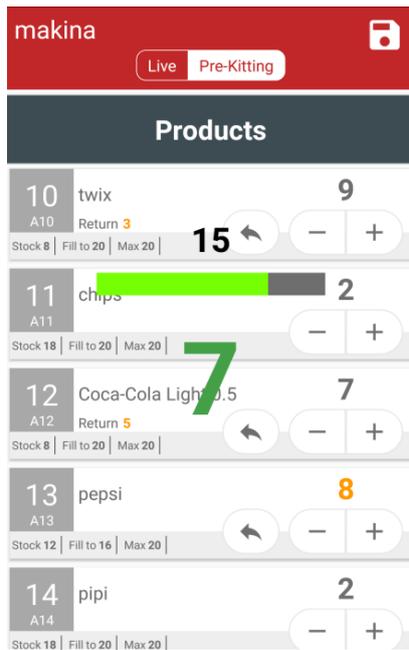
Visualised stock qty after refill

Modified fill quantities

If merchandiser is not satisifed with the modification, he can always undo it by pressing the arrow iconnext to the changed fill quantity. Undo can be done until save button is pressed. To approve fill quantities, save button on upper right corner has to be pressed.
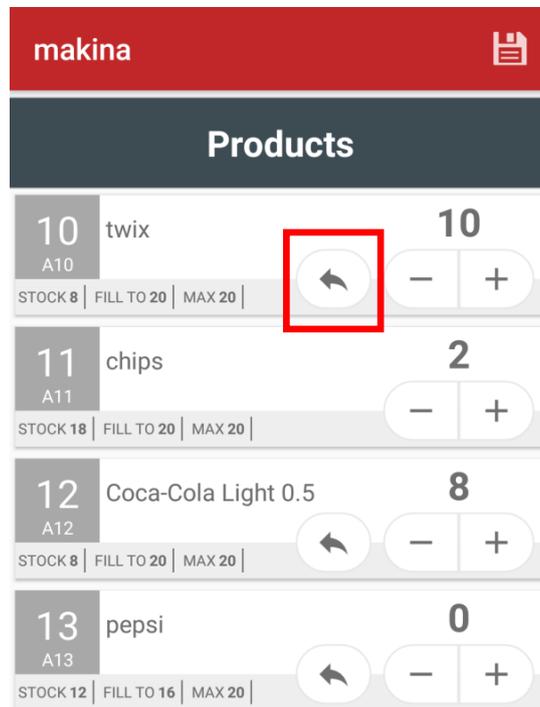
By pressing the column number, additional column stock manipulations can be performed:

No.	Column stock actions	Reason
1.	Current stock	Correction of current stock to perform machine inventory
2.	Removed products	Removing of products from machine for any reason beside product expiry
3.	Removed expired products	Removing of products from machine because of products expiry date
4.	Fill products	Correction of proposed fill stock according to real situation

At the end of the screen, all stock manipulations are calulated and visualized. Stock manipulations are saved by pressing the tick icon at the right bottom corner.
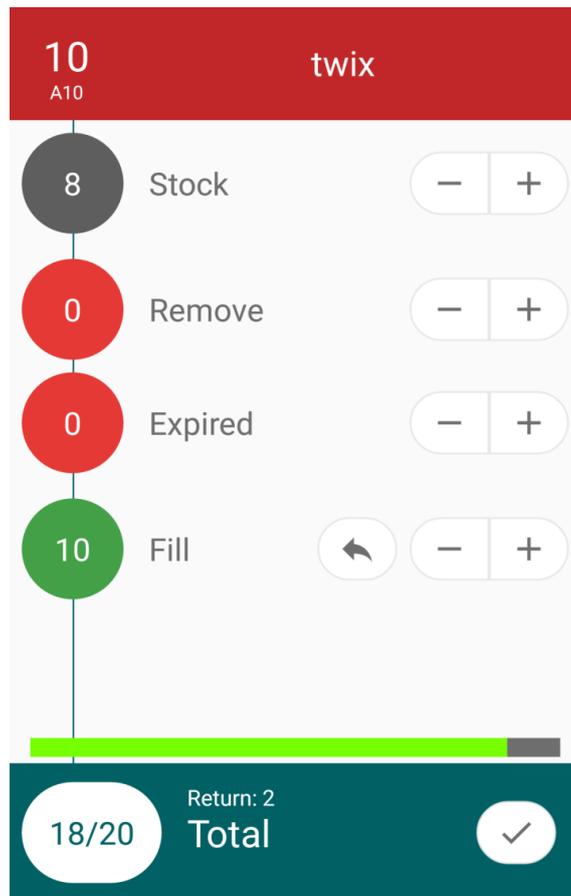
5.4 Offline mobile app

If the mobile application doesn't have connectivity, changes (e.g. product stock changes) cannot be pushed to the server, but all changes remain saved as a draft.
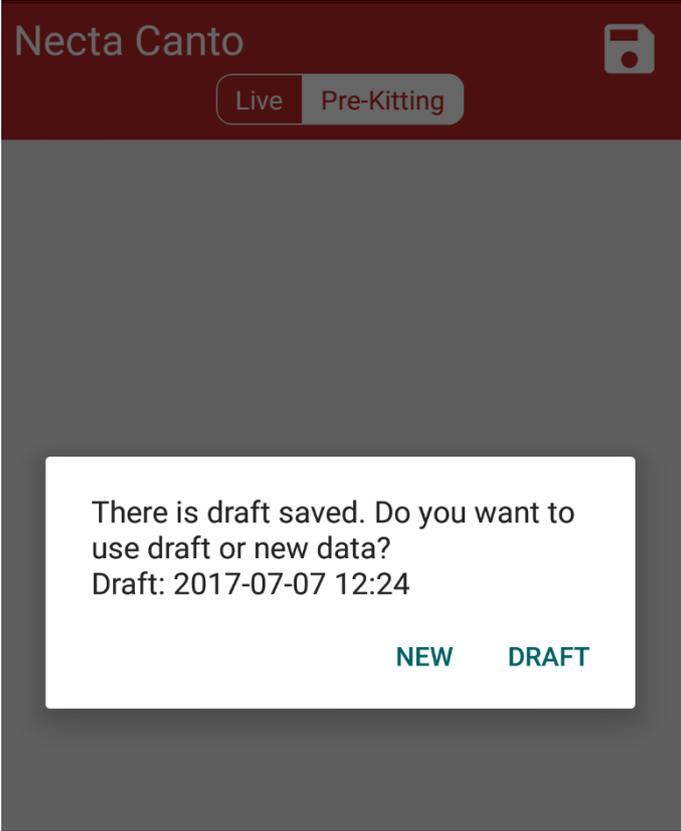

On Route screen, on machines with unsent changes, there will be a notification to remind you to push them after connectivity on mobile phone is back.
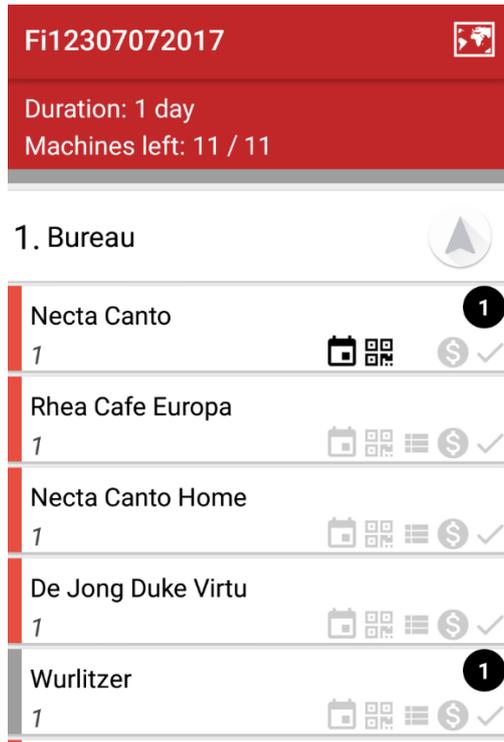
On home screen, on Routes button you will be notified about the total number of unsent changes inside the route to remind you to push them after the connectivity is back.
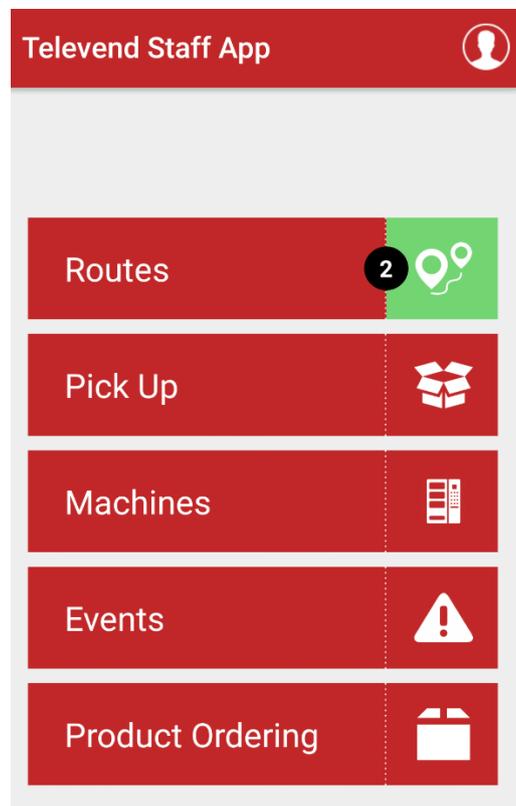
5.5 Machine service tasks confirmed on Televend box

If it is impossible to confirm service of the machine through mobile app, it should be confirmed on Televend box.

5.5.1 Action button

Press the action button after you have serviced the machine. You can be sure that the information has been transferred to the app if the LED light is blinking for about 2-3 sec. Action button confirms all actions set in the route. So if you have only refill set in route, only refill will be performed. If in the route is set refill and cash collection, pressing action button will perform cash collection and refill on this machine.
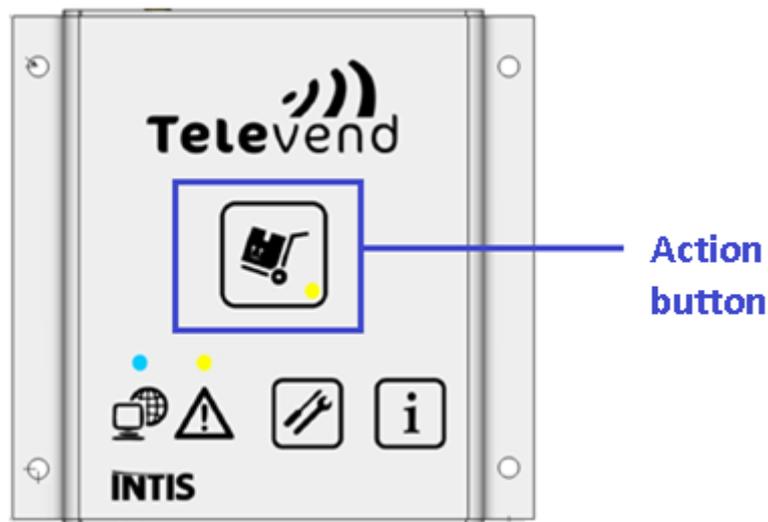

5.5.2 Planogram update

To download a new planogram first you have to enter the service mode (hold the service button pressed for three (3) seconds).After that press the action button and the new planogram will be downloaded.After you have sucessfully downloaded the new planogram, you must leave the service mode (hold the service button pressed for three (3) seconds again)

5.6 Pickup list

By clicking the "box" icon at the bottom right corner machine pickup list appears. You should pack the products to the box in the same order as displayed on the list as they are sorted from the highest column number to the lowest.
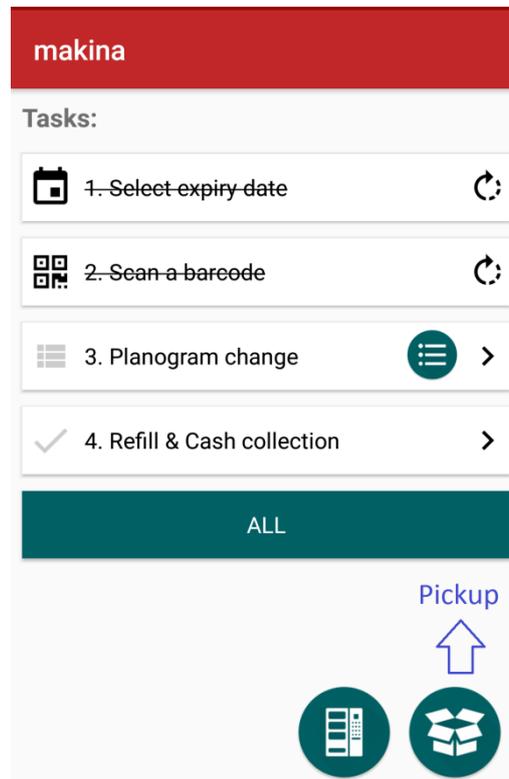
5.6.1 New planogram

If there is a new planogram pending the new products are shown in the pickup list and the ones that have been replaced are not shown.

Planogram changed ·
new product added

5.6.2 Failed vends

If there are failed vends in the chosen machine (since the last refill), a red icon with the number of failed vends is shown (picture under).

To fill the machine to maximum values, the merchandisers should also take failed vend quantities when packing the products into the box.There is always a possibility that the products from the registered failed vends were delivered to the customer.


1 failed vend -
NicNac's

5.7 Machine overview

For a more detailed view of the machine in route, simply click on the machine icon at the right bottom corner:
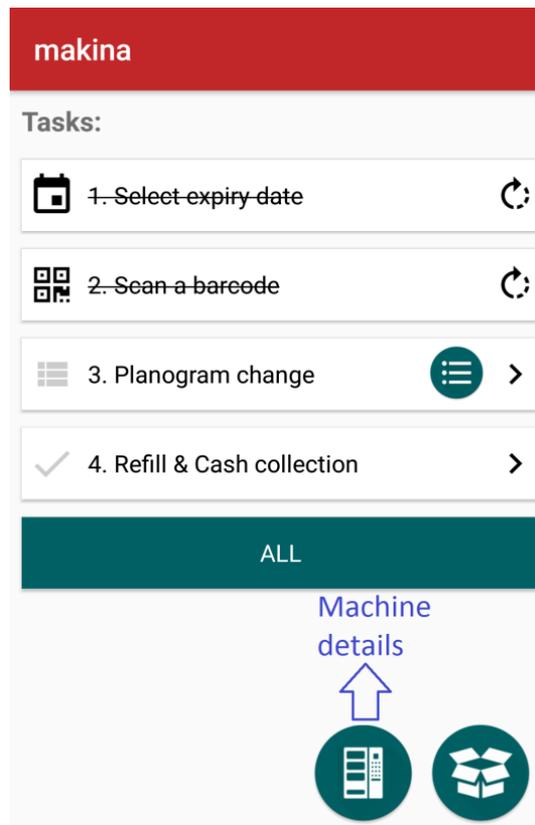
6   Events

The last tab in the main view screen is the Events tab. All unsolved events from your machines are shown there. This way you can notice immediately whether there are some kind of problems related to your machines.

Events

⚠️ **No cashless sales alarm**
05:38

⚠️ **No cash sales alarm**
23 Nov

⚠️ **No cash sales alarm**
22 Nov

⚠️ **Vend on undefined column...**
22 Nov

⚠️ **Vend on undefined column...**
22 Nov

⚠️ **Vend on undefined column...**
22 Nov

⚠️ **Vend on undefined column...**
22 Nov

⚠️ **Vend on undefined column...**
21 Nov

⚠️ **Vend on undefined column...**

7 Product ordering

By entering Product ordering tab, merchandiser will be able to order products for his warehouse or van.
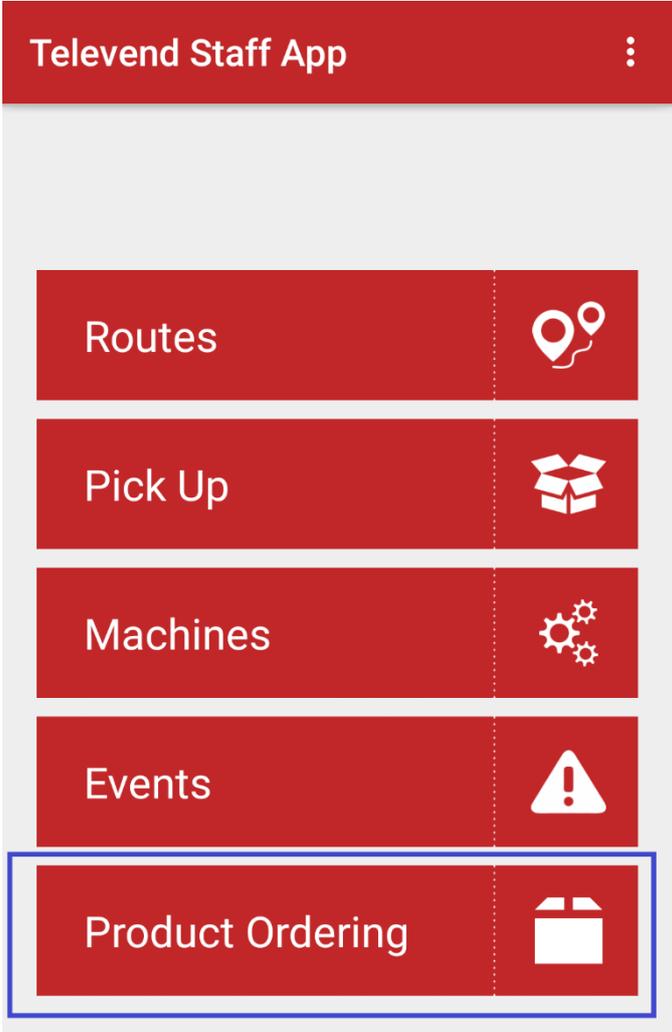
7.1 Ordering

All products present in machines serviced bythis merchandiser will be shown on ordering screen by default.Also, default way of ordering is in pieces.

1. By pressing the button Pieces, you will set ordering of all products in packings. If you press it again, you will set back ordering of all products in pieces
2. By pressing the button PSC, you will set ordering of this particular product in packings. If you press it again, you will set it back in pieces.
3. Under the product name, there is information of product packing. It will be different from 1 if the packing value is maintained on Televend Cloud
4. Searching for new product that is not in the machine yet.
5. Saving product order list

In the example belowmerchandiser will order 8 Coca Cola Zero Packings (as the PCS button is pressed), and all other products in pieces. If the product will not be orderd, it should be left with zero quantity.

Order	🔍	💾

Products	PIECES

BARRE SUNDY 36 GRS PAR 24 *1 pcs in pack*	9 PCS
CHERRY COKE PET 50CLX12 *1 pcs in pack*	70 PCS
COCA COLA ZERO PET 50CL X 12 *1 pcs in pack*	8 PACKING
BARRE BOUNTY 57GRS/ 24 *1 pcs in pack*	56 PCS
BATON LAIT NOIS. COTE D'OR/ 32 *1 pcs in pack*	20 PCS
BARRE TWIX 50GRS +15% X32 *1 pcs in pack*	31 PCS

To set number of product pcs/packings in order, press the number in the green cell next to the product. After that screen for setting the quantity in order is shown.
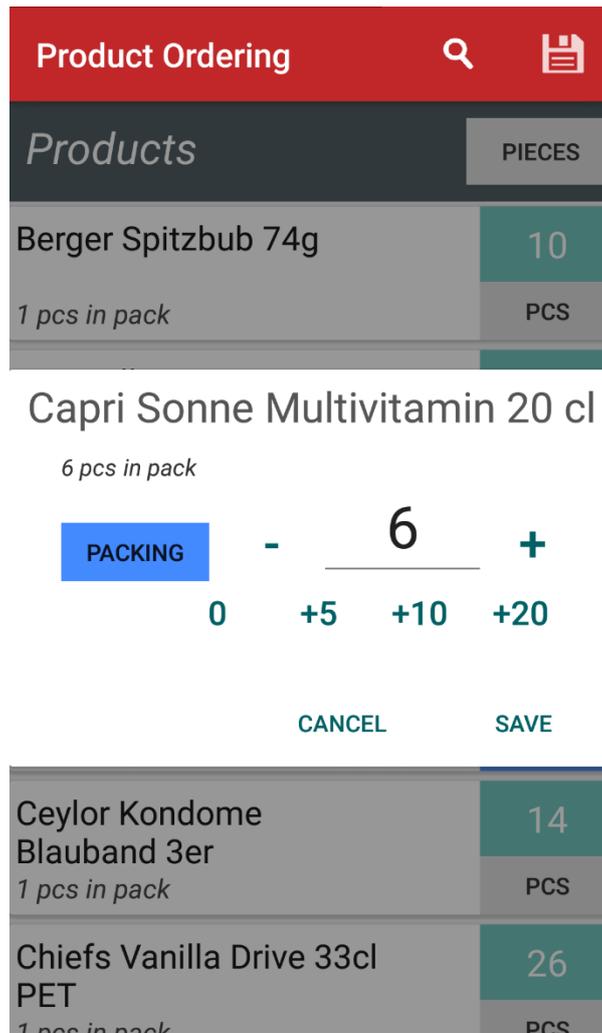
7.2 Adding additional product

If merchandiser wants to order a product that is not present in his machines yet, he needs to enter the first letters of a product name and press the search button. All the products defined on Televend Cloud will be shown. Simply by pressing the plus button, new product can be added on order list.

1. Searching for a new product
2. Adding a new product
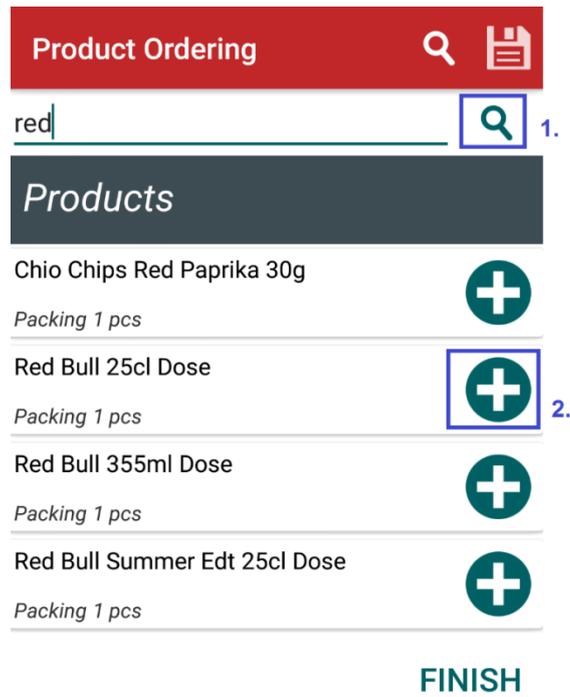
7.3 Finishing the order

When merchandiser is satisfied with the order he can press save button in the right upper corner. After this screen with order details will appear where pickup date and warehouse ID must be enetered. After pressing the Order button, order is executed and therefore cannot be changed.