

Management Console and Local UI User Manual

V 1.5

02 Nov 2025

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Version control

Date	Version	Details
02 Jun 2024	1.0	Base
31 Mar 2025	1.1	Titles
23 Apr 2025	1.2	Document title, Orders (Picking Lists), Payment system (instead of Defrayment), model-specific variations
23 Jul 2025	D1.3.1	SW rel 1.8.0, mechanical setup, quick overview
02 Nov 2025	V1.5	Renamed

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1 General

1.1 Applicability

Purpose:	Shekel Smart Cooler user manual
Target audience:	Operators, Distributors
User knowledge:	Management Console login
Tools:	PC with browser, Internet, balance (1g readability), measuring tape
Hardware models:	Coolers with a Shekel UI, excluding FireFly Innovendi classic
Related documents:	Network Requirements, Installation manual, YouTube videos

Note: some functionality is hardware model specific.

1.2 Terminology

Term	Explanation
Bay	Same as Endpoint
Cell	The defined location and size on a shelf in a Planograms allocated to a product
Cooler	An Endpoint with a Payment device and locked door
Endpoint	A single unit, e.g. cooler, with Shekel Smart shelves
EP	Endpoint
MC	Management Console, the Shekel Web portal operating EPs
Nayax	A card payment system
NUC	PC installed in an EP, managing, and connecting it over LAN and internet to the MC
Ordinal	Same as shelf number (in the MC "Orders" menu: the order running #, rarely used)
Payter	A card payment system
Vianet	A card payment system

1.3 Safety


- **Software: WARNING:** handling the system inappropriately may impact EPs and financials. grant system access only to trained personnel.
- **Hardware:** as per the Cooler manufacturer, operating environment and other applicable.

1.4 Data protection

The following applies:

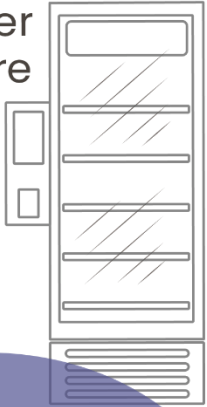
- Personal data stored in the cloud:
 - Operating Users (Stockers, Technicians, Demo): name, company, Email, Phone, login password, special access card number, dates used
 - Shoppers: dates used, card last 4 digits, transaction ID (if, by Payment system)
- Data NOT stored: shopper personal data. The financial card transactions data is managed and governed by the third-party payment system used (e.g. Nayax, Vianet, Payter etc.).
- Period stored: no expiration.
- Purpose of stored data: mandatory for MC user login, Operating Users Stocker Demo and Technician, allowing Operators/Distributors to manage their fleet.
- Data inquiry and removal:
 - Operating Users: please email support@shekel.ai to delete your user from the system. Historical transaction data cannot be removed.
 - Shoppers: no personal data is stored; card last 4 digits is stored in transaction history and cannot be removed.

2 Quick reference (Smart Cooler)

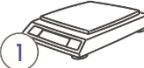
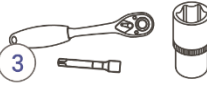










Manual

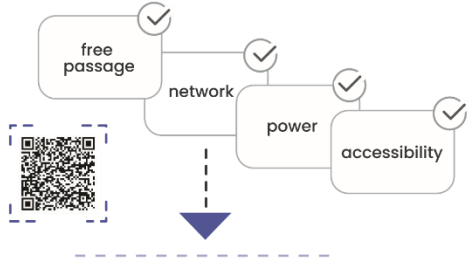
Smart Cooler Installation and Handover Procedure



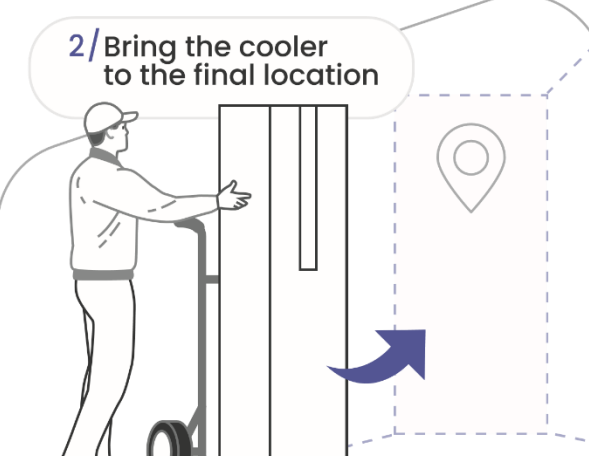
Prepare in advance:

<p>1  kitchen scale 1(g)</p> <p>3  Ratchet, extension, 19mm or ¾ socket</p> <p>5  19 mm or ¾ open key</p> <p>7  measuring tape</p> <p>9  cutter</p>	<p>2  utility knife</p> <p>4  PC/Laptop with internet</p> <p>6  flashlight</p> <p>8  tiny Phillips</p> <p>10  Payment device</p>
---	--

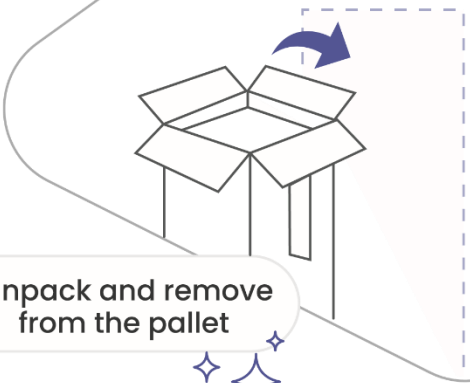
1/ Check the site
Site requirements document



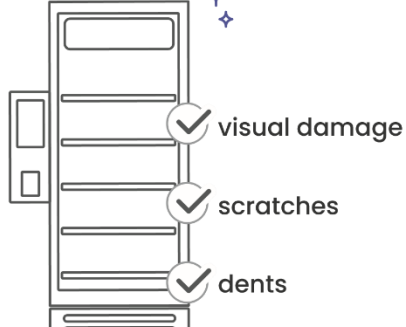
2/ Bring the cooler to the final location

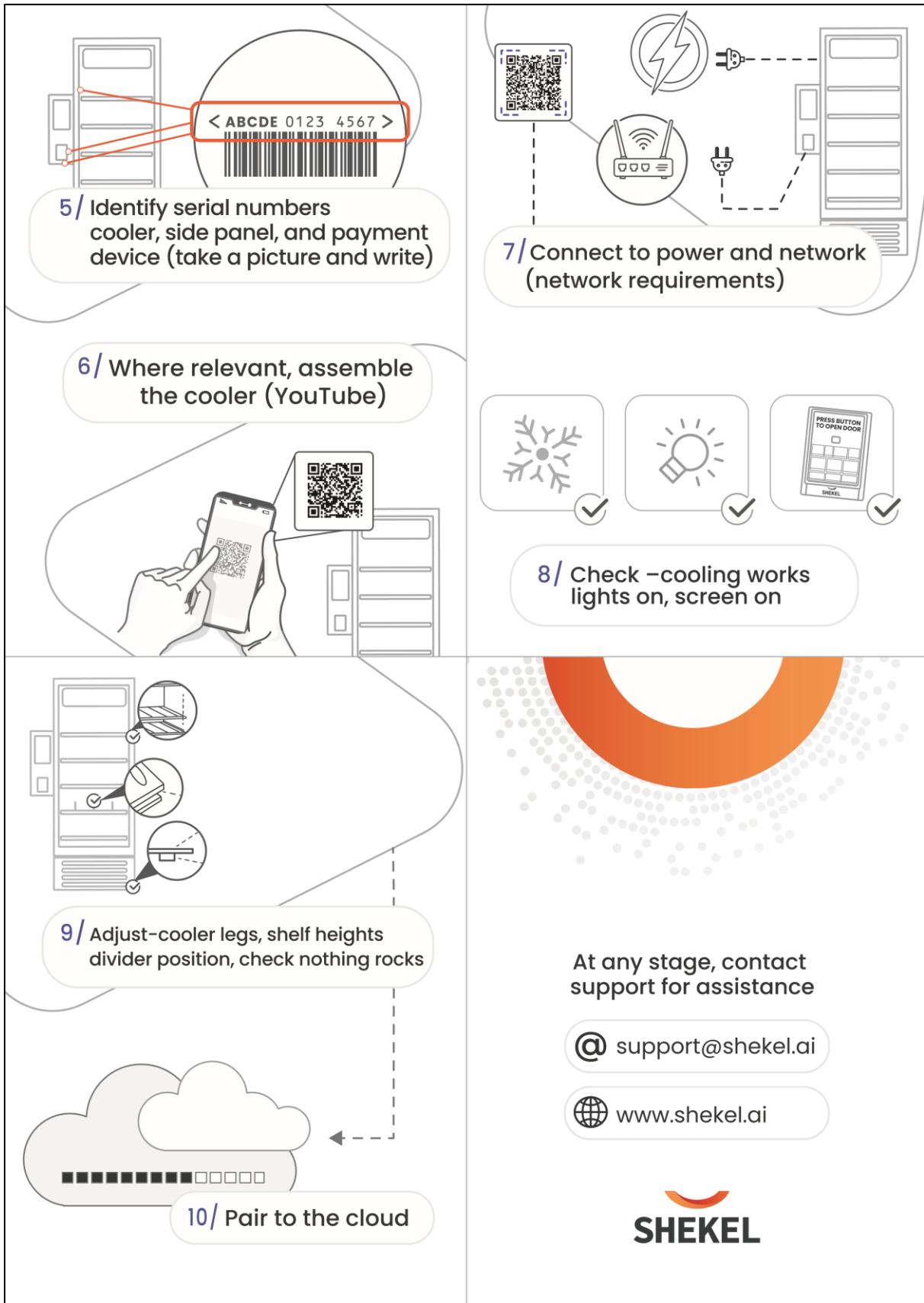


3/ Unpack and remove from the pallet



4/ Check – content according to packing list





5/ Identify serial numbers cooler, side panel, and payment device (take a picture and write)

6/ Where relevant, assemble the cooler (YouTube)

7/ Connect to power and network (network requirements)

8/ Check –cooling works lights on, screen on


9/ Adjust-cooler legs, shelf heights divider position, check nothing rocks

10/ Pair to the cloud

At any stage, contact support for assistance

@ support@shekel.ai

www.shekel.ai



3 Before cooler arrival

3.1 Site requirements

Perform a “site survey” well before the cooler arrival to verify:

- Free passage from the cooler drop-off location by shipper all through to its final location:
 - on-pallet, corridors, lifts, doors, stairways.
 - you may need special tools like a pallet-jack, a dolly or a “stair walker”.
 - consider having the shipper provide a “white glove” special “last mile” service.
- Closed room
- Dry room: humidity under 55%, temperature under 35 degrees C°
- No direct sunlight
- Room door not facing wind gusts or rain
- The floor is levelled, smooth, rigid (no carpets) allowing for cooler rock-stable placement
- Easy access to the electronics side panel
- Power outlets:
 - 1 for each single cooler. Some models require 2, check before delivery
 - You may need more if you provide a SIM router gateway
- Cooler can be easily moved for servicing without yanking out the power and network cords
- Good cellular reception, if Payment system and SIM router gateways are used; no deep underground basements where cell phones fail.
- Internet connection:
 - 1x LAN connection for the smart cooler (some coolers come with their own, check before the delivery)
 - Payment system: consult with the supplier (may need additional 1x LAN)

3.2 Portal “Tenant” and user login creation

Contact **a few days in advance** of the cooler arrival your Shekel support to create your “Management Console” (=MC) “Tenant” and grant you user access to manage your cooler fleet.

You will need to provide:

- Country
- Distributor name
- Operator name
- Site address
- Name and Email address of your intended “MC” portal admin
- Cooler model(s) including number of shelves

Once done, you will receive your Login details.

3.3 Prepare the Management Console for the cooler

Well before the cooler arrives, consult this guide and the short YouTube videos, create and EP with all the required settings in the MC to connect (“pair”) with your cooler, once it arrives.

- Use Short YouTube “MC -How to” videos:
<https://www.youtube.com/@ShekelScales/videos>
- Use further info found in this guide
- Prepare real physical products: at least 5 samples of each SKU (weigh them with the scale)
- Create EP, planograms, Operating Users etc

4 Assembly after cooler arrival

4.1 Placement

- Move to final location
- Unpack - offload from pallet (Innovendi Elite: ratchet, install screw legs after), stable
- Connect power cable(s)
- Check - visual damage
- Identify serial numbers: cooler, side panel, payment device (take photos and write)

4.2 Power

- Power on the cooler - lights, fans, Internet (router), screen
- Call Shekel (identify EP, pair EP)

4.3 Payment reader

- Provide your own Shekel-approved reader
- Install on the cooler (contact your Support for details)
- Configure fully with an operational active account

4.4 Internet

- Provide your own network via RJ45 network cable (Innovendi Elite, Network Requirements guide)
- Some models come with their own network

4.5 Mechanical

- Packing list - verify delivered content
- Legs - raise front slightly (door), level (wrench / ratchet), stabilize
- Open Sidebox door (2 Phillips screws), door keys (Nova), open cooler door
- Payment device – install (Innovendi Elite, Installation guide)
- Shelves (“H Bases”) – install, remove fixing elements and store for future repacking towards transferring to other sites.
- Raise/lower shelves – per tallest planogram products, no grilles yet, stabilize
- Grilles – place all on “H Bases”, attach 1 divider (learn how it’s done), stabilize
- Coolers with Smart Nama Lock – silence, release (see Lock Release guide)

4.6 Pair the Cooler and the EP (“MC”)

- Pair the physical cooler using the “LAN MAC address” placed under the sidebox with the EP in the MC (see guide here or YouTube).
- The cooler will take about 15 minutes to pair and download relevant software, after which it should be ready for use.

The following chapter explains in detail how the Management Console (MC) is used to manage the cooler.

5 Management Console (MC) configuration


Configuring the cooler is done on Shekel Cloud via the “Management Console”, or “MC” in short. This chapter describes the first ever configuration of the first ever cooler.

5.1 MC configuration Overview, full service setup

To setup the EP in the MC, follow the steps below in this order:

1. Create Customer
2. Create Site
3. Create EP (End Point cooler)
4. Assign Payment system
5. Create Manufacturers, Suppliers
6. Create Products (pricing, weight sampling)
7. Create Operating Users (stockers, technicians and demo) and assign to EP
8. Create Planogram and activate
9. Define settings: language, currency, alerts, time zone, Locale
10. Pair the MC EP with its specific Cooler NUC
11. Stock the EP with the products
12. Check the system (EP and MC)
13. Add Shopper instructions for use

Goal:

When the EP status is in UP / Green  (chapter 5.3.4.1 page 16 and others), you successfully completed the process and the cooler is good to go!

5.2 Pre-requisites

- **Get customer permission** to work on the MC, as inappropriate handling might impact service.
- **Prepare the physical Cooler and the EP in the MC**
 - Hardware assembly including payment devices, site requirements, tests and other preparations are outside of the scope of this software manual.
 - Before setting up your first ever EP, please contact you Shekel Support to create once your basic environment (“Tenant” and your users) in which the first and other EPs will work.
Once the “Tenant” is created, you can continue yourself with the rest of the EPs.

5.3 MC Functions and activities

5.3.1 Login

Obtain your user login from your Shekel Support and log in to the MC:

<https://cooler.shekelbrainweighmc.com/base/dashboard>

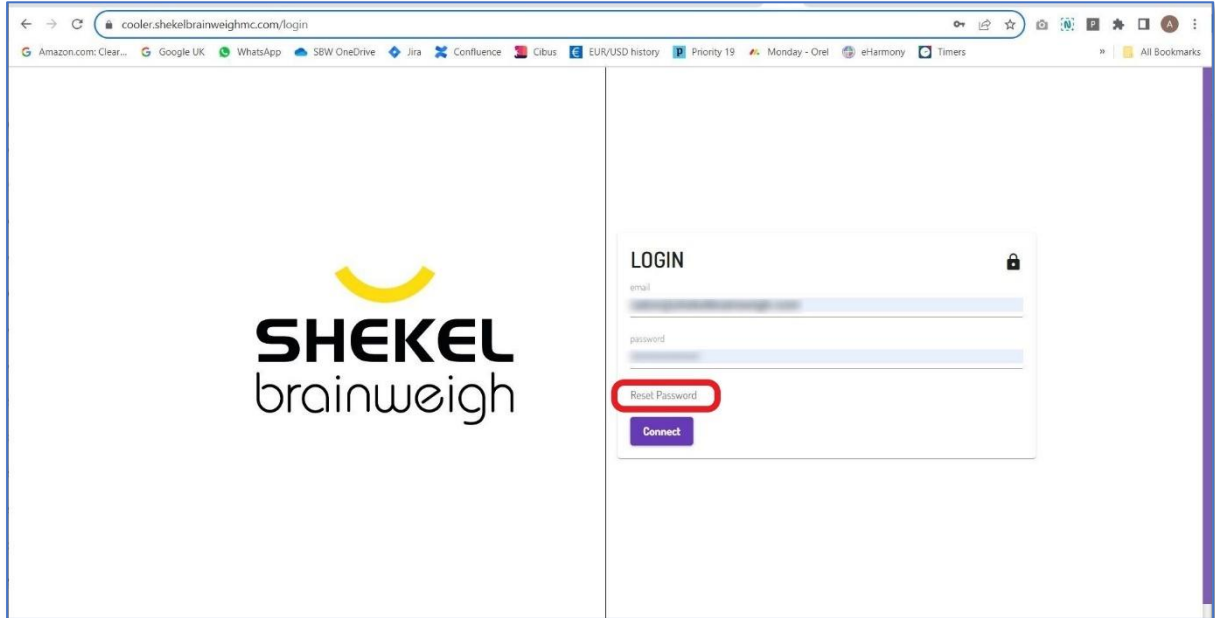


Figure 1: Login screen

5.3.2 User administration

Contact your Shekel Support to create for you the basic structure explained below.

- Users login and permissions.
- “Tenant” is your Cloud entity under which the cooler fleet operates. Discuss with your Shekel Admin to decide the optimal way to create it if you have multiple customers to serve, that need not see each other’s data. See next diagram.
- Specific EP(s) IDs per Shekel naming rules allowing Shekel Support easy identification.
- Forgotten password can be reset.

Hierarchy in the Shekel EP ecosystem:

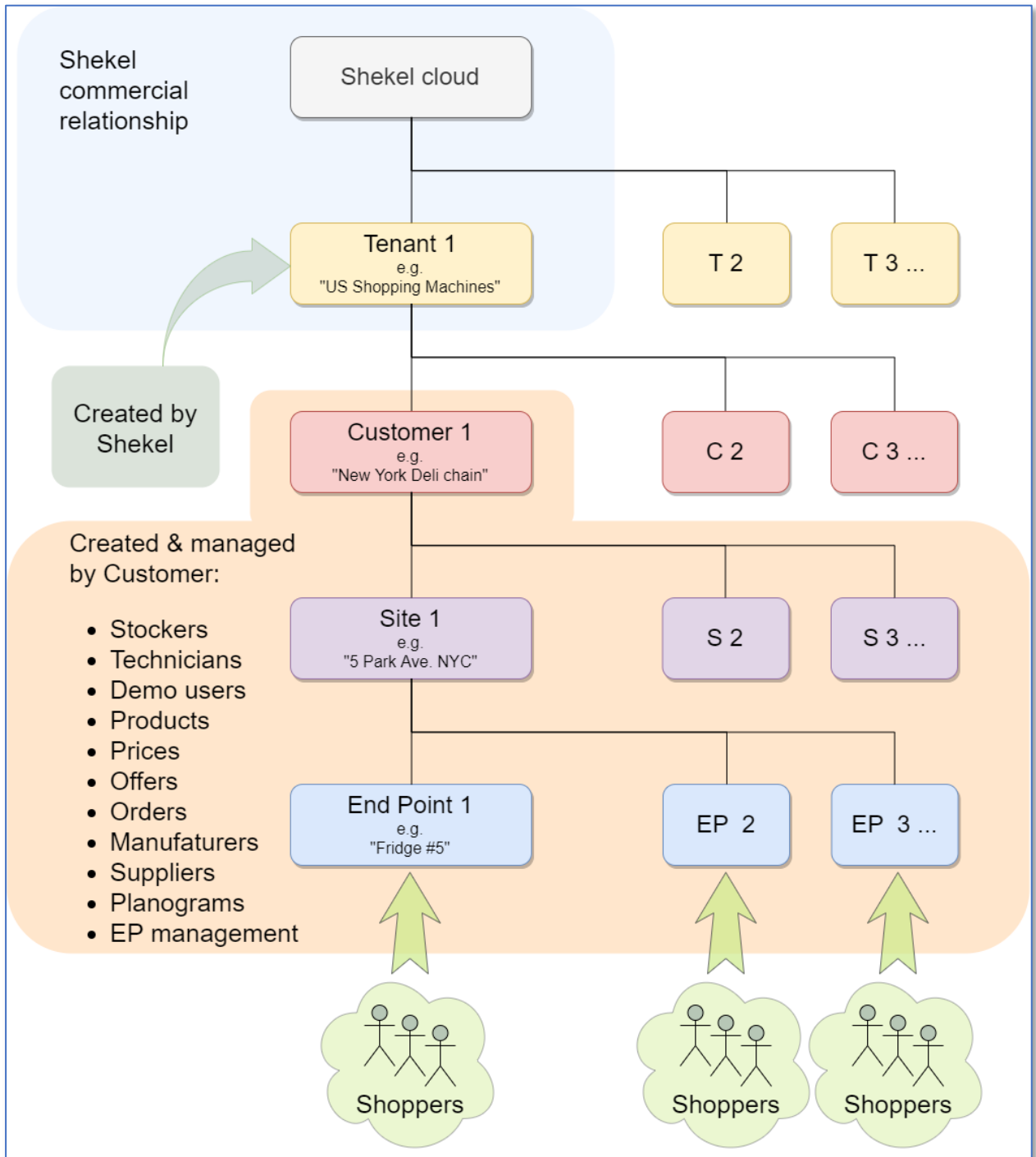


Figure 2: Hierarchy from Tenant to EP

5.3.3 Dashboard

The screen appearing after login is the system Dashboard:

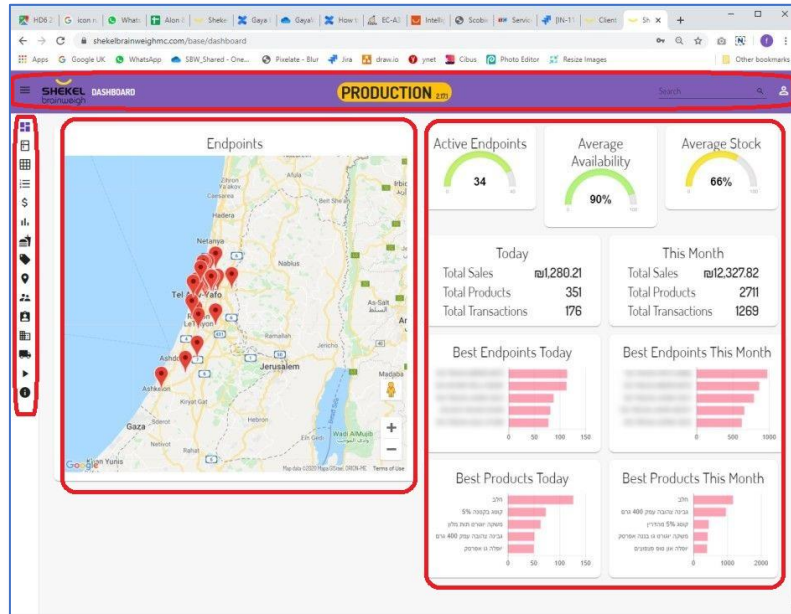





Figure 3: Dashboard

The Dashboard is divided into 4 main areas (boxed in red):

1. Top bar (left to right): “Hamburger” 3-bar button , customer logo, MC function in view, MC version, customer, search and user menu (logout and customer selection)
2. Left side-menu: function buttons (click the top left “Hamburger” 3-bar button  to show function names). The top button  denotes the “Dashboard”.
3. Left half screen: Endpoint map
4. Right half screen: Key Performance Indicators (KPIs)

Note:

This user manual follows the top to bottom order of functions as displayed in the side menu.

The right pane gives a quick full EP fleet performance overview:

Field	Data
Active Endpoints:	Showing the # of Healthy Enabled EPs, out of the total # of EPs expected to be healthy (Enabled + failed, see explanation in section 5.3.4.1: Single line view). EPs intentionally switched off or in Inactive state are excluded.
Average Availability (optional item, may not appear):	Showing the % of the total time in the current month the EPs have been in Healthy Enabled status, out of their total expected operational time, including failed. EPs intentionally switched off or Inactive state are excluded.

Field	Data
Today:	Today's sales statistics: revenue, # of Products and # of Transactions measured from midnight.
This Month:	This month's sales statistics: revenue, # of Products and # of Transactions
Best Endpoints Today:	Bar graph showing the 5 most selling EPs having generated the highest total # of transactions today
Best Endpoints This Month:	Bar graph showing the 5 best EPs having generated the highest total # of transactions this month
Best Products Today:	Bar graph showing the 5 best Products having generated the highest total # of transactions today
Best Products This Month:	Bar graph showing the 5 best Products having generated the highest total # of transactions this month

Function side menu full name/button

The top left 3-bar “Hamburger” menu button  toggles Button function name and icon:

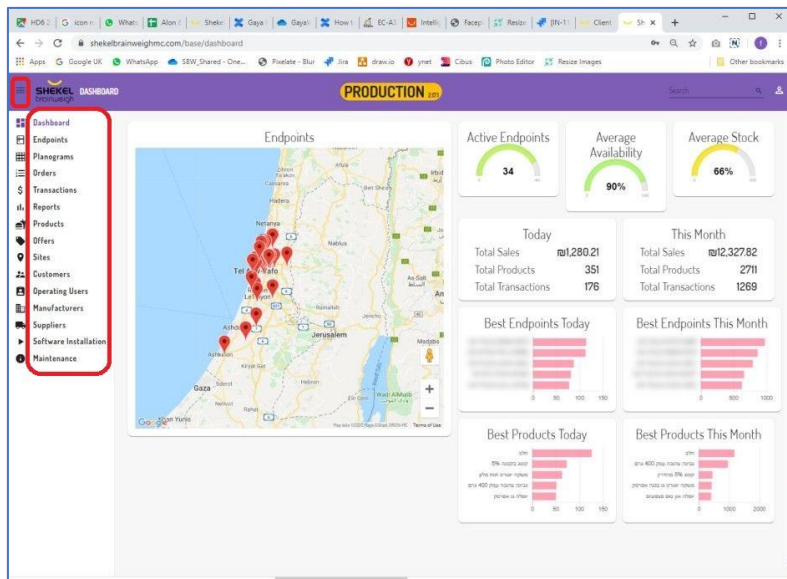


Figure 4: Hamburger menu toggle

5.3.4 Endpoint

“Endpoint”, or EP, is the collective name given to the various bays; devices that are controlled and managed by the MC, e.g. Hubz, “Innovendi” etc.

Click the side-menu “Endpoints” to see the EPs list, as is shown in the next image:

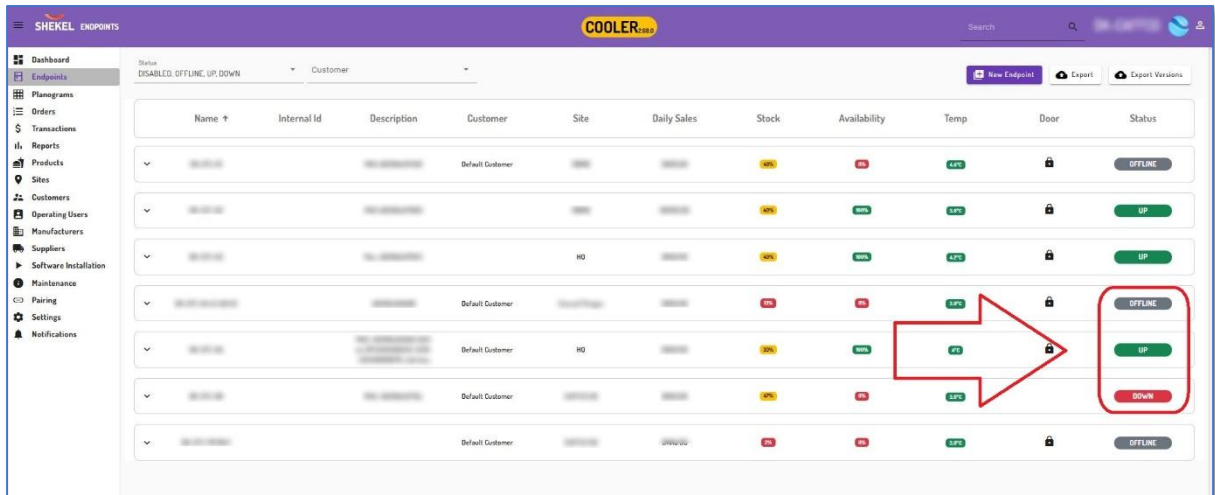
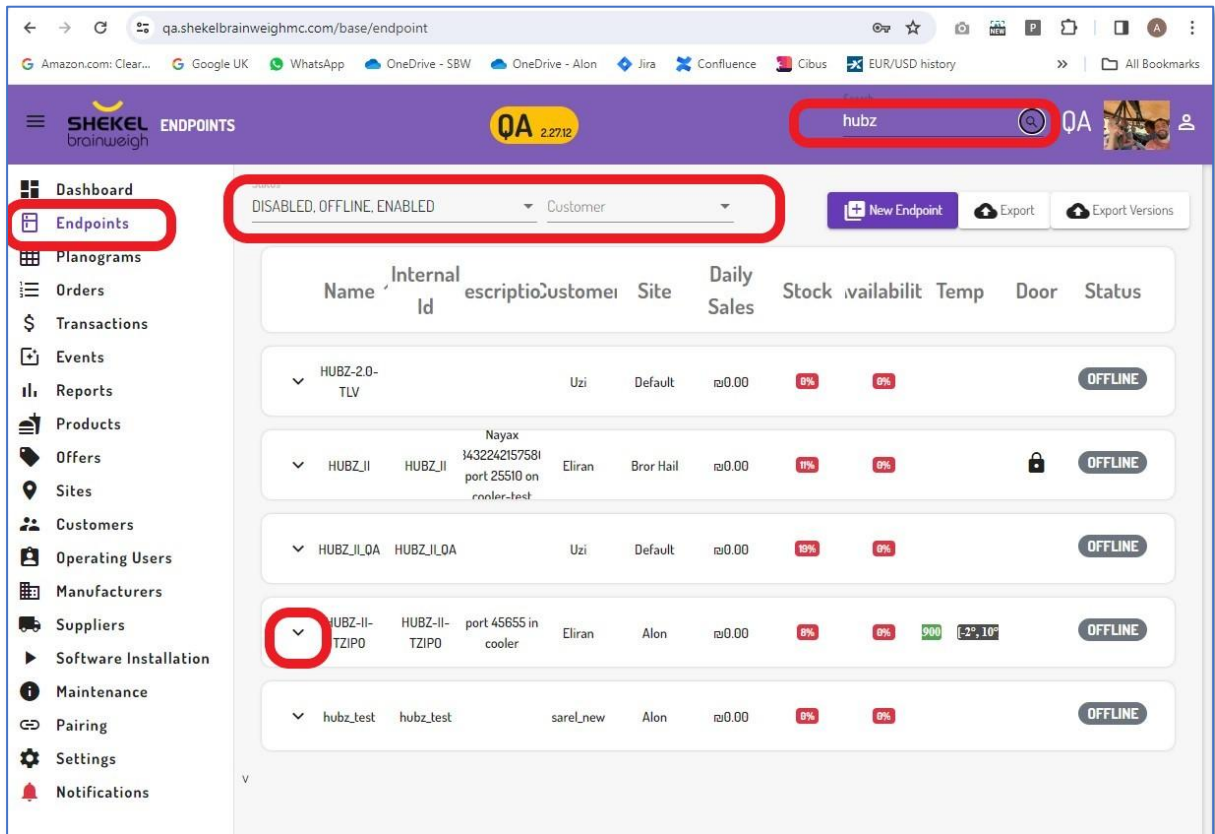


Figure 5: EP list

EPs are shown in a single line summary view. An expanded and more detailed view will be described later.

Only Active EPs (explained later) are shown by default. To show also Inactive EPs, untick in red boxed area 2 in the above image.

Search:

EP s can be searched by name from the top right search bar. Search can be done by Name, Internal ID, Description and Site.



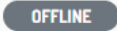

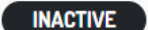
To show the full list again, clear the search box and click Search again.

Export:

The EP list with basic data can be exported as a CSV by clicking “Export” top right button.

5.3.4.1 *Single line view*

The single line summary view provides the following data:

Filed	Data
Name	EP name, given by Customer and includes usually its Internal numerical hardcoded ID. This field is sortable
Internal Id	additional ID field allowing more flexibility and includes usually its Internal numerical hardcoded ID
Description	Used usually to indicate the EP location path story (“floor 3, left of door #2”)
Customer	Customer name as per Side Menu “Customers” in chapter 5.3.12
Site	Customer Site name as per Side Menu “Sites” in chapter 5.3.11
Daily Sales	As measured from midnight today
Stock	Current overall EP stock level of all products, in % of its recommended stock, colour coded: Red – practically empty, Amber – low, Green - high
Availability	% time the EP was in “UP” status (see below) of the total time it was supposed to be Enabled and possibly went also OFFLINE. INACTIVE time is excluded.
Temp	Temperature inside cooler (green background = within allowed limits), allowed upper / lower limits. Not in all models.
Door	Door lock real time status.
Status	<p>EP health and operational status (this field is sortable):</p> <p><i>Active EPs health-related (in normal operation), can be filtered:</i></p> <p><i>UP</i> <i>The EP is communicating with the cloud and healthy.</i> </p> <p><i>DOWN</i> <i>The EP is communicating with the cloud and not healthy. Check the EP’s health report to identify the fault.</i> </p> <p><i>OFFLINE</i> <i>The EP is not connected to the cloud / network. Restore network connection.</i> </p> <p><i>Non-Active / non-health-related EPs (outside normal operation, e.g removal), can be filtered:</i></p> <p><i>Pending</i> <i>The EP has just been created and awaits becoming Active.</i> </p> <p><i>Inactive</i> <i>The EP has just been de-activated.</i> </p> <p>Note: The system does not show by default Inactive/Pending EPs, you need to filter them in.</p>

5.3.4.2 Expanded view

To see more EP data in Expanded view, click in Single line view its pull-down arrow:

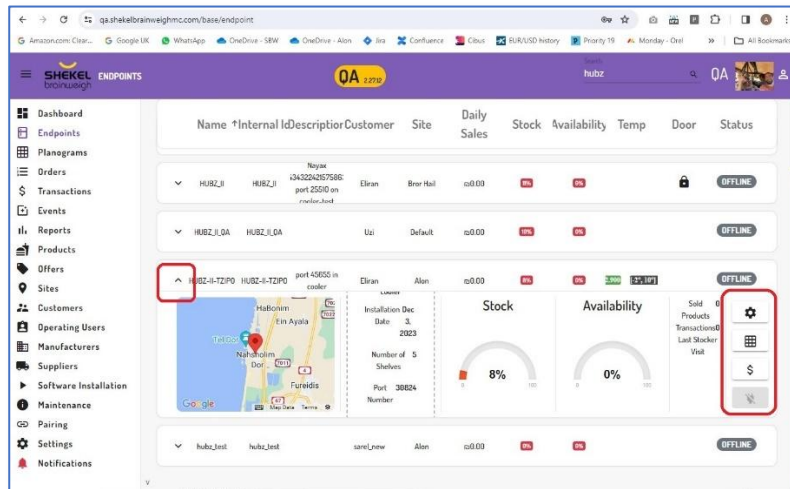


Figure 6: EP expanded view

The EP Expanded view provides the following data in addition to the Single line view:

- Geographical location map, Installation date, number of shelves, Port number, % Stock and availability in rev indicators
- # of sold products since midnight today
- # of sales transactions since midnight today
- Last stocker’s visit date and time

And 4 action buttons at the right of the EP (boxed in red):

- EP setup cog wheel button (top of 4 buttons) to success the Detailed Setup screen (next chapter)
- Planogram button, opening the Planograms menu in chapter 5.3.6 for this specific EP.
- Transactions \$ button, opening the Transactions menu in chapter 5.3.8 for specific EP.

Note:

Though the Transaction screen opened seemingly offers to change the EP, it does not and only the current EP transactions are shown.

If you wish to change EP in the Transaction screen, use the left ribbon Transaction button instead from within the EP.

- Power button – greyed, (bottom of 4 buttons)

5.3.4.3 Detailed view

To access the Detailed EP data or setup screen click the cog wheel in the Expanded EP view. The setup screen is divided into a few areas:

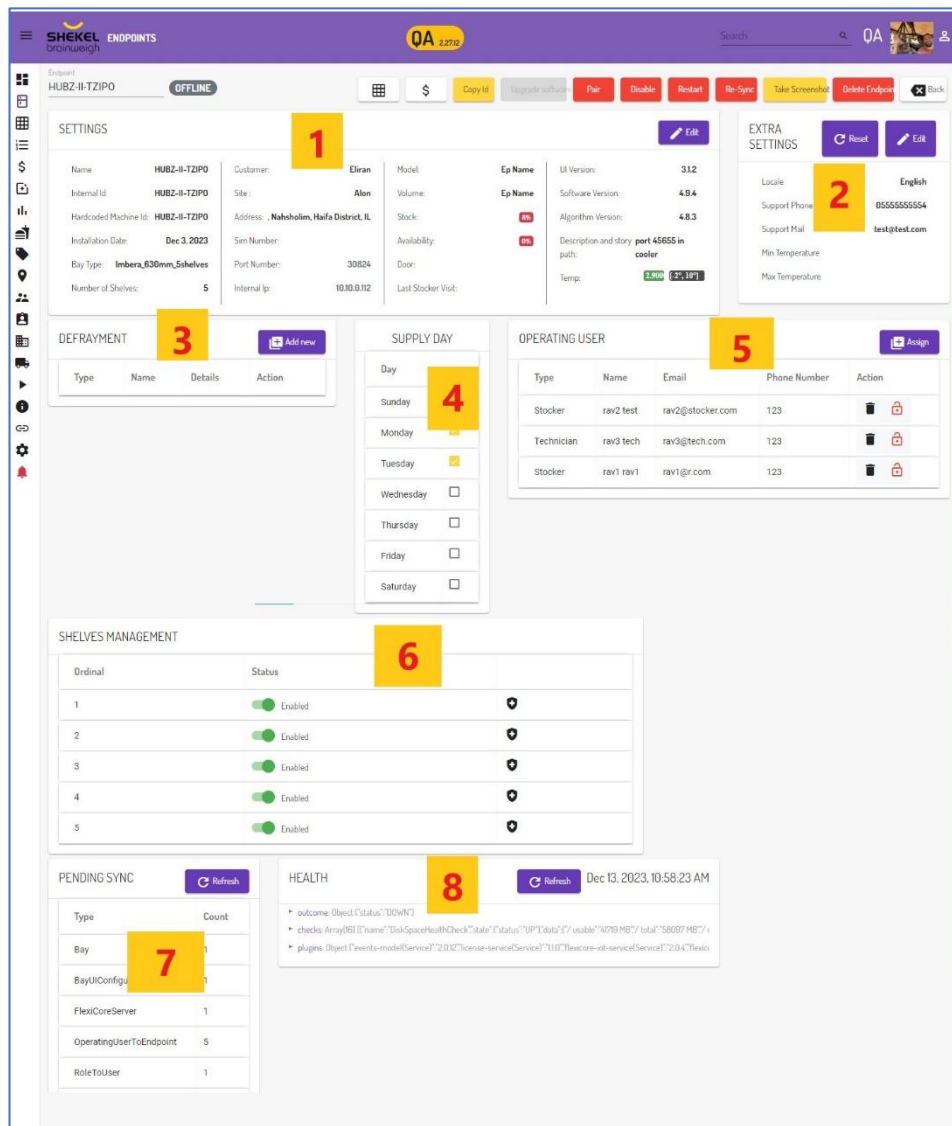
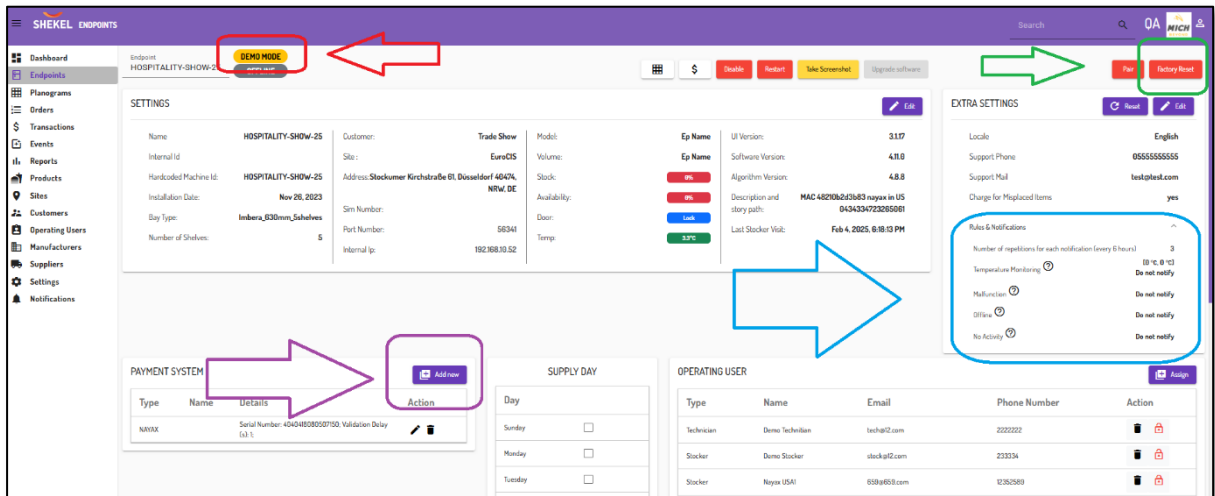


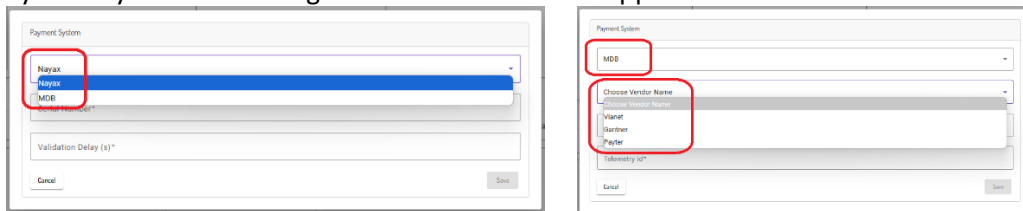
Figure 7: Detailed EP view

1. Setting box – details about the EP
2. Extra settings Box- refer to the screen setting.
3. Card payment system info (e.g., Nayax or Vianet)
4. Supply day box – indicate the days when the stocker fills the cooler
5. Operating user box -Details of the assigned Operating Users (Stockers, Technicians, Demo)
6. Shelves management – enable and disable each shelf individually.
7. EP Pending Sync area for support purposes.
8. EP detailed Health data
9. Cooler UI snap shots

As of Rel 1.8.0 (May 2025) the following features were improved.



- **Factory Reset** button (green box in image). Users can 'unpair' an EP currently paired to an EP, restoring the NUC to factory mode and publishing its MAC ID again, ready for new pairing.
- **Payment System** (purple box in image) – select between Nayax (Marshall) or MDB-based payment systems. Selecting MDB shows the list of supported card-readers to selected from.



- **Rules and Notifications** - Extra Settings box – users can now set (blue box in image) for a specific EP, bypassing the global tenant settings defined in the Global Settings page (see : Settings, par 5.3.5, page 30).
- **Demo Mode** in EP status – activating a button on the EP by-passing payment systems (red box in image). Can be activated only by Shekel Tech support **DEMO MODE**.
- **MAC ID** new automatic field showing after pairing.
- **New Endpoint names** are now limited to numbers 1...0, letters a...z and A...Z, minus sign. No longer allowed are Space and other characters.

5.3.4.4 Create / Add new Endpoint

Adding a new EP takes 2 steps:

- Step 1: Create the EP in the MC (Cloud)
- Step 2: Pair a specific NUC in the Cooler to the above newly created Cloud EP

5.3.4.4.1 Create EP on MC

Click in any of the EP views top right  button (boxed in red):

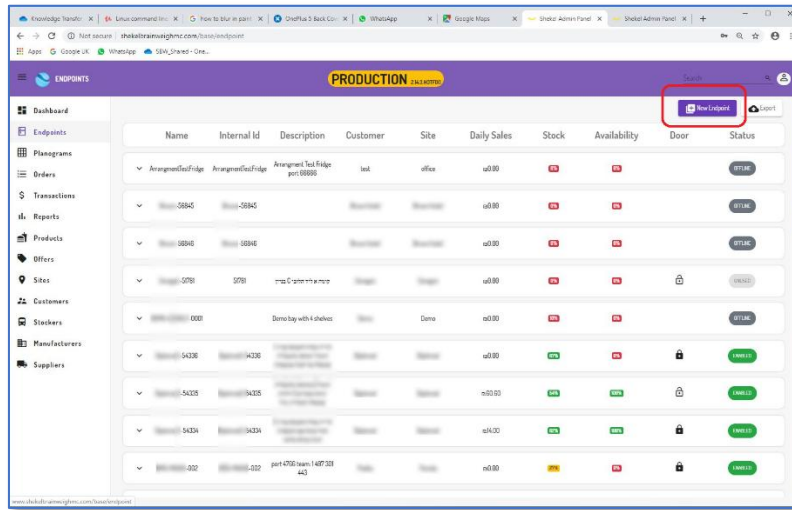


Figure 8: Add new EP

The New EP data entry screen appears:

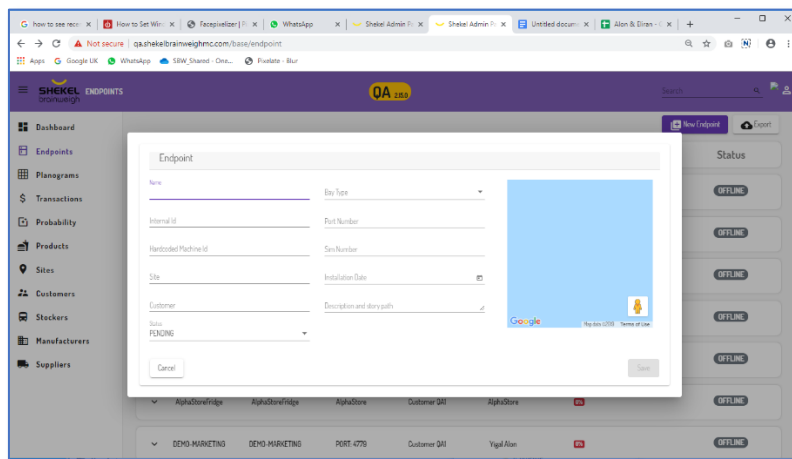


Figure 9: EP creation details

Enter the following data, * is mandatory:

Parameter	Data
Name*	EP name, given by Shekel Support rules
Internal Id	May be defined for picking lists (if used)
Hardcoded Machine Id*	Provided by Shekel Support, must NEVER be changed!
Site*	Customer Site name from the list, as already defined in chapter 5.3.11: "Sites"
Customer*	Customer name from the list, as already defined in chapter 5.3.12: "Customers"
Status*	Active, Pending (default) or Inactive. Preferably Active to immediately show in the EP list. See "Expanded view in chapter 5.3.4.2"

Parameter	Data
Bay type*	Select from pull down menu
Sim Number	When SIM cards are used, track the SIM ser # to allow returning the right SIM to the right EP if removed (after checking SIM credit balance).
Installation date*	Select
Description and story path	Free text to indicate the EP location (e.g.: "floor 3, left of door ")
Google Map	Locate the cooler

Click save; confirm that the new EP is added correctly to the list in Figure 5: EP list.

5.3.4.4.2 Pair NUC with new Endpoint

Note:

The process below is relevant only to **new** NUCs that have not yet been used (paired) in other EPs. If this is not the case, contact Shekel Support for a different process.

Once the EP is created in the above step in the Cloud, we need to connect it with the physical NUC. This is called "Pairing".

Pairing requires the NUC LAN MAC address, found on the NUC itself, and on additional sticker (QR, barcode and simple text) under the side box or elsewhere, per the particular Shekel product.



Figure 10: NUC LAN MAC address

Warning:

The NUC has also a WiFi MAC address which **CANNOT** be used.

Click on the **Pair** button, enter the LAN MAC address (no hyphens, semi colons e.g. GK00B7D363C226) and save:

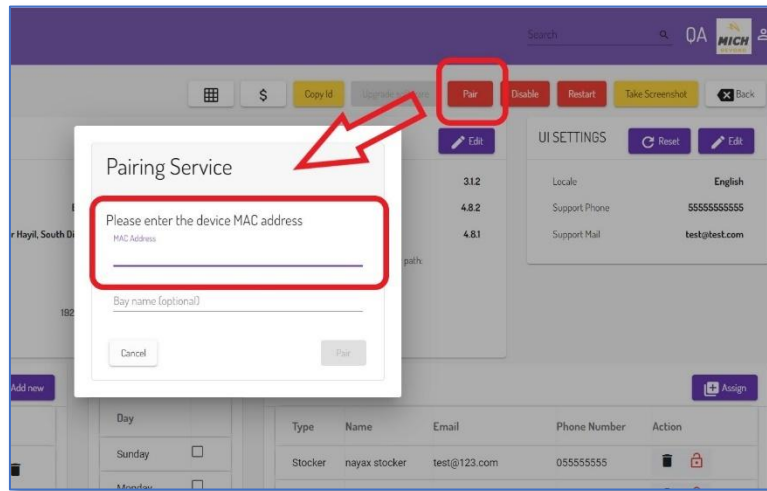


Figure 11: NUC LAN MAC entry for Pairing

Once confirmed, the Pairing process will take 10-20 minutes, depending on your network speed. This will show in the Pending sync area (left bottom), gradually having tasks added to start with, then as the process continues, the number of tasks will reduce, till no tasks are pending.

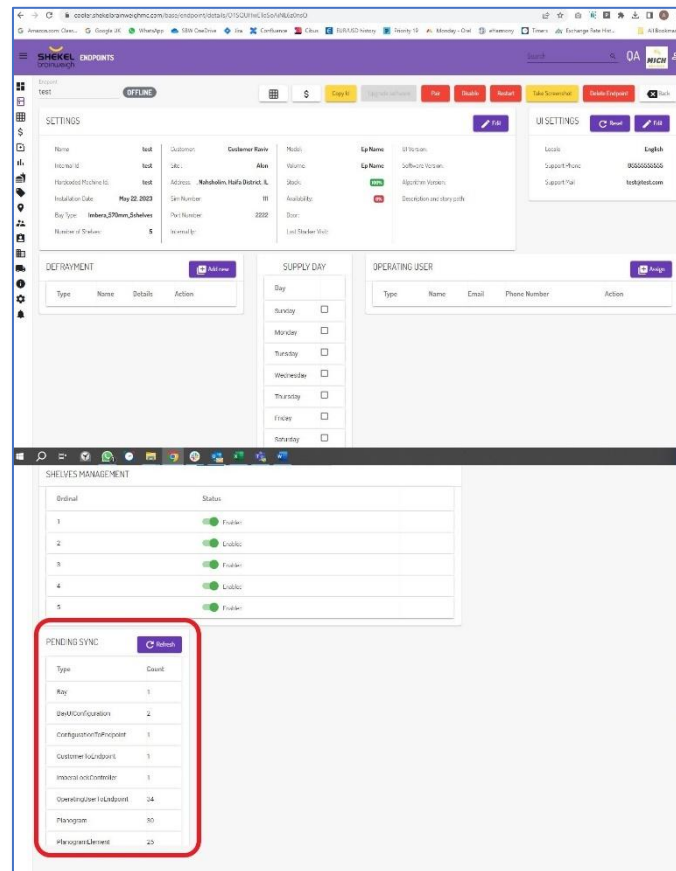



Figure 12 Pairing in process:

If the EP is connected correctly to fully healthy hardware, and a planogram was correctly activated, it should in the end of the process display a green UP status  :
The image below still shows older version with ENABLED and not UP

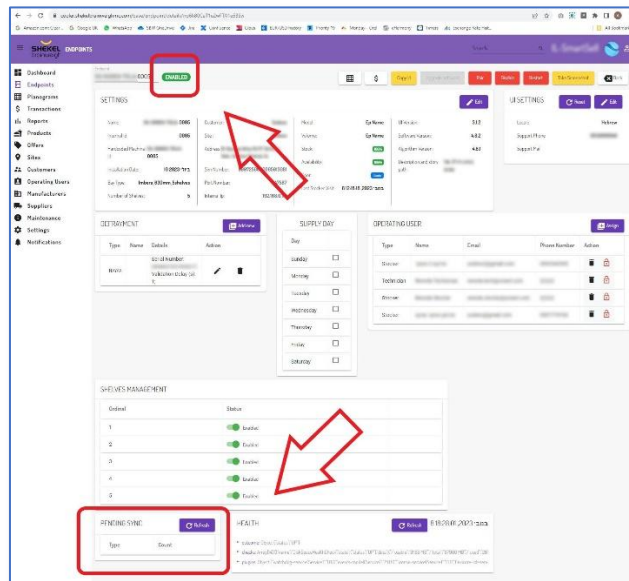


Figure 13: EP in Green and UP

5.3.4.5 Extra settings

EPs receive global settings from the Settings menu on the left side menu or can have its own specific settings overriding the global ones.

Extra settings can be Reset to the global ones or edited specifically.

The next image shows the editing mode of a specific EP, though the screen is incorrectly titled “Global” settings.

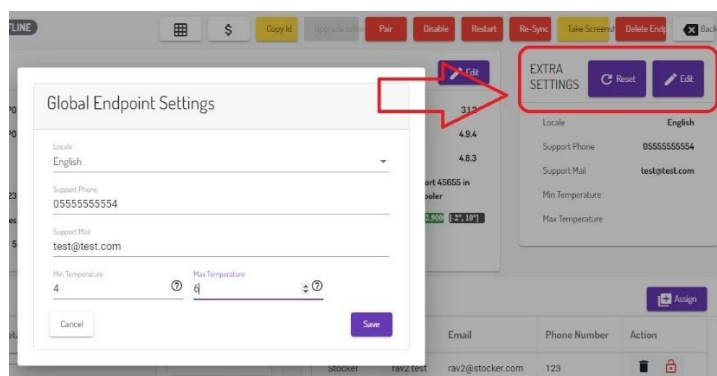


Figure 14: EP extra settings

The settings are:

- Language – sets the UI screen of the cooler (English, French, German, Hebrew). The MC language is always English.
- Temperature (in some models) – sets the upper and lower limits
- The other fields (phone and Email) should be avoided, as they will appear on the cooler UI.

Note:

The currency shown on the cooler screen is set only in chapter 8.5: Settings of the left side menu and cannot be changed per EP, as the system does not calculate cross-currency conversions.

5.3.4.6 Manage existing Endpoint

To manage an existing EP, navigate to the EP Detailed screen:

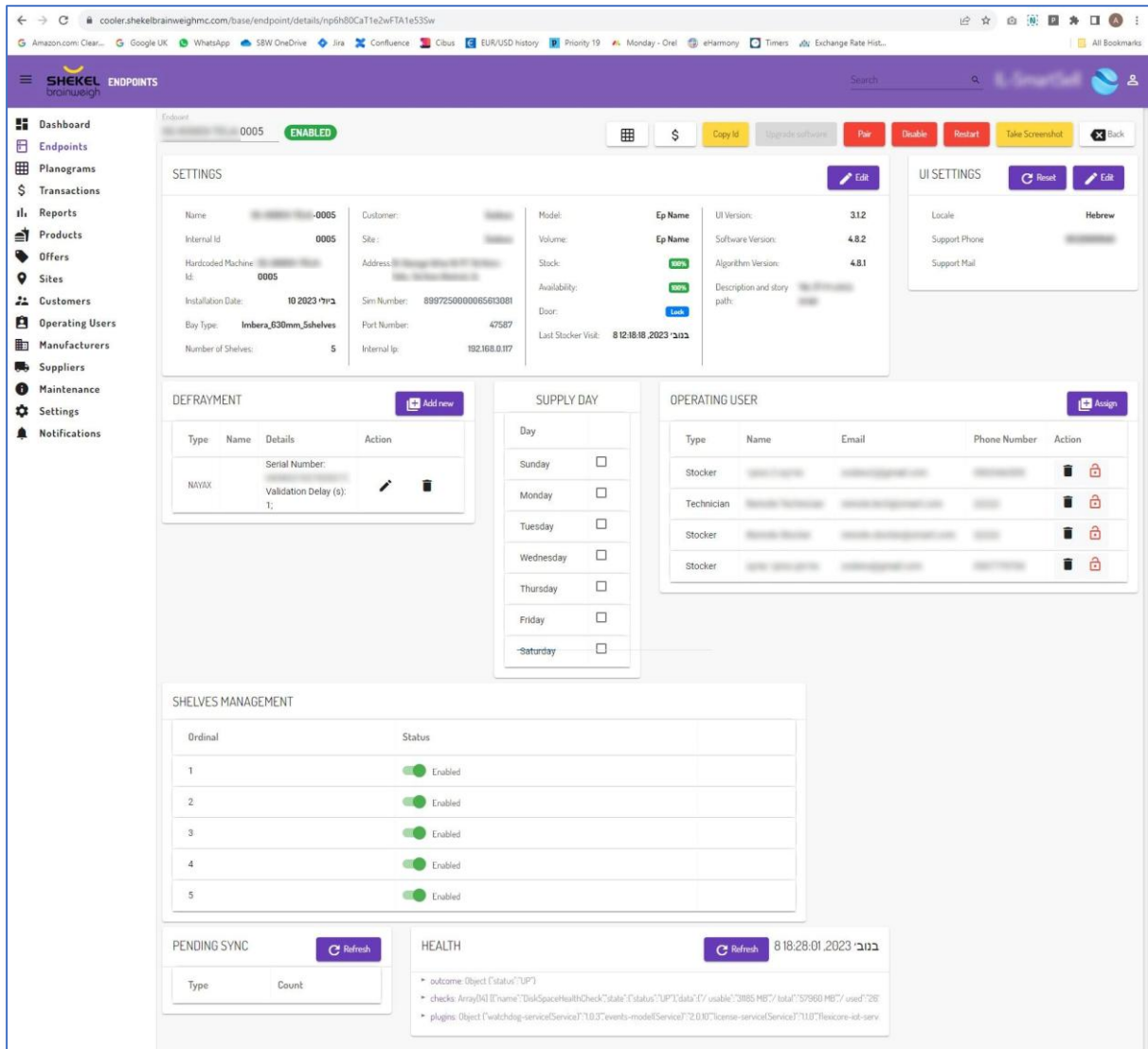


Figure 15: EP paired, ENABLED ready for service

Select the required EP management action (top row in Figure 15):

Button	Data
Back	Refresh EP list in Single line view
Delete Endpoint	Detail in chapter 5.3.4.9

Button	Data
Take Screenshot	Take a screenshot of the EP UI screen, if required by the Support team or others. The screenshots appear at the red boxed area #9 and are deleted daily. A successful screenshot suggests both LAN and NUC are OK
Re-Sync	Not shown (Shekel Support access rights only)
Restart	EXPERTS only! Restart the EP completely
Disable	EXPERTS only! Will not work if EP has activity history Set EP to "Disable" status, e.g. for expired products. After clicking, button toggles to ENABLE once the user described to.
Edit Endpoint	Edit some parameters like the ones in chapter 7.4.4: "Create / Add new Endpoint"

5.3.4.7 Manage shelves

Shelves can be individually enabled/disabled using the sliders in the image below.

A faulty shelf will cause the whole EP to go offline lock it.

If the user still wished to use the EP with the other shelves (after having removed products form the faulty one), the shelf should be disabled, and after repair, re-enabled:

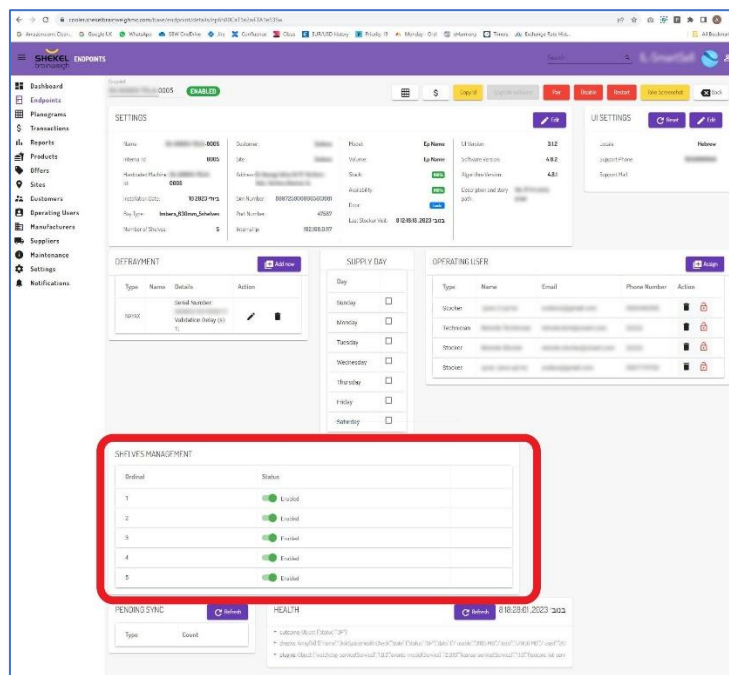


Figure 16: EP shelf management

5.3.4.8 Card Payment systems

Payment card methods pre-require the following:

1. Obtaining approved (by Shekel support) readers.
2. Physically and electrically installing the reader on the EP.
3. Confirming the reader is activated correctly on the Payment system backend.
4. Provisioning the reader correctly on the MC

In the EP Detailed view go to the “Payment system” area (red boxed area #4):

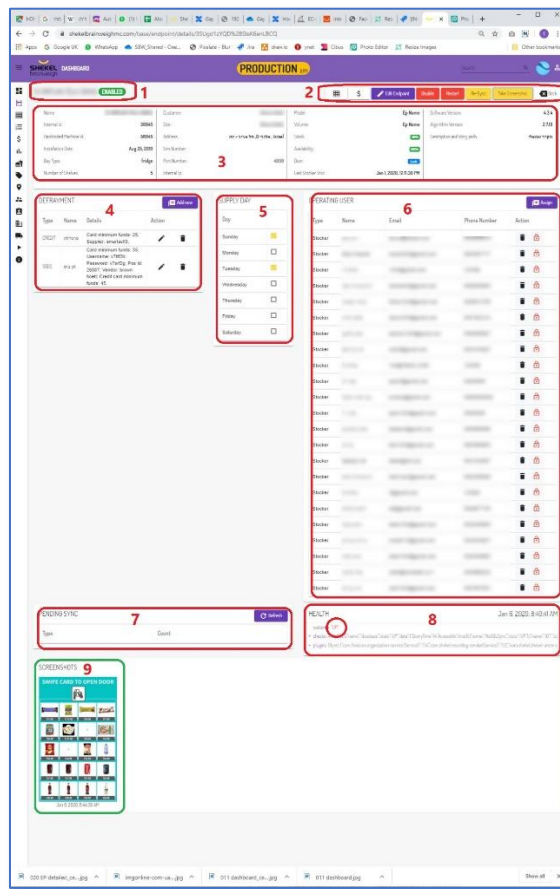


Figure 17: Payment systems

The current selected payment options are shown (multiple concurrent options are possible).

Add new payment method:

In “Payment Systems” click the “Add new” button and fill in the required data.

Enter the required service parameters: card system (from pull down menu, e.g. Nayax or Vianet), Card minimum funds, Username, Password, Pos Id, Vendor, Credit card minimum funds etc. and activate

Manage existing payment method:

In “Payment Systems” click the pen button to edit, or bin button to delete the selected payment method.

Payment systems supported:

Currently Nayax, Vianet and Payter readers are supported.

Please consult specific manuals for their installation.

5.3.4.9 Delete existing Endpoint

Only EPs that have not yet had transactions can be deleted. If they had and you wish to have them removed from statistics and displays, change them to Inactive.

Devices in Inactive and Enabled status cannot be deleted. Before deletion, the device must be put in Offline status first.

To delete an existing EP, navigate to the EP Full Detail screen and click “Delete Endpoint” in the top row action buttons.

5.3.4.10 Assign and manage Special Operating Users

Note:

The system allows for 3 types of special Operating Users (in addition obviously to Shoppers):

- Stockers
- Technicians
- Demo Users

Operating Users, such as Stockers,

- Will not be charged when opening the cooler door
- Can open the doors remotely from the MC or on the Cooler UI with their login.
- Must be first created on the MC, before they can be assigned to the specific EP (paragraph 5.3.13.1 page 55).
- Must be deleted when they are no longer allowed to open the cooler freely (e.g. having left the company)
- Are managed in relations to a specific EP in the Operating User area of the screen (red boxed area #6):

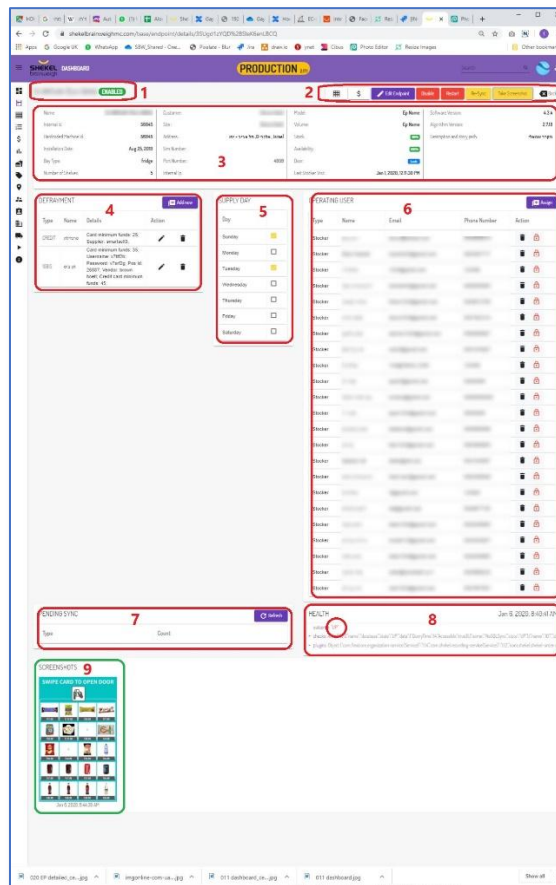


Figure 18: Assigning Operating Users

The list (box 6) shows Operating Users assigned to the EP.

Assign Operating User:

Click the "Assign" top right button in the Operating Users area of the screen:

Select the from list and add.

Operating user can be also signed from the side menu chapter 5.3.13: Operating Users (Stocker, Demo, Technician).

Note: the "Supply Day" in red boxed area 5 is explained later in this manual.

Un-assigning Operating User:

Operating Users can be un-assigned from the EP by clicking their bin button.

Un-assigning an Operating Users does not delete the User from the master list. In order to delete an Operating User completely, see paragraph 5.3.13.2: "Manage existing".

Remotely unlock EP door for Operating User:**WARNING!**

Careless remote unlocking will allow any person to empty the EP causing **FINANCIAL LOSS!**

The MC allows for remote unlocking of the EP door, should the Operating User be unable to do so locally and require remote assistance from their Tier 1 operative.

Click on the red lock button next to the Operating User to toggle lock/unlock the door.

WARNING!

At the end of the activity, have the MC Operator **confirm** with the on-site Operating User that the door is **safely locked back!**

5.3.4.11 Supply day

The Supply Day area in the EP Detailed view (red boxed area #5 in the image below) is an informative field for the MC operator of when Stockers supply the EP.

Supply date is only relevant for the Orders (Picking Lists in chapter 5.3.7 is used).

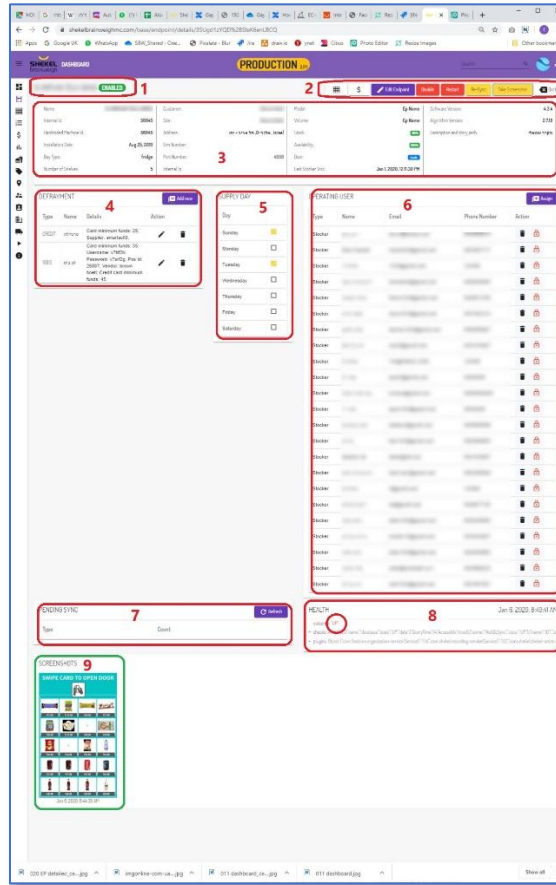


Figure 19: Supply Day

5.3.4.12 Support fields

The EP Detailed view contains additional areas (red boxed areas #7 and #8 in the above image) used by the Tier 2 and Tier 3 engineers for Support purpose only.

These are described in chapter 7.2.2: “EP Setup screen – detailed Health analysis” in page 71.

5.3.5 Settings

EPs receive some of their parameters from Global settings by selecting the "Setting" left side menu:

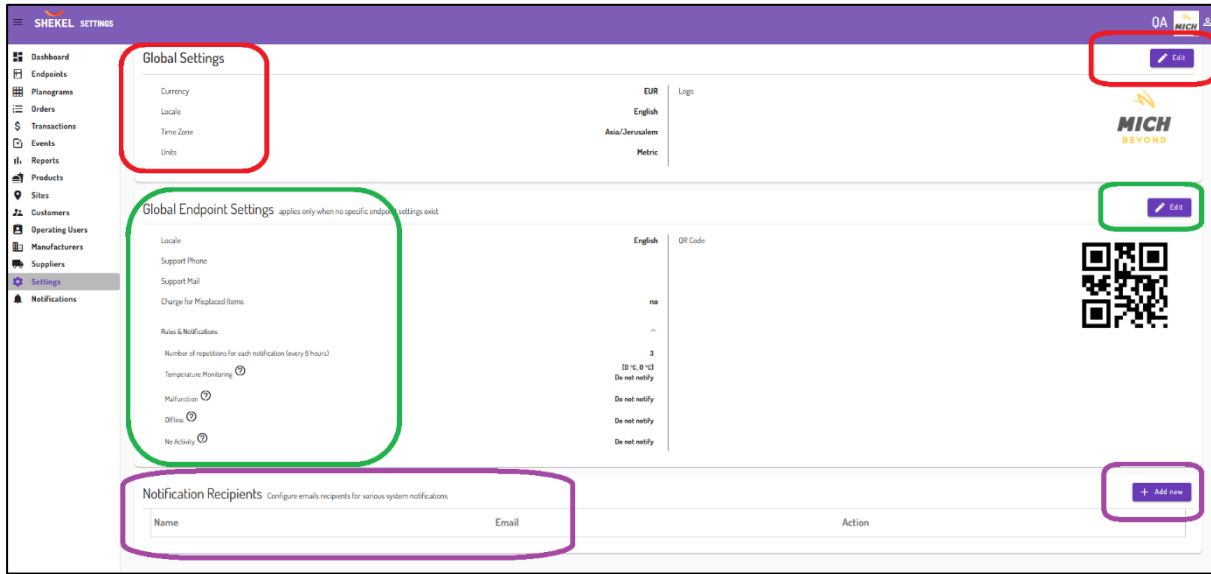


Figure 20: Tenant and EP Global Settings

2 types of settings exist and apply mostly to the Cooler UI:

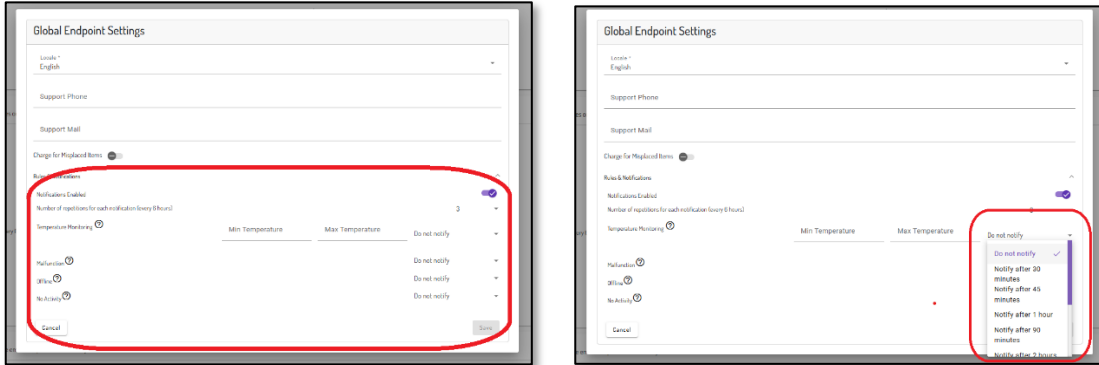
Global settings

- (red box in image) are freely selectable to users.
- Currency: single currency logo is displayed (also on the MC). No multiple currencies possible as no cross-currency conversion is done, hence all financial reports are correct.
- Locale: sets date/time/number format in the MC, however not the MC language, available only in English
- Time zone
- Logo

Global Endpoint Settings

- Locale (and cooler language): sets the cooler language UI (English, French, German or Hebrew) and date/time/number formats. These can be overridden in each specific cooler Extra settings (chapter 5.3.4.5).
- Support phone and mail: not much in use as it shows only briefly on transaction end.
- Min/Max Temperature (in some models only): upper and lower cooler temperature limits. Exceeding them will put the cooler in Offline mode. Can be overridden in the specific cooler Extra settings (chapter 5.3.4.5).

- **Rules & Notifications (alerts)** in the "Global Endpoint setting" (**green** box in image)
 - can now be configured by various parameters by users to receive Email notifications. Temperature alerts are available only to Innovendi Elite coolers. Alerts can be toggled enable / disable notifications.
 - The Email alerts will list the faults allowing detailed EP Health investigation.
 - The Email alerts can be by-passed for specific EPs by similar configuration (see Detailed view, par. 5.3.4.3 page 18).



- **Email addresses for alerts (purple box in image)** are defined in the "Notification recipients" box. Specific alerts can be selected for each Email using the bell icon, and be toggle enabled / disabled individually.
- **Email notification text examples (30 minutes duration selected):**

Example 1: **network offline**, corresponds to EP new status **OFFLINE**

Subject: ALERT: Status is **OFFLINE**, 1.8.0-ELITE-MASTER, PUBLIC

Hello Raviv,

Endpoint: 1.8.0-ELITE-MASTER has been **disconnected from the cloud** for over 30 minutes now.

Please validate that the endpoint is connected to power and to the **internet**.

Use the Take Screenshot button in the Endpoint Settings page to verify connectivity.

Endpoint: 1.8.0-ELITE-MASTER

Tenant: PUBLIC

Thanks,

Shekel's automated alert system

Example 2: Shekel system **non-network** failures, corresponds to EP new status **DOWN** and detailed in the EP Health in the MC.

Subject: ALERT: Status is **DOWN**, 1.8.0-ELITE-MASTER, PUBLIC

Hello Raviv,

The **health report** of endpoint 1.8.0-ELITE-MASTER has been reported **DOWN** for over 30 minutes now.

Please check the endpoint's health status to identify the issue and take action according to the Troubleshooting guide.

Issues: "LockHealth", "WeightHealth"

Endpoint: 1.8.0-ELITE-MASTER

Tenant: PUBLIC

Thanks,
Shekel's automated alert system

5.3.6 Planograms

The system must be made aware of the products it sells and their location and quantity In the Planograms.

Product must be already defined (chapter 0 page 48) before they can be added to planograms.

Each shelf (or “Ordinal”) is called a “planogram”: e.g. a 5 shelf cooler has 5 planograms.

Read the Best Practices (chapter 5.3.6.3 page 42) when creating Planograms.

Planograms can be selected either from the side function menu Planograms or from within the specific Endpoint.

Select the side-menu function “Planograms” to navigate to the following screen:

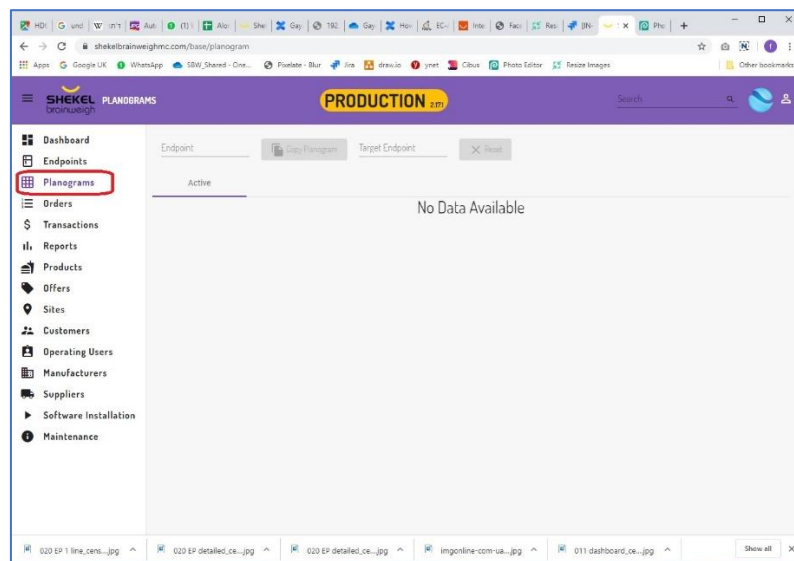


Figure 21: EP selection for Planogram

The screen is empty as planograms relate to specific EPs.

Select the specific Endpoint (top left) from the pull-down list:

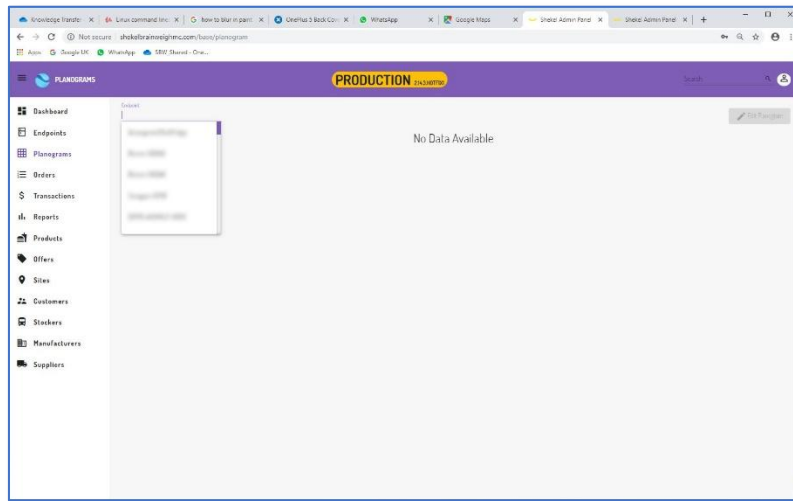


Figure 22: EP selected

If an Active planogram exists, it is shown:

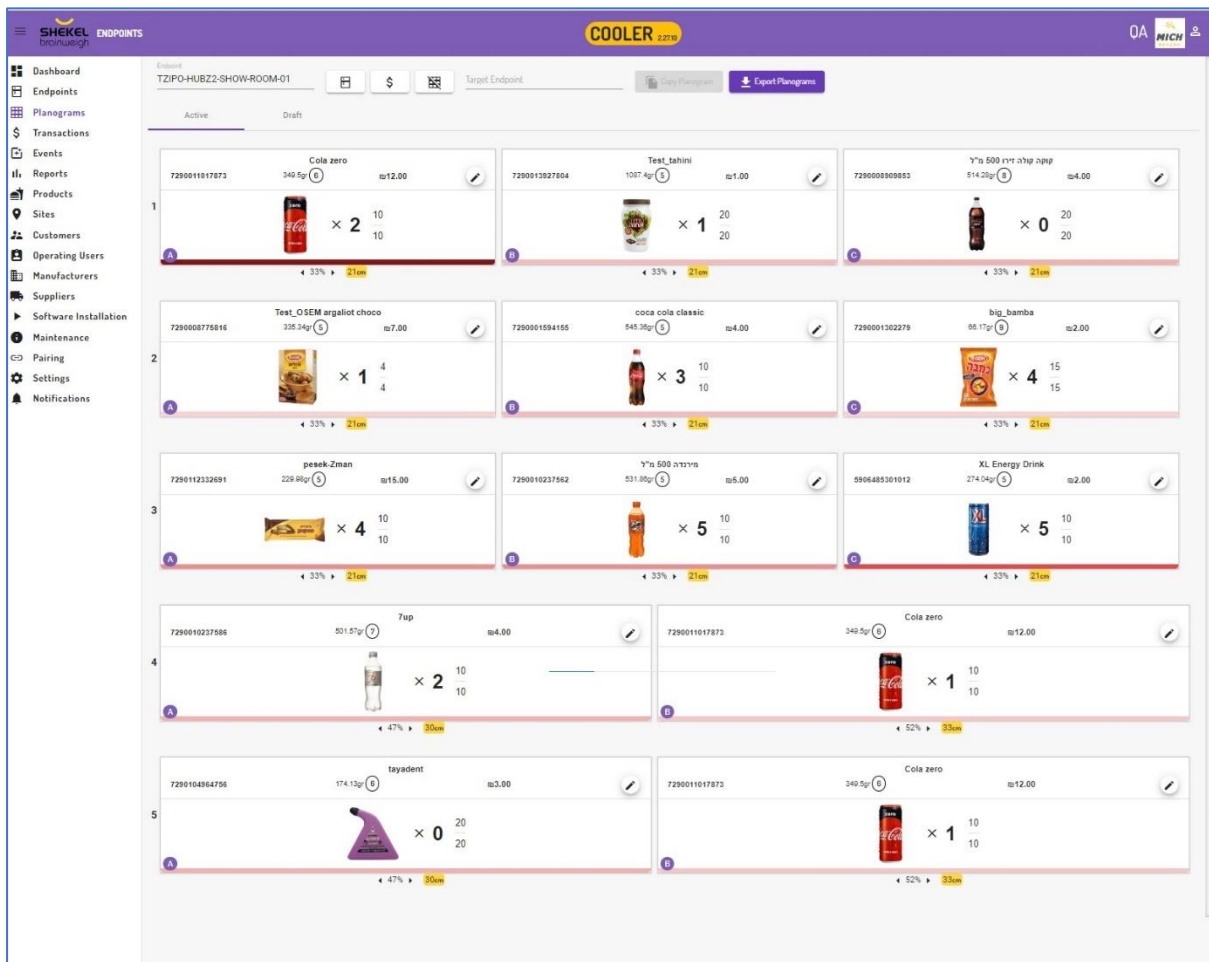
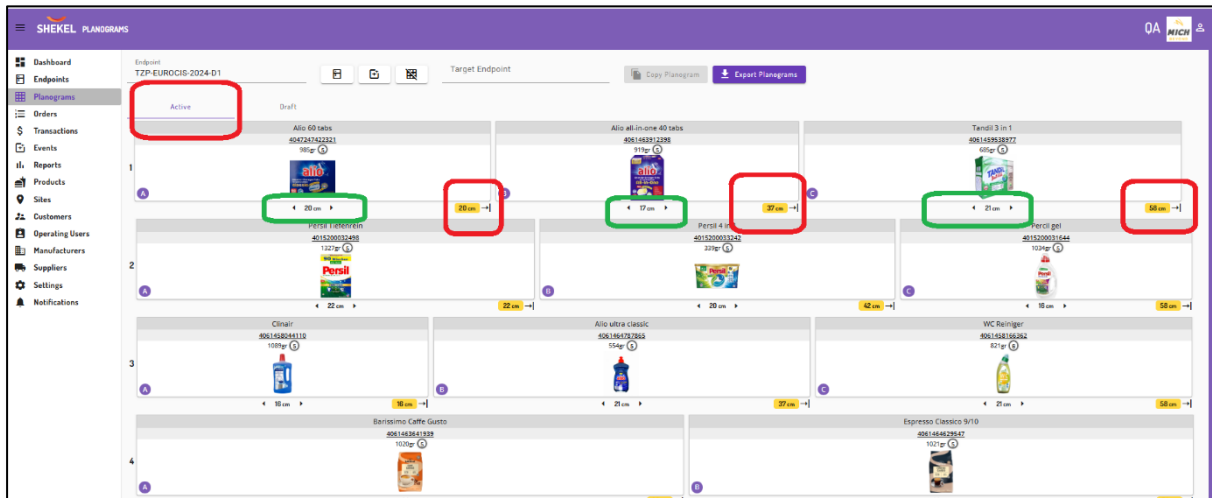


Figure 23: Active Planogram

As of Rel 1.8.0 (May 2025) Cumulative distance for each cell from the left edge of the shelf (red box in images) is now shown in addition to the cell size (green box in images), for both Active and Draft planograms, allowing easier divider positioning.



Each cell element has the following data:

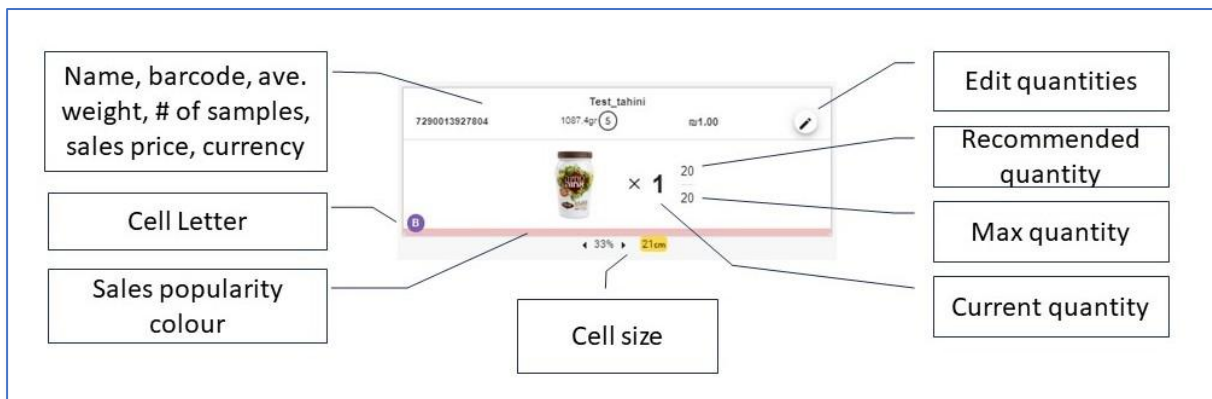


Figure 24: Planogram Cell data

Note: the **Maximal** quantity is limited by size. The **Recommended** quantity is the sufficient level you wish to actually stock, say for a less successful products. Assess and enter both.

5.3.6.1 Add new Planogram

Default empty planograms are automatically created with the first creation of an EP.

A Planogram is assigned a fixed number of shelves and a fixed shelf width per the EP type.

- The planogram shelves are numbered: top shelf = 1, second top = 2, and so on, till the bottom shelf.
- Within a shelf, the placement cells are marked: Left-most = "A", to its right "B", and so on.

The following image shows a default empty planogram of a specific EP (left red box) about to be filled:

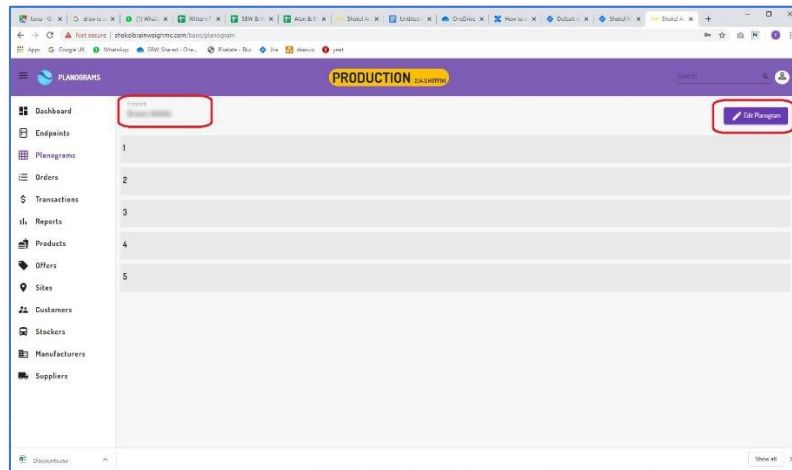


Figure 25: Empty First Planogram

Adding a new Planogram is therefore a process of Editing an existing, even if empty, Planogram, which is explained in the next chapter.

5.3.6.2 Edit Planogram

Planograms can be:

- edited from and empty new (“Active”) one on first activation of the EP, or
- copied from an existing real Active one.

The selection of which Planogram is shown, Active or New, is done in red boxed area #2, currently showing the Active one:

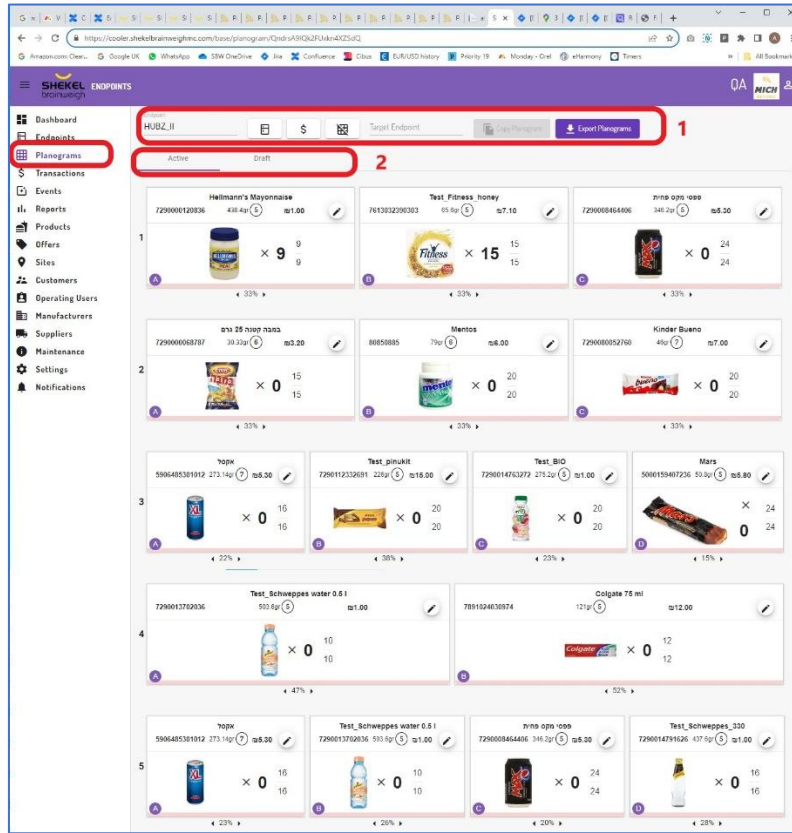


Figure 26: Planogram Active / Draft

The Edited Planogram remains in the DRAFT tab, while the Active one is still in effect.

To make the Draft planogram become Active, you need to activate it.

Planograms can be activated immediately, or made Pending and await future activations (say on Stocker visit).

Activation of New Planograms can be done from the MC, or from the EP UI screen in Stocker mode (explained in a different manual).

Editing a first ever empty planogram

Shown below is the example of editing of an empty new first 5 shelf planograms (no filled planograms existed before for this EP).

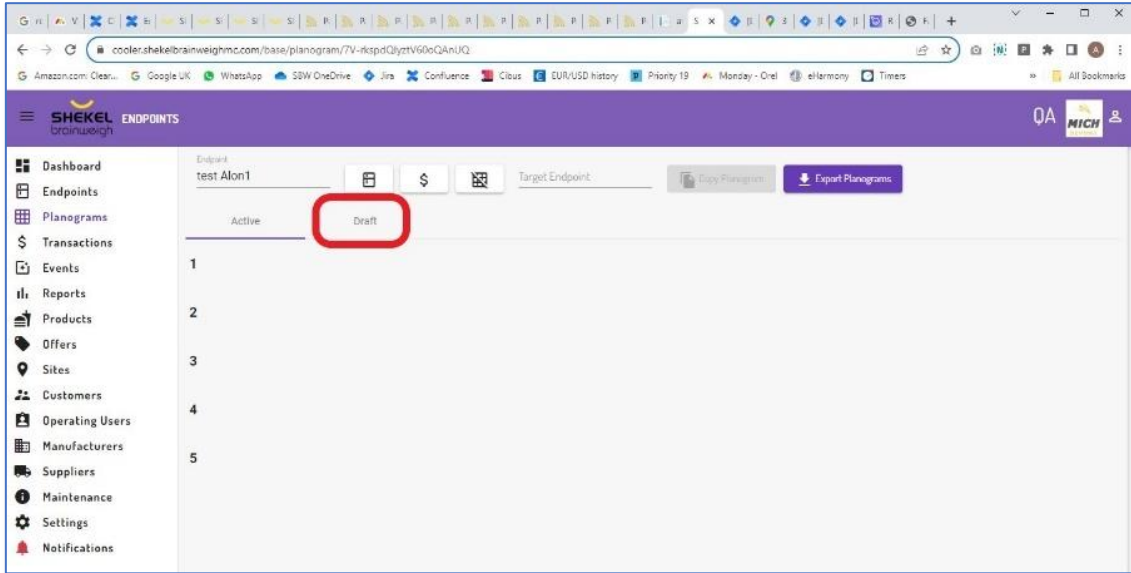


Figure 27: Starting a Draft Planogram

Click the **Draft** tab and select **Import Active Planogram**:

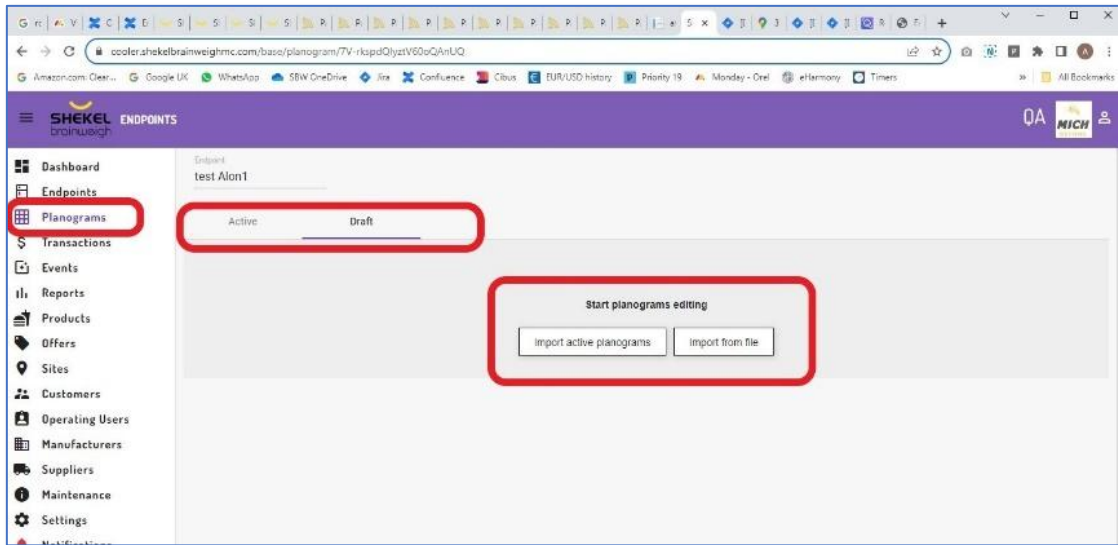


Figure 28: Planogram Draft source selection

Draft screen appears. Start adding products:

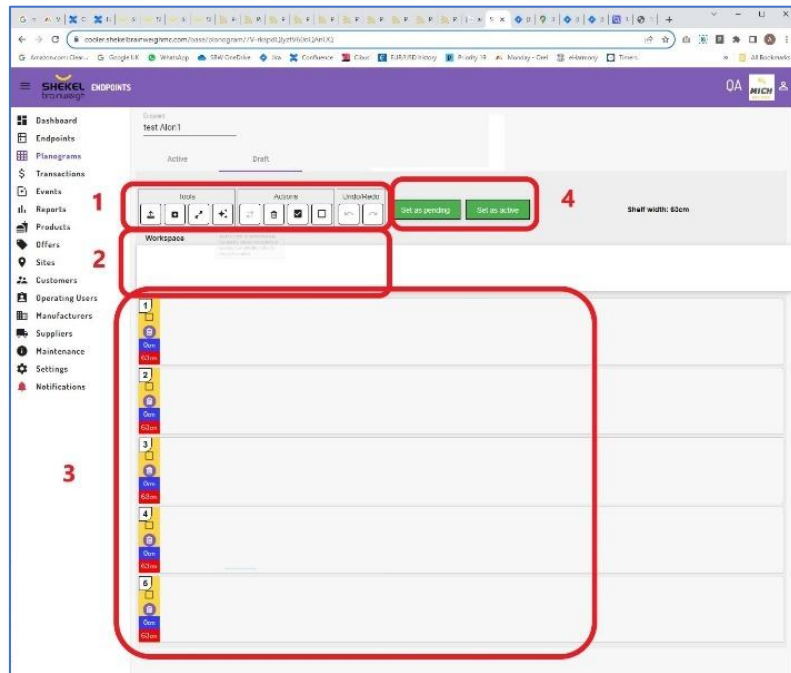


Figure 29: Draft EMPTY First Planogram

The screen is divided into the following areas:

- Area 1: load planogram, add /remove products, optimize (EP) and more, see tooltips.
- Area 2: a temporary **Workspace** where the products are added to, then drag and dropped to the shelves.
- Area 3: Shelves (or Ordinals) for their planograms.
- Area 4: once all planograms are valid (green, explained later, not Red/Blue as in the images): the shelf planograms can then be set to “Active” or “Pending” by the 2 green buttons (they will not react if the conditions are not full):
 - Immediately **active**: no need to go to the cooler to change products)
 - **Pending**: waiting for a later activation (e.g. once products were changes in the cooler. Pending planograms can be activated from the MC of from the cooler screen itself

Notes:

- See Planogram best practices (chapter 5.3.6.3 page42) on how to create WEIGHT related planograms. These are special considerations not known to legacy non-weight-related planogram planners.
- Products can be moved or copied between cells.
- Cell widths can be locked (red pin below the product) or automatically changing (green Pin). Click the pins to toggle their behaviour.
- For a planogram to be activatable, no shelf must be partial (red/blue background below shelf number); all must be green and with a total length of the shelf.

The following screen show all the above:

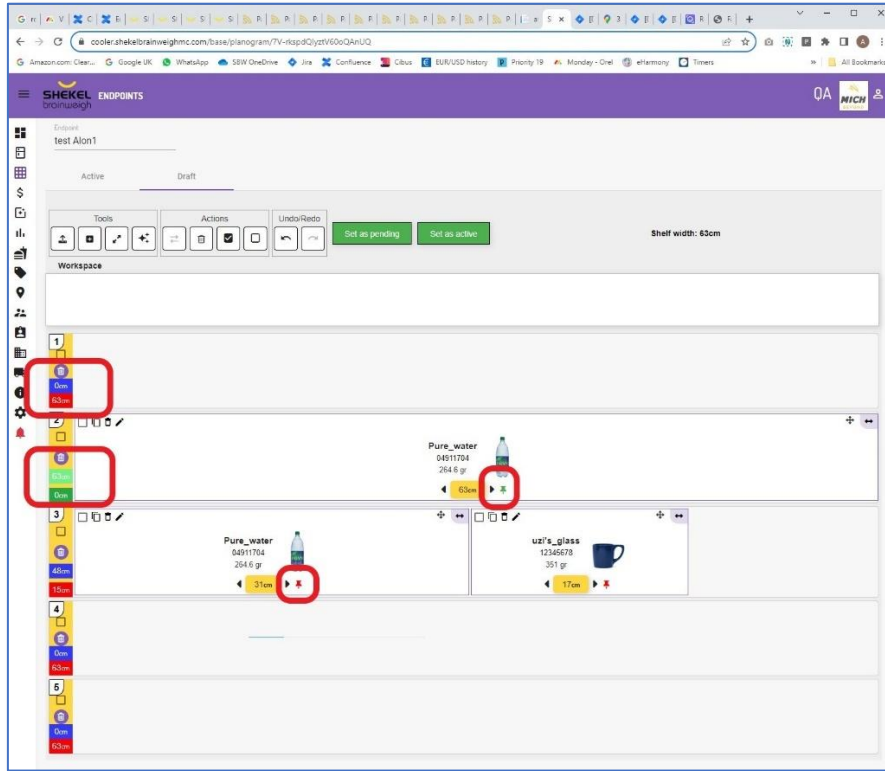
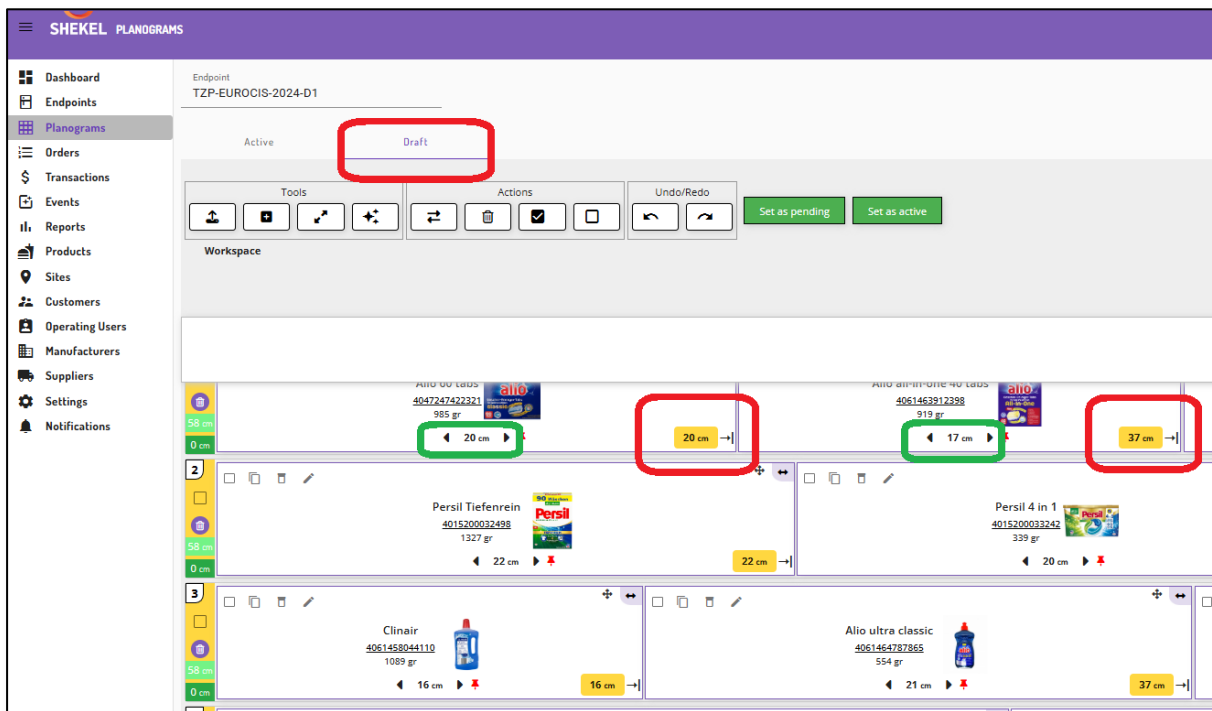


Figure 30: Editing Planograms (1)

As of Rel 1.8.0 (May 2025) Cumulative distance for each cell from the left edge of the shelf (red box in images) is now shown in addition to the cell size (green box in images), for both Active and Draft planograms, allowing easier divider positioning.



- When the PC screen is too short to display all planograms, the Workspace bar will float in the middle over shelves (# 2 in the image below) and move with the scrolling:

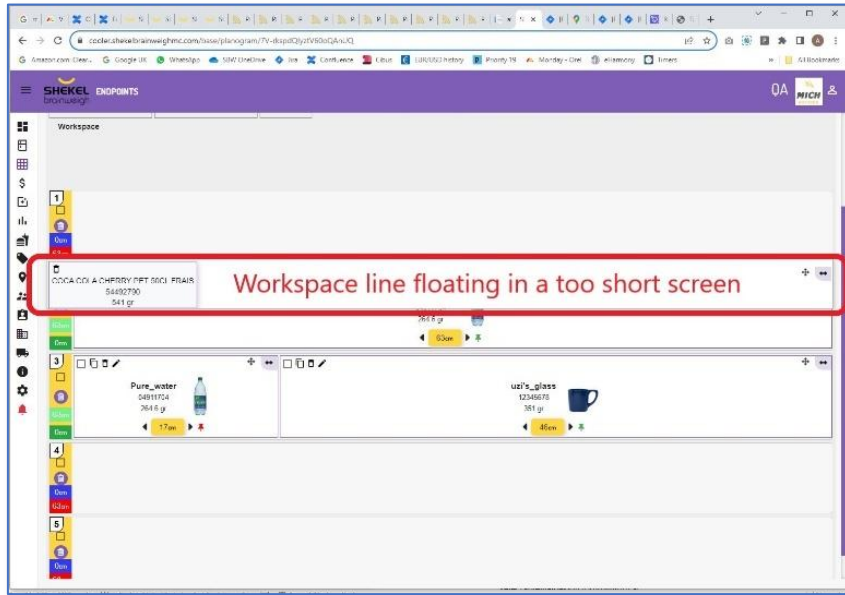


Figure 31: Planogram floating workspace

When done, click one of the 2 green buttons to **Activate** or **Set as Pending** the planograms:
Activating a planogram can be done from 2 places:

- The MC "Activate" button in the Planogram screen, or
- The Cooler screen in Stocker mode (chapter 6.2.2.2.3 page 65) image: top red box:

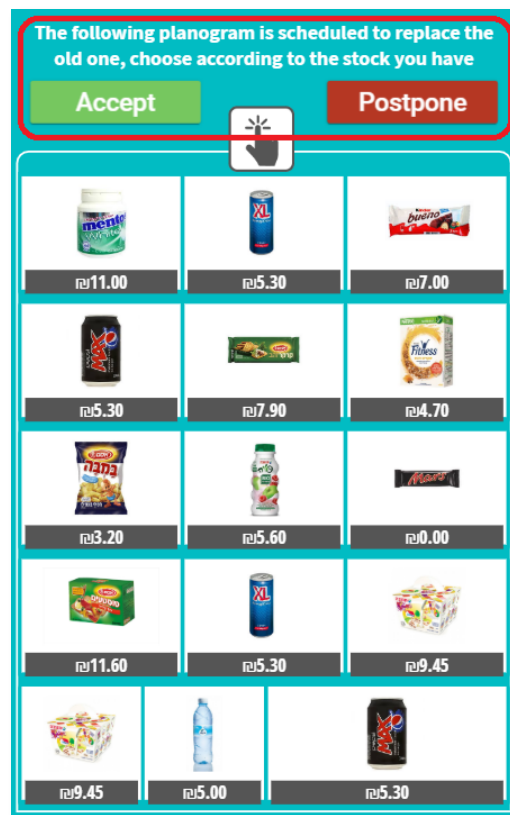


Figure 32: Planogram activation from Cooler screen

It takes up to a few minutes for the system to calculate the new planogram parameters, during which the “Activate” button is greyed out.

When the “Activate” button turns red (refresh screen to check), the planograms can be activated from the MC (or from the cooler screen, the normally recommended way after stocking corrections):

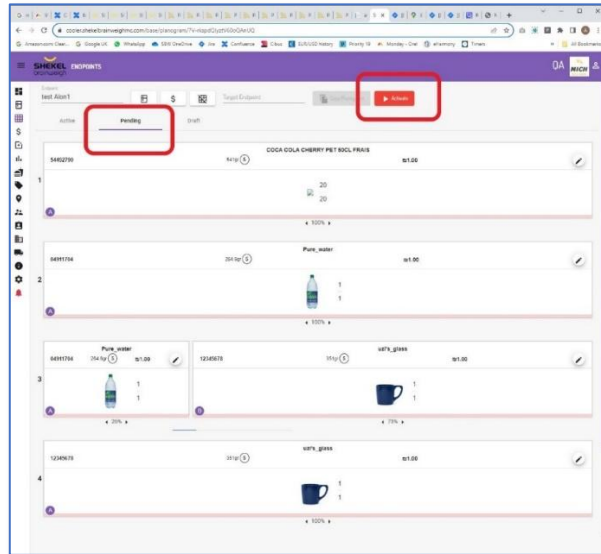


Figure 33: Planogram ready for activation from MC

If you chose to **set as Pending**, a new additional **Pending** tab will appear (image below). Pending planograms can be modified many times until activated. Each time you can choose to either reload the **Active** or the last **Pending** planogram (see image):

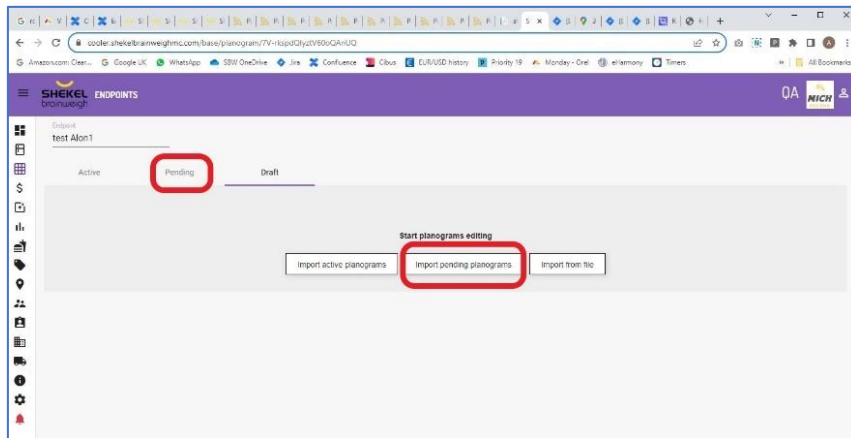


Figure 34: Edit a Planogram still in draft

Editing an existing full planogram

Editing an existing mode will take you through exactly same screen, however there will be already an Active planogram to start from.

5.3.6.3 Planogram best practices

Following is a short guide for Planogram consideration:

Do

- The actual Planogram must ALWAYS match 100% (cell size and product) the MC Software planogram
- Use the “Planogram and Product” excel to assess your samples and help with first planograms



Products PLGMs template 1.81

see an empty template:



Products PLGMs template 1.8 example

and a filled example:

- Change planograms if product identification accuracy is reduced.

The “Optimize” button in planogram edit mode will try improving the recognition accuracy on the whole EP by rearranging all cells in the EP, including moving cells between shelves:

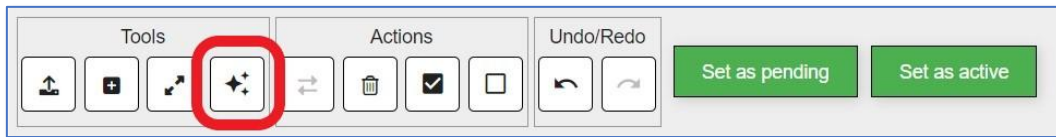


Figure 35: Planogram draft edit buttons

- Create New planograms and put in Pending state well before activation on EP allowing ample time to calculate itself and Stocker to arrive on site.
- Match all product sizes (height, width, and depth) for the full shelf. Then for all shelves. This will prevent discovering on site that a shelf must be lowered/raised (less trivial with cables to be moved too). This will also set the number of divisions within shelves.
- Use the ‘Optimize’ feature for each shelf to maximize identification accuracy.

Avoid

- Coolers with fans: avoid products under 50 grams at the top shelf.
- Try placing products on a shelf with alternating weights near each other. Example: heavy – light – heavy – light – heavy – light
- Avoid placing heavy liquids on the top shelves.
- Avoid placing products of similar weights (< 30g) same weight next to each other.
- Avoid placing products, the weight of which is a multiplication of the weight of the adjacent product by >30 g. Example: 70g and 220g: 3x 70=210 which less than 30g from adjacent 220g product

5.3.7 Orders (Picking Lists)

This function is relevant only for smart cooler type EPs, where stock is tracked in the MC. Orders is used to generate picking lists to replenish EPs.

Select the side-menu function “Orders” to navigate to the following screen:

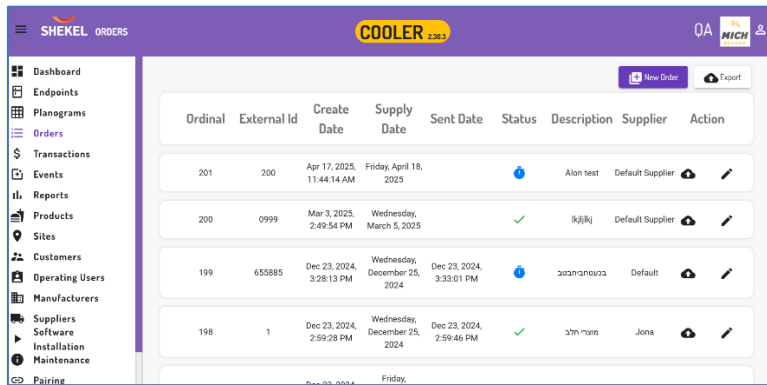


Figure 36: Orders list

The fields used are:

Field	Data
Create date:	Created by the MC automatically with each new order
Supply and Sent date	Optional for the order creator to manually update
Ordinal:	Order numerator (and NOT shelf # in EP health)
Status	Optional for the order creator to mark as Open, Complete, Cancelled etc.
External ID	Optional free field for the order creator, suggesting their Order ID
Description	Optional free field for the order creator, suggesting a description

Orders can be exported to CSV at 2 different levels:

- **List and status** of all orders, but **without** their **product** details (red box in image)
Ordinal, External Id, Create Date, Supply Date, Sent Date, Status, Description and Supplier
Click “Export” at the top of the page (next to “New Order”)
- Specific **single** order **product content** details (green box in image)
Barcode, Product Name and Quantity.
In the specific order click its “Export order details”

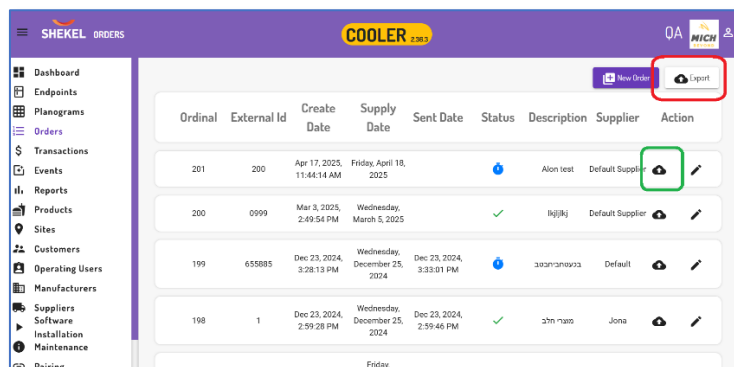


Figure 37: Orders CSV types

5.3.7.1 Add new Order

To create a new Order, click on the “+ New Order” button on the top right of the Orders screen to navigate to the following screen:

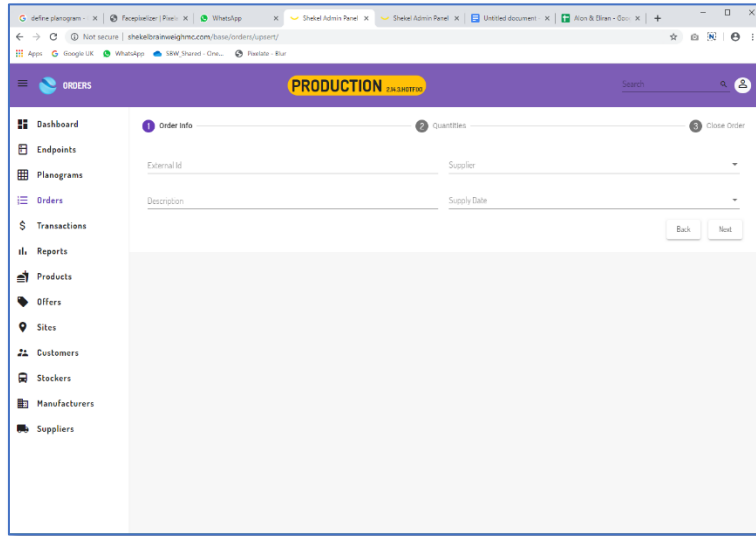


Figure 38: New Order

Fill the fields:

Field	Data
External ID	Automatic unless manually entered, numbers only
Description	Optional free field for the order manager
Supplier	Select from Supplier list (red box in next image)
Supply date	The system will offer (green box in next image) <ul style="list-style-type: none"> all dates within 1 week for all EPs with that day selected for Stocking with planograms having products for the selected Supplier

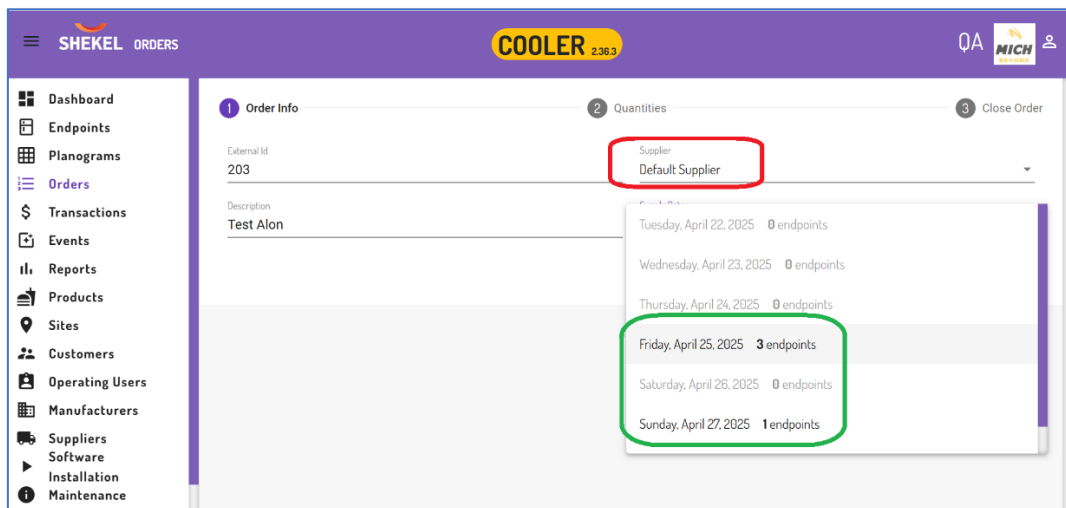


Figure 39: Order date and EP selection

Click Next complete.

Orders states are manually changed by the Order manager from **Open**, to **Sent**, to **Complete**.

Orders is a tool helping the Order manager to track the activity and does not impact any system function.

5.3.7.2 Edit Order

To edit an existing order, click on its pen edit button on the right in the Actions column.

A screen like “New Order” appears, yet already partially filled.

Edit and proceed in a process like “New Order”.

5.3.7.3 Pick list

Step 2 in the Order process creates the Picking Lists for admins to prepare towards filling machines, as can be seen in the next image:

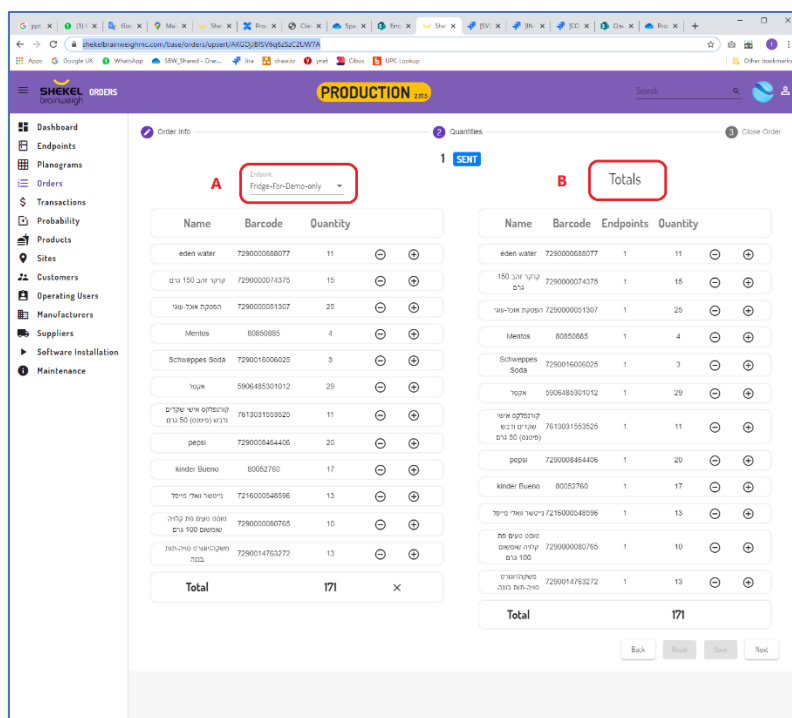


Figure 40: Order editing

Picking lists are shown in 2 columns:

Left column (under red box marked A), **specific EP.**

1. Picking list for a specific EP, if selected, as in the red boxed
2. All fleet, if no specific EP is selected in the red box. In this case, the list is identical to the Total Pick list shown under column B (see next item).

Right column (under red box marked B), **total fleet.**

Total EP current Tenant EP fleet Pick list.

Note:

1. The quantity shown is difference between the product **current** and the **recommended** (not maximal) level, as defined in the Planogram (see **As of Rel 1.8.0** (, page19).

2. The values do not include any predictions of future consumption till the expected stocking day. Any such prediction should be done manually by the Order manager.
3. The process should be repeated for each EP and printed for the Stocker.

5.3.8 Transactions

Select the side-menu function “Transaction” to navigate to the following screen showing financial transactions basic data:

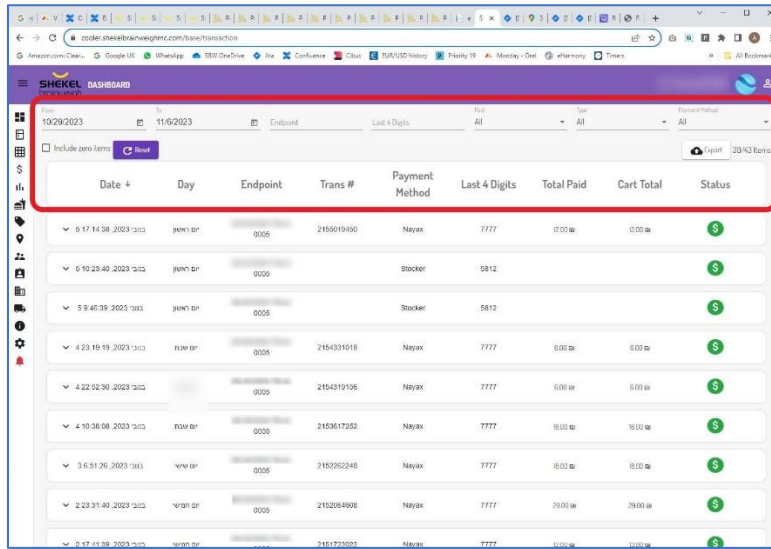


Figure 41: List of transactions

The displayed transactions can be filtered and ordered per the parameters and headers in the top red boxed area.

Note:

Although transactions can be searched by the last 4 digits of credit cards used (circled in green), the 4 digits themselves are not displayed in any of the screen fields.

Transaction further details are shown when clicking the left down arrow of the transaction:

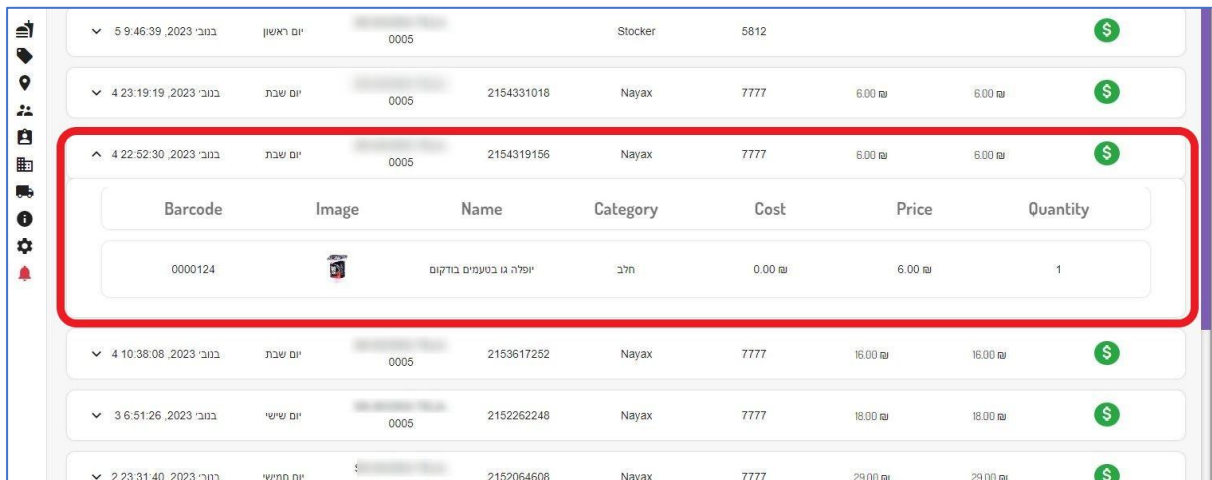


Figure 42: Transaction details

5.3.9 Reports

This function is optional, please request your Shekel contact for pricing.

Select the side-menu function “Reports” to navigate to the following default “Sales by Date” screen:

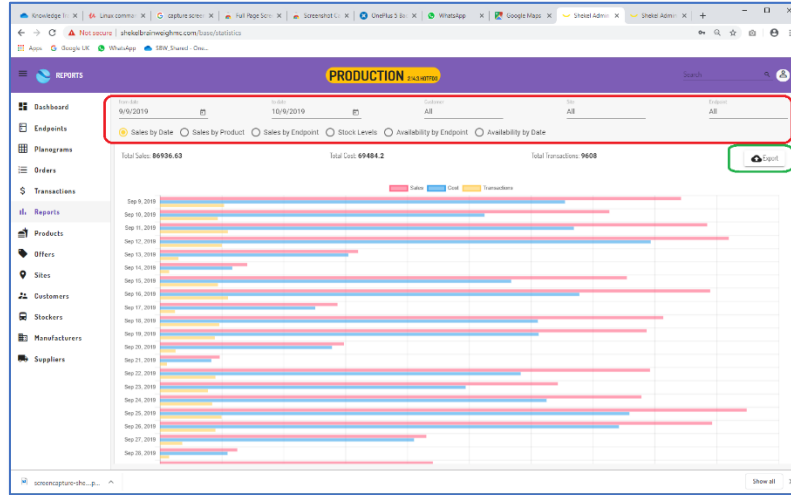


Figure 43: Report: sales by date

Reports can be exported to CSV by clicking the top right “Export” button (boxed in green).

Note:

Graphs too long may obscure the filter selection top row and the horizontal bottom axis. To reveal, scroll the graph up and down.

Reports can be filtered by the parameters in the top row (boxed in red):

- Sales-by-Date OR Sales-by-Product OR Sales-by-Endpoint OR Stock-Levels OR Availability-by-Endpoint OR Availability-by-Date
- AND By-date-range AND by-Customer AND by-Site AND by-Endpoint

Following are some examples:

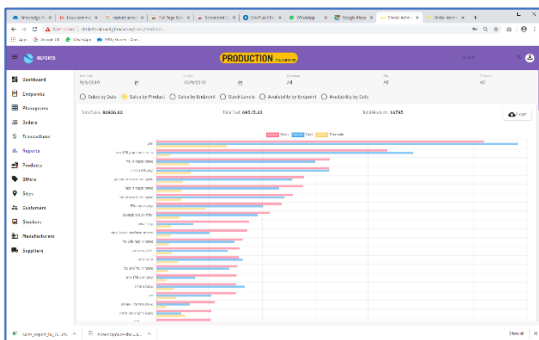


Figure 44: Sales by product

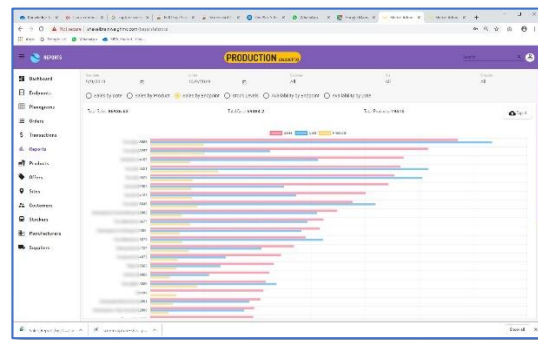


Figure 45: Sales by EP

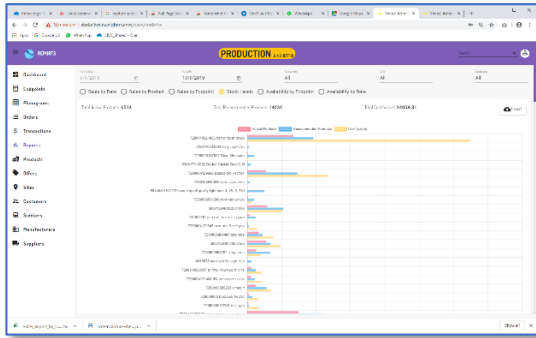


Figure 46: Stock Levels

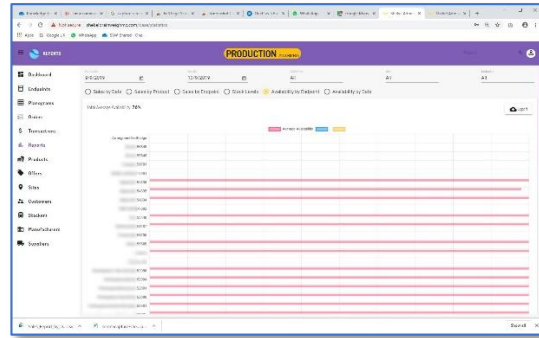


Figure 47: Availability by EP

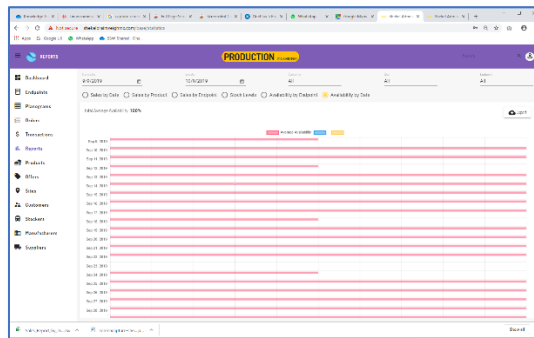


Figure 48: Availability by Date

5.3.10 Products

The system must be made aware of the products it sells.

Not all products are alike, some considerations are to be made when selecting products, and provided at the end of this chapter.

Select the side-menu function “Products” to navigate to the following screen:

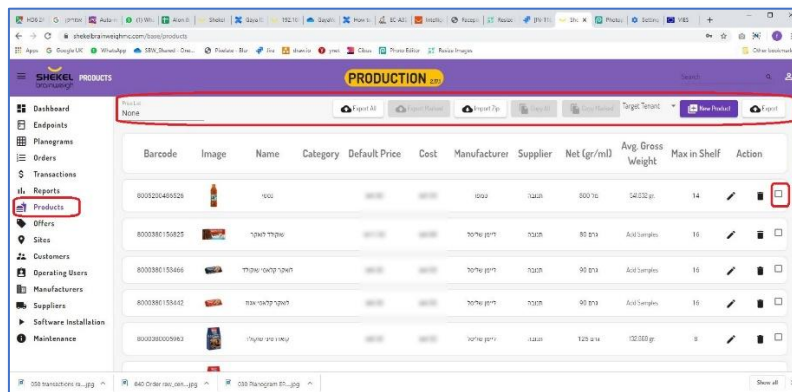


Figure 49: Products list

Display sorting:

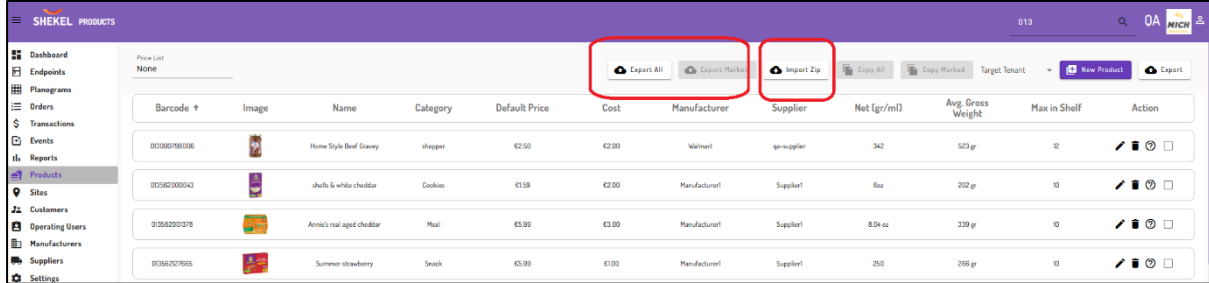
- The last sorting applied is retained
- Can be resorted by Barcode, Name, Category and Default Price by clicking its column header
- Can be resorted up or down by re-clicking its column header

Price List:

Price Lists can be assigned to “Customer” and “EP” (left top in red boxed area).

Exportin importing and copying products:

Users can now export and import across Tenants one or more products.



Export:

To export the full Products list to a CSV file, click the upper right “Export” button.

Only average calculated weight is exported, and not the specific weight sample readings used to calculate it.

Specific products, even if selected, cannot be exported under this function.

Export All:

To export the full Products list to a ZIP file for Import purposes (say to another customer or Tenant), click the upper left “Export All” button.

Only average calculated weight is exported, and not the specific weight sample readings used to calculate it.

Specific products, even if selected, cannot be exported under this function.

Export Marked:

Same as “Export All” but allowing to select specific products on the right of each product (red boxed example).

Export / Import ZIP:

Full product with image, sample weights and all other definitions via a complex file (JSON)

WARNING!

1. Careless import **WILL cause financial problems** as it sets the Shopper price at the EPs! Make sure to consult first with the relevant people.
2. Do NOT create **your own** ZIP files for possible wrong data format!

To import multiple products data into the Products list via a ZIP file, click the upper right “Import ZIP” button.

Copy Marked:

Copy directly between tenants (you must have access to both) without the need to use ZIP.

5.3.10.1 Add new Product

To add a new Product, click on the “+ New Product” button on the top right of the Products screen.

Note:

1. Supplier and Manufacturer must be already defined in the system (see Suppliers in chapter 5.3.15 page 58 and Manufacturers in chapter 5.3.14 page 57).
2. You will need to prepare well in advance a digital balance (1g resolution), and a minimum of 5 samples for each new product (SKU).

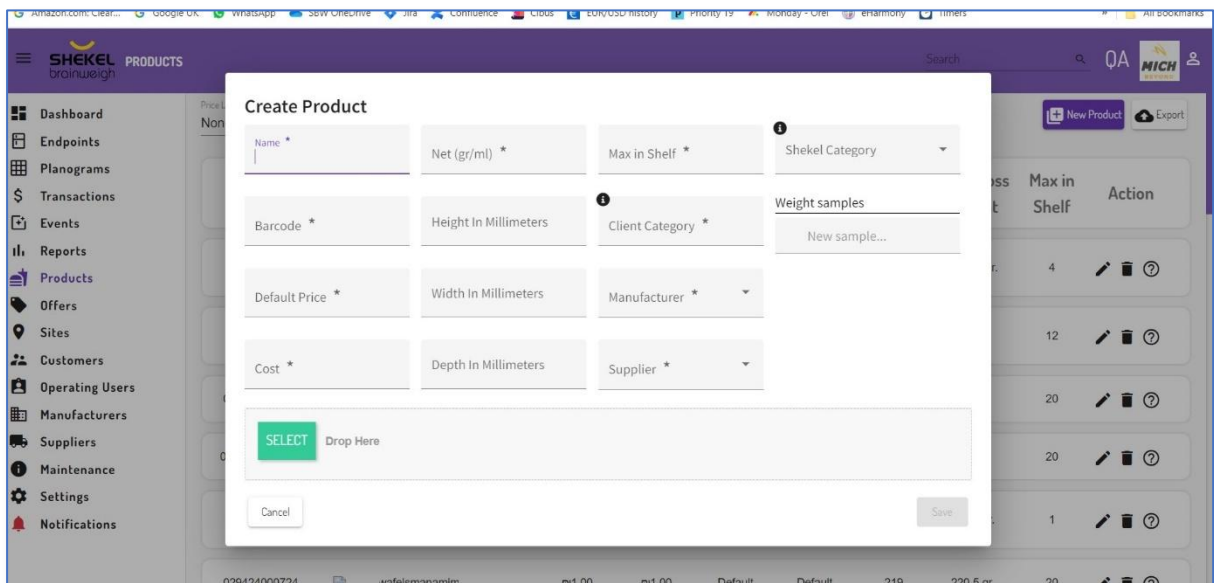


Figure 50: New Product details

Fill the data and save:

- Some fields are mandatory.
- “Default price” is the price charged to the Shopper and will appear on the Cooler screen.
- “Max in shelf” is the theoretical quantity the shelf may accept. This must be manually determined by people and not a value generated by the system.
In Planograms, you will enter also the system Recommended quantities: the level you wish to stock with, and possibly lower than the possible physical maximal quantity.
- Barcodes must be unique, of at least 5 digits, preferably not starting with zeros.
- If the product does not have a barcode, e.g. self-prepared items, create and manage your own barcode, making sure it is not (inter)nationally used and unique.
- Images, PNG or JPG < 1 Mb, can be uploaded or drag/dropped at the “SELECT” button area.
- “Client Category” is free for you to use.
- “Shekel category” defines 2 weight sample types: the tighter the better, however:
 - Consumer packaged goods (default value) for weight samples less than 10% span around the average, or
 - Fresh food for higher spans
- Some mandatory fields are not actually used, enter any value (e.g width, height, depth).
- A minimum of 5 weight samples is required per SKU, but for Fresh products it is best to have at least 10-15 or more.

The screen returns to show the Product list with the added new Product.

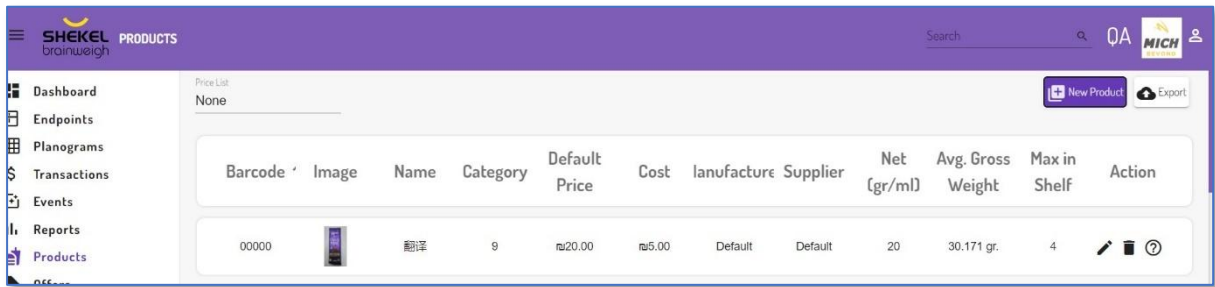


Figure 51: New Product added to list

Adding a new product is completed.

5.3.10.2 Edit or delete Product

For the specific Product, click the relevant button on the right under Actions.

- Edit: All parameters can be edited in a dialog box identical to the one in “Add New” product.
- Delete: Before deletion, a warning will appear.

The screen returns to show the updated Product list.

5.3.10.3 Product best practices

Following is a short guide for Product consideration:

Do

- See also Planogram creation guidelines
- Use the “Planogram and Product” excel to assess your samples and help with first planograms



Products PLGMs
template T2.0.xlsx

see an empty template:



Products PLGMs
template T2.0 example

and a filled example:

- Minimum product weight should be ~30g
- Products of self-making might have a weight variation too high. Set a target weight, weigh (each) product as its being prepared and add/reduce ingredients so the exact target weight is reached. Try being well within a narrow band of 5% or even better of the target weight.
- Products of self-making may not have a barcode, however mandatory in the system. Create your own barcodes. Use numbers of about 5 or 6 digits always starting with 1 (prevent clash with global barcodes).

Examples: 100001, 100002, 100357 and so on.

You do not have to publish the barcodes; only enter them in the system.

- Check in the long run how different products are identified and correct sample if needed.
- Select the shortest possible identifiable product name. If it comes in a few weights, add the weight to the name. Example: “Clara’s Lemonade 330ml” instead of “Aunty Clara’s famous homemade Delicious Lemonade 500ml”. The too long name will appear on the screen illegibly.
- Add the weight or volume in the name, to distinguish 5 sizes of “Coke”: Coke 330 ml, Coke 500 ml etc.
- Re-sample the weight of your products occasionally and remove old irrelevant sample weights. Manufacturers change occasionally minor things that might impact the weight.

Example: same product but slightly smaller quantity and weight to maintain the same price.
 Example: adding a sticker boxes or Aluminum foil (drink cans) on the same product.

- Make sure entering weight samples to the correct product. Although it sounds ridiculous, it happens.

Avoid

- Unstable products (rolling, tumbling, swaying)
- Change frequently products that change weight over time (wilting lettuce)
- Don't mix different products in a single cell, especially if they have a different weight and/or price.
- Avoid products of only few tens of grams (too light for system detection)
- Avoid products with very high weigh variation (e.g loose potatoes)
- Do not use for the sample the product declared weight printed on the package; it NOT the total packed weight! A 100 g biscuits net weight in a glass jar might weigh twice.

5.3.11 Sites

Note:

Defining the relevant Site is a mandatory pre-requisite to defining an EP located in the site.
 Select the side-menu function "Sites" to navigate to the following screen:

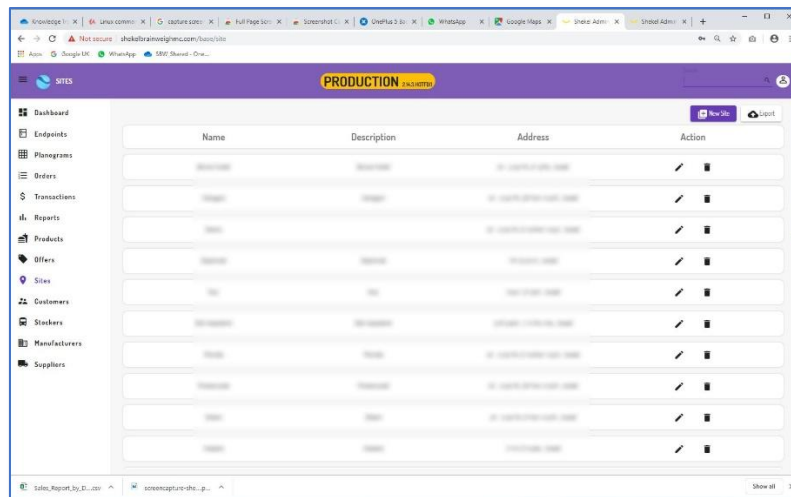


Figure 52: Sites list

To export the Sites list to a CSV file, click the upper right "Export" button.
 Sites are sorted by Name from A to Z.

To add a new site, click on the “+ New Site” button on the top right of the Customers screen. A dialog box appears:

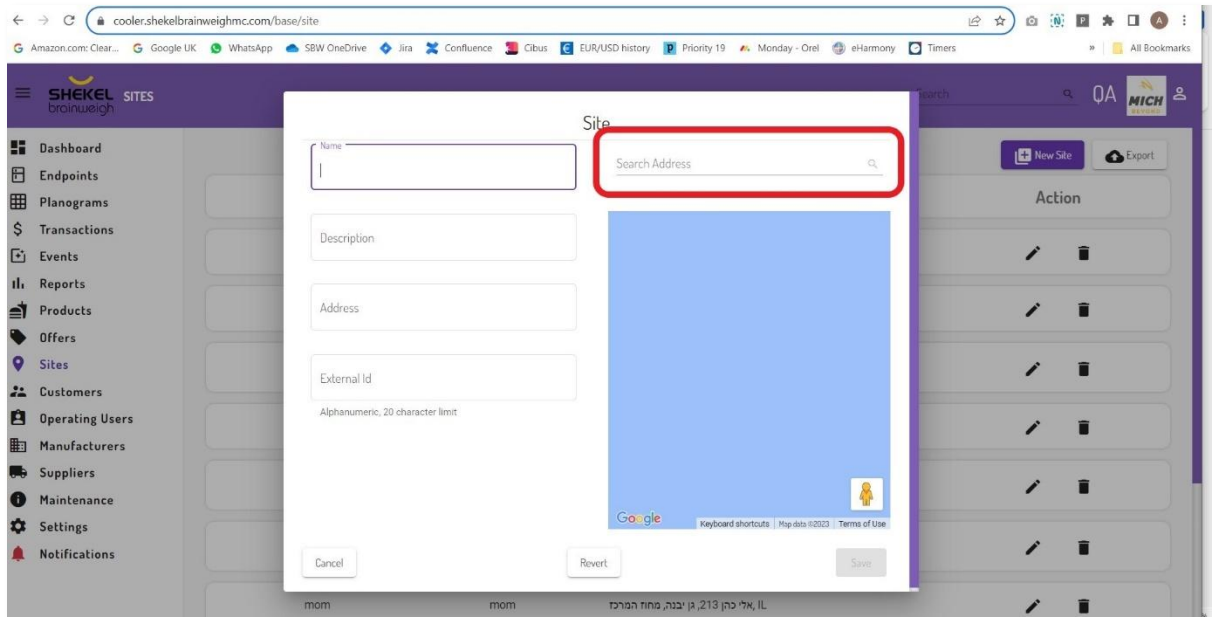


Figure 53: New site details

Fill the details, search the address (red box) and save. Sites can be edited the same way or deleted.

5.3.12 Customers

Note:

Defining the relevant Customer is a mandatory pre-requisite to defining an EP operating under this customer.

Customers can be used also to set specific pricelist for every product (this can be also done for EP).

Select the side-menu function “Customers” to navigate to the following screen:

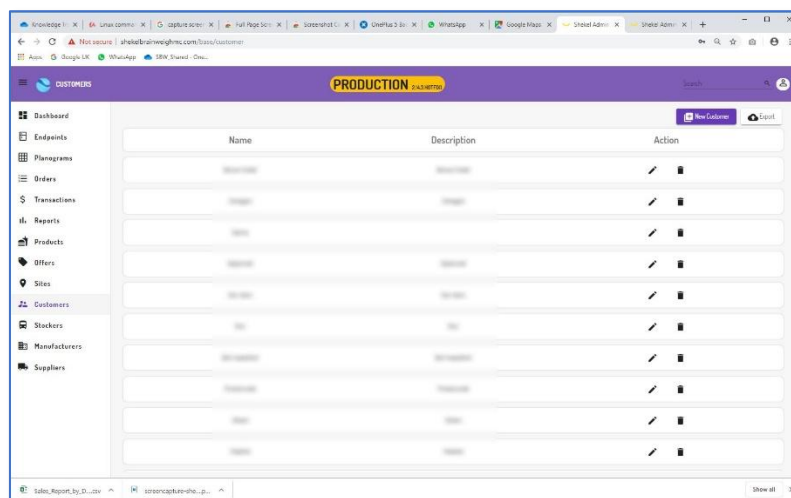


Figure 54: Customer list

Customers are sorted by name from A to Z.

To export the customer list to a CSV file, click the upper right “Export” button.

To add a new customer, click on the “+ New Customer” button on the top right of the Customers screen. The following dialog box appears:

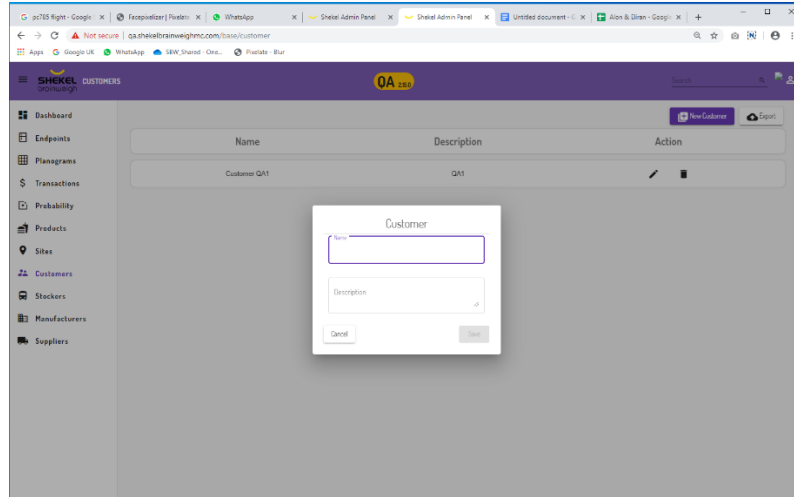


Figure 55: Add new Customer

Fill and save.

The screen returns to show the Customer list with the added new customer.

Customers can be edited and deleted.

5.3.13 Operating Users (Stocker, Demo, Technician)

There are 3 types of Operating Users available in the system, in addition obviously to Shoppers:

- Stockers
- Technicians
- Demo users

The difference between these users are the function screens shown on the EP UI on opening the door with their cards.

Note: a Demo user is a non-paying Shopper, which will not incur a financial transaction.

Each Operating User must be equipped with a magnetic card suitable for the role.

Please see the EP UI Manual for the detailed screens and function.

The operating users must be assigned to each EP, especially Stockers, so their cards can open the EP door.

Select the side-menu function “Operating Users” to navigate to the following screen:

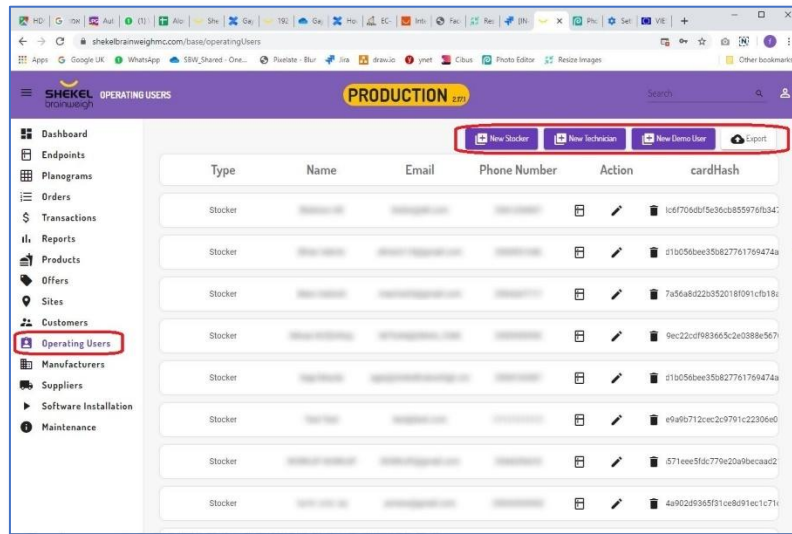


Figure 56: Operating Users list

The Operating Users list Users existing in the system is displayed sorted by First Name from A to Z.

Search:

To Search for specific Operating User, use the top right search bar. Search can be done by first name only. To show the full list again, clear the search box and click Search again.

5.3.13.1 Add new Operating User

Note:

GDPR and the Data Protection policy is described in chapter 1.4: Data protection.

To add a new Operating User of any of the 3 types, click its relevant button in the red boxed area of the image Figure 56. The screens have identical fields to fill.

Example, click the “+ New Stoker” button in red boxed area of the above image. The following dialog box opens:

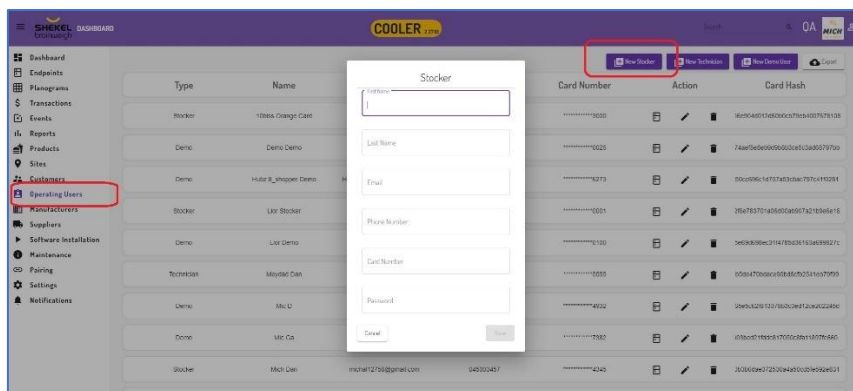


Figure 57: Add new Operating User (Stoker)

All fields are mandatory.

- The password and Email are used for Stocker login from the MC login and from the Cooler UI (see also chapter 6.2.2.163):

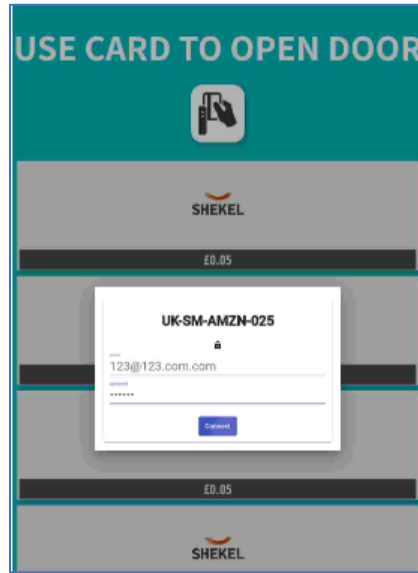


Figure 58: Cooler login without card (Stocker)

- The Card number is mandatory, but only meaningful when used from the Payment card reader and is used less frequently. If only Cooler UI will be used, enter any number.

Fill and Save.

Once saved, the new Stocker appears on the Operators list.

You will need to assign the Operating user to the specific EP.

5.3.13.2 Manage existing Operating User

As in the previous process, only managing Stockers is shown as an example. The other 2 Operating Users are managed in an identical way.

Edit:

A specific Stocker can be edited by clicking the pen button on the right in the stockers list.

Note:

Only names, Email and phone can be edited, but not password nor card number. If needed, contact your admin, or delete/recreate the Stocker.

Delete:

A Stocker can be deleted by clicking the relevant button on the right in the stockers list.

A confirmation warning will appear before proceeding.

Stocker can be deleted only one by one.

Export:

The Stocker list can be exported as a CSV by clicking "Export" top right button.

Only Name, Email and Phone Number are exported.

Assigning existing stockers to a specific EP:

The process is done within the EP detailed view, see chapter 5.3.4.10: “Assign and manage Special ”

5.3.14 Manufacturers

Select the side-menu function “Manufacturers” to navigate to the following screen:

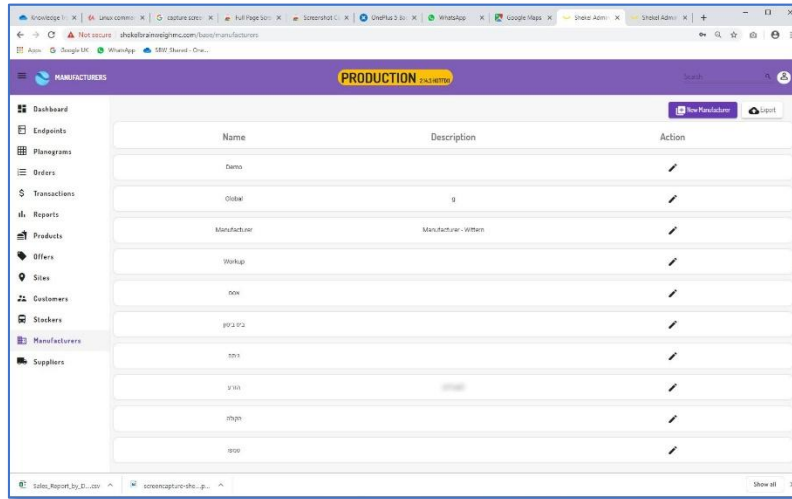


Figure 59: Manufacturer list

Manufacturers are sorted by name from A to Z.

Manufacturers are pre-requisite to create a new product.

To export the manufacturer list to a CSV file, click the upper right “Export” button.

To add a new manufacturer, click on the “+ New Manufacturer” button on the top right of the Manufacturer. The following dialog box appears:

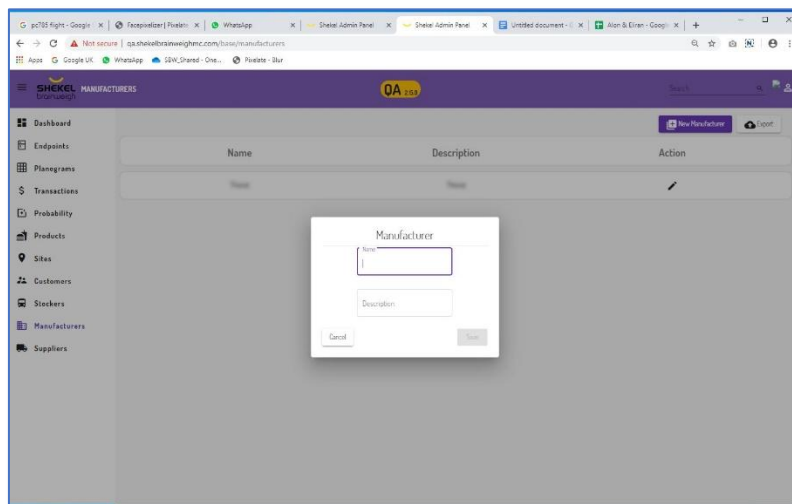


Figure 60: New Manufacturer details

Fill Name and Description, then save.

The screen returns to show the manufacturer list with the added new manufacturer.

To edit a specific manufacturer, click the edit button on the right under Actions.

Note:

Manufacturers cannot be deleted.

5.3.15 Suppliers

Select the side-menu function “Suppliers” to navigate to the following screen:

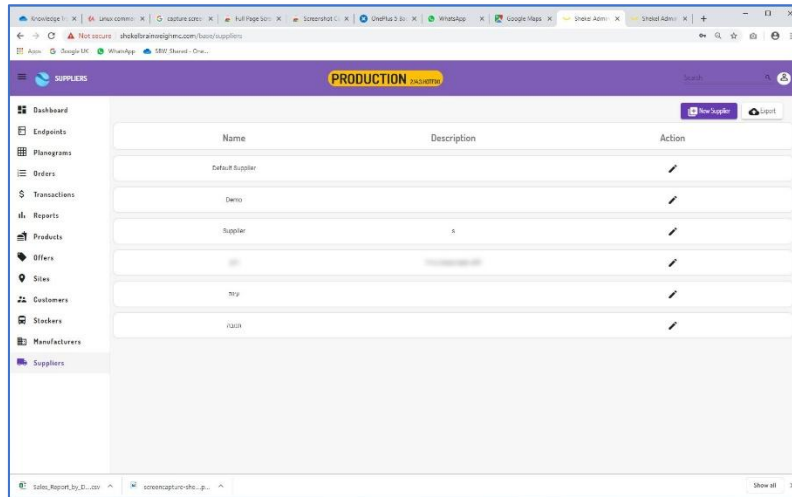


Figure 61: Suppliers list

Suppliers are sorted by name from A to Z.

Suppliers move products from the warehouses to the specific EPs.

Suppliers are pre-requisite to create a new product.

To export the suppliers list to a CSV file, click the upper right “Export” button.

To add a new supplier, click on the “+ New Suppliers” button on the top right of the Suppliers.

The following dialog box appears:

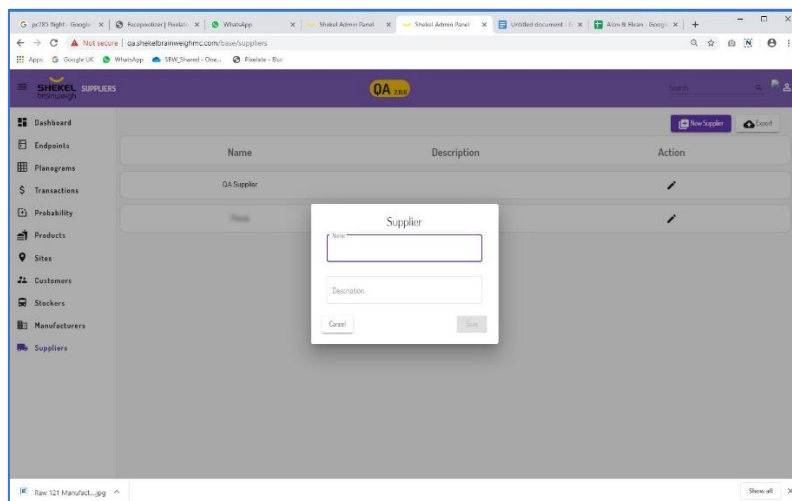


Figure 62: New Supplier details

Fill in the Name and Description, then save.

The screen returns to show the Suppliers list with the added new customer.

To edit a specific Supplier, click the pen Edit button on the right under Actions.

Note:

Suppliers cannot be deleted.

6 Cooler deployment and usage

6.1 Best practices

Best practices recommendations should be adhered to as best as possible, do not promise perfect performance, but increase the chances of doing better.

Always test the system in the field before starting the service to evaluate if further tweaking is needed.

6.1.1 Product weight

“Product and Planogram template” Excel help tool

Request your Shekel Support or Admin for the Shekel Excel sheet helping the main activities below. The version available at the time this guide is updated is attached, including a live example.



Products PLGMs
template 2.0.xlsx



Products PLGMs
template 2.0 example.

Weighing scale

Use a digital "kitchen" scale of 1g resolution. Check calibration occasionally with a test-weight.

Sample size

1. Consumer packed goods mandatory > 5 samples
 2. Fresh goods from a recent lot/batches (recommended) ~ 10-15 samples
- Delete old irrelevant sample weights.

Min weight

30g. For lighter products add weight to the packaging

Sample (max-min) / average weight

Consumer Packed Goods (e.g., drinks) < 10 %, Fresh Goods (e.g., salads) < 50%

Products that lose or gain weight quickly

Sample often fresh products with realistic weight.

Example: do not sample a 5 week old, wilted lettuce which lost 30% weight.

Repeat above checks occasionally

To verify that the products have not changed in the meanwhile, especially fresh produce.

Product unstable

Must remain static on shelf after placement and not move.

Example: ball; fix in a box.

Containers

Must not be sampled but can be placed and as long as they remain (fixed) on the shelf.

6.1.1.1 Product placement

Cell width (on the shelf)

Must be >12Cm

Identical products in adjacent cells

Unite to a single larger cell

Total weight

Shelf: <60 Kg for loadcell and cooler safe operation

Products touching wrong surfaces

Products must not touch any surface other than the shelf they are placed on.

Example: not the side walls, back walls or shelf above. Use a box to prevent touching.

Product physically too small

Make sure the product does not slip under/through the cell divider to the next cell.

6.1.2 [MC Vs. Cooler related](#)

Physical and software planograms

WARNING: Must always be identical! Within 0.5 Cm

Optimization

Use the planogram “optimize” button to assess potential better performance.

Who activates new planograms?

New planograms should best be activated by the stocker after they correctly fill the cooler.

6.1.3 [Solutions](#)

Products in a box

Use a box to hold products to prevent falling, touching wrong areas or slipping under dividers.

The box must not touch anything other than the carrying shelf, just like any other product.

Example: 12 chocolate bars in the box they are pre-packed by the manufacturer.

6.1.4 [Add-ons](#)

Pushers

Consult with shekel before which are approved

Marketing signs

Can be used, as long as they touch only the shelf-top or grille

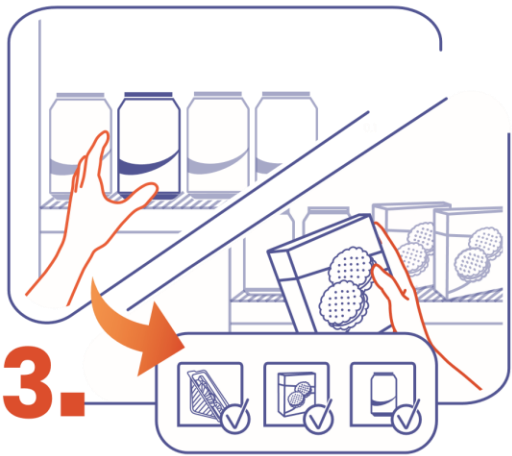
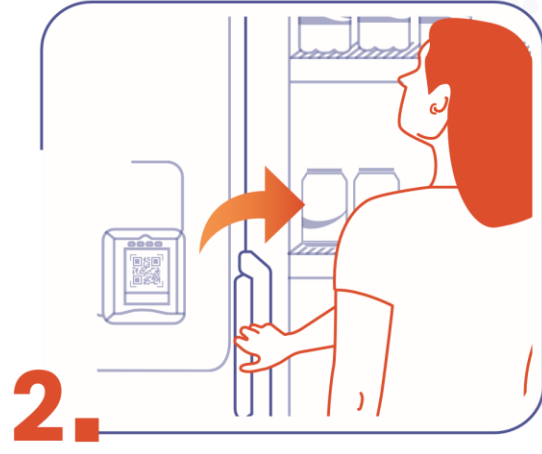
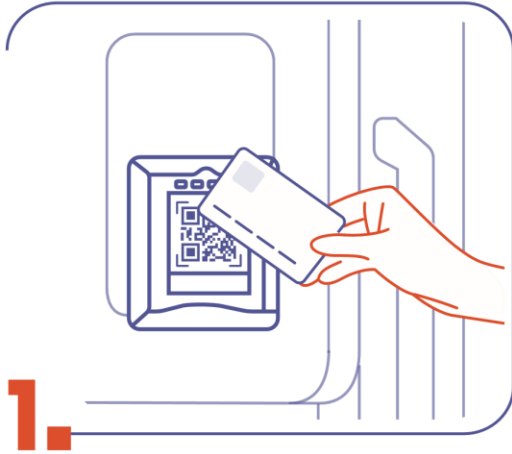
Lighting, cameras and other cabled electronics drilling, welding, adding screws

Consult with shekel before making hardware changes to prevent degradation of product recognition

6.1.5 [Shopper instructions page](#)

Affix a shopper instructions page, see example:

SHEKEL



6.2 Cooler screen UI

6.2.1 Overview

Hubz 2.0 coolers human interface is done through its large screen and payment Card reader system.

Normal paying Shopper screens are not described in this manual. These need to be intuitive and self-explanatory enough as no shopper reads a manual before accessing the cooler.

In addition to normal paying Shoppers, 3 types of non-paying special Operating users are defined, each with their own special UI screens, and these are explained in this chapter:

- Stocker
- Demo user; a non-paying Shopper
- Technician

Each special Operating User type may have the door opened in either of the following ways:


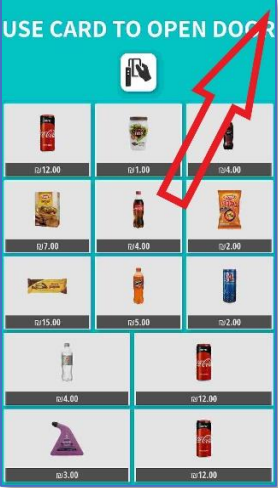

Option	Method
Stocker and Nayax payment system only:	Using a card defined both in the Shekel MC and the Card payment backend system. This is a more complex and less used process
All Operating Users locally:	Cooler screen direct login with the Operating User password
All Operating Users remotely:	Having the MC Admin open the door remotely for the specific user.

6.2.2 Operating User screens

6.2.2.1 Welcome screen login

Operating Users log in is possible only from the “Welcome” screen.

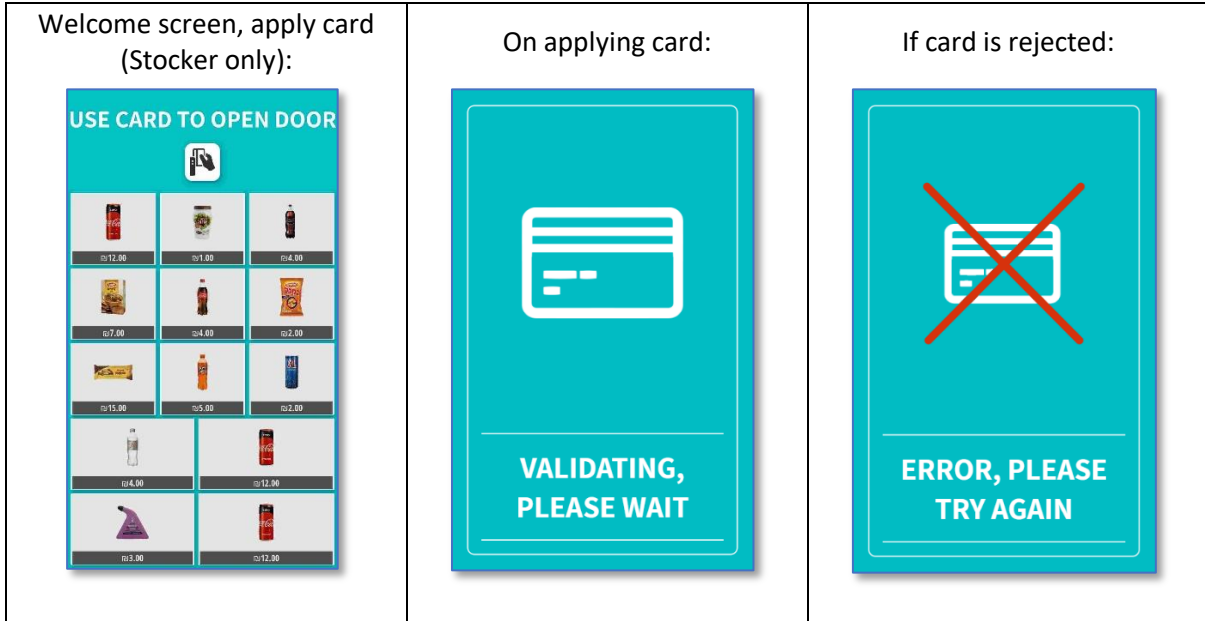
The preferred mode of any Operating User opening the door is via the on-screen login:

<p>EP Offline:</p> 	<p>Or, Welcome screen, click top right for on-screen login:</p> 	<p>Enter credentials (per Operating User):</p> 
--	---	--

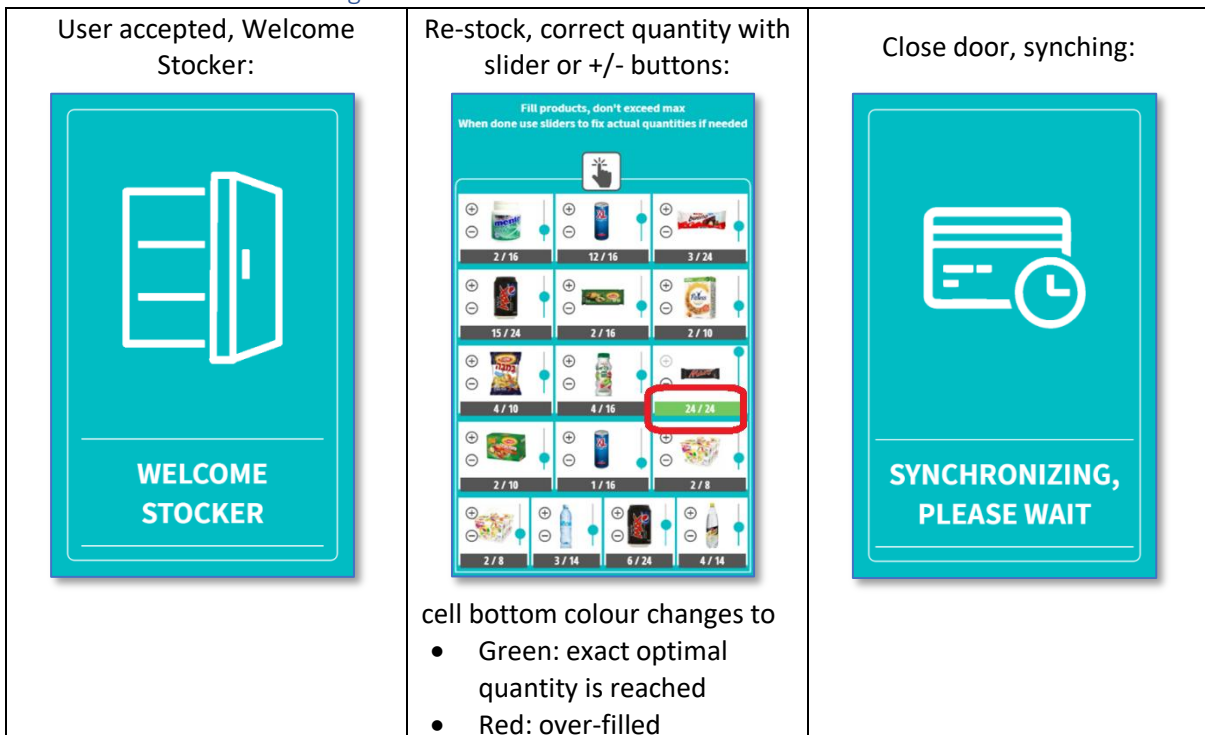
6.2.2.2 Stocker

6.2.2.2.1 Stocker card login

If instead of on-screen log-in, the Stocker uses card, confirm with your Technical Support that your card is defined both with payment device backend and in the Shekel MC as Stocker. Refer to the MC manual how to do so.



6.2.2.2.2 Product restocking



6.2.2.2.3 Planogram updating

Occasionally, a new Planogram may show as Pending to activate. Stocker may “Accept” and activate, or “Postpone” and not activate.

Note:

Your MC Admin can activate it remotely too, confirm who of you two should do it:

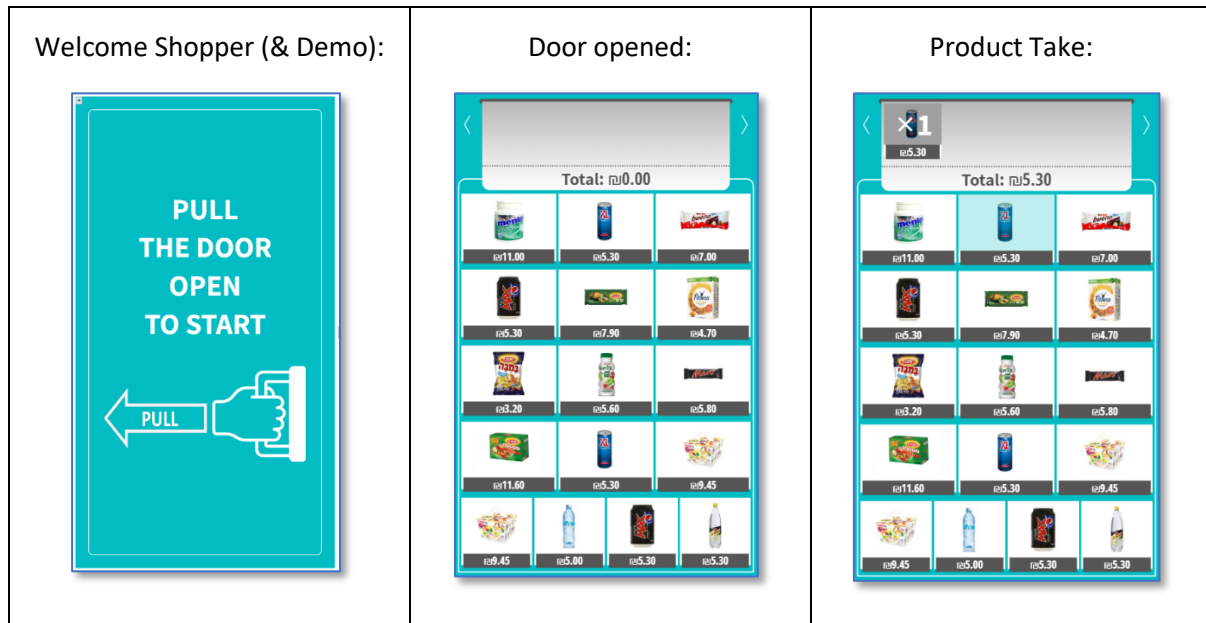


6.2.2.3 Demo User

Demo user mode allows the demonstration of Shopper experience, opening the door with the card without incurring any payments.

Confirm with your Technical Support that your card is defined in the Cloud MC as Demo user.

The following screens show some typical Shopper and Demo User happy flow and screens:



<p>Product #2 Take:</p>  <p>Slide cart screen left / right if products exceed screen size</p>	<p>Product Misplaced:</p> 	<p>Door closed:</p> 
<p>(Demo) Shopper charged:</p> 		

6.2.2.4 Technician

A Technician can open the door without incurring financial transactions.

The Technician mode is based on a regular Demo (Shopper) screen, adding the location and weight of the correctly identified product taken/returned.

The location is shown (values range 0 – 1, where 0 =left of shelf) in the middle of the relevant planogram shelf of the taken/returned product (shelf 2 in the image below).

Placing or removing non-planogram products cannot be identified and the location/weight data is not shown.



Figure 63: Cooler screen - Technician mode

7 Troubleshooting

7.1 General


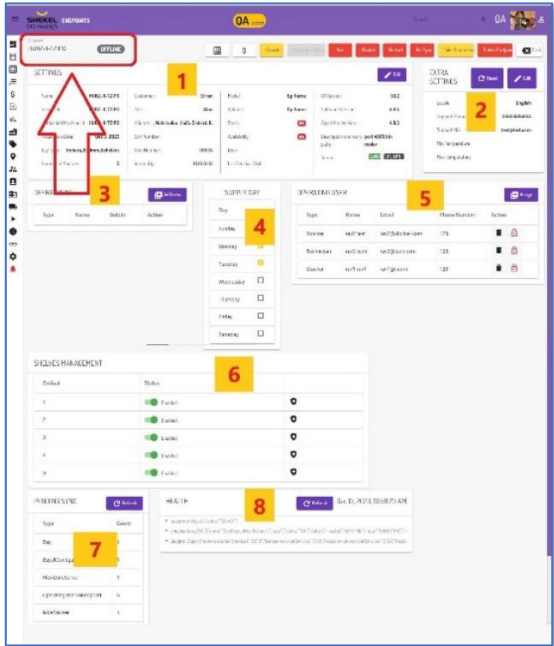
Issue	Solution
Cooler - Door does not open for Operating User	Contact your Admin support to: <ol style="list-style-type: none"> 1. Create you as a Operating User and assign to specific cooler(s) 2. Delete and recreate you as a user 3. Wrong login 4. Open the door remotely by MC Admin
Cooler - Door does not open for Shoppers	<ol style="list-style-type: none"> 1. Check cooler is operational and not offline. 2. Check with Payment System provider for card issues (funds, blockages, etc.).
Cooler - Product: Take or Return not identified correctly	<ol style="list-style-type: none"> 1. Check product weight sample in system matches the real products. Update samples if not. 2. Check product actual and MC placement (location, size) matches the MC planogram. 3. Check products do not touch cooler walls or shelf above. 4. Check shelf and top grill are placed correctly without obstructions, stable, shelf cable loose and not touching grill, grill not touching cooler walls. 5. Contact your higher service support level.
Cooler – screen shows offline	Check chapter 7.2: "MC EP Health" page 69 for DOWN elements and resolve.
MC - Any screen: does not seem to show the expected fresh data	Refresh browser.
MC - EP: is not shown	Check/uncheck "Show Active Only" box
MC - EP: new EP cannot be created	<ol style="list-style-type: none"> 1. EP name, ID or port # already exist, select other. 2. No Site and Customer are predefined, create both.
MC - Planogram: in "Pending" state but the "Activate" button is still in grey and cannot be clicked	<ol style="list-style-type: none"> 1. It takes about 5 to 10 minutes for the button to turn red and ready for clicking. 2. Refresh browser.
MC - Planogram: new planogram cannot be put in "Pending" state	Not all shelves are at 100% full width and green. Correct to 100% in every shelf.
MC - Planogram: product cannot be added to shelf	The shelf is already 100% full: remove product(s) to make room.
MC - Planogram: product current quantity does not show	In Planogram (edit) New mode, the Current quantity does not show, even if entered. Activate planogram to show Current quantity.
MC - Products: cannot be deleted	The product is in use in a planogram in the Tenant. Remove from all planograms first.
MC - Products: new product cannot be created	Product barcode already exists, check which barcode is wrong (barcode are unique) and correct.

Issue	Solution
MC - Site: cannot be saved	The address cannot be found by Google. Try a different near-by address.
MC - Transactions: The EP or other existing transactions do not show	Select the Transactions from the left pane menu and not from within the EP detailed menu, even though it offers you (incorrectly) to change EP.

7.2 MC EP Health screen

7.2.1 Health status view

EP health can be seen on the cooler screen and in more detail in the MC, for example:

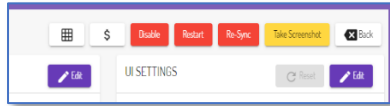
Cooler screen	MC
 <p>Not healthy or temporarily busy, e.g. when “Offline”, “Inactive” or “Disabled”</p>	 <p>Not healthy EP in the Setup screen</p> <ul style="list-style-type: none"> • “Status” (red box top left, “Offline” here) • “Health” (area #8, “DOWN” here) • Possibly not-networked

7.2.2 EP Setup screen – detailed Health analysis

Deeper EP health analysis is done from the EP detailed setup screen.

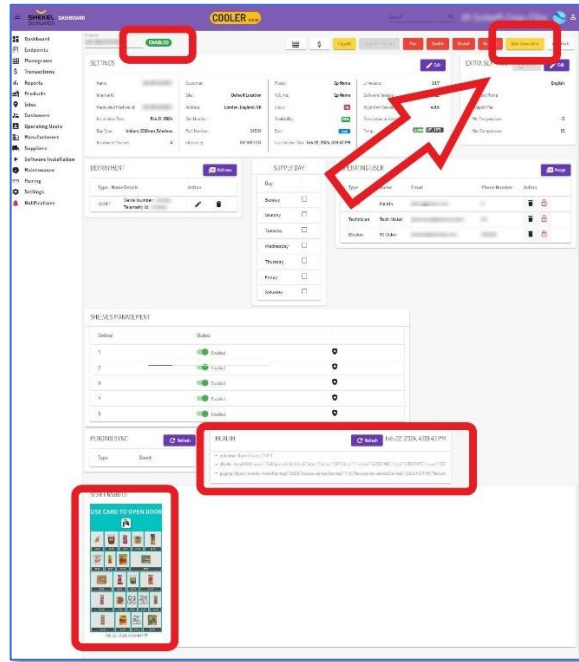
The following screens give the basics use of the Health screen, to be followed by detailed training by the Shekel Support team.

- **Network check by NUC:** take a screenshot (top right yellow button):



- Network OK: cooler screen shot appears bottom left (image above).
- Bad: screen shot fails (error message)

Note: the cooler screenshot may show “Temporarily unavailable”, which still means the network is OK, though the EP is Offline.



- **EP HEALTH** updates every **5 minutes** (refresh browser or click “Health refresh”):

