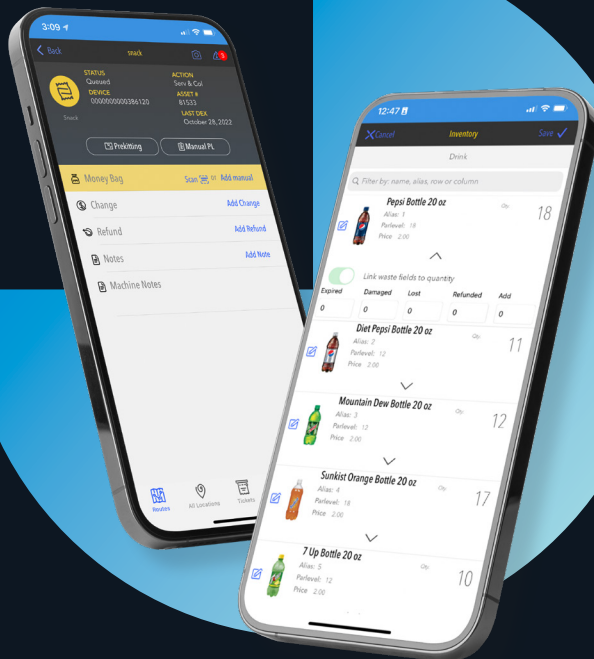


Stock App

Instruction Manual



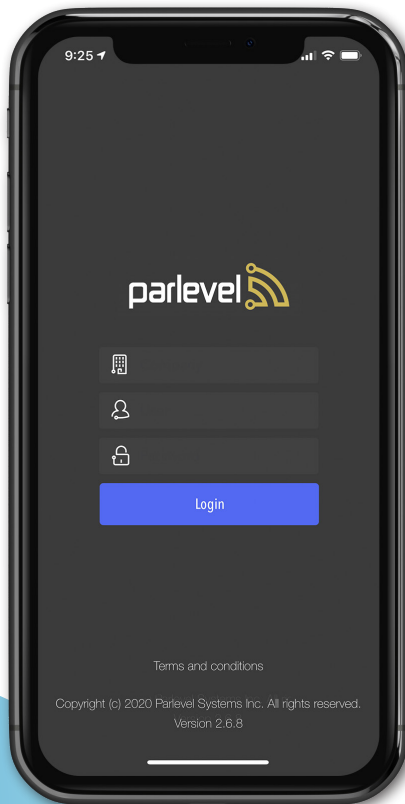
How to log in,

Company Name - Enter the subdomain/company name as it appears in your web browser's address bar (e.g., for companyname.parlevelvms.com you would enter "companyname")

User Name - VMS user name

Password - Same password used to access the VMS

***Important:** Do not share your login credentials with others. The app is designed to log out any active session if another user logs in with the same credentials.



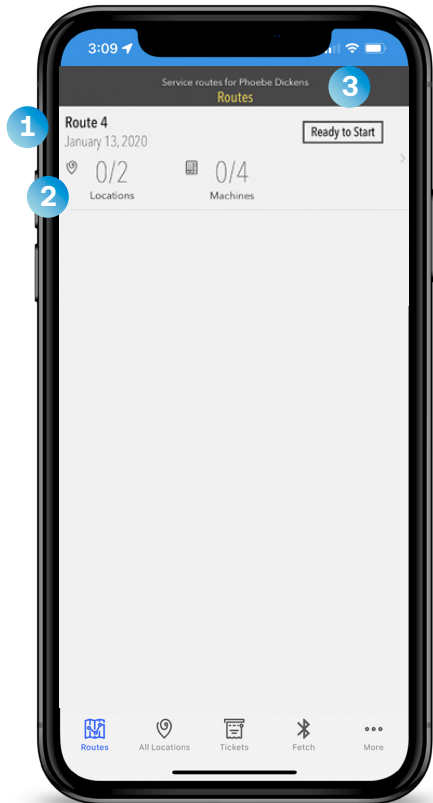
After logging in,

you will see a list of planned routes with their status: Ready to Start, Started, and Finished. To begin, select your route marked as “Ready to Start.” This will display all locations included in that selection. Choose a location to view the machines scheduled for service.

1. Name of the route and the planned service date
2. Number of locations/
machines planned for service
3. Current status

***Note:** *Managers have visibility of all planned routes, while drivers can only view the routes assigned to them.*

Quick Tip: To access maps, tap the service route, go to the Locations page, and select the blue map pin. Choose your preferred maps application from there.



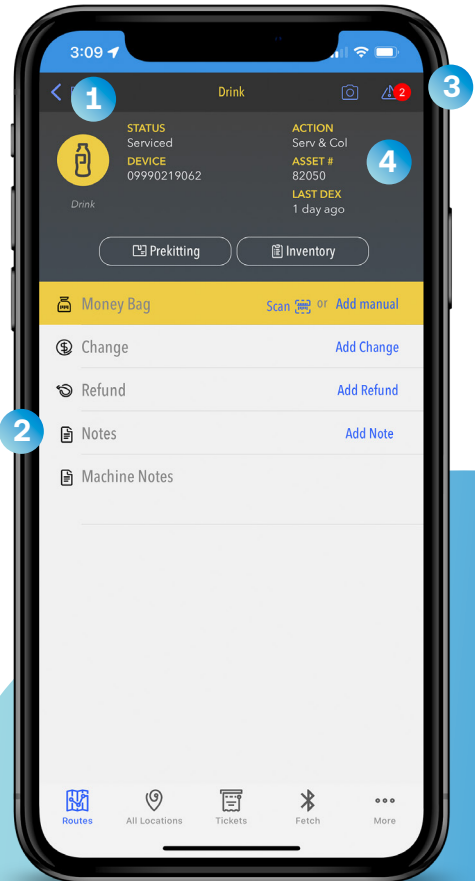


Servicing Online Machines

Vending





- To view or adjust the items you will be stocking, tap the Prekitting button beneath the machine information
- Initiate a fill/dex on the card reader or telemeter. Pull down on the screen to refresh the the app to ensure the DEX was successful
- If the DEX fails or is not updating in the app, you can use the Manual Parlevel (MPL) option to service the machine. This should only be used as a last resort. MPLs can affect accurate inventory count and cash consolidation, they are not intended for use as an equivalent to fill/DEX
- Scan or manually enter the Money Bag number for the first field, shown on the right
- Tap Add Change to enter the amount of change that was used to refill the coin mech
- Tap Add Refund to enter the total amount of refunds issued to the account during service
- After refreshing the app, the Manual PL button will update and display as the Inventory button, allowing you to make product changes, adjustments, and record waste/shrink

1. Status indicates if the machine has been serviced. Device ID is the assigned credit card/telemetry ID assigned to the machine in the VMS.
2. Tap to add or view Machine notes.
3. Tap the Camera icon to take a Service Picture, or tap the Alerts icon to view any Breakdown Alerts for this machine.
4. Indicates the intended service action for the machine, the associated asset number, and the date of the last DEX received.

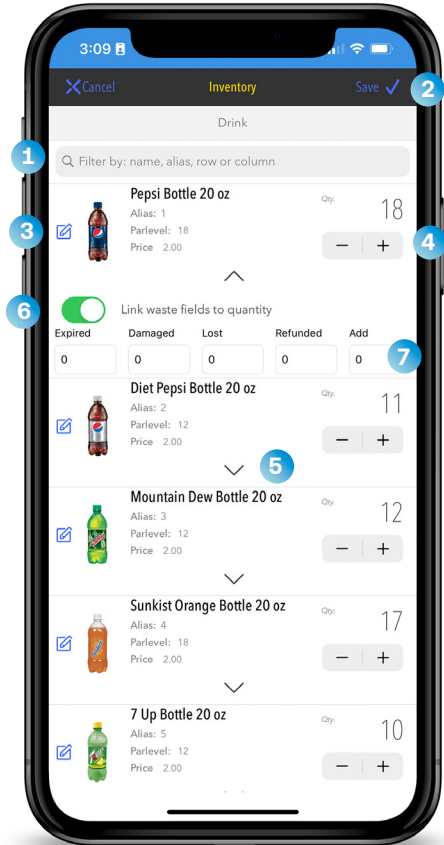


Adjusting Inventory

After servicing an online machine, select the Inventory button. From this screen, you can record waste or make adjustments to your ending inventory.

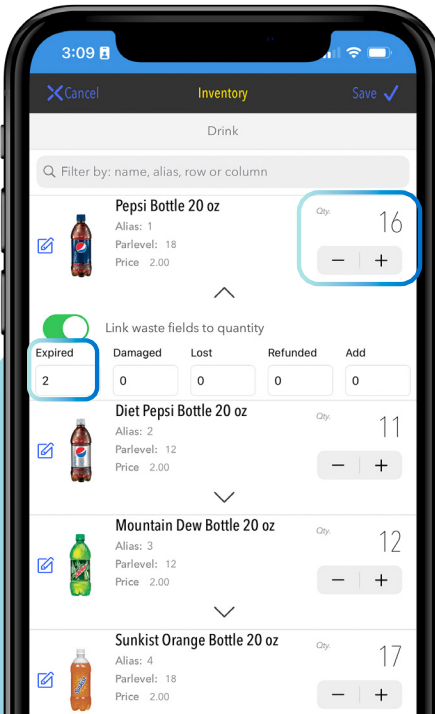
- Search for products by using the Filter By bar
- Tap  to swap the product or change the parlevel
- Tap   to adjust the final product count
- Tap Save to confirm your inventory changes 

1. Filter
2. Save to confirm
3. Edit
4. Product count
5. Shrinkage
6. NEW On/Off toggle switch
7. Add quantity of items back to machine inventory after shrinking out waste



Recording Shrinkage

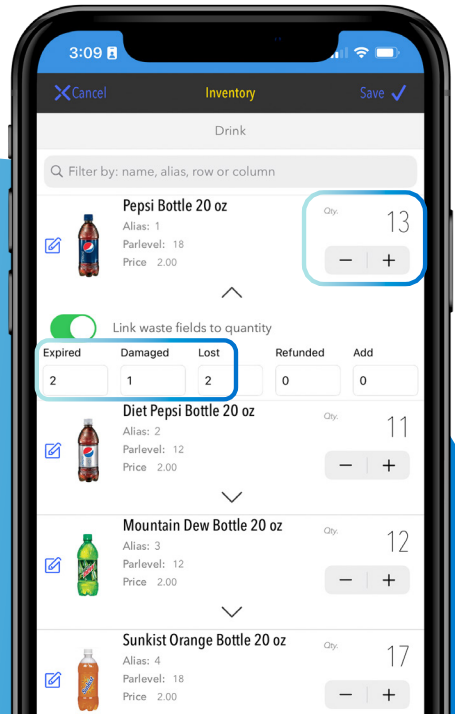
In the example below that Stock automatically reduces item quantity as values are added to the waste reasons. By default, the setting to link waste fields to quantity is enabled. Toggle the setting “off” to disable.



Smartphone screen showing the 'Inventory' app. The toggle 'Link waste fields to quantity' is turned ON (green). The quantity for 'Pepsi Bottle 20 oz' is 16, and for 'Expired' it is 2.

Item	Quantity
Pepsi Bottle 20 oz	16
Diet Pepsi Bottle 20 oz	11
Mountain Dew Bottle 20 oz	12
Sunkist Orange Bottle 20 oz	17

Expired	Damaged	Lost	Refunded	Add
2	0	0	0	0



Smartphone screen showing the 'Inventory' app. The toggle 'Link waste fields to quantity' is turned OFF (grey). The quantity for 'Pepsi Bottle 20 oz' is 13, and for 'Expired' it is 2.

Item	Quantity
Pepsi Bottle 20 oz	13
Diet Pepsi Bottle 20 oz	11
Mountain Dew Bottle 20 oz	12
Sunkist Orange Bottle 20 oz	17

Expired	Damaged	Lost	Refunded	Add
2	1	2	0	0



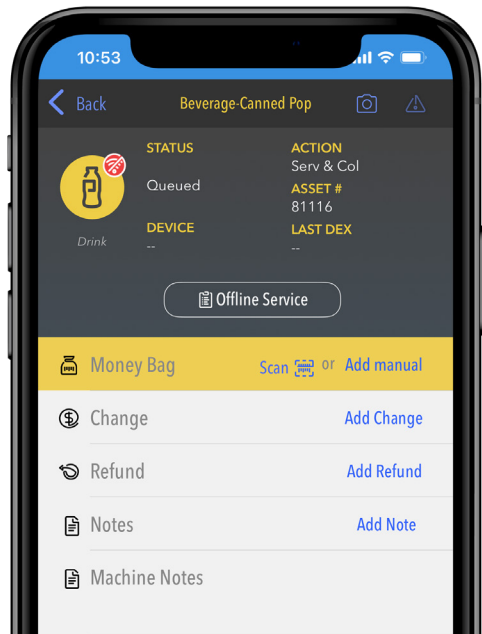
Servicing Offline Machines

Vending

Offline machines appear much the same as online machines, except they lack an associated Device ID and the ability to view prekit or Manual Parlevel, which is replaced by a Offline Service button. There are two types of settings for offline consolidation: by stocked product and by meter.

For more accurate calculations, you can enable the Use Meters for Offline Consolidation setting. This option is available under the System Settings tab on the Company Settings screen.

- Open the machine
- Tap the first field to scan or manually enter the Money Bag number
- Tap Add Change to enter the amount of change that was used to refill the coin mech
- Tap Add Refund to enter the total amount of refunds issued to the account during service
- Tap Offline Service



1. If you're using meters for offline consolidation, enter the machine meter number.
2. Select the pencil icon to change a product or adjust parlevel.
3. Enter the number of products you stocked for each selection using the + or - .
4. Record shrinkage by entering the number of items expired, damaged, or lost.
5. Select Save to save changes.

***Note:** It is important to enter this information accurately, as these numbers affect inventory and acts as the basis for Daily Consumption Rate statistics for the products being stocked.

10:29

Cancel Offline Service Save ✓

13587 - 20oz BOTTLE 5

Stocks 1 Cash meter

2 Pepsi Bottle 20 oz Stocked 6

Alias: 1
PL: 28 Add: 0 +6
Pulled: 1

4

Expired Damaged Lost Refunded

1 0 0 0

3 Diet Pepsi Bottle 20 oz Stocked 0

Alias: 2
PL: 28 Add: 0
Pulled: --

Intain Dew Bottle 20 oz Stocked 0

Alias: 3
PL: 28 Add: 0
Pulled: --

Dr. Pepper Bottle 20 oz Stocked 0

Alias: 4
PL: 28 Add: 0
Pulled: --

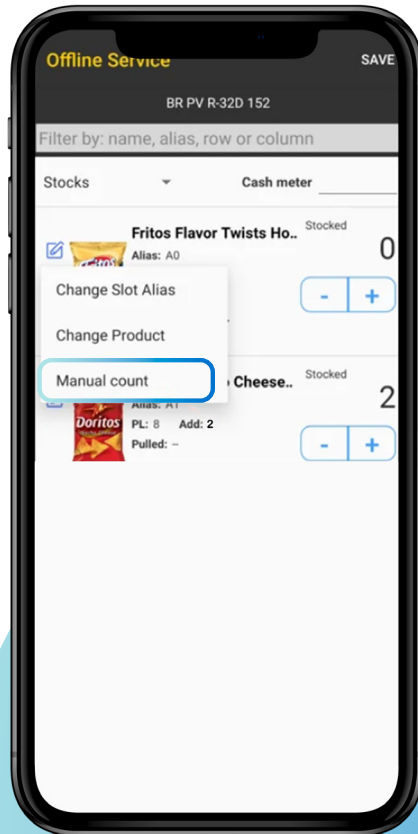


Manual Count Feature

Offline Machines

The Manual Count feature allows operators to record inventory for offline machines using the Stock app or VMS. This optional feature specifies product quantities for future prekit and forecast calculations, helping offline machines maintain parlevel inventory.

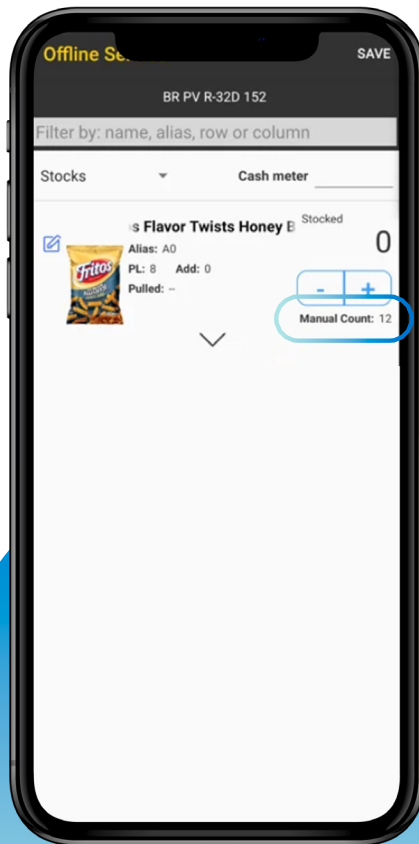
***Note:** *Manual Count is optional.*



You can enter a manual count in two ways:

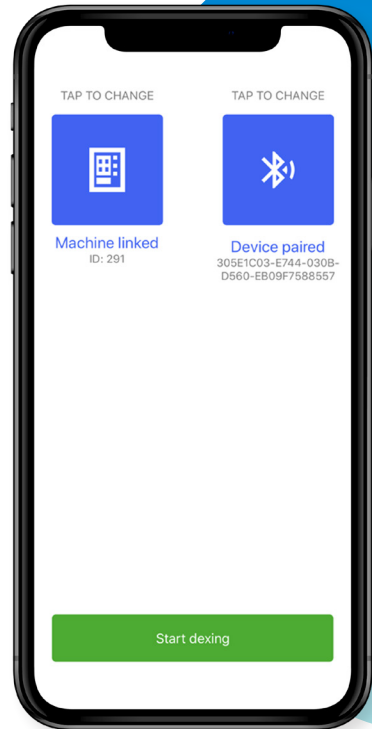
- For a single slot, you can tap > **Manual Count**, seen to the right. On the following pop-up, you can enter the actual quantity of product left in the machine.
- If a selection has had a manual count indicated, then the app will display this count underneath the + and - buttons, as seen in the image below.

***Note:** If a product name is too long to be, it will scroll, allowing you to view the full name.





Pairing Suelware

1. Start by plugging the Suelware device into the DEX port and then turning it on. Its status light will begin flashing blue, indicating that it's ready to pair.
2. Open the Stock application on your mobile device and tap Fetch in the lower right corner.
3. Select the Bluetooth logo on the right, and pair with the device. Your phone only needs to be paired with the Suelware device the first time.
4. To use the QR code specific to the machine, select the QR code button and scan the code using your phone.
5. Press the green button to start a DEX. If it is successful, you will be notified. If there is no cell signal at your location, then you will be notified that the Dex failed, and it will send once signal is available.
6. If the DEX was confirmed as successful, go back to Routes to ensure the machine was marked as serviced. You can continue servicing the machine as normal and proceed with your route.

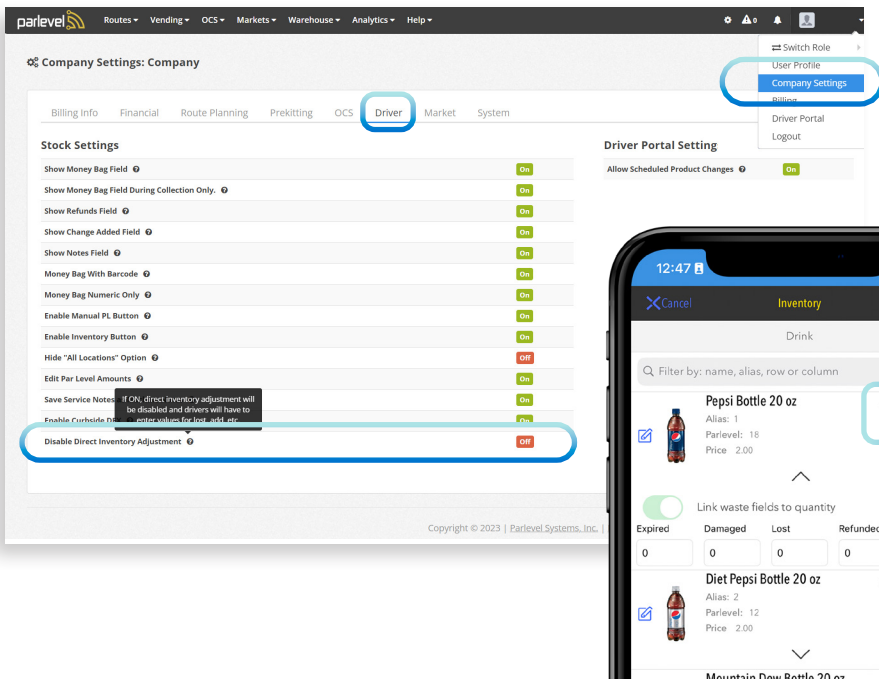


Disable Direct Inventory Adjustment

Operators may wish to remove the   buttons altogether from [Inventory].

This can be done by navigating to your username, clicking *Company Settings*, then clicking on the *Driver* tab, and finally toggling the option labeled *Disable Direct Inventory Adjustment*.

This setting is toggled-ON by default.



The screenshot displays the Parlevel web application interface. The top navigation bar includes links for Routes, Vending, QCS, Markets, Warehouse, Analytics, and Help. The main content area is titled 'Company Settings: Company' and features several tabs: Billing Info, Financial, Route Planning, Prekitting, OCS, Driver, Market, and System. The 'Driver' tab is currently selected and highlighted with a blue circle. Within the 'Driver' tab, the 'Stock Settings' section lists various options, each with a toggle switch. The 'Disable Direct Inventory Adjustment' option at the bottom of this list is currently set to 'OFF' and is circled in blue. A tooltip explains that if this setting is ON, direct inventory adjustment will be disabled for drivers. To the right, the 'Driver Portal Setting' section shows 'Allow Scheduled Product Changes' set to 'ON'. In the bottom right corner, a smartphone screen displays the 'Inventory' application. The search filter is set to 'Qty' with a value of '18', which is also circled in blue. The inventory list shows items like 'Pepsi Bottle 20 oz' and 'Diet Pepsi Bottle 20 oz' with their respective quantities.

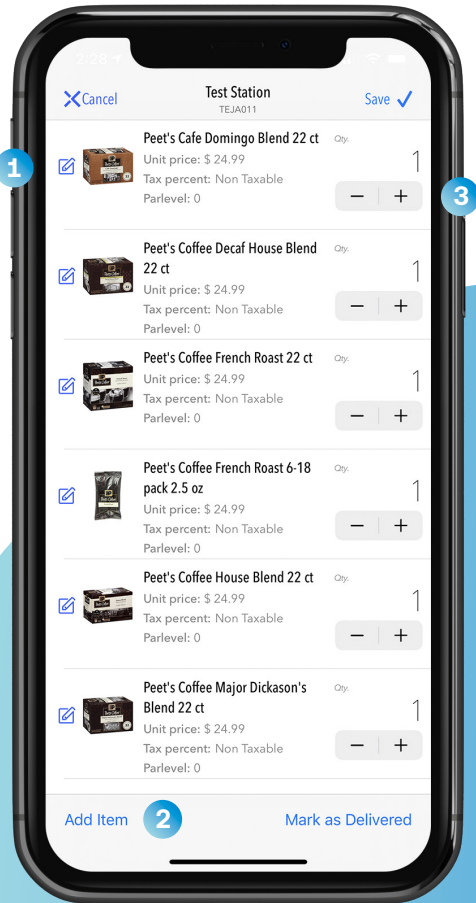
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Servicing OCS Stations

- Once you've tapped the route, you will need to select the location and then the invoice for the order you are delivering
- Tap the Note icon on the top right to add an Invoice Note
- Tap the order to see the items to be delivered. The order should appear similar to the image on the right
- Tap Mark as Delivered. When you return to the order, a button labeled Finish Invoice will appear below the Delivered Date, which you will tap and then select Get Signature or mark Customer Not Present. It is important that you finish the invoice, or the order will not be marked as completed and will have to be corrected later
- Review the order details, such as invoice total, confirmation email, and marking cash on delivery
- Tap Save, and confirm

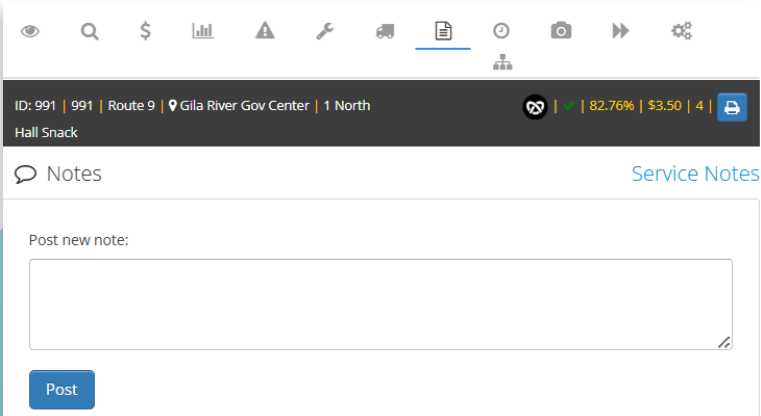
1. Tap here to delete an item from the order
2. Tap here to add an item to the order
3. Tap here to adjust the count of the items being delivered



Machine Notes

Machine notes in the Stock app are created in the VMS via the Machine Modal (pictured below), Edit Machine Page, or Route Planning page. Notes added by drivers in the app can be viewed in the VMS using one of the following methods:

1. **Machine View/Modal:** A popup window displaying detailed information about a machine. This view is accessible anywhere in the VMS where the machine name is clickable. To view notes: Select the Notes Icon at the top of the popup. To view service-specific notes, click Service Notes at the top-right corner.
2. **Service History Page:** Click Routes in the top-left corner, then select Service History. In the top-right corner, click the Options button and select Notes Report. Set the desired date range and click the green Play button to view notes for services within the specified time frame.

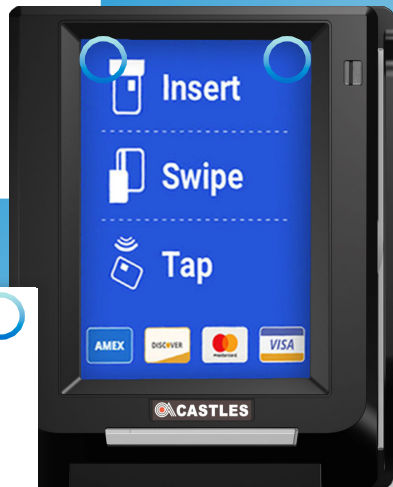
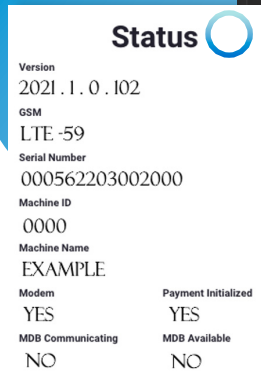


Machine Notes interface showing a popup window with the following details:

- Top navigation bar with icons for eye, search, dollar sign, bar chart, warning, wrench, truck, document (selected), clock, camera, play, and settings.
- Machine details: ID: 991 | 991 | Route 9 | Gila River Gov Center | 1 North | Hall Snack
- Status indicators: 82.76% | \$3.50 | 4 | Print icon
- Section: Notes (with a speech bubble icon) | Service Notes
- Form: Post new note: [Text input field] [Post button]

How to Send a Fill/DEX

- Tap top left, top right, top left, top right
- Then tap top right one more time to send Fill DEX





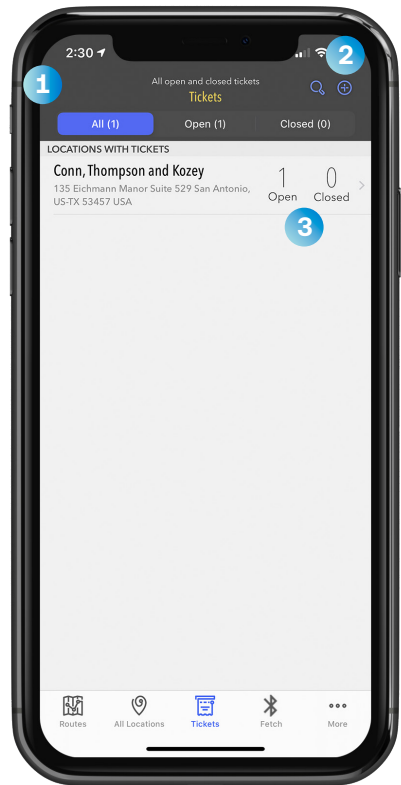
Troubleshooting

1. If you're unable to log in, ensure that your company name, username, and password are entered exactly as provided. If the issue persists, proceed to Step 5.
2. If you are experiencing issues while logged in, refresh the current page by dragging down until the cycling arrow appears. If this does not work, move to step 4.
3. If you are experiencing issues with DEXing a machine, verify that cables are seated correctly. Try turning the device on and off again. Confirm the DEX is being sent successfully, which will show on the card reader screen.
4. Go to the More tab and tap Log Out at the bottom of the page. Log back in. If this does not work, move to step 5.
5. Confirm the latest version of the app is installed. If the app is outdated, uninstall it and reinstall the Stock App. Consider enabling automatic updates in your device's app store settings.
6. If you have tried all of the above and your problem has not been fixed, please call the Parlevel Support line at 210-200-8873 Option 1. Please have the Device ID ready.

Tech Tickets

1. Select All, Open, or Closed to view the appropriate ticket category.
2. Tap the magnifying glass to search the tickets by machine. Tap the + to add a new ticket.
3. Tap the location, and then the machine to view associated tickets. You can see a ticket's Created Date, Open/Closed status, and ticket type here.

***Note:** *Only managers have access to view all tickets. Technicians and drivers can only view the tickets assigned specifically to them.*





If you need additional support, please contact Parlevel directly through chat, email, or phone.

866.846.8807

<https://help.365retailmarkets.com/hc/en-us>
support@parlevelsystems.com

