Servicing a Smart N Go

Step 1: Signing in With a Driver Account

At the standard market screen, you will need to log into your member account by scanning a market card or fingerprint.

If the fingerprint and card are not working, you can manually access your driver account by using the keyboard located inside the Pay station. Turn on the keyboard and hold the shift key and click anywhere on the screen. A page will be displayed asking for an email and a password. The email will be whatever was provided to the installer, the password will be 123456
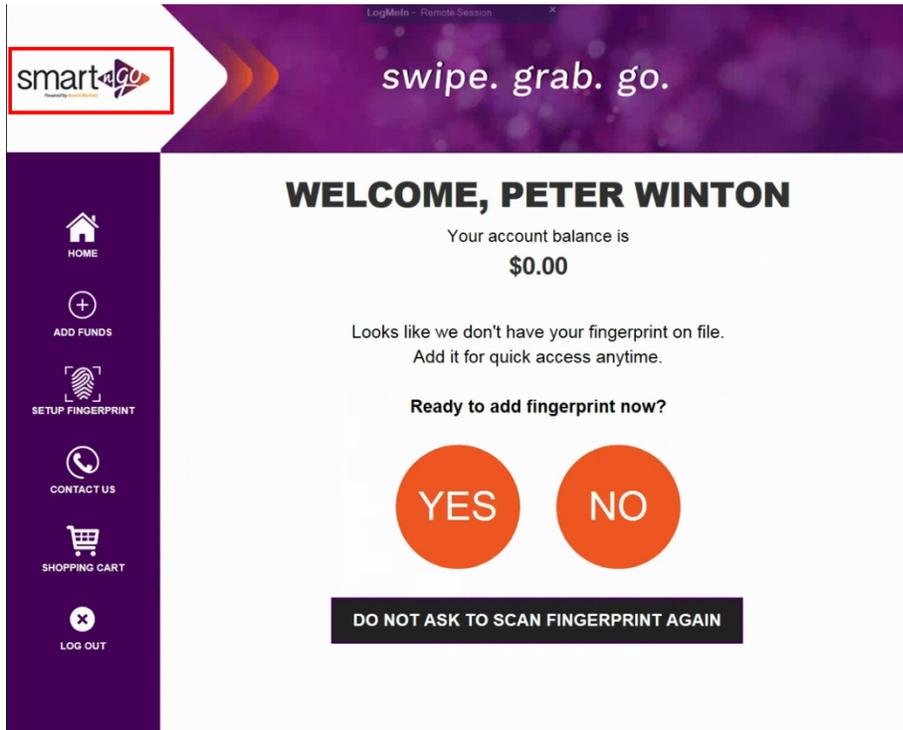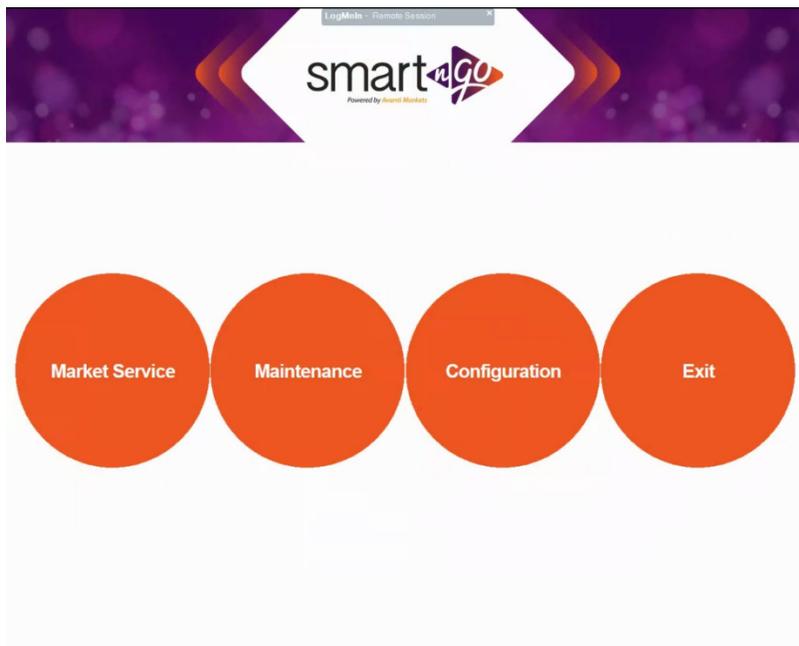
On the Member screen, you will need to touch the logo in the upper left corner.

Note: This hidden button will only be available if logged into a valid driver account.

On the next screen, select the first option: Market Service

First Market Service - Stales

1. You will need to scan your card or fingerprint at each module.

2. The system will do a sensor sweep to count the current products then unlock the module.

3. Pull all stale products and move remaining merchandise to the front of the compartments.

4. Once the door is closed the system will lock and do another sensor sweep to count the changes.

5. After all modules are updated, you will need to go to the Exceptions tab on the pay-station and select an option for each entry.

Note: do not open exceptions until you are done inside the modules

Scan	Exceptions	Cash Collection	Upload

Exceptions				Reasons					
Product	Packed	Actual		Spoiled	Damaged	Shorted	Return	Shrink	Driver Add

Cancel

6. At the end of the Market Service, you will need to go the upload tab and select Upload and Close
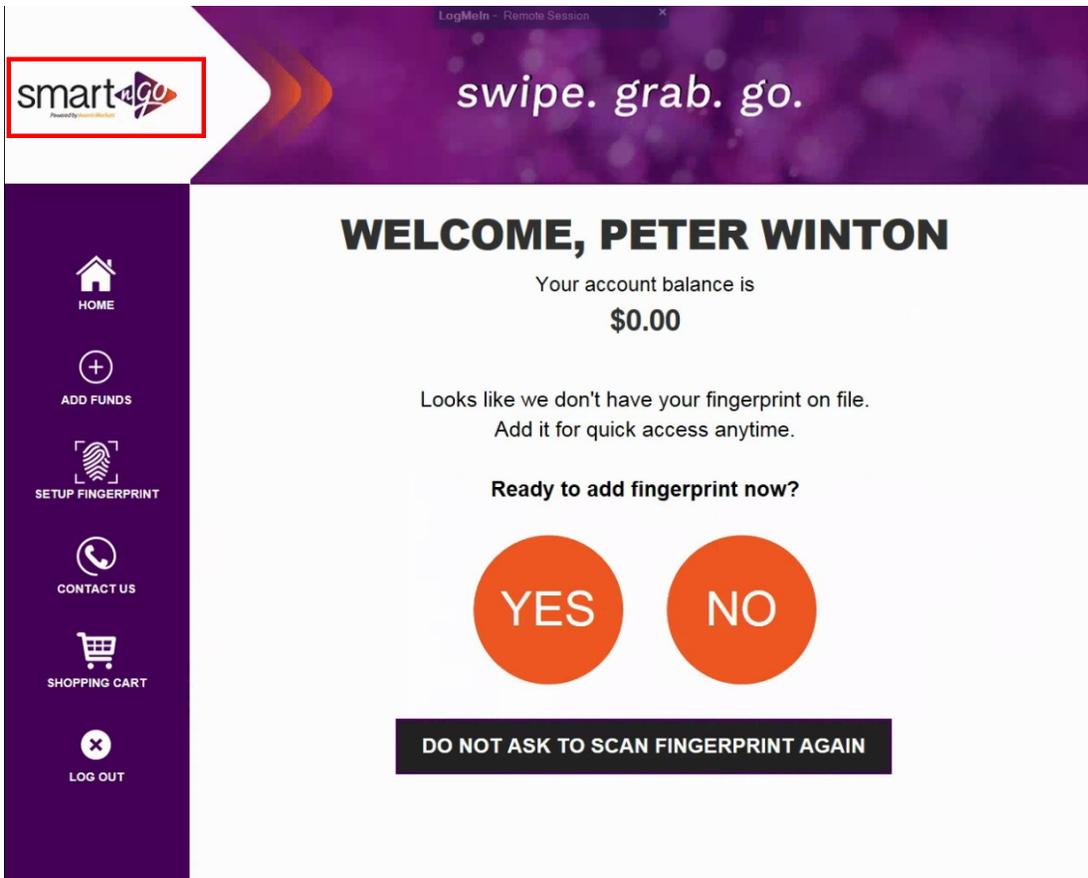
Scan	Exceptions	Cash Collection	Upload

Upload and Close
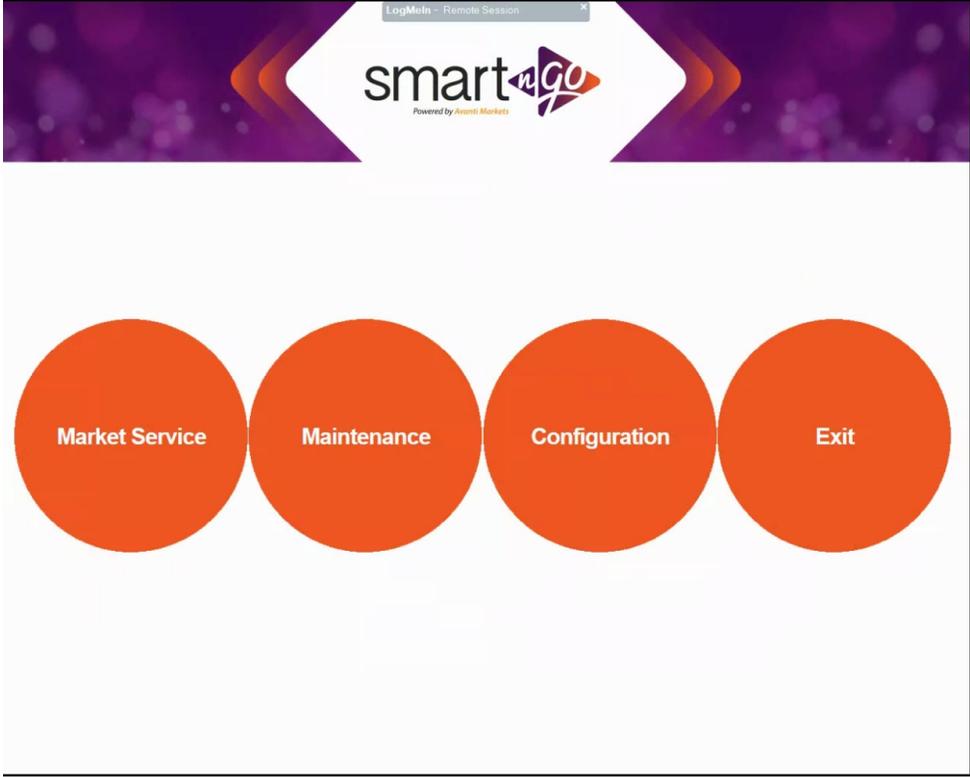
Upload and Close

Cancel

Second Market Service - Restock

At the standard market screen, you will need to log into your member account by scanning market card or fingerprint.
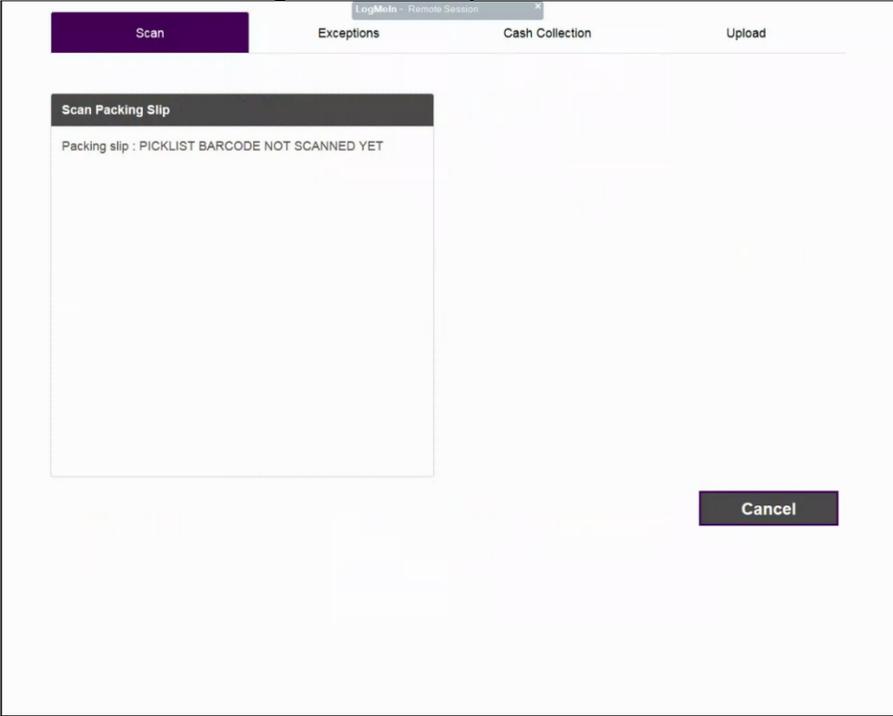

On the Member screen, the driver will need to touch the logo in the upper left corner.

Note: This hidden button will only be available if logged into a valid driver account.

On the next screen, select the first option: Market Service

1. Scan the Packlist to begin the restock process

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Pack List for Childrens Hospital Broomfield SNG on: 7/23/2019

Product	Category	Pick	Scancode	Op Code	OHQ	Min	Max	Restock
Pirates Booty Aged White Cheddar	CHIPS	None	015665601042, 015665624072	*5986	5	7	12	7

Module	Tray	Column
2	1	3

Product	Category	Pick	Scancode	Op Code	OHQ	Min	Max	Restock
Lays Baked BBQ	CHIPS		028400071895	*5982	4	7	12	8

Module	Tray	Column
2	2	3

2. Once the Packlist is scanned, the driver will need to scan their card or fingerprint at each module.

3. The system will do a sensor sweep to count the current products then unlock the module.

4. Once the door is closed the system will lock and do another sensor sweep to count the changes.

5. After all modules are restocked, you will need to go to the Exceptions tab on the Paystation and select an option for each entry.

Note: do not open exceptions until you are done inside the modules
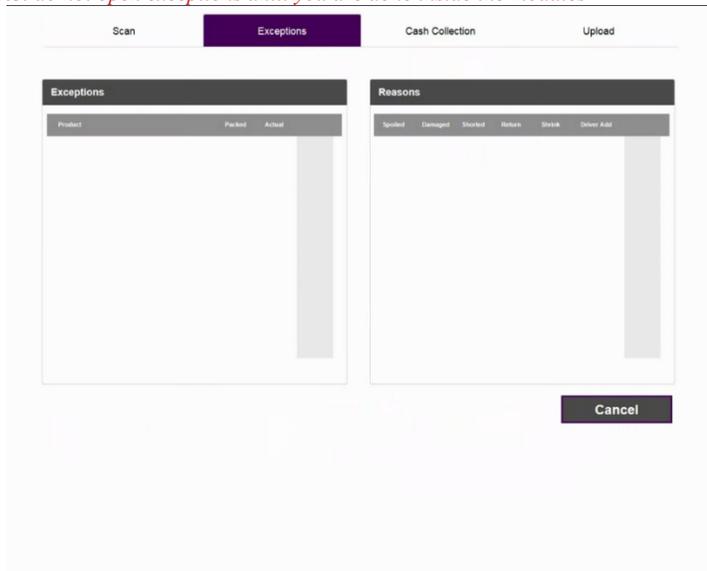
5.1 If cash box is installed, and after you finish entering the exceptions, you will need to open the machine and pull the cash from the back of the bill acceptor, insert that cash into a bag, and then close the machine.

a. You will then use the "Record Cash" screen to print out a blank receipt, which will be taken back to the branch / warehouse.

6. At the end of the Market Service, you will need to go the upload tab and select Upload and Close
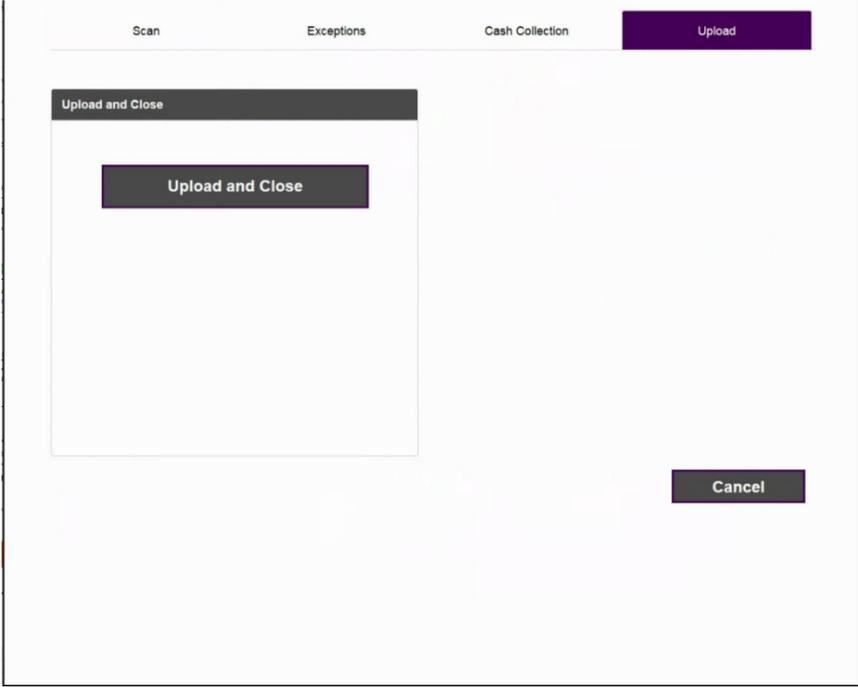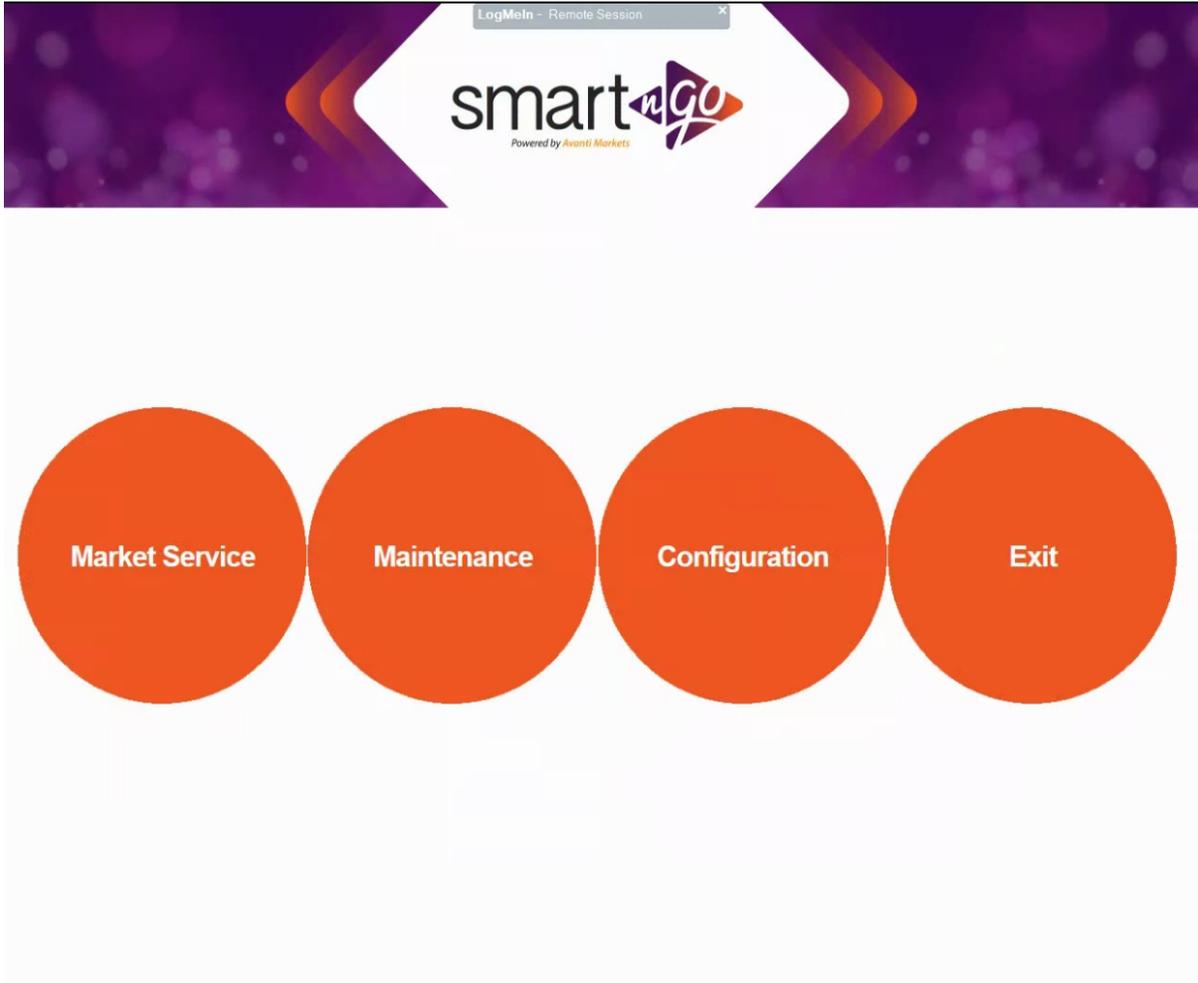
Manual Market Service

1. If you are adding products to a market without a product list you will need to add the products in manually. Log into your driver account and select the logo in the upper left corner
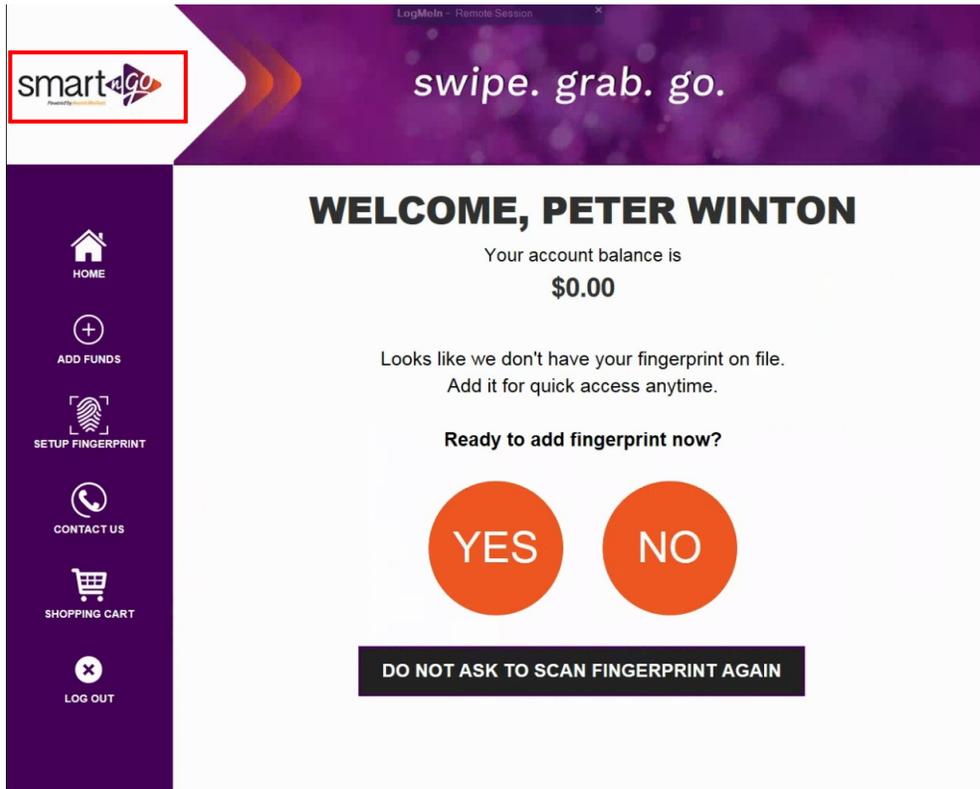
2. In the driver menu select maintenance and open market
   service

3. In market service you can scan into each individual module using your fingerprint or market card.
4. The system will do a sensor sweep to count the current products then unlock the module.
5. Once the sensor sweep has finished the door will unlock and you are free to add product to the module. Once you put the product is put in close the door.   Once the door is closed the system will lock and do another sensor sweep to count the changes.
6. Open the exceptions page, the products you added will be on the left in red. Select the product and the reason you are add the product in the right column. The reason will most likely be Driver Add.
7. Once you have selected a reason for all the products in the right column, the product will display as green in the left column

Handling low impact issues

Definitions:

Flickering - When the sensors have trouble identifying if something i intercepting the infrared lasers or not. This most often occurs when a strangely-shaped package is sold in the market. An example of this would be a cylindrical mint container. The shape of the product can reflect the laser in way that make the sensor register the product as being picked up and put back down repeatedly.

Quarantined Module -   A quarantined module can be a number of things. If the unit is refrigerated it is most likely the health timer and the steps listed below are how you would clear that. If the module is an ambient module, the issue will not be fixed by the reset quarantine as it is most likely a hardware issue which may be fixed by restarting the market.
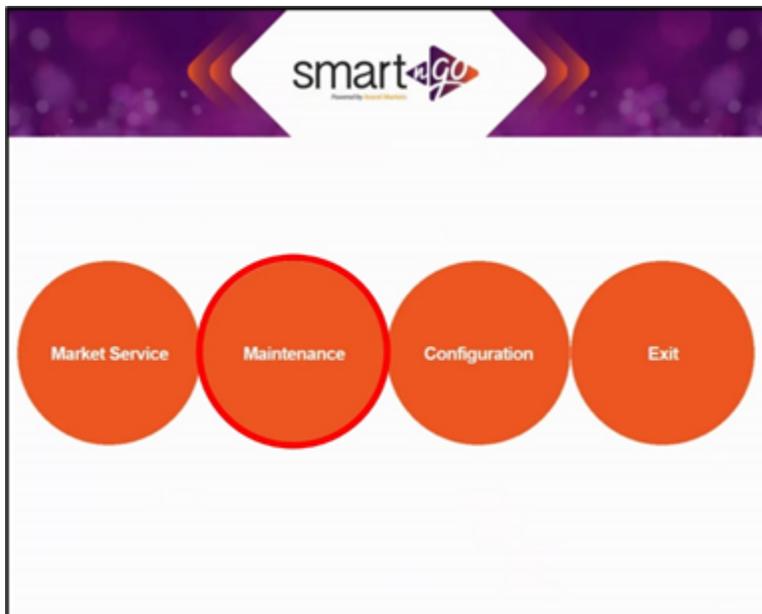
Flickering

Note: Flickering can only be adjusted for Compartments. If a Drink column has a flicker the Sensor rail will have to be replaced.
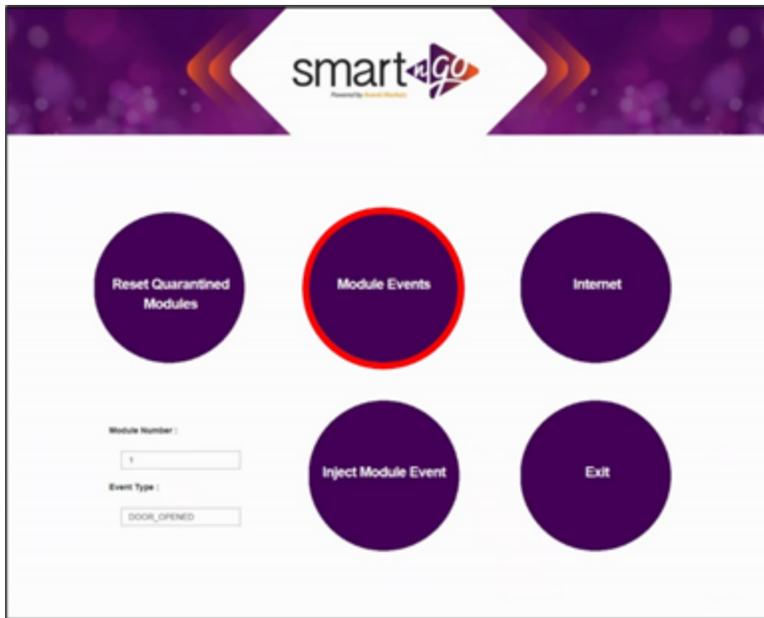
1. Log into your driver account using your card or Fingerprint

2. On the Member screen, the driver will need to touch the logo in the upper left corner
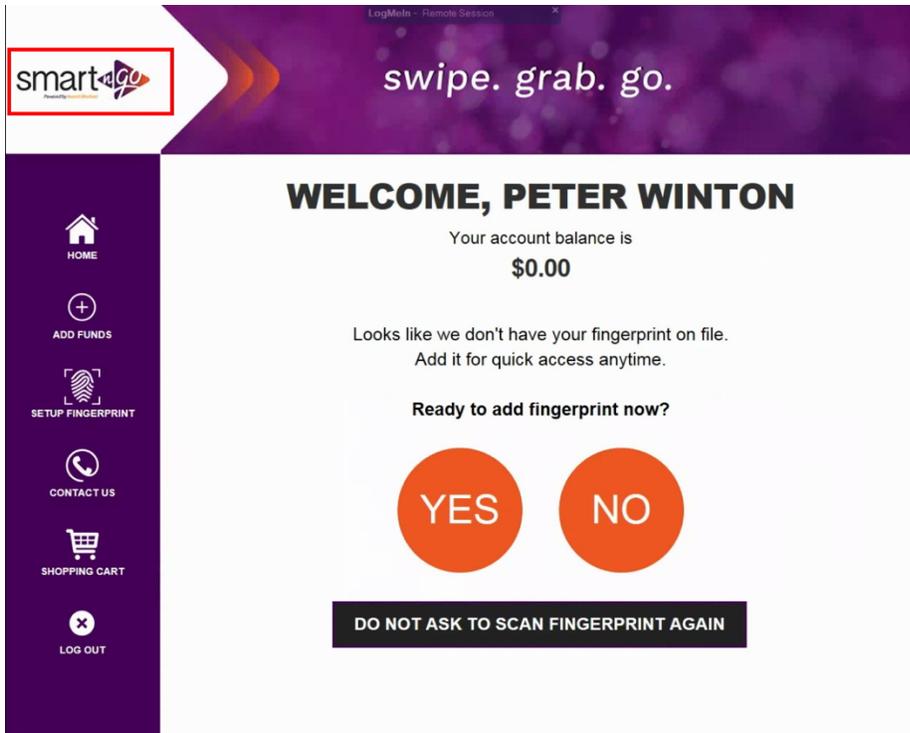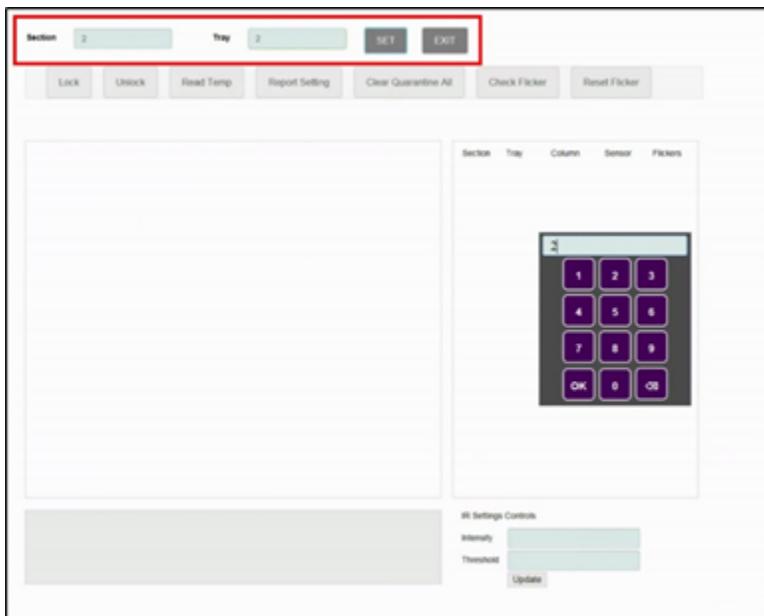
3. Select the Maintenance Mode option

4. Select Module Events.

5. In the upper part of the screen there will be Section and Tray. Add the Section and tray you are working on

Note: The section will be the module you will be working on. Trays start at 1 on the top and end at 5 on the bottom.
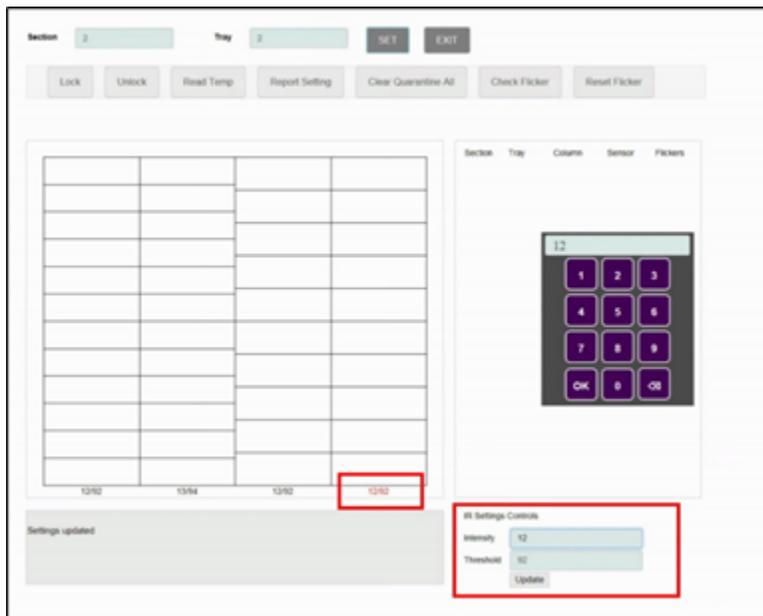

6. Once section is selected choose the Column you will be adjusting

7. In the bottom left there will be a Threshold and Intensity setting

Note: the Threshold is the Sensor sensitivity percentage, if the threshold is set to 80, think of it as 80% of the IR beam needs to be seen by the sensor. Intensity is the strength of the Beam.

8. Adjust the Threshold first. If the compartment is flickering with no product in it adjust the compartment up. If the compartment is full adjust the compartment down.

Note: When you are making adjustments on the threshold, the range you can adjust will be between 80-95.

9. If the flickering is still occurring you will need to adjust the intensity, you can leave the threshold at the point it was flickering the least.

10. When Adjusting the intensity, if the compartment is empty we would want to adjust the intensity up, if the compartment is full we would adjust the flickering down.

Once the flickering has stopped, select "set" next to the tray option and unlock the door. The screen will display all the compartments. Open the door and lift a product out, Once the compartment is empty the screen will show it completely red. When you put the product back in the screen will show the compartment completely green


Empty compartment

Section [1]   **Tray** [1]   [SET]   [EXIT]

[Lock] [Unlock] [Read Temp] [Report Setting] [Clear Quarantine All] [Check Flicker] [Reset Flicker]

Section	Tray	Column	Sensor	Flickers

8/80   8/80   8/80   8/80   8/80   8/80   8/80   8/80

Event : Module[1] Event[DOOR_OPENED]
Event : Module[1] Event[DOOR_UNLOCKED]

Settings updated

IR Settings Controls

Intensity [   ]

Threshold [   ]

[Update]

Full Compartments

Section [1]   **Tray** [1]   [SET]   [EXIT]

[Lock] [Unlock] [Read Temp] [Report Setting] [Clear Quarantine All] [Check Flicker] [Reset Flicker]

Section	Tray	Column	Sensor	Flickers

8/80   8/80   8/80   8/80   8/80   8/80   8/80   8/80

Event : Module[1] Event[DOOR_OPENED]
Event : Module[1] Event[DOOR_UNLOCKED]

Settings updated

IR Settings Controls

Intensity [   ]

Threshold [   ]

[Update]

Note: *Narrow compartments thresholds are set between 80-85 default, Wider compartments are set between 90-95. Intensity is 10-12 default.*

Quarantined Module

If you arrive to service the market and a module is showing "Module Not Operational" it's possible that the module has been put into a quarantined mode.
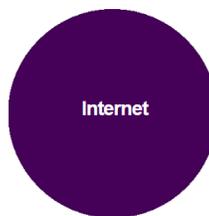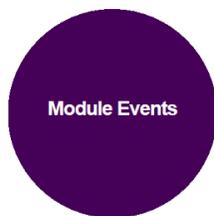
To fix this you will need to log into your driver account and tap the logo in the upper left corner.
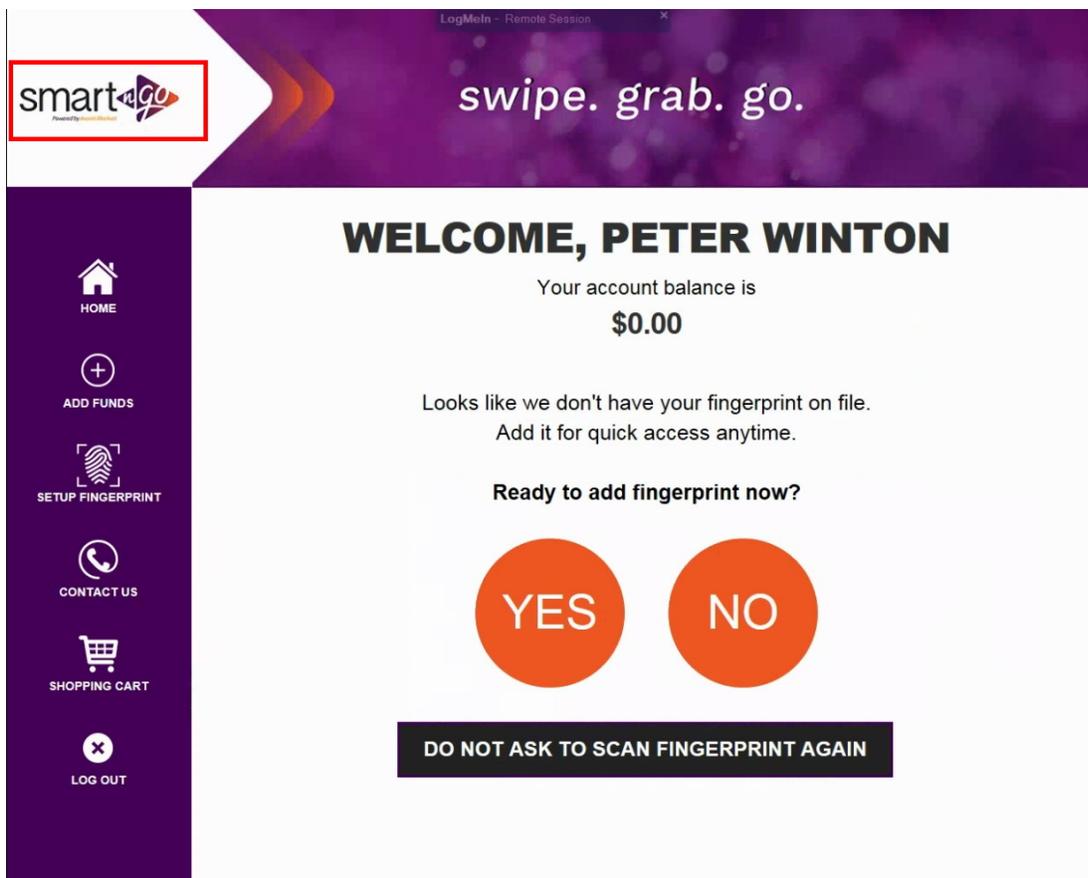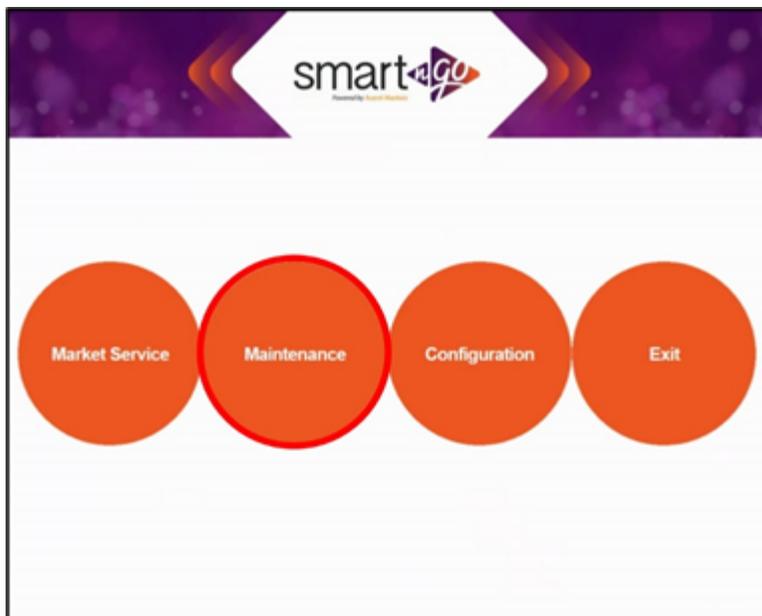
Select Maintenance.

Select "Reset quarantined modules".

The Modules that were quarantined should briefly display "module operational" on the scanner screen to the left of the
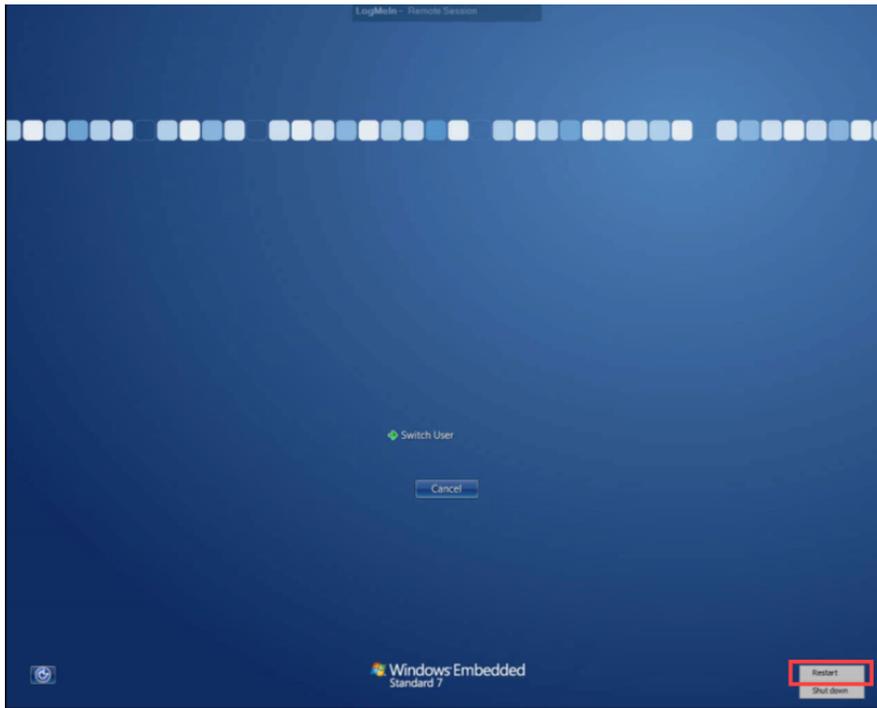module

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Restarting the machine

To restart the machine you will need the keyboard located inside the pay-station.

Hit Ctrl+Alt+delete, this will pull up Switch users, in the bottom right corner of the screen there is a power button, hit the arrow on the right side of that and your 2 power options will appear.
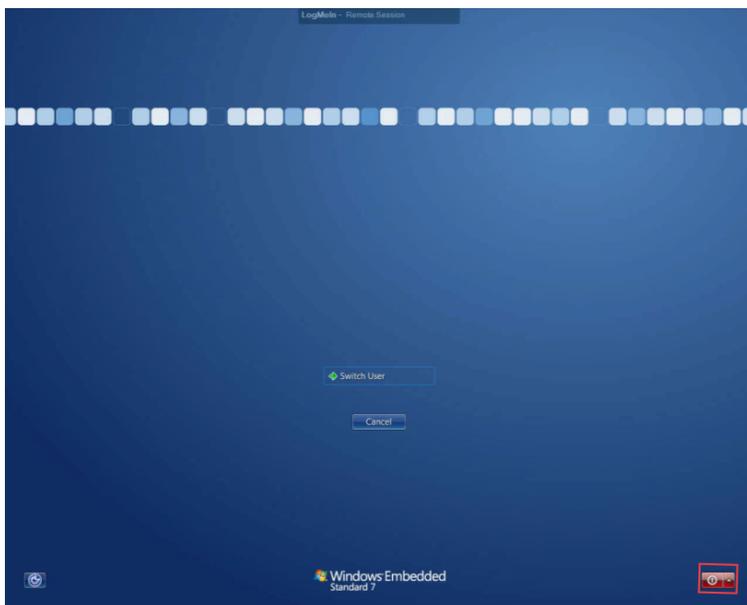
Select restart and the machine will begin to shut down

Note: *if you choose Shut down, you will have to manually power up the PC by hitting the power button on the back side of the PC*

Replacing the receipt paper

To replace the receipt paper, you will need push out the black plastic center on the new roll. This can be done by hand

Once it is out you will need to put the plastic piece from the inside of the machine in the center of the roll. Place the 2 sides of the plastic in the channels by the receipt paper.
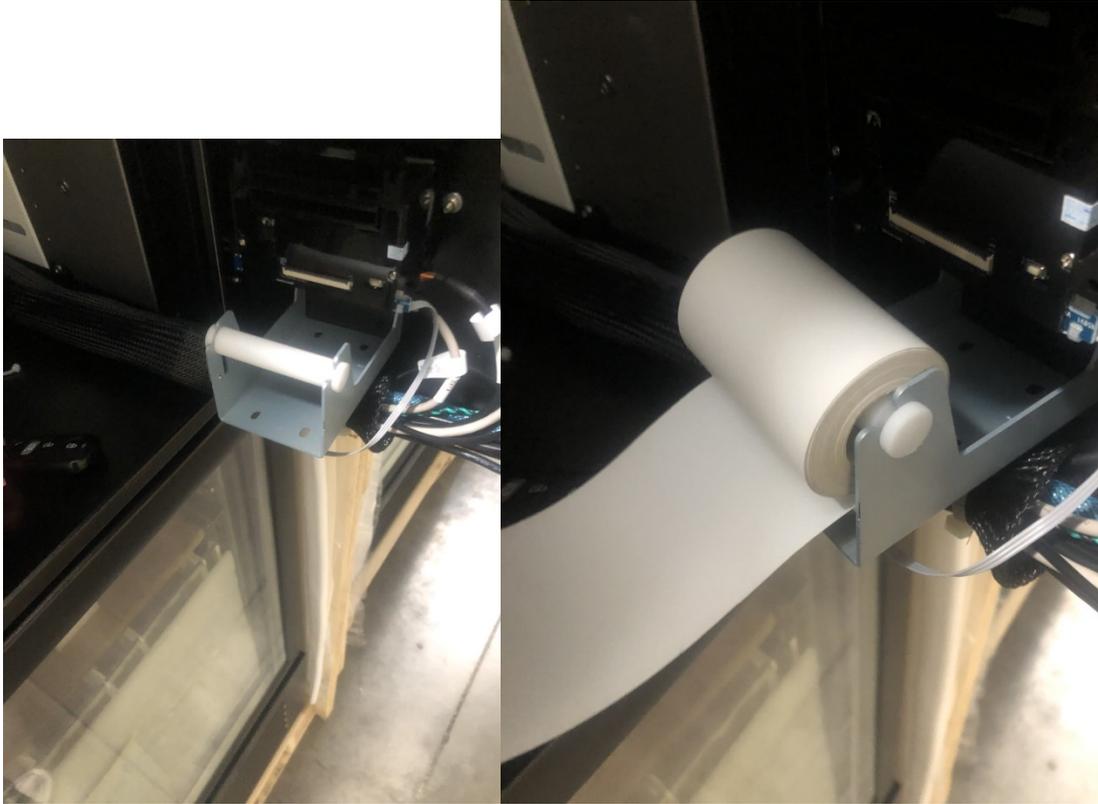
Feed the paper through the machine with the thermal side down.
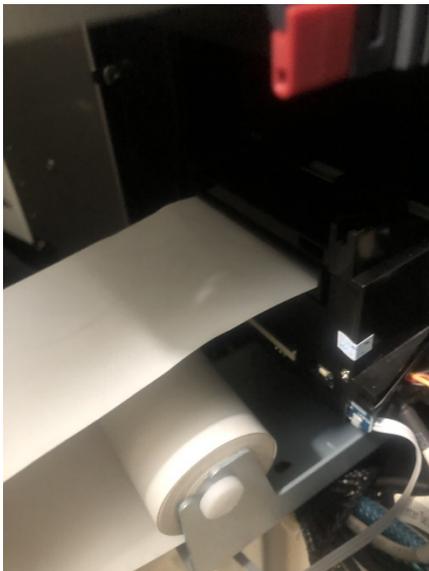
Information needed for a product change with a depth change

We will need to know the depth of the compartment, plus the number of the compartment's center sensor.

Refer to the image below.

The Red letters are used to measure where the dividers are and the green letters are used to count the sensors.

As there are 2 notches in the first compartment, it has a depth of 2, and the next compartment has a depth of 5.

On the inside of the rail are holes that contain sensors. We need to locate the sensors that fall in a spot that is in the center of the product. The first compartment would use sensor 1 and the second compartment would need sensor 5, assuming the product was centered.

So for each product that requires a compartment size change we will need to know the depth of the first compartment, the depth of the remaining compartments, the first compartment's center sensor and the second compartment's sensor.

So, using the image as an example, we would get the following info

Compartment 1 depth: 2

Compartment 1 Sensor: 1

Remaining Compartments depth: 5

Compartment 2 Sensor: 5

With this info we would build the row's sensor map for that product.

We will need this info for each product change that requires a size change.

It's a little convoluted, but we'll get through it. Planogram changes will need to be made when we swap out the products.

If we are changing the width of a row, we will need the following tools:

Spare Plastic Dividers

Phillips Screwdriver

Ladder: We will need to power down the module to widen the row and the power connection is on top.