

STOCK

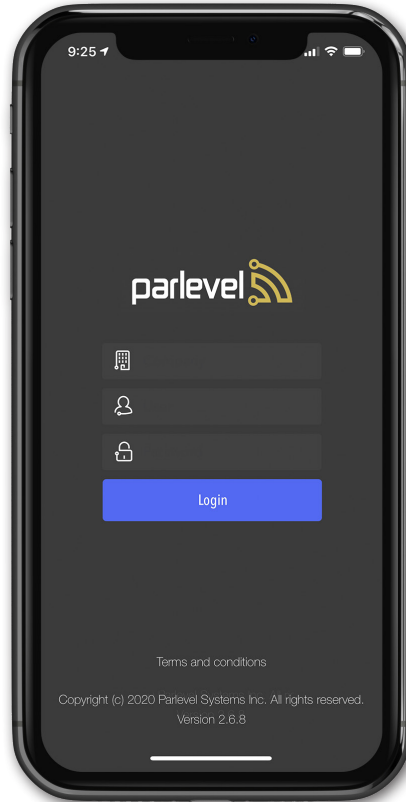
INSTRUCTION MANUAL





TO LOG IN...

Enter your company name,
username, and password as
they were given to you by
your supervisor.



ONCE LOGGED IN, you can view the status and some details of the routes you are supposed to service today. After selecting your route, you will select the location where you are currently.

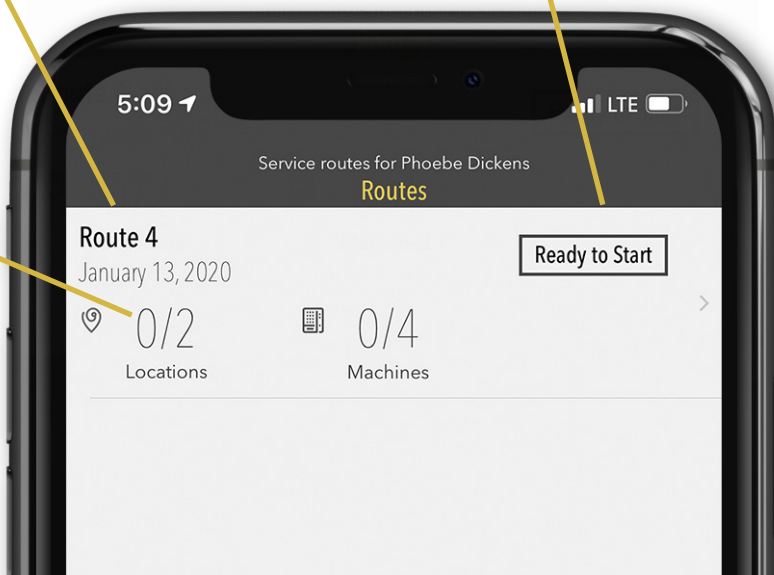
To pair your BluDEX device, turn to page 11.

To begin servicing machines for your route, see the next page.

»
This is the name of the route and the planned Service Date

»
These are the number of locations/machines that are supposed to be serviced

«
This is the current status of the route.



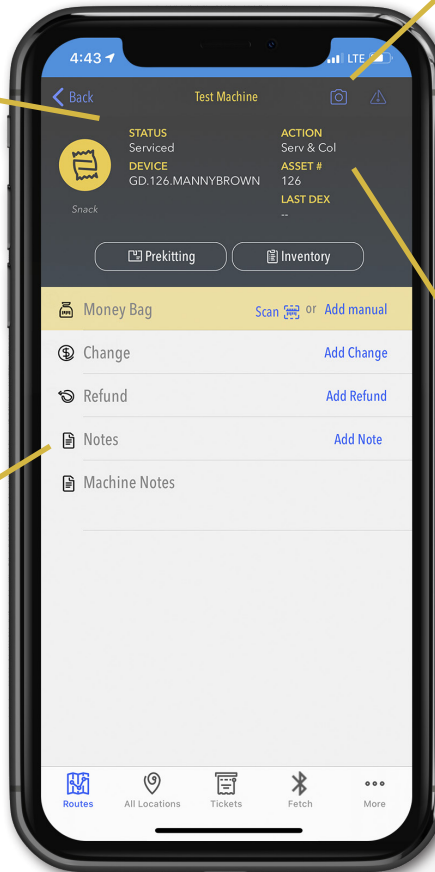


SERVICING ONLINE MACHINES

Vending

- To view or adjust the items you will be stocking, tap the Prekitting button beneath the machine information.
- After, you can open the machine and press the Fill/DEX button on the machine's telemetry device. Pull down the app page to refresh it and ensure the DEX was successful and the machine was marked as serviced.
- There is an option to service a machine with a Manual Parlevel. Manual PLs should only be used in the event of a device malfunction that prevents a Fill DEX from being sent. Please note that inventory adjustments should not be made after an MPL.
- 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.
- Once the machine is successfully marked as serviced, the Manual PL button turns into an Inventory button, where you can make product changes or adjustments to the final Inventory stocked. See the next page for instructions.

» Status and Device indicate if a machine has been serviced and what device ID is assigned.



« Tap the Camera icon to take a Service Picture, or tap the Alerts icon to view any Breakdown Alerts for this machine.






» Tap to add or view Machine Notes.

« These indicate 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 and tapping the Inventory button, a page like the one on the right will be displayed. While it is recommended to adjust products stocked in Prekitting before sending a DEX, you can adjust the final count here if necessary.

- 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.
- If the Warehouse VMS setting is enabled, tap  to enter product pulled or shrinkage. This allows you to mark whether the product is expired, damaged, lost, or refunded.
- Tap Save  to confirm your inventory changes.

Filter



Cancel

Inventory
Glassfront

Save



Q Filter by: name, alias, row or column

Edit



Mountain Dew Kickstart Ene...

Alias: A1
Parlevel: 3
Price 2.75

Qty: 3

- +

Expired

0

Damaged

0

Lost

0

Refunded

0



NOS Energy Drink 16oz

Alias: A2
Parlevel: 3
Price 2.75

Qty: 2

- +



NOS Energy Drink 16oz

Alias: A3
Parlevel: 3
Price 2.75

Qty: 2

- +



Java Monster Loca Moca 15 oz

Alias: A4
Parlevel: 3
Price 2.75

Qty: 4

- +



Java Monster Mean Bean 16 oz

Alias: A5
Parlevel: 3
Price 2.75

Qty: 4

- +

Monster Juice Pipeline Punc...

Qty: 0



Save to confirm



Product Count



Shrinkage



SERVICING OFFLINE MACHINES

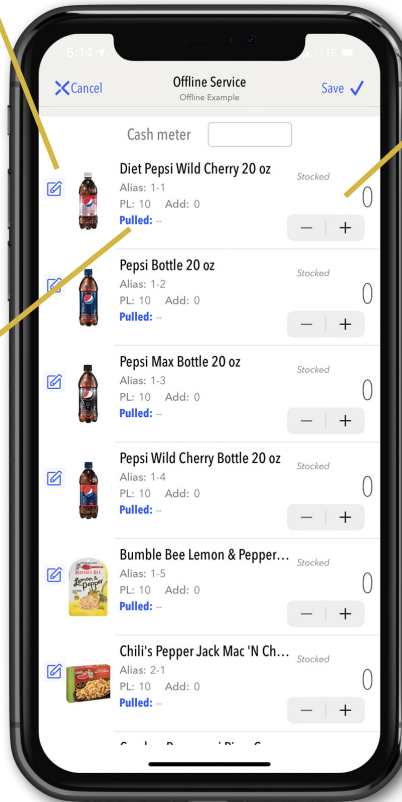
Vending

The Servicing page for Offline Machines is very similar to the Online Machines page, except that Offline machines will be serviced by the Offline Service button, and there will be no Device ID in the header information.

- 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. The page on the right will be displayed.
- Enter Cash Meter amount accurately.
- After all adjustments have been made, tap Save and then Save All.

»
Tap here to swap the product or adjust its parlevel if needed.

»
Tap Pulled to enter the products that are damaged, expired, etc.



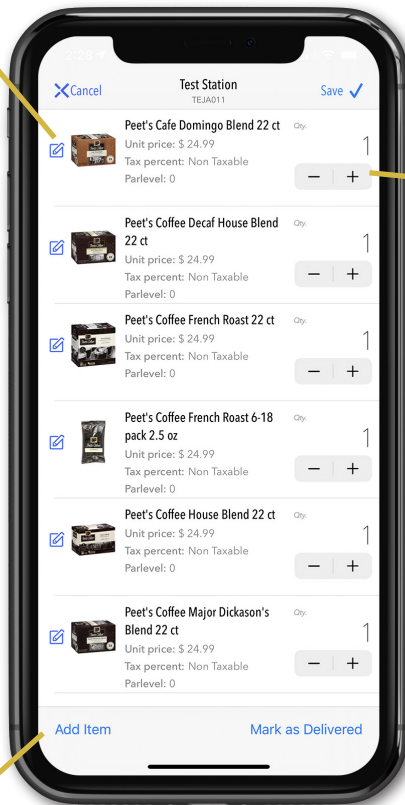
«
Tap here to adjust the amount stocked to bring the product to parlevel.



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.

»
Tap here to delete
an item from the
order.



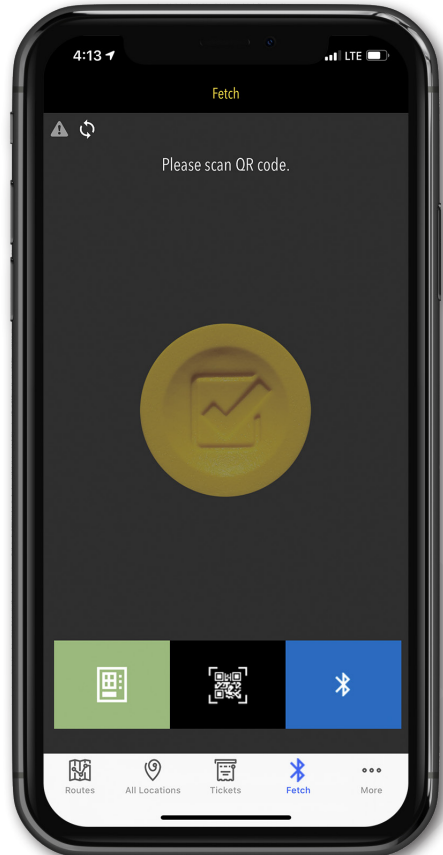
«
Tap here to adjust
the count of the
items being delivered.

»
Tap here to add an
item to the order.



PAIRING BluDEX

- Turn on the BluDEX device. The Status light will flash blue to show it is ready to pair.
- Tap the Fetch tab on the bottom right, next to Tickets.
- Tap the QR code button to enable your phone's camera, and take a picture of the QR Code on the machine.
- Tap the Bluetooth icon to pair the BluDEX device. On the Pairing Screen, select BluDEX and then Pair Device at the bottom. Page will indicate that the device is ready to DEX.
- If successful, you will be able to press the yellow button that will allow you to DEX in order to mark a machine as serviced.





TECH TICKETS



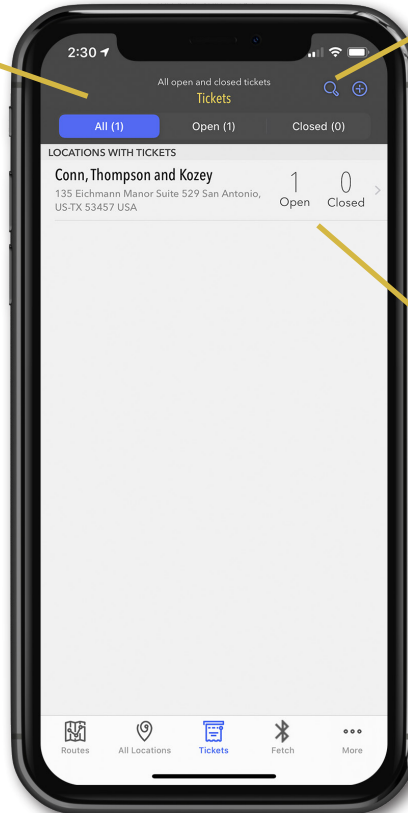
Select All, Open, or Closed to view the appropriate ticket category.



Tap the magnifying glass to search the tickets by machine. Tap the + to add a new ticket.



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.



- When viewing a ticket, you can Add Note, view all past notes in Machine History, or close the ticket. You can also re-open a ticket if it has already been closed.



TROUBLESHOOTING

1. If you can't log in, verify that your company name, user, and password are entered exactly as you were given. All fields are case sensitive. If this does not work, move 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 plugged in fully. 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. Go to the More tab and under App details you will see the current version of the Stock app. Check the app store for your phone and verify that the current version is installed. If not, uninstall and re-install the Stock App.
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 relevant information like Device ID ready.

A photograph of a person's hands on a steering wheel, driving a truck. The view is from the driver's perspective, showing the dashboard and the road ahead. A yellow banner is overlaid on the top half of the image.

SERVICE YOUR LOCATIONS MORE EFFICIENTLY.



Download on the
App Store



GET IT ON
Google Play

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

***210.200.8873
parlevelsystems.com
contact@parlevelsystems.com***

