



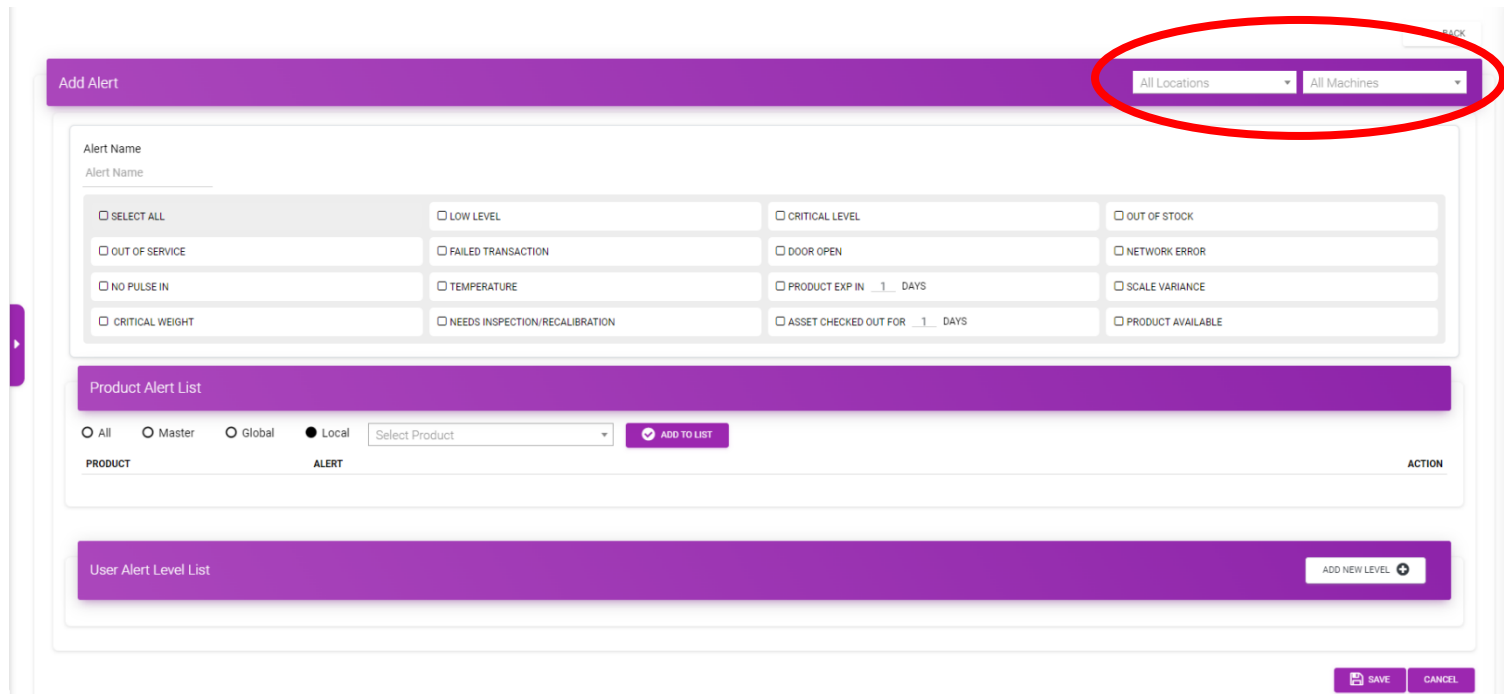
How to Set Up Alerts

Alerts are located under the “Users” Tab. Alerts allow users to set up email notifications based on predetermined events.

Adding a New Alert

To add a new alert, click on the  button in the top right corner of the screen.

The top bar will allow the user to select what machines and/or what locations that the alert will apply to

A screenshot of the 'Add Alert' form in the iQ Technology system. The form is titled 'Add Alert' and has a purple header bar. In the top right corner of the header bar, there are two dropdown menus: 'All Locations' and 'All Machines', both of which are circled in red. Below the header bar, there is a section for 'Alert Name' with a text input field. Underneath, there is a grid of 16 checkboxes for various alert types: SELECT ALL, LOW LEVEL, CRITICAL LEVEL, OUT OF STOCK, OUT OF SERVICE, FAILED TRANSACTION, DOOR OPEN, NETWORK ERROR, NO PULSE IN, TEMPERATURE, PRODUCT EXP IN 1 DAYS, SCALE VARIANCE, CRITICAL WEIGHT, NEEDS INSPECTION/RECALIBRATION, ASSET CHECKED OUT FOR 1 DAYS, and PRODUCT AVAILABLE. Below this grid is a 'Product Alert List' section with radio buttons for 'All', 'Master', 'Global', and 'Local' (selected), a 'Select Product' dropdown, and an 'ADD TO LIST' button. Below that is a 'User Alert Level List' section with an 'ADD NEW LEVEL' button. At the bottom right of the form, there are 'SAVE' and 'CANCEL' buttons.

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The first section will allow users to set up alerts that cover everything in the selected location/machine that has been chosen.

Alert Name
Alert Name

<input type="checkbox"/> SELECT ALL	<input type="checkbox"/> LOW LEVEL	<input type="checkbox"/> CRITICAL LEVEL	<input type="checkbox"/> OUT OF STOCK
<input type="checkbox"/> OUT OF SERVICE	<input type="checkbox"/> FAILED TRANSACTION	<input type="checkbox"/> DOOR OPEN	<input type="checkbox"/> NETWORK ERROR
<input type="checkbox"/> NO PULSE IN	<input type="checkbox"/> TEMPERATURE	<input type="checkbox"/> PRODUCT EXP IN <u> 1 </u> DAYS	<input type="checkbox"/> SCALE VARIANCE
<input type="checkbox"/> CRITICAL WEIGHT	<input type="checkbox"/> NEEDS INSPECTION/RECALIBRATION	<input type="checkbox"/> ASSET CHECKED OUT FOR <u> 1 </u> DAYS	<input type="checkbox"/> PRODUCT AVAILABLE

To add alerts from this section, click on the box to the left of the text.

You should see a green box with a check mark next to the alert when it has been selected.

The second section allows users to set up alerts specific to products in the selected location/machine.

Product Alert List

All Master Global Local

PRODUCT	ALERT	ACTION
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To add a product alert the user will need to click on the drop down arrow in the “Select Product” bar.

Click on the product that you want to have the alert set up for. **Note: If you cannot find the product in the list try switching to “All”**

Next click on the button.

Now click on the alert drop down and pick the desired alert.


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The last section is how the user will set up who gets notified and when they get notified.

To set this up click the **ADD NEW LEVEL**  button


Alert Level - 1 

User

Select User 

USER NAME	EMAIL	ACTION
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Custom User

Custom user name Custom user email 

CUSTOM USER NAME	CUSTOM USER EMAIL	ACTION
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Comment

Comments, if any

SAVE **CANCEL**

Alert Level – 1: The people added to this level will be the first people to be notified. This is the only required alert level to set. You can add a current user, or you can have someone outside of the system receive the notification.

Click on the **ADD NEW LEVEL** 

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To add a current user, click on the “Select User” dropdown box and select who you want to receive the alert


Then hit the purple plus button to the right of the dropdown.

To add someone outside of the system click on “Custom user name” textbox and enter the person’s name.

Next click in the “Custom user email” and enter the person’s email address.

click the purple plus button

Once all users have been added click save.

Alert Level 2-4: To add a new alert level (max 4) click on the **ADD NEW LEVEL** 

To add a current user, click on the “Select User” dropdown box and select who you want to receive the alert

Then hit the purple plus button to the right of the dropdown.

To add someone outside of the system click on “Custom user name” textbox and enter the person’s name.

Next click in the “Custom user email” and enter the person’s email address.

click the purple plus button

Then click on the Select Duration dropdown and choose the desired time between the previous level receiving the alert and the current level receiving an alert.

Once all users have been added click save.

After the alerts have been selected and users added click the save button in the bottom right corner to add the alert to the system.

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Machine Alert Descriptions

Low Level- This will trigger an alert if a product reaches the preset low-level threshold on the backend.

Critical Level- This will trigger an alert if a product reaches the preset critical level threshold on the backend.

Out of Stock- This will trigger an alert if a product reaches a count of 0 on the backend.

Out of Service- This will trigger if the machine goes into out of service mode.

Possible Out of Service Triggers- Bad code update, control board get corrupted, on refrigeration units if the cooling unit is not connected or goes bad.

Failed Transaction- This will trigger an alert if an employee tries to vend an item and the product doesn't pass through the iVend.

Door Open- This will trigger an alert when the machine's service door is opened. On coil machines this is the large door on the front, on lockers it is the door with the keypad or touch screen.

Network Error- This will trigger when there is an issue with your machine connecting to the internet.

No Pulse- This will trigger an alert when the backend doesn't receive communication from the machine for a set amount of time. User will set time when creating alert. **It is recommended to set the alert 16 minutes or more since the machine pulses every 15 minutes.**

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Temperature- This will trigger an alert when the machines temperature sensor detects the internal temperature of the machine is outside of a temperature range for a set period. The user will set the temperature range and duration when setting up the alert.

Product Expiration- This will trigger an alert when a product, who has an expiration date assigned, is getting close to its expiration date. The user will set the time between an alert being triggered and the expiration date when creating the alert.

Scale Variance- This will trigger an alert if your weight is outside of the preset weight tolerance that is set in the planogram (only applies to weighted lockers)

Critical Weight- This will trigger an alert when the weight detected is below the predetermined threshold.

Needs Inspection/Recalibration- This will trigger an alert when an asset, with the recalibration option, has been returned and the employee notes that the asset needs recalibration at the machine.

Assets Checked Out- This will trigger an alert when an asset is checked out for a set number of days. User will set the time when creating the alert.

Product Available- This will trigger an alert when the lockout is lifted on a locker bay that is affected by the time settings feature.

Product Alert Description

Dispensed- This will trigger an alert when a certain product is dispensed.

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Expires In- This will trigger an alert when a certain product, who has an expiration date assigned, is getting close to its expiration date. The user will set the time between an alert being triggered and the expiration date when creating the alert.

Velocity- This will trigger an alert based on user defined expectations of dispense frequency for a certain item.

Asset Checked Out- This will trigger an alert when a certain asset is checked out for a set number of days. User will set the time when creating the alert.

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