

support@VendingZoo.com

Toco – Quick Start Guide

Guide 1.41 for using the eManage VMS Cloud

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Intro – What is a Toco?

A toco (tōkō) is the largest and most recognizable South American toucan sporting the large colorful bill combined with black and white plumage and piercing blue eyes. Just like the one on the home screen of the Toco application.

The Toco web application together with Toucan make up part of the eManage Cloud VMS. It is a simple but powerful tool to give you access to your data while in the field or on site at a location. Essentially Toco is a tool allowing you to access your VMS cloud data 'on the fly'.

Toco is part of the eManage cloud designed for running in a mobile browser on a small device with a smaller screen, like a tablet or phone. For example, all of the screen shots in this guide were all done using a Samsung galaxy S5 phone – but Toco will run just as well in a chrome browser on a Mac computer, iPad, or iPhone as well.

The purpose of Toco is to give you the ability to enter your service data directly into the cloud, check inventory levels, and be completely paperless. Toco replaces the paper and pen you would typically carry around to write down service info while on site. Toco allows you to enter that same information on your portable device and then save it directly to the cloud when you are done. Toco does not add Locations, Machines, or Products to your cloud – it is for recording your service data while on site. Use Toucan, the more robust of the two applications, for creating your lists of locations, machines, and products.

Using Toco is not required. If you feel more comfortable writing down your service information then you can certainly continue to do that. Use Toucan to print out your service reports and write the service information down that makes the most sense to you and then you can enter that data into Toucan later if you want and you don't have to use Toco. But with Toco, you now have the option to choose what is easier and most convenient for you. If you have people helping you, you may want to give them access to just Toco so they can use it while they are helping you service your machines. They would only have access to use Toco on their device (in other words the only application they would see in their portal would be Toco and not Toucan) and you could monitor what they are entering, when they enter it, and who is entering it through Toucan.

Logging into Toco is done through your web browser, there is nothing to download. Chrome, for example, is a web browser built by Google and it comes in two breeds.

Chrome versions

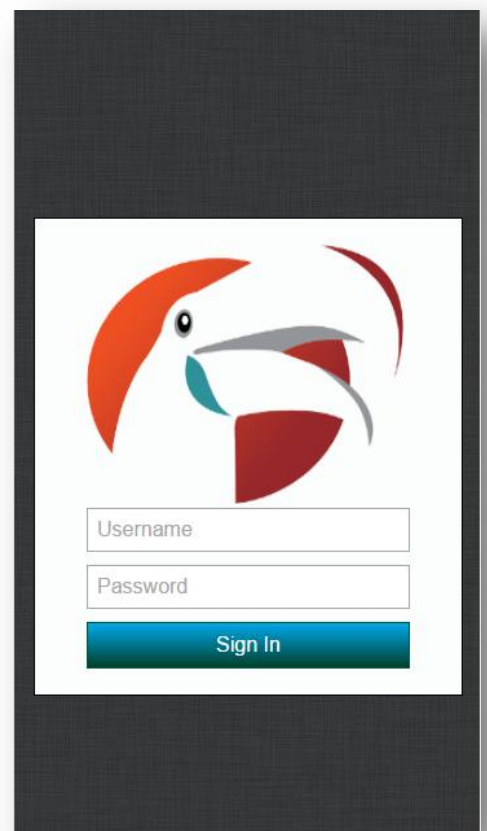
A version for running on a desktop computer

<https://www.google.com/chrome/browser/desktop/index.html>

And a version for running on a mobile device

<https://www.google.com/chrome/browser/mobile/index.html>

There is no charge for downloading, installing and using chrome. Chrome is a very fast and secure web browser that will



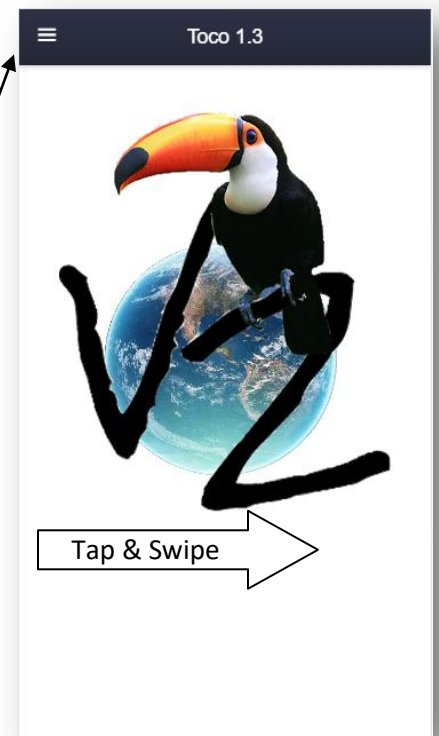
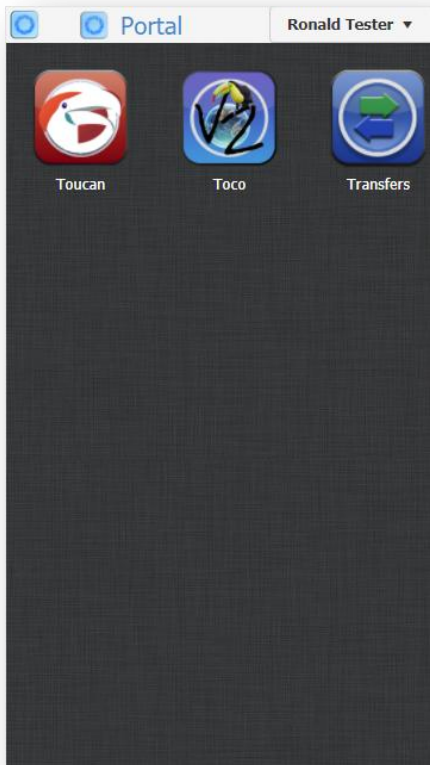
run on all web enabled devices and was chosen and used as the incubator for developing the Toco application.

Logging into Toco

There is nothing you need to download or install, just access Toco through the VendingZoo Portal using the browser on your device.

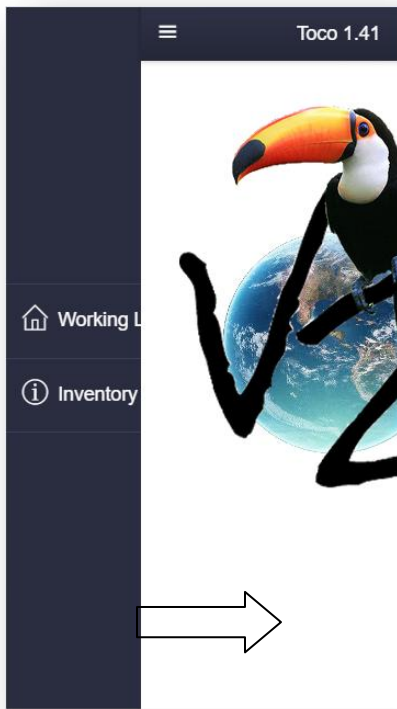
Once you are logged in click the 'Vending Software' button and you will see the eManage Cloud button. Click eManage Cloud to open the login screen for the VendingZoo Portal. Then type in your User ID and Password that you have been given to login to the portal. The portal gives you access to Toucan and Toco. You can bookmark the portal directly if you choose so you can go straight to it. Your VZ Portal password applies to everything in the cloud, so if you change it, it changes for all of the cloud applications. If your password or user id is incorrect you may get a message 'Incorrect username or password'. If that happens just try again and wait for a few

seconds to see if you get logged in. When you get logged in the login window goes away and you will be taken into the portal. This can take a few seconds the very first time you login while your browser loads the portal for the first time. The reason there are two login screens when logging in is for the added security. Once you are logged into the portal you can bookmark any of the cloud applications in your browser. Then using the bookmarks you can bypass the online support site and log directly into any of the eManage VMS Cloud applications. This is why the VZ Portal has its own login/authentication process. Once you get logged in you will be in the VendingZoo Portal. In the portal you can see all of the applications, or parts of the eManage cloud that you have access to. To open Toco, just click/tap the Toco button. When Toco opens you will be on the 'Home' screen...



Navigating in Toco

Toco is a touch friendly application so it responds to your finger taps and swipes. To navigate around, start by using the navigation 'drawer' which is a hidden area that you can pull open from the left side of the home screen. To open the drawer either tap the upper left corner of the header on the home screen. Or, swipe with your finger from the left to the right to pull the drawer open.



When you tap or as you swipe, the drawer will pull open and reveal the options that Toco gives you. Then you can tap the option that you want to utilize.

Working Locations - To Service a Machine

The primary purpose of Toco is to give you a tool that lets you see the current machine inventory, or record your service information directly to the cloud while on site working to fill a machine. So when you click the Working Locations options from the drawer you are taken to the Working Locations screen...

Time the Working Location List was retrieved (24hr time)

The Working Locations screen shows you all of your working locations you setup in Toucan. In other words, as you add new location/machines to your Working Location List in Toucan, they will automatically appear inside of Toco when you enter the Working Location screen.

Toco will show you the percent full (%) for the machines in your working location list and by default it sorts the lowest percent to highest, you can change the sort by tapping the column header. The sort icon will show you the direction of the sort. Percent full is computed based on the total capacity of the machine, which you set using the Coil Capacity or each coil, and the amount of product left in the coils of the machine using data loaded from the ePort (card reader).

A **Red Location** means that at least one coil for that location has fallen at or below its Low Level amount that you have set. A machine can have a high %full and still have a low coil making it show in red.

You have several options from the Working Locations screen

Navigate Back – tap the back [<] arrow at any time to navigate to the previous screen from the one you are currently on.

Sort Icon – tap the column header to sort by that column or change the sort direction

Refresh – tap to refresh your working location list – you will see the time change in the header

Tap directly on a Location / Machine to move to the inventory screen for that machine.

% ▲	Location - Machine
70 %	Costco - HY005
79 %	Durfrain Law Office - Durfrain Law Office
84 %	Valley View HS - Valley View HS
93 %	Terra's Auto Parts - Terra's Auto Parts
93 %	Jet Service Hanger - Jet Service Hanger
94 %	Jet Service Hanger - HY900-43234
96 %	Costco - HY008
97 %	Abbots Sports Lounge - Abbots Sports Lounge
100 %	Todd's Air School - HY002

Machine Inventory Screen

From the Working Location screen you will move to the Machine Inventory screen you tapped on.

	Product	CF/CC:AN
A1	Cliff Bar Peanut	0 / 7 : 7
A2	Energy Bar	2 / 7 : 5
A3	Fruit Roll Up	7 / 7 : 0
A4	Apple Slices	4 / 7 : 3
A5	Cheetos	0 / 7 : 7
B1	Cheez It	4 / 7 : 3
B2	Chex Mix	4 / 7 : 3
B3	Chocolate Pretzels	0 / 7 : 7
B4	Granola Bar	1 / 7 : 6
B5	KIND Dark Choc Cherry	5 / 7 : 2
B6	Doritos	0 / 7 : 7
C1	Fruit Roll Up	14 / 14 : 0
C2	KIND Cranberry & Almond	13 / 14 : 1

← Refresh button to refresh the inventory list – time will change in the header.

← Date/Time of the Inventory information in the header and the Location Name and Machine Name tapped on from Working Location screen.

Cash Since Last Service and Last Service Date/Time (Cash includes paper and coin) – this is the total of the cash transactions reported through the ePort since the last service date shown, as recorded in the cloud.

CF/CC:AN – This column shows you the Machine Inventory. The info includes Current Fill (CF), or current product level, the Coil Capacity (CC) that you define for each coil in Toucan, and the Amount Needed (AN) to fill the coil back to full or back to the capacity you set. The format of this column is *Current Fill / Coil Capacity : Amount Needed* to fill back to full.

The information on this screen is similar to the Machine Inventory report in Toucan and can be used for your 'pull list' or 'pick list' during pre-kitting.

[Current Fill] / [Coil Capacity] : [Amount Needed to fill coil back to Coil Capacity (Par Level)]

Enter New Fill – When you are recording a new service. This will take you to the service screen and reset it with the current Service Date/Time from your device and initialize all the coils. Then you can enter the new product levels and any changes to coils and save it as a new fill and a new service history record.

Edit Last Fill – If you need to make a correction or add data to a fill you just saved. This will also take you to the service screen but the screen will show the previous fill info and the screen will not be initialized. Then you can make your changes and re-save the fill which will update your existing history and not create a new service history

Any coil that is at or below its low level amount you have set **will turn red** on the inventory screen.

Service Screen

When you tap the Enter New Fill or Edit Last Fill buttons on the inventory screen you are taken into the Service Screen for the machine. If you tapped Enter New Fill the data that is shown on the service screen is data as of the date and time shown in the Date/Time Service field which by default is set to the current date/time of the device. If you change the Date/Time Service the Current Fill (product level) in the AA/CF column will change to the values that were current as of the new date/time you select.

Annotations for the Service Valley View HS screen:

- Navigate back to Inventory screen
- Cash Collected – Amount of cash you physically collect from the machine (initially set to 0)
- Time Picker - Pick a time close to when you filled it
- Date Picker
- Date/Time Service – **Set this first** if it's not already close to correct. Use the pick buttons to set the new service date to the date and time close to when you were at the machine.
- AA/CF – Amount Added / Current Fill. Amount added is initialized to 0 for all coils when Enter New Fill is tapped. Previous data is shown if Edit Last Fill is tapped. Current Fill is computed based on the date and time in the Date/Time Service field and the ePort data loaded so far in concert with the existing Service data you have previously entered.
- Fill Machine – fills all the coils up to the capacity you have set and computes the amount add to what you would have had to add to refill the coils based on the computed current fill level prior to filling the coils, similar to the Fill Machine button in Toucan. Or you can edit each coil directly:
 - Tap this space to Increase [+] Amount Added for a coil
 - Tap this space to trigger a Fill Coil back to capacity on a specific coil
 - Tap this space to Reduce [-] Amount Added for a coil

Tap this space to navigate to the Edit Coil Screen (change product or price, etc.)

When a product is at or below its Low Level amount it **will turn red** on this screen (like the A coil in the example above).

When the service screen first opens when Enter New Fill is tapped, the Date/Time Service field is initialized to the current date/time of the device for convenience since the majority of the time you will be at the machine when you go to this screen, but you can change the Date/Time Service if you need to. **Make sure and set the Date/Time field first before changing the coils** so that Toco can figure out the current product levels and initialize the screen for you. Anytime the

Date/Time Service is changed Toco recomputes the Current Fill (product levels) shown in the AA/CF column based on the loaded ePort data and prior service info.

Once the correct Date/Time Service is set Toco has downloaded all of the current data for this machine that it needs. You could now go into an area that does not have very good cell service or wifi and still enter your new service data for this machine. Then before saving the new service just make sure you come back into an area with good cell service and click Save.

When a product is at or below its Low Level amount it will turn **red** on the service screen. If a coil is modified by clicking the Fill Machine button or if it is edited directly, it **will turn blue** so you can visually see the coils that have changed.

Service screen after the Fill Machine button is pushed and all the coils are filled back to

capacity. **Blue** means the coil was changed either because the Fill Machine was pressed causing the Amount Added and Current Fill to be computed, or the AA/CF area was tapped to do a Fill Coil directly, or the [+] [-] buttons were used to change amount added directly, or the coil was edited using the Edit Coil screen by tapping the coil area (next section)

	Product	-	AA/CF	+
A1	Cliff Bar Peanut	-	7 / 7	+
A2	Energy Bar	-	5 / 7	+
A3	Fruit Roll Up	-	0 / 7	+
A4	Apple Slices	-	3 / 7	+
A5	Cheetos	-	7 / 7	+
B1	Cheez It	-	3 / 7	+
B2	Chex Mix	-	3 / 7	+
B3	Chocolate Pretzels	-	7 / 7	+
B4	Granola Bar	-	6 / 7	+
B5	KIND Dark Choc Cherry	-	2 / 7	+
B6	Doritos	-	7 / 7	+

You must enter the Cash Collected that you take from the machine if you want to collect this data. Toucan is collecting the Cash transactions from the ePort and uses that data to display Cash Since Last Service on the inventory screen, but if you want to see the difference between the Cash reported by the ePort and the Cash physically taken from the machine then you need to enter the Cash Collected. The difference between these two numbers should be the amount of coin that went into the change tubes. **However, see the 'Cash Collected' section in this guide to see other options for recording this data so you are not counting cash at the machine.**

If the Fill Machine Button is used the Current Fill for all coils will be set to the defined Coil Capacity (Par Level) that you have set and the Amount Added is computed for you as well.

After editing a coil the AA/CF column will show the new amount added to that column and the new current fill so you can quickly scan the coil list and double check your accuracy on this screen or the accuracy of Toco as it did its computations.

Coils that do not change will not change color so you can easily see coils that were left alone like A3. It means that nothing was added to these coils and they were already full. You may use the Fill Machine button to fill all the coils back up to capacity for a service, and then before saving the service, modify any coils if they really weren't filled all the way. This is a way of quickly recording the service if you filled the machine 'mostly' but didn't fill every single coil.

Another strategy, if you did a quick fill stop and only changed a few coils and are not filling the entire machine, is to not use the Fill Machine button, but instead only change the coils that you really did add product to or changed.

This would be a quick fill where maybe you only fill the coils that are very active in this machine and leave everything else as is. When you change the service date at the beginning of a fill, Toco initializes the screen and sets all of the coils for you so the Amount Added for all of them is set to 0, then it sets the Current Fill for each coil to the current product level based on the ePort data. It does this to get the data looking like what should be in the machine when you got there so all you need to do is just change the coils that you actually filled and you can leave everything else as is since Toco has already set it so your machine inventory going forward will be accurate. This is similar to the way the Service Screen in Toucan works as well.

Editing a Coil – Toco's Coil Detail

← Edit Coil 11/26 07:52

Coil B1 Price \$1.25

Product Cheez It

Amount Added 3 [-] [+]

Current Fill 7 [-] [+]

LowLevel 2 [-] [+]

Capacity 7 [-] [+]

eData Level 4

Fill Coil

The eData Level is view only.
But it will be reset to whatever
the Current Fill value is when
the service is saved.

If you tap on the coil/product area from the Service screen you will be taken to the Edit Coil screen for the tapped coil. The fields on the Edit Coil screen match the Coil Detail section on the Service screen in Toucan. Any changes you make on this screen will show in Toucan, like wise anything entered in Toucan will show in the Edit Coil of Toco. Any data entered from Toco will be displayed in blue on the Service History screen in Toucan.

Tap the [+] and [-] buttons to change values quickly.

Just like Toucan you cannot enter a value for Amount Added or Current Fill that is greater than the Capacity of that coil. You will have to increase the coil capacity first. When you do enter the Amount Added, the Current Fill is computed for you for this coil – if that is set wrong; you can change it to what it should be for the coil.

Also just like Toucan, the amount in the Current Fill field will reset the eData level for that coil which will then be used to compute machine inventory as subsequent eData from your card reader is loaded. (When you save a service, if there is eData already in your cloud with transactions *after* the service date you are saving, Toco will do all the work to back out and re-process that eData to re-compute machine inventories and keep them accurate using the service data you just saved).

Reduce Product, Change Capacity, Change Low Level Amount

If you need to remove some product but are not replacing it with a new product, maybe you are going to take some and use it in a different machine, just adjust the Current Fill to the accurate level that's in the coil when you are done.

Replace a Product, Change Price

To replace a product simply pick the new product from the drop down list, just like Toucan. Then enter the new price for the new product if it's different. The Amount Added and Current Fill will be set to 0 when you change a product so enter the Amount Added and Current Fill for the new product as well as change the capacity or low level amount for it if needed. Since Toco is designed for small devices, when you pick a new product the scrolling product list shows up on the bottom of your device screen. Typing in the product field is disabled so as not to have the soft keyboard of your device covering the product scroll list.

Add Back Product to your Storage Area

If the product you are replacing exists in your Storage Area (Inventory) you will see a prompt appear to Add Back an amount of the old product, if any, back to your storage area. If you are moving this product to another machine you will still want to Add Back whatever the amount is, and then you will use it as Amount Added at the other machine. Remember, your 'bin' is also considered your storage area (see inventory manual for more detailed inventory explanations). Add Back is the amount of old product while Amount Added, Current Fill, etc apply to the new product.

Tapping the Fill Coil button at the bottom will trigger Toco to put in the Amount Added needed to fill the coil back to capacity, and set the Current Fill to full Capacity. This works whether a product is replaced or not. Just like the Fill Coil button in Toucan (Tapping the Fill Machine button back on the Service screen is the same as going through all of the coils yourself and tapping the Fill Coil button for each of them – just like the Fill Machine button in Toucan).

When you are done making changes to the coil use the Back button to go back to the Service screen. Changes in Product, Amount Added and Current Fill will show on the Service screen and any change will cause the row to turn **blue** in color on the service screen. So you can quickly scan down the list of machine products and see the coils that were changed for this service.

When you are ready, tap the Save button at the bottom of the Service screen to save the service to the cloud.

If you do not have cell service or wifi when you tap save Toco will tell you or you may get an Error box. Either way Toco will keep the data on the screen and for all the coils so when you do get into cell range you can click Save and save your service to the cloud.

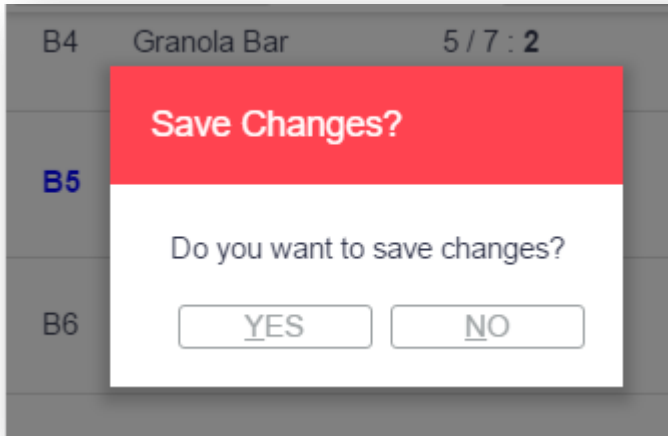
Before saving it is good practice to scan down your list of coils on the service screen, checking to make sure that the Amount Added and Current Fill in the AA/CF column looks correct and making sure you have the right products in the coils if you replaced any.

When you are in cell range and the Save is triggered Toco will check to see if there are any eData records with transactions *after* this service date/time you are saving. It's possible that someone in the office may have loaded some while you were out on site or maybe if you have the AutoLoad enabled USAT loaded some transactions. If Toco finds any it will do the work of backing out and reprocessing the eData and re-computing machine inventories based on the service data currently being saved (using the new Current Fill from each coil).

When the Save completes the screen will roll back to the Inventory screen for you which will be refreshed with the new saved data.

Field	Value	Buttons
Coil	A4	Price \$1.50
Product	Cliff Bar Peanut	
Add Back	0	[-] [+] (Old)
Amount Added	0	[-] [+] (New)
Current Fill	0	[-] [+] (New)
LowLevel	2	[-] [+] (New)
Capacity	7	[-] [+] (New)
eData Level	0	

If you make changes to a coil or to the service screen and then use the back button to go back to the Machine Inventory and you have not saved those changes. Toco will prompt you to save changes.



If you tap Yes you stay on the Service screen so you can then tap the Save button when you are ready. If you tap No, any changes you have made will be discarded and you will navigate back to the Inventory screen.

Inventory View

View Storage Area and Machine Counts

From the navigation drawer in Toco you can tap the Inventory View option to open the Inventory screen even if you are not using the inventory application. The inventory screens are view only in Toco but give you the opportunity to check on overall product amounts while out in the field in case you spot a good price on some product at a retail store and want to quickly check how much of that product you currently have, or need to know where a product currently is across all of your machines.

Navigate Back

Product Name ▲	Strg	Mch	CL
Apple Chips	21	61	70
Apple Slices		41	
Bargs Natural Root Beer	175	93	
Blue Diamond Almonds		54	
Bugles	289	42	
Cappuccino		11	
Cheese Peanut Butter Cracker	50	125	
Cheetos		89	
Cheez It		109	
Cherry Coke		15	
Chex Mix		66	
Chocolate Pretzels		64	
Cliff Bar Choc Chip		84	
Cliff Bar Peanut	389	92	
Coke Cola		88	
Dole Pineapple Juice		84	

Refresh

Storage Area Counts (Strg) – This is the amount on hand of a product in your storage area. If it is blank it means there is no data in Inventory for this product or it has not yet been added to the inventory.

Critical Level (CL) – This is the critical level for the product that you specified in the Inventory application. If the amount on hand in your storage area drops to or below the critical level for that product, the product **will turn red**.

Machine Counts (Mch) – This is the amount of product currently in Machines based on past service data entered and current ePort data loaded. This number will be calculated even if the inventory module is not being used.

Even if you are not using the inventory application in your cloud or do not have access to it, the inventory screen will still show you the Machine Counts of all of your products and will be as accurate as the previous service data entered and amount of ePort data loaded to your cloud.

If you tap on any of the products you will navigate to the Product Placement screen for that specific product and see all of the machines and product levels for where that product is currently being used. This is similar to the 'Show Working Locations' feature for products in Toucan.

Product Placement

The Product Placement screen shows you where a product is being used, where it is at in a machine (its coil) and how much product is left in that coil. This is similar to the 'Show Working Locations' on the Product Edit screen in Toucan or the 'Find' feature on the Inventory screen of the Inventory application.

Navigate Back

Machine ▲	Coil	CF
Abbots Sports Lounge	C9	10
Abbots Sports Lounge	C10	14
Dufrain Law Office	C1	6
Dufrain Law Office	C10	11
HY008	C10	14
HY900-43234	C10	14
Jet Service Hanger	C10	10
Ogio Sport Bags	C10	14
Terra's Auto Parts	C1	6
Terra's Auto Parts	C10	7
Valley View HS	C10	6

Product Name and Refresh button

CF or ePort level – This is the current fill or product level of the product. This number is based off of the previously saved service information in concert with the ePort data loaded into the cloud so far.

Coil – Which coil the product is in, or if it is in multiple coils within the same machine you will see that machine multiple times for each coil.

This screen can be useful if you plan on pulling product from one machine to use in another machine so you can check to see the product levels of a specific product in multiple machines or if you just need to know where a certain product is being used across all of your machines like in the event of a product recall or other need.

Example of How To Use Toco in the Field

(For this example we will be using a machine that has coil designations as A1, B4, etc. But you can use whatever coil designations are in your particular machine. 10, 12, 104, B03, etc.)

One example of how you might use Toco is this. You have been using Toucan to setup your machines, locations, products, and working locations. You may have even been using Toucan to record your service fills using the Machine Inventory report to figure out what is in your machines to do pre-kitting before you go out to service the machine, writing down service info on the report and then coming back and entering the new service fill info into Toucan to update the working location. So you are getting pretty good with Toucan and now you are ready to give Toco a try and see how it works to see if you can become paperless while filling your machines. Plus if you enter the service info while you are at the machine doing the service, it means you don't have to do it later. Or maybe you now have someone helping you and you just want them to save their own service info and then you can see it in Toucan.

Whatever the reason, you just want to give Toco a go. Toco will run on any device that will run an internet browser and since phones are nice and portable they make a nice device to use. This is a double edged sword however. Because they are smaller and portable the screens are also smaller and so it's easy to fat finger things at times. So you do want to be aware of what you are tapping and sliding as you navigate around. You may want to step up to a small tablet to give yourself a little more room and a bigger screen. The device only needs to run a browser, so it doesn't have to be the latest and greatest most expensive device. It can be a less expensive wifi tablet for under \$100 – as long as you know you will have access to wifi while you are out in the field, either your own wifi 'hotspot', like your phone, or the wifi at the location. If your phone plan allows you to turn your phone into a wifi hotspot, you could use your phone as the hotspot for your inexpensive wifi tablet to connect to. The wifi tablet is then 'tethered' to your phone and its getting its internet access via your phone which is now stuck in your pocket. Some phones can get a little warm while acting as a 'hotspot' so be careful where you put it.

PreKit or Pick List

At any rate... you are getting ready to go out to fill some machines and you need to pack up some product to take with you. You may have printed the Machine Inventory report from Toucan as your 'pull list' to know what products you need and do pre-kitting, but we will assume you forgot to do that this time and you will have to use Toco for getting your pre-kitting data. Using your portable device you navigate to the Vending Zoo Portal and launch Toco, there is nothing you need to download or install. Once you have Toco open in your browser on your device you can leave it open the entire time you are out servicing machines and you won't have to logout and login each time as long as you leave the browser open. Once you are in Toco slide the drawer open and tap working locations. Then tap the working location that you want to look at first and you will roll to the Inventory screen (see page 6). The inventory screen defaults to the current date and time of the device. It pulls back the products for that machine and it computes the amount of cash the ePort has reported for that machine since it was last service. It also displays the last service date and time.

You can use the CF/CC:AN column ([current fill or product level] / [coil capacity] : [amount needed to fill the coil]) to see how much you need to pack for that machine. You can do this for each of the working locations you are going to service that day by navigating between the Working Location list and the Inventory screen. Once you have everything loaded, you can click

the button to darken the screen on your device and conserve your battery. You don't need to logout and close Toco, you can leave it open.

You can still use your device for other things like taking or making phone calls or looking up email, or even open other pages in your browser, just leave the browser open that is running Toco (If you do accidentally or on purpose close the browser, you just have to login again when you go back to Toco, nothing gets lost).

Taking product into the location

When you arrive on site you need to figure out what products to take in with you from everything you brought. So again you wake up your device and you are already logged in so you just go to the web page with Toco on it, then go to the inventory screen for the working location you are going to go to first, and again you see the CF/CC:AN. Or, if you were already on that screen and you have the AutoLoad enabled, maybe you click the refresh button in the top right corner to refresh the inventory screen in case any vends happened while you were in route. Now you can see what products to take in for that machine. If there are multiple machines at this location you could do this for each machine at this location so you get an aggregate of what you need to take in.

Now you take the product you need, click the button that darkens your screen and head to the machine. You may take a little extra product just in case someone vends something just before you get there, or in case you need to sell something while the machine is open or you give out a sample (or you just get the munchies).

Stocking the machine

Once you are at the machine wake up your device and get to the Toco service screen for this machine, if you are not already there, by tapping the Enter New Fill button from the inventory screen. The Date/Time Service will default to the current date and time on the device, but if you need to change it you can. It doesn't have to be the exact time you opened or closed the machine, it just needs to be close. Basically a date and time when you had the machine open and no ePort vends took place. This is the first piece of information you either verify or change when recording a service.

The service screen initializes and the AA/CF column gets set. AA is Amount Added and initially it is all set at 0 for each coil, CF is Current Fill and Toco will compute it based on the eData loaded in your cloud and the data from the last service. At this point Toco has all of the data it needs from the cloud. If this machine is in a basement and there is **no cell service or wifi by the machine**, then you will want to verify or change the date service just before you walk into the dead zone where there is no coverage. The point is, when you are at the machine or getting ready to walk into the basement to the machine, you make sure that the Date and Time is when you are now servicing the machine. This gives Toco a chance to download all of the data it needs from the cloud and reset the service screen for you and all of the coils. Then you can go back and forth between the Service screen and the Edit Coil screen and Toco keeps all your data, it does not need an internet connection to go between the Service and Coil Edit screens.

***Tip:** When you use the date picker in the date/time service field on the Service screen, if you click the TODAY option at the bottom of the popup calendar Toco will fill in the exact date and time from your device for you*

Now Toco is set. The Date/Time is when you are servicing the machine (or close to it) and Toco has reset the screen for you, downloaded the cloud data and done its calculations for the Current Fill column. Now you can put the device down and focus on the machine, filling up the coils, getting the product to look good so there is good product presentation in the machine. Pulling out any cash from the bill acceptor, cleaning off any finger prints, cleaning the coil on the compressor if it needs it, etc...

Full Service

If you plan to fill the entire machine up to capacity or 'mostly' up to capacity then you can wait till you are all done working with the machine and just tell Toco you filled the machine (using the Fill Machine button on the service screen) and Toco will figure out the Amount Added and set the Current fill for all coils back up to full (the Coil Capacity) for you. If you mostly fill it to capacity but not quite you can still wait until the very end and still tell Toco you filled it using the Fill Machine button, and then after you click Fill Machine just go change the 4 or 5 coils that you didn't fill all the way and set them to what their Amount Added and Current Fill should be before you save the service.

Quick Service

If you are doing a quick fill and only filling up 4 or 5 coils and leaving everything else as is in the machine. Then when you are done with the machine, go into Toco and don't use the Fill Machine button, only change those 4 or 5 coils you filled and just enter the amount added and current fill for them. The other coils will already have their current fill set when Toco reset the screen at the beginning. Any coils that are modified will show up in blue on the Service screen so you can keep track of ones that have changed and ones that have not.

So basically you can focus on the machine and making it look good and then use Toco when you are finished with the machine but before you leave.

Full Service w/ Lots of changes

Now, if there are several coils that you know you are not going to fill up or you are changing out lots of products and changing prices and you are not going to be able to remember what you did to each coil when you are done, then you could service a row or tray at a time and after doing each row/tray in the machine pick up Toco and record what you did in that row before going to the next row in the machine. So on the A row or 100 row you changed out or replaced two products in A2 and A4 (or 10 and 12, or 103 and 105 for example), filled them all the way with the new product, changed their prices and then filled up A1 and A5 and left everything else as is on that row and you are going to be doing the same thing in the B and C rows or other rows/trays of the machine.

In that case service the A row, then pick up Toco and change the A1 coil and enter in the Amount Added and the new Current Fill (or click Fill Coil if you filled it up and let Toco do the Amount Added and Current Fill for you – you can change any of the amounts if Toco doesn't do it correctly), go into Edit Coil for A2 and use the product drop down to pick the new replacement product and set the new price and enter the new Amount Added and Current Fill for the new Product, do the same thing for the other coils you changed on the A row. When that's done put Toco down and focus on filling the B row, then pick up Toco and record what you did to the B row, etc. **You don't need to save between each row and Toco does not need an internet connection when going between the Service screen and the Edit Coil screen.** At this point Toco is just like a piece of paper you are writing the information on. You can wait and do one save at the very end when you are in a good cell service area.

So, in summary, if you are going to be making just a few changes to the machine or you know you are filling it all the way back up or mostly all the way back up, use the Fill Machine button in Toco on the service screen and after Toco fills everything up for you, then just go edit the individual coils that you didn't really fill or that you made a price change on or replaced a product in. If you are doing a quick fill and only adding product to a few coils, just update those coils that you added product to and you can leave all the others. This is the easiest and quickest way to use Toco. If you are going to make a lot of changes to the products in the machine, maybe go row by row and record each row in Toco as you go so you don't forget to record something you do and then do the save at the end.

Save the Service back to the cloud

Now – the machine has been serviced and we are ready to save the info. As a best practice and final check before you click the save button and save this service... do the PCCC - 'Pre-Close Coil Check'. You want to be on the Service screen looking at the list of coils. The ones showing in blue are the ones that were changed somehow – either via a Fill button click or going into the Edit Coil screen and changing something. So you will want to scan down this list of coils and you are going to be looking at the AA/CF column and specifically that last number in the column. This will be the product level of each of the coils or the 'current fill' of the coil and this is what is going to reset the machine inventory going forward when you save this service. So just scroll down the list of coils and eyeball that number and make sure it looks correct. If you changed a product, make sure the new product is showing for that coil. If you all of a sudden can't remember if you changed the price for that product, go into the Edit Coil screen for that coil and double check the price, then go back to the service screen and continue scanning down the list. This only takes about 30 seconds but it's worth it because this is where you will catch any 'fat fingers' or 'forgotten' things that maybe you did to the machine but didn't record. Or you will remember something you ment to do in the machine but maybe forgot to do.

Once you are finished with the machine and have done the 'pre-close coil check' in Toco by scanning down the coil list on the Service screen, now you can click the Save button and save the service. If you are in the basement and you forget and you clicked save you will get a box that pops up that says 'Error' but Toco won't erase anything, just wait till you get back into cell service or wifi and click save again to save the service. Once it saves Toco will roll you back to the Inventory screen and the product list will be refreshed.

The service is instantly saved back to the cloud and it updates Toucan and creates the service history for this service and now the next set of eData records that load after you leave will have the new data to link to.

Cash Collected

The Cash Collected field is an optional area if you want to record the actual Cash (paper and coin) that you physically removed from the machine, but it's not required. You may want to keep track of it because the Cash Since Last Service that Toco and Toucan compute is based off of the ePort Cash transactions and the ePort does not know how much of the coin went into the coin tubes. So to know this you can use the difference of the physical cash collected and what the ePort reports in Toucan.

However, if you do not feel comfortable standing at the machine counting cash in public, go ahead and take the cash and just put it in a cash bag or box or something secure for that

machine and do everything else, save your service with Toco and just leave the Cash Collected at 0. Then when you are back at your office or your helper returns with the cash bags. Count the cash at the office, and then you can go back into that service in Toucan and **without changing the service date** in Toucan, just leave the service date as it is and just enter the value of the cash collected and save it in Toucan. This will update that service record and add the cash collected to it and you don't need to stand at the machine or sit in a vehicle in public counting cash. If you do want to use Toco while at your vehicle in a secure place, you can certainly go to the Inventory screen for that machine and instead of tapping Enter New Fill, instead tab Edit Last Fill, and then you can enter in the Cash Collected and update that service when you click save.

Fill Vends, Fill Sales

Please see the Toucan Manual (Fill Vends and Fill Sales Revenue vs. eData Revenue) for a more detailed explanation of what this data is. The concise answer is if your machine has a card reader you don't need to worry about the Fill Vends/Sales values – it is only additional information that Toucan is computing for you and would be more important if you did not have a card reader in your machine. As you save service info with Toco, the Fill Vends/Sales revenue numbers are still computed for you and will still show in Toucan.

The Toco application is designed to be a tool you can use at any time to conveniently check on your machines and their inventory (if you are using eData from a card reader). You may be 'in the area' and without going into a specific location, you can use Toco to see the machine inventory levels. Or maybe you have some free time while you are sitting in a movie theater waiting for a movie to start, you could pull out your phone and login to Toco and check your machines. Toco will give you the information but you do need to be aware that some of it is dependent on the quality of the data you supply, like what you enter for the Current Fill of the coils when you service a machine and up to what point you have loaded your eData to keep it up to date if you have a card reader and have not enabled the Auto Load feature. Toucan and Toco are pieces to the eManage VMS cloud to help you monitor your business as efficiently, and conveniently as possible, so you can enjoy your business and enjoy growing it.

We look forward to growing together.

The VendingZoo