

ITXYZSRL

# CLOUD SYSTEM OPERATIONAL GUIDE

Version 2

<https://www.xynetweb.com/#/login>

# Cloud system Operation Guide Directory

## 1. Cloud system log in

## 2. Vending machine

2.1 My point (Location)

2.2 My Vending machine

2.2.1 Product setting

2.2.1 Alert setting

2.2.3 Clear the tray ( Need restart the vending machine)

2.2.4 Face to Face QR code

2.2.5 Temperature and humidity setting

2.2.6 Traffic alarm setting

2.2.7 Reset password

2.2.8 Restart client version

2.3 Machine situation

2.4 Alarm

2.5 Maintenance

2.6 Template Management

2.7 SIM card management

2.8 Machine receipt configuration

## 3. Trade management

3.1 Order management

- 3.2 Refund management
- 3.3 Transaction sum
- 3.4 Pick-up code management
- 3.5 Delivery check

#### **4. Stock Management**

- 4.1 Inventory of line
- 4.2 Inventory of machine
- 4.3 Inventory of tray
- 4.4 Replenishment record
- 4.5 Alert for out of stock

#### **5. My product**

#### **6. Merchant management**

- 6.1 My team
- 6.2 My Merchant
- 6.3 Team machine authorization
- 6.4 Merchant machine authorization
- 6.5 Service Tel
- 6.6 Credential management

#### **7. Statistical analysis**

- 7.1 Machine sales summary
- 7.2 Product transaction summary
- 7.3 Report export

## **8. Promotion**

- 8.1 Promotion scheme setting
- 8.2 Scheme up and down management
- 8.3 Preferential code management
- 8.4 Product recommend
- 8.5 Price recommend

## **9. Member management**

- 9.1 My member
- 9.2 My member card
- 9.3 Recharge details
- 9.4 Apply card
- 9.5 Preferential setting
- 9.6 Membership card log detail
- 9.7 Detail of charges

## **10. Financial management**

- 10.1 Withdrawal management
- 10.2 Collection setting
- 10.3 Transaction settlement details
- 10.4 Problem transaction details
- 10.5 Daily sales

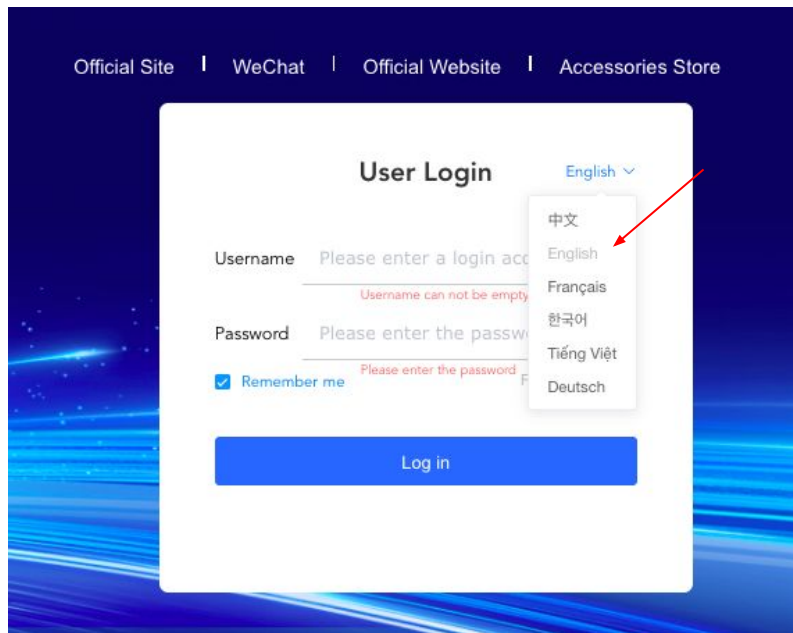
## **11. System management**

- 11.1 Role Management
- 11.2 Daily Record

## 1. Log in to the website

- <http://www.xynetweb.com/#/login> →
- Choose Language → Enter your account and password.

Note: This is a free cloud version with English and Mandarin Chinese as the default language. Regardless where the Vending Machine is made, to avail the free cloud version, the latter language is the standard. No words can be change in this cloud. To avail full italian, French, German and English language, must purchase custom cloud software. Price varies between \$5000 - \$10,000. Kindly provide API.

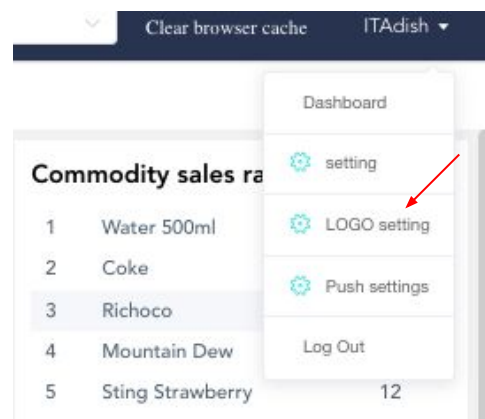
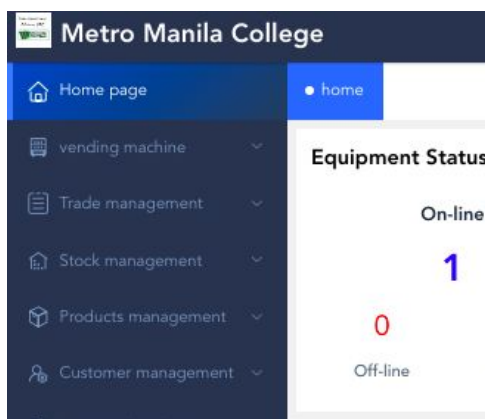


See below picture.

Upper right corner is your merchant name, this cannot be change.

Upper left is usually the name of the location of your vending machine.

You can change this if you move to a second location, see picture below

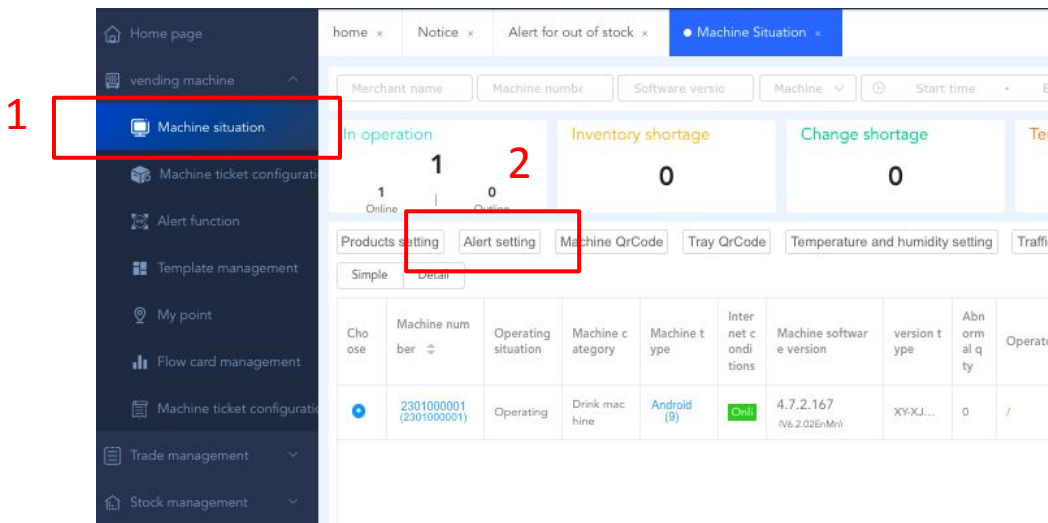


## 2. Vending machine

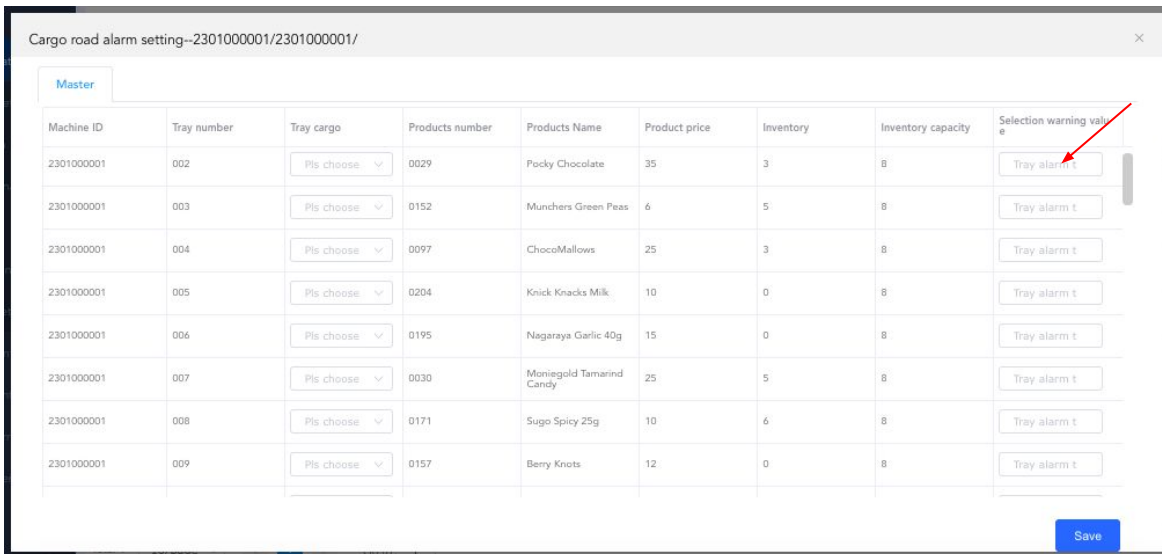
### 2.1 My Location ( Not Applicable in the Philippines )

2.2.1 My vending machine → Management → Product setting → Product name setting → Choose product to configure (Not Applicable in the Philippines )

2.2.2 Alert setting → Selection warning value → You can set the quantity for alarm stock. For example, if you set 3 as value on 001 selection, when the stock is 3 of this selection, you will find stock alarm on machine status.

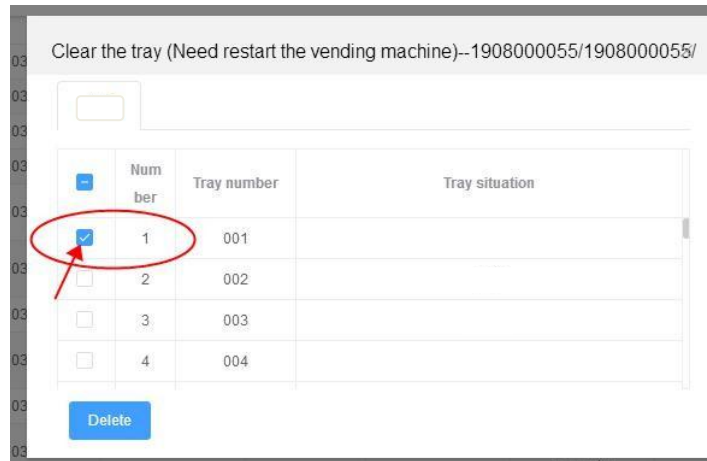


Put the alarm number, example 3, in the selection warning value



### 2.2.3 Clear the tray

If you want to stop use the selection in the machine, you may delete this selection in cloud system. After delete, please restart the machine.



### 2.2.4 QR Code: It's face to face QR CODE (not applicable in the Philippines )

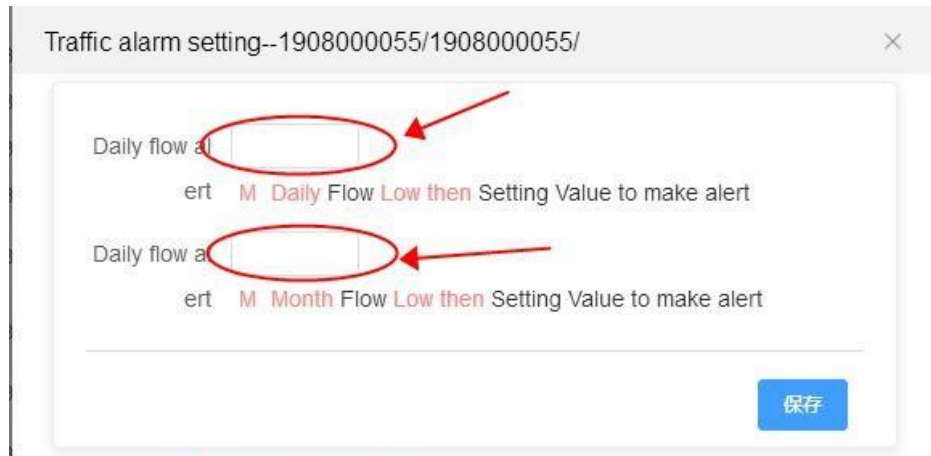
### 2.2.5 Temperature and Humidity Setting

Temperature: You can set temperature low/high alarm. Eg, if you set 4 degree for low, 18 degree for high, when machine lower 4 degree and higher 18 degree, you can see the temperature alarm in machine situation. Humidity: In some machines only.



### 2.2.6 SIM card Traffic alarm setting

When you set the value, you will see the alert when the traffic is lower the value.

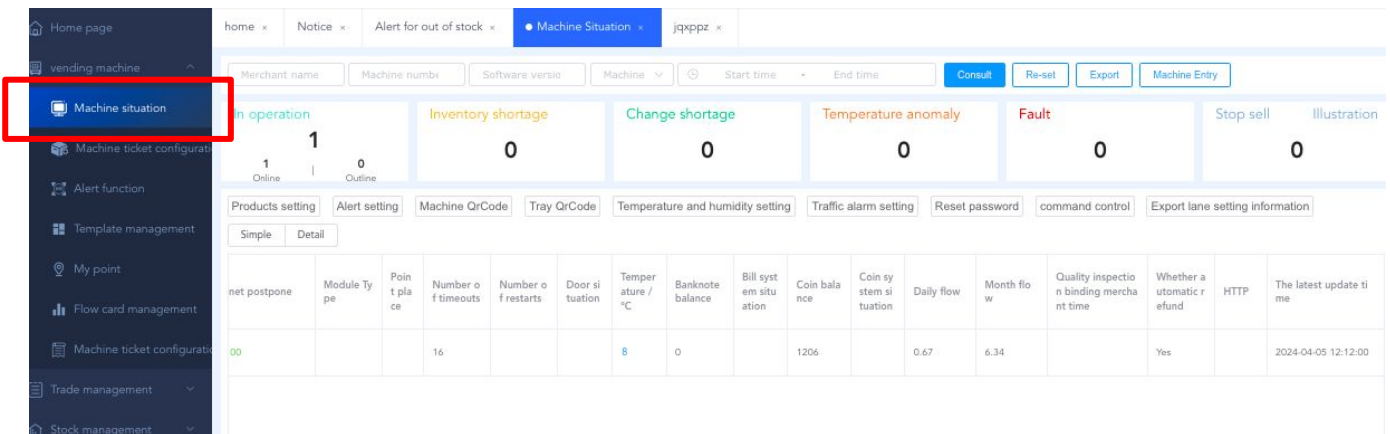


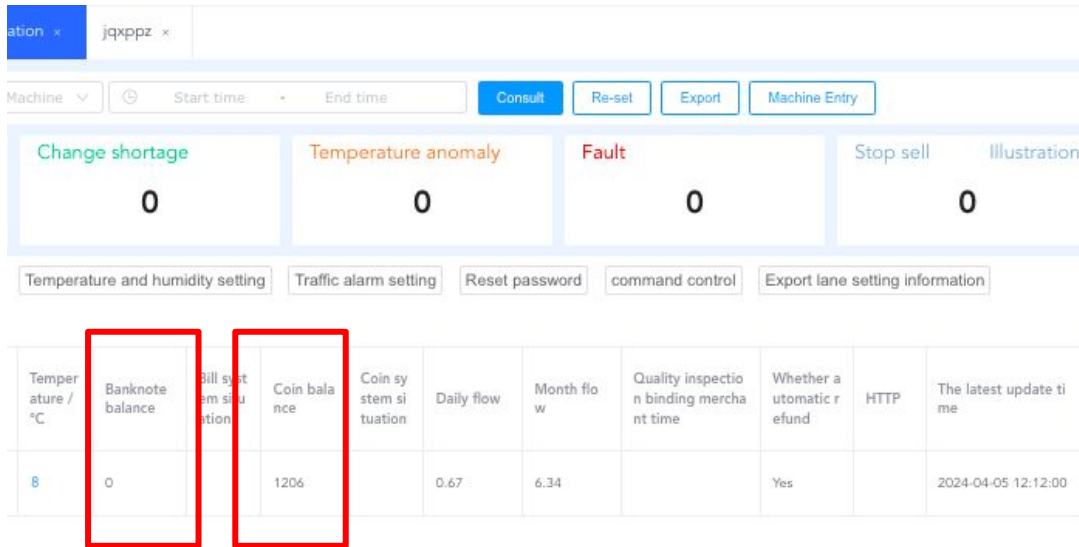
### 2.2.7 Reset Password

This is only applicable in touch screen cloud system password. After resetting the password, reset the vending machine.

## 2.3 Machine Situation

2.3.1 You can check all your vending machine status like operation situation, door situation, temperature, bank note balance, bill validator situation, coin balance, coin mech situation, daily flow, monthly flow.





### 2.3.2 Machine quantity: Online quantity/offline quantity

2.3.3 Inventory Alarm, Change money not enough alarm, Temperature error alarm, machine error alarm and stop working machine quantity.

### 2.4 Alert function (Alarm)

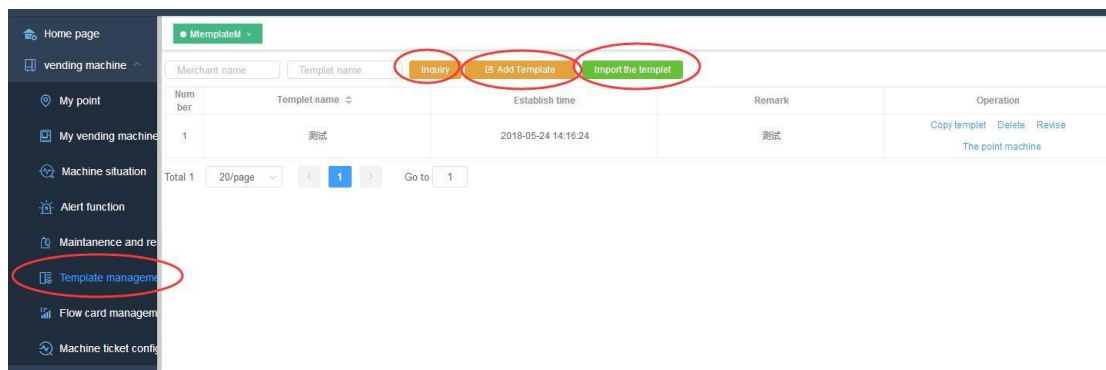
You can check the machine error like selection jam, coin mech error, bank note error and so on.

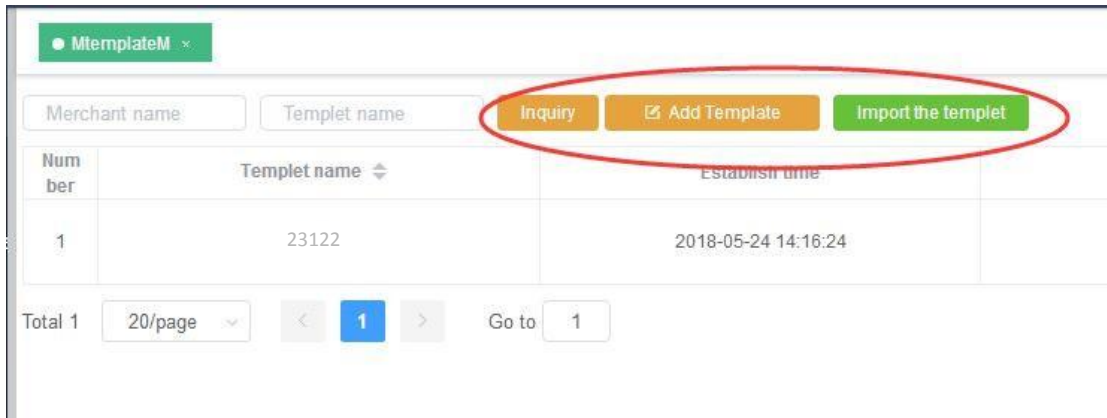
### 2.5 Maintenance and Repair

For machine error record checking, normally for medicine machine.

### 2.6 Template management

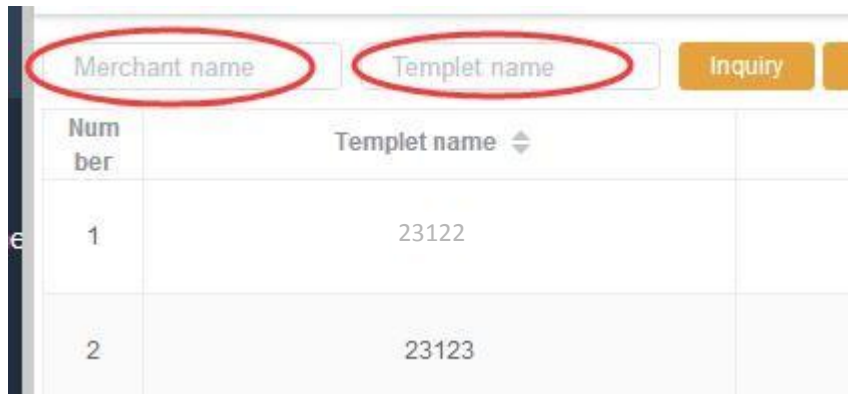
You can check your existed machine setting template, import the father template and create a new machine setting template via below step.





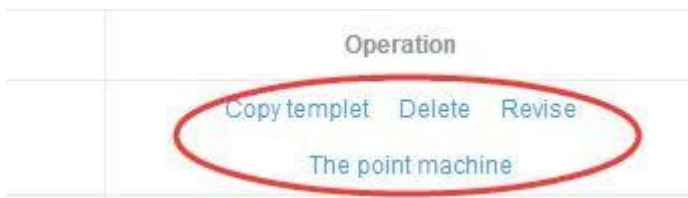
### 2.6.1 Inquiry

You can check the existed template via Merchant name and Template name as below:



You can edit the existed template here:

The point machine means you can dispatch the template to your machines.

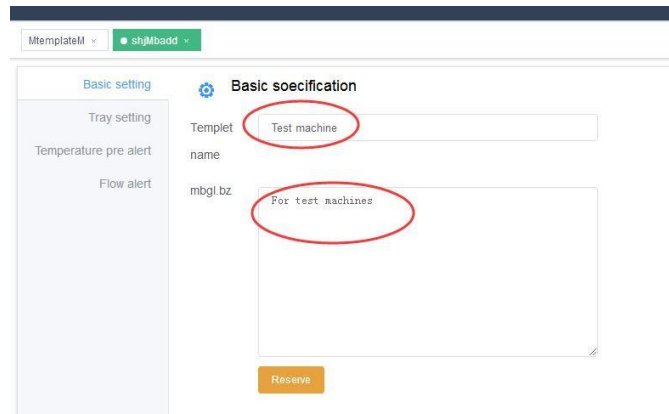


## 2.6.2 Add Template

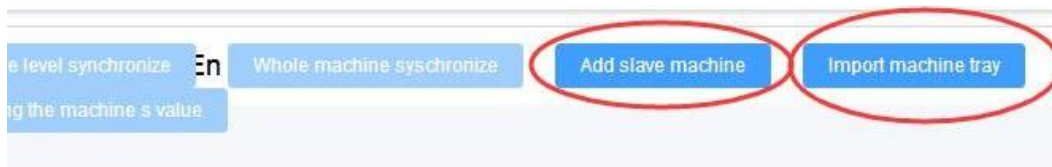
Click Add template, you can create your own template as below:



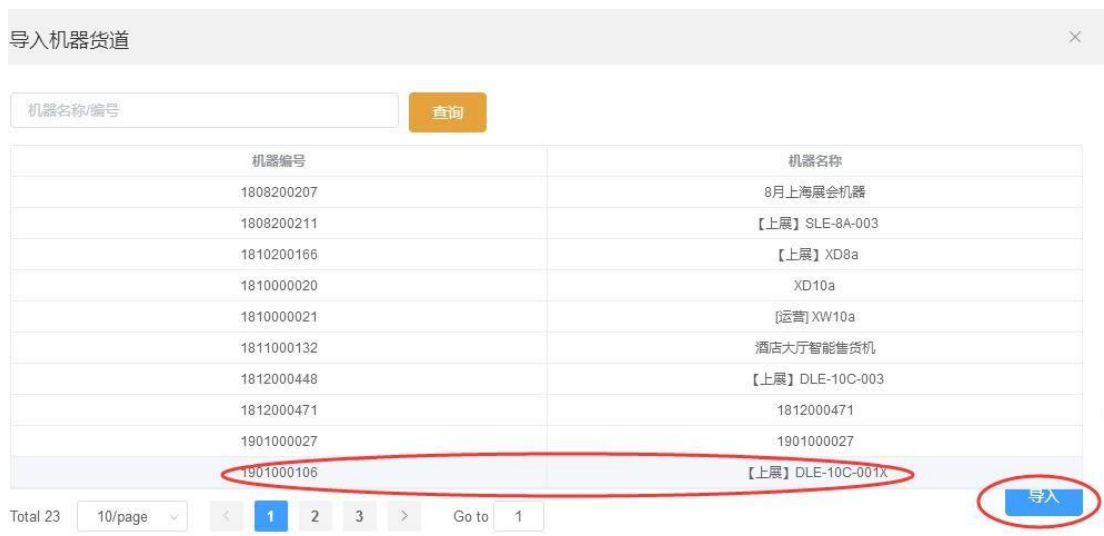
↓ Complete basic specification



↓ Add slave machine if you have / Tray setting → Import machine tray



↓ Choose a machine → Import



↓ Configure products and set stock alarm → Save

### 2.7 Flow card management (SIM card flow management)

You can check SIM card flow status and operate. Not applicable anywhere in Asia.

Machine number	Machine name	Machine type	Flow type	ilk.yys	Card number	Card 2	Daily flow	Month flow	ilk.lkxsj	ilk.kgxsj	Operation
1902000023	SLY-10...	Android machine		CMCC/移动	898604021017...	867732036319.	0.25	2.62	2019-09-21 14:31:58	2019-09-08 11:48:19	Revise Detail
1908000055	190800...	Android machine		CMCC/移动	898604021017...	862671043284.	0.22	12.17	2019-09-21 14:37:18	2019-08-23 08:24:18	Revise Detail
1902000004	XL10a	Android machine			-	-	0	0	2019-09-05 06:43:40	2019-08-14 17:00:04	Revise Detail

### 2.8 Machine ticket configuration ( Machine receipt management )

For Android touch screen machine only.

## 3. Trade Management

### 3.1 Order management (Transaction details)

You can check the transaction details like machine number, price, quantity, payment status, transaction status and time.

Merchant order number	Product name	Order price	Payment amount	Products qty	Payment conditions	Delivery conditions	Service type	Payment terms	Payee	Order conditions	Payment time
240405130100007960	Coke:035	22	22	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:40:05
240405130100007890	Coke:034	22	22	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:39:44
240405130100007749	Coke:035	22	22	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:38:55
240405130100006720	Chocolate Wafer Sticks:023	10	10	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:33:39
240405130100006540	Coke:034	22	22	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:32:38
240405130100003165	Kopiko Coffee:044	25	25	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:15:57
240405130100003016	Smart C+ Lemon:039	30	30	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:15:16
240405130100002547	Mountain Dew:040	25	25	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:12:44
240405130100002397	Water 500ml:032	17	17	1	Paid	Dispensed	Offline ...	Cash		Finished	2024-04-05 13:11:59

Download Excel in the arrow pointed to get more detailed information

Merchant code	Machine name	Merchant org	Order number	Payee	Payment term	Delivery confi	2019-09-21 00:00:00 - 2019-09-22				
On the way(0) Transaction overtime(0) <b>Transaction success(1)</b> Happy buy with prize (0) Happy buy without prize (0) Others(0)											
Num ber	Merchant nu mber	Marchant na me	Machine numb er	Machine nam e/number	Merchant order number	Order pric e	Preferenti al amount	Payment amou nt	Products qty		
1	0391	兴元营销部 (展)	1908000055	1908000055	X010300A190921130100013105	0.01	0	0.01	1		
2		本页小计				0.01	0	0.01	1		
3		总计				0.01	0	0.01	1		

Payment conditions	Delivery c onditions	Payment t erms	Payee	Order con ditions	Create time
Paid	Dispense d	Wechat	ovUzUjo...	Fnished	2019-09-21 13:49:29

### 3.2 Refund management

You can check the refund details as below:

Machine ID, product name, refund amount, payment method, payer, operator, refund status, refund time, refund reason, transaction time and so on.

All	Refunding(0)	Refunded(0)	Refund failure(0)	Item jammed(0)	Dispensing over time(0)	Other(0)	
<b>Excel</b>	统计						
Merchant name	Machine code	Machine name	Product code	Product name	Merchant order number	Refund amou nt	Transaction methods
No Data							

Payer	Operator	Refund status	Refund time	Refund reaso n	Transaction time	Operate

### 3.3 Transaction SUM

You can check transaction sum via machine ID for transaction quantity, Amount in List, Click details to check transaction details as 3.1.

Machine name	Merchant name/	Machine typ	Point	User code	2019-09-21 - 2019-09-21		Query			
Merchant code	Machine code	Machine name	Machine type	Point	Route	Dispensing qua ntity	Dispensing amou nt/Y	Wechat amount	Query time	Details
0391	1908000055	1908000055	Android machine			1	0.01	0	2019-09-21至2019-09-21	<a href="#">detail</a>
0391	1904000424	盒饭机-展厅	Android machine			0	0	0	2019-09-21至2019-09-21	<a href="#">detail</a>
0391	1902000035	【上晨】盒饭机	Android machine			0	0	0	2019-09-21至2019-09-21	<a href="#">detail</a>
0391	1902000034	【上晨】盒饭机	Android machine			0	0	0	2019-09-21至2019-09-21	<a href="#">detail</a>
0391	1902000023	SLY-10C-003	Android machine			0	0	0	2019-09-21至2019-09-21	<a href="#">detail</a>

### 3.4 Pick-up code management

For android touch screen vending machine only.

### 3.5 Delivery check

For pick up code delviery result check.

## 4. Stock Management

### 4.1 Inventory of line ( ( Not Applicable in the Philippines )

### 4.2 Inventory of machine

You can check the inventory via machine ID, machine name and export a replenishment list.

Machine number	Machine name	Point place name	Wire name	Commodity Number	Commodity Name	Stock qty	Out of stock	Stock capacity
1812000471	1812000471			未设置	未设置	6627	3	6630
1812000471	1812000471			0001	COCAOLA	255	0	255
1812000471	1812000471			0002	乐可/雪碧/芬达	254	1	255
1812000471	1812000471			0003	农夫山泉	255	0	255
1812000471	1812000471			0004	黄金鱼翅	255	0	255
1812000471	1812000471			0011	可比亮	255	0	255

↓ Check via machine ID and machine name

Machine number	Machine name
1812000471	1812000471
1812000471	1812000471
1812000471	1812000471

↓ Check the out of stock product, export a replenishment list

**Export replenishment list**

Commodity Number	Commodity Name	Stock qty	Out of stock
		6627	3
0001	COCAOLA	255	0
0002		254	1
0003		255	0
0004		255	0

### 4.3 Inventory of tray

You can check the inventory via tray number.

Machine name: Point line name: Commodity Name: **Inquiry** **Export replenishment list**

Machine number	Machine name	Point place name	Wire name	Tray number	Commodity Number
1812000471	1812000471			001	0001
1812000471	1812000471			002	0002
1812000471	1812000471			003	0003
1812000471	1812000471			004	0004
1812000471	1812000471			005	
1812000471	1812000471			011	0011
1812000471	1812000471			012	
1812000471	1812000471			013	

### 4.4 Replenishment record

### 4.5 Alert for out of stock(It shows on Alert function)

Machine code	Machine name	Point name	Route name	Operator	Selection out of stock warning	Product out of stock warning	Replenishment warning	Operate
1812000471	1812000471				0/55	0/1		Application to other
1901000290	DLY-10C-001XL				0/47	0/25		Application to other
1902000004	XL10a				0/45	0/18		Application to other
1901000165	DLE-6A-001X-M				0/30	0/1		Application to other
1902000023	SLY-10C-003				0/14	0/14		Application to other

### 4.5.1 Selection out of stock warning



↓Setting warning quantity

Product code	Product name	Selection out of stock warning	Inventory quantity	Inventory capacity
001	0000	0	255	255
002	0000	0	254	255

### 4.5.2 Product out of stock warning



↓Setting product out of stock alarm quantity

Product code	Product name	Product out of stock alarm threshold	Inventory quantity	Inventory capacity
0000		0	10698	10710
0041		0	255	255
0042		0	255	255

### 4.5.3 Replenishment warning

loc	Replenishment warning
	缺货货道数>1,则通
	缺货货道数>1,则通

↓ (Shows on Alert function only)



Quantity of out of stock selection **More than**  Notify the administrator to replenish

Total number of remaining product in the machine **Less than**  Notify the administrator to replenish

[Save setting](#)

## 5. My product

You can query, add and export via excel.

Product code	商城商品编号	Product name	Brand name	<a href="#">Query</a>	<a href="#">Add</a>	<a href="#">Excel</a>				
<a href="#">Online(178)</a>		<a href="#">Offline(0)</a>								
Serial number	Picture	Product code	商城商品编号-EN	Product name	Sale price	Cost price	Brand name	Whether joint operation	Remark	Operate
1		0001		COCAOLA	500	10	其他	No		<a href="#">Modify</a> <a href="#">Delete</a>
2		0002		SPRITE	2.5	2	雪碧	No		<a href="#">Modify</a> <a href="#">Delete</a>

Add a product --Complete the details with “\*”

You can add as many products here as you like, even if they are not in order. Later on, once you have finished adding products, you can arrange them in the tray as specified in the machine tray configuration.

Adding goods

\* Product code  Product number of the mall

\* Product name  Specification

Brand category  Commodity barcode

Commodity label  Commodity characteristics

\* Unit price  Price in the Vending \* Cost price  Price bought from the supermarket

Production date  Warranty date

Unit  Authentication

Smile ID  On the shelf mall

Place of Origin  manufacturer

heatingTime

Thumbnail  Detail picture  560 x 800 size

Remark

(Number of pictures: Thumbnail: <=1, detail picture: <=5, picture format: jpg/png; picture size: <=500kb; recommended size: 560\*800)

## 6. Customer Management (Merchant management)

### 1. My Team

You can create several users for your team, Eg.: your operator.

Name Account

Complete the details, normally choose the Ordinary user for your employee.

\*Account

\*Name

Right level

Office

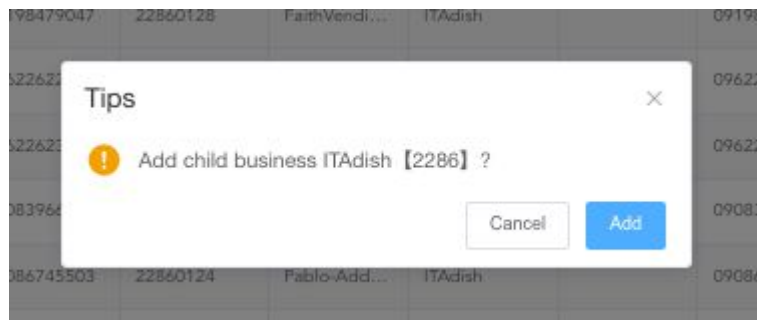
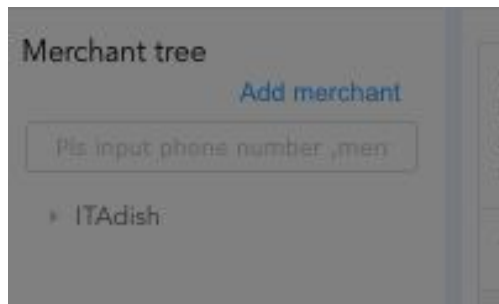
Phone

E-mail

\* The application administrator can view all the machine data of the merchant without the machine authorization. The ordinary user must authorize the machine to view the data of the authorized machine.

### 6.2 My Customer/Merchant

You can create a cloud system sub-account for your client



↓ Complete the details

\* Log in account

\* Merchant name  Contacts

\* Contact number

Whether Collect the money

Merchant address

Service hotline  wdsh.yzsh

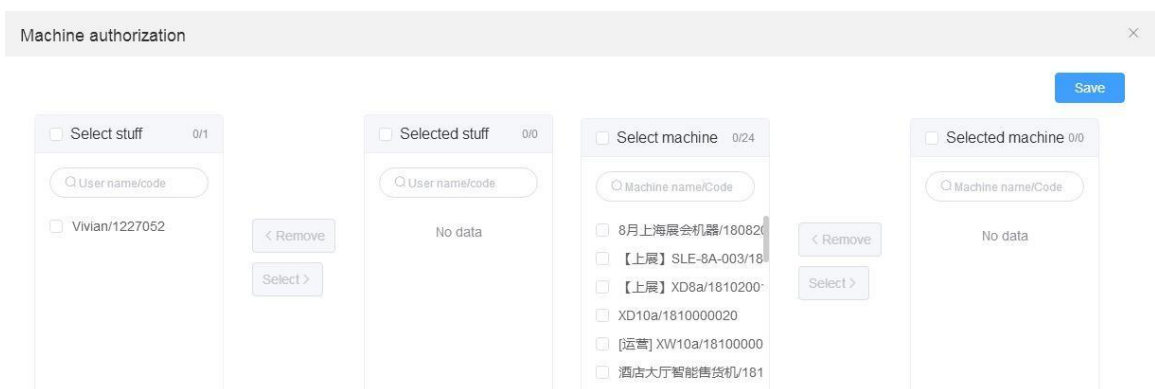
汇率

\* Merchant type  wdsh.yzsh

### 6.3 Team machine authorization



↓ Select stuff and machine step by step, then save



### 6.4 Team machine authorization

Choose a machine , then bind.

Merchant tree [Binding to machine](#)

Input number, merchant code

ITAdish

Input machine code or name

Subordinate merchant	Machine code	Machine name	Point	Remark
<input type="checkbox"/> 0906000001	1808200207	Company1		
<input type="checkbox"/> 0906000002	1808200211	PrivateBuyer		
<input type="checkbox"/> 0906000003	1810200166	Company2		
<input type="checkbox"/> 0906000004	1810000020	Company3		
<input type="checkbox"/> 0906000005	1810000021	Company4		
<input type="checkbox"/> 0906000006	1811000132	Company5		

shjqsq

[Binding to machine](#)

merchant code

(展机)

Merchant Machine Binding

Input number, merchant code

Machine: 230100000

Merchant Name:

Merchant Name/Code

[Binding](#)

### 6.5 Customer service contact

For touch screen vending machine only.

## 7. Statistical analysis

### 7.1 Statistical via machine

Merchant name/code Machine name / code Machine type Point/Route User code

Yesterday The past 7 days 2019-07-01 - 2019-07-01 Query

Merchant code	Merchant name	Machine code	Machine name	Machine type	Point	Route	Dispensing qty	Dispensing amount	今日/昨日	Wechatpay amount	Details
0391	兴元营销部 (展机)	1810000021	[运营]XW10a	Single chip microcomputer	兴元厂区		3	7	0	7	<a href="#">详情</a>
本页小计							3	7	0	7	
总计							3	7	0	7	

Total 1 20/page 1 Go to 1

### 7.2 Statistical via product

Merchant name Product name/code User code 2019-08-01 - 2019-09-01 Query

Merchant code	Merchant name	Product code	Product name	transaction qty	Transaction amount	Profit	Product sales detail
0391	兴元营销部 (展机)	0003	农夫山泉	3	4.01	0.11	<a href="#">Details</a>
0391	兴元营销部 (展机)	0012	未设置	1	3.5	3.5	<a href="#">Details</a>
0391	兴元营销部 (展机)	0	未设置	3	0.03	0.03	<a href="#">Details</a>
0391	兴元营销部 (展机)	0199	娃哈哈驱动柠檬汁	3	0.03	-16.47	<a href="#">Details</a>
0391	兴元营销部 (展机)	0201	维他命水	2	0.02	-11.98	<a href="#">Details</a>
0391	兴元营销部 (展机)	0001	九总	2	0.02	-19.98	<a href="#">Details</a>

## 7.3 Report export

Report status:  2019-07-01 00:00:00 - 2019-07-01 23:59:59 Query Applying report

Report name	Report time range	Applying ti
No Data		

## 8. Promotion

Promotion plan for touch screen vending machine only.

## 9. Member maintain

Online member system management.

## 10. Financial management

For online payment financial details management like wechat pay, Alipay, card reader pay and so on.

## 11. System management

### 11.1 Role management

Add a Role (This is for the Users when you set it in My Team)

Web角色管理 App角色管理

Pls input role:  Start time:  至  End time:  Query Add role

Code	Role name	Role type	Description	Create time	Operate
3571	财务角色	通用角色	默认财务角色	2018-11-23 08:46:53	View Edit Delete Resource management

Complete the Role name

\* Role

name

Role

Description

Resource management (Setting the authorization for the role)

22310	Operator	通用角色	Operating	2019-09-21 17:44:09	View Edit Delete <b>Resource management</b>
-------	----------	------	-----------	---------------------	---

Click to set the authorization for the role

Tree resource list Current role : Operator

- 信息资源管理系统
  - 首页
  - 售货机
    - 我的点位
    - 我的售货机
    - 机器报警
    - 机器状态
    - 保养维修
    - 模板管理
    - 流量卡管理
    - 机器小票配置
  - 交易管理
    - 订单管理
    - 退款管理

11.2 Daily record

Check the login record, cloud system revise record and so on.

Operator	Operate type	Operate name	Operate	Operate time	Operate
兴元营销部 (晨机)	登录	系统登录	113.240.228.231	2019-09-21 10:22:24	<a href="#">Details</a>
兴元营销部 (晨机)	修改	模板管理/货道模板新增修改	113.240.228.231	2019-09-21 14:36:58	<a href="#">Details</a>
兴元营销部 (晨机)	删除	模板管理/通用模板删除	113.240.228.231	2019-09-21 14:37:19	<a href="#">Details</a>
兴元营销部 (晨机)	登录	系统登录	113.240.228.231	2019-09-21 15:23:23	<a href="#">Details</a>

## FAQS

**1. Question: Can I remotely monitor the vending machine's inventory levels using the cloud system?**

Answer: Yes, the cloud system allows you to monitor real-time inventory levels of the vending machine from anywhere with an internet connection.

**2. Question: Is it possible to receive alerts for maintenance issues through the cloud system?**

Answer: Absolutely, the cloud system can send alerts for maintenance issues such as low stock, machine errors, or even potential jams.

**3. Question: Can I remotely disable a vending machine via the cloud system for maintenance or security purposes?**

Answer: No, the cloud system is for monitoring purposes only. It does not have the capability to control the vending machine's power or functions remotely.

**4. Question: How can I track sales and revenue data using the cloud system?**

Answer: The cloud system provides detailed sales and revenue reports that can be accessed in real-time or exported for further analysis.

**5. Question: Is it possible to update pricing or product information on the vending machine through the cloud system?**

Answer: Yes, you can remotely update pricing, product information, and even promotional offers through the cloud system without the need for physical intervention.

**6. Question: Can the cloud system help in identifying and resolving vending machine jams?**

Answer: While the cloud system can alert you to potential jams, physical intervention is still required to resolve them. It does not have the capability to clear jams remotely.

**7. Question: How secure is the data transmitted between the vending machine and the cloud system?**

Answer: Data transmission is encrypted to ensure the security and privacy of the information exchanged between the vending machine and the cloud system.

**8. Question: Can I track the vending machine's energy consumption and performance using the cloud system?**

Answer: Yes, the cloud system provides insights into energy consumption patterns and performance metrics to help optimize operational efficiency.

**9. Question: Does the cloud system support integration with other smart devices or systems for a more comprehensive vending solution?**

Answer: Yes, the cloud system can be integrated with other IoT devices or systems to create a more interconnected and intelligent vending ecosystem.

**10. Question: How does the cloud system help in improving overall vending machine management and operation?**

Answer: The cloud system enables remote monitoring, data analysis, and predictive maintenance, leading to better efficiency, reduced downtime, and enhanced customer satisfaction.

