

Crane COTI2 Online VendLive How to Guide

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1. Intro

Congratulations! You are now the proud owner of the most advanced Crane coffee tower - the COTI2.

This will allow you to serve a wide range of locations, stand out with customizable design, all while increasing your overall coffee sales as well as optimising and reducing operation and service costs.

The backbone of the COTI2 is VendLive - a powerful software running on the coffee tower, connected to the VendLive cloud for real-time reporting and management of the machine.

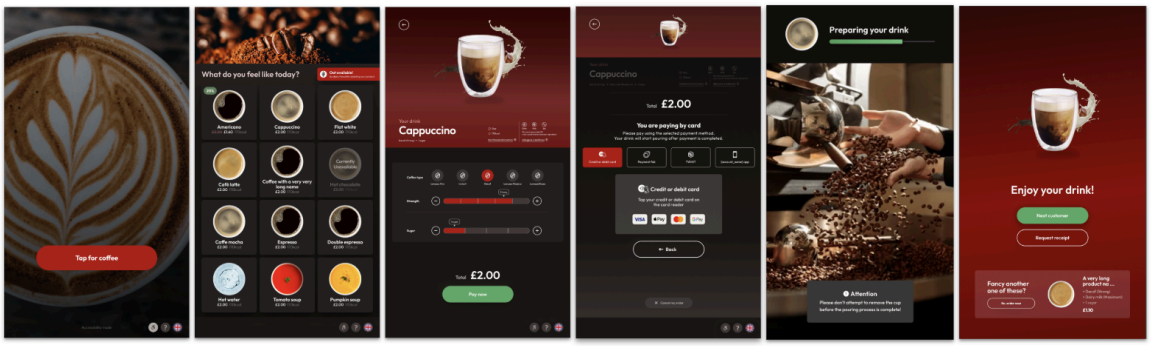
In this Guide, you will find everything you need to remotely set up, maintain and monitor your machine with VendLive.

Note: In order for your COTI2 to work as expected, it needs to have a working and stable internet connection.

2. The COTI2 User Interface

The COTI2 user interface is designed to boost user interaction and provide the best experience for each location type.

2.1. The user flow



The basic user flow consists of a Home screen, Product Selection, Product Customisation, Payment, Pouring and Success.

Once the vend is finished, the user may request a receipt, initiate the re-order of the same drink or hand over to the next customer.

This flow can be extended to further boost user engagement - see chapter on Customer Engagement.

2.2. Wheelchair Accessibility Mode

The user interface supports wheelchair accessibility mode.

Activating wheelchair accessibility is possible on a click of a button, on every screen.

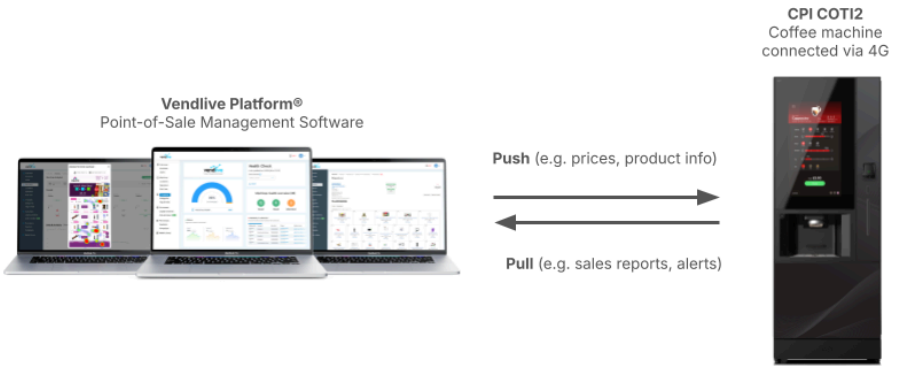
Upon the start of a new user session, the interface resets to the default mode.



3. VendLive

3.1. What is VendLive

VendLive is a leading point-of-sale management software. It consists of a software installed on the machine and a web portal to access all your machines. Thanks to the software you can manage and monitor the COTI2 remotely. You can set up a product, change prices, access sales reports, and do many more things.



3.2. Commonly used terms

- Operator = Vending Operator
- Customer or user = the end-user who is making a purchase on the machine

3.3. What to use VendLive for

VendLive is your “command center” for the COTI2. With VendLive you can monitor and manage the COTI2 remotely.

Remote Monitor
Sales reporting
Health monitoring
Connectivity monitoring
Conversion tracking & analytics

Remote Manage
Product information (i.e. images, allergens)
Price updates
Media (welcome/pouring screen, banners)
Custom user interface design
Promotions
Vouchers
Loyalty scheme
E-receipts
Digital & app payment options
Third-party Integrations

3.4. What to not use VendLive for

As you just learnt, most updates for your machine can be performed remotely.

Exception to those are refilling, sanitation, drink calibration (water compensation, drink sizes) and certain troubleshooting actions, that require physical intervention.

3.5. Your account

In VendLive, everything is managed through your company's Account, which is created prior to installation by Boost inc.

Under this Account, you will find

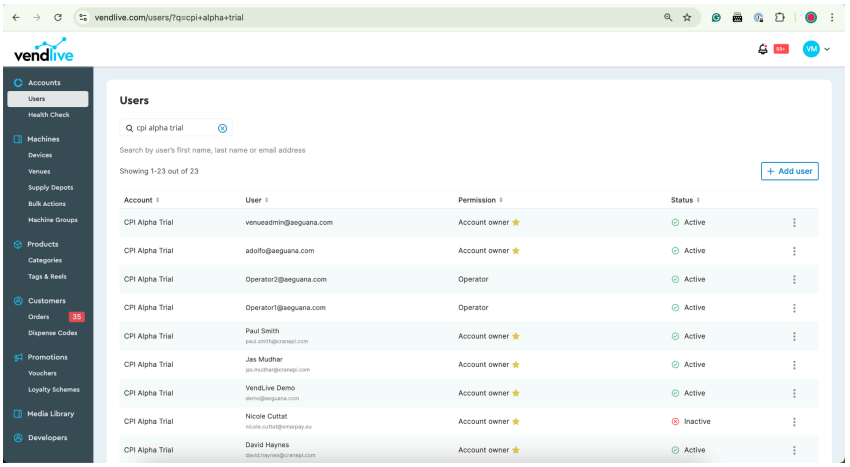
- **Account settings** applies to all machines in this account
- **Subaccounts** allow for distinctions in account management; a specific client might have a dedicated subaccount.
  Subaccounts have their own settings (e.g. Help information).
- **Venues** are the locations in which your machines will be installed. Venues can have opening times. The Venue name will be displayed on e.g. receipts.
- **Machines** are your operating units. Payment, billing, sales, are all attributed to a machine. A machine also is the home of your planogram, which dictates which products are visible on your User Interface.
- **Devices** are a level below a Machine. In multi-device setups, like a coffee and a smart fridge machines, two devices are linked under one machine.
- **Product settings**, that are applied across all machines in the Account and its Subaccounts.
- **Users,** who are associated with the management of your Account. Users could have different access rights: Merchandiser and Account Owner. Account Owners are able to add further users via VendLive.
- **Customers**
  Every COTI2 user is saved as a customer, once they request an e-mail receipt with their e-mail address.
- **Media Library**
  An overview of all Media (images and videos) that have been uploaded via your account. This library contains e.g. previously uploaded Screensavers or Product images.

3.6. Manage users

Users of your account have different permission levels. A **Merchandiser** has access to all information and handles related to the daily operations of his estate, namely replenishment. An **Account Owner** can also manage pricing, download reports, and invite further users to their account.

When creating a new user, the Account Owner can define whether to give access to the whole account or to specific machines only.

The user tab is visible under Accounts / Users in VendLive.



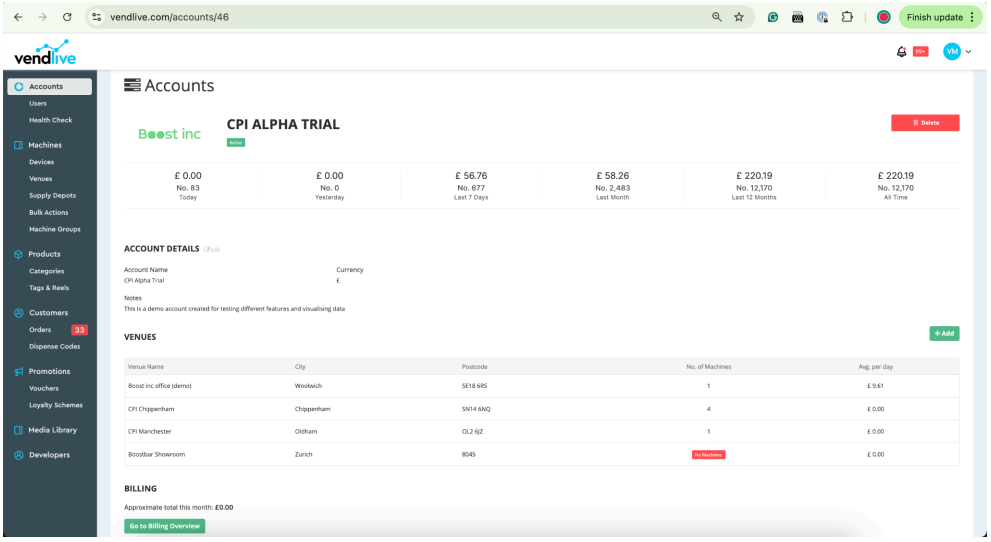
3.7. Account Insights

In VendLive you can monitor your estate real-time. You have visibility on your estate as a whole, as well as on individual machines or groups of machines.

Be it sales performance, overview on venues, machine health or errors, you can see these in VendLive.

3.7.1. Account-level insights

- On the Account page, you see a sales overview of your estate (revenue and quantity sold) in the last day, week, month, year and all times.
- You also see your account details, all your venues with an overview of their daily average performance, and the number of machines attached to each.
- You may also find your account details, as well as your billing overview here.



3.7.2. Machine-level insights

- On the Overview tab of the Machine page, under Location Events, you see insights on Sales, Connectivity and Errors from a selectable time period.
- On the Analytics tab of the Machine page, you see conversion rates and a heatmap of UI interactions.
- On the Alerts tab of the Machine page, you see all Active and Cleared Errors - more in the chapter ‘Errors’.

3.7.3. Reporting

Downloadable reports (PDF, CSV, XLS) on Sales, Stock or Media Playback are available under the Machine Groups menu. See more on machine groups in the next chapter.

4. Machine Setup

4.1. VendLive account

Your VendLive Account is the backbone of controlling your machine estate, and is required prior to machine creation.

These are set up by Boost inc via the Crane Support team.

Operators normally have one account, and potentially multiple sub-accounts if dividing the estate is required (i.e. geographies, customer types).

4.2. Machine creation

Machines in VendLive are created prior to installation, following the 'Automated Onboarding' steps by Boost inc and Crane. Once created and sold, machines are assigned to the Operators' accounts.

4.2.1. Identifying a machine

- The machine ID is a machine's unique identifier, visible as a 5-digit code in the URL of the machine page (https://vendlive.com/machines/xxxxx). This does not change over time.
- The machine friendly name is for the operator to be able to refer to the machine easier. This normally follows a naming convention consisting of a reference to the operator's name and a 3-digit number, and may change over time.
- The machine serial number is visible on the machine's page, which reflects the underlying computer board in the machine. This may change upon replacement.

4.2.2. Venue

4.2.2.1. Supply depot

Supply depots are the aggregating units that serve your venues - normally corresponding to your warehouses.

A supply depot can serve multiple venues, but a venue can only be served by one depot.

When creating a supply depot, you may assign separate contacts to receive differenet alerts related to stock, temperature, vend status, etc.

4.2.2.2. Venue

Venues can be created by account owner level users. A venue refers to a physical address, in which one or several machines can be installed. A machine is considered installed when assigned to a location within a venue.

Venues can have their own contact details to receive notifications of all machines placed within the venue.

4.2.2.3. Location description

Locations are areas within venues, named by the operator upon machine install. These usually refer to the floor, specific area of the building, and/or are descriptive (i.e. coffee corner).

4.2.3. Machine Groups

Machine groups serve as an aggregating unit for multiple machines beyond venues or supply depots. These are used for setting price rules or generating reports.

4.2.4. Languages

Upon account and machine creation, the default language and any further languages of the machine must be stated. These settings define the default language show on the user interface, as well as any further languages that can be selected on the screen by the end-user during any interaction.

4.2.4.1. Available languages

The COTI2 is supports the following languages:

Currently	**Coming soon**
English	Spanish
German	Turkish
French	Swedish
Italian	Finnish
Dutch	Hungarian
Flemish	Norwegian
	Polish
	Arabic

4.2.4.2. Adding a new language

New languages can be added upon account creation, or at any later point, as long as they are included in the default set of COTI2 languages.

Additional languages are set up by Boost inc, and need to be requested via Crane Support.

4.2.4.3. Translations

Once the required languages are defined, the user interface is set accordingly, and the options to add translations in VendLive on the respective languages become available.

For content-managed elements (i.e. products, help information), translations need to be added by the operator. If no translations are added, the text of the default language is shown.

4.3. Machine updates

Changes made in VendLive become available on the machine by pushing the updates manually or automatically.

Updates require stable connectivity, and their speed is dependent on it. Without connectivity, updates will not proceed until the machine is reconnected.

- 'Auto-updates': Enabling auto-updates is recommended. Once a change is made, the update is automatically pushed the machine in approx. 30 minutes after the change. The lag is intentional to allow for corrections.
- 'Push all updates' or 'Force update' button:
    - The number of new updates are automatically counted and shown on the button. Once pushing updates, all updates are available on the machine within minutes (assumed stable connectivity).
    - An update is shown on the machine with a blink - the refresh of the user interface. Updates are not pushed while users interact with the machine, they are always pushed outside of an active session, when idle.

Note: In general, after any changes made in VendLive, clicking 'Push all updates' or 'Force update' is recommended.

4.4. Maintenance Mode

The maintenance mode allows for viewing errors or performing cash collection.

It is available in English, German, French and Italian.

The machine's maintenance mode can be reached by either opening the door, or double-tapping in the top left corner of the screen (welcome or product selection screens only).

The maintenance mode can be opened by using

- The generic maintenance code
    - This can be set or changed using VendLive
    - Once changed, it needs to be synched with the machine via a push update or auto-update
- The operator code
    - Unique code for merchandisers, etc
    - Can be set under users
- Both codes need to be numerical, 4-12 characters long

When the machine is temporarily not connected to the internet, the Maintenance Mode can only be accessed using the generic maintenance code, as long as this has been synched with the machine.

4.4.1. Service Menu

The service menu is available from the maintenance mode.

- The maintenance mode can always be opened, whereas the service menu can only be reached, when the machine's door is open.
- The maintenance mode needs to be manually closed with 'Exit' in the top right corner, to ensure the machine is back to operational.

5. Payments

5.1. Connecting payment devices via VendLive

VendLive automatically detects all cashless and cash payment devices.

Whereas most devices via the standard protocols are supported, it is recommend to clarify via Crane Support whether the requested devices require any further pre-configuration or testing. Once clarified, and the devices are connected, VendLive will show all recognized devices.

5.2. Payment sort order on the UI

Payment methods are displayed in the UI in the order in which they are set up or auto-registered in VendLive. This order can be changed via Crane Support. Changing the sort order of payment methods will require a partial deployment. After this, the payment methods will display in the new order.

It is recommended to consider this sort order of payment methods; Consumers read from left to right, and so the payment method you want to be used most should feature first.

5.3. Free vend

When set to Freevend, the machine will display a different version of the interface which doesn't require the consumer to choose a payment method.

All products will now be priced 0.00, and will pour without waiting for payment. Sales data is still visible under the Machine.

5.4. Cash payments

Cash payment devices are supported and auto-registered via the MDB protocol.

Note:

- Split payments are not supported.
- Banknotes are currently not supported.

5.4.1. On the machine UI

Once a machine is equipped with a cash device, the bottom of the user interface will show a cash icon, and all available denominations that are supported.

On the payment screen, depending on coin availability, a note to exact change preference is displayed.

Cash insertion is rejected in the below scenarios

- The machine is set to free vend
- The machine is in maintenance mode
- The inserted cash amount has already reached the maximum basket value, which is calculated based on the max product price x 1.2

Note: The coin mechanism defines what denominations can be accepted in the machine. The machine will always try to return as much credit as possible, but depending on the available coins in the tubes and the denominations accepted, it may not return all change.

5.4.2. Cash Collection

To complete cash collection, the following actions are required

- The merchandiser user needs to access the maintenance mode on the machine.
- For cash collection actions, the specific merchandiser code is required.
- Under the gear icon, the Cash Collection menu is available.
- A reference number of the money bag can be entered when this action is performed.
- **Note:** The cash audit is shown in the same row as the last sales transaction.

5.4.3. Cash filling

Cash filling is available at the same location as cash collection - in the machine's maintenance mode with a specific merchandiser code.

- Coin fills using the normal coin mechanism (with coins inserted in the normal coin entry point) are accounted for, whereas
- Tube fills (with coins dropped directly into the tube) are not accounted for on VendLive, under the "Cash Manually Added" counter.

5.4.4. On VendLive

All cash actions (transactions and cash collections with all counter details) are visible on VendLive on the Machine page in the Location Events section, on the Cash Audits tab.

6. Products & Prices

The COTI2 will have the products (recipes and ingredients) set up according to the configuration defined together with Crane.

6.1. Setting up products

Products can be set up and managed via VendLive.

- Certain aspects of products (image, allergens & nutritional information, price, etc) may be edited - see right below.
- **Note**: Certain aspects shall not be edited and require Crane Support. These are
  - Subtitle
  - Drink size
  - Slug or recipe slug
  - Ingredients and their quantities assigned to the recipe

6.1.1. Product information

The COTI2 allows for detailed displaying of product information, including

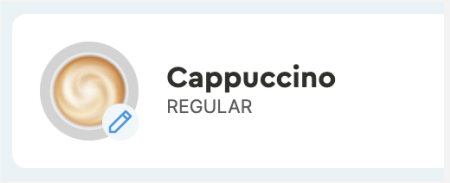
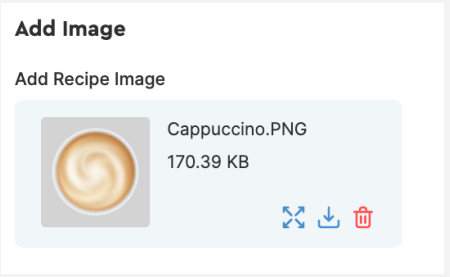
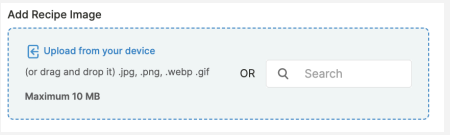
- Images
- Allergens, Additives and nutritional information
- Pricing and price rules

See the items below for instructions on how to add, or change the above information.

6.1.1.1. Images

Products should always have a product that is representative of the product that the customer will receive.
The COTI2 has default product images. However, operators may upload their own product images.

Follow the steps below to change a product image:

In the Product page of the product you want to change, **click on the pencil icon** on the product image	
To **delete the existing image**, click on the bin icon	
You can now **add a new Recipe image**	
Once uploaded, **click "Save"**. Your product will now have a new image. Machines will need a **"Push update" to show this new image**.	

6.1.1.2. Allergens, Additives and Nutritional Information

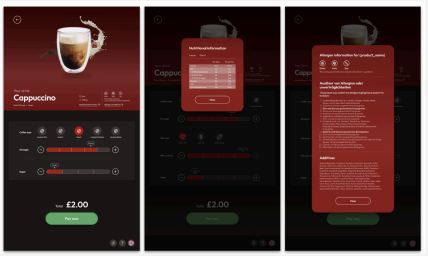
The COTI2 UI allows for the displaying of allergens in the Product page. This is valuable information to customers, but is also sensitive information.

Important

Allergen information should be treated with care. It is the responsibility of the operator to communicate allergens of their ingredients correctly to the customer. Neither Crane, nor Boost inc are liable for any allergen-related issues.

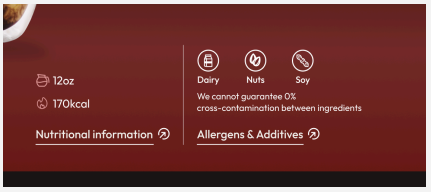
Allergens on the UI

Overall



Product page

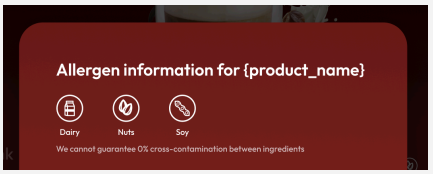
On the Product page, allergens will show as icons. When clicking on “Allergens & Additives”, a pop-up with detailed information opens.



Allergens & additives pop-up

This popup consists of 3 sections.

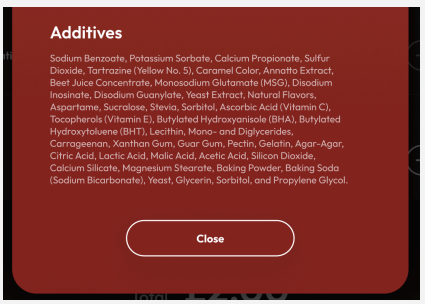
Section 1 is the Allergen information for this product, showing all allergens assigned to this product by combining allergens assigned to the recipe itself, and its ingredients.



Section 2: Extended allergen information



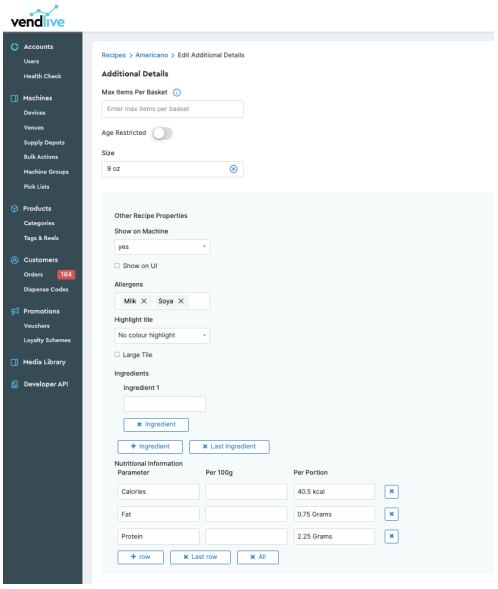
Section 3: Additives



Setup in Vendlive

In Vendlive, Allergens, Ingredients/Additives and Nutritional Information can be set up

- On either the Product's or the Ingredient's page
- Under 'Additional Details'



6.1.1.3. Pricing and price rules

See more information on how to set up pricing and price rules later in this chapter.

6.1.1.4. Displaying ingredients on the machine UI

The 'Show on Machine' and 'Show on UI' fields are relevant to set according to the desire whether to display an ingredient on the user interface.

As an example, while customisable ingredients or ingredients with critical allergens (such as sugar, coffee, milk, syrups, etc.) are important to display to a user, other ingredients like hot water are best to not display, as they carry no relevant information in the purchase process.

6.1.2. Assigning products to the planogram

Your account will come with your products (recipes and ingredients) pre-assigned.

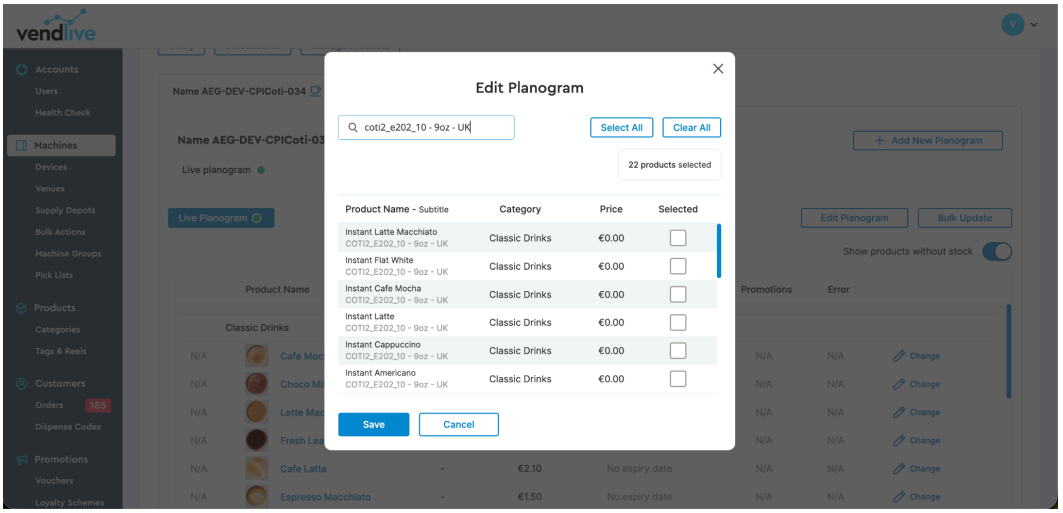
When adding products to your planogram, the product subtitle is there to guide you, containing information about your configuration and the drink size.

- Go to the machine page, edit the planogram and search for the relevant term in the search field.

- Select the required products and click save.
- Remember to always add alternative ingredients separately.
- Remember to add stock to the ingredients - see more under Stock Management.

Note: When removing products from your planogram, the virtual stock needs to be emptied first.

For more details, refer to Appendix I or contact Crane Support.



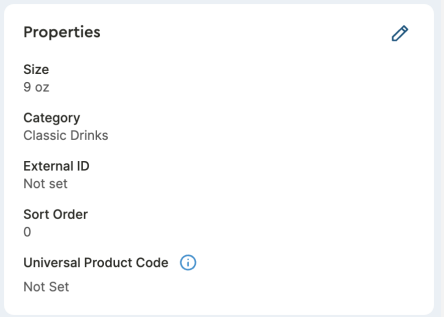
6.1.3. Sorting products

There are two ways to influence the order in which you can see products on the machine:

6.1.3.1. Sort order in the Product page

This will set the Sort order for all products on your Account.
This means that the products on all COTI2 machines in this account will be affected by this change.

In the Product page of the product for which you want to change the Sort order,
click on the pencil icon next to “Properties”

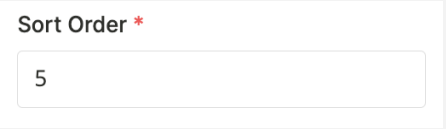


Change the Sort order. Use increments of 5 or 10 to do so; this will give you flexibility later on to fit a different product “in between” others.

Important: This change will affect all machines that this product is assigned to. This setting can be overwritten when the sort order in the Machine’s planogram is changed.

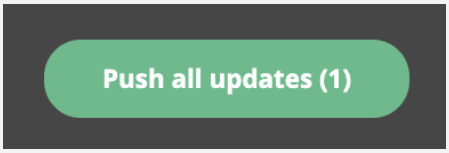
A Sort order of “0” will not be considered; e.g. a product with Sort order 10 will be displayed before a product with Sort order 0.

Click **Save**.



On your Machine page:
Reload the page and push updates.

Important: The sort order is reflected in the machine’s UI, but not on the VendLive machine page.

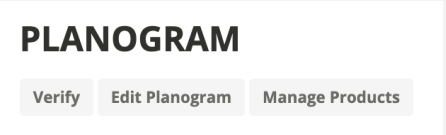


6.1.3.2. Sort order in the Machine

This will override the Sort order that is set on a Product level, and will only affect the machine on which you are making the changes.

6.1.4.

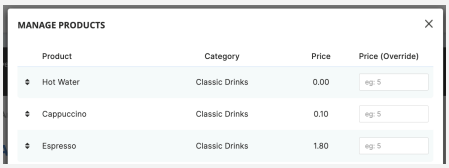
In the Machine page for which you want to change the Sort order of products, click on **Manage Products** underneath the section header “Planogram”.



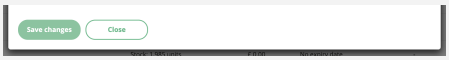
Drag the products using the arrows on the left of the Product name that you want to see first to the top of the planogram.

Make sure these are the Drinks, not the ingredients.

Note: setting this sort order will permanently override the sort order that is set via the Product settings.



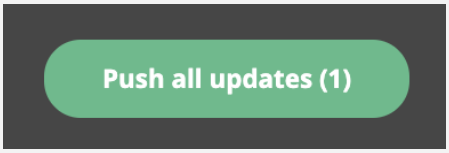
Scroll down and click “**Save changes**”.



Click **Push all updates.**

Don’t be surprised if this number is high: all the products that have now changed order are included in the push.

Note: The sort order is reflected in the machine’s UI, but not on the VendLive machine page.



6.1.5. Highlighting products

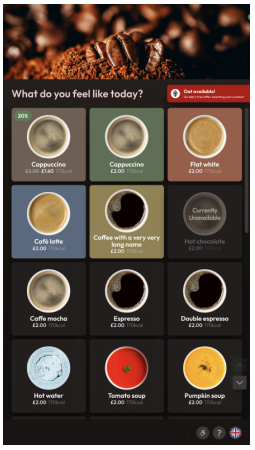
Drink differentiation is a feature, that allows the Operator to highlight certain producvts visually via assinging them a distinct colour or a larger tile.

This shows on the Product Selection screen of the UI.

Colour and tile size can be set up by the Operator, by editing the Additional Details section on the Product page in VendLive.

On the default (black-red) interface, the highlight colours correspond as below:

- Colour highlight 1 - Taupe
- Colour highlight 2 - Sage green
- Colour highlight 3 - Brick brown
- Colour highlight 4 - Blue
- Colour highlight 5 - Moss green



6.1.6. Stock management

Stock updates are available via VendLive or the machine's maintenance mode.

- You can change stock levels one by one, or for all products at the same time under the 'Bulk Update' menu in the planogram section of the machine page.
- **Note:** At the moment, all ingredients require to be stock managed on VendLive. Therefore, we recommend always keeping the stocks level high (for instance in the five digit range).
- Further planogram updates, such as retrieving a planogram via the maintenance mode is not applicable for coffee.

6.2. Pricing

6.2.1. Free vend mode

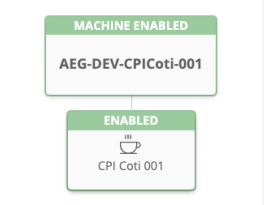
Machines can be set to free vend mode in VendLive or via the machine's Maintenance Mode.

When free vend is set, the machine will not ask for payment. Instead, the customer is simply asked to confirm the starting of the pouring of their drink.

6.2.1.1. Setup Via VendLive

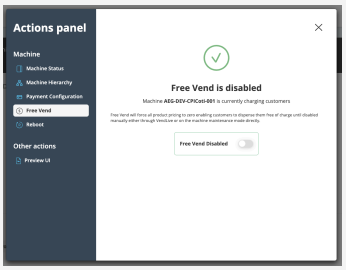
Use the steps below to set a Machine to Free Vend via VendLive:

1. Click on the top panel "Machine enabled" in the Machine page

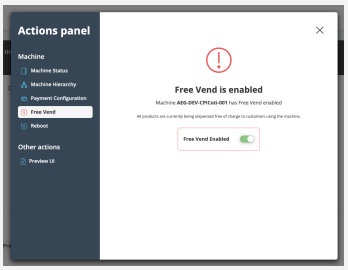


2. In the Actions panel, click on item "Free Vend"

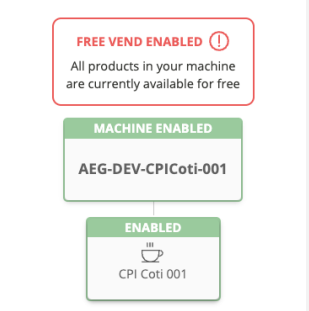
   Click on the toggle next to "Free vend disabled" to enable Free Vend



3. You will now see that Free Vend is enabled.



4. Once you exit the Actions panel, you will see a notification above the machine.



6.2.1.2. Setup Via the Machine's Maintenance Mode

In the Maintenance Mode, under Settings, the Operator / Merchandiser may set the machine to free vend using a toggle.

6.2.2. 0.00 price point, when not in free vend

When a product price is 0.00 (either because this is the original product price or the product is subjected to a Price rule), but the machine is not set to free vend, the machine will ask for confirmation before pouring.

In non-freevend-flows, this confirmation consists of the user having to select the payment method they want to pay with. After the payment is processed, the product will immediately vend.

6.2.3. Pricing of recipes and ingredients

All drinks recipes consist of core ingredients (i.e. fresh beans), alternative ingredients (i.e. instant coffee) and extras (i.e. sugar, syrup).

Limitation: Currently, prices can only be set for the core recipe, and the price for alternatives and extras needs to be kept as 0.00.

If select locations require deviating pricing for alternatives, or for certain extras, contact Crane Support for setup.

6.2.4. Price levels and price rules

While a product will always have a default price, this price can be overruled.

Prices rules can be set on a machine, and on machine groups.

6.2.4.1. Default price - per product per machine

The default price is the price assigned to a product. If the product is linked to multiple machines, this is the price that will show on all machines, unless price overrides and price rules are set up.

6.2.4.2. Price Override - per product channel on the machine

Price overrides change the display and selling price of a single product on a single machine.

This can be set on the machine page, in the planogram section, under the 'Manage Products' menu.

When setting a price override, it also flags if more than one price rule is applied to the product and the machine.

Price overrides are marked with an orange outline around the product's price on the planogram of the machine page.

6.2.4.3. Price Rule - per machine group

Price rules change the display and selling price of a single product on multiple machines - as long as a machine group is set up.

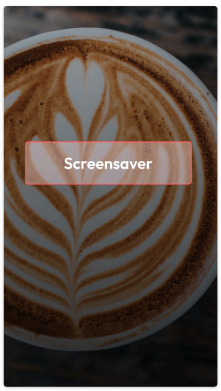
Prices rules can be set for select or all payment methods, and can introduct a set price or a percentage-based reduction.

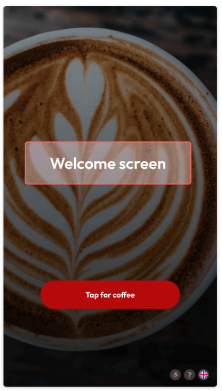
7. Media & Advertising

7.1. Why use Media?

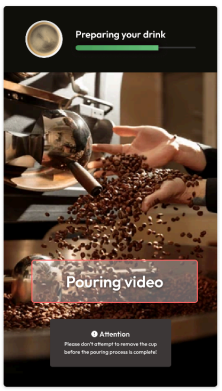
Media and advertising opens new possibilities for the operator to engage with customers.

The COTI2 UI allows you to upload Media in key moments of the user experience:









7.1.1. How to upload

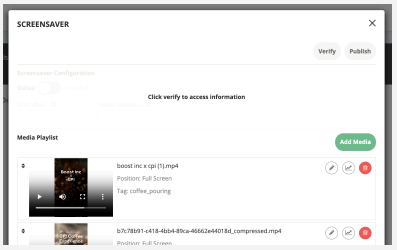
Screensavers and other kinds of media can be uploaded in the UI using either the Media Pack and/or using the “Screensaver” tab in the Machine page.

Before uploading any media, please note the size limitation in Vendlive (50 MB).

Click on the top panel “Screensaver” in the Machine page



Click the green button to add new media:

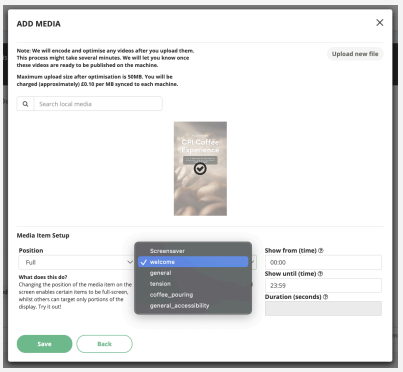


In the **Position** dropdown, make sure to select ‘Full’.

Select a **Tag** to ensure the media is shown in the correct place (see list of tags below)

Click “Save”. This will lead you back to the screensaver overview.

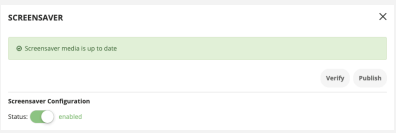
Now click “Verify”, then click “Publish”.



On the Machine page in “Latest actions”, you will now see the status of the screensavers, and who last uploaded them.

Note: For displaying any media on the machine, assigned via the Media Pack or the Screensaver menu, the Screensaver Configuration has to always be ‘enabled’.

This is possible on the machine page, under the Screensaver Menu - Verify - set the toggle to enable - Publish.



7.1.2. Using Tags for UI assets

The below asset types are content-manageable via the VendLive interface. The table summarizes the file types, incl. required dimensions and the tag that needs to be used. Use the **tags** in the table below to ensure the media shows in the correct location - see also image below:

Media	Details	Tag in VendLive	Dimensions & media types	Rules
Welcome screen	• Not recommended to use in combination with Screensaver • Upload as many banners as you like; the UI will show these as a slide show.	`welcome`	1080 x 1920 PNG, JPG, MP4	If no welcome screen screensaver is uploaded, this screen will not show
Top banner Menu screen	Upload as many banners as you like; the UI will show these as a slide show.	`general`	1080 x 328 px PNG, JPG, MP4	If no Top banner screensaver is uploaded, this will not show. The UI will default to 2-column product menu
Top banner Menu screen Accessibility Mode	Upload as many banners as you like; the UI will show these as a slide show.	`general_accessibility`	1080 x 824 px PNG, JPG, MP4	If no Top banner screensaver is uploaded, this will not show.
Tension banner Menu screen	Recommended to use this to highlight something new about the machine, or something that consumers should be made aware of	`tension`	365 x 76 px PNG, JPG	Shows on Menu screen
Product image	• Shows on Menu page • Set via Product	n.a.	No minimum size Recommended size: 570x570 px; 1x1 ratio PNG, JPG	
Pouring video		`pouring`	1080 x 1586 px PNG, JPG, MP4	
Cup image	• Product image is brought from sub-product Cup	n.a.	Size not applicable; any size will work PNG, JPG	Shows on Place cup screen

Below you find the **position** of the different media assets:

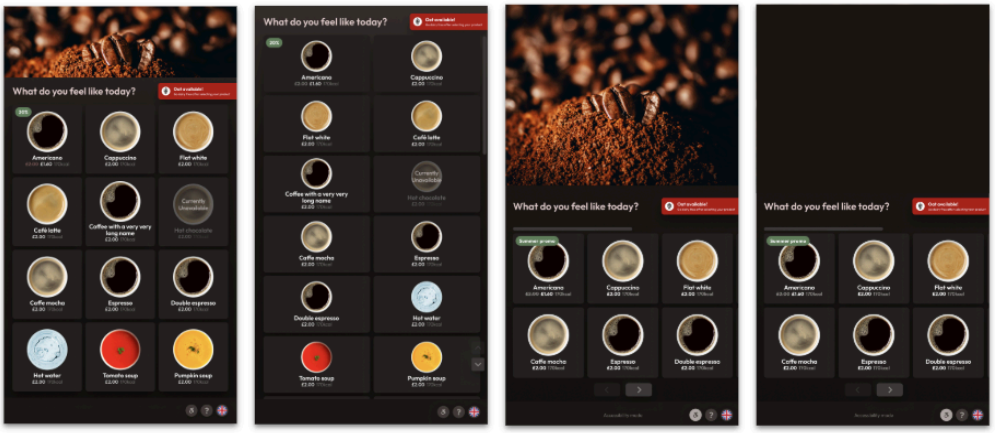


Multiple assets can be assigned to the same tag, in which case the media will keep switching between them.

When no tags are used, no asset is shown.

- When no media is set with ‘welcome’ tag, instead of an empty welcome screen, the machine is showing.
- When no media is set with ‘general’ tag, the products take up the whole product selection screen in a two column grid.
- When no media is set with ‘general_accessibility’ tag, the accessibility mode behaves as usual, however, leaving the image space empty.
- When no media is set with ‘tension’ tag, the space is left empty.
- When no media is set with ‘pouring’ tag, no image or video is displayed while pouring.

The product selection screen in the presence or the absence of the ‘general’ and ‘general_accessibility’ media:



7.1.3. Setting duration, start and end time

Duration, start and end time can be set for each asset individually.

- When a show from and show until time is specified, the media will only play between those times.
- When multiple assets are uploaded with the same tag, duration is considered.
    - When duration is set, the media will only be displayed for the selected seconds, after which the other media asset will show.
    - The duration is only applicable for images, and is not applicable for videos, where the length of the video defines the duration.

7.2. Media Pack

A Media Pack is a bundle of files, media, settings and information that you can attribute to multiple machines.

You can use different Media Packs to create different bundles that are relevant to different location types, or audience types.

If you do not set up a Media Pack, some of the information that is set via this Pack, will be taken from other locations. See the points below for more information.

7.2.1. Setup

7.2.1.1. Creating and editing a media pack

Media packs can be created on an account-level.

The media pack can be created and edited either via the machine page ‘Media’ menu, or in the ‘Media Library’ / ‘Media Packs’ menu.

7.2.1.2. Assigning a media pack

Once a media pack is created, the operator can assign this to a machine or multiple machines in their account.

- Assigning a media pack to a single machine: via the machine page / media menu, where the respective media pack items can be selected (see below).
- Assigning a media pack to multiple machines: *coming soon*

7.2.1.2.1. Deleting a media pack

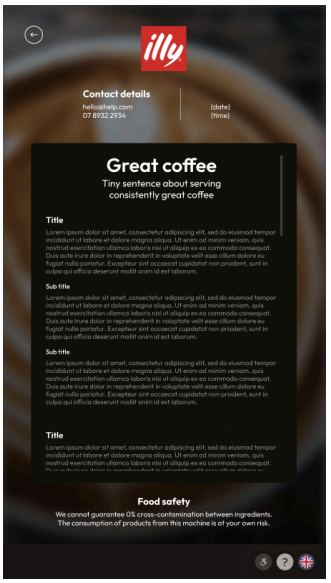
Media packs can be deleted by editing the respective media pack in the media library menu.

7.2.2. Included in the media pack

7.2.2.1. UI customisation

UI Themes can be selected in the media pack from the dropdown menu showing available themes for the account. See more information in the UI customisation section below.

7.2.2.2. Help Information



"Help" information designates the information that is displayed on the "Help" screen on your Machine's User interface.

This information is combination of

- Contact information
- Free text
- Logo
- QR survey: *coming soon*

Help information should be used to inform your customers about relevant information, such as refund information, your company website, relevant contact details (on site or remote).

This information, including the logo, will also be displayed on Email receipts.

The information on the Help screen is set via either of the following ways:

- **Use of a Media Pack** that is assigned to specific machines; or
- **Use of Account information**, which will display on all machines except those that have a Media Pack assigned to them; or
- **Default information** in the absence of the above two.

To set the help screen content via account information, please edit the account details, respectively the customer help Info and the contact details on the account page.

7.2.2.3. Default media pack

All COTI2 machines are installed with a default media pack, that the operator may use, change, ignore or delete later.

7.2.2.4. Using the media pack vs the screensaver menu for assigning media

While media packs support deploying the same information and media across multiple machines, the screensaver menu on the machine page controls that specific machine only.

When assets are uploaded both in the screensaver menu and in the media pack under the same tags, they will play after each other.

7.2.2.5. Customer engagement

Customer Engagement features, such as the Customer Feedback Survey or the Spin the Wheel Game are also part of the Media Pack. Each new survey and game requires setup (and modification) by Boost inc. Once created, the operator can apply these via the Machine Page / Media section.

8. UI customization

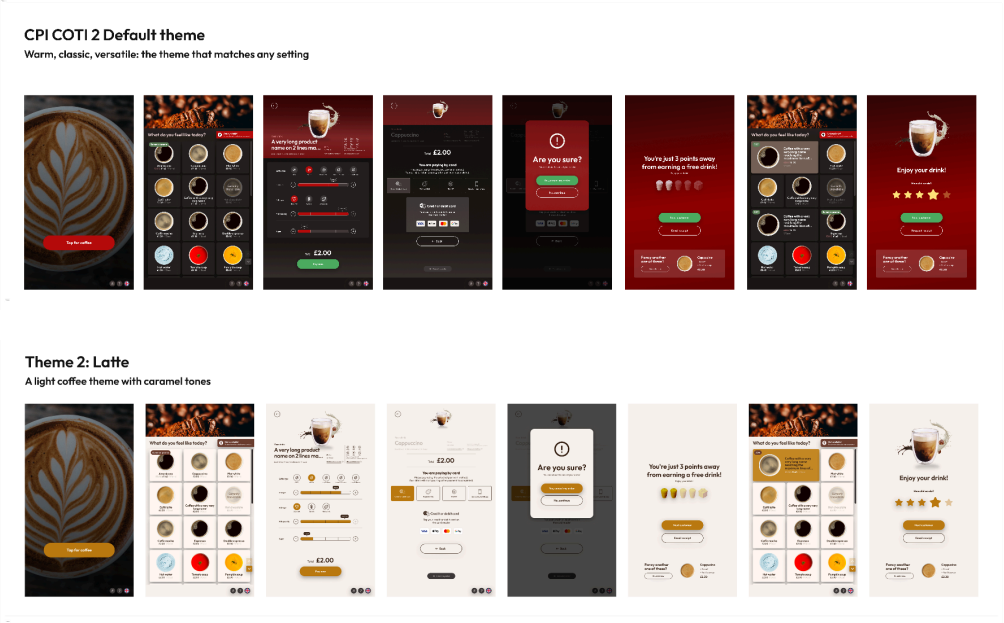
8.1. What does customization mean?

Customization allows operators to stand out by using UI themes that match their brand. Pre-defined themes are available to all operators, and for those who wish to go beyond, there is a possibility to customize the interface entirely.

8.2. Pre-defined themes

All available UI themes on your account can be assigned via the media pack.

Two, a standard and a light theme is available to best match your product vision, the design of your market, or perhaps the interior design of your client's break room.



8.2.1. Changing pre-defined themes

The VendLive Retail package allows for selecting between the pre-defined UI Themes via the UI stylesheet menu when assigning a media pack to a machine.

8.2.2. Custom interface beyond themes

Apart from the default COTI2 UI Themes, the UI can be branded in any colours. This is a unique way to push your own brand, or the brand of the products you intend to sell.

A custom interface has to be commissioned via Crane Support to Boost inc and requires the VendLive Retail Package.

9. Promotions, Deals, Offers & Vouchers

Promotions are a great way to make customers more aware of one or more products on your machine, or to incentivise the purchasing of a specific product.

Customers will feel more compelled to buy a product that is discounted; promotions are therefore also a great way to introduce a new product, or make a less-consumed product more appealing.

9.1. Promotions on the UI

An active promotion will show in different ways on the UI.

Product tiles will show a **sticker** with either the name of the promotion, the 'Promo' text, the discounted percentage or the discounted amount.

Additionally, for product-based promotions customers will see the old and new product **price**.



When a promotion is applied, both for product- and basked-based promotions, the customer will see this in the **Basket,** while also showing the old and new product **price**.



Tip

We recommend to, apart from the promotion itself, use other media to guide your customers' attention to specific products; use the general banner (top banner) and the tension banner to support promotions. See the media & advertisement chapter for more information about these banners.

9.2. Setting up promotions

Promotions can be set up or edited under the 'Promotions' menu in VendLive.

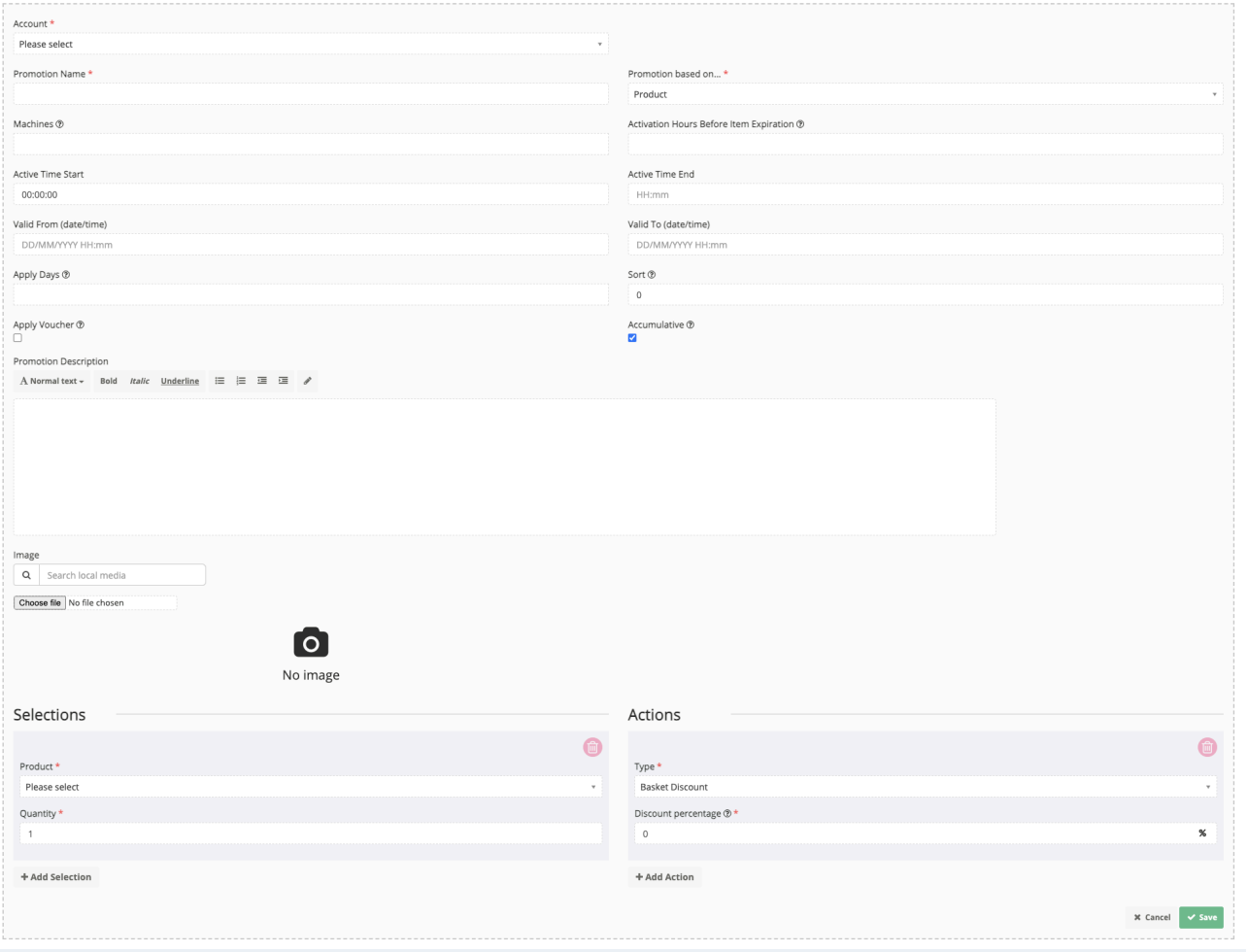
All promotions can be defined as a flat discount or a percentage-based discount.

9.2.1. Product-based promotions

Product-based promotions are discounts applied on a specific product, one product at a time. The discount is either a flat or a percentage-based discount that is deducted from the original price.

Note: Promotions for coffee products are recommended to be set up individually, per product. It is not recommended to set a promotion for 'All' products.

Note: Product-based promotions are only applied for core ingredients. If any alternative or extra ingredient has a surcharge, these fall outside of the promotion.



9.2.2. Further promotion types

Category-based and basket-based promotions are not recommended for the COTI2.

9.2.3. Time and duration

Promotions can be defined without time limitations, or can also have a start and/or an end date, and are valid in the defined duration.

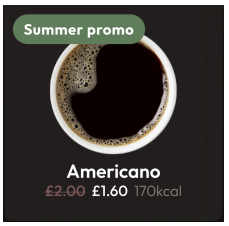
9.2.4. Value

9.2.4.1. Absolute Value

Absolute value promotions reduce the product price by a lump sum. These are available for product discounts only.

9.2.4.2. Percentage Value

Percentage value promotions reduce the product price by a percentage of the product price. These area available for both product- and basket-discounts.



9.2.5. Setting a description

Setting a description to a promotion will lead to this description showing in the promotion sticker.

This sticker does not have a translation. Be mindful of characters; keep this as short as possible (15 characters max), and avoid line breaks to ensure that the sticker shows correctly.

The text in the sticker will not display bold, italic or underline styling. The sticker does not display single or double apostrophes.

9.2.6. Promotion images

On COTI2 machines, the promotional images are not applicable.

9.2.7. Sort order and multiple promotions

It is recommended to set a sort order for the promotions, and do so by using increments of 5 or 10; leaving flexibility for later.

There might also be multiple promotions set for the same product (temporarily, i.e. for seasonal promotions).

- When there are multiple product-based promotions, they are ordered by sort order in ascending order.

- When there are multiple promotions and there are one or more promotion with a sort order of 0, it will be ordered after all promotions.
- When multiple promotions are applied for the same product and no sort order is set, always the first one received by the machine via a push update (regardless of their duration, or the sequence in which promotions were set up) will be displayed, as long as there are no sort order is set in the promotion.
- (n/a) If one promotion is product-based and another is basket-based, the product-based promotion is prioritised first.
- (n/a) Only one basket promotion can be applied to a drink - if multiple basket promotions are applied to a drink, the first basket promotion is the one applied until it is removed.

9.2.8. Vouchers

Vouchers can be used to reduce the price of a product during the purchase.

Vouchers can be tied to promotions or used standalone. **Note:** For a start on coffee products, we do not recommend using vouchers attached to promotions, but rather using promotions and vouchers standalone.

Vouchers can also be used by the Operator or On-Site Supervisor, to temporarily give away free products (i.e. customer visit).

Vouchers share similarities with promotions:

- Vouchers can be applied to single products or a product category.
- Vouchers can have start and end date and are defined during the defined period.
- Vouchers can be single use or multi use.
- Vouchers can be in absolute or percentage-based value.

By opening the voucher details page, all information is displayed and can be edited.

Insights on voucher usage can also be exported as a CSV file under voucher history, showcasing machine information (machine ID), date, discount amount.

10. Consumer Engagement

10.1. Loyalty schemes

Operators can set up a loyalty program to incentivise returning customers.

Using their email address as identification, customers can collect points. After collecting a pre-defined amount of points, the customer will receive a voucher for a free drink.

The standard scheme is buy 5 drinks and get one free.

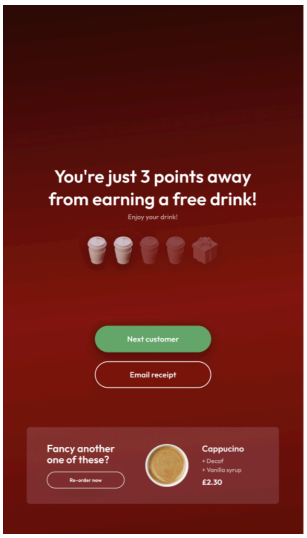
Collecting loyalty points

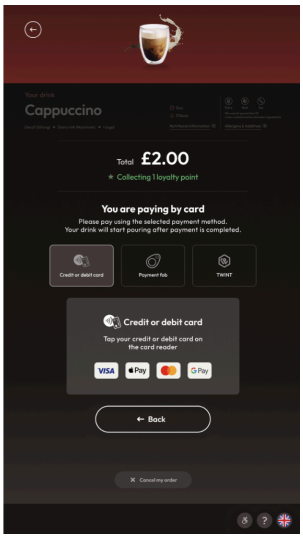
Customers can collect loyalty points by entering their e-mail address prior to payment selection, when the loyalty feature is activated on the machine they buy their drink on.

This will create a customer account in VendLive, to which points are added with each purchase. Customers have to add their e-mail address before every purchase for the loyalty points to be collected.

Redeeming the free drink

The customer will receive a voucher code for their free drink.
The free drink can only be redeemed using this voucher code.





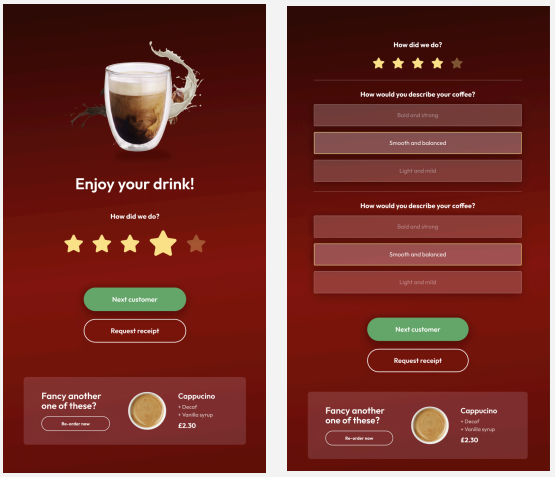
10.2. Consumer feedback

The COTI2 gives operators the opportunity to get feedback directly from their customers. This can be either through star rating, or through selecting a pre-defined answer.

Star rating and multiple-choice can be combined, or chosen individually. A maximum of 3 questions can be defined.

This feature can only be set up by Boost inc, and are to be requested via Crane Support.

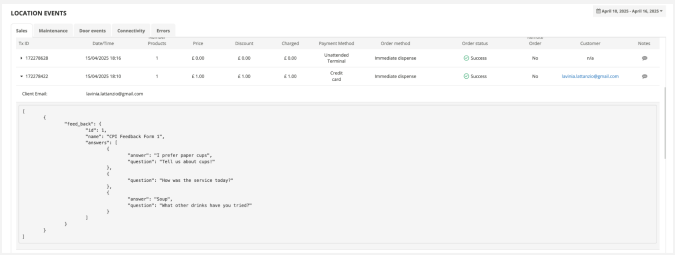
Consumer feedback on the UI



Consumer feedback in VendLive

Operators can see the results of their questions in the sales overview in the machine page.

When clicking on an individual sale, the result of the consumer feedback is shown.

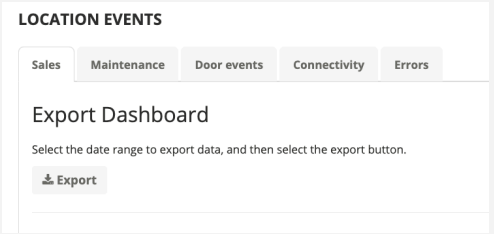


Consumer feedback results

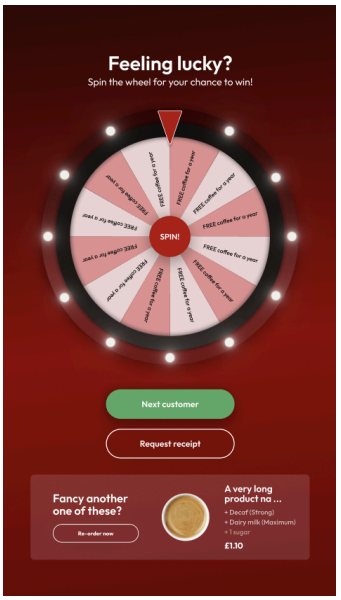
To see the results of the consumer feedback, operators should export the sales data for this machine.

This will send an email with a csv file of the sales data to their email.

Along with other sales data, this file shows a column with the data captured from the consumer feedback questions.



10.3. Gamification: Spin the Wheel



The COTI2 gives operators the opportunity to offer prizes to their customers.

The games available to the operator are created by Boost inc, and can be requested via the Crane Support. Once a game is created, the Operator can assign it to a machine or set of machines via the Media Pack.

Games and respectively prizes can be defined as below

- By defining the number of prize fields (1-12)
- By defining the number of winning fields (max. the amount of total prize fields)
- By defining the probability of each field (all fields up to 1 in total)
- By defining the prizes (both winning and losing) on the wheel (max. 24 characters)

When a user hits the winning field, a voucher is generated automatically, and the voucher code is sent via e-mail. Vouchers are valid for 30 days and can be viewed via VendLive, when inputting the voucher code under the Vouchers menu.

11. Errors

Errors are rendered on VendLive as well as in the machine's maintenance mode to give real-time visibility on the machines' state.
Some errors may cause the machine to be out of order, or prevent drinks from vending, whereas others are to provide information to the operator but cause no disruption for the user.

11.1. Seeing Errors

11.1.1. In VendLive

In VendLive, errors are visible on the Machine Page, in the Alerts menu.

Alerts can be both errors or warnings, namely temporary challenges that potentially negatively affect the machine's behaviour.

Some alerts are resolved automatically, while others require intervention.

11.1.2. In the maintenance mode & service menu

Errors are visible under the machine's maintenance mode, as well as in the service menu.

11.2. Active errors

The operator has the ability via VendLive and maintenance mode which errors (if any) are present at any given time. All errors are visible under the ‘Alert Log’ tab, that are not active anymore.

11.2.1.1. Active alerts

Active alerts show any error or warning, that is relevant at the moment and likely hinders the machines’s functionality temporarily.

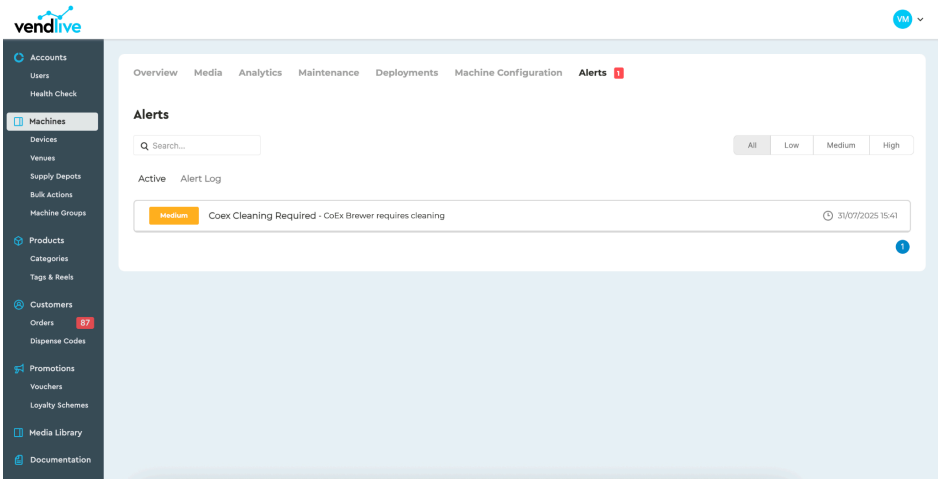
Some alerts are resolved automatically (such as water heating), and so the alert is also automatically dismissed in VendLive.

Other alerts require intervention (such as CoEx cleaning, Low water, etc.) and cannot be resolved without a servie visit. Once the underlying problem is resolved, the error is dismissed automatically.

11.2.1.2. Alert log

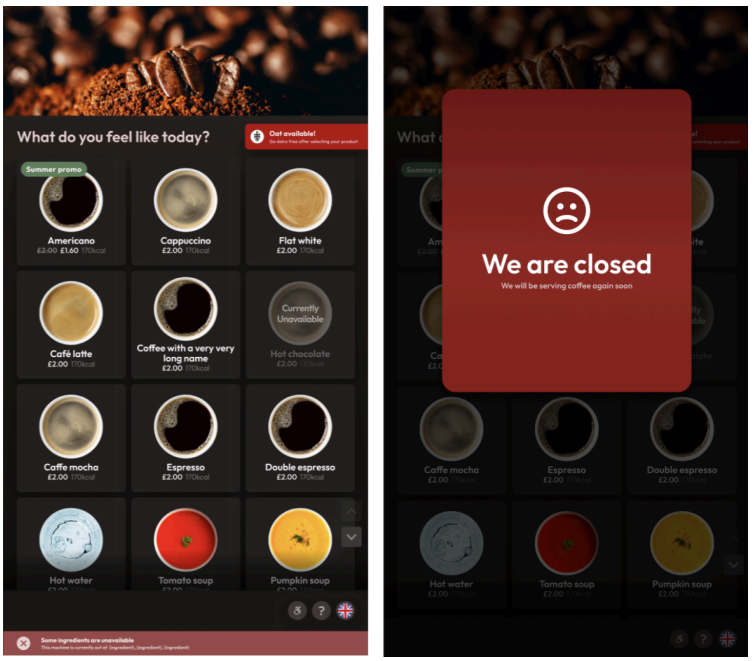
The alert log provides an overview on the alert history. Once active alerts are dismissed, they show in the alert log.

While some errors clear automatically, others require to be cleared manually. On the ‘Active’ tab, you are able to select errors and mark them as cleared.



Note: For the time being the ‘Notifications’ tab will remain active, which however, will be removed over time. Notifications are general warnings in VendLive, whereas errors are directly rendered from the COTI2’s Atlas Board. These will all be merged to errors over time.

11.3. On the machine UI



11.3.1. Product Availability

Products may be unavailable due to errors or missing stock.

The customer is able to see if a drink is available for purchase or not, at any given time. On the UI unavailable products are visible, but marked as 'Currently unavailable'. On the bottom of the screen, the related warnings and errors render the potential issue causing unavailability.

11.3.2. Custom Error Handling

Once an error is present, the machine's UI will react to these. This shows either in the form of temporary or permanent pop-up messages that prevent the end-user to tap on the screen, or on the bottom of the screen, describing the error.

12. MyCode

MyCode allows regular users to type in a 4-digit code for their favourite drink constellation. The code for each drink variation is returned at the end of the vend.

For the MyCode feature to work, two conditions must be fulfilled

- The machine is running the 1.4.1 deployment
- In the Media Pack, a stylesheet with _MyCode in the end is added to the machine

Limitation: not every drink has a code

13. Further Features

The COTI2 will keep evolving over time.

The next features it will support are

- Own Cup
- Power Save Mode

A Note on Updates & Accuracy

Please be aware that while the information contained in this manual was accurate at the time of writing, we are dedicated to the continuous improvement of our software.

As we frequently release updates to enhance performance and user experience, specific features, interface designs, or workflows may have evolved since this document was published.

If you notice a discrepancy, or if you have any further questions regarding current features, please do not hesitate to contact Crane Support for the most up-to-date guidance.

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Appendices

Appendix I - Drink Configurations Overview

Subtitle (in Vendlive)	Country	Configuration	Subconfiguration	Drink size
COTI2-E202	**UK**	**E202**	**all**	**all**
COTI2-E202-10-7oz-UK	UK	E202	10 - Instant & FB Coffee	7oz
COTI2-E202-10-9oz-UK	UK	E202	10 - Instant & FB Coffee	9oz
COTI2-E202-10-12oz-UK	UK	E202	10 - Instant & FB Coffee	12oz
COTI2-E202-20-7oz-UK	UK	E202	20 - Inst FB Coffee Cold Drinks	7oz
COTI2-E202-20-9oz-UK	UK	E202	20 - Inst FB Coffee Cold Drinks	9oz
COTI2-E202-20-12oz-UK	UK	E202	20 - Inst FB Coffee Cold Drinks	12oz
COTI2-E214	**CH**	**E214**	**all**	**all**
COTI2-E214-10-180ml-CH	CH	E214	10 - Hot Drinks Syrups	180ml
COTI2-E214-10-240ml-CH	CH	E214	10 - Hot Drinks Syrups	240ml
COTI2-E214-10-330ml-CH	CH	E214	10 - Hot Drinks Syrups	330ml
COTI2-E214-20-180ml-CH	CH	E214	20 - Hot Drinks	180ml
COTI2-E214-20-240ml-CH	CH	E214	20 - Hot Drinks	240ml
COTI2-E214-20-330ml-CH	CH	E214	20 - Hot Drinks	330ml
COTI2-E200	**NL**	**E200**	**all**	**all**
COTI2-E200-A350-7oz-NL	NL	E200	A350 - Hot Drinks Only	7oz
COTI2-E200-A360-7oz-NL	NL	E200	A360 - Hot & Still Cold Drinks	7oz
COTI2-E200-A370-7oz-NL	NL	E200	A370 - All Drinks	7oz