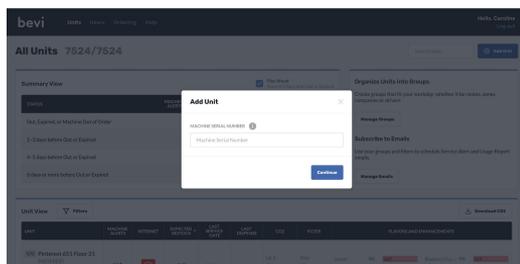
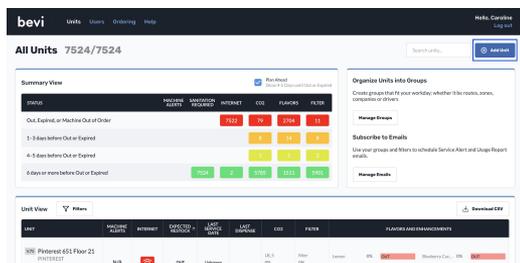


# Tech Bulletin: Serial Number Search for Registration

We're releasing a new step in the registration process to prevent technicians from accidentally registering a second unit with the same Serial Number on The Well. This will prevent confusion when it comes to knowing where machine assets are located for billing purposes. Registration also ensures that levels of each machine can be viewed remotely through The Well, allowing you to dispatch service prior to customer contact. Lastly, certain features, like Touchless Dispensing, are only available to registered machines.

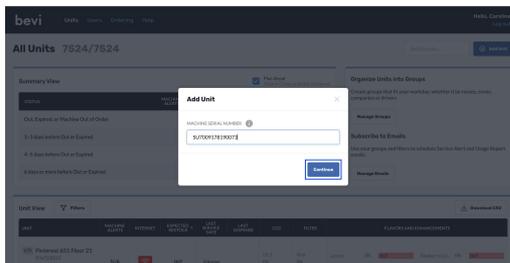
## Step 1

Click the "Add Unit" button on the All Units page of The Well. User will now see a pop-up with a text box to input a Serial Number. The Serial Number can be found on the back of the machine.



## Step 2

Once the user has input the Serial Number, they should click "Continue." If a user does not input a Serial Number, they will see an error message.



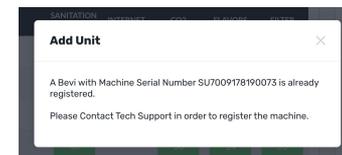
## Step 3

Clicking "Continue" will result in one of the following:

1. An error message with a link to the unit that has already been created. Users should either edit this unit or retire it before registering another unit to that Serial Number.



2. An error message with no link to a unit. Users should contact tech support in order to proceed with registration.



3. Users can proceed to register a machine as they normally would if the Serial Number has not been used to register another unit.

## FAQS

- **Q: What does it mean if the unit name is “Registered by Bevi: [SERIAL NUMBER]?”**
  - A: This is a machine that was automatically registered when it was sold to you and you just need to finish the registration process. You can do this by clicking the link in the pop-up and filling in the rest of the registration details on the Unit Page.