

# Tech Bulletin: Updated Consumable View on The Well



On The Well, we're updating the way we display which consumables are out or about to be out at your machine. We're updating this to make the All Units page more scannable and easy to read, highlighting when things are out of stock at your machines, and not drawing attention when your machine doesn't need service. The places where this will be updated are detailed below:

## The All Units Page

On the All Units page, the consumables will no longer look like a battery and instead will be written out and stacked. In addition to this, they will now only be highlighted in yellow or red\*: yellow= out in 1-3 days, red=out or expired.

### MACHINE WITH NO OUTAGES

UNIT	MACHINE ALERTS	INTERNET	EXPECTED RESTOCK	LAST SERVICE DATE	LAST DISPENSE	CO2	FILTER	FLAVORS AND ENHANCEMENTS
BEV1 HQ FL3 Bevi Bev-Bev-OTHER	N/A	CONNECTED	11/28/21	11/30/21		20lb 40% DUE 11/22/22	3M Filter 90% DUE 11/30/24	Strawberry Lemongrass 74% EXPIRES 11/28/21 Cucumber 79% EXPIRES 11/28/21 Black Cherry 94% EXPIRES 11/24/21

### MACHINE ABOUT TO BE OUT

UNIT	MACHINE ALERTS	INTERNET	EXPECTED RESTOCK	LAST SERVICE DATE	LAST DISPENSE	CO2	FILTER	FLAVORS AND ENHANCEMENTS
BEV1 Just Answer SF Bevi Bev-Bev-SFO	N/A	CONNECTED	11/30/21	11/30/21	11/17/21 1:14 PM	20lb 52% DUE 11/30/22	Reishi Cofe... 90% DUE 11/30/23 Line Mesh 94% EXPIRES 11/30/23	Strawberry L... 94% EXPIRES 11/30/21 Pumpkin Pie... 77% EXPIRES 11/30/21

### MACHINE WITH OUTAGES

UNIT	MACHINE ALERTS	INTERNET	EXPECTED RESTOCK	LAST SERVICE DATE	LAST DISPENSE	CO2	FILTER	FLAVORS AND ENHANCEMENTS
BEV1 Conductor Conductor Bevi Bev-Bev-NYC	N/A	DISCONNECTED	OUT OF STOCK	11/30/21	11/15/21 1:44 PM	20lb 10% DUE 11/15/21	3M Filter 90% DUE 11/30/23 Line Mesh 89% DUE 11/15/22	Grapefruit 21% DUE 11/30/21 Cucumber 53% EXPIRES Lemon 41% DUE 11/28/21

\*Note: if you have the "Plan ahead view" checked on your summary view, consumables will also be highlighted yellow-green when they will be out or expired in 4 to 5 days.

## The Unit Page

The Restock status section on the single Unit page has been updated to match what you see on the All Units page as well.

Restock status			
INTERNET	EXPECTED RESTOCK	LAST SERVICE	LAST DISPENSE
CONNECTED	11/28/21, 11:59 PM	11/10/21, 4:10 PM	11/12/21, 2:25 pm

CO2	FILTER	FLAVORS AND ENHANCEMENTS	
20lb 94% DUE 11/22/22	3M Filter 90% DUE 11/30/24	Strawberry Lemongrass 92% EXPIRES 11/30/21 Cucumber 65% EXPIRES 11/28/21	Grapefruit 62% EXPIRES 11/28/21 Raspberry 60% EXPIRES 11/28/21

With the amount of information on the Unit page, this paired down view will make this page more digestible and easier to read, allowing you to dispatch service as quickly as possible.

## The Restock Email

The final place this will be updated is your Service Alert email that you receive when something is out at your machines. Nothing has changed about the set up of this email, the only thing that is different is the email attachment, which has been updated to be consistent with the All Units and Single Unit Page.

UNIT	MACHINE ALERTS	INTERNET	EXPECTED RESTOCK	LAST SERVICE DATE	LAST DISPENSE	CO2	FILTER	FLAVORS AND ENHANCEMENTS
BEV1 BEV1 HQ NEW LAB Bevi Bev-Bev-OTHER	N/A	CONNECTED	11/30/21	11/30/21		20lb 84% DUE 11/30/21	3M Filter 84% DUE 11/30/24	Peach Mango 94% EXPIRES 11/30/21 Cucumber 87% EXPIRES 11/30/21 Black Cherry 87% EXPIRES 11/30/21
BEV1 BEV1 HQ FL3 Bevi Bev-Bev-OTHER	N/A	CONNECTED	11/30/21	11/30/21		20lb 40% DUE 11/30/22	3M Filter 90% DUE 11/30/23	Strawberry L... 94% EXPIRES 11/30/21 Pumpkin Pie... 77% EXPIRES 11/30/21 Black Cherry 94% EXPIRES 11/24/21
BEV1 BEV1 HQ FL3 CT Bevi Bev-Bev-OTHER	N/A	CONNECTED	11/30/21	11/30/21	11/15/21 2:25 PM	20lb 84% DUE 11/30/21	3M Filter 84% DUE 11/30/24	Strawberry L... 94% EXPIRES 11/30/21 Cucumber 87% EXPIRES 11/30/21 Black Cherry 87% EXPIRES 11/30/21

## FAQS

- **Q: When can I expect to start seeing these changes on The Well?**
  - A: You will likely start seeing them on The Well in December 2021. If you do not see them by the end of the month, try clearing your cookies on your browser and refreshing the window.
- **Q: Do I need to make any adjustments to my existing emails in order to get these updates?**
  - A: No, all existing emails will be updated to have the new consumable view. You do not need to make any updates.