YELLOW DOG
SOFTWARE

Stand Dog

372+

Release Date: Winter 2021

Contents

Summary

This document provides detailed information on navigating the Yellow Dog Stand Dog application. You can also request additional training by contacting Support.

Support Information

Support Hotline: **757.663.7514** (9am – 8pm EST Monday – Friday)

Emergency Support: **757.818.9360, option 2**

Submit Tickets to the Customer Portal: portal.yellowdogsoftware.com

Click here to schedule a **thirty-minute training session**. Training is up to one hour and free of charge to any customers currently on support.

To access our **Knowledge Base**, click here.

Pre-configuration

Use of the Stand Dog is only compatible with Yellow Dog version 372 (or higher) and for hosted customers. If you are currently on another version of Yellow Dog or not hosted, you will need to consult your Implementation Guide or the Support Help Desk for upgrade scheduling or information about becoming hosted.

To install the Stand Dog app, navigate to the iTunes/Android marketplace and search "Stand Dog".

Once downloaded, you will need your Client ID, Username and Password. This information can be obtained from your Implementation Guide or by contacting Support.

This app works in conjunction with the Yellow Dog client and the Stands module enabled.

If you do not have the Stands module of Yellow Dog enabled, please contact your Implementation Guide or reach out to Support.

Getting Started

Prerequisites - Before using Stand Dog, users will need the following

- Client ID
- Employee credentials (username and password) with API Access

In Yellow Dog the following will need to be configured

- Facilities and Stands
- Items
- Events

Additionally, an Event will need to be started in Yellow Dog before any of the abilities in Stand Dog will be activated.
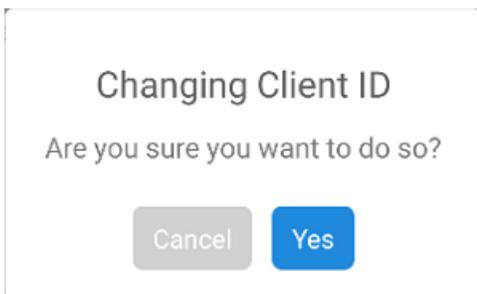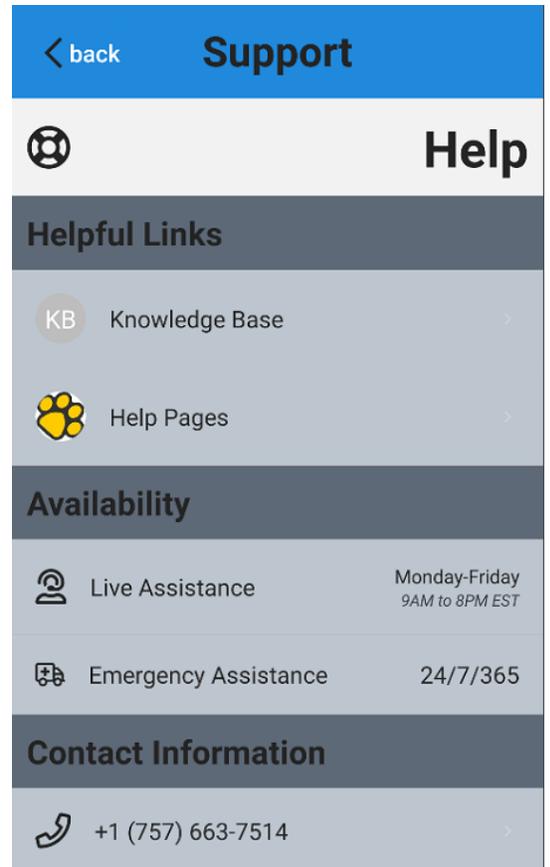
Login

To login to the App, enter your Client ID followed by your Yellow Dog Username and Password.
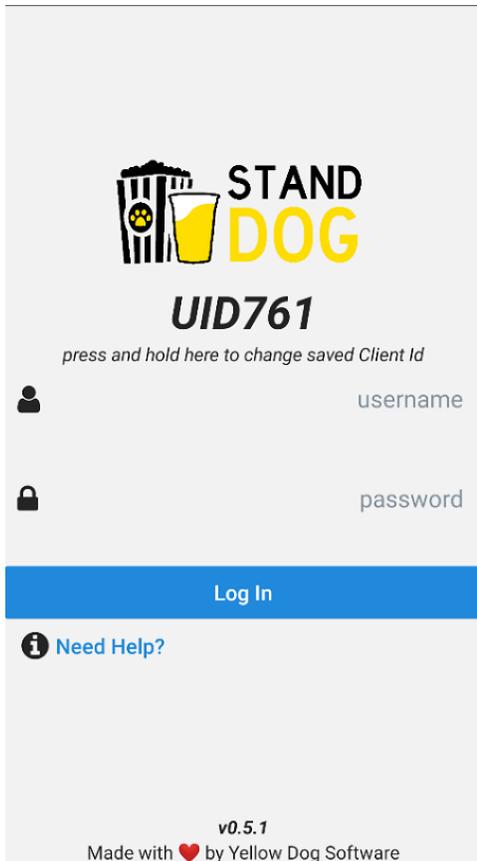
Help information is located on the main screen by clicking the blue hyperlink.

This will display links to **Knowledge Base and Help Site** as well as **Yellow Dog contact information** and App Info.
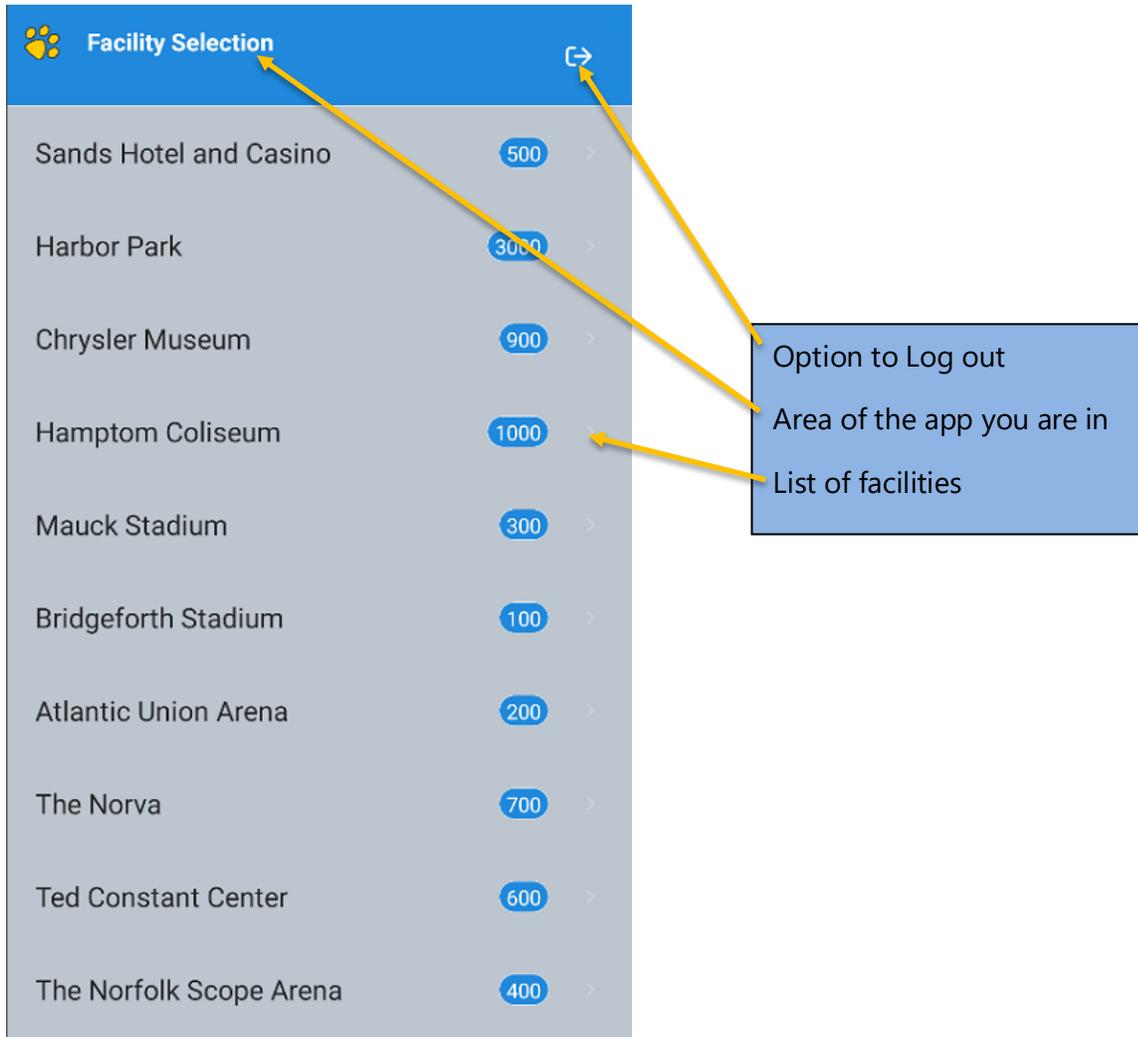
If you have access to multiple Yellow Dog systems press and hold to change the Client ID

Facility Selection

Once the event has been started in the Yellow Dog Client you will be able to select the facility of the event you are working.

Select a facility from the list. If you only have one facility you will be taken straight to the stand selection screen.

Facility Selection

Sands Hotel and Casino   500

Harbor Park   3000

Chrysler Museum   900

Hamptom Coliseum   1000

Mauck Stadium   300

Bridgeforth Stadium   100

Atlantic Union Arena   200

The Norva   700

Ted Constant Center   600

The Norfolk Scope Arena   400

Option to Log out

Area of the app you are in

List of facilities

Stand Selection

Once a facility has been selected you will be taken to a list of available stands for the event.

Pick a Stand from the selection list to begin your session.
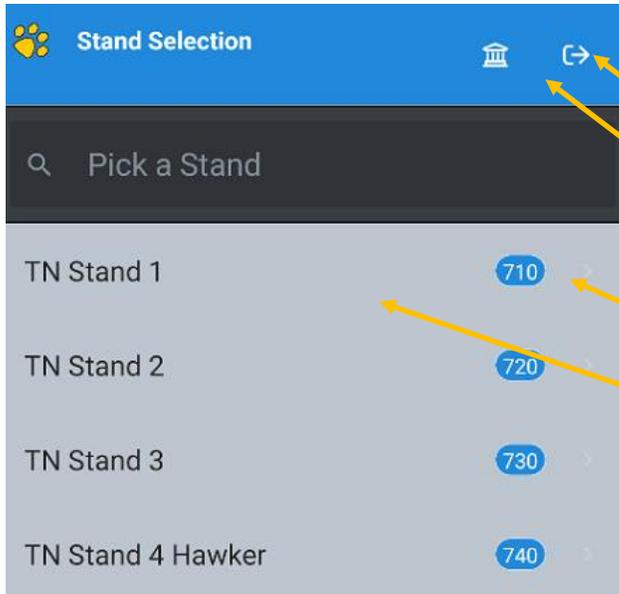
Log out – Use this to log out of the app.

Facility Button – This will take you back to the Facility Selection home screen

Stand Code – Numeric identifier of the Stand

Stand Name– Stand Description

Note: Both the Stand Code and Stand Name are configured in the Yellow Dog Client

You will see this pop up if the event has not yet been started in the Yellow Dog client.

Stands Menu Screen

After you choose a Stand, you will be directed to the main navigation page for that Stand during the Event.

Selected Stand- displays the name of the selected stand

Event Description and Details– Event specific detail created in Yellow Dog will be displayed here.

Stand Event Notes – Communicate important information or reminders to employees.

Stand Dog Modules – Stand Dog allows users to perform Count Ins, Returns to Warehouse, Issue Stand Transfers, Request restock from the warehouse, view the Transfer & Restock Ledger, and perform Count Outs for events. All options appear to the left of the event details. Until a Count In is performed all other options will be unavailable

TN Stand 1

Issue Stand Transfer

Stand Transfer Ledger

Count Out

Settings

↻ **Reload Event Session**

Sample Event

Facility
The Norva

User
SO

Doors Open
9:00:00 AM

Event Start
11:00:00 AM

Event End
12:00:00 PM

Doors Close
1:00:00 PM

Est...
0

Event Type
Concert

Event Notes
No notes for this event.

Settings - will take you to the settings area

Reload Event Session –will reset the locally stored data to what has already been stored in the database. Anything previously uploaded to the database from your session will still be there. **Note**: anything that has not already been uploaded will be cleared.

Count In

Once an event has been started in Yellow Dog, the ability to perform a Count In will be enabled in the Stand Dog app.

The Count In typically takes place after the restock of items and before doors open. The quantity entered should include the full quantity on hand at the Stand location.

All chargeable items in a session must be counted to Submit Count In. If there are no counts for an item, enter 0.

All other Stand Dog app modules (except for Restock Ledger) will be disabled until a Count In has been performed.

Stand Name and Code – this should match the location the Count In is being performed for.

Item Description –Stand item

Size – The size configured to be the chargeable item

Count In Quantity – Enter the on hand quantity counted prior to the start of the event.

Submit Count In – Once all items are counted and quantities verified Submit the Count In here.

Request Restock

Request restock allows stand operators to request additional product from the warehouse mid-event.

Reminder that the items that will be restocked from the warehouse will be the Transfer size that has been selected for the item.

Stand Name – the stand that is submitted the restock request

Item Information – will display the items description, size, and any information listed in the reference field.

Requested Quantity – will be where you can enter the quantity of the item(s) that is needed.

Submit- will be where you can submit request.

Restocking Email

When an email address has been added to the Restocking email field in the main Yellow Dog client those users will receive and email notification that a Restock Request has been submitted.

Restock Ledger

Once a restock request has been submitted you will see it listed here. Tap on the request in question to see the details of the request including the user logged in that submitted the request, the time the request was submitted, the location fulfilling the request, the status of the request, how many items were included, a list of the items, and the quantity requested.
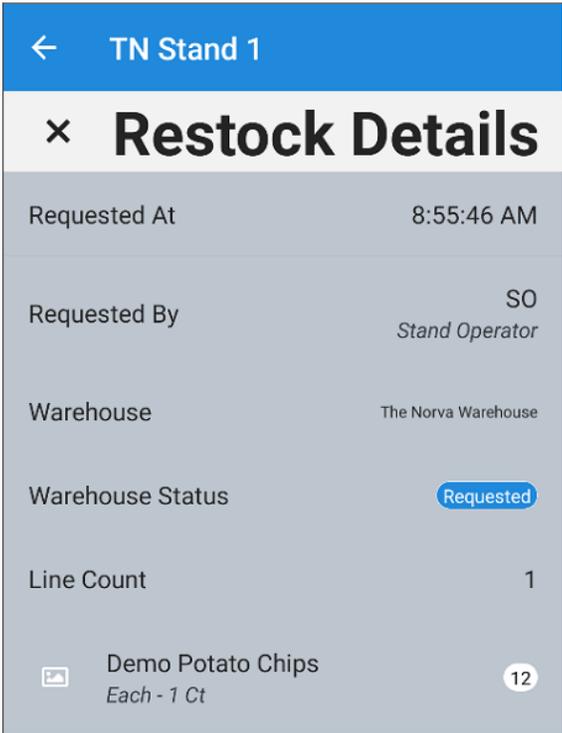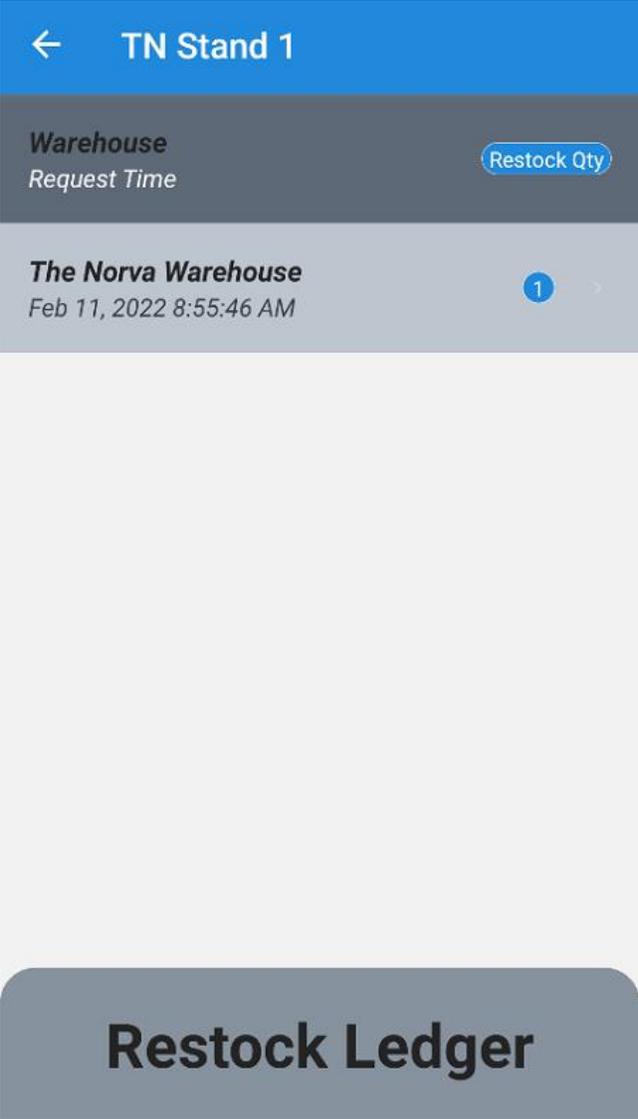
Issue Stand Transfer

Issue Stand Transfer allows for product to be transferred between Stands.

Select the Receiving Stand where product will be Transferred to, then add the Transfer Quantity. Once the Transfer has been Issued, inventory will be adjusted accordingly.
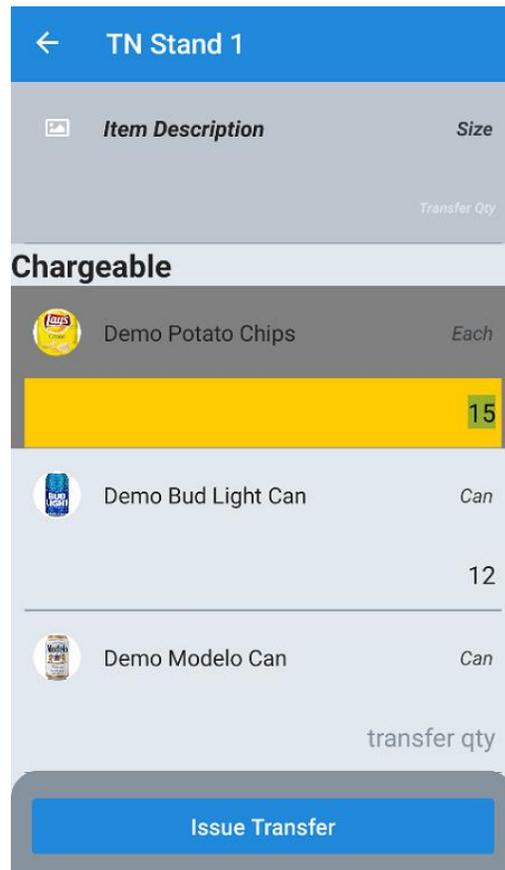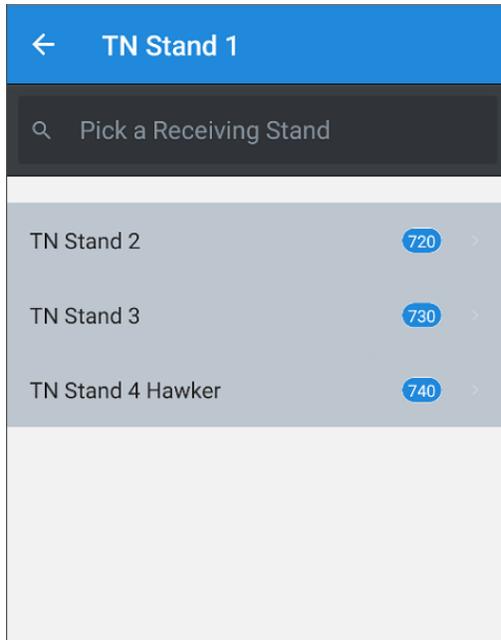
Stand Transfer Ledger

Once a stand transfer has been submitted it will be listed here. Tap on the transfer in question to review the details including the sending stand, the receiving stands, the time that transfer was submitted, the number of items and the quantity of each item transferred.
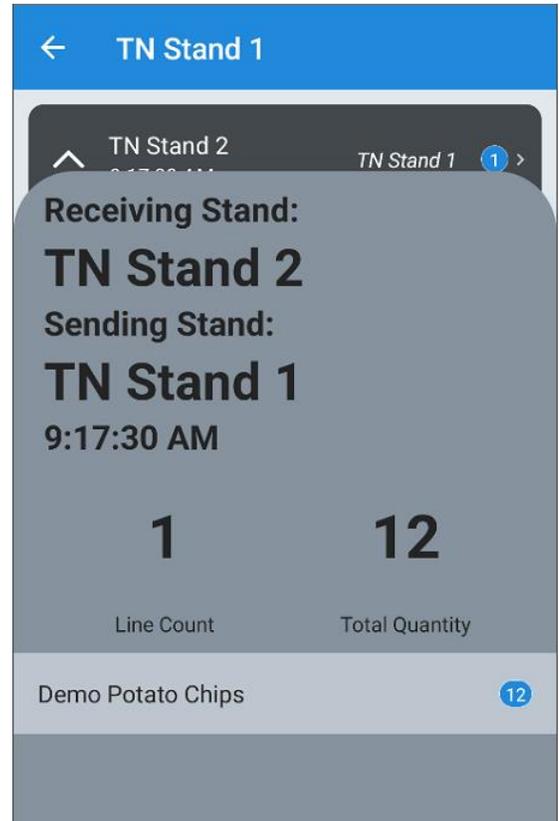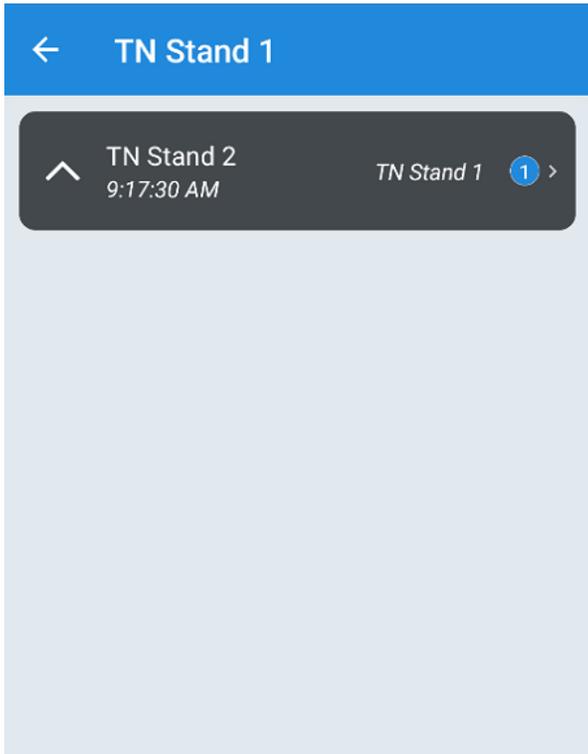
Return to Warehouse

A Return to Warehouse is performed at the end of the event when Hawker/Vending stands need to return unsold product back to the Warehouse.

Return Quantity – Enter the quantity to be sent back to the warehouse

Item Description – Inventory item to be counted

Submit Returns – Submit the Return

Count Out

At the end of each event a Count Out needs to be performed before Stand Reconciliation in the Yellow Dog client can begin.

The Count Out will be the ending on hand physical count of items. This should *not* be performed before the Event end time when sales transactions are still occurring at the Stand.

Chargeable Items

The first portion of the Count Out will be for Chargeable items. If there are waste or comps for any chargeable items they can be entered here.

Name - of the stand that is being counted out

Item – item description for the chargeable items

Count In – displays the quantity entered for the count in

Count Out – quantity left at the end of the event

Comp - here is where comp quantities will be entered

Waste – here is where waste quantities will be entered

Submit – once the count out is complete for your chargeable items select Submit

Missing Entries

For items that do not have waste or comp quantities you do not need to enter a 0. Once you have selected submit you will receive a pop having you confirm if these items should have had quantities entered for waste or comp and the option to automatically set them to 0.

Missing Entries

Count Out is missing 11 waste entries and 11 comp entries. Do you want to set the missing entries to 0 and Commit this Count Out?

Cancel   Set Missing to 0

Non-Chargeable Items

When counting out Non-Chargeable items like your Chargeable items, you will enter the on hand as of the end of the event.

Name - of the stand that is being counted out

Item – item description for the chargeable items

Size - of the item that has been configured as the non-Chargeable

Count Out – quantity left at the end of the event

Submit – once the count out is complete for your chargeable items select Submit

Supply Items

Once final on hands have been entered for Non-Chargeable items you will be taken to the Supply count out screen. Here you will enter the on hands for these items as of the end of the event to ensure they are restocked for the next event.

Name - of the stand that is being counted out

Item – item description for the chargeable items

Size - of the item that has been configured as the Supply

Count Out – quantity left at the end of the event

Submit – once the count out is complete for your chargeable items select Submit

Once a Count Out has been successfully submitted, the user will be automatically logged out.

Settings

From the Stand Dog settings page, the user can Change Facilities or the Stand being counted. They can also set a Facility or stand to be remembered by the device. Users will have the option to confirm they are connected to Wi-Fi by using the Check Network Status feature.

Yellow Dog and Client information like the ClientID and Support Help links can also be found in Settings.
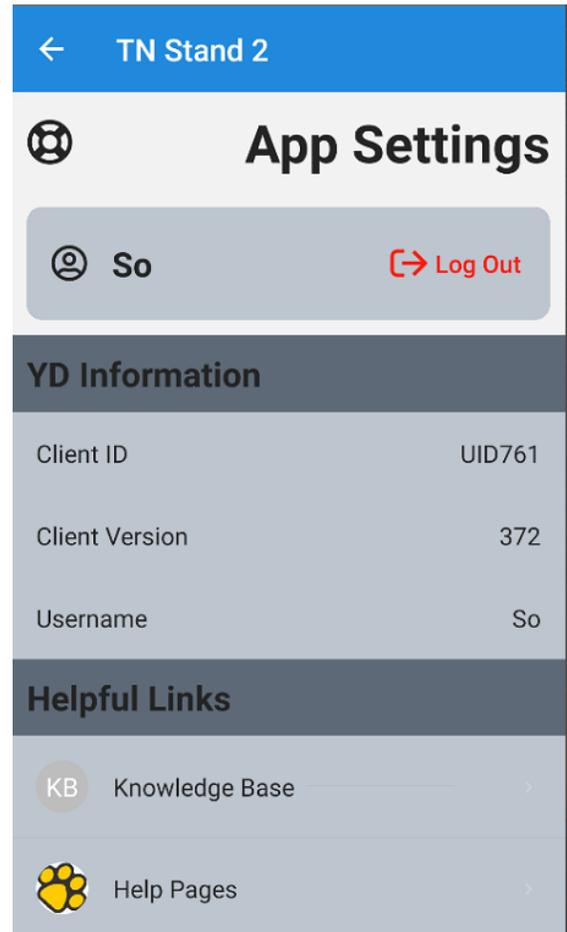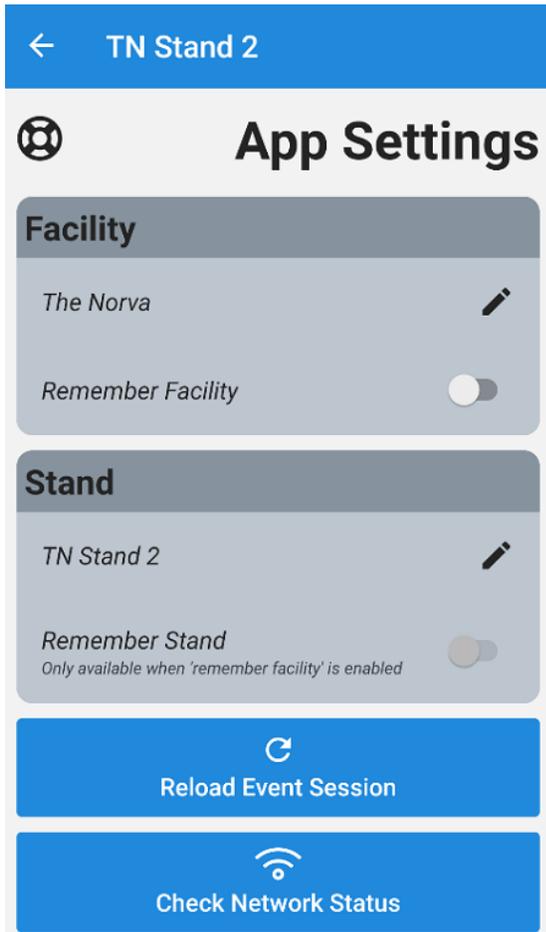
Reload Event Session

Reload Event Session will reset the locally stored data to what has already been stored in the database. Anything previously uploaded to the database from your session will still be there. Note that anything that has not already been uploaded will be cleared.

This allows users to change devices, if needed, and pull the session that was already started onto the new device.

Additionally, a supervisor could update information in Yellow Dog and the Stand Dog user would be able to see those changes after reloading the session.