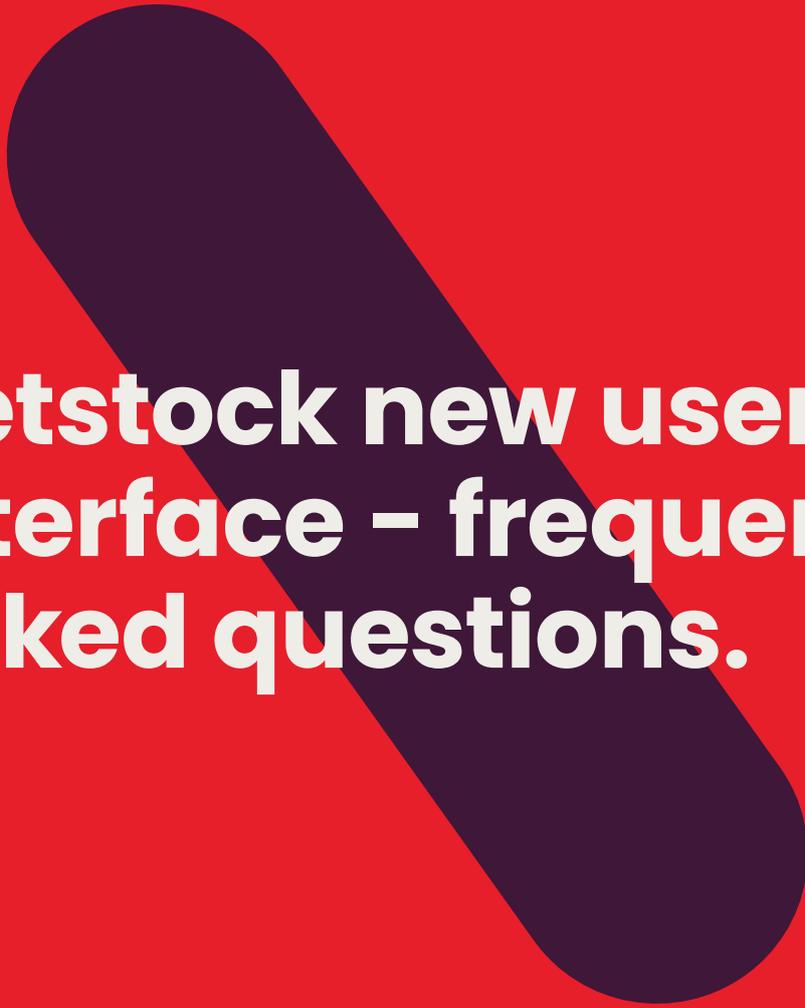


NETSTOCK



**Netstock new user
interface - frequently
asked questions.**

Brand

\ Why are you changing the look of the application?

See the new user interface (UI) training video on the main navigation menu under the learning drop-down menu.

\ How is this new version of the application better than our current version?

See the new user interface (UI) training video on the main navigation menu under the learning drop-down menu.

\ My current app works, so why did you change this?

It was time to update our outdated user interface (UI) to stay ahead of the competition.

Browser

\ When I zoom in on my browser I can't see my full Netstock app screen.

It is suggested that you set your web browser's zoom to 100% for optimal view and use of the Netstock app. When the zoom is changed, it will be applied to all Netstock tabs (for that instance) and remembered as a site-specific setting. The Zoom can be changed by pressing Ctrl and + or Ctrl and - with Ctrl and the mouse scroll wheel or through the browser menu.

\ Why can't I see the navigation menu option for Orders, Suppliers and Reports on my Android tablet device?

The Netstock application has been designed to be scalable to various screen sizes. With the scalability, we have optimized the application's

usability across the various screen sizes. If you notice that a specific navigation menu option or a column within a table is not visible on your screen, please try the below suggestions as per Google Help:

- Turn your tablet to landscape mode
- Open Chrome
- Click the 3 dot menu and select the Settings menu option
- Select Accessibility

\ Why can't I see the navigation menu option for Orders, Suppliers and Reports on my desktop / laptop?

The Netstock application has been designed to be scalable to various screen sizes. With the scalability, we have optimized the application's usability across the various screen sizes. If you notice that a specific navigation menu option or a column within a table is not visible on your screen, please try the below suggestions as per Google Help:

- Open Chrome
- Click the 3 dot menu at the top left
- Next to Zoom choose the required action (Click - or +)
- Alternatively, use the shortcut by clicking Ctrl and - (or +)

\ Why can't I see the navigation menu option for Orders, Suppliers and Reports on my iPad?

The Netstock application has been designed to be scalable to various screen sizes. With the scalability, we have optimized the application's usability across the various screen sizes. If you notice that a specific navigation menu option or a column within a table is not visible on your screen, please try the below suggestions:

- Turn your iPad to landscape mode
- Open the Settings app on your iPad
- Scroll down and choose the Safari browser from Settings
- From Safari Settings, select the Page Zoom Safari option
- Tap to select the Zooming level

Alternatively, at the top of your browser screen click the AA button followed by + / - for the required action.

\ Why can't I see the navigation menu option for orders, suppliers and reports on my iPhone or Android mobile phone?

The Netstock application has been designed to be scalable to various screen sizes. With the scalability, we have optimised the usability of the application across the various screen sizes. Please access the orders feature, suppliers feature and the reports feature on your tablet, laptop or desktop computer.

Classification

\ Where is the "inventory balance" that shows the classification / velocity grid by status?

This used to be shown at the bottom of the old "model" page. The status value for each cell can now be seen under the classification page (in the main navigation menu), selecting the Matrix tab and then choosing the status buttons.

Dashboard

\ Why are the start dates on the dashboard incorrect?

The start dates shown for each measure on the dashboard do not currently take account of the benchmark date chosen in settings. We expect to have this resolved in the near future.

\ How can I mute items?

Hover over the small bar between the product code and status value on the Dashboard. Click on the toggle to mute the item. As always, it is only possible to mute items from the excess, surplus, stocked out, and potential stock out lists.

\ Where are the month to date forecast exception lists?

These have been moved to the Forecasts page in the main navigation menu. Choose "Month to date" in the period selector.

\ Why is there limited data available in the stock turns chart?

The stock turns feature is a new feature included in the new user interface of the Netstock app. As this is a new feature, storing the required data started at the time of implementation. Thus, only recent data is visible.

\ How is the top 5 list for stock turns calculated?

There may be many items with minimum stock turns (i.e., no demand). We weight the stock turns by average cost to apply relative importance to the list. Also, keep in mind that we only show stocked and zero policy items in this list.

Data quality

\ Why is there a lot less data available?

For ease of review, we've removed checks where there were zero problems. Any sections containing zero problems have been removed entirely. We've also removed the section percentages as they did not convey meaningful information and would sometimes be a source of concern for customers.

\ **How can I access the Data Quality Dashboard?**

We've moved this off the main dashboard. You can find it under the system drop-down.

Display

\ **I am struggling to read the data on the site.**

Please ensure your hardware is correctly configured and up-to-date, as we provide support for the latest three versions of each operating system (MacOS, iOS, Windows, and Android).

\ **Why can I see oscillating light and dark grey panels on my screen when moving to a new screen?**

The oscillating light and dark grey panels indicate that the page or information is still loading. Once the loading is complete, your information will be available.

Go-live

\ **How can I log an issue or bug?**

Create an in-app chat or send an email to your support email address.

\ **How do I log general feedback (likes or dislikes)?**

Create an in-app chat and share your general feedback.

\ **Is there an option to choose between the old layout and the new layout?**

Unfortunately, this is not possible. Our mission is to offer our customers the best product and service we can. After extensive testing with our teams and customers (early adopters), we believe that this is what we have achieved. All Netstock customers will move to the new interface. It is very resource-intensive to maintain two versions of an application, so we will be directing all our resources to support and maintain the latest version. Please take some time to watch the videos available in our Learning Library to help familiarize yourself with the new interface and features, and if you have any other concerns, please reach out to our support team.

\ **Can I go back to the old layout?**

Unfortunately, this is not possible. Our mission is to offer our customers the best product and service we can. After extensive testing with our teams and customers (early adopters), we believe that this is what we have achieved. All Netstock customers will move to the new interface. It is very resource-intensive to maintain two versions of an application, so we will be directing all our resources to support and maintain the latest version. Please take some time to watch the videos available in our Learning Library to help familiarize yourself with the new interface and features, and if you have any other concerns, please reach out to our support team.

Learning

\ How will my team and I be trained on the new application?

Via training videos launched from the legacy app, click on the New UI Training option under the Learning menu. The training videos will be essential to help users understand where current and new functionality can be found in the app.

Refreshed learning content can be accessed from the Learning drop-down. In-app tours for each feature, how-to videos, articles, and blogs are available to all users.

\ Why can't I access SIMON or the video tutorials in my live instance?

Please create an in-app chat or send an email to your support email address.

Locations

\ Where are the top 5 lists of locations with the most stock etc?

They were removed as they were of limited use. We may add more insight to the new locations page in the future.

Navigation

\ Where is the old location "Matrix" page?

It has been split out between the dedicated main menu option, Classification, and under the Settings drop-down, the Policy Defaults screen (policy modeling). The page layout has been modernized and simplified.

\ How can I change locations?

1. Use the Location drop-down list in the top right (only available if the instance has more than one location).
2. Add a default and/or pinned locations via the drop-down list to enable shortcuts in the main navigation.

\ Where are the classification, policy and policy override settings?

They have been moved under the Settings drop-down and can now be accessed from any page - no need to drill into a location first.

\ Where are the CSV reports?

Reports are no longer located under Settings. They are at the bottom of the main navigation menu. Restricted users with access to all locations will now be able to access the Reports page.

\ Where can I view the overdue sales orders?

If you select the System option in the navigation menu and then select Data Quality, you will see the Overdue Sales Orders tile on the top right-hand side of the screen.

Orders

\ Urgency of POs feature: how does Netstock determine most urgent POs; can this setting be controlled by the user?

On the orders page (selected from the main navigation menu), an icon indicator (the red warning triangles) will show the urgency of order placement in the urgency column. The more red triangles, the more urgent it is to order from that supplier. The rating takes into consideration the ratio of stocked out, potentially stocked out, and OK items from that supplier. Unfortunately, it cannot be user-defined.

\ Where can I find the new redistribution icon on the new Netstock app?

This module has not yet been deployed into the application.

Policy

\ Where is the option to "Recalculate balance"?

This step has been bundled with the apply policy button on the policy defaults page, under the settings drop-down. There is no longer a need to run two processes to apply policy changes.

Suppliers

\ How can I search for a specific supplier code?

The search option at the top left of the screen is not only for products but also for suppliers. In the previous version of the software, this feature was the Omni-search function. If you type the supplier code into the search box from any screen, including the dashboard, the results will show under suppliers. From there, you can navigate to the supplier details.

\ How do I find the open orders for a specific Supplier from the Supplier Edit page?

On the supplier edit page, click on the # sign in the top right-hand corner of the tile, displaying the open orders for that supplier.

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User settings

\ How can I change my password or edit my profile?

Expand the profile drop-down at the top of the navigation menu, and click on your username.