

What's New

A new e-freezer has been installed and there are some changes in the way it operates. You can download the new user manual from the Genesearch web site: www.genesearch.com.au, but here is a description of the main changes.

Product delivery:

Instead of a single hatch at the bottom of the freezer door, the e-freezer now has four hatches down the centre of the door. When you buy a product, it is no longer dispensed into a bucket for you, but is presented at one of these hatches. The correct hatch will be unlocked for you to reach in and pull out the packet. When you have finished, click 'OK' to indicate that you have received your packet and the hatch will be re-locked. This method should eliminate the dispensing errors that sometimes occurred with the old model.

Products are not dispensed all at once, but are delivered to you one item at a time. If you are buying more than one product, the first one will be presented for you and a hatch unlocked. Open the hatch, take out your product and close the hatch again. Click 'OK' to tell the computer that you have received the product and it will then re-lock the hatch and present you with the next packet. You will never get more than one product at a time.

Catalogue display:

The catalogue display now shows the complete catalogue when you log in, whereas in the old system, only the freezer stock was displayed initially. Freezer stock items are shown in blue and you can limit the display to just stock items, by clicking 'Show Freezer Stock Only' in the top left of the screen.

Stock suggestions: previously you could 'request' stock. Now this is called "stock suggestions" as this is a more accurate description of the process. If your stock suggestions have become stock items, they are shown in orange in the catalogue display and can be seen on their own by clicking 'My suggestions in this freezer' at the top right.

Find: clicking the 'Find' button now brings up a virtual keyboard on the catalogue display screen and as you type, the catalogue list is filtered to show only items matching what you have already entered.

Other:

To prolong the life of the computer screen, it may go dim or even black when not in use. Insert your card or click one of the trackball buttons to see the display clearly.

There may be a catalogue cabinet attached to your e-freezer. Log in and click 'Get catalogue' to unlock it. It will re-lock automatically after 5 minutes.