

Tech Assist What's New (November 2021)

Rack Viewer, Getting Started and Walmart Perspective Videos

The following videos are now on Tech Hub to help you get started and maximize the benefits of Tech Assist.

- **The Rack Viewer** – a 12-minute video with Kent Roberts on how to fully utilize Rack Viewer.
- **Getting Started** – a 19-minute video to get you started and provide an overview of Tech Assist.
- **Walmart Perspective** – a 24-minute video with Bret Weinstock showcasing Tech Assist best practices.

12 Month and 6 Month % Time in Target Change

Two new measures have been added to Explorer in addition to the 7 Day and 30-Day Change in Average Time in Target % to enable Year over Year and 6 month comparisons.

- **12 Month Change in Average Time in Target %**
- **6 Month Change in Average Time in Target %**

In Explorer, select the "Long Term Performance" view to see these new measures.

Suggestion and Issue Reporting Form

Tech Assist users can click the "Send Suggestions / Report Issues" button at the upper right of every Tech Assist Page to bring up a Message Form. Submissions will receive an immediate acknowledgement of receipt and the Tech Assist team will work to answer questions and resolve any data or application issues.

Time in Target Exclusion for Certain Cases

Certain Cases will be excluded from the store's percent time-in-target calculation so as to not negatively affect a store's time in target when there are suspected data issues. Note this affects only about 1% of the cases in the fleet and cases being excluded can change day to day. A case will be excluded if it meets one of the following rules:

1. **Case appears to be turned off** - Case temp > 65 degrees with no run commands.
2. **Insufficient data** - No or very few temperature data points reported (probably a sensor issue)
3. **Extreme values observed** - Temperature > 85 degrees or < -30 degrees for > 10% of the period (probably a sensor issue)
4. **Suspect setpoint** - Average operating temperature of > 20 degrees from set point but well performing otherwise (this is most likely a dual temp case set point reporting issue)

In the Store Viewer, excluded cases are shown with a "n/a" listed as their time-in-target and the badge background will be gray. In the Case Viewer, time in target will also show "n/a" and an observation that states that the case is excluded and why. In Explorer you can select and chart "Number of excluded cases" to find the stores with excluded cases.

Rack Viewer Score Improvements for Fixed Set Point Racks

Suction scoring is a large component in the overall rack score. This enhancement greatly improves rack scores as a means to identify poorly performing racks within Rack Viewer. Tech Assist is now reporting suction scores for all fixed set point racks. Previously, suction data was shown only for the racks that were reporting floating set points. When you visit the Rack Viewer page for a fixed set point rack, you will now see the set point plotted on the suction chart and a suction score calculated for the rack.

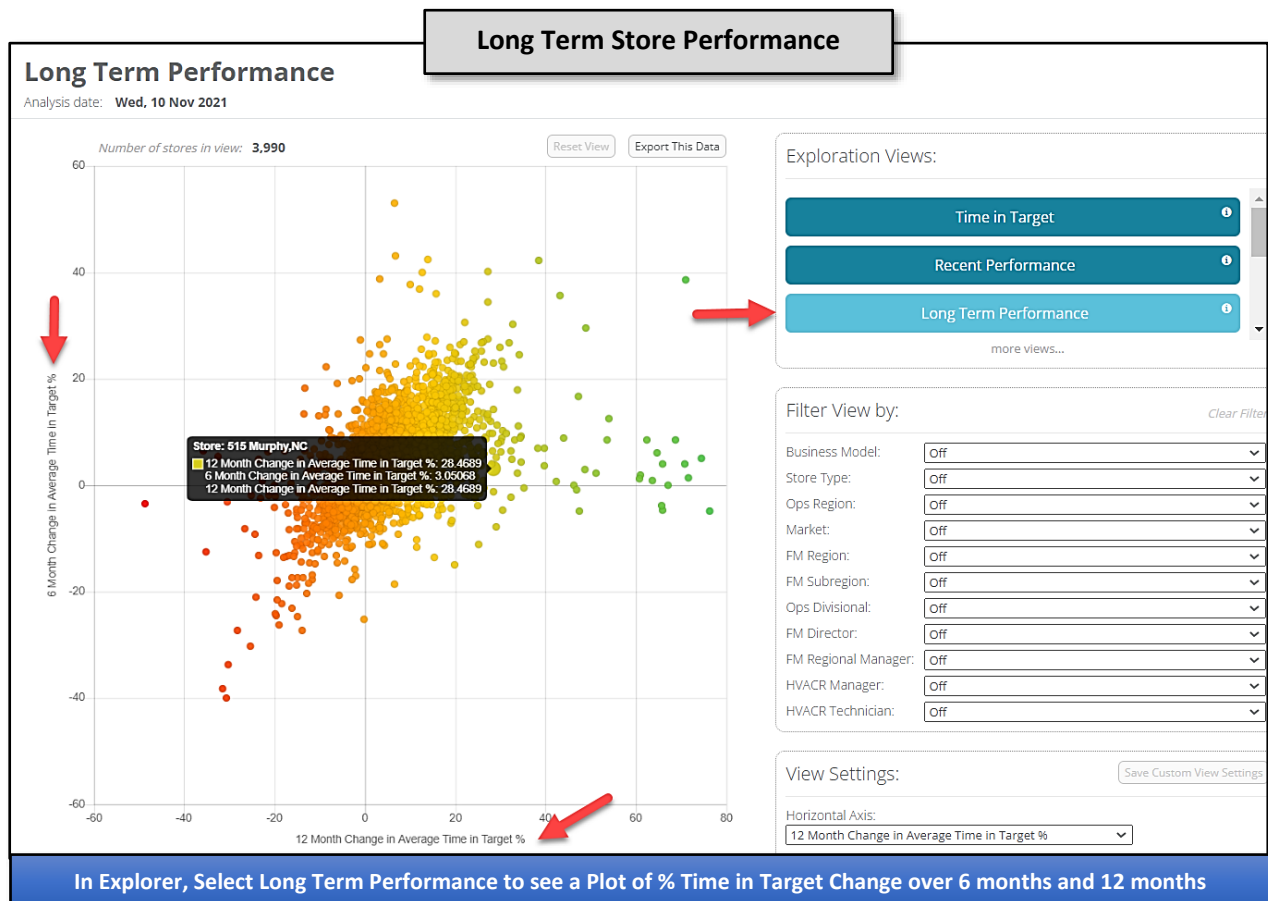
Local Weather Conditions and Measures

The summary section at the top of the Store Viewer page contains local weather conditions over the last 72 hours including:

- **Weather Index Adjustment** - Estimated % amount (if any) that recent weather conditions may be affecting time in target performance for this store as compared to all stores during the same period (numbers < 0 indicate possible negative impact, > 0 indicate possible positive impact)..
- **Weather Conditions** – Sunny, Cloudy, Raining, etc.
- **Max Outdoor Temperature and average humidity.**
- **Weather Alerts** - Local weather authority advisories, watches and warnings as well as Tech Assist detected major shifts in weather patterns that may affect refrigeration performance.

Tech Assist Explorer now contains the following additional measures that can be plotted and exported.

- **Weather Index Adjustment** – this is the same value shown in Store Viewer for adjusting time in temperature for Weather affects.
- **Maximum Outdoor Temperature**
- **Minimum Outdoor Temperature**
- **Average Outdoor Humidity**
- **Precipitation Amounts Last 3 Days**
- **Number of Recent Local Weather Warnings**



Suggestion & Issue Reporting Form



Send a Message to Tech Assist

Report issues and send comments to Tech Assist.

What is this message about?

- I have a question
- I have a comment or suggestion
- I need to report a problem

Fill out the message form above and select Send to report an issue or provide a comment to Tech Assist. Thanks.

Cancel Send Message

Submit Problems, Questions, Suggestions from within Tech Assist

Local Weather Conditions

Tech Assist Weather Index for this store. This is the estimated % amount (if any) that recent weather conditions may be affecting time in target performance for this store as compared to all stores during the same period - (values < 0 indicate possible negative impact, > 0 indicate possible positive impact).



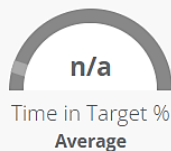
75° / 79%

Weather Conditions for Period

See Weather information in Store Viewer including possible impact on % Time in Target and Local Weather Alerts

Excluded Cases from Time in Target Calculation

2387 | c | c4 | c4c C04c SRVC DELI med temp | service | deli
 Date range: Sun Nov 07 2021 - Wed Nov 10 2021 Last Updated: Thu, Nov 11, 2021 10:54 AM CST
 Data Source: IMS



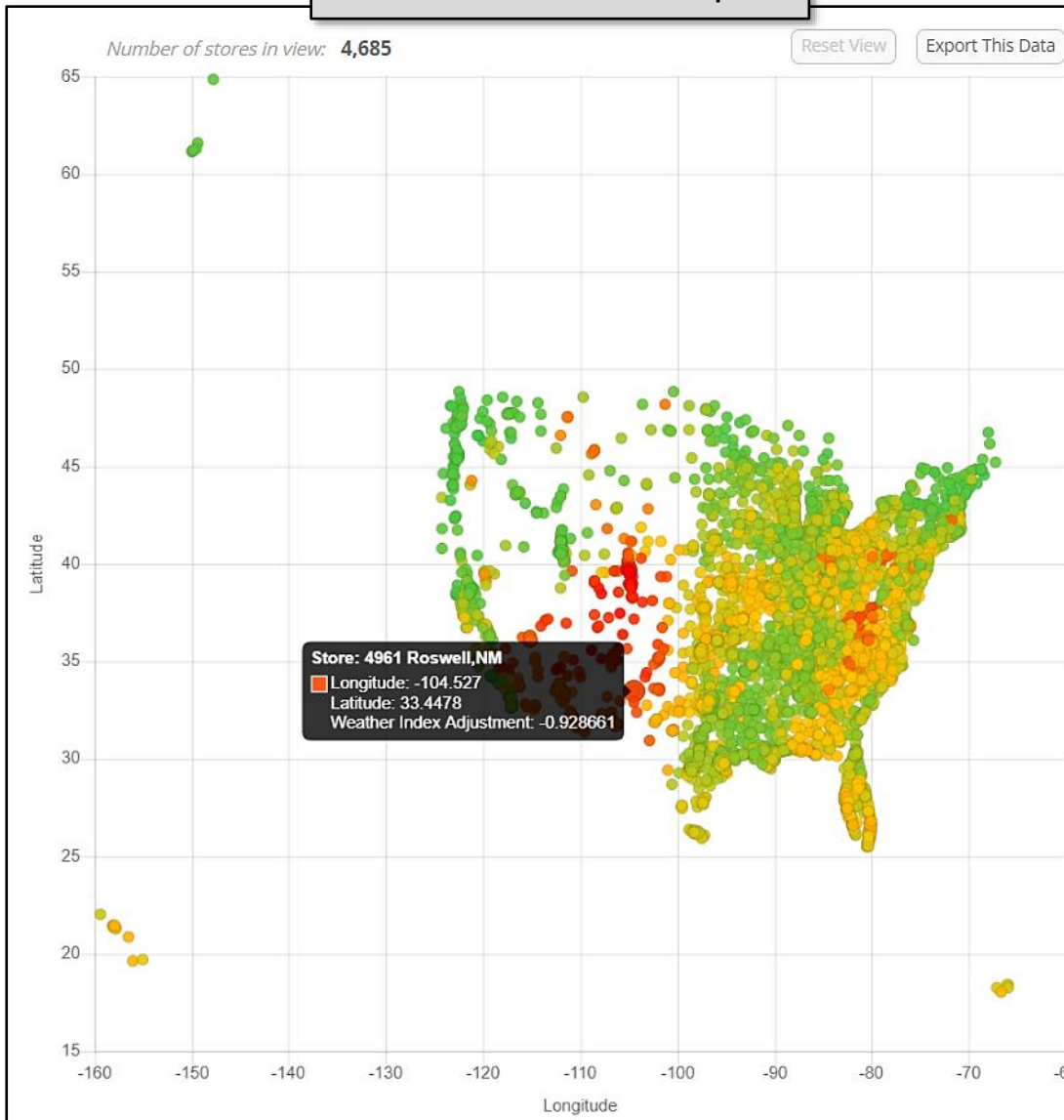
Observations: 2

View Quick Look Report

- > EXTREME TEMPERATURES OBSERVED THAT MAY INDICATE INCORRECT TEMPERATURE VALUES. THIS CASE HAS BEEN EXCLUDED FROM THE STORE'S TIME IN TARGET CALCULATION.
- > EXTREME TEMPERATURE VALUES OBSERVED. THESE ARE LIKELY SENSOR OR DATA RELATED. NO FURTHER OBSERVATIONS WILL BE PRESENTED.

Cases excluded from Time in Target calculations due to suspected data issues

View Weather Information in Explorer



Weather Index Adjustment plotted by Longitude and Latitude show potential impact to Time in Target due to Weather over the last 72 hours