

Work Instructions

# Fullup Mobile Application Guide

Fullup - Tankconnect

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## 1. Context

This document aims at helping our clients at understanding the application we have developed to help them manage their fuel tanks. Don't hesitate to read it through or use CTRL+F if you have questions about a specific point of the application.

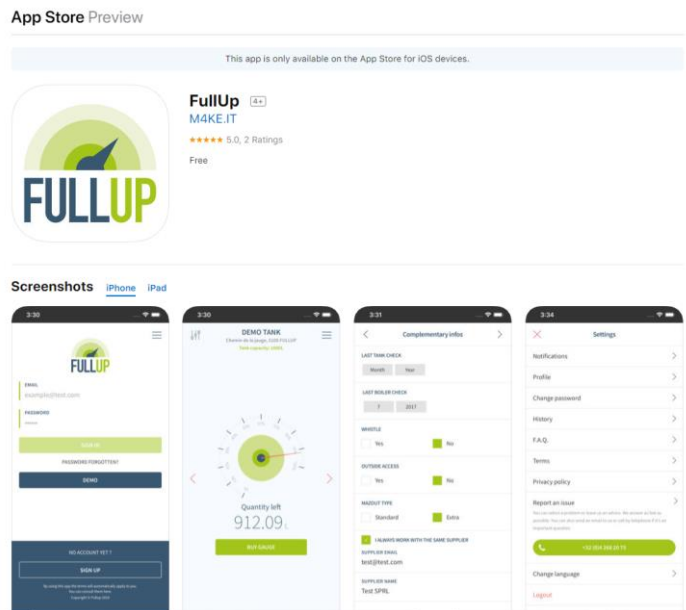
## 2. Use cases

### 2.1 Install the application

Our application is available on multiple supports: iOS (Apple), Android (Samsung, Huawei, Wiko, Sony, ...) and web (from the web). Hereunder, we provide the links to install them.

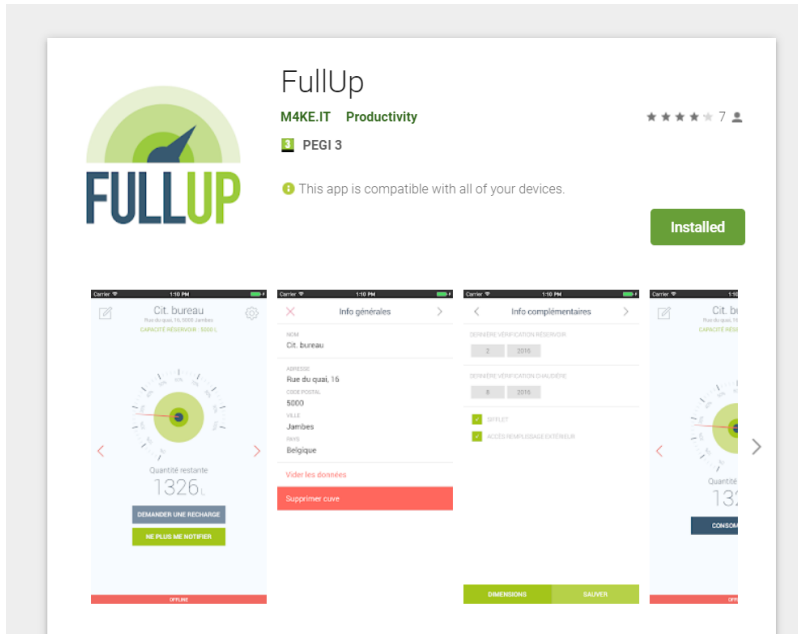
Basically, just go to your favorite app store and type Fullup. You will then find the app and get it to work in just a few clicks. The app is free.

#### 2.1.1 iOS



<https://apps.apple.com/be/app/fullup/id1103302594?l=en>

## 2.1.2 Android



<https://play.google.com/store/apps/details?id=be.fullup.app&hl=en>

## 2.1.3 Online webapp

Or you can also connect via the web app available on any computer, tablet or phone:

<https://app.fullup.be/> Logins are the same as for the iOS and Android apps.

## 2.2 User & account management

### 2.2.1 Create an account (main)

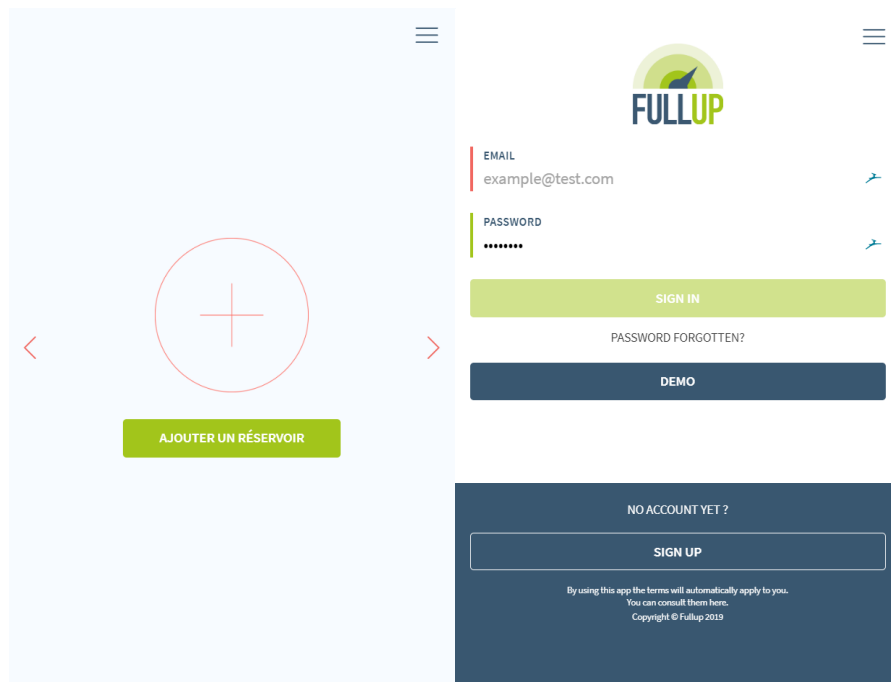
To create an account, just open the app then select “Sign up” and insert your personal information.

The image shows two overlapping screenshots from the Fullup app. The left screenshot is the login screen, featuring the Fullup logo at the top. Below it are input fields for 'EMAIL' (containing 'example@test.com') and 'PASSWORD' (masked with dots). There are three buttons: a green 'SIGN IN' button, a dark blue 'PASSWORD FORGOTTEN?' button, and a dark blue 'DEMO' button. At the bottom, there is a dark blue box with 'NO ACCOUNT YET ?' and a 'SIGN UP' button. Below that, small text reads: 'By using this app the terms will automatically apply to you. You can consult them here. Copyright © Fullup 2019'. The right screenshot is the 'Subscription' form, titled 'Subscription' with a close button (X) and a checkmark. It contains several input fields: 'EMAIL' (example@test.com), 'FIRSTNAME' (John), 'LASTNAME' (Doe), 'STREET' (Test street), 'NUMBER' (E.g. 11), 'BOX' (E.g. 2A), 'ZIPCODE' (1000), 'CITY' (Brussels), 'COUNTRY' (Belgium), and 'PHONE'. A green 'SAVE' button is at the bottom.

Don't forget to scroll down before you click save.

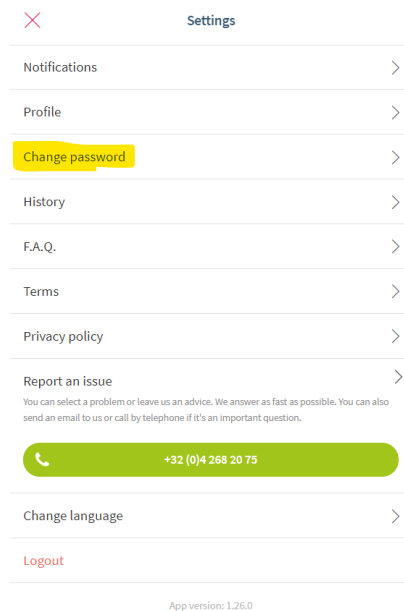
### 2.2.2 Login in the app (main)

To login, just open the app then enter your email and password, then select sign in.



### 2.2.3 Change password (right menu)

Go to the right menu at the top, then select change password.

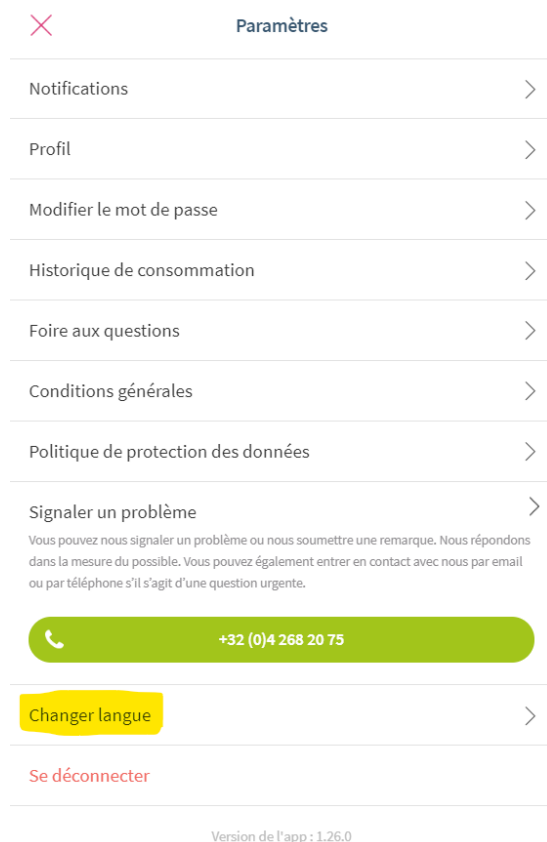


## 2.2.4 Forgotten password (login screen)



## 2.2.5 Change language (right menu)

Click on the right menu icon at the top of your screen. Then go down and select Change language (see screenshot below)



## 2.2.6 Change account information (right menu)

In the right menu, select "Profile", then fill in your information and click save.



Profile	
EMAIL	testuser@gmail.com
FIRSTNAME	John
LASTNAME	Doe
STREET	Testaccount
NUMBER	BOX
1	E.g. 2A
ZIPCODE	1200
CITY	Bruxelles
COUNTRY	Belgique
PHONE	+32485008899

SAVE

### 2.2.7 Multiple user roles

There are multiple user roles in the application.

- Owner: The owner has full access to a specific tank. He can change tank shapes, liquid types, notification thresholds, get offers, ...
- Watcher: The watcher is given read only rights on a specific tank. He can see its consumption and receive notifications but can't accept offers or edit a tank configuration.

If you are a technician, contact us to get more advanced access to logs and installation tools.

### 2.2.8 Receiving access to a tank

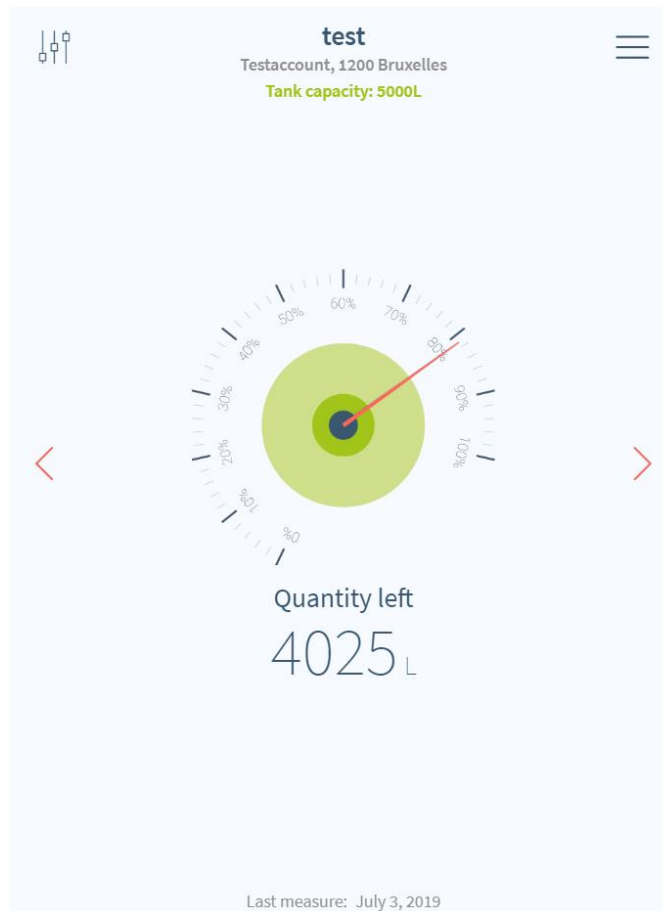
Any internet user can receive access to a tank. The access is granted by the tank owner (the person who installed the tank). When the owner shares a tank with someone else, the receiver receives an email telling him that he was granted access to the tank (as a Watcher).

To see the tank, he should then connect to the Fullup app and create an account with his email. Once logged in, he will see the tank in his app. As a watcher, he will only have read access to the tank thus he won't be able to change the tank configuration or notification thresholds. If you

were given watcher access and would like to manage the configuration yourself, contact your installer.

## 2.3 Use the app

### 2.3.1 See the tank level of your tanks (main screen)

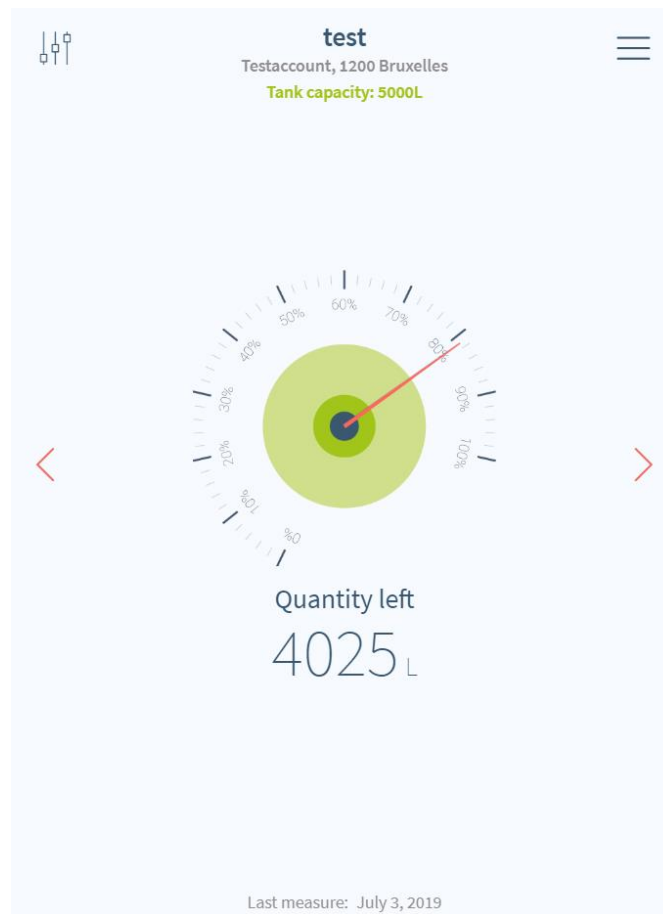


This data is updated daily, so don't be surprised if after a refill the data is not directly updated.

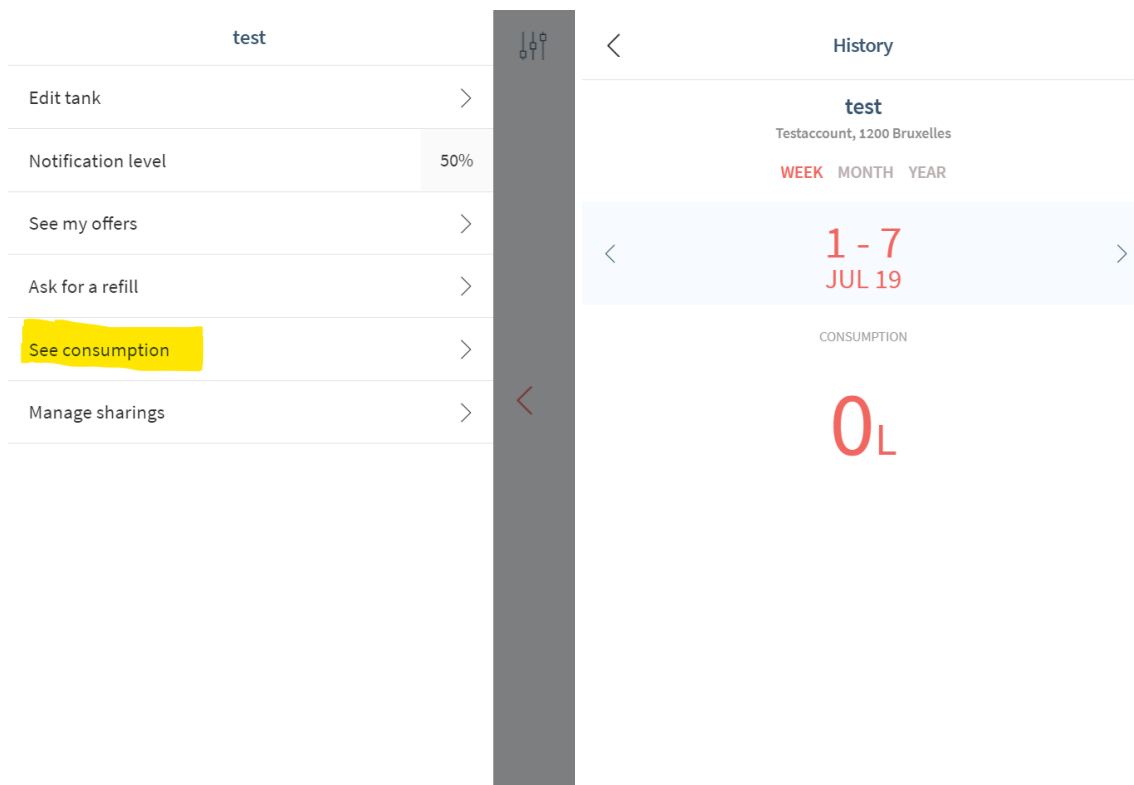
Click on the right and left arrows to see other tanks. If you have more than 5 tanks, the dashboard view might interest you (<http://dashboard.fullup.be>).

### 2.3.2 See whether your device communicates (main)

For most of our use cases, the measurement is performed and validated daily. If you want to check that the communication is happening well, at the bottom of each tank added, you can see the "last measure" date. If this date is more than 3 days old, a red banner displaying "Offline" will be displayed.



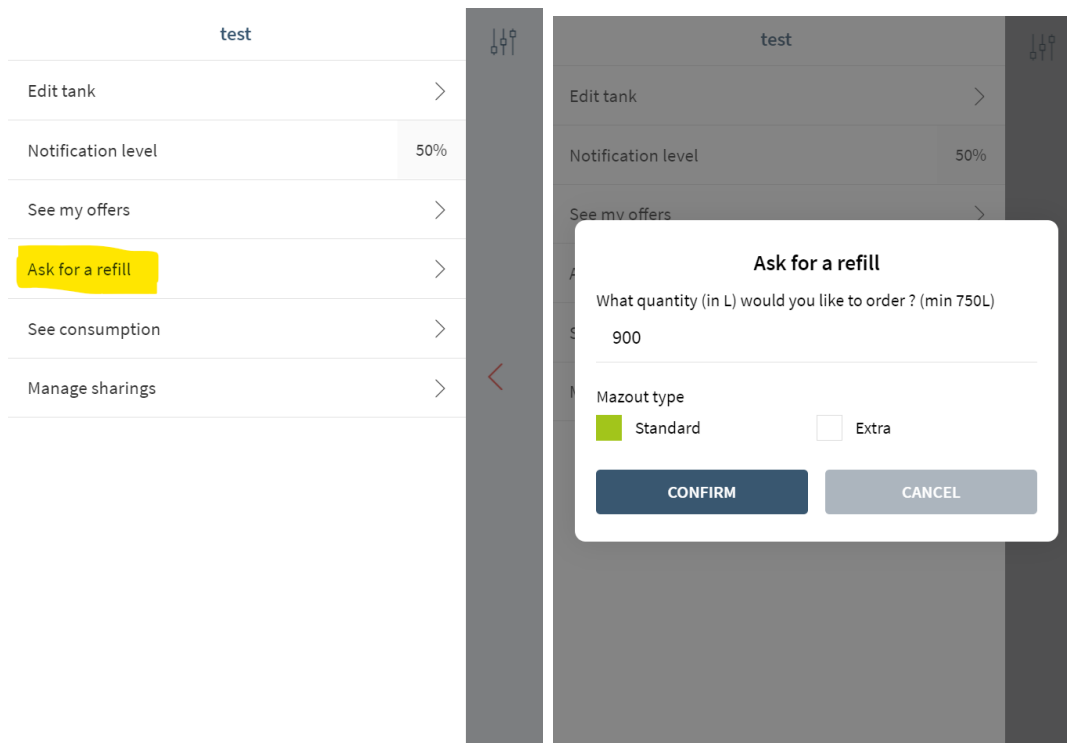
### 2.3.3 See your consumption (left menu)



You can then switch between weekly, monthly and yearly consumption or adapt the dates.

#### **2.3.4 Ask for a refill (left menu)**

To ask for a refill for an address, go on the tank you would like to get filled, then go to the left menu and select Ask for a refill.



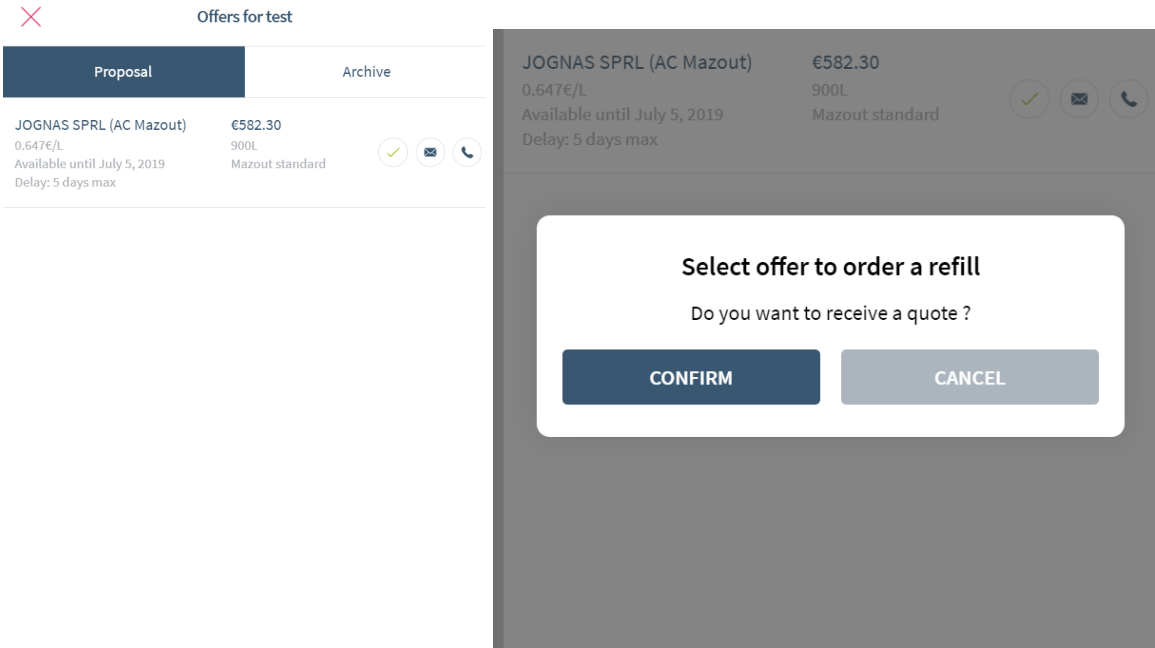
Select the type of product you want to use to refill you tank then select confirm. You are then redirected to the offers section. See next section for offer confirmation.

### 2.3.5 Get offers (left menu)

You receive offers in two cases:

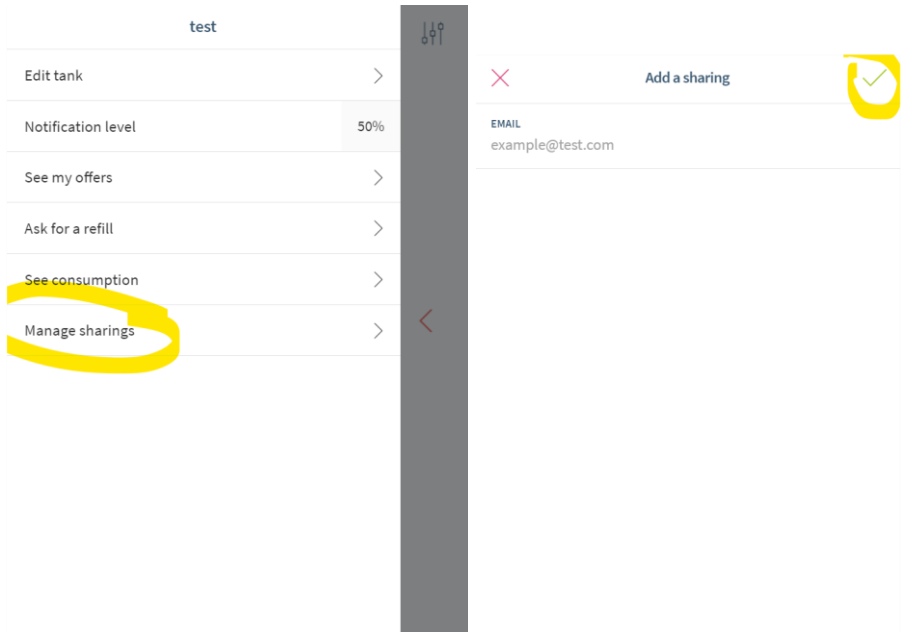
- If you ask a refill
- If your tank level falls below the threshold you defined.

You are then redirected to the current suppliers offers. It's up to you then to validate the quotation. In this case, the supplier will contact you back.



### 2.3.6 Share a tank (left menu)

To share a tank, select the manage sharing section in the left menu.

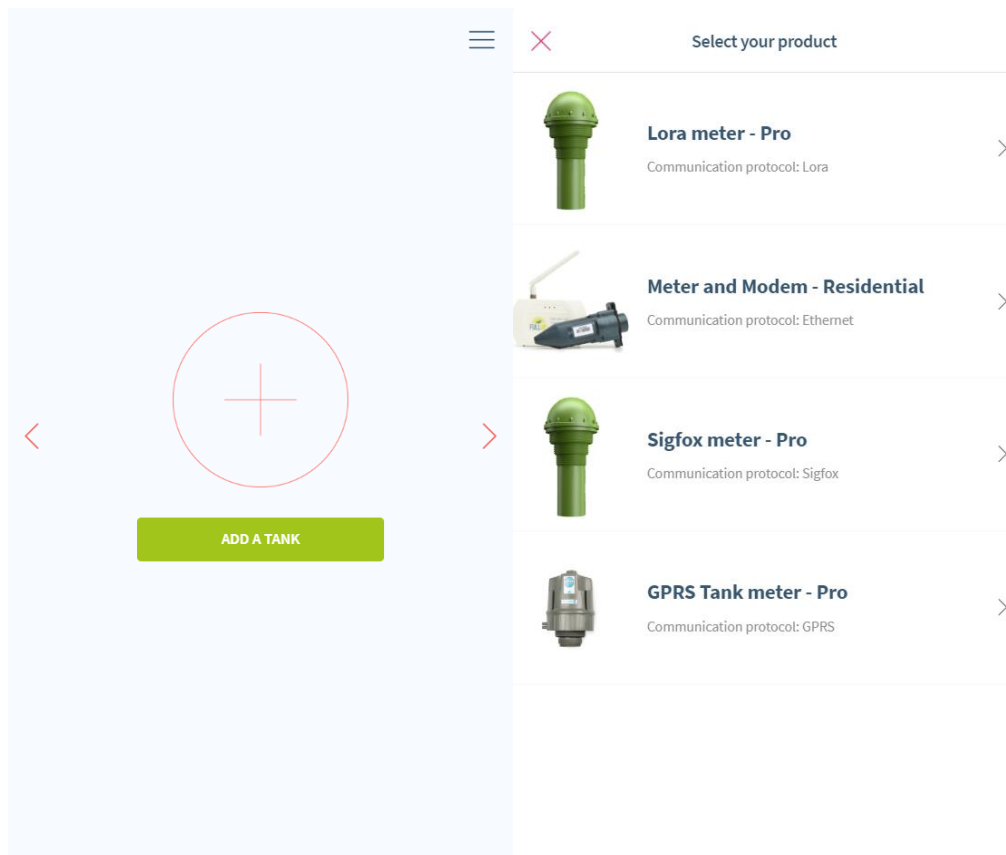


Select the top right “+” sign to add an email address, then select the “V” to confirm. The email address entered will receive an email telling them they now have access on the tank if they create an account on the app.

## 2.4 Device Management (main screen)

### 2.4.1 Add a device (main)

On the main page, after logging, swipe left and right till you get the “Add a tank” screen. Then select the type of device you have been provided by Fullup - Tankconnect and follow the installation process to get the installation done.

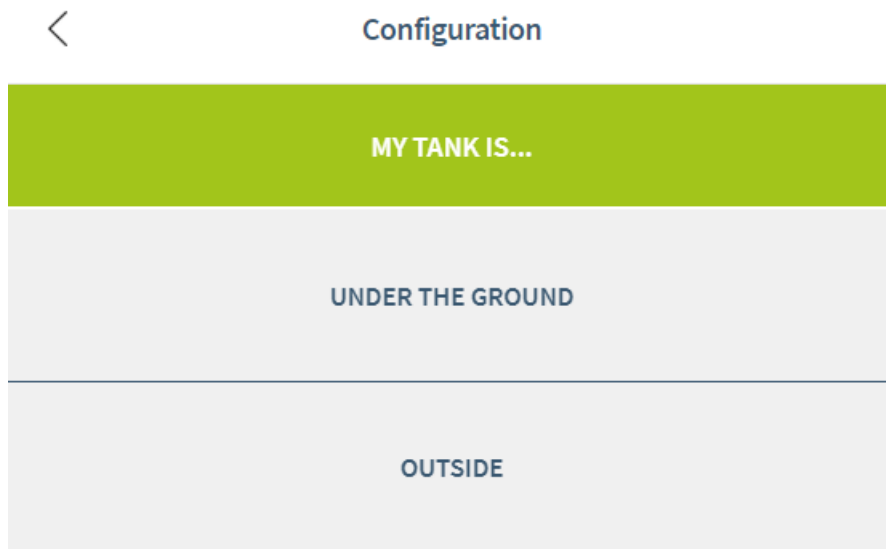


Specific installation instructions are available on request for each of the provided devices. Adding a device requires to make it communicate. This is done typically by using a magnet or approaching the modem and the measuring device.

- Lora meter: use the provided magnet. The device vibrates 3 short times when switched on. One long buzz is performed when switched off.
- Meter and Modem: after connecting the modem to the internet and electricity, add it in the app then approach the meter dot close to the modem and add it in the app two. This will trigger communication.
- Sigfox meter: use the provided magnet. The device vibrates 3 short times when switched on. One long buzz is performed when switched off.

- GPRS: use the provided magnet. The device starts a series of bipping for about 30 seconds when communication is triggered.

After validation of the communication, you will be asked to size the tank.



Depending on the configuration of your tank, select either under the ground or outside. You are then asked to select the tank shape. Refer to the corresponding section to fill in the information (see further the multiple possible configurations)

#### **2.4.2 Edit tank size or shape (left menu)**

Go to the tank you want to edit, then left menu > Edit tank. Use the right arrow to navigate to the configuration screen. See screenshots below.



test

- Edit tank >
- Notification level 50% >
- See my offers >
- Ask for a refill >
- See consumption >
- Manage sharings >

General information

---

NAME TANK  
test

---

TANK TYPE  
Fuel

---

ID NUMBER  
32FF2F

---

MODEM ID  
sigfox

---

STREET  
Testaccount

---

NUMBER 1      BOX E.g. 2A

---

ZIPCODE  
1200

---

CITY  
Bruxelles

< Complementary infos >

---

LAST TANK CHECK

1 2019

---

LAST BOILER CHECK

1 2019

---

ANTI-OVERFLOW SYSTEM

Yes       No

---

OUTSIDE ACCESS

Yes       No

---

MAZOUT TYPE

Standard       Extra

---

I ALWAYS WORK WITH THE SAME SUPPLIER

Configuration

---

MY TANK IS...

---

UNDER THE GROUND

---

OUTSIDE

DIMENSIONS

SAVE

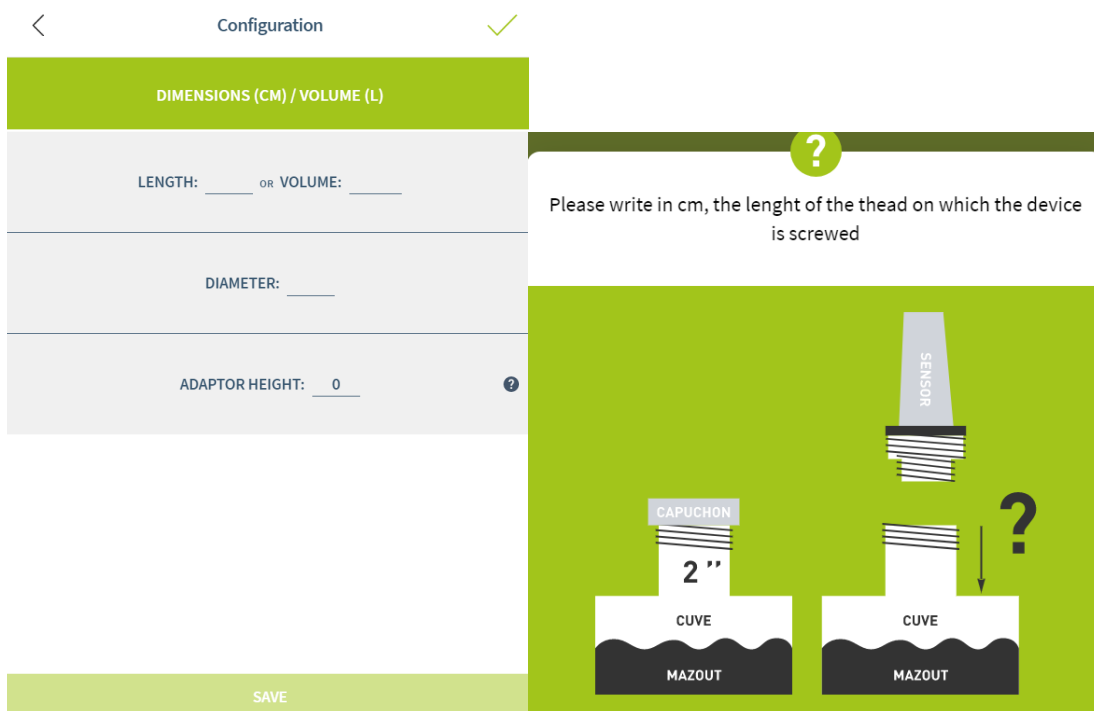
Then refer to the device installation section to get more information about the distances to insert for each type of tank.

**2.4.3 Underground (horizontal cylinder) tank configuration**

All underground tanks are actually horizontal cylinders (see picture) . The depth of you tank defines the diameter. Measure the diameter of your tank. If you don't know the length, fill in the volume of your tank. Typical volumes of tanks are 3000, 5000 and 10000 liters. You can confirm you volume at delivery or use previous orders to define it.



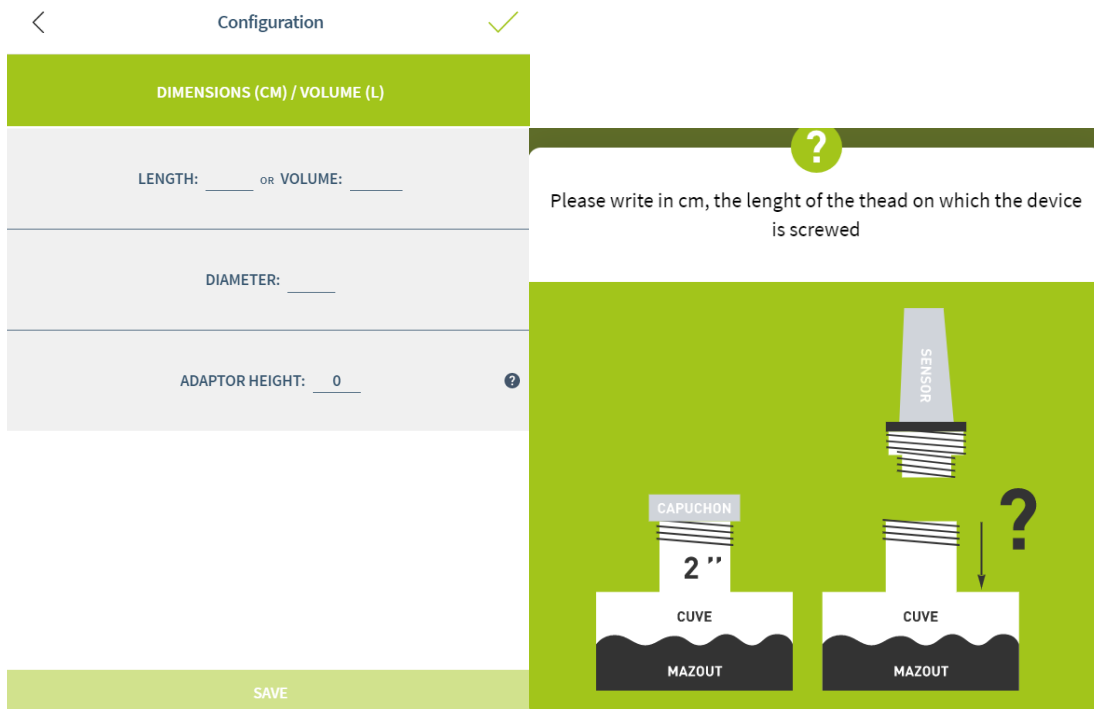
Use this schema to see which dimensions should be entered in the tank configuration form.



The adaptor is the tube length above the tank. It should not be longer then 7 cm otherwise the measurement could be false.

**2.4.4 Horizontal cylinder Tank Configuration**

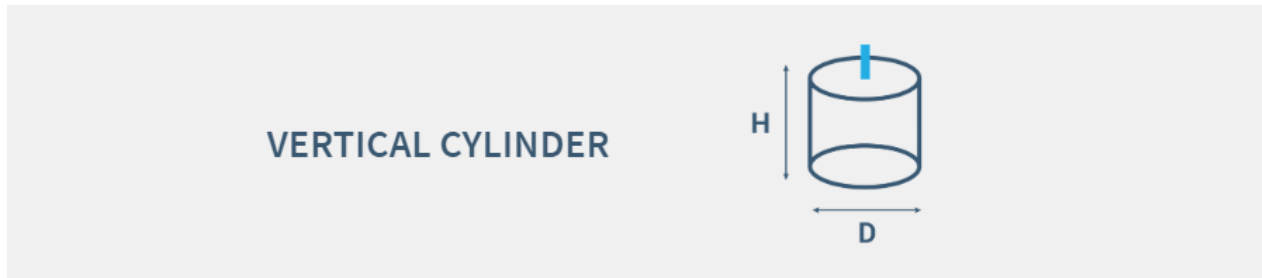
Use this schema to see which dimensions should be entered in the tank configuration form.



The adaptor is the tube length above the tank. It should not be longer than 7 cm otherwise the measurement could be false.

**2.4.5 Vertical cylinder tank configuration**

Use this schema to see which dimensions should be entered in the tank configuration form.



Configuration ✓

**DIMENSIONS (CM) / VOLUME (L)**

HEIGHT: \_\_\_\_\_

DIAMETER: \_\_\_\_\_

ADAPTOR HEIGHT: 0 ?

?

Please write in cm, the length of the thread on which the device is screwed

The diagram shows a sensor being inserted into a tank. The tank has a 'CAPUCHON' (2") and a 'CUVE' containing 'MAZOUT'. A question mark indicates the measurement point for the thread length.

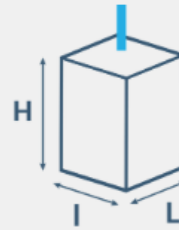
SAVE

The adaptor is the tube length above the tank. It should not be longer than 7 cm otherwise the measurement could be false.

### 2.4.6 Cubic Tank configuration

Use this schema to see which dimensions should be entered in the tank configuration form.

CUBE



< Configuration ✓

**DIMENSIONS (CM) / VOLUME (L)**

HEIGHT: \_\_\_\_\_

WIDTH: \_\_\_\_\_

LENGTH: \_\_\_\_\_

ADAPTOR HEIGHT: 0 ?

SAVE

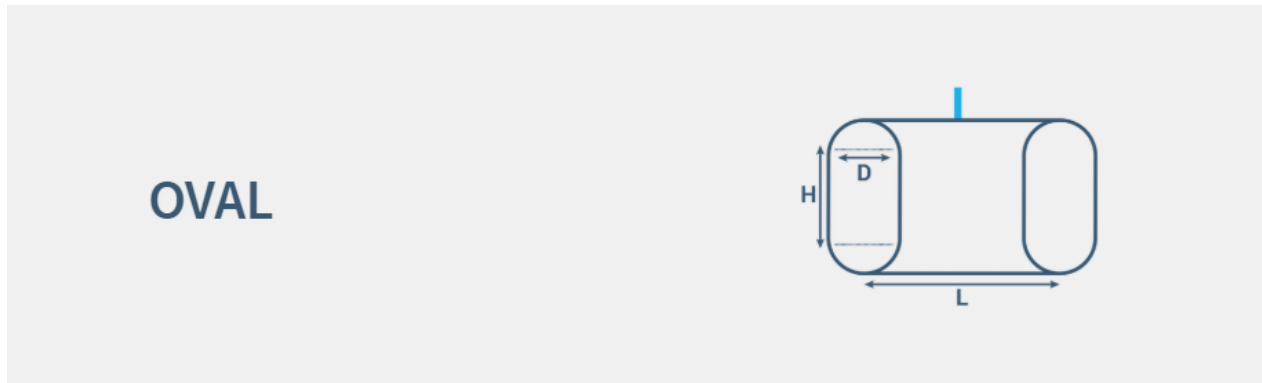
?

Please write in cm, the length of the thread on which the device is screwed

The adaptor is the tube length above the tank. It should not be longer than 7 cm otherwise the measurement could be false.

### 2.4.7 Oval Tank configuration

Use this schema to see which dimensions should be entered in the tank configuration form.



As described on the picture, the tank height must be calculated following this rule: total height – diameter.

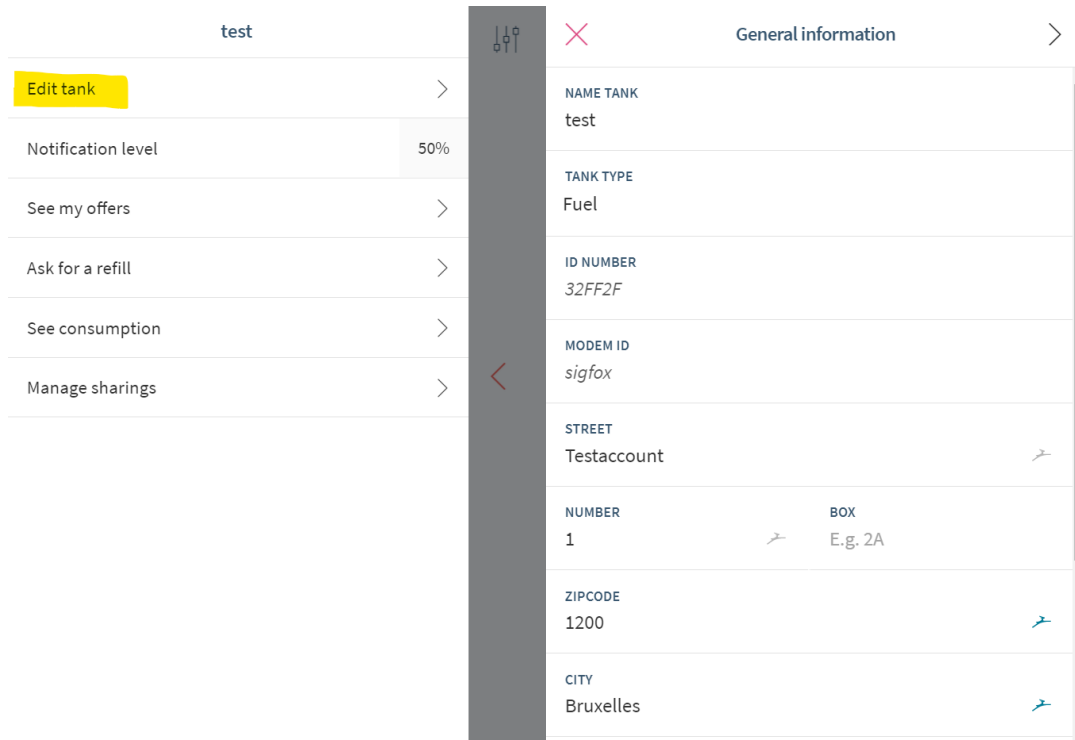
<
Configuration ✓

DIMENSIONS (CM) / VOLUME (L)	
HEIGHT: _____	
LENGTH: _____	
DIAMETER: _____	
ADAPTOR HEIGHT: <u>  0  </u> <span style="float: right; font-size: 1.2em;">?</span>	<div style="text-align: center; margin-bottom: 5px;"> <span style="background-color: #76b82a; border-radius: 50%; padding: 2px 5px; color: white; font-weight: bold;">?</span> </div> <p style="font-size: 0.9em; margin: 0;">Please write in cm, the length of the thread on which the device is screwed</p>

SAVE

The adaptor is the tube length above the tank. It should not be longer than 7 cm otherwise the measurement could be false.

### 2.4.8 Edit Tank name, address & general informations (left menu)



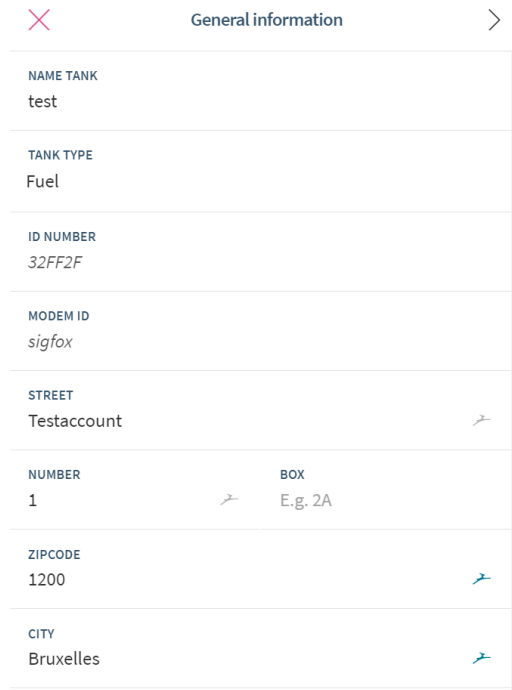
The screenshot shows a mobile application interface. On the left is a menu with the tank name 'test' at the top. The 'Edit tank' option is highlighted in yellow. Other menu items include 'Notification level' (50%), 'See my offers', 'Ask for a refill', 'See consumption', and 'Manage sharings'. The main screen is titled 'General information' and contains the following fields:

- NAME TANK: test
- TANK TYPE: Fuel
- ID NUMBER: 32FF2F
- MODEM ID: sigfox
- STREET: Testaccount
- NUMBER: 1
- BOX: E.g. 2A
- ZIPCODE: 1200
- CITY: Bruxelles

Select Edit tank in the left menu, then Edit tank, then change the information and save.

### 2.4.9 Edit Liquid type (left menu)

In the Edit tank settings, you can edit Liquid types. If you set up the tank as a water tank, the validation process will be different from the process in case of fuel tanks (eg: the level can go up). The devices we sell work on most liquids thus water too. If you have specific questions about this, contact us.



General information	
NAME TANK	test
TANK TYPE	Fuel
ID NUMBER	32FF2F
MODEM ID	sigfox
STREET	Testaccount
NUMBER	1
BOX	E.g. 2A
ZIPCODE	1200
CITY	Bruxelles

## 2.5 Notifications

### 2.5.1 Get notifications (right menu + emails)

You will get notifications and emails when a specific event occurs.

### 2.5.2 Shortage notification

If your tanklevel gets too low, you will get notifications about this. Owners and watchers receive these. Watchers don't get offer notifications.

### 2.5.3 Communication error notification

If your device is not installed well, you will notifications telling you it didn't communicate recently.

### 2.5.4 Offer notifications

If you receive a new offer from a supplier, you will get an email informing you of this event.

## 3. Document History

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Version	Writer / Reviewer
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<b>1.0 – 02/07/2019</b>	CL – initial writing
<b>1.1 – 16/07/2019</b>	CDV - review
<b>1.2 – 17/07/2019</b>	CL – Minor changes