

## VSupply's Cubex Frequently Asked Questions

### Equipment (Cubex™)

#### **What sizes do Cubex cabinets come in?**

VSupply offers three different size cabinets that come both as a main cabinet (computer interface include) and as an auxiliary unit (no computer interface). The auxiliary cabinets can only operate as a slave to Cubex main cabinets. Below are the size and dimensions of the cabinets.

Cubex™ 1000	Cubex™ 2000	Cubex™ 3000
Dimensions (inches): Height: 77.37 Width: 26.75 Depth: 24.47* Items: up to 100	Dimensions (inches): Height: 77.37 Width: 51.50 Depth: 24.47* Items: up to 200	Dimensions (inches): Height: 77.37 Width: 76.25 Depth: 24.47* Items: up to 300

*\*Allow 54" total for door swing*

#### **What types of material are stocked in Cubex?**

The Cubex system can be used to stock any type of supplies. Here are a few examples:

*Dental Industry:* operative, hygiene, prosthodontic, endodontic, implant and other supplies

*Veterinary Industry:* operative, surgical, retail items and drugs

#### **Can items that require refrigeration be stocked in Cubex?**

Yes. Cubex can be configured to allow the addition of a small refrigerator. VSupply will provide the specifications of the refrigerator as requested.

#### **What other industries are using this type of inventory solution?**

Automated dispensing systems similar to Cubex cabinets are prevalent in many other industries such as manufacturing, office supply management and pharmaceutical and medical supply management in hospitals. Companies using these types of systems include Medtronics, John Deere, Air Canada, Johnson & Johnson, Bristol Meyers and many others.

#### **How many items are typically stocked in Cubex cabinets?**

The number of items that can be stocked in Cubex largely depend on the size of the items and the size of the Cubex cabinet selected. Typically we see customers stock between a 100 to 400 unique items.



## **Software**

### **Do we get free software updates and upgrades?**

As part of the monthly fee all updates are provided at no fee to our customers. Optional upgrades are available to our customers for a nominal fee.

### **Do I need to load any software on my PCs?**

No, all the software that your designated Cubex system manager will need is web-hosted. This simply means that all the system manager needs to do to is log onto the VSupply Smart Inventory Manager (SIM) website.

## **Ordering**

### **How does the automatic ordering work?**

Restock orders are set up to generate in the SIM on a scheduled basis. The customer chooses the date and time that they wish to have the restock orders automatically emailed to their suppliers. All items that have reached minimum levels or below will be reordered back up to maximum levels.

### **Can the orders be sent out manually?**

Yes. The System Manager at the customer site can generate orders in the SIM manually and either print them out and fax them to their suppliers or email them.

### **How many suppliers can be set-up in the system?**

Infinite – there is no limit.

### **How frequently are orders placed with suppliers?**

As often as the customer chooses to do so. Typically, customers schedule orders to generate once a week.

### **Does VSupply provide supplies?**

No.

### **Can we view and/or modify the order before it is sent the suppliers?**

Yes, the system manager can modify the order once it is generated in the SIM. Any changes that the system manager makes will be sent to the suppliers via email.

## **Reporting**

### **What types of reports are available?**

VSupply offers over 25 different reports that contain data and analytics on consumption of supplies, inventory accuracy, aging of supplies, employee usage, supplier performance, etc.

### **How are the reports accessed?**

Reports are accessed through the SIM. They can be generated manually or scheduled to be emailed to recipients on certain days of the month or week.

### **In what formats can SIM generate reports?**

Users can generate SIM reports in PDF (Adobe), Excel, RTF (Word), HTML, and text formats. The Excel version is particularly powerful allowing users to perform additional analysis with the standard tools already built into Microsoft Excel.

## **Savings**

### **How does the system save us money?**

The Cubex system saves our customer money by:

- Elimination of excess supplies
- Automating manual reorder processes
- Increasing workflow efficiency by having supplies stocked and available
- Reducing the inventory carrying cost associated with surplus inventory

### **How long does it take to realize the savings?**

Most of our customers start to recognize the savings within a few weeks of implementing Cubex. Most notably is the time savings the staff realizes by not having to worry about ordering supplies or worse, trying to find items that should be somewhere in the office. Many offices use this time to focus on patient care and call backs to clients.

### **What are some of the other benefits?**

What we often hear from customers is that they now have inventory accuracy beyond what they ever had before. That combined with the peace of mind that they have the right product in the right quantity in the right place has created many raving fans of Cubex.

### **What other health organizations use this type of system?**

Systems similar to Cubex are being utilized by oncology practices, hospitals, surgery centers and long-term care nursing facilities.

## **Pricing**

### **How much does it cost?**

VSupply offers a variety of Cubex configurations. These configurations are customized based on your supply usage. Pricing is based on a 60 month term. Monthly fees for main cabinets range from \$399/month to \$599/month depending upon the cabinet size and configuration that is required.

### **Do you offer shorter term?**



Yes, we do offer shorter terms. Just remember the shorter the term the higher the monthly cost. Our inventory consultants will be able to provide you with a quote if you are interested in a shorter term.

**Do you offer a purchase option?**

No. The VSupply Smart Inventory Manager (SIM) software is web-based so as a result the system isn't sold.

**How much does the implementation and training cost?**

There is no charge for the 3 day implementation. If it is determined that additional setup and training are required post-implementation, a service fee will be charged for VSupply to come onsite.

**What if we need training after the original implementation?**

We offer two training options after the original implementation.

- Phone support (no charge)
- Onsite support (daily service fee)

**Equipment Installation**

**How soon after Cubex is ordered will the implementation take place?**

There is a 4-6 week lead time from the time the ordered is confirmed to the onsite implementation. However, our professional services team will contact you prior to the implementation date to review the implementation process.

**How long does the implementation take?**

This is dependant upon the number of cabinets ordered. A typical Cubex 2000 + Cubex 2000 Auxiliary will take approximately 4 days to implement.

**How long does the training take?**

Training is part of the implementation phase. Training for employees takes 10-15 minutes. Training for the System Manager occurs throughout the entire 4 day implementation.

**What are the requirements of my staff?**

Staff is required to attend the 10 – 15 minute training and orientation. This training will occur at the Cubex. The designated system manager will participate in more extensive training.

**Do suppliers need to be present or participate?**

Suppliers need to be notified by the customer of the Cubex implementation. Part of the implementation training will be sending test restock orders to suppliers and they will be trained on how to use the report as the customers order.

**How much space does it take up?**



This depends on what Cubex system is ordered. There are 3 sizes plus auxiliary units. Refer to the equipment section.

**Are there special requirements for the implementation?**

The top three facility requirements are verification of space, power, and Ethernet connectivity (located within 5 ft. of the Cubex).

**Support**

**What types of support services are offered?**

Both phone and onsite services are available.

**How long is the warrantee period?**

The warrantee period is for one year from the date of implementation.

**Are parts covered under the service program?**

Parts are covered during the one year warrantee period. After the first year, any part that needs to be replaced will be subject to a fee.

**What if there is a power outage?**

All of the transactional data will be saved at the cabinet level. Once power is back on, the data can be transferred up to the SIM for reporting.

**Is the data protected?**

Each customer has their own secure, web based database. All data is owned by the customer.

**What are the hours of your support services?**

VSupply Customer Support is available from 5 AM to 5 PM Pacific Time. All other calls will be returned the following business day.

**If the communication between the cabinet and the SIM occurs via HTTP, how is the data protected since it is transmitted in plain text?**

Confidentiality and security of data transmitted is ensured through the use of SSL encryption at both the cabinet and in SIM.

**How does VSupply protect against “data theft” and/or interception of data?**

The use of SSL encryption resolves this issue. Even if the data were intercepted, the data that they would see would be meaningless to them without the proper de-encryption key.