



Printer  
Solutions

## OPERATOR'S HANDBOOK



**Avery Dennison®**  
**Monarch® FreshMarx®**  
**9417+ Solution**

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# GETTING STARTED

Use the Avery Dennison® Monarch® FreshMarx® 9417+ Solution for product freshness and to label inventory (FreshMarx Prep application). The printer is available as a single printer (left printer only) or dual printer (left and right printer).

## Audience

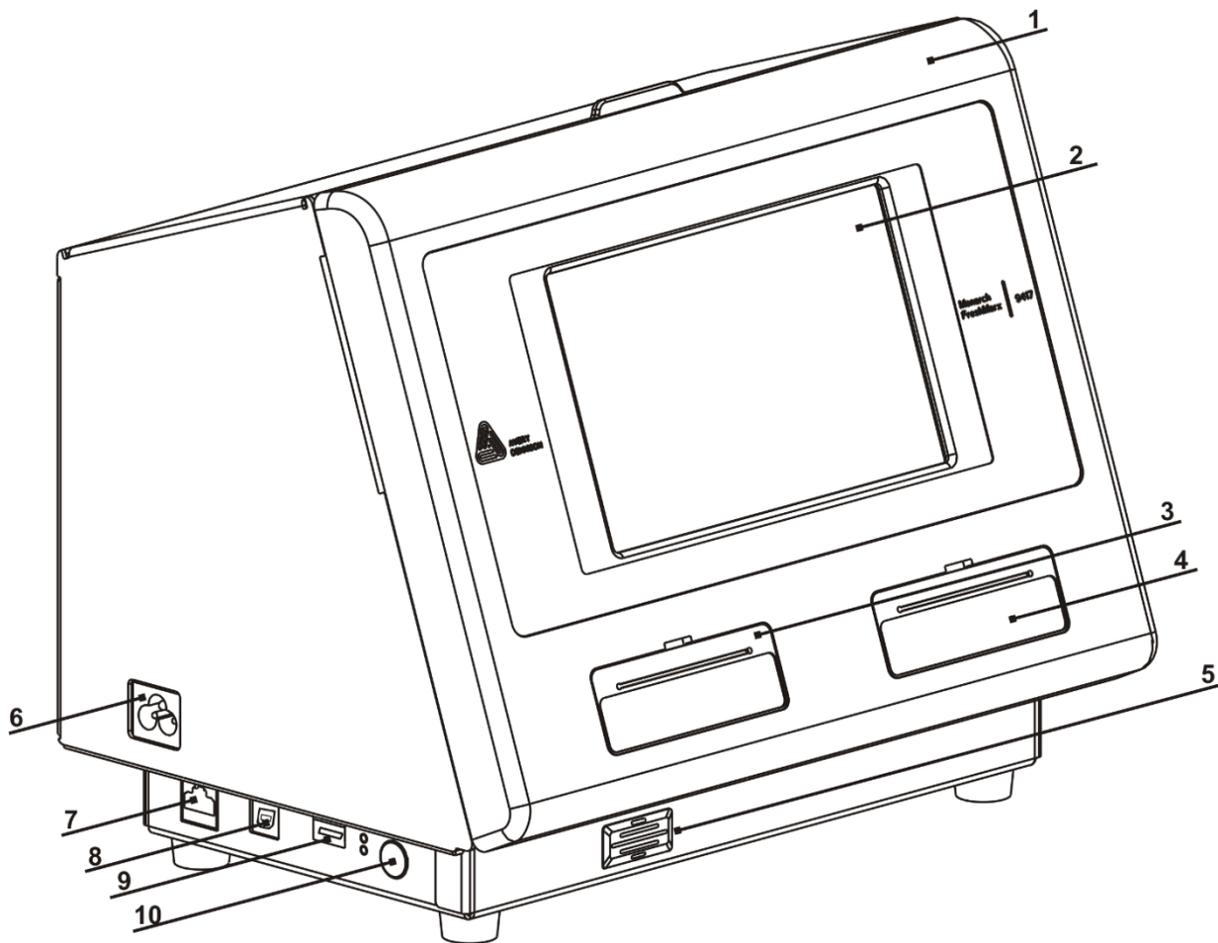
The *Operator's Handbook* is for users who print and apply freshness labels.

Your Manager or System Administrator should review the information in the *System Administrator's Guide*. It describes how to set the printer's time and date, configure the printer, and use the built-in FreshMarx Prep application.



This revision of the manual is for the FreshMarx Prep application version 5.0 and higher. You may have purchased the additional FreshMarx Donate & Waste application. See Appendix B, "Using Donate and Waste" for more information.

## Printer Overview



1.	Cover	6.	Power Cord Connection
2.	Display	7.	Ethernet Port
3.	Left Printer	8.	USB (Type B) Port
4.	Right Printer	9.	USB (Type A) Port
5.	Speaker	10.	Power Button

## Connecting the Power Cord

---

1. Plug the power cord into the socket on the side of the printer (#6 above).
2. Plug the other end of the power cord into a grounded electrical outlet.
3. Turn on the printer. Press the power button on the side of the printer (#10 above).

**Warning:** The printer should never be operated in a location where it can get wet. Personal injury could result.

## About the Setup Wizard

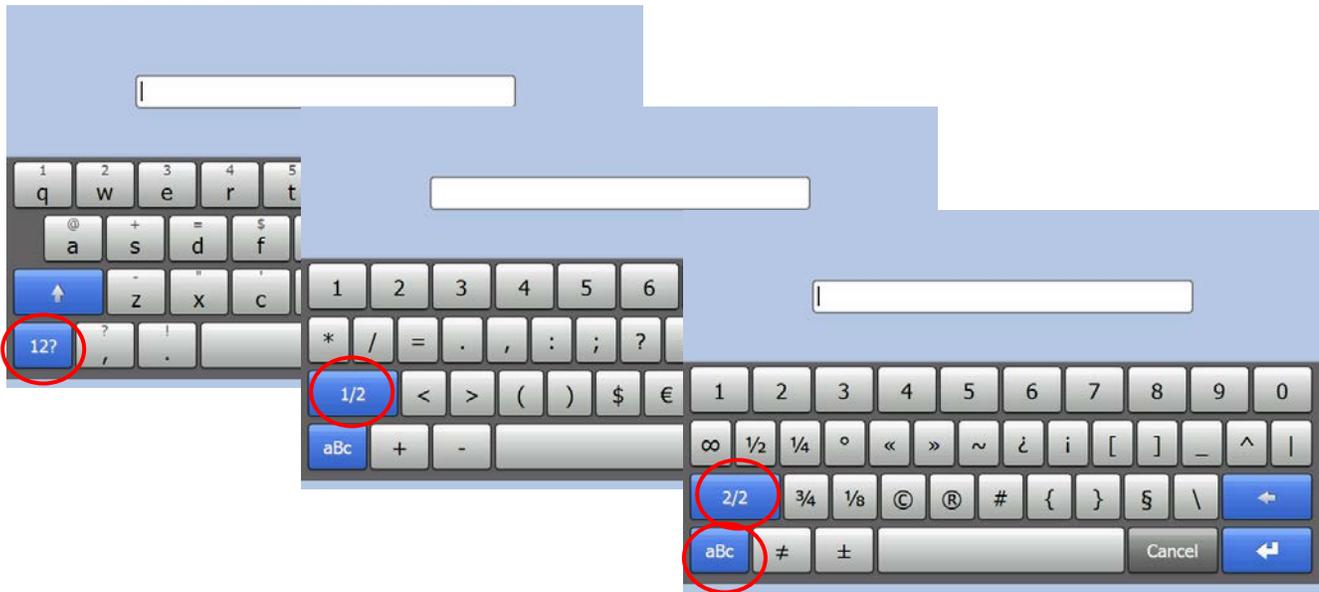
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The first time the 9417+ printer is powered on or after updating the software, a setup wizard appears. The wizard guides you through important tasks such as setting the printer's language and setting the time and date.

## Using the Keypad

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- ◆ The default keypad is lowercase alphabetic. Press  (**Shift**) to use uppercase alphabetic characters.
- ◆ Press  to use numeric characters or symbols. Press  to see the second page of symbols; press  to return to the first page of symbols. Press  to return to the lowercase alphabetic keypad.



Press and hold a key to use symbols and accented characters.

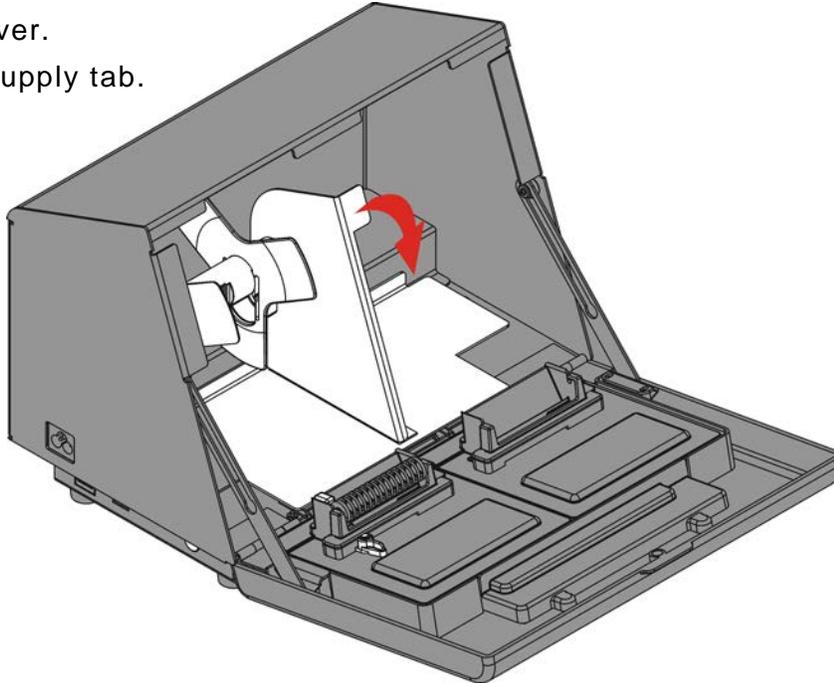


This chapter describes how to load labels for a single printer (left printer only) and dual printer (left and right printers).

## Loading the Left Printer

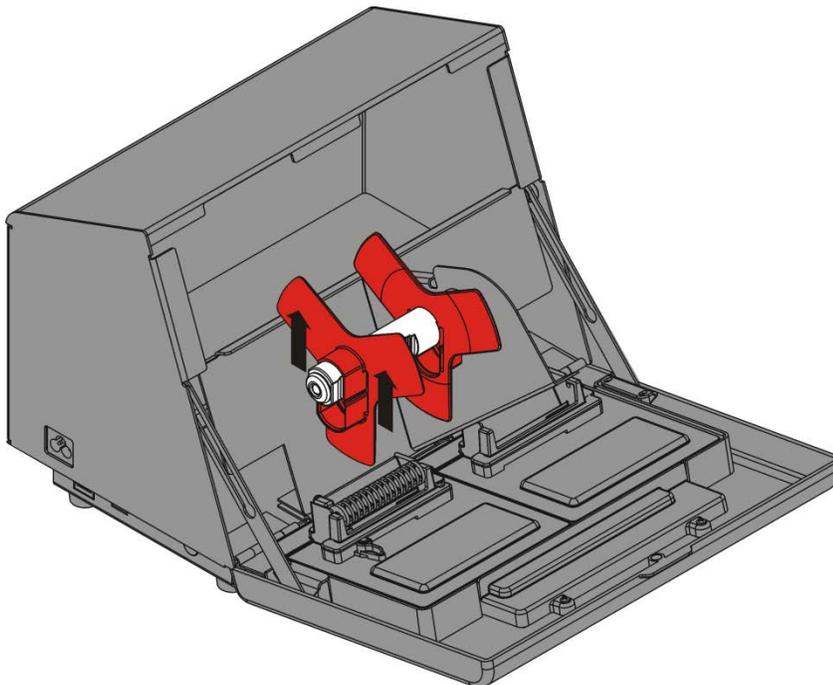
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1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.

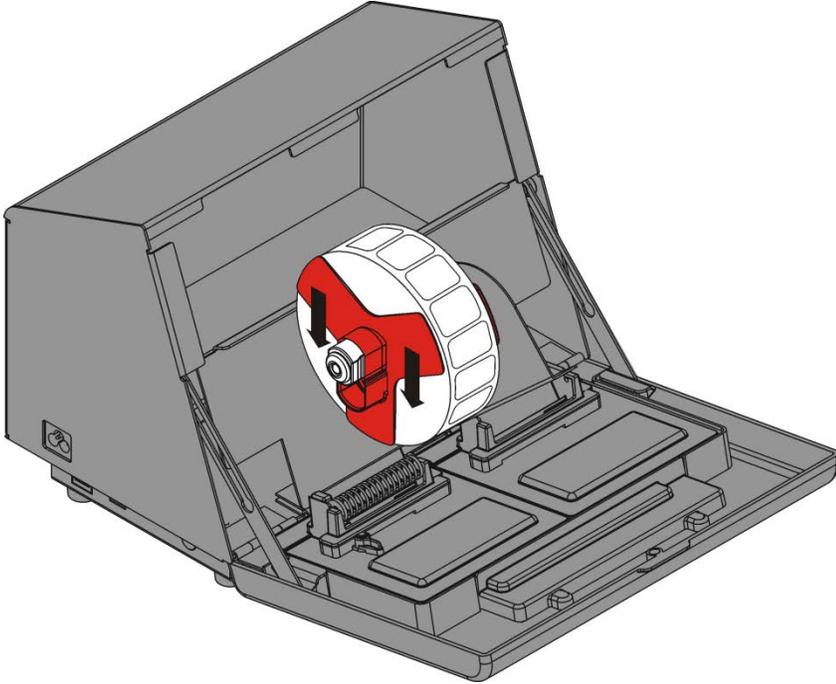


**Note:** When loading supply, open the supply lever as shown above.

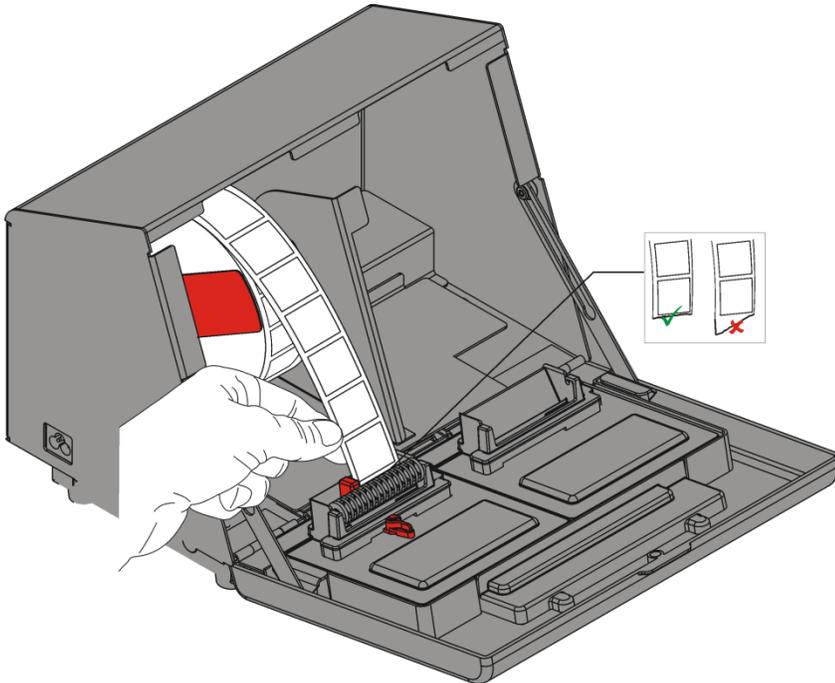
4. Unlock the supply guide. Remove the supply guide from the supply holder.



5. Place a roll of labels (label side up) on the supply holder.
6. Place the supply guide on the supply holder until it touches the supply. Lock the supply guide.

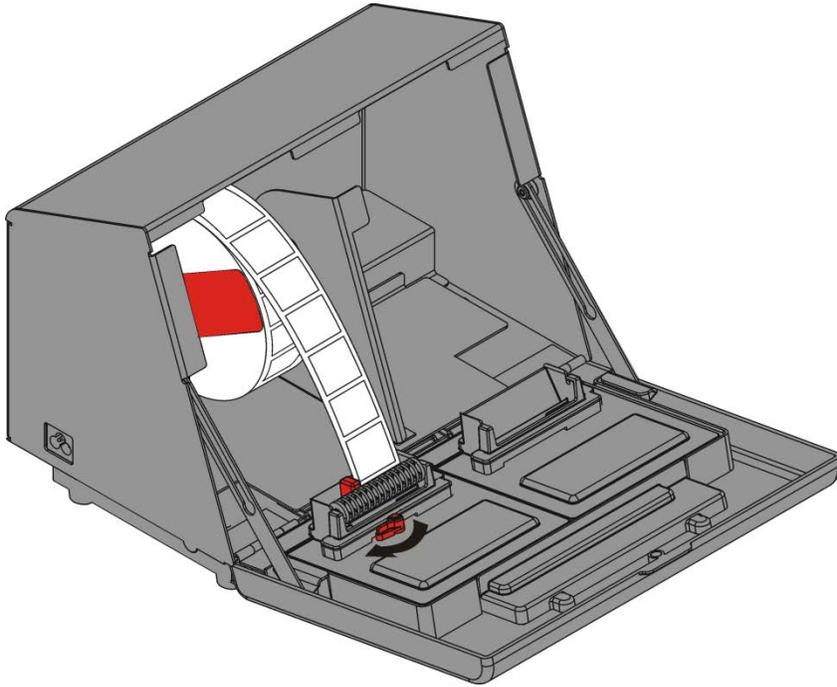


7. Put the supply tab back.
8. Guide the labels along the inside edge and into the slot (behind the white roller). The printer feeds the supply.



**Note:** Tear a straight edge on the supply before feeding it into the printer.

- Slide the supply lever next to the supply. Close the supply lever.

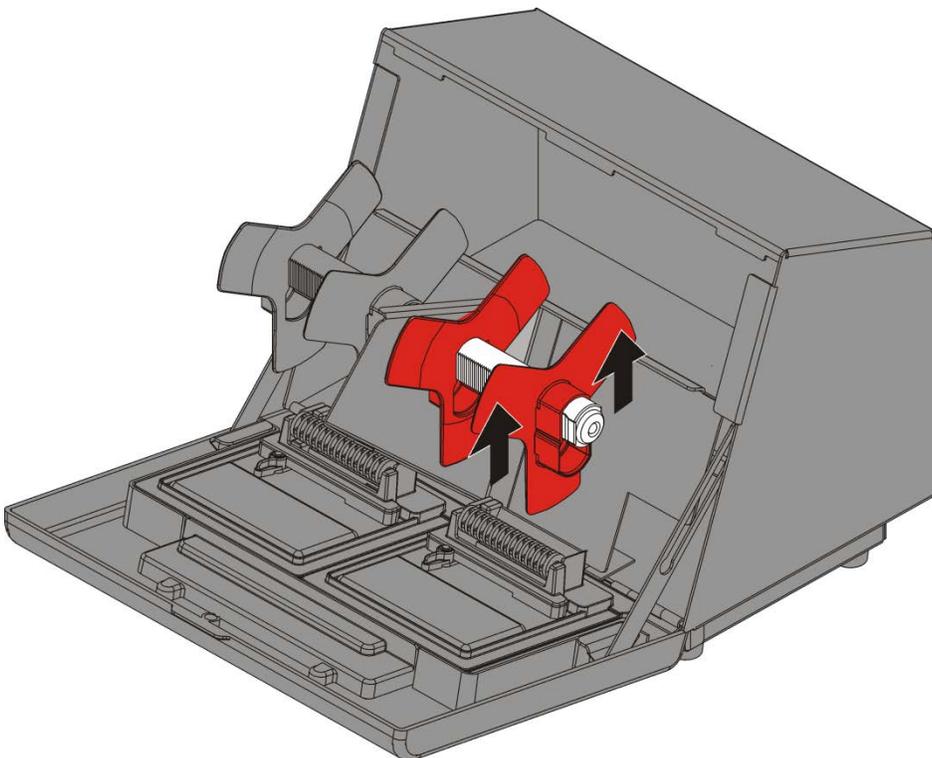


- Close the cover.

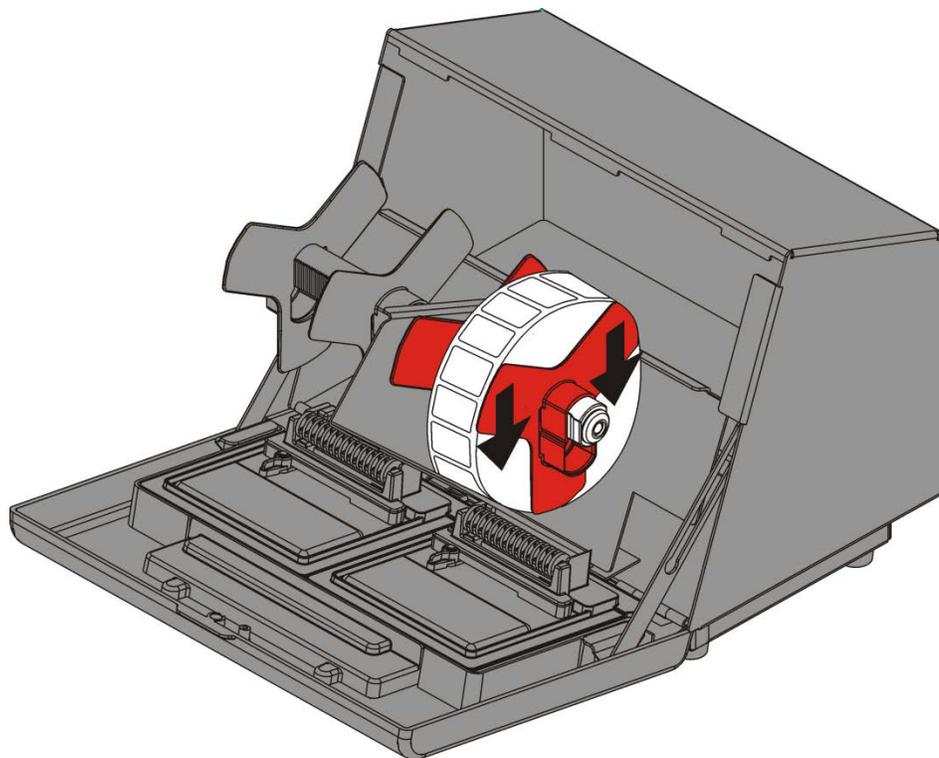
## Loading the Right Printer

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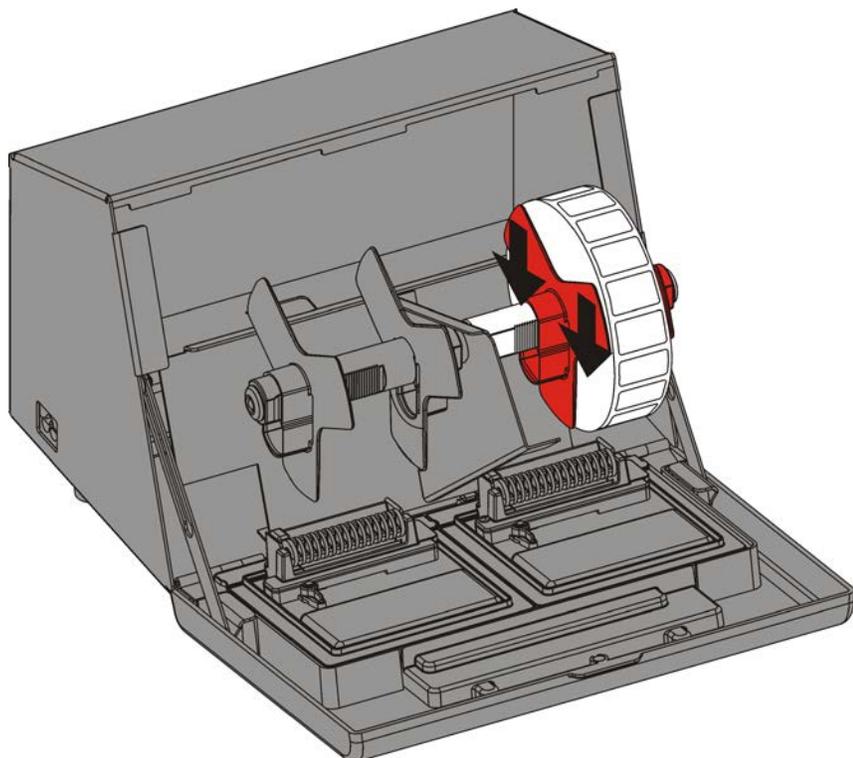
- Turn on the printer. Press the power button on the side of the printer.
- Open the cover.
- Pull on the supply tab.
- Unlock the outer supply guide and remove it.



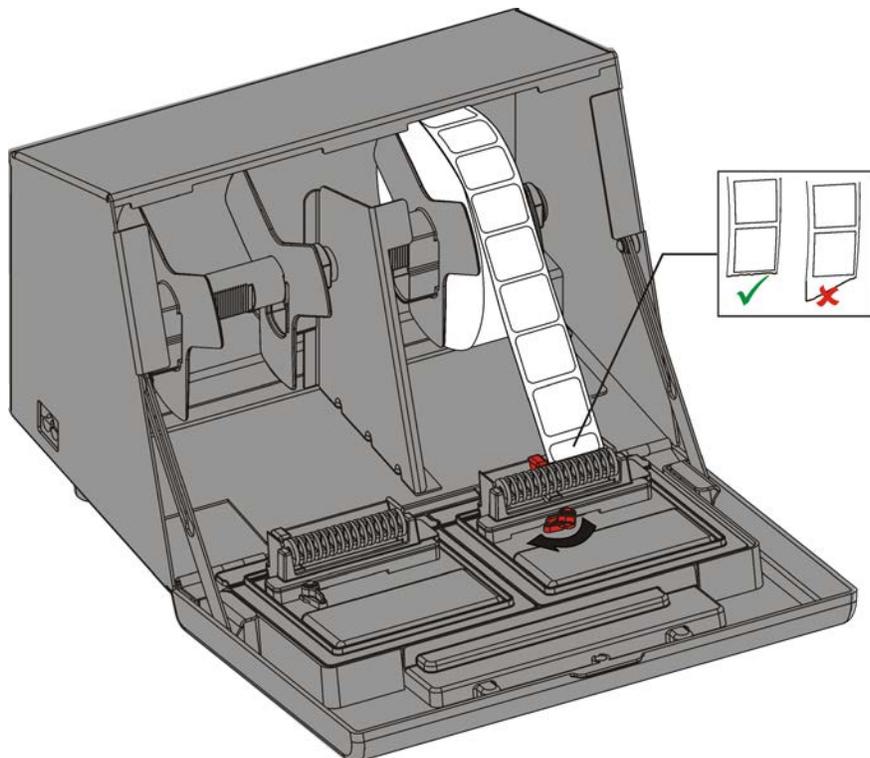
5. Place a roll of labels (label side up) on the supply holder.
6. Place the outer supply guide on the supply holder and lock it in place.



7. Unlock the inner supply guide and move it until it touches the supply. Lock it into place.



8. Put the supply tab back.
9. Guide the labels along the outside edge and into the slot. The printer feeds the supply.  
**Note:** Tear a straight edge on the supply before feeding it into the printer.



10. Slide the supply lever next to the supply and close it.
11. Close the cover.



# USING THE PREP APPLICATION

Use the FreshMarx Prep Application to print product freshness, nutrition, and ingredients labels.

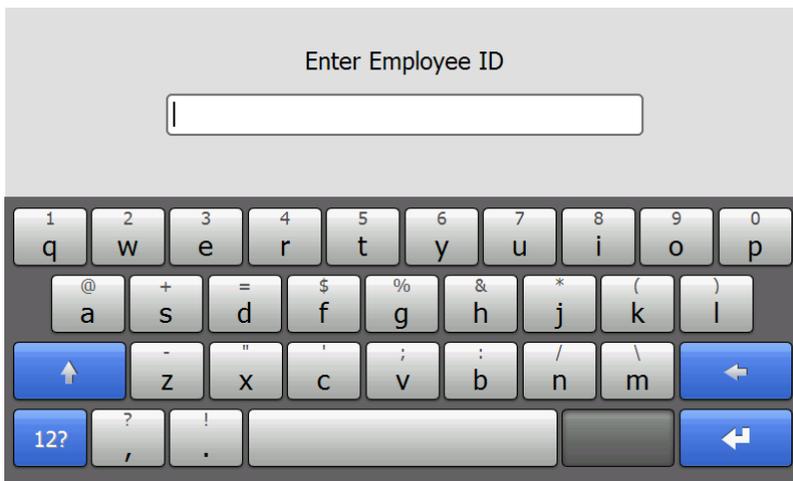
## Employee ID

The Employee ID login may appear. This option is set by your Manager. Your printer may be set to log out after a selected amount of printer idle time.

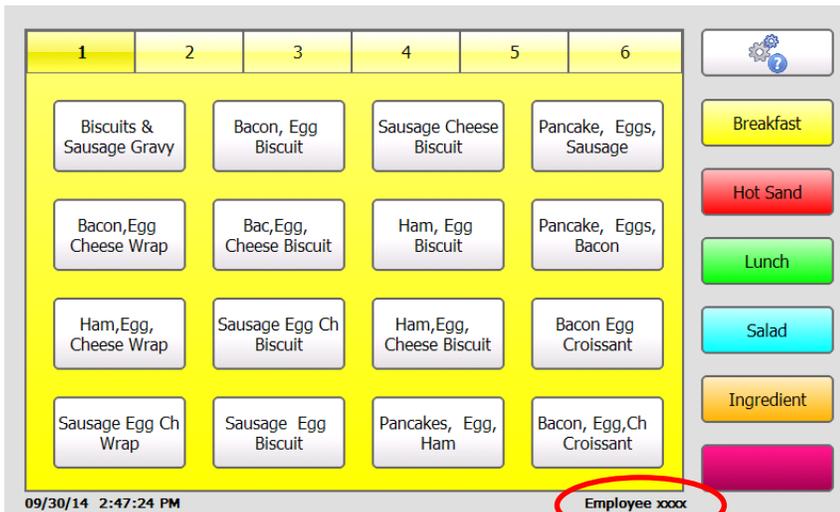
### Logging On

To log on:

1. Turn on the printer.



2. Enter your Employee ID and press  (Enter).

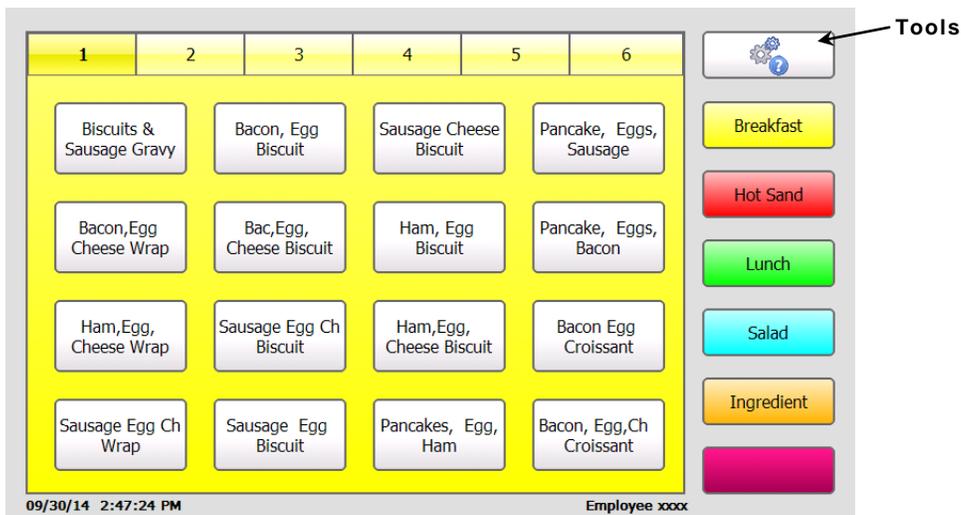


Your ID must be 2-10 alphanumeric characters. Your Employee ID is shown on the screen.

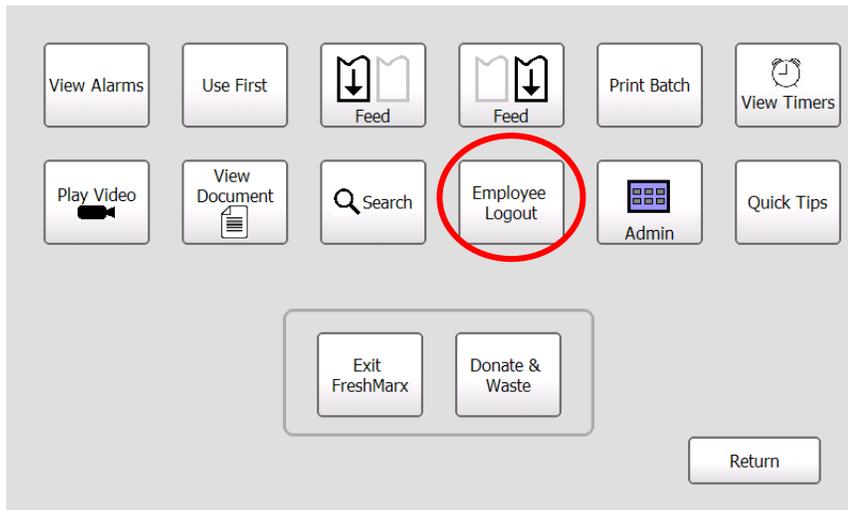
## Logging Off

To log off:

1. Press  (Tools).



2. Press **Employee Logout**.

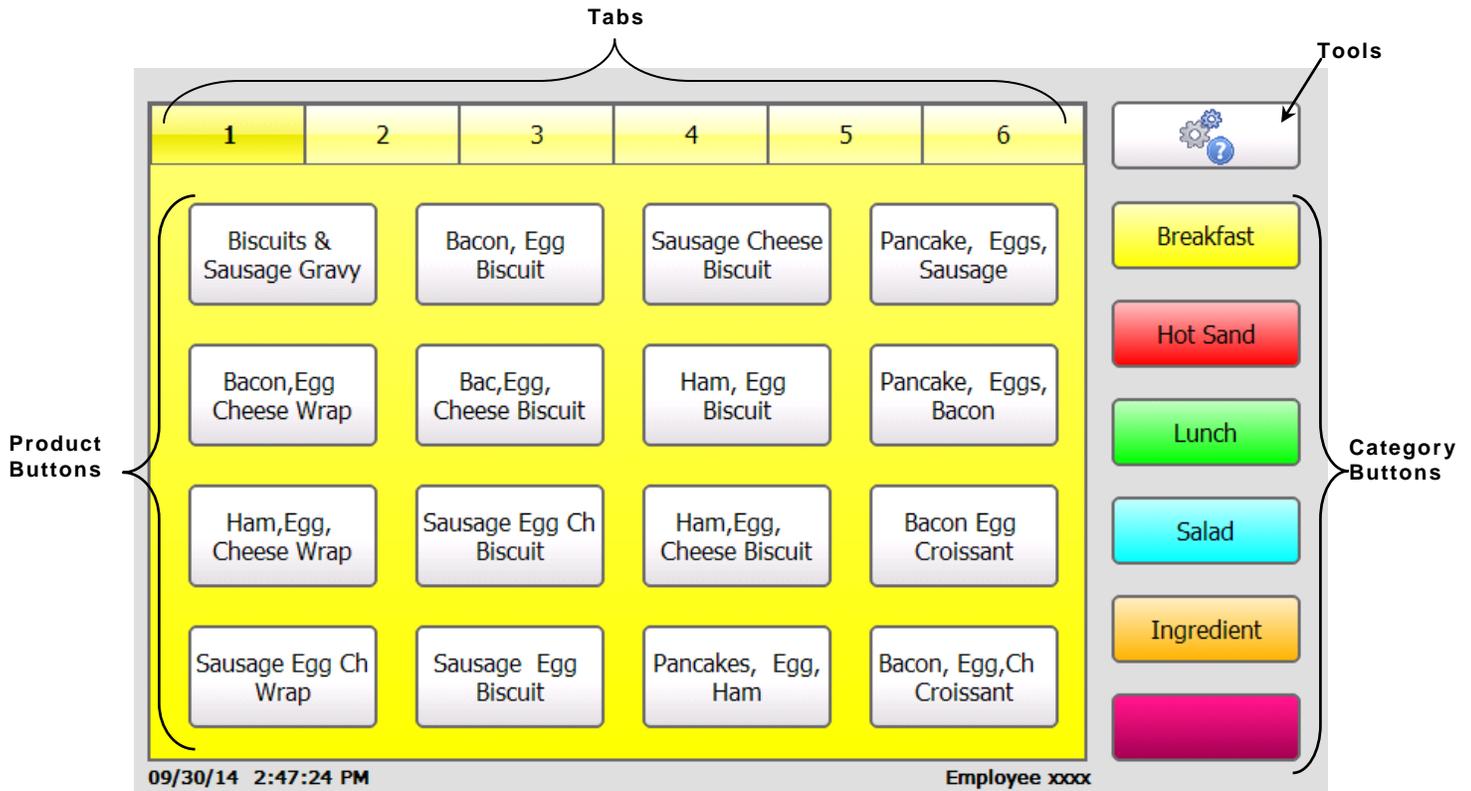


## Using the Main Screen

The main screen consists of a language toggle button (optional, set up by the System Administrator), tools button, six product category buttons, each with tabs of product buttons. The product category buttons and their tabs of product buttons are color-coded so you can easily print freshness labels.

Select a new category by touching one of the color-coded buttons on the right side of the screen.

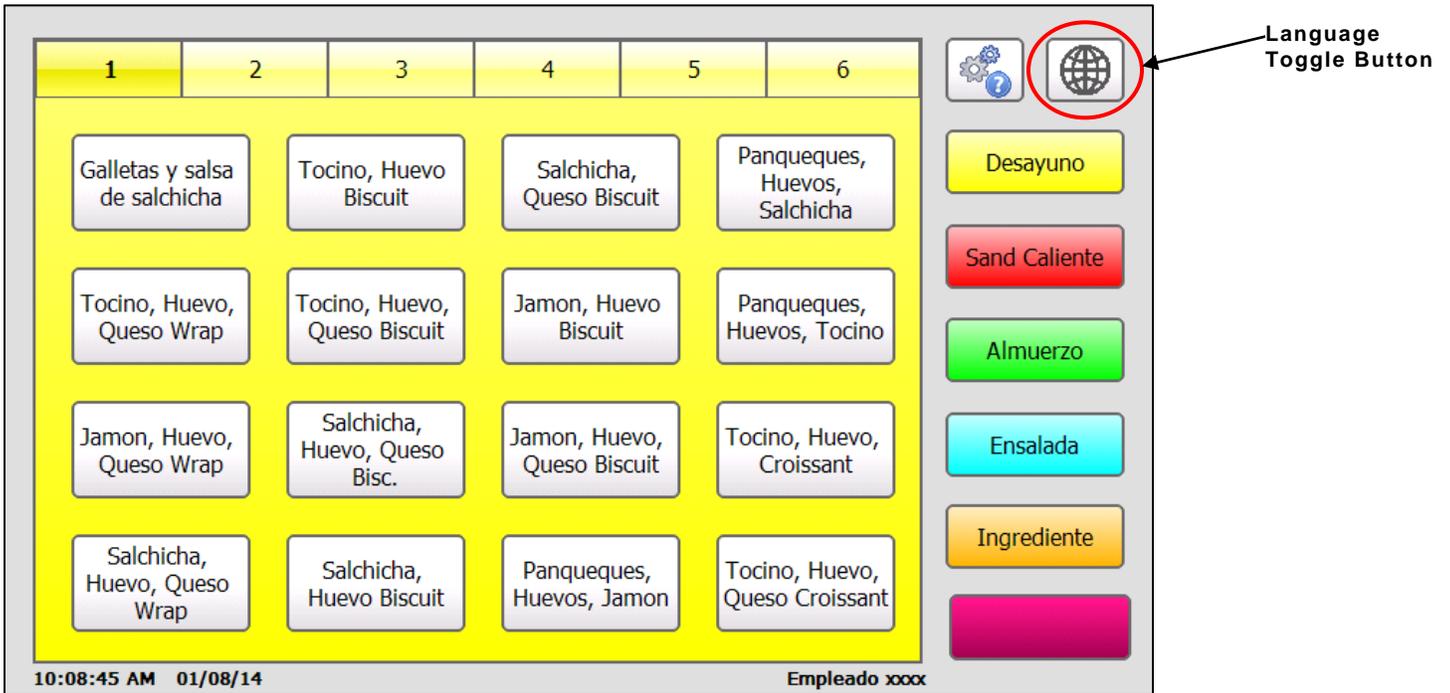
All products in a category may not appear on the screen. Use the numbered tabs at the top of the screen to view more products.



## Language Toggle

Your printer may be set up to display two different languages. If your printer has the Language Toggle Button (next to the Tools button) you can press it to show another language. Press it again to return to the default language.

**Note:** English and Spanish were used as an example; your printer may show other languages.



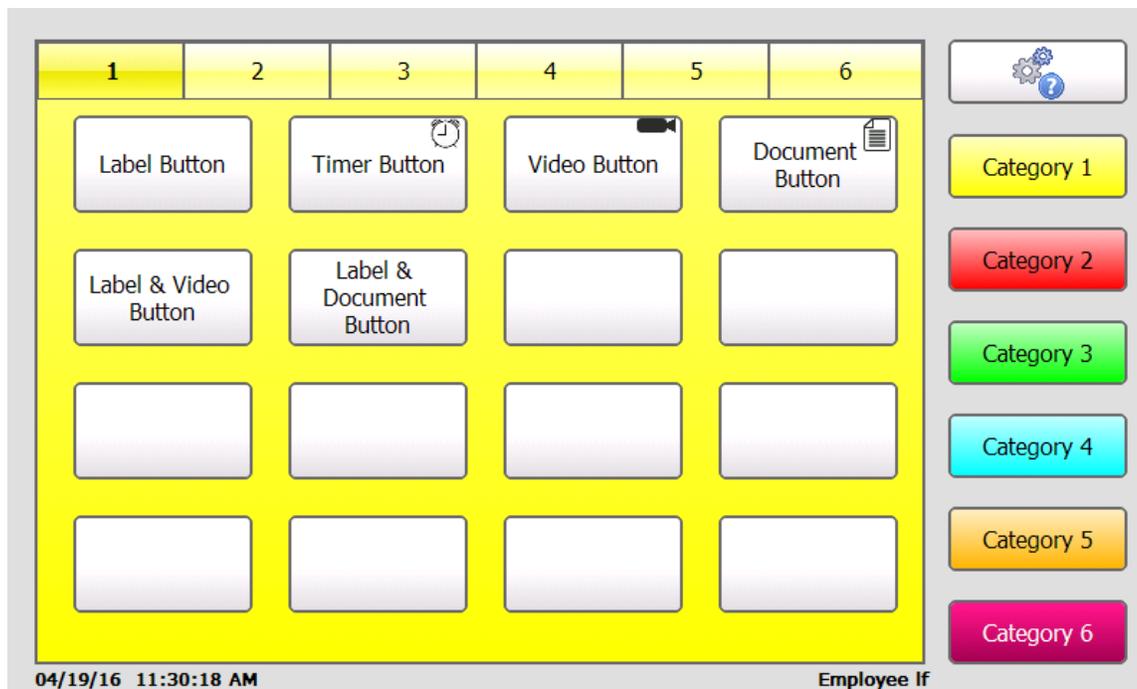
## Button Modes

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The button modes are:

- ◆ Label – Prints labels (See Chapter 4, “[Printing Labels](#)”)
- ◆ Timer – Starts a timer
- ◆ Video – Plays a video
- ◆ Document – Opens a document viewer
- ◆ Label + Video – Prints labels with the option of first playing a video
- ◆ Label + Document – Prints labels with the option of first viewing a document
- ◆ Label + Timer – Prints labels and starts a timer

Once you create product buttons and exit Edit Mode, the buttons appear as shown:



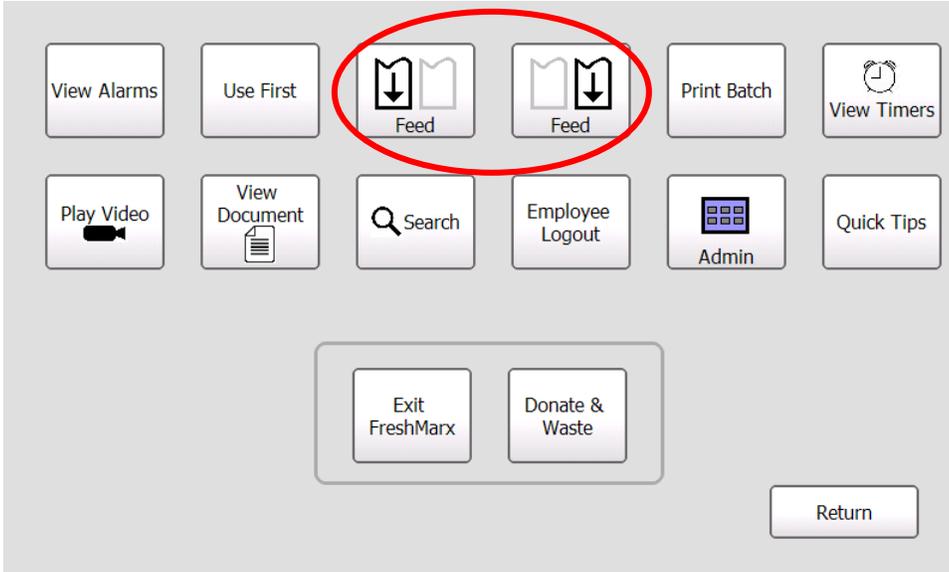
- ◆ Timer, video, document, and Label & Timer buttons have icons in the top right corner of the button so you know the button's function.
- ◆ Label buttons are the default; they do not have an icon.
- ◆ Label & video and label & document buttons do not have an icon because the button's primary function is to print a label. As a secondary function the user can view a video or a document.

# Feeding a Label

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To feed a label:

1. Press  (**Tools**).
2. Press **Feed** (left printer) or **Feed** (right printer). The feed arrow on the left feeds labels on the left printer, the feed arrow on the right feeds labels on the right printer. If your printer only has a left printer, the **Feed** (right printer) is disabled.



# Playing Videos

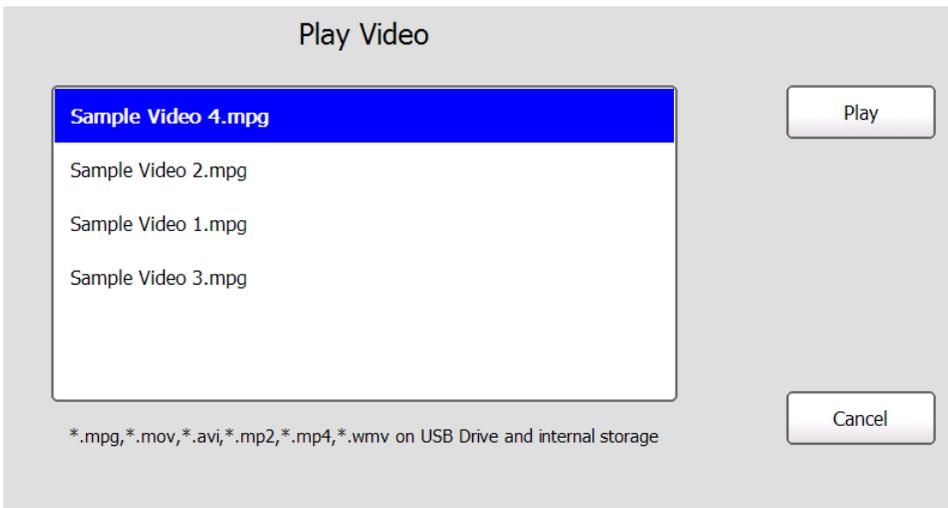
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Videos can be played through the Tools menu or by pressing a button (if your Administrator linked a video to a button).

## Tools Menu

To play a video:

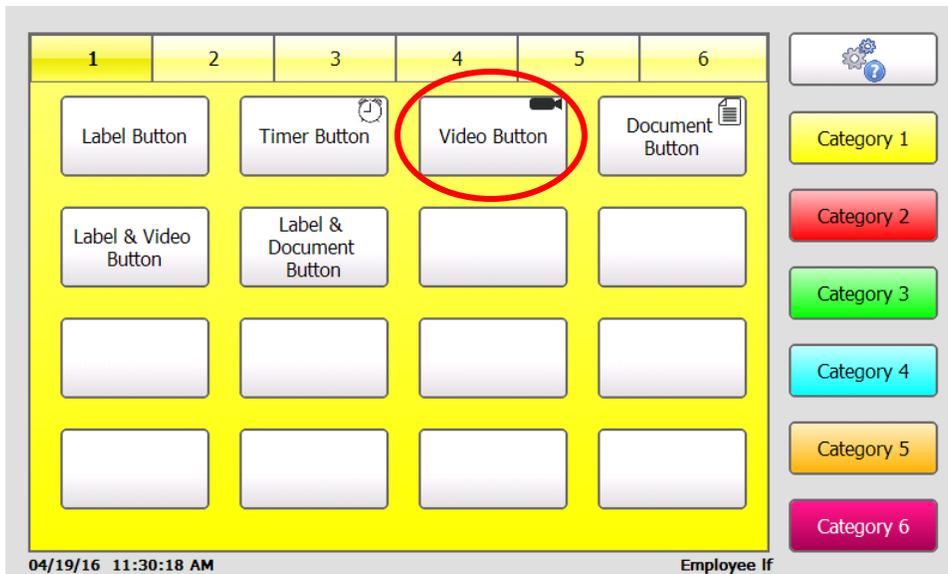
1. Press  (**Tools**).
2. Press **Play Video**.



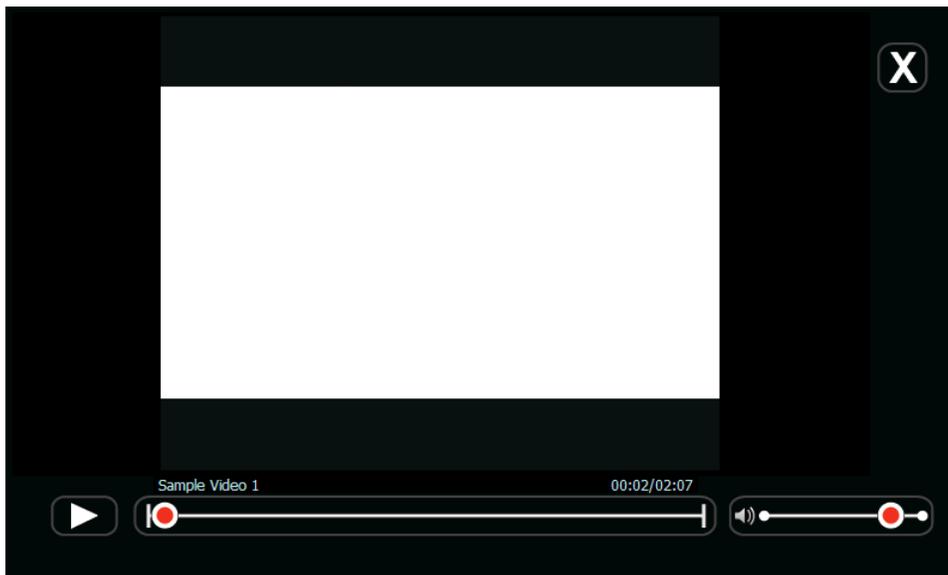
3. Select the video you want to play, then press **Play**.

## Video Product Button

Product buttons that play a video have a video player icon in the upper right corner.



When you press a video button, the video player opens and plays the video. The video player opens the video in full screen mode. Tap the screen to exit full screen mode and use the video player controls. You can pause the video, jump to a different place within the video, adjust the volume, and exit the video player. Tap the screen again to return to full screen mode.



## Label & Video Product Button

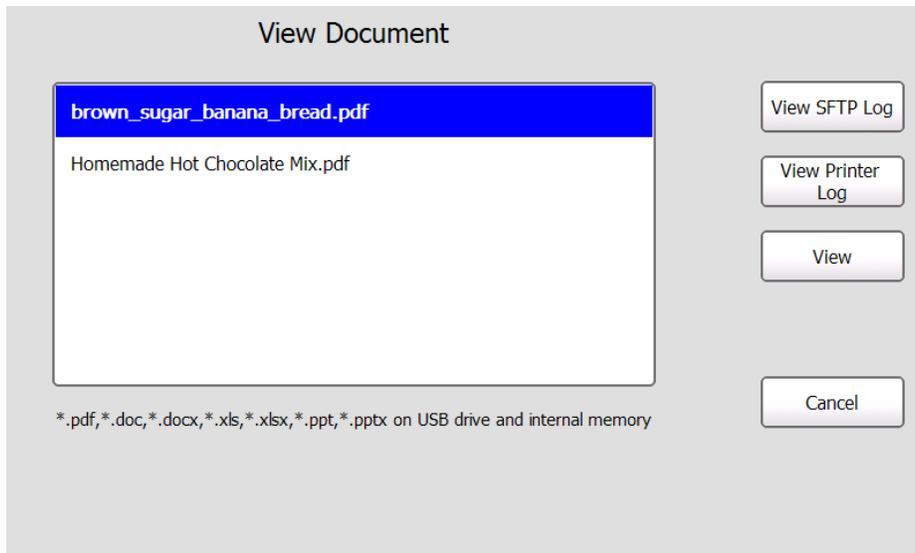
When you press a Label & Video product button, the print quantity screen opens. To view the video press **Play Video**. After the video concludes, you return to the print quantity screen where you can print labels.

The screenshot shows a user interface for entering a print quantity. At the top, the text "Enter Print Quantity" is centered above a white input field. To the right of the input field is a grey box containing the text "Use By 9:32 AM 05/03/16". Below the input field is a numeric keypad with buttons for digits 0-9, a "Cancel" button, and two blue arrow buttons (left and right). A blue button labeled "Play Video" is positioned to the left of the keypad and is circled in red.

## Viewing Documents

Documents can be viewed through the Tools menu or by pressing a button (if your Administrator linked a document to a button).

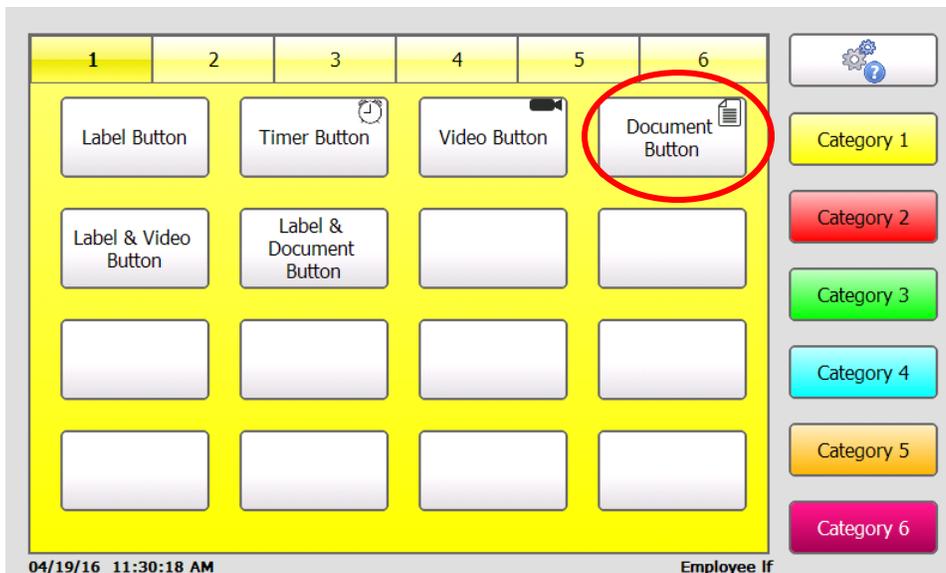
1. Press  (**Tools**).
2. Press **View Document**.



3. Select the document to view, then press **View**.

### Document Product Button

Product buttons that open a document have a document icon in the upper-right corner.



When you press a document button, the document opens. Press the X button in the upper right corner of the screen to close the document.

## Viewing Log Files

Two types of log files are viewable on the printer: SFTP logs and Printer logs.

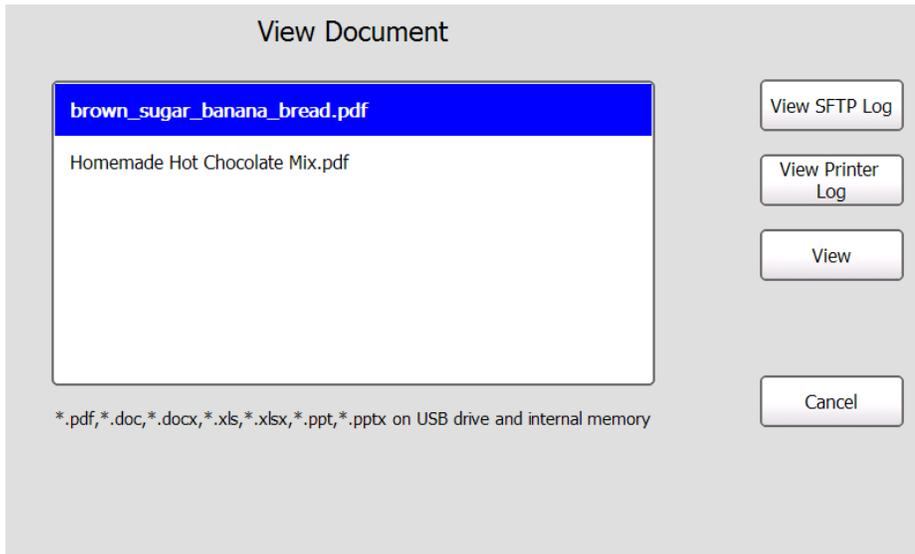
**SFTP log** Contains the files pushed and processed and files pulled and processed. For each file pulled, a log file “FreshMarx-yyyyymmddThhmmssZ.log” is created.

**Printer log** Contains 7 rolling days of data including the time and date that a label was printed with button name, category name, tab name, quantity, and employee.

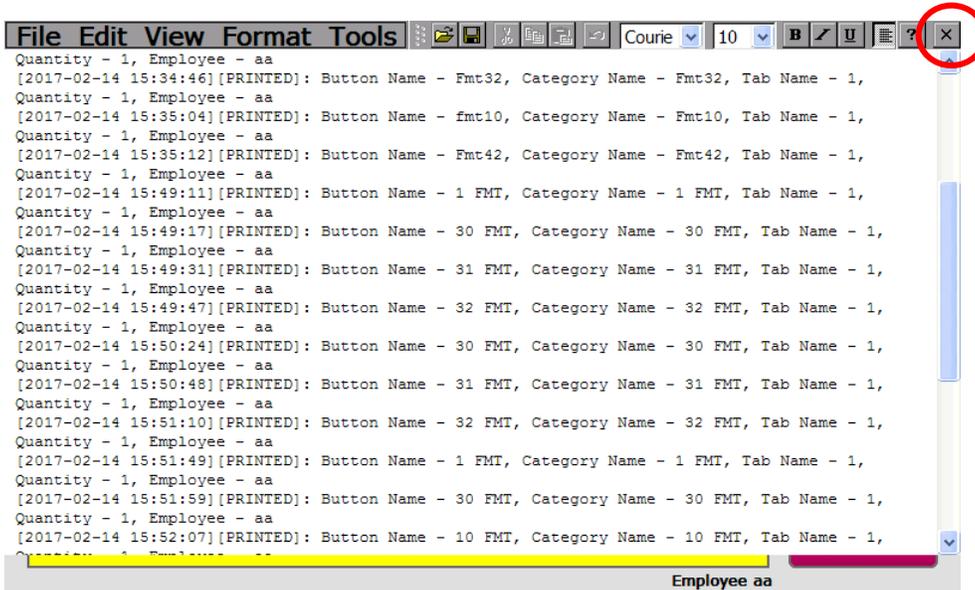
Your System Administrator can use EasyEdit+ to retrieve this file.

To view a log file on the printer:

1. Press  (**Tools**).
2. Press **View Document**.



3. Press either **View SFTP Log** or **View Printer Log**. If no labels have been printed or SFTP updates performed, the log file does not exist/appear.



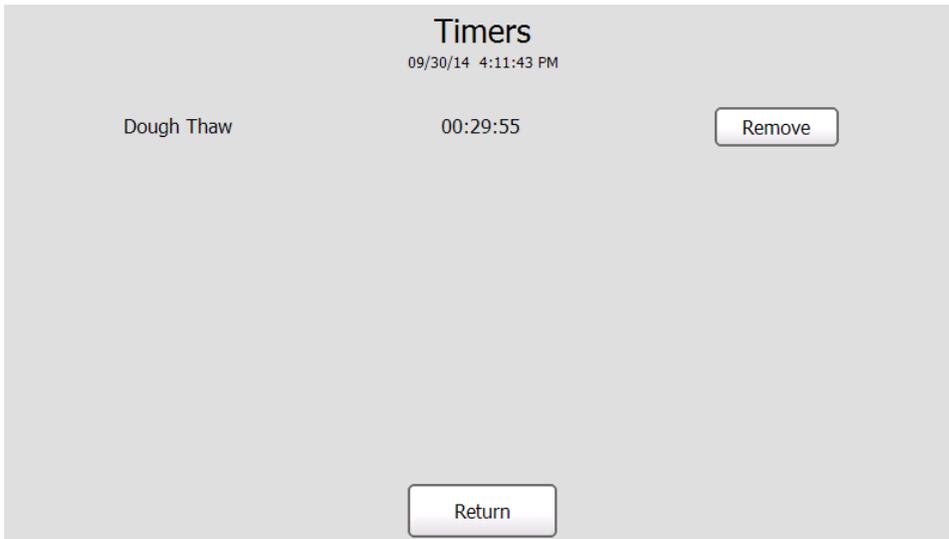
The log file is displayed. Use the scroll bar to view all the data.

4. Press **X** in the upper-right corner to close the file.

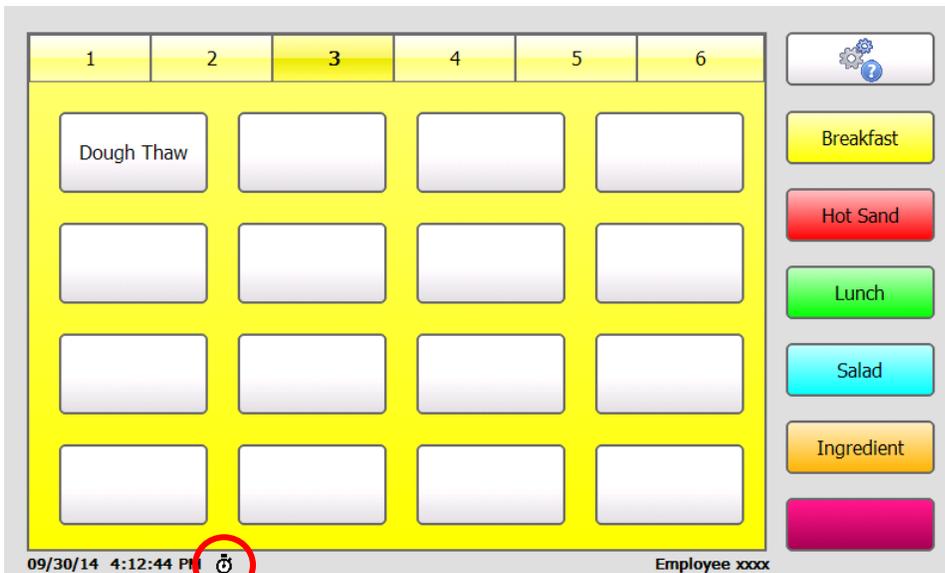
## Starting a Timer

Timers must be created by your System Administrator.

1. Press the product/timer button you want to start. You see the list of timers.



2. Press **Return** to go back to the Main screen. The timer continues to count down. The timer icon appears at the bottom of the Main screen.



3. When the timer expires, you hear a constant beeping tone.

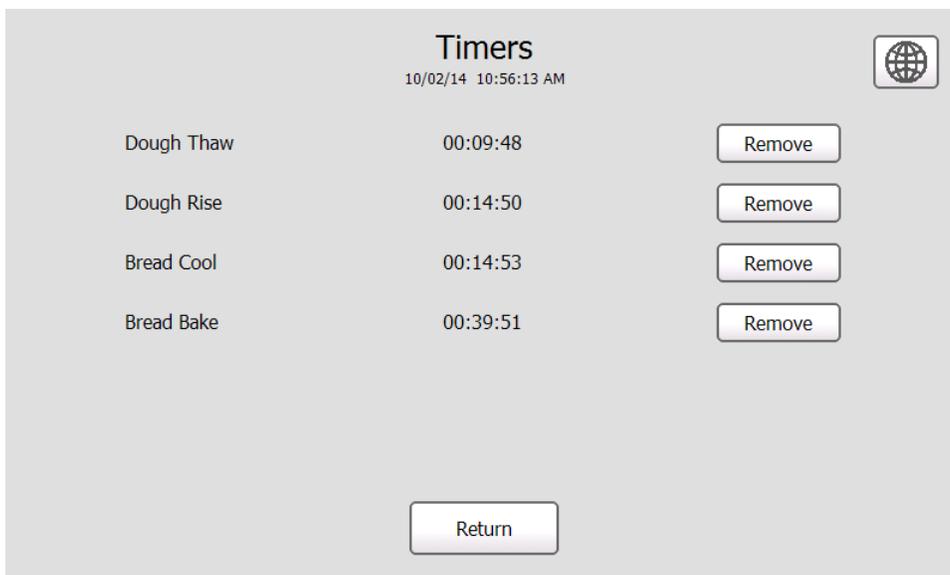
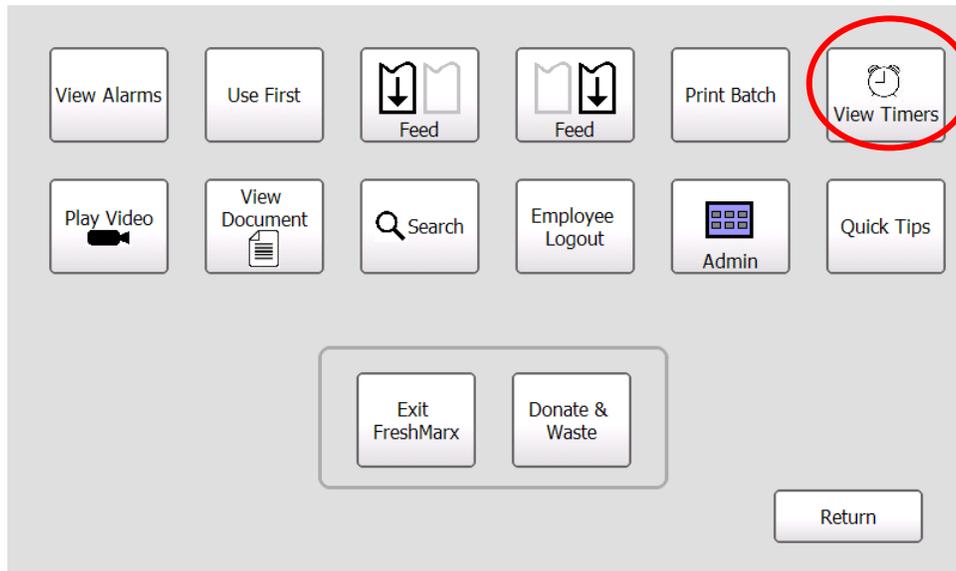
To stop the expiring timer, press  (**Tools**), then **View Timers**. Press **Remove** to clear the beeping timer.

## Viewing Active Timers

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You can view a list of the active timers.

1. Press  (**Tools**).
2. Press **View Timers**. You see a list of timers that are in use (counting down).



3. Press **Return** to go back to the Main screen.

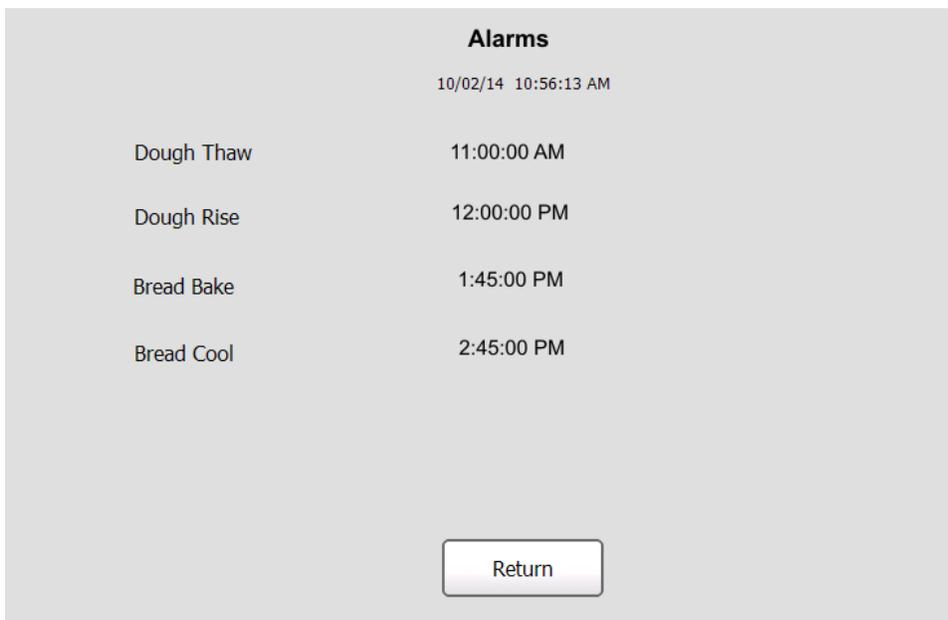
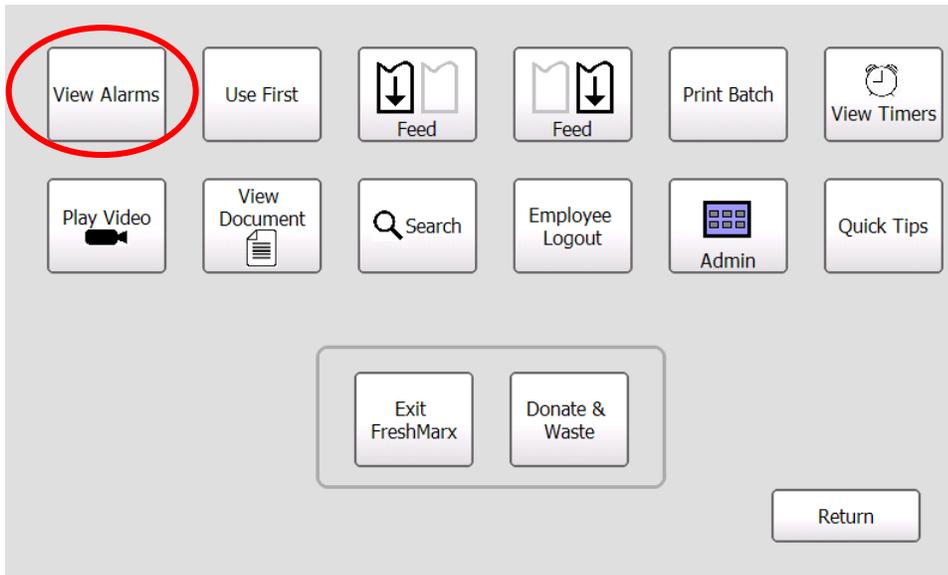
## Removing a Timer

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1. Press  (**Tools**).
2. Press **View Timers**.
3. Press **Remove** to cancel a timer before it expires.

# Viewing Alarms

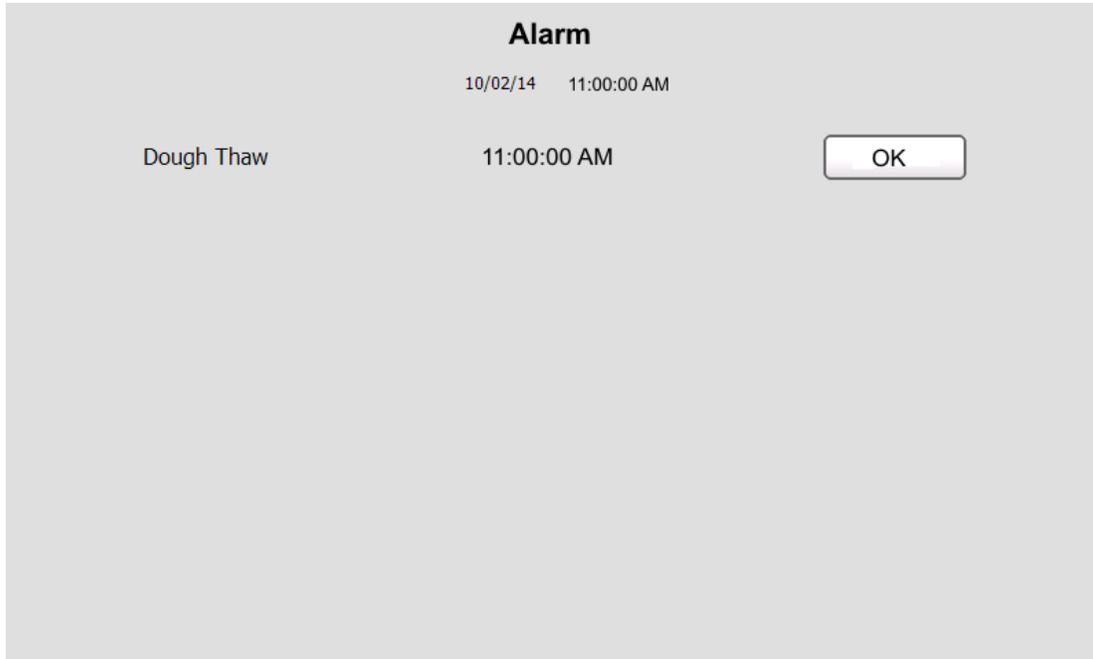
Press  (Tools) then press **View Alarms**. You see a list of alarms.



**Note:** Alarms are created by your System Administrator.

## Stopping an Alarm

When an alarm goes off, the printer shows the date, time, and name of the alarm. Press **OK** to stop the alarm.



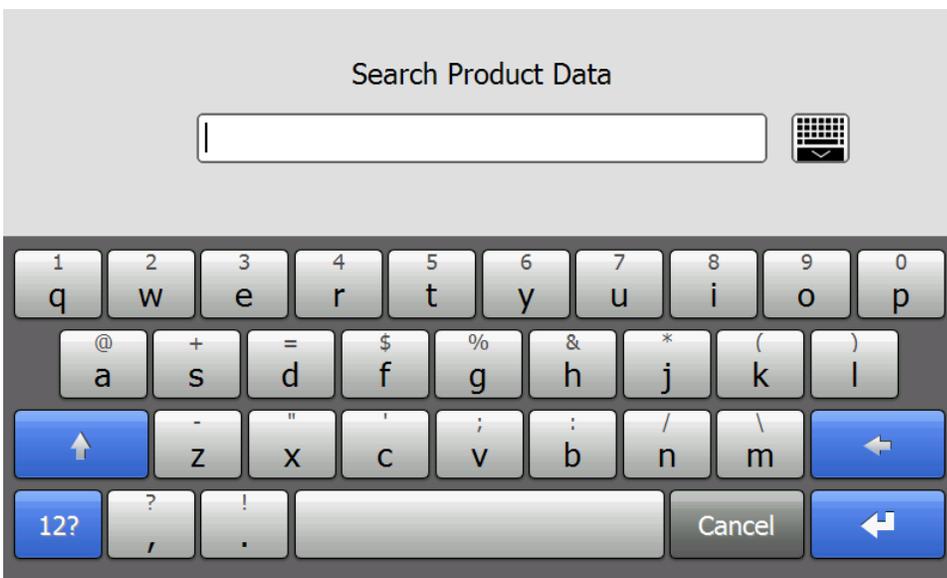
## Using the Search Feature

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1. Press  (**Tools**) then press **Search**.



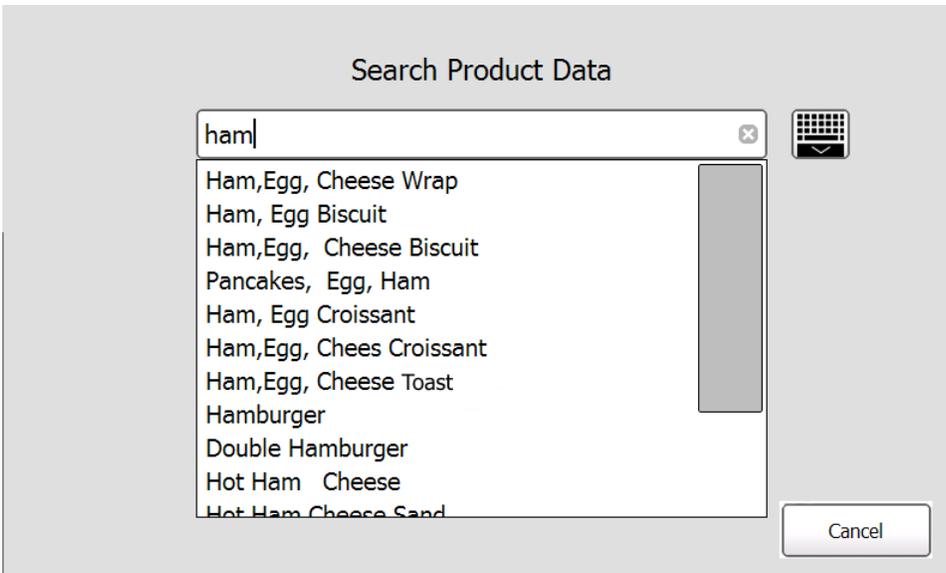
2. Enter the word to search.



3. The search box drops down to suggest possible results.



4. Press the show/hide keypad button to expand the drop down. If you see what you want to search, select it then press  (Enter). Otherwise, continue typing your search words then press  (Enter).



To cancel the search at any time, press **Cancel**. You return to the Tools screen.



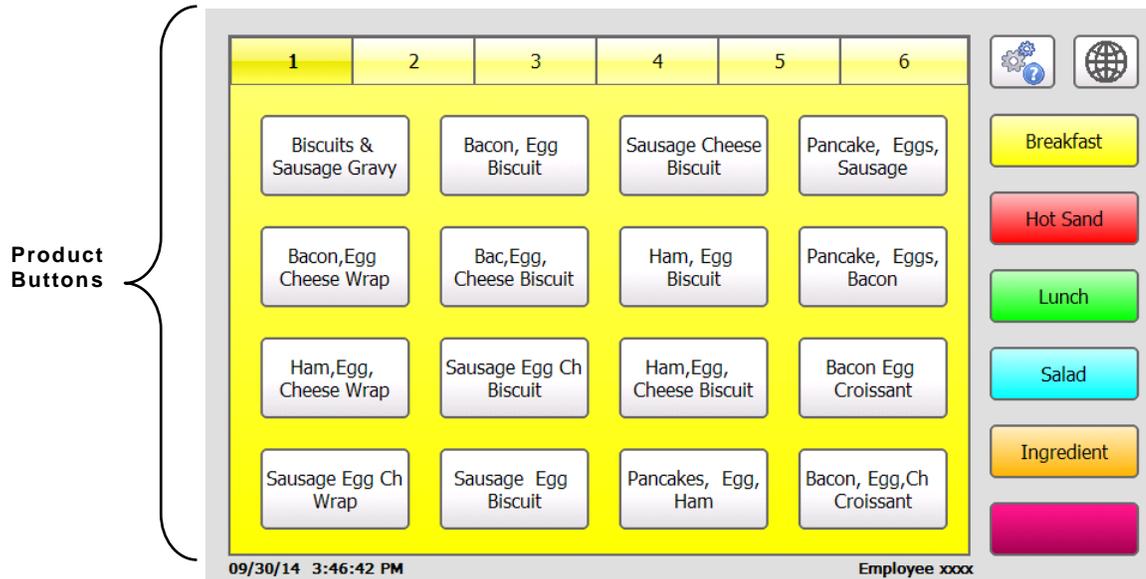


# PRINTING LABELS

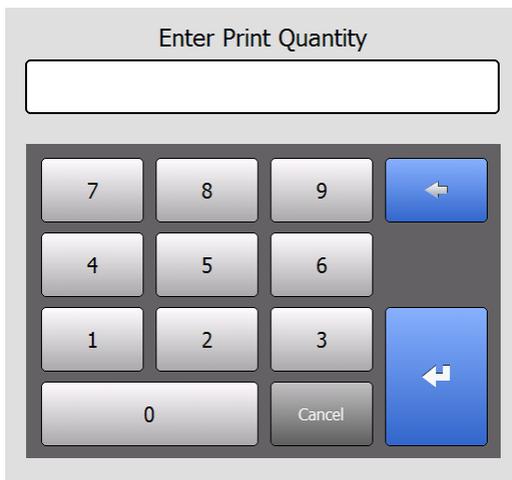
This chapter describes how to print freshness, Use First labels, and batches of labels.

## Printing Freshness Labels

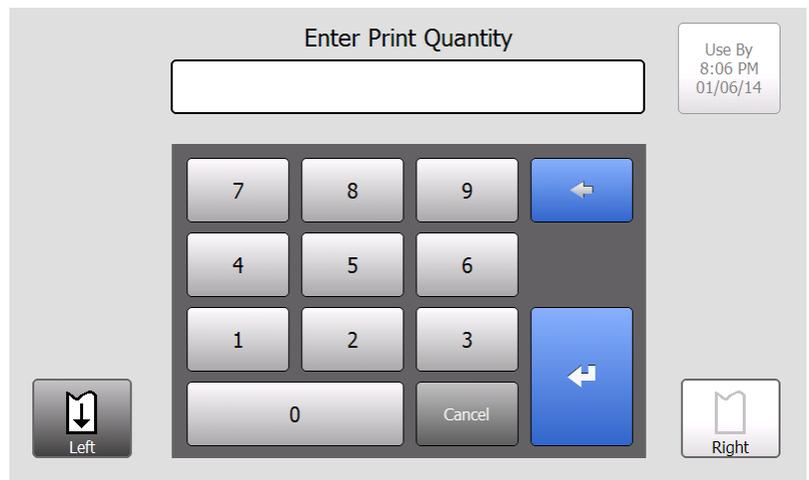
1. Turn on the printer.
2. Enter your Employee ID, if prompted.



3. Press the product button of the label to print.



Single Printer

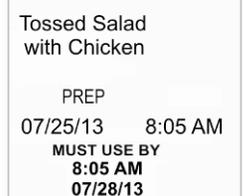


Dual Printer

4. Select the number of labels to print and press  (Enter). To print a single label, press  (Enter).

**Note:** If you have a dual printer, your System Administrator can enable the Backup Printer selection option. Select the number of labels to print, then select the printer (left or right), and then press  (Enter).

Labels print for the selected product.

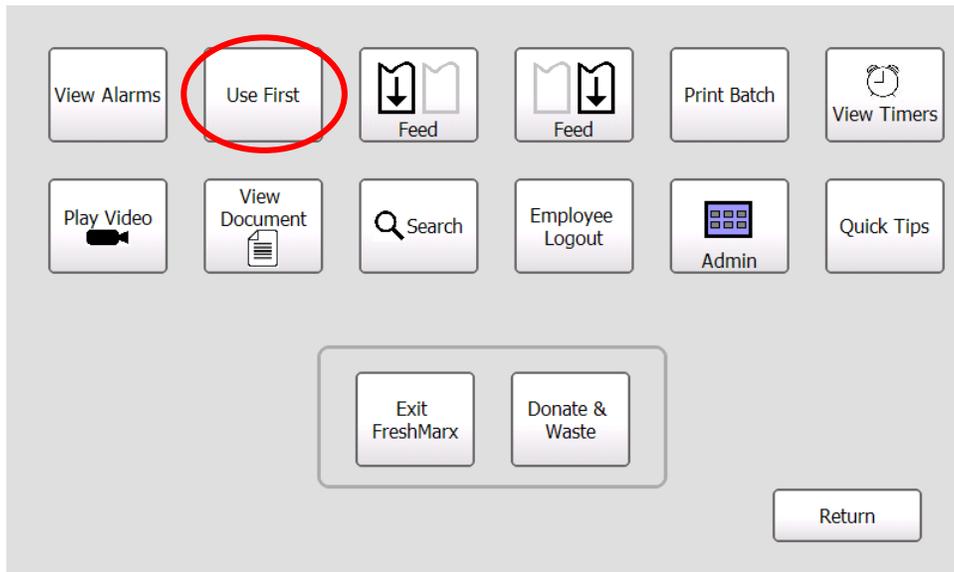


## Printing Use First Labels

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Apply a "Use First" label to any product that needs to be used first.

1. Press  (**Tools**).
2. Press **Use First**.

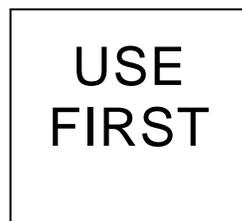


3. Enter the quantity of Use First labels you need to print and press  (**Enter**).
- OR

Press  (**Enter**) without entering a quantity to print a single label.

**Note:** On dual printer models you can choose to print the Use First labels on the left printer or on the right printer. Press the Left and Right toggle buttons to make your selection.

Labels with the words "Use First" print.

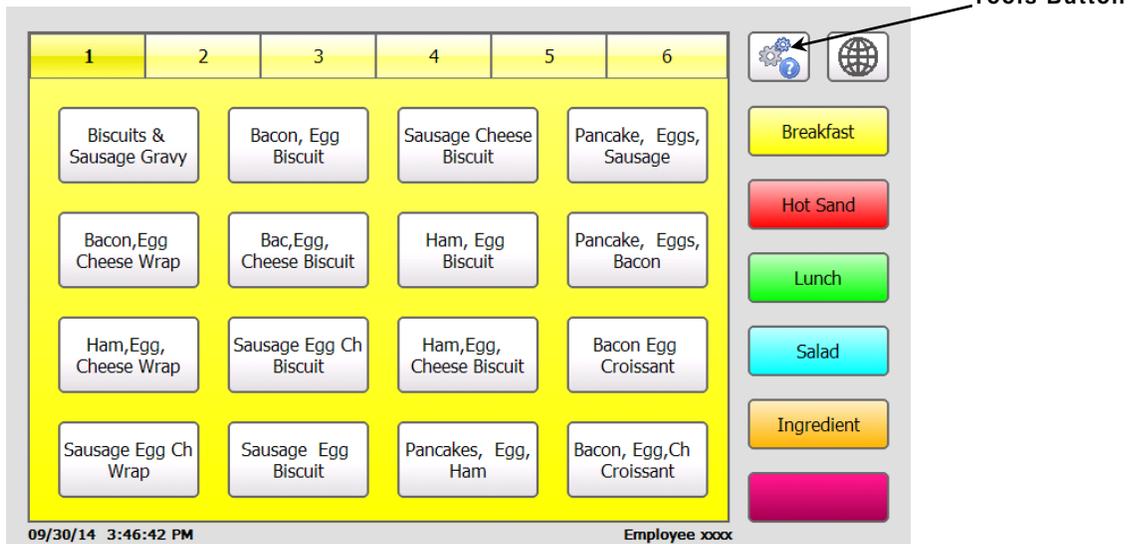


Sample Label

# Printing a Batch

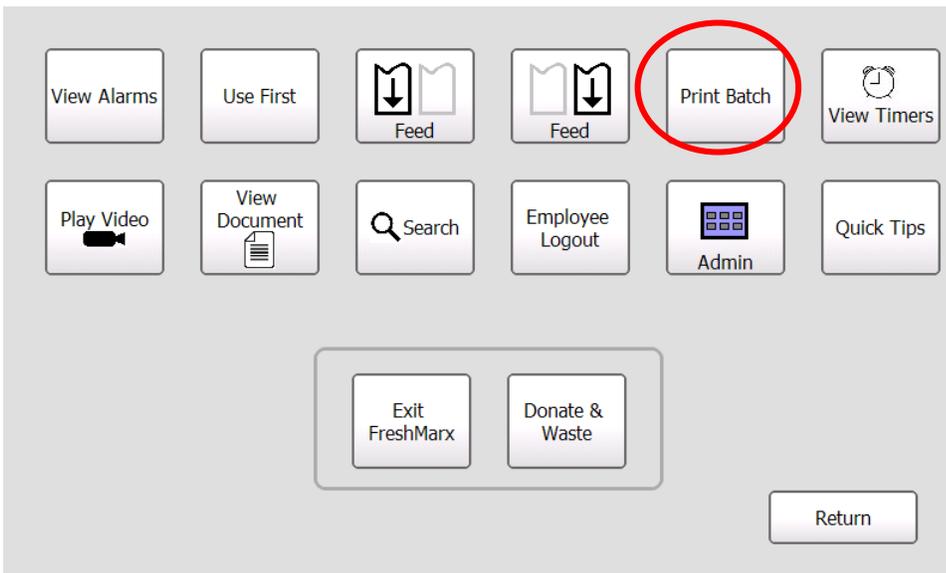
You can print a batch of labels. Batches must be created by your System Administrator.

1. Press  (**Tools**).



2. Press **Print Batch**.

If you do not see the Print Batch button, your System Administrator has not created any batches.



3. Select the batch to print. All labels in the batch print.

Print Batch

Batch 1

Batch 2

Batch 3

Return

A screenshot of a software interface titled "Print Batch". On the left side, there are three vertically stacked buttons labeled "Batch 1", "Batch 2", and "Batch 3". On the right side, there is a larger, empty rectangular area. At the bottom center of the interface, there is a button labeled "Return".

This chapter tells you how to

- ◆ clear label jams
- ◆ clean the platen roller and printhead
- ◆ clean the printer.

## Clearing Label Jams

---

To clear a jam:

1. Open the cover.
2. Tear the supply and remove the label roll.
3. Remove the jammed labels.

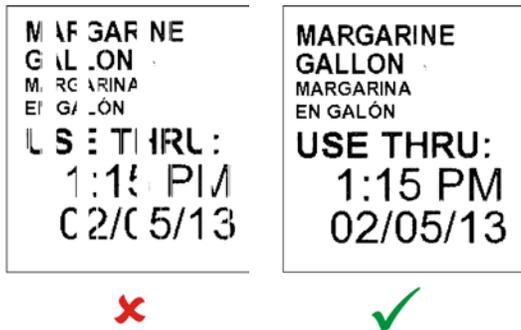
**Caution:** Do not use sharp or pointed objects to remove labels. It may damage the printer.

4. Remove any adhesive that might be on the platen roller. See “Cleaning the Platen Roller and Printhead” for more information.
5. Reload the labels.
6. Close the cover.

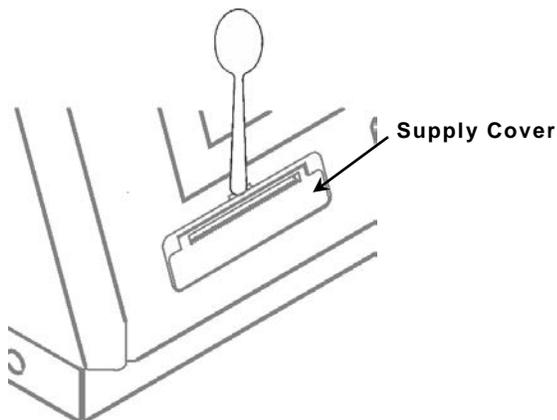
## Cleaning the Platen Roller and Printhead

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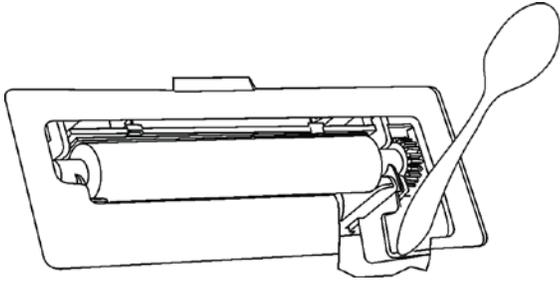
Clean the platen roller and printhead after every five rolls of labels or when you see voids in the print.



1. Remove any labels.
2. Use a plastic utensil to remove the supply slot cover.

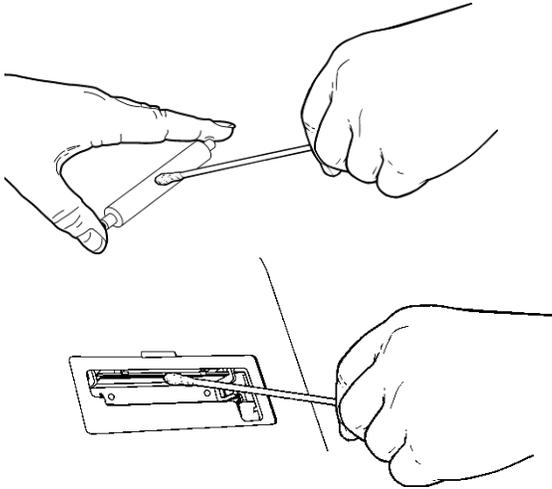


3. Use the plastic utensil to press the L-shaped bar. The platen roller is released. You may need to slightly open the front cover to eject the platen roller.



**Note:** Art is cut-away to show detail.

4. Clean the platen roller and printhead using a cotton swab moistened with isopropyl alcohol.



5. Allow time for the parts to dry.
6. Replace the platen roller.
7. Snap the cover into place.
8. Reload the labels. See "[Loading Labels](#)" in Chapter 1 for more information.

## Cleaning the Display

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Make sure the printer is turned off when cleaning the display. Use a soft, lint-free cloth to wipe the display.

**Caution:** **Do not** use sharp objects or abrasive cleaners on the display; they can cause damage.

## Cleaning the Printer

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- ◆ Slightly dampen a cloth with water and wipe off the printer's case.
- ◆ Open the cover and use a dry, soft-bristled brush to remove paper dust.

**Caution:** **Do not** use household cleaners to clean the printer.

# TROUBLESHOOTING

This chapter lists some common printer problems and solutions.

Problem	Action
The screen is off or the printer is not responding.	Press the Power Button to turn the printer off, press it again to turn the printer back on. If the printer will not turn off, unplug it from the outlet, wait 10 seconds, then plug it back in.
The printer does not print, has voids, or is too light.	Make sure the printer is turned on and has power. Correctly load supply. Clean the printhead.
Printing stops OR the printer does not correctly advance from one label to the next.	Clear any jammed labels. Correctly load supply. Make sure your printer is turned on and has power.

## Error Codes

Contact your System Administrator if you cannot clear an error or you see an error not listed below. Many of these errors require action by your *System Administrator*.

Code(s)	Description
004 - 005	Supply size is incorrect. Reload the correct supplies. See " <a href="#">Loading Supplies</a> " in Chapter 1 for more information.
267 – 271; 410 - 413	Communication error. See your System Administrator.
703 - 704	Supply Error. Load supplies or make sure they are loaded correctly.
706	Remove any jammed supplies. See " <a href="#">Clearing Label Jams</a> " in Chapter 5 for more information.
750	Printhead overheated. Turn off the printer to let it cool.
751 - 753	The printer sensed a problem with a mark on the supplies. Check the supplies to see if they are loaded correctly.
756	The printer is out of supplies. Load supplies.
757	The calibrated supply length differs by plus or minus .25 inches from the format. Load correct supplies.
768	Printhead error. See your System Administrator.
790 - 791	The printer is busy or has an error pending. Turn off the printer, wait two seconds, and then turn it back on.
904 – 911	System error. See your System Administrator.
SYSTEM ERROR VECTOR ##	System error. See your System Administrator.

If these solutions do not work or you receive an error message that is not listed, call Technical Support at the number listed on the back of this manual.

# SPECIFICATIONS

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## System Specifications

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<b>Height:</b>	10.06" (255.55 mm)
<b>Width:</b>	11.86" (301.41 mm)
<b>Depth:</b>	8.36" (212.24 mm)
<b>Weight:</b>	13.2 lbs (6 kg), without supply, single printer 13.8 lbs (6.3 kg), without supply, dual printer
<b>Shipping Weight:</b>	16.2 lbs (7.4 kg), without supply, single printer 16.8 lbs (7.6 kg), without supply, dual printer
<b>Power:</b>	100-240V AC, 47 to 63Hz input supplies 24V DC, 90W to system
<b>Operating Limits:</b>	Operating: 32° to 122° F (0° to 50° C) Storage: -4° to 149° F (-20° to 65° C)
<b>Relative Humidity:</b>	0% - 90% non-condensing
<b>Printhead:</b>	203 dpi (8.0 dots per mm)
<b>Printing Method:</b>	Thermal Direct
<b>Display:</b>	7" LCD Touch Screen
<b>Memory:</b>	256 MB NAND Flash

## Supply Specifications

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<b>Supply Length:</b>	<i>Minimum</i>	<i>Maximum</i>
	0.79" (20mm)	10.0" (254mm)
<b>Supply Width:</b>	<i>Minimum</i>	<i>Maximum</i>
	0.75" (19mm)	2.3" (58mm)



# USING THE DONATE AND WASTE APPLICATION

You may have purchased the additional FreshMarx Donate & Waste application, which allows you to log donated and wasted food. The Donate & Waste application may use a scale. If using a scale, your System Administrator will connect the scale to the 9417+ printer.

Your System Administrator must create a separate data file for the Donate & Waste application using the Avery Dennison® Monarch® Freshmarx® EasyEdit+ Utility Version 5.0 or higher.

The Donate and Waste home screen is arranged similar to the FreshMarx Prep application. There are 16 buttons, six tabs, and six categories shown.

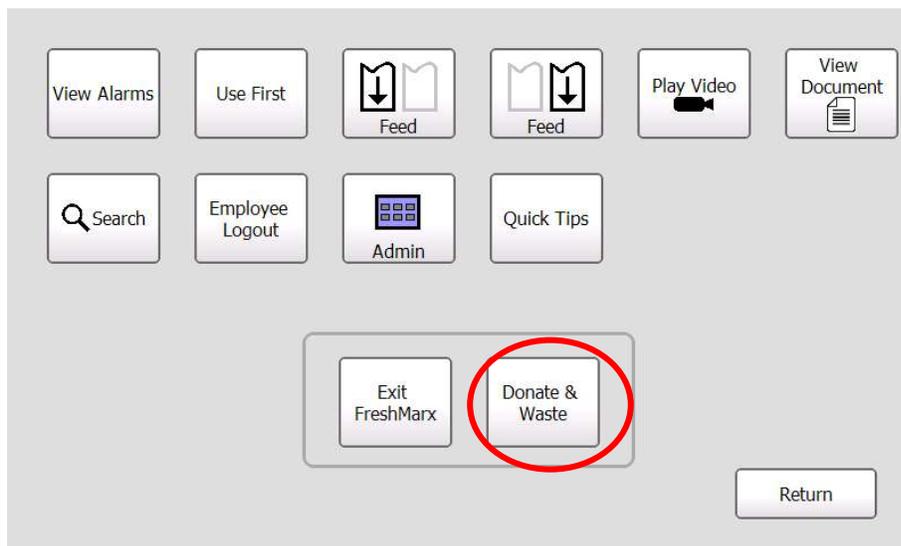
## Opening Donate & Waste

From the FreshMarx *Prep* application:

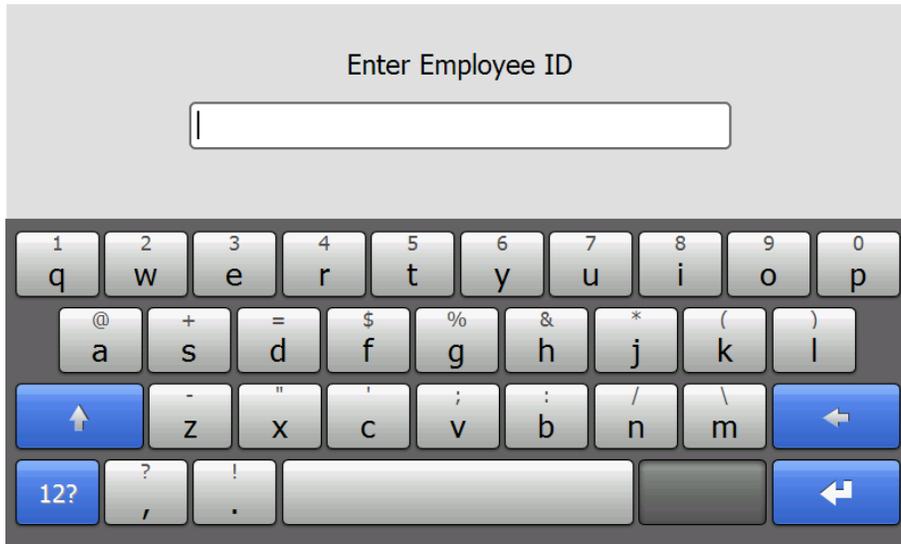
1. Press  (**Tools**).



2. Press **Donate & Waste**.



The FreshMarx Prep application closes and the FreshMarx Donate and Waste Solution opens.



3. Enter your Employee ID and press  (**Enter**). The ID must be 2-10 alphanumeric characters.

Then, you see the Donate & Waste Tools Menu:



- ◆ See "[Processing Donations](#)" to manage your donated food.
- ◆ See "[Processing Waste](#)" to manage your wasted food.
- ◆ Click **Return to FreshMarx Prep** to close the Donate & Waste solution and return to the FreshMarx Prep application.

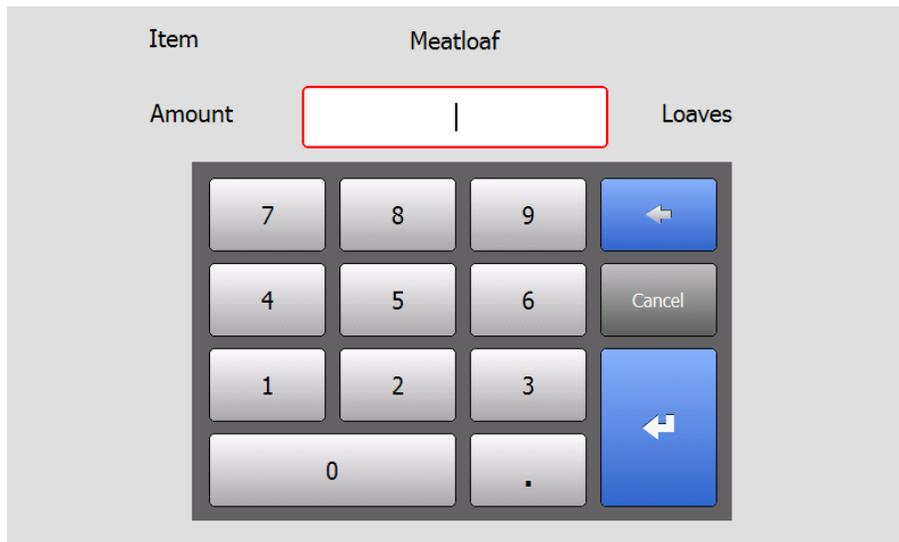
## Processing Donations

When food is donated, enter the amount of donated food and other information as defined by your System Administrator. Your System Administrator sets which categories print a donation label. All donated products are recorded in a log file.

1. From the *Donate and Waste Tools menu*, press **Process Donation**. You see the Donate and Waste product data file.



2. Press the product button to donate.
3. Enter the amount of donated food. Press  (**Enter**) when finished. If using a scale,
  - ◆ the Amount (weight) may be automatically added for you
  - ◆ press **Enter** (or **Print**) on the **scale** to send the weight to the printer.



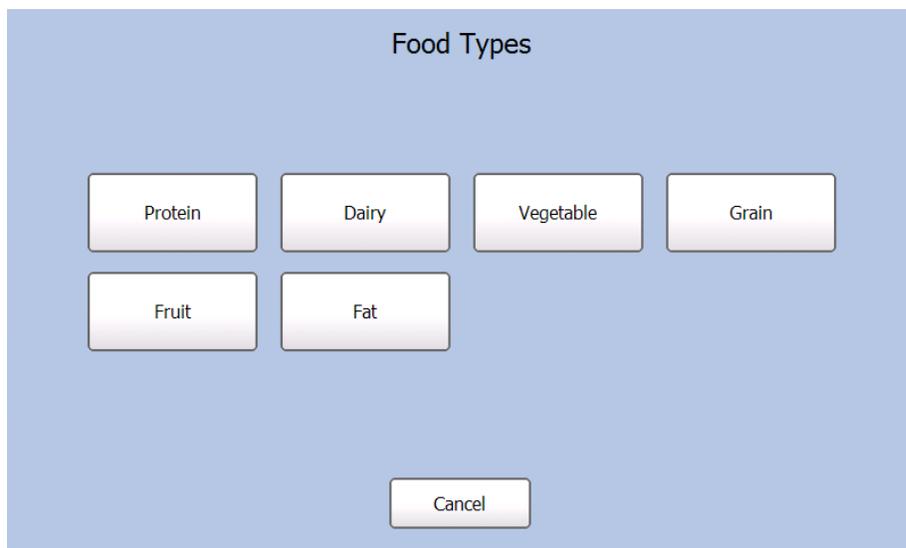
4. Select a Reason for the donated product. Up to 24 reasons can be defined, press → to see additional reasons (if applicable).

The image shows two screenshots of a 'Reason' selection interface. The left screenshot shows a 'Reason' window with five buttons: 'Left-over Buffet', 'Not Picked Up', 'Made too Many', 'Cooking Error', and 'Out of Date'. Below these buttons is a 'Cancel' button. The right screenshot shows the same 'Reason' window after pressing the right arrow, displaying a grid of 12 'Waste Reason' buttons (Waste Reason 6 through 12) in addition to the original five buttons. Below the grid is a 'Cancel' button and a right arrow button.

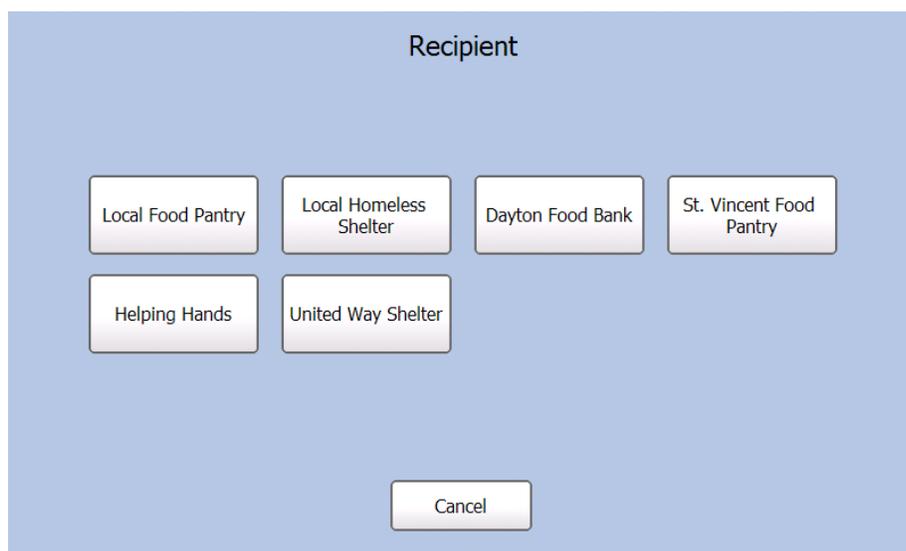
5. Select the Department for the donated product. Up to 24 departments can be defined, press → to see additional departments (if applicable).

The image shows a 'Departments' selection interface. It features a grid of buttons for 'Bread', 'Bakery', 'Produce', 'Meat', 'Seafood', 'Deli', 'Cakes', 'Pies', and 'Frozen Treats'. Below the grid is a 'Cancel' button.

6. Select the Food Type for the donated product. Up to 24 food types can be defined, press → to see additional food types (if applicable).



7. Select the Recipient for the donated product. Up to 24 recipients can be defined, press → to see additional recipients (if applicable).

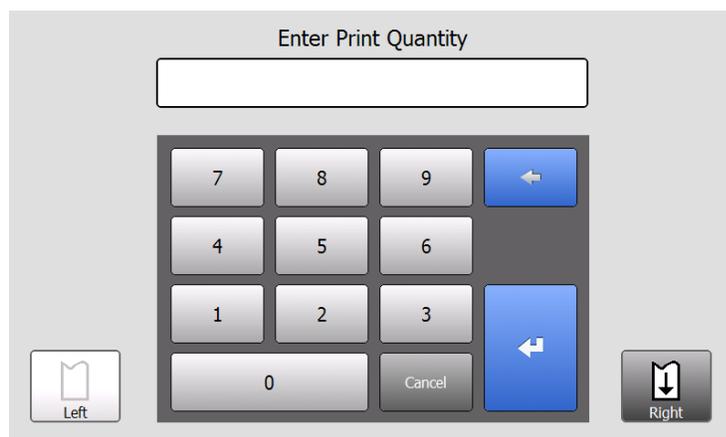


8. Select the number of labels to print and press  (Enter) if applicable.

To print a single label, press  (Enter).

**Note:** If you have a dual printer, your System Administrator can enable the Backup Printer selection option. Select the number of labels to print, then select the printer (left or right), and then press  (Enter).

The donation entry is logged and a label may print. You return to the main Donate & Waste screen.



## Processing Waste

When food is wasted, enter the amount of wasted food and other information as defined by your System Administrator. Labels do not print for wasted products. All wasted products are recorded in a log file.

1. From the *Donate and Waste Tools menu*, press **Process Waste**. You see the Donate and Waste product data file.

The screenshot shows a software interface for processing waste. It features a grid of 20 buttons arranged in 4 rows and 5 columns. The columns are numbered 1 through 6 at the top. The buttons contain the following text:

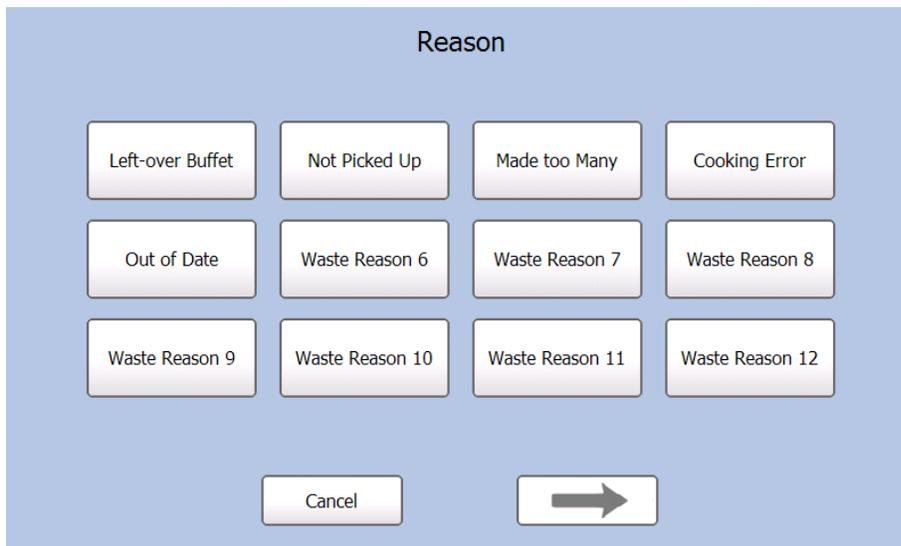
1	2	3	4	5	6
Cabbage Rolls	Hamburger	1/4 lb. Single Cheeseburger	Meatloaf		
Gr. Veggie Lasagna	5 Cheese Lasagna	Chicken Wings	Boneless Wings		
Ground Beef	Ground Turkey				

To the right of the grid is a vertical list of category buttons: Bakery (yellow), Parfaits (red), Salads Sandwiches (green), Entrees (cyan), Desserts (orange), and Various (magenta). At the top right is a settings icon. At the bottom left, the date and time are shown as '04/30/18 4:12:36 PM'. At the bottom right, the user is identified as 'Employee aa'.

2. Press the product button to waste.
3. Enter the amount of wasted food. Press  (**Enter**) when finished. If using a scale, the Amount (weight) may be automatically added for you or press **Enter** (or Print) on the scale to send the weight to the printer.

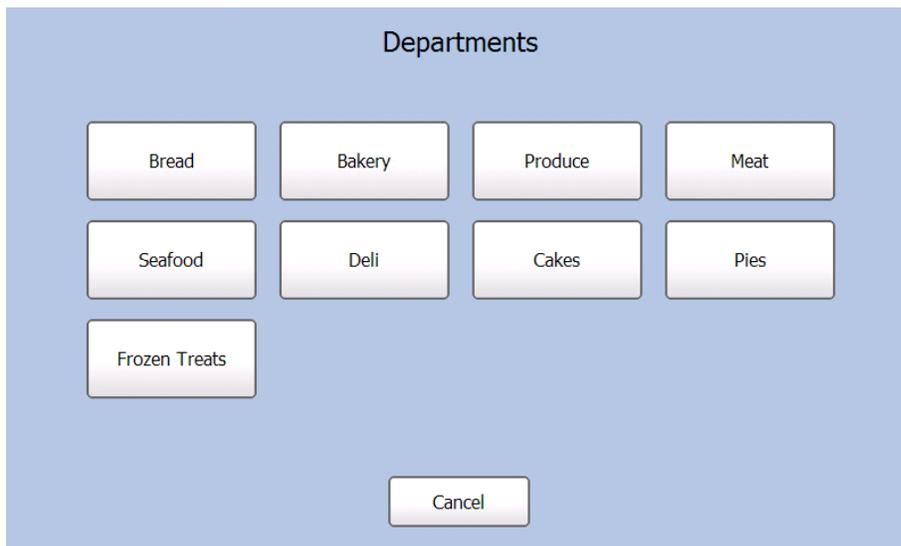
The screenshot shows a data entry form. At the top, it has two columns: 'Item' and 'Broc. Slaw'. Below this, there is a label 'Amount' followed by a red-bordered input field and the unit 'lbs.'. Below the input field is a numeric keypad with buttons for digits 0-9, a decimal point, and two blue arrow buttons (left and right). A 'Cancel' button is also present.

4. Select a Reason for the wasted product. Up to 24 reasons can be defined, press → to see additional reasons (if applicable).



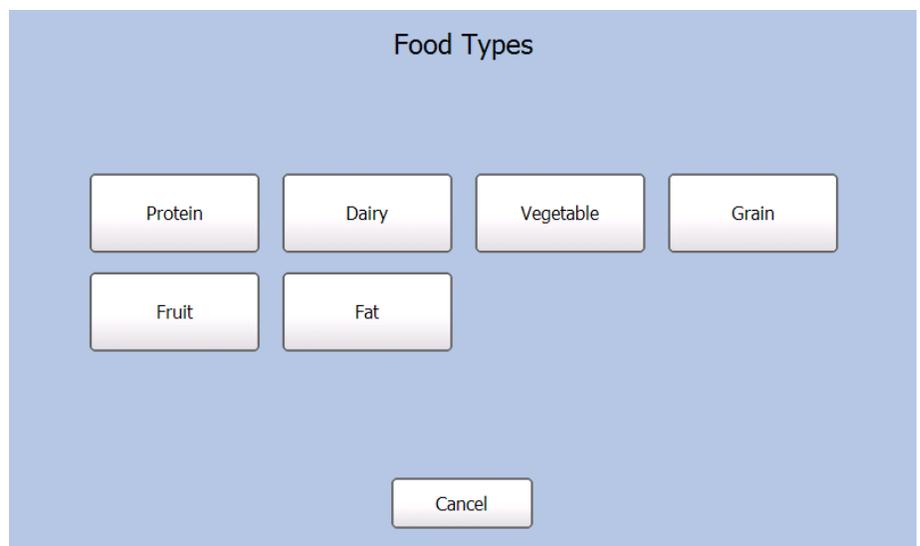
The 'Reason' selection screen features a light blue background with the title 'Reason' at the top center. It contains a 3x4 grid of buttons: 'Left-over Buffet', 'Not Picked Up', 'Made too Many', 'Cooking Error' in the first row; 'Out of Date', 'Waste Reason 6', 'Waste Reason 7', 'Waste Reason 8' in the second row; and 'Waste Reason 9', 'Waste Reason 10', 'Waste Reason 11', 'Waste Reason 12' in the third row. At the bottom, there is a 'Cancel' button on the left and a right-pointing arrow button on the right.

5. Select a Department for the wasted product. Up to 24 departments can be defined, press → to see additional departments (if applicable).



The 'Departments' selection screen has a light blue background with the title 'Departments' at the top center. It displays a grid of buttons: 'Bread', 'Bakery', 'Produce', 'Meat' in the first row; 'Seafood', 'Deli', 'Cakes', 'Pies' in the second row; and 'Frozen Treats' in the third row. A 'Cancel' button is located at the bottom center.

6. Select a Food Type for the wasted product. Up to 24 food types can be defined, press → to see additional food types (if applicable). The waste entry is logged. You return to the main Donate & Waste screen.



The 'Food Types' selection screen has a light blue background with the title 'Food Types' at the top center. It features a grid of buttons: 'Protein', 'Dairy', 'Vegetable', 'Grain' in the first row; and 'Fruit', 'Fat' in the second row. A 'Cancel' button is positioned at the bottom center.

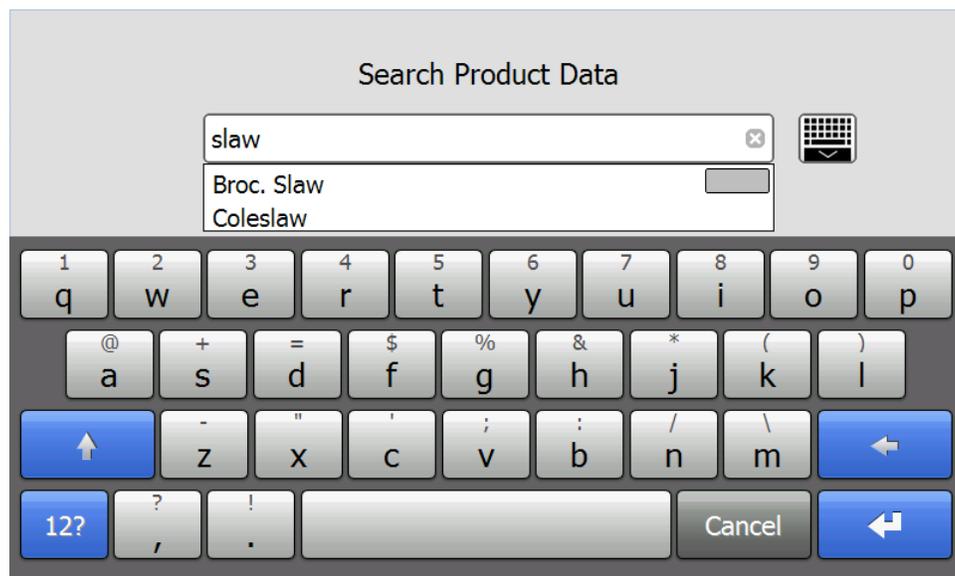
## Searching Donate and Waste Files

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1. Press  (**Tools**) then press **Search**.

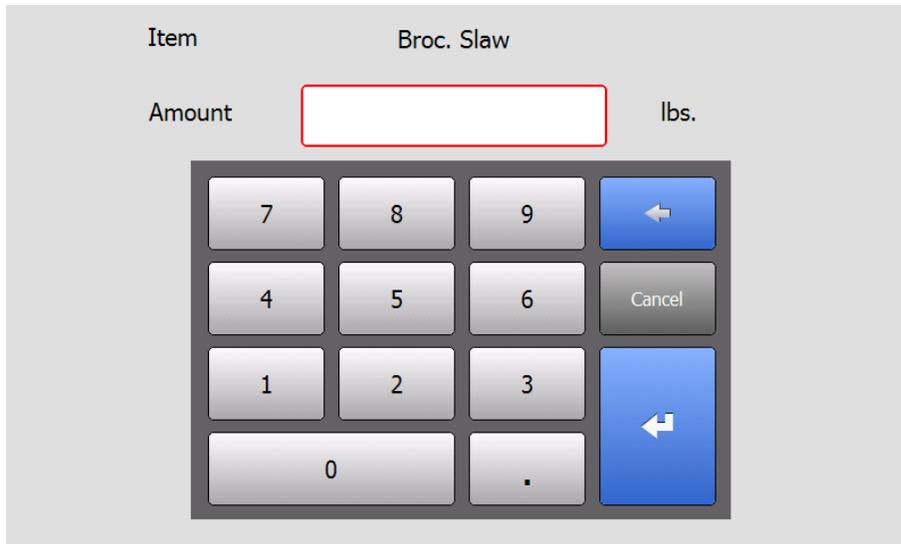


2. Enter the word to search.



3. The search box drops down to suggest possible results.

4. Press the show/hide keypad button to expand the drop down.  
If you see the item you need, select it (for example, broc. slaw).



To cancel the search at any time, press **Cancel**. You return to the Tools screen.

5. Complete the donation or waste process as prompted.  
The last used process applies to the searched product. For example, if you last processed a waste, the searched item (once selected from search results) processes as a waste.

## Exiting the Donate and Waste Application

After processing donate and waste products, return to the FreshMarx Prep application.

Press  (**Tools**) then press Return to FreshMarx Prep.







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