

# Honeycomb & Hive Best Practices

1. LOGOMATQRY
  - a. Use this query to get a list of all logo mats for your location; organize the list alphabetically by item description in order to arrange the list in the order as they're set up in the Honeycomb
  - b. Rerun the query once per quarter or when troubleshooting to make sure all item numbers, descriptions and tube numbers are keyed accurately and to ensure there is only one mat assignment per tube, no duplicate line items.
2. Tube Labeling/Mapping
  - a. All tubes must be labeled alphanumerically with 5 characters comprised of 1 letter and 4 numbers.
  - b. There are only 2 configurations of tube labeling allowed, any others won't work in the Hive.
    - i. Sequential: A0001...A0135, B0136...B0270, C0271...C0405, D0406...D0540, etc.
    - ii. Non-Sequential: A0001...A0135, B0001...B0135, C0001...C0135, D0001...D0135, etc.
3. Foam Cubes
  - a. Place a red foam cube inside the Hive to visually communicate a missing mat to production.
  - b. Place a yellow foam cube inside the Hive to visually communicate an available tube to production; this also prevents loaders from placing a mat in an empty tube where it doesn't belong.
4. Mat Labeling
  - a. All mats must be labeled with the 5 digit alphanumeric assignment comprised of 1 letter and 4 numbers.
  - b. Mats with a delivery quantity of more than 1 should be labeled with a range for ease of functionality. *\*\*Example: Joe's Garage gets three 4X6 logo mats per week. The mats are assigned to tubes A0001, A0002, A0003, and A0004. The label on the back of EACH mat reads: A0001-A0004 (for new mats, labeling can be ordered this way on the website.)*
5. AS400 Keying
  - a. Every logo mat description must begin with the 5 digit alphanumeric assignment followed by the description of your choice (mat size is recommended to be included.) *Example: A0001 4X6 Joe's Garage.*
6. Bulk and Oversized Logo Mat Storage
  - a. Such mats should be assigned to an area near the logo mat station but not in a tube (i.e. cart, shelf, etc.)
  - b. Bulk Mats: Mats with a delivery quantity of more than 6 or multiple customers with the same logo mat (Subway, Chick-Fil-A, and other multi-location establishments); these mats should be stored in a bin or cart with like mats rather than in the Honeycomb.
  - c. Oversized Mats: Mats wider than 4ft, and longer than 12ft. These mats don't fit in tubes.
7. Logo Mat Item Numbers (10)
  - a. Mats must be ordered and keyed under one of the 10 following item numbers only: **84001, 84101, 84201, 84301, 84401, 84501, 84601, 84701, 84801, and 84901**. No other item numbers are recognized by the Hive.

8. Data Download
  - a. The AS400 completes a data download into the Hive once every business day. If you make changes to your Hive, you must wait until the next day to realize the change after the download has occurred.
9. Weekly Hive Clean Up
  - a. The data download only changes mats from Available to Filled or Reserved to Filled automatically; all other status changes are manual.
  - b. A space becomes Cancelled when 1) The Account is lost, 2) The Mat is stopped, 3) The account is put on hold or 4) The invoice is zeroed out 3 times in a row.
  - c. Any tubes labeled Cancelled should be manually made "Available" to reflect the tube's true status: Available or Filled.
  - d. Spaces listed as Missing should be located immediately or reordered. Once the mat is recovered, the space must be changed back to Filled.
10. Trouble Shooting
  - a. If you're ever having any type of trouble with the Hive:
    - i. Try opening the site in Google Chrome to see if your issues are corrected.
    - ii. Try clearing your Cache then reopening the browser and logging in to see if the issues are corrected.
    - iii. If issues persist, contact your Mat Product Line Manager for further assistance.