



CONTAINER
DEPOSIT
SYSTEMS

Grafana User Manual

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www.containerdepositsystems.com.au

TABLE OF CONTENTS

1	<i>What is Grafana and the CDS Reporting Portal?</i>	- 3 -
2	<i>Activating Your Account</i>	- 4 -
3	<i>Logging In</i>	- 4 -
4	<i>Change Account Password</i>	- 6 -
5	<i>Reset Forgotten Account Password</i>	- 7 -
6	<i>Navigating Grafana</i>	- 9 -
6.1	Available Dashboards	- 9 -
6.2	Filtering Data	- 12 -
6.3	Additional Filters	- 13 -
6.4	Viewing Data	- 15 -
6.5	Generating CSV Reports	- 16 -
7	<i>Frequently Used Features</i>	- 17 -
7.1	Generating a Weekly Report	- 17 -
7.2	Generating a Financial Year Report	- 17 -
7.3	View Posted Transactions Only	- 18 -
7.4	Summary by Material Breakdown	- 19 -
7.5	Transaction Detail Report	- 21 -

GRAFANA USER MANUAL

1 WHAT IS GRAFANA AND THE CDS REPORTING PORTAL?

Grafana is an analytics software that allows for monitoring and visualisation of data. The CDS Reporting Portal has been developed using Grafana and contains the data from all your sites with CDS technology. You can monitor, review, and export your data using the Reporting Portal.

The CDS Reporting Portal is located at: <https://reports.cdsapi.com.au/>

2 ACTIVATING YOUR ACCOUNT

You should have received an email invitation from Container Deposit Systems inviting you to join the CDS Reporting Portal (Figure 1). Navigate to the Reporting Portal <https://reports.cdsapi.com.au/> and log in using the email address that the invitation was sent to & follow the 'Forgot you Password' process to set your password (See 4.1 Change Account Password).

Note: After your first log in make sure to change your password using the steps in Section 4 Change Account Password.

Hi <NAME>,

You have been invited to join the CDS Reporting Portal.

Your account has been set up to access transaction data for <SITE/TENANT NAME/S>.
Follow the link below to activate your account with Grafana for access to the CDS reporting portal.
<https://reports.cdsapi.com.au>

Your username is your email: <EMAIL> (Case Sensitive).
Please follow the 'Forgot your Password' process to set your password.

A user manual is attached.

If you have any issues or concerns, please feel free to contact me,

Thanks,

Container Deposit Systems Support Team

System Support Technician

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FIGURE 1. CDS GRAFANA EMAIL INVITATION

3 LOGGING IN

The CDS Reporting Portal should be accessed via <https://reports.cdsapi.com.au>. If you are not already logged in to Grafana, you will be redirected to the login page shown in Figure 2.

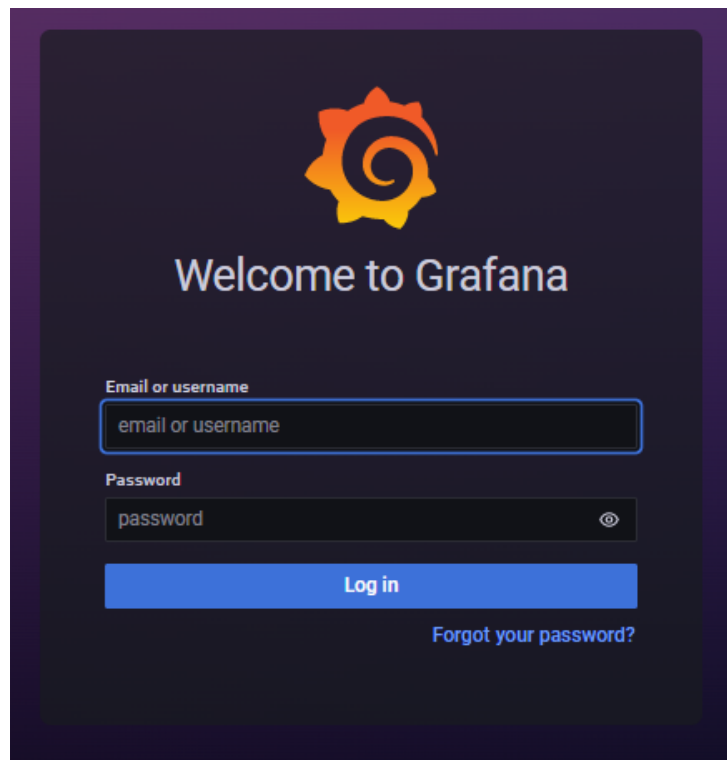


FIGURE 2. GRAFANA LOGIN PAGE

Enter the email and password for your account. If you require your password to be reset, click *Forgot your password?* and follow the steps in Section 6 Reset Forgotten Account Password.

4 CHANGE ACCOUNT PASSWORD

For a newly activated account, you should change your password after your first login. If you can't log in due to a forgotten password – follow the steps in Section 6 Reset Forgotten Account Password.

To change your account password, first log in to Grafana and then click your avatar in the bottom left corner of the page to view your profile settings. On the 'Change Password' tab you will need to fill out the password fields as per Figure 3 **Error! Reference source not found.** before clicking change password.

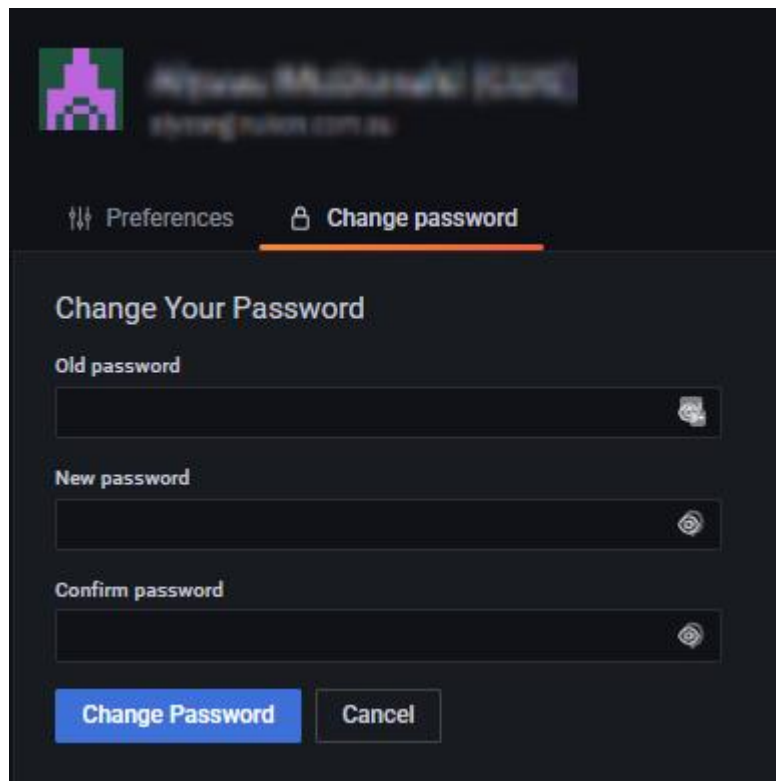
The image shows a dark-themed user interface for changing a password. At the top, there is a user profile section with a purple and green avatar icon and some blurred text. Below this, there are two tabs: 'Preferences' and 'Change password', with the latter being selected and underlined in orange. The main heading is 'Change Your Password'. There are three input fields: 'Old password', 'New password', and 'Confirm password'. Each field has a small eye icon to its right for toggling visibility. At the bottom, there are two buttons: a blue 'Change Password' button and a grey 'Cancel' button.

FIGURE 3. CHANGE GRAFANA PASSWORD

5 RESET FORGOTTEN ACCOUNT PASSWORD

If you require your password to be reset, click *Forgot your password?* on the login page (Figure 2). You will be directed to the page shown in Figure 4.

FIGURE 4. RESET GRAFANA PASSWORD

Enter the email you used to activate your Grafana account, and then click *Reset Password*. You will be sent an email with a link to reset your password Figure 5.

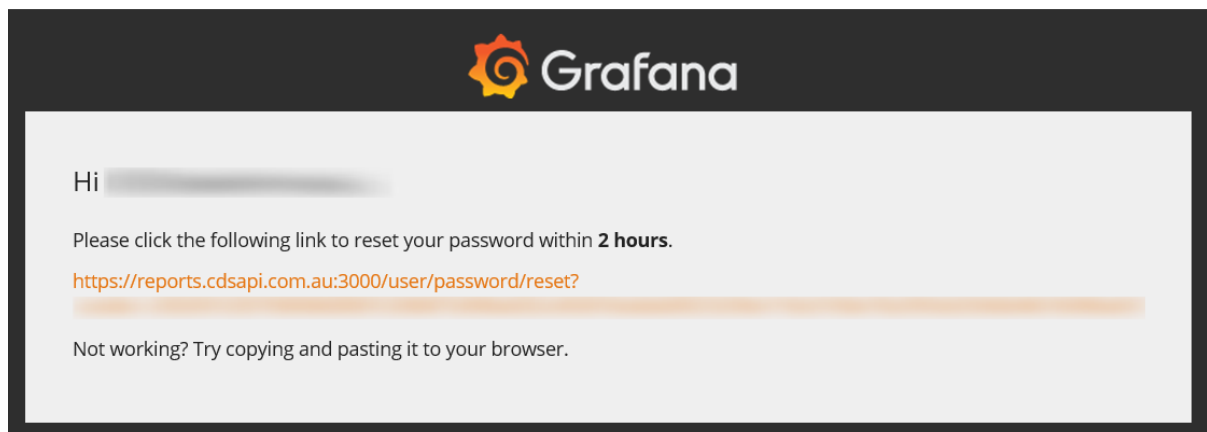


FIGURE 5. GRAFANA PASSWORD RESET EMAIL

On the email, click the password reset link or copy and paste it into your internet browser. You will be directed to the page shown in Figure 6.

Note: This link will only be valid for **2 hours**. If you do not reset your password within the 2-hour timeframe, you will be required to repeat the process again to have a new password reset email sent.

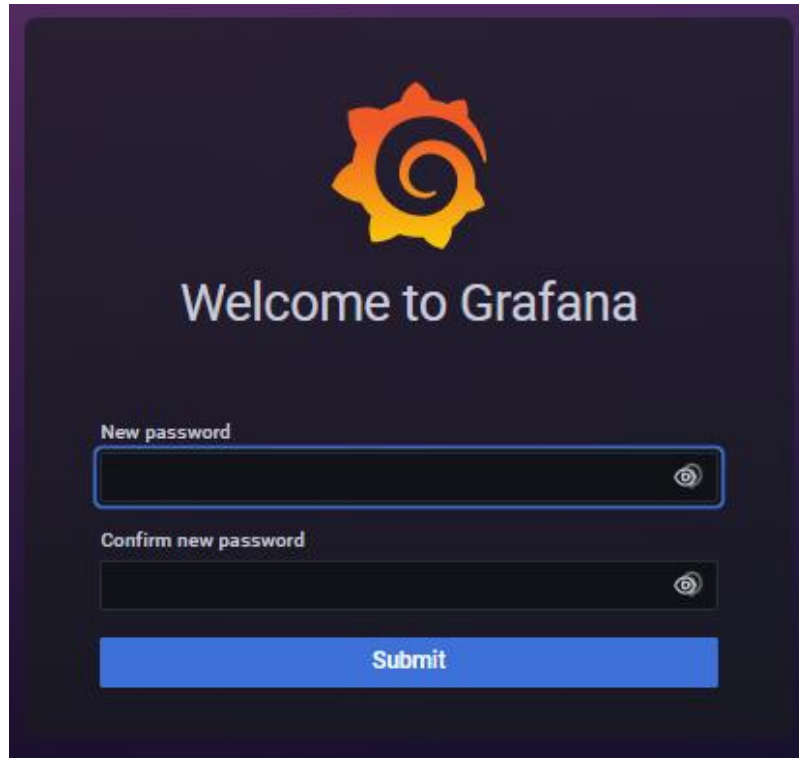


FIGURE 6. CREATE NEW PASSWORD - GRAFANA PASSWORD RESET

Create your new password, then click *Submit* to update your password.

Note: The new password should be created by you. It should NOT be the same as the original PIN that was sent to you by Container Deposit Systems.

6 NAVIGATING GRAFANA

Once logged in, the browser will be re-directed to the CDS Grafana homepage shown in Figure 7.

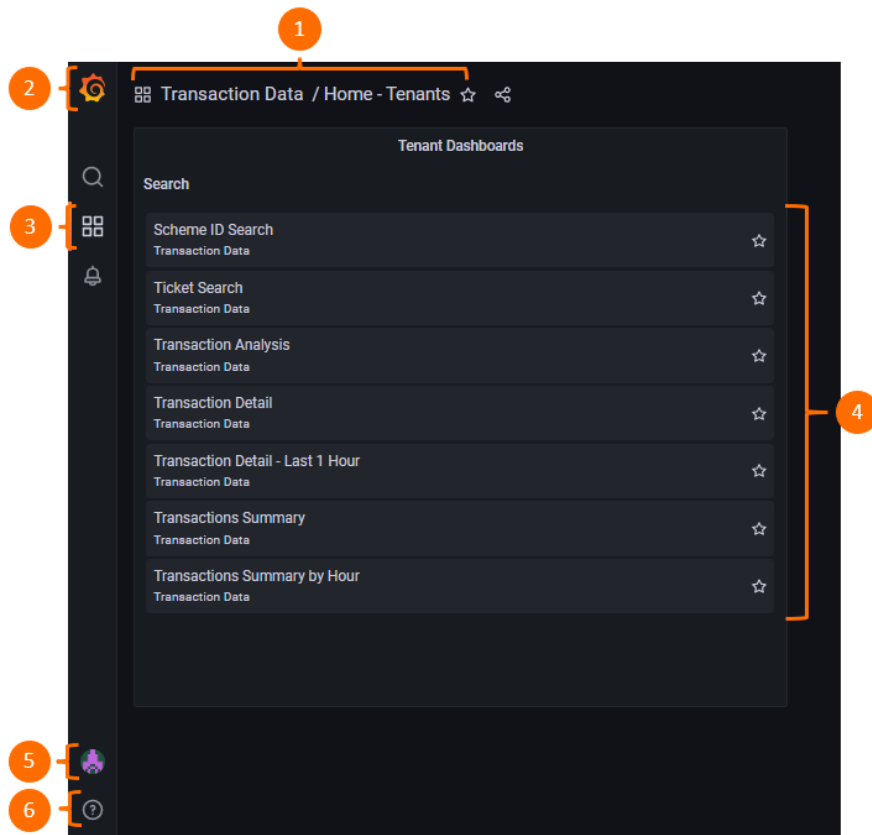


FIGURE 7. CDS GRAFANA HOMEPAGE

1. Dashboard dropdown

Shows which dashboard you are currently viewing. By clicking this you can select or search for another dashboard.

2. Side menu toggle

Toggles the side menu visibility. Click to hide/show the side menu.

3. Navigation menu

Provides navigation back to the homepage.

4. Available dashboards

List of the dashboards available.

5. User profile

Provides options to sign out of the account or to manage user preferences.

6. Help

Provides a list of keyboard shortcuts and links to Grafana's community site and documentation.

6.1 AVAILABLE DASHBOARDS

Data for your sites with CDS technology is provided via the Grafana dashboards. There are five dashboards available which can be accessed via the homepage.

Scheme ID Search

Search for all transactions by a scheme customer by entering their scheme consumer ID in the *Scheme ID* search bar. Can also search by bagdrop site ID. Provides a summary of the total refund value and quantity of containers deposited by the specified scheme ID, and a breakdown of each individual transaction.

Ticket Search

Search for the details of any transaction ticket by entering the ticket number or batch ID in the search bar. Displays the ticket details within the specified time period including:

- Transaction overview
- Payment details
- Transaction timestamps
- Material breakdown

Ticket numbers can be found by scanning the QR code of any online ticket (can be scanned using most mobile devices). Alternatively, the batch ID can be found via the Transaction Detail dashboard.

Transaction Analysis

A graphical representation of total container counts, summarised via the following categories:

- Site
- Device
- Material breakdown
- Payment type
- Transaction type

Transaction Detail

A detailed breakdown of all transactions within the specified time period. Includes the following transaction information:

- Batch ID
- Site
- Device
- Payment method
- Transaction type
- Material type
- Material quantity
- Refund total
- Consumer name/ID
- Bagdrop site barcode
- Document type/ID
- Batch duration

Transaction Detail – Last 1 hour

A real-time, automatically refreshing detailed breakdown of all transactions within the last hour.

This dashboard contains the same information as the standard Transaction Detail dashboard, however will display new transactions in real-time.

Transaction Summary

Summaries of total container counts, refund values, number of transactions and average transaction size. Grouped by the following categories:

- Site
- Material
- Device
- Payment type
- Transaction type
- Bagdrop site
- Material & payment type
- Consumer scheme ID

Transaction Summary by Hour

Summaries of total container counts, refund values, number of transactions and average transaction size. Grouped by the following categories:

6.2 FILTERING DATA

By default, each dashboard will display ALL data unfiltered. This allows you to customise the data set using the filters that are located along the top of every dashboard page. Each dashboard contains the same set of filters shown in Figure 8.

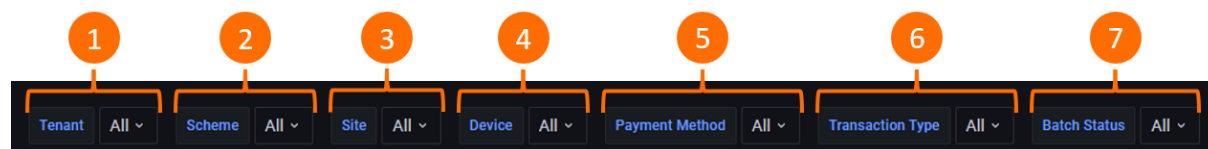


FIGURE 8. DASHBOARD FILTERS

1. Tenant

Use this filter if you have been granted access to data for more than one tenant company.

2. Scheme

Use this filter to only display data from selected scheme types (e.g. Containers for Change, WA Container Deposit Scheme, ACT Container Deposit Scheme).

3. Site

Use this filter to only display data from selected sites.

4. Device

Use this filter to only display data from selected devices (e.g. ART-#### or MIS-####).

5. Payment Method

Use this filter to only display data from selected payment methods (i.e. cash, scheme payment, none (unredeemed transactions)).

6. Transaction Type

Use this filter to only display data from selected transaction types (i.e. consumer or bag drop).

7. Batch Status

Use this filter to only display data for selected batch statuses. The definition of each batch status depends on the state in which the transaction occurred. A summary of each status meaning per state is provided in Table 1.

NOTE: By default, only 'POSTED' and 'PAID' will be displayed.

TABLE 1. BATCH STATUS MEANINGS FOR EACH STATE

STATUS	ACT	QLD	WA	SA	VIC
Posted	All transactions in Grafana have been posted to the ACT POR. Selecting this filter will return no entries.	A paid transaction that has been posted to COEX.	A paid transaction that has been posted to WARRRL.	N.A. Selecting this filter will return no entries.	A paid transaction that has been posted to Return-It.
Paid	Posted transactions paid out by the CRT.	Paid but not posted. Sites connected to COEX API should NOT have a <i>Paid</i> status - this indicates an error posting to COEX.	Paid but not posted. Sites connected to WARRRL API should NOT have a <i>Paid</i> status - this indicates an error posting to WARRRL.	Completed transaction where consumer has been paid out by the CRT.	Paid but not posted. Sites connected to Return-It API should NOT have a <i>Paid</i> status - this indicates an error posting to Return-It.
Unpaid	Posted transactions not redeemed via a CRT.	Created transactions not redeemed via a CRT.	Created transactions not redeemed via a CRT.	Created transactions not redeemed via a CRT.	Created transactions not redeemed via a CRT.
Expired	Unclaimed tickets from posted transactions that have exceeded the redemption period.	Expired unclaimed tickets.	Expired unclaimed tickets.	Expired unclaimed tickets.	Expired unclaimed tickets.
Void	Void status has been disabled for ACT. Selecting this filter will return no entries.	Tickets that were voided after creation and cannot be paid out.	Tickets that were voided after creation and cannot be paid out.	Tickets that were voided after creation and cannot be paid out.	Tickets that were voided after creation and cannot be paid out.
Errored	Tickets that have a validated time but no confirmed time.	There has been an error in confirmation of pay out or automatic posting for this transaction. Follow these up with Container Deposit Systems.	There has been an error in confirmation of pay out or automatic posting for this transaction. Follow these up with Container Deposit Systems.	There has been an error in confirmation of pay out or automatic posting for this transaction. Follow these up with Container Deposit Systems.	There has been an error in confirmation of pay out or automatic posting for this transaction. Follow these up with Container Deposit Systems.
Unknown	Anything else. Follow these up with Container Deposit Systems.	Anything else. Follow these up with Container Deposit Systems.	Anything else. Follow these up with Container Deposit Systems.	Anything else. Follow these up with Container Deposit Systems.	Anything else. Follow these up with Container Deposit Systems.

6.3 ADDITIONAL FILTERS

Each dashboard has several additional functions located in the top right corner of the page, as shown in Figure 9.

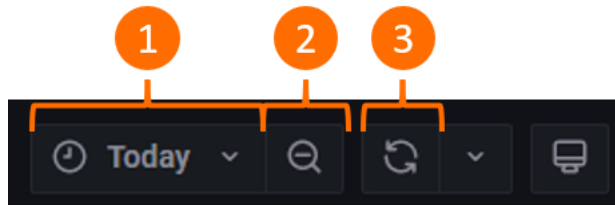


FIGURE 9. ADDITIONAL FUNCTIONS

1. Time range picker

Specify time range for the displayed data. Please note that the time filter applies to when the batch was created, and all times are displayed in your browser’s time zone.

Select a custom date range:

1. Click on either the ‘To’ or ‘From’ date calendar icon (both perform the same action). This will result in a calendar view opening to the left.
2. Click on a starting date (i.e. 13th June). This will populate the ‘From’ field at 00:00:00 on that day
3. Click on an ending date (i.e. 16th June). This will populate the ‘To’ field at 23:59:59 on that day
4. Select Apply time range to run the report for this selected range.

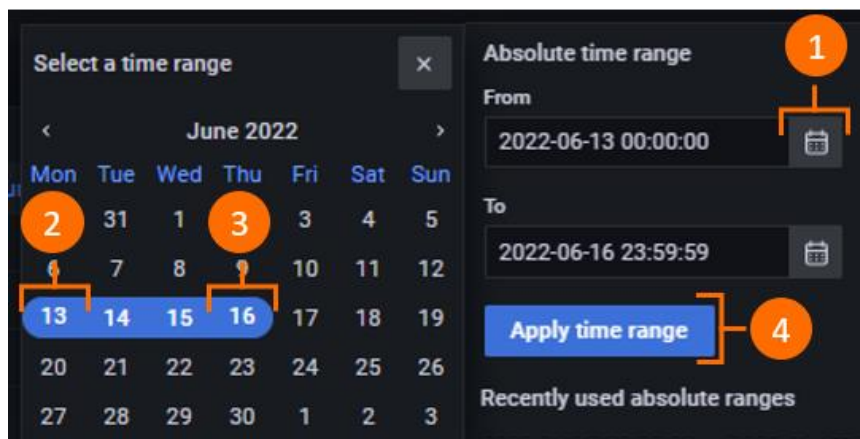


FIGURE 10: ABSOLUTE TIME RANGE PICKER

Change your time zone:

The time zone your data is displayed in is your browser time by default.

1. Select “change time settings”
2. Search for the desired time zone
3. Select the desired time zone

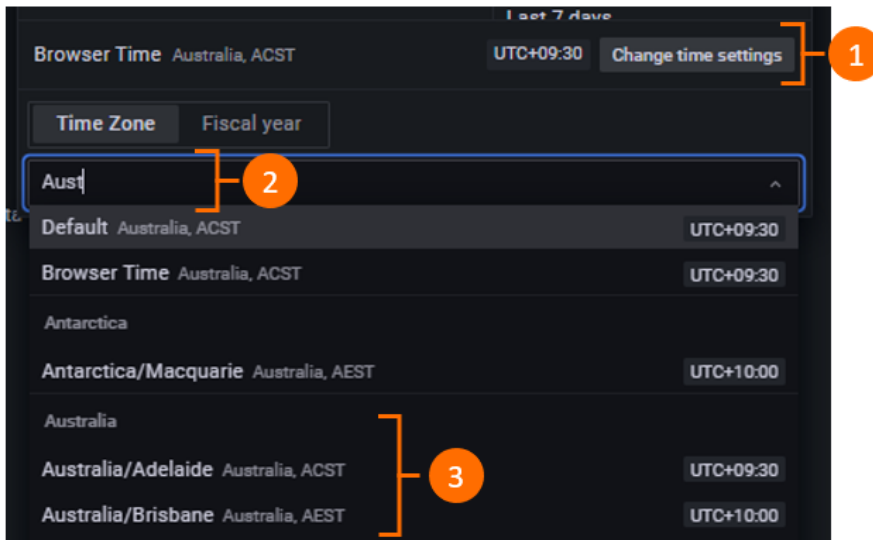


FIGURE 11: CHANGING YOUR TIME ZONE

There is also the ability to select the starting month for the fiscal year from this menu.

2. Time range zoom out

Expands (zooms out) the selected time range for displayed data.

3. Refresh

Refresh the data displayed on the dashboard to get the most recently updated data.

6.4 VIEWING DATA

To view any dashboard panel in full screen, click on the panel title (e.g. *Summary by Site*) to view the drop-down menu and select *View* to enter full screen. Alternatively, click anywhere on the desired dashboard panel and then press *v* on the keyboard.

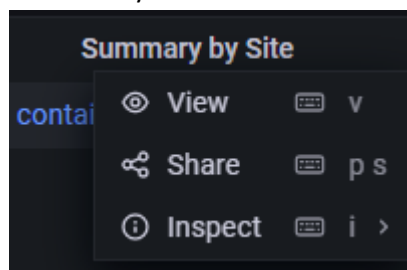


FIGURE 12. VIEW OPTION ON THE DASHBOARD PANEL DROP-DOWN MENU

To exit full screen mode, click the arrow located next to the dashboard title (Figure 13).

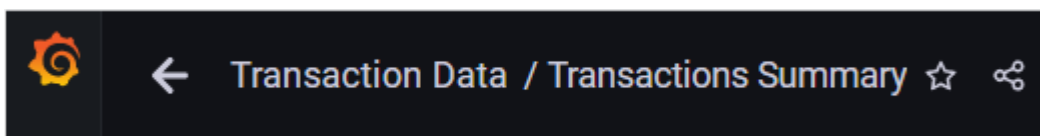


FIGURE 13. USE THE ARROW TO EXIT FULL SCREEN MODE

6.5 GENERATING CSV REPORTS

To export reports from Grafana, navigate to the desired dashboard panel and click on the panel title (e.g. *Summary by Site*) to view the drop-down menu. Select *Inspect* and then select *Data* (Figure 14).

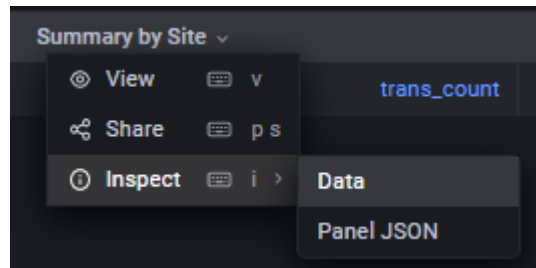


FIGURE 14. EXPORTING REPORTS FROM GRAFANA

A pop-up window similar to Figure 15 will appear to the right which allows you to select the format for your exported Excel CSV file. Ensure *Formatted data* is enabled and click *Download csv*. A preview of the data contained in your download will display below this.

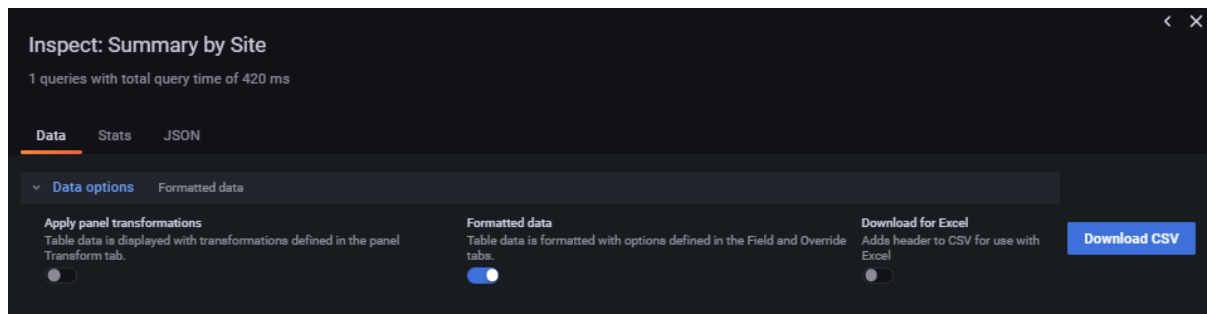


FIGURE 15. EXPORTING FORMATTED CSV REPORTS FROM GRAFANA

These reports are generated using the data displayed on the dashboard. Any filters that have been applied to the data will be carried through to the exported CSV report.

7 FREQUENTLY USED FEATURES

7.1 GENERATING A WEEKLY REPORT

Steps to generate a weekly report:

1. Navigate to the desired dashboard.
2. Navigate to the *Absolute time range* function in the time range picker, as shown in Figure 16. Use the *Absolute time range* picker to manually select the date range for the desired week. The *From* and *To* dates should be selected based on a Monday to Sunday format. Once the dates have been selected, click *Apply time range*.

Note: The *Absolute time range* picker will automatically specify the time 00:00:00 for the selected *From* date, and 23:59:59 for the selected *To* date.

Note: You should **NOT** generate a weekly report by selecting *Previous Week* from *Quick Ranges* in the time range picker, as this will provide the previous week's data based on a Sunday to Saturday format which is unsuitable.

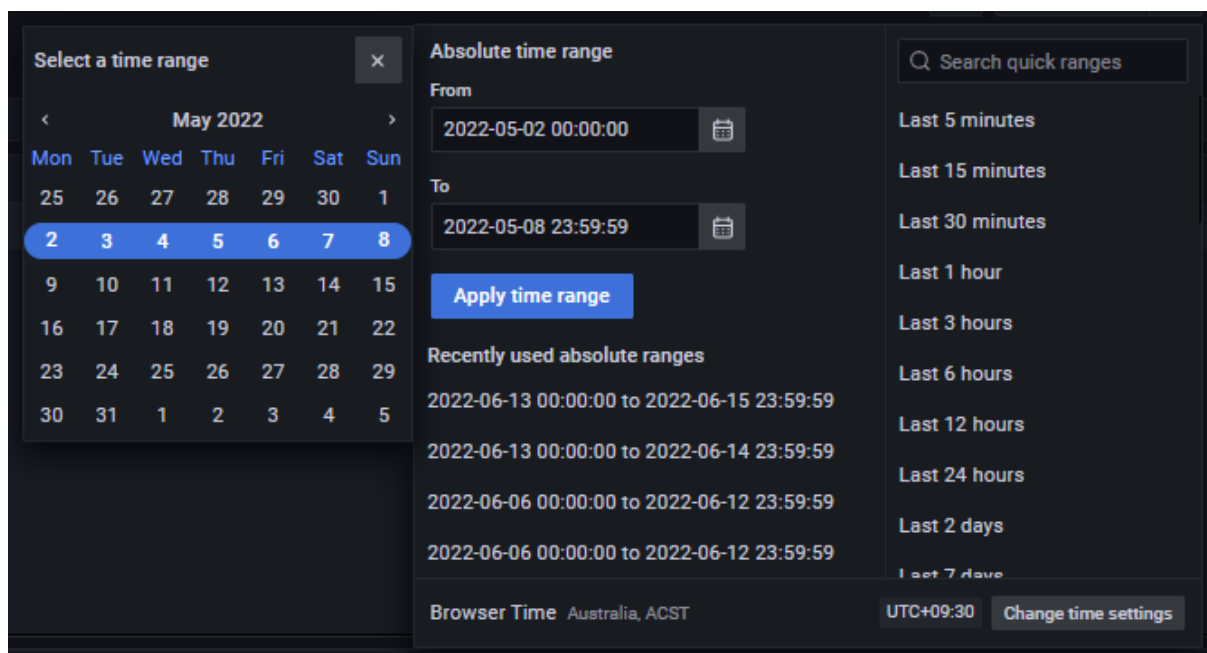


FIGURE 16. USING TIME RANGE PICKER TO PRODUCE WEEKLY REPORT

3. Apply any other desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.). These filters will be carried through into any reports generated from the current dashboard.
4. To generate a report, follow the steps in section 6.5 Generating CSV Report.

7.2 GENERATING A FINANCIAL YEAR REPORT

Steps to generate a financial year report:

1. Navigate to the desired dashboard.
2. Navigate to the time picker.
3. Select *change time settings* and switch to the fiscal year tab to change the starting month for the fiscal year (default is July).
4. Search 'fiscal' to refine the *quick ranges* options & select 'This fiscal year'.

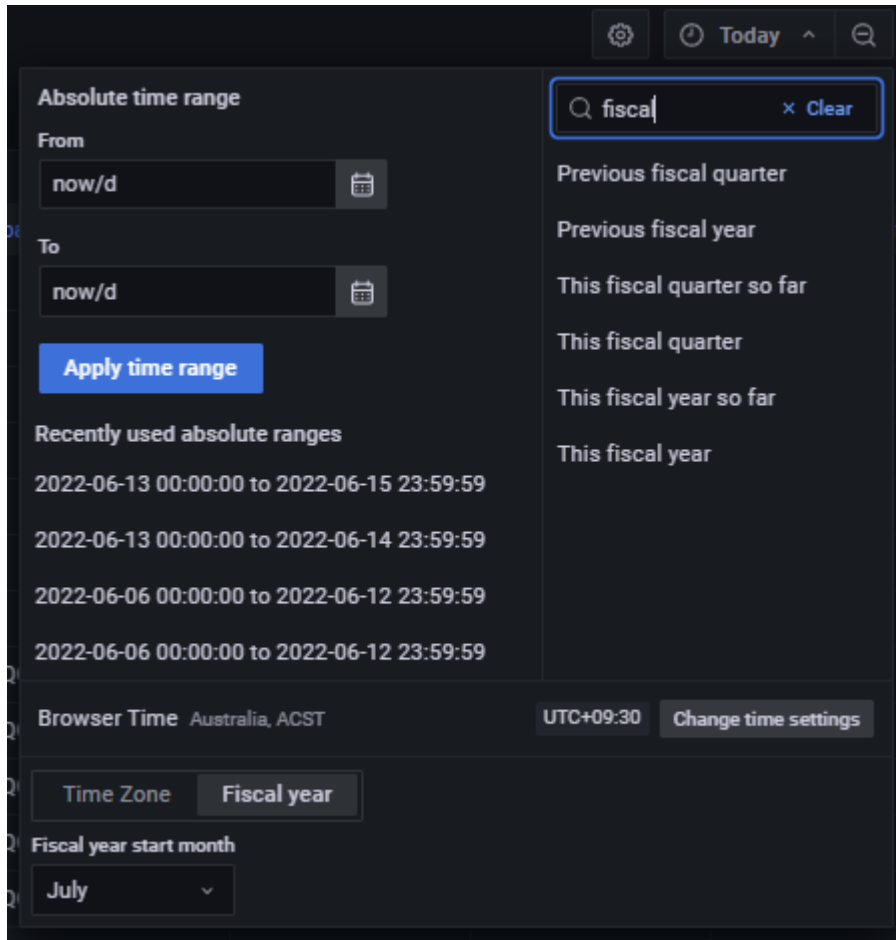


FIGURE 17. USING TIME RANGE PICKER TO PRODUCE FINANCIAL YEAR REPORT

5. Apply any other desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.). These filters will be carried through into any reports generated from the current dashboard.
6. To generate a report, follow the steps in section 6.5 Generating CSV Report.

7.3 VIEW VARYING BATCH STATUS

The batch status filter described in section 6.2 Filtering Data can be used to view all the different stages of a batch. (Breakdown seen in Table 1).

Steps to generate report with *Posted* transactions only:

1. Navigate to the desired dashboard.
2. Click on the *Status* filter at the top of the dashboard page and select the desired status.
3. Apply any other desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.).

Note: Filtering for *Posted* transactions should only be applied to QLD and WA transactions as all ACT transactions in Grafana have *Posted* status. See Table 1 (page - 13 -) for more details.

7.4 VIEW POSTED TRANSACTIONS ONLY

The batch status filter described in section 6.2 Filtering Data can be used to ensure that only *Posted* transactions are included in generated reports.

Steps to generate report with *Posted* transactions only:

4. Navigate to the desired dashboard.
5. Click on the *Status* filter at the top of the dashboard page and select status *Posted*.
6. Apply any other desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.). These filters will be carried through into any reports generated from the current dashboard.
7. To generate a report, follow the steps in section 6.5 Generating CSV Report.

Note: Filtering for *Posted* transactions should only be applied to QLD WA and VIC transactions as all ACT transactions in Grafana have *Posted* status. See Table 1 (page - 13 -) for more details.

7.5 SUMMARY BY MATERIAL BREAKDOWN

The *Analysis* dashboard provides a summary of data by material breakdown.

Note: Each scheme's material breakdown is presented slightly differently on Grafana (

Table 2). If viewing data from multiple schemes at once, please note that in some cases material breakdowns may be combined from more than one scheme into one category, or split across multiple categories (e.g. PETCLEAR contains ACT/QLD combined data and WA_PETCLEAR contains only WA data).

For best results, it is recommended to use the *Scheme* dashboard filter to view data for only one scheme at a time.

TABLE 2. MATERIAL BREAKDOWN CATEGORIES BY SCHEME

ACT Container Deposit Scheme (ACT)	Containers for Change (QLD)	WA Container Deposit Scheme (WA)	South Australia's Container Deposit Scheme (SA)	VIC Container Deposit Scheme (VIC)
PETCLEAR	PETCLEAR	WA_PETCLEAR	PETCLEAR	VIC_PET
PETCOLORED	PETCOLORED	WA_PETCOLORED	PETCOLORED	-
ALUMINIUM	ALUMINIUM	WA_ALUMINIUM	ALUMINIUM	VIC_ALUMINIUM
HDPE	HDPE	WA_HDPE	HDPE	VIC_HDPE
LQDPAPERBRD	LQDPAPERBRD	WA_LQDPAPERBRD	LQDPAPERBRD	VIC_LQDPAPERBRD

GLASSCLEAR	GLASSMIXED	WA_GLASSMIXED	GLASSMIXED	VIC_GLASS
GLASSGREEN	-	-	-	-
GLASSBROWN	-	-	-	-

Steps to generate report for data summarised by material breakdown:

1. Navigate to the *Analysis* dashboard.
2. Use the *Scheme* filter at the top of the dashboard page to select which scheme data to view.
3. Apply any other desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.). These filters will be carried through into any reports generated from the current dashboard.
4. Scroll down to the dashboard panel titled *Summary by Material*.
5. Generate a report for the *Summary by Material* dashboard panel, following the steps in section 6.5 Generating CSV Report.

7.6 TRANSACTION DETAIL REPORT

A report can be generated with transaction details such as batch numbers, transaction times, and material type/quantity deposited.

Steps to generate a transaction detail report:

1. Navigate to the *Transaction Detail* dashboard.
2. Apply any desired filters using the filters at the top of the dashboard page (e.g. site, status, etc.). These filters will be carried through into any reports generated from the current dashboard.
3. Generate a report for the *Detailed Transactions* dashboard panel, following the steps in section 6.5 Generating CSV Report.

Note: In the *Detailed Transactions* dashboard panel, single transactions are split across multiple rows if multiple materials types have been deposited (i.e. one row for each material type deposited). Each of these rows will still have the same batch ID and timestamps but will show different items and item quantities.