



HME CLOUD[™]

OPERATING INSTRUCTIONS



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OVERVIEW

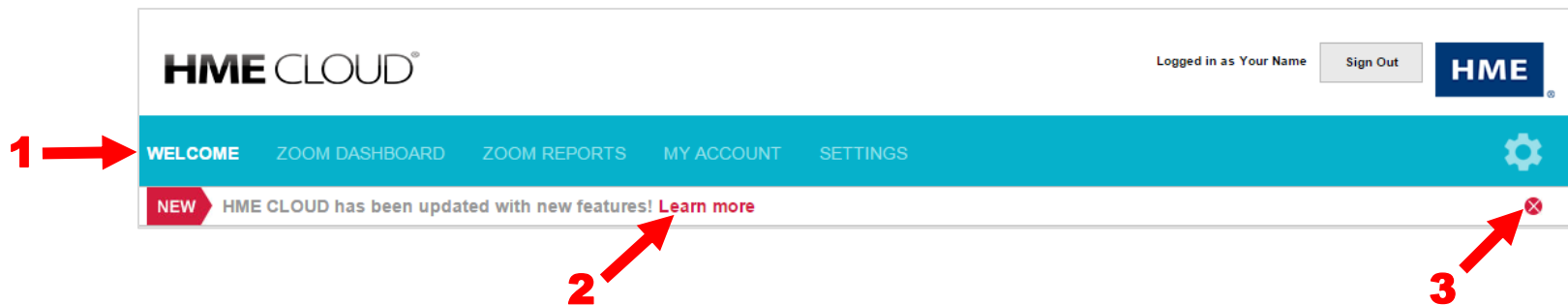
The HME CLOUD™ provides remote access to ZOOM® systems and data for any/all of your stores.

When your ZOOM® systems settings and data have automatically been imported into the HME CLOUD™, you can access the HME CLOUD™ via PC, tablet or smartphone from remote locations.

These instructions provide guidance to understand the HME CLOUD™, and how to manipulate data within it.

USING THE HME CLOUD™

The following describes how to navigate and interpret the HME CLOUD™ menus and displays in order to operate your Drive-Thru more effectively. The topics shown on the menu bar: ZOOM DASHBOARD, ZOOM REPORTS, MY ACCOUNT, SETTINGS and the Gear icon (⚙️) will be explained.



- 1** Click your cursor on any of the menu topics to enter that area. The main page for that topic will open, and the topic will be highlighted on the menu bar.
- 2** Click on the **Learn more** to view a summary of newly updated features.
- 3** When you have reviewed the summary of new features, you can remove it by clicking on the ❌. Any time new features are added to the HME CLOUD™, this new-features update will reappear.

WELCOME

Each time you log into the HME CLOUD™, you will see the WELCOME page. Note that WELCOME is highlighted on the menu bar.

To continue, click on any of the other topics on the menu bar, or on the boxes shown for Stores, Users or My Account.

HME CLOUD™

Logged in as Your Name [Sign Out](#) **HME**®

WELCOME ZOOM DASHBOARD ZOOM REPORTS MY ACCOUNT SETTINGS

NEW HME CLOUD has been updated with new features! [Learn more](#)

Welcome to the HME CLOUD, Your Name!

Stores

View ZOOM settings for each store and access live dashboards.

Users

Add new users or edit existing users' contact info and store access.

My Account

Edit your account contact info and change your username and password.

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DISPLAY SETTINGS / HELP

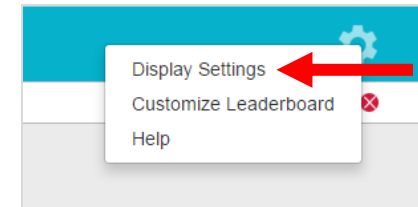
On the WELCOME page, click the Gear icon (⚙️) to access the options for **Display Settings**, **Customize Leaderboard** or **Help**. When you're finished making changes, select **Save Changes**. The **Help** option directs you to the *Frequently Asked Questions* (FAQ) page.

Default Dashboard View

Select a default view for your single-store and multi-store dashboards by selecting either *Daypart*, *Day*, *Week*, *Month* or *Custom**. This will be the view displayed anytime the ZOOM Dashboard option is selected from the navigation bar.

| Current: Day | | |
|--------------|-------|-------|
| Cars | Avg ▲ | Goal% |
| 381 | 91 | 46 |
| 804 | 104 | 54 |
| 448 | 130 | 14 |
| 585 | 153 | 1 |
| 377 | 167 | 65 |
| 339 | 168 | 99 |
| 102 | 185 | 17 |
| 78 | 194 | 8 |

**You must first configure a customized dashboard before selecting the custom option as your default view (see [Customize Dashboard](#), pg. 10).*



Default Dashboard View ⓘ

Daypart

Day

Week

Month

Custom

Primary Goal Colors ⓘ

< Goal A: #00b04c ■

< Goal B: #dcb000 ■

> Goal B: #b40000 ■

Time Format ⓘ

Minutes:Seconds

Seconds

Pull-ins ⓘ

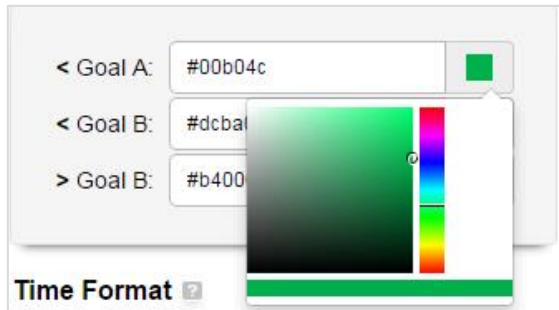
Include

Exclude

Save Changes

Cancel

Primary Goal Colors



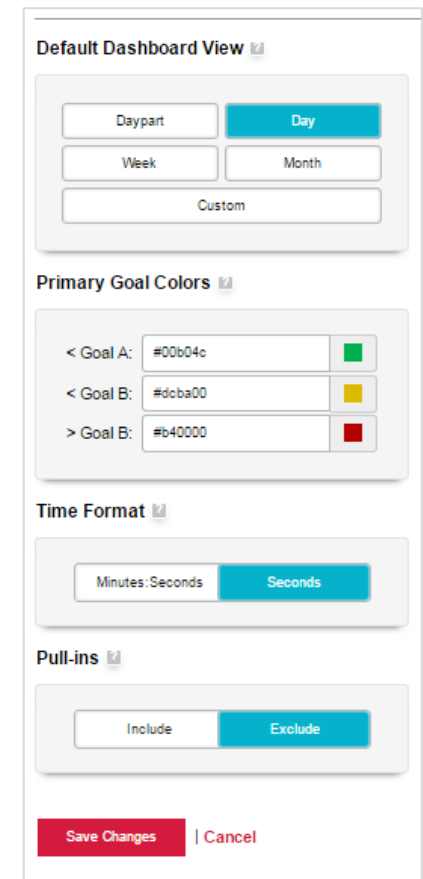
Select a custom goal color for your master A, B and over B goals by using the color pickers*. These colors will allow you to easily identify the performance metrics for each of your stores.

Time Format

Select the default time format** that will be shown on your dashboards and reports.

Pull-Ins

For dashboards and reports, you can choose to either include pull-in*** data or exclude it.



* You can also manually enter the hexadecimal value of the color if you prefer.

** Time format may be shown in minutes:seconds or in seconds.

*** A pull-in is a vehicle that entered the drive-thru lane after the first ON detection point, and exited through the last ON detection point.

ZOOM DASHBOARD

The **ZOOM DASHBOARD** is the main page that displays information about activity in the drive-thru lane. When the page opens, each store's activity for the current day is highlighted in green, yellow, red or the user created custom colors. Green indicates service-time goals are being met; yellow indicates service times are marginal; red indicates poor service times, below established goals.

1 You can select the time window that will be shown in the color-coded columns by clicking on the respective time interval (**Day**, **Week** or **Month**) in the upper-left portion of the Dashboard display. You can also toggle the display between Minutes: Seconds or just Seconds. When you log out, the display settings you selected will return as defaults for your account the next time you log in.

2 You can sort the data for any of the metrics that you want to prioritize on the Dashboard by clicking on the metrics in the gray bar over the data columns.

The screenshot shows the HME CLOUD ZOOM DASHBOARD interface. Red arrows and numbers 1, 2, and 3 point to specific UI elements:

- Arrow 1:** Points to the 'Day' tab in the upper-left corner of the dashboard.
- Arrow 2:** Points to the 'Stores' column header in the table.
- Arrow 3:** Points to the 'Rank' column header in the table.

The dashboard displays a table with the following data:

| Stores | | | Current: Day | | | Previous Full Day | | | Current Day | | |
|--------|---------|------|--------------|-----|-------|-------------------|-----|-------|-------------|-----|-------|
| Rank | Store | Goal | Cars | Avg | Goal% | Cars | Avg | Goal% | Cars | Avg | Goal% |
| 1 | 315 | 90 | 394 | 91 | 46 | 1015 | 88 | 53 | 394 | 91 | 46 |
| 2 | 29 | 90 | 834 | 105 | 52 | 2016 | 188 | 18 | 834 | 105 | 52 |
| 3 | 9999131 | 90 | 464 | 130 | 14 | 1542 | 128 | 14 | 464 | 130 | 14 |
| 4 | 3963 | 90 | 598 | 152 | 1 | 1006 | 150 | 1 | 598 | 152 | 1 |
| 5 | 131 | 210 | 349 | 168 | 99 | 1065 | 167 | 99 | 349 | 168 | 99 |
| 6 | 2902 | 180 | 386 | 171 | 63 | 801 | 208 | 47 | 386 | 171 | 63 |
| 7 | 9938 | 130 | 113 | 183 | 17 | 238 | 208 | 13 | 113 | 183 | 17 |
| 8 | 103 | 90 | 83 | 193 | 7 | 360 | 217 | 4 | 83 | 193 | 7 |
| 9 | 23315 | 210 | 519 | 244 | 42 | 928 | 273 | 35 | 519 | 244 | 42 |

Legend: ● <= Goal A ● <= Goal B ● >= Goal B
*The data excludes pulls

3 If you click on any store number, you will be able to view the following store status displays.

Store 9938

Daypart: Day Week Month Apr 08, 2015 - Apr 08, 2015 07:04:57 AM
 Minutes:Seconds Seconds Enable Auto Refresh

| Store Ranking by Lane Total AVG Time | | | | | | | | | | | |
|--------------------------------------|--------|-------|-------------|-------|----|--------------|-------|----|-------------|-------|----|
| Stores | | | Current Day | | | Previous Day | | | Current Day | | |
| Rank | Store | Goal | Cars | Avg | % | Cars | Avg | % | Cars | Avg | % |
| 1 | 9938 | 02:10 | 0 | 00:00 | 0 | 523 | 02:35 | 39 | 0 | 00:00 | 0 |
| 2 | 501300 | 01:30 | 102 | 01:44 | 43 | 1745 | 02:05 | 28 | 102 | 01:44 | 43 |
| 3 | 5505 | 02:31 | 369 | 01:47 | 98 | 885 | 01:48 | 96 | 369 | 01:47 | 98 |

| Store 9938 | | | Current Day | | | Previous Day | | | Current Day | | |
|------------|--------|-------|-------------|-------|----|--------------|-------|----|-------------|-------|----|
| Rank | Store | Goal | Cars | Avg | % | Cars | Avg | % | Cars | Avg | % |
| 1 | 9938 | 02:10 | 0 | 00:00 | 0 | 523 | 02:35 | 39 | 0 | 00:00 | 0 |
| 2 | 501300 | 01:30 | 102 | 01:44 | 43 | 1745 | 02:05 | 28 | 102 | 01:44 | 43 |
| 3 | 5505 | 02:31 | 369 | 01:47 | 98 | 885 | 01:48 | 96 | 369 | 01:47 | 98 |
| 4 | 23315 | 03:30 | 87 | 02:14 | 88 | 1066 | 03:52 | 46 | 87 | 02:14 | 88 |
| 5 | 18014 | 02:30 | 83 | 03:21 | 32 | 619 | 03:29 | 26 | 83 | 03:21 | 32 |

| Bottom 3 Stores | | | Current Day | | | Previous Day | | | Current Day | | |
|-----------------|-------|-------|-------------|-------|----|--------------|-------|----|-------------|-------|----|
| Rank | Store | Goal | Cars | Avg | % | Cars | Avg | % | Cars | Avg | % |
| 5 | 18014 | 02:30 | 83 | 03:21 | 32 | 619 | 03:29 | 26 | 83 | 03:21 | 32 |
| 6 | 1014 | 01:30 | 80 | 04:34 | 5 | 594 | 03:33 | 5 | 80 | 04:34 | 5 |
| 7 | 3963 | 01:30 | 331 | 07:38 | 0 | 1113 | 05:05 | 0 | 331 | 07:38 | 0 |

● < Goal A
 ● < Goal B
 ● >= Goal B

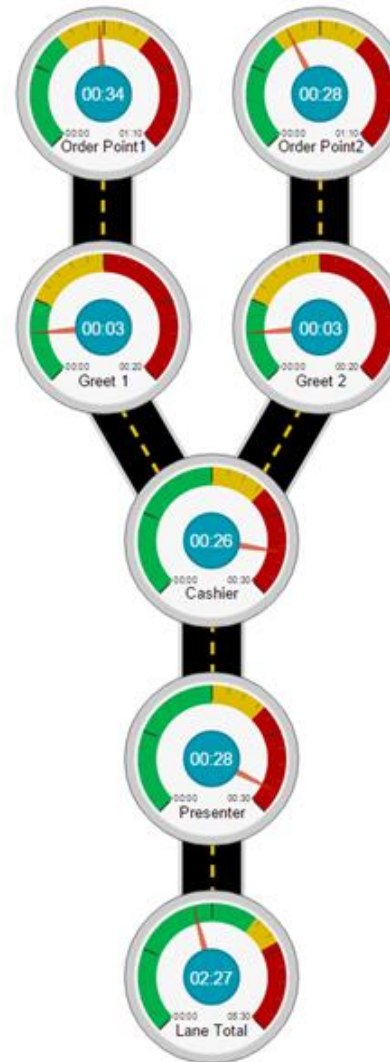
The **Store Ranking** table shows the 3 highest ranking stores at the top, **1** the store you selected in the middle, and the 3 lowest ranking stores at the bottom. **NOTE:** If there are less than 6 stores in your account, you will only see the middle section of this table. **2** You can select the time window that will be shown in the Store Ranking table; Daypart, Day, Week or Month. **3** The colors of the numbers in each of the Avg. columns indicate that the average time is within the desired service goal (green), marginal (yellow) or exceeding the goal (red).

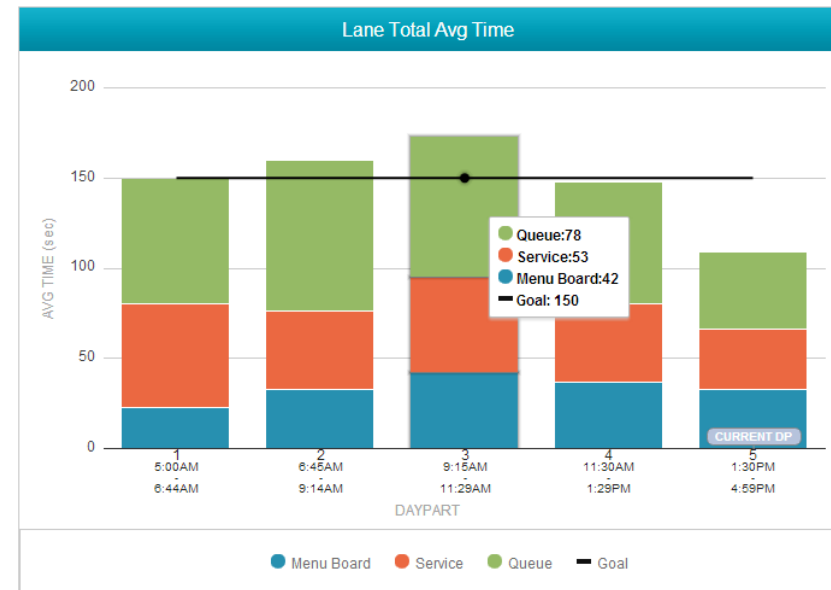
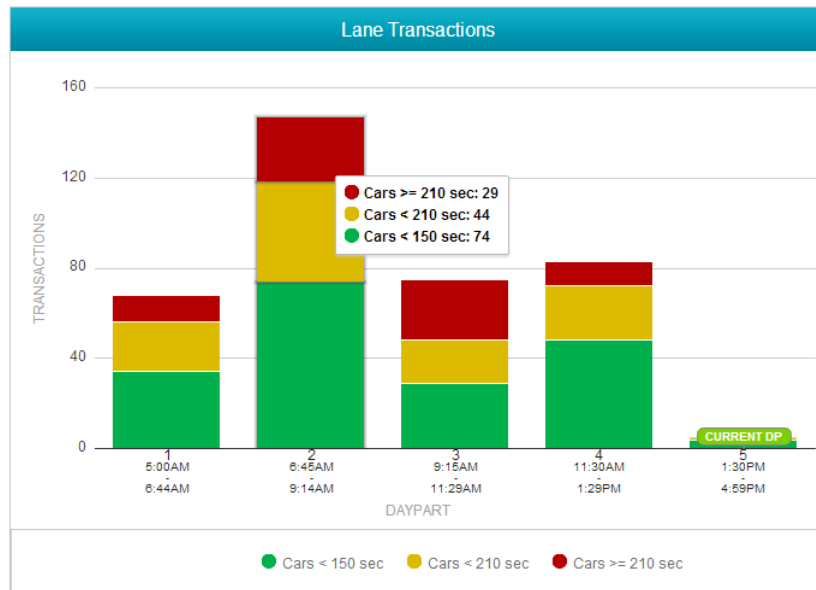
The dial gauges show what degree the performance level is in the green, yellow, or red portion of a measurement. The Lane Total = Menu Board + Service window + lane queue time. Greet is not a component of the Lane Total, as it overlaps with the Menu Board time. In this example, the Single Lane Total is in the yellow performance level, and the Y Lane Total is in the green.

**Average Current
Day Status**
Single Lane



**Average Current
Day Status**
Y Lane





The **Lane Transactions** and **Lane Total Avg Time** charts show the details associated with the Store Ranking table. Hover the mouse over a bar chart to reveal the details associated with a time period. In this example, when the daypart change happened at 6:45AM, the number of Lane Transactions increased and the proportion of cars in the red performance level also increased.

The Lane Total Avg Time went up in daypart two and the queue time grew substantially while the Service time went down and the Menu Board time increased slightly.

Customize Dashboard/Leaderboard

Customize Dashboard

| Stores | | | Current Week | | | Current Day | | |
|--------|-------|------|--------------|-----|-------|-------------|-------|-----|
| Rank | Store | Goal | Cars | Avg | Goal% | Cars | Goal% | Avg |
| 1 | 44165 | 210 | 66 | 165 | 77 | 66 | 77 | 165 |
| 4 | 55171 | 210 | 59 | 171 | 71 | 59 | 71 | 171 |
| 8 | 66188 | 210 | 85 | 166 | 69 | 85 | 69 | 166 |

Key Performance Indicator (KPI)

Save Changes | Cancel

Time Measurement

- Previous Day
- Current Month
- Previous Month
- Previous Week
- Current Daypart
- Previous Daypart

Customize Dashboard ("+" options)

Customize Leaderboard

| Stores | | |
|--------|-------|------|
| Rank | Store | Goal |
| 1 | 44165 | 210 |
| 4 | 55171 | 210 |
| 8 | 66188 | 210 |

Primary Goal Colors

< Goal A: #00b04c

< Goal B: #dcb000

> Goal B: #b40000

Time Measurement

- Current Hour
- Previous Hour
- Current Day
- Previous Day
- Current Daypart
- Previous Daypart
- Current Rolling Hour
- Previous Rolling Hour

Customize Leaderboard ("+" options)

The process for customizing the *Dashboard* and *Leaderboard* is the same. From the Zoom Dashboard screen, select **Customize Dashboard** to create or modify a custom view on the Dashboard. From the the Gear icon (⚙️), select **Customize Leaderboard**.

To create a customized dashboard or leaderboard, begin by selecting a *Time Measurement** using the plus sign (+) in an open column.

There are eight available time measurements:

Custom Dashboard: *Current Week, Current Day, Previous Day, Current Month, Previous Month, Previous Week, Current Daypart and Previous Daypart.*

Custom Leaderboard: *Current Hour, Previous Hour, Current Day, Previous Day, Current Daypart, Previous Daypart, Current Rolling Hour and Previous Rolling Hour.*

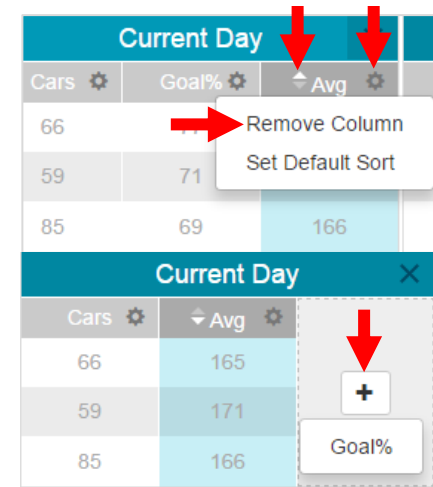
To remove a *Key Performance Indicator* (KPI)** from a time measurement, click on the (⚙️) icon next to the KPI you'd like to remove, then select **Remove Column**.

To add a new KPI (Cars, AVG, Goal%), use the plus sign (+) exposed after deletion.

Cars are the total number of cars that have been counted for a respective time measurement; **Avg** is the average total 1 time for a respective time measurement; and **Goal%** is the percentage of cars that have come in underneath their *Goal A* times for a respective time measurement.

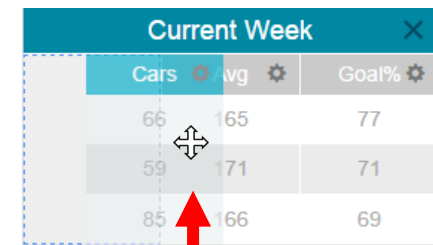
To switch a *Time Measurement* position with another time measurement or switch a KPI with another KPI, simply click on the column heading or KPI you want to move and drag-and-drop it to a new location.

Click on a column's Gear Icon (⚙️) to access the **Set Default Sort** option, and adjust it using the ▲ or ▼ arrows next to the category name [sort to Ascending (▲) or Descending order (▼)]. The default sort establishes the KPI by which all of your stores are ranked.



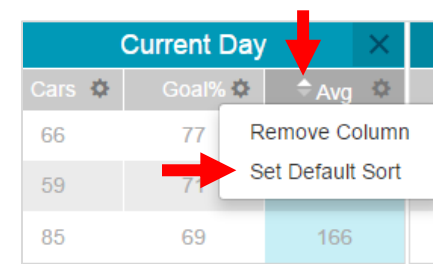
| Current Day | | |
|-------------|----------|--------|
| Cars ⚙️ | Goal% ⚙️ | Avg ⚙️ |
| 66 | | |
| 59 | 71 | |
| 85 | 69 | 166 |

| Current Day | | |
|-------------|--------|----------|
| Cars ⚙️ | Avg ⚙️ | Goal% ⚙️ |
| 66 | 165 | |
| 59 | 171 | |
| 85 | 166 | |



| Current Week | | |
|--------------|--------|----------|
| Cars ⚙️ | Avg ⚙️ | Goal% ⚙️ |
| 66 | 165 | 77 |
| 59 | 171 | 71 |
| 85 | 166 | 69 |

Drag-and-Drop

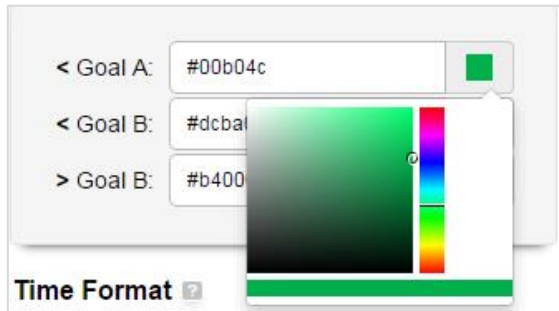


| Current Day | | |
|-------------|----------|--------|
| Cars ⚙️ | Goal% ⚙️ | Avg ⚙️ |
| 66 | 77 | |
| 59 | 71 | |
| 85 | 69 | 166 |

* Some Time Measurements for Custom Dashboard and Custom Leaderboard differ.

** Valid Key Performance Indicators (KPI) are Cars, Avg and Goal%.

Primary Goal Colors (Custom Leaderboard)



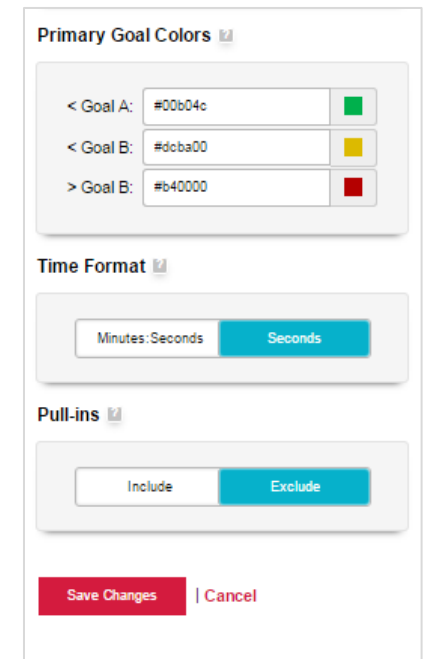
Select a custom goal color for your master A, B and over B goals by using the color pickers*. These colors will allow you to easily identify the performance metrics for each of your stores.

Time Format

Select the default time format** that will be shown on your dashboards and reports.

Pull-Ins

For dashboards and reports, you can choose to either include pull-in*** data or exclude it.



* You can also manually enter the hexadecimal value of the color if you prefer.

** Time format may be shown in minutes:seconds or in seconds.

*** A pull-in is a vehicle that entered the drive-thru lane after the first ON detection point, and exited through the last ON detection point.

ZOOM REPORTS

The **ZOOM REPORTS** page allows you to select and view summary reports from ZOOM® system data for various time periods. You can then email csv or pdf versions of the reports.

WELCOME ZOOM DASHBOARD ZOOM REPORTS MY ACCOUNT SETTINGS



- 1** On the **Summary Reports** page, place your cursor over the question mark next to any topic for an explanation of its function.
- 2** Click on the box next to each store you would like to have shown on the report, or click on the **Store** box at the top to select all stores on the list. If there are more than four stores listed, use the scroll bar on the right to scroll down the list.
- 3** Click on the arrow to select how you want the data displayed: Day, Daypart, Week, or Raw Data.
- 4** Click on the **From** and **To** calendar icons to select the desired start and end dates for the report.

The screenshot shows the 'Summary Reports' form with the following elements and annotations:

- Annotation 1:** Points to a question mark icon next to the 'Store' header.
- Annotation 2:** Points to the checkbox column for selecting stores.
- Annotation 3:** Points to the dropdown arrow for the 'Time Measure' field.
- Annotation 4:** Points to the calendar icon for the 'From' date field.

| Store ? | Number |
|----------------------------------|----------|
| <input type="checkbox"/> Store 1 | #133 |
| <input type="checkbox"/> Store 2 | #550 |
| <input type="checkbox"/> Store 3 | #396 |
| <input type="checkbox"/> Store 4 | #3963396 |

Time Measure ?

Day

From ? To ?

04/08/2015 04/08/2015

Advanced Options ▼

- 5** Either leave **Open** and **Close** checked for the report to show data for the store hours configured in ZOOM®, or deselect **Open/Close**, and click on the arrows to select the desired start and end times.
- 6** Select **Time Slice** if you want the report to show only the data between the times chosen in #5, during each day of the time period chosen in #4.
- 7** Select **Cumulative** if you want the report to show all data beginning with the **From** date and time chosen in #4 and #5, and ending with the **To** date and time chosen in #4 and #5.
- 8** Select **Longest Times** and/or **System Statistics** if you want to include them in the report (only available for single-store reports).
- 9** Select the report format to be in **Seconds** or **Minutes/Seconds**.

Note: Reports that include Advanced Options are generated by CSV and sent to the user email address entered during login.

Click to expand **Advanced Options**

The screenshot shows a web form titled "Advanced Options" with a red arrow pointing to the title. The form contains several sections: "Open" and "Close" checkboxes, a "Type" section with "Time Slice" and "Cumulative" radio buttons, an "Include" section with "Longest Times" and "System Statistics" checkboxes, and a "Format" section with "Seconds (sec)" and "Minutes (min:sec)" radio buttons. Red arrows with numbers 5 through 9 point to these specific fields: 5 points to the "Open" and "Close" checkboxes, 6 points to the "Time Slice" radio button, 7 points to the "Cumulative" radio button, 8 points to the "Longest Times" and "System Statistics" checkboxes, and 9 points to the "Seconds (sec)" and "Minutes (min:sec)" radio buttons.

5

6

7

8

9

10 A summary of your chosen report criteria is displayed. “**Select a Store**” is displayed next to “Stores” if there are no stores selected.

11 To generate reports quickly, your search criteria can be saved as a Report Template. Click the box next to **Save as Template** to add a check. Enter a name for your template. Once the report is generated, the template will be saved.

12 Saved Report Templates are displayed here. Click a saved report, then click on the Generate Report button to generate the report. You can save up to 10 templates. **13** Click the red box to delete a saved report template.

14 Click on the red **Generate Report** button to generate the report.

The screenshot shows the 'Summary Reports' interface. On the left, there's a 'Store' selection table with four rows: Store 1 (#133), Store 2 (#550), Store 3 (#396), and Store 4 (#3963396). Below this is a 'Time Measure' dropdown set to 'Day', and date pickers for 'From' (03/08/2015) and 'To' (04/08/2015). An 'Advanced Options' section includes checkboxes for 'Open' and 'Close', and radio buttons for 'Time Slice' and 'Cumulative'. At the bottom left, there are 'Include' checkboxes for 'Longest Times' and 'System Statistics', and a 'Format' section with radio buttons for 'Seconds (sec)' and 'Minutes (min:sec)'. On the right, the 'Criteria' section displays the current settings: 'Stores: 5505,1337', 'From: 03/08/2015 To: 04/08/2015', 'Time Measure: Day', 'Include: None', and 'Format: Minutes (min:sec)'. Below the criteria is a 'Save as Template' checkbox (checked) and a list of saved templates: 'Template 1' and 'Template 2'. Each template has a red 'X' icon to its right. At the bottom right is a large red 'Generate Report' button.

Summary Reports

Store ☐ Number

| | |
|----------------------------------|----------|
| <input type="checkbox"/> Store 1 | #133 |
| <input type="checkbox"/> Store 2 | #550 |
| <input type="checkbox"/> Store 3 | #396 |
| <input type="checkbox"/> Store 4 | #3963396 |

Time Measure ☐

Day

From ☐ To ☐

03/08/2015 04/08/2015

Advanced Options ☐

-- -- AM -- -- PM

☒ Open ☐ Close

Type

☐ Time Slice ☒ Cumulative

*Reports including Advanced Options are generated by CSV and sent by email.

Include

☐ Longest Times ☐ System Statistics

Format ☐

☐ Seconds (sec) ☒ Minutes (min:sec)

Saved Report Templates ☐

Template 1 ☐

Template 2 ☐

Criteria

Stores: 5505,1337 ...

From: 03/08/2015 To: 04/08/2015

Time Measure: Day

Include: None

Format: Minutes (min:sec)

☒ Save as Template

Generate Report

SUMMARIZED REPORTS

When a report for a single store is generated, the rows are broken down into Days, and the color-coated columns are broken into the average time for the metered events of the drive-thru.

1 While reviewing summarized reports, click **Pages** to expand the screen to include all pages, or you can click **<** or **>** to view each page.

2 Click on an individual day to Open or Close the displayed graph broken into Dayparts.

3 Click the **Email Report** drop-down to have a summarized report emailed as a PDF or CSV file.

Note: Emailed reports are sent to the user email address entered during login.

3 → **Email Report** ▼

Summarized Report

Store #: 18014
Store Desc.: Store 1

Start Time: Mar 8, 2015 OPEN
Stop Time: Apr 8, 2015 CLOSE

Print Date: Apr 8, 2015
Print Time: 2:33 PM

Show: All / Pages
Page 1 of 5 < >

| AVERAGE TIME (min:sec) | | | | | | |
|-----------------------------|------------|-------|---------|--------------|------------|------------|
| Day | Menu Board | Greet | Service | Lane Queue * | Lane Total | Total Cars |
| 03/08/2015 OPEN - CLOSE | 0:41 | 0:02 | 1:16 | 1:33 | 3:31 | 458 |
| 03/09/2015 OPEN - CLOSE | 0:34 | 0:03 | 0:57 | 1:19 | 2:50 | 600 |
| 03/10/2015 OPEN - CLOSE | 0:35 | 0:03 | 1:08 | 1:46 | 3:31 | 626 |
| 03/11/2015 OPEN - CLOSE | 0:35 | 0:03 | 1:12 | 2:11 | 3:58 | 621 |
| 03/12/2015 OPEN - CLOSE | 0:40 | 0:04 | 1:09 | 1:53 | 3:43 | 647 |
| 03/13/2015 OPEN - CLOSE | 0:36 | 0:03 | 0:58 | 1:44 | 3:19 | 777 |
| 03/14/2015 OPEN - CLOSE | 0:42 | 0:04 | 1:12 | 1:52 | 3:47 | 579 |
| Total Day (W-Avg) | 0:37 | 0:03 | 1:07 | 1:46 | 3:31 | 4308 |

Page 1 of 5 < >

2 → (Click on a day row)

1 → (Click on Page 1 of 5)

Once you open a specific day in the report, that day will be displayed in Dayparts.

1 The rows on the graph are broken down into shifts, and the color-coated columns display the average time for the metered events of the drive-thru. The shift time is displayed beneath each Daypart.

Email Report 

Summarized Report


Store #: 18014
Store Desc.: Store 1

Start Time: Mar 8, 2015 OPEN
Stop Time: Mar 8, 2015 CLOSE

Print Date: Apr 8, 2015
Print Time: 2:32 PM

Show: All / [Pages](#)

1

→

| AVERAGE TIME (min:sec) | | | | | | |
|--|------------|-------|---------|------------|------------|------------|
| Daypart | Menu Board | Greet | Service | Lane Queue | Lane Total | Total Cars |
| 03/08 - Daypart 1 05:00AM - 06:44AM | 0:28 | 0:02 | 1:19 | 0:36 | 2:24 | 9 |
| 03/08 - Daypart 2 06:45AM - 09:14AM | 0:33 | 0:02 | 0:59 | 1:19 | 2:52 | 58 |
| 03/08 - Daypart 3 09:15AM - 11:29AM | 0:43 | 0:02 | 0:52 | 1:02 | 2:38 | 76 |
| 03/08 - Daypart 4 11:30AM - 01:29PM | 0:47 | 0:02 | 1:01 | 1:16 | 3:05 | 61 |
| 03/08 - Daypart 5 01:30PM - 04:59PM | 0:40 | 0:03 | 1:14 | 2:03 | 3:58 | 118 |
| 03/08 - Daypart 6 05:00PM - 06:59PM | 0:45 | 0:03 | 1:36 | 1:54 | 4:16 | 49 |
| 03/08 - Daypart 7 07:00PM - 11:59PM | 0:39 | 0:03 | 1:52 | 1:33 | 4:05 | 87 |
| Total Daypart (W-Avg) | 0:41 | 0:02 | 1:16 | 1:33 | 3:31 | 458 |

Page 1 of 1



GOAL STATISTICS

Below Day and Daypart Summarized Reports are the Goal Statistics for the day or daypart. Displayed are the average performance per event, based on the criteria chosen to generate the report.

| GOALS STATISTICS FOR DAY | | | | | |
|--------------------------|-------------------------------|-------|---------|--------------|------------|
| | AVERAGE PERFORMANCE PER EVENT | | | | |
| | Menu Board | Greet | Service | Lane Queue * | Lane Total |
| < Goal A (min:sec) | 1:00 | 0:05 | 1:00 | 0:30 | 2:30 |
| Cars | 3651 | 3402 | 2511 | 727 | 1471 |
| % | 85% | 79% | 58% | 17% | 34% |
| < Goal B (min:sec) | 1:30 | 0:10 | 1:30 | 0:30 | 3:30 |
| Cars | 457 | 744 | 746 | 0 | 1005 |
| % | 11% | 17% | 17% | 0% | 23% |
| < Goal C (min:sec) | 2:30 | 0:15 | 2:30 | 0:00 | 5:00 |
| Cars | 181 | 102 | 677 | 0 | 1026 |
| % | 4% | 2% | 16% | 0% | 24% |
| < Goal D (min:sec) | 3:00 | 0:20 | 3:00 | 1:00 | 7:00 |
| Cars | 12 | 26 | 130 | 958 | 597 |
| % | 0% | 1% | 3% | 22% | 14% |
| > Goal D (min:sec) | 3:00 | 0:20 | 3:00 | 1:00 | 7:00 |
| Cars | 7 | 34 | 244 | 2623 | 209 |
| % | 0% | 1% | 6% | 61% | 5% |

* Derived performance to goal (Lane Queue goal = Lane Total goal - Menu goal - Service goal)

| GOALS STATISTICS FOR DAYPART | | | | | |
|------------------------------|-------------------------------|-------|---------|--------------|------------|
| | AVERAGE PERFORMANCE PER EVENT | | | | |
| | Menu Board | Greet | Service | Lane Queue * | Lane Total |
| < Goal A (min:sec) | 1:00 | 0:05 | 1:00 | 0:30 | 2:30 |
| Cars | 363 | 397 | 234 | 127 | 155 |
| % | 79% | 87% | 51% | 28% | 34% |
| < Goal B (min:sec) | 1:30 | 0:10 | 1:30 | 0:30 | 3:30 |
| Cars | 65 | 52 | 81 | 0 | 95 |
| % | 14% | 11% | 18% | 0% | 21% |
| < Goal C (min:sec) | 2:30 | 0:15 | 2:30 | 0:00 | 5:00 |
| Cars | 26 | 8 | 85 | 0 | 120 |
| % | 6% | 2% | 19% | 0% | 26% |
| < Goal D (min:sec) | 3:00 | 0:20 | 3:00 | 1:00 | 7:00 |
| Cars | 3 | 1 | 17 | 93 | 65 |
| % | 1% | 0% | 4% | 20% | 14% |
| > Goal D (min:sec) | 3:00 | 0:20 | 3:00 | 1:00 | 7:00 |
| Cars | 1 | 0 | 41 | 238 | 23 |
| % | 0% | 0% | 9% | 52% | 5% |

* Derived performance to goal (Lane Queue goal = Lane Total goal - Menu goal - Service goal)

RAW CAR DATA REPORT

1 When you click on a daypart listed from a Summarized Report, a Raw Car Data Report for that daypart is generated.

2 Lane event times are broken down for each car that passed through the drive-thru, including the Lane Total time and Departure Time.

3 Click the **Email CSV version** button to have a summarized report emailed as a CSV file.

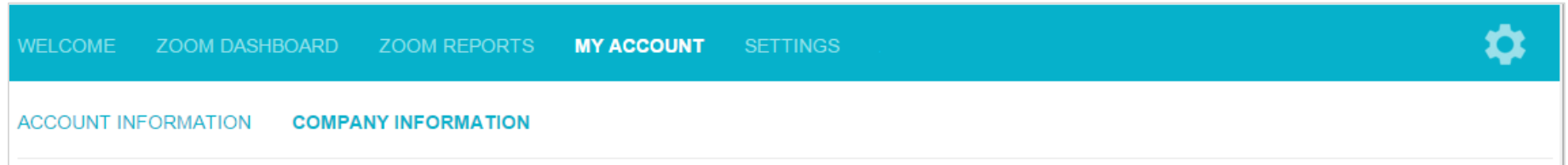
Note: Emailed reports are sent to the user email address entered during login.

The screenshot shows the 'Raw Car Data Report' interface. At the top, there are two daypart buttons: '03/08 - Daypart 1' (05:00AM - 06:44AM) and '03/08 - Daypart 2' (06:45AM - 09:14AM). A red arrow labeled '1' points to the first daypart button. Below these buttons is a red button labeled 'Email CSV version', with a red arrow labeled '3' pointing to it. The main report area has a blue header 'Raw Car Data Report' and the HME ZOOM logo. Below the header, it displays 'Store #: 18014', 'Store Desc.: Store 1', 'Start Time: Mar 8, 2015 5:00AM', 'Stop Time: Mar 8, 2015 6:44AM', 'Print Date: Apr 9, 2015', and 'Print Time: 7:24 AM'. A section titled 'DP1 OPEN-06:44' is highlighted. Below this is a table with 8 columns: 'Departure Time', 'Event Name', 'Cars In Queue', 'Menu Board', 'Greet', 'Service', 'Lane Queue', and 'Lane Total'. A red arrow labeled '2' points to the 'Lane Total' column. The table contains 9 rows of data for car departures.

| Departure Time | Event Name | Cars In Queue | Menu Board | Greet | Service | Lane Queue | Lane Total |
|------------------------|---------------|---------------|------------|-------|---------|------------|------------|
| 2015-03-08 05:03:47 AM | Car_Departure | 1 | 0:10 | 0:02 | 0:35 | 0:10 | 0:55 |
| 2015-03-08 05:24:47 AM | Car_Departure | 1 | 0:28 | 0:02 | 1:09 | 0:14 | 1:51 |
| 2015-03-08 05:38:23 AM | Car_Departure | 2 | 0:32 | 0:02 | 1:28 | 0:11 | 2:11 |
| 2015-03-08 05:38:52 AM | Car_Departure | 1 | 0:16 | 0:02 | 0:23 | 1:20 | 1:59 |
| 2015-03-08 06:10:12 AM | Car_Departure | 1 | 0:17 | 0:03 | 0:19 | 0:08 | 0:44 |
| 2015-03-08 06:22:43 AM | Car_Departure | 1 | 0:55 | 0:03 | 2:22 | 0:15 | 3:32 |
| 2015-03-08 06:37:08 AM | Car_Departure | 1 | 0:21 | 0:02 | 2:13 | 0:32 | 3:06 |
| 2015-03-08 06:42:51 AM | Car_Departure | 4 | 0:53 | 0:03 | 2:42 | 0:12 | 3:47 |
| 2015-03-08 06:43:38 AM | Car_Departure | 3 | 0:28 | 0:03 | 0:44 | 2:25 | 3:37 |

MY ACCOUNT

When you select **MY ACCOUNT**, the **ACCOUNT INFORMATION** page appears, showing your basic account information. To view your company information, click on **COMPANY INFORMATION**.



Explanations and examples of ACCOUNT and COMPANY INFORMATION are on the following pages.

ACCOUNT INFORMATION

The **ACCOUNT INFORMATION** page allows you to view/edit your HME CLOUD™ account information, and to change your password. Click on the desired field to enter or change any information. If you change the password, a confirmation email will be sent to your email address.

At the lower-right of the page, account owners can elect whether or not to share their store data with their corporate office. This part of the page will only be seen by account owners.

Account Information

User Information

User Name:

YourEmail@biz.com

User Permission Level:

Company Admin

User Store Access:

999109,999102,999104,999106,999107,999108

Current Password: *

New Password: *

Confirm New Password: *

First Name: *

Your

Last Name: *

Name

Job Title:

Office Number:

Mobile Phone:

Fax:

Password Requirements

- The length of the password must be at least eight (8) characters and not more than sixteen (16) characters.
- The password may not contain blank spaces.
- The password must contain at least one (1) character from each of the three (3) groups below:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numerals (0 through 9)

Share Data With Corporate | Agreement

Green Driveins

☐ Shared

☒ Not Shared

Restaurant Corp

☒ Shared

☐ Not Shared

Save

Cancel

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NOTE: This area is only visible to the HME CLOUD account owner. All other users on the account will not see it.

COMPANY INFORMATION

The **COMPANY INFORMATION** page allows account owners to view/edit information about their company. Other users can view, but cannot edit the information.

Company Information

Company Name: *

Goodie Seafood

HME Avante #:

Address Line 1: *

243 Main Street

Address Line 2:

Address Line 3:

Address Line 4:

City: *

Townville

Country: *

United States ▼

State: *

CA - California ▼

Zip: *

99123

Phone: *

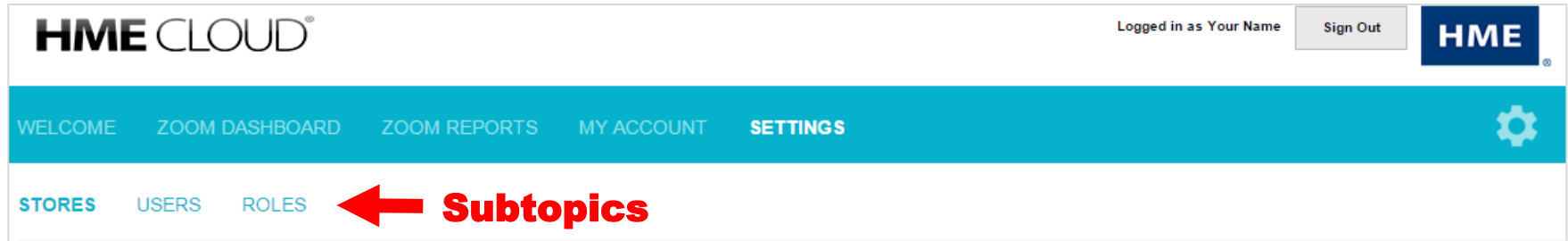
2348912434

Fax:

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SETTINGS

The **SETTINGS** page provides subtopics pertaining to the stores and users under your control. Click on a subtopic to view or change any pertinent information.



Explanations and examples of these subtopics are on the following pages.

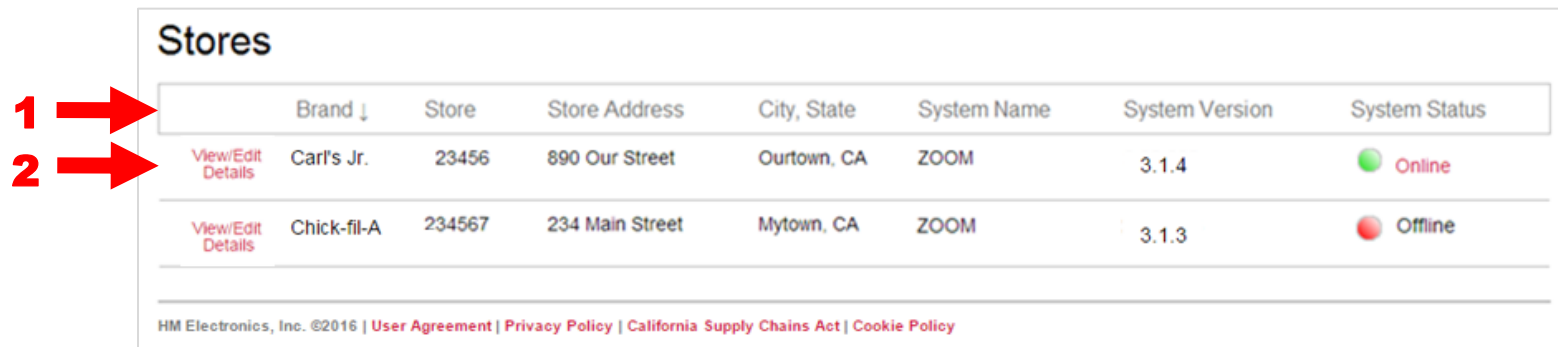
STORES

The **STORES** page allows you to view a list all of your stores, including their ZOOM® software version, and whether or not they are currently online with the HME CLOUD™.

When a new ZOOM® timer system is installed and configured with the correct email address, it will automatically appear in Stores.

1 You can sort data on the list by clicking on any of the gray headings above the data columns, and reverse the order of the column by clicking again on its heading.

2 Any user with the respective permissions, can view and edit the store name for any store on the list by clicking on **View/Edit Details** to the left of the store entry, and then adding/changing data ([next page](#)). See [ROLES](#), pg. 27, to learn about setting permissions.



| | Brand ↓ | Store | Store Address | City, State | System Name | System Version | System Status |
|-----------------------------------|-------------|--------|-----------------|-------------|-------------|----------------|----------------------|
| View/Edit Details | Carl's Jr. | 23456 | 890 Our Street | Ourtown, CA | ZOOM | 3.1.4 | Online |
| View/Edit Details | Chick-fil-A | 234567 | 234 Main Street | Mytown, CA | ZOOM | 3.1.3 | Offline |

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View/Edit Details

View and/or edit the details for a listed store. An entered *Store Name* will display that store name on *Summary Reports, Generated Reports* as well as the *Leaderboard*. Select **Save** when you've updated store details. The **ZOOM** tab displays the ZOOM registration information.

Store Details

ZOOM

X

Brand: *

Rally's

Store Name:

Store Number: *

103

Address Line 1: *

8667 MACHA RD

Address Line 2:

Address Line 3:

Address Line 4:

City: *

Valley

Region: *

CA

Zip: *

Country: *

United States

Phone: *

Fax:

Save

Cancel

USERS

The **USERS** page allows all users to view a list of all personnel with access to their HME CLOUD™ account, and **1** rearrange data on the list by clicking on any of the gray headings above the data columns. Users with permission can add, edit or remove users as follows. Users with permission: **2** can add users to their list by clicking on **Add a User**; **3** can view/edit information for any user on the list by clicking on **View/Edit User** to the left of the Username, and then add/change data on the **User Details** display; **4** can remove existing users from access to the HME CLOUD™ account by clicking on **Remove User**; **5** when adding a user, can choose the appropriate role for that user; **6** can select the store(s) data to which this user will have access by clicking on the appropriate boxes; **7** can save their entries by selecting **Save**, or select **Cancel** to exit without saving.

The image shows two screenshots of a web application interface. The top screenshot, titled "Users", displays a table of users with columns for Username, First Name, Last Name, and Role. Red callouts indicate: **2** pointing to the "+ Add a User" button; **1** pointing to the "Username" column header; and **3** pointing to the "View/Edit User" link next to the first user. The bottom screenshot, titled "User Details", shows the form for editing a user. Red callouts indicate: **4** pointing to the "Remove User" button; **5** pointing to the "User Access Level" dropdown menu; **6** pointing to the "Store Access" list of checkboxes; and **7** pointing to the "Save" button.

Users

2 → + Add a User

| | Username ↓ | First Name | Last Name | Role |
|---------------------------|----------------------|------------|-----------|------------------|
| 1 → View/Edit User | admin@coname.com | Daniel | Nelson | Company Admin |
| 3 → View/Edit User | regionmgr@coname.com | Joseph | Davila | Regional Manager |
| View/Edit User | storemgr@coname.com | Maria | Caballero | Store Manager |

User Details

Username(Email Address): * storemgr@coname.com | Remove User **4**

First Name: * Maria

Last Name: * Caballero

Status: * ☒ Active ☐ Inactive

User Access Level: * Store Manager **5**

Store Access: Select all that apply * **6**

- ☐ MH Bar-B-Q #1988
- ☒ MH Bar-B-Q #1337
- ☐ MH Bar-B-Q #1338
- ☐ MH Bar-B-Q #1339
- ☐ MH Bar-B-Q #1340

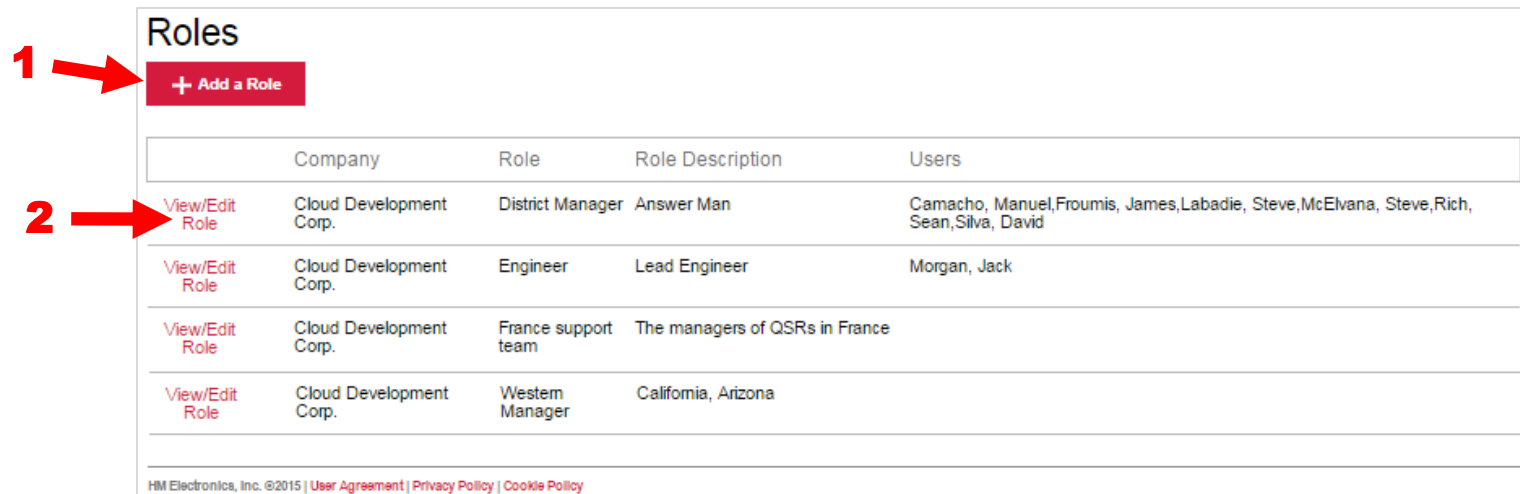
Select All | Deselect All

7 → Save | Cancel

ROLES

Users with permission can add, edit or delete Roles as follows.

1 To add a new Role, click on **Add a Role**. **2** To view or edit an existing Role, click on **View/Edit Role** to the left of the desired Role. On the page that appears, you will be able to edit the selected Role and add/delete permissions for that Role.



| Roles | | | | |
|--------------------------------|-------------------------|---------------------|--------------------------------|---|
| | Company | Role | Role Description | Users |
| View/Edit Role | Cloud Development Corp. | District Manager | Answer Man | Camacho, Manuel,Froumis, James,Labadie, Steve,McElvana, Steve,Rich, Sean,Silva, David |
| View/Edit Role | Cloud Development Corp. | Engineer | Lead Engineer | Morgan, Jack |
| View/Edit Role | Cloud Development Corp. | France support team | The managers of QSRs in France | |
| View/Edit Role | Cloud Development Corp. | Western Manager | California, Arizona | |

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If you selected **Add a Role** or **View/Edit Role**, the following page will appear.

1 Enter any desired name for the new Role. An optional description of the Role can be entered below the Role Name.

2 Check the box for each permission you would like to assign the new Role. At least one box must be checked.

3 Click on **Save** to save the new Role as entered.

4 Permanently delete a Role.

Note: Before you can delete a role, you must first reassign users to another role. Roles that still contain associated users cannot be deleted.

The screenshot shows a web form titled "Role Details". It contains a "Role Name" field with the value "Company Admin" and a "Delete Role" link. Below it is a "Role Description" field with the value "MIC". The "Permissions" section is divided into "Basic" and "Admin" categories, each with a list of permissions and checkboxes. At the bottom, there are "Save" and "Cancel" buttons, and "Select All" and "Deselect All" links. Red arrows with numbers 1 through 4 point to the "Role Name" field, the "Permissions" section, the "Save" button, and the "Delete Role" link, respectively.

Role Details

1 → Role Name: * Company Admin | Delete Role → 4

Role Description: MIC (optional)

Permissions

2 →


| Basic | Admin |
|--|--|
| <input checked="" type="checkbox"/> AddRole | <input checked="" type="checkbox"/> PerformDeviceRestart |
| <input checked="" type="checkbox"/> AddUser | <input checked="" type="checkbox"/> ViewAllStores |
| <input checked="" type="checkbox"/> EditRole | |
| <input checked="" type="checkbox"/> EditStoreBasic | |
| <input checked="" type="checkbox"/> EditUser | |
| <input checked="" type="checkbox"/> RemoteConnect | |
| <input checked="" type="checkbox"/> RemoveRole | |
| <input checked="" type="checkbox"/> RemoveUser | |

3 → Save | Cancel

Select All | Deselect All

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HELP

Click on the Gear icon () , then click **HELP** on the menu bar. A list of Frequently Asked Questions will appear. If none of the advice provided answers your question, contact your HME® dealer/distributor, or the HME Technical Support department as follows:

Phone: 800.848.4468 • Fax: 858.552.0172 • Email: cloudsupport@hme.com • Web: www.hme.com