

# Navigating and Generating Multi and Single Store Reports in the HME CLOUD® Reporting System

**Multi Store Report** User Guide [Download](#) [Save as Template](#) [Apply](#)

HME Version 3.1.3

Groups / Stores

- Select all
- Store Manager (Lauren)
- Store Manager (Lisa)
- Store Manager (Paul)
- Unassigned
- 4444 Super Sandwich - Carone

Date Range

OPTIONS:  Date Interval  Custom Dates

Current Week

11/26/2023 | 11/30/2023

Aggregations

HIERARCHY:  |

TIME MEASURE:  |  |

Additional Options

TIME FORMAT:  |

INCLUDE PULL-INS:  |

Group / Store	Menu Board	Average Times										Lane Queue	Lane Total
		Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	PF Window	Wait Area 1	Wait Area 2		
012345 Super Sandwich - Bloom		22	22	22	22	25	20					45	11
4444 Super Sandwich - Carone		34	34	35	34	34	34			51	51	33	1
4722 Super Sandwich - Whigton		23	23	23	23	22	22		1			28	1
0543 Super Sandwich - Vista		23	23	23	23	25	25					50	6
7896 Super Sandwich - Norma	9	9	9				9	9				20	2
8996 Super Sandwich - Carlsbad	9	9	9				9	9				20	2

Goals % per Store (Lane Total)

- 4444 Super Sandwich - Carone: 100%
- 4722 Super Sandwich - Whigton: 100%
- 0543 Super Sandwich - Vista: 100%
- 7896 Super Sandwich - Norma: 100%
- 8996 Super Sandwich - Carlsbad: 100%
- 012345 Super Sandwich - Bloom: 100%

Multi Store - Summary Report

HME CLOUD

**Reports Overview**

Recently Viewed Reports

- Raw Car Data Report
- Performance Analysis
- Outliers Dashboard
- Trends Report

Recently Viewed Templates

No templates have been visited yet

Super Sandwich - Carlsbad

Super Sandwich - Mayo

Super Sandwich - Popoyo

Super Sandwich - Vista

No templates available

**Raw Car Data Report**

Raw drive-thru event data by store.

[Show Full Report](#)

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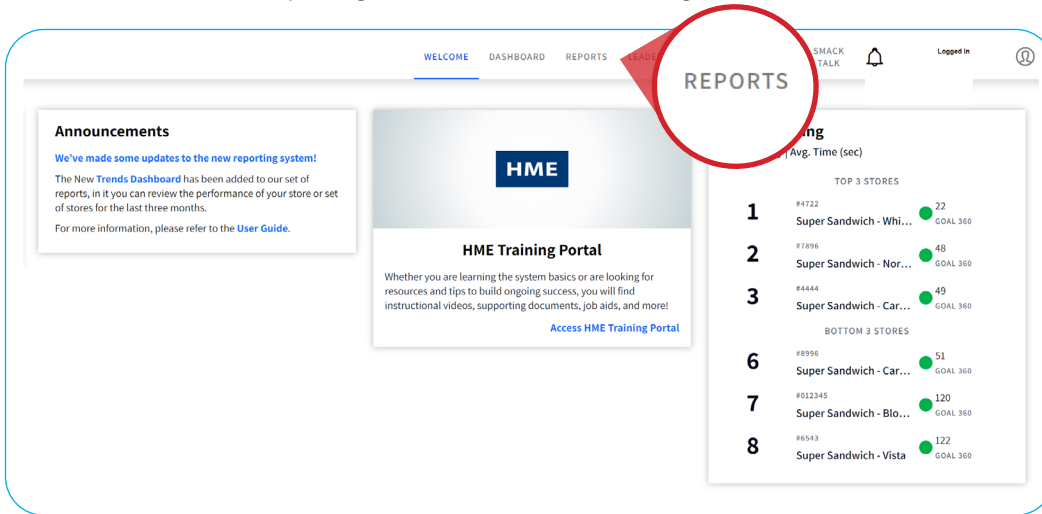
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# Navigating & Generating Multi and Single Reports

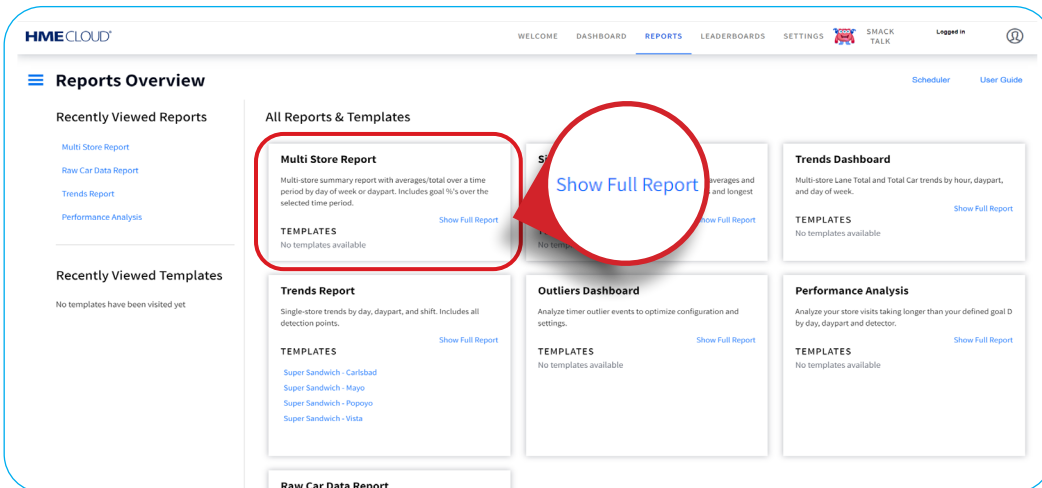
## Locating the Reports Page in HME CLOUD

1. Log into your HME CLOUD account.
2. Click on **REPORTS** in the top navigation bar of the Welcome Page.



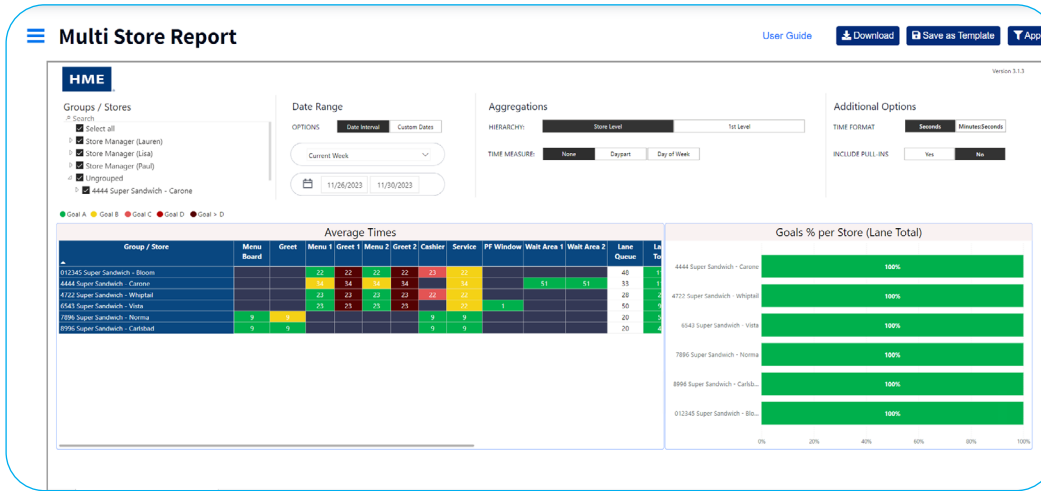
## Multi Store Reports

3. You will be taken to the **Reports Overview** page.
4. Select **Show Full Report** from the **Multi Store Report** box.



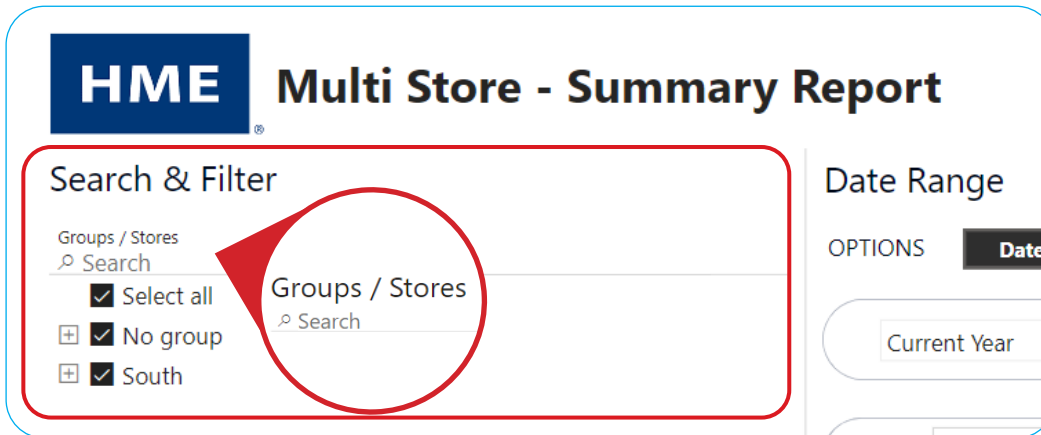
# Multi Store Reports

1. You will be taken to the **Multi Store Report** page.

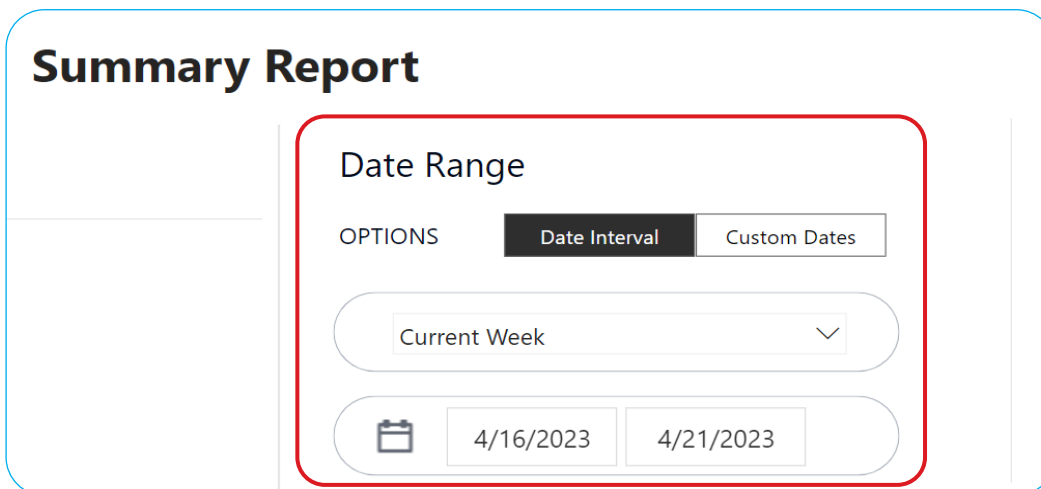


2. The top section contains **Search & Filter** options you can edit to customize your Reports.

3. Select which **Group(s)** or **Store(s)** you would like to include in your Report by clicking on the checkbox next to your desired store, or by typing the name of a store into the **Search bar**.



4. Select your desired **Date Range** of your Report by clicking the dropdown arrow under **Current Week**, any of the other options in the dropdown, or entering your own **Custom Dates**.



5. Under **Aggregations**, select your **HIERARCHY**, **TIME MEASURE**, and **TOGGLE VIEW** options.

**Note:** The **HIERARCHY Levels** represent your company's organizational structure and are set using the **SETTINGS** tab of the HME Cloud Welcome page.

**TIME MEASURE** changes the first column of the report between **Group / Store**, **Day of Week**, or **Daypart**.

**TOGGLE VIEW** will only appear if you have selected **Daypart** or **Day of Week** next to **TIME MEASURE**.

**TOGGLE VIEW** changes the view of the **Average Times** table to display by **Group / Store**, **Day of Week**, or **Daypart**.

### Aggregations

HIERARCHY: Store Level 4th Level 3rd Level 2nd Level 1st Level

TIME MEASURE: None Daypart Day of Week

TOGGLE VIEW: Hierarchy Time Measure

6. Determine your **Additional Options** by selecting your desired preferences.

### Additional Options

TIME FORMAT Seconds Minutes:Seconds

INCLUDE PULL-INS Yes No

7. Your Report will reflect the preferences you selected from the **Aggregations** section.

Groups / Stores

Buscar

- Seleccionar todo
- Level 4
- North Zone
- report group test
- test group
- Ungrouped

Date Range

OPTIONS Date Interval Custom Dates

Current Week ▼

📅 12/4/2022 📅 12/6/2022

Aggregations

HIERARCHY: Store Level 4th Level 3rd Level 2nd Level 1st Level

TIME MEASURE: None Daypart Day of Week

Daypart

- Seleccionar t...
- No Daypart
- Daypart 1
- Daypart 2
- Daypart 3
- Select all
- Daypart 5
- Daypart 6

		Average Times										
Daypart	Group / Store	Pre-Menu	Menu Board	Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service 1	Service 2
No Daypart	203001 TTR1SLOT4 - Chicken...	9	9	9						9		
Daypart 1	110401 CTR1SLOT12 - 5 - Bur...	28	28	28					27	27		
Daypart 2	139724 CTR1SLOT15 - Dual ->				29	29	28	28	28	27	28	27
Daypart 3	110401 CTR1SLOT12 - 5 - Bur...	27	27	27	28	28	27	27	28	27	27	27
Daypart 4	139724 CTR1SLOT15 - Dual ->	27	27	27	28	28	28	28	28	28	27	28
Daypart 5	110401 CTR1SLOT12 - 5 - Bur...	28	28	27	27	28	28	28	28	28	27	27
Daypart 6	139724 CTR1SLOT15 - Dual ->	28	28	28	28	28	28	28	28	28	28	27

7. Click the **checkbox** on the left side of the page to display the **Day(s)** or **Daypart(s)** you wish to view.

North Zone  
 report group test  
 test group  
 Ungrouped

Current Week  
 12/4/2022 12/6/2022

TIME MEASURE: None Days

Goal A Goal B Goal C Goal D Goal > D

Day

Average Times

Group / Store	Pre-Menu	Menu Board	Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service 1	Service 2
0401 CTR1SLOT12 - S - Bur...		27	27					28	28		
139724 CTR1SLOT15 - Dual - ...				28	28	28	28				27
203001 TTR1SLOT4 - Chicken ...	9	9	9						9		
110401 CTR1SLOT12 - S - Bur...		28	28					28	27		
139724 CTR1SLOT15 - Dual - ...				28	28	28	28				27
203001 TTR1SLOT4 - Chicken ...	9	9	9						9		
110401 CTR1SLOT12 - S - Bur...		29	29					28	28		
203001 TTR1SLOT4 - Chicken ...	9	9	9						9		

8. The **Goals %** chart to the right of your Report shows how well your store did at meeting its configured goals.

**Note:** Hover over **Goals % per Store** graph to view individual goals.

Interval Custom Dates  
 12/6/2022

HIERARCHY: Store Level 4th Level 3rd Level 2nd Level 1st Level

TIME MEASURE: None Daypart Day of Week

TIME FORMAT: Seconds MinutesSeconds

INCLUDE PULL-INS: Yes No

Average Times

Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service 1	Service 2
27					28	28		
	28	28	28	28		9	27	28
					28	27		
	28	28	28	28		9	27	27
						9		
					28	28		
						9		

Goals % per Store

Detector Lane Total  
 Goal A 106,599 (54.03%)  
 Configured Master Goals  
 Goal A 258.67  
 Goal B 283.01  
 Goal C 339.44  
 Goal D 419.58

110401 CTR1SLOT12 - S - Burge... 22%  
 139724 CTR1SLOT15 - Dual N... 54%  
 203001 TTR1SLOT4 Chicken S... 100%

## Single Store Report

1. Navigate to the **Reports Overview** page.
2. Select **Show Full Report** from the **Single Store Report** box.

HMECLOUD WELCOME DASHBOARD **REPORTS** DASHBOARDS SETTINGS SMACK TALK Logged in

Reports Overview

Recently Viewed Reports  
 Single Store Report  
 Performance Analysis  
 Outliers Dashboard  
 Trends Dashboard

Recently Viewed Templates  
 Trends Report - Super Sandwich - Poppye

All Reports & Templates

**Multi Store Report**  
 Multi-store summary report with averages total over a time period by day of week or daypart. Includes goal %'s over the selected time period.  
 TEMPLATES: Standard Report Show Full Report

**Single Store Report**  
 Single store summary report expandable to view averages and totals across days and dayparts. Includes goal %'s and longest times.  
 TEMPLATES: Non-Standard sales report Show Full Report

**Trends Report**  
 Single-store trends by day, daypart, and shift. Includes all detection points.  
 TEMPLATES: Super Sandwich - Caribad, Super Sandwich - Hays, Super Sandwich - Poppye, Super Sandwich - Vista Show Full Report

**Outliers Dashboard**  
 Analyze timer outlier events to optimize configuration and settings.  
 TEMPLATES: By Daypart Show Full Report

**Performance Analysis**  
 Analyze your store visits taking longer than your defined goal ID by day, daypart and detector.  
 TEMPLATES: Standard Template Show Full Report

**Raw Car Data Report**  
 Raw drive-thru event data by store. Show Full Report

Show Full Report

3. The Single Store Report will look almost identical to your Multi Store Report, but will include a **Summary** above the Report.

4. At the bottom right of the page, you can view the **Longest Times** your store had at each detection point and **System Statistics** displays an overall view of your Timer's key performance indicators.

For help, call 800.848.4468 (options 1,2, and 3) or email: support@hme.com

