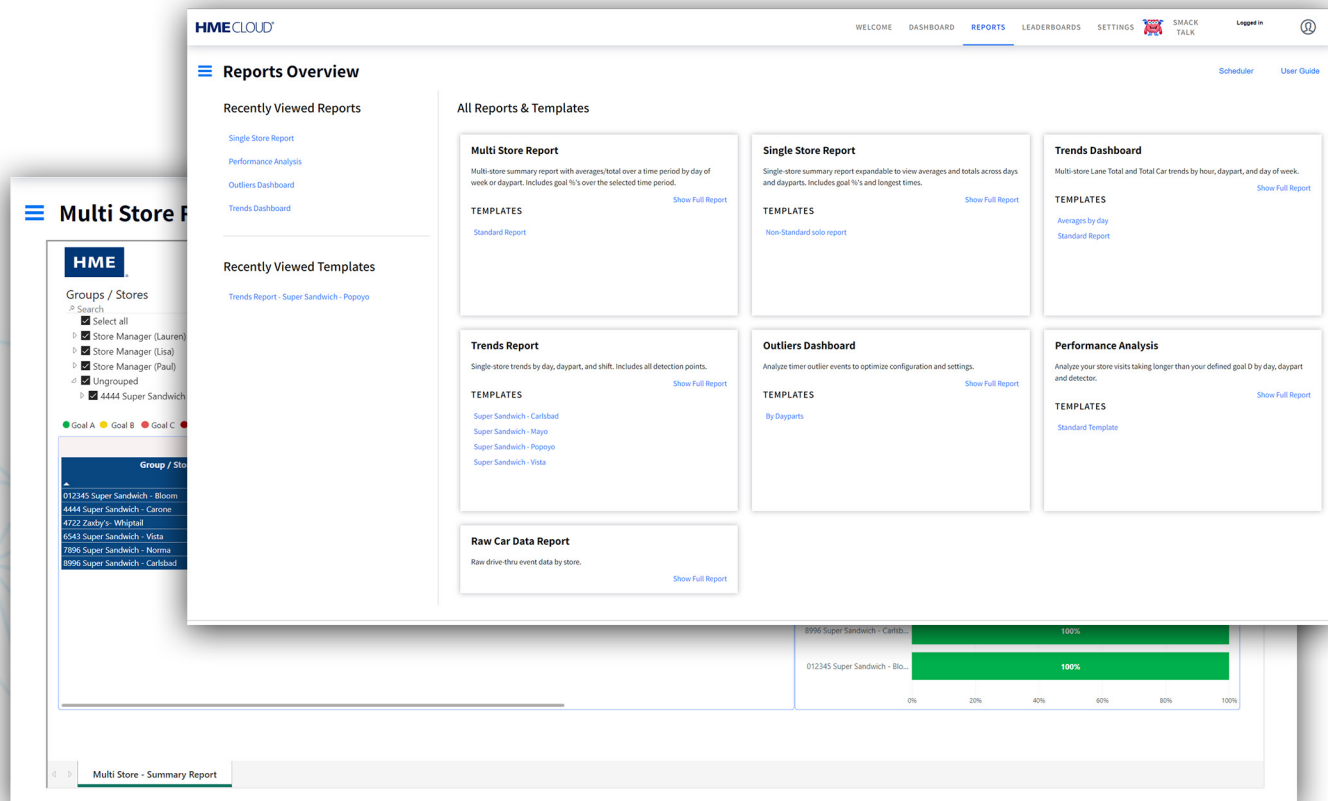


# Navigating and Generating **Reports** in the HME CLOUD® Reporting System User Guide



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**NOTE:** The Drive Off Summary Report is only available for stores using ZOOM® Nitro Vision AI

## Locating the Reports Page in HME CLOUD

1. Log into your HME CLOUD account.
2. Click/tap the REPORTS tab on the top navigation bar of the WELCOME Page.

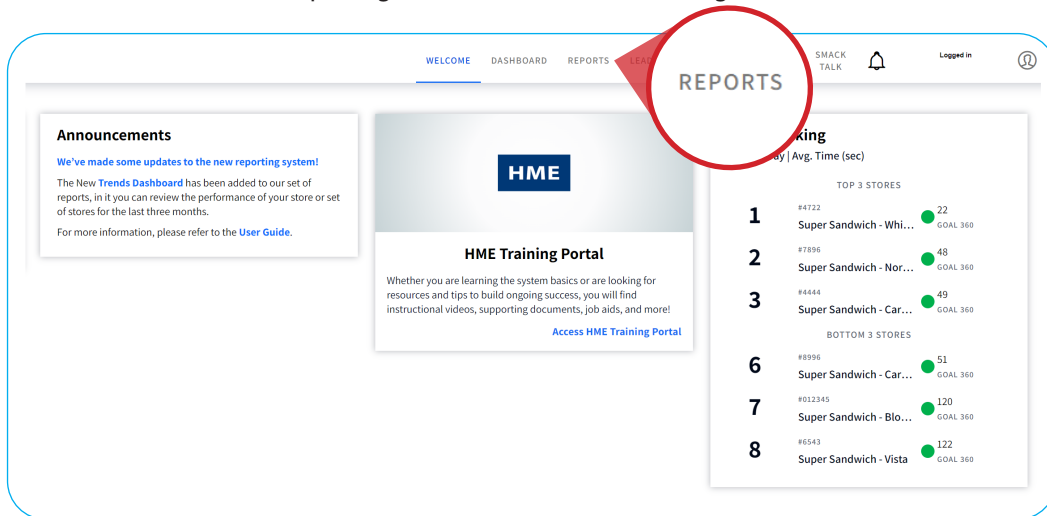


Fig. 1

## Drive Off Summary Report

3. You will be taken to the **Reports Overview** page.

Choose from **All Reports & Templates** for the type of Report you would like to see. You can select: **Multi Store**, **Single Store**, **Trends Dashboard**, **Trends Report**, **Outliers Dashboard**, **Performance Analysis**, or **Raw Car Data**.

**Note:** The Reports setup page layout is the same for all Report types.

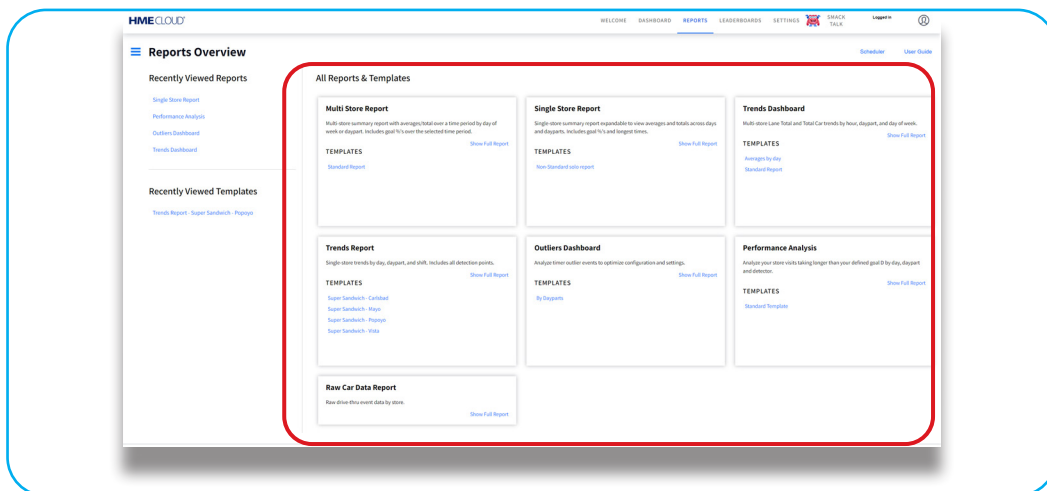
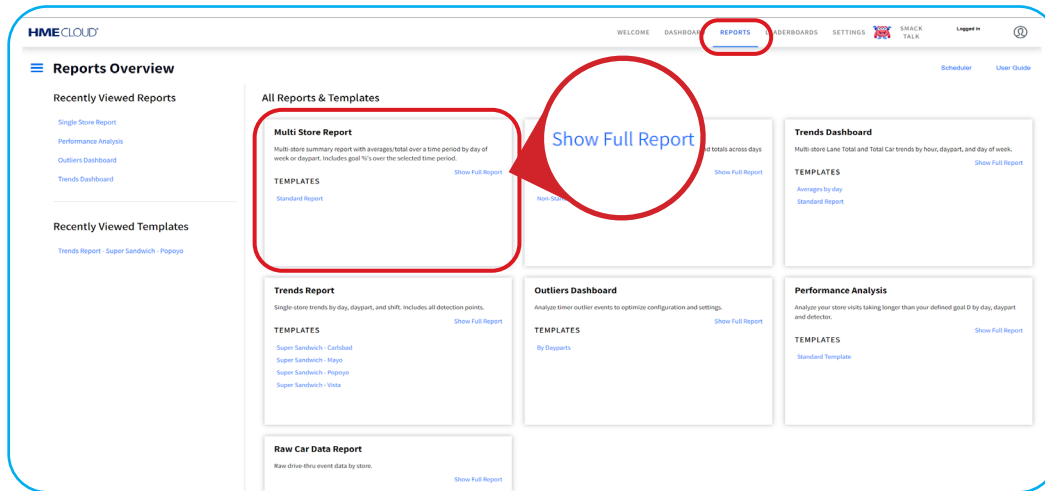


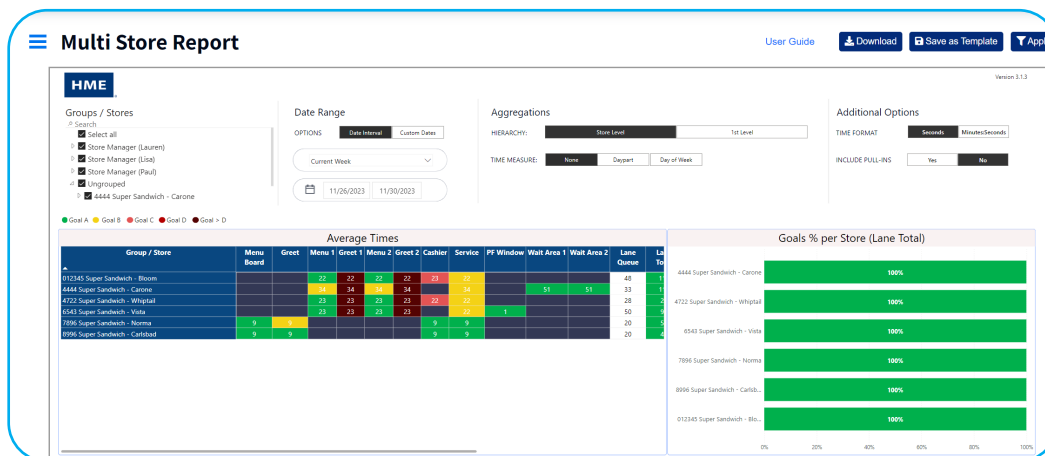
Fig. 2

## Multi Store Report

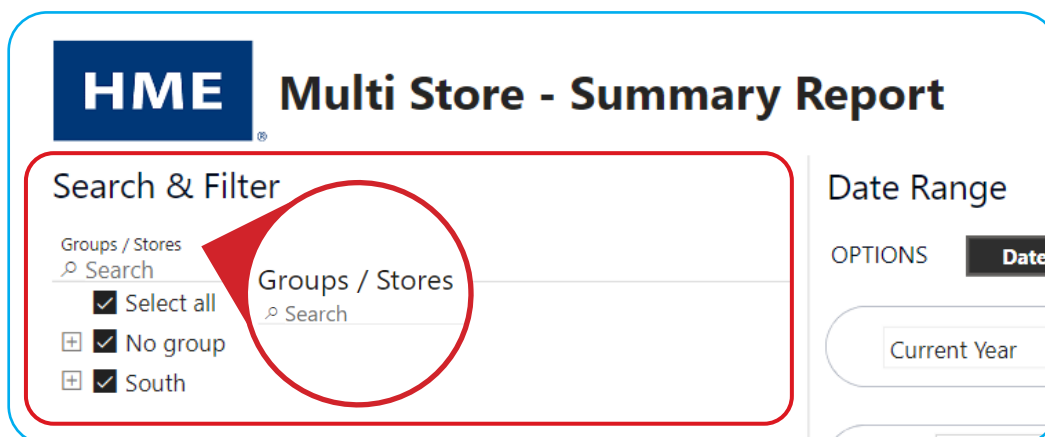
1. Navigate to the **Reports Overview** page.
2. Select **Show Full Report** from the **Multi Store Report** box.



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



4. The top section contains **Search & Filter** options you can edit to customize your Reports.
5. 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**.





6. 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**.


## Summary Report

### Date Range

OPTIONS

Date IntervalCustom Dates

Current Week

4/16/20234/21/2023

7. 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 Level4th Level3rd Level2nd Level1st Level

TIME MEASURE:

NoneDaypartDay of Week

TOGGLE VIEW:

HierarchyTime Measure

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

## Additional Options

TIME FORMAT

SecondsMinutes:Seconds

INCLUDE PULL-INS

YesNo

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

**Aggregations**

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

TIME MEASURE: None Daypart Day of Week

TOGGLE VIEW: Hierarchy Time Measure

**Daypart**

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								
Daypart 1	110401 CTR1SLOT12 - S - Bur...	28	28						27	27		
Daypart 2	110401 CTR1SLOT12 - S - Bur...	28	28	29	29	28	28		28	27	28	27
Daypart 3	110401 CTR1SLOT12 - S - Bur...	27	27	28	28	27	27		28	27	27	27
Daypart 4	110401 CTR1SLOT12 - S - Bur...	27	27	28	28	28	28		28	28	27	28
Daypart 5	110401 CTR1SLOT12 - S - Bur...	28	28	27	27	28	28		28	28	28	27
Daypart 6	110401 CTR1SLOT12 - S - Bur...	28	28	28	28	28	28		27	28	28	27

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

**Day**

Day	Group / Store	Pre-Menu	Menu Board	Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service 1	Service 2
Sunday	110401 CTR1SLOT12 - S - Bur...		27	27					28	28		
Monday	203001 TTR1SLOT4 - Chicken ...	9	9	9						9		
Tuesday	110401 CTR1SLOT12 - S - Bur...	28	28						28	27		
Wednesday	110401 CTR1SLOT12 - S - Bur...	28	28	28	28	28	28		28	28	27	27
Thursday	203001 TTR1SLOT4 - Chicken ...	9	9	9						9		
Friday	110401 CTR1SLOT12 - S - Bur...	28	28	29	29				28	28		
Saturday	203001 TTR1SLOT4 - Chicken ...	9	9	9						9		

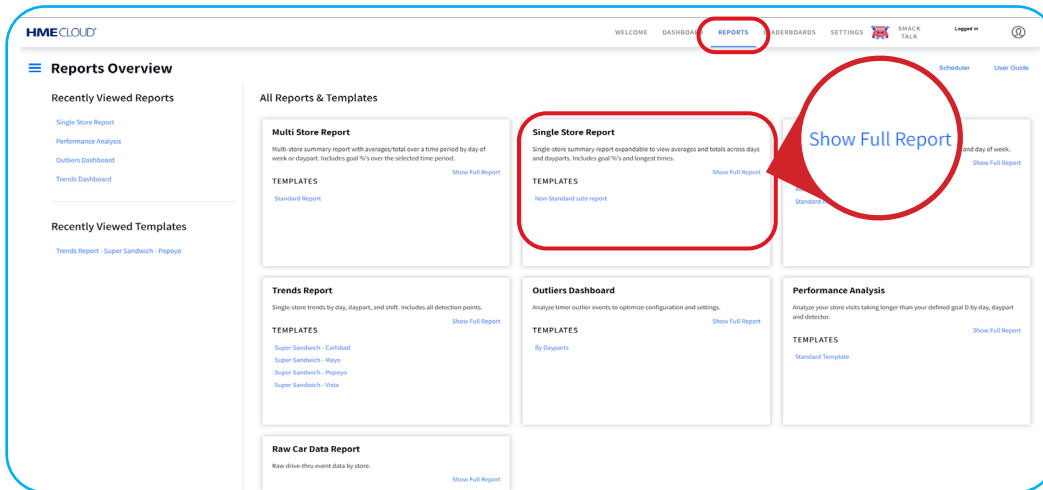
11. The **Goals %** chart to the right of your Report shows how well your store did at meeting its configured goals. **Note:** Hover over **Goals % per Store** graph to view individual goals.

**Goals % per Store**

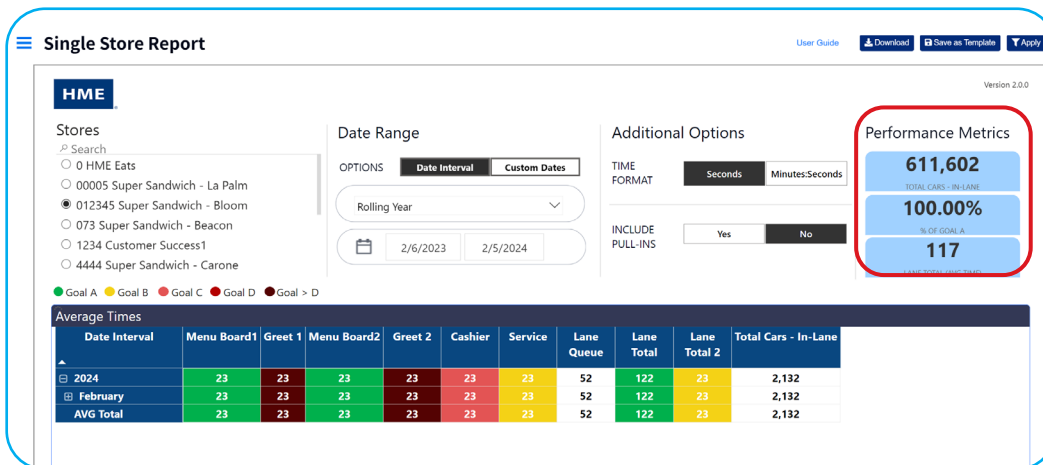
Detector	Lane Total	Configured Master Goals
Goal A	106,599 (54.03%)	Goal A 258.67
Goal B	283.01	Goal B 283.01
Goal C	339.44	Goal C 339.44
Goal D	419.58	Goal D 419.58

## Single Store Report

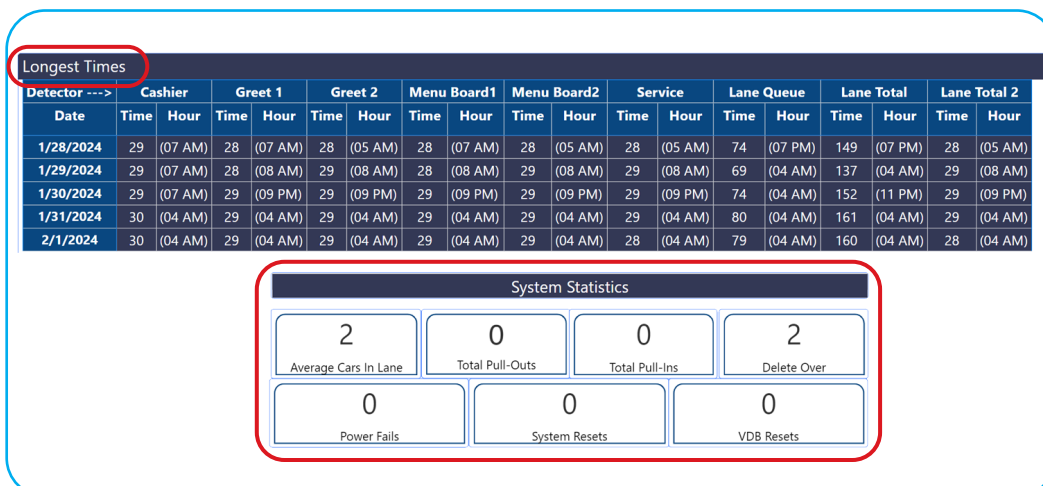
1. Navigate to the **Reports Overview** page.
2. Select **Show Full Report** from the **Single Store Report** box.



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

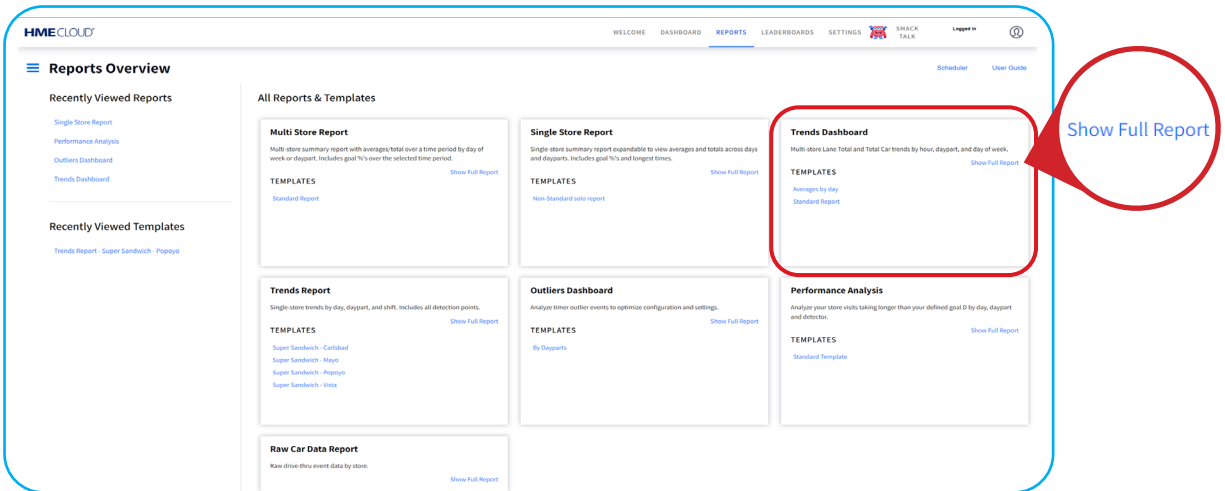


4. At the bottom right of the page, you can view the **Longest Times** your store had at each detection point and **System Statistics** displays an overall view of your Timer's key performance indicators.

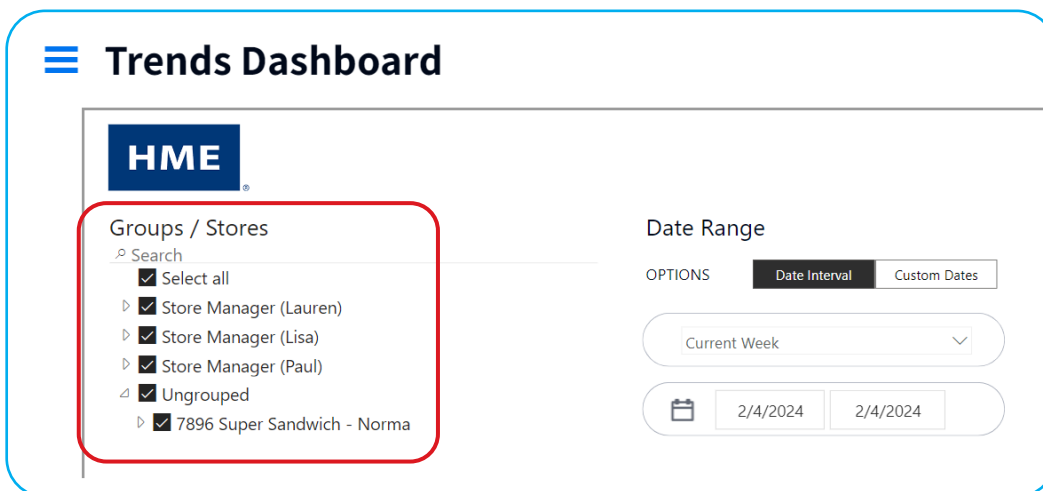


## Trends Dashboard

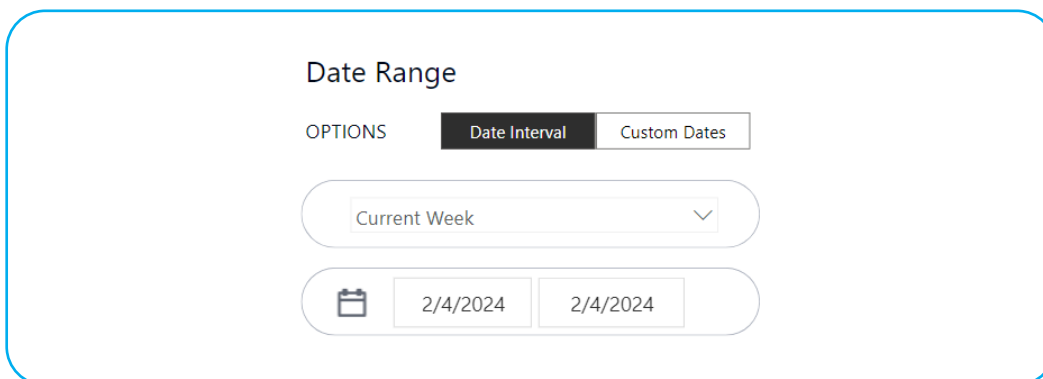
1. Navigate to the **Reports Overview** page.
2. Select **Show Full Report** from the **Trends Dashboard** box.



3. Select which **Group(s)** and **Store(s)** you would like to include in your Report by clicking the appropriate boxes or by typing the name of a store into the **Search bar**.



4. Select your desired **Date Range** by **Date Interval** or **Custom Dates**. Select the date range from the dropdown or enter your custom dates.



5. Under **Aggregations**, select your **HIERARCHY** and criteria for **AVERAGE TIME**.

Aggregations

HIERARCHY:

Store Level

2nd Level

1st Level

AVG TIME:

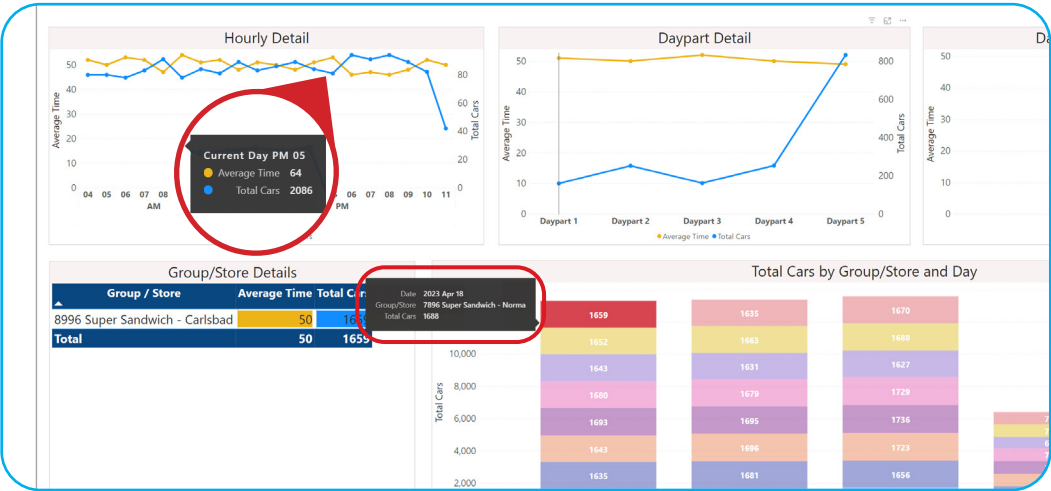
Lane Total

Lane Total 2

6. Your **Trends Dashboard** will display the number of cars served and average time by the Hour, Daypart, Day of the Week, and Group / Store.



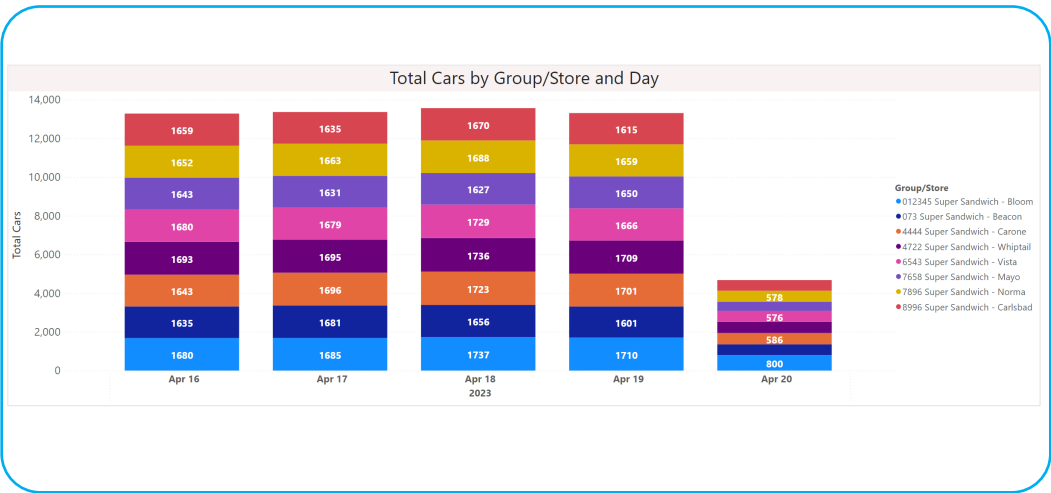
7. Hovering above items in the charts will reveal the details of the column. Clicking on a graph will change the other charts to show the selected information in more detail.



8. **Group/Store Details** displays the average time and total cars in the drive through for the specified date range.

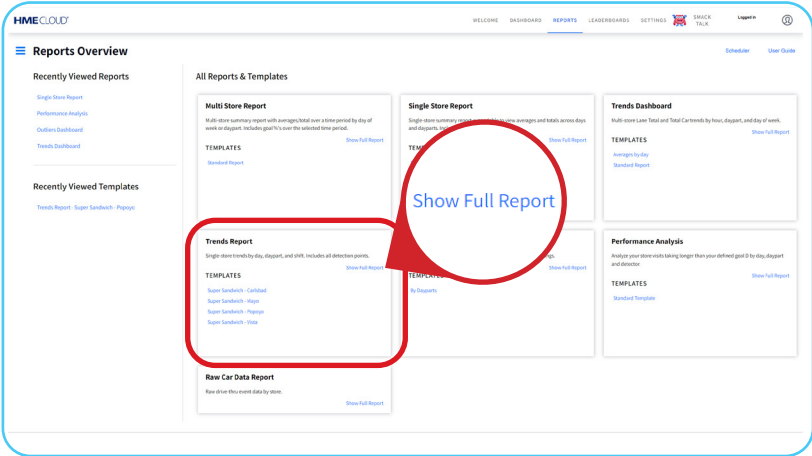
Group/Store Details		
Group / Store	Average Time	Total Cars
012345 Super Sandwich - Bloom	121	1631
1234 Customer Success1	43	1806
4444 Super Sandwich - Carone	123	1647
4722 Zaxby's- Whiptail	23	1258
6543 Super Sandwich - Vista	97	1678
7896 Super Sandwich - Norma	49	1674
8996 Super Sandwich - Carlsbad	49	1671
Total	73	11365

9. **Total Cars by Store and Day** shows the number of cars per store within your selected date range.



Trends Report

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



3. The Single Day Trend Analysis Report will look almost identical to your Single & Multi Store Reports, but will include additional options regarding the selected time intervals, such as **Daypart** and **Shift**.

**Trends Report**

**HME**

Search & Filter

Group

Store Manager (Lisa)

Store Manager (Lauren)

Store Manager (Lisa)

Store Manager (Paul)

Ungrouped

Date & Time Range

Single Day Multi Day

Time Measure

by Daypart

by Shift

REPORT DAY

1/1/2022

4. Your Single Day Trend Analysis Report will now reflect the preferences you selected.

**HME**

Search & Filter

Group

Pacific

Store

7658 Super Sandwich - Mayo

Date & Time Range

Single Day Multi Day

Time Measure

by Daypart

by Shift

REPORT DAY

1/1/2022

Additional C

TIME FORMAT

INCLUDE PULL-IN:

Store: 7658 Super Sandwich - Mayo

Date: 4/1/2022

Daypart - Time Period	Total Cars	Menu Board	Greet	Window1	Lane Queue	Lane Total
Daypart 1 6:00AM - 10:29AM	445	17	17	18	138	174
Daypart 2 10:30AM - 1:59PM	348	18	18	18	103	139
Daypart 3 2:00PM - 4:59PM	301	18	18	17	92	128
Daypart 4 5:00PM - 7:59PM	296	18	18	17	47	83

5. To view your Multi Day Trend Analysis Report, select **Multi Day** under the **Set Options** section.

**HME**

Search & Filter

Group

Pacific

Store

7658 Super Sandwich - Mayo

Date & Time Range

Single Day Multi Day

Time Measure

by Daypart

by Shift

by Day

OPTIONS

Date Interval Custom Dates

Current Week

Shift 1

Additional Options

TIME FORMAT

Seconds

INCLUDE PULL-INS

Yes

Store: 7658 Super Sandwich - Mayo

Period: 6:00AM - 11:00AM

Days: 4/16/2023 - 4/20/2023

Date	Total Cars	Menu Board	Greet	Cashier	Service	Lane Queue	Lane Queue 2	Lane Total	Lane Total 2
4/16/2023	413	10	10	10	10	21	21	51	51
4/17/2023	426	9	9	10	9	20	20	50	50

6. The Multi Day Trend Analysis Report will look almost identical to your Single Day Trend Analysis Report, but will include additional options regarding the selected time intervals, such as **Report Date Range**.

HME

Search & Filter

Group

Pacific

Store

7658 Super Sandwich - Mayo

Date & Time Range

Time Measure

by Daypart

by Shift

by Day

Options

Single Day

Multi Day

Date Interval

Custom Dates

4/1/2022

4/20/2023

Daypart 1

Additional Options

Time Format

Include Pull-Ins

Store: 7658 Super Sandwich - Mayo

4:00AM - 5:59AM

Days: 4/1/2022 - 4/20/2023

Date

Total Cars

Menu Board

Greet

Cashier

Service

Window1

Lane Queue

Lane Total

Lane Total 2

- 7. Your Multi Day Trend Analysis Report will now reflect the preferences you selected.**

HME

Version 1.0.2

Search & Filter

Group

Pacific

Store

7658 Super Sandwich - Mayo

Date & Time Range

Single Day

Multi Day

Time Measure

by Daypart

by Shift

by Day

OPTIONS

Date Interval

Custom Dates

4/1/2022

4/20/2023

Daypart 1

Additional Options

TIME FORMAT

Seconds

Minutes:Seconds

INCLUDE PULL IN

Yes

No

Store: 7658 Super Sandwich - Mayo

4:00AM - 5:59AM

Days: 4/1/2022 - 4/20/2023

Date	Total Cars	Menu Board	Greet	Cashier	Service	Window1	Lane Queue	Lane Total	Lane Total 2
	26,206	18	18		17	91	127		
4/1/2022	445	17	17		18	138	174		
4/2/2022	448	18	18		17	56	91		
4/3/2022	444	17	17		17	91	126		
4/4/2022	449	17	17		17	116	151		
4/5/2022	445	17	17		18	128	163		
4/6/2022	442	17	17		18	170	206		
4/7/2022	441	17	17		18	51	87		

## Outliers Dashboard

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

The screenshot displays the HME Cloud Reports Overview page. The sidebar on the left contains navigation links for Reports Overview, Single Store Report, Performance Analysis, Outliers Dashboard, Trends Dashboard, Recently Viewed Templates, Trends Report - Super Sandwich - Popoyo, and Raw Car Data Report. The main content area is titled 'All Reports & Templates' and features a grid of report cards. The 'Outliers Dashboard' card is highlighted with a red circle and an arrow pointing to its 'Show Full Report' link. The report cards include details such as their title, a brief description, and a 'Show Full Report' link.

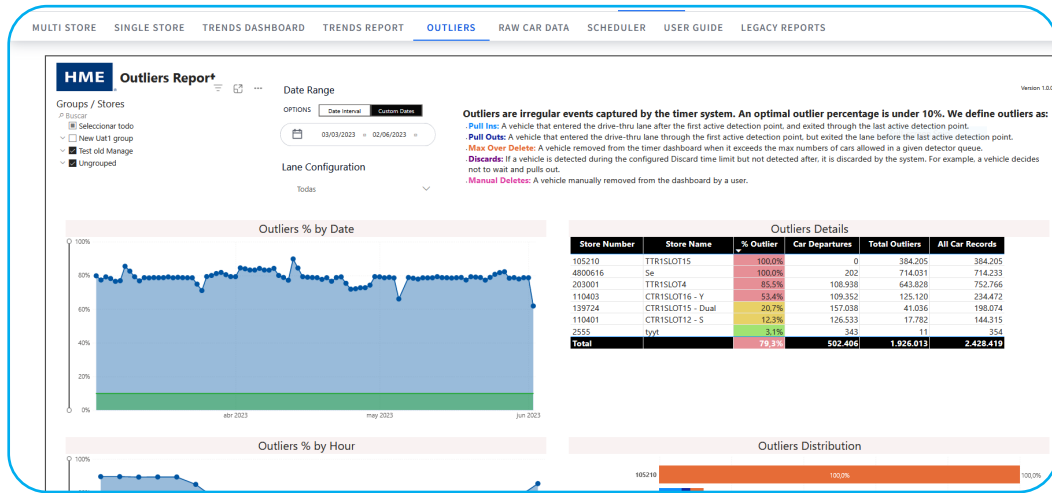
Report Card	Description	Link
Multi Store Report	Multi store summary report with averages/total over a time period by day of week or daypart. Includes goal %'s over the selected time period.	Show Full Report
Single Store Report	Single store summary report expandable to view averages and totals across days and dayparts. Includes goal %'s and forecast times.	Show Full Report
Trends Dashboard	Multi store Lane Total and Total Car trends by hour, daypart, and day of week.	Show Full Report
Outliers Dashboard	Analyze timer outlier events to optimize configuration and settings.	Show Full Report



**Note:** Outliers are irregular events captured by the timer system.

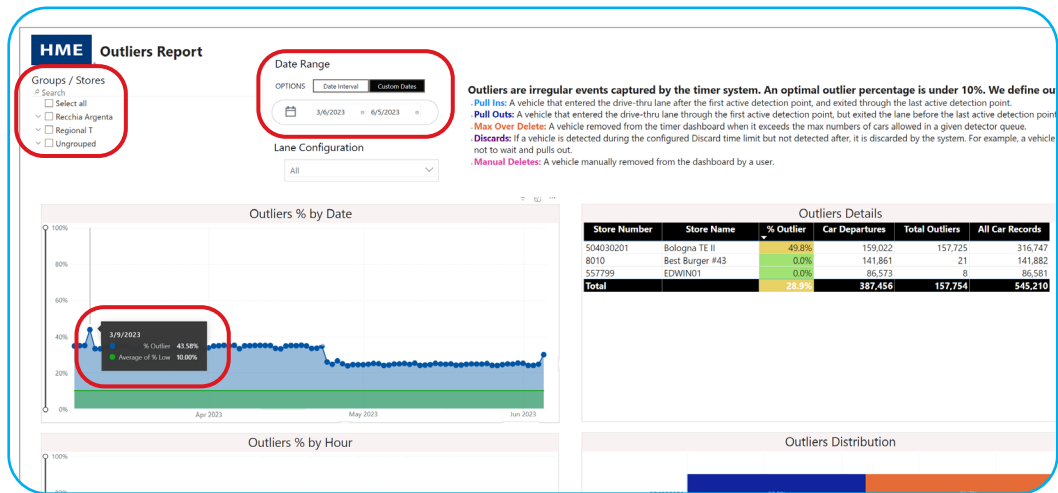
The **Outliers** tracked for reporting are:

- Pull-ins
- Pull-Outs
- Max Over Delete
- Discards
- Manual Deletes



3. Select the **Groups / Stores** and **Date Range** the for the report.

**Note:** Hover over data points for detailed information.



#### 4. Four windows will display information about the store's outliers.

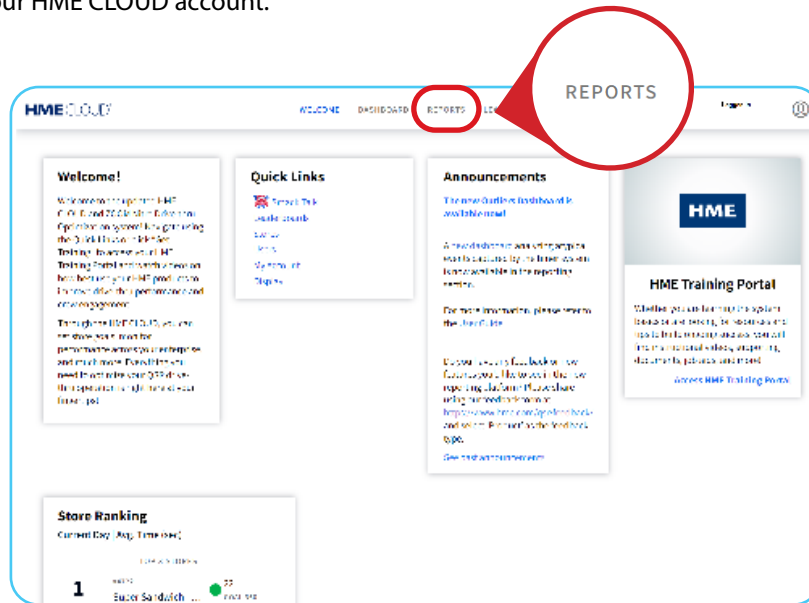
- Outliers Percentage by date
- Outliers Details
- Outliers Percentage per hour
- Outliers Distribution

**Note:** The green line at the bottom of the Percentages windows represents 10%, which is considered the acceptable threshold for Outliers.

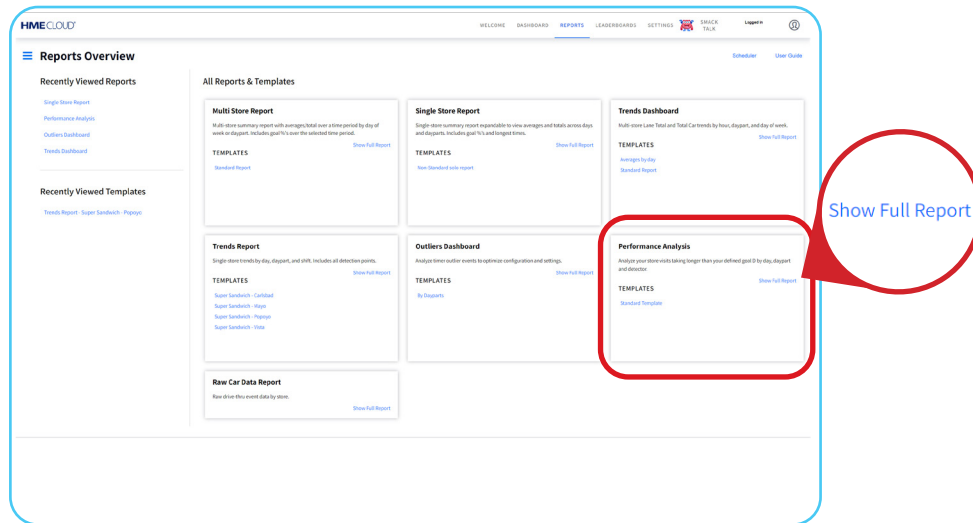


## Performance Analysis

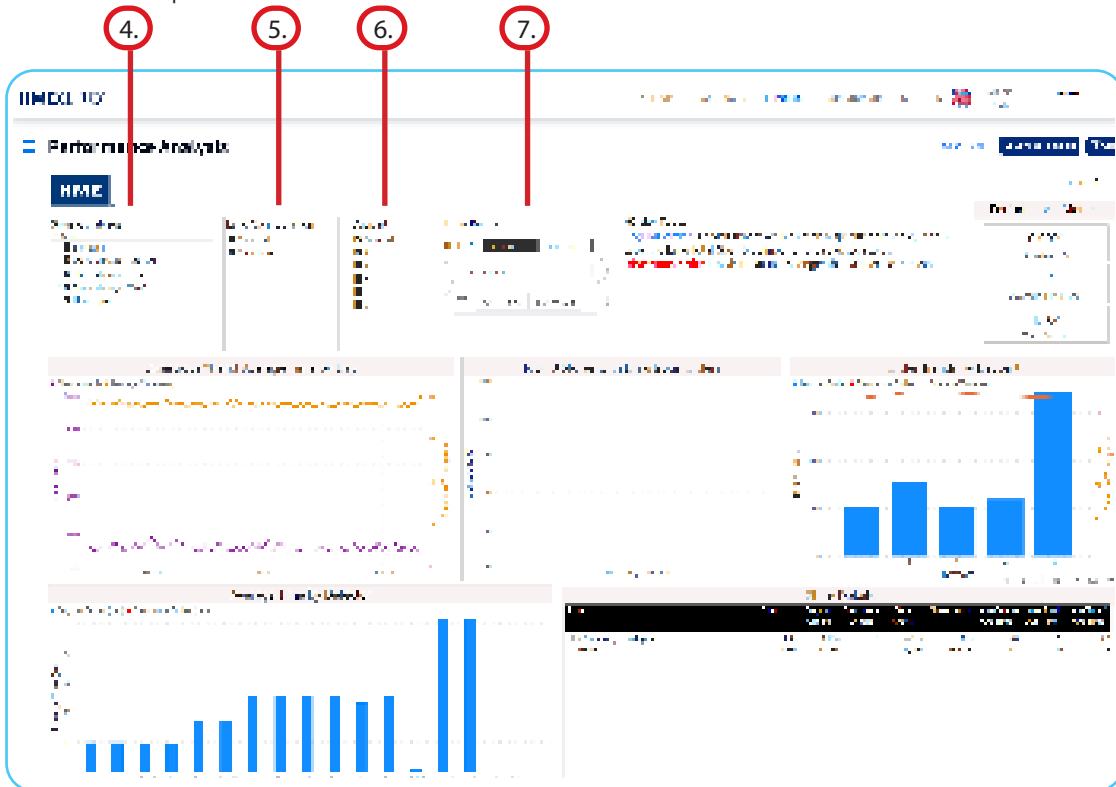
1. Log on to the to your HME CLOUD account.
2. Click on **Reports**.



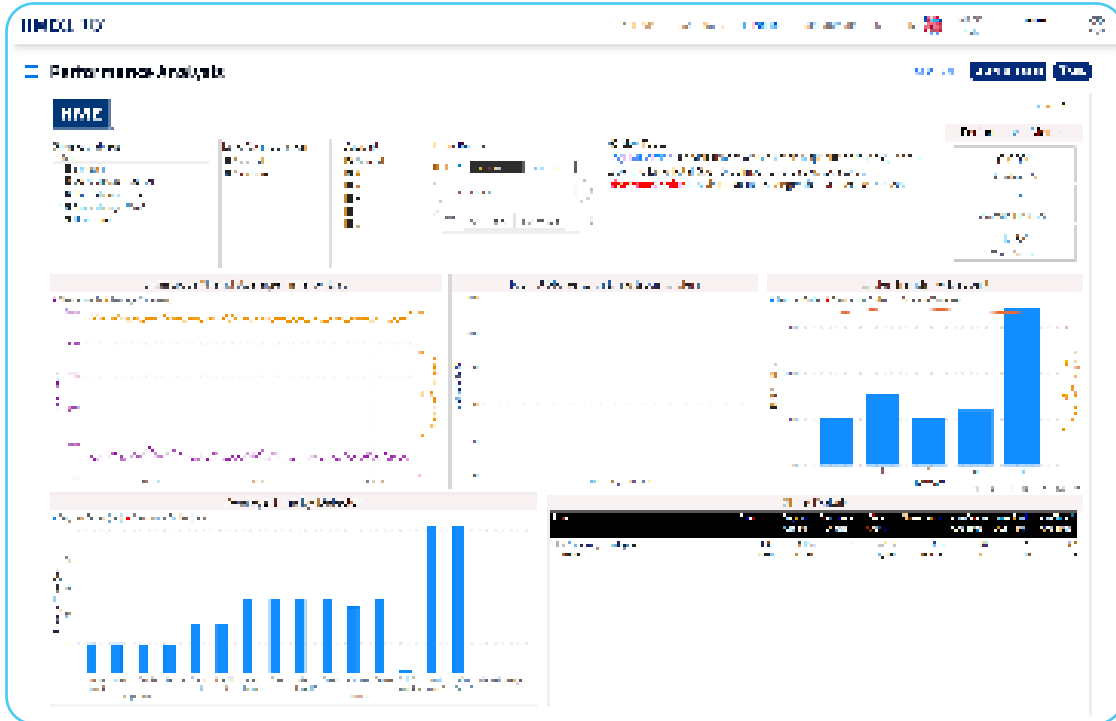
3. Select **Show Full Report** from the **Performance Analysis** box.



4. Select the store(s) to add to the report from the **Groups / Stores** box in the upper-left corner of the screen.  
**Note:** Stores may be selected individually or as a group. Selecting multiple stores will display data based on the store with the highest threshold.
5. Select the **Lane Configuration(s)**.
6. Select the **Daypart(s)**.
7. Select the date range for the report you'd like to create or select an existing range from the drop-down menu in the **Date Range** section.  
**Note:** To save your selection for future use, click on Save as Template in the upper-right corner. Enter a name for the template and then click Save.

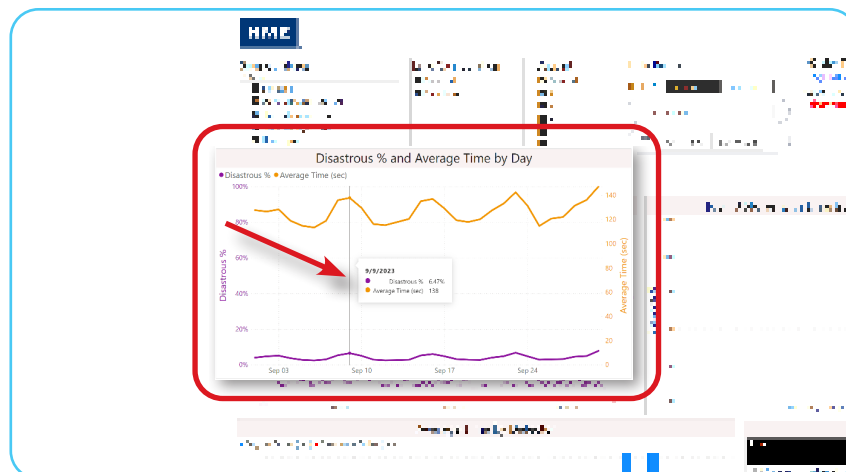


- To set the threshold for determining Disasterous Orders...
- The average of all stores is displayed on the graphs below unless only one store is selected. This report is responsive and will change the data displayed, based on the specific areas that you are interested in.
- Whenever you want to drill down on the information displayed, click on the data in the chart. For example, if you want to know more detail, click on the data displayed, and the report will reorganize the data based on your interaction.



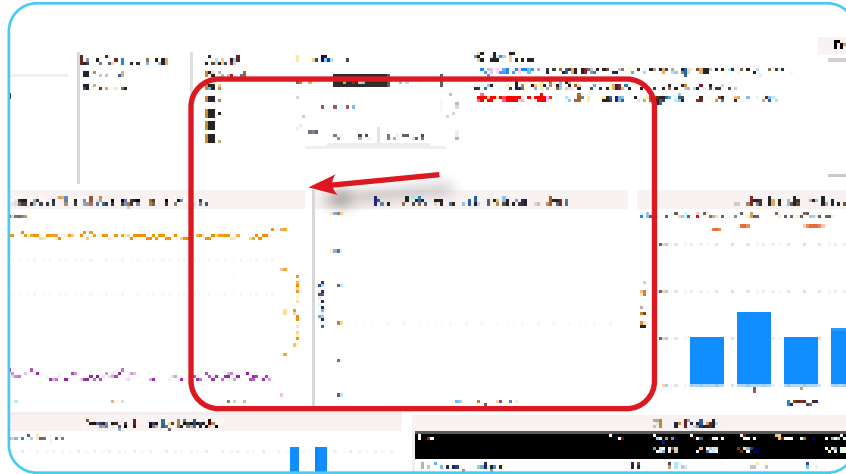
- The **Disastrous % and Average Time by Day** line graph shows the trends of both the average and the disastrous order times for comparison. The purple line shows how your average disastrous order times compare to the average time of regular orders shown here by the yellow line.

**Note:** Hovering over any point in the graph will reveal the precise metrics and correlation for individual days. Clicking on a day's pop-up will change the other graphs on the page to reflect the information for that day.



- The 10 Stores with the highest disastrous orders graph shows you which stores in your group need to focus their attention on the disastrous orders.

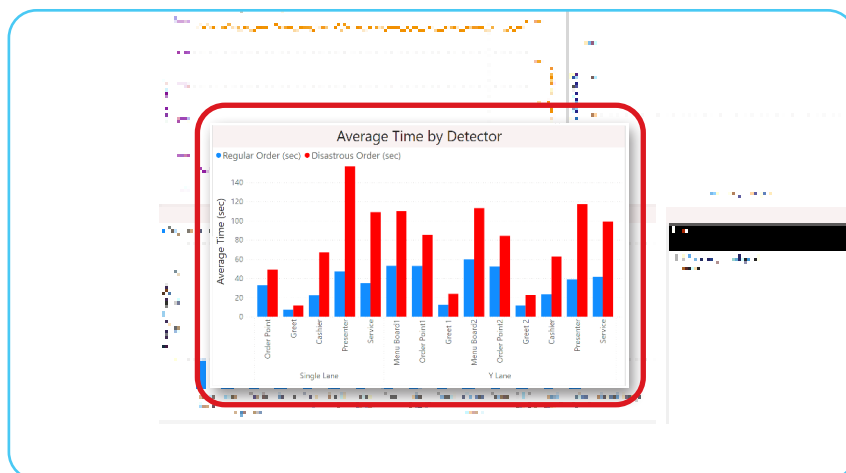
**Note:** To spot where an individual store is experiencing the most Disastrous Orders click on the bar for the store in the Top 10 Stores with Disastrous Orders bar graph. If your organization has more than 10 restaurants on your HME CLOUD account, only the 10 stores with the highest Disastrous Order time in your group will be displayed on the report.



- The **Order Trends by Daypart** window displays the ratio of regular to disastrous orders separated by daypart in both a bar chart and trend line. This allows users to see exactly when slowdowns occur.



- The **Average Time by Detector** graph pinpoints the bottlenecks in your drive-thru process step-by-step. This helps identify the location in your drive-thru where the most delays occur.



- The **Store Details page** offers a deep dive into the current store(s) data by date or daypart. Key information is organized into Regular Orders, Disastrous Orders, Total Orders, the percentage of Disastrous Orders, and average time per order.

**Note:** Data from each table of the page may be exported individually as an Excel or CSV file or viewed individually as a table by clicking on the ellipsis in the top right corner of the box.

The screenshot shows the 'Store Details' page with a table of store data. A red box highlights the table, and a red arrow points to the 'Export data' button in the top right corner. The export menu is open, showing options: 'Export data', 'Show as a table', 'Spotlight', 'Get insights', 'Sort descending', 'Sort ascending', and 'Sort by'.

Store	Threshold	Regular Orders	Disastrous Orders	Total Orders	Disastrous %	Lane Queue Avg Time	Lane Total Avg Time	Lane Total 2 Avg Time
4444 Super Sandwich - Carlsbad	480	10,447	0	10,447	0.00%	24	119	51
4122 Super Sandwich - Whittier	480	10,988	0	10,988	0.00%	27	27	23
6541 Super Sandwich - Vista	480	10,999	0	10,999	0.00%	31	96	46
7095 Super Sandwich - Norwalk	480	49,975	0	49,975	0.00%	21	30	30
8896 Super Sandwich - Carlsbad	239	46,701	0	46,701	0.00%	21	51	51
913145 Super Sandwich - Bloom	480	10,730	0	10,730	0.00%	30	120	23
Total	480	302,802	0	302,802	0.00%	34	77	41

## Saving a Report Template

1. Once you have input your Report preferences for **Multi Store**, **Single Store**, or **Trends Reports**, you may click **Save as Template** to name and save the Report Template.
2. To access and existing template, click **Apply** and select your desired Report Template.
3. New and previously created templates will also be available on the Reports Overview page.

The screenshot shows the 'Reports Overview' page. A red box highlights the 'Save as Template' button in the top right corner. Below the button, a modal window is open, showing the 'TEMPLATE NAME' field with the text 'Super Sandwich - Carlsbad'. The 'Save as Template' button is also highlighted in the modal. Below the modal, the 'Additional Options' section is visible, showing 'TIME FORMAT' with 'Seconds' and 'Minutes:Seconds' options. At the bottom, the 'All Reports & Templates' section is shown, with a red box highlighting the 'Trends Report' section.

**Additional Options**

TIME FORMAT: **Seconds** | Minutes:Seconds

**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. [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. [Show Full Report](#)
- Trends Dashboard**: Multi-store Lane Total and Total Car trends by hour, daypart, and day of week. [Show Full Report](#)
- Outliers Dashboard**: Analyze timer outlier events to optimize configuration and settings. [Show Full Report](#)
- Performance Analysis**: Analyze your store visits taking longer than your defined goal D by day, daypart and detector. [Show Full Report](#)

**TEMPLATES**

- Standard Report
- Non-Standard solo report
- By Dayparts
- Standard Template

**Trends Report**

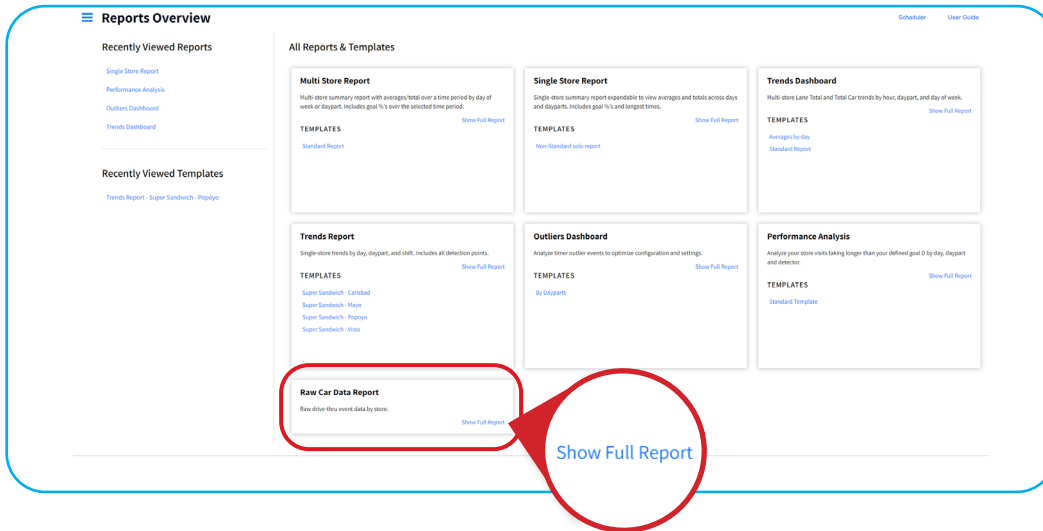
Single-store trends by day, daypart, and shift. Includes all detection points. [Show Full Report](#)

**TEMPLATES**

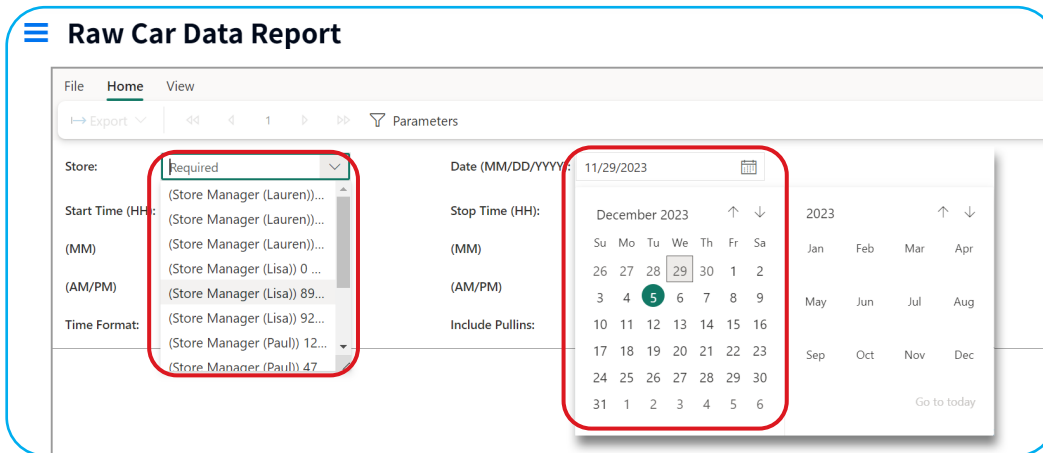
- Super Sandwich - Carlsbad
- Super Sandwich - Mayo
- Super Sandwich - Popoyo
- Super Sandwich - Vista

## Raw Car Data Report

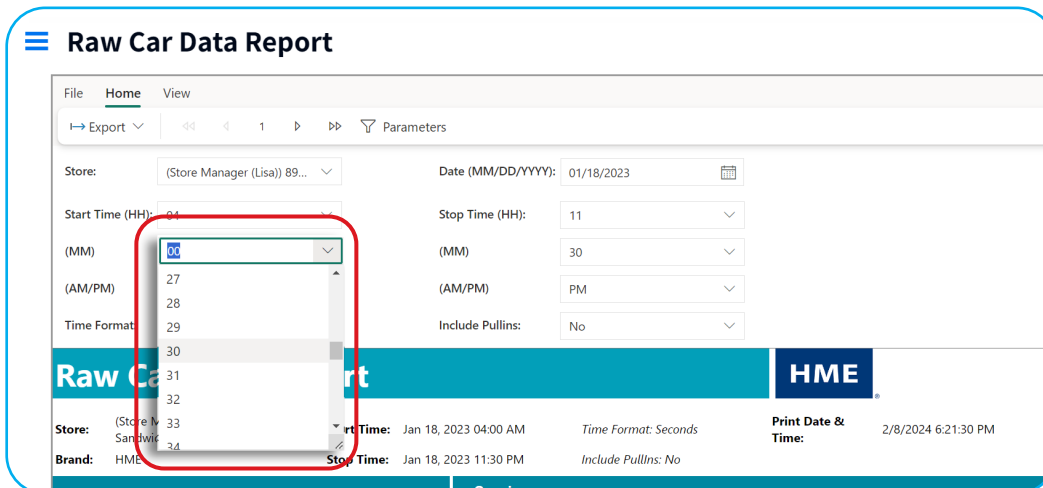
1. Navigate to the **Reports Overview** page.
2. Select **Show Full Report** from the **Raw Car Data Report** box.



3. Select the desired preferences of your Report by typing data into each box, or clicking the dropdown arrows to the right of each box.



4. Select the **Start Time** and **Stop Time** of the report, using the hour (HH) and minute (MM) drop-downs.



- When you are done, click **View report** at the far right of the page.

The screenshot shows the HME Cloud interface with a 'View report' button highlighted by a red circle. The interface includes a 'User Guide' link in the top right corner. Below the header, there are input fields for 'Date (MM/DD/YYYY): 11/29/2023', 'Stop Time (HH): Required', '(MM): Required', '(AM/PM): Required', and 'Include Pullins: No'. A 'View report' button is located to the right of these fields. At the bottom, there is a blue bar with the HME logo and a status bar showing '12/29, 2023 04:00 AM', 'Time Format: Seconds', 'Print Date & Time: 12/5/2023 10:00:08 PM'.

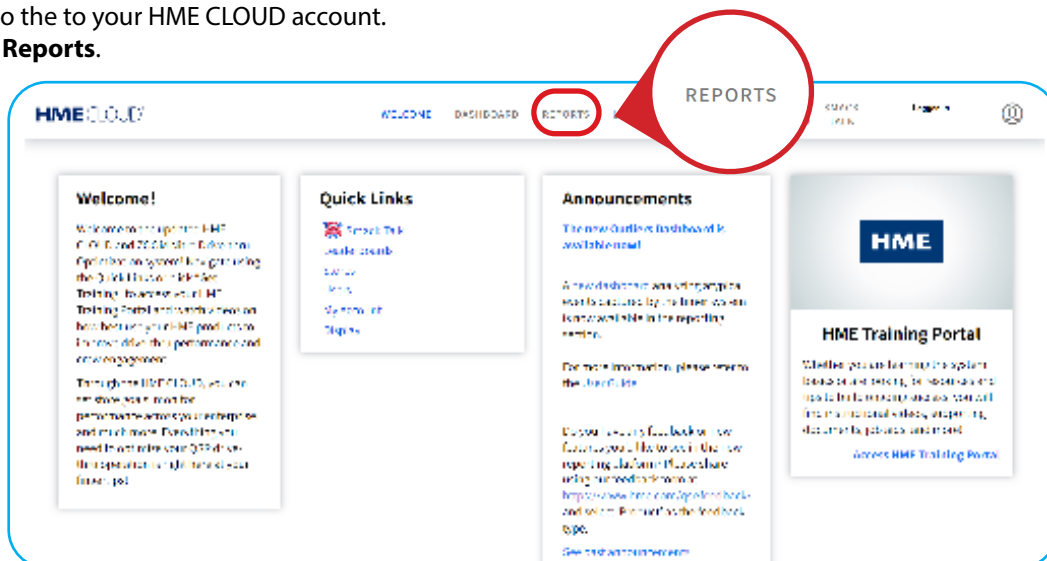
- Your Raw Car Data Report will now reflect the preferences you selected. **Note:** Only 30 events are listed per page of the report. To view the entire time period, click the arrows in the top-left area of the report to navigate all pages of the report.

The screenshot shows the 'Raw Car Data Report' interface. A red circle highlights the navigation arrows in the top-left area of the report. The report includes a table with columns: Daypart, Departure, Menu Board, Greet, Cashier, Service, Lane Queue, Lane Total, and Lane Total 2. The table contains data for various time periods, including 4:00AM - 5:59AM.

Daypart	Departure	Menu Board	Greet	Cashier	Service	Lane Queue	Lane Total	Lane Total 2
2024-01-30 04:19:00	Car_Departure	1	8	8	10	8	19	45
2024-01-30 04:19:51	Car_Departure	1	8	8	10	11	21	50
2024-01-30 04:20:31	Car_Departure	1	9	9	10	12	20	51
2024-01-30 04:21:10	Car_Departure	1	11	11	9	11	19	50
2024-01-30 04:21:51	Car_Departure	1	10	10	10	9	20	49
2024-01-30 04:22:24	Car_Departure	1	10	10	10	10	17	47
2024-01-30 04:23:02	Car_Departure	1	8	8	9	8	20	45

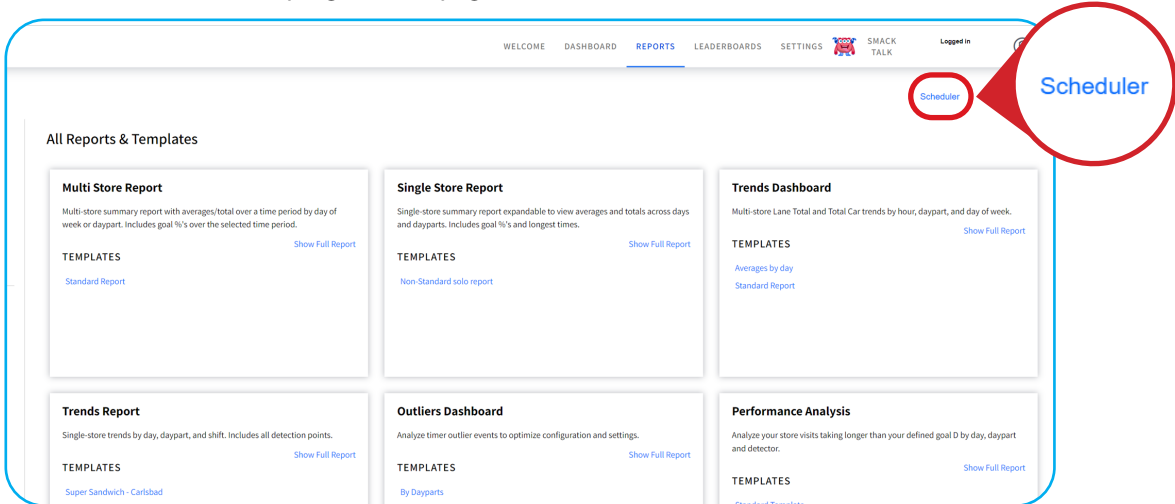
## Scheduled Reports

- Log on to the to your HME CLOUD account.
- Click on **Reports**.

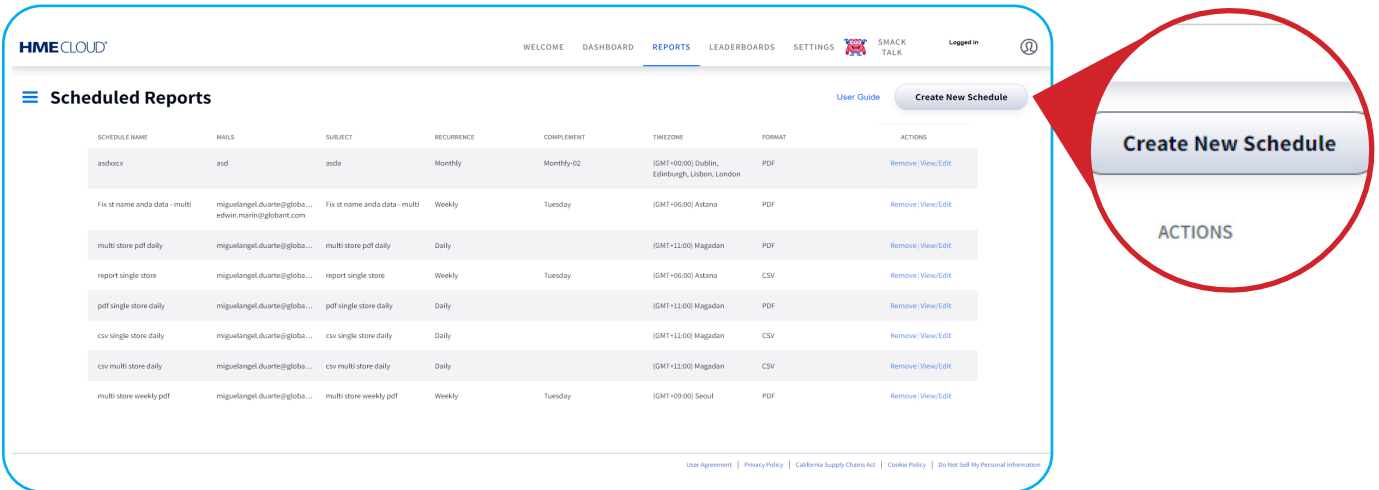




3. You will be taken to the **Reports Overview** page.
4. Select **Scheduler** near the top-right of the page.



5. Click on **Create New Schedule** to create schedule from scratch.



6. Input the Scheduled Report information under **General Information**, including **REPORT NAME**, **SUBJECT**, **RECIPIENT EMAIL**, and **REPORT FORMAT**. **Note:** More than one email address may be added.

The screenshot shows the 'Create New Scheduled Report' form in the HME Cloud interface. The form is divided into three main sections: '1. General Information', '2. Type & Timing', and '3. Filters & Layout'. The '1. General Information' section is highlighted with a red circle. It contains the following fields: 'REPORT NAME' (Multi Store Weekly), 'SUBJECT' (Weekly Report), 'RECIPIENT EMAIL' (admin@supersandwich.com), and 'REPORT FORMAT' (XLSX). The '2. Type & Timing' section contains fields for 'TYPE' (Summary - Single Store), 'PULL-INS' (Include/Exclude), 'TIME FORMAT' (Minutes/Seconds), 'TIME MEASURE' (Daypart), 'TIME ZONE' (Select), and 'RECCURENCE'. The '3. Filters & Layout' section contains a list of 'STORES' (Store Manager (Lauren), Store Manager (Lisa), Store Manager (Paul), 4444-Super Sandwi..., 7658-Super Sandwi..., 7896-Super Sandwi...) and a list of 'DAYPARTS' (Daypart 1, Daypart 2).

7. Under **Type & Timing**, click on the **TYPE** dropdown to schedule a **Summary - Single Store**, **Summary - Multi Store**, or **Trends Report**.

8. **a.** Choose to **Include** or **Exclude PULL-INS** in the report by clicking the corresponding button.  
**b.** Select the **TIME FORMAT** you prefer for the report, either **Minutes: Seconds** or **Seconds** only.  
**c.** Under **TIME MEASURE**, click the dropdown box and select **None**, **Daypart**, **Shift**, or **Hour**.

**Note:** The **TIME MEASURE** section will only appear if you have selected **Summary - Multi Store** as your **TYPE**.

9. Select your desired options under **TIME ZONE**, **RECURRENCE**, and **DAY OF WEEK** dropdowns.

**Note:** When selecting **Weekly** from the **RECURRENCE** drop-down menu, the **DAY OF WEEK** section determines the period over which the data will be summarized, e.g., if you select Wednesday, the data will be summarized Wednesday-Tuesday.

**Note:** When selecting **Monthly** from the **RECURRENCE** drop-down menu, the **DAY OF MONTH** section determines the beginning date of the report, e.g. if you choose **Monthly-03** will run on the 3rd day of every month.

The screenshot shows a form titled 'Create New Scheduled Report' with three main sections: 1. General Information, 2. Type & Timing, and 3. Filters & Layout. Section 2, 'Type & Timing', is highlighted with a red box. It contains the following fields: TYPE (Summary - Single Store), PULL-INS (Include/Exclude buttons), TIME FORMAT (Minutes/Seconds/Seconds buttons), TIME MEASURE (Daypart dropdown), TIME ZONE (Select dropdown), RECURRENCE (Weekly dropdown), and DAY OF WEEK (Select dropdown). Section 3, 'Filters & Layout', contains STORES (a list of store managers and locations) and DAYPARTS (a list of dayparts).

10. Under **Filters**, click on the **STORE HIERARCHY** arrows to select the desired stores and the **DAYPARTS** you wish to view.

**Note:** The **DAYPARTS** box will only display when **Daypart** is selected from the **TIME MEASURE** dropdown menu.

The screenshot shows the same 'Create New Scheduled Report' form. The '3. Filters & Layout' section is highlighted with a red box. It contains the STORES and DAYPARTS sections. The STORES section has a list of store managers and locations. The DAYPARTS section has a list of dayparts. The form also includes a 'Cancel' button and a 'Save' button at the bottom right.

11. Under the Report Layout box, you will find **STORE HIERARCHY GROUP** dropdown. If you would like to group available Stores by level, select a Hierarchy Level from the dropdown options.

**Note:** The **STORE HIERARCHY LEVEL** section will only appear if you have selected **Summary - Multi Store** as your **TYPE**.

12. Click **Save**.

The screenshot shows the 'Create New Scheduled Report' form with four sections: 1. General Information, 2. Type & Timing, 3. Filters, and 4. Report Layout. A red box highlights the 'Report Layout' section, which contains a 'STORE HIERARCHY GROUP' dropdown menu with options: '1st Level', 'All', '1st Level', '2nd Level', '3rd Level', and '4th Level'. A red callout bubble points to the 'Save' button at the bottom right of the form.

13. On the Scheduled Reports page, click **Remove** or **View/Edit** under ACTIONS to Remove, View, or Edit a pre-existing Scheduled Report.

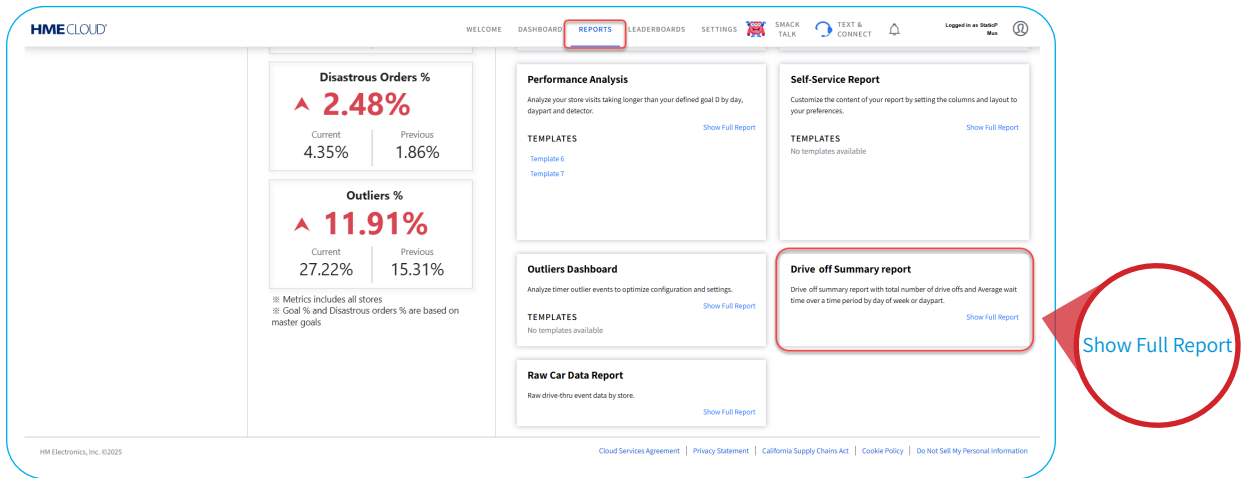
The screenshot shows the 'Scheduled Reports' table with columns: REFERENCE, COMPLEMENT, TIMEZONE, FORMAT, and ACTIONS. A red callout bubble points to the 'Remove | View/Edit' link in the ACTIONS column for the second row.

REFERENCE	COMPLEMENT	TIMEZONE	FORMAT	ACTIONS
ly	Monthly-02	(GMT+00:00) Dublin, Edinburgh, Lisbon, London	PDF	<a href="#">Remove   View/Edit</a>
y	Tuesday	(GMT+06:00) Astana	PDF	<a href="#">Remove   View/Edit</a>
		(GMT+11:00) Magadan	PDF	<a href="#">Remove   View/Edit</a>

**NOTE:** The Drive Off Summary Report is only available for stores using ZOOM® Nitro Vision AI

## Drive Off Summary Report

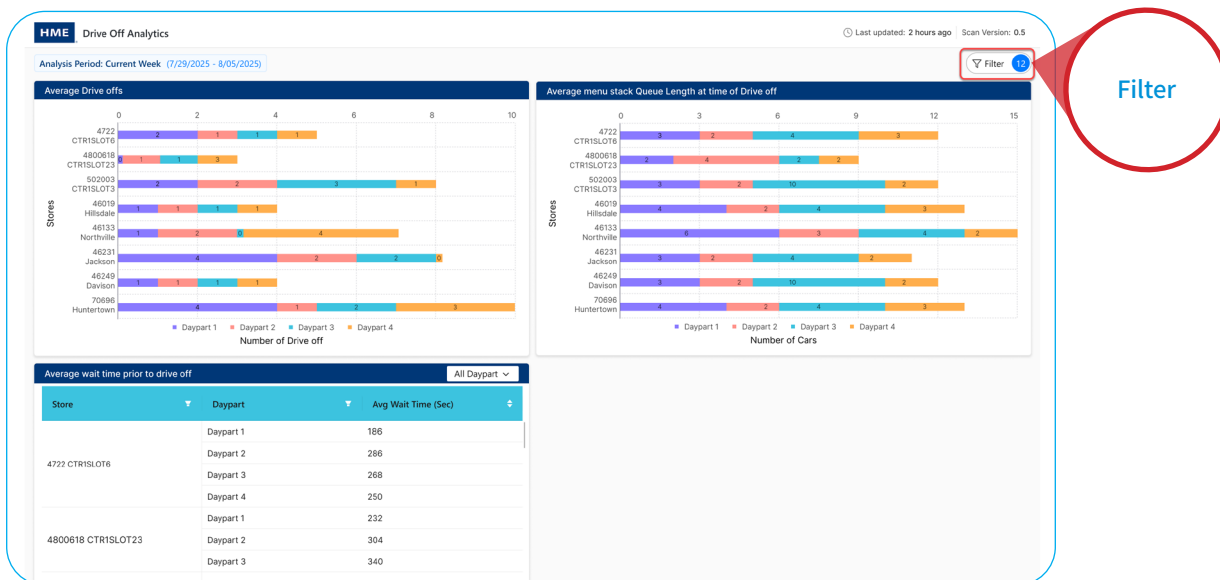
- The Drive Off Summary Report appears at the lower-right side of the page. In this pane, click/tap on “Show Full Report” to expand this option.



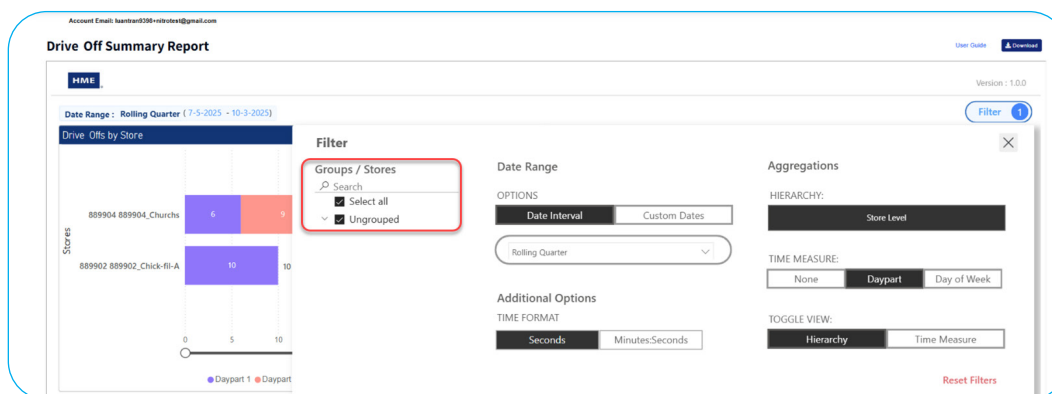
- This opens a page with three panes.
  - Average Drive offs: The top-left graph shows the number of Drive Offs per store.
  - Average menu stack Queue Length at time of Drive off: The top-right graph uses the total number of cars in the menu stack at the time of a drive off and calculates an average based on that count.
  - Average wait time prior to Drive off by Store: The bottom-left table shows the average time cars spent waiting in the menu stack before driving off.



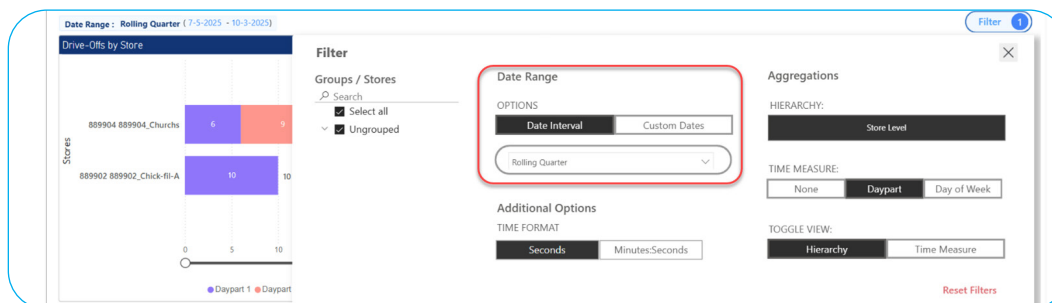
The filter button in the upper right lets you customize your Report by filtering or editing the data you want to see on the page.



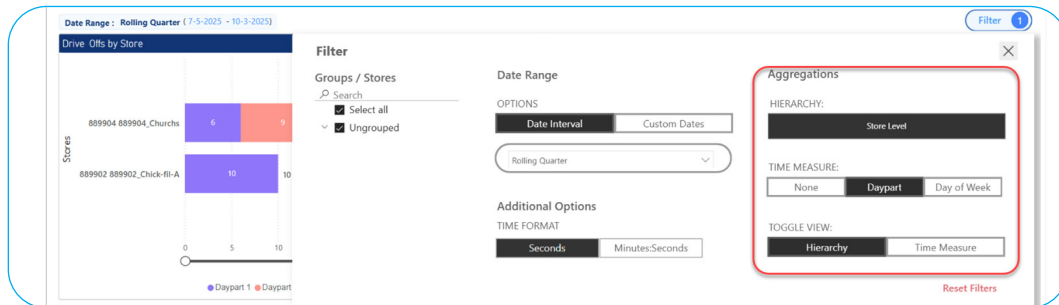
3. Select which Groups / Stores you would like to include in your Report by clicking/tapping on the checkbox next to your desired store, or by typing the name of a store into the Search field.



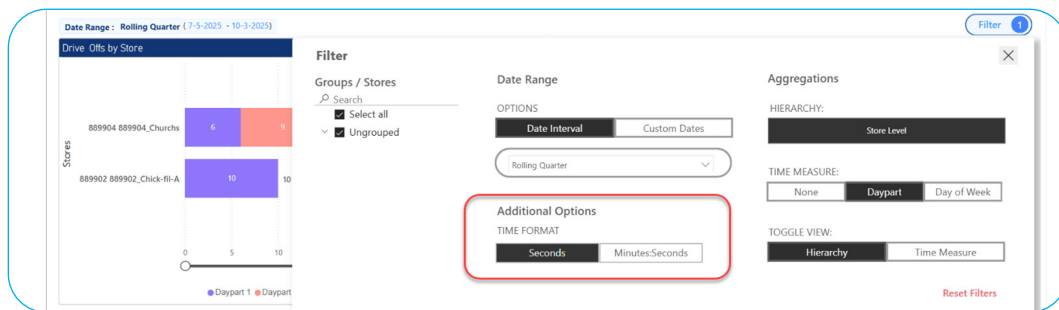
4. Select your desired Date Range of your Report by clicking the dropdown arrow under Rolling Quarter, any of the other options in the dropdown list, or by entering your own Custom Dates.



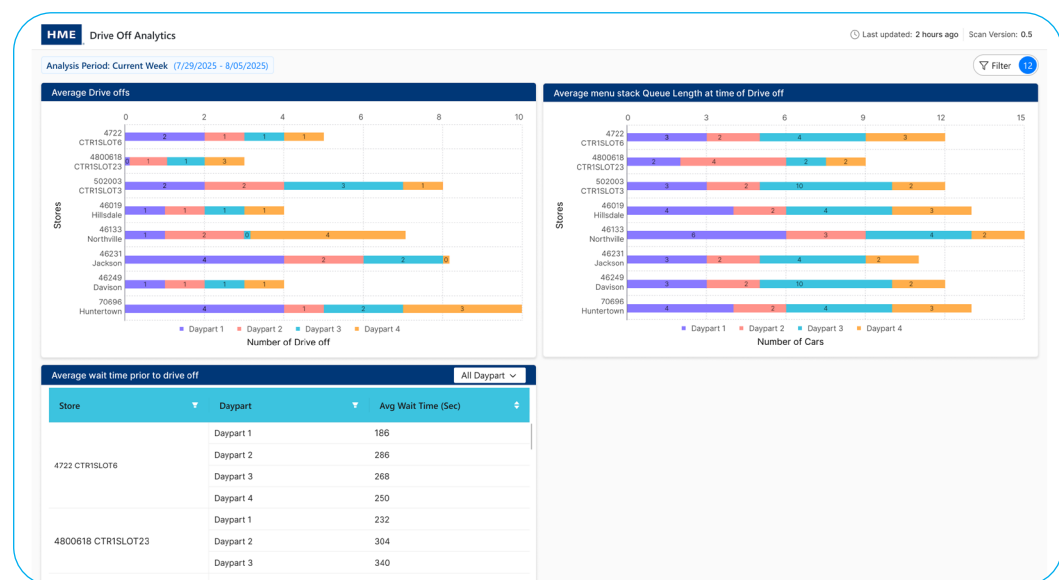
5. Under Aggregations, select your HIERARCHY, TIME MEASURE, and TOGGLE VIEW options.
  - **HIERARCHY:** These are levels that represent your company's organizational structure and are set under the SETTINGS tab of the WELCOME page (the landing page after you log in to the HME CLOUD).
  - **TIME MEASURE:** This changes the first column of the Report to Group / Store, Day of Week, or Daypart.
  - **TOGGLE VIEW:** This changes the view of the Average Times table to display by Group / Store, Day of Week, or Daypart (This view is only visible if you have selected Day of Week or Daypart under TIME MEASURE).



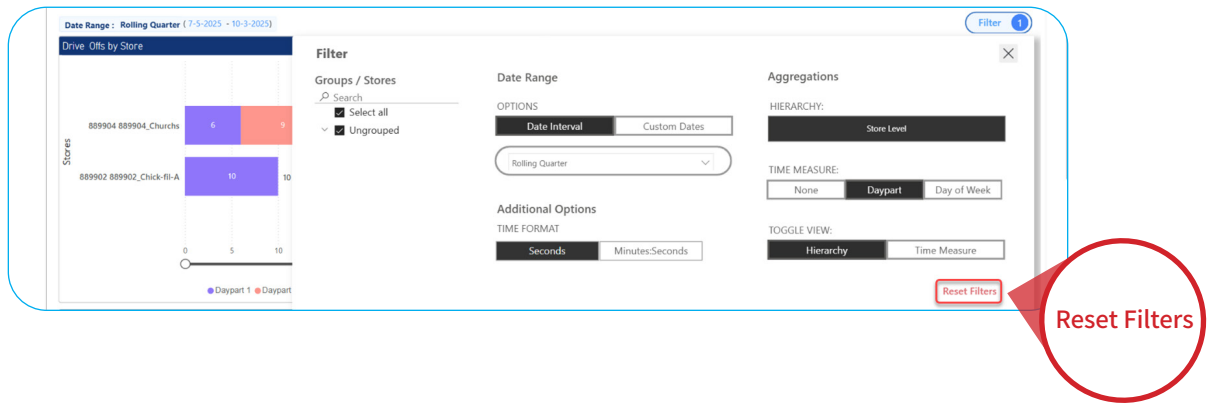
6. Additional Options: Allows you to select your preferred options.
  - **Time Format:** The default is Seconds, but click/tap on Minutes:Seconds to switch to this format.



7. Your Report will reflect the preferences you configured in the Filter dialog.



8. Click/tap the **Reset Filters** text (Fig. 10) to clear your preferences and restore the filter to its default settings.





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

For more information  
visit the **HME User Manuals** page at:  
<https://www.hme.com/qsr/support/drive-thru-user-manuals/>



Also, visit the **HME Training Portal** at:  
<https://www.hme.com/training>

