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

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Singer Specific Singer Specific <td></td> <td>Trends Dashboard</td> <td>TEMPLATES</td> <td>TEMPLATES</td> <td>Averages by day</td>		Trends Dashboard	TEMPLATES	TEMPLATES	Averages by day
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Navigating & Generating Reports in the HME CLOUD® Reporting System

Locating the Reports Page in the HME CLOUD

1. Log into your HME CLOUD account.

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2. Click on **REPORTS** in the top navigation bar of the Welcome Page.

	WELCOME DASHBOARD REPORTS	PORTS	
Announcements We've made some updates to the new reporting system! The New Trends Dashboard has been added to our set of reports, in it you can review the performance of your store or set of stores for the last three months.	НМЕ	1	Avg. Time (sec) TOP 3 STORES
For more information, please refer to the User Guide.	HME Training Portal Whether you are learning the system basics or are looking for resources and tips to build onging success, you will find instructional videos, supporting documents, job aids, and more! Access HME Training Portal	2 3	Super Sandwich - Whi CoAL 360 T7995 Super Sandwich - Nor 48 CoAL 360 F444 Super Sandwich - Car 49 CoAL 360 BOTTOR 3 STORES F8995 S
		6 7 8	83998 51 Super Sandwich - Car 51 6012345 200 Super Sandwich - Blo 120 604.1 360 200 86543 2122 Super Sandwich - Vista 122 604.1 360 200

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.

Recently Viewed Reports Single Store Report	All Reports & Templates Multi Store Report	Single Store Report	Trends Dashboard
Performance Analysis Outliers Deabboard Trends Deabboard	Multit Store Kepport Multit St	Single store keeport Engle store keeport Engle store summary report equadable to view averages and status across days and daysets: includes guid Vis and largest times. Show full Report TEMPLATES Two Standard site report	TREMS USARIDOATO While some function of the fu
Recently Viewed Templates Trends Report - Super Sandwich - Popoyo			
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	Raw Car Data Report Raw drive this event data by store. Show full Report		

Multi Store Report

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

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Reports Overview Recently Viewed Reports Suigh Sow Report Performance Analyse Cution Conference Recently Viewed Templates Tendi Report Separtiadadih Pergar	All Reports & Templates Multi Store Report Muties and the strength state of the store devided by day of each of depart: Index and the store day of the devided time part of the store of depart state of the store of	Show Full Report States access days Constraining	Stated/W Stards Frends Dashboard Mot serv san total and test Carl tested by trace, depart, and day where, CENFLATES Anorgen to day Casted of Import
	Trends Report Engle store troots by day, dayser, and drift, technica all direction provide TEMPLATE Same Standards Same Standards - Region Same Standards - Region Same Standards - Region	Outliers Dashboard Analysis there notice exercise configuration and settings. ICAMPLATES Show Yold Report By Departs	Performance Analysis Adapt you there with taking long they you defined goal by day, daywart ad detects. TUMPLATES Standard Templore
	Raw Car Data Report Raw drive thris event data by store. Store Full Report		

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

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Groups / Stores		Date	Range					Aggreg	itions						Additional Op	tions	
.e Search Select all		OPTION		te interval	Custom	Dates		HIFRARCHY		Doe	e Level		1ct Level		TIME FORMAT	Seconds M	wtes:Seconds
 Select all Store Manager (Lauren) 		OPHON	5 04	se interval	Custom	Lietes		nitkest, m		300	e Level		131 60/01		TIME FORMAL	360003	with Hermon
Store Manager (Lauren) Store Manager (Lisa)								TIME MEAS		_		Day of Week			INCLUDE PULL-INS		
Store Manager (Lisa) Store Manager (Paul)		(9	rrent Week			¥)		TIME MEAS	IRE: Nore		Daypart	Day of Week			INCLUDE PULL-INS	Yes	No
Store Manager (Paul) Gungrouped																	
Image of the second		(🗎	11/26/20	23 11/	30/2023												
- Carolie																	
Goal A 😑 Goal B 😐 Goal C 🗣 Goal D 🖝 Goa	i > D																
			Avera	ge Tim	es									Goals %	per Store (Lane	Total)	
Group / Store	Menu	Greet M	nu 1 Greet	1 Menu a	Greet 2	Cashler	Service	PF Window	Walt Area 1 Wa	ilt Area a	Lane	La					
•	Board										Queue	То	Sandwich - Carone		100		
012345 Super Sandwich - Bloom			22 22		22	23					48	1 4444 Super	sanowich - carone		100	<i>m</i>	
4444 Super Sandwich - Carone			34 84		34							1					-
4722 Super Sandwich - Whiptail			ZJ 23		23	22					20	4722 Super S	andwich - Whiptail		100		
6543 Super Sandwich - Vista 7895 Super Sandwich - Norma		•	23 23	23	23		22	1			50	- 9					
7896 Super Sandwich - Norma 8996 Super Sandwich - Cartsbad	9										20	6543 Sup	er Sandwich - Vista		100		
orso super salumon - cansuau											20	-					
													Sandwich - Norma		100		
												7090 Juper	aanomen - reenna		IV	<i></i>	
												8996 Super S	andwich - Carlsb		100	7%	
												012345 Sup	er Sandwich - Blo		100	x .	
												012345 Sup	er Sandwich - Blo		100	×	

- 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 arrow under **Current Week**, any of the other options in the dropdown, or entering your own **Custom Dates**.

Summary R	eport
	Date Range
	OPTIONS Date Interval Custom Dates
	Current Week
	4/16/2023 4/21/2023

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

Note: The HIERARCY Levels represent your company's orginizational 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.

Aggregatior	าร				
HIERARCHY:	Store Level	4th Level	3rd Level	2nd Level	1st Level
TIME MEASURE:	None	Daypart	Day of Week		
TOGGLE VIEW:	Hierarchy	Time Measure			

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

Additional Optic	ons	
TIME FORMAT	Seconds	Minutes:Seconds
INCLUDE PULL-INS	Yes	No

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

Groups / Store ^{org} Buscar Seleccionar Curvel 4 Curvel 4 Support group	todo		ОРТК	e Range	Date Interval	Custom	i Dates	\int	Aggreg HIERARCHY TIME MEAS	'i <u>s</u>	itore Level	4th Lee Daypa		d Level 2nd Level
 d test group Ungrouped 		oal B 🛛 Goal C 🗨 Goal D 🗣 Go	al > D	12/4,	/2022	12/6/2022								
Daypart	(Ave	rage Tir	nes							т ерен
 Seleccionar t No Daypart Davpart 1 	Daypart	Group / Store	Pre-Menu	Menu Board	Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service 1	Service 2	
 Daypart 1 Daypart 2 Daypart 3 	No Daypart Daypart 1	203001 TTR1SLOT4 - Chicken 110401 CTR1SLOT12 - S - Bur 139724 CTR1SLOT15 - Dual	9	9 28	9 28	29	29	28		27	9 27	28	27	110401 CTR15LOT12 - S Bu
✓ Di _{Select} all ✓ Daypart 5 ✓ Daypart 6	Daypart 2	110401 CTR1SLOT12 - S - Bur 139724 CTR1SLOT15 - Dual		28	28	29	29	28	28 27	28	27	20	27	
Daypall 0	Daypart 3 Daypart 4	110401 CTR1SLOT12 - S - Bur 139724 CTR1SLOT15 - Dual 110401 CTR1SLOT12 - S - Bur		27 27 27	27 27 27	28	28	28	28	28 28	27	27	28	139724 CTR1SLOT15 - Dua
	Daypart 5	139724 CTR1SLOT15 - Dual 110401 CTR1SLOT12 - S - Bur 139724 CTR1SLOT15 - Dual		28	28	27	27	28 28	28	28	28	27	27	203001 TTR1SLOT4 Chicke
	Daypart 6	110401 CTR1SLOT12 - S - Bur		28	28	20	20	20	20	27	28	20	21	/

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

🕨 🔽 North Zor	ne			Current Wee	:k) 		TIME MEAS	URE:	None	Day
🕨 🔽 report gro	oup test											
🕨 🔽 test group	0		F									
🕨 🔽 Ungroupe	ed			12/4	/2022	12/6/2022						
		oal B 🛛 🔴 Goal C 🔴 Goal D 🖤 Go	oal > D									
Day					Ave	rage Ti	mes					
Sela Sul	Select a	Group / Store	Pre-Menu	Menu Board	Greet	Menu 1	Greet 1	Menu 2	Greet 2	Cashier	Service	Service
Mor Tuesc	Sunday	0401 CTR1SLOT12 - S - Bur		27	27					28	28	
		39724 CTR1SLOT15 - Dual				28	28	28	28			27
	Monda	203001 TTR1SLOT4 - Chicken	9	9	9						9	
		110401 CTR1SLOT12 - S - Bur		28	28					28	27	
Select all		139724 CTR1SLOT15 - Dual				28	28	28	28			27
		203001 TTR1SLOT4 - Chicken	9	9							9	
	Tuesday	110401 CTR1SLOT12 - S - Bur			29					28	28	
		203001 TTR1SLOT4 - Chicken	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.



Single Store Report

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

Reports Overview			Scheduler User
Recently Viewed Reports Single Store Report Petermanae Analysis Codies Tasheband Trends Dasheband Recently Viewed Templates Trends Report: Super Sandackir, Pepays	All Reports & Templates Multi Store Report Multi Store Report Multi Store Store Store Multi Store Store Multi Stor	Single Store Report Brief data Jumany report aspandatio to view averages and totals across days and dayses. Includes guid to and topped towars TEMPLATES Data Table Topped New Data Data Data Server	Show Full Report
	Trends Report Engle store troots by day, dayser, and drift, locksday all detection points. TENFLATE Same Standards Same Standards - Rayay Same Standards - Rayay Same Standards - Rayay	Outliers Dashboard Aways time outlier events to reprinter configuration and setting. Soon full legent By Degents	Performance Analysis Analysis your store with kinking longer than your defined guid by day, daype and detection
	Raw Car Data Report Raw drive thru event data by store.		

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

нме											Versi
Stores			Date R	ange				Addition	al Optio	ns	Performance Metric
Search O HME Eats O0005 Super Sance	lwich - La Palm		OPTIONS	Date	Interval	Custom Dat	ies	TIME FORMAT	Seco	nds Minutes:Seconds	611,602
 012345 Super Sar 073 Super Sandwi 1234 Customer Su 4444 Super Sandwi 	ich - Beacon uccess1		Rollin	g Year 2/6/202	3 2/5	/2024		INCLUDE PULL-INS	Ye	s No	100.00% % OF GOAL A 117
🛡 Goal A 😐 Goal B 🔎		● Goal	> D								LANE TOTAL (AVG TIME)
Average Times Date Interval	Menu Board1	Greet 1	Menu Board2	Greet 2	Cashier	Service	Lane Queue	Lane Total	Lane Total 2	Total Cars - In-Lane	
▲ □ 2024	23	23	23	23	23	23	52	122	23	2.132	
February	23	23	23	23			52	122	23	2,132	
AVG Total	23	23	23	23	23		52	122	23	2.132	

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.

			ADERBOARDS SETTINGS 🧱 SMACK Legged M 🔘	
Reports Overview Recently Viewed Reports Under Standard Recently Alexandre Recently Viewed Templates	All Reports & Templates Mutti Store Report Music Store Address Music Store Address Music Store Address Music	Single Store Report Stope Resource Stope and Stope Report Stope and Stope Stope Report TEMPLATES Not Standard use report	Trends Dashboard Mer were uwe treat our trends by hour, dogen, wod wyr di were. TOENTES Awragen to dyn Bandwei fragen	Show Full Rep
Trends Import - Super Sandwich - Popys	Trends Report Trends are tready by day, depart, and shit, treades all detection promo. Show I will Report Terre Fundaming, Cashand Report Sendersity, Franja Report Sendersity, Franja	Outliers Dashboard Adapt time routine events to optimize configuration and senses. TENFLATES By Bryanets	Performance Analysis	
	Raw Car Data Report Raw drive thru event data by store.			

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**.

HME Groups / Stores	
	Date Range
_^ Search	OPTIONS Date Interval Custom Date
Store Manager (Lauren)	
🖻 🗹 Store Manager (Lisa)	Current Week
🖻 🗹 Store Manager (Paul)	

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

Date Ran	ge	
OPTIONS	Date Interval	Custom Dates
Current	Week	~
Ħ	2/4/2024 2/-	4/2024

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/Sto	re 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	<mark>12</mark> 58
6543 Super Sandwich - Vista	97	1678
7896 Super Sandwich - Norma	49	1674
8996 Super Sandwich - Carlsbad	49	1671
Total	73	11365

8. 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.

Recently Viewed Reports	All Reports & Templates		
Single Sour Report Performance Analysis Custions Databased Trends Databased Recently Viewed Templates Trends Report: Super Sandwids - Report	Hubit Store Report We drawn yn gwyr a hongrychad an ei orag mwef y dry dr Yn drawn yn gwyr yn yw rhan yn	Sight Store Report Experiments and the average of the store of the sto	Trends Dashboard Nationa Lan Toda of fad Catenshiry hour, dagan, jaid dagi va keel TEMFARTS Anagashy kiyi Sandar Ripot
	Funds Repet Index on water leads and	La constante La co	Performance Analysis Audio neuro Interventi stating longer than your defined guid by dea, dagas and decours TEDFLATES Standard Tempton
	Raw Car Data Report Rev ofter this event data by stree. Steen full Report		

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**.

нме		
Search & Filter	Date & Time Range	Single Day Multi
Group Q Store Manager (Lisa) به Search	Time Measure	REPORT DAY
 Store Manager (Lauren) Store Manager (Lisa) 	by Daypart	□ 1/1/2022 ■
 Store Manager (Paul) Ungrouped 	by Shift	

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

Search & Filter Q Group Pacific V Q Store Q 7658 Super Sandwich - Mayo	Date & Time Range	E Single Day	Multi Day	Additiona TIME FORMAT
Store: 7658 Super Sandwich - Mayo Date: 4/1/2022 Daypart - Time Period	Total Cars Menu Board	Greet Window1	Lane Queue Lane	Total
Date: 4/1/2022 Daypart - Time Period	Total Cars Menu Board	Greet Window1		Total 74
Date: 4/1/2022 Daypart - Time Period Daypart 1 6:00AM - 10:29AM			138 17	
Date: 4/1/2022 Daypart - Time Period	445 17	17 18	138 1 103 1	74

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

HM Search & F Q Pacific Q Store 7658 Sup	0	 ✓ Aayo ✓ 	Date Time Mo by Day by Sh	/part	Range Options	Single Day Date Interva Current W Shift 1	Custom Date	s	Additional Op Time format Include pull-ins	tions Seconds Yes
Store: 7658 Sup	er Sandwich - M	ауо								
Period: 6:00AM	- 11:00AM									
Days: 4/16/2023	3 - 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	q	10	q	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**.

Q Group Pacific ~	Time Measure OPTIONS Date Interval Custom Dates	
Q 7658 Super Sandwich - Mayo 🗸	by Daypart by Shift by Day Daypart 1	INCLUDE PU

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

Search & Fi	lter		Date & Time Ra	ange sin	gle Day	Multi Day	Additional Options
Q Pacific Q Store Q 7658 Sup	er Sandwich - May		Time Measure by Daypart by Shift by Day			Custom Dates 4/20/2023	TIME FORMAT Seconds Minutes-Seconds INCLUDE PULL-INS Yes No
4:00AM - 5:59A Days: 4/1/2022 - Date	4/20/2023		rd Greet Cashier Sei	rvice Window1	Lane Queue	e Lane Total Lane	Total 2
4:00AM - 5:59A Days: 4/1/2022 -	M 4/20/2023		rd Greet Cashier Ser 18	rvice Window1 17	Lane Queue 91	e Lane Total Lane 127	Total 2
4:00AM - 5:59A Days: 4/1/2022 - Date	M 4/20/2023 Total Cars N	Menu Boa					Total 2
4:00AM - 5:59A Days: 4/1/2022 - Date	M 4/20/2023 Total Cars N 26,206	<mark>Menu Boa</mark> 18	18	17	91	127	Total 2
4:00AM - 5:59A Days: 4/1/2022 - Date 4/1/2022	M 4/20/2023 Total Cars N 26,206 445	<mark>Menu Boa</mark> 18 17	18 17	17 18	91 138	127 174	Total 2
4:00AM - 5:59A Days: 4/1/2022 - Date 4/1/2022 4/2/2022	M 4/20/2023 Total Cars N 26,206 445 448	Menu Boa 18 17 18	18 17 18	17 18 17	91 138 56	127 174 91	Total 2
4:00AM - 5:59A Days: 4/1/2022 - Date 4/1/2022 4/2/2022 4/3/2022	M 4/20/2023 Total Cars N 26,206 445 448 444	Menu Boa 18 17 18 17	18 17 18 17	17 18 17 17	91 138 56 91	127 174 91 126	Total 2
4:00AM - 5:59A Days: 4/1/2022 Date 4/1/2022 4/2/2022 4/3/2022 4/4/2022	M 4/20/2023 Total Cars N 26,206 445 448 448 444 449	<mark>Menu Boa</mark> 18 17 18 17 17	18 17 18 17 17	17 18 17 17 17	91 138 56 91 116	127 174 91 126 151	Total 2

Outliers Dashboard

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

Reports Overview			Scheduler User Guide
Recently Viewed Reports	All Reports & Templates		
Performance Analysis Outliers Dashboard Trends Dashboard	Multi Store Report Maki steve summary year with averages build over at time period by day of uned on a dayset. Includes gual his toor the indicated lines period. TEMPLATES Scaladar Report	Single Store Report Single Store annuary report and a store annuary store annuary store annuary store and advants. Locate store and location store and location a	Trends Dashboard Mistisave tare total and total Cartensis by hour, dagaart, and day of week. TEMPATES Show Aud Report Anregen by day Standard Report
Recently Viewed Templates Trends Report - Super Sandwich - Popoyo			
	Trends Report Single-store trends by day, daypart, and shift, includes all detection points. Show Full Report	Outliers Dashboard Analyze timer outlier events to optimize configuration and settings.	Por
	TEMPLATES SuperSandwich: Calcibas SuperSandwich: Hayo SuperSandwich: - Popop SuperSandwich: - Vitas	TEMPLATES	Show Full Report Juridities

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.

HME Outliers Report		Date Interval Custom Dates y6/2023 6/5/2023	 Pull Ins: A vehicle that e Pull Outs: A vehicle that Max Over Delete: A veh Discards: If a vehicle is d not to wait and pulls out 	ntered the drive-th entered the drive- icle removed from etected during the	ed by the timer syste ru lane after the first active thru lane through the first t the timer dashboard when configured Discard time lin ed from the dashboard by	e detection point, and active detection point i it exceeds the max n mit but not detected	exited through the , but exited the lane umbers of cars allow	last active detection before the last and ved in a given det	on point. tive detection poi ector queue.
			- 60						
	Outliers % by	/ Date				Outlie	rs Details		
Q 100%				Store Numb	er Store Name	% Outlier Ca	r Departures T	otal Outliers	All Car Records
				504030201	Bologna TE II	49.8%	159,022	157,725	316,747
80%				8010	Best Burger #43	0.0%	141,861	21	141,882
				557799 Total	EDWIN01	0.0%	86,573 387,456	8 157,754	86,581 545,210
60%						2010/11		101,101	0.10,210
40% 3/9/2023 % Outler 43.50% 20%	<u> </u>	.							
0 0%	pr 2023	May 2023	Jun 2023						
	he even		7011200.5						
	Outliers % by	/ Hour				Outliers	Distribution		
Q 100%									
80%					504030301	13 M		AC 784	

- 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.

AECLOUD"	WELCOME DASHB		
Welcome!	Quick Links	Announcements	
Welcome to the updated MME CLOUD and ZOOM Nitro Drive thru Optimization system Navigate using the Quck Links or Club "Set Training" to access your HME Training Portal and watch videos on how best use your HME products to improve drive-thru performance and creve engagement. Through the HME CLOUD, you can set store goals, monitor performance accoss your enterprise, and much more. Everything you need to optimize your QSB drive- thru operation is right here at your fingertips!	Kanack Talk Leaderboards Stores Users Wy Account Display	The new Outliers Dashboard is available new! A new dashboard analyzing atypical events captured by the timer system is now available in the reporting section. For more information, please refer to the User Guide. Do you have any feedback or new features you'd like to see in the new reporting let to see in the new reporting or letform? Please share using our feedback from at https://www.hme.com/gst/feedback/ and select 'Product' as the feedback type. See past announcements	HIME Training Portal HME Training the system tasks or are learning the system tasks or are looking for resources any task of the system of the system task of the system of the system of the system task of the system of the system of the system task of the system of the system of the system task of the system of the system task of the system of the system of the system task of the system of the system of the system task of the system of the system of the system of the system task of the system of the system of the system of the system of the system task of the system
Store Ranking Current Day Avg. Time (sec) TOP 3 STORES	22		

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

HMECLOUD		WELCOME DASHDOARD REPORTS	LEADERBOARDS SETTINGS 🧱 SMACK Lagardin 🛞	
Reports Overview			Scheduler User Guide	
Recently Viewed Reports	All Reports & Templates			
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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 higest 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.



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.

Additional Opt	ions	Template Y Apply
TIME FORMAT	Seconds Minutes:S	econds
ll Reports & Templates		
Multi Store Report Multi store summary report with averages/fold over a time period by day of week or daypart. Includes gala %'s over the selected time period. TEMPLATES Standard Report	Single Store Report Single Store Report Single Store summary report expandable to view averages and totals across days and dayparts. Includes goal flu's and longest times. Show Full Report TEMPLATES Non-Standard solo report	Trends Dashboard Multi-store Lane Total and Total Car trends by hour, daypart, and day of week. Show Full Report TEMPLATES Averages to day Sandard Report
Trends Report Single store trends by day, daynaur, and shift, lectudes all detection points. TEMPLATES Show Full Report Super Sandwich - Mayo Super Sandwich - Vata	Outliers Dashboard Analyte timer outlier events to optimize configuration and settings. TEMPLATES Cylosystems	Performance Analysis Analyze your store violts taking longer than your defined goal D by day, daysart and detector. Show Full Report TEMPLATES Standard Template

Raw Car Data Report

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

Recently Viewed Reports	All Reports & Templates		
Single Stone Report Performance Analysis Outliers Dual-board Trends Dual-board	Hulti Store Report We determine y more than everywherd en er tree peords y dy of we determine that determine that everywherd en er tree peords y dy of we determine Standard Report	Single Store Report Single Store summary report operatively to their a wringers and todia across days and against have been been been been been been been be	Trends Dashboard Natii store Lane Titali ad Titali Carteenis by hou, dagaar, and day ef week. TEMPLATES Avergen by dar Stondard Report
Recently Viewed Templates Trends Report - Super Sandwich - Popoyo			
	Trends Report Griedwortwoch by das, daspart, wich Alft. Including and becknase porter. THENTES Development Sager Sachande, Marge Sager Sachande, Marge	Outliers Dashboard Augur team offer events to opticate configuration and entrips. TEMPLATES Drokpens	Performance Analysis Adaption networks during larger than your defined goal is by day, depart and detaxes. TEMPLATES Technical Tempore Tempore Tempore Technical Tempore
	Raw Car Data Report Rue doe the word data by size. Other full legent	Show Full Report	

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.

ile Home	View					
\mapsto Export \checkmark	dd d 1 b bb γ	Parameters				
Store:	Required 🗸 🗸	Date (MM/DD/YYYY	: 11/29/2023			
Start Time (HH)	(Store Manager (Lauren)) (Store Manager (Lauren))	Stop Time (HH):	December 2023	$\uparrow \downarrow$	2023	$\uparrow \downarrow$
MM)	(Store Manager (Lauren))	(MM)	Su Mo Tu We	Th Fr Sa	Jan F	Feb Mar Apr
AM/PM)	(Store Manager (Lisa)) 0	(AM/PM)	26 27 28 29	30 1 2		
AWI/ FIVI/	(Store Manager (Lisa)) 89	(AIVI/FIVI)	3 4 5 6	789	May J	Jun Jul Aug
lime Format:	(Store Manager (Lisa)) 92	Include Pullins:	10 11 12 13	14 15 16		
	(Store Manager (Paul)) 12		- 17 18 19 20 3	21 22 23	Sep (Oct Nov Dec
	_(Store_Manager (Paul)) 47/		24 25 26 27	28 29 30		

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

File Home	View					
\mapsto Export \checkmark	44 4 1 Þ ÞÞ 🍸	Parameters				
Store:	(Store Manager (Lisa)) 89 🗸	Date (MM/DD/YYYY):	01/18/2023	Ē		
Start Time (HH)	- 01	Stop Time (HH):	11	\sim		
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Time Format	29	Include Pullins:	No	\sim		
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	32					8

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

						User Guide	 \frown
rs							View report
Date (MM/DD/YYYY):	11/29/2023					/iew report	
Stop Time (HH):	Required	\sim					\searrow
(MM)	Required	\sim					
AM/PM)	Required	\sim					
nclude Pullins:	No	\sim					
			НМЕ				
, 2023 04:00 AM	Time Format: Seconds		Print Date & Time:	12/5/2023 10:00:08 PM			

- 6. 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 enitre time period, click the arrows in the top-left area of the report to navigate all pages of the report.

🗧 Raw Ca	ar Data Report									
File Home	View									
→ Export ∨	44 4 2 Þ Þi	> 🖓 Paramete	ers							
Store:	(Store Manager (Lis		Date (MM/DD/YYYY): 01/30/2024						
Start Time (HH)	. 04		(HH):	11		\sim				
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Raw C	ar Data					H	IME			
Daypart	Departu			Menu Board	Greet	Cashier	Service	Lane Queue	Lane Total	Lane Total 2
	2024-01-30 04:19:0			8	8	10	8	19	45	45
	2024-01-30 04:19:51 AM		1	8	8	10	11	21	50	50
1	2024-01-30 04:20:31 AM		1	9	9	10	12	20	51	51
4:00AM - 5:59	2024-01-30 04:21:10 AM	Car_Departure	1	11	11	9	11	19	50	50

Scheduled Reports

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



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

All Reports & Templates	WELCOME DASHBOARD REPORTS LEA	DERBOARDS SETTINGS IN SMACK Logentin Cocheduar
Multi Store Report Multi-store summary report with averages/lotal over a time period by day of week or daypart. Includes goal %'s over the selected time period. TEMPLATES Standard 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 TEMPLATES Non-Standard solo report	Trends Dashboard Multi-store Lane Total and Total Car trends by hour, daypart, and day of week. Slowe Full Report TEMPLATES Averages by day Standard Report
Trends Report Single-store trends by day, daypart, and shift. Includes all detection points. Show Fall Report TEMPLATES Suppor Sandwich - Carlabad	Outliers Dashboard Analyze timer outlier events to optimize configuration and settings. TEMPLATES By Dayports	Performance Analysis Analyse your store white taking longer than your defined goal D by day, daypart and detector. TEMPLATES TemPLATES TempLates

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

Sch	eduled Report	s					Use	Guide Create New Schedule	
	SCHEDULE NAME	MAILS	SUBJECT	RECURRENCE	COMPLEMENT	TIMEZONE	FORMAT	ACTIONS	Create New Schedu
	aschorex	asd	asda	Monthly	Monthly-02	(GMT+00:00) Dublin, Edinburgh, Lisbon, London	PDF	Remove View/Edit	
	Fix st name anda data - multi	miguelangel.duarte@globa edwin.marin@globant.com	Fix st name anda data - multi	Weekly	Tuesday	(GMT+06:00) Astana	PDF	Remove View/Edit	
	multi store pdf daily	miguelangel.duarte@globa	multi store pdf daily	Daily		(GMT+11:00) Magadan	PDF	Remove View/Edit	
	report single store	miguelangel.duarte@globa	report single store	Weekly	Tuesday	(GMT+06:00) Astana	CSV	Remove View/Edit	
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	multi store weekly pdf	miguelangel.duarte@globa	multi store weekly pdf	Weekly	Tuesday	(GMT+09:00) Seoul	PDF	Remove View/Edit	

6. Input the Scheduled Report information under General Information, including REPORT NAME, SUBJECT, RECIPIENT EMAIL, and REPORT FORMAT.

Note: More than one emaill address may be added.

HME CLOUD'		WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS 🞇 SMACK Looged in
Create New Scheduled	l Report	
1. General Information	2. Type & Timing	3. Filters & Layout
REPORT NAME	TYPE	STORES (D)
• Multi Store Weekly	*Summary - Single Store	Store Manager (Lauren)
SUBJECT	PULL-INS	➤ Store Manager (Lisa)
•Weekly Report	Include Exclude	> 🗌 Store Manager (Paul)
RECIPIENT EMAIL	TIME FORMAT Minutes:Seconds Seconds	4444-Super Sandwi HME
Recipient email admini@supersandwich.com	TIME MEASURE	☐ 7658-Super Sandwi HME
REPORT FORMAT	•Daypart v	☐ 7896-Super Sandwi HME Select All Deselect All
•xlsx	✓ TIME ZONE	DAYPARTS ()
	•Select ~	Daypart 1
	RECURRENCE	Daypart 2

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

t 2. Type & Timing *Summary - Multi Store	3. Filters & Layout
	3. Filters & Layout
* Summary - Multi Store	
	STORES ^(II)
	➤ Store Manager (Lauren)
Summary - Single Store	> 🗌 Store Manager (Lisa)
Summary - Multi Store	
Trends Report	Store Manager (Paul)
Minutes:Seconds Seconds	4444-Super Sandwi HME
TIME MEASURE	7658-Super Sandwi HME
*Daypart ~	□ 7896-Super Sandwi HME
	Select All Deselect All
	DAYPARTS ®
*Select V	Daypart 1
RECURRENCE	Daypart 2
◆Select ✓	Daypart 3
	TIME MEASURE •Daypart •Time ZONE •Select •Recurrence

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.

HME CLOUD'		WELCOME DASHB	ARD REPORTS	LEADERBOARDS	SETTINGS	×	SMACK TALK	Logged in	
Create New Schedule	d Report								
1. General Information	2. Type & Timing	3. Filters & Layo	ut						
REPORT NAME	TYPE	STORES (1)							
• Multi Store Weekly	*Summary - Single Store	> 🗌 Store Manag	er (Lauren)						
SUBJECT	PULL-INS	> 🗌 Store Manag	er (Lisa)						
• Weekly Report	Include Exclude	> 🗌 Store Manag	er (Paul)						
RECIPIENT EMAIL	TIME FORMAT	4444-Super	Sandwi HME						
• Recipient email	Minutes:Seconds Seconds								
admini@supersandwich.com ×	TIME MEASURE	7658-Super	Sandwi HME						
REPORT FORMAT	◆Daypart ~	☐ 7896-Super	Sandwi HME						
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		DAYPARTS (
	*Select ~	Daypart 1							
	RECURRENCE	Daypart 2							
`	*Select ~	Daypart 2							/
		Davpart 3							\sim

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.

1. General Information	2. Type & Timing	3. Filters & Layout
REPORT NAME	TYPE	stores [®]
• Multi Store Weekly	*Summary - Single Store	> Store Manager (Lauren)
SUBJECT	PULL-INS	> Store Manager (Lisa)
+Weekly Report	Include Exclude	> Store Manager (Paul)
RECIPIENT EMAIL	TIME FORMAT Minutes:Seconds Seconds	☐ 4444-Super Sandwi HME
Recipient email admini@supersandwich.com ×	TIME MEASURE	7658-Super Sandwi HME
REPORT FORMAT	*Daypart 🗸	☐ 7896-Super Sandwi HME
•XLSX	✓ TIME ZONE	Select All Deselect All
	×Select ×	Daypart 1
	RECURRENCE	Daypart 2
	*Weekly Y	Daypart 3
	DAY OF WEEK	Daypart 4
		Select All Deselect All

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.

Create New Scheduled Report		
1. General Information	2. Type & Timing	3. Filters & Layout
REPORT NAME	TYPE	STORES @
• Multi Store Weekly	+Summary - Single Store	> 🗆 Store Manager (Lauren)
SUBJECT	PULL-INS	> Store Manager (Lisa)
• Weekly Report	Include Exclude	Store Manager (Paul)
RECIPIENT EMAIL	TIME FORMAT	4444-Super Sandwi HME
•Recipient email	Ninutes:Seconds Seconds	7658-Super Sandwi HME
admini@supersandwich.com ×	TIME MEASURE	7896-Super Sandwi HME
REPORT FORMAT	•Daypart V	Select All Deselect All
•XLSX	Y TIME ZONE	DAYPARTS ©
	•Select ~	Daypart 1
	RECURRENCE	Daypart 2
	*Select ~	Daypart 3
		Daypart 4

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.

Create New Scheduled Re	port			
1. General Information REPORT NAME Multi Store Weekly SUBJECT Weekly report RECIPIENT EMAIL Recipient email	2. Type & Timing TYPE * Summary - Multi Store >> PULL-INS Include Exclude TIME FORMAT MinutesSeconds Seconds TIME MEASURE	3. Filters STORE HIERARCHY V IN NEWTERE IN 8010-Best Burger #43 S Regional T S Shopping center 1	4. Report Layout STORE HIERARCHY GROUP *1st Level All 1st Level 2nd Level 3rd Level 4th Level	
Amongsupersandwich.com REPORT FORMAT *XLSX	TIME VERSION *Daypart * TIME ZONE *(GMT 08:00) Pacific Ti *	Select All Develect All	Ath Level	
			Cancel Save	Save

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

	WELCOME DASHBOARD	REPORTS LEADERB	OARDS SETTINGS	X	SMACK Logg TALK	ied in
				User Guide	Create New	Schedule
RENCE	COMPLEMENT	TIMEZONE	FORMAT		ACTIONS	
ly	Monthly-02	(GMT+00:00) Dublin, Edinburgh, Lisbon, London	PDF		Remove View/Edit	Remove View/Edit
у	Tuesday	(GMT+06:00) Astana	PDF		Remove View/Edit	Keniove view/Lui
		(GMT+11:00) Magadan	PDF		Remove View/Edit	

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

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