

# Setting Up Automated Email ZOOM® Reports

Each ZOOM Timer can be set up to automatically email key reports to leaders in your organization. Reviewing and analyzing these reports will allow you to train Managers to continuously improve your drive-thru experience and ultimately serve more customers.

- The process for setting up the two most recommended reports is outlined below
- If desired, additional reports may be set up following the same process
- It is recommended to be very selective in the reports you enable so that you are not overwhelmed with more information than you really need or can effectively use
- Report recipients are determined by you. It is recommended that the Supervisors' and the restaurant's email be used, not the personal email addresses of your managers

1. Go to: [www.hmecloud.com](http://www.hmecloud.com) and enter your CLOUD **Username** and **Password** to login.

HME CLOUD

Username: emilian@hme.com

Password: .....

Login

[I forgot my password](#)

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2. Select **SETTINGS** on the CLOUD menu bar to access your list of restaurants.

HME CLOUD

WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS SMACK TALK TALK Logged in as Eduardo Milan

Welcome Eduardo!

Welcome to the updated HME CLOUD and ZOOM Nitro Drive-thru Optimization system! Navigate using the Quick Links or click "Get Training" to access your HME Training Portal and watch videos on how best use your HME products to improve drive-thru performance and crew engagement.

Through the HME CLOUD, you can set store goals, monitor performance across your enterprise, and much more. Everything you need to optimize your QSR drive-thru operation is right here at your fingertips!

Quick Links

- Smack Talk
- Leaderboards
- Stores
- Users
- My Account
- Display

Performance Ranking

SETTINGS

HME Training Portal

Whether you are learning the system basics or are looking for resources and tips to build ongoing success, you will find instructional videos, supporting documents, job aids, and more!

[Access HME Training Portal](#)

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3. Click on the **Online** link for the restaurant you want to access.

The screenshot shows the 'Stores' management interface in HME Cloud. A table lists several stores with their respective details. The 'System Status' column for the first store, 'Dunkin' Donuts', shows a green dot and the word 'Online', which is circled in red. Other stores listed include McDonald's and an 'Other' category.

| Brand          | Store Number | Store Name     | Store Address            | City, State    | Leaderboard     | Report Group | System Name | System Version | System Status |
|----------------|--------------|----------------|--------------------------|----------------|-----------------|--------------|-------------|----------------|---------------|
| Dunkin' Donuts | 602001       | Testing Broski | 182 S Rancho Santa Fe Rd | San Marcos, CA | New Leaderboard |              | ZOOM Nitro  | 4.4.10         | Online        |
| McDonald's     | 333000       | Chimichanga's  | 130 Market Ave.          | Chark, CA      | New Leaderboard |              | ZOOM Nitro  | 4.4.10         | Online        |
| McDonald's     | 123          | Mira Mesa      |                          |                | New Leaderboard |              | ZOOM Nitro  | 4.2.12         | Online        |
| Other          | 123          |                |                          |                | New Leaderboard |              | ZOOM        | 3.15.1         | Offline       |

4. Once connected, a live image of that restaurant's ZOOM Timer will appear as you see below.

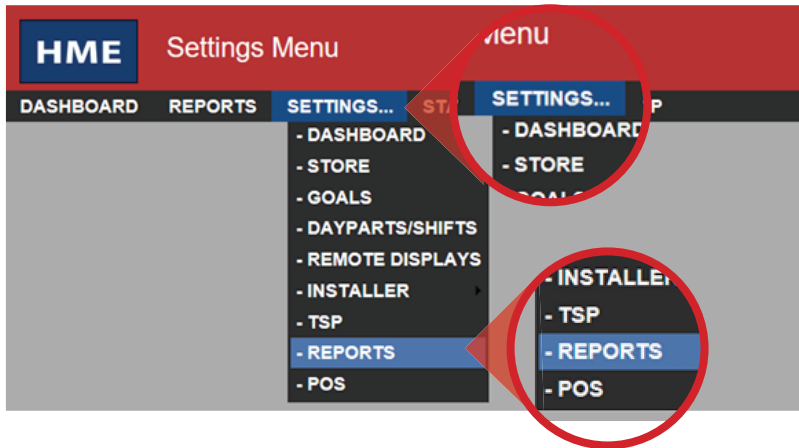
Click on the cog wheel in the upper left corner to access the **SETTINGS** menu for this specific restaurant's ZOOM Timer.

The screenshot displays the ZOOM Timer dashboard. It features a grid of performance metrics for different roles: Present, Cashier, and Order. A red circle highlights a gear icon in the top left corner, which is used to access settings. The dashboard also shows a vertical queue of cars on the right side and a 'START' button at the bottom.

| Role                  | Current Time | Hour Avg           | Goal             |
|-----------------------|--------------|--------------------|------------------|
| Present (Order 1)     | 0:03         | 0:17               | 0:25             |
| Present (Order 2)     | 0:12         | 0:26               | 0:25             |
| Cashier               | 0:34         | 0:28               | 0:15             |
| Cashier               | 0:04         | 0:27               | 0:15             |
| Order (OEPE)          | 2:58         | 2:54               | 2:00             |
| Order (Cars per Hour) | 6            | Previous 5, Best 6 | Goal 60, Pace 71 |

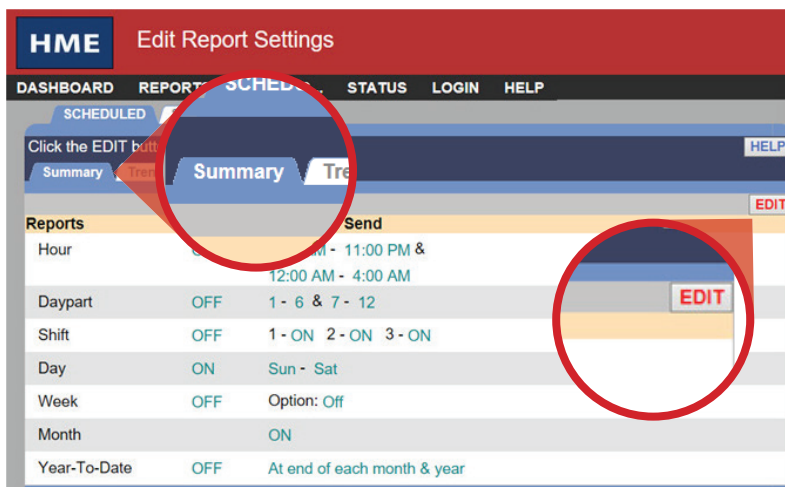
# Setting Up Automated ZOOM® Reports

5. From the **Settings Menu**, mouse over **SETTINGS** tab and then select **REPORTS**.



6. The **Edit Report Settings** screen will open on the **Summary** reports table.

- Click **EDIT**



## Setting Up Automated ZOOM® Reports

7. The editable **Summary** screen will appear.

- Click the check box to enable the **Day** report
- Select **Sun - Sat** to get the entire week
- Click **SAVE**

**Note:** It is recommended to leave all other reports on this page unchecked when first enabling your ZOOM reports. Additional reports can easily be enabled later if desired.

For example, enabling the Hour report will trigger an emailed report at the end of every hour during the selected time periods. This may be useful to help improve lower performing hours. Enabling the Hour report from 5pm - 8pm, for instance, will send you a report at the end of every hour during the dinner period.

To generate Daypart and Shift Reports, you must first define the time ranges for these periods within the Dayparts/Shifts settings.

Summary Report Settings

REPORTS SETTINGS... STATUS LOGIN HELP

ED SCHED. OUTPUT

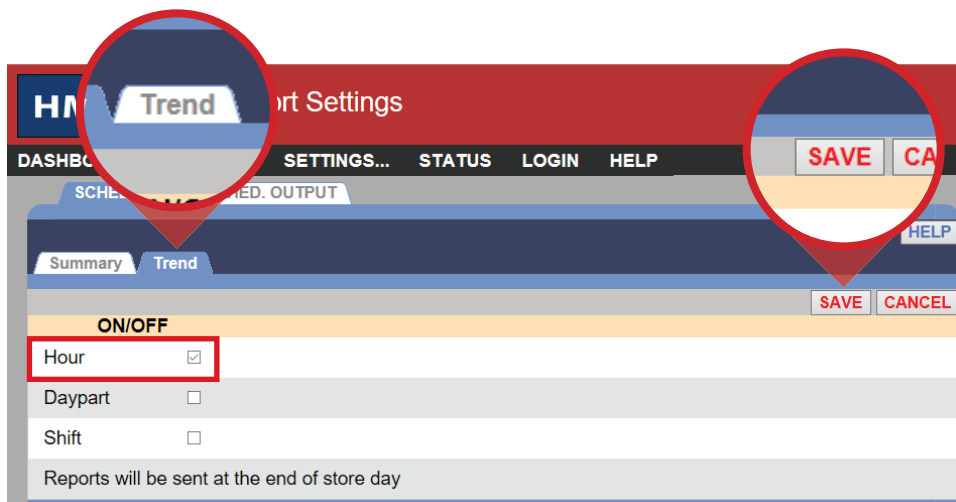
Summary Trend

SAVE CANCEL

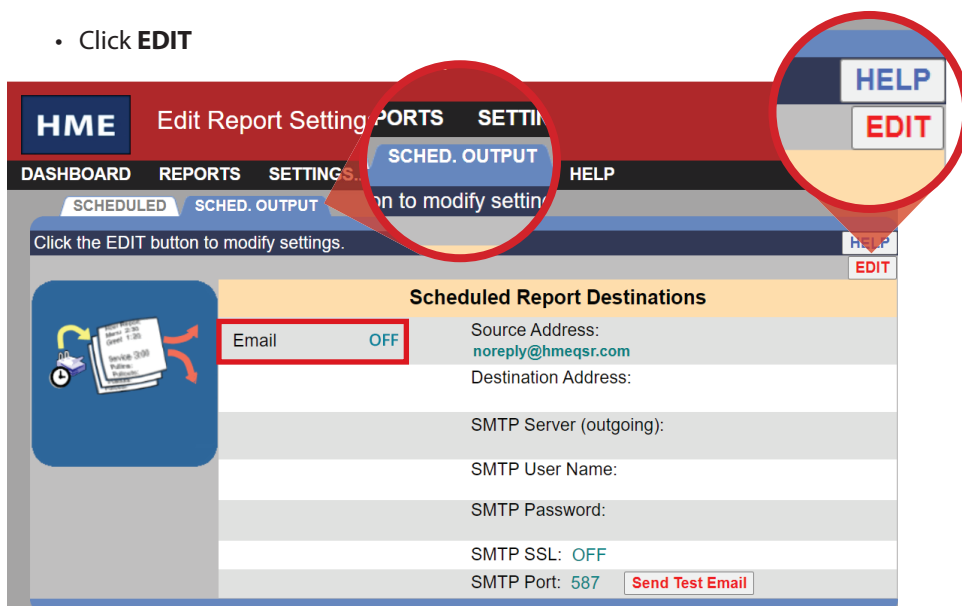
|              | ON/OFF                              | Period To Send  |
|--------------|-------------------------------------|---|
| Hour         | <input type="checkbox"/>            | 5:00 AM - 11:00 PM &<br>12:00 AM - 4:00 AM  |
| Daypart      | <input type="checkbox"/>            | 1 - 6 &<br>7 - 12   |
| Shift        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 |
| Day          | <input checked="" type="checkbox"/> | Sun - Sat   |
| Week         | <input type="checkbox"/>            | Off   |
| Month        | <input type="checkbox"/>            |   |
| Year-To-Date | <input type="checkbox"/>            | At end of each month & year   |

## Setting Up Automated ZOOM® Reports

8. Click on the **Trend** tab.
  - Click **EDIT**
9. The editable Trend screen will appear.
  - Click the check box to enable the **Hour** report
  - Click **SAVE**



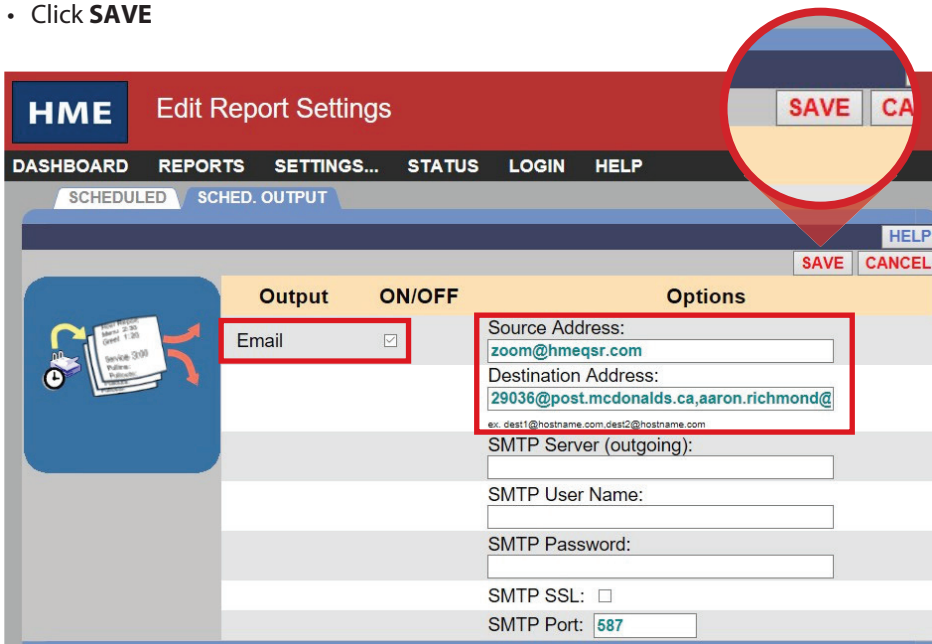
10. These next few steps set up the ZOOM Timer so that it automatically emails your selected reports.
  - Click on the **SCHED. OUTPUT** tab
  - Click **EDIT**



## Setting Up Automated ZOOM® Reports

11. Click the **Email ON/OFF** check box to activate email functions

- Confirm that the **Source Address** is **zoom@hmeqsr.com**
- Enter the email addresses for all your recipients in the Destination Address box
- Enter as many emails as you wish, separating each with a comma and NO spaces.  
For example, Person1@email.com, Person2@email.com, Person3@email.com
- Click **SAVE**



The screenshot shows the 'Edit Report Settings' page in the HME system. The 'Email' output is selected and its status is 'ON/OFF' (checked). The 'Options' section is visible, with the 'Source Address' field containing 'zoom@hmeqsr.com' and the 'Destination Address' field containing '29036@post.mcdonalds.ca,aaron.richmond@'. A red callout bubble highlights the 'SAVE' button in the top right corner of the page.

| Output | ON/OFF                              | Options   |
|--------|-------------------------------------|---|
| Email  | <input checked="" type="checkbox"/> | Source Address:<br>zoom@hmeqsr.com<br>Destination Address:<br>29036@post.mcdonalds.ca,aaron.richmond@<br><small>ex: dest1@hostname.com,dest2@hostname.com</small><br>SMTP Server (outgoing):<br>SMTP User Name:<br>SMTP Password:<br>SMTP SSL: <input type="checkbox"/><br>SMTP Port: 587 |

# Setting Up Automated ZOOM® Reports

12. Click **Send Test Email** to test your email settings
13. When all reports are selected and emails are saved, click on **DASHBOARD** to exit **Edit Report Settings**.

**HME** Edit Report Settings

DASHBOARD REPORTS SETTINGS... STATUS LOGIN HELP

SCHEDULED SCHED. OUTPUT

Click the EDIT button to modify settings. HELP EDIT

**Scheduled Report Destinations**

Email ON

Source Address: noreply@hmeqsr.com

Destination Address: Sender1@email.com, Sender2@email.com, Sen

SMTP Server (outgoing):

SMTP User Name:

SMTP Password:

SMTP SSL: OFF

SMTP Port: 587

Send Test Email Send Test Email

HME CLOUD WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS SMAC TALK Logged in as Eduardo Milan

0:54

Present Cashier

0:15 Goal 0:25 Hour Avg 0:35 Order 1

0:00 Goal 0:25 Hour Avg 0:40 Order 2

0:17 Goal 0:15 Hour Avg 0:31 Cashier

0:00 Goal 0:15 Hour Avg 0:29 Cashier

0:54 Goal 2:00 Hour Avg 2:27 OEPE

51 Goal 60 Prev 71 Best 139 Cars per Hour

Order 0:00 1 2 START

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

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