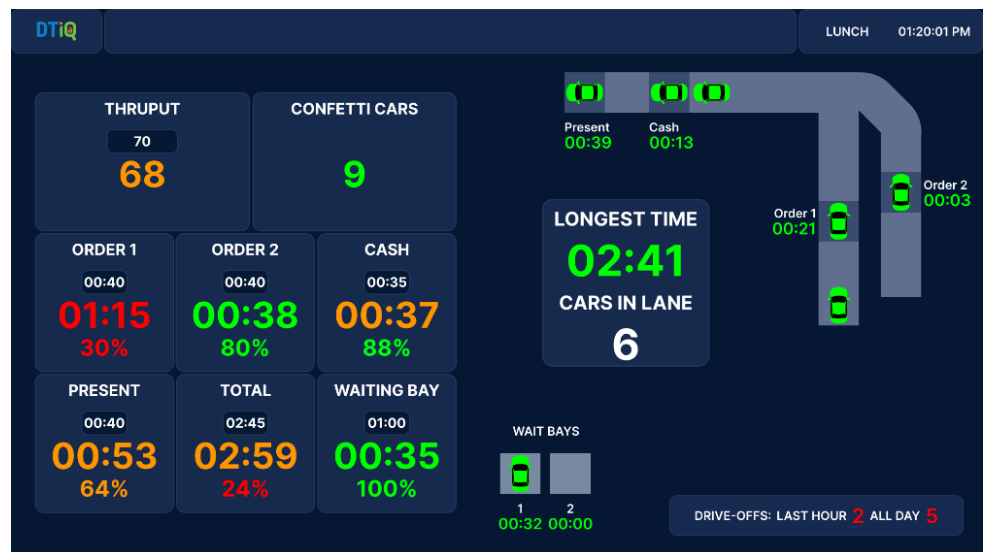


# DTiQ DRIVETHRU*i*Q

## DRIVE-THRU TIMER & RANKING SYSTEM Operations Manual

v3.2026



DTiQ Last Update: 15 Tue Oct 2024 16:02:20

State Rank	District Rank	Restaurant	Thruput	Order	Cash	Present	Cars Hours-Today	Day Thruput	Total Time
01	-	Springvale	106	00:29	00:18	00:34	16 - 114	106	01:39
02	-	Pinecrest	103	00:27	00:19	00:35	28 - 208	88	01:58
03	-	Maplewood	100	00:36	00:17	00:25	15 - 134	129	01:21
04	-	Horizon Plaza	86	00:39	00:26	00:42	39 - 176	103	02:00
07	1	Crossroads	84	00:27	00:11	00:43	23 - 163	63	02:12
34	2	Suncrest Peak	61	00:43	00:42	00:59	36 - 337	58	03:58
52	3	Silver Springs	49	00:44	00:03	01:14	28 - 161	39	04:25
69	4	Sapphire Bay	43	00:43	00:31	01:24	26 - 161	41	03:41
71	5	Harbourview	42	00:36	00:43	01:26	25 - 187	38	03:56
73	6	Havenbrook	41	00:31	00:33	01:28	20 - 234	50	03:09
78	7	Jade Falls	40	00:57	00:22	01:31	22 - 172	44	03:22
84	8	Parkertown	32	00:28	00:38	01:51	24 - 189	50	02:46
-	-	Fountain Gate	-	-	-	-	-	-	-
87	-	Greenville	29	00:50	00:02	02:05	18 - 134	35	03:30
88	-	Downtown	26	01:15	00:33	02:18	18 - 132	32	06:03
89	-	Market District	25	00:40	00:03	02:23	2 - 12	20	04:20
90	-	Bankstown	21	00:55	00:03	02:51	2 - 13	19	04:30

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# Timer System Overview

The standard configuration of the DRIVETHRU*IQ* timer system is a dual-screen system – with one screen dedicated to the timer, and the second screen displaying the real-time dynamic restaurant performance ranking.

These screens are typically placed by the pick-up window area or alternatively in an area where they can be most visible to all crew members. In some instances, there will also be a timer screen at the cash window area.

### TIMER SCREEN

**DTIQ** LUNCH 01:20:01 PM

**THRUPUT** 70  
**68**

**CONFETTI CARS** 9

**LONGEST TIME** 02:41  
**CARS IN LANE** 6

**ORDER 1** 00:40 01:15 30%  
**ORDER 2** 00:40 00:38 80%  
**CASH** 00:35 00:37 88%

**PRESENT** 00:40 00:53 64%  
**TOTAL** 02:45 02:59 24%  
**WAITING BAY** 01:00 00:35 100%

**WAIT BAYS** 1 00:32 2 00:00

DRIVE-OFFS: LAST HOUR 2 ALL DAY 5







### RANKING SCREEN

**DTIQ** Last Update: 15 Tue Oct 2024 16:02:20

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89	-	Market District	25	00:40	00:03	02:23	2 - 12	20	04:20
90	-	Bankstown	21	00:55	00:03	02:51	2 - 13	19	04:30



# Key Attributes of the Drive-Thru Timer System

		
<p><b>Improved Speed-of Service Times</b></p> <p>Customers report between 20-40 seconds improvement in service times following installation of our timer.</p>	<p><b>Make Adjustments Mid-Shift</b></p> <p>If there is a bottleneck in operations, the manager is immediately alerted and can adjust.</p>	<p><b>Crew Engagement</b></p> <p>The dynamic ranking is a powerful tool for both engaging your team, and motivating them to do their best to be at the top of the ranking.</p>
		
<p><b>Knowledge is Power</b></p> <p>The live and detailed information delivered by the DRIVETHRUiQ timer both in graphical and audible terms keeps shift managers across the performance of the drive-thru throughout the shift.</p>	<p><b>Increased Revenue</b></p> <p>Every second saved is worth 1-2 extra transactions per day and creates loyal customers. With most users reporting time savings of between 20-40 seconds, you'll receive a fast ROI based on incremental transactions and revenue.</p>	<p><b>Accurate Times</b></p> <p>With the DRIVETHRUiQ timer's high degree of accuracy and secured data, you can be comfortable in the knowledge that the times reported are accurate.</p>

## Data shown is live and in real-time.

- Lane layout is programmed specifically to each store and matches real-time distance between service points.
- The system is fully scalable from a simple single-lane through to a full dual-lane restaurant, right-hand drive, left-hand drive, waiting bays, car sequencing, & pre-arrival warning. Display can be multilingual and the data display can be represented in seconds or minutes and seconds.
- Car detection methods:
  1. Induction loop-based detection, DRIVETHRUiQ can operate up to 12 detection loops.
  2. Vision Cameras, DRIVETHRUiQ can support up to 14 cameras
- The DRIVETHRUiQ timer screen is highly configurable – both for dayparts, time types tracked, the use of wait bays, but most importantly is configured to scale on the screen as a replica of the actual drive-thru. This

means that what is shown on the screen is what is happening (and where) in the drive-thru lane.

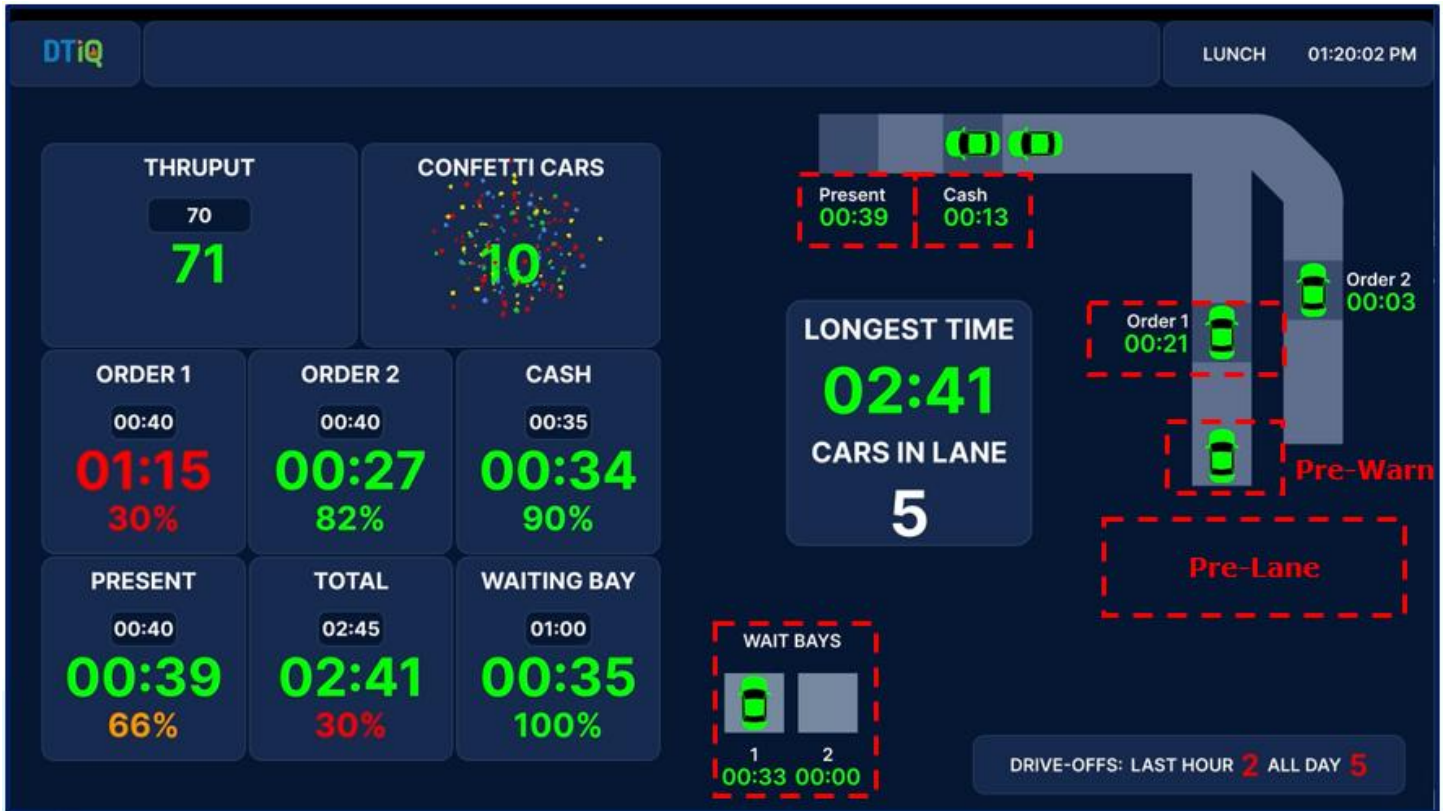
- Times shown are both total time, as well as dwell time at each point of the drive-thru, allowing for immediate visibility of how efficiently the order and window functions of the shift are running. Color coding against set goals provides function-efficiency, live and in real time.
- Audio alerts can be heard when goals are exceeded, meaning that staff can understand when service bottlenecks occur from anywhere in the back-of-house and take immediate action to eliminate them.

# Terminology

Below is a list of terminology & acronyms used throughout this manual.

Term	Definition
<b>Service Point</b>	<p>A Service Point is where a car stops to be served by a staff member.</p> <p>Example Service Points (may vary by brand):            Service Point 1: Order Board, service point in the drive-thru where the customer orders their meal</p> <p>Service Point 2: Cash Window, where payment is made</p> <p>Service Point 3: Present / Pick-Up Window, where the food is delivered to the customer</p>
<b>O + W</b>	<p>O + W is the time that a car has spent at the service points.</p> <p>Order Time + Window Time = O + W Result            *this may include the cash window time if applicable to the brand</p>
<b>Total Time</b>	<p>The Total Time is the time spent from the arrival at the order point, to the exit of the Present / Pick-Up Window.</p> <p>In the case of vision detection and dependent by brand, Total Time may include the time that the customer is also in Wait Bays or Pull Forward spots.</p>
<b>Wait Bay</b>	<p>A Wait Bay (or Pull Forward spot) is a designated parking spot located just past the Present Window. It's primary purpose is for a customer to park out of the main drive-thru service lane to prevent the drive-thru line from backing up.</p>
<b>Loop</b>	<p>This is one of two ways of detecting cars at the drive-thru. A Loop is an inductive source that is placed in the driveway of the drive-thru lane that detects a vehicle. This results in capturing the time associated with that event and the car appearing on the timer screen.</p>
<b>Vision Camera</b>	<p>This is the second way of detecting cars at the drive-thru. An outdoor vision camera is strategically placed to capture the service point areas in the drive-thru lane. Same as the loop, this results in capturing the time associated with that event and the car appearing on the timer screen.</p>
<b>Panorama</b>	<p>Panorama is a cloud-based reporting tool. It is accessible through a web browser or through our mobile app.</p>

# Service Points



## Car Detection Methods

**Option 1: Driveway Induction Loops**

**Option 2: Vision Cameras**

As a vehicle either drives over a loop to trigger it or is detected by a camera, then the timing of the vehicle begins until the vehicle then drives off. This is shown in real time on the timer screen.

The data for the vehicle is collected and displayed in several areas of the DRIVETHRU iQ Timer System in both live results shown as average against vehicle count on the timer and ranking screens in the store, and in the DRIVETHRU iQ Panorama cloud platform.

Location of loops and cameras will vary depending on the site specifics e.g. dual lane, cash windows and waiting bays. Typically, a store will have detection at the order point and pick-up window at a minimum.

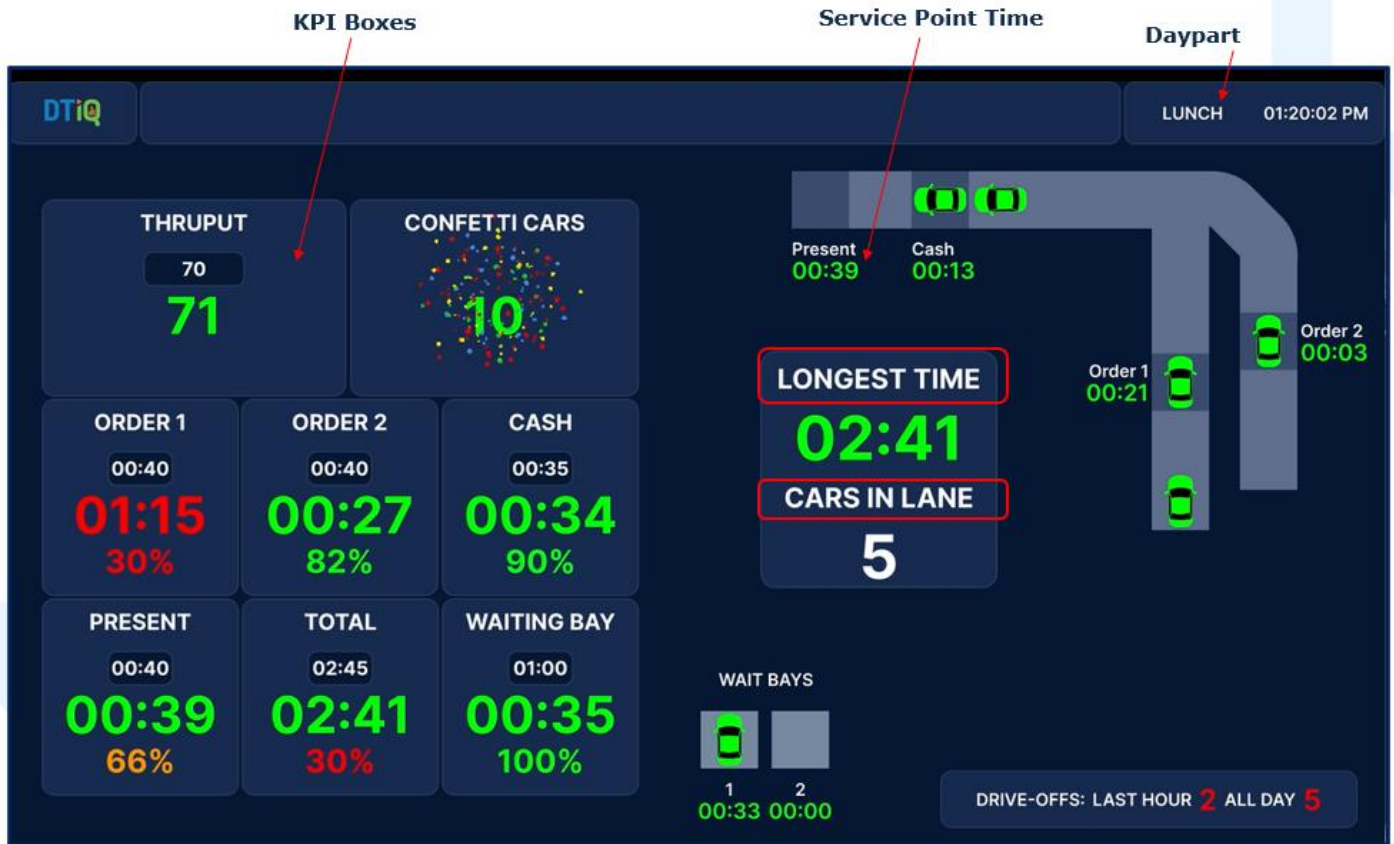
### **Service Points Detected:**

- **Pre-warn/Arrival** – This is the entry point where a car will become visible on your timer screen. It gives you a visual to understand how many cars are queued before they arrive at the actual order point; which allows for targeted kitchen preparation. This service point is timed independently and will not form part of your Total Time result unless you choose to.
- **Order Board** – The Order Board is the start of the Total Time of a car.
  - Typically, there is also an induction loop at the Order board that's connected to your headset system to alert the drive-thru employee that a vehicle has come through. This also opens the channel of communication between the speaker post and employee headset.
- **Cash Window** – if your store has a cash window to collect payment, this will become the next point of service that is timed. The Total Time attached to the vehicle is still calculating in the background and the time spent here along with the dwell time in between the windows.
- **Pick-Up Window** – the final point of service that is inclusive of the Total Time result, and the exit.

With AI Vision cameras, DRIVETHRU*i*Q tracks additional service points giving you the "Full Customer Journey" time:

- **Pre-Lane Abandonment Tracking** – The system can track vehicles queued prior to the vehicle entering the drive-thru lane. DRIVETHRU*i*Q can then track if any cars abandon or drive-off.
- **Waiting Bays / Pull Forward Spots** – not always present in some sites, however if your store has a waiting bay you will see an extension of the lane on the timer screen (generally in the top right of the screen). As a vehicle is asked to move to this bay the timer will commence and will be visible on the screen. Like a pre-warn, the waiting bay is timed independently, and the data collected can be found in DRIVETHRU*i*Q Panorama for further analysis.

# Timer Calculations



**Service Point Times:** The times shown for each car in the lane determine the averages that calculate into the data window for each service point and the O+W result.

- The data tile updates the averages once a vehicle has completed the full journey and leaves the pick-up window. The results displayed in the data tile represent the average times from car count shown.

**Daypart:** The timer screen can display daypart, shift, or full day averages (brand dependent); with the split of the shift displayed in the bottom tile. (Daypart shown in this example).

- At the start of each daypart the timer screen will clear and start calculating the averages for the next daypart (e.g. 12 noon, 2pm, 5pm).

**Cars In Lane:** All cars start timing for total time as soon as they arrive at the order point (configurable to pre-arrival should a loop be present).

- In the case of a full drive-thru, the total time displayed on the timer references the car that is leading the queue. Once the leading car receives their order and

leaves the final window, the time displayed will convert to the car that was next in queue.

**Color Coding:** color changes take effect when target times have been exceeded. Goals are set by the brand.

- GREEN – under target
- ORANGE – target has been exceeded (orange target threshold may vary between 15-30\* seconds)
- RED – 15-30\* seconds over target



**Additional Features:**

**Confetti Cars:** A car is considered a “Confetti Car” when, they complete the drive-thru journey and exit within the goals of: Total Time and Pick-Up Time. When this happens, the Confetti Car KPI box will increase by 1 for each car, confetti will appear, and an audio tone will sound from the ceiling speaker.



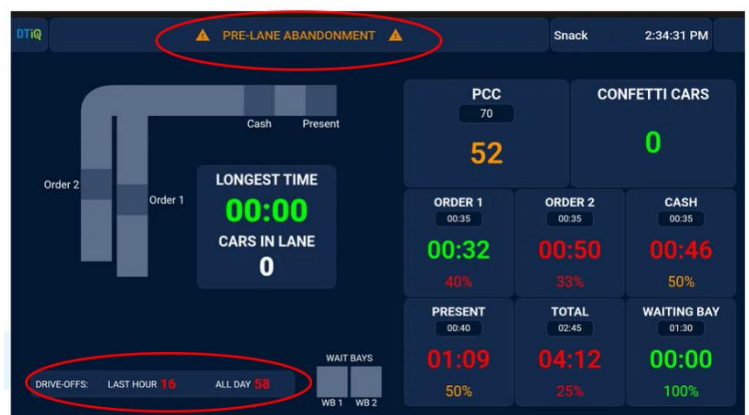
**Directive Instructions, Wait Bays:** The “Park Car in Wait Bay” alert will show along with an audio tone from the ceiling speaker when all of the following are met:

- There is a car at the pick-up window that has exceeded both the Lane Time goal and the Pick-Up Window goal
- There are additional cars behind the car at the pick-up window
- There is a wait-bay available



**Pre-lane Abandonment Tracking:** This feature is specifically designed for those

using vision cameras as their primary car detection method. Our timer track cars that abandon the drive-thru prior to entering the lane and placing an order. When this happens, an alert will show on your timer screen followed by an audio tone from the ceiling speaker. The “Drive-Off” section on the timer will also count how many cars have abandoned in the “Last Hour” and “All Day”.



Review the example of the KPI box for Order 1 in the image below to learn more about how to read the data.



## Audio Alerts

Audible alerts coupled with visual alerts become powerful for the team to quickly identify service bottlenecks and make swift decisions to change the operations of the kitchen.

There is a **Pre-Warn alert** once a vehicle goes through the pre-warn area, on their way to the order board.

There is an **arrival beep** to alert the order taker that a car is ready to order (this is also heard through the headsets).

The next level of audio is heard **when goals have been exceeded**, when a car is at the pick-up window.

These audio alerts require responsive action from the team to ensure that guest satisfaction is not spoiled due to slow service for the car at the window and the cars queuing.

Avoiding queue congestion and slow dwell times improves guest satisfaction leading to greater sales opportunities.

Pick-up window audio tones are heard when:

1. Car has exceeded pick-up window target
2. Car has exceeded total time target

It is possible to hear both tones in conjunction with each other signifying the car has exceeded both goals. If this is the case the car image on the timer screen will be orange or red and the seconds counting at the pick-up window will be red. The audio tones will continue to repeat at set intervals until the car has received their order and left the window.

#### **Other Audio Alerts:**

- **Confetti Cars:** When a car is counted as a “Confetti Car”, and audio alert will chime.
- **Directive Instructions for Wait Bays:** When the timer alerts the staff to “Park Car in Wait Bay”, and audio alert will also chime.
- **Pre-Lane Abandonment:** If a car abandons the lane at the pre-lane area, an alert will chime.

## **The Ranking Screen**

After a vehicle has left the present / pick-up window, the data attached to that vehicle will update in the timer data window and will move the daypart averages either up or down depending on the service times at each point. The results attached to that vehicle will also be updated on the ranking screen.

The color indicators on the ranking screen are matched to the goals displayed on the timer screen and the results shown will fluctuate as each vehicle completes their drive-thru service.

The results displayed on the ranking screen is hourly (rolling) on the left and full day on the right with the middle column showing the cars served for the hour/day.

- ① Ranking sequence is dictated by the first column
  - In the screenshot example: Throughput Result
- ② Window or Total Time result – rolling hour
  - In the screenshot example: Order Window Average

- ③ Window or Total % Match – rolling hour
  - In the screenshot example: Cash Window Average
- ④ Window or Total % Match – rolling hour
  - In the screenshot example: Present/Pick-Up Window Average
- ⑤ Cars served in the past rolling hour – Cars served for the full day since opening
- ⑥ Throughput Average – full day
- ⑦ Total Time Average – full day

The columns are customizable based on the brand’s needs.

DTIQ									
Last Update: 15 Tue Oct 2024 16:02:20									
State Rank	District Rank	Restaurant	Thruput	Order	Cash	Present	Cars Hours-Today	Dav Thruput	Total Time
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## Service Goals & Color Changes

Brand operations set service goals. Below are examples of how color changes against goals may look (green, orange, & red).

### Service Points:

<b>Order Window</b>	< 35 seconds	36-40 seconds	> 40 seconds
<b>Cash Window</b>	< 35 seconds	36-40 seconds	> 40 seconds
<b>Pick-Up Window</b>	< 40 seconds	41-60 seconds	> 60 seconds

### Percentage Match:

<b>All Metrics</b>	100%-70%	69%-50%	> 50%
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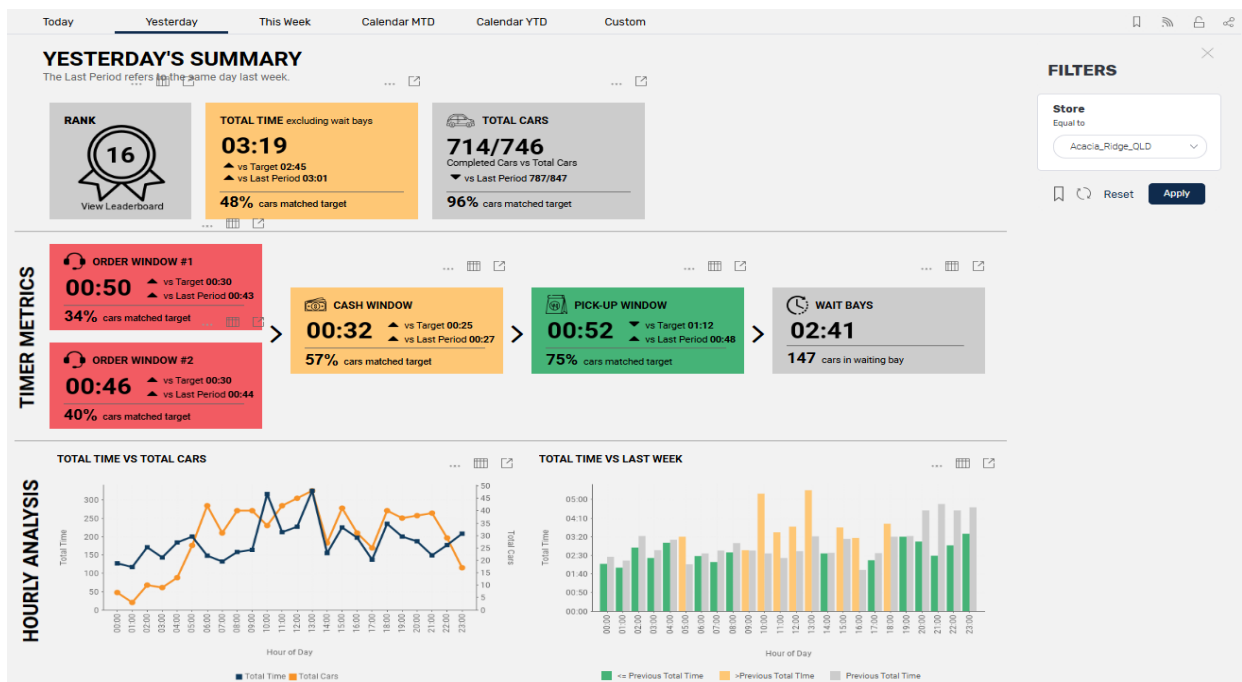
# Panorama Cloud Reporting

Panorama is a cloud-based reporting tool that is delivered to hierarchy levels showing store results based on license level and store access (e.g. store, district, state, national views).

The portal presents various sets of reports displayed in dashboards that can be filtered to view date range averages and drill down to a granular level to further analyze opportunities and successes.

Further reports are available to each user in the library and can be marked as favorites, added to a new custom dashboard or be set as a broadcast.

Reports and dashboards can be exported and shared amongst other users within your business using the in-built widgets along with broadcasting features for scheduled delivery of your favorite reports and alerts on events.



## **PANORAMA REPORT BROADCASTS:**

Panorama can push out a daily, weekly, or even daypart notifications depending on the information required. These reports can be delivered in email in various formats and can be changed regularly depending on the focus and the need to improve results or provide immediate feedback to store teams.

Our report broadcasting functionality has proven success on improving store KPIs.

The ability to run competitions & reports for short windows is flexible and easy.

Speak with your DRIVETHRU*i*Q Customer Experience Leader to organize a demo of broadcasts and set these up to keep your staff engaged with their drive-thru KPI's.



Drive Thru Report | Previous Day

### Drive Thru Report | Previous Day

Consolidated store averages plus total car count for previous day

Rank	Restaurant	O+W Time	O+W % Match	Total Time	Total % Match	Order Time	Order % Match	Window Time	Window % Match	Cars
1	2999_Richey	01:26	98%	01:51	96%	00:36	99%	00:50	91%	161
2	7717_Lantana	02:01	90%	02:19	87%	00:53	90%	01:08	87%	52
3	1742_North_Frwy	02:07	82%	02:43	67%	00:33	83%	01:12	77%	260
4	102_Glen_Burnie	02:26	75%	02:37	67%	01:03	81%	01:23	66%	64
6	2811_Concord	02:28	73%	02:40	68%	01:04	80%	01:25	64%	66
6	5070_East_Frwy	02:33	73%	03:37	41%	00:54	88%	01:39	60%	383
7	1510_Leander	02:35	67%	02:42	67%	01:08	74%	01:27	62%	39
8	9110_Clinton	02:54	60%	03:11	49%	01:18	64%	01:36	64%	67
9	8824_Converse	03:35	52%	03:50	48%	01:43	56%	01:53	52%	64

COMMERCIAL IN CONFIDENCE

<https://summitinnovations.com>  
<https://summitpartners.com>



Drive Thru Report | Current Week

### Drive Thru Report | Current Week

Consolidated store averages plus total car count for the business week

Rank	Restaurant	O+W Time	O+W % Match	Total Time	Total % Match	Order Time	Order % Match	Window Time	Window % Match	Cars
1	2999_Richey	01:26	97%	01:54	93%	00:35	98%	00:51	91%	694
2	1742_North_Frwy	02:07	81%	02:57	63%	00:55	83%	01:12	75%	1,196
3	1510_Leander	02:08	81%	02:17	79%	00:53	85%	01:15	70%	151
4	2811_Concord	02:19	77%	02:30	73%	00:38	84%	01:21	65%	320
5	7717_Lantana	02:25	80%	02:55	75%	00:54	90%	01:31	67%	217
6	102_Glen_Burnie	02:31	72%	02:43	66%	01:01	80%	01:30	61%	300
7	5070_East_Frwy	02:34	72%	03:50	39%	00:55	86%	01:40	59%	1,656
8	9110_Clinton	02:37	68%	02:53	59%	01:07	75%	01:30	62%	356
9	8824_Converse	02:49	65%	03:04	61%	01:15	72%	01:34	60%	319



# APPENDIX

## CUSTOMER SUPPORT

<a href="#"><u>Support &amp; Service</u></a>	Pg. 17
<a href="#"><u>FAQs &amp; Troubleshooting</u></a>	Pg. 18-22

## ADDITIONAL OPERATIONAL RESOURCES

<a href="#"><u>DRIVE-THRU READINESS CHECKLIST</u></a>	Pg. 23
<a href="#"><u>HEADSET USAGE</u></a>	Pg. 24-25

# Support & Service

## **TECHNICAL SUPPORT**

<b>Region</b>	<b>Phone</b>	<b>Email</b>
Asia-Pacific	+61 3 9798 2512	apacdrivethrusupport@dtiq.com
Europe	+44 3308 084 599	drivethrusupport@dtiq.com
US & Canada	+1 800 933 8388	

## **HEADSET REPAIRS (ASIA-PACIFIC ONLY)**

- Email: [auservice@dtiq.com](mailto:auservice@dtiq.com)

## **PANORAMA CLOUD REPORTING SUPPORT**

- Email: [panoramasupport@dtiq.com](mailto:panoramasupport@dtiq.com)

**MAIN DTIQ SUPPORT PAGE:** <https://www.dtiq.com/contact/support>

Please provide as much information as possible (including photos or screenshots) to assist the support team and speed up the resolution time.

Times, dates and photos are appreciated in order to assist with the problem and the turnaround of the solution.

Once you have submitted, you will be e-mailed a ticket number. A technician will investigate and respond; in most cases we may be able to access your timer remotely, otherwise you will receive a call the following business day to troubleshoot over the phone.

# FAQs & Troubleshooting

QUESTION	SOLUTION
<b>DRIVEWAY LOOPS</b>	
What is a loop?	A loop is a series of cables that is placed under the concrete and in front of service points (e.g. order, cash, pick-up). The loops serve as a metal detector and is the key component in making the timer work and tracking events associated with each vehicle.
<b>RANKING SCREEN</b>	
My ranking screen is not showing other stores	After an installation your store will be added to the Ranking server within 24 hours. After this time, you will see other stores. Reasons for not seeing other stores may be due to the store network connection, please submit a support ticket to DTiQ if you are still not seeing other stores on your ranking screen after 48 hours of the installation.
My store has opened for trading, but the ranking screen is not displaying my store.	You will appear on the ranking screen after you have served your first car for the morning, the driveway loops must be triggered by a vehicle.
Why has my store name changed to a soft grey font on the ranking screen?	The ranking screen data is based on the rolling hour; therefore, if you do not serve a vehicle in that hour it will drop off intermittently until a car has been served. This is likely to occur during slower trade periods.
Why is the data on the ranking screen different to the timer screen?	The blue timer screen is displaying data for a daypart which can span from a 2 to 3-hour window. The ranking screen is displaying hourly data (left side) and total for the day (right side).
<b>TIMER SCREEN</b>	
Why does my timer screen still show previous the nights data?	The info from the previous day will reset once your first car has been completed for the day.
My timer screen has reset to zero?	At the end of each daypart your timer screen will reset and re-commence on the new daypart. E.g. at 11am / 2pm / 5pm

Cars randomly disappear from the timer screen?	A car is activated by the loop which is under the ground in the driveway. A car can disappear for many reasons, such as loop sensitivity too high or low, a car leaving the driveway after crossing only one loop (e.g. if there is an escape route by chance). If this is occurring too frequently without an explanation to that particular event, then please submit a support ticket to DRIVETHRU <i>i</i> Q for further investigation.
Cars are not being detected at the order point?	The vehicle type could be too high to pick up the loop induction. This can occur with very high 4wd's, or a motorcycle may not trigger the loop. If this is happening frequently without explanation DRIVETHRU <i>i</i> Q can adjust and test the sensitivity of the loops. Please submit a support ticket if this is of frequent occurrence.
What is a ghost car?	A ghost car is a car that has appeared on your timer screen but doesn't exist.
There are ghost cars appearing on the timer screen?	Essentially one of the driveway loops have been triggered. This could be caused by a car entering the drive-thru then reversing out. A car that appears to be stuck on your timer screen (ghost car) will delete itself after 10 minutes and will not affect your results. If ghost cars happen too frequently please submit a support ticket.
There is one car in my drive-thru lane but two on the timer screen?	Double triggers can occur on a loop. Examples of this might be a vehicle towing a trailer, or a car that drives across a loop and then reverses back onto it (e.g. they forgot to stop at the order point).
The timer and ranking screens are black?	Check power (monitors and GPO). If power is on and there appears to be no other explanation, then please submit a support ticket for investigation.
My timer screen has not updated with daylight saving time?	Please submit a support ticket for a technician to adjust.

Can I change the service goals?	Goals are pre-determined by your brand. Please speak to your Customer Experience Leader to discuss; otherwise, DRIVETHRU <i>i</i> Q can assist in operational training to improve results.
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**AUDIO ALERTS**

The timer audio alerts are too low / too high. Can I adjust?	Yes, the volume can be adjusted should they be too high or low. It is completed through the timer PC so you will need to submit a support ticket for a technician to adjust.
Can I change when the audio alerts sound?	Yes, you can, please speak to your brand Area Manager/Field Consultant for approval then we can adjust.
<b>COD / SPEAKER POST</b>	
The COD screen is not displaying marketing slides?	Submit a support ticket. We can check remotely that they are uploaded but most times there may be a small hardware component that may have failed which may require an on-site visit.
Customers are telling me that they can't see the order on the COD screen?	Check that the POS is communicating with the COD. Each brand has different ways to enable this. Some brands need to claim control of the COD via the POS every morning, some brands claim control automatically through commencing an order. Other reasons could be a local network drop out or a staff member not entering the order into the register at the time of the order being placed.
<b>STORE REPORTS</b>	
How do I access reports in the store?	<p>If you pay subscription you have access to DRIVETHRU<i>i</i>Q Panorama in your store. It is accessed through this URL  <a href="https://DRIVETHRU&lt;i&gt;i&lt;/i&gt;Qpanorama.com">https://DRIVETHRU<i>i</i>Qpanorama.com</a></p> <p>If you have not received your login credentials please contact our support team:  <a href="https://www.dtiq.com/contact/support">https://www.dtiq.com/contact/support</a></p> <p>The previous version of store reports is also accessible through a link that the DRIVETHRU<i>i</i>Q Technician installed on your store office P.C.</p>
Can I get notifications if my store or group of stores meet a service goal, I have set for them?	Yes, of course. DRIVETHRU <i>i</i> Q Panorama provides a user with the ability to set up push notifications in real time. This feature is available in the Multi-View license.
Can I have instant notifications sent to me if a store does not meet a specific goal?	Yes, of course. DRIVETHRU <i>i</i> Q Panorama provides a user with the ability to set up push notifications in real time. This feature is available in the Multi-View license and higher.

How do I get automated reports emailed to me daily and weekly?	<p>Within Panorama are reports which are displayed on dashboards but can also be scheduled to be emailed to a user's inbox, you dictate the rules regarding frequency and parameters.</p> <p>Available for users that hold a Multi-View or a Multi-View Analyst license.</p>
Can I create my own reports and dashboards?	<p>The premium license in Panorama is called the Multi-View Analyst user. Here, you have the ability to create your own reports using the Business Intelligence report builder. You can set up schedules, notifications with your own as well as having access to the standard reports already displayed in the dashboards.</p>
What is an 'Idle Deletion'?	<p>An idle deletion of a car occurs when a car has not reached a secondary driveway loop. For example, when a car orders and drives off the order loop the expectation of the timing system is that this car will arrive at the next service point (triggering that loop) within a certain time frame. Failure to do so, will delete the car off the system.</p>
My reports indicate that no car data has been recorded?	<p>Generally, a network issue may have caused this. The loops trigger the car, which flows to the timer, which flows to the reports. If there is no data coming through, checking the network is the first step. The car data is not lost, we can re-load back into the reporting portal once the network has been re-established. The only reason it may not would be a loop error.</p> <p>Submit a support request so a technician can determine the cause.</p>

## HEADSETS

The headset battery charger is not charging?	<p>Gently blow on the connectors of the battery and the charger to remove any dust particles or debris. Try a different charging socket. If all sockets have failed check power or try plugging into a different GPO.</p> <p>Solution may either be a new charger or a new power supply which can be purchased separately for some chargers.</p> <p>Contact DRIVETHRU<i>i</i>Q through a support ticket first and they will be able to determine what you need after troubleshooting the above.</p>
Customers can't hear the order taker at all?	<p>Adjust the volume higher in the base station. You can do this by downloading the relevant headset manual in the links shared above.</p> <p>If this does not improve the audio quality, please call DRIVETHRU<i>i</i>Q on 1300 478 664 to speak to a technician.</p>

Order taker can't hear the customer at all?	Adjust the volume higher in the base station. You can do this by downloading the relevant headset manual in the links shared above. If this does not improve the audio quality, please call DRIVETHRU <i>i</i> Q on 03 8513 1999 to speak to a technician.
How do I change the time for daylight saving (headsets)?	You can do this yourself in the headset base station. Download the relevant headset manual in the links shared above and follow the steps regarding changing the time.

# Drive-Thru Readiness Checklist

This is a suggested drive-thru readiness checklist. It may vary by brand, but you can use this as a template.

ORDER POINT	
	Primary Order Taker Assigned (Lane 1 = 1 Beep)
	Secondary Order Taker Assigned (Lane 2 = 2 Beeps)
	Headsets are charged & ready
	Greet customers quickly & in a friendly tone
	Order Accuracy: confirm by repeating the order and the price
	Do you know your speed goal for the order point?

PAYMENT WINDOW	
	Adequate change in cash drawers
	Payment device working & ready
	Paper in the printer
	Headsets are charged & ready
	Be ready to accept payment upon customer's arrival at the window
	Do you know your speed goal for the payment window?

PICK-UP WINDOW	
	Refrigerators stocked
	Post-mix machine calibrated & stocked
	Packaged items stocked
	Condiment station stocked
	Headsets are charged & ready
	Hand out drinks first if the meal is still being prepared
	Do you know your speed goal for the pick-up window?

KITCHEN	
	Equipment ready?
	Prep stations set-up to prepare orders efficiently
	Headsets are charged & ready
	Start preparing for the order as you hear it on the headset
	Do you know your speed goal for the pick-up window?

# Headset Usage Guide

This is a suggested headset usage guide. It may vary by brand, but you can use this as a guide.

1. **Staff for Growth** – if you want to smash some records, you need boots on the floor, adjust rosters to current sales trends and add 1-2 people over the PEAK to break records.
2. **Be Fast** – make sure everyone has targets and monitor performance on shift, high volume drive-thrus need 2 people at W1 during the PEAK.

## SINGLE LANE HEADSET USAGE GUIDE

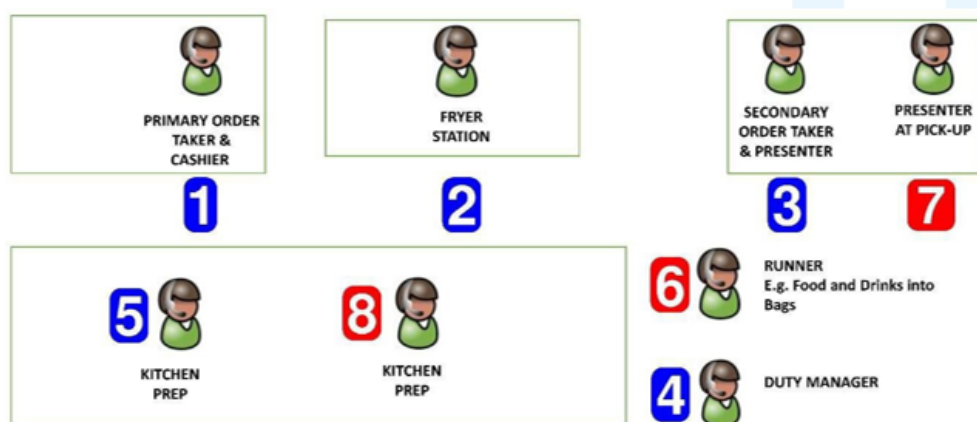
### DRIVETHRU*IQ*

#### SINGLE-LANE HEADSET GUIDE

- During peak, the secondary order taker should be ready to take orders if the primary order taker is processing a payment.
- A second order taker POS terminal should be placed at the pick-up window for this task, with the ability to send the completed order back to the cashier.
- The secondary order taker may be assigned to 2-3 positions in a low volume store e.g., Runner and Presenter.

#### Ease congestion at the pick-up window:

- **Kitchen:** 5 second opportunity saved if headsets are worn by kitchen staff (they can commence preparing whilst the customer is still ordering).
- **Pick-Up Window:** All staff associated with drive-thru at the pick-up window wear headsets for easy communication and preparing meals efficiently.
- **Duty Manager:** Direct and understand the flow and speed of drive-thru through headsets.



- More headsets on heads = Faster service = Guest Satisfaction = Sales

- Recommendation for low volume single lane
- Recommended for high volume single lane

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# DUAL-LANE HEADSET USAGE GUIDE



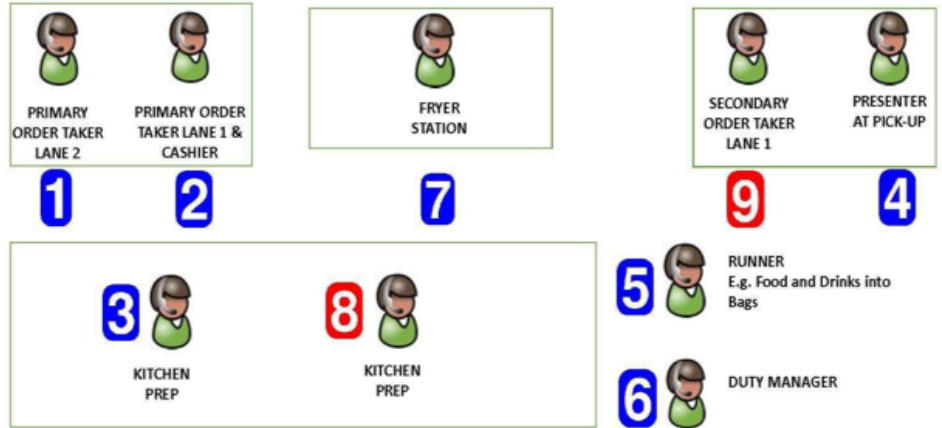
## DUAL-LANE HEADSET USAGE GUIDE

Determine your busiest lane.

- During peak the cashier should order take in the least busy lane, in order to multi-task between order taking and processing payment.
- The secondary order taker assigned to lane 1 is also considered a multi-taker between expediting orders and taking orders if primary order taker is attending to window payments.

### Ease congestion at the pick-up window:

- **Kitchen:** 5 second opportunity saved if headsets are worn by kitchen staff (they can commence preparing whilst the customer is still ordering).
- **Pick-Up Window:** All staff associated with drive-thru at the pick-up window wear headsets for easy communication and preparing meals efficiently.
- **Duty Manager:** Direct and understand the flow and speed of drive-thru through headsets.



- Dual lane set-ups are designed for 2 vehicles to have an order taken simultaneously
- More headsets on heads = Faster service = Guest Satisfaction = Sales

- Recommendation for low volume dual lane
- Recommended for high volume dual lane