R.F. Technologies

INNOVATIONS IN DRIVE-THRU TECHNOLOGY

Timer
Users Guide

Model Numbers – APEX PLUS

Before attempting to install or operate this product, please read these instructions carefully. Failure to do so may result in damage to the product and may void the warranty.

Description

Apex Plus provides users with critical, speed-of-service metrics to assist in managing the drive-thru. Apex Plus shows real time how long a car has been at the menu board and the pick-up window, if the car has been greeted, the average greet time, the average speed of service time for a selected time period and for the day, and the daily car count. A report can be emailed to up to four email addresses at the end of day to provide the daily average times as well as a drive off car count.

Settings

The following settings are available for the Apex Timer. These settings are programmed by R.F. Technologies prior to the equipment being shipped out. Any changes to these settings can only be done by R.F. Technologies and requires a person in the store to operate the equipment.

Average Time Window – This sets the time for the average speed of service metric. It can be set for 15, 30, or 60 minute increments. This will show the average speed-of-service times for the chosen increment.

Time Threshold – Speed of Service Targets (in seconds) – This sets the threshold times for Goal and Exceed Goal thresholds. Times in the *Goal* threshold are displayed in green. Times between *Goal* and *Exceed*

Goal threshold are displayed in yellow. Times that are greater than *Exceed Goal* times are displayed in blinking red.

Greet Targets (in seconds) – Like the Speed-of-Service Targets, Greet Targets gives you thresholds for Goal and Exceed Goal thresholds. This controls the color of the *Greet Avg* on the remote display. Times in the *Goal* threshold are displayed in green. Times between *Goal* and *Exceed Goal* threshold are displayed in yellow. Times that are greater than *Exceed Goal* times are displayed in blinking red.

Operation

No Car will be displayed in the *Current* time metric on the display when there is no car at the order post or the pick-up window. When a vehicle is present, a timer will start and the time is displayed in the color purple. This signifies that no one has greeted the car. Once an order taker has greeted the car this number will turn to the appropriate threshold color for *Speed of Service Targets*. The autogreeter, if used, does not affect the greet time. When the car leaves the menu board or the pick-up window the metric returns to *No Car*. The average metrics and car counts update with every car that passes through the system.

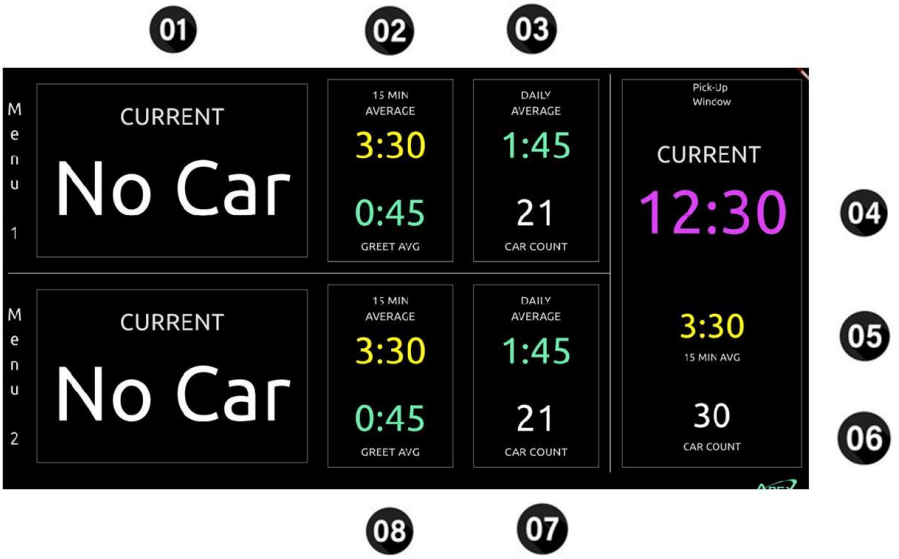
Manager Options

Under the *Manager* tab in the base station menu, you will find the following timer options:

Send Timer e-mail report – This option allows the store to force a send of the speed of service report to the email address programmed. The report can be emailed as many times during the day as desired. Each new report shows the cumulative report for the day.

Export Timer Logs – The base station saves up to 30 days of timer data, recorded in 15 minute increments. This data can be exported to a USB device in a CSV format.

Apex Timer Remote Display



The Apex Timer Remote Display shows the current speed-of-service timing metrics on a display that can be placed for the store personnel to see real-time. This is usually placed near the drive-thru booth. The system supports more than one display allowing a secondary display to be placed in the manager's office or other location.

1 – Menu Board Current Time

The menu board current time displays the time a car has been sitting at the order post for each lane. If there is no car at the order post the display will show *No Car*.

When a car stops at the order post the timer will start. The time will be displayed in purple until the car is greeted. After the car is greeted, the time will be displayed in the color of the threshold time it is in. When a car leaves the speaker post, the display returns to *No Car*.

2 – Menu Board Current Average

The menu board current average displays the order post average speed-of-service time for all cars within the selected time period. This can be set to display averages for 15-, 30-, or 60-minute intervals.

3 – Daily Average

The daily average displays the order post speed-of-service times for all cars for the day. This average resets at the end of day.

4 – Pick-up Window Current Time

The pick-up window current time displays the time a car has been sitting at the pick-up window. If there is no car at the pick-up window the display will show *No Car*. When a car stops at the pick-up window the timer will start. The time will be displayed in the color of the threshold time it is in. When a car leaves the pick-up window, the display returns to *No Car*.

5 – Pick-up Window Current Average

The pick-up window current average displays the pick-up window average speed-of-service time for all cars within the selected time period.

6 – Pick-up Window Total Car Count

The pick-up window total car count displays the total number of cars that stopped at the pick-up window for the day. This number resets at the end of day.

7 – Menu board Total Car Count

The menu board total car count displays the total number of cars that stopped at the order post for each lane for the day. This number resets at the end of day.

8 – Greet Average

The greet average show the average greet time for all cars for each lane for the selected time period.

Apex Timer Report

The Apex Timer Report is emailed to up to four email addresses at the end of day.

The Apex Timer Report is in HTML format. The fields can be highlighted and copied to another program like Excel.

The following data can be found on the report –

Store ID – The identification of the store from where the report was sent.

Date – The date of the report.

Average Order Time – This is the average time a car spent at the order point for the day.

Average Pick-up Window – This is the average time a car spent at the pick-up window for the day.

Average Greet Time – This is the average time it took to greet the car for the day.

Order Point Car Total – This is the total number of cars that stopped at the order point for the day.

Pick-up Window Car Total – This is the total number of cars that stopped at the pick-up window for the day.

Drive-offs – This is the total number of drive-offs for the day. It is the total of order point cars minus the total of pick-up window cars.

This information accounts the period from – This line tells you the times the reports cover. If this is an end of day report the time should cover a 24-hour period. If this report is run in the middle of the day it should begin with the end of day reset and go to the time that the report was run. Times beginning at times other than the end of day reset indicates a base station that was powered off or some other anomaly.

Some data point might be missing – This line will record any issues that may affect the timing numbers for the day. This could include –

-*Lane Override was enabled* – The system had VD override on.

-*Speed teams was enabled*- The system had speed teams enabled.

-*SD card was not available* – The system was running with no SD Card inserted.

-*File error, not found, edited or corrupted* – The correct file structure could not be found on the SD Card.

Apex Speed of Service Report

Store ID: DrBob'S Bait and Deli

Date: Jun 10, 2024

Average Order Time:	00:05
Average Pick-Up Window:	00:10
Average Greet Time:	---
Order Point Car Total:	7
Pick-up Window Car Total:	6
Drive-Offs:	1

This information accounts the period from 10:04 AM to 10:49 AM.

Some data points might be missing:
-Lane Override was enabled;
-Speed teams was enabled;
-SD Card was not available;
-File error, not found, edited,or corrupted;

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