iQtimer User Guide v1.9

Panasonic

Contents

Welcome to iQtimer

The Panasonic iQtimer was developed to address the need for a real-time visual indication of the status of a drive-thru. Knowing exactly how many cars are queued and how long they take to go through the drive-thru helps operators ensure that things are going smoothly and also respond to service issues.

This data is vital to providing optimal speed of service and ensuring customer satisfaction.

iQtimer starts working when a vehicle arrives at the order post and follows it right through to fulfillment, providing a visual overview of drive-thru activities.

The iQtimer screen is laid out in an easy-to-understand, color-coded fashion with vehicles, times and various statistics in full view. Customizeable alerts are also displayed so that staff can immediately identify and address any issues.

Management reports can be viewed securely online via any Internet connected device, automatically emailed on your preferred schedule, or printed on demand.

For multiple location owners, a leaderboard feature also shows live data from all locations on one screen. This can be useful in many ways, from planning staff levels to organizing inter-location competitions.

Installation and Configuration

The iQtimer system consists of two components:

1. A drive-thru timer mounted on the wall, which connects to inputs from the detector loops.

2. A display that operators use to monitor drive-thru status from within the location.

A Pansasonic technician is dispatched to perform the on-site installation of both devices and to ensure that the system is fully operational.

Customizing the iQtimer Settings

All iQtimer systems are pre-configured, with provisions set for shifts, day parts, opening and closing times, and performance metrics.

While these configuration settings can be adjusted by the operator, we recommend having one of our product specialists perform adjustments. Simply contact our support team for assistance.

Quickstart Guide

This section addresses what users need to know to get the most from the system.

Overview

Figure 1: The iQtimer Display

In typical daily use, the iQtouch system requires no user interaction. The primary interface of iQtimer is the display inside the restaurant. It provides instant feedback on the current status of drive-thru operations.

From this display users can see at a glance where any delays or bottlenecks are present, and take appropriate action to address issues, to return speed of service to optimal levels.

The system is flexible and can be configured to suit the physical drive-thru layout of any location. In the example shown, the system is configured for a dual lane arrangement that feeds to a single serving window.

The 'traffic light' system shows any hot spots. If all is green, all is well. Yellow indicates a delay, and red needs attention. The system uses the 'goals' for each station, as set in configuration.

For example, if the goal for the Serving Window is set to 30 seconds, that station is expected to have each vehicle there no more than 30 seconds. Vehicles there for 25 seconds may turn yellow (this period is also configurable) to indicate the station is close to missing that goal for that vehicle. At 31 seconds, the station and digital counter turn red in the display.

Staff seeing this can then check for physical issues, e.g. a broken-down vehicle at that station. More commonly, the restaurant team can work to adjust their prep and serve activities to quickly resolve any issues that may be the cause of the delay, e.g. a missing or wrong item on an order.

This simple system maximizes tr

Triggers

To understand the on-screen display and statistical reports fully it helps to understand Triggers.

Triggers are points along the drive-thru that start the station timers running. For example, a car triggers when it arrives at the order post, which starts the timer for the Greet goal. Another trigger fires when the system detects that the operator has started speaking, which stops the greet timer and starts counting the Order Time.

The time difference between the start and end greet triggers is the Greet time for that vehicle.

Triggers are applicable at each station of the drive-thru, at both entry and exit of that station.

Goals are simply configurable targets that identify whether the time between triggers is less or greater than the time allowed allowed for each station. Less = Green, more = Red.

In a routine installation, the following triggers apply:

Greet Time   - length of time before a guest is acknowledged at the post
Order Time   - length of time for the order to be placed at the post
Pay Time   - length of time the guest is at the pay window, if there is one
Serve Time   - length of time for the guest to receive their order and drive away

Total Lane – This is calculated by adding all the preceding numbers.
It is the complete time each vehicle was in the drive-thru from arrival at the order post to exit.

Below is a sample extract from a timer database.

Vehicle entered Lane	Vehicle Exited Lane	Greet Time	Greet Goal Achieved	Order Time	Order Goal Achieved	Serve Time	Serve Goal Achieved	Lane Time	Lane Goal Achieved	Store Closed
2021-03-24 08:50:24	2021-03-24 08:52:40	00:01	1	00:28	0	01:35	0	02:15	1	FALSE
2021-03-24 08:42:29	2021-03-24 08:47:49	00:06	0	00:11	1	00:38	1	05:19	0	FALSE
2021-03-24 08:40:46	2021-03-24 08:47:08	00:02	1	00:15	0	01:05	0	06:22	0	FALSE
2021-03-24 08:38:56	2021-03-24 08:45:57	00:09	0	00:16	0	01:07	0	07:00	0	FALSE

In the top row example above, Greet time + Order time + Serve time / 00:01 + 00:28 + 01:35 = 02:04
This does not tally with Lane Time (02:15)

This is due to the periods between leaving each station and arriving at the next: Queue time. Literally, the time it takes to drive between, for example the order post and serving window. Here, 11 seconds.

This is a variable based on each driver. As it does not reflect on speed of service, it is omitted.
** Lane time is always calculated from arrival at the order post to departure from the serving window.

(Note: Other systems may refer to Window 1 and Window 2. We prefer to use Pay and Serve for clarity)

Main Screen

The primary display shows each station, and all vehicles currently in the drive-thru, in real-time. Each vehicle has a counter to show total drive-thru time. The layout is configured to match the location, in this case a single lane with one order post and one serving window. Overall performance can be seen in the dashboard graph at top right, with a number of valuable metrics and averages. These are detailed below.

In the example that follows, the green car has been at the serving window for 17 seconds, and in the drive-thru for a total of 54 seconds since entering. It will disappear from the display when it leaves. The white car has been at the order post for 3 seconds and is yellow, indicating it is near to missing the goal set for that station.
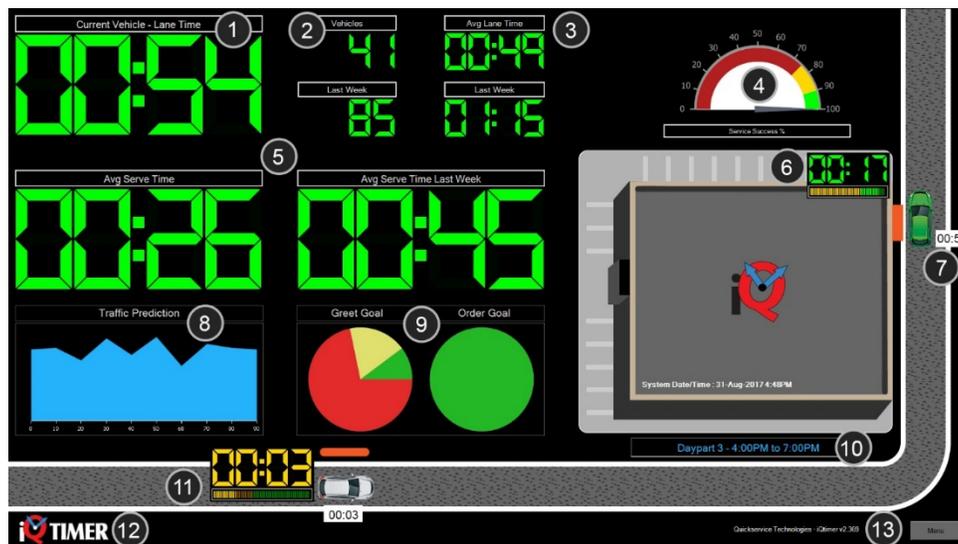
Figure 2:The iQtimer Main Screen

The main screen of the iQtimer is comprised of a number of key visual indicators, including:

1. Total drive thru / serve time for current vehicle
2. Total vehicles this period (and below) last week
3. Average lane time this period (and below) last week
4. Order completion success rate for this daypart
5. Average serve time for this period and last week
6. Serve window time for this vehicle
7. Total time vehicle has been in drive thru lane
8. Predicted traffic over the next 90 minutes (default). Leaderboard would show here.
9. Success rates for greet and order goals
10. Current daypart
11. Greet time for vehicle
12. System information
13. Menu button (used to access settings)

Traffic Prediction

Traffic Prediction
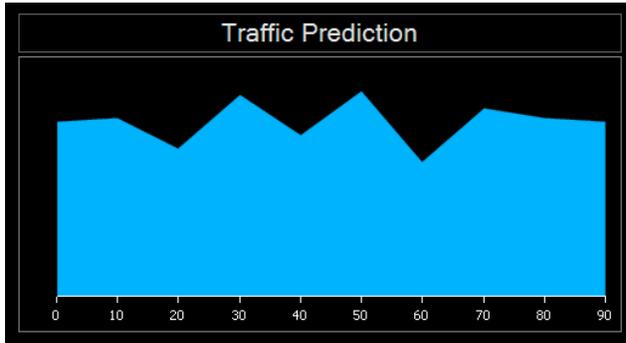
As seen on the main screen graphic (8), the bottom left of the iQtimer display by default shows a Traffic Prediction graph.

This takes historic traffic data and aims to predict peaks and troughs 90 minutes ahead.

❖ Note: traffic prediction is based on averages of peak times, day of week and time of day. It is primarily intended as a visual guide and not definitive.

Goals

Greet Goal | **Order Goal**

Each station (e.g. order post, serving window) is assigned a goal. Goals set expectations for service levels.

The graph on your display is an overview of current performance. Each goal is configured independently, allowing the system to provide great flexibility for the operational needs of individual locations.

Goals consist of two elements: A warning time and a max time, each configured in seconds.

If a warning time is reached the indicator turns yellow. If a max time is reached, it turns red.

Goals are pre-configured but can be changed, allowing iQtimer to meet the needs of every location. Modifications to configuration may be required due to physical changes, for example when an extra lane is added or removed, or if local construction temporarily affects traffic flow.

For assistance with making any configuration changes, please consult with our support team.

Using the iQcentral Online Portal

The iQtimer system provides a real-time display of the drive-thru operation inside the restaurant.

In addition, the iQcentral online portal offers remote access to drive-thru data, allowing operators to monitor drive-thru performance from anywhere at anytime.

Logging in to iQcentral

To access the iQcentral online portal navigate to the URL provided in your account creation notification. Your username will be the email address to which it was sent.

Selecting the Active Store

For operators with a single store, the iQcentral portal will immediately retrieve the iQtimer data that corresponds to the location.

To specify the active store where multiple locations are available:

1. Click the dropdown list that appears under "Choose Store."
2. Select the desired location.
3. Repeat steps 1 and 2 to change the active store.

Figure 3: Selecting the Active Store in iQcentral

Viewing the iQcentral Drive-Thru Timer Data

iQcentral provides an overview of drive-thru timer data in two main sections of the display:

Goal Summary

Consisting of a series of pie charts, the goal summary provides a visual breakdown of current performance metrics based on the ability of the location to meet greet, order, serve and lane goal times.

Percentages for each pie chart slice are included, to indicate if the goal has been attained (green), is a cause for concern (yellow), or is currently in a failure state (red).
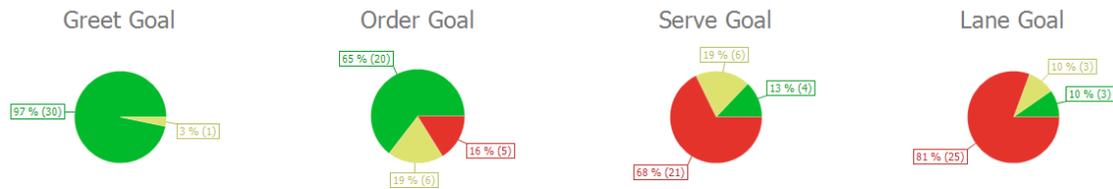
Figure 4: iQcentral Drive-Thru Goal Summary

Statistics Grid

Modelled after a spreadsheet, the Drive-Thru Data Statistics Grid provides an extensive set of timer statistics, including:

1. The time at which a vehicle entered and existing the lane.
2. Greet, Order, Serve, and Lane times.
3. A checkbox to indicate if each of the Greet, Order, Serve and Lane goals were achieved.
4. A checkbox to indicate if the store was closed at the time that the vehicle entered and existed the lane.

Figure 5: iQcentral Drive-Thru Statistics Grid

Updating Data

To update the values appearing in the Statistics Grid so that they reflect values based on the current date and time:

1. Click the Refresh button that appears at the top left corner of the grid.
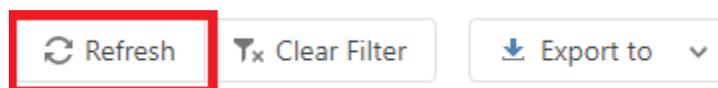
Figure 6: The Statistics Grid Refresh Button

Filtering Data

Drive-thru data that appears in the Statistics Grid can be filtered based on data ranges and applicable values.

To filter data for any column in the grid:

1. Click on the filter icon within the column header
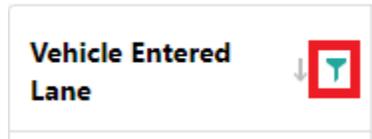
2. Specify the desired values
3. If applicable, click OK or CANCEL to apply the filter.
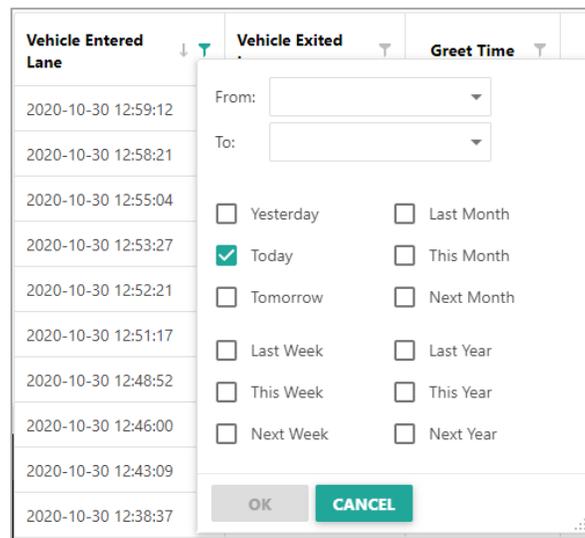
Figure 7: Filtering Statistics Grid Data Using a Date Range
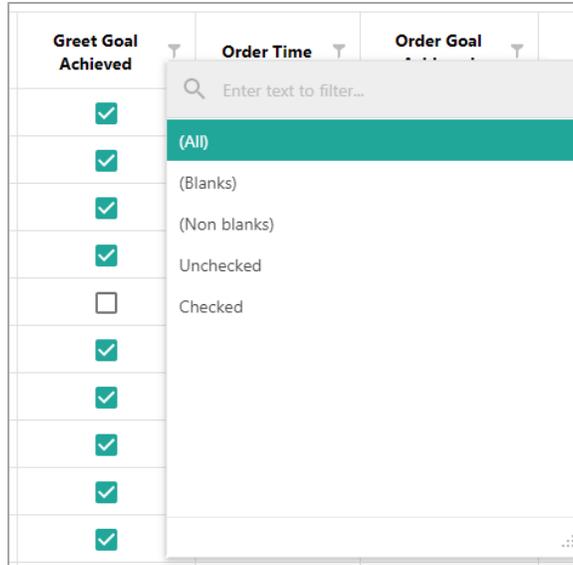
Figure 8: Filtering Statistics Grid Data Based on Available Values

❖ Note: the Clear Filter button can be clicked at any time to revert the filters in the Statistics Grid to their default settings:

Figure 9: The Statistics Grid Clear Filter Button

Exporting Data

Data can be exported from the iQcentral Statistics Grid in a range of formats for analysis and archiving purposes.

To export data from the Statistics Grid:

1. Select the location of interest from the 'Choose Store' dropdown list.
2. Apply any relevant filters.
3. Hover over the "Export to" button.
4. Select the desired format for exporting the data.
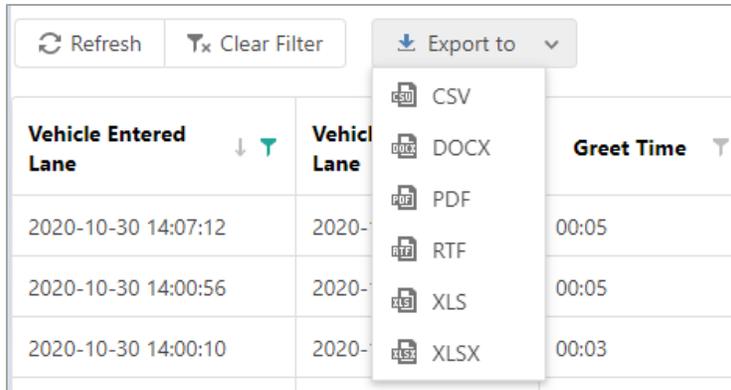
Figure 10: Selecting an Export Format using the Export To Button

Once an output format has been selected, the data will be automatically downloaded by the browser.

❖ Note: exports will contain only the data returned by the applied filters. Use the 'Clear Filter' button at any time to remove all filters.

Using the iQtimer Leaderboard

For operators with more than one store, the iQtimer includes a leaderboard that ranks locations based on speed of service performance.

The leaderboard provides pertinent details that can be used to help improve efficiencies and identify potential issues. Some operators may also wish to use the leaderboard to encourage competitions between locations.

The leaderboard rankings are available both online and as an optional widget in the main drive-thru timer display at the location.

Logging in to the Leaderboard

To access the iQtimer leaderboard via the web:

1. Navigate to: lb.quickservice.com.
2. Enter the username and password assigned to the account.
3. Click Login.
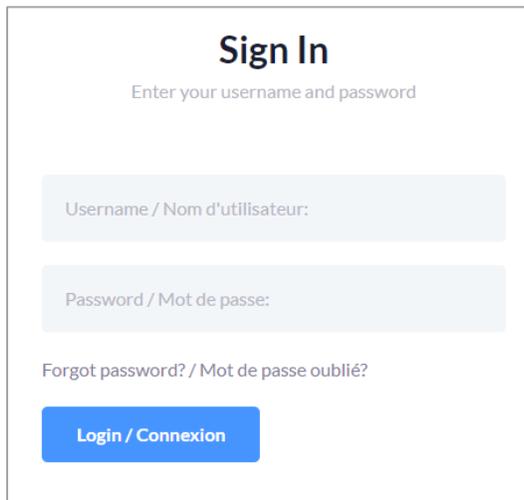
Figure 11: The Online Leaderboard Login Screen

❖ Note: an option is available to restore access to the leaderboard if the account password has been forgotten.

Online Leaderboard Display

The online version of the leaderboard provides a list of locations and their performance statistics ranked by their lanes times. The list is updated at regular intervals, with the last refresh time indicated within the display.

Rank	Store #	Location	Cars	Lane	Lane %	Greet	Greet %	Order	Order %	Serve	Serve %	Overall %
1	1248	Montreal, QC (Boul Lareaux)	11	02:24	45.45	00:10	0.00	00:30	45.45	01:33	0.00	22.73
2	1217	Beamsville, ON (King St. N)	65	03:00	16.92	00:04	16.92	00:35	24.62	01:45	9.23	16.92
3	1249	Kamloops, BC (Stay Mac Way)	35	03:08	22.86	00:02	42.86	00:34	25.71	02:10	2.86	23.57
4	1203	Regina, SK (100th St.)	195	03:22	10.26	00:02	50.77	00:45	9.74	01:14	6.67	19.36
5	1240	Edmonton, AB (49th Ave.)	115	03:22	14.78	00:06	48.70	00:33	26.09	01:30	3.48	23.26
6	1229	Richmond, BC (Wood St.)	104	03:27	10.58	00:03	59.62	00:38	28.85	01:26	5.77	26.21
7	1185	Toronto, ON (Bloor St.)	3	03:49	33.33	01:11	0.00	00:05	100.00	02:21	66.67	50.00
8	1215	Conception Bay, NL (Newt Rd.)	100	03:52	11.00	00:05	35.00	00:53	12.00	01:59	3.00	15.25
9	1207	Dauphin, MB (Lyon Pky.)	72	04:07	8.33	00:45	6.94	00:00	100.00	02:13	4.17	29.86
10	1208	Ancaster, ON (Mila St.)	77	04:28	5.19	00:03	57.14	00:44	29.87	02:20	2.60	23.70
11	1195	Niagara Falls, ON (Fallsview Blvd.)	117	04:38	3.42	00:13	11.97	00:50	12.82	02:06	2.56	7.69
12	1227	Winnipeg, MB (150th St.)	85	04:42	3.53	00:33	3.53	00:15	72.94	02:12	1.18	20.30
13	1228	Ottawa, ON (McNab St.)	142	05:22	3.52	00:06	36.62	00:46	15.49	02:04	2.11	14.44

Figure 12: The iQtimer Leaderboard

❖ Note: statistics in the leaderboard are highlighted if they fall outside of the performance goals.

Optional Parameters

The leaderboard includes a number of optional parameters that may be specified to adjust the appearance of the rankings.

Adusting the View

To generate a simplified view of the of the leaderboard rankings:

1. Navigate to: lb.quickservice.com.
2. Click on the URL edit box in the browser.
3. Change the value of the *View* parameter to "*s*":

   https://lb.quickservice.com/Leaderboard.aspx?sid=0&Lang=EN&fs=1.500&View=s

4. Press Enter.

Rank	Store #	Location	Cars	Lane	Overall %
1	1248	Montreal, QC (Boul Lareaux)	11	02:24	22.73
2	1217	Beamsville, ON (King St. N)	65	03:00	16.92
3	1249	Kamloops, BC (Stay Mac Way)	35	03:08	23.57
4	1203	Regina, SK (100th St.)	195	03:22	19.36
5	1240	Edmonton, AB (49th Ave.)	115	03:22	23.26
6	1229	Richmond, BC (Wood St.)	104	03:27	26.21
7	1185	Toronto, ON (Bloor St.)	3	03:49	50.00
8	1215	Conception Bay, NL (Newt Rd.)	100	03:52	15.25
9	1207	Dauphin, MB (Lyon Pky.)	72	04:07	29.86
10	1208	Ancaster, ON (Mila St.)	77	04:28	23.70
11	1195	Niagara Falls, ON (Fallsview Blvd.)	117	04:38	7.69
12	1227	Winnipeg, MB (150th St.)	85	04:42	20.30
13	1228	Ottawa, ON (McNab St.)	142	05:22	14.44

Figure 13: The Simplified Leaderboard View

To generate a detailed view of the rankings:

1. Navigate to: lb.quickservice.com.
2. Click on the URL edit box in the browser.
3. Change the value of the *View* parameter to "*d*":

https://lb.quickservice.com/Leaderboard.aspx?sid=0&Lang=EN&fs=1.500&View=d

4. Press Enter.

Setting the Font Size

To adjust the size of the font used to render the rankings:

1. Navigate to: lb.quickservice.com.
2. Click on the URL edit box in the browser.
3. Change the value of the *fs* parameter to increase the scale of the typeface. The minimum value is *1.000*. The default value is *1.500*.

https://lb.quickservice.com/Leaderboard.aspx?sid=0&Lang=EN&fs=2.500&View=s

4. Press Enter.

Setting the Language

To adjust the language used to display the rankings:

1. Navigate to: lb.quickservice.com.
2. Click on the URL edit box in the browser.
3. Change the value of the *Lang* parameter. The leaderboard can display its listings in English by specifying *EN* or in French by using *FR*. The default setting is to render listings in English.

   https://lb.quickservice.com/Leaderboard.aspx?sid=0&Lang=FR&fs=2.500&View=s

4. Press Enter.

Rang	Boutique #	Emplacement	Véhicules	Voie	Total %
1	1248	Montreal, QC (Boul Lareaux)	11	02:24	22.73
2	1217	Beamsville, ON (King St. N)	65	03:00	16.92
3	1249	Kamloops, BC (Stay Mac Way)	35	03:08	23.57
4	1203	Regina, SK (100th St.)	195	03:22	19.36
5	1240	Edmonton, AB (49th Ave.)	115	03:22	23.26
6	1229	Richmond, BC (Wood St.)	104	03:27	26.21
7	1185	Toronto, ON (Bloor St.)	3	03:49	50.00
8	1215	Conception Bay, NL (Newt Rd.)	100	03:52	15.25

Figure 14: Leaderboard Rankings Displayed in French

iQtimer Leaderboard Widget

A leaderboard widget is available within the main display screen of the iQtimer and can be optionally rendered in place of the default traffic prediction view.

When configured, the leaderboard widget lists the top five performing locations. The current location is also highlighted so that staff are able to monitor their current rank.

RANK	LOCATION	LANE	%	%
1	Yonge Street, Toronto, ON	01:34	59.46	54.49
2	Bayers Street, Halifax, NS	01:48	61.79	34.92
3	Victoria Avenue, Regina, SK	02:01	73.01	09.35
4	Granville Street, Vancouver, BC	02:13	62.13	06.13
5	Rue de l'Aqueduc, Quebec, QC	02:18	81.74	94.02

Figure 15: The Leaderboard Widget

Support

The iQtimer system includes comprehensive coverage to assist operators with any configuration changes or technical issues.

The support team is available 24 hours a day and may be contacted using the following methods:

Telephone:

Toll-free: **(800) 463-7655** or **+1 (905) 687 8440**

Mailing Address:

Panasonic Canada
Quickservice Technologies Division
610 Welland Ave.
St. Catharines ON L2M 5V6
CANADA