Drive Thru Director

Reference Guide

SICOM

SICOM Systems, Inc

Your Total Point of Sale Solution

SICOM Systems, Inc.

Drive Thru Director Reference Guide

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Part I. Drive Thru Director--Reference Guide

Your Drive Thru at a Glance
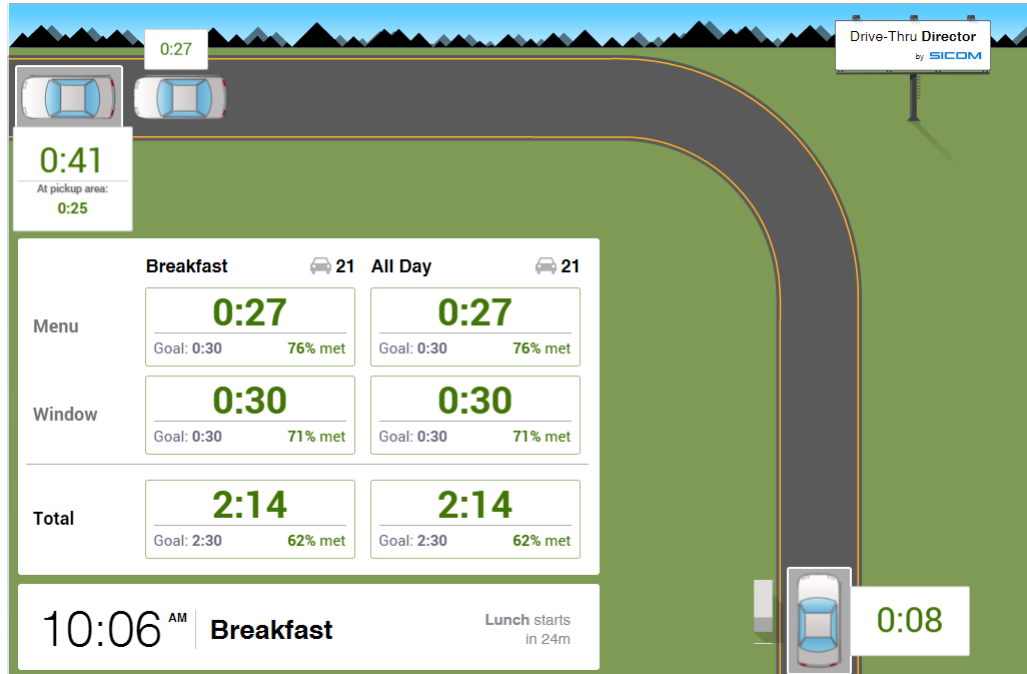
1.1. Introduction

Figure 1.1. Watch every car as it completes an order.

SICOM's **D**rive **T**hru **D**irector (DTD) provides a real time visual representation of your drive thru speed of service. By interfacing directly with your menuboard and pickup loop detectors, the DTD tracks every car as it makes its way through your drive thru. An icon representing each car shows both that car's total time and a time for each stage of the drive thru--you'll always see the big picture, but you'll be able to break down each individual element in your drive thru's performance:
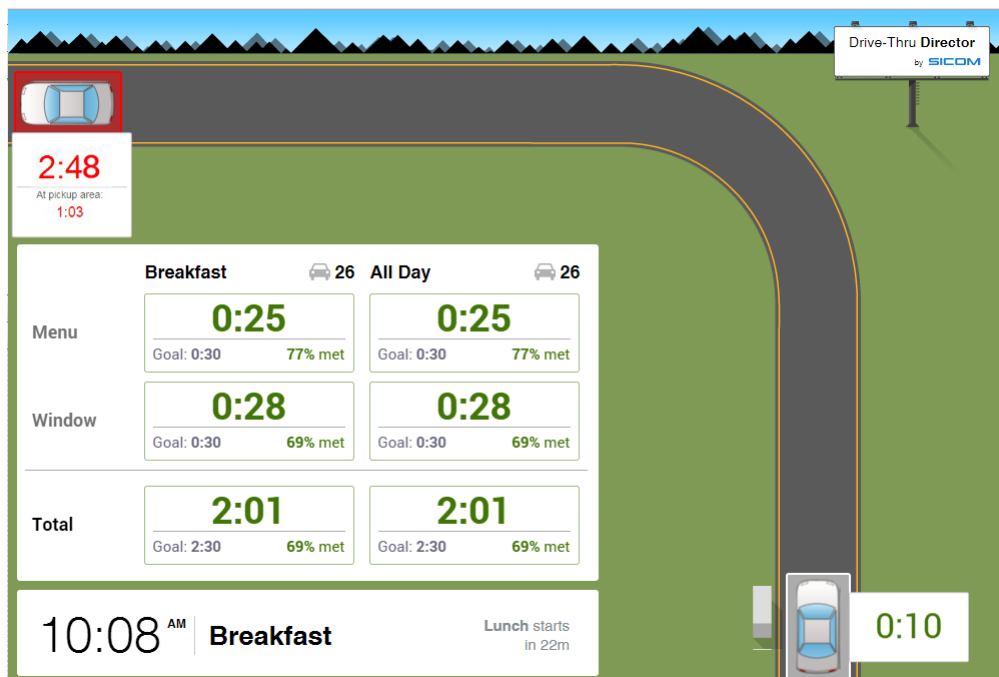

Figure 1.2. Each drive thu section's time and a car's total time is on display throughout the process.

Whenever your drive thru is idle, a summary window keeps you up to date on your day part and daily averages:
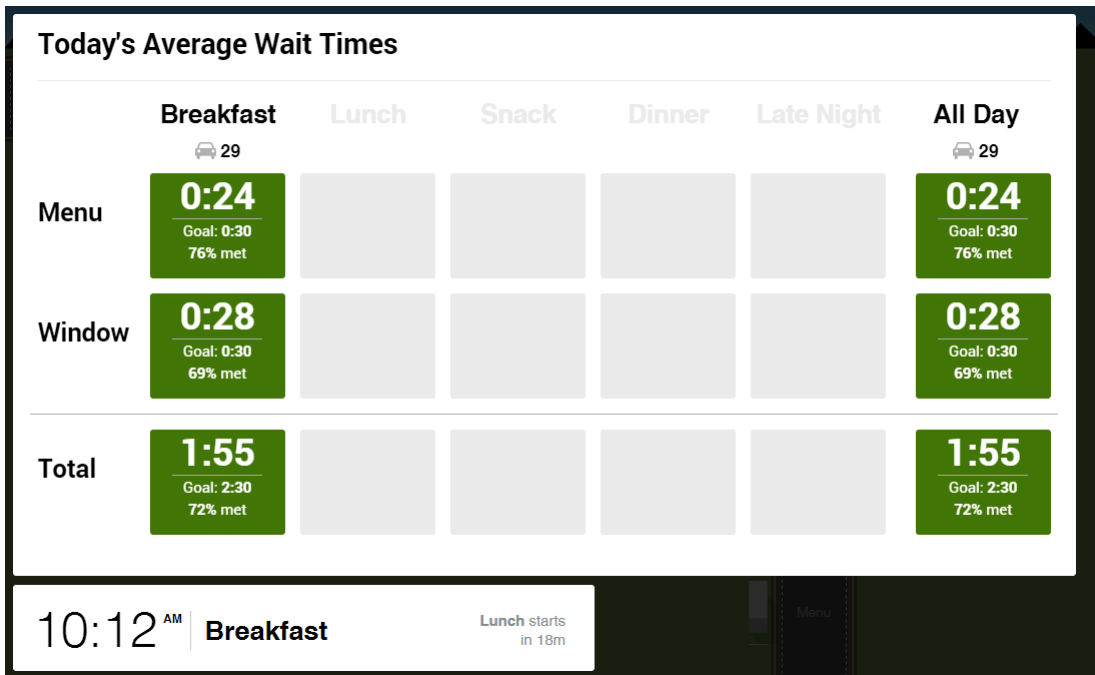

Figure 1.3. You average for each day part and your daily total appears whenever your drive thru is idle.

Lapses and slowdowns in your drive thru can be difficult to pinpoint--but because the Drive Thru Director shows you how each car contributes to your average times, you'll be able to track and diagnose problem transactions. When your average prescribed timing limits are exceeded for a day or day part, the DTD lets you know where you stand:
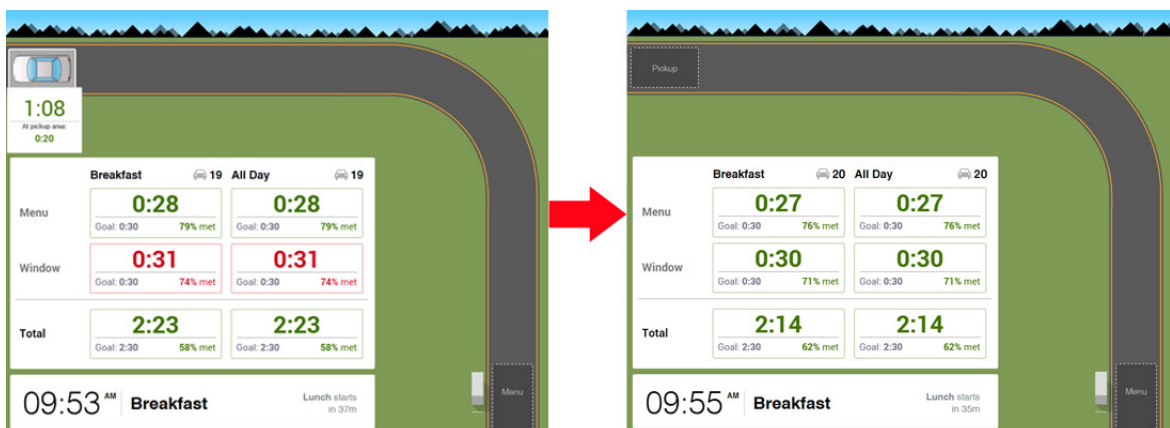

Figure 1.4. In this example, it only takes a single car to bring your times in line with pre-configured limits.

This guide intends to walk you through how the DTD keeps track of the customer in your drive thru, how to install the DTD, and answers frequently asked questions about the DTD.

1.1.1. Your Guide to the DTD

Ordering Your Drive Thru Director

For a guide on how to place your order for the DTD, consult *Chapter 2, Ordering Your Drive Thru Director*.

Installation

You can find the system requirements and installation steps in *Chapter 3, Installation*.

Network Configuration

The DTD requires a high speed Internet connection in order to report your drive thru times to *The DMB Portal*[1]. *Chapter 7, DTD Reporting* walks you through configuring your DTD's settings to use your required network settings.

Technical Specifications

The technical specifications for the Drive Thru Director hardware is included in *Chapter 5, Technical Specifications*.

An Example Transaction

Chapter 6, How Your DTD Tracks Drive Thru Times has a walkthrough of how cars are tracked in the drive thru.

Speed of Service Reporting

The DTD director reports your speed of service times to *The DMB Portal*[2]. *Chapter 7, DTD Reporting* shows how you how to access these reports and explains their fields.

FAQs

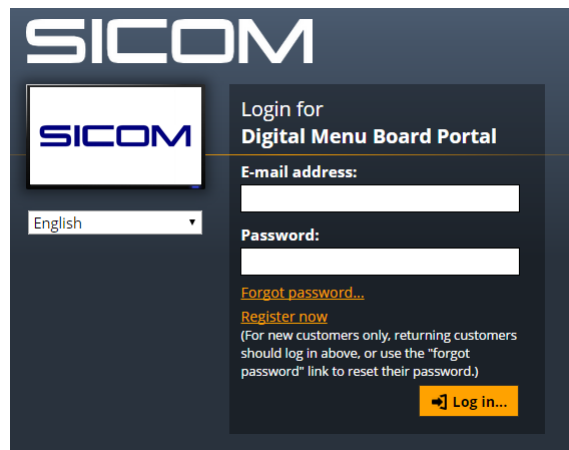*Chapter 8, FAQs* has answers to the most frequently asked questions about the Drive Thru Director.

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[1] http://dmb.sicomasp.com
[2] http://dmb.sicomasp.com

Ordering Your Drive Thru Director

2.1. Overview

To order your **D**rive **T**hru **D**irector (DTD) , follow these steps:

2.1.1. Step 1: Registration

Go to *https://dmb.sicomasp.com*:

Select your desired language from the drop down menu.

If you haven't already registered, click the "Register now" link. Fill in and submit the required information, and you'll receive an email with instructions on how to set up your password. The email will be from *dmbregistrations@sicom.com* . Please make sure to check your spam folder if you can't find this email.

If you've already registered, whether for your Digital Menu Boards (DMBs), BK® GURU, or for SICOM's Labor Scheduler, then enter your email address and password.

Once you've logged in, click on the "Drive Thru Director" tab:
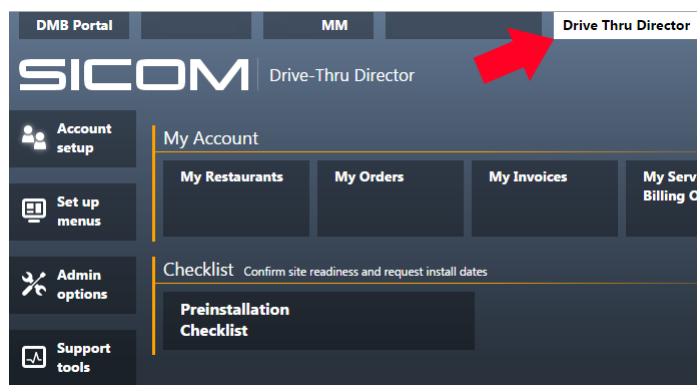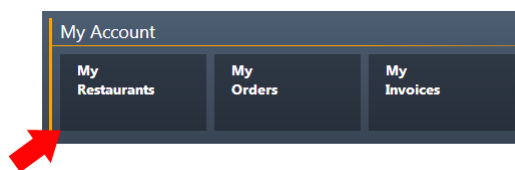

Once you've clicked on the "Drive Thru Director" tab, click on "Account Setup" button:

Now that you're logged in and have navigated to the "Account setup" page, we'll walk you through completing the three utilities that comprise the ordering process.

2.1.2. Step 2: Set up your restaurant accounts

Once in the "Account setup" page, click "My Restaurants":

If you do not see a restaurant that you'd like to order a Drive Thru Director for, add that restaurant by clicking the "Add" button:

Enter in the information for the restaurant you need to add and click "Save"

Even if you don't need to add a restaurant, you should verify all the address and contact information for your listed restaurants. Click on your restaurant numbers to look through this information.

2.1.2.1. Confirming Your Restaurant Information

2.1.2.1.1. General Tab

Please verify/complete the restaurant's address and contact information. Only fields that are denoted with an * are required

2.1.2.1.2. Billing Tab

The information in this tab should match the address entered into the General tab, which is the address of the physical restaurant. **This address could differ from the address of the Operating Company**. The information accessed with the **Operating Companies** button will display on the sales order header regardless of what is entered into this tab. If you wish to change the operating company information, please reference *Section 2.1.6, "Editing Operating Companies"*.

2.1.2.1.3. Shipping Tab

Please verify/complete the address and contact information related to the restaurant site. This is the physical location where the equipment will be shipped.

> **Note**
>
> The "Tax Broker" tab will only be used for customers ordering for restaurants in Canada. If ordering for a restaurant in Canada, fill in the broker information as necessary.

Once all stores are added/verified, click the 'Account Setup' button to return to the main menu and continue on to *Section 2.1.3, "Step 3: Ordering Process"*.

2.1.3. Step 3: Ordering Process

Once back at the main menu, click the "My Orders" button to continue:
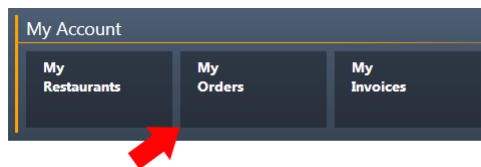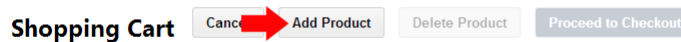

Any previously started/completed orders will display on this page. Click the 'New Order' Button to continue

Click on "Add Product":

Select the applicable restaurant from the dropdown list and validate the billing/shipping address:

Product Details ◄◄ Back   Cancel   Next ►►

Select Product | Restaurant

Restaurant

1004

☐ Not a Restaurant

Billing Address

Select Restaurant / Ship-To
1001
1002
1003
1004
1005

Address 1*	Sample	Sample Address
Address 2		
Address 3		
City*	Sample	Sample City
Region		
Postal Code*	123456	123456
Country*	Ireland	Ireland
	Validate	Validate

Make sure to click **I have verified all address information is complete and accurate** to continue.

Select **Drive Thru Director** and click the "Next" button to continue:

Product Details ◄◄ Back   Cancel   Next ►►

Restaurant

Select Product

○ Digital Menu Boards
○ Burger King Guru
○ Menu Maintenance Service
○ Loyalty
◉ Drive-Thru Director
○ Labor Scheduler*

You can choose to have the 1 year SICOM warranty or an additional 2 years warranty (for a total of 3 years):

Product Details ◄◄ Back   Cancel   **Finish**

Restaurant | Select Produc

Customize

◉ DTD Director - With 1 year SICOM Warranty - No additional Cost
○ DTD Director - With additional 2 years warranty for DTD controller / computer - Add $50*

*2 year warranty only includes the cost of the DTD Controller / Computer. Shipping and handling is not included.
To order an additional display screen to mirror DTD data on two screens, please reach out to dtdregistration@sicom.com

Click the "Finish" button to complete an order for a single restaurant.

Product Details ◄◄ Back   Canc **Finish**

At this point you can continue to add the DTD to your shopping cart for other restaurants by clicking "Add Product":

Shopping Cart Can **Add Product** Delete Product **Proceed to Checkout**

If no additional products are to be added to the order, click the "Proceed to Checkout" button:

Shopping Cart Cancel Add Product Delete Product(s) **Proceed to Checkout**

| ☑ Product Name	Status	Restaurant Number
☑ Drive-Thru Director	Ready	111111

2.1.4. Step 4: Checkout/View Quotes

Next, the ordering system will check for any problems with the order. This step ensures that you do not have a duplicate product ordered for a restaurant. Click the "Next" button to continue:
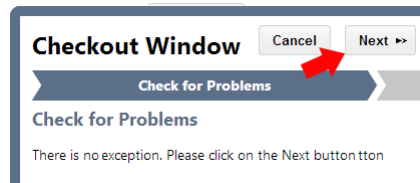
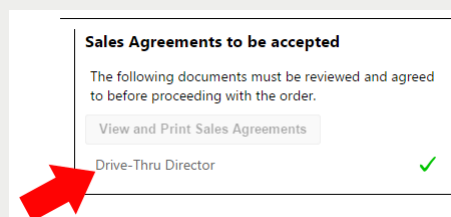All sales agreements have to be opened and accepted:
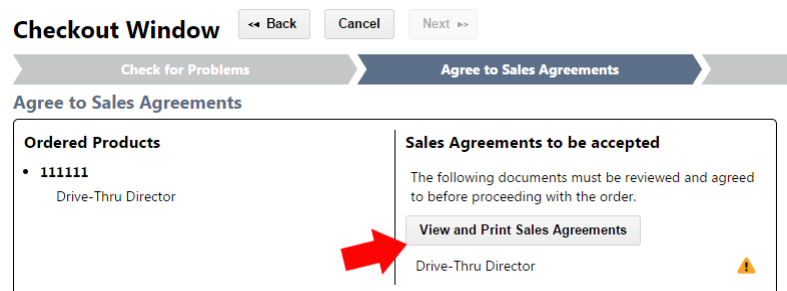
Once all sales agreements have been accepted, click the "Next" button to Continue:
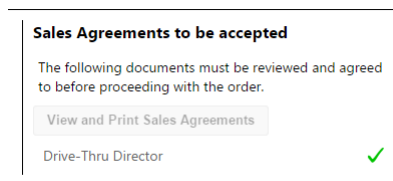
Note

Once accepted, you can review your agreements again by clicking on the name of the product you're ordering:

Click the "View and Print Agreements" button to continue:

All documents have to be agreed to in order to continue. Once complete, green checkmarks will display to indicate that you've completed agreeing to the required documents:

2.1.5. Step 5: Finalizing Your Order

If the order is complete, and no additional modifications are needed, then click the 'Finalize Order' button to continue:

You'll be asked if you're sure. Once the order is finalized, no further changes can be made:

After the order is complete, click the "Proceed to Payment Instructions":

Once in your payment screen, you can choose your target invoice(s) and select the "Pay" button at the top righthand corner of the screen.
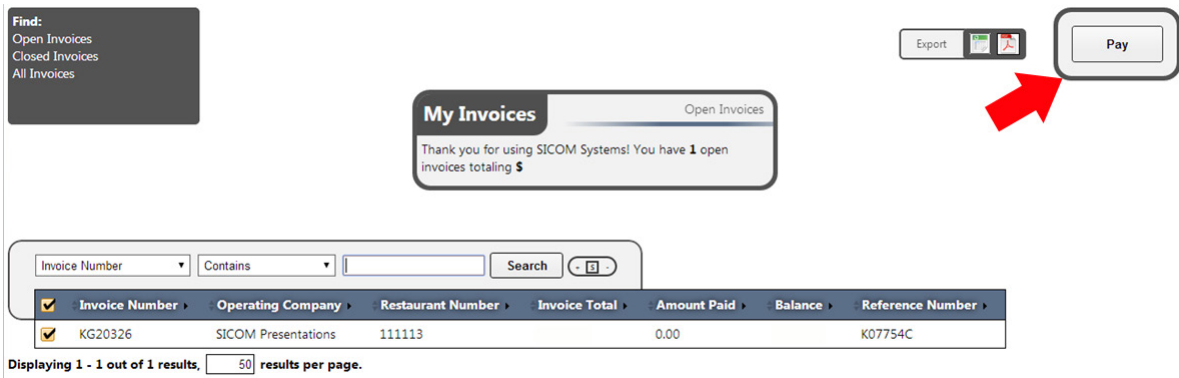
Choose your preferred payment method and follow the onscreen instructions to complete ordering your Drive Thru Director.
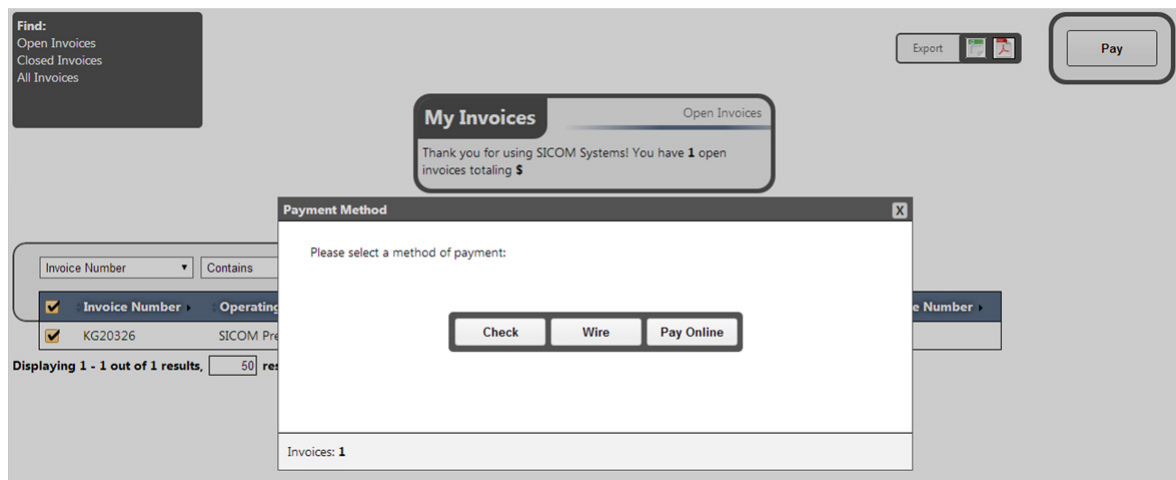
2.1.6. Editing Operating Companies

You may need to change the operating company associated with an order. This operating company will be the entity displayed on the header of the invoice. To edit your operating company, click "Account setup" and then "My Restaurants":

The "Operating Companies" button can be found on the bottom right hand corner of the "My Restaurants" edit:

My Restaurants

	Restaurant Number	Address	Country	City	Operating company
☐	111111	4434 Progress Meadow	USA	Doylestown	t
☐	999998				

Add   Edit   Operating Companies

Select the operating company that you'd like to edit and click "Add" or "Edit":

Operating Companies   X

| | SICOM | 4434 Progress Meadow Dr | USA | Doylestown |
| ☑ | Sicom Presentations | 4434 Progress Meadow Dr. | USA | Doylestown |

Add   Edit   Delete Selected

Please confirm/complete contact information related to the Operating Company. Enter any applicable tax numbers (ex. VAT number, RFC etc).

Operating Company Edit Window

Company Name*	Sicom Presentations
Tax Number	
Address 1*	4434 Progress Meadow Dr.
Address 2	
Address 3	
City*	Doylestown
Postal Code*	18902
Country*	UNITED STATES ▾

Submit

This is the address where any invoices will be sent. You can assign operating companies in "My Restaurants":

My Restaurants

	Restaurant Number	Address	Country	City	Operating company
☐	111111	4434 Progress Meadow	USA	Doylestown	t
☑	111117	4434 Progress Meadow Drive	USA	Doylestown	t

Add   Edit   Operating Companies

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Installation

3.1. Introduction

Following are the steps needed to complete the physical installation of the **D**rive **T**hru **D**irector (DTD).

3.2. Site Requirements

The DTD requires at least 76cm x 76cm (30" x 30" inches) of wall space to mount the bracket to the wall. It requires a high speed Internet connection. If a SICOM **D**igital **M**enu **B**oard (DMB) BK® GURU system has previously been installed in the restaurant, the DTD's Ethernet connection should run to the same network switch used by the these systems.

> **Note**
>
> The DTD can support two displays--one display will use the DisplayPort connection, the other display will use the HDMI connection. An additional display will require an additional outlet. If using displays with differing resolutions, the display with the higher resolution should use the DisplayPort.

The DTD should be located in the drive thru area and be visible to the restaurant team members during normal drive thru operations.

> **Important**
>
> Drive Thru Speed of Service technology is based on equipment that measures fluctuations in electricity, and is sensitive to power changes. Even the DT loops must be within certain electrical tolerances to provide accurate results. Environmental issues caused by electricity can cause inaccurate readings by the loop detector. Changes in power levels caused by restaurant equipment can cause SOS technology to fail or report inaccurately. Ensuring the Drive Thru Director is installed on a dedicated, grounded circuit is recommended to provide for product performance for the customer.

> **Note**
>
> If installing new sensor loops, it is recommended that the loops be installed forward of where the driver would be when their car stops at the the menuboard or pickup window:
>
>

3.2.1. DTD Wiring Diagram
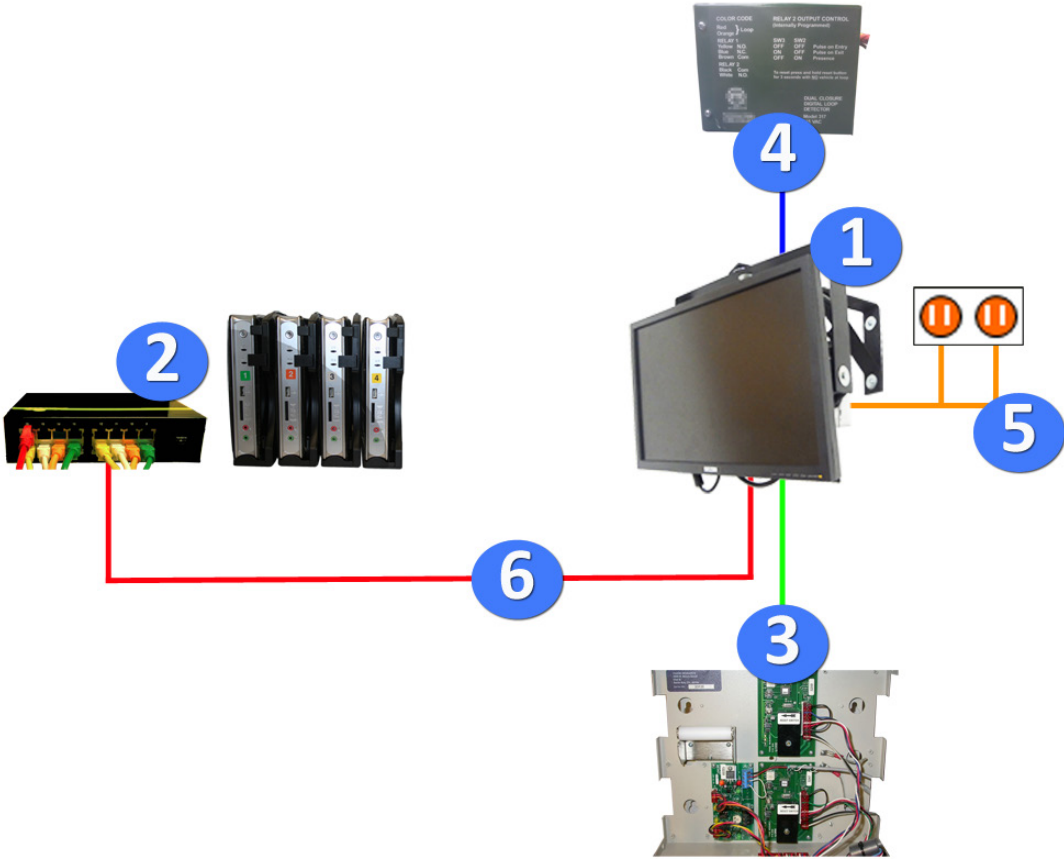

Figure 3.1. DTD Wiring Diagram

1. Drive Thru Director and Monitor

2. Digital Menu Board (DMB) Network Switch (Traditionally located in the restaurant's back office).

3. Menuboard Loop Relay (Traditionally in the restaurant's back office. The appearance of your relay will vary by brand.)

4. Pickup Loop (The appearance of your relay will vary by brand.)

5. Power Cords from Drive Thru Director and Monitor

6. Ethernet Cable from DMB Network to Drive Thru Director

3.3. Required Tools

• Type 0 Phillips Head Screwdriver (Recommended for GPIO Board screws)

• Type 1 Phillips Head Screwdriver

• Wire Stripper, Cutter

• Drill

• 12.7mm (1/2 inch) Drill Socket (If using mounting screws instead of toggle bolts to mount the wall bracket into the frame of the restaurant. See *Section 3.5, "The Wall Mount Bracket"* for details.)

3.4. Installation Inventory

• (1) DTD Controller

  Includes:
  • (1) Power Supply
  • (1) Power Cord
  • (1) Mounting Plate
  • (4) Screws

• (1) U-Bracket:

Figure 3.2. (1) The front of the U-Bracket, where the monitor is mounted (2) The back of the U-Bracket, where the controller is mounted

  Includes:
  • (1) VESA compliant "J" Clip:

  • 4 flathead screws

• (1) 48 cm (19") VGA Monitor

Includes:
• Power Cord

• (1) 1 m (3 ft) VGA to DisplayPort Cable

• (1) 38 m (125 ft) length of Loop Cable

• (1) 30 m (100 ft) Terminated Cat5e Ethernet cable

• (1) 1 m (3ft) USB A to USB B Cable

3.5. The Wall Mount Bracket

The Drive Thru Director and its monitor will be attached to the wall with a wall mount bracket:

Includes:
• Power Cord

3.5.1. Wall Mount Bracket Installation Inventory
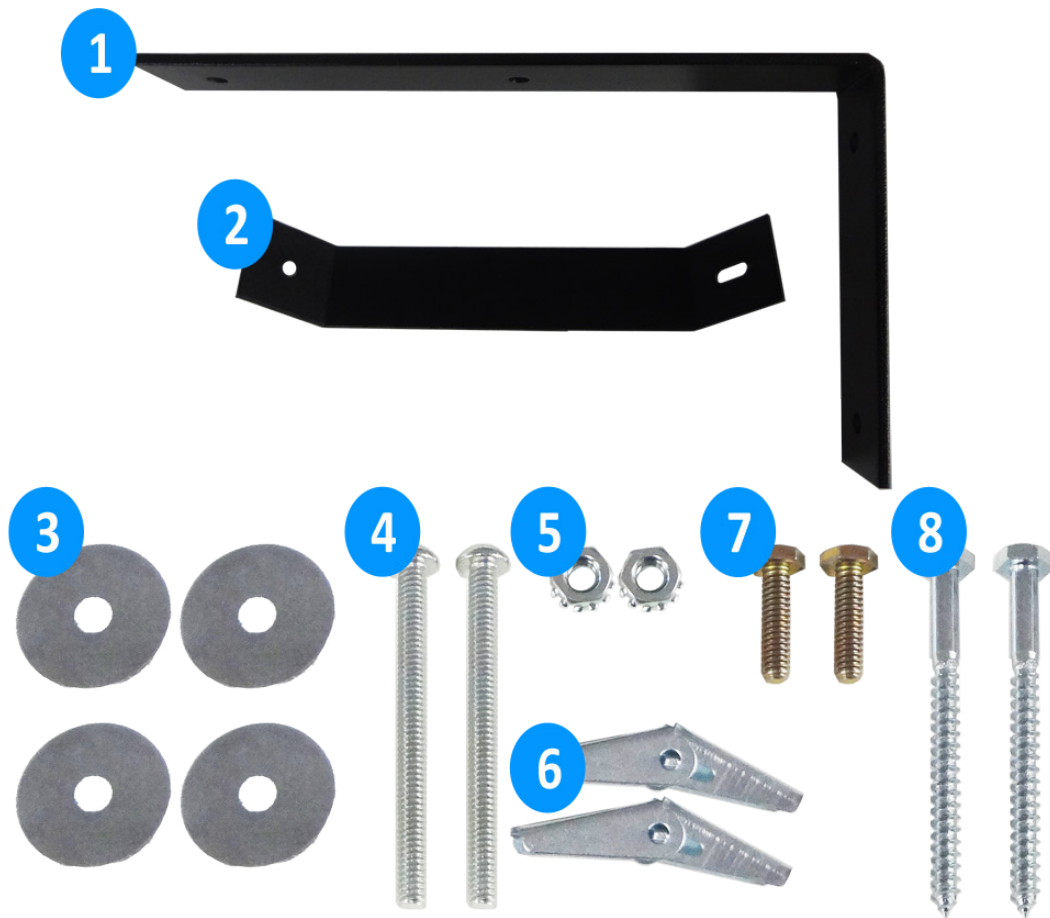
Figure 3.3. Installation Inventory

1. (1) Main "L" Bracket

2. (1) Supporting Crosspiece

3. (4) Washers

4. (2) Wall Mounting Toggle Bolts

5. (2) Nuts

6. (2) Butterfly Anchor for Wall Mounting Toggle Bolts

7. (2) Bolts for U-Bracket and Crosspiece

8. (2) Wall Mounting Screws

3.5.2. Assembling the Wall Mount Bracket

If mounting the DTD in drywall, use the wall mounting toggle bolts and their butterfly anchors. If mounting the DTD directly into the building's frame, use the wall mounting screws instead of the bolts and anchors.

Figure 3.4. Assembing the wall mount bracket. If mounting the bracket directly into the frame, use the mounting screws in place of the bolts and anchors.

3.6. Adding the Mounting Plate to the U-Bracket

The DTD controller rests on a mounting plate that is attached to the back of the U-Bracket:
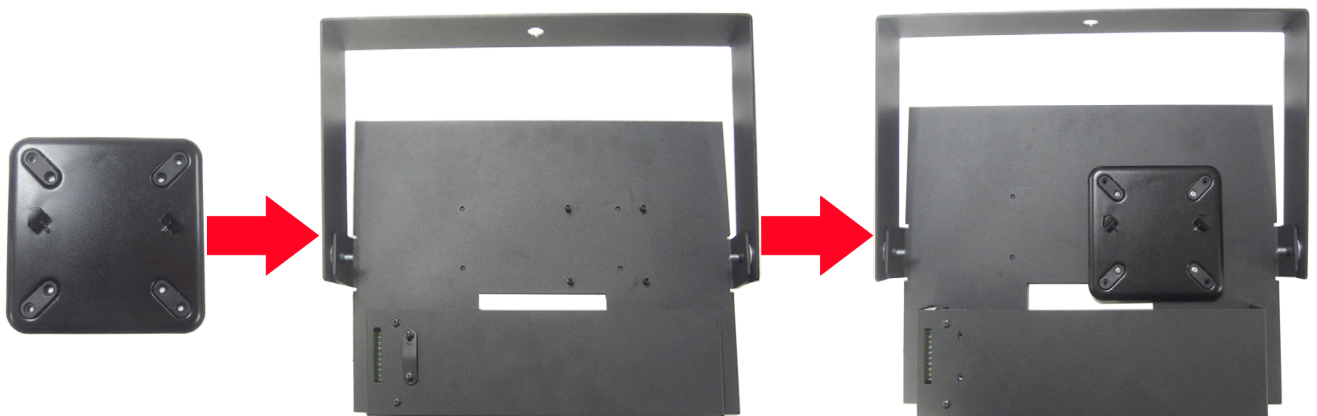
The DTD controller has plastic slots on its back that hook into the metal tabs on the mounting plate on the U-bracket:
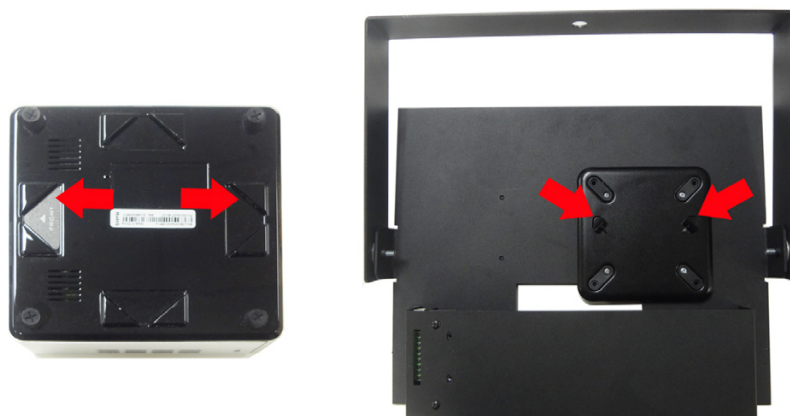

Figure 3.5. The controller hooks onto its mounting plate

Following is the DTD controller in the U-Bracket, along with its required cords and connections.
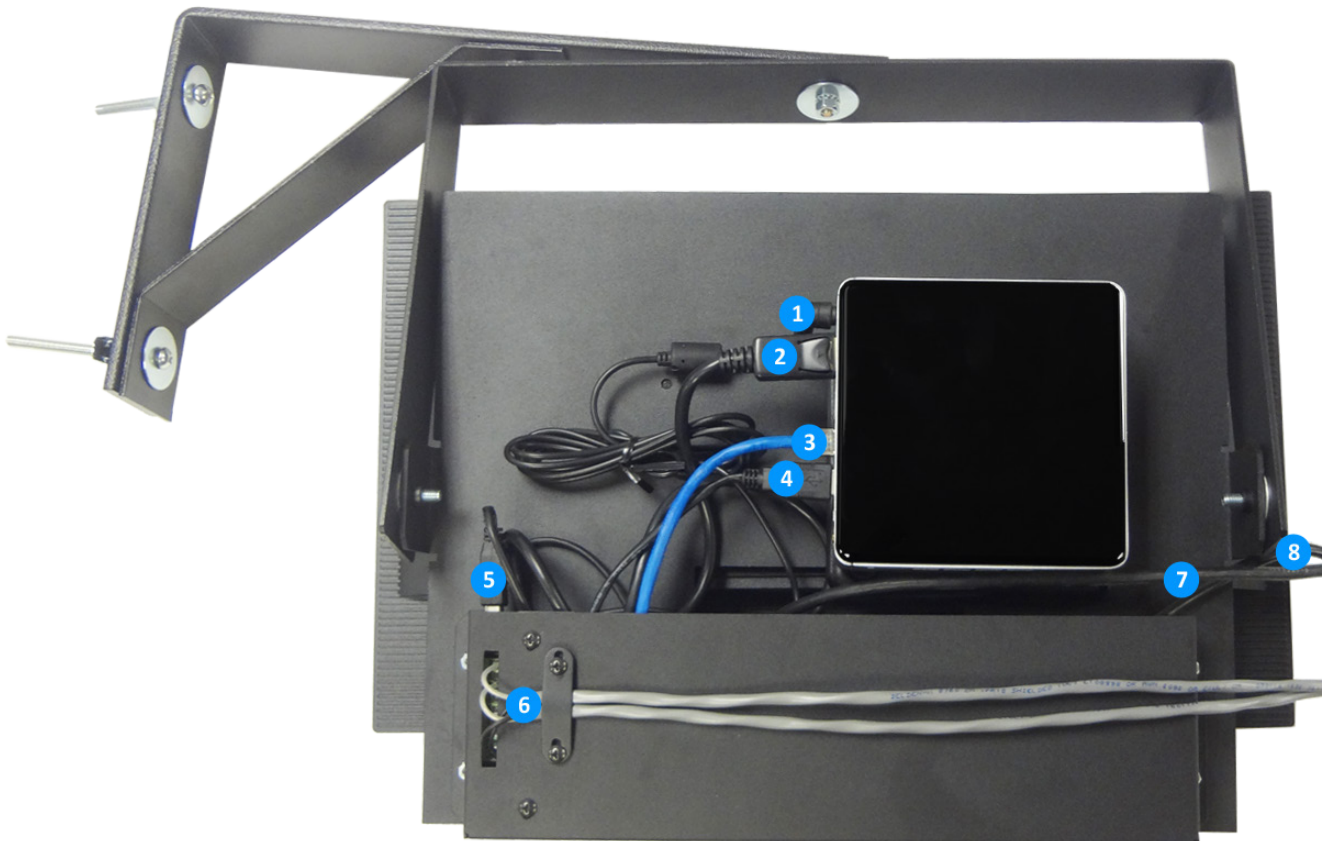
Figure 3.6. The Drive Thru Director mounted in the U-Bracket

1. DTD Controller Power

2. DisplayPort connects to VGA port on monitor

3. Ethernet

4. USB into DTD Controller

5. USB B into GPIO Board

6. Loop cables from GPIO Board to Loops. See *Section 3.8, "Loop Wires to the GPIO"* for more information on which pins to attach the loop wires to on the GPIO board. The loop cables should be held in place by the bracket's built in cable holder:
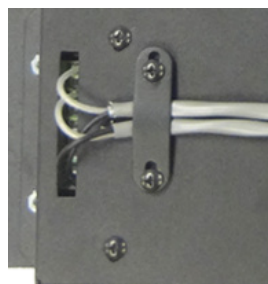
7. Power Cord to VGA Monitor

8. Power Cord to DTD Power Supply (In Bracket)

3.7. The DTD Controller and its Ports

Following are the DTD controller's ports and connections. The blue USB 2 ports are **NOT** used.

Figure 3.7. The Labeled Ports and Buttons on the DTD Controller

1. DisplayPort

2. Ethernet

3. USB

4. Power Button

5. Air Vents

3.8. Loop Wires to the GPIO

The DTD receives its sensor information from loop cables leading from your drive thru loop sensors. A loop cable will run to the **G**eneral **P**urpose **I**nput **O**utput (GPIO) board in the DTD's U-Bracket. The sensor wire from the loop cable will connect to its individual assigned pin in the GPIO board, while the ground wire from each loop cable will connect to the last ground pin on the GPIO.
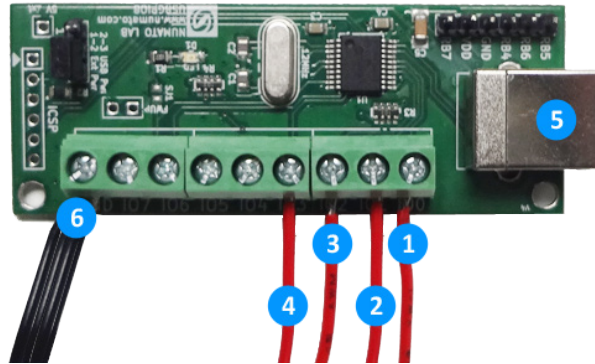
Figure 3.8. The Wiring from your Loop Detector to Loop Sensors

1. Menuboard Loop

2. Pickup Loop

3. Cashier/Payment Window Only Loop

4. Menuboard 2 Loop

5. USB to Drive Thru Director Controller

6. Ground for all loops. Each configured loop requires a ground cord.

3.9. Attaching the Monitor to the U-Bracket

Screw the VESA compliant "J" bracket into the back of the monitor. Hook the "J" bracket into the slot on the front of the monitor bracket:

DTD Network Configuration

4.1. Methods for Configuring Your DTD's Network Settings

SICOM's Drive Thru Director controller requires a continuous high speed Internet connection in order to retrieve software updates and send timing data to the DMB Portal. Your controller must be configured with the necessary network settings in order to attain this connection.

There are two methods to configure the network setup for your controller:

Method 1: Use the DHCP Edit in your SICOM POS system to assign the network settings of your controller.

Method 2: Manually enter your network settings in the controller.

If you have a SICOM POS system in your restaurant, you can use *Section 4.1.1, "Method 1: Using the DHCP Edit in your SICOM POS System"*. If you do not have a SICOM POS system in your restaurant, use *Section 4.1.2, "Method 2: Manually Entering Your Network Settings"*.

4.1.1. Method 1: Using the DHCP Edit in your SICOM POS System

If you are installing a Drive Thru Director in a restaurant that uses a SICOM POS system, you should have the SICOM system assign the network settings to your controller via DHCP. First, find the network settings of your controller by connecting a USB keyboard into the controller, holding down the **CTRL** key, and pressing the letter "**e**" on your keyboard, which should take you to the IP Configuration screen. By default, the option to **Use DHCP** will be checked:

In order to add the controller into your SICOM system's DHCP, you will need to know the **MAC** address of the controller. You can see this address on the on the IP Configuration screen. This value is highlighted in the following image. Write down this **MAC** address, and access the DHCP Edit utility in your SICOM system.
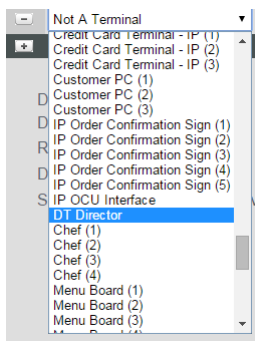
In your SICOM Management Console, go to **System** → **Configuration** → **DHCP Edit**.

1. At the bottom of the utility, click the "+' sign next to **Add A Terminal**:

2. Choose DT Director as the new device that you are adding.

3. Type in the MAC address of the controller in the MAC field. The IP Address field will fill in automatically as dtdirector.

4. Click **SUBMIT** to add the device to your DHCP edit.

5. Click Restart DHCPD at the top of the utility.

Once you have entered your controller's **MAC** address into your SICOM system's **DHCP Edit** and have **Restarted DHCPD**, go to your SICOM DTD controller's IP Configuration screen and click **Save**:

The IP field should read **192.168.1.197**, and the Netmask should be **255.255.255.0**. The rest of your required fields may vary depending upon your network setup, and may not include a **Secondary DNS**. At this point, return to your controller's main screen by holding down the **CTRL** key and pressing the letter "**v**."

4.1.2. Method 2: Manually Entering Your Network Settings

If your restaurant has a managed network, contact your IT personnel to request the network settings required for the controller. The needed network settings are:

LAN IP Address
Netmask
Gateway
Primary DNS
Secondary DNS

If your restaurant does not have a managed network, you will have to acquire these network settings. You would have already had to provide this information if you have SICOM Digital Menu Boards or a BK® GURU installed at your site. You can use this information to determine the network settings for your Drive Thru Director. For example, if you had to provide a free range of 10 LAN IPs for your Digital Menu Board controllers and displays, and the last free LAN IP was 192.168.100.110, then the LAN IP of your Drive Thru Director could be 192.168.100.111, provided that another device doesn't already use that IP. The additional network settings would be the same as your already installed Digital Menu Board or BK® GURU devices.

If you need to find out a free IP address to assign to your Drive Thru Director. check to see which IP addresses are currently in use. Obtaining a list of currently used IP addresses can be done from a command prompt by typing "arp –a". From the PC in your manager's office open the 'Start' menu. In the search field type 'cmd':
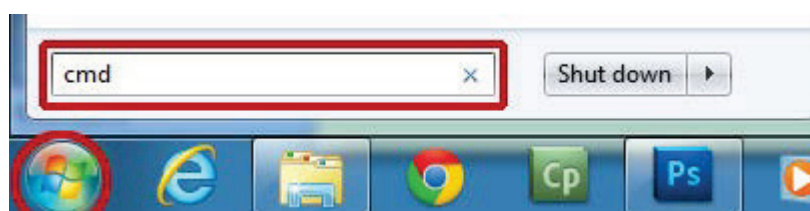

This will open up a command prompt. Typing in "arp –a" will give you a list of currently used IP Addresses on your store's network.

To find out the rest of your required settings, type "ipconfig /all" into the command prompt to display a list of the other required network information for your Drive Thru Director, as highlighted by the blue arrows in the following figure:
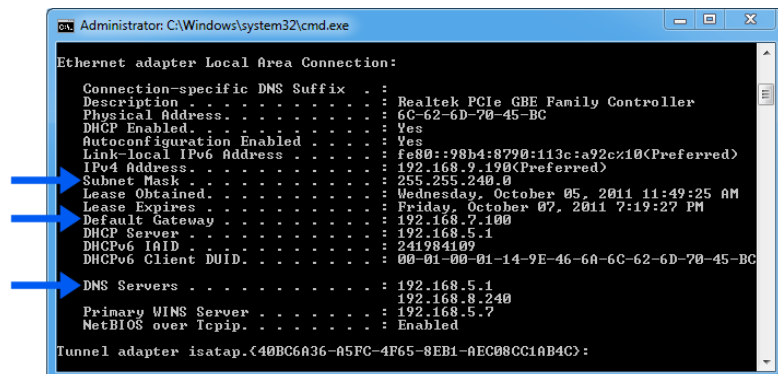
Once you have your required network settings, connect a USB keyboard to your Drive Thru Director's controller, then hold down **CTRL** key and press the letter "**e**." This should take you to the controller's IP Configuration Screen:
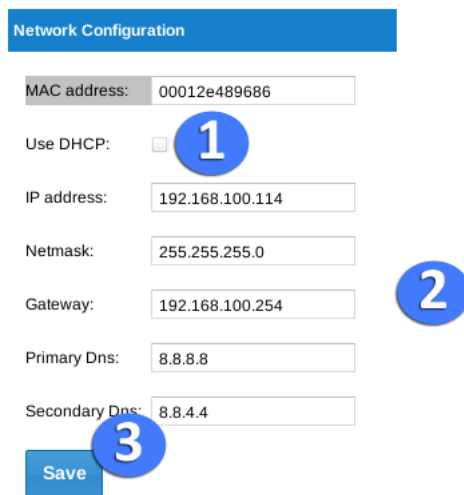
1. Uncheck **"Use DHCP."**

2. Input your needed network settings.

3. Click **"Save"**

4. At this point, return to your controller's main screen by holding down the **CTRL** key and pressing the letter "**v**."

Technical Specifications

Following are the technical specifications for the DTD controller and display.

Figure 5.1. DTD Controller

	DTD Controller
CPU	AMD A4-5000 APU (quad-core, 1.5 GHz)
GPU	AMD Radeon HD 8330
Memory	64GB SSD, 4GB RAM
Dimensions	127 mm x 127 mm x 45 mm (5.0" x 5.0" x 1.77")

Figure 5.2. DTD Display

	19" LCD Display
Viewable Size	49.53 cm (19.5")
Resolution	1600 x 900
Interfaces/Ports	DVI VGA
Brightness	200 Nit
Power Consumption Standby/ Operation	450 mW/16.20 W
Dimensions	276.86 mm x 462.28 mm x 51 mm (10.9" x 18.2" x 2.0")

How Your DTD Tracks Drive Thru Times

The following walkthough shows an example of a drive thru transaction, and shows how your speed of service is tracked and recorded.

> **Note**
>
> All timing limits and alert thresholds quoted in this section are configurable and may vary by restaurant.

6.1. An Example Transaction

Following is an example of how a car is tracked as it goes through your drive thru. It includes what's physically happening in your drive thru and then how the DTD represents these events.

6.1.1. A Car Activates Your Menuboard Loop

Once a car pulls to your menuboard, a car icon will appear at the Order Area on the Drive Thru Director:
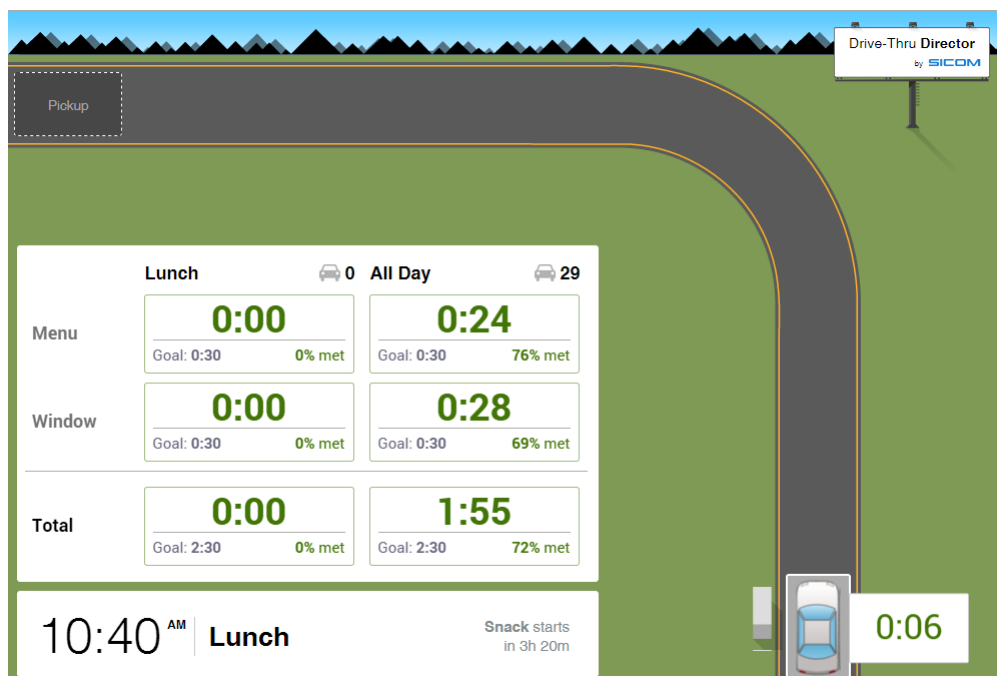
6.1.2. A Car Leaves Your Menuboard Loop

Once the card pulls from your menuboard, the car icon will continue along the path, stopping to wait before the pickup window:

6.1.3. A Car Activates Your Pickup Loop

When a car activates your pickup loop, the car icon will pull to the Pickup Area:
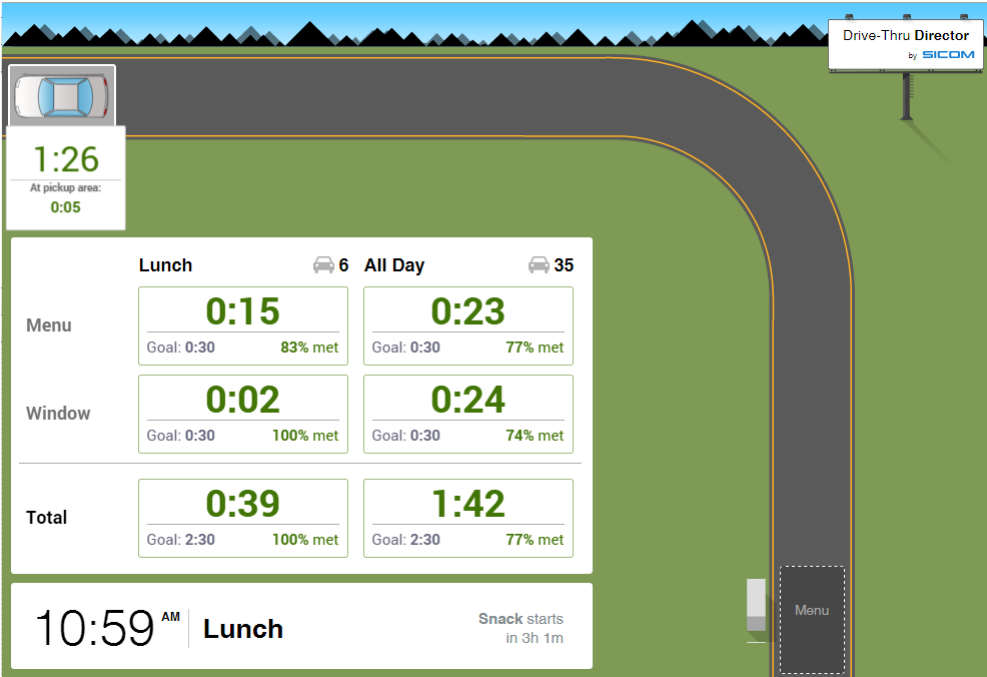
Once a car pulls away from the pickup loop, the car will leave the DTD display.

6.2. Configured Limits and Visual Warnings

Visual warnings occur when you exceed preconfigured limits. There are limits for times at both the menuboard and pickup loops, as well as an overall limit.

Stage In Drive Thru	Time Limit that Incurs Warning
Order Area	45 Seconds
Pickup Area	45 Seconds
Total Time	2 Minutes and 45 Seconds

6.3. Summary Screen During an Idle Drive Thru

If there's no activity in your drive thru, the DTD will show a summary of your times for the day part and day:
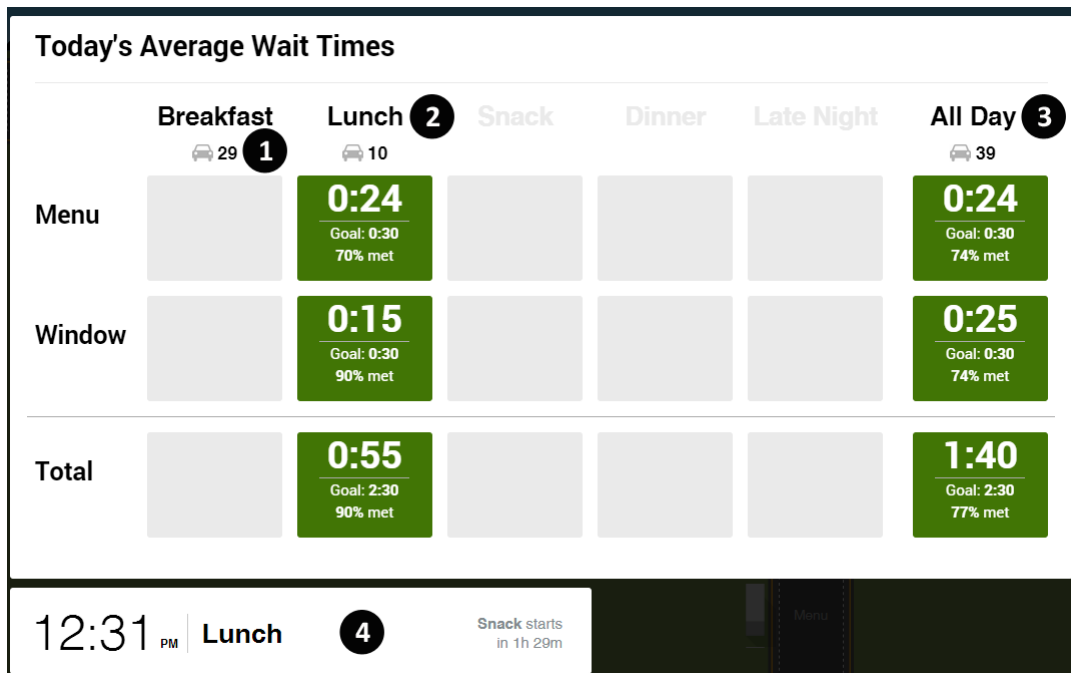
- Each elapsed day part shows its car count.

- Each current day part shows the average for your **Menu**, **Window** or **Total** times, along with the day part's car count. You'll also see the percentage of which satisfied your timing goals.

- The total day's car count and averages are displayed on the **All Day** section.

- The total time, current day part and when the next day part show near the bottom of the display.

6.3.1. Order Area Warnings

After waiting at the order area for 45 seconds, the car icon will be highlighted in red.

After 2 minutes at the order area, the car will automatically be pushed to wait before the pickup area. If, after 2 minutes at the pickup area without a pickup loop sense, the car will automatically be pushed from the line. See *Section 6.3.4.4, "Slowpokes"* for more information.

6.3.2. Pickup Area Warnings

After waiting in the pickup area for over 45 seconds, the car icon will be highlighted in red and its "At pickup area" time will turn red:
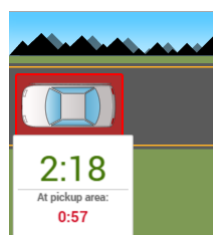
6.3.3. Total Time Warnings

If a car's total time in line exceeds two minutes and 45 seconds, the car icon will be highlighted in red and its total time will turn red:
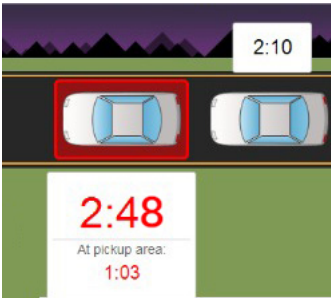
If your total average for the menuboard, pickup window, or total exceeed their preconfigured limits, then that average will be highlighted in red.
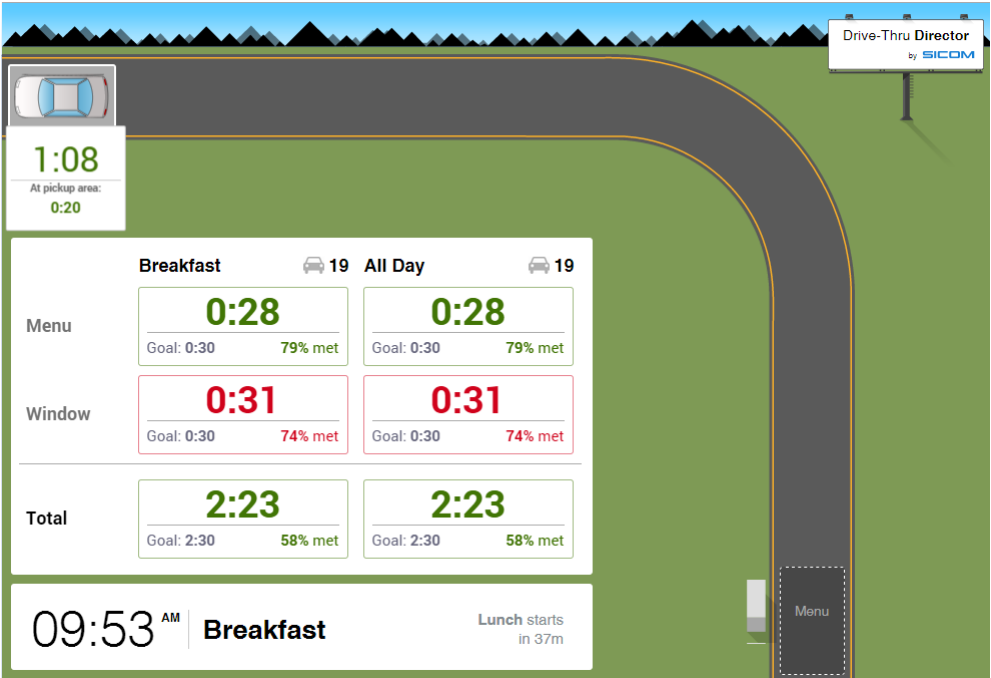
6.3.4. Alerts

If your DTD has alerts enabled, every warning you incur will also appear as an alert on the upper right hand corner of your display:
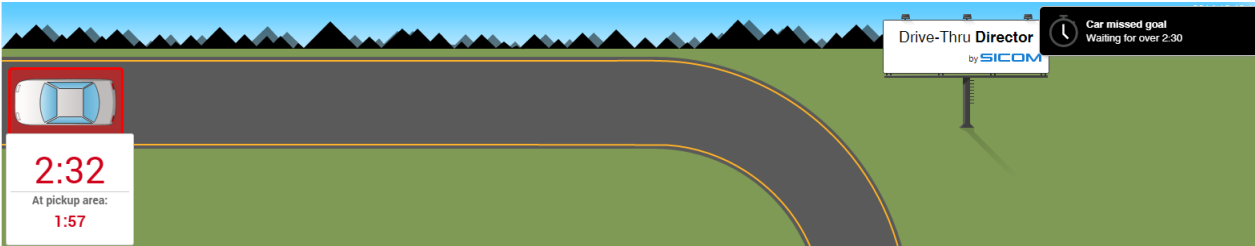
The following alerts are recognized:

6.3.4.1. Car Missed Goal

These alerts occur if a car has been waiting for longer than your configured limits at a particular point in your drive thru:

Cars that eclipse these limits will be highlighted in red. Currently, a car will cause these alerts by:

- Waiting for over 45 seconds at the Menuboard.

- Waiting for over 45 seconds at the Pickup window.

- Having a total time over 2:45.

6.3.4.2. Sensor Problems

Currently, if you have a 10% disparity between drive thru sensor events, such as 10% less pickup events than corresponding menuboard events, you'll receive a warning that there may be an issue with one of the sensors in your drive thru:
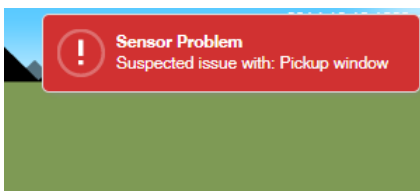
6.3.4.3. Missed Daypart Goal

If your average wait time for a segment of your drive thru was over your configured daypart goals, you'll receive this alert.

6.3.4.4. Slowpokes

"Slowpokes" are cars that have a menuboard event, but don't have a corresponding pickup event:
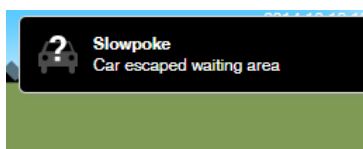
If a car leaves the menuboard loop, and 2 minutes elapse before a pickup loop sense, then that car will be "pushed" from the line and will not count towards your drive thru timing totals. The car icon will disappear from your drive thru queue.

6.3.4.5. Offline

If the DTD controller loses its USB connection to the GPIO board, you'll see an error message advising you that the DTD is offline from its sensors:
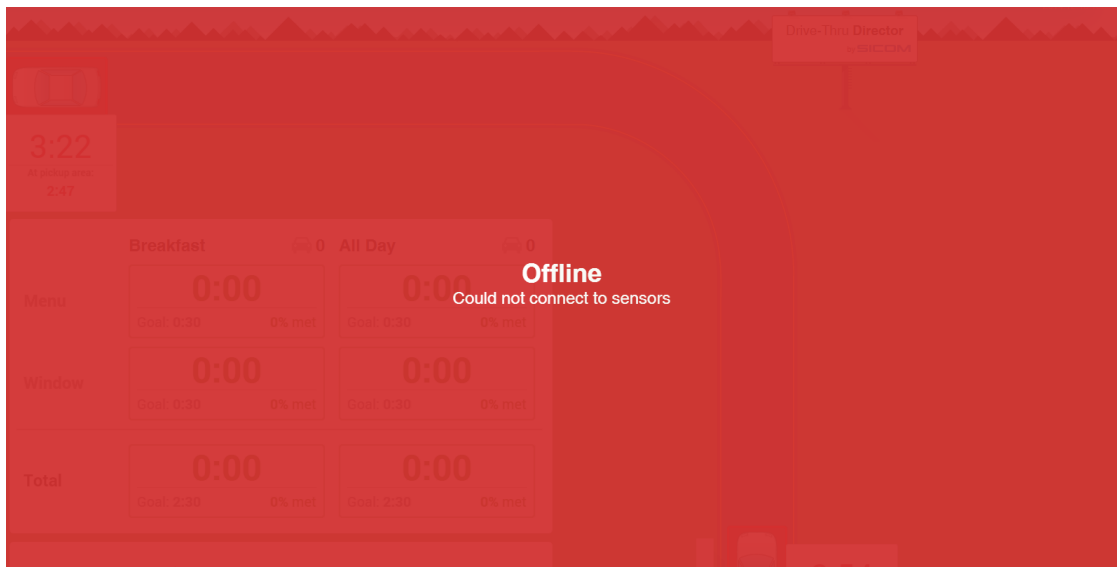
Check the connection between your GPIO board and the DTD controller:
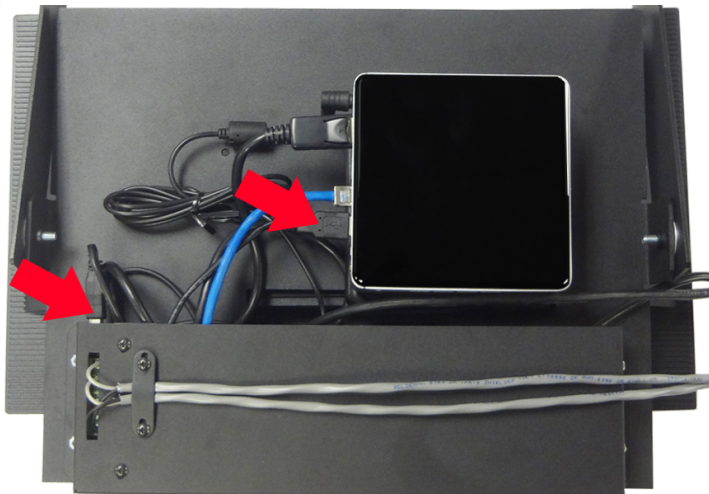
DTD Reporting

7.1. Accessing Your Reports

The following sections intend to walk you through accessing your speed of service reports via SICOM's DMB portal. These reports record the times of a "day" from midnight to midnight--if you run a report for December 1st, you will receive timing data from 12 a.m. on December 1st to 12 a.m. on December 2nd.

You can reach your DMB portal site through any web browser by going to

https://dmb.sicomasp.com[1] (https://dmb.sicomasp.com)
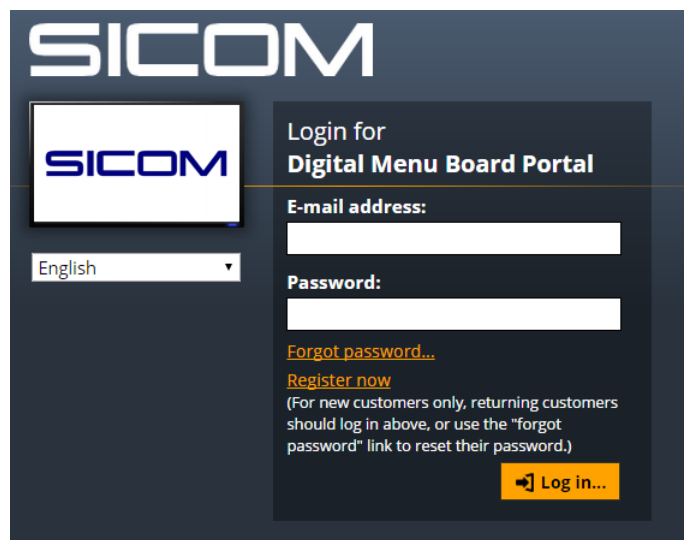
Figure 7.1. The Login Page for the DMB Portal

Once logged in, (1) click the "Drive Thru Director" tab in the upper portion of your browser, then (2) click on "Admin options":
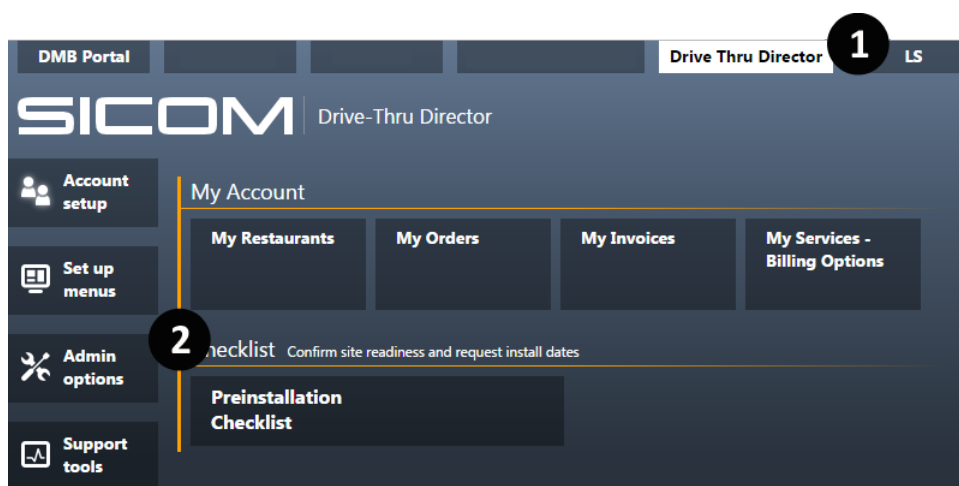
You should see the following speed of service reports available to you--the **Drive Thru Timing Report** and the **Drive Thru Timing Transactions Report**.

---

[1] https://dmb.sicomasp.com/

> **Note**
>
> If you do not have these options available to you, please ensure that your user has been granted access to these reports via the portal's Access Manager. A walkthrough for using the access manager has been included in *Chapter 9, Using the Access Manager to Allow Users to View DTD Reporting*.

7.2. Drive Thru Timing Report

This report allows you to see the car count, high and low times, and the time for each segment of your drive thru:

Figure 7.2. Drive Thru Timing Report

1 - Time when the timing events took place	6 - The longest recorded timing event
2 - Number of timing events	7 - The time when the car triggered the menuboard loop until the car left the menuboard loop
3 - Timing events that exceeded 2:45	8 - The time from when the car left the menuboard loop until it triggered the pickup loop
4 - Percentage of timing events that exceeded 2:45	9 - The time from when the car triggered the pickup loop to when it left the drive thru
5 - The shortest recorded timing event	10 - The total time from when the car triggered the menuboard loop until the car left the drive thru

7.2.1. Report Options

Report Type: You can run this report for **Daily**, **Weekly** or **Monthly** data. If choosing **Monthly** as your report type, you can further choose a **Summary Type** of **Daily** or **Monthly**.

Daily Summary Type: Shows a summary of the times for each individual day:

```
Monthly Drive Thru Timing Report : Daily Summaries
From: 12/01/2014  to 12/31/2014
Printed On Wed Dec 31, 2014 04:35 PM
```

Time	Car Count	>= 2:45 Count %%%%	Fastest Car	Slowest Car	Average |Menu Time +	Line Time +	Pickup Time =	Total Time
Dec 01	408	252 61.7	01:01	10:49	00:47	01:22	01:21	03:30
Dec 02	433	234 54.0	00:33	12:09	00:54	01:14	01:12	03:19
Dec 03	387	237 61.2	00:30	13:07	00:57	01:39	01:22	03:59
Dec 04	410	258 62.9	00:41	12:37	00:48	01:35	01:27	03:51
Dec 05	480	284 59.1	00:46	10:15	00:51	01:26	01:05	03:22
Dec 06	394	328 83.2	01:22	19:28	01:06	03:06	01:48	06:00
Dec 07	310	210 67.7	00:39	15:50	00:53	01:23	01:41	03:58
Dec 08	425	223 52.4	00:41	11:10	00:50	01:11	01:15	03:16
Dec 09	289	143 49.4	00:38	11:09	00:52	01:13	01:06	03:10
Dec 23	149	137 91.9	01:46	11:05	01:56	01:46	01:58	05:39
Dec 24	364	257 70.6	00:34	12:03	01:01	01:37	01:30	04:07
Dec 25	311	263 84.5	00:40	22:17	01:27	03:13	01:55	06:35
Dec 26	367	268 73.0	00:52	67:25	01:01	01:59	01:43	04:43
Dec 27	331	238 71.9	00:37	21:42	00:57	01:35	01:52	04:24
Dec 28	300	219 73.0	01:10	15:10	00:56	01:52	01:52	04:40
Dec 29	367	228 62.1	00:28	14:14	01:01	01:27	01:31	03:59
Dec 30	376	247 65.6	00:35	11:45	00:55	01:36	01:25	03:56
Dec 31	274	196 71.5	01:01	44:52	00:56	02:12	01:33	04:41
Total								
	6375	4222 66.2	00:28	67:25	00:58	01:43	01:29	04:11
Total	6375	4222 66.2	00:28	67:25	00:58	01:43	01:30	04:11

Monthly Summary Type: Shows a summary of the entire month on each line of the report:

```
Monthly Drive Thru Timing Report : Monthly Summaries
From: 11/01/2014  to 12/31/2014
Printed On Wed Dec 31, 2014 04:43 PM
```

Time	Car Count	>= 2:45 Count %%%%	Fastest Car	Slowest Car	Average |Menu Time +	Line Time +	Pickup Time =	Total Time
Nov 14	11654	7990 68.5	00:30	5:54	00:58	01:57	01:33	04:28
Dec 14	6388	4233 66.2	00:28	7:25	00:58	01:44	01:30	04:12
Total	18042	12223 67.7	00:28	7:25	00:58	01:52	01:32	04:23

If you choose a **Daily** report type, you can choose to **Show Progressive Totals**, which shows a running subtotal after each time segment:

```
06:30    62    11  17.7    01:06    04:49    00:31    00:33    01:06    02:10
SubTtl   167   62  37.1    00:34    10:45    00:40    00:48    01:20    02:48
06:45    103   31  30.0    01:01    22:17    00:32    01:05    01:05    02:42
SubTtl   270   93  34.4    00:34    22:17    00:37    00:55    01:14    02:46
07:00    76    27  35.5    00:54    12:05    00:39    00:48    01:13    02:40
SubTtl   346  120  34.6    00:34    22:17    00:37    00:53    01:14    02:45
```

Choosing to run a report as a **Short Form** will omit the columns containing the count and percentage of timing events that exceeded 2:45:

Time	Car Count	Fastest Car	Slowest Car	Average |Menu Time +	Line Time +	Pickup Time =	Total Time
04:45	2	00:34	01:01	00:18	00:19	00:11	00:48
05:00	1	00:52	00:52	00:18	00:17	00:17	00:52
05:15	3	00:38	07:51	01:40	00:18	01:24	03:23
05:30	5	00:41	10:45	00:25	00:16	03:08	03:49

7.3. Drive Thru Timing Transactions Report

This report displays each timing event recorded at your site:

Figure 7.3. Drive Thru Timing Report

1 - Time when the menuboard timing event took place

2 - The length of time from when the car triggered the menuboard loop until the car left the menuboard loop

3 - The length of time from when the car left the menuboard loop until it triggered the pickup loop

4 - The length of time from when the car triggered the pickup loop to when it left the drive thru

5 - The total length of time from when the car triggered the menuboard loop until the car left the drive thru

FAQs

This chapter addresses the Frequently Asked Questions about the Drive Thru Director.

8.1. Frequently Asked Questions

Does the drive thru director take into account interactions on my POS?

The drive thru director does not track times using POS data (such as when an order is started, stored or tendered).

There's only space for nine car icons between the order area and pickup area. What if I have more than nine cars in my line?

The drive thru director tracks all cars that have triggered a loop sense at the menuboard. If more than nine cars are in between the order area and the pickup area, then the ninth car's icon will show a number for how many cars are "stacked" in line behind that car:
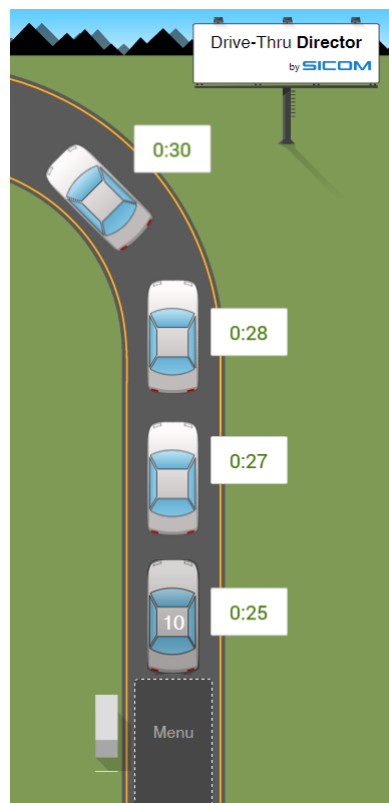
Using the Access Manager to Allow Users to View DTD Reporting

The Access Manager allows you to decide which utilities and reports your users have access to. A complete guide to using the Access Manager is included in the following document, starting with *Section 9.1, "Using the Access Manager"*. However, if you're already familiar with configuring the access manager for other SICOM products, here's what you need to do to ensure your users have access to DTD reporting:

You can reach your DMB portal site through any web browser by going to

https://dmb.sicomasp.com[1] (https://dmb.sicomasp.com)
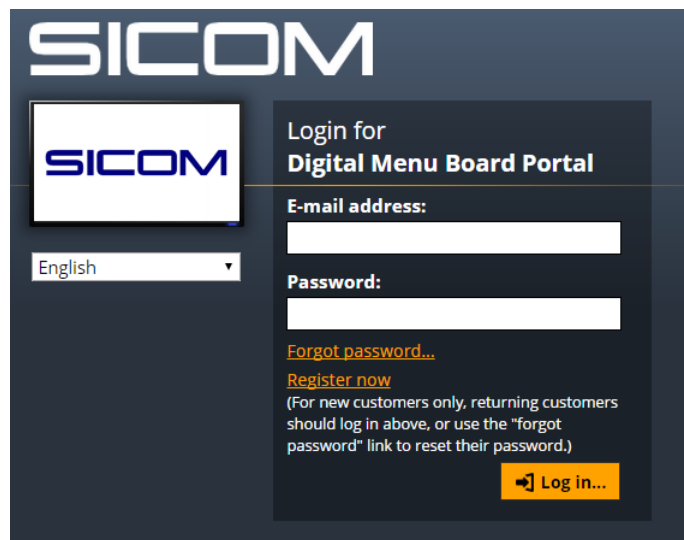
Figure 9.1. The Login Page for the DMB Portal

Once logged in, (1) click the "DTD" tab in the upper portion of your browser, then (2) click on "Admin options":
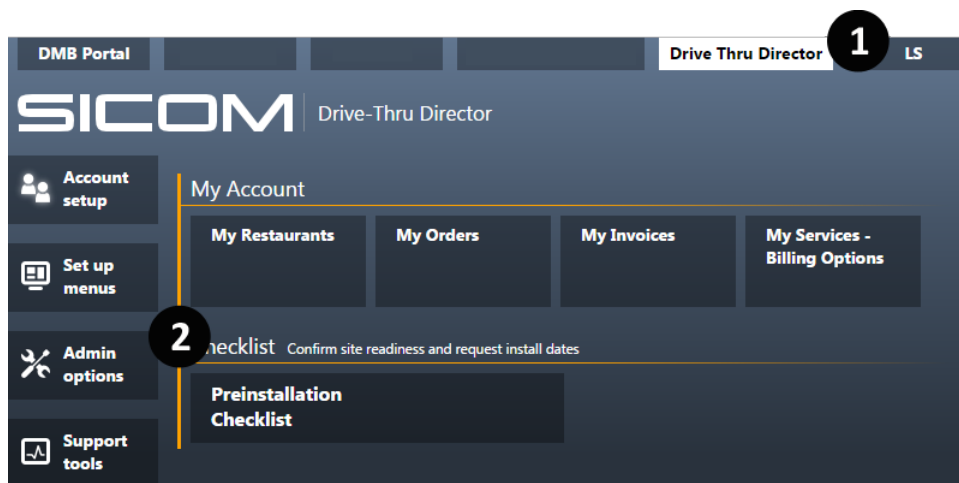
Click on "Manage User Application Access":

---

[1] https://dmb.sicomasp.com/
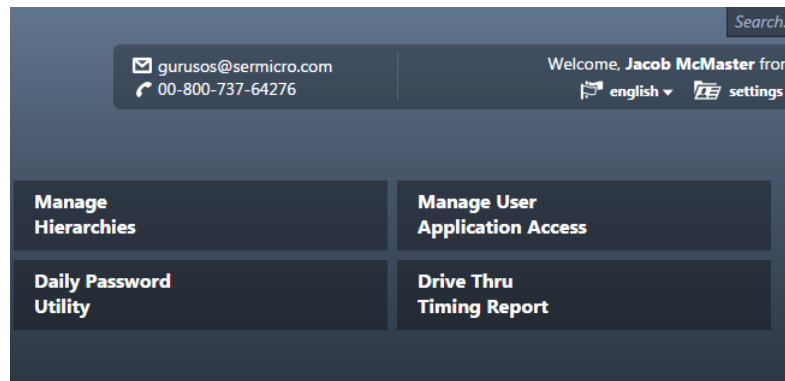
Select your target user or group, and under **Admin options**, allow **Drive Thru Timing Report** and **Drive Thru Timing Transactions Report**:

Save your changes.

9.1. Using the Access Manager

The Access Manager is a practical and intuitive utility that can help you control what menus and applications that users within your company can access.

Figure 9.2. You can configure who has access to each utility using the Access Manager.

You can find the Access Manager by going to

1. Admin options

2. Manage User Application Access
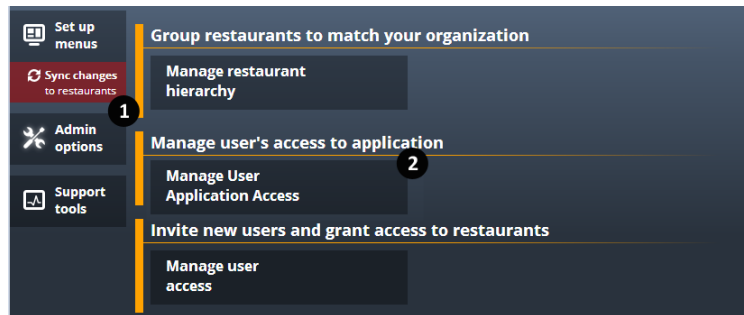
Figure 9.3. Finding the Access Manager.

In this utility, you can manage application access either by group or by user. Rather than adjusting your settings for each user individually, it's much easier to create groups with the custom settings you need and then assign users to them. Even when assigned to a group, a user can still have their settings tailored individually, and user settings will override group settings. Setting up your groups correctly makes managing your users easier. So let's start with groups.

9.1.1. Group Management Overview
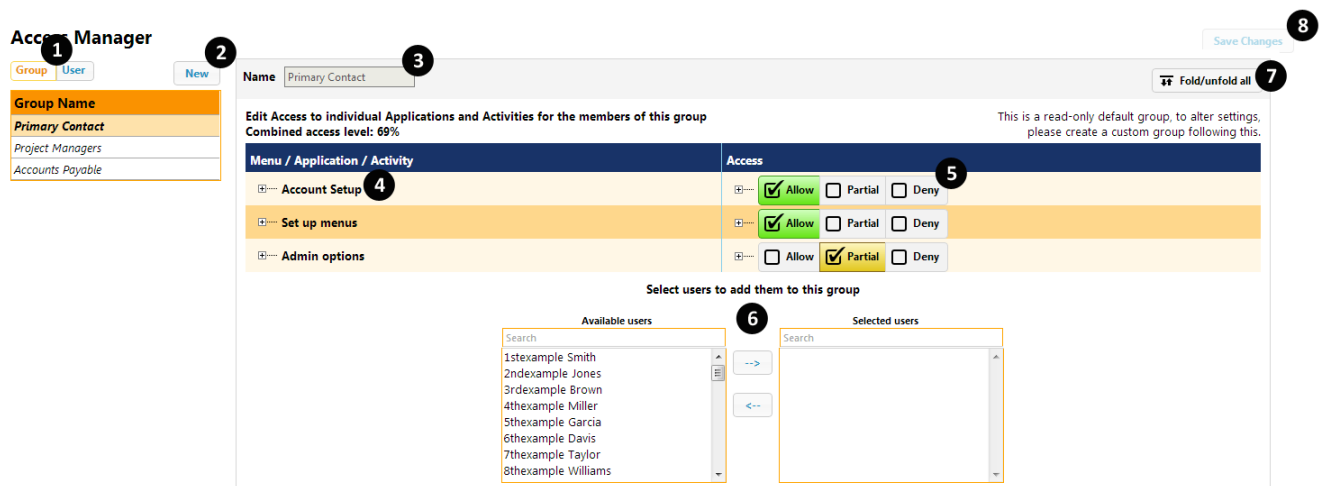
Figure 9.4. An overview of group management.

1. The Access Manager allows you to assign access by groups or by users. A walkthrough of managing by users is available in *Section 9.1.3, "Managing Your Users"*. Groups that are in *italics* are default groups. Their settings cannot be adjusted. Any user-configured group that is set to follow a default group will automatically be given the permissions of the group it is following. Whenever a new application is added, default groups will automatically be assigned an "allow" or "deny" access status to the new application. Any user-configured groups that are "following" that default group will also inherit the default group's access status to that application. But even if a user-configured group is following a default group, its settings can still be tailored to have an "allow" or "deny" access status for each individual application. A user-configured group cannot be followed by another user-configured group. See *Section 9.1.2, "Creating A New Group"* for more information.

2. You can create a new group here, and have that group either follow the permissions of another group, or that group can stand alone. See *Section 9.1.2, "Creating A New Group"* for more information.

3. You can adjust the name of a user-configured group here. Default groups cannot have their names adjusted.

4. This is the application that you are allowing a group and its members access to. You can use the **+** or **-** sign next to the application name to expand or collapse each application's submenus:
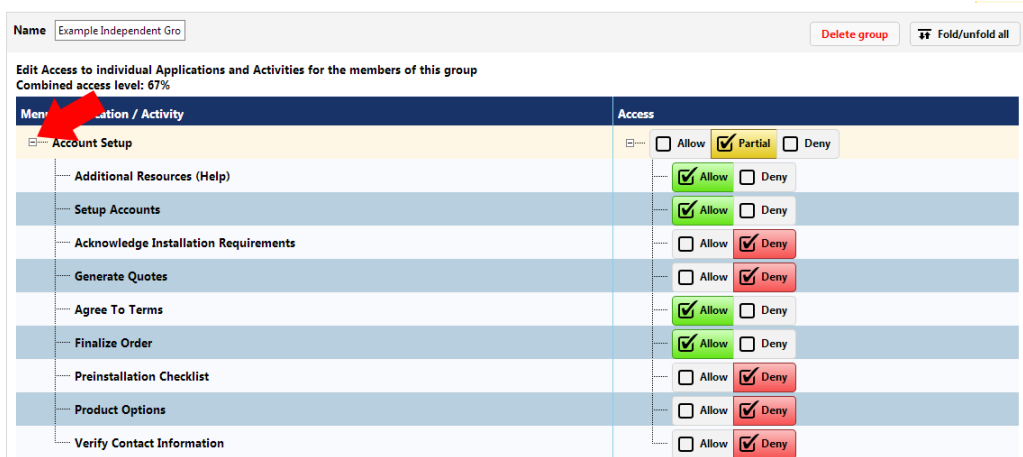

Figure 9.5. Clicking the **+** sign shows all the grouped applications. Clicking the **-** sign would collapse these submenus.

You can also use the button to show every possible configurable access status.

5. These are the access status that you can assign to an application. Access status can be set to either **allow**, **partial** or **deny**. Access status for individual users will override the access status of the group that they're assigned to. So if ExampleUser is part of a group that cannot sync updates, but you configure ExampleUser to have access to sync updates in *Section 9.1.3, "Managing Your Users"*, then ExampleUser **will** be able to sync updates.

 means that the group or user will have access to an application.

 means that a main menu has both **allow** or **deny** as access status configured for the applications in its submenus:
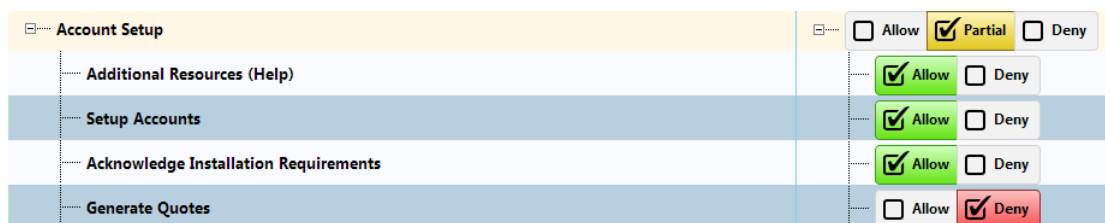

Figure 9.6. A main menu with applications that have been assigned both "allow" and "deny" status will show "partial" as its status.

You cannot choose a **partial** status. This status reacts to when you configure both **allow** and **deny** status for applications in a submenu.

 means that a group or user will not have access to an application. When a user is denied access to a utility, they may not see the button to access the denied menu when they sign in, or they may be able to access the application, but see nothing to configure. See *Section 9.1.4, "The Effects of Denying Access"* for more information.

6. Here you can move users from "Available Users" to "Selected Users" in order to add them to a group. To add a user to a group, first highlight the group that you'd like to add the user to. Then use the to assign that user to a group. Users under "Selected" users are now part of the group. You can also highlight a "Selected User" and use the to remove the user for the group. Remember that you can use the search boxes above either "Available" or "Selected" users to find your users easily. You can assign users to multiple groups, and if one group "allows" access to an application, while the other group "denies" access to an application, the user will be allowed access to the application, unless the user has been "denied" access in *Section 9.1.3, "Managing Your Users"*.

7. The "Fold/unfold all" button will cause each menu to reveal its submenu(s). If you're looking for a more complete overview of a group or user's access to your applications, you can highlight the group or user and click this button to see all of their access status assignments.

8. You can use this button to save your configuration changes. However, if you make a change to a group or user's access settings and attempt to navigate away from that group or user, you'll be automatically prompted with the option to cancel, save, or discard your changes:
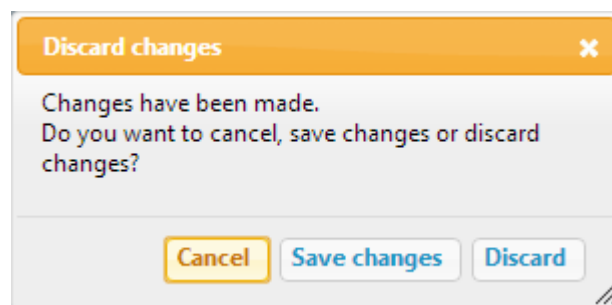
9. If you'd like to delete a user-configured group, click on that group and then click the "Delete group" button. Default groups will not have the option to be deleted.

9.1.2. Creating A New Group

All of your default and user-configured groups are shown in your "Group Name" status bar.
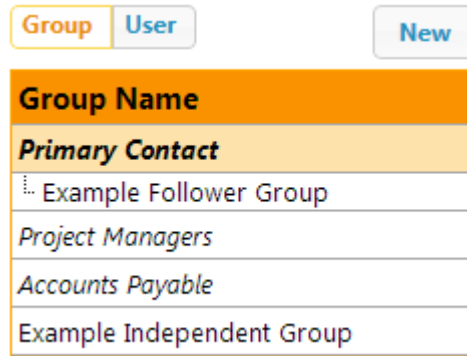
Figure 9.7. Your configured groups.

Groups that are in *italics* are default groups. Their settings cannot be adjusted. You can create an new

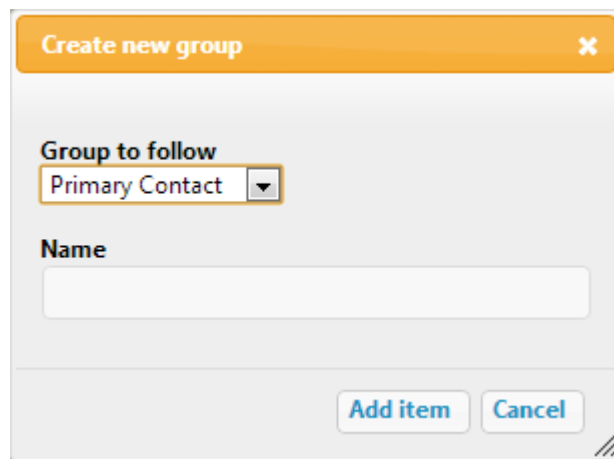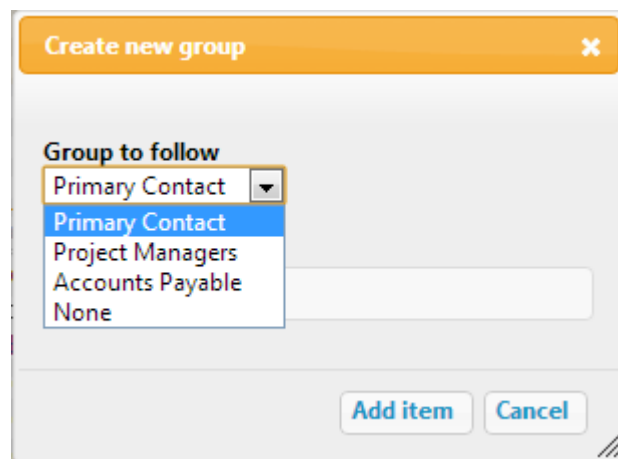group by clicking the . This will present you with the "Create new group" prompt:

Figure 9.8. The "Create New Group" prompt.

You can either choose a group for your new group to follow, or you can select "None" to make the group stand alone.

There are a few distinct advantages to having a custom group "follow" a default group:

1. A group following another group will automatically inherit the access status settings of its parent group. A group that stands alone will be assigned "deny" to every application when it's first created, and each application status will have to be adjusted individually. Stand alone groups also cannot be followed by other groups.

2. If a new application is added to your DMB Portal, default groups will automatically be assigned an access status for this application. So if the default group "Project Manager" should have access to the new application, then that group and its following groups will be granted that access. Stand alone groups will be denied access to this new utility until someone grants that group access using the Access Manager.

Remember: Even if a group is following another group, you can still individually adjust the settings of the following group to different levels than its parent group. Also, you can tailor user access individually, which will override any access level configured for the group(s) that the user belongs to.

Groups that are following default groups will be nested underneath those groups in the "Group Name" status bar. Stand alone groups will be added to the bottom of the "Group Name" status bar.

With your new group configured, you can click on that group to highlight it. You can then configure the access status of the applications. You can also use the [Fold/unfold all] button to show every possible configurable access status. Clicking the **allow** or **deny** status for the main menu will cause that status to be assigned to its submenus:
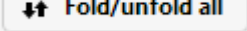
Figure 9.9. The "allow" status assigned to the main menu cascades to all of its submenus.

Now that you've configured the access levels for your groups, you need to assign users to them.
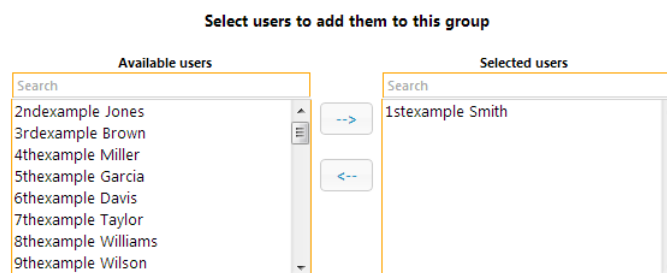
Figure 9.10. Assigning users to groups.

You can move users from "Available Users" to "Selected Users" in order to add them to a group. To add a user to a group, first highlight the group that you'd like to add the user to. Then use the [-->] to assign that user to a group. Users under "Selected" users are now part of the group. You can also highlight a "Selected User" and use the [<--] to remove the user for the group. Remember that you can use the search boxes above either "Available" or "Selected" users to find your users easily.

You don't have to assign users one at a time. You can hold down the **CTRL** key and click on multiple users to highlight them and make them "Selected" users with one click on the [-->] .
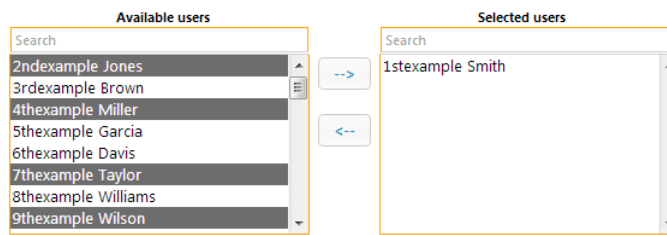

Figure 9.11. Highlighting multiple users.

You can highlight all your users by clicking on the first user and dragging down with your mouse. This will highlight users as long as you keep scrolling down, and these can be added with one click on the [-->] .
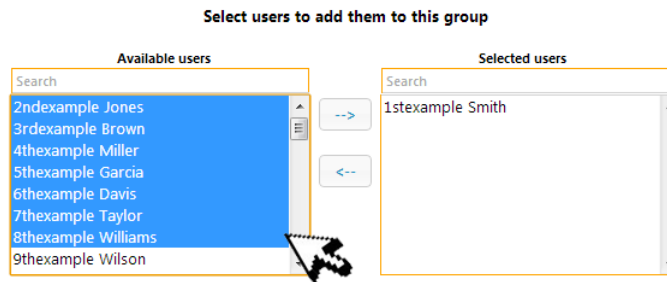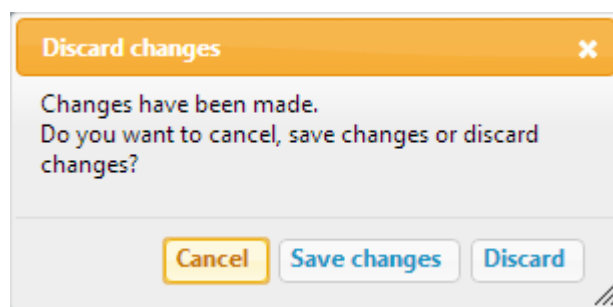

Figure 9.12. Highlighting an entire list of users.

You can use the "Save Changes" button to save your changes at any time. However, if you make a change to a group or user's access settings and attempt to navigate away from that group or user, you'll be automatically prompted with the option to cancel, save, or discard your changes:

9.1.3. Managing Your Users

You can manage user access status individually by clicking on the "User" button from the main menu:
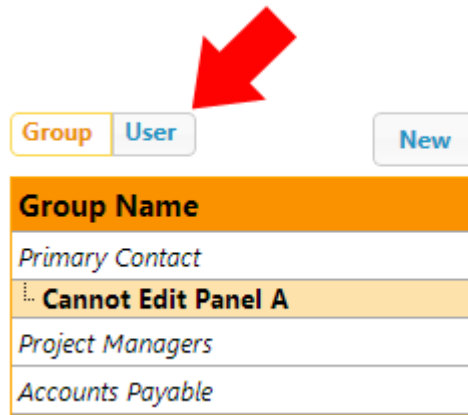
Here you'll see all the access status for users that have been added in *Section 9.2, "Adding a New User"*.
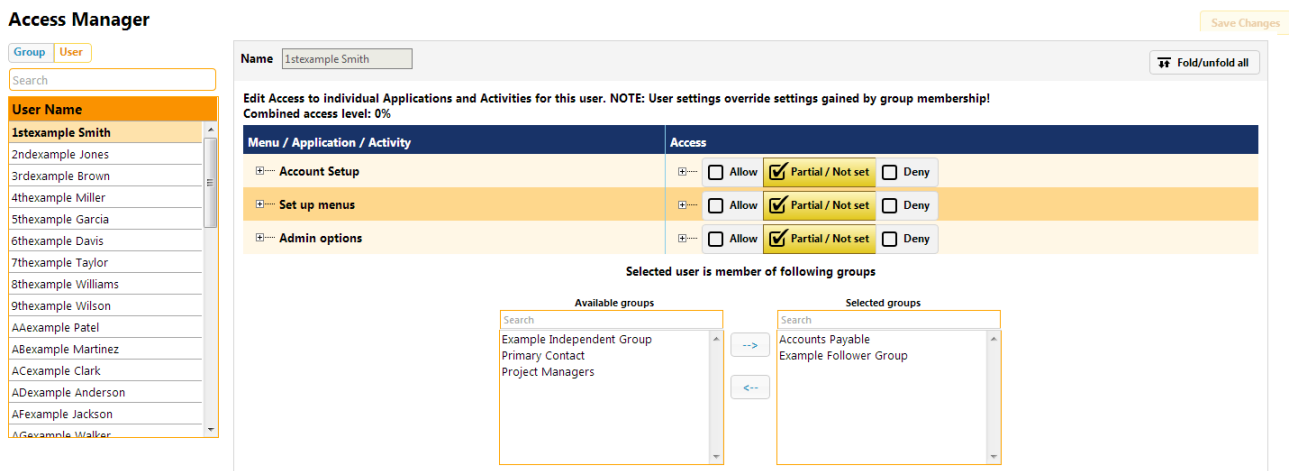
Figure 9.13. The Access Manager For Users.

Each new user will have an access status of **Partial/Not Set** until configured in this utility. If these users have been assigned to a group in *Section 9.1.1, "Group Management Overview"*, then the access status will apply to that user even if that status shows as **Partial/Not Set** in this utility. However, if you change an access status to **Allow** or **Deny** in this utility, then that is the access status that the user will experience, even if it conflicts with the access status of the group that user is assigned to. You can also assign a specific user to one or multiple groups by highlighting the user, highlighting the group(s) that you'd like to assign that user to, and clicking the ⟶ .

9.1.4. The Effects of Denying Access

So what does a user experience when they are denied access to an application? Depending on their configured access, users can see the wholesale disappearence of entire menus or individual utilities can be removed without disturbing the format of the menu itself.

In the following example, a group titled "Cannot Edit Panel A" has been configured by following the steps outlined in *Section 9.1.2, "Creating A New Group"*:

Figure 9.14. Creating a group that denies access to "Panel A."

The application "Panel A" has been denied to this group, and the company users have been configured like so:

When **Example User A** logs in to the DMB Portal to adjust their content, they will see the menu below:

Example User B will be confronted with a menu where "Panel A" has disappeared:

However, if **Example User B** had access to "Panel A" enabled in *Section 9.1.3, "Managing Your Users"*, then **Example User B** will still be able to access the "Panel A" utility, regardless of the access status of the group(s) that user is assigned to.

> **Note**
>
> A user may still be able to enter a utility that they've been denied access to, but the
>
> **Save changes** button may have disappeared.

> **Important**
>
> Be careful when allowing users access to the "Access Manager". Any user with access to this application can configure any user's access, including denying users access to the "Access Manager" itself:
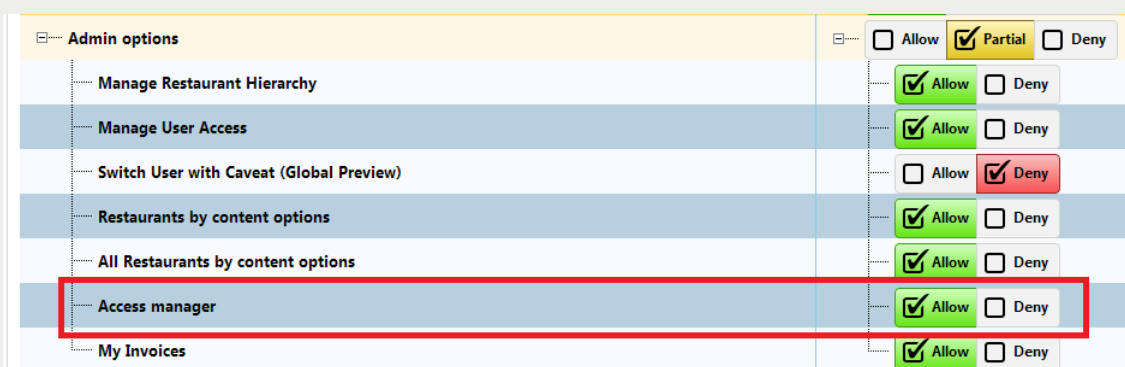>
>
>
> Figure 9.15. Granting a user access to this utility essentially allows that user access to any application.

9.2. Adding a New User

To add a new user, navigate to the "Manage User Restaurant Access" menu from the main DMB management page:

Figure 9.16. Accessing the Manage user access menu.

1. Click the **Admin options** button.

2. Click the **Manage User Restaurant Access** button.

You should now be in the user access menu:

Follow the steps below to invite a new user:

Figure 9.17. Inviting a new user.

1. Click the **Invite a New User...** button.

2. Enter the New User Details into the fields provided. *(All fields are required)*.

3. Click the **Add and Invite User**.

Once a New User has been invited to access the DMB portal, they will receive an email similar to the one pictured below:
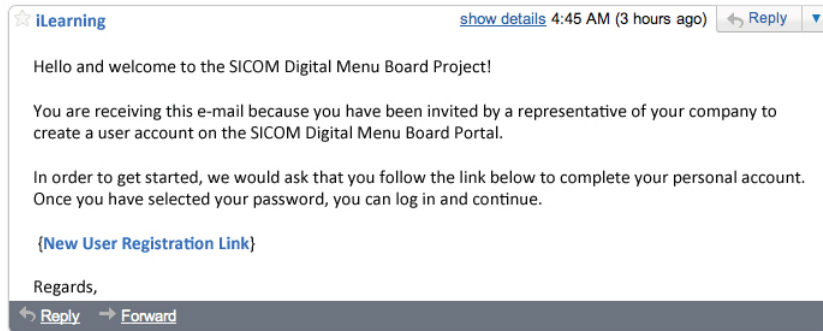
Figure 9.18. Each new user receives their invitation.

Once a New User receives their invitation email, they will be required to follow a link contained within that email to complete the necessary steps to finish their account setup. These users will be directed to a log in page that allows them to select their password:

Figure 9.19. A new user will be able to determine their password by following the registration link in their email.

When a New User has been invited, their name will appear immediately under the Manage User Access menu so that permissions may be assigned.

9.3. Granting User Access

Once you've added a user in *Section 9.2, "Adding a New User"*, you can decide what restaurant(s) your users have access to by managing their access permissions. From the main DMB management page:

Figure 9.20. Getting to Manage user access from the main DMB management page.

1. Click the **Admin options** button.

2. Click the **Manage User Restaurant Access** button.

Once in the "Manage User Access" menu, follow the steps below to grant access to your added users:
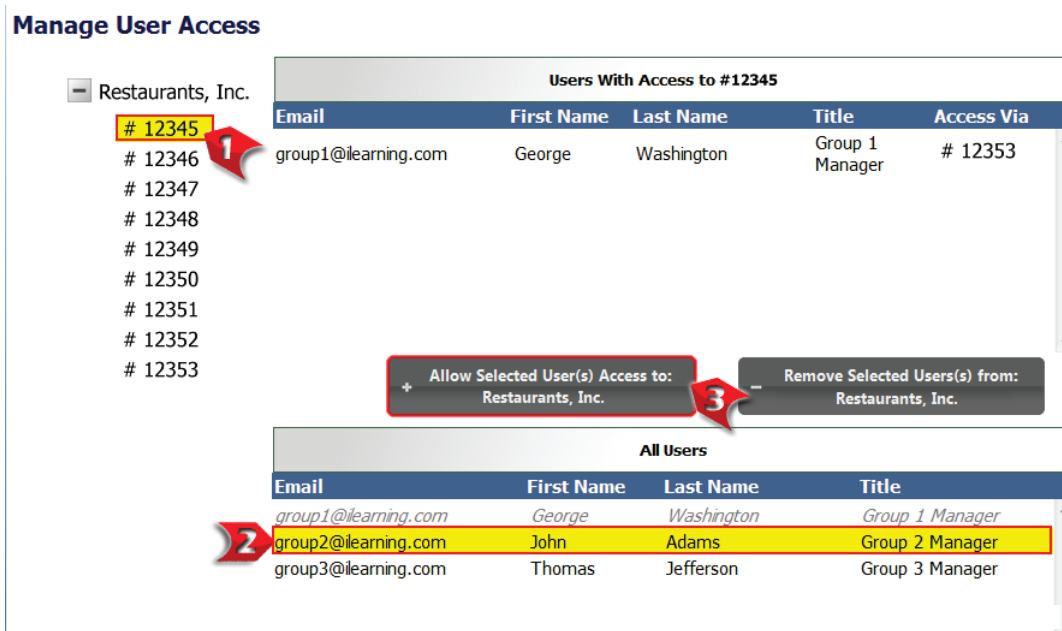

Figure 9.21. New User registration invitation.

1. Click on the restaurant or to configure user permissions for.

2. Select a User from the **All Users** menu.

3. Click the **Allow Selected Users(s) Access to: [Restaurant #]** button to assign the user to a restaurant.

You don't have to assign restaurants to users one by one. Rather, you can grant a user access to an entire hierarchy. Follow the steps below to grant users permission to hierarchies that contain multiple restaurants:
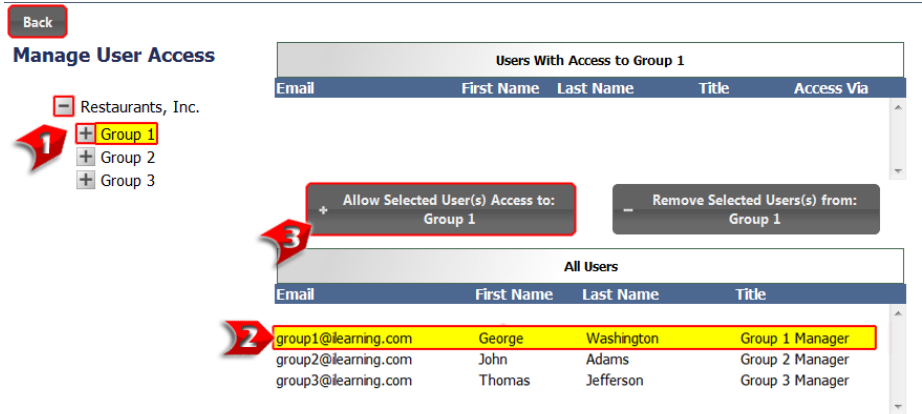
Figure 9.22. Granting a User permission to access an entire hierarchy.

1. Use the **+** and **-** buttons to expand and contract your hierarchies. Click and highlight a Group or Sub-Group to assign Users.

2. Select a User from the **All Users** menu.

3. Click the **Allow Selected Users(s) Access to: [Hierarchy Name]** button to assign the user to a group of restaurants.

> **Note**
>
> You can also remove user access to a restaurant in this menu. Also, if you give a user access to a restaurant, you can determine exactly how much access a user has to their assigned restaurant by following the steps outlined in *Section 9.1, "Using the Access Manager"*.