

Techknow Incorporated

DTS 1000

Drive-Thru Statistics Report

Featuring the DT-Reports

Drive-Thru Statistics Reports

Car number
The numerical sequence of each car that we assign.

Greet Time
The time between a car pulling onto the Order Pad and a Start Order being entered at the POS. This column will be blank if a car pulls onto the Order Pad but a Start Order is never entered at the POS (ex. the customer decided not to place an order).

Serve Window (or Pickup Window)
The time between a car pulling onto the Serve Window Pad and the car pulling off of the Serve Window Pad.

Sale Discrepancy
Difference between Displayed Sale and Final Sale

Preview Post
The time between a car pulling onto the Preview Post Pad and the car pulling off of the Preview Post Pad.

Order Post
The time between a car pulling onto the Order Pad and a car pulling off of the Order Pad.

Pay Window
The time between a car pulling onto the Pay Window Pad and the car pulling off of the Pay Window Pad.

Displayed Sale
The last Order Total the customer sees displayed at the order post.

Drive-Thru Statistics Details (Total Time excludes Preview Post) Store # test

Date	Timestamp	Car#	Queue 1	Greet Time	Order Time	Order Post	Queue 2	Pay Window	Queue 3	Serve Window	Total Time	Displayed Sale	Final Sale	Sale Discrep
4/8/2004	8:01:10 PM	1		32	99	131	12	236			379	\$14.33		
4/8/2004	8:03:28 PM	2		19	29	49	199	38			286	\$7.37		
4/8/2004	8:04:23 PM	3		44	35	84	152	166	3	33	438	\$6.89		
4/8/2004	8:05:56 PM	4		113	109	222	91	18	21	29	381	\$7.78		
4/8/2004	8:09:45 PM	5		11	64	76	45	17	18	37	193	\$6.31		
4/8/2004	8:11:11 PM	6		33	82	117				84	211	\$10.35		
4/8/2004	8:13:19 PM	7		16	56	72	18	81	20	28	219	\$11.75		
4/8/2004	8:14:38 PM	8		9	48	58	55	25	79	47	264	\$12.28		
4/8/2004	8:15:42 PM	9		27	117	145				26	313	\$14.67		
4/8/2004	8:18:12 PM	10		13	114	128	40	55			223	\$9.62		
4/8/2004	8:20:26 PM	11		13	51	64	65	68	8	27	232	\$11.75		
4/8/2004	8:21:37 PM	12		60	64	125	42	79	32	44	322	\$11.75		
4/8/2004	8:23:49 PM	13		15	35	50	68	25	124	41	308	\$3.30		
4/8/2004		14		53	76				146	36		\$7.77		

Timestamp
The time that a car pulled onto the first pad.

Check Number
A number assigned by the POS for each order. This column will be zero if your POS does not support Check Number functionality.

Queue 1
The time between a car pulling off of the preview pad and pulling onto the order pad.

Order Time
The time between start order and end order.

Queue 2
The time between a car pulling off of the order pad and pulling onto the next pad.

Queue 3
The time between a car pulling off of the pay window pad and pulling onto the serve window pad.

Total Time
The time between a car pulling onto the first pad in the drive-thru and off the last pad in the drive-thru.

Final Sale
Final order total entered on POS.

** Any columns that are blank or contain zero will be as a result of either non-POS support of that function or because the store does not have the specified pad.*

** This is a sample of a drive-thru statistical report. Content of statistical report depends on number of loops, POS and other parameters. Content and layout may be revised at Techknow's discretion due to possible future enhancements.

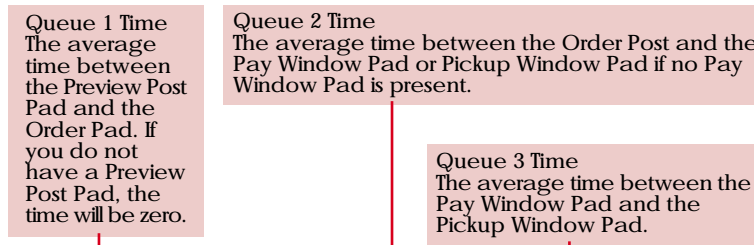


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In the quick service industry, time can cost you money and lost business. Restaurant operators spend thousands of dollars annually to do a drive-thru time study. Now you don't have to. These statistics can help you set sales and drive-thru goals, eliminate employee theft, reward productive employees and improve your drive-thru operations.

The drive-thru statistical report will give you a detailed view of your drive-thru's performance. You will be able to view every step of the drive-thru ordering process in a summary or detailed easy-to-read, concise itemized report.



Drive-Thru Statistics Details
(Total Time excludes Preview Post)
Store # test

Date	Timestamp	Car#	Chk#	Preview Post	Queue 1	Greet Time	Order Time	Order Post	Queue 2	Pay Window	Queue 3	Serve Window	Total Time	Displayed Sale	Final Sale	Sale Discrep
08:00 PM - 10:00 PM		Total				1282	2112	3849	2829	2189	2799	1183	13001	\$308.69		
		Average				40	66	107	94	73	122	47	361	\$9.65		

of 'No Order(s)'
The total number of cars that pulled onto and off of the Order Pad without placing an order

# of Orders	32	# of Orders	The total number of orders taken during the day part
# of 'No Order(s)'	5		
# of Cars	36	# of Cars	The total number of cars that came through the drive-thru during the day part
# of Goal Met	6		
# of Goal Met		# of Goal Met	The total number of cars that met the predetermined time goals for the day part

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