**ePic Kitchen Display Software**

**Feature rich and flexible solution for complete kitchen management**

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**Powerful**

As part of the ePic® Kitchen Management Solution from QSR Automations®, the innovative ePic Kitchen Display Software (KDS) offers fully customizable views, advanced routing of items and orders, and real-time events. With robust feature sets and extensive point-of-sale integrations, the infinitely configurable ePic KDS can answer the needs of virtually every hospitality concept of every size around the world.

Complex quick service environments depend on the proven KDS to enhance order accuracy, reduce food waste, and meet operational and productivity goals. And QSR pioneered kitchen automation for the table service industry with the KDS by providing the ability to route and interact at the individual item level, including delay routing based on cook times and courses.

In addition to quick service and table service restaurants, fast casual, deli, bar, concession, pizza, delivery, and other unique environments have all experienced significant benefits when using the KDS, such as increased labor efficiency and speed of service as well as enhanced guest satisfaction.

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**Profitable**

As the leading independent provider of kitchen management solutions, QSR understands the demands and challenges of harsh hospitality environments. Designed to run optimally on QSR’s durable kitchen hardware, the KDS provides the advanced flexibility and reliability that operators require to maximize productivity, revenue, and profit.

An XML-based system, the KDS enables operators to customize their kitchen views specifically for their operation, including the display attributes of every item, item status, order, and order status. Additionally, users have access to speed of service data in real-time and historical formats. With this data, they can make timely, accurate decisions within the store and at the operational level. By comparing production data to other store data, such as labor and sales, hospitality companies get a true picture of their operation.

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**Infinitely Configurable for All Concepts and Multi-Concepts**

- Advanced Routing Options and Customizable Display Attributes
- Display and Capture Speed of Service
- Real-Time Events and Changes
- Reliability, Redundancy, Recoverability
- Intuitive Management Tools
- Extensive POS Integrations
Fixed Grid View

An industry staple, the Fixed Grid view offers a static layout with orders populating the screen within a fixed area, grid by grid. With QSR’s KDS, operators can choose more than twenty different Fixed Grid configurations, designing the screen at each kitchen station to meet individual business needs. Users can also share a screen for managing more than one kitchen function, choosing to configure the top half or two-thirds of the screen with a different view than the bottom half or one-third of the screen. Specific routing instructions are then assigned to drive items or orders to each virtual view.

Table service operators often display up to eight orders at a time at an expeditor station, or split the same expeditor screen during non-peak times to manage both dine-in and carry-out orders. Quick service restaurants may choose to display up to fifteen orders on the screen during high volume dayparts, while further maximizing labor efficiency by assembling eat-in and drive-thru orders at one split screen view during slower periods.

Flex Grid View

Operating similar to the Fixed Grid view, the Flex Grid view is divided into columns and each order is displayed on the screen with no predefined end. A line appears at the end of each order, and the next order is then displayed directly underneath it. By wrapping orders from column to column, the Flex Grid view enables operators to maximize space on each individual screen. And with the ability to split a screen, operators can choose up to eight different combinations of the Flex Grid view.

Line Item View

A fit for any hospitality environment where it is important to manage and interact with individual menu items – including table service, coffee, juice, and bar operations – the Line Item view can display up to twenty-three items at one time. Based on the user’s configuration, each item is routed to the specific kitchen station where it is prepared, enabling each prep station to focus on only those items for which it is responsible. The Line Item view also enables the tracking of each step within the preparation process, providing exact prep timing data for each menu item.

In a table service environment, while individual items are routed to specific Line Item station views, the expeditor station, usually in a Fixed Grid view, works in conjunction at the order level. All changes made at each prep station are indicated at the expo view, so that servers and managers know with a glance the status of their items and orders. By routing items as they move through the kitchen and displaying timers for kitchen staff to view at a number of stations, operators can maximize productivity and ensure food standards are met.

Bin Manager View

Helping to improve efficiencies and control costs in a complex quick service operation, the Bin Manager is a completely configurable system for real-time monitoring of inventory and production for multiple food items. The Bin Manager enables users to effectively track forecasted data against actual sales and food waste to provide real-time information to the kitchen staff. Based on this information, the kitchen knows how many of each item to have cooking at all times in order to meet demand.

With the ability to forecast in 15-minute to 60-minute intervals, forecasting data can be used based on recent history, or user-generated data can be easily downloaded. Information – such as the current number of target, in-bin, cooking, and waste items – can be displayed on any number of station views in a variety of formats based on business requirements. The system can also generate orders automatically to stations in the kitchen, eliminating the need for human intervention. And each store can configure the specific menu items to manage during specific times of the day.
The Power of Customized Views for Every Kitchen Station

With the ability to customize every station view – including combining Fixed Grid, Flex Grid, Line Item, and Bin Manager – the KDS is the most configurable kitchen management software available.

Operators can set up views that route and display menu items and orders in a specific manner at each individual station within the kitchen for specific parts of the day or week. The KDS also provides support for touch as well multiple languages, including double byte capabilities.

Designed to Enhance Operations and Guest Satisfaction for Maximum Revenue

*Table service operators* who rely on QSR’s KDS raise guest delight by getting out hot food hot, cold food cold – and getting it out efficiently. By intelligently routing items to appropriate prep stations, the powerful KDS simplifies kitchen management and reduces unnecessary communications between restaurant staff. In addition to maximizing guest and labor satisfaction, table service restaurants improve ticket times, table turns, and food quality.

*Quick service, fast casual, concession, and multi-brand environments* increase labor efficiency and speed of service with such advanced capabilities as concept indicators for multi-concept stores, customizable Add-On flags for changes in drive-thru orders, extensive sorting options, configurable load balancing, countdown timers, summary table options, rules-based routing, and bin management – making the robust KDS a mission critical tool in these fast-paced environments.

*Customizable display attributes* for items, item statuses, orders, and order statuses can be defined by the operator.

*Unlimited routing options* available from the KDS include routing based on terminal number, routing category, or destination. Advanced options include rules-based routing determined by user-defined criteria, as well as delay routing which uses individual item cook times to coordinate the simultaneous completion of all items in an order. The KDS can also route based on courses, and show items in a preview mode with countdown timers.

*Advanced sorting options* are available for items and orders, as well as sub-items within orders. Additionally, priority values can be used for item and order sorting, and to trigger alerts. Unique to the KDS, operators can also sort on prepared status.

*Load balancing* which can be easily added to any established routing scheme, can be done by orders or items, taking into account the total number of orders or item cook times.

*Flexible bumping alternatives* include bumping orders and items within a specific kitchen station view, across multiple views, and to other views or printers. A single push of a key may generate multiple user-defined functions, such as bump from all stations.

*Abundant summary options* ensure key information is summarized and displayed in a manner most effective for the specific operation. Summary tables can use quantity multipliers. Item summary tables can display summary information by user defined groups or filters based on item preparation statuses. And, the Kitchen Summary Table provides a snapshot of the active items and/or orders currently on all station views.

*Configurable headers* at the top of each kitchen station view always show the real-time average order/item times for that station. Summary information, such as the total number of active orders/items or the total number of orders/items that have exceeded a user-defined time threshold within the kitchen, can also be presented in real-time in the header of a specific station view. Additionally, a current demand feature allows the forecasted need for up to two menu items to be displayed at a time in the header of any view.

*Activity Levels* enable KDS to operate differently as store conditions change throughout the day or week. As peak periods, menu items, and the number of kitchen staff change, the configuration of the KDS can also be changed in real-time to ensure maximum efficiency.

*A mission-critical tool*, the highly reliable KDS also offers added redundancy and recoverability features to handle situations automatically, should a system failure occur. The KDS can be configured to automatically send the routing of items and/or orders to a backup device, while a persistent data feature provides for immediate recovery of all transactional data in the event of a failure.

*Integrated kitchen alerts* respond to KDS events as well as monitor the status of the kitchen hardware. By alerting key staff via pager to specific food production activities, operators can resolve issues immediately to gain an edge on guest loyalty and profit.

*Speed of service and events* information, displayed in real-time or historical formats, can be used to enhance operations. This critical data is an excellent tool for managers, as well as an effective means to measure performance. By comparing speed of service information to sales and revenue, productivity problems can be pinpointed and eliminated, helping to improve profit. All actions within the KDS are time-stamped and captured, and can be easily extracted in user-defined record formats for use with third-party applications.
Insight Into Operations

One of the biggest benefits of the KDS, hospitality businesses gain access to critical production data to get a true picture of their operations. In addition to the ability to view critical speed of service data in real-time at each kitchen station view, the XML-based KDS offers store level reporting as well as the ability to easily extract production data for use within third party reporting tools. And by extracting and adding critical production information to a data warehouse, operators can drill down to identify how long it takes for menu items to be prepared and get to the guest – as well as all the steps in between.

Harnessing the power of Crystal Reports®, the KDS provides maximum flexibility for operators to use pre-set store level reports as well as create custom reports. Reading and running report files created in Crystal Reports, the KDS reports use a special timed events table that captures all order and item level events, including bump records, cook actions, and display times.

The pre-set store level reports include: Speed of Service Summary, Ticket Time Analysis, Cook Time Variance, Prepared/Bumped Variance, and Store/Recall Performance reports. These pre-set reports can be easily customized within Crystal Reports to define the data ranges and day parts represented in each report. In addition to viewing and printing a preset report settings within the store, the KDS offers restaurant managers the ability to easily configure report settings on the fly to pull a Quick Report on a one-time basis.

Intuitive Management Tools

With its intuitive management tools, the KDS is as easy to set up and manage as it is to use in the store.

Through the combination of QSR’s powerful KDS Builder Pro and the XML-based architecture of the software, configuring the feature-rich KDS for specific or multiple stores is easy and efficient. Within the KDS Builder Pro, configuration options are made simple through the use of intuitive wizards, with check boxes and drag-and-drop functionality. Each KDS station view carries its own set of rules, which determine how and when items or orders are displayed on that specific virtual view. With and the split screen capabilities of the KDS, users are not limited by the number of physical screens available in their kitchen stations. Adding to the flexibility, the KDS uses any data provided by the point-of-sale, such as item categories and cook times, so that operators are not required to configure the data more than once.

Using the KDS Builder Pro, operators easily customize each station view with a routing scheme (or combination of routing schemes) and display attributes, as well as assign a keypad with user-defined keys. Templates contain critical information, such as sorting and routing parameters, recall limits for items and orders, and rules for displaying on-the-fly or on-total. Additionally, users can enable timers, define time values, customize quantity display attributes, and set up summary tables. Advanced settings can be configured for events and timers. Backup views can also be defined for re-routing items and orders should a system failure occur.

Once an operator has customized the KDS for a specific store, all settings are stored within the KDS Builder Pro – and can be easily copied for use within other stores with similar configurations. Using the database wizard, multi-site operators can easily set up and change their kitchen databases across the entire enterprise.

Once the KDS is configured with the KDS Builder Pro and is actively running in the store, the KDS Console is the day-to-day user interface for monitoring the system and making real-time changes, such as changing Activity Levels based on store volumes. The KDS Console also allows the user to perform actions to the KDS without having to restart the application, such as refreshing or removing orders from KDS views and reloading projections for each of the bin items. Average service times, displayed on the header of each station view, can be reset by the click of a mouse with the KDS Console at the beginning of a shift or at any other time throughout the day.

Within the KDS Console, operators can easily determine the system status based on intuitive color schemes. Activity log files capture the date, time, and results of all of the actions that have been performed within the KDS Console.

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