

Efficient, secure and contactless delivery of food orders

- ▶ **Completely automated digital order fulfillment in every store**
- ▶ **Seamless integration with back- and front-of-house technologies**
- ▶ **Portfolio-wide data visibility for management, control and analytics**



OrderHQ locker
shown with optional branding.

OrderHQ: The industry's smartest, most versatile order pickup solution

- Combines innovative ApexIQ* software and hardware technologies to seamlessly integrate with a customer's systems and kitchen processes. This provides contactless delivery and pickup, minimizes dwell times and maximizes asset utilization.
- Advanced software enables brief dwell times and fast compartment turnover, all optimized via order visibility and integrated data/analytics. Guarantees food quality, optimized throughput and efficient operations.
- Hot and cold items can be placed in a single compartment, simplifying order delivery and pickup.
- Solution can integrate with any POS, KDS/KMS, online ordering platform, app provider or kiosk company through lightweight APIs.
- Solution provides maximum resilience, operating autonomously in offline mode in the event of internet connection loss.
- A single Controller locker paired with up to three Satellite lockers (15 compartments total) operates as a system.
- Customers simply scan their code, take their order and close the door.

FRESH THINKING FOR ORDER PICKUP

The Welbilt and Apex partnership brings together a global leader in restaurant equipment and the global leader in automated order pickup solutions ... two companies with the proven ability to scale and support large global customers.

This new partnership brings the opportunity to provide your customers with a digital offering from order to pay to pickup, while benefitting from deeper data and analytics to improve the customer experience and operational efficiency.



A versatile locker solution powered by advanced ApexIQ* software

THE SOFTWARE PROVIDES

◦ Notification workflows

Email/SMS or via brand's native app

◦ Simple RESTful API

Integration to customer systems and processes

- Simple digital order fulfillment process
- Realtime order status updates

◦ Autonomous operation

Transactions executed locally with on-board computing, then synchronized with paired cloud instance operating in a distributed architecture

- Opportunistically keeps data synchronized with cloud, but can operate in offline mode for extended periods

◦ Scalability & deployment options

◦ Big data analytics & reporting

THE LOCKER HARDWARE PROVIDES

◦ Customer pickup user interface (UI)

QR/Barcode scan or manual code entry

◦ Associate loading UI

System-guided or frictionless (self-selected)

◦ Compartment sensors

Simplify employee workflows and indicate if an item is not picked up

◦ LED lighting and indicators

Color-coded to guide employees and customers to the correct compartment

◦ Wire racks

Powder-coated, removable stainless-steel racks

◦ Spill tray

Divot under wire rack with drip tray to collect spills, protect electronics

SYSTEM FEATURES

SCALABILITY, RESILIENCE AND DEPLOYMENT

- Designed for multi-cloud, multi-region/zone deployments
- Operates in Active-Active mode with real-time syncing and near real-time failover
- Leverages distributed ledger technology for maximum resilience, with each site operating in a separate blockchain network
 - Deployment options allow cloud components to scale for any traffic load by adding additional nodes/regions/cloud providers

ENTERPRISE MANAGEMENT

- Single sign-on employee management
- Multi instance deployment strategy allows Enterprise customers to test new feature releases at designated sites and then roll out across their network
- Ability to create and manage standard operational processes at the Enterprise level that cannot be overridden at the site unless permission is given
- Ability to create and manage standard lighting and UX branding configurations across the Enterprise deployment

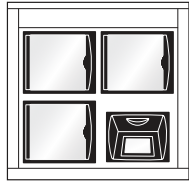
SYSTEM SECURITY

- All data encrypted at rest and in motion via AES 256
- Lockers initiate all connections to cloud via https
- All systems at locker or in cloud operate a local firewall and application whitelist to ensure only authorized applications operate on them
- All lockers are pre-registered and known by the system before onsite activation, further minimizing attack surface
- Corporate single sign-on with RBAC controls
- Deployed as multi-instance cloud solution, allowing complete segregation of brand data from other brands
- Distributed ledger technology blockchain secures configurations, code, and data
- Distributed ledger technology limits attack to a single, cryptographically secured, site rather than entire account

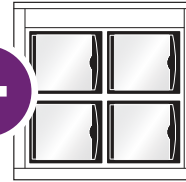
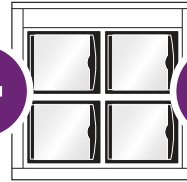
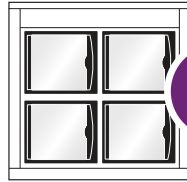
How to create your ideal OrderHQ system

1 CHOOSE 1 CONTROLLER & ADD UP TO 3 SATELLITES

Add additional Controller lockers as needed.



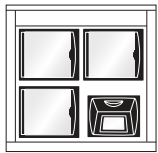
103FT: Controller with UI



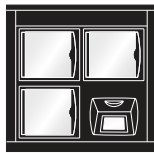
104FT: Satellites

2 CHOOSE LOCKER COLOR

Standard door color is black.

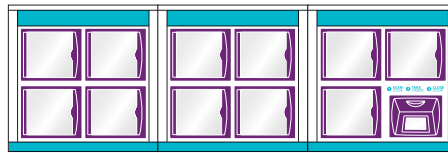


Standard White



Standard Black

3 CHOOSE OPTIONAL DOOR COLORS & BRANDING

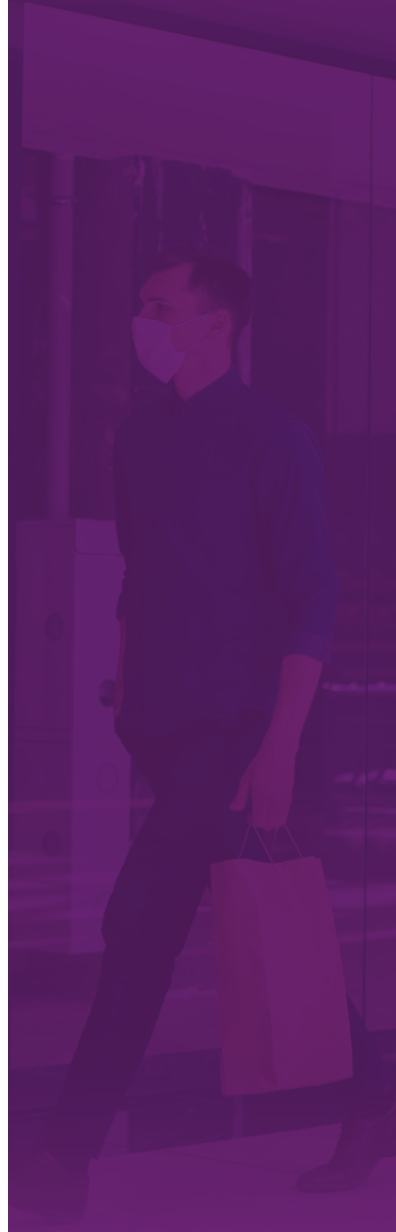


Optional custom door colors and branding available for additional cost; minimum quantities may apply.

4 CHOOSE YOUR APEXIQ SUBSCRIPTION LEVEL

	CORE	INTEGRATED
Text and email "order ready" messages Communicate directly to customers & DSP's	●	●
Customer pickup – unique code & 1-step scan True contactless delivery of right order to right customer	●	●
Customizable compartment illumination & sensing Simple, error-proof guide for associates and customers	●	●
Dwell time management & compartment lockdown Protect food quality and manage the customer experience	●	●
Automated software updates The unit always runs the latest software release	●	●
Communicate through your branded app Send custom push notifications through your app	—	●
API integration to POS, KMS, BI & other applications Optimize kitchen processes & minimize order dwell time	—	●
Enterprise-level data management Integrate portfolio-wide data to corporate BI systems	—	●
Value-added digital options Premium consumer experience	—	●

OrderHQ lockers can be easily scaled as your needs grow, with quick deployment and easy API integrations. Its powerful software options can provide visibility across your portfolio, for optimal efficiency and a seamless customer experience.

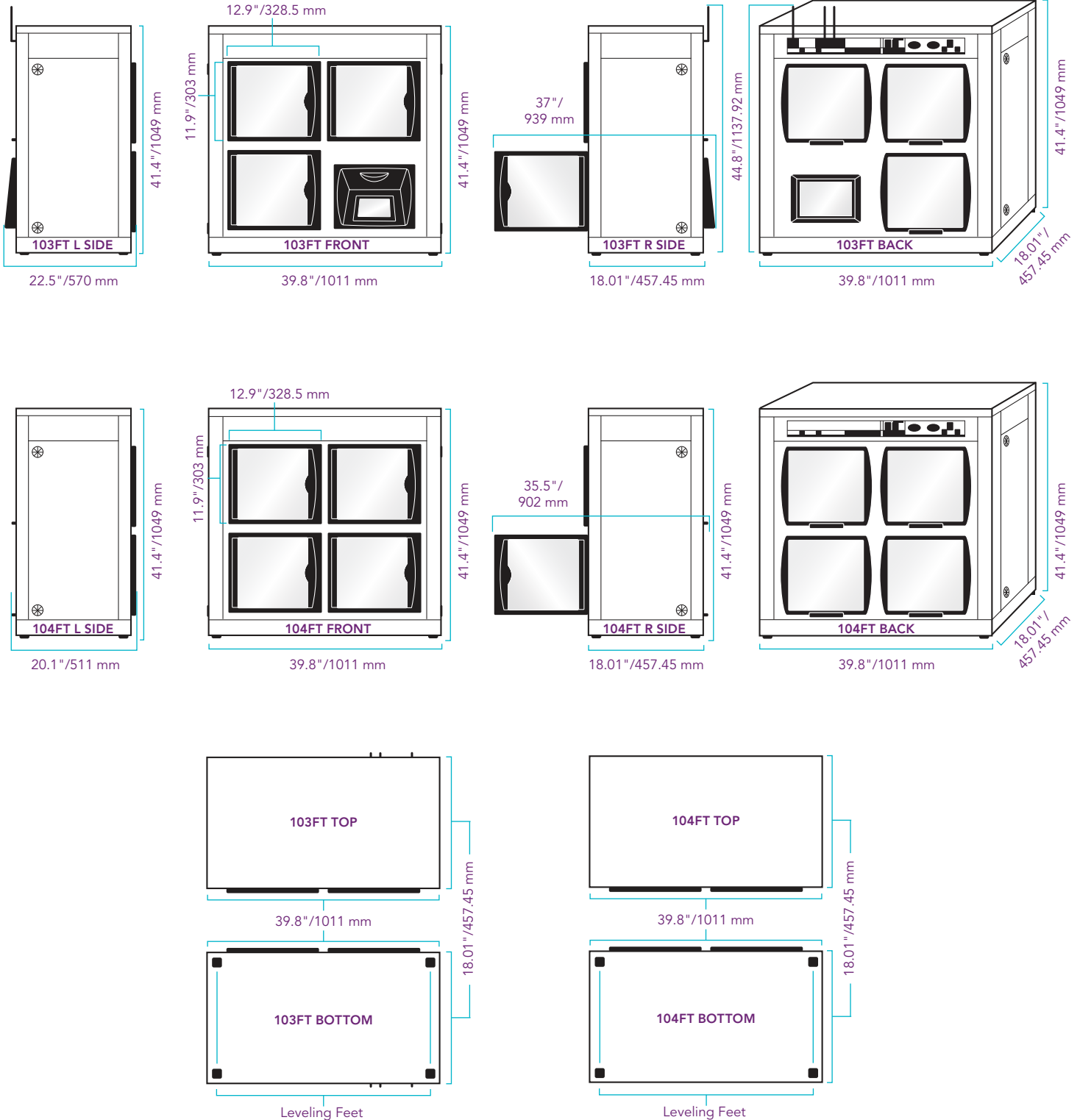


OrderHQ* 103-104FT

FLOW-THRU COUNTERTOP LOCKERS



**103FT Controller Includes User Interface (UI) and 3 Compartments
& 104FT Satellite Locker Includes 4 Compartments**



OrderHQ* 103-104FT

FLOW-THRU COUNTERTOP LOCKERS

103-104FT Controller/Satellite Specifications

Overall Dimensions ¹ (W x H x D)	Depth w/Door Open ² From Edge of Door to Back of UI	Weight Approximate	Shipping Dimensions (W x H x D)	Shipping Weight Approximate	Electrical ³
39.8" x 41.4" x 22.5" 1011 mm x 1043 mm x 570 mm	37" 937 mm	240 lbs. 108 kg	51" x 62" x 31" 1295 mm x 1575 mm x 788 mm	325 lbs. 147 kg	100VAC/50Hz/4A 240VAC/60Hz/4A

NOTE: Line art and detailed dimensions for all models are included on page 4.

1 Overall Height varies due to adjustability of leveling feet – may add up to 1.5"/38.1 mm and does not include antennae which extends 3.4"/86.36 mm from top of Controller lockers only. Overall Depth with Door Closed is for 103FT ONLY and measures from front of door to the back of UI; 104FT is 20.1"/511 mm and measures from front of door to end of spout.

2 Depth with Door Open listed is for 103FT ONLY and measures from edge of door to back of UI; 104FT is 35.5"/902 mm and measures from edge of door to end of spout.

3 Operates 1 Controller and up to 3 Satellite lockers on a single power supply.

User Interface

Front Touchscreen	Active Area
7-Inch Capacitive Touch 800 x 480 Resolution	6.06" x 3.37" 153.84 mm x 85.63 mm
Back Touchscreen	Active Area
10-Inch Capacitive Touch 1280 x 800 Resolution	8.58" x 5.38" 217.96 mm x 136.60 mm
Scanner: 1-D & 2-D Barcode or QR Code	

Doors & Compartments

Door Dimensions (W x H)	Depth w/Door Open From Edge of Door to Front of Locker	Interior Dimensions (W x H x D)	Capacity Maximum
12.9" x 11.9" 328.5 mm x 303 mm	15.4" 391 mm	13.3" x 11.3" x 16.25" 338.9 mm x 287 mm x 412.8 mm	15 lbs. 6.8 kg
Door Locking Mechanism: Solenoid door latch with integrated latch sensor.			



Material/Finish

- Cabinet: Anti-corrosive powder-coated galvanized sheet/smooth finish electro-static powder coat.
- Door: Transparent polycarbonate door with reinforced stainless-steel hinge. Finish is optically clear and polished.
- Door Bezel: Polycarbonate/SPI-A3
- Compartment: ABS

Operating Specifications

- Ambient operating temperature range: between 40° F/4.4° C and 104° F/40° C.
- Ambient operating humidity range: 10 to 90% condensing.

Location Guidelines

- OrderHQ lockers are rated for indoor use only.
- Make sure that the floor is level in the area where the lockers are to be placed.
- Access to the top and sides of lockers may be necessary for troubleshooting and/or service purposes – leave a minimum of 6"/152.4 mm air space above and 0.5"/12.7 mm on each side of the bank of lockers.
- The power module located at the top of the Controller locker contains the power and communications hardware.
- Recommend electrical outlet and Ethernet port within 3'/ 914 mm of any 4 corners of Controller locker.

Internet Guidelines

- An Internet connection is required in the store.
 - Broadband wired Internet connection is preferred
 - Optional cellular network available
- The Controller locker requires an Internet connection but uses the Internet opportunistically (when available) allowing it to continuously operate during intermittent outages.
- Can operate one system of OrderHQ lockers on a single Internet line.

Merco and Apex reserve the right to change specifications appearing in this bulletin without incurring any obligation for equipment previously or subsequently sold.



www.MercoProducts.com



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TEAMING UP FOR SMARTER FOODSERVICE SOLUTIONS