

Introduction Document

Cafitesse Excellence Compact Touch



To: JDE MSU's

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Date: 7 March 2019

Added / changed text:

Page 6: Coin acceptor; NRI G13 + mini front plate -> moved from instant to Payment column
Page 6+7: new pictures from GUI Touchscreen
Page 9: new SAP codes (due to kauri implementation)
Page 9: Cashless (card) availability date
Page 12: new SAP codes (due to kauri implementation)
Page 17: 3x spares to be deleted; these are exiting Compact button spare parts

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1 Introduction Cafitesse Compact Touch

This document is written to support the launch of the Cafitesse Excellence Compact Touch. The Cafitesse Excellence Compact Touch is a high quality two bag-in-box dispenser that delivers a wide variety of great tasting coffee and other hot beverages in an appealing dispenser design. It will enable customers to serve great coffee and milk based drinks (like cappuccino, latte macchiato, etc.), at maximum convenience and hygiene. The new touchscreen will deliver more experience to consumers, allowing for personalization of their beverages and creating a modern design. The Compact Touch is equipped with the water-jet foaming system and can dispense perfect milk based drinks, with optional instant ingredients.

The Compact Touch is developed by one of our suppliers and its functionality is the same as the current Compact button machine. Changes have been made to the design and functionalities to create an update for Compact range within the Cafitesse equipment portfolio. The main changes are;

- JDE designed and owned GUI (Graphical User Interface) with personalization options for better experience
- Improved drip tray quality
- Matt finish of front door cover for updated look --> the new look of matt finish and GUI has been successfully tested with consumers in consumer research (GER & NL in April'17) with excellent results.

The Compact Touch will have the distinctive JDE-owned GUI design. This GUI design will be introduced across our Cafitesse portfolio. The design and function are based on the Promesso GUI and has been adapted to fit with our mainstream brands. The touchscreen brings more experience and interaction to consumers, it is ownable and allows us to leverage our brands.

The introduction document explains the specific JDE SKU incl. design, pricing, logistics, kits & options. The Compact Touch will replace the current Compact button machines.

2 Concept information

2.1 Variants

The Compact Touch is in line with the existing Compact button version but has a different graphic User Interface;

	<i>Cafitesse Compact Touch</i>
Brewing system	Liquid & Instant
Type of ingredients	<p>Liquid: 1x Coffee / Decaf (1,25L) 1x Café Milc (0,75L)</p> <p>Instant: Choco / Milk / Sugar / Tea / Coffee</p>
Hour capacity	~180 kopjes (125 ml)
Dispense time black coffee	~17 sec.(125ml)*
Dispense time cappuccino	~22sec (150ml) *
Dispense time pot	~100 sec (900ml)

2.2 USP's

With the Compact Touch, we introduce a key renovation for our Cafitesse dispenser portfolio. The Compact Touch offers a design and experience upgrade for our liquid dispenser proposition. It will replace the current Compact button version. The machine offers a modern design with a 7-inch touch screen, improved drip tray quality & matt finish front door. A Cafitesse-specific GUI (touchscreen) design and functionality has been developed, allowing for drink personalization and great consumer experience.

For maximum experience, we advise to keep the default User Interface UI settings with the Make-Your-Own version in a carousel mode. Consumers will be able to personalize the drinks to their individual preferences. The interaction with the GUI will allow consumers to discover the personalization options over time.

For placements at locations where consumers queue in front of the machine and the selection is typically done quickly, we advise to set the screen to the fixed drink menu to allow for fast selection.

The target segments of this machine are Small Business, Health & Care, Hotels and Education.

Great taste

- Great cappuccino foam and café crème
- Drink your cup of coffee, cappuccino or many other varieties the way you like it, via Make-Your-Own-Menu (MYO menu) personalization; using puck from left to right to increase / decrease the strength of the coffee and moving it up or down to adapt the milk qty; use S/M/L for volume size.
- For machines with 2 coffee blends: use the Make your own screen to choose the preferred blend
- For machines with sugar in instant canister: personalize your drink and enjoy the fun of adding sugar by dragging the sugar cubes in the MYO screen into the cup

Great experience with a smart design

- Attractive design with coffee cues, enhancing coffee quality perception via high end Graphical User Interface
- Versatile GUI with Make-Your-Own, drinks menu and pot screens to meet the individual customer needs
- Stylish branding; door logo and chrome buckle – brand logos also integrated in GUI

- Add a personal note to the preparation of the coffee by enabling the “post-it” function and integrating either our coffee brand logos or customer logos
- Compact design

Great efficiency

- Refilling & cleaning as easy as ever with the front access of the machine.
- In the coffee-milk configuration you need to clean the machine 2x per week.

Sustainability

- The machine is provided with an optional Eco mode; the dispenser will automatically go to a lower energy state when eco mode is selected. As default factory setting, the eco mode is switched ON. Active 08.00 – 18.00 & weekend switch OFF. Customer can adjust the settings in the Operator menu.



All marketing material for Compact Touch is created by Global Marketing and should be translated and adapted to local needs by the MSUs.

2.3 Available drinks

Due to the brewing type, the Compact Touch has the availability of 2x Cafitesse BiB’s (Coffee/Coffee or Coffee/Milk) for the Standard, Watertank & Payment version. With Instant version you have the combination of 2x BiB + instant powder variety (see below table):

STANDARD / WATERTANK / PAYMENT	
Liquid BiB drinks only	
Coffee/Coffee <i>Coffee: 1.25L</i>	Coffee black
	Cafe crème
	Espresso
	Coffee shot* or Doppio; tbd
	Hot water
	Cold water (kit)
<i>*used in Asia in combi with Ice</i>	
	Coffee-Decaf <i>Coffee: 1.25L</i>
	Coffee black
	Coffee black (decaf)
	Cafe crème
	Cafe crème (decaf)
	Espresso
	Espresso (decaf)
	Coffee shot* or Doppio; tbd
	Coffee shot (decaf)* or Doppio; tbd
Hot water	
Cold water (kit)	
<i>*used in Asia in combi with Ice</i>	

INSTANT VERSION	
Liquid BiB + Instant product	
All recipes like Standard version PLUS <i>(depending which instant ingredient selected)</i>	
Tea	Instant tea
Coffee	Coffee (with instant coffee)
	Cappuccino (with instant coffee)
Sugar	Coffee sugar
	Cappuccino sugar
Milk	Cappuccino (with instant milk)
Choco	Chocolate
	Pot chocolate
	Choco-de-luxe
	Café Choco
	Wiener mélange (with instant Choco)

STANDARD / WATERTANK / PAYMENT	
Liquid BiB drinks only	
Coffee/Milk <i>Coffee: 1.25</i> <i>Café Milc: 0.75</i> <i>*used in Asia in combi with Ice</i>	Coffee black
	Café crème
	Espresso
	Coffee shot* or Doppio; tbd
	Cappuccino
	Latte macchiato
	Latte
	Café au Lait
	Coffee with milk
	Hot milk
	Hot water
	Cold water (kit)

	Standard	Watertank	Payment	Instant
Liquid ingredients	Cafitesse 1,25L Café Milc 0,75L	Cafitesse 1,25L Café Milc 0,75L	Cafitesse 1,25L Café Milc 0,75L	Cafitesse 1,25L Café Milc 0,75L
Instant ingredients	NA	NA	NA	Choco, Milk, Sugar, Coffee/Decaf, Tea
Water supply	Fixed connection	Integrated water tank	Fixed connection	Fixed connection
Payment	NA	NA	Coin acceptor; NRI G13 + mini front plate	NA

The full recipe overview incl. dosage can be found on <http://www.jacobsdouweegbertsprofessional.support>

2.4 Differences

The Compact Touch is designed as the successor of the Compact button version currently in our portfolio. Some of the main differences are described below:

Specifications:

- Improved drip tray quality
- Matt finish of front door cover for updated look

User Experience:

- The machine has a touch screen, including the accompanying opportunities as described in chapter 4;
- The language of machine can be switched to any of the languages available.

2.5 Impressions of the Touchscreen

Below screen shots are an impression of the GUI. The technician can change the following settings at installation:

- Background color & cup branding
- Switch off one or 2 of the screens
- Adjusting recipes
- Dim delay after xx minutes

Menu -> Make your own:

- Swiping menu; swipe left and right and choose your preferred drink
- Dispensing of the drink after pressing the Start button



- **Strength selection:** move yellow puck on drink from left to right to increase / decrease the strength ratio (coffee beans appear above drink to indicate the strength). Mild / Normal & Strong can be adjusted in the recipe editor within the system boundaries. The software will calculate the strength between left, middle and right (mild normal and strong). This enables you to allow e.g. +20% in strength and -10% to keep a good cup of coffee.
- **S/M/L:** choose small / medium / large for cup size volume
- **For milk-based drinks:** move yellow puck on drink up/down to decrease/increase the amount of milk per drink

Menu -> Drinks:

- Fixed drinks menu chosen
- Activation of the drink by pressing; first the drink and then the Start button
- Not possible to choose Strength or S/M/L (make your own menu is used for this)



Menu -> Pot:

- Pot selection for coffee & hot chocolate
- Move yellow puck on pot up and down to select the required volume
- No strength selection is possible



Menu -> Language info:

- Language setting possible by choosing country flag



3 Versions, Kits & Options

Below the overview of article codes for machines versions, branding, kits, options

3.1 Machines

Below the overview of article codes for machines versions;

# Crem	# JDE	Description
1068010	64271854	COMPACT TOUCH – Standard
1068020	64271856	COMPACT TOUCH – Instant
1068030	64271855	COMPACT TOUCH – Watertank
1068040	64271857	COMPACT TOUCH – Payment*

* Payment:

- Payment Touch is delivered **without** a Coin Acceptor & Front Cover plate; these will need to be ordered additionally (same procedure as current payment button version)
- only prepared & tested for operating with coin acceptors **NRI G13** (operating with parallel interface).
- For countries with Euro the following article numbers are available for ordering at JDEP. Please check requirements of your country.

Note: the cashless (card) payment kit will not be ready at launch. Timing indication is Q2-2019

# Supplier	# JDE	Description
42299	55116340	NRI G13 ACCEPTOR 12-27V
23097	55116343	NRI G13 MINI FRONT PLATE

3.2 Additional features & Kits

All current options which are available for Compact button version will also apply on the Compact Touch version. Only exception is the RFID Kit for current button version. This is not backwards compatible with the new Touch version.

Note: the cashless payment kit will not be ready at launch. Timing indication is Q2-2019).

Branding Kits:

The Compact Touch machine we will not use country kits anymore since the push button sticker is removed. Instead, we have branding kits which need to be ordered with the machine. Below the overview;

# Supplier - Crem	# JDE	Description
6167038	55117141	DE Branding kit - EC
6167047	55119500	Jacques Vabre Branding Kit
6167040	55117211	Cafe Noir Branding Kit – EC (blank buckle)
6167041	55117212	Friele Branding Kit - EC
6167043	55119791	Branding Kit Jacobs EC T (small logo)
6167042	55117213	Gevalia Branding Kit
6167046	order directly from Crem	UCC Branding Kit - EC
6167034	55115707	UCC Branding Kit 200V – EC (incl. power cord)
6167018	55115138	Saudi Arabia Branding Kit (incl. power cord/USB)
6167048	55119503	Marcilla Branding Kit

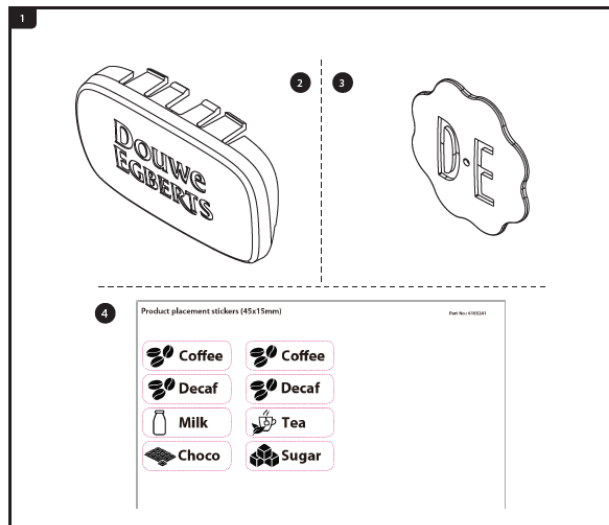
Example branding kit:

#1 - Branding Kit contains;

- Front door logo (3)
- Chrome Buckle (2)
- Ingredient sticker (4)

Branding kit can be used on:

- Excellence Touch
- Compact Touch



4 Graphical User Interface / Connectivity

4.1 Touch screen

It is possible to customize the GUI to the needs of customers in certain segments:

- E.g. H&C: Reduce the choice of drinks available and display a limited number of drinks for easy readable and simple selection;



The 7-inch Excellence Compact touchscreen has been developed by our module development and manufacturing partner. The software runs on an embedded system, GUI FX. This system enables high user experience against limited costs which is an important requirement in the segments where we install the Compact Touch. The operator menu follows the structure of the Promesso, the look and feel are however straightforward and self-explaining. The same is applicable for the service interface, updating software, changing configurations and calibrating the instant container can be done after inserting the well-known service USB stick. Instructions are embedded where needed.

The 10-inch touchscreen, used in the Excellence Touch is the existing screen from the Evoca Omni platform. Hence a lot of functionality, including the operator and service interface have been used. That's why the service interface of the Compact Touch is different than the Excellence Touch.


4.2 Connectivity

The Compact Touch is not foreseen with connectivity. This will be implemented in the future Q2-2019

5 Phase in – Phase out

5.1 Replacing machines

After full introduction of the Compact Touch, JDE aims to delist the Compact button machine.

<i>Machine replacements</i>				
Current Family	SAP #		New Family	SAP #
Compact button- Standard	64271106	replaced by 	Compact Touch - Standard	64271854
Compact button - Instant	64271008		Compact Touch - Instant	64271856
Compact button - Watertank	64271108		Compact Touch - Watertank	64271855
Compact button - Payment	64271193		Compact Touch - Payment	64271857

5.2 Phase-in process

MSU's not listed below can request a listing via the standardized process. Explanation of this process and the actual listing request can be found on <https://ept.jacobsdouweegbertsprofessional.com/downloads/>

Introduction date for Compact Touch is scheduled for March 2019, which means that from this date onwards, the machines will be on stock at Venlo. See below roll out plan;

March '19 Week 10	April '19 week 15	May '19 Week 19	June '19 Week 24	Dec. '19
Germany Netherlands	Belgium, Denmark, Norway, Sweden, UK	Australia, France, Czech, China, Thailand, Hong Kong, Global Export; Cyprus, Italy, Malta, Qatar, Turkey Estonia, Finland, Croatia, Hungary, Iceland, Poland, Romania, Malaysia, Russia, Indonesia, Philippines, Bulgaria	Global Export South Africa, South Korea	Japan

- New markets; listing request via Ops.: Singapore, Lithuania, Latvia
- Out of scope: Taiwan, Iran, Israel, Brazil, Egypt, Saudi, UAE, Kuwait

5.3 Phase-out process

Rules & Guidelines:

- Compact button machine will be replaced by Compact Touch machine
- Communicate *frozen forecast to Crem: **15-11-2018 -> closed**
- With this forecast, Crem still produces the button version for countries that need to cover the gap until they have the new Compact Touch available (see roll out plan)
- Production stop of Compact button: last batch will be produced **end December**



What do we expect from the MSU:

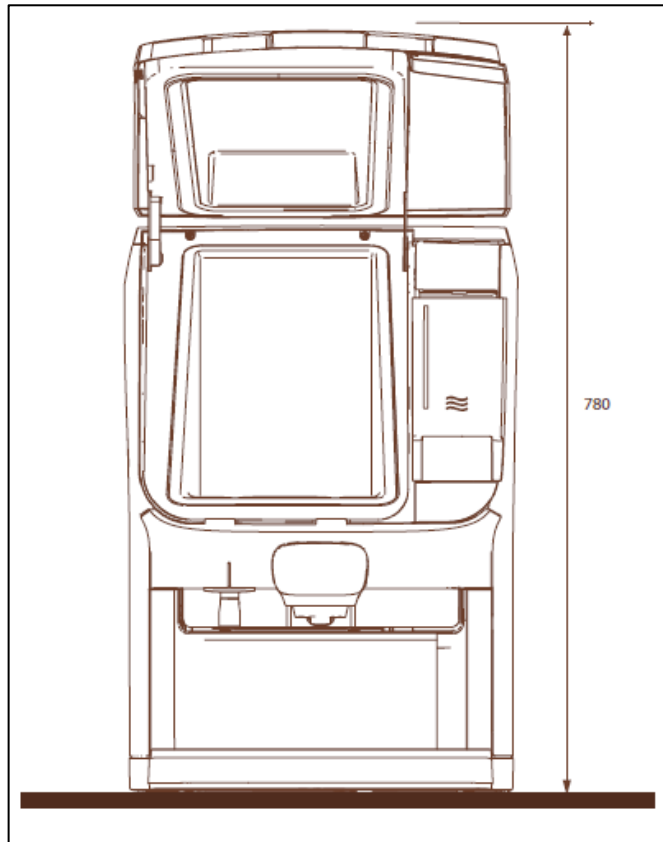
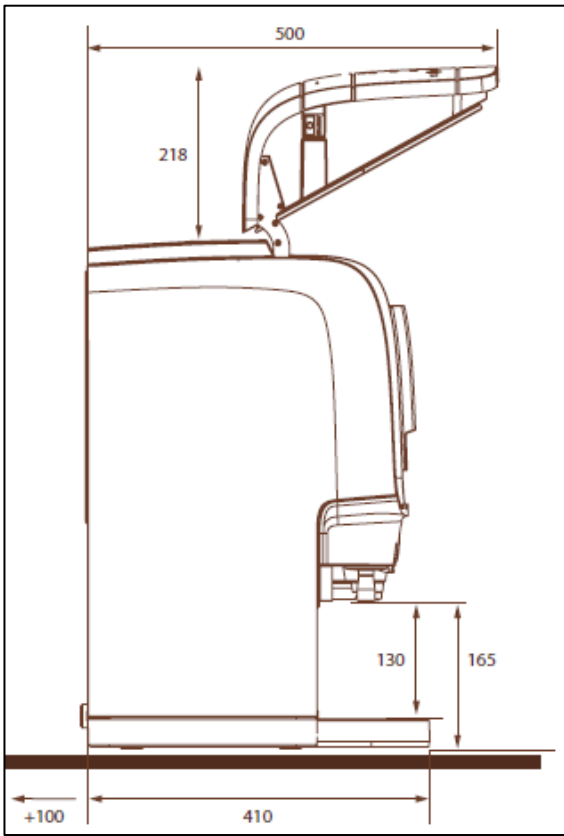
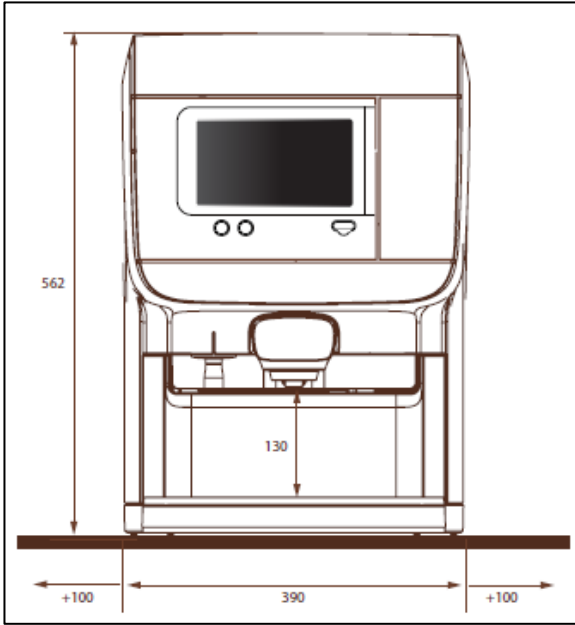
- Accurate forecasting for current Compact button version
- Communicate final numbers Compact button to Supply Chain (check how many machines / country kits you need until you get new Compact Touch)

*Frozen forecast: commitment to buy for Compact button version!

*Frozen forecast: quantity Crem delivers to JDE in months February/March. Unlike the normal forecast, the frozen forecast cannot be changed with the flexibility rules!

6 Technical Data Sheet

Technical data																																	
Users	10 to 25																																
Boiler capacity	1.2 l																																
External Watertank capacity	3L																																
Drip tray capacity	1 L																																
Dimensions (HxWxD)	562 x 390 x 410 mm																																
Required dimensions (HxWxD)	780 x 590 x 510 mm																																
Table top	Yes																																
Weight empty	~22,0 kg																																
Power voltage	230 V / 2,2 kW																																
Power plug	EU																																
Connection cable	1.8-3.5m																																
Cup dispenser	No																																
Water supply	Fixed / Tank																																
Water connection	¾																																
Ingredients	1x Cafitesse Coffee (1,25L), 1x Café Milc (0,75L) or 2x Cafitesse Coffee (1,25L) Instant: Coffee / Milk / Sugar / Choco / Tea																																
Drink adjustments possible	Strength, volume (via Gui)																																
Drink speed	Black coffee; 125 ml /~17 sec., Coffee pot; 900 ml /~100 sec., Cappuccino; 125 ml / ~22 sec.																																
Hour Capacity	~180 cups (125 ml) @ inlet temperature of 25 °C <i>capacity is highly dependent on cup size, drink recipe, water inlet temperature, boiler set temperature</i>																																
Canister capacity	1.2L																																
Ambient temperature	Between 5°C / 41°F and 32°C / 90°F																																
Noise level	<70 dB																																
Payment system	See payment version																																
Watertank	Decarbonizing water filter can be ordered separately via Crem, not standard delivered with machine! <table border="1" data-bbox="500 1285 941 1570"> <thead> <tr> <th>*Total Hardness (apprx.)</th> <th>Carbonate Hardness DH (alkalinity)</th> <th>Replacement of filter (in Liters)</th> <th>Drinks (coffee / water) a 125ml</th> </tr> </thead> <tbody> <tr> <td>9-11</td> <td>7-9</td> <td>125</td> <td>1000</td> </tr> <tr> <td>12-14</td> <td>10-12</td> <td>91</td> <td>727</td> </tr> <tr> <td>15-17</td> <td>13-15</td> <td>71</td> <td>571</td> </tr> <tr> <td>18-20</td> <td>16-18</td> <td>59</td> <td>471</td> </tr> <tr> <td>20-24</td> <td>19-20</td> <td>50</td> <td>400</td> </tr> <tr> <td>23-27</td> <td>21-23</td> <td>43</td> <td>348</td> </tr> <tr> <td>< 30</td> <td><24</td> <td>42</td> <td>333</td> </tr> </tbody> </table>  	*Total Hardness (apprx.)	Carbonate Hardness DH (alkalinity)	Replacement of filter (in Liters)	Drinks (coffee / water) a 125ml	9-11	7-9	125	1000	12-14	10-12	91	727	15-17	13-15	71	571	18-20	16-18	59	471	20-24	19-20	50	400	23-27	21-23	43	348	< 30	<24	42	333
*Total Hardness (apprx.)	Carbonate Hardness DH (alkalinity)	Replacement of filter (in Liters)	Drinks (coffee / water) a 125ml																														
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7 Service Aspects

7.1 Training

Training can be provided by the International Trainers but will only be scheduled based on request. If you need additional support, please contact your Customer Support Specialist.

7.2 Documentation

All service related (updated) documentation, will be added to the <http://www.jacobsdouweegbertsprofessional.support> site, e.g.

- Spare part list
- Operator manual
- Service information's
- Kit instructions
- (Advised) dosing cards

Countries are responsible to translate default English text into local language. This is done via 1 language file and located onto the following link. Specific contacts will get a notification for this action.

<https://coffeeandtea.sharepoint.com/sites/pse1/comquitext/default.aspx?RootFolder=%2Fsites%2Fpse1%2Fcomquitext%2FShared%20Documents%2FLanguage%20files%2FCompact%20Touch&FolderCTID=0x0120004D6CD9687344AA4D82AC79D67089E59D&View=%7BA425B327%2D6172%2D4B98%2DA05D%2D683D1E523219%7D>

There are many countries who can/will lift on the default English language setting in the machine. New language can be added via an input excel file. The software engineer will use this file to embed this into the machine. Hence it will require a new software release.

7.3 Expected service numbers

Based on average of 3 years, depending on service approach and water treatment policy.

Below the projection figures for Compact Touch version;

Expected service numbers	
CM-rate	+ 0.06 -> higher than current Compact button version
Annual Spare Part Cost	+ €6 -> higher than current Compact button version

7.4 Cleaning

Advised cleaning & flushing, depending on the usage:

Coffee/Milk: Mandatory: 2x per week

Coffee/Coffee: 1x per week

More info can be found in the User manual

8 Packaging and specifications

<i>Logistic Data</i>	
	<i>Compact Touch</i>
Height (in mm)	710
Width (in mm)	470
Depth (in mm)	500
Gross weight (Kgs)	24kg
Netto weight (Kgs)	22kg
Qty per Pallet	8
Qty per layer	4
WxDXH Pallet	1400x1000x1570

<i>Material Data</i>		
<i>Component</i>	<i>Material</i>	<i>Weight (g)</i>
Closing Cord	PET	100
Protection Film	EPE	20
Protections	EPP	400
Guide	Paper	20
Box	Cardboard	2410

9 List of New Spare Parts

# JDE	Description
55118265	NTC M4 3s 10K 25C V2 – not a new spare
55118417	Tube PTFE 4 6mm – not new a new spare
55117731	Valve Inlet 2,5L/min 24V – not new a new spare
55119762	Housing Top Painted EC Touch
55119763	Housing Descale Cap Painted EC Touch
55119764	Drip Tray Top Assembly
55119765	Drip tray Top Base EC Touch
55119766	Drip tray Grid EC Touch
55119767	Door Front EC Touch
55119768	USB Cover EC Touch
55119769	Membrane switch complete EC Touch
55119800	GUI Touch Screen EC Touch
55119801	Harness GUI-Push Button EC Touch
55119802	Drink Button Door EC Touch
55119803	Cold Water Button Door EC Touch
55119804	Door Assembly EC Touch
55119805	Door Assembly Tank EC Touch
55119806	Inner Cover Door PUR EC Touch
55119807	GUI Box Gasket EC Touch
55119808	Door Front Tank EC Touch
55119809	Cable Serial GUI box - Main board
55119810	Accessory kit Standard EC Touch
55119811	Accessory kit Instant EC Touch
55119812	Accessory kit Watertank EC Touch
55119813	Quick cleaning sticker EC Touch
55119791	Jacobs Branding Kit EC T
55119814	Front door branding EC T – JACOBS
55119815	Door Assembly Payment EC Touch
55119816	Accessory kit Payment EC Touch
55119817	Door Front Payment EC Touch

10 Contact persons

Persons	Responsibilities	Email
Patrick Meussen	R&D Project & Implementation Specialist	Patrick.Meussen@jdecOFFEE.com
Ed Pater	R&D Technical Project Specialist	Ed.Pater@jdecOFFEE.com
Johanna Denker	Global Category Specialist PRO Liquid, Convenient Coffee Professional	Johanna.Denker@jdecOFFEE.com
Miriam Moes	Global Supply Chain Specialist, Equipment & Spares Prof	Miriam.Moes@JDEcOFFEE.com