

Introduction Document

Omni S

Fresh Brew Omni S and Espresso Omni S



To: JDE MSU's

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1 Introduction Fresh Brew Omni

This document is written to support the launch of the Omni S, both the Espresso and the Fresh Brew version. It can be seen as the little brother of the regular Omni line. The Omni S is developed by one of our suppliers (supplier name: Evoca – machine type: 95) and minor changes have been made to the design and functionalities to create a better fit with the JDE organization. The introduction document explains the specific JDE SKU's incl. design, logistics, kits & options. The goal of the Fresh Brew Omni S is to replace the current Gallery 110 (FB55) and the Espresso Omni S is an addition to the portfolio.

2 Concept information

2.1 Variants

The Omni S will be available in 2 variants, Fresh Brew and Espresso.

	<i>Fresh Brew Omni S</i>	<i>Espresso Omni S</i>
Brewing system	Z4000 brewer (ES + FB)*	Z4000 brewer (ES + FB)*
Type of ingredients	Fresh Brew	Espresso
Hour capacity	90 cups	90 cups
Dispense time** coffee	30 sec	30 sec
Dispense time** cappuccino	n.a.	24 sec
Dispense time pot**	240 sec (R&G)	240 sec (espresso)

* In the Omni S the Z4000 brewer is placed, which can brew coffee with both high (ES) as well as low pressure (FB)

** Based on the recipes in the standard clone file (125 ml). Brewing time is dependent of dosing and grind size.

2.2 USP's

Target Group:

Addresses Cost conscious Customers that want to deliver a great coffee experience but cannot afford the Premium of a BaReCa inspired solution.

Small & Medium business Customers – blue & white collar (e.g. suitable for a garage, workshop/warehouse but also for a smaller accounting firm or care facility)

Frame of reference:

The OMNI S will be competing in an equipment markets that focuses on affordability and basic product attributes. See attached file.

Point of difference:

In a segment focused on cost, OMNI S is tailored to deliver great coffee experience for an affordable price.

Reason to believe:

Brewing adapted with our Coffee Expert to suite our Beans

A great mix of:

- Proven platform (like the bestselling OMNI)
- Robust build (keeping the advantages of the previous Wittenborg platform)
- Affordable (updated design and functionalities at a great price)

Full solution setting: x-sell, furniture, connectivity



High resolution pictures for the Omni line are in development by the Global marketing team. These can be downloaded from the brand portal after end of April 2019 (<https://havaspulse.com/v2/search/mine>) to create local marketing material.

2.3 Canisters and drinks

Fresh Brew configuration

The Fresh Brew configuration has, similar as its predecessor, only coffee. Due to the number of buttons (6) and the need for strength- and volume adjustments, the amount of drink variety is limited. With an additional selection step, this can be increased. This latter is needed f.e. when cold water options are used.

Set-up		
Coffee	9.9	L



Button lay-out: FB



Button lay-out: FB shift

The following additional buttons are also made available

- Ristretto (right aligned)
- Size (left aligned)
- Jug (left aligned)
- Cold water (left aligned)
- Empty button

The standard clone files including their planogram will be made available for the OMNI S. The full recipe overview incl. dosage can be found on <http://www.jacobsdouweegbertsprofessional.support>

- 125 ml FB
- 150 ml FB
- 125 ml FB Shift
- 150 ml FB

Espresso configuration

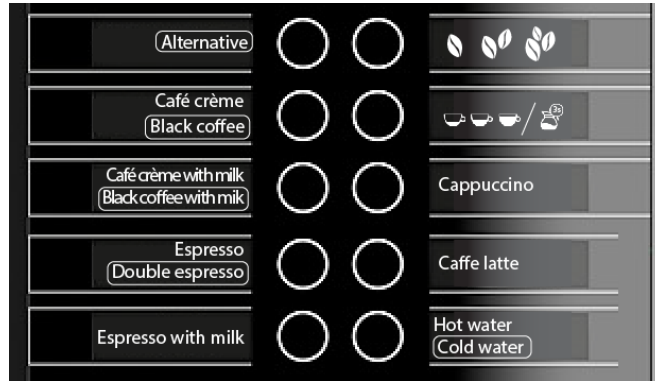
The Espresso configuration has coffee plus 1 instant canister. Due to the increase in drink variations this provide, the configuration with more buttons is chosen (10). Multiple recipe files can be selected, based on the decision which ingredient to add to the machine (milk, chocolate or instant coffee*).

Set-up		
Coffee	9.9	L
Instant canister (Milk, Cacao, Instant Coffee*)	2.7	L

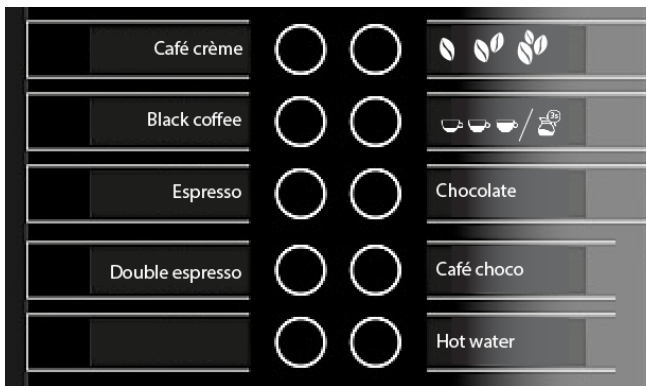
* Requires reduced auger canister



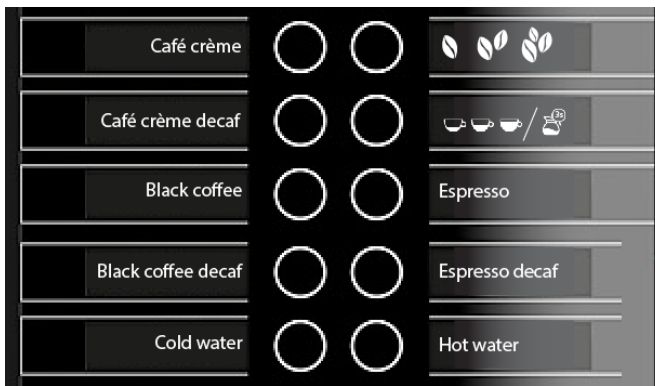
Button lay-out: B2C milk



Button lay-out: B2C milk shift



Button lay-out: B2C Choc



Button lay-out: B2C InCofdecaf

The following additional buttons are also made available

- Ristretto (right aligned)
- Size (left aligned)
- Jug (left aligned)
- Cold water (left aligned)
- Empty button

The standard clone files including their planogram will be made available for the OMNI S. The full recipe overview incl. dosage can be found on <http://www.jacobsdouweegbertsprofessional.support>. For the Choc and InCof version, the cold water button is optional, depending on the kit.

- 125 ml B2C Milk
- 125 ml B2C Milk Shift
- 125 ml B2C Choc
- 125 ml B2C INcofdecaf

2.4 Differences

With the Omni

The Omni S can be considered as the little brother of the Omni. Main differences are:

- The user interface is – instead of a touch screen – simplified to 6 buttons. The minor screen above the buttons can be used to share information with the consumer.

- The limited possibility of instant canisters, reduced from 3 (or even 4 if the door canister is used) in the Omni to only 1 in the Espresso version and none in the Fresh Brew version of the Omni S. This makes the machine smaller from 450 to 380 mm.
- No holes are created to fit the branding logos, more accuracy is requested from the installation technicians to place the logos. The Omni S also does not include a poster on the right side
- Programming possibilities are limited on the machine itself. The windows tool is required for more options and can be downloaded from JDEsupport
- Evoca's WiFi kit is not compatible with the Omni S.

With the Gallery 110



The Fresh Brew Omni S is designed as the successor of the Gallery 110 (FB55) currently in our portfolio. Some of the main differences are described below:

- The Omni S is also available in an Espresso variant
- The Omni S has the Z4000 brewer, making it possible to create both black coffee as well as café crème.
- 4.3" Multicolor Graphic Display to show pictures and user explanations
- LED lights in the cup room
- Separate delivery points with electronic sensors to avoid cross-contamination and for a better user experience
- Peak capacity of the Omni S for hot water is lower due a closed boiler (instead of an open boiler). This increases the level of oxygen in the water resulting in a 'foam' layer shortly after the preparation of tea. Note: this is not caused by a too low temperature of the boiler
- The drink labels are interchangeable and therefore more flexible to adapt to customer preferences. As a standard, global prepares a set of clone files.
- It is possible to stop drink dispensing by pressing any button
- The Omni S has a lower power consumption resulting in a more positive energy label
- The option for wall-mounting has not been continued.

With the standard configuration of Evoca



JDE has requested small changes to the standard configuration of Evoca to create a better fit with the global equipment portfolio. Changes are:

- Black plastic stripes at the top and bottom and around the user interface
- Silver painted nozzle cover
- Cup room lighting
- The Espresso version has 10 buttons
- Prepared for various options: vanWest cooling unit, telemetry unit and ground waste chute
- Evoca has standardly added 2 pumps to the system. However, test results show that there is not a significant positive result (when in cup quality is not jeopardized). To avoid unnecessary complexity impacting the visit rate, JDE has chosen to only add 1 pump.

Additionally the button sheet of the JDE variant is created to fit all JDE drinks and multiple languages on one sheet.

On <http://www.jacobsdouweegbertsprofessional.support> a list with all the specific JDE spare parts numbers can be found.

3 Versions, Kits & Options

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

3.1 Machines

<i>New JDE Portfolio (new codes)</i>			
<i>Type</i>	<i>Supplier #</i>	<i>JDE SAP #</i>	<i>SKU description</i>
<i>Fresh Brew Omni S</i>	975802	64101730	OMNI S R&G (95R&G)
<i>Espresso Omni S</i>	975803	t.bd.	

3.2 Additional features







<i>New spare parts</i>				
<i>Type</i>	<i>Supplier #</i>	<i>JDE SAP #</i>	<i>SKU description</i>	<i>Comment</i>
<i>Metal base stand</i>	972903	t.b.d.	t.bd.	As an alternative to the JDE base cabinets
<i>MDB cable DB9 converter</i>	t.b.d.	T.b.d.	t.bd.	Required for Connectivity solution

3.3 Branding elements



There is room to put the required logo above the small screen. There are no alignment holes, so (except for DE branding) the pins need to be removed. Door branding is ordered via Crem supplier and not delivered with the machine. This needs to be ordered separately.

Door Branding Logo – without pins				
Supplier #	JDE SAP #	Description	Logo type	Note
6161250	55117861	Branding W/O RIB EC -DE		For all MSU's

Door Branding Logo				
Supplier #	JDE SAP #	Description	Logo type	Note
6161039	55114872	Branding Logo DE		For all MSU's
6161193	55115776	Branding Logo DE - square		For all MSU's
6161264	55118381	Branding Logo - Jacobs		Germany focused
6161195	55115773	Branding logo – Friele		Norway only
6161207	55115770	Branding logo - Cafe Noir		Denmark only
6161227	55116803	Branding logo_ Gevalia		Nordics only

4 Graphical User Interface / Connectivity

4.1 Graphical User Interface

A graphical user interface opens up many possibilities regarding displaying content. However we advise to make minimum changes to the standard set-up as it is at the moment time consuming and only open for service technicians.

Options:

- Videos or pictures can be shown during the preparation of a drink.
- A video can be added which will be shown when the machine is in stand-by modus
- A welcome message can be programmed.
- RSS feed can be shown at the home screen. For the Espresso variant, this can also be used for displaying allergen information. 2 URL codes are pre-programmed, and the machine can be personalized by adding a URL from choice.*



*In order to use this functionality, the machines needs to be connected to the internet. At the customer location, an Ethernet cable with DHCP and a free internet connection is required.

A Windows based programming tool will be made available to simulate the display of the machine. Settings can be changed in this tool, copied to an USB and uploaded in machine.

4.2 Connectivity

Hardware

The machine is equipped with EVA-DTS information which can be reached by telemetry devices, for example a Vianet unit. An example of EVA-DTS parameters can be found on <http://www.jacobsdouweegbertsprofessional.support>. For the standard clone files, the planogram is available and globally maintained. If differentiation are requested, please contact the Connected Coffee Services department.

EMC

The dispenser is at the moment compatible with the EMC (electromagnetic compatibility) certification for standard household appliance (EN-55014-1).

4.3 Payment

Evoca is developing a coin mechanism side box (timing unknown), but it is advised to use the regular Omni when a coin mechanism is requested. Cashless payment can be made available by a bolt-on reader, depending on the dimensions. The same cables can be used as for telemetry.

5 Phase in – Phase out

5.1 Replacing machines

After full introduction of the Omni-line, JDE aims to delist the 7100 and 7100+ machines.

<i>Machine replacements</i>				
<i>Family</i>	<i>SAP # / Supplier #</i>		<i>Family</i>	<i>SAP #</i>
GALLERY 100 FB55 2,7KW S NL H.BR	64100370	—————>	Fresh Brew Omni S	64101730
FB55 SILVER 2,0 KW DECS LOW BR	64100891			
n.a.		—————>	Espresso Omni S	t.b.d.

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/>

<i>Introduction dates</i>			
	Q1 2019	Q2 2019	Q3 2019
Fresh Brew Omni S	NO	NL, DK	
Espresso Omni S		NO, NL, DK	

5.3 Phase-out process

Global Supply chain has requested to all local demand planners to provide a frozen forecast for all FB 55 versions as Evoca will stop with the production starting from 2019. MSU's will be requested to sell this frozen forecast before the introduction of the Fresh Brew Omni S.

6 Technical Data Sheet

Technical data	
<i>Fresh Brew / Espresso Omni S</i>	
Users	Max 45, advised 10-45
Capacity coffee container	9.9 L
Capacity canisters	2.7 l
Boiler capacity	0.8 l
Solid waste container	8.5 L
Drip tray capacity	0.9 L
Dimensions (HxWxD)	875 x 380 x 460
Required dimensions (HxWxD)	880 x 480 x 560
Table top	Yes
Weight empty	54 kg
Power voltage	230 V – 2,3 kW
Power plug	EU
Energy label	A+
Connection cable	1.8-3.5m
Cup dispenser	No
Water supply	Fixed
Water connection	¾
Drink adjustments possible	Strength, volume,
Milk supply	Instant milk product (Espresso variant)
Ambient temperature	Min 4oC, max 32 oC at 80% RH
Noise level	<70 dB
Payment system	n.a.

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
- QRG (quick reference guide)
- Operator manual
- Service information's
- Kit instructions
- EVA-DTS file
- (Advised) dosing cards
- Standard planograms

7.3 Expected service numbers

Based on average of 5 years, depending on service approach and water treatment policy:

<i>Expected service numbers</i>		
	<i>FB Omni S</i>	<i>Espresso Omni S</i>
Visit Rate*	1,80	1,85
CM-rate	1,55	1,6
Annual Spare Part Costs	€ 65	€ 69
Mean time to visit	52 min	53 min

*Y1 Service numbers are expected to be different due to learning curve and park fluctuations: Vr: 2.2, ASPC: 55 min, Mttv: 55 min

7.4 Cleaning

Advised cleaning, depending on the usage:

- Daily: Refilling the container, standard flushing, emptying drip tray
 Weekly: All parts in contact with the instant products (blue parts of the machine)
 Monthly: Cleaning the brewer



The brewer cannot be placed in the dishwasher or with a cleaning agent. Please use plain water.

8 Packaging and specifications

<i>Logistic Data</i>	
	Omni S
Length (in mm)	380
Width (in mm)	460
Height (in mm)	875
Gross weight (Kgs)	54
Netto weight (Kgs)	64
Qty per Pallet	2
Qty per layer	1
LxBXH Pallet	1200x800x1270

<i>Material Data</i>		
Component	Material	Weight (g)
Closing Cord	PP	46
Protection Film	PE	2.150
Protections	Rubber / EPDM	730
Guide	Plastified paper	0
Manuals + Box	Paper / Carton	4.150
Pallet	Wood	5.387

9 Contact persons

Persons	Responsibilities	Email
Brenda van der Linden	Project Delivery Specialist Professional	Brenda.vanderLinden@JDEcoffee.com
Theodor Filos	Global Cat Specialist Pro Beans & R&G	Theodor.Filos@JDEcoffee.com
John Verdam	Equipment Performance Specialist Professional	John.Verdam@JDEcoffee.com
Miriam Moes	Supply Chain Planning Specialist (SC - Purchasing)	Miriam.Moes@JDEcoffee.com