Introduction Document
OMNI line
B2C / FB / Combi / IN 9100

To:	JDE MSU's
From:	Brenda van der Linden – Project Delivery Specialist Professional
	John Verdam – Equipment Performance Specialist Professional
	Moniek Lunenburg – Product Marketing Specialist Professional NL
	Dennis Rudolph – Project Specialist Supply Chain Professional (SC-Improvement)
	Alla Prysyazhna – Supply Chain Planning Specialist Professional (SC-purchasing)

Content

1   Introduction 9100

This document is written to support the launch of the 9100 range. The 9100 range is developed by one of our suppliers 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, pricing, logistics, kits & options. The goal of the 9100 range is to eventually replace the current 7100 and 7100+ dispensers, although for a period both machines will be available.

2 Concept information

2.1 Variants

9100 will be available in 5 versions, starting with the introduction of the single and double B2C 9100.

	B2C 9100 single	B2C 9100 double	Fresh Brew 9100	Fresh Brew and B2C 9100	Instant 9100
Brewing system	Z4000 brewer (ES + FB)*	Z4000 brewer (ES + FB)*		Z4000 brewer (ES + FB)*	-
Type of ingredients	Espresso	Espresso, 2 blends		Espresso, FreshBrew	Instant
Hour capacity	90 cups	90 cups		90 cups	
Dispense time coffee	34 sec**	34 sec**		Beans: 34 sec** R&G: 34 sec	t.b.d.
Dispense time cappuccino	24 sec	24 sec		24 sec	t.b.d.
Dispense time pot	400 sec (espresso) 120 sec (instant)	400 sec (espresso) 120 sec (instant)		400 sec (espresso)	

* The Z4000 brewer is a multi-brewer: with this system the choice can be made to create coffee with high pressure (Espresso) or low pressure (Freshbrew) and is therefore the successor of both the Z3000 brewer and the Sigma brewer.
** Based on the recipes in the standard clone file. Brewing time is dependent of dosing and grind size.

2.2 USP's

The 9100 is a new premium machine and worthy successor to the 7100 / 220 (premio) - platform. The machine distinguishes itself by its more premium design, 10-inch touch screen, LED lighting of the bean container and side panels and the infinite possibilities of hot drink choices. And do not forget that the machine can be connected to the Internet to show, for example, the latest news or weather forecast.
The B2C OMNI 9100 has - similar to the Espresso 220 - a capacity of 25,000 - 30,000 units per year. This means that it is suitable for about 25 to 30 employees. The target is primarily in Small to Medium Enterprises, Health & Care locations and Large Accounts where the machines can placed in larger volume.
The Instant OMNI 9100 can serve up to 50 employees.

All-in-one	The 9100 can have up to 3 brewing methods in one machine: Espresso, Fresh Brew and Instant. Furthermore all other ingredients can be placed inside the machine – out of sight of the customer.
In cup quality	The user can personalize his or her drink by adjusting the strength, volume and adding milk or sugar. When a double 9100 machine is placed, different blends can be selected to create the perfect coffee or cappuccino.
Smart design	The 9100-range is included with a user-friendly 10" touch screen. The design and lay-out of the screen can be fully customized to suit any environment.

All marketing material for the 9100 range is created by the Dutch marketing team and has been translated to the English language. All marketing information can be found on Bynder: https://brandportal.jdecoffee.com/login/ or by contacting Petar Sogindolski.

2.3   Canisters and drinks

B2C configuration (1 or 2 blends)

Standard Set-up			Optional Set-up			Optional Set-up with 4th canister		
Coffee (1 or 2 Bean blends)	7,3-11,6	L	Coffee (1 or 2 Bean blends)	7,3-11,6	L	Coffee (1 or 2 Bean blends)	7,3-11,6	L
Milk product	2,7	L	Milk product	2,7	L	Milk product	2,7	L
Sugar	2,7	L	Chocolate	2,7	L	Chocolate	2,7	L
Chocolate	2,7	L	Instant coffee/tea/soup	2,7	L	Instant coffee/tea/soup	2,7	L
						Sugar	1,5	L

A clone file including the GUI and recipes (125ml) for the standard set-up will be automatically installed when the machine leaves the factory. For the other set-ups, the following clone files are available via JDE support and governed by Operations Internationals. Other files can be created locally, but please note that governance is then also locally.

- Standard 125 ml
- Standard 150 ml
- Instant coffee instead of sugar 125 ml (suitable for jugs)
- Standard with decaffeinated coffee 125 ml + 4th canister sugar
- Standard with soup 125 ml + 4th canister sugar
- Standard with tea 125 ml + 4th canister sugar

Fresh brew configuration

At the moment of writing it is not yet determined which clone files will be made available for the Fresh brew variant.

Combi (B2C + Fresh brew) configuration

Standard Set-up		
Coffee (Beans)	3,7-5.8	L
Coffee (Fresh Brew)	3,7-5.8	L
Milk product	2,7	L
Sugar	2,7	L
Chocolate	2,7	L

The B2C + Fresh brew configuration will only be supported with 1 clone file as it is expected that this machine is mainly used for tenders which require a customized clone file.

Instant configuration

Due to the brewing type, the instant OMNI has the availability of standard 6 canisters.

Set-up			Optional Set-up with 7th canister		
Coffee (Instant)		L	Coffee (Instant)		L
Decafe (Instant)		L	Coffee (Instant)		L
Flavoured coffee (Instant)		L	Decafe (Instant)		L
Milk product	2,7	L	Milk product	2,7	L
Chocolate	2,7	L	Chocolate	2,7	L
Tea/soup	2,7	L	Tea/soup	2,7	L
			Sugar	1,5	L

Container details

Please note the 2 following aspects:

- When choosing a variant with the capability of 2 blends (see section 2.4), the capacity of the coffee canister will be split between the 2 blends, meaning 3.7 L per container.

Blend divider

Back divider

Please note that the dosing system in the left picture is incorrect. Please refer to the right picture.

- The capacity of the coffee canister can be increased up to 11,6 Litres by removing the back divider. In this case, a ground waste chute is advised to have a sufficient ground waste capacity as well. (Assumed no topping up is done or when done waste container is emptied.) This possibility to remove the back divider is also possible when using 2 blends.

2.4   Single or Double container

In the 9100 range, 2 machines will become available with a split container providing the customer the possibility to add two different blends; double B2C 9100 and the combination of Fresh Brew and B2C 9100. Please find below the positive and negative aspects of a double B2C 9100 compared to a single B2C 9100, meant to support in the choice between these machines. Most points mentioned are also applicable for the FB + B2C variant.

B2C 9100 double vs B2C 9100 single	
Positive aspects of the 9100 double	*Negative aspects of the 9100 double*
• Better coffee experience due to the aspects mentioned below	• Higher change of a depleted coffee canister as the volume is split between 2 blends
• Recipes can use different blends to create the perfect drinks	• The cost price of the machine is higher
• Users can choose between 2 different blends per drink. (not prepared at the moment)	• More malfunctions are expected due to the increase of complexity, resulting in a higher Visit Rate and a longer downtime
• Aesthetically higher perception as two blends are visible	• Especially for the combination of B2C and Fresh Brew, the risk of mixing the 2 ingredients (a bean in the auger or grounded coffee in the grinder) will increase malfunctions

2.5   Differences

With the 7100 / 220 (Premio) series

The 9100 is designed as the successor of the 7100 platform currently in our portfolio. Some of the main differences are described below:

Technical specifications:

- The 9100 brewer can produce both Espresso as well as Fresh Brew coffee. If one of the canisters is used for instant coffee, 3 different coffee brewing techniques are available in one machine;
- The cup sensor of the 9100 detects also cups made of glass;
- The capacity of the drip tray has increased from 0.4 L to approximately 0.9 L;
- No waste water will be disposed in the ground waste;
- The brewing time of the Espresso Coffee is faster from 45 sec to 34 sec;

User Experience:

- Compared to the previous machines, the 9100 has a fully separate outlet for coffee and hot water. This means no risk of contamination tea water with coffee drops;
- The 9100 machine has a touch screen, including the accompanying opportunities as described in chapter 4;
- Nutritional and allergen information can be displaced on the screen when selecting a drink;
- The language of machine can be switched to any of the languages available;
- Future scenario of connecting the machine via Wifi will provide new opportunities, although still to be developed.

With the standard configuration of N&W

Open ceiling
Black anodized aluminum stripes

Holes to fix the branding seal

Lateral LED light strips

JDE branding poster
Matt transparent panel

Silver painted nozzle cover
Cup room lighting

And:
- Diffuser for flat coffee (Freshbrew drinks)
- VanWest cooling unit preparation
- Preparation for waste in base cabinet

Above pictures shows the aesthetical and USP-related differences between the JDE variants of the 9100 and the standard variant of the supplier.

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

New JDE Portfolio (new codes)			
Type	*Supplier #*	*JDE SAP #*	*SKU description*
B2C 9100 single	971690	64101210	OMNI_9100-ES Z 5 NL FV Q JDE
B2C 9100 double	971692	64101211	OMNI_9100-2ES Z 5 NL FV Q JDE
Fresh Brew + B2C 9100	971695	64101260	OMNI_9100-ES/FB Z 5 NL FV Q JDE
Fresh Brew 9100	t.b.d.	t.b.d.	
Instant 9100	971275	64101261	OMNI_9100-IN 6 NL FV Q JDE

3.2   Additional features

The machines are still in development at N&W and more and more options become available for this machine. This includes amongst others a payment options, an additional canister, various ways of connection with the internet, a cold water unit, etc. For the latest information, spare part numbers and advice regarding installation, please check http://www.jacobsdouweegbertsprofessional.support.

3.3   Branding elements

Door branding is ordered via Crem supplier and not available in the country kit. These need to be ordered separately.   Jacobs brands is under development.

		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
6161195	55115773	Branding logo – Friele		Norway only
6161197	55116199	Branding Logo – Marcilla		Spain only
6161200	55115777	Branding logo – UCC		Japan only
6161207	55115770	Branding logo - Cafe Noir		Denmark only
6161196	55115771	Branding logo - Maison du Café		France only
6161199	55115775	Branding logo_Pilao		Brazil only
6161227	55116803	Branding logo_ Gevalia		Nordics only

4 Graphical User Interface / Connectivity

4.1 Touch screen

A touch screen 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.
- RSS feed can be shown during the preparation of a drink. 2 URL codes are pre-programmed, and the machine can be personalized by adding a URL from choice.*
- A video can be added which will be shown when the machine is in stand-by modus
- Future development, timing unknown yet: The supplier is working on the possibility to add a survey to the machine and to be able to reach webpages via the machine.

*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.
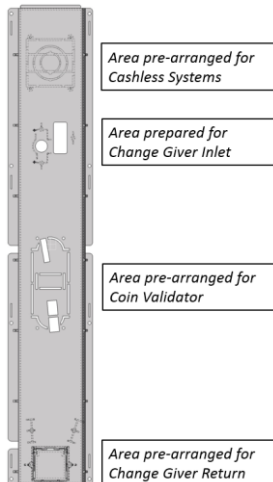
4.2 Connectivity

Hardware
The machine is equipped with EVA-DTS information which can be reached by telemetry devices, for example the Vianet PICO-unit. An example of EVA-DTS parameters can be found on http://www.jacobsdouweegbertsprofessional.support. In the standard clone file, the 81-numbers for consumptions used in SAP are added to quickly find the correct drink in the EVA-DTS file. These numbers can be changed when required.
EMC
The dispenser is at the moment compatible with the EMC (electromagnetic compatibility) certification for standard household appliance (EN-55014-1). The request has been made to execute the tests to receive the RED-certification including a telemetry device. Timing will be shared.

4.3 Payment

The machine is prepared for payment. The payment kit is applicable for both the Coin Changer and Coin Validator system and has an area pre-arranged for Cashless Systems. Please order additionally the black poster which is available when using the Coin Changer, to avoid using the standardized poster of the supplier. A black poster for the Coin Validator has been requested as well.
When using a build-on Cashless System, the Coin Kit is not required and the MDB cable will be sufficient.

5 Phase in – Phase out

5.1 Replacing machines

After full introduction of the 9100-range, JDE aims to delist the 7100 and 7100+ machines.

Machine replacements					
Family	*SAP # / Supplier #*			*Family*	*SAP #*
7100 / ES 220 (EU)	64100593		→	9100 / B2C single	64101210
7100 / ES Premio (EU)	64100790			9100 / B2C double	64101211
7100 / FB B2C 220 (EU)	64100592				
7100 / FB B2C 220 Plus (DK)	64101121				
7100 / FB B2C 220 Plus (NO)	971372A				
7100 / FB B2C 220 Plus (NO)	971372				
7100 / Gallery 220 (EU)	64100595		→	9100 / FB	t.b.d.
7100 / FB 220 Plus (DK)	64101122				
7100 / Gallery 220 (DK)	64100876				
7100 / FB 220 Plus coin (NO)	971172M				
7100 / FB 220 Plus coin (NO)	971172P				
7100 / FB 220 Plus (NO)	971172				
7100 / FB 220 (NO)	972108				
7100 / IN 220	64100594		→	9100 / IN	64101261
7100 / IN 220 Plus	971270NM				
		New		9100 / B2C & FB	64101260

5.2 Phase-in process

MSU's which currently have the previous 7100 machine in their portfolio, are in scope during the introduction activities of the 9100 platform. Listing request need to be submitted for variants currently not yet in portfolio.

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/

Align with your local supply chain / demand planner to add the 9100 on time to the forecast sheets.

Introduction dates					
Versions & Kits	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017
B2C 9100 single		NL, NO (tenders only)	NL, NO, BE, GE, DK		
B2C 9100 double		NL, NO (tenders only)	NL, NO, BE, GE, DK		
Fresh Brew 9100					NL, NO, BE, DK
Fresh Brew + B2C 9100				NL	
Instant 9100				NL, NO	

⚠️ The introduction of the FB 9100 has been delayed due to the high TCO (total costs of ownership) costs and the increased brewing time versus the Sigma brewer used in the 7100 platform. In order to meet the specifications required by the market, the supplier is continuing their development process. Until an agreed successor has been created,

the 7100 machine will be available. The FB / B2C machine can be used as an intermediate replacement when other USP's from the 9100 line are required.

5.3   Phase-out process

Supply continuity is KEY and we aim to minimize the left-over stock of old machines. Therefore, all MSU's are requested to commit to a frozen forecast. Throughout the frozen period, our central planner will monitor stock progression, both inflow and outflow and will update the MSU demand planners frequently. Please also share all your knowledge with central organization.

Important deadlines for the ES/B2C 7100. Timelines for the other variants will be similar and will be defined in the near future:

- **W33:** Frozen forecast for ES and B2C (7100 and 7100+ / Premio) for October-November-December.
- **W13 2017:** Frozen forecast for IN (7100) for April-May-June.

6 Technical Data Sheet

Technical data				
	B2C 9100 single / double	**B2C / FB 9100**	**FB 9100**	**IN 9100**
Users	25-30	25-30	25-30	25-30
Capacity Bean container	2.6 – 4.2* kg	2.6 – 4.2* kg		n.a.
Capacity canisters	2.7 L	2.7 L		2.7 l
Boiler capacity	0.8 L	0.8 L		3.2 l
Solid waste container	12.5 L	12.5 L		12.5 L
Drip tray capacity	0.9 L	0.9 L		0.9 L
Dimensions (HxWxD)	875 x 450 x 525	875 x 450 x 525		875 x 450 x 525
Required dimensions (HxWxD)	1060 x 550 x 580	1060 x 550 x 580		1060 x 550 x 580
Table top	Yes	Yes		Yes
Weight empty	75 kg	75 kg		75 kg
Power voltage	230 V – 3,4 kW	230 V – 3,4 kW		230 V – 3,4 kW
Power plug	EU	EU		EU
Energy label	A+			
Connection cable	1.8-3.5m	1.8-3.5m		1.8-3.5m
Cup dispenser	No	No		No
Water supply	Fixed	Fixed		Fixed
Water connection	¾	¾		¾
Drink adjustments possible	Strength, volume, sugar, milk	Strength, volume, sugar, milk		Strength, volume, sugar, milk
Milk supply	Instant milk product	Instant milk product		Instant milk product
Ambient temperature	Min 4°C, max 32 °C at 80% RH	Min 4°C, max 32 °C at 80% RH		Min 4°C, max 32 °C at 80% RH
Noise level	<70 dB	<70 dB		<70 dB
Payment system	Prepared for coin and cashless	Prepared for coin and cashless		Prepared for coin and cashless

The recycling material of the 9100 is 94%. The environmental data sheet of the machine is available if further information is requested.

7 Service Aspects

7.1 Training

Training will be provided by the International Trainers. All MSU's will receive an invite to attend a training in Utrecht (multiple dates will be selected). If you are not able to attend to these trainings, or 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
- User/Operator manual
- Service information's
- Kit instructions
- EVA-DTS file
- (Advised) dosing cards
- QRC (quick reference cards)

For environmental reasons, JDE wishes to supply all languages of the User/Operator manuals on an USB-stick in the same packaging as the machine itself. This is an ongoing request and will be not be finalized before the introduction date. The first machines will therefore be delivered with a paper version of the Dutch manual and all other manuals will be available on http://www.jacobsdouweegbertsprofessional.support

7.3 Expected service numbers

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

Expected service numbers					
	B2C 9100 single	**B2C 9100 double**	**B2C / FB 9100**	**FB 9100**	**IN 9100**
Visit Rate	2.34	2.53	2.53		1,2
CM-rate	1.64	1.77	1.77		
Annual Spare Part Costs	€79	€91	€91		€53
Mean time to visit	58 min	61 min	61 min		29 min

7.4 Cleaning

Advised cleaning, depending on the usage:
Daily: Refilling the container, standard flushing, emptying drip tray and ground waste
Weekly: All parts in contact with the instant products (blue parts of the machine)
Monthly: Cleaning the brewer with cleaning tablet

⚠️ The brewer cannot be placed in the dishwasher or with a cleaning agent. Please use plain water or the tablet cleaning mode of the machine.
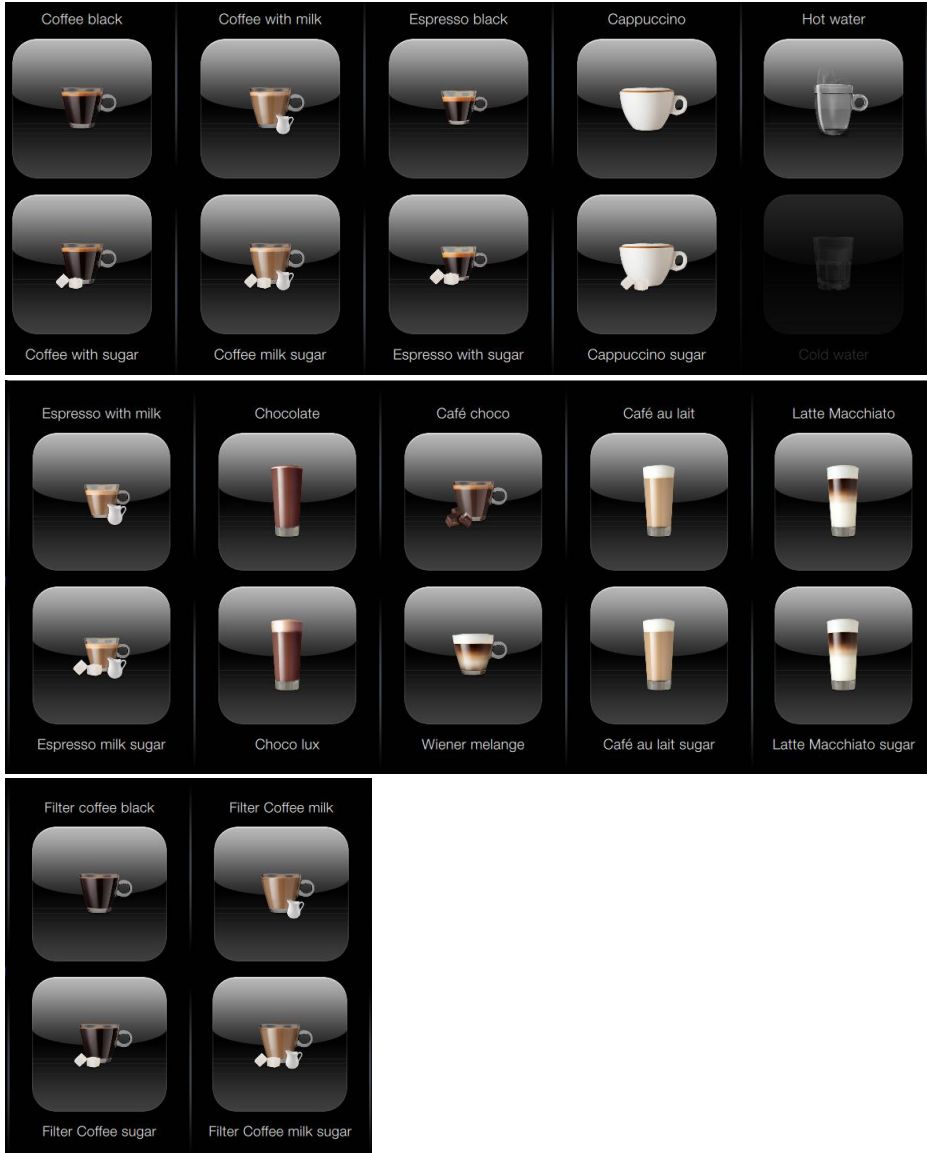
8   Packaging and specifications

Logistic Data	
	9100
Length (in mm)	600
Width (in mm)	740
Height (in mm)	1070
Gross weight (Kgs)	85
Netto weight (Kgs)	75
Qty per Pallet	1
Qty per layer	1
LxBXH Pallet	1200x800x1270

Material Data		
Component	**Material**	**Weight (g)**
Closing Cord	PP	50
Protection Film	PE	2.150
Protections	Rubber / EPDM	780
Guide	Plastified paper	30
Manuals + Box	Paper / Carton	4.200
Pallet	Wood	5.300

9   Dosing and Buttons

The pictures below show the standard set-up of the drinks. On the first screen, the cold water button will be fully visible when the VanWest cooling is attached to the machine.
All dosing cards will be made available on http://www.jacobsdouweegbertsprofessional.support

10 Contact persons

Persons	Responsibilities	Email
Brenda van der Linden	Project Delivery Specialist Professional	Brenda.vanderLinden@JDEcoffee.com
John Verdam	Equipment Performance Specialist Professional	John.Verdam@JDEcoffee.com
Moniek Lunenburg	Product Marketing Specialist Professional NL	Moniek.Lunenburg@JDEcoffee.com
Dennis Rudolph	Project Specialist Supply Chain (SC-Improvement))	Dennis.Rudolph@JDEcoffee.com
Alla Prysyazhna	Supply Chain Planning Specialist (SC - Purchasing)	Alla.Prysyazhna@JDEcoffee.com