OrderHQ* 107-108FT/FL
FLOW-THRU & FRONT-LOAD FLOOR LOCKERS

MERCO®
A Welbilt Brand

apex
ORDER PICKUP SOLUTIONS™

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: 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 (31 compartments total) operates as a system.

○ Customers simply scan their code, take their order and close the door.

OrderHQ locker shown with optional branding.

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.
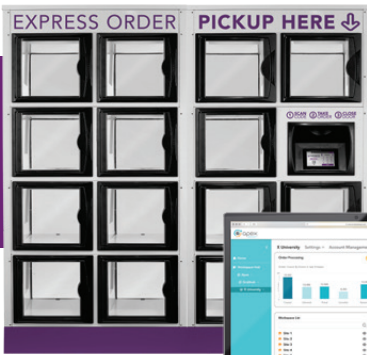
A versatile locker solution powered by advanced ApexIQ* software

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
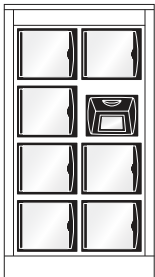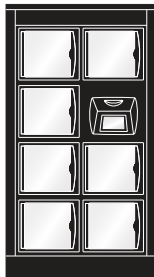Add additional Controller lockers as needed.
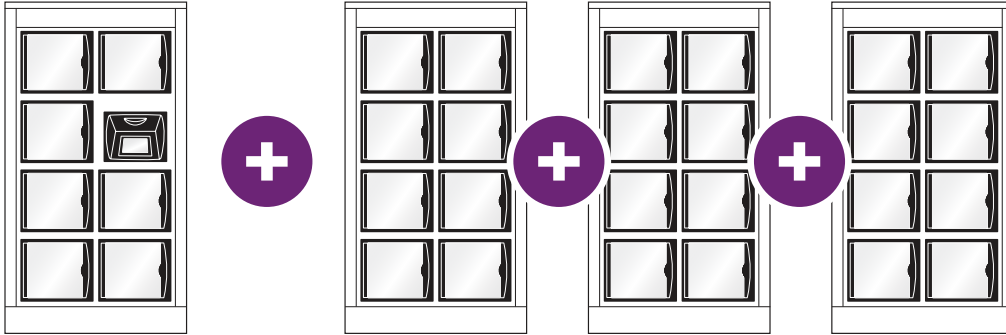
107FT/FL: Controller with UI

108FT/FL: Satellites

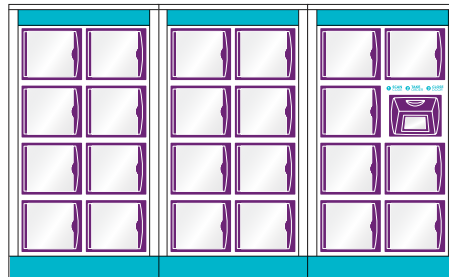**2** CHOOSE LOCKER COLOR
Standard door color is black.

Standard White

Standard Black

3 CHOOSE OPTIONAL DOOR COLORS & BRANDING

Optional custom door colors and branding available for additional cost; minimum quantities may apply.
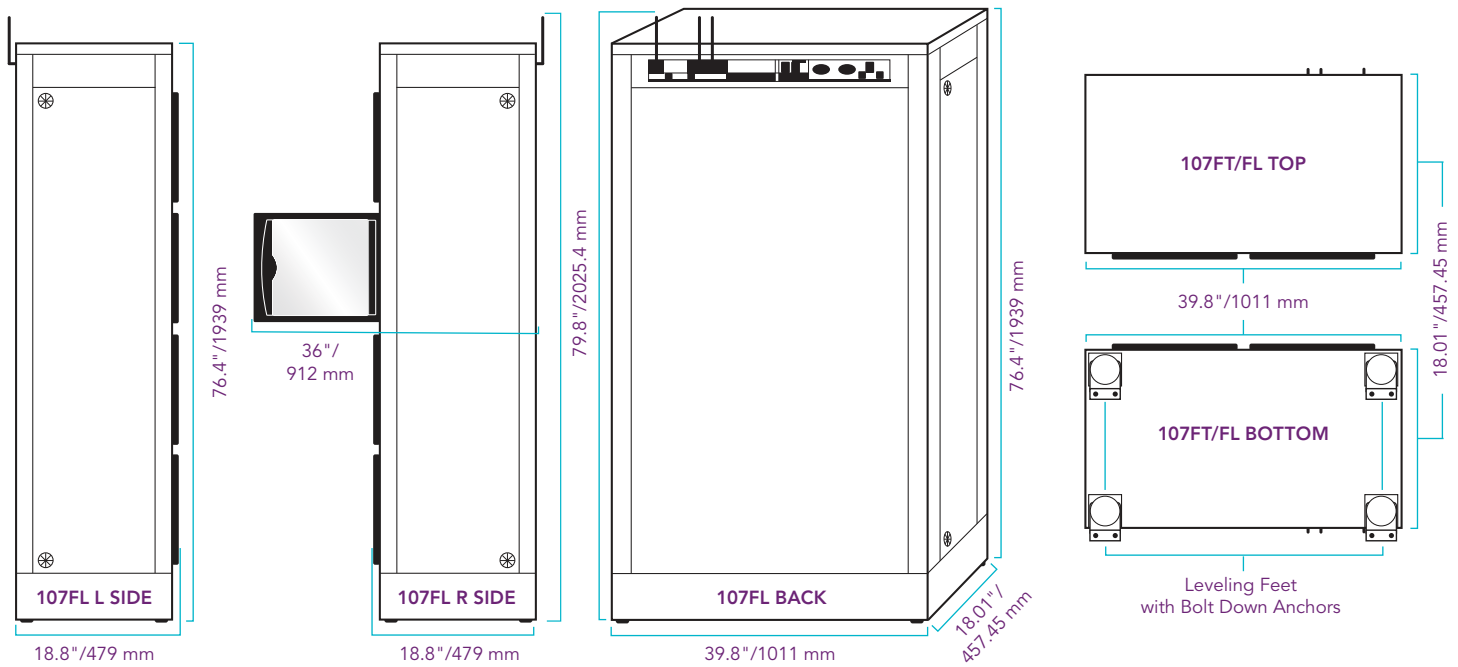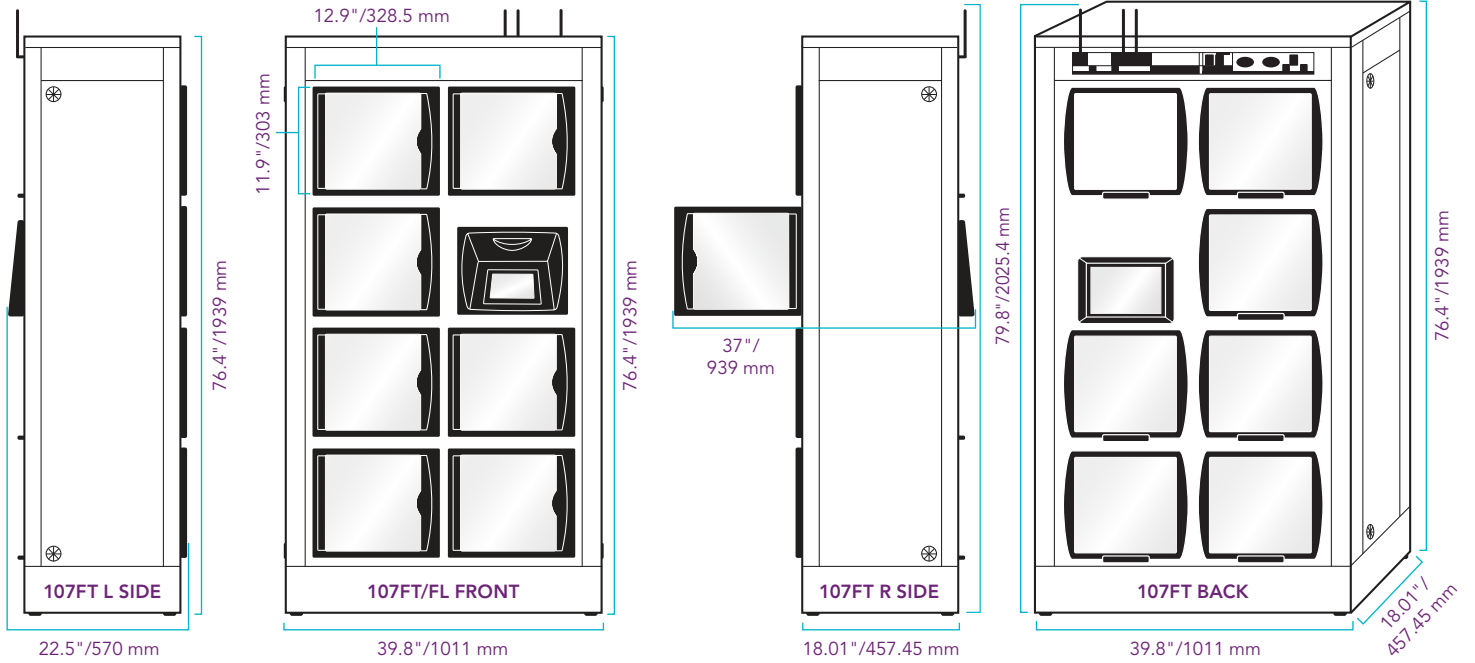
4 CHOOSE YOUR APEXIQ SUBSCRIPTION LEVEL

	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	——	●

107FT/FL Controller Locker Includes User Interface (UI) and 7 Compartments

107FT L SIDE — 22.5"/570 mm

107FT/FL FRONT — 12.9"/328.5 mm, 11.9"/303 mm, 76.4"/1939 mm, 39.8"/1011 mm

107FT R SIDE — 37"/939 mm, 18.01"/457.45 mm

107FT BACK — 79.8"/2025.4 mm, 76.4"/1939 mm, 39.8"/1011 mm, 18.01"/457.45 mm

107FL L SIDE — 18.8"/479 mm

107FL R SIDE — 36"/912 mm, 76.4"/1939 mm, 18.8"/479 mm

107FL BACK — 79.8"/2025.4 mm, 76.4"/1939 mm, 39.8"/1011 mm, 18.01"/457.45 mm

107FT/FL TOP — 39.8"/1011 mm, 18.01"/457.45 mm

107FT/FL BOTTOM — Leveling Feet with Bolt Down Anchors

108FT/FL Satellite Locker Includes 8 Compartments

12.9"/328.5 mm
11.9"/303 mm
76.4"/1939 mm

108FT L SIDE
20.1"/511 mm

108FT/FL FRONT
39.8"/1011 mm

35.5"/902 mm

108FT R SIDE
18.01"/457.45 mm

76.4"/1939 mm

108FT BACK
39.8"/1011 mm

76.4"/1939 mm
18.01"/457.45 mm

76.4"/1939 mm
33.7"/847 mm

108FL L SIDE
18.8"/479 mm

108FL R SIDE
18.8"/479 mm

76.4"/1939 mm

108FL BACK
39.8"/1011 mm

76.4"/1939 mm
18.01"/457.45 mm

108FT/FL TOP
39.8"/1011 mm
18.01"/457.45 mm

108FT/FL BOTTOM

Leveling Feet
with Bolt Down Anchors
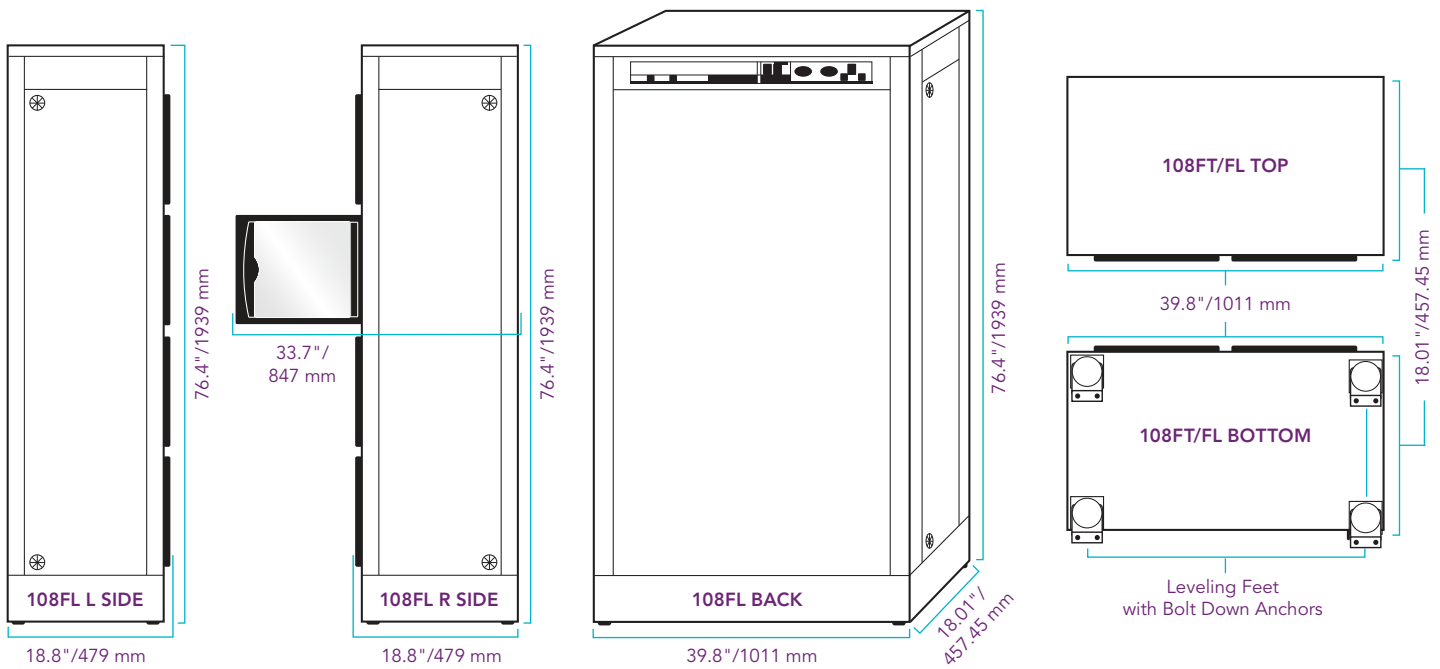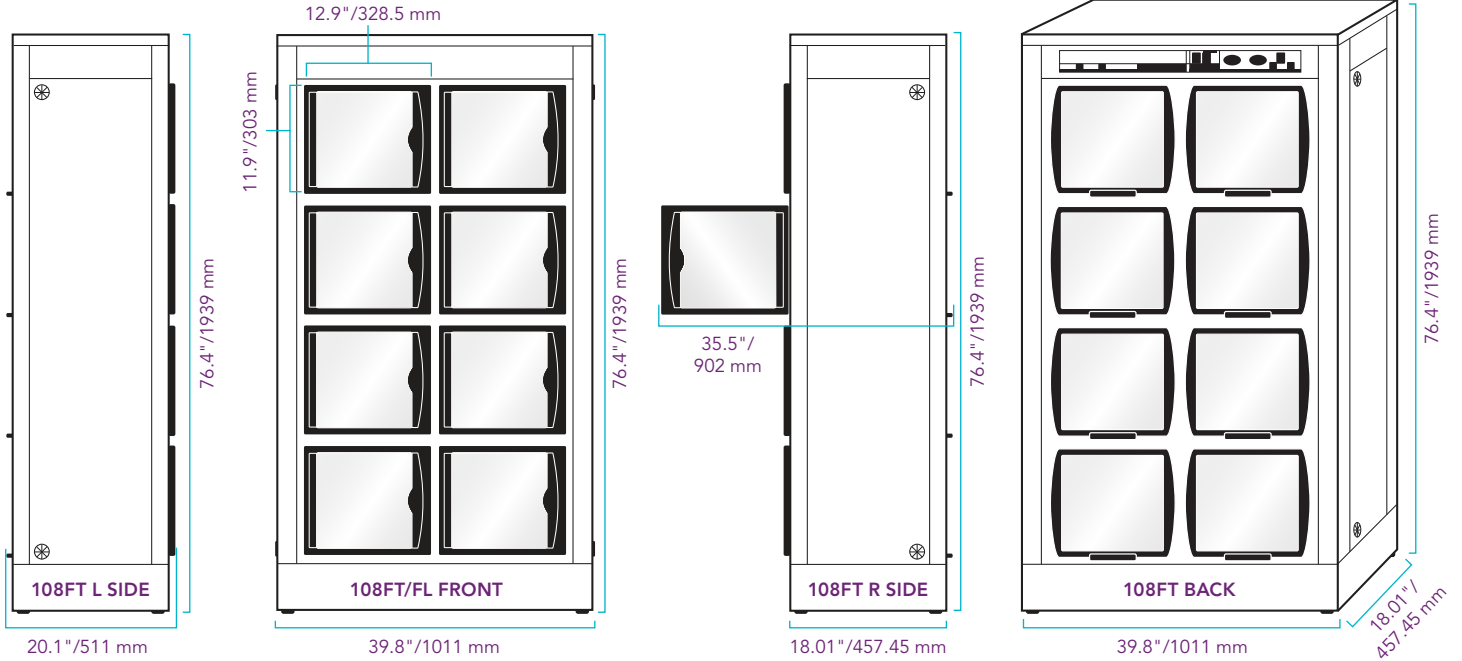
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107-108FT/FL Controller/Satellite Specifications

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 76.4" x 22.5" 1011 mm x 1939 mm x 570 mm	37" 937 mm	365 lbs. 166 kg	51" x 82" x 31" 1295 mm x 2083 mm x 788 mm	452 lbs. 205 kg	100VAC/50Hz/4A 240VAC/60Hz/4A

NOTE: Line art and detailed dimensions for all models are included on pages 4 and 5.

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 107FT ONLY and measures from front of door to the back of UI; 108FT is 20.1"/511 mm and measures from front of door to end of spout; 107/108FL are 18.8"/479 mm and measure from front of door to back of locker.

2 Depth with Door Open listed is for 107FT ONLY and measures from edge of door to back of UI; 108FT is 35.5"/902 mm and measures from edge of door to end of spout; 107FL is 36"/912 mm and measures from edge of door to back of locker; 108FL is 33.7"/847 mm and measures from edge of door to back of locker.

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.

CB CE FC ETL (Intertek 5019004) ETL (Intertek)

Material/Finish

- Cabinet: Anti-corrosive powder-coated galvannealed 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.
- All lockers must be mounted to the floor with anchors to ensure safe usage.

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.

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