# NCR V:YIX

## Aloha Cloud Supporting Cash Discounts

### Last Updated: November 22, 2024

## **About Cash Discounts**

Cash discounting is a pricing model where a restaurant offers a discount on listed, stated, or standard menu prices for consumers willing to pay in cash. Merchants can use the Aloha<sup>®</sup> Cloud system for Quick Service and Table Service to support this type of pricing model. A successful cash discount program includes an in-store training strategy that helps employees understand how and when to apply a cash discount and the communication to relay to the consumer.

Implementing a cash discount is a simple and seamless process. You use the existing Discounts function to configure a cash discount as either a percentage or an amount discount type. The system automatically calculates the discounted amount for you and displays it on the Cash button on the Point-of-Sale (POS).

With the discounted amount known, the employee can describe the benefits of paying with cash to the consumer, as decided by the merchant. The employee simply needs to tap Cash to apply the discount to the full balance due and the consumer realizes the savings.

When consumers are aware they can keep more money in their pockets when visiting a restaurant with a successful cash discounting program, the merchant notices increased profit from repetitive business.

#### Tip

Cash discounting with Aloha Cloud is only available when using Connected Payments and NCR Voyix Payment Processing.

#### Ensuring a successful cash discounting program

There are guidelines the merchant needs to follow for implementing a cash discount program.

 The most important component is transparency to the consumer. It is the responsibility of the merchant to ensure the standard (non-discounted) price appears to the consumer at all times. This includes all public displays at the door and counter, printed guest checks, printed and digital menus, and the base items entered in to the Aloha Cloud system. The cash discount is then communicated to the consumer, either verbally or in printed format. The requirements of the cash discounting program must appear in plain view to the consumer, as shown in the following signage example. The consumer must clearly understand the standard cost of goods and services on display are for payments made with a credit/debit card and the discounted price is available only for a cash payment.

## Pay by Cash and Save!

As an incentive for our valued customers, we now provide a 3% discount if you pay with cash!

- The merchant cannot inflate the displayed standard price to compensate for the cash discount and must adhere to all legal and ethical standards for the cost of goods and services.
- The cash discount only applies to guest checks that are fully paid in cash and is invalid if the check has a partial payment by a non-cash tender.
- The merchant must adhere to network operating guidelines which can change over time, such as those found in the Visa<sup>®</sup> and Mastercard<sup>®</sup> merchant acceptance guidelines. Refer to <u>Visa Rules and Policy</u> and <u>Mastercard Rules</u> for more information.
- Cash discounting cannot be used with other fee programs defined by the card networks, such as surcharging, convenience fees, and service fees.

#### ) Tip

You cannot, nor will the Aloha Cloud system allow you to, implement a cash discount and a surcharge at the same store. Refer to <u>Setting up payments</u> for more information on surcharges.



## Configuring Cash Discounts in Aloha Cloud

In Back Office, configure a discount and the message to appear on the guest check.

#### To configure a cash discount:

Use Menu > Discounts to configure a single ticket level cash discount to all stores or to a selected store. Here you define the percentage or amount to use for the cash discount.

- 1. Log in to **Back Office** using Company view (All Stores) or select a specific **store**.
- 2. Select Menu > Discounts.

Nodriers tem Availability	Use Discounts to incentiviz	e customers to come to your si	tore and purchase more items. Th	e system allows both item	level and ticket level discoun	ts.
Price Lists Events	Search Discounts	٩		_	Add a Di	scou
	Name	Description	POS Active	Discount Type	Discount Amount	
	%OFF	% Off Item	Yes	Prompted Percent	0	
	AMOUNTOFF	Amount Off Ticket	Yes	Prompted Amount	0	
	AMTOFF	Amount Off Item	Yes	Prompted Amount	0	
Settings & Privacy +	cash dis	CASH DISCOUNT	Yes	Amount	3	
felp Center	CC DIFCOURT		Ver	Annual Contract		

**3.** Click **Add a Discount.** The Discount Details screen appears.

General Information		1
Name*	External ID	
cash dis	10000000033062	
Description *		
CASH DISCOUNT		
Store assignment		
All Stores 🔕 Assign Stores		
Show discount on the activit     Auto apply to cash tender	a summary charts	
Show discount on the activit     Auto apply to cash tender Settings	g summary charts	
Show discount on the activit     Auto apply to cash tender     Settings     Discount Type *	Percent Off*	
Show discount on the activit     Auto apply to cash tender  Settings Discount Type *  Percent	Percent Off* 3	
Show discount on the activit     Auto apply to cash tender Settings Discount Type * Percent  Oualifications	y summary charts Percent Off* 3	
Show discount on the activit     Auto apply to cash tender  Settings Discount Type * Percent Qualifications Apples To*	y summary charts	
Show discount on the activit Auto apply to cash tender Settings Discount Type * Percent Qualifications Applies To* Ticket	ysummary charts Percent Off* 3	
Show discount on the activit     Auto apply to cash tender  Settings Discount Type *  Percent  Qualifications  Applies To *  Ticket  *	ysummary charts Percent Off* 3	

- **4.** Under the 'General Information' group bar, type a **Name**, and **Description**.
- 5. Click Assign Stores and select the store for the cash discount.
- **6.** Select **Show discount on activity summary charts** to show the discount in the totals on the activity summary page for reporting.
- **7.** Click **Auto apply to cash tender** to automatically calculate and display the discounted amount on the Cash

button on the POS. When selected, the system disables other options on the screen.

- Under the 'Settings' group bar, select the discount type from the drop-down list and enter the amount or percent.
  - **Amount** Provides a discount in the form of a dollar amount, such as \$3.00 off.
  - **Percent** Provides a discount in the form of a percentage, such as 3% off. You can use decimals for the cash discount percent, such as 3.5.

#### 🌒 Tip

A percentage cash discount is typically from one to four.

- **9.** Under the 'Qualifications' group bar, leave **Ticket** as the default.
- 10. Click Save to save the changes.

If you attempt to configure a discount with 'Auto apply to cash tender' selected to a store that already has an auto apply cash discount in use, a message appears.

- surce obbits to a	ener sestener	
Settings Discount Type* Amount	Cash Discount Error(s) × Store can only have 1 active discount with 'Automatically apply to cash tender' applied.	
Qualification: Applies To *	OK	
Ticket	•	

If you attempt to configure a cash discount to a store that already has a surcharge in use, a message appears.

General Information	
Name * E	
	Cash Discount Error(s) ×
Description *	Store #2 - TS Store can not create 'Automatically apply to cash tender' discount while Credit Card Surcharge is enabled
Discount for paying Cash	
Store assignment	
Store #1 - 05 3 Store #2 - TS 3	

#### To add a cash discount message on a guest check:

To add more transparency to the consumer, you can add a cash discount message to print in the footer of the guest check. This benefits table service operations where the server delivers the check prior to payment.

 While still logged in to Back Office, select Settings & Privacy > Store. The Store Configuration menu option appears by default.

* Indicates required field		
Primary Store Conta	t	Receipt Message
This should be the perso	n our support tearn contacts when needed.	Pay with cash and get a 3% discount
Name*	Bornys	
Phone*	(333) 333-3333	
Email*	bonny.bruni@nor.com	
Secondary Store Con	tact	
Name	Burny	🔲 Include QR Code  0
Phone	(444) 444 4444	Webster /1011

- 2. Under the 'Receipt Information' group bar, type a **cash discount message** in 'Receipt Message,' such as 'Pay with cash and get a 3% discount.' Add the message with all other defined receipt messages as one.
- 3. Click Save.

## Using Cash Discounts in Aloha Cloud

Upon payment, the employee alerts the consumer that paying with cash instead of a non-cash tender applies a discount to the check. The discounted amount appears on the Cash button and recalculates with a new total each time you access the payment screen. You can apply other discounts, such as a BOGO, to factor into the cash discount.

1. Log in to the **POS**.



2. Add items to the ticket.

**3.** Tap **Pay**. The cash discount amount appears in parenthesis on the ticket screen.

1 Cald Caffee	¢10.00	Back to Items					
1 Cold Coffee	\$10.00	6	*		gi	( · · · ·	0
1 Cold Coffee	\$10.00	Cash (S	(19.40)	Ch	eck	Prepaid	Coupons
		Integrat	ted Gift	House	Account	Non-inter	grated Credit
		Quick Cash Amou	ints		••);		
		Exact Cash	Next S	+ \$5	+ \$10	+ \$20	+ \$50
		Gratuity	Charges	Loyalty			
		Split Payment Opt	tions				
Tay	\$0.00	Al O	n One	By	Item	Equal	Amounts
Total	\$20.00	Ticket 1 of 1					
Options	Send	Cold Coffee					

### **Tip**

For table service operations, tap **Print** to print the check and deliver it to the table. When the check is returned, recall the check and continue to step 4.

**4.** Tap **Cash** to display the Amount Due screen reflecting the discounted amount or tap a **quick cash amount**, such as Exact Cash.

← ≡ Order 16100005 Amount	Due \$19.40		🖵 ピ ð 🛆
1 Cold Coffee 1 Cold Coffee	<b>\$0.00</b>	Exact Change	Prepaid Coupons
	456	Next \$ + \$5 + \$10	+ \$20 + \$50
Tax Total	$\begin{array}{c} 1 \\ 2 \\ 3 \\ \end{array}$	+ \$20 + \$50	Equal Amounts
Options	Cancel Done		

**5.** Enter the **amount** received from the consumer and tap **Done**. The cash discount appears as a line item in the guest check.

1 0-14 0-14	010.00	Back to Items					
1 Cold Coffee	\$10.00	4			li	1	0
1 Cold Coffee	\$10.00	Ca	sh	cb	eck	Prepaid	Coupons
		Integrat	ed Gift	House	Account	Non-integ	prated Credit
		Quick Cash Amou	nts		÷		
		Exact Cash	Next S	+\$5	+ \$10	+ \$20	+ \$50
		Gratuity	Charges	Loyalty			
Discount Ticket - CASH DISCOU	NT (3.00 %) (\$0.60)	Split Payment Opt	ions				
CASH	\$19.40	ALO		By 1	tem	Equal	Amounts
Tax Total	\$0.00	Ticket 1 of 1					

6. Tap **Close** to close the check.

The cash discount and amount print as a line item on the receipt. The amount the consumer saves from all discounts appears at the bottom.

Item	(	Qty	/	Price	Total
Cold Coffee		2	2	\$10.00	\$20.00
Discount (CASH D	ISC	)			[3.00 %]
					(\$0.60)
Subtotal					\$19.40
Tax					\$0.00
Total					\$19.40
				==:	
Tender:					¢10 /0
CASH					\$19.46
Cash Saved: \$0.6	0				
Total Due:					\$20.00
Cash Total:					\$19.40
3% Cash Save	d:				\$0.60
1:	8 %	=	\$3.	60	
20	0 %	=	\$4.	00	
2	5 %	=	\$5.	00	

When using a customer facing display (CFD), the cash discount amount appears as a line item after payment.

Cold Coffee	۲۱	\$10.00
Cold Coffee	x1	\$10.00
Discount: CASH DISCOUNT		(\$0.60)
Cash Payment		(\$19.40)
		\$0.00
Items: 2		Balance Due: \$0.00

## Reporting cash discounts

Use Menu > Results > Store summary to view the report in Back Office and realize the savings from the cash discount.

O Yester O Yesterday O Last 7	Q 1 == 1 20 C	101	11/2024			(All Localizer)	- 0	
wort to the selected formation   Except		ayo ritan. 19	21/2024	10: 14/19	2024 🔛 13	abor: (ve bicatoris)		
	8				1210			
Store #1- QS					Store	Summary		
4325 Alexander Drive Alpharetta, 30022			Monday, Oct	ober 21, 20	24 - Tuesday, N	lovember 19, 2024		
	Quantity		Te	tal	Average			
Gross Sales	3		\$60.	00	\$20.00			
Gross Refunds	0		\$0.	00	\$0.00			
Discounts & Promos	3		\$1.	80	\$0.60			
Overrides	0		\$0.	00	\$0.00			
Inclusive Taxes			\$0.	00				
Net Sales	3		\$58.	20	\$19.40			
Dine In	3		\$58.	20	\$19.40			
Takeout	0		\$0.	00	\$0.00			
Delivery	0		\$0.	00	\$0.00			
Catering	0		\$0.	00	\$0.00			
Drive Thru	0		\$0	00	\$0.00			
Taxes			\$0	00	0.000			
Gratuities	0		\$0	00	\$0.00			
Tips	0		50	00	\$0.00			
CC Surcharges	0		50	00	\$0.00			
Gift Card	0		50	00	\$0.00			
Gift Card Discounts	0		50	00	\$0.00			
Charges Charges Discussion	0		50	00	\$0.00			
Charges Discounts	0		50	00	\$0.00			
Non-Sales Revenue Items	0		50	00	50.00			
Donations	0		50	00	\$0.00			
Ticket Total	3		\$58	20	\$19.40			
Future Online	o		\$0.	00	\$0.00			
Payment Types Cash	Quantity 3	Tip Amount \$0.00			Amount \$58.20	Total Amount \$58.20		
	Quantity	Amount						
Payins Pavouts	0	\$0.00						
POS Cash Deposits Safe Drop	1	\$58.20 \$0.00						
Charges	Quantity				1	Charge Amount		
Tax Categories			Rate %	Taxable	Subtotal	Amount		
No Tax			0.0000		\$58.20	\$0.00		
No Sales	Quantity							
Discount & Promotion Names	Quantity				1	Discount Amount		
Valde	Output to					Valded Amourt		
Cleared Items	G					\$24.00		
Volded Items	0					\$0.00		
Labor	Labor %							
(\$114.92)	-197,46 %							

You can also use Results > Operational Reports > Discounts & Promotions to view the specific discount.

Export to the selected	format 🗸 Export							Contraction of the second s
Store #1- QS 4325 Alexander Dr Alpharetta, 30022	ive			Monday, C	Discou Ictober 21, 2024 All Em	nts & Pro - Tuesday, Nove ployees & Device	motions mber 19, 2024 rs & Barcodes	
Type Percent (discount)	Promotion / Discount Name COUNT	Applies To Ticket	Item Qty 6	Sales Before Discount \$80.00	Reduction Amt \$1.00 (3%)	Sales After Discount \$58.20	Ticket Total After Discount \$58.20	

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