

Aloha Digital Ordering and Aloha Loyalty/Aloha Stored Value Integration Guide

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About this guide

The purpose of this document is to explain how to configure Aloha® Digital Ordering to integrate with Aloha Stored Value gift cards and Aloha Loyalty. If you are integrating with only one of these, you can jump to the appropriate section.

Before you begin, ensure that values, usernames, and passwords exist in Web Admin > Configuration > Company Setup. If they do, then check to ensure the user is configured properly by walking through the steps below but only look at the Security Access group and User Account already created. If everything matches up correctly, you can skip to the Configuring Company Settings section under the Link Aloha Online Ordering to Aloha Enterprise section.

Questions to ask the customer before implementation:

Do their gift cards require ePin?

What is the prefix of the ePin series?

Configuring ASV gift cards for Digital Ordering

You configure Aloha Stored Value (ASV) gift cards for Digital Ordering in the following products:

- Aloha Enterprise
- Web Admin
- Digital Ordering

Configuring Aloha Enterprise for ASV gift card integration

In Aloha Enterprise, you must create a loyalty service user and access level.

Configuring the Aloha Enterprise loyalty service user

You must create a service user account in the Aloha Enterprise environment that allows access to the Loyalty Web Services so your online ordering company can communicate with Aloha Enterprise. You add this user account and password to Online Ordering later in [“Linking Aloha Online Ordering to Aloha Enterprise” on page 7](#) and [“Linking Digital Ordering to Aloha Enterprise” on page 9](#).

To configure the Aloha Enterprise loyalty service user:

1. Log in to the **Enterprise Support portal** using a support-level account.
2. Select **Support & Training > Customer Configuration** and search for the name of the **company**.
3. Click **Edit** and locate the company’s **Aloha Enterprise URL**.
4. Navigate to the company’s **Aloha Enterprise URL** and log in with a support-level account.
5. Select **System Setup > Company Setup** and locate the customer’s **Aloha Loyalty company code** appearing in green at the top right of the screen.
6. Write down the **Aloha Loyalty company code** so you can later add the code in to Web Admin and the Digital Ordering portal.

Configuring the Aloha Enterprise access level

To configure the Aloha Enterprise access level:

1. In Aloha Enterprise, select **System Setup > Security Class Setup** and create an **AlohaOnlineWebService security class** that will be assigned to the WebService user account created in the next step.
2. Enable **Applications access** to the AlohaLoyaltyWebService and AlohaStoredValueWebService.
3. Enable **Security Rights access** to all components for the AlohaLoyaltyWebService and AlohaStoredValueWebService.
4. Type **99999** in ‘Force users to change password.’
5. Click **Save**.

6. Select **System Setup > User Account Setup** and create a **WebService user account** that is used by Aloha Online Ordering to communicate with Aloha Loyalty.
7. For **Email** and **username**, use the format of <ALOCompanyCode>AOProd@ncr.com, where <ALOCompanyCode> is the Aloha Online company code found in Web Admin. For example, ABCD0001AOProd@ncr.com.
8. Type **AlohaOnline** in 'First Name.'
9. Type **WebService** in 'Last Name.'
10. Type a complex at least 12-digit **password** for the account.



Note

If the username and password already exist, create a new user in the format in the steps above.

11. Confirm the **password**.
12. Set the **Security Class** to the one you created earlier.
13. Click **Save** and exit **Aloha Enterprise**.
14. Write down the **Aloha Loyalty email** and **password** to use later in Web Admin and the Digital Ordering ports.

Configuring Web Admin for ASV gift card integration

You must configure the Company Setup and Company Settings Setup functions in Web Admin for ASV gift card integration.

Configuring Company Setup for ASV gift cards

To configure Company Setup for ASV gift cards:

1. In Web Admin, select **Configuration > Company Setup**.
2. Click **Edit Company**.
3. Type the **Aloha Enterprise company ID** in 'Stored Value Credit Company ID.' You can the company ID from the Aloha Enterprise website in the format of abc12.
4. Select **None** from the 'LoyaltyProcessor' drop-down list.

Stored Value Credit Company ID	<input type="text"/>
LoyaltyProcessor	None ▼

Figure 1 Company Setup Function

5. Type the **Aloha Enterprise Company ID** in 'Aloha Enterprise Company ID.' This is the same ID you entered in the Stored Value Credit Company ID in the format of abc12.

6. Type the **web service user's username** in 'Aloha Enterprise Username.' See "[Configuring the Aloha Enterprise loyalty service user](#)" on page 2.
7. Type the **web service user's password** in 'Aloha Enterprise Password.' See "[Configuring the Aloha Enterprise access level](#)" on page 2.

Aloha Enterprise Company ID	<input type="text"/>
Aloha Enterprise Username	<input type="text"/>
Aloha Enterprise Password	<input type="text"/>

Figure 2 Company Setup Function

8. Click **Save** and exit the **Company Setup** function.

Configuring Company Settings Setup for ASV gift cards

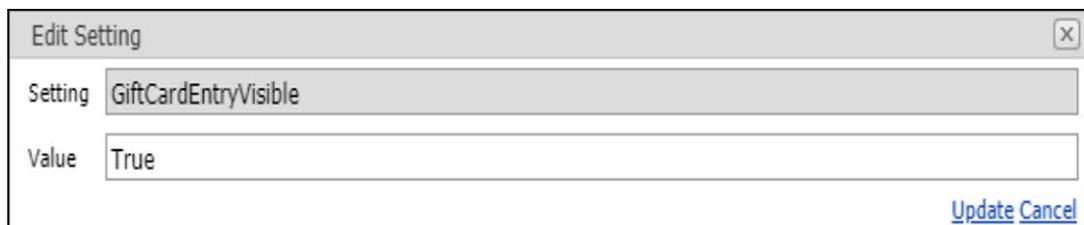
Digital Ordering supports converted Aloha Stored Value gift cards from a third-party to an ASV card; however, there may be some additional configuration required based on ePin settings. Please refer to the ePin section for more information.

There are some required settings and optional settings, depending on your customer's configuration and requirements.

The first setting is the ability to just turn on the gift card tender on the payments so that it displays the Gift option.

To set the **GiftCardEntryVisible** company setting:

1. Log in to **Web Admin**.
2. Select **Configuration > Company Settings Setup**.
3. Begin typing **GiftCardEntryVisible** in 'Search' until the option appears.
4. Click **Edit Setting**.



Edit Setting X	
Setting	GiftCardEntryVisible
Value	True
Update Cancel	

Figure 3 GiftCardEntryVisible Company Setting

5. Type **True** in 'Value.'
6. Click **Update**.

This enables the Gift Card entry on the Payments page. The Google reCaptcha also appears for all gift cards, with or without a pin to assist in preventing fraud or bots from attempting to validate random numbers.

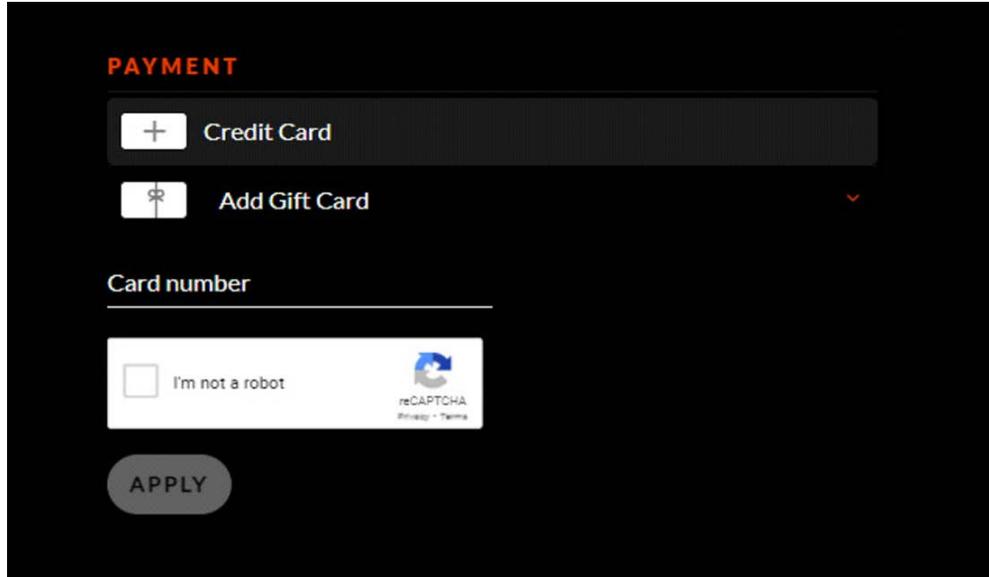


Figure 4 Payments Page

Configuring ePin requirements for ASV gift cards

There are different scenarios and configuration of Aloha Stored Value gift cards that customers use. Some gift cards require an ePin while some do not, such as converted cards, and cannot have an ePin. Converted cards do not require an ePin. In this section we discuss how to configure each scenario.

If all gift cards are configured with the ePin requirement and all distributed gift cards have an ePin, then set the 'Aloha Enterprise ePin Validation Required' setting to True in Company Settings.

To require ePin validation in Company Settings:

1. Log in to **Web Admin**.
2. Select **Configuration > Company Settings**.
3. Select **True** from the 'Aloha Enterprise ePin Validation Required' drop-down list.
4. Click **Save** and exit the **Company Settings** function.

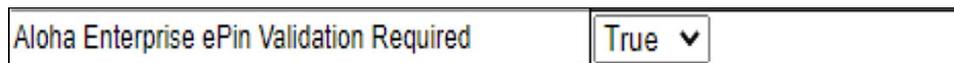


Figure 5 Company Settings Function

If all gift cards are configured to not require an ePin and all distributed gift cards do not have an ePin, then set the 'Aloha Enterprise ePin Validation Required' setting to False in Company Settings.

To not require ePin validation in Company Settings:

1. Log in to **Web Admin**.
2. Select **Configuration > Company Settings**.
3. Select **False** from the 'Aloha Enterprise ePin Validation Required' drop-down list.
4. Click **Save** and exit the **Company Settings** function.



Figure 6 Company Settings Function

if only some gift cards require an ePin and some do not, then set the Aloha Enterprise ePin Validation Required' setting to True in Company Settings and configure the 'StoredValueNoPinCardPrefixList' company setting in Company Settings Setup. When the consumer begins entering the gift card number, the system detects if the prefix is listed and determines if the card requires an ePin or not. This configuration typically supports converted gift cards.

To require ePin validation in Company Settings:

1. Log in to **Web Admin**.
2. Select **Configuration > Company Settings**.
3. Select **True** from the 'Aloha Enterprise ePin Validation Required' drop-down list.
4. Click **Save** and exit the **Company Settings** function.



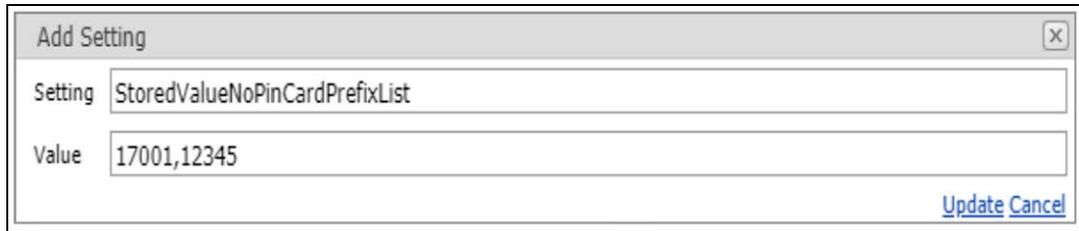
Figure 7 Company Settings Function

To configure StoredValueNoPinCardPrefixList in Company Settings Setup:

The prefix is the first five digits of the card and you can find this in Aloha Enterprise. You obtain the prefixes from the customer. Be aware, if you have converted gift cards, they need to be in the list. Converted gift cards will never have an ePin.

1. Log in to **Web Admin**.
2. Select **Configuration > Company Settings Setup**.
3. Click **Add Setting**.
4. Type **StoredValueNoPinCardPrefixList** in 'Setting.'

5. Type the **list of stored value card prefixes** that do not require an ePin entry in 'Value.'
6. Click **Update** and exit the **Company Settings Setup** function.



Add Setting	
Setting	StoredValueNoPinCardPrefixList
Value	17001,12345
Update Cancel	

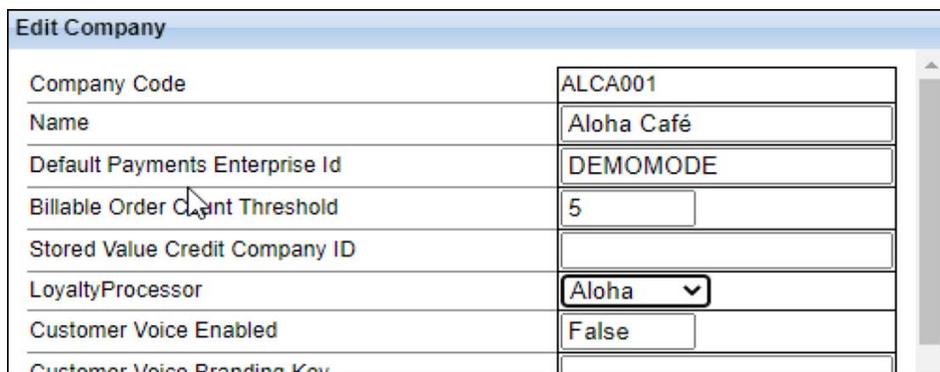
Figure 8 StoredValueNoPinCardPrefixList Company Setting

Linking Aloha Online Ordering to Aloha Enterprise

For either integration with Aloha Stored Value gift cards or Aloha Loyalty, you must link Aloha Online Ordering to the Aloha Enterprise environment. Plug the information in from the previous procedures.

To link Aloha Online Ordering to Aloha Enterprise:

1. In Web Admin, select **Configuration > Company Setup**.
2. Click **Edit Company**. You need to add this setting instead of editing.



Edit Company	
Company Code	ALCA001
Name	Aloha Café
Default Payments Enterprise Id	DEMOMODE
Billable Order Client Threshold	5
Stored Value Credit Company ID	
LoyaltyProcessor	Aloha
Customer Voice Enabled	False
Customer Voice Branding Key	

Figure 9 Company Setup (Top Half)

3. If you are only using Aloha Stored Value, select **Aloha** from 'LoyaltyProcessor;' otherwise leave this option blank.

4. Type the **Stored Value Credit Company ID** in 'Stored Value Credit Card ID.'

Edit Company	
Enable IOS	<input type="checkbox"/> False
Enable Android	<input type="checkbox"/> False
Mobile Website Enabled	<input type="checkbox"/> True
Enable Customer Data Export	<input type="checkbox"/> False
Enable Configuration Center Integration	<input type="checkbox"/> False
Configuration Center Integration Login Name	<input type="text"/>
Configuration Center Integration Login Activation Code	<input type="text"/>
Company Is Chick-Fil-A	<input type="checkbox"/> False
Paytronix Integration Enabled	<input type="checkbox"/> False
Paytronix AgentName	<input type="text"/>
Paytronix Webservice UserName	<input type="text"/>
Paytronix Webservice Password	<input type="text"/>
Paytronix Webservice SenderID	<input type="text"/>
Paytronix Webservice MerchantID	<input type="text"/>
Paytronix Webservice StoreCode	<input type="text"/>
Aloha Enterprise Company ID	<input type="text"/>
Aloha Enterprise Username	<input type="text"/>
Aloha Enterprise Password	<input type="text"/>
Aloha Loyalty Username	<input type="text"/>
Aloha Loyalty Password	<input type="text"/>
Aloha Enterprise ePin Validation Required	<input type="checkbox"/> False
Send email on account creation	<input type="checkbox"/> False
EnableThirdPartyAuthentication	<input type="checkbox"/> False
OAuthClientID	<input type="text"/>

Figure 10 Company Setup (Bottom Half)

5. Type the **Aloha Enterprise Company ID** in 'Enterprise Company ID.'
6. Type the **Web Service user name** you created in 'Aloha Enterprise Username.' See ["Configuring the Aloha Enterprise loyalty service user" on page 2.](#)
7. Type the **Web Service user password** you created in 'Aloha Enterprise Password.' See ["Configuring the Aloha Enterprise loyalty service user" on page 2.](#)
8. Type the **Aloha Loyalty user name** in 'Aloha Loyalty Username.' This is the same as the Loyalty Company ID.

9. Type the **password** in 'Aloha Loyalty Password.' You can obtain this from the <CompanyPassword> in StoredValue.xml located on the BOH in the %BOH_SV_Root%\Data folder. If this file does not exist, then Aloha Stored Value is not fully installed.
10. Click **Save** and exit the **Company Setup** function.

Linking Digital Ordering to Aloha Enterprise

In the Digital Ordering portal, you must add the Aloha Enterprise information in the Settings function.

To configure Digital Ordering:

1. Log in to the **Digital Ordering portal**.
2. Select **Studio > Settings**.

Digital Ordering Settings	
Digital Ordering App Id digitalordering_d8c60be4-8f22-4c	Company Name Digital Ordering
Online Ordering Company Code DIOR001	Aloha Enterprise Company Code
Aloha Enterprise Api User	Aloha Enterprise Api Password
Customer's Url https://digitalordering.alohaorder	Online Ordering Url * https://digitalordering.alohaorder
Facebook App Id 319333542677232	Google API Id
Google reCaptcha v2 Site Key 6LeIEDkaAAAAKe2XmGXK9uw7	Google reCaptcha v2 Secret Key 6LeIEDkaAAAAOeSTHAj5FirDfx
Google reCaptcha v3 Site Key 6LeS090ZAAAAAG_JgTSUPNhJL	Google reCaptcha v3 Secret Key 6LeS090ZAAAAOZkGc3axLukw
Google Play App Url	Google Analytics Id G-GDBQKJ765F
Apple Store App Url	Apple App Id
iOS Bundle Identifier	Android Package Name

Figure 11 Digital Ordering - Settings

3. Type the **Aloha Enterprise Company Code**. This is the same code you placed in 'Aloha Enterprise Company ID' in Web Admin.
4. Type the **Aloha Enterprise API User**. This is the Aloha Loyalty Web Service user account and must match the same account configured in Web Admin settings for the Aloha Enterprise Username. See [“Configuring the Aloha Enterprise loyalty service user” on page 2](#).
5. Type the **Aloha Enterprise Api Password**. This is the Aloha Loyalty Web Service user account password created in previous steps configured in Web Admin Settings for the Aloha Enterprise Password. See [“Configuring the Aloha Enterprise loyalty service user” on page 2](#).



Tip

Ensure the reCaptcha2 settings are filled out in the Digital Ordering portal on the Settings tab. If they are not, please contact AO Support.

6. Click **SAVE CHANGES** and exit the **Settings** function.

Configuring Aloha Loyalty for Digital Ordering

You configure Aloha Loyalty for Digital Ordering in the following products:

- Aloha Enterprise
- Web Admin
- Digital Ordering

Configuring Aloha Enterprise for Digital Ordering integration

In Aloha Enterprise, you must create a loyalty service user and access level. In addition, you must create a card series and bonus plan. If you already created the service user in the Aloha Stored Value section, you do not have to create an additional user and skip to [See “Configuring a card series and bonus plan setup” on page 12.](#)

Configuring Aloha Enterprise loyalty service user

Create a service user account in the Aloha Enterprise environment that allows access to the Loyalty Web Services so your online ordering company can communicate with Aloha Enterprise. You add this user account and password to Online Ordering later in [“Linking Aloha Online Ordering to Aloha Enterprise” on page 22](#) and [“Linking Digital Ordering to Aloha Enterprise” on page 9.](#)

To configure the Aloha Enterprise loyalty service user:

1. Log in to the **Enterprise Support portal** using a support-level account.
2. Select **Support & Training > Customer Configuration** and search for the name of the **company**.
3. Click **Edit** and locate the **company’s Aloha Enterprise URL**.
4. Navigate to the **company’s Aloha Enterprise URL** and log in with a support-level account.
5. Select **System Setup > Company Setup** and locate the **customer’s Aloha Loyalty company code** appearing in green at the top right of the screen.
6. Write down the **Aloha Loyalty company code** so you can later add the code in to Web Admin and the Digital Ordering portal.

Configuring the Aloha Enterprise access level

To configure the Aloha Enterprise access level:

1. In Aloha Enterprise, select **System Setup > Security Class Setup** and create an **AlohaOnlineWebService security class** that will be assigned to the WebService user account created in the next step.
2. Enable **Applications access** to the AlohaLoyaltyWebService and AlohaStoredValueWebService.
3. Enable **Security Rights access** to all components for the AlohaLoyaltyWebService and AlohaStoredValueWebService.
4. Type **99999** in ‘Force users to change password.’

5. Click **Save**.
6. Select **System Setup > User Account Setup** and create a **WebService user account** that is used by Aloha Online Ordering to communicate with Aloha Loyalty.
7. For **Email**, use the format of <ALOCompanyCode>AOProd@ncr.com, where <ALOCompanyCode> is the Aloha Loyalty company code. For example, abc12AOProd@ncr.com.
8. Type **AlohaOnline** in 'First Name.'
9. Type **WebService** in 'Last Name.'
10. Type a complex at least 12-digit **password** for the account. **Note:** Use upper and lower case characters with no symbols.



Note

If the username and password already exist but are not working, reset the password and continue following the guide.

11. Confirm the **password**.
12. Set the **Security Class** to the one you created earlier.
13. Click **Save** and exit **Aloha Enterprise**.
14. Write down the **Aloha Loyalty email** and **password** to use later in Web Admin and the Digital Ordering ports.

Configuring a card series and bonus plan setup

You must request a 5-digit card prefix from Support@AlohaEnterprise.com to set up a new card series for an organization.

- You need to provide the 5-digit card prefix which can be any random set of numbers.
- Request the virtual card series is configured as an open range, meaning all numbers in the range are available.
- You also mention that the request comes from Digital Ordering\Engage so the customer knows not to go through the card services.

Once you obtain the virtual card series from support, then you can add the virtual card series.

To set up a virtual card series:

1. In Aloha Enterprise, select **Aloha Loyalty > Card Setup**.
2. Enter the following **information** on the right-side of the screen.
 - a. Type **Engage\Digital Ordering Virtual Card** in 'Name.'
 - b. Type **This card will be used by Digital Ordering\Engage One** in 'Description.'
 - c. Type the requested **5-digit card prefix** in 'Card Prefix.'
 - d. Under 'Card Type,' select **Aloha Loyalty and Aloha Stored Value**.

- e. Select **Virtual**.
 - f. Assign the **AlohaOnlineWebService security class** to the card series.
 - g. Under the Aloha Stored Value Settings tab, select **Allow customer to add value to the card**.
3. Click **Save**.

To set up a bonus plan:

1. While still in Aloha Enterprise, select **Aloha Loyalty > Bonus Plan Setup**.

Portal x Bonus Plan Setup x

* Name: Promo Discount
Description:

Bonus Plan Type: Frequency Based
Bonus Plan Type Label:

* Eligible Items: All Items (0)
* Start Date: 8/10/2020
End Date:
Plan Priority: 1 - Highest

Members cannot accrue credit until their profile is registered
 Provide members with * 1 visits in credit when they reeaster their profile Immediately
 Automatically provide members with their next eligible reward when they register their profile
 Instantly apply rewards of type Stored Value Add Value and Dynamic Comp Add Value on profile registration
 Minimum purchase amount per check * 0.00
 Calculate total from eligible items only
 Queue rewards for this Bonus Plan
 Defer rewards by one visit

Plan Detail Name/Value Pair for Web Service

Name	Value	Delete
EngageAppEnabled	true	

Name Value Add

? The frequency based plan allows you to reward members based on the number of visits. You may also use the schedule options to reward members every year on a specified occasion, such as their birthday or anniversary.

Cancel Save

Figure 12 Bonus Pair Setup Screen

2. Select the **bonus plan** the customer set up. You may need get the name of the bonus plan from the customer.

3. Click **Add** on the right-side of the screen. The details of the bonus plan provided by the customer or account executive appears and includes the name, description, bonus plan type, and reward setup.
4. On the General tab, click **New Name and Value Pair** under 'Plan Detail Name/Value Pair for Web Services.'
5. Type **EngageAppEnabled** in 'Name.'
6. Type **True** in 'Value.'
7. Assign the **bonus plan** to the engage virtual card.
8. Click **Save**.

Configuring Web Admin for Aloha Loyalty integration

Linking promotions and omps

In Web Admin, link the loyalty promotion or loyalty comp to allow Aloha Online Ordering to discount the virtual receipt when it is sent to the Aloha POS. This configuration is the same whether you are processing loyalty at the site or above store.

Determining the type of discount being used in loyalty

You need to determine if the loyalty plan is configured to use a promotion or a comp in the Aloha Enterprise company. Once you have obtained this information, you can map the comp in Web Admin.

1. Log in to **Aloha Enterprise** for the company.
2. Select **Aloha Loyalty** from the left side of the screen.
3. Select **Bonus Plan Setup**.
4. Select the **loyalty plan** in use for Digital Ordering and click **Edit Plan**.
5. Select the **Choose the Rewards** tab.
6. Select **Reward Settings**.
7. Click **Edit**.

Real-Time Discount Settings

*Discount Type: Dollars Off

*Comp/Promo: Promo Type

*Promo Type: New Price

*Discount Amount: 5

Real-time Discount Options

If the dollar amount of eligible items on a check is less than the Real-time discount amount:

Discount the eligible items up to the Real-time discount amount

Do not award the Real-time discount

Figure 13 Real-Time Discount Settings

8. Notice the **type** from the 'Comp/Promo' drop-down list. The Comp/Promo option determines whether you use a comp mapping or a promo mapping in Aloha Online Ordering. The exception to this depend on if the site uses POS v12.3 or v15.1. If POS v12.3 is installed, you must create a POS comp because POS v12.3 does not work with promotions coming from Aloha Online Ordering.
9. Write down the **value** that is selected in the 'Comp/Promo' drop-down list and find the corresponding comp ID or promotion ID in Aloha Manager/CFC. To do this you can open the Comp.dbf or Pro.dbf file to obtain the ID number. **Note:** If the comp or promo ID is not visible in the .dbf files or CFC, please contact the customer or their support group.

Mapping a comp loyalty type in Web Admin

Note: If you work with a multi-site customer, and any of the customers' POS versions are v12.3, you must complete this process for the v12.3 sites to work properly. If the all POS versions are v15.1, or above, and is only using the Loyalty Promo type, you can skip this step. Refer to ["Appendix A: Creating a POS comp" on page 27](#) for the proper POS configuration for a comp.

To map a comp loyalty type in Web Admin:

1. Log in to **Web Admin**.
2. Select **Designs > Discounts > Comps**.
3. Click **Add Comp** to display the Add Comp screen.

The screenshot shows the 'Edit Comp' window with the following fields and values:

Field	Value
Id	1
Name	Loyalty Discount
Description	This is for Loyalty do not Delete or disable.
POS Id	14
Loyalty Id	19
Online Comp Code	LOYALTY ONLY CAN NOT USE THIS CODE
Start Date	2/11/2021
End Date	2/1/2046
Account Required	<input checked="" type="checkbox"/>
Enabled	<input checked="" type="checkbox"/>
Reduction Type	FlatAmount
Reduction Percent / Amt	1.0000
Max Reduction Amt	100.0000
Transaction Minimum Amt	1.0000
Comp Usage Threshold	None
Max Usage Count / Amt	
Recurring Usage Count / Amt	
Sales Item Group	All Items
Auto-Apply	<input type="checkbox"/>
Free Modifier Count	

Figure 14 Add Comp Screen

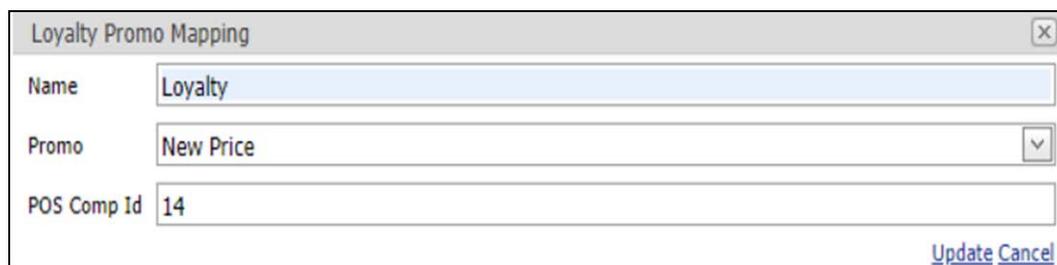
4. Type the **name** of the comp used for online ordering. This appears on the virtual receipt during the checkout process.
5. Type a **description** for the comp.
6. Type the **comp ID**.
7. Type the **promotion** or **comp ID** that coincides with the loyalty plan configured in Aloha Enterprise in 'Loyalty Id.' Refer to ["Determining the type of discount being used in loyalty" on page 14](#).
8. Type the **online comp code**. You only need to enter text here so the comp saves in Web Admin. We recommend you use a long text string so nobody tries to use the Coupon Entry option on the website.
9. Select the **start date** for the discount.
10. Select the **ending date** for the discount. We recommend setting this to years in the future.
11. Select **Account Required** to ensure only Digital Ordering guest accounts can enter loyalty information.
12. Select **Enabled** to activate the discount.
13. Select **FlatAmount** from the 'Reduction Type' drop-down list so the system determines the discount based on the loyalty plan.
14. Type **1.0000** in 'Reduction Percent / Amt' so the system determines the discount based on the loyalty plan.
15. Type the **maximum reduction amount** for the discount.
16. Type **1.000** for the discount in 'Transaction Minimum Amt' to ensure customers check out with at least a \$1.00 amount.
17. Select **None** from the 'Comp Usage Threshold' drop-down list.
18. Leave **Max usage Count / Amt** blank as this is not used for this type of comp.
19. Leave **Recurring Usage Count / Amt** blank as this is not used for this type of comp.
20. Select **All Items** from the 'Sales item Group' drop-down list. This is automatically populated by the system.
21. Clear **Auto Apply** because you want the loyalty system to apply the discount.
22. Leave **Free Modifier Count** blank as it is not used for this type of comp.
23. Click **Update** and exit the **Comps** function.

Mapping a promo loyalty type in Web Admin

If you are using a promotion loyalty type in the loyalty reward plan, you must map the promotion to the POS promotion and the POS comp. This POS comp is used to discount the reward on the virtual receipt.

To map a promotion loyalty type in Web Admin:

1. Log in to **Web Admin**.
2. Select **Designs > Discounts > Loyalty Promo Mappings**.
3. Click **Add Mapping** to display the Loyalty Promo Mapping screen.



The screenshot shows a window titled "Loyalty Promo Mapping" with a close button (X) in the top right corner. It contains three input fields: "Name" with the text "Loyalty", "Promo" with a dropdown menu showing "New Price", and "POS Comp Id" with the text "14". At the bottom right of the window, there are two buttons: "Update" and "Cancel".

Figure 15 Loyalty Promo Mapping Screen

4. Type a **name** for the loyalty promotion mapping.
5. Select the **promotion type** that coincides with the reward plan in Aloha Enterprise. Refer to [“Determining the type of discount being used in loyalty” on page 14](#).
6. Type the **POS comp ID**.
7. Click **Update** and exit the **Loyalty Promo Mappings** function.

Configuring Company Settings Setup for Aloha Loyalty integration

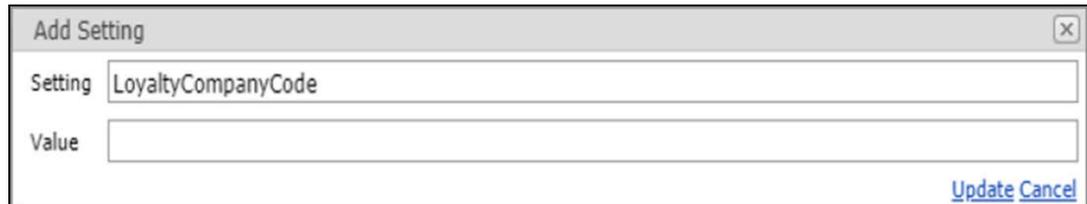
You need to configure the following company settings:

- LoyaltyCompanyCode
- IntegratedWithLoyalty
- DisableAdvancedCommands
- DelayedOrderThresholdMinutes
- AssignLoyaltyAndASVAtSite
- LoyaltyCardPrefix

To add the LoyaltyCompanyCode company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select a **set** from the 'Choose Settings Setup' drop-down list.
3. Click **Edit Setting** or **Add Setting**.

4. Type **LoyaltyCompanyCode** in 'Setting.'
5. Type the **Aloha Enterprise Company Code** in 'Value.' This is the same company code as you entered in the Company Settings function.
6. Click **Update**.

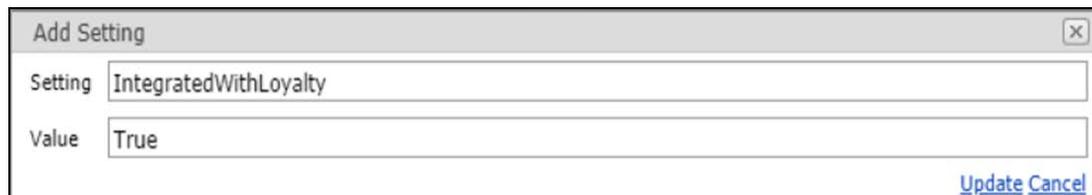


The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two text input fields: "Setting" with the text "LoyaltyCompanyCode" and "Value" which is currently empty. At the bottom right of the dialog, there are two blue buttons labeled "Update" and "Cancel".

Figure 16 LoyaltyCompanyCode Company Setting

To set the IntegratedWithLoyalty company setting to True:

1. Click **Edit Setting** or **Add Setting**.
2. Type **IntegratedWithLoyalty** in 'Setting.'
3. Type **True** in 'Value.'
4. Click **Update**.

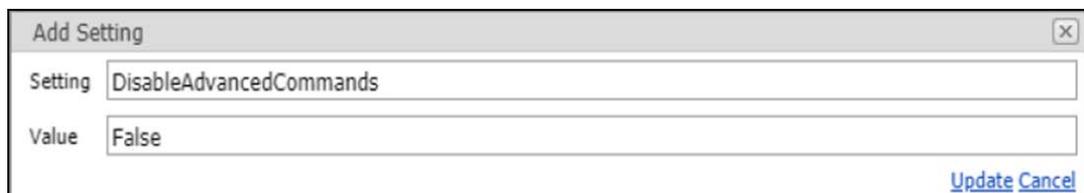


The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two text input fields: "Setting" with the text "IntegratedWithLoyalty" and "Value" with the text "True". At the bottom right of the dialog, there are two blue buttons labeled "Update" and "Cancel".

Figure 17 IntegratedWithLoyalty Company Setting

To set the DisableAdvancedCommand company setting to False:

1. Click **Edit Setting** or **Add Setting**.
2. Type **DisableAdvancedCommands** in 'Setting.'
3. Type **False** in 'Value.' Always set this to False.
4. Click **Update**.

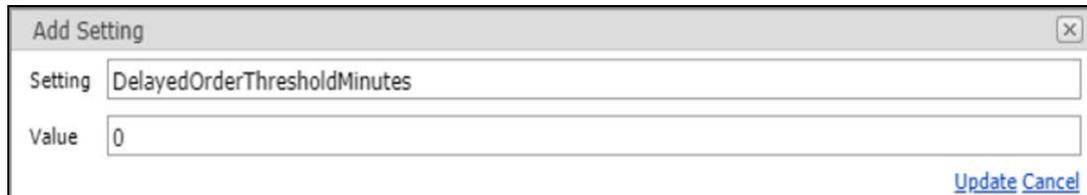


The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two text input fields: "Setting" with the text "DisableAdvancedCommands" and "Value" with the text "False". At the bottom right of the dialog, there are two blue buttons labeled "Update" and "Cancel".

Figure 18 DisableAdvancedCommands Company Setting

To set the DelayedOrderThresholdMinutes company setting:

1. Select **Edit Setting** or **Add Setting**.
2. Type **DelayedOrderThresholdMinutes** in 'Setting.'
3. Type **0** in 'Value.'
4. Click **Update**.

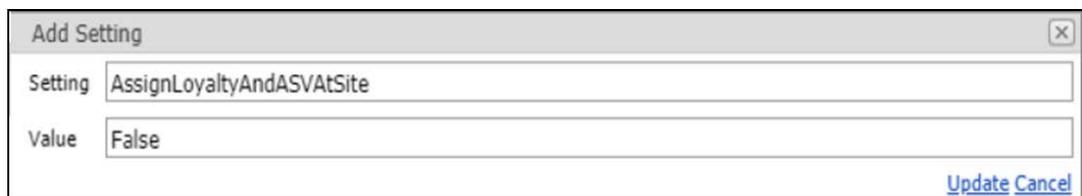


The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two input fields: "Setting" with the text "DelayedOrderThresholdMinutes" and "Value" with the text "0". At the bottom right, there are two buttons: "Update" and "Cancel".

Figure 19 DelayedOrderThresholdMinutes Company Setting

To set the AssignLoyaltyAndASVAtSite company setting:

1. Select **Edit Setting** or **Add Setting**.
2. Type **AssignLoyaltyAndASVAtSite** in 'Setting' if you plan on applying loyalty and gift cards on the POS at the site. Otherwise, set this option to False if you want the loyalty and ASV to process at above-store. **Note:** Always set this setting to False if the site is configured for Connected Payments or the 'ATODeposits' company setting is set to True.
3. Type **False** in 'Value.'
4. Click **Update**.

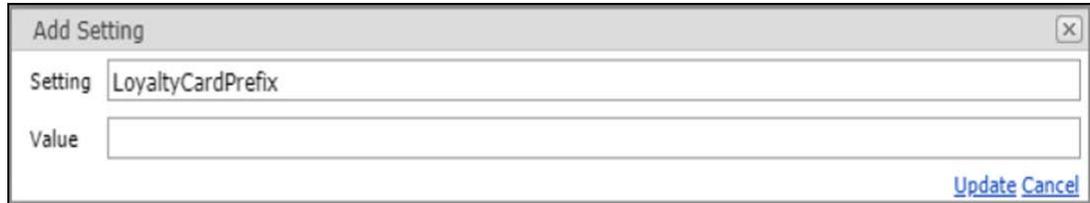


The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two input fields: "Setting" with the text "AssignLoyaltyAndASVAtSite" and "Value" with the text "False". At the bottom right, there are two buttons: "Update" and "Cancel".

Figure 20 AssignLoyaltyAndASVAtSite Company Setting

To add the LoyaltyCardPrefix company setting:

1. Click **Edit Setting** or **Add Setting**.
2. Type **LoyaltyCardPrefix** in 'Setting.'
3. Type the **5-digit prefix** of your engage card in 'Value.' This is the virtual card series created in ["Configuring a card series and bonus plan setup"](#) on page 12.
4. Click **Update**.



The screenshot shows a dialog box titled "Add Setting" with a close button (X) in the top right corner. It contains two text input fields: "Setting" and "Value". The "Setting" field is populated with the text "LoyaltyCardPrefix". The "Value" field is currently empty. At the bottom right of the dialog, there are two buttons: "Update" and "Cancel".

Figure 21 LoyaltyCardPrefix Company Setting

Configuring Site Setup for Aloha Loyalty integration

You must add the Aloha Loyalty Store ID in Site Setup > Sites.

To add the Aloha Loyalty Store ID in site setup:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select a **site** from the list.
3. Click **Edit Site**.

4. Select the **Submission Details** tab.

The screenshot shows the 'Edit Site' window with the 'Submission Details' tab selected. The form contains the following fields:

Field Name	Value
Pickup Prep Time	15
Delivery Prep Time	30
Tax Jurisdiction	
Credit Processing Mode	Integrated
Host-To-Host Credit plugin	
Credit Merchant Configured	False
Credit Merchant Id	
Credit Merchant Key	
Credit Company Id	
Credit SiteId	
Credit User Id	
Credit Encryption Key	
Credit Encryption Key for 3DS	
AMEX Credit Merchant Key	
Enterprise Store Id	
Credit Payee Email	
Enterprise Unit Id	

The 'Enterprise Store Id' field is highlighted with a red box. At the bottom right of the form, there are 'Update' and 'Cancel' buttons.

Figure 22 Sites - Submission Details Tab

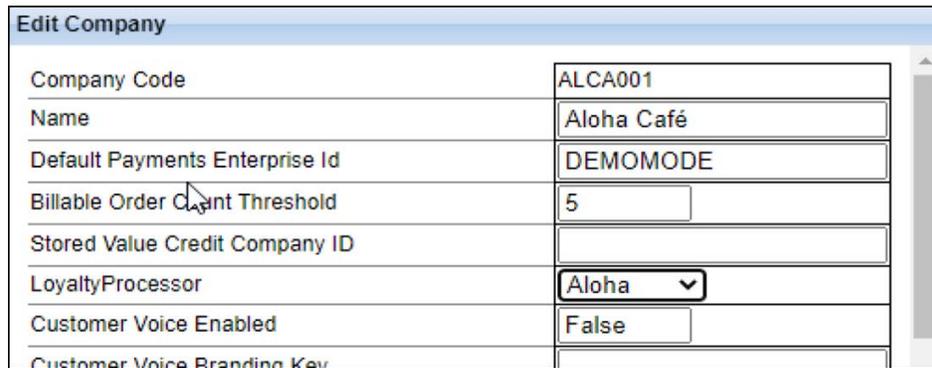
5. Type the **Aloha Loyalty Store ID** for the site in 'Enterprise Store ID.' This is from the Aloha Enterprise > Site Setup tab.
6. Click **Update**.
7. Exit the **Sites** function.

Linking Aloha Online Ordering to Aloha Enterprise

For either integration with Aloha Stored Value gift cards or Aloha Loyalty, you must link Aloha Online Ordering to the Aloha Enterprise environment. Plug the information in from the previous procedures.

To link Aloha Online Ordering to Aloha Enterprise:

1. In Web Admin, select **Configuration > Company Setup**.
2. Click **Edit Company**. You need to add this setting instead of editing.



Edit Company	
Company Code	ALCA001
Name	Aloha Café
Default Payments Enterprise Id	DEMOMODE
Billable Order Client Threshold	5
Stored Value Credit Company ID	
LoyaltyProcessor	Aloha
Customer Voice Enabled	False
Customer Voice Branding Key	

Figure 23 Company Setup (Top Half)

3. If you are only using Aloha Stored Value, select **Aloha** from 'LoyaltyProcessor;' otherwise leave this option blank.

4. Type the **Stored Value Credit Company ID** in 'Stored Value Credit Card ID.'

Edit Company	
Enable IOS	<input type="checkbox"/> False
Enable Android	<input type="checkbox"/> False
Mobile Website Enabled	<input type="checkbox"/> True
Enable Customer Data Export	<input type="checkbox"/> False
Enable Configuration Center Integration	<input type="checkbox"/> False
Configuration Center Integration Login Name	<input type="text"/>
Configuration Center Integration Login Activation Code	<input type="text"/>
Company Is Chick-Fil-A	<input type="checkbox"/> False
Paytronix Integration Enabled	<input type="checkbox"/> False
Paytronix AgentName	<input type="text"/>
Paytronix Webservice UserName	<input type="text"/>
Paytronix Webservice Password	<input type="text"/>
Paytronix Webservice SenderID	<input type="text"/>
Paytronix Webservice MerchantID	<input type="text"/>
Paytronix Webservice StoreCode	<input type="text"/>
Aloha Enterprise Company ID	<input type="text"/>
Aloha Enterprise Username	<input type="text"/>
Aloha Enterprise Password	<input type="text"/>
Aloha Loyalty Username	<input type="text"/>
Aloha Loyalty Password	<input type="text"/>
Aloha Enterprise ePin Validation Required	<input type="checkbox"/> False
Send email on account creation	<input type="checkbox"/> False
EnableThirdPartyAuthentication	<input type="checkbox"/> False
OAuthClientID	<input type="text"/>

Figure 24 Company Setup (Bottom Half)

5. Type the **Aloha Enterprise Company ID** in 'Enterprise Company ID.'
6. Type the **Web Service user name** you created in 'Aloha Enterprise Username.' See ["Configuring the Aloha Enterprise loyalty service user" on page 2.](#)
7. Type the **Web Service user password** you created in 'Aloha Enterprise Password.' See ["Configuring the Aloha Enterprise loyalty service user" on page 2.](#)
8. Type the **Aloha Loyalty user name** in 'Aloha Loyalty Username.' This is the same as the Loyalty Company ID.

9. Type the **password** in 'Aloha Loyalty Password.' You can obtain this from the CompanyPassword in Enterprise.ini located on the BOH in the %iberdir%\Data folder. If this file does not exist, then loyalty is not fully installed.
10. Click **Save** and exit the **Company Setup** function.

Linking Digital Ordering to Aloha Enterprise

In the Digital Ordering portal, you must add the Aloha Enterprise information in the Settings function.

To configure Digital Ordering:

1. Log in to the **Digital Ordering portal**.
2. Select **Studio > Settings**.

Digital Ordering Settings	
Digital Ordering App Id digitalordering_d8c60be4-8f22-4c	Company Name Digital Ordering
Online Ordering Company Code DIOR001	Aloha Enterprise Company Code
Aloha Enterprise Api User	Aloha Enterprise Api Password
Customer's Url https://digitalordering.alohaorder	Online Ordering Url * https://digitalordering.alohaorder
Facebook App Id 319333542677232	Google API Id
Google reCaptcha v2 Site Key 6LeIEDkaAAAAKe2XmGXK9uw7	Google reCaptcha v2 Secret Key 6LeIEDkaAAAAOeSTHAj5FirDfx
Google reCaptcha v3 Site Key 6LeS090ZAAAAAG_JgTSUPNhJ.	Google reCaptcha v3 Secret Key 6LeS090ZAAAAOZkGc3axLukw
Google Play App Url	Google Analytics Id G-GDBQKJ765F
Apple Store App Url	Apple App Id
iOS Bundle Identifier	Android Package Name

Figure 25 Digital Ordering - Settings

3. Type the **Aloha Enterprise Company Code**. This is the same code you placed in 'Aloha Enterprise Company ID' in Web Admin.
4. Type the **Aloha Enterprise API User**. This is the Aloha Loyalty Web Service user account and must match the same account configured in Web Admin settings for the Aloha Enterprise Username. See [“Configuring Aloha Enterprise loyalty service user” on page 11](#).
5. Type the **Aloha Enterprise Api Password**. This is the Aloha Loyalty Web Service user account password created in previous steps configured in Web Admin Settings for the Aloha Enterprise Password. See [“Configuring Aloha Enterprise loyalty service user” on page 11](#).



Tip

Ensure the reCaptcha2 settings are filled out in the Digital Ordering portal on the Settings tab. If they are not, please contact AO Support.

6. Click **SAVE CHANGES** and exit the **Settings** function.

Troubleshooting Digital Ordering and ASV/Loyalty integration

If the Aloha Stored Value gift cards are not working, try creating a new account user password and update the appropriate sections in the Digital Ordering portal. The information may have been entered incorrectly.

Appendix A: Creating a POS comp

This section describes how to create a POS comp for integration. If you want the customer to receive discounts from loyalty plans, you must configure a comp in Aloha POS that allows online ordering to perform discounts on the POS. You can use the comp to either fully process on the POS or to just borrow the comp for the calculate tax and total (CTT) process.

To configure a comp in the POS:

1. In Aloha Manager or Aloha Configuration Center, select **Maintenance > Payments > Comps.**
2. Click the **New** drop-down list, select a **regular comp** and click **OK**. Do not select Aloha Loyalty.

Settings	
Number	19
Name	AO Loyalty Comp
Type	Regular
Active	<input checked="" type="checkbox"/>
Check name	
Method	Prompt for amount
Maximum amount	999.00
Allow before items ordered	<input checked="" type="checkbox"/>
Report as	Default
Print check on close	<input type="checkbox"/>
Open drawer on close	<input type="checkbox"/>
Manager required	<input type="checkbox"/>
Include comp amount in gratuity calculation	<input type="checkbox"/>
Must select items	<input type="checkbox"/>
Prompt for unit (store number)	<input type="checkbox"/>
Prompt for name	<input type="checkbox"/>
Text entry required	<input type="checkbox"/>
Bar code range	
Lowest	
Highest	

Figure 26 Comp - Comp Tab

3. Type a **name** for the comp to indicate the comp is a discount from Aloha Online Ordering for loyalty.
4. Select **Active** to make the comp active.
5. Select **Prompt for amount**. This allows Aloha Online to inject the comp amount.
6. Type the **maximum amount** allowed for the comp in 'Max amount.' Typically you set this value at a high amount since Aloha Online Ordering performs the calculation.
7. Select **Allow before items ordered**.
8. Leave the **remaining settings** as their default. **Note:** Do not select Manager required for this will make the comp fail.

9. Select the **Taxes** tab.

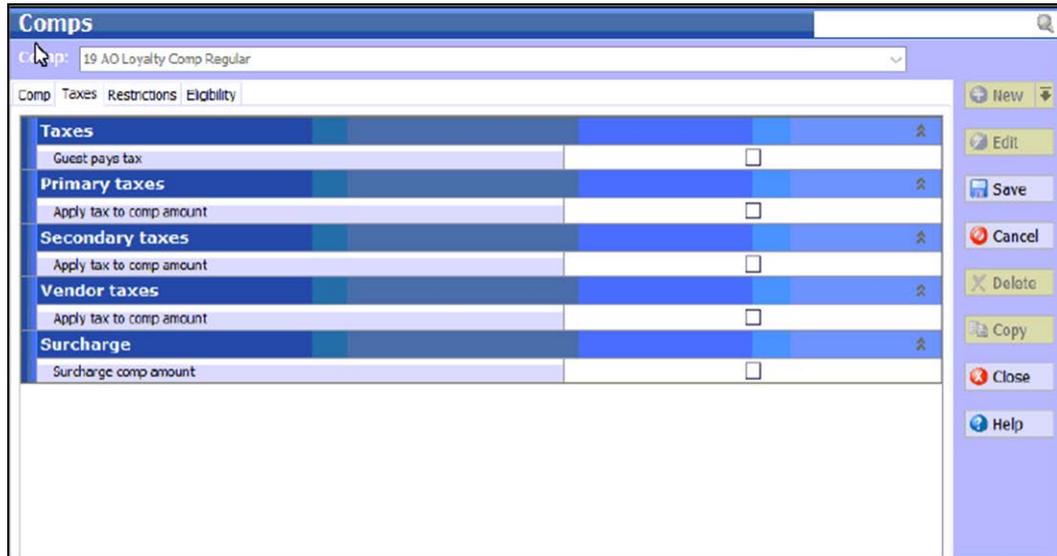


Figure 27 Comp - Taxes Tab

10. Clear all **settings** on the tab.

11. Select the **Restrictions** tab.

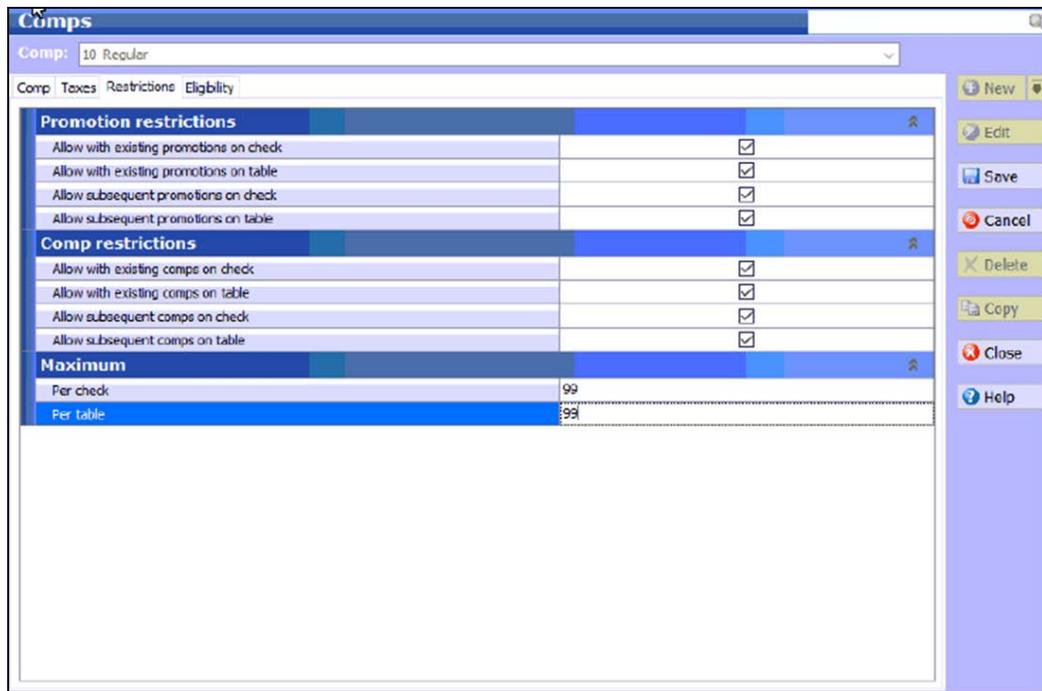


Figure 28 Comps - Restrictions Tab

12. Select all **options** on the tab.

13. Type **99** in 'Per check.'
14. Type **99** in 'Per table' for a Table Service environment.
15. Select the **Eligibility** tab.

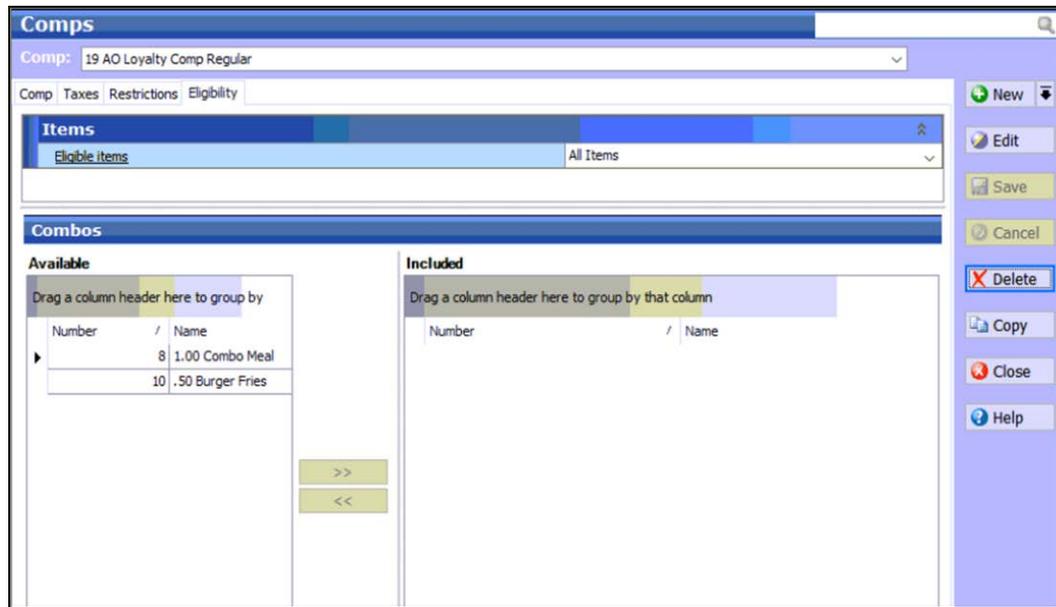


Figure 29 Comps - Eligibility Tab

16. Select the **category** containing all items on your online menu. **Note:** You can also use an 'All Items' category.
17. Click **Save** and exit the **Comps** function.
18. Write down the **comp ID** as you will use this ID in the Digital Ordering portal.

Aloha Digital Ordering and Aloha Loyalty/Aloha Stored Value, Integration Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:
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