

# **Aloha Kitchen v19.13 Implementation Guide**

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## Preface

Aloha® Kitchen (AK) provides an innovative solution to streamline restaurant kitchen operations. The addition of the kitchen module incorporates the tools needed to facilitate orders prepared in the kitchen and delivered to the guest. With Aloha Kitchen extending the Aloha Point-of-Sale (POS) Quick Service and Table Service applications, your kitchen staff can now focus on smooth restaurant operations and superior guest service

We discuss the following topics:

- Benefits
- Key Features
- Integrating Aloha Kitchen with Other Aloha Products
- Touch Screen vs. Bump Bar
- Aloha Kitchen Screen Components
- Aloha Kitchen Screen Components
- Aloha Kitchen Order Sequence

## Benefits

Aloha Kitchen is an innovative and intuitive kitchen display system that drives efficiency within table service and quick service environments. Some benefits in using Aloha Kitchen include:

### **Improved speed of service**

Aloha Kitchen greatly improves the speed of service at a restaurant by ensuring the operation prepares and delivers orders on time. Through delayed routing, you can time each item to be sent to the kitchen in a staggered order so all items on an order are ready at the same time. You can see crucial minutes drop off your table turns and service times.

### **Timed alerts**

You can use alerts to notify employees when orders are late in starting and bumping. At a quick glance, you can visually monitor the 'health' of your kitchen at any given time. For example, if you see a large number of items in red, you know the kitchen is behind.

### **Higher food quality**

High food quality is a must in any restaurant. Aloha Kitchen can assist you in maintaining high food quality at optimal temperatures so cooked food remains hot and cold food remains cold, when the food reaches the customer.

### **Enhanced guest experience**

Through on-time deliveries, Aloha Kitchen enhances the experience of your guests and encourages them to return to your restaurant.

### **Increased productivity**

The cost of labor is a huge concern in most restaurants. Aloha Kitchen can decrease your labor cost by helping you determine when to cut labor. You will also increase productivity by employees being more attentive to orders. Communication among kitchen staff increases, reducing the number of meals that are comped due to mistakes.

**Multi-lingual support**

Many restaurants staff their kitchen with employees from diverse backgrounds who speak different languages. Aloha Kitchen has the unique ability to allow an employee to easily switch the language on the screen to their native language, on demand.

**Management and analysis**

Through Aloha Kitchen, you can implement and monitor real-time metrics that appear on specific kitchen screens, based on the system time of the Aloha POS system. Averages are broken down by individual stations. Also, a full suite of Back-of-House (BOH) reports are available for additional analysis.

## Key features

Aloha Kitchen has many features that benefit kitchen operations.

- Aloha Kitchen supports multiple screen configurations to manage kitchen orders in various locations of the Back of House (BOH). You can configure each kitchen terminal to a specific role for that station, whether it is at the beginning or end of the food production process. Examples of these are:

Production screens to start or finalize food items. Aloha Kitchen supports production bins to manage items that are produced in quantity.

Expediter screens to manage, assemble, and deliver finalized orders to customers.

Fixed cell options for a traditional kitchen look and flow.

The ability to toggle to other screens as needed when working.

- Aloha Kitchen is flexible enough to address several operational models, from fast food to fine dining environments
- Display dynamic quote times based on several real-time productivity metrics. Quote times are communicated to other Aloha applications, such as Aloha Takeout and Aloha Guest Manager, to provide customers up-to-the-minute information.
- Robust, purpose-built hardware for harsh kitchen environments that support touch or bump bar interfaces.
- Print kitchen chit automatically or on demand to reduce paper cost, while maintaining efficient food delivery.
- Items may be routed by video group, terminal, order mode, and other options to meet existing or improved methods.
- Screens may be load balanced to prevent overloading a kitchen station, while another station is under utilized. This allows maximum efficiency and improved speed of service.
- Bin management provides a consolidated at-a-glance view of bulk production items, such as fries or wings, that are currently needed to fulfill orders. Bin management may also be used to determine how many steaks, burger patties, or chicken breasts are ordered and should be cooking. This helps avoid miscounts and mistimed orders.



- Recipe Viewer allows you to use the system during non-business times to help with prep and other pre-opening tasks. During business hours, you can use the recipe viewer to provide plating and preparation reference.
- Zone placement of prepared items organizes the 'window' to efficiently tray and deliver orders. Aloha Kitchen automatically rotates the zones, informing you where to place prepared items.
- On-screen performance metrics eliminate manual tracking of cook times and provide real-time information to display service measurements. At-a-glance management allows you to view metrics and make staffing adjustments to meet company service standards and address customers with long service times.
- Aloha Kitchen provides robust historical reporting to track kitchen performance over time. You can use this information to adjust staffing during key business periods to balance customer experience with labor costs.

## Integrating Aloha Kitchen with other Aloha products

To add high competitive value, Aloha Kitchen integrates with the Aloha suite, including Aloha Table Service, Aloha Quick Service, Aloha Takeout, Aloha Guest Manager, and more.



It is necessary to use a configuration management tool, either **Aloha Configuration Center (CFC)** or **Aloha Manager**, to configure Aloha Kitchen and have a working system prior to installing and configuring Aloha Kitchen. In CFC, you have full above-store management control over multiple sites. Aloha Manager is ideal for single-store operations.



You must use an Aloha POS system, either **Aloha Quick Service** or **Aloha Table Service** to integrate with Aloha Kitchen. Crucial elements, such as item cook times, order modes, voids, customer and employee names, table transfers, and custom chit layouts, are transmitted to Aloha Kitchen for calculations and to appear on a kitchen screen.



You can optionally override quote times and display customer information when you integrate with **Aloha Takeout**.



You can optionally display wait list information and wait quote times from **Aloha Guest Manager** and display them directly on the kitchen screen.

In addition to these Aloha suite products, Aloha Kitchen can also interface with the Advanced Restaurant POS system.

**Note:** Contact your NCR Voyix representative for help determining the products that meet your operational needs.

## Expediter employee vs production employee

An expediter employee assembles the plated food for delivery by a server or food runner. During slow periods, an expediter could be sent home early, in which case, a server or kitchen employee would double as an expediter. Large kitchens sometimes employ an additional expediter or have an expediter dedicated to takeout orders. Regardless of the environment, an expediter is the final stop before delivering the food to a guest or table.

In Aloha Kitchen, an expediter manages each order in its entirety, and gauges the state of all orders in the kitchen. A production employee manages some or all items sent to their station and can instantly know the count of items they must prepare to fulfill all orders currently needed in the restaurant. After cooking the food, an employee places an item in a location for an expediter to retrieve. Depending on the size of a restaurant, there could be many production stations in a kitchen. Aloha Kitchen is designed to provide clear and concise information to kitchen employees to promote efficient production of orders.

## Touch screen vs. bump bar

Whether to use a touch screen terminal or a bump bar to interact with the system is a personal preference. Aloha Kitchen ensures that you can perform your every day functions using just one, or a combination of both, methods. Given its harsh environment, a production station is well suited for using a bump bar, since replacing a stained bump bar is much less expensive than replacing a touch screen monitor. A touch screen monitor is ideal for a more gentle environment, such as an expo station.

**Note:** When you configure touch screen functionality on a terminal, the Commands bar appears at the bottom of a kitchen screen. This allows you to perform various functions by touch. Most of these commands have an equivalent function available on the bump bar.

Aloha Kitchen offers many commands to assist you in navigating orders and items when using a bump bar, such as 'Item Cursor Up,' 'Item Cursor Left,' 'Scroll Right,' 'Scroll First,' and others. On a touch screen monitor, you simply need to locate and touch a particular cell. A flyout appears with logical options to touch base on the status of an order.

The following depicts two ways to navigate on the screen, using a bump bar.

Bump Bar Navigation Examples	
In the left example, if you are on 'Kid Pizza' and you want to navigate to 'Fried Mozz,' press 'Item Cursor Up' five times on the bump bar.	In the right example, if you are on 'Kid Pizza' and you want to navigate to 'Fried Mozz,' press 'Scroll First' on the bump bar to select the first cell, then press 'Item Cursor Down.'

## Aloha Kitchen hardware solutions

NCR Voyix provides two hardware solutions for use with Aloha Kitchen, the K1700 and KC4. You can select a single hardware solution to use throughout your restaurant, or you can mix them together, depending on your needs. For example, you might use the K1700 solution for your expo stations, and use the KC4 controller solution for production stations to use with employees with gloved hands.

### **K1700 Kitchen Production Terminal**

An all-in-one solid state unit that is touch screen capable and does not require a bump bar to operate.

Open platform terminal that uses Windows Embedded Standard (WES) as a low-powered operating system.

Clutter-free - no need for multiple devices and power supplies.

Withstands harsh kitchen and food preparation environments.

Can be mounted in a variety of environments. The optional wall bracket, or VESA, protrudes less than four inches from the wall surface.

No air circulation fans or air vents to allow contaminants to damage interior components.

### KC3 Controller with Bump Bar



Consists of the kitchen controller, kitchen monitor, bump bar, and printer (optional).

Designed to relay information originating from the Aloha POS system to the KC4 controller, where a bump bar is then used to perform different functions, such as bumping the order, viewing a recipe, or finishing instructions for an item.

Rugged enclosure offering protection from extreme temperature and humidity.

Small footprint, making it easy to install in even the smallest kitchen stations.

Bump bar is resistant to water and other solvents like cleaning agents.

Bump bar comes in 16-key and 19-key configurations.

## Aloha Kitchen screen components

This section details the screen components of Aloha Kitchen. Throughout this guide, we discuss the two most commonly used screen for an expeditor (Expo Order View) and for a production employee (Production Start and Cooking). Other screens alter the layout and behavior slightly, and are not discussed in this guide. Expo screen

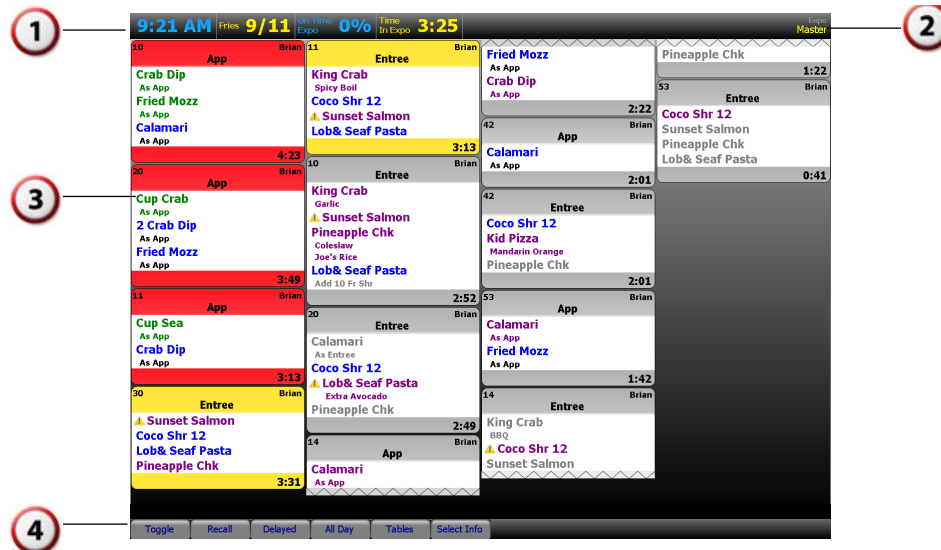


Figure Pref - 1 Expo Kitchen Screen Example

Number	Description
1.	<b>Metrics bar</b> displays configurable metrics used to help employees gauge their progress and facilitate their station.
2.	<b>Kitchen screen name</b> contains a descriptive name of a kitchen screen that identifies the location of a station within a kitchen.
3.	<b>Order cell</b> contains order-level information, per order, for a screen used by an expeditor to quickly view the progress of items within an order. An order cell also includes any modifiers for an item and header and footer information to identify order. Aloha Kitchen uses colors to identify status of items and modifiers on the expo screen based on the production station interaction.
4.	<b>Commands bar</b> contains functions primarily used for a touch screen terminal that allow you to perform certain tasks.

## Production screen

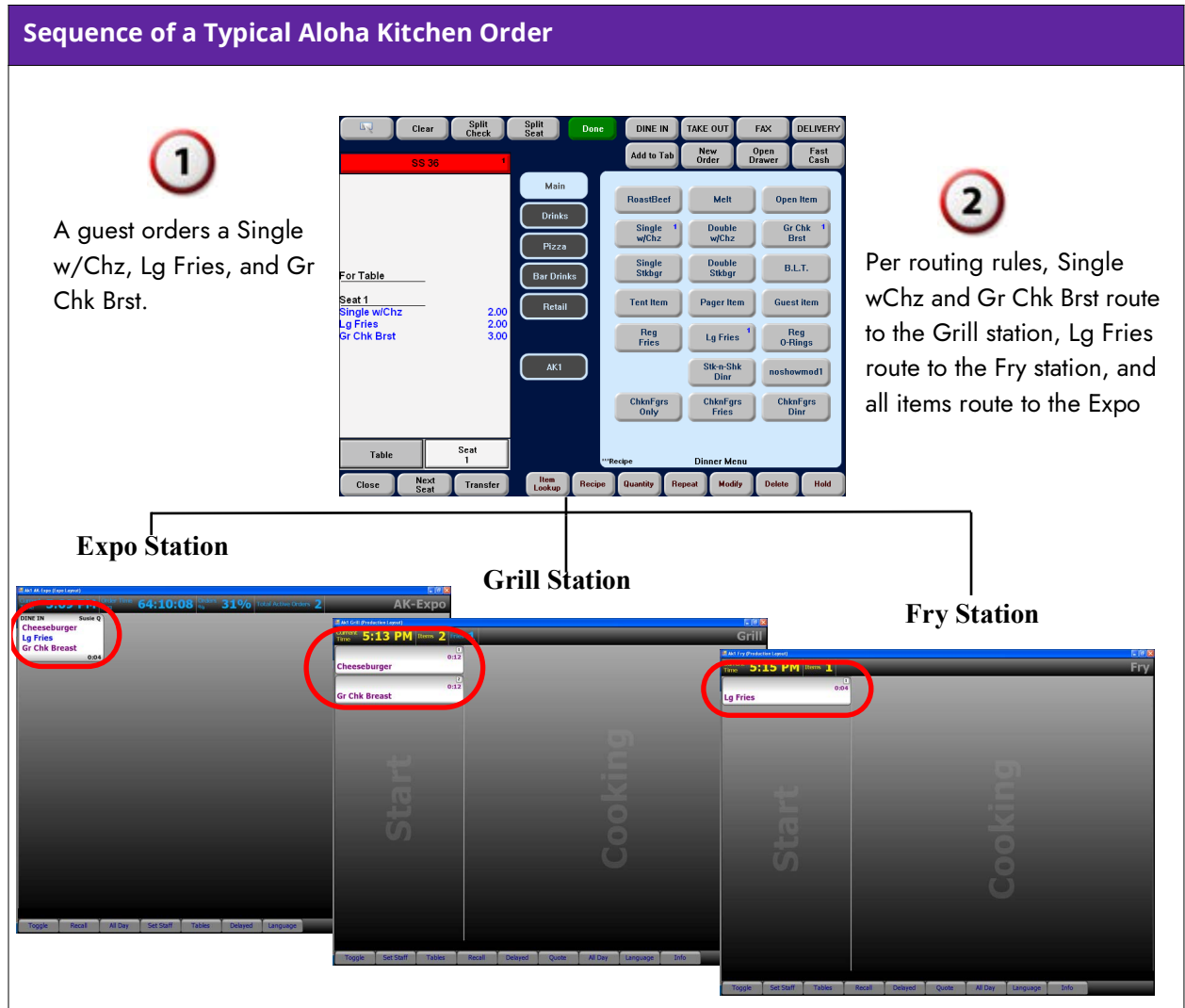


Figure Pref - 2 Production Kitchen Screen Example

Number	Description
1.	<b>Metrics bar</b> displays configurable metrics used to help employees gauge their progress and facilitate their station.
2.	<b>Kitchen screen name</b> contains a descriptive name of a kitchen screen that identifies the location of a station within a kitchen.
3.	<b>Item cell</b> contains item-level information, per item, for a screen used by a production employee to monitor the progress of an item. An item cell also includes any modifiers for the item.
4.	<b>Start queue</b> represents the area where active items appear on a production screen to indicate you need to start an item. Select an item in the start queue and touch Start to indicate you have started cooking an item. The system moves started items to the cooking queue portion of the screen and updates the status of the item on all other screens.
5.	<b>Cooking queue</b> represents the area where started items appear on a production screen. When you have completed cooking an item, select the item in the cooking area and touch 'Bump to' remove it from your screen.
6.	<b>Bin</b> represents an area where bulk production item totals appear. Simple bins require no interaction and display a count that you should have cooking. Production bins are more complex and require you to interact with the bin and start a group of BIN items.
7.	<b>Commands bar</b> contains functions primarily used with a touch screen terminal that allow you to perform certain tasks.

# Aloha Kitchen order sequence

As items are ordered on the Aloha POS system, they route to different stations and pass through several states until the expediter eventually finishes a complete order. The following diagram depicts the sequence of a typical Aloha Kitchen order, with the assumption that an expediter uses a touch screen terminal, and all production employees use a bump bar.



**Sequence of a Typical Aloha Kitchen Order (cont.)**

**3**

As the items appear on-screen, based on delayed routing and activation times, the Grill and Fry station employees navigate with a bump bar and press 'Start' to move their respective items to the cooking area of the screen. Both employees then physically begin cooking their items.

**Grill Station**

**Fry Station**

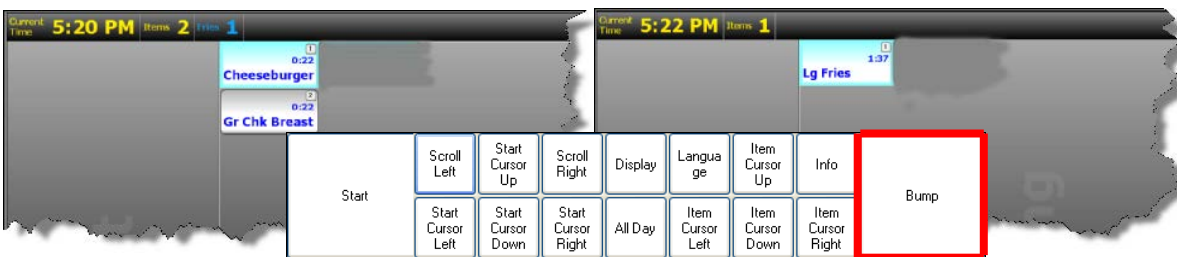


**4**

When the items are cooked, each production employees uses the bump bar to navigate and presses Bump to remove the items from their respective screens. Items bumped from

**Grill Station**

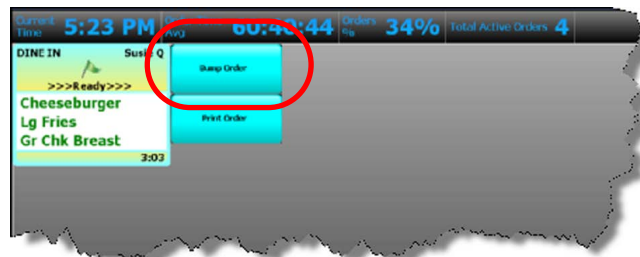
**Fry Station**



**5**

When all items of the order are ready, the expeditor prepares the completed order, then touches the order to select and touches Bump Order from the fly-out menu to remove the order cell on

**Expo Station**






## Progression states of an Aloha Kitchen order

As items and orders progress through the kitchen screens, they pass through several states. Each state has a default color; however, you can use skins to change the color for each state. The four states, listed in the order of occurrence, are:

1. **Unstarted** — Released items that are awaiting you to touch the start action appear in purple. After a defined amount of time in an unstarted state, an exclamation mark icon appears, alerting you to start the order or item.
2. **Cooking** — When you start or the system automatically starts an item, the system moves it to the cooking queue, and the item appears in blue.
3. **Prepared** — When you bump an item, the system removes the item from the production screen, and the item appears in green on the expo screen.
4. **Served** — When you bump an item or order from the expo screen, the item and order appears as black. In most cases, this is not seen since the order no longer appears on the screen; however, you will see this state if you have more than one expediter and expo screen in use.

 **Tip:** Items may appear in gray on the expo screen, indicating the item is **uninitialized** and is not ready to appear on a production screen. This happens when you configure your system for delayed routing, or if an item has a shorter cook time than another item within the same order.

 **Note:** We recommend you leave the default color scheme (Kitchen Skin) in place for troubleshooting reasons.

## Alert states of an Aloha Kitchen order

Within Aloha Kitchen, you can configure an alert that, when triggered, changes the color of the item or order cell. The two alert states, listed in the order of occurrence, are:

- **First Alert** - When a first alert triggers, the header/footer color of the item or order cell changes to yellow, to indicate the order is running late.
- **Second Alert** - When a second alert triggers, the header/footer color of the item or order cell changes to red, to indicate the order is very late.

## Is this guide for you?

The NCR Aloha Kitchen Implementation Guide is intended for anyone who uses NCR Aloha Kitchen to manage kitchen operations.

This guide assumes you have the following knowledge:

- Basic understanding of restaurant terminology and concepts.
- Basic understanding of PCs and Microsoft Windows.
- Understanding of the operation of a computer mouse and keyboard.
- Basic understanding of how to work with Microsoft Windows based menu structures and basic application components, such as scroll bars, buttons, drop-down lists, text boxes, radio buttons, and check boxes.

## How this guide is organized

This guide is designed to help you familiarize yourself quickly with Aloha Kitchen. It is organized as follows:

### Chapter 1: Getting started

This chapter discusses installing and configuring E-Messenger for a corporate and a store location.

### Chapter 2: Customizing Aloha Kitchen

This chapter discusses sending and receiving e-mail, sending and processing packages, and defining macros. It also details automated package handling.

## Third-party software prerequisites


The prerequisites you need for supporting Aloha Takeout are all available from the downloads section of the Microsoft Web site:

<http://www.microsoft.com/downloads>

All installations are wizard-based. Double-click each file to launch the installation wizard, and click 'Next' and 'Finish' until the process is complete.

- Install .NET v3.0 SP1 on the Aloha Back-of-House (BOH) file server and each terminal. The Aloha Takeout installation process validates the presence and the version of .Net installed, as it starts.
- Install Microsoft SQL Express 2005 SP2 on the Aloha BOH file server.
  - Select only the 'Database Services' for installation.
  - Select 'Mixed mode authentication.'
  - Select 'Enable User Instances.'

- Leave the 'Named instance' set at the default, 'SQLEXPRESS.'

 **Tip:** Microsoft SQL Express 2005 SP2 is installed by the CMT. We recommend installing the CMT prior to installing Aloha Takeout.

- Install Microsoft SQL Server Management Studio Express SP2 on the Aloha BOH file server.
- Run Windows Update on the Aloha BOH file server and install critical updates.

# Chapter 1: Getting started

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## Preparing the system for Aloha Kitchen

You must perform several configuration steps to successfully integrate the Aloha POS system with Aloha Kitchen. As you go through the process outlined in this chapter, you may find some requirements are already active in your current database, or may not be relevant to your site.

The purpose of this chapter is mainly to discuss the configuration requirements within the Aloha POS system; however, some requirements have a corresponding requirement in Aloha Kitchen. In this case, we discuss what you need to do in both products to complete the implementation of the requirement or feature.

### Making Aloha Kitchen active

By default, Aloha Kitchen is not active. You must enable Aloha Kitchen, to make it available in the product panel and to expose the options available for Aloha Kitchen. Once active, you can use Aloha Configuration Center (CFC) or Aloha Manager to configure Aloha Kitchen, in accordance with your permission levels.

1. If using Aloha Manager, select **Maintenance > Business > Installed Products**. (Log in to **Aloha Manager** as a corporate user.)

— OR —

If using Aloha Configuration Center, select **Maintenance > Global Administration > Installed Products**. (Log in to **Aloha Configuration Center** as a global user.)

2. Under the 'Products installed' group bar, select **Uses Kitchen**.

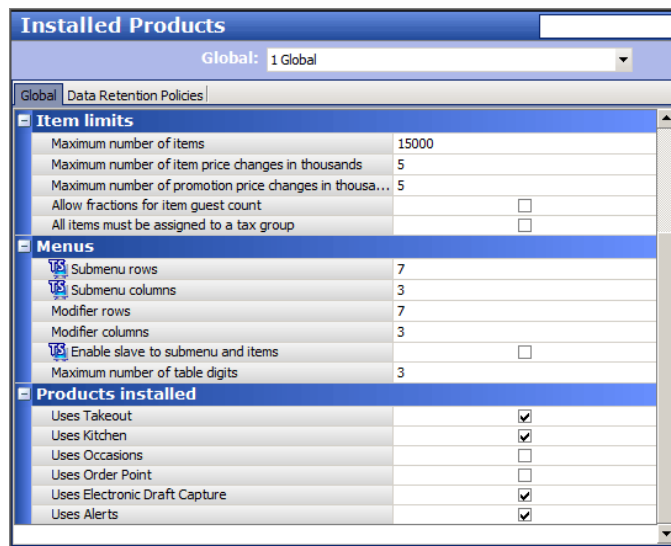


Figure 1 - 1 Products Installed Group Bar

3. Click **Save** in the Command panel and **continue** to the next procedure.

## Establishing communication between Aloha POS and Aloha Kitchen

Aloha Kitchen uses Aloha Connect to establish communication between the Aloha POS system and Aloha Kitchen. In POS v12.3, or later, Aloha Connect is automatically enabled. If you are using POS v6.7, or lower, you must enable Aloha Connect.

1. Select the **TS** or **QS icon** on the Product panel.
2. Select **Maintenance > Business > Store > Store Settings** tab.
3. Select the **System** tab at the bottom.

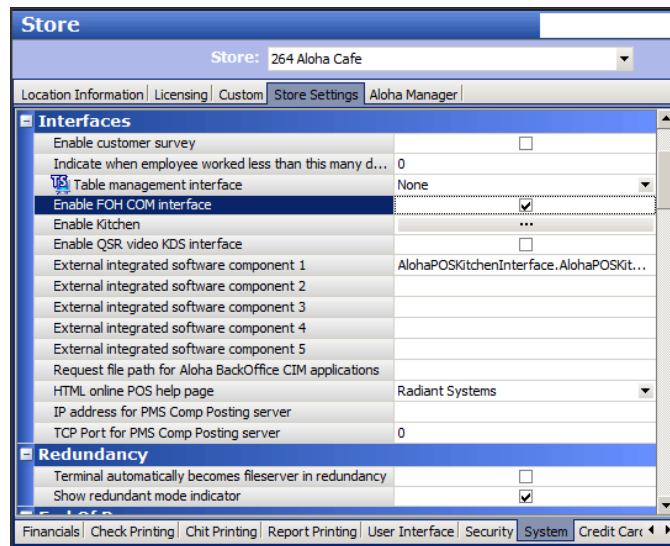


Figure 1 - 2 Interfaces Group Bar

4. Under the 'Interfaces' group bar, select **Enable FOH COM Interface**.
5. Click the Enable Kitchen ellipsis to have CFC automatically populate the Aloha Kitchen intercept — OR —  
Type **AlohaPOSKitchenInterface.AlohaPOSKitchenInterface** in the first available 'External integrated software component' text box.
6. Click **Save** and continue to the **next procedure**.

## Providing access to Aloha Kitchen functions

You must have a sufficient security role to access and perform configuration changes for Aloha Kitchen.

1. Select **Maintenance > Labor > Security Roles**.
2. Select a **security role** from the drop-down list.

3. Select the **Kitchen** tab.

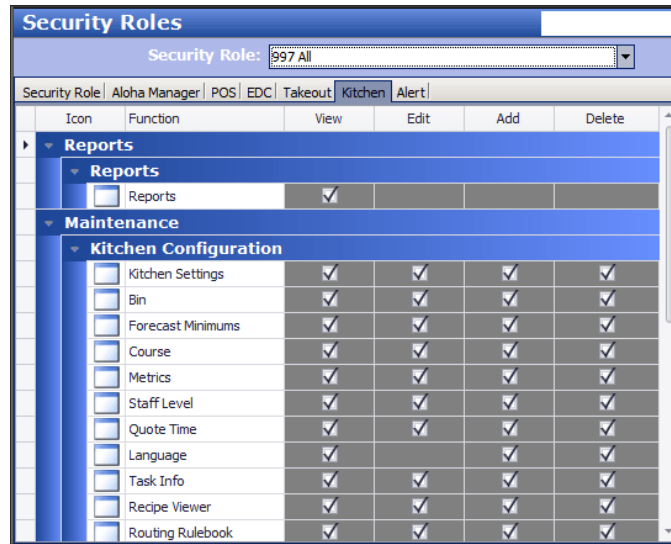


Figure 1 - 3 Security Roles Function

4. Select the appropriate **View**, **Edit**, **Add**, and **Delete** options for the applicable security role.
5. Click **Save**.
6. Repeat this **procedure** for other security roles you allow to change Aloha Kitchen configuration.
7. Select **File > Log out** to log out and then **log back in**.

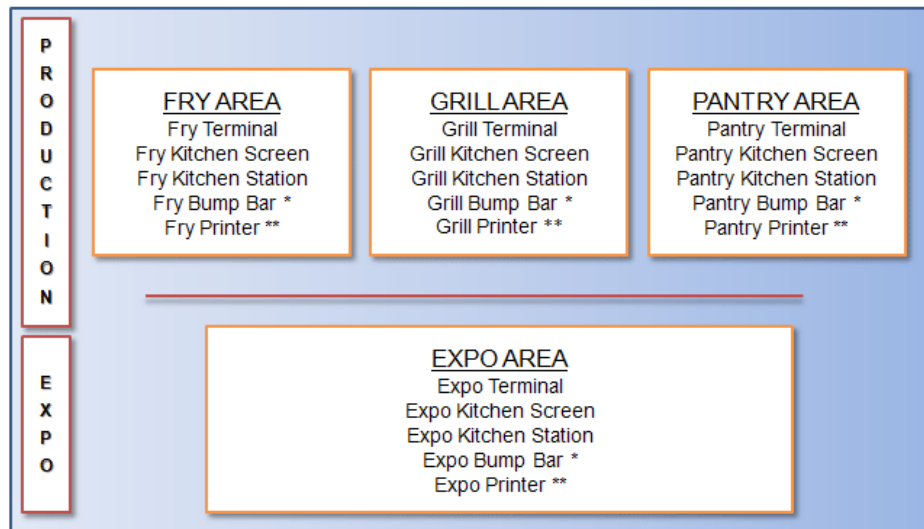
## Using the Aloha Kitchen configuration wizard

This section discusses the basic requirements to quickly get Aloha Kitchen up and running, mainly through the Aloha Kitchen wizard. This allows you to see items appear on the various controllers and screens, and helps you visualize additional configuration needed to accommodate your site.

### Identifying your kitchen areas

Before you begin, we highly recommend you first determine where you will place each piece of hardware (terminals, kitchen screen, kitchen station, bump bars, and printers) in the kitchen area. Do

not proceed until you complete this analysis. Determine device names, hardware types, and station roles for each area.



\* Not required for a touch screen kitchen device (K1700)  
\*\* Optional

Figure 1 - 4 One-to-One Relationship Diagram for Aloha Kitchen Hardware

In general, the configuration of your Aloha Kitchen devices uses a one-to-one relationship, meaning each device in your kitchen has a dedicated terminal, kitchen screen, kitchen station, bump bar, and printer, with the last two devices as being optional depending on your needs. For example, the grill area would have a grill terminal, a grill kitchen screen, a grill kitchen station, a grill bump bar, and a grill printer. In some cases, you can reuse configuration elements such as bump bar layouts and screens.

You configure each of these hardware elements in the configuration management tool (Aloha Configuration Center or Aloha Manager); however, you cannot share a device for Aloha Kitchen that you use for the Aloha POS system, such as terminals. You must define unique terminals and printers for use with each application.

Historically, Aloha Kitchen has used the numbering range of IDs 81-90 for Aloha Kitchen terminals and printers. As noted, terminals and printers are used by both Aloha Kitchen and Aloha POS system; however, they must be used exclusively. You cannot use the same terminal or printer for both Aloha Kitchen and Aloha POS system. This also eases the burden of troubleshooting by locating your Aloha Kitchen terminals and printers. You will be instructed to use the Aloha Kitchen wizard which uses the same numbering convention of IDs 81-90, where possible. If you already have Aloha POS devices that use the range of 81-90, use a different numbering range.



## Running the Aloha Kitchen configuration wizard

Before you begin ANY configuration, we highly recommend you start your implementation using the Aloha Kitchen Configuration Wizard, which lays the foundation and creates initial ID records for your configuration.

**⚠ Caution:** You run the Aloha Kitchen Wizard only one time and on a fresh install. You cannot run the wizard again unless you individually delete the records and the associations it creates.

Before you run the Aloha Kitchen Configuration Wizard, you must know and answer the following questions:

- Is the site a fast food (quick service) or casual dining (table service) site?
- How many kitchen areas will you have, and the name of each area, such as an Expo station, Fry station, Grill station, and others?
- Are you ordering by designed courses, such as Appetizers, Entrees, and others? If the answer is yes, you must know the name of each course and the correct order in which the courses occur.

Courses in Aloha Kitchen are driven by categories. You must have a category for each corresponding course you are using.

If you use courses, you must have an item modifier created in the Aloha POS system, such as 'AsApp.'


When you run the Aloha Kitchen Configuration Wizard, the application creates records based on the following:

- A **bump bar layout record** in Bumpbar Layout Maintenance for each of the following:


Bump bar Layout	Attached to...
A single generic expediter bump bar layout, populated with three bump bar commands.	...each applicable expediter terminal you enter into the wizard.
A single generic production bump bar layout with three bump bar commands.	...each applicable production terminal you enter into the wizard.
A bump bar layout for each kitchen area you enter into the wizard, with no commands. You can use these instead of the generic expediter and production bump bar layouts.	...none.

**📖 Reference:** For more information on bump bar layouts, refer to [“Configuring a bump bar layout” on page 1-18.](#)

- A **course record** in Courses Maintenance for each course you enter into the wizard. If you do not use coursing, the system still creates a default course, which is required for Aloha Kitchen to run.
- A **kitchen screen record** in Kitchen Screen Maintenance for each kitchen area you enter into the wizard. You attach each kitchen screen to the applicable terminal in Terminal Maintenance.


 **Reference:** For more information on kitchen screens, refer to [“Configuring kitchen screens”](#) on page 1-22.

- A **single kitchen setting record** in Kitchen Setting Maintenance.
- A **kitchen station record** in Kitchen Station Maintenance for each kitchen area you enter into the wizard. You attach each kitchen station to the applicable terminal in Terminal Maintenance.

 **Reference:** For more information on kitchen stations, refer to [“Configuring kitchen stations”](#) on page 1-21.

- A **metric record** in Metrics Maintenance for each of the following:

Metric	For each...	Attached to...
Current time	...expediter and production area you enter into the wizard.	...each expediter and production kitchen screen.
Average order time	...expediter and production area you enter into the wizard.	...each expediter and production kitchen screen.
Orders on time percentage	...expediter and production area you enter into the wizard.	...each expediter and production kitchen screen.
Maximum order time	...expediter and production area you enter into the wizard.	...none.
Total active orders	...expediter and production area you enter into the wizard.	...none.
Total delayed orders	...expediter area you enter into the wizard.	...none.
Total suspended orders	...expediter area you enter into the wizard.	...none.
Total active items	...production area you enter into the wizard.	...none.

 **Note:** For more information on metrics, refer to the Customizing Aloha Kitchen Guide.

- A **single routing rulebook record** in Routing Rulebook Maintenance. The rulebook uses a video group condition, and routes to each, and combination of, expeditor and production station you enter into the wizard.

**Note:** For more information on routing rulebooks, refer to the Customizing Aloha Kitchen Guide.

- A **terminal record** for each kitchen area you enter into the wizard. Each terminal has the applicable kitchen station and kitchen screen attached. Additionally, each expeditor terminal has the generic expeditor bumpbar layout attached and each production terminal has the generic production bumpbar layout attached.

**Note:** For more information on terminals, refer to [“Configuring terminals” on page 1-26](#).

- A **video group record** in Video Group Maintenance for each kitchen area you enter into the wizard. Additionally, a record for all combinations of a kitchen area. Each video group has the single video queue record, ‘Kitchen <store name>’ attached, which is created in Video Queue Maintenance.
- A **single video queue record** in Video Queue Maintenance named ‘Kitchen <store name>.’ The video queue has each video group attached, which is created by the wizard.

**Note:** For more information on video groups and video queues, refer to [“Assigning video groups to items for routing” on page 1-15](#).

**To run the Aloha Kitchen Wizard:**

1. With the AK icon selected in the product panel, select **Utilities > Kitchen > Run Wizard**.

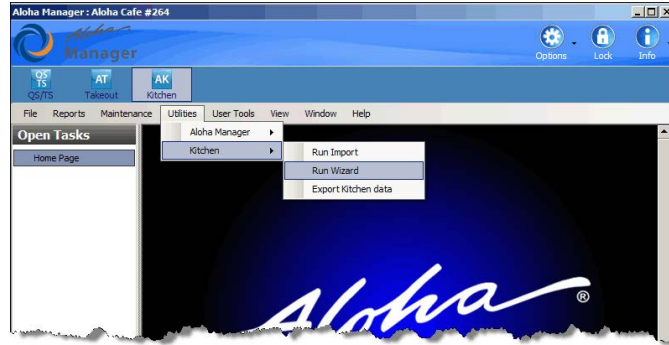


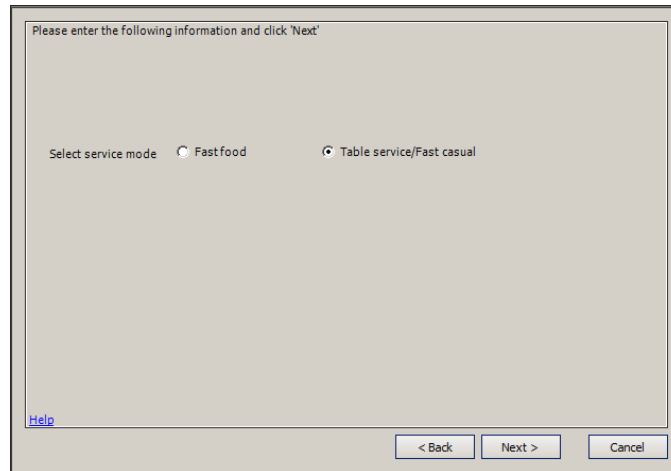
Figure 1 - 5 Utilities > Kitchen > Run Wizard

The Welcome screen appears.



Figure 1 - 6 Welcome to the Aloha Manager Wizard

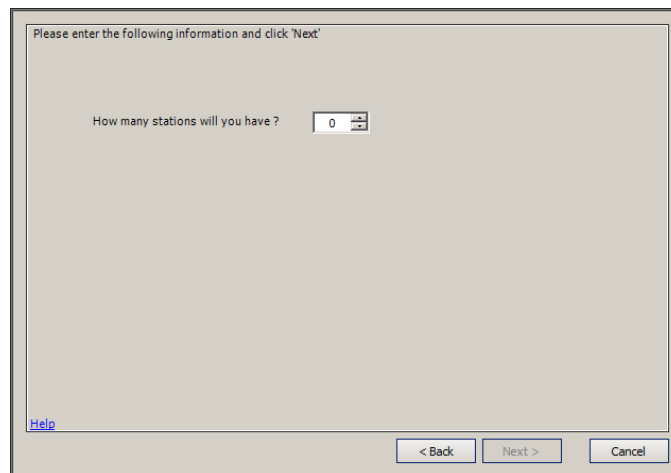
2. Click **Next**.



The screenshot shows a dialog box with a title bar and a main content area. The title bar contains the text "Please enter the following information and click 'Next'". The main content area contains the text "Select service mode" followed by two radio button options: "Fast food" and "Table service/Fast casual". The "Table service/Fast casual" option is selected. At the bottom left of the dialog box is a blue "Help" link. At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

Figure 1 - 7 Select the Environment

3. Select whether the site is a **Fast food** or **Table service/Fast casual** environment and click **Next**.



The screenshot shows a dialog box with a title bar and a main content area. The title bar contains the text "Please enter the following information and click 'Next'". The main content area contains the text "How many stations will you have ?" followed by a numeric input field containing the number "0". At the bottom left of the dialog box is a blue "Help" link. At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

Figure 1 - 8 Enter Number of Kitchen Stations

4. Enter the **number of stations** you will use in the kitchen and click **Next**.

Please enter the following information and click 'Next'

Please name your stations

Expo  Expo  Production  Enable touch

Grill  Expo  Production  Enable touch

Fry  Expo  Production  Enable touch

Pantry  Expo  Production  Enable touch

Note: The number of stations displayed is based on the number of stations entered on the previous page.

[Help](#)

< Back Next > Cancel

Figure 1 - 9 Name the Kitchen Stations

5. Type the **name you want for each station**, whether the station is for an **expo** or **production station**, and if the station will have **touch screen capability**. The number of stations you select on the previous screen determines the number of stations listed. When you are finished, click **Next**.

Please enter the following information and click 'Next'

Will you be using coursing (App, Entree, Dessert, To Go) to time out when different courses appear on the kitchen screen?  Yes  No

How many courses will you have?

[Help](#)

< Back Next > Cancel

Figure 1 - 10 Courses, Yes or No?

6. You must determine if you are using **courses**, such as Appetizers, Entrees, Desserts, and more, in your installation. If you are not using courses, select **No** and click **Next** to advance to the next screen and bypass the course configuration.

7. If you are using courses, select **Yes** and click **Next**.

Please enter the following information for Course 1 of 4 and click 'Next'

Note: Courses need to be in the correct order you want them to appear in the kitchen  
(Ex: appetizers need to be before entrees)

Course name

What do you want the order header display text to be?  
(Ex: for Dessert you may want to put \*DESSERT\*)

What category of items should go to this course by default?

What modifier should move items to this course?  
(Ex: For your Entree/Main course this would be your "As Entree/Main" item)

Count up from 0  Count down to the target time

When do you want the cells to turn yellow?  Enter number of seconds

When do you want the cells to turn red?  Enter number of seconds

How long should this course be on the table before the next course?  Enter number of minutes

Is this To Go?  Yes  No

[Help](#)

< Back Next > Cancel

Figure 1 - 11 Course Configuration

8. Type the **name of the first course**, such as Appetizers.
9. Type the name of the first course as you want it to appear on the **order header display**. Include any asterisks or other distinguishing characters to alert the employee, such as \*DESSERT\*.
10. Select the **category of items** to which items should go to by default, from the drop-down list.
11. Select the **modifier** that, when ordered, moves the item to the respective course. For example, for your Entree/Main course, this would be your 'As Entree/Main' item.
12. Select '**Count up from 0**' or '**Count down to the target time**' to determine the direction you want items to count.
13. Enter the **number of seconds** you want an item to remain unfinalized before the **cell turns yellow**.
14. Enter the **number of seconds** you want an item to remain unfinalized before the **cell turns red**.
15. Enter the **number of minutes** you want this course to remain at the table before starting the next sequential course.
16. Select **Yes** or **No** if this course is dedicated for 'to go' orders.

17. If you select **Yes**, additional options appear.

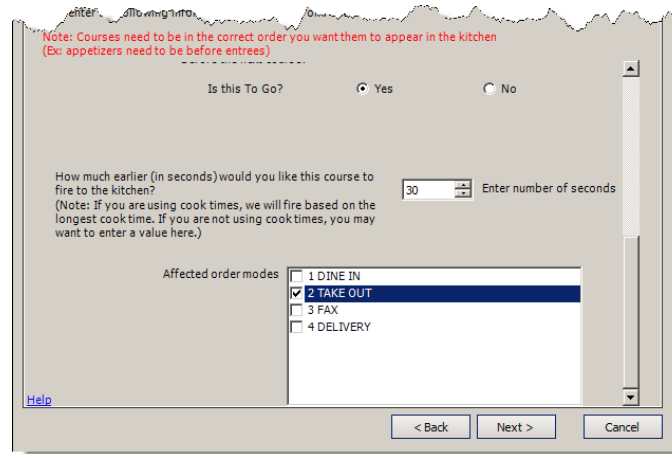


Figure 1 - 12 Course Configuration Continued

18. Enter how much earlier (in seconds) you would like this course to send to the kitchen.

**Note:** If you are using cook times, the system sends the order based on the longest cook time. If you are not using cook times, you may want to enter a value here.

19. Select each **order mode** affected by the course from the list of order modes. When all information is in place, the confirmation screen appears.

20. Click **Next** to process the kitchen data.



Figure 1 - 13 Begin Creating the Kitchen Data



21. When the Aloha Kitchen Configuration Wizard completes, a screen appears listing the new records added to the database.

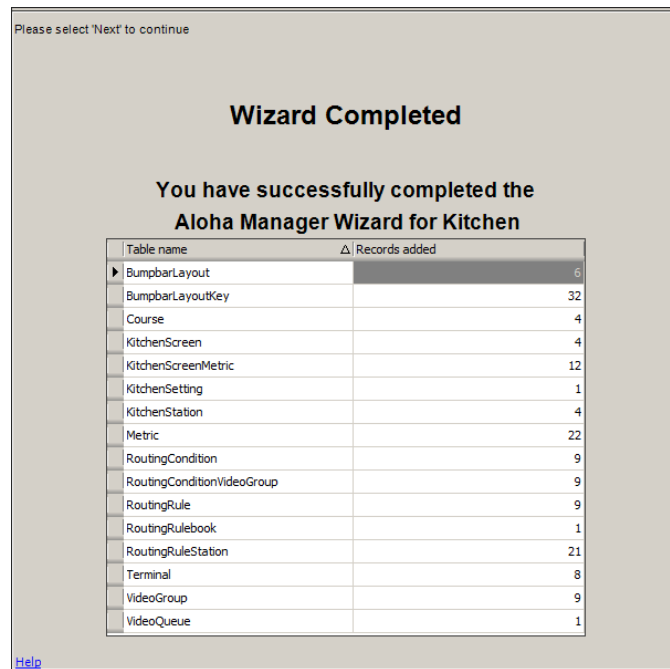


Figure 1 - 14 Wizard Completed

22. Click **Next**. A screen with additional information appears, instructing you to perform extra steps.

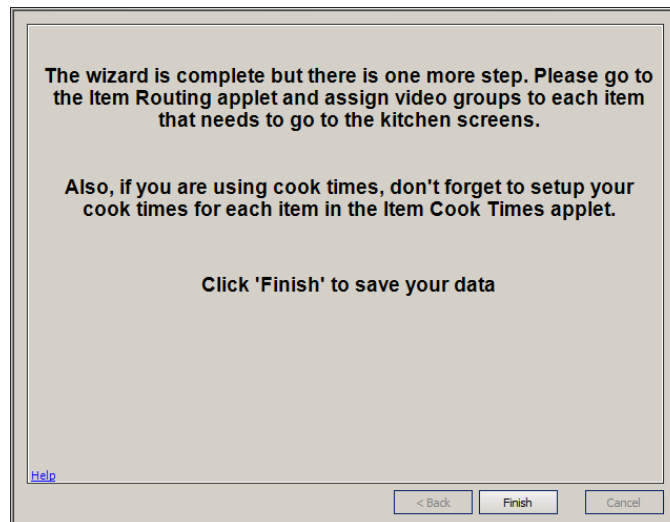


Figure 1 - 15 Exit the Wizard

23. Click **Finish**. The Aloha Kitchen Wizard exits.

## Assigning video groups to items for routing

Item routing determines on which kitchen station items appear, when ordered. Several methods for item routing are available; however, the Aloha Kitchen Configuration Wizard sets you up with the most common: item routing by video group. The video group method is also carried into the Routing Rulebook, also set up by the Aloha Kitchen Configuration Wizard.

To properly configure item routing by video group, the system uses the following configuration:

- Configure video groups and video queues (accomplished by the Aloha Kitchen Configuration Wizard).
- Assign video groups to items.

## Configuring video groups and video queues

The Aloha Kitchen Configuration Wizard sets you up with a video group record for each kitchen area you enter into the wizard, as well as a record for a combination of areas. The wizard also configures a single video queue record with all of the system-generated video groups attached. Aloha Kitchen requires at least one video queue record to communicate order information to Aloha Kitchen.

You can define additional video groups to account for combination items, where components of an item are prepared at different stations. For example, create a 'PantryGrill' video group to allow a grilled chicken salad to route to both the Pantry and Grill stations.

Use this section if you want to add more video groups or video queues. Keep in mind, Aloha Kitchen only uses the video queue ID, and its associated video groups, for communication. If you enter any values for the video group or video queues, they are overridden by values you establish in Aloha Kitchen. Aloha Kitchen uses the COM interface to pass this information between products. To simplify the configuration, we recommend you assign all video groups to a single video queue.

**Note:** You must select 'Display video' in Maintenance > Business > Additional Features > Options to display Video Groups and Video Queues in Maintenance > Hardware.

### To configure a video group:

1. Select **Maintenance > Hardware > Video Groups**.
2. Click **New**.
3. Type a **name** for the video group, such as "Grill."
4. Select the **Video Queues** tab.
5. Select a **video queue** from the 'Available' list and click **>>** to move the video queue to the 'Included' list.
6. Click **Save**.
7. Repeat this **procedure** for each video group you need to create.
8. Click **Close** and exit the **Video Groups** function.

**To configure a video queue:**

1. Select **Maintenance > Hardware > Video Queues**.
2. Click the **New drop-down arrow**, select **Standard** from the drop-down list, and click **OK**.
3. Type a **name** for the video queue, such as 'Kitchen.'

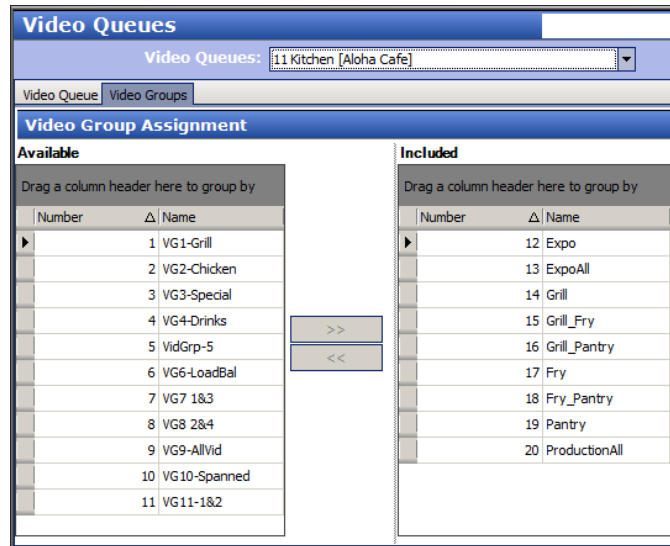


Figure 1 - 16 Video Queue Maintenance (Using System-Generated Video Queue)

4. Select the **Video Groups** tab.
5. Select all **video groups** from the 'Available' list box (left-click the mouse on the first item, hold down the Shift key, and left-click the last item) and click **the right arrow** to move the video queue to the 'Included' list box.
6. Click **Save**.
7. Click **Close** and exit the **Video Queues** function.

**Assigning a video group to an item**

The Aloha Kitchen Configuration Wizard does not assign a video group to an item. You must designate the video group to which you want an item to route when the item is added to an order, using the Item Routing function. If you have items you do not want to route to the kitchen, such as beverages, do not assign a video group to the item.

**To assign a video group to an item:**

1. Select **Maintenance > Menu > Item Routing > Item Routing** tab. The Item Routing function contains only one record to use.
2. Maximize the **screen** so you can access all columns in the Item Routing function.
3. Select an **item** from the 'Available' list box and click **the right arrow** to move the item to the 'Included' list box.

4. Select the **video group** to which to route the item from the drop-down list.

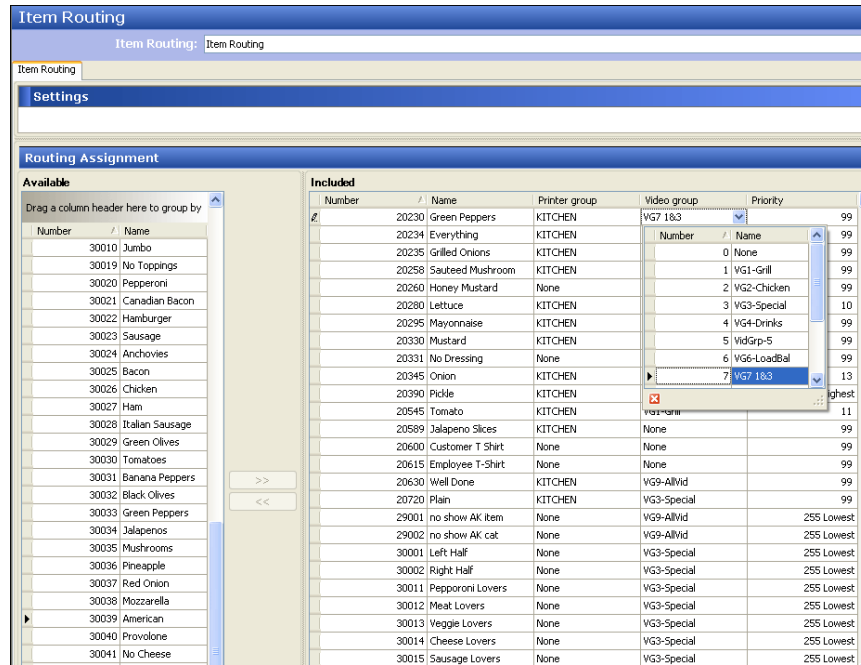


Figure 1 - 17 Item Routing Function

5. Repeat **steps 3 and 4** for each item requiring a video group.
6. Click **Save** and exit the **Item Routing** function.

## Manually configuring Aloha Kitchen hardware

As noted, once you run the Aloha Kitchen Configuration Wizard, you cannot run the wizard again unless you delete the auto-generated records and their associations. If you need to add another kitchen area to your restaurant or configuration, you can manually configure extra kitchen areas inside Aloha Kitchen. You must keep a one-to-one relationship with each component within a kitchen area, and we highly recommend maintaining the ID numbering range for your terminals.

You must configure the following components, in order:

- Bump bar layout
- Kitchen station
- Kitchen screen
- Printer (optional)
- Terminal

### Configuring a bump bar layout

Bump bar devices are used by employees to perform multiple functions as they relate to the Aloha Kitchen screens, such as navigating from one order to another, or the physical removal (bumping) of a finished order from the screen. There are two types of bump bar hardware devices: the 16-key bump bar, which is the bump bar ordered most often for use with Aloha Kitchen, and the 19-key bump bar. With a bump bar layout, you determine the functions to make available on the bump bars, and the order in which they exist on the bump bar.

**Note:** The procedures in this section depict how to configure the 16-key bump bar for Aloha Kitchen. If you have the 19-key bump bar, adjust the configuration, as needed.

A typical restaurant has two layouts, one for expo and one for production. You can create multiple bump bar layouts, depending on the functions required for each screen, or you can design one bump bar layout and use it for every bump bar in the system. Whichever design you choose, keep common commands in the same position across all bump bars. This reduces the risk of pressing the wrong button on a bump bar at a different station. For example, if the 'Bump' command is assigned to the large button on the right of the bump bar layout, place the command in the same position for all your production bump bar layouts. This way, if the fry cook switches to the pantry station, they are accustomed to a command being in the same location.

You can use a second bump bar for instances when you need to leverage more commands than are available on the bump bar. Attach that bump bar to COM2 in Terminal Maintenance.

#### To configure a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Click the **New drop-down arrow**, select **Radiant 16-Key**, and click **OK**.
3. Type a descriptive **name** for the bump bar layout, such as 'Expo' or 'Grill.'

- Click the **Design** tab.

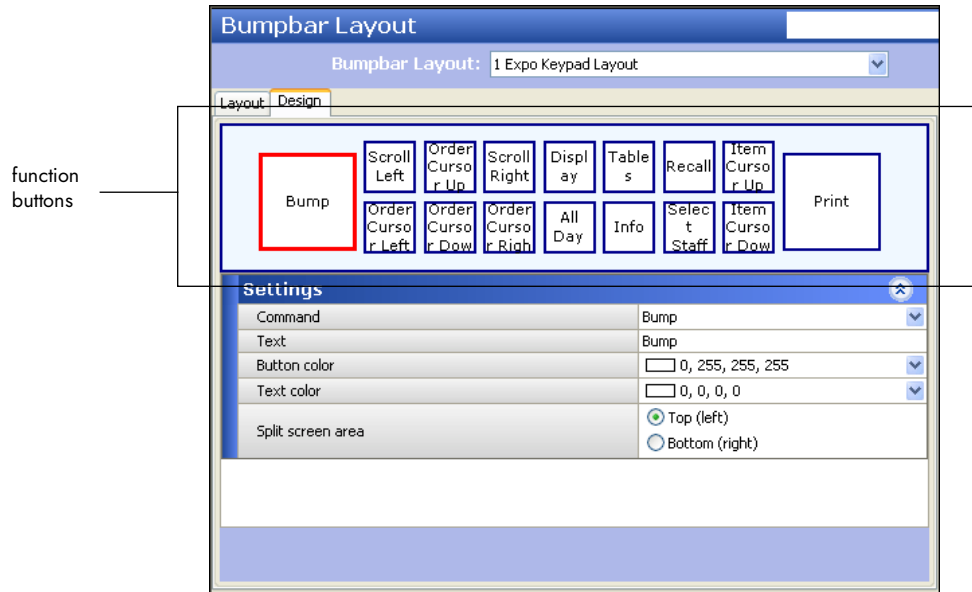


Figure 1 - 18 Bumpbar Layout - Design Tab (Expo)

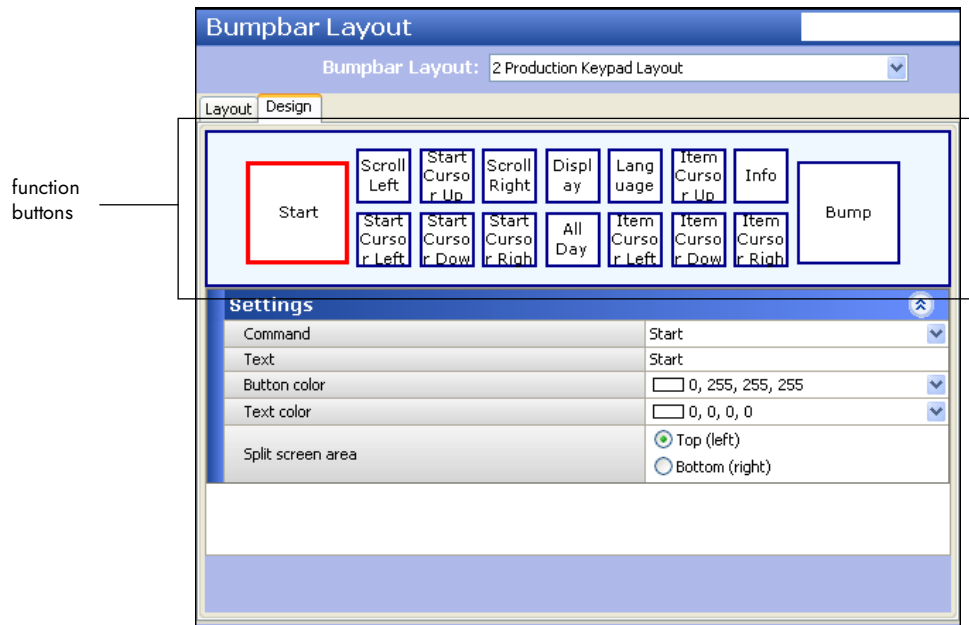


Figure 1 - 19 Bumpbar Layout - Design Tab (Production)

- Click the **leftmost function button** on the bump bar layout.
- Select a **command**, such as 'Start,' from the 'Command' drop-down list. The system automatically populates the 'Text,' 'Button color,' and 'Text color' for the button based on your selection; however, you can change these attributes, as needed.

7. Moving clockwise, repeat **steps 5 and 6** until you add each desired command to the bump bar layout. Refer to the following table for a list of the recommended commands, with the large outside buttons shown highlighted.

Bump Bar Layout for a Basic Expo Station		Bump Bar Layout for a Basic Production Station	
1	Bump	1	Start
2	Scroll Left	2	Scroll Left
3	Order Cursor Up	3	Start Cursor Up
4	Scroll Right	4	Scroll Right
5	Display (Toggle Display)	5	Display (Toggle Display)
6	Tables	6	Language
7	Recall	7	Item Cursor Up
8	Item Cursor Up	8	Info
9	Print	9	Bump
10	Item Cursor Down	10	Item Cursor Right
11	Select Staff (Select Staff Level)	11	Item Cursor Down
12	Info	12	Item Cursor Left
13	All Day	13	All Day
14	Order Cursor Right	14	Start Cursor Right
15	Order Cursor Down	15	Start Cursor Down
16	Order Cursor Left	16	Start Cursor Left

**Note:** As you assign a command to the bump bar layout, the drop-down list includes several options for a particular command, such as Start; however, each have a different behavior. For example, as you scroll through the list, there are many 'Start' commands. Make sure you select the appropriate command for your needs.

**Reference:** Refer to the Aloha Kitchen Reference Guide for a complete list of bump bar commands.

- Click **Print** in the Command panel to view a preview of a bump bar layout. This allows you to visually see the layout of your bump bar, which you can print and insert into a physical bump bar.

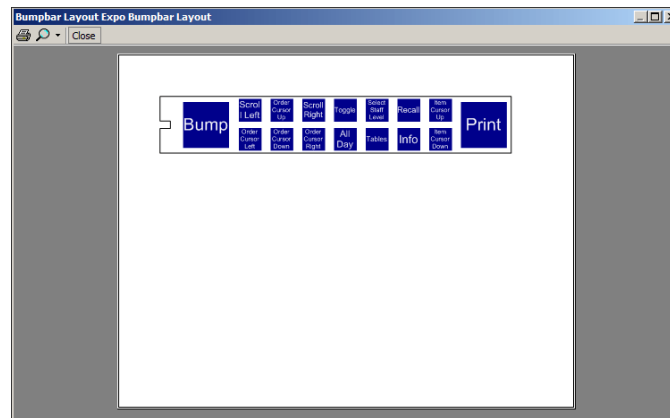


Figure 1 - 20 Bumpbar Print Preview

- Click the **printer icon** and select a **printer** from the Select Printer frame.
- Click **Print** to send to the printer. We recommend printing to a PDF printer and saving the file to a flash drive. Local office supply and print stores can print bump bar layouts on overhead transparency stock. This makes it easier to insert a bump bar layout into a bump bar.
- Click **Save** in the Command panel.
- Repeat this **procedure** for each additional bump bar layout you need to create.
- Click **Close** in the Command panel to exit the **Bumpbar Layout** function, or continue to the **next procedure**.

## Configuring kitchen stations

Kitchen stations define the attributes and behavior you want for a particular area of your kitchen, such as printing and bumping functions. They are also defined within a routing rulebook as the destination for items. Kitchen stations also define printing and bumping functions.

You always select the 'Expo' kitchen station type for each expo area. For each production station, you typically select the 'Production' kitchen station type. You must create a kitchen station for each area of your kitchen to maintain a one-to-one relationship.

**Note:** Kitchen stations are used as the routing destination when you define your item routing. Refer to the Customizing Aloha Kitchen Guide for more information.

### To configure a kitchen station:

- Select **Maintenance > Hardware > Kitchen Station**.
- Click the **New** drop-down arrow, select the appropriate **kitchen station type** from the drop-down list, and click **OK**.



- Under the 'Settings' group bar, type a descriptive **name** for the kitchen station.

The screenshot shows the 'Kitchen Station - \*' configuration window. At the top, there is a dropdown menu for 'Kitchen Station:' set to '1 AK-Grill'. Below this is a 'Station' tab and a 'Limit To Courses' button. The main area is divided into four sections: Settings, Items, Orders, and Printing. Each section contains a list of options with checkboxes.

Section	Option	Checked
Settings	Number	1
	Name	AK-Grill
	Type	Expo
	Master bump	<input type="checkbox"/>
Items	Auto-start all items	<input type="checkbox"/>
	Auto-prepare all items	<input type="checkbox"/>
	Combine independent modifiers with parent item	<input checked="" type="checkbox"/>
Orders	Defer bump with multiple courses	<input type="checkbox"/>
	Auto-start production order view cell	<input type="checkbox"/>
	Hide unfinalized orders	<input type="checkbox"/>
Printing	Auto-print chit when bumped	<input type="checkbox"/>
	Auto-print chit when prepared	<input checked="" type="checkbox"/>
	Auto-print on first item prepared	<input type="checkbox"/>
	Auto-print expo chit on order displayed	<input type="checkbox"/>

Figure 1 - 21 Kitchen Station - Station Tab (Expo)

- For an Expo kitchen station, make the following suggested **selections**:
  - Under the 'Settings' group bar, select **Master bump**. When you select Master bump, the 'Master bump all stations' option appears. Select this only if you want this station to bump orders from all stations in use.
  - Under the 'Items' group bar, select **Combine independent modifiers with parent item**.
  - Under the 'Printing' group bar, select **Auto-print chit when prepared**.

**Note:** A production kitchen station for a basic setup has all options cleared in the Kitchen Stations function. If you select any options, you must exercise caution when you select any 'auto-start' or 'auto-prepare' options, as these options do not allow a production employee to physically interact with the screen. For example, if you select 'Auto-start all items,' the correct setup is to use a 'Production cooking only' screen in the Kitchen Screens function; otherwise, items will never start. Refer to the Customizing Aloha Kitchen Guide for more information on kitchen screens.

- Click **Save** in the Command panel.
- Repeat this **procedure** for each kitchen area.
- Click **Close** in the Command panel to exit the **Kitchen Station** function.

## Configuring kitchen screens

Use the Kitchen Screen function to create a kitchen screen for each terminal in the kitchen area of the restaurant. There are several types of kitchen screens available for configuration, 'Expo order view'

and 'Production start and cooking' being the two most common. Using this function, you define the attributes, colors, sorting, and display options for each kitchen screen. You also define the metrics and commands to appear on the kitchen screen. Later in the configuration, you will assign a kitchen screen to each terminal.

**To configure a kitchen screen for use on an expo terminal:**

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Click the **New drop-down arrow**, select **Expo order view** from the drop-down list, and click **OK**.
3. Type a **name**, such as 'Expo,' for the kitchen screen.

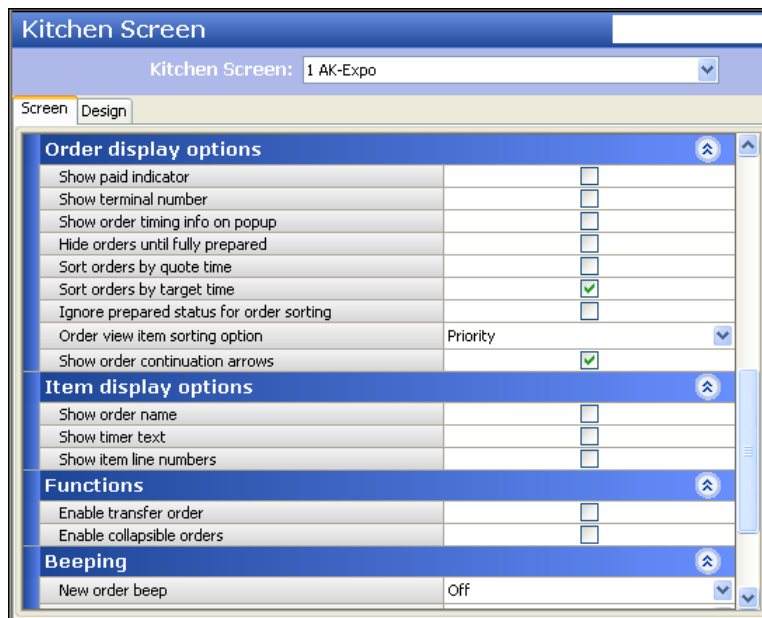


Figure 1 - 22 Kitchen Screen - Screen (Expo)

4. For a basic Expo kitchen screen, we recommend the following **selections**:
  - o Under the 'Display options' group bar, choose **Selected routed items** from the 'Manual print type' drop-down list.
  - o Under the 'Order display options' group bar, select **Sort orders by target time**.
  - o Select **Ignore prepared status for order sorting**.
  - o Under the 'Item display options' group bar, select **Show order name**.
  - o Select **Show timer text**.
  - o Select **Course text**, available if you are using coursing.
5. Click **Save**.

6. Repeat this **procedure** for other expo kitchen screens, if necessary.
7. Click **Close** and exit the **Kitchen Screens** function, or continue to the **next procedure** to configure a kitchen screen for production.

**To configure a kitchen screen for use on a Production terminal:**

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Click the **New drop-down arrow**, select **Production start and cooking** from the drop-down list, and click **OK**.
3. Type a **name**, such as 'Grill Production,' for the kitchen screen.

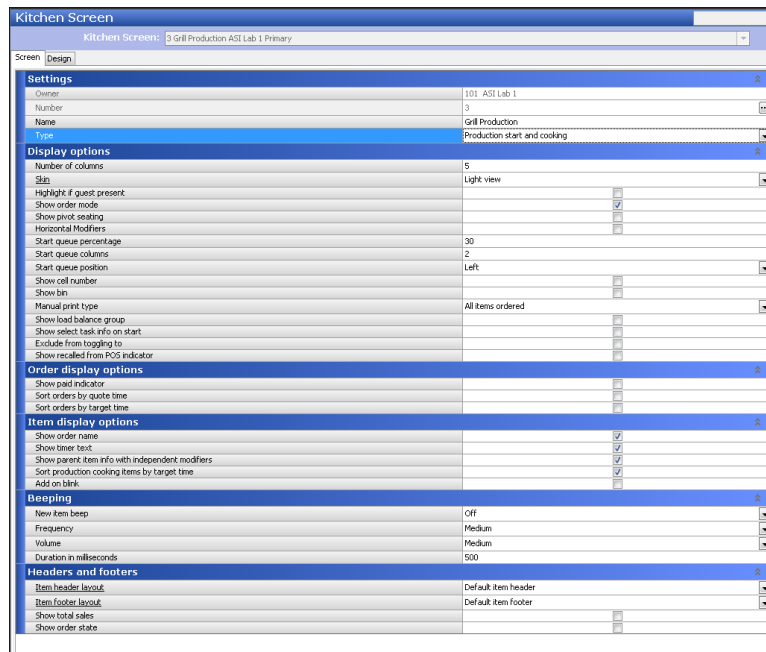


Figure 1 - 23 Kitchen Screen - Screen (Production)

4. For a basic Production kitchen screen, we recommend the following **selections**:
  - a. Under the 'Display options' group bar, type **30** in 'Start queue percentage.'
  - b. Type **2** in 'Start queue columns.'
  - c. Select **Left** from the 'Start queue position' drop-down list.
  - d. Under the 'Item display options' group bar, select **Show order name**.
  - e. Select **Show timer text**.
  - f. Select **Show parent item with independent modifiers**.
  - g. Select **Sort production cooking items by target time**.
5. Click **Save**.

6. Repeat this **procedure** for other kitchen screens for which you want a production kitchen screen.
7. Click **Close** and exit the **Kitchen Screens** function.

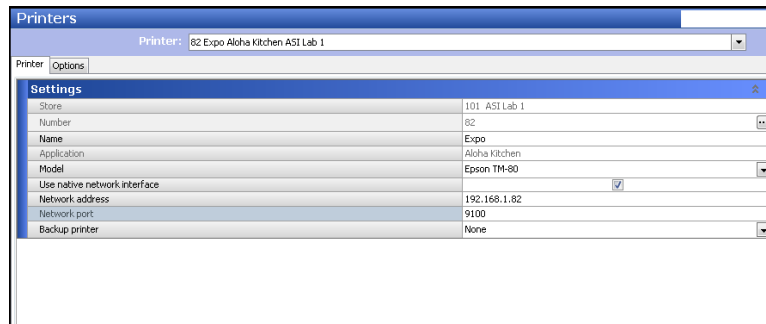
## Configuring printers (optional)

If desired, you can configure your system so that Aloha Kitchen controls the printing of the kitchen chit rather than the Aloha POS system. You can print to an Aloha POS printer, or you can use a dedicated printer for Aloha Kitchen. If you do not want Aloha Kitchen to control the printing of the kitchen chit, you can omit this procedure.

The application type of the printer is determined by the physical piece of hardware to which the printer is connected (whether physically or Ethernet-based). Aloha Kitchen can print to a printer that is physically connected to an Aloha POS terminal.

### To configure a printer:

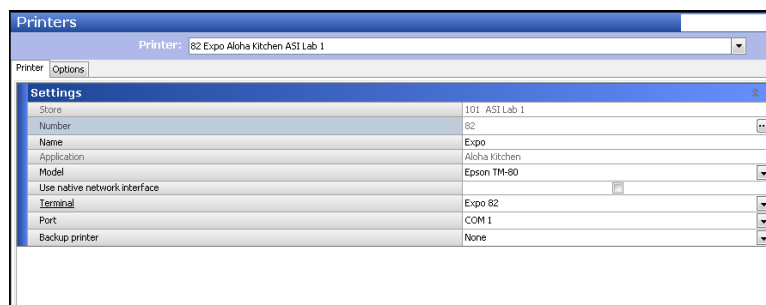
1. Select **Maintenance > Hardware > Printers**.
2. Click the **New drop-down arrow**, select **Aloha Kitchen** from the drop-down list, and click **OK**.
3. Under the 'Settings' group bar, type a **name** for the printer.



The screenshot shows the 'Printers' configuration window. The 'Printer' dropdown is set to '82 Expo Aloha Kitchen ASI Lab 1'. The 'Settings' group bar is expanded, showing the following fields:

Store	101 ASI Lab 1
Number	82
Name	Expo
Application	Aloha Kitchen
Model	Epson TM-80
Use native network interface	<input checked="" type="checkbox"/>
Network address	192.168.1.82
Network port	9100
Backup printer	None

Figure 1 - 24 Printer - Printer Tab (Ethernet)



The screenshot shows the 'Printers' configuration window. The 'Printer' dropdown is set to '82 Expo Aloha Kitchen ASI Lab 1'. The 'Settings' group bar is expanded, showing the following fields:

Store	101 ASI Lab 1
Number	82
Name	Expo
Application	Aloha Kitchen
Model	Epson TM-80
Use native network interface	<input type="checkbox"/>
Terminal	Expo 82
Port	COM 1
Backup printer	None

Figure 1 - 25 Printer - Printer Tab (Local)

4. Select a **model** to use for the printer from the drop-down list. If you want to use Ethernet printing, you must use an Epson printer.

5. Clear **Use native network interface** to use a local printer attached to a COM port on the kitchen terminal.
  - a. Select the **terminal** to which the printer is attached.
  - b. Select the **port** for the printer to use.  
— OR —  
Enable **Use native network interface** to use an Ethernet printer.
  - c. Type the **network address** of the printer.
  - d. Accept the default **network port** of 9100, unless you need to change this to match your network configuration.
6. Select a **backup printer** from the drop-down list, in the event this printer is malfunctioning.
7. Click **Save**.
8. Repeat this **procedure** for other Aloha Kitchen printers connected to a terminal.
9. Click **Close** to exit the **Printers** function.

## Configuring terminals

Once you configure your kitchen stations, kitchen screens, bump bars, and printers, you must assign them to a dedicated Aloha Kitchen terminal. Make sure you keep a one to one relationship.

**Tip:** If the file server ever fails, the lowest-numbered Aloha Kitchen terminal takes over duties with the Aloha Kitchen service. For this reason, it is particularly important to assign the lowest ID number to your most robust terminal, such as ID number 81.

At this point, you can enable touch screen functionality for the terminal, if supported. The secondary display for an additional monitor is used only if you are using the K1700 controller and have a monitor connected to the video out connection on the K1700.

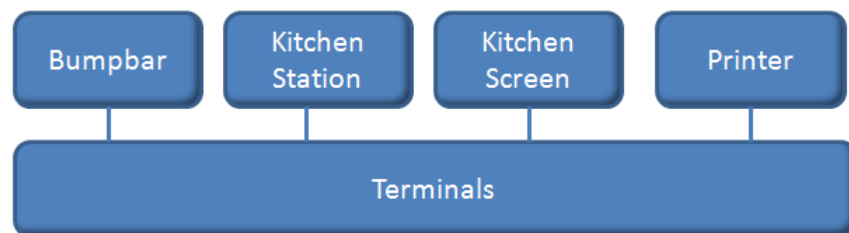


Figure 1 - 26 Terminal Configuration Diagram

**To configure an Aloha Kitchen terminal:**

1. Select **Maintenance > Hardware > Terminals.**

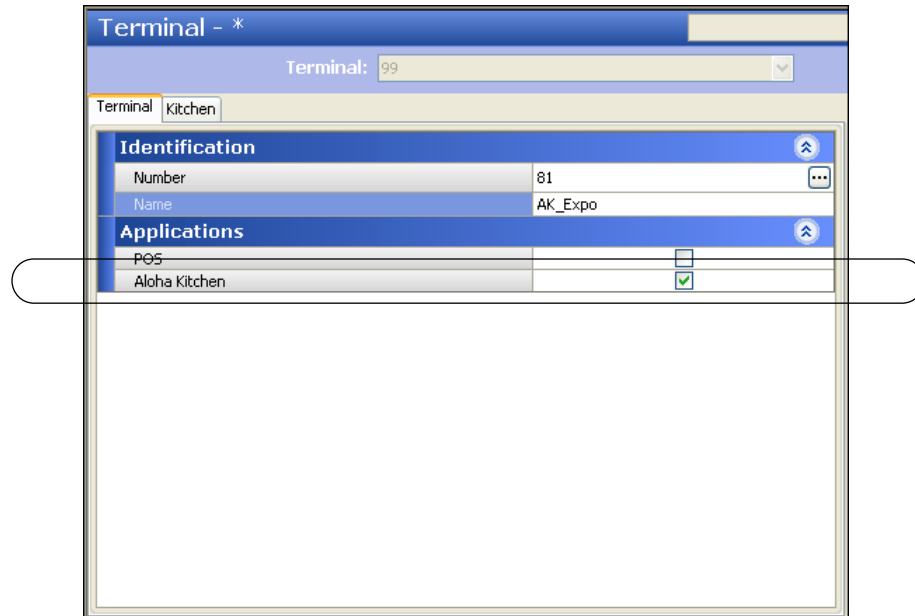


Figure 1 - 27 Terminals - Terminal Tab

2. Click **New**. The system creates a new terminal record with the next sequential ID number.
3. Under the 'Identification' group bar, choose an **ID number** from the drop-down list, such as ID 81.
4. Type a descriptive **name** for the terminal, such as 'Expo' or 'Grill.'
5. Under the 'Applications' group bar, clear **POS**. The system removes all unnecessary group bars and tabs.
6. Select **Aloha Kitchen**. An additional Kitchen tab appears.

7. Select the **Kitchen** tab.

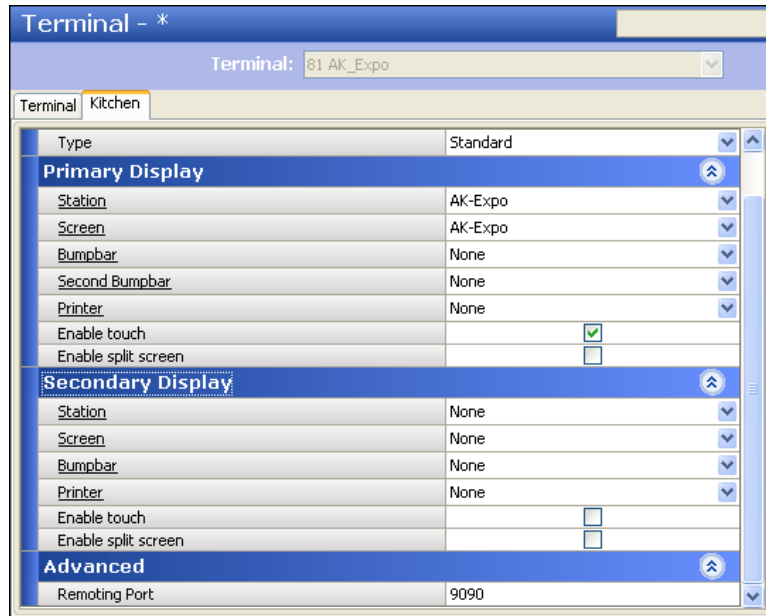


Figure 1 - 28 Terminals - Kitchen Tab (Expo)

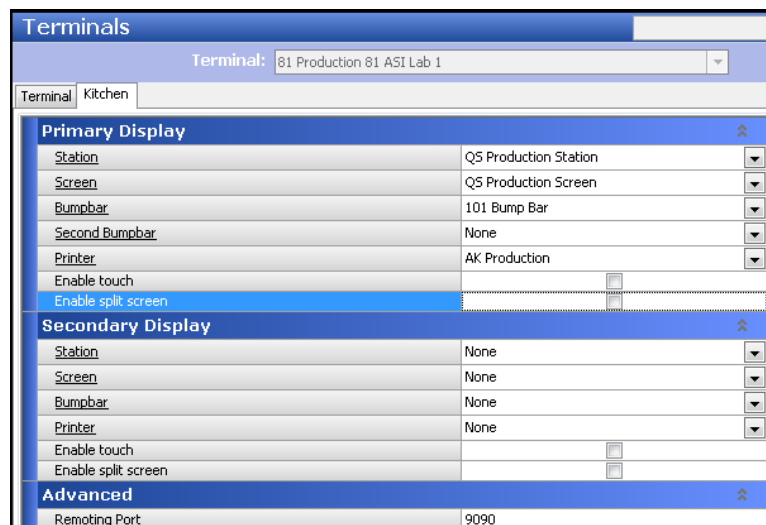



Figure 1 - 29 Terminals - Kitchen Tab (Production)

8. Select the **kitchen station**, **kitchen screen**, **bump bar**, and **printer** from the applicable drop-down lists.
9. When you attach a bump bar layout, specify the **port** to use for the bump bar device.
10. Select **Enable touch** to enable the touch screen functionality, if supported by the kitchen device.
11. Click **Save**.

12. Repeat this **procedure** for all other Aloha Kitchen terminals.
13. Click **Close** and exit the **Terminals** function.

## Refreshing data

After all settings are in place in your configuration management tool, you must select **Utilities > POS > Refresh POS & All Installed Products** to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

 **Caution:** Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.



## Configuring an Aloha Kitchen terminal environment

After you configure the requirements mentioned in this guide, and perform a refresh, you must configure an Aloha Kitchen terminal environment. This syncs Aloha Kitchen with the Aloha POS system and launches Aloha Kitchen at the appropriate time. You must have all the requirements in this chapter complete, particularly the Aloha Kitchen terminal, before you can configure an Aloha Kitchen terminal environment.

You can configure the terminal environment either manually, or using Radiant Application Loader (RAL) v14.1, or later. This is supported with all versions of Aloha Kitchen, and is recommended. All OS requirements on the device are the same as the Aloha POS terminal and Aloha Kitchen is required on the BOH server machine. RAL finds the AlohaKitchen.xml file in the Aloha Kitchen\Data folder to automatically configure the RAL interface with kitchen devices. Additionally, RAL creates an AKStart.bat file needed to launch Aloha Kitchen.



**Reference:** Refer to the RAL v14.1 documentation for instructions on how to create an Aloha Kitchen terminal environment.

### Manually configuring an Aloha Kitchen terminal environment

If you want to manually configure an Aloha Kitchen environment, you must configure a batch file called 'AKStart.bat' to launch the terminals.

#### To manually configure an Aloha Kitchen terminal environment:

1. Ensure the **time zone of each terminal** is set correctly to match the Aloha POS server.
2. Set **Computer Name**:  
The networking setup should be similar to the Aloha POS terminals. The machine name is not important, but for ease of troubleshooting, we recommend you set the machine name to AKCONTROLLERx, where "x" is the device ID (for example AKCONTROLLER1, AKCONTROLLER2, etc.).
3. Set **WORKGROUP**.  
Use the WORKGROUP the Aloha BOH file server uses (typically IBERTECH).
4. Set the **IP Address**.  
Set the IP address compatible to the Aloha BOH file server and Aloha POS terminals.
5. Copy the **Aloha Kitchen folder** and its contents from the **Aloha BOH file server** to the **Bootdrv folder** on the AK Terminal.
6. Edit the **StartAK.bat** batch file and place a shortcut of it in the startup folder of the device. You need four startup parameters for the Aloha Kitchen executable: **TERM**, **TERMSTR**, **KITCHENFOLDER**, and **SERVER** and **IBERROOT** (if applicable), and **IBERDIR**, if using the temporary Command Center installation.
  - a. **TERM** is the identifier of the terminal as set in Configuration Center. Example: TERM=81

- b. **TERMSTR** should be set to the same value used by the Aloha POS system, i.e. the same TERMSTR you have set on your Aloha BOH file server and Aloha POS terminals. This setting is used to determine which terminal messages the Aloha Kitchen system should act on.
- c. **KITCHENFOLDER** is the local AlohaKitchen folder on the device and is the path for config and storing logs. Example: KITCHENFOLDER=C:\BOOTDRV\ALOHAKITCHEN.
- d. **SERVER** is the computer name of the file server.
- e. If the Aloha POS system is installed in an ALOHA folder, you do not need to set the **IBERROOT** variable, but if it is installed elsewhere (ex. ALOHAQS), set the IBERROOT variable.

7. Repeat this **procedure** for each Aloha Kitchen terminal.

### An example batch file:

```
:: ---- SET ENVIRONMENT ----  
:: ---- These are required ----  
:: (Determines which Term Id this is and MUST be the term ID in CFC - Also used for  
temp CMC Install)  
SET TERM=81  
:: (Filters POS transactions and connection, only transactions from this TERMSTR will  
be used - MUST be the POS TERMSTR)  
SET TERMSTR=ALOHATERMS  
:: (Path for config and storing log - must point to local kitchen folder)  
SET KITCHENFOLDER=C:\BOOTDRV\ALOHAKITCHEN  
:: (SERVER variable must match the computer name of your POS and AK file server -  
Also used for temporary CMC install)  
SET SERVER=ALOHABOH  
:: (Used for temporary CMC Install - should match your KITCHENFOLDER variable)  
SET IBERDIR=C:\BOOTDRV\ALOHAKITCHEN  
:: (Override default of 'ALOHA' - needed to read DOB from BOH, should be IBERROOT at  
BOH)  
:: SET IBERROOT=ALOHAQS  
:: -----  
:: ---- Optional Settings ----  
:: (Use to dump local machines ENVIROMENT and startup args into debout)  
SET SHOWKITCHENENVIRONMENT=TRUE  
:: -----  
:: ---- Load Aloha Kitchen and Loop ----  
:RESTART  
::  
:: ---- Sync time with server ----  
:: (Use to sync local time - make sure WINDOWS Time Zone settings match, this is a  
temporary workaround)  
NET TIME \\%SERVER% /SET /Y  
::  
:: ---- copy local NEWBIN files to local BIN  
COPY %KITCHENFOLDER%\NEWBIN\*. * %KITCHENFOLDER%\BIN\ /Y  
DEL %KITCHENFOLDER%\NEWBIN\*. * /Q  
::  
:: ---- Start a Aloha Kitchen instance ----
```

```
:: (switch '/TOUCH' will turn on the CommandBar even if a Bumpbar is defined for  
controller)  
START /WAIT %KITCHENFOLDER%\BIN\ALOHAKITCHEN.EXE /CONTROLLER %TERM% /TOUCH  
::  
:: ---- Loop to restart ----  
GOTO RESTART  
EXIT
```

## Troubleshooting your terminal environment

Use the following helpful tips to troubleshoot your Aloha Kitchen terminal environment:

### Aloha Kitchen device does not start up and is in a continuous loop.

Check the Aloha Kitchen terminal debout for the following lines and ensure the IP address (in parenthesis) is your internal Aloha POS network or an external network IP address:

```
10:53:04, Detected instance AlohaKitchen_9999 on network (10.100.9.2)
```

```
10:53:04, Detected instance AlohaKitchenService_9098 on network (10.100.9.2)
```

### If the IP address is the external network, change the binder order.

1. Right-click **My Network Places** and select **Properties**.
2. Click **Advanced** and select **Advanced Settings**.
3. Using the **arrows on the right**, change the **binding order** so your Aloha POS network is listed first.
4. Click **OK** and exit the **Advanced Properties** dialog box.
5. Reboot the **file server**. You must reboot the file server for these changes to take effect.
6. If the debout is referencing the correct network, verify you have the **correct ports open** on your firewall for the server.

### 'NO POS' message appears in the upper-right of the screen.

The Aloha POS terminal install usually requires only a refresh once AK has been installed on the server. Updating AK on the server adds the proper files to the Bin directory. If this does not happen, verify the following.

- If using the Aloha POS SynchInclusionList feature, ensure Aloha.ini has a CLSID entry for the AK POS interface, such as 'ActivityCLSID1=Aloha POSKitchenInterface.AlohaPOSKitchenInterface.'

 **Tip:** It is necessary to add this setting in Configuration Center or Aloha Manager v7.0, or higher. Do not place it directly into Aloha.ini.

- If the CLSID entry is correct, then check the Aloha POS terminal debout. If the line, 'AlohaActivity: Failed to create CLSIDAlohaPOSKitchenInterface.AlohaPOSKitchen Interface' appears, the interface did not automatically register. You must manually register the interface on each Aloha POS terminal (and also the server, if you are running an instance of Iber on the file server).

### To manually register the interface on each Aloha POS terminal.

1. Open a **Command prompt** on the terminal and navigate to the **Aloha POS Bin folder**.
2. Type **%windir%\Microsoft.Net\Framework\v2.0.50727\Regasm.exe /Verbose %LocalDir%\Bin\AlohaPOSKitchenInterface.dll /Codebase**, where %LocalDir% is the

actual path of your LocalDir, if your LocalDir is not defined in your environment variables on the Aloha POS terminal.

3. Reboot the **terminal** after registering the command.

## Chapter 2: Customizing Aloha Kitchen

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## About this chapter

This chapter discusses how you can use other functions and isolated features to customize your Aloha Kitchen installation. These are not required for getting Aloha Kitchen started and running; however, when configured, they add exceptional value to your overall operation and allow you to conform to your operational needs and specific environment.

 **Note:** Remember you must always refresh data after configuring any of these features.



## Understanding Kitchen settings

Before you begin to implement additional features which are not provided by the Aloha Kitchen wizard, it is helpful to understand the Kitchen Settings function. This function provides options relating to the whole kitchen, instead of an individual section of a kitchen. If your configuration tool is CFC, you can have a Kitchen Settings record for each store or you can use the same Kitchen Settings record for multiple stores. If your configuration tool is Aloha Manager, you only have a single Kitchen Settings record. Once you are familiar with the Kitchen Settings function, you will be instructed to return the function to make configuration changes.

### To access Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.

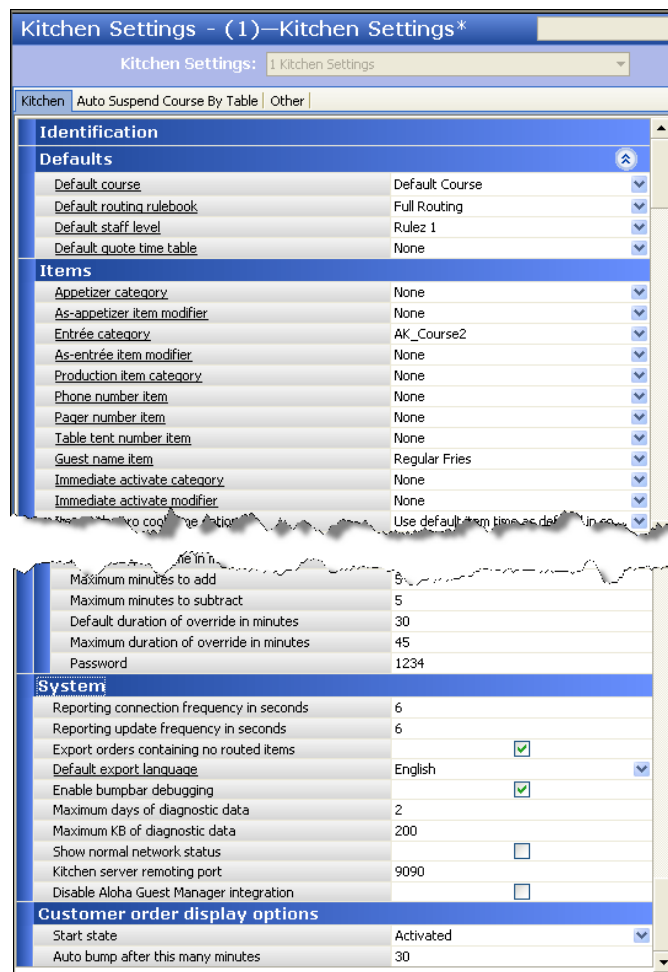


Figure 2 - 1 Kitchen Settings Function

2. Click **Close** to exit the **Kitchen Settings** function.

The Kitchen Settings function contains a number of group bars whereby you configure your system at the store level.

### Group Bar: Defaults

Use the Defaults group bar to configure default behavior for certain elements of the program. The system uses these defaults at all times for the whole store, unless overridden.

- To configure your default course, refer to [“Configuring item activation” on page 23](#). The Aloha Kitchen wizard defines a default course for you.
- To configure your default routing rulebook, refer to [“Configuring item routing” on page 14](#). The Aloha Kitchen wizard defines a default routing rulebook for you.
- To configure your default staff level, refer to [“Configuring staff levels to change item routing” on page 51](#).
- To configure your default quote time table, refer to [“Configuring quote times for adjustments in Aloha Takeout” on page 54](#).

### Group Bar: Items

Use the Items group bar to configure features related to items.

- To configure the routing method, refer to [“Configuring item timing” on page 7](#).
- To configure the method to use for items with zero cook times, refer to [“Configuring item timing” on page 7](#).
- To configure minutes to automatically bump an item, refer to [“Automating Aloha Kitchen” on page 31](#).

### Group Bar: Orders

Use the Orders group bar to configure features related to orders.

To configure zoning, refer to [“Configuring zoning” on page 34](#).

### Group Bar: Timers

Use the Timers group bar to configure when an item timer begins for orders.

### Group Bar: User Interface

Use the User Interface group bar to configure attributes for the graphical user interface.

### Group Bar: Delay Routing

Use the Delay Routing group bar to configure the delayed routing functionality.

To configure delay routing, refer to [“Configuring item timing” on page 7](#).

### Group Bar: Chit Printing

Use the Chit Printing group bar to activate and configure attributes related to the printing of your chits.

To configure a print layout for chits, refer to [“Customizing the print layout for production chits” on page 66.](#)

#### **Group Bar: Quote Times**

Use the Quote Times group bar to configure the rounding and override requirements for changing the quote time used in the Aloha Takeout product.

To configure quote times, refer to [“Configuring quote times for adjustments in Aloha Takeout” on page 54.](#)

#### **Group Bar: Customer order display options**

Use the Customer Order Display Options group bar to define the behavior for all customer order view kitchen screens.

Note: Refer to the Customer Order Display Feature Focus Guide for complete information on configuring and using a customer order display.

#### **Group Bar: System**

Use the System group bar to configure internal elements of Aloha Kitchen, such as requirements to hold diagnostic data, debugging a bump bar, defining the kitchen server remoting port, and more. You should use caution with this group bar as many of these options should rarely be changed.

## Configuring item timing

By default, all routed items display (activated) on their respective kitchen screens at the same time. You can configure the timing of items in Aloha Kitchen to allow items to display on a kitchen screen at staggered times (delayed routing) so you can synchronize the completion of the order at the same time. This ensures hot food is served hot and cold food is served cold. The item with a longest cook time displays first, then other items within the order with a shorter cook time displays at the appropriate times. There are several item timing methods you can use. Some methods you can use in conjunction with another timing method, and some override a method.

For example, the guest orders a grilled chicken entrée with an eight minute cook time and a fried shrimp entree with a two minute cook time. The grilled chicken entree appears on the 'Grill' screen for six minutes before the fried shrimp entrée appears on the 'Fry' screen.

In order to stagger the delay of your items, you must activate delay routing and add cook times to your items.

### Activating delay routing

To stagger the times when items appear on-screen, you must activate the delay routing function in Kitchen Settings.

#### To activate delay routing:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the 'Delay Routing' group bar, select **Enable delay routing**.
3. Click **Save** and exit the **Kitchen Settings** function.

### Adding cook times for items

Adding cook times to your routed items is the very basic requirement for timing your items. The item with the longest cook time displays on-screen first, then all subsequent items within the order display when their cook times arrive. You need only add a cook time to items you are routing.

#### To add cook times for items:

1. Select **Maintenance > Menu > Item Cook Times**.
2. Click **New** to create a new item cook time record.
3. Select an **item** from the 'Available' list box and click **>>** to move the item to the 'Included' list box. To select a range of items, select the first item in the range, hold down the Shift key, and select the last item. To select non-consecutive items, select an item, hold down the Ctrl key, and select each additional item.
4. Type the **number of seconds** it takes to prepare the item in 'Cook time.' To enter the same cook time for a range of items, select the first item in the range, hold down the Shift key, and select the

last item. To enter the same cook time for non-consecutive items, select an item, hold down the Ctrl key, and select each additional item.

5. Repeat **Steps 3 and 4** until you configure the cook times for each item.
6. Click **Save**.
7. Click **Close** to exit the **Item Cook Time** function or continue to the next procedure.

## Adjusting an item cook time based on a modifier

You can adjust the cook time of an item when you order the item with a specific modifier, using the Standard Modifiers tab. Typically, you adjust a cook time for temperature modifiers, such as 'Well Done,' or 'Rare.' You can increase or decrease the time, based on a percentage or a fixed amount of seconds. You must place the modifier in a modifier group and associate that modifier group to the applicable item, as you would for any other modifier group configuration.

Note: Be aware the options you configure on the Standard Modifiers tab affects the cook times you configure on the Item Cook Time tab. Furthermore, the modifier configured here equally affects the timing of any item to which you apply this modifier. For example, using a 'Well Done' modifier on a hamburger, a bacon cheeseburger, or a mushroom Swiss burger affects the cook time by the same amount.

### To adjust an item cook time based on a modifier:

1. Select **Maintenance > Menu > Item Cook Times > Standard Modifiers** tab.
2. Select a **modifier** from the 'Available' list box and click **the right arrow** to add the modifier to the 'Included' list box. The modifier you choose must reside in a modifier group and must be attached to the applicable item. Do not select a menu item or a modifier that does not apply.
3. To adjust the cook time by a percentage, type a **percentage** in the '+/- Percent' column. Precede the percentage with a **minus sign** if you want to reduce the original cook time.

**-OR-**

To adjust the cook time by a fixed number of seconds, type an **amount**, in seconds, in the '+/- Seconds' column. Precede the amount with a **minus sign** if you want to reduce the original cook time.

4. Repeat **Steps 2 through 4** for each modifier you want to adjust the original item cook time you order the item with the modifier.
5. Click **Save**.
6. Click **Close** to exit the **Item Cook Times** function or continue to the next procedure.

## Overriding an item cook time using an item/modifier pairing

You can override an item cook time, and item cook time adjustment, with a specific pairing of an item and a modifier, using the Advanced Modifiers tab. Typically, you would use this when a cook time adjustment is already in place or you want to use a pairing at all times. For example, if you already have a 'Well Done' modifier to increase the cook time of an item by 50%, but when you order a NY Strip steak takes 100%, you would pair NY Strip steak and Well Done together to create a different cook time amount. You must place the modifier in a modifier group and associate that modifier group to the applicable item, as you would for any other modifier group configuration.

**⚠ Caution: Be aware the options you configure for a specific pairing on the Advanced Modifiers tab override the options on the Item Cook Time and Standard Modifiers tabs.**

### To override an item cook time using an item/modifier pairing:

1. Select **Maintenance > Menu > Item Cook Times > Advanced Modifiers** tab.
2. Click **Add**. The system adds a blank row under the 'Cook Time Assignments' group bar.
3. Select an **item** from the 'Item' drop-down list.
4. Select a **modifier** from the 'Modifier' drop-down list. Only modifiers associated with the item appear.
5. Type the **total number of seconds** it takes to cook the item when used with this modifier in 'Combined cook time.'
6. Repeat **Steps 2 through 5** until you add all advanced modifiers you need.
7. Click **Close** to exit the **Item Cook Times** function.

## Overriding item cook times

Use the Item Cook Time Overrides function to override the entire set of item cook times with a new set during abnormal times or special events. You can use the function to increase or decrease the cook time of an item, such as when the number of items ordered, exceeds the capacity of a piece of kitchen equipment during busy meal periods or additional schedule staff increases productivity. If necessary, create one or more item cook time overrides to account for different business and production levels that affect the cook time of various items. After you configure a new set of cook time values, you must access Maintenance > System Settings > Activation Schedule and Event Schedule to activate or deactivate the override.

### To configure item cook time overrides:

1. Select **Maintenance > Menu > Item Cook Time Overrides**.
2. Click **New**.
3. Under the 'Settings' group bar, type a **name** for the item cook time override.
4. Select one or more **items** from the 'Available' list box and click **the right arrow** to move the items to the 'Included' list box.

5. Use the **Standard Modifiers** and **Advanced Modifiers** tabs to configure cook time overrides for those functions. [See “Configuring item timing” on page 7.](#)
6. Click **Save**.
7. Click **Close** and exit the **Item Cook Time Override** function.

**To create an activation schedule for a cook time override:**

1. Select either the **TS** or **QS** icon.
2. Select **Maintenance > System Settings > Activation Schedules**.
3. Click the **New** drop-down arrow, select a **type** of cook time override from the drop-down list, and click **OK**.

Note1: If you select Weekly, Monthly, or Specific Date from the New drop-down list, you must select additional configuration from the ‘Options’ group bar.

4. Type a **name** for the activation schedule.
5. Under the ‘Time’ group bar, clear **Start of day** unless the cook time override applies to an entire day.
6. Type a **Specific start time** for the activation schedule.
7. Click **Save** and exit the Activation Schedule function.

**To create an event schedule for a cook time override:**

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select an existing **Event Schedule** from the ‘Event Schedule’ drop-down list, or click **New** to add a new event schedule.
3. Select the **Events** tab.
4. Click the **Add** drop-down list and select **Activate Item Cook Time Override**.
5. Under ‘Activation Schedule,’ select the **activation schedule**.
6. Select a **start date** and **end date** from the drop down calendar.
7. Under the ‘Activate Item Cook Time Override’ group bar, select the item cook time override from the drop-down list.
8. Select the **Active** check box.
9. Click **Save** and exit the **Event Schedule** function.

Note1: To deactivate a cook time override, repeat steps 4 - 9. In step 8 clear the ‘Active’ check box.

## Determining the method to use for items with zero cook time

When you have a zero cook time assigned to an item, and you are using delay routing, the routed item appears on-screen with no delay. The system then uses the timing requirements of the course, even if you have only the default course. You can configure zero cook time items to appear on-screen in Kitchen Settings, based on when a course completes, starts, or by the 'Duration in minutes' option in Course Maintenance.

### To determine the method to use for items with zero cook time:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the 'Items' group bar, select **one** of the following from the 'Item with zero cook time option' drop-down list.
  - a. Select **Activate item at course completion** to activate items when a course is complete.
  - b. Select **Activate item at course start** to activate items based on the start of the course.
  - c. Select **Use default item time as defined in course configuration** to activate items based on the 'Default cook time for zero cook time item (in seconds)' value in Maintenance > Kitchen Configuration > Course for the active course.
3. Click **Save**.

## Configuring delay routing

Delay routing options enable staggered activation based on item cook time, course timing, or when using the future order functionality in Aloha Takeout. If delayed routing is cleared, items are activated all at once. If delayed routing is cleared and the order has multiple courses, all items appear at once with each course appearing in separate cells with their respective items.

### To configure delay routing:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the 'Delay Routing' group bar, configure the **following**:
  - a. Select **Enable delay routing** to activate delay routing. If cleared, all items route normally and become active immediately.
  - b. Clear **Always activate delayed items on same order together** to stagger the activation of items. Enable this option if you want to activate all items in a delay group at the same time. Use this option if you use an Aloha Kitchen expo station, but use kitchen chit printing instead of production displays.
  - c. Type the **number of minutes** before the target time that Aloha Kitchen forces activation of a delayed item in 'Minimum activation time in minutes,' if it has not been activated by other methods. **Recommended:** Set this to the shortest cook time item for all courses.
  - d. Type the **number of minutes** before the target time that you allow Aloha Kitchen to activate delayed item in 'Maximum activation time in minutes' to prevent items from being released



- too early. Type '0' to indicate no limit. **Recommended:** Set this to the cook time of the item that takes the longest time to prepare.
- e. Type the **number of seconds** to add to the activation time in 'Additional activation seconds' for counting, battering, breading, or other preparation you require before cooking items.
  - f. Select **Enable manual activation for delayed orders** if you activate orders, as opposed to Aloha Kitchen automatically activating a delayed order. **Recommended:** Cleared.
  - g. Select **Enable manual activation for delayed items** if you activate items, as opposed to Aloha Kitchen automatically activating a delayed item. **Recommended:** Cleared.
  - h. Select **Add production factor to activation time** to calculate the activation time of items.
  - i. Select **Activate relative to first item actual start time** to time the activation of items within a course based on when the first item is activated and the cook time of each item. This option ignores the course target time and sets a new target time for all course items, based on the start of the first item on a course and the cook time of that item. **Required Options:** It is necessary to set a maximum time to wait for the first item in seconds.
  - j. Specify the **Maximum time to wait for first item in seconds** to define the seconds other items on a course must wait before the activation of the beginning of a course. This prevents an entire order from being late if you forget to start the first item. **Required options:** You must select 'Activate relative to first item actual start time' to enable this option.

**Note:** Selecting '0' delays shorter cook time items indefinitely until the item with the longest cook time is started.

- k. Select a **behavior** from the 'Auto suspend course behavior' drop-down list to determine the automatic suspension of courses.
  - l. Select **Disable** in a quick service, quick casual, and casual table service environments to allow Aloha Kitchen to time and automatically fire all courses.
  - m. Select **Suspend all courses** in fine dining to release each course for a table manually, including the first course.
  - n. Select **Autofire first course and suspend all subsequent courses** in fine dining to automatically fire the first course, then require you to release each remaining course for a table, when necessary.
  - o. Select **Auto fire suspended course minutes** to specify the number of minutes, from 0 to 999, to wait before automatically firing a course that has been suspended. The default is 500 minutes (8 hours 20 minutes). Lower the number of minutes to fire a suspended course in case you forget to fire a course.
3. Click **Save** and exit the **Kitchen Settings** function.

## Configuring item routing method for items

In the Aloha POS system, an item is sent to the kitchen in a variety of ways, all of which are with the inclusion of the 'Send' function. You can either touch a stand-alone 'Send' button, include the send

function within a script, apply an order mode with the send function, and more. You can use Aloha Kitchen to determine at what state of the ordering process in the Aloha POS system that items appear on the kitchen screen.

**To determine when items appear from the Aloha POS system:**

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the 'Items' group bar, configure **one of the following** options from the 'Routing method' drop-down list:
  - a. Select **When finalized** to send an item to the kitchen when you order the item on the Aloha POS system.
  - b. Select **One behind** to send an item to the kitchen only after you enter the next item in the Aloha POS system.
  - c. Select **Route when POS order is closed** to send an item to the kitchen when you close the check on the Aloha POS system.
  - d. Select **Immediate** to send an item to the kitchen as you enter the item, as unordered, on the Aloha POS system. This is useful for fast quick-service environments.
3. Click **Save**.

## Configuring item routing

Item routing determines on which Aloha Kitchen station items appear. Several methods for item routing are available, depending on your operations. Most restaurants take the granular approach, meaning each item is routed to an appropriate kitchen station using video groups. A less granular approach would be to send an entire order to a kitchen screen, such as by order mode.

### What the Aloha Kitchen wizard does?

When you run the Aloha Kitchen wizard, the system automatically creates a 'My Routing Rulebook' record in Routing Rulebook Maintenance, configured for video group routing to each kitchen station created by the wizard. The system attaches the generated routing rulebook as the default rulebook in Kitchen Settings.

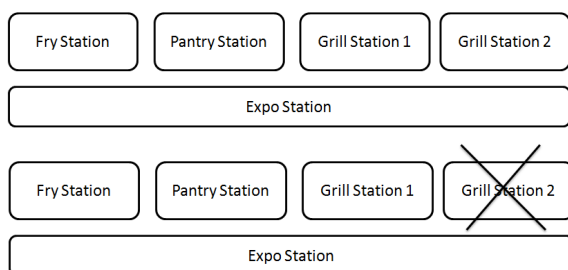
Visit the Routing Rulebook function to do the following:

- Adjust the system-generated routing rulebook by changing or adding additional conditions.
- Create another routing rulebook to use during non-peak times of the day.
- Create another routing rulebook with a different routing method, such as category, to use instead of routing by video groups.

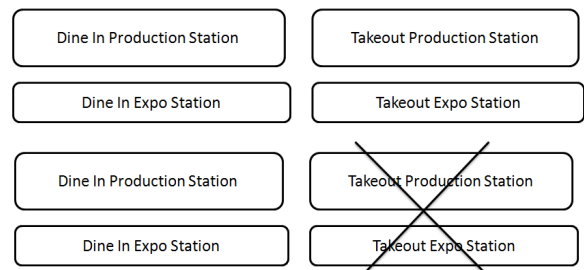
Before configuring item routing, you need to understand the concept of a "routing rulebook." Regardless of the method of item routing you choose, you must have at least one rulebook to use as the default rulebook. This rulebook should cover your routing needs when your restaurant is at its normal staffing level, and is the default rulebook, active at the start of each day. Then create additional rulebooks, if desired, to cover the routing requirements when you either increase or decrease your staff. You can easily change the active rulebook using the Set Staff Levels command from the Command bar on a touch screen terminal or a bump bar. For example, base the first (default) rulebook on the normal staffing level of five. Later, when you close the extra station, use the Set Staff Levels command to switch to the rulebook based on a lower staffing level.

Note: Refer to "Configuring staff levels to change item routing" on page 51 for information on how to implement and use the Set Staff Levels command.

This example depicts a video group routing type that sends items to Grill Station 2. When you close the station, use another routing rulebook to exclude Grill Station 2 and send items to other stations.



This example depicts an order mode routing type that sends the order to the Takeout Production Station. When you close the Takeout Production station, use another routing rulebook to exclude the Takeout Production Station and send orders to the Dine In Production station.



The method you choose for routing items determines the configuration steps you are required to perform. Since routing by video group is the most common method chosen, and is a common migration path from the legacy Aloha KPS to Aloha Kitchen, the following instructions are specific to that method. If you need to route items using a method other than by video groups, contact your NCR Voyix representative for help.

## Configuring a rule for a routing rulebook

Once you designate the appropriate video group for each routed item, you must create a routing rulebook. When you create a routing rulebook, configure the conditions of the rule using the Rules tab. When you configure multiple rules for a rulebook, the system routes items based on a 'top-down' approach. When an item satisfies a routing rule, the system does not continue to the next rule in the list. To prioritize a rule, click the Move Up and Move Down arrows. To delete an element from the routing rule, click Remove.

### To configure a rule for a routing rulebook:

1. Select **Maintenance > Kitchen Configuration > Routing Rulebook > Settings** tab.
2. Click **New**.
3. Under the 'Settings' group bar, accept the **default number** or click the **ellipsis (...)** button to select another number.
4. Type a **name** for the routing rulebook.
5. Under the 'Modifiers' group bar, select **Regular modifiers always follow the parent item**. This is typically selected; otherwise, modifiers do not appear on the kitchen screen.
6. Click the **Rules** tab.
7. Under the 'Routing Rules' group bar, click **Add**. The system creates a rule without a condition or routing specified.
8. Select the Conditions tab to the right of the 'Routing Rules' group bar.
9. Under the 'Routing Conditions' group bar, select **Video group** from the Add drop-down list, and click **OK**.

The routing condition appears under the 'Routing Conditions' group bar. If more information is needed for the selected routing condition, an additional group bar appears below. In this example, a 'Video Group Condition' group bar appears so you can specify the video group you want to use for routing.

**i Note:** Use 'Not' when a condition is defined in a later rule.

10. Under the Video Group Condition group bar, click **Add**. The systems adds a blank row under the 'Video Group Condition' group bar.
11. Select a **video group** from the drop-down list.

12. If you want to include more than one video group, repeat **step 10** and select another video group.

If you want to add additional routing conditions to the rule, repeat **steps 9 and 10** and select another **routing condition type**.

When you finish configuring the routing conditions, the system updates the sentence-formatted rule under the 'Routing Rules' group bar.

Routing Condition Examples	
<p>▶ WHEN Video group is Grill No routing(s) specified</p> <p>'Not' Option Cleared</p>	<p>▶ WHEN Video group is NOT Grill No routing(s) specified</p> <p>'Not' Option Selected</p>
<p>▶ WHEN Video group is Grill AND Order mode is Pick Up No routing(s) specified</p> <p>Multiple Conditions Configured</p>	<p>▶ WHEN Video group is Grill or Pasta No routing(s) specified</p> <p>Multiple Video Groups Configured</p>

13. Select the **Routing** tab to define the destination of the routing.

14. Click **Add**. The system adds a blank row to the 'Route To Stations' group bar.

15. Select a **kitchen station** to which to route from the drop-down list.

If you want to include additional kitchen stations to which to route items, for this rule, repeat **steps 12 and 13** and select **additional kitchen stations**.

**Note:** In most cases, include the expo station in each routing rule along with a production station, for items to appear on the expo kitchen screen.

When you finish configuring the destination of the routing, the system updates the sentence-formatted rule under the Routing Rules group bar.

Routing Examples	
<p>▶ WHEN Video group is Fry THEN Route to stations Fry, QS Expo Station</p> <p>Single Station Routing</p>	<p>▶ WHEN Video group is Pasta Grill THEN Route to stations Pasta, Grill, QS Expo Station</p> <p>Multiple Station Routing</p>

16. If you want to add more routing rules for the routing rulebook record, repeat **steps 6 to 13**.

17. Review that your **rules** are in the order that the system will apply them, from top to bottom. If necessary, select a **rule** and click **Move up** or **Move down** to organize them in 'top-down' order.

18. Click **Save**.

19. Repeat this **procedure** for other routing rulebooks you want to configure.
20. Click **Close** in the Command panel to exit the **Routing Rulebook** function.

### Attaching the default routing rulebook to Kitchen Settings

If you created a rulebook that you want to use as your default, you must access Kitchen Settings and replace the system-generated rulebook defined in Kitchen Settings. If the rulebook is not your default rulebook, you use the Staff Levels function to change to a particular rulebook, on demand.



**Reference:** You can use staff levels to change the routing rulebook on demand from the kitchen screen. Refer to [See “Configuring staff levels to change item routing” on page 51.](#)

### To attach the default routing rulebook to Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the ‘Defaults’ group bar, select the **routing rulebook** from the ‘Default routing rulebook’ drop-down list.
3. Click **Save** and to exit the **Kitchen Settings** function.

## Configuring metrics

Located at the top of each kitchen screen is a Metrics bar. Metrics help employees gauge their progress and facilitate their station. You configure the metrics that appear on the metrics bar using the Metrics function. There is no limit to the number of metrics you can add; however, once the Metrics bar is full for a particular kitchen screen, all additional metrics do not appear on the bar. The screen resolution you set for the kitchen device also factors in. In most cases, Aloha Kitchen can display a maximum of five metrics per kitchen screen before they exceed the metric area and cannot be viewed.

### What the Aloha Kitchen wizard does?

When you run the Aloha Kitchen wizard, the system automatically creates a 'Current Time,' 'Maximum Order Time,' 'Orders on Time Percentage,' 'Total Active Times,' 'Total Delayed Orders,' and 'Total Suspended Orders' metric. The system attaches the first three of these metrics to each expo and production kitchen screen created by the wizard. The remaining metrics are unattached.

Visit the Metrics function to do the following:

- Change the system-generated metric.
- Add new metrics to attach to a kitchen screen.

Some examples of metrics you can configure include monitoring the number of active orders waiting to be cooked, or the percentage of orders prepared on time. Metrics usually calculate by day part; however, if you do not stipulate a day part, the statistics calculate for the entire day. Another important note is a metric begins calculating only at the time it is actually activated for a specific kitchen screen.

To calculate a metric for more than one kitchen screen, create a duplicate of the metric, and change the name and label to coordinate with each kitchen screen. For example, if you want to see the total active items on the kitchen screen for both the fry station and expo station, create two 'Total active item' metrics, one for each station. Change the name and label to match the corresponding kitchen screen. You can type '\n' between words in the label to display up to three lines of descriptive text for the metric. (e.g. 'Total\nItems\nExpo', 'Total\nItems\nFry').



Figure 2 - 2 Sample Metric Bar on a Kitchen Screen

Some metrics only apply logically to certain kitchen screens. For example, item-level information does not appear on an expo kitchen screen, so a metric such as 'Items on time percentage' would not be

applicable. The following table depicts each available metric type and the recommended kitchen screen to which you might assign the metric.

Recommended Metrics Per Kitchen Screen Type	Expo Screen	Production Order View Screen	All Other Production Screens
Average item time			X
Average order time	X	X	
Bin	X	X	X
Current staff level	X		
Current time *	X	X	X
Guest Manager wait quote	X		
Items on time percentage			X
Maximum item time			X
Maximum order time *	X	X	
Orders on time percentage *	X		
Quote time	X		
Total active and bumped items			X
Total active and bumped orders	X	X	
Total active items		X	X
Total active orders *	X	X	
Total delayed items *			X
Total delayed orders	X		
Total over quote	X		
Total suspended orders *	X		
*Metrics automatically created by the Aloha Kitchen wizard.			



**Reference:** Refer to the Aloha Kitchen Reference Guide for metric definitions.



**To configure a metric:**

1. Select **Maintenance > Kitchen Configuration > Metrics**.
2. Click the **New drop-down arrow**, select a **metric** from the drop-down list, and click **OK**.
3. Under the 'Settings' group bar, type a **name** for the metric. This name appears in the drop-down lists of other functions within Aloha Kitchen.
4. Type a **label** for the metric, such as 'Total\nActive\nOrders,' as you want to appear on the metric bar. (Use "\n" to denote a new line)
5. Click **Save**.
6. Repeat this **procedure** for other metrics needed for any of your kitchen screens.
7. Click **Close** and exit the **Metrics** function.

## Placing restrictions on metrics

For some metrics, you can limit counts and calculations of the metric, based on other attributes of the system.

Restriction	Behavior
Station	When configured, the metric uses orders from the selected station only. For example, if you select the Grill station, and have a Grill station and a Chicken station, the metric only calculates items routed to the Grill station, and not the Chicken station.
Order mode	When configured, the metric uses orders from orders applied with the selected order mode only. For example, if you select 'Dine In,' and have a Dine In order mode and a To Go order mode, the metric only calculates orders applied with the Dine In order mode.
Course	When configured, the metric uses orders from this course only. For example, if you select Appetizer, and have an Appetizer course and an entrée course, the metric only calculates orders used for the Appetizer course.
Current day part	The metric calculates using the active day part in use, as configured in the Aloha POS system. When a day part lapses, the metric resets and begins calculating using the next active day part.

## Adding metrics to a kitchen screen

After you configure a metric, you must add the metric to a kitchen screen. Use the Design tab in Kitchen Screen Maintenance to define which of the metrics you created appear on the kitchen screen.

### To add a metric to a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the drop-down list that you want to add a metric.
3. Select the **Design** tab. Additional tabs appear with the Metrics subtab as the active tab.

- Click **Add**. The system adds a blank row under the 'Metrics' group bar.

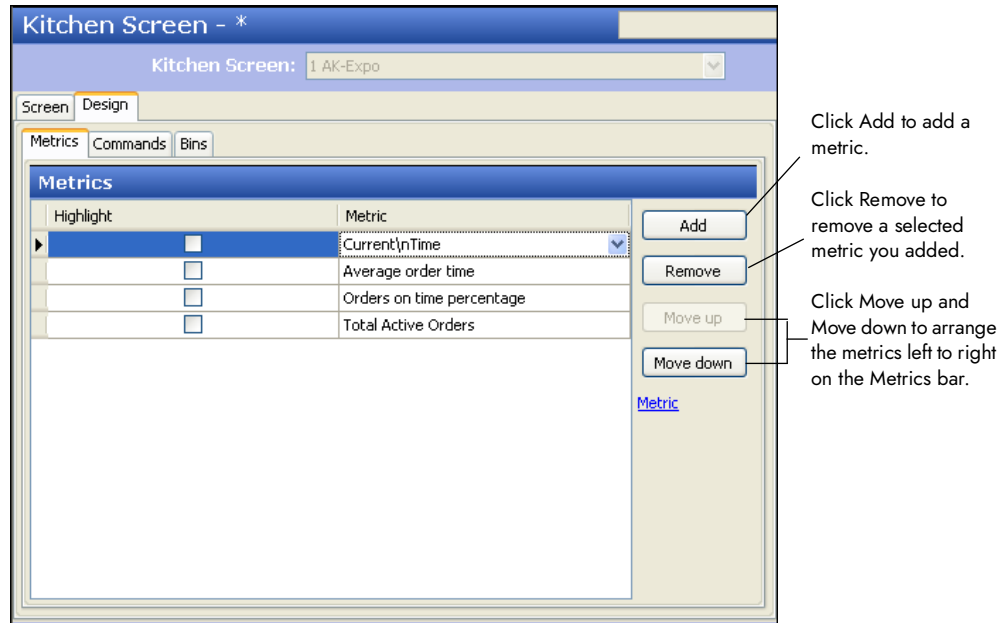


Figure 2 - 3 Kitchen Screens - Design Tab - Metric Tab (Expo)

- Under 'Metric,' select a **metric**, such as 'Current\nTime,' from the drop-down list.
- Select **Highlight** to have the metric appear in bold on the Metrics bar.
- Repeat **steps 5 and 6** to add other metrics to the Metrics bar on the kitchen screen.

**Reference:** Refer to the ["Recommended Metrics Per Kitchen Screen Type"](#) on page 2-19 table to determine the common metrics to add to the applicable screen type.

- Click **Save**.
- Repeat this **procedure** for each kitchen screen you want to add a metric.
- Click **Close** to exit the **Kitchen Screens** function.

## Configuring item activation

Item activation, or when items appear on a kitchen screen depends on several options within your Aloha Kitchen configuration. Courses, cook times, modifiers, and delayed orders all play a role in when an item or order is activated and appears on Aloha Kitchen.

**Course** — A course determines the order in which items are delivered to a customer. All operations must have at least one course. Single course operations deliver all items on an order to a customer all at once. More complex operations have multiple courses to deliver items throughout a customer's dining experience. [See "Configuring full coursing" on page 24.](#)

**Item cook times** — Specifies the number of minutes a menu item takes to cook. This allows Aloha Kitchen to stagger the activation of each item to allow your kitchen staff to finish all items on the order at the same time. This provides all customers on an order the ability to enjoy a freshly prepared dish. [See "Adding cook times for items" on page 7.](#)

**Modifier adjustments** — Standard and advanced modifier adjustments provide a way of increasing or decreasing the cook time of an item based on a temperature preference of the customer or the method of preparation. For example rare and fried items decrease the cook time of an item, whereas well done and baked items increase the cook time of an item. Advanced modifier adjustments tie a modifier to a specific item to provide a more granular way of adjusting item cook times. See ["Adjusting an item cook time based on a modifier" on page 8](#) and ["Overriding an item cook time using an item/modifier pairing" on page 9](#)

**Cook time overrides** — Cook time overrides allow you to increase or decrease the cook time of an item, a standard modifier adjustment, or an advanced modifier adjustment during unusual business periods. This may be due to high volume business, or an increase or decrease in production capacity due to equipment or staffing. [See "Overriding item cook times" on page 9.](#)

**Delayed orders** — Aloha Takeout and Aloha Online support the ability to delay an order for same day or another day in the future. Aloha Kitchen uses the quote time of an order as the target time and delays activation of items within an order, until the required time.

## Configuring full coursing

Course ordering refers to a sequence of food deliveries to the table to complete a multi-course meal experience. You can configure course ordering in Aloha Kitchen to activate items based on a course. Coursing items are divided into individual courses which you can fire automatically or manually, to time the dining experience. You can also limit coursing to specific order modes or a kitchen station.

**Note:** The courses configured in Aloha Kitchen are not tied to the course ordering feature configured in the Aloha POS system.

### What the Aloha Kitchen wizard does?

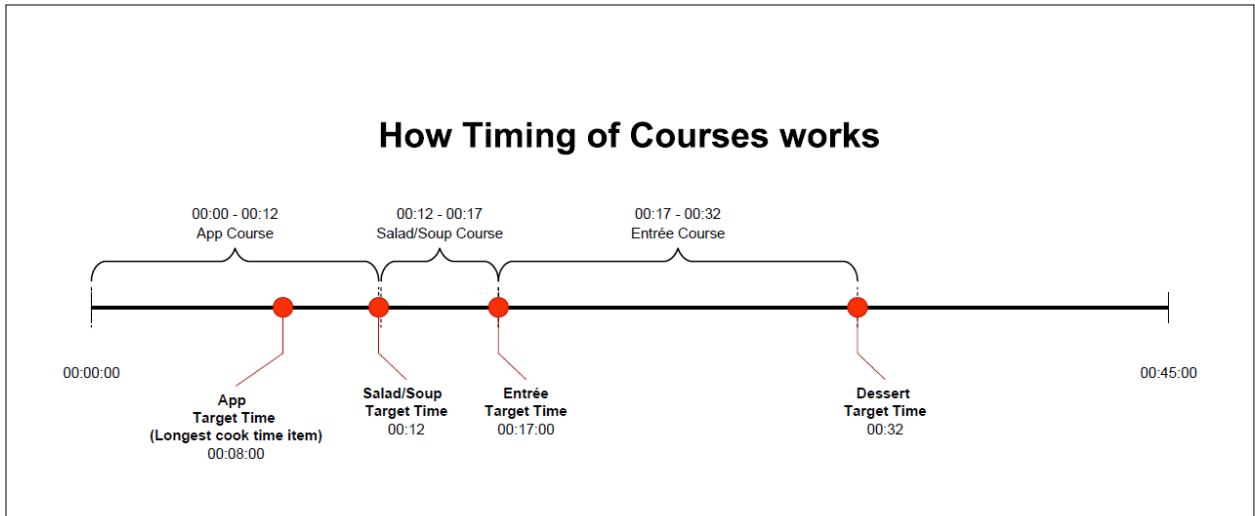
When you run the Aloha Kitchen wizard, the system automatically creates a Default Course record, and also creates a record for each course you defined in the wizard, if any. The system attaches the default course in the 'Default course' drop-down list in Kitchen Settings. If you opted to use full coursing, the system uses the first defined course from the wizard, as the default course in Kitchen Settings.

Visit the Courses function to do the following:

- Adjust the system-generated default course. This is generally not necessary since the default course is used only as a placeholder.
- Adjust the system-generated courses defined in the wizard, if configured. If you ran the wizard without adding any courses, and now want to configure coursing, you must follow the procedures in this section.
- Create another course.

## Configuring a course

You must configure each course you support, such as appetizers, salads, entrées, cheese plates, desserts, and more. The ID numbering of courses is important, as the system uses this order to send orders to the kitchen. For example, if 'Appetizer' is your first course of the meal, the course ID must be lower than any subsequent course. For this reason, we recommend you number your courses in increments of 5, such as course ID 5 for appetizers, course ID 10 for entrées, and so on. This ensures you have room for future course expansion and to avoid the need for extensive changes to your database.



**Table 1: Course Timing Examples**

Course ID	Name	Duration in minutes	Course Target Time
5	Appetizer	12	00:00
10	Salad/Soup	5	12:00
15	Entrée	15	17:00
20	Dessert	0	32:00

**Note:** The system sets the target time for the first course based on a course’s longest cook time item, not the duration. The longest cook time item on the first course releases immediately. Unless ‘Activate relative to first item actual start time’ is enabled, all other first course items are activated based on their individual cook times relative to this target time. The system activates subsequent course items based a target time for that course. With the exception of the first course (defined above), the target time of a course is the sum of the ‘Duration in minutes’ for all prior courses.

**i Note:** Define the 'Duration in minutes' of the first course based on the longest cook time item in the category, plus time to allow a customer to finish this course. For example, if wings take eight minutes to prepare, the wings activate immediately. Based on a first (appetizer) course 'Duration in minutes' of 12 minutes, this allows a table to enjoy a wing appetizer for four minutes before the second (salad/soup) course arrives.

**i Note:** Define the 'Duration in minutes' for subsequent courses to set the target time based on the service standards for your operation. In the table above, the target time for when the entrée course is prepared is 17 minutes, based on a 12 minute appetizer course, plus a five minute salad/soup course.

### To configure a course:

1. Select **Maintenance > Kitchen Configuration > Course > Course** tab.
2. Click **New**.
3. Type a **name** for the course.
4. Under the 'Settings' group bar, configure the **options**, as needed:
  - a. Type the number of minutes in Duration in minutes. [See "Course Timing Examples" on page 2-25.](#)
  - b. Select **Use countdown**.
  - c. Select **Use countdown alerts**.
  - d. Type '**120**' in First alert seconds.
  - e. Type '**0**' in Second alert seconds.
5. Click **Save**.
6. Repeat this **procedure** for each course in your operations.
7. Click **Close** and exit the **Course** function.

**i Note:** Courses are activated in numerical order. Number the course IDs appropriately.

## Configuring categories for coursing

You must configure a category that contains the items for each course.

### To configure a category for a course:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New drop-down arrow**, select a **category type**, and click **OK**.
3. Type a **name** for the category, such as 'Appetizer course.'
4. Select the **Items** tab.
5. Select **items** in the 'Available' list box and click **the right arrow** to move the items to the 'Included' list box.
6. Repeat this **procedure** to create a category for the Entrée course.
7. Click **Save** and exit the **Categories** function.

### To define the appetizer and entrée course in Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Items' group bar, select the **appetizer category** from the 'Appetizer category' drop-down list.
3. Select the **entrée category** from the 'Entree category' drop-down list.
4. Click **Save**.

## Overriding a course by order mode

You can override a course by order mode. This is typically used for a takeout course. If you are using this feature, you should select 'Order mode override supersedes modifier override' on the Course tab. You should also clear 'Enable kitchen chit printing' in Maintenance > Kitchen Configuration > Kitchen Settings.

**Note:** Although you could use order modes for coursing, we recommend using categories for optimal flexibility.

### To override a course by order mode:

1. Select **Maintenance > Kitchen Configuration > Course**.
2. Select a **Course** from the 'Course' drop-down list.
3. Select the **Order Mode Overrides** tab.
4. Select the **order mode** from the 'Available' list box and click **the right arrow** to move the order mode to the 'Included' list box.
5. Click **Save**.



6. Repeat this **procedure** for other courses.
7. Click **Close** and exit the **Courses** function.

## Overriding a course by modifier

You can override the coursing of an item using a modifier. For example, a customer may want to order an appetizer as an entree. You can accommodate the request of a customer by configuring an appetizer with an 'As Entree' modifier. You can also configure your system so that you can order entree items as appetizers by attaching an 'As Entree' modifier to an appetizer. To configure your system to accommodate the wishes of a customer, it is necessary to create an 'As Entree' and 'As App' item, attach the items to a modifier group, and define the items as course overrides.

### To create a course override modifier:

1. Select **Maintenance > Menu > Items**.
2. Create an **item**, such as 'As Entrée.'
3. Complete the remaining item maintenance **options**, as normal.
4. Click **Save**.
5. Repeat **this procedure** to create an 'As App' item.

### To attach the course override item to a modifier:

1. Select **Maintenance > Menu > Modifier Groups**.
2. Select the **modifier group** for an appetizer item from the 'Modifier Groups' drop-down list.
3. Select the **Layout** tab.
4. Select an **available button** on the layout screen.
5. Under the 'Modifier item' group bar, select the **item** from the drop-down list. In this example, use either 'As Entree' or 'As App.'
6. Click **Save**.
7. Repeat **this procedure** for any other modifier groups that require a course override item.

### To define the course override items in Kitchen Settings.

1. Select the **Kitchen icon** on the Product panel.
2. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
3. Under the 'Items' group bar, select '**As App**' from the 'As-appetizer item modifier' drop-down list.
4. Select '**As Entrée**' from the 'As-entree item modifier' drop-down list.
5. Click **Save**.

## Limiting courses by a kitchen station

You can limit a course by a kitchen station. This is typically used if you have two expo stations and you want a course to display on one station, and not the other. For example, Expo Station A would handle appetizers and Expo Station B would handle entrées.

### To limit courses by a kitchen station:

1. Select **Maintenance > Hardware > Kitchen Station**.
2. Select a **kitchen station** from the 'Kitchen Station' drop-down list.
3. Select the **Limit To Courses** tab.
4. Select a **course** from the 'Available' list box and click **the right arrow** to move the course to the 'Included' list box.
5. Click **Save**.
6. Repeat this **procedure** for other kitchen screens for which you want to limit coursing.
7. Click **Close** and exit the **Courses** function.

## Suspending a course automatically by table

You can automatically suspend a course by table number. Use this feature for a table, or sets of tables, that you want to fire individual courses manually. Use this if your operation has both fine dining and casual dining service.

**SCENARIO:** SCENARIO: A server rings in all items for all meal courses. The appetizer course is fired. When the table is ready, the server informs the kitchen to fire the entrée course. A kitchen employee touches 'Fire' to activate items on the entrée course. Items on the entrée course activate based on your configuration.

### To suspend a course automatically by table:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Auto Suspend Course By Table** tab.
2. Under the 'Auto suspend course' group bar, select **Auto suspend course by table**. The system adds the 'Auto suspend course category' group bar.
3. Select a **table** from the 'Available' list box and click **the right arrow** to move the table to the 'Included' list box.
4. Click **Save**.
5. Repeat this **procedure** for each table you want to suspend a course.
6. Click **Close** and exit the **Kitchen Settings** function.

## Automating Aloha Kitchen

You can automate functions in Aloha Kitchen so you do not have to perform the function manually. Most of the options are in the Kitchen Station and Kitchen Settings functions. These include starting, preparing, and bumping items automatically. You can automate the starting of items by kitchen station.

**Note:** You must be careful when automatically starting an item. When configured, all items routed to the station automatically start and are not subject to any timing you have for the items.

### To automate the starting of items by kitchen station:

1. Select **Maintenance > Hardware > Kitchen Station**.
2. Select a **station** from the 'Kitchen Station' drop-down list.
3. Under the 'Items' group bar, select **Auto-start all items** to automatically start all items that are routed to this station. Use this option if you are using a Production Cooking Only kitchen screen type and there is not a corresponding Production Start Only kitchen screen.
4. Under the 'Orders' group bar, select **Auto-start production order view cell** to automatically start all items on an order when an order is activated. This feature only affects a 'Production Order view' kitchen screen.
5. Click **Save**.
6. Repeat this **procedure** for other kitchen stations, as needed.
7. Click **Close** and exit the **Kitchen Stations** function.

### To automate the preparing of items:

You can automatically prepare items by Kitchen Station. Use the following procedure when there is not a 'Production cooking only' station to bump prepared items.

**Note:** You must be careful when automatically preparing an item. When configured, all items routed to the station automatically progresses to a prepared state and are not subject to any timing you have for the item.

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the drop-down list.
3. Under the 'Items' group bar, select **Auto-prepare all items** to automatically prepare all items that are routed to this station.
4. Click **Save**.
5. Repeat this **procedure** for other kitchen stations, as needed.
6. Click **Close** and exit the **Kitchen Stations** function.

### To automatically bump items from other stations:

You can configure a station to bump the items within an order from all other production stations. In Kitchen Settings, you can define a threshold of minutes before the system bumps an item from all kitchen screens.

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the Kitchen Station drop-down list.
3. Under the 'Settings' group bar, select **Master bump** to specify whether items and orders that are bumped from this station are automatically activated, started, and bumped from other production stations defined on the Master Bump Stations tab.
4. Select the **Master Bump Stations** tab, select **stations** in the 'Available' list box, and click **the right arrow** to move them to the 'Included' list box.
5. Select **Master bump all stations** to specify whether a bump on the selected station items and orders can activate, start, and bump from all other production stations. This option does not require stations are defined on the Master Bump Stations tab.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for other kitchen stations, as needed.
8. Click **Close** in the Command panel to exit the **Kitchen Stations** function.

### To automatically bump stale orders:

Aloha Kitchen allows you to configure the number of minutes when an order is considered stale and should no longer appear on kitchen screens, even through it has not been manually bumped by an employee.

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Items** group bar.
2. Type the **number of minutes**, from 0-9999, in Auto bump minutes, before the system automatically bumps an order from all kitchen stations, whether the order is prepared or not.
3. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

### To automate the printing in Aloha Kitchen:

You can automatically print a chit in Aloha Kitchen, by kitchen station, when an order reaches a certain state.

1. Select **Maintenance > Hardware > Kitchen Station**.
2. Select a **station** from the Kitchen Station drop-down list.
3. Under the 'Printing' group bar, select an **auto-print method**:
  - **Auto-print when bumped** automatically prints a chit to the local printer when you bump an order from this station.
  - **Auto-print when prepared** automatically prints a chit to the local printer when an item is prepared.

- **Auto-print on first item prepared** automatically prints a chit to the local printer when the first item of an order is prepared to allow employees to organize for subsequent items as they are prepared.
  - **Auto-print expo chit on order displayed** automatically prints an expo chit to the printer attached to the kitchen station when an order appears on this screen.
  - **Auto-print expo chit on order prepared** automatically prints an expo chit to the printer attached to the kitchen station when an order is bumped from the production station.
4. Click **Save**.
  5. Repeat **this procedure** for other kitchen stations, as needed.
  6. Click **Close** and exit the **Kitchen Stations** function.

## Configuring zoning

The use of zones in the restaurant industry is a way to control in which prep area you allocate items to help with the coordination of orders. Often times, these zoning areas are marked off to assist the expeditor in organizing and quickly plating orders on trays. In a quick service environment, a 'burger shoot' would be an example of a zone. When activated, the system assigns each order to a zone, which appears in the cell on the kitchen screen. The zone element appears on the item cell on a kitchen screen; however, if you are using a custom header or footer, you must add the zone element to the custom header.

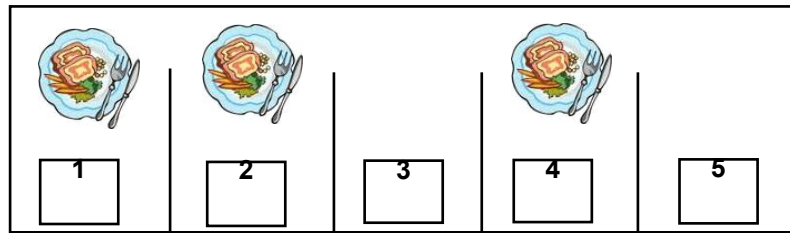


Figure 2 - 4 Zoning Illustration




Figure 2 - 5 Quick Service Burger Shoot

You enable zoning in Kitchen Settings for the whole kitchen to use; however, it can be overridden by a zone group configuration.

### To enable the default zoning:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the 'Orders' group bar, select **Enable Zoning** to activate the zoning feature.

3. Type the **number of zones** you have in your kitchen. For example, if your prep area has five zones, type 5. After the fifth order, the system starts the numbering over. Zone numbers do not display on bins.
4. Select **Show zone icon** to display the default 'zone' image on top of the zone number. If you want to replace the default zone icon, you must name the file Zone.xxx where xxx is the supported media file format.

 **Tip:** A Zone icon image must be imported into the media files as an Aloha Kitchen type before it appears in the browse list.

5. Type the **text**, such as 'ZN,' to display for the zone in 'Zone text.'
6. Select **Release zone on order close** to make a zone spot available when you bump the order. For example, if you configure your zones as 1-4, and you bump the order from zone 2, then zone 2 becomes available for the next zone assignment.
7. Click **Save** exit the **Kitchen Settings** function.



### To create a zone group:

You can override the zoning defined in Kitchen Settings with individual zone groups. You can also configure a zone group to use for the default in Kitchen Settings.

1. Select **Maintenance > Kitchen Configuration > Zone Group**.
2. Click **New**.
3. Type a **name** for the zone group.
4. Type the **number of zones** you want in the zone group.
5. Select **one** of the following methods to determine the zone assignment method to use for this zone:
  - Alpha-numeric cyclical assigns a zone number in sequential order, based on the value in 'Number of zones.' For example, if the number of zones is four, the sequence is 1, 2, 3, 4, 1, 2, 3, 4. This is equivalent to the global method defined in Kitchen Settings.
  - Cyclical Assigns a zone number and alphabetical letter in sequential order, based on the value in 'Number of zones.' For example, if the number of zones is four, the sequence is 1a to 1z, 2a to 2z, 3a to 3z, and 4a to 4z.
  - First available assigns a zone number in sequential order, based on the value in 'Number of zones.' When you bump an order, the system uses the first available missing number. For example, if the number of zones is four and the sequence is 1, 2, 3, 4, when you bump the order assigned to number 3, the system assigns the next order to zone number 3.
6. Type the **zone text** in 'Override zone text' to use for this zone to override the zone text defined in Kitchen Settings.
7. Click **Save**.
8. Repeat this **procedure** for each zone group you want to define.
9. Click **Close** to exit the **Zone Group** function.

**To add the zone element to a custom header or footer:**

If you want the zone to appear on the order cell, you must add the 'Zone' element to a header or footer in use.

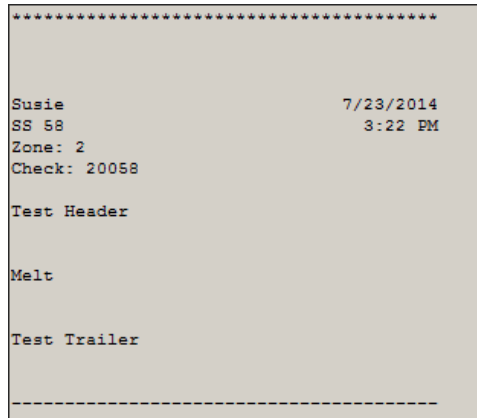


Figure 2 - 6 Zone Element on the Kitchen Chit

1. Select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select a **header** or **footer layout** from the drop-down list.
3. Select the **Design** tab.
4. Click the **Add** drop-down list, select the **Zone** element, and then click **OK**.
5. Under 'Line number,' type the **line number** in which you want the zone element to display.
6. Under 'Location,' select the **justification** in which you want the zone element to display.
7. Under 'Style,' select the **style** to use for the zone element.
8. Click **Save**.
9. Repeat this **procedure** for other header or footer layouts in which you want to add the zone element.
10. Click **Close** to exit the **Header and Footer Layout** function.

## Configuring bins

Aloha Kitchen can display bulk production item counts, such as fries. You can set up a bin to track individual items or you can track like items using the Quick Count tracking item feature, both of which are defined in the Aloha POS system. For example, if you have fries set up as a single item, you would simply count fries at the item level. If you have multiple items for the same item, such as fries with no charge and fries with an associated price, or if fries are included with many items, such as ala carte and fries with a burger, then you need to use tracking items to form a relationship between those multiple item IDs.

A bin can either be defined to display a single count of items needing to be prepared or display a quantitative number. For a quantitative number, the first number is the total count of items ordered but not yet prepared, that are needed in the next n minutes. The second number is the remaining count of items ordered, but not yet prepared.

You can configure three types of bins: simple, production, and forecast. Once you configure your bins, you must assign the bin to a kitchen screen, either as a metric on the Metrics bar, or to a bin area as part of the kitchen screen itself.



**Reference:** Refer to the Bins Feature Focus Guide for more information on configuring and using bins.

### Configuring a simple bin

A simple bin displays on the metrics bar, or can be used in the bin area of a kitchen screen. Aloha Kitchen automatically updates the simple bin state from pending to cooking and require no interaction.



Figure 2 - 7 Simple Bin Example

Simple bins go through the following states:

- Pending — A bin item count appears with the defined 'Pending label' from when an item is ordered until the system calculates the item should be cooking. This alerts you to stage or prepare a bin item for cooking.
- Cooking — The system changes a simple bin from pending to cooking based on the course target time for an order and the 'Cook time threshold in seconds' value. A simple bin appears

in the cooking state for the duration of the 'Cook time threshold in seconds' defined for each bin. At the completion of the 'Cook time,' the cooking bin count is removed from the cooking state and are considered prepared.

### To configure a simple bin:

1. Select **Maintenance > Kitchen Configuration > Bin**.
2. Click the **New** drop-down arrow, select either **Item** or **Tracking Item** as the type, and click **OK**.
3. Type a **name** for the bin that identifies it with the tracking item.
4. Select an **item** from the drop-down list. If you selected 'Item' as the Item type, then the system displays an Item drop-down list. If you selected 'Tracking item,' then the system displays a Tracking item drop-down list.
5. Select **Simple bin** from the 'Bin type' drop-down list.
6. Type the **number of seconds**, from 0-99999 seconds, in 'Cook time threshold in seconds' to define the cook time for the bin.
7. Type the **number of decimal points**, from 0 to 3, from the 'Precision' option to display for the bin. For example, select 2 is you want to the count to display as 0.00.
8. Click **Save**.
9. Repeat this **procedure** for each simple bin you want to configure.
10. Click **Close** to exit the **Bin** function.

### Add a simple bin to the metric bar

You can add a simple bin to the Metrics bar of a kitchen screen. Production bins are not supported on the Metrics bar. You must first configure a metric for the bin, then attach the bin to the kitchen screen.



Figure 2 - 8 Simple Bin Added to the Metric Bar

### To configure a metric for a simple bin:

1. Select **Maintenance > Kitchen Configuration > Metrics > Metric** tab.
2. Click the **New** drop-down arrow, select **Bin**, and click **OK**.
3. Type a **name** for the metric that identifies it with the bin item. In most cases this should match the bin name.
4. Select the **bin** from the 'Bin' drop-down list. Only simple bins that are not already assigned to the bin area of a kitchen screen appear for selection.
5. Click **Save**.

6. Repeat this **procedure** for other bins you want to appear on the metrics bar.
7. Click **Close** to exit the **Metrics** function.

**To attach a bin metric to appear on the Metrics bar:**

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Metrics** subtab.
5. Click **Add**. The system adds a blank row under the 'Metrics' group bar.
6. Under 'Metric,' select a **bin** you configured as a metric from the 'Metric' drop-down list.
7. Repeat **steps 5 and 6** to add other metrics to the Metrics bar.
8. Click **Save**.
9. Repeat this **procedure** if you have other kitchen screens to which you want to attach a bin metric.
10. Click **Close** to exit the **Kitchen Screens** function.

## Configuring a production bin

A production bin offers quantitative measurements for items and require interaction from the production employee in the same way as you start items using a production screen. These bins affect individual item status and give more detailed information than a simple bin.



Figure 2 - 9 Production Bin Example

Production bins go through the following states:

1. Pending — A bin item count appears with the defined 'Pending label' for the duration of the 'Bin pending threshold.' This alerts production employees to stage or prepare a bin item for cooking.
2. Start — A bin item count appears in the start bin area to alert a production employee to start cooking the indicated number of bin items. The start number includes any bin items within the 'Cook time threshold' plus any bin items within the defined 'Combine time.' An alert appears if a production employee has not started a bin within the 'Unstarted alert time' seconds.
3. Cooking — A production employee selects the bin and touches 'Start' on a touch-screen or bump bar to inform the system the bin items, up to the defined 'Maximum start quantity,' are cooking. A bin item appears in the cooking state for the duration of the 'Cook time' defined for each bin. At the completion of the 'Cook time,' the cooking bin count is removed from the cooking state and are considered prepared.

## Production bin timing

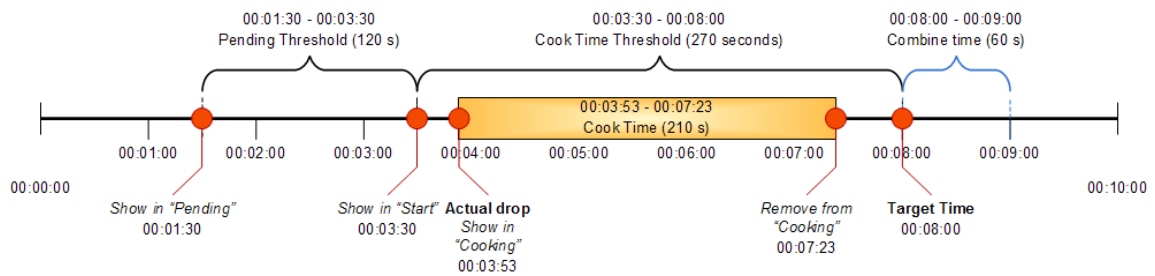


Figure 2 - 10 Production Bin Timing Diagram

- The target time of an item in a production bin is based on coursing rules, other items on the course, etc. In this timing example, we will use 8:00 minutes as the target time.
- The system calculates when a bin item appears in the 'Start' portion based on the target time, less the 'Cook time threshold'.
- The system calculates when a bin item appears in the 'Pending' portion based on the target time, less the 'Cook time threshold,' less the 'Bin pending threshold.'
- If you select zero as the 'Bin pending threshold,' items show as pending immediately when a course is active.

### To configure a production bin:

1. Select **Maintenance > Kitchen Configuration > Bins**.
2. Click the **New** drop-down arrow, select either **Item** or **Tracking Item** as the type, and click **OK**.
3. Type a **name** for the bin.
4. Select an **item** from the drop-down list. If you selected 'Item' as the Item type, then the system displays an Item drop-down list. If you selected 'Tracking item,' then the system displays a Tracking item drop-down list.
5. Select **Production bin** from the 'Bin' drop-down list. The system adds additional fields to complete.
6. Type the **number of seconds**, from 0 - 99999, in 'Cook time threshold in seconds' to define the threshold to use as the cook time for the bin. The 'Cook time threshold' value should be greater than the 'Cook time' value to account for finishing other tasks, counting out the bin items, and placing them in kitchen equipment for cooking.
7. Type the **text to display for the pending total** for the bin cell, in 'Pending label.' The default text is "Pending."
8. Type the **text to display for the start total** for the bin cell, in 'Start label.' The default text is "Start."

9. Type the **text to display for the cooking total** for the bin cell, in 'Cooking label.' The default text is "Cooking."
10. Type the **number of seconds**, from 0 - 9999, in 'Unstarted alert time,' to alert a production employee when a bin has not been started.
11. Type the **number of orders**, from 0 - 9999, in 'Maximum start quantity,' that you can cook each time you touch the start action. This should equal the number of items you can fit and cook in a piece of kitchen equipment at one time. For example, if you can cook six orders of fries in a fry basket at once, type '6' in 'Maximum start quantity.'
12. Type the **number of seconds**, from 0 - 9999, beyond the target time for which you want to include additional bin items in the start count in 'Combine item time.' This improves the efficiency of any station by cooking the maximum number of bin items currently needed or needed in the near future. We recommend you base this time on the post-cooking hold time for each bin item. For example, if fries hold their temperature for 60 seconds after cooking, set the 'Combine item time' value to 60
13. Type the **cook time**, from 0 - 9999 seconds, in 'Cook time,' to display the item in the cooking area before marking the item as prepared and having the item disappear from the bin.
14. Click **Save**.
15. Repeat this **procedure** for any other production bin you want to configure.
16. Click **Close** to exit the **Bin** function.



## Adding a simple or production bin to a bin area

You can add a simple or production bin to a bin area configured on a kitchen screen; however, it is most used for production bins. You must first enable the bin area to show on a kitchen screen, then attach the bin to the kitchen screen, using the Design tab.

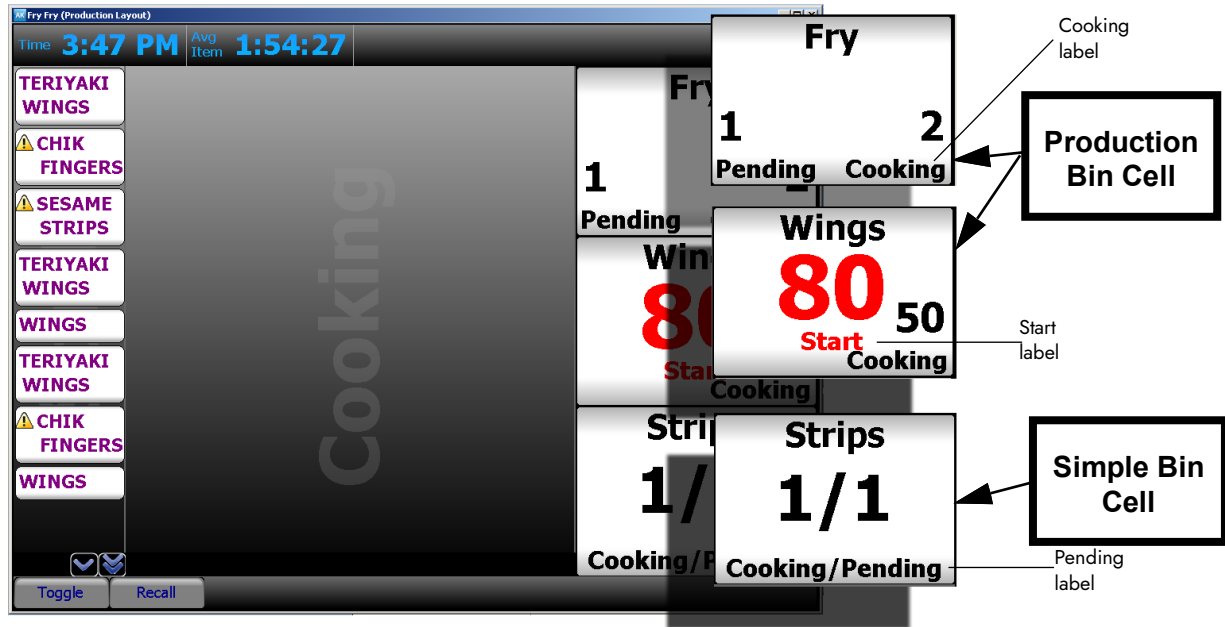


Figure 2 - 11 Simple and Production Bin Illustration

The illustration of the bin area at 30 percent of the right side of the kitchen screen and shows the behavior of both a simple bin and a production bin.

The bottom magnified cell, a simple bin, displays a simple visual count of pending and cooking items. A simple bin requires no interaction. The pending label indicates upcoming bin items to allow you to prepare the items for cooking. The simple bin changes the status to cooking based on the cook time of the bin item and the target time of the course. The simple bin automatically decreases the cooking count at the end of the cook time for each bin item.

The top and middle magnified cells, production bins, display three counts. The pending count indicates the number of bin items you need in the foreseeable future, including items that are delayed and not yet started. The production bin changes the status to start, based on the cook time of the bin item, the cook time threshold, the combine time, and the course target time. A production bin requires you to interact with the bin, using the bump bar or touch screen. Select the production bin and press 'Start bin.' The 'Maximum start quantity' of items appears as 'Cooking' each time you press start.

**To add a simple or production bin to a bin area:**

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Under the 'Display options' group bar, configure the **following**:
  - a. Select **Show Bin** to display the bin area on the kitchen screen.
  - b. Select the **position of the screen** from the 'Bin position' drop-down list to define where you want the bin area to display.
  - c. Type the **percentage of the screen** to use for the bin area.
  - d. Type the **number of rows** you want to display for the bin area.
  - e. Type the **number of columns** you want to display for the bin area.
4. Select the **Design** tab.
5. Select the **Bins** subtab.
6. Click **Add**. The system adds a blank row under the 'Bins' group bar.
7. Select a **bin** from the 'Bin' drop-down list.
8. Repeat **Steps 5 and 6** until you add each bin to the bin area of the kitchen screen.
9. Click **Move up** or **Move down** to organize your bins from top to bottom, left to right in the bin area.
10. Click **Save**.
11. Repeat this **procedure** for other kitchen screens you want to display a bin area.
12. Click **Close** to exit the **Kitchen Screens** function. Once you configure the bin area, and add a bin, the bin area displays in the location you configured for the kitchen screen.



Figure 2 - 12 How Bin Appear with Multiple Columns

## Providing the ability to select a bin on a kitchen screen

If you are using a touch screen terminal, you need only to touch a bin from the bin area; however, if you using a bump bar, you must add the appropriate commands to your bump bar layout. Refer to “Configuring Bump Bars” on page 2-8 for more information on a bump bar layout.

### To provide the ability to select a bin on a kitchen screen:

1. Select **Maintenance > Hardware > Bump bar Layout**.
2. Select a **bump bar layout** associated with a station that contains bins from the ‘Bumpbar Layout’ drop-down list.
3. Select the **Design** tab.
4. Select a **command box** from the design and select **StartBin1**.
5. Repeat **Step 4** until you add the remaining StartBin commands, as needed.
6. Click **Save**.
7. Repeat this **procedure** for other bump bar layouts associated with kitchen stations that contain bins.
8. Click **Close** to exit the **Bumpbar Layout** function.

## Configuring a forecast bin

A forecast bin displays and uses default quantities based on the ordering history of up to four weeks of previous day-of-businesses and allows you to take a more proactive approach to bins, rather than being reactive.

When Aloha Kitchen calculates the bin quantities, you can override these numbers by setting a minimum for any given time interval. The system also provides a visible forecast bin drop adjustment tool to allow you to change the bin quantities, on demand.

JUNE						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Figure 2 - 13 Forecast Bin Illustration

**Forecast bins allow you to:**

- Populate bin quantities based on historical sales data, instead of the current sales from the FOH.
- Define the text to appear on the label of each cooking stage of the bin.
- Display the forecast report to gauge upcoming bin quantities and analyze waste data, by variance.
- Establish minimum bin quantities for cases when the projected total might fall below the amount necessary to run the bin.

**How forecast bins work**

Forecast bins read the sales information inside GndItem.dbf from four weeks of sub-directories. If you have less than four weeks, the numbers may not calculate correctly. Each week is 25% of the total forecasted bin quantity. The totals always round down.

<b>Week 4 (1/7/2015) - Friday</b>				
	12:00 p.m.	12:15 p.m.	12:30 p.m.	12:45 p.m.
Wings	40	60	40	80
<b>Week 3 (1/14/2015) - Friday</b>				
	12:00 p.m.	12:15 p.m.	12:30 p.m.	12:45 p.m.
Wings	60	100	80	20
<b>Week 2 (1/21/2015) - Friday</b>				
	12:00 p.m.	12:15 p.m.	12:30 p.m.	12:45 p.m.
Wings	40	80	100	20
<b>Week 1 (1/28/2015) - Friday</b>				
	12:00 p.m.	12:15 p.m.	12:30 p.m.	12:45 p.m.
Wings	40	100	60	60
<b>Total Wing Count</b>	<b>180</b>	<b>340</b>	<b>280</b>	<b>180</b>
<b>Projected Bin Quantity</b>	<b>45</b>	<b>85</b>	<b>70</b>	<b>45</b>

Figure 2 - 14 Bin Quantity Calculation Example

In the example given, the forecast bin queries the historical item sales of 'wings' from the last four Fridays, and for the each given 15 minute time interval. During the interval of 12:00 p.m. to 12:15, you are expected to need 45 wings for the kitchen station, 85 wings between 12:15 p.m. to 12:30 p.m., and so on. When the time for each interval arrives, the system populates the bin with the calculated bin quantity. If the quantity does not match the current day's business you can adjust the

bin quantity using a tool called forecast bin drop adjustment bar. When the next interval arrives the bin quantity starts over.



**Reference:** Refer to the Forecast Bins Feature Focus Guide for information on configuring and using a forecast bin.

## Configuring specific kitchen environments

In the Aloha Kitchen Getting Started guide, you set up a typical kitchen environment where the expeditor uses the 'Expo' kitchen station type with the 'Expo order view' kitchen screen type and the production employee uses the 'Production' kitchen station type with the 'Production start and cooking' kitchen screen type. The following are a few examples of other kitchen configurations.

### Quick Service

The configuration in the Getting Started section can easily accomplish a Quick Service environment. In most cases, Quick Service environments have a single course with all items activating as entered.

#### Suggested settings for a Quick Service environment

Maintenance > Kitchen Configuration > Kitchen Settings:

- On the Kitchen tab, under the 'Items' group bar, select 'Immediate' as the 'Routing method.' This exposes 'Modifiers one behind.'
- Select 'Modifiers one behind.'

Maintenance > Hardware > Kitchen Screen:

- On the Screen tab, under the 'Settings' group bar, select 'Production order view' as the type.

### Pizza establishment with a conveyor belt oven

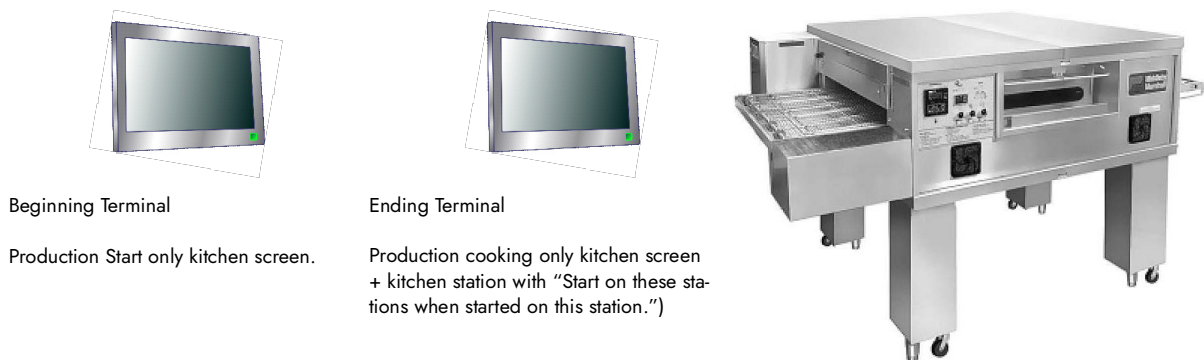


Figure 2 - 15 Pizza Establishment with Conveyor Belt Oven

A pizza establishment has an area at the beginning of a make table (slapper station), and an ending area where the pizza enters the oven. Pizza size and sauce appears on the beginning station to start a pizza, and toppings for each pizza appears on the ending station. To accomplish this, use a terminal with a 'Production start only' kitchen screen at the slapper station, and use a terminal with a 'Production cooking only' kitchen screen at the end of the make table. For the ending terminal, match the kitchen screen with a kitchen station with the 'Start on these stations when started on this station' selected.

## Suggested settings for a pizza environment

### Maintenance > Kitchen Configuration > Kitchen Settings:

- On the Kitchen tab, under the 'Items' group bar, select 'Immediate' as the 'Routing method.' This exposes 'Modifiers one behind.'
- Select 'Modifiers one behind.'
- Type the number of minutes equal to the oven time in 'Auto bump minutes.'

### Maintenance > Hardware > Kitchen Screen:

- Under the 'Settings' group bar, select 'Production start only' as the type for the make table, and 'Production close only' for the screen at the end of the make table.

## Casual dining

A casual Table Service establishment typically has multiple areas, where food is cooked, based on the kitchen equipment within an area. Item routing is designed for only items prepared within an area to appear on that area's kitchen station. Typically a full order does not appear in these areas. A full order appears on 'Production order view' and 'Expo order view' kitchen screens. An expeditor assembles prepared items from each production station into an order to tray and deliver to a table.

## Suggested settings for a casual dining environment

### Maintenance > Kitchen Configuration > Kitchen Settings:

- On the Kitchen tab, under the 'Items' group bar, select 'When finalized' as the Routing method.

### Maintenance > Hardware > Kitchen Screen:

- Configure kitchen screen types of 'Production start and cooking,' 'Production order view,' and 'Expo order view.'

### Maintenance > Kitchen Configuration > Bin:

- Use bins for bulk items such as fries, wings, shrimp, and fish fillets.

### Maintenance > Kitchen Configuration > Course:

- Define at least two courses for appetizer and entrées. Add additional courses for Aloha Takeout, dessert, etc., as needed.

## Configuring staff levels to change item routing

Use the Staff Level function to switch to different routing rulebooks on the fly in the kitchen, when you use multiple routing rulebooks. You must create a staff level for each routing rulebook you created. To implement, you must create a staff level, attach a default staff level to your kitchen settings, and add a 'Set Staff Level' command button to a kitchen screen.

### To configure staff levels:

Create a staff level for each routing rulebook you use. You must attach a routing rulebook to a staff level for it to appear for selection on the Set Staff Level screen.

1. Select **Maintenance > Kitchen Configuration > Staff Level**.
2. Click **New**.
3. Type a **name** for the staff level.
4. Select the **routing rulebook** to use for this staff level from the 'Routing rulebook' drop-down list.
5. Click **Save**.
6. Repeat this **procedure** for other staff levels you want to create.
7. Click **Close** and exit the **Staff Level** function.

### To assign a default staff level in kitchen settings:

You must attach a default staff in kitchen settings. This staff level is in use at all times for the whole store until you select another.

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Defaults' group bar, select the **staff level** from the 'Default staff level' drop-down list.
3. Click **Save**.
4. Click **Close** and exit the **Kitchen Settings** function.

### To provide the ability to change a routing rulebook:

You can provide access to view task information for an item by either adding the Set Staff Level command to a bump bar layout or adding the Set Staff Level command to a touch screen terminal.

### To add a Set Staff Level command to a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select a **function button** from the design and select **Set Staff Level** from the 'Command' drop-down list.
5. Click **Save**.



6. Repeat this **procedure** for other bump bar layouts you want to change a routing rulebook.
7. Click **Close** and exit the **Bumpbar Layout** function.

**To add a Set Staff Level command to a kitchen screen:**

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** subtab.
5. Click **Add**. The system adds a blank row under the 'Commands' group bar.
6. Select **Set Staff Level** from the 'Commands' drop-down list.
7. Click **Save**.
8. Repeat this **procedure** for other kitchen screens you want to change a routing rulebook.
9. Click **Close** and exit the **Kitchen Screen** function.

**To use staff levels to change item routing:**

Once you create your staff levels and add the staff level commands, you can change a routing rulebook on demand.

1. Select the **Set Staff Level command**, using either a touch screen or bump bar. The Select Staff Level screen appears with all routing rulebooks configured with a staff level attached.
2. Select a **routing rulebook**.
3. Exit the Select Staff Level screen by either clicking **OK** with a touch screen terminal, or pressing the **Set Staff Level** command again from the bump bar.

## Configuring quote times for adjustments in Aloha Takeout

In Aloha Takeout, you can select and adjust a quote time on the Metric bar. When integrated with Aloha Kitchen, you can adjust the timing of the quote time, based on the number of items in the cooking in the kitchen.

Quote times displayed in Aloha Takeout.



Figure 2 - 16 Quote Times on Aloha TakeOut Screen

### To configure a quote time:

1. Select **Maintenance > Kitchen Configuration > Quote Time > Table** tab.
2. Click **New**.
3. Type a **name** for the quote time.
4. Click the **Thresholds Table** tab.
5. Click **Add** to add a new threshold level. The system adds a blank row under the 'Thresholds Table' group bar.
6. Type the **number of items** for the threshold.
7. Type the **number of minutes** to quote the guest based on the number of items cooking.
8. Click **Save**.
9. Repeat this **procedure** for each quote time table.
10. Click **Close** and exit the **Quote Time** function.

### To attach a default quote time to Kitchen Settings:

You must attach a default quote time in kitchen settings. This quote time is in effect at all times for the whole store until you change it.

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Defaults' group bar, select the **quote time** from the 'Default quote time table' drop-down list.
3. Click **Save**.
4. Click **Close** and exit the **Kitchen Settings** function.

## Configuring the rounding and override requirements for employees

For quote times, you can configure such things as the rounding method to use, as well as employee and manager overrides. These options apply to all defined quote times.

### To configure the rounding and overrides for quote times for employees:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Quote times' group bar, configure the following:
  - a. Type the **number of minutes**, from '0' to '60' and in multiples of five, to use for rounding quote times.
  - b. Select either **Nearest, Up**, or **Down** as the rounding method.
3. Under 'Employee Overrides' group bar, configure the **following**:
  - a. Type the **number of minutes** that an employee can manually add to the quote time, from 0 to 60, in 'Maximum minutes to add.'
  - b. Type the **number of minutes** that an employee can subtract from the quote time, from 0 to 60, in 'Maximum minutes to subtract.'
4. Click **Save** and exit the **Kitchen Settings** function.

### To configure the rounding and overrides for quote times for managers:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab > **Quote Times** group bar.
2. Under the 'Manager Overrides' group bar, configure the **following**:
  - a. Type the minimum **number of minutes** that a manager can quote for an order, from '0' to '999,' in 'Minimum quote time in minutes.'
  - b. Type the maximum **number of minutes** that a manager can quote for an order, from '0' to '999,' in 'Maximum quote time in minutes.'
  - c. Type the maximum **number of minutes** that a manager can add to a quote time, from '0' to '60,' in 'Maximum minutes to add.'

- d. Type the maximum **number of minutes** that a manager can subtract from a quote time, from '0' to '60,' in 'Maximum minutes to subtract.'
  - e. Type the number of minutes, from '0' to '999,', that a **manager can place on a quote time before the time expires**.
  - f. Type the maximum number of minutes, from '0' to '999,' that a **manager can place on a quote time**.
  - g. Type a **password**, from '0' to '40,' that a manager can use to override a quote time.
3. Click **Save** and exit the **Kitchen Settings** function.

**Note:** Once a password is entered, only employees, such as a manager, who know this password may override quote times. The employee settings in the first procedure are disregarded.

## Using Aloha Kitchen to adjust quote times

Once you configure the quote times in Aloha Kitchen, the rounding, and override restrictions, you can use Aloha Kitchen to adjust the quote times displayed in Aloha Takeout.

### To override a quote time with Aloha Kitchen:

1. Select the **Quote command button** from the Commands bar. If a password is configured, the Enter Password screen appears.
2. Enter the **password** and select **OK**. The Adjust Manual Quote Time screen appears.

3. If you want to use the calculated quote time, select '**Use calculated quote time.**'
4. If you want to manually adjust the quote time, select '**Use manual quote time,**' then use the **up and down arrows** to adjust the quote time in the increments, as defined in Kitchen Settings. You must make the adjustments within the expiration window you defined in Kitchen Settings.
5. Select **OK**.

**To sort orders by quote time for a kitchen screen:**

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Under the 'Order display options' group bar, select **Sort orders by quote time** to configure orders on this kitchen screen to sort by quote time.
3. Click **Save** in the Command panel.
4. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

## Configuring other languages

Aloha Kitchen allows you to translate the screens into several languages. Aloha Kitchen translation includes both on screen labels and the item information from the Aloha POS system. When configured, you can toggle between languages at any time using a command on the touchscreen or bump bar.

Aloha Kitchen uses three files to translate the screens:

- **AlohaKitchen.en.txt** - Aloha Kitchen creates the file during install in AlohaKitchen\Bin. AlohaKitchen.en.txt contains all the default English translation for the Aloha Kitchen hard-coded strings. Use this as the base file to create a language translation file.
- **AlohaKitchen.xx.override.txt** - Create and use this file to override the base translation file with regional or store specific translations of Aloha Kitchen hard-coded strings. Replace the “xx” with a language abbreviation to create an override file for any language. Typically, the override file contains only a few entries and does not translate the entire user interface.
- **DataTranslation.xx.txt** - Use this file to translate custom strings in Aloha Kitchen, such as bin, metric, and screen names. DataTranslation.xx.txt also allows you to translate the Aloha POS information, such as items and modifiers. Create this file using ConfigureAlohaKPS.exe, locate in AlohaKitchen\Newdata, and edit using Notepad.exe. .

Aloha Kitchen Translation Steps at a Glance
1. Select <b>Maintenance &gt; Kitchen Configuration &gt; Language</b> and add a <b>language</b> .
2. Select <b>AlohaKitchen.en.txt</b> in AlohaKitchen\Bin, copy, and rename to <b>AlohaKitchen.xx.txt</b> , where xx is the abbreviation for the language defined in the language function.
3. Edit and translate the <b>AlohaKitchen.xx.txt</b> for your language, as needed.
4. Create a <b>new text</b> file in AlohaKitchen\Bin and save as <b>AlohaKitchen.xx.override.txt</b> .
5. Copy <b>strings</b> from AlohaKitchen.en.txt to the override file and translate, as necessary.
6. Using <b>ConfigureAlohaKPS.exe</b> to create <b>DataTranslation.en.txt</b> .
7. Select <b>DataTranslation.en.txt</b> in AlohaKitchen\Newdata, copy, and rename to DataTranslation.xx.txt, where xx is the abbreviation for the language defined in the language function.
8. Edit and translate <b>DataTranslation.xx.txt</b> .
9. Select <b>Maintenance &gt; Kitchen Settings &gt; Other</b> tab and add a <b>language</b> .
10. Add a <b>toggle language command</b> to a screen or bump bar layout.
11. Refresh the <b>system</b> .

The following sections on configuration are additional instructions on configuring language translation in Aloha Kitchen.

## Making a language available in Aloha Kitchen

You must select which languages are available in your Aloha Kitchen system. This function also provides the abbreviation you use to name your translation files. Currently, the function is read-only and you cannot change or add additional languages. You must also assign the language to a kitchen setting.

### To make a language available in Aloha Kitchen:

1. Select **Maintenance > Kitchen Configuration > Language**.
2. Click the **New drop-down arrow**, select a **language**, and click **OK**. Take note of the abbreviation for the predefined language, as you will use it to rename your language translation files.
3. Click **Close** and exit the **Languages** function.

## Creating your base translation file

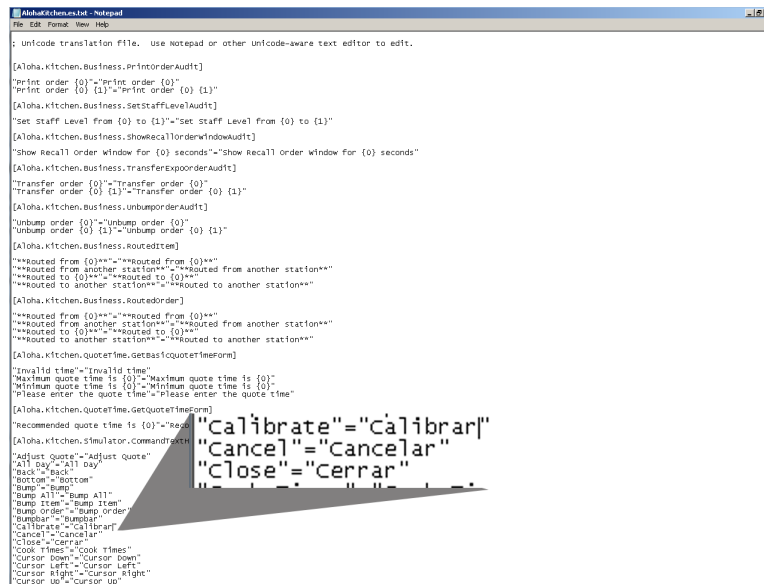
Aloha Kitchen reads from AlohaKitchen.xx.txt to translate the hard-coded values within Aloha Kitchen when you select a language.

### To create your base translation file:

1. Select the **AlohaKitchen.en.txt file** in AlohaKitchen\Bin, and copy and rename it to **AlohaKitchen.xx.txt**, where xx is the abbreviation of the language you noted earlier. For example, if you wanted to change the base translation file to spanish, rename the file to 'AlohaKitchen.es.txt.'
2. Select **AlohaKitchen.xx.txt** and open with **Notepad.exe**.



3. Locate each **string** within the file and translate the **string** between the second quotation marks.



```

[Aloha.kitchen.business.printOrderAudit]
"Print order {0}""Print order {0}"
"Print order {0} {1}""Print order {0} {1}"
[Aloha.kitchen.business.setStaffLevelAudit]
"Set staff level from {0} to {1}""Set staff level from {0} to {1}"
[Aloha.kitchen.business.showRecallOrderWindowAudit]
"Show recall order window for {0} seconds""Show recall order window for {0} seconds"
[Aloha.kitchen.business.transferExpOrderAudit]
"Transfer order {0}""Transfer order {0}"
"Transfer order {0} {1}""Transfer order {0} {1}"
[Aloha.kitchen.business.unbumpOrderAudit]
"Unbump order {0}""Unbump order {0}"
"Unbump order {0} {1}""Unbump order {0} {1}"
[Aloha.kitchen.business.routedtten]
""Routed from {0}""Routed from {0}""
""Routed from another station""Routed from another station""
""Routed to {0}""Routed to {0}""
""Routed to another station""Routed to another station""
[Aloha.kitchen.business.routedorder]
""Routed from {0}""Routed from {0}""
""Routed from another station""Routed from another station""
""Routed to {0}""Routed to {0}""
""Routed to another station""Routed to another station""
[Aloha.kitchen.quoteTime.getBastQuoteTimeForm]
"Invalid time""Invalid time"
"Maximum quote time is {0}""Maximum quote time is {0}"
"Minimum quote time is {0}""Minimum quote time is {0}"
"Please enter the quote time""Please enter the quote time"
[Aloha.kitchen.quoteTime.getQuoteTimeForm]
"Recommended quote time is {0}""Reco
[Aloha.kitchen.simulator.commands.txt]
"Adjust Quote""Adjust Quote"
"Call Day""Call Day"
"Back""Back"
"Section""Section"
"Bump""Bump"
"Bump All""Bump All"
"Bump Item""Bump Item"
"Bump Order""Bump Order"
"Bumpbar""Bumpbar"
"Calibrate""Calibrate"
"Cancel""Cancel"
"Close""Close"
"Cook Times""Cook Times"
"Cursor Down""Cursor Down"
"Cursor Left""Cursor Left"
"Cursor Right""Cursor Right"
"Cursor Up""Cursor Up"

```

Figure 2 - 17 AlohaKitchen.xx.txt Translation Example

4. Save and close **AlohaKitchen.xx.txt**.

## Creating a translation override file

If necessary, create a translation override file to replace store or regional specific hard-coded language.

### To create a translation override file:

1. Launch **Notepad.exe**.
2. Create a **new file**.
3. Select **AlohaKitchen.en.txt** in AlohaKitchen\Bin and open with Notepad.exe.
4. Arrange the **two files** side by side.
5. Copy a **heading** from AlohaKitchen.en.txt to the new file.

6. Copy a **string** to translate from AlohaKitchen.en.txt to the new file.

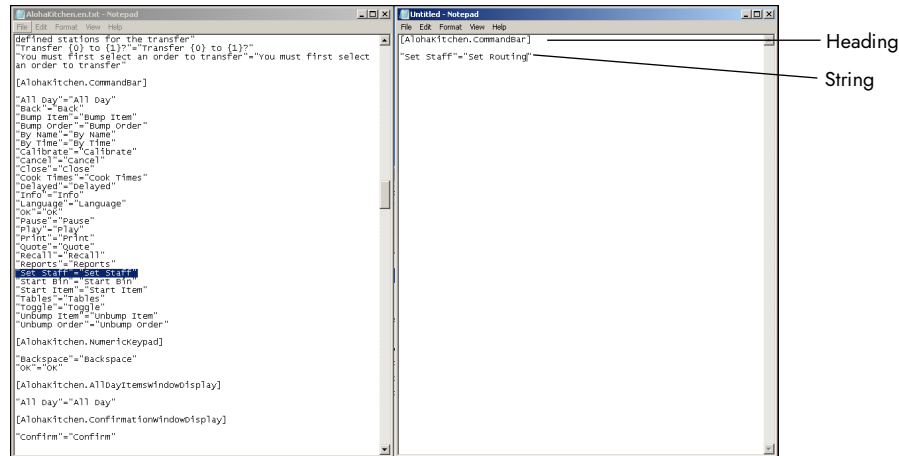


Figure 2 - 18 AlohaKitchen.en.override.txt Example

7. Translate the copied **string**, as necessary.
8. Click **File > Save As...** and save the **file** to AlohaKitchen\Bin as AlohaKitchen.xx.override.txt, where xx is the language abbreviation noted earlier.

## Translating text from Aloha POS system and other Aloha Kitchen text

You can use the DataTranslation.xx.txt file to translate the Aloha POS system and Aloha Kitchen information that is not hard-coded on the screens.

### To translate text from the Aloha POS system and other Aloha Kitchen text:

1. Select AlohaKitchen\Bin and double-click **ConfigureAlohaKPS.exe** to launch.
2. Select **Configure > Update Data Translation File**.
3. Select **AlohaKitchen\Newdata**, copy **DataTranslation.en.txt**, and rename the file **DataTranslation.xx.txt**, where xx is the language abbreviation.
4. Right-click **DataTranslation.xx.txt**, select **Open with**, and select **Notepad**.

5. Translate each entry into the selected language.



```
File Edit Format View Help

; User Data Translation File

[Bin.PendingLabel]
1="Pendiente"
2="Pendiente"
3="Pendiente"

[Bin.StartLabel]
1="Iniciar"
2="Iniciar"
3="Iniciar"

[Bin.CookingLabel]
1="Cocina"
2="Cocina"
3="Cocina"

[Bin.Name]
1="Tiras"
2="Fry frances"
3="Alas"

[Category.Name]
1="APERITIVOS"
2="SOPA/ENSALADA"
3="FILETE"
4="ENTRADA"
5="ALMUERZO"
6="NINOS"
7="POSTRE"
8="NO ALC"
9="CERVEZA"
10="VINO"
11="LICOR"
12="ATO Grocery Cat"
20="COMIDA"
21="LCV"
22="COMIDA/NA"
25="DENTICADO"
30="
```

Figure 2 - 19 DataTranslation.xx.txt Example

6. Save and close **DataTranslation.xx.txt**.

## Assigning a language in Kitchen Settings

Kitchen Settings allows you to select the available languages for a store. Only the languages you selected in Maintenance > Kitchen Configuration > Languages appear for selection.

### To assign a language in Kitchen Settings:

1. Select **Maintenance > Kitchen Settings > Other** tab.
2. Select a **kitchen setting** from the drop-down list.
3. Under the 'Languages' group bar, click **Add**. The system adds a blank row under the 'Languages' group bar.
4. Select the **language** from the 'Language' drop-down list.
5. Repeat **Steps 3 and 4** until you add all available languages.
6. Click **Save** and exit the **Kitchen Settings** function.

## Providing the ability to change to a language on kitchen screens

You can provide access to change to a language by either adding the Select Language command to a bump bar layout or adding the Select Language command to a touch screen terminal.

### To add a Select Language command to a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select a **function button** from the design and choose **Select Language** from the 'Command' drop-down list.
5. Click **Save**.
6. Repeat this **procedure** for other bump bar layouts you want to change the language.
7. Click **Close** and exit the **Bumpbar Layout** function.

### To add a Select Language command to a kitchen screen:

1. Select **Maintenance > Kitchen Configuration > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** subtab.
5. Click **Add**. The system adds a blank row under the 'Commands' group bar.
6. Select **Set Language** from the 'Commands' drop-down list.
7. Click **Save**.
8. Repeat this **procedure** for other kitchen screens you want to add the Set Language command.
9. Click **Close** and exit the **Kitchen Screen** function.

## Configuring task information for an item

Use the Task Info function to provide cooking or prep instructions for individual items. By using on-screen electronic recipes, this eliminates the need to create, print, and bind recipe books, which reduces unnecessary cost. Additionally, this safeguards against sensitive patented recipes leaving with an employee.

All configuration is performed inside the Task Info function and you do not need to access the Item function. You can also include a graphic, which must be added in the Media Files function first. You can also create headings by typing a colon in the 'Name' field. For example, to group items under an App heading, begin the name of each task info 'App:' such as 'App:Buffalo Wings.'

### To configure task information for an item:

1. Select **Maintenance > Kitchen Configuration > Task Info**.
2. Click **New**.
3. Type a **name** for the task information.
4. Select the **item** from the 'Item' drop-down list for which you want to add task information.
5. Select the **Steps** tab.
6. Click **Add**. The system adds a blank row under the 'Steps' group bar.
7. Under 'Heading,' type a **heading** to use for the step or procedure.
8. Under 'Text', select the drop-down arrow and type the **instructional text** to display with the item.
9. Under 'Image,' select an **image** to associate with the item from the 'Image' drop-down list, if needed.
10. Select the **Videos** tab.
11. Click **Add**. The system adds a blank line under the 'Video' group bar.
12. Under 'Heading,' type a **heading** to use for the video.
13. Under 'Video,' select a **video** to associate with the item.
14. Under 'Custom video file name,' type the **filename** of the video.
15. Select the **Preview** tab to view the task info for the item.
16. Click **Save** in the Command panel.
17. Repeat this **procedure** for other items you want to include task information.
18. Click **Close** in the Command panel to exit the **Task Info** function.

## Providing the ability to view task information for an item

You can provide access to view task information for an item by either adding the Select Task Info command to a bump bar layout or adding the Select Task Info command to a touch screen terminal.

**To add a Select Task Info command to a bump bar layout:**

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select an **function button** from the design and select **Select Task Info** from the 'Command' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other bump bar layouts you want to view task information.
7. Click **Close** in the Command panel and exit the **Bumpbar Layout** function.

**To add a Select Task Info command to a kitchen screen for a touch screen terminal:**

1. Select **Maintenance > Kitchen Configuration > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** subtab.
5. Click **Add**. The system adds a blank row under the 'Commands' group bar.
6. Select **Select Task Info** from the 'Commands' drop-down list.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for other kitchen screens you want to view task information.
9. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

## Viewing task information for an item

When you complete your task information for an item, you can access the information on the corresponding kitchen screen, by selecting the Info command at the bottom of the screen. You only need a Select Task Info command to view a list of all configured items. You can always view task information when you order the item and task information is configured for the item.

**To view task information for an item:**

1. Access the Select Task screen either by selecting the **Info button** from the Commands bar for a touch screen terminal or selecting the **Select Task Info command** from the bump bar.
2. Select an item either by **touching the item** or by pressing the **Up and Down buttons and the large buttons on the end of a bump bar**.
3. If you select a heading, an additional screen appears with a list of items from which to choose under that heading. In this example, a list of entrées appears when you selected entrées.
4. Once you select an item, the task information for the item appears.
5. Exit the screen either by selecting the **Close** button or by pressing the **Select Task Info command** again on the bump bar.

## Customizing the print layout for production chits

Use the Print Designer function to customize the design of your chits. You must include the Items and Training type to every print layout design you create. If you include an element that you are not using, the system allows you add the element, but does not display any output on the chit or guest check. The system has a default kitchen chit layout that is equipped with all possible elements for a production chit. Use this default chit to copy and simply remove the elements you do not use.



**Reference:** Refer to the Print Designer Feature Focus Guide for information on how to configure and use the Print Designer function.

Once you finish the print layout for an Aloha Kitchen installation, you must also attach the layout to kitchen settings to use the layout design. Aloha Kitchen has several types of chits from which to choose.

### To customize the print layout for production chits:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Chit Printing' group bar, select a print layout from any of the **following options**:
  - Bag chit layout
  - Kitchen chit layout
  - Item label layout
  - Item chit layout
3. Click **Save**.
4. Click **Close** to exit the **Kitchen Settings** function.

## Customizing your kitchen screens

You can customize the graphical display and behavior of your kitchen screens. Customization methods include screen type, fixed cell, split screen, skin colors, and headers and footers. Use screen customization to enhance an employees interaction with a kitchen terminal within a specific area of an operation.

### Defining kitchen screen types

Aloha Kitchen provides a number of different screens for your kitchen staff to assist them in the preparation and production of items.

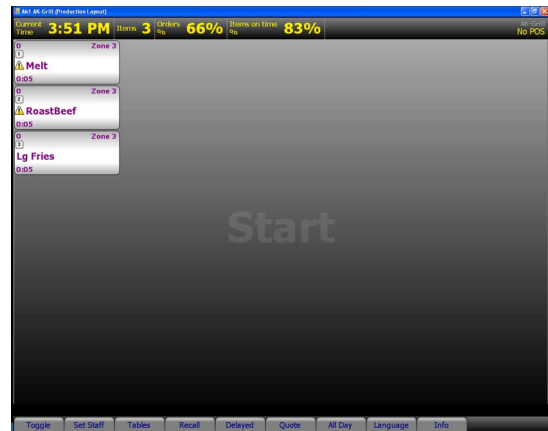
#### Production order view

The 'Production order view' kitchen screen type displays order information with a start and a cooking queue; however, you can hide the start section when you set the percentage to 0. This screen is always used at the production station. Click the **New drop-down arrow**, select **Production order view**, and click **OK** to enable this screen.



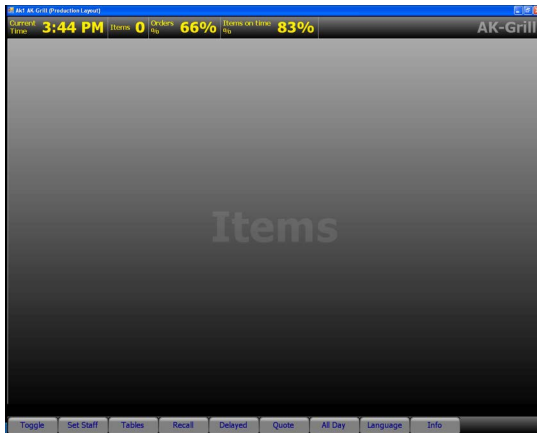
#### Production start only

The 'Production start only' kitchen screen type displays item information with a start queue only. Production employees can only start items. This screen is always used at the production station. Click the **New drop-down arrow**, select **Production start only**, and click **OK** to enable this screen.





### Production line item



The 'Production line item' kitchen screen type displays item information with a cooking section only. This screen is always used at the production station and is the least used screen type. Click the **New drop-down arrow**, select **Production line item**, and click **OK** to enable this screen.

### Production cooking only

The 'Production cooking only' kitchen screen type displays item information with a cooking section only. Production employees can bump items only. This screen is always used at the production station. When you create a new kitchen screen, Click the **New drop-down arrow**, select **Production cooking only**, and click **OK** to enable this screen.



## Enabling fixed cell orientation

Aloha Kitchen has the ability to display the cells on a kitchen screen with a static width and length. Fixed cell orientation is only supported for Expo Order View and Production Order View kitchen screen types.



Figure 2 - 20 Fixed Cell Orientation

### To enable fixed cell orientation:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **screen** from the 'Kitchen Screen' drop-down list.
3. Under the 'Display options' group bar, configure the **following**:
  - a. Select **Enable Fixed Cell**.
  - b. Type the **number of rows** to display in 'Number of rows.'
  - c. Type the **number of rows to display in the Start area** in 'Start queue rows.'
  - d. Type the **number of columns** to display in 'Number of columns.'
  - e. Type the **number of columns to display** in the Start area in 'Start queue columns.'
4. Click **Save** in the Command panel.
5. Repeat this **procedure** for other kitchen screens you want to support fixed cell orientation.
6. Click **Close** in the Command panel to exit the **Kitchen Screens** function.

**To provide the ability to navigate with fixed cell orientation:**

If you are using a touch screen terminal, you simply need to touch the cell for selection; however, if you are using a bump bar, you must configure a different set of bump bar layout commands to support navigation with fixed cell orientation. Use this bump bar layout in place of the one described in the Aloha Kitchen Getting Started Guide.

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bump bar layout' drop-down list.
3. Click the **Design** tab.
4. Click the **left function box** of the bump bar layout.
5. Select a **function button** from the 'Command' drop-down list, such as 'Start.' The system automatically populates the 'Text,' 'Button color,' and 'Text color' for the button based on the function you selected, however, you can change these attributes, as needed.
6. Click the **next function button to the right** and select **another command**.

- Repeat **Step 6** to configure the following commands, depending on if you are using Aloha Quick Service or Aloha Table Service.

Bump Bar Layout Commands for a production station (starting with the large box on the left and moving clockwise)	QS and TS
Bump	Selected
Bump Cell 1	Selected
Bump Cell 2	Selected
Bump Cell 3	Selected
Bump Cell 4	Selected
All Day	Selected
Display (Toggle Display)	Selected
Item Cursor Up	Selected
Print	Selected
Item Cursor Down	Selected
Info	Selected
Select Staff	Selected
Bump Cell 8	Selected
Bump Cell 7	Selected
Bump Cell 6	Selected
Bump Cell 5	Selected

- Click **Save** in the Command panel.
- Repeat this **procedure** for other bump bar layouts for fixed cell orientation, if needed.
- Click **Close** in the Command panel to exit the **Bumpbar Layout** function.

## Enabling split screen orientation

You can enable split screens in Aloha Kitchen. This is typically used at the expo station for an overall view of the kitchen.

### To enable split screen orientation:

1. Select **Maintenance > Hardware > Terminals**.
2. Select an **Aloha Kitchen terminal** from the 'Terminal' drop-down list.
3. Select the **Kitchen** tab.
4. Under the 'Primary Display' group bar, configure the following:
  - a. Select **Enable split screen** to allow the terminal to use a split screen. The system adds additional options.
  - b. Select **Horizontal** or **Vertical** from the Split screen orientation to determine if the split screens will be side-by-side or one on top of the other.
  - c. Select a **kitchen station** from the 'Bottom (right) station' drop-down list.
  - d. Select a **kitchen screen** from the 'Bottom (right) screen' drop-down list.
5. If you are using a secondary display, configure the following under the 'Secondary display' group bar:
  - a. Select **Enable split screen** to allow the secondary display on the terminal to use a split screen. The system adds additional options.
  - b. Select **Horizontal** or **Vertical** from the Split screen orientation to determine if the split screens on the secondary display will be side-by-side or one on top of the other.
  - c. Select a **kitchen station** from the 'Bottom (right) station' drop-down list.
  - d. Select a **kitchen screen** from the 'Bottom (right) screen' drop-down list.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for other terminals you want to configure split screen functionality.
8. Click **Close** in the Command panel to exit the **Terminals** function.

### To provide the ability to access individual split screens:

If you are using a touch screen terminal, you simply need to touch the individual screens for selection; however, if you are using a bump bar, you must configure additional bump bar layouts for each split screen. Refer to the Aloha Kitchen Getting Started Guide for more information on configuring a bump bar layout.

1. Select **Maintenance > Hardware > Bumpbar Layout > Design** tab.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select a **function button** from the bump bar layout.

4. Under the 'Settings' group bar, select **Top (left)** or **Bottom (right)** to specify which split screen on which the button will function.
5. Repeat **steps 3 and 4** to until you configure the split screen for each function of the bump bar layout.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for each bump bar layout for each split screen.
8. Click **Close** in the Command panel to exit the **Bumpbar Layout** function.

## Creating a customer order display

A customer order display screen is available to use with both Aloha Quick Service® and Aloha Table Service®, but is used primarily in a quick service counter environment. The screen uses a dedicated customer-facing terminal that allows the guest to monitor the status of their order, by name or order number. You can connect a bump bar and printer, as you do with any other terminal; however, it is more common to have customer orders automatically remove from the screen without user intervention, after a certain amount of time.



Figure 2 - 21 Customer Order Display Screen

Some benefits for using a customer order display are:

- Keeps the guest informed of the status of their order and deters them from congregating around the counter and asking about the status of their order.
- Allows you to customize the background and cell colors of the screen.
- Allows you to add graphics or scrolling media files to the screen for promotional needs or branding of the restaurant.



**Reference:** Refer to the Customer Order Display Feature Focus Guide for complete information on configuring and using a customer order display screen.

## Customizing your kitchen skins

A skin refers to the look and feel of the user interface, such as backgrounds, title bars, buttons, and other graphical displays. Each kitchen screen supports a Light view and Super-gradient skin in the Kitchen Screens function; however, you can configure your own skin for purposes such as branding your screens to the colors of your restaurant, and more.

### To customize your kitchen skins:

1. Select **Maintenance > Kitchen Configuration > Kitchen Skin**.
2. Click the **New drop-down arrow**.
3. Type a **name** for the skin.
4. Make the **changes**, as appropriate.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other skins you want to create.
7. Click **Close** in the Command panel to exit the **Kitchen Skin** function.



## Customizing the display of your order and item cCells

You can customize the attributes that display on your order and item cells. Some options allow you to add individual elements, or for full control of the display of your order and item cells, you can design a header footer layout.

### Configure the display for order cells

These are some of the things you can display on the order cell.

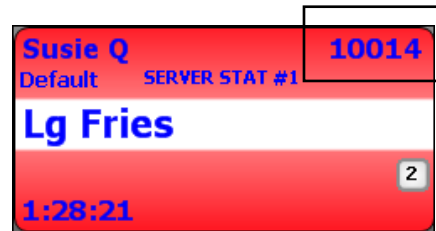
#### Show Item Line Numbers

You can display the items within an order on the order cell. Select '**Show item line numbers**' in Maintenance > Hardware > Kitchen Screens to enable this option.



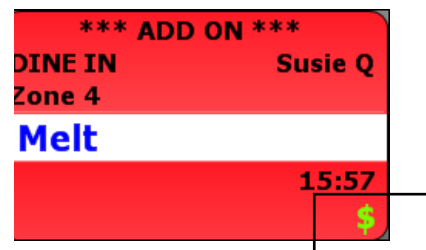
#### Show Terminal Number

You can display the terminal number from where the order was ordered on the order cell. Select '**Show term number**' in Maintenance > Hardware > Kitchen Screens to enable this option.



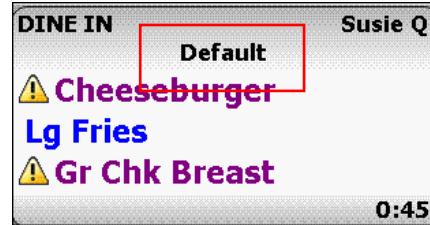
#### Show Paid Indicator

You can display a dollar sign on the order cell to indicate the order has been paid. Select '**Show paid indicator**' in Maintenance > Hardware > Kitchen Screens to enable this option.



### Show Course Text

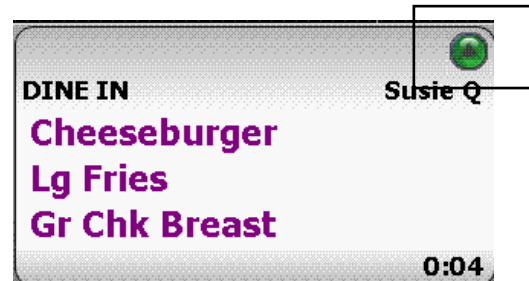
You can display the name of the present course on the order cell. Select **'Show course text'** in Maintenance > Hardware > Kitchen Screens to enable this option.



### Collapsible Order

You can enable an item cell to expand and collapse on demand when you select the up or down arrow.

1. In the Kitchen Screens function, select **Enable collapsible order**.
2. Select **'Hide all items'**; or **'Hide only items not yet prepared.'**
3. Select or clear **'Default to collapse.'**



## Configuring the display for item cells

These are some of the things you can display on the item cell.

### Show Order Name

You can show the tab name or the name you call the order on the item cell. Select **'Show order name'** in Maintenance > Hardware > Kitchen Screens to enable this option.



### Show Timer Text

You can show the timer text on the item cell. Select **'Show timer text'** in Maintenance > Hardware > Kitchen Screens to enable this option.



### Show Cell Number

You can show the number of cell as it relates to the order display at the present time the item cell. Select **'Show cell number'** in Maintenance > Hardware > Kitchen Screens to enable this option.




## Configuring a custom header or footer layout for cells

Use the Header Footer Layout function to customize the design of your headers and footers that displays for your item or order cells on a kitchen screen. If you include an element that you are not using, the system allows you add the element, but does not display any output on the cell.

The system has four default header and footer layouts that are equipped with all common elements for the respective layout. Use these default layouts to copy and simply add or remove the elements you do not use. The default header and footer layouts are:

- 9996 Default Order Header
- 9997 Default Order Footer
- 9998 Default Item Header
- 9999 Default Item Footer

Once you create a layout, you must attach the order header or footer to an expo kitchen screen and the item header or footer to a production kitchen screen.

 **Tip:** Many of the elements you can configure on a custom header or footer layout are dependent on the activation of other options in Kitchen Screen Maintenance. For example, if you add Order Mode to your header or footer layout, you must select 'Show Order Mode;' otherwise, the system does not display the order mode.

## Configuring a header or footer layout

You must configure a layout for a header or footer to apply to an order or an item cell.

### To configure a header or footer layout:

1. Select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select **one of the default designs** from the 'Header Footer Layout' drop-down list.
3. Click **Copy** on the right side of the screen to duplicate the selected header or footer. The Copy Options screen appears.
4. Accept the **default number** or click the **ellipsis (...)** button to select another number, and click **OK**.
5. Type a **name** for the header or footer design.
6. Select **Order header, Order footer, Item header, or Item footer** from the 'Type' drop-down list to indicate the area and the type of cell you are designing.
7. Select the **Design** tab.
8. Click the **Add drop-down arrow**, select an **element**, and click **OK**.
9. Under 'Line number,' type the **line number** in which you want the element to appear on the cell.
10. Under 'Location,' select **Left, Center, or Right** to indicate the justification of the element to appear on the cell.
11. Under 'Style,' select **Normal, Bigger, or Smaller** to indicate the font size, in relation to the default font, for the element to appear on the cell.
12. Click **Save** in the Command panel.
13. Repeat this **procedure** for other header footer layout designs you want to create.
14. Click **Close** in the Command panel to exit the **Header Footer Layout** function.

## Attaching a header and footer layout to a kitchen screen

You must attach a header or footer to a kitchen screen. You can only add an order header or footer to an 'Expo Order View' or 'Production Order View' kitchen screen and you can only add an item header or footer to one of the production kitchen screens.

### To attach a header and footer layout to a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. For an **Expo Order View** or **Production Order View kitchen screen**, select the following under the 'Headers and footers' group bar:
  - a. Select an **order header** from the 'Order header layout' drop-down list.
  - b. Select an **order footer** from the 'Order footer layout' drop-down list.
4. For a **Production kitchen screen**, configure the following from the 'Headers and footers' group bar:
  - a. Select an **item header** from the 'Item header layout' drop-down list.
  - b. Select an **item footer** from the 'Item footer layout' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for any other kitchen screen you want to use a custom header or footer layout.
7. Click **Close** in the Command panel to exit the **Kitchen Screens** function.

## Configuring load balancing

Load balancing is a way for kitchens to operate two or more identical stations, or groups of stations, during high volume times. Aloha Kitchen uses new configuration to route items between two or more stations depending on the item load on the stations, or decides to route groups of items on an order depending on the order load on kitchen stations.

Load balancing is associated with routing rulebooks. A load balancing scheme may be enabled by the default routing rulebook. An active load balancing scheme may be adjusted at any time by using the staffing level function on a kitchen station based on its associated routing rulebook.

### Load balancing requires:

- Creating a load balancing scheme by order or by item.
  - Assigning the balancing percentage breakout to 2 or more groups.
  - Assigning kitchen stations to each group.
- Assign the load balancing scheme to a routing rulebook.
- Assigning the routing rulebook to a staff level.

There are two load balancing types. In this section, we will go through the steps to create basic load balancing using the two load balancing types.

- **Load balance by order** — Performs load balancing by the number of open and delayed orders for a station.
- **Load balance by item** — Performs load balancing depending on the item balance method: All items (started, unstarted, and delayed), Unstarted items, or Cooking items.

### Load balancing by order

**SCENARIO:** SCENARIO: On Friday and Saturday nights you have an additional expeditor to manage, tray, and assemble items coming out of the kitchen. You split the orders 50/50 on those nights, between the two expo stations to delivery orders faster.

In this scenario, it is necessary to configure load balancing between two expo stations (QS Expo Station and QS 2nd Expo Station). First, it is necessary to create a load balance group with the load balance type, 'by order.' In this scenario, assign Group A 50% and Group B 50%. The sum total of the group percentages must equal 100%. The group percentages enable the system to determine what group to route an order, depending on the volume of the particular station. Group percentages are usually based on the staffing and equipment at a station compared to another load balancing station.

### To use load balancing by order:

1. Select **Maintenance > Kitchen Configuration > Load Balancing > Settings** tab.
2. Click **New**.

3. Type a **name** for the Load Balancing record.
  4. Select **By order** from the 'Load balance method' drop-down list.
  5. Type a **percentage to use for Group A**, such as '50.'
  6. Type a **percentage to use for Group B**, such as '50.'
  7. Select the **Details** tab.
  8. Click **Add**. The system adds a blank row under the 'Rows' group bar.
  9. Type a **description** for the row, such as 'Expo Balance.'
  10. Select the **Group A** subtab, if it is not already displayed. Note that each subtab indicates the percentage you configured on the Settings tab.
  11. Select a **station**, such as 'QS Expo Station' from the 'Available' list box and click **the right arrow** to move the station to the 'Included' list box.
  12. Select the **Group B** tab.
  13. Select a **station**, such as 'QS 2nd Expo Station' from the 'Available' list box and click **the right arrow** to move the station to the 'Included' list box.
- If you want to include another row, repeat **Steps 8 to 14**. In this example, only an Expo Balance row is used.

**i Note:** You may add additional rows to a load balancing ID if the 'Load balance method' and 'Group percentages' are the same. For example, you could also balance orders 50/50 for dual grill stations.

14. Click **Save** in the command panel.
15. Repeat this **procedure** for other load balancing records you want to create.
16. Click **Close** and exit the **Load Balancing** function.

## Load balancing by item

**SCENARIO:** SCENARIO: During lunch and dinner rush you open the back line with an additional grill. The grill is smaller than the front line grill. You determine you can send 60% of grill items to the front line grill and 40% of grill items to the back line grill to address the additional grill items during those times. At the beginning of lunch and dinner, you select the staff level associated with the dual grill load balancing during those times. After lunch and dinner, you select the default staff level to return the routing to normal.

In this scenario, it is necessary to configure order load balancing between two grill stations (Grill and Grill Back Line). First, create a load balance group with the load balance type, 'by item,' then specify the 'item balance method.' In this scenario, assign Group A 60% and Group B 40%. The sum total of the group percentages must equal 100%. The group percentages enable the system to determine what group to route an order, depending on the volume of the particular station. Group percentages are usually based on the staffing and equipment at a station compared to another load balancing station.

### To use load balancing by item:

1. Select **Maintenance > Kitchen Configuration > Load Balancing > Settings** tab.
2. Click **New**.
3. Type a **name** for the Load Balancing record.
4. Select **By item** from the 'Load balance method' drop-down list. The system adds the item balance method option.
5. Select an **Item balance method** to determine when to send an item to one station verses another.
  - a. Select '**Unstarted items**' to load balance based only on the number of unstarted items in a load balancing group. Aloha Kitchen distributes new items routed to a station based on the ratio of unstarted items. For example, if there are six unstarted items in group A, and three unstarted items in group B, the next item would go to group B, since it is less than 40 percent.
  - b. Select '**Cooking items**' to load balance based only on the number of items currently cooking and bumped for each station in a load balancing group. Aloha Kitchen distributes new items to the group with the lowest ration to it's percentage. For example, if there are three items cooking in group A, and four cooking items in group B, the next item would route to group A, since it is less than 60%.
  - c. Select '**All items**' to load balance based on the number of unstarted, cooking, and bumped items in a load balancing group. For example, if group A has six unstarted items and three



cooking items, and group B has three unstarted items and four cooking items, the next item would route to group A since it is less than 60%.

	Target %	Unstarted items		Cooking items		Total items	
<b>Group A</b>	60%	6	67%	3	<b>43%</b>	9	<b>56%</b>
<b>Group B</b>	40%	3	<b>33%</b>	4	57%	7	44%
<b>Total</b>		9		7		16	

6. Type a **percentage to use for Group A**, such as '60.'
7. Type a **percentage to use for Group B**, such as '40.'
8. Select the **Details** tab.

**Note:** When you select 'Cooking items' or 'All items,' as the item balance method, all items route to the new station when you change the routing level until the number of bumped items balances. For example, if you run lunch with only group A, then change the routing to include group B, group B receives all the items until the items bumped on group A through the day are reached on group B.

The 'Unstarted items' item balance method does not include bumped items in the load balancing calculation.

We recommend you select 'Unstarted items' if your business changes routing levels, as in this scenario.

9. Click **Add**. The system adds a blank row under the 'Rows' group bar.
10. Type a **description** for the row, such as 'Grill Balance.'
11. Select the **Group A** tab, if it is not already displayed. Note that each group indicates the percentage you configured on the Settings tab.
12. Select a **station**, such as 'Grill' from the 'Available' list box and click **the right arrow** to move the station to the 'Included' list box.
13. Select the **Group B** tab.
14. Select a **station**, such as 'Grill Back Line' from the 'Available' list box and click **the right arrow** to move the station to the 'Included' list box.

If you want to include another row, repeat **Steps 8 to 14**. In this example, only an Expo Balance row is used.

**Note:** You may add additional rows to a load balancing ID if the 'Load balance method' and 'Group percentages' are the same; otherwise, create another load balancing grid. For example, you could also balance orders 60/40 for dual fry stations.

15. Click **Save** in the command panel.
16. Repeat this **procedure** for other load balancing records you want to create.
17. Click **Close** and exit the **Load Balancing** function.

## Adding load balancing to routing rules

It is necessary to add load balancing to routing rules. You can have one (default) routing rulebook if you plan on using load balancing all the time. But, as in the previous scenarios, where using load balancing only at specific times, it is necessary to create a different routing rulebook and staff level, one with regular routing and the other with load balancing.

### To add load balancing to routing rules:

1. Select **Maintenance > Kitchen Configuration > Routing Rulebook > Settings** tab.
2. Select the **default routing rulebook** from the 'Routing Rulebook' drop-down list.
3. Click **Copy** in the command panel on the right side of the screen to duplicate the default routing rulebook. This copies all the rules in the default routing rule book to a new rulebook.
4. Click **OK**. The system creates a new routing rulebook.
5. Accept the **default number** or click the **ellipsis (...)** to select another number.
6. Type a **name** for the load balancing routing rulebook.
7. Select the **Rules** tab.
8. Under the 'Routing Rules,' group bar, select a rule for which you want to apply load balancing.
9. Select the **Load Balancing** tab.
10. Select a **Load Balancing rule** from the 'Grid' drop-down list.
11. Click the **Row drop-down list** and select a row from the load balancing rule selected in the previous step. This row should align with the routing rule currently selected. For example, select the Expo grid and row when the Expo routing rule is selected.
12. Repeat **Steps 7 - 11** for additional routing and load balancing rules. Example, select the grill routing rule and apply the grill load balancing grid and row.
13. Click **Save**.

## Activating load balancing

In order to activate load balancing, you will need to associated a load balancing rulebook with a staff level and manually select the staff level when business and staffing dictate. When the lunch or dinner rush is over and you close the load balancing stations, you will once again access staff levels and set a staff level to one not associated with load balancing. See ["To use staff levels to change item routing:" on page 53](#).

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## Aloha Kitchen v19.13, Implementation Guide

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