Feature Focus Guide: Production Assembly Line

Core Product: Aloha Kitchen Last Updated: June 19, 2024

Contents

About Production Assembly Line	. 4
Configuring Production Assembly Line	. 10
Providing access to production assembly line functions	. 12
Configuring production line base items	
Configuring the layout of your production line ingredients	. 15
Configuring a production line group	. 18
Configuring a kitchen station for use with production assembly line	19
Associating production line groups with kitchen stations	20
Configuring a skin to use for an assembly line screen	22
Configuring assembly line kitchen screens	25
Configuring an implied modifier	28
Configuring special instructions for items appearing on a production assembly line	29
Routing items to production assembly line screens	30
Customizing the message for an order with no ingredients or sides	30
Configuring expo alert based on omitted item	32
Configuring consumer name to appear on the Assembly Line Production screen	34
Changing consumer order naming format to first and last name	36
Disabling the ability to recall in-store orders	38
Customizing the text for reprint and refire screen prompts	39
Configuring a category of items to exclude from consolidation	40
Configuring a category of items to exclude from routing	41
Configuring a rewards badge for loyalty members	43
Configuring a printer for use with production assembly line	44
Designing the order label for printing	45
Configuring bag coaching	48
Refreshing the data	51
Using Production Assembly Line	52
Finalizing an order from an assembly line expo screen	53
Specifying the number of order labels to print from the bag coaching prompt	
Firing a future order from an assembly line expo screen	
Recalling an order from assembly line expo screen	
Refiring an order from an assembly line expo screen	
Troubleshooting Production Assembly Line	60



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Revision Record

Date	Version #	Description	
Prior to 05/14/2021	v19.8+	Introduced Production Assembly Line feature.	
05/14/2021		Converted the document to use new templates.	
01/10/2023		Updated the front cover and back page to reflect new NCR branding.	
11/30/2023	v19.13	 With the release of Aloha Kitchen 19.13, we added the following: Configuring expo alert based on omitted item. Configuring consumer name to appear on Production Assembly Line screen. Displaying message when there are no orders to prepare. Changing consumer order naming format to first and last name. Disabling the ability to recall in-store orders. 	
06/19/2024		Updated document to reflect NCR Voyix branding.	



About Production Assembly Line

Aloha Takeout and Aloha Kitchen Integra	ation at a Glance		
Core Product Aloha Kitchen			
Complementary Products	Aloha Quick Service, Aloha Table Service		
Separate License Required?	No		
Other References	Aloha Kitchen Reference Guide, Aloha Kitchen Getting Started Guide, Customizing Aloha Kitchen Guide		

Many quick service restaurants utilize a production assembly line where one kitchen employee is responsible for adding or preparing one part or section of a menu item, and it is then passed to another employee to add or prepare the next part. The ingredients are held in individual 'hotel pans' displayed in front of the employee from which they can pull. The flow continues until the menu item is completely built. You see this concept in restaurants that serve burgers, pizzas, steam-table buffet lines, sandwiches, subs, Mexican food, and many other environments.

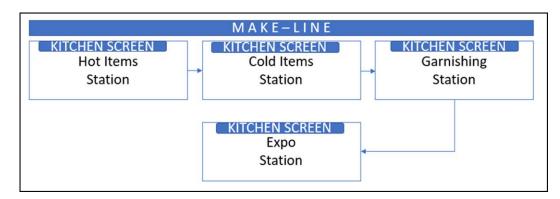


Figure 1 Production Assembly Line Environment Illustration

This type of operation:

- Enforces consistency through repetition.
- Requires limited training.
- Creates a more efficient and effective production environment.
- Increases your speed of service to each consumer who walks through the door.

To accommodate this type of environment, Aloha[®] Kitchen uses assembly line screens where the configuration spans across several functions. You design the screens to emulate the setup of the production assembly line. When an order appears on the screen, the ingredients needed to fulfill the order highlight on the screen so the employee can easily build the item and move on to the next order.



Supported software versions

To use Production Assembly Line, ensure your system meets the following requirements:

- Aloha Kitchen v19.8+.
- Aloha Takeout v19.8+, to use the Source and Destination feature for the 'Bag Coaching' prompt.
- Aloha Configuration Center (CFC) or Aloha Manager v20.10+.
- Aloha Quick Service or Table Service v12.3+.

Primary production assembly line screens

Production Assembly Line uses two primary kitchen screen types; 'Assembly line production screen' and 'Assembly line expo screen.'

Assembly line production screen

Production employees use the 'Assembly line production screen,' which includes item and ingredient information for an order. An item could have an implied modifier that comes with the menu item and may also have a special instruction. The screen operates with a bump bar only and does not support touchscreen.

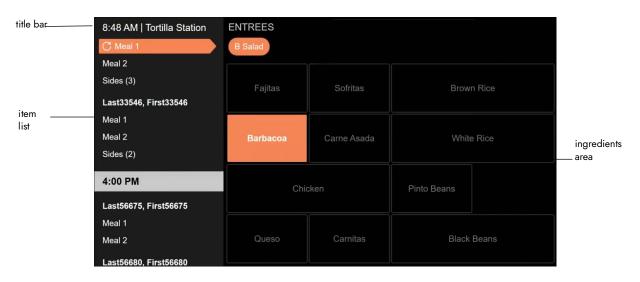


Figure 2 'Assembly line production screen' Type

The **title bar** appears at the top of the screen and displays the current system time and the station name. Any connectivity errors, such as NO BOH, NO POS, and others, also appear on the title bar.

The **item list** appears on the left side of the screen and displays the list of items for each order for the respective time slot. The item and ingredient colors alternate as you cycle through each item, based on configuration.

The **ingredient area** appears on the lower right side of the screen and displays the ingredients required for a specific item from the item list. The items highlight according to the selected item. If the ingredient has a modifier, a 'dog-ear' appears in the upper-left corner of the box.



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Assembly line expo screen

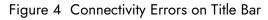
Expediters use the 'Assembly line expo screen,' which includes items from all production screens in a prepared state.

11:30 AM EXPO S	STATION	SET	DEPLOY
12:00 PM 1 of 6 Orders	12:15 PM 10 Orders 10 Orders	12:45 PM 15 Orders 1:00 PM 3 Orders	1:15 PM 5 Orders
Flair, Richard 3 Sches / 2 Entress	PICKUP (Flair, Richard (123) 456-7890		CONTINUE
Last name, First name 2 lides / 4 Entress	3 Sides	2 Entrees	
Last name, First Name	Large Chips & Large Queso Blanco	B Bowl	
Last name, First Name 2 Sides / 4 Entress	🔗 Chips & Guacamole	V Bowl Max	
Last name, First Name 2 Scient 2 Entrans	🔗 Napkins & Utensils		
Last name, First Name 2 little / 2 littles			
Last name, First Name 2 Bdes / 2 Eritees			
Last name, First Name 2 lides / 2 Errees			
^ V			

Figure 3 'Assembly line expo screen' Type

The **title bar** appears at the top of the screen and displays the current system time and the station name. Any connectivity errors, such as NO BOH, NO POS, and others, also appear on the title bar. The expo screen includes a RECALL button to access the Recall screen and a SET DEPLOY button to allow you to set the staff level.





The **time slot bar** appears below the title bar of the expo screen and displays orders in time increments based on the promise time. If there is not an order promised for a specific time slot, the time slot does not appear on the screen.

The **order list** appears on the left side of the expo screen and displays the list of orders for the respective time slot.

The **order header** appears below the time slot bar of the expo screen, displaying the order mode, customer name, and telephone number associated with the active order. The 'rewards badge' image appears next to the name, if the consumer is a Loyalty member. When the expediter selects all items for the order, the CONTINUE button becomes enabled.



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions The **order details area** appears on the lower right of the expo screen and contains the entrees and sides for the selected order. When the expediter selects all items for the order, the CONTINUE button becomes enabled.

The order details area contains two sections: Sides and Entrees. You can specify the number of columns to use for displaying each section. For example, configure items to appear in one column in the Sides section, and two columns in the Entrees section.

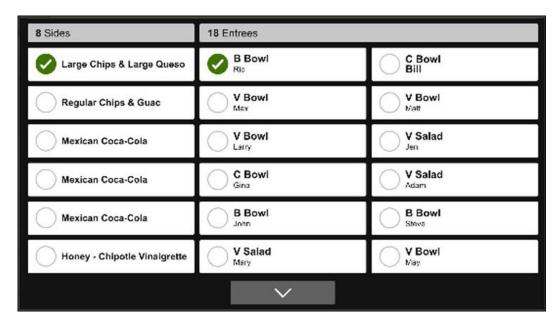


Figure 5 Order Details Area

The **status alert area** (not shown) appears under the order header and lists any alert that needs attention for the selected order. Currently, there are two supported alerts:

- Late appears when an order is running late based on the current time promise time. Be aware that if you do not configure cook times for your items, the 'late' alert always appears.
- **Payment Needed** appears when a payment for an online order will be received at the store. The preparer places the bagged order at the register for payment rather than an order pickup location.

The **future order bar** appears below the time slot bar and only for orders that are waiting to be prepared, based on the release time.



Secondary production assembly line screens

The 'future order screen' appears when you select a future order that is waiting to be prepared. Use the FIRE NOW button to send the order to the production screens. The items are unavailable for selection because the expediter cannot 'check off' items in a future order.



Figure 6 Future Order Screen



Use the RECALL button to display the 'recall screen' to reprint an order or resend an order to the production screens.

2:32 PM EXPO ST	TATION Rec	all Orders	CLOSE
< 12:30 PM 1 of 6 Orders	12:45 PM 6 Orders 3 Orders	1:15 PM 1:30 2 Orders 3 Ord	
Paxton, Bill 0 Sides / 6 Entrees	PICKUP Paxton, Bill (123) 456-7890		REPRINT REFIRE NOW
Last name, First Name 2 Sides / 4 Entrees	0 Sides	6 Entrees	
Last name, First Name		B Bowl Ric	
Last name, First Name 2 Sides / 4 Entrees		V Bowl Max	
Last name, First Name 1 Side / 3 Entrees		B Bowl Larry	
Last name, First Name 1 Side / 3 Entrees		C Bowl Gina	
		V Bowl June	
		V Bowi _{May}	

Figure 7 Recall Orders Screen



Configuring Production Assembly Line

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for the production assembly line feature. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:

If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.

 Select Maintenance > Labor > Security Roles and provide access to the production assem functions from the Back-of-House (BOH). See page 12. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Item to create base line items that represent placeholders at the top of the production a line screen. See page 13. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Ingredient to configure the placement (row and column) of the ingredients to appear on the production assembly line screens in accordance with the layout of the 'hotel pans' on the pro- assembly line assembly line. See page 15. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Groups to place the ingredients within a group, with respect to the kitchen screen that they appear. See page 18. Select Maintenance > Hardware > Kitchen Station and create a station for each area of the line. See page 19. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen station. See page 20. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen Skin to configure the color theme production assembly line screens. See page 22. 	n Base isembly n Line duction
 Line Item to create base line items that represent placeholders at the top of the production a line screen. See page 13. 3. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Ingredient to configure the placement (row and column) of the ingredients to appear on the production assembly line screens in accordance with the layout of the 'hotel pans' on the production assembly line assembly line. See page 15. 4. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Groups to place the ingredients within a group, with respect to the kitchen screen that they appear. See page 18. 5. Select Maintenance > Hardware > Kitchen Station and create a station for each area of the line. See page 19. 6. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen station. See page 20. 7. Select Maintenance > Kitchen Configuration > Kitchen Skin to configure the color theme production assembly line screens. See page 22. 	sembly n Line duction
 Ingredient to configure the placement (row and column) of the ingredients to appear on the production assembly line screens in accordance with the layout of the 'hotel pans' on the production assembly line assembly line. See page 15. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Groups to place the ingredients within a group, with respect to the kitchen screen that they appear. See page 18. Select Maintenance > Hardware > Kitchen Station and create a station for each area of the line. See page 19. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen station. See page 20. Select Maintenance > Kitchen Configuration > Kitchen Skin to configure the color theme production assembly line screens. See page 22. 	duction
 Groups to place the ingredients within a group, with respect to the kitchen screen that they appear. See page 18. 5. Select Maintenance > Hardware > Kitchen Station and create a station for each area of the line. See page 19. 6. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen station. See page 20. 7. Select Maintenance > Kitchen Configuration > Kitchen Skin to configure the color theme production assembly line screens. See page 22. 	n Line
line. See page 19. 6. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Categories to associate a production line group with a kitchen station. See page 20. 7. Select Maintenance > Kitchen Configuration > Kitchen Skin to configure the color theme production assembly line screens. See page 22.	
 Categories to associate a production line group with a kitchen station. See page 20. 7. Select Maintenance > Kitchen Configuration > Kitchen Skin to configure the color theme production assembly line screens. See page 22. 	e make
production assembly line screens. See <u>page 22</u> .	n Line
	for the
8. Select Maintenance > Hardware > Kitchen Screen to configure production assembly line for production employees and expediters. See <u>page 25</u> .	screens
9. Select Maintenance > Menu > Items > Implied Modifiers tab and add any modifiers that with the item by default, such as 'Crispy' for a Taco item. See <u>page 28</u> .	come
10. Select Maintenance > Kitchen Configuration > Production Assembly Line > Production Special Instructions to add any special instructions with an item. See page 29.	n Line
11. Select Maintenance > Kitchen Configuration > Routing Rulebook to configure routing the production assembly line screens using the workflow feature. See <u>page 30</u> .	
12. Select Maintenance > Hardware > Kitchen Screen and optionally customize the message ingredients or sides for an order. See <u>page 30</u> .	>



Proc	edures at a Glance:
13.	Select Maintenance > Kitchen Configuration > Kitchen Settings to customize the text to use for the reprint and refire prompts. See <u>page 39</u> .
14.	Select Maintenance > Kitchen Configuration > Kitchen Settings to configure items not to consolidate. See <u>page 40</u> .
15.	Select Maintenance > Kitchen Configuration > Kitchen Settings to exclude items from routing to production assembly screens. See <u>page 41</u> .
16.	Select Maintenance > System Settings > Media Files to configure a badge for Loyalty members. See <u>page 43</u> .
17.	Select Maintenance > Hardware > Printers to configure a printer to print ingredient information for a production assembly line. This procedure discusses the Datamax E4203 printer. See <u>page 44</u> .
18.	Select Maintenance > Hardware > Print Designer to design an order label for printing. See <u>page 45</u> .
19.	Select Maintenance > Hardware > Kitchen Screens to configure bag coaching. See page 48.
20.	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. See <u>page 51</u> .



Providing access to production assembly line functions

You must have a sufficient security role to access and run the production assembly line functions from the BOH. If your security role does not include this access, the menu options do not appear when you log in to the BOH.

To provide access to the production assembly line functions from the BOH:

- With Table Service or Quick Service selected in the product panel, select Maintenance > Labor > Security Roles.
- 2. Select a **security role** requiring access to the production assembly line functions.
- 3. Select the **Kitchen** tab.

ty Role	Aloha Manager POS EDC Takeout	Kitchen O	rder Point A	lert	
Icon	Function	View	Edit	Add	Delet
	ardware				
	Bumpbar Layout	\checkmark	\checkmark	\checkmark	\checkmark
	Kitchen Station	\checkmark	\checkmark	\checkmark	\checkmark
	Kitchen Screen	\checkmark	\checkmark	\checkmark	\checkmark
	Pager	\checkmark	\checkmark	\checkmark	\checkmark
⇒ Pr	oduction Assembly				
	Production Line Group	\checkmark	\checkmark	\checkmark	\checkmark
	Production Line Ingredient	\checkmark	\checkmark	\checkmark	\checkmark
	Production Line Special Instruct	\checkmark	\checkmark	\checkmark	\checkmark
	Production Line Base Item	\checkmark	\checkmark	\checkmark	\checkmark
	Label Layout	\checkmark	\checkmark	\checkmark	\checkmark
	Production Line Category	\checkmark	\checkmark	\checkmark	\checkmark
Utilit	ies				
	tilities				

Figure 8 Security Roles - Production Assembly

- Under the 'Maintenance > Kitchen Configuration > Production Assembly' group bar, select View, Edit, Add, and/or Delete for each of the listed functions.
- 5. Click Save.
- 6. Repeat this **procedure** for any other security roles requiring access to the Production Assembly functions from the BOH.
- 7. Exit the **Security Roles** function.

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Configuring production line base items

A base item for the production line appears under the station name on the 'Assembly line production screen' type. It does not appear on the 'Assembly line expo screen' type. Define base items using the Production Line Base Items function in Aloha Kitchen. Base items indicate the lowest level of a menu item, such as taco, burrito, bowl, sub sandwich, salad, and more. The category you assign to the base item definition determines the ingredients that highlight on the production assembly line screen.



Figure 9 Production Line Base Items

For example, if Burrito is the base line item, create a category with the menu items Chicken Burrito, Steak Burrito, Kids Burrito, and more. When the order includes a menu item within this category, the system highlights the ingredients for that menu item.

To create a category for use with a production line base item:

- 1. With Kitchen selected in the product panel, select **Maintenance > Menu > Categories**.
- 2. Click the New drop-down arrow, select General from the list, and click OK.
- 3. Type a name and description for the category, such as 'Burrito Menu Items.'
- 4. Select the **Items** tab.
- 5. Select an **item** from the 'Available' list and click >> to move the **item** to the 'Included' list.
- 6. Repeat step 5 until you associate all menu items with a production line base item.
- 7. Click Save.
- 8. Repeat this **procedure** for each category required for a production line base item.
- 9. Exit the **Categories** function.



To configure a production line base item:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Base Items.
- 2. Click New.

Production Line Base Items						
Produ	uction Line Base Item:	ase Item Test	•			
Production	on Line Base Item					
🖬 Ider	ntification					
Nur	mber	1	•••			
Nar	me	Burrito				
Init	tial	Bur				
Cat	tegory	Burritos	•			
Qu	antity	0				

Figure 10 Production Line Base Item Function

- 3. Under the 'Identification' group bar, type a **name**, such as Burrito, for the production line base item.
- 4. Type the **text**, or a short abbreviation for the production line base item. For example, you could use 'Bur' for a burrito.
- 5. Select the **category** to associate with the production line base item.
- 6. Type the **quantity** to use for the production line base item, if you sell the item in quantities. For example, tacos may have a total of three single tacos to an order. This option is necessary for orders injected into Aloha Takeout. Leave the quantity at '1' unless it is appropriate. This option may cause reporting issues, if used incorrectly.
- 7. Click Save.
- 8. Repeat this **procedure** for each production line base item.
- 9. Exit the **Production Line Base Item** function.



Configuring the layout of your production line ingredients

In the Production Line Ingredient function in Aloha Kitchen, you configure the layout (row and column) of the ingredients to appear for each station, in accordance with the placement of the 'hotel pans' on your production assembly line. You then group the ingredients using the Production Line Group function, discussed on page 18. Before you begin this procedure, you must know the placement of the hotel pans on your production assembly line.

You assign a row and column number to each ingredient. You also designate if a hotel pan spans across more than one column. If you do not address a specific row or column, a blank spot appears on the screen; however, that may be your intention.

Note

This document assumes you already have modifiers associated with items in Item Maintenance. If you do not, the appropriate ingredient does not highlight on the screen.

Keep in mind, you probably have more than one station for your production assembly line; therefore, more than one ingredient can have the same row and column number. For example, you can have Brown Rice in column one and row one that appears on the Hot screen and you can also have Lettuce in column one and row one that appears on the Cold screen. If two ingredients have the same row and column and you place them in the same production line group, the ingredient with the lower record ID appears on the production assembly line.

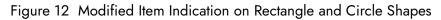
Fajitas	Fajitas Sofritas		n Rice
	Steak	White Rice	
Chie	cken	Chorizo	Pinto Beans
Queso	Carnitas	Black Beans	
K-Chip			nips

Figure 11 Sample Ingredient Layout for an Assembly Line Production Screen



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions If an ingredient has a modifier or is ordered in quantities, the modification appears with the ingredient.





To configure a production line ingredient:

- 1. With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Ingredients.
- 2. Click **New**.

Production Line Ing	ine Ingredient:			
- Identificati				
Number	Ion		1	
Name			Brown Rice	
Row Number			1	
Column Numb	er		1	
Column Span			2	
Items				
			Included	
vailable	der here to group by			eader here to group by that
vailable	der here to group by			eader here to group by that ∆∣Name
Number		>>	Drag a column h	
Available Drag a column hea Number 3004	Name 🛆		Drag a column h	∆ Name

Figure 13 Production Line Ingredient Function

3. Under the 'Identification' group bar, type a **name** to identify the ingredient on the production assembly line screen, such as 'Brown Rice.'



- 4. Type the **row number** in which the ingredient is to appear on the production assembly line screen, based on the physical layout of your store. We recommend using no row number higher than five, to ensure readability on the screen.
- 5. Type the **column number** in which the ingredient is to appear on the production assembly line screen, based on the physical layout of your store. We recommend using no more than four columns, to ensure readability on the screen.
- 6. Type the number of **columns** the ingredient spans across in the production assembly line screen, based on the physical layout of your store. For example, if you type 1 in 'Column number' and 2 in 'Column span,' the ingredient spans across columns one and two.
- 7. Select the **shape** of the 'hotel pan' that holds the ingredient from the 'Pan shape' drop-down list. Select from rectangle, circle, and spacer.
- 8. Under the 'Items' group bar, select an **item** from the 'Available' list and click >> to move the item to the 'Included' list. This populates the box with the ingredient on the production assembly line.
- 9. Click Save.
- 10. Repeat this **procedure** for each production line ingredient.
- 11. Exit the **Production Line Ingredient** function.



Configuring a production line group

After you configure production line ingredients in <u>"Configuring the layout of your production line</u> <u>ingredients</u>" on page 15, you place the ingredients within a group, with respect to the kitchen station on which they are to appear. For example, if you want hot ingredients to appear at a 'Hot' kitchen station and cold ingredients to appear at a 'Cold' kitchen station, add all hot ingredients to one group and all cold ingredients to another group. After configuring your production line groups, assign each group to the Production Line Categories function.

To configure a production line group:

- 1. With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Groups.
- 2. Click **New**.

Production Line Groups				
Production Line Group: 1 Hot				•
Production Line Group				
Identification				
Number			1	
Name			Hot	
Message for no group ingredients			No ingredients	
Available Drag a column header here to group by		Included Drag a column hea	ader here to group by that column	
Number 🛆 Name		Number	∆ Name	
		Þ	1 Brown Rice	
	>>			

Figure 14 Production Line Group Function

- 3. Under the 'Identification' group bar, type a **name** for the production line group, such as 'Hot.'
- 4. Under the 'Ingredients' group bar, select an **ingredient** to include in the group from the 'Available' list and click >> to move it to the 'Included' list.
- 5. Repeat **step 4** for each ingredient to include in the production line group.
- 6. Click Save.



- 7. Repeat this **procedure** for each production line group you need to create.
- 8. Exit the **Production Line Group** function.

Configuring a kitchen station for use with production assembly line

As with any implementation of Aloha Kitchen, use production and expo kitchen stations to control the routing of items and other necessary functionality. You then associate the kitchen stations in <u>"Associating production line groups with kitchen stations</u>" on page 20.

The configuration for a production kitchen station remains the same as always; however, when you configure an expo kitchen station for the Production Assembly Line feature, be sure to select 'Master bump all stations.' This allows the expediter to bump items still appearing on the production screen. If you do not select 'Master bump all stations,' the expediter cannot bump an order with items still present on a production screen.

To configure an expo kitchen station for use with a production assembly line:

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen** Station.
- 2. Click the New drop-down arrow, select Expo as the type, and click OK.

tchen Station: 50 Expo		•
ation Limit To Courses Additional Start Stations	Master Bump Stations	
Settings		
Number	50	
Name	Expo	
Туре	Expo	
Backup station	Counter Expo-6	
Hidden	\checkmark	
Master bump	\checkmark	
Master bump all stations	\checkmark	
Allow toggling	✓	
Station allowed to toggle to	All stations	
Items		
Combine independent modifiers with parent ite	em 🔽	
Orders		
Auto-start production order view cell	V	
Hide unfinalized orders	V	
Add-on merge method	Merge add-ons for active orders if tin	n 🔻
Bump fully prepared orders	V	
Allow bump if not finalized	V	
Can only bump tendered orders		
Can only bump closed orders		
Exclusion category	None	

Figure 15 Kitchen Station



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- 3. Type a **name** for the station, such as 'Online Expo.'
- 4. Under the 'Settings' group bar, select **Master bump** to specify this station can bump all unbumped items from all other stations.
- 5. Select **Master bump all stations** to specify whether items and orders can activate, start, and bump from all stations, including production stations.
- 6. Configure all other **options**, as normal.
- 7. Click **Save** and exit the **Kitchen Station** function.

Associating production line groups with kitchen stations

You associate production line groups with the appropriate kitchen station in the Production Line Categories function; however, the function serves multiple purposes. You also determine the category of items that appear on the production and expo screens, the number of columns to appear on the expo screen, whether the guest name appears with an ingredient on the 'Assembly line production screen,' and more.

You must configure a category for entrees and a category for sides or non-entrees, for the item to appear on the production assembly line screens. If you do not add the items to a category, they do not route to the screens. You must also ensure you add the entree or side to only the appropriate category or one may appear in the incorrect area of the screen.

To create categories of items to appear on assembly line screens:

- 1. Select Maintenance > Menu > Categories.
- 2. Click the New drop-down arrow, select General from the list, and click OK.
- 3. Type a name and description for the category, such as 'Entrees' or 'Sides.'
- 4. Select the **Items** tab.
- 5. Select an **item** to add to the category from the 'Available' list and click >> to move the **item** to the 'Included' list.
- 6. Repeat **step 5** for each item to add to the category.
- 7. Click Save.
- 8. Repeat this **procedure** for each category of items to appear on assembly line screens.
- 9. Exit the Categories function.

After you create your categories, you associate them in the Production Line Assembly Categories function.



To associate a category in the Production Line Categories function:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Categories.
- 2. Click New.

P	Production Line Categorie	S		
Pi	roduction Line Categories: 1 Test			-
Pr	oduction Line Category			
	Settings			
	Number		1	
	Name		Test	
	Category		Entrees	•
	Column width on expo screen		1	÷
	Consolidate items in this category in produ	uction screens	✓	
	Show seat name with items on expo scree	n	V	
	Show on expo reprint screen		V	
S	tations			
	Station Δ	Production line	group	Add
	Hot	Hot		
Þ	Cold	Cold	•	Remove
				Station Production lin

Figure 16 Production Line Assembly Categories

- 3. Type a **name** for the production line category.
- 4. Select a category from the 'Category' drop-down list.
- 5. Type the number of **columns** to use in the order details area of the 'Assembly line expo screen' in 'Column width on expo screen.' Select from one to four columns; however, two is typically the maximum number for optimal readability.
- 6. Select **Consolidate items in this category in production screens**, to consolidate like items on a production screen.
- 7. Select **Show seat name with items on expo screen** to display the consumer name with each item on the order details area of the 'Assembly line expo screen.'
- 8. Select **Show on expo reprint screen** to display the same items on the Reprint screen.
- 9. Under the 'Stations' group bar, click Add.
- 10. Select the **station** to populate with items from the category selected in step 4.



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- 11. Select the **production line group**.
- 12. Repeat steps 9 through 11.
- 13. Click Save.
- 14. Repeat this **procedure** for each production line category you need to create.
- 15. Exit the **Production Line Categories** function.

Configuring a skin to use for an assembly line screen

By default, assembly line screens appear in gray-tone colors. You can use a skin to apply different colors to the screens and make them easier to read. Apply color to as many elements of the screen as you desire, then associate the skin to an assembly line skin in <u>"Configuring assembly line kitchen screens" on page 25</u>.

In addition, you can configure alternate colors to use for the highlighted ingredients on the production assembly line screen, to provide a visual distinction between items. For example, if you configure three different colors through which to cycle, the following occurs:

Order 1

Entree 1 (blue) Entree 2 (green) Sides (pink) **Order 2** Entree 1 (blue) **Order 3** Entree 1 (green) Side (pink)



To configure a skin to use for an assembly line screen:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Skin.
- 2. Click New.

Kitchen Skin		
Kitchen Skin: 100 TestAKSkin1		*
Kitchen Skin Custom Modifier Colors Highlights Production	n Assembly Line	
Production Assembly Line		^
Flat style		
Prepared item background color	0, 0, 0	-
Last cell recall item color	0, 0, 0	•
Customer name modifier color	0, 0, 0	-
Assembly line background color	0, 221, 218, 214	•
Assembly line order information background color	73, 77, 83	•
Assembly line order information foreground color	183, 190, 198	•
Assembly line active foreground color	255, 255, 255	-
Assembly line order time background color	169, 176, 186	•
Assembly line inactive item background color	45, 48, 54	-
Assembly line inactive item foreground color	128, 135, 147	-
Assembly line active item foreground color	255, 255, 255	-
Primary emphasis color	65, 117, 5	-
Alternate emphasis color	63, 104, 145	
Order Colors		
Order Color		Add
0, 0, 255		MUU
0, 192, 0		Remove
I 255, 128, 255		

Figure 17 Kitchen Skin - Production Assembly Line Tab

- 3. Select the **Production Assembly Line** tab.
- 4. Select **Flat style** to switch the appearance of the production assembly line screen from normal to the second production assembly line skin.
- 5. Select the **RGB color** to use for the background of the ingredient on the production assembly line screen when the item is prepared from the 'Prepared item background color' drop-down list.
- 6. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen when you recall an order from the 'Last cell recall item color' drop-down list.
- 7. Select the **RGB color** to use for the customer name on the left side of the assembly production line screen from the 'Customer name modifier color' drop-down list.



- 8. Select the **RGB color** to use for the background of the production assembly line screen from the 'Assembly line background color' drop-down list.
- Select the **RGB color** to use for the order number that appears on the left side of the production assembly line screen from the 'Assembly line order information background color' drop-down list.
- 10. Select the **RGB color** to use for the background of the order number that appears on the left side of the production assembly line screen from the 'Assembly line order information foreground color' drop-down list.
- 11. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen when the item is highlighted from the 'Assembly line active foreground color' drop-down list.
- 12. Select the **RGB color** to use for the background of the time slot that appears on the left side of the production assembly line screen from the 'Assembly line order time background color' drop-down list.
- 13. Select the **RGB color** to use for the background of an ingredient item on the production assembly line screen, when the item is not highlighted from the 'Assembly line inactive item background color' drop-down list.
- 14. Select the **RGB color** to use for the text of an ingredient item on the production assembly line screen, when the item is not highlighted from the 'Assembly line inactive item foreground color' drop-down list.
- 15. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen, when the item is highlighted from the 'Assembly line active item foreground color' drop-down list.
- 16. Select the **RGB color** to use for active orders that are prepared and appear on the production assembly line screen, from the 'Primary emphasis color' drop-down list.
- 17. Select the **RGB color** to use for future orders appearing on the production expo screen, from the 'Alternate emphasis color' drop-down list.
- 18. Under the 'Order Colors' group bar, perform the **following**:
 - a. Click **Add**. A new row appears.
 - b. Select the first **RGB color** to use for highlighting items on the production assembly line screen. The default color is 0,0,0.
 - c. Repeat **steps a and b** to add additional colors, if you want to cycle through the selected colors to help the kitchen staff identify the items for preparation; otherwise, items appear highlighted in one color only.
- 19. Click **Save**.
- 20. Repeat this **procedure** for any other kitchen skin you want to create for an production assembly line screen.
- 21. Exit the **Kitchen Skin** function.



Configuring assembly line kitchen screens

You must configure an 'Assembly line production screen' type for production employees to use and an 'Assembly line expo screen' type for an expediter to use. You also associate the kitchen skin and production item group you configured in <u>"Configuring a skin to use for an assembly line screen" on page 22</u>.

To configure an 'Assembly line production screen' type:

- With Kitchen selected in the product panel, select Maintenance > Hardware > Kitchen Screen.
- 2. Click the **New** drop-down arrow, select **'Assembly line production screen'** from the list, and click **OK**.
- 3. Type a **name** for the screen, such as 'Hot station'.
- 4. Under the 'Order display' group bar, verify **Sort orders by quote time** is selected. This is the default value.
- 5. Select the **skin** created in <u>"Configuring a skin to use for an assembly line screen" on page 22</u>, from the 'Kitchen skin' drop-down list, if applicable.
- 6. Leave the default values for the remaining **options** on the Screen tab.
- 7. Click Save.
- 8. Repeat this **procedure** to create each additional required 'Assembly line production screen.'
- 9. Exit the **Kitchen Screen** function.

The 'Assembly line expo screen' type has additional functionality. You can configure the interval of time to use for your time slots, support 24-hour operations for your time slots, and add the SET DEPLOY button to appear on the assembly line expo screen.



To configure an 'Assembly line expo screen' type:

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
- 2. Click the New drop-down arrow, select Assembly line expo screen from the list, and click OK.

chen Screen: 4		*
een Item Count Breakdown Design		
Settings		
Number	4	
Name	Expo	
Туре	Assembly line expo screen	
Display options		
Number of columns	5	
Skin	Light view	
Highlight if guest present		
Show order mode		
Show pivot seating		
Horizontal modifiers		
Use time slot		
Auto expand time slot	0	
Time slot interval	15	
Show item count on time slot		
Item count category	None	
Item count alert level	0	
Start queue percentage	0	
Show cell number		

Figure 18 Kitchen Screen Function - Screen Tab

- 3. Type a **name** for the screen, such as 'Expo.'
- 4. Under the 'Display options' group bar, select **Use time slot**.
- 5. Type the **time slot interval** in which orders appear for each time slot on the assembly line expo screen. The default is 15 minutes.
- 6. Select **Display 24-hour time** to display the time slot bar in 24:00 military time, if desired for 24-hour operations.
- 7. Under the 'Order display options' group bar, verify **Sort orders by quote time** is selected. This is the default value.
- 8. Select the **skin** created in <u>"Configuring a skin to use for an assembly line screen" on page 22</u>, from the 'Kitchen skin' drop-down list, if applicable.
- 9. Leave the default values for the remaining **options** on the Screen tab.



10. Select the **Commands** tab.

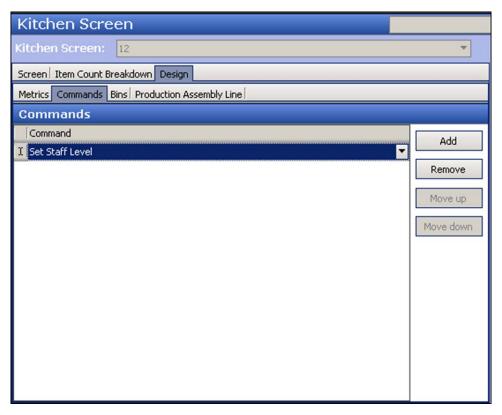


Figure 19 Kitchen Screen Function - Design Tab

- 11. Click **Add**. A blank row appears.
- 12. Select **Set Staff Level** from the 'Command' drop-down list. This enables the SET DEPLOY button to appear on the assembly line expo screen.
- 13. Click Save.
- 14. Repeat this **procedure** for each required 'Assembly line expo screen' type.
- 15. Exit the Kitchen Screen function.



Configuring an implied modifier

An implied modifier is a an ingredient required to complete a menu item; however, it is not an ingredient you pull from the production assembly line like you would an included modifier. For example, it is implied you will use a taco shell to make a 'Chicken Taco' menu item; however, lettuce is an included ingredient a guest can choose to exclude from the taco. It is not required to make a taco. The configuration of an implied modifier is optional and only supported with the production assembly line feature. Implied modifiers appear next to the item at the top of the 'Assembly line production screen' type.

Double Wrap as an implied modifier for Burrito.



Figure 20 Implied Modifier

To configure an implied modifier:

- 1. With Kitchen selected in the product panel, select Maintenance > Menu > Items.
- 2. Select the **menu item** from the drop-down list.
- 3. Select the **Production Line Assembly** tab.

Items								
Item: 1 Stea	k Bur	rito Food						¥
Print Display Op	ption:	s Quick Count	Dynan	nic Modifiers	SKU Numbers	Production Line	Assembly	
Implied Mo	odifi	iers						
Available					Include	×d		
Drag a column he	eader	r here to group l	у		Drag a	column header h	iere to group	by that
Number	Δ	Narre	[1	Num	ber ∆	Name	
	511	LiteBeer LongN	ə 📥	l	Þ	856	Crispy	
	512	Beer4						
	563	BottleWater						
	564	BottleWater2						
	579	WaterCup		>>				
	600	Friday Tix		<<				
	601	Saturday Tix						
	602	2-Day Tix						
	854	Chkn Sandwich						
	855	SaladQC						
Þ	857	Grilled						
	858	Fries						
	000	Cials Canadimials		1				

Figure 21 Items - Production Line Assembly Tab



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- 4. Under the 'Implied Modifiers' group bar, select the **modifier** from the 'Available' list and click
 > to move the **modifier** to the 'Included' list.
- 5. Click Save.
- 6. Repeat this **procedure** for each item requiring an implied modifier.
- 7. Exit the **Items** function.

Configuring special instructions for items appearing on a production assembly line

When ordering with the online ordering interface, a consumer can add a special instruction for an item or modifier. The special instruction appears next to the base item at the top of an 'assembly line production screen.' For example, you could specify large for an ingredient.

To configure special instructions for items appearing on a production assembly line:

- 1. With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Special Instructions.
- 2. Click **New**.

Production Line Spec			
Identificatio	on		
Number		1	****
Name		Quesadilla Instruction	
Text		Sour Cream X2	
		Included	
	er here to group by	Included Drag a column header here to	o group by tha
vailable Drag a column heade	er here to group by		
A vailable Drag a column heade Number A	Name	Drag a column header here to Number Δ Name 21 Sm C	e
Vailable Drag a column heade Number 27	Name	>> Drag a column header here to Number \triangle Name 21 Sm Q 22 Large	e Quesa
Available Drag a column heade Number 27 28	Name	Drag a column header here to Number Δ Name >> 21 Sm C	e Quesa
Available Drag a column heade Number 27 28 29 29	Name	>> Drag a column header here to Number \triangle Name 21 Sm Q 22 Large	e Quesa
Available Drag a column heade Number 27 28 29 29 30	Name Single Chicken Single Carnitas Single Veggie	>> Drag a column header here to Number \triangle Name 21 Sm Q 22 Large	e Quesa

Figure 22 Production Line Special Instruction Function

3. Under the 'Identification' group bar, type a **name** for the production line special instruction.



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- 4. Type the **text** to appear as the special instruction for a menu item. The text appears below the base item at the top of the screen.
- 5. Under the 'Items' group bar, select an **item** from the 'Available' list and click >> to move the item to the 'Included' list.
- 6. Repeat **step 5** for each item for which the special instruction is to appear.
- 7. Click Save.
- 8. Repeat this **procedure** to create additional special instructions for items appearing on a production assembly line screen.
- 9. Exit the Production Line Special Instructions function.

Routing items to production assembly line screens

You must create a rule in the Routing Rulebook function to route items to production assembly line screens. Because of the nature of a production assembly line, the rule must utilize the 'workflow' feature to route items to one station, and then once bumped, route the items to the next station. The conditions for which you use for a rulebook, such as video group or category, vary depending on your needs. As with any routing rulebook, you attach the rulebook to either a specific staff level, using the Staff Levels function, or globally in the Kitchen Settings function.

Reference

Refer to the <u>Aloha Kitchen Implementation Guide</u> if you need more information on creating a routing rulebook.

Customizing the message for an order with no ingredients or sides

When there are no ingredients to prepare at the applicable screen, a message appears informing the kitchen there are no orders coming in and the system is behaving properly. The default text is "No orders at this time." You can change the text to accommodate your operations.

Tortilla Station

NO SIDES

Salsa Station
NO TOPPINGS

Figure 23 No Ingredients and No Sides Messages

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To customize the message for an order with no ingredients or sides:

- With Kitchen selected in the product panel, select Maintenance > Hardware > Kitchen Screen > Screen tab.
- 2. Select either **Assembly line production screen** or **Assembly line expo screen** from the drop-down list.

en Design		
order display options		
Show paid indicator		
Sort orders by quote time		
Sort orders by target time		
Prioritize paid status for order sorting		
Do not group quick combos		
Show order target time		
No orders message	Waiting for the next order	
tem display options		
Show order name		
Show timer text		
Show parent item info with independent modifiers		
Sort production cooking items by target time		
Show count down per item		
Always show item quantity		
Add on blink		
Show item target time		

Figure 24 Kitchen Screen - Screen Tab

- 3. Under the 'Order display options' group bar, type the **text** for the message that appears when there are no orders to prepare.
- 4. Click Save.
- 5. Repeat this **procedure** to configure the message to appear for other production assembly line screens.
- 6. Exit the **Kitchen Screen** function.



Configuring expo alert based on omitted item

You can configure a single message to appear as one of the standard orange 'pills' in the 'order alerts' bar, when a designated item is not included in the order. This adds further notification for the kitchen to omit an item.

SCENARIO: Web orders are sent down to the restaurant with the expectation that the expediter hands out a napkin and utensils packet for each takeout order; however, some stores want to distribute these upon request. To reduce the waste of unnecessary packets being distributed by habit, an alert appears on the screen and visually reinforces the expediter is to omit a napkin and utensils packet. If the 'Napkin and Utensils' item is not included in the order, the alert appears. If the 'Napkin and Utensils' item is not appear.

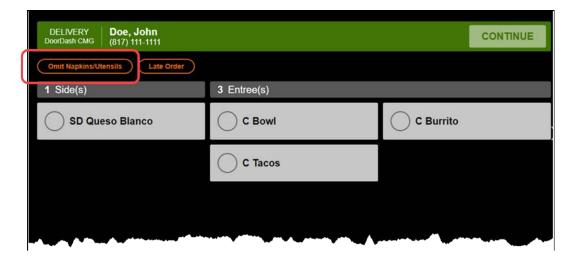


Figure 25 Omitted Item Alert



To configure a Production Assembly Line expo alert based on an omitted item:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Settings.
- 2. Select the **Production Assembly Line** tab.

Kitchen	Settings			
Kitchen Se	ttings: 1 Kitchen S	ettings		•
Kitchen Auto	Suspend Course By Ta	ble Other Prod	uction Assembly Line Custom	
Print Ite	m Customer Name			-
Exclude	Item Category From As	sembly Line	None	•
Assembl	y Line Instruction			
Exclude	Consolidation Category	1	None	•
Producti	on Assembly Line Exten	ision		
Alert Ite	m		NapkinsUtensils	•
Alert Ite	m Text		Omit Napkins/Utensils	-
Skippabl	e Modifiers			
Available			Included	
Drag a colum	header here to group	by	Drag a column header here to	group by that
Number	△ Name		Number 🛆 Name	
	1 Steak Burrito	▲ >>		
	2 Chicken Burrito	<<		
	3 Carnitas Burrito	D C		
And Address of the Ad				
	4 Veggie Burrito			

Figure 26 Kitchen Settings - Production Assembly Line Tab

- 3. Under the 'Production Assembly Line' group bar, select the **item** to trigger the alert when the item is omitted from the order in 'Alert Item.'
- 4. Type the **text** to appear for the alert in 'Alert Item Text.'
- 5. Click Save and exit the Kitchen Settings function.



Configuring consumer name to appear on the Assembly Line Production screen

The 'meal list' area on the Assembly Line Production screen displays the entered consumer name, when available, instead of the generic 'Meal #' text for each seat. This allows for better association with the naming of the seat if the kitchen needs to triage a meal.

You associate a seat name with the order either through BSL (Business Services Layer) for above-store orders, or the sub-order feature in Aloha Quick Service for in-store orders. The system first searches for the name coming from BSL with the format of "Message": "Name: <name>", where <name> is the name of the consumer from BSL. If found, that name appears with the appropriate seat in the order. If a name from BSL is not found, then the system uses the name found in the sub-order feature. If neither is found, the generic 'Meal #' text is used.

You can override the display of seat names in the 'meal list' area and revert back to showing the 'Meal #' text for all orders with the 'Override Custom Meal Name' option in the Kitchen Settings function.

11:10 AM Tortilla Station	ENTREE(S) Burrito			
Meal 1 Sides (2) 10:50 AM	Fajitas	Sofritas	Brown	n Rice
Harry Henderson Adam Meal 2 Billy Meal 4	Barbacoa	Steak	White	Rice
11:00 AM Marie Antoinette Cindy	Chie	:ken	Cauliflower Rice	Pinto Beans
Danny Meal 3 C Meal 4 Sides (1)	Queso	Carnitas	Black	Beans
Heflin, Heath	*			

Figure 27 Consumer Name on Assembly Line Production Screen



To enable consumer names with the generic 'Meal #' text:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Settings.
- 2. Select the **Production Assembly Line** tab.

Kitchen Se	ttings: 1 Kitchen Settings		
Kitchen Auto	Suspend Course By Table Ot	her Production Assembly Line Custom	
	Line Instruction		
and the second second second	Consolidation Category	None	
Productio	on Assembly Line Extension		
Alert Iter	m	NapkinsUtensils	•
Alert Iter	m Text	Omit Napkins/Utensils	
Display N	lame Last, First		
Enable C	ustom Meal Names		
Skippable	s mounters	Included	
vailable		Included	
Available	header here to group by	Included Drag a column header here to group by t	hat column
Available			hat column
Available Drag a column	header here to group by	Drag a column header here to group by t	hat column
Available Drag a column	header here to group by	Drag a column header here to group by t	hat column
Available Drag a column	header here to group by A Name 1 Steak Burrito	Drag a column header here to group by t	hat column
Available Drag a column	A Name	Drag a column header here to group by t Number A	hat column
Available Drag a column	A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito	Drag a column header here to group by t Number A	hat column
Available Drag a column	A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito	Drag a column header here to group by t Number A	hat column

Figure 28 Kitchen Settings - Production Assembly Line Tab

- 3. Under the 'Production Assembly Line' group bar, select **Override Custom Meal Names** to use the generic 'Meal #' text for orders in the 'meal list' area of the 'Assembly line production' screen instead of the seat name entered by the consumer.
- 4. Click Save and exit the Kitchen Settings function.



Changing consumer order naming format to first and last name

The consumer naming format for an order now appears as first and last name, instead of last and first name. This provides a more personal experience when engaging with the consumer. You can change the naming format to last and first name with the 'Display Name Last, First' option in the Kitchen Settings function.

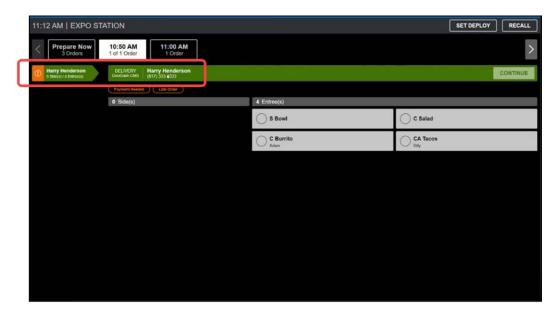


Figure 29 First and Last Name on Assembly Line Production Screen



To change the consumer order naming format to last and first name:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Settings.
- 2. Select the **Production Assembly Line** tab.

atchen Set	ttings: 1 Kitchen Settings		*
Kitchen Auto	Suspend Course By Table Ot	her Production Assembly Line Custom	
100 C	Line Instruction		
Exclude C	Consolidation Category	None	
Productio	n Assembly Line Extension		
Alert Item	<u>n</u>	NapkinsUtensils	-
Alert Item	n Text	Omit Napkins/Utensils	
Display N	lame Last, First		
Enable Cu	ustom Meal Names		
Skippable		Included	
vailable	header here to group by	Included Drag a column header here to group	by that column
vailable			by that column
vailable raga column	header here to group by	Drag a column header here to group	by that column
vailable raga column	header here to group by	Drag a column header here to group	by that column
vailable raga column	header here to group by A Name 1 Steak Burrito	Drag a column header here to group	by that column
vailable rag a column	header here to group by A Name 1 Steak Burrito 2 Chicken Burrito	Drag a column header here to group Number \Delta Name	by that column
vailable rag a column	header here to group by A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito	Drag a column header here to group Number \Delta Name	by that column
vailable raga column	header here to group by A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito	Drag a column header here to group Number \Delta Name	by that column

Figure 30 Kitchen Settings - Production Assembly Line Tab

- 3. Under the 'Production Assembly Line' group bar, select **Display Name Last, First** to change the consumer order naming format that appears on the "Assembly line expo screen' to last and first name. This does not apply to entered seat names for meals.
- 4. Click Save and exit the Kitchen Settings function.



Disabling the ability to recall in-store orders

You can recall orders coming from above-store (also called delayed orders) and from the in-store Aloha Point-of-Sale (POS) system (also called immediate orders), and display the order on production screens. There may be cases where you do not want the ability to recall in-store orders on a production screen. You can prevent this by clearing 'Allow recall of immediate orders,' which is selected by default.

To disable the ability to recall in-store orders:

- 1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
- 2. Select the **Production Assembly Line** tab.

tchen Set	tings: 1Ki	tchen Setting	s Corp	orate Primar	v			~
			_					
chen Auto S	uspend Cours	e By Table C	Other	Production A	ssembly Line Custom			
Product	ion Asser	nbly Line	ír.					*
Print Bag	Chit Modifiers							
Print Item Customer Name								
Exclude I	tem Category	From Assemb	ly Line	5		None		
Assembly	Line Instructio	on						
Exclude C	onsolidation C	ategory				None		
Productio	n Assembly Lir	e Extension						
Alert Item				None				
Display Na	Display Name Last, First							
Enable Custom Meal Names								
Endone et								
() was to reach the second	all of Immedia	te Orders						
Allow Rec	al of Immedia e Modifier							
Allow Rec					Included		Ø	
Allow Rec Skippable Available		rs				er here to group by that d	-	
Allow Rec Skippable Available	e Modifier	rs				er here to group by that o	-	
Allow Rec Skippable Available Drag a colum	e Modifier n header here ' Name	rs to group by			Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	e Modifier n header here 7 Name LICOR 43	to group by Owner	-	>>	Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	n header here Name LICOR 43 < <soup< td=""><td>to group by Owner 4 Diane's</td><td></td><td></td><td>Drag a column head</td><td></td><td>column</td><td></td></soup<>	to group by Owner 4 Diane's			Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	n header here Name LICOR 43 <soup ZOMBIE</soup 	to group by Owner 4 Diane's 4 Diane's		>> <<	Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	e Modifier n header here LICOR 43 < <soup ZOMBIE BAKED P</soup 	to group by Owner 4 Diane's 4 Diane's 4 Diane's			Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	e Modifier n header here LICOR 43 < <soup ZOMBIE BAKED P PEPPER</soup 	to group by Owner 4 Diane's 4 Diane's 4 Diane's 4 Diane's			Drag a column head		column	
Allow Rec Skippable Available Drag a colum Extern /	e Modifier header here LICOR 43 < <soup ZOMBIE BAKED P PEPPER Fritter Stix</soup 	to group by Owner 4 Diane's 4 Diane's 4 Diane's 4 Diane's 4 Diane's 4 Diane's			Drag a column head		column	

Figure 31 Kitchen Settings > Production Assembly Line tab

- 3. Under the 'Production Assembly Line' group bar, clear Allow Recall of Immediate Orders.
- 4. Click Save and exit the Kitchen Settings function.



Customizing the text for reprint and refire screen prompts

When you need to reprint or refire an order, additional prompts appear to direct the expediter through the process. The system uses default text for these prompts; however, you can customize the text to meet the needs of your restaurant.

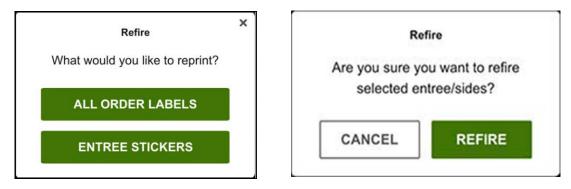


Figure 32 Reprint and Refire Promtps

To configure the reprint screen prompts:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

Static server name Image: Static server name Auto bump fully voided orders Image: Static server name Auto bump rerouted orders Image: Static server name Seconds between pages Image: Static server name Reward member text Re Maximum number of bag labels allowed 99 Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Re Use ATO destination as pickup preference Refire instructions Refire question Arr Reprint instructions Se	a on order served	
Paging method Paging method Paging method Paging method Static server name Paging method Auto bump fully voided orders Paging method Auto bump rerouted orders Paging method Seconds between pages 1 Reward member text Re Maximum number of bag labels allowed 99 Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Re Use ATO destination as picture preference Refire instructions Refire question Arr Reprint instructions Second		
Auto bump fully voided orders Image: Control of Contr		
Auto bump rerouted orders 1 Seconds between pages 1 Reward member text Re Maximum number of bag labels allowed 95 Title for bag label quantity dialog Nu Subtile for bag label quantity dialog Re Use ATO destination as pickup preference 1 Refire instructions Se Refire question Ar Reprint instructions Se		
Seconds between pages 1 Reward member text Re Maximum number of bag labels allowed 95 Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Re Use ATO destination as pickup preference Refire instructions Refire question Arr Reprint instructions Second		
Reward member text Re Maximum number text Re Maximum number of bag labels allowed 99 Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Re Use ATO destination as pickup preference Refire instructions Refire question Ar Reprint instructions Se		
Maximum number of bag labels allowed 95 Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Refire instructions Refire instructions Se Refire question Ar Reprint instructions Se	and Marshare	
Title for bag label quantity dialog Nu Subtitle for bag label quantity dialog Nu Subtitle for bag label quantity dialog Refire instructions Refire instructions See Reprint instructions See	ard member	
Subtitle for bag label quantity dialog Ref Use ATO destination as pickup preference Refire instructions Refire question Ar Reprint instructions Se		
Use ATO destination as pickup preference Refire instructions Se Refire question Ar Reprint instructions Se	ber of order labels needed	
Refire instructions Se Refire question Ar Reprint instructions Se	Remember to seal all bags	
Refire question Ar Reprint instructions Se		
Reprint instructions Se	ct entrees or sides to refire	
	you sure you want to refire selected entree/sides	
Reprint question W	ct entrees to reprint stickers	
	t would you like to reprint?	
Primary loyalty badge image No	e	
Alternate loyalty badge image No	e	
Add-Ons		
Merge add-ons for active orders		
Merge add-ons for bumped orders		

Figure 33 Kitchen Settings

2. Under the 'Orders' group bar, type the **text** to appear for refire instructions.



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- 3. Type the **text** to appear for the refire question.
- 4. Type the **text** to appear for the reprint instructions.
- 5. Type the **text** to appear for the reprint question.
- 6. Click **Save** and exit the **Kitchen Settings** function.

Configuring a category of items to exclude from consolidation

You can optionally create a category of items to exclude from consolidation on production screens. For example, if a consumer orders two tacos, instead of being combined as one line item with a quantity of two, each taco appears as a separate line item on the screen. You then designate the category of items not to consolidate in the Kitchen Settings function.

To create a category of items to exclude from consolidation:

- 1. Select Maintenance > Menu > Categories.
- 2. Click the New drop-down arrow, select General from the list, and click OK.
- 3. Type a name and description for the category, such as 'No Consolidation.'
- 4. Select the **Items** tab.
- 5. Select an **item** to never consolidate from the 'Available' list and click >> to move the **item** to the 'Included' list.
- 6. Repeat **step 5** until all items to exclude from consolidation appear in the list.
- 7. Click **Save** and exit the **Categories** function.



To designate the category of items to exclude from consolidation:

- With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Settings.
- 2. Select the **Production Assembly Line** tab.

Kitchen Settings: 1 Kitchen Settings				
Kitchen Auto Suspend Course By Table Other Production Assembl	/ Line Custom			
Production Assembly Line				
Print Bag Chit Modifiers				
Print Item Customer Name				
Exclude Item Category From Assembly Line	None			
Assembly Line Instruction				
Exclude Consolidation Category	None			
Production Assembly Line Extension	V			
Alert Item	NapkinsUtensils			
Alert Item Text	Omit Napkins/Utensils			
Display Name Last, First				
Enable Custom Meal Names				
Skippable Modifiers Inclu Drag a column header here to group by Drag	ded a column header here to group by that column			
Number 🛆 Name	Imber 🛆 Name			
1 Steak Burrito		_		
2 Chicken Burrito				
3 Carnitas Burrito				
4 Veggie Burrito				
C Davhassa				

Figure 34 Kitchen Settings - Production Assembly Line Tab

- 3. Select the **category** of items you created to not consolidate on the printed chit from the 'Exclude Consolidation Category' drop-down list.
- 4. Click Save and exit the Kitchen Settings function.

Configuring a category of items to exclude from routing

You can optionally create a category of items to exclude from routing to a production assembly line screen. You then designate the category of items to exclude from routing in the Kitchen Settings function.

To create a category of items to exclude from routing to a production assembly line screen:

- 1. Select Maintenance > Menu > Categories.
- 2. Click the New drop-down arrow, select General from the list, and click OK.
- 3. Type a **name** and **description** for the category.



- 4. Select the **Items** tab.
- 5. Select an **item** you do not want routed to a production assembly line screen from the 'Available' list and click >> to move the **item** to the 'Included' list.
- 6. Repeat **step 5** until you add all items to exclude from routing to a production assembly line screen.
- 7. Click Save and exit the Categories function.

To designate the category of items to exclude from routing to a production assembly line screen:

- 1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
- 2. Select the **Production Assembly Line** tab.

Kitchen Settings: 1 Kitchen Settings			
Kitchen Auto Suspend Course By Table Other P	oduction Assembly Line	ustom	
Production Assembly Line			
Print Bag Chit Modifiers		V	
Print Item Customer Name		✓	
Exclude Item Category From Assembly Line		None	
Assembly Line Instruction			
Exclude Consolidation Category		None	
Production Assembly Line Extension		V	
Alert Item		NapkinsUtensils	
Alert Item Text	Omit Napkins/Utensils		
Display Name Last, First			
Enable Custom Meal Names	V		
Skippable Modifiers			
Available	Included		
Drag a column header here to group by	Drag a column	header here to group by that column	
Number 🛆 Name	Number	∆ Name	
🕨 1 Steak Burrito 🔺	>>		
2 Chicken Burrito	<<		
3 Carnitas Burrito			
4 Veggie Burrito			
E Dechange			

Figure 35 Kitchen Settings - Production Assembly Line Tab

- 3. Select the **category** of items to exclude from routing to the production assembly line screens from the 'Exclude Item Category From Assembly Line' drop-down list.
- 4. Click Save and exit the Kitchen Settings function.



Configuring a rewards badge for loyalty members

If you use Loyalty, you can configure a Loyalty badge to appear and print next to the Loyalty member. This allows the restaurant to give special treatment to these guests or if the guest is not a Loyalty member, you can insert product advertisements in food bags to encourage enrollment. The badge is typically the restaurant's branded image and appears on the 'Assembly line expo screen' type to indicate the order belongs to a Loyalty member.



Figure 36 Rewards Badge Image on Assembly Line Expo Screen

Create a LoyaltyMemberBadgeBlack.png image to print against a white order label and a LoyaltyMemberBadgeWhite.png to display on the assembly line expo screen. Make both images 20x20 pixels and place them in the Aloha Kitchen > Bmp folder. Then use the Media Files function to import the images into CFC.

Adding the 'LoyaltyMemberBadge' image files:

- 1. Select Maintenance > System > Media Files.
- 2. Click the **New** drop-down arrow, select **Aloha Kitchen** as the application, and click **OK**.

••

Figure 37 Media Files

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- 3. Type a **name** for the image.
- 4. Click **Select File** and navigate to the location of the **image**.
- 5. Click Save.
- 6. Repeat this **procedure** for another image file for which you want Aloha Kitchen to use.
- 7. Exit the **Media Files** function.

Once imported into the Media Files function in CFC, add the Loyalty Customer Name and Image element to a layout in use in Print Designer. The element uses the 'LoyaltyMemberBadgeBlack.png image with the existence of the image in the Bmp directory. The 'LoyaltyMemberBadgeWhite.png appears on the assembly line expo screen with the existence of the image in the Bmp directory. Refer to <u>"Designing the order label for printing" on page 45</u> to print the Loyalty badge on an order label.

Configuring a printer for use with production assembly line

The Aloha system supports many printers and models. This procedure focuses on configuring the Datamax E4203 printer, which has been tested to print with maximum clarity.

To configure a printer to use for a production assembly line:

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Printers**.
- 2. Click the New drop-down arrow, select Aloha Kitchen from the list, and click OK.

	Printer: 8 #	NOTA NEW IGT
Number 8 Vame S Application Aloha Kitchen Model Datamax E4203 Jse native network interface Image: Common state sta		
Vame Solution Application Aloha Kitchen Model Datamax E4203 Jse native network interface □ Port COM 1		
Application Aloha Kitchen Model Datamax E4203 Jse native network interface □ Terminal None Port COM 1		
Model Datamax E4203 Jse native network interface		
Jse native network interface		
Terminal None Port COM 1		
Port COM 1		None
Backup printer None	Port	COM 1
	Backup printer	None

Figure 38 Printers - Datamax Model

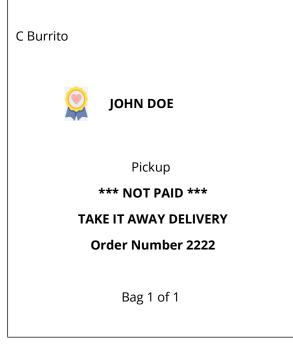
3. Select Datamax E4203 from the 'Model' drop-down list.



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- 4. Configure the **remaining options** as you would for any other kitchen printer.
- 5. Click Save.
- 6. Repeat this **procedure** for each Datamax E4203 kitchen printer in use.
- 7. Exit the **Printers** function.

Designing the order label for printing



An order label prints on sticky media for each order so the employee can adhere it to each bag. Use the Print Designer function to design the layout for an order label. The layout is customizable and is comprised of print elements available for the production chit or order taker types.

We discuss the following Print Designer elements:

The **Pickup Instructions** element prints the order destination, such as Curbside, on the order label and leverages the Source and Destination feature in Aloha Takeout. If the selected destination for the order is the default destination defined in the Source and Destination feature, the destination does not print. Any destination not selected as the default destination will print on the label. Required Options: You must select 'Use ATO destination' in Maintenance > Kitchen Configuration > Kitchen Settings to use this element.

B

Reference

Refer to the Source and Destination Feature Focus Guide - HKS380 for more information.

The **Payment Status** element prints the payment status on the order label, depending on if the check is fully tendered. If the check is fully tendered, PAID prints on the label. If the check is not fully



tendered, NOT PAID prints on the label. Use this element to quickly identify if the consumer has already paid for the order at the time the label was printed or if the order still requires payment.

The **Delivery Partner Name** element prints the name of the third-party delivery partner on the order label to assist the delivery partners in identifying their orders.

The **Delivery Partner Order Number** element prints the order number the third-party delivery partner uses on the order label to assist delivery partners in identifying their orders.

The **Loyalty Customer Name and Image** prints the name of the Loyalty member, along with an image, on the order label. Use this element to identify bags you need to give special treatment, or to identify bags into which to insert a flyer encouraging non-loyalty members to join your Loyalty program. See <u>"Configuring a rewards badge for loyalty members" on page 43</u> for information on configuring the Loyalty badge.

The **Bag Label Sequence** element prints the current number, and the total number of bags, on the order label.

To design an order label for printing:

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
- 2. Select an order taker chit or production chit in use from the drop-down list.
- 3. Type a **name** for the design.



4. Select the **Design** tab.

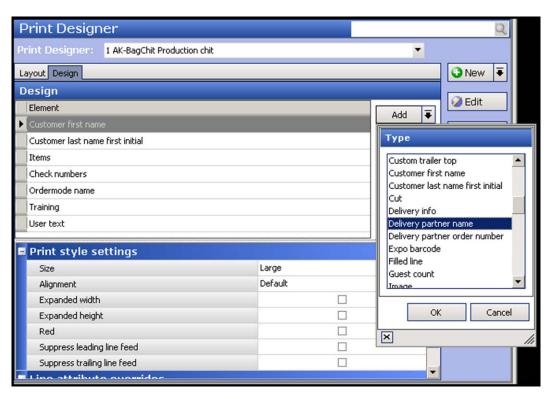


Figure 39 Delivery Partner Name and Delivery Partner Order Number Elements

- 5. Under the 'Design' group bar, click the **Add drop-down arrow**, select an **element** to add to the design, and click **OK**.
- 6. Configure the **print style settings** and **line attribute overrides**, such as size and alignment, as you would for any other element.
- 7. Repeat **steps 5 and 6** to add other print designer elements for your design.
- 8. Click Save and exit the Print Designer function.

Reference

Refer to the <u>Print Designer Feature Focus Guide - HKS375</u> for complete information on configuring a layout.



Configuring bag coaching

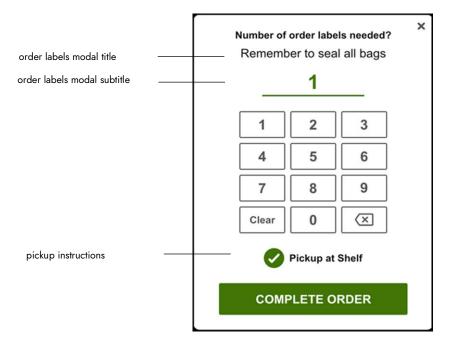


Figure 40 Bag Coaching Prompt

Bag coaching is an optional feature that displays an additional 'bag coaching' prompt allowing you to specify the number of labels to print and adhere to bags and cartons required for an order. For example, an order that consists of two bags and a carton might require a total of three labels.

In addition, the bag coaching prompt guides you to the location in the store for placing a completed order for pickup. For example, you may have a location for delivery partner orders for pickup and another location for in-store food runners. To use pickup instructions, you must use the Source and Destination feature in Aloha Takeout (ATO). If the selected destination for the order is the default destination defined in the Source and Destination feature, the destination does not print. Any destination not selected as the default destination will print on the label. **Note:** The display name for the destination in Source and Destination is used as the name for the pickup destination.

Reference

Refer to the <u>Source and Destination Feature Focus Guide - HKS380</u> for information on configuring and using the Source and Destination feature.



The 'bag coaching' prompt has several configurable elements in different functions for which you can brand to your restaurant:

- Configure the title and subtitle of the screen.
- Configure the maximum number of labels you can enter from the 'bag coaching' prompt.
- Configure a pickup preference to appear on the screen for sites that stores completed orders for pickup in more than one location of the restaurant.

Configuring the requirements for bag coaching

You must configure the requirements for 'bag coaching,' such as the maximum number of labels you can enter, and the title and subtitle on the 'bag coaching' prompt, in Kitchen Settings. You also select whether to use destinations from the ATO Source and Destination feature.

To configure 'bag coaching' options in Kitchen Settings:

 With Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Kitchen Settings.

itchen Auto Suspend Course By Table Other Production A	Assembly Line Custom
Paging method	Page on order served
Static server name	
Auto bump fully voided orders	
Auto bump rerouted orders	
Seconds between pages	1
Reward member text	Reward Member
Maximum number of bag labels allowed	99
Title for bag label quantity dialog	Number of order labels needed
Subtitle for bag label quantity dialog	Remember to seal all bags
Use ATO destination as pickup preference	
Refire instructions	Select entrees or sides to refire
Refire question	Are you sure you want to refire selected entree/sides?
Reprint instructions	Select entrees to reprint stickers
Reprint question	What would you like to reprint?
Primary loyalty badge image	None
Alternate loyalty badge image	None
Add-Ons	
Merge add-ons for active orders	
Merge add-ons for bumped orders	
Disable 'make the bus'	

Figure 41 Kitchen Settings

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- 2. Under the 'Orders' group bar, type the **maximum number of bag labels** you can enter on the 'bag coaching' prompt.
- 3. Type the **text** to appear as the title on the 'bag coaching' prompt in 'Title for bag label quantity dialog.'
- 4. Type the **text** to appear as the subtitle on the 'bag coaching' prompt in 'Subtitle for bag label quantity dialog.'
- 5. Select **Use ATO destination as pickup preferences** to use the destination specified in the Aloha Takeout Source and Destination feature as the pickup preference to appear on the 'bag coaching' prompt.
- 6. Click **Save** and exit the **Kitchen Settings** function.

Configuring a kitchen screen to prompt for bag coaching

You must configure an assembly line expo screen to prompt for 'bag coaching' when the expediter bumps the last item of the order.

To configure an assembly line expo screen to prompt for 'bag coaching':

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen** Screen.
- 2. Select an assembly line expo screen in use.

new comparison i parteri		
Screen Item Count Breakdown Design		
Enable custom order name format		
Disable manual print		
Disable parked orders		
Disable item info		
Disable routed item text		
Show delayed on active		
Auto start forecast bins		
Customer checked in text	Customer Checked In	
Show checked in	П	
Specify bag label quantity during order confirmation		
Display 24-hour time		
Order display options		
Show paid indicator		
Sort orders by quote time	v	
Sort orders by target time		
Prioritize paid status for order sorting		
Do not group quick combos		
Show order target time		
No orders message		

Figure 42 Kitchen Screen - Assembly Line Expo Screen



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- 3. Under the 'Display options' group bar, select **Specify bag label quantity during order confirmation** to display a 'bag coaching' prompt for entry of the number of labels to print for the order.
- 4. Click Save.
- 5. Repeat this **procedure** for each assembly line expo screen.'
- 6. Exit the **Kitchen Screen** function.

Refreshing the data

After all settings are in place in Aloha Configuration Center (CFC) or Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the 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 between peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.



Using Production Assembly Line

When an order appears on the production assembly line, either from an in-store customer or an online order, it appears on the left side of the screen, sorted by the calculated promise time. Orders without a promise time appear under the heading of ASAP. A circled check mark appears next to the name of the customer for the current order. The ingredients for the item highlights so you can visually and quickly identify which ones to pull from the production assembly line.

To prepare an order in a production assembly line:

1. When an order arrives on the first assembly line production screen, pull the **ingredients** and build the **item** with the highlighted ingredients.

title bar	8:48 AM Tortilla Station	ENTREES B Select				
item list	Moal 2 Sides (3) Last33546, First33546	Fojitas	Sofritas	Brow	n Rice	
item ist	Meal 1 Meal 2 Sides (2)	Barbacoa	Carne Asada	Whit		ingredients area
	4:00 PM Last56675, First56675	Chi		Pinto Beans		
	Moai 1 Moai 2 Last50680, First56680	Queso	Carnitas	Black	Beans	

Figure 43 'Assembly line production screen' Type

- 2. Bump the **item** using a bump bar. The order progresses to the next screen in the production line.
- 3. Repeat **steps 1 and 2** for each assembly line production screen.
- 4. Continue to the **next procedure**.

If there are no ingredients for the selected item, a message appears. This screen is for information only and you can bump the item as normal.

Tortilla Station

NO SIDES

Salsa Station

NO TOPPINGS

Figure 44 No Ingredients and No Sides Messages



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Finalizing an order from an assembly line expo screen

When a production employee bumps the order from the production screens, the expediter must finalize the order.

To finalize an order from an assembly line expo screen:

1. When a production employee **completes** and **bumps** the assigned items from the assembly line production screens, the items appear on the assembly line expo screen.



Figure 45 Production Assembly Line Expo Screen

- 2. Touch the **time interval** in which the order is found on the time slot bar, if necessary. If the time slot does not appear on the screen, touch the **scroll arrows** to page left and right.
- 3. Touch the **order** from the order list. If the order does not appear on the screen, touch the **scroll arrows** to page up and down.
- 4. Touch each **prepared item** on the order details area as you verify them. A check mark appears when selected. When all items are selected, The CONTINUE button appears enabled on the order header.
- 5. Touch **Continue** to complete the order.



Specifying the number of order labels to print from the bag coaching prompt

If the 'bag coaching' prompt automatically appears when you bump the order from the assembly line expo screen, you must specify the number of labels to print, depending on the number of bags and cartons required for the order.

To use bag coaching:

1. If the 'bag coaching' prompt appears, enter the **number of labels** to print for the order, using the numeric keypad.

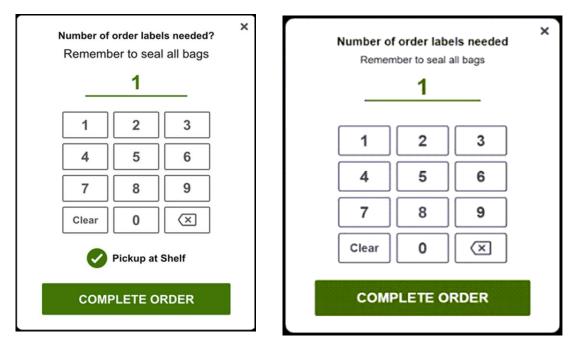


Figure 46 Bag Coaching Prompt

- 2. If you enter a number that exceeds the configured maximum value, a message appears. Re-enter the **number of labels** within the acceptable values.
- 3. Touch the **pickup preference** for verification to enable the COMPLETE ORDER button. If no pickup preference is present, continue to the next **step**.
- 4. Touch **COMPLETE ORDER** to bump the order and print the specified number of order labels.

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Firing a future order from an assembly line expo screen

When you select an order that has not yet been fired, the future order screen appears with limited functionality. FIRE NOW appears in place of the CONTINUE button and you cannot 'check off' items in the order. You can either fire the order or move to another order.

A Caution

Firing a future order makes the order active and sends the order to production screens for preparation. This could cause the order to be prepared too early.

To fire a future order:

- From the assembly line expo screen, touch the time interval in which the order is found on the time slot bar, if necessary. If the time slot does not appear on the screen, touch the scroll arrows to page left and right.
- 2. Touch the **order** that has not yet been fired. The future order screen appears.

11:30 AM EXPO \$	STATION	SET DE	PLOY RECALL
< 12:00 PM 1 of 6 Orders	12:15 PM 10 Orders 10 Orders	12:45 PM 15 Orders 3 Orders	1:15 PM 5 Orders
VIEW CURRENT ORDERS	Viewing	upcoming orders	
Flair, Richard 1 Side / 1 Entre	PICKUP Flair, Richard (123) 456-7890		FIRE NOW
Last name, First Name 15de/1Entre	3 Sides	2 Entrees	
Last name, First Name 2 Sides / 4 Entrees	Large Chips & Large Queso	B Bowl Re	
	Mexican Coca-Cola	C Bowl bit	
	Mexican Coca-Cola		
\sim \sim			

Figure 47 Future Order Screen

3. Touch **FIRE NOW** to send the order to the production screens for preparation.

Select another **order**.



Recalling an order from assembly line expo screen

The expediter can recall an order to reprint labels for an item or the whole order.

To recall an order:

1. From the assembly line expo screen, touch **Recall**.

2:32 PM EXPO	STATION Rec	all Orders	CLOSE
12:30 PM 1 of 6 Orders	12:45 PM 6 Orders 3 Orders	1:15 PM 1:30 2 Orders 3 Order	
Paxton, Bill 0 Sides / 6 Entrees	PICKUP Paxton, Bill (123) 456-7890		REPRINT REFIRE NOW
Last name, First Name 2 Sides / 4 Entrees	0 Sides	6 Entrees	
Last name, First Name		B Bowl Ric	
Last name, First Name 2 Sides / 4 Entrees		V Bowl Max	
Last name, First Name 1 Side / 3 Entrees		B Bowl Larry	
Last name, First Name 1 Side / 3 Entrees		C Bowl Gina	
		V Bowl June	
		V Bowl May	

Figure 48 Unselected Items on Recall Screen



2. Select the items to recall or touch **SELECT ALL** to recall all items.

2:32 PM EXPO STATION		Recall Orders		
PICKUP Paxton, Bill (123) 456-7890			CANCEL	REPRINT STICKERS
Select Entrees to Reprint Stickers	SELECT ALL			
6 Entrees				
B Bowl Ric				
V Bowl Max				
B Bowl Larry				
C Bowl Gina				
V Bowl June				
V Bowl ^{May}				

Figure 49 Selected items on Recall Screen

3. Touch **REPRINT STICKERS**.



Figure 50 Reprint Prompt

4. Touch either ALL ORDER LABELS or ENTREE STICKERS.



Refiring an order from an assembly line expo screen

If an item or entire order was not made, the expediter can send the order back to the production screens.

To refire an order:

1. From the assembly line expo screen, touch **REFIRE**.

2:32 PM EXPO STATION Recall Orders							
PICKUP Paxton, Bill (123) 456-7890				REFIRE NOW			
Select Entrees or Sides to Refire	SELECT ALL						
0 Sides	6 Entrees						
	B Bowl Ric						
	V Bowl Max						
	B Bowl Larry						
	C Bowl Gina						
	V Bowl June						
	V Bowl May						

Figure 51 Unselected Items on Refire Screen



2. Select the **items** to refire or touch **SELECT ALL** to refire all items.



Figure 52 Selected items on Refire Screen

3. Touch **REFIRE NOW**. A confirmation prompt appears.



Figure 53 Refire Prompt

4. Touch **REFIRE** to send the items to the production screens, or touch **CANCEL** to cancel the operation.



Troubleshooting Production Assembly Line

Routed item does not appear on assembly line production screen

If a No Station Layout Available message appears for a routed item to an assembly line production screen, then the item is not found in the category associated with the corresponding station in the Production Line Categories function. When this message appears, the production employee can continue to prepare and bump the order; however, you must add the item to the necessary category to avoid this message. Refer to <u>"Associating production line groups with kitchen stations" on page 20</u>.

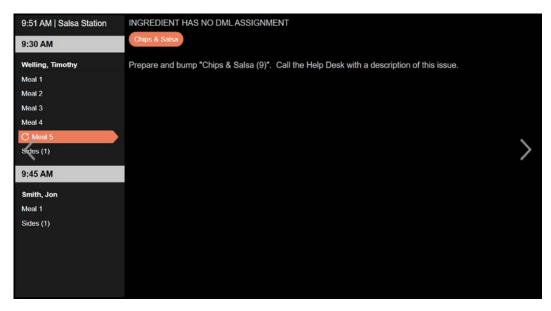


Figure 54 No Station Layout Available Message



Production Assembly Line, Feature Focus Guide

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

