

# Aloha Order Direct Implementation Guide

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# About Aloha Order Direct

Aloha® Order Direct is a new Online Ordering solution that enables you to create your own branded digital channel. Aloha Order Direct focuses on integrating with the Aloha Cloud Point-of-Sale (POS) system and features:

- Modern UI
- Optimized for mobile
- Reduced clicks and scrolling for faster checkout
- ASAP and future ordering
- Multiple order modes
- Restaurant branded solution
- SMS notification support

## Configuring user roles

Use Employees > User Roles in Aloha Cloud Back Office to define the access available to each employee in both Back Office and the POS application. The system provides three default user roles; however, you can add additional user roles and remove the default user roles, with the exception of Account Manager. You then assign the appropriate level of access to each user role and assign one or more user roles to each employee.

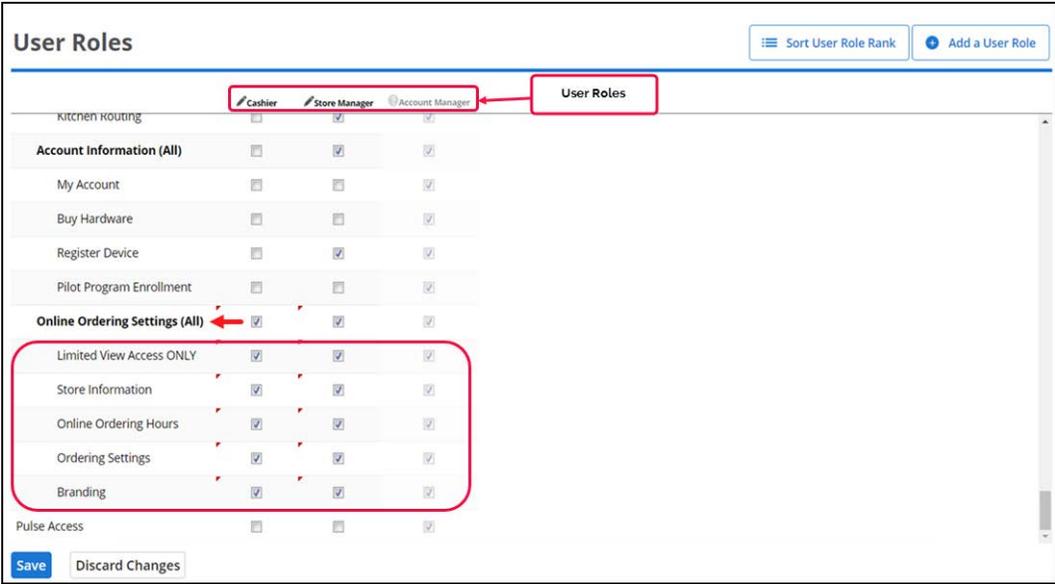


Figure 1 Configuring User Roles

## Defining user role access for online ordering settings

There are several user roles specific to online ordering. For all of the features listed below, if a user role does not have access, any employee assigned to the user role will not have access to the feature when they log in to Back Office. Determine which features each user role needs access to, and assign them accordingly.

Online Ordering Settings	What does it allow a user to do?
Limited View Access ONLY	Enables employees with access to view all Online Ordering settings.
Store Information	Enables employees with access to view all store information (applicable to all users).
Online Ordering Hours	Enables employees with access to view and edit the hours of operation.
Ordering Settings	Enables employees with access to view and edit the order prep time, future ordering, tips, and curbside settings.
Branding	Enables employees with access to view and edit the logo and header image, and to define the privacy policies for the store.

## Managing your online menu

Aloha Order Direct leverages several existing Aloha Cloud Back Office functions, hereafter referred to as Back Office, when defining your online ordering menu, including Categories & Items, Modifiers and Modifier Groups, Taxes, and Item Availability. Aloha Order Direct does NOT leverage Discounts, Promotions, Price Lists, Departments, Tags, or Events at this time. Aloha Order Direct also does not leverage the Silver Commerce options available on the Extended Item Setup screen.

When defining your online ordering menu, the items configured in Back Office need to be built into a menu in Aloha Menu. You can create as many menus for different purposes as needed for an organization, such as all-day menus, time-sensitive menus for specific times, online menus, and others using **Aloha® Menu**, which is an easy-to-use web-based authoring tool. For more information refer to [Aloha Menu User Guide](#).

### Note

To ensure proper functionality of Aloha Order Direct (AOD), we recommend you publish only one menu per site at a time.

Once you complete the procedures in this section, continue to the next section to perform site configuration, such as establishing the website URL, defining hours available for online ordering, and more.

The following topics are discussed in detail for managing your online menu:

- [Working with categories and items.](#)
- [Working with modifiers and modifier groups.](#)
- [Defining the items to include on your online ordering website.](#)

## Working with categories and items

Aloha Order Direct leverages items created in Menu > Categories & Items in Aloha Cloud Back Office when defining your online ordering website. Aloha Order Direct specifically uses the options indicated with a red arrow in the below screen shot.

**Grilled Peaches** [Basic Item Setup] [Remove Item] [Duplicate]

\* Indicates required field.

**General Information**

Category \* [DESSERTS]

Item Name \* [Grilled Peaches]

Routing Group [ ]

Cook Time [0-9999 Seconds]

Print Priority [50]

Store Availability [Assign Stores] Honey Pepper ATL

Description [Charbroiled and topped with brown sugar.]

Item Type  Menu item  Modifier item

Item Modifiers [Assign Modifier Groups...] ICE CREAM

Modifier Groups [Assign to Groups...]

Item Image [Edit Image] [Delete Image]

Image Preview

Tags [Assign Tag]

Variations [Add a Variation]  
Add variations if this item is sold in different sizes, colors, flavors, etc...

Barcode [Edit Barcodes]  
1111111114

External ID [1558488]

**Pricing, Cost, and Taxes**

Sold by \*  Each  Weight/Measure

Sales Price \* [7.50]  Prompt for Price at POS

Guest Count [0]

Tax Category \* [EXCL TAX]

Non-Sales Revenue  Exclude from Net Sales

Unit Cost [ ]

**Price Lists**

NAME	PRICE
------	-------

[Save] [Save and Add Another] [Discard Changes] [Close]

Figure 2 Creating an item



### Reference

For more information, refer to [“Working with categories and items”](#) in Aloha Cloud.

## Working with modifiers and modifier groups

Aloha Order Direct leverages modifiers and modifiers groups created in Menu > Modifiers in Aloha Cloud Back Office for your online menu items. Modifiers exist to provide specific instructions for how to prepare a menu item. This includes special requests, such as 'Lite Mustard' and 'No Mayo,' a requirement such as meat temperature, 'Steak - Medium Rare,' or an option on the side, such as 'Salad - Ranch Dressing.' Modifiers also allow you to charge extra for additional ingredients, such as 'Add Bacon.' Modifier groups enable you to easily locate modifier items on the Point-of-Sale (POS).



### Reference

For more information, refer to ["Working with modifiers"](#) in Aloha Cloud.



### Note

Aloha Order Direct does not support the Nested Modifiers feature in Aloha Cloud Back Office.

## Defining the items to include on your online ordering website

Use Menu > Item Availability in Aloha Cloud Back Office to define the items to include on your online ordering website.

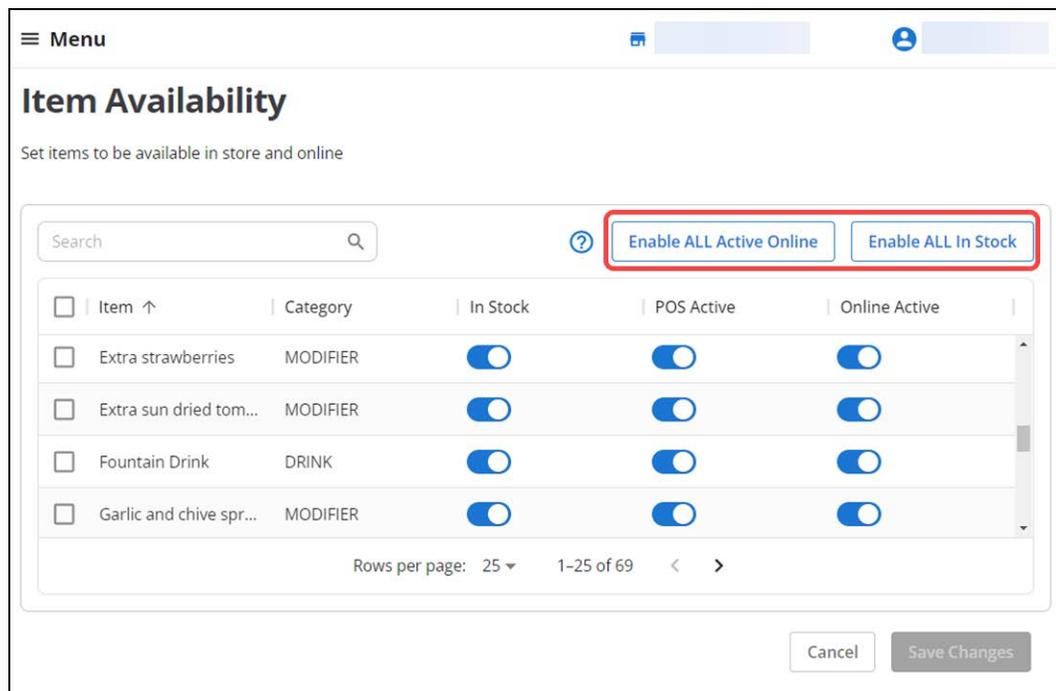


Figure 3 Configuring Item Availability

**To make an item available/unavailable on your online ordering website:**

1. Log in to **Aloha Cloud Back Office**.
2. Locate each **item** to appear on your online ordering website and select **Online Active**.  
- OR -  
Click **Enable All Active Online** to make all defined items appear on your website.
3. To designate an item is not to appear on your online ordering website, clear **Online Active**.

**To indicate an item is temporarily unavailable to sell (86 the item):**

1. Locate each **item for which you currently do not have stock available to sell** and clear **In Stock**. The item appears grayed out on both the POS and your online ordering website, indicating the item is temporarily not available to sell.
2. When the item is back in stock, select **In Stock** to make the item available once again on the POS and your online ordering website.
3. You can also click **Enable All In Stock** to make all defined items available to sell on the POS and your online ordering website.



**Tip**

By default, the 'In Stock' and 'Online Active' options are selected for all items.

## Configuring Online Ordering

When using Aloha Order Direct, a new menu option called Online Ordering appears in Aloha Cloud Back Office in the left navigation pane. Use the Online Ordering menu option to perform additional site configuration, such as establishing the website URL, defining hours available for online ordering, and more. To continue configuring your online ordering website, perform the following procedures:

- [Defining store information.](#)
- [Configuring menu settings](#)
- [Specifying the hours during which you accept online orders](#)
- [Establishing the store operating hours](#)
- [Defining tip suggestion percentages](#)
- [Configuring fees](#)
- [Defining the order prep time](#)
- [Configuring order modes for online ordering](#)

### Defining store information

Use Online Ordering > Online Configuration > Store Information in Aloha Cloud Back Office to designate the URL for the online ordering website, the phone number, and physical location of the store. This information is visible on the store's official online ordering website, and helps consumers identify the exact location and contact details of the store.

**To define store information:**

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Store Information**.

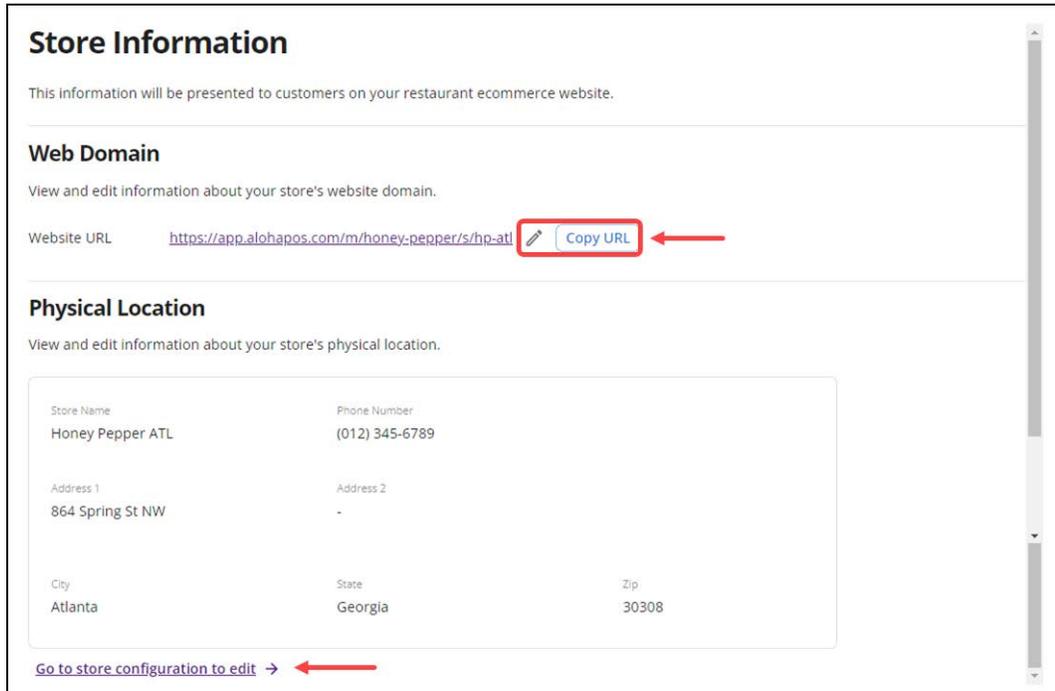


Figure 4 Store Information

3. Click the **pencil icon** under the 'Web Domain' group bar to edit 'Website URL' for changing your company or store name, as required. By default, the website URL auto-populates with existing company or store names.

**To edit 'Website URL' to change the company name:**

- a. Log in to **Aloha Cloud Back Office** using Company view.
- b. Select **Online Ordering > Online Configuration > Store Information**.
- c. Click the **pencil icon** next to an existing 'Website URL' to enable and expose the edit region.



Figure 5 Web Domain group bar

- d. View the **edit part** of the URL after **/m** and type the **new merchant/company name**.

e. Click the **check mark** to save the new company name.

**To edit 'Website URL' to change the store name:**

- a. Log in to **Aloha Cloud Back Office** using a specific store.
- b. Select **Online Ordering > Online Configuration > Store Information**.
- c. Click the **pencil icon** next to an existing 'Website URL' to enable and expose the edit region.



Figure 6 Web Domain group bar

- d. View the **edit part** of the URL after **/s** and enter the **new store name**.
  - e. Click the **check mark** to save the new store name.
4. Click **Copy URL** to copy the URL and provide a link on your company website to your online ordering website. You can also distribute the URL to other digital channels, to attract guests.



**Note**

The website URL for Aloha Order Direct is available under the NCR domain and must follow the structure: **app.alohapos.com/m/[NameForCompany]/s/[NameForSite]**

The NCR support team needs to advise customers to update their URL on their existing website. Hence, when consumers visit the restaurant website, they are directed to the corresponding online ordering solution (Aloha Order Direct).

5. Click the **Go to store configuration to edit** link under the 'Physical Location' group bar to view/edit your store's physical location.
- OR -

Select **Settings & Privacy > Store > Store Configuration** to view the Store Configuration screen.

**Store Configuration**

\* Required field

**Primary Store Contact**

This should be the person our support team contacts when needed.

Name \*

ok185013@ncr.com

Phone \*

(012) 345-6789

Email \*

ok185013@ncr.com

**Receipt Information**

Receipt Header

Thank you!

Store Name \*

Honey Pepper ATL

Address 1 \*

864 Spring St NW

Address 2

Suite 12345

City \*

Atlanta

State \*

Phone

(012) 345-6789

Zip \*

30308

Time Zone

US/Eastern

Website (URL)

https://silverburger.myncrsilver.com

Include QR Code ?

Figure 7 Store Configuration

6. Enter/edit the required **store information**.



**Note**

An Aloha Order Direct customer must fill out the store 'Phone' number details under the 'Receipt Information' group bar.



**Reference**

For more information, refer to ["Working with store configuration"](#) in Aloha Cloud.

7. Click **Save** in the bottom right corner to confirm the changes.

## Configuring menu settings

Use Online Ordering > Online Configuration > Menu Settings in Aloha Cloud Back Office to configure special instructions for your menu items and enable a preview of the four most popular items on your menu.

### To define special instructions:

1. Log in to **Aloha Cloud Back Office** using Company view.
2. Select **Online Ordering > Online Configuration > Menu Settings**.

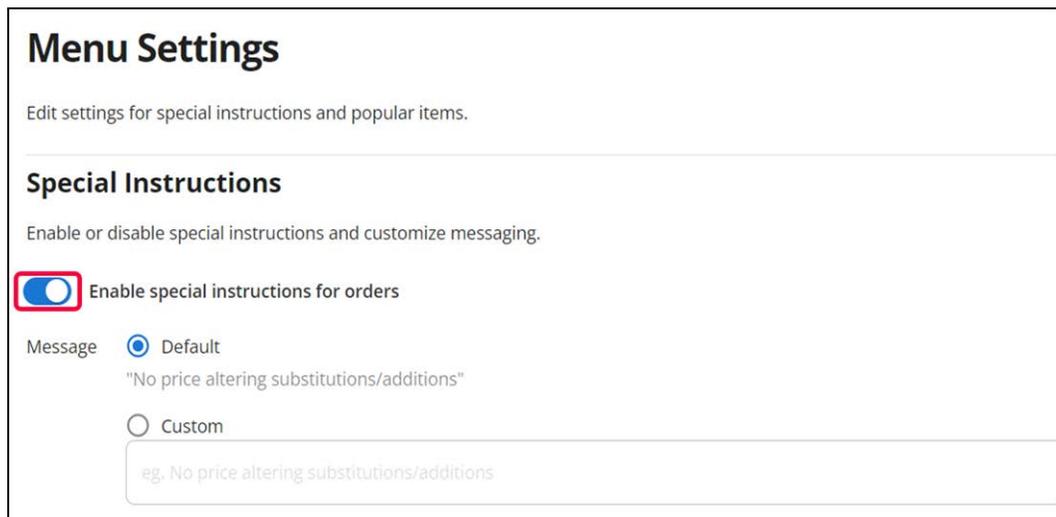


Figure 8 Menu Settings - 'Enable special instructions'

3. Click **Enable special instructions for orders** to provide special instructions for menu items.
4. Select the type of **message** to include for special instructions.
  - a. Select **Default** to include the default/system defined instruction with the menu item.- OR -
  - b. Select **Custom** to type special instructions for the menu item. The maximum number of characters allowed is 255.
5. Click **Save** in the bottom right corner to confirm the changes.

**To enable popular items:**

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Menu Settings**.

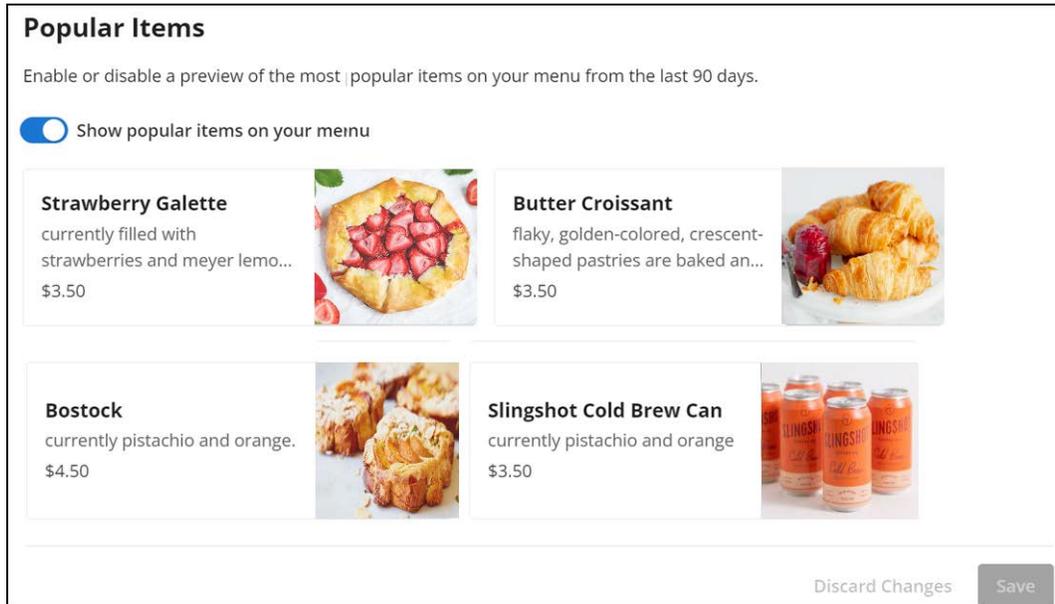


Figure 9 Menu Settings - Show Popular Items

3. Click **Show popular items on your menu** to have the four most popular items ordered in the last 90 days appear on your menu.
4. Click **Save** in the bottom right corner to confirm the changes.

## Specifying the hours during which you accept online orders

Use Online Ordering > Online Configuration > E-Commerce Hours in Aloha Cloud Back Office to specify the hours during which you accept online orders. This information appears on the store's official online ordering website. More importantly, this functionality enables you to control the flow of online orders to the restaurant and to stop accepting online orders, as required.

### To specify the hours during which you accept online orders:

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > E-Commerce Hours**. The 'Pick up and Curbside hours' tab is active, by default.

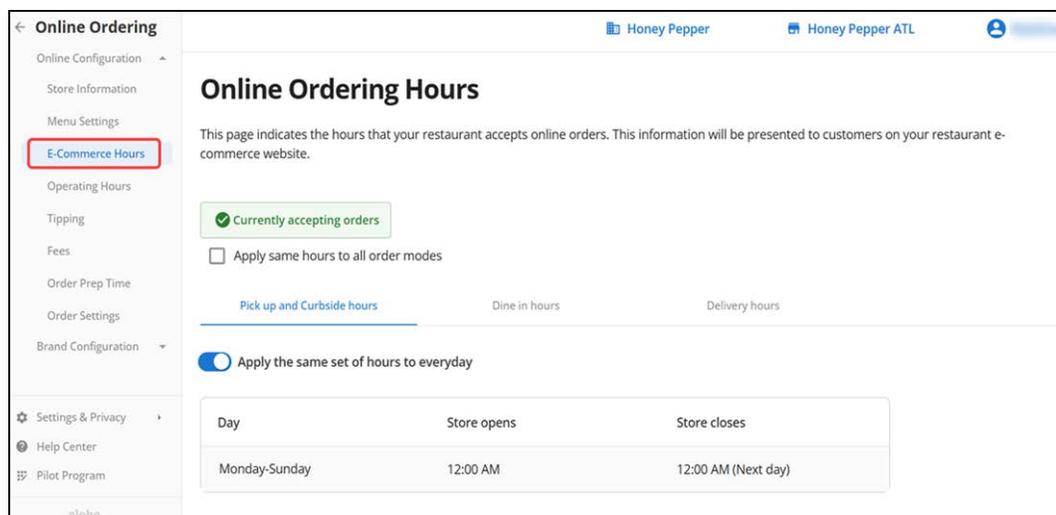


Figure 10 Online Ordering Hours

### Note

You can specify the hours or apply same hours during which you accept online orders for 'Pick up and Curbside,' 'Dine-in' and 'Delivery' order modes.

3. Slide **Apply the same set of hours to everyday** to the right to establish the same hours for accepting online orders for all days.

- OR -

**Online Ordering Hours**

This page indicates the hours that your restaurant accepts online orders. This information will be presented to customers on your restaurant e-commerce website.

Currently accepting orders

Apply same hours to all order modes

[Pick up and Curbside hours](#)    [Dine in hours](#)    [Delivery hours](#)

Apply the same set of hours to everyday

Day	Store opens	Store closes	Closed all day
Monday	12:00 AM	12:00 AM (Next day)	<input type="checkbox"/>
Tuesday	12:00 AM	12:00 AM (Next day)	<input type="checkbox"/>
Wednesday	12:00 AM	12:00 AM (Next day)	<input type="checkbox"/>
Thursday	12:00 AM	12:00 AM (Next day)	<input type="checkbox"/>
Friday	12:15 AM 12:30 AM	12:00 AM (Next day)	<input type="checkbox"/>
Saturday	12:45 AM	12:00 AM (Next day)	<input type="checkbox"/>
Sunday	01:00 AM 01:15 AM 01:30 AM	12:00 AM (Next day)	<input type="checkbox"/>

Discard Changes    [Save](#)

Figure 11 Configuring Online Ordering Hours

Click and select the **times you start and stop accepting online orders** from the 'Store opens' and 'Store closes' drop-down lists.

4. Select the **Closed all day** check box to mark the entire day unavailable for accepting online orders.
5. Click **Save** in the bottom right corner to confirm the changes.

Once your store is operational, use the **E-Commerce Hours** function to turn off or turn on the acceptance of online orders:

1. Log in to **Aloha Cloud Back Office**.
2. Select **Online Ordering > Online Configuration > E-Commerce Hours**.

**Online Ordering Hours**

This page indicates the hours that your restaurant accepts online orders. This information will be presented to customers on your restaurant e-commerce website.

Currently accepting orders

Apply same hours to all order modes

[Pick up and Curbside hours](#)      [Dine in hours](#)      [Delivery hours](#)

Apply the same set of hours to everyday

Day	Store opens	Store closes
Monday-Sunday	12:00 AM	12:00 AM (Next day)

[Discard Changes](#)      [Save](#)

Figure 12 Online Ordering Hours

3. Click **Currently accepting orders** to turn off or turn on the acceptance of online orders. The 'Store status' screen appears.

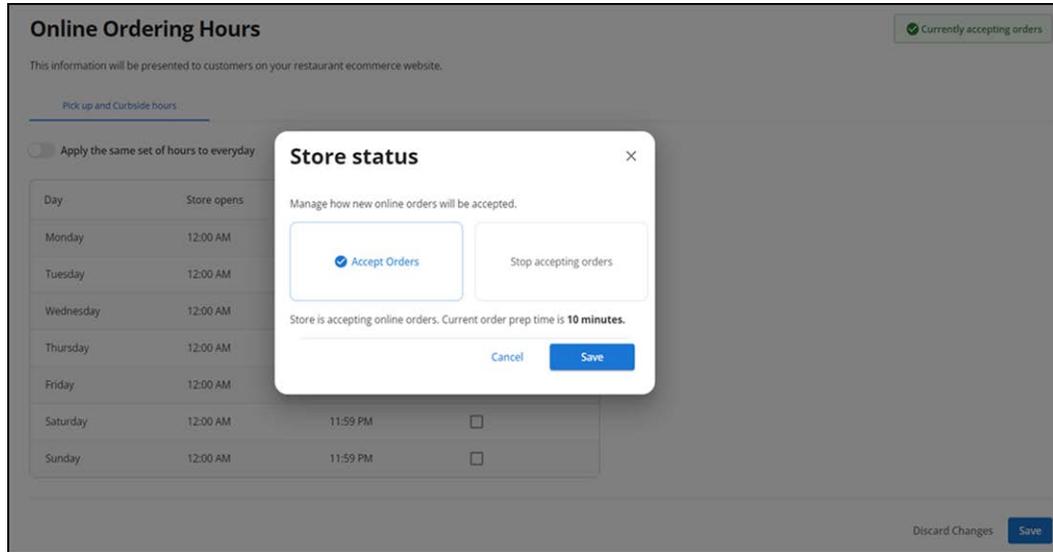


Figure 13 Turn on/off online order acceptance

4. Click **Accept Orders** to continue receiving orders and click **Save** to confirm.  
- OR -  
Click **Stop accepting orders** to prevent the acceptance of additional orders and click **Save** to confirm.
5. Exit the **E-Commerce Hours** function.

## Establishing the store operating hours

Use **Online Ordering > Online Configuration > Operating Hours** to establish the hours during which your physical store is open. This information appears on your Google My Business profile. Additionally, this feature allows the operating times of your restaurant to appear in Google search results.

### To establish the store operating hours:

1. Log in to **Back office** using a specific store.
2. Select **Online Ordering > Online Configuration > Operating Hours**. The 'Apply the same set of hours to everyday' toggle button is on by default.

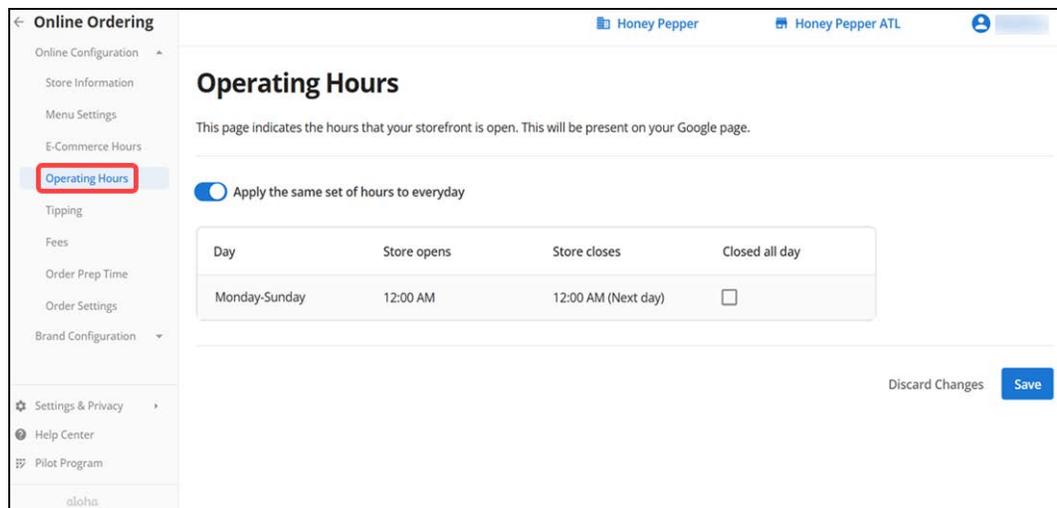


Figure 14 Operating Hours

3. To establish different hours for each day, slide **Apply the same set of hours to everyday** to the left to view the start and stop time hours panel.

Day	Store opens	Store closes	Closed all day
Monday	12:15 AM	11:45 PM	<input type="checkbox"/>
Tuesday	12:30 AM	11:45 PM	<input type="checkbox"/>
Wednesday	12:00 AM	11:45 PM	<input type="checkbox"/>
Thursday	12:00 AM	11:45 PM	<input type="checkbox"/>
Friday	12:00 AM	11:45 PM	<input type="checkbox"/>
Saturday	12:15 AM 12:30 AM	11:45 PM	<input type="checkbox"/>
Sunday	12:45 AM 01:00 AM 01:15 AM 01:30 AM	11:45 PM	<input type="checkbox"/>

Figure 15 Operating Hours

4. Click and select the **store open** and **store close** times from the drop-down lists.
5. Select the **Closed all day** check box to mark the entire day as unavailable.
6. Click **Save** in the bottom right corner to confirm the changes.

## Defining tip suggestion percentages

Use Online Ordering > Online Configuration > Tipping in Aloha Cloud Back Office to define a maximum of three default tipping suggestions and to select a default tip suggestion for consumers when checking out. The default suggestions appear to the consumers during order checkout. Alternatively, if the default tipping suggestion is set to None, the suggestions do not appear during checkout. Instead, the consumers have to manually specify/provide the tip amount.

### To define tip suggestion percentages:

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Tipping**.

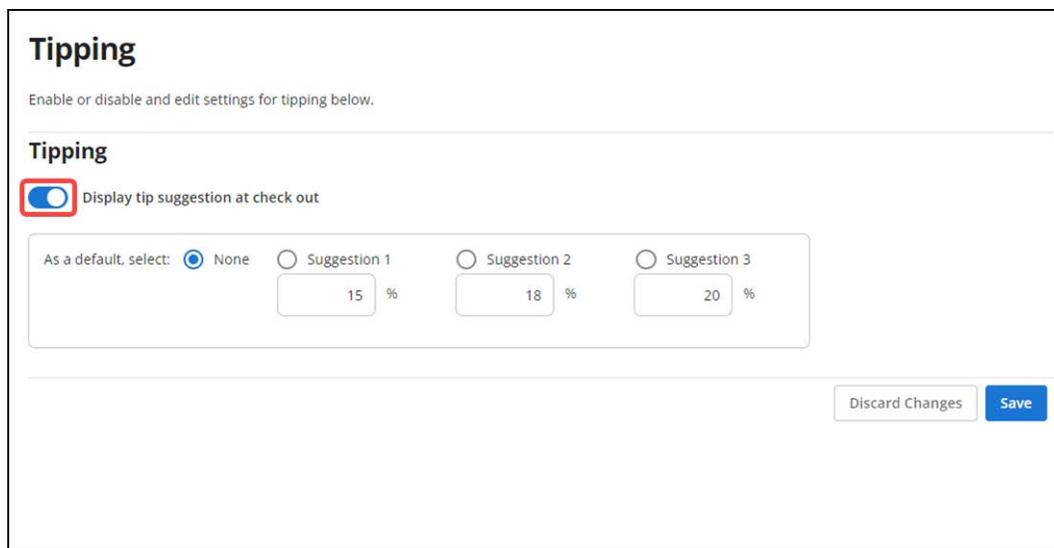


Figure 16 Configuring Tipping

3. Click **Display tip suggestion at check out** under the 'Tipping' group bar to enable and enter three pre-defined tip suggestion percentages to consumers. Additionally, you are able to select a **default tip suggestion** percentage that is pre-selected for consumers at check out.
4. Click **Save** in the bottom right corner to confirm the changes.



### Note

This tip configuration is separate from the tip configuration existing under Back Office Store Configuration.

## Configuring fees

Use Online Ordering > Online Configuration > Fees in Aloha Cloud Back Office to select and configure fees for delivery, labor, and more, based on several criteria. The system can calculate the fee based on a designated percentage or it can be a flat amount.

### Note

You are responsible for complying with all applicable federal, state, and local laws and regulations and also the payment card network rules in connection with any fees that you charge. On implementing any fee through Aloha Order Direct, you acknowledge and agree that you have reviewed all such requirements and strictly comply with the same.

You can apply multiple fees to an order. For example, you can configure a 'Delivery fee' to apply to orders for the delivery order mode. You can also configure a 'Labor' fee to apply to all online orders regardless of the order mode. When you receive an online order for delivery, the system applies both fees to the order.

### Note

You can apply a maximum of two fees to an order mode.

### To enable fees for order modes:

1. Log in to **Aloha Cloud Back Office** using Company view.
2. Select **Online Ordering > Online Configuration > Fees**.

**Fees** + Add new fee

Click "Add new fee" to configure your first fee or add new ones.

\*You are responsible for complying with all applicable federal, state and local laws and regulations and payment card network rules in connection with any fees charged by you. By implementing any fee through Aloha Order Direct, you acknowledge and agree that you have reviewed all such requirements and will strictly comply with the same.

**Fee 1**

Enable fee for  Pick up and Curbside  Dine In  Delivery

Site selection

Fee name  0/20

Description (optional)  0/50

Figure 17 Configuring Fees

3. Click **Add new fee** to configure your first fee or to add a new fee.



**Note**

You can configure a maximum of 20 fees for your online ordering website.

4. Enable the fee for **Pick up and Curbside, Dine In, Delivery** or **leave blank** to apply the fee to all order modes.
5. Search and select a **store/site** from the 'Site selection' drop-down list. You can configure multiple sites to use the same or separate fees.  
- OR -  
Click **Select all** to select all stores.
6. Enter a unique **name** to identify the fee. The maximum number of characters allowed is 20.
7. Enter a unique **description** for the fee. The maximum number of characters allowed is 50.
8. Under the 'Tax and pricing' group bar, select the **fee type**, either **percentage** or **flat fee**. The options available to you change based on your selection.

**To configure the fee based on a percentage:**

1. Select **percentage** to define the fee based on a percentage of the total check. For example, a 1% fee for a check amount of \$13.81 generates a fee of \$0.1381. This value is rounded to \$0.14 (dynamic rounding).

The screenshot shows a 'Tax and pricing' configuration form. At the top, there are two radio buttons: 'percentage' (which is selected and highlighted with a red box) and 'flat fee'. Below this is a 'Fee amount' input field containing '0' followed by a '%' symbol. There are two optional fields: 'Minimum amount (optional)' and 'Maximum amount (optional)', both containing '\$ 0'. A 'Round to closest (optional)' dropdown menu is currently empty. The 'Tax category' dropdown menu is set to 'No Tax'. At the bottom left, there is a red 'Delete fee' button. At the bottom right, there are two buttons: 'Discard Changes' and 'Save'.

Figure 18 Configuring percentage fee

2. Type the **percentage** to use for calculating the fee in 'Fee amount.'
3. (Optional) Designate a **minimum dollar amount** to charge for the fee in cases where the percentage calculation is too low in 'Minimum amount.' When this happens, the calculated percentage is replaced with this amount.
4. (Optional) Designate a **maximum dollar amount** to charge for the fee in cases where the percentage calculation is too high in 'Maximum amount.' When this happens, the calculated percentage is replaced with this amount.
5. (Optional) Select the type of round-up to occur from the **Round to closest** drop-down list.
  - a. Select **Dollar** to round to the nearest dollar.
  - OR -
  - b. Select **10 Cents** to round to the nearest 10 cents.

6. Select a **Tax category** from the drop-down list.



### Reference

For more information, refer to [Working with taxes](#) in Aloha Cloud.

7. Click **Save** in the bottom right corner to save your changes.

### To configure a fee based on a flat amount:

1. Select **flat fee**. A 'Flat fee' is rounded to two decimal points, e.g. \$5.50.

The screenshot shows a form titled "Tax and pricing". It has three main sections: "Set fee as a" with radio buttons for "percentage" and "flat fee" (the latter is selected and highlighted with a red box); "Fee amount" with a text input field containing "\$ 0"; and "Tax category" with a dropdown menu showing "No Tax". At the bottom left of the form is a red button labeled "Delete fee". At the bottom right are two buttons: "Discard Changes" and "Save".

Figure 19 Configuring flat fee

2. Enter the **flat fee amount**.
3. Select a **Tax category** from the drop-down list.



### Reference

For more information, refer to [Working with taxes](#) in Aloha Cloud.

4. Click **Save** in the bottom right corner to save your changes.



### Tip

Click 'Delete fee' to delete the configured fee for an order mode.

## Defining the order prep time

Use Online Ordering > Online Configuration > Order Prep Time in Aloha Cloud Back Office to define the time required to prepare an order. When a consumer places an order, the duration to prepare the corresponding order keeps the consumer well informed about the time required for an order to be ready.

### To define the order prep time:

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Order Prep Time**.

**Order Prep Time**

This information will be presented to customers on your restaurant ecommerce website.

All orders will be ready  hour(s)  minutes after they are placed.

0  
1  
2  
3  
4  
5

Discard Changes

Figure 20 Order Prep Time

3. Select the required **preparation time** for online orders from the hours and minutes drop-down lists.
4. Click **Save** in the bottom right corner to confirm the changes.



### Note

For Aloha Order Direct pilot customers, 'Order Prep Time' value under Online Ordering > Online Configuration > Order Prep Time must match the 'Takeout Order Prep Time' value under Settings & Privacy > Store > Store Options in Back Office.

## Configuring order modes for online ordering

Use Online Ordering > Online Configuration > Order Settings in Aloha Cloud Back Office to configure specific order modes for your online ordering website. Currently, Aloha Order Direct only supports future orders, curbside, and dine in orders:

**Future order settings tab** — Allows you to configure the number of days in advance a consumer can place an online order. This tab helps you manage order volume and business resources. You can also use this tab to turn on or turn off the future ordering feature for a site.

**Curbside settings tab** — Allows you to configure a site so that a guest can receive their order at their car without stepping into the restaurant/store. You can also use this tab to turn on or turn off the curbside ordering feature for a site.

**Dine in settings tab** — Allows you to configure a site so that consumers can order and pay from their table. Consumers scan the QR code available on the table to access the ordering site and enter and pay for their order. The server delivers the food to the table.

**Delivery settings tab** — Allows you to configure a site to accept orders for delivery and select the delivery fee to charge for the delivery service.

### To configure future order settings:

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Order Settings**. The **Future order settings** tab appears as the active tab..

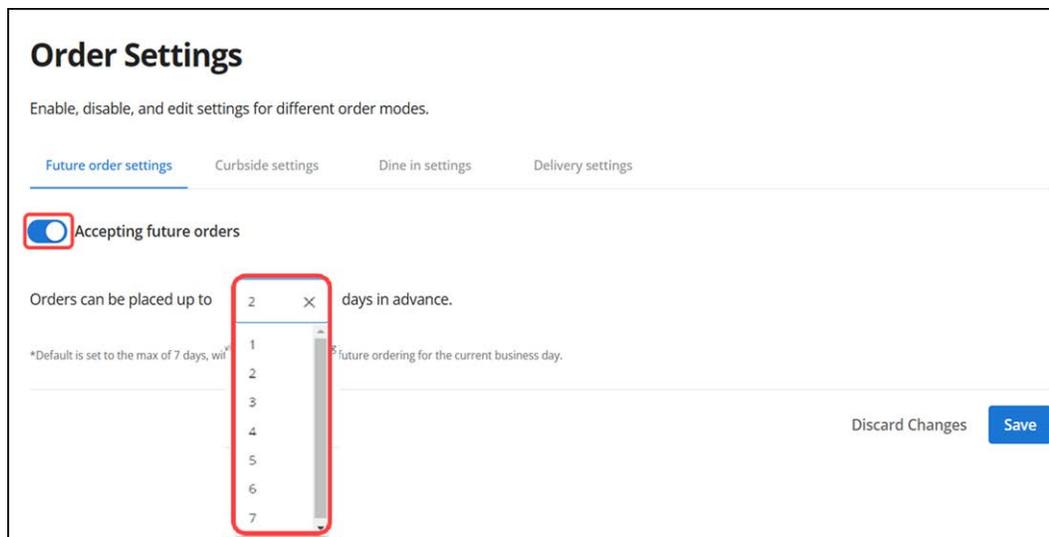


Figure 21 Order Settings - 'Future order settings' tab

3. Click **Accepting future orders** to establish this site accepts online orders. The entry in **number of days** determines if the site only accepts orders for the current day or up to seven days in the future.
4. Select the **number of days** in advance a consumer can place an online order from the drop-down list. By default, a site can accept an online order for up to seven days in advance. If you change this to one day in advance, the site accepts orders for the current business day only.
5. Click **Save** in the bottom right corner to confirm the changes.

**To configure curbside settings:**

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Order Settings**.

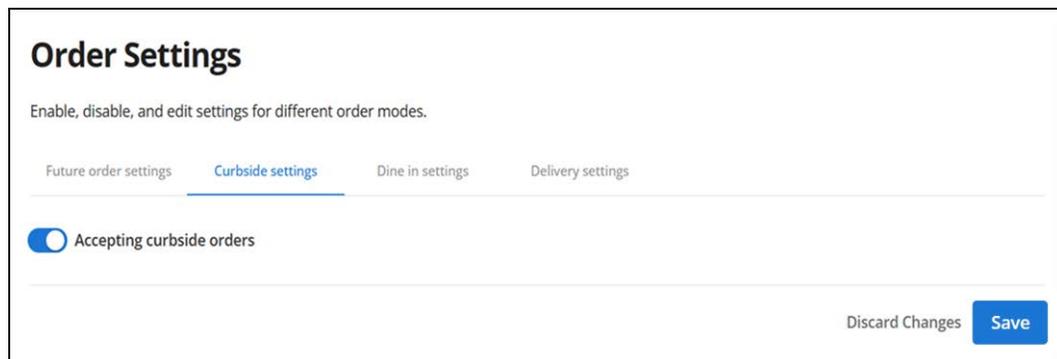


Figure 22 Order Settings - 'Curbside settings' tab

3. Select the **Curbside settings** tab.
4. Click **Accepting curbside orders** to establish this site accepts curbside orders.
5. Click **Save** in the bottom right corner to confirm the changes.

**To configure dine-in settings:**

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Order Settings**.

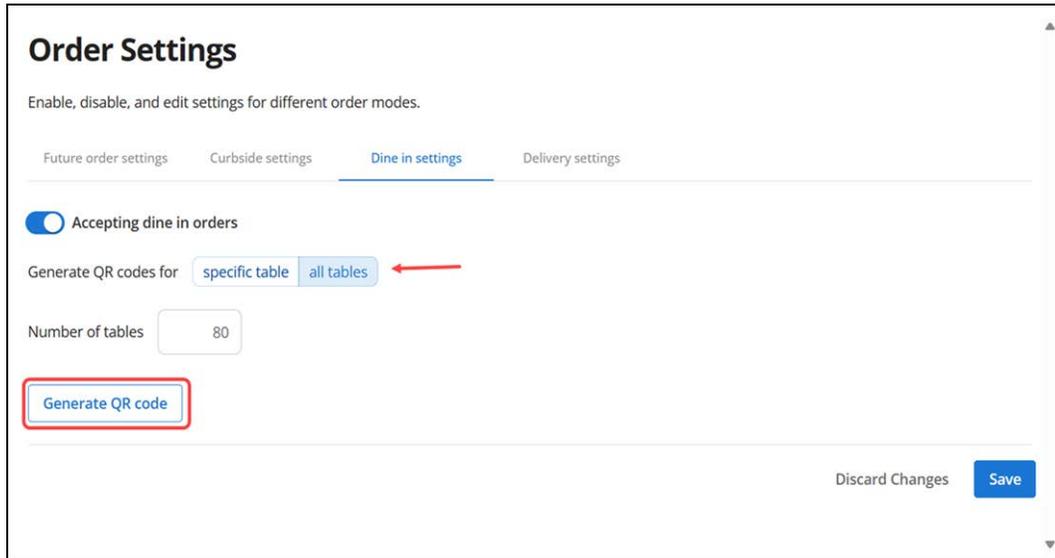


Figure 23 Order Settings - 'Dine in settings' tab

3. Select the **Dine in settings** tab.
4. Click **Accepting dine in orders** to establish this site accepts dine-in orders.
5. Select **specific table** and then designate the **table** for which to generate a QR code.  
- OR -  
Select **all tables** and then type the **number of tables** for which to generate a QR code.
6. Click **Generate QR code** to generate/download the QR code for a specific table or all tables.
7. Click **Save** in the bottom right corner to confirm the changes.

## To configure delivery order settings:



### Note

You can view and access the Delivery settings tab if you enable the delivery add-on in order mode.

1. Log in to **Aloha Cloud Back Office** using a specific store.
2. Select **Online Ordering > Online Configuration > Order Settings**.

**Order Settings**  
Enable, disable, and edit settings for different order modes.

Future order settings   Curbside settings   Dine in settings   **Delivery settings**

Accepting delivery orders

Minimum order amount

\*Set your minimum delivery order amount to ensure your orders are still profitable after delivery fees.

**Delivery fee**  
\*Delivery Partner will charge an extra fee for each delivery order. Choose how you would like to distribute the delivery fee.

Select an option

Discard Changes   Save

Figure 24 Order Settings - 'Delivery settings' tab

3. Select the **Delivery settings** tab.
4. Slide **Accepting delivery orders** to the right to establish this site accepts delivery orders.
5. Enter the **Minimum order amount** a guest must order to ensure you are profitable. This is apart and separate from the delivery fees. For example, a minimum dollar amount of \$20.
6. Click the 'Select an option' **drop-down** list to search for and select the type of delivery fee to apply to delivery orders.



### Note

You can split the delivery fees with the customer, if needed. For example, you can divide the fees by a total amount, a specific amount, or by a percentage.

7. Click **Save** to confirm the changes.

## Configuring store branding and privacy policy

You can configure branding and privacy policies for your store. The brand logo and banner image offer a branded experience of the web page in the Online Ordering site. Also, you can upload the restaurant's privacy policy and consumers are able to access the privacy policy details through a link on the website.

### Managing your store branding

Use Online Ordering > Brand Configuration > Branding, visible in Aloha Cloud Back Office when Aloha Order Direct is in use, to configure the restaurant logo and header image to appear on the online ordering website so that the restaurant can portray its brand identity to end consumers. Based on user-level permissions, you are allowed to view and edit this information.



#### Note

In Aloha Cloud Back Office, branding is configured at the company-level; hence, it is the same across all restaurant locations in a multi-store scenario.

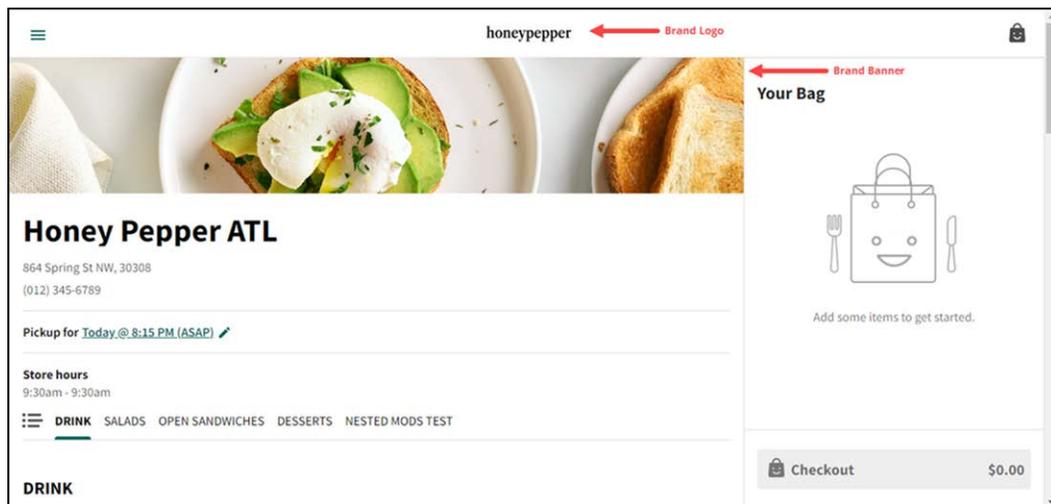


Figure 25 Website brand configuration

#### To upload brand logo and banner images:

1. Log in to **Aloha Cloud Back Office**.
2. Select **Online Ordering > Brand Configuration > Branding**. The Branding screen appears..



#### Note

For multiple-store environment, you are required to switch to the Company view.

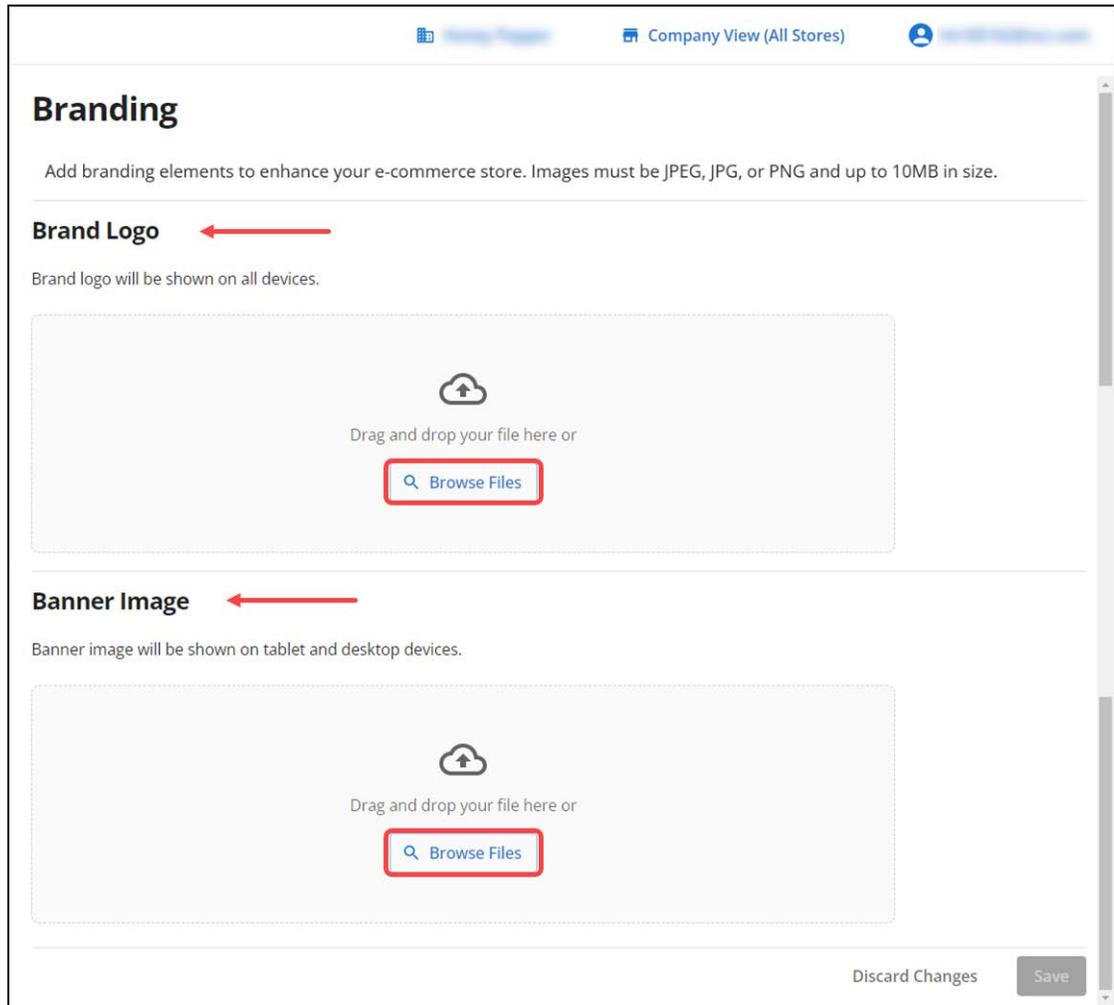


Figure 26 Brand configuration

3. Click **Browse Files** under the 'Brand Logo' section to upload an image.  
- OR -  
Drag and drop the **image file** into the 'Brand Logo' section to upload.

The image preview and size appears, once the upload is successful.



Figure 27 Brand Logo



**Tip**

The supported file formats are JPG, PNG, and JPEG. The file size should not exceed 10 MB, with the ideal aspect ratio of 48 pixels height x 128 pixels width.

4. Click **Browse Files** under the 'Banner Image' section to upload an image.  
- OR -  
Drag and drop the **image file** into the 'Banner Image' section to upload.



**Tip**

The supported file formats are JPG, PNG, and JPEG. The file size should not be more than 10 MB and the ideal aspect ratio is 824 pixels x 170 pixels. If the image does not meet the aspect ratio, then it is cropped automatically to meet the ideal aspect ratio requirement.

The image preview appears, once the upload is successful.

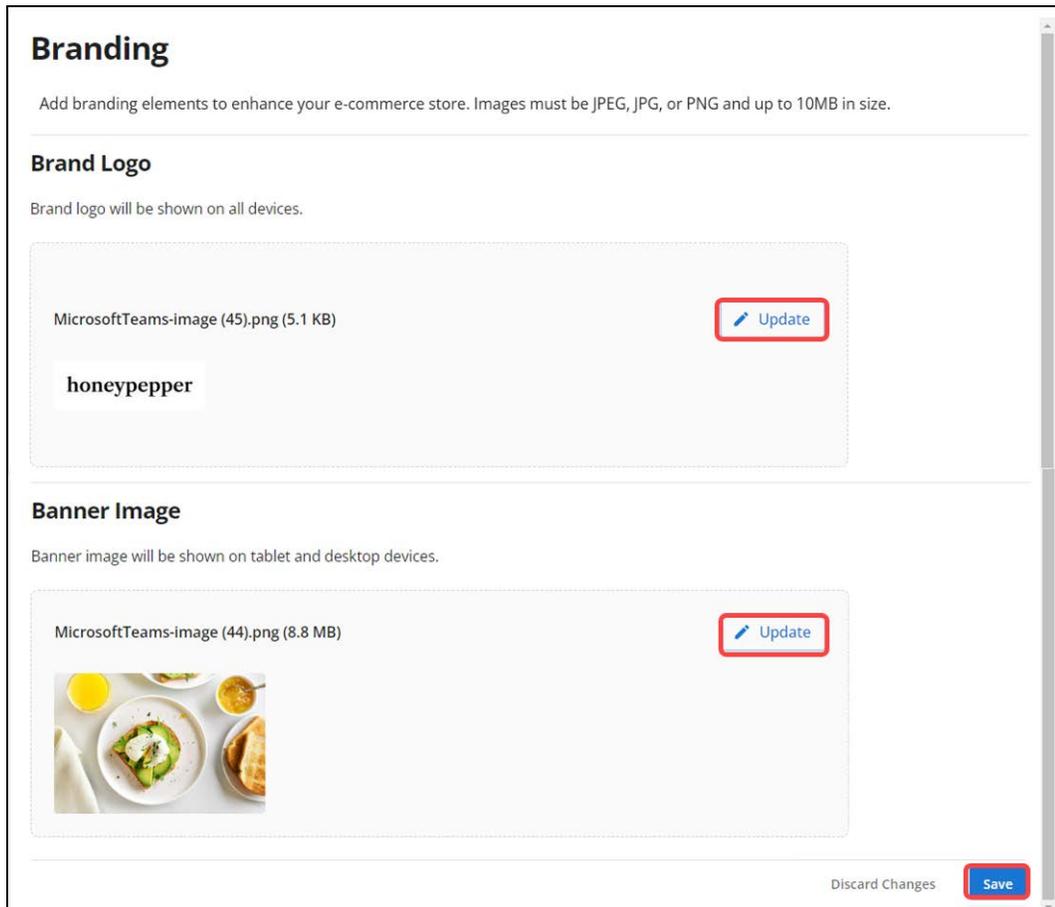


Figure 28 Brand Configuration

Upon successful upload of brand logo and banner images, the **Update** button is enabled.

5. Click **Update** to upload the respective images again, if required.

6. Click **Save** to confirm the changes. A success message appears to confirm your changes.

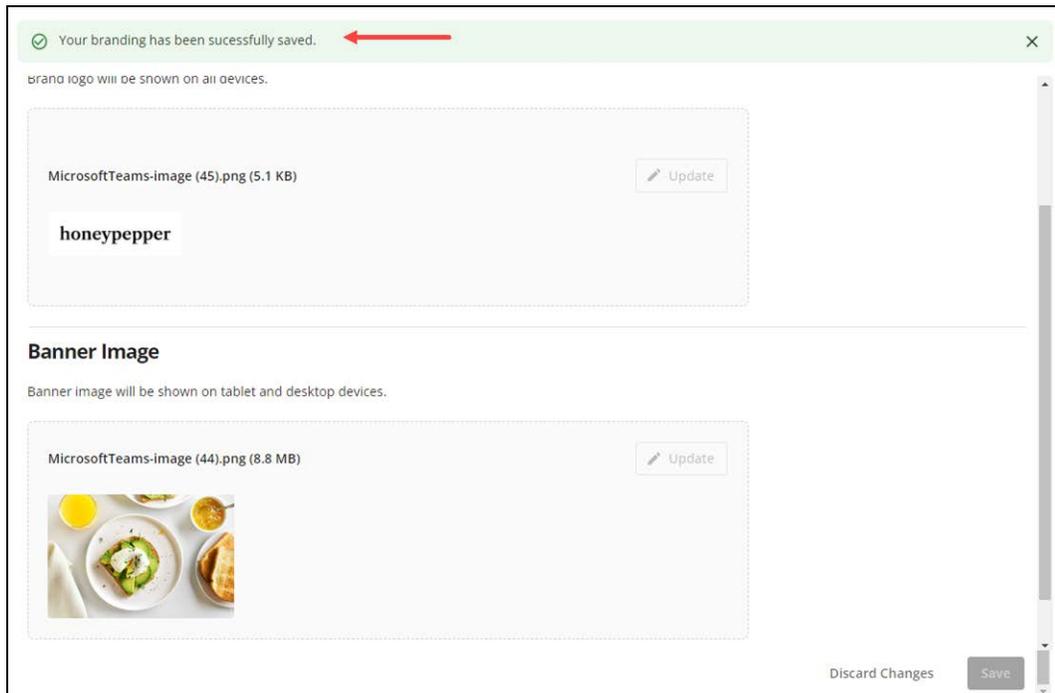


Figure 29 Branding success message

## Defining privacy policies

Use Online Ordering > Brand Configuration > Privacy Policies in Aloha Cloud Back Office to upload the restaurant's privacy policy. Consumers are able to access the privacy policy details through a link on the website.



### Note

In Aloha Cloud Back Office, the privacy policy is configured at the company-level; hence, it is the same across all merchant locations in a multi-store scenario.



### Caution

You are responsible for ensuring your privacy policy complies with applicable laws and regulations.

### To view and define privacy policies:

1. Log in to **Aloha Cloud Back Office** using Company View (All Stores).
2. Select **Online Ordering > Brand Configuration > Privacy Policies**. The Privacy Policies screen appears.

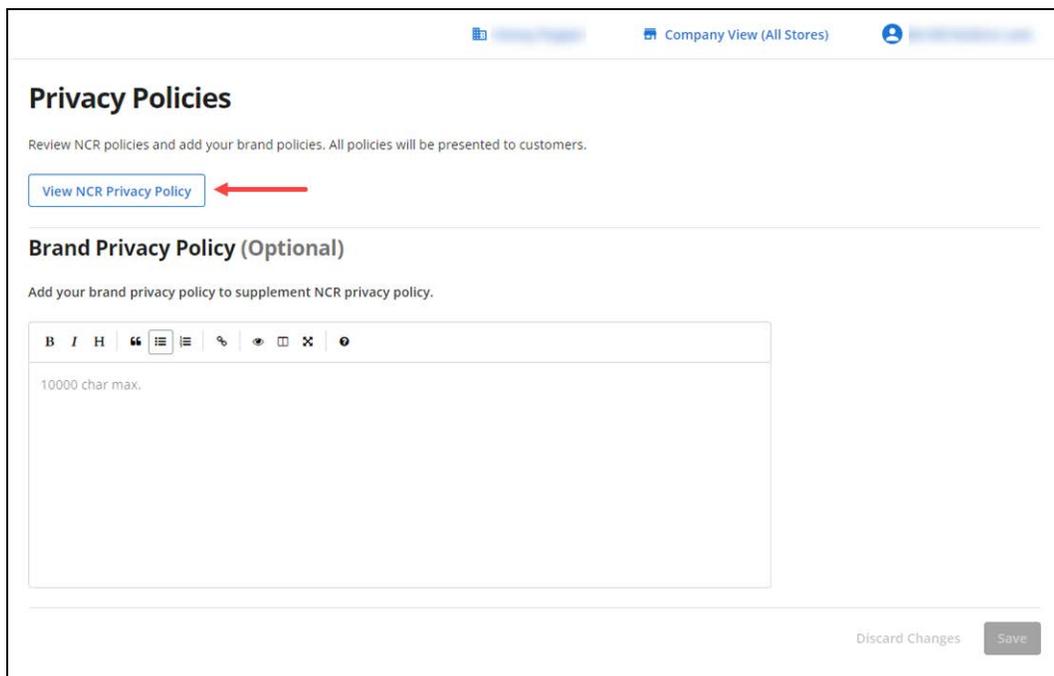


Figure 30 Defining Privacy Policies

3. Click **View NCR Privacy Policy** to view the privacy policy of NCR.

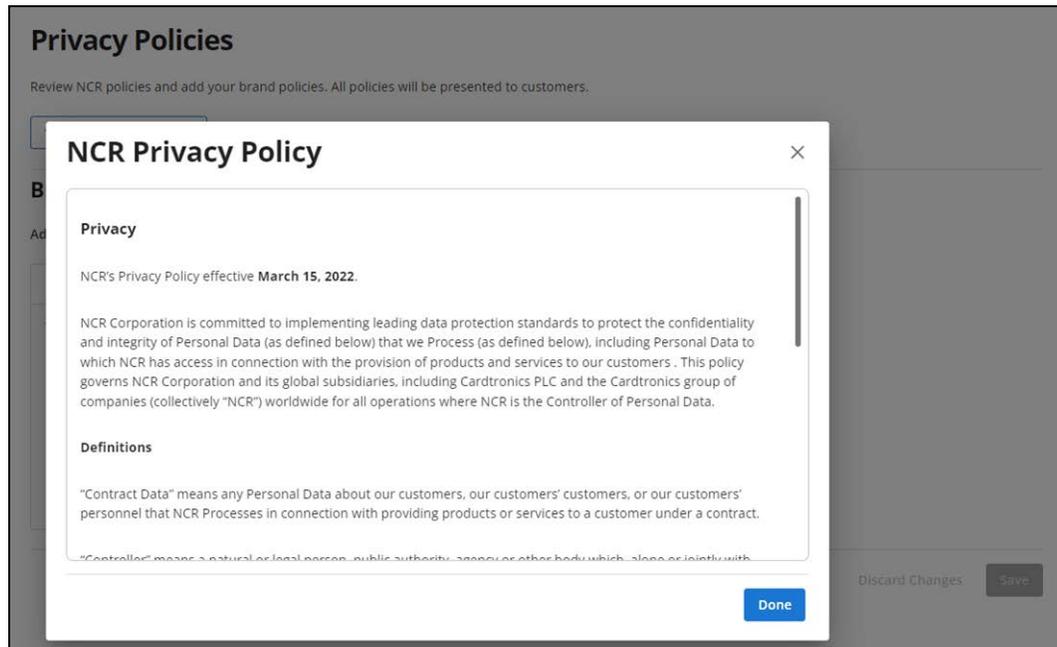


Figure 31 NCR Privacy Policy

4. Click **Done** to exit.

5. Enter or paste the text to define your brand privacy policy in the 'Brand Privacy Policy' text box. It is your responsibility to ensure your privacy policy complies with applicable laws and regulations.

**Privacy Policies**

Review NCR policies and add your brand policies. All policies will be presented to customers.

[View NCR Privacy Policy](#)

**Brand Privacy Policy (Optional)**

Add your brand privacy policy to supplement NCR privacy policy.

**B I H** [Rich Text Editor Icons]

When you are running a restaurant, you need to clearly set out the terms and conditions to specify the orders, payment terms, and the obligations of the parties.

Discard Changes [Save](#)

Figure 32 Defining Brand Privacy Policy



**Tip**

A maximum of 10,000 characters are allowed to provide your privacy policy.

6. Click **Save** to confirm changes. A success message appears for the defined policy.

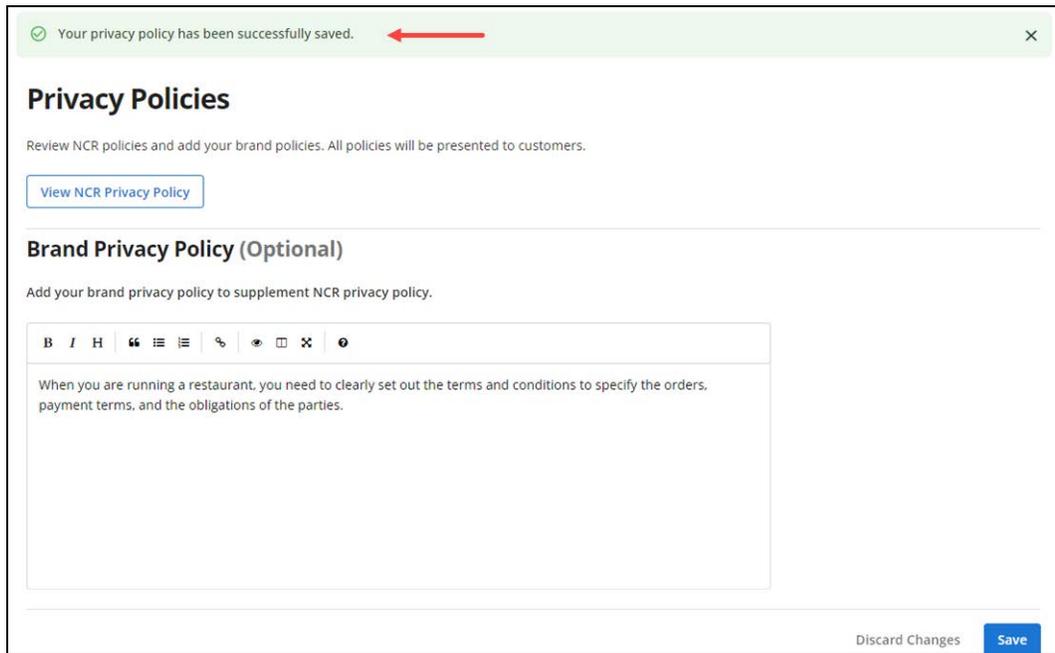


Figure 33 Success message

## Designating the online tax rate

Use Settings & Privacy > Taxes in Aloha Cloud Back Office to designate the tax rate to use when consumers order items from your online ordering menu.

The screenshot shows the 'Settings & Privacy' page with the 'Taxes' section. The page title is 'Taxes' and it includes a sub-header 'TAX CATEGORY NAME'. Below this, there is a table with columns for 'Location Name', 'No Tax\*', and 'EXCL TAX'. The 'Online' location is highlighted with a red box, showing a tax rate of 0.0000 for 'No Tax' and 10.0000 for 'EXCL TAX'. There are 'Save' and 'Discard Changes' buttons at the bottom.

Location Name	No Tax*	EXCL TAX
Honey Pepper	0.0000	10.0000
Online	0.0000	10.0000

\* Default Tax Category

Figure 34 Online tax rate

Locate the Online tax category and designate the appropriate tax percentage for items when they are purchased from your online ordering website.

### Reference

For more information, refer to ["Working with taxes"](#) in Aloha Cloud. You are solely responsible for ensuring compliance with all applicable tax laws and regulations.

### Note

When you purchase Aloha Order Direct or transition from Silver Commerce to Aloha Order Direct, the onboarding process creates the Online tax location in the Taxes function for you. You do not need to add this location, just enter the appropriate tax rate for online sales.

## Setting up payments

Use Settings & Privacy > Taxes in Aloha Cloud Back Office to set up payments. Currently, Aloha Order Direct integrates with the SecurePay online payment gateway service provider only, and leverages the existing payment configuration settings in Aloha Cloud Back Office.



### Reference

For more information, refer to [Setting up payments](#) in Aloha Cloud.

## Appendix: Field definitions

### Menu

Select **Aloha Cloud Back Office > Menu** to access this function.

### Item availability

Select **Aloha Cloud Back Office > Menu > Item Availability** to access this function.

When you set up your menu, you define the items to include on your online ordering website.

**Enable All Online Active** — Allows you to enable/disable all the defined items to appear on your online ordering website.

**Enable All In Stock** — Allows you to enable/disable all defined items available to sell on the POS and online ordering website.

**Item** — Allows you to view the list of items on a page. Hover the mouse to view the arrow mark, and click the arrow to sort the items in alphabetical order.

**Category** — Allows you to view the category type to which the item is associated. Hover the mouse to view the arrow mark, and click the arrow to sort the categories in alphabetical order.

**In Stock** — Allows you to make the item available/unavailable on the POS and online ordering website.

**POS Active** — Allows you to view and set the item status at the POS. If this is turned OFF, the item do not appear on the POS.

**Online Active** — Allows you to designate an item to appear on your online ordering website. If this is turned ON, the item can be sold online.

If the item status for Stock and Online is set to:

- **In Stock OFF/Active ON:** Item is greyed out on the POS.
- **In Stock ON/Active OFF:** Item do not appear on the POS.
- **In Stock OFF/Active OFF:** Item do not appear on the POS.

## Online ordering

This section provides a brief overview for each function on the Online Ordering menu, and field definitions for each option available within a function. The list below flows in the order in which the functions appear on the Online Ordering menu.

### Online configuration

Select **Online Ordering > Online Configuration** to access this function. Use the Online Configuration menu option to perform additional site configurations, such as establishing the website URL, defining hours available for online ordering, and more.

### Store information

Select **Online Ordering > Online Configuration > Store Information**. This function helps in designating the URL for the online ordering website, phone number, and physical location of the store. This information is visible on the store's official online ordering website, and helps consumers identify the exact location and contact details of the store.

**Website Domain** — Allows you to view/edit Website URL for changing your store name, as required. By default, the website URL auto-populates with the existing company or store names.

**Copy URL** — Allows you to copy the URL and provide a link on your company website to your online ordering website. You can also distribute the URL to other digital channels to attract guests.

**Store Information/Physical Location** — Allows you to view/add store information to know the restaurant location and contact details.

### Menu Settings

Select **Online Ordering > Online Configuration > Menu Settings** to access this function and to configure special instructions to your order.

**Special Instructions** — Allows you to configure special instructions for your menu items.

**Popular Items** — Enables a preview on your menu of the four most popular items from the last 90 days.

### Online ordering hours

Select **Online Ordering > Online Configuration > E - Commerce Hours** to access this function and to specify the hours during which you accept online orders. This information appears on the store's official online ordering website. More importantly, this functionality enables you to control the flow of online orders to the restaurant and to stop accepting online orders, as required.

**Online Ordering Hours** — Allows you to specify the hours during which you accept store online orders. Additionally, allows you to configure specific hours per day of the week. This information appears on the store's official online ordering website. More importantly, this functionality enables you to control the flow of online orders to the restaurant and to stop accepting online orders, as required.

**Apply the same set of hours to everyday** — Allows you to establish the same hours for accepting online orders for all days.

**Currently accepting orders** — Allows you to choose accept or stop accepting the orders for your online ordering website.

**Accept Orders** — Allows you to continue receiving online orders.

**Stop accepting orders** — Allows you to stop receiving new online orders.

### Operating Hours

Use **Online Ordering > Online Configuration > Operating Hours** to establish the hours during which your physical store is open. This information appears on your Google My Business profile. Additionally, this feature allows the operating times of your restaurant to appear in Google search results.

**Apply the same set of hours to everyday** — Allows you to establish the same store operating hours for all days.

### Tipping

Select **Online Ordering > Online Configuration > Tipping**. Use this functionality to define a maximum of three default tipping suggestions and to select a default tip suggestion for consumers when checking out. The default suggestions appear to the consumers during order checkout. Alternatively, if the default tipping suggestion is set to None, the suggestions do not appear during checkout. Instead, the consumers have to manually specify/provide the tip amount.

**Tips** — Allows you to enable and enter three pre-defined tip suggestion percentages to consumers. Additionally, you are able to select a default tip suggestion percentage that is pre-selected for consumers at the check out.

**Display tip suggestion at checkout** — Allows you to display the tip suggestion during checkout on the POS screen.

### Fees

Select **Online Ordering > Online Configuration > Fees**. Use this functionality to configure one or more fees for delivery, labor, and more. You can stack multiple fee calculations to meet operational needs. You can set the fee type as 'Flat Fee' or 'Percentage' amount.

**Add new fee** — Allows you to add a new fee for your online ordering website.

**Tax and pricing** — Allows you define a fee amount in percentage or flat fee and to assign a tax category.

**Set fee as a** — Designates the type of fee to configure, percentage or flat fee. Your selection determines the options that appear for configuration.

**Percentage** — Designates the fee is to calculate as a percentage of the total check. Additionally, it rounds up the fee percentage to the nearest dollar or to 10 cents.

Fee amount — Designates the percentage to use for calculating the fee.

Minimum amount (optional) — Designates the dollar amount to charge for the fee in cases where the percentage calculation is too low. When this happens, the calculated percentage is replaced with this amount.

Maximum amount (optional) — Designates the amount to charge for the fee in cases where the percentage calculation is too high. When this happens, the calculated percentage is replaced with this amount.

Round to closest (optional) — Specifies the type of round-up to occur. Select 'Dollar' to round to the nearest dollar or select '10 Cents' to round to the nearest 10 cents.

Tax category — Designates the tax category to apply to the fee. Select 'No Tax' if the fee is not subject to taxes.

**Flat fee** — Designates the fee is a flat amount.

Fee amount — Specifies the flat dollar amount to add to the check for the fee.

Tax category — Designates the tax category to apply to the fee. Select 'No Tax' if the fee is not subject to taxes.

## Order prep time

Select **Online Ordering > Online Configuration > Order Prep Time** to define the time required to prepare an order. When a consumer places an order, the duration to prepare the corresponding order keeps the consumer well informed about the time required for an order to be ready.

**Order Prep Time** — Allows you to configure the duration to prepare the corresponding order and keeps the consumer well informed about the time required for an order to be ready.

## Order settings

Select **Online Ordering > Online Configuration > Order Settings** to access this function and to configure specific order modes for your online ordering website. Currently, Aloha Order Direct only supports future orders and curbside orders.

**Future order settings** — Allows you to place online orders in advance. By default, a site can accept an online order for up to seven days in advance. If you change this to one day in advance, the site accepts orders for the current business day only.

**Curbside settings** — Allows you to place curbside orders, so that a guest can receive their order at their car without stepping into the restaurant/store.

**Dine in settings** — Allows you to configure a site so that consumers can order and pay from their table. Consumers scan the QR code available on the table to access the ordering site and enter and pay for their order. The server delivers the food to the table.

Accepting dine in orders — Establishes this site accepts dine-in orders, allowing consumers to order and pay from their table.

Generate QR codes for — Designates whether to generate a QR code for a specific table or all tables. If you select 'specific table,' you must then designate the table number for which to generate the QR code. If you select 'all tables,' you must then type the number of tables for which to generate a QR code.

Generate QR code — Provides a printable document for download and placement on the table. Consumers scan the QR code available on the table to access the ordering site and enter and pay for their order.

**Delivery settings tab** — Allows you to configure a site to accept orders for delivery and select the delivery fee to charge for the delivery service.

## Branding and privacy policies

Select **Online Ordering > Brand Configuration** to access this function. Use the Brand Configuration menu option to add branding elements, enhance your e-commerce store, review NCR policies and add to your brand policies.

### Branding

Select **Online Ordering > Brand Configuration > Branding** to access this function and to configure the restaurant logo and header image to appear on the online ordering website, so that the restaurant can portray its brand identity to end consumers. The brand logo and banner image offer a branded experience of the web page in the Online Ordering site. Based on user-level permissions, you are allowed to view and edit this information.

**Brand logo** — Allows you to configure the restaurant logo to appear on the online ordering website so that the restaurant can portray its brand identity to end consumers. The brand logo offer a branded experience of the webpage in the Online Ordering site.

**Banner image** — Allows you to configure the header image to appear on the online ordering website so that the restaurant can portray its brand identity to end consumers. The banner image offer a branded experience of the webpage in the Online Ordering site.

### Privacy policies

Select **Online Ordering > Brand Configuration > Privacy Policies** to access this function and to upload the restaurant's privacy policy. Consumers are able to access the privacy policy details through a link on the website.

**Brand privacy policy** — Allows you to upload the restaurant's privacy policy. When you are running a restaurant, you need to clearly set out the terms and conditions to specify the orders, payment terms, and the obligations of the parties. Consumers are able to access the privacy policy details through a link on the website.

## Aloha Order Direct, Implementation Guide

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