NCR V:YIX

Aloha Solution v19.6
Enhancement Release Guide

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Revision Record

Date	Version #	Description
10/12/2022	v19.6	Converted to use new template.
10/12/2022	v19.6	Updated JIRA ALOHAP-01306 to reflect Customer Survey day part support in CFC.
01/26/2023		Updated front cover and back page to reflect new NCR branding.
12/14/2023		Updated document to reflect NCR Voyix branding.

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The purpose of this document

This document contains instructions on how to set up and use the enhancements implemented in the Aloha® Point-of-Sale (POS) v19.6 enhancement release. In some instances, we combine features together to better explain the new enhancements. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature in the Front-of-House (FOH), and references to other materials to fully implement the feature. This document is not intended to fully explain a particular function or other options available or surrounding the function. For your convenience, the material for each enhancement begins on a new page, so you can properly remove and distribute the material to the necessary recipients. This document does not guarantee the options are in the same location, nor that the functionality remains the same due to enhancements implemented in future versions of the affected products.

Aloha POS Software

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Reporting loyalty overrides on BOH Audit report

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01225 WIT 169757	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Restaurants using the Loyalty program can set up options to force manager approval. For example, if a card is not swiped or must be looked up, a prompt for manager approval appears. You can now include manager overrides for Loyalty transactions on the Back-of-House (BOH) Audit report.

To include manager overrides for Loyalty transactions on the BOH Audit report:

1. Select **Reports > Aloha Point-of-Sale > Audits**.
2. Select the **date** and click **OK**. The 'Select Transactions to Audit' dialog box appears.
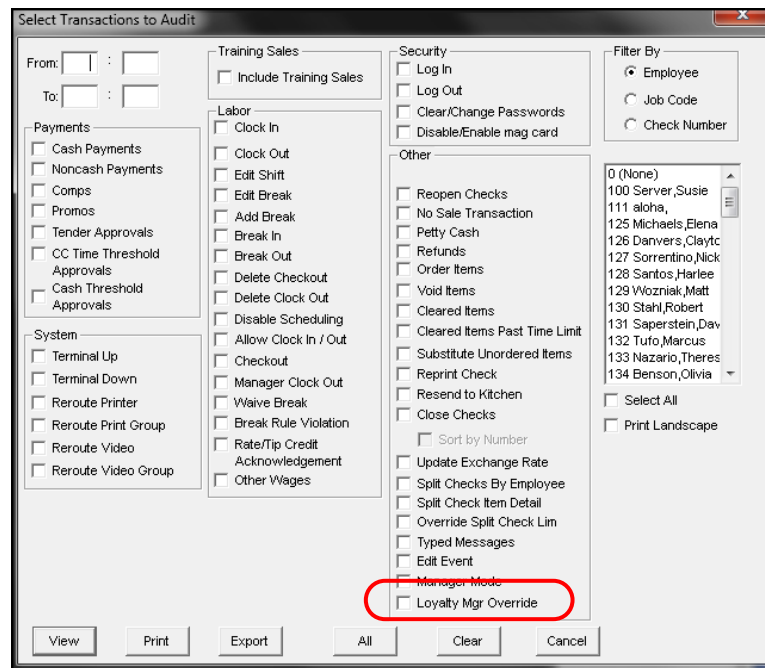
Figure 1 Select Transactions to Audit (TS)

3. Under 'Other,' select **Loyalty Mgr Override**.
4. Click **View**, **Print**, or **Export** to review the report.

Figure 2 Audit Report Sample

The entry includes the time, check ID, member name, and the manager who approved the override.

Excluding empty checks from the calculation when performing punch edits

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01229 WIT 272956	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In POS v15.1, we introduced a new option called 'Prevent editing shifts that do not align with sales' to prevent you from editing a shift to a time that is earlier or later than the time stamp on sales transactions existing for that employee on that date. Now the system also excludes empty checks from the calculation when performing punch edits. For example, an empty check occurs when a bartender performs any function on the POS, such as clocking in or logging in to the system. Normally, this is not an issue; however, if the employee uses the wrong job code, or clocks in too early, the shift cannot be edited due to the empty check opened at the initial log in.

> **ⓘ Note:** You must select 'Prevent editing shifts that do not align with sales' under the 'Clock In/Out' group bar in the Labor group on the Store Settings tab in Maintenance > Business > Store to use this feature successfully.

Preventing zero-priced open items from printing on kitchen chits

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01248	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, you can prevent a zero-priced open item from printing on the guest check. You can now prevent zero-priced open items from printing on the kitchen chit.

To define an item as an open item, access Maintenance > Menu > Items and:

- Create an item of the 'Standard' type and select 'Ask for description' under the 'Settings' group bar on the Item tab.

- Select the Pricing tab and select Ask for Price as the pricing method and type '0.00' as the minimum price under the 'Pricing options' group bar.

- Select the Print tab and clear 'Print on check when price is zero' under the 'Check printing' group bar.

To prevent zero-priced open items from printing on kitchen chits:

1. Select **Maintenance > Menu > Items**.
2. Select the **open item** from the drop-down list.
3. Select the **Print** tab.
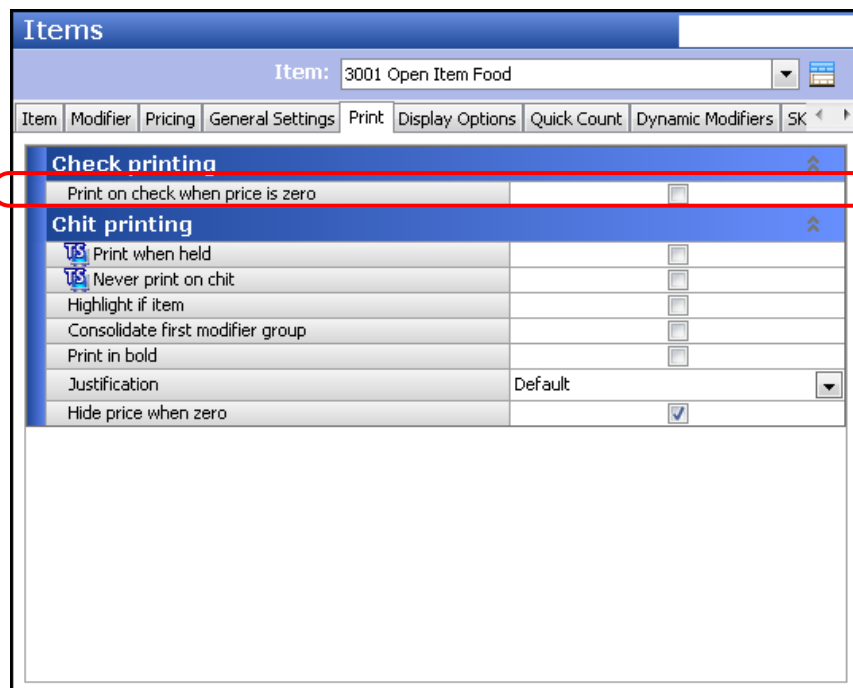
Figure 3 Hide Price When Zero

4. Under the 'Chit printing' group bar, select **Hide price when zero** to prevent zero-priced open items from printing on the kitchen chit.

    Hide price when zero — Prevents zero-priced open items from printing on the kitchen chit. ***Documented Version:*** v19.3. ***Required Options:*** You must configure the open item in Maintenance > Menu > Items as 'Ask for description,' 'Ask for Price,' '0.00' as the minimum price, and clear 'Print on check when price is zero' to use this feature effectively.

5. Repeat this **procedure** if for any other open menu items.
6. Click **Save** and exit the **Items** function.

Combining customer voucher with guest check for EMV Moneris

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01249 WIT 190415	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, there are two to three artifacts that print with each PIN pad payment for EMV Moneris:

- One guest check

- One customer voucher (required)

- One merchant voucher

EMV Moneris stipulates very specific requirements for what must appear on guest checks and vouchers. One specific requirement states the store information header must appear on the guest check and all additional vouchers. This increases paper usage, and, in an effort to help restaurants conserve paper, you can now combine the information from the customer voucher and the guest check into one document.
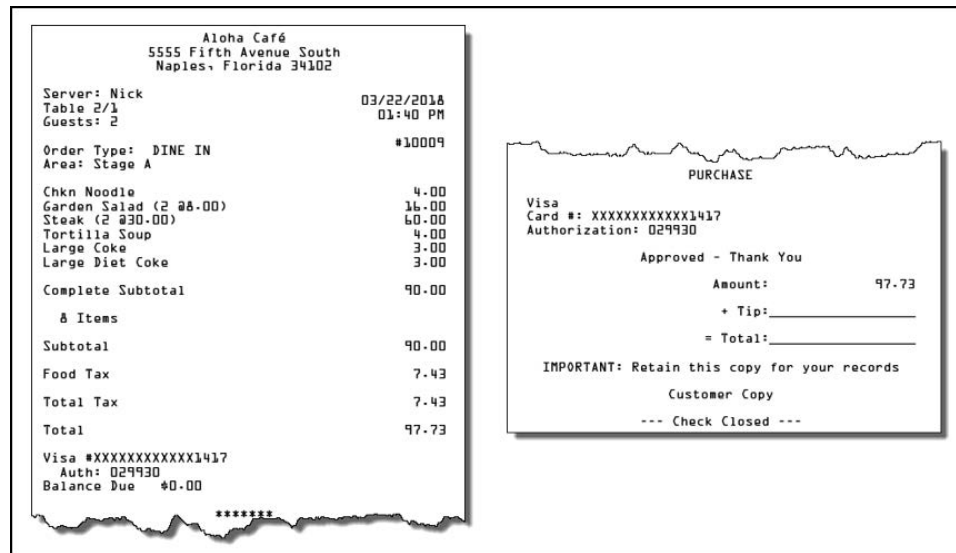
Figure 4 Guest Check Example

To combine the customer voucher and guest check into one document:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Credit Card** group located at the bottom of the screen.
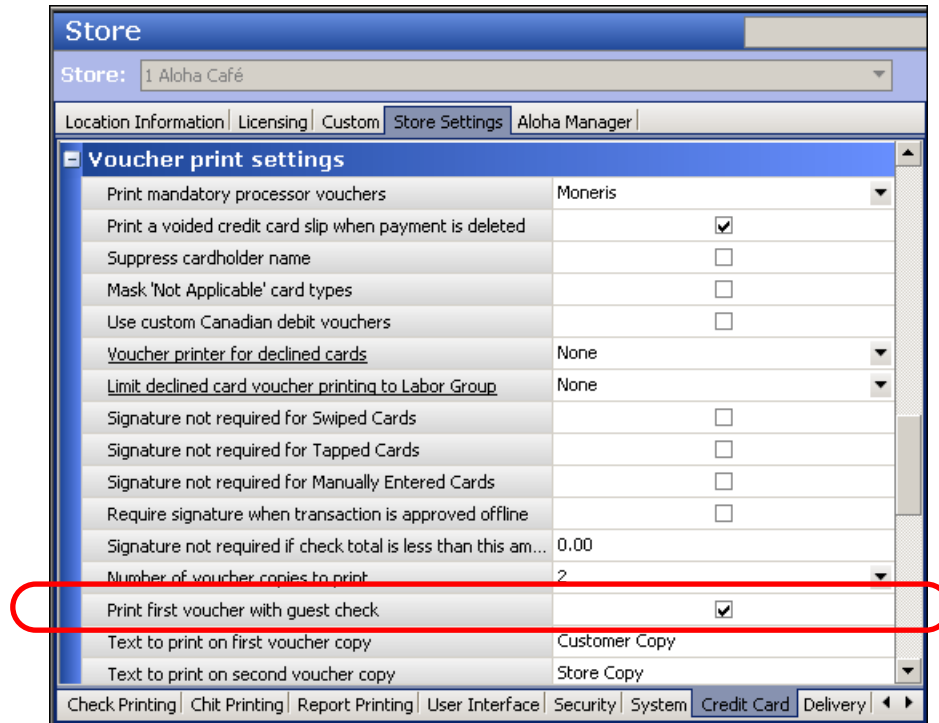
Figure 5 Credit Card Group - Voucher Print Settings Group Bar

4. Under 'Voucher print settings' group bar, select **Print first voucher with guest check**.

   Print first voucher with guest check — Combines the information for the customer voucher (first voucher that prints) with the guest check, reducing the amount of paper required for PIN pad payments only. ***Note:*** This option is for use with EMV Moneris only. ***Documented Version:*** v19.3.

5. Click **Save** and exit the **Store** function.

Preventing multiple quick refunds of same closed check

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01259	Aloha Quick Service	Configuration Technician End User

Currently, you can refund a check using the Quick Refund button and copies the original check to a new check in 'refund' mode. You can now limit only one quick refund per closed check. Additionally, if the guest is a Loyalty member, any accrued or deducted points move from the original check to the quick refund check to retain an accurate status of the Loyalty account.

To use this feature, you must have:

- An employee with the ability to perform a refund. Access Maintenance > Labor > Access Levels and select the refund types under the 'Financial' group bar.
- Non-cash tenders configured to allow refunds. Access Maintenance > Payments > Tenders and select 'Can refund' for each non-cash tender you allow to be refunded.
- The Quick Refund button on a FOH panel. Access Maintenance > Screen Designer > Quick Service Screen Designer and add the Quick Refund function button.

To prevent more than one quick refund per closed check:

1. Select **Maintenance > Business > Store > Store Settings** tab.
2. Select the **Security** group located at the bottom of the screen.
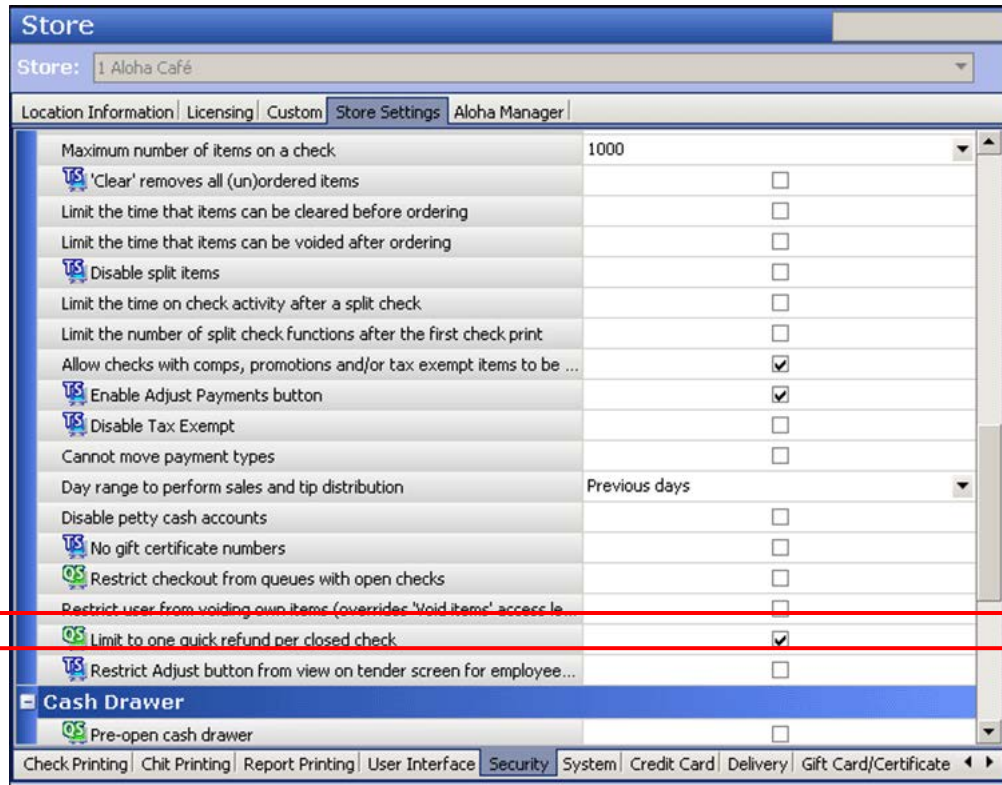
Figure 6 Store Settings Tab - Security Group

3. Under the 'Restrictions' group bar, select **Limit to one quick refund per closed check**.

    Limit to one quick refund per closed check — Prevents employees from refunding a closed
    check multiple times using the Quick Refund function. *Documented Version:* v19.3. *Related
    Requirements:* You configure the Quick Refund button in Maintenance > Screen Designer >
    Quick Service Screen Designer.

4. Click **Save** and exit the **Store** function.

Displaying a double zero button on tender screen

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-1304	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In countries where rounding is prevalent, an employee must enter additional touches to tender the transaction. For example, a check rounds to $16.00. The employee must touch the one, six, and zero buttons, as well as another zero button to enter the amount. You can now add a double-zero to the check with a single button touch, increasing speed of service.
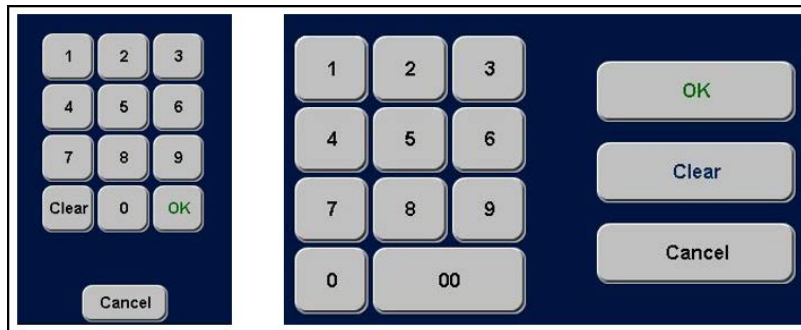
Figure 7 Original Keypad (Left); Keypad with Double-Zero Button (Right)

To display a double zero button on the Tender screen:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **User Interface** group located at the bottom of the screen.
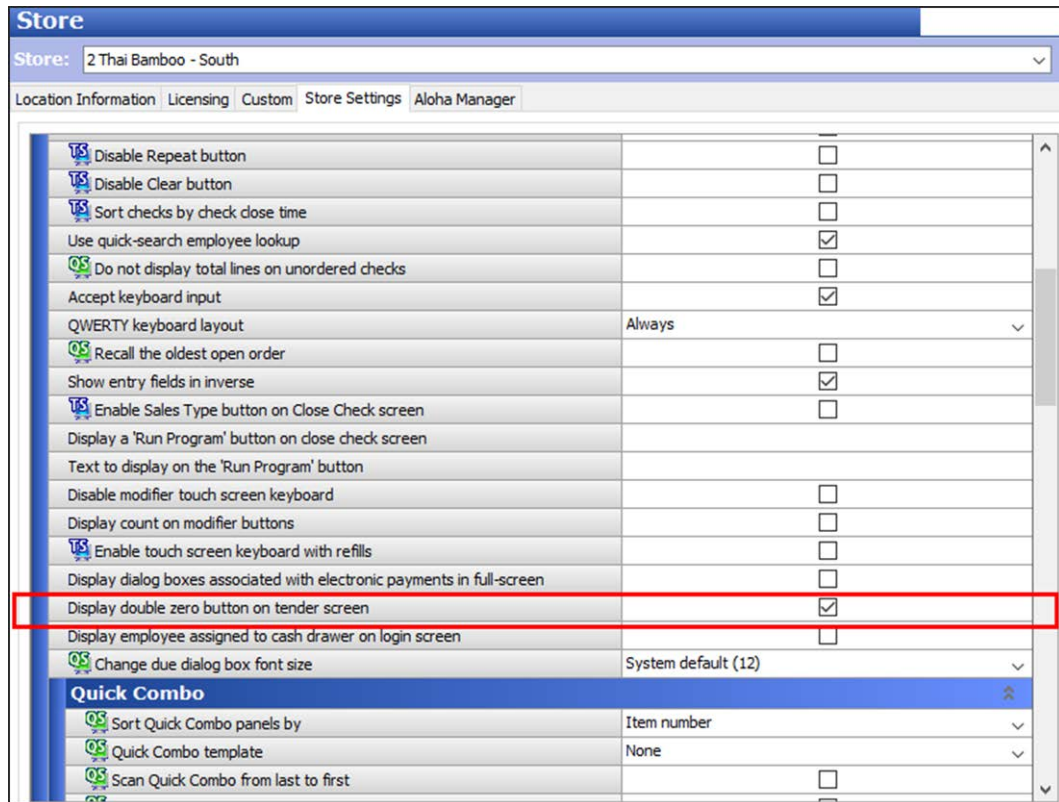
Figure 8 User Interface Group - Display Group Bar

4. Under the 'Display' group bar, select **Display double zero button on tender screen** to add a double zero button to the keypad that appears on the Tender screen, allowing you to add two zeros to the tender amount using a single button touch.

    Display double zero button on tender screen — Enables a double zero button to appear on the keypad that appears on the Tender screen, allowing you to add two zeros to the tender amount using a single button touch. ***Documented Version:*** v19.3.

5. Click **Save** and exit the **Store** function.

Preventing comp discounts on quick combos

Version	Tracking Number	Products	Audience
POS v19.3	ALOHAP-01305	Aloha Quick Service	Configuration Technician End User

Some restaurants discount quick combos to the lowest price possible, and do not want them discounted further using comps. You can now select a comp as ineligible for a quick combo. For example, a Hamburger quick combo is $7.77, and the restaurant does not want the quick combo discounted further by applying a comp.

To preventing comp discounts on quick combos:

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion configured as a quick combo**.
3. Select the **Restrictions** tab.
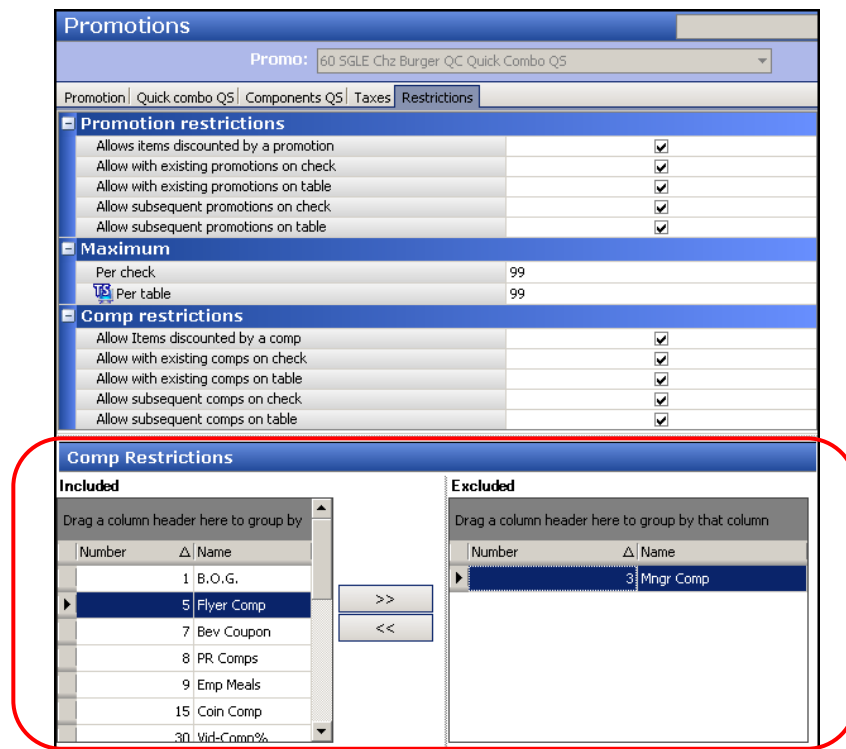
Figure 9 Promotions - Restrictions Tab

4. Under the 'Comp Restrictions' group bar, select the **comp**, such as 'Mngr Comp' from 'Included' and click **>>** to move it to 'Excluded.'
5. Repeat **step 4** for any additional comps to disallow for the quick combo
6. Click **Save**.

7. Repeat this **procedure** for any other quick combo for which you want to exclude comp discounts.

8. Exit the **Promotions** function.

If an employee attempts to add an ineligible comp to the check, an error message appears:
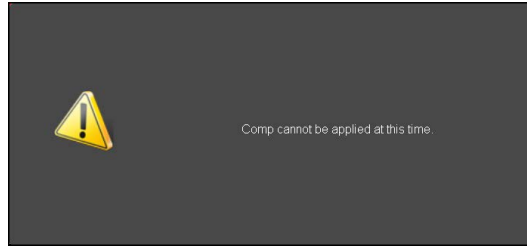
Figure 10 Error Message - Comp Cannot Be Applied At This Time

Enhancing Customer Survey

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01306	Aloha Quick Service, Aloha Table Service	Configuration Technician
CFC v21.6	ALOHAP-04085		End User

We enhanced the Customer Survey feature to allow you to define a set of conditions under which a guest can earn a reward for a campaign. We also added the ability to establish the survey printing frequency for all day parts.

📖 **Reference:** Refer to the Customer Survey Feature Focus Guide for more information.

Defining conditions for printing customer surveys

The Campaign Rulebook feature allows you to define a set of conditions under which a guest can earn a reward for a campaign. The reward can be in the form of a printed voucher to be redeemed on their next visit to your restaurant, or an immediate reward, such as a free $5.00 gift card with the purchase of $50.00 in gift cards. Effective in POS v19.3, we expanded the Campaign Rulebook feature to allow you to also define a set of conditions under which a customer survey prints. For example, when a guest purchases a minimum of $10.00 from the Food category, the designated customer survey prints on their guest check. You can also stipulate that a specific comp or promo cannot be applied to the guest check for the customer survey to print.

📖 **Reference:** Refer to the Campaign Rulebook Feature Focus Guide for more information.

Configuring the survey printing frequency for all day parts

For ease of use, you can now configure the frequency for which to print a customer survey for all day parts instead of for each individual day part.

💡 **Tip:** You must upgrade to Aloha Configuration Center or Aloha Manager 21.6 to configure the survey printing frequency for all day parts.

To configure the survey printing frequency for all day parts:

1. Select **Maintenance > Messaging > Survey**.

2. Click **New** to create a new survey or select an **existing survey** from the drop-down list.
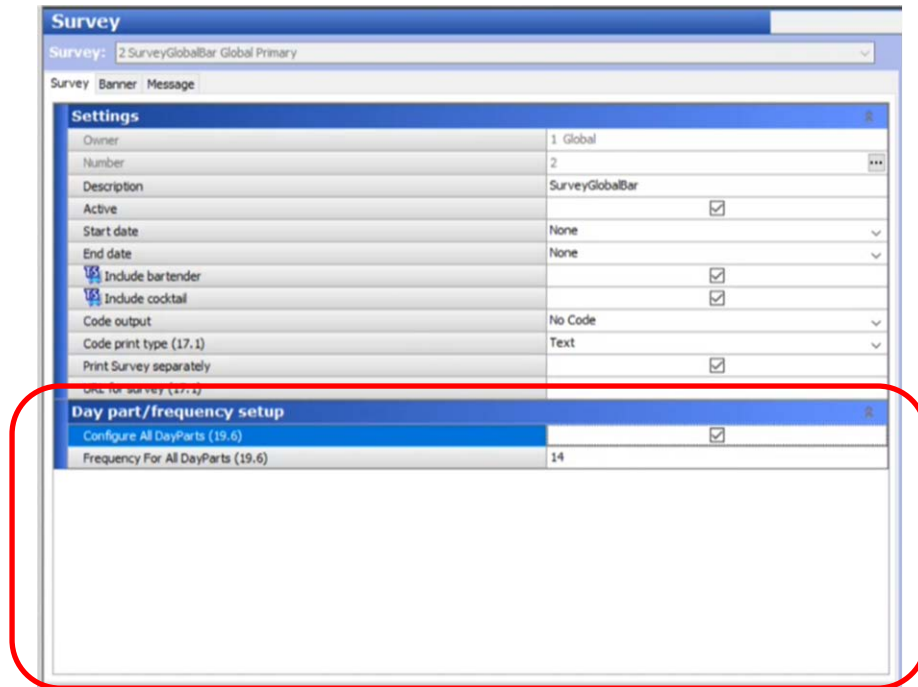
Figure 11 Surveys Function

3. Under the 'Day part/frequency setup' group bar, select **Configure All DayParts**.

   Configure All DayParts — Allows you to set the same printing frequency for all day parts. Clear this option to set the frequency for each individual day part. **Documented Version:** POS v19.6. *Related Options: 1)* This option enables the 'Frequency For All DayParts' option. *2)* Selecting this option hides 'Day part 1' through 'Day part 4.'

4. Type the **frequency** to apply to all day parts in 'Frequency For All DayParts.'

   Frequency For All DayParts — Determines the frequency with which the survey prints for all day parts. For example, if you enter 5, the survey prints on every fifth guest check for all day parts. **Documented Version:** POS v19.6. **Required Options:** You must select 'Configure All DayParts' to enable this option.

5. Click **Save**.

6. Repeat this **procedure** for each survey needing to configure the frequency for all day parts.

7. Exit the **Survey** function.

Enhancing auto-clock out

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01307	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Aloha POS system offers a feature that automatically clocks out any employee who is still clocked in at the time the End-of-Day (EOD) process runs. For example, if an employee checks out at 3:00 p.m. but forgets to clock out at the end of the shift, the system automatically clocks the employee out when the EOD process runs at 11:00 p.m.; however, the system records the clock out time as 3:00 p.m., same as checkout time for the employee. Using this logic, it is possible to under pay an employee who works beyond their checkout time. Effective in POS v19.3, the system provides two options for automatically clocking out an employee, using their checkout time (current functionality) or using the time at which the EOD runs. In keeping with the above scenario, when using the time at which the EOD runs, the system records the automatic clock out as 11:00 p.m.

> **!** **Important:** Upon upgrade to POS v19.3, if 'Auto clock out at End of Day' is False (not selected), the drop-down selection for 'Auto-Clock Out time' is set to 'None.' If Auto clock out at End of Day' is True (selected), the drop-down selection for 'Auto-Clock Out time' is set to 'Checkout time,' in keeping with current functionality. No action is required on your part unless you want to change the feature to use the time at which the End-of-Day runs instead.

To configure auto-clock out to use the time at which EOD runs:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Labor** group located at the bottom of the screen.
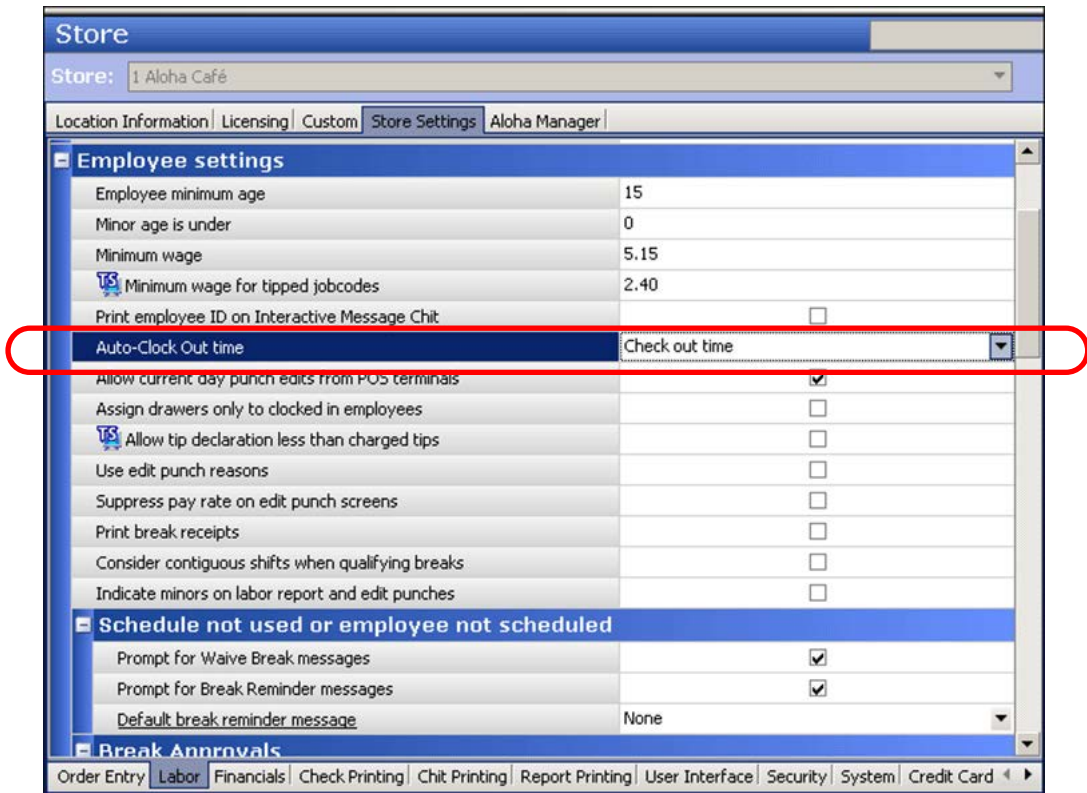
Figure 12 Store - Store Settings - Labor Group

4. Under the 'Employee Settings' group bar, select 'End of day' from the 'Auto-Clock Out time' drop-down list.

    Auto-Clock Out time — Enables the system to automatically clock out any employee who forgets to clock out at the end of their shift and is still clocked in at the time the EOD occurs, based on your selection. You can choose to not use this feature, use the employee checkout time as the employee clock out time, or use the time at which the End-of-Day process runs as the employee clock out time. If an employee has not run a checkout, the system checks them out, and then clocks them out. For non-order entry employees, the system clocks them out at the time of EOD. It may be necessary to make pay adjustments no matter which method you choose. ***Documented Version:*** v19.3. Prior to v19.3, this option was called 'Auto clock out at End of Day.' ***Related Options:*** If you select 'End of day,' in 'Auto-Clock Out time,' along with '24-hour operation'

under the 'Day/Time' group bar in Maintenance > Business > Store > Store Settings tab > System group, the system clocks employees out at the time EOD runs, but does not clock them back in for the new business day.

None — Disables the auto-clock out feature. The system discards the shift times for employees who do not check out before the EOD runs, and the shift does not appear in edit punches. ***Related Options:*** If you select '24-hour operation,' under the 'Day/Time' group bar in Maintenance > Business > Store > Store Settings tab > System group, the system clocks employees out at the time EOD runs and then clocks them back in for the new business day.

Checkout time — Uses the employee checkout time as the employee clock out time. For example, if an employee checks out at 3:00 p.m. and the EOD process runs at 11:00 p.m., the system records the clock out time as 3:00 p.m., same as the checkout time for the employee. This may result in under-paying an employee and a pay adjustment may be required.

End of day — Uses the time at which the EOD process runs as the employee clock out time. For example, if an employee checks out at 3:00 p.m. and the EOD process runs at 11:00 p.m., the system records the clock out time as 11:00 p.m., the time at which the EOD process runs. This may result in over-paying an employee and a pay adjustment may be required.

5. Click **Save** and exit the **Store** function.

Excluding items sold as non-taxable from discount distribution

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-01563 WIT 418670	Aloha Quick Service	Configuration Technician End User

A Goods and Services Tax (GST) is a percentage tax on the sale of goods and services; however, you can exempt certain items from the GST tax, as allowed. For example, when a guest who is dining in your restaurant purchases a bottled water as part of a quick combo, it is necessary to charge a GST tax on the bottled water. If, however, that same guest purchases the bottled water as part of a quick combo for carry-out, the bottled water is GST-exempt.

It is common practice to group items together as one item, such as a quick combo, and charge a lower price for the grouped item than the sum total of each ala carte item included in the combo. When all items in the quick combo are subject to the GST tax, calculating and distributing the discount to the items on the check is straightforward, but when one of the items in the quick combo is exempt from the GST tax, the desire is for the system to exclude the price of the GST-exempt item when calculating and distributing the discount. You can now exclude GST-exempt items from the quick combo discount distribution.

SCENARIO: You offer a quick combo and it contains a hamburger, French fries, and bottled water as a drink choice. When you sell the quick combo for dine-in, the bottled water is subject to GST tax and is included in the quick combo discount distribution; however, when you sell the quick combo for carryout, the bottled water is exempt from GST tax and excluded from the discount distribution. The following table shows the discount distribution for the quick combo when it is included in the discount distribution vs. when it is not included.

Quick Combo Item	A La Carte Price	Discount Distribution When Water Sold as Taxable	Discount Distribution %	Discount Distribution When Water Sold as Non-Taxable	Discount Distribution %
Hamburger	$4.00	$3.00	50%	$2.67	67%
Medium French Fries	$2.00	$1.50	25%	$1.33	33%
Bottled Water*	$2.00	$1.50	25%	$2.00	0%
Total	$8.00	$6.00	100%	$6.00	100%

Figure 13 Scenario Table

Configuring items sold as non-taxable from discount distribution

To exclude GST-exempt items from the quick combo discount distribution, you must:

- Configure the GST tax, if not already configured. (This document assumes your GST tax is already configured. How to configure a GST tax is outside the scope of this document.)
- Create a category of the General type and ensure you include all items that are taxable when you apply the order to a non-taxable order mode.
- Designate the order modes from which you can sell items as non-taxable.
- Configure each quick combo to exclude GST-exempt items from the discount distribution.

To create a category of items that are taxable when you apply the order to a non-taxable order mode:

1. Select **Maintenance > Menu > Categories.**
2. Click the 'New' drop-down list, select **General**, and click **OK**.
3. Under the 'Settings' group bar, type a **name**, such as 'Taxable Items,' to identify the general category.
4. Select the **Items** tab.
5. Select **all items that are taxable** when you apply an order to an order mode designated as non-taxable from the 'Available' list box and click **>>** to move the items to the 'Included' list box.
6. Click **Save** and exit the **Categories** function.

To designate an order mode as not subject to tax:

1. Select **Maintenance > System Settings > Order Mode**.

2. Select an **order mode** from which you can sell items as non-taxable.
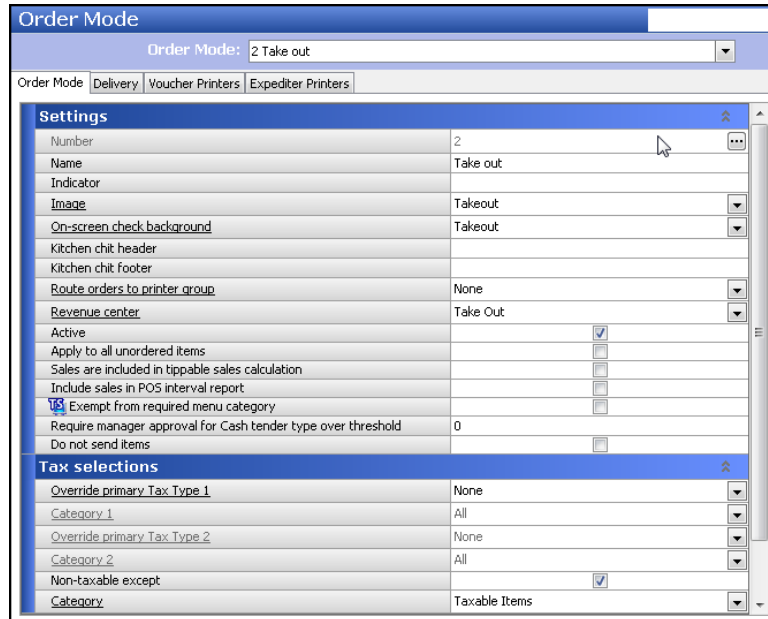
Figure 14 Order Mode - Order Mode Tab

3. Under the 'Tax selections' group bar, select **Non-taxable except** and then select the **category** containing the items subject to tax from the 'Category' drop-down list.

4. Click **Save**.

5. Repeat this **procedure** for each order mode from which you sell items as non-taxable.

6. Exit the **Order Mode** function.

Excluding non-taxable items from discount distribution

You must configure each quick combo that offers an item that can be sold as non-taxable to exclude the item from the discount distribution when the right conditions are met. For example, you want to evenly distribute the discount across all items in the quick combo when they are all subject to the GST tax, but exclude the item from the discount distribution when you sell it tax-free.

To exclude quick combo items sold as non-taxable from discount distribution:

1. Select **Maintenance > Payments > Promotions**.

2. Select a **quick combo** from the drop-down list.

Figure 15 Payments - Promotions

3. Under the 'Settings' group bar, select **If non-taxable exclude from discount** to exclude the item from the discounted price calculations of a quick combo.
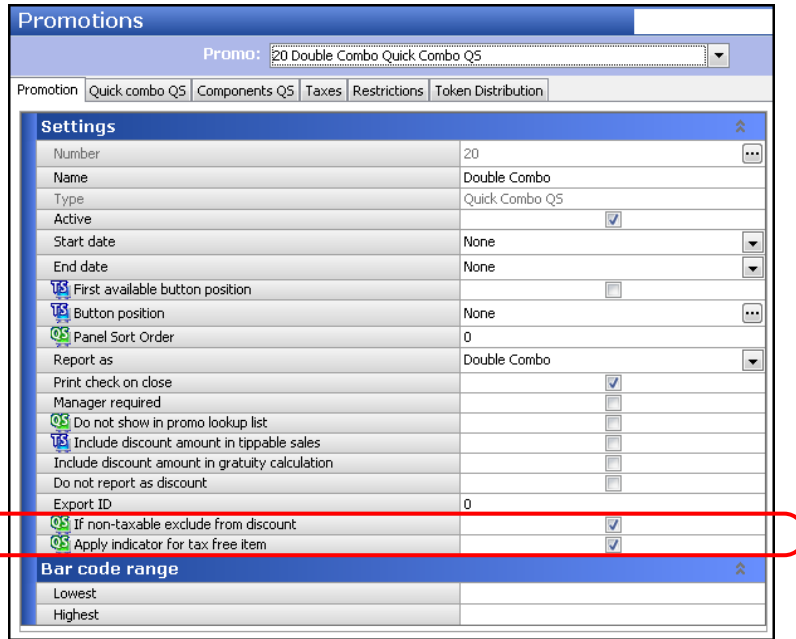
   If non-taxable exclude from discount — Excludes the price of any item in the quick combo sold as non-taxable, when calculating the quick combo discount distribution for reporting purposes. ***Documented Version:*** v19.3. ***Related Options:*** Selecting this option exposes 'Apply indicator for tax free item.' ***Related Requirements:*** Access Maintenance > System Settings > Order Mode and select 'Non-taxable except' under the 'Tax selections' group bar to designate an order mode as non-taxable. Selecting this option exposes 'Category,' which allows you to designate the category containing items that are taxable when an order is applied to the order mode.

4. Select **Apply indicator for tax free item** to indicate the tax-free item using an asterisk on the guest check.

   Apply indicator for tax free item — Includes an asterisk on the guest check next to any item in the quick combo sold as non-taxable. ***Documented Version:*** v19.3. ***Related Options:*** You must select 'If non-taxable exclude from discount' to enable this option.

5. Click **Save**.

6. Repeat this **procedure** for each quick combo promotion for which you need to exclude GST-exempt items from the discount distribution.

7. Exit the **Promotions** function.

Figure 16 Guest Check Example

Embedding a website address within a survey QR code

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-03216	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Customer Survey feature provides restaurants the ability to prompt randomly selected guests for feedback about their dining experience in exchange for a reward or discount. The prompt prints on the guest check along with a phone number for guests to call and enter a unique code to access the survey. You can choose between text, bar code, or QR code. With these methods, guests use a smart phone or tablet to scan a bar code or QR code that prints on the guest check to access the survey on your website or app. You can now embed a website address within a QR code that prints on a survey. The query string includes the website address, the store ID, visit date, visit time, check ID/transaction number (up to 10 digits in length), and order mode.

To embed a website address within a survey QR code:

1. Select **Maintenance > Messaging > Survey**.
2. Select an **existing survey** for which to embed a website address in the QR code.

Figure 17 Messaging - Survey

3. Under the 'Settings' group bar, verify **QR code** is selected from the 'Code print type' drop-down list.

4. Type the **website address** to embed in the survey QR code in 'URL for survey.'

   URL for survey — Designates the website address to embed within the QR Code that prints on the survey. ***Documented Version:*** v19.3.

5. Click **Save** and exit the **Survey** function.

📖 **Reference:** Refer to the Customer Survey Feature Focus Guide for more information.

Configuring multiple PMS hosts

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-04244 ALOHAP-04246	Aloha Quick Service, Aloha Table Service, Aloha EDC	Configuration Technician End User

You can now integrate with up to ten Property Management Systems and allow the restaurant to post room charges to different hotels owned by the same parent company.
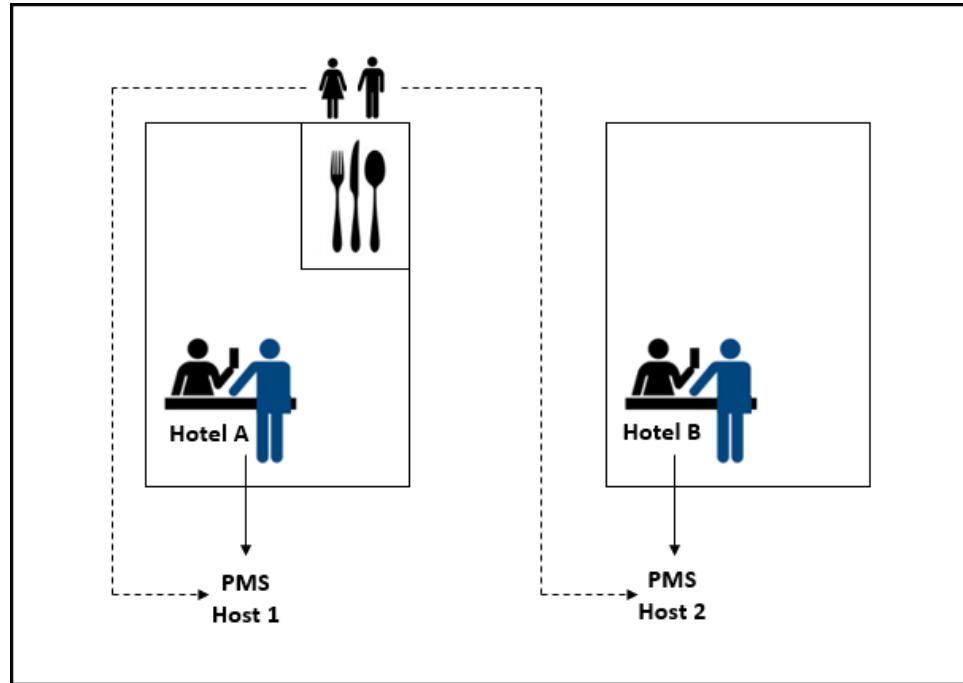
Figure 18 Multiple PMS Hosts Example

SCENARIO: A guest is staying at Hotel A and meets a friend for dinner in the hotel restaurant. The friend is staying at a sister hotel, Hotel B. Because the restaurant can post room charges to two different hotels owned by the same parent company (two separate PMS hosts) both the guest and the friend can charge their meal to their respective hotel rooms.

Configure up to ten PMS hosts in Maintenance > Electronic Draft Capture > PMS Parameters and make note of the record number. You will type the record number in 'PMS tender ID' under the 'Property management settings' group bar on the 'Type' tab in Maintenance > Payments > Tenders.

> 📖 **Reference:** Refer to the PMS Integration Guide for more information regarding Property Management Systems.

Printing the original check number on a quick refund check

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-04799 ALOHAP-14664	Aloha Quick Service	Configuration Technician End User

Currently, when a quick refund check prints, the original check number is not referenced. You can now link a quick refund check to a closed check (using GndAudit.dbf), and print the original check number on the quick refund check. If you customize your guest check layout, use Print Designer to define where to place the original check number on the quick refund check.

To enable the printing of the original check number on a quick refund check:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
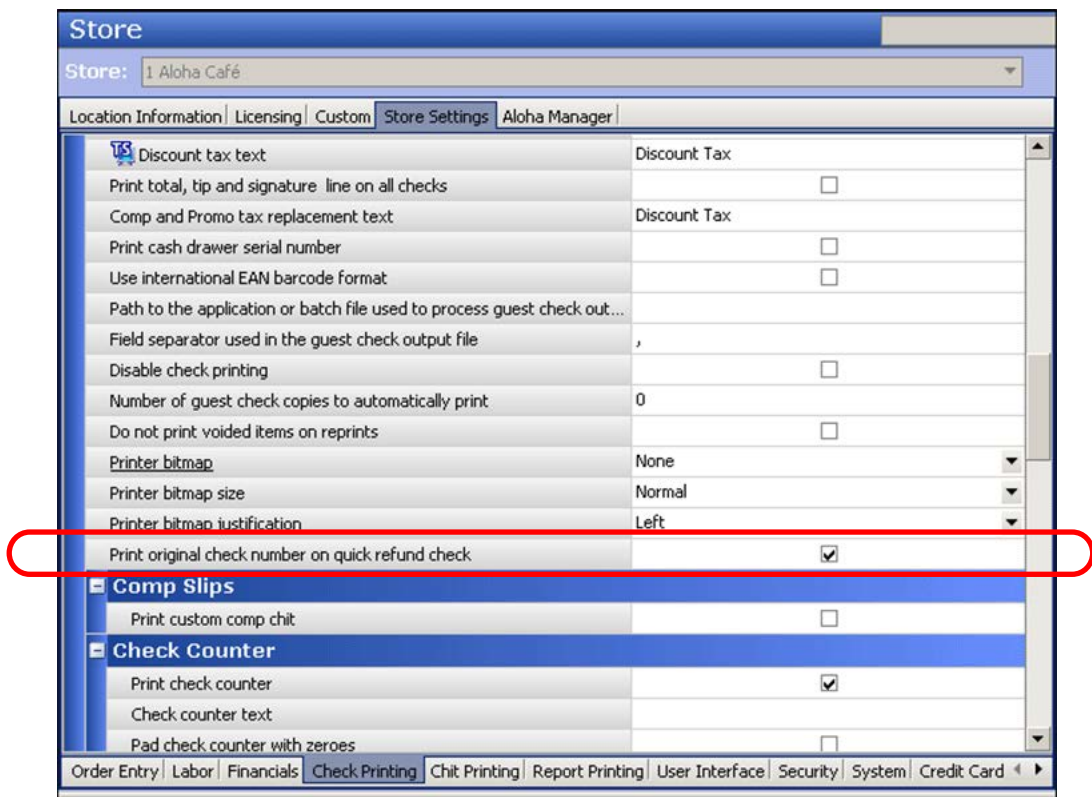3. Select the **Check Printing** group located at the bottom of the screen.

Figure 19 Store - Store Settings - Check Printing Group

4. Under the 'Guest Check Content' group bar, select **Print original check number on quick refund check**.

Print original check number on quick refund check — When performing a refund using the Quick Refund button, the original check number appears as a reference on the refund check. ***Documented Version:*** v19.3.

5. Click **Save** and exit the **Store** function.

To define where to place the original check number on a custom guest check:

1. Select **Maintenance > Hardware > Print Designer**.
2. Select the **custom guest check design**, such as 'Guest check,' from the drop-down list.
3. Select the **Design** tab.
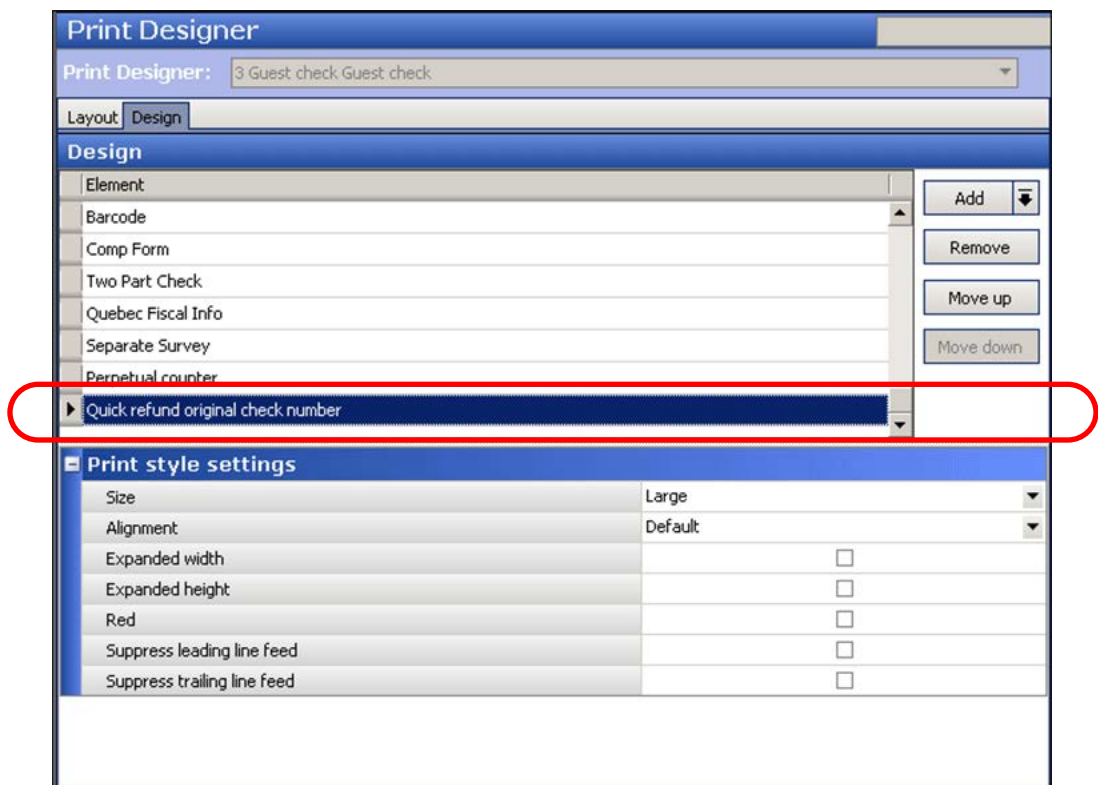
Figure 20 Print Designer - Design Tab

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Quick refund original check number**, and click **OK**. The new element appears at the bottom of the 'Design' group bar.
5. Click **Move Up** to place the original check number in the desired location.
6. Under the 'Print' style settings group bar, configure the **remaining options**.
7. Click **Save** and exit the **Print Designer** function.

Using the quantity button to modify like items

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-05934	Aloha Quick Service	Configuration Technician End User

When you sell multiples of a single like item on a guest check, you need to easily add the same modifier to more than one of the like items. For example, a guest orders twelve sliders, but wants a pickle added to only four of them. Prior to this enhancement, you had to select and add the Pickle modifier to each of the four like items one at a time. Now you can easily add a pickle to four of the sliders using the Quantity button. If Pickle is a priced modifier, the guest check updates to reflect the additional charge for the priced modifier multiplied by the number of like items selected for modification.

To enable using the Quantity button to modify like items:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
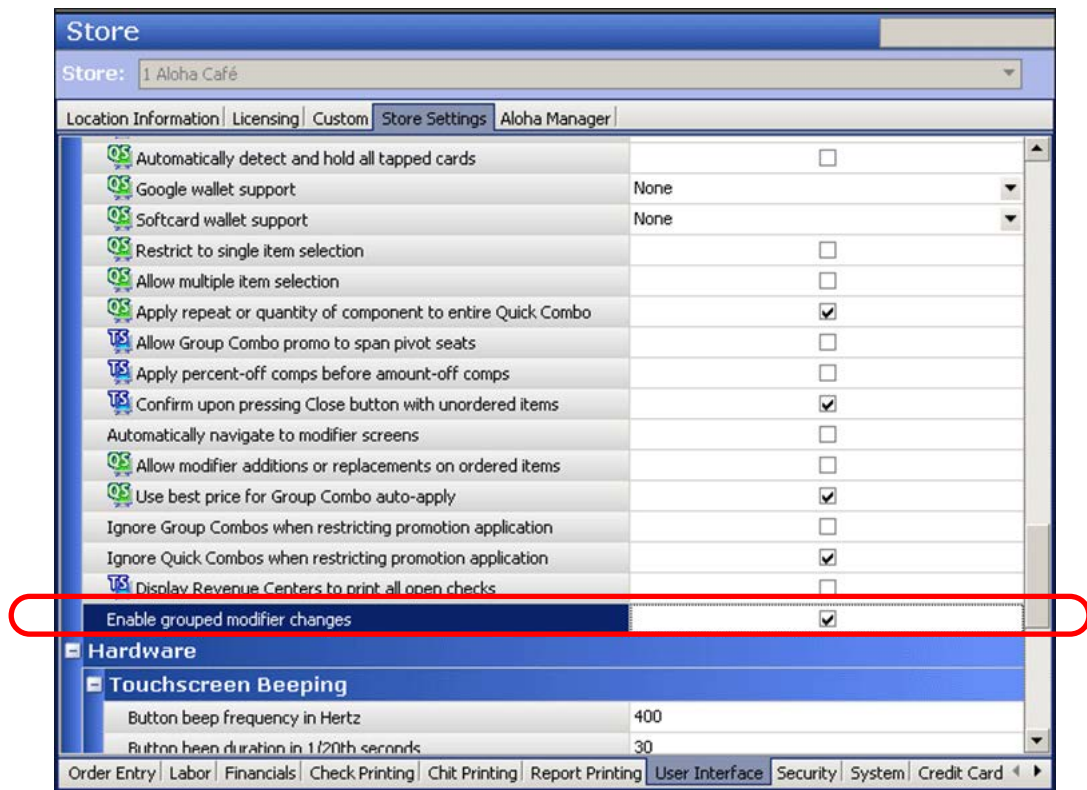3. Select the **User Interface** group located at the bottom of the screen.

Figure 21 Store Settings Tab - User Interface Group

4. Under the 'Functionality' group bar, select **Enable group modifier changes**.

Enable grouped modifier changes — Allows you to use the Quantity button to easily add the same modifier to more than one like item on a guest check, if the like items appear consolidated in the guest check window. If the modifier you select is a priced modifier, the guest check updates to reflect the additional charge for the priced modifier multiplied by the number of like items selected for modification. For example, a guest orders 12 sliders, but wants pickles added to only four of them. Pickles, when added as a priced modifier, is $0.25 so the system adds $1.00 to the guest check. **Documented Version:** v19.3. *Related Options:* You must use the consolidated feature in the guest check window.

5. Click **Save** and exit the **Store** function.

SCENARIO: A guest orders 12 sliders and want pickles added to only four of the sliders. A group combo called 'Sliders by the Dozen' is used to add the 12 sliders to the check. If the items are not consolidated in the guest check window, touch the Consolidate button.

To use the Quantity button to easily add the same modifier to more than one like item on a guest check:

1. Log in to the **FOH**.
2. Add the **item** to the guest check window. In this example, we added **Sliders by the Dozen**.
3. If the items are not consolidated, touch the **consolidation toggle** button in the top right corner.

> **ⓘ Note:** To use this feature successfully, like items must appear consolidated in the guest check window.

4. Touch the **quantity button** that coincides with the number of items to modify, in this case, 4.

5. Touch the **modifier item**, such as Pickle. The modifier appears indented under the menu item in the guest check.
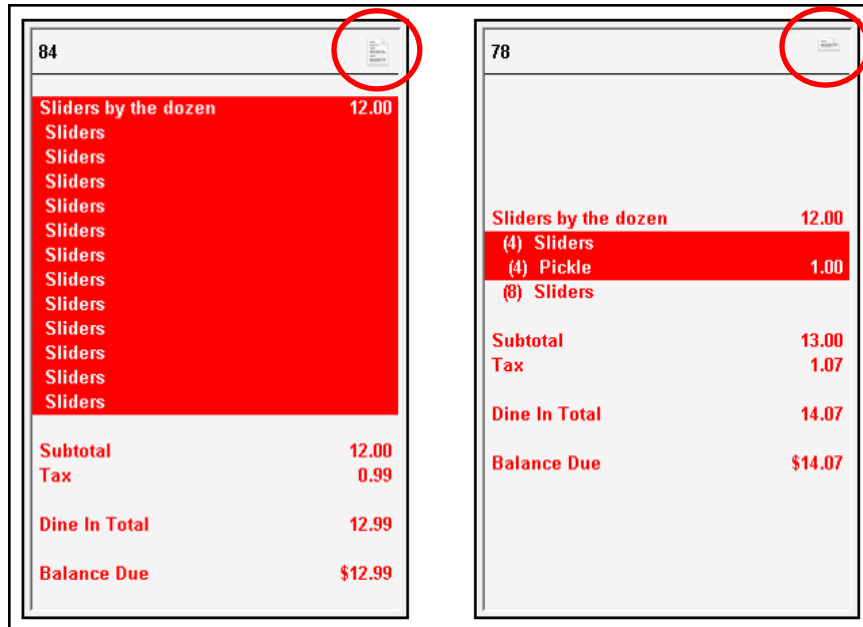
Figure 22 Quick Service Consolidation Toggle Button

6. **Tender** and close the **check**.

Creating a filter for undesired words in the FOH

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-06726 ALOHAP-07565	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

There are multiple locations when working in the Front-of-House (FOH) where employees can enter free-form text that is guest facing, such as tab names, check names, open modifiers, open items, special instructions, and more. Now you can set up a filter for preventing the entry of undesired words, such as profanity, in these locations. If an employee enters one of these words on the FOH, the system displays a message letting the employee know the entry is not allowed and to please re-enter the information.
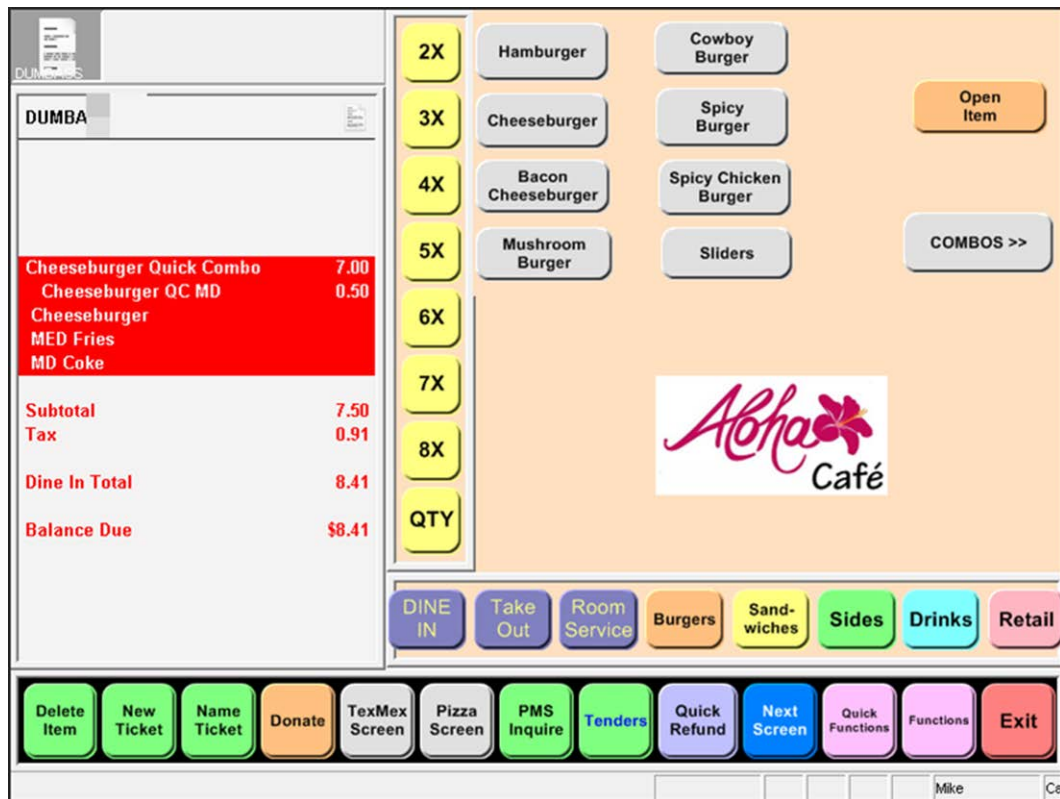
Figure 23 Profanity Entered on the FOH
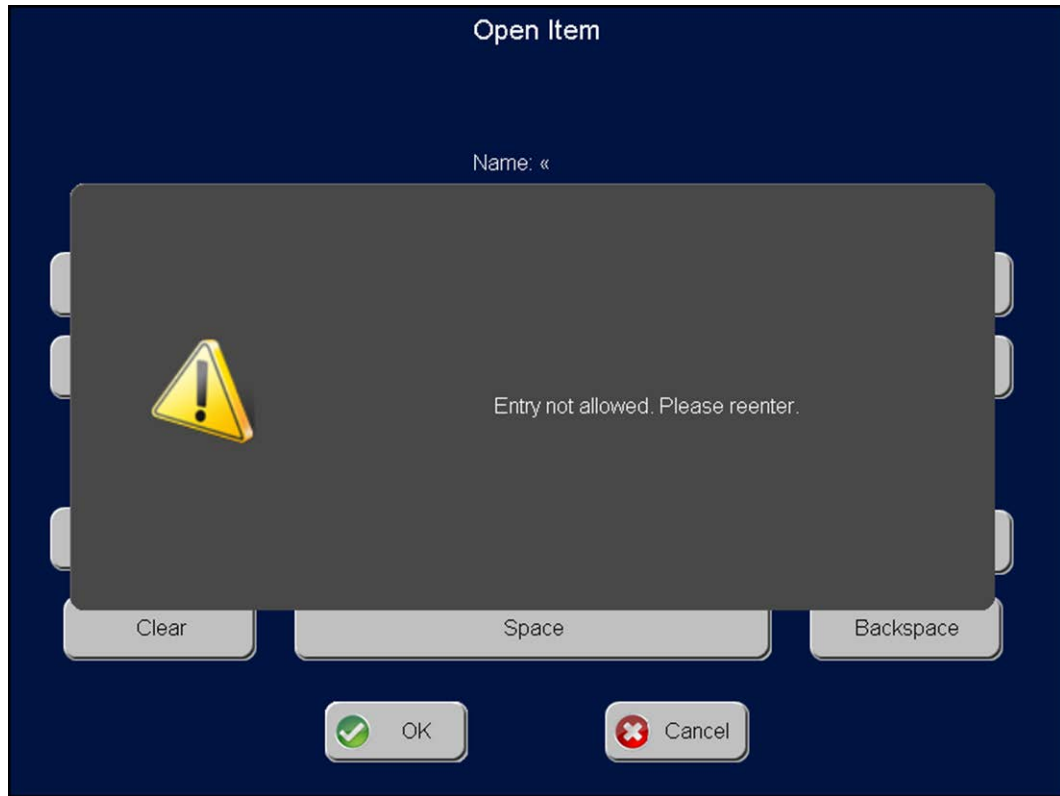
Figure 24 Entry Not Allowed - Please Reenter

As with any new function, you must configure a BOH security role to allow any employee assigned to that security role to view and edit the Filter Text function.

To provide the ability to view and edit the Filter Text function:

1. Select **Maintenance > Labor > Security Roles**.
2. Select a **security role** assigned to an employee requiring the ability to access the Filter Text function.
3. Select the **POS** tab.
4. Under the 'Maintenance > System' group bar, select **View** for Filter Text to allow an employee assigned this security role to view the Filter Text function.
5. Select **Edit** to allow an employee assigned to this security role to edit undesired words.
6. Select **Add** to allow an employee assigned to this security role to add additional undesired words.
7. Click **Save**.

8. Repeat this **procedure** for each security role requiring the ability to access the Filter Text function.

9. Exit the **Security Roles** function.

To add undesired words to Filter Text:

1. Select **Maintenance > System Settings > Filter Text**.

2. Click **New**.
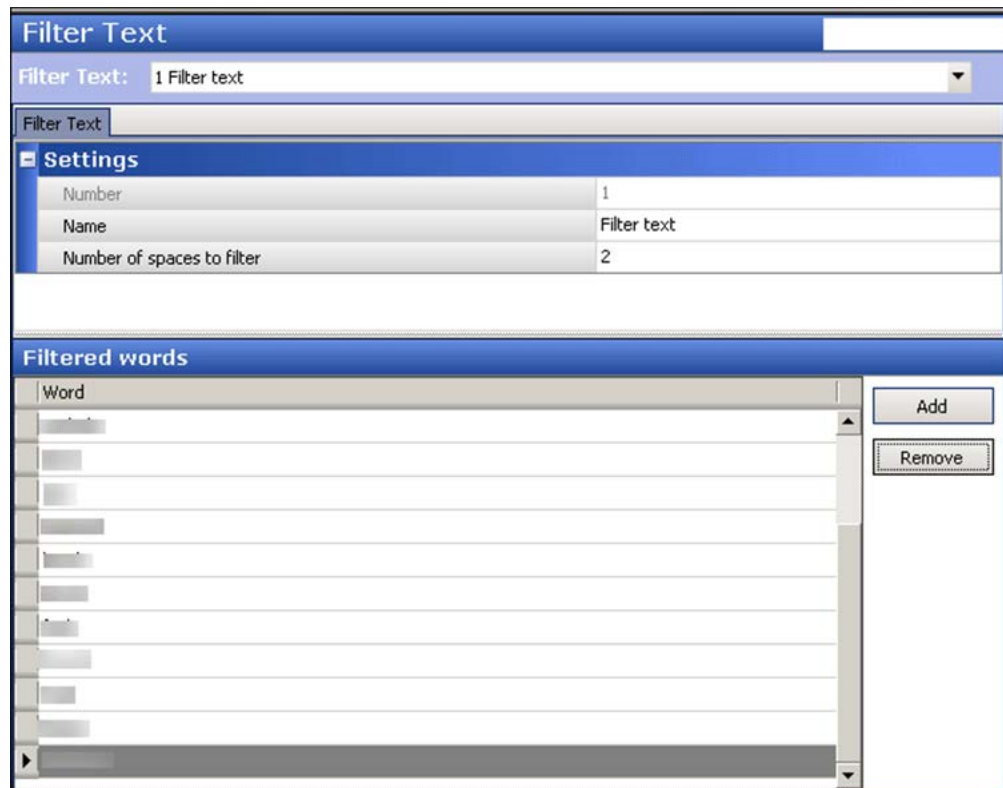
Figure 25 System Settings - Filter Text

3. Under the 'Settings' group bar, accept the **default name**, 'Filter text,' or name the file to something of your choosing.

4. Accept the **default** of '2' in 'Number of spaces to filter,' or type a number to eliminate the ability to use the same letters of an inappropriate or profane word using spaces. For example, 'D U M ....'

   Number of spaces to filter — Eliminates the ability to use the same letters of an inappropriate or profane word using spaces. For example, 'D U M ...' The default is '2.' ***Documented Version:*** v19.3.

5. Under the 'Filtered words' group bar, click **Add**.

6. Type an **undesired word** of your choosing.

7. Repeat this **procedure** until you add all undesired words.

8. Click **Save** and exit the **Filter Text** function.

Allowing the same employee to log in to multiple terminals

Version	Tracking Number	Products	Audience
POS v19.3	ALOHAP-07177	Aloha Quick Service	Configuration Technician End User

You can allow an employee working the drive-thru window to log in to multiple terminals simultaneously during a shift, one for taking orders, the other for accepting payments.

> ⚠ **Caution: Exercise extreme caution. The employee is responsible for the sales and payments of both terminals, and, consequently, responsible for whoever touches the terminals.**

SCENARIO: Marcus works the drive-thru at the Aloha Café. He signs in to the two available terminals; one to create checks and the other to accept payments. A guest pulls up and places an order, which Marcus enters on terminal 1. He continues to enter items, and then sends the order to the kitchen. Check 1 then moves to terminal 2. Note: Once a check moves to the terminal configured to tender, it cannot be modified. Another guest pulls up to the drive-thru speaker and places an order. Marcus enters the order and the first driver appears at the drive-thru window. Marcus tenders check 1 on terminal 2. He returns to terminal 1 and continues to enter items. He sends the order to the kitchen, and check 2 moves to terminal 2. Marcus tenders check 2 on terminal 2. At the end of his shift, he logs out of both terminal 1 and terminal 2.

To allow the same employee to log in to multiple terminals:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select the **job code** from the drop-down list
3. Select **Order Entry** tab.
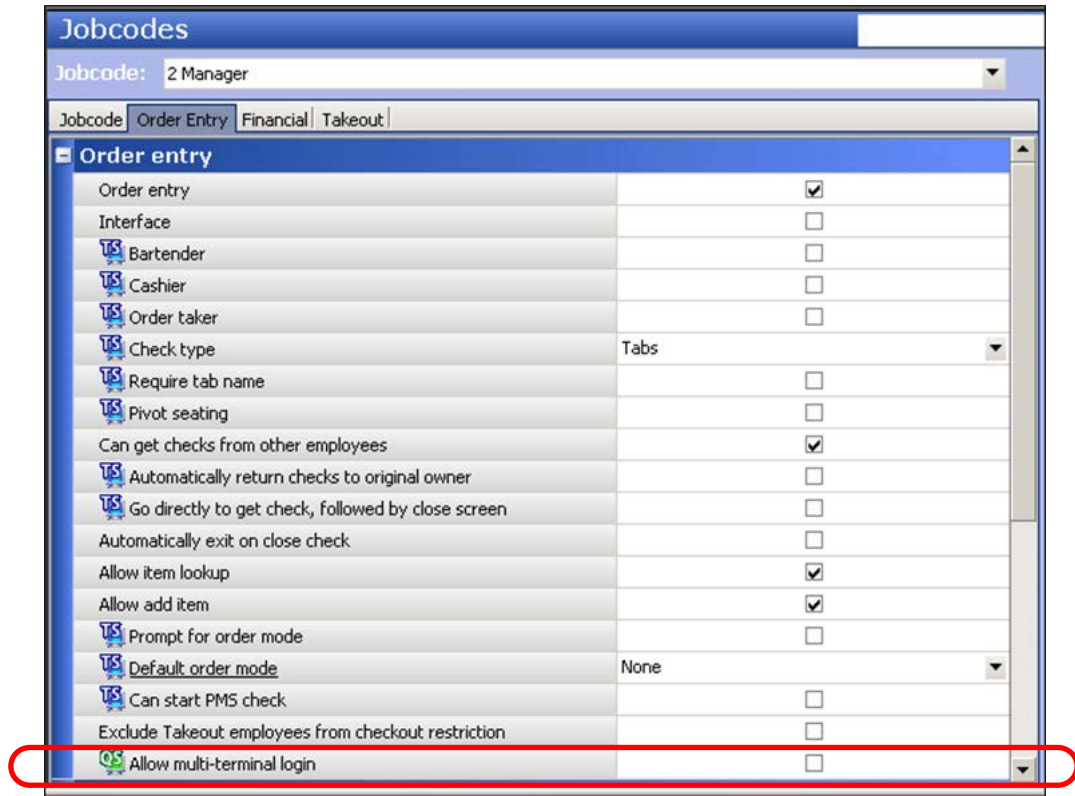
Figure 26 Order Entry Tab - Order Entry Group Bar

4. Under the 'Order entry' group bar, select **Allow multi-terminal login** to allow employees clocked in under this job code to log in to and use multiple terminals simultaneously.

    Allow multi-terminal login — Allows employees clocked under this job code to log in to and use multiple terminals simultaneously during a shift. For example, select this option for an employee who needs to take orders on one terminal and accept payments on another terminal. **Documented Version:** v19.3.

5. Click **Save**.

6. Repeat this **procedure** for each job code requiring the ability to log in to multiple terminals simultaneously.

7. Exit the **Jobcodes** function.

To create a non-tendering terminal:

1. Select **Maintenance > Hardware > Terminal**.

2. Select the **desired terminal** from the drop-down list.
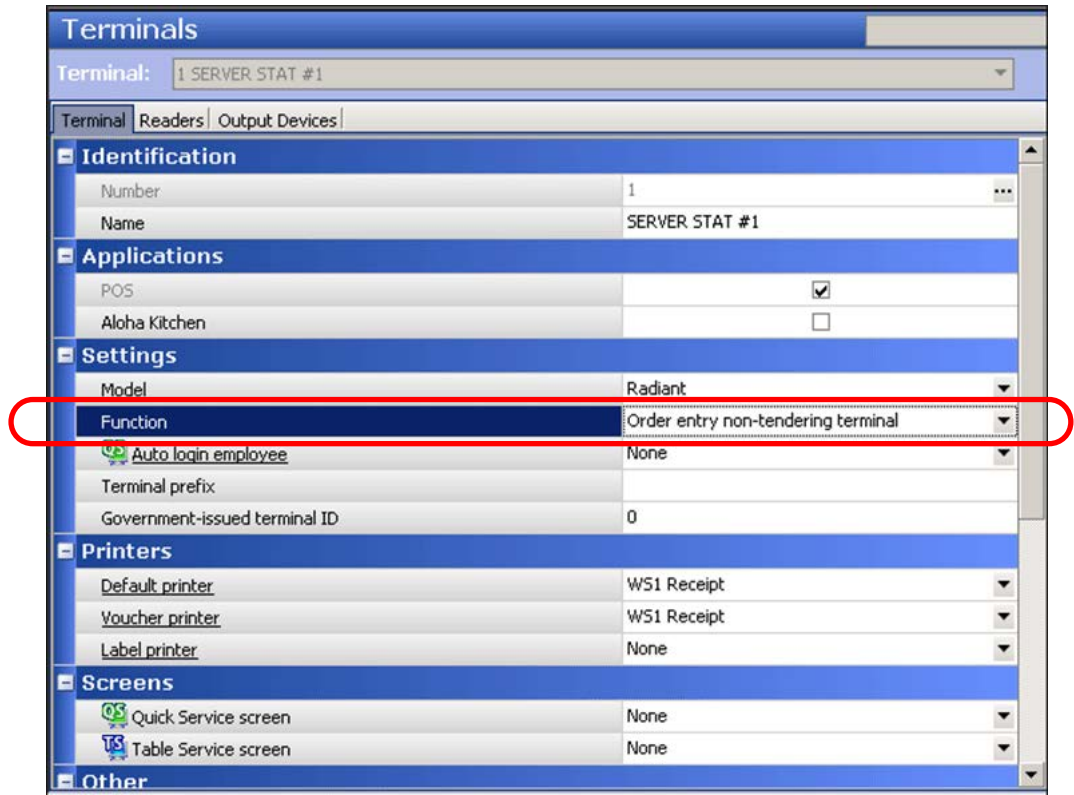
Figure 27 Order Entry Non-Tendering Terminal

3. Under the 'Settings' group bar, select **Order entry non-tendering terminal** to restrict activity on this terminal to performing order entry and apply promotions and comps from the 'Model' drop-down list. You cannot tender or close a check from this terminal. Use this type of terminal in a double-window drive-thru environment for a terminal that does not have an assigned cash drawer. Related Options: Selecting this option enables 'Auto login employee' for which you can assign a generic employee for employees to use as a single login ID number.

4. Click **Save** and exit the **Terminals** function.

Adding more functions to a scripted button

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-07731	Aloha Quick Service	Configuration Technician End User

When you create a button, you have the option to script the button to perform a series of actions; combining multiple button functions in one button selection. Depending upon the series of scripts that you select, the actions may exceed the current 255 character allowance. You can now add more functions to your script, up to 512 characters. In BTN.dbf file, there are two columns available; the existing PARAMS, and a new column, PARAMS2. No configuration is necessary.
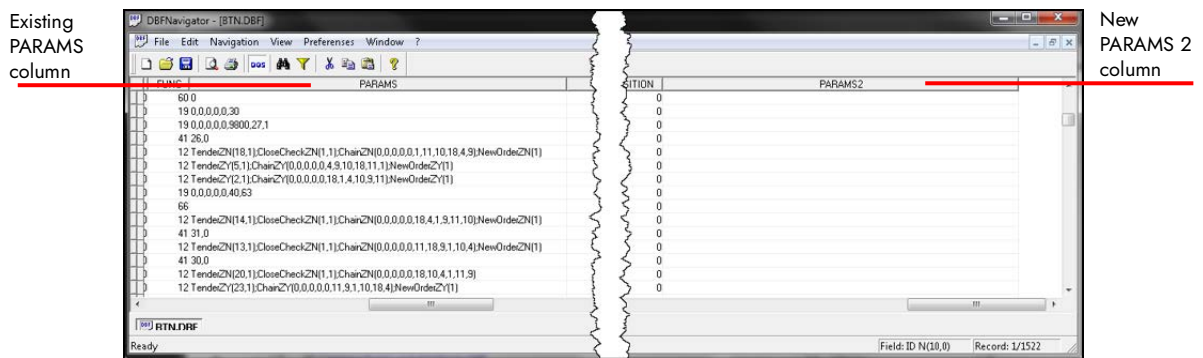

Figure 28 BTN.dbf

Supporting fractional guest counts in custom FOH reports

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-08499	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

When you determine your guest count based on the number of items ordered from a specific category, such as entrées, the system takes the weight you define for your items in the specified category into consideration. For example, if you give an item in the guest count category a weight of '2,' the guest count increases by two each time a guest orders the item. Previously, the system accepted whole numbers only; however, in POS v6.2, you can define the weight of an item using a fractional value, such as 0.25.

Now, any custom FOH report configured to use the #Guest variable to report guest count weight will also show fractional guest count weights for menu items. To define items with a guest count weight, access Maintenance > Menu > Items > General Settings tab, and type a whole or fractional number in 'Guest count weight' under the 'General' group bar.

Reference: Refer to the Custom FOH Report Feature Focus Guide for more information.

Overriding occupational tax by order mode

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-09044 ALOHAP-13611	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In POS v14.1, we introduced support for an occupational tax type which is a privilege or license tax applied to designated types of businesses, such as hotels, restaurants, and bars. The tax is levied prior to calculating surcharges, primary, and secondary taxes. The system then calculates any state and local taxes using the new subtotal.

Now you can override the occupational tax by order mode. For example, you levy the tax on guests who dine inside the restaurant, but not guests who use the drive-thru. Additionally, the system allows you to focus on a category of items for which to override the tax.

To override an occupational tax by order mode:

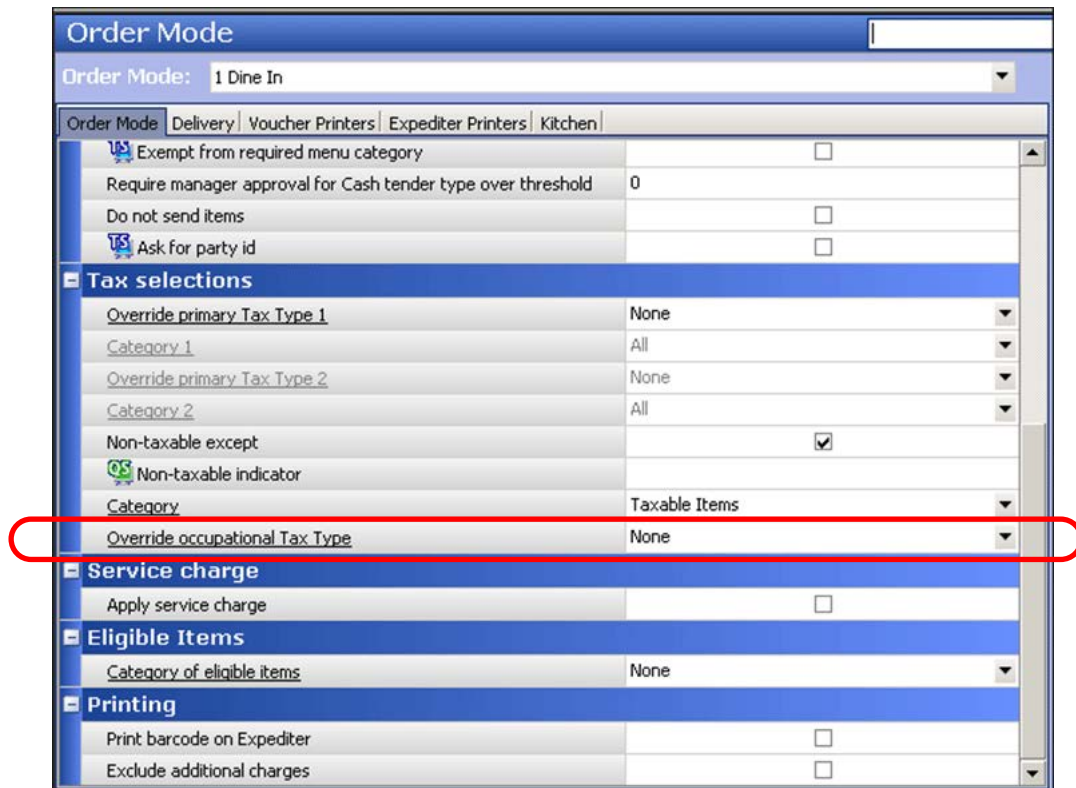1. Select **Maintenance > System Settings > Order Mode**.

Figure 29 Order Mode - Order Mode Tab

2. Under the 'Tax selections' group bar, select the **occupational tax** to override from the 'Override occupational Tax Type' drop-down list.

Override occupational Tax Type — Enables you to override an occupational tax based on the order mode you apply to the guest check. ***Documented Version:*** v19.3. ***Related Options:*** Selecting this option enables 'Occupational Tax Type Category.'

3. Select a **category** from the 'Occupational Tax Type Category' drop-down list, if you want to override the occupational tax only for items ordered from a specific category when you apply the order mode.

    Occupational Tax Type Category — Enables you to select a category for which to override the occupational tax for items ordered from a specific category when you apply the order mode. (Optional) ***Documented Version:*** v19.3. ***Required Options:*** You must select 'Override occupational Tax Type' to expose this option.

4. Click **Save**.
5. Repeat this **procedure** for any other order modes for which to override the occupational tax.
6. Exit the **Order Mode** function.

Printing perpetual check counter when dispatching a driver

Version	Tracking Number	Products	Audience
POS v15.1.30 POS v19.6	ALOHAP-12274 ALOHAP-14593 ALOHAP-14983	Aloha Quick Service, Aloha Table Service, Aloha Takeout (ATO)	Configuration Technician End User

In some countries, the government requires a unique fiscal invoice identification number for every check, known as a 'perpetual check counter.' In POS v12.3, you can print the perpetual check counter upon assigning a driver with the 'Generate check counter when driver is assigned for delivery' option. You could still modify the check before closing the check, resulting in mismatched totals between the guest check and the perpetual check counter.

Now you can print the perpetual check counter when you dispatch a driver. To reflect this new functionality, we renamed the option to 'Generate check counter when an action is assigned for driver.'

> **Note:** Previously, when there is a terminal hardware failure and the system requires a replacement, the perpetual counter reset itself to zero (0). Resetting to zero affects the perpetual counter and causes duplicated fiscal invoice identification numbers. The system recreates Counter.bin and eliminates duplication.

> **Important:** The 'Generate check counter when driver is assigned for delivery' option located in Maintenance > Business > Store > Store Settings tab > Check Printing group > 'Guest Check Content > Check Counter' group bar is now called 'Generate check counter when an action is assigned for driver,' which offers three choices, 'Default,' 'On assign driver,' and 'On dispatch driver.' Upon upgrade, 'On assign driver' is automatically selected for you.

To print the perpetual counter when dispatching the driver:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Check Printing** group located at the bottom of the screen.
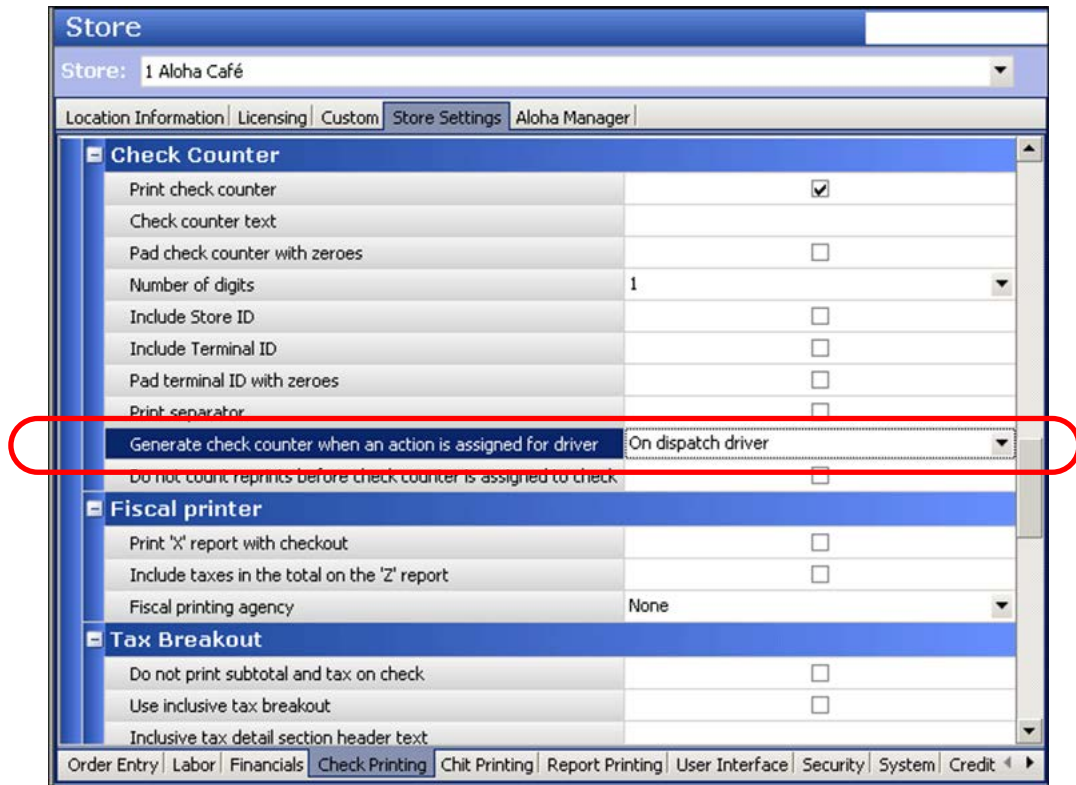

Figure 30 Check Printing Group

4. Under the 'Guest Check Content > Check Counter' group bar, select **On dispatch driver** from the 'Generate check counter when an action is assigned for driver' drop-down list.

    Generate check counter when an action is assigned for driver — Generates the perpetual check counter to print on the guest check at the moment you either close the check, assign the check to a delivery driver, or dispatch the delivery driver. ***Documented Version:*** Effective in v19.6, we renamed this option from 'Generate check counter when driver is assigned for delivery

to 'Generate check counter when an action is assigned for driver,' and provide the available choices in a drop-down list. **Required Options:** You must select 'Print check counter' to expose this option.

> Default — Assigns and prints the perpetual check counter at the moment you close the check.

> On assign driver — Assigns and prints the perpetual check counter at the moment you assign the driver. If you select this option, and a guest changes their order before you dispatch the driver, the amount reported for the perpetual check ID will be different than the actual check amount.

> On dispatch driver — Assigns and prints the perpetual check counter at the moment you dispatch the driver. A guest can no longer change their order after you dispatch the driver; therefore, the amount reported for the perpetual check ID and the actual check amount are the same.

5. Select **Do not count reprints before check counter is assigned to check** to exclude reprints from the check counter when they occur prior to the assignment of the order to a delivery driver.

6. Click **Save** and exit the **Store** function.

Supporting acknowledgments for declared cash tips from NBO

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-13132 ALOHAP-13959	Aloha Table Service	Configuration Technician End User

When a manager, or an employee with similar access, uses Back Office (NBO) to make a change to time clock punches, pay rates, tip-share amounts, or tip credits, an acknowledgment appears on the Aloha POS Front-of-House (FOH) for the employee to agree or decline. The employee reads the information and either approves or declines the edit. Should the employee decline the edit, they must wait for manager approval before proceeding. We enhanced this functionality to also prompt for acknowledgment when a manager uses NBO to adjust declared cash tips.

> **! Important:** The 'Enable prompt for punch adjustment acknowledgment at clock in' option located in Maintenance > Labor > Jobcodes > Jobcode Tab > Time and Attendance group bar is now called 'Enable prompt for punch and tip adjustment acknowledgment at clock in.

> **📖 Reference:** Refer to Punch Edits from NBO to Aloha POS Feature Focus Guide for more information.

To enable the prompt for punch and tip acknowledgments to appear:

1. Select **Maintenance > Labor > Jobcodes**.
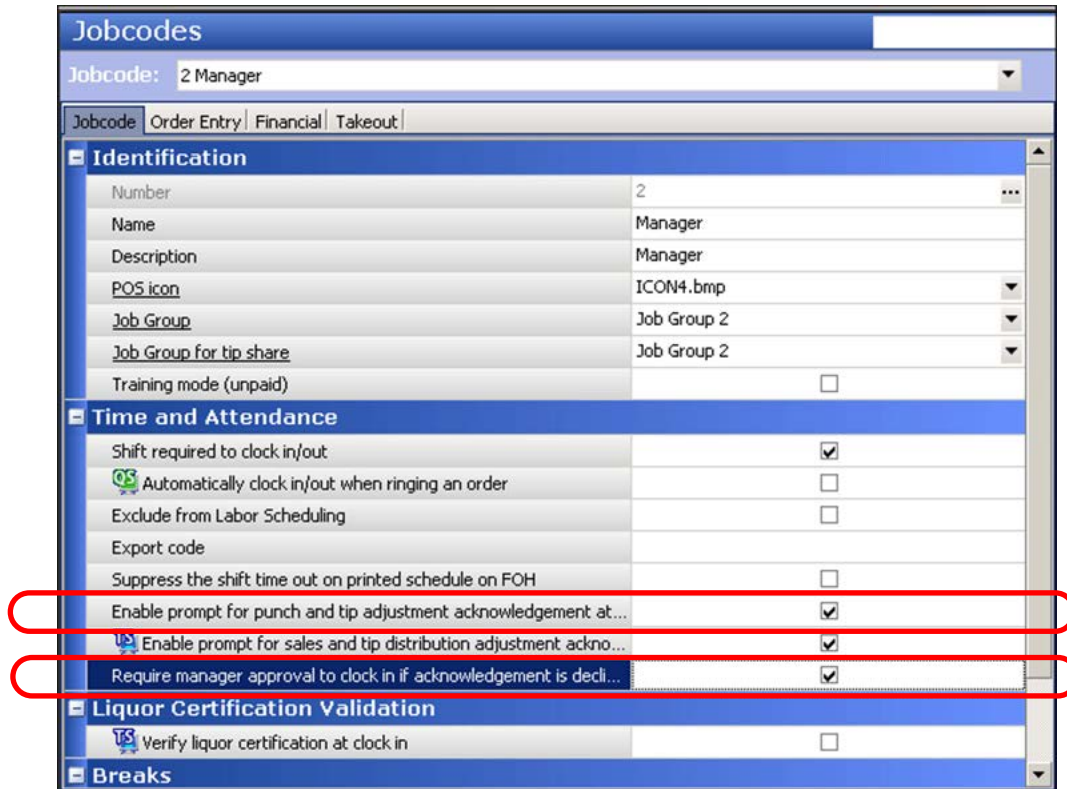2. Select a **job code** from the drop-down list.

Figure 31 Enable Prompt for Punch and Tip Adjustment Acknowledgement at Clock In

3. Under the 'Time and Attendance' group bar, select **Enable prompt for punch and tip adjustment acknowledgement at clock in**.

    Enable prompt for punch and tip adjustment acknowledgement at clock in — Enables an acknowledgment prompt to appear when an employee for whom you adjust a punch, declared cash tip, tip credit, or tip-share amount clocks in under this job code. ***Documented Version:*** v19.3. ***Related Options:*** This option enables 'Requires manager approval to clock in if acknowledgement is declined.'

4. Select **Require manager approval to clock in if acknowledgement is declined** to prompts for manager approval when an employee clocked in under this job code does not approve an adjustment to a punch, declared cash tip, tip credit, or tip-share amount. If approval is not given, the employee cannot clock in.

Require manager approval to clock in if acknowledgement is declined — Prompts for manager approval when an employee clocked in under this job code f does not approve an adjustment to a punch, declared cash tip, tip credit, or tip-share amount. If approval is not given, the employee cannot clock in. ***Documented Version:*** v19.3. ***Required Options:*** You must select 'Enable prompt for punch adjustment acknowledgment at clock in' or 'Enable prompt for sales and tip distribution adjustment at clock in' to enable this option.

5. Click **Save**.

6. Repeat this **procedure** for each job code for which you want to enable the prompt on the FOH.

7. Exit the **Jobcodes** function.

Supporting three decimal place pricing

Version	Tracking Number	Products	Audience
POS v19.3.6	ALOHAP-16961 ALOHAP-19926	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Some restaurants located in other countries support three decimal place pricing, such as '1.855.' Now the system expands existing fields to support three decimal place pricing for promotions, item pricing, taxes, and more; allowing for more precise reporting.

> ● **Tip:** To expand fields to support three decimal place pricing, you must select 'Use special currency' and set 'Number of digits' to three on the 'Regional Settings' group bar in Maintenance > Business > Installed Products > Global tab, if using Aloha Manager. Select Maintenance > Business > Global Administration, if you are using Aloha Configuration.

Supporting quick combos for fractional pizzas in Quick Service

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-18278	Aloha Quick Service	Configuration Technician End User

You can now apply a quick combo that includes a fractional pizza. For example, you offer a fractional pizza, a side item, and a drink for $20.00. Your guest wants one half Supreme pizza and one half Veggie Lovers pizza; a garden salad, and a soda. The system applies the correct price of the quick combo to the fractional pizzas.

> **Reference:** Refer to the Quick Combo Feature Focus Guide and the Advanced Pizza for QS Feature Focus Guide for more information.

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Contributing to multiple tip-share pools

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-19261	Aloha Table Service	Configuration Technician End User

Some restaurants want the ability to contribute and distribute to multiple tip-share pools. Additionally, some restaurants want the ability to exclude categories from the tip-share pool. For example, a server has a table that has a $10.00 food sale and a $10.00 beer sale. These restaurants want to remove the $10.00 in food sales and to calculate only on the $10.00 beer sale for the bartender job code. Now you can contribute and distribute to multiple tip-share pools and include categories from the tip-share pools, and contribute a percentage by category.

> 📖 **Reference:** Refer to the Tipshare Distribution Feature Focus Guide for more information.

Enabling Tip Pool Category

You must enable the tip pool category feature so you can see and use all tip-share pool by category options in the user interface.

To enable tip pool category:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Labor** group located at the bottom of the screen.
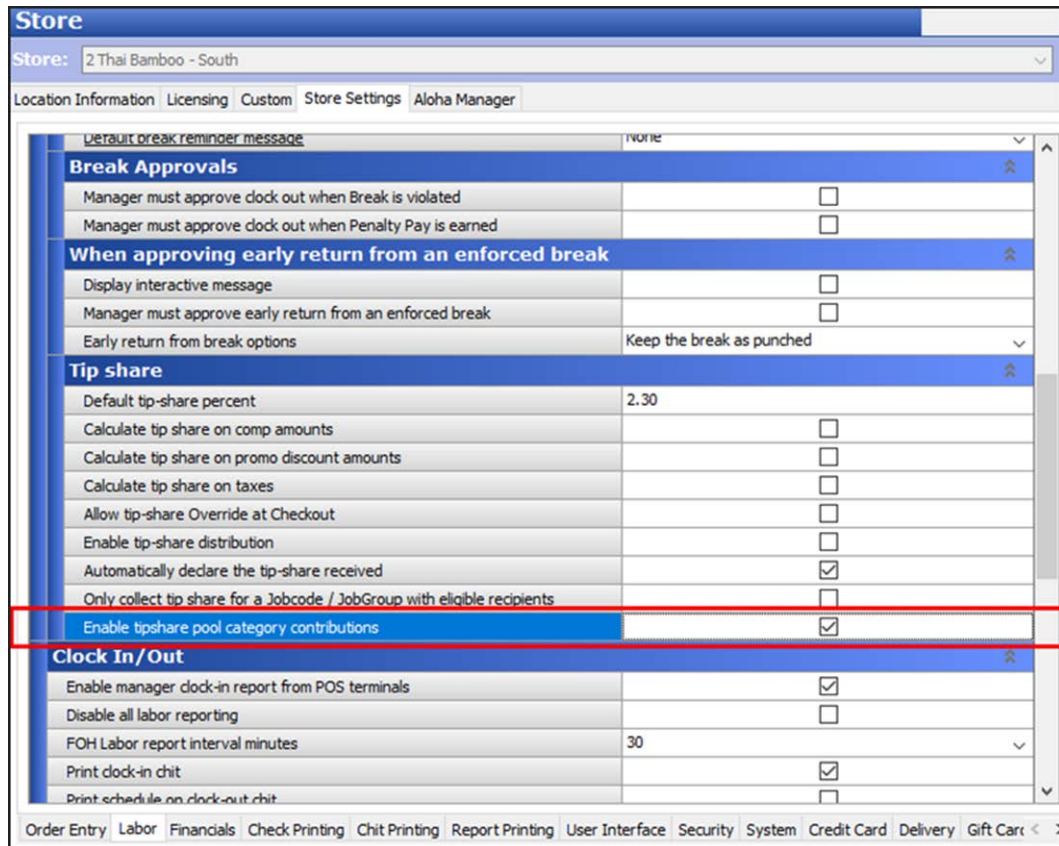

Figure 32 Enabling Tip-Share Pool Category Contributions

4. Under the 'Employee settings - Tip share' group bar, select **Enable tipshare pool category contributions**.

5. Click **Save** and exit the **Store** function.

Including a category in a tip-share pool

In the existing Tip-share Pools feature, we have added a new 'Categories' tab. From there, you can select a category and define the tip pool percent to contribute.

To include a category in a tip-share pool:

1. Select **Maintenance > Labor > Tip-share Pools**.

2. Select a **tip-share pool** from the drop-down list.

3. Select the **Categories** tab.

4. Select the **category** from the 'Available' list and click **>>** to move the category to the 'Included' list.

5. Type the **share** of pool percent to contribute.

6. Repeat **Steps 4 through 5** until the desired categories appear in the 'Included' list.

7. Click **Save**.

8. Repeat this **procedure** for each tip-share pool you want to define the tip pool percent to contribute.

9. Exit the **Tip-share Pools** function.

Activating tip-share pool for category event

Use your existing Event Schedule to define a tip-share pool category. We have modified the 'Set Tip-Share Pool' event to support this new feature. Define the day part, job group, and tip-share pool IDs for one or more events.

To activate a new tip-share pool category during a specific day part using an existing event schedule:

1. Select **Maintenance > System Settings > Event Schedule**.

2. Select the **event schedule** from the drop-down list.

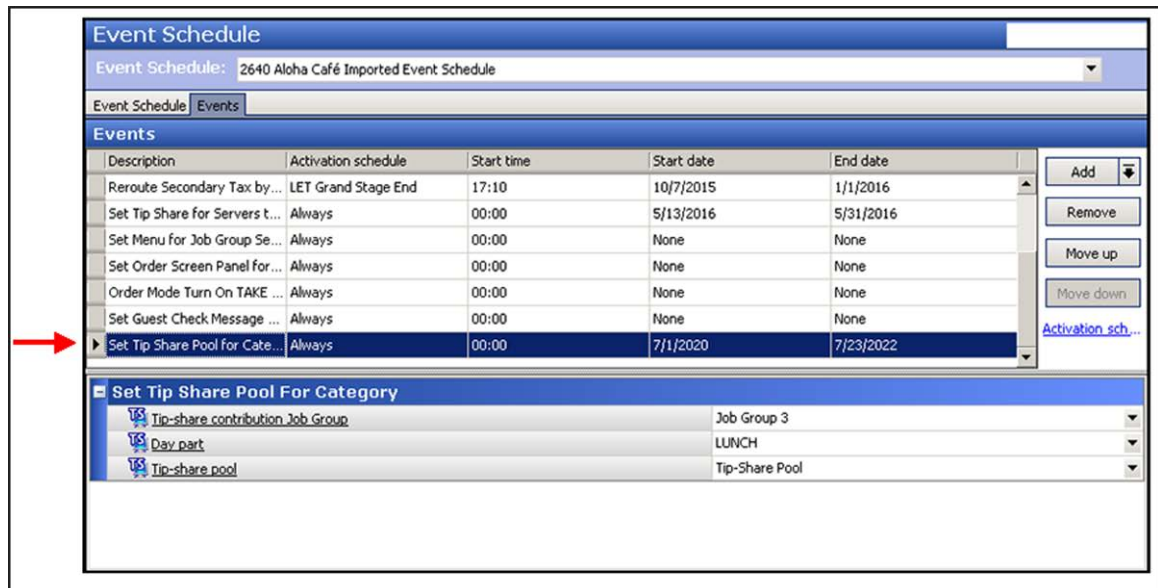3. Select the **Events** tab.

Figure 33 Set Tip Share Pool for Category

4. Click the **Add** drop-down arrow, select **Set Tip Share Pool for Category** from the Type list box, and click **OK**.

5. Under the 'Events' group bar, select the **activation schedule** that begins at the desired start time from the drop-down list. For example, 'Always.'

6. Under the 'Set Tip Share Pool Category' group bar, select the **job group** to specify which job group contributes to the tip share when this event is active.

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7. Select the **day part** for which you want to activate the new tip-share percentage. For example, 'Lunch.' To run a tip-share event the entire day, select 'All' as the day part.

8. Select the **tip-share pool ID** containing the employees to receive the new tip share percentage.

9. Click **Save**.

10. Repeat this **procedure** for any other tip-share pool categories you want to configure.

11. Exit the **Event Schedule** function.

Using tip-share pools

When a contributor clocks out, you can view the total contribution amount that represents contribution to multiple tip-share pools.

To contribute a tip-share amount:

1. When you are ready to check out of the system, touch **Checkout** from the Working with Tables screen, or a floor plan in use. The 'Are you ready to run your checkout?' screen appears.

2. Touch **Yes**. The Enter Tipshare Amount screen appears with the system calculated tip-share value.
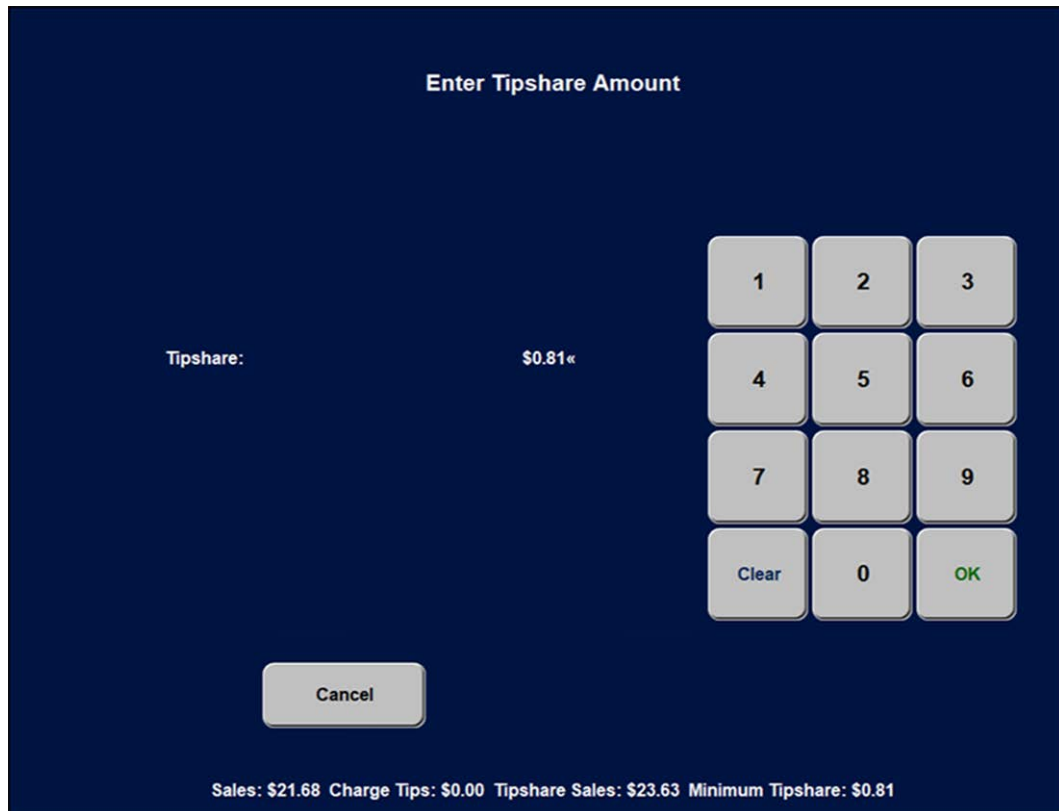

Figure 34   Enter Tipshare Amount Screen

3. Touch **OK** to accept the default tip-share amount.

4. Continue your **clock out** process.

Figure 35 Enter Declared Cash Tips Screen

5. Enter your **declared cash tips**.
6. Continue your c**heck out** in the usual manner.

Distributing tipshare on the BOH

1. Navigate to **CFC**.
2. Select **Functions > Tip-share Distribution**.

3. Select **Today** and click **OK**.

Figure 36 Employees Contributing to the Tipshare Pool

4. Select **all employees**. There is a Tipshare Pool ID column at the end.
5. Click **Next**.

Figure 37 Tipshare Distribution - Confirmation Screen

6. Click **Distribute**.
7. Click **Exit**.

Reporting tip-share pools by category

The POS system provides the following reports in which to report tip-share pool groups:

1. Select **Reports > Aloha Point-of-sale > Employee > Tip-share-Distribution**.
2. Verify the **following reports**:

Figure 38 Tipshare Distribution Detail

Figure 39 Tipshare Distribution Summary

Figure 40 Employee Daily Sales and Tip Distribution Report

Employee Tip Report
06/30/2020

Printed by:

*** Directly Tipped Employees ***

		Total Sales	Total Tips	Total %	Charge Sales	Charge Tips	Charge %	Non Charge Sales	Non Charge Tips	Non Charge %	Tip Variance	Sales w\ Auto Grat
144	Matthew Hanson	21.68	2.00	9.23%	0.00	0.00	0.00%	21.68	2.00	9.23%	-9.23%	0.00
2222	Test 2222 Bartender	0.00	0.17	0.00%	0.00	0.00	0.00%	0.00	0.17	0.00%	0.00%	0.00
Directly Tipped Total:		21.68	2.17	4.61%	0.00	0.00	0.00%	21.68	2.17	4.61%	-4.61%	0.00

*** Indirectly Tipped Employees ***

		Total Tips
134	James Finley	0.64
2222	Test 2222 Bartender	0.17
Indirectly Tipped Total:		0.81

*** Total Tips ***

Total Tips:	2.98

*************************** End of Report ***************************

Figure 41 Employee Tip Report

Merging split items

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-20672 ALOHAP-20674	Aloha Table Service	Configuration Technician End User

Some restaurants want the ability to recombine the items that were split. For example, a party of three arrives celebrating a birthday party. The first guest orders Chicken Noodle soup, steak, gelato, and French Silk pie; the second guest order Potato soup, steak, and gelato; and the third guest orders Tortilla soup, steak, and gelato. The party decides to split the French Silk pie evenly amongst them; however, halfway through the meal, the guests decide to cover the cost of the third person.

You can now combine the split items and then redistribute as many times as necessary. The 'Split Items' and 'Merge Split Items' buttons appear in the upper right corner of the Split Checks screen. You can view the 'Merge Split Items' button if the split items are highlighted.

> **ⓘ Note:** You can continue to split and merge items on the guest check as long as the check containing the split is not fully tendered.

Splitting the cost of an item between checks

Use the Split Item functionality to equally distribute the cost of an item to the appropriate guests. You must have the necessary separate checks available to receive the equal distributions. The distributed items appear in fractions based on the quantity number by which to divide the cost of an item.

SCENARIO: A party of three decide to split the cost of a French Silk Pie dessert.

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch the **table** in the Open Tables column. The Order Entry screen appears with the check in the guest check window.
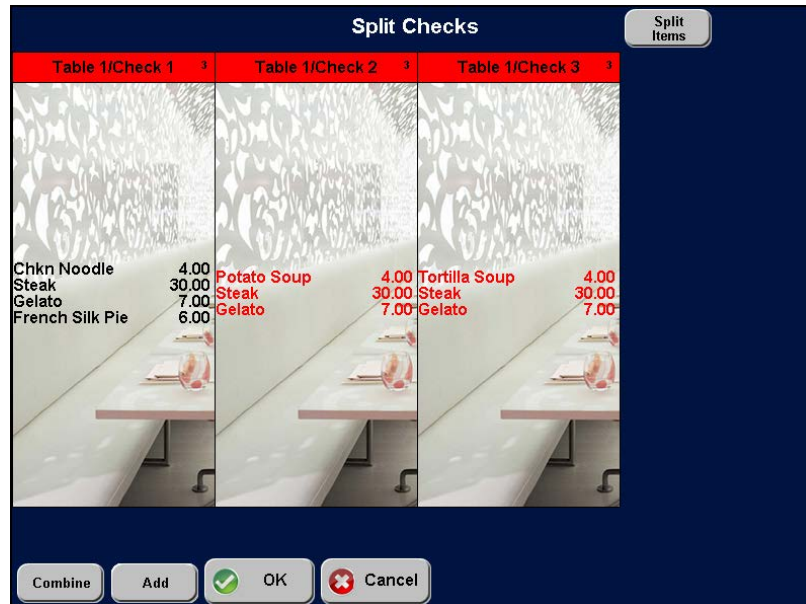
Figure 42 Split Checks Screen

3. Touch **Split**. The Split Checks screen appears with the separated checks. French Silk Pie is sitting on Check 1.

4. Touch the **item** to split, such as French Silk Pie.

5. Touch **Split Items**. The Enter Quantity screen appears.
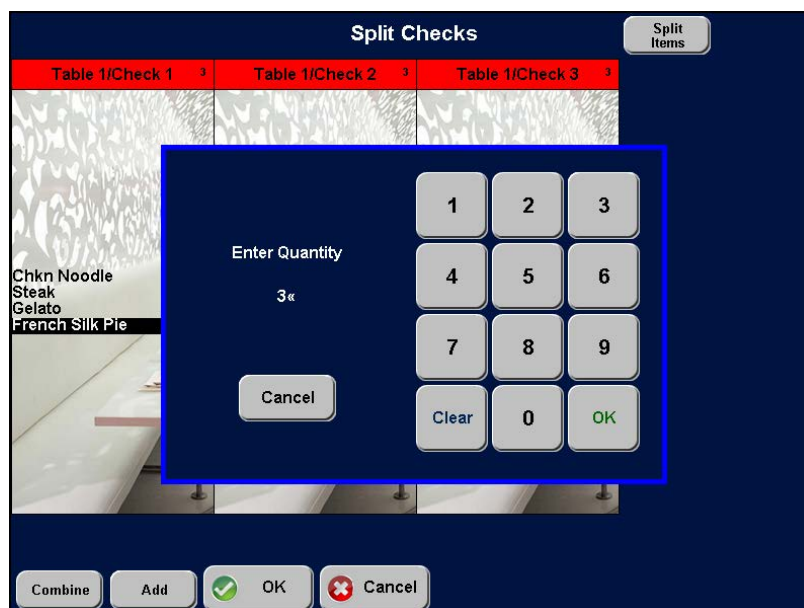
Figure 43 Enter Quantity Screen

6. Enter the number by which to divide the cost of the item, such as 3, and touch **OK**. The item appears as fractions in the first guest check window based on the number you enter.
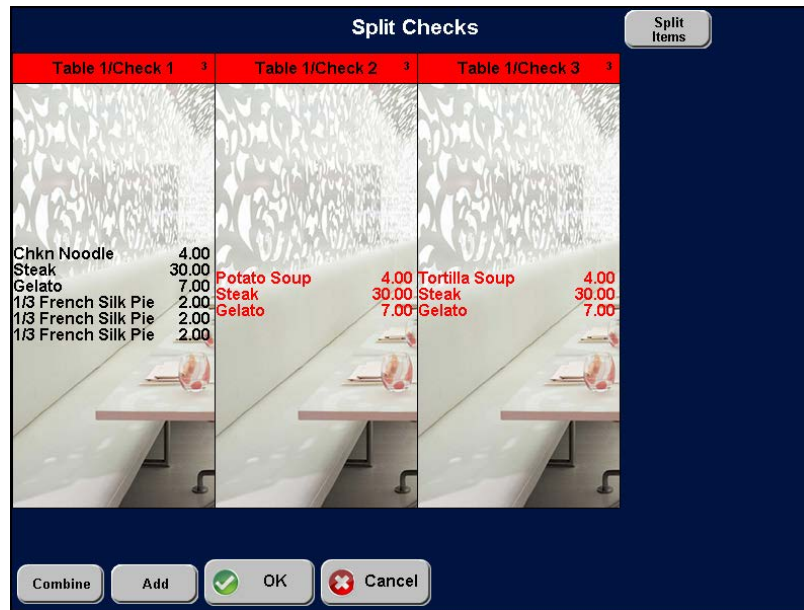

Figure 44 Distributing the French Silk Pie

7. Touch **one** of the split items in Check 1.

8. Touch inside the **check window** to receive the item.

9. Repeat **step 7 and 8** until the items appear in the appropriate guest check.

10. Touch **OK**.
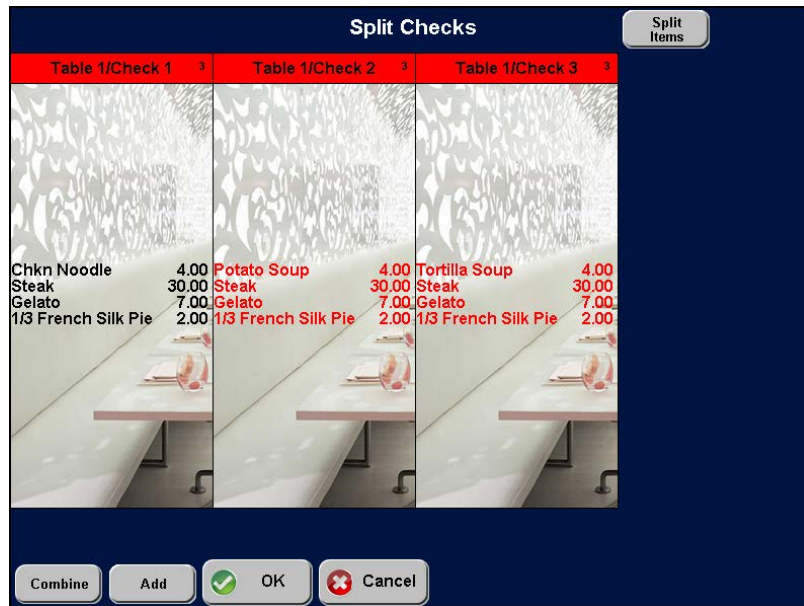
Figure 45 French Silk Pies Evenly Distributed

11. Touch **another French Silk Pie** and move it to check 3. The French Silk Pies are split equally between the checks.

12. Touch **OK** to return to the main screen.

13. Tender and close the **checks** in the usual manner.

Merging previously split items

Using the Splitting Items between Checks scenario, two of the guests decide to buy the third guest's portion of the pie.

To merge previously split items:

1. Log in to the **FOH**.

2. From the Working with Tables screen, touch the **table** in the Open Tables column. The Order Entry screen appears with the check in the guest check window.

3. Touch **Split**. The Split Checks screen appears with the separated checks. French Silk Pie appears on all three checks.

4. Touch the **item** to merge in Check 1, such as French Silk Pie.
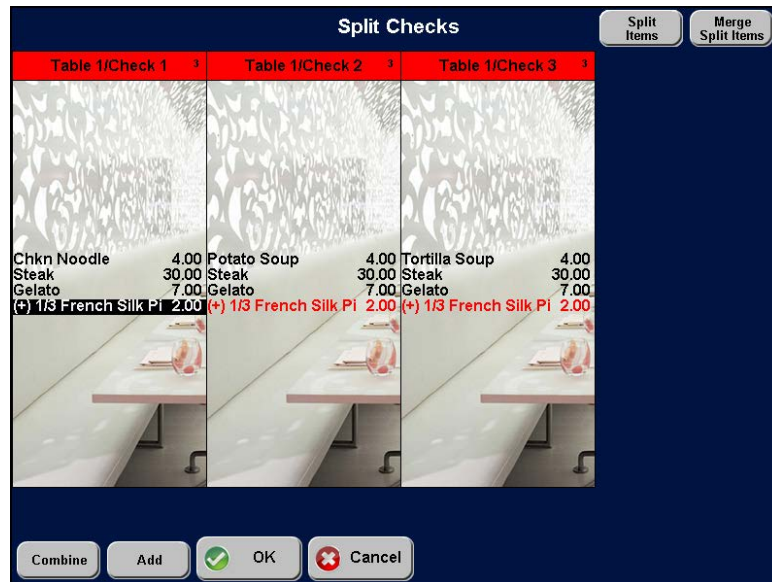
Figure 46 Merge Split Items Button

5. Touch **Merge Split Items**.
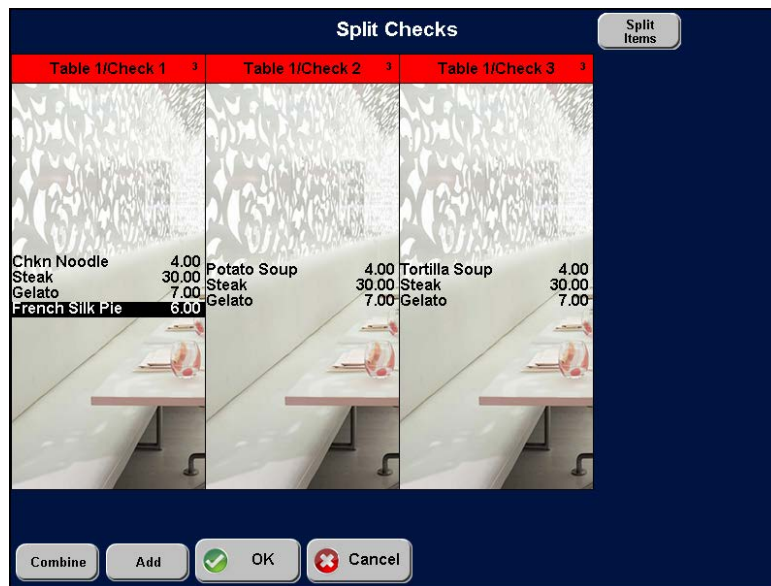
Figure 47 Moved to Check 1

The French Silk Pie appears on Check 1.

6. Touch **French Silk Pie** on Check 1.
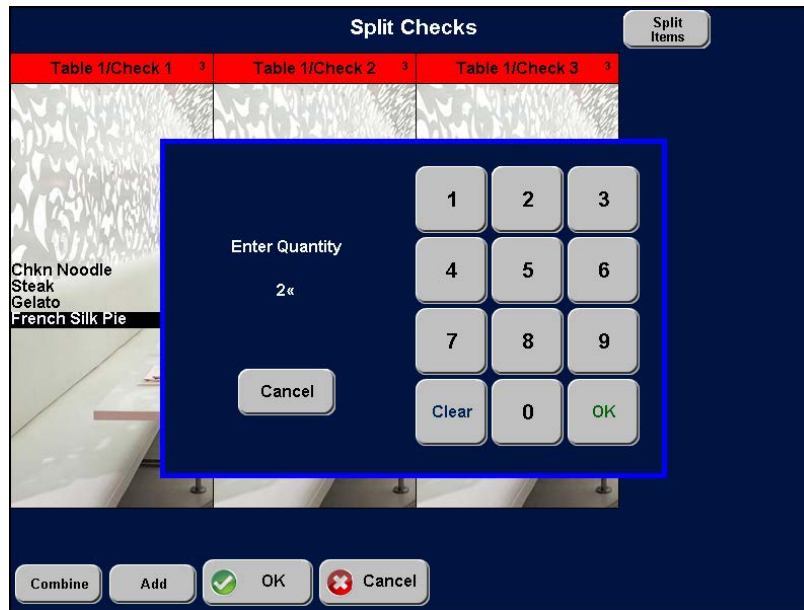
Figure 48 Enter Quantity Screen

7. Touch **Split Items**. The Enter Quantity screen appears.
8. Enter the **number** by which to divide the cost of the item, such as 2, and touch **OK**. The item appears as fractions in the first guest check window based on the number you enter.
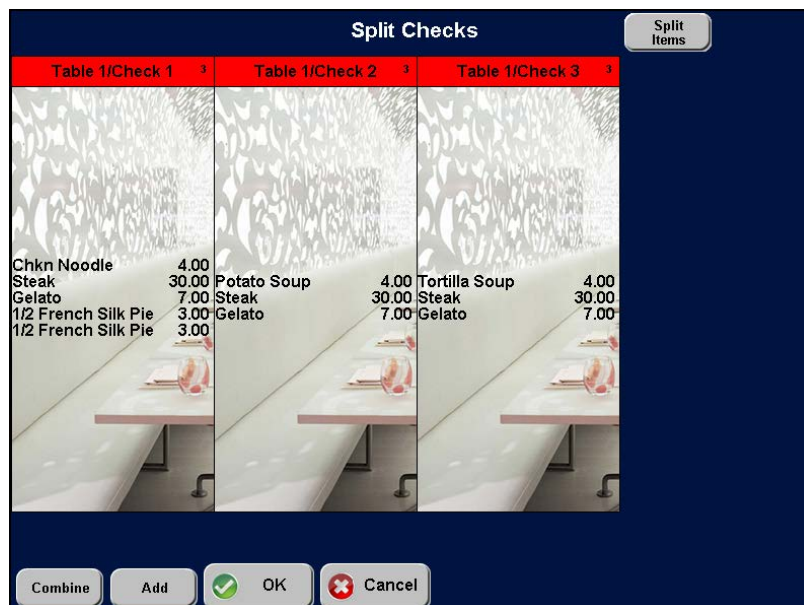
Figure 49 Split Checks Screen

9. Touch **one** of the split items in Check 1.

10. Touch inside the **check window** to receive the item.

11. Repeat **steps 9 and 10** until the items appear in the appropriate guest check.
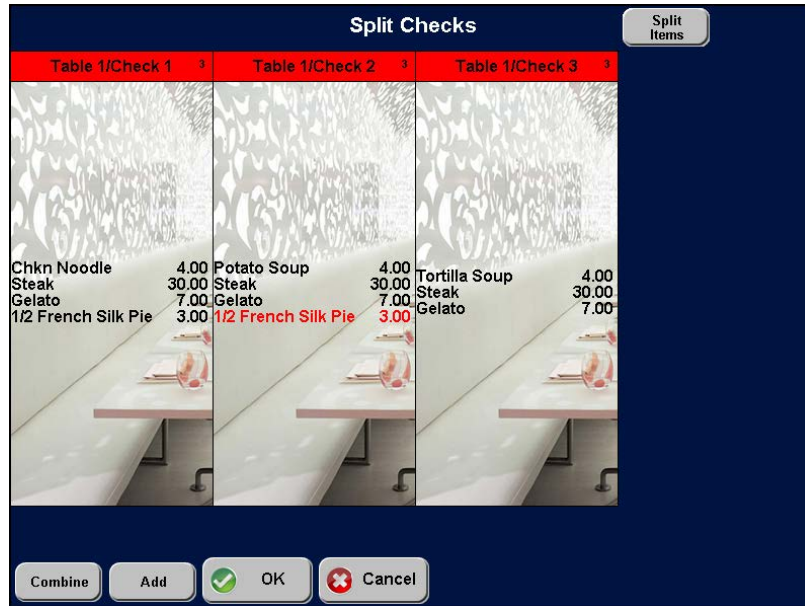
Figure 50 French Silk Pie Split Between Two Checks

12. Touch **OK** to return to the main screen.

13. Tender and close the **checks** in the usual manner.

Saving different cards to the same tab or table

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-20678 ALOHAP-27495 ALOHAP-27830	Aloha Table Service	Configuration Technician End User

In Aloha Table Service, you can configure the Saved Card functionality to enable a bartender or a server to slide a payment card across a magnetic stripe reader (MSR) to name a new tab or table using the cardholder name or the last four digits of the card number. The system retains the card information during the transaction for use at time of payment, and then expunges all information. The Saved Card functionality greatly enhances bar environments mainly or other non-traditional dine-in restaurants, to enhance speed-of-service when large parties prefer to pay separately. Also, this functionality enables a restaurant to capture the card number without the liability of holding the guest's physical card. Using the existing Saved Card functionality, you can now also save payment cards at the seat level.

> **Note:** To allow an employee to use the Split Checks function, access Maintenance > Labor > Pos Access Levels > Access Level tab, select 'Split checks' under the 'Financial' group bar, and assign the access level to the employee.

In accordance of the PCI-DSS, you can show the first name and last name of the credit card assigned to the seat. Any credit card data saved locally purges after the check closes.

Configuring the ability to save different cards to the same tab or table

Configuring the ability to save different cards to the same tab or table requires you to (1) Configure pivot seating; (2) Configure a store to name a tab or table using a payment card; and (3) Configure a button using the Rename Tabs and Tables function.

To configure pivot seating:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select a **jobcode**, such as 'Bartender,' from the drop-down list.

3. Select the **Order Entry** tab.

Figure 51 Pivot Seating

4. Select **Pivot seating** to activate the pivot seating option.

5. Click **Save**.

6. Repeat this **procedure** for each job code that requires pivot seating.

7. Exit the **Jobcodes** function.

8. Continue to the **next procedure**.

To configure a store to name a tab using a payment card:

1. Select **Maintenance > Business > Store**.

2. Select the **Store Settings** tab.

3. Select the **Order Entry** group located at the bottom of the screen.
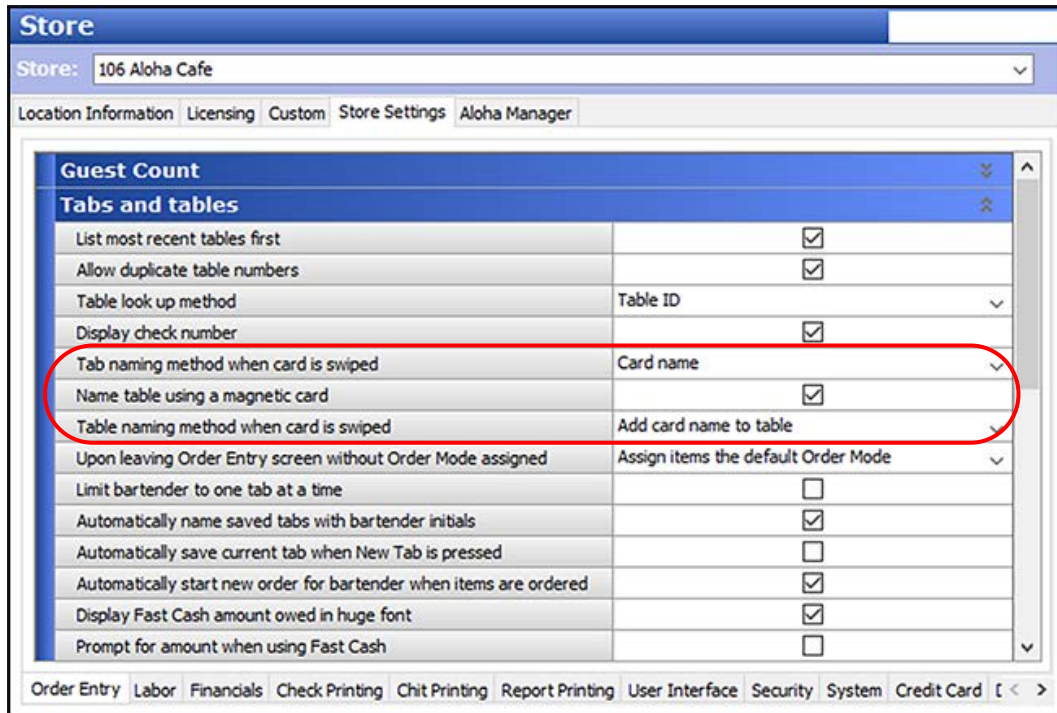
Figure 52 Name Table Using A Magnetic Card

4. Under the 'Tabs and tables' group bar, select **Card name** to associate the tab with the name of the card holder, when the bartender enters an order.
-OR-
Select **Card number**, to associate the account number of the card holder to the tab. **Note:** This option applies to any employee who logs in using a job code with 'Bartender' selected.

5. To name a table using payment cards, select **Name table using a magnetic card**. Selecting this option exposes the 'Table naming method when card is swiped.'

6. Select **Add card name to table**, From the 'Table naming method when card is swiped' drop-down list, to name the table with the name of the card holder,
-OR-
Select **Add card number to table**, to name the table with the last four digits on the payment card.

7. Click **Save** and exit the **Store** function.

8. Continue to the **next procedure**.

To add a Rename Tabs and Tables button function to an order entry panel:

1. Select **Maintenance > Screen Designer > Table Service Screen Designer**.

2. Select **Panel > Open Panel** and select an order entry panel to edit. The panel appears in a fixed position at the bottom of the screen.

3. Select **Panel > New Button**.
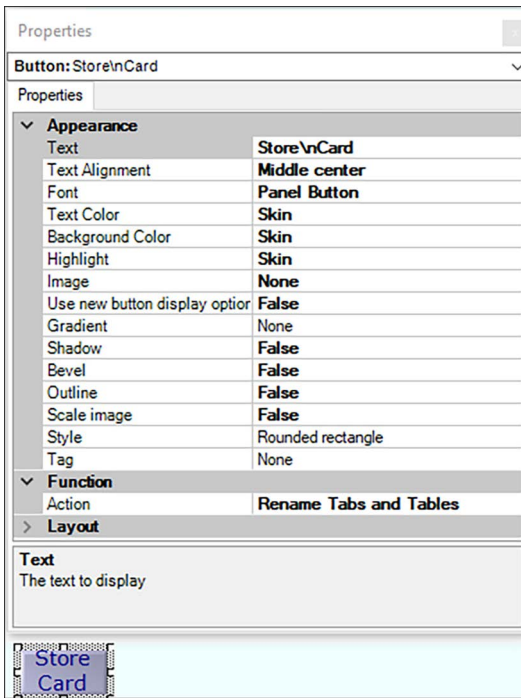
Figure 53 Name Table Using A Magnetic Card

4. Under the 'Function' group bar, select **Rename Tabs and Tables** from the 'Action' drop-down list.

5. Under the 'Appearance' group bar, type a **name** for the button, such as 'Store Card.'

6. Configure the **remaining options** as you would for any other button

7. Select **Panel > Save Panel** and exit **Table Service Screen Designer**.

Adding different cards to the same tab or table

The scenario below is specific to adding different cards to the same tab; however, the process is basically the same for a table.

SCENARIO: Tabs Two guests arrive at the bar. You start a tab, and two seats. After the guest who pays for the round of drinks and Seat 1 leaves, one more guest arrives at the bar.

1. Log in to the **FOH**. The order entry screen appears.
2. Collect the **payment card** from the guest to start a tab.
3. Using the MSR on the terminal, slide the **card**. The payment card names the tab and saves the credit card information to the tab.
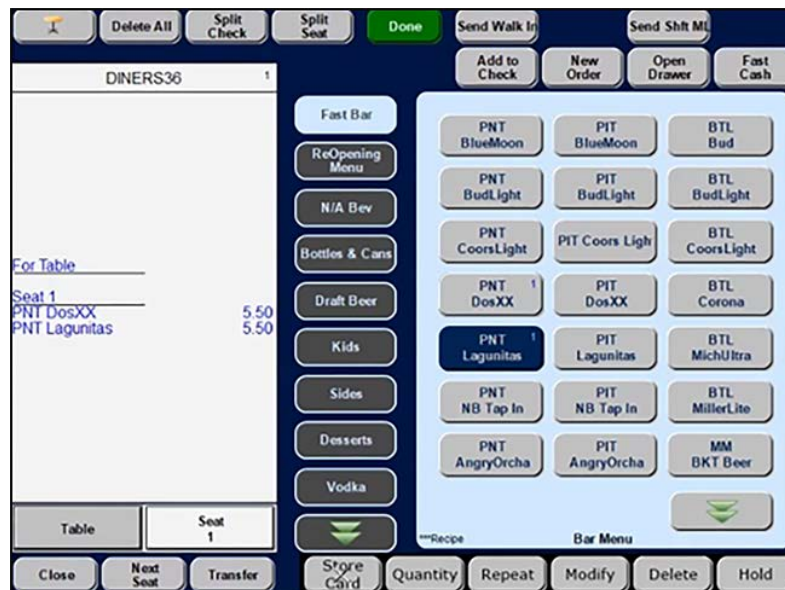
Figure 54 Adding Menu Items

4. Add **menu items** for the first guest to 'Seat 1.'
5. (Optional) Touch **Store Card** to rename the tab. The Rename Tab screen appears.

Figure 55 Renaming Tab

6. Using the alphanumeric keypad, rename the **tab** and touch **OK**.

7. Touch **Next Seat**. A new seat appears.

8. With the new seat active, add **menu items** for the second guest in 'Seat 2.'
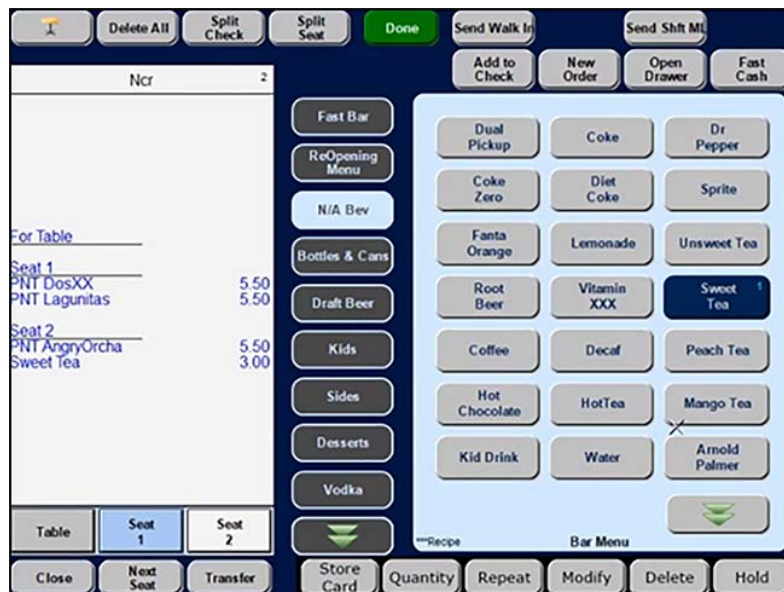
Figure 56 Adding Menu Items to Seat 2

9. Collect the **payment card** from the second guest to save a second card to the second seat.

10. Touch **Store Card** again. The 'Select target for saved card' screen appears.
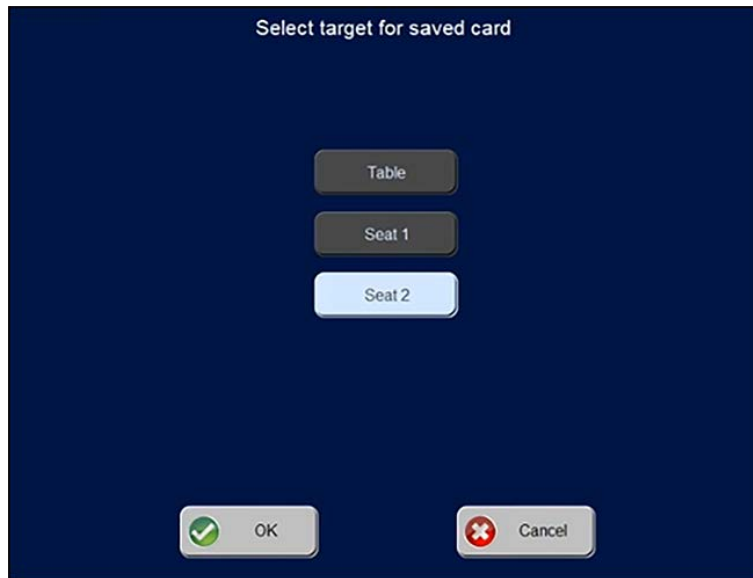
Figure 57 Select Target for Saved Card Screen - Seat 2

11. Touch the **seat number** for which to save the card, and touch **OK**. The 'Swipe card to assign to a seat' screen appears.

12. Using the MSR on the terminal, slide the card. The payment card is saved to Seat 2.
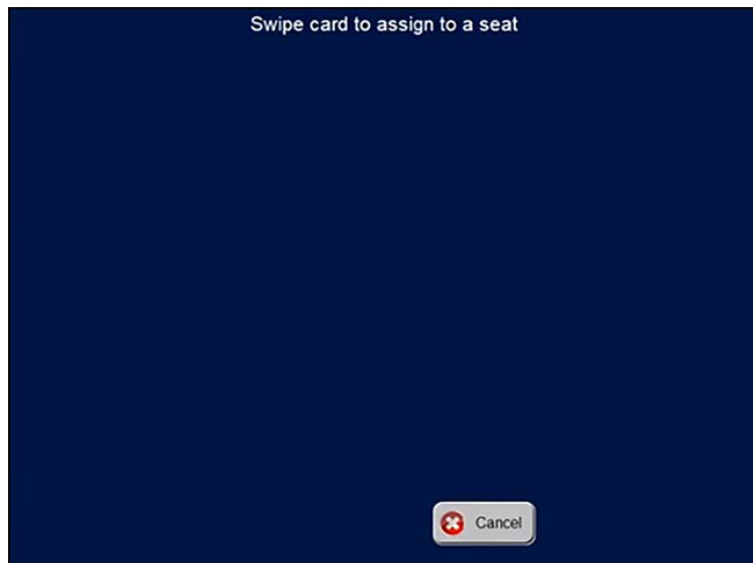
Figure 58 Swipe Card to Assign to a Seat Screen

13. Repeat **steps 9 through 12** for any additional guests.

14. From the order entry screen, touch **Done** or an **order mode** to send to the kitchen.

Tendering and closing separate seats

Each guest pays for their own meals. Guest 1 is also paying for a round of drinks on the tab. In this case, you split Seat 2 and Seat 3 to their own checks and tender each check. Guest 1 pays for drinks added to his seat and items added to the tab. You cannot close seats individually, so you must make separate checks.

1. Log in to the **FOH**, select the **check**, and navigate to the Close screen. The Tenders screen displays by default.

2. Touch **Split Checks**.

Figure 59 Split Checks Screen

3. Touch **Add**.

4. Touch **Seat 2** and its items and touch **Check 2**. The menu items move to Check 2.

5. Touch **Add**.

6. Touch **Seat 3** and its items and touch **Check 3**. The menu items move to Check 3.
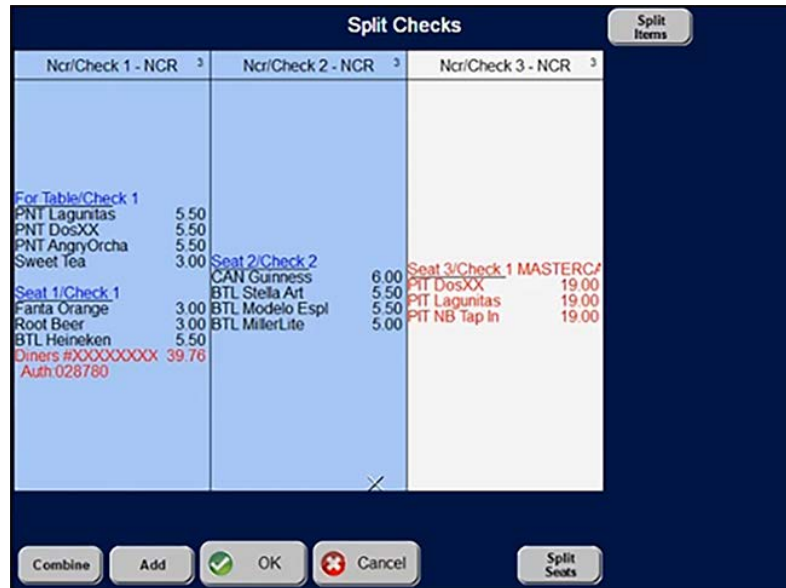
Figure 60 Moving Check 1 to Check 3

7. Touch **OK** to dismiss the Split Checks screen and the Tender screen appears.

8. Select the **appropriate check** to tender. The Saved Card button appears in the Tenders screen, if a payment card is saved to a seat.

Figure 61 Saved Card Button

9. Touch **Saved Card**. A confirmation screen appears.
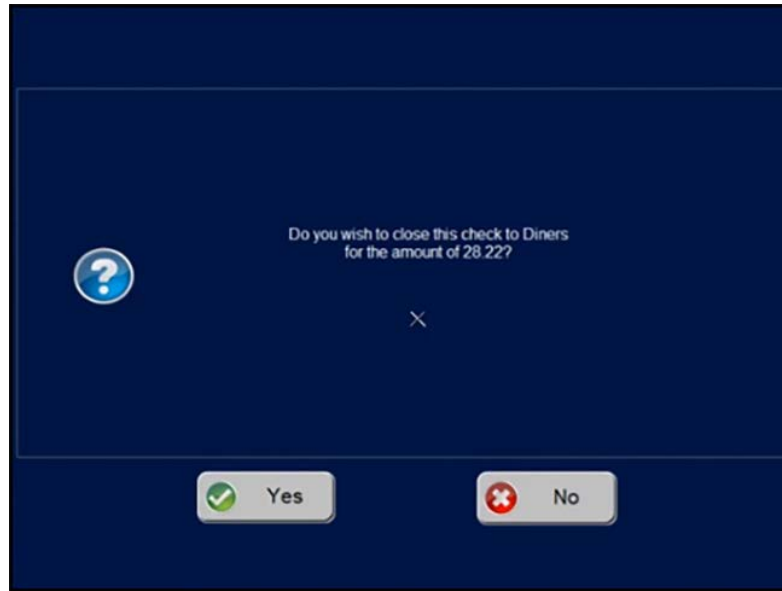
Figure 62 Close Out Tab and Seat 1

10. Touch **Yes**.

11. Touch **Close** to close the appropriate check.

12. Repeat **steps 10 through 12** until you close all separate checks. The Close button appears.

13. Touch **Close** to close the check.

Troubleshooting Split Checks

If a guest produces an expired credit card during the capturing of the credit card information, the following error appears:
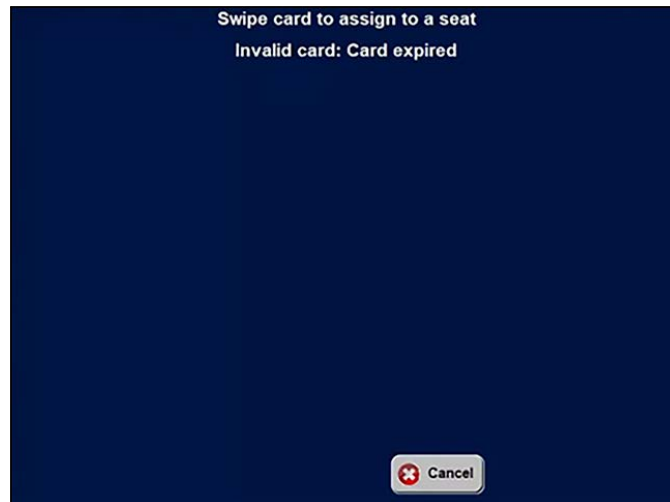
Figure 63 Invalid Card: Card Expired

Touch **Cancel** to dismiss.

If a guest produces a 'not supported credit card' or gift card, such as 'Diners,' it may be a result of the card type not being active in Tenders Maintenance, or the Type is 'not applicable.' The following error appears:

Figure 64 Invalid Card: Not Supported

Touch **Cancel** to dismiss.

Changing percentage-based gratuities to a dollar amount

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-20686	Aloha Table Service	Configuration Technician End User

Some restaurants have a policy of adding a gratuity to the guest check for large parties, usually configured as 20% of the total check. This practice ensures the servers receive a minimum tip amount. Your policy may require different percentages based on the size of the party, for example, 20% for 20 to 29 guests, and 23% for 30 or more guests. Changing the percentage used to calculate the gratuity on the guest check is already possible in the POS system today.

This enhancement allows you to override a percentage-based gratuity on a guest check and change it to a fixed dollar amount. This is helpful when you have an agreement with the guest that they will pay a minimum gratuity amount based on the party size. For example, your guest agrees to pay a minimum gratuity of $40 for a party of 30 or more. The total check comes to $165.00. The calculated percentage-based gratuity comes to $37.95 ($165.00 x 23%). This new feature allows you to change the calculated gratuity of $37.95 to a fixed amount of $40.00. Prior to this new feature, you could only change the percentage to get as close to $40.00 as possible.

On the FOH, when you touch the Add/Edit Gratuity button, a new button, 'Enter $,' appears in the lower right corner of the screen. Touch 'Enter $' to change a percentage-based gratuity to a dollar amount. You can toggle between the 'Enter $' and 'Enter %' buttons to edit the gratuity amount.

To change a percentage-based gratuity to a dollar amount:

1. Log in to the **FOH** and start a new **table**.
2. Enter **menu items** on the guest check.
3. Send **items** to the kitchen. The gratuity appears in the guest check window.
4. Touch **Done** or an **order mode** to send the order to the kitchen.

When the guests are ready to leave and request their checks, return to the FOH terminal.

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch the **table** in the Open Tables column.
3. Touch **Close**.
4. Touch **Add/Edit Gratuity**. The Edit Gratuity screen appears.
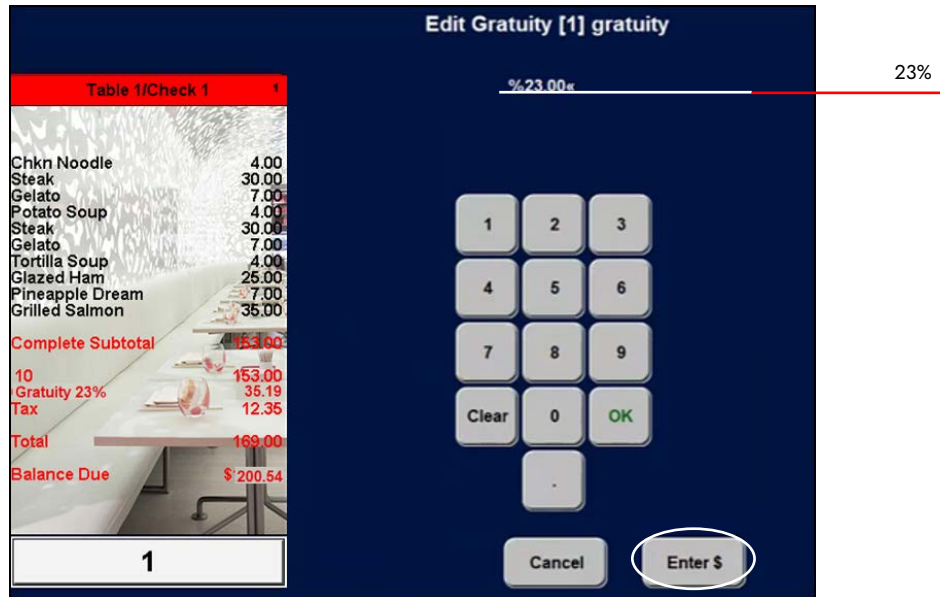
Figure 65 Touch Enter $

5. Touch **Enter $**.
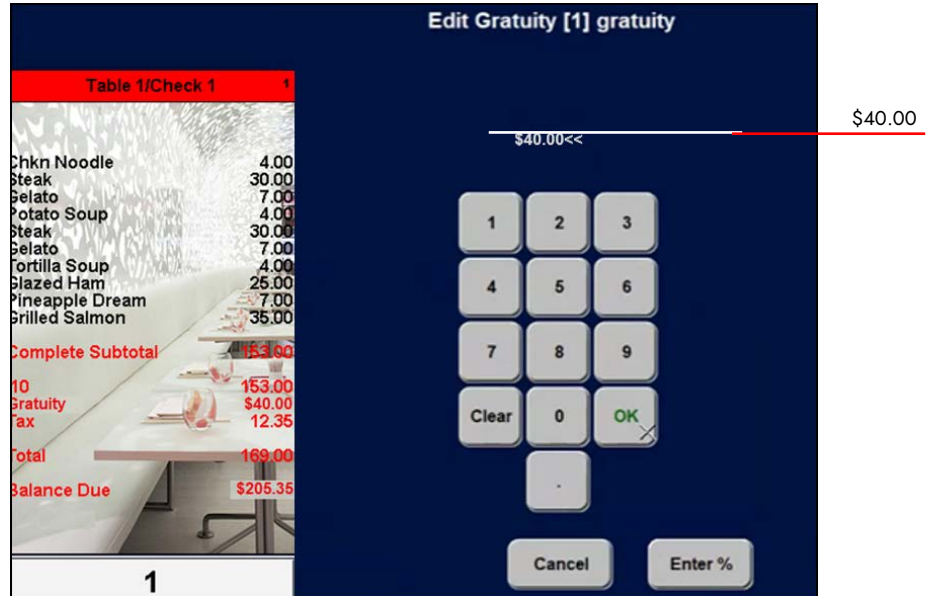
Figure 66 Changing Percentage Based Gratuities to a Dollar Amount

6. Type an **amount**, such as $40.00, and touch **OK**. **Note:** You do not have to enter a whole dollar amount; the amount can include cents, such as $40.50.
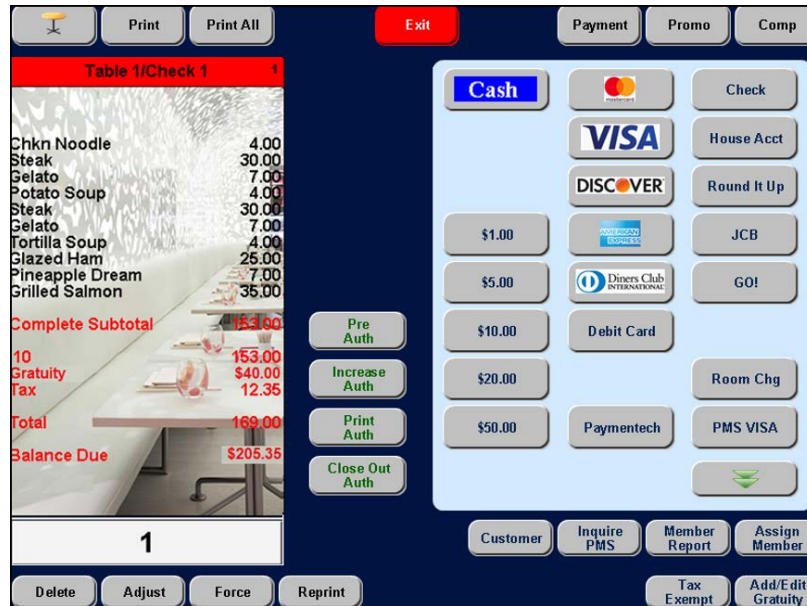
Figure 67 The New Dollar Gratuity Amount Appears

7. The **gratuity** changes to the amount entered.

8. Tender and close the **check** as usual.

Tying a guest check to a party

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-20692	Aloha Table Service	Configuration Technician End User

You can now tie one or more guest checks to a party ID. For example, if you host several group parties on the same night, during order entry, you can tie one or more guest checks to the ID specific to the party the guest is attending. This feature operates off a new option in the Order Mode function that prompts you for the ID during order entry when you select the order mode for the guest check.

Configuring an order mode to prompt for a party ID

The Order Mode function offers a new option that, when selected, displays a prompt for a Party ID during order entry, after you select the order mode for the guest check.

To configure an order mode to prompt for a Party ID:

1. Select **Maintenance > System Settings > Order Mode**.
2. Select an **order mode** for which the prompt is to appear from the drop-down list.
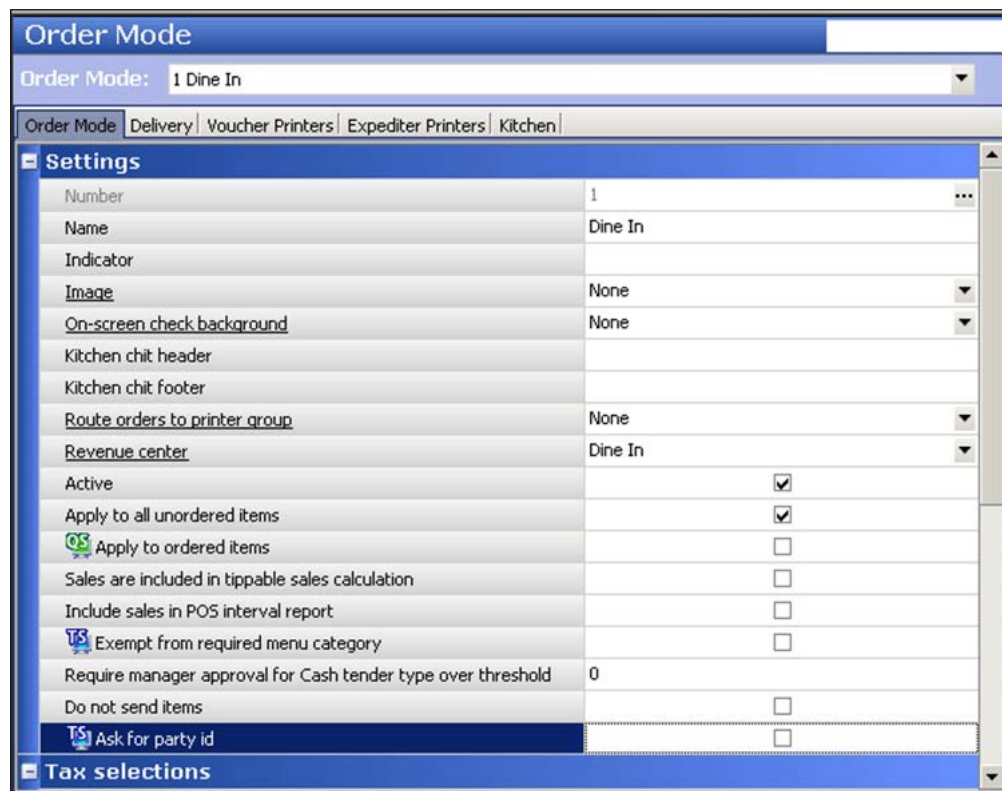
Figure 68 Ask for Party ID

3. Under the 'Settings' group bar, select **Ask for party ID**.

Ask for party ID — Displays the Enter Party Code screen, allowing you to tie the guest check to a party ID. The option allows for alphanumeric and special character entry. If you enter the incorrect party ID, you can correct it later as long as the check is still open. The option defaults to False. ***Documented Version:*** v19.3.

4. Click **Save**.

5. Repeat this **procedure** for any other order modes for which you want to prompt for a party ID.

6. Exit the **Order Mode** function.

Additionally, the system allows you to enter, change, or update a party ID manually, while the check is still open. For example, if you accidentally enter an incorrect party ID, touch 'Party ID' to open the Enter Party Code screen and manually enter, change, or update the party ID.

For Table Service, you must add the Party ID button to either a FOH floor plan panel in use or to the configurable bottom row of the order entry screen, referred to as the Action Item area. Teaching you how to create a custom panel to replace the hard-coded buttons that appear on the bottom row of the order entry screen is beyond the scope of this document. To learn how to create this panel, refer to the Custom TS Order Entry Screen Feature Focus Guide. We suggest you create at least one custom panel, add a button for each of the standard buttons, including the standard Hold button, so that the two panels are identical, and then return here in this document to learn how to add the Party ID button to the custom panel.

💡 **Tip:** This button exports data to BTN.DBF, with a function value of 276.

To add a Party ID button:

1. Select **Maintenance > Screen Designer > Table Service Screen Designer**.

2. Select **Panel > Open Panel**, select the **custom order entry panel** to edit, and click **OK**.

3. Select an **available button** or create a **new button**. The Properties dialog box appears.
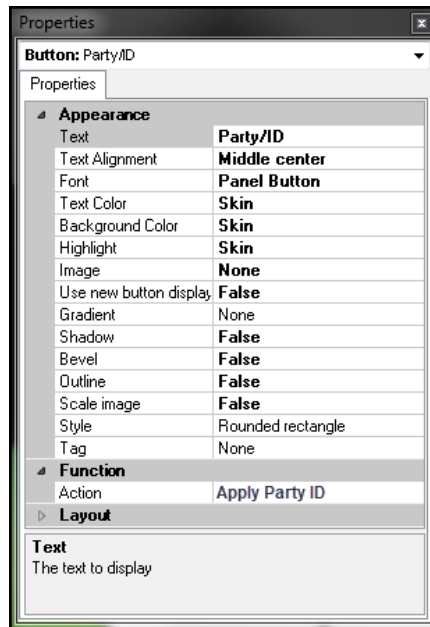
Figure 69 Apply Party ID

4. Under the 'Function' group bar, select **Apply Party ID** from the 'Action' drop-down list.

    Apply Party ID — Provides a button that allows you to enter, change, or update a party ID. Once touched, the Enter Party Code screen appears and you can touch backspace to remove and enter a correct party ID. *Documented Version:* v 19.6.

5. Under the 'Appearance' group bar, type a **name** for the button, such as 'Party ID.' To display text on multiple lines, insert '\n' without spaces for line breaks. For example, 'Party/ID.'

6. Configure the **remaining options** as you would for any other button.

7. Select **Panel > Save All Panels**.

8. Exit the **Screen Designer** function.

Assigning a party ID to a guest check

For best practices, obtain the party ID from the guest when accepting orders. If you enter an incorrect party ID number, you can correct this error using the 'Party ID' button.

To assign a Party ID to a Guest Check:

1. Log in to the **Front-of-House** (FOH).

2. From the Working with Tables screen, touch **New**. The Enter Table Number screen appears.

3. Enter the **table number** using the numeric keypad, and touch **OK**.

4. Enter the **number of guests** sitting at the table using the numeric keypad, and touch **OK**.

5. Enter the **orders**.

6. Select an **order mode** configured to prompt for a party ID. The Enter Party Code screen appears.

Figure 70 Enter Party Code Screen

7. Enter the **party code ID**.

8. Touch **OK**.
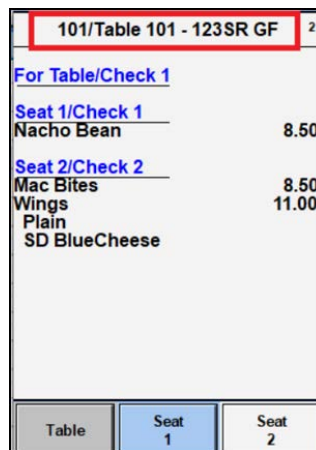
Figure 71 Guest Check Displays Party ID

The party ID appears in the guest check window.

To change a party ID on a guest check:

1. Log in to the **FOH**.

2. From the Working with Tables screen, touch the **table** in the Open Tables column. The Order Entry screen appears with the full order appearing in the guest check window.
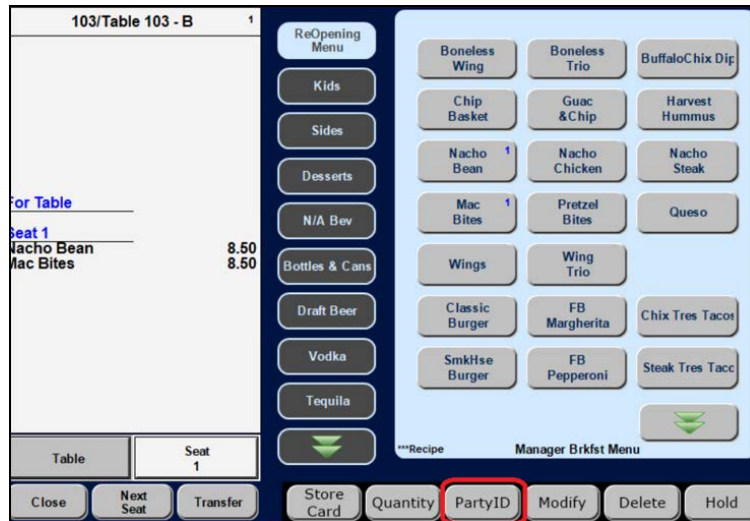
Figure 72 Party ID Button on Order Entry Panel

3. Touch **PartyID**. The Enter Party Code screen appears.
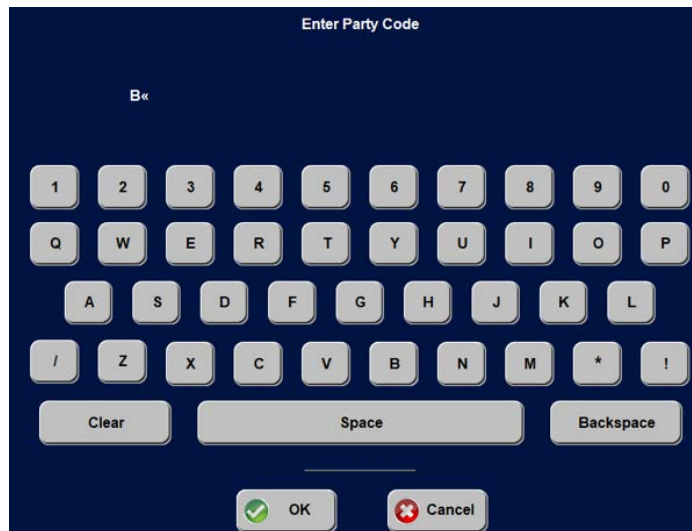
Figure 73 Entering a Correct Party ID

4. Enter the **correct party ID**.

5. Touch **OK**.
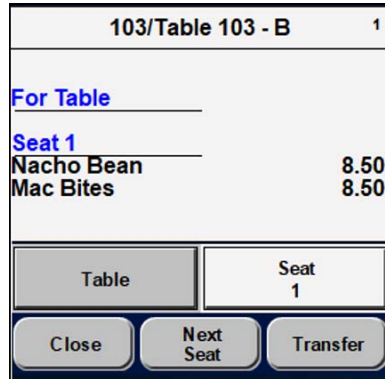
Figure 74 Guest Check Displays Party ID

The corrected party ID appears in the guest check window.

Clocking out an employee that left mid-shift

Version	Tracking Number	Products	Audience
POS v19.6.	ALOHAP-21991	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

There are instances when an employee must leave during their shift; perhaps due to a family emergency, or you ask them to leave because business is slow. If an employee accumulates sales and then leaves without performing a checkout, you must be able to run the checkout, then clock the employee out. This is difficult without knowing the employee login credentials. You can now perform a checkout for an employee that accumulated sales and left without performing a checkout. There is no configuration required for this enhancement.

To clock out an employee that leaves mid-shift:

1. Log in to the **FOH**.
2. Touch **Functions**. The Special Functions screen appears.
3. Touch **Employee**. The Employee screen appears.
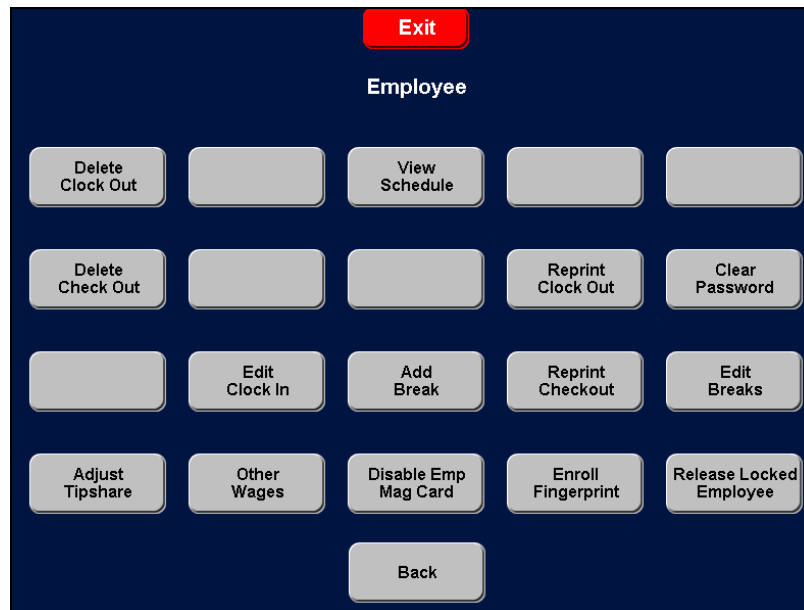
Figure 75 Employee Screen

4. Touch **Edit Clock In**. The Select Employee to Edit Clock In/Outs screen appears.
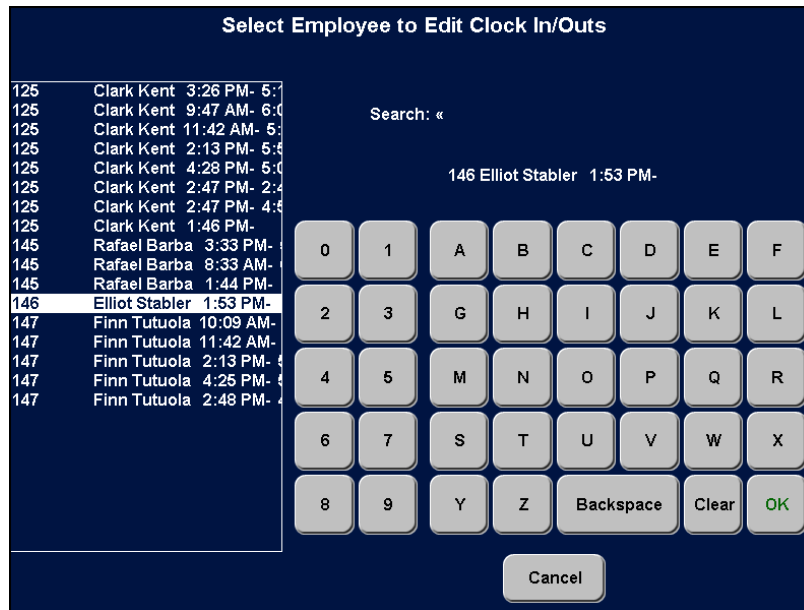
Figure 76 Selecting the Employee

5. Touch the **employee** and touch **OK**. The Edit Clock In/Out screen appears.
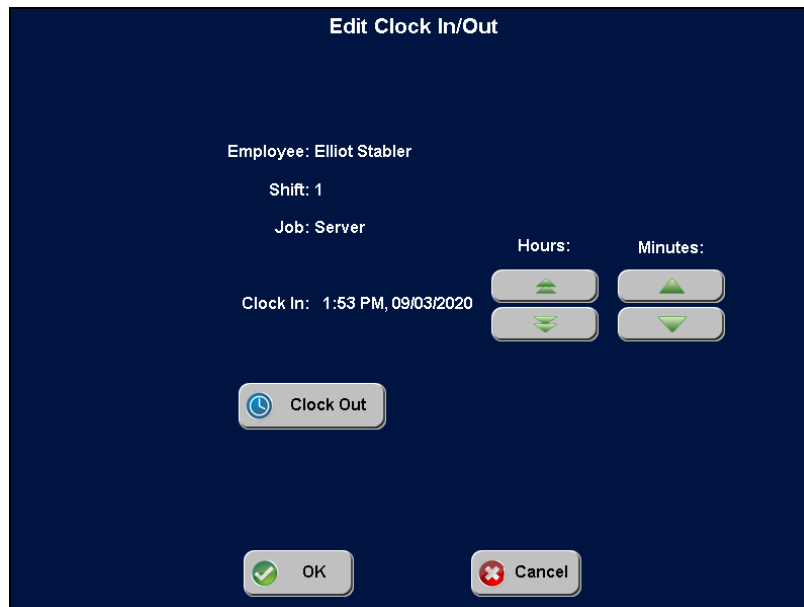
Figure 77 Edit Clock In/Out

6. Touch **Clock Out**. A prompt to run the checkout for the employee appears.
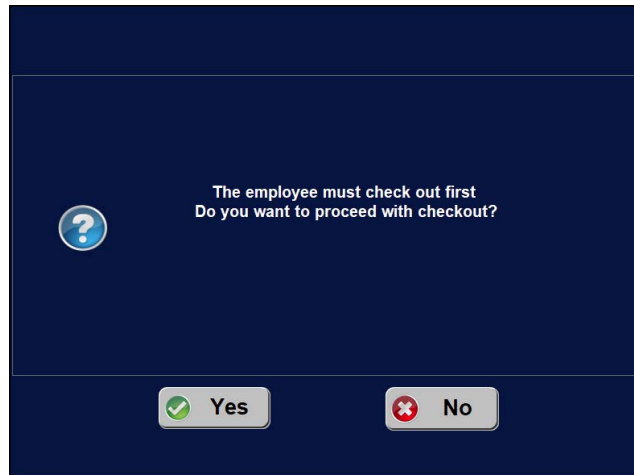
Figure 78 Warning Message

7. Touch **Yes**. A message letting you know the employee has been checked out appears.
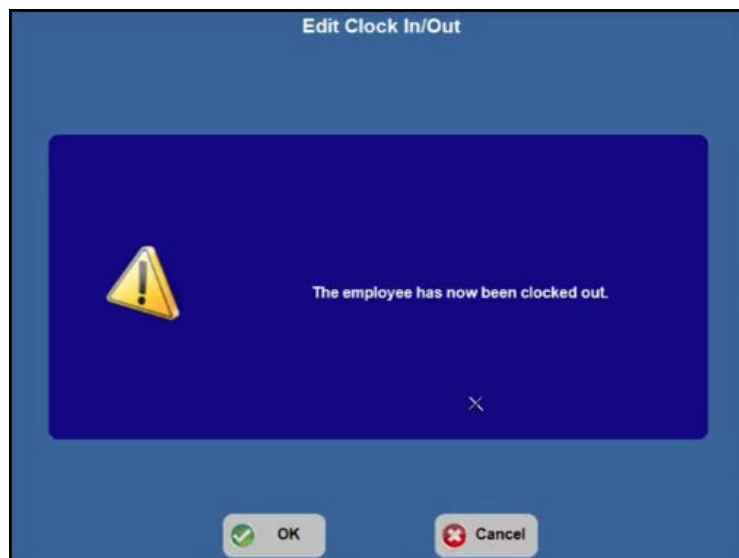
Figure 79 The Employee Has Been Checked Out Prompt

8. Touch the **message** to dismiss it.
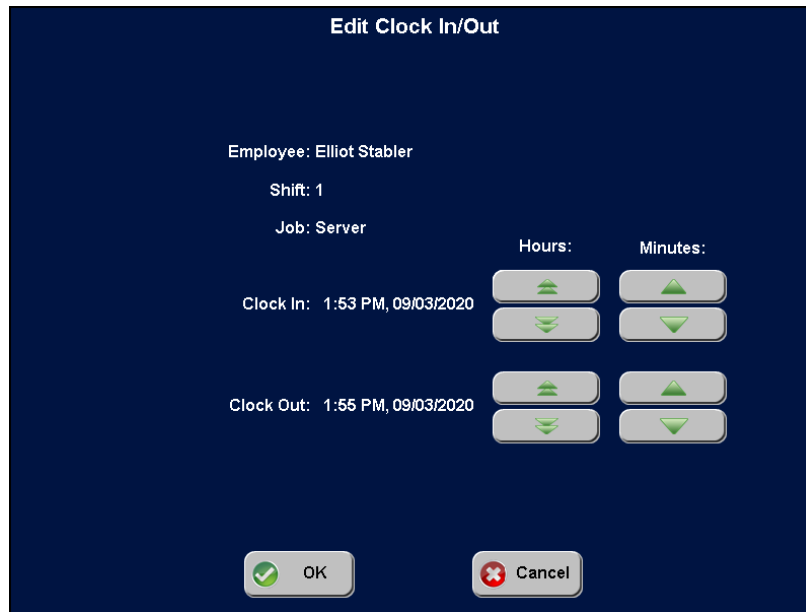
Figure 80 Edit Clock In/Out Screen

9. Touch **OK** to return to the Employee screen.
10. Touch **Exit** to return to the floating logo.

Supporting group combos for fractional pizzas in Table Service

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-25393	Aloha Table Service	Configuration Technician End User

You can now apply a group combo promotion that includes a fractional pizza. For example, you offer a fractional pizza, a side item, and a drink for $20.00. Your guest wants one half Supreme pizza and one half Veggie Lovers pizza; a garden salad, and a soda. The system applies the correct price of the group combo to the fractional pizzas.

> **Reference:** Refer to the Group Combo Feature Focus Guide and the Advanced Pizza for TS Feature Focus Guide for more information.

Configuring minimum guest count to force automatic gratuity by revenue center

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-26161	Aloha Table Service	Configuration Technician End User

Currently, you can automatically add a gratuity to a guest check based on guest count; however, this configuration is global and the automatic gratuity is added to every guest check meeting the minimum guest requirement. With the introduction of the Gratuities function, you gained the ability to assign a gratuity to a revenue center, but you could not stipulate the minimum number of guests before adding the auto-gratuity to the guest check. Now you can stipulate the minimum number of guests required before adding the auto-gratuity.

> ● **Tip:** To use this feature, you must configure the system to capture guest counts. How to configure the capture of guest counts is outside the scope of this document. Refer to Maintenance > Business > Store > Store Settings tab > Order Entry group in the Table Service Reference Guide for information regarding capturing the guest count.

Select an order mode, table, or terminal to which the revenue center is attached. The system assigns a revenue center to every guest check you open, based on either the table you select or the terminal from which you initiate the guest check, as soon as you add the first item to the guest check. This revenue center stays with the guest check regardless if you transfer the check or add items to the check using a different terminal. Because you can configure a revenue center in multiple functions in the system (Order Modes, Table Definitions, Terminals,) if you apply an order mode to the guest check, the revenue center assigned to the order mode overrides the table definition, which overrides the terminal definition.

To configure auto-gratuity based on minimum guest count using the Gratuities function:

1. Select **Maintenance > System Settings > Gratuities**.
2. Select an **existing gratuity** from the drop-down list, or click **New** and either accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Figure 81 System Settings - Gratuities

3. Type a **name** to identify the gratuity, such as 'Gratuity 1.' You can also identify the auto-gratuity based on the revenue center to which it applies, such as 'Patio bar,' 'Pool bar,' and more.

4. Select **Force automatic gratuity** to expose the 'Minimum guests needed for automatic gratuity.'

5. Type the **minimum number of guests needed for automatic gratuity**, such as '8.'

   Minimum number of guests needed for automatic gratuity — Specifies the minimum guest count required to apply this automatic gratuity. For example, if you set the minimum number to '8,' the entry of a guest count eight or greater causes the automatic gratuity to apply to the current guest check. *Documented Version:* POS v19.5.

6. Type the **percentage** for calculating the automatic gratuity, such as '10.00' (10%).
   -OR-
   Type a **dollar amount** to add to the guest check for the automatic gratuity, such as $5.00.'

7. Type the **text** to appear on the guest check, such as 'Automatic Gratuity.'

8. Configure the **remaining options**.

9. Click **Save**.

10. Repeat this **procedure** for each gratuity requiring a minimum guest count for applying an automatic gratuity.

11. Exit the **Gratuities** function.

The system assigns a revenue center to every guest check you open, based on the order mode you apply to the check, the table you select, or the terminal you use to enter the order, as soon as you add the first item to the guest check. This revenue center stays with the guest check regardless if you transfer the check or add items to the check using a different terminal. If a revenue center is assigned to all three of these, the revenue center assigned to the order mode overrides the one assigned to the table, which overrides the one assigned to the terminal. For example, if you select table 5, which is assigned to one revenue center, and then apply the Large Party order mode to the guest check, the revenue center assigned to the Large Party order mode overrides the revenue center assigned to the table.

To add gratuity assignments to revenue centers:

1. Select **Maintenance > System Settings > Revenue Center**.
2. Select a **revenue center** from the drop-down list.
3. Select the **Gratuities** tab.
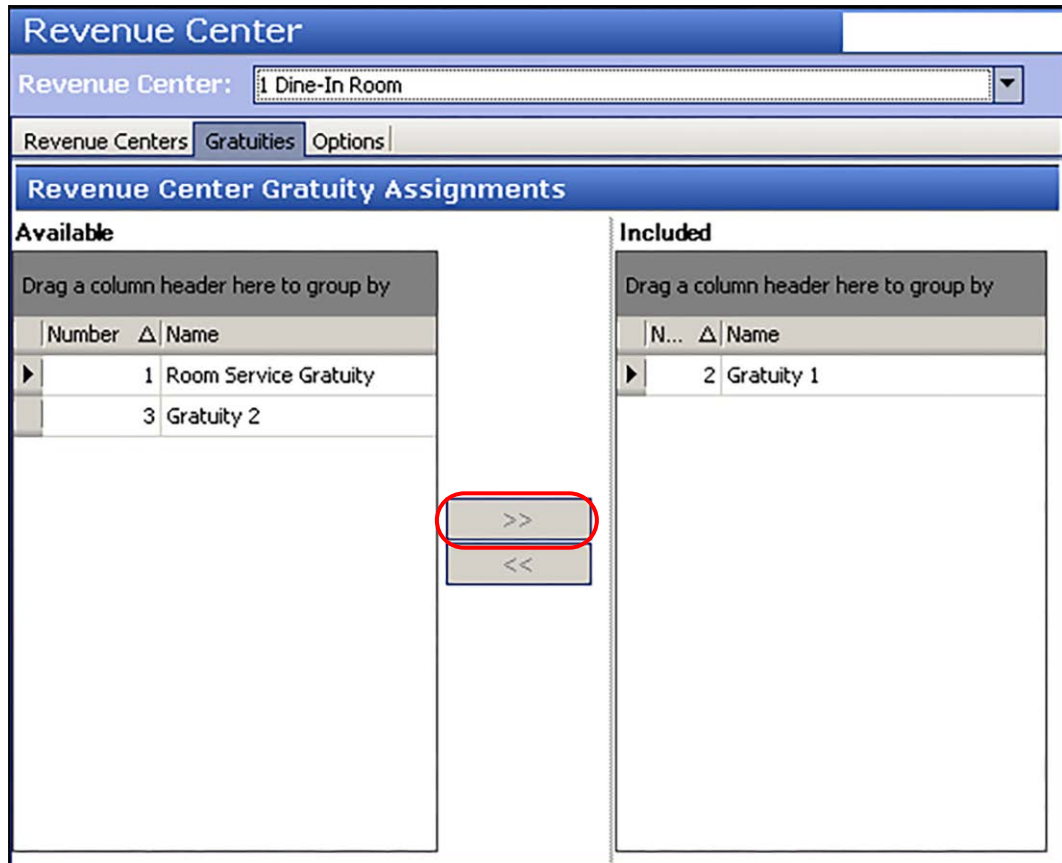
Figure 82 Revenue Center - Gratuity Assignments

4. Select a **gratuity** in the 'Available' list box and click **>>** to move the gratuity to 'Included' list box. In this example, we are assigning a gratuity to the Dine-In revenue center, and the revenue center attached to the table is Dine-In.

5. Click **Save**.

6. Repeat this **procedure** for any other revenue center to assign a gratuity.

7. Exit the **Revenue Center** function.

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SCENARIO: Using guest counts assigned to the gratuity record attached to the Dine-In revenue center to force automatic gratuity.

To use guest counts to force auto-gratuity:

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch **New**. The Enter Table Number screen appears.
3. Enter the **table number** using the numeric keypad, and then touch **OK**.
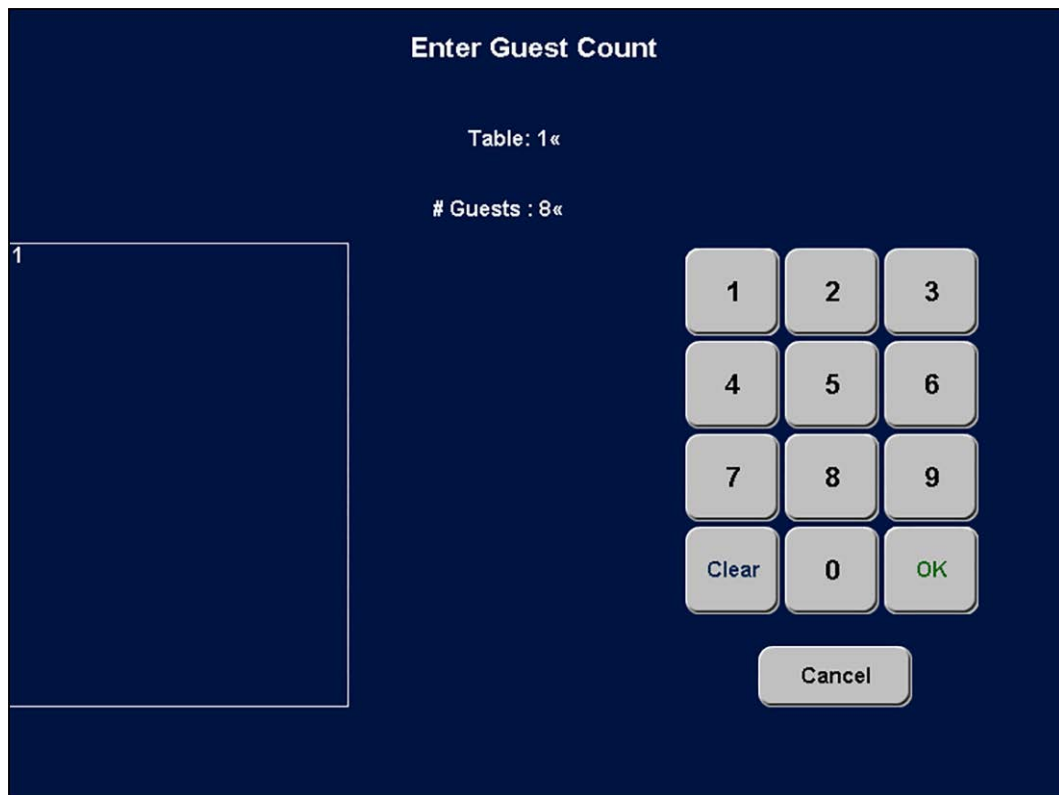
Figure 83 Entering the Guest Count

4. Use the numeric keypad to enter the **number of guests** sitting at the table, such as '8,' and touch **OK**.
5. Add **items** to the guest check.
6. Touch **Done** or an **order mode** to send the order to the kitchen. The system automatically adds the gratuity to the guest check.

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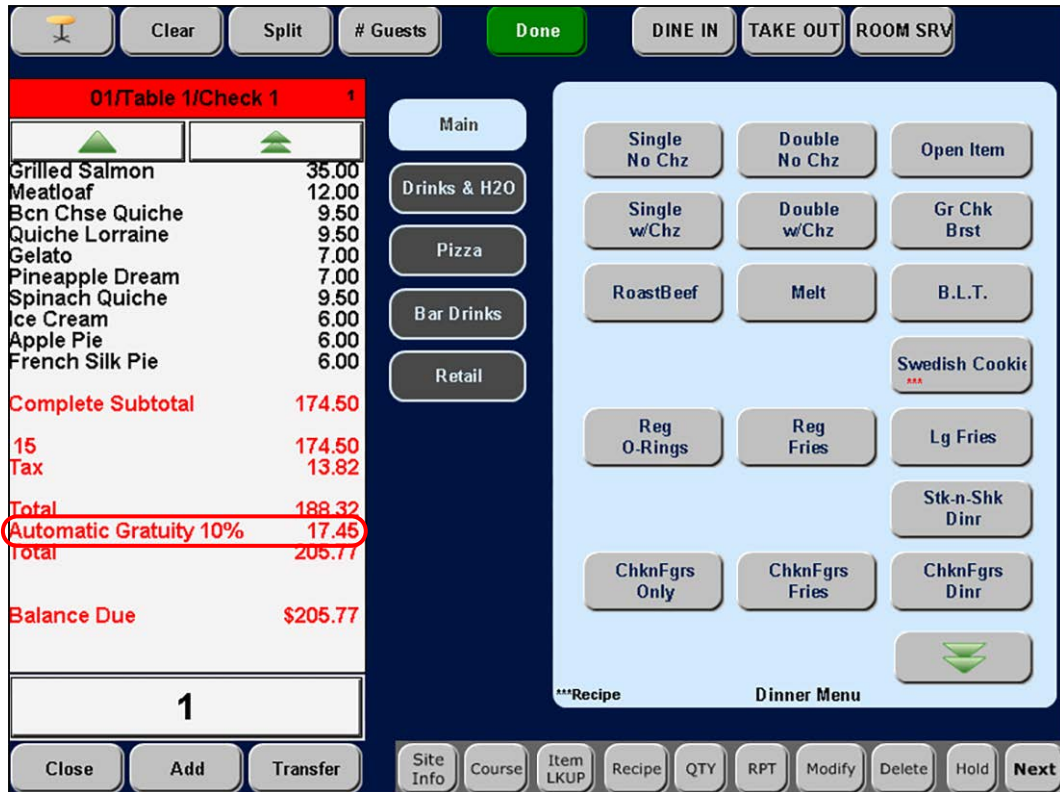
Figure 84 Sending the Order to Kitchen

7. When the guests are ready to leave, tender and close the **check**, as normal.

Displaying employees assigned to cash drawers

Version	Tracking Number	Products	Audience
POS v19.6	ALOHAP-27614	Aloha Quick Service	Configuration Technician End User

Currently, a manager must log in to the Front-of-House (FOH) and navigate to the Manage Drawers function to view cash drawer assignments. Now you can configure a Cash Drawers Info button to appear on the FOH login screen. Touching this button displays a list of employees and their cash drawer assignments, allowing employees to easily check their assignments without requiring manager intervention.
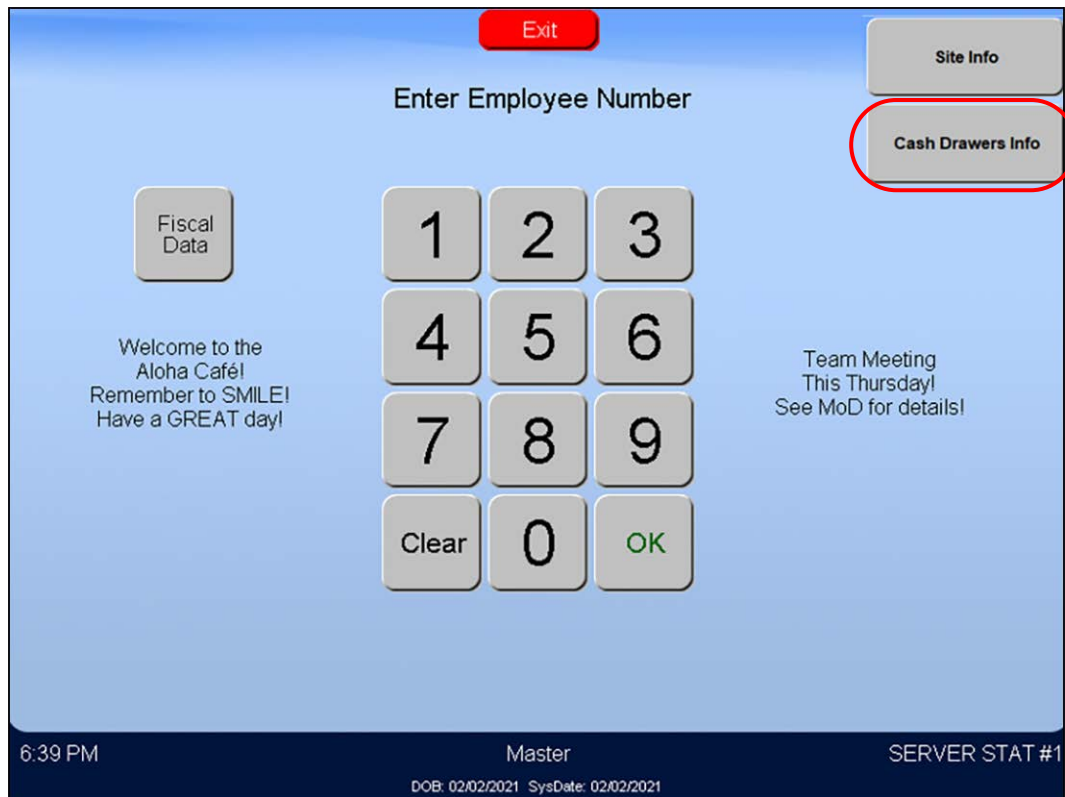
Figure 85 Cash Drawers Info

To display the Cash Drawers Info button on the login screen:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **User Interface** group located at the bottom of the screen.
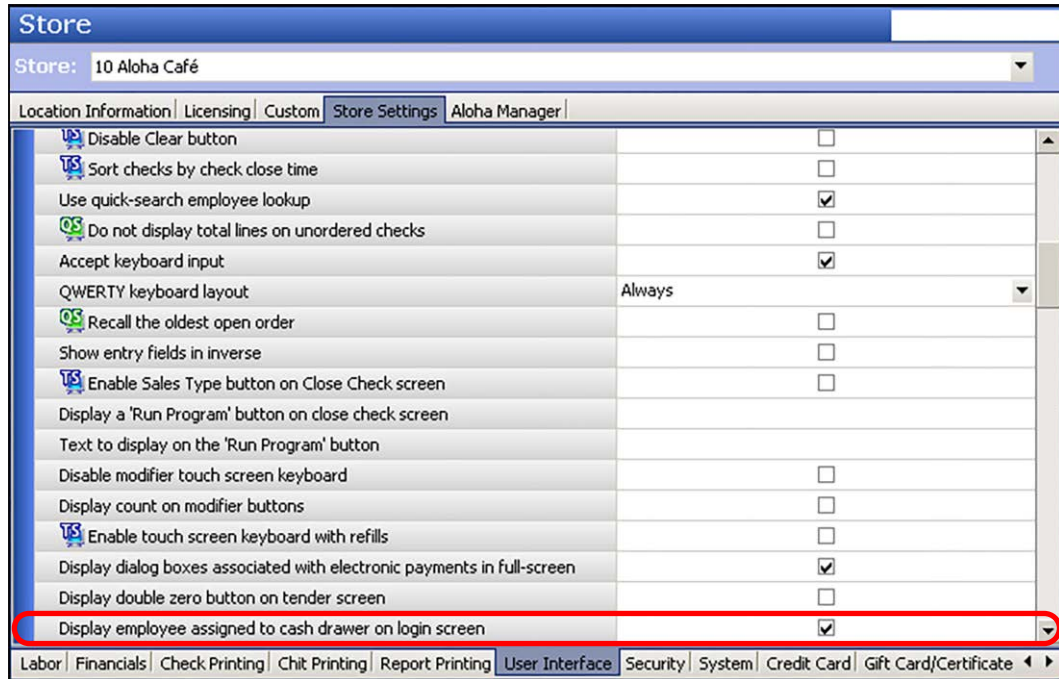
Figure 86 Store Settings Tab - User Interface Group

4. Under the 'Display' group bar, select **Display employee assigned to cash drawer on login screen**.

   Display employee assigned to cash drawer on login screen — Enables a Cash Drawers Info button to appear on the FOH login screen, making it easier for employees to view cash drawer assignments without requiring a manager to log in and navigate to the Manage Drawers function. All configured cash drawers appear; an error message appears if the manager has not yet performed cash drawer assignments. ***Documented Version:*** v19.5.

5. Click **Save** and exit the **Store** function.

Viewing Cash Drawer Info

> The manager, or someone with similar access, assigns employees to cash drawers.
>
> 1. Touch the **floating logo** to open the Front-of-House (FOH). The Login screen appears. See Figure 85.
>
> 2. Touch **Cash Drawer Info** to view the list of cash drawer assignments.
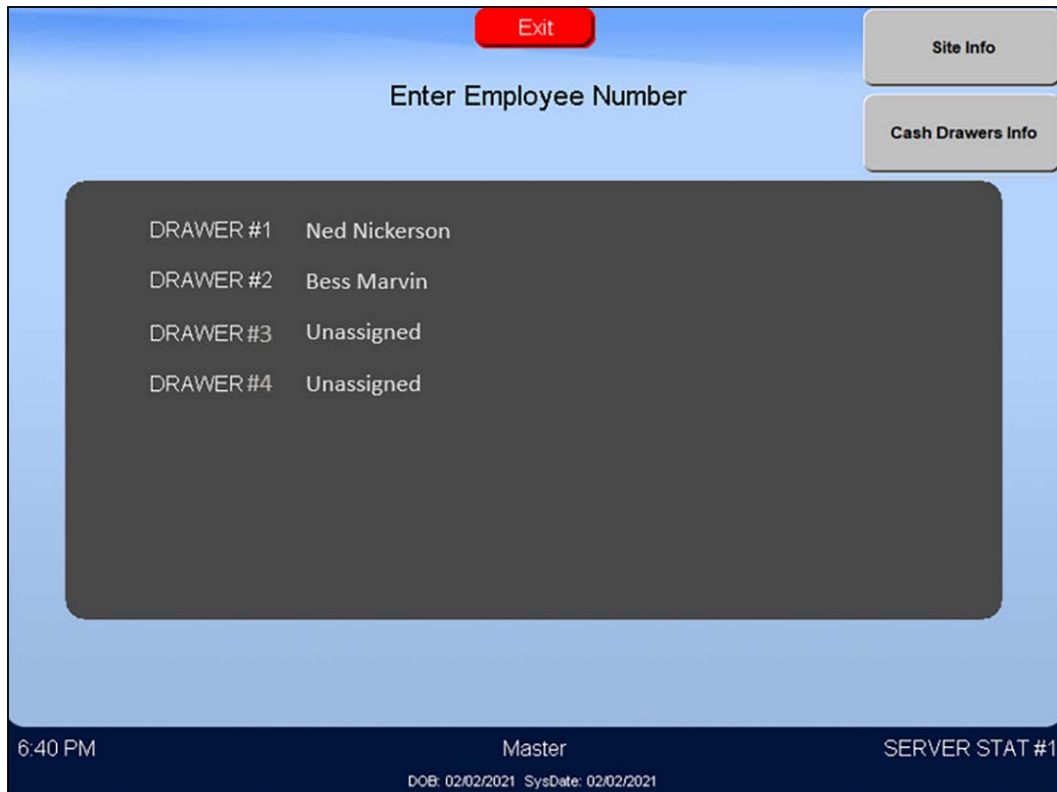
Figure 87 Cash Drawer Assignments

> 3. Touch the screen to dismiss it.

> **ⓘ Note:** An error message appears if the manager has not yet performed cash drawer assignments.

Changing the font size of text on Change Due message box

Version	Tracking Number	Products	Audience
POS v19.5	ALOHAP-27618	Aloha Quick Service	Configuration Technician End User

You can now change the font size of the text on the Change Due message box to make it larger and easier to read. The system provides three options: 'System Default (12),' which is considered medium; 'Large (64),' and 'Extra Large (88).' First, you must verify your screen resolution to determine the appropriate size, and then refer to Figure 88 for additional resolution details.

> **ℹ Note:** To change the height, width, and position of the change due dialog box, select Maintenance > Hardware > Terminals and configure the options.

Figure 88 Examples of Screen Resolution and Change Due Dialog Font Sizes

To change the font size of the Change Due message box:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **User Interface** group located at the bottom of the screen.
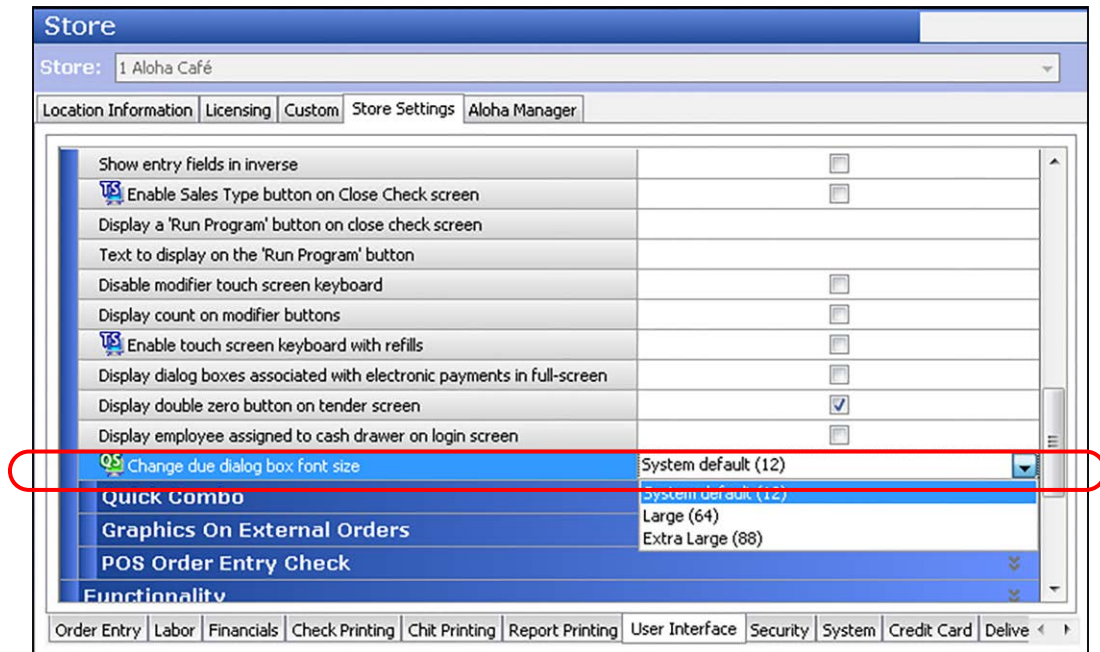
Figure 89 Store Settings Tab - User Interface Group

4. Under the 'Display' group bar, select a **font size** from the 'Change due dialog box font size' drop-down list. The available options are 'System Default (12),' 'Large (64),' and 'Extra Large (88).'

   Change due dialog box font size — Allows you to change the font size of the change due box so that employees can easily read the message that appears. (1) You must check the resolution of your screen, then (2) select the appropriate size from the 'Change due dialog box font size' drop-down list. The available options are 'System default (12), which is considered 'medium,' 'Large (64),' and 'Extra Large (88).' ***Documented Version:*** v19.5.

5. Click **Save** and exit the **Store** function.

Viewing the Change Due dialog box

This example uses a screen resolution of 1024 x 768 and the change due dialog box size of 'Large (64).'

1. Add **items** to the guest check. The total due is $11.11.

2. Touch an **order mode** to send the order to the kitchen.

3. Touch **Close** to access the Tenders screen.

4. Choose the **payment type**. This example uses $20.00 cash.

5. Touch **$20**. The Change Due box reads, 'Change Due: $8.89.'
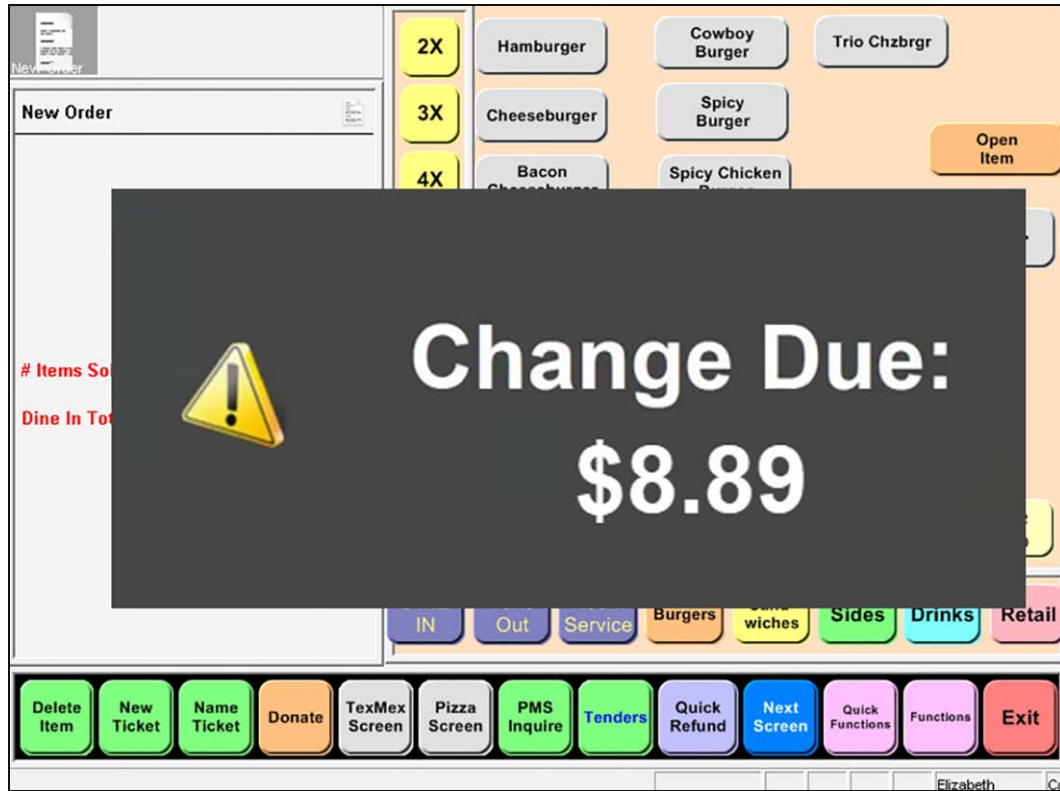
Figure 90 Change Due Font Size - Large (64)

6. Give the guest their **change**.

Supporting Givex 24-digit gift card numbers

Version	Tracking Number	Products	Audience
POS v19.3	ALOHAP-29565	Aloha Quick Service, Aloha Table Service, Aloha EDC	Configuration Technician End User

The Aloha® POS system now supports Givex gift card numbers up to 24 digits. To accept 24-digit gift card numbers, you must update the Aloha POS version to 19.6, Aloha EDC to v19.4. and the Givex plugin to v15.1.178. Although no configuration is necessary, you may need to access Maintenance > Payments > Tenders > Identification tab and update the Givex gift card number to 24 digits under the 'Identification' group bar.

> **ℹ Note:** As the Givex UPI integrates solely with Aloha Electronic Draft Capture (EDC), this feature is not compatible with Connected Payments.

> **📖 Reference:** Refer to the Givex Gift Card Feature Focus Guide for more information.

Sending orders from two terminals to one serial display board

Version	Tracking Number	Products	Audience
POS v19.6	WIT 094473	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can now configure multiple terminals to communicate with one serial display board. The terminals communicate with the serial display board on a 'first come, first served' basis, creating a one-to-many relationship. Orders appear on the display board in consecutive order; however, if an employee starts an order when one is already in progress on another terminal, the second order never appears on the display board.

In the following scenario, terminals 3 and 4 send orders to the same serial display board:

SCENARIO: You start an order on terminal 3 and add items to the guest check. The order appears on the display board. You close the check and the display board clears. Your coworker starts an order on terminal 4 and adds items to the guest check. The order appears on the display board. Your coworker closes the check and the display board clears.

SCENARIO: You start an order on terminal 3 and add items to the guest check. The order appears on the display board. Your coworker starts an order on terminal 4 and adds items to the guest check. Because the display board is already in use, the order entered by your coworker does not appear on the display board. The system does not display any order initiated when the display board is already in use by another terminal and will not queue the order for later display. You close your check, and the display board clears.

SCENARIO: You and your coworker start an order at the same time. In the event that you and coworker both start a check simultaneously, the order originating from the terminal with the lowest ID appears on the display board; the other order is ignored.

To send orders from more than one terminal to a serial display board:

1. Select **Maintenance > Hardware > Display Boards**.
2. Select the **display board** from the drop-down list.
3. Select the **Display Orders From** tab.
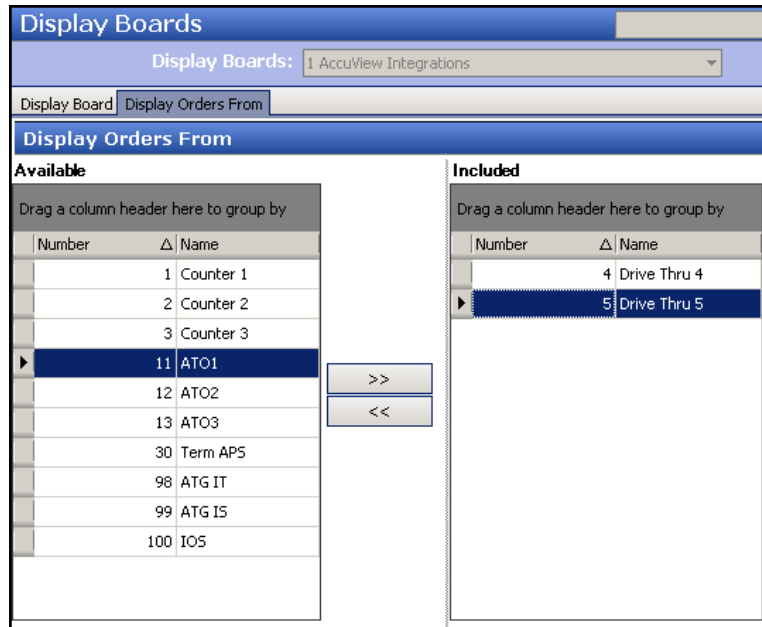
Figure 91 Display Order From Tab

4. Select the **terminal** from the 'Available' list and click **>>** to move the terminal to the 'Included' list.

5. Repeat **step 4** until the desired terminals appear in the 'Included' list.

6. Click **Save** and exit the **Display Boards** function.

Displaying text on manager approval screen for early break returns

Version	Tracking Number	Products	Audience
POS v19.6	WIT 177165	Aloha Quick Service	Configuration Technician End User

Some laws require an employee to take the full minimum break minutes before they return to work. When enforced, if an employee returns from the break before the minimum minutes required, the employee must receive manager approval to return to work. You can now display additional text to appear on the manager approval screen for early break returns. The purpose is to alert the manager approving the return of legal requirements and potential issues, allowing them to make more informed decisions regarding employee breaks.

Reference: Refer to the Employee Breaks Feature Focus Guide for more information.

Using car images to recall orders to active guest check window

Version	Tracking Number	Products	Audience
POS v19.6	WIT 177173	Aloha Quick Service	Configuration Technician End User

In Aloha Quick Service v15.1, we introduced the ability to integrate with Gulfcoast Software Solutions to capture and display images of vehicles associated with drive-thru orders in the active guest check, the review check, and on an Aloha Kitchen screen. Touching the image in either the active guest check window or the review check window brings you to a screen containing all images currently in the queue. Selecting an image recalls the check to the review check window.

Now you can recall the check from the screen on which all images currently in the queue appear to the active guest check window instead of the review check window. This allows you to use drive-thru vehicle identification without also configuring and using the review check functionality.

> 📖 **Reference:** Refer to the Drive-Thru Vehicle Identification Feature Focus Guide for more information.

Supporting charitable donations in Quick Service

Version	Tracking Number	Products	Audience
POS v19.6	WIT 178027 WIT 188365	Aloha Quick Service	Configuration Technician End User

Some quick service restaurants support local charities by hosting donation drives. Currently, there is not an easy process to add a donation to the guest check. In an effort to produce acceptable speed of service metrics, some cashiers bypass the prompt and do not ask guests if they would like to make a donation; therefore, the opportunity to raise money for charities in need is lost.

Now you can add easily configured buttons that you can touch to apply the change due, a custom defined amount, or an open amount suggested by the guest. You can also configure a footer message by category to include a 'thank you' message to guests that donate.

📖 **Reference:** Refer to the Charitable Donations in QS Feature Focus Guide.

Supporting visual indicators for order modes

Version	Tracking Number	Products	Audience
POS v19.6	WIT 179700	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can designate a combination of up to three characters and letters to appear next to every menu item on a guest check, to indicate the order mode you apply to each item. For example, -> might appear next to items to which you apply the To Go order mode, DIN next to Dine In items, and so on. You designate the indicator in the Order Mode function. For Quick Service sites, you can also designate an image to appear in the order entry queue as a visual indicator of the order mode applied to an order. For example, you can use a car to indicate an order in the queue came from the drive-thru order mode. You designate the image for the order mode in the Order Entry Queue function.

Now you can designate an image to appear in the order entry queue and another image to appear as the background in the on-screen guest check, both of which are visual indicators of the order mode. You can use the on-screen guest check background in place of, or in addition to, the three characters and letters next to each item. This makes it easier to quickly identify the order mode and can reduce information that appears in the body of the on-screen guest check.
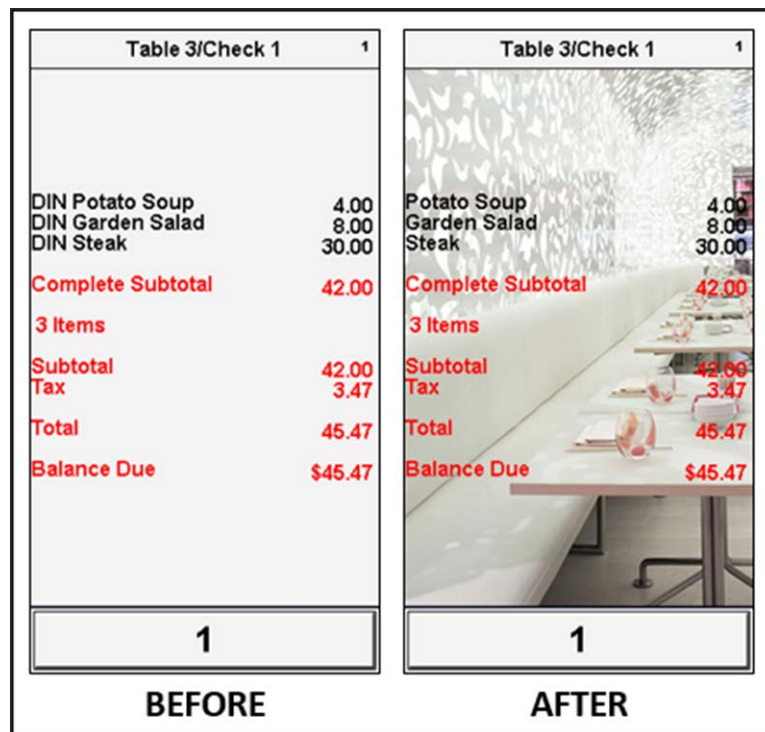
Figure 92 Table Service Dine-In Example

Also effective in v19.3 are two new options in Store Settings that allow you to designate an image and background to use as visual indicators of orders you receive from an Application Program Interface (API), such as mobile orders.
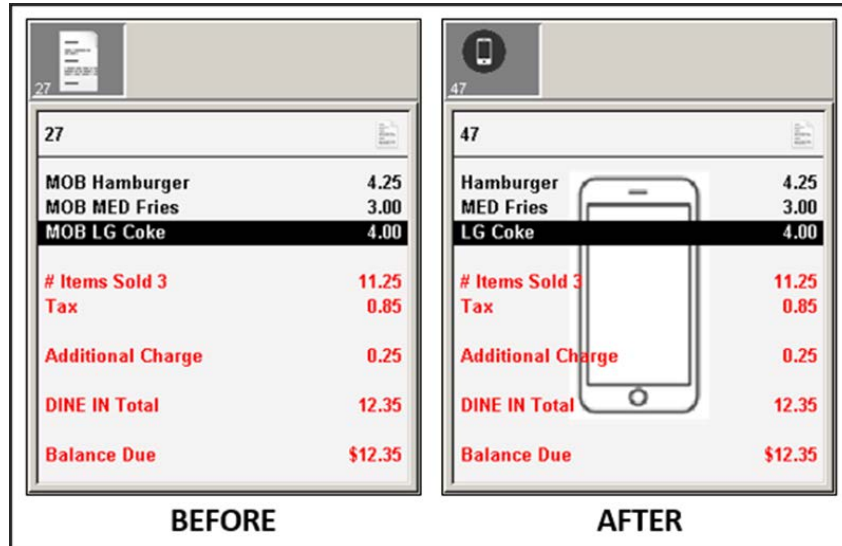
Figure 93 Quick Service Mobile Order Example

Visual Indicator Hierarchy

Since you can define images for the order entry queue and on-screen guest check in several locations, it is important to understand the hierarchy.

From highest to lowest, the hierarchy for the order entry queue is:

1. API Image defined in Maintenance > Business > Store > Store Settings tab > User Interface group > 'Display > Graphics On External Orders' group bar > 'Image.'

2. Image defined in Maintenance > System Settings > Order Mode > 'Settings' group bar > 'Image.'

3. Image defined in Maintenance > System Settings > Order Entry Queue > 'Settings' group bar > 'Image.'

4. Default color for order entry queue.

From highest to lowest, the hierarchy for the on-screen guest check is:

1. API Image defined in Maintenance > Business > Store > Store Settings tab > User Interface group > 'Display > Graphics On External Orders' group bar > 'On-screen check background.'

2. Background image defined in Maintenance > System Settings > Order Modes > 'Settings' group bar > 'On-screen check background.'

3. Background image defined in Maintenance > Screen Designer > Quick Service Screen Designer > Order Panel panel type > 'Image. (QS only)

4. Background image or color defined in Maintenance > System Settings > Skins > 'Check background media file' or 'Check color,' unless employee uses training mode, then uses 'Training check color.'

5. Default color for on-screen check background.

To import new images using the Media Files function:

1. Select **Maintenance > System Settings > Media Files**.

2. Click the **New** drop-down arrow, select **Aloha Point of Sale**, and click **OK**.

3. Accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

4. Type a **name** to help you easily identify the media file. This name does not have to match the file name.

5. Select the **file type** from which to make a selection. The 'Select File' option appears.

6. Click the **ellipsis (...)** for the 'Select File' option, select the new image you created, and click **Open**.

7. Click the **Preview** tab to review the media file.

8. Click **Save**.

9. Repeat this **procedure** for any other media files you need to import. For example, you can import separate images for dine in, takeout, and more.

10. Exit the **Media Files** function.

📖 **Reference:** Refer to the Media Files function in the Table Service or Quick Service Reference Guides for more information.

To designate visual indicators for order modes:

1. Select **Maintenance > System Settings > Order Mode**.

2. Select an **order mode** from the drop-down list.
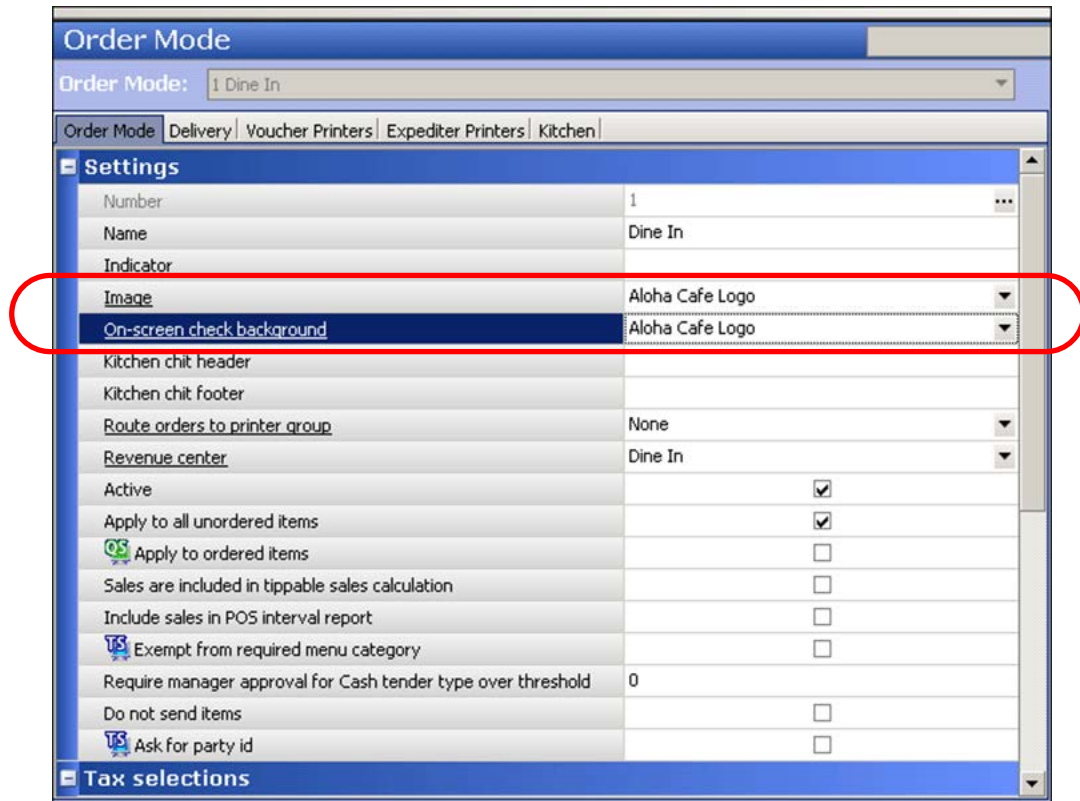
Figure 94 Order Mode

3. If you are using Quick Service, under the 'Settings' group bar, select the **image** to appear in the order entry queue as a visual indicator of the order mode.

   Image — Designates the image to appear in the order entry queue as a visual indicator of the order mode. For example, an image of a car is a visual indicator of the drive-thru order mode. ***Documented Version:*** v19.3. ***Related Options:*** Any image you select in the User Interface group under the 'Display > Graphics On External Orders' group bar on the Store Settings tab in Maintenance > Business > Store supersedes the image you select here.

4. Select the **image** to appear as the background of an on-screen guest check as a visual indicator of the order mode. For example, an image of a car is a visual indicator of the drive-thru order mode.

   On-screen check background — Designates the image to appear as the background of an on-screen guest check as a visual indicator of the order mode. ***Documented Version:*** v19.3.

5. Click **Save**.

6. Repeat this **procedure** for each order mode to which to add visual indicators.

7. Exit the **Order Mode** function.

> **Note:** You can assign a visual indicator to the on-screen guest check using an order mode. As order modes can change over the life cycle of the check, the POS system updates the visual indicator to reflect the order mode of the item last ordered.

To designate visual indicators for API-injected orders:

1. Select **Maintenance > Business > Store**.

2. Select the **Store Settings** tab.

3. Select the **User Interface** group located at the bottom of the screen.
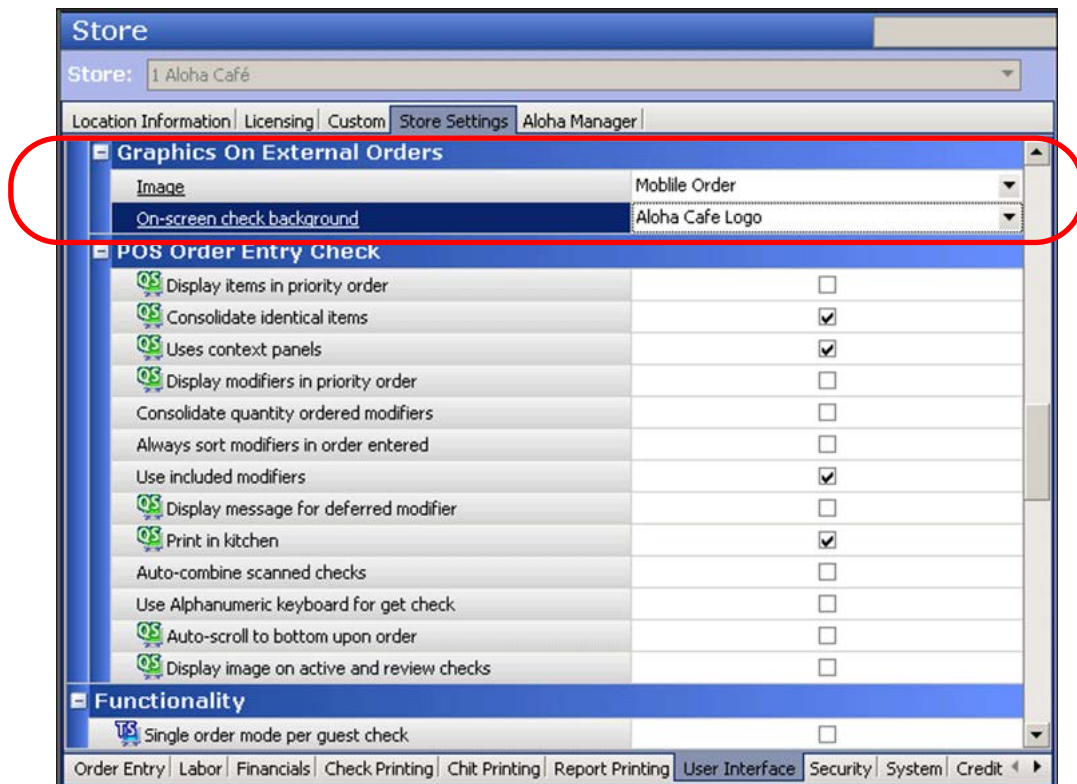
Figure 95 Store Settings Tab - User Interface Group

4. Under the 'Display > Graphics On External Orders' group bar, select the **image** to appear in the order entry queue as a visual indicator of orders received from an Application Program Interface (API), such as mobile orders.

Image — Designates the image to appear in the order entry queue as a visual indicator the order was received from an Application Program Interface (API), such as mobile orders. ***Documented Version:*** v19.3. ***Related Options:*** The image you select under the 'Display > Graphics On External Orders' group bar is first in the hierarchy and supersedes any image you configure in the Order Mode function.

5. Select the **image** to appear as the background of an on-screen guest check as a visual indicator the order was received from an Application Program Interface (API), such as mobile orders.

   On-screen check background — Designates the image to appear as the background of an on-screen guest check as a visual indicator the order was received from an Application Program Interface (API), such as mobile orders. ***Documented Version:*** v19.3. ***Related Options:*** The 'On-screen check background' image you select under the 'Display > Graphics On External Orders' group bar is first in the hierarchy and supersedes any image you configure in the Order Mode function.

6. Click **Save** and exit the **Store** function.

Expanding customer survey access methods

Version	Tracking Number	Products	Audience
POS v19.6	WIT 185817	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Customer Survey feature allows a restaurant to prompt randomly selected guests for feedback about their dining experience in exchange for a reward or discount. The prompt prints on the guest check along with a phone number for your guests to call and enter a unique code to access the survey. Now there are two additional methods from which you can choose for guests to access a survey: 'Barcode,' and 'QR code.' With these methods, guests use a smart phone or tablet to scan a bar code or QR code that prints on the guest check to access the survey on your website or app.

Reference: Refer to the Customer Survey Feature Focus Guide for more information.

Displaying immediate USB PIN pad error message

Version	Tracking Number	Products	Audience
POS v19.6	WIT 190419	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, if you use USB PIN pad devices, when you enter an order on the Front-of-House (FOH) and then touch the tender to enable the PIN pad device to complete the transaction, you have no indication if the device is unavailable due to a physical disconnection. You must then ask the guest for another form of payment, such as cash; or, move to another terminal and re-enter the order to complete the transaction.

Now an immediate 'There is no PIN Pad attached to this terminal' message appears if the USB PIN pad is disconnected. You can then choose another terminal into which to enter the order and complete the transaction.
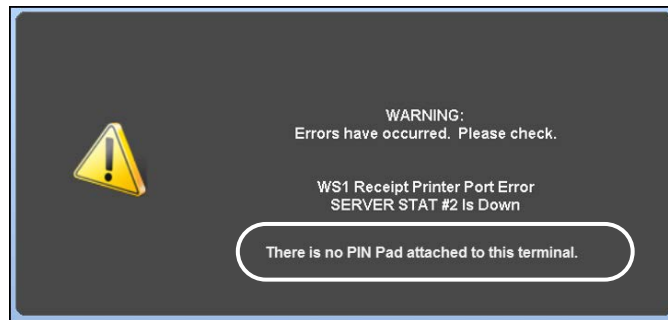
Figure 96 PIN Pad Alert

> ⓘ **Note:** There is no configuration required for this enhancement.

Limiting interface employee access

Version	Tracking Number	Products	Audience
POS v19.6	WIT 190442 WIT 190448 WIT 190453 WIT 193526	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

An interface employee is a 'virtual employee' used by the Aloha POS system to perform automated tasks through Aloha Connect. NCR® products, such as Aloha Takeout and Aloha Mobile, use interface employees to automatically carry out tasks behind the scenes in the Aloha POS, while actual store employees use terminals to perform tasks. You create interface employees just like any other employee and assign them an interface job code with the ability to perform manager functions and other restricted capabilities.

To prevent potential fraud, we added several protective measures that prevent interface employees from performing certain functions:

- You can no longer use an interface employee ID to log in to the FOH.
- You can no longer approve a function requiring manager approval.
- Interface employees no longer appear in employee lists on the FOH, such as Manage Drawers or Edit Time.
- A clock in chit no longer prints for any employee clocking in using an interface job code.

There is no configuration to implement these protective measures.

Refunding a check to original order mode

Version	Tracking Number	Products	Audience
POS v19.6	WIT 396085	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

When you perform a refund, rather than use the same order mode from which the order originated, the system uses an internal order mode ID 99, which you cannot change. If you try to select an order mode for the refund check, the 'You cannot set the order mode to a refund' message appears. As the POS allows you to establish tax rates based on different conditions, including the order mode you apply to a guest check, and order mode ID 99 backs out taxes based on the item tax rate, not refunding back to the original order mode can cause the refund calculations for the taxes to be different than the original check. Because the tax rates are different, the original transaction and the refund transaction do not directly offset each other. Now you are able to refund a check back to the original order mode.

To allow the selection of an order mode for a refund check (QS and TS):

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **User Interface** group located at the bottom of the screen.
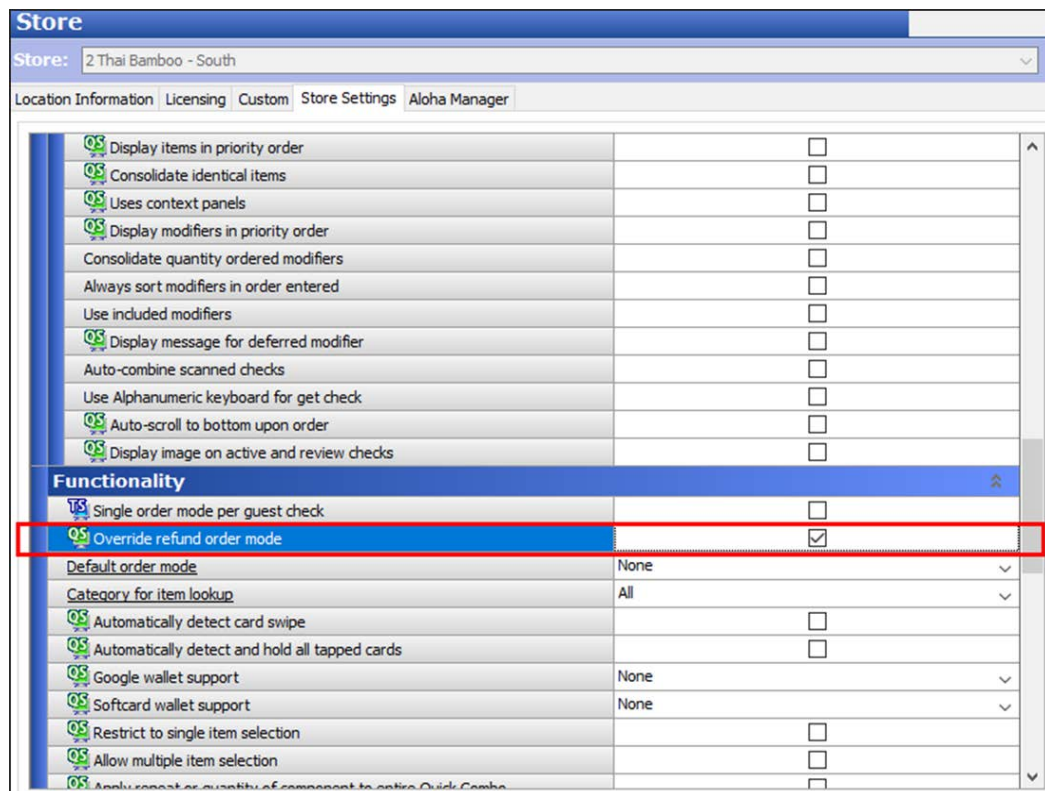
Figure 97 User Interface Group - Functionality Group Bar

4. For Quick Service, select **Override refund order mode** under the 'Functionality' group bar.

5. For both Quick Service and Table Service, leave **None** as the default order mode, so that a prompt requesting the order mode appears in the FOH.

6. Click **Save** and exit the **Store** function.

7. If using Table Service, continue to the **next procedure**.

To allow the selection of an order mode for a refund check (TS only):

1. Select **Maintenance > Labor > Jobcodes**.

2. Select a **job code** from the drop-down list.

3. Select the **Order Entry** tab.
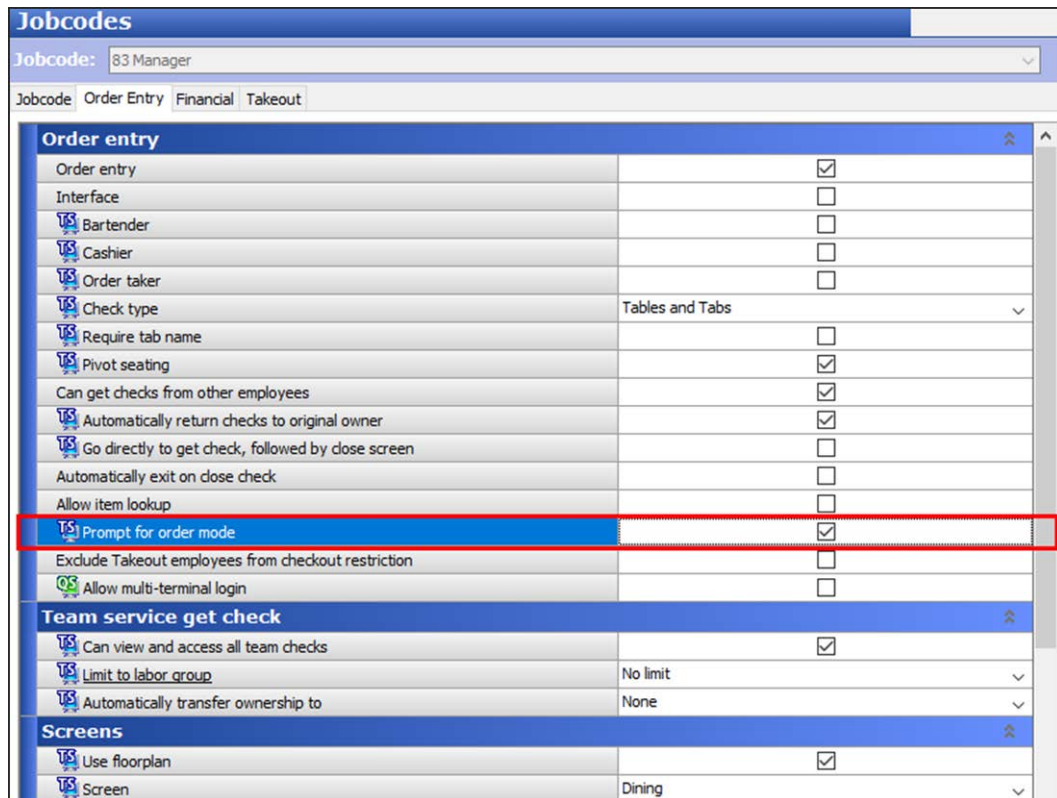
Figure 98 Jobcodes - Order Entry Tab

4. Under the 'Order entry' group bar, verify 'Default order mode' is set to **None**.

5. Select **Prompt for order mode** to force the system to prompt for an order mode selection when an employee clocked in under this job code performs a refund. Selecting this option disables and hides 'Default order mode.'

Prompt for order mode — Forces the system to prompt for an order mode selection when an employee clocked in under this job code exits the FOH order entry screen without selecting an order mode. Effective in v19.3, this option also prompts for the order mode under which to post a refund check when entering a refund in the FOH, if you select 'None' in 'Default order mode.' ***Documented Version:*** v19.3. ***Related Options:*** When you clear this option, the system exposes 'Default order mode,' which allows you to designate a default order mode for this job code and bypass the prompt for order mode selection. ***Required Options:*** You must select 'Order entry' to expose this option.

6. Click **Save**.

7. Repeat this **procedure** for any other job code for which you want to prompt for order mode selection when performing a refund.

8. Exit the **Jobcodes** function.

When performing a refund in Table Service, a prompt similar to the following appears:
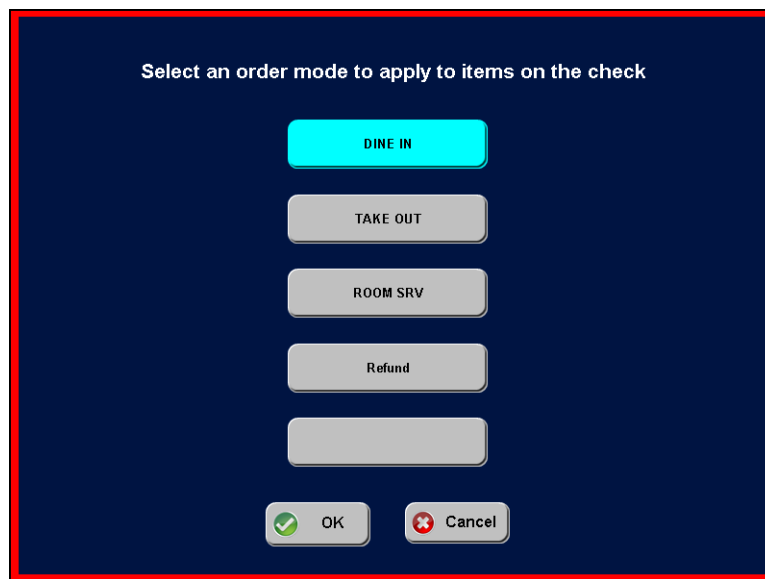
Figure 99 Table Service FOH Order Mode Selection Screen

When performing a refund in Quick Service the following message appears:
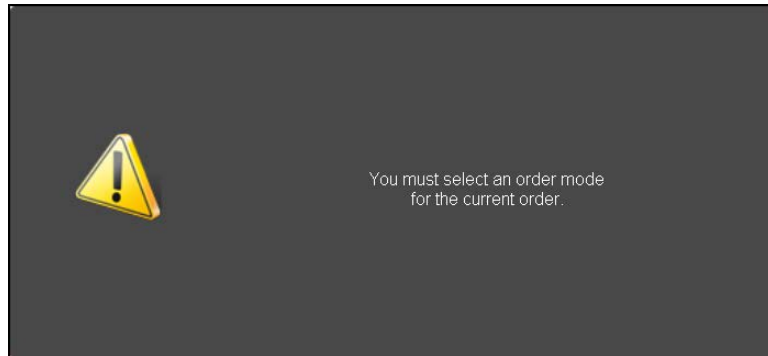
Figure 100 Quick Service FOH Order Mode Message

Click anywhere in the message to remove it from the screen, then select the order mode to use for the refund.

Migrating item costing to Item Cost function

Version	Tracking Number	Products	Audience
POS v19.6	WIT 417956	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Effective in CFC v17.5, you manage the costing of items using the Item Cost function, and the 'Cost' option is no longer available in the Items function. The Item Cost function supports real time updates. If you modify/enter an item cost using this function, a prompt to perform a real-time update appears.

> **!** **Important:** Upon upgrade to CFC v17.5, any item with a stated cost in the Items function appears in the Included list in the Item Cost function; any item without a cost appears in the Available list. You must access Maintenance > Labor > Security Roles > POS tab and make the appropriate security selections to provide access to the Item Cost function. The 'All' Security level already provides full access but you may need to make the appropriate selections for the 'Standard' access level under the Maintenance > Menu group bar.

Running custom FOH report for multiple employees

Version	Tracking Number	Products	Audience
POS v19.6	WIT 450214	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, in Aloha versions 12.3, 14.1, 15.1, and 19.6, if you use custom Front-of-House (FOH) reports and select more that one employee or all employees to include in a report, the report information does not appear on the screen or when printed.

Effective in the above mentioned versions, the system offers a new option, 'Allow report to be run for multiple employees at a time,' which enables you to select and generate data in the report on more than one employee at a time.

Allow report to be run for multiple employees at a time — Enables you to select and generate data in the report on more than one employee at a time. If you clear this option and select more than one employee, the report appears blank and with no data. ***Documented Version:*** 19.6.

📖 **Reference:** Refer to the Custom FOH Reports Feature Focus Guide for more information.

Supporting NPP Processor

Version	Tracking Number	Products	Audience
EDC v19.6	NPSEDCA-58	Aloha EDC, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Hospitality merchants now have the option to process payments using the NCR Payment Processor (NPP) by leveraging a VisaNet emulation in Aloha® EDC. The major version of EDC must be at least equal to or greater than the Aloha POS version and must be a supported version.

> 📖 **Reference:** Refer to Aloha EDC - Supporting the NPP Processor - HKS1606 for information on configuring the NPP processor.

Enhancing ORDERPOINT!

Version	Tracking Number	Products	Audience
OP v19.6	ALOHAP-15965 ALOHAP-27104 ALOHAP-29016 ALOHAP-33016	ORDERPOINT!	Configuration Technician End User

We made the following enhancements to the ORDERPOINT! product:

- ORDERPOINT! now supports the XL-7 touch.

- ORDERPOINT! now supports the XL-7 no touch.

- The ORDEROINT! installer now checks for updated software requirements.

- We removed support for the Adobe® Shockwave Flash. Instead, ORDERPOINT! now supports Windows® Media Player with .mp4 and .wmv file formats. Additionally, we provide default animations for the XL-10.

> 📖 **Reference:** Refer to the ORDERPOINT! Implementation Guide - HKS302.

Aloha Kitchen v19.11

Aloha Kitchen is an add-on to Aloha Solutions and is not included as part of the Aloha Essentials core offering.

Tracking Number	Description
ALOHAP-05407	"Embedding a URL in recipe viewer" on page 131
ALOHAP-05417	"Introducing Forecast Bin Estimate report" on page 136
ALOHAP-08806	"Introducing Production Assembly Line" on page 137
ALOHAP-12229 ALOHAP-21735	"Communicating with the Aloha POS using Aloha API and COM" on page 138
ALOHAP-14190 ALOHAP-15157 ALOHAP-15483 ALOHAP-15640 ALOHAP-15801 ALOHAP-16814 ALOHAP-17725	"Enhancing production chits in Print Designer" on page 139
ALOHAP-15251	"Defining AK speed of service target for NCR Pulse" on page 149
ALOHAP-18372 ALOHAP-23608	"Printing rewards member on production or order taker chit" on page 151
ALOHAP-18376	"Supporting Custom Paid Line Text element" on page 154
ALOHAP-18509	"Supporting Windows printer for drivers" on page 156
ALOHAP-18869	"Printing consumer name on production chit" on page 159
ALOHAP-23513	"Displaying checked-in icon and text on video screen" on page 162

Embedding a URL in recipe viewer

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-05407	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Some sites and corporations invest valuable time and money on the creation of instructional videos to virtually train their kitchen staff in lieu of gathering employees to a location at a specific time. The Task Info and Recipe Viewer functions in Aloha Kitchen already support embedded media files housed on the file server; however, sites want to store media on a website they can update, and prevent the need to continually send files or links to their stores. You can now embed a URL in the Recipe Viewer function of Aloha Kitchen, allowing the kitchen staff to access up-to-date company information from the terminals. The feature supports an unlimited number of uploaded links.

> ⚠ **Caution: This feature requires Internet access from the kitchen controller, and only supports Windows 2007 and higher. It is the responsibility of the site administrator to provide a secure network environment that includes firewall configuration, updated web browsers, and any other elements to maintain PCI compliance. An unsecured browser could put sensitive data at risk or expose it to malicious content. For any questions, contact your NCR representative or the NCR Data Security team.**

Configuring an Embedded URL in Recipe Viewer

To embed a URL in Recipe Viewer, you must create a task in the Task Info function with an embedded URL and then associate the task in the Recipe Viewer function.

To create a task info record with an embedded URL:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Task Info**.
2. Click **New**.
3. Type a **descriptive name** for the task, such as 'Training Video.'
4. Do not select an **item** from the 'Item' drop-down list.

5. Select the **Links** tab.
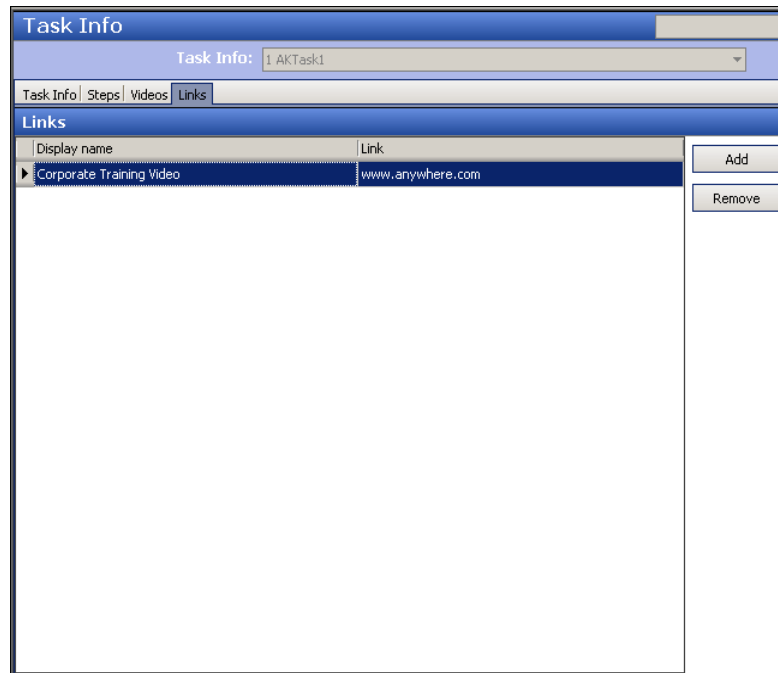
Figure 101 Task Info - Links Tab

6. Click **Add**.

7. Under the 'Display name' column, type the **name** to appear in Recipe Viewer.

8. Under the 'Link' column, type the **URL** that launches the web page.

9. Click **Save**.

10. Repeat this **procedure** to associate another URL with another task.

11. Exit the **Task Info** function.

As with any task info record, you must associate it to a category in the Recipe Viewer function so an employee can access and view it from the terminal.

To associate a task in Recipe Viewer:

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

2. Under the 'Settings' group bar, right-click on **root**, and select **Add category** from the menu that appears.

3. Type a **name** for the category, such as 'Training Video.'

4. Select the **Task Infos** tab.

5. Under the 'Task Infos' group bar, select and drag the **task** you created to the left and release it under the **appropriate category**. In keeping with the example, release under 'Training Video' on the left.
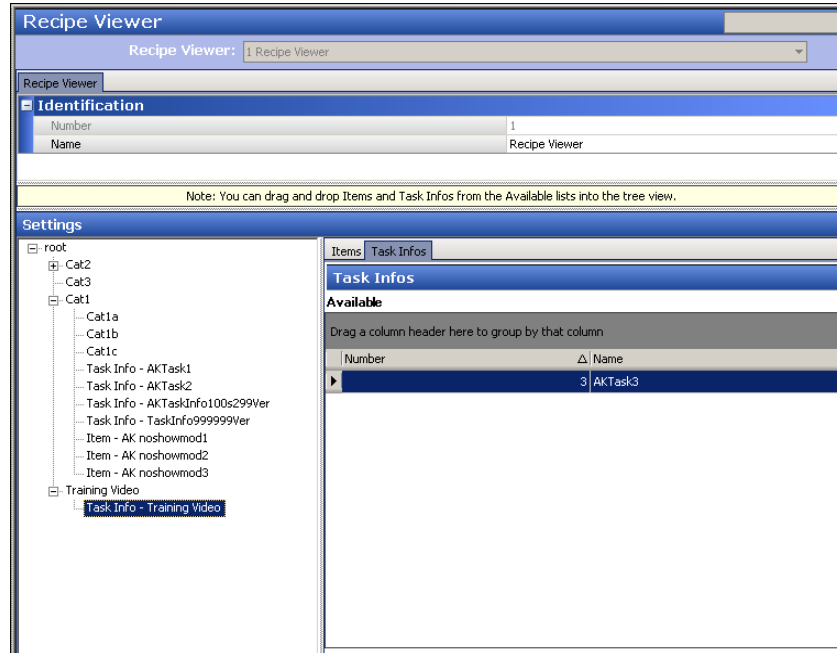
Figure 102 Recipe Viewer Function

6. Click **Save** and exit the **Recipe Viewer** function.

Using an Embedded URL in Recipe Viewer

You launch an embedded URL through the Task Info command on the kitchen screen and use the commands from the Recipe Viewer keypad, either from a touch-screen controller or a bump bar. When the Recipe Viewer screen appears, the Recipe Viewer keypad is in focus and overrides the commands on the bump bar. When you press Close on the Recipe Viewer keypad, the commands revert back to the original commands configured for the bump bar.
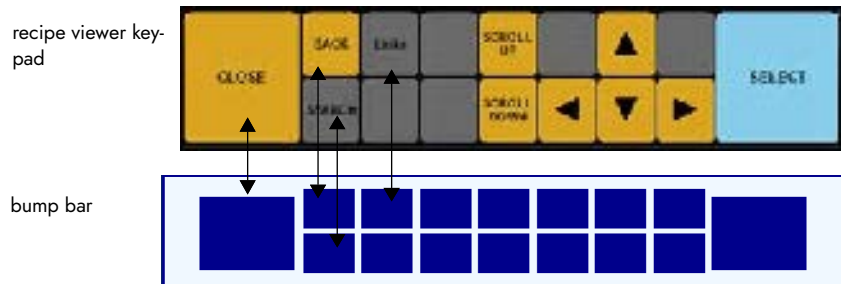
Figure 103 Recipe Viewer Keypad to Bump Bar Button Equivalency

To use an embedded URL in recipe viewer:

1. From the Kitchen screen, select **Task Info**. The Recipe Viewer screen appears with the Recipe Viewer keypad.

2. Select the **Links** button. The 'Pick item' screen appears.
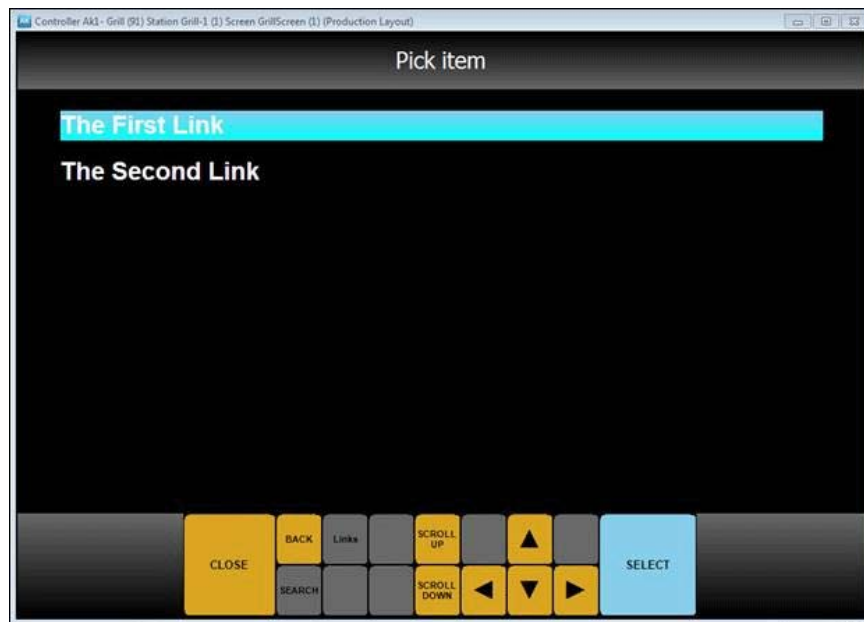
Figure 104 Pick Item Screen

> **ⓘ Note:** If you do not have an Internet connection, the 'Pick item' screen does not appear.

3. Select the **link** and then touch **Select**. A website opens in a supported browser.
4. Complete the required **task**, such as watching a training video.
5. Touch **Close** to exit the screen.

Introducing Forecast Bin Estimate report

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-05417	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The data used for the existing Forecast report reads historical sales information from four previous weeks of subdirectories, or from NCR BackOffice, to predict the quantity of items needed in the bin for a specific time interval. You can also set a minimum quantity required for the time interval in the Forecasting function for instances where the quantity from the historical data might dip below the number needed in the bin; however, the Forecast report does not respect the minimum quantities.

Effective in Aloha Kitchen v19.1.8, we introduce a new Forecast Estimate report which includes the required minimum quantity. This allows sites to compare the historical sales information in a more efficient manner and better operate their business. In addition, you can choose a future day within the next two weeks so you can increase your forecast outlook.

Figure 105 Forecast Estimate Report

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

Introducing Production Assembly Line

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-08806	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Many quick service restaurants utilize a make-line type of operation 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 pulled from individual 'hotel pans' displayed in front of the employee. 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.
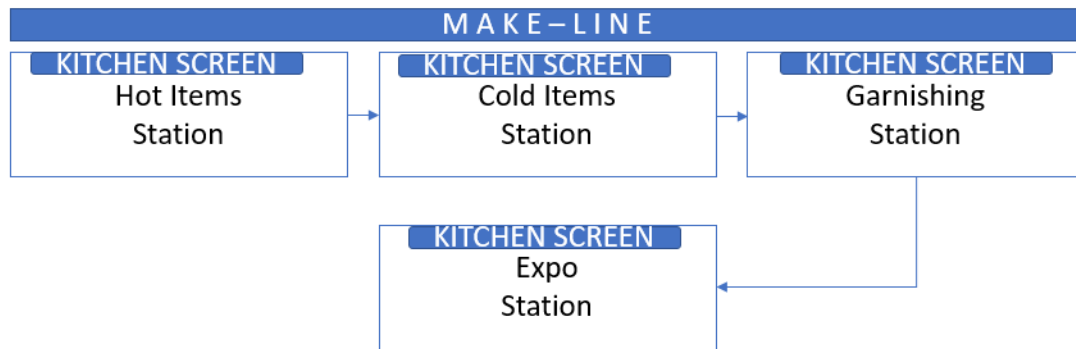
Figure 106 Make-Line Environment Illustration

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 environment, Aloha® Kitchen uses production assembly line screens where the configuration spans across several functions. You design the production screens to simulate the layout of the hotel pans on the make-line. When an order appears on the screen, the ingredients needed to fulfill the order appear highlighted on the screen so the employee can easily build the item and move on to the next order.

> 📖 **Reference:** Refer to the Production Assembly Line Feature Focus Guide for more information.

Communicating with the Aloha POS using Aloha API and COM

Version	Tracking Number	Products	Audience
AK v19.2	ALOHAP-12229 ALOHAP-21735	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Effective in Aloha$^®$ Kitchen (AK) v19.2, AK can communicate with the Aloha POS using Aloha API or COM, based on the installed version of the Aloha POS. This provides seamless communication between the two Aloha products. This new approach resolves isolated routing issues, such as when items and orders do not appear correctly on production and expo screens.

If you couple Aloha Kitchen with POS v15.1, or earlier, AK communicates through COM. If you couple Aloha Kitchen with Aloha POS v19.6, or later, AK communicates through the Aloha API. The connection occurs automatically, including upon an upgrade, and there is no configuration required for this implementation.

Enhancing production chits in Print Designer

Version	Tracking Number	Products	Audience
AK v19.2	ALOHAP-14190 ALOHAP-15157 ALOHAP-15483 ALOHAP-15640 ALOHAP-15801 ALOHAP-16814 ALOHAP-17725	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User
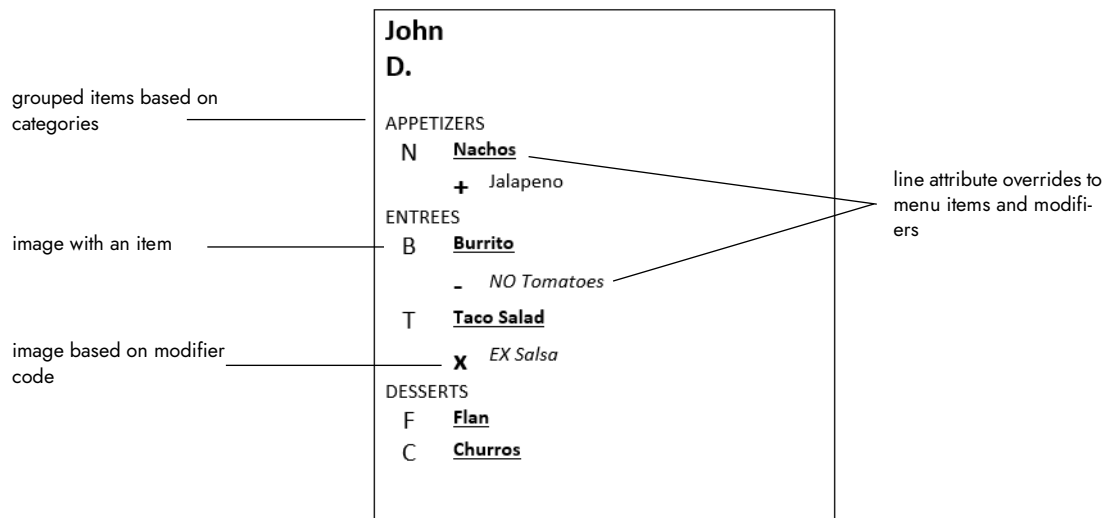
Figure 107 Enhanced Production Chit Example

With delivery and takeout operations continuing to expand in the marketplace, restaurants want more flexibility in designing the kitchen chit (production chit) to meet their operational needs. The kitchen chit is used at various end-points during the life of an order. It first serves as a communication to the kitchen staff to assist with proper preparation of an order. You then staple it to a bag or lay it on a tray for delivery by a food runner. Finally, the consumer receiving the order uses it to verify the order is correct. In summary, the kitchen chit acts as the printed representation of the order, reduces the number of errors in preparation, and must be organized so that it is beneficial to each actor.

Now you can use the production chit layout in the Print Designer function to implement any of the following enhancements to organize the kitchen chit.

- Group and print items based on categories.
- Apply line attribute overrides, such as bold and italics, to menu items and modifiers on the kitchen chit.
- Assign an image to each menu item, for printing on the kitchen chit.

- Assign an image to each modifier code, for printing on the kitchen chit.

- Associate a production chit with each order mode.

> 📖 **Reference:** Refer to the Print Designer Feature Focus Guide for more information on configuring and using Print Designer.

Grouping and printing items by category

Figure 108 Grouping Items on Kitchen Chit Example

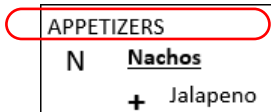Currently, items appear on the chit in the order in which you add them to the check, or using a defined priority. You can now group and print items using general (non-sales) categories to organize the kitchen chit. For example, you can group items by:

- Courses, such as appetizers, entrees, and desserts.

- Stations, such as grilled, fried, and cold.

- Length of time to prepare, such as two minutes, three minutes, five minutes.

To do this, assign items to general categories in the Categories function, and then use the Chit Item Category Grouping function to group the categories. We recommend putting an item in only one of these categories. Once grouped, all production chit layouts defined in the Print Designer function use that grouping. Any item not assigned to a category within the grouping prints independently. You can configure only one Chit Item Category Grouping record, per store. If you later decide you do not want the grouping, delete the Chit Item Category Grouping record.

To assign items to a general category:

1. With Kitchen selected in the product panel, select **Maintenance > Menu > Categories**.

2. Click the **New** drop-down arrow, select **General**, and click **OK**.

3. Type a **name** for the category, such as 'Apps.'

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** to include each item in the category.

7. Click **Save**.

8. Repeat this **procedure** until you assign all necessary items to a category.

9. Exit the **Categories** function.

To assign categories for chit item category grouping:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Chit Item Category Grouping**. The Chit Item Category Grouping function appears.
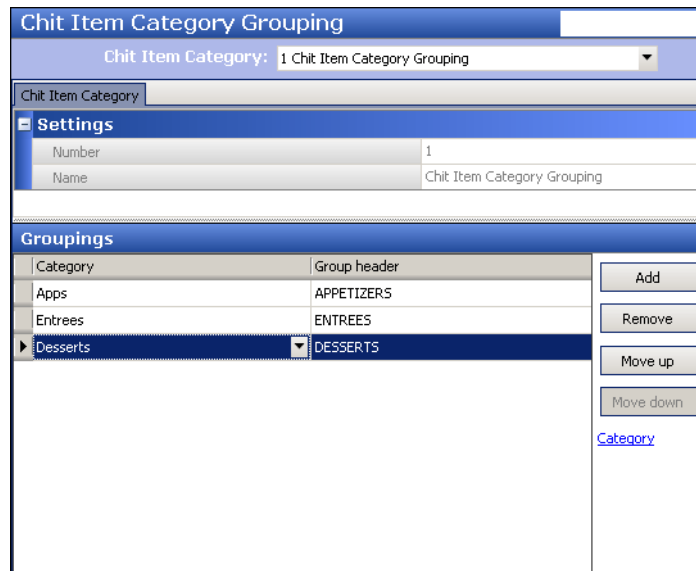
Figure 109 Chit Item Category Grouping Function

2. Under the 'Groupings' group bar, click **Add**.

3. Select a **category** to include in the production chit grouping from the 'Category' drop-down list.

   Category — Allows you to select a general category to include in the grouping. The order in which a category appears here is the order in which it prints on the production chit. Documented Version: AK 19.3.

4. Type the **name** to identify the category in 'Group Header,' if different than the default text.

   Group header — Denotes the name to appear for the grouping on all production chit layouts created in Print Designer. The name of the category appears as the default text, but you can use an alternate name that is more descriptive or friendly. To have more than one category appear as though it belongs to a single category, type the same group header for each applicable category. *Documented Version:* AK 19.3.

5. Repeat **steps 2 through 4** until you group all the necessary categories.

6. Click **Save** and exit the **Chit Item Category Grouping** function.

Applying Line Attribute Overrides to Menu Items and Modifiers.
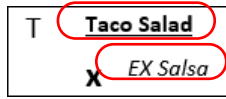
Figure 110 Line Attributes Applied to Item and Modifier

Currently in Print Designer, you can configure elements to print in a smaller or larger font size and define the text alignment. Now you can add other basic text attributes, such as bold and italics, and print the element in a color of your choice. This allows an element to stand out while other elements print normally.

Previously, the modifiers that accompany the menu items inherit the same attributes and there is no distinction between items and modifiers on a layout. We separated modifiers from the Items element and you can customize modifiers independently. For example, you can specify items to appear as large and in bold, and modifiers to appear as small and in italics. You cannot customize attributes for a specific item or modifier.

To apply line attribute overrides to menu items and modifiers:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select a **production chit** in use from the drop-down list.

3. Select the **Design** tab.
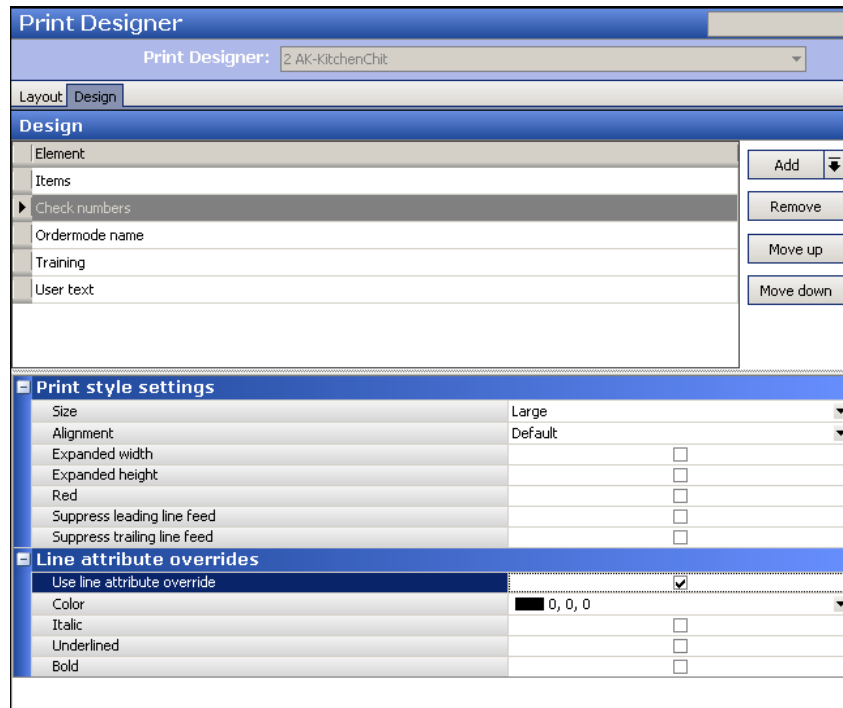
Figure 111 Print Designer - Design Tab

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select either **Items** or **Modifiers**, and click **OK**.

5. Under the 'Line attribute overrides' group bar, select **Use line attribute overrides**.

    Use line attribute overrides — Enables you to use additional basic text attributes, such as bold, italic, and underlined, and to print the element in a color of your choice. This allows an element to stand out while other elements print normally. Selecting this option exposes the remaining options in the group bar. **Documented Version:** AK 19.3.

6. Select the **color** in which to print the text of the element from the 'RGB color settings' palette, as desired.

    RGB color settings — Specifies the color in which to print the text of the element. The default is 0.0.0. You must use a color printer. **Documented Version:** AK v19.3.

7. Select **Italic**, as desired.

    Italic — Prints the text of the element in italic. **Documented Version:** AK v19.3.

8. Select **Underlined**, as desired.

    Underlined — Prints the text of the element with an underline. **Documented Version:** AK v19.3.

9. Select **Bold**, as desired.

   Bold — Prints the text of the element in bold. ***Documented Version:*** AK v19.3.

10. Repeat **steps 4 to 9** for any other element for which to override the standard printing.

11. Click **Save** and exit the **Print Designer** function.

Printing an Image with a Menu Item

You can designate an image to print to the left of a menu item on a production chit created in Print Designer. You may want to do this to promote signature items or identify generic items, such as an image of a drink for your drink items. You could also use an image to indicate the serving temperature recommended for items, such as HOT for a coffee, or use an image containing the first letter of an item, such as the letter B for a burrito.
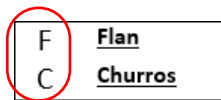
Figure 112 Item with Image

To designate an image to print to the left of a menu item on a production chit:

1. Select **Maintenance > Menu > Items > Item** tab.
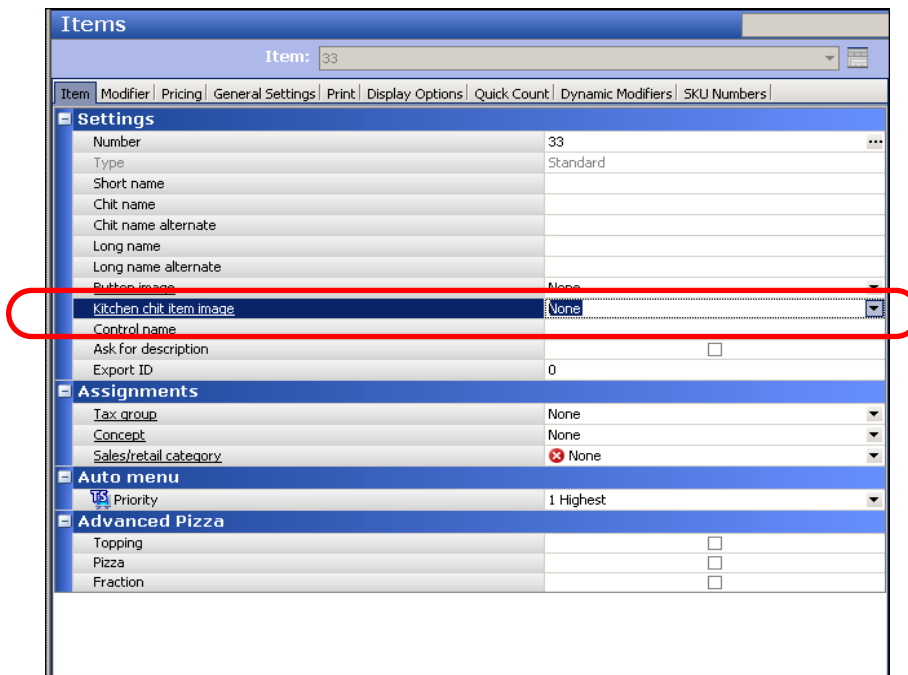
Figure 113 Items - Items Tab

2. Under the 'Settings' group bar, select the **image** to print to the left of the menu item from the 'Kitchen chit item image' drop-down list.

   Kitchen chit item image — Designates the image to print to the left of the menu item on a kitchen chit, when using a production chit layout in Print Designer. You may want to do this to promote signature items or identify generic items, such as an image of a drink for your drink items. You could also use an image to indicate the serving temperature recommended for items, such as HOT for a coffee, or use an image containing the first letter of an item, such as the letter B for a burrito. We recommend using 22x22 as the dimensions for your image. Required Options: You must import the image using the Aloha Kitchen application type in the Media Files function to make the image available in the drop-down list. **_Documented Version:_** AK v19.3.

3. Click **Save**.
4. Repeat this **procedure** for any other menu item for which to designate an image.
5. Exit the **Items** function.

Printing an Image Based on Modifier Code.
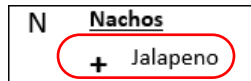
Figure 114 Modifier Code with Image

You can designate an image to print to the left of a modifier code on a production chit created in Print Designer. You might use a plus sign for a modifier added to an item (Add), a minus sign for a modifier removed from an item (No), and others. You could also use an image with the word ADD or NO.

To designate an image to print to the left of a modifier code on a production chit:

1. Select **Maintenance > Menu > Modifier Codes**.
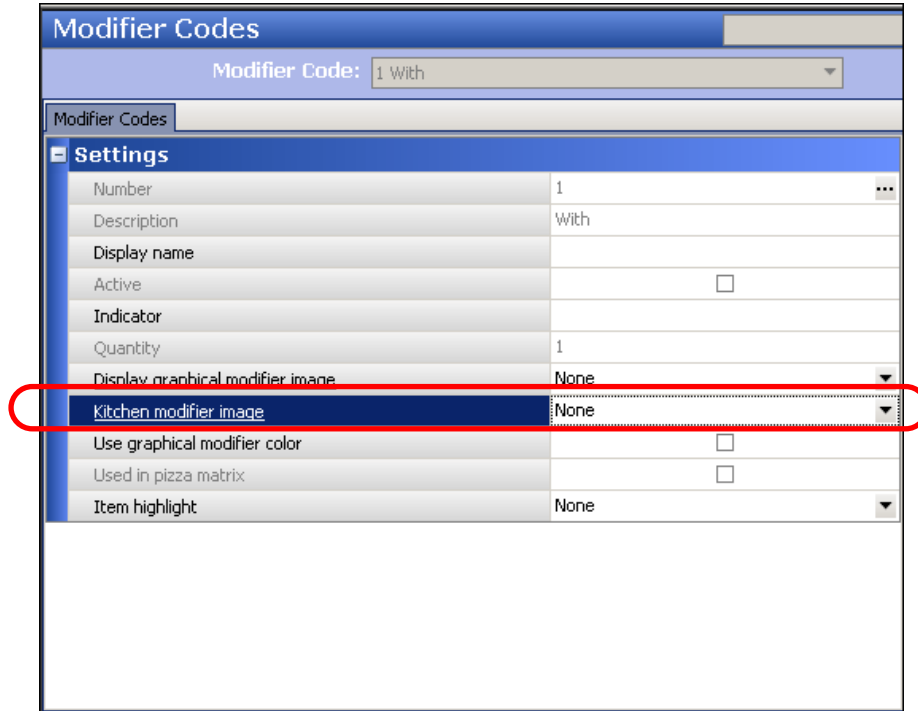
Figure 115 Modifier Codes Function

2. Select a **modifier code**.

3. Under the 'Settings' group bar, select the **image** to associate with the modifier code from the 'Kitchen modifier image' drop-down list.

   Kitchen modifier image — Designates the image to print to the left of a modifier code on a kitchen chit, when using a production chit layout in Print Designer. You may want to use a plus sign for a modifier added to an item (Add), a minus sign for a modifier removed from an item (No), and others. You could also use an image with the word ADD or NO. We recommend using 22x22 as the dimensions for your image. Required Options: You must import the image using the Aloha Kitchen application type in the Media Files function to make the image available in the drop-down list. *Documented Version:* AK v19.3.

4. Click **Save**.

5. Repeat this **procedure** for any other modifier code for which to designate an image.

6. Exit the **Modifier Code** function.

Associating a Production Chit Layout with an Order Mode

You can associate a production chit layout designed in Print Designer for use with a specific order mode. For example, to print a production chit layout specifically for takeout orders, attach the layout to the Takeout order mode. Aloha Kitchen uses the layout to print the chit each time you place a takeout order. This option overrides the default layout selected in the 'Item chit layout' drop-down list in Maintenance > Kitchen Configuration > Kitchen Settings.

To associate a production chit layout with an order mode:

1. With Kitchen selected in the product window, select **Maintenance > System Settings > Order Mode**.
2. Select the **Kitchen** tab.
3. Select an **order mode** from the drop-down list.
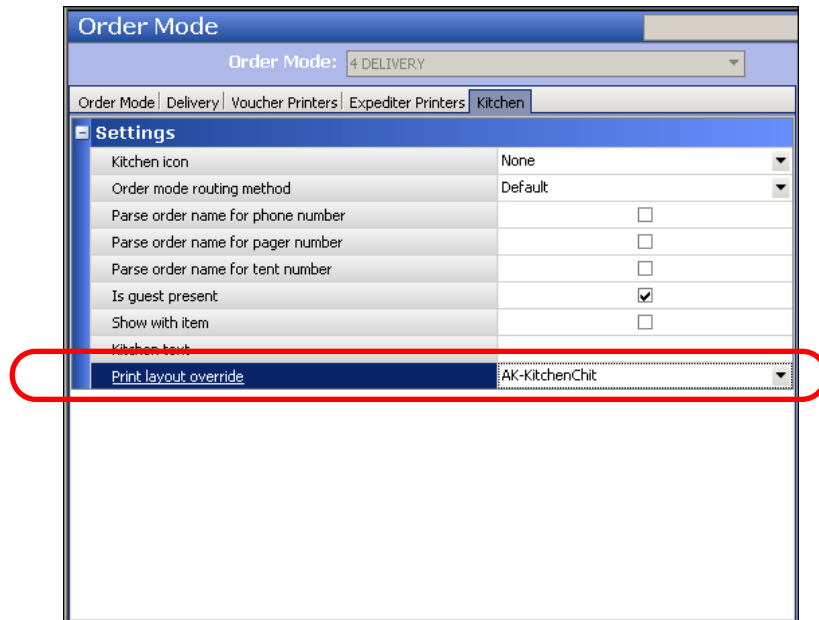
Figure 116 Order Modes - Kitchen Tab

4. Select the **layout** from the 'Print layout override' drop-down list.

   Print layout override — Specifies the production chit layout designed in Print Designer to use for printing the chit when you apply this order mode. Related Options: The 'Print layout override' option overrides the layout defined in Maintenance > Kitchen Configuration > Kitchen Settings. ***Documented Version:*** AK v19.3.

5. Click **Save**.
6. Repeat this **procedure** for each order mode for which to print an override production chit.
7. Exit the **Order Mode** function.

Summary

In summary, you can implement all or any of these enhancements to customize the kitchen chit to meet your operational needs. You must use a production chit type in the Print Designer function. After all settings are in place in your configuration tool (Aloha Manager or Aloha Configuration Center), you must select Utilities > POS > Refresh POS and 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 End-of-Day 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.

Defining AK speed of service target for NCR Pulse

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-15251	Aloha Kitchen, Aloha Quick Service, Aloha Table Service, Pulse	Configuration Technician End User

You can now define the target speed of service and send data to an NCR Pulse user to see trending lines on graphical charts in red. This allows the Pulse user to monitor the status of orders in their restaurant.

Prior to configuration, you must install the PulseAgent plug-in as a service to allow Aloha Kitchen to send data to Pulse.

To install the AKPulse plug-in:

1. Obtain the **PulseAgent.msi** from the Pulse support team and place it in a staging directory.
2. Run the **PulseAgent.msi**. Upon completion, the PulseAgent.exe appears in the Bootdrv directory and the PulseAgent service is started.

Once you install the PulseAgent plug-in, you define the speed of service target, in minutes and seconds, at which to turn the graphical charts in Pulse to red.

To define the speed of service target in Aloha Kitchen:

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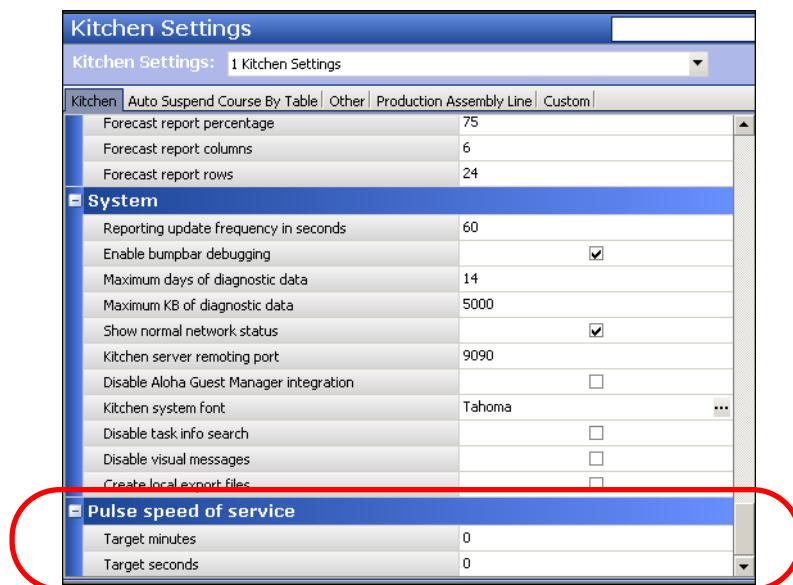

Figure 117 Kitchen Settings Function

2. Under the 'Pulse speed of service' group bar, type the **number of minutes** to use for the target speed of service in 'Target minutes.'

   Target minutes — Specifies the target speed of service minutes for an order, from start to bump, before the lines on graphical charts in Pulse turn to red. The default is 0 (zero). Related Options: To specify the number of seconds for the target time, enter the number in 'Target seconds.' Related Requirements: You must be a Pulse user to use this feature. ***Documented Version:*** AK v19.3.

3. Type the **number of seconds** in 'Target seconds' to use for the target time for the speed of service.

   Target seconds — Specifies the target speed of service seconds for an order, from start to bump, before the lines on graphical charts in Pulse turn to red. The default is 0 (zero). Related Options: To specify the number of minutes for the target time, enter the number in 'Target minutes.' Related Requirements: You must be a Pulse user to use this feature. ***Documented Version:*** AK v19.3.

4. Click **Save** and exit the **Kitchen Settings** function.

In the Pulse app, if an order exceeds the targeted minutes and seconds, the lines appear in red on the graphical charts.
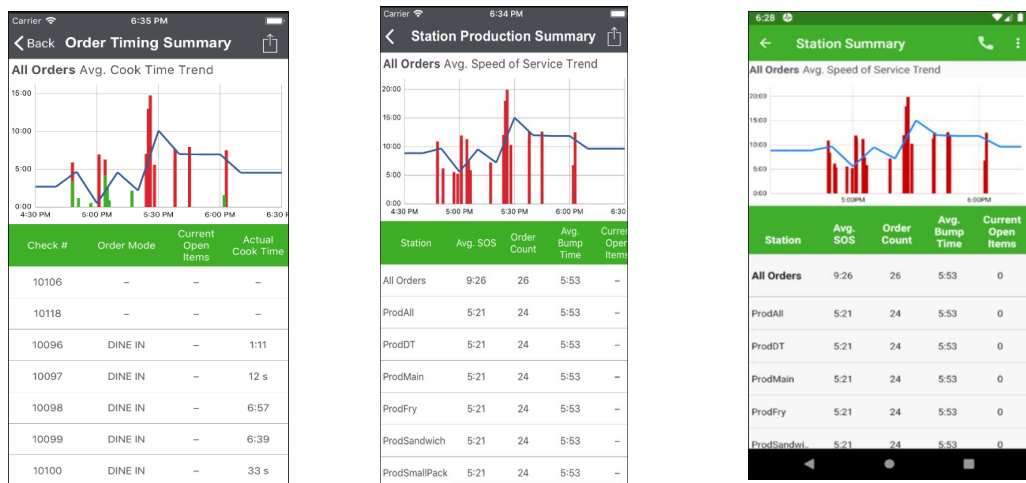
Figure 118 Pulse Tile Examples

Printing rewards member on production or order taker chit

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-18372 ALOHAP-23608	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can now use Print Designer to configure text, such as 'Rewards Member,' to print on a production or order taker chit. The text prints when you assign a customer who has a Loyalty account to the check in the Aloha POS. The member number and any accrued or remaining point information do not print.
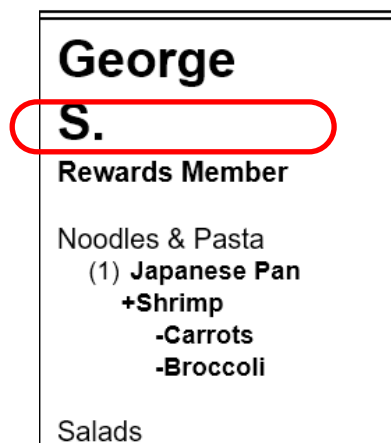
Figure 119 Rewards Member Text on Chit

To define the custom text to use for the 'Rewards member' print designer element:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
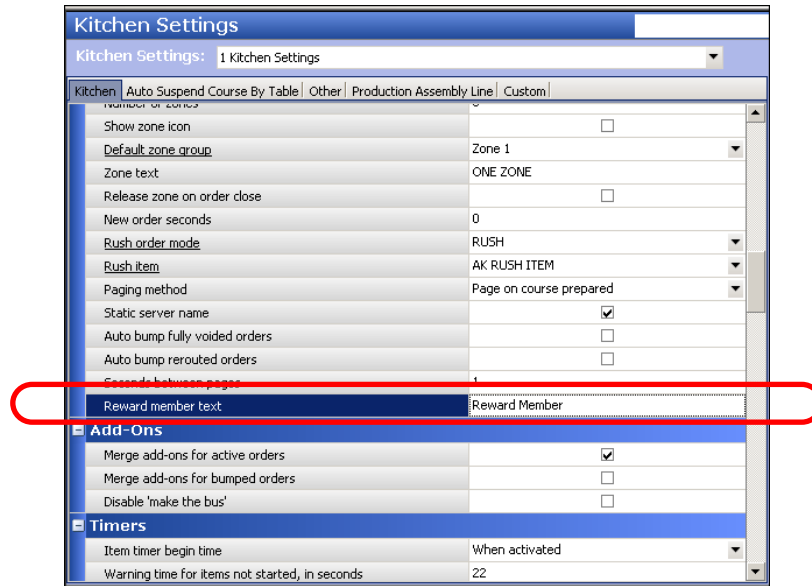
Figure 120 Kitchen Settings

2. Under the 'Orders' group bar, type the **text** to print on the chit in Reward member text.'

    Reward member text — Specifies the text to print on a production and order taker chit when you assign a Loyalty member to the check in the Aloha POS. Default: Rewards Member. ***Required Options: 1)*** You must use a production chit or order taker chit layout in the Print Designer function to use this option. ***2)*** You must add the 'Reward member text' element in the Print Designer function to use this option. ***Documented Version:*** AK 19.3.

3. Click **Save** and exit the **Kitchen Settings** function.

To add the Reward Member Text element to a production or order taker chit layout:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.

2. Select a **production chit** or **order taker chit** in use.

3. Select the **Design** tab.
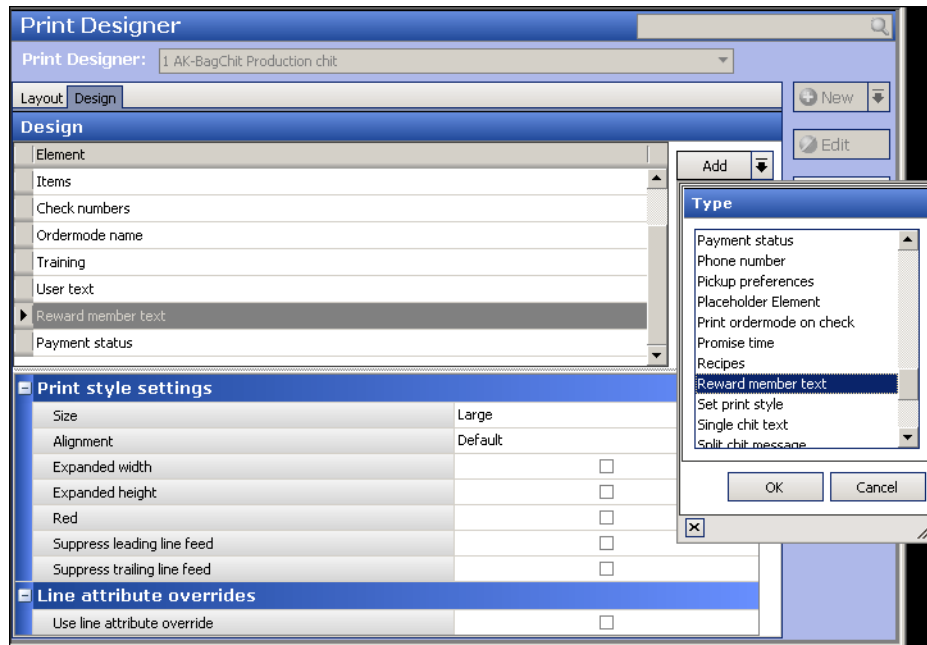
Figure 121 Print Designer - Reward Member Text Element

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Reward member text**, and click **OK**. The element is added to the layout.

   Reward member text — Prints the text to indicate the consumer is a Loyalty rewards member. You must assign the consumer to the check in the Aloha POS to populate this element. Default Alignment: Center. ***Related Options:*** You can customize the text to print using 'Reward member text' in Maintenance > Kitchen Configuration > Kitchen Settings. ***Documented Version:*** AK v19.3.

5. Click **Move Up** and **Move Down** to position the element on the chit.

6. Under the 'Print style settings' group bar, configure the **remaining options** as you would any other element.

7. Click **Save**.

8. Repeat this **procedure** for any other production or order taker chit layout for which to add the 'Reward member text' element.

9. Exit the **Print Designer** function.

Supporting Custom Paid Line Text element

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-18376	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, when you tender a check, *** PAID *** appears on the printed kitchen chit, even when using the 'Is paid' element in Print Designer to customize your kitchen chit. You can now use the 'Custom paid line text' element in Print Designer to define the text to appear on the kitchen chit when a check is tendered, such as PAID OUT.

To configure the 'Custom paid line text' element:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select a **layout** that uses the 'Production chit' layout.
3. Select the **Design** tab.
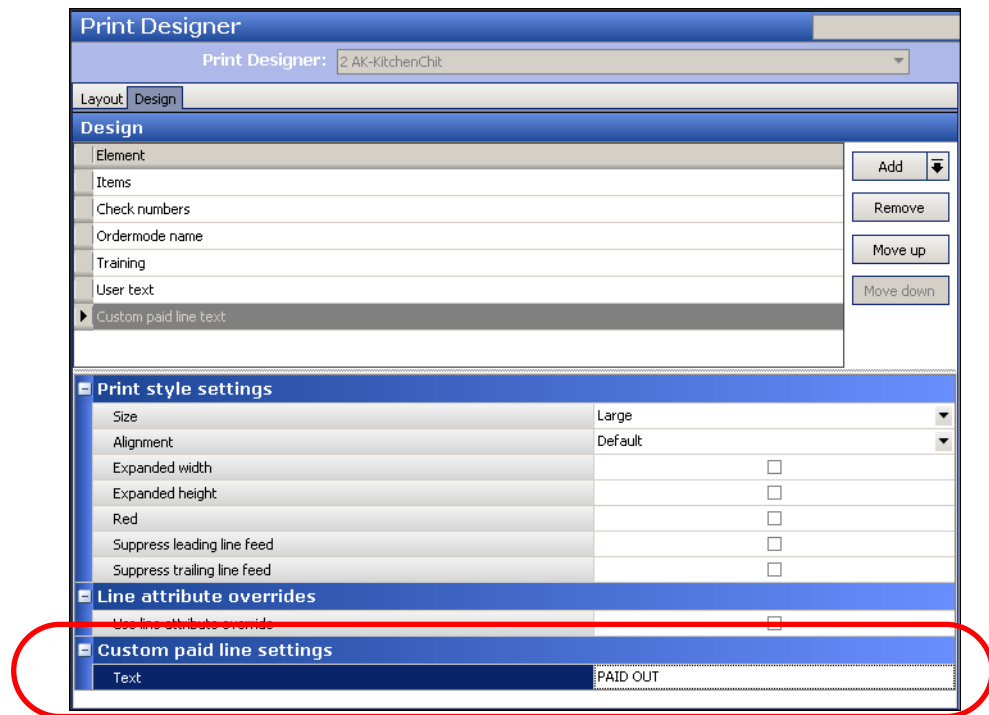
Figure 122 Custom Paid Line Text Element

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Custom paid line text**, and click **OK**. The element is added to the layout.

Custom paid line text — Allows you to define the text to appear on the chit when a check is tendered, such as 'PAID OUT.' Use this element instead of the 'Is paid' element. Default Alignment: Center. ***Required Options:*** You must select 'Show paid indicator' in Maintenance > Hardware > Kitchen Screen under the 'Order display' group bar. ***Documented Version:*** AK v19.3.

5. Click **Move Up** and **Move Down** to position the element on the layout.

6. Under the 'Print style settings' group bar, configure the **remaining options** as you would any other element.

7. Under the 'Custom paid line settings' group bar, type the **text** to appear on the chit when a check is tendered in 'Text.'

8. Click **Save**.

9. Repeat this **procedure** for any other layout for which to add the 'Custom paid line text' element.

10. Exit the **Print Designer** function.

Supporting Windows printer for drivers

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-18509	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

We support installation of the Epson TM-88 printer with Windows® printer drivers. These drivers have proven to print text and graphical images on a chit with more clarity. We recommend you use an Ethernet connection for your operations since an Epson TM-88 printer installed with Windows printer drivers may print slower in comparison to other printers. Using this implementation, you can also configure font attributes that override the default font and font size options for an element in the Print Designer function. For example, if you select 'Large' as the font size for an element in Print Designer, you can stipulate the font size for large as being 15 points in the Windows printer definition. While there is no option in the Print Designer function to specify the font type, you can override the default font using 'Font name' in the Windows printer definition.

To configure a Windows printer:

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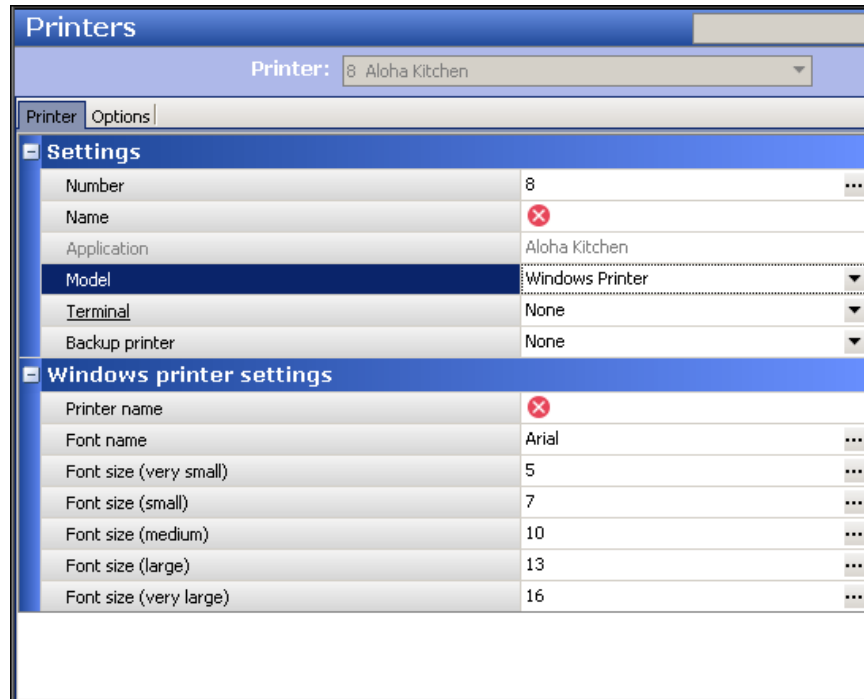2. Click the **New** drop-down arrow, select **Aloha Kitchen**, and click **OK**.

Figure 123 Printers - Printers Tab

3. Type a **name** to identify the printer.

4. Under the 'Settings' group bar, select **Windows Printer** from the 'Mode' drop-down list to expose the 'Windows printer settings' group bar.

5. Select the **terminal** that uses the printer.

6. Select the **backup printer** to use for the terminal.

7. Under the 'Windows printer settings' group bar, type a **name** to identify the printer in 'Printer name.'

   Printer name — Uniquely identifies the printer. ***Documented Version:*** AK v19.3.

8. Select a **font** to use from the 'Font name' drop-down list, if desired.

   Font name — Specifies the font to use instead of the default font for chit printing. **Documented Version:** AK v19.3.

9. Select a **font size** to use for very small printing from the 'Font size (very small)' drop-down list, if desired.

   Font size (very small) — Specifies the font size to use for very small printing. The default is 5 points. ***Required Options:*** This option overrides the default font size used for the 'Very small' choice for 'Size' on the Design tab in the Print Designer function. ***Documented Version:*** AK v19.3.

10. Select a **font size** to use for small printing from the 'Font size (small)' drop-down list, if desired.

    Font size (small) — Specifies the font size to use for small printing. The default is 7 points. ***Required Options:*** This option overrides the default font size used for the 'Small' choice for 'Size' on the Design tab in the Print Designer function. ***Documented Version:*** AK v19.3.

11. Select a **font size** to use for medium printing from the 'Font size (medium)' drop-down list, if desired.

    Font size (medium) — Specifies the font size to use for medium printing. The default is 10 points. ***Required Options:*** This option overrides the default font size used for the 'Medium' choice for 'Size' on the Design tab in the Print Designer function. ***Documented Version:*** AK v19.3.

12. Select a **font size** to use for large printing from the 'Font size (large)' drop-down list, if desired.

    Font size (large) — Specifies the font size to use for large printing. The default is 13 points. ***Required Options:*** This option overrides the default font size used for the 'Large' choice for 'Size' on the Design tab in the Print Designer function. ***Documented Version:*** AK v19.3.

13. Select a **font size** to use for very large printing from the 'Font size (very large) drop-down list, if desired.

Font size (very large) — Specifies the font size to use for very large printing. The default is 15 points. ***Required Options:*** This option overrides the default font size used for the 'Very large' choice for 'Size' on the Design tab in the Print Designer function. ***Documented Version:*** AK v19.3.

14. Click **Save**.

15. Repeat this **procedure** for any other printer using a Windows printer.

16. Exit the **Printers** function.

Printing consumer name on production chit

Version	Tracking Number	Products	Audience
AK v19.6	ALOHAP-18869	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can now print the consumer name to a production chit, using a custom production chit in Print Designer. You can customize the name in the following ways:

- Print the first name only or not at all.
- Print the initials of the last name or not at all.
- Print the first name and the initials of the last name on separate lines or not at all.
- Configure the font size and style, as well as the alignment, of the consumer name on the chit.
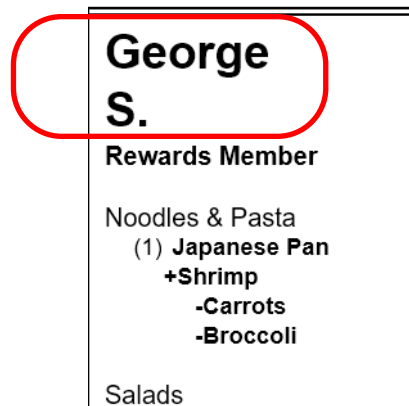
Figure 124 Initial for Last Name on Custom Chit

You capture the name of the consumer by naming a tab in Aloha Table Service or using the 'Name Order' function in Aloha Quick Service. If you use Aloha Takeout and enable kitchen integration, Aloha Takeout passes the consumer name from the guest record and overrides the name entered in the POS system.

Reference: Refer to the Aloha Kitchen and Aloha Takeout Integration Guide for information on configuring and using the Kitchen Integration feature.

To customize the consumer name on a production chit:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select a **production chit layout** from the drop-down list.

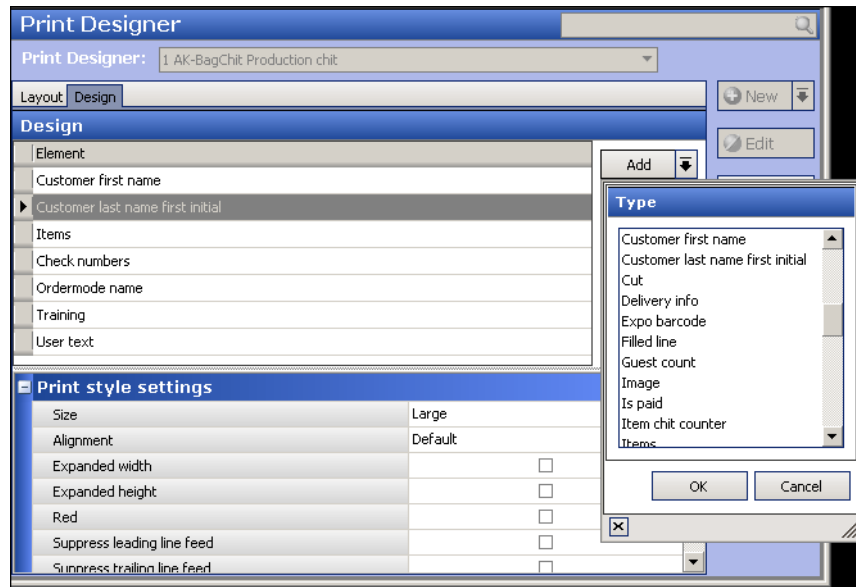3. Select the **Design** tab.

Figure 125 Print Designer - Design Tab

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Customer first name**, and click **OK**.

    Customer first name — Prints the first name of the consumer on the production chit. Default Alignment: Left. ***Related Requirements:*** You must access Maintenance > System Settings > Order Modes and select 'Parse order name for customer name' to use this option. ***Documented Version:*** AK v19.3.6.

5. Click the **Add** drop-down arrow, select **Customer last name first initial**, and click **OK**.

    Customer last name first initial — Prints the initial of the last name of the consumer on the production chit. Default Alignment: Left. ***Related Requirements:*** You must access Maintenance > System Settings > Order Mode > Kitchen tab and select 'Parse order name for customer name' for each order mode to use this option. ***Documented Version:*** AK v19.3.6.

6. Click **Move Up** and **Move Down** to position the element on the layout.

7. Under the 'Print style settings' group bar, configure the **remaining options** as you would for any other element.

8. Click **Save**.

9. Repeat this **procedure** for any other layout to customize the consumer name on the production chit.

10. Exit the **Print Designer** function.

In addition to adding the elements to print the consumer name on the production chit in Print Designer, you must also select 'Parse order name for customer name' for the order modes you use. This allows the system to bypass internal naming conventions of a check, such as 'table #,' and check #.'

To configure an order mode to parse the order name:

1. With Kitchen selected in the product panel, select **Maintenance > System Settings > Order Mode**.

2. Select an **order mode** from the drop-down list.

3. Select the **Kitchen** tab.

Figure 126 Order Mode - Kitchen Tab

4. Select **Parse order name for customer name**.

   Parse order name for customer name — Bypasses internal naming conventions of a check, such as 'table #' and 'check #,' and allows the system to use Print Designer to print the consumer name on a production chit. Related Requirements: You must add either the 'Customer first name' or 'Customer last name first initial' element to a production chit in Print Designer to use this option. Documented Version: AK v19.3.6

5. Click **Save**.

6. Repeat this **procedure** for each order mode to parse the order name.

7. Exit the **Order Mode** function.

Displaying checked-in icon and text on video screen

Version	Tracking Number	Products	Audience
AK v19.3.6	ALOHAP-23513	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

When you integrate Aloha® Kitchen with Aloha Takeout, you can implement a curbside or call-ahead environment where the kitchen is notified when the guest arrives at the restaurant. This is usually triggered through a 'checked-in' function within Aloha Takeout and the message is then sent to Aloha Kitchen.

Now a checked-in icon and custom text can appear on a header or footer layout of the video cell. This notifies the kitchen staff when a customer arrives and is waiting for their order, so they can prioritize and act appropriately.
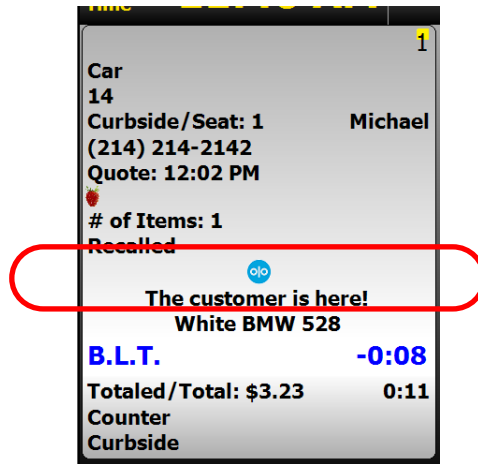

Figure 127 Checked In Indicator on Header and Footer Layout

> 📖 **Reference:** Refer to the Curbside Management Feature Focus Guide for more information on the Curbside functionality. You can also refer to the Aloha Takeout and Aloha Kitchen Integration Guide for information.

To configure a kitchen screen to display a 'checked in indicator and text':

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
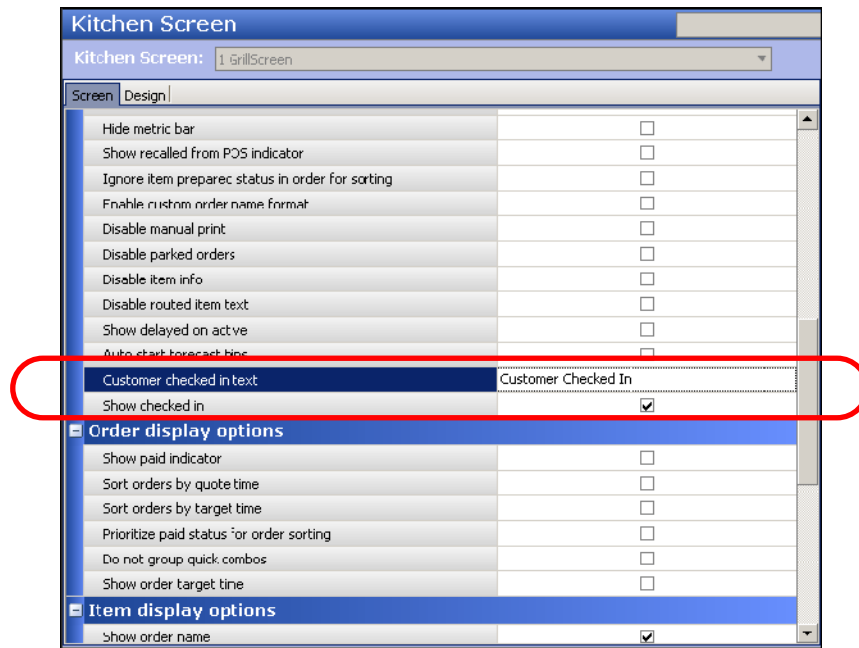
2. Select a **kitchen screen** in use.

Figure 128 Kitchen Screen Function

3. Under the 'Display options' group bar, type the **text** to use when a consumer arrives to pick up an order in 'Customer checked in text.'

    Customer checked in text — Denotes the text to appear when a consumer arrives to pick up an order. The default message is "Customer Checked In." ***Required Options:*** You must select Maintenance > Kitchen Configuration > Header and Footer Layout and add the 'Customer checked in text' to a header or footer layout to display the text on a video cell. ***Related Requirements:*** You must select Maintenance > Takeout Configuration > Takeout Settings > Options tab in Aloha Takeout and select 'Enable kitchen integration' to use this feature. ***Documented Version:*** AK v19.3.

4. Select **Show checked** in to allow the kitchen screen to display a 'checked in' icon.

    Show Checked in — Allows a 'checked in' icon to appear on the kitchen screen. ***Required Options:*** You must select Maintenance > Kitchen Configuration > Header and Footer Layout and add the 'Customer checked in icon' to a header or footer layout to display the icon on a video cell. ***Related Requirements:*** You must select Maintenance > Takeout Configuration > Takeout Settings > Options tab in Aloha Takeout and select 'Enable kitchen integration' to use this feature. ***Documented Version:*** AK v19.3.

5. Click **Save**.

6. Repeat this **procedure** for other screens for which you want a checked in indicator and checked in text to appear.

7. Exit the **Kitchen Screen** function.

To configure checked in indicator to a video screen:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Header and Footer Layout**.

2. Select a **layout** in use from the drop-down list.

3. Select the **Design** tab.
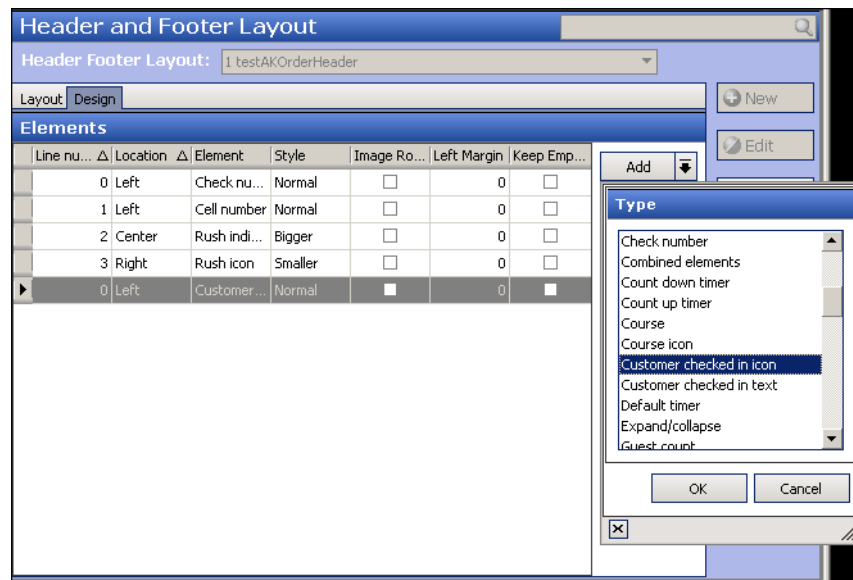
Figure 129 Header and Footer Layout - Customer Checked In Icon Element

4. Under the 'Elements' group bar, click the **Add** drop-down arrow, select **Customer checked in icon**, and click **OK**.

    Customer checked in icon — Displays an image on the video cell to indicate a customer has arrived to pick their order. ***Related Options:*** Typically, you configure this feature with the 'Customer checked in text' element. ***Related Requirements:*** You must select Maintenance > Takeout Configuration > Takeout Settings > Options tab in Aloha Takeout and select 'Enable kitchen integration' to use this feature. ***Documented Version:*** AK v19.3.

5. Click the **Add** drop-down arrow, select **Customer checked in text** and click **OK**.

Customer checked in text — Displays text on the video cell to notify the kitchen a customer has arrived and checked in. ***Related Options:*** Typically, you configure this feature with the 'Customer checked in icon' element. **Related Requirements:** You must select Maintenance > Takeout Configuration > Takeout Settings > Options tab in Aloha Takeout and select 'Enable kitchen integration' to use this feature. ***Documented Version:*** AK v19.3.

6. Arrange the **placement** of the elements as you would for any other element on a layout.

7. Click **Save**.

8. Repeat this **procedure** for each layout for which to configure a 'Customer checked in icon' and 'Customer checked in text' element.

9. Exit the Header and Footer Layout function.

Aloha Takeout v19.10

Tracking Number	Description
ALOHAP-03232	"Supporting manual check-ins from Aloha POS" on page 167
ALOHAP-12607	"Preventing an ATO check-in outside of release window" on page 171
ALOHAP-14143	"Adding VAT disclaimer to non-sales receipts" on page 173
ALOHAP-14029	"Using order modes to automatically close a check when payment received" on page 176
ALOHAP-15720	"Supporting lane locations" on page 179
ALOHAP-9094	"Configuring Aloha Takeout to use NCR BSP" on page 180
ALOHAP-30603	"Requiring source and destination record for online ordering injection" on page 1-181

Supporting manual check-ins from Aloha POS

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-3232	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

This feature is still in development and is not yet fully functional. We will update the documentation when the feature reaches optimal functionality.

When a consumer places an online order, a check-in process occurs when they arrive at the physical location. Either the Aloha Takeout (ATO) employee manually presses the Check In button on the ATO interface or, if the consumer used a cell phone app to place the order, an electronic device, such as a beacon records their arrival. Once the check-in occurs, the consumer either merges into a drive-thru lane (beacon technology) or gets in line at the counter to pick up their food.

Some sites want manual check-ins to occur using the POS system without requiring the cashier at the counter or at the drive-thru window to access ATO, since this requires additional training on the ATO interface. Now you can perform a manual check-in from the Aloha POS without requiring access to ATO.

Configuring manual check-ins from Aloha POS

To configure manual check-ins from the Aloha POS system, you must add a custom activity button in Screen Designer to interact with the ATO application. The supported panels for which you can add the button are Floorplan, Order Entry, and Close Screen in Aloha Table Service, and a regular panel in Aloha Quick Service. The custom text to add to the custom activity button is ORDER_CHECK_IN. In addition, you must configure the requirements for how you want the search capabilities to operate.

To configure manual check-ins from the Aloha POS:

10. With POS selected in the product panel, select **Maintenance > Screen Designer > Table Service Screen Designer** or **Quick Service Screen Designer**. The screen designer function opens in a new window.
11. Select **Work with Panels**.
12. Select **Panel > Open Panel**, select a panel of the supported **panel type**, and click **OK**.

13. Select an available **button**, or select **Panel > New Button** to create a new button. The Properties dialog box appears.
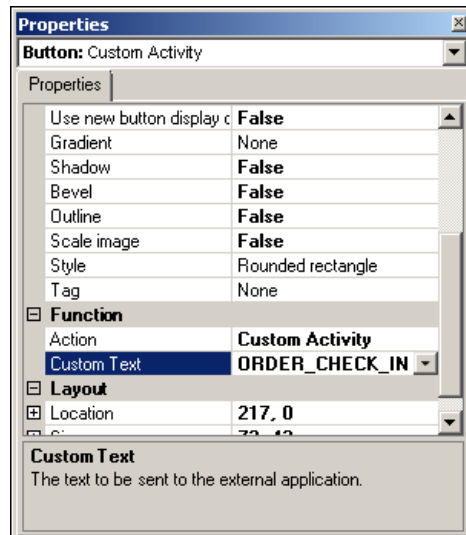

Figure 130 Custom Activity Button Function

14. Under the 'Function' group bar, select **Custom Activity** from the 'Action' drop-down list.

15. Type **ORDER_CHECK_IN** in 'Custom Text.'

16. Under the 'Appearance' group bar, change the **default text** to descriptive text, such as 'Check-In.' To display text on multiple lines, insert '\n' without spaces to create line breaks.

17. Configure the remaining **options** as you would for any other button.

18. Select **Panel > Save Panel** and exit **Screen Designer**.

To configure the requirements for checking in an ATO order from Aloha POS:

1. Locate and open **AlohaTakeoutOverride.xml**.

2. Navigate to the **<CheckInOptions>** section.

Figure 131 AlohaTakeoutOverride.xml

3. Type **DisplayNotificationOnAllTerminals** as the value for '<CheckInAlert>.'

4. Type the **terminal ID** for which you want to display a check-in message as the value for '<CheckInChitPrinterID>.'

5. Type **True** as the value for '<EnableCheckInChitPrinting>' to print the check-in summary chit upon check-in or type **False** if you do not want to print the chit.

6. Type the **search filters**, separated by a semi-colon, to make available when searching for an order, as the values for '<CheckInScreenSearchOptions>.' Available search filters include, AtoOrderId, ReferenceId, PhoneNumber, and Any, with 'Any' being a string search across all other filters and the button appears as 'Search.'

7. Type the **maximum number of orders** to appear on the screen when you perform a search, as a parameter for '<CheckInScreenMaxResults>.

8. Type the amount of **detail**, separated by a semi-colon, that appears for each order as the values for '<CheckInScreenDisplayData>. Available options include OrderName, ReferenceId, OrderNotes, DisplayContactPhoneNumber, DisplayTotal, Subtotal, and Tax.

9. Type **True** as the value for '<AllowCheckInClosedOrders>' to return only tendered and closed checks or type **False** to return only open checks.

10. Type **True** or **False** as the value for '<PreventCheckInOutsideReleaseWindow>.' If set to False, only orders that released within the defined release window appear in the search result.

11. Save **AlohaTakeoutOverride.xml**.

12. Restart the **ATO application** and **service**.

Performing manual check-ins from the Aloha POS

You can check in an ATO order using a button on the Floorplan panel, Order Entry panel, or Close screen panel in Aloha Table Service, or a regular panel in Aloha Quick Service. Normally, these panels require you to have a check opened and displayed; however, checking in an ATO order does not affect or disrupt your current order.

Order check-in custom activity accesses the ATO application in the background without displaying the ATO user interface. Once initiated, you can search for the ATO order either by order number, reference number, phone number, or using a global search string.

To manually check in an ATO order from Aloha POS:

1. When a consumer arrives at the restaurant and notifies you they are present, locate and touch the **Check In** button configured to interact with ATO. The Guest Check-In screen appears.
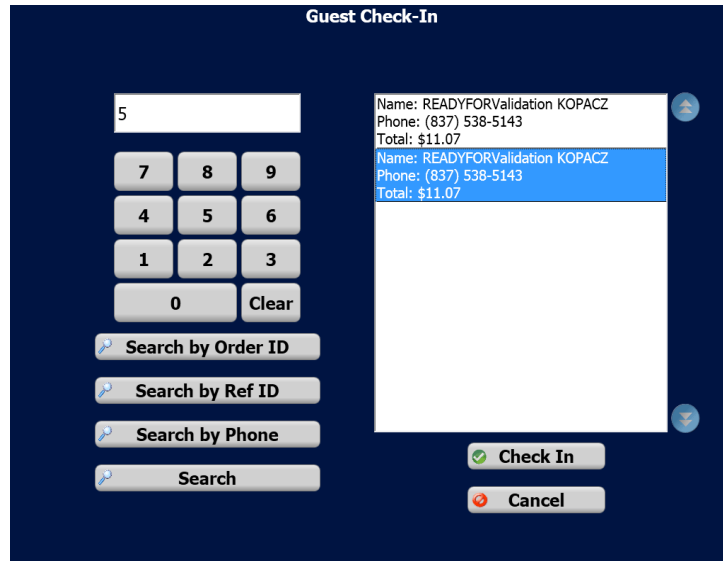
Figure 132 FOH Guest Check-In Screen

2. Enter text in the search box and perform a search for the order using one of the following available options:

   Touch **Search by Order ID** to search by order number.

   Touch **Search by Ref ID** to search by reference number. The reference ID is an alternate order number generated by the Aloha Online Ordering product.

   Touch **Search by Phone** to search by the phone number associated with the ATO guest record.

   Touch **Search** to search across all available text strings associated with the order and guest. Be aware, this list may return many entries.

3. If the search returns more than one result, touch the appropriate **order** in the list. If the search returns only one result, proceed to the **next step**.

4. Touch **Check In** to check in the guest or touch **Cancel** to cancel the operation.

Preventing an ATO check-in outside of release window

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-12607	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

With the 'Enable order release window restriction' option, you can configure a start and end time of day during which the system can release an order to the kitchen. For example, if your store opens from 9:00 a.m. to 11:00 p.m., you can restrict the system to only send orders to the kitchen during those hours. This prevents sending orders to the kitchen before or after business hours when kitchen staff is not present. When selected, you define the start and end time during which you want the system to release orders to the kitchen.
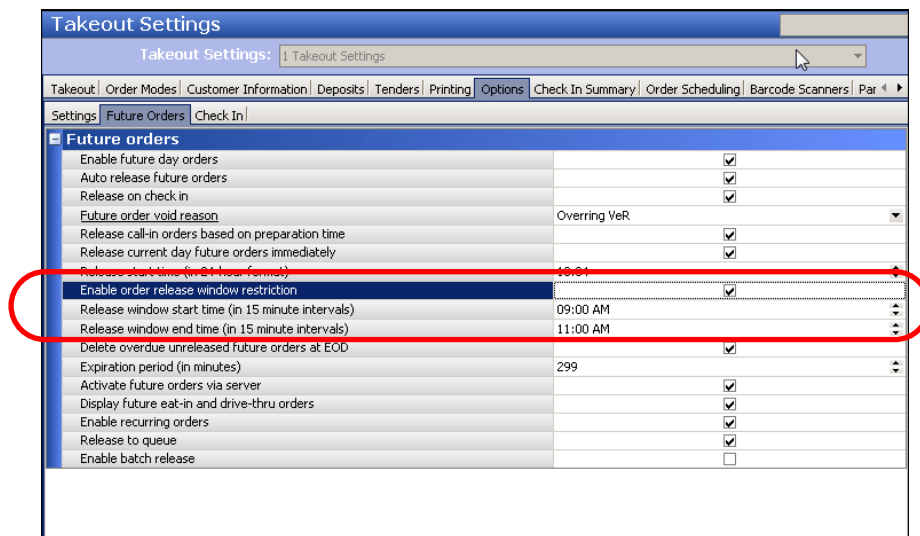

Figure 133 Preventing an ATO Check-in Outside of Release Window

Now this configuration also prevents an ATO check-in from occurring outside of the release window. For example, if you configure the system to automatically check in an order using a beacon, and a vehicle arrives in the drive-thru after the release window, the arrival will not trigger a check-in. If you configure the system for a manual check-in, an employee cannot accidentally check in an order after the release window.

Enable order release window restriction — Restricts the time frame when the system can release an order to the kitchen. This prevents the sending of orders to the kitchen before or after business hours when the kitchen staff is not present. For example, if the customer submits a web order to a site at 1:00 a.m., with a promise time of 5:00 p.m. the same day, Aloha Takeout sees this as a same day future order. If you also select 'Release current day future orders immediately,' the order fires to the kitchen immediately at 1:00 a.m. Subsequently, if the End-of-Day runs at 3:00 a.m., the order then closes to cash. When selected, other options appear.

Release window start time (in 15 minute intervals) — Designates the time you want the system to begin releasing orders to the kitchen. ***Required Options:*** You must select 'Enable order release window restriction' to enable this option.

Release window end time (in 15 minute intervals) — Designates the time you want the system to stop releasing orders to the kitchen. ***Required Options:*** You must select 'Enable order release window restriction' to enable this option.

Adding VAT disclaimer to non-sales receipts

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-13490	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Value Added Tax (VAT) is used in some regions in place of a 'sales' tax.' Each entity in the sales chain pays a VAT. Much like sales tax, if you have proper documentation, you may reclaim the portion of the VAT charged to you by your VAT registered suppliers. To reclaim the VAT on the purchases you acquired for your business you must have a valid VAT receipt (or VAT invoice) as proof of the purchase, and as proof that you paid the VAT on that purchase. If you do not have a valid VAT receipt, you cannot reclaim the portion of the VAT you paid that was already paid by your supplier.

Each VAT registered supplier provides you with a VAT receipt showing details of the sale, including the sale date, the supplier's VAT registration number, and the amount paid for the goods or services. Most importantly, it shows the amount of VAT the supplier charged to you, if applicable. A VAT receipt can be in either paper or electronic format.

A new option in the configuration management tool (Aloha Configuration Center or Aloha Manager) allows you to print a disclaimer on all non-sales receipts, indicating they are 'NOT A VALID VAT RECEIPT.' The default value for this option is False. For locations that require VAT, you must change the value of this option to True.

> **ⓘ Note:** This text does not appear on non-sales receipts printed from the POS system.

To enable printing the Non-VAT receipt warning:

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

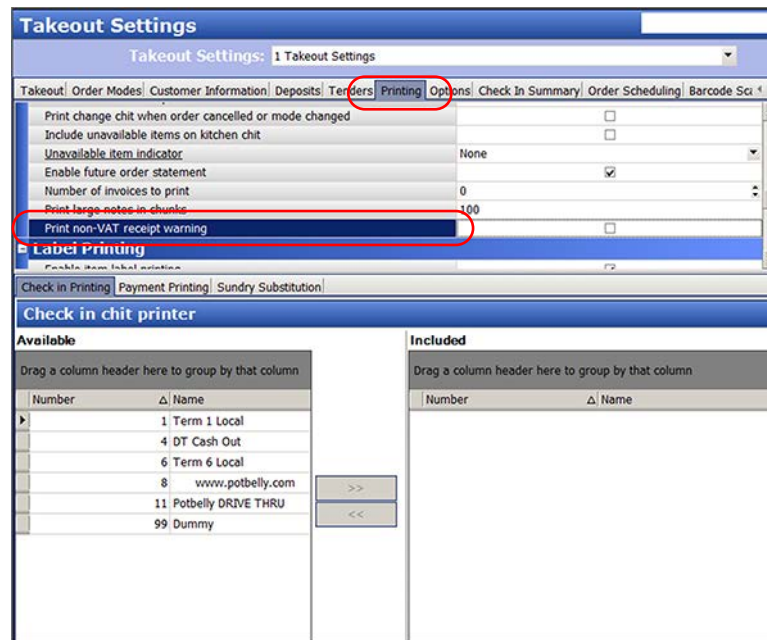2. Select the **Printing** tab.

Figure 134 Print Non-VAT Receipt Warning

3. Under the 'Printing' group bar, select **Print non-VAT receipt warning**. The default text appears on the bottom of the chit subject to any text restrictions already defined, such as line length.

   Print non-VAT receipt warning — Allows you to print a 'NOT A VALID VAT RECEIPT' disclaimer on all non-sales receipts.

4. Click **Save** and **Close** to exit the **Takeout Settings** function.

> **Note:** Change the verbiage or the language of the default warning message using the Translation Editor utility, if necessary. The text you choose must not exceed the allowed line length.

To change the default text for this option:

1. Use File Explorer to browse to **Bootdrv > AlohaTakeout > Utilities > TranslationEditor > Bin** and double-click **TranslationEditor.exe**.

2. Select the **language** for your location. In this example, the language is en-US.
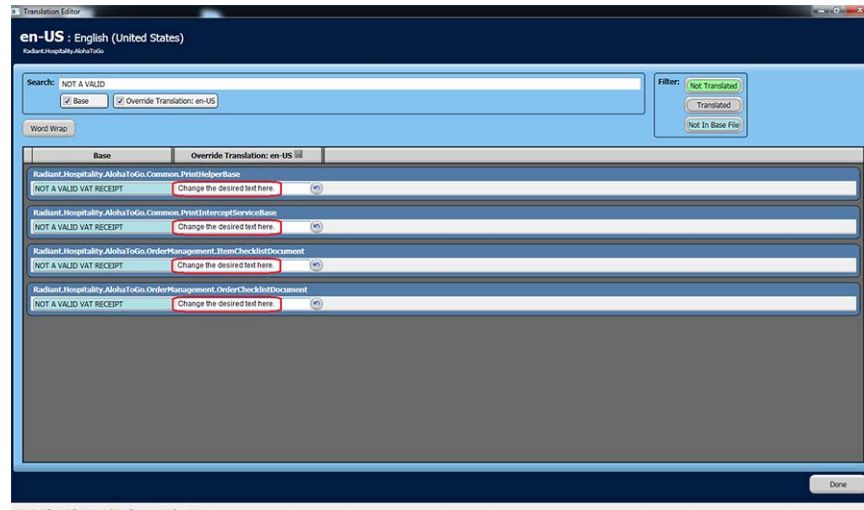
Figure 135 Translation Editor Utility

3. In the search box, type '**NOT A VALID**' to locate the option in each of these sections:
   - Radiant.Hospitality.AlohaToGo.Common.PrintHelperBase
   - Radiant.Hospitality.AlohaToGo.Common.PrintInterceptServiceBase
   - Radiant.Hospitality.AlohaToGo.OrderManagement.ItemChecklistDocument
   - Radiant.Hospitality.AlohaToGo.OrderManagement.OrderChecklistDocument
4. You must type the **desired** text change in the second column of the option for each section listed.
5. Click **Done** and exit the **Translation Editor Utility**.

Using order modes to automatically close a check when payment received

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-14029	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Aloha Takeout provides a global setting that allows the system to close checks automatically after applying payment. This ensures that online orders placed for dine-in or carry-out close seamlessly without building up the order queue on the FOH terminals; however, online orders placed for drive-thru pickup were also closing automatically, losing their place in the drive-thru order queue.

This enhancement allows you to override the global setting, by order mode. For example, to prevent orders placed online for drive-thru pickup from automatically closing upon payment receipt, a new option allows you to specify that an order mode, such as the Drive-Thru order mode, can receive payment without automatically closing the check. This allows the order to remain in the correct position in the drive-thru queue. When the guest arrives at the pick-up window, you then press Close on the FOH terminal, to close the order.

Upgrade Path ↑	Upon upgrade, if the global option 'Close checks on apply payment' located on the Options tab under the 'Settings' group bar is selected, the system automatically selects the option of the same name located on the Order Modes tab. You must access each order mode for which you want to disable auto-close and clear this option.

To configure an order mode to prevent automatically closing the check upon payment receipt:

1. With Aloha Takeout selected in the product panel, navigate to **Maintenance > Takeout Configuration > Takeout Settings**, and select the **Order Modes** tab.
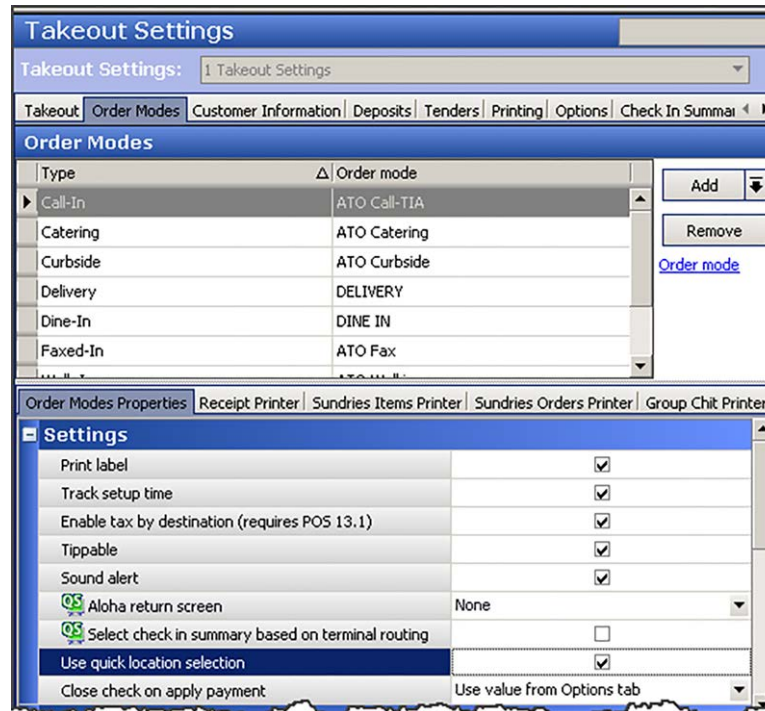

Figure 136 Aloha Takeout Settings, Order Modes Tab

2. Under the 'Order Modes' group bar, select or create the **order mode** for which to disable automatic check close on payment.

3. Under the 'Settings' group bar, select or clear **Use quick location selection** based on your operational needs.

   Use quick location selection — Navigates directly to the check-in lane selection screen after a consumer enters their order number to check in, reducing the number of screen touches required to complete the order. When cleared, you can only select a check-in lane by touching the Lane button on the Order Confirmation screen after a consumer checks in. ***Related Requirements:*** Access Maintenance > Takeout Configuration > Check-In Locations to define the check-in lanes that appear for selection.

4. Clear **Close check on apply payment.**

   Close check on apply payment — Automatically closes the check to the logged in employee when 'Apply Payment' is touched on the ATO FOH Pick Up or Dispatch screens. Clear this option if other employees, such as managers, apply payments to ATO orders, but allow other employees

to close the check, or for order modes for which the order needs to remain in the queue. Options include: 'Use value from Options tab,' 'True,' and 'False.' ***Required Options:*** This option overrides the global option 'Close checks on apply payment' located on the Options tab under the 'Settings' group bar.

5. Click **Save** and **Close** to exit the **Takeout Settings** function

Supporting lane locations

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-15720	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

ATO allows you to configure lanes to represent a designated spot or area at the restaurant used to specify such things as where a vehicle drives up for the guest to enter their order, or where the guest receives their order for pickup. Lanes are ideal for a multi-lane drive-thru environment or a carhop concept so the restaurant staff can easily identify where to bring the consumer order.
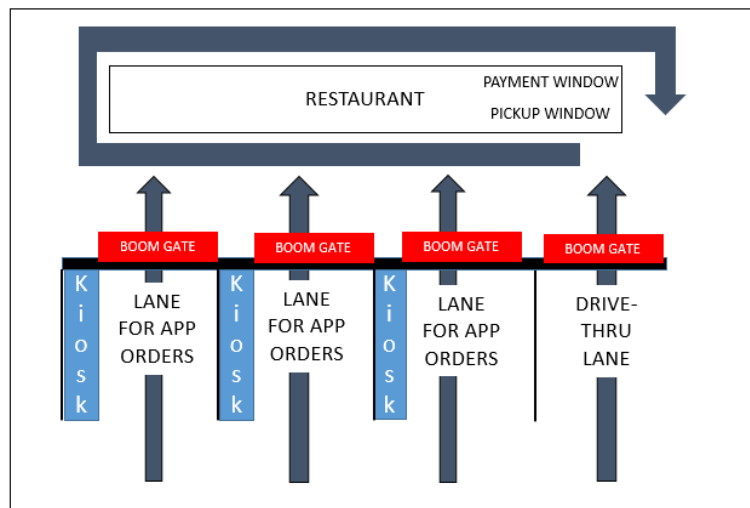

Figure 137 Multi-Lane Drive-Thru Concept

📖 **Reference:** Refer to the Multi-Lane Drive-Thru Feature Focus Guide for more information about using lane locations to support the environment depicted in Figure 137. Please contact your NCR account representative for more information regarding carhop concept.

Configuring Aloha Takeout to use NCR BSP

Released Version	Tracking Number	Products	Audience
ATO v19.6	ALOHAP-9094	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician, End User

The NCR Business Service Platform (NCR BSP) is cloud-based technology that provides a truly seamless guest experience for on-demand consumers, allowing them to access and interact with an authorized NCR partner using their mobile phone, a tablet, a desktop computer, a laptop, and more.

In addition to the order services configurations introduced in ATO v17.1, and now you can configure ATO delivery service options to use and take advantage of NCR BSP to integrate cook times, delivery times and fees, driver management functions, and more. This allows you to provide a more accurate and dynamic experience for your delivery customers.

📖 **Reference:** Refer to the Aloha Takeout Using BSP Feature Focus Guide for complete information.

The following enhancements streamline communication with ATO using NCR BSP.

Tracking Number	Enhancement
ALOHAP-19913	Send full or estimated price with time quote
ALOHAP-12203	Enhance ATO to use Driver API with BSP

Requiring source and destination record for online ordering injection

Released Version	Tracking Number	Products	Audience
ATO v19.x	ALOHAP-30603	Aloha Takeout, Aloha Quick Service, Aloha Table Service, Digital Ordering, Aloha Online Ordering	Configuration Technician, End User

As of ATO v19.x, you must define a Source and Destination record to address all order sources leveraged by an online ordering solution, such as a store website and a delivery marketplace. This enables the online ordering solution to inject orders into ATO. If this record does not exist, order injection fails.

Reference: Refer to the Digital Ordering and Aloha Takeout Integration Guide - HKS1516 and the Source and Destination Feature Focus Guide - HKS380 for more information.

Other products included in the Aloha Solution

The following products are also included in the Aloha Solution:

Aloha Engage Mobile — Release notes are available on https://engage.readme.io/. A password is required.

Aloha Insight / Aloha Loyalty / Stored Value / Customer Voice — Release notes are available within the product on the Enterprise website.

Basic Loyalty (Consumer Marketing solution) — Release notes are not available at this time. This product is still in the SRT phase.

Command Center — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

Configuration Center — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

Digital Ordering — Release notes are available on docs.ncr.com.

NCR Back Office for Enterprise — Release notes are sent to customers, as needed.

NCR Mobile Pay — Release notes are available on docs.ncr.com.

Pulse Real-Time — Release notes are available within the app.

Aloha Solution v19.6, Enhancement Release 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