NCR V:YIX

Aloha Solution v19.9 Enhancement Release Guide

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Revision Record

Date	Description			
05/17/2023	Converted the document to use new templates and clarified document is for use when using NPS with Aloha.			
12/12/2023	Updated document to reflect NCR Voyix branding.			
02/02/2024	Added note that you cannot activate multiple gift cards when using NPG if you enable 'Restrict activation of gift card until tendered' in Store > Store Settings > Gift Card/Certificate Sales group > 'Restrictions' group bar.			
04/04/2024	2024 Updated AlohaCP installation information. See <u>"Integrating with AlohaCP"</u> . Clarified verbiage around using the Saved Card feature (bar tabs) to include 'The Saved Card feature does not run a pre-auth for any amount prior to tendering the full check."			
10/14/2024	4 Updated AlohaCP installation information to state the separate APS install is no longer applicable for Aloha POS v19.9+ installs.			



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The purpose of this document

This document contains instructions on how to set up and use the enhancements implemented in Aloha[®] Point-of-Sale (POS) v19.9 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.

What you need to know before installing Aloha Solution v19.9

You need to know the following before installing Aloha Solution v19.9.

PCI Software Security Framework (SSF)

Aloha Solution v19.9 is validated against PCI **S**oftware **S**ecurity **F**ramework (SSF) standards. PCI SSF is a collection of standards and programs for the secure design and development of payment software. Security of payment software is a crucial part of the payment transaction flow and is essential to facilitate reliable and accurate payment transactions.

The new PCI SSF standards:

- Replace PA-DSS with modern, future-proof requirements.
- Apply industry security standards for process and change management.
- Focus on encryption, threat-modeling, and static code analysis.

For a more complete understanding of the PCI SSF requirements, click here.

Changes were required in several products in the Aloha solution to meet PCI SSF requirements.

Reference

Refer to the <u>Aloha Solution v19.8 Data Security Handbook Implementation Guide - HKS1653</u> for more information.



Setting the LAN Manager authentication level

The LAN Manager authentication level for Microsoft[®] Windows[®] 10 and 11 determines the response protocol used for network logons. For ATO to work properly, you must set the level to 'Send LM & NTLM – use NTLMv2 session security if negotiated.' This setting is for BOH only and cannot be performed during the RAL or ATO installation. Newer images are equipped with this requirement; however, you need to check this on your local computer and set the proper level. You must use an administrator account to set this.

File Action View Help Image: Security Settings Image: Security Setings Ima	-	
Image: Security Settings Security Settings Security Settings Security Settings Security Settings Network access: Allow anonymous SID/Name translation Disabled Security Settings Network access: Do not allow anonymous enumeration of S Enabled Security Options Network access: Do not allow anonymous enumeration of S Disabled Windows Defender Firewall with Advert Network access: Let Everyone permissions apply to anonym Disabled	letwork security: LAN Manager authentication level Prop	? ×
 Network List Manager Policies Public Key Policies Software Restriction Policies Application Control Policies Advanced Audit Policy Configuration Network access: Remotely accessible registry paths and sub Network security: Configure acryption types allowed for Ke Network security: Dave classible registry paths accessible registry paths accessite registry paths accessible registry paths accessible registry	Local Security: Law warager authentication rever Prop Local Security Setting Explain Network security: LAN Manager authentication level Send LM & NTLM - use NTLMv2 session security if negotiated Modifying this setting may affect compatibility with clients, see and applications. Romer information. see Network security: LAN Manager authentication level. (Q823659) OK Cancel	vices.

Figure 1 LAN Manager authentication level

To set the LAN Manager authentication level:

- 1. Using the Windows search bar, search for and open the Local Security Policy app.
- 2. In the 'Security Settings' tree, expand Local Policy.
- 3. Select Security Options.
- 4. Under the Policy list, locate **Network security: LAN Manager authentication level**. The Properties dialog box appears with the Local Security Setting tab open.
- Select Send LM & NTLM use NTLMv2 session security if negotiated from the drop-down list.
- 6. Click **OK**.
- 7. Exit the Local Security Policy app.



Integrating with AlohaCP

AlohaCP, previously known as Aloha Payment Service (APS), now integrates seamlessly with the Aloha POS system (POS). Prior to this enhancement, when you set up Aloha to process payments through the NCR Payment Gateway (NPG), also known as Connected Payments, you had to:

- Run the installation of Aloha POS.
- Download AlohaConnectedPaymentsSetup.exe and separately install the NPG solution, which installs both APS and OpenEPS, is manifest-based, and installs a service on the Back-of-House (BOH).

Effective in Aloha POS v19.9+, when you install Aloha POS, either interactively or silently, the installer automatically installs/upgrades AlohaCP for you.

Impact to existing and new Aloha customers

For customers currently on Aloha POS versions 12.3, 15.1, or 19.6, run the installer for Aloha POS v19.9+, either interactively or silently. The installer automatically installs AlohaCP and uninstalls APS. In addition, the installer pulls down OpenEPS.dll from ServerEPS (SEPS) and automatically places it in the correct folder.

For new customers without a previous Aloha installation, run the Aloha v19.9+ installer, which installs Aloha v19.9+ and AlohaCP, by default.

Reference

Refer to the <u>NPG with Aloha Implementation Guide - HKS42</u> for steps to install and configure NCR Gateway to integrate with the Aloha POS.

Impact to customers using EDC

For customers using Electronic-Draft-Capture (EDC), there are three scenarios. 1) The customer can continue using EDC, as normal, 2) The customer can migrate to using NPG only. 3) The customer can use NPG to process all payments and upgrade or install EDC on the BOH to process gift cards not supported by NPG.

Reference

Refer to the <u>NPG with Aloha Configuring Gift Cards Best Practices - HKS1706</u> for how to configure gift cards with NPG.



Performing the installation

For both net new and existing customers, prior to performing the installation, perform the following steps:

- 1. Log in to <u>Aloha Updates</u>.
- 2. Select **Aloha Suite Installer** and choose whether to access Hospitality Updates as an employee or log in as a customer.
- 3. Select Approved Product Stacks.
- 4. Select the **Aloha 19 Stack** to determine the most current minimum version of OpenEPS required, such as in the following example:

NCR Mobility	15.1.57.41
Open EPS	Gold 43 829.2
OrderDey Heat	01 / 1+



5. Contact the <u>Payments Implementations team</u> and request the **code file assignment** of the version of OpenEPS listed in the product stack.

When you contact the Payments Implementation team, have the following information ready:

- POS version and the recommended OpenEPS version from the product stack
- PIN pad brand and model
- Date for the assignment to occur.

Tip

Reference

Once you have the code file assignment, future POS upgrades do not require you to contact the Payments Implementation team again unless you need a higher version of OpenEPS with a hot fix. OpenEPS syncs up after the first startup post upgrade.

E

Refer to the <u>APS to AlohaCP Migration QRG - HKS1545</u> for more information.



RAL (Remote Application Loader)

The PCI Least Privilege user requirement indicates that users of a payment application, such as the Aloha POS system, cannot carry more system privileges than strictly needed. Because of this requirement, the terminal user accounts no longer get administrative rights to perform registrations, installations, and other actions. To enable POS features and third-party applications to install via RAL, we provide a mechanism to support Chocolatey (Choco) package installation on the FOH terminals. Choco package files contain the instructions that RAL uses to install integrated and third-party applications on the FOH terminal, as well as perform actions necessary for the applications to function. Each application that relies on RAL for its FOH terminal installation must provide the terminal install Choco package with its own BOH installation. RAL now supports the Choco package installation for terminal configuration, as well as I/S related terminal configuration, on BOH devices.



Reference

Refer to the <u>RAL v20.0 User Guide - HKS484</u> and <u>Creating an Aloha Compatible Chocolatey</u> <u>Package - HKS1657</u> for detailed information.



Aloha POS

Tracking Number	Description	
POS v19.9		
ALOHACP-1691	"Printing single voucher with the Saved Car feature when using Aloha Payment Gateway" on page 7	
ALOHAP-32402	"Scanning QR code from a non-integrated scale" on page 8	
ALOHAP-32864	"Removing system-generated edits from Edited Punches report" on page 15	
ALOHAP-33983	"Supporting tender for closing open checks during end-of-day" on page 17	
ALOHAP-34879	"Supporting ASV balance inquiry without ePin" on page 21	
ALOHAP-36786	"Updating the Aloha floating logo" on page 23	
ALOHAP-36986	"Printing longer QR code content on the guest check" on page 24	
ALOHAP-36994	<u>"Checking card balance when adding tip amount for Payment Solutions transactions" on page 28</u>	
ALOHAP-37336 ALOHAP-37448 ALOHAP-37335	"Enhancing memory allocation for 32-bit and 64-bit systems" on page 29	
ALOHAP-37779	"Supporting 'Store collects employee tips' in Quick Service" on page 30	
ALOHAP-37887	"Adding item count by category and order mode to custom FOH reports" on page 32	
ALOHAP-37909	"Adding automatic gratuity line to Connected Payments voucher" on page 37	
ALOHAP-38582	"Enhancing the reconciliation of cash only payments" on page 38	
ALOHAP-38952	"Activating multiple gift cards when using NPG with the Aloha POS system" on page 39	
EDC-639	"Supporting SVS gift card PIN entry in the Aloha POS system with EDC" on page 41	
ALOHAPM-01635	"Applying rounding before payment for Round It Up America" on page 42	



Printing single voucher with the Saved Car feature when using Aloha Payment Gateway

Version	Tracking Number	Products	Audience
POS v19.9	ALOHACP-1691	Aloha Table Service, CP Portal	Configuration Technician
	ALOHACP-1699		End User

Bartenders can start a tab by saving the consumer's credit card information and automatically name the tab with the name on the credit card. When processing with the Aloha Payment Gateway, a single voucher now prints from the Aloha POS, whereas before, two receipts printed: one with a zero dollar amount and one with the full amount and the authorization. The Saved Card feature does not run a pre-auth for any amount prior to tendering the full check.

Important

You must use OpenEPS G36+ to use this feature.



Scanning QR code from a non-integrated scale

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-32402	Aloha Quick Service	Configuration Technician
			End User

Currently, the Aloha POS system supports integrated scales that are attached to an Aloha POS terminal, allowing the cashier to weigh the item and calculate the total based on the unit price. Now you can use a non-integrated scale, allowing the cashier to scan a QR (quick response) code generated from a scale that is not attached to an Aloha POS terminal.

Use this solution in environments that weigh items to purchase on a scale that prints a QR code, which you then scan at the Aloha POS system. The single QR code can contain more than one weighted and non-weighted item, which allows you to scan and enter multiple items all at once at the Aloha POS system. Unlike the integrated scale solution where you scan items at an Aloha POS terminal from any point of the ordering process, with this solution, you must access the 'Multiple Item Scanning' screen prior to scanning the QR code to ring up the item.

B Note

We currently support the integration with the ProCom system that uses a specific QR code format. If you want to support other non-integrated scales, please contact your NCR Voyix representative.

SCENARIO: The consumer selects two lbs of lobster, one ounce of caviar, and a crab cake. The employee weighs each item on a non-integrated scale that uses the 'Procom' format, and adds each item to a single QR code. When done, the scale generates a label with a single QR code that includes all three items. The employee places the items in a bag and attaches the label. When the consumer is ready to check out, the cashier scans the QR code on the label.

Creating the QR code format

The scale contains a database of items that are mapped to the item IDs in the Aloha POS system. The restaurant inputs and updates items and prices in the database, as needed. In most cases, the Aloha POS system reads the prices coming from the database. The QR code syntax consists of multiple components, separated by a semi-colon. Each component has a designated number of digits. For example, the first component is the store ID, and it is designated as four positions. If the store ID is 1301, it is not necessary to enter padded zeros into the database; however, if the store ID is five, enter 0005.



Use the following QR code example with the legend for a single item:

1301;01;21032021;00201;0;01;13001;000450;001490;0000671

	Example Provided	# of Digits	Description	
Store ID	1301	4	Represents the four-digit ID number of the store. The Aloha POS system does not validate the store ID.	
Scale Number	01	2	Represents the two-digit ID number of the scale. The Aloha POS system does not validate the scale number.	
Date	21032021	8	Represents the eight-digit date in the format of two-digit day, two-digit month, and four-digit year (DDMMYYYY). The Aloha POS system does not validate the date.	
Scale Receipt Number	00201	5	Represents the five-digit receipt number generated from the scale. The Aloha POS system does not validate the scale receipt number.	
Scale or Piece	0	1	Indicates if the item is weighted or a piece. Enter 0 for a weighted item or 1 for a piece.	
Quantity	01	2	Specifies the two-digit quantity of the item. Enter 01 for a weighted item.	
Item ID	13001	5	Represents the five-digit item ID to map to the item ID in the Aloha POS system.	
Weight	000450	6	Specifies the six-digit weight of the item, which includes three decimal places after the whole unit number. In the example provided, and with pound as the unit, 000450 equates to 0.45 pounds.	
Price	001490	6	Specifies the six-digit price of the item, which includes two decimal places after the whole number. In the example provided, 001490 equates to \$14.90.	
Total Price	0000671	7	 Specifies the seven-digit total price of the item. For a piece item, multiply quantity and price. For a weighted item, the following conditions apply: When both 'Price' and 'Total Price' are greater than 0, the scale uses 'Total Price.' When 'Price' equals 0 and 'Total Price' is greater than 0, the scale uses 'Total Price.' When 'Price' is greater than 0 and 'Total Price' is 0, the scale multiplies 'Price' and 'Weight.' When both 'Price' and 'Total Price' are 0, the Aloha POS reads the price as \$0.00 	



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions When the scale generates the QR code, the code begins with a tilde (~). If the QR code includes multiple items, each subsequent item is separated by a caret (^).

~1301;01;21032021;00201;0;01;13001;000450;001490;0000671^1301;01;21032021;00201;0;01;13004; 000354;000950;0000336^1301;02;21032021;00201;0;01;13120;001231;001290;0001588^1301;01;210 32021;00201;1;03;13011;000000;000190;0000570

The QR code can include a mix of weighted and piece items.

Configuring an item to use quantity pricing

When using scales to determine your pricing, you must configure every weighted item in the Aloha POS system to use quantity item pricing, even though the Aloha POS system does not determine the price of the item. When the Aloha POS system reads the QR code and maps to the correct item in the Aloha POS system, the unit of measure in the Aloha POS system is used.

To configure an item to use quantity pricing:

- 1. Select Maintenance > Menu > Items.
- 2. Select an **item** from the drop-down list.
- 3. Select the **Pricing** tab.

Items	lobster
Item: 36 LobsterTail FOOD Automation-CorpQ5-PetraH Primary	• E
Item Modifier Pricing General Settings Print Display Options Quick Count Dynamic	Modifiers SKU Numbers Production Line Assembly
Pricing options	^
Pricing method	Quantity Price 🗸
Minimum price	14.00
Maximum price	999999.99
Quantity price options	^
Unit name	Pound
Precision	1
Tare	None 🗸
Affects inventory	✓
🥵 Apply item quantity to modifiers	
Price per unit	14.00

Figure 3 Items - Pricing tab

- Under the 'Pricing options' group bar, select Quantity Price from the 'Pricing method' drop-down list.
- 5. Under the 'Quantity price options' group bar, type a **descriptive name**, such as 'Pound,' for the unit of measure.
- 6. Leave the default of 1 for the decimals to use for the weight measurement in 'Precision.'
- 7. Leave **None** as the default for Tare. The tare is not read with an non-integrated scale.
- 8. Select Affects inventory to deduct the item from inventory, when sold.
- 9. Clear Apply item quantity to modifiers. This option is not applicable to a non-integrated scale.



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- 10. Clear **Price per unit**. The price per unit is read from the QR code generated from a non-integrated scale.
- 11. Click Save.
- 12. Repeat this **procedure** to configure other items for quantity pricing.
- 13. Exit the **Items** function.

Configuring the scanning format to use when using a non-integrated scale

You must select the scanning format to use with a non-integrated scale that is not attached to the Aloha POS system. Currently, the only supported scanning format is ProCom Scale.

To configure the scanning format to use with a non-integrated scale:

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

Chi 1 Alona Care		
tion Information Licensing Custom Store Settings Aloha Manager		
unctionality		
🙀 Single order mode per guest check		
😳 Override refund order mode	V	
Default order mode	None	
Category for item lookup	All Items	
🙀 Automatically detect card swipe		
Automatically detect and hold all tapped cards		
Google wallet support	None	
🥨 Softcard wallet support	None	
🥨 Restrict to single item selection		
🙀 Allow multiple item selection		
Apply repeat or quantity of component to entire Quick Combo		
🙀 Allow Group Combo promo to span pivot seats		
Apply percent-off comps before amount-off comps		
🥦 Confirm upon pressing Close button with unordered items		
Automatically navigate to modifier screens		
🙀 Allow modifier additions or replacements on ordered items		
🥵 Use best price for Group Combo auto-apply	×	
Ignore Group Combos when restricting promotion application		
Ignore Quick Combos when restricting promotion application		
🙀 Display Revenue Centers to print all open checks		
Enable grouped modifier changes		
95 Multiple item ordering scanning format	ProCom Scale	

Figure 4 Store Settings > User Interface group

3. Under the 'Functionality' group bar, select **ProCom Scale** from the 'Multiple item ordering scanning format' drop-down list.



Multiple item ordering scanning format — Specifies the type of scanning format used for a QR code generated by a non-integrated scale that is not attached to the Aloha POS system. This allows you to scan a single QR code associated with one or more items. Currently, the ProCom system is the only supported scanning format. **Related Options:** To allow you to scan a single QR code associated with one or more items. ProCom Screen Designer > Quick Service Screen Designer > Work with Panels, and add the 'Multiple Item Scanning' button to a panel in use. **Documented Version:** v19.9

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

Enabling the display of the 'Multiple Item Scanning' screen

You must add the 'Multiple Item Scanning' button to a panel in use to enable the display of the 'Multiple Item Scanning' screen. Unlike integrated scanners where you can scan a bar code at any time, and from any screen, you must scan the QR code from the 'Multiple Item Scanning' screen.

To enable the display of the 'Multiple Item Scanning' screen:

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select Panel > Open Panel, select a panel to use, and click OK.
- 4. Right-click and select **New Button**. The Properties dialog box appears.

	operaes			
Ξ	Appearance			
	Text	Multiple Item Scanning		
	Text Alignment	Middle center		
	Font	Custom		
÷	Custom Font	Arial, 15px		
	Text Color	Custom		
	Custom Text Color	255, 255, 255		
	Background Color	Custom		
	Custom Background Cold	0, 64, 0		
	Highlight	Custom		
	Custom Highlight Color	128, 128, 128		
	Image	None		
	Use new button display o	False		
	Gradient	None		
	Shadow	False		
	Bevel	False		
	Outline	False		
	Scale image	False		
	Style	Rounded rectangle		
	Tag	None		
Ξ	Function			
	Action	Multiple Item Scanni -		
Ξ	Layout			
-	л <i>г</i>	4.4.400		

Figure 5 Multiple Item Scanning Button Function

5. Under the 'Function' group bar, select **Multiple Item Scanning** from the 'Action' drop-down list.



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions **Multiple Item Scanning** — Displays the Multiple Item Scanning screen, from which you are able to scan a QR code with a supported format generated from a non-integrated scale. The QR code can contain multiple items. You must scan the code while the 'Multiple Item Scanning' screen is active. Related Options: You must access Maintenance > Business > Store > Store Settings > User Interface group and select 'ProCom Scale' from the 'Multiple item ordering scanning format' drop-down list.

- 6. Under the 'Appearance' group bar, type the **name** for the button, such as 'Scan QR Code.'
- 7. Configure the **remaining options** as you would for any other button.
- 8. Select Panel > Save All Panels and exit the Screen Designer function.



Scanning a QR code from a non-integrated scale

You must scan the QR code generated from a non-integrated scale while on the 'Multiple Item Scanning' screen. If an item within the QR code is missing or cannot be read, the consumer needs to return and receive a new QR code, Depending on store policy, the cashier can enter the missing item as an open item, or select the item from another submenu, if available.

To scan a QR code from a non-integrated scale:

- 1. Start a **check** on the Aloha POS system. The consumer presents a bag with an attached **QR code**.
- 2. Locate and touch the Scan QR Code button to display the Multiple Item Scanning screen.
- 3. Scan the **QR code** attached to the bag.

	Multip	le Item Scanning
28.00 100.00 6.99	Last Scan:	Success
134.99 11.16 11.14	# of Items:	3
4.50 161.79		
\$161.79 145.76 126.40		
	Class	
	28.00 100.00 6.99 134.99 11.16 11.14 4.50 161.79 \$161.79 \$161.79 145.76 126.40	Multip 28.00 100.00 6.99 134.99 134.99 134.99 # of Items: 11.16 11.14 4.50 161.79 \$161.79 \$161.79 145.76 126.40 Close

Figure 6 Multiple Item Scanning screen

- 4. View the **onscreen guest check** and verify the number of **items**, their associated **prices**, and the **success** of the scan of the QR code. The 'Last Scan' and '# of Items' entries shows the number of items that were successfully scanned.
- 5. Touch **Close** to exit the screen.
- 6. Enter any other **items** for purchase and close the **check**, as normal.



Removing system-generated edits from Edited Punches report

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-32864	Aloha Quick Service, Aloha Table Service	Configuration Technician
			End User

A recent enhancement in NCR Voyix Back Office (NBO) introduced a system user to make system-generated changes through a COM API call when an edit to a shift is made. For example, when a shift is deleted in NBO, the system user sends the change to the Aloha POS system and the entry appears on the Edited Punches report in the Aloha POS system. By default, these edits are exposed on the report; however, you can remove the behind-the-scene entries and view only the edits performed from the Aloha POS system.

even report									
Aloha Café 5555 5 th Ave Naples, FL 3	enue South 4102	Edite	d Punc 09/08/	hes 2021	Report		Printed	10/3 1 by: 8	Page 1 of 1 27/2021 6:48 PM 1980 9 DEV Seeded Administrator
Emp#	Name	Date	Jobcode	Time	Time Out	Pay Rote	Deci Tips		Manager
66161	Marvin, Owen	09/08/2021	SA Tippe	13:32	14:07		0.00	Del	
66161	Reason Did not clock o	09/08/2021 ht	SA Tippe	13:32	14:01		0.00	Edit	Test2
			"" End of i	Report					
مسيسم الما	V S Cless Priet Page 4	A 10/27/20	R1 645 PM						

Figure 7 Edited Punches Report with system-generated edit

To remove system-generated edits from the Edited Punches Report:

- 1. Select Reports > Aloha Point-of-Sale > Employee.
- 2. Select **Edited Punches**. The Edited Punches Report dialog box appears.
- 3. Select the **date** to generate the report.



4. Click Settings. The Edited Punches Report Settings dialog box appears.

eport Fields	
Edited Date/Time	
Suppress Pay Rate Info	ormation
🗖 laskuda adjustment ask	
j include adjustment acki	nowledgements
✓ Hide intermediate/syste	m shift changes
✓ Hide intermediate/syste	m shift changes

Figure 8 Edit Punches Report Settings dialog box

- 5. Select **Hide intermediate/system shift changes** to remove all system-generated edits from the report.
- 6. Click Save.
- 7. Select View, Print, or Export to display the report.
- 8. Click Close to exit the Edited Punches Report.



Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-33983	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Supporting tender for closing open checks during end-of-day

By design, all orders left open at the end-of-day close to cash and reflect in checkout reports as cash owed. Above store eCommerce solutions inject orders into Aloha Takeout through an API call with a host-to-host mechanism. The order is held in Aloha Takeout and pushes to the Aloha POS system based on the release time of the order.

The order must be closed in both products, which is usually accomplished by selecting the 'Close checks on apply payments' option in Takeout Configuration > Takeout Settings > Options tab or Order Modes tab; however, there are times when you do not want to select this option. When it is not selected, and the cashier does not manually close each check in Aloha Takeout before the end-of-day runs, the order closes to cash in the Aloha POS system and appears in the checkout reports as one single lump sum, combining the actual cash owed with the checks closed to cash during the end-of-day.

SCENARIO: 1) The consumer enters and prepays for an online order; however, Aloha Takeout is not configured to automatically close the check. When the consumer picks up the prepaid order at the store, the cashier neglects to close the order in Aloha Takeout and it remains open. The system closes the order to cash when the end-of-day runs and the cash owed is greater than the cash in the drawer.

SCENARIO: 2) The consumer enters an online order and wants to pay at the store. The consumer arrives before the release time for the order in Aloha Takeout and the cashier brings the order into the Aloha POS system early, negating the automatic closing of the order in Aloha Takeout. The cashier takes payment for the order, but neglects to close the order in Aloha Takeout. The system closes the order to cash when the end-of-day runs and the cash owed is greater than the cash in the drawer.

To differentiate between 'true' cash owed and orders closed to cash by the end-of-day process, configure a tender to absorb the sales from all active orders left open when the end-of-day runs. When the grind process pushes the data to Aloha Insight, both cash owed amounts are pushed. These can be seen in the grind files and also in the BOH reports.



Configuring the tender to use at end-of-day

You must configure a tender to which to close all active orders when the end-of-day runs. We recommend you create a house account tender type since restaurants that employ delivery aggregators are already familiar with house accounts. You can also create a generic tender type. Do not add the tender to a button on the FOH.

Important

Do not use the cash tender type since the goal of the tender is to not report as cash.

- 1. Select Maintenance > Payments > Tenders.
- 2. Click the New drop-down arrow, select House Account or Generic as the type, and click OK.

Tenders						
Tender: 10 EOD Tender House account		*				
Tender Type Identification Authorization Reconciliation Printers Rounding						
E Settings		·				
Number	10					
Name	EOD Tender					
Туре	House account					
First available button position						
Button position	None					
Button image	None	•				
Report as	EOD Tender	•				
Default amount behavior	Ask for amount	•				
Active						
Track						
Can refund						
Affect deposit						
Print check on close						
Open drawer on close						
Print signature line						
Combine on check						
Close check upon payment		-				

Figure 9 Tenders - Tender Tab

- 3. Type a **name** for the tender, such as EOD tender.
- 4. Ensure **Current** or the **tender name** is selected in the 'Report as' drop-down list. **Do not select** 'Cash.'
- 5. Select **Active** (Required).



- 6. Select the **Identification** tab.
- 7. Clear **Require identification** (Required).
- 8. Select the Authorization tab.
- 9. Clear Require authorization (Required).
- 10. Configure the **remaining options** as you would for the selected tender type.
- 11. Click **Save** and exit the **Tenders** function.

Associating the EOD tender to a revenue center

After you configure the tender to which to automatically apply payment for all open checks when the end-of day runs, associate the tender to a revenue center. An order left open from any revenue center without this configuration closes to cash and adds to the cash sum.

- 1. Select Maintenance > System Settings > Revenue Center.
- 2. Select a revenue center in use, such as 'Pickup.'
- 3. Select the **EOD tender** from the 'Close open checks at EOD to tender' drop-down list.

evenue Centers Gratuities Options		
Settings		
Number	1	
Name	Pickup	
Disable tips		
🙀 Use numeric tab name		
🥨 Wait for credit card authorization		
Print check on close	Default	
Close open checks at EOD to tender	EOD Tender	
PMS Revenue Center	0	

Figure 10 Revenue Center - Close open checks at EOD to tender

Close open checks at EOD to tender — Specifies the tender to which to close all checks left open from this revenue when the end-of-day runs. We recommend you use a tender of the house account type. **Documented Version:** v19.9.

4. Click Save.



- 5. Repeat this **procedure** for all other revenue centers for which you need to close open checks during the end-of-day.
- 6. Exit the **Revenue Center** function.

Reporting tender to use for closing open checks during end-of-day

Under the Payments section in the Sales report, the tender used for closing open checks during the end-of-day appears as a separate line item and does not report with cash.

******** SUMMARY ********						
Pmt Type	Qty	Amount	Grat	Tip	Total	% Tot
Cash	10	90.00	0.00	0.00	90.00	90.00
EOD Tender	1	10.00	0.00	0.00	10.00	10.00
Total Payments	11	100.00	0.00	0.00	100.00	100.00



Supporting ASV balance inquiry without ePin

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-34879	Aloha Quick Service, Aloha Table Service	Configuration Technician
POS v15.1.68			End User
CFC v21.6+			

In POS v15.1, we increased fraud protection and required the entry of a security validation code, known as an ePin for Aloha Stored Value (ASV) gift cards; however, there are many gift cards still in circulation that do not have an ePin. The Aloha POS system is able to redeem these gift cards; however, extra configuration is required to perform a balance inquiry and determine the funds available on the card.

Effective in Aloha POS v19.9, you can now perform a balance inquiry for Aloha Stored Value gift cards that do not have an ePin with a new 'Gift Card Balance Query For Tender' button function. Use this button function if an ePin is not present on the card, and use the existing 'Query Gift Card Balance' button function for cards that contain an ePin and require the entry of the ePin on the Front-of-House (FOH).

When the consumer presents their physical gift card, the employee determines if the ePin is present on the card and selects the appropriate balance inquiry button.



Note

Although this feature is available in Aloha POS v15.1.68+ and v19.8, it is not available in Aloha POS v19.6. You must also upgrade Aloha Configuration Center (CFC) or Aloha Manager to v21.6+ to configure this enhancement.

B Note

This feature is only applicable for sites using Electronic Draft Capture (EDC) to process Aloha Stored Value gift cards.

To configure the ASV balance inquiry without an ePin button:

- Select Maintenance > Screen Designer > Quick Service Screen Designer or Table Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select Panel > Open Panel.
- Select a panel on which to place the 'Gift Card Balance Query For Tender' button function and click OK. For Quick Service, select the panel on which you place your tenders. For Table Service, select a panel of the Submenu type.



5. Right-click in the panel and select **New Button** from the menu that appears. The Properties dialog box appears.

But	utton: Gitt Card Balance Query For Tender					
Pro	perties					
	Image	None		^		
	Use new button display option	False				
	Gradient (7.0)	None				
	Shadow (7.0)	False				
	Bevel (7.0)	False				
	Outline (7.0)	False				
	Scale image (7.0)	False				
	Style (7.0)	Rounded rectangle				
	Tag	None				
~	Function					
	Action	Gift Card Balance Query For Tender (15.1)	-			
	Tender	None				
~	Layout					
	1	70. 17		-		

Figure 11 Gift Card Balance Query for Tender - no ePin

6. Under the 'Function' group bar, select **Gift Card Balance Query for Tender** from the 'Action' drop-down list. The 'Tender' drop-down list appears.

Gift Card Balance Query For Tender — Allows you to perform a balance inquiry for an Aloha Stored Value gift card that does not have an ePin. Use this button function If an ePin is not present on the card, and use the existing Query Gift Card Balance button function for cards that contain an ePin. ePins increase fraud protection and require the entry of a security validation code on the Front-of-House (FOH). For Quick Service, select the panel on which you place your tenders. For Table Service, this button function is only available for panels of the Submenu type. *Related Options:* This option exposes the 'Tender' option. *Documented Version:* v19.9.

7. Select the **ASV tender** from the 'Tender' drop-down list.

Tender — Specifies the Aloha Stored Value tender to use. **Required Options: 1)** You must select 'Gift Card Balance Query For Tender' from the 'Function' drop-down list to enable this option. **2)** You must use an ASV tender that has 'Require code entry' cleared in Maintenance > Tenders > Security Verification tab. **Documented Version:** v19.9.

- 8. Under the 'Appearance' group bar, type a **name** for the button, such as 'GC Balance Inquiry No PIN.' To display text on multiple lines, insert '\n' without spaces for line breaks.
- 9. Configure the **remaining options** as you would for any other button function.
- 10. Select **Panel > Save Panel**.
- 11. Select File > Exit to exit Screen Designer.



Updating the Aloha floating logo

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-36786	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

To align with the launch of the Aloha Cloud product, we updated the Aloha logo to remain consistent between the two products. There is no configuration required for this enhancement.



Figure 12 Aloha foating logo



Printing longer QR code content on the guest check

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-36986	Aloha Quick Service, Aloha Table Service	Configuration Technician
CFC v21.3+			End User

QR codes have evolved into providing a large of amount of data, such as a website link, account information, phone number, coupons, and more to promote an item and offer incentives from the restaurant. When the code prints on the guest check, the Aloha system truncates the readable content after 180 characters, which is acceptable for older legacy printers. Many restaurants now use printers with high resolutions and can accommodate the capture of more content in the QR code. To support this, you can now print a QR code with longer content on the guest check, based on the supported printers below.

Printer Name	QR Code Character Limit	Supported Driver
Bixolon (Radiant) SRP-S300	880	Windows
Bixolon (Radiant) SRP-S300 PlusIII	880	Windows
Bixolon (Radiant) SRP-350 Plus	507	Windows
Epson TM-T88V	880	Windows
Epson TM-T88VI	880	Windows
Posiflex 8802U+S 306	306	Windows

| Note

You must upgrade Aloha Configuration Center (CFC) or Aloha Manager to v21.3+ to configure this enhancement.

Configuring the expansion of the QR code content length

Once you install the drivers for the appropriate printer, access the Store function and configure the system to expand the QR code content length when using a supported Windows printer.

To configure the expansion of the QR content length:

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



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

re: 201 QS 201 QS 201		
ation Information Licensing Custom Store Settings Aloha Configuration Center		
Print total in all currencies		
Print a grand total		
Print sales category totals		
Print Hotel PMS guest name		
Print room number and guest name lines		
Print barcode for guest check		
Print barcode below each item on guest check		
Print total, tip and signature line on all checks		
Comp and Promo tax replacement text	Discount Tax	
Print cash drawer serial number		
Use international EAN barcode format		
Path to the application or batch file used to process guest check output files		
Field separator used in the guest check output file		
Disable check printing		
Number of guest check copies to automatically print	0	
Do not print voided items on reprints		
Printer bitmap	None	~
Printer bitmap size	Normal	~
Printer bitmap justification	Left	~
Print original check number on quick refund check		
Print large QR Code on check		
Comp Slips		2
Print custom comp chit		

Figure 13 Store Settings - Check Printing group

4. Under the 'Guest Check Content' group bar, select **Print large QR code on check**.

Print large QR code on check — Allows QR codes with more than 180 characters to print on the guest check for supported Windows printers. **Required Options: 1)** Selecting this option exposes 'Maximum number of characters for the QR code on the guest check' in Maintenance > Hardware > Printers. **2)** You must select a supported printer from the 'Printers' drop-down list in Maintenance > Hardware > Printers. **Documented Version:** v19.9.

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



Configuring a printer to print longer QR code content

When you configure the system to expand the length of the content of the QR code, select the supported printer to use.

To configure a printer to print longer QR code content:

1. Select Maintenance > Hardware > Printers.

Settings		\$
Store	201 QS 201	
Number	8	
Name	Delete	
Application	Aloha Point of Sale	
Model	Windows Printer	
Terminal	None	~
Badkup printer	None	
Send non-checks to	None	
Windows printer settings		
Network printer name		
Windows printer type	Radiant SRP-350Plus	~
Maximum number of characters for the QR Code on the guest check	507	

Figure 14 Printers > Windows printer settings

- 2. Select Windows Printer from the 'Model' drop-down list.
- 3. Select a supported **printer** from the 'Printer's drop-down list.
- 4. Type the **maximum number of characters** allowed for the QR code in 'Maximum number of characters for the QR Code on the guest check.'

Maximum number of characters for the QR Code on the guest check — Specifies the maximum number of characters of the QR code allowed to print on the guest check. **Required Options:** You must select 'Print large QR Code on check' in Maintenance > Business > Check Printing group to expose this option. **Documented Version:** v19.9.

5. Click Save and exit the Printers function.



Addendum: Installing Windows drivers for a supported printer

You must install and update the Windows drivers for the printers that support high resolution. To avoid conflicts, uninstall any drivers not used by Windows, if they are installed. Download and install the windows drivers for the appropriate printer in use:

- For Bixolon SRP-350 Plus (Radiant SRP350 Plus), navigate to https://www.bixolon.com/download_view.php?idx=95.
- For Bixolon SRP-S300 (Radiant SRP-S300) or Bixolon SRP-S300 PlusIII (Radiant SRP-S300 PlusIII), navigate to https://bixolon.com/download_view.php?idx=27&s_key=Driver.
- For Epson TM-T88V, navigate to <u>TM-T88V</u> <u>Software & Document Thermal line Printer -</u> <u>Download - POS - Epson (epson-biz.com)</u>.
- For Epson TM-T88VI, navigate to <u>TM-T88VI Software & Document Thermal line Printer -</u> <u>Download - POS - Epson (epson-biz.com)</u>.
- For Posiflex 8802 navigate to https://www.posiflex.com/en-global/Download/index/driver/POS-Printer/AURA-PP-8000-EOL.



Checking card balance when adding tip amount for Payment Solutions transactions

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-36994	Aloha Table Service	Configuration Technician
POS v15.1.67			End User

The purchase amount for a transaction is approved in real-time at the restaurant; however, when the server later adds a gratuity to the check, the additional amount could exceed the amount available on the card. This usually occurs with a prepaid card that has a limited amount of funds or a revolving charge card that is close to its limit. As a result, a chargeback incurs for non-sufficient funds at settlement and impacts the operations and profits of the restaurant.

When processing with Payment Solutions (Connected Payments), the system now checks the card balance when the server adds a tip amount to the transaction on the Adjust Tips screen. If the amount is over the limit, the existing "This tip exceeds the available balance #xx.xx. Please reduce the amount or obtain another form of payment" message appears. The server must enter a smaller tip amount or return to the guest for another form of payment.

B Note

EDC (Electronic-Draft Capture) already has this checking in place.



Enhancing memory allocation for 32-bit and 64-bit systems

Version	Tracking Number	Products	Audience
POS v19.8.3	ALOHAP-37336	Aloha Table Service	Configuration Technician
POS v15.1.65	ALOHAP-37448		End User
POS V19.6.14	ALOHAP-37335		

The Aloha POS system now takes advantage of up to 4GB RAM on 64-bit operating systems, and 3GB RAM on a 32-bit operating system. This enhances the ability for Aloha to support complex configuration databases with larger sales volumes. There is no configuration for this enhancement.



Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37779	Aloha Quick Service	Configuration Technician
			End User

Supporting 'Store collects employee tips' in Quick Service

The job code option 'Store collects employee tips,' that was only available in Aloha Table Service is now also available in Aloha Quick Service. This option enables the store to collect all credit card tips from sales without affecting the cash owed amount on the checkout report. The managers then distribute the amount to their employees at a later time and at their own discretion.

With the increase of online ordering sales, quick service restaurants can now take advantage of this feature. In this environment, the consumer is often presented with the ability to add a tip to their check; however, multiple employees could be involved in receiving, preparing, packaging, and delivering the order. By collecting the credit card tips, managers can distribute the amount among their employees based on the individual contribution for their respective role.

When the consumer enters a tip, the amount is not calculated in the cash owed amount so only 'true cash' appears on the checkout report for reconciliation. The tips are collected as a lump sum on the Daily Sales Report so the manager can determine the best method of distributing the amount.

To enable the store to collect employee tips:

- 1. Select Maintenance > Labor > Jobcodes.
- 2. Select the **Financial** tab.

Jobcodes	
Jobcode: 2 Manager	•
Jobcode Order Entry Financial Takeout	
🖬 Tips	
Store collects employee tips	V
Indirectly tipped	
Must declare tips at clock out	
Can perform tip out to other employees	
Contributes to tip-share pool	
Receives from tip-share pool	
Suppress the tip-share received amount on the employ	
Auto-declare tips if clock out doesn't occur	
Print same win distriming diselaine marken where the	man punt some

Figure 15 Jobcodes Function

3. Under the 'Tips' group bar, select Store collects employee tips.



Store collects employee tips — Enables the store to collect credit card tips and gratuities for employees clocked in under this job code. This option enables the store to collect all credit card tips from sales without affecting the cash owed amount on the checkout report. For Table Service operations, use this for environments where a cashier accepts payments from guests instead of the server and the cashier is liable for the tips when reconciling the drawer. For Quick Service operations accepting online orders, tips coming from online sales are collected by the store. In both environments, the system declares the full amount of the credit card tips received for each employee and managers determine the best method for distributing the amounts. *Required Options:* You must select 'Shift required to clock in/out' under the 'Time and Attendance' group bar on the Jobcode tab to expose this option. *Documented Version:* v19.9.

- 4. Click Save.
- 5. Repeat this **procedure** for each job code for which the store needs to collect employee tips.
- 6. Exit the **Jobcodes** function.


Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37887	Aloha Quick Service, Aloha Table Service	Configuration Technician
CFC v21.14	CFC-10203		End User

Adding item count by category and order mode to custom FOH reports

Managers find the number of times an item is sold during increments of the day a valuable analytical asset. They can monitor how well a new or staple item sells in the restaurant for projections and forecasting. For example, a manager can track the number of donuts sold from the dine-in order mode for each hour of the day.

By using a custom Front-of-House (FOH) report, you can now use two new item count variables that track the count of items sold by category and order mode. Each variable definition requires you to configure a parameter that stipulates whether to include or exclude order modes. The intent is to use variables with identical selections together for a new standalone custom report that relies on time increments for parsing the data; however, you can integrate them with an existing custom report.



Figure 16 Custom FOH Report with Item Counts Variables

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To add item count variables to a custom FOH report:

- 1. Select Maintenance > Business > Custom FOH Reports.
- 2. Click New.

Custom FOH Reports	
Custom FDH Reports: 1 Donut Count	T
Custom FOH Report Design	
Identification	
Number	1
Name	Donut Count
File name	CustomFOHReportNumber1.cfg
Allow report to be run for multiple employees at a time	V
Display options	
Report format	Sort data in 60 minute increments 🔹
Note: If the list on the right is empty, the information Filter by Jobcode Available	on on the report will be for all employees.
Drag a column header here to group by	Drag a column header here to group by that
Number 🛆 Name >>	Number 🛆 Name
4 Training <<	P 2 Manager
5 BEC	3 Supervisor
6 Line	

Figure 17 Custom FOH Reports - Custom FOH Report tab

- 3. Type a **name** for the report, such as 'Donut Count.'
- 4. Select Allow report to be run by multiple employees at a time.
- 5. Select a **time increment** from the 'Report format' drop-down list, such as 'Sort data in 60 minute increments.'
- 6. Select the **Design** tab.
- 7. Under the 'Design' group bar, click Add. A new line of the report appears.



8. Click the **ellipses (...)** to display the Report Line Builder dialog box. Using the help text, example and report line as a guide, build the specific **line** of the report and click **Insert**.

Categories		Elements			Specific record	5			Order modes			
Value	^	Count of items sold for	r the specified category and	d order mode	Number	1	Name	Owner		Number /	Name	Owner
Formatting		Total count of items so	ad for the specified categor	ry and order		1	FOOD	1 Global		1	Walk-In	3 Autom
Comps						2	LIQUOR	1 Global		2	Pick Up	3 Autom.
Delivery						3	BEER	1 Global		3	DriveThru	3 Autom
imployees						4	WINE	1 Gobal		4	Delivery	3 Autom.
aft Certificates						5	N/A BEVERAGE	1 Global		5	Quick	3 Autom.
iratuities						9	DESSERT	1 Global		6	Catering	3 Autom
Suest Checks						17	PMS Sales	1 Global		7	Curbside	3 Autom.
Guest Counts						18	FamilyStyle M.	1 Global		8	WEB	1 Global
tems Count						19	FamlyStyle It	1 Global		9	DELIVERY	1 Global
Order Mode Charges						28	GENERAL	1 Global		10	WALKIN	1 Global
Count of items for the selected), per selected	<val(7:#< th=""><th>d category and order moo Option Report format. ItemsInclusive2[1,2]></th><th>de(s), either inclusive (any</th><th>order mode sele</th><th>icted) or exclusion</th><th>re (ar</th><th>ny order mode es</th><th>cept those</th><th></th><th></th><th></th><th></th></val(7:#<>	d category and order moo Option Report format. ItemsInclusive2[1,2]>	de(s), either inclusive (any	order mode sele	icted) or exclusion	re (ar	ny order mode es	cept those				
Items Count <right></right>											1	
Items Count <right></right>											08	6

Figure 18 Report Line Builder - Item Count

- 9. Select **Item Count** from the 'Categories' list. The variables for 'item count' populate in the 'Elements' list and the 'Order modes' selection list become available.
- 10. Select **Count of items sold for the specified category and order mode** from the 'Elements' list.

Variable	Description	Туре	Initial Version
#Itemsxy z	The count of items sold from a specified category and one or more order modes where x indicates to include or exclude the listed order mode(s), y is the category ID, and z is the order mode IDs to include or exclude. If more than one order mode, separate the IDs with commas. For example, #ItemsInclusive3 4,5 represents a count of items from category ID 3 with order mode IDs 4 and 5. #ItemsExclusive11 20 represents a count of items from category ID 11 with all order modes except ID 20.	Calculation	POS v19.9

- 11. Select one **sales** or one **general** category from which to report from the 'Specific records' list.
- 12. Select one or more **order modes** from which to report from the 'Order modes' list.
 - a. To include all order modes, select the **check box** above the list of order modes.



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- b. To include specific order modes, select **Inclusive** and then each **order mode** to include in the report from the list of order modes.
- c. To exclude specific order modes, select **Exclusive** and then each **order mode** to exclude from the report from the list of order modes.
- 13. Click **OK** to return to the Design tab.
- 14. Repeat steps 7 through 13 to add the Total count of items sold for the specific category and order mode variable to the report.

Variable	Description	Туре	Initial Version
#TotalItemsxy z	Total count of items sold from a specified category and one or more order modes where x indicates to include or exclude the listed order mode(s), y is the category ID, and z is the order mode IDs to include or exclude. If more than one order mode, separate the IDs with commas. For example, #TotalItemsInclusive3 4,5 represents a total count of items from category ID 3 with order mode IDs 4 and 5. #TotalItemsExclusive11 20 represents a total count of items from category ID 11 with all order modes except ID 20. When paired with the #Itemsxy z, variable, ensure both have the same category and order mode requirements. Note: This variable is not supported for a custom checkout report.	Calculation	POS v19.9



15. Add any other **design elements** to customize the report, such as inserting free text, blank lines, or a line with a single character. Use the example shown below as a guide.

Custom FOH Reports: 1 Sales / Non-Sales Categories Demo			
stom FOH Report Design			
lesign			
Report lines		Edit report line	Add
<pre>// Donuts:<right><val(7:#itemsinclusive 16(5)=""></val(7:#itemsinclusive></right></pre>		***	
Total Donuts: <right> <val(7: #totalitemsinclusive="" 16 5)=""></val(7:></right>			Remove
<fil(-)></fil(-)>			Real and American
Food: <right><val(7:#)< td=""><td>temsInclusive 1(5) ></td><td>***</td><td>Hove up</td></val(7:#)<></right>	temsInclusive 1(5) >	***	Hove up
Total Food: <right> <val< td=""><td>(7:#TotalItemsInclusive1 5)></td><td></td><td>Move down</td></val<></right>	(7:#TotalItemsInclusive1 5)>		Move down

Figure 19 FOH Custom Reports - Design tab

16. Click Save and exit the Custom FOH Reports function.

Reference

This article instructs you on how to enter the new custom variables; however, you must configure other requirements, such as adding a report button to display on the FOH, and more. Refer to the <u>Custom FOH Reports Feature Focus Guide - HKS320</u> for more information on designing a custom FOH report.



Adding automatic gratuity line to Connected Payments voucher

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37909	Aloha Table Service, Aloha Connected Payments	Configuration Technician End User

Automatic gratuity is a practice used by a restaurant to ensure servers receive a tip for their services, usually based on the number of guests at the table exceeding an established number. The guest check includes a line entry to indicate that gratuity is already added to the check.

When the restaurant processes with EDC, and the consumer pays with a payment card, an 'Included Gratuity' line appears on the voucher and the consumer does not need to add a tip. The consumer can add a tip on top of the automatic gratuity, if desired. This reduces the risk of the consumer 'double-tipping.'

Tip

The Aloha POS supports multiple gratuity types you can apply to a check; however, they are consolidated as one gratuity on the voucher.

Effective with POS v19.9, when the restaurant processes with Connected Payments, the gratuity amount is now passed to Connected Payments and the 'Included Gratuity' line appears on the voucher. The alignment of the gratuity line varies based on the processor in use.



Enhancing the reconciliation of cash only payments

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-38582	Aloha Quick Service, Aloha Table Service	Configuration Technician
CFC v21.12	CFC-10136		End User

The Payment Reconciliation function (documented as Employee Reconciliation or Drawer Reconciliation depending on its use) is an enhancement to the checkout function and provides a simple, automated method for reconciling a cash drawer. With both solutions, you can configure the system to use Payment Reconciliation and reconcile the cash drawer from the Front-of-House or Back-of-House.



Reference

Refer to the <u>Employee Reconciliation - HKS307</u> and the <u>Drawer Reconciliation - HKS310</u> Feature Focus Guides for more information on the Payment Reconciliation function.

Effective in POS v19.9, we made several enhancements to the Payment Reconciliation function that help you reconcile just the cash in a drawer.

- Previously, when you configured the system to reconcile the cash tender type only and to perform the reconciliation from the Back-of-House, you still had to perform the reconciliation from the Front-of-House. This is now changed to work as expected from the Back-of-House.
- As originally designed, when you configured the system to reconcile the cash tender type only, the 'Number reconciliation attempts' option did not appear and you could not establish the number of attempts at reconciliation before requiring manager approval. The 'Number reconciliation attempts' option now appears in the Cash Drawers function regardless of the tender types you configure for reconciliation, including the cash tender type.



Activating multiple gift cards when using NPG with the Aloha POS system

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-38952	Aloha Quick Service, Aloha Table Service, NCR	Configuration Technician
		Voyix Payment Gateway (CP portal)	End User

When a consumer wants to purchase multiple gift cards for the same amount and the restaurant uses NCR Voyix Payment Gateway (Connected Payments) for processing, you are not able to add all gift cards to the same check, You must create and close a separate guest check for each gift card. This could affect your speed of service, especially if the consumer wants to purchase a large quantity of gift cards. Effective with Aloha POS v19.9, the consumer can now purchase multiple gift cards for activation in one transaction on the Aloha POS system, when using NCR Voyix Payment Gateway. There is no extra configuration required for this enhancement.

Important

You cannot activate multiple gift cards when using NPG if you enable 'Restrict activation of gift card until tendered' in Store > Store Settings > Gift Card/Certificate Sales group > 'Restrictions' group bar.

To activate multiple gift cards on the Aloha POS system when using NPG:

- 1. Log in and start a **check** on the FOH.
- 2. Select a **gift card button** for purchase. The Enter Amount screen appears.

	Enter Amou	unt		
Quantity: 3		•	2	3
Amount: \$0.70«		4	5	6
		7	8	9
		Clear	0	ок 🗙
			Cancel	

Figure 20 Enter Amount screen



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- 3. Enter the **quantity** of gift cards to activate using the numeric keypad and touch **OK**.
- 4. Enter the **amount** of purchase to apply to each gift card and touch **OK**. A status message appears stating, "Transaction 1 of n processing," where n is the total number of gift cards.
- 5. Slide or dip the **first gift card** using a PIN pad device. The text on the status message updates to "Transaction 2 of n processing."
- 6. Repeat **step 5** until you enter all gift cards using a PIN pad device. The text on the status message updates to 'Transaction processing." Upon completion, the gift cards appear activated on the Front-of-House.

Ţ	Clear	Split # Ga	iests	Done	Diao In	Bev To Go	AS APP	bin 1060
Т	able 6/Check 1	1	-					
			\$		GIFT ARDS	GC \$10 Active	*	\$5.00 CERT
			FEATURE/IESI			(\$10.00
		_	ALA CARTE			GC \$10 AddVa	due	CERT
GIFTCARDS		0.70	CATERING	C	Gift and App	GC \$25 Active	sto	
585883XXXXX Auth:DEMO01 GIFT CARDS 585883XXXXX Auth:DEMO01	CX0004	0.70	VEGE TARIAN			GC \$25 AddVa	lue	
GIFT CARDS 585883XXXXX Auth:DEMO01	CX0004	0.70	CERTS/ CARDS					
			CANDY					
			OLD MENU					
			OPEN					
	1		¥	WReaton		MANAGER Me	mu	
Close	Add	Transfer	Card F Balance Re	Print Restart	Quantity	Repeat M	odify Del	ete FOOD TOGO

Figure 21 Multiple gift cards entered

7. Apply **payment** and close the **check** as normal.



Supporting SVS gift card PIN entry in the Aloha POS system with EDC

Version	Tracking Number	Products	Audience
EDC v19.9	EDC-639	Aloha Quick Service, Aloha Table Service, Aloha	Configuration Technician
		EDC	End User

Effective in Electronic Draft Capture (EDC) v19.9, when you require PIN entry for a Stored Value System (SVS) gift card in the Aloha POS system, the PIN is now sent to the processor and a notification that the transaction is accepted or declined appears on the Aloha POS system.

Tip

An included tip is not supported with an SVS gift card transaction.

The PIN requirement is based on the existing 'Require code entry' option on the Security Verification tab in Maintenance > Payments > Tenders. You must select 'Enter validation code' to enable this option. When selected, the capture of the security code is enforced and the cashier or server must manually enter the PIN.

der Type Identification Authorization Reconcilia	tion Security Verification Printers Rounding
Validation code	
Enter validation code	V
Require code entry	
For all cards manual or electronic	
Presence indicator	
Print response code	
Minimum number of characters required	3
Maximum number of characters required	3
Numeric entry only	
Enter code twice	
Text to display on prompt	

Figure 22 Tenders - Security Verification tab



Version	Tracking Number	Products	Audience
All POS	ALOHAPM-1635	Aloha Quick Service, Aloha Table Service	Configuration Technician
			End User

Applying rounding before payment for Round It Up America

The Round It Up America (RIUA) program is a simple program that invites restaurant patrons to donate pocket change by rounding up their purchases to the nearest dollar, or a specified amount. While the individual donations may be nominal, their collective sum is powerful. RIUA is designed to serve as a platform to centralize company giving and supports both national and local non-profit agencies.

Reference

Refer to the <u>Round It Up America Feature Focus Guide - HKS318</u> for information on configuring and using Round It Up America.

We enhanced the user experience with Round It Up America to allow the consumer to add the donation to the check prior to the payment which adds incredible value to quick service environments. The cashier can select the Round It Up America button on the Front-of-House and apply the rounding before the consumer inserts their payment card. As a result, this also allows you to collect donations with a cash payment, and you are not limited to paying with a credit card.

It is important to note that we now only support version 2.4.1 for the Giving executable required to operate Round It Up America. This is the only version available for download on Aloha Update for new sites and sites who wish to upgrade. Giving.exe v2.4.1 is supported with all active POS versions.

To add the Round It Up America custom variable to apply rounding before payment:

- 1. Select Maintenance > Business > Store.
- 2. Select the **Custom** tab.
- Click Add and type APPLYGIVINGBEFOREPAYMENT in the 'Setting name' column, followed by TRUE in the 'Value' column. This is convenient for a quick service environment. If FALSE, the system adds the donation after you apply the payment.
- 4. Click **Save** and exit the **Store** function.



Tracking Number	Description			
Aloha Kitchen v19.13				
ALOHAP-32379	"Configuring Production Assembly Line expo alert based on omitted item" on page 44			
ALOHAP-33740	"Displaying consumer name on Production Assembly Line screen" on page 47			
ALOHAP-33743	"Displaying message when there are no orders to prepare" on page 49			
ALOHAP-34102	"Sorting orders based on the time the order is closed" on page 51			
ALOHAP-34523	"Configuring indentation for quick combo components" on page 53			
ALOHAP-35114	"Supporting staff level backup station routing" on page 56			
ALOHAP-35149 ALOHAP-33742	"Changing consumer order naming format to first and last name" on page 58			
ALOHAP-36948	"Recalling in-store orders from POS on Production Assembly Line screens" on page 60			
AK-3234	"Expanding modifier information for items" on page 62			

Aloha Kitchen

Note

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



Configuring Production Assembly Line expo alert based on omitted item

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-32379	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

When using the Production Assembly Line expo screen type, you can configure a single message to appear as one of the standard orange 'pills' in the 'order alerts' bar, when a designated item is not included in the order. This adds further notification for the kitchen to omit an item.

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



Figure 23 Order Alerts bar on Production Assembly Line Expo screen



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

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

Kitchen	Sett	ings					
Kitchen Se	ttings	1 Kitchen Set	ings			-	
Kitchen Auto	Suspen	d Course By Tabl	0	her Production A	Assembly Line Custom		
Print Iter	m Custor	mer Name					
Exclude	Item Cat	eqory From Asse	mbly	Line	None	-	
Assemble	y Line In	struction					
Exclude	Consolid	ation Category			None	-	
Producti	on Asser	mbly Line Extensio	n				
Alert Ite	m				NapkinsUtensils	•	
Alert Ite	m Text				Omit Napkins/Utensils		-
Skippable	e Mod	ifiers					
Available					Included		
Drag a column	header	here to group by	8.		Drag a column header here to	group by tha	t
Number	Δ	Name	[Number 🛆 Name	3	
E	1	Steak Burrito	-	>>			
	2	Chicken Burrito	_	<<			
	3	Carnitas Burrito					
	4	Veggie Burrito					
	5	Barbacoa	-				

Figure 24 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select the **item** to trigger the alert when the item is omitted from the order in 'Alert Item.'

Alert Item — Specifies the item to trigger an alert on the 'order alerts' bar on the 'Assembly Line expo' screen. Use this option to provide a visual indication to the expediter to omit an item from an order, such as a napkin and utensil packet for a takeout order. **Related Options:** This option exposes 'Alert Item Text,' which allows you to define the text to appear when an item is omitted from the order. **Documented Version:** AK 19.13.

4. Type the **text** to appear for the alert in 'Alert Item Text.'



Alert Item Text — Specifies the text to appear on the standard 'orange pill' located in the 'order alerts' bar on the 'Assembly line expo' screen, when an item is omitted from the order. The 'pill' appears before all other alerts in the 'order alerts' bar. **Documented Version:** AK 19.13. **Required Options:** You must select 'Alert Item' to expose this option.

5. Click Save and exit the Kitchen Settings function.



Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-33740	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Displaying consumer name on Production Assembly Line screen

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

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

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



Figure 25 Production Assembly Line Production Screen



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

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

Kitchen Sel	ttings: 1 Kitchen Settings		*
Kitchen Auto	Suspend Course By Table Other Production	Assembly Line Custom	
Assembly	/ Line Instruction		
Exclude (Consolidation Category	None	•
Productio	on Assembly Line Extension		
Alert Iter	n	NapkinsUtensils	-
Alert Iter	n Text	Omit Napkins/Utensils	
Display N	lame Last, First		
Enable C	ustom Meal Names		
Skippable vailable	9 Modifiers	Included	
Skippable wailable Drag a column	• Modifiers header here to group by	Included Drag a column header here to group by	that column
Skippable vailable Dragacolumn Number	header here to group by	Included Drag a column header here to group by Number △ Name	that column
Skippable vailable Dragacolumn Number	header here to group by	Included Drag a column header here to group by Number Δ Name	that column
Skippable vailable Drag a column Number	header here to group by A Name 1 Steak Burrito 2 Chicken Burrito	Included Drag a column header here to group by Number △ Name	that column
Skippable vailable Drag a column Number	P Modifiers header here to group by △ Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito	Included Drag a column header here to group by Number △ Name	that column
Skippable vailable Drag a column Number	A Modifiers header here to group by A Name Steak Burrito Chicken Burrito Chicken Burrito Carnitas Burrito Veggie Burrito	Included Drag a column header here to group by Number △Name	that column
Skippable vailable Drag a column Number	Pe Modifiers header here to group by △ Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito 5 Barbacoa	Included Drag a column header here to group by Number △ Name	that column
Skippable vailable Drag a column Number	A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito 5 Barbacoa 6 Steak Tacos	Included Drag a column header here to group by Number △Name	that column

Figure 26 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select **Override Custom Meal Names**.

Enable Custom Meal Names — Allows you to use the generic 'Meal #' text for orders in the 'meal list' area of the 'Assembly line production' screen instead of the seat name entered by the consumer. **Documented Version:** AK 19.13.

4. Click Save and exit the Kitchen Settings function.



Displaying message when there are no orders to prepare

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-33743	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

For the Production Assembly Line screens, a message now appears when there are no orders to prepare at the applicable screen. This message informs the kitchen there are no orders coming in and the system is behaving properly. The default text is "No orders at this time." You can change the text to accommodate your operations.





To configure the text for the message to appear when there are no orders to prepare:

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



3. Under the 'Order display options' group bar, type the **text** for the message that appears when there are no orders to prepare.

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

Figure 28 Kitchen Screen - Screen Tab

No orders message — Specifies the text for the message that appears when there are no orders to prepare at the applicable assembly line' screen. This message informs the kitchen there are no orders coming in and the system is behaving properly. If you leave the text box blank, the default text "No orders at this time" is used. **Required Options:** You must select an 'Assembly line production screen' or 'Assembly line expo screen' kitchen screen type to enable this option. **Documented Version:** AK v19.13.

- 4. Click Save.
- 5. Repeat this **procedure** to configure the message to appear for other production assembly line screens.
- 6. Exit the Kitchen Screen function.



Sorting orders based on the time the order is closed

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-34102	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can now sort orders on the video screen based on the time the order is closed. This helps takeout operations prioritize closed orders, both above-store (online) and in-store (drive-thru), where consumers receive their orders in a single lane, such as a Y-lane.

SCENARIO: The consumer places and pays for an order through a mobile app to be picked up at the drive-thru. The consumer arrives at the store and checks in, causing the order to appear on the kitchen screen. As the consumer progresses through the single pickup lane, the closed order appears on the video screen ahead of all orders that are still open.

To configure sorting orders based on the time the order is closed:

 With Kitchen selected in the product panel, select Maintenance > Hardware > Kitchen Screen > Screen tab.

Kitchen Screen		
Kitchen Screen: 1 Grill Screen		*
Screen Design		
Order display options		
Show paid indicator		
Sort orders by quote time		
Sort orders by target time		
Sort orders by closed time		
Prioritize paid status for order sorting		
Do not group quick combos		
QC indentation size	12	
Show order target time		
Item display options		
Show order name		
Show timer text		
Show parent item info with independent modifiers		
Sort production cooking items by target time		
Show count down per item		
Always show item quantity		
Add on blink		
Show item target time		
Beeping		
New item beep	Off	

Figure 29 Kitchen Screen

2. Select a kitchen screen from the list, such as 'Drive-thru.'



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions 3. Under the 'Order display options' group bar, select Sort orders by closed time.

Sort orders by closed time — Allows you to sort orders on the video screen based on the time the order is closed. This helps takeout operations prioritize closed orders, both above-store (online) and in-store (drive-thru), where consumers receive their orders in a single lane, such as a Y-lane. *Required Options:* You must select an 'Assembly line production screen' or 'Assembly line expo' kitchen screen type to enable this option. *Documented Version:* AK v19.13.

- 4. Click Save.
- 5. Repeat this **procedure** for any other assembly line screen for which to sort orders based on the time the order is closed.
- 6. Exit the **Kitchen Screen** function.



Configuring indentation for quick combo components

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-34523	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Due to various screen sizes, number of columns, and font sizes used in the field, or just your personal preference for better readability, you can now configure the indention for the components that appear under the quick combo item. You can set the indentation anywhere from eight up to 100 pixels, with eight being the default.



Note

You may need to test the number of pixels needed to accommodate your operations, such as how the components wrap, the allotted number of orders that appear on the screen, and any other attributes essential to your business.



Figure 30 Quick combo components



To configure the indentation for quick combo components:

 With Kitchen selected in the product panel, select Maintenance > Hardware > Kitchen Screen > Screen tab.

Kitchen Screen		
(itchen Screen: 1 Grill Screen		-
Screen Design		
Order display options		<u> </u>
Show paid indicator		
Sort orders by quote time		
Sort orders by target time		
Sort orders by closed time		
Prioritize paid status for order sorting		
Do not group quick combos		
QC indentation size	8	
Show order target time		
Item display options		
Show order name		
Show timer text		
Show parent item info with independent modifiers		
Sort production cooking items by target time		
Show count down per item		
Always show item quantity		
Add on blink		
Show item target time		
Beeping		
New item beep	Off	-

Figure 31 Kitchen Screen -Screen tab

- 2. Select a kitchen screen from the drop-down list.
- Type the number of pixels to indent on the screen before each quick combo component in a quick combo in 'QC indentation size.'

QC indentation size — Specifies the number of pixels to indent in the video cell before each quick combo component in a quick combo. You can set the indentation anywhere from eight up to 100 pixels, with eight being the default. *Required Options:* You must select any screen type other than 'assembly line' to enable this option. **Documented Version:** AK v19.13.



4. Click **Save**. If the number of pixels is more than eight, a confirmation appears.



Figure 32 QC Indentation confirmation

- 5. Click **Yes** to confirm.
- 6. Repeat this **procedure** for any other kitchen screen requiring indentation for quick combo components.
- 7. Exit the **Kitchen Screen** function.



Supporting staff level backup station routing

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-35114	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

When the low volume staff level backup station was originally supported, the system leveraged the existing 'Backup station' option in the Kitchen Station function; however, that option is typically used to specify a backup station when a terminal is down. This could have conflicting results when routing items to the low volume staff level.

For a more usable solution, we migrated the staff level backup station to a separate option. As a result, you can now design circular routing where stations can be a backup for each other. For example, the low volume staff level can be a backup for the high volume staff level, and vice versa. The changing of staff levels in the Front-of-House does not change.

To configure the staff level backup station routing:

- 1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Station**.
- 2. Select a station from the drop-down list.

itchen Station				
chen Station: 1 Grill-1 CorpTS Primary				
tion Limit To Courses Additional Start Stations				
Settings				*
Owner	2 CorpTS			
Number	1			
Name	Grill-1			
Туре	Production			~
Backup station	Chicken-2			~
Staff level change backup station	Chicken-2			~
Hidden	Number	1	Name	1
Master bump		0	None	
Allow toggling	•	2	Chicken-2	
Station allowed to toggle to		3	Special-3	
Items		4	Drinks-4	
Auto-start all items		5	DT-Expo-5	
Auto-prepare all items		6	Counter Expo-6	
Combine independent modifiers with parent item		7	Production-7	
Orders		8	testStation8	
Auto-start production order view cell		50	ExpoTestALL	
Hide unfinalized orders		51	ProductionTESTALL	
Add-on merge method		52	CustomerTestALL	
Bump fully prepared orders		98	TestView98	
Allow bump if not finalized				
Can only bump tendered orders				
Can only bump dosed orders	×			
Exclusion category	None			~
Printing				

Figure 33 Kitchen Station function



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions Under the 'Settings' group bar, select the station from the 'Staff level change backup station' drop-down list to serve as backup for this station when you change staff levels in the Front-of-House.

Staff level change backup station — Specifies the station to serve as backup for this station when you change staff levels in the Front-of-House. **Documented Version:** AK 19.13.

- 4. Click Save.
- 5. Repeat this **procedure** for other stations requiring a staff level change backup station.
- 6. Exit the **Kitchen Station** function.



Changing consumer order naming format to first and last name

Version	Tracking Number	Products	Audience
AK v19.13	Alohap-35149 Alohap-33742	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

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



Figure 34 First and last name order naming format



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

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

Kitchen S	ettings: 1 Kitchen Settings		×
Kitchen Au	ito Suspend Course By Table Oth	Production Assembly Line Custom	
Assem	bly Line Instruction	<u></u>	_
Exclud	e Consolidation Category	None	-
Produc	ction Assembly Line Extension		
Alert I	tem	NapkinsUtensils	•
Alert I	tem Text	Omit Napkins/Utensils	
Display	y Name Last, First		V
Enable	v •		
Skippab	ole Modifiers	Included	
<mark>Skippab</mark> Available Drag a colur	ole Modifiers	Included Drag a column header here	to group by that column
Skippab Available Drag a colur Number	nie Modifiers mn header here to group by A Name	Included Drag a column header here Number A	to group by that column
Skippab Available Drag a colur Number	nn header here to group by	Included Drag a column header here Number A	to group by that column
Skippab Available Drag a colur Number	In header here to group by A Name I Steak Burrito I <td>Included Drag a column header here Number 4</td> <td>to group by that column</td>	Included Drag a column header here Number 4	to group by that column
Skippab Available Drag a colur Number	nn header here to group by A Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito	Included Drag a column header here Number Δ	to group by that column
Skippab Available Drag a colur Number	Die Modifiers mn header here to group by △ Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito	Included Drag a column header here Number Δ	to group by that column
Skippab Available Drag a colur Number	I Steak Burrito Carnitas Burrito Carnitas Burrito Carnitas Burrito S Barbacoa	Included Drag a column header here Number Δ	to group by that column
Skippab Available Drag a colur Number	nn header here to group by △ Name 1 Steak Burrito 2 Chicken Burrito 3 Carnitas Burrito 4 Veggie Burrito 5 Barbacoa 6 Steak Tacos	Included Drag a column header here Number >>	to group by that column

Figure 35 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select Display Name Last, First.

Display Name Last, First — Changes the consumer order naming format that appears on the "Assembly line expo screen' to last and first name. This does not apply to entered seat names for meals. **Documented Version:** AK 19.13.

4. Click Save and exit the Kitchen Settings function.



Recalling in-store orders from POS on Production Assembly Line screens

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-36948	Aloha Kitchen, Aloha Quick Service, Aloha Table	Configuration Technician
CFC v21.4		Service	End User

For the Production Assembly Line expo screen, you can now recall orders generated from the in-store Aloha POS system (also called immediate orders), and display the order on the screen. Previously, you could only recall orders coming from above-store (also called delayed orders).

Upgrade Path: To maintain existing behavior prior to upgrading to this version, disable this feature by clearing the new 'Allow Recall of Immediate Orders' option in the Kitchen Settings function.

To configure the recall of in-store orders from the Aloha POS system:

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

tehon Soft								
Itchen Settings: 1 Kitchen Settings Corporate Primary								V
chen Auto S	uspend Cours	e By Table	Other	Production A	Assembly Line Custom			
Product	ion Asser	nbly Line	9					*
Print Bag	Chit Modifiers							
Print Item	Customer Na	me						
Exclude It	tem Category	From Assemb	bly Line			None		
Assembly	Line Instruction	on						
Exclude C	onsolidation C	ategory				None		
Production	n Assembly Lir	e Extension						
Alert Item						None		,
Display Na	ame Last, Firs	t						
Enable Cu	istom Meal Na	mes						
Allow Recall of Immediate Orders								
Allow Rec	all of Inineula	te Orders						
Skippable	e Modifier	te Orders						
Skippable Available	e Modifier	te Orders			Included			
Skippable Available Drag a column	e Modifier	te Orders			Included Drag a column head	er here to group by that colu		
Skippable Skippable Available Drag a column Extern /	e Modifier	to group by Owner			Included Drag a column head External ID	er here to group by that colu / Name	umn Owner	
Allow Rec Skippable Available Drag a column Extern /	Modifier	to group by Owner 4 Diane's			Included Drag a column head External ID	er here to group by that colu / Name	umn Owner	
Allow Rec Skippable Available Drag a column Extern/	Modifier Name LICOR 43 < <soup< td=""><td>to group by Owner 4 Diane's 4 Diane's</td><td>-</td><td>>></td><td>Included Drag a column head External ID</td><td>er here to group by that colu / Name</td><td>umn Owner</td><td></td></soup<>	to group by Owner 4 Diane's 4 Diane's	-	>>	Included Drag a column head External ID	er here to group by that colu / Name	umn Owner	
Allow Rec Skippable Available Drag a column Extern /	Modifier header here Name LICOR 43 < <soup ZOMBIE</soup 	to group by Owner 4 Diane's 4 Diane's 4 Diane's		>>	Included Drag a column head External ID	er here to group by that colu / Name	umn Owner	
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Figure 36 Kitchen Settings > Production Assembly Line tab



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Allow Recall of Immediate Orders — Enables you to recall orders generated from the in-store Aloha POS system on the 'Assembly line expo screen.' This option is selected by default. **Docu***mented Version:* AK 19.13.

4. Click Save and exit the Kitchen Settings function.



Expanding modifier information for items

Version	Tracking Number	Products	Audience
AK v19.13	AK-3234 AK-3375	Aloha Kitchen	Configuration Technician End User

When you require the selection of a large number of modifiers and all modifiers for an item do not appear on the kitchen screen, a new Expand Item option appears on both the onscreen flyout window and the Command Bar, by default. Touch Expand Item to view a dedicated window listing the modifiers for the item.

Controller Salads (85) Station SALADS (40) Screen SALADS (40) (F	roduction Layout)		- 🗆 🗙
Current time 10:35 AM Total ac	tive items 1		SALADS
904 1//Connor 904 0:51 0:51 ChikSalad Sa ChikSalad Salad (2) ADD Avocado ADD Avocado ADD BACON ADD BACON ADD Apples ADD ADD Avocado ADD Apples ADD Apples ADD Salad Bacon ADD Salad Bacon ADD Grapes ADD CAPICOLA ADD Choppedig ADD Choppedigs ADD Cranberries ADD Cranberries ADD HUMMUS ADD Cranberries ADD HUMMUS ADD HUMMUS ADD MORTADELLA ADD MORTADELLA	ADD RR Peppers ADD PEPPERONI ADD Walnuts ADD SALAMI DBL BLUE CHEESE DOUBLE FETA DOUBLEPROVOLONE Hot Peppers Pickles Oil Seasoning Grape Tomatoes Cucumbers	Grapes Apples Chopped Eggs Bacon Dried Cranberry Walnuts Hummus Artichoke Heart Red Peppers Avocado PROVOLONE CHICKEN SALAD BALSAMIC	
ADD PEPPERONI	CommandBar	Close	
Toggie Recall Set Stan	CommandBar		

Figure 37 Expand Item window

You can also configure a bump bar with an Expand Item command for non-touch screen terminals.

To add an Expand Item command to a bump bar:

- With Kitchen selected in the product panel, select Maintenance > Hardware > Bumpbar Layout.
- 2. Select a **bump bar layout** in use.
- 3. Select the **Design** tab.



4. Select an available **space** from the layout.

mpbar Layout: 1Ex	oo Bumpbar Lav	out Coffee Bea	an Primary						~
wut Decian									
out Design									
	Scroll Left	Order Curso r Up	Order Curso r Left	Item Curso r Up	Selec t Staff	Recall	All Day		
Bump	Scroll Right	Order Curso r Dow	Order Curso r Righ	Item Curso r Dow	Item Availa bility	Selec t Task Info	Expa nd Item	Reports	
Settings									2
Command					Exp	and Item			, ,
Text					Exp	and Item			
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Split screen area					0	Top (left) Bottom (right)			
And a series		$\sim \sim$	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~		man men	ىر يىپ	and the second second	~

Figure 38 Bumpbar Layout - Design Tab

5. Under the 'Settings' group bar, select **Expand Item** from the 'Command' drop-down list.

Expand Item — Enables you to open a window that displays the selected item with its modifiers. Use this command for items that have a large number of modifiers that do not all appear in the video cell. This is enabled by default for touchscreen terminals. *Documented Version:* AK v19.13.

- 6. Complete the **remaining options** for customizing the Expand Item command button, such as text, button color, text color, and more.
- 7. Click Save.
- 8. Repeat this **procedure** for other bump bar layouts for which to add an Expand Item command button.
- 9. Exit the **Bumpbar Layout** function.



Aloha Takeout

Tracking Number	Description
Aloha Takeout v19	.21
ATO-3389	"Retrieving vehicle information from BSL and Ordering Essentials" on page 65
ATO-3399	"Controlling the acceptance of online orders by order channel" on page 66
ATO-3406	"Supporting comps and promotions for Contactless Dine-in feature" on page 71
ATO-3422	"Passing order status to the cloud through Aloha Pulse" on page 72
ATO-3425	"Allowing less than a 180 day purge of inactive customers" on page 73
ATO-4030 CFC-9300	<u>"Supporting virtual kitchens" on page 76</u>



Retrieving vehicle information from BSL and Ordering Essentials

Released Version	Tracking Number	Products	Audience
ATO v19.11.1	ATO-3389	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now retrieves vehicle information, such as make, model, and color, from BSL (Business Services Layer) and Ordering Essentials. The information also appears in the ATO Front-of-House.



Released Version	Tracking Number	Products	Audience
ATO v19.12.0	ATO-3399	Aloha Takeout	Configuration Technician, End User

Controlling the acceptance of online orders by order channel

Currently, a store can stop accepting all above-store orders from the Aloha Takeout Front-of-House when the restaurant does not provide delivery service during certain hours or is too busy. Instead of completely disabling all above-store orders, you can now choose from which order channel to accept online orders. For example, you can stop accepting above-store orders for curbside and keep accepting orders for delivery.

To control the acceptance of online orders by order channel:

- With ATO selected in the product panel, select Maintenance > Takeout Configuration > Takeout Settings.
- 2. Select the Panel Options tab. Select the Info Bar tab.

Takeout Settings								
Takeout Settings: 1 Takeo	ut Settings				*			
Barcode Scanners Panel Options	Delivery Fees	Phone Numbers	Diagnostics	Custom Settings	4	Þ		
Enable 2nd generation UI	× *							
🚳 Aloha tender screen	None	None 💌						
🙀 Default Aloha screen	None	None 💌						
Lookup Pickup Dispatch Dispat	ch List Future	Customer Selection	on Order De	tails Driver Info B	ar All Order: 4	•		
Settings								
Enable 'Stop accepting online	Disabled	Disabled						
Catering online orders state	Disabled	Disabled 🔹						
Curbside online orders state	Accept Cu	Accept Curbside online orders and reset at 💌						
Delivery online orders state	Accept De	Accept Delivery online orders and reset at 💌						
Drive Thru online orders stat	Accept Dr	Accept Drive Thru online orders and reset 💌						
Pickup online orders state		Accept Pickup online orders and reset at en 💌						
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Catering online orders state — Controls whether a store can accept catering online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. *Documented Version:* ATO v20.1.

Disabled — Prevents the 'Catering Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of catering online orders at the store.

Accept Catering online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting catering online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting catering online orders after the end of day occurs. This is the default selection.

Stop accepting Catering online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting catering online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept catering online orders.

Curbside online orders state — Controls whether a store can accept curbside online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Curbside Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of curbside online orders at the store.

Accept Curbside online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting curbside online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting curbside online orders after the end of day occurs. This is the default selection.

Stop accepting Curbside online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting curbside online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept curbside online orders.


Delivery online orders state — Controls whether a store can accept delivery online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Delivery Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of delivery online orders at the store.

Accept Delivery online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting delivery online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting delivery online orders after the end of day occurs. This is the default selection.

Stop accepting Delivery online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting delivery online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept delivery online orders.

Drive Thru online orders state — Controls whether a store can accept drive-thru online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Drive Thru Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of drive-thru online orders at the store.

Accept Drive Thru online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting drive-thru online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting drive-thru online orders after the end of day occurs. This is the default selection.

Stop accepting Drive Thru online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting drive-thru online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept drive-thru online orders.



Pickup online orders state — Controls whether a store can accept pickup online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Pickup Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of pickup online orders at the store.

Accept Pickup online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting pickup online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting pickup online orders after the end of day occurs. This is the default selection.

Stop accepting Pickup online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting pickup online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept pickup online orders.

4. Click Save and exit the Takeout Settings function.



To stop and start accepting online orders from order channels at the store:

1. From the Aloha Takeout Front-of-House, touch **Adjust Quote Time** on the dashboard. The Dashboard Settings screen appears.



Figure 40 Dashboard Settings screen

- 2. If the store needs to stop accepting orders from an order channel, touch the appropriate **order channel button** to toggle to the 'Stop Accepting' state.
- 3. If the store needs to start Faccepting orders from an order channel, touch the appropriate **order channel button** to toggle to the 'Accept' state.
- 4. Touch **OK** to dismiss the screen.



Supporting comps and promotions for Contactless Dine-in feature

Released Version	Tracking Number	Products	Audience
ATO v19.13.0	ATO-3406	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now supports comps and promotions with the Contactless Dine-in feature for Digital Ordering. This includes Aloha Loyalty comps and promotions, which calls ATG (Aloha Transaction Gateway) to obtain the loyalty information.



Passing order status to the cloud through Aloha Pulse

Released Version	Tracking Number	Products	Audience
ATO v19.12.0	ATO-3422	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now passes the order status to the cloud through Aloha Pulse to provide customers and their consumers accurate real time updates in the order fulfillment process.



Allowing less than a 180 day purge of inactive customers

Released Version	Tracking Number	Products	Audience
ATO v19.14.2	ATO-3425	Aloha Takeout	Configuration Technician, End User

Currently, you can configure Aloha Takeout to purge inactive customers from the database from between 180 to 65,535 days of inactivity, based on the average customer turnover rate. Some restaurants have such a large number of customers in their database that the system times out when performing a search for a customer. You can now set the purge of inactive customers to less than 180 days, and if set below 30 days, a confirmation appears.



Caution

Be aware that once a customer is purged from the Aloha Takeout database, you cannot retrieve the customer data.



To allow less than a 180 day purge of inactive customers:

- With ATO selected in the product panel, select Maintenance > Takeout Configuration > Takeout Settings.
- 2. Select the **Customer Information** tab.

Reput Settings: 1 Takeout Settings		*
der Modes Customer Information Deposits Tenders Printing (Options Check In Summary Order Sche	eduling 🖣
Require zip code for address		-
Require company name for office address		
Require Aloha Loyalty member ID for new guests		
Mask loyalty ID		
Enable customer fiscal ID		
Mask tax ID		
Minimum Aloha Loyalty member ID length	14	\$
Maximum Aloha Loyalty member ID length	14	\$
Require e-mail for new guests		
Prompt for customer address when customer has multiple add		
Default address type	None	•
Default city		
Default state		
Default zip code		
Prompt for new guest creation on name change		
House Accounts		
Enable house accounts		
Customer Purge		
Enable purge of inactive customers		
Max days of inactivity	180	±1

Figure 41 Takeout Settings - Customer Information tab

- 3. Under the 'Customer Purge' group bar, select **Enable purge of inactive customers**, if it is not already selected.
- 4. Type the **maximum number of days** to purge in 'Max days of inactivity.'

Max days of inactivity — Specifies the number of days of inactivity permitted for a customer record before the program removes it from the database. Set this value based on average customer turnover in the service area for the site or normal customer attrition. The minimum value is 1 and the maximum value is 65535 days. If you set the value to 30 days or less, a message appears confirming you want to purge customers from the database using this frequency. *Required Options:* You must select 'Enable purge of inactive customers' for this option to appear. *Documented Version:* ATO v20.1.



5. If you entered less than 30 days of inactivity, a confirmation message appears.



Figure 42 Confirmation message

- 6. Click **Yes** to proceed or click **No** and re-enter the number of days of inactivity.
- 7. Click Save and exit the Takeout Settings function.



Supporting virtual kitchens

Released Version	Tracking Number	Products	Audience
ATO v19.11.1	ATO-4030 CFC-9300	Aloha Takeout	Configuration Technician, End User

A virtual kitchen is a delivery only concept operating within the store front of the 'host' restaurant and partners with aggregators to deliver their product to their consumers. The solution has become increasingly popular in the restaurant industry due to the low cost of not operating a Front-of-House and maintaining a minimal overhead to increase the profit margin for the virtual kitchen to be successful.

While some variations of a virtual kitchen describe the host restaurant allowing an area of their kitchen for use to an outside entrepreneur, this guide focuses on the host restaurant and the virtual kitchen being in the same company and sharing the same database of items. Companies of this kind develop and bring different concepts or brands to market, but use a limited menu.

For example, a company called 'Aloha Inc.' offers a wide variety of food categories, but also markets their burger items for delivery only under a different brand name called 'Aloha Cafe.' Although the two restaurants operate from the same physical location, the consumer has the perception they are two separate restaurants.

Partnering with delivery aggregators is essential for the virtual kitchen as they provide the service of delivering the food to the consumer. Established aggregators also design the website from which the consumer places an online order as a service.

E

Reference

Refer to the Virtual Kitchen Feature Focus Guide - HKS1718.



ORDERPOINT!

Tracking Number	Description		
ORDERPOINT! v2	ORDERPOINT! v20.2		
OP-20	ORDERPOINT! now supports the XL-7 touch.		
OP-249	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.		
OP-339	The ORDEROINT! installer now checks for updated software requirements		
OP-372	ORDERPOINT! now supports the XL-7 no touch.		
OP-432	Using environment variables to select the OP configuration based on content plan.		
CFC-8871	Using CFC to select specific OP device. Support for this feature is available in CFC v21.3. <u>CFC-8871 Selecting ORDERPOINT! device</u>		
ORDERPOINT! v21.0			
	We updated ORDERPOINT! to meet PCI SSF security requirements.		



Reference

For detailed information about features available in v20.2, refer to the <u>ORDERPOINT!</u> <u>Implementation Guide - HKS302</u>.

CFC-8871 Selecting ORDERPOINT! device

Generally, ORDERPOINT! automatically uses the device screen resolution to identify the connected OP device type (ICD/OCD) and loads respective content plan. However, you can manually select the OP device type specific to your OP device screen resolution. If you have multiple OP devices with the same screen resolutions (example: XL15 and G1500), choose specific OP device (content plan) using CFC:

Using CFC to select specific OP device

- 1. With OP selected in the product panel, select Maintenance > Order Point Configuration > Order Point Settings.
- 2. Click **New** to configure the ORDERPOINT! settings for the first time.

- OR -



Click the **drop-down arrow** and select the **settings** to edit from the list. Only sites (owners) without an existing group of ORDERPOINT! Settings appear.

der Point Settings: 1 Order Point Settings Global Prima	Υ	~
fer Point Day Parts Custom		
Identification		
Number	1	
Name	Order Point Settings	
Owner	1 Global	
Aloha Settings		
Generic manager ID	None	
DineIn order mode	None	
ToGo order mode	None	
Display		
Consolidate receipt items		
Receipt display name type	Short Name	
Tips		
Enable tip entry		
Allow predefined tp entry		
Device Settings		1
Magnetic stripe reader enabled		
Device name		
Enable post order screen		
Device Type	C500	
ICD Screen	C500	
Screen starting position	C700 C730	
ATG	C1200	
Enable ATG	G500 G1200 G1500	

Figure 43 Order Point Settings Device Type selection

- Under the 'Device Settings' group bar, select a Device Type from the drop-down list.
 The selected OP device launches irrespective of the screen resolution.
- 4. Click Save and exit the Order Point Settings function.



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 <u>https://engage.readme.io/</u>. 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 Voyix Back Office for Enterprise — Release notes are sent to customers, as needed.

NCR Voyix Mobile Pay - Release notes are available on docs.ncr.com.

Pulse Real-Time — Release notes are available within the app.



Aloha Solution v19.9, 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

