

# Feature Focus Guide: Central Kitchen

Core Product: NCR Back Office  
Last Updated: December 18, 2023

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## Revision Record

Date	Version #	Description
Prior to 01/04/2023	NCR Back Office v13.2+	Implemented Central Kitchen in NCR Back Office.
01/04/2023		Converted the document to use new template.
12/07/2023		Updated document to reflect NCR Voyix branding.).

## About Central Kitchen

Central Kitchen at a Glance	
Core Product	NCR Voyix Back Office (NBO)
Complementary Products	n/a
Separate License Required?	No
Other References	NCR Voyix Back Office Manager Administration Guide, NCR Voyix Back Office Switchboard User Guide, NCR Voyix Back Office Reference Guide

The NCR Voyix Back Office Central Kitchen (CK) functionality allows you to configure one site that acts as a main distribution site. This CK site orders and prepares prep items and distributes product and requisitioned items to outlying sites referred to as served sites. Typically, these outlying sites are smaller locations that sell ready-to-serve menu items, but may not have the capacity to produce or store products.

To use this function, you designate a CK site and then associate the specific served sites that can receive the distributed products..

**i Note:** While both a served site and a CK site can occupy the same physical location, you must create a separate site, within the hierarchy of your stores in Back Office Manager, to function as a central kitchen. You cannot change the designation of an existing site already using sales, inventory, and labor functions.

After you create the CK site and assign served sites, the CK site functions as a distribution site where the raw and prep items orders from the served sites can be consolidated based on the site forecast method, including forecast events, and any additional purchase orders created by the served site managers. The CK site production team determines which site orders and forecasts to prepare for on any day or combination of multiple days. After preparing the items, the CK site distribution team selects items and either splits the orders into multiple deliveries throughout the day or sends them all in one delivery.

**SCENARIO:** You have three sites within a four mile radius. The CK site has the largest walk-in cooler and accepts deliveries for all dairy products for every served site for the week. The CK site team views all pending forecast requests and purchase orders for dairy products from the three sites and processes deliveries to each site twice a week. The Delivery Report accompanies the delivery for verification and sign-off by the receiving manager at each site.

**SCENARIO:** The CK site has a large prep and storage facility. This site distributes all pre-packaged salads and company branded products. In addition, each site can create a purchase order for raw items as needed, such as company logo branded paper and supplies from the CK vendor. The CK site chooses the site forecasts and purchase orders to deliver, based on the requested delivery date, assembles the orders, and then delivers to each site.

**Note:** The CK site accounts for the requested delivery date, but can process the orders for delivery to the served sites sooner based on production runs at the CK site. As a result, a served site may receive an order prior to the requested delivery date.

## Following Central Kitchen workflow

Before you can use the CK functionality, you must configure options at the CK site and any served sites. The following procedures detail the steps you use to create a central kitchen and link it through Back Office to the sites it serves, and then details the steps you use to order, process, and receive an order from your central kitchen.

### To create CK sites and assign served sites (requires administrator privileges):

1. In Back Office Manager, designate a **site as a Central Kitchen**.
2. Select the **site or sites** the CK site serves (served sites). Back Office automatically creates a site-level vendor based on the CK site name (CK vendor). The CK vendor appears in the vendor list only for designated served sites.

### To configure the CK catalog setup at a CK site (requires at least manager privileges):

1. In Back Office Manager at a CK site, access the Central Kitchen **Catalog Setup function**.
2. Select the **prep or raw items** to make available to the served sites.

### To configure the CK catalog at a served site (requires at least manager privileges):

1. In Back Office Manager at a served site, access the **Catalog Viewer function**.
2. Select the **prep or raw items** from the list of available items in the CK catalog, that you will receive from the CK site. The Back Office forecasting engine automatically calculates the forecasted CK prep items needed based upon menu item forecasted for the served site. The CK site automatically adds these items to any manual orders received from the served site.

**To create a purchase order at the served site (requires at least manager privileges):**

1. Select the **CK vendor** and manually create **an order** from the list of available items in the CK catalog.
2. Click **Order Placed** on the Purchasing – Purchase Orders screen to complete the order.

**i Note:** Back Office does not complete (transmit) an order to the CK site until you click 'Order Placed.'

**To process a pending order at the CK site (requires at least manager privileges):**

1. Access the **Central Kitchen Requests** screen, and select the **CK Pending Requests** tab.
2. Select **requests to send to production** based on date range or site delivery date and order type (order or forecast) and click **Send to Production**.
3. Access the **Reports** function, print the '**Central Kitchen Prep List by Station and Day Part (Report #341)**' and send to the prep department to prepare the required consolidated prep items.
4. Return to the **Central Kitchen Requests** screen, and select the **ordered prep or raw items** from the Production tab to deliver to the served sites, based on date range or site delivery date and order type.
5. Click **Deliver Selected Productions**. Back Office automatically distributes the product as delivered and converts the delivered order or orders to an invoice at each served site. Additionally, the system adds those delivered prep and raw items to the CK site 'Sales - Sales Mix' report, based on the delivery date.
6. Click **Delivery Report** to print the confirmation Delivery Report for one or more sites based on date range, by site delivery date.
7. Send the **delivery report** to each site along with the **associated delivery order**.

**To receive orders at the served site (requires at least manager privileges):**

1. Accept the **delivery and associated delivery report**.
2. Verify the **product received matches the quantities** on the delivery report and notify the CK site of any discrepancies.

**i Note:** The served site manager cannot make adjustments. The CK site must make all adjustments in the system.

**To finalize an order at the CK site (requires at least manager privileges):**

1. Select the **Delivered** tab on the Central Kitchen Requests screen.
2. Enter **any adjustments to delivered amounts** identified by the served site as an overage, shortage, or product quality issue, and finalize the order.

# Configuring Central Kitchen

You configure the Back Office Central Kitchen function in Back Office Manager to make the CK site available in the Back Office Switchboard Vendor list for the sites it serves. Manage CK items at the All Stores level in Back Office Manager.

## Configuring Central Kitchen in Back Office Manager

Several configuration steps must happen to enable CK functionality within your company.

Procedures at a Glance	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access the <b>Central Kitchen</b> tab in <b>Global &gt; Configuration Settings &gt; Site Properties</b> to: <ol style="list-style-type: none"><li>1. Create CK sites. See <a href="#">page 7</a></li><li>2. Add served sites to the selected central kitchen. See <a href="#">page 9</a>.</li></ol>
3.	Access <b>Global &gt; Configuration Settings</b> to add a central kitchen settings group to manage settings common to all CK sites. (Optionally, the CK site can be part of the same settings group as the sites it serves.) Refer to the <b>NBO Back Office Manager Administration Guide</b> for instructions to create settings groups.

You need a brick and mortar site to function as a central kitchen. But from an inventory records and reporting perspective, you must configure the central kitchen site as a separate site in Back Office Manager.

While you can include your CK site in the same settings group as the sites it serves, you also have the option to create a settings group for your CK sites. Creating a CK site settings group allows you to centrally manage settings that are common to the CK sites, but not necessarily the served sites.

**Note:** The number of sites you can create depends on your license agreement with NCR. Contact your Client Services Manager for details.

### To create a central kitchen site:

1. Expand **Global > Configuration Settings > All Stores**.
2. Right-click the **settings group** under which you want to add a site and select **Add New Store Site** from the menu that appears.

Selecting 'Add New Store Site' creates a site that is subordinate to the selected settings group.

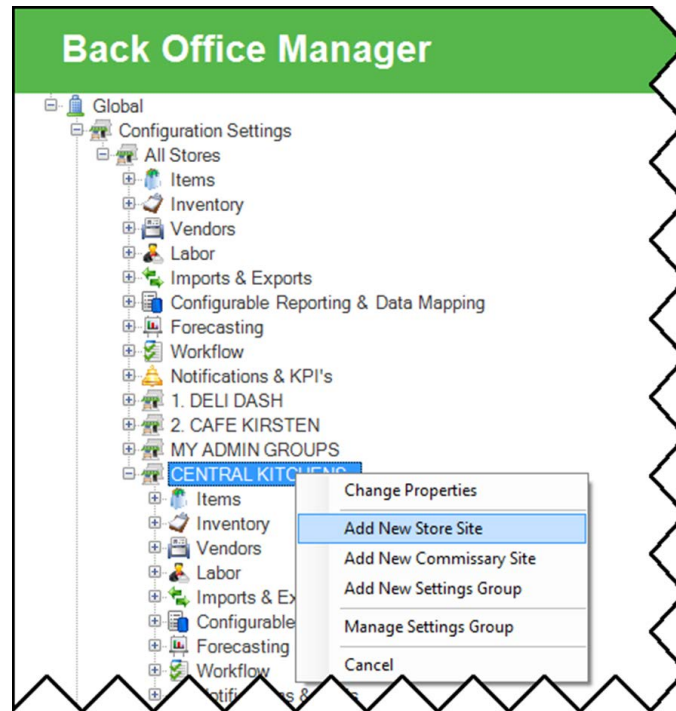


Figure 1 Configuration Settings - Add New Store Site



The **Site Properties** screen appears. By default, this screen appears populated with any applicable predefined information from the next higher level.

3. Type a **unique name** for this site. For example, 'Maple CK Site' identifies both the location and that the site is a CK site.
4. Type a unique **site ID** for this site.
5. Change any **site-specific information** in the **Site Properties** tabs, as applicable, for this site.

**Note:** Modifications to site properties below the All Stores level impact the Back Office products inheritance function. For detailed information on each tab, see the **Back Office Reference Guide**.

6. Click the **Central Kitchen tab** and select **This site is a Central Kitchen**.
7. Add the **store sites served by this CK site** by using  and  to move sites between the 'Assigned' list and the 'Unassigned' list.

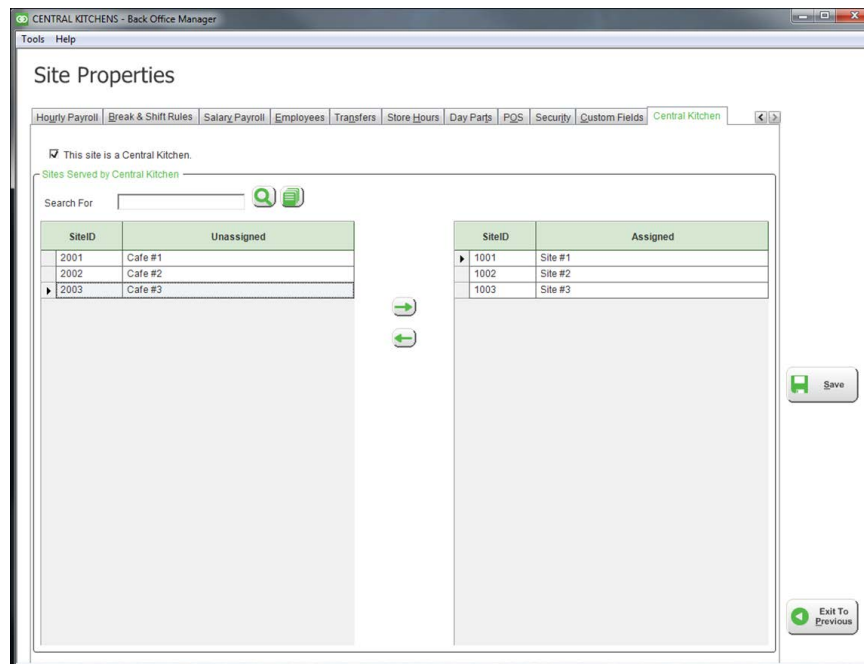


Figure 2 Site Properties - Central Kitchen Tab

8. Click **Save**.
9. Click **Exit To Previous**.

**Note:** The CK site automatically appears as a vendor in the vendor list at each served site assigned to a given CK site, Do not manually exclude this vendor from the vendor list.

## Configuring Central Kitchen in Back Office Switchboard

Several configuration steps must happen to enable CK functionality at a served site.

Central Kitchen Procedures at a Glance	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Sign in to the CK site and select <b>Inventory &gt; Purchasing &gt; Central Kitchen</b> to set up items the CK site distributes to served sites using Catalog Setup.
2.	At each served site, use <b>Catalog Viewer</b> for the CK site (vendor) to add the items to receive from the CK site. See <a href="#">page 11</a> .

### Configuring a Central Kitchen site item catalog

Each site served by a CK site, can choose to purchase items from the CK site or from another vendor; however, before your served sites can order from the CK site you must configure the items that a CK site can distribute. Until you configure the CK site item catalog, nothing appears in the vendor catalog at a served site when you select CK site as the vendor.

**To create or change the item catalog for a CK site:**

1. Log in to **Back Office Switchboard** as the CK site.
2. Select **Inventory > Purchasing > Orders > Central Kitchen**.
3. Click **Catalog Setup**.

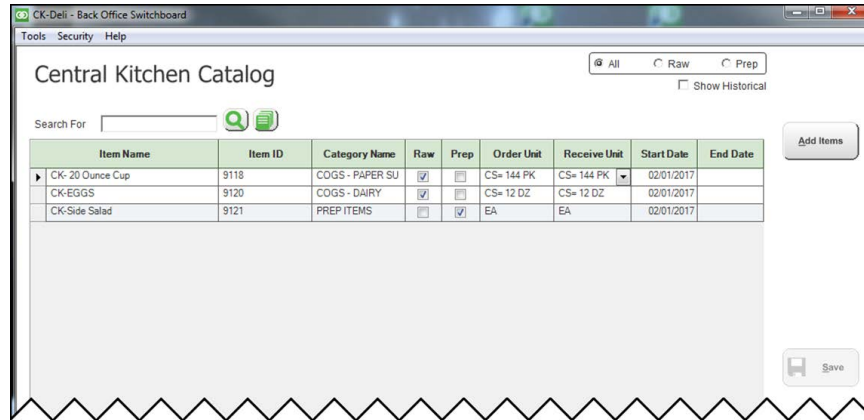


Figure 3 Central Kitchen, Catalog Setup in Back Office Switchboard

4. Click **Add Items** and select the **raw and prep items** you wish to distribute from the CK site. Saving this list adds the CK site to the list of vendors from which the served site manager can order items.
5. Type a **start date**, and if applicable, an **end date**.

**Note:** Start and end dates allow both CK sites and served sites to configure when they sell the item. Ideally, you set the start date far enough back from the actual start date to ensure it appears in forecasting and becomes part of CK site prep. These dates work best in a campus environment. For example, campus sales end June 1st, so you set the start date to one month before school starts and the end date as June 1.

6. Click **Save**.
7. Click **Exit To Previous**.

**Setting up Central Kitchen vendor catalog**

After you set up the CK site catalog, you must set up the CK vendor catalog at each served site, and select the items each served site orders from the CK site.

**To set up the CK vendor catalog for a served site:**

1. Log in to **Back Office Switchboard** as the served site.
2. Select **Inventory > Purchasing > Vendors**.
3. Open the **CK site** from the list of vendors, and click **Catalog Viewer**.
4. Click **Add Items** and select the **raw and prep items** you wish to purchase from the CK site.
5. Click **Save**.
6. Click **Exit To Previous** or **Exit To Main**.

## Configuring items in Central Kitchen

A served site can order four basic item types from the CK site: fully prepared items, partially prepared menu items and all raw items for assembly at the CK site, partially prepared menu items, such as meat or gravy, and raw items. We recommend maintaining any item configuration required in Back Office Manager by accessing **Global > Configuration Settings > All Stores > Items > Item Maintenance**. Following are examples of actual CK items and the configuration, if any, required to effectively utilize Central Kitchen.

### Example 1) CK Site distributes a fully prepared menu item

This is the most complex example. Because only raw items and prep items appear in the served site item catalog and the CK vendor catalog at the served site, we recommend you configure a prep item

in Back Office Manager that contains the recipe for the ready-to-serve (RTS) item. That prep item then becomes the only ingredient in the menu item at the served site.

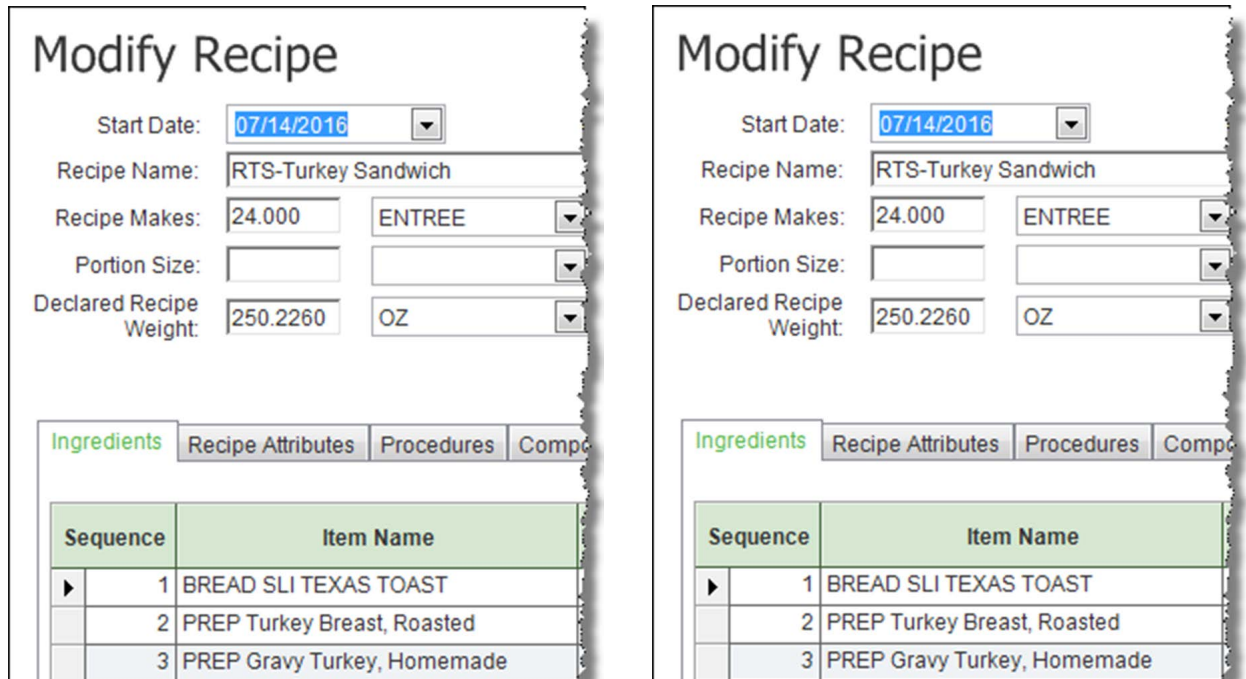


Figure 4 Prep Item Configured in Item Maintenance in Back Office Manager

- You log in to Back Office Switchboard as the CK site and add RTS-Turkey Sandwich to the CK vendor catalog.

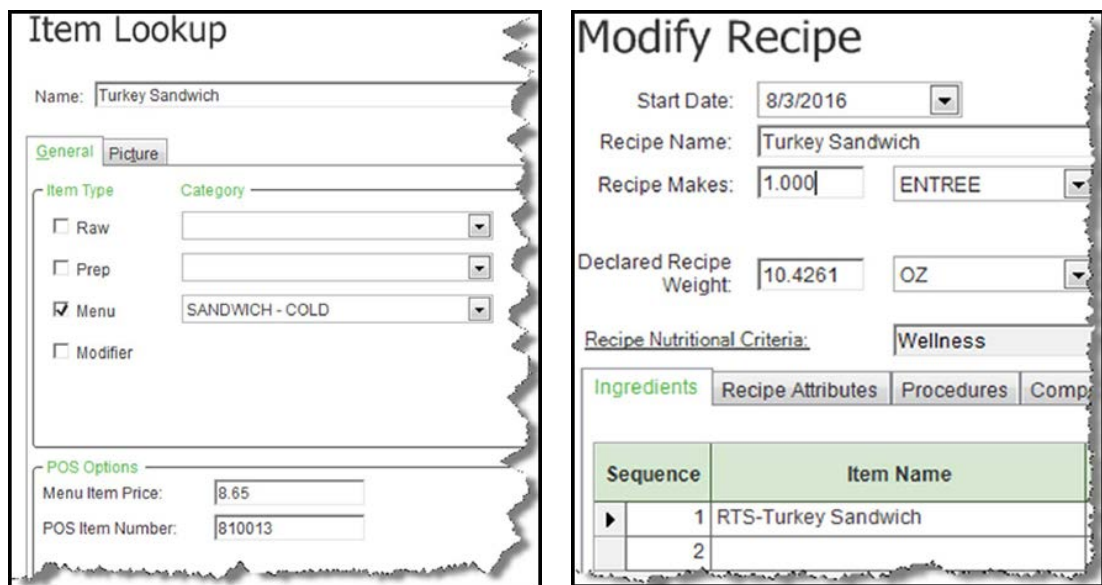


Figure 5 Menu Item Configured at Served Site in Back Office Switchboard

- You log in to Back Office Switchboard as a served site and verify the recipe for Turkey Sandwich contains only the one ingredient, RTS-Turkey Sandwich.

The served site sells the pre-packaged, fully prepared item.

#### **Example 2) CK Site distributes a prepared prep item to the served site**

1. The CK site prepares only a meat patty for the served site.
  - The menu item recipe at the CK site and the served site must contain the prep item "P-Burger Patty (8OZ)."
  - Because only raw items and prep items appear in the item catalog, the CK site and the served site select "P-Burger Patty (8OZ)" from catalog.
2. The served site orders the cheese, lettuce, and bun from a different vendor, and assembles the menu item on site.

#### **Example 3) CK Site distributes a prepared prep item and all raw items required for a menu item to the served site**

1. CK site prepares the meat and homemade gravy.
2. CK site provides raw ingredients, such as Texas toast and cranberry jelly.
3. CK site and served sites add the following to the item catalog:
  - BREAD SLI TEXAS TOAST
  - PREP Turkey Breast, roasted
  - PREP Gravy Turkey, Homemade
  - SAUCE CRANBERRY JELLIED
4. The served site assembles the menu item on site.

#### **Example 4) Ck Site distributes raw items to the served site**

No special configuration is needed at either CK site or served site. CK site and served sites add raw items, such as the following, to the item catalog:

- Napkins (CS=25)
- Straws (BOX)
- Cups (SLEEVE)
- Mayo (GAL)
- Ketchup (BTL)

## **Using Central Kitchen**

Once configured, the central kitchen appears as a vendor in the vendor list for the Back Office Switchboard sites it serves. The served site can then order items directly from the CK vendor. The Back Office forecasts engine automatically includes those menu items associated to the items in the served sites catalog.

## Creating purchase order using Central Kitchen site as vendor

Use the orders function (Purchasing/Orders) to order CK items not included as part of your item forecast, such as bulk raw items. You can also use the orders function to add to orders automatically generated to the CK site.

**SCENARIO:** You had a plumbing leak that destroyed your current stock of company-branded paper cups, and your normal paper goods delivery is not for two days. You can place a purchase order for more cups for delivery the next day

**SCENARIO:** You add 30 extra side-salads to your forecast because a charter bus is coming to your site tomorrow for lunch.

**Note:** Any items you order from the Purchasing - Purchase Orders screen are in addition to items ordered automatically by the Forecasting function.



**To create a purchase order using the CK site as the vendor:**

1. Log in to **Back Office Switchboard** as a served site.
2. Select **Inventory > Orders > Orders**.

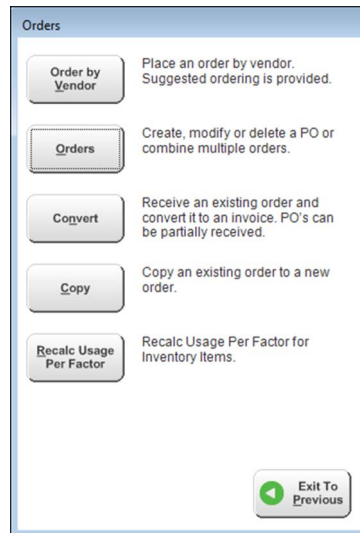


Figure 6 Create, modify or delete PO or combine multiple orders.

3. Select **New** on the Order Selection screen, to create a new purchase order from the CK site.
4. Select your **CK site** from the Vendor list box.

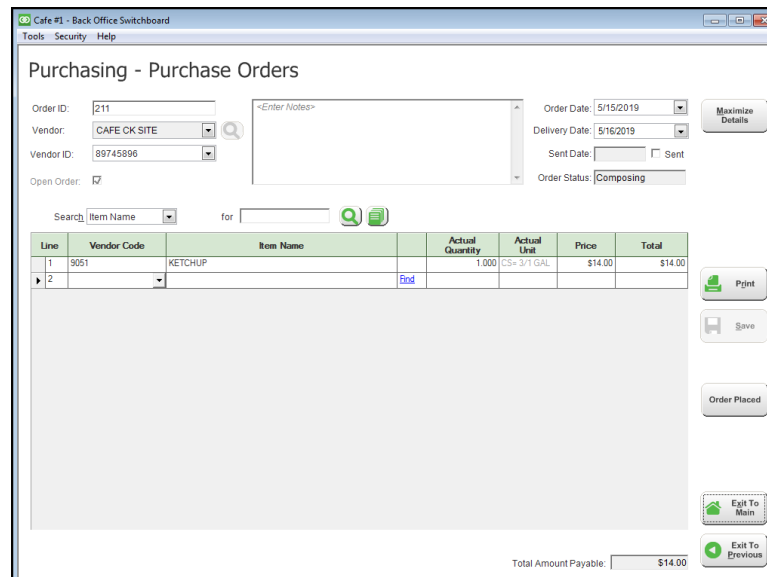


Figure 7 Purchasing - Purchase Orders screen

5. Modify or accept the requested **delivery date**. The CK site team uses this date to determine

- when to place the orders in production.
6. Select **one or more items** from the Item Name list box.
  7. Specify the **quantity** of each item in the Actual Quantity column.
  8. Type **any applicable notes** in the text box.
  9. Click **Save**.
  10. Click **Order Placed**, when the order is complete. An 'Order Complete' confirmation message appears, and the Sent Date option shows the date sent.

**Note:** The CK site does not receive the order for processing until you click Order placed.

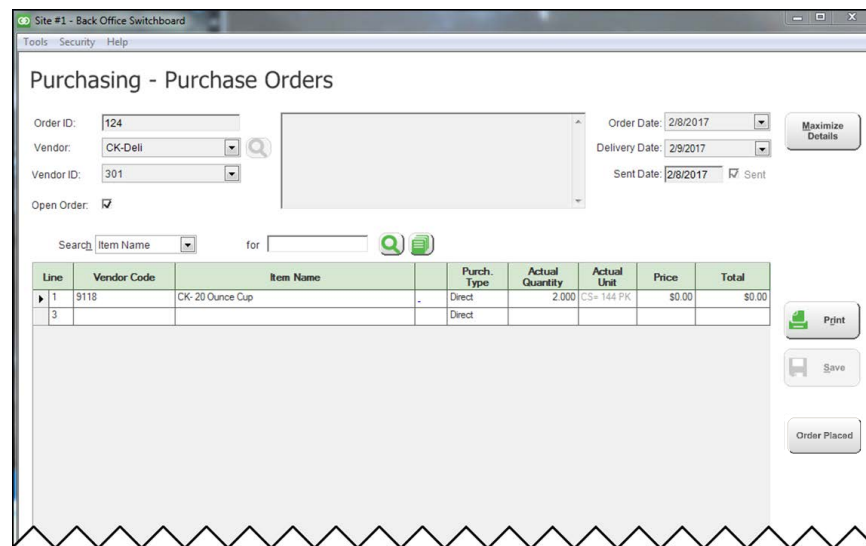


Figure 8 Purchasing - Purchase Orders, Sent Order Screen

11. Click **Exit To Previous** or **Exit To Main**.

**Note:** You can modify any order up until you click Order Placed. Open orders appear in the Order Selection screen with the Sent, and Sent Date columns cleared, after you select **Inventory > Orders > Orders**.

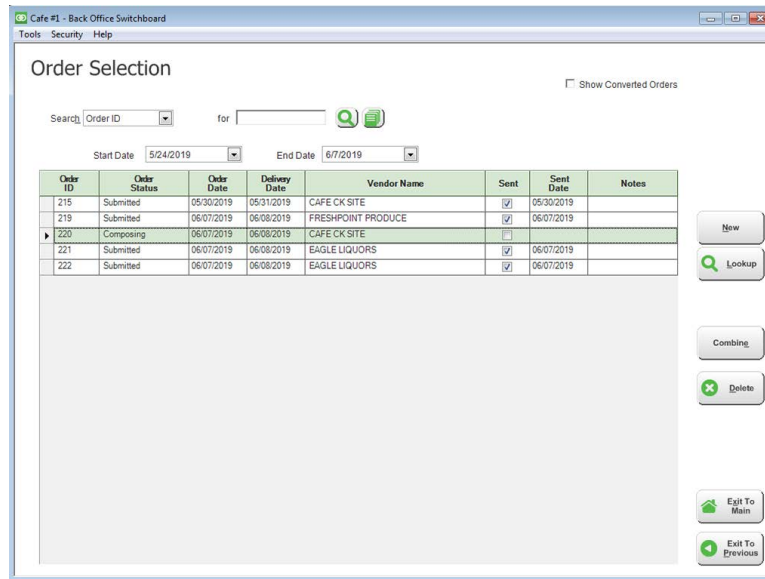


Figure 9 Order Selection Screen Showing Unsent Order

**Note:** After you click 'Order Placed' on the Purchase Orders screen, the status in the 'Order Status' column on the Order Selection screen changes to 'Submitted.'

## Processing orders at Central Kitchen sites

The **Central Kitchen Requests** screen appears at the CK site and includes purchase orders and forecasts from served sites. The employee managing the production team at the CK site views the **Central Kitchen Requests** screen and determines the order of production and delivery. For example, the CK site may select pending orders from two served sites to prepare and deliver on Tuesday, and leave the remaining orders to prepare and delivery on Wednesday. The CK site can also select and produce deliveries multiple times a day, to coincide with specific day parts.

**SCENARIO:** Site #1 requests 40 side salads and Site #3 requests 15 side salads for delivery by the weekend. The CK site combines these orders into one production run and prepares 55 side salads at one time. Because the CK site does not deliver on Sunday, they deliver the product to the two sites on Saturday morning, resulting in Site #3 receiving their delivery on the requested date, and Site #1 receiving their delivery early.

**Note:** A served site must click Order Placed before the CK site can see the purchase order.

After you click Send to Production, the items appear on the first page of the Central Kitchen Prep List by Station and Day part report.

Central Kitchen Prep List by Station and Day Part							Date: 03/24/2017
Day Parts: Breakfast, Lunch							
Item	Prep Unit	Shelf Life	Notes	Prep	Adjusted On Hand	Adjusted Prep	
<b>Station: Main Prep</b>							
P - Cabbage, diced	Cup	12 hours		5.00			
P - Chopped Garlic	Cup	12 hours		1			
P - Creamy Alfredo	Cup	3 days		1			

Figure 10 Central Kitchen Prep List by Station and Day Part Report, Prep Items List

**Note:** A follow up page on the Central Kitchen Prep List by Station and Day Part report, shows all the served sites included in the report.

Central Kitchen Prep List by Station and Day Part			Date: 03/24/2017
Served Sites Included in This Report			
Served Site Name	Day Part	Day Part Start Time	
Bagel Shop	Breakfast	6:00 AM	
CK Prep Site	Day		
Coffee Cart	Breakfast	9:00 AM	
Coffee Cart	Late Night Break	10:00 AM	
Coffee Cart	Mid- Day break	12:00 PM	
Student Dining Hall	Breakfast	3:00 PM	
Student Dining Hall	Late Night Break	5:00 PM	
Student Dining Hall	Lunch	8:00 PM	
Student Dining Hall	Dinner	9:00 PM	

Figure 11 Central Kitchen Prep List by Station and Day Part Report, Served Sites List

1. Click **Print** at the top of the screen to print the report for the prep stations.
2. Click **Close** at the top of the screen to close the report.
3. Click **Exit To Previous** or **Exit To Main**.

**To print a production report at the CK site for the day:**

1. Log in to **Back Office Switchboard** as the CK site.
2. Select **Reports**. The **Reports** screen appears showing a list of available reports.
3. Select the **Central Kitchen Prep List by Station and Day Part** report from the list.

**Note:** Locate the report by scrolling through the list of available reports, or by typing part of the report name in the search parameter box.

4. Select **Purchasing > Orders > Central Kitchen**. The Central Kitchen Requests screen appears.
5. Specify the **start date** and **end date** in 'Date Range' to view purchase orders and forecasts for the served sites.

**Note:** You can select each order and click Lookup to view the ordered items from each site.

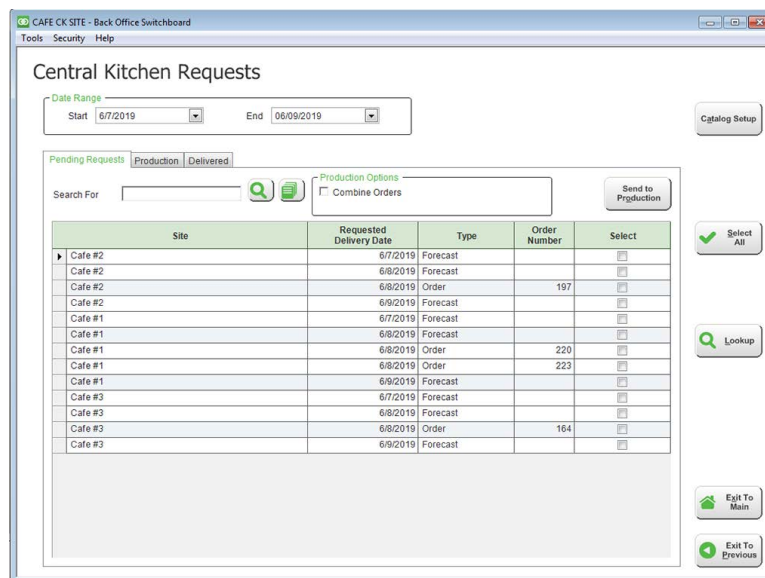


Figure 12 Central Kitchen Requests, Pending Requests Tab

6. Select **Combine Orders**, if you plan to produce items from multiple orders in one production run.
7. Select the **orders** to send to production.

- Click **Send to Production**. The selected orders move to the Production tab.

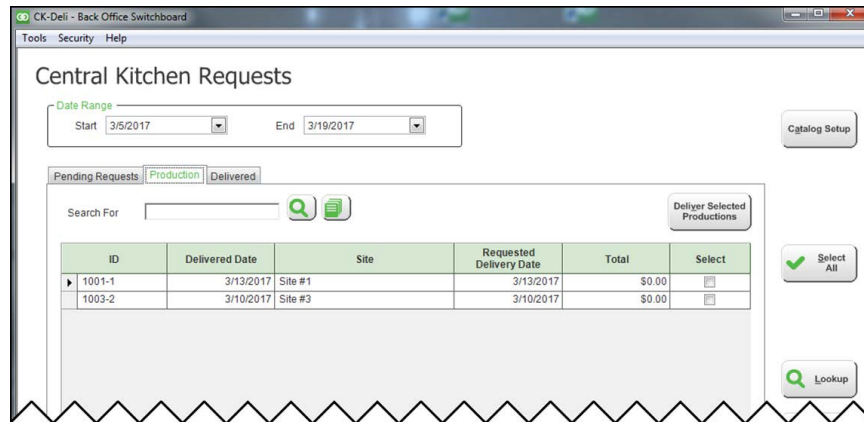


Figure 13 Central Kitchen Requests, Production Tab

- Select the **sites** whose products are ready for delivery and click **Deliver Selected Productions**. The delivered orders move to the **Delivered** tab.

**Note:** Once a production is processed as delivered, CK site orders are converted to invoices at each served site being delivered. Make any delivery adjustments at the CK site by looking up the delivered order.

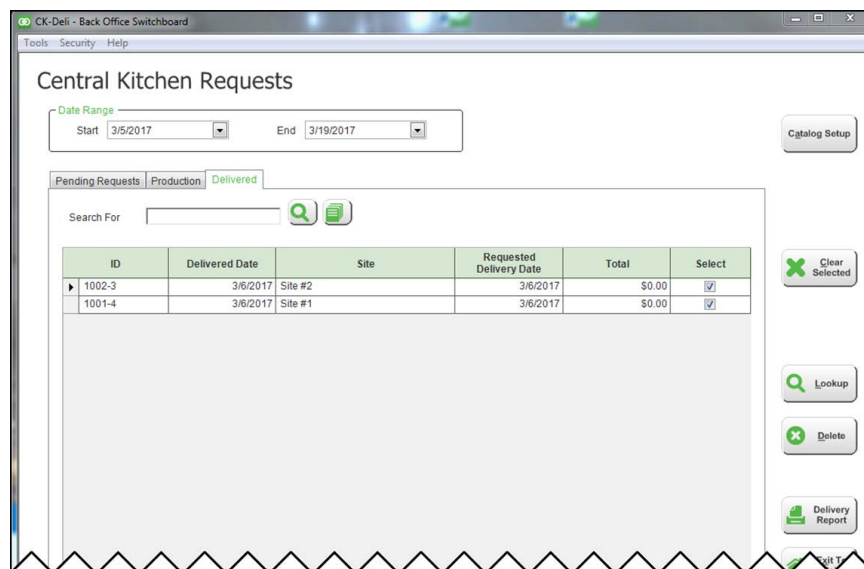


Figure 14 Central Kitchen Requests, Delivered Tab

- Select **orders from the Delivered tab** to produce 'Delivery Reports' for the delivery driver. The delivery report includes one report for each site in the delivery run, and a summary page

including the grand total of all deliveries and the deliveries included in the report.

**Note:** By allowing you to select orders, you have the flexibility to deliver complete orders or partial orders throughout the day.

Site #1 **Delivery Report** Delivery Date: 3/6/2017  
Delivery ID: 1001.4

#	Item ID	Item Name	Unit	Requested	Quantity	Price	Extension	Comment
1	9121	CK-Side Salad	EA	40.00	40.00	\$0.00	\$0.00	
<b>Total</b>							<b>\$0.00</b>	

Delivered By: \_\_\_\_\_  
Received By: \_\_\_\_\_

Figure 15 Central Kitchen Delivery Report Example

**Note:** The site delivery reports include signature lines for the driver and the served site, for tracking and accountability. The Summary report includes all order ID numbers included in the delivery.

11. Click **Print** at the top of the screen to print the delivery reports for the driver to include in the delivery.
12. Click **Close** at the top of the screen to close the delivery report.
13. Click **Exit To Previous** or **Exit To Main**.
14. Log out from the **CK site** and log in as the **served site**.
15. Select **Purchasing > Invoices**.
16. Select the **date on the Delivery Report**. Notice the Invoice ID matches the Delivery ID on the Delivery Report.
17. Select the **Invoice** and click **Lookup**. The Central Kitchen function automatically created an



invoice that corresponds to the delivery from the CK site.

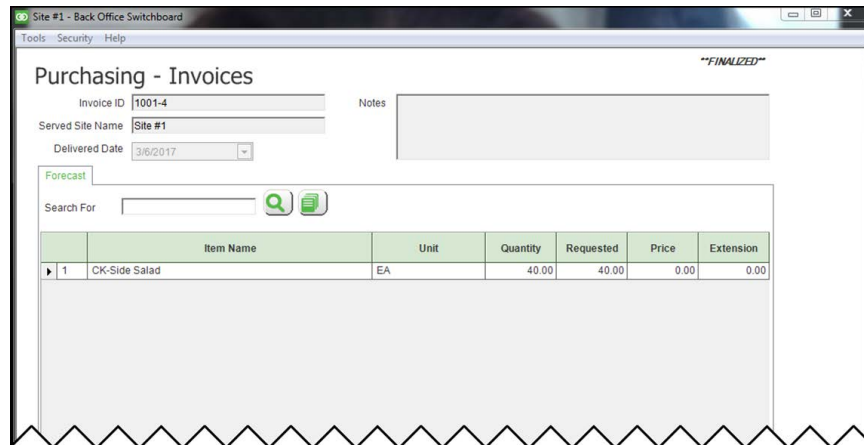


Figure 16 Invoice for CK Items

18. Click **Exit To Previous** or **Exit To Main**.

## Central Kitchen, Feature Focus Guide

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