

# Feature Focus Guide:

# Alerts

Core Product: Aloha Quick Service, Aloha Table Service  
Last Updated: December 11, 2023

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## Revision Record

Date	Version #	Description
Prior to 12/14/2022	v12.3+	Implemented Alerts with Break Rule, Overtime, and Custom alerts for the Aloha POS.
	v14.1+	Introduced Approaching workweek hours threshold alerts for the Aloha POS.
12/14/2022		Converted document to use new templates.
11/17/2023		Updated document to reflect NCR Voyix branding.

## About Alerts

Alerts at a Glance	
Core Product	Aloha <sup>®</sup> Quick Service and Aloha Table Service
Complimentary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide; Aloha Table Service Reference Guide; Employee Breaks Feature Focus Guide

Some circumstances, such as ensuring employees take required breaks or are not working overtime, require the attention of the manager, to maintain and ensure the restaurant is productive and profitable. Too often, managers are reactive instead of proactive, when making these decisions, placing unnecessary pressure on management and staff. The Aloha<sup>®</sup> Alert Engine is a service that runs in the background and provides the foundation for the system to deliver alerts based on conditions or events for which you want your restaurant managers and staff to take action.

Alerts(1)		01:41:27 PM
Name	Date \ Time	Message
Weekly Order	Oct 29 01:35PM	DO NOT forget to place order with meat distributor...
Paid Break Alert	Oct 29 01:35PM	Employee 146 Elliot Stabler has not taken the first break for break rule 'Paid Break' and has worked 3 hours.
Approaching Workweek Hours	Oct 29 01:35PM	Employee 153 Kevin Ryan will reach workweek hours threshold in 8 hours.

Print All
Dismiss
Done

Figure 1 FOH Alerts Screen

Use Configuration Center or Aloha Manager to configure real-time alerts to meet your operational needs. For example, an employee begins to earn overtime pay after working more than eight hours on a shift. If this shift spans more than one managerial shift, the second manager might not know the employee is earning overtime pay, which can lead to unnecessary overtime. Using Alerts, you can send an alert to notify the manager two hours before the employee moves into overtime pay, enabling your manager to make timely business decisions and reduce labor costs.

You can also run reports on your alerts for auditing purposes, allowing you to run your operation more effectively. Depending on the settings, you can get granular detail about the time the alert was generated, viewed, and dismissed.

## How alerts work

When you configure an alert, you must assign the alert a unique identifier or name and the conditions that must exist before the system generates an alert. Each alert has a subscriber, which is the application or device receiving the alert. Currently, the only subscriber available is the Aloha Point-of-Sale (POS) system. Alert configuration detail resides in a file called AlertEngine.xml located in the IBERDIR Data folder.

When the Aloha POS system starts, it reads AlertEngine.xml and the Alert engine service running on a local account monitors for the conditions in this file. If you make changes to your alerts during a shift, you can either wait for the system to run an End-of-Day (EOD) for the changes to take effect or refresh your data from the Back-of-House (BOH).

Once the conditions of an alert are met, an alert indicator appears on the Front-of-House (FOH) terminals on the floating logo screen, and when the employee logs in to the FOH. The employee can navigate to the alert selection screen and choose to view or print the alert, depending on the employee access level and the alert configuration. After the employee views the alert, they can dismiss the alert or let the POS dismiss the alert during the EOD process.

The Alert engine supports redundancy. When the Aloha file server sends an alert; if a connection to the Alert engine service on the file server is lost, the service running on one of the other terminals becomes the master alert engine service and handles alert communication. Typically, only enough alert data is stored on the terminals to take over for the master alert engine should the file server lose connection. When the master alert engine re-establishes a connection, the terminal that was acting as the master alert engine synchronizes with the master alert engine to prevent duplicate alerts being generated.

Familiarize yourself with the following concepts:

**Subscribers** — Specifies the application or device to which you are sending the alert, such as the POS terminal, an SMS messaging device like a phone, or a printer. While this list will grow, currently, the only subscriber available is the Aloha POS system.

**Subscriber filter** — Determines who receives the alert on the subscribing device. The Aloha POS system enables you to send alerts to either managers or employees. If you send the alert to a manager, select both 'View Alerts' and Dismiss Alerts' in the access level for that manager. If you select only 'View Alerts,' the employee only receives alerts that are specific to that employee.

## Alert types

At the time of this publication, the following types of alerts are available:

**Break rule** alerts help you maintain compliance in states that mandate employees take breaks. Use break rule alerts to notify managers and employees when an employee has not yet taken a break within the defined break time threshold. The job code under which an employee clocks in determines the break rule alerts it is possible for them to receive. You can configure this type of alert to appear on a FOH terminal only.

**Overtime** alerts help managers monitor the hours worked by multiple employees throughout a shift to reduce overtime exposure and to ensure the restaurant meets compliance regulations for employees that are due for and have not yet taken required rest or meal breaks. Using this type of alert, managers no longer rely on reports to determine those employees who may be approaching overtime or those who require breaks for a given shift. You can configure this type of alert to display on a FOH terminal only.

**Custom** alerts provide a means for sending a generic alert, such as an alert to remind an employee to clean the bathrooms, or to remind a manager to place a food order. You can configure this type of alert to appear on a FOH terminal and print to a printer.

**Approaching workweek hours threshold** alerts help you monitor the hours worked during the business week, and to detect when an employee approaches 'full-time equivalent' status. Use this alert type to assist you in tracking full-time equivalent workers in accordance with the Patient Protection and Affordable Care Act. You can configure this type of alert to appear on a FOH terminal only.

## Configuring Alerts

This section details the configuration requirements within Aloha Configuration Center (CFC) and new Aloha Manager for Alerts using the Aloha POS system subscriber. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access <a href="#">Maintenance &gt; Business &gt; Installed Products</a> and enable 'Uses Alerts,' if using new Aloha Manager; access <b>Maintenance &gt; Business &gt; Global Administration</b> , if using Aloha Configuration Center. See <a href="#">page 7</a> .
2.	Access <b>Maintenance &gt; Labor &gt; POS Access Levels &gt; Access Level</b> tab to configure the access levels that can view and dismiss an alert. See <a href="#">page 10</a> .
3.	Access <b>Maintenance &gt; Alert &gt; Alert Settings</b> to configure your alerts. The type of alert you are configuring determines the options available to you. To configure a break rule alert, see <a href="#">page 12</a> . To configure an overtime alert, see <a href="#">page 14</a> . To configure a custom alert, see <a href="#">page 16</a> . To configure an approaching workweek hours threshold alert, see <a href="#">page 18</a> .
4.	Access <b>Maintenance &gt; Screen Designer &gt; Table Service Screen Designer</b> (optional) or <b>Quick Service Screen Designer</b> (required) and add an Alerts button to a panel. See <a href="#">page 23</a> .
5.	Access <b>Utilities &gt; POS &gt; Refresh POS &amp; All Installed Products</b> to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 24</a> .

Following the sections on configuration are additional instructions on viewing and dismissing alerts, and a section on the Alert Audit Report.

### Enabling Aloha POS alerts

To use the Alert Engine to handle alert communications for the Aloha POS system, you must first enable Alerts as an installed product in Aloha Configuration Center or Aloha Manager. Once enabled, the Alert > Alert Settings menu option becomes available on the Maintenance menu.

#### To enable alerts for the Aloha POS system:

1. Select **Maintenance > Business > Installed Products** if you are using new Aloha Manager.  
-OR-

Select **Maintenance > Business > Global Administration** if you are using Aloha Configuration Center (CFC).

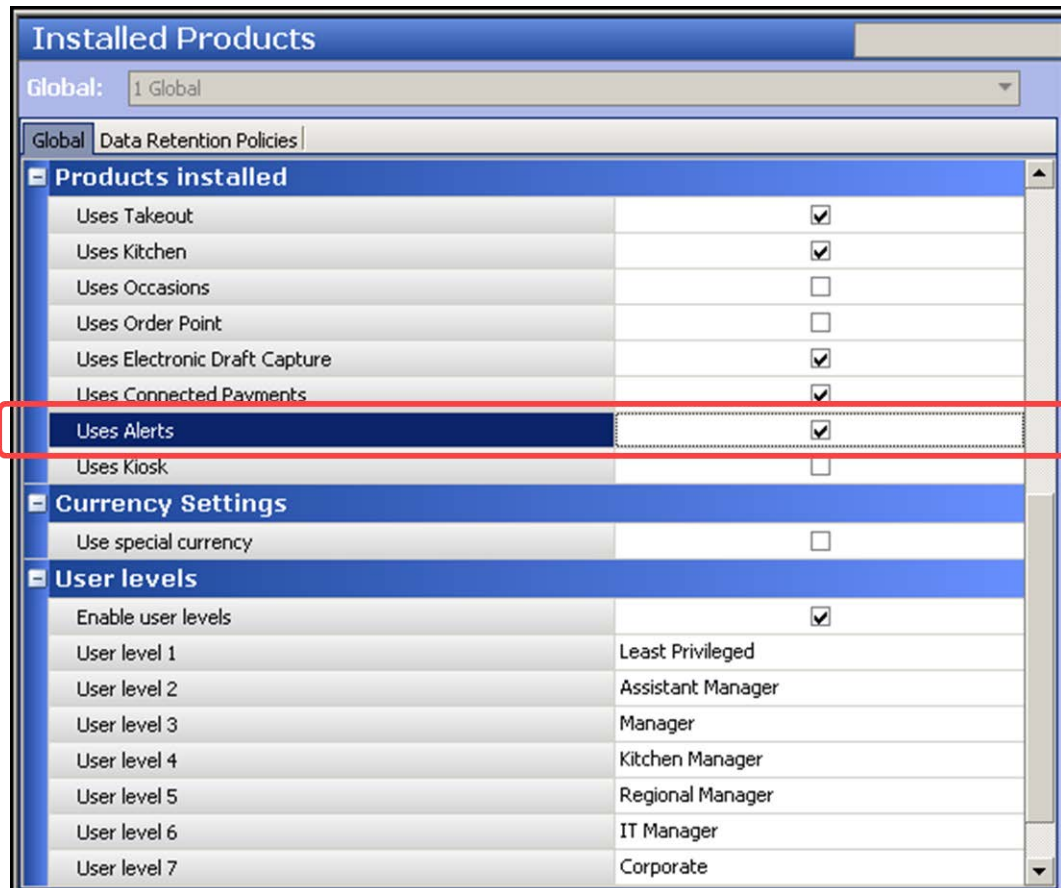


Figure 2 Installed Products Function

2. Under the 'Products installed' group bar, select **Uses Alerts** to make Alerts available for use by the system.



3. Click **Save**.
4. Log **out** and log **back in** to the system. The Alert Settings submenu is now available.

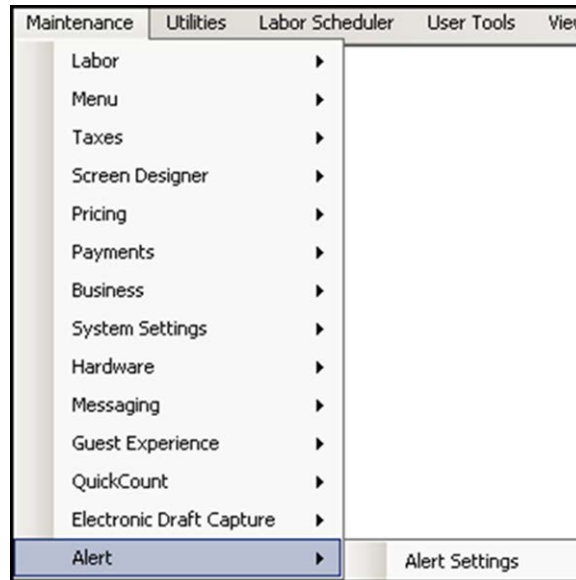


Figure 3 Alert Settings Submenu

## Providing the ability to view or dismiss alerts

You must select both 'View alerts' and 'Dismiss alerts' in the access level assigned to employees who need to view alerts sent to managers as well as themselves. If you select 'View alerts' and clear 'Dismiss alerts' for the access level, the employees assigned to the access level can only view alerts sent directly to them.

### To provide employees the ability to view or dismiss alerts:

1. Select **Maintenance > Labor > Pos Access Levels > Access Level** tab.

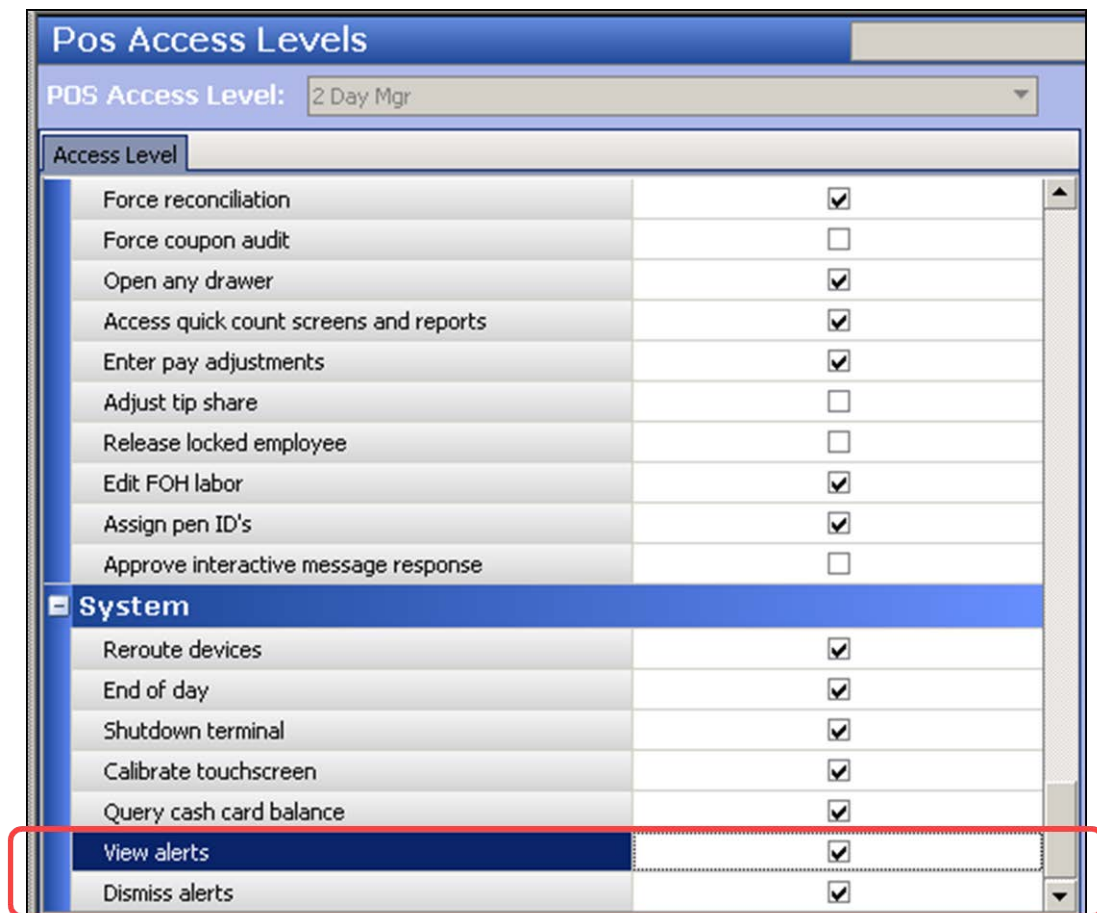



Figure 4 POS Access Levels - System Group Bar


2. Select an **access level**, such as Manager, from the drop-down list.
3. Under the 'System' group bar, select **View alerts** to enable all employees clocked in under this access level to view alerts on the FOH.
4. Select **Dismiss alerts** to enable all employees clocked in under this access level to dismiss alerts on the FOH.
5. Click **Save**.

6. Repeat this **procedure** for any other POS access levels requiring the ability to view or dismiss alerts.
7. Exit the **Pos Access Levels** function.

 **Reference:** Refer to the Table Service or Quick Service Reference Guides for more information on assigning an access level to an employee.

## Defining alerts in Alert Settings


Currently, the system supports four types of alerts for the Aloha POS: 'Break rule,' 'Overtime,' 'Custom,' and 'Approaching workweek hours threshold.' You define each type of alert using the Alert Settings function, but the type of alert you are creating determines the options available to you for selection. After you define the requirements of the alert, access the Jobcodes tab to assign the job codes that can receive the alert and the Subscribers tab to stipulate the products using the Alerts engine.

 **Note:** A subscriber is the application or device to which you are sending the alert. Currently, the only subscriber available is the Aloha POS system.

### Break rule alerts

'Break rule' alerts are a great tool to help you maintain compliance in states that mandate employees take breaks. Use this type of alert to notify managers and employees when an employee has not yet taken or waived a break within the defined break time threshold. The job code under which an employee clocks in determines the break rule alerts it is possible for them to receive. You can configure a break rule alert to appear on the FOH only.

**SCENARIO:** You may require your kitchen staff to take a break within the first three hours of clocking in for a shift. Configure a break rule alert to appear after a kitchen employee is two hours into their shift and designate the break rule alert is for the Manager job code. The alert appears to the manager after a kitchen employee has been on the clock for two hours, letting the manager know the employee needs to take a break soon.

 **Reference:** Refer to the Employee Breaks Feature Focus Guide for more information on configuring break rules.

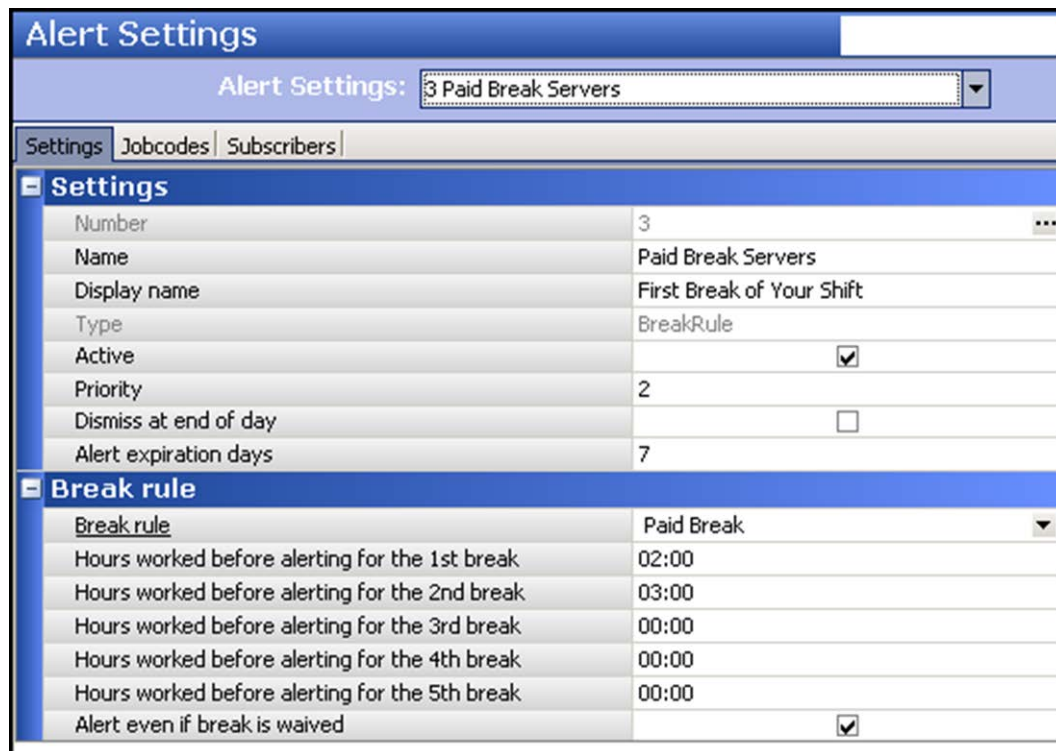
When configuring 'Break rule' alerts:

- Configure your break rules using the Employee Breaks Feature Focus Guide.
- Name your break rules something meaningful that your employees will understand. A name of 'Take a Break' is not as meaningful as 'Kitchen 30 Minute Shift Break.'
- Plan the times of your reminders.
- Determine which job codes apply to the different breaks. Create new job codes, if needed.
- Plan who is to receive the alert. Typically, you configure a break rule alert to remind the employee and another break rule alert to remind the manager.

#### To configure a 'Break rule' alert:

1. Select **Maintenance > Alert > Alert Settings**.
2. Click the **New** drop-down arrow, select **Break rule** from the 'Type' list box, and click **OK**.

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



Alert Settings	
Alert Settings: 3 Paid Break Servers	
Settings   Jobcodes   Subscribers	
<b>Settings</b>	
Number	3 ...
Name	Paid Break Servers
Display name	First Break of Your Shift
Type	BreakRule
Active	<input checked="" type="checkbox"/>
Priority	2
Dismiss at end of day	<input type="checkbox"/>
Alert expiration days	7
<b>Break rule</b>	
Break rule	Paid Break
Hours worked before alerting for the 1st break	02:00
Hours worked before alerting for the 2nd break	03:00
Hours worked before alerting for the 3rd break	00:00
Hours worked before alerting for the 4th break	00:00
Hours worked before alerting for the 5th break	00:00
Alert even if break is waived	<input checked="" type="checkbox"/>

Figure 5 Alert Settings - Break Rule Alert

4. Under the 'Settings' group bar, type a **name**, up to 40 characters, for the alert. For example, 'Paid Break Servers'
5. Type a **descriptive name**, up to 28 characters, to display in the Front-of-House when the alert appears on the screen. For example, 'First Break of Your Shift.' If you do not enter a display name, the alert type appears as the display name.
6. Select **Active**, to indicate this alert is in use.
7. Determine the **order of priority** in which the alert appears in the FOH. The available values are '1' for first and '2' for second, with '1' being the default.
8. Select **Dismiss at end of day** to prevent the alert from appearing again after EOD runs. The EOD process dismisses the alert.
9. Type the **number of days** an alert is active and available in the FOH, before being dismissed by the Alert Engine, in 'Alert expiration days.' A valid entry is between '1' and '14.'
10. Under the 'Break rule' group bar, choose the **break rule** to use for establishing the criteria for this alert.

11. Type the **number of hours and minutes** an employee must work before the first break alert appears, in HH:MM format. For example, type 02:45 if you want the first alert to appear two hours and 45 minutes after an employee begins their shift.
12. Continue typing the **number of hours** an employee must work before the second, third, fourth, and fifth break alerts appear, if recurring break rules apply to your area.
13. Select **Alert even if break is waived** if you want the alert to appear regardless if the employee waived the break.
14. Click **Save**.
15. Repeat this **procedure** for any other break rules for which you want to configure an alert.
16. Continue to [page 21](#) to assign job codes to the alert.

## Overtime alerts

'Overtime' alerts help managers monitor employee hours on a weekly and sometimes daily basis, depending on the overtime laws for their state, to manage and reduce overtime costs. Overtime alerts remind managers in advance when an employee is approaching overtime, helping the manager avoid overtime situations.

When configuring overtime alerts, take into consideration local and state laws for overtime. Some states consider when an employee works over eight hours on a shift as overtime. In this case, you may want the manager to receive an alert 45 minutes prior to the employee going into overtime; however, if your state uses weekly hours to calculate overtime, you may want to send the manager an alert eight or more hours prior to an employee approaching overtime. You can configure the alert to display on the FOH only.

SCENARIO: Employees earn overtime pay after working more than eight hours on a shift. If an employee shift spans more than one managerial shift, the second manager may be unaware of when the employee clocked in. Configure an alert to appear when an employee has been clocked in longer than six hours. The appearance of the alert provides the manager with at least two hours notice prior to the employee earning overtime pay, allowing the manager to make informed business decisions and help reduce labor costs.

When configuring 'Overtime' alerts:

- Determine the number of hours or minutes prior to the employee earning overtime that you want the alert sent to the POS.
- Determine which job codes need to receive the overtime alert. You can configure an overtime alert specific to each job code. For example, the alert for the kitchen staff may require a longer lead time than the alert for the wait staff.
- Plan who is to receive the alert.

**To configure an 'Overtime' alert:**

1. Select **Maintenance > Alert > Alert Settings**.
2. Click the **New** drop-down arrow, select **Overtime** from the 'Type' list box, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Alert Settings	
Alert Settings: 4 Approaching OT	
Settings   Jobcodes   Subscribers	
<b>Settings</b>	
Number	4 ...
Name	Approaching OT
Display name	Approaching OT
Type	Overtime
Active	<input checked="" type="checkbox"/>
Priority	3
Dismiss at end of day	<input type="checkbox"/>
Alert expiration days	7
<b>Overtime</b>	
Hours to alert before overtime begins	03:00
Alert only for weekly overtime	<input type="checkbox"/>

Figure 6 Alert Settings - Overtime Alert

4. Under the 'Settings' group bar, type a **name**, up to 40 characters, for the alert. For example, 'Approaching OT.'
5. Type a **descriptive name**, up to 28 characters, to display in the FOH when the alert appears on screen. For example, 'Approaching OT.' If you do not enter a display name, the alert type appears as the display name.
6. Select **Active**, to indicate this alert is in use.
7. Determine the **order of priority** in which the alert appears in the FOH. The available values are '1' for first and '2' for second, with '1' being the default.
8. Select **Dismiss at end of day** to prevent the alert from appearing again after EOD runs. The EOD process dismisses the alert.

9. Type the **number of days** an alert that has not been manually dismissed should remain available to the subscriber, in 'Alert expiration days.' After the time expires, the Alert engine dismisses the alert. A valid entry is between '1' and '14.'
10. Under the 'Overtime' group bar, type the **number of hours and minutes**, from 00:00 to 24:00, to display the alert before the employee reaches overtime hours. The default is 00:00.
11. Select **Alert only for weekly overtime**, if you want the alert to appear only when an employee is approaching overtime based on hours worked for the week, not daily.
12. Click **Save**.
13. Repeat this **procedure** for any other overtime method for which you want to configure an alert.
14. Continue to [page 21](#) to assign **job codes** to the alert.

## Custom alerts

Use 'Custom' alerts for a variety of reasons, such as sending a recurring reminder to check the bathrooms, or to send a message to the kitchen manager to place a food order. For each custom alert, you must include explanatory text to describe the message of the alert. You can configure the alert to appear on a FOH terminal, print to a local printer, or both. With the ability to send to a printer, you can target employees in areas where a terminal is usually not located.

SCENARIO 1: A restaurant must place an order to their distributor every Friday. Failure to place an order runs the risk of no product for the following week. Configure an alert to appear each Wednesday. The appearance of the alert gives the kitchen manager notice one day prior to placing the order. Use an existing activation schedule, or create a new activation schedule to meet your business needs.

SCENARIO 2: A restaurant wants to remind employees to check the bathrooms on a timely basis. Configure an alert for employees to receive every hour to check the bathrooms. Additionally, you can configure a separate alert to alert employees to check the bathrooms more frequently during the day shift and weekends. Use an existing activation schedule, or create a new activation schedule to meet your business needs.

### To configure a 'Custom' alert:

1. Select **Maintenance > Alert > Alert Settings**.
2. Click the **New** drop-down arrow, select **Custom** from the 'Type' list box, and click **OK**.



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

The screenshot shows the 'Alert Settings' dialog box for a custom alert. The 'Alert Settings' dropdown is set to '5 Weekly Order'. The 'Settings' tab is active, showing the following configuration:

Setting	Value
Number	5
Name	Weekly Order
Display name	Weekly Order
Type	Custom
Active	<input checked="" type="checkbox"/>
Priority	2
Dismiss at end of day	<input type="checkbox"/>
Alert expiration days	7

The 'Custom schedule' section is also visible, with the following settings:

Setting	Value
Alert every	01:00
Activation schedule	Weekly Order
Start time	00:00
End time	00:00
Activation start date	10/1/2015
Activation end date	10/1/2020

The 'Text' section contains six lines of text:

Line	Text
Line 1	DO NOT
Line 2	forget to place order
Line 3	with meat distributor...
Line 4	50 lbs Ground Meat
Line 5	25 lbs Bacon
Line 6	40 lbs Chicken


Figure 7 Alert Settings - Custom

4. Under the 'Settings' group bar, type a **name**, up to 40 characters, for the alert. For example, 'Weekly Order.'
5. Type a **descriptive name**, up to 28 characters, to display in the FOH when the alert appears on the screen. For example, 'Weekly Order.' If you do not enter a display name, the alert type appears as the display name.
6. Select **Active**, to indicate this alert is in use.
7. Determine the **order of priority** in which the alert appears in the FOH or prints to a local terminal. The available values are '1' for first and '2' for second, with '1' being the default.
8. Select **Dismiss at end of day** to prevent the alert from appearing again after EOD runs. The EOD process dismisses the alert.
9. Type the **number of days** an alert that has not been manually dismissed should remain available to the subscriber, in 'Alert expiration days.' After the time expires, the Alert engine dismisses the alert. A valid entry is between '1' and '14.'
10. Under the 'Custom schedule' group bar, define the **interval** at which the alert is to reappear or print, in 'Alerts every.' For example, an alert reminding an employee to place a weekly order should appear every 20 minutes after its first appearance. Type '00:20' for 20 minutes.

11. Select an **activation schedule** to specify the frequency, such as daily, weekly, or monthly, for the system to send the alert. Selecting an activation schedule disables 'Start time,' as the system uses the time designated in the activation schedule.
12. Type the **time** to end the alert. For example, an alert reminding an employee to place a weekly order should end at 4:00 p.m. Type '16:00' for 4:00 p.m.
13. Select the **date** on which you want the alert to become active in 'Activation start date.'
14. Select the **date** on which you no longer want the alert to be active in 'Activation end date.'
15. Under the 'Text' group bar, type the **text** to appear for the custom message in 'Line 1' through 'Line 10.' Each line allows 25 characters of text. For example, 'DO NOT forget to place order with meat distributor...50 lbs Ground Meat, 25 lbs Bacon, 40 lbs Chicken.'
16. Click **Save**.
17. Repeat this **procedure** for any other custom message for which you want to configure an alert.
18. Continue to [page 21](#) to assign job codes to the alert.

### POS approaching workweek hours threshold

The new Patient Protection and Affordable Care Act, also known as 'Obamacare,' requires firms with 50 or more 'full-time equivalent workers' to offer health plans to employees who work more than 30 hours a week. Employers review the last six to 12 month period to determine how many employees averaged 30 or more hours a week to reach the 'full-time equivalent' status. Stores require the ability to proactively track employees and monitor the hours worked during the business week, and to detect when an employee approaches the full-time equivalent status. Use an alert to notify your employee upon reaching the defined work hour threshold. Additionally, the Aloha POS system generates reports, with up to three configurable thresholds, that provide you a current weekly total of hours worked and scheduled for each employee.

 **Tip:** You must use Aloha Basic Labor Scheduler or Back Office to take advantage of the 'Approaching workweek hours threshold' alert type.

**SCENARIO:** The Aloha Café must track and monitor the hours of employees who are nearing full-time equivalent status during the business week. One employee has worked 17 hours in three days, and is scheduled for an additional 13 hours for the week. Configure an alert to appear when an employee approaches full-time equivalent status. The appearance of the alert provides the manager with advanced notice prior to the employee nearing full-time equivalency, allowing the manager to make informed business decisions.

Configure the 'Approaching workweek hours threshold' alert where the system calculates the formula as: Current hours worked (17 hours) + Include hours schedule for the rest of the week (13 hours) + Hours to alert before employee reaches workweek hours threshold (eight hours) is greater than or equal to 30 hours

The 'Approaching workweek hours threshold' alert appears for the manager, who adjusts the remaining hours of the employee for the week.

When configuring 'Approaching workweek hours threshold' alerts:

- Determine the number of hours prior to the employee approaching full-time equivalent status at which you want the alert sent to the POS.
- Determine to which job codes the approaching workweek hours threshold alert applies. You can configure more than one approaching workweek hours threshold alert that applies to different job codes.
- Plan who is to receive the alert.

**To configure an 'Approaching workweek hours threshold' alert:**

1. Select **Maintenance > Alert > Alert Settings**.
2. Click the **New** drop-down arrow, select **Approaching workweek hours threshold**, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

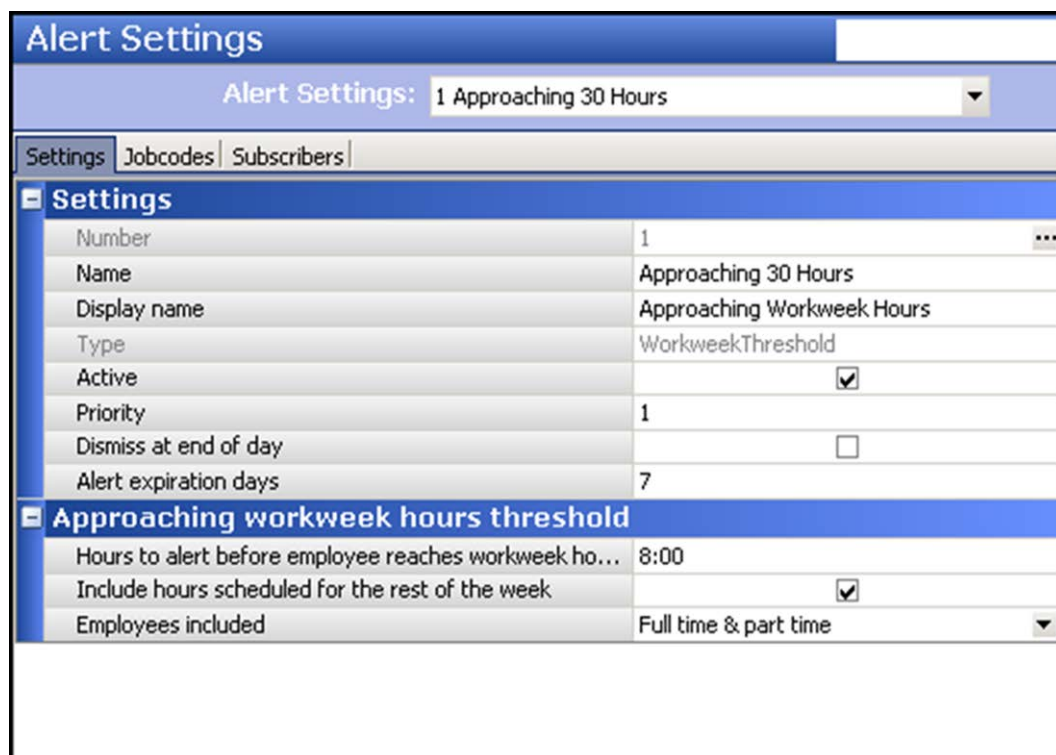


Figure 8 Alert Settings - Approaching Workweek Hours Threshold

4. Under the 'Settings' group bar, type a **name**, up to 40 characters, for the alert.
5. Type a **descriptive name**, up to 28 characters, to display in the FOH when the alert appears on the screen. If you do not enter a display name, the alert type appears as the display name, such as 'Workweek Threshold.'

6. Select **Active**, to indicate this alert is in use.
7. Type a **priority number** to specify the order in which the alert appears in the FOH. The default value is '1' for first display, and the other valid priority value is '2' for second display.
8. Select **Dismiss at end of day** to prevent the alert from appearing again after the EOD runs. The EOD process dismisses the alert.
9. Type the **number of days** an alert that has not been dismissed can appear on the FOH Alerts screen before being dismissed by the Alert Engine, in 'Alert expiration days.' A valid entry is between '1' and '14.' The Alert Engine dismisses the alert.
10. Under the 'Approaching workweek hours threshold' group bar, type the **number of hours** allowed before the employee receives the alert. For example, if you want to alert the employee eight hours before the threshold is met, type '8:00.'
11. Select **Include hours scheduled for the rest of the week** to allow the alert to appear whenever the current hours worked and the hours scheduled for the rest of the week and the hours allowed before the alert appears is greater than or equal to the workweek hours threshold. For example, Elliot has worked 17 hours this week and is scheduled a remaining 13 hours for the week; the hours to alert before the employee reaches the workweek hours threshold is 8 hours, for a total of 38 hours. As 38 is greater than 30, the system initiates the alert. If cleared, the system removes the remaining scheduled hours for the week from its calculation, and an alert appears when the threshold nears.
12. Select the **type of employee**, such as full-time, part-time, or both, for which the alert is to appear.
13. Continue to [page 21](#) to assign job codes to an alert.

**To assign job codes to an alert:**

1. Continuing from the previous procedure, with the alert still active in Alert Settings, select the **Jobcodes** tab.
2. Click **Add**.

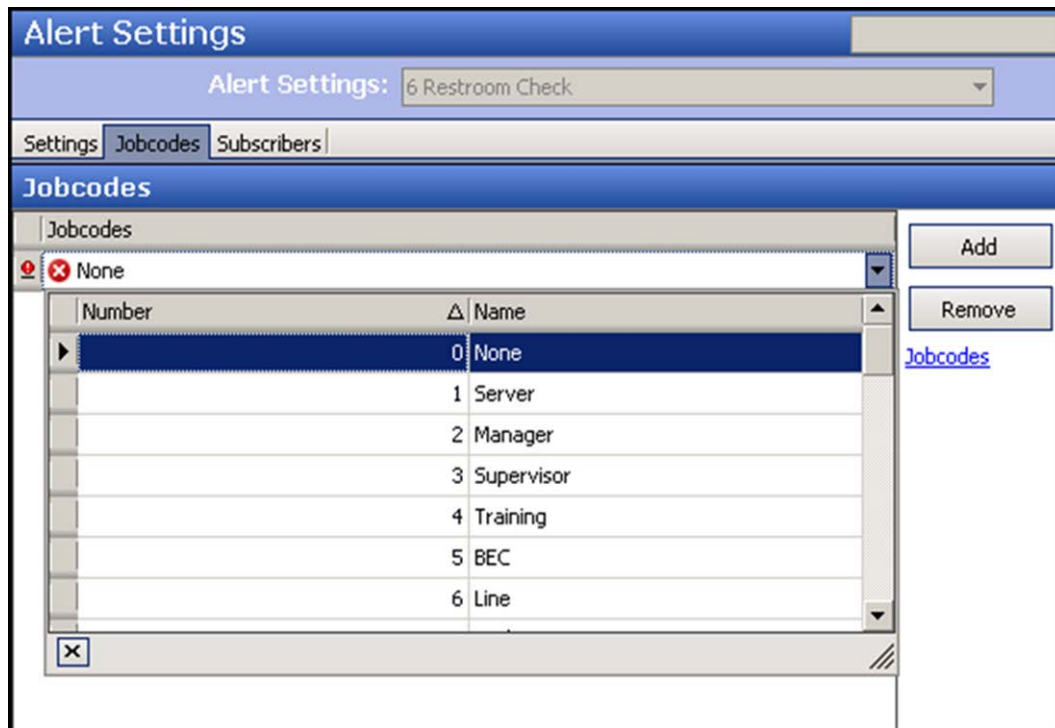


Figure 9 Alert Settings - Jobcodes Tab

3. Select a **job code** to receive this alert from the drop-down list.
4. Repeat this **procedure** until you add all job codes to receive the alert.
5. Click **Save**.
6. Repeat this **procedure** for any other alert for which you want to assign job codes.
7. Continue to the **next procedure** on [page 21](#) to assign subscribers to an alert and complete configuration.

**To assign subscribers to an alert:**

1. With the alert still active in Alert Settings, select the **Subscribers** tab.
2. Click the **Add** drop-down arrow, select **Aloha POS** from the 'Type' list box, and click **OK**. The subscriber specifies the application to receive the alert. Aloha POS is the only available subscriber at this time.

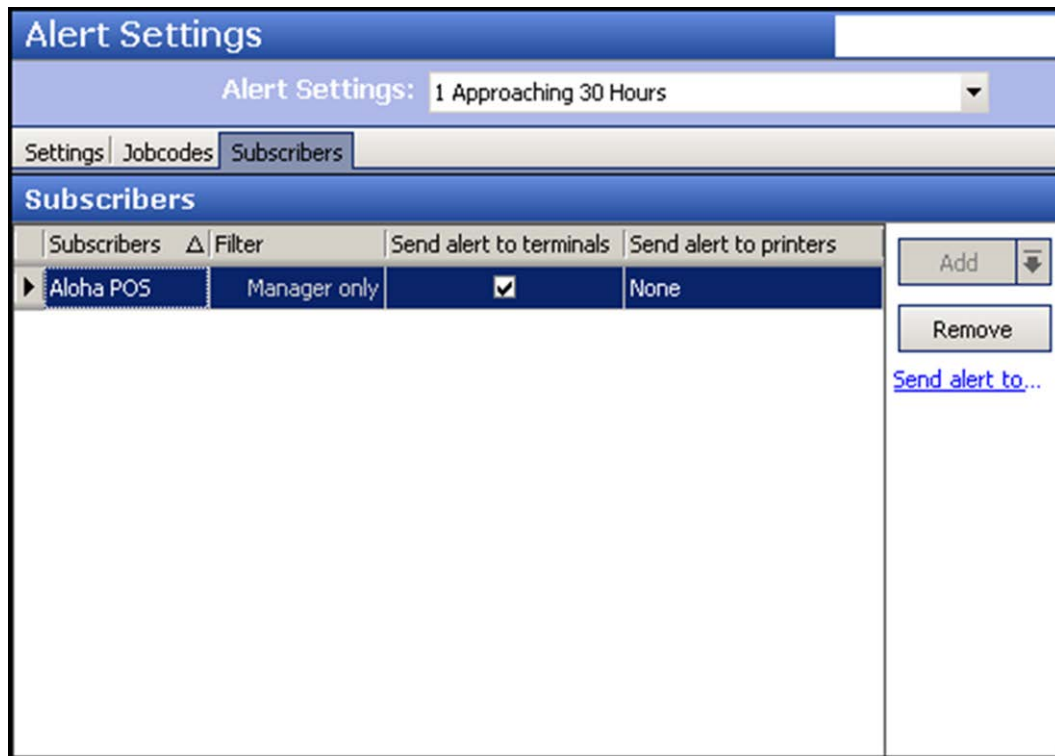


Figure 10 Alert Settings - Subscribers Tab

3. Under the 'Subscribers' group bar, select **Manager only** from the 'Filter' drop-down list, if it does not already appear. The filter determines the application that receives the alert based on the selected subscriber. With the introduction of the Alerts Engine, the only subscriber option available is Aloha POS and the only subscriber filter available is 'Manager only.'
4. Select **Send alert to terminals**, if you want the custom or approaching workweek hours threshold alerts to the POS terminals as the destination path. This option is automatically preset for you for a break rule and an overtime alert.
5. Select a **printer** from the 'Send alert to printers' drop-down list, if you want the custom or approaching workweek hours threshold alerts to print to a printer. This option does not appear for a break rule and an overtime alert.
6. Click **Save**.
7. Repeat this **procedure** for any other alert for which you want to assign subscribers.
8. Click **Close** and exit the **Alert Settings** function.

## Adding an Alerts button to a panel

After configuring the alerts you wish to implement, you need to address from where you want your staff to access alerts. For Table Service, an Alerts button is automatically available to your wait staff on the Functions screen; however, you can replace the bottom right row of the order entry screen with a custom panel for additional flexibility and functions. If a custom panel is in use, you can add the Alerts button to the custom panel, or you can add the button to a floor plan in use.



**Reference:** Refer to the Custom TS Order Entry Screen Feature Focus Guide for detailed instructions on replacing the bottom right row of the order entry screen with a custom panel. Refer to the Table Service Screen Designer Guide for more information on implementing a floor plan.

For Quick Service, you must add an Alerts button to a panel from which employees can access their alerts, keeping in mind that ease of access is important.

As you plan where to add an Alerts button, keep in mind that the job code to which an employee is assigned controls the screen the employee sees upon login. For example, a kitchen employee never sees an order entry screen or the Functions screen; in Table Service, a manager may go straight to the Functions screen upon login; servers may go directly to the Working-with-Tables screen or a floor plan screen in use. You must consider your current system configuration when making the determination of where to add an Alerts button.

### To add an Alerts button to a panel:

1. Select **Maintenance > Screen Designer > Table Service Screen Designer** or **Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel**, and click **OK**.  
-OR-  
Create a **new panel**. If you are using Table Service, select either **New Floorplan Panel** or **New Order Entry Panel**.

- Right-click the **panel** and select **New Button**. The Properties dialog box appears.

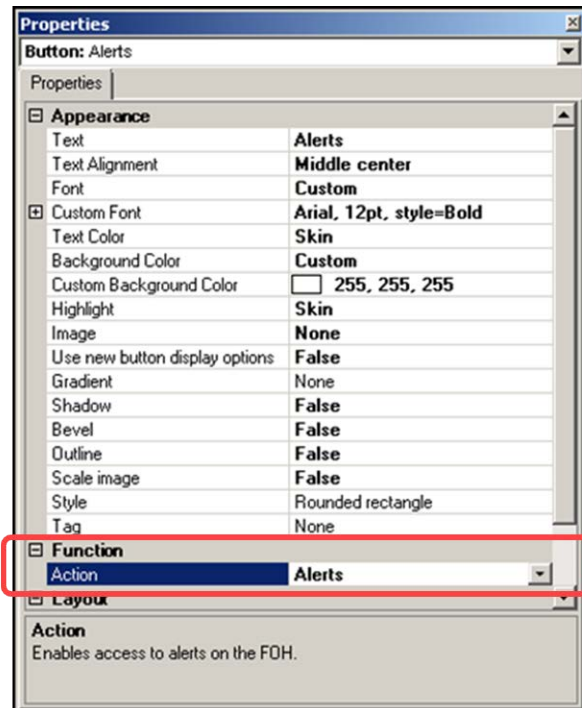


Figure 11 Button Properties Dialog Box - Alerts

- Under the 'Function' group bar, select **Alerts** from the 'Action' drop-down list.
- Configure the **remaining options** as you would for any other button.
- Select **Panel > Save Panel** and exit **Quick Service Screen Designer** or **Table Service Screen Designer**.

## Refreshing the data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the EOD process to accomplish the data refresh for you. After the data refresh is complete, all new settings become operational across the Aloha network.

**⚠ Caution: Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.**



## Viewing and dismissing alerts

The following section details viewing an alert message on a FOH terminal when an alert condition is true, such as when an employee is approaching overtime. The master terminal generates the alert and uses the Alert Engine service running on the Aloha BOH file server to distribute the alert to all terminals.

Alert indicators appear on the FOH until you dismiss all alerts. The first POS alert indicator appears on the floating logo screen.

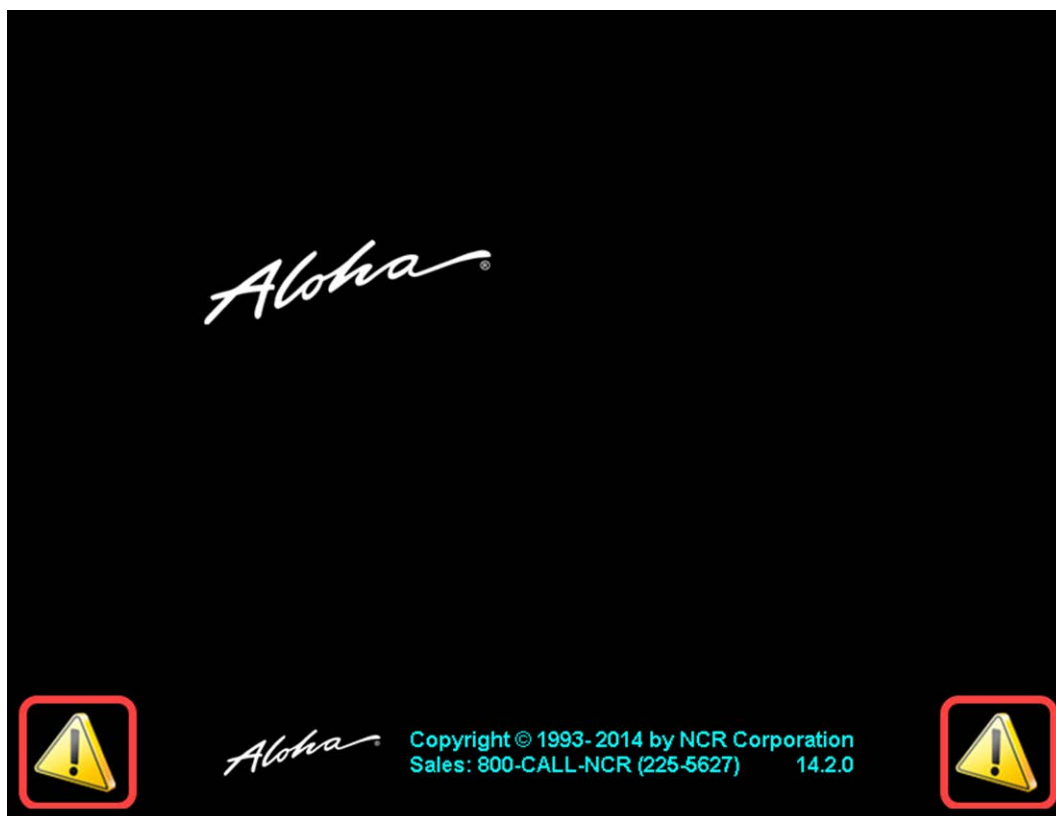


Figure 12 Alert Indicators on the Floating Logo Screen

When you clear the floating logo screen, the Login screen appears with an alert indicator.

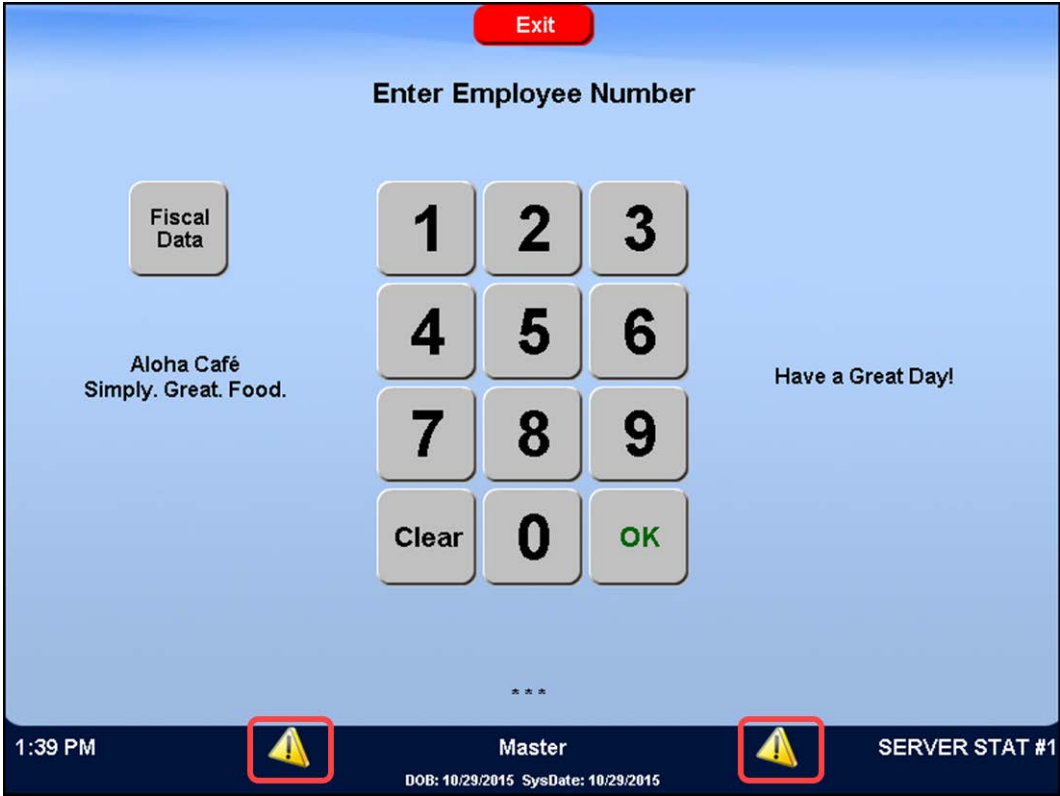


Figure 13 Alert Indicators on the FOH Login Screen

In Table Service, to view alerts, navigate to the Alerts button on the Special Functions screen, locate the Alerts button on the Floor Plan screen in use, or locate the button in the customized action item

area of the order entry screen. In Quick Service, the Alerts button most likely appears on the initial order entry screen or a Functions panel.

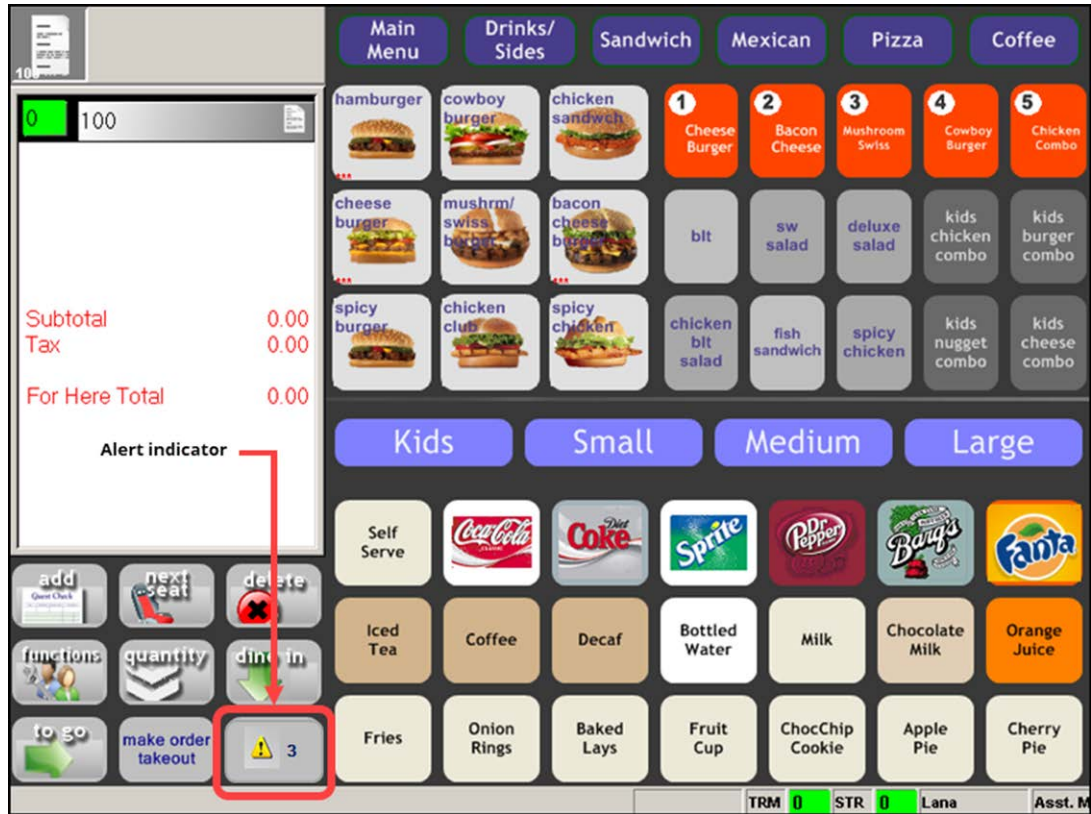


Figure 14 Alert Indicator on the QS FOH Order Entry Screen

If you touch the Alerts button and there are no alerts pending, a message appears letting you know there are no active messages to display.

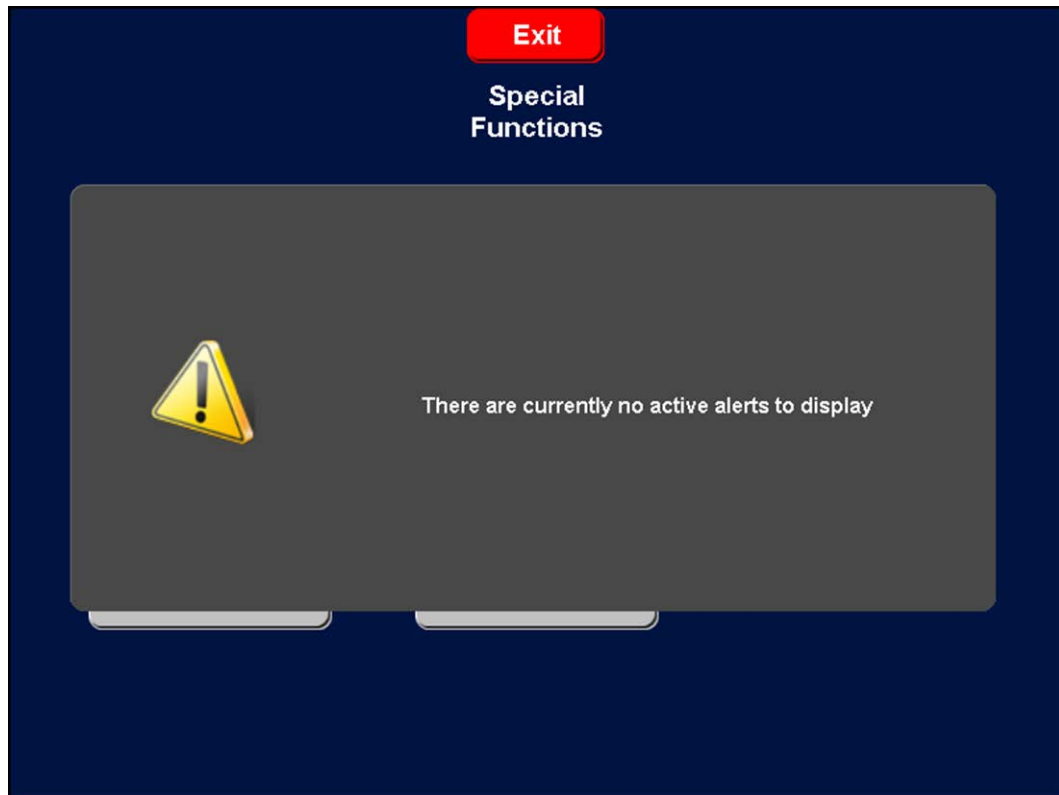


Figure 15 No Active Alerts Message

**To view and dismiss POS alerts:**

1. If using Table Service, select **Functions**. The Special Functions screen appears with an Alert button.

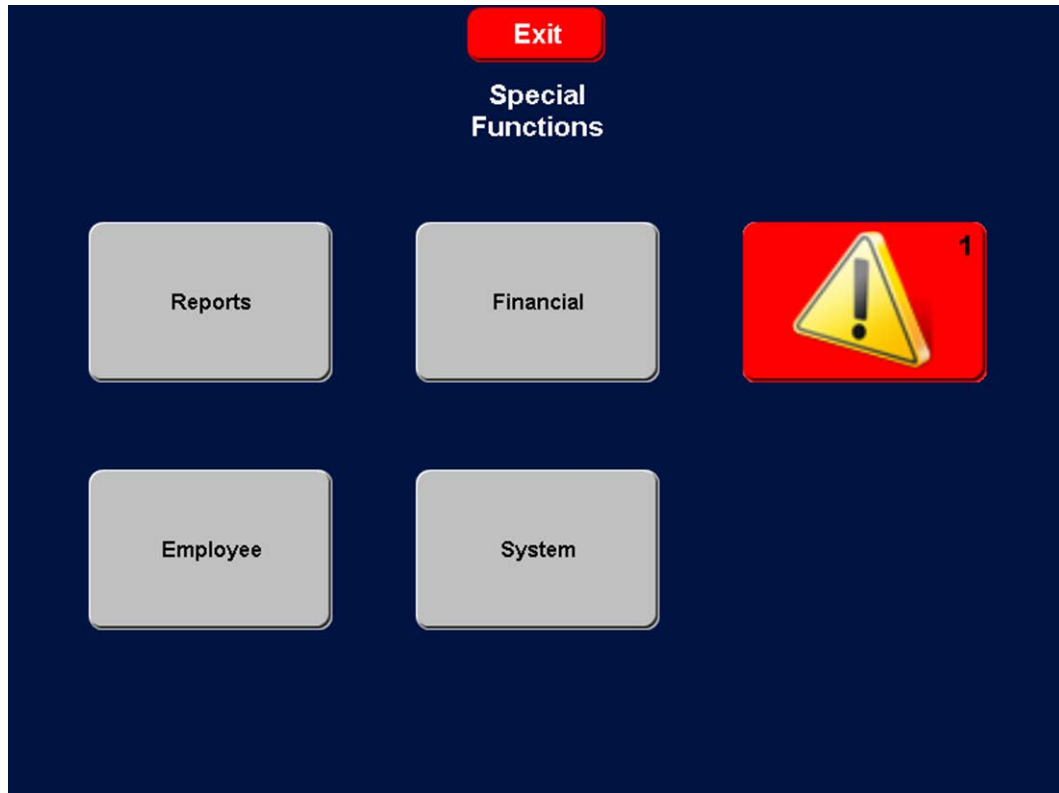


Figure 16 Special Functions Screen - Table Service Example

2. Touch the **Alert** button. If you can access both employee alerts and manager alerts, the FOH

Alerts selection screen appears.

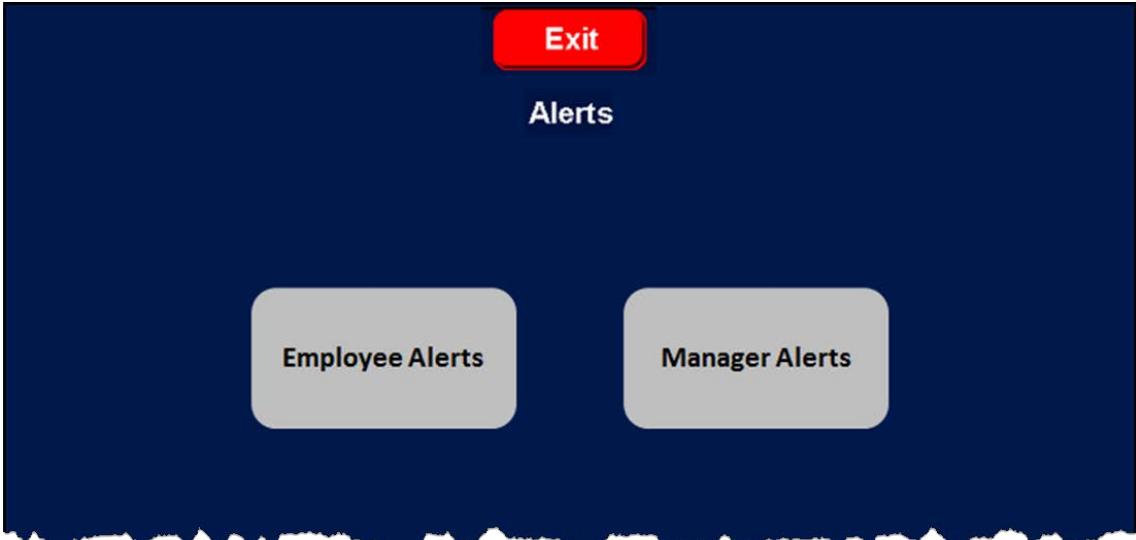


Figure 17 Employee and Manager Alerts Option (Left) and Alerts Screen

Otherwise, the Alerts screen appears, as shown in the sample Alerts screen below.

Alerts(1)		01:41:27 PM
Name	Date \ Time	Message
Weekly Order	Oct 29 01:35PM	DO NOT forget to place order with meat distributor..
Paid Break Alert	Oct 29 01:35PM	Employee 146 Elliot Stabler has not taken the first break for break rule 'Paid Break' and has worked 3 hours.
Approaching Workweek Hours	Oct 29 01:35PM	Employee 153 Kevin Ryan will reach workweek hours threshold in 8 hours.

Figure 18 Alerts Screen Example

In the sample Alerts screen, three alerts appear.

- The first alert depicts a custom alert. The first three lines of the alert text appear as the message.
- The second alert depicts a break rule alert. The message appears with the employee ID and name, the break the employee has yet to take, and the number of hours the employee has worked since clocking in.
- The third alert depicts an approaching workweek hours alert. The message appears with the employee ID and name, and the hours remaining before approaching full-time equivalence status.

**i Note:** Although not shown in the sample Alerts screen, an overtime alert appears with the employee ID and name, and the time at which the employee begins to earn overtime pay.

On the FOH Alerts screen, you can perform the following actions:

- To view the entire contents of a custom alert, touch the **custom alert**. A message appears with the full description of the alert. Touch **inside the message** to dismiss it and return to the Alerts screen.
- To print all alerts to a local printer, touch **Print All**.
- To remove an alert, touch the alert and touch **Dismiss**. If you do not dismiss an alert, the system removes the alert automatically when the ending date expires.
- When you are finished, touch **Done** to exit the FOH Alerts screen.

**i Note:** If you configure a custom alert to only print, the system automatically dismisses the alert once the alert prints. If you configure a custom alert to appear on a FOH screen and print, you must manually dismiss the alert from the FOH screen.

## Reporting Alerts

Viewing and dismissing alerts is an important part of your operation; however, you can also run the Alert Audit Report to monitor the alerts being generated and for whom. Depending on the selected report options, you can view when each alert was generated, when it was viewed, and when it was dismissed. You can also determine if an employee is always approaching overtime, or which employees are routinely not taking breaks. You can then address issues in a timely manner.

### To view the Alert Audit Report:

1. Select **Reports > Alerts > Alert Audit**. The Alert Audit Report screen appears.

Figure 19 Alert Audit Report

2. Select a **range of dates** from the 'Start Date' and 'End Date' drop-down lists.
3. Select whether to run the report on **all alert types**, or select **specific alert types** to include in the report.
4. Select whether to include **all transaction types** in the report, or choose **specific transaction types**:



- Select **Generated Alert** to help you determine the alerts that are being generated and appearing on the FOH.
  - Select **Dismissed Alert** to view the alerts employees are dismissing.
  - Select **EOD Dismissed Alert** to determine which alerts the system is to dismiss during the EOD process.
  - Select **Expired Alert** to view alerts that were dismissed and are no longer appearing on the FOH.
5. Click **Generate Report**.

**Alert Types:**

- Break Rule
- Overtime
- Custom
- Approaching full-time equivalent of workweek

**Transaction Types:**

- Generated Alert
- Dismissed Alert
- EOD Dismissed Alert
- Expired Alert

**Alert Audit Report**  
10/26/2015 – 10/27/2015

Aloha Café  
555 Fifth Avenue  
Naples, Florida 34102

Page 1 of 2  
10/28/2015 – 10:07 AM  
14.1.4  
Printed by: Seeded Administrator

Date	Time	Transaction Type	Alert ID	Alert Type	Alert Transaction Detail
10/26/2015	12:33 PM	Generated Alert	4	Approaching OT	Generated Alert Employee 147 Finn Tutuola will start earning overtime at 1:33 PM
10/26/2015	03:55 PM	Generated Alert	8	Break Violation	Generated Alert Employee 158 Lanie Parish has not taken break and has worked 5 hours and 25 minutes
10/26/2015	05:20 PM	Dismissed Alert	3	Approaching OT	Manager 126 Lana Lang Dismissed Alert for Employee 148 Nick Amaro Employee 148 Nick Amaro has not taken break and has worked 2 hours 15 minutes
10/26/2015	05:45 PM	Generated Alert	1	Approaching 30 Hours	Generated Alert Employee 146 Elliot Stabler will reach workweek hours threshold in 7 hours
10/27/2015	01:15 PM	Generated Alert	1	Approaching 30 Hours	Generated Alert Employee 141 George Huang will reach workweek hours threshold in 5 hours
10/27/2015	04:00 PM	Expired Alert	5	Weekly Order	Expired Alert DO NOT forget to place order with meat distributor...
10/27/2015	06:00 PM	Generated Alert	6	Restroom Check	Generated Alert Check Restroom for Cleanliness and Restock Items If Necessary
10/27/2015	09:20 PM	EOD Dismissed Alert	4	Approaching OT	EOD Dismissed Alert Employee 147 Finn Tutuola will start earning overtime at 9:35 PM

Figure 20 Alert and Transaction Type Audit Report

6. After viewing the report, click **Close** to exit the **Alert Audit** function.

## Troubleshooting Alerts

We offer the following troubleshooting information for the Alerts feature.

### Alert did not send to a printer or terminal

When you configure an alert, you assign each alert a unique identifier or name and the information or conditions that must exist for the system to generate the alert. Each alert is also assigned a subscriber, which is the application or device receiving the alert. For the Aloha POS subscriber, the system generates and exports an alert configuration file called AlertEngine.xml to the IBERDIR Data folder. When the Aloha POS system starts, the Alert Engine, a service running on a local account, reads the AlertEngine.xml file and monitors for the conditions found therein.

When the Alert Engine service detects that a condition is met, it generates and sends an alert to the subscriber designated in the alert configuration. For the Aloha POS, alert indicators appear on the FOH terminals on the floating logo screen. Alerts also appear when an employee for whom the alert is intended logs in to the FOH. The employee navigates to the alert selection screen and can choose to view or print the alert message. Afterward, the employee can dismiss the alert or let the POS dismiss the alert for them during the next EOD process. A custom alert that is sent to a printer requires no dismissal from an employee.

Alerts, 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)