

Feature Focus Guide: Group Combos

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

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Revision Record

Date	Version #	Description
Prior to 01/25/2023	v14.1+	Implemented Group Combo promotions functionality.
	v19.x+	Added the ability to comp Group Combos.
01/25/2023		Converted the document to use new templates. Updated the front cover and back page to reflect new NCR branding.
12/11/2023		Updated document to reflect NCR Voyix branding.

About Group Combos

Group Combos at a Glance	
Core Product	Aloha Quick Service, Aloha Table Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Manager Guide, Aloha Quick Service Reference Guide, Aloha Quick Service Report Guide, Aloha Table Service Manager Guide, Aloha Table Service Reference Guide, Aloha Table Service Report Guide

Restaurants often combine and consider a la carte items, such as sandwiches, bagels, donuts, and more, as a single group item. These single group items, referred to as group combos in the Aloha® POS system, allow the restaurant to offer their guests the best price possible when purchasing bulk or multiple a la carte items. You can have the system automatically convert a la carte items to a group combo when the requirements are met, or apply the group combo using a Front-of-House (FOH) promotion button. In Aloha Quick Service, you can use a one-touch entry button to quickly add a group combo to a guest check as long as you offer the guest one specific item for each component and the guest is not allowed to select from a category of items.

Additionally, you can select a group combo as an eligible or required item for three types of promotions: Coupon, Bogos, and New Price. For example, you can offer a New Price promotion of \$4.99 on a group combo that normally includes six donuts and two cups of coffee for \$5.99. Again, you can manually apply one of these promotions to the group combo, or have the system automatically apply the promotion to the group combo when the requirements are met.

Note: Effective in Aloha POS v12.3, Table Service quick combos were introduced in Quick Service as group combos, and the feature name changed to group combos within Table Service. The feature maintains its existing functionality, with new functions added.

For reporting purposes, you can determine whether the differential price between a la carte items and group combo items reports as a discount. For example, a single fancy donut sells for \$2.00 and if a guest purchases 12 fancy donuts a la carte, the price is \$24.00. You sell 12 fancy donuts as a group combo for \$12.00, making the price of each donut \$1.00. If you report the group combo at a discount, the item prices report as normal at \$2.00 and the price differential is \$1.00. If you do not report the group combo at a discount, the price reports at the new reduced price of \$1.00 and the price differential is \$0.00.

Configuring Group Combos

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

Group Combos Procedures at a Glance:

If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.

1.	<p>To establish system behavior with regard to group combos:</p> <ol style="list-style-type: none"> 1. Access Maintenance > Business > Store > Store Settings tab > User Interface group > Functionality group bar to allow the system to always apply group combos based on the items that provide a guest with a the best price when auto-applying a group combo to the guest check. See page 7. 2. Access Maintenance > Business > Store > Store Settings tab > User Interface group > Functionality group bar to allow the system to ignore existing group combos on a guest check when applying a promotion for which restrictions exist around allowing more than one promotion on a check. See page 8. 3. Access Maintenance > Menu > Categories to create categories of items from which a guest must choose for a component of a group combo. See page 9.
4.	<p>To create group combos, access Maintenance > Payments > Promotions. See page 13.</p> <ol style="list-style-type: none"> 1. Select the Promotion tab to make the group combo active and determine how the group combo reports. See page 15. 2. Select the Group Combo tab to allow the system to auto-apply the group combo to the guest check, consolidate like components, and more. See page 15. 3. Select the Components tab to configure the group combo components, and their quantity requirements. See page 17. 4. Select the Taxes tab to define the taxes to apply to the group combo. See page 20. 5. Select the Restrictions tab to assign promotion restrictions to the group combo. See page 22.
6.	<p>To define group combos as eligible or required items within another promotion type, access Maintenance > Payments > Promotions and define a Coupon, Bogo, or New Price promotion, as needed.</p> <ol style="list-style-type: none"> 1. To define a Coupon promotion, see page 24. 2. To define a Bogo promotion, see page 29. 3. To define a New Price promotion, see page 34.
4.	<p>To comp group combos, access Maintenance > Payments > Comps and define the group combo as eligible for the comp. See page 37.</p>

Group Combos Procedures at a Glance:

5.	Access Maintenance > Screen Designer > Quick Service Screen Designer to add a button for manually applying a group combo to a guest check. Use this feature if you configure a group combo and allow your guest to select different items per component or if you clear 'Auto-apply if possible.' See page 38 .
6.	Access Maintenance > Screen Designer > Quick Service Screen Designer to configure a group combo button that adds a group combo to the guest check with a single touch. See page 40 .
7.	Access Utilities > POS > Refresh POS & All Installed Products to refresh your POS system. See page 42 .

Establishing global behavior with regard to group combos


Before you configure a group combo, you need to analyze and establish how you want the system to behave with regard to applying a group combo to items on the guest check. For example, you can allow the system to automatically apply a group combo to items on the guest check when the requirements are met, or you can choose to use a FOH button to manually apply a group combo. If you take advantage of the auto-apply feature, you can have the system always apply a group combo to provide the guest with the best price.

You can set up restrictions around how many promotions you allow on the same guest check. Since a group combo is a type of promotion, you may want the system to overlook promotions of the 'Group Combo' type when determining whether to honor the restrictions you establish.

You can also define a group combo to allow the guest to choose from a category of items for a component. When the number of items from which a guest must choose for a single component is greater than 10, you must take advantage of categories to accommodate this need. You may need to create one or more new categories.

Configuring group combos to auto-apply and calculate the best price

Configuring the auto-apply feature to calculate the best price for a guest promotes customer loyalty and eliminates the hassle of manually trying to ensure the guest receives the best deal. There are two settings available: (1) 'Allow auto-apply to break promo apart,' which is part of the group combo configuration, and (2) 'Use best price for Group Combo auto-apply,' which is a global setting that indicates you always want the system to calculate the best possible price for a guest when it can. Only the group combos for which you allow auto-apply to break the promo apart can take advantage of auto-applying the best price to the group combo.

 **Tip:** Additional options exist for Table Service, preventing a coupon from being applied when another promotion exists for the table, thus preventing a server from using split checks to apply more than one promotion to the order. For example, you cannot split the check, put a group combo on one check, and an item discounted with a coupon on another, if your configuration does not allow for more than one promotion per table.

To configure group combos to auto-apply and calculate the best price:

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

3. Select the **User Interface** group located at the bottom of the screen.

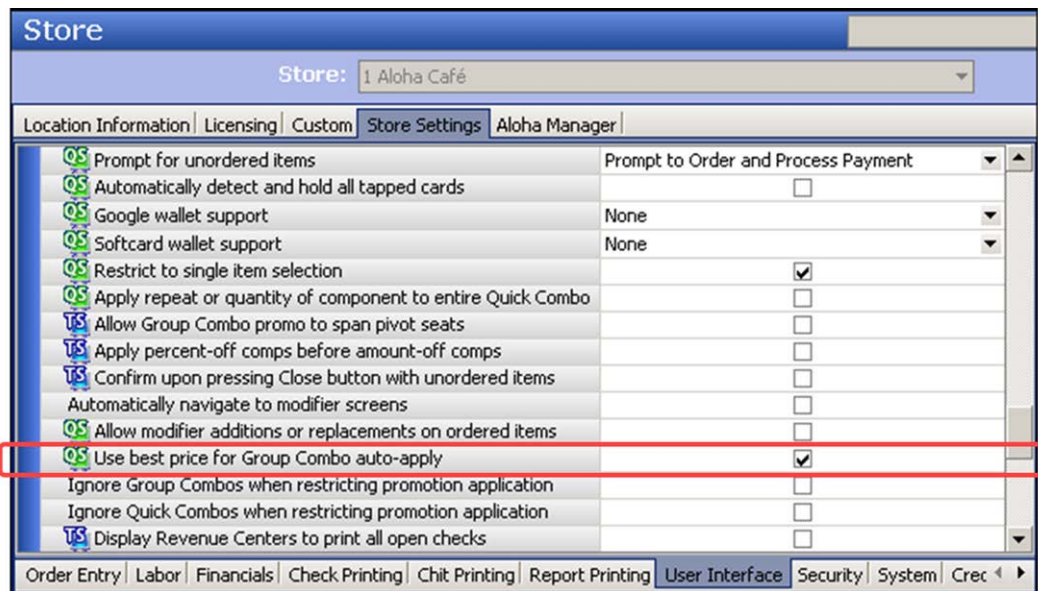


Figure 1 Store Settings Tab - User Interface Group

4. Under the 'Functionality' group bar, select **Use best price for Group Combo auto-apply** to allow the system to look at the eligible items on the guest check and auto-apply a group combo based on the components that provide the guest the best possible price. Auto-apply can only calculate the best possible price for a guest if you configure your group combos to allow auto-apply to break group combos apart.
5. Click **Save** and exit the **Store** function.

Allowing exceptions for group combos when enforcing promotion restrictions

You can include a group combo as an eligible item for a component within other promotions, such as a coupon promotion. You can also place restrictions on that same promotion, such as not allow the system to apply the promotion if the check already has an existing promotion on it; however, a group combo is a type of promotion. You need to allow the group combo, and at the same time, prevent the system from allowing other types of promotions on the same check.

Tip: You add or remove restrictions to or from a promotion using options on the Maintenance > Payments > Promotions > Restrictions tab. Clear an option on this tab to enforce the restriction; or select an option on this tab to remove the restriction. The exemption available in Store Settings tab > User Interface group > Functionality group bar overrides restrictions configured in Promotions.

To allow exceptions for group combos when enforcing promotion restrictions:

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

3. Select the **User Interface group** located at the bottom of the screen.

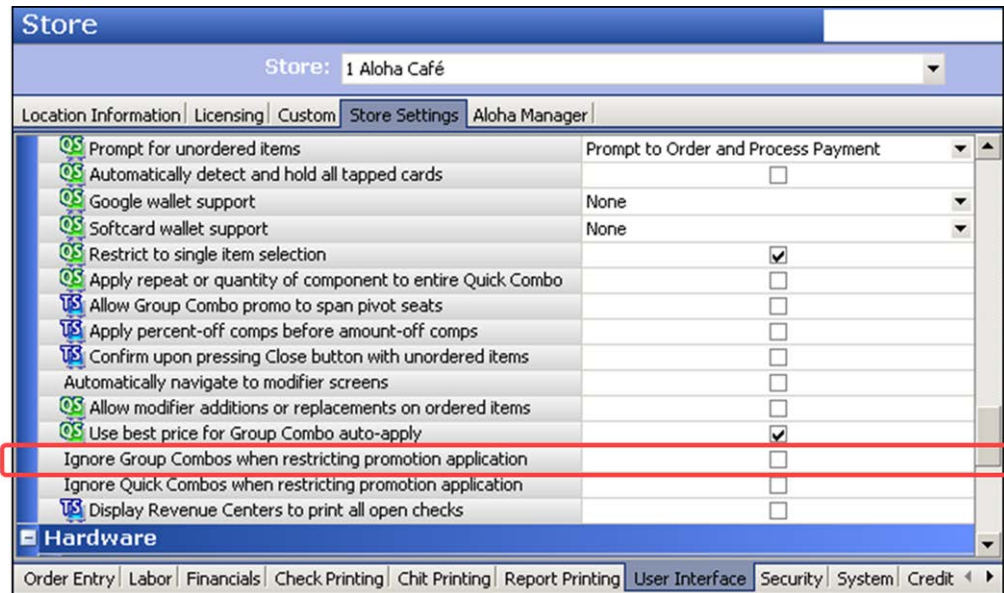


Figure 2 Store Settings - User Interface Group

4. Under the 'Functionality' group bar, select **Ignore Group Combos when restricting promotion application** to allow the system to ignore group combos on a guest check when applying a promotion for which restrictions exist around allowing more than one promotion on a check. This is helpful when you offer promotions for which a group combo is an eligible item for a component, since a group combo is a type of promotion.
5. Click **Save** and exit the **Store** function.

Creating a category of group combos for component selection

When you configure a group combo in the Promotions function, you can either select up to ten single items or specify a category of items from which a guest must choose for each component. When the number of items from which a guest must choose for a single component is greater than 10, you must use the category method. You can take advantage of both single items and categories in the same group combo to meet your needs.

Group Combo Quick Tips:

- When the number of items from which a guest must choose for a single component is greater than 10, you must use a category for that component.
- If you have multiple group combos with similar requirements, such as the guest must choose from the same group of items for the first component in each group combo, you can create categories

and share them across other group combos. This alleviates the need to re-enter the same list of items in each of the group combo configurations.

- If a component in the group combo only offers one or two item choices, you can specify the single items, although you can use categories for this scenario, as well.

SCENARIO: A restaurant offers a group combo where a guest can choose from 15 different bagel flavors for the first component. You can create a category with just those 15 flavors and then configure the group combo component to require a guest to choose items from that category.

SCENARIO: A restaurant offers several group combos that allow a guest to choose from the same 10 bagel flavors for the first component, but at different quantities, such as six, 12, or 18. Rather than select each of the 10 flavors as separate items in each of the group combo configurations, create a category containing all 10 bagel flavors and then configure each group combo to require a guest to choose items from that category for the first component.

Item
Plain Bagel
Onion Bagel
Garlic Bagel
Asiago Bagel
Everything Bagel
Blueberry Bagel
Chocolate Chip Bagel
Marble Bagel
Salt Bagel
Jalapeno Bagel

Figure 3 Item Components Listed Individually

Promotions

Promo: 153 Asst Bagels 10 GC Group Combo

Promotion | Group Combo | Components | Taxes | Restrictions

Components

Name	Category	Minimum items	Maximum items	Price separat...	Combine price
▶ Bagels	Bagels ALL GC	10	10	<input type="checkbox"/>	<input type="checkbox"/>

[Category](#)

Figure 4 Item Components in Category

SCENARIO: A restaurant offers a group combo that allows a guest to choose between two menu items, such as a donut or a bagel, for the first component. Another alternative is to create a category containing the two items, and then configure the group combo to require a guest to choose an item from that category.

To create a category of items for a group combo component:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** to establish the type of category, 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 'Categories' window with the 'Settings' tab selected. The 'Category' dropdown is set to '60 Bagels ALL GC General'. The 'Settings' table is as follows:

Category	Items
Settings	
Number	60 ...
Name	Bagels ALL GC
Description	Bagels ALL Group Combo
Type	General
Suggestive	<input type="checkbox"/>
PMS sales category	0
Accounts receivable sales category	None (0) ▼
Maximum per check	999

Figure 5 Category Tab

4. Type a **descriptive name** to assist with identifying the category, such as 'Bagels ALL GC.'

5. Select the **Items** tab.

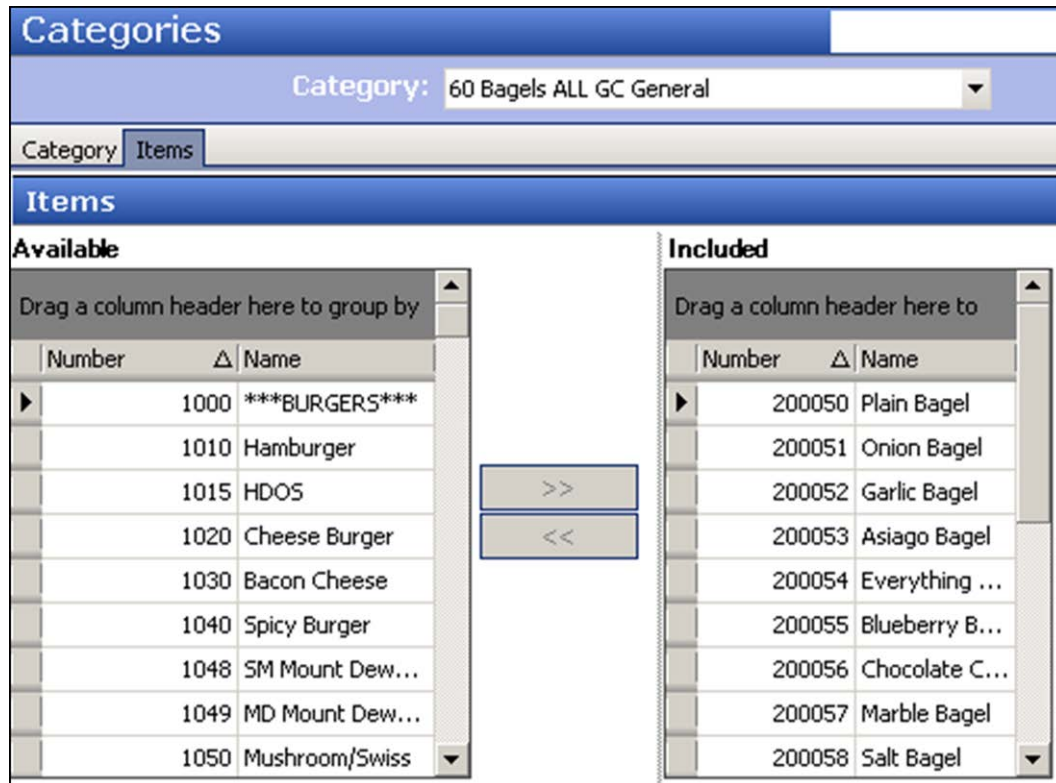


Figure 6 Items Tab

6. Locate and select an **item** that a guest can choose when purchasing the group combo component from the 'Available' list and click >> to move the item to the 'Included' list.
7. Repeat **step 6** until all items a guest can choose when purchasing the group combo component appear in the 'Included' list.
8. Click **Save**.
9. Repeat this **procedure** for each group combo component for which you require a category.
10. Exit the **Categories** function.

Creating a group combo

To create a group combo, first determine the criteria of the group combo you want to offer. For example, one group combo may offer only one choice per component, while another allows a guest to select from a list of items per component. If you offer a selection of items per component, when you enter the items separately, the system can determine the required components exist on the check and bundles the items into a group combo for the discounted price.

In addition, when items are randomly entered on the guest check and fulfill the requirements of a group combo, the system can consolidate like items. This helps with order confirmation and reduces confusion. In a quick-service environment, this feature works within the existing 'Consolidate identical items' option in Store Settings, and the existing on-screen consolidation toggle button.

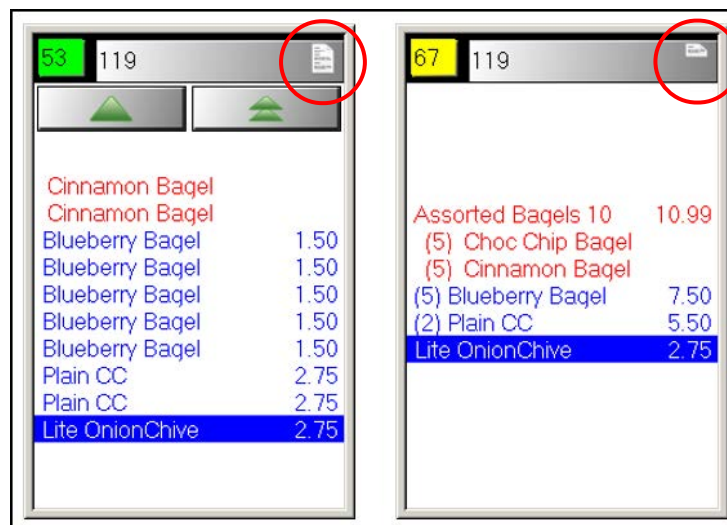


Figure 7 Quick Service Consolidation Toggle Button

Creating a group combo is a multi-step process. A breakdown of each tab within the Promotions function is provided.

- Promotion tab: See [page 13](#).
- Group Combo tab: See [page 15](#).
- Components tab: See [page 17](#).
- Taxes tab: See [page 20](#).
- Restrictions tab: See [page 22](#).

To configure the Promotion tab:

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Group Combo**, 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 'Promotions' application window. At the top, there is a 'Promo:' dropdown menu set to '150 Assorted Bagels 13 Group Combo'. Below this are tabs for 'Promotion', 'Group Combo', 'Components', 'Taxes', and 'Restrictions'. The 'Settings' tab is active, displaying a list of configuration options:

Number	150	...
Name	Assorted Bagels 13	
Type	Group Combo	
Active	<input checked="" type="checkbox"/>	
Start date	4/1/2016	▼
End date	4/1/2023	▼
TS First available button position	<input type="checkbox"/>	
TS Button position	None	...
OS Panel Sort Order	0	
Report as	Default	▼
Print check on close	<input type="checkbox"/>	
Manager required	<input type="checkbox"/>	
OS Do not show in promo lookup list	<input checked="" type="checkbox"/>	
TS Include discount amount in tippable sales	<input type="checkbox"/>	
Include discount amount in gratuity calculation	<input type="checkbox"/>	
Do not report as discount	<input checked="" type="checkbox"/>	
Export ID	0	

Below the settings are sections for 'Bar code range' and 'Kitchen'.

Figure 8 Promotion Tab

4. Type a **name** to assist with identifying the group combo.
5. Select **Active** to activate the group combo.
6. Use the drop-down arrows to select the **dates** on which the group combo starts and ends from the calendar.
7. For a Table Service environment, click the **ellipsis (...)** to display the Button Position dialog box and select an **available position** for the group combo on the FOH promotions screen, or select **First available button position**, to assign the group combo to the first available position on the screen.

Tip: For a Table Service environment, you do not use Screen Designer to add a promotion button to FOH, as this screen is hard-coded and selecting a button position takes care of this for you.

8. Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check. We recommend clearing this option for table-service environments where the guest leaves your restaurant before the final closing of the check.
9. Select **Manager required**, if a manager must enter their password to apply the group combo. Clear this option to allow any employee to apply the group combo.
10. Select **Do not report as discount**, if you want the price differential between an item when sold as a group combo versus when sold a la carte to not report as a discount. For example, you sell a single bagel for \$2.00. If you sell 12 bagels a la carte, the total comes to \$24.00; however, you offer a group combo of 12 bagels for \$12.00. When selected, the system recognizes the group price as the price of the item and does not report the price differential of \$1.00 per bagel as a discount. When cleared, the system recognizes the group price as the price of the item and the price differential of \$1.00 per bagel reports as a discount.
11. Continue to the **next procedure** to configure the Group Combo tab.

To configure the Group Combo tab:


1. Select the **Group Combo** tab.




Figure 9 Group Combo Tab

2. Type the **name** to appear on the guest check window and printed guest check when the system auto-applies the group combo. The quantity ordered of each component appears under the group combo name.
3. Type the **price** at which to sell the items when combined as a group combo.
4. Select **Auto apply if possible** to allow the system to evaluate the items on the guest check and when the minimum number of each component of a group combo exists on the check, and the


total price of the a la carte items is greater than the price of the group combo, the items roll up into the group combo item and the guest is charged the lower discounted price. If cleared, you must manually select each of the components to apply the group combo.

 **Tip:** The 'Auto apply if possible' option ignores the values established in the 'Per check' and 'Per table' options in Maintenance > Payments > Promotions > Restrictions tab.

5. Select **Allow auto-apply to break promo apart** to allow the system to consider the items in this group combo as eligible to be taken from this group combo to become part of a new group combo with a lower ID should the criteria be met.

 **Tip:** To take advantage of allowing auto-apply to break apart a group combo of lesser value so that the guest can receive the better value achieved by the group combo with the higher value, plan your group combo IDs so that the group combos that should break apart have a higher group combo ID than the group combos that apply in their place. For example, a group combo for a quantity of six should have a higher ID than a group combo for the same items at a quantity of 12.

6. Select **Group delete** if you want to allow the selection and deletion of the entire group combo from the guest check, or you can select and delete a single item within the group combo. If the quantity for the item you select for deletion is greater than one, the quantity decrements by one each time you touch Delete. Because the order no longer qualifies for the group combo, the remaining items appear on the guest check as separate items at their regular price. If you clear this option, when you select the group combo and touch Delete, the group combo breaks apart into separate items at their regular price even though the order qualifies for a group combo.
7. Select **Only print combo name on guest check** if you want to suppress all component details and print only the group combo name and the associated price on the printed guest check. If you clear this option, 'Consolidate like components' determines how much detail prints.

 **Tip:** You get the same results on the printed guest check if you select both 'Only print combo name on guest check' and 'Consolidate like components' as you do if you select 'Only print combo name on guest check' and clear 'Consolidate like components'.

8. Select **Consolidate like components** to consolidate all components for which there are multiple like items into one line on the printed guest check, preceded by the quantity. If you clear 'Consolidate like components,' each item appears as a separate line on the printed guest check, once for each occurrence.
9. Continue to the **next procedure** to configure the Components tab.

To configure the Components tab:

1. Select the **Components** tab.
2. Under the 'Components' group bar, click **Add** to create a blank record for a new component.
3. Type a **descriptive name**, such as 'Bagels.'

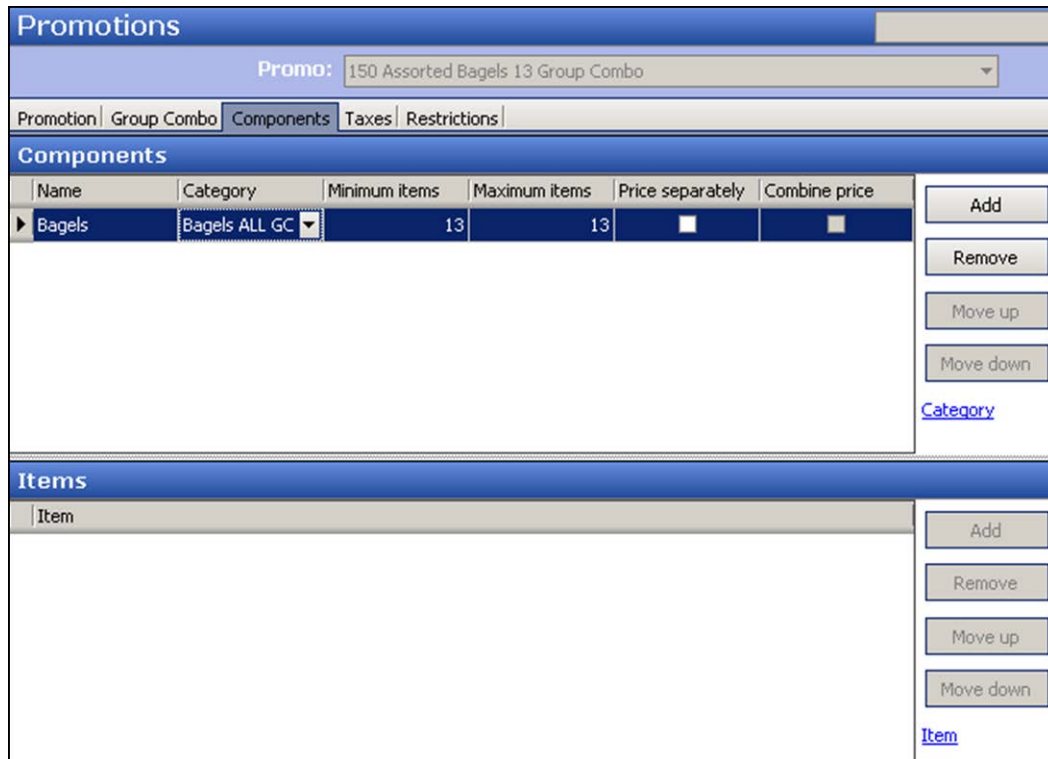


Figure 10 Category of Items

4. To allow a guest to choose from a **category** of items for the component:
 - a. Select the **category** containing the eligible items from which a guest can choose for this component from the drop-down list.
 - b. Type the **minimum number of selections** a guest can make for this component to meet the requirements of the group combo, such as '13.'
 - c. Type the **maximum number of selections** a guest can make for this component to meet the requirements of the group combo, such as '13.'
 - d. Select **Price separately** to add the a la carte price of the item to the guest check total and list the price of the item separately in the group combo. Selecting 'Price separately' enables 'Combine price;' however, the combined price functionality is not yet available for components for which you select from a category of items.

-OR-

To allow a guest to choose from a **list of items** for a component:

- a. Leave 'Category' as **None**.
- b. Type the **minimum number of selections** a guest can make for this component to meet the requirements of the group combo, such as '13.'
- c. Type the **maximum number of selections** a guest can make for this component to meet the requirements of the group combo, such as '13.'
- d. Select **Price separately** to add the a la carte price of the item to the guest check total and list the price of the item separately in the group combo.



Figure 11 Group Combo Price Separately (Left) and with Price Separately and Combine Price (Right)

- e. Select **Combine price** to hide the a la carte price of a separately-priced item but add the a la carte price to the total price of the group combo on the guest check.

- f. Under the 'Items' group bar, click **Add**.

The screenshot shows the 'Promotions' configuration interface. At the top, there is a 'Promo:' dropdown menu set to '151 Asst Bagels 10 Group Combo'. Below this are tabs for 'Promotion', 'Group Combo', 'Components', 'Taxes', and 'Restrictions'. The 'Components' section contains a table with the following data:

Name	Category	Minimum items	Maximum items	Price separately	Combine price
I Bagels	None	13	13	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

To the right of the Components table are buttons for 'Add', 'Remove', 'Move up', and 'Move down', along with a 'Category' link. Below the Components section is the 'Items' section, which features a list of items with a dropdown arrow next to the first item, 'Plain Bagel'. The items listed are:

- Plain Bagel
- Onion Bagel
- Garlic Bagel
- Asiago Bagel
- Everything Bagel
- Blueberry Bagel
- Chocolate Chip Bagel
- Marble Bagel
- Salt Bagel
- Jalapeno Bagel

To the right of the Items list are buttons for 'Add', 'Remove', 'Move up', and 'Move down', along with an 'Item' link.

Figure 12 List of Items

- g. Click the **drop-down arrow** and add the first eligible item from which a guest can choose for the component.
- h. Repeat this **procedure** until you add each item eligible for selection for this component to the Items list.
5. Continue to the **next procedure** to configure the Taxes tab.

To configure the Taxes tab:

1. Select the **Taxes** tab.

Promotions	
Promo: 150 Assorted Bagels 13 Group Combo	
Promotion	Group Combo
Components	Taxes
Restrictions	
Taxes	
Guest pays tax	<input checked="" type="checkbox"/>
Exclude inclusive tax	<input type="checkbox"/>
Primary taxes	
Apply tax to discount amount	<input checked="" type="checkbox"/>
Apply tax on food cost only	<input type="checkbox"/>
Override tax on discount amount	None
Secondary taxes	
Apply tax to discount amount	<input checked="" type="checkbox"/>
Vendor tax	
Apply tax to discount amount	<input checked="" type="checkbox"/>
Tax food cost	<input checked="" type="checkbox"/>
Food cost %	0.00
Surcharge	
Surcharge discount amount	<input checked="" type="checkbox"/>

Figure 13 Taxes Tab

2. Under the 'Taxes' group bar, select **Guest pays tax** if your tax jurisdiction requires the guest to pay the tax on the group combo. If cleared, the restaurant pays the tax.
3. Select **Exclude inclusive tax** if your tax jurisdiction requires guests to pay only the exclusive tax on items discounted due to an applied group combo. If cleared, the guest pays both exclusive and inclusive taxes for the group combo items. You must select 'Guest pays tax' to enable this option.
4. Under the 'Primary taxes' group bar, select **Apply tax to discount amount** to apply the primary tax to the full amount of the group combo. The system calculates the tax on the original item price before applying the group combo price.
5. Select **Apply tax on food cost only** to use the percentage defined in the 'Food Cost' text box to apply a tax amount on the food cost in the group combo. You must define a tax percentage in 'Food cost.'
6. Enter the **tax percentage**, as a decimal, to use to calculate an approximate food cost in 'Food cost %.' This option has a value range of 0.0 to 100.00. You must select 'Apply tax on food cost only' to enable this option.

7. Select **Override tax on discount amount** to assign the selected tax type to apply to the group combo. Some jurisdictions require the restaurant to pay the tax on all group combos. Thus, one way to track group combo tax amounts is to create a special tax type called Promotions/Comps.
8. Under the 'Secondary taxes' group bar, select **Apply tax to discount amount** to apply a secondary tax to the group combo amount. The system calculates the tax on the original item price before applying the group combo.
9. Under the 'Vendor tax' group bar, select **Apply tax to discount amount** to apply the vendor tax to the full amount of the group combo.
10. Select **Tax food cost** to use the percentage defined in the 'Food cost' text box to apply a vendor tax amount on the food cost in the group combo. You must define a tax percentage in 'Food cost.'
11. Enter the **tax percentage**, as a decimal, to use to calculate an approximate food cost in 'Food cost %.' This option has a value range of 0.0 to 100.00. You must select 'Tax food cost' for vendor tax to enable this option.
12. Under the 'Surcharge' group bar, select **Surcharge discount amount** to apply a tax to the group combo amount. This option is for use with surcharges only.
13. Continue to the **next procedure** to configure the Restrictions tab.

To configure the Restrictions tab of the group combo:

1. Select the **Restrictions** tab.

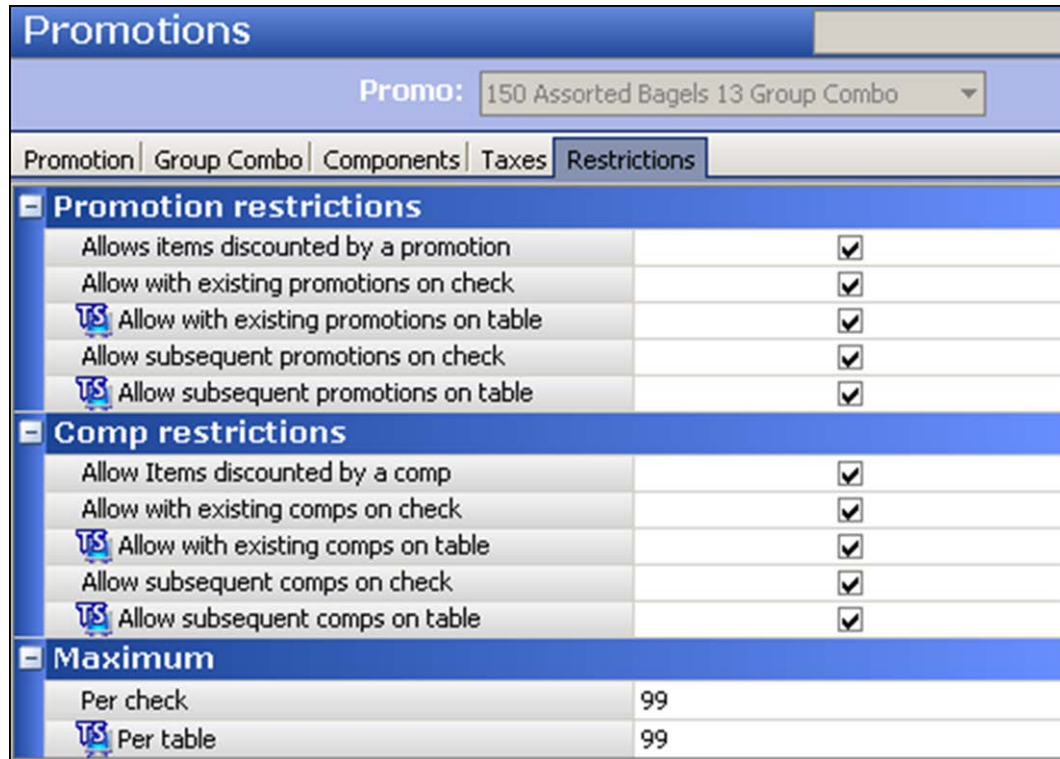



Figure 14 Restrictions Tab

2. Under the 'Promotions restrictions' group bar, select **Allow items discounted by a promotion** to indicate items already defined as promotions are eligible for inclusion in this group combo.
3. Select **Allow with existing promotions on check** to enable you to apply this group combo to a check if another promotion already exists on the check.
4. Select **Allow with existing promotions on table** to enable you to apply this group combo to a table if another promotion already exists for the table.
5. Select **Allow subsequent promotions on check** to enable you to apply another promotion to a check after you apply this group combo.
6. Select **Allow subsequent promotions on table** to enable you to apply another promotion to a table after you apply this group combo to the table.
7. Under the 'Comp restrictions' group bar, select **Allow items discounted by another comp** to allow comp items to be eligible for the this group combo. Clear this option if comp items are not permitted.
8. Select **Allow with existing comps on check** to allow you to apply this group combo to a check if a comp already exists on the check.

9. Select **Allow with existing comps on table** to enable you to apply this group combo to a table if a comp already exists for the table.
10. Select **Allow subsequent comps on check** to enable you to apply a comp to a check after you apply this group combo.
11. Select **Allow subsequent comps on table** to enable you to apply a comp to a table after you apply this group combo to the table.
12. Under the 'Maximum' group bar, type the **maximum allowable number** of promotions permitted on each guest check. Attempts to apply more promotions than the number specified here result in a warning message on the order entry terminal. This option has a value range of 1 to 99.
13. Type the **maximum allowable number** of promotions permitted per table. Attempts to apply more promotions than the number specified here result in a warning message on the FOH. You must type a number greater than one. **Required Options:** You must type the same number as 'Per check' unless you use split checks.

 **Tip:** Values established here are ignored if you select 'Auto apply if possible' located in Maintenance > Payments > Promotions > Group Combo tab,

14. Click **Save**.
15. Repeat these **procedures** to configure another group combo, or exit the **Promotions** function.

Defining group combos as eligible/required for other promotion types

Even though group combos are a type of promotion, once created, you can select group combos as an eligible or required item for other promotion types: Coupon, Bogo, and New Price. For example, you can set up a New Price promotion where a guest can purchase a group combo that normally sells for \$12.50 at a discounted price of \$9.50. Again, you can manually apply one of these promotions to the guest check or have the system automatically apply the promotion to the guest check when the requirements are met.

The configuration requirements for New price, Coupon, and Bogo promotions are very similar. In fact, they share many of the same configuration screens, but each of these three promotion types has a tab unique to itself. For example, when you select new Price as the promotion type, a tab of the same name appears. The same is true for Coupon and Bogo. And, options on other tabs, such as the Eligibility tab, may change to coincide with the promotion type.

Defining group combos within a coupon promotion

You can define a Coupon promotion type to use a group combo as either an eligible or required item. For example, you can offer a coupon for a free item with the purchase of a group combo (required item). Remember to configure the Taxes tab to conform to your tax jurisdiction.

SCENARIO: The Aloha Café offers a coupon for up to three free small coffees with the purchase of an Assorted 13 Bagels group combo.

To configure a coupon to use with group combo:

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Coupon** as the promotion type, 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 'Promotions' window with the 'Settings' tab selected. The promotion is '30 Free Small Coffee Coupon'. The settings are as follows:

Setting	Value	Options
Number	30	...
Name	Free Small Coffee	
Type	Coupon	
Active	<input checked="" type="checkbox"/>	
Start date	4/1/2016	▼
End date	4/1/2019	▼
Maximum amount	3.27	
TS First available button position	<input type="checkbox"/>	
TS Button position	None	...
QS Panel Sort Order	0	
Report as	Default	▼
Print check on close	<input checked="" type="checkbox"/>	
Manager required	<input type="checkbox"/>	
QS Do not show in promo lookup list	<input type="checkbox"/>	
TS Include discount amount in tippable sales	<input type="checkbox"/>	
Include discount amount in gratuity calculation	<input type="checkbox"/>	
Export ID	0	

Below the settings are sections for 'Bar code range' and 'Validation'.

Figure 15 Promotion Tab

4. Type a **name** to assist with identifying the coupon.
5. Select **Active** to activate the coupon.
6. Use the drop-down arrows to select the **dates** on which the group combo starts and ends from the calendar.
7. Type the **maximum dollar amount** of the discount allowed per check.
8. If using Table Service, click the **ellipsis (...)** to display the Button Position dialog box and select an **available position** for the group combo on the FOH promotions screen, or select **First available button position**, to assign the group combo to the first available position on the screen.

Tip: In Table Service, it is not necessary to use Screen Designer to add a promotion button to FOH, as this screen is hard-coded and selecting a button position takes care of this for you.

9. Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check. We recommend clearing this option for table-service environments where the guest leaves your restaurant before the final closing of the check.

10. Select **Manager required**, if a manager must enter their password to apply the coupon. Clear this option to allow any employee to apply the coupon.
11. Continue to the **next procedure** to configure the Coupon tab.

To configure the Coupon tab:

1. Select the **Coupon** tab.

The screenshot shows the 'Promotions' interface with the 'Coupon' tab selected. The 'Promo' dropdown is set to '30 Free Small Coffee Coupon'. The 'Coupon' tab is active, showing the following configuration options:

Coupon	
Method	Fixed amount
Auto-apply if possible	<input type="checkbox"/>
Amount	3.27
Item selection	User selects each qualified item
Apply discount amount	<input checked="" type="radio"/> Once per item <input type="radio"/> Once per coupon
Audit count at checkout	<input type="checkbox"/>

Figure 16 Coupon Tab

2. Select the **method**, either by amount or percent, to indicate how the system calculates the value of the coupon.
3. Select **Auto-apply if possible** to allow the system to automatically apply the coupon to the check.
4. Type the **amount** or **percent** to apply the coupon and reduce the check.
5. Select the **manner** in which items are selected for discount.
6. Select the **discount amount** to indicate how the system applies the amount of the promotion to the items on the check. For example, 'Once per coupon' applies the coupon amount to the total check, as long as a qualifying item exists on the check; 'Once per item' applies the discount to each item on the check that qualifies for the discount.
7. Select **Audit count at checkout** to require a count of the total number of this type of coupon received, upon checkout.
8. Type the **variance quantity allowed** for the selected coupon. This determines the number this coupon can differ when verifying totals for audit. The variance amount applies to over and under the total entered for the audit.
9. Continue to the **next procedure**.

To define group combos as a required item for a Coupon promotion:

1. Select the **Requirements** tab.

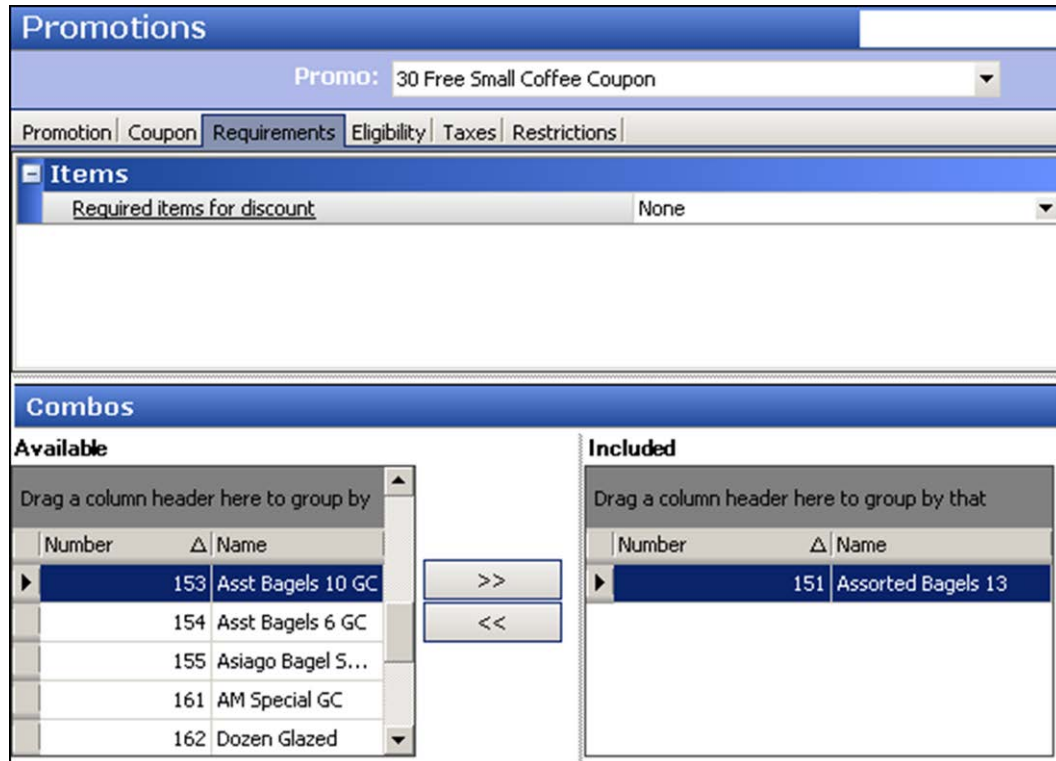


Figure 17 Requirements Tab

2. Under the 'Combos' group bar, select the **group combo** from 'Available' and click >> to move it to 'Included.'
3. Continue to the **next procedure**.

To define the items eligible for the coupon discount:

1. Select the **Eligibility** tab.

The screenshot shows the 'Promotions' interface with the 'Eligibility' tab selected. The promotion is '30 Free Small Coffee Coupon'. The 'Items' section is expanded, showing three fields: 'Eligible items for discount' set to 'Free Small Coffee', 'Item limit' set to '3', and 'Eligible modifiers for discount' set to 'None'. Below this is the 'Combos' section, which is divided into 'Available' and 'Included' lists. The 'Available' list has columns for 'Number' and 'Name' and contains items 10 (Lunch Box GC 12), 11 (Taco GC 12), 12 (TexMex GC 12), and 13 (Box Lunch 12). The 'Included' list has columns for 'Number', 'Name', and 'Owner' and contains item 150 (Assorted Bagels 13) from Aloha Café. Navigation arrows (>> and <<) are between the two lists.

Figure 18 Eligibility Tab

2. Under the 'Items' group bar, select the **category** containing the items that are eligible for discount from the 'Eligible items for discount' drop-down list.
3. Type the **maximum number of items** a guest can receive from the selected category in 'Item limit.'
4. Select the **category** from which chargeable modifier items are free to the guest from the 'Eligible modifiers for discount' drop-down list.
5. Refer to [page 20](#) and [page 22](#) for instructions on configuring the Taxes and Restrictions tabs.

Defining group combos within a BOGO promotion

You can define a BOGO promotion type to use a group combo as either an eligible or required item. For example, you can offer a BOGO for a free group combo (eligible item) with the purchase of that same group combo (required item.) Remember to configure the Taxes tab to conform to your tax jurisdiction.

SCENARIO: The Aloha Café offers a BOGO for a free Dozen Glazed donuts group combo with the purchase of a Dozen Assorted donuts group combo.

To configure a Group Combo BOGO:


1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Bogo** as the promotion type, 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 standard tabs, Promotions, Taxes, and Restrictions, appear along with the unique BOGO tab.

Promotions	
Promo: 164 Donuts BOGO Bogo	
Promotion BOGO Requirements Eligibility Taxes Restrictions	
Settings	
Number	164 ...
Name	Donuts BOGO
Type	Bogo
Active	<input checked="" type="checkbox"/>
Start date	4/1/2016
End date	4/18/2019
Maximum amount	25.00
First available button position	<input type="checkbox"/>
Button position	None ...
Panel Sort Order	0
Report as	Default
Print check on close	<input checked="" type="checkbox"/>
Manager required	<input type="checkbox"/>
Do not show in promo lookup list	<input type="checkbox"/>
Include discount amount in tippable sales	<input type="checkbox"/>
Include discount amount in gratuity calculation	<input type="checkbox"/>
Export ID	0
Bar code range	
Validation	

Figure 19 Group Combo BOGO Promotion Tab

4. Type a **name** to assist with identifying the coupon.

5. Select **Active** to activate the BOGO.
6. Use the drop-down arrows to select the **dates** on which the BOGO starts and ends from the calendar.
7. If using Table Service, click the **ellipsis (...)** to display the Button Position dialog box and select an **available position** for the group combo on the FOH promotions screen, or select **First available button position**, to assign the group combo to the first available position on the screen.

 **Tip:** In Table Service, it is not necessary to use Screen Designer to add a promotion button to FOH, as this screen is hard-coded and selecting a button position takes care of this for you.

8. Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check. We recommend clearing this option for table-service environments where the guest leaves your restaurant before the final closing of the check.
9. Select **Manager required**, if a manager must enter their password to apply the group combo. Clear this option to allow any employee to apply the group combo.
10. Continue to the **next procedure**.

To configure the BOGO tab:

1. Select the **BOGO** tab.

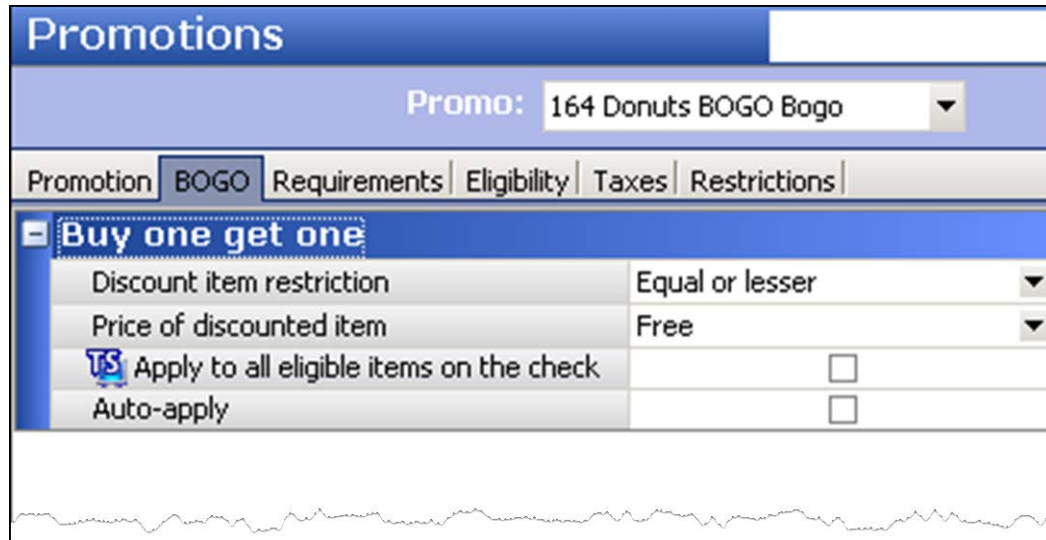


Figure 20 Group Combo BOGO - BOGO Tab

2. Select the **desired behavior** to use when determining the eligible items to discount from the 'Discount item restriction' drop-down list. For example, only apply the promotion when the price of the eligible items is equal to or less than the price of the required item.

Tip: If you select 'Equal or lesser' as your discount item restriction on the BOGO tab, you must configure the most expensive item as the first component on the Requirements tab. For example, in the case where a sandwich and crisps are your two required items to fulfill the promotion, the burger costs \$4.99 and the crisps cost \$2.99. Type 'Sandwich' in the first row under the Items group bar, and 'Crisps' in the second row. If you configure the least expensive item first, the promotion does not apply.

3. Select the **method** for discounting the item from the 'Price of discounted item' drop-down list. You can choose to make it free, a new fixed price, or discounted by a percentage. If free, continue to step 6.
4. If you choose to discount the eligible items using a new fixed price, type the **new price** in 'Price.'
5. If you choose to discount the eligible items by a percentage, type the **percentage** by which to reduce the price in 'Percent off.'
6. If using Table Service, select **Apply to all eligible items on the check** to allow the promotion to apply to a check more than once if more than one eligible item exists on the check.
7. Select **Auto-apply** to have the system automatically apply the Bogo promotion to all eligible items when the requirements are met. When selected, the FOH Select Items prompt does not appear.

8. If using Table Service, select **Apply only to items ordered** during the time the promotion is active. Items ordered before or after the active times of the promotion are added to the check at full price.
9. Continue to the **next procedure**.

To define group combos as a required item for a Bogo promotion:

1. Select the **Requirements** tab.

Promotions

Promo: 164 Donuts BOGO Bogo

Promotion | BOGO | **Requirements** | Eligibility | Taxes | Restrictions

Items

Name	Required number of items	Required items for discount
Assorted Donuts GC	1	FOOD

Add
Remove
[Required item...](#)

Combos

Available

Drag a column header here to group by

Number	Name
153	Asst Bagels 10 GC
154	Asst Bagels 6 GC
155	Asiago Bagel S...
161	AM Special GC
162	Dozen Glazed GC
401	12 Pack

>>
<<

Included

Drag a column header here to group by that column

Number	Name
163	Dozen Assorted GC

Figure 21 Group Combo BOGO Requirements Tab

2. Under the 'Items' group bar, click **Add**.
3. Type a **name**, up to 20 characters, for the first required component. **Note:** When you manually apply a promotion, the name you enter here appears in the FOH 'Select Item' prompt, instructing your employees to select the first necessary item for the promotion. For example, 'Select the required Assorted Donuts promo item(s).'
4. Type the **required number of items** a guest must purchase from the selected category before qualifying for the promotion.
5. Select the **category** containing the items from which the guest must make a selection to qualify for the discount from the 'Available' list and click >> to move the item to the 'Included' list.

- Under the 'Combos' group bar, locate and select the **required group combo** from the 'Available' list and click >> to move the item to the 'Included' list.
- Continue to the **next procedure**.

To define group combos as an eligible item for a Bogo promotion:

- Select the **Eligibility** tab.

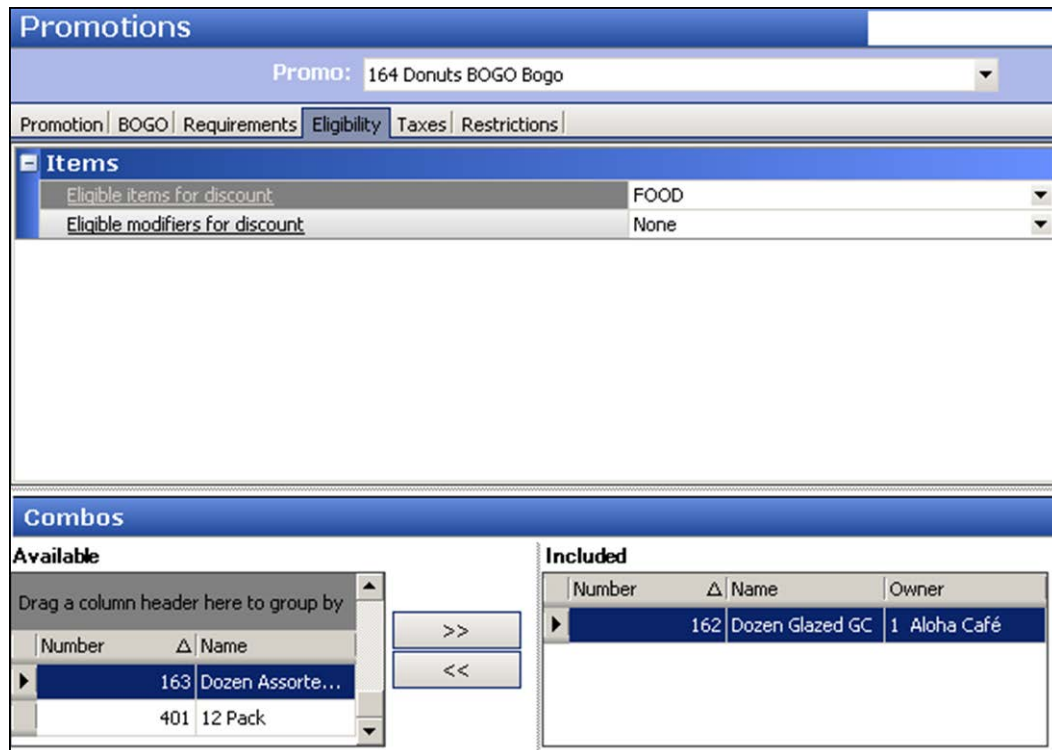


Figure 22 Group Combo BOGO Eligibility Tab

- Under the 'Items' group bar, select the **category** containing the items that are eligible for discount from the 'Eligible items for discount' drop-down list.
- Select the **category** from which chargeable modifier items are free to the guest from the 'Eligible modifiers for discount' drop-down list.
- Under the 'Combos' group bar, locate and select the **eligible group combo** from the 'Available' list and click >> to move the item to the 'Included' list.'
- Refer to [page 20](#) and [page 22](#) for instructions on configuring the Taxes and Restrictions tabs.

Defining group combos within a New Price promotion

You can define a New Price promotion type to use a group combo as either an eligible or required item. For example, a guest can purchase a group combo that normally sells for \$12.50 at a discounted price of \$9.50. Remember to configure the Taxes tab to conform to your tax jurisdiction.

SCENARIO: The Aloha Café offers a New Price promotion that allows a guest to purchase the Assorted 13 Bagels group combo that normally sells for \$14.99 at a discounted price of \$7.00.

To define a group combo as an eligible or required item for a new price:

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **New Price** as the promotion type, 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 standard tabs, Promotions, Taxes, and Restrictions, appear along with the unique New Price tab.

Promotions	
Promo:	152 Bagels 13 New Price New Price
Promotion New Price Requirements Eligibility Taxes Restrictions	
Settings	
Number	152 ...
Name	Bagels 13 New Price
Type	New Price
Active	<input checked="" type="checkbox"/>
Start date	4/1/2016
End date	4/12/2019
TS First available button position	<input type="checkbox"/>
TS Button position	None ...
QS Panel Sort Order	0
Report as	Default
Print check on close	<input checked="" type="checkbox"/>
Manager required	<input type="checkbox"/>
QS Do not show in promo lookup list	<input type="checkbox"/>
TS Include discount amount in tippable sales	<input type="checkbox"/>
Include discount amount in gratuity calculation	<input type="checkbox"/>
Export ID	0
Bar code range	
Validation	

Figure 23 New Price Promotion Tab

4. Type a **name** to assist with identifying the new price.
5. Select **Active** to activate the new price.

- Use the drop-down arrows to select the **dates** on which the new price starts and ends from the calendar.
- If using Table Service, click the **ellipsis (...)** to display the Button Position dialog box and select an **available position** for the group combo on the FOH promotions screen, or select **First available button position**, to assign the group combo to the first available position on the screen.

Tip: In Table Service, it is not necessary to use Screen Designer to add a promotion button to FOH, as this screen is hard-coded and selecting a button position takes care of this for you.

- Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check. We recommend clearing this option for table-service environments where the guest leaves your restaurant before the final closing of the check.
- Select **Manager required**, if a manager must enter their password to apply the new price. Clear this option to allow any employee to apply the new price.
- Continue to the **next procedure**.

To configure the New Price tab:

- Select the **New Price** tab.

The screenshot shows the 'Promotions' screen with the 'New Price' tab selected. The 'Promo' dropdown is set to '152 Bagels 13 New Price New Price'. The 'New price' section is expanded, showing the following configuration:

Base discount category	FOOD
Base discount category's new price	7.00
Maximum items eligible for new price	0
Auto-apply	<input type="checkbox"/>

Figure 24 New Price - New Price Tab

- Select the **category** containing the group combos from which a guest must make a selection from the 'Base discount category' drop-down list.
- Type the **new price** to charge for any group combo selected from the category in 'Base discount category's new price.'

4. Type the **maximum number of items** eligible for the new price promotion. For example, if a guest purchases three eligible items but the maximum number of eligible items is set to two, the guest is only eligible to receive the new price on two of the eligible items.
5. Select **Auto-apply** to have the system automatically apply the New Price promotion to all eligible items when the requirements are met. When selected, the FOH Select Items prompt does not appear.
6. Continue to the **next procedure**.

To configure the Eligibility tab:

1. Select the **Eligibility** tab.

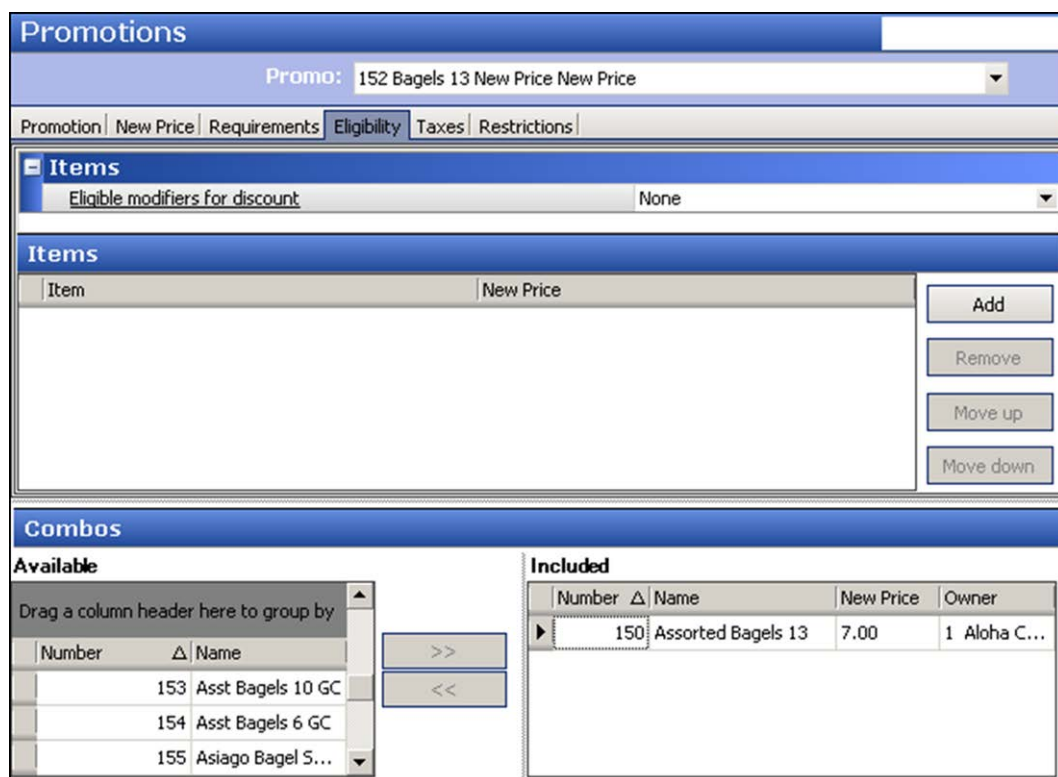


Figure 25 New Price Eligibility Tab

2. Under the 'Items' group bar, select the **category** from which chargeable modifier items are free to the guest from the 'Eligible modifiers for discount' drop-down list.
3. Under the 'Combos' group bar, locate and select a **group combo** for which to apply the new price from the 'Available' list and click >> to move the item to the 'Included' list.
4. Type the **new price**.
5. Refer to [page 20](#) and [page 22](#) for instructions on configuring the Taxes and Restrictions tabs.

Allowing a group combo to be comped

You can use an existing comp, such as a 'manager' or 'PR' comp, to comp a group combo.

To allow a group combo to be comped:

1. Select **Maintenance > Payments > Comps**.
2. Select an **existing comp** from the drop-down list.
3. Select the **Eligibility** tab.

The screenshot shows the 'Comps' configuration window. At the top, the 'Comp' dropdown is set to '8 PR Comps Regular'. Below this, there are tabs for 'Comp', 'Taxes', 'Restrictions', and 'Eligibility'. The 'Eligibility' tab is active. Underneath, there is an 'Items' section with a dropdown for 'Eligible items' set to 'None'. The main area is divided into 'Available' and 'Included' sections. The 'Available' section has a table with headers 'Number' and 'Name'. The 'Included' section has a table with headers 'Number' and 'Name' and contains two items: '55 5 Cheeseburger GC' and '70 Assorted Bagels 13'. Navigation buttons '>>' and '<<' are positioned between the two lists.

Figure 26 Comps - Eligibility Tab

4. Under the 'Combos' group bar, select the **group combo** from the 'Available' list and click >> to move it to the 'Included' list.
5. Repeat **step 4** until you added all available group combos.
6. Click **Save** and exit the **Comps** function.

Providing the ability to apply group combos to guest checks

The preferred method for applying group combos, which are a type of promotion, to a guest check is to let the system automatically apply the promotion when the requirements are met, reducing the number of button touches on the FOH. As you add items to the guest check, the system continually checks to see if the items qualify for a group combo. As soon as the requirements are met, the items in the guest check window convert to the group combo and reflect the group combo price. If a group combo of a lesser value also contains items for which a guest could qualify for a group combo of a higher value, we suggest you configure your group combos to 'break apart' so that the guest can receive the better value achieved by the group combo with the higher value. Refer to [page 15](#) for configuration steps.

If you do not implement the auto-apply functionality, you need to add a button to the FOH for each promotion. For Table Service, it is not necessary to use Screen Designer to add FOH buttons, as the system does this for you when you select a button position for the group combo in the Promotions function.

Adding FOH buttons for promotions (QS only)

For Quick Service, you need to add a promotion button to the FOH screen for each group combo and each promotion in which a group combo is a component, to allow entry of one of these promotions on the guest check.

SCENARIO: The Aloha Café offers a New Price promotion that allows a guest to purchase the Assorted 13 Bagels group combo that normally sells for \$14.99 at a discounted price of \$7.00. The guest makes their selections and the required items exist on the guest check. Select the items in the guest check window and then touch the appropriate button to apply the promotion at the new price.

To add a FOH button for applying a group combo or promotion to the guest check (QS only):

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select the **panel** containing your promotions, and click **OK**.

4. Select an **available button** or right-click the **panel** and select **New Button**. The Properties dialog box appears.

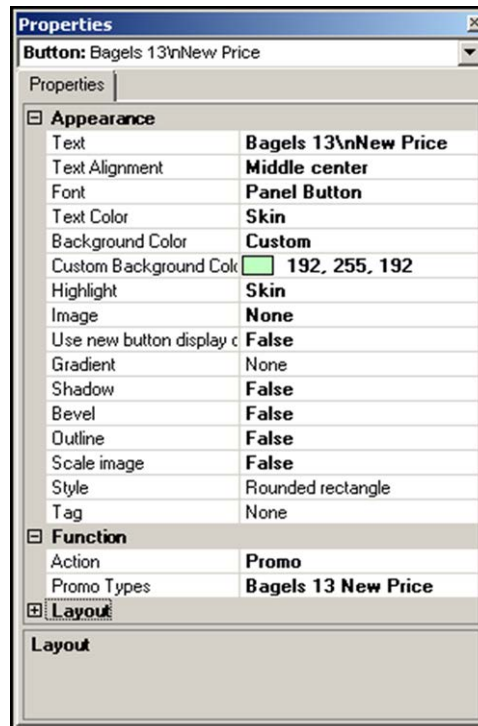


Figure 27 Button Properties Dialog Box

5. Under the 'Function' group bar, select **Promo** from the 'Action' drop-down list.
6. Select a **promotion** from the 'Promo Types' drop-down list. For example, 'Bagels 13 New Price.' All available promotions appear in this list, including group combos.
7. Under the 'Appearance' group bar, type a **name** for the button, such as 'Bagels 13 New Price.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Bagels 13\nNew Price.'
8. Configure the remaining **options** as you would for any other button function.
9. Select **Panel > Save Panel**.
10. Select **File > Exit** to exit **Quick Service Screen Designer**.

Adding a FOH button for single-touch entry of a group combo (QS only)

In Quick Service, adding a single-touch entry button to the FOH allows you to quickly and easily add a group combo to a guest check; however, single-touch entry buttons only work on group combos for which you offer the guest one specific item per component; the guest is not able to select from a category of items. The system automatically orders the maximum quantity defined for each component. If you attempt to substitute an item in the group combo, it breaks the group combo apart into the a la carte items and prices.

SCENARIO: The Aloha Café offers a Plain Mix group combo for two plain bagels, two onion bagels, two garlic bagels, and a plain cream cheese. Touch the single-touch entry button for Plain Mix to add the group combo to the guest check. The guest cannot choose from an assortment of bagel flavors and substitutions are not allowed.

To add a single-touch entry button to the FOH (QS only):

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select the **panel** containing your promotions, and click **OK**
4. Select an **available button** or create a **new button**. The Properties dialog box appears.

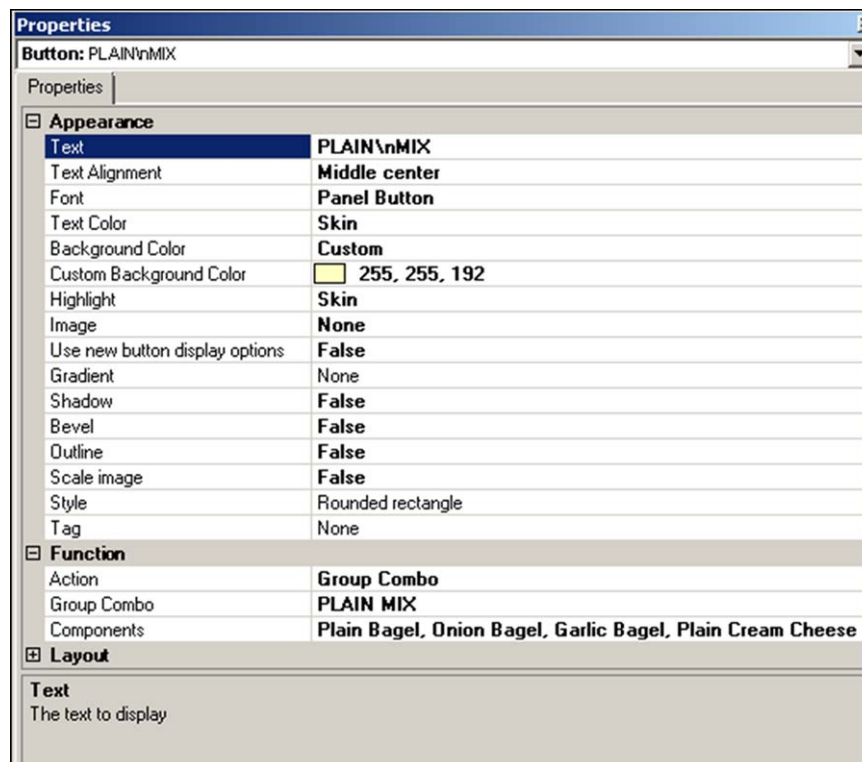


Figure 28 Group Combo Button Properties Dialog Box

5. Under the 'Functions' group bar, select **Group Combo** from the 'Action' drop-down list.
6. Select the **group combo** from the 'Group Combo' drop-down list. For example, 'PLAIN MIX.'
- The system auto-populates the list of components based on the group combo you select.

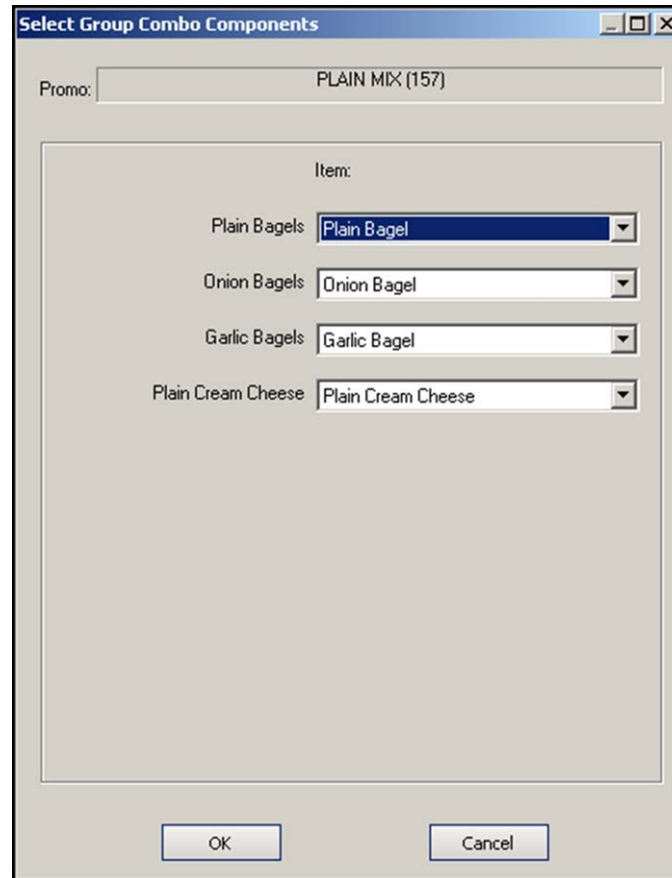


Figure 29 Select Group Combo Components Screen

7. Under the 'Appearance' group bar, type a **name** for the button, such as 'PLAIN MIX.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'PLAIN\nMIX.'
8. Configure the **remaining options** as you would for any other button function.
9. Select **Panel > Save Panel**.
10. Select **File > Exit** to exit **Quick 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 End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operations 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.

Using Group Combos

In keeping with the examples sited earlier in this document, the following procedures walk you through:

- [Automatically applying a group combo.](#)
- [Manually applying a group combo to a guest check.](#)
- [Adding a group combo using a single-touch button \(Quick Service only\).](#)
- [Adding a coupon promotion for which a group combo is an eligible item.](#)
- [Adding a BOGO promotion for which a group combo is an eligible item.](#)
- [Adding a New Price promotion for which a group combo is an eligible item.](#)
- [Comping a group combo.](#)

SCENARIO: The Aloha Café offers its guests an ‘Assorted Bagels 13’ group combo for \$14.99. A guest must order 13 bagels of their choice from a selection of 14, and two cream cheese flavors of their choice from a selection of five. Depending upon your configuration, the system may auto-apply the group combo. A guest orders multiple items that fulfill the components of a group combo and the group combo price applies.

To auto-apply a group combo:

1. Navigate to the panel containing the **items** eligible for group combo.
2. Using the Quantity button, add the **eligible items** to the guest check. For example, touch Quantity, enter the number of requested items using the numeric keypad, and touch OK.

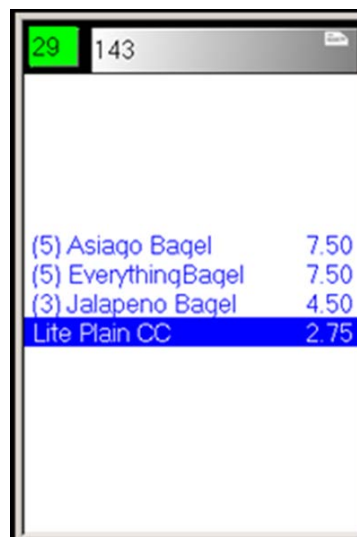


Figure 30 Adding Items to Guest Check

3. Once the requirements are met, the system auto-applies the group combo to the guest check.



Figure 31 Auto-Applying the Group Combo

4. Tender and close the **check**.

To manually apply a group combo:

1. Navigate to the panel containing the **items** eligible for group combo.
2. Using the Quantity button, add the **eligible items** to the guest check.

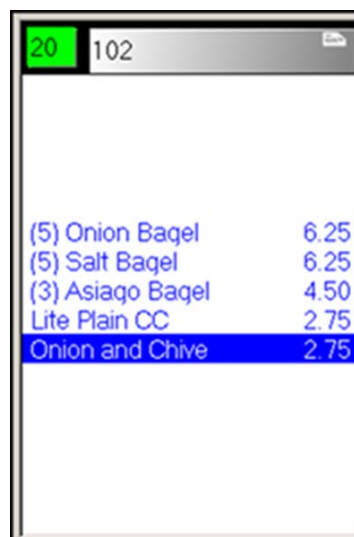


Figure 32 Adding Eligible Items to Guest Check

3. If necessary, navigate to the Promotions screen and touch the appropriate Promo button. The selection screen for the first component appears.

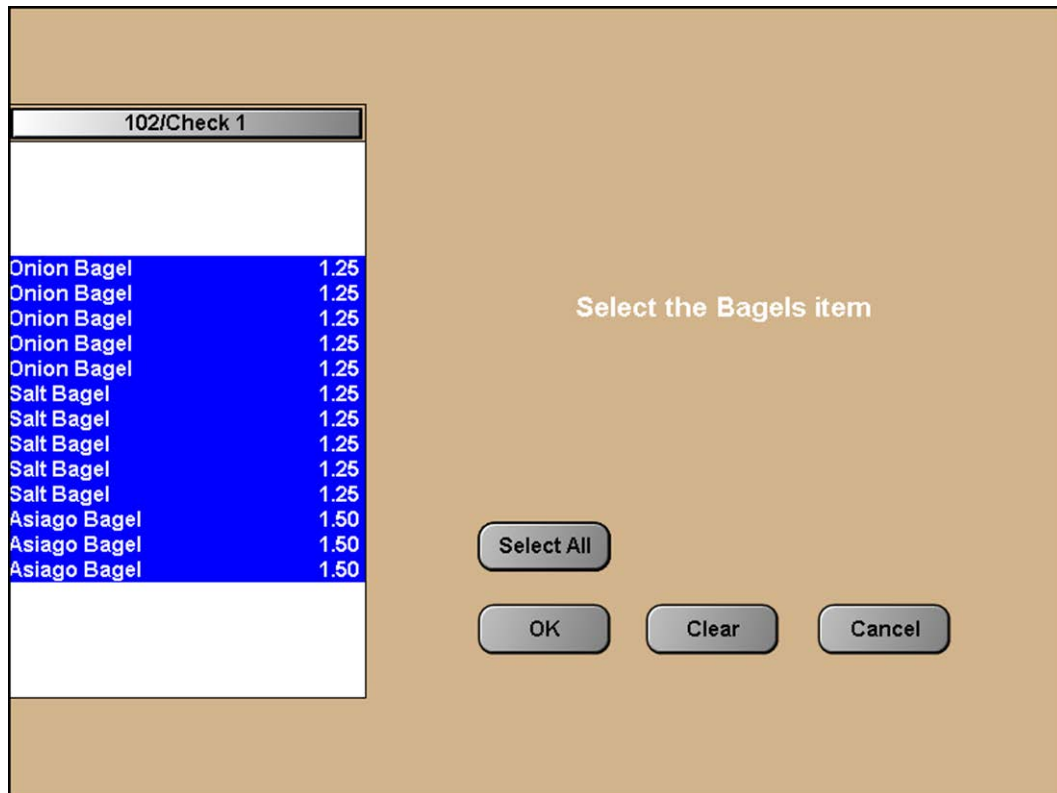


Figure 33 Selecting First Component for Group Combo

4. Touch **Select All** and touch **OK**. **Note:** If a guest orders more items than required for the group combo and you select more than the required number, an error message appears. Respond to the error message. The selection screen for the second component appears.

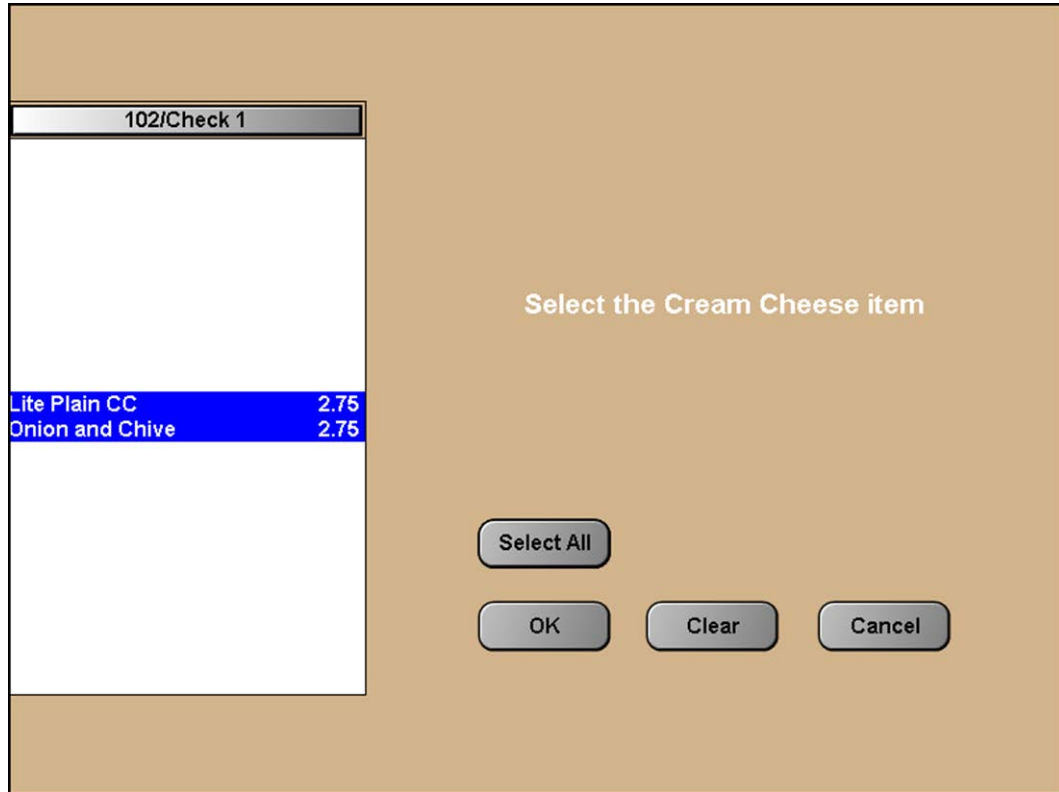


Figure 34 Selecting Second Component for Group Combo

5. Touch **Select All** or select the items and touch **OK**. The system applies the group combo price to the guest check.



Figure 35 Group Combo Applied to Guest Check

Or, depending on your configuration, the guest check window may appear as:



Figure 36 Group Combo Applied to Guest Check

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

To add a group combo using single-touch entry (QS Only):

SCENARIO: The Aloha Café offers its guests a dozen glazed donuts for \$5.99. Instead of multiple touches, you can apply the Dozen Glazed donuts group combo to the guest check with a single button touch.

1. Navigate to the **panel** containing Dozen Glazed group combos. In this example, the Dozen Glazed group combo appears on the Donut panel.



Figure 37 Single-Touch Group Combo Button

2. Touch the **Dozen Glazed** group combo button. The Dozen Glazed group combo appears in the guest check window.
3. Tender and close the **check**.

To delete a required or eligible item from a group combo:

If you remove any of the required components from a group combo, the system breaks apart the group combo into a la carte items. For example, a guest orders various bagels and cream cheeses and 'Assorted Bagels 13' appears in the guest check window. The guest then decides to remove one of the bagels, so that 12 bagels and two cream cheese items remain on the check. The system validates the required components of the group combo, verifies the requirements have not been met, and removes the group combo from the guest check, breaks apart the group combo into a la carte items.



Figure 38 Removing Required Component from Guest Check

To apply a Coupon promotion for which a group combo is a required item:

SCENARIO: The Aloha Café offers its guests an ‘Assorted Bagels 13’ group combo for \$14.99. During the month of April, the restaurant also offers a coupon for up to three free small coffees when the Assorted Bagels 13 group combo is purchased. Depending upon your configuration, the system may require you to manually select the required components to add to the group combo.

1. With the required group combo in the guest check window, navigate to the **panel** containing the eligible items for the promotion.
2. Using the Quantity button, add the **eligible items** to the guest check. For example, five small coffees.

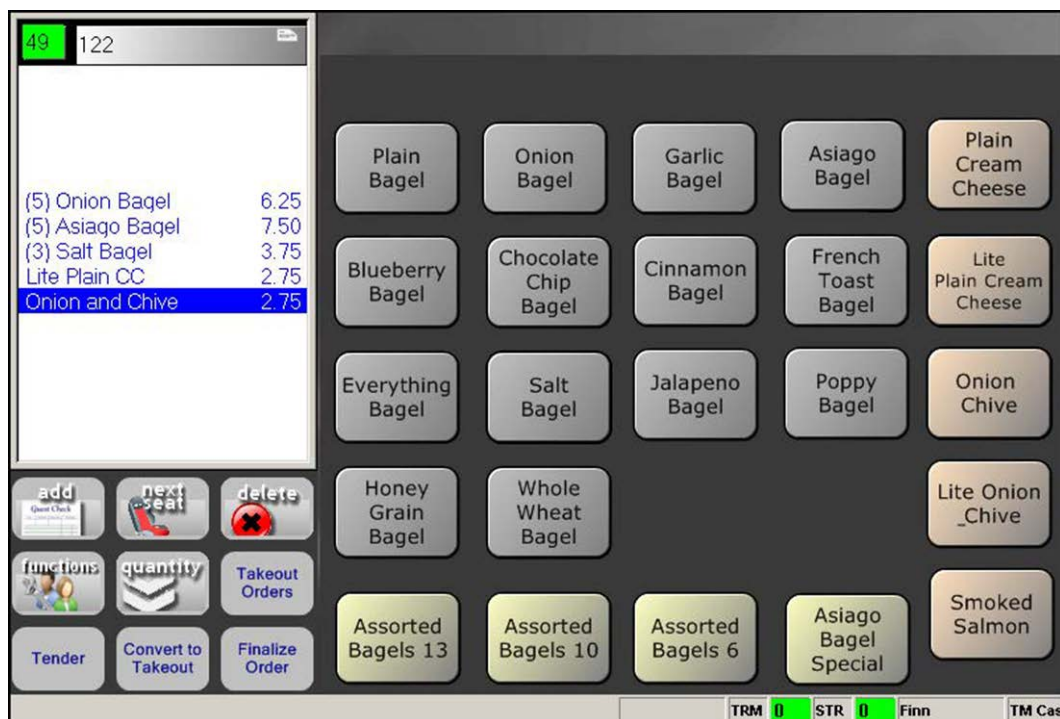


Figure 39 Adding Group Combo to Guest Check

3. Navigate to the **Coupons** panel.

4. Touch appropriate **coupon promotion** button. The item selection screen appears.

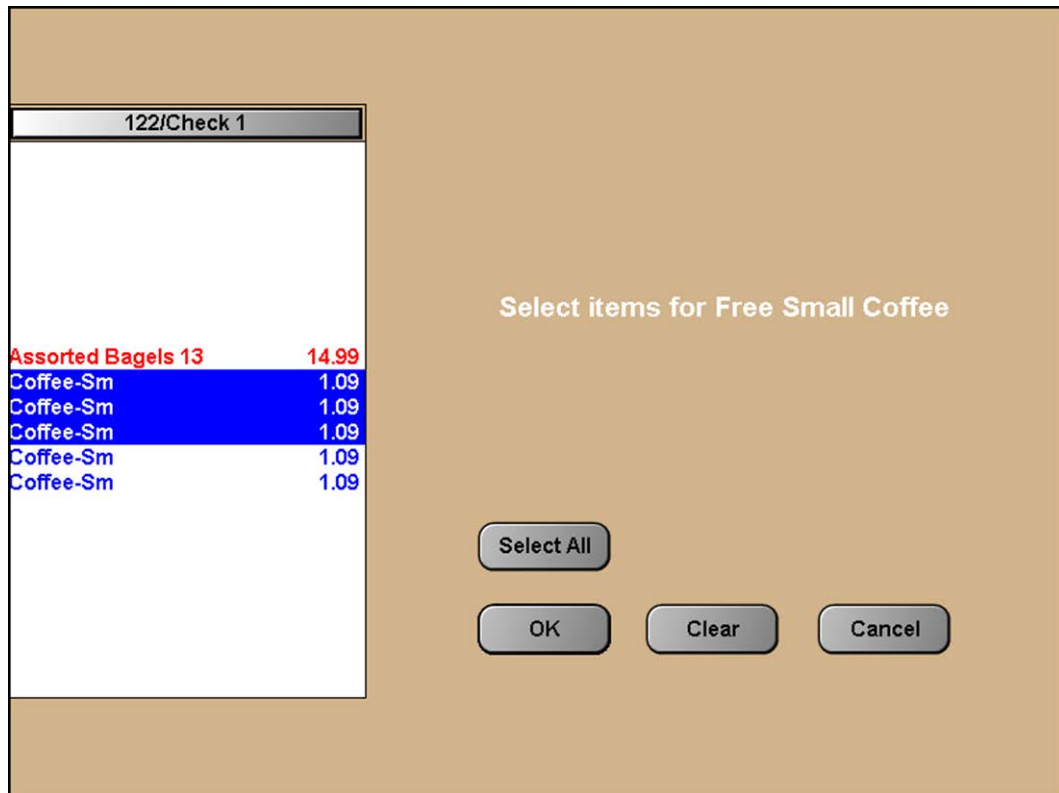


Figure 40 Item Selection Screen

5. Select **three of the five small coffees** and touch **OK**. The system applies the coupon and reduces the check by \$3.27.



Figure 41 Guest Check After Applying Coupon

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

To apply a BOGO promotion for which a group combo is a required item:

SCENARIO: The Aloha Café offers a BOGO for their donut group combos. If a guest purchases an Assorted Donut group combo for \$7.99, the guest may also receive the Dozen Glazed Donut group combo for free.

1. With the required group combo in the guest check window, navigate to the **panel** containing the eligible items for the promotion.



Figure 42 Adding a Group Combo

2. Add the **eligible items** for the BOGO to the guest check.

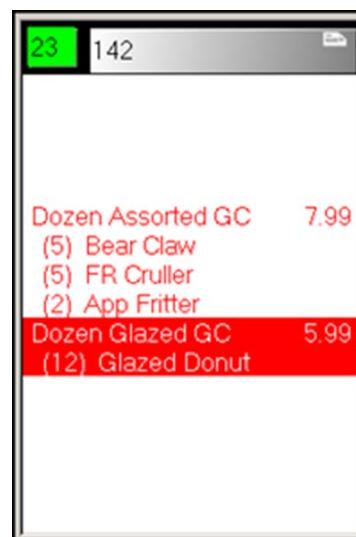


Figure 43 Adding the Second Group Combo

3. Navigate to the screen containing your **promotions**.
4. Touch the appropriate **promotion button**.The item selection screen appears with the group combo and all components listed.

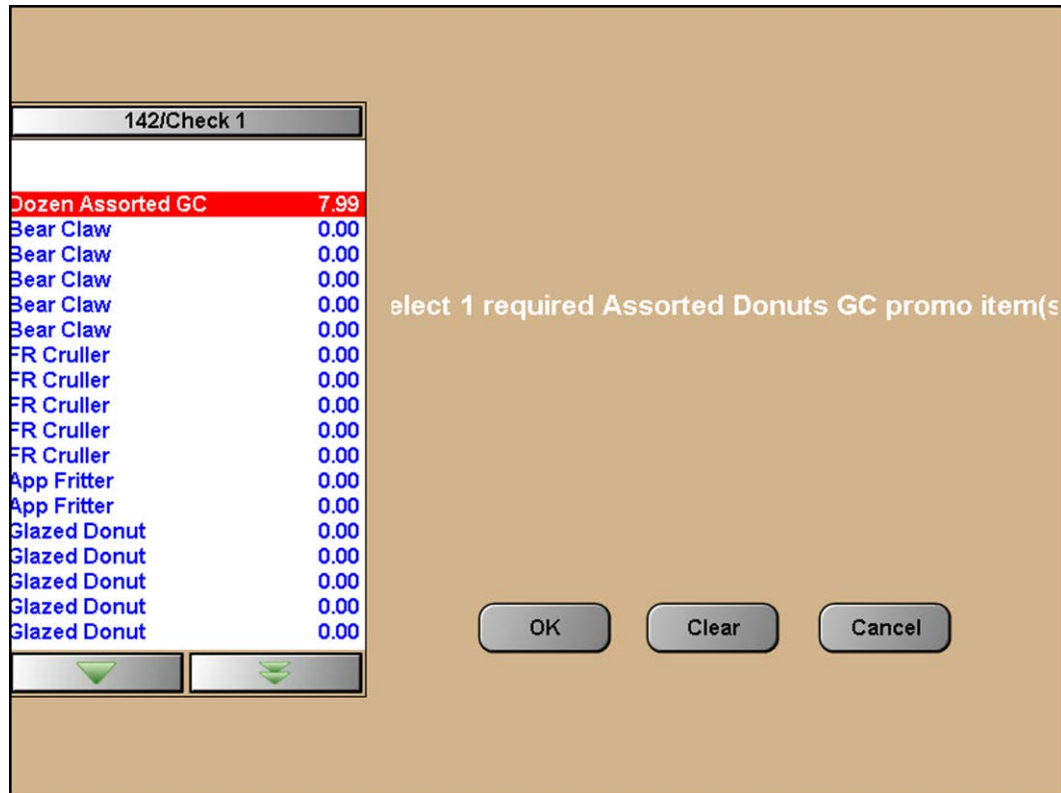


Figure 44 Selecting the First Required Component

5. Select the required **group combo name** in the list. For example, 'Dozen Assorted GC.' The select the item to discount screen appears.

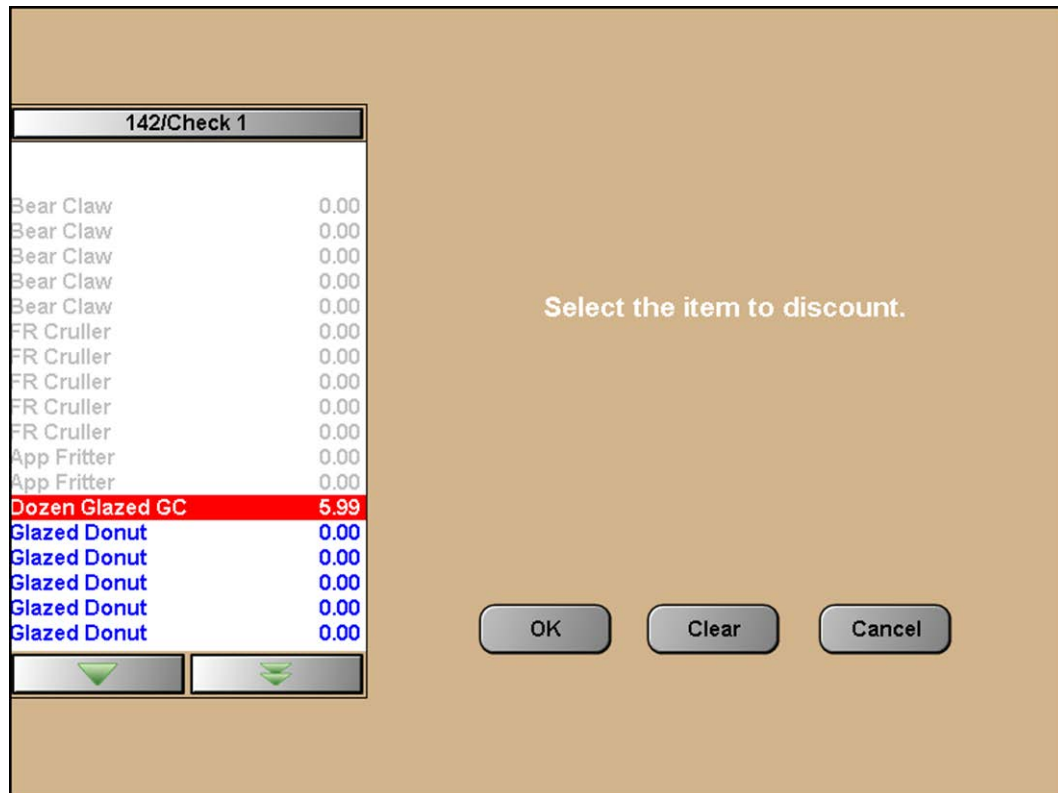


Figure 45 Selecting the Item to Discount

6. Select the **group combo name** the guest is eligible to receive in the list. For example, 'Dozen Glazed GC.'

7. Touch **OK**. The system validates the presence of both group combos, and applies the zero price, \$0.00, to the Dozen Glazed group combo.



Figure 46 Group Combo BOGO Applied

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

To apply a New Price promotion for which a group combo is a required item:

SCENARIO: The Aloha Café offers its guests an 'Assorted Bagels 13' group combo for \$14.99. On Wednesdays, the Aloha Café offers a special where the 'Assorted Bagels 13' sells for \$7.00.

1. With the required group combo in the guest check window, navigate to the screen containing your **promotions**.
2. Touch the appropriate **promotion button**.The item selection screen appears with the group combo and all components listed.

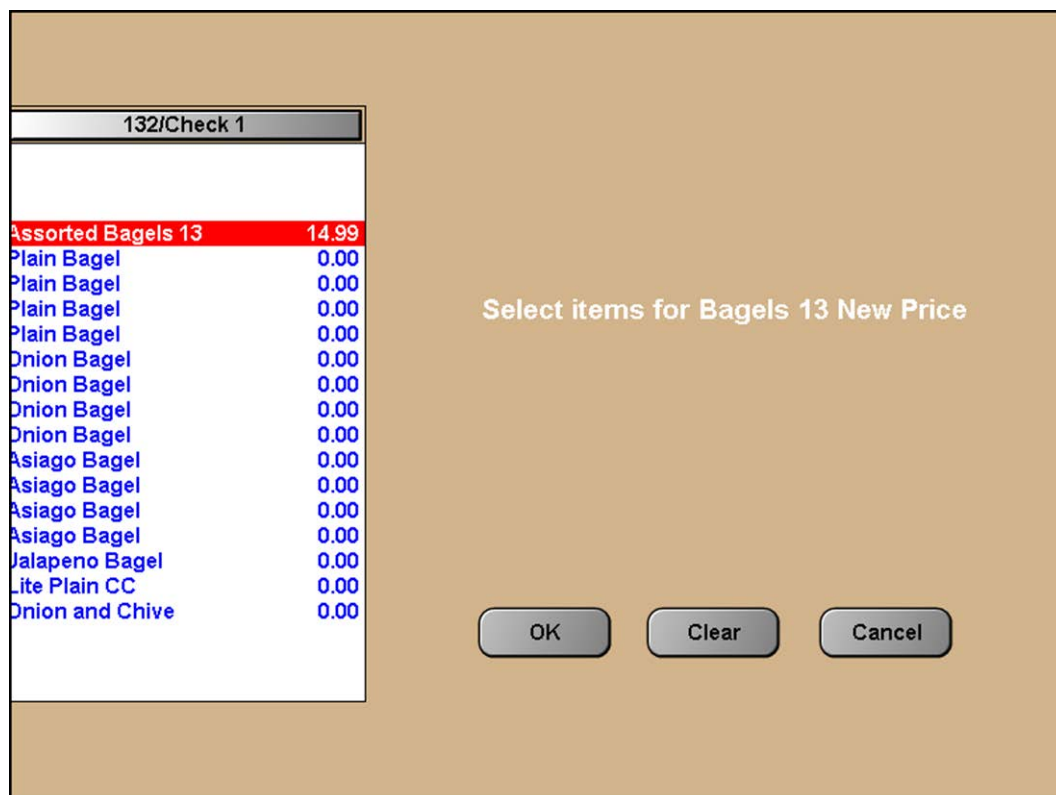


Figure 47 Selecting the Group Combo

3. Select the **group combo name** the guest is eligible to purchase at the new price. For example, 'Assorted Bagels 13.'

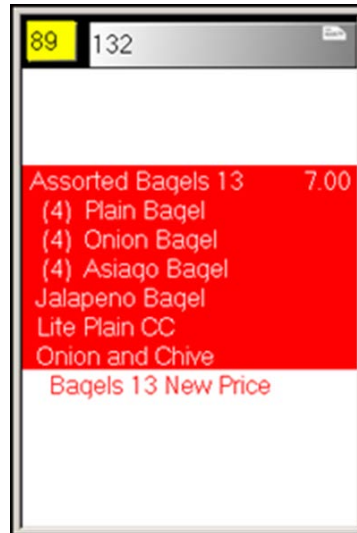


Figure 48 New Price Applied

4. The system validates the presence of the group combo eligible for a new price and applies the new price of \$7.00.

To comp a group combo:

SCENARIO: The Aloha Café offers its guests an ‘Assorted Bagels 13’ group combo for \$14.99. During a recent tragedy, the Aloha Café owners comped the ‘Assorted Bagels 13’ group combo to the working firefighters.

1. With the required group combo in the guest check window, navigate to the screen containing your **comps**.



Figure 49 Adding Group Combos to Guest Check

2. Touch the appropriate **comp button**.The item selection screen appears with the group combo

and additional items listed.

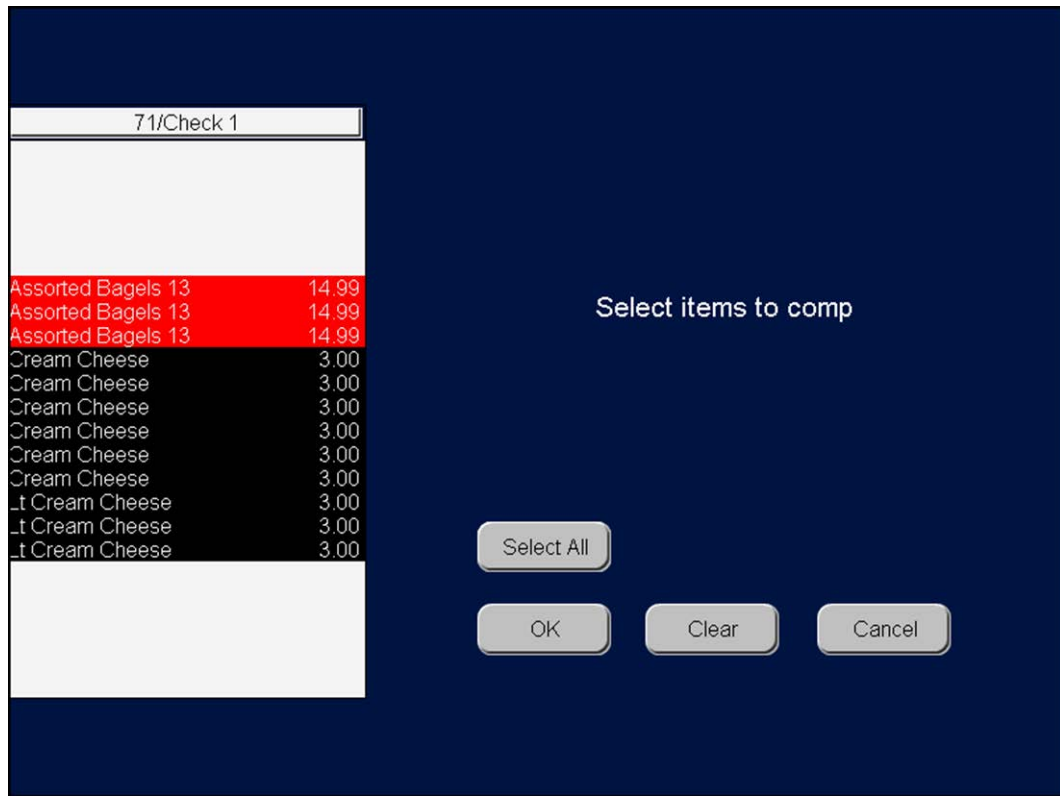


Figure 50 Item Selection Screen

3. Touch Select All and then touch OK. In this example, we include the cream cheeses as well.

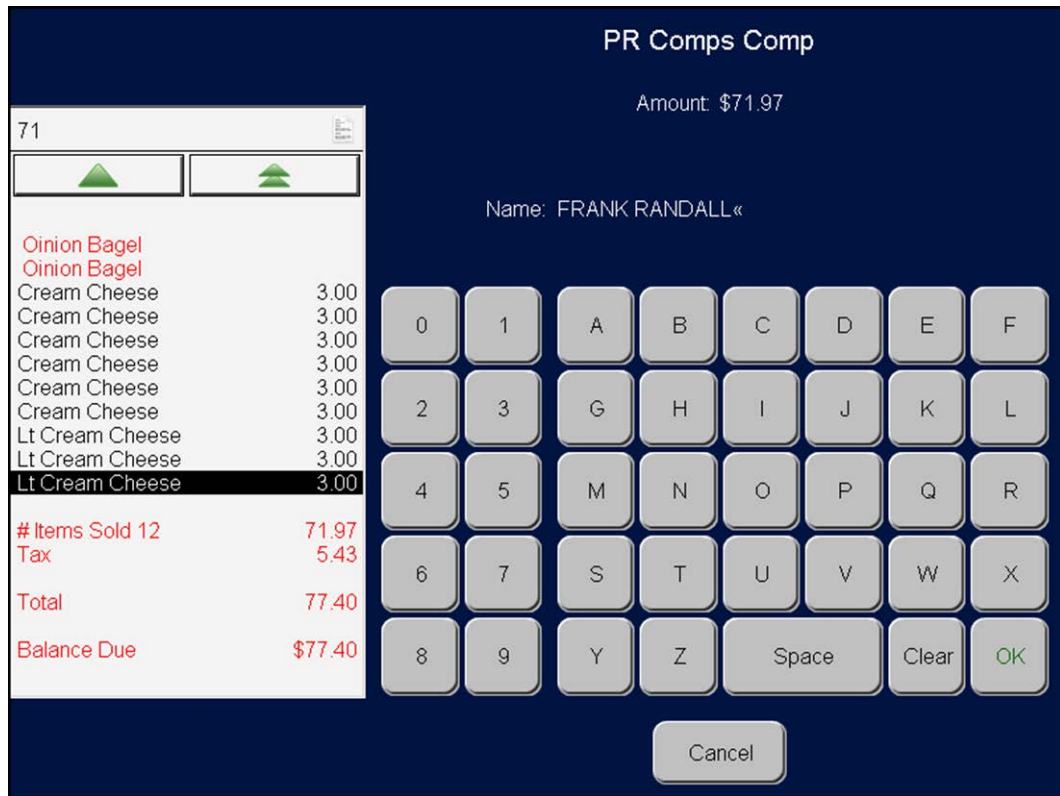


Figure 51 Comp

4. Type the name of the recipient and touch OK. If configured, the Special Message screen appears.

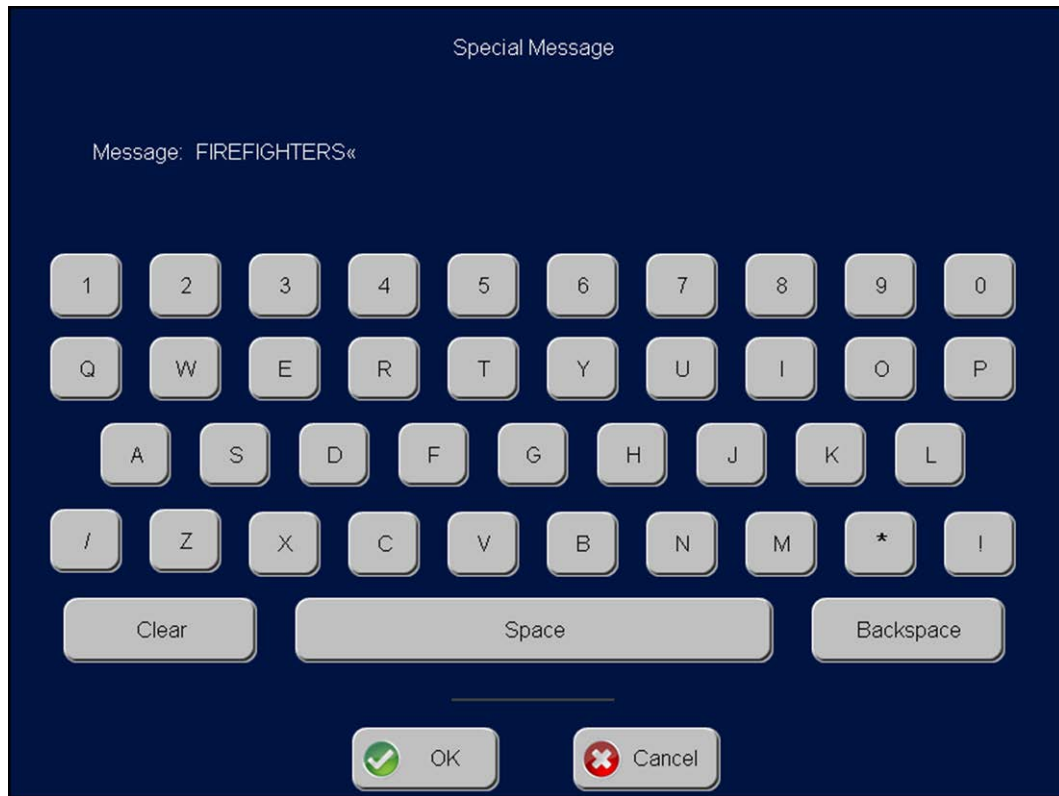


Figure 52 Special Message Screen

5. Type a message and touch OK. The group combos are comped.



Figure 53 Guest Check Window with Group Combos Comped

The guest check window shows the group combos and cream cheeses are comped 100%. The name you typed at the Comp screen also appears.

Reporting Group Combos

You can use the Front-of-House (FOH) and Back-of-House (BOH) reports found within the Aloha POS system to help you manage group combos; the system allows you to create a variety of reports for which to include group combo sales. The BOH reports are available in Reports > Aloha Point-of-Sale > Sales and Reports > Aloha Point-of-Sale > Payments. The FOH reports are available in the Manager Functions and Employee Functions screens.

Back-of-House (BOH) Reports

The BOH reports included data for all days, including the current day. The available BOH reports include:

- Sales Report (Summary and Weekly)
- Sales by Revenue Center
- Server Sales Detail (Employee Sales) Report
- Performance Measures Report
- Hourly Sales and Labor Report
- Payment Detail Report

Front-of-House (FOH) Reports

The FOH reports include data for the current day only. To allow an employee to view a FOH report, you must select the reports the employee can run in the access level to which the employee is assigned. Group combo promotions are included in the following sample FOH reports; however, if you select the 'Do not report as discount' option for a group combo promotion, it may impact these reports. The available FOH reports include:

- Restaurant Sales Report
- Flash Report
- PMix Report: reveals the items sold as a part of a group combo, and at what prices they sold.
- Server Sales Report (Table Service only)



Reference: Refer to the Table Service or Quick Service Report Guide for more information.

Troubleshooting Group Combos

Below are errors that you may encounter when attempting to comp group combos.

SCENARIO: You add a group combo to the guest check. You navigate to the Comp screen and touch the appropriate comp button. The FOH displays a 'Comp cannot be applied at this time' error message.

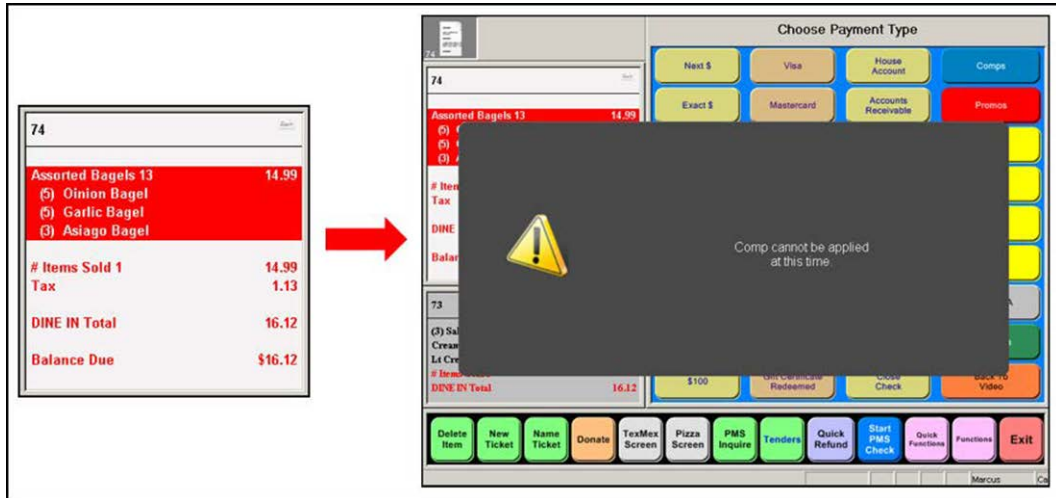


Figure 54 Comp Cannot Be Applied At This Time Error Message

Verify that the group combo is 'Included' under the 'Combos' group bar on the Eligibility tab in Maintenance > Payments > Comps.

SCENARIO: You add a group combo and other items to the guest check. You navigate to the Comp screen and touch the appropriate comp button. The Item Selection screen appears; the group combo does not display yet the additional menu items do.

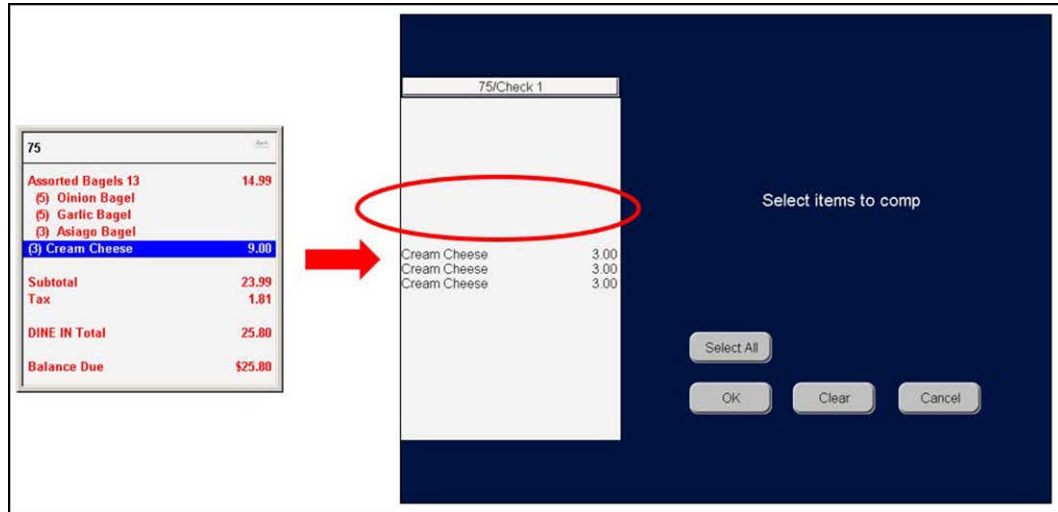


Figure 55 Group Combo Missing from Item Selection Screen

Verify that the group combo is 'Included' under the 'Combos' group bar on the Eligibility tab in Maintenance > Payments > Comps.

Group Combos, 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