

# Feature Focus Guide: Included Modifiers

Core Product: Aloha Quick Service, Aloha Table Service  
Last Updated: April 9, 2024

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## Revision Record

Date	Description
Prior to 01/24/2023	Implemented Included Modifiers in POS v6.4.
	Created the Included Modifiers Feature Focus Guide.
01/24/2023	Converted the document to use new template.
09/08/2023	Added 'Configuring advanced features in QS' section.
12/12/2023	Updated document to reflect NCR Voyix branding.
04/09/2024	Changed the 'Automatically printing included modifiers in the kitchen' procedure to clear 'Print in kitchen' in Store > Store Settings > User Interface group > 'Display > POS Order Entry Check' group bar.

## About Included Modifiers

Included Modifiers at a Glance	
Core Product	Aloha Quick Service, Aloha Table Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide, Aloha Table Service Reference Guide

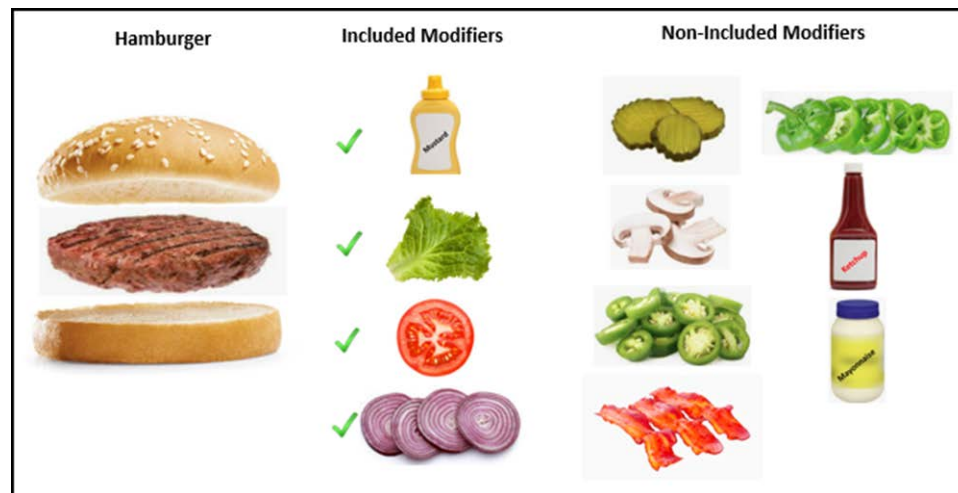


Figure 1 Included modifiers illustration

A modifier is an item used to extend, alter, or further define a menu item. Modifiers are collected into modifier groups and then associated with as many menu items as needed. For example, lettuce, tomatoes, onions, and pickles are common modifier items used for a Hamburger menu item, or french fries and cole slaw are common with a Fish Basket. When the consumer modifies the menu item, you can select one or more modifiers to communicate information to the kitchen when printers and remote display systems are in use.

An included modifier is a modifier that comes standard with an item without modifications and is usually assumed, unless stipulated otherwise. For example, a Hamburger menu item includes mustard, lettuce, tomatoes, and onions; however, the consumer can add bacon or pickles to the Hamburger. The consumer can also omit an included modifier, if desired.

The Included Modifiers feature in the Aloha<sup>®</sup> POS system provides counter employees and servers with a visual indication of the default modifiers to avoid redundancy and the sending of confusing and incorrect orders to the kitchen. They also quickly answer the question from the consumer of what comes standard with the item.

The first section of this guide addresses the Included Modifiers functionality available in both Aloha Quick Service (QS) and Aloha Table Service (TS). The second section applies to Aloha Quick Service only and builds upon the configuration in the first section to take fast food order entry to the next level. For example, you can assign blank buttons to populate with included modifiers, configure groups of included modifiers, define rules for substituting an included modifier for a non-included modifier, and more.

## Configuration prerequisites

This document assumes you have the following configured and operating. We build upon these prerequisites for configuring included modifiers.

- Menu items and modifier items in **Maintenance > Menu > Items**.
- Modifier codes in **Maintenance > Menu > Modifier Codes**.
- Modifier groups in **Maintenance > Menu > Modifier Groups**.
- Context panels in **Maintenance > Screen Designer** for advanced features in Aloha Quick Service operations.

## Configuring included modifiers for use with pizza

Included modifiers play an important role in pizza operations with regard to order taking and inventory.



### Reference

Refer to the [Advanced Pizza in QS](#) or [Advanced Pizza in TS Feature Focus Guides](#) for information on configuring included modifiers with the Pizza Topping Depletion Inventory Matrix.

## Configuring basic Included Modifiers for QS and TS

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

Included Modifiers 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 <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab to activate the included modifier functionality. See <a href="#">page 7</a> .
2.	Access <b>Maintenance &gt; Menu &gt; Items &gt; Dynamic Modifiers</b> tab to define which modifiers in a modifier group are included with an item. See <a href="#">page 8</a> .
3.	Access <b>Maintenance &gt; System Settings &gt; Media Files</b> to make an image for an included modifier available for use. See <a href="#">page 9</a> .
4.	Access <b>Maintenance &gt; Menu &gt; Modifier Codes</b> to attach a bitmap or color to an included modifier button. See <a href="#">page 9</a> .
5.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 14</a> .

## Activating the Included Modifiers feature

You must activate the Included Modifiers feature in the Store function to use included modifiers and insert the necessary logic into the Aloha POS system.

### To activate the Included Modifiers feature:

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

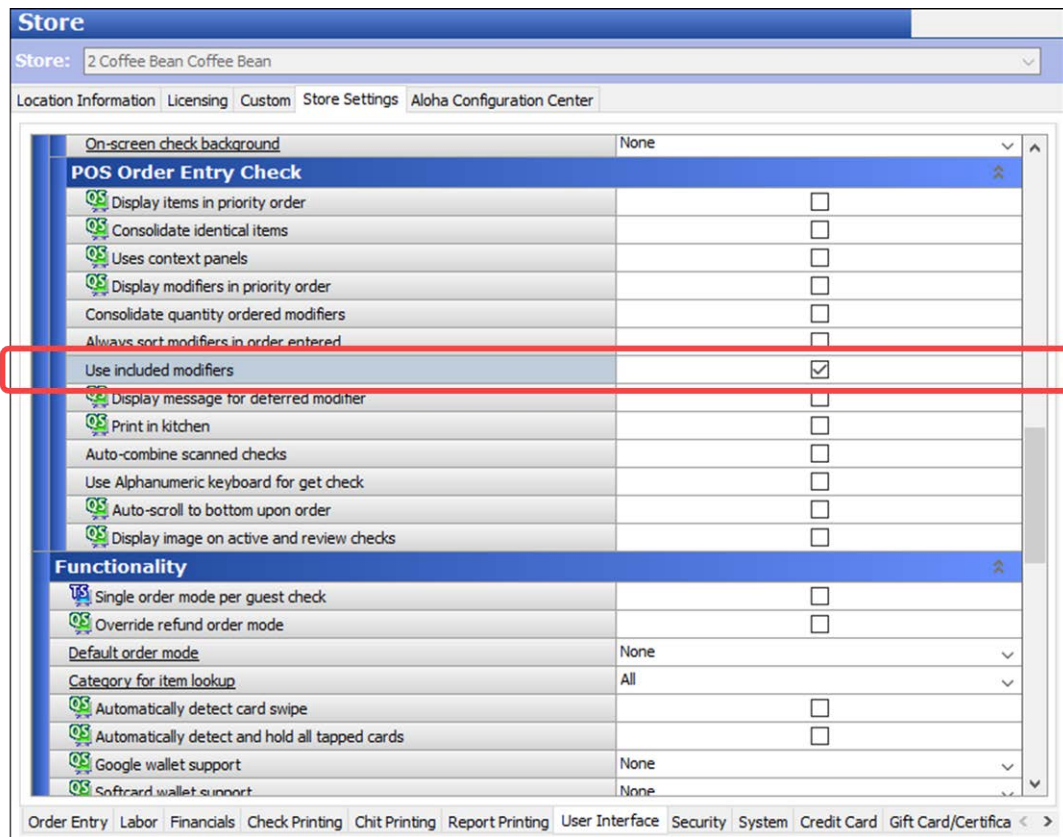


Figure 2 User Interface Group - POS Order Entry Check

3. Under the 'Display > POS Order Entry Check' group bar, select **Use included modifiers**.
4. Click **Save** and exit the **Store** function.

## Designating the included modifiers for an item

As normal, you attach the appropriate modifier groups to an item in the Items function. To configure a modifier from one of these modifier groups to be included with an item, you must take an additional step and designate which modifiers come standard with the item on the Dynamic Modifiers tab.

### To designate the included modifiers for an item:

1. Select **Maintenance > Menu > Items**.
2. Select a **menu item** for which to designate the included modifiers, such as 'Hamburger,' from the drop-down list.
3. Select the **Modifier** tab.
4. Ensure the included modifiers you want to add to the item reside in at least one of the **modifier groups** associated from the 'Modifier' drop-down list. If not, select the applicable **modifier group** from one of the drop-down lists.
5. Select the **Dynamic Modifiers** tab.

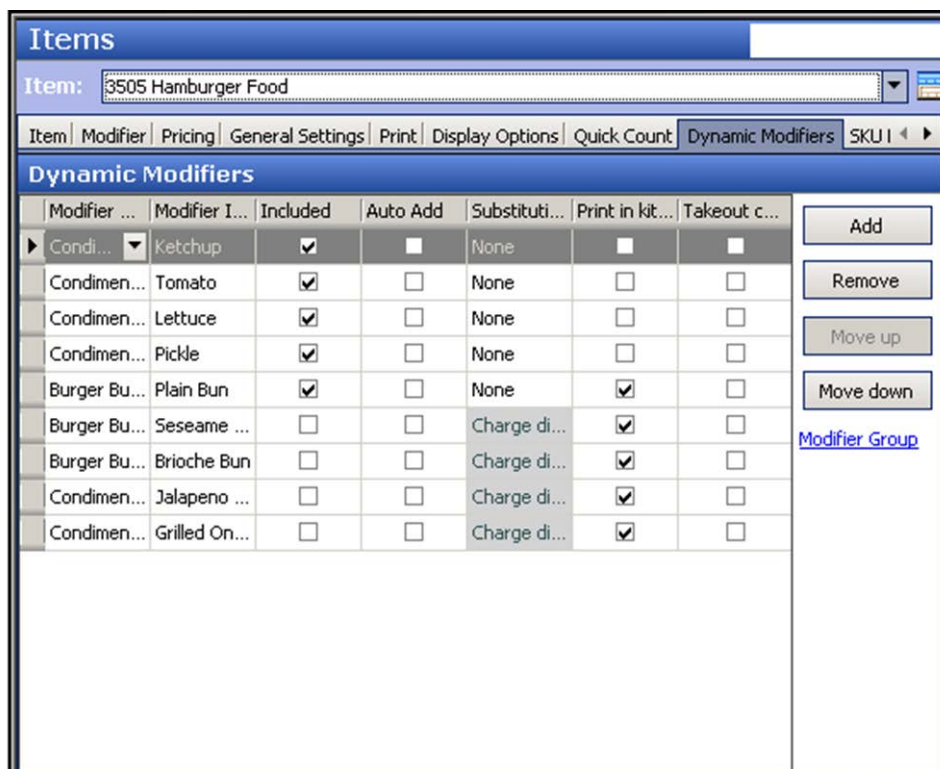


Figure 3 Items - Dynamic Modifiers tab

6. Click **Add**. The modifier groups added to the Modifier tab appear for selection under the 'Modifier group' drop-down list.



7. Select the **modifier group** that contains the included modifier from the 'Modifier group' drop-down list.
8. Select a **modifier** to include with the menu item from the 'Modifier Item' drop-down list.
9. Select **Included** to indicate the modifier behaves as an included modifier.
10. Repeat **steps 6 through 9** for each modifier to include with the item.
11. Click **Save**.
12. Repeat this **procedure** for each menu item for which to add included modifiers.
13. Exit the **Items** function.

## Configuring visual indicators to appear for included modifiers

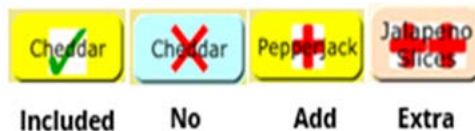


Figure 4 Visual indicator examples

Modifier codes play an important role with included modifiers and you can designate a single image, color, or both, with a modifier code as a visual representation of the different states of the modifier, in relation to the present order. The visual indicator appears on any modifier designated as 'Included,' or applied with the modifier code, when the modifier appears on the Front-of-House (FOH).

The following are the common modifier codes, their purpose, and the suggested image to use. You can use any image or color that is visually appealing to your color scheme and concept. Be aware that, with the exception of modifier code 202, you can also create a copy of a modifier code for use on your menu. If you do this, you must configure the visual indicators for the copies of these modifier codes.

**Included** (modifier code 202) - Appears on the FOH for all included modifiers configured for the selected item so the employee can easily identify the modifiers that come standard with the menu item. The visual indicator appears by default prior to selecting a modifier code. **Suggested Image:** Check mark.

### Tip

In Aloha POS v12.3 and earlier, you select the modifier image for indicating an included modifier in Maintenance > Business > Store > Store Settings tab > User Interface group.

**No** (modifier code 2) - Appears on the FOH when you remove an included modifier indicating it should not be prepared with the menu item. You must first select the No modifier code and then the modifier item to which it applies. **Suggested Image:** A red 'X,'

**Add** (modifier code 19) - Appears on the FOH when you add a non-included modifier to an item by itself, or when you substitute an included modifier for a non-included modifier. You must first select the Add modifier code and then the modifier item to which it applies. **Suggested Image:** A plus sign.

**Extra** (modifier code 3) - Appears on the FOH when you apply an extra amount of a modifier to an item. You must first select the Extra modifier code and then the modifier item to which it applies. **Suggested Image:** Two plus signs.

**Heavy** (modifier code 15) - Appears on the FOH when you add a heavier amount of a modifier to an item. You must first select the Heavy modifier code and then the modifier item to which it applies. This modifier code is supported in Aloha Quick Service only. **Suggested Image:** None.

**Light** (modifier code 14) - Appears on the FOH when you apply a lighter amount of a modifier to an item. You must first select the Light modifier code and then the modifier item to which it applies. This modifier code is supported in Aloha Quick Service only. **Suggested Image:** None.

**Half** (modifier code 17) - Appears on the FOH when you apply a half portion of the modifier to an item. You must first select the Half modifier code and then the modifier item to which it applies. This modifier code is supported in Aloha Quick Service only. **Suggested Image:** None.

**Quarter** (modifier code 18) - Appears on the FOH when you apply a quarter portion of the modifier to an item. You must first select the Quarter modifier code and then the modifier item to which it applies. This modifier code is supported in Aloha Quick Service only. **Suggested Image:** None.

#### **To make an image available for use with included modifiers:**

To make an image file available for use in the system, you must save the file as a supported file type in the Bmp folder and then upload the image using the Media Files function. You can search the Internet for clip art, if you do not have images available. We recommend you size your images to 48 x 48 pixels; however, you may need to change the pixel size of the image to fit correctly on your configured buttons.

1. Select **Maintenance > System Settings > Media Files**.
2. Click the **New** drop-down arrow, select **Aloha Point-of-Sale**, and click **OK**.

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

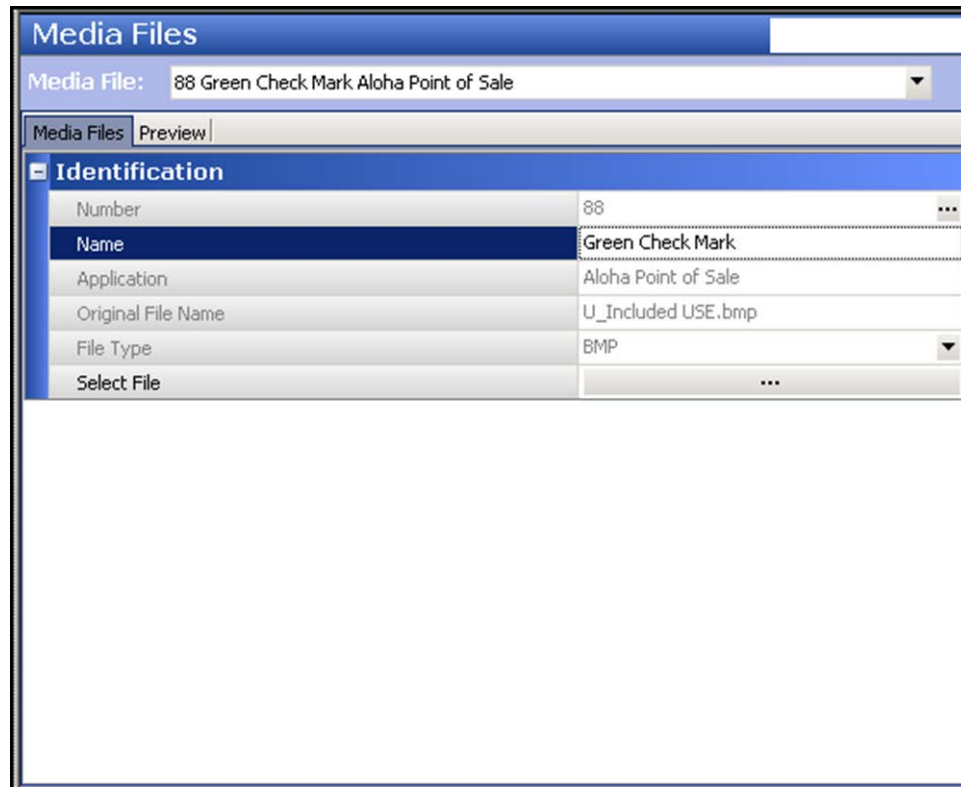


Figure 5 System Settings - Media Files

4. Type a **name**, such as 'Green Check Mark,' to help you identify the image file.
5. Select the **file type**, such as 'BMP,' from the drop-down list.
6. Click the **ellipsis (...)** to browse to and select the image file for the included modifier from the directory in which you have it saved. The system defaults to the BMP directory.

7. Select the **Preview** tab to preview the image, if necessary.

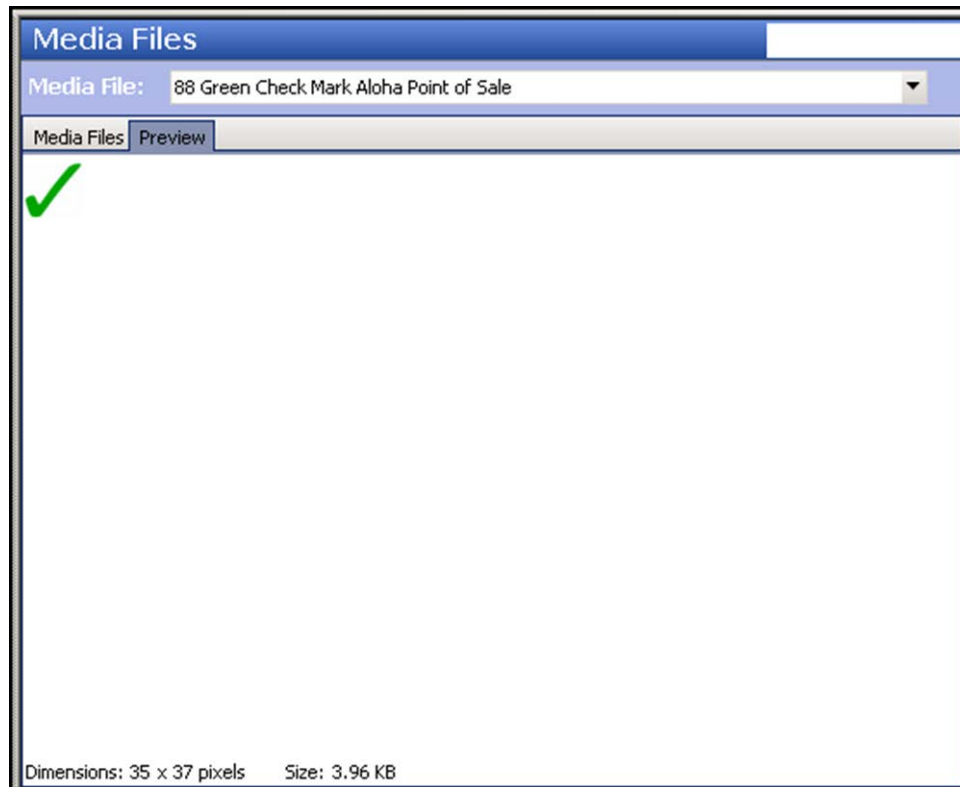


Figure 6 Media Files - Preview tab

8. Click **Save**.
9. Repeat this **procedure** for each image file to add as a media file.
10. Exit the **Media Files** function.

**To configure an image and color to use with included modifiers:**

Once you make images available for use in the Media Files function, attach them to the applicable modifier code. Some sites only use the Included Modifier code, which is hard-coded to use ID 202, and the No modifier code, but you might also want to use other modifier codes, such as Extra, Light, or Heavy. You can also assign a color to appear on the button when the modifier code is applied.

1. Select **Maintenance > Menu > Modifier Codes**.
2. Select a **modifier code**, such as '202 Included,' from the drop-down list.

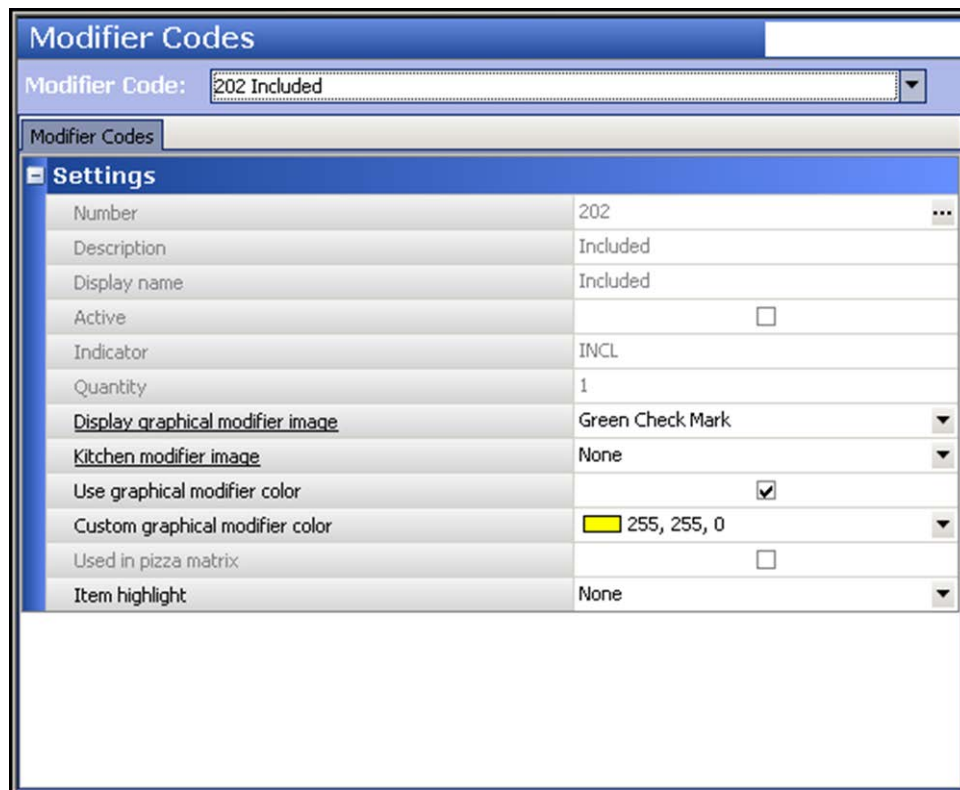


Figure 7 Modifier Codes function

3. To attach an image, select the **bitmap** to associate with the modifier code, such as 'Green Check Mark,' from the 'Display graphical modifier image' drop-down list.
4. To assign a color, select **Use graphical modifier color** and select a **color** from the 'Custom graphical modifier color' drop-down list.
5. Click **Save**.
6. Repeat this **procedure** to add an image or color to other modifier codes, such as 'No.'
7. Click **Save** and exit the **Modifier Codes** function.

## Refreshing data

After all settings are in place in Aloha Manager, it is necessary to select Utilities > POS > Refresh All POS Data 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 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.

## Using basic Included Modifiers

You can use the basic configuration for included modifiers in Aloha Quick Service and Aloha Table Service. Included modifiers appear with a visual indication, such as an image or color, on modifier screens.

**SCENARIO:** The consumer orders a Single No Chz; however, does not want pickles, which is an included modifier.

### Aloha Quick Service

Aloha Quick Service offers two types of modifier screens that contain modifier buttons. The most common type is a user defined panel that can appear anywhere on the screen during the ordering process. The other type is the classic modifier screen where the modifier buttons are in a uniform and consistent location. This screen is invoked when you press the Modify button.

1. Start a **check**.
2. Touch **Hamburger**. The included modifiers appear with the image designated for included modifiers, typically a green check mark.

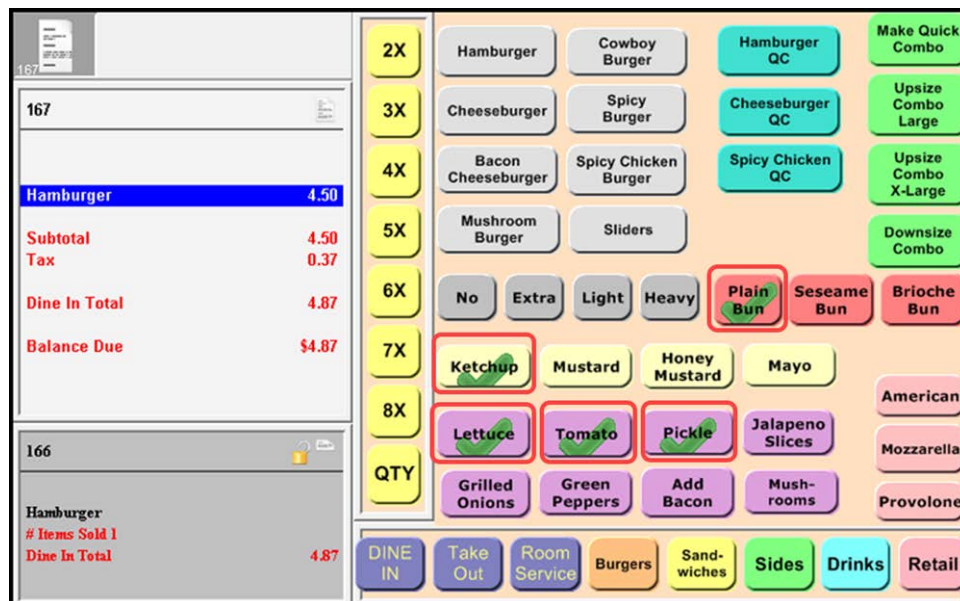


Figure 8 Included modifiers on user defined panel in Quick Service

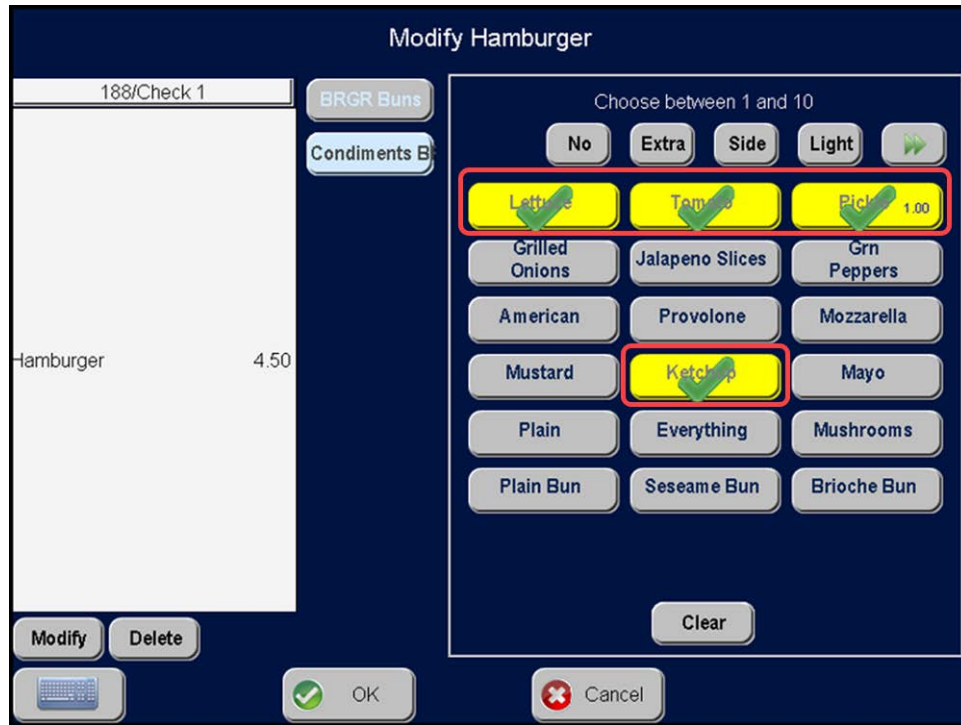


Figure 9 Included modifiers on classic modifier screen in Quick Service

3. Touch **No** and then touch **Pickle**. The Pickle button changes color and a red 'X' appears.

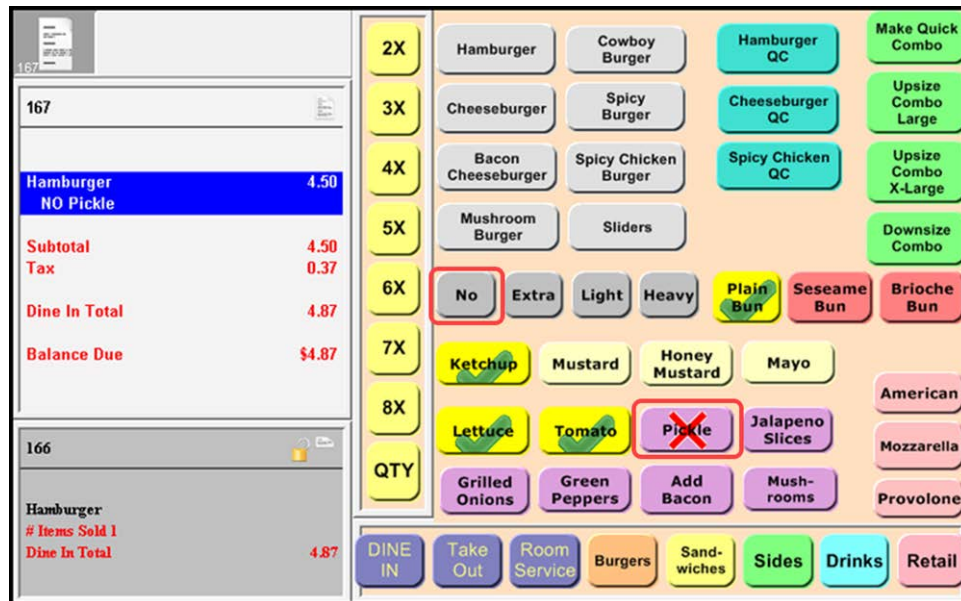


Figure 10 No pickles on user defined panel in Quick Service



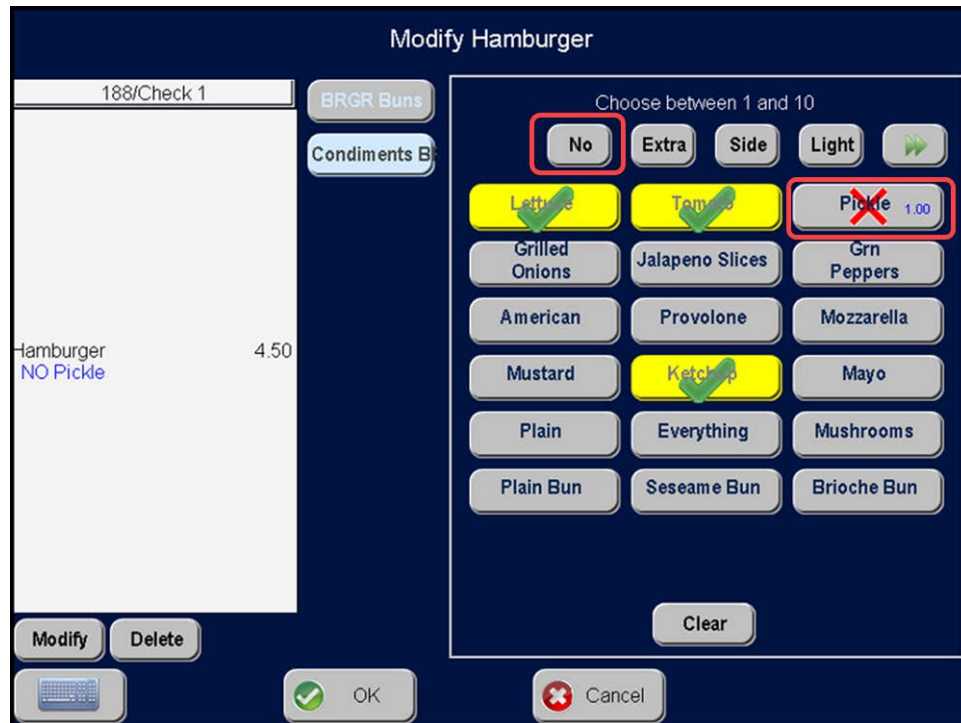


Figure 11 No pickles on classic modifier screen in Quick Service

4. Complete the **check**, as normal.

### Table Service

Aloha Table Service offers the classic modifier screen where the modifier buttons are in a uniform and consistent location; however, depending on your configuration, the area that holds modifier buttons could have a user defined panel. The user defined panel has modifiers at any size and location within the modifier area.

1. Start a **check**.
2. Touch **Single No Chz**.

3. If the system does not automatically navigate to the Modify screen, touch **Modify** at the bottom of the screen. The Modify screen appears with the included modifiers marked with the included modifier image.

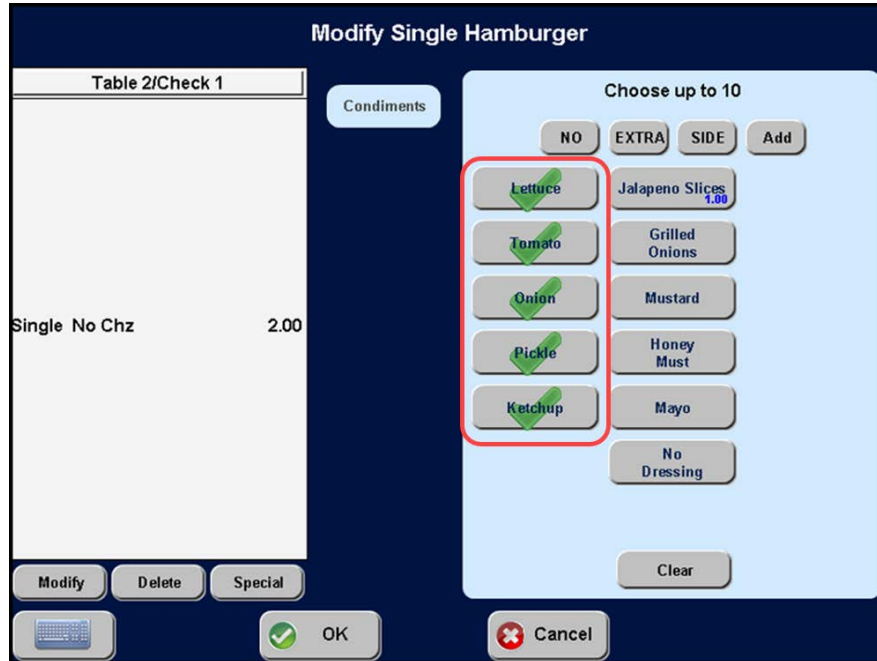


Figure 12 Table Service Modify screen

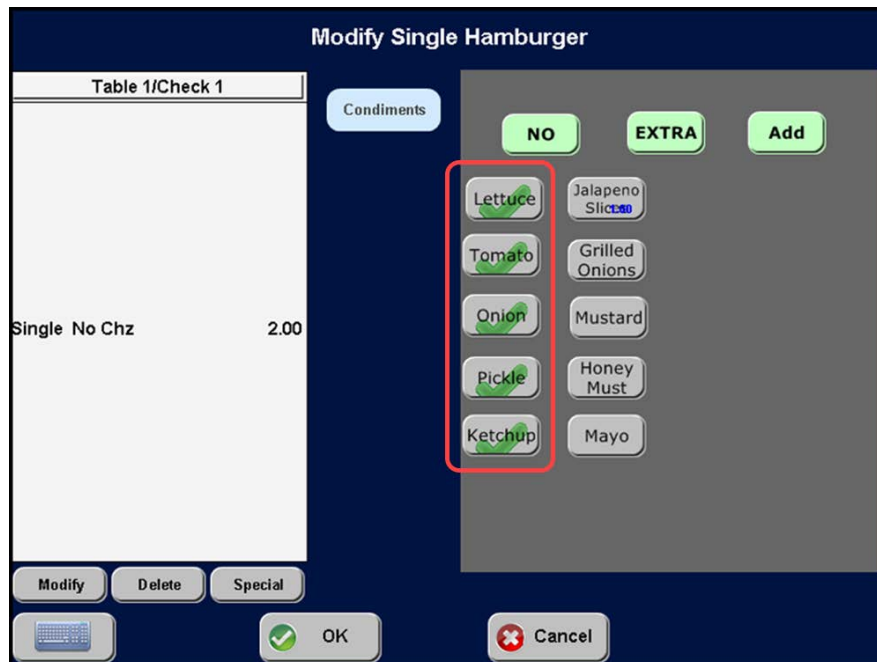


Figure 13 Table Service Modify screen with a user defined modifier panel

4. Touch **No** and then **Pickle**. An 'X' appears on the Pickle modifier.

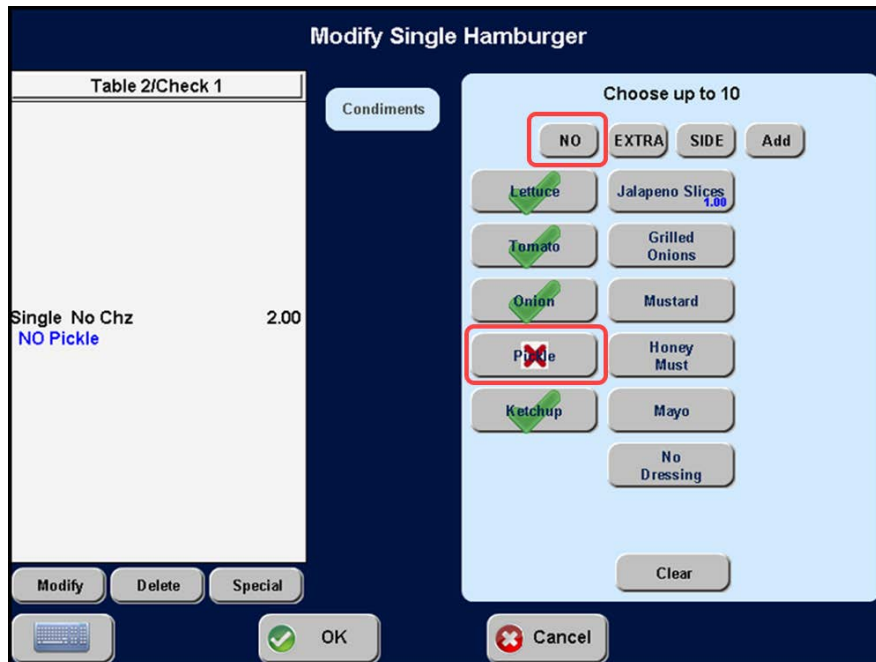


Figure 14 Remove included modifier - classic modifier screen

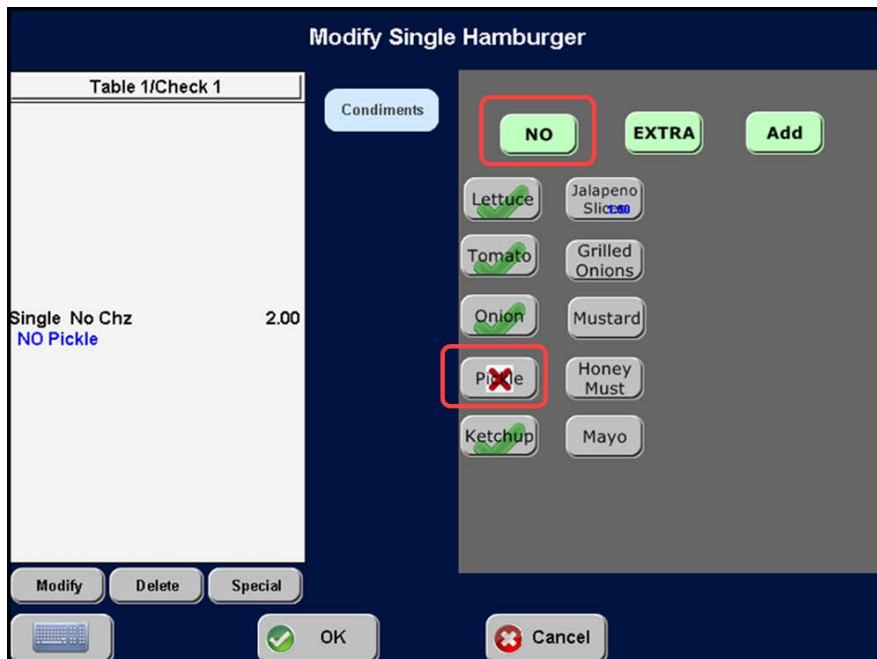


Figure 15 Remove included modifier - User defined modifier panel in TS

5. Touch **OK** to return to the Main screen. 'NO Pickle' appears on the guest check.

## Configuring advanced Included Modifiers for QS

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for advanced Included Modifiers features in Aloha Quick Service. You must use context panels to use all of the features in this section.



### Reference

Refer to the Context Panels Feature Focus Guide for more information on configuring context panels.

You can configure the following advanced features:

- [Toggling between Add and No modifier codes.](#)
- [Substituting included modifiers for a non-included modifier.](#)
- [Configuring substitution rules for included modifiers.](#)
- [Adjusting the price of an included modifier based on modifier code.](#)
- [Configuring a group of included modifiers.](#)
- [Configuring visual indicators on chain button functions.](#)
- [Supporting dynamic included modifiers.](#)
- [Automatically printing included modifiers in the kitchen.](#)

### Toggling between Add and No modifier codes

Normally, when you need to switch an included modifier with a regular modifier, such as Mayo with Mustard, you must touch No and Mayo to remove Mayo from the item and 'No Mayo' appears in the guest check window. You must then touch Add and Mustard to add Mustard to the item and 'Mustard' appears in the guest check window. To save time, configure the 'modifier toggle' functionality to reduce the number of screen touches required.

When you touch an included modifier without a preceding modifier code, the system assumes you want to remove the included modifier from the item. The system toggles the visual indicator on the button from 'Included' to 'No.' The included modifier appears preceded with 'NO' in the guest check window. Touch the included modifier again to revert back to the 'Included' state.

When you touch a non-included modifier without a preceding modifier code, the system assumes you want to add the modifier to the item. The system toggles the button to the 'Add' state and displays the 'Add' visual indicator. The modifier appears in the guest check window as normal. Touch the non-included modifier again to revert back to its original state.



### Tip

Other features in this section leverage the modifier toggling functionality.

**To configure toggling between Add and No modifier codes:**

1. Select **Maintenance > Menu > Modifier Groups**.
2. Select a **modifier group** from the drop-down list.

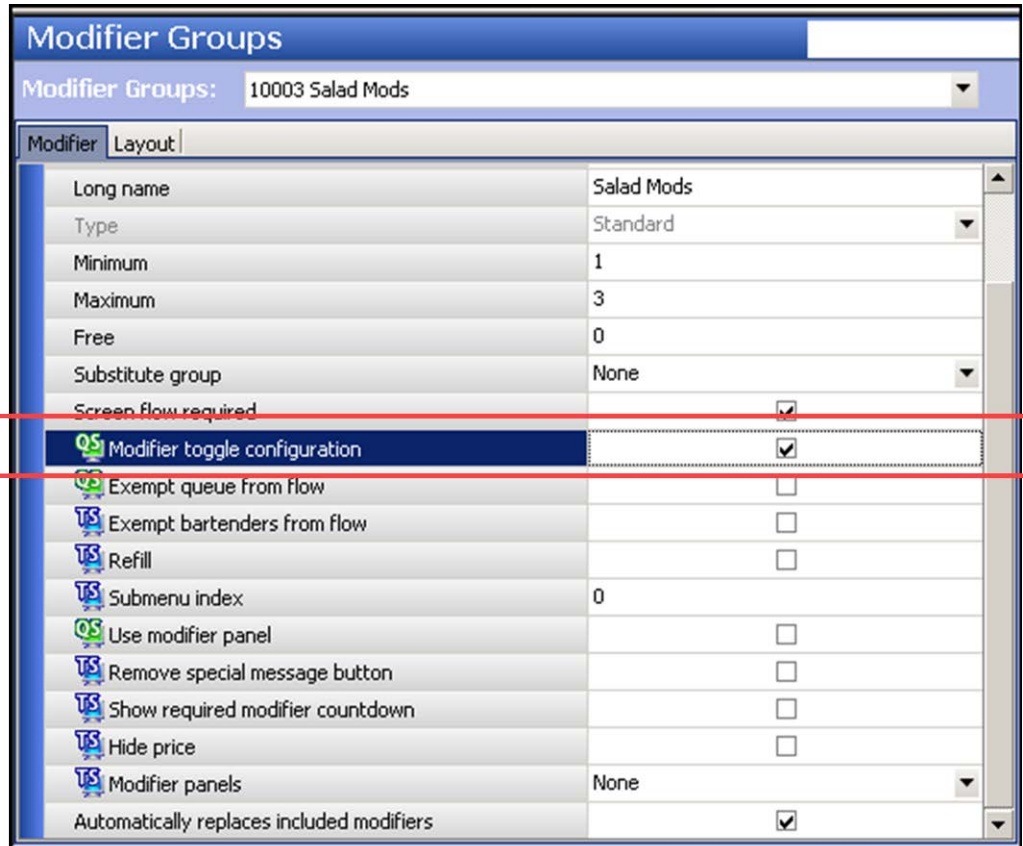


Figure 16 Modifier Groups - Modifier toggle configuration

3. Under the 'Settings' group bar, select **Modifier toggle configuration**.
4. Click **Save**.
5. Repeat this **procedure** for each modifier group requiring modifier toggle configuration.
6. Click **Close** to exit the **Modifier Groups** function.

## Substituting included modifiers for a non-included modifier

Most consumers consider an included modifier as part of the item and there should be little or no consequence for removing the modifier. It is also common to allow the consumer to substitute an included modifier for a non-included modifier.

By default, included modifiers do not appear in the guest check window. Given that, included modifiers do not count against the minimum/maximum requirements for the modifier group; however, if you specify a preceding modifier code for an included modifier, the included modifier now appears in the guest check window and counts toward the min/max requirements of the modifier group. For example, if you substitute cucumbers for the included modifier lettuce, the system counts the addition of cucumbers and the removal of lettuce as a total of two toward the min/max modifier group requirements. The desired behavior is to not count included modifier substitutions against the min/max modifier group requirements.

To avoid doubling the modifier selections against the min/max modifier group requirements, you can perform a seamless substitution between included and non-included modifiers in a single touch. The action counts as one modifier selection.



### Tip

This section assumes you have enabled the modifier toggle functionality as discussed in [“Toggling between Add and No modifier codes” on page 20](#)

You must remember these rules:

- You must add all included modifiers and non-included modifiers for which you want to allow substitution to the same modifier group. If you attempt to substitute an included modifier for a non-included modifier not in the same modifier group, substitution does not occur and the non-included modifier is added to the check in an ‘add’ state.
- If you attempt to substitute an included modifier with a non-included modifier using a modifier code, such as Add, substitution does not occur and the non-included modifier is added to the check in an ‘add’ state.

## Automatically substituting all included modifiers for a non-included modifier

When you configure modifier groups based on types of items, you can more easily control and limit the modifiers that modify an item. For example, you can have a separate modifier group for cheeses, another for breads, and another for meats. Each of these modifier groups could have a different min/max requirement, and the same item can be in more than one modifier group.



### Reference

For a min1/max1 modifier configuration, refer to [“Substituting with min1/max1 modifier group configuration” on page 28](#).

Most likely, each of these modifier groups has one or more included modifier to serve as the default selection. When you select a non-included modifier to substitute for the included modifiers, the system substitutes all included modifiers with the non-included modifier.

For example, in a Bread modifier group, Wheat is configured as an included modifier. When you substitute with Rye, the system automatically adds Rye to the order and removes Wheat. In a modifier group that has more than one included modifier, such as Ham and Turkey in a Meat modifier group, and you substitute Roast Beef, the system adds Roast Beef to the order and removes Ham and Turkey.



**Tip**

Remember, the included and non-included modifiers must reside in the same modifier group, and you cannot use a preceding modifier code when performing the substitution.

**To automatically substitute an included modifier for a non-included modifier:**

1. Select **Maintenance > Menu > Modifier Groups**.
2. Select a **modifier group** from the drop-down list.

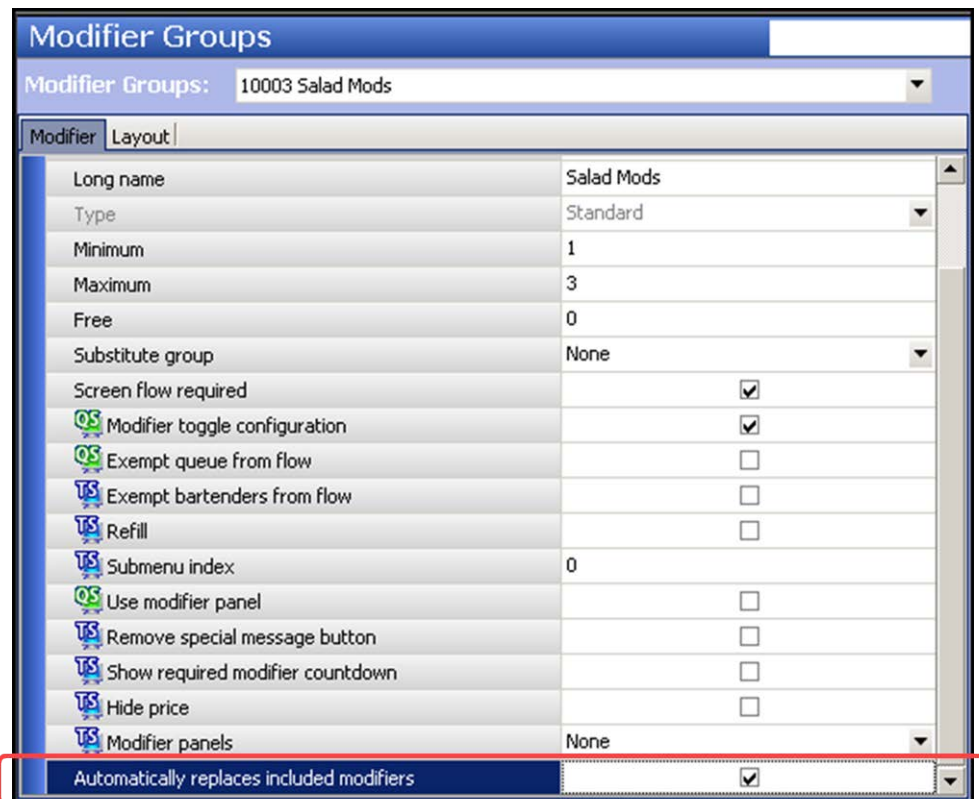


Figure 17 Modifier Groups - Automatically replaces included modifiers

3. Select **Automatically replaces included modifiers**.
4. Click **Save**.

5. Repeat this **procedure** for other modifier groups for which you want to automatically substitute an included modifier for an item in a modifier group.
6. Click **Close** and exit the **Modifier Groups** function.

Apply the following scenarios:

**SCENARIO:** Substituting an included modifier with a non-included modifier where only one included modifier is defined.

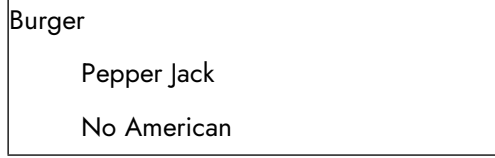
The Cheese modifier group has a minimum zero and maximum three requirement and contains American, Pepper Jack, Swiss, and Asiago as modifiers. American Cheese is an included modifier for Burger.

1. Touch **Burger** to add it to the order.



A rectangular box containing the text "Burger".

2. Touch **Pepper Jack**. As shown in the following example, American appears in a 'no' state with a preceding No. Pepper Jack appears in an implicit 'with' state. The visual indicators on the buttons toggle to No for American and Add for Pepper Jack.



A rectangular box containing the text "Burger", "Pepper Jack", and "No American" on separate lines.

Conversely, if you then touch American, both 'No American' and 'Pepper Jack' are removed from the guest check window, returning the guest check to its original state. Remember, by default, included modifiers do not appear in the guest check window. The visual indicators on the modifier buttons return to their original state.



**SCENARIO:** Substituting an included modifier with a non-included modifier where more than one included modifiers are defined.

The Cheese modifier group has a minimum zero and maximum three requirement and contains American, Pepper Jack, Swiss, and Asiago as modifiers. American and Asiago are included modifiers for Burger.

1. Touch **Burger** to add it to the order.

Burger

2. Touch **Pepper Jack**. As shown in the following example American and Asiago appear in a 'no' state with a preceding No. Pepper Jack appears in an implicit 'with' state. The visual indicators on the buttons toggle to No for American and Asiago and Add for Pepper Jack.

Burger  
Pepper Jack  
No American  
No Asiago

Conversely, if you then touch American, 'No American' is removed from the item. If you touch American and Asiago, all three modifiers are removed from the guest check window, returning the guest check to its original state. Remember, by default, included modifiers do not appear in the guest check window. The visual indicators on the modifier buttons return to their original state.

**SCENARIO:** Substituting an included modifier with a non-included modifier entered using a modifier code

The Cheese modifier group has a minimum zero and maximum three requirement and contains American, Pepper Jack, Swiss, and Asiago as modifiers. American is an included modifier for Burger.

1. Touch **Burger** to add it to the order.

Burger

2. Touch **Add** and **Pepper Jack**. As shown in the following example, American remains as an included modifier and is not substituted by Pepper Jack because a modifier code was used to add Pepper Jack. 'Add Pepper Jack' appears in an 'add' state. The visual indicators on the Pepper Jack button toggle to Add.

Burger  
Add Pepper Jack

Conversely, if you touch Pepper Jack again, Pepper Jack is removed from the guest check window, returning the guest check to its original state. Remember, by default, included modifiers do not appear in the guest check window. The visual indicators on the Pepper Jack button return to their original state.

**SCENARIO:** Substituting an included modifier with a non-included modifier defined with a different weight

The Cheese modifier group has a minimum zero and maximum three requirement and contains American, Pepper Jack, Swiss, and Cheese Mix as modifiers. American, with a weight of one, is an included modifier for Burger. Cheese Mix has a weight of two.

1. Touch **Burger** to add it to the order.

Burger

2. Touch **Cheese Mix**.

Burger  
Cheese Mix  
No American

The system allows the substitution because you have not exceeded the maximum three requirement of the modifier group,

- If the Cheese modifier group has a minimum zero and maximum two requirement, the substitution causes the system to exceed the modifier group requirements and an error message appears on the screen. Dismiss the error, touch American (included modifier) to remove it from the guest check, and touch Cheese Mix (non-included modifier) to allow the substitution.
- If the Cheese modifier group has a minimum two and maximum three requirement, and Cheese Mix is the included modifier and American is not, when you attempt to substitute American, the minimum requirements are no longer met, The system navigates to the classic modifier screen for additional modifier selections.

**SCENARIO:** Adding another instance of an included modifier

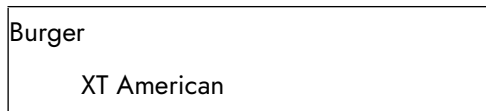
The Cheese modifier group has a minimum zero and maximum three requirement and contains American, Pepper Jack, Swiss, and Asiago as modifiers. American is an included modifier for Burger. The consumer requests another slice of American Cheese.

1. Touch **Burger** to add it to the order.



A rectangular box representing a guest check window. Inside the box, the word "Burger" is displayed in a simple, black, sans-serif font.

2. Touch **Extra** and **American**. As shown in the following example, American appears in an 'extra' state with a preceding XT. The visual indicators on the American button toggle to Extra for American.



A rectangular box representing a guest check window. Inside the box, the word "Burger" is displayed on the top line, and "XT American" is displayed on the line below it, both in a simple, black, sans-serif font.

Conversely, if you touch American again, XT American is removed from the guest check window and is still assumed as an included modifier, Remember, by default, included modifiers do not appear in the guest check window. The visual indicators on the American button return to the 'included' state.

## Substituting with min1/max1 modifier group configuration

A min1/max1 one configuration for a modifier group requires you to select one, and only one, modifier. You can substitute an included modifier with a non-included modifier in a single touch, when setting the minimum to one and the maximum to one. This counts as one and complies with the min/max modifier group requirements. No other configuration is required for this enhancement.

### To substitute an included modifier with min1/max1 modifier group requirements:

1. Select an **item** that has included modifiers. The included modifier appears with a check mark on the context panel.

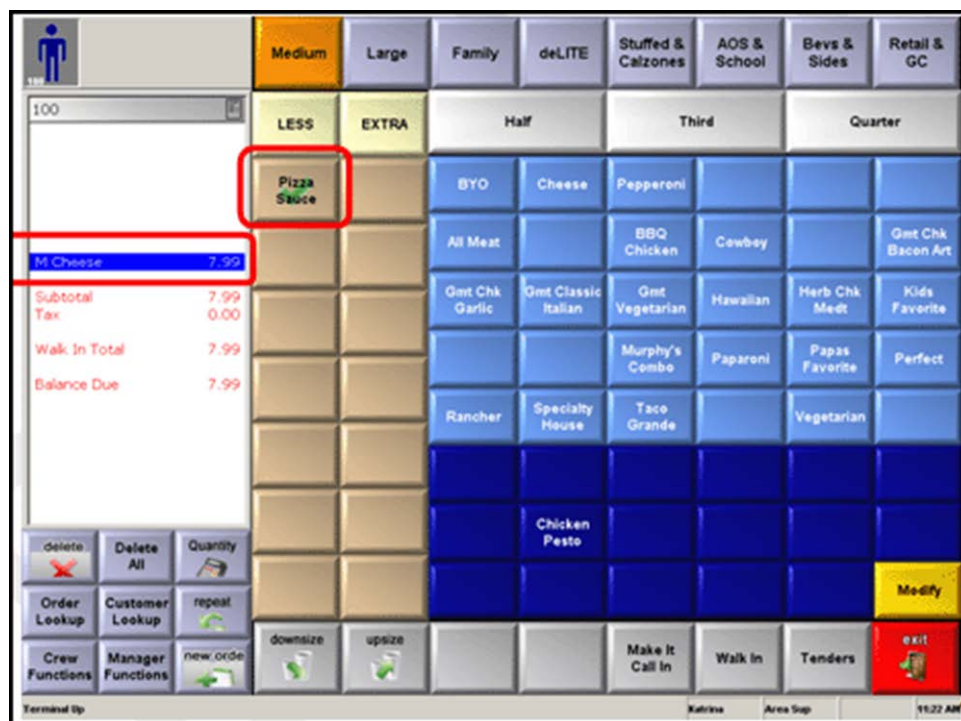


Figure 18 Included modifier on a context panel

2. Touch a **non-included modifier** to substitute for the included modifier. The included modifier appears with a 'No' visual indicator and the 'Add' modifier code visual indicator appears with the non-included modifier.

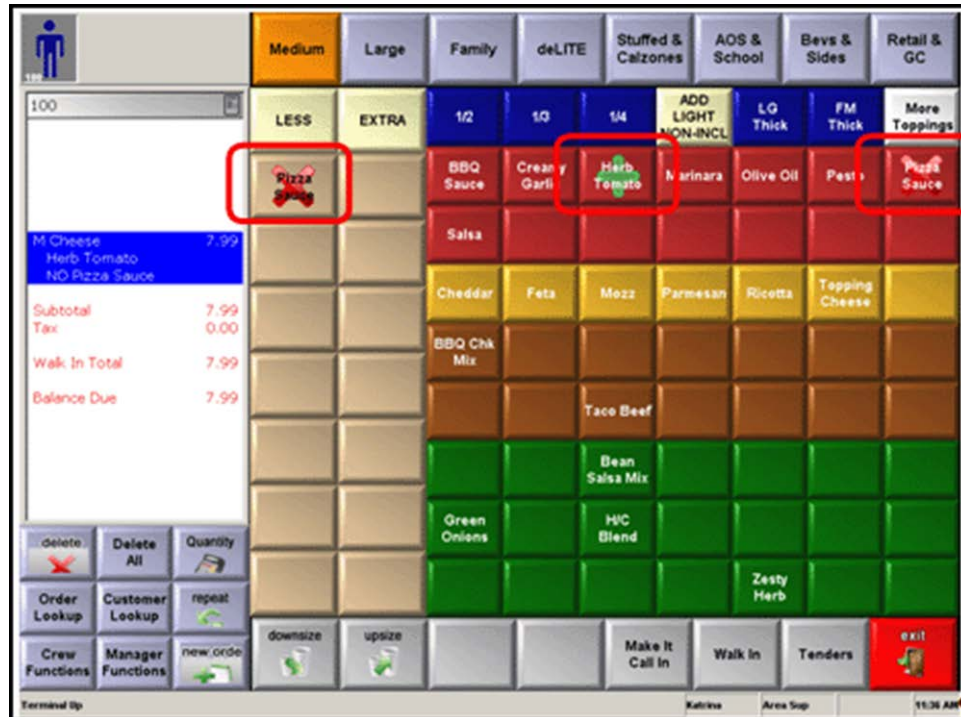


Figure 19 Non-included modifier switched for an included modifier

## Configuring substitution rules for included modifiers

When you perform a substitution with included and non-included modifiers, you can enforce substitution rules on how you want to substitute included modifiers in the Aloha POS system and if you want the substitution to count against the min/max requirement of the modifier group. You can configure any of the following substitution rules for included modifiers:

- Designate a non-included modifier as ineligible for substitution for an included modifier.
- Allow the substitution at no charge even if there is a price associated.
- Allow the substitution and the system calculates and charges the difference in price, if any.
- Not allow the substitution at all and count against the modifier group rules.

### Designating a non-included modifier as ineligible for substitution for an included modifier

If a non-included modifier is absolutely not permitted for substitution for an included modifier, you can designate the non-included modifier as ineligible for substitution. The Aloha POS system does not perform the substitution. The non-included modifier is added to the guest check at full price, and counts against the min/max requirements.

#### **To designate a non-included modifier as ineligible for substitution for an included modifier:**

1. Select **Maintenance > Menu > Modifier Groups**.
2. Select a **modifier group** containing the non-included modifier from the drop-down list.
3. Select the **Layout** tab.

4. Select the **non-included modifier** from the grid.

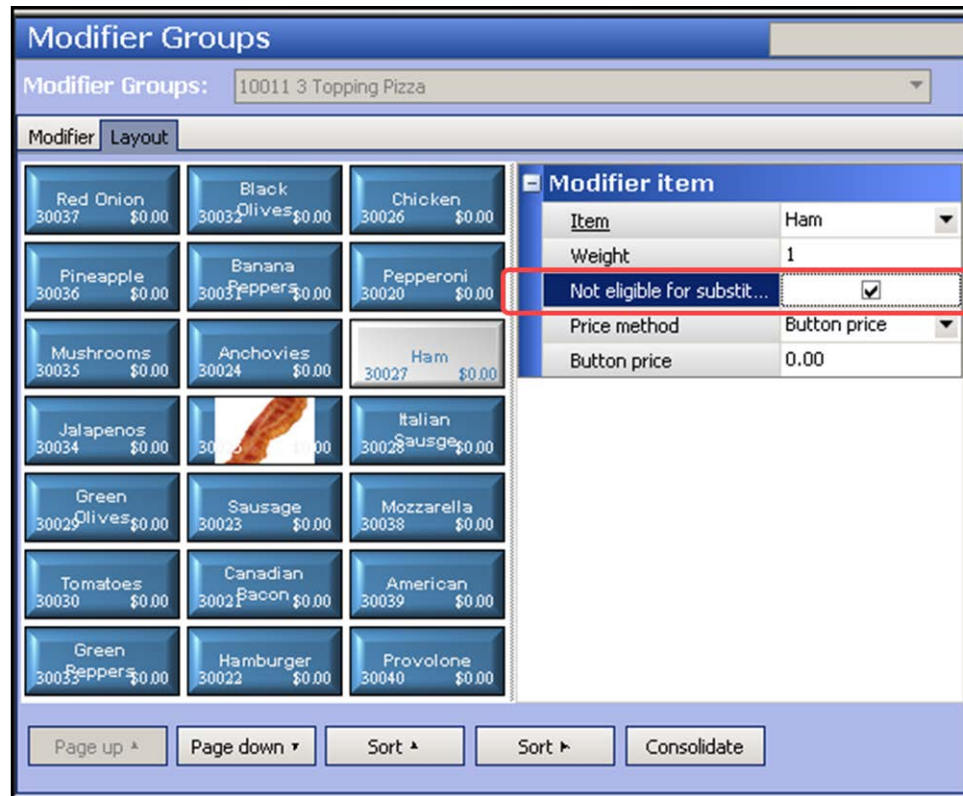


Figure 20 Modifier Group - Layout tab

5. Under the 'Modifier item' group bar, select **Not eligible for substitution** to specify this modifier cannot be substituted for an included modifier.
6. Repeat **steps 4 and 5** to set other modifiers in this modifier group as not eligible for substitution.
7. Click **Save**.
8. Repeat this **procedure** for other non-included modifiers for which you do not allow substitution.
9. Exit the **Modifier Groups** function.

## Configuring substitution rules for an included modifier

You can configure rules for substituting an included modifier for a non-included modifier, such as allowing the substitution at no price or the difference in price, or not to allow the substitution at all.

### To configure substitution rules for an included modifier:

1. Select **Maintenance > Menu > Items**.
2. Select the **item** with a defined included modifier from the drop-down list.
3. Select the **Dynamic Modifiers** tab.
4. Under the 'Dynamic Modifiers' group bar, select the **modifier** configured as an included modifier for the item.

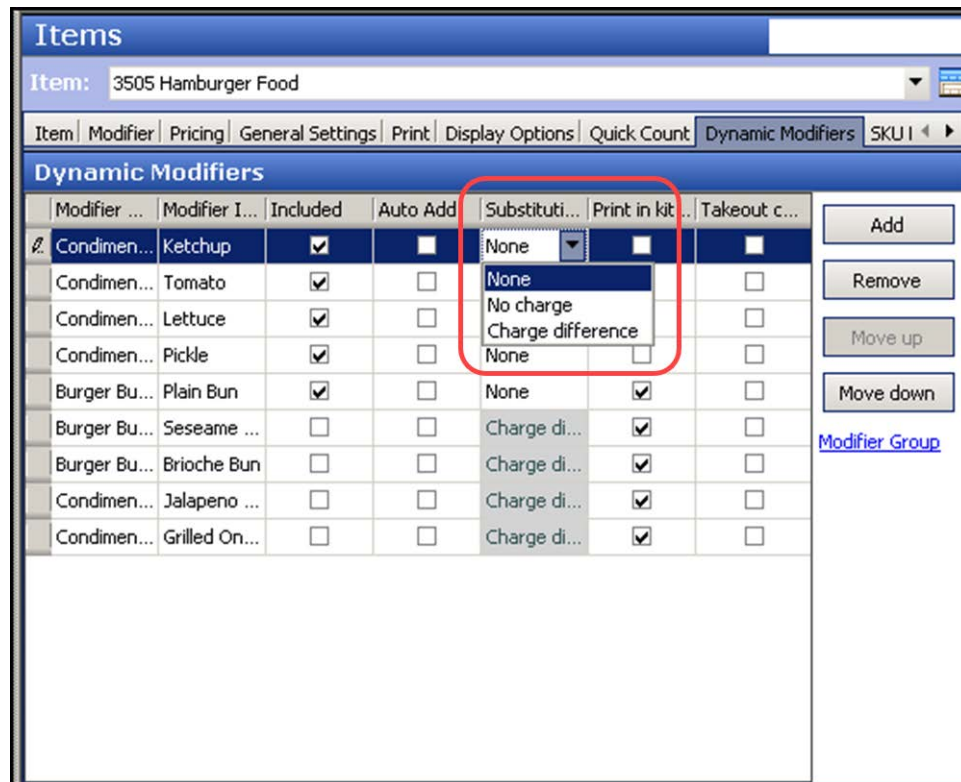


Figure 21 Items - Dynamic Modifiers tab



5. Select one of the following **substitution options** from the 'Substitution charge' drop-down list:

None — Specifies this included modifier cannot be substituted for a non-included modifier from the same modifier group. This is the default selection and counts against the minimum/maximum/free requirement for the modifier group only when you add the included modifier to the check.

No Charge — Specifies this included modifier can be substituted for a non-included modifier from the same modifier group at no charge. The included modifier and non-included modifier do not count against the minimum/maximum/free requirement for the modifier group. The Aloha POS system does not make the substitution if you use a modifier configured as 'Not Eligible for Substitution' in Maintenance > Menu > Modifier Groups > Layout tab.

Change Difference — Specifies this included modifier can be substituted for a non-included modifier from the same modifier group and charged the difference between the two modifiers. If the price of the included modifier is greater than the non-included modifier, the system prices the substitution at \$0.00, instead of pricing a negative amount. The included modifier and non-included modifier do not count against the minimum/maximum/free requirement for the modifier group. The Aloha POS system does not make the substitution if you use a modifier configured as 'Not Eligible for Substitution' in Maintenance > Menu > Modifier Groups > Layout tab.

6. Repeat **steps 3 to 5** to configure substitution rules for other included modifiers for the item.
7. Click **Save**.
8. Repeat this **procedure** for each item for which to configure substitution rules for an included modifier.
9. Exit the **Items** function.

### Using Included Modifier Substitution

Once you define your substitution rules for an included modifier, you can successfully substitute an included modifier for a non-included modifier. You can:

- Not charge for the substitution.
- Charge and calculate the price difference between the modifiers you are substituting.
- Charge full price for the replacement item.

Use the following scenario as a basis for each setup:

**SCENARIO:** Super Burger comes with Shredded Cheese, normally priced at \$0.40 when ordered a la carte. The guest wants to replace Shredded Cheese with Swiss Sauce, normally priced at \$0.60.

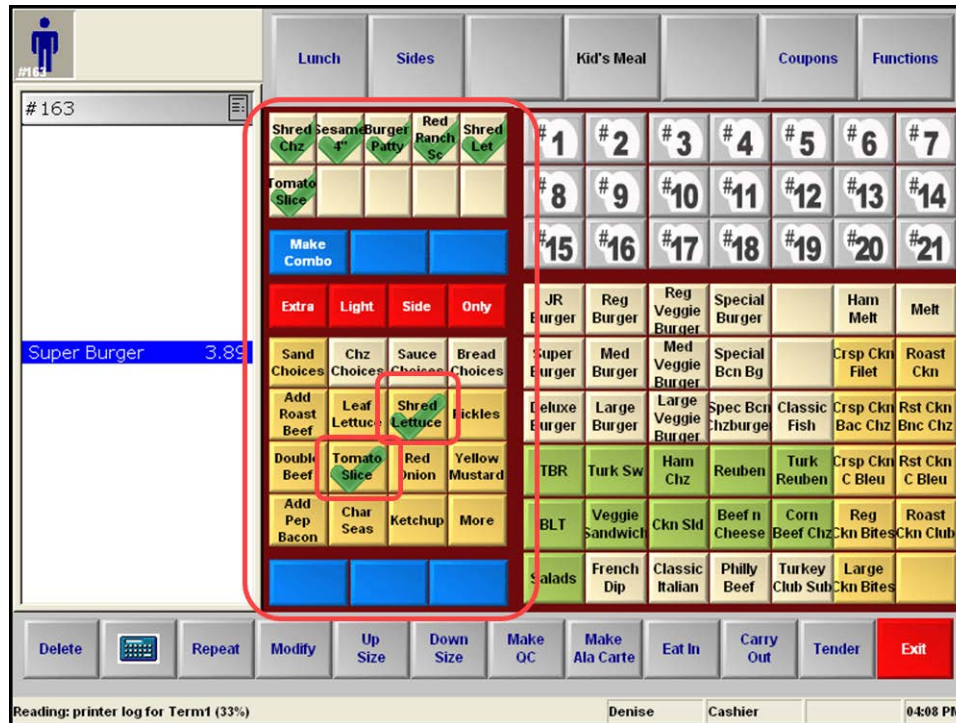


Figure 22 Super Burger and context panels

**To substitute an included modifier with a non-included modifier at no charge:**

1. Touch **Super Burger** to add the item in the guest check window.
2. Touch **Shred Chz** from the context panel. 'No Shred Chz' appears in the guest check window.

3. Touch **Swiss Sauce**. The system finds Shred Chz and Swiss Sauce are in the same modifier group and Shred Chz is substitutable at no charge. Swiss Sauce appears in the guest check window at no charge.

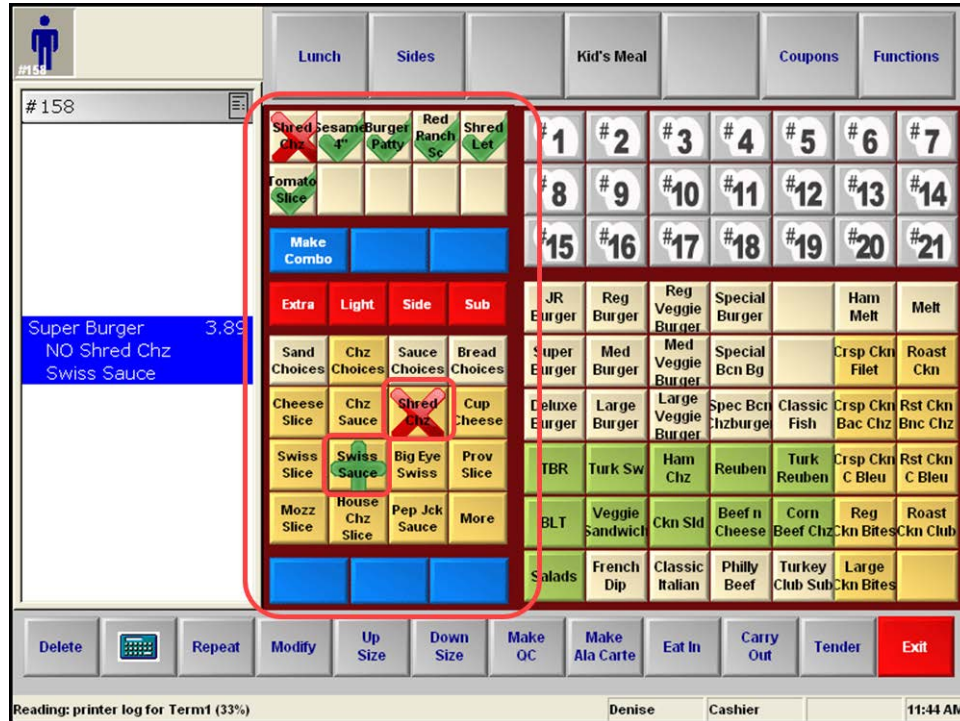


Figure 23 Swiss cheese added at no charge

**To substitute an included modifier with a non-included modifier for a charge difference:**

1. Touch **Super Burger** to add the item in the guest check window.
2. Touch **Shred Chz** from the context panel. 'No Shred Chz' appears in the guest check window.
3. Touch **Swiss Sauce**. The system finds Shred Chz and Swiss Sauce are in the same modifier group and Shred Chz is substitutable, but with a charge difference. Since Shred Chz is normally \$0.40, and Swiss Sauce is normally \$0.60, Swiss Sauce appears in the guest check window at

\$0.20. If Shred Chz was priced higher than Swiss Sauce, the system would not charge for Swiss Sauce.

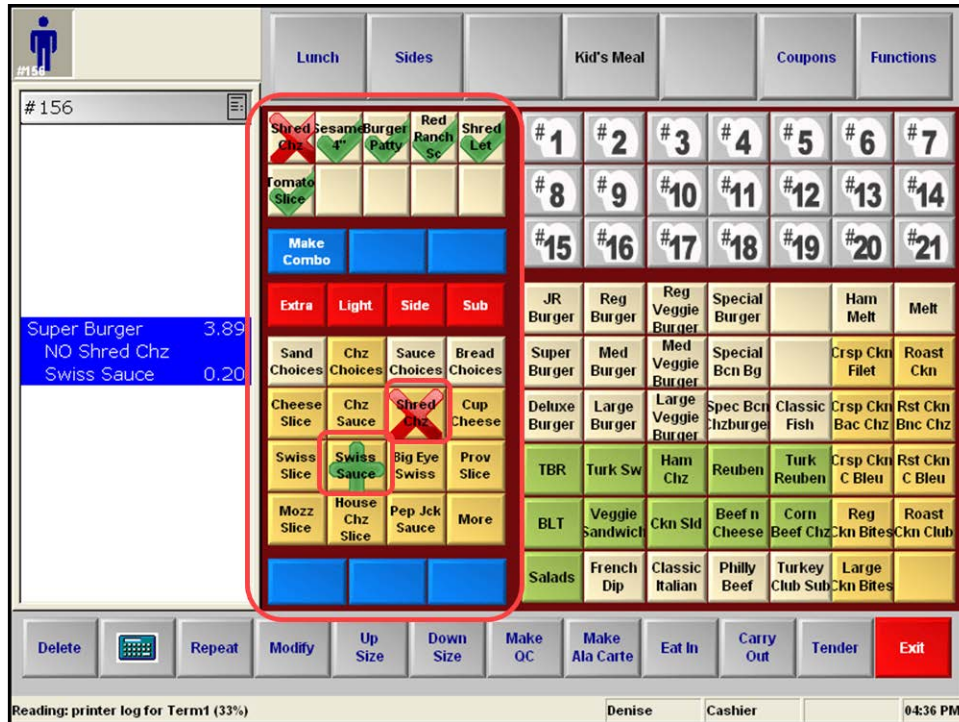


Figure 24 Swiss cheese added for a charge

**To substitute an included modifier with a non-included modifier not eligible for substitution:**

1. Touch **Super Burger** to add the item in the guest check window (Figure 103).
2. Touch **Shred Chz** from the context panel. 'No Shred Chz' appears in the guest check window.
3. Touch **Swiss Sauce**. The system finds Shred Chz and Swiss Sauce are in the same modifier group and Shred Chz is substitutable; however, Swiss Sauce is not eligible for substitution. Swiss Sauce appears in the guest check window at full price of \$0.60.

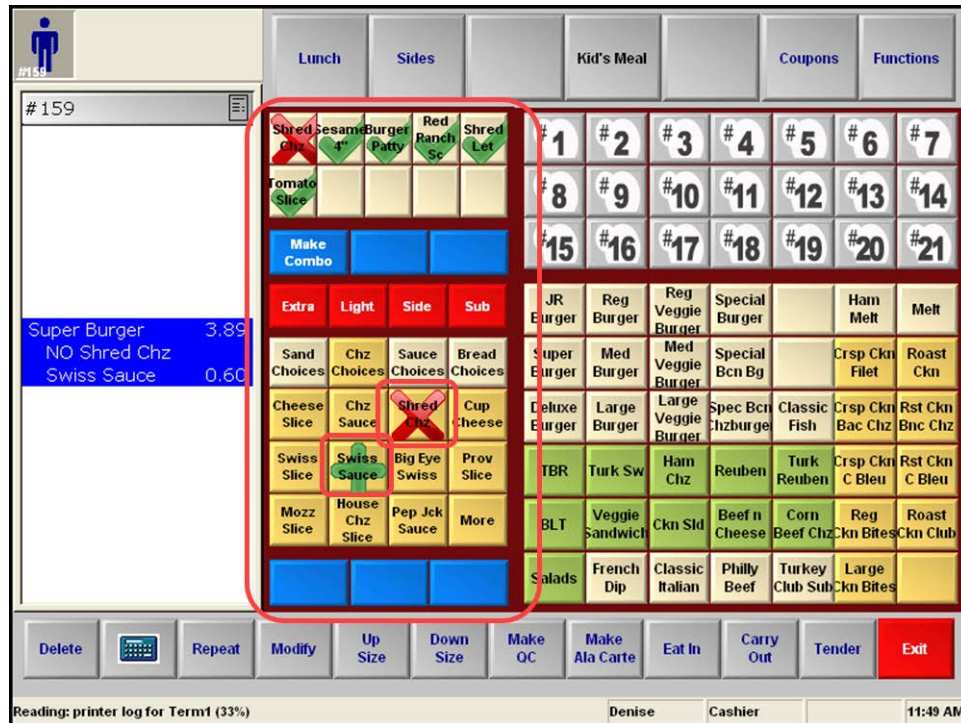


Figure 25 Swiss cheese not eligible for substitution



## Adjusting the price of an included modifier based on modifier code

You can configure a percentage adjustment to the base item price when you add a modifier item to the check using a modifier code. You can charge more for 'Extra' and less for 'Light' without affecting the defined base price of any given item.

This feature is not specific to included modifiers; however, you can configure the system to differentiate between 'included items' and 'added items' for the menu item. For example, if a Meat Lover's pizza already has pepperoni, you can charge less to add extra pepperoni than you would to add mushrooms, which do not come standard on a Meat Lover's pizza. For a sandwich operation, you can charge less to add more bacon to a BLT instead of charging the full price.

### To configure a modifier code to adjust the modifier price:

1. Select **Maintenance > Menu > Modifier Codes**.

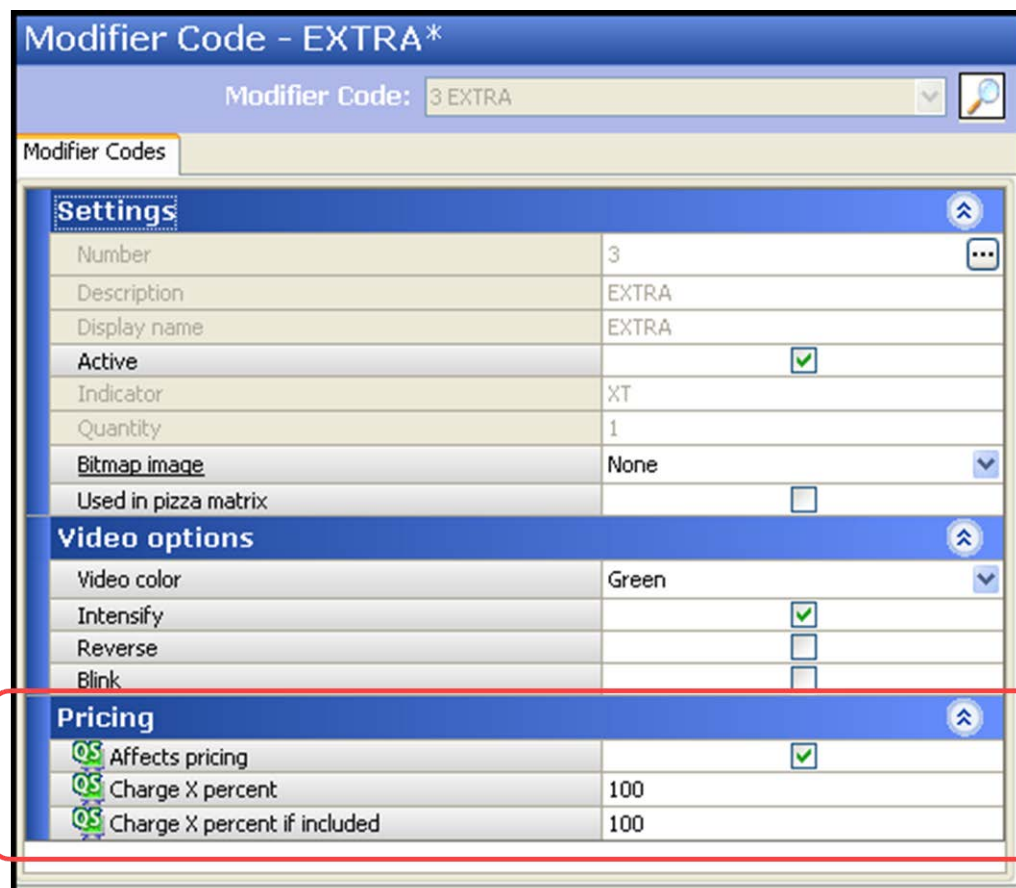


Figure 26 Modifier code pricing

2. Select a **modifier code** other than 'No' or 'Included' from the 'Modifier Code' drop-down list.
3. Under the 'Pricing' group bar, select **Affects pricing**.

4. Type the **percentage**, from 0 to 9999 with 100% being the default to use when calculating the price of a modifier already included as part of the standard item in 'Charge X percent if included.'
5. Click **Save**.
6. Repeat this **procedure** for other modifier codes requiring price adjustments.
7. Exit the **Modifier Codes** function.

As with most modifier codes, you must select the code first and then the modifier to determine the price of the modifier. If the modifier does not contain a base price, the system does not make an adjustment, even if the modifier code is configured to affect the pricing. Use the following scenarios to help you configure your included modifier pricing:

**SCENARIO:** Price decreased for an included modifier

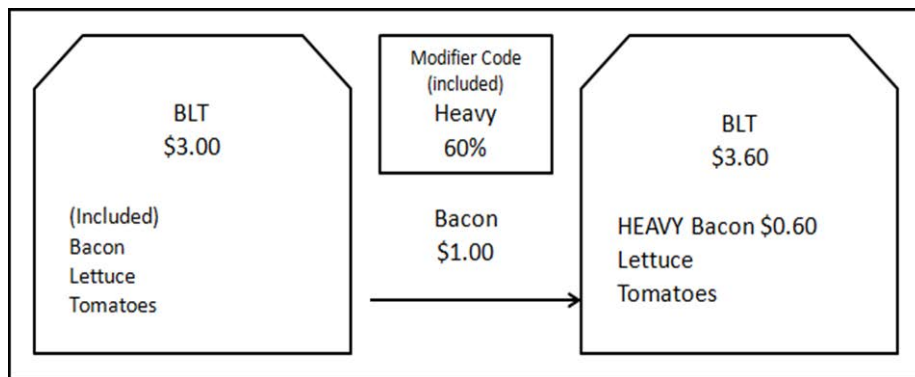


Figure 27 Price decreased for an included modifier

A BLT is priced at \$3.00. Bacon is priced at \$1.00 and is an included modifier for the BLT. The Heavy modifier code is set to 60% for included modifiers. You order the BLT and select Heavy Bacon. The system charges the BLT as  $\$3.00 + (\$1.00 \times 60\%) = \$3.60$ .

**SCENARIO:** Price not charged for an included modifier

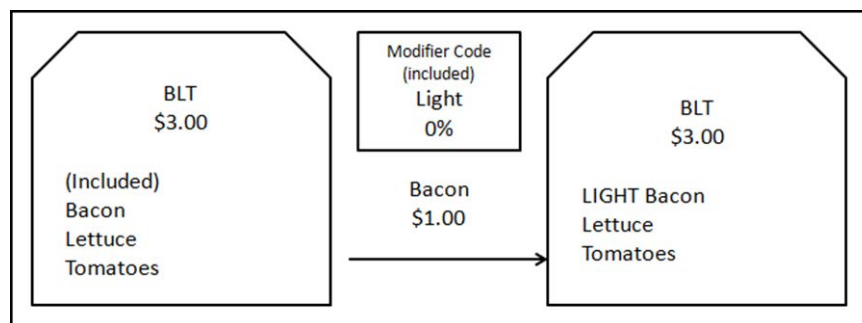


Figure 28 Price not charged for an included modifier

A BLT is priced at \$3.00. Bacon is priced at \$1.00 and is an included modifier for the BLT. The Light modifier code is set to 0% for included modifiers. You order the BLT and select Light Bacon. The system charges the BLT as  $\$3.00 + (\$1.00 \times 0\%) = \$3.00$ .

**SCENARIO:** Price for an included modifier substituted for a non-included modifier

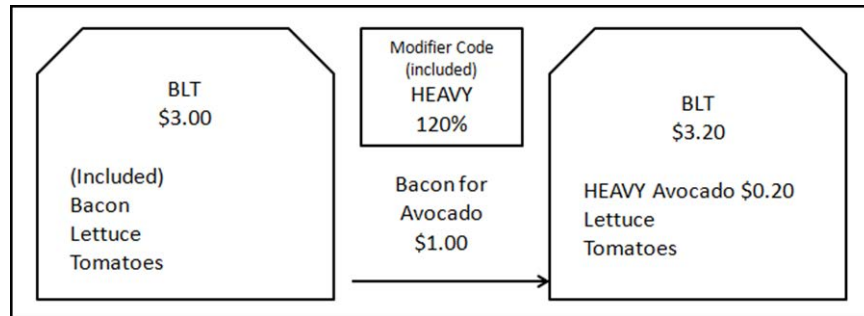


Figure 29 Price for included modifier substituted for non-included modifier

A BLT is priced at \$3.00. Bacon is priced at \$1.00 and is an included modifier for the BLT, as well as configured to charge for the difference for included modifier substitutions. Avocado is priced at \$1.00 and is not an included modifier for the BLT. The Heavy modifier code is set to 120% for non-included modifiers. You order the BLT and select No Bacon and Heavy Avocado. The system charges the BLT as  $\$3.00 + (\$1.00 \times 120\% - \$1.00) = \$3.20$ .



## Configuring a group of included modifiers

Some operations have a standard set of included modifiers called build groups that are used to build an item.

**SCENARIO:** Gene's Sub Shop offers Italian Sub, Grilled Chicken Sub, and Gene's Special Sub. The Italian Sub has lettuce, red onions, and oil and vinegar sauce on flat bread. Grilled Chicken Sub has lettuce, tomatoes, red onions, and mayonnaise on sourdough bread. Gene's Special Sub has mayo, deli mustard, lettuce, tomatoes, jalapeños, and onions. The consumer orders a Grilled Chicken Sub, but wants the Italian Sub modifiers instead of the Grilled Chicken modifiers. Creating build groups allows you to use a one-touch substitution to easily switch out one group of modifiers for another. If further modifications are needed, the employee can remove or add modifiers based on the active build.

You can use a mixture of Standard and Build item types to create a Build modifier group that allows you to easily accomplish the task of swapping out a group of modifiers with one button touch. Without a Build modifier group, you have to remove and add each modifier one at a time. If further modification is needed, you can add or remove a modifier from the active build modifier group.

The visual indicators continue to appear and change as you switch from one Build item in a Build modifier group to another Build item. For example, when you select the Burger Build item, the visual indicators for the included modifiers appear as normal and update when you select the Chicken Build item,



### Tip

For the best result, use zero-priced included modifiers in the build modifier group with the min/max requirement set to zero for the modifier group.

## Configuring build groups of included modifiers

Configuring a Build modifier group requires you to toggle back and forth between Item Maintenance and Modifier Group Maintenance, due to the dependencies that exist between items and modifier groups. It also requires the use of the Build item type and Build modifier group types.

- The Build item type represents a grouping of included, zero-priced modifiers that you can use as a base to prepare one or more menu items. For example, you could group oil and vinegar sauce, lettuce, red onions, and flat bread into one Build item, group lettuce, tomato, red onions, mayonnaise, and sourdough bread into another, and so on.
- The Build modifier group type represents a grouping of the Build item types from which a consumer can choose to modify a menu item.

## Configuring a Build item type

The first step is to create each group of included modifiers using the Build item type in Item Maintenance.

1. Select **Maintenance > Menu > Items**.
2. Click the **New** drop-down arrow, select **Build** from the Type list box, and click **OK**.
3. Type a **name** for the Build item, such as 'Chicken Build,' 'Burger Build,' and others.
4. Select the **Modifier** tab.

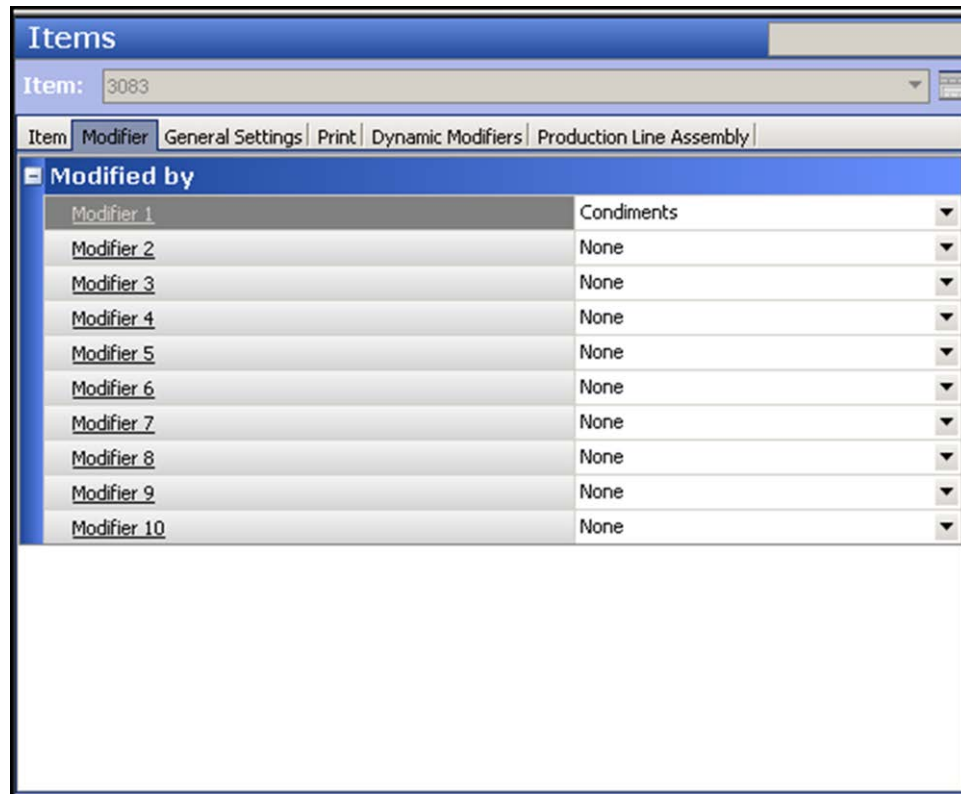


Figure 30 Attaching the modifier to the Build item

5. Under the 'Modified by' group bar, select a **modifier group**, such as 'Condiments,' from one of the 'Modifier' drop-down lists.

6. Select the **Dynamic Modifiers** tab.

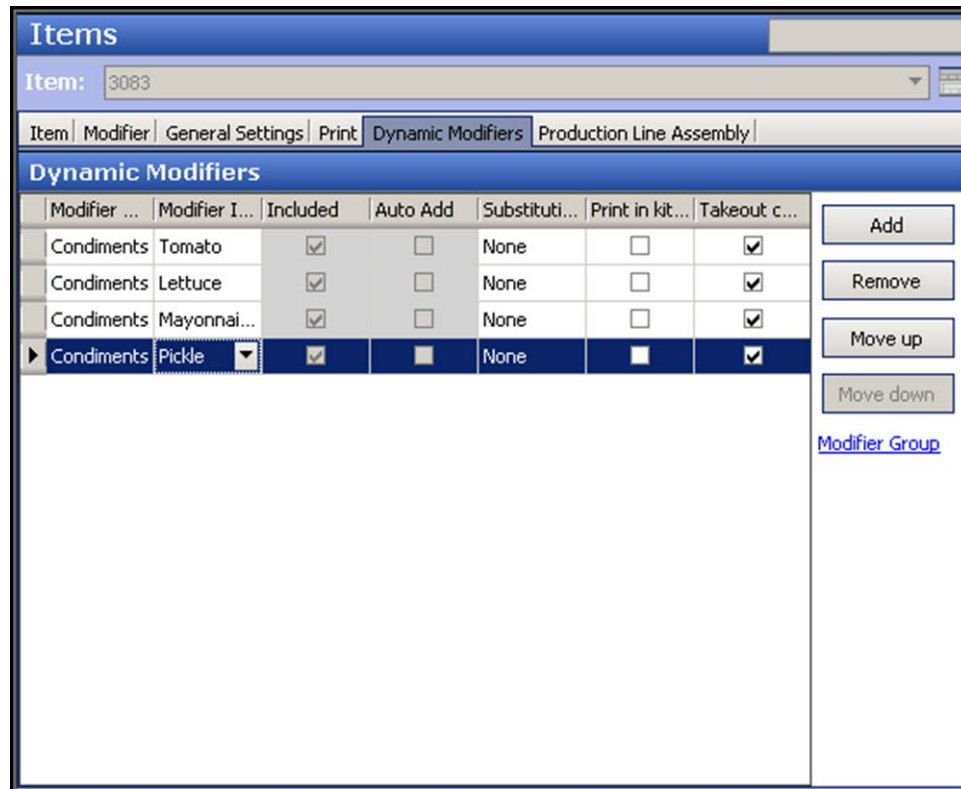


Figure 31 Adding the dynamic modifiers

7. Under the 'Dynamic Modifiers' group bar, click **Add**.
8. Select the **modifier group** that contains the items, such as condiments, from the 'Modifier Group' drop-down list.
9. Select a **modifier** to include in the Build from the 'Modifier Item' drop-down list.
10. Repeat **steps 7 through 9** for each modifier that makes up the Build.
11. Click **Save**.
12. Repeat this **procedure** for each Build item you want to create.
13. Exit the **Items** function.

## Configuring a Build modifier group

You then create a Build modifier group and attach the Build items to the group. Attach each Build item you can use for modifying an item assigned to this modifier group. Generally, if you are switching builds across like menu items, only one Build modifier group is needed.

1. Select **Maintenance > Menu > Modifier Groups**.
2. Click the **New** drop-down arrow, select **Build** from the 'New modifier group' list box, and click **OK**.
3. Type a **name**, such as 'Build,' for the Build modifier group.
4. Select the **Layout** tab.
5. Select a **button** from the grid. Additional options appear under the 'Modifier item' group bar.
6. Select a **Build item** from the 'Item' drop-down list, such as 'Chicken Build.'

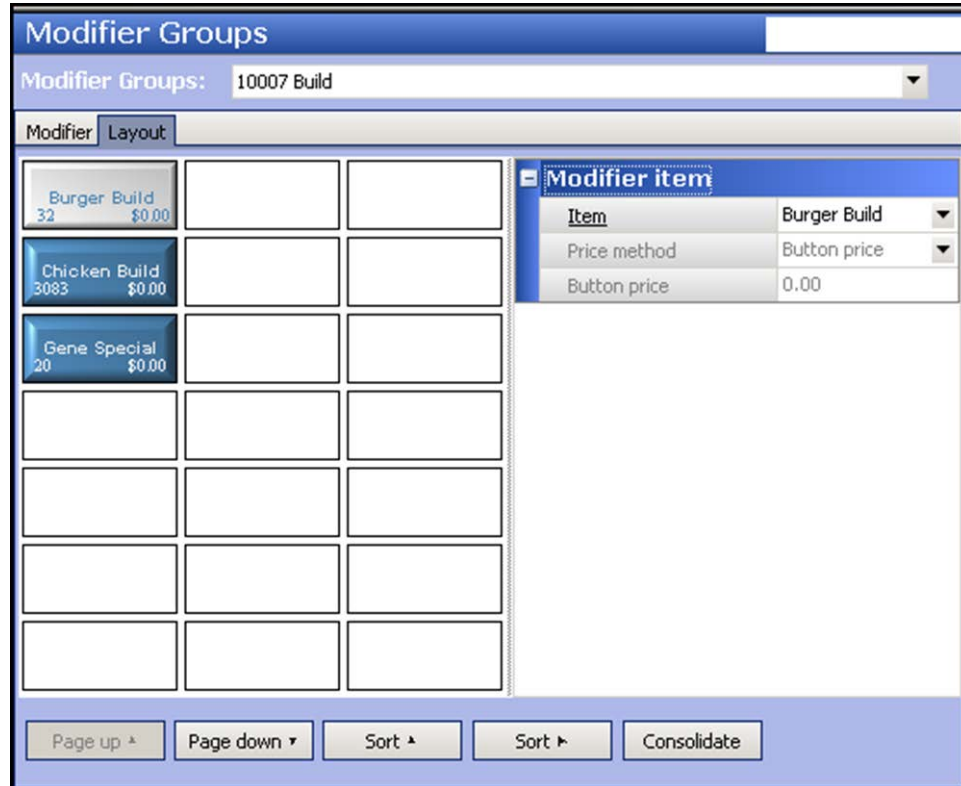


Figure 32 Modifier group for a build

7. Repeat **steps 5 through 6** to add other Build items to the Build modifier group.
8. Click **Save**.
9. Repeat this **procedure** to create other Build modifier groups.
10. Exit the **Modifier Groups** function.

### Attaching a Build modifier group to a menu item

As with any modifier group, you attach the Build modifier group to the necessary menu item and configure it as an included modifier.

1. Select **Maintenance > Menu > Items**.
2. Select the **menu item** from the drop-down list to which you want to attach a Build modifier group, such as 'Burger,' 'Chicken Sandwich,' and more.
3. Select the **Modifier** tab.
4. Attach the **Build modifier group** to one of the 'Modifier' drop-down lists.
5. Select the **Dynamic Modifiers** tab.
6. Under the 'Dynamic Modifiers' group bar, click **Add**.

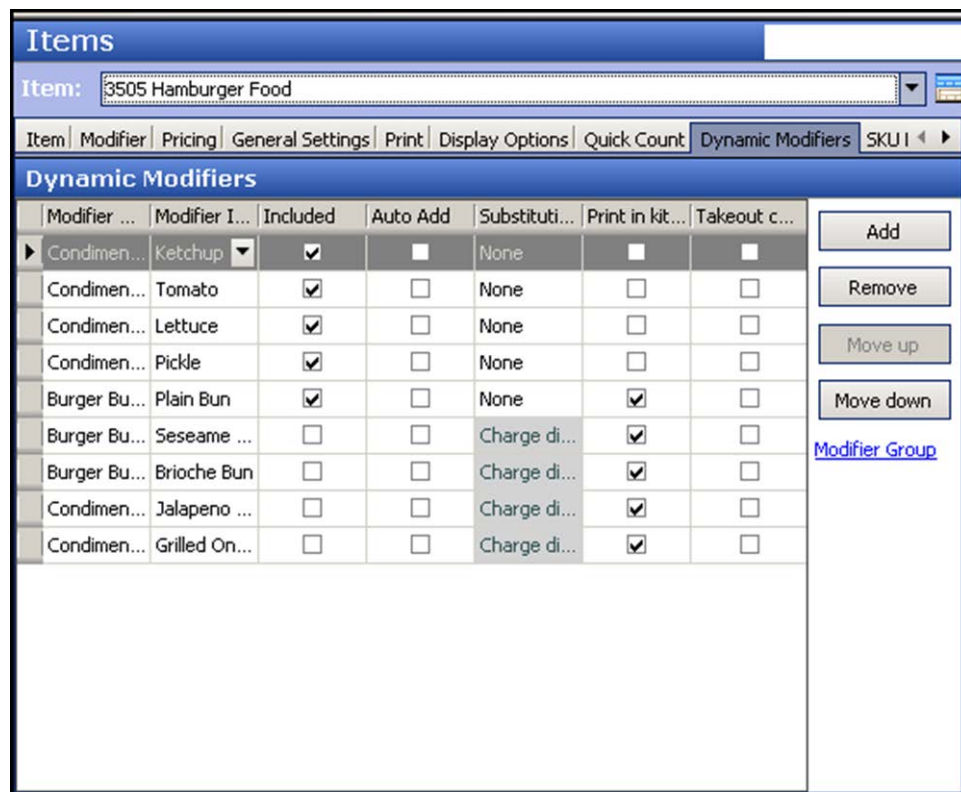


Figure 33 Items - Dynamic Modifiers tab

7. Select the **Build modifier group** from the 'Modifier Group' drop-down list.
8. Select the **Build modifier** from the 'Modifier Item' drop-down list.
9. Select **Included**.
10. Repeat **steps 6 through 9** for each modifier that makes up the Build.
11. Click **Save**.

12. Repeat this **procedure** for each item to which you want to attach a Build modifier group.
13. Exit the **Items** function.

### Adding Build items and Undo Modifications button to a panel

Once all the Build associations between items and modifiers are in place, you add the Build items to the necessary context panels for order entry. Also, you add the Undo Modifications button function to the same panel or to a non-context panel containing your function buttons. The Undo Modifications button allows you to dismiss all changes you made to included modifiers associated with the build item you are modifying and reset them to their original state.



#### Note

The Undo Modifications button function only applies to an item configured as a Build item type.

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, and select a context panel containing your modifier buttons.
4. Select **Panel > New Button**.

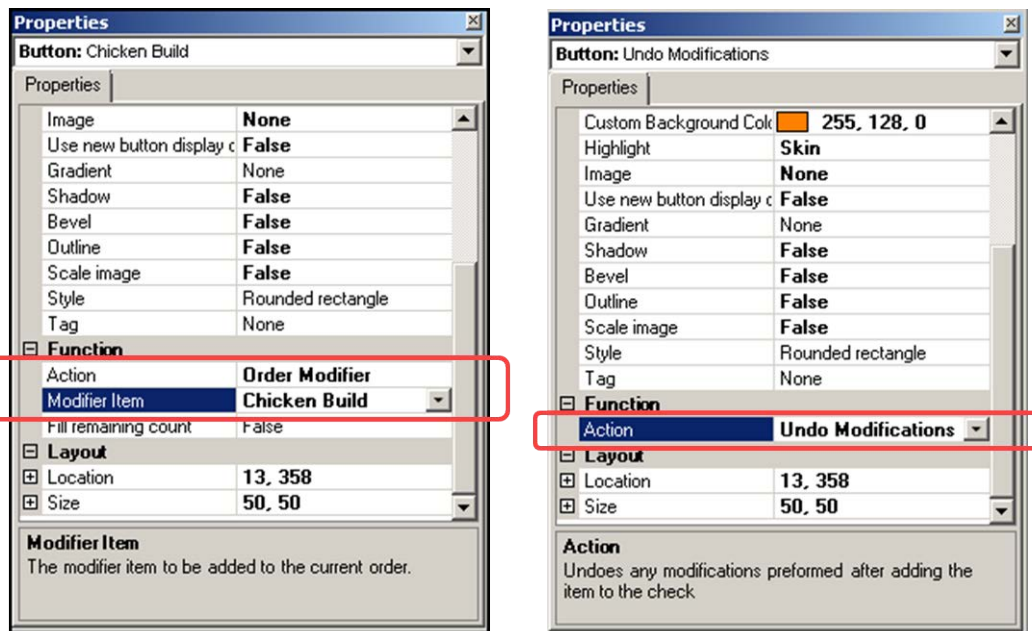


Figure 34 Properties window - Order Modifier (left) and Undo Modifications (right)

5. In the Properties window and under the 'Function' group bar, select **Order Modifier** from the 'Action' drop-down list.
6. Select the **Build item** from the 'Modifier Item' drop-down list, such as 'Burger Build.'

7. Under the 'Appearance' group bar, type a **name** for the button, such as 'Burger Build.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Burger\nBuild.'
8. Configure the **remaining options** as you would for any other button function.
9. Repeat **steps 4 through 8** to add other Build items to the panel.
10. Select **Panel > Save Panel**.
11. While still in Panel Editor, select **Panel > Open Panel**, and select a **panel** to which you want to add the 'Undo Modifications' button.
12. Select **Panel > New Button**.
13. In the Properties window and under the 'Function' group bar, select **Undo Modifications** from the 'Action' drop-down list to allow you to remove any modifications made to a Build item, before the item is ordered and revert back to its original state.
14. Under the 'Appearance' group bar, type a **name** for the button, such as 'Undo Mods.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Undo\nMods.'
15. Configure the **remaining options** as you would for any other button function.
16. Select **Panel > Save Panel**.
17. Select **File > Exit** to exit **Quick Service Screen Designer**.

## Using Build modifier groups

Use Build modifier groups to switch out a complete group of included modifiers for an item, such as a hamburger with a Burger build to a hamburger with a Chicken build. Once the included modifiers are switched, and the consumer wants additional modifications, you can further alter the included modifiers individually. For example, if you switch from a Burger build to a Chicken build, and the consumer wants the tomatoes from a Burger build, you can easily add tomatoes to the menu item with the new Chicken build.

Veteran employees who know the restaurant menu well could also determine if switching a build is more efficient to enter the order instead of adding and deleting individual included modifiers.

If you perform major modifications to the Build item, and make a mistake or decide to start over, press the Undo Modifications button to undo all changes and return the Build item to its original state.



## Configuring visual indicators on chain button functions

In [“Configuring visual indicators to appear for included modifiers” on page 9](#), we discussed adding an image or color to a modifier code as a visual indicator on a button. In a more complex Quick Service screen design using context panels, an included modifier could be located on a panel hidden beneath other panels and is not readily visible when you add the menu item to the check. The designer often segregates common modifiers, such as cheeses or protein choices, and uses chain buttons to access the context panel on which they reside. For example, one panel is dedicated to bread choices, while another could contain only cheese choices, or meat choices. An included modifier found on these panels is not visible when you add the menu item to the check. You must first touch the ‘chain’ button to navigate to the modifier panel before you can determine which modifiers on that panel, if any, are included with the item.

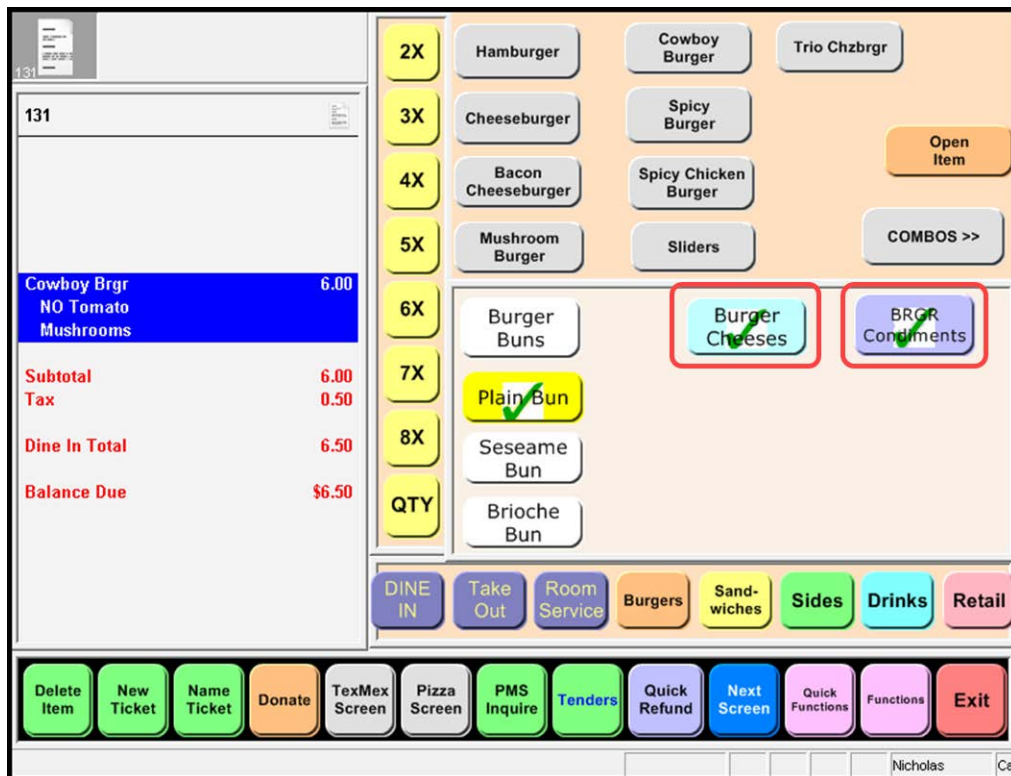


Figure 35 Visual indicator on chain buttons

To easily identify which hidden panel contains at least one included modifier, you can also display the same visual indicator on the chain button that navigates to a panel that has an included modifier. For example, a chain button named ‘Cheese Menu’ appears for the item you are currently entering and the ‘cheese panel’ to which the ‘cheese menu’ button navigates contains the included modifier Cheddar Cheese. The same visual indicator appears on both Cheddar Cheese and the ‘cheese menu’ chain button.

To display the visual indicator on a button that chains to a modifier panel containing included modifiers, you must specify the image or color to use in the chain button function definition.

**Tip**

A script button function often includes a chain function as part of a multi-function action. To use visual indicators on a chain button function, you must place the chain function as the first action defined in the script.

**To configure a visual indicator to display on a chain button function:**

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, then select a **panel** to use, and click **OK**.
4. Add a **button**, or select an existing **button**.
5. In the Properties window and under the 'Function' group bar, select **Chain** from the 'Action' drop-down list.

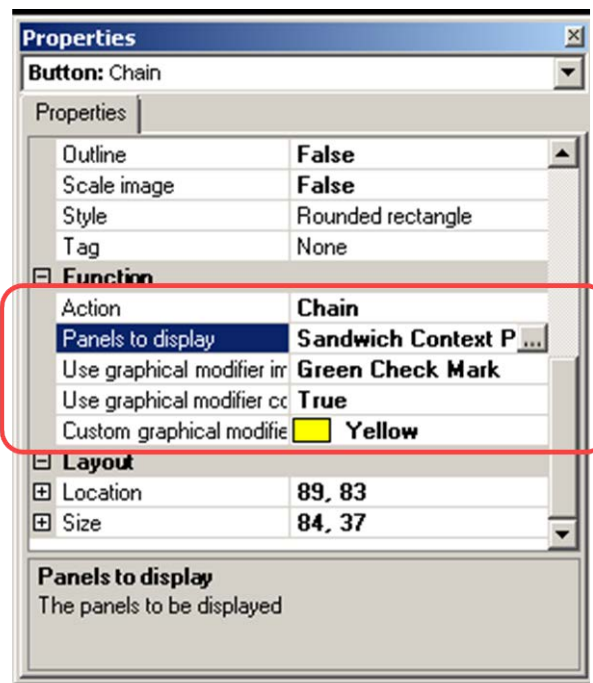


Figure 36 Chain button function

6. Select a **panel** from the 'Panel to display' drop-down list.
7. To add an image to a chain button, select an **image** from the 'Use graphical modifier image' drop-down list.

8. To add a color to a chain button, select **Use graphical modifier color** and a **color** from the 'Custom graphical modifier color' drop-down list.
9. Select **Panel > Save Panel**.
10. Repeat this **procedure** to specify an image or color for another chain button.
11. Select **File > Exit** to exit **Quick Service Screen Designer**.

## Supporting dynamic included modifiers

Dynamic included modifiers is a design feature that reserves a set or row of buttons on a context panel to be automatically populated with included modifiers when an item is added to the guest check window. Dynamic included modifiers also inherit the visual indicators configured with an included modifier.



### Note

The visual indicators continue to appear everywhere the included modifier is found.

You may want to implement this if included modifiers are not visible at the same time on the screen and are hidden within underlying panels, such as panels specific to bread, cheese, or condiment choices. The employee must navigate through these chaining panels to view each included modifier that comes standard with the item. By reserving an area for dynamic included modifier buttons, the employee can view a complete list of the included modifiers for an item and quickly respond to any inquiries the consumer may have.

In the following example, the context panel has the top two rows reserved for dynamic included modifiers. When you add an item, such as Super Burger, to the guest check, the system automatically populates the top two rows of the panel, starting with the top-left button and across, with the included modifiers defined for the item.

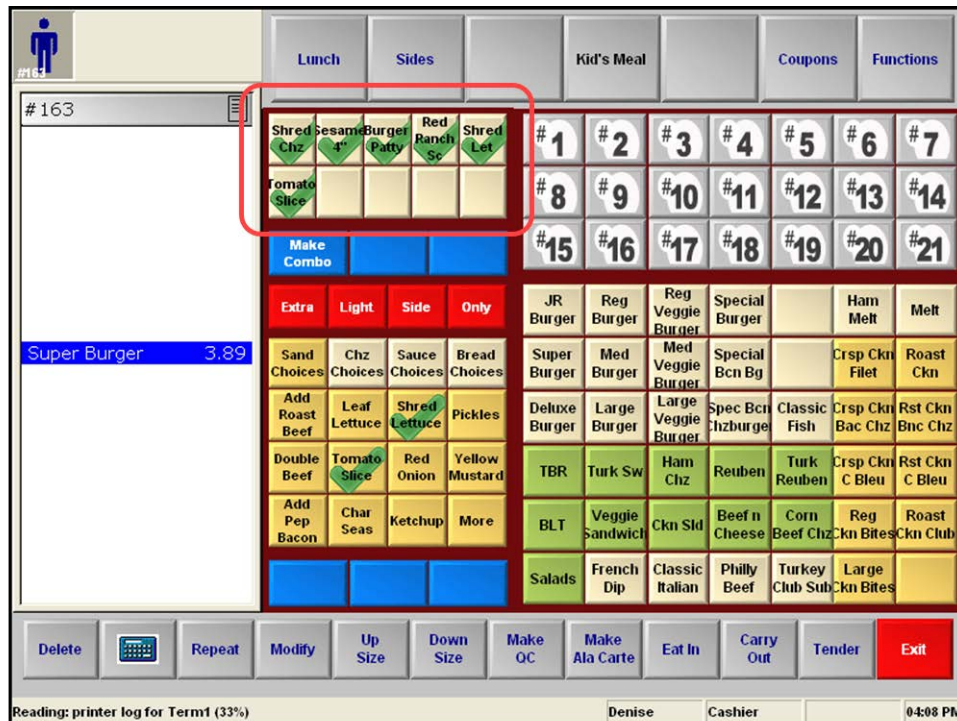


Figure 37 Dynamic included modifiers for Super Burger

When you select another item, such as Crsp Ckn Filet, the system updates the buttons with the included modifiers defined for the new item.

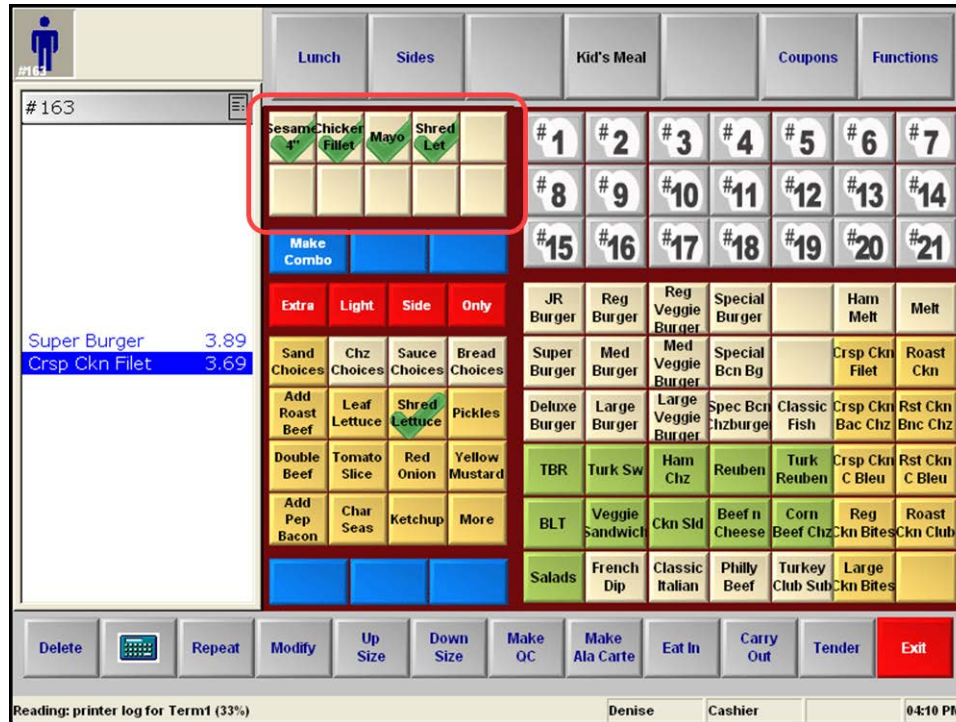


Figure 38 Dynamic included modifiers for Crsp Ckn Filet

To configure dynamic included modifiers, you must first set up your included modifiers, as normal, then add the dynamic included modifier buttons to a context panel. For readability, place the buttons

in a specific area, separate from the other functions on the context panel. The buttons will appear blank until you select a menu item with included modifiers.



Figure 39 Reserved area for dynamic included modifiers

**Tip**

The number of dynamic included modifier buttons needed is at your discretion. As a best practice, evaluate the maximum number of included modifiers needed for your items. The system populates the dynamic included modifier buttons with the included modifiers based on the order in which they are configured in Items > Dynamic Modifiers tab. If you add only four dynamic included modifier buttons to the context panel, and the item has five included modifiers configured, the fifth included modifier does not appear. In this example, we added 10 dynamic included modifier buttons to accommodate menu items with a high usage of included modifiers.

**To add dynamic included modifiers to a context panel:**

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**. The Open Panels screen appears.
4. Select a **panel** configured as a context panel from the list and click **OK**. You cannot add a dynamic included modifier button to a panel that is not a context panel.



5. Select **Panel > New Button**. A new button is added to the context panel and the Properties dialog box appears.

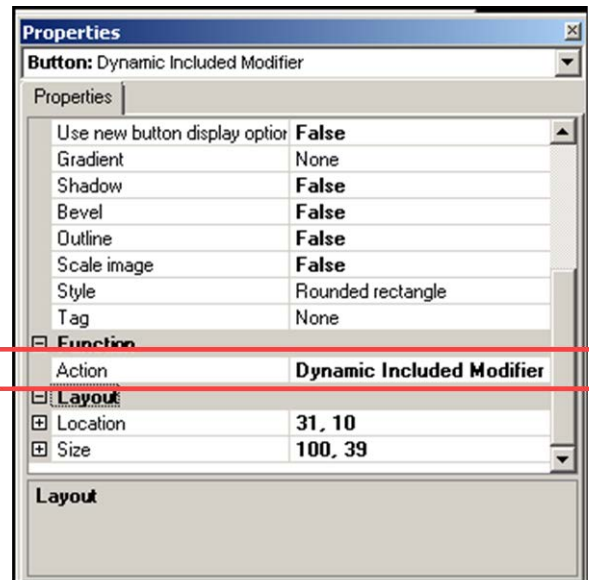


Figure 40 Dynamic Included Modifier properties window

6. Under the 'Function' group bar, select **Dynamic Included Modifier** from the 'Action' drop-down list.
7. Complete the **remaining background options** for the button, as desired. Since the system generates the text and content on the button, you cannot configure the text, or font options on a Dynamic Included Modifier button, nor can you add an image to the button since that comes from the image defined for the Included Modifier modifier code.
8. Repeat **steps 5 through 7** for each of the remaining buttons to use for dynamic included modifiers.
9. Select **Panel > Save Panel**.
10. Repeat this **procedure** for each context panel requiring a set of Dynamic Included Modifier buttons.
11. Exit **Quick Service Screen Designer**.



## Automatically printing included modifiers in the kitchen

By default, included modifiers do not appear in the guest check window and are not sent to the kitchen or printed on the kitchen chit. You can configure one or all included modifiers to print on the kitchen chit for the kitchen staff to use when preparing an item. You can also leverage the item priority feature in Maintenance > Menu > Item Routing to configure the included modifiers to print in the order in which your ingredients are laid out on a 'make table.'

To configure included modifiers to automatically print on the kitchen chit, you must disable 'Print in kitchen' in Store Settings and then specify the included modifiers to print in the kitchen when you order the menu item.

### To disable kitchen printing in Store Settings:

1. Select **Maintenance > Store > Store Settings**.
2. Under the 'Display > POS Order Entry Check' group bar, select the **User Interface group** at the bottom of the screen ([Figure 2](#)).
3. Clear **Print in kitchen**.
4. Click **Save** and exit the **Store** function.

### To configure an included modifier to print on a kitchen chit:

1. Select **Maintenance > Menu > Items**.
2. Select the **item** with a defined included modifier from the drop-down list.

3. Select the **Dynamic Modifiers** tab.

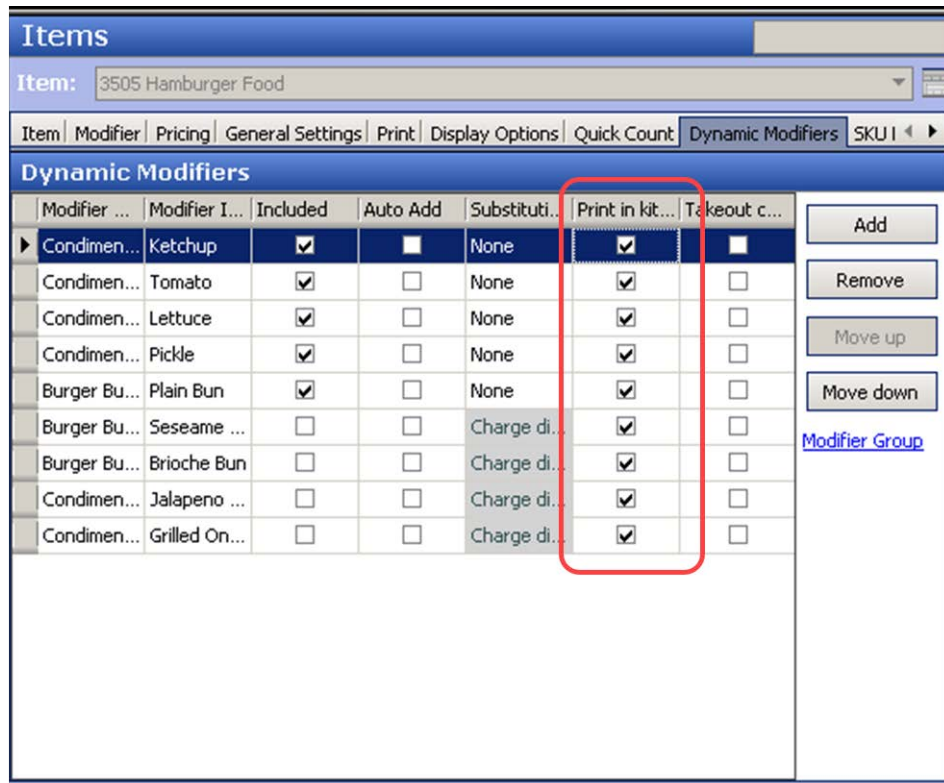


Figure 41 Items - Dynamic Modifiers tab

4. Under the 'Dynamic Modifiers' group bar, select the **modifier** configured as an included modifier for the item.
5. Select **Print in kitchen**.
6. Repeat this **procedure** for each included modifier to print on a kitchen.
7. Exit the **Items** function.

Included Modifiers, 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:  
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