Feature Focus Guide: Valutec Gift Cards

Core Product: Aloha Quick Service, Aloha Table Service Last Updated: June 14, 2024

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Revision Record

Date	Version #	Description
Prior to	v14.1+	Implemented support for Valutec gift cards.
12/15/2022	v14.1+	Added Troubleshooting section.
01/25/2023		Converted the document to use new templates. Updated the front cover and back page to reflect new NCR branding.
06/14/2024		Updated document to reflect NCR Voyix branding.



About Valutec Gift Cards

Valutec Gift Cards at a Glance	
Core Product	Aloha Quick Service, Aloha Table Service, Aloha EDC
Complementary Products	No
Separate License Required?	Yes, you must license your security key for Aloha EDC (Credit Card + MX under Software Packages) and Custom EDC (under Software Options).
Other References	Aloha Quick Service Reference Guide, Aloha Quick Service Report Guide, Aloha Table Service Reference Guide, Aloha Table Service Report Guide, Aloha EDC User Guide

Gift cards are plastic cards that operate very similarly to credit cards. They make great gifts for any occasion, offer a valuable marketing opportunity for your restaurant, and have proven to increase the average ticket size. Remaining card balances bring customers back, and small unredeemed balances become pure profit to your restaurant. While the major card brands support gift cards, private, independent gift cards are becoming very popular. To ensure the Aloha[®] Point-of-Sale (POS) can support these gift cards, we developed the ability for these independent processors to communicate with Aloha EDC using a UPI plugin specifically for each independent gift card host we need to support, such as Valutec.

The Valutec UPI plug-in supports the following:

- Selling a single or multiple gift cards.
- Adding value to a gift card.
- Redeeming a gift card.
- Querying the gift card balance.
- Deleting a single or multiple gift cards.
- Refunding a single or multiple gift cards.



Installing Valutec Gift Cards

You must install the Valutec UPI plug-in prior to any configuration. Before you begin, ensure AlohaUPI.Core.dll, Edc.Svr.UpiClient.Interop.dll, and Log4Net.dll reside in the Bin directory. The Valutec UPI plug-in requires a password to download. Contact your NCR account manager for more information.

After you install the UPI plug-in, ensure ValutecAlohaUPI.dll and ValutecAlohaUPI.tlb are in the Bin directory.

To install the Valutec UPI plug-in:

- 1. Obtain the ValutecUPISetup.msi file.
- 2. Copy the **file** to a location on the file server.
- 3. Double-click **ValuetecUPISetup.msi**. The Valutec UPI Plug-In Welcome screen appears.



Figure 1 Valutec UPI Plug-In Welcome Screen



4. Click Next. The End-User License Agreement Screen appears.



Figure 2 Valutec End-User Agreement Screen

5. Click Next. The Custom Setup screen appears.

Select the way you	want features to be insta	led 🖉	N
Select the way you	i want leatures to be insta	ieu.	
Click the icons in th	e tree below to change th	e way features will be install	ed.
	lutec UPI Plug-In		
		This feature requires	337KB on your
		hard drive.	
			Browse
			Browse

Figure 3 Valutec Customer Setup Screen



6. Click Next. The Ready to install Valutec UPI Plug-In screen appears.



Figure 4 Ready to Install Valutec UPI Plug-In Screen

7. Click **Install**. The MSI installs the Valutec UPI plug-in and the status appears on the Installing Valutec UPI Plug-In screen.

😸 Valutec UPI Plug-In for Aloha EDC Setup	
Installing Valutec UPI Plug-In for Aloha EDC	
Please wait while the Setup Wizard installs Valutec UPI Plug-In for A	Aloha EDC.
Status:	
Back	ext Cancel

Figure 5 Installing Valutec UPI Plug-In Screen



Upon completion, the Completed Valutec UPI Plug-In screen appears.



Figure 6 Completed Valutec UPI Plug-In Screen

8. Click Finish.



Configuring Valutec Gift Cards

The implementation of Valutec gift cards requires configuration in both Aloha EDC and the Aloha POS system. This document assumes you already have both of these products installed and working prior to adding the Valutec gift card functionality.

Configuring Aloha EDC for Valutec gift cards

To transmit transactions from the Aloha POS system to the Valutec gift card host, you must add Valutec as an independent processor in Aloha EDC and then designate Valutec as the gift card host. Valutec uses a hard-coded URL, embedded in the UPI plugin, to connect to the host for processing gift card transactions and does not support any failover mechanism, such as a dialup connection. You must be able to connect to the Internet to sell or redeem a gift card; otherwise you will be unable to complete the transaction. It may be necessary to ask the guest for another form of payment when they want to apply a gift card as payment for their transaction and the Internet is down.

Valutec gift cards Procedures at a Glance:

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

- Access Maintenance > Electronic Draft Capture > Processor to add the Valutec processor. See page 10.
 Access Maintenance > Electronic Draft Capture > Cards to designate Valutec as the gift card
 - host. See <u>page 12</u>.

Adding the Valutec processor

When adding a processor that uses a UPI plugin, you select 'Independent' as the processor type, and then select the type of UPI plugin from the 'Plugin type' drop-down list. The unique configuration data that tells the host what it needs to process transactions from your site resides in a file called ValutecAlohaUPI.cfg. Once you save the processor record, the system creates the configuration file for you and looks to this file for the unique terminal ID and client key.

B Note

A version per site is required. You must update the Terminal ID and ClientKey obtained from your Valutec representative for each site. You must also establish a unique terminal ID and client key that identify the site submitting the transaction for processing.

We strongly recommend you create a Valutec folder in C:\EdcProcPath for the TXN files. You must also navigate and update the EDC.ini file. Locate the 'Processor' section and add Valutec = 1.



To add Valutec as an 'Independent' processor:

1. Select Maintenance > Electronic Draft Capture > Processor.

Select Owner
CES Comdata Direct Net (Not supported in 7.(Elavon FDC FDS Buypass Global Payments Heartland Payment System Independent Maverick (Not supported in 7.0)
OK Cancel
×

Figure 7 Select Owner Dialog Box

2. Click the **New** drop-down arrow, select **Independent** as the type from the 'Select Owner' list box, and click **OK**.

	ent 1
essor	
Identification	
Number	6
Name	Valutec
Active	
Index	1
Туре	Independent
Independent	
	Valutec
Plugin type	Valutos Alabal IDT efe
Plugin type The file name to be exported including the extension	ValutechionauP1.crg

Figure 8 Processor - Valutec



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- 3. Type a **name**, such as 'Valutec,' for the processor.
- Leave the default value of '1' in 'Index' unless you have multiple processors of the 'Independent' type, each requiring a unique merchant ID, in which case you increment the index by one (1) for each instance.
- 5. Under the 'Independent' group bar, select **Valutec** from the 'Plugin type' drop-down list.
- 6. Type ValutecAlohaUPI.cfg in 'The file name to be exported including the extension.'
- 7. Click the **drop-down arrow** for 'Contents of this file,' type the following **string substituting the values** in TerminalID and ClientKey with the values provided to you by Valutec, and click OK.

<?xml version="1.0" encoding="utf-8"?>

<ConfigData xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<TerminalID>704541</TerminalID>

<ClientKey>45c4ddcc-feb1-4cb1-99f0-1ba71d6d8f69</ClientKey>

<Debug>false</Debug>

</ConfigData>

8. Click **Save** and exit the **Processor** function.



Designating Valutec as the gift card host

After adding the Valutec processor, you must designate Valutec as the gift card host.

To designate Valutec as the gift card host:

1. Select Maintenance > Electronic Draft Capture > Cards.

Cards: 1 EDC Cards	5	-
ards		
Common Credit Cards		×
Private Label Credit Cards		
Gift Cards		
Paymentech	None	
ValueLink	None	
Comdata	None	
Vantiv	None	
Private	Independent	
Private independent processor	Valutec	
Heartland Payment Systems	None	
Debit Cards		
Other cards		

Figure 9 Electronic Draft Capture - Cards

- 2. Select Independent from the 'Private' drop-down list to expose 'Private independent processor.'
- 3. Select **Valutec** from the 'Private independent processor' drop-down list.
- 4. Click **Save** and exit the **Cards** function.



Configuring the Aloha POS system for Valutec gift cards

Configure the remaining features of Valutec gift cards in the Aloha POS system.

Valut	ec Gift Cards Procedures at a Glance:
lf you regar	are viewing this document using Adobe Acrobat Reader, click each link for detailed information ding the task.
1.	Access Maintenance > Business > Store > Store Settings tab > Gift Card/Certificate Sales group to designate Valutec as your gift card provider. See <u>page 14</u> .
2.	Access Maintenance > Business > Store > Store Settings tab > Gift Card/Certificate Sales group to define your Valutec gift card voucher print options. See <u>page 15</u> .
3.	Access Maintenance > Menu > Items to configure an item for selling a Valutec gift card. See page 17.
4.	Access Maintenance > Menu > Submenus to configure Valutec gift card buttons, either open amounts or predefined amounts, for selling on a submenu panel (TS only). Create buttons for activation and adding value. See <u>page 21</u> .
5.	Access Maintenance > Screen Designer > Quick Service Screen Designer to configure Valutec gift card buttons, either open amounts or predefined amounts for selling on a panel (QS only). Create buttons for activation and adding value. See <u>page 22</u> .
6.	Access Maintenance > Payments > Tenders to configure a Valutec gift card tender for redemption. See <u>page 23</u> .
7.	Access Maintenance > Screen Designer > Quick Service Screen Designer to add a button for redemption. See <u>page 30</u> .
8.	Access Maintenance > Screen Designer > Quick Service Screen Designer or Table Service Screen Designer to configure a button to query the remaining balance of a Valutec gift card. See page 31.
9.	Access Maintenance > Labor > Pos Access Levels to provide the ability for an employee to manually enter gift card numbers. See <u>page 33</u> .
10.	Access Maintenance > Screen Designer > Quick Service Screen Designer or Table Service Screen Designer to add the 'Query Gift Card Balance' button function to a panel (QS), or to an order screen panel or a floor plan in use (TS). See <u>page 31</u> .
11.	Access Maintenance > System Settings > Event Schedule to set up an event to activate an order screen panel. See <u>page 34</u> .
12.	Access Utilities > Refresh POS Data to update the information on the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <u>page 35</u> .



Designating Valutec as your gift card provider

You must designate Valutec as your gift card provider to sell and redeem a Valutec gift card.

To designate Valutec as your gift card provider:

- 1. Select Maintenance > Business > Store.
- 2. Select the Store Settings tab.
- 3. Select the Gift Card/Certificate Sales group located at the bottom of the screen.

Store				
Store: 10 Aloha Café		-		
Location Information Licensing Custom Store Settings Aloha Manager				
🖬 Gift sales				
Gift card/certificate provider	Private Label	*		
Printing properties	Printing properties			
Card number masking method	Always show full number	•		
Voucher				
Print guest check message	V			
Print large text				
Print tip line	V			
Number of copies	None (0)	•		
Restrictions				
Cannot redeem same gift card twice in a day	V			
Cannot activate and redeem gift card on same day				
Allow refund transactions for activations and reloads				
Restrict multiple redemptions of the same gift card on a single chee	k 🖌			
Restrict multiple add values of the same gift card on a single check				
Restrict activation of gift card until tendered	V			
Aloha Stored Value				
Complete Aloha Loyalty processing before applying payment	✓			
Chit Printing Report Printing User Interface Security System Cred	t Card Gift Card/Certificate Sale	es Quick Count 4 🕨		

Figure 10 Store Settings Tab - Gift Card/Certificate Sales Group

- 4. Under the 'Gift sales' group bar, select **Private Label** from the 'Gift card/certificate provider' drop-down list.
- 5. Configure the **remaining options** on the group, as necessary.
- 6. Click **Save** and exit the **Store Settings** function.



Defining your gift card voucher print options

Just like credit cards, you can define certain printing criteria for the voucher that prints for a gift card upon redemption. You can define the text and number of vouchers to print. A voucher prints when you are redeeming a gift card, not when you are selling a gift card.

To define your gift card voucher print options:

- 1. Select Maintenance > Business > Store.
- 2. Select the **Store Settings** tab.
- 3. Select the **Gift Card/Certificate Sales** group located at the bottom of the screen.

Store: 10 Aloha Café Location Information Licensing Custom Store Settings Aloha Manager Gift sales Gift card/certificate provider Gift card/certificate provider Private Label Printing properties Card number masking method Show last 4 digits on all vouchers Show last 4 digits on all vouchers Print guest check message Image: Card number of copies Print large text Image: Card number of copies Number of copies 2 Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	•
Location Information Licensing Custom Store Settings Aloha Manager Gift sales Gift card/certificate provider Private Label Printing properties Card number masking method Show last 4 digits on all vouchers Card number masking method Show last 4 digits on all vouchers Print large text Image: Card number of copies Print tip line Image: Card number of copies Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	•
Gift sales Gift card/certificate provider Private Label Printing properties Card number masking method Show last 4 digits on all vouchers Voucher Print guest check message Print large text Print tip line Number of copies Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 	•
Gift card/certificate provider Private Label Printing properties Card number masking method Show last 4 digits on all vouchers Voucher Print guest check message Print large text Print tip line Number of copies Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	
Printing properties Card number masking method Show last 4 digits on all vouchers Voucher Print guest check message Print large text Print tip line Number of copies Text to print on voucher 1 Restaurant Copy Text to print on voucher 2	×
Card number masking method Show last 4 digits on all vouchers	•
Print guest check message Image: check message Print guest check message Image: check message Print large text Image: check message Print tip line Image: check message Number of copies 2 Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	
Print guest check message Image text Print large text Image text Print tip line Image text Number of copies 2 Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	
Print large text	
Print tip line Image: Comparison of Compar	
Number of copies 2 Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	
Text to print on voucher 1 Restaurant Copy Text to print on voucher 2 Customer Copy	-
Text to print on voucher 2 Customer Copy	
Restrictions	
🗉 Aloha Stored Value	
Charle Desires (the Desire Desires) (the Desires) County (County County Co	

Figure 11 Defining Voucher Properties

- 4. Under the 'Printing properties' group bar, select the **portion of the gift card number** to print on the voucher; all others numbers are masked and do not print for the guest. Choose from 'Always show full number,' 'Show last 4 digits except on first voucher,' and 'Show last 4 digits on all vouchers.'
- 5. Under the 'Printing properties > Voucher' group bar, select **Print guest check message** to print additional text on each voucher.
- 6. Select **Print large text** to print the voucher text using a large font.
- 7. Select **Print tip line** to include a line at the bottom of the voucher so the guest can add gratuity.
- 8. Select the **number of vouchers** to print, up to four, for each gift card redemption. An additional voucher text box appears based on the number of vouchers you print. For example, if you select '2,' then two corresponding voucher text boxes appear.



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- 9. Type the **text** to appear on the first voucher, such as 'Restaurant Copy,' in 'Text to print on voucher 1,' if necessary.
- 10. Type the **text** to appear on the second voucher, such as 'Customer Copy' in 'Text to print on voucher 2,' if necessary.
- 11. Repeat for **each copy** of the voucher to print.
- 12. Click **Save** and exit the **Store** function.

Tracking gift card sales

If you want to track gift card sales separately from other retail items, create a gift card category.

To track gift card sales:

- 1. Select Maintenance > Menu > Categories.
- 2. Click the **New** drop-down arrow, select **Retail** from the Type list box, and click **OK**.

Categories			
Category: 20033 Gift	Cards Retail		
Category			
Settings	*		
Number	20033		
Name	Gift Cards		
Description			
Туре	Retail		
Suggestive			
PMS sales category	0		
Accounts receivable sales category	None (0)		
K Exclude from tippable sales			
Exclude from tip share			
Maximum per check	999		



- 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**.
- 4. Type a **name**, such as 'Gift Cards.'
- 5. Configure the **remaining options** as needed.
- 6. Click **Save** and exit the **Categories** function.



Creating gift card items for selling

As with everything you sell in the Aloha POS system, you must create an item to add to the guest check when a guest wishes to purchase a gift card. The type of gift cards you sell determines the configuration required for the item. For example, if you sell gift cards with a predetermined amount, such as \$20.00, \$30.00, and \$50.00, create an item for each denomination. If you sell open value gift cards that allow the customer to designate the value of the gift card, you only have to create one item and then enter the value at the time you sell the gift card. You also need to create an item for adding value to an existing gift card already in use.

To create an item for selling a predetermined value gift card:

- 1. Select Maintenance > Menu > Items.
- 2. Click the **New** drop-down arrow, select **Gift card** from the Type list box, and click **OK**.

Items	
Item: 1002 \$20 Gift C	ard Retail 📃 🧮
Item Pricing General Settings Print Display Options Q	uick Count
Settings	* *
Number	1002
Туре	Gift card
Short name	\$20 Gift Card
Chit name	\$20 Gift Card
Chit name alternate	
Long name	\$20 Gift Card
Long name alternate	
Button image	None 💌 =
Ask for description	
Gift card action	 Activate card Add value
Export ID	0
Assignments	*
Tax group	Tax Group 5
Concept	Chipotle
Sales/retail category	Retail
Auto menu	* -

Figure 13 Item Tab

- 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**.
- 4. Type a **name**, such as '\$10 Gift Card.'
- 5. Select Activate card as the 'Gift card action.'



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Note

You must attach a tax record to all items. Generally, gift cards are not taxable items; therefore, select a tax record without a tax percentage. You may need to create a 'no tax' tax group, if one does not already exist.

- 7. Select Retail from the 'Sales/retail category' drop-down list.
- 8. Configure the **remaining options** for the Valutec gift card, as necessary.
- 9. Select the **Pricing** tab.

tem: 1003 \$20 Gift card Retail			~
Item Pricing General Settings Print Display Optio	ns Quick Count Production L	ine Assembly	
Pricing options			\$
Eligible for fixed pricing		[
Pricing method		Item Price	~
Allow sites to change price		[
Default price		0.00	

Figure 14 Items - Pricing Tab

- 10. Select Item Price as the 'Pricing method.'
- 11. Click **Save**.
- 12. Repeat this **procedure** if you need to create additional items for gift cards with other predetermined values.
- 13. Exit the **Items** function.



To create an item for selling an open value gift card:

- 1. Select Maintenance > Menu > Items.
- 2. Click the New drop-down arrow, select Gift card from the Type list box, and click OK.

Pricing General Settings Print Display Options Quick Count Pr	oduction Line Assembly	
ettings		
Owner	1 Coffee Bean	
Number	1003	
Туре	Gift card	
External ID		
Short name	Gift card	
Chit name	Gift card	
Chit name alternate		
Long name	Gift card	
Long name alternate		
Button image	None	
Kitchen chit item image	None	
Ask for description		
Gift card action	Activate card Add value	
Export ID	0	
ssignments		
Tax group	None	
Concept	None	
Sales/retail category	Retail	
uto menu		
W Priority	1 Highest	

Figure 15 Item Tab

- 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**.
- 4. Type a **name**, such as 'Gift Card,' in short name.
- 5. Select Activate card as the 'Gift card action.'
- 6. Under the 'Assignments' group bar, select the **appropriate tax group**.

Note

You must attach a tax record to all items. Generally, gift cards are not taxable items; therefore, select a tax record without a tax percentage. You may need to create a 'no tax' tax group, if one does not already exist.

7. Select **Retail** from the 'Sales/retail category' drop-down list.



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- 8. Configure the **remaining options** for the Valutec gift card, as necessary.
- 9. Select the **Pricing** tab.

tem: 1003 Gift card Retail	~
tem Pricing General Settings Print Display Options Quick Count	Production Line Assembly
Pricing options	
Eligible for fixed pricing	
Pricing method	Item Price
Allow sites to change price	
Default price	0.00

Figure 16 Items - Pricing Tab

- 10. Select Item Price as the pricing method.
- 11. Click Save.
- 12. Repeat this **procedure** if you need to create additional items for gift cards with other predetermined values.
- 13. Exit the **Items** function.



Adding gift card items to FOH for selling

After you create the necessary gift card items, you must add a button to the Front-of-House for each gift card item you create to allow you to sell and add gift card items to a guest check. For example, if you create an open value gift card item and allow guests to add value to an existing gift card, you need to add two buttons to the FOH, one for each item. The procedure to do this is different based on whether you use Table Service or Quick Service. For Table Service, you add a button for each item to a submenu; for Quick Service, you add a button for each item to a panel containing menu items.

To add gift card items to a Table Service submenu:

- 1. Select Maintenance > Menu > Submenus.
- 2. Select a **submenu** on which to add the gift card items from the 'Submenus' drop-down list. For example, 'Retail.'
- 3. Select the **Layout** tab.

Submenus	
Submenus: 12 Retail	•
Submenu Layout	
Cust 30 Upcharge	
20000 IShirt \$10.00 Item Button	-
Emp \$10 GC Activate	•
20 (13 T-Shirt \$7,00 Price method Item price	•
Default price 10.00	
2-Day Tix	
Open GC Act \$1000 GC Act \$1000 004 1002	
Open GC Add \$10 GC AV \$15 GC AV	
1001 \$0.00 1003 \$10.00 1005 \$15.00	
Survey Consolidate	

Figure 17 Submenu Panel

- 4. Double-click an available position.
- 5. Under the 'Item and pricing' group bar, select Item Button from the 'Type' drop-down list.
- 6. Select the **gift card**, such as '\$10 GC Activate,' from the 'Item' drop-down list.



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- 7. Leave **Item price** selected in 'Price method.'
- 8. Click Save.
- 9. Repeat this **procedure** until you add all necessary gift card items, including the 'Add Value' gift card item.
- 10. Exit the **Submenus** function.

To add gift card items to a menu panel in Quick Service:

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select Work with Panels.
- Select Panel > Open Panel and select a panel onto which to add the gift card buttons and click OK.
- 4. Select **Panel > New Button**. The Properties dialog box appears.

101	erties		PIC	pe	nies	
But	ton: \$20\nGift Card	•	But	tto	n: Addin∀alue	25
Pro	perties		Pr	rope	erties	
4	Appearance			Appearance		
	Text	\$20\nGift Card		1	Text	Add\nValue
	Text Alignment	Middle center		1	Text Alignment	Middle center
	Font	Custom		F	Font	Custom
Þ	Custom Font	Verdana, 11pt, style=Bold	D	0	Dustom Font	Verdana, 11pt, style=Bold
	Text Color	Skin		1	Text Color	Skin
	Background Color	Skin		E	Background Color	Skin
	Highlight	Skin		H	Highlight	Skin
	Image	None		1	mage	None
	Use new button display	False		L.	Jse new button display	False
	Gradient	None		Gradient	None	
	Shadow	False		5	Shadow	False
	Bevel	False		E	Bevel	False
	Outline	False		0	Dutline	False
	Scale image	False		9	Scale image	False
	Style	Rounded rectangle		5	Style	Rounded rectangle
	Tag	None		1	Гад	None
4	Function			# Fu	Function	
	Action	Order Item		4	Action	Order Item
	Item	\$20 Gift Card		1	tem	Add Value
Þ	Layout		Þ	> 1	Layout	
Layout		To Th	exi he l	t text to display		

Figure 18 Predefined Amount Gift Card Button (Left) Add Value Gift Card Button (Right)

- 5. Under the 'Function' group bar, select Order Item from the 'Action' drop-down list.
- 6. Select a **gift card item** from the 'Item' drop-down list. The name of the item appears on the button.
- 7. Configure the **remaining options** as you would for any other button.
- 8. Click Save.



- 9. Repeat this **procedure** until you add all necessary gift card items, including the Add Value gift card item.
- 10. Exit the Screen Designer function.

Creating a tender for Valutec gift card redemptions

You must create a gift card tender for use when a guest wishes to redeem a Valutec gift card as payment for their guest check. When you create a tender of the 'Gift card' type, the options in the Tender function become specific to gift cards.

B Note

Any tender with PL selected in 'Gift card provider' does not support providing cash back, whether it's just the balance of the card or full cash back without purchase.

For Table Service, the new Valutec tender appears on the Tender screen for selection based on the button position you choose when you create the gift card tender; however, for Quick Service, you must add a Valutec gift card button to the same panel containing the other tender buttons.



To create a basic Valutec gift card tender:

- 1. Select Maintenance > Payments > Tenders.
- 2. Click the New drop-down arrow, select Gift card from the Type list box, and click OK.

Tenders						
Tender: 70 Valutec Gift card						
Tender Type Identification Authorization F	Reconciliation	Sec	curity Verification	Printers	Rounding]
Settings						\$
Number			70			•••
Name			Valutec			
Туре			Gift card			
First available button position						
Button position			None			•••
Button image			None			-
Report as			Valutec			-
Default amount behavior			Ask for amount			-
Active				V		
Track				1		
Affect deposit						
Print check on close						
Open drawer on close						
Print signature line						
Combine on check						
Close check upon payment						
Do not verify amount						
Overpayment						×
Tips						*

Figure 19 Tenders - Tender Tab

- 3. Type a **name**, such as 'Valutec,' for the tender.
- 4. For Table Service, select 'First available button position' or click the **ellipsis (...)** and select an **available button position** on the selection screen that appears. When you close the selection screen, the corresponding row and column appear in 'Button position.'
- 5. Select 'Active'.



6. Select the **Type** tab.

Tenders	
Tender: <mark>50 Valutec Gif</mark>	t card 🔽
Tender Type Identification Authorization Reconcilia	tion Printers Rounding
Type settings	
Gift card provider	Private Label 💌
Property management settings	
Post to PMS	
Options settings	
Use magnetic card only	
Expiration	
Verify signature	
Reduce points from Loyalty plans	
Oisplay tender screen on card swipe	



- 7. Select Private Label as the 'Gift card provider' under the 'Type settings' group bar.
- 8. Select **Use magnetic card only** under the 'Options settings' group bar, to prevent an employee from manually entering a gift card number.

Note

You can override this setting for certain employees and allow them to enter the gift card number without manager approval by selecting 'Manual card number' under the 'Financial' group bar in Maintenance > Labor > Pos Access levels for the access level to which you assign the employee.

- 9. Select **Expiration** to prompt for an expiration date when manually entering a gift card number, if necessary.
- 10. Click **Save**.
- 11. Continue to the **next procedure**.



Allowing guests to tip using a gift card

Tipping a server using the remaining balance on a gift card is very common and typically increases the tip amount received by the server. There are a couple of methods that allow guests to tip using a gift card; however, you can configure the system to use only one method.

- Submit the payment and tip as a single transaction.
- Submit the payment and tip as two transactions.

Although the preferred method of payment is to submit the entire gift card payment, including the tip, to the host as a single transaction, it is much more common for the server to add the amount of the tip in a second transaction. In almost all cases, each transaction incurs a separate charge from the host. Whether you submit the payment and tip as one transaction or two, the tender configuration is the same. You must perform additional steps if you need to submit the payment and tip as two transactions.

Submit payment and tip as a single transaction

Submitting a gift card payment, including the tip, as one transaction reduces your overhead charge for gift card transactions; however, this method places an additional burden on the server and customer because the customer must let the server know the tip amount prior to receiving the first copy of the voucher.

To configure the gift card tender to allow the submission of the payment and tip as a single transaction:

1. With the Valutec gift card still active in the Tender function, return to the **Tender** tab.

Tender: 70 Valutec Gift card		
		-
Tender Type Identification Authorization Reconciliation Se	ecurity Verification Printers	Rounding
Settings		*
Overpayment		
Tips		
Allow tips		
Maximum tip %	20.00	
1 Tip refund %	0.000000	
Remove tip line if auto gratuity		

Figure 21 Tender - Tips Group Bar



- 2. Select **Allow tips** under the 'Tips' group bar to enable you to apply part of the gift card amount to a tip.
- 3. Specify the **highest tip percentage you can apply to tips** in 'Maximum tip %,' when using this tender. If you enter 0 (zero), a manager must apply the tip to the guest check. For Table Service, type the percentage of tips you can recover from the employee to cover transaction costs, such as processing fees, in 'Tip refund %.'
- 4. Click **Save** and exit the **Tenders** function.

Submit payment and tip as two transactions

Additional configuration is required when submitting payment and tip as two transactions. You must also configure an 'Add Gift Card Tip' button to enable the system to contact the host processor a second time to process the tip.

To configure the system so that you can submit the payment and tip as two transactions:

- 1. With the Valutec gift card still active in the Tender function, return to the **Tender** tab.
- 2. Select **Allow tips** under the 'Tips' group bar to enable you to apply part of the gift card amount to a tip.
- 3. Specify the **highest tip percentage you can apply to tips** in 'Maximum tip %,' when using this tender. If you enter 0 (zero), a manager must apply the tip to the guest check. For Table Service, type the percentage of tips you can recover from the employee to cover transaction costs, such as processing fees, in 'Tip refund %.'
- 4. Click **Save** and exit the **Tenders** function.

To configure the AddGCTip utility (QS only):

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select **Panel > Open Panel** and select a Tenders panel to which to add the button and click **OK**.



4. Select an **available button** or right-click a **new button**. The Properties dialog box appears.

Properties	
⊿ Appearance	
Text	Add\nGC Tip
Text Alignment	Middle center
Font	Custom
Custom Font	Verdana, 11.25pt, style=Bold
Text Color	Skin
Background Color	Custom
Custom Background Col	or 255, 128, 128
Highlight	Skin
Image	None
Use new button display	options False
Gradient	None
Shadow	False
Bevel	False
Outline	False
Scale image	False
Style	Rounded rectangle
Tag	None
⊿ Function	
Action	Run Application
Application	C:\Bootdry\Aloha\BIN\AddGCTip.exe
Pass Parameters	True
Continue Script Immedia	tely False
Layout	

Figure 22 Add Gift Card Tip Button (QS Only)

- 5. Under the 'Function' group bar, select Run Application from the 'Action' drop-down list.
- 6. Type the path to AddGCTip, such as 'C:\Bootdrv\Aloha\BIN\AddGCTip.exe,' in 'Application.'
- 7. Select True in 'Pass Parameters.'
- 8. Select False in 'Continue Script Immediately.'
- Under the 'Appearance' Group bar, type a name for the button, such as 'Add\nGC Tip.' To display text on multiple lines, insert '\n' without spaces for line breaks.
- 10. Configure the **remaining options** as you would for any other button function.
- 11. Click Save.
- 12. Exit the Quick Service Screen Designer.

In Table Service, you add a command line to a new or existing TSbutton.cfg file to add the Add Gift Card Tip button to the Close screen.



To configure the AddGCTip utility (TS only):

- 1. Navigate and open **Notepad**.
- 2. Type the following **Command line** on the same text line, and with the appropriate commas and no spaces:

Typed Value	Reason
2,	Places the button on the Close screen.
Ο,	Prevents the button from appearing on a submenu.
20,	Specifies the button position. You must select an unused position.
Add GC\nTip	Specifies the text to appear on the button, with '\n' used as a line break.
C:\Bootdrv\Aloha\BIN\AddGCTip.exe,	Specifies the complete path to the AddGCTip.exe utility. Adjust to reflect the local installation.
0	Specifies that no extended command line information exists or is needed.

📗 Untitled - Notepad	
File Edit Format View Help	
2,0,20,Add GC\nTip,C:Bootdrv\Aloha\Bin\AddGCTip.exe,()
	Y



- 3. Click **File > Save**. The 'Save As' dialog box appears.
- 4. Navigate to the **Data directory**. Save the file in both of the Data and New Data folders.
- 5. Type **TSButton.cfg** in 'File name.'
- 6. Clear the ***.txt extension**.
- 7. Select All Files (*.*) from the 'Save as type' drop-down list.
- 8. Click **Save** and exit **Notepad**. The button appears at the designated button position on the Close screen in the FOH.



Adding a button for redeeming a Valutec gift card

Once you configure your Valutec gift card tender, add a button to the Tender screen of the FOH in which to redeem the Valutec gift card. For Table Service operations, the system adds the button for you based on the button configuration in the Tenders function.

To add a gift card button to a panel (QS only):

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select **Work with Panels**.
- 3. Select **Panel > Open Panel** and select a Tenders panel to which to add the button and click **OK**.
- 4. Select an **available button** or right-click a **new button**. The Properties dialog box appears.

JI: ValueChGin Card				
erties		_		
Text	Valutec\nGift Card			
Text Alignment	Middle center			
Font	Custom			
Custom Font	Microsoft Sans Serif, 8pt, style=Bol			
Text Color	Custom			
Custom Text Color	0, 0, 160			
Background Color	Custom			
Custom Background Color	216, 214, 124			
Highlight	Custom			
Custom Highlight Color	7, 175, 46			
Image	None			
Use new button display options	False	1		
Gradient	None			
Shadow	False			
Bevel	False			
Outline	False False			
Scale image				
Style	Rounded rectangle			
Tag	None			
Function				
Action	Script			
Script Actions	Tender; CloseCheck; Chain; NewO	L		
Layout		•		
	In: Valutec/nGift Card erties Fext Fext Fext Font Custom Font Custom Font Custom Text Color Background Color Custom Background Color Highlight Custom Highlight Color Image Use new button display options Gradient Shadow Bevel Duttine Scale image Style Tag Function Action Script Actions Lavordi	In: Valutec\nGift Card erties Fext Fext Valutec\nGift Card Iext Alignment Font Custom Custom Font Custom C		

Figure 24 Redeem Valutec Gift Card Button

- 5. Under the 'Function' group bar, select Script from the 'Action' drop-down list.
- 6. Click the **ellipsis (...)** to display the Edit Script Actions screen.
- 7. Click **Add**.
- 8. Under the 'Function' group bar, select **Tender** as the 'Action Type.'
- 9. Select the Valutec gift card tender as the 'Tender.'
- 10. Configure the **remaining options** to fit your business needs.
- 11. Click **Add**.



- 12. Under the 'Function' group bar, select **Close Check** as the 'Action Type.'
- 13. Configure the **remaining options** to fit your business needs.
- 14. Click **Add**.
- 15. Under the 'Function' group bar, select **Close Check** as the 'Action Type.'
- 16. Configure the **remaining options** to fit your business needs.
- 17. Click **Add**.
- 18. Under the 'Function' group bar, select **Chain** as the 'Action Type.'
- 19. Designate the panels to display as the 'Panels to display.'
- 20. Configure the **remaining options** to fit your business needs.
- 21. Under the 'Function' group bar, select New Order as the 'Action Type.'
- 22. Configure the **remaining options** to fit your business needs.
- 23. Click **OK**.
- 24. Under the 'Appearance' Group bar, type a **name** for the button, such as 'Valutec\nGift Card.' To display text on multiple lines, insert '\n' without spaces for line breaks.
- 25. Configure the **remaining options** as you would for any other button function.
- 26. Click Save.
- 27. Exit the Quick Service Screen Designer or Table Service Screen Designer function.

Providing the ability to query a gift card balance

You can query the balance remaining on a gift card with the Query Gift Card Balance function. The balance of the card prints to the local receipt printer and does not display on screen. To provide the ability to query a gift card balance in Quick Service, you must add the Query Gift Card Balance button to a panel to be available for selection on the FOH; in Table Service, add the Query Gift Card Balance Balance button to an order entry panel or floorplan panel.

To provide the ability to query a gift card balance:

- Select Maintenance > Screen Designer > Quick Service Screen Designer or Table Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select **Panel > Open Panel**, select a **panel**, and click **OK**. If you are using Table Service, select either a **floorplan panel** or an **order entry panel**.



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

Pro	perties	×					
Bư	Button: Query/nGift Card						
Pr	operties						
Ξ	Appearance						
	Text	Query\nGift Card					
	Text Alignment	Middle center					
	Font	Panel Button					
	Text Color	Skin					
	Background Color	Skin					
	Highlight	Skin					
	Image	None					
	Use new button display option	False					
	Gradient	None					
	Shadow	False					
	Bevel	False					
	Outline	False					
	Scale image	False					
	Style	Rounded rectangle					
	Tag	None					
Ξ	Function						
	Action	Query Gift Card Balance 🔄					
Ð	Layout						
A. Q.	c tion Jeries the remaining balance or	n a gift card.					

Figure 25 Properties Dialog Box - Query Gift Card Balance

- 5. Under the 'Function' group bar, select **Query Gift Card Balance** from the 'Action' drop-down list.
- 6. Under the 'Appearance' group bar, type a **name** for the button, such as 'Query\nGift Card.' To display text on multiple lines, insert '\n' without spaces for line breaks.
- 7. Configure the **remaining options** as you would for any other button.
- 8. Select Panel > Save Panel and exit Quick Service Screen Designer or Table Service Screen Designer.



Providing the ability to manually enter gift card numbers

If you select 'Use magnetic card only' under the 'Options settings' group bar on the 'Type' tab in Maintenance > Payments > Tenders, the only way to manually enter a gift card number, should the card become demagnetized or unreadable, is with manager approval; however, you can give appropriate employees the ability to manually enter a gift card number and bypass the manager approval screen.

To provide the ability to manually enter gift card numbers:

- 1. Select Maintenance > Labor > Pos Access Levels.
- 2. Select an access level from the drop-down list.

POS Access Level: 2 Manager		-
cess Level		
Void items	\checkmark	-
Cash drawers	\checkmark	
Cash drawer checkout	\checkmark	
Approve cash drops	\checkmark	
Allow cash drops on behalf of self-banking employees		
Resend chit to kitchen		
Item availability	\checkmark	
Override category limits	\checkmark	
Delete payments	\checkmark	
Adjust payments	\checkmark	
No sale	\checkmark	
Cash refunds	\checkmark	
Non-cash refunds	\checkmark	
Credit card refunds	\checkmark	
Manual card number	\checkmark	
Force payment authorization	V	
Approve offline hotel charges	\checkmark	
Override security verifications on tenders	\checkmark	
Resend failed credit card transaction		
Override gift card restrictions	\checkmark	
Enable cash out from gift card	\checkmark	
Approve additional Aloha Loyalty member transactions	\checkmark	
Approve manual Aloha Loyalty card number		

Figure 26 Pos Access Levels

- Under the 'Financial' group bar, select Manual card number to allow employees assigned to this access level to bypass manager approval when attempting to manually enter a gift card number.
- 4. Click Save.



- 5. Repeat this **procedure** for each access level requiring the ability to manually enter gift card numbers.
- 6. Exit the **Pos Access Levels** function.

Adding the 'Set Order Screen Panel by Jobcode' event type to an event schedule

Adding the Set Order Screen Panel by Jobcode event type stipulates the panel to appear to employees with designated job codes. How you are using the Event Schedule function determines whether you add this event type to an existing event schedule or add it to a new event schedule you create. For the purposes of this document, we assume you use one event schedule to which you add all events.

To add the 'Set Order Screen Panel by Jobcode' event type to an existing event schedule:

- 1. Select Maintenance > System Settings > Event Schedule.
- 2. Select the event schedule to edit from the drop-down list.
- 3. Select the **Events** tab.

Event Schedule						
Event Schedule: 2640 Aloha Café I	mported Event S	schedule				-
Event Schedule Events						
Events						-
Description	Activation s	Start time	Start date	End date		odd =
Reroute Secondary Tax by Revenue Center Grand Sta	LET Grand S	17:05	10/7/2015	1/1/2016		MUU
Reroute Secondary Tax by Revenue Center Grand Sta	Reroute Secondary Tax by Revenue Center Grand Sta LET Grand S 17:10 10/7/2015 1/1/2016					
Set Tip Share for Servers to 2.00% during LUNCH usin	Always	00:00	5/13/2016	5/31/2016		Maria
Set Close Screen Panel for ATO CSHR 14 to ATO Close Always 00:00 11/1/2016 11/22/2018						Move up
Set Guest Check Footer Message for Patio. Message is	Always	00:00	2/26/2016	8/26/2016		Move down
Set Close Screen Panel for Server 48 to ATO Close 2 201	Always	00:00	11/10/2016	12/1/2019		Activation ech
Set Menu for Job Group Servers 40 to Course 3	Always	00:00	None	None		Activation sen
Set Order Screen Panel for Server 48 to OE Screen 1 15	Always 💌	00:00	None	None		
		A			-	
Set Order Screen Panel by Jobcode						
Jobcode		•				
View Order screen panel	Order screen panel OE Screen 1					



- 4. Click the **Add** drop-down arrow, select **Set Order Screen Panel by Jobcode** as the event type, and click **OK**. The new event appears under the 'Events' group bar.
- 5. Select **Always** from the 'Activation Schedule' drop-down list. Because the Always activation schedule stipulates to begin at 'start of day,' you cannot edit the 'Start time' in the event definition. This information is ready only.
- 6. Select the **date** on which you want the event to become active at the store in 'Start date.'



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- 7. Select the **date** on which you no longer want the event to be active at the store in 'End date.'
- 8. Under the 'Set Order Screen Panel by Jobcode' group bar, select the **job code** for which you want a custom panel to appear from the drop-down list.
- 9. Select the **custom panel** to appear specifically for the selected job code from the 'Order screen panel' drop-down list. The Events tab reflects your selections under the 'Events' group bar as you make them.
- 10. Click Save.
- 11. Repeat this **procedure** to configure additional job codes for which you want the panel to appear.
- 12. Exit the **Event Schedule** function.

Refreshing the data

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



A 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 Valutec Gift Cards

After you set up the necessary Back-of-House (BOH) requirements, you can sell and apply gift cards as a form of payment in the Front-of-House (FOH). In all cases, the Aloha POS system connects to the host through a processor to receive authorization and verification. When using Valutec, you must use Aloha EDC to provide a method of transmitting information. The process reverses when the host returns with an approval code.

Gift card FOH rules

You cannot:

- Close a check while processing a gift card transaction.
- Apply a payment to the check while processing a gift card transaction.
- Use the Quantity or Repeat buttons when selling a gift card.

Selling gift cards

Gift cards are special items that connect to a host for approval as soon as you slide the card across an available magnetic stripe reader (MSR), or manually enter the gift card number and touch OK.

SCENARIO: PRE-DEFINED VALUE GIFT CARD The guest purchases a new \$20.00 gift card. You cannot enter a purchase amount when selling the gift card because the price is defined in the BOH. The Aloha POS system sends a request to the host to activate the card for \$20.00. The host returns with either an approval or a decline.

SCENARIO: OPEN VALUE GIFT CARD The guest purchases an open-value card and wants to start with a balance of \$50.00. You enter a purchase amount of \$50.00 in the FOH. The Aloha POS system sends a request to the host to activate the card and add a \$50.00 value to the card. The host returns with either an approval or a decline.

SCENARIO: ADD VALUE The guest wants to increase the balance of an existing card to \$100.00. You enter a purchase amount of \$100.00 in the FOH. The Aloha POS system sends a request to the host to add \$100.00 to the balance of the card. The host returns with either an approval or a decline.



Selling a single gift card

You sell a single gift card as you would any other item.

To sell a single gift card:

- 1. Locate and touch a **menu item configured as a gift card**. The Please Enter Card screen appears.
- 2. Confirm the **quantity** and touch **OK**.
- 3. If the card does not have a price defined in the BOH, enter the **purchase amount**, using the numeric keypad, and touch **OK**.
- 4. Slide the **gift card** across an available MSR, or manually enter the **gift card number** using the numeric keypad, and touch **OK**.

If the Manager Override dialog box appears, touch **OK** to display the Manager Approval screen.

A manager, or another employee with a similar access level, must **enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before touching **OK**.

The Aloha POS system connects to the host and begins processing. The Order Entry screen appears with the gift card transaction in blue text in the guest check window. Upon approval, the text turns to black and order the gift card.

5. Close the **check** as normal.

Selling multiple gift cards

To sell multiple gift cards, select the number of gift cards, slide the first card, and touch OK. A new screen appears asking you to slide the next card and specify the remaining number of cards to enter. Continue until you enter all cards. After entering the last card number, the system connects to the host and begins processing. When you use this method to sell more than one gift card, each card appears as a separate transaction in the guest check window.

To sell multiple gift cards:

- 1. Locate and touch a **menu item configured as a gift card**. The Please Enter Card screen displays.
- 2. Enter the quantity of gift cards, using the numeric keypad, and touch OK.
- 3. If the card does not have a price defined in the BOH, enter the **purchase amount** using the numeric keypad, and touch **OK**.
- 4. Slide the **gift card** across an available reader, or enter the **gift card number** using the numeric keypad, and touch **OK**.

If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must **enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**. You encounter the Manager Approval screen on the first



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions card number only, and do not need to keep entering a manager password to complete the transaction.

An additional screen appears for the next card, based on the quantity number.

- 5. Repeat **step 4** until you enter all gift cards. The system connects to the host and begins processing. The Order Entry screen appears with each gift card transaction in blue text in the guest check window. Upon approval, the text turns to black and orders the gift cards.
- 6. Close the **check** as normal.

Deleting gift cards

You can only delete a gift card in the same manner in which you sell the gift card. For example, if you sell four gift cards to a customer as single gift cards, four separate transactions display in the guest check window. If the guest decides they only want three gift cards, select one of the gift card transactions and touch Delete to remove it from the guest check.

Note

You can only delete a gift card from an active check. You cannot delete a gift card from a closed check.

To delete a gift card:

- 1. Touch the **gift card transaction** in the guest check window.
- 2. Touch **Delete**.
- 3. If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must **enter a password**, and touch **OK**.
- 4. Select a **reason** for deleting the gift card. The Aloha POS system sends a request to the host to reverse the selected transaction. Upon approval of the deletion, another gift card transaction appears in the guest check window in red with a negative amount to offset the original transaction.



Applying a gift card payment

You must use a gift card tender to accept a gift card as form of payment for goods sold. You can add a tip to the payment only if the tender is set up as 'tippable.'

If you are required to enter the gift card using an MSR, and the card is unreadable, a manager or an employee with a similar access level must enter the card manually.

Applying the payment and tip as one transaction

Use this procedure if you know the tip amount, even if it is \$0.00, at the time you receive the card from the guest. The system prompts you for the tip amount after you enter the payment amount, so both amounts are sent to the host as one transaction.

To apply the gift card payment and tip as one transaction:

With the check displayed in the guest check window, locate and touch a tender configured as
a gift card. The corresponding Valutec gift card screen appears. If you encounter a Manager
Override dialog box, locate a manager or another employee with a similar access level to enter
the Valutec gift card number manually.



Figure 28 Valutec Gift Card Screen

- 2. Slide the **gift card** across an MSR, or enter the **Valutec gift card number** using the numeric keypad, and touch **OK**. The cursor moves to the Amount field.
- 3. Touch **OK** to accept the default amount. The cursor moves to the Tip field.
- 4. Enter the **tip amount**, if applicable.



5. Touch **OK**. The Security Verification screen appears.

		Security Verification							
105	(alia)								
		CVV #.: 255«							
Spicy Burger MED Fries	6.25 3.00	0	1	A	В	С	D	E	F
# Items Sold 3 Tax	4.00 13.25 1.00	2	3	G	Н	Ι	J	к	L
DINE IN Total	14.25	4	5	М	Ν	0	Р	Q	R
Balance Due	\$14.25	6	7	s	Т	U	V	w	x
		8	9	Y	z	Sp	ace	Clear	ОК
					Са	ncel			

Figure 29 Security Verification Screen

6. Type the **card verification value (CVV) number** and touch **OK**. *Note:* The Security Verification screen may not appear unless configured to do so.

The Aloha POS system sends a request to the host for the payment amount plus the tip, if any. If the host approves the request, the payment reflects in the balance of the guest check.

7. Continue to **apply payments** until the balance of the guest check is zero and close the **check**.

Applying the payment and tip as two transactions

Use this procedure for scenarios where you must return to the terminal with the customer voucher and enter the tip as a separate transaction. This procedure sends two transactions to the host for approval, and although it can result in two changes from the host is better suited for most restaurant operations.

To apply the gift card payment and tip as two transactions:

- 1. With the check displayed in the guest check window, locate and touch a **tender configured as a gift card**. The corresponding Valutec gift card screen appears.
- 2. Enter the **amount of payment to apply to the gift card**, or accept the **default amount**, and touch **OK**. If the tender is configured to accept overpayment, then enter the amount requested by the guest. The host approves only the total amount available on the card.
- 3. Slide the **gift card** across an MSR, or enter the **gift card number** using the numeric keypad, and touch OK.

If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must **enter a password**, and touch **OK**.



Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**.

The Aloha POS system sends a request to the host for the payment amount. If the host approves the request, the payment reflects in the balance of the guest check.

- 4. Log out of the **Aloha POS system** until you receive the voucher from the customer and know the tip amount.
- 5. Return to the **terminal** and log **back in**.
- 6. Recall the **check** containing the gift card payment.
- 7. Touch the **button** configured as **Add GC Tip**. The Enter Tip Amount screen appears.
- 8. Enter the **tip**, using the numeric keypad, and touch **OK**. The Aloha POS system sends a second request to the host for the tip amount. If the host approves the request, the payment reflects in the balance of the guest check.

Note

If the balance on the gift card is not sufficient to cover the requested payment amount, the balance of the gift card is subtracted from the guest check, and a balance is left owing on the check. If you include a tip amount in the request, and the gift card balance is sufficient to cover the payment amount, but not the tip, the Aloha POS system applies the available gift card balance to the guest check first, then applies the remainder as the tip amount.

9. Continue to **apply payments** until the balance of the guest check is zero and close the **check**.

Issuing cash value to the guest without purchase

If your restaurant allows the full cash value of the gift card back to the guest without purchasing an item, you must apply the gift card tender to a \$0.00 priced item. If you do not know the balance of the card, we recommend entering an amount larger than the card, instead of performing a balance inquiry. Performing a balance inquiry and then issuing full cash value back to the guest results in two separate transactions to the host, therefore, applying an additional charge.

SCENARIO: The guest hands a gift card to the employee and requests the full value of the card without purchasing an item. Start the check and add the \$0.00 priced item. Apply the gift card tender to the check and enter an amount that exceeds the balance of the gift card. The host only approves the remaining balance. Refund the balance of the card in cash and take the card from the guest, or allow the guest to keep the card with a \$0.00 balance.

To issue cash value to the guest without purchase:

- Locate and touch a menu item configured as a \$0.00 priced item, such as 'Gift Card Refund.'
- 2. Touch a tender configured as a gift card. The corresponding gift card screen appears



- 3. Enter an **amount greater than the balance** of the gift card.
- 4. Slide the **gift card** across an MSR or enter the **gift card number** using the numeric keypad, and touch **OK**.

If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must enter a **password**, and touch **OK**.

Enter the entire card number and verify the number you enter on screen matches the card before touching **OK**.

The Aloha POS system sends a request to the host for the amount of the guest check, which \$0.00. The host approves the amount and shows the amount available on the card as change due to the guest.

Applying a promotion that discounts a gift card

You can apply a promotion that discounts a gift card in the same way as any other promotion, except in the case where multiple gift cards are involved. If the promotion does not support cards sold with the 'Activate Range' feature, you must add the gift cards to the check as single transactions. If you try to add them using 'Activate Range.' then the message, 'No eligible items are found' appears when you try to apply the promotion.

To apply a promotion that discounts a gift card:

- 1. Locate and enter the **items** on the check.
- Determine if the customer qualifies for a promotion that offers a discounted gift card. If so, sell the gift card as you normally would to add the gift card to the guest check.
 If the promotion automatically applies, the guest check reduces by the amount of the promotion. Skip to step 5.
- 3. Locate and touch the **button configured as the appropriate promotion**.
- 4. If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must enter a **password**, and touch **OK**. A screen prompts you to select the appropriate promo items.
- 5. Select the **gift card item** and touch **OK**. The guest check reduces by the amount of the promotion.
- 6. Close the **check** as normal.

Applying a comp that discounts a gift card

You can apply a comp that discounts a gift card in the same way as any other comp, except in the case where multiple gift cards are involved. If the comp does not support cards sold with the 'Activate Range' feature, you must add the gift cards to the check as single transactions. If you try to add them using 'Activate Range,' then the message, "No eligible items are found" displays when you try to apply the comp.



To apply a comp that discounts a gift card:

- 1. Recall the **check** to apply the comp.
- 2. Sell the **gift card** as you normally would to add the gift card to the guest check.
- 3. Locate and touch the **button configured as the appropriate promotion**.

If you encounter a Manager Override dialog box, touch **OK** to display the Manager Approval screen. A manager, or another employee with a similar access level, must enter a **password**, and touch **OK**. A screen prompts you to select the appropriate comp items.

- 4. Select the **gift card item** and touch **OK**. The guest check reduces by the amount on the comp.
- 5. Close the **check** as normal.

Inquiring a gift card balance

You can query the balance of a gift card to determine the remaining value on the card. The amount prints to the local receipt printer and does not display on screen.

To inquire a gift card balance:

- 1. Locate and touch a **button configured as a gift card inquiry**. The Enter Card Information screen appears.
- 2. Slide the **gift card** across an MSR or enter the **gift card number** using the numeric keypad, and touch **OK**.

The system dials out to the host and a 'Transaction Processing' confirmation message appears. A balance report for the card, as shown in the following example, prints to the local receipt printer:

Gift Card XXXXXXXX1234 Tran: 0001289 Gift Card Balance: \$4.96

3. Touch inside the **message box** to clear the message.



Reporting Valutec Gift Cards

Valutec gift card information appears on the following reports:

Aloha BOH

Payment report

bha Café 55 Fifth Ave ples, FL 341	nue South 02		Payme	Payment Detail Report 07/21/2017				Page 1 (07/21/17 – 10:07 Printed by: Seeded Administra		
			****	** PAYMENT **** Cash **	S ****** *****					
Check #	Card #	Exp	Qty	Amount	Grat	Tip	Total	Emp		
10002			1	13.04	1.80	0.00	14.84	Rollins, Amanda		
Total Cash	:		1	13.04	1.80	0.00	14.84	Rollins, Amanda		
			****	*** Valutec	****					
Check #	Card #	Exp	Qty	Amount	Grat	Tip	Total	Emp		
10003 10004	XX0217 XX0421		1 1	4.35 8.69	0.60 1.20	0.00 0.00	4.95 9.89	Rollins, Amanda Carisi, Dominici		
Total Valu	tec:		2	13.04	1.80	0.00	14.84			

Figure 30 Payment Detail Report Example

Audit report

Aloha Café 5555 Fifth Avenue South Naples, FL 34102		Audit Report 04/18/2017	Page 1 of 2 04/18/17 – 08:37 PM Printed by: Seeded Administrator
		******* PAYMENTS ******* ****** Cash ******	
Time	Туре	Transaction	
10:46 AM	APPLY PAYMENT	Valutec on Table 1 Chk: 10002 by Amanda 14.84 ID:540217	
10:48 AM	APPLY PAYMENT	Valutec on Table 4 Chk: 10007 by Dominick 37.82 ID:114147	
12:27PM /	APPLY PAYMENT	Valutec on Table 3 Chk: 10004 by Amanda 22.47 ID:114277	
Sand Sand	······································		

Figure 31 Audit Report Example



EDC FOH

To view the EDC Transaction report:

- 1. Log in to **Aloha EDC**.
- 2. If POS processing is not started, select Start POS Processing.
- 3. Select **Reports > Review Transactions** to display the Batch Transaction Report dialog box.
- 4. Select the batch(es) to include in the report.
- 5. Select the **employee(s)** to include in the report.
- 6. Select the Valutec gift card as the 'Card Types.'
- 7. Select the **Report type**.
- 8. Select the sort criteria in 'Multi-Store Mode.'
- 9. Make a selection from the First Sort By inset to determine the first sort order.
- 10. Make a selection from the **Second Sort By** inset to determine the second sort order after 'First Sort By'.
- 11. Click **View** to preview the report.

Credit Card / Debit	Card Trans	actions							
Employee	Check	Txn	Туре	Card	Qty	Exp	Auth	Trace #	Total
130 Robert Stabl	100012	Add Valu	GC PRIVA	XXXXXXXXXXXXX1963	1		102524-3177		20.00
130 Robert Stahl	100012	Add Valu	GC PRIVA	XXXXXXXXXXXXXXXX	1		102324.3177		20.00
130 Robert Stahl	100016	Add Valu	GC PRIVA	XXXXXXXXXXXXXXX1784	1		102452-1548		30.00
132 Marcus Tufo	100017	Add Valu	GC PRIVA	XXXXXXXXXXXXXXXXXXXXXXX	1		102448-1599		50.00
132 Marcus Tufo	100019	Add Valu	GC PRIVA	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	1		102998:7118		50.00
134 Olivia Benson	100024	Add Valu	GC PRIVA	XXXXXXXXXXXXX1924	1		102446:9963		20.00
134 Olivia Benson	100033	Add Valu	GC PRIVA	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	1		102795:7733		20.00
			GC	PRIVATE Total 7 tra	nsactions	:			210.00
			GC PRIV	ATE Grand Total tr	ansactions	6			210.00
				Grand Total 7 tra	nsactions	:			210.00

Figure 32 EDC Transaction Report Example



Troubleshooting Valutec Gift Cards

The following are troubleshooting tips and helpful hints for Valutec gift cards.

- After you install the Valutec UPI plug-in, you should see ValutecAlohaUPI.Core.dll or ValutecAlohaUPI.tlb in the BIN directory. If the files are not present, contact your NCR account representative.
- EDC does not settle Valutec. You must open EDC and force settle the gift cards.

Error Message: Transaction for card xxxxx was declined.



Figure 33 Error Message

If you receive the error message shown in Figure 33, follow the procedure below.

Caution

Unexpected results may occur when updating the registry on your computer. Proceed with caution.

1. Type **regedit** in the Command Line Prompt. A User Account Control dialog box appears.



Figure 34 User Account Control Dialog Box

2. Click **Yes** to allow the app to make changes to your device. The Registry Editor screen appears.



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- 3. Under 'Computer,' select **HKEY_LOCAL_MACHINE > Software**.
- 4. Select WOW6432Node > Microsoft.
- 5. Select .NETFramework.
- 6. Select v4.0.30319.

📑 Registry Editor	
File Edit View Favorites Help	
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Micr	rosoft\.NETFramework\v4.0.30319
> Macromedia	 Name Type Data
> Martin Prikryl	(Default) REG SZ (value not set)
> McAfee	AspNetEnforceV REG_DWORD 0x00000001 (1)
McAfee EndPoint Encryption	BchUseStrongCr REG_DWORD 0x00000000 (0)
MCAfeeEndpointSecurity10_installer_steps	
Microsoft	Edit DWORD (32-bit) Value X
NETEramework	
> Advertised	Value name:
> AssemblyFolders	SchUseStrongCrypto
> Fusion	Value data: Base
> 📙 NGen	1
> NGenQueue	O Decimal
> policy	
> Security	OK Cancel
> v1.0	
> v2.0.00/2/	
v4.0 30319	

Figure 35 Registry Editor

7. Right-click SchUseStrongCrypto and select Modify.

- 8. Type 1 in 'Value data:' and click OK.
- 9. Exit the Registry Editor screen.

Error Message: Could Not Make SSL Connection to Host

You may receive the following error message, 'Could not make SSL connection to Host,' if you use Vantiv or other processors. Valutec instructed merchants to upgrade to TLS 1.2, and it appears that the error message began appearing shortly after Valutec disabled TLS 1.0; however, even if you have TLS 1.2 flagged in Internet Explorer under Internet Options, you can continue to receive the error message. If you run an Internet/Network traffic software, such as 'WireShark,' the software continues to send over the SSL using lower versions of TLS, such as '1.0, or 1.1.'

- 1. Enter the group policy editor, 'gpedit.msc,' and navigate to Computer Configuration.
- 2. Select Administrative Templates > Window Components.
- 3. Select Internet Explorer > Internet Control Panel > Advanced Page.



4. Select **Turn Off Encryption Support**, right-click and select **Edit**. The Turn off encryption support box appears.

Turn off encryption support	— 🗆 X
Turn off encryption support	Previous Setting Next Setting
Not Configured Comment: Enabled Disabled Supported on:	t least Internet Explorer 8.0
Options:	∨ Help:
Secure Protocol combinations	This policy setting allows you to turn off support for Transport Layer Security (TLS) 1.0, TLS 1.1, TLS 1.2, Secure Sockets Layer
Only use TLS 1.2	(SSL) 2.0, or SSL 3.0 in the browser. TLS and SSL are protocols that
Only use SSL 3.0 Use SSL 2.0 and SSL 3.0 Only use TLS 1.0 Use SSL 2.0 and TLS 1.0 Use SSL 2.0 and TLS 1.0 Use SSL 2.0, SSL 3.0, and TLS 1.0 Only use TLS 1.1 Use SSL 2.0, SSL 3.0, and TLS 1.1 Use SSL 2.0, SSL 3.0, and TLS 1.1 Use SSL 2.0, SSL 3.0, and TLS 1.1 Use SSL 2.0, TLS 1.0, and TLS 1.1 Use SSL 3.0, TLS 1.0, and TLS 1.1	 protect communication between the browser and the target er. When the browser attempts to set up a protected munication with the target server, the browser and server obiate which protocol and version to use. The browser and er attempt to match each other's list of supported protocols versions, and they select the most preferred match. bu enable this policy setting, the browser negotiates or does negotiate an encryption tunnel by using the encryption thods that you select from the drop-down list. bu disable or do not configure this policy setting, the user can ct which encryption method the browser supports.
Use SSL 2.0 and TLS 1.2 Use SSL 2.0, and TLS 1.2 Use SSL 2.0, SSL 3.0, and TLS 1.2 Use TLS 1.0 and TLS 1.2 Use SSL 2.0, TLS 1.0, and TLS 1.2 Use SSL 2.0, TLS 1.0, and TLS 1.2	tocol, and enabling SSL 20 impairs the performance and ctionality of TLS 1.0.

Figure 36 Turn Off Encryption Support

- 5. On the left side of the screen and under 'Turn off encryption support,' select **Enabled**.
- 6. Under 'Secure Protocol combinations,' select **Only use TLS 1.2**.
- 7. Click Apply.
- 8. Click **OK** to exit.



Valutec Gift Cards, 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

