
Feature Focus Guide: Charitable Donations

Core Product: Aloha Quick Service
Last Updated: February 5, 2024

Contents

- About Charitable Donations** 4
- Configuring Charitable Donations** 5
 - Creating a retail category for reporting and accounting purposes (optional) 6
 - Creating the charitable donations revenue item 7
 - Creating a general category for printing a thank you message (optional) 9
 - Providing buttons for adding a charitable donation to guest check 10
 - Printing a thank you message on the guest check (optional) 15
 - Providing the ability to enter open amount donations 18
 - Refreshing the data 19
- Using Charitable Donations** 20
- Reporting Charitable Donations** 26
- Troubleshooting Charitable Donations** 29

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Revision Record

Date	Version #	Description
Prior to 12/07/2022	Aloha QS v19.3.8+	Feature Focus Guide created for implementation.
12/07/2022		Converted document to use new templates.
11/03/2023		Converted the document to use NCR Voyix branding.

About Charitable Donations

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

Some Aloha® Quick Service restaurants like to support local charities by hosting donation drives. Prior to the implementation of this feature, referred to as Charitable Donations, it was not easy to add a donation to the guest check. Speed of service metrics were impacted to the point that cashiers bypassed the prompt to ask guests if they would like to make a donation, reducing the fundraising efforts. Effective in Quick Service v19.3.8, it is much easier to support local charities with easily configured buttons that allow guests to donate the change due, a predefined amount (i.e. \$1.00, \$2.00), or an open amount suggested by the guest.

When a donation drive is active, if a guest agrees to make a donation to the fundraiser you are sponsoring, touch the Donation button on the Tenders screen to open the charitable donations panel, select the button that coincides with the donation the guest would like to make, and follow the prompts until you return to the Tenders screen where you tender the check as you normally would.



Figure 1 Donation Button Examples

i Note: The Aloha Point-of-Sale (POS) system also supports a feature called Round It Up America. The implementation to support charitable donations discussed in this document is separate from, and does not require, Round It Up America.

Configuring Charitable Donations

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

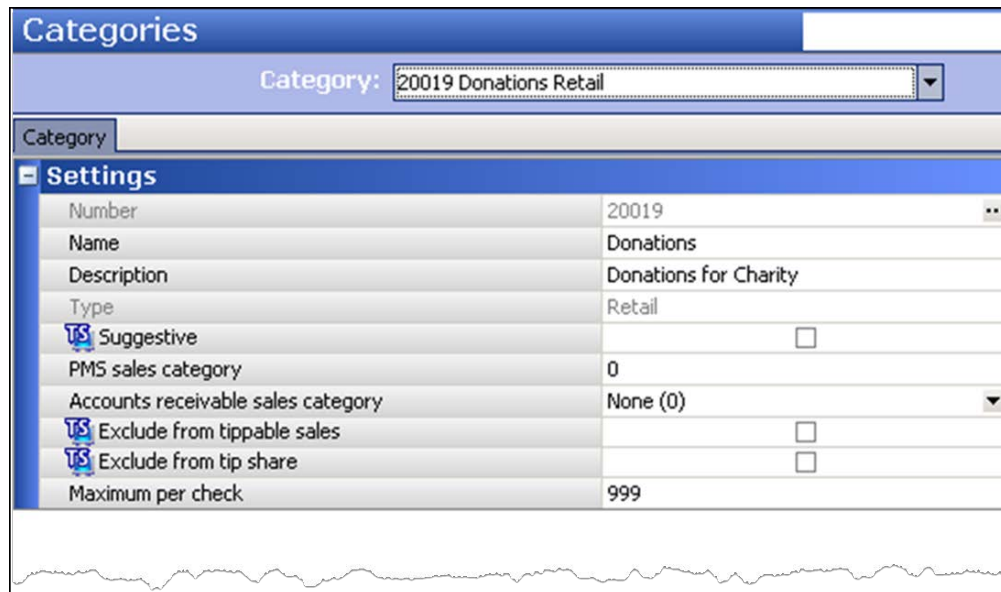
Charitable Donations Procedures at a Glance:	
If you are viewing this document using Adobe® Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access Maintenance > Menu > Categories to create a retail category for tracking and reporting purposes. (Optional) See page 6 .
2.	Access Maintenance > Menu > Items to create a charitable donation revenue item. See page 7 .
3.	Access Maintenance > Menu > Categories to create a general category in which to assign the charitable donation revenue item. You must perform this step if you want to print a 'thank you' message in the footer of the guest check. (Optional) See page 9 .
4.	Access Maintenance > Screen Designer > Quick Service Screen Designer to create a Donation panel, onto which you add the following buttons. See page 11 . <ul style="list-style-type: none"> • Donate Change. See page 11. • Donate Predefined Amount. See page 12. • Donate Open Amount. See page 13. • Return to Tenders screen. See page 14.
5.	Access Maintenance > Screen Designer > Quick Service Screen Designer to create a navigation button on the Tenders screen to access the charitable donations panel. See page 14 .
6.	Access Maintenance > Messaging > Guest Check Message to create a 'thank you' message to print in the footer of the guest check. (Optional) page 15 .
7.	Access Maintenance > System Settings > Event Schedule to activate the 'thank you' message so that it prints in the footer of the guest check. See page 16 .
8.	Access Maintenance > Labor > Pos Access Levels to provide the ability to enter an open amount donation. See page 18 .
9.	Access Utilities > POS > Refresh POS & All Installed Products to refresh your POS system and stop and start EDC processing. See page 19 .

Creating a retail category for reporting and accounting purposes (optional)

If you have a generic retail category to which you assign all of your retail items, you can assign this generic category to the charitable donation item; however, you can also create a category of the Retail type specifically for charitable donations, which allows you to track donations separately for reporting and accounting purposes.

To create a Retail category specifically for charitable donations:

1. Log in to **Aloha Configuration Center (CFC)** or **Aloha Manager (AM)**.
2. Select **Maintenance > Menu > Categories**.
3. Click **New**, select **Retail**, and click **OK**.
4. Accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.



The screenshot shows the 'Categories' configuration window. At the top, the 'Category' dropdown is set to '20019 Donations Retail'. Below this is a 'Settings' section with the following fields:

Field	Value	Action
Number	20019	...
Name	Donations	
Description	Donations for Charity	
Type	Retail	
<input type="checkbox"/> Suggestive		<input type="checkbox"/>
PMS sales category	0	
Accounts receivable sales category	None (0)	▼
<input type="checkbox"/> Exclude from tippable sales		<input type="checkbox"/>
<input type="checkbox"/> Exclude from tip share		<input type="checkbox"/>
Maximum per check	999	

Figure 2 Creating a Retail Category

5. Type a **name**, such as 'Donations,' for the category.
6. Type a **description** to identify the category, such as 'Donations for Charity.'
7. Click **Save** and exit the **Categories** function.

Creating the charitable donations revenue item

The donations you collect from guests are considered 'revenue' and are separate from and not considered or included in your net and gross sales. You must create a single revenue item for donations you receive. Later in the configuration, you associate this revenue item to each button you configure for allowing guests to make a donation. Do not designate the price of the item, or in this case, the amount of the donation, at the item level because the configuration at the button level determines the amount of the donation.

To create a charitable donations revenue item:

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

The screenshot shows the 'Items' configuration window with the 'Settings' tab selected. The item is '130 Donation Charitable Donations'. The 'Settings' section includes fields for Number (130), Short name (Donation), Chit name (Donation), Long name (Donation), Type (Standard), Button image (None), Control name, Ask for description (checkbox), Cost (0.0000), and Export ID (0). The 'Assignments' section includes Tax group (None), Concept (None), and Sales/retail category (Donations). The 'Auto menu' section shows Priority (1 Highest).

Item	Modifier	Pricing	General Settings	Print	Display Options	Quick Count	Dynamic Modifiers	SKU
Settings								
Number			130					...
Short name			Donation					
Chit name			Donation					
Chit name alternate								
Long name			Donation					
Long name alternate								
Type			Standard					
Button image			None					▼
Control name								
Ask for description							<input type="checkbox"/>	
Cost			0.0000					
Export ID			0					
Assignments								
Tax group			None					▼
Concept			None					▼
Sales/retail category			Donations					▼
Auto menu								
Priority			1 Highest					▼

Figure 3 Menu - Item Tab

4. Type **Donation** as the short name for the item.
5. Under the 'Assignments' group bar, select the **existing generic retail category or the retail category created earlier specifically for tracking charitable donations** from the 'Sales/retail category' drop-down list. For example, 'Donations.'

6. Select the **General Settings** tab.

The screenshot shows the 'Items' configuration window for item '130 Donation Charitable Donations'. The 'General Settings' tab is selected. The 'General' group contains the following settings:

Setting	Value	Checkbox
Revenue item		<input checked="" type="checkbox"/>
Refill		<input type="checkbox"/>
No gratuity		<input type="checkbox"/>
Guest count weight	1	
Label	None	
Product mix report multiplier	1	

The 'Video' group contains the following settings:

Setting	Checkbox
Do not show when item	<input type="checkbox"/>
Do not show on summary cell when item	<input type="checkbox"/>
Do not show when modifier	<input type="checkbox"/>
Show modifier independently	<input type="checkbox"/>
Do not show on summary cell when modifier	<input type="checkbox"/>
Show on tracking summary	<input type="checkbox"/>

The 'Recipe information' group contains the following settings:

Setting	Value	Checkbox
Auto display recipe		<input type="checkbox"/>
Print recipe frequency	0	
Recipe text		
Recipe bitmap	None	
Recipe movie	None	

Figure 4 General Settings Tab

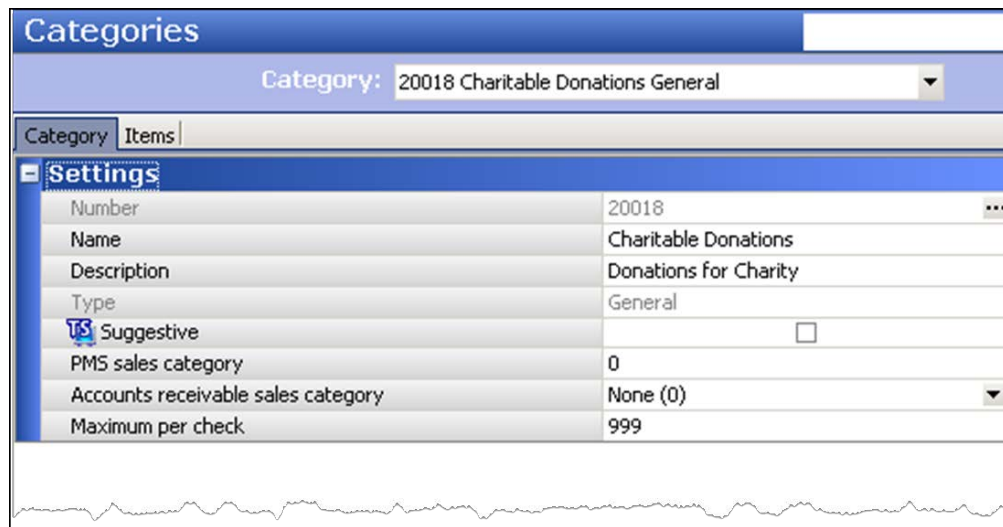
7. Under the 'General' group bar, select **Revenue item**.
8. Complete the **remaining options**, as normal.
9. Click **Save** and exit the **Items** function.

Creating a general category for printing a thank you message (optional)

If you would like to print a 'thank you' message at the bottom of the guest check when a guest makes a charitable donation, you must create a category of the General type and add the donation item as the item the guest must purchase from that category before the message prints.

To create a general category for printing the 'thank you' message:

1. Select **Maintenance > Menu > Categories**.
2. Click **New**, select **General**, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.



The screenshot shows the 'Categories' window with the following settings:

Category	Items
Settings	
Number	20018 ...
Name	Charitable Donations
Description	Donations for Charity
Type	General
<input checked="" type="checkbox"/> Suggestive	<input type="checkbox"/>
PMS sales category	0
Accounts receivable sales category	None (0) ▼
Maximum per check	999

Figure 5 Creating a General Category

4. Type a **name**, such as 'Charitable Donations,' for the category.
5. Type a **description** to identify the category, such as 'Donations for Charity.'

6. Select the **Items** tab.

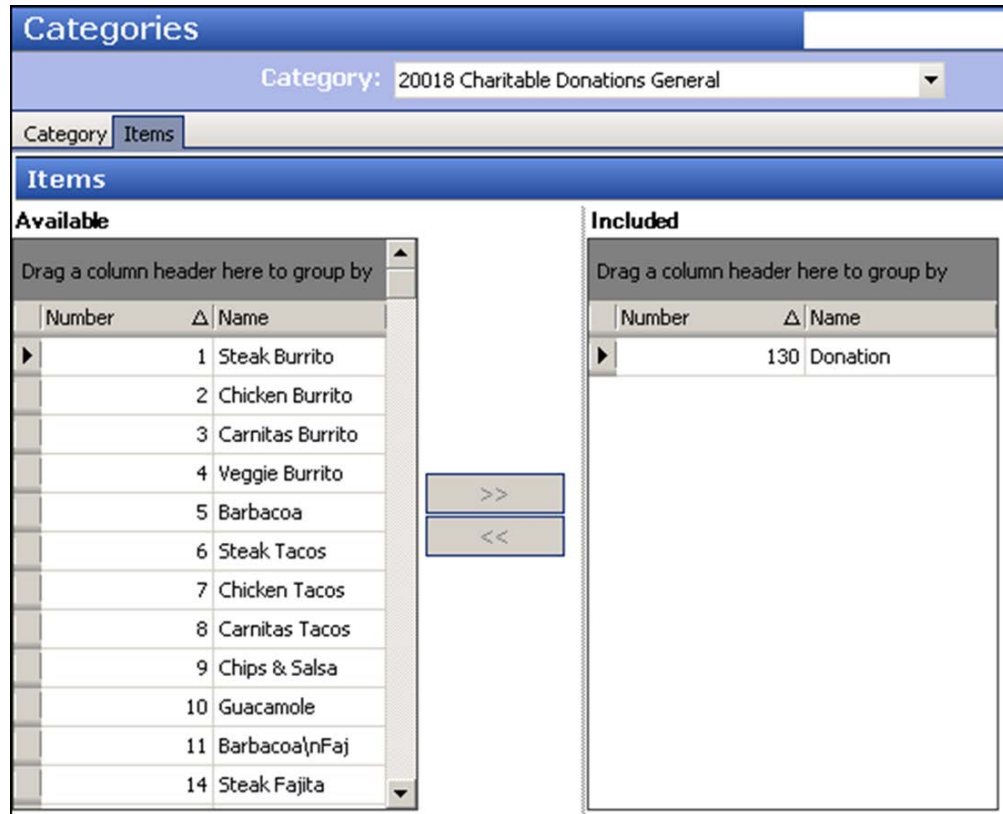


Figure 6 Items Tab

7. Select the **donation item created earlier** from the 'Available' list box and click **>>** to move the item to the 'Included' list box.
8. Click **Save** and exit the **Categories** function.

Providing buttons for adding a charitable donation to guest check

When you implement Charitable Donations in QS, while not required, we recommend you:

1. Create a new panel, hereafter referred to as the 'charitable donations' panel, and then add a button to this panel for each of the three types of charitable donations you support. For example, if you want to limit donations to either the change due amount or \$1.00, you need only add two buttons to the charitable donations panel: Change Due and Predefined Amount.
2. Add a button to the charitable donations panel that provides access back to the Tenders screen.
3. Add a button to the Tenders screen that accesses the charitable donations panel. We recommend naming this button 'Donation.'

To create the charitable donations panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > New Panel**. The Properties dialog box appears.
4. Under the 'Identification' group bar, click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose a **number**, and click **OK**.
5. Type a **name**, such as 'Charitable Donations,' to identify the panel.
6. Configure the **remaining options** as you would for any other panel.
7. Select **Panel > Save Panel** and continue to the **next procedure**.

To add a donate change button to the charitable donations panel:

1. With the charitable donations panel still active, right-click and select **new button**. The Properties dialog box for buttons replaces the Properties dialog box for panels.

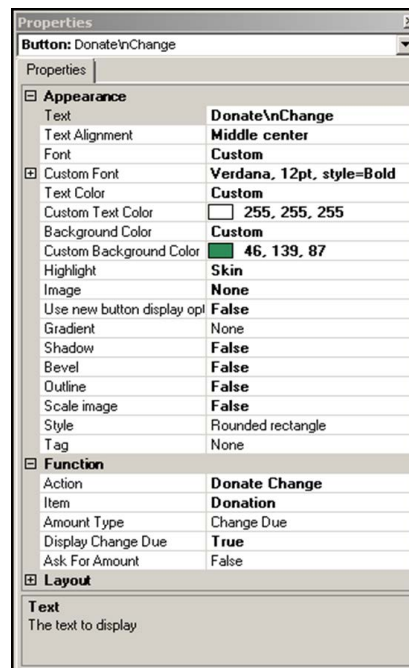


Figure 7 Donate Change Button

2. Under the 'Function' group bar, select **Donate Change** from the 'Action' drop-down list.
 3. Select the **donation item created earlier** from the 'Item' drop-down list.
 4. Select **Change Due** as the 'Amount Type.'
 5. Select **True** from the 'Display Change Due' drop-down list to display the change due amount on the button.
- OR-
- Select **False** from the 'Display Change Due' drop-down list to hide the change due amount on the button.
6. Select **False** from the 'Ask for amount' drop-down list to suppress the amount prompt and apply the change due with one button touch.
 7. Under the 'Appearance' group bar, change the **default text** to 'Donate Change.' To display text on multiple lines, insert '\n' without spaces for line breaks. For example, 'Donate\nChange.'
 8. Configure the **remaining options** as you would for any other button.
 9. Continue to the **next procedure**.

To add a predefined amount button to the charitable donations panel:

1. With the charitable donations panel still active, right-click and select **new button**.

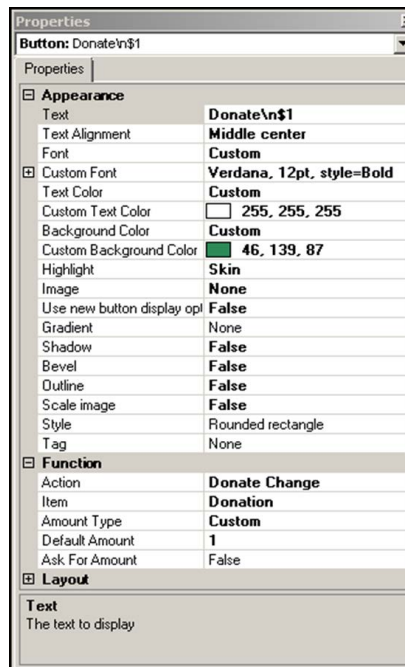


Figure 8 Donate Custom Amount Button

2. Under the 'Function' group bar, select **Donate Change** from the 'Action' drop-down list.
3. Select the **donation item created earlier** from the 'Item' drop-down list.
4. Select **Custom** as the 'Amount Type.'
5. Type a **dollar amount**, such as 1.00, in 'Default Amount.'
6. Select **False** from the 'Ask for Amount' drop-down list to suppress the amount prompt amount and prevent the entry of an amount different than the predefined value.
7. Under the 'Appearance' group bar, change the **default text** to 'Donate x' where 'x' is the dollar amount. To display text on multiple lines, insert '\n' without spaces for line breaks. For example, 'Donate\n \$1.'
8. Configure the **remaining options** as you would for any other button.
9. Repeat this **procedure** to add additional predefined amount buttons to this panel.
10. Continue to the **next procedure**.

To add an open amount button to the charitable donations panel:

1. With the charitable donations panel still active, right-click and select **new button**.

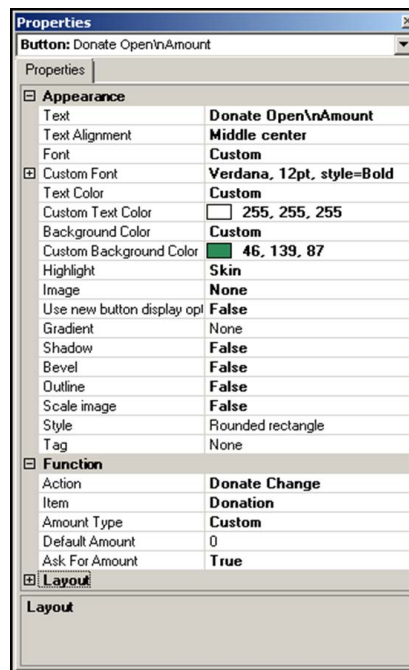


Figure 9 Donate Open Amount Button

2. Under the 'Function' group bar, select **Donate Change** from the 'Action' drop-down list.
3. Select the **donation item created earlier** from the 'Item' drop-down list.
4. Select **Custom** as the 'Amount Type.'
5. Leave the **default amount** at 0 (zero).

6. Select **True** from the 'Ask for Amount' drop-down list. The Open Item screen appears when you touch this button in the Front-of-House (FOH), allowing you to type the amount your guest offers as a donation.
7. Under the 'Appearance' group bar, change the **default text** to 'Donate Open Amount.' To display text on multiple lines, insert '\n' without spaces for line breaks. For example, 'Donate Open\nAmount.'
8. Configure the **remaining options** as you would for any other button.
9. Continue to the **next procedure**.

To add a navigation button to the charitable donations panel that returns to the Tender screen:

1. With the charitable donations panel still active, right-click and select **new button**.
2. Under the 'Function' group bar, select **Chain** from the 'Action' drop-down list.
3. Click the **ellipsis (...)** next to 'Panels to display' to display the Select Panels screen.
4. Select the **Tenders screen** from the 'Available Panels' list box and click > to move the screen to the 'Selected Panels' list box.
5. Click **OK**.
6. Under the 'Appearance' group bar, type **Return to Tenders**. To display text on multiple lines, insert '\n' without spaces for line breaks. For example, 'Return\n to\nTenders.'
7. Configure the **remaining options** as you would for any other button.
8. Continue to the **next procedure**.

To add a navigation button to the Tenders screen that accesses the charitable donations panel:

1. Select **Panel > Open Panel**.
2. Select your **Tenders** panel.
3. Right-click and select **new button**. The Properties dialog box for buttons replaces the Properties dialog box for panels.
4. Under the 'Function' group bar, select **Chain**.
5. Click the **ellipsis (...)** next to 'Panels to display' to display the Select Panels screen.
6. Select the **Donation Panel** from the 'Available Panels' list box and click > to move the screen to the 'Selected Panels' list box.
7. Click **OK**.
8. Under the 'Appearance' group bar, type **Donation**. To display text on multiple lines, insert '\n' without spaces for line breaks.
9. Configure the **remaining options** as you would for any other button.

10. Select **Panel > Save Panel**.
11. Exit the **Screen Designer** function.

Printing a thank you message on the guest check (optional)

To print a 'thank you' message in the footer of the guest check when guests make a charitable contribution, create a custom guest check message. Use the Set Guest Check Footer Message by Category event type to stipulate the charitable donations category as the category from which the guest must make a 'purchase' before the message prints.

To create a 'thank you' guest check message:

1. Select **Maintenance > Messaging > Guest Check Message**.
2. Click **New** and accept the **system assigned number** or click the **ellipses button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Guest Check Message	
Guest Check Message : 10 Donation Message	
Message	
Settings	
Number	10
Name	Donation Message
Header text	
Line 1	
Line 2	
Barcode message	None
Footer text	
Line 1	Thank you for your
Line 2	generous donation!
Line 3	Your contribution is going to a
Line 4	great cause!
Line 5	Have an amazing day!
Line 6	
Line 7	
Line 8	
Line 9	
Line 10	
Line 11	
Line 12	
Barcode message	None

Figure 10 Guest Check Footer Message

- Under the 'Settings' group bar, type a **name** to identify the guest check footer message.
- Under the 'Footer text' group bar, type the **text** to appear at the bottom of the guest check in 'Line 1' through 'Line 12.'

For example, 'Thank you for your generous donation! Your contribution is going to a great cause! Have an amazing day!'

- Click **Save** and exit the **Guest Check Message** function.

To activate the 'thank you' guest check message:

- Select **Maintenance > System Settings > Event Schedule**.

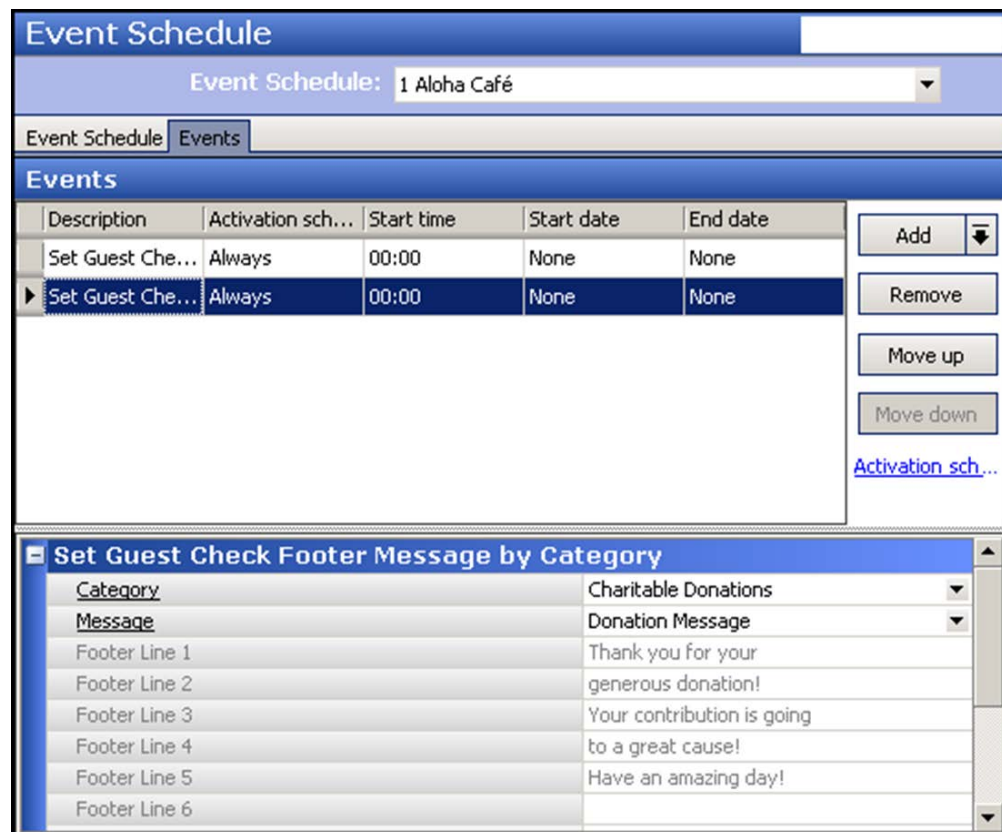


Figure 11 Event Schedule

- Click the **Add** drop-down arrow, select **Set Guest Check Footer Message by Category** from the 'Type' list box, and click **OK**.

3. Select **Always** from the 'Activation Schedule' drop-down list.
4. Select the **date** on which you want the event to become active at the store in 'Start date.'
5. Select the **date** on which you no longer want the event to be active at the store in 'End date.' To print the guest check footer message long term, select a date well into the future.
6. Under the 'Set Guest Check Footer Message by Category' group bar, select the **general category created specifically for charitable donations**, such as 'Charitable Donations.'
7. Select the **thank you message specifically created for charitable donations** from the drop-down list.
8. Click **Save** and exit the **Event Schedule** function.

Providing the ability to enter open amount donations

If you allow open amount donations, but you have 'Restrict open items by access level' under the 'Restrictions' group bar in the Security group on the Store Settings tab in Maintenance > Business > Store selected, the manager approval screen appears and a manager with sufficient access must enter their password to approve the open amount donation before you can continue. It is necessary to configure the access level to which you assign your managers, or other high level employees, to have the ability to enter open items in the FOH. You may want to consider also giving your cashiers the ability to enter open items; otherwise, the manager approval screen appears for every open amount donation and a manager must enter their password to approve the donation before you can continue.

To provide the ability to enter an open amount donation:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Select an **access level**, such as manager or other high-level employee, from the drop-down list.

Pos Access Levels	
POS Access Level: 8 Cashier	
Access Level	
Identification	
Reports	
Financial	
Employee	
Approve clock in	<input type="checkbox"/>
Approve checkout	<input type="checkbox"/>
Delete checkout	<input type="checkbox"/>
Approve clock out	<input type="checkbox"/>
Delete clock out	<input type="checkbox"/>
Approve start/end breaks	<input type="checkbox"/>
Clear password	<input type="checkbox"/>
Enroll fingerprints	<input type="checkbox"/>
Force reconciliation	<input type="checkbox"/>
Force coupon audit	<input type="checkbox"/>
Open any drawer	<input type="checkbox"/>
De-assign drawers	<input type="checkbox"/>
Enter open items	<input checked="" type="checkbox"/>
Access quick count screens and reports	<input type="checkbox"/>
Enter pay adjustments	<input type="checkbox"/>
Adjust tip share	<input type="checkbox"/>
Release locked employee	<input type="checkbox"/>
Edit FOH labor	<input type="checkbox"/>

Figure 12 Pos Access Levels

3. Under the 'Employee' group bar, select **Enter open items** to enable the employee assigned to this access level to enter an open amount donation.
4. Click **Save**.

5. Repeat this **procedure** for any other access level requiring the ability to enter an open amount donation.
6. Exit the **Pos Access Levels** function.

Refreshing the data

After all settings are in place, 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 POS 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 Charitable Donations

The following procedures walk you through the steps for using each of the supported donation methods.

Donate change

1. Start a **guest check**, enter the **items**, and apply the **order mode**. The Tenders screen appears.

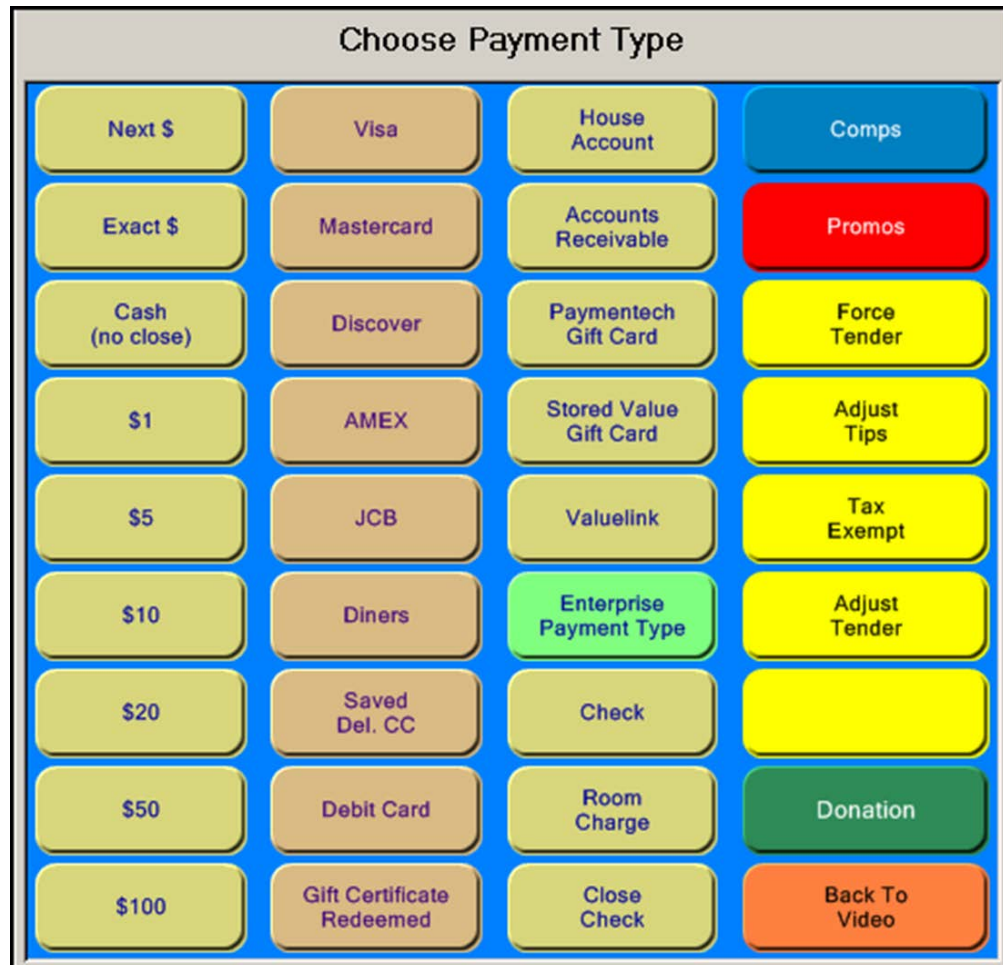


Figure 13 Donations Button on Tender Screen

2. Ask the **guest** if they would like to make a donation. The guest agrees to donate the change due back to them.
3. Touch **Donation**. The Charitable Donations panel appears and the **amount of change due back to the guest** appears on the Donate Change button.

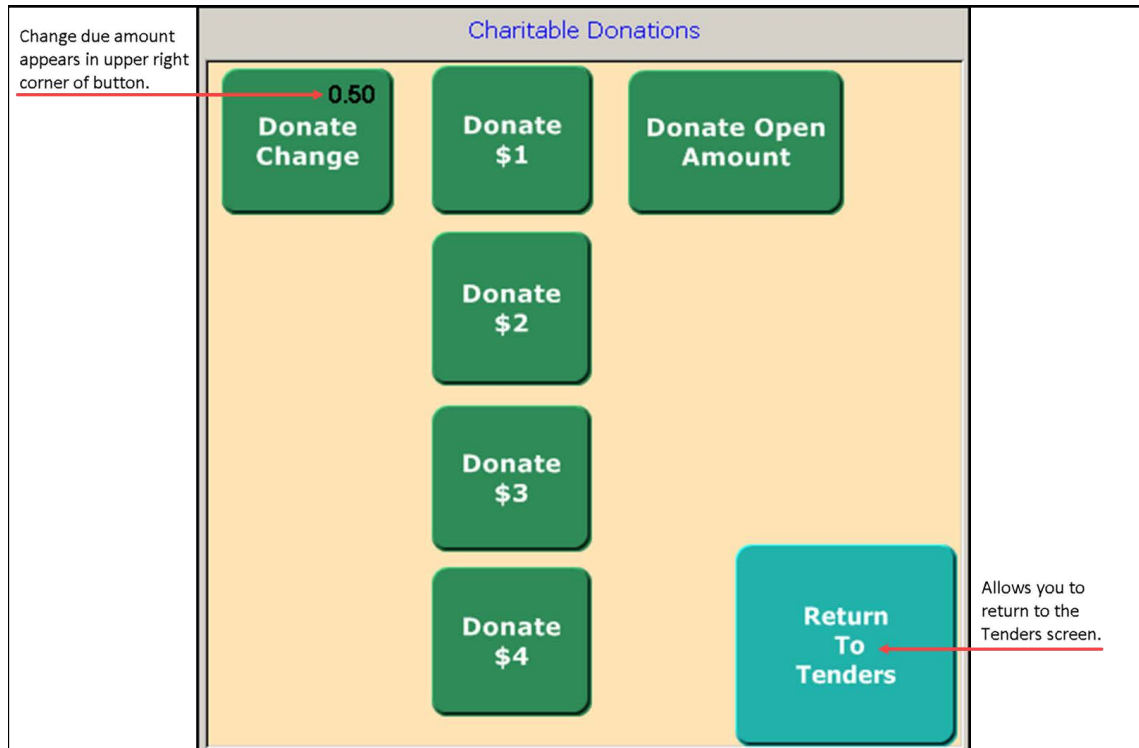


Figure 14 Donations Panel

4. Touch **Donate Change** to apply the amount.

5. Touch **Return to Tenders** to return to the **Tenders** screen. The amount of change due back to the guest appears on the guest check as the amount of the donation.

41	
RoastBeef	6.25
MED O-Rings	3.00
LG Coke	4.00
Donation	0.50
# Items Sold 4	13.75
Tax	1.00
Additional Charge	0.25
DINE IN Total	15.00
Balance Due	\$15.00

Figure 15 Donation Applied to Guest Check

6. Tender and close the **check**. The 'thank you' message prints in the **footer** of the guest check.

Aloha Café 5555 Fifth Avenue South Naples, FL 34102 38		03/27/2017 2:58 PM 10038
Host: Harlee 38 Order Type: DINE IN Area: Chipotle Day Part: 2-4 PM		
Roast Beef Medium O-Rings Large Coke DONATION # Items Sold 4 FOOD Tax Total Tax	6.25 3.00 4.00 0.50 13.75 1.00 1.00	Additional Charge 0.25 DINE IN Total 15.00 Cash \$15.00
Thank you for visiting the Aloha Café, where friends and food come together!		
Thank you for your generous donation! Your contribution is going to a great cause! Have an amazing day!		
--- Check Closed ---		

Figure 16 Guest Check Message

Donate predefined amount

1. Start a **guest check**, enter the **items**, and apply the **order mode**. The Tenders screen appears.
2. Ask the **guest** if they would like to make a donation. The guest agrees to donate \$1.00.
3. Touch **Donation**. The Charitable Donations panel appears.
4. Touch **Donate \$1** to apply one dollar to the guest check.
5. Touch **Return to Tenders** to return to the **Tenders** screen. The one dollar donation appears on the guest check.

The screenshot shows a POS system interface for a guest check. At the top left, there is a red square icon with a white fork and knife, and the number '42' below it. The main area is a list of items and their prices. The items listed are: RoastBeef (6.25), MED Fries (3.00), LG Coke (4.00), and Donation (1.00). Below these items, there are several summary lines: '# Items Sold 4' (14.25), 'Tax' (1.00), 'Additional Charge' (0.25), 'DINE IN Total' (15.50), and 'Balance Due' (\$15.50). A red square icon with a white fork and knife is positioned between the 'Tax' and 'Additional Charge' lines.

42		
RoastBeef		6.25
MED Fries		3.00
LG Coke		4.00
Donation		1.00
# Items Sold 4		14.25
Tax		1.00
Additional Charge		0.25
DINE IN Total		15.50
Balance Due		\$15.50

Figure 17 Dollar Donation Amount

6. Tender and close the **check**. The 'thank you' message prints in the **footer** of the guest check. See [Figure 16](#).

Donate open amount

1. Start a **guest check**, enter the **items**, and apply the **order mode**. The Tenders screen appears.
2. Ask the **guest** if they would like to make a donation. The guest agrees to donate \$5.00.
3. Touch **Donation**. The Charitable Donations panel appears.

4. Touch **Donate Open Amount**. The Open Item screen appears with the cursor focus on price.

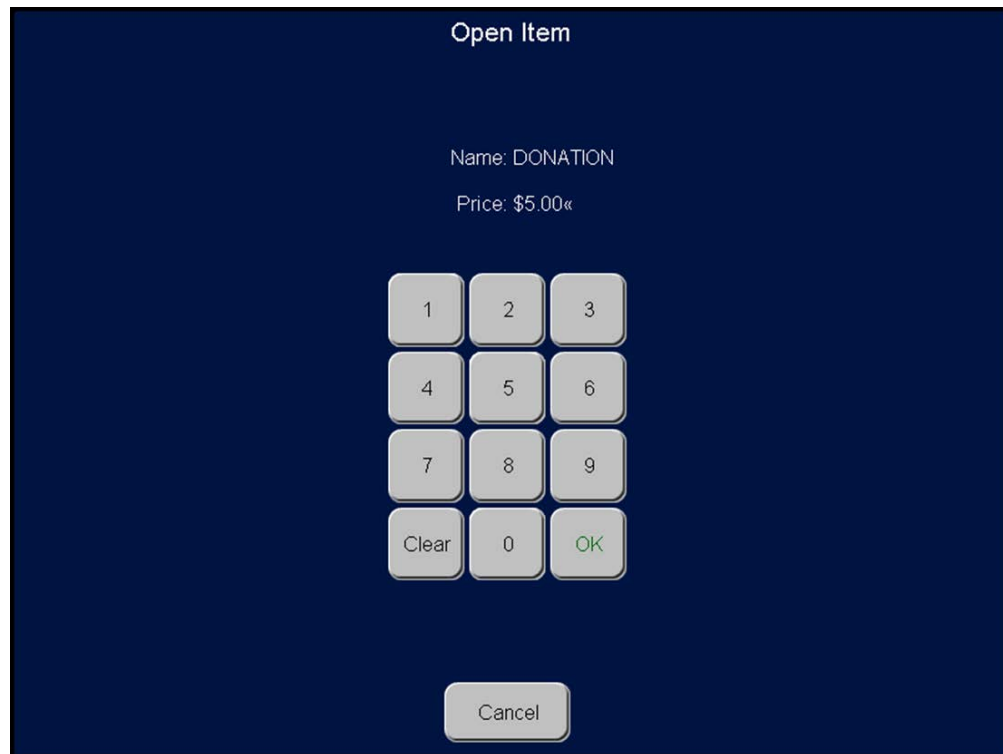


Figure 18 Open Item - Donation Screen

5. Type **5.00** and touch **OK** to return to the Charitable Donations panel.

6. Touch **Return to Tenders** to return to the **Tenders** screen. The system adds the **\$5.00 donation** to the guest check.


43		44	
44			
RoastBeef			6.25
MED O-Rings			3.00
LG Coke			4.00
Donation			5.00
# Items Sold 4			18.25
Tax			1.00
Additional Charge			0.25
DINE IN Total			19.50
Balance Due			\$19.50

Figure 19

7. Tender and close the **check**. The 'thank you' message prints in the **footer** of the guest check. See [Figure 16](#).

⚠ Caution: 'Open Amount' does not have minimum or maximum amount restrictions available. The POS accepts any amount entered.

Reporting Charitable Donations

To assist you in determining the amount collected for the charity, run the Sales report and include 'Sales by Category' to have the sales for the retail category created specifically for your charitable donations appear on the report as a separate section.

1. Log in to **Aloha Configuration Center (CFC)** or **Aloha Manager (AM)**.
2. Select **Reports > Aloha Point-of-Sale > Sales > Summary** or **Weekly**. The Sales Report dialog box appears.

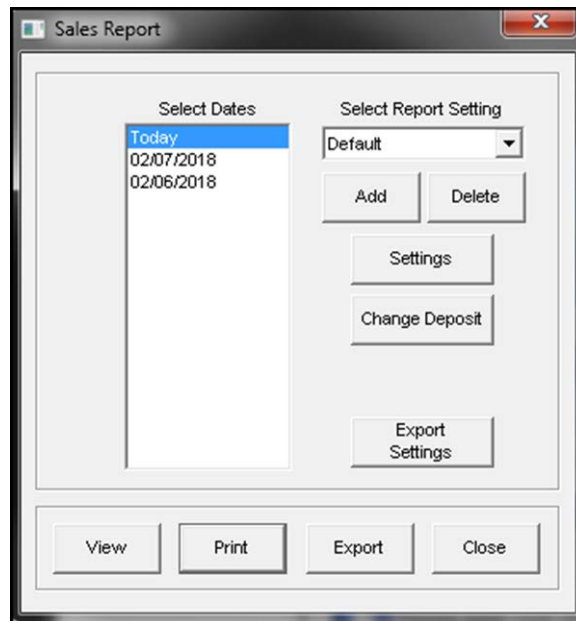


Figure 20 Sales Report Dialog Box

3. Select a **single date**, or a **range of dates**, from the selection list.

4. Click **Settings** to display the Sales Report Settings dialog box.

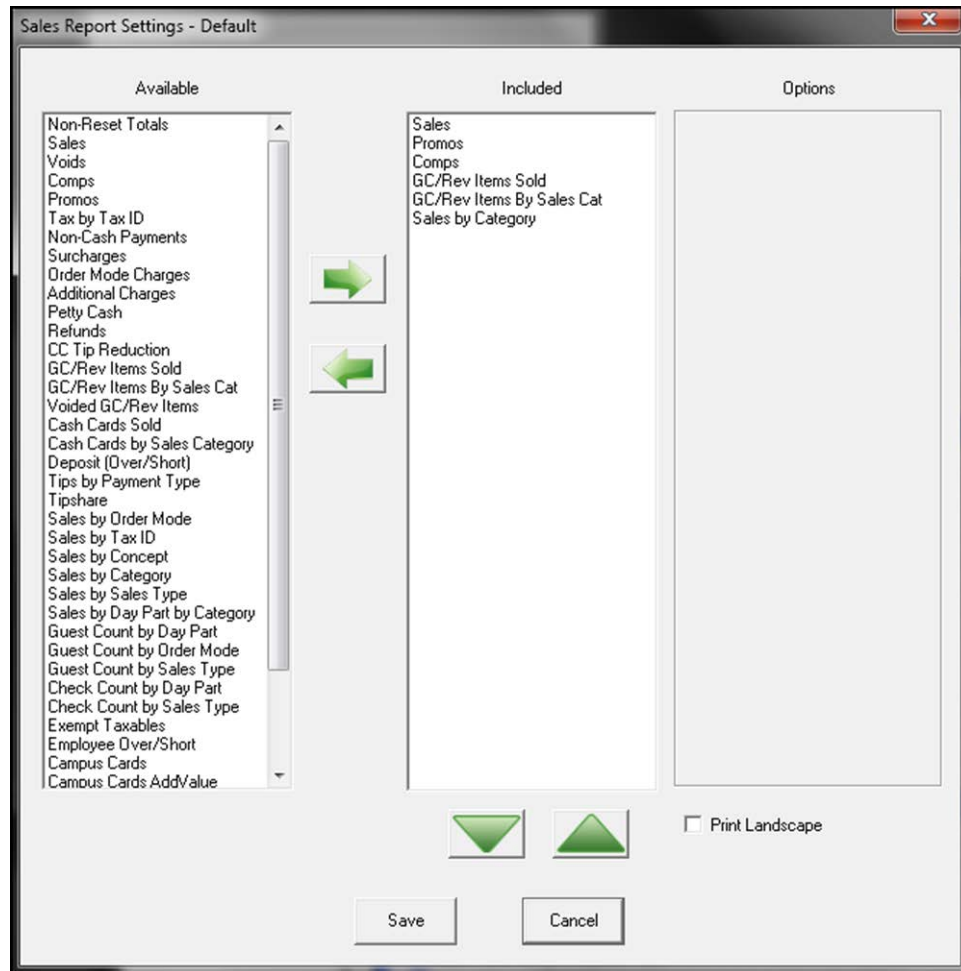


Figure 21 Sales Report Settings Dialog Box

5. Select **Sales by Category** from 'Available' and click the **arrow** to move it to 'Included.'

- 6. Click **Save** to return to the Sales Report dialog box.
- 7. Click **View**, **Print**, or **Export** to review the report.

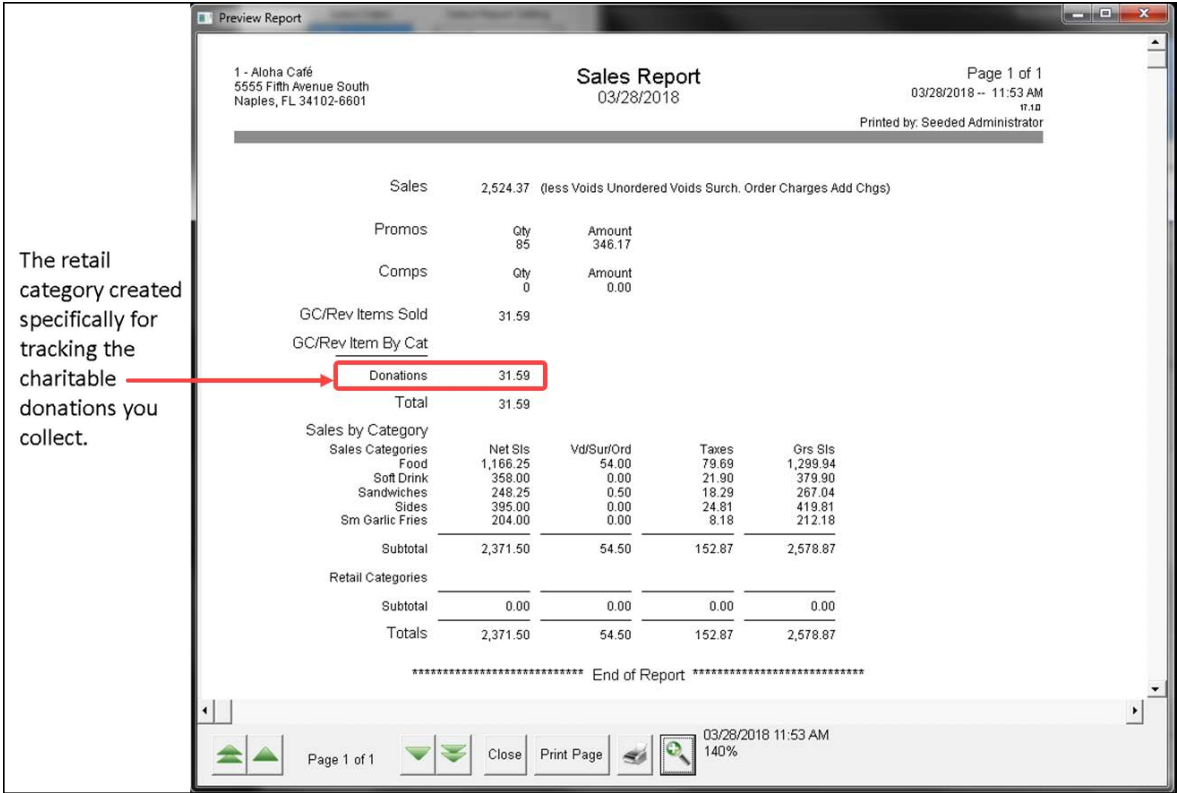


Figure 22 Sales Report Example

Troubleshooting Charitable Donations

Error messages may appear in the following situations:

If you touch the Donate Change button while there are unordered items on the guest check, an error message appears. Dismiss the message, send the order to the kitchen, and touch the Donate Change button again.

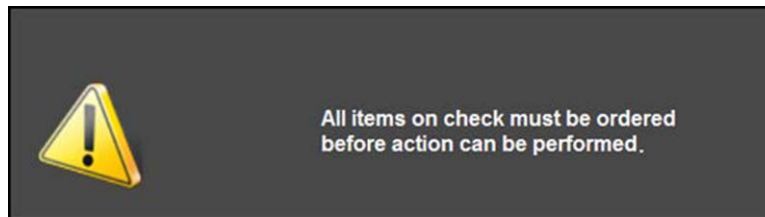


Figure 23 Must Order Items First

If there are no items on the check, or if you touch the Donate Change button and the change due amount equals \$0.00, an error message appears. Dismiss the message and ask the guest if they would like to donate a different amount.

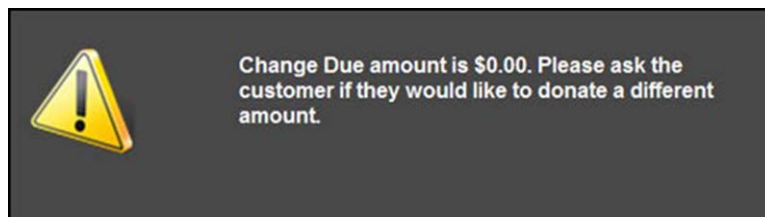


Figure 24 Change Due Amount is \$0.00

If a guest wants to donate an open amount, such as \$5.00, but you accidentally enter the wrong amount, such as '\$500.00,' you can select the donation in the guest check window and delete it from the check.



The screenshot shows a POS interface for a guest check. At the top left is the number '72'. The main area lists items and their amounts. 'Hamburger' is listed with a price of 4.25. Below it, 'Donation' is listed with 500.00, and '(Void)Donation' is listed with -500.00. Below that, 'Donation' is listed with 5.00. There is a red icon of a fork and knife next to the second donation entry. Below the donation entries, '# Items Sold 2' is listed with 9.25, and 'Tax' is listed with 0.32. At the bottom, 'DINE IN Total' is listed with 9.57, and 'Balance Due' is listed with \$9.57.

Item	Amount
Hamburger	4.25
Donation	500.00
(Void)Donation	-500.00
Donation	5.00
# Items Sold 2	9.25
Tax	0.32
DINE IN Total	9.57
Balance Due	\$9.57

Figure 25 Voiding an Incorrect Open Amount

Touch Donation again, touch Donate Open Amount, and enter \$5.00. Touch **Return to Tenders** to return to the Tenders screen. Tender and close the check. The 'thank you' message prints in footer of the guest check.

Charitable Donations, 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