

Feature Focus Guide: Drive-Thru Vehicle Identification

Core Product: Aloha Quick Service, Aloha Kitchen
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Revision Record

Date	Version #	Description
Prior to 11/14/2022	QS v14.2+, and AK v13.2+	Implemented support to display vehicle images on the active and review order windows, as well as on an Aloha Kitchen screen.
	QS v19.3.8	Added support to recall orders from the screen containing all images in the queue to the active guest check window rather than the review order window.
11/14/2022		Converted document to use new templates.
01/11/2023		Updated front cover and back page to reflect new NCR branding.
12/15/2023		Updated document to reflect NCR Voyix branding.

About Drive-Thru Vehicle Identification

Drive-Thru Vehicle Identification at a Glance	
Core Product	Aloha Quick Service, Aloha Kitchen
Complementary Products	Gulfcoast Software Solutions
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide, Aloha Kitchen Reference Guide, Aloha Kitchen Implementation Guide

In the fast food industry, it is popular to incorporate a dual drive-thru environment where there are two order points for guests to place their order at a speaker box or display board, and then merge into a single lane for pick up and payment. This is also referred to as a 'Y-lane.' This has proven to attract more guests to the drive-thru, increase sales, and successfully reduce the wait time for the cars in line,

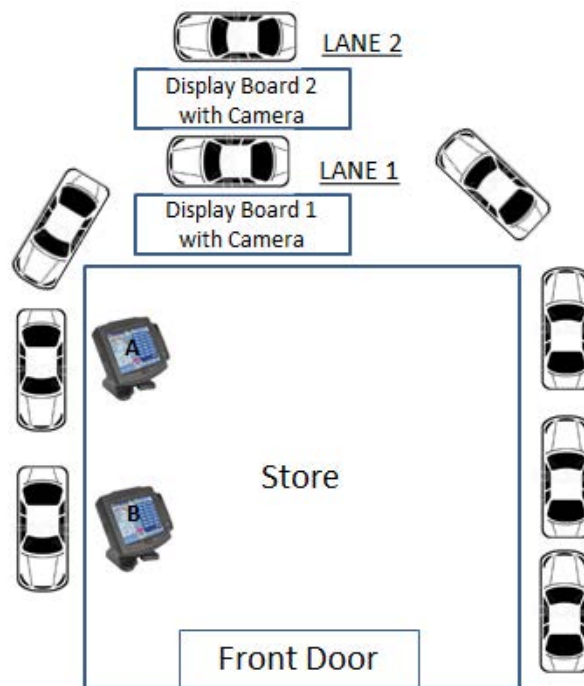


Figure 1 Y-Lane Drive-Thru Illustration

When the vehicles merge into one lane, the queued orders are not always in the same sequential order in which they were placed. The challenge is ensuring drive-thru operators deliver the food and accept payment from the correct car in the drive-thru. This requires asking the guest what they ordered, which could lead to a bad impression of your operation.

With Drive-Thru Vehicle Identification, available in Aloha® Quick Service, you integrate with a third party to take a picture of each vehicle as it approaches the display board and you enter the first item of the order. The system embeds the check number on the corresponding picture, and the picture appears in a guest check window along with the details of the order. Using the picture, the drive-thru employee can easily and quickly identify the vehicle associated with each order, reducing the chance of tendering and delivering an order to the wrong guest. When a vehicle gets out of sequence, it is easy to access a screen from which you can view the pictures of all vehicles and recall the order for the vehicle currently in front of you. You can configure the system so that the order you recall appears in the review order window, if in use, or the active guest check window, and on an Aloha Kitchen video screen in use.

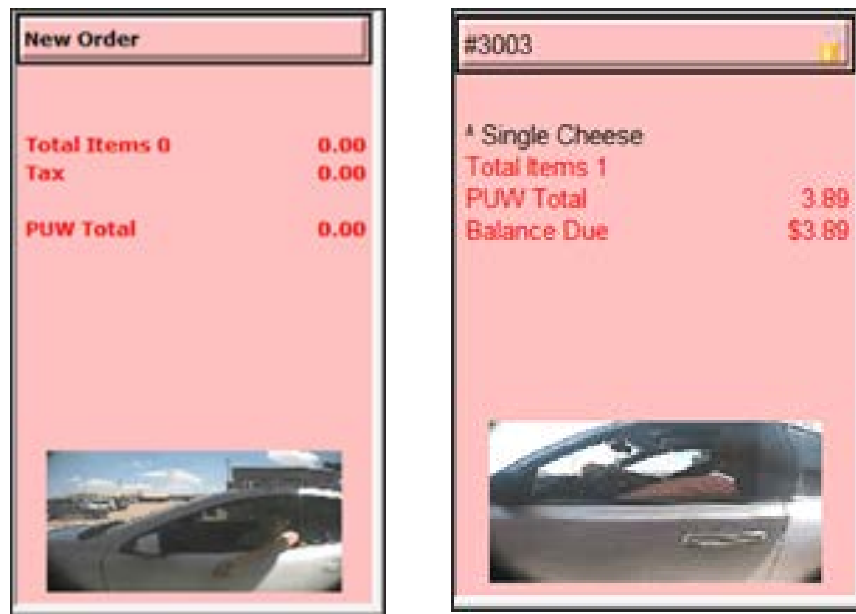


Figure 2 Active (Left) and Review (Right) Order Window Examples

Currently, the Aloha POS system only interfaces with Gulfcoast Software Solutions, who provides consulting and customizing based on the business model and workflow of your restaurant. Gulfcoast takes the picture of the vehicle at each order point of the dual drive-thru, then the Aloha POS obtains the images over an IP address and stores them within the Aloha POS system. The order number generated from the Aloha POS is embedded onto each image.

See http://gulfcoastsoftware.com/index.php?option=com_frontpage&Itemid=1 for more information about Gulfcoast Software Solutions.

To implement Drive-Thru Vehicle Identification requires you to install the following products:

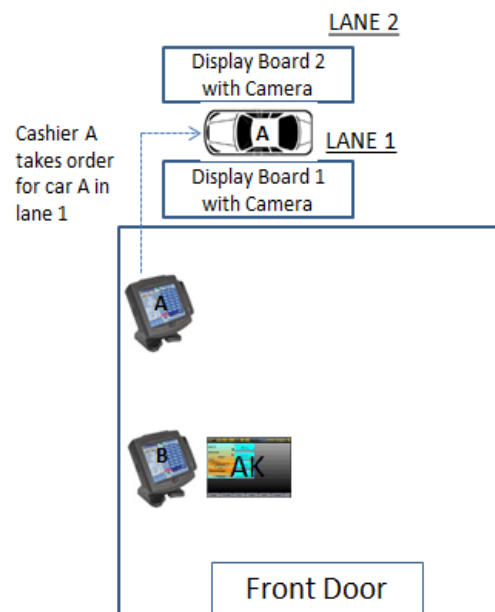
- NCR Aloha POS v14.1 (coupled with NCR Integrations), or later.
- NCR Aloha Manager or Aloha Configuration Center v14.8, or later.
- NCR Aloha Kitchen v13.2, or later.

In addition to the software requirements, you must install the following hardware:

- A display board installed at each order point of the drive-thru.
- A camera provided by a third-party company, such as Gulfcoast, installed at each display board.

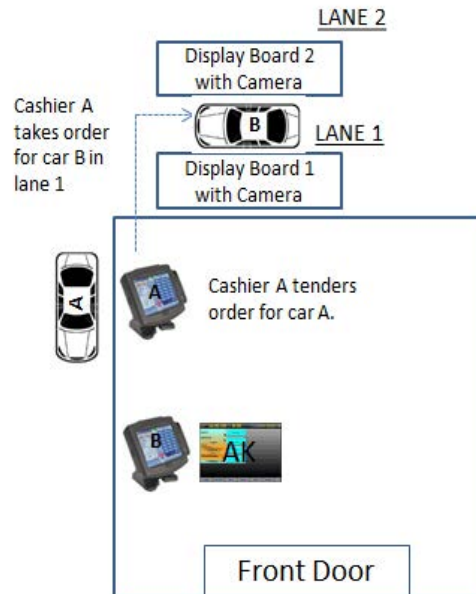
Drive-Thru Vehicle Identification Storyboard - Part 1

1. Car A arrives at the display board in lane 1 and Cashier A starts check 4124. Upon entering the first item of the order, the camera takes a picture of the vehicle. NCR Integrations associates the image with check 4124 and the image appears on the POS on-screen active check and the video screen. **Note:** If the Aloha Kitchen routing method is configured as 'one-behind,' the image appears on the video screen upon the next order.



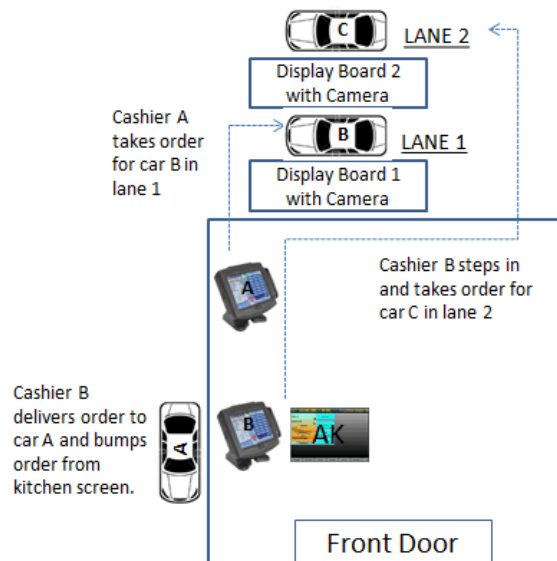
Drive-Thru Vehicle Identification Storyboard - Part 1

2. Car A pulls up to the Cashier A window and waits to pay.
3. Car B arrives at the display board in lane 1 and Cashier A starts check 4125. Upon entering the first item of the order, the camera takes a picture of the vehicle. NCR Integrations associates the image with check 4125 and the image appears on the POS on-screen active check and the video screen. Check 4124 moves to the review order window with the image still displayed.
4. Cashier A verifies the vehicle is correct by viewing the vehicle image of Car A from the review order window and tenders the check.



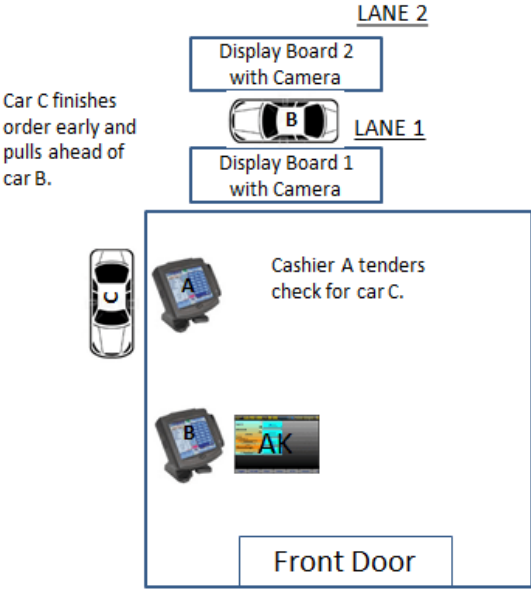
Drive-Thru Vehicle Identification Storyboard - Part 2

5. As Car B continues to order, Car C arrives at the display board in lane 2 and Cashier B starts check 3012. Upon entering the first item of the order, the camera takes a picture of the vehicle. NCR Integrations associates the image with check 3012 and the image appears on the POS on-screen active check and the video screen.
6. Car A pulls up to Cashier B window and waits for their food.
7. Cashier B verifies the vehicle is correct by viewing the vehicle image from the Aloha Kitchen screen and delivers the food to Car A.
8. Cashier B bumps the order from the Aloha Kitchen screen and Car A leaves.



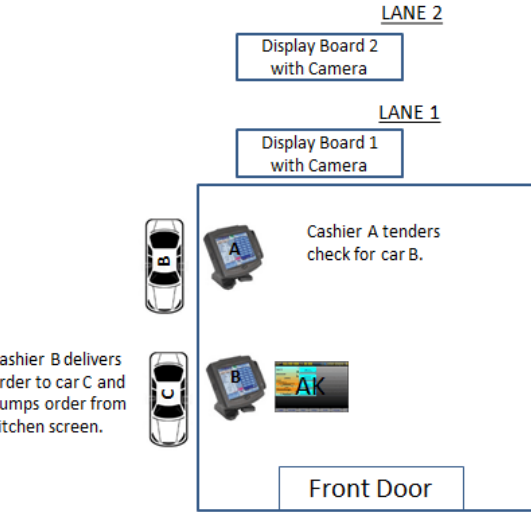
Drive-Thru Vehicle Identification Storyboard - Part 2

9. Car C finishes ordering before Car B, moves ahead of Car B in line, and pulls up to the Cashier A window, waiting to pay.



Drive-Thru Vehicle Identification Storyboard - Part 3

10. Car B finishes ordering and pulls up to the Cashier A window and waits to pay.
11. Car C pulls up to the Cashier B window.
12. Cashier B verifies the vehicle is correct by viewing the vehicle image from the Aloha Kitchen screen and delivers the food to Car C.
13. Cashier B bumps the order from the Aloha Kitchen screen and Car C leaves.




Configuring Drive-Thru Vehicle Identification

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

Drive-Thru Vehicle Identification 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 > Business > Store > Store Settings tab > User Interlace group and under the 'POS Order Entry Check' group bar, select 'Display image on active and review checks' to enable vehicle images to appear on guest checks. If you want to recall checks from the screen containing all images in the queue to the active guest check window and not the review order window, select 'Display check from Check Images in on-screen check.' This option allows you to use drive-thru vehicle identification without also configuring and using review order functionality. You need to also designate the IP address and port of the server to which you connected the third-party controller for the cameras. See page 9 .
2.	Access Maintenance > Kitchen Configuration > Header and Footer Layout and add the Check images element. See page 11 .
3.	If not already configured, you must access Maintenance > Hardware > Kitchen Screens and attach a header or footer layout to a kitchen screen. See page 13 .
4.	Select Utilities > Refresh POS & All Products to refresh the data. See page 13 .

 **Tip:** Prior to configuring the Aloha POS to display vehicle images, you must install a supported display board type at each of the order points of the drive-thru window, and have the third-party company install a camera in each display board.

Enabling vehicle images to appear on active and review order windows

Once a third-party company installs a camera from which to capture images of vehicles at each display board, you configure the IP address and port of the server to which you connected the

controller provided by the third-party company. The system writes the data to AlohaTransactionGateway.ATGDisplayBoard.cfg in the Data and Newdata folders.

```

AlohaTransactionGateway.ATGDisplayBoard - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8" ?>
<AtgSettings xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="AtgSettingsSchema.xsd">
  <AtgSetting key="AtgThirdPartyConnection">
    <AtgSetting key="3" ip="153.86.194.119" port="4343" />
  </AtgSettings>
  <AtgSetting key="AtgDisplayBoards">
    <AtgSetting key="1" ip="10.0.0.2" port="5557" />
    <AtgSetting key="2" ip="10.0.0.3" port="5557" />
  </AtgSetting>
</AtgSettings>
    
```

Figure 3 AlohaTransactionGateway.ATGDisplayBoard.cfg

NCR Integrations then begins retrieving the check number of each order and the display board ID from where the order is placed and embeds the information on each image taken by the camera. NCR Integrations encrypts each image and stores it in the ExtData/Images directory. If there is not an Images folder, the system creates one for you. The system purges all images when the End-of-Day runs.

To enable vehicle images to appear on active and review order windows:

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

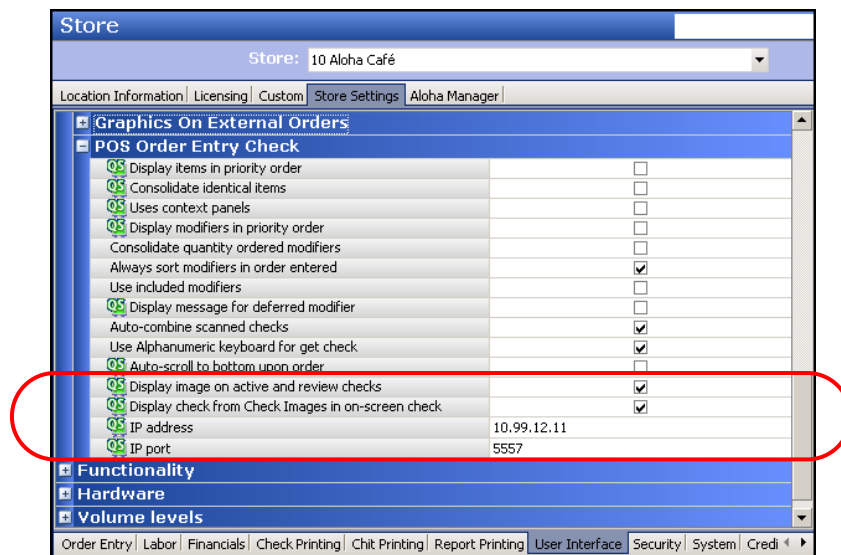


Figure 4 Store Settings Tab - User Interface Group

4. Under the 'POS Order Entry Check' group bar, select **Display image on active and review checks** to enable images taken by a third party camera interface to appear on the active guest check window and the review order window on the order entry screen. Selecting this option enables the 'Display check from Check Images in on-screen check,' 'IP address,' and the 'IP port' options.
5. Type the **IP address** and **port** for the server to which you connected the controller for the cameras. Both the controller and cameras are provided by the third-party.
6. Click **Save** and exit the **Store** function.

Configuring vehicle images to appear on a video cell (optional)

Once you configure the Aloha POS to display vehicle images within the on-screen guest check and the review order windows, you can optionally display the image on a header or footer of a video cell. This is beneficial if you operate an expeditor station at the drive-thru window where an employee delivers the food the guest and needs to identify the correct vehicle based on the image. This setup is only supported with the NCR Aloha Kitchen product.



Reference: Refer to the Rapid Order and Tender Feature Focus Guide for information on an environment you might set up that benefits from adding vehicle images to a video cell.

To add vehicle images to a video cell, you must access Aloha Kitchen and add the 'Check images' element to a header or footer in use.

To configure vehicle images to appear in a video cell:

1. In Aloha Kitchen, select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select either an **item header**, **order header**, **item footer**, or **order footer** from the drop-down list. **Note:** This feature is typically used on an order footer.

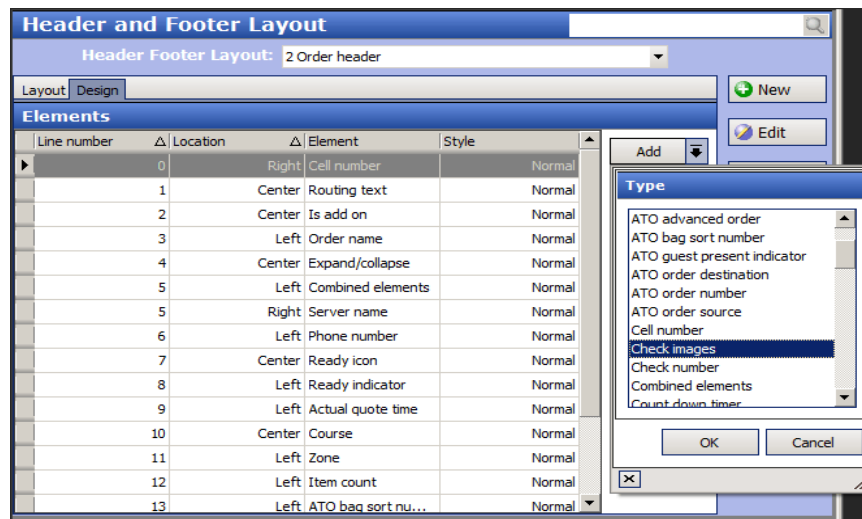


Figure 5 Header and Footer Layout - Design Tab

3. Select the **Design** tab.
4. Click the **Add** drop-down arrow, select **Check images** as the type, and click **OK**.
5. Configure the **line number**, **location**, and **style** for the 'Check images' element. **Note:** The recommended configuration is placing the 'Check images' element centered and on the last line of the footer.
6. Click **Save**.
7. Repeat this **procedure** for any other header or footer layout for which you want to add the 'Check images' element.
8. Exit the **Header and Footer Layout** function.

Attaching a header and footer layout to a kitchen screen

If not already configured, you must attach the header or footer layout to which you added the 'Check images' element, to a kitchen screen in use.

To attach a header or footer layout to a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen**, such as **Expo**, from the drop-down list.
3. Under the 'Headers and footers' group bar, select the **header** or **footer layout** from either the 'Order header layout,' 'Order footer layout,' 'Item header layout,' or 'Order footer layout' drop-down lists.
4. Click **Save**.
5. Repeat this **procedure** for each kitchen screen to which you want to attach a header or footer layout.
6. Exit the **Kitchen Screen** 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 Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

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

Using Drive-Thru Vehicle Identification

When a vehicle arrives at the display board, the camera takes a picture of the vehicle when you enter the first item on the order, and the item displays on the display board. The system continually queries the location of the stored images and displays the image in a static location at the bottom of each check in the active guest check and review order windows on the POS.

The system automatically scales the images to fit in the window. If there is no image associated with the check, an image does not appear. The image remains on the screen while you add more items to the check. For additional verification, the check number appears in the upper left corner of the image. If a second image is taken, or a duplicate check number is used, the newer image replaces the previous image. The image appears again when you reopen a check.

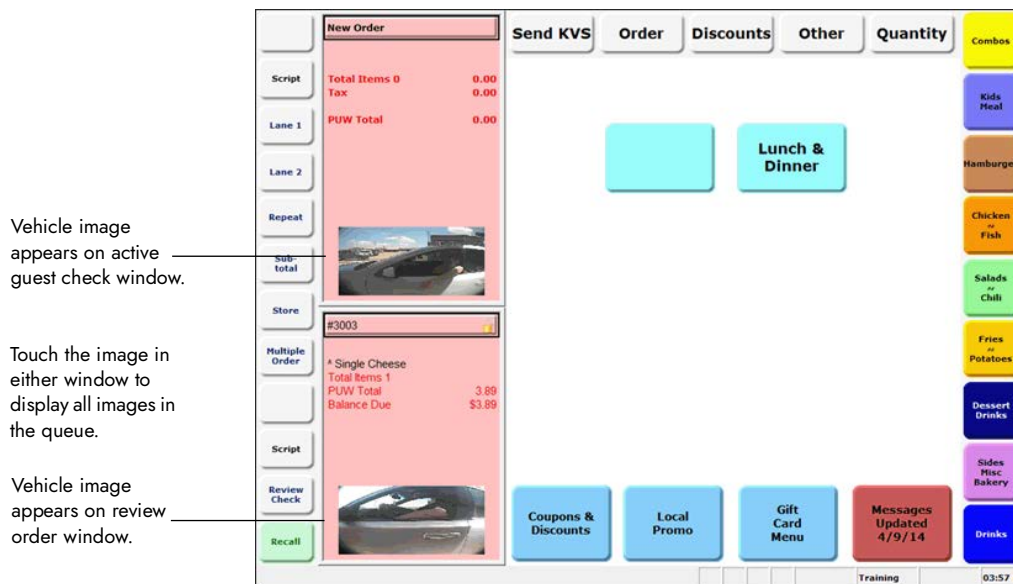


Figure 6 Vehicle Images Appearing on Active and Review Order Windows

Recalling a check from screen containing all images in the queue

When the vehicle in front of you does not match the vehicle in either the active guest check window or the review order window, you can touch an image in either of these windows to view a screen containing all images in the queue. Up to 18 open check vehicle images appear on this screen, from oldest to newest in the order queue. Images associated with a closed check do not appear. You can enlarge an image on this screen to further verify the vehicle. When you locate the correct image, touch it to recall the check for tendering. The check will either appear in the review order window, if in use, or the active guest check window.

To recall a check from the screen containing all vehicle images in the queue:

1. From the POS active guest check window or review order window, touch the **image** to display screen containing all vehicle images in the queue.



Figure 7 Screen Containing All Images in the Queue

2. Locate and touch the **image** for the vehicle you need, to recall the order and return to the order entry screen with the associated check appearing in the review order window. It is possible the recalled check may appear in the active guest check window instead, based on your operation. For example, if the review order window is not in use at your site, the image appears in the active guest check window. It may be necessary to touch the **Up** or **Down arrows** to locate the image you need.

-OR-

Touch **Done** to return to the order entry screen.

3. Close the **check**, as normal.

Using Aloha Kitchen to verify the vehicle

The check image that appears on an Aloha Kitchen screen does not operate the same way as on a POS terminal. The image is only for display and verification. Once you verify the correct vehicle based on the image, deliver the order to the guest and bump the order, as normal.

Drive-Thru Vehicle Identification, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:
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