

# Feature Focus Guide: Quick Combos

Core Product: Aloha Quick Service  
Last Updated: December 12, 2023

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## Revision Record

Date	Version #	Description
Prior to 01/23/2023	Aloha Quick Service POS v6.2	Added support for quick combo toggling, entering quick combos in multiples, allowing item substitution for quick combos, reporting item substitutions, including quick combo counts and amounts in the Grind file, customizing system-generated quick combo panels, and customizing system-generated quick combo panels at an item level.
	Aloha Quick Service POS v6.4	Enhanced the quick combo functionality and design by redesigning the quick combo dialog box, increasing the number of items per quick combo component, configuring item surcharges for all quick combo levels, and supporting mixed level quick combos.
	Aloha Quick Service POS v6.7	Added support for dynamic item substitution for quick combos and enhanced the repeat button to quantify quick combos.
	Aloha Quick Service POS v12.3	Added the ability to make a quick combo component item to never affect an upsell level; to support new quick combo toggle functionality; to track upsized quick combo sales for performance measure reporting purposes; and including quick combo components in Item Count.
	Aloha Quick Service POS v15.1	Introduced a new Quick Combo Upsell report, and the ability to configure a quick combo as an eligible item for combos. Also added the ability to apply a coupon to a quick combo and prevent comp discounts on quick combos.
	Aloha Quick Service POS v19.3	Created the Quick Combos Feature Focus Guide to reflect CFC and Aloha Manager.
01/25/2023		Converted the document to use new templates. Updated the front cover and back page to reflect new NCR branding.
12/12/2023		Updated document to reflect NCR Voyix branding.

## About Quick Combos

Quick Combos 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 Manager Guide, Aloha Quick Service Report Guide, Aloha Quick Service Screen Designer Guide, Context Panels Feature Focus Guide

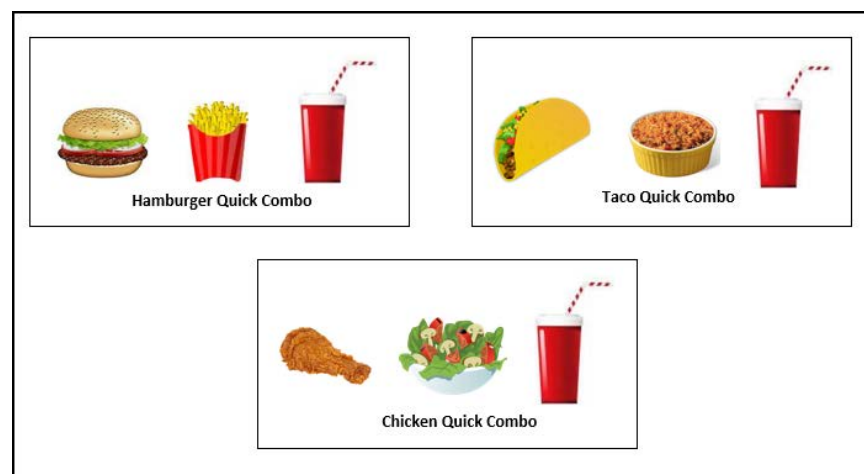


Figure 1 Assorted Quick Combos

A quick combo is a combination of items usually sold at a discounted price as opposed to selling the same items a la carte. Most quick combos include at least three components: a main entrée, a side dish, and a beverage (i.e. hamburger, fries, and soda). The main entrée is typically the primary item that motivates the consumer to order the quick combo. Although this is the most common arrangement, restaurants continue to propose new variations to the concept, such as offering larger portions. For example, a restaurant can upsell the size of the fries and drink for an increase in price. This approach introduces pricing tiers, which sometimes have trademarked names, for the quick combo.

To build upon the upsell concept, some restaurants allow consumers to mix the upsell levels, basically allowing them to build their own quick combo meal. For example, a consumer may choose to downsize the fries to a small and upsize the Coke® to a large. Another popular incentive is to allow consumers to substitute an item in the quick combo with another item, either for the same price or for an additional charge, referred to as an item surcharge in the Aloha® Point-of-Sale (POS) system. For example, a consumer may choose a shake instead of a soda for an additional charge.


Quick combos allow restaurants to quickly enter and place orders by offering a complete meal instead of requiring the entry of individual items from the menu. This formula increases speed of service and provides kitchen staff with familiarity, reducing the chance of incorrect orders. It is estimated that more than a third of the sales generated at a quick service restaurant derive from the sale of quick combos.

## The Aloha solution

Most restaurants refer to a discounted group of menu items simply as a combo and this is the language used by consumers when placing an order; however, to configure a promotion in the Aloha POS solution with the features just described requires you to select the 'Quick Combo' promotion type in Promotion Maintenance, which is the entire focus of this document.

**Note:** While the Aloha Solution focuses on quick combos as a promotion type, many restaurants consider quick combos as items on their menus.

Using this promotion type, you can support a wide range of features and compete in the marketplace through upselling, size surcharges, item surcharges, mixed levels, and more.

	Please note that in previous versions of the Aloha POS, quick combos were available in both Aloha Quick Service and Aloha Table Service. As of v12.3, support for quick combos in Table Service is discontinued and the 'Group Combo' promotion type takes its place. Upon upgrade, the system migrates all previously configured quick combo promotion types to the group combo promotion type.
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## How this guide is organized

The Quick Combos Feature Focus Guide begins by familiarizing you with configuring quick combos, then how to apply the quick combo to a guest check. We also offer optional features for more complex quick combos, featuring upsells, items surcharges, and size surcharges.

### [Section 1: Getting started with Quick Combos](#)

This section discusses the requirements for configuring a fixed upsell level quick combo. We provide a basic menu and walk you through the creation of a Hamburger quick combo. The quick combo includes one small side and one small drink and offers two fixed upsell levels that increase the side and drink from small to medium, and then from medium to large. We cover mixed upsell levels, which allow a guest to mix the size levels of the components in a quick combo, in Section 3.

### [Section 2: Setting up the front-of-house \(FOH\)](#)

This section discusses how to configure the Front-of-House (FOH), using buttons and context panels, so that you can add a quick combo to the guest check.

### [Section 3: Utilizing advanced Quick Combo features](#)

This section introduces more complex quick combo functionality that allows you to be more creative with your quick combo offerings, such as allowing a guest to select different sized components, to purchase a different item for a component at a higher price, or to add an item with a surcharge associated with it.

### [Section 4: Reporting Quick Combos](#)

This section details how to accurately analyze quick combos using specialized reports provided by the POS system.

### [Section 5: Troubleshooting Quick Combos](#)

This section offers helpful hints and troubleshooting tips for Quick Combos.

## Section 1: Getting started with Quick Combos

Getting Started with Quick Combos Procedures at a Glance	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access <b>Maintenance &gt; Menu &gt; Items</b> to create menu items for the quick combo. See <a href="#">page 9</a> .
2.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to create the fixed upsell level hamburger quick combo promotion. See <a href="#">page 11</a> .
3.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 17</a> .

For the purposes of this document, we reference the following Aloha Café menu. The menu provides a la carte items at a discount when ordered as a quick combo. For example, if a guest orders the components of the Regular Hamburger Quick Combo as separate items, the total cost is \$8.00; when ordered as a quick combo, the total price is \$6.50. You can configure the system so that it auto-applies the quick combo when the required items exist on the check, or you can select the required items and manually apply the quick combo.

Aloha Café	
<b>Burgers</b>	<b>Price</b>
Hamburger.....	\$4.00
<b>Sides</b>	<b>Price</b>
Fries, Small.....	\$2.00
Fries, Medium.....	\$3.00
Fries, Large.....	\$4.00
Onion Rings, Small.....	\$2.00
Onion Rings, Medium.....	\$3.00
Onion Rings, Large.....	\$4.00
<b>Drinks</b>	<b>Price</b>
Coke, Diet Coke, Sprite, Diet Sprite	
Small.....	\$2.00
Medium.....	\$3.00
Large.....	\$4.00
Dasani Bottled Water.....	\$2.00
Shakes	
Vanilla.....	\$5.00
Chocolate.....	\$5.00
Strawberry.....	\$5.00
<b>Quick Combos</b>	<b>Price</b>
(Upsizing Available)	
Hamburger Quick Combo	
Regular .....	\$6.50
Medium .....	\$7.00
Large .....	\$7.50

Figure 2 Aloha Cafe Menu

This section discusses the requirements for configuring a basic Hamburger quick combo that includes one small side and one small drink and offers two fixed upsell levels that increase both the size of the side and drink from small to medium, and from medium to large. Fixed upsell levels do



not allow a guest to mix the sizes of the components, such as a medium side and a large drink. We cover mixed upsell levels in [“Section 3: Utilizing advanced Quick Combo features” on page 58.](#)

**Tip:** After all settings are in place, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for your. After the data refresh is complete, all new settings become operational across the Aloha network.

### Example 1: Hamburger Quick Combo Fixed Upsell Levels

Hamburger Quick Combo \$6.50		
REGULAR	MEDIUM	LARGE
	<i>Upsell price to Medium \$0.50</i>	<i>Upsell price to Large \$1.00</i>
Hamburger*	Hamburger*	Hamburger*
Small Fries	Medium Fries	Large Fries
Small Drink	Medium Drink	Large Drink
	Medium Hamburger Quick Combo \$7.00	Large Hamburger Quick Combo \$7.50
*The main component remains the same.		

At the end of this section, you will have configured a Hamburger Quick Combo for \$6.50, that allows you to upsize it to a Medium for \$7.00, and to a large for \$7.50. This configuration does not allow for mixed upselling, which we discuss in Section 3.

## Creating the menu items for the quick combo

When you allow a guest to upsize a quick combo, such as going from a small to a medium quick combo, you must create a menu item for every size of each component you offer. Refer to the menu in [Figure 2](#) as it is used throughout this document. For example, to meet the requirements of the sample quick combo, you need at least three items for the side item of fries; Small Fries, Medium Fries, and Large Fries. You also need at least three items for the drink item; Small Drink, Medium Drink, and Large Drink. If you control the flavor of drink behind the counter, you need three items for each flavor of drink you offer. In keeping with the sample menu, this requires items, (i.e. Small Coke, Medium Coke, Large Coke, Small Diet Coke, Medium Diet Coke, Large Diet Coke, and so on.) Please note the following procedure covers the minimum steps required to create an item: and as with any other item, it could have modifiers.

### To create the menu items required for the quick combo:

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**.

Settings	
Number	3566
Type	Standard
Short name	SM Fries
Chit name	SM Fries
Chit name alternate	
Long name	Small Fries
Long name alternate	
Button image	None
Control name	
Ask for description	<input type="checkbox"/>
Export ID	0
Assignments	
Tax group	Tax Group 1
Concept	None
Sales/retail category	Sides
Auto menu	
Priority	1 Highest
Advanced Pizza	

Figure 3 Items - Item Tab

4. Under the 'Settings' group bar, type the **text** to appear on the FOH button, such as 'Small Fries,' in 'Short name.'
5. Type the **text** to appear on the kitchen chit in 'Chit name.'
6. Type the **text** to appear on the guest check in 'Long name.'
7. Under the 'Assignments' group bar, select a **tax group** from the drop-down list.
8. Select a **category**, such as 'Sides,' from the 'Sales/retail category' drop-down list.
9. Select the **Pricing** tab.
10. Select the **pricing method**, such as 'Item Price,' from the drop-down list,
11. Type the **default price**, such as '2.00.'
12. Complete the **remaining tabs**, as needed.
13. Click **Save**.
14. Repeat this **procedure** for each additional menu item you offer, including items sold by size, such as Medium Fries.
15. Exit the **Items** function.

## Defining the fixed upsell level quick combo promotion

After creating the menu items required for the quick combo, you can define the quick combo promotion. As a recap, and in keeping with the sample fixed upsell level Hamburger Quick Combo depicted in [“Example 1: Hamburger Quick Combo Fixed Upsell Levels”](#) on page 9, the hamburger, side, and drink are each a component of the quick combo, for a total of three components; however, it is possible to add up to 10 components. The sample Hamburger Quick Combo allows the guest to upsize from a small to a medium side and drink and then from a medium to a large side and drink. The Hamburger component is the same size for all three levels of the quick combo.

**To create the fixed upsell level Hamburger Quick Combo promotion depicted on page 9:**

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Quick Combo QS** 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**.

Settings	
Number	60
Name	Hamburger QuickCombo
Type	Quick Combo QS
Active	<input checked="" type="checkbox"/>
Start date	7/1/2018
End date	7/12/2023
TS First available button position	<input type="checkbox"/>
TS Button position	None
QS Panel Sort Order	0
Report as	Default
Print check on close	<input type="checkbox"/>
Manager required	<input type="checkbox"/>
QS Do not show in promo lookup list	<input type="checkbox"/>
TS Include discount amount in tippable sales	<input type="checkbox"/>
Include discount amount in gratuity calculation	<input type="checkbox"/>
Do not report as discount	<input type="checkbox"/>
Export ID	0
QS If non-taxable exclude from discount	<input checked="" type="checkbox"/>
QS Apply indicator for tax free item	<input checked="" type="checkbox"/>
Bar code range	
Lowest	
Highest	

Figure 4 Promotions - Promotion Tab

4. Type a **name**, up to 20 characters, such as 'Hamburger QuickCombo,' to assist with identifying the quick combo.
5. Select **Active** to activate the quick combo.
6. Use the drop-down arrows to select the **dates** on which the quick combo starts and ends from the calendar.
7. Select **default** from the 'Report as' drop-down list, or you may select the actual quick combo, if needed.
8. Leave all other **options** as the default.
9. Continue to the **next procedure**.

**To configure fixed upsell levels for the quick combo:**

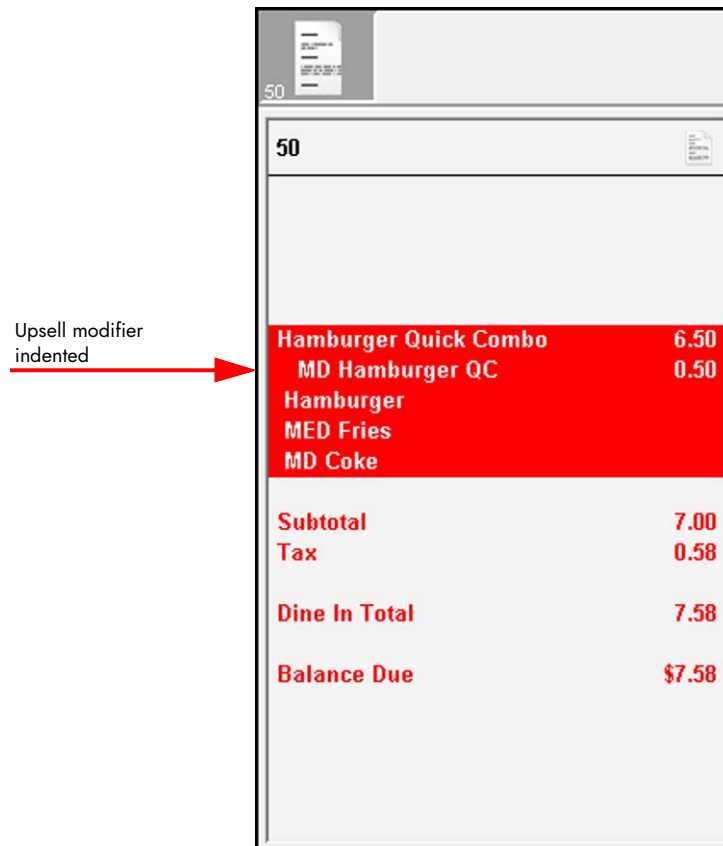
1. Select the **Quick combo QS** tab.

Quick combo QS	
Regular name	Hamburger Quick Combo
Regular price	6.50
Up-sell name #1	MD Hamburger QC
Up-sell price #1	0.50
Up-sell name #2	LG Hamburger QC
Up-sell price #2	1.00
Show up-sell as modifier	<input checked="" type="checkbox"/>
Auto apply if possible	<input checked="" type="checkbox"/>
Group delete	<input checked="" type="checkbox"/>
Allow components with mixed upsell levels	<input type="checkbox"/>
Only print combo name on guest check	<input type="checkbox"/>
Consolidate like components	<input type="checkbox"/>
Context Panel	QC Component Panel

Figure 5 Promotions - Quick Combo QS Tab - Advanced

2. Type a **name**, up to 25 characters, in 'Regular name,' to identify the base level of the quick combo in the guest check window. For example, Hamburger QuickCombo.
3. Type the **base price** at which to sell the quick combo in 'Regular price.' For example, '\$6.50.'  
**Note:** When you enter a quick combo on the FOH, the system validates if the price is lower than the total of each item included in the quick combo if it were priced separately.
4. Type the **name** to identify the quick combo when the guest requests the first fixed upsell level of the quick combo, such as 'MD Hamburger QC,' in 'Up-sell name #1.'

5. Type the **additional amount** to add to the base price of the quick combo for the first fixed upsell level, such as '0.50,' in 'Up-sell price #1.'
6. Type the **name** to identify the second fixed upsell level of the quick combo in 'Up-sell name #2.' For example, 'LG Hamburger QC.'
7. Type the **additional amount** to add to the base price of the quick combo for the second fixed upsell level, such as '1.00,' in 'Up-sell price #2.'



50	
Hamburger Quick Combo 6.50	
MD Hamburger QC 0.50	
Hamburger	
MED Fries	
MD Coke	
Subtotal	7.00
Tax	0.58
Dine In Total	7.58
Balance Due	\$7.58

Figure 6 Upsell Modifier Indented on Guest Check

8. Select **Show up-sell as modifier** to display the upsell level indented on the check in the guest check window and on the guest check.
9. Select **Auto apply if possible**, to allow the system to evaluate the items on the guest check and roll the individual items into a quick combo item when the requirements of the quick combo are met.
10. Select **Group delete** to allow the selection and deletion of the entire quick combo from the guest check, or you can select and delete a single item within the quick combo. If the quantity for the item you select for deletion is greater than one, the quantity decrements by one each time you touch Delete. Because the order no longer qualifies for the quick combo, the remaining items appear on the guest check as separate items at their regular price. If you clear this option, when

you select the quick combo and touch Delete, the quick combo breaks apart into separate items at their regular price even though the order qualifies for a quick combo.

11. Leave all other **options** as the default.
12. Continue to the **next procedure**.

**To define the components available for the fixed upsell level quick combo:**

1. Select the **Components QS** tab.

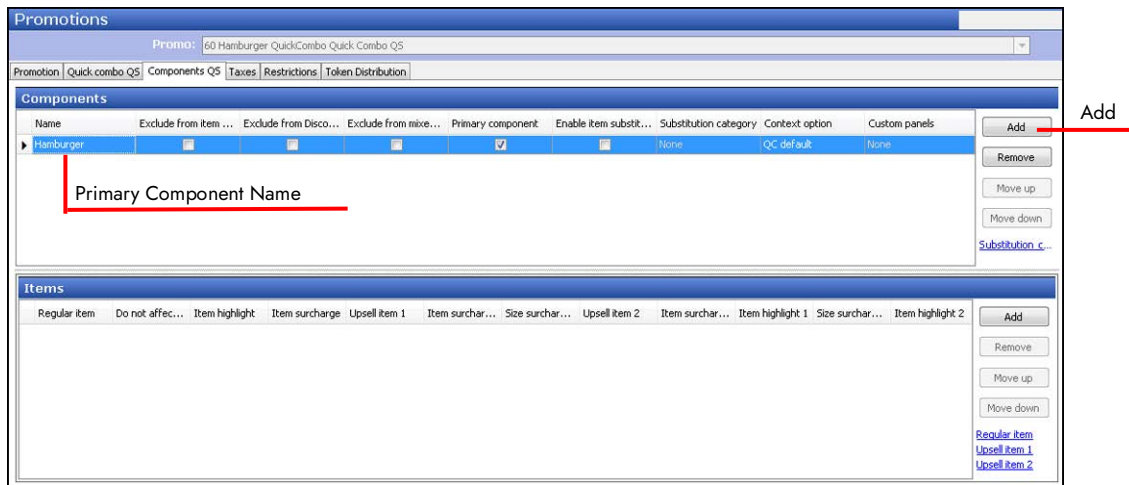


Figure 7 Components QS Tab - Components Group Bar - Primary

2. Under the 'Components' group bar, click **Add**.
3. Type a **descriptive name** for the component, such as 'Hamburger,' under the 'Name' column.

4. Select **Primary component** to define this component as the main component. The first component you define is always selected as the 'Primary component' by default, and you can only select one item as the primary component.

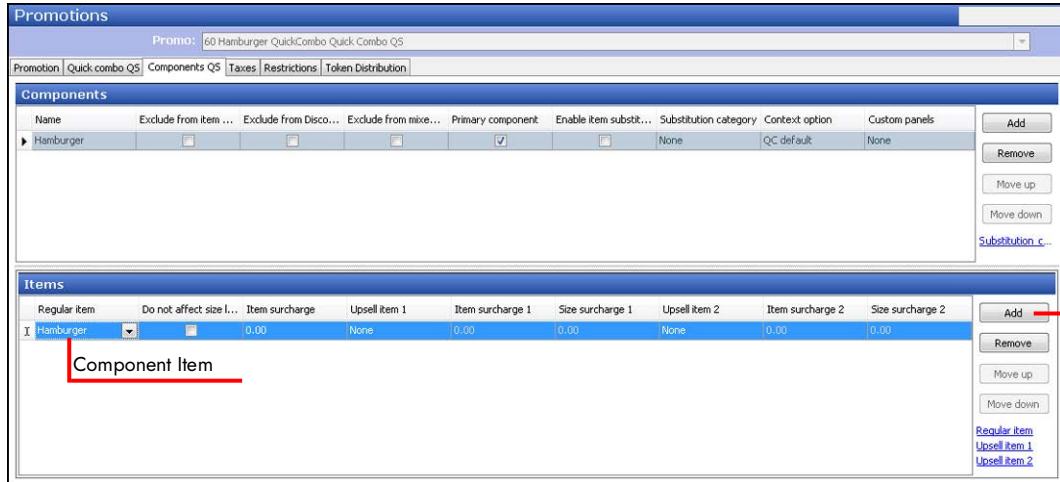


Figure 8 Component QS Tab - Items Group Bar - Primary

5. Under the 'Items' group bar, click **Add**.
6. Select the **Hamburger menu item** from the 'Regular item' drop-down list. In this quick combo, the menu item for the primary component of Hamburger remains the same for the regular item (base level) and the two upsell levels; it is not necessary to select another item for this component.
7. Return to the 'Components' group bar, click **Add**, and type a **name** for the second component in the quick combo, such as 'Side,' under the 'Name' column.

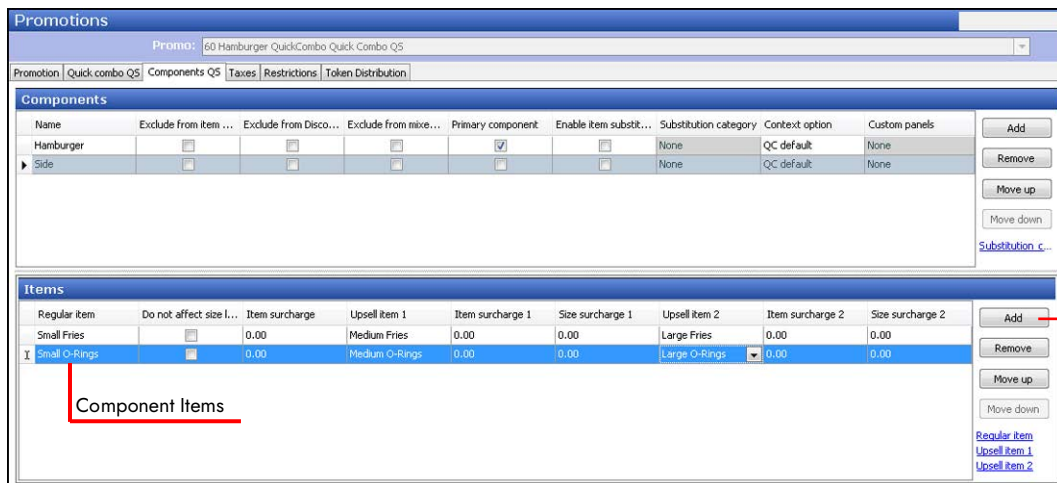


Figure 9 Components QS Tab - Sides



8. Under the 'Items' group bar, click **Add**, and select the **menu item** that is sold at the lowest level for the 'Side' component of the quick combo from the 'Regular item' drop-down list. For example, Small Fries is the menu item sold at the lowest level for this component.
9. Select the **menu item** to sell at the first upsell level in 'Upsell item 1.' For example, in keeping with the Hamburger quick combo, the guest can upsize from a small fixed upsell level to a medium fixed upsell level, so select Medium Fries for 'Upsell level 1.'
10. Select the **menu item** for 'Upsell item 2' from the drop-down list. In this example, the guest can upsize from a medium fixed upsell level to a large fixed upsell level, so select Large Fries for 'Upsell level 2.'
11. Returning to the 'Components' group bar, click **Add**, and type a **name** for the third component in the quick combo, such as 'Drink,' under the 'Name' column.

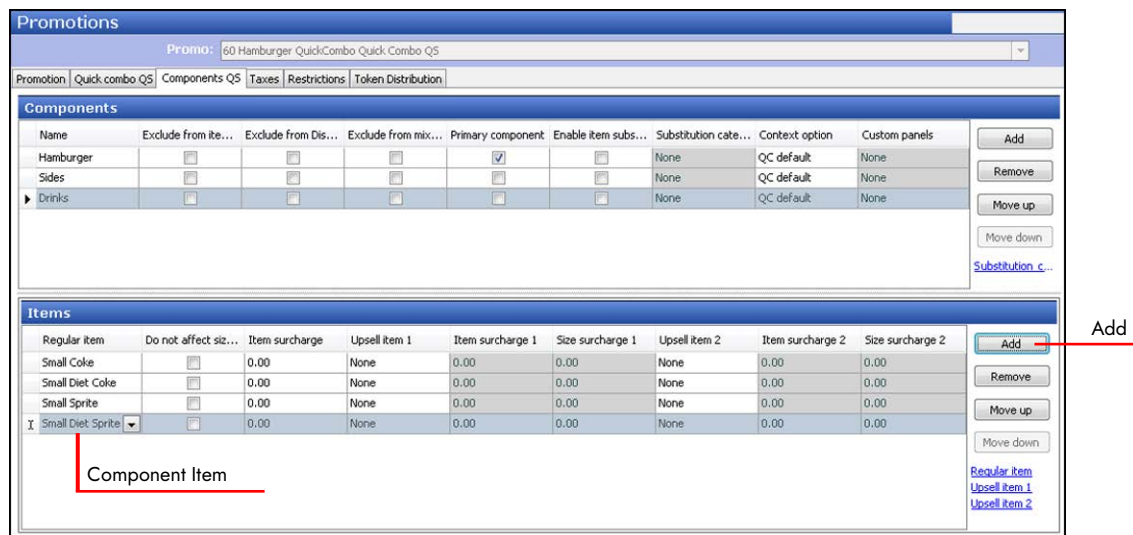


Figure 10 Components QS Tab - Drinks

12. Under the 'Items' group bar, click **Add**, and select the **menu item** that is sold at the lowest level for the 'Drink' component of the quick combo from the 'Regular item' drop-down list. For example, Small Coke is one of the menu items sold at the lowest fixed upsell level for this component.
13. Select the **menu item** to sell at the first fixed upsell level in 'Upsell item 1.' For example, in keeping with the Hamburger quick combo, the guest can upsize from a small drink (base level) to a medium fixed upsell level, so select Medium Coke for 'Upsell level 1.'
14. Select the **menu item** for 'Upsell item 2' from the drop-down list. In this example, the guest can upsize from a medium fixed upsell level to a large fixed upsell level, so select Large Coke for 'Upsell level 2.'
15. Repeat **steps 12 through 14** for each additional drink offered in the quick combo. For example, the Aloha Café also offers Diet Coke, Sprite, and Diet Sprite.



16. Click **Save**.
17. Exit the **Promotions** function.

## Refreshing data

After all settings are in place, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become 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.**

You have now completed the configuration of a Fixed Upsell Level Quick Combo promotion. In ["Section 2: Setting up the front-of-house \(FOH\)" on page 18](#), we discuss the configuration required to add a quick combo to the guest check.

## Section 2: Setting up the front-of-house (FOH)

This section discusses setting up the FOH for quick combos. You can configure several methods for entering the quick combo on the check. If you are an experienced user, refer to the Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

<b>Setting Up the FOH Procedures at a Glance</b>	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	<p>Select <b>Maintenance &gt; Payments &gt; Promotions</b> to add a button to auto-apply the quick combo if the primary and subsequent components appear on the guest check. See <a href="#">page 20</a>.</p> <p>Using auto-apply to add the quick combo. See <a href="#">page 21</a>.</p>
2.	<p>Select <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to add a button that allows you to add the items in the quick combo to the guest check using a single button touch. See <a href="#">page 22</a>.</p> <p>Optional:</p> <ul style="list-style-type: none"> <li>● Select <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to create a template for customizing the system-generated screens. See <a href="#">page 24</a>.</li> <li>● Select <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab &gt; <b>User Interface</b> group to associate the template and determine the sort order. See <a href="#">page 25</a>.</li> <li>● Select <b>Maintenance &gt; Menu &gt; Items</b> to configure button attributes per item. See <a href="#">page 26</a>.</li> </ul> <p>Using a one-touch button to apply the quick combo. See <a href="#">page 27</a>.</p>
3.	<p>Select <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to add a toggle button to the FOH that allows you to easily apply the quick combo when the primary item of the quick combo appears on the guest check. See <a href="#">page 29</a>.</p> <p>Using the quick combo toggle button. See <a href="#">page 31</a>.</p>
4.	<p>Select <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to add increment and decrement buttons to the FOH that easily change the quick combo level. See <a href="#">page 32</a>.</p> <p>Using upselling, increment, and decrement buttons to change the quick combo level. See <a href="#">page 35</a>.</p>
5.	<p>You can associate a context panel with a quick combo or quick combo component. Select the option that best fits your business needs.</p> <ul style="list-style-type: none"> <li>● Select <b>Maintenance &gt; Payments &gt; Promotions</b> to assign a QC default context panel to a quick combo. See <a href="#">page 38</a>.</li> <li>● Select <b>Maintenance &gt; Menu &gt; Items</b> to attach the item’s context panel to an item. See <a href="#">page 39</a>. And then, select <b>Maintenance &gt; Payments &gt; Promotions</b> to assign an Item’s context panel to a quick combo. See <a href="#">page 40</a>.</li> <li>● Select <b>Maintenance &gt; Payments &gt; Promotions</b> to assign a custom context panel to a quick combo. See <a href="#">page 41</a>.</li> </ul>

Setting Up the FOH Procedures at a Glance	
6.	Access <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to create a button that supports quick combo component selection. See <a href="#">page 41</a> .
7.	You can allow the substitution of quick combo components. Access <b>Maintenance &gt; Menu &gt; Categories</b> to create a substitution category for use with quick combo item substitution. See <a href="#">page 46</a> . Access <b>Maintenance &gt; Payments &gt; Promotions</b> to enable item substitution and assign the substitution category to a component. See <a href="#">page 48</a> .
8.	Access <b>Maintenance &gt; Screen Designer &gt; Quick Service Screen Designer</b> to configure a button to display dynamic text as the title. (Optional) See <a href="#">page 50</a> .
9.	Entering Quick Combos using the <b>Repeat</b> button. See <a href="#">page 53</a> . Entering Quick Combos using the <b>Quantity</b> button. See <a href="#">page 54</a> . Deleting a Quick Combo using the <b>Delete</b> button. See <a href="#">page 57</a> .
10.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 57</a> .

## Implementing auto-apply quick combo

The 'auto-apply' functionality allows you to add the components of a quick combo to the guest check separately, and the system will build the quick combo for you. For example, when you add a hamburger, small fries, and small drink to the guest check, the system recognizes the components as those of a Hamburger Quick Combo, and automatically applies the Quick Combo to the guest check. This feature is helpful, should the cashier be unaware of the quick combos available to the guest. Be aware that if you have two guests place an order, one wanting a hamburger, the other wanting fries and a drink, the system will combine the two orders and create a quick combo.

### To configure a quick combo to automatically apply:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo** from the drop-down list.
3. Select the **Quick combo QS** tab.

The screenshot shows the 'Promotions' configuration interface. At the top, there is a 'Promo:' dropdown menu set to '60 Hamburger QuickCombo Quick Combo QS'. Below this are several tabs: 'Promotion', 'Quick combo QS', 'Components QS', 'Taxes', 'Restrictions', and 'Token Distribution'. The 'Quick combo QS' tab is active, displaying a table of configuration options for the 'Hamburger Quick Combo'. The 'Auto apply if possible' option is checked and highlighted with a red circle.

Quick combo QS	
Regular name	Hamburger Quick Combo
Regular price	6.50
Up-sell name #1	MD Hamburger QC
Up-sell price #1	0.50
Up-sell name #2	LG Hamburger QC
Up-sell price #2	1.00
Show up-sell as modifier	<input checked="" type="checkbox"/>
Auto apply if possible	<input checked="" type="checkbox"/>
Group delete	<input type="checkbox"/>
Allow components with mixed upsell levels	<input type="checkbox"/>
Only print combo name on guest check	<input type="checkbox"/>
Consolidate like components	<input type="checkbox"/>
Context Panel	QC Component Panel

Figure 11 Auto Apply if Possible

4. Under the 'Quick combo QS' group bar, select **Auto apply if possible**.
5. Click **Save** and exit the **Promotions** function.


**To automatically apply the quick combo:**

- 1. Log in to the **FOH**.
- 2. Touch **Hamburger**.
- 3. Touch SM Fries.



Figure 12 Adding Quick Combo Components to the Guest Check

4. Touch **SM Coke**. The system applies the quick combo price to the a la carte items.



147	
147	
<b>Hamburger Quick Combo</b>	<b>6.50</b>
Hamburger	
SM Fries	
SM Coke	
<b>Subtotal</b>	<b>6.50</b>
<b>Tax</b>	<b>0.54</b>
<b>Dine In Total</b>	<b>7.04</b>
<b>Balance Due</b>	<b>\$7.04</b>

Figure 13 Automatically Applying the Quick Combo

## Implementing one-touch quick combo buttons

Most restaurants add the items in a quick combo to the guest check using a single button touch. Depending upon your configuration, you can add a quick combo to the guest check in its entirety, or display a pop-up screen that allows selections for sides and drinks.

### Adding one-touch quick combo buttons to the FOH

The Aloha POS system allows you to add the items in a quick combo to the guest check using a single button touch. You decide if you want the button to add a basic type of combo with no selections, such as 'Hamburger,' 'Small Fries,' and a 'Small Coke,' or allow for selections. When you allow guests to make choices, system-generated panels appear in the middle of the FOH screen during order entry.

#### To add one-touch quick combo buttons to the FOH:

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

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

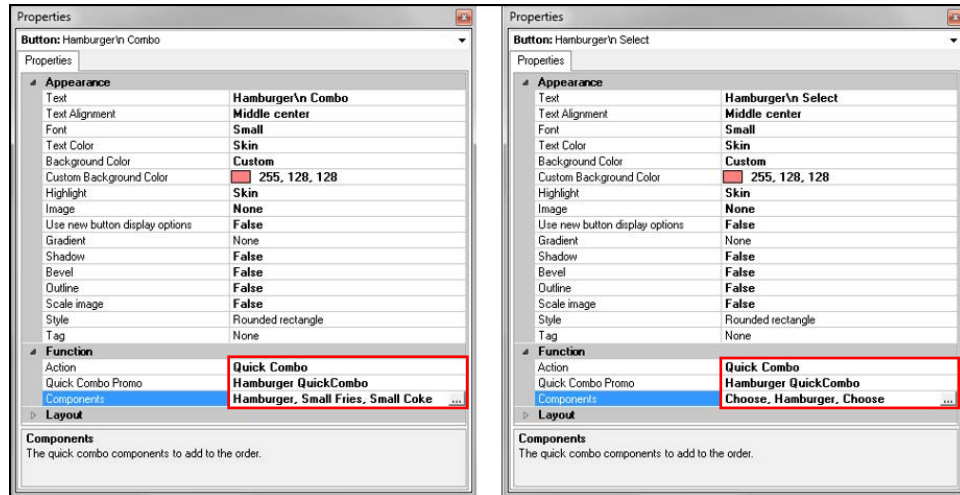


Figure 14 Button Properties - (Left) Fixed, (Right) Selection Allowed

- Under the 'Function' group bar, select **Quick Combo** from the 'Action' drop-down list.
- Select the **quick combo**, such as Hamburger QuickCombo, from the 'Quick Combo Promo' drop-down list.
- Click the **ellipsis (...)**. The Select Quick Combo Component dialog box appears.

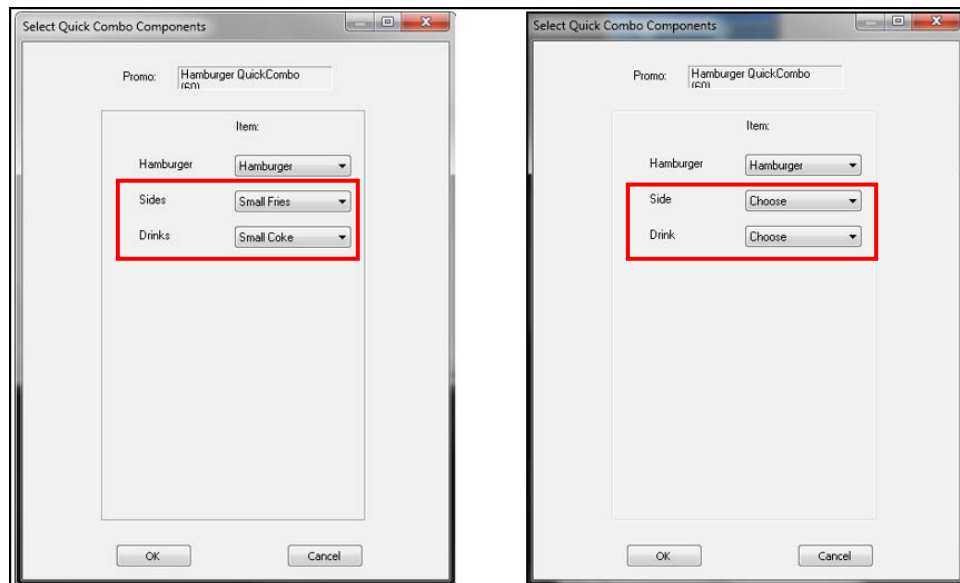


Figure 15 Select Quick Combo Components Dialog Box - (Left) Fixed, (Right) Selection Allowed

- Select the **first component**, such as 'Hamburger,' from the drop-down list.

9. Select the **second component**, such as 'Small Fries,' from the 'Side' drop-down list. To allow your guests to choose a side, leave as 'Choose.'
10. Select the **third component**, such as 'Small Coke,' from the 'Drink' drop-down list. To allow your guests to choose a drink, leave as 'Choose.'
11. Click **OK** to close the Select Quick Combo Components dialog box.
12. Under the 'Appearance' group bar, type a **name** for the button, such as 'Hamburger Combo,' or 'Hamburger Select.' To display text on multiple lines, insert '\n' without spaces for the line breaks, such as 'Hamburger\nCombo,' or 'Hamburger\nSelect.'
13. Configure the **remaining options** as you would for any other button.
14. Select **Panel > Save Panel** and exit **Quick Service Screen Designer**.

### Customizing the system-generated quick combo screens

As mentioned earlier, when you allow guests to make choices, a system-generated panel appears for each item for which the guest can make a selection. By default, the system-generated panels appear as gray; however, you can use branded colors and make your screens more attractive. To do this, create a template panel where you define the attributes of the panel and the buttons on that panel.

**Tip:** The customization for the system-generated quick combo panels also affects the quick combo Item Substitution screen. Refer to ["Substituting quick combo components" on page 46](#) for more details.

#### To create a template for customizing the system-generated screens:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > New Panel**.

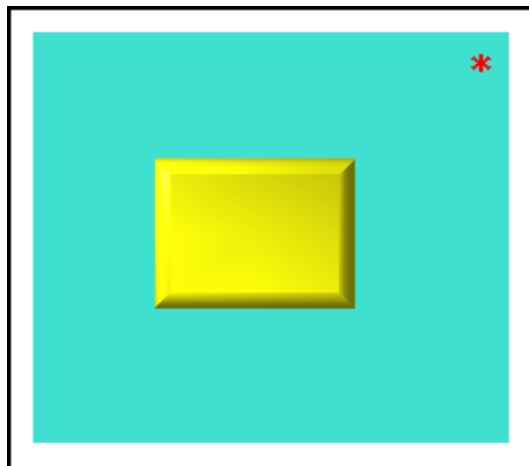


Figure 16 Quick Combo Template Panel



4. Under the 'Appearance' group bar, configure the **font**, **text color**, and **background** of the panel, as desired.
5. Type a **name** for the panel, such as 'QC Panel.'
6. Right-click and select **New Button**.The Button Properties dialog box appears.
7. Under the 'Appearance' group bar, configure the **font**, **text color**, and **background** of the button, as desired.
8. Select **Panel > Save Panel** and exit the **Quick Service Screen Designer**.

After creating a template for the system generated panels, associate the template in Store Settings. You will also determine the order by which to sort the items on the system-generated panels. You can choose to sort the items by the Item ID, the item short name, or the upsell level.

**To associate the template and determine the sort order:**

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

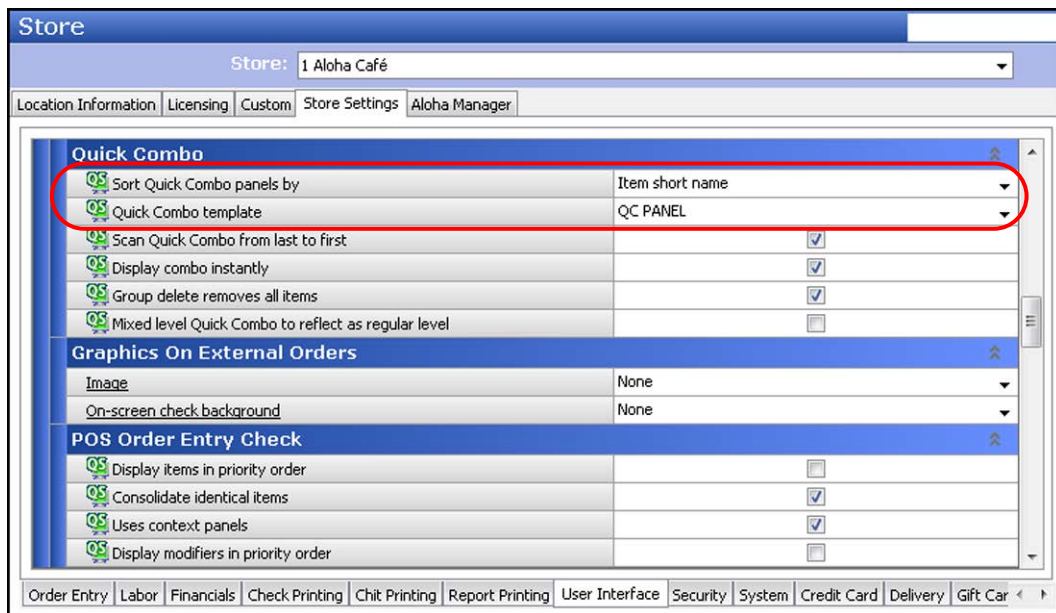


Figure 17 Store Settings - User Interface Group

4. Under the 'Display - Quick Combo' group bar, select the **order by which to sort the items** on the system-generated panels. You can choose to sort the items by the Item ID, the item short name, or the upsell level.
5. Select the **template** created in the previous procedure from the 'Quick Combo template' drop-down list.
6. Click **Save** and exit the **Store** function.

You can optionally change the attributes per item at the item level. You must select the quick combo component in Item Maintenance and set the text color, background color, include an image, or hide the text.

**To change the attributes at the item level:**

1. Select **Maintenance > Menu > Items**.
2. Select a **menu item** used as a component in your quick combo from the drop-down list.
3. Select the **Display Options** tab.

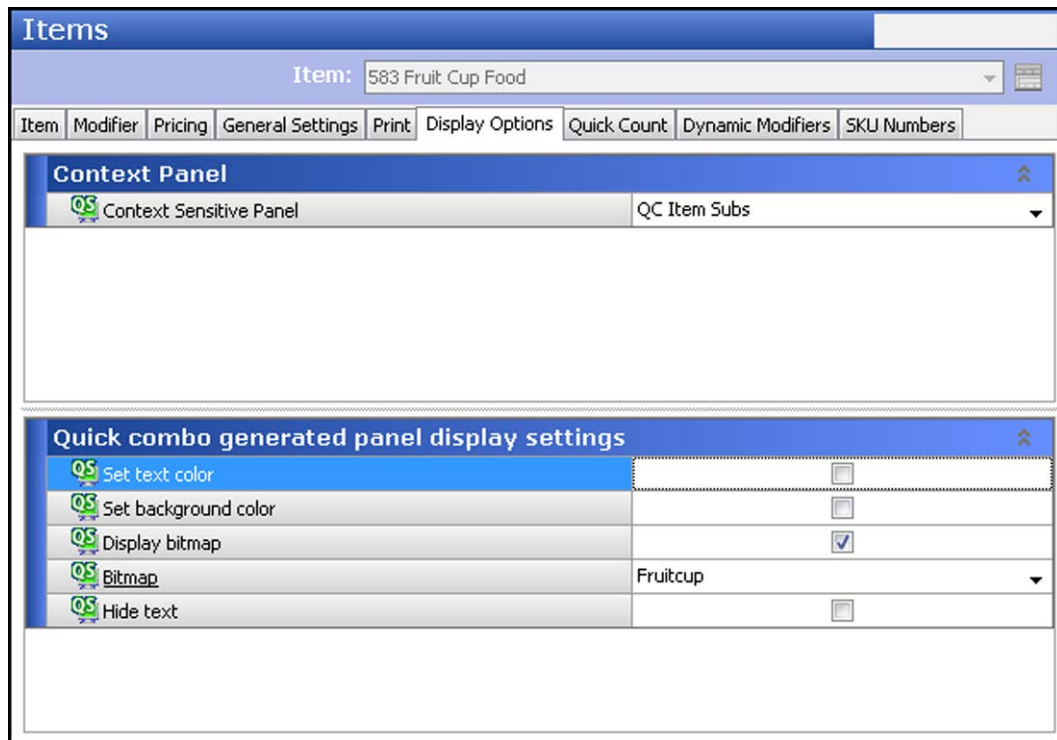


Figure 18 Items - Display Options Tab

4. Under the 'Quick combo generated panel display settings' group bar, select **Set text color** and define the **color** of the text that appears on the button.
5. Select **Set background color** and define the **color** of the background that appears on the button.
6. Select **Display bitmap** and choose the **image** to appear on the button.
7. Select **Hide text** to suppress the text on the button. You may want to do this if you select an image for your button.
8. Click **Save**.
9. Repeat this **procedure** for any other component.
10. Exit the **Items** function.

### Adding a quick combo to the guest check using a one-touch button

When you use a one-touch button to add a quick combo to the guest check, you may encounter additional screens to complete the quick combo. Once finished, the system adds the quick combo to the guest check at its base level.

#### To add a quick combo to the guest check using a one-touch button:

1. Log in to the **FOH**.

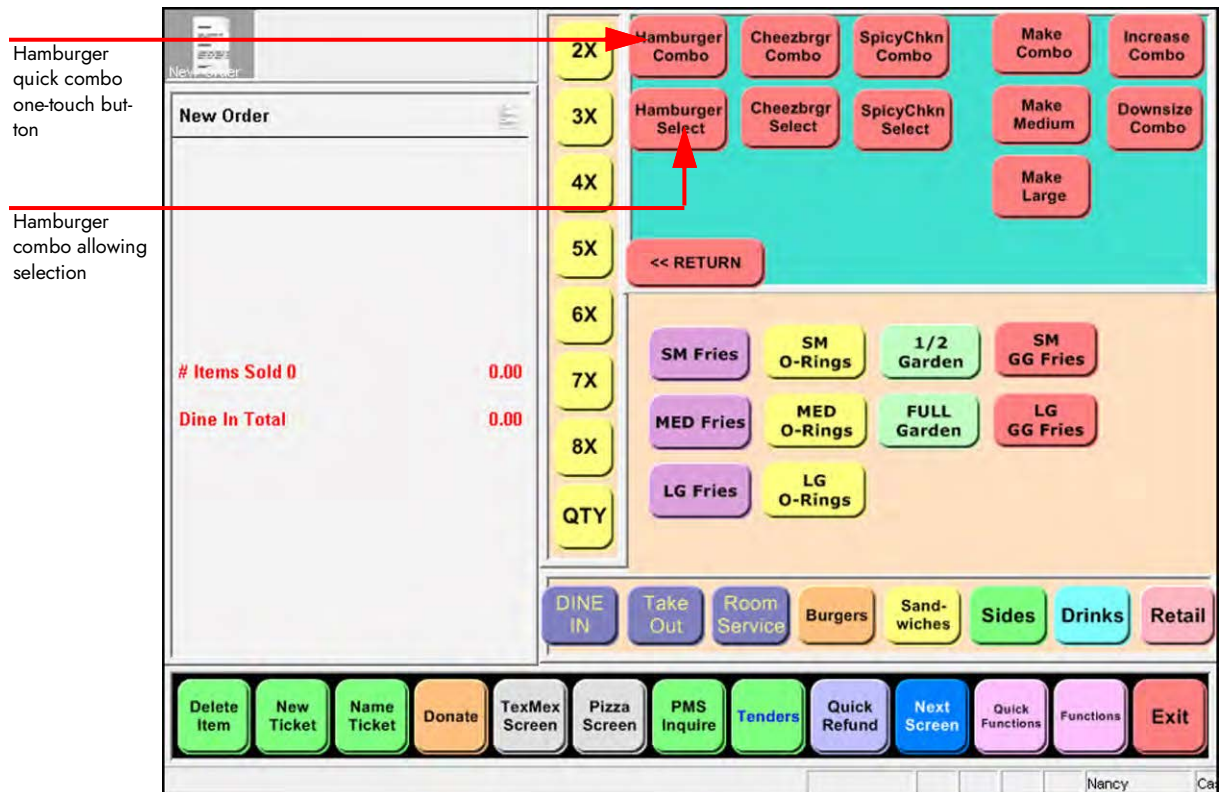


Figure 19 Main Menu Screen

- 2. Touch the **button** assigned to the Hamburger quick combo. The system builds the quick combo, or if additional screens appear, select the desired **item(s)** to complete the quick combo.

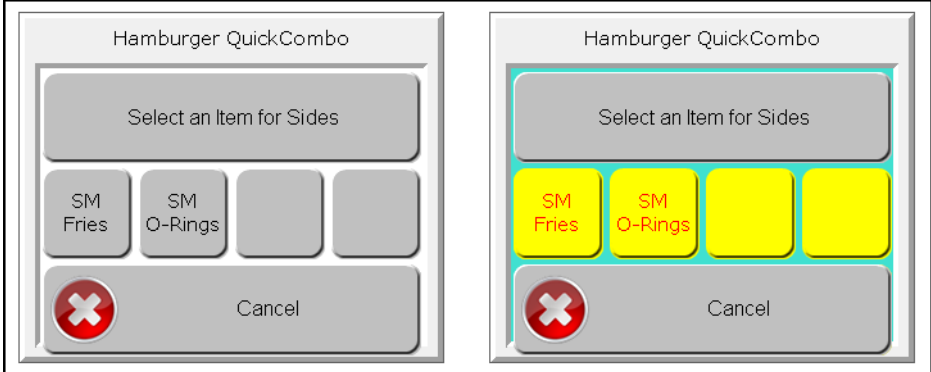


Figure 20 System-Generated Sides Quick Combo Screens (Left) and Customizable (Right)

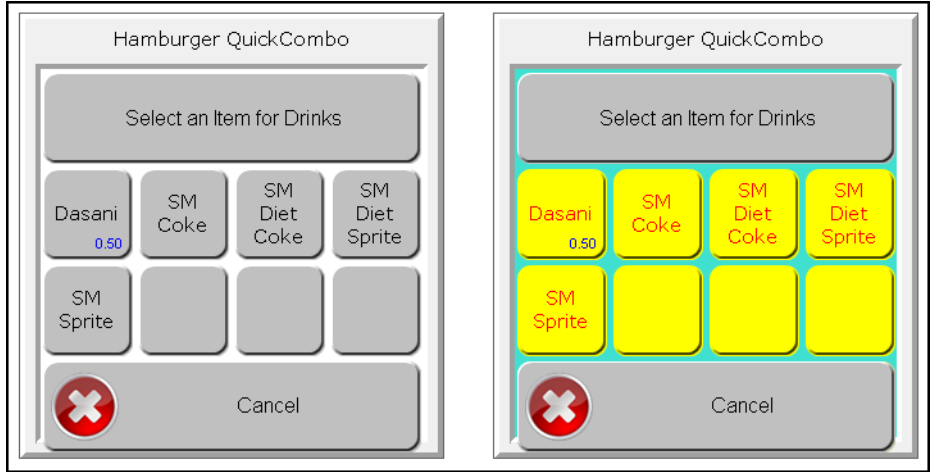
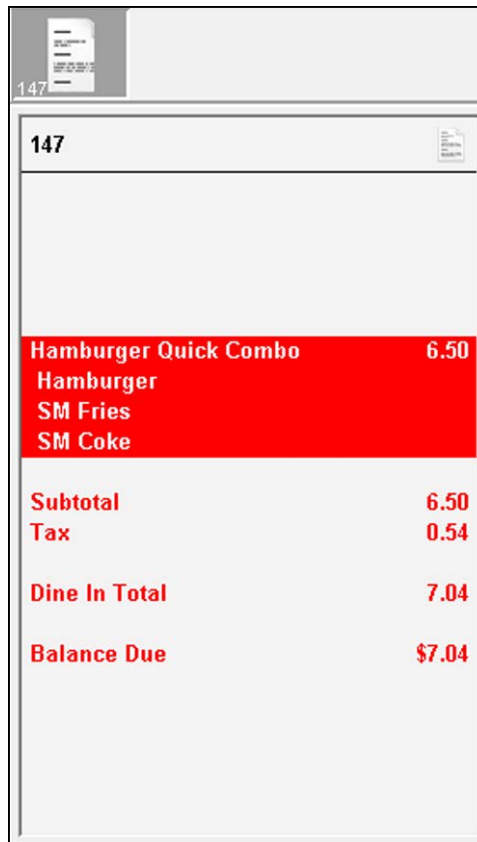


Figure 21 System-Generated Drinks Quick Combo Screens (Left) and Customizable (Right)

The quick combo appears in the guest check window at a discounted price.



147	
<b>Hamburger Quick Combo 6.50</b>	
Hamburger	
SM Fries	
SM Coke	
<b>Subtotal</b>	<b>6.50</b>
<b>Tax</b>	<b>0.54</b>
<b>Dine In Total</b>	<b>7.04</b>
<b>Balance Due</b>	<b>\$7.04</b>

Figure 22 Fixed Hamburger Combo on Guest Check

3. Tender and close the **check**.

## Implementing a quick combo toggle button

Most quick combos include a main entrée, such as a burger or sandwich, a side dish, and a drink. The main entrée is typically the primary item that motivates the guest in deciding whether to order the quick combo promotion at a reduced price or as a single item. Employees are also trained to suggestively sell a packaged meal, built off the main entrée, to increase sales and provide the best experience for the guest. With a quick combo toggle button, you can quickly build a quick combo based on the primary item of the promotion, and if the guest changes their mind, you can use the toggle button to 'break' the quick combo and return to the primary item. Using this method, employees can easily support the flow of conversational ordering in a quick service environment.

## Adding a quick combo toggle button to the FOH

You must add a quick combo toggle button to the FOH. You can add a button to increment or decrement the quick combo level; however, most restaurants use one button only to build or break a quick combo. Examine your business needs to determine which options are right for you.

**To add a quick combo toggle button:**

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel**, and click **OK**.
4. Right-click the **panel** and select **New Button**. The Properties dialog box appears.

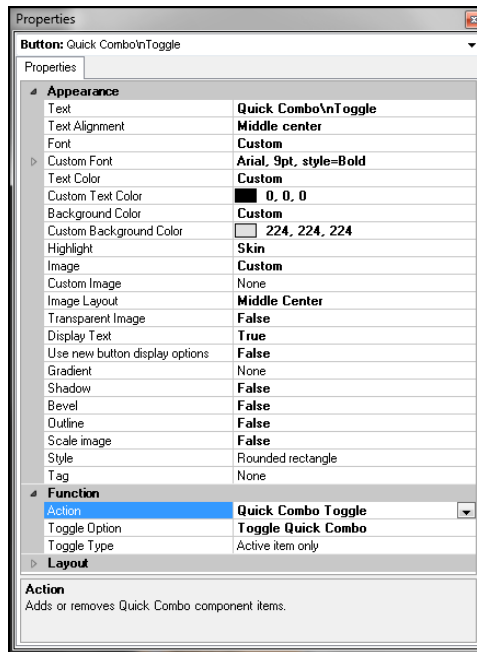


Figure 23 Button Properties - Quick Combo Toggle

5. Under the 'Function' group bar, select **Quick Combo Toggle** from the 'Action' drop-down list. Select **Toggle Quick Combo** from the drop-down list to specify the button toggles between building the quick combo and reverting back to the primary component, based on the current state of the promotion entered in the guest check window.  
-OR-  
Select **Add Components and apply Quick Combo** from the drop-down list to determine if the item selected in the guest check window matches the primary component of the quick combo, and, if so, adds the remaining default components to construct the corresponding quick combo.  
-OR-  
Select **Remove components and Quick Combo** from the drop-down list to reduce a selected quick combo in the guest check window back to the primary component defined for the quick combo.
6. Select **Active item only** from the drop-down list to build a quick combo based on the item currently selected on the check. This option reduces the need to manually add any additional components of the quick combo to the guest check when a guest decides to purchase a quick combo.

-OR-

Select **Active item with previous** from the drop-down list to build a quick combo based on the current item and the previous item listed sequentially on the check. The system verifies that both items are components of an existing quick combo.

7. Under the 'Appearance' group bar, type a **name** for the button, such as 'Quick Combo Toggle.' To display text on multiple lines, insert '\n' without spaces for the line breaks, such as 'Quick\nCombo\nToggle.'
8. Configure the **remaining options** as you would for any other button.
9. Select **Panel > Save Panel** and exit the **Quick Service Screen Designer**.

### Using the quick combo toggle button

**SCENARIO:** The guest orders a Hamburger. The cashier enters the Hamburger and the item appears in the FOH guest check window. The cashier suggests the guest upgrade to the quick combo meal that includes the ordered item, chips, and a drink. The guest agrees and the cashier touches the quick combo toggle button. The system adds the remaining default components and constructs the corresponding Hamburger quick combo, based on the Hamburger item. The guest discovers that the amount of food is too much and wants to order the Hamburger only. The cashier touches the quick combo toggle button again to revert the order back to the Hamburger item.

Item	Price
Hamburger	4.00
Subtotal	4.00
Tax	0.33
Dine In Total	4.33
Balance Due	\$4.33

Item	Price
Hamburger Quick Combo	6.50
Hamburger	
SM Fries	
SM Coke	
Subtotal	6.50
Tax	0.54
Dine In Total	7.04
Balance Due	\$7.04

Figure 24 Add Components and Apply Quick Combo

1. Touch **Hamburger**.
2. Navigate to the **panel** containing the Quick Combo Toggle button.

3. Touch **Quick Combo Toggle**. The quick combo appears. The guest decides the quick combo is too much and wants the Hamburger item only.
4. Touch **Quick Combo Toggle** again. The quick combo disappears and only the hamburger remains.

## Implementing upsell, increment, and decrement buttons

After adding a quick combo to the guest check, you can change the size of the quick combo to base level, Upsell 1, or Upsell 2 using a couple of methods. You can add a set of buttons to a panel that allow you to easily upsize or downsize the quick combo level. You can also define a set of buttons that go to a specific level. Most restaurants use both methods.

### Adding Upsell, Increment, and Decrement Buttons to the FOH

Refer to the bulleted list below when configuring your buttons.

#### Upsell buttons:

- Normal decreases the current quick combo level back to its base level.
- Upsell 1 increases or decreases the current quick combo level to the Upsell 1 level. For example, the base level increases to the Upsell 1 level; the Upsell 2 level decreases to the Upsell 1 level.
- Upsell 2 increases the current quick combo level to the Upsell 2 level. For example, both the base and Upsell 1 levels increase to the Upsell 2 level.

#### Increment/Decrement buttons:

- Increment increases the current quick combo level to the next higher level. For example, the base level increases to the Upsell 1 level. Each time you touch the Increment button, the quick combo increases by one level.
- Decrement decreases the current quick combo level to the next lower level. For example, the Upsell 2 level decreases to the Upsell 1 level. Each time you touch the Decrement button the quick combo decreases by one level.

#### To add an upsell button:

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



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

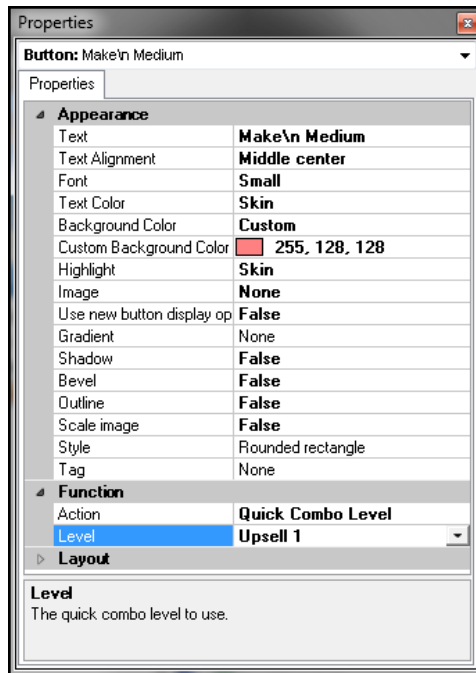


Figure 25 Button Properties - Upsell 1

- Under the 'Function' group bar, select **Quick Combo Level** from the 'Action' drop-down list.
- Select a **quick combo level** from the drop-down list. For example, 'Upsell 1.'
- Under the 'Appearance' group bar, type a **name** for the button, such as 'Make Medium.' To display text on multiple lines, insert '\n' without spaces for the line breaks, such as 'Make\nMedium.'
- Configure the **remaining options** as you would for any other button.
- Click **Save**.
- Repeat this **procedure** to add an Upsell Level 2 button, if needed.
- Select **Panel > Save Panel** and exit **Quick Service Screen Designer**.

**To add an increment or decrement button:**

- Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
- Select **Work with Panels**.
- Select **Panel > Open Panel**, select a **panel**, and click **OK**.

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

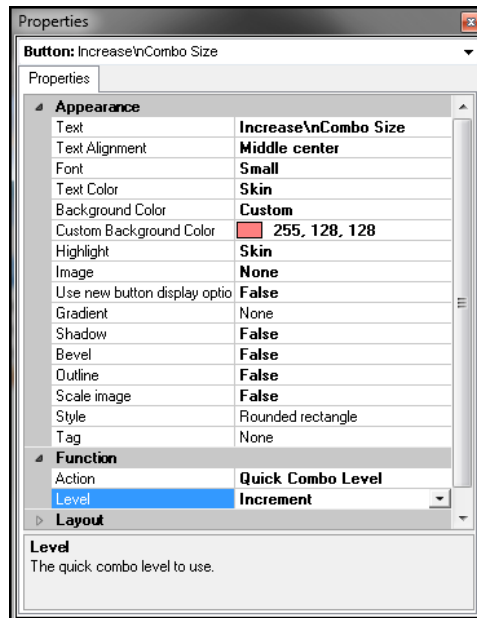


Figure 26 Button Properties - Increment

- Under the 'Function' group bar, select **Quick Combo Level** from the 'Action' drop-down list.
- Select **Increment** from the drop-down list.
- Under the 'Appearance' group bar, type a **name** for the button, such as 'Increase Combo Size.' To display text on multiple lines, insert '\n' without spaces for the line breaks, such as 'Increase\nCombo\nSize.'
- Configure the **remaining options** as you would for any other button.
- Click **Save**.
- Repeat this **procedure** to add a decrement button, if needed.
- Select **Panel > Save Panel** and exit **Quick Service Screen Designer**.

### Upselling a quick combo

You can easily upsell a quick combo using the upsell buttons. For example, a guest orders a hamburger quick combo, then decides to increase the combo to a medium size.

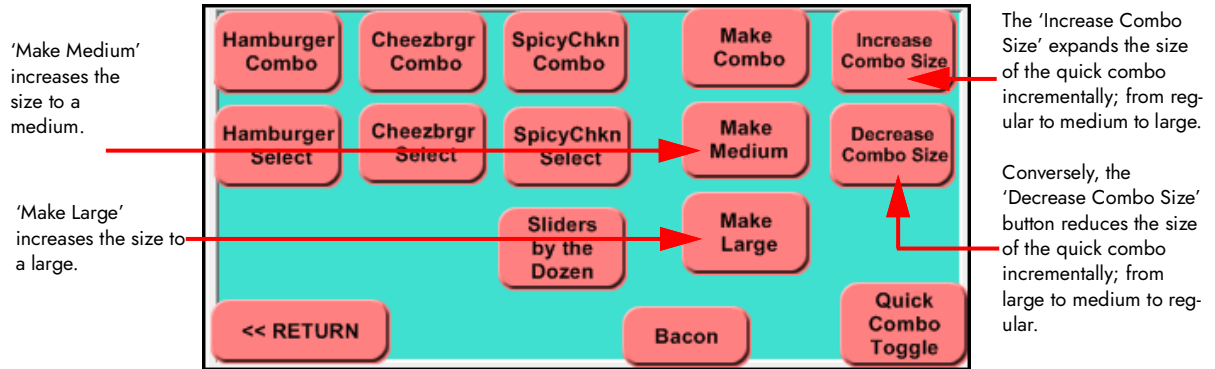


Figure 27 Make Medium Button

### To change the size of the quick combo using upsell:

1. Add a **quick combo** at the base level to the guest check.

148	
148	
Hamburger Quick Combo	6.50
MD Hamburger QC	0.50
Hamburger	
MED Fries	
MD Coke	
Subtotal	7.00
Tax	0.58
Dine In Total	7.58
Balance Due	\$7.58

Figure 28 Medium Quick Combo

2. Navigate to and touch **Make Medium**. The base quick combo increases to a medium size quick combo.

148	
Hamburger Quick Combo	6.50
LG Hamburger QC	1.00
Hamburger	
LG Fries	
LG Coke	
<b>Subtotal</b>	<b>7.50</b>
<b>Tax</b>	<b>0.62</b>
<b>Dine In Total</b>	<b>8.12</b>
<b>Balance Due</b>	<b>\$8.12</b>

Figure 29 Large Hamburger Quick Combo

3. Touch **Make Large**. The quick combo increases to a large size quick combo.

**To change the size of a quick combo using increment or decrement:**

1. Add a **quick combo** at the base level to the guest check.
2. Navigate to and touch **Increase Combo Size**. The quick combo increases to the next upsell level.

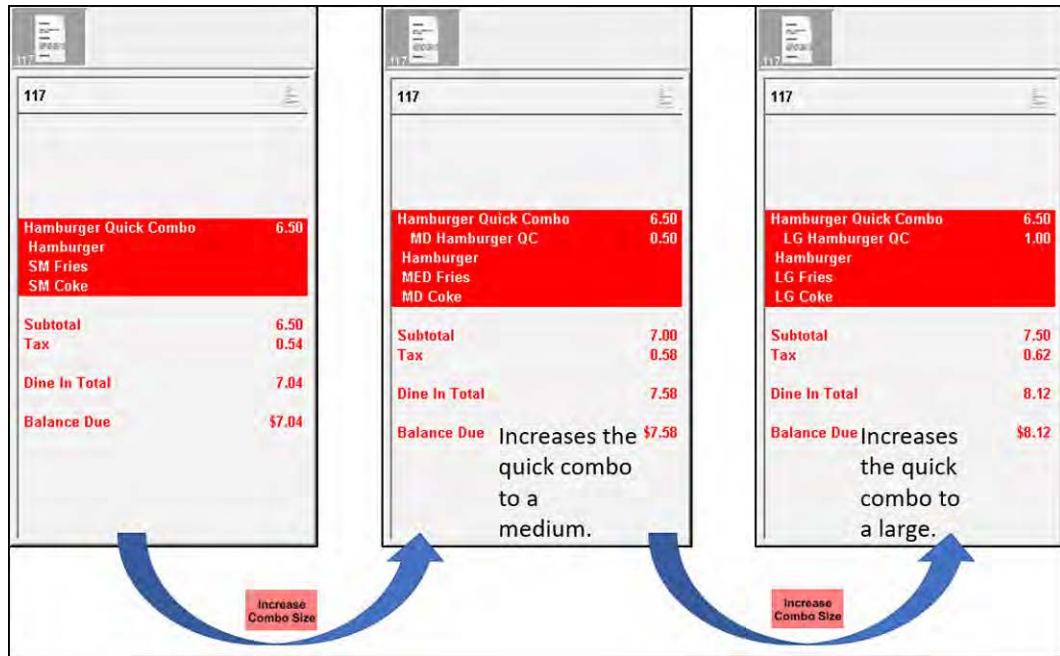


Figure 30 Increasing the Quick Combo Size Incrementally

3. Touch **Decrease Combo Size**. The quick combo decreases to the next lower level.

## Modifying quick combo components using context panels

In most cases, you will modify a component of a quick combo. The most common way is to use context panels that appear at the time you add an item to the guest check, and again if you select the item from the guest check window. This allows you to make additional selections at that moment, or you can let the guest continue placing their order without interruption, and address their selections on demand later in the order entry process. Simply select the item requiring additional selections from the guest check window and the associated context panel reappears on the screen, allowing you to enter guest selections at your convenience.

You must analyze your order entry needs and make some determinations before implementing context panels with quick combo promotions. The Quick Combos promotions type offers three choices when associating a context panel with a quick combo:

- 'QC default' associates the context panel you specify at the quick combo level in this same function on the 'Quick combo QS' tab.
- 'Item's context panel' associates the context panel you specify at the item level.
- 'Custom context panel' associates a custom panel designed specifically for this component.

Once you complete the analysis, you are ready to begin the configuration. As a best practice, we recommend reserving an area of the order entry screen for displaying your context panels. Each time

you select an item with an associated context panel, the new context panel replaces the prior context panel, allowing you to make selections for the currently selected item.

After configuring the context panels, associate the panels with a quick combo.

**Reference:** This section assumes you already created your context panels. Refer to the Context Panels Feature Focus Guide for more information.

### 'QC default'

In Promotions maintenance, use the 'Quick combo QS' tab to select the context panel designed for use as the 'QC default' context panel for the quick combo. Then use the 'Components QS' tab to stipulate the components in the quick combo for which the 'QC default' context panel is to appear. Whether you select hamburger, side, or drink, the 'QC default' panel shows the same modifier buttons for each component.

#### To select the 'QC default' context panel to associate with a quick combo:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo** from the drop-down list.
3. Select the **Quick combo QS** tab.

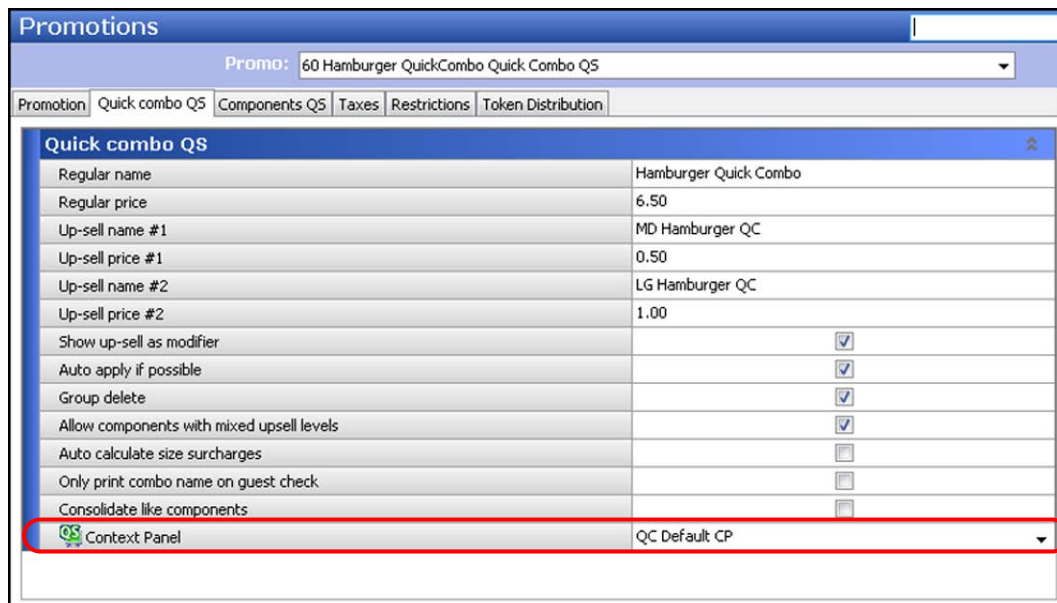


Figure 31 Quick Combo QS Tab - Context Panel

4. Select the **context panel** you created. For example, 'QC Default CP.'

5. Select the **Components QS** tab.

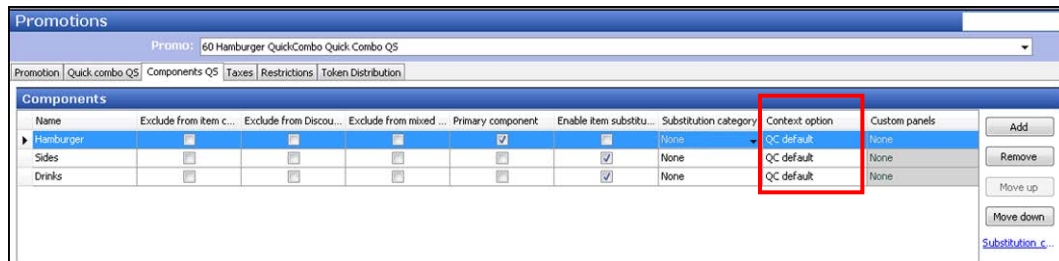


Figure 32 Selecting Context Option - QC Default

6. Under the 'Components' group bar, select **Hamburger**.
7. Select **QC default** from the 'Context option' drop-down list.
8. Select **Sides**.
9. Verify **QC default** is selected from the 'Context option' drop-down list.
10. Select **Drinks**.
11. Verify **QC default** is selected from the 'Context option' drop-down list.
12. Click **Save**.
13. Repeat this **procedure** for any other quick combo promotions for which to use the 'QC default' modifier panel.
14. Exit the **Promotions** function.

### Item's context panel

Assign a context panel to any item for which to display a modifier panel specific to that item. For example, create a 'Sides' context panel, and assign it to every item you classify as a 'Side' for one of the components in a quick combo, such as 'SM Fries.' Every time you add this item to a guest check, regardless if you add it as an a la carte item or adding a quick combo promotion, the 'Sides' context panel assigned to SM Fries appears.

#### To assign a context panel to a menu item:

1. Select **Maintenance > Menu > Items**.
2. Select the **menu item (component)** from the drop-down list. For example, 'Small Fries Sides.'

3. Select the **Display Options** tab.

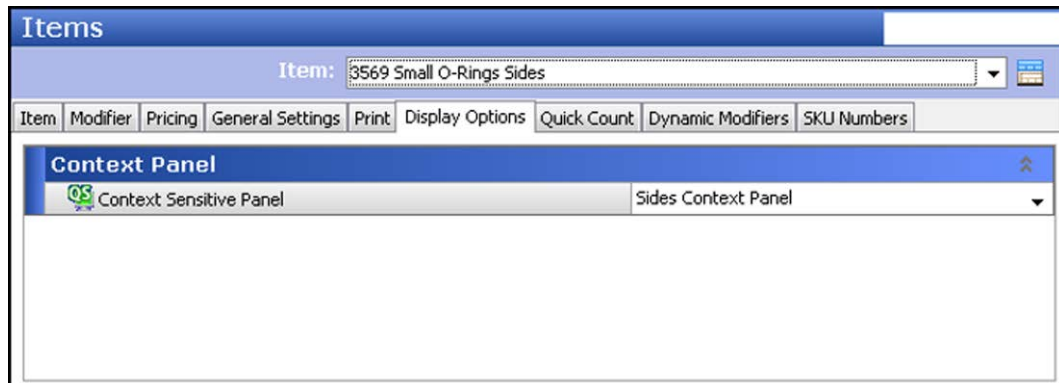


Figure 33 Selecting Context Option - Sides Context Panel

4. Under the 'Context Panel' group bar, select the **context panel** containing the modifiers for this item. For example, 'Sides Context Panel.'
5. Click **Save**.
6. Repeat this **procedure** for any other menu items to which to assign a context panel. For example, 'Small O-Rings.'
7. Exit the **Items** function.
8. Continue to the **next procedure**.

**To designate you want to use the 'Item's context panel' for a component of a quick combo:**

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo** from the drop-down list. I

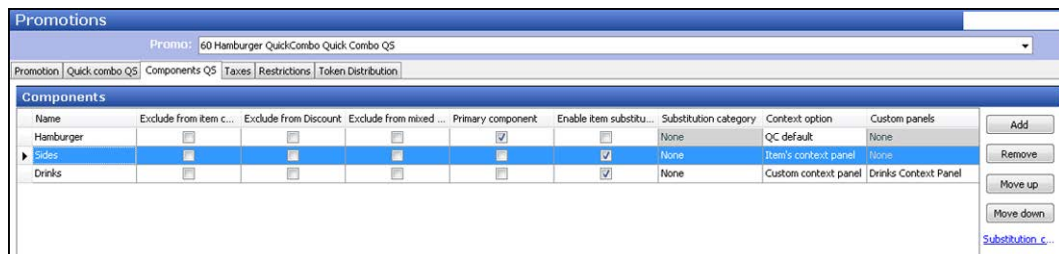


Figure 34 Item's Context Panel

3. Select **Sides**.
4. Select **Item's context panel** from the 'Context option' drop-down list.
5. Click **Save**.
6. Repeat this **procedure** for any other components for which the context panel should appear.
7. Exit the **Promotions** function.



## Custom context panel

Use 'Custom context panel' to assign a context panel created specifically for a component of a quick combo to that component. For example, you create a custom context panel for your drinks; the panel contains ice, as well as the modifier codes of lite, extra, heavy, and no.

**Note:** Custom context panels are helpful if a component of one quick combo exists in other quick combos. The custom context panel appears solely for the component in the quick combo to which it is assigned.

### To assign a 'Custom context panel' to a component of a quick combo:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo** from the drop-down list.

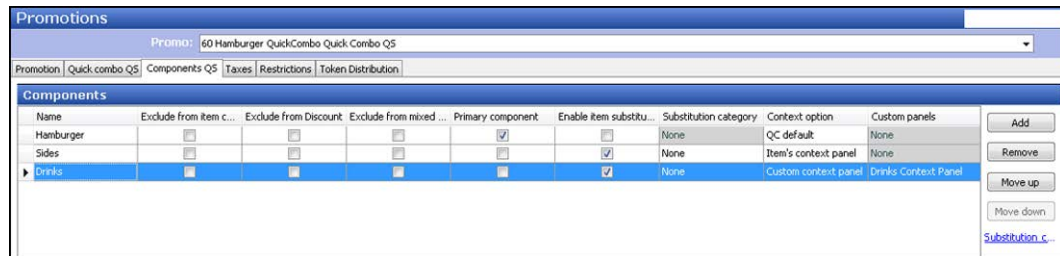


Figure 35 Custom Context Panel

3. Select **Drinks**.
4. Select **Custom context panel** from the 'Context option' drop-down list.
5. Select the **custom context panel**, such as 'Drinks Context Panel,' from the 'Custom panels' drop-down list.
6. Click **Save**.
7. Repeat this **procedure** for any other components requiring a custom context panel.
8. Exit the **Promotions** function.

## Displaying a context panel with a component button

The POS system also provides another method for modifying items in a quick combo. You can now create a component button, such as 'Drinks,' that, when touched, selects the drink component of the quick combo in the guest check window, and the context panel associated with the drink item appears. Similarly, you can create a button for each component of the quick combo.

### To create a button that supports quick combo component selection:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.

3. Select **Panel > Open Panel**, select a **panel** to edit, and click **OK**.
4. Select an **available button** or create a **new button**. The Properties dialog box appears.

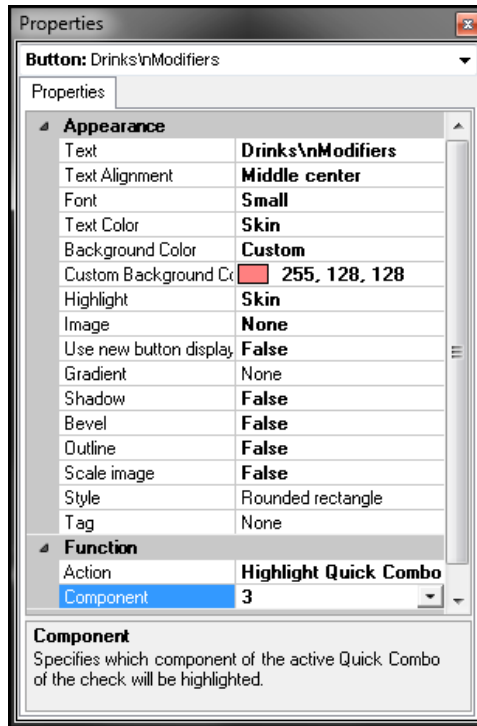


Figure 36 Component Button

5. Under the 'Function' group bar, select **Highlight Quick Combo Component** from the 'Action' drop-down list to select a specific component of an active quick combo in the on-screen guest check.
6. Select the **component number** from the 'Component' drop-down list to enable the system to select the associated component of the quick combo in the on-screen guest check window and display the context panel associated with the item. Typically, you configure components of a quick combo in a specific order. For example, the main item of the quick combo is usually the first component, the side is the second component, and the drink is the third component. In keeping with this scenario, select 3 from the 'Component' drop-down list, for the Drinks button.
7. Under the 'Appearance' group bar, type a **name** for the button, such as 'Drinks\nModifier.' To display text on multiple lines, insert '\n' without spaces for line breaks.
8. Configure the **remaining options** as you would for any other button function.
9. Select **Panel > Save Panel**.
10. Select **File > Exit** to exit **Quick Service Screen Designer**.

## Using context panels

The following section uses the three types of available context panels for quick combos. Remember:

- The 'QC default' context panel remains stationary and appears for every component in the quick combo.
- The 'Item's context panel' appears every time you add the item to the guest check, regardless if it is part of a quick combo or not.
- The 'Custom context panel' appears for the component to which it is assigned.

### To use context panels:

1. Add a **Hamburger quick combo** to the guest check. The 'QC default' context panel appears. The guest asks for a Sesame bun instead of a plain bun.



Figure 37 Hamburger Quick Combo

2. Touch **Hamburger** in the guest check window, or touch the **Burger Modifiers** button.



Figure 38 QC Default Context Panel

3. Touch **Sesame bun**. The Hamburger Quick Combo replaces the Plain bun with a Sesame bun. The guest requests extra ketchup for the fries.
4. Touch **SM Fries** in the guest check window, or touch the **Sides Modifiers** button.

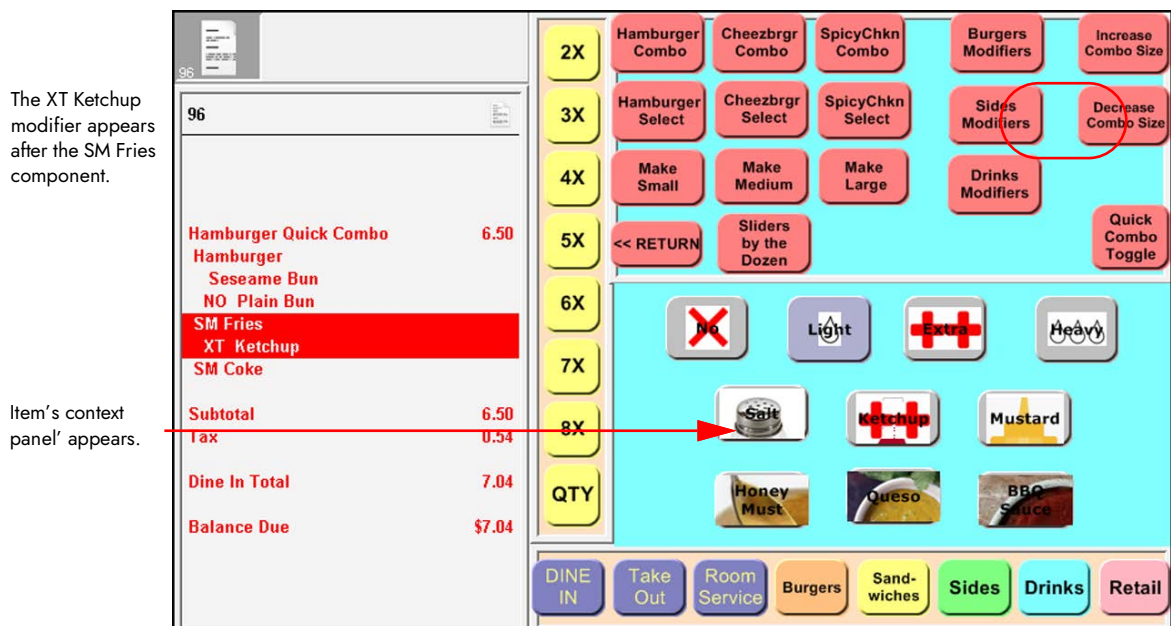


Figure 39 Item's Context Panel

5. Touch **Extra** in the 'Item's context' panel, and then touch **Ketchup**. The XT Ketchup modifier appears after the SM Fries component. The guest wants lite ice for their soda.
6. Touch **SM Coke** in the guest check window, or touch the **Drinks Modifiers** button.

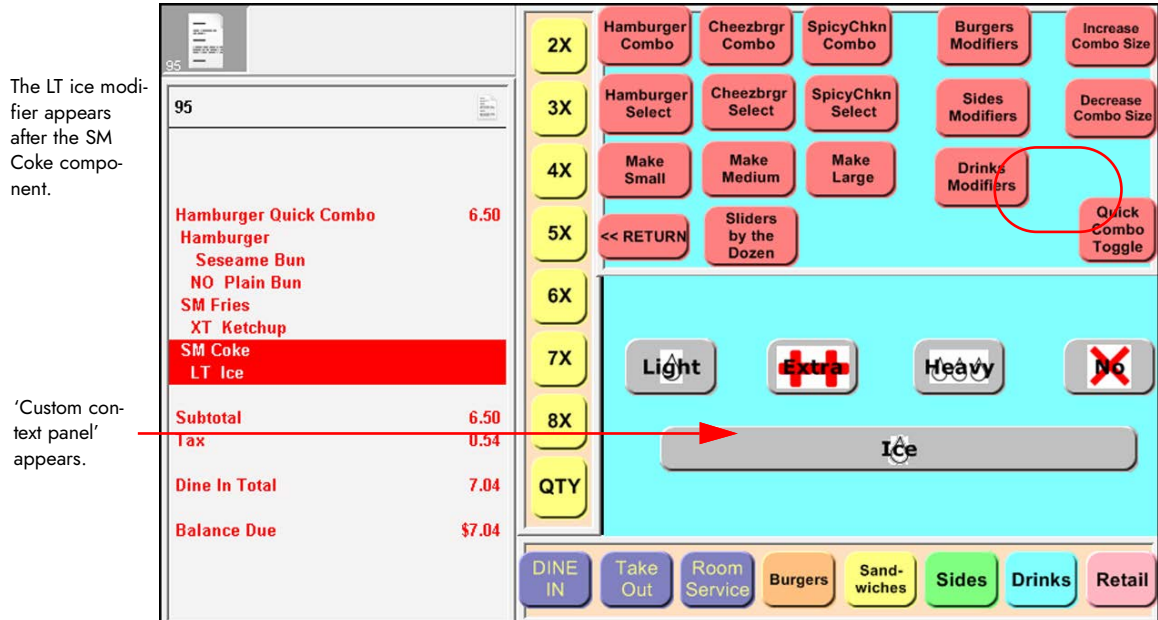


Figure 40 Custom Context Panel

7. Touch **Light** in the 'Custom context' panel and then touch **Ice**. The LT Ice modifier appears after the SM Coke component.
8. Tender and close the **check**.

## Substituting quick combo components

When you enter a quick combo, the default components appear. You can substitute the components based on what the guest orders. For example, a quick combo contains small French fries as the default, but the guest requests a fruit cup or onion rings instead. To do this, you configure item substitution, which is based on one category per component.

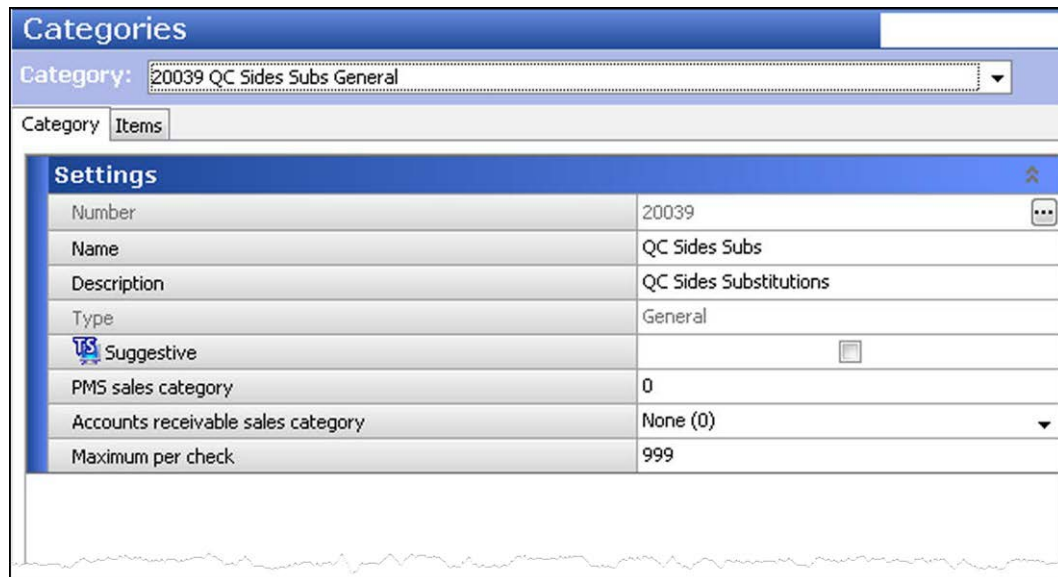
**Tip:** Before creating the substitution category, we recommend you access the Promotions function and determine the eligible items for each component for which you want item substitution, as you need to know these before creating the substitution category.

Configuring item substitution is a multi-step process. You must configure the quick combo to allow for item substitution and create categories of items you allow to be substituted for the component. Then you configure how to display the screens to use for substitution:

- System-generated screens, see [“Customizing the system-generated quick combo screens” on page 24](#);
- Context panels, see [“Modifying quick combo components using context panels” on page 37](#) to display the items configured for substitution.

### To create a substitution category for use with quick combo item substitution:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** as the ‘Type,’ and click **OK**.




Settings	
Number	20039
Name	QC Sides Subs
Description	QC Sides Substitutions
Type	General
 Suggestive	<input type="checkbox"/>
PMS sales category	0
Accounts receivable sales category	None (0)
Maximum per check	999

Figure 41 Menu - Categories



3. Under the 'Settings' group bar, 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 'QC Sides Subs,' for the category.
5. Type a **description**, such as 'QC Sides Substitutions.'
6. Select the **Items** tab.

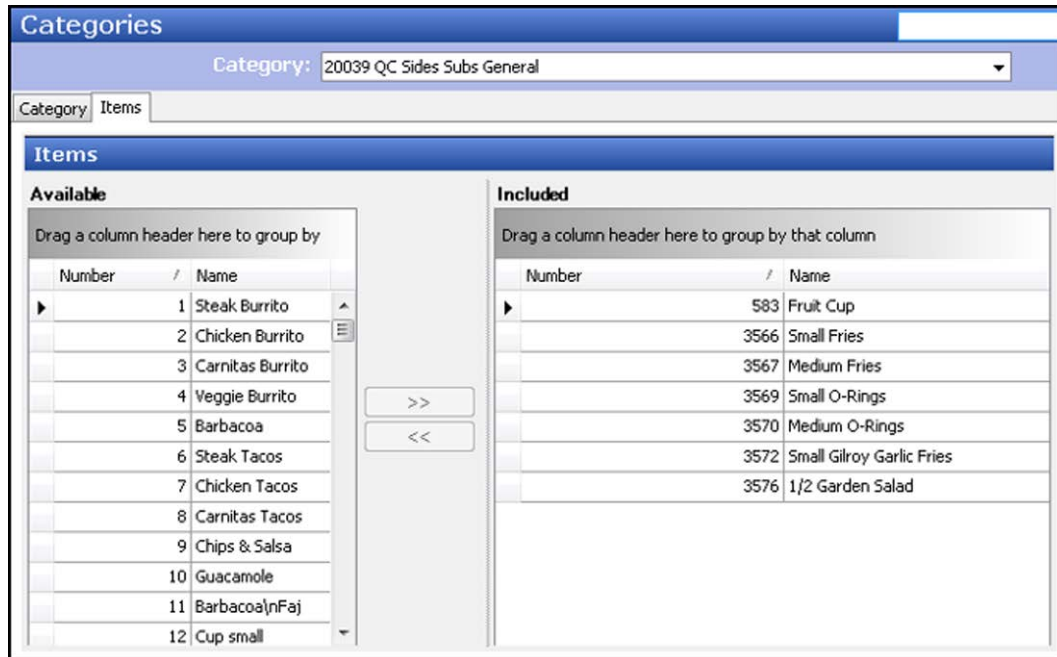


Figure 42 Menu - Categories - Items Tab

7. Select an **item allowed for substitution** from 'Available' and click >> to move it to 'Included.'

**Tip:** Be careful to select the items to achieve your desired result. If the item is defined as an eligible item for the component in Maintenance > Payments > Promotions > Quick Combo > Components QS tab, the system reconstructs the quick combo with the substituted item. If the item is not defined as an eligible item for the component, the system 'breaks' the quick combo and the items appear as a la carte pricing.

8. Repeat **step 7** for each additional item you allow for substitution.

**Tip:** We recommend you also add the default menu items included in the quick combo itself. If the guest decides not to substitute a different item, perhaps refusing the additional cost; you can select the default components of the quick combo.

9. Click **Save**.
10. Repeat this **procedure** to create additional substitution categories, if necessary.

11. Exit the **Categories** function.
12. Continue to the **next procedure**.

**To enable item substitution and assign the substitution category to a component:**

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

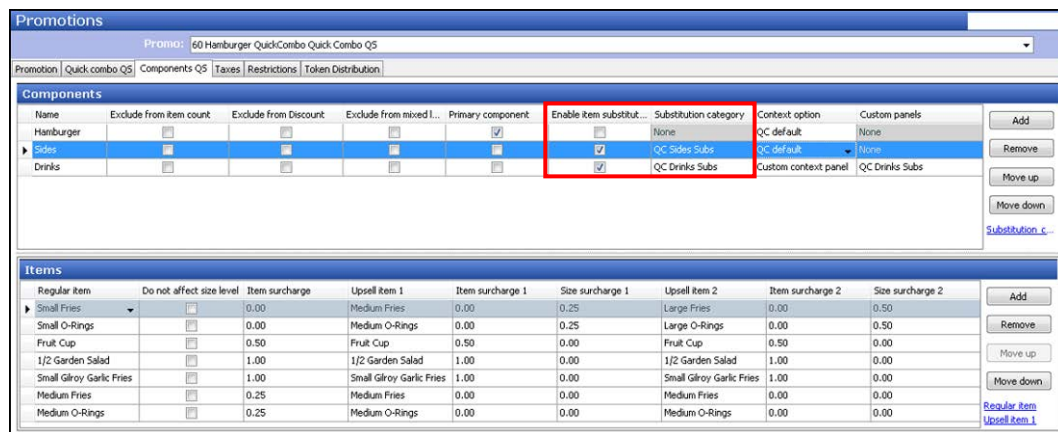


Figure 43 Enable Item Substitution

4. Under the 'Components' group bar, select the **component** containing the item for which to allow item substitution. For example, 'Sides.'
5. Select **Enable item substitution** to allow the guest to substitute the item in the quick combo for an eligible item.
6. Select the **category** of eligible items for substitution you created earlier. For example, 'QC Sides Subs.'
7. Click **Save**
8. Repeat this **procedure** for each component eligible for substitution.
9. Exit the **Promotions** function.



## Displaying a system-generated panel for quick combo substitution

After you enable item substitution and assign the substitution category, you can choose to use a system-generated panel from which to make the substitutions. By default, the system-generated panel appears as gray; however, you can use branded colors and make your screens more attractive. If not already done, follow the same procedure in the [“Customizing the system-generated quick combo screens” on page 24.](#)

To display the system-generated panel for item substitution, you must:

- Set 'Context Panel' to 'None' in Maintenance > Payments > Promotions > 'Quick combo QS' tab.
- Select the 'Context option' as QC Default in Maintenance > Payments > Promotions > 'Components QS' tab.

The system-generated panel features an additional screen, allowing you to make item substitutions using one-touch.

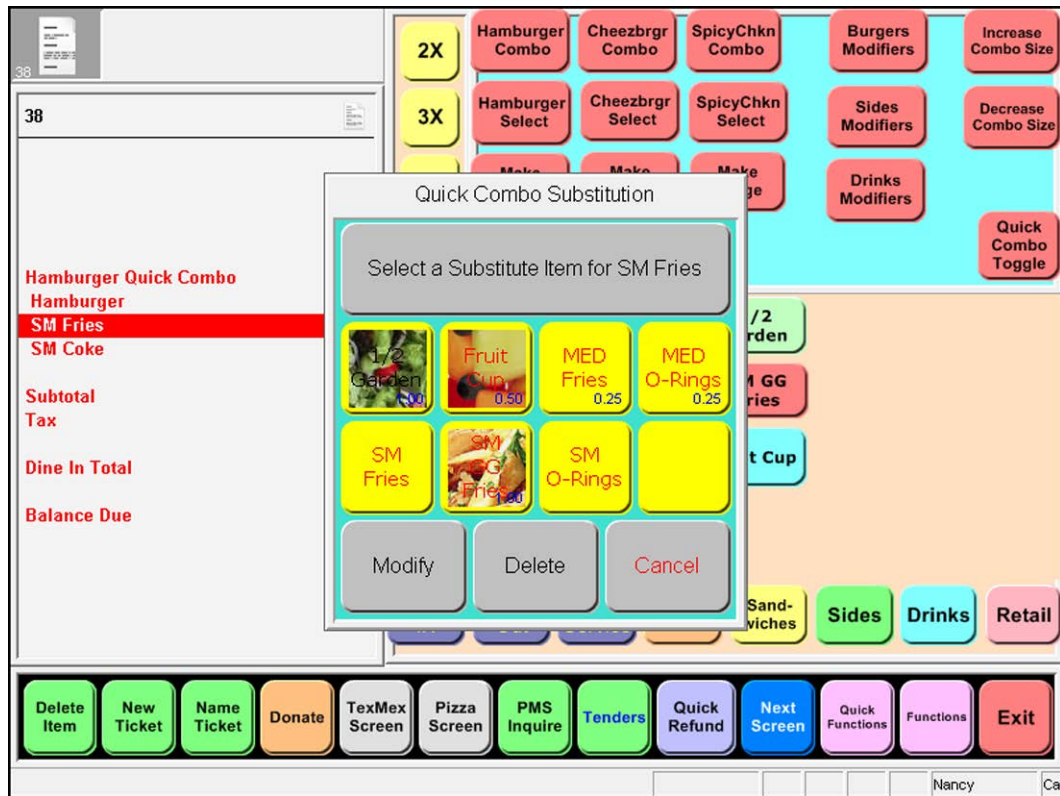


Figure 44 System-Generated Item Substitution Panel

## Displaying a context panel for quick combo substitution

After you enable item substitution and assign the substitution category, you can choose to use a context panel from which to make the substitutions. You must configure dynamic substitution buttons for selection on a context panel.

The dynamic substitution button detects if a quick combo component can be substituted for the item selected for this button, and, if yes, makes the substitution. When the entire quick combo is selected in the guest check window, the system first tries to make the substitution for the primary component, and if unsuccessful, tries to make the substitution for the other components in the quick combo, beginning from the first component and moving down to the last component.

You can associate only one context panel per component. In the previous procedure, [“Modifying quick combo components using context panels” on page 37](#), we instructed you to create a panel for modifying a quick combo. In this procedure, we add the dynamic substitution buttons that allow you to substitute components.

### To add a dynamic substitution button to a context panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel** to use, and click **OK**.
4. Right-click and select **New Button**. The Properties dialog box for buttons replaces the Properties dialog box for panels.

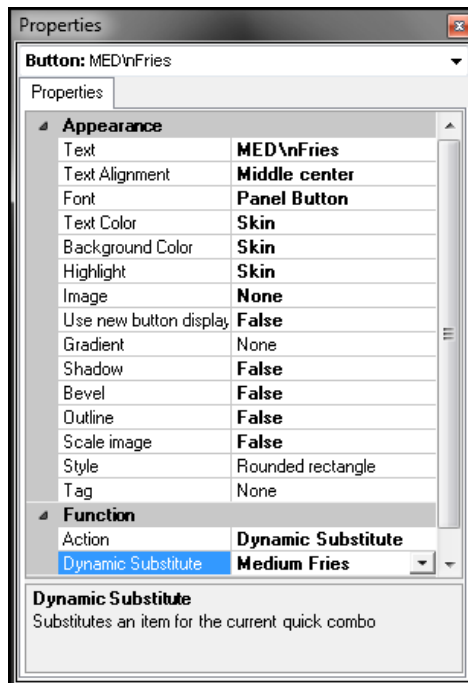


Figure 45 Dynamic Substitution Buttons

5. Under the 'Function' group bar, select **Dynamic Substitute** from the 'Action' drop-down list.
6. Select a **menu item** for which you allow guests to make substitutions from the 'Dynamic Substitute' drop-down list.
7. Configure the **remaining options** as you would for any other button.
8. Under the 'Appearance' group bar, type a **name** for the button, such as 'MED Fries.' To display text on multiple lines, insert '\n' without spaces for the line breaks, such as 'MED\nFries.'
9. Repeat **steps 4 through 8** for each additional dynamic substitution button.
10. Select **Panel > Save Panel** and exit the **Screen Designer** function.

The context panel appears when you select the quick combo and allows for dynamic substitution.

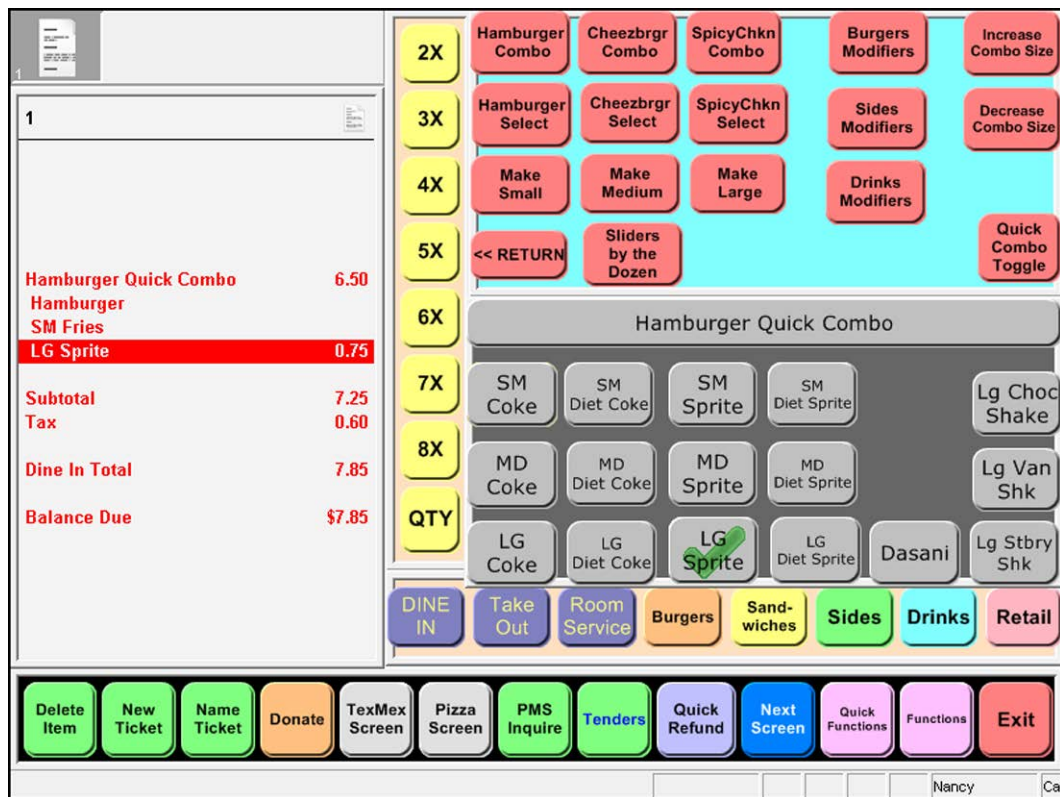


Figure 46 Dynamic Substitution Buttons

## Displaying dynamic text on buttons (optional)

You can configure a button to appear as a title on a specific context panel and have the button text automatically update based on the name of the quick combo selected from the on-screen guest check. For example, 'Hamburger Quick Combo.' You can also specify text to appear in front of the quick combo name, if desired. This allows the employee to quickly identify the panel from which they are selecting modifiers or item substitutions.

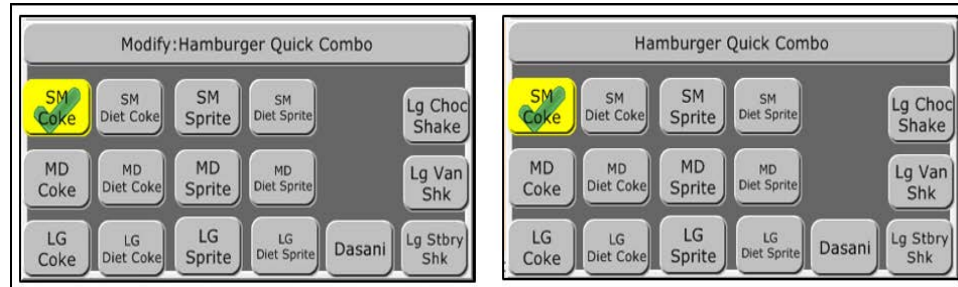


Figure 47 Using Text to Appear in Front of the Quick Combo (Left), No Text (Right)

### To configure a button to display dynamic text as the title of the context panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel**, and click **OK**.
4. Right-click the **panel** and select **New Button**. We recommend that you make the button large enough to accommodate the text that appears. The Properties dialog box appears.

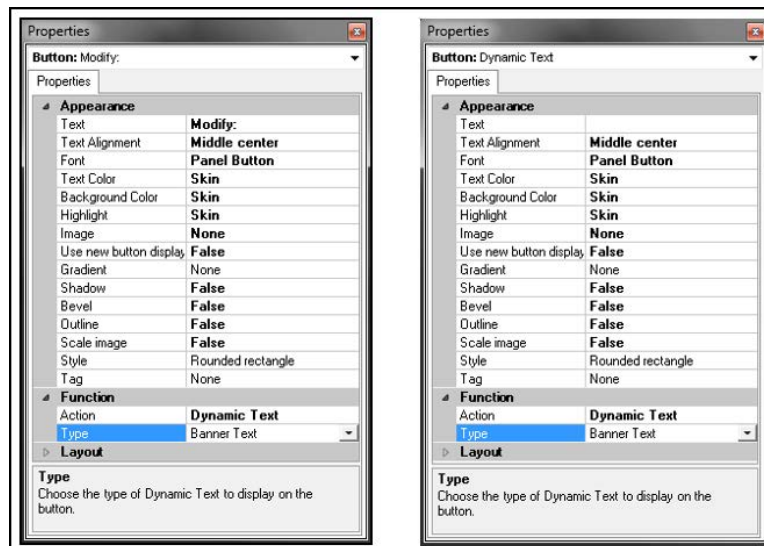


Figure 48 Dynamic Text

5. Under the 'Function' group bar, select **Dynamic Text** from the 'Action' drop-down list.
6. Select **Banner Text** from the 'Type' drop-down list to automatically change the text on the button to the name of the quick combo currently selected in the on-screen guest check.
7. Under the 'Appearance' group bar, you can type the **text** to appear in front of the quick combo, such as 'Modify:.' Leave the text blank to show only the name of the quick combo.
8. Repeat this **procedure** for any other context panels for which you want to add a title.
9. Select **Panel > Save Panel** and exit the **Quick Service Screen Designer**.

## Entering multiple quantities of a quick combo

The Aloha POS system allows you to enter multiple quantities of the same quick combo. You can use the Repeat button, which adds another quick combo to the guest check; however, if you want to add more than one additional quick combo to the guest check, we recommend using the Quantity button. Select the total number of quick combos to add to the guest check.

### Entering quick combos using repeat

You can enter a quick combo in multiples in the FOH using the Repeat button. For example, a party of two approaches the front counter. The first guest orders a hamburger quick combo. The cashier enters the hamburger quick combo. The second guest orders the same quick combo. While the first hamburger quick combo is still selected in the guest check window, the cashier touches Repeat, and the system adds a second hamburger quick combo.

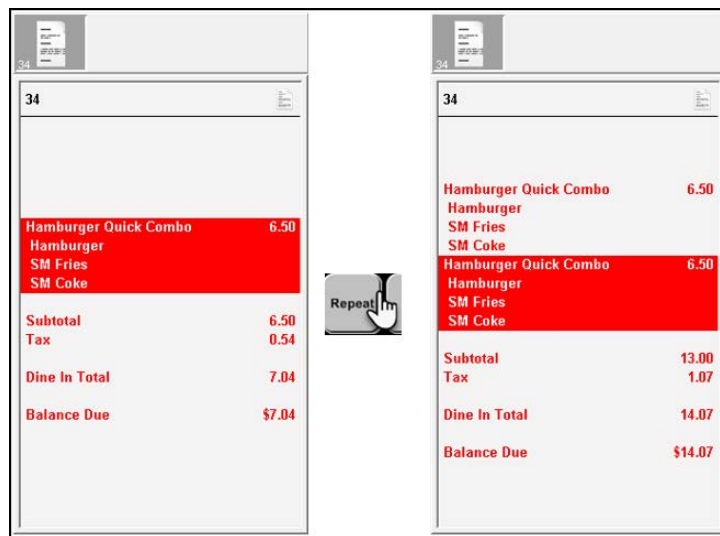


Figure 49 Using the Repeat Button for Multiple Orders

### Entering a quick combo using quantity

You can enter a quick combo in multiples in the FOH using the Quantity buttons. For example, a car pulls up to the drive-thru speaker box. The guest orders five hamburger quick combos. The cashier touches the 5 quantity button, and then a hamburger quick combo. The system adds five hamburger quick combos to the guest check.

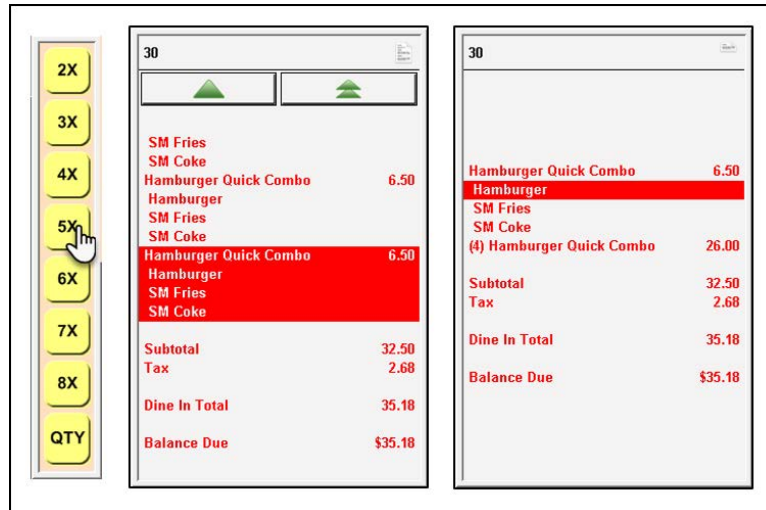


Figure 50 Using the Quantity Button for Quick Combos Not Consolidated (Left), Consolidated (Right)

### Preventing the repeat of a quick combo component

When you add a quick combo promotion to a check, the system assumes the next function you want to perform, such as Repeat, Quantity, Modify, and others, applies to the last component of the promotion. For example, you have a Hamburger quick combo consisting of a hamburger, small fries, and small Coke. When you select Repeat or Quantity, the action applies to the small Coke and orders the Coke a la carte. This works well in some cases, but it does not when your intention is to repeat the entire quick combo.

This is equally challenging when the component being repeated has a \$0.00 charge and is not intended to be sold by itself. For example, you have a Kid's Meal quick combo consisting of chicken nuggets, small fries, small drink, and kid's toy. Since the kid's toy is the last component configured in the quick combo and appears last in the on-screen guest check,



it is susceptible to the next function you perform. When you select Repeat or Quantity, the kid's toy is ordered a la carte and at a \$0.00 price.

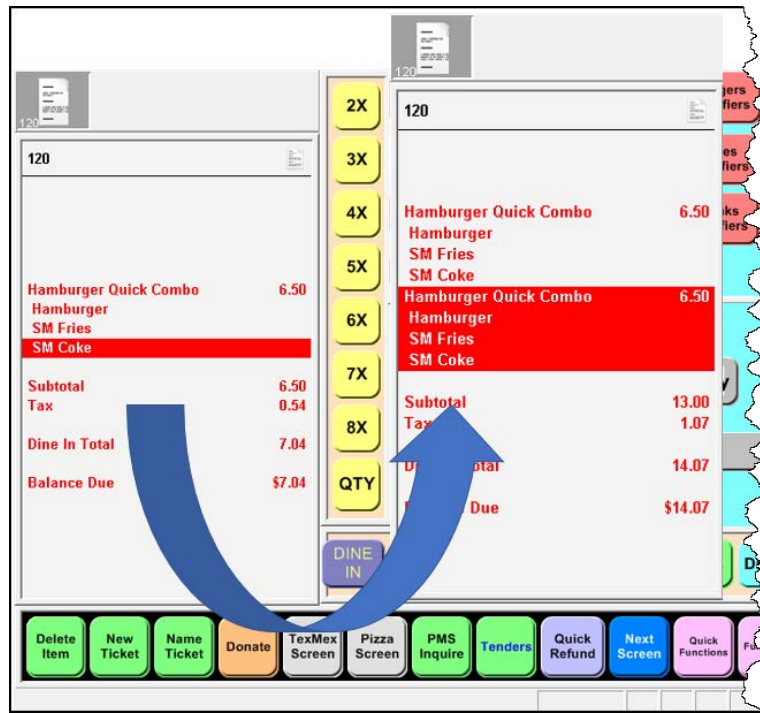


Figure 51 Applying Repeat or Quantity of Component to Entire Quick Combo

You can configure the system to 'lock down' the quick combo promotion and prevent you from repeating one of its components. As a result, when you select Repeat or Quantity with a quick combo component, the function applies to the entire quick combo.

**To prevent the repeat of a quick combo component:**

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

3. Select the **User Interface** group from the bottom of the screen.

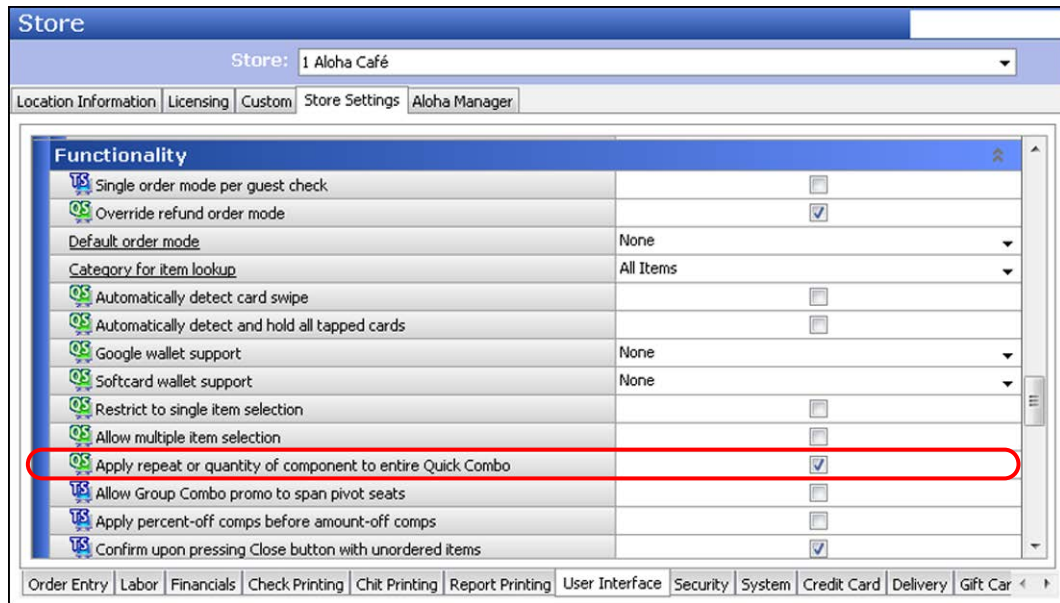


Figure 52 Store Settings Tab - User Interface Group

4. Under the 'Functionality' group bar, select **Apply repeat or quantity of component to entire Quick Combo** to prevent you from using the Repeat or Quantity button on a quick combo component; instead, the function repeats the entire quick combo.
5. Click **Save** and exit the **Store** function.



## Deleting a quick combo from the guest check

Deleting a quick combo from the guest check is easily done; you can either delete the entire quick combo, or remove a component to 'break' the combo. Use the Delete button to remove the quick combo from the guest check window, or, touch a component of the combo to remove the combo.

### To delete a quick combo:

1. Touch the **Hamburger** quick combo button, or, add a hamburger, small fries, and a small Coke. The Hamburger quick combo appears selected in the guest check window.

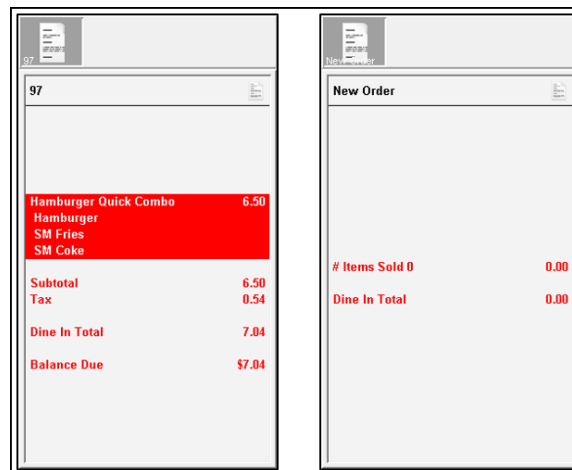


Figure 53 Deleting a Quick Combo

2. Touch **Delete**. The system removes the quick combo from the guest check.


## Refreshing data

After all settings are in place, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become 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.**

## Section 3: Utilizing advanced Quick Combo features

In the previous sections, you learned how to create a fixed quick combo and how to apply a quick combo to the guest check. This section introduces more complex quick combo functionality that allows you to be more creative with your quick combo offerings, such as allowing a guest to select different sized components, to purchase a different item for a component at a higher price, or to add an item with a surcharge associated with it. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

 **Tip:** To set up an advanced quick combo, you must at least perform the procedures depicted in [“Defining the fixed upsell level quick combo promotion” on page 11](#) as a base level.

Advanced Quick Combos Features Procedures at a Glance	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to configure size surcharges for a quick combo. See <a href="#">page 60</a> .
2.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to configure mixed level components to allow your guests to select different levels of components. See <a href="#">page 61</a> .
3.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to define size surcharges. <ul style="list-style-type: none"> <li>To calculate size surcharges based on item price difference, see <a href="#">page 62</a>.</li> <li>To specify a fixed surcharge amount, see <a href="#">page 63</a>.</li> </ul>
4.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to configure a quick combo component to not affect an upsell level. See <a href="#">page 64</a> .
5.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to add an item surcharge to a component. See <a href="#">page 68</a> .
6.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings tab &gt; User Interface</b> group to configure display options for a quick combo. See <a href="#">page 69</a> .
7.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings tab &gt; Security</b> group to place restrictions under which employees can split checks that contain comps and promotions. See <a href="#">page 70</a> .
8.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings tab &gt; User Interface</b> group to apply a promotion for which restrictions exist around allowing more than one promotion on a check, when the promotion is a quick combo. See <a href="#">page 78</a> .
9.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings tab &gt; Check Printing</b> group > <b>‘Guest Check Content’</b> group bar to include quick combo components in item count. See <a href="#">page 71</a> .
10.	Access <b>Maintenance &gt; Payments &gt; Promotions &gt; Component QS</b> tab to exclude a component from item count. See <a href="#">page 74</a> .

Advanced Quick Combos Features Procedures at a Glance	
11.	Access <b>Maintenance &gt; Payments &gt; Promotions &gt; Component QS</b> tab to exclude a component from discount. See <a href="#">page 75</a> .
12.	Access <b>Maintenance &gt; Payments &gt; Promotions &gt; Component QS</b> tab to exclude a component from mixed levels determination. See <a href="#">page 76</a> .
13.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to configure a quick combo as a required item for a coupon promotion. See <a href="#">page 81</a> . To add a <b>Coupon button</b> to a panel in QS, see <a href="#">page 86</a> .
14.	Access <b>Maintenance &gt; Payments &gt; Promotions</b> to configure quick combos as eligible items for combos. See <a href="#">page 89</a> . To add a <b>Combo button</b> to a panel in QS, see <a href="#">page 93</a> .
15.	Access <b>Maintenance &gt; Payments &gt; Promotions &gt; Restriction</b> tab to prevent comp discounts on quick combos. See <a href="#">page 95</a> .
16.	Access <b>Maintenance &gt; System Settings &gt; Event Schedule</b> to activate or deactivate the combo if using seasonal or location specific quick combos. See <a href="#">page 98</a> .
17.	You can change the price of a quick combo. <ul style="list-style-type: none"> <li>• Access <b>Maintenance &gt; Pricing &gt; Price Changes &gt; Promos</b> tab to configure a price change for a quick combo or component. See <a href="#">page 100</a>.</li> <li>• Access <b>Maintenance &gt; System Settings &gt; Event Schedule</b> to add the 'Activate Price Change' event type to an existing event schedule. See <a href="#">page 101</a>.</li> </ul>
18.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 103</a> .

## Configuring a size surcharge for a quick combo

If you configure a quick combo using upsell levels, you can add a size surcharge when a guest chooses a larger size of an item in the quick combo. This is referred to as a mixed upsell level. For example, when a guest orders a medium hamburger quick combo (Upsell level 1) but asks you for a large drink (available in Upsell level 2), you can charge the guest a surcharge of \$0.50 for the large drink.

**Note:** Size surcharges are optional; however, most restaurants implement quick combos with size surcharges added.

In Section 1, you were instructed to define the levels of your quick combo. If they are not defined, return to Section 1 and complete the configuration. There are three ways to implement size surcharges:

- Enable the system to calculate the size surcharge based on the price difference of the items as designated in Item Maintenance.
- Designate the size surcharge amount for each component in the quick combo configuration.
- Configure a component to never affect an upsell level in an effort to control quick combo reporting levels.

Hamburger Quick Combo \$6.50 (Size Surcharges)					
Regular (Base) Level		Upsell Level 1		Upsell Level 2	
Hamburger		Hamburger		Hamburger	
Small Fries		Medium Fries	0.25	Large Fries	0.50
Small O-rings		Medium O-rings	0.25	Large O-rings	0.50
Fruit Cup		Fruit Cup		Fruit Cup	
1/2 Garden Salad		1/2 Garden Salad		1/2 Garden Salad	
Small Gilroy Garlic Fries		Small Gilroy Garlic Fries		Small Gilroy Garlic Fries	
Small Coke		Medium Coke	0.25	Large Coke	0.50
Small Diet Coke		Medium Diet Coke	0.25	Large Diet Coke	0.50
Small Sprite		Medium Sprite	0.25	Large Sprite	0.50
Small Diet Sprite		Medium Diet Sprite	0.25	Large Diet Sprite	0.50
Dasani		Dasani		Dasani	
Lg Chocolate Shake		Lg Chocolate Shake		Lg Chocolate Shake	
Lg Vanilla Shake		Lg Vanilla Shake		Lg Vanilla Shake	
Lg Strawberry Shake		Lg Strawberry Shake		Lg Strawberry Shake	

Referencing the table above, the guest orders a regular hamburger quick combo, but with an order of medium fries and a large Coke\*. The guest incurs a \$0.25 size surcharge for the medium fries

and a \$0.75 size surcharge for the large Coke (\$0.25 to go from regular to medium + \$0.50 to go from medium to large) increasing the cost of the quick combo from \$6.50 to \$7.50.

**Tip:** Some restaurants offer quick combos at what is considered the medium level. If a guest wants small fries instead of medium fries, these restaurants enter negative amounts, such as '-0.25,' in the 'Item surcharge' column for the smaller size. If you choose to do this, we recommend repeated testing to ensure the quick combo does not break.

**Note:** Although available in the User Interface under the 'Items' group bar, we did not include any amounts in the 'Item surcharge' column for the regular item in the table above.

The first step to configuring size surcharges is to enable mixed upsell level components. Then determine if the system is to calculate the size surcharge based on the price difference of the items in Item Maintenance, or if you want to define a fixed surcharge amount for each component in the quick combo configuration.

#### To enable mixed level components:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo promotion** from the drop-down list.
3. Select the **Quick combo QS** tab.

Promotions	
Promo: 60 Hamburger QuickCombo Quick Combo Q5	
Promotion	Quick combo QS Components QS Taxes Restrictions Token Distribution
<b>Quick combo QS</b>	
Regular name	Hamburger Quick Combo
Regular price	6.50
Up-sell name #1	MD Hamburger QC
Up-sell price #1	0.50
Up-sell name #2	LG Hamburger QC
Up-sell price #2	1.00
Show up-sell as modifier	<input checked="" type="checkbox"/>
Auto apply if possible	<input checked="" type="checkbox"/>
Group delete	<input checked="" type="checkbox"/>
<b>Allow components with mixed upsell levels</b>	<input checked="" type="checkbox"/>
Auto calculate size surcharges	<input type="checkbox"/>
Only print combo name on guest check	<input type="checkbox"/>
Consolidate like components	<input type="checkbox"/>
Context Panel	None

Figure 54 Allow Components with Mixed Upsell Levels

4. Under the 'Quick combo QS' group bar, select **Allow components with mixed upsell levels**.
5. Click **Save** and exit the **Promotions** function.

## Calculating size surcharge based on item price difference

If the system is to calculate size surcharges based on the difference of the item price, select 'Auto calculate size surcharges' on the 'Quick combo QS' tab in the Promotions function. This ignores any size surcharge that you enter at the component level in the quick combo configuration. For example, the guest orders a regular quick combo, but wants an order of medium fries instead of small fries. In Item Maintenance, the price for small fries is \$2.00 and the price for medium fries is \$3.00. The system calculates the difference and adds a \$1.00 size surcharge to the quick combo for the medium fries.

7	
7	
Hamburger Quick Combo	6.50
Hamburger	
MED Fries	1.00
SM Coke	
Subtotal	7.50
Tax	0.62
Dine In Total	8.12
Balance Due	\$8.12

Figure 55 Using Auto Calculate Size Surcharges

**Note:** Most restaurants clear 'Auto calculate size surcharges' and use the 'Components QS' tab to specify a fixed surcharge amount.

### To automatically calculate size surcharges:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo promotion** from the drop-down list.
3. Select the **Quick combo QS** tab.
4. Under the 'Quick combo QS' group bar, select **Auto calculate size surcharges**. See [Figure 54](#).

5. Click **Save**.
6. Repeat this **procedure** for any other quick combos for which to automatically calculate size surcharges.
7. Click **Save** and exit the **Promotions** function.

### Specifying a fixed surcharge amount

If you choose to specify a fixed size surcharge amount, you must enter the amounts for each individual component. Although the system allows you to enter size surcharges for each component, it is not required. Using this method, you can define fixed surcharge amounts.

8	
Hamburger Quick Combo	6.50
Hamburger	
MED Fries	0.25
SM Coke	
<b>Subtotal</b>	<b>6.75</b>
<b>Tax</b>	<b>0.56</b>
<b>Dine In Total</b>	<b>7.31</b>
<b>Balance Due</b>	<b>\$7.31</b>

Figure 56 Manually Entering a Size Surcharge

#### To define fixed size surcharge amounts:

1. Select **Maintenance > Payments > Promotions**.
2. Select the **quick combo promotion** from the drop-down list.
3. Select **Quick combo QS** tab.
4. Under the 'Quick combo QS' group bar, clear **Auto calculate size surcharges**. See [Figure 54](#).

5. Select the **Components QS** tab.

The screenshot shows the 'Promotions' window for a promotion named '60 Hamburger QuickCombo Quick Combo QS'. The 'Components QS' tab is active. In the 'Components' table, the 'Sides' component is selected. Below it, the 'Items' table lists various items with their respective size surcharges. The 'Size surcharge 1' and 'Size surcharge 2' columns are highlighted in red, showing values for 'Small Fries' (0.25 and 0.50) and other items.

Components									
Name	Exclude from item co...	Exclude from Discount	Exclude from mixed le...	Primary component	Enable item substituti...	Substitution category	Context option	Custom panels	
Hamburger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	QC default	None	Add
Sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None	Item's context panel	None	Remove
Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None	Custom context panel	Drinks Context Panel	Move up
									Move down

Items									
Regular item	Do not affect size level	Item surcharge	Upsell item 1	Item surcharge 1	Size surcharge 1	Upsell item 2	Item surcharge 2	Size surcharge 2	
Small Fries	<input type="checkbox"/>	0.00	Medium Fries	0.00	0.25	Large Fries	0.00	0.50	Add
Small O-Rings	<input type="checkbox"/>	0.00	Medium O-Rings	0.00	0.25	Large O-Rings	0.00	0.50	Remove
Fruit Cup	<input type="checkbox"/>	0.50	Fruit Cup	0.50	0.00	Fruit Cup	0.50	0.00	Move up
1/2 Garden Salad	<input type="checkbox"/>	1.00	1/2 Garden Salad	1.00	0.00	1/2 Garden Salad	1.00	0.00	Move down
Small Gfroy Garlic Fries	<input type="checkbox"/>	1.00	Small Gfroy Garlic Fries	1.00	0.00	Small Gfroy Garlic Fries	1.00	0.00	Regular Item
									Upsell Item 1
									Upsell Item 2

Figure 57 Components QS Tab - Sides Size Surcharge

6. Under the 'Components' group bar, select the **second component**, such as 'Sides.' We did not select the first component in this quick combo because it is the same size for all three levels. A size surcharge is not applicable.
7. Under the 'Items' group bar, select the **first regular item**, such as 'Small Fries.'
8. Type the **amount** to charge for the first upsell side item in the 'Size surcharge 1' text box.
9. Type the **amount** to charge for the second upsell side item in the 'Size surcharge 2' text box.
10. Repeat **steps 7 through 9** for each additional side that is offered in the quick combo.
11. Repeat this **procedure** for each additional component in your quick combo.
12. Click **Save**.
13. Repeat this **procedure** for any other quick combos for which to enter fixed surcharge amounts.
14. Click **Save** and exit the **Promotions** function.

### Controlling quick combo reporting levels

When using mixed upsell levels, the system reports the quick combo using the lowest level assigned to the items included in the quick combo. unless you specify to exclude an entire component from the reporting level determination.

**SCENARIO:** A corporate restaurant mandates and configures quick combos so that a large fountain drink never increases the upsell level of the quick combo, and only incurs an upsell charge. When a guest orders a Regular quick combo but asks for a large drink, the quick combo reports at the Regular level; however, if the guest switches the large fountain drink to an item configured to increase the upsell level, the quick combo reporting level increases to the size of that item.

**Note:** In the example above, the large fountain drink does not increase the upsell level of the quick combo, but does incur a size surcharge. The system records the quick combo on the 'Regular' level.



### To configure a quick combo component item to not affect the size reporting level:

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

The screenshot shows the 'Promotions' application interface. The 'Components' tab is active, displaying a table with the following data:

Name	Exclude from item co...	Exclude from Discount	Exclude from mixed L...	Primary component	Enable item substit...	Substitution category	Context option	Custom panels
Hamburger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	QC default	None
Sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QC Sides Subs	QC default	None
Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QC Drinks Subs	Custom context panel	QC Drinks Subs

The 'Items' tab is also visible, displaying a table with the following data:

Regular item	Do not affect size le...	Item surcharge	Upsell item 1	Item surcharge 1	Size surcharge 1	Upsell item 2	Item surcharge 2	Size surcharge 2
Small Coke	<input type="checkbox"/>	0.00	Medium Coke	0.00	0.25	Large Coke	0.00	0.50
Small Diet Coke	<input type="checkbox"/>	0.00	Medium Diet Coke	0.00	0.25	Large Diet Coke	0.00	0.50
Small Sprite	<input type="checkbox"/>	0.00	Medium Sprite	0.00	0.25	Large Sprite	0.00	0.50
Small Diet Sprite	<input type="checkbox"/>	0.00	Medium Diet Sprite	0.00	0.25	Large Diet Sprite	0.00	0.50
Dasani	<input type="checkbox"/>	0.50	Dasani	0.50	0.00	Dasani	0.50	0.00
Large Coke	<input checked="" type="checkbox"/>	0.00	Large Coke	0.50	0.00	Large Coke	0.50	0.00
Lg Chocolate Shake	<input checked="" type="checkbox"/>	2.00	Lg Chocolate Shake	2.00	0.00	Lg Chocolate Shake	2.00	0.00
Lg Vanilla Shake	<input checked="" type="checkbox"/>	2.00	Lg Vanilla Shake	2.00	0.00	Lg Vanilla Shake	2.00	0.00
Lg Strawberry Shake	<input checked="" type="checkbox"/>	2.00	Lg Strawberry Shake	2.00	0.00	Lg Strawberry Shake	2.00	0.00

Figure 58 Do Not Affect Size Level

4. Under the 'Components' group bar, select the **component** containing the item to not affect the upsell level. The corresponding items assigned to that component populate under the 'Items' group bar.

- Under the 'Items' group bar, select **Do not affect size level** for the item to not affect the upsell level. This feature applies to all size levels of the component, for example, 'Small,' 'Medium,' and 'Large.'
- Click **Save** and exit the **Promotions** function.

The system records the hamburger quick combo level as 'Regular.'

25	
<b>Hamburger Quick Combo</b>	<b>6.50</b>
Hamburger	
SM Fries	
LG Coke	<b>0.75</b>
<b>Subtotal</b>	<b>7.25</b>
<b>Tax</b>	<b>0.60</b>
<b>Dine In Total</b>	<b>7.85</b>
<b>Balance Due</b>	<b>\$7.85</b>

The large fountain drink does not impact the upsell level of the hamburger quick combo; however, it does incur a size surcharge.

Figure 59 Do Not Affect Size Level - Incur Size Surcharge

## Adding an item surcharge to a component

An Item surcharge specifies the additional amount to charge for an item when it is not the default item of the quick combo. For example, a hamburger quick combo includes a small fries, yet the guest wants a small Gilroy Garlic Fries instead; or the quick combo includes a small fountain drink, yet the guest orders a large chocolate shake. Using this example, we show you how to create an item surcharge.

Hamburger Quick Combo \$6.50					
Regular (Base) Level		Upsell Level 1		Upsell Level 2	
Hamburger		Hamburger		Hamburger	
Small Fries		Medium Fries		Large Fries	
Small O-rings		Medium O-rings		Large O-rings	
Fruit Cup	0.50	Fruit Cup	0.50	Fruit Cup	0.50
1/2 Garden Salad	1.00	1/2 Garden Salad	1.00	1/2 Garden Salad	1.00
Small Gilroy Garlic Fries	1.00	Small Gilroy Garlic Fries	1.00	Small Gilroy Garlic Fries	1.00
Small Coke		Medium Coke		Large Coke	
Small Diet Coke		Medium Diet Coke		Large Diet Coke	
Small Sprite		Medium Sprite		Large Sprite	
Small Diet Sprite		Medium Diet Sprite		Large Diet Sprite	
Dasani	0.50	Dasani	0.50	Dasani	0.50
Lg Chocolate Shake	2.00	Lg Chocolate Shake	2.00	Lg Chocolate Shake	2.00
Lg Vanilla Shake	2.00	Lg Vanilla Shake	2.00	Lg Vanilla Shake	2.00
Lg Strawberry Shake	2.00	Lg Strawberry Shake	2.00	Lg Strawberry Shake	2.00

Station	Item	Price
14	Hamburger Quick Combo	6.50
	Hamburger	
	SM GG Fries	1.00
	SM Coke	
	Subtotal	7.50
	Tax	0.62
	Dine In Total	8.12
	Balance Due	\$8.12
12	Hamburger Quick Combo	6.50
	Hamburger	
	SM Fries	
	Lg Choc Shake	2.00
	Subtotal	8.50
	Tax	0.70
	Dine In Total	9.20
	Balance Due	\$9.20

Figure 60 Item Surcharges: Sides Surcharge (Left) Drinks Surcharge (Left)

**To add an item surcharge to a component:**

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

The screenshot shows the 'Promotions' interface with the 'Components QS' tab selected. The 'Components' section lists 'Hamburger', 'Sides', and 'Drinks'. The 'Sides' component is selected, and the 'Items' section below shows a list of items with their respective surcharges. Red boxes highlight the 'Sides' component and the 'Fruit Cup' item with its surcharges.

Name	Exclude from item c...	Exclude from Discount	Exclude from mixed l...	Primary component	Enable item substit...	Substitution category	Context option	Custom panels
Hamburger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None	QC default	None
Sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QC Sides Subs	QC default	None
Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QC Drinks Subs	Custom context panel	QC Drinks Subs

Regular item	Do not affect size le...	Item surcharge	Upsell item 1	Item surcharge 1	Size surcharge 1	Upsell item 2	Item surcharge 2	Size surcharge 2
Small Fries	<input type="checkbox"/>	0.00	Medium Fries	0.00	0.25	Large Fries	0.00	0.50
Small O-Rings	<input type="checkbox"/>	0.00	Medium O-Rings	0.00	0.25	Large O-Rings	0.00	0.50
Medium Fries	<input type="checkbox"/>	0.25	Medium Fries	0.00	0.00	Medium Fries	0.00	0.00
Medium O-Rings	<input type="checkbox"/>	0.25	Medium O-Rings	0.00	0.00	Medium O-Rings	0.00	0.00
Fruit Cup	<input checked="" type="checkbox"/>	0.50	Fruit Cup	0.50	0.00	Fruit Cup	0.50	0.00
1/2 Garden Salad	<input type="checkbox"/>	1.00	1/2 Garden Salad	1.00	0.00	1/2 Garden Salad	1.00	0.00
Small Gfroy Garlic Fri...	<input type="checkbox"/>	1.00	Small Gfroy Garlic Fri...	1.00	0.00	Small Gfroy Garlic Fri...	1.00	0.00

Figure 61 Components QS Tab - Sides Item Surcharge

4. Under the 'Components' group bar on the 'Components QS' tab, select a **component**, such as 'Sides.'
5. Under the 'Items' group bar, select the **side item** to incur an item surcharge, when ordered. For example, 'Fruit Cup.'
6. Enter the **amount** to charge in the 'Item surcharge' text box. For example, '0.50.'
7. Type the **amount** to charge in 'Item surcharge 1' text box.
8. Type the **amount** to charge in 'Item surcharge 2' text box.
9. Repeat **steps 5 through 8** for each additional side item that requires an item surcharge.
10. Repeat this **procedure beginning at step 4** for each component with items to incur an item surcharge, when ordered.
11. Click **Save**.
12. Repeat this **procedure** for any other quick combos with items to incur an item surcharge, when ordered.
13. Click **Save** and exit the **Promotions** function.

## Configuring display options for a quick combo

When attempting to auto-apply a quick combo, by default the system scans the items on the guest check in the order they are entered. You can configure the system to scan the items in reverse order, last item entered to first item entered. For example, if you add a drink, fries, hamburger, and chocolate shake to the guest check, in that order, the system begins the scan with the shake to determine if the items qualify for a quick combo.

### Scan quick combo from last to first

Scans items on the guest check in reverse order, from the bottom of the check to the top, to determine if the items required for a quick combo exist on the check and the quick combo can be auto-applied. For example, if you add a hamburger, drink, small fries, and onion rings to the guest check, in that order, and you allow onion rings as a substitute for fries, if you scan the check from top to bottom, the system builds the quick combo using the small fries. If you scan the check from bottom to top, the system builds the quick combo using the onion rings.

### To configure display options for a basic QS quick combo:

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

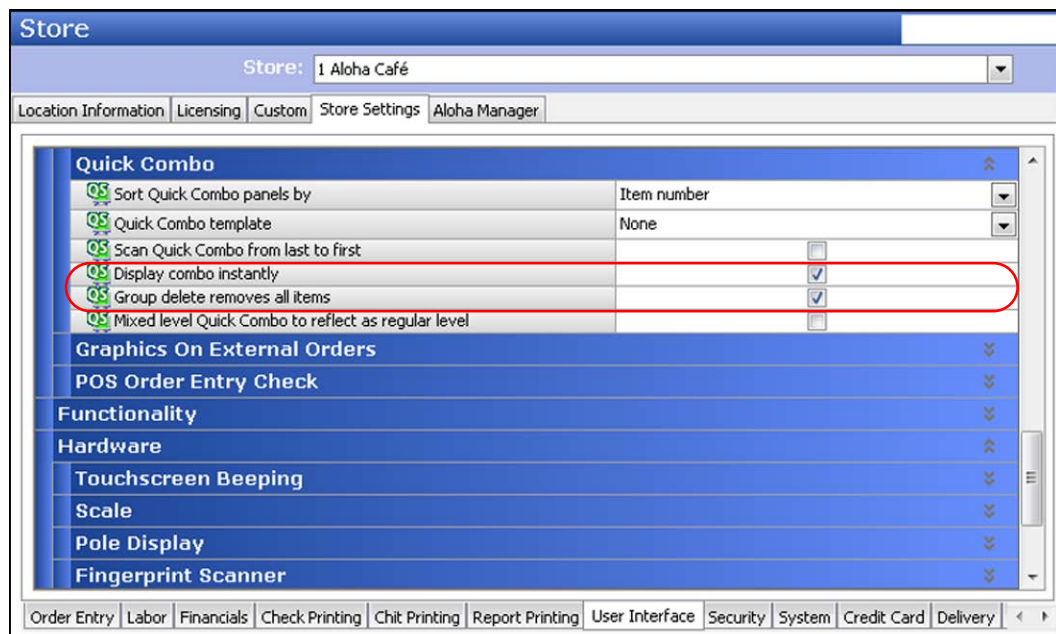


Figure 62 User Interface Group

4. Select **Display combo instantly** to specify that the quick combo items appear as you enter them for the order, rather than waiting until you enter all components for the quick combo. **Related Option:** To use this option for video screens, access Maintenance > Hardware > Video Queues

> Video Queue tab and select 'Display items as entered' from the 'Display method' drop-down list under the 'Settings' group bar.

**i Note:** We recommend you use this feature, as the guest and the employee can validate the items are correct on the FOH guest check window, order confirmation display, pole display, and video screen.

5. Select **Group delete removes all items** to remove an entire unordered quick combo for the FOH guest check window when you delete the quick combo via the quick combo header or one of the quick combo components.

**i Note:** To use this feature for a quick combo, access **Maintenance > Payments > Promotions > Quick combo QS** tab and select 'Group delete' under the 'Quick combo QS' group bar.

6. Click **Save** and exit the **Store** function.

## Allowing checks containing quick combos to be split

Depending on your operation, you can allow checks containing quick combos to be split. Because a quick combo is a type of promotion, you may want the system to overlook promotions of the Quick Combo type when determining whether to honor restrictions you establish.

### To allow a check containing quick combos to be split:

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

3. Select the **Security** group located at the bottom of the screen.

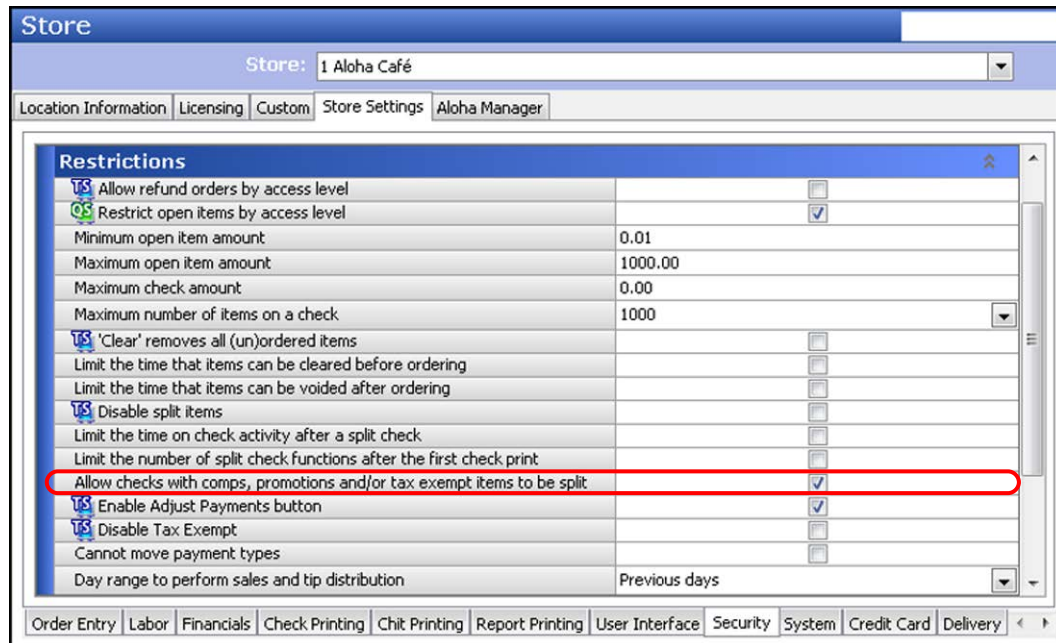


Figure 63 Security Group - Restrictions Group Bar

4. Under the 'Restrictions' group bar, select **Allow checks with comps, promotions, and/or tax exempt items to be split** to a guest check to which a promotion, comp, or tax exemption has already been applied to be split.
5. Click **Save** and exit the **Store** function.

## Including quick combo components in item count

An item count is a tally of the items within an order. Item counts are helpful to baggers or food runners, as the chit details how many items are supposed to be in a takeout bag or on a tray. The POS system offers two options regarding item count.

By default, the count includes the entire quick combo as one item. For example, the Hamburger quick combo contains a hamburger, fries, and a Coke.

Hamburger Quick Combo (counted)	
Hamburger	(not counted)
Fries	(not counted)
Coke	(not counted)
<b>Item count is 1.</b>	

You can also count the components in the item count, rather than the quick combo itself. This ensures that the quick combos have an accurate count of items that should be in a bag or on a tray.

Hamburger Quick Combo (not counted)	
Hamburger	(counted)
Fries	(counted)
Coke	(counted)
<b>Item count is 3.</b>	

Due to the makeup of some quick combos, you can also exclude a component from the item count. For example, some sites implement a marker file within their quick combos, which is not an actual product sold by the store. Other sites do not want to include drinks in the item count. In the following example, the guest retrieves their own beverage and the kitchen staff assembles only food items; therefore, the kitchen staff needs to include only two items in the bag.

Hamburger Quick Combo (not counted)	
Hamburger	(counted)
Fries	(counted)
Coke	(not counted)
<b>Item count is 2.</b>	

You can customize the item count to meet your particular business needs.

**i Note:** This feature does not affect any reports.

To include components in your item count, enable 'Include quick combo components in item count' to count each component. You can then exclude a component from the item count of the check at the Quick Combo level. Use this feature for beverages or other items that are non-essential to the item count.



**To include quick combo components in the item count:**

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

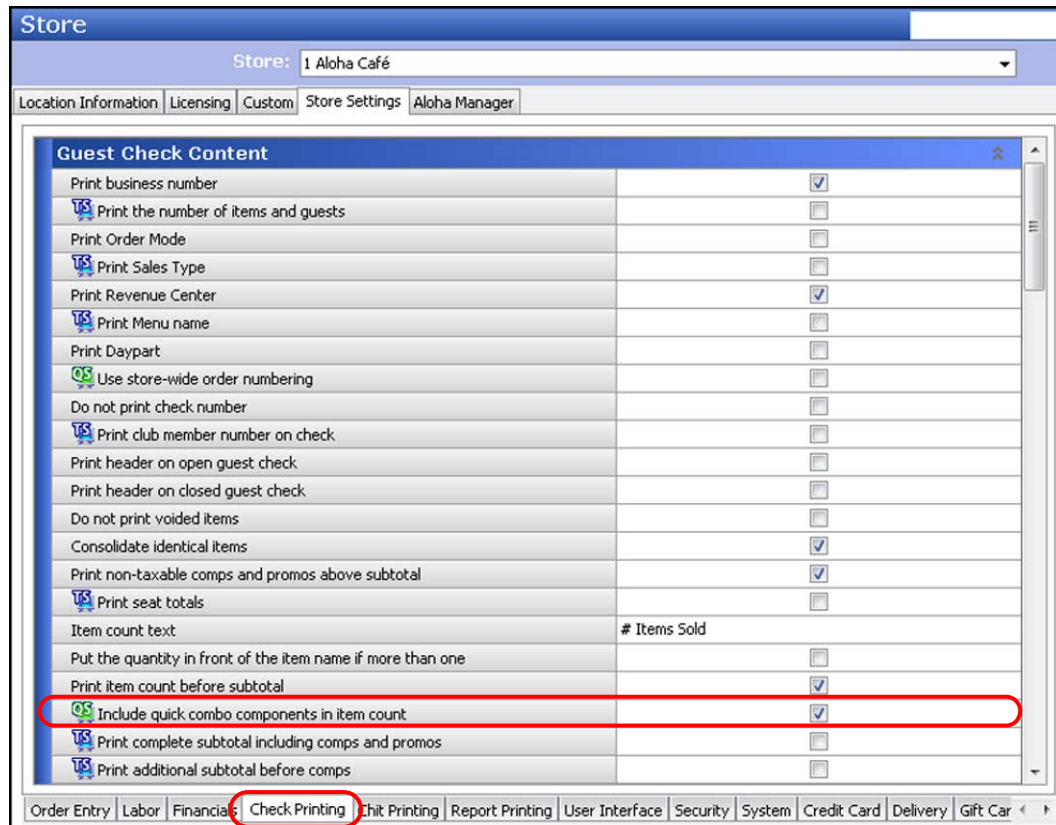


Figure 64 Include Quick Combo Components in Item Count

4. Under the 'Guest Check Content' group bar, select **Include quick combo components in item count** to counts all components. If you clear this option, the system counts the entire quick combo as '1.'
5. Click **Save** and exit the **Store** function.

**To exclude a component from the item count:**

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

The screenshot shows the 'Promotions' interface with the 'Components QS' tab selected. The promotion name is '60 Hamburger QuickCombo Quick Combo QS'. The 'Components' table has the following data:

Name	Exclude from item count	Exclude from Discount	Exclude from mixed levels det...	Primary component
Hamburger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▶ Drinks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The 'Items' table below lists various items with their respective surcharges:

Regular item	Do not affect size level	Item surcharge	Upsell item 1	Item surcharge 1
▶ Small Coke	<input type="checkbox"/>	0.00	Medium Coke	0.00
Small Diet Coke	<input type="checkbox"/>	0.00	Medium Diet Coke	0.00
Small Sprite	<input type="checkbox"/>	0.00	Medium Sprite	0.00
Small Diet Sprite	<input type="checkbox"/>	0.00	Medium Diet Sprite	0.00
Dasani	<input type="checkbox"/>	0.50	Dasani	0.00
Lg Chocolate Shake	<input type="checkbox"/>	2.00	Lg Chocolate Shake	2.00
Lg Strawberry Shake	<input type="checkbox"/>	2.00	Lg Strawberry Shake	2.00
Lg Vanilla Shake	<input type="checkbox"/>	2.00	Lg Vanilla Shake	2.00

Figure 65 Exclude from Item Count

4. Under the 'Components' group bar, select the **component** containing the item to exclude from the item count. For example, 'Drinks.'
5. Select **Exclude from item count** to remove this component from the item count calculation.
6. Repeat this **procedure** for any other component to exclude from the item count.
7. Click **Save** and exit the **Promotions** function.

## Excluding a component from the discount

Some restaurants might not want to discount a component of a quick combo for food cost reasons, and apply the discount to the other components to meet the quick combo price. For example, you offer a hamburger quick combo for \$6.50, in comparison to the regular price of \$8.00. You do not want to discount the hamburger as it costs more to produce. Therefore, the \$1.50 discount is split between the fries and drink, each totaling \$0.75 a piece.

### To exclude a component from the discount:

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

The screenshot shows the 'Promotions' interface with the 'Component QS' tab selected. The promotion is '60 Hamburger QuickCombo Quick Combo QS'. The 'Components' table has the following data:

Name	Exclude from item count	Exclude from Discount	Exclude from mixed levels determination	Primary component
Hamburger	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The 'Items' section below shows the 'Hamburger' item with a surcharge of 0.00.

Regular item	Do not affect size level	Item surcharge	Upsell item 1	Item surcharge 1
Hamburger	<input type="checkbox"/>	0.00	Hamburger	0.00

Figure 66 Exclude From Discount

4. Under the 'Components' group bar, select the **component** containing the item to exclude from discount.
5. Select **Exclude from Discount** to exclude the component from the discount distribution. This applies the total discount to only the components not marked with 'Exclude' in the promotion. If the price of the discounted amount is greater than the full price of the components not marked with 'Exclude,' you cannot apply the promotion.
6. Repeat this **procedure** for any other component to exclude from the discount.
7. Click **Save** and exit the **Promotions** function.

## Excluding a component from mixed level determination for reporting purposes

In a franchise environment, the corporate office often rewards franchisees for upselling quick combos. The higher the upsell level, the more rewards the franchisees receive. The POS system allows you to report quick combos by using the lowest level of all components within the quick combo. For example, if a franchisee sells 100 upsell level one quick combos, they receive an incentive; however, if they sell 100 upsell level twos, they receive an even greater incentive.

When you enable 'Allow components with mixed upsell levels,' determine the quick combo level to report. For example, the guest wants to upsell their fries, but the upsell level might not change. To alleviate this issue, the POS system examines the items in the mixed level quick combo and uses the lowest level of all components for reporting. Using a quick combo with three components, hamburger, fries, and drink; refer to the following table to determine the lowest quick combo level for each example:

	Example 1	Example 2	Example 3	Example 4	Example 5
Component 1	Normal	Normal	Normal	Upsell 1	Upsell 2
Component 2	Upsell 1	Normal	Upsell 1	Upsell 2	Upsell 2
Component 3	Normal	Upsell 2	Upsell 2	Upsell 1	Upsell 2
<b>Recorded level for reporting purposes</b>	<b>Normal</b>	<b>Normal</b>	<b>Normal</b>	<b>Upsell 1</b>	<b>Upsell 2</b>

The lowest level for columns 1, 2, and 3 is normal. For column 4, the lowest level is Upsell 1. For column 5, the lowest level is Upsell 2.

In many quick combo configurations, the primary item does not change across upsell levels. For example, the hamburger is the same across all upsell levels; therefore, it is always at the normal level. You can exclude a component from the level determination for quick combos that contain a common component across all levels. Using the same examples, Component 1 is excluded from the mixed level determination. The system essentially leaves out the component when determining the quick combo level for reporting. Note: You must have at least one component included in the mixed levels determination. Refer to the following table:

	Example 1	Example 2	Example 3	Example 4	Example 5
Component 1	Normal*	Normal*	Normal*	Normal*	Normal*
Component 2	Upsell 1	Normal	Upsell 1	Upsell 2	Upsell 2
Component 3	Normal	Upsell 2	Upsell 2	Upsell 1	Upsell 2
<b>Recorded level for reporting purposes</b>	<b>Normal</b>	<b>Normal</b>	<b>Upsell 1</b>	<b>Upsell 1</b>	<b>Upsell 2</b>
*Excluded from mixed level determination					

The lowest level for examples 1 and 2 is normal. For columns 3 and 4, the lowest level is Upsell 1. For column 5, the lowest level is Upsell 2.

**To exclude a component from mixed levels determination:**

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion** configured as a quick combo from the drop-down list.
3. Select the **Component QS** tab.

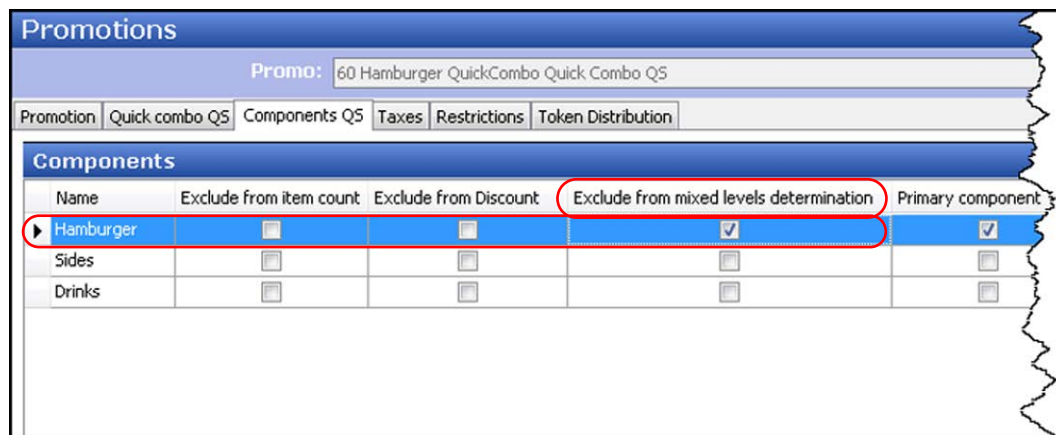


Figure 67 Exclude from Mixed Levels Determination

4. Under the 'Components' group bar, select the **component** containing the item to exclude from mixed levels determination. For example, 'Hamburger.'
5. Select **Exclude from mixed levels determination** to leave out the component when determining the quick combo level for reporting.
6. Repeat this **procedure** for any other component to exclude from mixed levels determination.
7. Click **Save** and exit the **Promotions** function.

If you do not want to report your quick combos at an upsell level, you can select 'Mixed level Quick Combo to reflect as regular level.' This ensures that all quick combos report at the normal level.

**Note:** If you choose to select 'Mixed level Quick Combo to reflect as regular level,' bear in mind that this feature takes away your upsell level reporting to make every upsell quick combo as a regular. This feature is not recommended in a franchise environment, as corporate offices generally reward franchisees for upselling quick combos.

**To force a mixed-level quick combo to reflect as regular level:**

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

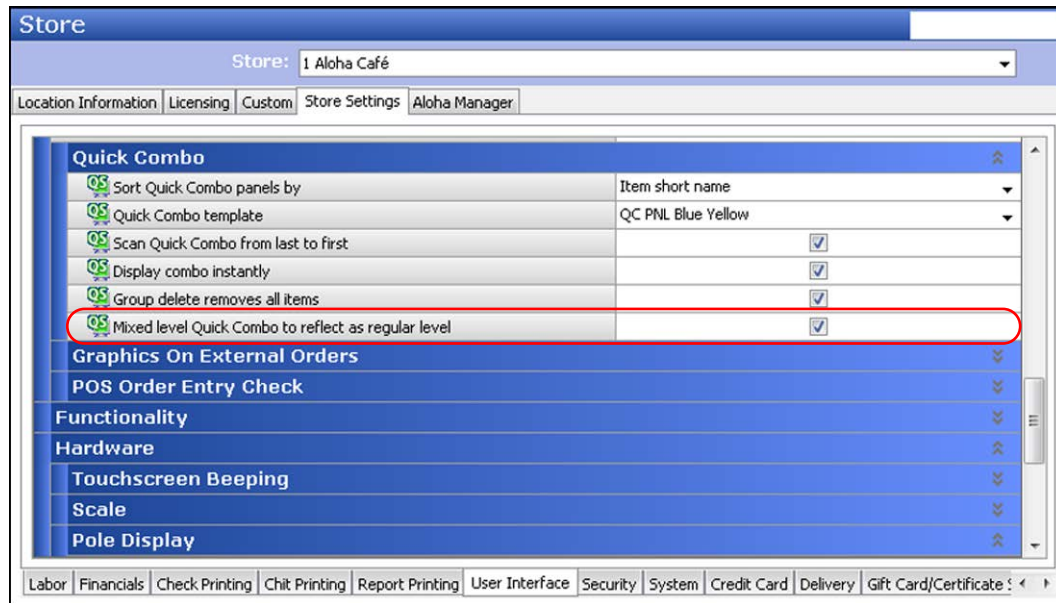


Figure 68 Mixed Level Quick Combo to Reflect as Regular Level

4. Under the 'Display - Quick Combo' group bar, select **Mixed level Quick Combo to reflect as regular level**.
5. Click **Save** and exit the **Store** function.

**Allowing promo restriction exceptions for quick combos**

A typical promotion, for example a coupon, may state certain restrictions, such as 'Not valid with any other offer,' and 'Limit one coupon per check.' To support this type of restriction and reduce the vulnerability to fraud, sites enforcing this type of policy do not select certain options, such as 'Allow with existing promotions on check' or 'Allow with subsequent promotions on check,' on the Restrictions tab when configuring a coupon promotion in the Promotions function.

While this prevents the coupon from being applied to the check more than once, the Aloha POS system does not differentiate between a coupon promotion versus other types of promotions, so it also prevents a site from applying a coupon to a guest check on which there is a quick combo promotion.

You can configure the system to allow you to specify which promotions or promotion types are exempted from restrictions. Stores that offer quick combos and promotions such as BOGO, combos,

coupons, new price, and more can apply both types of promotions to the check, while still controlling the types of promotions that are accepted.

**To allow exceptions to promotion restrictions for quick combos:**

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

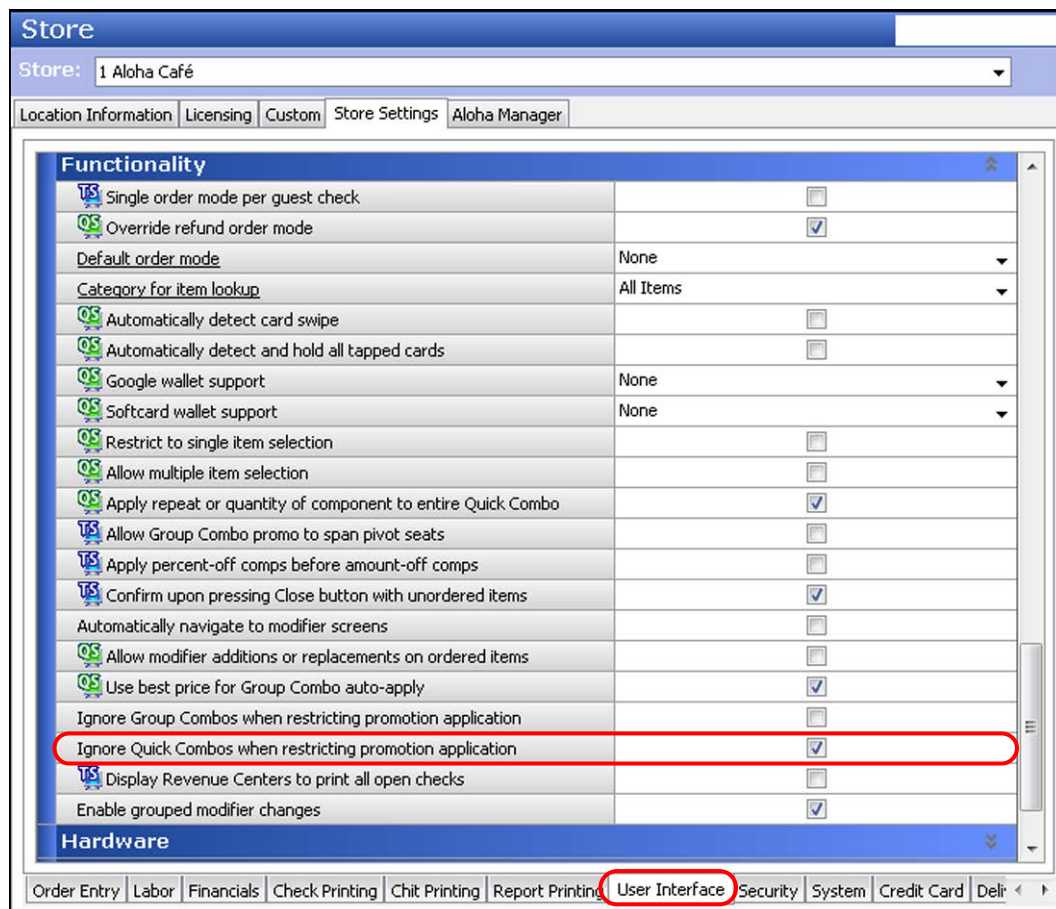


Figure 69 Store Settings Tab - User Interface Group

4. Under the 'Functionality' group bar, select **Ignore Quick Combos when restricting promotion application** to allow a promotion for which restrictions exist around allowing more than one promotion on a check, when the promotion is a quick combo. This allows you to apply a coupon to a check that also contains a quick combo, when the configuration for the coupon does not allow more than one promotion on the check. Clear the option to enforce the restriction; select the option to remove the restriction.
5. Click **Save** and exit the **Store** function.



**To apply a coupon to a guest check containing a quick combo:**

1. Add two **Hamburger quick combos** to the guest check.



Figure 70 Applying a Coupon with Two Promotions

2. Navigate to the **screen** containing the promotions and touch the **coupon promotion**.

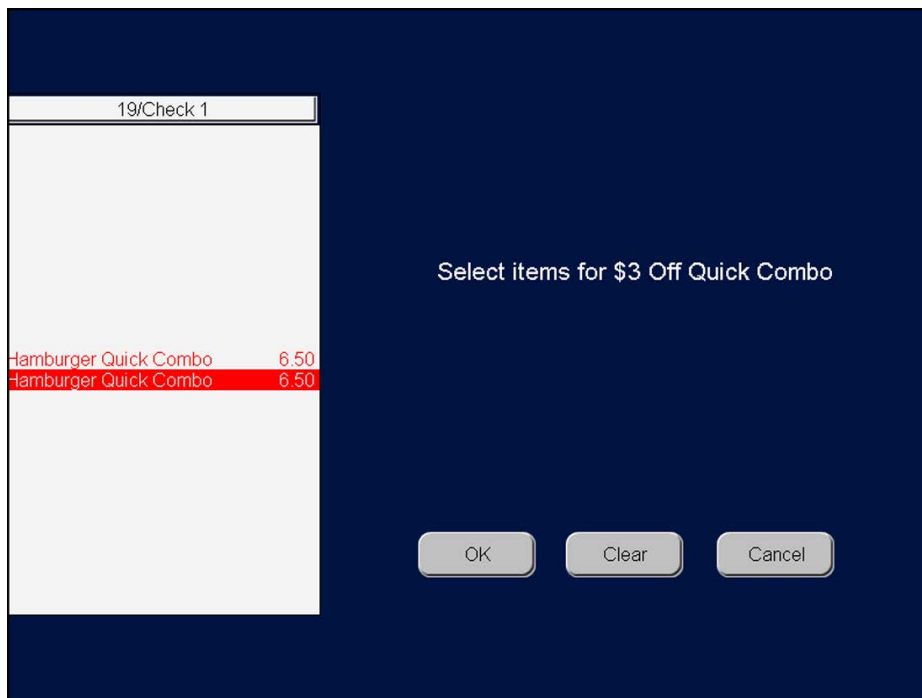


Figure 71 Selecting Items for the Coupon



3. Touch **one** of the quick combos in the guest check window, and then touch **OK**. The coupon discount appears in the guest check window.

The screenshot shows a guest check window with the following items and prices:

19	
Hamburger Quick Combo	6.50
Hamburger	
SM Fries	
SM Coke	
Hamburger Quick Combo	6.50
Hamburger	
SM Fries	
SM Coke	
\$3 Off Quick Combo	-3.00
Subtotal	10.00
Tax	0.83
Dine In Total	10.83
Balance Due	\$10.83

Figure 72 Quick Combo Discount Applied

## Configuring a quick combo as a required item for a coupon

You can configure a quick combo as a required item for a coupon promotion. For example, the coupon can offer a free item with the purchase of a quick combo (required item).

**SCENARIO:** The Aloha Café adds a new item to its menu, 'Gilroy Garlic Fries.' To promote the new item, you offer a coupon allowing a guest to receive a small order of 'Gilroy Garlic Fries' with the purchase of a Hamburger quick combo. Note: The system may require you to manually select the required components in the guest check window to apply the coupon.

### To configure a quick combo as a required item for a coupon promotion:

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Coupon** as the promotion type, and click **OK**.

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

The screenshot shows the 'Promotions' window with the 'Coupon' tab selected. The 'Promo' dropdown is set to '92 Free SM Garlic Fries Coupon'. The 'Settings' section is expanded, displaying the following configuration:

Setting	Value	Control
Number	92	Ellipsis (...)
Name	Free SM Garlic Fries	Text field
Type	Coupon	Dropdown
Active	<input checked="" type="checkbox"/>	Checkbox
Start date	1/29/2018	Calendar dropdown
End date	2/26/2021	Calendar dropdown
Maximum amount	6.00	Text field
First available button position	<input type="checkbox"/>	Checkbox
Button position	None	Dropdown
Panel Sort Order	0	Text field
Report as	Free SM Garlic Fries	Dropdown
Print check on close	<input checked="" type="checkbox"/>	Checkbox
Manager required	<input type="checkbox"/>	Checkbox
Do not show in promo lookup list	<input type="checkbox"/>	Checkbox
Include discount amount in tippable sales	<input type="checkbox"/>	Checkbox
Include discount amount in gratuity calculation	<input type="checkbox"/>	Checkbox
Export ID	0	Text field
If non-taxable exclude from discount	<input type="checkbox"/>	Checkbox

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

Figure 73 Promotion Tab

4. Type a **name** to assist with identifying the coupon promotion.
5. Select **Active** to activate the coupon promotion.
6. Use the drop-down arrows to select the **dates** on which the coupon promotion starts and ends.
7. Type the **maximum discount value** allowed per check.
8. Select the **coupon** from the 'Report as' drop-down list.
9. Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check.
10. Select **Manager required**, if a manager must enter their password to apply the coupon. Clear this option to allow any employee to apply the coupon.
11. Continue to the **next procedure**.

**To configure the Coupon tab:**

1. Select the **Coupon** tab.

The screenshot shows the 'Promotions' interface with the 'Coupon' tab selected. The promotion name is '92 Free SM Garlic Fries Coupon'. The configuration table is as follows:

Coupon	
Method	Fixed amount
Auto-apply if possible	<input type="checkbox"/>
Amount	6.00
Item selection	System selects all qualified items
Automatically include new items	<input type="checkbox"/>
Apply discount amount	<input type="radio"/> Once per item <input checked="" type="radio"/> Once per coupon
Audit count at checkout	<input type="checkbox"/>

Figure 74 Coupon Tab

2. Select the **method** to use for calculating the discount, either a fixed dollar amount or a percentage of the guest check.
3. Typed the **fixed amount** or the **percentage** to discount, based on your selection in 'Method.'
4. Select **Auto-apply if possible** to allow the system to automatically apply the coupon to the check when the criteria is met; otherwise, the employee must select the item to discount and apply the coupon manually.
5. Select **System selects all qualified items** to allow the system to automatically select all items in the guest check that qualify for the coupon discount. Selecting this option enables 'Automatically include new items.'  
-OR-  
Select **User selects each qualified item** to specify you must select the items in the quest check that qualify for the coupon discount.  
-OR-  
Select **System selects first qualified item** to allow the system to automatically select the first item in the guest check that qualifies for the coupon discount.
6. Select **Automatically include new items** to allow the system to recalculate the discount if you add new eligible items to a check after you apply the coupon. You must apply the coupon again for the system to do the recalculation. This option only appears if you select 'System selects all qualified items' in the prior step.

7. Select whether the system can apply the **coupon** to the guest check only once per qualifying item or only once per check.
8. Select **Audit count at checkout** to require a count of the total number of this type of coupon received, upon checkout.
9. Type the **variance quantity allowed** for the selected coupon. This determines the number of coupons you can be over or short from the expected number for this coupon when verifying totals for audit.
10. Continue to the **next procedure**.

**To configure the Requirements tab:**

1. Select the **Requirements** tab.

The screenshot shows the 'Promotions' window with the 'Requirements' tab selected. The 'Items' section is currently empty. The 'Combos' section is divided into two panes: 'Available' and 'Included'. The 'Available' pane contains a table with the following data:

Number	Name
4	Burrito Q Combo
10	Vid-QuikTest
18	Junior Combo
19	Single Combo
20	Double Combo
21	Tripple Combo

The 'Included' pane contains a table with the following data:

Number	Name
60	Hamburger QuickCombo

Figure 75 Requirements Tab

Under the 'Items' group bar, it is not necessary to select a category from the drop-down list to meet the needs of this scenario. This feature introduces the availability of quick combos appearing under the 'Combos' group bar.

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

**To configure the Eligibility tab:**

1. Select the **Eligibility** tab.

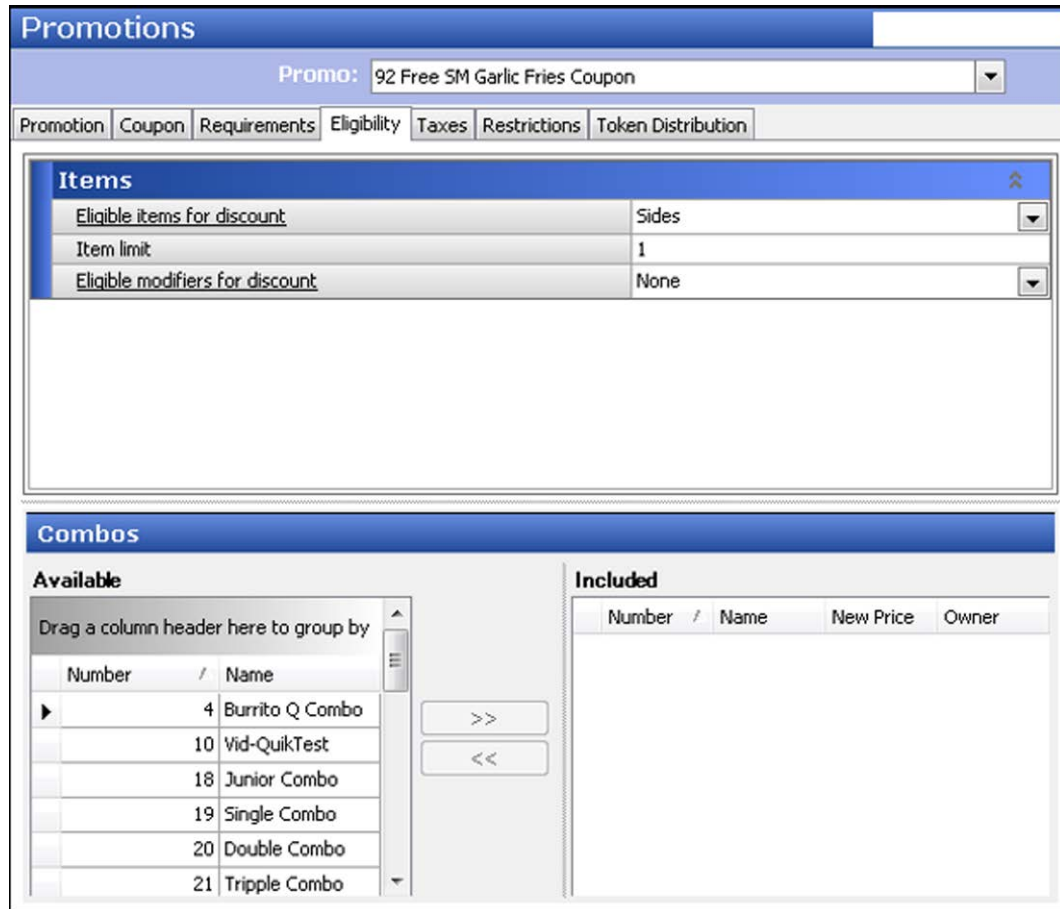


Figure 76 Eligibility Tab

2. Under the 'Items' group bar, select the **category** containing the items that are eligible for discount from the 'Eligible items for discount' drop-down list.
3. Type the **maximum number of items** a guest can receive from the selected category in 'Item limit.'
4. Select the **category** from which chargeable modifier items are free to the guest from the 'Eligible modifiers for discount' drop-down list.
5. Configure the **remaining tabs** as normal.
6. Click **Save** and exit the **Promotions** function.

### To add a **Coupon** button to a panel in **Quick Service**:

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

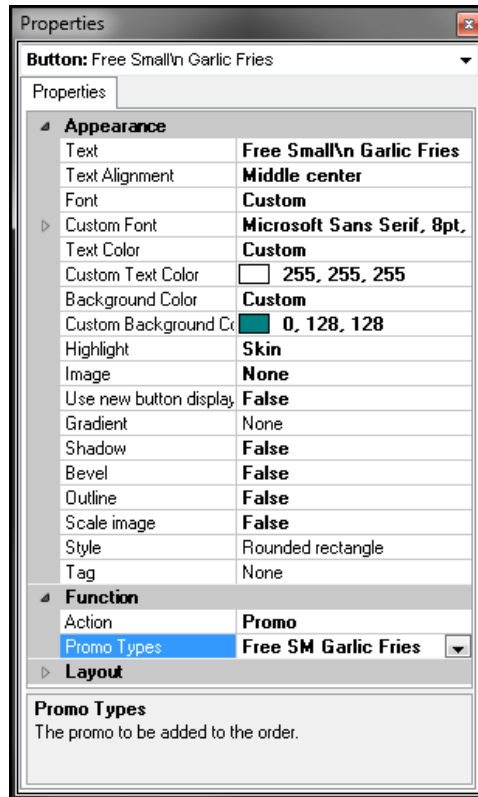


Figure 77 Combo Button - Properties Dialog Box

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

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

1. Enter the **order**.
2. Navigate to the **Coupons** panel.

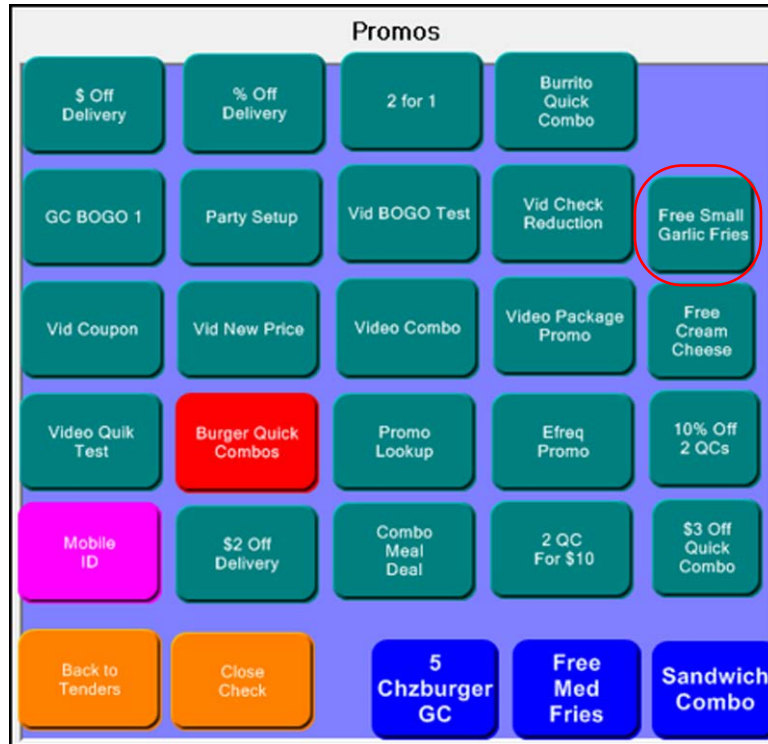


Figure 78 Promos Screen

3. Touch the appropriate **coupon promotion** button. You may receive a prompt to select the eligible item.

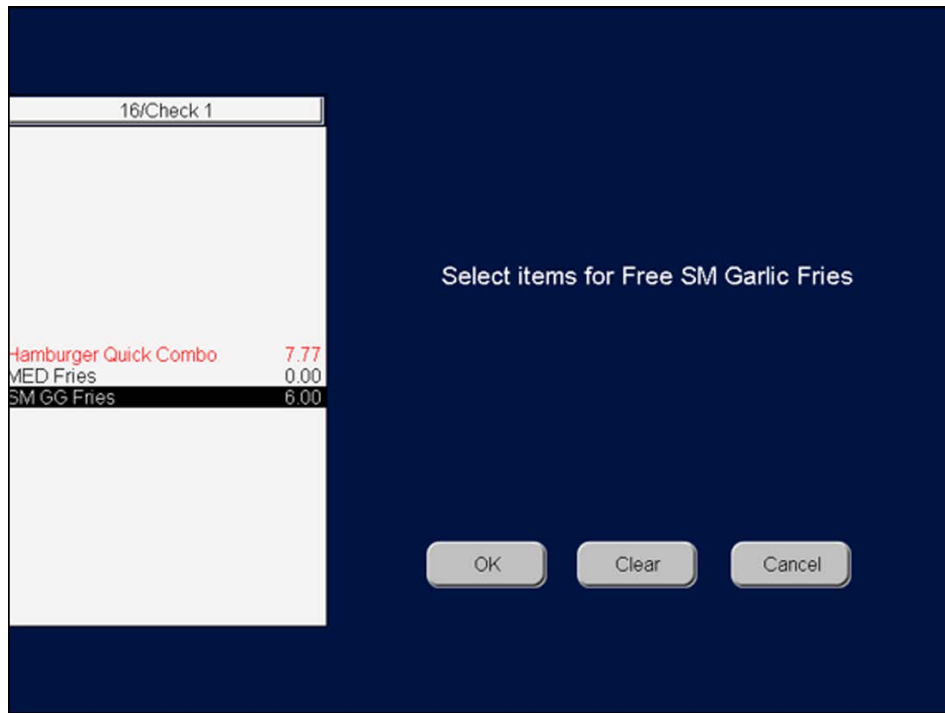


Figure 79 Selection Screen

4. Touch the **item** related to the coupon and then touch **OK**.

Aloha Café	
5555 Fifth Avenue South	
Naples, FL 34102-6601	
16	
Host: Tess	02/07/2018
16	4:16 PM
	10016
Order Type: DINE IN	
Area: 51	
Hamburger Quick Combo	7.77
Hamburger	
Medium Fries	
Medium Coke	
Small Gilroy Garlic Fries	6.00
Free SM Garlic Fries	-6.00
# Items Sold 2	7.77
Food Tax	0.59
Total Tax	0.59
DINE IN Total	8.36
Cash	\$8.36

Figure 80 Guest Check



The system applies the coupon and reduces the check by \$6.00.

5. Tender and close the **check**.

## Configuring a quick combo to be eligible for a combo

The Promotions function in the Aloha POS system allows you to configure quick combos as eligible items for combos. First create each quick combo using Quick Combo QS as the 'Type' in Maintenance > Payments > Promotions. Then use the following procedure to create the combo promotion:

**SCENARIO:** Aloha Café offers quick combos for \$6.50 each. You create a combo that allows guests to purchase one hamburger quick combo and one cheeseburger quick combo for only \$10.00.

### To configure a quick combo as an eligible item for a combo:

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

Settings	
Number	76
Name	2 QC for \$10
Type	Combo
Active	<input checked="" type="checkbox"/>
Start date	1/8/2018
End date	1/26/2021
TS First available button position	<input type="checkbox"/>
TS Button position	None
QS Panel Sort Order	0
Report as	2 QC for \$10
Print check on close	<input checked="" type="checkbox"/>
Manager required	<input type="checkbox"/>
QS Do not show in promo lookup list	<input type="checkbox"/>
TS Include discount amount in tippable sales	<input type="checkbox"/>
Include discount amount in gratuity calculation	<input type="checkbox"/>
Export ID	0
QS If non-taxable exclude from discount	<input type="checkbox"/>

Figure 81 Promotions Tab

4. Type a **descriptive name** to assist with identifying the combo, such as '2 QC for \$10.'
5. Select **Active** to designate the promotion as active and available for selection in the FOH.
6. Use the drop-down arrows to select the **dates** on which the combo promotion starts and ends.
7. Select the **combo** from the 'Report as' drop-down list.
8. Select **Print check on close**, to automatically print a copy of the guest check for the guest to view when you tender and close the check.
9. Select **Manager required**, if a manager must enter their password to apply the combo. Clear this option to allow any employee to apply the combo.
10. Continue to the **next procedure**.

**To configure the Combo tab:**

1. Select the **Combo** tab.

The screenshot shows the 'Promotions' window with the 'Combo' tab selected. The 'Promo' dropdown is set to '76 2 QC for \$10 Combo'. The 'Combo' tab contains the following fields:

Combo	
Combo check name	Quick Combos Special
Price	10.00
Eligible modifiers for discount	None
Auto-apply	<input type="checkbox"/>

Figure 82 Combo Tab

2. Type the **name** to appear on the guest check, such as 'Quick Combos Special.'
3. Type the **price** at which to sell the combo.
4. Select **Auto-apply** to apply the combo discount automatically to eligible items without requiring cashier input.
5. Continue to the **next procedure** to configure the Components tab.

**To configure the Components tab:**

1. Select the **Components** tab.

The screenshot shows the 'Promotions' application window with the 'Components' tab selected. The 'Promo' dropdown is set to '76 2 QC for \$10 Combo'. The 'Components' table has two rows: 'Component 1' and 'Component 2', both with 'None' as the category and '1' as both minimum and maximum quantities. The 'Available' list shows items like 'Burrito Q Combo' and 'Hamburger QuickCombo'. The 'Included' list shows 'Hamburger QuickCombo'.

Name	Category	Minimum	Maximum
Component 1	None	1	1
Component 2	None	1	1

Number	Name
4	Burrito Q Combo
10	Vid-QuikTest
18	Junior Combo
19	Single Combo
20	Double Combo

Nu...	Name
60	Hamburger QuickCombo

Figure 83 Components Tab - Configuring First Component

2. Under the 'Components' group bar, click **Add** to create a blank record for a new component.
3. Type a **name** or leave as 'Component 1.'
4. Leave **None** as the 'Category.'
5. Type the **minimum quantity** required for purchase for the first component.
6. Type the **maximum quantity** required for purchase for the first component.

- Under the 'Combos' group bar, select the first **quick combo** from 'Available' and click **>>** to move it to 'Included.'

The screenshot shows the 'Promotions' interface with the 'Components' tab selected. The 'Promo' dropdown is set to '76 2 QC for \$10 Combo'. The 'Components' table has two rows: 'Component 1' and 'Component 2'. 'Component 2' is selected, and its 'Minimum' and 'Maximum' values are both set to 1. To the right of the table are buttons for 'Add', 'Remove', 'Move up', and 'Move down'. Below the components table is the 'Combos' section, which is split into 'Available' and 'Included' panes. The 'Available' pane contains a list of combos: '4 Burrito Q Combo', '10 Vid-QuikTest', '18 Junior Combo', '19 Single Combo', and '20 Double Combo'. The 'Included' pane contains one item: '61 Cheezbrgr QuickCombo'. Between the panes are '>>' and '<<' buttons.

Figure 84 Components Tab - Configuring Second Component

- If you require a second component, click **Add** to create another blank component.
- Type a **name** or leave as 'Component 2.'
- Leave **None** as the 'Category.'
- Type the **minimum quantity** required for purchase for the second component.
- Type the **maximum quantity** required for purchase for the second component.
- Under the 'Combos' group bar, select the second **quick combo** from 'Available' and click **>>** to move it to 'Included.'
- Repeat this **procedure** for additional required quick combos for this combo, if necessary. The system allows you to select up to 10 quick combos.
- Configure the **remaining tabs** as needed.
- Click **Save**.
- Exit the **Promotions** function.

**To add a Combo button to a panel in QS:**

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

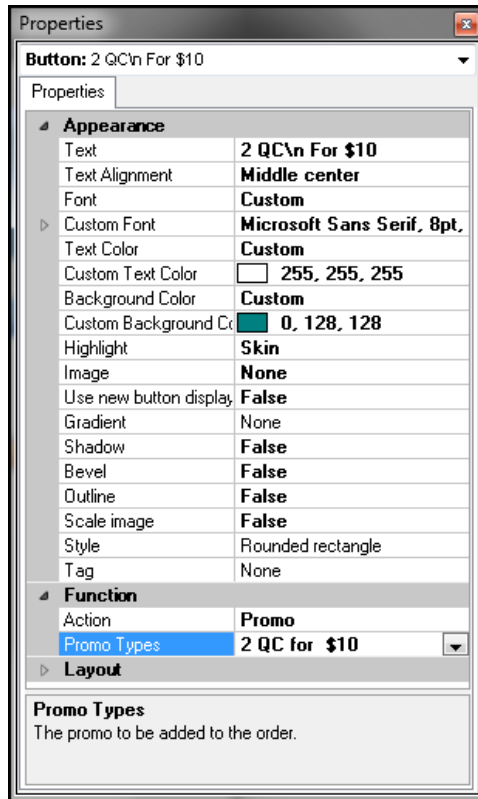


Figure 85 Combo Button - Properties Dialog Box

5. Under the 'Function' group bar, select **Promo** from the 'Action' drop-down list.
6. Select a **promotion** from the 'Promo Types' drop-down list. For example, '2 QC For \$10.' All available promotions appear in this list.
7. Under the 'Appearance' group bar, type a **name** for the button, such as '2 QC For \$10.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as '2 QC\nFor \$10.'
8. Configure the **remaining options** as you would for any other button function.
9. Select **Panel > Save Panel**.
10. Select **File > Exit** to exit the **Quick Service Screen Designer**.

The following procedure uses the scenario provided on [“Section 1: Getting started with Quick Combos” on page 8.](#)

1. Start a **check**, as normal. Your guests let you know they want to order the \$10 quick combo special. They order and you enter one hamburger quick combo and one cheeseburger quick combo.

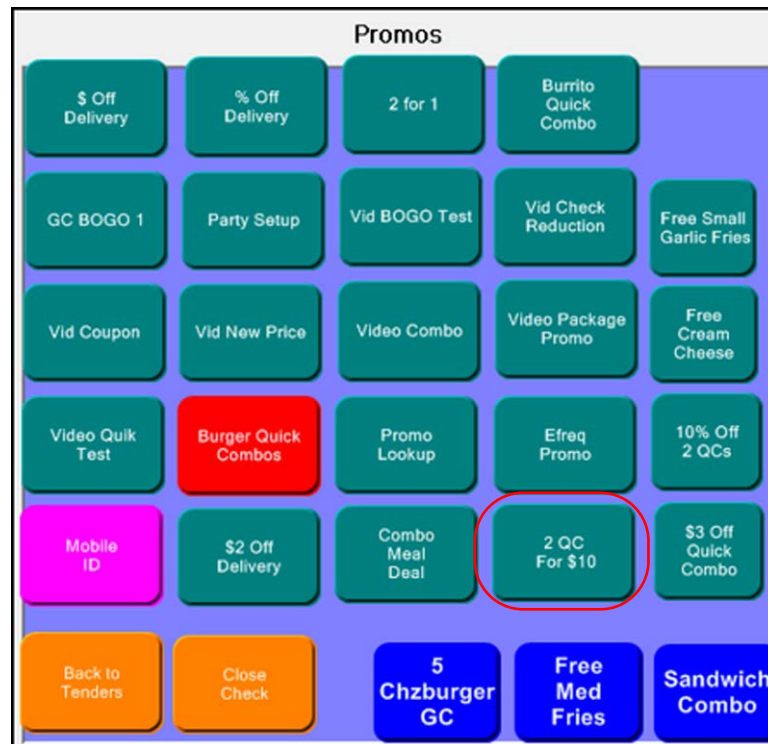


Figure 86 Promo Screen

If the promotion does not automatically apply to the guest check, navigate to the screen containing the promotions.

2. Locate and touch the **2 QC for \$10 button**. The system applies the promotion, if the eligible items exists on the guest check.
3. Tender and close the **check**, as normal. The combo appears on the check, as follows:



Figure 87 Guest Check Example

## Preventing comp discounts on quick combos

Some restaurants discount quick combos to the lowest price possible, and do not want them discounted further using comps. The system offers the ability to select comps as ineligible for quick combos. For example, a Hamburger quick combo is \$6.50, and the restaurant does not want the quick combo discounted further by applying a comp.

### To prevent comp discounts on quick combos:

1. Select **Maintenance > Payments > Promotions**.
2. Select a **promotion configured as a quick combo**.

3. Select the **Restrictions** tab.

**Promotions**

Promo: 60 5GLE Chz Burger QC Quick Combo QS

Promotion | Quick combo QS | Components QS | Taxes | **Restrictions**

**Promotion restrictions**

Allows items discounted by a promotion	<input checked="" type="checkbox"/>
Allow with existing promotions on check	<input checked="" type="checkbox"/>
Allow with existing promotions on table	<input checked="" type="checkbox"/>
Allow subsequent promotions on check	<input checked="" type="checkbox"/>
Allow subsequent promotions on table	<input checked="" type="checkbox"/>

**Maximum**

Per check	99
Per table	99

**Comp restrictions**

Allow Items discounted by a comp	<input checked="" type="checkbox"/>
Allow with existing comps on check	<input checked="" type="checkbox"/>
Allow with existing comps on table	<input checked="" type="checkbox"/>
Allow subsequent comps on check	<input checked="" type="checkbox"/>
Allow subsequent comps on table	<input checked="" type="checkbox"/>

**Comp Restrictions**

**Included**

Drag a column header here to group by

Number	Name
1	B.O.G.
5	Flyer Comp
7	Bev Coupon
8	PR Comps
9	Emp Meals
15	Coin Comp
30	Vid-Comn%

**Excluded**

Drag a column header here to group by that column

Number	Name
3	Mngr Comp

Figure 88 Promotions - Restrictions Tab

4. Under the 'Comp Restrictions' group bar, select the **comp**, such as 'Mngr Comp' from 'Included' and click >> to move it to 'Excluded.'
5. Repeat **step 4** for any additional comps to disallow for the quick combo
6. Click **Save**.
7. Repeat this **procedure** for any other quick combo to exclude comp discounts.
8. Exit the **Promotions** function.



## Applying a value added tax (VAT)

International restaurants must include the Value Added Tax, also known as a Goods and Services Tax (GST), on quick combos.

### To calculate quick combo taxes based on cost of sales:

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

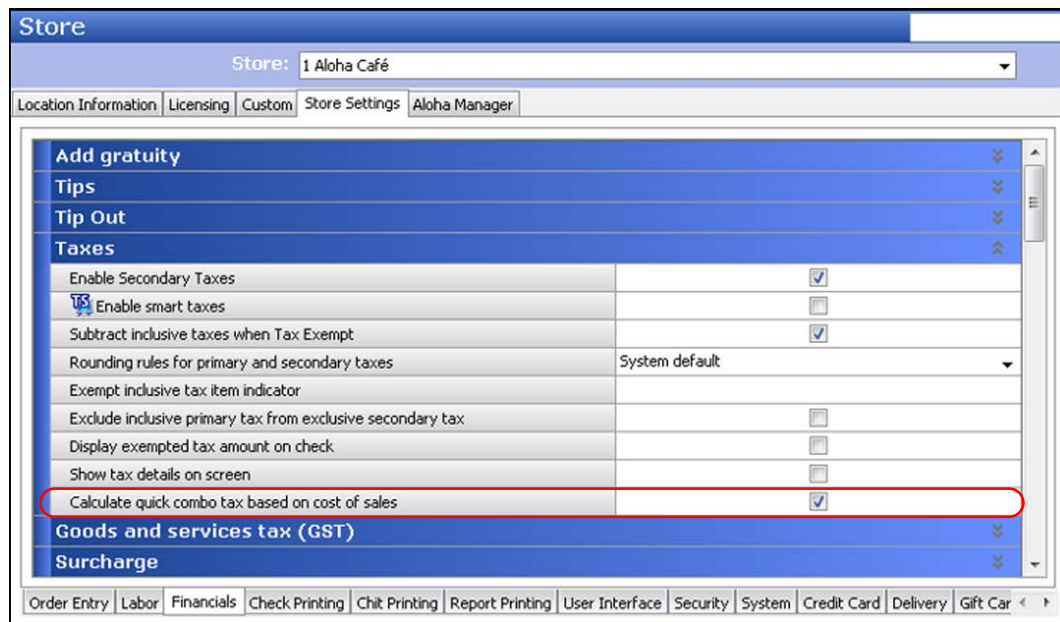


Figure 89 Store Settings Tab - Financials Group

4. Under the 'Taxes' group bar, select **Calculate quick combo tax based on cost of sales** to apply a VAT tax on quick combos.
5. Click **Save** and exit the **Store** function.

## Consolidating quick combos on a chit

You can consolidate like quick combo promotions on a chit.

### To consolidate quick combo items:

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

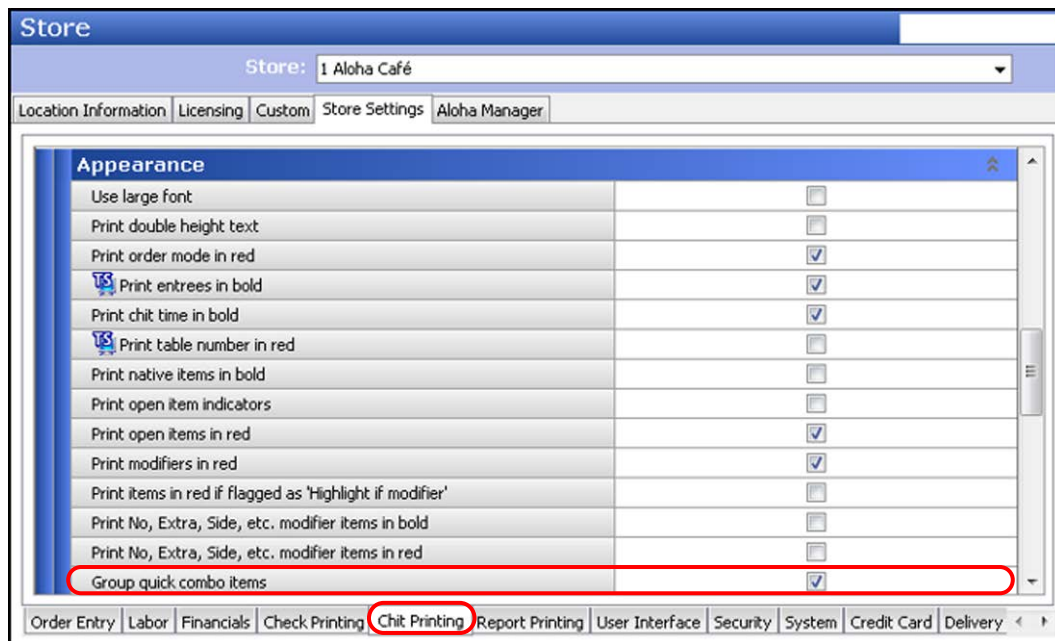


Figure 90 Store Settings Tab - Chit Printing Group

4. Under the 'Kitchen Chit - Appearance' group bar, select **Group quick combo items** to print items that are part of the quick combo promotion together on the chit.
5. Click **Save** and exit the **Store** function.

## Activating a quick combo through an event

Although the buttons that you configured earlier are available to use, there are times when you may wish to schedule a quick combo using Event Schedule. For example, if you are an above store user, and stores located in California do not sell a particular quick combo, but the quick combo button appears on the FOH, you can deactivate the quick combo for those stores only. You can also use Event Schedule for when you offer seasonal quick combos. Should an employee touch a quick combo they do not sell, or a seasonal quick combo, the FOH displays a 'This promotion is not active' message.

After creating a promotion, the Activation Schedule and Event Schedule functions work together to establish when the promotion appears during order entry. Set up an 'Activate Promo' event type. This event type makes a promo available on specific dates and times. You can stipulate a specific revenue center in which to make the promo active or make it active for all revenue centers. To disable the promo before the EOD process occurs, create another Activate Promo event, clear 'Active,' and select an activation schedule that starts at the desired end time.

### Editing or adding an activation schedule

Analyze your existing activation schedules to determine if a schedule with the desired recurrence interval for activating or deactivating a quick combo already exists. If yes, use that activation schedule to activate the quick combo; if not, create a new activation schedule with the desired interval.

**Note:** How you are using the Event Schedule function determines whether you add new events to an existing event schedule or add them 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.

For example purposes, we show the Hamburger quick combo.

### To activate a quick combo promotion:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **event schedule** to edit from the drop-down list.
3. Select the **Events** tab.
4. Click the **Add** drop-down arrow, select **Activate Promo** as the event type, and click **OK**.

Description	Activation schedule	Start time	Start date	End date
Set Guest Check Footer Message for Din...	Always	00:00	None	None
Set Guest Check Footer Message by 1 M...	Always	00:00	3/1/2019	5/31/2019
▶ Promo: Turn on Hamburger QuickCombo ...	Always	00:00	1/21/2020	1/28/2022

Activate Promo	
Promo	Hamburger QuickCombo
Active	<input checked="" type="checkbox"/>
Button position	0
Revenue center	All

Figure 91 Event Schedule

5. Under the 'Events' group bar, select the **frequency** of the event, such as 'Always.'
6. Select the **date** on which to begin the quick combo promotion in 'Start date.'
7. Select the **date** on which you no longer want the quick combo promotion active in 'End date.'
8. Under the 'Activate Promo' group bar, select the **quick combo** you created earlier from the drop-down list.
9. Select **Active**.
10. Select the **revenue center** from the drop-down list.
11. Repeat this **procedure** for any other quick combo to control using Event Schedule.
12. Click **Save** and exit the **Event Schedule**.

#### To deactivate a quick combo promotion:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **Events** tab.
3. Under the 'Activate Promo' group bar, clear **Active**.
4. Click **Save** and exit the **Event Schedule** function.

## Changing the price of a quick combo

You can manually enter component prices on the 'Components QS' tab of the Promotions function; however, to easily change the price of component or the quick combo itself, you have the option to use the Price Changes function. You can send the price change to the FOH, for certain days and for higher or lower prices, by scheduling price change events for both item and size surcharges, and quick combos.

**SCENARIO:** You offer small Gilroy Garlic Fries in your hamburger quick combo. Due to unforeseen circumstances, the supply chain from Gilroy, California, is disrupted and prices go up. To counter this price surge, you increase the price of your small Gilroy Garlic Fries by \$0.75. The total is now \$1.75.

#### To configure a price change for a quick combo component:

1. Select **Maintenance > Pricing > Price Changes**.
2. Click **New** and accept the **system assigned number** or click the **ellipsis button (...)** next to
3. 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a **descriptive name** to identify the price change. For example, 'Gilroy Garlic Fries.'
5. Select the **date on which to start the price change** at the store in 'POS activation start date.'
6. Select the **date on which you no longer want the event to be active** at the store in 'POS activation end date.'

7. Select the **Promos** tab.

Price Changes

Price change: 11 Gilroy Garlic Fries

Price Change | Items | Price Levels | Promos

Promotions

Drag a column header here to group by that column

Number	Name	Compare	Change	Action
60	Hamburger QuickCombo			
Child Records				
Name	Component Item	Compare	Change	Action
	Item surcharge (Fruit Cup)		\$0.50	
	Upsell1 (Fruit Cup) Item Surcharge		\$0.50	
	Upsell1 (Fruit Cup) Size Surcharge		\$0.00	
	Upsell2 (Fruit Cup) Item Surcharge		\$0.50	
	Upsell2 (Fruit Cup) Size Surcharge		\$0.00	
	Item surcharge (1/2 Garden Salad)		\$1.00	
	Upsell1 (1/2 Garden Salad) Item Surcharge		\$1.00	
	Upsell1 (1/2 Garden Salad) Size Surcharge		\$0.00	
	Upsell2 (1/2 Garden Salad) Item Surcharge		\$1.00	
	Upsell2 (1/2 Garden Salad) Size Surcharge		\$0.00	
	Item surcharge (Small Gilroy Garlic Fries)		\$1.00	\$1.75 Increased 0.75
	Upsell1 (Small Gilroy Garlic Fries) Item Surcharge		\$1.00	\$1.75 Increased 0.75
	Upsell1 (Small Gilroy Garlic Fries) Size Surcharge		\$0.00	
	Upsell2 (Small Gilroy Garlic Fries) Item Surcharge		\$1.00	\$1.75 Increased 0.75
	Upsell2 (Small Gilroy Garlic Fries) Size Surcharge		\$0.00	
	Item surcharge (Medium Fries)		\$0.25	
	Upsell1 (Medium Fries) Item Surcharge		\$0.00	
	Upsell1 (Medium Fries) Size Surcharge		\$0.00	

Compare Price Change to Promo Price

Figure 92 Price Changes

8. Select the **quick combo component** to modify under the 'Component Item' list. For example, 'Item surcharge (Small Gilroy Garlic Fries).'
9. Type the **change amount** for Item Surcharge, Size Surcharge, or both, in the 'Change' text box. For example, '\$1.75' in 'Item Surcharge'. After entering this amount, the Increased/Decreased amount appears in the 'Action' text box. For example, 'Increased 0.75.'
10. Repeat this **procedure** for any other menu items for which to change the price.
11. Click **Save**.
12. Repeat this **procedure** for any other quick combos that require price changes.
13. Exit the **Price Changes** function.
14. Continue to the **next procedure**.

**To add the 'Activate Price Change' 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.

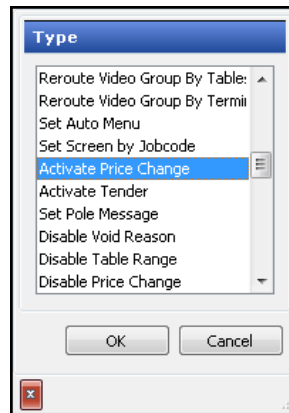


Figure 93 Activate Price Change

4. Click the **Add** drop-down arrow, select **Activate Price Change** as the event type, and click **OK**.

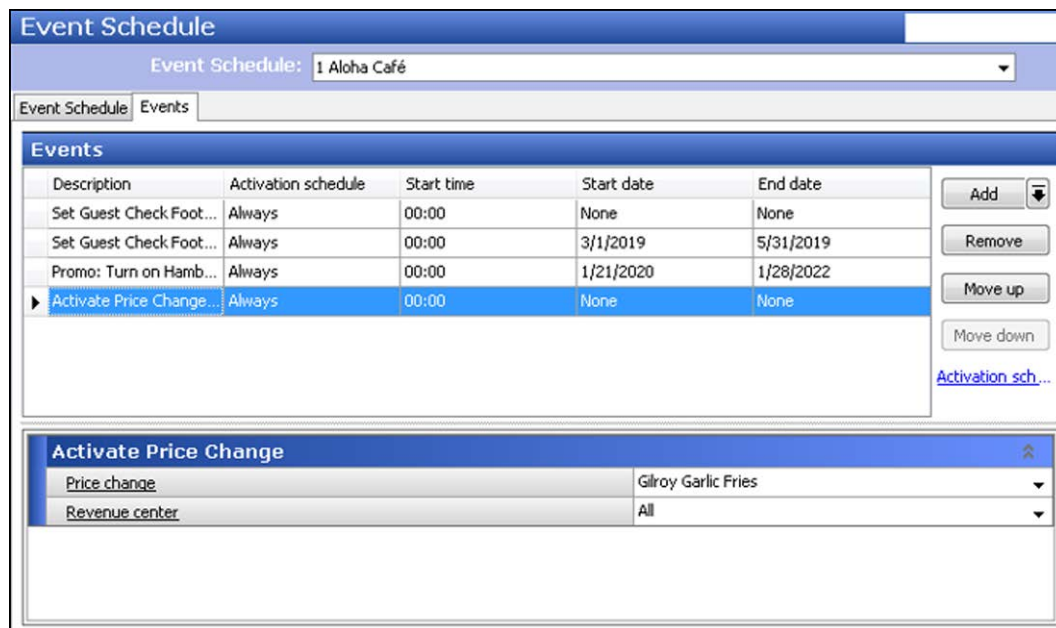


Figure 94 Event Schedule Price Change

5. Under the 'Events' group bar, 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 read only.
6. Select the **date on which to make the event active** at the store in 'Start date.' This date must be equal to or later than the 'Start date' defined for the price change in the Price Change function.

7. Select the **date on which you no longer want the event to be active** at the store in 'End date.' This date must be equal to or earlier than the 'End date' defined for the price change in the Price Change function.
8. Under the 'Activate Price Change' group bar, select the **price change event** from the drop-down list. For example, 'Gilroy Garlic Fries.'
9. Click **Save**.
10. Repeat this **procedure** for any other quick combo price changes to schedule.
11. Exit the **Event Schedule** function.

## Refreshing data

After all settings are in place, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become 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.**

## Section 4: Reporting Quick Combos

Quick combo levels are very important in reporting, especially for franchisee organizations. In most corporations, the higher the quick combo level the restaurant reports, the more benefits the franchisee receives. The Aloha POS system offers a variety of reports that provide quick combo data; all of which can be easily accessed from either the FOH or Back-of-House (BOH).

### Front-of-house (FOH) reports

The FOH reports include data for the current day only. To allow an employee to view a FOH report, you must select the reports the employee can run in the access level to which the employee is assigned.

 **Tip:** Access Maintenance > Labor > Pos Access Levels and select 'Manager Flash' and 'Restaurant Sales' under the 'Reports' group bar for each access level requiring the ability to run these FOH reports.

The available FOH reports include:

- Flash Report
- Daily Summary Report
- Restaurant Sales Report

### Back-of-house (BOH) reports

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

- Sales Report (Summary and Weekly)
- Sales by Revenue Center
- Performance Measures Report
- Quick Combo Upsell Report
- Audit Report

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



## Section 5: Troubleshooting Quick Combos

The following are helpful hints and troubleshooting tips provided for Quick Combos.

### Quick combo breaks when applied

The quick combo price total must be less than the a la carte price total and offer a discount.

**Tip:** If your quick combos are not working, this should be the first thing you check. This is one of the most common errors that restaurants face.

### Incorrect price of upsell

When you create upsells for your quick combo, you must increase the price of the base quick combo incrementally, by 'adding on' to the price. For example, the hamburger quick combo is \$6.50. If the guest decides to upgrade to the medium quick combo, you type '0.50,' and the price increases to \$7.00. If you type '7.00' in the text box, the guest is charged \$13.50.

### Quick combo toggle error

If the primary item of the quick combo is not on the check, you may receive the following error:

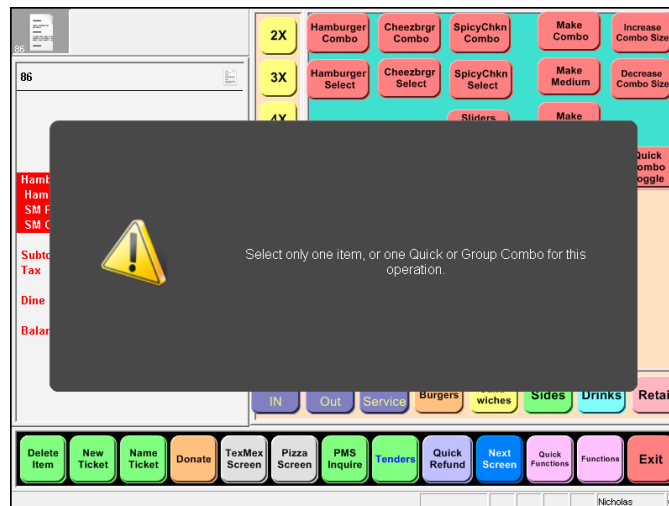


Figure 95 Quick Combo Toggle Error

Touch the message to dismiss and select the main component of the quick combo. Touch the quick combo toggle button to add the quick combo to the check.

If you receive the following error:

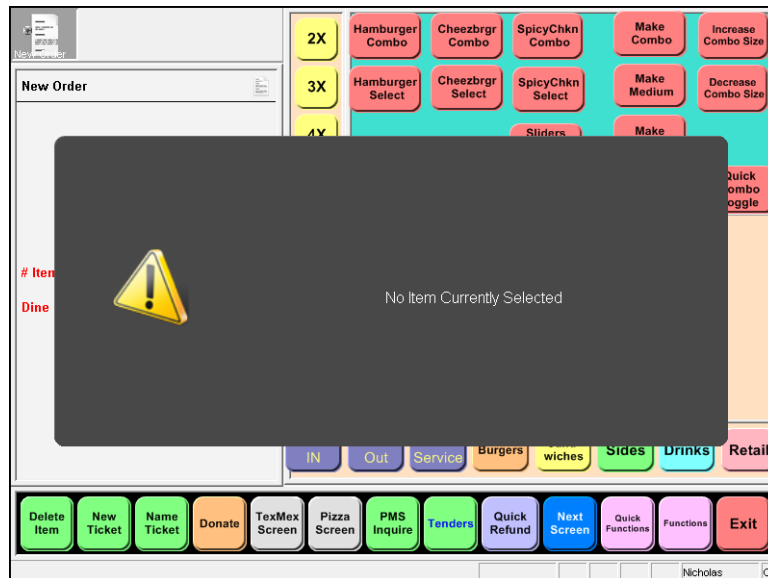


Figure 96 No item Currently Selected

You have not included the primary item on the guest check. Again, touch the message to dismiss, then touch the main component of the quick combo, and touch the quick combo toggle button.

#### Size surcharge does not calculate with entered values

If your size surcharge does not calculate correctly, you may wish to use the 'Components QS' tab on the Components group bar in Maintenance > Payments > Promotions to manually enter your size surcharges. See ["Specifying a fixed surcharge amount" on page 63](#) for instruction.

#### Item substitution does not work

Ensure you have enabled item substitution on the 'Components QS' tab on the Components group bar in Maintenance > Payments > Promotions and the item is eligible in the substitution category.

## Quick Combos, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:  
[Documentation.HSR@NCRVoyix.com](mailto:Documentation.HSR@NCRVoyix.com)