

# Feature Focus Guide: Delay Send

Core Product: Aloha Table Service  
Last Updated: December 15, 2023

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## Revision Record

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11/08/2022		Converted document to use new templates.
01/11/2023		Updated front cover and back page to reflect new NCR branding.
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## About Delay Send

Delay Send at a Glance	
Core Product	Aloha® Table Service
Complementary Products	None
Separate License Required?	No
Other References	Aloha Table Service Manager Guide, Aloha Table Service Server Guide, Aloha Table Service Reference Guide

The Hold button that appears as one of the standard buttons on the Aloha® Table Service order entry screen allows you to place one or more items on hold without ordering them (sending them to the kitchen). The items appear in pink text in the guest check window, and the table icon blinks on the Working with Tables (WWT) screen or a floor plan in use, alerting you that at least one item is on hold. You can return to the guest check and manually take the items off hold either by ordering or deleting the held items. Ordered items appear in black text in the guest check window.

**Scenario:** Standard Hold Button Functionality: When ordering, a guest shows interest in a slice of pie, and you know there is only one slice of the dessert left. Add a slice of pie to the guest check and place it on hold. The item appears in pink text in the guest check window. Return to the guest check later and either manually release the pie or delete it from the guest check, based on the decision of the guest.


**Note:** The system temporarily removes held items from inventory but held items do not print on the chit or guest check.

You can enhance the functionality of the standard Hold button by enabling the automatic release of held items, known as the Delay Send functionality. Held items release to the kitchen based on the number of minutes you enter at the time you place them on hold, eliminating the need to manually take the items off hold.

**Scenario:** Enhanced Hold Button Functionality: When ordering, a guest shows interest in a slice of pie, and you know there is only one slice of the dessert left. Add a slice of pie to the guest check and place it on hold. When you touch the Hold button, a screen appears allowing you to specify the number of minutes to hold the item before automatically releasing it to the kitchen. Should the guest decide they do not want the slice of pie, return to the guest check before the item automatically releases to the kitchen, select and delete the item.

For more advanced functionality, such as providing a Hold button with a preset length of time to hold items, or to provide multiple Hold buttons configured with different increments of time (10 Minutes, 20 Minutes, 30 Minutes), you can replace the standard Hold button with one or more custom Hold buttons configured to meet your needs.

**Scenario:** Custom Hold Button Functionality: When ordering, guests who are dining in want to take an order home with them for a family member who was unable to dine out with them. They want you to wait and prepare the items so that they are ready just before they leave. Add the 'to go' items to the guest check and touch the custom Hold button that is preset to automatically release in 20 minutes. If you determine the guests need more time, return to the guest check before the held items automatically release to the kitchen, select the items, and reset the hold time.

 **Reference:** While Delay Send is useful as a standalone feature, it also works in conjunction with Course Ordering. Refer to the Course Ordering Feature Focus Guide for how you can integrate these two features.

## Configuring Delay Send

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

### Delay Send Procedures at a Glance:

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

1.	Select <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Order Entry</b> group to enable the automatic release of held items and define such things as the maximum number of times you can reset a hold and the categories to prevent from being held. See <a href="#">page 6</a> .
2.	Select <b>Maintenance &gt; Screen Designer &gt; Table Service Screen Designer</b> to create one or more custom panels on which to add the preset Hold buttons. See <a href="#">page 8</a> .
3.	Access <b>Maintenance &gt; System Settings &gt; Event Schedule</b> to activate the new custom panel, by job code. See <a href="#">page 12</a> .
4.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 13</a> .

## Enabling and defining delay send functionality

Whether you just want to enhance the functionality of the standard Hold button, or use the more advanced functionality of the Delay Send feature, you must first enable the automatic timed release of held items. Once enabled, each time you touch a Hold button, you can establish the length of time to hold the selected items before automatically releasing the items to the kitchen. You will also want to define the conditions under which you allow the use of a Hold button. For example, you can specify the maximum number of times you can reset the hold time for items on hold, and you can prevent items in up to five specific categories from being held.

Once you enable the automatic timed release of held items, the functionality of the standard Hold button is now enhanced and you are able to automate the release of held items. When you touch the standard Hold button, the Enter Release Information screen appears, providing you with up and down arrows that allow you increase or decrease the length of time to hold the selected items, one minute at a time. When the time lapses, the items automatically release to the kitchen. You can manually remove the items from hold at any time before they release to the kitchen.

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

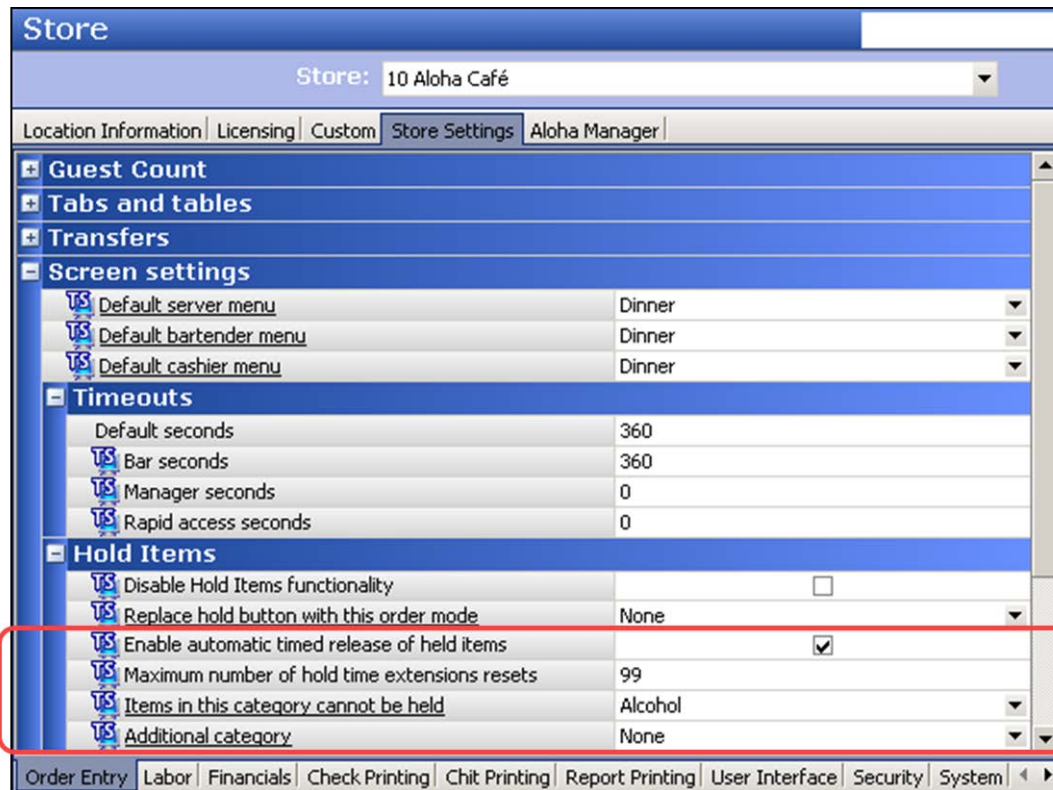


Figure 1 Automatic Timed Release of Held Items

4. Under the 'Screen settings > Hold Items' group bar, select **Enable automatic timed release of held items** to automate the release of held items on a guest check.
5. Designate the **maximum number of times you can reset the hold time** for an item in 'Maximum number of hold time extensions resets.'
6. Select a **category** containing items you cannot place on hold in 'Items in this category cannot be held.' Selecting a category enables 'Additional category.'
7. Select up to **four additional categories** containing items you cannot place on hold in 'Additional category.'
8. Click **Save** and exit the **Store** function.

This is all that is required to enhance the functionality of the standard Hold button. If you need to implement the more advanced functionality of the Delay Send Feature, continue to the next procedure.

## Adding preset hold buttons to a custom panel

Aloha Table Service uses hard-coded screens to maintain familiarity and a consistent screen flow. The hard-coded design of the Table Service order entry screen includes the following areas:



Figure 2 Order Entry Screen

The area located on the lower right side of the order entry screen, labeled 'standard buttons' in Figure 2, typically contains the following buttons: Item Lookup, Recipe, Quantity, Repeat, Modify, Delete, and Hold; however, it is possible to have an optional fifth order mode in place of the Hold button. Some of these buttons are available at all times, and some depend on the configuration of the Back-of-House (BOH).

The enhanced Hold button allows you automatically release held items, but you can establish the hold time using only one minute increments of time. For more advanced functionality, such as providing a Hold button with a preset increment of time for releasing held items, or providing multiple Hold buttons configured with different increments of time (10 Minutes, 20 Minutes, 30 Minutes), such as what you would use for Course Ordering, you can replace the standard Hold button with one or more custom Hold buttons configured to meet your needs; however, this requires you to create a custom panel of the Order Entry type to replace the standard buttons located on the lower right side of the screen. If you need more buttons than what can fit on one custom panel, including the standard buttons you want to retain, create more than one custom panel and use 'Chain' buttons to navigate between the custom panels.



To add Hold buttons that use preset increments of time requires you to create a custom panel to replace the standard buttons located on the lower right side of the screen. If you need more buttons than what can fit on one custom panel, including the standard buttons you want to retain, create more than one custom panel and use 'Chain' buttons to navigate between the custom panels.

For example, in Figure 3, we created two custom panels. On the first panel, the Hold button uses the Chain function to access a second custom panel onto which we added multiple Hold buttons using different preset increments of time. We then added a chain button to the second custom panel for navigation back to the first custom panel.



Figure 3 Custom Panels to Replace Standard Panel

Teaching you how to create a custom panel to replace the hard-coded buttons that appear on the lower right side of the order entry screen is beyond the scope of this document. To learn how to create this panel, refer to the Custom TS Order Entry Screen Feature Focus Guide. We suggest you create at least one custom panel, add a button for each of the standard buttons, including the standard Hold button, so that the two panels are identical, and then return here in this document to learn how to add preset Hold buttons to the custom panel.

**To change the standard Hold button you placed on the custom panel to a preset Hold button:**

1. Select **Maintenance > Screen Designer > Table Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select the **custom panel created** per the instructions in the TS Custom Order Entry Screen Feature Focus Guide, and click **OK**.

4. Select the standard **Hold button**. The Properties dialog box appears.

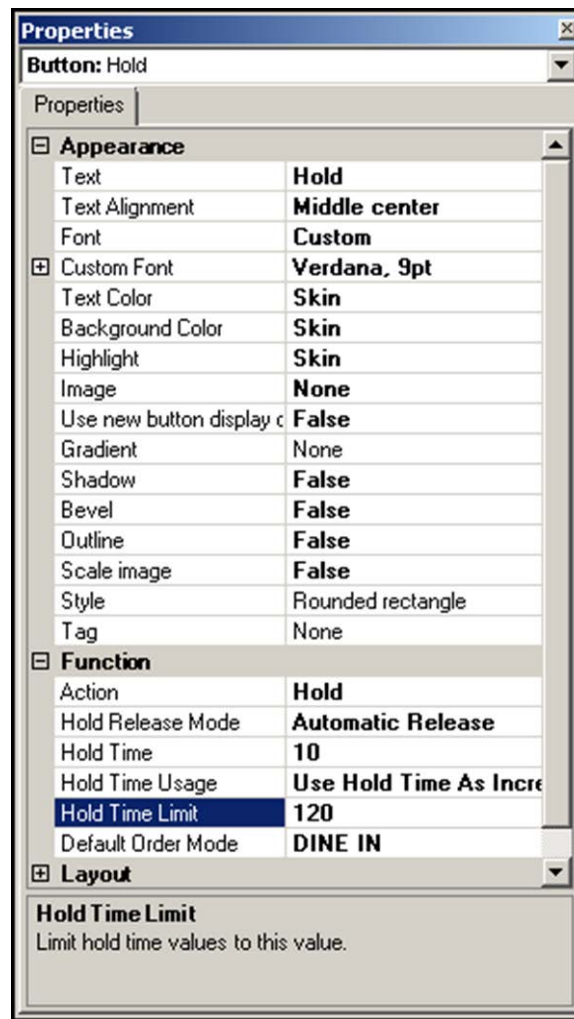


Figure 4 Delay Send Button

Under the 'Function' group bar, **Hold** is selected in the 'Action' drop-down list.

5. Select **Automatic Release** as the 'Hold Release Mode' to make this a Hold button that uses the Delay Send functionality. Additional options appear.
6. Type the **number of minutes** to hold one or more selected items before releasing them to the kitchen. Select between one and 20 minutes, then five-minute intervals between 25 and 60. The default is one minute.
7. Select **Use Hold Time As Increment** in 'Hold Time Usage' to use the value in 'Hold Time' as an increment of time by which to increase or decrease the length of time to hold an item. The Enter Release Information screen that appears provides up and down arrows that allow you to increase or decrease the hold time by the designated increment of time only. For example, if 'Hold Time' is 10, you can press the up arrow once to increase the hold time from 10 to 20 minutes, press it twice to increase the hold time to 30 minutes. The system calculates the release time by adding

the value on the screen to the current system time. To increase or decrease the hold time, you must reselect the held items in the guest check window and touch Hold again; however, if only one minute has passed since you last put the item on hold, the release time increases only by one minute. You cannot exceed the number of minutes you define for 'Hold Time Limit.' You also cannot exceed the number of resets specified in 'Maximum number of hold time extensions resets.'

- OR -

Select **Use Hold Time As Default** in 'Hold Time Usage' to use the value in 'Hold Time' as a hard value at which to set the length of time to hold an item. For example, if 'Hold Time' is 10, when you touch Hold, the system sets the release time by adding ten minutes to the current system time. To increase or decrease the hold time, you must reselect the held item in the guest check window and touch Hold again; however, if only one minute has passed since you last time you put the item on hold, the release time increases only by one minute. You cannot exceed the number of resets specified in 'Maximum number of hold time extensions resets.'

**Note:** The Enter Release Information screen appears, for order mode selection only, for hold buttons for which you select 'Use Hold Time As Default' and leave the 'Default Order Mode' at None; the up and down arrows for increasing or decreasing the hold time are not available on this screen.

8. If you select 'Use Hold Time As Increment,' type the maximum **number of minutes** you can keep items on hold in 'Hold Time Limit.' The minimum value is 60 minutes; the maximum value is 480 minutes (eight hours).
9. Select the **default order mode** to which to commit held items when the system automatically releases the items from hold. If you do not select a default order mode, the Enter Release Information screen requires the selection of an order mode before you can continue.
10. Under the 'Appearance' group bar, replace the word Hold with the name to appear on the button, such as 'Hold\n10 Min.' To display text on multiple lines, insert '\n' without spaces for line breaks.
11. Configure the **remaining options** as you would for any other button.
12. Repeat this **procedure** for each preset Hold button you need with a different increment of time, such as twenty minutes and thirty minutes. You may need to create more than one custom panel to accommodate the buttons you need. If so, instead of making the standard Hold button a preset Hold button, convert it to a button that chains to the second panel, and add all Hold buttons to the second panel. See Figure 3. Don't forget to add a button on the second panel that chains back to the first panel.
13. Select **Panel > Save All Panels**.
14. Exit the **Screen Designer** function.

## Activating a custom panel

The 'Set Order Screen Panel by Jobcode' event added to an event schedule is how you get the custom panel to appear. Remember, when activated, this panel overlays the area located on the lower right side of the order entry screen. How you use 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.

Because you do not require this event to stop before the End-of-Day runs, it is not necessary to disable this event; however, it is entirely possible to do this, if desired.

### To activate the new custom panel using 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.
4. Click the **Add** drop-down arrow, select **Set Order Screen Panel by Jobcode** as the event type, and click **OK**. The new event appears under the 'Events' group bar.

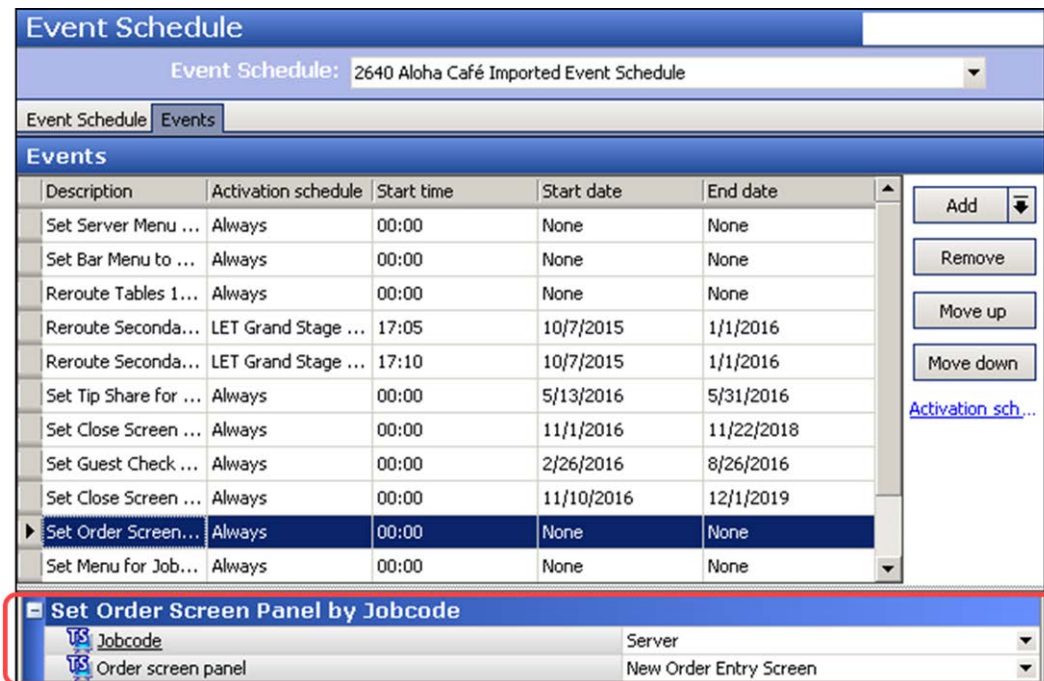



Figure 5 Set Order Screen Panel by Jobcode

5. Select **Always** from the 'Activation Schedule' drop-down list. Because the Always activation schedule stipulates to begin at 'start of day,' you cannot edit the 'Start time' in the event definition. This information is read only.


6. Select the **date** on which you want the event to become active at the store in 'Start date.'
7. Select the **date** on which you no longer want the event to be active at the store in 'End date.'
8. Under the 'Set Order Screen Panel by Jobcode' group bar, select a **job code** for which you want the custom order entry panel to appear from the drop-down list. If you need the custom panel to appear for more than one job code, you need to add an event for each job code.

 **Tip:** To disable a custom panel prior to the End-of-Day, create another event of this same type, but select None for 'Jobcode.'

9. Select the **custom panel** to appear specifically for the selected job code from the 'Order screen panel' drop-down list. If you created more than one custom panel, you need only specify the first custom panel that is to appear. You navigate between the custom panels using the Chain buttons. The Events tab reflects your selections under the 'Events' group bar as you make them.
10. Click **Save**.

## Refreshing the data

After all settings are in place in Aloha Manager, 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.

 **Warning:** To disable a custom panel prior to the End-of-Day, create another event of this same type, but select None for 'Jobcode.'

## Using Delay Send

When using Delay Send, when you place one or more items on hold, the items automatically release to the kitchen at the designated release time. You do not have to return to the check and manually release the items; however, if a guest needs more time, you may need to reset the hold time.

Scenario, Enhanced Hold Button Functionality: When ordering, a guest shows interest in a slice of pie, and you know there is only one slice of the dessert left. Add a slice of pie to the guest check and place it on hold. When you touch the Hold button, a screen appears allowing you to specify the number of minutes to hold the item before automatically releasing it to the kitchen. Should the guest decide they do not want the slice of pie, return to the guest check before the item automatically releases to the kitchen, select and delete the item.

1. Log in to the **Front-of-House (FOH)**.
2. Touch **New** to start a new table. The order entry screen appears.
3. Add **items** to the check as normal. The items appear in blue text (unordered state) in the guest check window.

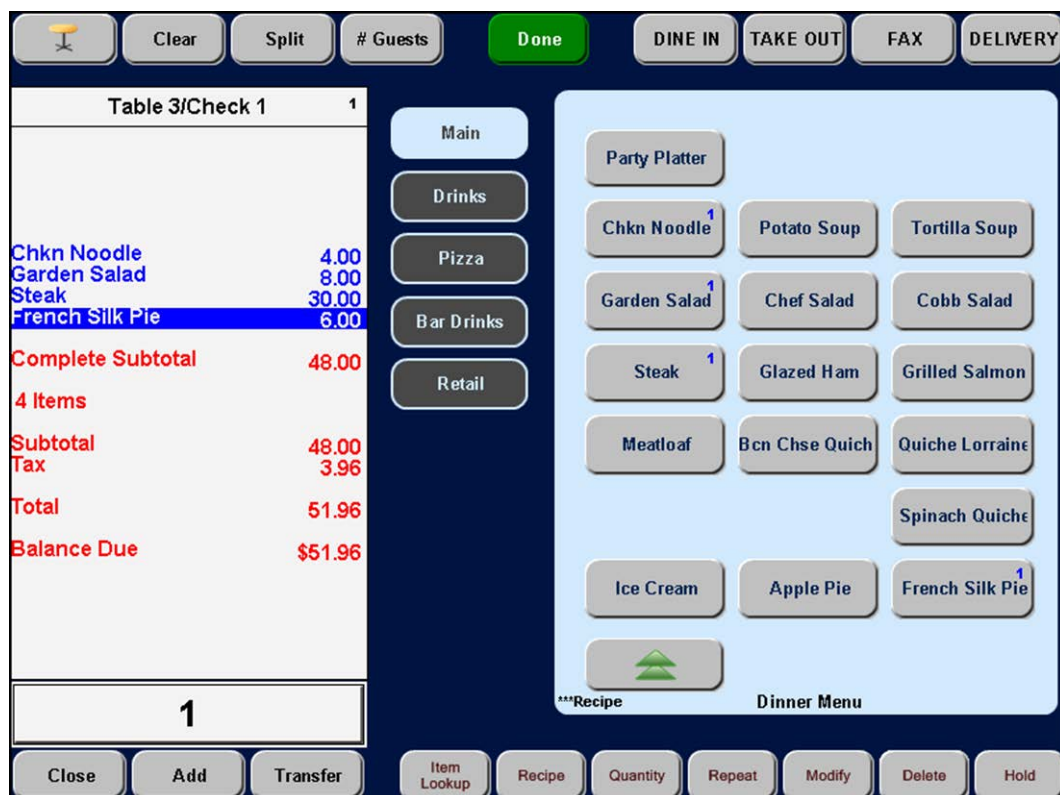


Figure 6 Selecting the Item(s) to Place on Hold

4. Touch the **item** to place on hold in the guest check window and touch Hold. The Enter Release Information Screen appears.

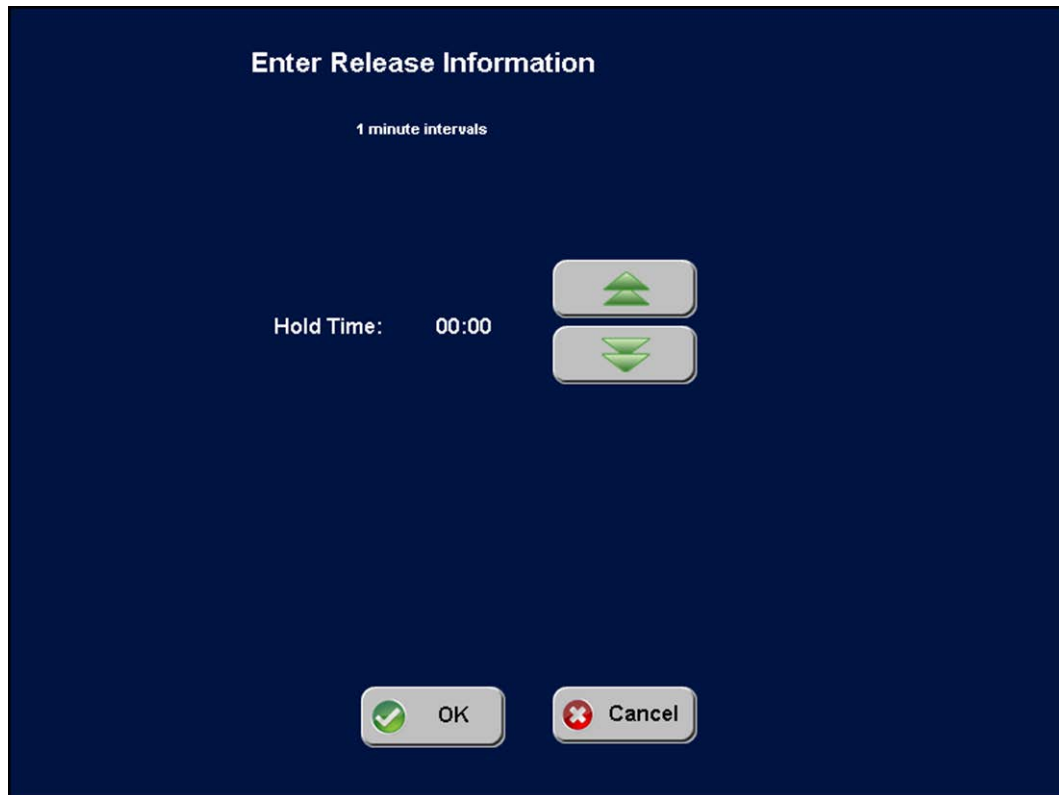


Figure 7 Enter Release Information Screen

5. Touch the **up and down arrows** to increase or decrease the hold time. The order modes appear on the screen.

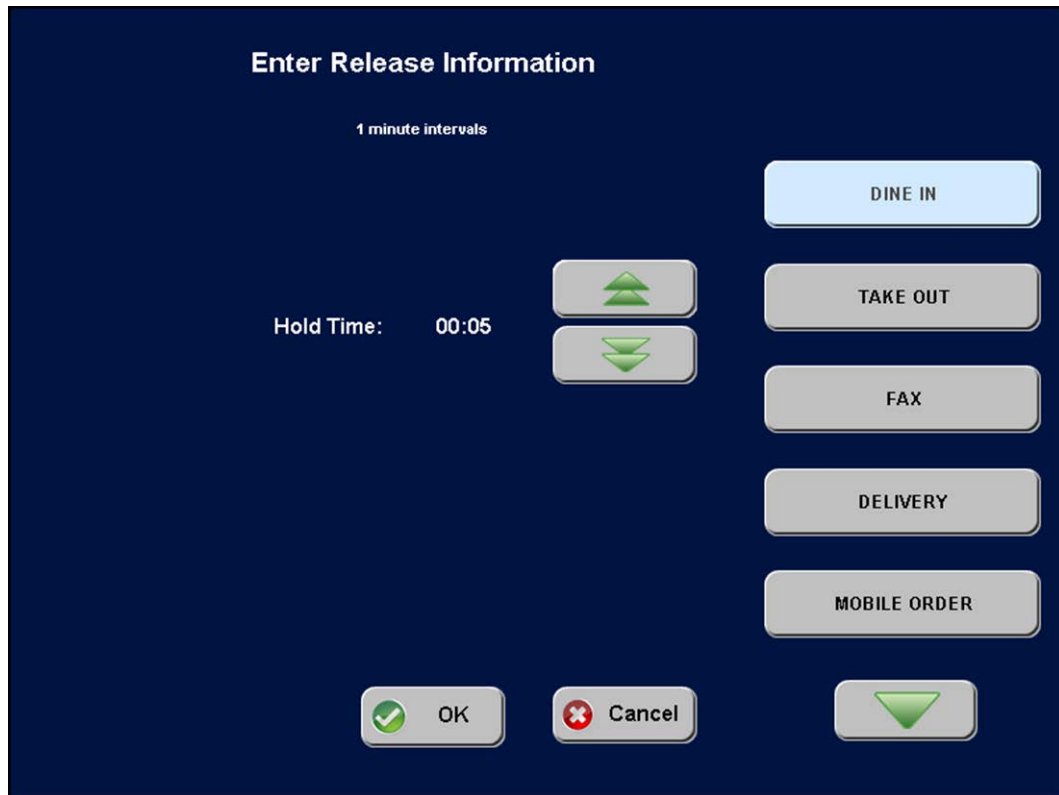


Figure 8 Select Order Mode



- Select the **order mode** to commit the held item to when it releases from hold and touch **OK** to return to the order entry screen. The held item appears in the guest check window in pink text (held state) with the calculated release time.



Figure 9 Item Held

- Exit the **check** as normal. If necessary, return to the check before the item automatically releases to the kitchen to reset the hold time or delete the held item from the guest check. If you do neither of these things, the system sends the held item to the kitchen when the release time occurs.

Scenario, Custom Hold Button Functionality: When ordering, guests who are dining in want to take an order home with them for a family member who was unable to dine out with them. They want you to wait and prepare the item so that it is ready just before they leave. Add the 'to go' items to the guest check and touch the custom Hold button that is preset to automatically release in 30 minutes. If you determine the guests needs more time, return to the guest check before the held items automatically release to the kitchen, select the items, and reset the hold time.

- Log in to the **FOH**.
- Touch **New** to start a new table. The order entry screen appears.

3. Add **items** to the check as normal. The items appear in blue text (unordered state) in the guest check window.



Figure 10 Adding Items to Check

4. Touch the **items** to place on hold in the guest check window and touch the **Hold** button. If the held items appear in the guest check window in pink text (held state) with the calculated release

time, continue with **step 6**; however, if the Enter Release Information screen appears, continue with the **next step**.

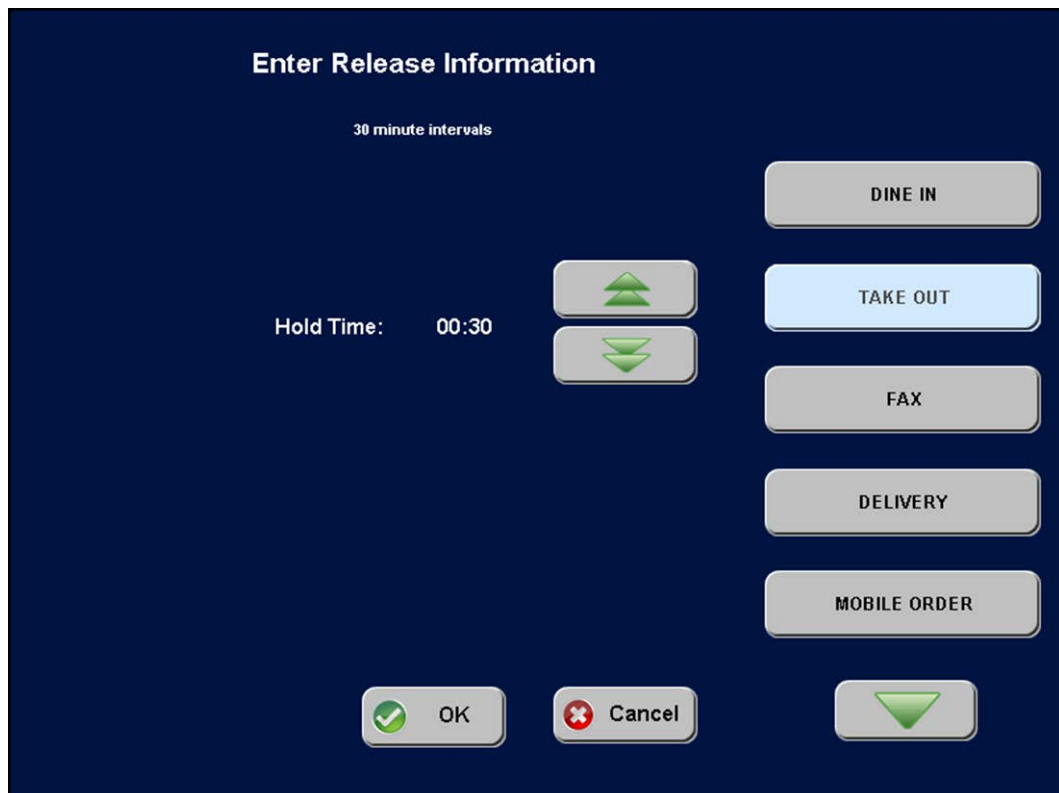


Figure 11 Enter Release Information Screen

5. If up and down arrows are available on the Enter Release Information screen, use **these arrows** to increase or decrease the hold time based on the allowed increment of time, if necessary.

- Select the **order mode** to which to automatically release the held items when the hold time lapses, if necessary, and touch **OK**. The system returns to the Order Entry screen with held items appearing in the guest check window in pink text (held state) with the calculated release time.



Figure 12 Held Items

- Exit the **check** as normal. The held items are sent to the kitchen when the release time occurs.

## Troubleshooting Delay Send

The following are helpful hints and troubleshooting tips provided for Delay Send.

### Unable to increase or decrease the hold time

If you attempt to increase or decrease the hold time of an item, the following error messages may appear:



Figure 13 Error Messages

Touch the error message to dismiss it. You cannot place an item on hold longer than the number of minutes defined for the Hold button in 'Hold Time Limit.'

### The standard hold button does not appear on the screen

If the standard Hold button does not appear on the order entry screen, the system is configured to display a different button on top of the Hold button for any of the following reasons:

- You selected 'Allow to reprint own checks' under the 'Security' group bar on the Financial tab in Maintenance > Labor > Jobcodes. This forces the Reprint button to appear instead of the Hold button. You must add the Hold buttons to a custom panel when configuring Delay Send.
- You selected 'Replace hold button with this order mode' under the 'Screen settings > Hold Items' group bar in the Order Entry group on the Store Settings tab in Maintenance > Business > Store. This forces the selected order mode to appear instead of the Hold button. You must add the Hold buttons to a custom panel when configuring Delay Send.

### No order modes appear for selection on the enter release information screen

If you configure the Delay Send feature and a held item automatically assumes an order mode other than the one you want and does not allow the selection of an order mode on the Enter Release Information screen, the job code may be restricted to a single order mode. Select None from the 'Default order mode' drop-down list under the 'Order entry' group bar on the Order Entry tab in Maintenance > Labor > Jobcodes.

### The Hold button appears but does not function

If the Hold button appears but does not function, the Hold function is disabled. Clear 'Disable Hold Items functionality' under the 'Screen settings > Hold Items' group bar in the Order Entry group on the Store Settings tab in Maintenance > Business > Store.'

## Delay Send, Feature Focus Guide

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