

# **Aloha Takeout v19.10 Reference Guide**

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# Preface

## About this guide

The Aloha Takeout Reference Guide provides general information about each function on the Maintenance menu of the Aloha Takeout Back-of-House (BOH) application. This guide introduces you to the basic components of Aloha Takeout and explains how each function works.

The Aloha Takeout Reference Guide also describes the options within each function on the Maintenance menu, and how they impact your everyday use of Aloha Takeout. If an option has a dependency or relationship with another option, the following appears at the end of the definition, as applicable:

**Required Options** — Indicates the additional, **mandatory** settings you must complete in the Maintenance menu, for the current option to function properly.

**Related Options** — Indicates the additional, **elective** settings you can complete in the Maintenance menu, to enhance the functionality of the current option.

**Related Requirements** — Indicates the additional, **mandatory** steps or processes you must perform for the current option to function properly.

## Is this guide for you?

The Aloha Takeout Reference Guide is intended for both novice and experienced users of the product. A new user can read the overview information for any given function to gain a better understanding of the function and its purpose. An experienced user might access this guide to look up the definition of specific options, or to find out more about the various functions in Aloha Takeout.



**Reference:** This guide does not provide step-by-step instructions for using Aloha Takeout. Refer to the Aloha Takeout Implementation Guide, online Help, and the applicable Feature Focus Guides for procedural instructions.

This guide assumes you have the following knowledge:

- Basic understanding of restaurant terminology and concepts.
- Basic understanding of PCs and Microsoft® Windows®.
- Understanding of the operation of a computer mouse and keyboard.
- Basic understanding of Microsoft® Windows-based menu structures and typical application components, such as scroll bars, buttons, drop-down lists, text boxes, radio buttons, and check boxes.

## How this guide is organized

This guide is designed to help you familiarize yourself quickly with Aloha Takeout. It is organized as follows:

### Chapter 1: About Aloha Takeout

This chapter discusses what Aloha Takeout is and provides the features and benefits of the application. This chapter also explains how to launch, log in, and navigate within Aloha Takeout. Additionally, this chapter provides screen component descriptions, and describes common menus and buttons used in the system.

### Chapter 2: Takeout Configuration field definitions

This chapter explains each Aloha Takeout option, its use, and relationship to other options within Aloha Takeout.

## Conventions used in this guide

Numerous graphics and instructions appear throughout this guide. These conventions make it easy to find and understand information.

### Text conventions

The following conventions help you recognize specific computer components and identify your interaction with the computer:

Example	Description
Click Save	Indicates buttons that require activation by a mouse, or by a function key on the keyboard.
Press Tab	Indicates keys you press on the keyboard.
Maintenance > Labor > Job Codes > Job Codes tab	Indicates the order to use for selecting menu items.
Ctrl+Tab	Indicates key commands. The plus sign indicates to hold down the first key and press the second key.
'Get Check'	Indicates the name of options and other screen elements.

# Chapter 1: About Aloha Takeout

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## Introduction to Aloha Takeout

Aloha Takeout (ATO) is an order management module that works with the Aloha point-of-sale (POS) through an easy-to-use .NET rich client interface to manage customers and orders in takeout, delivery, and other off-premise restaurant operations.

ATO leverages a SQL Express database with each store having its own set of customer and order information, allowing search and storage functions to be quick and efficient. You can link to Aloha Loyalty and Aloha Online through additional configuration. A service on the Aloha Back-of-House computer maintains communication with the SQL Express database, as well as the mapping, Aloha Kitchen, and caller ID interfaces.

The Aloha POS and ATO run in separate windows on the terminal. You configure buttons and options to efficiently transition between both applications and provide a service flow that benefits store employees and customers.

Aloha Connect handles communication between ATO and the Aloha POS. This includes creating, ordering, printing, and tendering checks, as well as performing tip and checkout functions for employees. Virtual employees and interface terminals perform functions automatically when employees are absent or occupied with other tasks.

## Benefits

You see immediate value in your investment in ATO. This product enables you to:

- Quickly search and locate customers through simultaneous field searches or caller ID.
- Modify job roles and access to address specific operational order flow and modes.
- Address many operational models including takeout, delivery, curbside, and catering.
- Store credits for customers to apply to their next order.
- Securely save customer credit card information for use with delivery orders.
- Book and manage future orders up to five years in advance.
- Add one or more deposits to future orders, to cover pre-production operational and product costs.
- Display and print driver routes and maps.
- Print labels by specific item, order mode, or station.
- Calculate delivery fees using several individual or combined methods.
- Create and limit orders to a defined delivery area.
- Integrate with the POS house account functionality and provide professional looking invoices.
- Limit order creation on specific days based on predicted staffing levels and production capacity.
- Limit driver dispatch by license and insurance expiration, as well as other operational statuses.



## Key features

Aloha Takeout offers an extensive list of features to help promote and successfully manage off-premise order operations, including:

**Search** — Quickly locate customers and orders using a robust search engine and SQL Express. NCR Aloha Takeout performs a simultaneous search on the following fields in the customer database:

- Alpha or alpha-numeric search criteria:
  - First name
  - Last name
  - Company (searches only if the first and last name search provide zero matches.)
- Numeric only search criteria:
  - Home phone
  - Office phone
  - Cell phone

Connect a separately purchased caller ID device to the Aloha Back-of-House (BOH) computer and monitor call activity through the Aloha Takeout service. Simply touching a 'ringing' line in ATO performs a search on the phone number passed from the caller ID device. Matches appear, similar to a manual search, for an order taker to confirm a customer when answering the corresponding line on the phone.

**Order Flow and Job Roles** — The Aloha POS and ATO provide several options for optimizing or limiting the flow for employees interacting with the system. Operational size, sales volume, and layout determine the number of required job codes and order modes that are active. In larger operations, job codes configured for a single role may be necessary; whereas, smaller operations may have one job code that performs a number of takeout and delivery roles. Leveraging POS screens, panels, buttons, and job code options allows you navigation between the two modules. You can configure 'home' and 'landing' screen options when employees log in or finalize an order.

**Operational Types** — ATO can address only pick up orders, or expand to delivery, curbside, catering, and other operational types. Business rules require certain customer and order information be entered before starting or finalizing an order, to avoid stranded orders. NCR Aloha Takeout prompts for phone number, vehicle description, and address information, depending on the selected order mode.

**Customer Credits** — It is common practice to issue a credit to a customer to make up for order fulfillment issues. You can limit the ability to issue credits to customers by access level; however, who can apply an existing credit to a check is not controlled. To assist in applying a customer credit and to remove a need to look in a manager log book for credit due a customer, you can store customer

credits with the customer profile. Various icons appear on the ATO screens to alert employees when a customer has a pending credit. There are two factors that limit customer credits when you apply them to a guest check:

1. If the value of a credit due a customer exceeds the 'Maximum amount,' the POS limits a credit amount to the 'Maximum amount' threshold.
2. If the subtotal of a check exceeds the credit amount due a customer, the POS limits a credit amount to the subtotal of the check.

**Saved Payment Information** — Save time processing and applying payments by securely saving credit card information, within PCI-DSS guidelines, for regular or business customers.

**Future Orders** — Book orders up to five years in advance. The system securely saves a future order and automatically releases an order based on promise and prep times. You can apply one or more deposits to a future order, to cover pre-order operational and product costs.

**POS House Account Integration** — You can import existing Aloha POS house accounts for association with NCR Aloha Takeout customer profiles. Once you associate a customer with a house account, you can close checks to a house account tender type through ATO, and print 8 1/2" x 11" invoices to a printer configured on the terminal. Aloha POS maintains posting, printing, and balancing of house account totals.

**Order Capacity Management** — Maintain consistent product and customer satisfaction by limiting orders in volume times, like Friday lunch, to correlate with your capability to produce customer orders. You can limit each order mode by the number of orders, number of items, or labor resources available. Configure order capacity through a weekly schedule broken down into logical daily segments, to provide flexibility for operational needs at each site. Manager override allows accepting orders beyond order capacity limits.

## Optional packages

Aloha Takeout interfaces with additional software and hardware packages, some of which include:

**Delivery** — Add a delivery license to extend ATO beyond the core pick up functionality. The addition of a delivery license allows:

**Driver Management** — Manage driver and delivery order assignments through an easy to use interface. Driver management allows you to monitor driver license and insurance expiration information, to limit store liability in the event a driver has a traffic violation or accident while performing store related duties. Cash transactions, checkouts, and other operations keep track of driver financials and accountability.

**Configurable Delivery** — Configure delivery fees to cover driver fee, packaging, and operational costs incurred by delivery operations. Delivery fee calculation methods include flat amount, percentage, distance, zones, and day parts. Use a single delivery fee method, or 'stack' multiple methods together to create a complex calculation. Authorized employees may override a delivery fee by customer or order, to address unique scenarios or customer satisfaction issues.

**Delivery Area** — Create a delivery area for each store to restrict delivery to addresses beyond the operational area. With mapping functionality, you can configure your delivery area using an easy to learn paint brush-style utility. Tweak the delivery area to define zones and extend or limit streets to meet a site's operational boundaries.

Type-ahead address functionality is an additional benefit of creating a delivery area. Enter the first few numbers or letters of an address and a drop-down list appears with matching streets. Simply select the correct street from the drop-down list and Aloha Takeout quickly populates the remaining address information.

**Mapping and Routing** — With the addition of a mapping license, ATO interfaces with a mapping application to provide multi-stop routes and maps. Selecting a driver with assigned orders allows you to view and print the map and directions to a printer configured on the local terminal. Turn-by-turn route information also prints on driver itineraries.

**Label Printing** — Add a label printer to the Aloha Takeout system to print item labels and attach to takeout packaging. Labels include item, customer, and pricing information, to help identify items without opening the container. You can configure labels to print by item category or order mode. Add additional label printers to print labels at grill, salad, pizza, or other kitchen stations as necessary. A maximum number of printed labels option prevents wasting labels when an order has a large number of the same item.

**Caller ID** — Add a CallerID.com or Rochelle device to provide caller ID information to the ATO system. Ringing lines appear on the Look Up screen with phone number, time of call, and other information. This allows you to quickly match an existing customer or add a new one.

**Aloha Loyalty** — ATO automatically assigns Aloha Loyalty customers to new orders when the customer's profile contains an Aloha Loyalty number.

**Aloha Kitchen** — Improve quote times, food quality, and the customer experience by integrating Aloha Kitchen with ATO.

**Aloha Online** — Efficiently manage both call-in and online orders through ATO when integrated with Aloha Online. Full customer and order information, including payments, are seamlessly sent to your site for fulfillment.

## System requirements

We strongly recommend you adhere to the following minimum system requirements to successfully operate NCR Aloha Takeout in your business.

**⚠ Caution: The needs of your business may require you to obtain more than the minimum system requirements. Please contact your NCR representative to determine the specific requirements for your establishment.**

The hardware requirements for both the BOH and FOH depend on the Aloha POS version as well as the number of modules installed.

**ⓘ Note:** Aloha Takeout runs in 32-bit mode, even on 64-bit Windows 7 operating systems. This is necessary to interact with Aloha security key HASP drivers.

# Chapter 2: About Aloha Takeout

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## About this chapter

An Aloha Takeout (AT) icon appears at the top of the screen in the configuration management tool when you enable 'Uses Takeout' under the 'Products Installed' group bar in Maintenance > Business > Installed Products. Click this icon to access the Aloha Takeout configuration tree under the Maintenance menu.

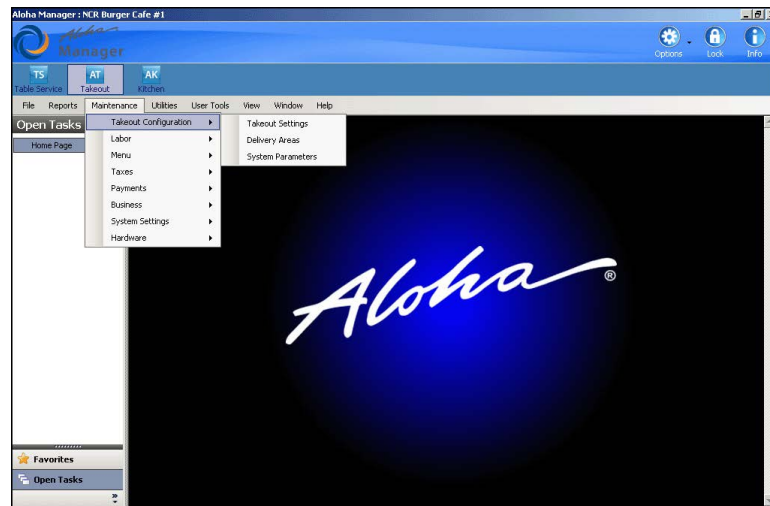


Figure 2 - 1 Configuration Management Tool, Aloha Takeout Options

Some functions needed for ATO configuration, such as Terminals, Jobcodes, Pos Access Levels, and Taxes, are core functions of the Aloha POS. The Aloha POS “shares” these functions with ATO. For example, you accomplish the configuration of interface terminals in Maintenance > Hardware > Terminals, the same function you use to configure an order entry terminal in the Aloha POS. The system reads site information directly from the Location Information tab in Maintenance > Business > Store. Also, some Aloha POS functions provide options that are exclusive to ATO, such as the 'Delivery' group bar on the Order Entry tab in the Jobcodes function. All field definitions in these shared functions, including those specifically for use with ATO, reside in the reference guide for the core POS product, either Table Service or Quick Service.

Most of the functions you need to configure Aloha Takeout, even the shared Aloha POS functions, are available from the Maintenance menu in ATO; however, there are some exceptions, such as Items. You must select the TS or QS icon in the product bar first, before you can access the Items function.

**Reference:** Refer to the Aloha Takeout Implementation Guide for more in-depth information about how to configure Aloha Takeout, including configuration you accomplish in the Aloha POS.

Locate ATO-specific functions in the Takeout Configuration menu. This includes Takeout Settings, Delivery Areas, and System Parameters. For operations using CFC, the Active Stores function appears

in the menu, as well. Tax by Destination, another ATO-specific function, is available on the Taxes menu.

- **Takeout Settings** — Provides ATO options that apply to the majority of sites. Aloha Configuration Center allows for versions of Takeout Settings. For example, if some sites offer delivery, you may enable and version the delivery options for those specific stores. In most cases, the Takeout Settings apply to all stores in the enterprise.
- **Delivery Areas** — Defines the delivery area for the selected location. Delivery areas vary by site based on geographic and franchise limitations.
- **Driver Commission Groups** — Allows you to configure driver commissions in lieu of driver fees.
- **Takeout System Parameters** — Defines site specific network options required for ATO to communicate. In most cases ATO network options vary by site.
- **Active Stores** — Allows you to define which sites in the enterprise offer takeout or delivery services. We did not provide a hyperlink here because this option appears only when using CFC to manage TS and QS for multiple sites.

## Check-In Locations

Select **Maintenance > Takeout Configuration > Check-In Locations** to access this function. The Check-In Locations function works in combination with the Order Mode Locations function.



**Reference:** Refer to the Aloha Takeout Multi-Lane Drive-Thru Feature Focus Guide - HKS1670 for more information.

Use the Check-In Locations function to name each check-in lane that represents a designated area where a vehicle pulls up to a kiosk device to enter the order number given to them when they place an online order. The order point for a traditional drive-thru is also considered a check-in lane.

Once you name your check-in lanes, use the Order Mode Locations function to associate each check-in lane with an order mode. This function allows you to specify if a check-in lane is required or optional, per order mode, as well as assign a default check-in lane designation.



## Delivery Areas

Select **Maintenance > Takeout Configuration > Delivery Areas** to create a structure that describes the area in which you deliver product to customers.



**Reference:** Refer to the Aloha Takeout Delivery Area Feature Focus Guide HKS351 for more information.

### Settings tab

**Enable Delivery Area export** — Clearing this option directs the system to use the DeliveryArea.xml file created with the delivery area configuration tool. Selecting this option directs the system to use DeliveryArea.xml created with the configuration management tool. If you select this option, define your delivery area with the Areas group bar. If you clear this option, click Save and exit the screen.

**Documented Version:** v14.1

### Delivery Area tab

Use the Delivery Area tab to specify the settings of your DeliveryArea.xml file the system uses for delivery area.

#### Group Bar: Areas

Shows the current delivery area structure, and each part as it relates to the other parts. (If you configured your delivery area with the delivery area configuration tool and cleared 'Enable Delivery Area export,' then use the delivery area configuration tool to define your delivery area and zones instead of this section.) A blue area indicates the delivery area actively selected. Use this panel to visualize the delivery area, and to rearrange its parts by using the drag-and-drop technique. As you move objects around, areas become chartreuse in color to indicate allowable, selected locations for the item you are moving. You can drag streets from one neighborhood or zone to another, or out into the delivery area.

**Delivery area** — Contains the information for the delivery area such as streets and any configured zones and neighborhoods. Right-click the delivery area to add zone, add street, and add street section.

**Zone** — Contains address information for the delivery zone. Right-click the zone to add neighborhood, add street, add street section, or delete.

**Neighborhood** — Contains the address information for the delivery neighborhood. Right-click the neighborhood to add street, add street section, or delete.

**Street** — Contains the street information for the delivery area. Right-click the neighborhood to add street section or delete.

## Group Bar: Settings

Use this section to apply names to locations in the tree panel, and to enter other characteristics of locations, such as distance, fees, and street number ranges. The options in this group bar change based on your selection in the tree panel.

**Type** — Auto-filled by the configuration management tool when adding or selecting a delivery area component.

**Name** — Identifies the zone, neighborhood, or street name.

**Lower street range** — Stipulates the beginning street number to which the store delivers. **Required Options:** You must select a street in the 'Areas' group bar to display this option.

**Upper street range** — Stipulates the ending street number to which the store delivers. **Required Options:** You must select a street in the 'Areas' group bar to display this option.

**Side of street** — Stipulates whether you deliver to the odd or even side of the street, if the store only delivers to one side of the street. Streets are sometimes split by delivery area or franchise rights between two stores. **Required Options:** You must select a street in the 'Areas' group bar to display this option.

**Delivery fee** — Stipulates the delivery fee for the selected delivery area type.

**Distance** — Defines the distance from the store to the delivery address. You must manually enter the distance for each delivery area location, if you enabled delivery fees based on distance and are not using mapping. If you are using mapping and ATO mapping cannot resolve the distance, the system calculates the delivery fee based on the distance you manually entered for each address location.

**Inherited distance** — Displays the distance inherited from the neighborhood, zone, or delivery area, in that order.

**City** — Identifies the city in which the delivery type resides.

**Inherited city** — Displays the city inherited from the default city, neighborhood, zone, or delivery area, in that order.

**State** — Identifies the state in which the delivery type resides.

**Inherited state** — Displays the state inherited from the default city, neighborhood, zone, or delivery area, in that order.

**Zip code** — Identifies the zip or postal code in which the delivery type resides.

**Inherited zip code** — Displays the zip code inherited from the default city, neighborhood, zone, or delivery area, in that order.

## Driver Commission Groups

Select **Maintenance > Takeout Configuration > Driver Commission Groups** to access this function.

ATO uses driver commissions in lieu of driver fees. If you configure both driver commissions and driver fees, the former overrides the latter. After you configure a driver commission group, you must associate it with a job code in **Maintenance > Labor > Jobcodes** so employees who clock in under the job code receive the commission for each delivery run.

### Group Bar: Settings

**Minimum driver commission amount** — Specifies the minimum amount a driver can receive as commission for each delivery run. **Documented Version:** v17.1.

**Maximum driver commission amount** — Specifies the maximum amount a driver can receive as a commission for each delivery run. **Documented Version:** v17.1.

**Check percentage** — Specifies the percentage of the total amount of the check a driver is to receive as commission for each delivery run. **Related Options:** This option overrides the amount in 'Driver fee percent' in Maintenance > Labor > Employees > Delivery tab. **Documented Version:** v17.1.

**Flat amount** — Specifies the flat amount a driver is to receive as commission for each delivery run. **Related Options:** This option overrides the amount in 'Driver fee amount per order' in Maintenance > Labor > Employees > Delivery tab. **Documented Version:** v17.1.

**Charge percentage** — Specifies the percentage of the delivery fee a driver is to receive for each delivery run. **Documented Version:** v17.1.

**Delivery zone** — Indicates the driver receives a flat amount based on the delivery zone associated with the delivery run. **Required Options:** Access Maintenance > Takeout Configuration > Delivery Areas and associate a driver commissions group to a delivery zone under the 'Delivery Zone Driver Commissions' group bar. **Related Options:** This option enables the 'Default zone fee' and 'Use default zone for unzoned orders' options located on this same tab. **Documented Version:** v17.1.

**Default zone fee** — Specifies the amount to pay the driver when the delivery run destination does not have an associated driver commission group in the Delivery Areas function. **Required Options:** You must select 'Delivery zone' to enable this option. **Related Requirements:** To associate a driver commissions group to a delivery zone, select Maintenance > Takeout Configuration > Delivery Areas, select a zone under the 'Areas' group bar, and move a driver commission group from the 'Available' list to 'Included.' **Documented Version:** v17.1.

**Use default zone for unzoned orders** — Specifies the amount to pay the driver when the delivery run destination is not zoned in the Delivery Areas function. **Required Options:** You must select 'Delivery zone' to enable this option. **Related Requirements:** To zone a delivery area, select Maintenance > Takeout Configuration > Delivery Areas, right click on 'Delivery area' under the 'Areas' group bar, and select 'Add zone' from the menu that appears. **Documented Version:** v17.1.

**Enable day parts** — Allows you to set a driver commission based on a day part. **Related Options:** This option enables the 'Day Parts' tab. **Required Options:** When selected, you must also select a day part from the 'Available' list and click >> to move the day part to the 'Included' list. **Documented Version:** v17.1.

## Order Mode Locations

Select **Maintenance > Takeout Configuration > Order Mode Locations** to access this function. This function works in combination with the Check-In Locations function.



**Reference:** Refer to the Aloha Takeout Multi-Lane Drive-Thru Feature Focus Guide - HKS1670 for more information.

Once you define your check-in lanes, use the Order Mode Locations function to associate check-in lanes with each applicable order mode.

### Order Mode Locations tab

Use Order Mode Locations to assign check-in lanes to an applicable order mode. You can have more than one check-in lane assigned to an order mode, but you can designate only one check-in lane as the default for each order mode.

#### Order Mode types

When you create an order mode location in the database, you must select the order mode for which to create an association. The order modes defined in **Maintenance > Takeout Configuration > Takeout Settings > Order Modes** appear when you click the New drop-down arrow

#### Group Bar: Settings

**Selection Required** — Requires you to assign a check-in lane for each order applied to the selected order mode. **Required Options:** Access Maintenance > Takeout Configuration > Check-In Locations to define the check-in lanes that appear for selection under the 'Check-In Location Assignments' group bar.

#### Group Bar: Check-In Location Assignments

Use the >> and << arrows to move check-in lanes between the 'Available' list and the 'Included' list.

## Source and Destination

Select **Maintenance > Takeout Configuration > Source and Destination** to access this function.

Use this function to specify whether to prompt the ATO employee for the source and destination for every order mode or just for specific order modes. For example, you may want to prompt for an order source for a delivery order because it could originate from one of many delivery aggregators, but it may not make sense to prompt for an order source for a call-in order because a call-in order is always submitted by a phone call. If you select 'Always prompt for source' or 'Always prompt for destination,' the system always displays a prompt regardless of the selections made under the Order Modes group bar Takeout Settings to configure the settings for how you plan to use ATO.



**Reference:** Refer to the Aloha Takeout Source and Destination Feature Focus Guide - HKS380 for more information.

### Settings tab

#### Group Bar: General Settings

**Enable source and destination tracking** — Activates the Source and Destination feature and enables all options under the 'General Settings' group bar. **Related Options:** This option enables 'Always prompt for source,' 'Always prompt for destination,' and 'Commit on source and destination selection.'

**Always prompt for source** — Prompts for the source from which an order originates every time you enter a new order, regardless of the order mode. This is a global option and overrides the individual selections for 'Always prompt for source' under the 'Order Modes' group bar. Do not select this option if you want the prompt to appear for specific order modes only. **Required Options:** You must select 'Enable source and destination tracking' to enable this option.

**Always prompt for destination** — Prompts for the destination (how the guest is to receive the order) every time you enter a new order, regardless of the order mode. This is a global option and overrides the individual selection for 'Always prompt for destination' under the 'Order Modes' group bar. Do not select this option if you want the prompt to appear for specific order modes only. **Required Options:** You must select 'Enable source and destination tracking' to enable this option.

**Commit on source and destination selection** — Enables you to select an order source without the need to touch 'OK' to proceed. If cleared, you must touch OK each time you select an order source or destination for an order. **Required Options:** You must select 'Enable source and destination tracking' to enable this option.

## Group Bar: Order Modes

**Always prompt for source** — Prompts for the source from which an order originates only when you enter a new order for this order mode. **Related Options:** 'Always prompt for source' under the 'General Settings' group bar overrides this option, forcing the system to prompt for an order source regardless of the order mode.

**Always prompt for destination** — Prompts for the destination (how the guest is to receive the order) every time you enter a new order for this order mode. **Related Options:** 'Always prompt for destination' under the 'General Settings' group bar overrides this option, forcing the system to prompt for an order destination regardless of the order mode.

## Sources tab

Add each order source required for indicating from where an order originates. If the order source you need is not available, you can add up to 20 custom order sources.

### Group Bar: Active Sources

**Source** — Identifies the name of the selected source type.

**Display name** — Allows you to designate the name to appear on the ATO FOH for the selected order source.

**External name** — Allows you to designate the name of the source to appear in an API call. Typically, this column is used by an API user and external applications.

## Destinations tab

Add each destination required for indicating the supported methods by which you allow consumers to receive orders. If the destination you need is not available, you can add up to 20 custom destinations.

### Group Bar: Active Destinations

**Destination** — Identifies the name of the selected destination type.

**Display name** — Allows you to designate the name to appear on the ATO FOH for the selected order destination.

**External name** — Allows you to designate the name of the destination to appear in an API call. Typically, this column is used by an API user and external applications.

## Matrix tab

### Group Bar: Matrix

**Order Mode** — Specifies the order mode to which to associate a source and destination in the matrix.

**Source** — Specifies the order source to associate with the order mode.

**Default Source** — Denotes this source as the default source for the order mode. You can have only one default source per order mode.

**Destination** — Specifies the destination to associate with the order mode.

**Default Destination** — Denotes this destination as the default destination for the order mode. You can have only one default destination per order mode.



## Takeout Settings

Select **Maintenance > Takeout Configuration > Takeout Settings** to access this function and configure ATO settings for your operating environment.

### Takeout tab

Use the Takeout tab to establish your POS type, the ATO order entry queue, and define the cash accounts you use to account for cash transactions between delivery drivers and the store.

#### Group Bar: Identification

**POS Type** — Identifies the core POS product being used, either Table Service or Quick Service, which controls the communication methods and options ATO uses to interact with the Aloha POS. Select Quick Service or Table Service from the 'POS Type' drop-down list.

#### Group Bar: Takeout and Delivery Queue

**Queue** — Designates the order entry queue to which ATO assigns orders at the site. **Required Options:** You create the ATO order entry queue in Maintenance > System Settings > Order Entry Queue.

#### Group Bar: Cash Accounts

The options available in this location define the accounts drivers use to obtain and turn in cash associated with deliveries, from the point of view of the driver. Options are also available that accomplish store-side cash accounting related to deliveries for sites using Aloha v6.7 or later.

These options interact with the Aloha POS system, and establish cash accountability based on the version of Aloha installed. If the site is using Aloha v6.7 or later, Aloha detects the cash drawer assignment of the logged in employee, usually the cashier, and uses this to provide the store-side cash accountability of the cash stream between drivers and a cash drawer. If the version of Aloha installed does not support cash drawer accountability, ATO makes no attempt to determine cash drawer assignments, or to facilitate bi-directional cash accountability.

**Cash to driver** — Designates the Aloha POS petty cash account to which to attribute driver bank activities. Cash distributed to the driver increases driver cash accountability. Driver bank functions (cash distributed to drivers) provide cash for drivers to make change during the initial deliveries of their shift, if necessary. Driver 'banks' increase the cash liability for drivers, and decrease cash liability for the cashier. **Required Options:** You must create the petty cash account in Maintenance > System Settings > Petty Cash.

**Cash to store** — Designates the Aloha POS petty cash account through which driver drops return money to the store. Driver drops decrease driver cash accountability. **Required Options:** You must create the petty cash account in Maintenance > System Settings > Petty Cash.

**Cash from driver** — Designates the Aloha POS petty cash account through which to receive driver drops into the attached cash drawer. For sites using Aloha v6.7 or later, ATO detects if the logged in employee is assigned to the attached cash drawer. If Aloha detects no cash drawer assignment for the logged in employee, it prompts for an employee to log in who is assigned to the attached cash drawer. Driver drops increase cash accountability for the cashier, independent of specific orders. Driver drop functions (cash received in the store from drivers) reduce the cash liability for drivers, and increase cash liability for the cashier. Driver drops are very important, as they help prevent theft or driver assault. Although the source of this cash is money received by drivers in payment for delivered orders, cash drops seldom bear a direct relationship to these orders. **Required Options:** You must create the petty cash account in Maintenance > System Settings > Petty Cash.

**Cash from store** — Designates the Aloha POS petty cash account to which to attribute cash disbursements to drivers. For sites using Aloha v6.7 or later, ATO detects if the logged in employee is assigned to the attached cash drawer. If Aloha detects no cash drawer assignment for the logged in employee, it prompts for an employee to log in who is assigned to the attached cash drawer. Driver bank events decrease cash accountability for a cashier and the associated drawer. **Required Options:** You must create the petty cash account in Maintenance > System Settings > Petty Cash.

## Order Modes tab

Use the Order Modes tab to identify order types offered at your operation and how they link to the POS order modes.

### Group Bar: Order Modes

**Type** — Identifies the ATO order type, which determines the information required to start an order, where the order appears, and how cashiers or drivers manage the order.

**Order mode** — Identifies the POS order mode to link to the ATO order type. The POS order mode determines the business rules to use within the POS and for sales tracking. **Related Requirements:** You create order modes in Maintenance > System Settings > Order Mode.

## Order Modes > Order Modes Properties tab

Use the Order Modes Properties tab to enable label printing, tax by destination, and bag manifests.

### Group Bar: Settings

**Print label** — Enables the printing of a label for orders to which you apply this order mode.

**Required Options:** You must select 'Enable item label printing' in Maintenance > Takeout Configuration > Takeout Settings > Printing tab > 'Label printing' group bar.

**Track setup time** — Enables you to track a setup time for the selected order mode. **Related Options: 1)** For the setup time to appear on the FOH Dashboard Settings screen, select Maintenance > Takeout Configuration > Takeout Settings > Panel Options > Info Bar > Elements tab and select Default Setup Time under the 'Elements' group bar. Specify the number of minutes to increment or decrement the setup time each time you touch (+) or (-) on the Dashboard Settings screen in 'Setup time increment.' **2)** To manually adjust a setup time from an Aloha Takeout screen, select Maintenance > Takeout Configuration > Takeout Settings > Panel Options, then add the Edit Setup Time action button to each appropriate screen.

**Enable tax by destination** — Enables you to assess taxes based on the location to which you deliver or cater an order for the selected order mode. **Related Options:** To allow an employee to override tax by destination, select 'Can override tax by destination' in an appropriate access level in Maintenance > Pos Access Levels > Aloha Takeout group bar and then assign the access level to the employee. **Related Requirements: 1)** This feature requires Aloha POS v13.1 or later. **2)** We introduced two new functions, Maintenance > Taxes > Tax Locale and Maintenance > Taxes > Tax by Destination, to support this feature. **3)** It may also be necessary to edit tax types, flex tax rules, and tax groups in the Aloha POS to support this feature.



**Reference:** Refer to the Aloha Takeout Tax by Destination Feature Focus Guide - HKS383 for detailed instructions on configuring this feature.


**Tippable** — Allows you to enter a tip for orders assigned to this order mode, provided that the applied tender in the Aloha POS also allows tips. The Enter Payment Information screen is dynamic in that the prompt to enter a tip amount appears, or does not appear, based on the configuration of the tender and the applied order mode, to reduce confusion for the employee. The 'Tippable' option is enabled by default.

**Sound alert** — Emits an audible sound when you place an order using this order mode.

**Aloha return screen** — Indicates the Quick Service screen to which an Aloha Takeout employee navigates upon selection of the Aloha button from the Aloha Takeout interface. You must use an interface terminal to configure this option. **Related Options: 1)** The system overrides this option when you define an 'Aloha return screen' in Jobcode Maintenance. **2)** This option overrides the global 'Default Aloha screen' option in Maintenance > Takeout Configuration > Takeout Settings > Panel Options tab.

**Select check in summary based on terminal routing** — Supports mobile ordering in Y lane environments.


**Use quick location selection** — Navigates directly to the check-in lane selection screen after a consumer enters their order number to check in, reducing the number of screen touches required to complete the order. When cleared, you can only select a check-in lane by touching the Lane button on the Order Confirmation screen after a consumer checks in. **Related Requirements:** To define the check-in lanes that appear for selection, access Maintenance > Takeout Configuration > Check-In Locations.

 **Reference:** Refer to the Multi-Lane Drive-Thru Feature Focus Guide - HKS1670 for detailed instructions for configuring and using the check-in selection screen.

**Close check on apply payment** — Automatically closes the check to the logged in employee when 'Apply Payment' is touched on the ATO FOH Pick Up or Dispatch screens. Clear this option if other employees, such as managers, apply payments to ATO orders, but allow other employees to close the check, or for order modes for which the order needs to remain in the queue. Options include: 'Use value from Options tab,' 'True,' and 'False.' **Required Options:** This option overrides the global option 'Close checks on apply payment' on the Options tab under the 'Settings' group bar.

#### Group Bar: Sundry Settings

**Enable sundries printing** — Enables the printing of bag manifests for orders from the selected order mode and activates other options in the 'Sundry Settings' group bar. **Related Options: 1)** Make selections from the 'Sundry Settings' group bar to define such things as whether you want to manually initiate the printing of bag manifests or automatically print them, the types of bag manifests to print, and more. **2)** Select the printer to which to print Item Checklist bag manifests on the Sundries Items Printer tab. **3)** Select the printer to which to print Order Checklist bag manifests on the Sundries Orders Printer tab. **Related Requirements: 1)** There are several tasks you may need to perform to configure the Bag Manifests feature, such as defining a category of items to include on bag manifests, and adding buttons to the FOH that initiate the manual printing of bag manifests. **2)** You may want to define automatic sundry item substitutions for when you need to provide a large quantity of a sundry item for another single sundry item in Maintenance > Takeout Configuration > Takeout Settings > Printing tab > 'Sundry Substitution' group bar. It may also be necessary to create new items, a new category, and a new modifier group for sundry substitution.

 **Reference:** Refer to the Aloha Takeout Bag Manifests Feature Focus Guide - HKS338 for detailed instructions on configuring this feature.

**Sundries print trigger** — Defines whether you want to manually initiate the printing of bag manifests or automatically print bag manifests either when you commit an order to an order mode or bump an order from a kitchen video. This option does not control when to print sundry items, only when to print bag manifests. **Required Options:** You must select 'Enable sundries printing' to make this option available for selection.

No auto printing — Requires you to manually initiate the printing of bag manifests from the Aloha Takeout FOH. If you select 'No auto printing,' you must add the bag manifest print buttons to the Aloha Takeout FOH so that you can manually initiate the printing of bag manifests.

Auto print on order items — Prints bag manifests when you commit an order to an order mode.

Auto print on order bump — Prints bag manifests when you bump an order from the kitchen video screen. This option requires Aloha Kitchen.

**Auto print mode** — Determines whether you want to print Item Checklist, Order Checklist, or both Item Checklist and Order Checklist bag manifests. **Required Options:** You must select 'Enable sundries printing' to make this option available for selection.

Both order and item — Enables you to print both Order Checklist and Item Checklist bag manifests.

Order only — Enables you to print only Order Checklist bag manifests.

Item only — Enables you to print only Item Checklist bag manifests.

**Sundries print category** — Specifies the category of items created specifically for items to potentially include on a bag manifest. **Required options:** You must select 'Enable sundries printing' for this option to be available. **Related Requirements:** Define sundry items in Maintenance > Menu > Items.

**Items include header** — Specifies the customer information is to appear in the top section of the Item Checklist bag manifest. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Items include sundries** — Specifies the sundry items are to appear in the bottom of the Item Checklist bag manifest. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Orders include header** — Specifies the customer information is to appear in the top section of the Order Checklist bag manifest. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Orders include sundries** — Specifies the sundry items are to appear in the bottom of the Order Checklist bag manifest. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Enable sundry substitution** — Enables you to automatically substitute one sundry item for another. For example, when an order calls for 50 bowls of soup, instead of manually counting out 50 spoons, you can substitute one box of spoons for 50 individual spoons. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Restrict item count** — Designates the point at which you do not want the system to print an Item Checklist bag manifest for an order. For example, if an order contains twenty-five pizzas, it may be inefficient to print an Item Checklist bag manifest for each pizza. **Required Options:** You must select 'Enable sundries printing' to make this option available.

**Print header at bottom of checklist** — Prints the order mode, order number, and customer information of the bag manifest below the checklist. Use this option for sites that use a wheel to hang tickets. **Required Options:** You must select 'Enable sundries printing' to make this option available. **Documented Version:** v14.1.

#### Group Bar: Group Chit Settings

**Group chit print trigger** — Determines the action that causes a group chit to print. **Related Options:** This option enables the Group Chit Printer tab. **Documented Version:** v17.1.

No auto printing — Does not automatically print a group chit. You must use the Print Group Chits button to manually print a group chit.

Print on bump — Automatically prints a group chit when the kitchen staff bumps the order. **Required Options:** You must use Aloha Kitchen and enable kitchen integration to use this option.

Print on release to kitchen — Automatically prints a group chit when the order is released to kitchen. **Required Options:** You must use Aloha Kitchen and enable kitchen integration to use this option.

#### Order Modes > Receipt Printer tab

Use the Receipt Printer tab to specify the printers at which to print guest checks.

#### Group Bar: Items Ordered Receipt Printer

Allows you to select the printers at which to print guest checks for orders applied to the selected order mode. **Required Options:** You must select an order mode in the 'Order Modes' group bar.

#### Order Modes > Sundries Items Printer tab

Use the Sundries Items Printer tab to specify the printers at which to print Item Checklist bag manifests.

#### Group Bar: Sundries Items Printer

Allows you to select the printers at which to print Item Checklist bag manifests for the selected order mode. **Required Options:** You must select an order mode in the 'Order Modes' group bar. **Related Requirements:** You must configure bag manifests, specifically the Item Checklist bag manifest.

## Order Modes > Sundries Orders Printer tab

Use the Sundries Orders Printer tab to specify the printers at which to print Order Checklist bag manifests.

### Group Bar: Sundries Orders Printer

Allows you to select the printers at which to print Order Checklist bag manifests for the selected order mode. **Required Options:** You must select an order mode in the 'Order Modes' group bar. **Related Requirements:** You must configure bag manifests, specifically the Order Checklist bag manifest.

## Order Modes > Group Chit Printer tab

Use the Group Chit Printer tab to specify the printers at which to print Group Chits.

### Group Bar: Group Chit Printer

Allows you to select the printers at which to print group chits for the selected order mode. **Required Options:** You must select an order mode in the 'Order Modes' group bar.

## Customer Information tab

Use the Customer Information tab to determine how the system searches and maintains customer and house account information.

### Group Bar: Customer information

The following options determine how the system responds to customer searches.

**Populate new customer first name** — Assumes the first string entered in the search bar is the first name of a customer, for new customer record creation. ATO uses this text to add the first name when you touch Add Guest.

**Display last name first** — Displays customer names in order of last name first in the search results panel.

**Check for duplicates** — Enables the system to check for potential duplicate customer records when adding new customers to ATO. The system compares the exact first and last name of the new customer to existing customers in the database. If a duplicate record exists, the system displays a prompt asking if you want to continue with the creation of the customer record.

**Require customer for walk-in** — Requires the selection of a customer when starting a walk-in order. When cleared, this option accepts the name typed in the search as the tab name and does not associate a customer record with the tab. This speeds up service times, but does not provide customer reporting or repeat order functionality.

**Enable express customer entry** — Enables rapid entry of customer records with a limited set of customer information. You may enter additional customer information at a later time, using the Edit Guest button. **Recommended Configuration:** Selected.

**Require customer first name** — Forces the entry of the customer first name into a guest record.

**Related Options:** To provide the ability to override the required entry for the customer first name, select 'Can override 'Require customer first name' in Maintenance > Labor > Pos Access Levels.

**Require customer last name** — Requires the entry of at least one character in the last name for each new customer record. This assists in uniquely identifying customers and with searches or mailing labels. Selecting this option impacts customer entry speed; however, a site can elect to enter only the first initial or an entire last name, depending on speed and reporting needs.

**Require customer address** — Forces the entry of the customer address into a guest record.

**Related Options:** To provide the ability to override the required entry for the customer address, select 'Can override 'Require customer address' in Maintenance > Labor > Pos Access Levels.

**Require state for address** — Forces the entry of the state in which the customer resides into a guest record. **Related Options:** To provide the ability to override the required entry for the customer state, select 'Can override 'Require customer state for address' in Maintenance > Labor > Pos Access Levels.

**Require zip code for address** — Forces the entry of the zip code in which the customer resides into a guest record. **Related Options:** To provide the ability to override the required entry for the customer zip code, select 'Can override 'Require customer zip for address' in Maintenance > Labor > Pos Access Levels.

**Require company name for office address** — Forces the entry of the address of the company for which the customer works into a guest record. **Related Options:** To provide the ability to override the required entry for the customer name for office address, select 'Can override 'Require customer name for office address' in Maintenance > Labor > Pos Access Levels.

**Require Aloha Loyalty member ID for new guests** — Forces the entry of the Aloha Loyalty member number when you enter a new guest.

**Mask loyalty ID** — Replaces the loyalty identification number in the front-of-house (FOH) with asterisks to protect the data and prevent fraud.

**Enable customer fiscal ID** — Allows you to enter the fiscal ID in the front-of-house (FOH) for a guest. **Required Options:** You must select 'Display Aloha Loyalty' on the Corporate Owner tab in maintenance > Business > Additional Features to enable this option.

**Mask fiscal ID** — Replaces the fiscal identification number in the front-of-house (FOH) with asterisks to protect the data and prevent fraud. **Required Options:** You must select 'Enable customer fiscal ID' to enable this option.

**Mask tax ID** — Replaces the tax identification number in the front-of-house (FOH) with asterisks to protect the data and prevent fraud.



**Minimum Aloha Loyalty member ID length** — Specifies the minimum number of digits for an Aloha loyalty card number entry.

**Maximum Aloha Loyalty member ID length** — Specifies the maximum number of digits for an Aloha loyalty card number entry.

**Require e-mail for new guests** — Prompts you to ask the customer for an e-mail address when creating a new customer record. **Related Options:** To allow an employee to override the entry of an e-mail address, select 'Can override require e-mail for new guests' in Maintenance > Labor > Pos Access Levels > 'Aloha Takeout' group bar and then assign the access level to the employee.

**Prompt for customer address when customer has multiple addresses** — Prompts the employee to ask the customer for the delivery address for the current order, if they have more than one address (home and office) on record. **Recommended Configuration:** Selected.

**Default address type** — Designates whether Home or Business is the default address type when you create a new customer record. **Recommended Configuration:** Similar to 'Default Phone Type.' This option depends on the site location in a residential or corporate area.

**Default city, state, and zip code** — Determines the default values to use for automatically populating the appropriate text boxes when an employee begins entering the address in a new customer record. All of these values are available for edit, when you create a new customer record. **Recommended Configuration:** Leave blank, if using delivery area functionality; else, specify default values for 'City' and 'State.' It may be helpful to specify a value for 'Zip Code,' if the site area is densely populated.

**Prompt for new guest creation on name change** — Displays a prompt when you attempt to change the name of a guest from the FOH, providing a choice between changing the name of the guest or creating a new guest record based on the original guest record. **Related Options:** To provide an employee the ability to change the name of a guest, select Maintenance > Labor > Pos Access Levels and select 'Can edit guest name.'

### Group Bar: House Accounts

POS and ATO house account functionality provide sites a way to tender checks to a designated tender and periodically bill a customer for activity.

Smaller operations typically use 'Enable Aloha Integration' with accounts defined at each site. This allows each site to create, manage, and report on house account activity through the Aloha POS. In this configuration, collecting on house accounts is generally the role of a site.

Large operations, with house accounts managed centrally through their accounting systems, can leverage NCR - Hospitality - Hosted Solutions tools to distribute house accounts. This requires:

- A robust accounting package with the ability to export a LegacyMember.csv file in the defined format.
- Hosted Solutions assistance to configure the distribution of the 'LegacyMember.csv' file to sites.

- An Insight export file to import house account activity back into the accounting package.

**Note:** Contact your NCR Voyix - Restaurant - Hosted Solutions representative for more information on this feature.

**Enable house accounts** — Enables the House Accounts feature. When selected, other house accounts options appear. **Related Options:** Select 'Enable Aloha integration' to import the house accounts defined in Maintenance > Payments > House Accounts. To display a prompt to ask a customer for a purchase order when accepting a house account payment, you must select 'Prompt for purchase order number.'

**Enable Aloha integration** — Imports house accounts defined in Maintenance > Payments > House Accounts into ATO. This import process happens during ATO EOD or whenever the 'Radiant Takeout and Delivery' service is restarted. Imported house accounts may be associated with one or more ATO customers. Orders closed using a 'House Account' Pos tender post to the POS for adjustment and reporting. **Required Options:** You must select 'Enable house accounts' to access this option.

**Region name** — Defines the region from which the store imports house accounts, if the 'LegacyMember.csv' contains multiple regions. ATO imports house accounts from the 'LegacyMember.csv' file at EOD. **Related Options:** Clear 'Enable Aloha integration' for this option to appear.

**Note:** House accounts that apply to all stores, marked 'UNI' (universal), are also imported along with house accounts defined for a selected region.

**Enterprise host** — Specifies the IP address of the enterprise host, as communicated by a member of the NCR - Hospitality - Hosted Solutions team. This option is only applicable if you are using a third-party package, such as Great Plains, to centrally manage house accounts, and NCR Enterprise to distribute house account 'LegacyMember.csv' files to each site. The host address is used for transmitting the house account file to a site. **Related Options:** Clear 'Enable Aloha integration' for this option to appear.

**Enterprise port** — Specifies the port number through which the local system communicates with the enterprise host, as communicated by a member of the NCR -Hospitality - Hosted Solutions team. **Related Options:** Clear 'Enable Aloha integration' for this option to appear.

**Prompt for purchase order number** — Enables a 'purchase order number' prompt to appear when creating a new order for a house account customer. This allows you to enter a reference number provided by a house account customer for tracking. This is in addition to the system generated invoice number. **Required Options:** You must select 'Enable house accounts' for this option to appear.

**Prompt for house account payment** — Displays a prompt in the FOH that allows you to choose whether to close the order to the associated house account payment type or allow the guest to pay with an alternate payment type. **Required Options:** You must select 'Enable house accounts' to enable this option.

#### Group Bar: Customer Purge

**Enable purge of inactive customers** — Enables the removal of inactive customers from the ATO database based on the 'Max days of inactivity' option. This optimizes the SQL Express database for efficient access and searches. **Related Options:** You can define the number of days of customer inactivity before the program removes the record from the database in 'Max days of inactivity.'

**Max days of inactivity** — Specifies the number of days of inactivity permitted for a customer record before the program removes it from the database. Set this value based on average customer turn-over in the service area for the site or normal customer attrition. The minimum value is 180 and max value is 65535 days. The arrows increment or decrement in five day values. **Required Options:** You must select 'Enable purge of inactive customers' for this option to appear.

## Deposits tab

Use the Deposits tab to enable the Deposits feature, and specify how ATO and the Aloha POS interact to make use of it.



**Reference:** Refer to Enable and Configure Deposits in the Aloha Takeout Implementation Guide for more information about the required preparations.

#### Group Bar: Deposits

**Enable deposits** — Enables the Deposits feature, in support of future orders. Save time by performing the POS configuration required as preparation, prior to enabling this feature. **Required Options:** You must select a deposit tender, deposit order mode, deposit revenue item, and deposit surrendered item. **Related Options:** To allow an employee to authorize deposit refunds or deposit surrenders, select 'Authorize deposit refunds' and 'Authorize deposit surrender' in Maintenance > Labor > Pos Access Levels and then assign the access level to the employee.

**Deposit tender** — Specifies the tender you specifically created for use with deposits received against future orders. **Required Options:** This option appears when you select 'Enable deposits.'

**Deposit order mode** — Specifies the order mode to which you want to attribute deposits received against future orders. **Required Options:** This option appears when you select 'Enable deposits.'

**Deposit revenue item** — Specifies the open revenue item in the Aloha POS used to account for future order deposits paid by customers. Deposits appear in reports available in Aloha Takeout. **Required Options:** This option appears when you select 'Enable deposits.'

**Deposit surrendered item** — Specifies the open sales item in the Aloha POS used to account for future order deposits forfeited by customers. Forfeited deposits appear in reports available in Aloha Takeout. **Required Options:** This option appears when you select 'Enable deposits.'

**Print deposit receipt when collected, refunded, or surrendered** — Causes a receipt to print any time you complete an activity related to deposits. **Required Options:** This option appears when you select 'Enable deposits.' **Related Requirements:** You must define a deposit tender, deposit order mode, deposit revenue item, and deposit surrendered item.

**Allow tips on deposits** — Allows you to enter a tip at the same time you accept a deposit for a future order. **Required Options:** You must select 'Allows tips' under the 'Tips' group bar on the Tenders tab in Maintenance > Payments > Tenders for the tender you use when accepting an Aloha Takeout deposit.

**Always refund deposit to original tender** — Forces you to refund a deposit back to the original tender the guest used to pay the deposit. For example, if a guest pays a deposit with a Visa payment card, the deposit refund must go back on the same Visa payment card. You can provide an employee the ability to override this restriction in Maintenance > Labor > Pos Access Levels.

## Tenders tab

Use the Tenders tab to associate Aloha POS tenders to ATO. Once added to the list, you can accept these tenders as a form of payment when closing a check, storing a credit card payment, or applying a payment to a deposit, from within Aloha Takeout. Use tenders in ATO as follows:

### Group Bar: Tender types

Use Add and Remove to add or remove tenders from the table, as necessary. The table lists tender information in several columns. You can drag and drop to rearrange the order of the columns in the table:

**Tender type** — Specifies the ATO type of tender selected for use in the list. You can use each type of tender only one time in the list.

**Cash** — Defines the cash tender to use for deposits and to automatically close delivered orders upon driver return.

**Credit** — Defines each credit card tender, for use with deposits or stored payments. Add all payment cards accepted at your site.

**Deposit** — Defines the deposit tender applied to released future orders to offset deposit amounts accepted on previous days. This is the same POS tender ID defined in 'Deposit tender' on the Deposits tab.

**House Account** — Defines the tender used to apply a house account payment to an order.

**Prepaid** — Defines the tender used to apply a prepaid tender to an order when you touch Prepaid on the Confirmation screen. Delivery services and other business functions may leverage prepaid functionality.

**Check** — Defines the tender used for personal check payments.

**Tender ID** — Specifies the Aloha POS tender ID to associate with the ATO tender type previously selected. **Required Options:** You must define tender IDs in Maintenance > Payments > Tenders.

**Deposit tender** — Specifies the generic tender created in the Tenders function in Aloha POS for Aloha Takeout to use when applying a deposit with rounding rules. If the deposit tender does not use rounding rules, select Default from the drop-down list and Aloha Takeout uses the tender specified in 'Deposit tender' option in Takeout Settings > Deposits tab.

**Available for deposits** — Makes a selected tender available to accept as payment for future order deposits. Tenders with this option selected appear on the deposit screens.

**Description** — Allows you to type a short, optional description of each tender you add to the list. Descriptions appear on the deposit modal for the associated tender button, overriding the default system tender name.

**Display in UI** — Displays the tender on the FOH Aloha Takeout screen.

## Printing tab

Use the Printing tab to control the printing of certain information for the benefit of drivers, other store employees, and the customer. These options enhance communication among employees within the store and between the store and customers.

### Group Bar: Printing

**Print order notes on guest checks** — Prints notes added to an order on the guest check.

**Print order notes on driver itinerary** — Prints notes added to an order on the driver itinerary.

**Print promise time on guest check** — Prints the promise time on the kitchen chit. This option is enabled by default.

**Print promise time on kitchen chit** — Prints the promise time on the kitchen chit. This option is enabled by default.

**Print address on guest check** — Prints the address of the guest on the guest check. The address prints only for delivery and catering orders when they are assigned to drivers. This option is enabled by default.

**Print address on kitchen chit** — Prints the address of the guest on the kitchen chit only when you create a takeout order using the 'Catering' order mode. You must assign a driver to the catering order mode. This option is enabled by default.

**Print guest name on guest check** — Prints the name of the guest on the guest check. This option is enabled by default.

**Print guest name on kitchen chit** — Prints the guest name on the kitchen chit. This option is enabled by default.

**Print phone number on guest check** — Prints the phone number of the guest on the guest check. This option is enabled by default.

**Print phone number on kitchen chit** — Prints the phone number on the kitchen chit when you create a takeout order, except when the order mode is 'Walk In.' This option is enabled by default.

**Print address notes on guest check** — Prints added address notes on a guest check.

**Print address notes on kitchen chit** — Prints added address notes on a kitchen chit.

**Print zone on kitchen chit** — Includes the delivery zone on the kitchen chit. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on Aloha receipt** — Includes the delivery zone on the receipt generated from Aloha. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on bag chit** — Includes the delivery zone on the bag chit. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on future order statement** — Includes the delivery zone on the future order statement. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on order manifest** — Includes the delivery zone on the order manifest. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on item manifest** — Includes the delivery zone on the item manifest. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print zone on driver itinerary** — Includes the delivery zone on the driver itinerary. You must capture the address on the order to use this feature. For a catering order, the zone prints only if you assign catering orders to drivers.

**Print order history count on itinerary and receipt** — Causes the number of orders on record for a customer to print on their receipt, as well as on the delivery itinerary. This printed value helps customers to know how close they are to winning loyalty prizes, such as drinks or tee-shirts, by looking at their receipts. It also helps drivers to remember to include these items, as they assemble delivery orders.

**Print order items receipt count** — Specifies the number of guest checks to print to a local receipt printer when items are ordered on an ATO check.

**Apply payment receipt count** — Defines the number of guest checks to print, to a local receipt printer, when a payment is applied to a check through ATO.

**Promise time label** — Specifies a user defined text string, describing the promise time that prints on guest checks, kitchen chits, and driver itineraries.

**Promise date label** — Specifies a user defined text string, describing the promise date that prints on guest checks, kitchen chits, and driver itineraries.

**Add-on chit header label** — Specifies the text to print on a kitchen chit to indicate items are added to an existing ATO order.

**Chit header printing** — Allows you to define where the chit header prints on a kitchen chit. Several options are available in the drop-down list:

Print chit header at top of chit — Prints the chit header at the top of the kitchen chit.

Print chit header at bottom of chit — Prints the chit header at the bottom of the kitchen chit. In some configurations and usages, such as when stapling a chit to the top of a paper bag or hanging on a kitchen wheel, this makes the chit header information more visible.

Print chit header at top and bottom of chit — Prints the chit header at the top and bottom of the kitchen chit.

**Receipt header printing** — Allows you to define where the receipt header prints on a guest check. Several options are available in the drop-down list:

Print receipt header at top of receipt — Prints a receipt header at the top of the receipt.

Print receipt header at bottom of receipt — Prints a receipt header at the bottom of the receipt. In some configurations and usages, such as when stapling a check to the top of a paper bag, this makes the receipt header information more visible.

Print receipt header at top and bottom of receipt — Prints a receipt header at the top and bottom of the receipt.

**Print guest notes on kitchen chit** — Prints guest notes on a kitchen chit, making this information available during food preparation.

**Print chit on final bump** — Causes the bag chit to print upon final bump from Aloha Kitchen. This option is most often used with the Future Orders feature.

**Print change chit when order canceled or mode changed** — Prints a chit to a kitchen printer when an order is canceled or the order mode is changed. This allows the kitchen staff to adjust the order as needed.

**Include unavailable items on kitchen chit** — Prints items that could not be released in an 'Unavailable Items' section on a kitchen chit. This typically applies to future or online orders when an item has been '86ed' between when the order was entered and when it is released. This allows you to address item or modifier shortages before a customer arrives to pick up an order.

**Unavailable item indicator** — Prints the selected item, defined in Maintenance > Menu > Items, on the kitchen chit in place of missing items. This is very helpful when there is only one item on the check that cannot be released, causing a chit to still print in the kitchen.

**Enable future order statement** — Enables the Print Statement button on the Order Details screen. The future order statement prints a summary of the order with prices. This is an opportunity for theft, if presented as a guest receipt and cash is taken for it. **Recommended Configuration:** Cleared.



**Number of invoices to print** — Specifies the number of invoice copies to automatically print when you apply a house account payment. Use this feature when you want to print multiple invoice copies; a copy for the guest and a copy for your records.

**Print large notes in chunks** — Specifies the maximum number of characters to print for a note segment before cutting off the text. This applies to the printing of the order, address, and guest notes, which contain a maximum of 300 characters each. The default value is 100 characters.

**Print non-VAT receipt warning** — Allows you to print a disclaimer on all non-sales receipts, indicating they are 'NOT A VALID VAT RECEIPT.'

### Group Bar: Label Printing

These options control the label printing printer configuration, categories to print, and when to print labels.

**Enable item label printing** — Enables the label printing feature. The options used to define the contents of the labels and the locations where they print are also located on this tab. **Required Options:** To define the order modes for which you want to print labels, select 'Print label' for an order mode in Maintenance > Takeout Configuration > Takeout Settings > Order Modes tab > Order Modes Properties tab > Settings group bar.

**Restrict automatic label printing by item count** — Enables an item count limit for the printing of labels. This option reduces wasting labels on orders with a large number of the same item. If the order exceeds the maximum item count, you can still touch 'Print Label' to print or re-print labels from the ATO FOH Pick Up or Dispatch screen. **Required Options:** You must select 'Enable item label printing' for this option to appear. **Related Options:** You must set an item count limit in 'Auto print label max item count.'

**Auto print label max item count** — Sets the maximum number of items at which to automatically print item labels. Orders with item counts above this threshold do not print item labels. **Required Options:** You must select 'Enable item label printing' and 'Restrict automatic label printing by item count' for this option to appear.

**Extra labels items behavior** — Defines how ATO deals with items in orders that belong to categories excluded from printing on labels. Examples on extra items are canned and bottled drinks. Several options are available in the drop-down list:

Do not print — Prevents non-label category items from printing on any label.

Print on first label — Prints all non-label category items only on the first label.

Print on all labels — Prints all non-label category items on all labels.

Print on separate label — Prints all non-label category items on a separate label.

**Label auto printing** — Defines automatic label printing behavior, when using Aloha Kitchen or Aloha KPS. Several options are available in the drop-down list:

No Auto Printing — Prevents automatic printing of labels.

Auto Print On Order Items — Prints labels automatically, when items on an order are sent to the kitchen for preparation.

Auto Print On Order Bump — Prints labels automatically, when the order is bumped from Aloha Kitchen.

Auto Print On Order Entry Complete — Prints labels automatically, when the confirmation screen is finalized.

**Note:** Auto Print On Order Bump is supported only in Quick Service, and only in versions 6.4.13 or higher.

### Group Bar: Group Chit Printing

**Print sequence number** — Prints the number for each guest within the group order on the group chit. For example, for a party of three within a group order, the system prints 1, 2, and 3, respectively. **Documented Version:** v17.1.

**Print order source** — Prints the order source associated with the order for each guest within the group order on the group chit, as defined in the Source and Destination feature. **Documented Version:** v17.1.

**Print order destination** — Prints the destination associated with the order for each guest within the group order on the group chit, as defined in the Source and Destination feature. **Documented Version:** v17.1.

**Print guest subtotal** — Prints the subtotal for each guest within the group order on the group chit. **Documented Version:** v17.1.

**Print guest tax** — Divides and prints the primary tax for each guest within the group order on the group chit, if available. **Documented Version:** v17.1.

**Print secondary tax** — Divides and prints the secondary tax for each guest within the group order on the group chit, if available. **Documented Version:** v17.1.

**Print guest delivery fee** — Divides and prints the delivery fee for each guest within the group order on the group chit. **Documented Version:** v17.1.

**Print guest additional charge** — divides and prints the additional charge for each guest within the group order on the group chit, if available. **Documented Version:** v17.1.

**Print guest discount** — Divides and prints any applied promotional discounts for each guest within the group order on the group chit. **Documented Version:** v17.1.

**Print guest gratuity** — Divides and prints the automatic gratuity for each guest within the group order on the group chit, if configured. **Documented Version:** v17.1.

**Print guest total** — Prints the total for each guest within the group order on the group chit. **Documented Version:** v17.1.

**Disable bag chit printing when group chits printed** — Suppresses the printing of a bag chit when the system prints a group chit. **Documented Version:** v17.1.

**Number of group chits to auto print** — Specifies the number of group chits to automatically print for each group order. You may want to limit the number of group chits to conserve paper and if only one person is picking up the order. **Required Options:** You must select 'Print on bump' or 'Print on release to kitchen' from the Group chit print trigger' drop-down list on the Order Modes tab to use this feature. **Documented Version:** v17.1.

## Printing > Check in Printing tab

Use the Check in Printing tab to allow you to select the printers at which to print check in chits when a customer arrives. **Related Requirements:** To display a Check In action button on the ATO FOH for the employee to touch when the customer checks in, add 'Check In' on each screen for which you want a Check In button to appear in Maintenance > Takeout Configuration > Takeout Settings > Panel Options tab.

### Group Bar: Check in chit printer

Use the >> and << arrows to move printers between 'Available' and 'Included.'

## Printing > Payment Printing tab

Use the Payment Printing tab to define a printer that prints a check-in chit when a payment fails.

### Group Bar: Failed payment chit printer

Use the >> and << arrows to move printers between 'Available' and 'Included.'

## Printing > Sundry Substitution tab

Use the Sundry Substitution tab to allow you to define sundry items for which you can substitute for bulk sundries. For example, instead of providing individual packets of ketchup, you could provide a single, larger container of ketchup.

### Group Bar: Sundry Substitution

**Original item** — Designates the sundry item for which you want to create a substitution. **Required Options:** You must select 'Enable sundry substitution' in Maintenance > Takeout Configuration > Takeout Settings > Order Modes tab > Order Modes Properties tab.

**Original quantity** — Specifies the quantity at which you want to substitute an individual sundry item for a bulk sundry item.

**Substitution item** — Designates the bulk sundry item to substitute for the individual sundry item. **Required Options:** You must select 'Enable sundry substitution' in Maintenance > Takeout Configuration > Takeout Settings > Order Modes tab > Order Modes Properties tab.

**Substitution quantity** — Specifies the quantity of a bulk sundry substitution item required to replace an individual sundry item.

## Options tab

Use the Options tab to enable major features in ATO, such as Mapping, Paging, and more. Included on this tab are three additional tabs,

[Options > Settings tab](#)

[Options > Future Orders tab](#)


[Options > Check In tab](#)

## Options > Settings tab

### Group Bar: Settings

**Auto fulfill orders** — Removes an order from the Open Orders list, when it is tendered, closed, and bumped for pick up or delivery. If cleared, you must touch the 'Picked Up' button to move an order to the Closed Orders list in ATO.

**Display change due dialog** — Causes a 'Change Due' prompt to appear on the ATO FOH screen when transitioning from the Aloha system back to ATO after tendering and closing a check.


 **Tip:** Remember to access Aloha Manager and disable the 'Change Due' dialog in Maintenance > Menu > Panel Editor, in the 'Close Check' button function, for Quick Service installations.

**Purge old closed orders** — Preserves the last 25 closed orders on the Pick Up and Dispatch screens. You cannot access prior closed orders except through using the Get Check function in the POS.

**Enable curbside** — Enables a drive-up, in-car dining environment. This option also enables vehicle information storage on the customer entry and edit screens.

**Enable mapping** — Enables a map retrieval program, for establishing the maximum efficient routes for each delivery run. Leave this option cleared until you are certain a mapping program purchased from NCR, Inc. is installed, licensed, and functional.

**Enable credit card storage** — Allows ATO to store customer credit card information along with customer records. The program stores this information in an encrypted form, allowing only the last four digits of the card number and its expiration date to display. Takeout retrieves the encrypted credit card information and applies it to transactions, upon request. If the card number is cleared at the FOH, the expiration date clears automatically.

 **Important:** For PCI DSS compliance, this option relies on the correct configuration of tenders in the Aloha POS, and on proper management of the encryption key to be used for retrieval of payment card information.

**Site key expiration days** — Defines the number of days before you have to change the site key.

**Site key warning days** — Defines the number of days in advance of the site key expiration the systems warns you to change the site key.

**Automatically purge credit card data** — Enables the system to automatically remove all saved cardholder data from the Aloha Takeout database after the specified number of days. This allows you to set up periodic purge dates. **Required Options:** You must select 'Enable credit card storage' to enable this option. **Related Options:** You define the number of days to wait after the last purge date in 'Automatically purge credit card data.'

**Accept gift cards** — Enables the system to accept gift cards for customer orders at the order confirmation screen.

**Prompt for alternate payment information on payment failure** — Enables a modal to appear if the payment is declined in EDC when applied from the confirmation screen. Options appear to re-enter payment information or hold the order until the customer can provide valid payment information. ATO restricts the ordering of items until the entry of a valid payment or the removal of a declined payment from the order.

**Apply payment on order confirmation** — Causes ATO to retrieve stored payment card information, and to request authorization from the Order Confirmation screen when you touch OK.

**Close checks on apply payment** — Enables closing the check to the logged in employee when touching 'Apply Payment' on the ATO FOH Pick Up or Dispatch screens. Clear this option if other employees, like managers, apply payments to ATO orders, but allow other employees to close the check. **Required Options:** An option by the same name on the Order Modes tab, overrides this global setting.

**Recalculate quote time when order modified** — Causes ATO to recalculate any associated quote times, whether the order is for pickup or delivery, if you modify the order for any reason.

**Display takeout order sequence number** — Enables a store-wide order numbering system reflecting the sequence in which you create customer orders. These sequence numbers, generated by ATO, are in addition to the check numbers generated by the Aloha POS system. ATO applies these numbers to all orders passing through the ATO system. The sequence number prints in the ATO header on kitchen chits and guest receipts. This helps organize and assemble orders as they are prepared in the kitchen.

**Enable takeout order timing** — Enables the order timing feature on delivery orders, making the other options available in the group box available for configuration. When selected, other options appear. Order timing changes the order color on the screen to alert staff when orders are approaching their promise time or are overdue. Orders change from white to yellow based on the 'Warning Time (Seconds)' option. Orders then change to red at the promise time of an order. The 'Delivery Buffer (Seconds)' option accounts for the average delivery drive time. This option turns orders red prior to the promise time to alert drivers and dispatchers to prioritize dispatching the order to get the order delivered on time. **Related Requirements:** You must define a warning time and a delivery buffer.

**Include call-in orders in Takeout timing** — Causes the program to include call-in orders as part of the order timing process. Call-in orders turn yellow at the warning time seconds prior to the promise time, and red when the promise time is reached or surpassed. **Required Options:** You must select 'Enable takeout order timing' for this option to appear.

**Warning time (in seconds)** — Defines the number of seconds, ahead of the promise time, before the program displays the order in yellow on the Dispatch screen, indicating the order is approaching late status. **Required Options:** You must select 'Enable takeout order timing' for this option to appear.

**Delivery buffer (in seconds)** — Defines the number of seconds, ahead of the promise time, before the program displays the order in red on the Dispatch screen, indicating the order is late. **Required Options:** You must select 'Enable takeout order timing' for this option to appear.

**Order cancel void reason** — Causes ATO to use this void reason for future orders removed due to cancellation by the customer. **Related Requirements:** You must create a void reason in Maintenance > System Settings > Void Reasons.

**Enable paging** — Enables the Paging feature, making it possible for you to use a paging console system to notify customers when their order is ready. The pager column may be selected on the ATO FOH Pick Up screen to display the pager number for the order.

**Note:** Aloha Takeout does not integrate with paging systems.

**Enable pager prompt for walk-in** — Provides a button for you to touch, to assign a pager to a customer, in sites using pagers. Touching the button causes a screen prompt to appear in which you can use a number pad to enter the pager number, thus associating it with the customer and the current order. When the order is ready, you activate the pager using the separate paging console. When the order closes, the program releases the pager number. **Recommended Configuration:** Cleared, unless using pagers to notify customers when their order is ready. **Required Options:** You must select 'Enable paging' to enable this option.

**Reject items with failed modifiers** — Limits the injection of items on future and online orders where the modifier is set unavailable in item availability, or no longer valid for the item in the item database. This prevents items from releasing without complete preparation instructions. When disabled, the parent item releases to the POS without the modifier.

**User inactivity timeout** — Enables automatic log-out for all terminals when ATO is the active window on a terminal. The Aloha POS timeout functionality is disabled when the POS is not the active top window. Entering a non-zero value enables ATO to log out to the Aloha POS 'floating logo' screen based on the number of seconds defined.

**Password keypad layout** — Defines the layout of the keypad used for entering the ATO password.

Top row 123 — Matches the layout used by the Aloha POS where '123' is at the top of the keypad.

Top row 789 — Matches the standard keyboard layout where '789' is at the top of the keypad.

**Enable write to GCHKINFO DBF** — Does not write ATO order information, such as the zip code, to GChkInfo.dbf. You can clear this option to conserve disk space and speed up the import time to Aloha Insight; however, we recommend you not clear this option unless instructed by an Aloha Takeout representative.

## Group Bar: Caller-ID

**Device name** — Designates the type of caller ID device connected to ATO. As of the date of publication, the following selections are available:

None — No caller ID functionality.

Caller ID Simulator — Simulates lines ringing, for demonstration purposes.

Rochelle 2045 — Adjusts the ATO caller ID communication to work with the Rochelle model 2045.

Rochelle 2050 — Adjusts the ATO caller ID communication to work with the Rochelle model 2050.

Caller ID Dot Com — Adjusts the ATO caller ID communication to work with the CallerID.com Whooz Calling deluxe device.

Caller ID Dot Com POS — Adjusts the ATO caller ID communication to work with the CallerID.com Whooz Calling POS device.

**Port number** — Defines the port number to which the caller ID device is connected, on the Aloha BOH server.

**Line count** — Specifies the number of telephone lines connected to the caller ID device.

**Hold answered calls** — Places incoming calls on hold, when the caller ID system supports this function. Buttons representing answered calls on hold change from green to maroon. When an employee takes a call off hold, or answers a call directly, the button representing that call changes to blue. These color changes are true on all terminals, to prevent two employees attempting to access the same telephone line from different terminals.

## Group Bar: Delivery

The delivery options define how delivery orders and drivers interact with ATO. Most of the options manage driver assignment and dispatch, while maintaining food quality.

**Enable delivery** — Enables delivery functionality, assuming the HASP key is licensed for it. The delivery functionality adds access driver and dispatch functions. An error appears in ATO if delivery is enabled, yet not licensed. Mapping, if purchased and installed, requires you to enable delivery to work.

**Open drivers on clock in** — Displays drivers on the ATO FOH Dispatch, Map, and Driver screens on clock in and makes drivers immediately available for delivery order assignment. If cleared, employees with driver management access must manually open a driver on the ATO FOH Driver



screen. **Related Options:** To allow an employee access to make drivers available when the 'Open drivers on clock in' option is cleared, select 'Driver Management' in Maintenance > Labor > Pos Access Levels > 'Aloha Takeout' group bar and then assign the access level to the employee.

**Note:** Expired driver license or insurance information overrides the 'Open drivers on clock in' functionality. Employees with Driver management access are required to manually open drivers with this status.

**Assign drivers to curbside orders** — Allows you to assign drivers to a curbside order. This feature adapts ATO for 'car-hop' environments, or for other dedicated self-banking curbside attendants. When selected, curbside orders appear on the Dispatch screen.

**Assign drivers to catering orders** — Allows you to assign drivers to a catering order. This feature makes it possible to use drivers for catering assignments. When selected, drivers are responsible for collecting payment for catering orders and turning in payment at checkout. Catering orders appear on the Dispatch screen.

**Close checks on driver return** — Closes the outstanding balance of delivery orders to the 'Cash' tender, when a driver returns.

**Restrict dispatch to longest in driver** — Requires you to assign orders to a driver with the greatest amount of down time since clocking in or returning from a previous delivery. **Related Options:** To allow an employee to override the restricting of dispatch to longest in driver, select 'Can override restricted dispatch' in Maintenance > Labor > Pos Access Levels and then assign the access level to the employee.

**No order assignment until after bump** — Prevents orders from being assigned to drivers until after they are bumped from Aloha Kitchen. When cleared, assigning orders to drivers is possible at any time. **Related Options:** To allow an employee to override the assigning of an order before bump, select 'Can override no order assignment until after bump' in Maintenance > Labor > Pos Access Levels and then assign the access level to the employee.

**Seconds to wait after bump** — Extends the 'No order assignment' interval a specific number of seconds after bumping an order in Aloha Kitchen. This option accounts for oven and order assembly times. **Required Options:** You must select 'No order assignment until after bump' for this option to appear.

**Print receipts with itinerary** — Prints customer receipts for each order assigned to a run, when you touch 'Print Itinerary' on the ATO FOH. This provides a quick way for a driver to print all artifacts needed for a current delivery run. **Required Options:** To add 'Print Itinerary' to the ATO FOH, add 'Print Itinerary' from the 'Actions' group bar in Maintenance > Takeout Configuration > Takeout Settings > Panel Options for each available screen.

**Print state and zip on itinerary** — Makes it possible to include (or omit) the state or province name and the ZIP or postal code when the system prints an itinerary for the driver. Clearing this option reduces lines printed on an itinerary and saves paper.

**Must authorize cash to store/driver** — Requires a manager to authorize cash transfers between a store and drivers, whether they are receiving cash to use for making change or turning in money collected from deliveries. A manager must be clocked in with 'Approve Clock In' POS access enabled.

**Prompt for driver password** — Causes a password confirmation dialog to appear when a function affects driver accountability. When selected, ATO prompts for drivers to approve dispatch, return, and cash functions.

**Assign orders to dispatched drivers** — Makes it possible to assign orders to a driver who is currently dispatched on a delivery run. You can increase driver turnaround times by staging the next run prior to the driver returning.

**Set maximum driver carrying cash** — Enables this feature, and establishes an upper limit for the amount of cash you want to allow a driver to carry, including driver banks and money collected from customers for delivered orders. When selected, other options appear. **Required Options:** Set the maximum amount of cash a driver can carry in 'Maximum driver carrying cash.'

**Maximum driver carrying cash** — Defines the maximum of calculated cash for which a driver must be accountable before the system prevents them from dispatching. **Required Options:** You must select 'Set maximum driver carrying cash' for this option to appear.

**Maximum number of orders per run** — Enables this feature, and specifies the maximum number of orders allowable to a driver per delivery run. You may improve product quality and reduce driver dispatch times when you limit orders per run.

**Minimum minutes before dispatched driver can be returned** — Specifies the minimum number of minutes expected for each delivery run. This prevents drivers from dispatching and immediately returning, bypassing the 'Max number of orders per run' and 'Assign orders to dispatched drivers' options.

**Prompt for driver tips on return** — Prompts for tip amounts when a driver touches 'Return' on the ATO FOH.

**Print address information on driver checkout** — Prints the addresses of all orders assigned to and closed by a driver during their shift, when they perform a daily checkout. This feature allows drivers to confirm each address for which they are accountable during a shift.

**Print receipts on driver dispatch** — Prints guest receipts for the orders assigned to a driver when you touch 'Dispatch' on the ATO FOH.

**Automatically print driver itinerary on driver dispatch** — Prints the driver itinerary automatically when you dispatch a driver. When cleared, you must manually print the itinerary with the Print button.

**Restrict delivery orders to delivery area** — Prevents new and existing customers from starting delivery orders if a customer address is not within the defined delivery area. **Related Options:** To allow an employee to override the restricting of delivery orders to the defined delivery area, select 'Can override delivery area restrictions' in Maintenance > Labor > Pos Access Levels and then assign the access level to the employee.

**Auto cash to store on driver checkout** — Transfers the net cash owed amount from the driver to the cashier when you touch the Checkout button on the Drivers screen. This requires petty cash accounts to be set up and the cashier to be logged in and assigned to the drawer on the local terminal.

**Enable drive time** — The average number of minutes it takes a driver to deliver an order.

**Enable restrict delivery by guest** — Enables you to identify a customer as one for which you do not want to accept delivery orders thus preventing the delivery of orders to a prank, problem, or high-risk customer. **Related Options:** To allow an employee to override the restrictions for a customer identified as one for which you will not accept a delivery order, select 'Can override delivery area restrictions' in Maintenance > Labor > Pos Access Levels > Aloha Takeout group bar and then assign the access level to the employee.

**Enable address type ahead** — Displays matching streets within the delivery area, as you enter the street number digits and street name characters. Select the appropriate street, from the drop-down list, to fill in the remaining address information.

**Dispatch workflow** — Determines the method in which you want the dispatch and return process to flow for your operations.

None — Retains the default work flow for dispatching and returning a delivery driver in the system. You must 1) Select the delivery order from the Dispatch screen., 2) Select the driver that is to deliver the order. 3) Touch Dispatch to dispatch the driver. 4) Touch Return. 5) Close the delivery check.

Dispatch return — Automates the return process of the default dispatch and return work flow in the system. You must 1) Select the delivery order from the Dispatch screen 2) Select the driver that is to deliver the order. 3) Touch Dispatch to dispatch the driver. 4) Close the delivery check. In this work flow, the system automatically returns the driver to the restaurant. Use this option in operations that do not care about the length of time the driver was en route.

Assign dispatch return — Automates the assignment and return process of the default dispatch and return work flow in the system. You must 1) Select the delivery order from the Dispatch screen. 2) Select the driver that will deliver the order. 3) Close the delivery check. In this work flow, the system automatically assigns the driver to the order and returns the driver to the restaurant.

### Group Bar: End Of Day

**Enable scheduled EOD** — Enables End-of-Day (EOD) processing, in ATO, which is separate from EOD processing in the Aloha POS system. This EOD process moves current day metrics and closed orders to historical tables, where they are available for future reference. When selected, other options appear. **Required Options:** You must set a scheduled time for the EOD to run in 'Scheduled time' and define a 'Poll time.'

**Poll time (seconds)** — Defines the number of seconds after which the ATO service checks to see if it is time to run ATO EOD. **Required Options:** You must select 'Enable scheduled EOD' for this option to appear.

**Scheduled time** — Specifies the time for the ATO EOD process to run each day. As a best practice, we recommend running EOD in ATO five minutes before EOD in the Aloha system. **Required Options:** You must select 'Enable scheduled EOD' for this option to appear.

**Historical data retention days** — Limits the size of the ATO database by retaining only the defined number of historical days data.



**Tip:** If you disable 'Enable scheduled EOD,' ATO detects the Aloha EOD, and runs its own EOD process simultaneously.

## Group Bar: Invoicing

**First page item count** — Defines the number of items to enter and print on the first page of a house account invoice. This number is typically smaller than for subsequent pages, to allow for header information.

**Middle page item count** — Defines the number of items to enter and print on middle pages of a house account invoice.

**Last page item count** — Defines the maximum number of items to enter and print on the last page of a house account invoice. Adjusting this number enables you to allow for routine information appearing on the last page of a typical invoice.

**Auto-save invoice** — Causes ATO to automatically save a copy of a house account invoice for later retrieval, after finalizing the transaction.

**Auto-print invoice** — Causes ATO to automatically print a copy of a house account invoice, after finalizing the transaction. **Required Options:** You must select 'Auto-save invoice' for this option to appear.

**Include item modifiers** — Enables item modifiers to print on the invoice. Clear this option to only print parent items, shortening the invoice length.

**Use counter-based invoice number** — Defines an alpha-numeric prefix for invoice numbers. If left blank, ATO uses the 'Site ID' number as the prefix. Override this with a store specific identifier, or other text, that distinguishes invoices from one store versus another. The maximum number of alpha-numeric prefix characters is 20.

**Note:** A six digit 'Counter Length' and three character 'Invoice Number Prefix' creates a nine digit invoice number.

**Enable invoices for all orders** — Makes the 'Print Invoice' button active at all times and allows you to print an invoice for any Aloha Takeout order. When cleared, the Print Invoice button is unavailable for all payment types except a house account.

## Group Bar: Kitchen integration

The options in this section make it possible to establish estimates for speed of service reporting in environments similar to pizza operations. Aloha Kitchen (AK) provides robust order management functionality in the kitchen.

**Enable Kitchen interface** — Enables communication with Aloha Kitchen, when installed. When selected, other options appear. This communication is as follows, assuming Aloha Kitchen is available:

- Aloha Kitchen manages quote times on the InfoCast bar in ATO.
- ATO passes the customer name and phone number to Aloha Kitchen.
- ATO passes pager information to Aloha Kitchen, if used.
- Aloha Kitchen updates the order status in ATO.
- ATO passes the quote time to Aloha Kitchen.
- Kitchen performance updates the 'Late' status.

The Aloha Takeout information associated with the guest check and passed to Aloha Kitchen is:

- First name.
- Last name.
- Phone number.
- Pager number.
- Address (lines one and two).
- City.
- State.
- Zip code.
- Address notes.
- Order notes.

**Suppress POS chit printing** — Disables chit printing from within ATO, when using the Kitchen Interface. The POS or Aloha Kitchen manages kitchen printing. **Required Options:** You must select 'Enable Kitchen interface' for this option to appear.

**Oven time (seconds)** — Specifies the number of seconds allowed for an item to cook. This option assumes orders are bumped from a make table when they go into an oven. This is typically used in pizza operations, where the 'Oven Time' equals the conveyor belt time of a pizza oven. **Required Options:** You must select 'Enable Kitchen interface' for this option to appear.

**Rack time average span (seconds)** — Specifies a rolling number of seconds used for tracking the average rack time. Rack time is a calculated value derived by subtracting the oven time from the bump time to dispatch time and determines how long an order sits on a rack and loses quality prior to dispatch. For example, this allows operations to view an average rack time over the past 15 minutes (900 seconds.) The calculation is as follows: Dispatch Time - Bump Time of the last item on the order - Oven Time = Rack Time. **Required Options:** You must select 'Enable Kitchen interface' for this option to appear.

**Use Kitchen quote times** — Causes ATO to use quote times provided by Aloha Kitchen, instead of its own internal promise times. Aloha Kitchen quote times are based on the number of items in the kitchen, the cook time of those items, and constantly measured kitchen performance against cook times. Based on this information, Aloha Kitchen determines the first available time an order can be fulfilled. Quote time information appears on the confirmation screen. Future orders are also timed and displayed by Aloha Kitchen using the same metrics. ATO releases current day future orders to Aloha Kitchen immediately and allows Aloha Kitchen to manage when those orders are released. **Required Options:** You must select 'Enable Kitchen interface' for this option to appear.

**Activate Kitchen order on applied payment** — Enables all current day ATO orders to automatically activate in Aloha Kitchen when you apply a payment. The order appears on the active Aloha Kitchen screen instead of the Delayed screen, and eliminates the need for the kitchen employee to manually start the order from the Delayed screen. **Required Options:** You must select 'Enable Kitchen interface' to enable this option.

#### Group Bar: Redundancy

**Enable offline support** — Permits entry of takeout or delivery orders, when the ATO service host is unavailable, or is not running. This condition normally occurs when the ATO service is stopped or the file server is offline. When the terminals are functioning in offline mode, one of the ATO clients acts as the takeout server. When the file server becomes available again, the terminal functioning in place of the takeout service automatically updates new orders to the server. Order entry is permissible at any takeout terminal, but caller ID and database search capabilities are compromised when the system is functioning in offline mode. Although you must enter all customers as 'new,' these new records are not added to the database when connectivity is restored.

#### Group Bar: External Order Interface

**Enable external order interface** — Enables the C1200 display or Web ordering interface to integrate with ATO. This feature is not currently supported in production versions of ATO. **Recommended Configuration:** Cleared.

#### Group Bar: Order Confirmation

**Enable order confirmation** — Causes the Order Confirmation screen to appear during transition back to ATO, after creating an order in the FOH. You can use the confirmation screen to adjust items on the check, edit customer information, change the promise time, and indicate the payment method to be used. When selected, other options appear.

**Allow new orders to be converted to dine-in from the confirmation screen** — Makes it possible to convert unordered ATO orders to dine-in orders, while still in the Order Confirmation screen. This is used when the customer is standing at the wrong counter to order a dine-in order. **Required Options:** You must select 'Enable order confirmation' for this option to appear.

**Display confirmation screen on modified orders** — Causes the Order Confirmation screen to appear once again, on the way back to ATO, after modifying an order. This option gives the server the opportunity to confirm the order modification with the customer before submitting it for preparation. **Required Options:** You must select 'Enable order confirmation' for this option to appear.

**Order items prior to confirmation (order summary screen)** — Allows the Aloha POS to send items on the order for preparation before the Order Confirmation screen appears. This allows the order mode charge, if used, to appear in the Order Confirmation screen, for confirmation with the customer. This option is primarily used in POS versions prior to v6.7. As of Aloha POS v6.7, ATO can calculate the delivery fee and pass it to the POS, making this option obsolete. **Required Options:** You must select 'Enable order confirmation' for this option to appear.

**Calculate promise time based on order confirmation time** — Calculates the promise time based on when you finish placing the order, instead of when you begin placing the order. You must confirm the order in Aloha Takeout to calculate the quote time at confirmation time. Use this option for menus you feel may anticipate several questions from the guest, such for a complex pizza environment.

**Enable prepaid tender** — Places a Prepaid button on the Order Confirmation Screen to tender the order to the configured prepaid tender. Operations use this to close orders placed by a delivery service or other business reasons.

**Enable gift cards on order confirmation** — Places gift card tenders on the Order Confirmation screen, which allows you to apply a gift card payment to the order.

**Enable deposits on order confirmation** — Places the Deposit button on the Order Confirmation screen, which allows you to add a deposit for a future order while on this screen. **Required Options:** You must select 'Enable order confirmation' under the 'Order Confirmation' group bar to enable this option.

**Enable checks on order confirmation** — Adds the Check payment button to the Order Confirmation screen so you can accept personal checks as a form of payment in Aloha Takeout. **Required Options:** You must select 'Enable order confirmation' to enable this option. **Documented Version:** v15.2

### Group Bar: Customer Credit

**Enable customer credit** — Makes it possible to store a credit with a customer account for later use. This is typically a good-will compensation for trouble with an order. The credit is applied based on the POS comp configuration, up to the balance due of the order. **Required Options:** You must identify a Credit Comp ID. You must enable designated employees with the ability to add customer credit. To provide an employee the ability to add customer credit, select 'Can add customer credit' in Maintenance > Labor > Pos Access Levels and then assign the access level to the employee. **Related Options:** Select 'Rollover surplus credits' and 'Prompt to apply on payment' to display a prompt to ask a customer if they want to use any unused credits toward their check.



**Credit comp ID** — Identifies the compensation record you want to use for ATO orders, as previously created in the POS, in Maintenance > Payments > Comps. You must configure this compensation record to require a specific dollar amount for entry completion. **Required Options:** You must select 'Enable customer credit.'

**Roll over surplus credits** — Adds unused customer credits back onto a customer account for use on their next order. **Required Options:** You must select 'Enable customer credit' to roll surplus credits over on a customer account. **Related Options:** To display a prompt to ask a customer if they want to apply any unused credits toward their check, You must select 'Prompt to apply on payment.'

**Prompt to apply on payment** — Displays a prompt to ask a customer if they want to apply unused credits toward their check, when tendering the check. **Required Options:** You must select 'Enable customer credit' to roll over surplus credits on a customer account. **Related Options:** You must select 'Roll over surplus credits' to receive the prompt to apply roll over credits.

#### Group Bar: Culture

**Culture** — Defines the culture used by ATO on the Front-of-House.

**Use international keyboard** — Replaces the standard keyboard with the international keyboard on the Front-of-House for a terminal. The settings you select here must match the settings selected in Windows Control Panel. Go to Control Panel, Region and Language, Keyboards and Languages.

**Required Options:** You must select a 'Culture' for the international keyboard to use.

### Group Bar: Auto database backup

**Enable auto database backup** — Enables the system to automatically create a backup of the ATO SQL database. The Windows user configured to start the ATO backup service must have access to the ATO SQL database. **Required Options:** You must select a 'Backup scheduled time' and identify a 'Backup path.' **Related Options: 1)** Selecting this option enables additional backup options. **2)** To purge backup files after a number of days, identify a number of 'Backup days to keep.'

**Backup scheduled time** — Defines the time the system creates a backup of the ATO SQL database. **Required Options:** You must select 'Enable auto database backup' for this option to appear.

**Backup days to keep** — Defines the number of days the system stores backup files before purging them. **Required Options:** You must select 'Enable auto database backup' for this option to appear.

**Backup path** — Defines the directory to which the system stores backup files. **Required Options:** You must select 'Enable auto database backup' for this option to appear.

### Group Bar: Loyalty

**Enable manual Loyalty validation** — Allows you to validate the Generic Loyalty number for a guest record by pressing the Validate button on the Relationship tab of the ATO front-of-house. **Documented Version:** v17.1.

**Enable automatic Loyalty validation** — Allows the system to automatically attempt to validate the Generic Loyalty number for a guest record when you enter it on the Relationship tab of the ATO front-of-house. **Documented Version:** v17.1.

## Options > Future Orders tab

### Group Bar: Future orders

An ATO future orders is any order beyond the current quote time. This can be for later the same day or up to five years later. In addition to normal order attributes, ATO prompts for a promise date and time, as well as an order mode to which to release the order. Orders are stored in the ATO database and released by an interface terminal.



**Reference:** Refer to the Aloha Takeout Future Orders and Deposits Feature Focus Guide - HKS360 for detailed instructions on configuring this feature.

**Enable future day orders** — Activates the ability to create orders for future times and dates. Selecting this option adds 'Start Delayed' to the ATO FOH Look Up screen. When selected, other options appear. **Required Options:** You must make a selection in 'Future order void reason.' **Related Options:** You can specify for the system to 'Auto release future orders' and to 'Release on check in.'

**Auto release future orders** — Allows the system to manage the release of future orders. Clear this option to manually release future orders. **Required Options:** You must select 'Enable future day orders' for this option to appear.

**Release on check in** — Allows the system to release future orders when a customer arrives at the site and checks in. **Required Options:** You must select 'Enable future day orders' for this option to appear. **Related Options:** To add 'Check In' to the ATO FOH, add 'Check In' from the 'Actions' group bar in Maintenance > Takeout Configuration > Takeout Settings > Panel Options for each screen.

**Future order void reason** — Designates the void reason to use for clearing the items from the check ATO creates in the POS when you enter a new, or recall an existing, future order. When you finalize the future order, the system stores the items on the POS check in the ATO database and passes the defined void reason code to clear items off the check; after which, the system closes the check with no items on the check. **Required Options:** You must select 'Enable future day orders' for this option to appear. **Related Requirements:** You must first create a void reason for this purpose in Maintenance > System > Void Reasons and then select it here.



**Tip:** Enable 'For Aloha Connect Use Only' and 'Do Not Report' on the Aloha POS void reason.

**Release call-in orders based on preparation time** — Enables operations with short cook times to allow customers time to travel to the restaurant and receive freshly prepared orders. Call-in orders are delayed based on the current quote time less the default preparation time, similar to a future order. Clearing this option causes the release of call-in orders as they are received. When selected, if the current quote time is 20 minutes and the default preparation time is 10 minutes, ATO releases a call-in order promised for 11:20 a.m. at 11:10 a.m. **Recommended Configuration:** Cleared. Most operations release call in orders to the kitchen for immediate preparation.

**Release current day future orders immediately** — Specifies you want to allow the kitchen staff, not ATO, to control the timing of order preparation for future orders booked today, for later today. When enabled, a kitchen chit prints immediately, with the promise time stated on the chit, to assist the kitchen staff with organizing and preparing future orders, as needed. **Related Options:** This option enables 'Release start time.'

**Release start time (in 24-hour format)** — Specifies the time of day to release all future orders scheduled for the current day, but booked on a prior day, to the kitchen. Again, this is for environments in which the kitchen staff controls the timing of order preparation, not ATO. This helps ensure the orders print when the kitchen printers are online, or that someone is available to supervise the printing should problems occur. **Required Options:** You must select 'Release current day future orders immediately' to enable this option.

**Note:** In summary, these two options allow the kitchen staff to control the timing of order preparation for all future orders. Any future order scheduled for today and booked today prints immediately; all future orders scheduled for today but booked on a prior day print at the time specified in 'Release start time.'

**Enable order release window restriction** — Restricts the time frame when the system can release an order to the kitchen. This prevents the sending of orders to the kitchen before or after business hours when the kitchen staff is not present. For example, if the customer submits a web order to a site at 1:00 a.m., with a promise time of 5:00 p.m. the same day, Aloha Takeout sees this as a same day future order. If you also select 'Release current day future orders immediately,' the order fires to the kitchen immediately at 1:00 a.m. Subsequently, if the End-of-Day runs at 3:00 a.m., the order then closes to cash. When selected, other options appear.

**Release window start time (in 15 minute intervals)** — Designates the time you want the system to begin releasing orders to the kitchen. **Required Options:** You must select 'Enable order release window restriction' to enable this option.

**Release window end time (in 15 minute intervals)** — Designates the time you want the system to stop releasing orders to the kitchen. **Required Options:** You must select 'Enable order release window restriction' to enable this option.

**Delete overdue unreleased future orders at EOD** — Enables the next End-of-Day process to purge any unreleased future orders that were not sent to the kitchen before the expiration period. **Required Options:** You must define the number of minutes an unreleased future order remains in the queue before the system purges the order in 'Expiration period (in minutes).'

**Expiration period (in minutes)** — Defines the number of minutes at which a future order reaches an expired state after a guest fails to check in to pick up the order. The default value is 1440 minutes. The system adds the expiration minutes to the order time to determine if an open future order is

expired. If yes, the next End-of-Day process purges the order, and marks the order as expired, not released. **Required Options:** You must select 'Delete overdue unreleased future orders at EOD' to enable the system to purge an unreleased future order in an expired state.

**Activate future orders via server** — Releases future orders from the BOH without the need for an ATO instance running on a FOH terminal. **Required Options:** For this new functionality to work properly, configure the ATO service to start an instance of the Aloha POS on the BOH system.

**Display future eat-in and drive-thru orders** — Allows an order with Eat-in and Drive-thru order modes to appear in on the Future and Pickup screen when they are future orders for a mobile ordering solution. You cannot align these types of order modes in Aloha Takeout and usually the system converts the orders to non-takeout orders. Select this option to include 'eat-in' and 'drive-thru' order modes on the Future and Pickup screen. You must use the ATO API to support this option.

**Enable recurring orders** — Activates the ability to create recurring orders for future times and dates. When selected, this option adds 'Recurring Orders' to the ATO FOH Look Up screen.

**Required Options:** You must select 'Enable future day orders' for this option to appear.

**Release to queue** — Enables the system to release a future order to a queue other than the Aloha Takeout queue.

**Enable batch release** — Allows all future orders scheduled to be picked up on the date of business to release within a defined window. The "Batch release is currently in progress" message appears on the release terminal and you cannot operate the FOH from the release terminal during this time. Use this option for operations that receive future orders containing an exceptionally high quantity of a specific item. **Related Options:** This option enables the 'Batch release start time' and 'Batch release end time' options. **Documented Version:** v17.1.

**Batch release start time** — Specifies the starting time for releasing pending future orders in batches. During this time, you cannot operate the release terminal. You typically start the release batch window before the restaurant opens or when you do not receive takeout orders. **Required Options:** You must select 'Enable batch release' to enable this option. **Documented Version:** v17.1.

**Batch release end time** — Specifies the ending time for releasing pending future orders in batches. **Required Options:** You must select 'Enable batch release' to enable this option. **Documented Version:** v17.1.

## Options > Check In tab

### Group Bar: Check in

**Check in alert behavior (on order release)** — Displays a check-in message on an Aloha Takeout or POS terminal to notify an employee when a check-in action occurs, usually through an API call from a mobile application.

No alert — Does not display a message when a check-in action occurs. This is the default selection.

Display notification on all terminals — Displays a message when a check-in action occurs, on all terminals running Aloha Takeout.

Display notification on release terminal — Displays a message when a check-in message occurs, on the POS terminal from which you release Aloha Takeout orders.

Display notification on list of terminals — Allows you to define a list of specific terminals at which to display a check-in alert. If you select this option and specify a terminal that does not have a logged in employee, check-in alerts display on all terminals. **Related Options:** This option enables the 'Alert Behavior Terminal' group bar.

### Group Bar: Alert Behavior Terminal

Use the Alert Behavior Terminal group bar to define the which terminals displays a check-in alert.

**Required Options:** You must select 'Display notification on list of terminals' from the 'Check in alert behavior (on order release) drop-down list for this option to appear. Use the >> and << arrows to move terminals between the 'Available' list and the 'Included' list.

## Check In Summary tab

Use the Check In Summary tab to define the queue to which to release orders when using a mobile check-in solution, and the desired check in behavior, such as whether to display an alert and on which terminals the alert is to appear.

### Check In Summary > Settings tab

#### Group Bar: Settings

**Select release queue based on check in** — Allows you to define release queues for use with a mobile check-in solution. **Documented Version:** v15.2.

**Default release queue** — Sets the default release queue. **Required Options:** You must select 'Select release queue based on check in' for this option to appear. **Documented Version:** v15.2.

**Select check in summary based on terminal routing** — Supports mobile ordering in Y lane environments. **Documented Version:** v15.2.

### Check In Summary > Release to Queue Options tab

#### Group Bar: Check In Summary

The columns in this group box allow you to identify a specific queue.

#### Group Bar: Check in

**Check in alert behavior (on order release)** — Displays a check-in message on an Aloha Takeout or POS terminal to notify an employee when a check-in action occurs, usually through an API call from a mobile application.

No alert — Does not display a message when a check-in action occurs. This is the default selection.

Display notification on all terminals — Displays a message when a check-in action occurs, on all terminals running Aloha Takeout.

Display notification on release terminal — Displays a message when a check-in message occurs, on the POS terminal from which you release Aloha Takeout orders.

Display notification on list of terminals — Allows you to define a list of specific terminals at which to display a check-in alert. If you select this option and specify a terminal that does not have a logged in employee, check-in alerts display on all terminals. **Related Options:** This option enables the 'Alert Behavior Terminal' group bar.

## Order Scheduling tab

Use the Order Scheduling tab to limit the number of delivery orders or to-go items accepted for a defined time segment. This allows operations to accept only a number of future orders that is

appropriate for the expected number of driver and kitchen resources. This limitation can reduce the number of customer complaints received as a result of over-committed driver resources and sub-standard food quality. The system manages the available time segments across multiple terminals on a first-come first-serve basis. You can make the schedule complex or simple, according to your business needs.

### **Order scheduling is configured in two parts:**

#### **Part 1 — Schedule**

The schedule defines the business periods of the week. Business periods should include:

- Times when a site is closed and not accepting takeout and delivery orders.
- Meal periods, like breakfast, lunch, and dinner, when kitchen and driver staff are scheduled to fulfill takeout and delivery orders.
- Times between meal periods, where a site is open and accepting ATO orders, but capacity varies due to kitchen and driver staffing changes.

Business periods are broken into time segments. Time segments typically align with an average delivery run or logical business time period.

#### **Part 2 — Capacity**

The capacity defines the number of orders or items that can be produced within a given time segment. This is based on the schedule defined above.

**Note:** Order scheduling functionality is based on an average week of business and staff scheduling. Aloha Takeout's Order Scheduling functionality does not account for unusual days, like Super-bowl Sunday. Order capacities cannot be adjusted from the FOH.

### **Group Bar: Settings**

Use the Weekly Properties options to enable or disable order capacity tracking, and define the default time segment lengths.

**Enable order capacity tracking** — Causes the program to track the number of orders and items, per time unit, enforcing limitations you place upon them. When selected, the Tracked Order Modes tab and Capacity Tracking tab appear. **Related Options:** To allow an employee to override the order capacity restrictions, select 'Can override order capacity' in Maintenance > Jobcodes > Pos Access Levels and then assign the access level to the employee.

**Enable variable time segment by Order Mode** — Allows you to choose a specific order mode for which to compare actual orders to configured order scheduling limits. Once you select the order mode to view, the order capacities appear on the Capacity Detail screen for each time segment, as usual. **Documented Version:** v17.1.



**Default display time segment length** — Defines major time segments that break the day into manageable periods. The program breaks the day up into the length of time you specify in the drop-down list. If you set this value at '15', the program depicts the day in 96 segments of 15 minutes each.

This setting is also used as the 'Inherited display time segment length' for the weekly schedule. Unless overridden by the weekly schedule, this value becomes the 'Inherited display time segment length' for the day and sub-block settings.

When you select 'Show time segment breakout,' the display time segments appear on the Future screen, breaking the 'Covered time span' into multiple segments.

**Default capacity time segment length** — Specifies the length of time for which the program tracks order capacity. If you set this value at '15,' the program depicts each segment of time throughout a day in 15-minute segments, except as modified in the 'Order schedules' section. You should base this time value on a length of time used to measure an average employees item count production or an average delivery run time for a driver.

**Start day of the week** — Specifies the day of the week on which your scheduling segments begin. Select the appropriate day from the drop-down list.

## Order Scheduling > Schedules tab

Use the Schedules tab to establish your weekly schedule and to define capacity tracking.

### Group Bar: Order schedules

Provides configuration options for a selected time segment, and specifies order limits for each segment. Segments of time inherit order limits in accordance with a hierarchy, based on the weekly schedule, day, and sub-blocks, respectively. Each element inherits the characteristics of the one above it, and can pass them to the next lower segment at an equal or more restricted level.

This relationship is used to create a business schedule for the week.

1. Use 'Covered time span' to create closed and open time segments for pre-open, lunch, dinner, and closed periods of the day.
2. Create additional time spans to cover afternoon, happy hour, or late night time spans.
3. Use 'Capacity time segments' to define how many items or orders a site can produce within that amount of time.
4. Use 'Display time segments' to define manageable segments and how they appear on the Future and Dispatch screens.

For example, a lunch period may be made up of a two hour and 30 minute covered time span, using 15 minute capacity time segments, appearing in 15 minute display time segments. The afternoon period may be a four hour and 30 minute covered time span, using 15 minute capacity time segment, appearing in a 4 hour and 30 minute display time segment, since there are fewer orders during this time and the time breakout is not as important

Each configuration element within Schedule Block Properties has an on-screen Help statement to explain its function. These configuration elements are as follows, with brief summaries of their Help statements.

## Weekly Schedule Panel

This part of the screen enables you to review how a week is scheduled. Right-click the daily segment (Monday, Tuesday, Wednesday, etc.) to add a separate sub-block of time, or right-click within a sub-block of time to add a new sub-block within it. You can manipulate this section to collapse or expand all, one, or several specific time blocks to view their contents. Use the options in 'Schedule Settings' and 'Capacity Tracking' to define the times and order capacities for each selected time block.

### Order Scheduling > Schedules > Schedule Settings tab

Use the Schedule Settings tab to define an override setting for 'Capacity time segment length' and 'Display time segment length.'

#### Group Bar: General

**Name** — Specifies the label for a day-long time segment or for a smaller time segment within a day, Weekly and day names are not editable, e.g. Monday. Name sub-blocks within each day with an appropriate name, e.g. Lunch.

**Show in week summary** — This option is no longer used and is targeted to be removed from future configuration tools.

#### Group Bar: Capacity time segments

**Capacity time segment length** — Specifies a segment of time across which production capacity limitations apply, as defined by item or order limitations. If you specify 00:15:00 (no hours, 15 minutes, and no seconds), 'limit item count' and 'limit order count' capacities are based on how many items or orders a site can produce within the 15 minute capacity time segment.

**Inherited capacity time segment length** — The capacity time segment length defined by the 'Default display time segment length' in Weekly Properties.

#### Group Bar: Display time segments

Specifies if time segments appear on the Future and Dispatch screens, to help improve the management of orders in line with capacity management.

**Show time segment breakout** — Enable segments to appear within the 'Covered time span' on the Future and Dispatch screens based on the 'Display time segment length' setting.

**Display time segment length** — Defines how the time block is broken out on the Future and Dispatch screens, when you select 'Show time segment breakout.' A four hour breakfast 'Covered time span' may be broken out into 15 minute display segments to better manage capacity and dispatch.

Typically, a 'Display time segment length' equals the 'Capacity time segment length' setting within the sub-block. However, they can vary, to limit FOH scrolling and to account for smaller screen resolutions.

**Inherited display time segment length** — The display time segment length defined by 'Default display time segment length' in Weekly Properties.


## Order Scheduling > Schedules > Capacity Tracking tab

Capacity tracking defines the number of future orders and future order items employees are allowed to schedule during a capacity time segment. If a capacity is not specified, the system uses the inherited delivery capacity. **Required Options:** You must select 'Enable order capacity tracking' for this tab to appear.

Return to the Schedules tab, select a time segment in the 'Order schedules' preview frame. Click the 'Capacity Tracking' tab to the right to edit the capacity for the selected time segment.

**<order mode type> item capacity** — Defines the number of items, in the item category, that can be produced within the 'Capacity time segment length'. The '... item capacity' can be set at the Weekly Schedule, weekday, or segment level. The '... item capacity' should account for the expected number of kitchen staff scheduled within the selected segment and their expected productivity.

**Inherited <order mode type> item capacity** — Capacity tracking can be set at the 'Weekly Schedule' and weekday level. The 'Inherited ... item capacity' displays the item capacity set weekly or by weekday, if configured. If both are set, the weekday item capacity appears as the inherited. This allows you to set the normal capacity for most segments, then override the item capacity by order type on segments when staffing increases or decreases.

 **Tip:** If order mode types are tracked with other order modes, the item capacity should be the same for all order mode types.

**<order mode type > order capacity** — Defines the number of orders, for the selected order mode type, that can be produced within the 'Capacity time segment length'. The '... order capacity' can be set at the Weekly Schedule, weekday, or segment level.

## Order Scheduling > Tracked Order Modes tab

Use the Tracked Order Modes tab to provide the ability to limit order or item counts for an order mode.

### Group Bar: Settings

Order and item count limitations are configured by selecting an order mode, such as Delivery.

**Order mode type** — Click Add to select order modes to include in capacity tracking.

**Limit order count** — Enables ATO to limit the number of future orders, for a selected order mode, that can be scheduled. The exact number of orders is configured in a later section by day and time segment.

**Limit item count** — Enables ATO to limit the number of items on future orders, for the selected order mode, that can be scheduled.

**Labor time capacity tracking** — Enables the system to limit the amount of labor time on future orders, for the selected order mode, that can be scheduled.

**From item category** — Specifies an item category for which ATO limits an item count. Select an existing category or create a new category in category maintenance by clicking the 'From item category' link. The objective of an item category is to include items produced by the kitchen that have a productivity threshold based on the number of kitchen employees expected for a given day or segment.

**Tracked with...** — Allows the item count limit to be combined with other order mode types. If the kitchen can only produce x number of an item category, this may split up between delivery, call-in, and Web orders. The selected order mode type is automatically enabled and grayed out. Select additional order mode types to combine item category counts toward the item category count limit. Additional tracked with order mode types include:

- call-in
- catering
- curbside
- delivery
- faxed in
- walk-in
- Web

## Barcode Scanners tab

Use the Barcode Scanners tab to enable USB bar code readers. Currently, only one reader of this type has been tested by NCR Hospitality, the Symbol LS-2208, which makes the reader available for purchase through normal channels. Other USB readers may, in fact, work with ATO and the Aloha POS system, but no others have been tested.



**Tip:** If a normal keyboard is attached to the terminal along with the bar code reader, ATO may detect the keyboard instead.



**Reference:** Refer to the ATO Bar Code Scanners Feature Focus Guide - HKS339 for more information on bar code scanners.

### Group Bar: Barcode Scanners

**Enable USB barcode scanner** — Makes the bar code reader feature active. When selected, other options appear.

### Group Bar: USB Scanner Detection

**Device Name** — Accepts the typed name of a USB bar code reader device. Click Detect to open the USB Scanner Detection dialog box. You must connect a USB barcode scanner to this computer and scan a barcode with it to detect its hardware ID.

**Hardware Id** — Accepts the typed hardware ID of a USB bar code reader device.

### Group Bar: USB Scanner Devices

**Device name** — Specifies the name of the scanner to use.

**Hardware ID** — Specifies the ID number of the scanner in use.


## Panel Options tab

Use the Panel Options tab to define and refine the order flow process, as controlled with user interface elements. Using the tabs available under Panel Options, you define the order mode buttons that appear when you enter a new order and the action buttons that appear on the right side of ATO screens you access from the navigation bar, such as the Look Up, Pick Up and Dispatch screens. You also define the columns to appear on certain screens, such as when you look up a customer or enter a new guest account, and the information to appear on the Dashboard Settings screen.


ATO refers to the buttons that appear on many of the ATO screens, such as Order Details, Modify, Tender, Change Mode, and more, as action buttons. The screen you are defining determines which action buttons you can add to the screen. For example, you can not add any action buttons to the Look Up screen, you can add the Modify action button to all screens accessed from the navigation bar and to the Check Detail screen, but you cannot add the Modify action button to the Dashboard Settings screen. Refer to Table 2-1 “Action” on page 2-63 for a complete list of action buttons and the screens on which each one can appear.

### Group Bar: Panel Options

**Enable 2nd generation UI** — Enables the blue ATO user interface on the FOH. This user interface provides a consistent look and feel across NCR Hospitality products. ATO uses the original gray ‘v1.1’ user interface, when you clear this option.

 **Tip:** The ‘v1.1’ user interface requires the CustomerManagement.xaml, OrderManagement.xaml, and FutureOrderManagement.xaml files are manually configured to match your operation. Download and use the Sample Data from Aloha Update as a basis.

**QS Aloha tender screen** — Defines the screen configured in **Quick Service Screen Designer > Work with Screens** you are navigated to when touching TENDER.

 **Tip:** This option only appears when you enable 'Display QuickService' settings under the 'Options to display' group bar in Maintenance > Business > Additional Features.

**Default Aloha screen** — Indicates the Quick Service screen at a global level to which an Aloha Takeout employee navigates from the Aloha Takeout interface.

## Panel Options > Lookup tab

The Lookup tab applies only to the appearance and behavior of the Look Up screen, accessed from the ATO navigation bar. Use the options available on this tab to define the information to appear on the screen when searching for/adding a new guest and the order modes to appear when entering an order. Group Bar: Settings

**Auto search timeout (seconds)** — Defines the number of seconds of inactivity the application waits before performing a search for criteria already entered.

**Enable sort order** — Allows you to configure multiple sorting levels for displaying the list of guests on the Lookup screen. For example, you can configure the returned list to sort by Last Name, then by Home Phone. When cleared, the system returns the list based on the order they are found. **Related Options:** This option enables the Sort Orders tab. **Required Options:** You must configure the sorting levels on the Sort Orders tab that appears on this same tab when you select 'Enable sort order.'

## Panel Options > Lookup > Columns tab

Use the Columns tab to add, remove and sort the columns available on the Look Up screen.

### Group Bar: Columns

**Column name** — Indicates the columns already selected to appear on the Look Up screen. The columns appear on the screen in the order they appear in this list. We suggest moving more prominent customer information to the top (left), to help employees select a correct customer quickly. To choose additional columns, click the Add drop-down arrow, select a column, and click OK. To remove a column from the Look Up screen, select it in the 'Column name' list and click Remove. All columns will not fit on the ATO screen, if selected. Refer to [Table 2-2 "Column" on page 2-67](#) for a comprehensive list of columns and the screens on which each column can appear.

## Panel Options > Lookup > Order Modes tab

Use the Order Modes tab to add, remove, and sort the order modes available on the Look Up screen.

### Group Bar: Order Modes

**Column name** — Indicates the order modes already selected to appear, immediately prior to creating a new order, on the Look Up screen. The order modes appear on the screen in the order they appear in this list. To choose additional order modes, click the Add drop-down arrow, select an order

mode, and click OK. To remove an order mode from the Look Up screen, select it in the 'Column name' list and click Remove. Select order modes that match your business environment. Use Translation Editor to change order mode button text, if needed.

**Call-In** — A 'Start Call In' button appears on the Look Up screen to initiate a call-in or pick up order for a selected customer.

**Catering** — A 'Start Catering' button appears on the Look Up screen to initiate a catering order for a selected customer.

**Curbside** — A 'Start Curbside' button appears on the Look Up screen to initiate a curbside order for a selected customer.

**Delivery** — A 'Start Delivery' button appears on the Look Up screen to initiate a delivery order for a selected customer.

**Eat-In** — No current functionality.

**Faxed-In** — A 'Start Faxed In' button appears on the Look Up screen to initiate an order faxed to the store for a selected customer.

**Walk-In** — A 'Start Walk In' button appears on the Look Up screen to initiate a order for a counter customer based on the search text or a selected customer, depending on the 'Require customer for walk-in' option setting.

**Web** — A 'Start Web' button appears on the Look Up screen to initiate an online order for a selected customer. This may be enabled if the customer has issues ordering online, yet the sale should still be accounted to the 'Web' order mode.

## Panel Options > Pickup tab

The Pickup tab applies only to the appearance and behavior of the Pick Up screen, accessible from the ATO navigation bar.

### Group Bar: Settings

**Auto search timeout (seconds)** — Defines the number of seconds of inactivity the application waits before performing a search for criteria already entered.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

**Auto scroll order list to top** — Enables the system to always show the first order in the list when you change the filter, sort order, or return to the Pick Up screen.

**Bypass filters on search** — Allows you to search for an order on this screen and bypass any filter in effect at the time, essentially using the 'All' filter without switching to it first. This saves time in switching between filters and eliminates confusion when an order does not appear in a search result. **Documented Version:** v17.1.

**Navigate to order details** — Automatically navigates to and displays an order in the Order Details screen when a search from the Pickup screen returns a single order that meets the criteria. **Documented Version:** v17.1.

## Panel Options > Pickup > Columns tab

Use the Columns tab to add, remove and sort the columns available on the Pick Up screen.

### Group Bar: Columns

**Column name** — Indicates the columns already selected to appear on the Pick Up screen. The columns appear on the screen in the order they appear in this list. We suggest moving more prominent customer information to the top (left), to help employees select a correct customer quickly. To choose additional columns, click the Add drop-down arrow, select a column, and click OK. To remove a column from the Look Up screen, select it in the 'Column name' list and click Remove. All columns will not fit on the ATO screen, if selected. Refer to [Table 2-2 "Column" on page 2-67](#) for a comprehensive list of columns and the screens on which each column can appear.



## Panel Options > Pickup > Actions tab

Use the Actions tab to add, remove, and sort the action buttons available on the Pick Up screen.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Pick Up screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Pick Up screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > Pickup > Sort Selectors tab

Use the Sort Selectors tab to add, remove, and organize sort selectors available on the Pick Up screen. Sort selectors allows you to sort orders. The customer name, phone number, and promise time are selected by default; however, you can remove them from the screen if they are not needed. The buttons appear on the screen in the order they appear in this list. To choose additional sort selector buttons, click the Add drop-down arrow, select a sort selector, and click OK. To remove a sort selector button from the Pick Up screen, select it in the 'Sort selector name' list and click Remove. Move the commonly used sort selector buttons to the top of the screen; move less used sort selector buttons toward the bottom.

### Group Bar: Sort Selectors

**Sort selector name** — Indicates the sort selector already selected to appear on the Pick Up screen.

## Panel Options > Dispatch tab

The Dispatch tab applies only to the appearance and behavior of the Dispatch screen, accessible from the ATO navigation bar.

### Group Bar: Settings

**Enable multi-selection** — Provides the capability of selecting more than one delivery order at a time for assignment to drivers.

**Auto search timeout (seconds)** — Defines the number of seconds of inactivity the application waits before performing a search for criteria already entered.

**Alert box timeout** — Defines the number of seconds an alert box remains visible before it closes.

**Enable auto-expansion** — Enables screen segments to auto-expand when navigating to the Dispatch screen. Upcoming order segments appear in expanded segments for dispatch. Orders for later dispatch are hidden in collapsed segments. This reduces information overload and button touches to expand segments each time you access the Dispatch screen.

**Auto-expand threshold (in minutes)** — Defines the number of minutes in advance of the current time that segments automatically expand.

**Sort drivers alphabetically** — Enables drivers to appear alphabetically on the Drivers screen as opposed to the next available driver sort. The system alphabetizes by last name.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

### Panel Options > Dispatch > Actions tab

Use the Actions tab to add, remove, and sort the action buttons available on the Dispatch screen.

#### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Dispatch screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Dispatch screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

### Panel Options > Future tab

The Future tab applies only to the appearance and behavior of the Future screen, accessible from the ATO navigation bar.

#### Group Bar: Settings

**Enable multi-selection** — Provides the capability of selecting more than one order at a time, to manually release multiple future orders.

**Alert box timeout** — Defines the number of seconds an alert box remains visible before it closes.

**Customer view auto search timeout** — Defines the number of seconds the application searches for an order, in the customer view, before timing out.

**Table 2-1 Action**

Action:	Look Up	Orders	Pick Up	Dispatch	Map	Driver	Future	Customer Selection	Check Detail	Definition:
<b>Add Guest</b>								X		
<b>Adjust Tips</b>		X		X	X	X			X	Allows you to adjust the tip amount for the selected order.
<b>Arrange Stops</b>				X	X					Allows you to move orders for a delivery run up or down in the list. When the run is in the correct order, a driver touches Get Route to map the run based on the selected order of stops.
<b>Cancel Order</b>									X	Deletes the selected order from the future order database.
<b>Capacity Detail</b>		X	X	X	X		X			Displays the capacity detail screen for viewing.
<b>Cash to Driver</b>						X				Displays a screen from which you can enter the amount of cash to transfer to the selected driver for a driver bank.
<b>Cash to Store</b>						X				Displays a screen from which you can enter the amount of cash to receive from the selected driver for a driver stop.
<b>Change Order Mode</b>		X		X	X		X		X	Allows you to change the order mode assigned to an order without having to return to the Aloha POS first.
<b>Check In</b>		X		X	X		X		X	Prints a check-in chit to the defined printer.
<b>Checkout</b>						X				Initiates the checkout procedure for the selected driver.
<b>Close Checks</b>				X	X					Closes check for a selected driver to an applied payment or cash.
<b>Delivery Fee</b>									X	Displays a screen from which you can manually override the system-calculated delivery fee associated with the selected order.
<b>Deposit</b>							X		X	Displays a screen from which you can add, refund, or surrender a deposit for the selected order. The text that appears on the button is either Add Deposit or Add/Edit Deposit, depending on the state of the order.
<b>Driver Assignment Group</b>				X	X					Displays a screen from which you can assign or remove orders for a selected driver.

Action:	Look Up	Orders	Pick Up	Dispatch	Map	Driver	Future	Customer Selection	Check Detail	Definition:
<b>Driver Detail</b>					X					Navigates to the Driver screen for the driver associated with the selected order.
<b>Driver Dispatch Group</b>				X	X					Displays a Dispatch or Return button depending on the dispatch status of the selected driver.  Touch Dispatch to send the driver on the run.  Touch Recall to reverse the dispatch status. Use this when you dispatch a driver in error or when you need to remove a stop from driver assignment.  Touch Return to indicate a driver has completed a run and returned to the store.
<b>Driver Orders</b>					X					Displays all open orders assigned to the selected driver.
<b>Drive State Group</b>						X				Displays the Open Driver or Close Driver button, depending on the driver license expiration, insurance expiration, and active or inactive status of the selected driver.
<b>Edit Check Payment</b>		X	X	X	X		X		X	Allows you to change the amount of a personal check payment.
<b>Edit Delay</b>							X		X	Displays a screen from which you can edit the promise date and promise time for the selected unreleased future order.
<b>Edit Deposit</b>				X	X					Displays a screen from which you can add, refund, or surrender a deposit for the selected order.
<b>Edit Drive Time</b>									X	Displays a screen from which you can manually override the system-calculated drive time for the selected order.
<b>Edit Guest</b>								X		Displays the detailed customer entry screen allowing you to edit information for the selected guest.
<b>Edit Hotel Info</b>									X	Displays a screen from which you can manually adjust the occupant's name and room number for the selected order.

Action:	Look Up	Orders	Pick Up	Dispatch	Map	Driver	Future	Customer Selection	Check Detail	Definition:
<b>Edit Labor</b>							X			Displays a screen from which you can edit the labor minutes defined for the selected unreleased order.
<b>Edit Labor Time</b>									X	Displays a screen from which you can edit the labor minutes defined for the selected unreleased order.
<b>Edit Payment</b>									X	Recalls the POS payment screen so you can adjust the payment associated with the selected order.
<b>Edit Promise Time</b>									X	Displays a screen from which you can edit the promise date and promise time for the selected unreleased future order.
<b>Edit Sort Label</b>									X	Displays a screen allowing you to edit the sort label associated with the order.
<b>Get Route</b>				X	X				X	Initiates the mapping application to allow the routing of stops assigned to the selected driver based on the order of assignment, or the order defined using Arrange Stops.
<b>Guest Credit</b>									X	Displays a screen allowing you to apply a credit associated with the customer on the selected order.
<b>House Account</b>		X	X						X	Allows you to change the selected regular order associated with a house account customer to a house account order.
<b>Modify</b>		X	X	X	X	X	X		X	Recalls a check to the POS to allow the adjustment of items on an order.
<b>Notes</b>		X	X	X	X		X		X	Displays the Notes dialog box so that you can edit the notes for an order.
<b>Order Details</b>		X	X	X	X		X			Displays the details for the currently selected order.
<b>Pager</b>		X	X							Allows you to associate a pager with an order.
<b>Payment Group</b>		X	X	X	X				X	Displays one of the following buttons based on the payment status of the selected order: Tender, Apply Payment, or Picked Up.

Action:	Look Up	Orders	Pick Up	Dispatch	Map	Driver	Future	Customer Selection	Check Detail	Definition:
<b>Pre-Checkout</b>		X				X				Prints a chit containing delivery and address information for the selected driver to the local receipt printer.
<b>Print Check</b>		X	X	X	X	X			X	Prints the selected guest check to the local receipt printer.
<b>Print Chit</b>									X	Prints a bag manifest for the selected order to the local receipt printer.
<b>Print Future Order Statement</b>									X	Prints a statement with items and prices for the selected future order to the local receipt printer.
<b>Print Invoice</b>									X	Prints an invoice for the selected order to the default printer configured for the terminal.
<b>Print Itinerary</b>				X						Prints the itinerary for the selected driver to the local receipt printer.
<b>Print Order</b>							X			Prints the guest check for the selected order to the local receipt printer.
<b>Refresh</b>						X				Requires the POS to obtain the latest driver and delivery order information.
<b>Release Now</b>		X	X				X		X	Displays the Release Now button for future orders not yet released, when you enable the Future or All Orders filter.
<b>Remove Check Payment</b>		X	X	X	X	X	X		X	Allows you to delete a personal check payment.
<b>Remove Order</b>							X			Deletes the selected order from the future order database.
<b>Remove Payment</b>									X	Deletes the applied payment from the selected order.
<b>Reprint Labels</b>		X	X	X					X	Reprints all item labels for the selected order.
<b>Schedule Order</b>							X			Displays a screen allowing you to select the promise date, promise time, and order mode for the new future order you are creating.
<b>Tax Exemption</b>									X	Allows you to remove the tax from the selected order.

**Table 2-2 Column**

Column:	Look Up	Orders	Pick Up	Dispatch	Maps	Drivers	Future	Customer Selection	Check Detail	Definition:
<b>AddressColumn</b>	X	X	X				X	X		Address, 'Default Address Type', or 'Preferred Contact Address' for the customer.
<b>CellPhoneColumn</b>	X	X	X				X	X		Cell phone number for the customer.
<b>CheckNumberColumn</b>		X	X							Check number for the order.
<b>ContactPhoneColumn</b>	X	X	X							Customer's preferred contact phone number.
<b>CreditCardColumn</b>	X									Identifies stored credit card customers with a 'credit card' icon.
<b>CustomerAndVehicle</b>		X	X							Customer's name and vehicle.
<b>CustomerColumn</b>	X	X	X							Customer's name. Appears as the "Guest" column in ATO.
<b>DepositIndicatorColumn</b>		X	X							Identifies deposit orders with a 'piggy bank' icon.
<b>DesignatorColumn</b>		X	X							Displays the order designator applied to the released order in the 'Sort Label' column. This is a hidden feature in ATO. This requires the functionality is manually configured by editing the AlohaToGoConfig.xml. Contact your NCR representative for more information on enabling this feature.
<b>LoyaltyColumn</b>	X									Identifies Aloha Loyalty customers with an 'X' in the column. Appears as the "Loyalty" column in ATO.
<b>FutureOrderColumns</b>	X									No current functionality
<b>FutureOrderCountColumn</b>							X			Identifies the number of pending future orders.
<b>GuestCreditColumn</b>	X	X	X				X	X		Identifies pending credit customers with an 'IOU' icon.
<b>HomePhoneColumn</b>	X	X	X				X	X		Identifies the customer's home phone number.
<b>HouseAccountColumn</b>	X									Identifies house account customers with a 'house' icon.
		X	X							Identifies house account orders with a 'house' icon.

Column:	Look Up	Orders	Pick Up	Dispatch	Maps	Drivers	Future	Customer Selection	Check Detail	Definition:
<b>NameColumn</b>							X	X		Customer's name. Appears as the "Guest" column in ATO.
<b>NotesIndicatorColumn</b>		X	X							Identifies orders with guest or order notes.
<b>OrdersColumn</b>	X	X	X							Identifies the customer's visit count.
<b>OrderModeColumn</b>		X	X							Identifies the order's 'order type' by name.
<b>OrderModeIndicatorColumn</b>		X	X							Identifies the order's 'order type' by an icon.
<b>OrderStatus Column</b>			X							Identifies the order's status, as follows: New — no items have been ordered. In Delay — unreleased finalized future order. KPS Delay — ATO sent the order to AK, however, AK has not released it due to order timing. Cooking — a released un-bumped order in AK. Ready — (non-AK) a finalized released ATO order. (AK) a bumped order in AK. Closed — closed order.
<b>OrderTimeColumn</b>		X	X							Identifies the time items are ordered appears for current orders.  The date and time the order was stored appears for future orders.
<b>PagerColumn</b>		X	X							Identifies the order's pager number.



Column:	Look Up	Orders	Pick Up	Dispatch	Maps	Drivers	Future	Customer Selection	Check Detail	Definition:
<b>PaymentStatusColumn</b>		X	X							Identifies orders with payments and the payment status by a '\$' icon. Green — payment is authorized and applied. Red — payment is declined and a balance due remains on the check. Black — payment is applied and closed.
<b>PrepTimeColumn</b>		X	X							Identifies the prep time for the order.
<b>PromiseAndPrepTime</b>		X	X							identifies the future order's promise and prep time. The promise date also appears if the order is for a future date.
<b>PromiseTimeColumn</b>		X	X							Order's promise time.
<b>ReferenceIDColumn</b>		X	X							Customer's Aloha Online ReferenceID number.
<b>SequenceNumberColumn</b>		X	X							Auto-generated number used to help locate and assemble orders. Appears in the 'Seq.#' column.
<b>SourceColumn</b>		X	X							Identifies how the order was entered to track down ordering issues. Sources are: Counter — orders taken at the counter using the 'Walk-In' order mode type. Fax - orders created using the 'Faxed-In' order mode type. Web — orders received directly through Aloha online or creating orders using the 'Web' order mode type. Phone — all other orders created in ATO, except as created above.

Column:	Look Up	Orders	Pick Up	Dispatch	Maps	Drivers	Future	Customer Selection	Check Detail	Definition:
<b>SplitStatusIndicatorColumn</b>		X	X							Identifies single check and split check orders using an icon.
<b>TotalColumn</b>		X	X							Order's total.
<b>VehicleColumn</b>		X	X							Customer's vehicle
<b>VIPColumn</b>	X	X	X				X	X		Identifies VIP customers with a 'star' icon.
<b>WorkPhoneColumn</b>	X	X	X				X	X		Customer's work phone number.
<b>ZoneColumn</b>	X									Address column's zone.

**Month view number of weeks** — Establishes a default number of weeks visible at one time in the Month view. Set this option based on the smallest screen resolution used by an ATO client. Five (weeks) for 15" screen or larger terminals. Three (weeks) for 12" screen terminals with 800 x 600 resolution.

**Enable future auto expansion** — Enables screen segments to auto-expand when navigating to the Future screen. Upcoming order segments appear for viewing and releasing. Orders for later dispatch are hidden in collapsed segments. This reduces information overload and button touches to expand segments each time you access the Future screen. **Related Options:** This option enables the 'Future auto expand threshold (in minutes)' option.

**Future auto expand threshold (in minutes)** — Defines the number of minutes in advance of the current time that segments automatically expand. **Required Options:** You must select 'Enable future auto expansion' for this option to appear.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

## Panel Options > Future > Customer View Columns tab

Use the Customer View Columns tab to customize the columns on the Future screen.

### Group Bar: Customer View Columns

**Column name** — Indicates the columns already selected to appear on the Future screen. The columns appear on the screen in the order they appear in this list. We suggest moving more prominent customer information to the top (left), to help employees select a correct customer quickly. To choose additional columns, click the Add drop-down arrow, select a column, and click OK. To remove a column from the Future screen, select it in the 'Column name' list and click Remove. All columns will not fit on the ATO screen, if selected. Refer to [Table 2-2 "Column" on page 2-67](#) for a comprehensive list of columns and the screens on which each can appear.

## Panel Options > Future > Actions tab

Use the Actions tab to customize the action buttons on the Future screen.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Future screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Future screen, select it in the 'Action

name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > Customer Selection tab

The Customer Selection tab applies only to the appearance and behavior of the customer selection screen that appears when looking up a customer from the Future screen or using the 'FLOW\_ORDER\_TO\_TAKEOUT' custom activity function. This screen is similar to the Look Up screen.



**Reference:** Refer to the Aloha Takeout Implementation Guide for more information on 'FLOW\_ORDER\_TO\_TAKEOUT.'

### Group Bar: Settings

**Auto search timeout** — Defines the number of seconds of inactivity the application waits before performing a search for criteria already entered.

## Panel Options > Customer Selection > Columns tab

Use the Columns tab to customize the columns on the Customer Selection screen.

### Group Bar: Columns

**Column name** — Indicates the columns already selected to appear on the Future screen. The columns appear on the screen in the order they appear in this list. We suggest moving more prominent customer information to the top (left), to help employees select a correct customer quickly. To choose additional columns, click the Add drop-down arrow, select a column, and click OK. To remove a column from the Future screen, select it in the 'Column name' list and click Remove. All columns will not fit on the ATO screen, if selected. Refer to [Table 2-2 "Column" on page 2-67](#) for a comprehensive list of columns and the screens on which each can appear.

## Panel Options > Customer Selection > Actions tab

Use the Actions tab to customize the action buttons on the Customer Selection screen.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the customer selection screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the customer selection screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > Order Details > Actions tab

The Order Details tab controls the action buttons that appear on the Check Detail screen when you touch the ORDER DETAILS button.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Check Detail screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Check Detail screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > Driver tab

The Driver tab applies only to the appearance and behavior of the Driver screen, accessible from the ATO navigation bar.

### Group Bar: Settings

**Sort drivers alphabetically** — Enables you to sort available drivers alphabetically by last name.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

## Panel Options > Driver > Actions tab

Use the Actions tab to customize the action buttons on the Driver screen.

### Group Bar: Actions

**Action Name** — Indicates the action buttons already selected to appear on the right side of the Driver screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Driver screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > Info Bar tab

The Info Bar tab applies only to the appearance and behavior of the Dashboard Settings screen that appears when you touch Adjust Quote on the ATO FOH user interface. The values entered in the Dashboard Settings screen get used throughout ATO to assist with quote and promise times, such as the quote times that appear on the dashboard.

**Enable 'Stop accepting online orders'** — Controls whether a store can stop accepting online orders temporarily until EOD, or semi-permanently until specifically started again by the manager. The default for this option is Disabled. **Documented Version:** v17.1

Disabled — Automatically prevents the acceptance of online orders from the BSP service at the store and the 'Stop Accepting Online Orders' button never appears on the Dashboard Settings screen. This is the default selection.

Stop accepting online orders and reset at end of day — Enables you to manually stop and start accepting online orders from the BSP service at the store and the 'Stop Accepting Online Orders' button appears on the Dashboard screen. The store begins accepting online orders after the end of day occurs.

Stop accepting online orders and do not reset at end of day — Enables you to manually stop and start accepting online orders from the BSP service at the store and the 'Stop Accepting Online Orders' button appears on the Dashboard screen. You must manually accept online orders even after the end of day occurs.

## Panel Options > Info Bar > Quote Times tab

Use the Quote Times tab to define such things as the increment of time to use when providing a quote to the guest, the elements to add to the Dashboard screen, and which elements can revert back to a default value during the End-of-Day.

**Maximum** — Specifies the maximum number of minutes, from 0 to 10,000, that you can set the quote time element. **Documented Version:** v17.1.

**Minimum** — Specifies the minimum number of minutes, from 0 to 10,000, that you can set the quote time element. **Documented Version:** v17.1.

## Group Bar: Adjust Quote Settings

Use the Adjust Quote Settings group bar to define the increment of time, in minutes, to use when touching (+) or (-) to adjust the values that appear for each option. For example, you may want the delivery quote time that appears on the dashboard to increase in 15 minute increments, and the call in quote time to only increase in five minute increments. This improves efficiency and reduces screen touches of one minute increments. You can also specify the minimum and maximum values to enforce for each time.

**Type** — Specifies the quote time for which to configure the increment, minimum, and maximum values.

**Increment** — Specifies the number of minutes to increment or decrement the quote time each time you touch (+) or (-) on the Dashboard Settings screen.

**Maximum** — Specifies the maximum number of minutes, from 0 to 10,000, that you can set the quote time element.

**Minimum** — Specifies the minimum number of minutes, from 0 to 10,000, that you can set the quote time element.

### Panel Options > Info Bar > Elements tab

Use the Elements tab to customize the elements that appear on the Dashboard Settings screen when you press the Adjust Quote Time button.

#### Group Bar: Elements

**Element name** — Indicates the elements already selected to appear on the Dashboard Settings screen. To choose additional elements, click the Add drop-down arrow, select an element type, and click OK. To remove an element from the Dashboard Settings screen, select it in the 'Element name' list and click Remove. Do not select an element for which there is not an active order mode defined in

Takeout Settings > Order Modes tab > Order modes group bar. Use the Adjust Quote button in the ATO FOH user interface to access the Dashboard Settings screen and adjust the values for these elements.

**Call in Quote** — Indicates you want the call-in quote time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes that appear in the ATO dashboard for how long it takes to complete a call-in order.

**Walk In Quote** — Indicates you want the walk-in quote time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes that appear in the ATO dashboard for how long it takes to complete a walk in order.

**Delivery Quote** — Indicates you want the delivery quote time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes that appear in the ATO dashboard for how long it takes to deliver an order.

**Catering Quote** — Indicates you want the catering quote time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes of advance notice required for a catering order. The system uses the value you enter in the Dashboard Settings screen to calculate the promise time that appears when you enter the order.

**Web Quote** — Indicates you want the online order quote time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes of advance notice required for an online order. The system uses the value you enter in the Dashboard Settings screen to calculate the promise time that appears to the guest when they place an online order.

**Default Prep Time** — Indicates you want the default prep time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes to use for prep time when calculating when to release a future order to the kitchen. A default value appears in the Dashboard Settings screen, which you can adjust if the kitchen is busy or item cook times vary throughout the day.

**Default Labor Time** — Indicates you want the default labor time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes used for labor time when calculating when your catering resources will be ready for the next order. The value you enter for labor time accounts for the length of time it takes for an order to leave the building to the time the resources return and are ready for the next order. You can manually adjust the labor time for each catering order.

**Default Drive Time** — Indicates you want the default drive time to appear on the Dashboard Settings screen, from which you can adjust the number of minutes to use for drive time when calculating when to release a future order to the kitchen.

**Daily Message** — This option is not commonly used with the second generation UI. Contact CSC if you need help configuring the 'daily message' to appear on the Dashboard Settings screen.



## Panel Options > Info Bar > Metrics tab

Use the Metrics tab to configure which elements can revert back to a default value during the End-of-Day.

### Group Bar: Metrics

**Metric name** — Indicates the element in which you want to revert back to a default value during the End-of-Day. You should configure this on element you added to the info bar in Panel Options > Info Bar > Metrics tab.

**Call In Quote Time** — Indicates you want the call-in quote time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Walk In Quote Time** — Indicates you want the walk-in quote time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Delivery Quote Time** — Indicates you want the delivery quote time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Web Quote Time** — Indicates you want the Web quote time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Default Prep Time** — Indicates you want the default prep time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Default Labor Time** — Indicates you want the default labor time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Default Drive Time** — Indicates you want the default drive time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Delivery Dispatch Time** — Indicates you want the delivery dispatch time to revert back to a default value during the End-of-Day. If you do not stipulate a value in 'Reset at EOD value (in minutes),' the value reverts back to a default value set internally by ATO.

**Reset at EOD value (in minutes)** — Stipulates the default value to which to reset each metric during the End-of-Day. The values you stipulate here appear in the Dashboard Settings screen, and the system uses them when calculating order promise times, future order release times, and more.

## Panel Options > All Orders tab

The All Orders tab applies only to the appearance and behavior of the Orders screen, accessed from the ATO navigation bar.

### Group Bar: Settings

**Auto search timeout (seconds)** — Defines the number of seconds of inactivity the application waits before performing a search for criteria already entered.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

**Auto scroll order list to top** — Enables the system to always show the first order in the list when you change the filter, sort order, or return to the Orders screen.

## Panel Options > All Orders > Columns tab

Use the Columns tab to customize the columns on the All Orders screen.

### Group Bar: Columns

**Column name** — Indicates the columns already selected to appear on the Orders screen. The columns appear on the screen in the order they appear in this list. We suggest moving more prominent information to the top (left), to assist with order selection. To choose additional columns, click the Add drop-down arrow, select a column, and click OK. To remove a column from the Orders screen, select it in the 'Column name' list and click Remove. All columns will not fit on the ATO screen, if selected. Refer to [Table 2-2 "Column" on page 2-67](#) for a comprehensive list of columns and the screens on which each column can appear.

## Panel Options > All Orders > Actions tab

Use the Actions tab to customize the action buttons on the All Orders screen.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Orders screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Orders screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

## Panel Options > All Orders > Sort Selectors tab

Use the Sort Selectors tab to add, remove, and organize sort selectors available on the All Orders screen. Sort selectors allows you to sort orders. The customer name, phone number, and promise time are selected by default; however, you can remove them from the screen if they are not needed. The buttons appear on the screen in the order they appear in this list. To choose additional sort selector buttons, click the Add drop-down arrow, select a sort selector, and click OK. To remove a sort selector button from the Pick Up screen, select it in the 'Sort selector name' list and click Remove. Move the commonly used sort selector buttons to the top of the screen; move less used sort selector buttons toward the bottom.

### Group Bar: Sort Selectors

**Sort selector name** — Indicates the sort selector already selected to appear on the All Orders screen.

## Panel Options > Repeat Orders tab

The Repeat Orders tab controls the number of orders that can appear on the Previous Order screen. When you select a customer with prior orders, you then touch Repeat Order to access the Previous Order screen.

### Group Bar: Settings

**Orders displayed quantity** — Defines the maximum number of previous orders to appear on the ATO FOH Previous Order screen.

## Panel Options > Map Dispatch tab

The Map Dispatch tab controls the action buttons that appear on the Map screen, accessible from the ATO navigation bar.

### Group Bar: Settings

**Enable multi selection** — Enables you to select multiple orders and assign them to one driver.

**Sort drivers alphabetically** — Sorts the drivers on the ATO navigation bar alphabetically, by the name of the driver.

**Enable quick detail** — Allows you to view item and payment information for an Aloha Takeout order in a popup window. You must press and hold down the order to display the window. Use this feature as an alternative to selecting an order and touching Order Details to view check content from the full-sized Check Details screen.

## Panel Options > Map Dispatch > Actions tab

Use the Actions tab to customize the action buttons on the ATO navigation bar.

### Group Bar: Actions

**Action name** — Indicates the action buttons already selected to appear on the right side of the Map screen in the ATO FOH user interface. The buttons appear on the screen in the order they appear in this list. To choose additional action buttons, click the Add drop-down arrow, select an action, and click OK. To remove an action button from the Map screen, select it in the 'Action name' list and click Remove. Move the commonly used action buttons to the top of the screen; move less used action buttons toward the bottom. Refer to [Table 2-1 "Action" on page 2-63](#) for a complete list of actions and the screens on which each action button can appear.

### Panel Options > New Future Orders > Order Modes tab

Use the New Future Orders tab to define the order modes available on the Delayed Order Information (Future Orders) screen.

### Group Bar: Order Modes

**Column name** — Defines the order modes to appear on the Delayed Order Information screen.

### Panel Options > Express Entry tab

The Express Entry tab allows to define the order modes available on the Express Entry screen and allows you to start an Aloha Takeout order while adding a new guest. The default order modes for the screen are call in, delivery, and walk in; however, you may need to add more order modes.

### Panel Options > Express Entry > Order Modes tab

**Column name** — Defines the order modes to appear on the Delayed Order Information screen.

### Change Order Modes tab

The Change Order Modes tab allows you to add order modes to the Change Order Modes screen so you can easily change the initial order mode applied to an order from the Order Confirmation screen or by using the Change Order button.

### Panel Options > Change Order Modes > Order Modes tab

**Column name** — Defines the order modes to appear on the Delayed Order Information screen.

## Delivery Fees tab

Use the Delivery Fees tab to enable and support the delivery fees feature. Use these options to select and configure fees you want to add to delivery orders, based on several different criteria. Multiple delivery fee calculations may be enabled (stacked) to meet operational needs. Delivery fees are calculated by ATO based on the defined configuration and passed to the POS as order mode charges. ATO also 'locks' delivery fees to prevent the POS from overriding a delivery fee. Touch Delivery Fee on the Dispatch or Driver screen to adjust or remove a system calculated delivery fee.

### Group Bar: Delivery fees by order mode

**Order mode** — Defines the order mode you use for delivery to which delivery fees are assigned.  
**Required Options:** You must select 'Enable delivery fees' for this option to appear.

### Delivery Fees Tab > Delivery Fees Settings tab

Use the Delivery Fees Settings tab to define such things as the minimum and maximum charge for a delivery fee, whether the fee is a flat amount or a percentage of the check, and more.

### Group Bar: Minimum charge

**Enable** — Enables the system to enforce a minimum delivery fee. When selected, other options appear. **Required Options:** You must select 'Enable delivery fees' for this option to appear, and it necessary to set a 'Minimum delivery fee amount.'

**Minimum delivery fee amount** — Defines the minimum delivery fee to cover operational costs. If a calculated delivery fee is less than the defined minimum, ATO uses the 'Minimum delivery fee amount' on a check. **Required Options:** You must select 'Enable delivery fees' and 'Enable minimum delivery fee' for this option to appear.

### Group Bar: Maximum charge

**Enable** — Enables the system to enforce a maximum delivery fee. **Required Options:** You must select 'Enable delivery fees' for this option to appear, and you must set a 'Maximum delivery fee amount.'

**Maximum delivery fee amount** — Defines the maximum delivery fee reasonably acceptable by a customer. If the calculated delivery fee is more than the defined maximum, ATO uses the 'Maximum delivery fee amount' on a check. **Required Options:** You must select 'Enable delivery fees' and 'Enable maximum delivery fee' for this option to appear.

### Group Bar: Check percentage

**Enabled** — Enables the system to calculate a delivery fee based on a percentage of the subtotal of the check. **Required Options:** You must select 'Enable delivery fees' for this option to appear.  
**Related Requirements:** You must set a 'Check percentage' to use for calculating a delivery fee.

**Check percentage** — Defines the percentage the system uses to calculate a delivery fee based on the subtotal of the check. **Required Options:** You must select 'Enable delivery fees' under the 'Settings' group bar, and 'Enabled' under the 'Check percentage' group bar, for this option to appear.

#### Group Bar: Flat amount

**Enabled** — Enables the system to charge a flat amount for a delivery fee. **Required Options:** You must select 'Enable delivery fees' for this option to appear, and you must enter a 'Flat amount' for the delivery fee.

**Flat amount** — Defines the dollar amount to add as a delivery fee for each delivery check. **Required Options:** You must select 'Enable delivery fees' under the 'Settings group bar, and 'Enabled' under the 'Flat amount' group bar, for this option to appear.

#### Group Bar: Distance from store

**Enabled** — Enables the system to calculate the delivery fee based on the distance from the store to the delivery address. **Required Options:** You must select 'Enable delivery fees' for this option to appear. **Related Requirements:** you must select a distance from the store and select either mile or kilometer for the distance calculation.

**Distance from store (based on mapping)** — Multiplies the defined setting by the number of miles or kilometers (selectable from the drop-down list) to each delivery address. This option typically requires Mapping is licensed and installed in order for ATO to automatically calculate a distance from store. However, distances can manually be entered in a delivery area to use this functionality without mapping. **Required Options:** You must select 'Enable delivery fees' and 'Enabled' under the Distance from store group bar for this option to appear. **Related Options:** Site Information (Line 1, City, State, Postal Code) determines the site address as the starting point for calculating a distance.

**Distance unit** — Select Mile or Kilometer as the means of calculating the distance from store. **Required Options:** You must select 'Enable delivery fees' and 'Enabled' under the 'Distance from store' group bar for this option to appear.

#### Group Bar: Delivery zone

**Enabled** — Enables the system to calculate the delivery based on the delivery fee defined in the zone. **Required Options:** You must select 'Enable delivery fees' for this option to appear, and you must identify a 'Delivery zone default fee.' **Related Requirements:** You must define delivery areas and delivery zones.

**Delivery zone default fee** — Adds the specified dollar amount to each delivery check, based on an address being located in a qualified delivery zone. **Required Options:** You must select 'Enable delivery fees' under the 'Settings' group bar, and 'Enabled' under the 'Delivery zone' group bar for this option to appear. **Related Requirements:** You must define delivery areas and delivery zones.



**Reference:** Refer to the NCR Aloha Takeout Delivery Area Feature Focus Guide - HKS351 for more information.

## Delivery Fees > Day Parts tab

Use the Day Parts tab to enable delivery fees by day parts and to select the day parts for which you want to include a delivery fee.

### Group Bar: Settings

**Enabled** — Adds the specified dollar amount to each delivery check, based on a day part in effect when you create an order or release a future order. When selected, a 'Day Parts' group bar appears. **Required Options:** You must select Enable delivery fees for this option to appear. **Related Options:** You can add as many day parts for which you want to assess a delivery fee, and assign a specific dollar amount to each day part. You add day parts in Maintenance > System Settings > Day part.

### Group Bar: Day Parts

Enables you to define day parts for which you want to assess a delivery fee and assign a specific dollar amount to each day part. **Required Options:** You must select 'Enable delivery fees' under the 'Settings' group bar, and 'Enabled' under the 'Day Parts' group bar for this option to appear. **Related Requirements:** You add day parts in Maintenance > System Settings > Day part.

## Phone Numbers tab

Use the Phone Numbers tab to define phone number formats for U.S. and non-U.S. implementations. Phone number functionality is flexible and supports multiple formats at a site. You can also apply regional settings for installations where the majority of the customers for a site have the same area code.

### Group Bar: Settings

These options define the default telephone number type for new customer records, and if a telephone number is mandatory.

**Default phone type** — Designates the type of telephone number to use as the default for new customer records. Select None, Home, Cell, or Business from the drop-down list. **Recommended Configuration:** Depends on the site location: Downtown locations may use 'Business' for the default, while suburban sites may use 'Home.' The 'Cell' default could be appropriate for sites located near commuter centers, such as freeway exits, train stations, or bus terminals.

**Require phone number** — Requires a telephone number for new customer records.

**Number phone digits** — Designates the number of phone digits entered before ATO automatically searches for a match in the customer database.

**Minimum extension digits** — Specifies the minimum number of digits you allow for a phone extension. The default value is four.

**Maximum extension digits** — Specifies the maximum number of digits you allow for a phone extension. The default value is four. The number must be greater than, or equal to, the value in 'Minimum extension digits.'

**Require extension for guest office phone numbers** — Requires an extension for office phone numbers for new and edited customer records.

**Default area code** — Defines the default area code. This feature reduces user entry in small communities that have one area code. **Recommended Configuration:** Cleared, unless the site is located in a small community with one area code.

**Pre-populate default area code** — Uses the digits in 'Default area code' to pre-populate the area code when adding a new phone number. The area code may be edited by the user by selecting this area on the screen. **Recommended Configuration:** Cleared, unless the site is located in a small community with one area code.

**Hide area code if equal to default** — Hides the area code when displaying the phone number in ATO if it matches the default area code. Phone numbers with area codes different from the default, display the area code. This is helpful with mobile phone numbers. **Recommended Configuration:** Cleared, unless the site is located in a small community with one area code.

**Use default U.S. phone format** — Forces a 10-digit phone number format, consisting of a 3-digit area code and a 7-digit phone number in a (AAA) LLL-LLLL syntax. This option disables the ability to define additional phone formats. **Recommended Configuration:** Select for most sites in the U.S.

**Area code must start with** — Intended for countries where all area codes start with a given number or sequence of numbers by convention. This mandatory area code start will not be editable in the phone number control. This option only appears when you clear 'Use Default U.S. phone format.' **Recommended Configuration:** Cleared.

### Group Bar: Phone Number Layouts

Allows installations outside the U.S. to create regional specific phone formats to match local telephone infrastructure. The Add button is only active when 'Use default U.S. phone format' is cleared. Multiple phone number layouts can be defined to address mobile or other phone formats that may call the site. The Phone Number Layouts frame allows the addition, editing, and deletion of phone formats. Use Add to create additional phone formats. Use the Remove button to delete previously added phone formats.



**Name** — Using the Add button, additional formats may be defined. Naming each format can help identify possible differences.

**Area code prefix** — Sets the number of digits in the area code. Use the capital letter 'A' to designate the number of digits. For example, for a three digit area code, type '(AAA).'

**Layout base** — Sets the number of digits in the phone number. You may use symbols, such as a hyphen, to separate digits for user identification when the phone number appears in ATO. For example, 'LLL-LLLL.'

**Enabled** — Uses the selected phone number format when doing phone number searches. You may also use the phone format when adding or editing existing customers.

**Primary format** — Uses the selected phone number format as the default when adding new or editing existing customers.

**Preview** — Displays a preview of the phone format.

## Diagnostics tab

Use the Diagnostics tab to enable debug functionality for troubleshooting an Aloha Takeout site.

**Debug Aloha Takeout touch** — Enables debugging for each touch pressed in Aloha Takeout.

## Connected Payments Integration Configuration tab

Use the Connected Payments Integration Configuration tab to configure the integration between Aloha Takeout and Connected Payments. These settings allow for tokens to be stored and processed in Aloha Takeout. **Required Options:** You must select 'Uses Connected Payments' in Maintenance > Business > Installed Products to enable this tab.



**Reference:** Refer to the Payment Gateway (Connected Payments) documentation for more information.

### Group Bar: Settings

**ATO integration with Connected Payments** — Indicates you want to integrate Aloha Takeout with Connected Payments.

**Web address** — Specifies the Aps web address.

**Timeout (seconds)** — Specifies the number of seconds, with 180 as the default, before the connection times out.

**Point-to-point encryption** — Enables point-to-point encryption for tokenization with Aloha Takeout so you do not have to manually enter the configuration options and potentially mistype them.

## Custom Settings tab

Use the Custom Settings tab to define values that are written to the AlohaToGoConfig.xml, but do not contain options in the CFC user interface. These are dormant, customer specific, or pre-release options. You may add, edit, or remove custom settings on this tab. In most cases, you need to work with the NCR, Inc. team to determine the XPath, Element Name, and Element Value for the custom setting.

### Group Bar: Settings

**XPath** — Defines the section in the AlohaToGoConfig.xml where the custom setting is written. Element names must be in the proper section in order for ATO to read and enable the function.

**Element name** — Defines the option name. This must match exactly for ATO to read and enable the function.

**Element value** — Defines the value (true, false, numeric amount, name, etc.) of the Element Name.

**Attribute** — Defines the value of the data element.

## Takeout System Parameters

Select **Maintenance > Takeout Configuration > Takeout System Parameters** to specify network settings and file paths for ATO.

### System tab

Use the System tab to choose the type of networking used by the terminal, identify the IP address, and more.

#### Group Bar: Terminal

**Terminal designation** — Indicates which terminal is being used for Aloha Takeout.

**Terminal number** — Specifies the ID number for the terminal being used for Aloha Takeout.

#### Group Bar: Service

**Scheme** — Defines the type of networking used by the selected terminal. Select 'net.tcp' for TCP/IP networking, or 'http' for Web-based communication. (The initial product release does not support the latter.)

**Service host** — Holds the IP address of the computer running the Windows service, 'Radiant Take-Out.' The Aloha BOH file server broadcasts the service on this IP address. Terminals detect the service through other networking methods like UDP. **Required Configuration:** The IP address of the Aloha BOH file server is required. If the Aloha BOH file server has more than one NIC installed, use the IP address of the NIC with its LANA number set to zero (0).

**Service port** — Specifies the starting TCP port across which ATO actively communicates. Port number 8020 is the default. If a terminal takes over as master, it adds 1000 to these port values.

**Server broadcast interval** — Specifies the time interval, in milliseconds, between server and master discovery broadcast messages.

**Discovery port** — Specifies the UDP port across which ATO broadcasts its availability to the other ATO nodes on the local network. All ATO clients 'listen' on this port to automatically determine the ATO server or master to which they should connect.

**Databus discovery port** — Specifies the UDP port across which ATO broadcasts its availability to the databus, which is a computer language designed for writing business oriented applications.

**Databus communication port** — Specifies the UDP port which ATO uses to continue to communicate through the databus.

**Server live interval** — Specifies the time interval, in seconds, clients (terminals) should wait without receiving a server broadcast before assuming it is no longer functioning. This value should be at least twice the Server Broadcast Interval, when compared in equal units, e.g. seconds.

**Master capable** — Identifies the selected terminal as being capable of assuming the role of master terminal if the ATO server becomes unavailable, and the system goes into redundancy. If this option is disabled for all terminals, none of them will function as master if the file server becomes unavailable. **Recommended Configuration:** Selected.

**Start POS interface** — Used with Aloha Online to start a UI-less instance of the POS on the BOH to support the injection of online orders. **Recommended Configuration:** Cleared, unless using Aloha Online.

**Master recovery seconds** — Defines the amount of time, in seconds, ATO terminals will wait to reconnect to the file server if they were previously connected to a terminal functioning as master. This value gives the master terminal extra time to synchronize with the server, when it becomes available again, before the other terminals disconnect from the master and connect to the server. **Recommended Configuration:** Cleared, i.e. zero (0).

**Map repository path** — Defines the file path for the Map data, if you are using the delivery area configuration tool.

**Map quality** — Regulates the viewing quality of the map on the ATO FOH. The system defaults to High, which displays all roads and streets, whereas the Low setting only displays major roads.



**Reference:** Refer to the Aloha Takeout Delivery Area Feature Focus Guide - HKS351 for detailed instructions on configuring this feature.

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