Feature Focus Guide: Delivery Area

Core Product: Aloha Takeout
Last Updated: June 5, 2024

Contents

Copyright and Trademark Information

Revision Record

Date	Version #	Description
Prior to 12/13/2022	v1.15+	Implemented support for delivery area.
	v1.2+	Added the ability to type-ahead address.
	v13.1+	Implemented a paint brush delivery area configuration tool.
	v15.2+	Added the ability to automatically print the driver itinerary when you dispatch a driver.
06/10/2021		Converted document to use new template.
12/13/2022		Updated the front cover and back page to reflect new NCR branding.
06/05/2024		Updated document to reflect NCR Voyix branding.

About Delivery Area

Delivery Area at a Glance	
Core Product	Aloha® Takeout.
Complementary Products	Aloha® Table Service, Aloha® Quick Service.
Separate License Required?	**Takeout** - Aloha Takeout requires a separate license. **Delivery** - The Delivery component of Aloha Takeout requires a separate license from Aloha Delivery/Frequent Buyer (D/FB), which is included as part of the Aloha Takeout license. It is not necessary to actually install D/FB. **Mapping** - A separate license is also required for the mapping module, if you elect to install it. An 'Aloha Takeout and Delivery' license is required.
Other References	Aloha Takeout Implementation Guide, Aloha Takeout Reference Guide

Aloha® Takeout Delivery Area allows you to effectively manage your delivery order business by creating and defining delivery areas to assist you and your staff when accepting delivery orders. A delivery area is typically unique to each site and usually looks like an odd-shaped polygon radiating out from a site, with a geo-fence border. It is designed to ensure you only accept orders from within your area; however, with the right permissions, you can override restrictions to an address that is out-of-area. Some things that affect the delivery area for a site include franchise rights, geographic boundaries, and drive time limits. Drive time limits are typically based on driver efficiency, speed limits, and food hold times, all of which help to ensure delivery of the freshest product possible and increased customer satisfaction.

You can easily define a delivery area and delivery zones, if necessary, using Map Pack and a paint-brush style configuration tool. The delivery area you define with the MapPack data and the delivery area configuration tool works in conjunction with the Map screen on the Aloha Takeout (ATO) Front-of-House (FOH). The Map screen allows you to visualize delivery orders on a map, thereby enabling you to dispatch your drivers with delivery orders in a closer geographic proximity.

This guide provides instructions on configuring delivery areas using one of several tools, restricting delivery to your configured delivery areas, how to override delivery restrictions, when necessary, defining delivery fees, and using ATO to plan and dispatch your delivery orders.

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Configuring Delivery Area

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

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

1.	Analyze your **options** and create a **game plan**. Determine the source for your map data and the method for defining your delivery area. ATO provides you with two options for defining your delivery area. See page 7. ○ Option one uses the delivery area configuration tool and a Map Pack file to create a delivery area for use with the ATO FOH Map screen. ○ Option two uses the configuration management tool and a map data source of your creation to create a delivery area for use with the ATO FOH Dispatch screen.
2.	Configure a delivery area using the delivery area configuration tool. See page 9. a. Download and install the necessary **prerequisites** for the delivery area configuration tool. b. Install and import the **Map Pack file** into the delivery area configuration tool. c. Define the **delivery area** in the delivery area configuration tool. d. Define any **delivery zones** in the delivery area configuration tool. e. Define any **neighborhoods** in the delivery area configuration tool.
3.	Configure a delivery area using the configuration management tool. See page 22. a. Choose the type of file you need and take the necessary steps to import the information into ATO. b. Select **Maintenance > Takeout Configuration > Delivery Areas** to configure the delivery area: Define streets. Define street sections. Define any delivery zones. Define any neighborhoods.

Procedures at a Glance:	
4.	Configure the Map screen. You only configure the Map screen if you configured a delivery area with the delivery area configuration tool. See page 31. a. Select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab **> Settings** group bar to enable mapping. b. Select **Maintenance > Hardware >Terminals > Aloha Takeout** group bar to enable advanced mapping for each terminal. You must install Windows .NET 4.0 on each terminal from which to access the ATO FOH Map screen. c. Select **Maintenance > Takeout Configuration > System Parameters** to define the data path where the MapPack file folder resides on your system or network. d. Select **Maintenance > Labor > Jobcodes > Screens** group bar to add Mapping Driver Dispatch for jobcodes for which you want to access the ATO FOH Map screen. e. Select **Maintenance > Takeout Configuration > Takeout Settings > Panel Options** tab > **Map Dispatch** subtab to enable multi-selection and add command buttons for use on the Map screen. f. Select **Maintenance > Takeout Configuration > Delivery Area > Identification** group bar to clear Enable DeliveryArea.xml export, which prevents the configuration management tool from overwriting the DeliveryArea.xml you created with the delivery area configuration tool. g. Select **Maintenance > Screen Designer > Service Designer** to add the Map screen to the navigation flow and allow employees to quickly switch from the Order Entry Panel to the Map screen.
5.	Select **Maintenance > Takeout Configuration > Takeout Settings> Panel Options** tab > **Dispatch** subtab to add action buttons to appear on the ATO FOH Dispatch screen. See page 37.
6.	Configure the delivery area restrictions. See page 38. a. Select **Maintenance > Takeout Configuration > Takeout Settings > Options > Delivery** group bar to enable delivery area restrictions. This prohibits your employees from accepting delivery orders from outside of your delivery area. b. **Maintenance > Labor > POS Access Levels** to configure which access levels can override delivery area restrictions.
7.	Select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab > **Delivery** group bar to enable type ahead address lookup. This provides for quicker entry of new guests and confirms addresses for delivery within the delivery area. See page 40.
8.	Access **Utilities > POS > Refresh POS & All Installed Products** to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 40.

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Creating a game plan

As a best practice, consider the following questions before you configure a delivery area:

1. Where will you gather the map data for your delivery area? Will you use the Map Pack option?

2. If you choose not to use the Map Pack option, is there an import file available for streets? If not, can you create an import file, or will you manually enter each street in the Delivery Areas function?

3. Will your site use zones for delivery fees or dispatch organization? If so, what are the zones?

4. Will you use neighborhoods, and, if so, will the neighborhoods be a part of a zone (not required)? Map out each neighborhood so that you know to which zone each neighborhood belongs.

Planning your delivery area

There are several options and combinations from which to choose when defining a delivery area:

1. Use Map Pack and the new delivery area configuration tool.

   Pro: The process is quick and easy to use. The delivery area configuration tool allows you to easily define your delivery area with a paint brush configuration tool and then import the addresses into your delivery area. You can further divide your delivery area into zones using the same paint brush functionality and define delivery fees by zone. Map Pack data includes city, state, and ZIP code information, which is useful for the 'type-ahead address' functionality and tax by locale, when configured.

   Con: You cannot use the paint brush utility tool to create neighborhoods.

2. If you are an existing Delivery/Frequent Buyer site and upgrading to Aloha Takeout, import the delivery area data file (Zone.txt) into Aloha Takeout.

   Pro: The delivery area data file (Zone.txt) includes zone information for each street. Once imported, ATO creates the zones and adds each street to the correct zone.

   Con: While the delivery area data file (Zone.txt) includes zone information, it does not include city, state, and ZIP code information. You can define a default city, state, and ZIP code in Takeout Settings > Customer Information that applies to all addresses. Additionally you can define a city, state, and ZIP code for a zone, neighborhood, or street in the Delivery Areas function. ATO applies the city, state, or ZIP code to an address based on the highest level you defined, with street being the highest level and default being the lowest.

3. Purchase an address list, in a format you can import into Aloha Takeout, from MelissaData.com.

   Pro: The delivery area data (StreetAddresses.csv) includes city, state, and ZIP code information. This is useful for the 'type-ahead address' functionality.

   Con: There is a cost associated with this, and even though the import includes city, state, and ZIP code information, it does not include zone information. If you require zone functionality, you must manually create zones in ATO and drag each street to the zone in which it is located. Depending on the size of your delivery area, this task can be very time consuming.

4. Work with a geographical information system (GIS) company to develop a delivery area and map.

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Pro: Does not require any work on the part of the site, but you need to first confirm that the GIS company can provide the delivery area data in one of the defined import file formats.

Con: This can be expensive. Depending on the delivery area file format the GIS company creates, the same cons for Zone.txt or StreetAddresses.csv exist.

5. Manually create a delivery area either by creating StreetAddresses.csv or Zone.txt and then import the file into Aloha Takeout by using the Delivery Areas function in Aloha Takeout.

   Pro: Manually creating a delivery area does not require you purchase service or data from another company.

   Con: Manually creating a delivery area can be very time consuming. This requires you to drive your delivery area, use a map, or use the Internet to determine the streets and street numbers in your delivery area, then manually enter the delivery information. You may find it easier to use MS Excel or Notepad to enter the data and then import the file into ATO.

> **Note**
>
> Whichever method you use to create the delivery area, ATO uses the starting and ending house number range on a street to determine if a new address is within the delivery area and assumes all addresses within the range are valid.

Delivery area components

A delivery area is made up of streets. You may also define zones and neighborhoods, for additional grouping or functionality.

Streets (Required) — Your delivery area must include streets to associate with customers and provide a delivery address for drivers. ATO supports sub-dividing a long street when it extends across a zone or neighborhood boundary.

You can also specify if you deliver to the odd, even, or both sides of a street.

Neighborhood (Optional) — A logical grouping of streets. Although ATO does not associate routing or address logic with neighborhoods, they provide another layer to help you organize a vast delivery area into more manageable blocks. In most cases, we recommend you do not configure neighborhoods unless you need them for this reason.

Zone (Optional) — A logical grouping of streets and neighborhoods. It is up to you to determine the shape, name, contents, and delivery fee of a zone. Geographical obstacles, distance radius, drive time, and general compass direction are commonly used to define zone boundaries and content.

Configuring a delivery area using the delivery area configuration tool

This section details the configuration requirements for defining your delivery area using a Map Pack file and the new delivery area configuration tool. The MapPack data and the delivery area configuration tool work in conjunction with the Map screen to enable you to visualize delivery orders on a map. If you plan on using Zone.txt, MelissaData, or some other data source, or if you do not plan to use the Map screen, see .

Downloading and installing the prerequisites for the delivery area configuration tool

This section contains a list of the prerequisites you must accomplish on the BOH file server prior to using the delivery area configuration tool.

- Install .NET 4.5.2 on the BOH file server and .NET 4.0 on each terminal from which to access the Map screen.
- Install the latest version of Geobase Installer.
- Download the latest Map Pack for your area. (Note: Only download the file pertinent to your region.)
- Ensure your Aloha POS is version v13.1 or later.
- Acquire the Aloha Takeout Delivery Mapping license.

> **Note**
>
> Download the latest version of Geobase Installer, the Map Pack for your region, and the latest version of Aloha POS at www.radiantupdate.com.

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Installing and importing the Map Pack file

Because Map Pack files are so large, you only need to download the file specific to your region, which contains more address and street information than necessary for your delivery area. For example, a store in Fort Worth, Texas downloads the Map Pack file for Texas, which includes address and street information for the entire state. After you download the file, you use the delivery area configuration tool to define the delivery area for your specific operation.

File Name	Release Date	File Size (MB)	Includes
ATOGeobaseMapPack_MidWest_2010Q2.msi	10/14/2010	264.00	North & South Dakota, Nebraska, Kansas, Oklahoma, Minnesota, Iowa, Missouri, Arkansas
ATOGeobaseMapPack_NorthEast_2010Q2.msi	10/14/2010	268.00	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New York, New Jersey, Pennsylvania
ATOGeobaseMapPack_SouthEast_2010Q@.msi	03/29/2012	477.00	Louisiana, Kentucky, Tennessee, Mississippi, Alabama, West Virginia, Maryland, Delaware, District of Columbia, Virginia, North & South Carolina, Georgia, Florida
ATOGeobaseMapPack_GreatLakes_2010Q2.msi	10/14/2010	264.00	Wisconsin, Illinois, Michigan, Indiana, Ohio
ATOGeobaseMapPack_MountainWest_2010Q2.msi	10/14/2010	220.00	Montana, Idaho, Wyoming, Nevada, Utah, Colorado, Arizona, New Mexico
ATOGeobaseMapPack_Texas_2010Q2.msi	10/14/2010	188.00	Texas
ATOGeobaseMapPack_PacWest_2010Q2.msi	10/14/2010	279.00	Alaska, Washington, Oregon, California, Hawaii
ATOGeobaseMapPack_Territories_2010Q2.msi	10/14/2010	106.00	Puerto Rico, US Virgin Islands

Note

Only include one Map Pack file, per region.

You must place the Map Pack file in the MapData directly; however, the configuration is different with the Aloha POS version you use. If you use Aloha POS v14.1 or earlier, you place the Map Pack file in the MapData folder on the BOH site controller and define the data path to point to that location.

Aloha POS v15.1 or later requires least privilege mode. For this reason, you place the Map Pack file in the MapData folder on each the FOH terminal and define the data path to point to that location for each respective terminal. Make sure the MapData folder is in the same location across all FOH terminals.

To store the Map Pack file and define the data path:

1. Request the appropriate **Map Pack** from your NCR representative.
2. If you use Aloha POS v14.1 and earlier, use a portable device to save the Map Pack file in the MapData folder on the **BOH site controller**.
   -OR-
   If you use Aloha POS v15 and later, use a portable device to save the Map Pack in the MapData folder on **each FOH terminal**.

To define the path on which the Map Pack file is stored:

1. Select **Maintenance > Takeout Configuration > System Parameters**. If you use Aloha POS v14.1 and earlier, this is done on the BOH site controller. If you use Aloha POS 15.1 or later, this is done on each FOH terminal.
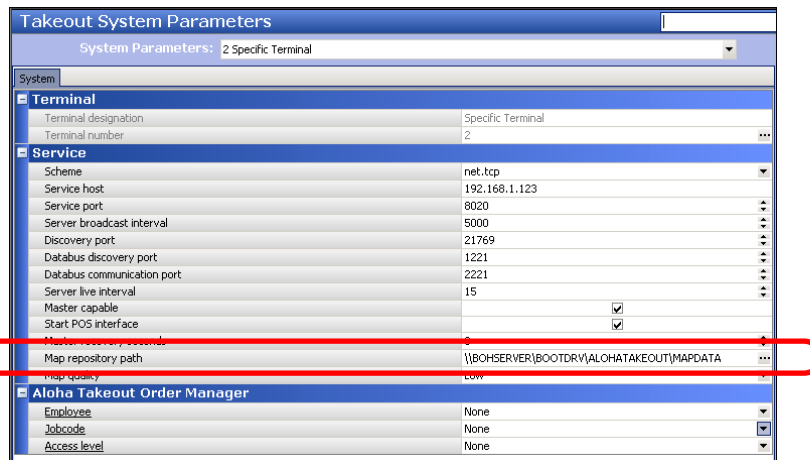

Figure 1 Path to Map Pack File

2. Under the 'Service' group bar, type the **data path** in 'Map repository path' for your MapData folder or click the **ellipsis (...)** button to navigate to the data path. The system defaults to Z:\Bootdrv\Aloha Takeout\MapData.
3. Click **Save**.
4. If you use Aloha POS 15.1 and later, repeat this **procedure** on each FOH terminal.
5. Exit the **System Parameters** function.

To import the Map Pack file for use with the delivery area configuration tool:

1. Navigate to the **AlohaTakeout\Bin** directory**.**

2. Locate and select **Ncr.Hospitality.DeliveryArea.Configurator.UI.exe.** The Select a Delivery File to Edit screen appears. The system pre-populates the file name as 'DeliveryArea.xml.'

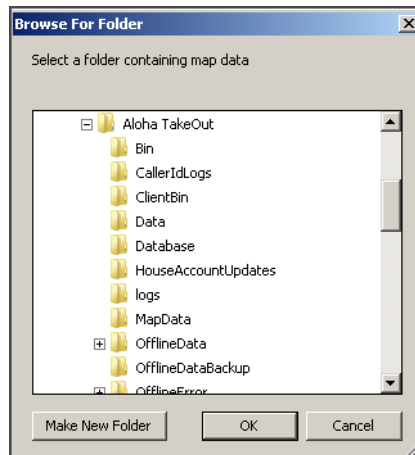3. Click **Open**. A Browse For Folder screen appears.

Figure 2 Map Data Selection

4. Select the **MapData folder**, which is located within the Aloha Takeout folder tree.

5. Click **OK**. The MainWindow screen appears.

6. Click **Switch to Map View** at the bottom of the screen.
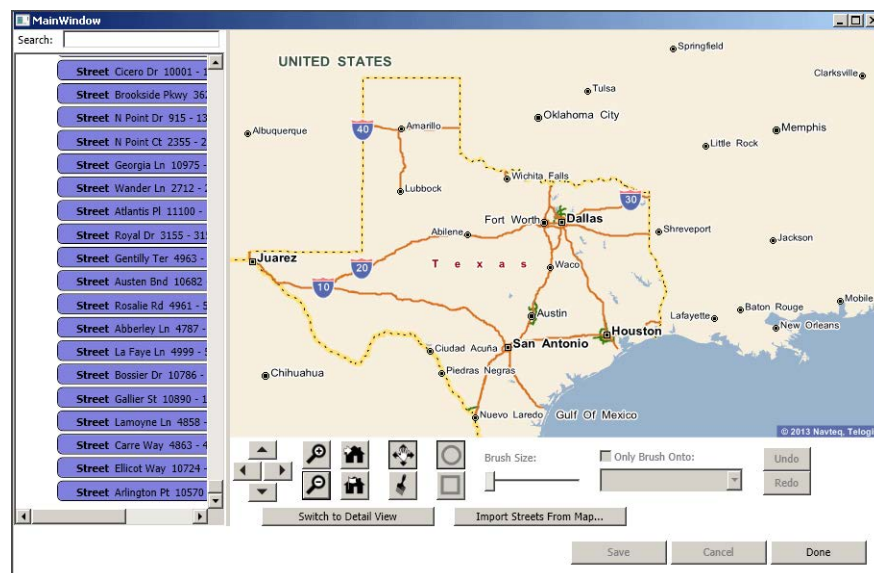
Figure 3 Imported Map Marked by Yellow

> **📑 Note**
>
> Switch to Map View displays the Map Viewer. The Switch To Map View button appears when viewing the Properties screen. Conversely, the Switch to Detail View button appears when viewing the Map screen.

7. Click **Save**.

Defining the delivery area

The delivery area configuration tool enables you to easily define your delivery area. Prior to defining your delivery area, you set your Home View which is the map area you see on the ATO FOH Map screen. The delivery area configuration tool contains tools to assist you with the navigating the map and creating your delivery area.

Delivery area configuration tools

The MainWindow screen contains tools for you to navigate and create your delivery area.

▲	Moves the map view up.
▶	Moves the map view to the right.
▼	Moves the map view down.
◀	Moves the map view to the left.
🔍⊕	Zooms in one level on the map view.
🔍⊖	Zooms out one level on the map view.

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	Navigates to Home View. Note: You must have already set a Home View.
	Sets Current View to Home View.
	Moves the map tool in any direction using the hand tool.
	Selects the paint brush to begin defining your delivery area. After selecting the brush, choose a brush style and size.
	Changes your brush to paint as a circle. Use the 'brush size' bar to increase or decrease the size of your paint brush circle.
	Changes your brush to paint as a square. Use the 'brush size' bar to increase or decrease the size of your paint brush square.
Undo	Reverses the most recent action.
Redo	Restores the most recent action.

Note

The 'Only Brush Onto' selection assists you in defining your delivery zones. Clear the tool to paint anywhere on your map. Select the tool and an area or a zone from the drop-down list to constrain your brushing. To erase a paint action, clear 'Only Brush Onto' and drag the mouse over the area while holding down the right mouse button. Right-clicking the mouse also functions as an Undo action.

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Setting the Home View

Setting the Home View identifies the area for which you view your Map in the delivery area configuration tool and the Map screen on the ATO FOH. Setting the Home View does not define your delivery area.

> **Note**
>
> As you navigate away from your home view or out of your delivery area, you can use the Navigate to Home View to return to the Home View screen.

To set the home view:

1. Use the **right**, **left**, **up**, and **down** arrows or the **hand tool** to navigate to the center of your delivery area. Use zoom in or zoom out, as necessary.
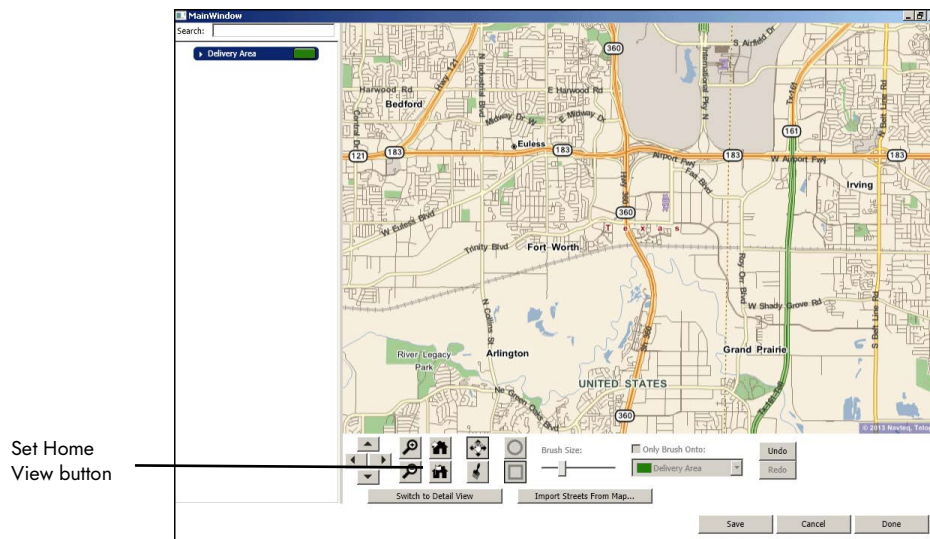

Figure 4 Home View

2. Click **Set Home View to Current View** once you identify your area. The area should be slightly larger than your delivery area.
3. Click **Save**.

Configuring the delivery area

The delivery area configuration tool allows you to define your delivery area and then import the street and address information into your delivery area. It is necessary to set your delivery area before you set your delivery zones.

To configure the delivery area:

1. Click **Navigate to Home View**.
2. Click the **Paint brush**.
3. Choose either the **circle** or **square** as your paint brush style.
4. Use the 'Brush Size' slider to adjust the **size** of the paint brush, if necessary.
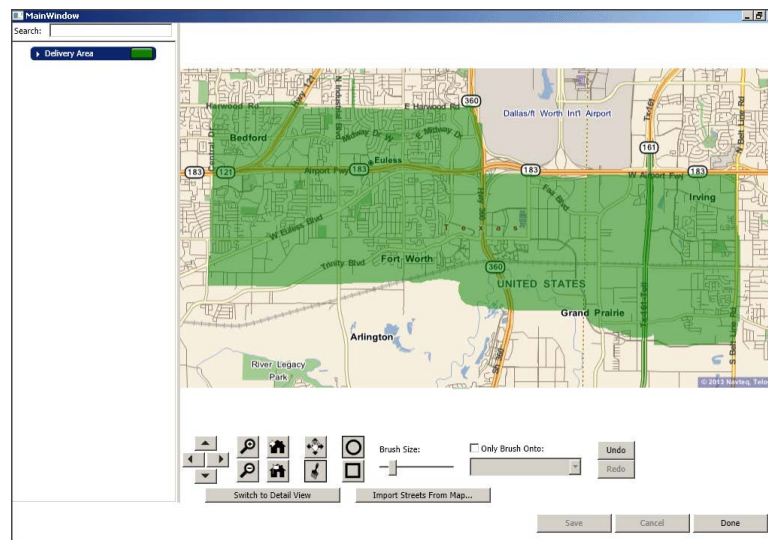
Figure 5 Map Delivery Area

5. Use the mouse to place the paint brush on the map in the **starting location**, press and hold the **left mouse button**, drag the **paint brush** across the screen, and release the l**eft mouse button**, to draw your delivery area.
6. When you finish defining your delivery area on the map, click **Import Streets From Map**. A Replace Existing Streets screen appears.
7. Click **Yes** to replace any pre-existing delivery street information with the highlighted delivery area (recommended) or click **No** to merge the map import with any existing streets in the delivery area.
8. Click **Save**.

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Changing the background color

The background color of the delivery area defaults to green, which you can change to a color of your choosing. You can follow the same procedure to change the background color for delivery zones. Select the delivery zone for which you wish to change the background color and follow the remaining instructions.

To change the background color:

1. On the left side of the screen, click **Delivery Area**.
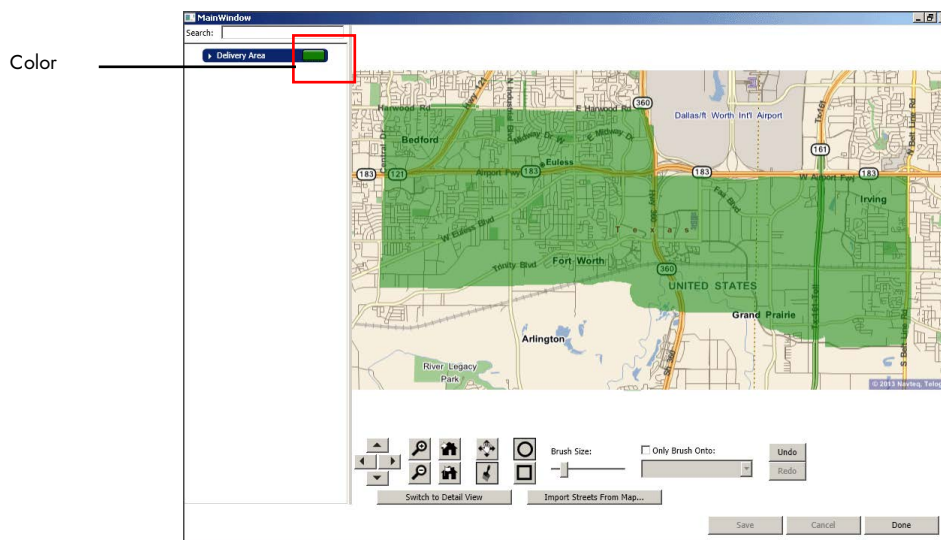

Figure 6 Map Delivery Area

2. Click the **color** next to the delivery area. A color palette window appears.
3. Select a **new color**.
4. Click **OK**.

Defining delivery zones

If you want to include delivery zones within your defined delivery area, you must create a delivery area first, then you define a delivery zone. You can then input delivery zone properties, such as a name for the delivery zone or delivery fees for a particular delivery zone. Delivery zones are not required for using the Map screen and you can skip this section if you do not use delivery zones.

To define delivery zones:

1. On the left side of the screen, right-click **Delivery Area** and select **Add** from the drop-down menu that appears.
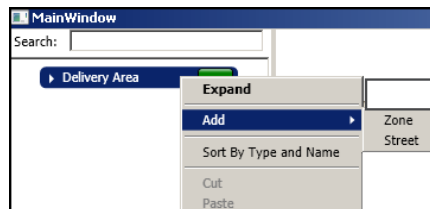
Figure 7 Map Add Zone

2. Select **Zone**.

> **Note**
> The first time you select Zone, the system creates two zones. One delivery zone contains all the addresses within the delivery area and the second delivery zone contains no information.

3. Repeat this **procedure** for each delivery zone you need to create.

> **Note**
> To change the background color for a zone, see "Changing the background color" on page 17.

4. Click a **Zone** on the left side of the screen.
5. Select the **brush tool** at the bottom of the screen.
6. Choose the **circle** or **square** as your paint brush style and use the slider to change the **brush size**, if necessary.
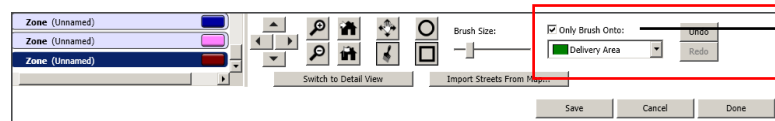
Figure 8 Only Brush Onto Option

7. Select **Only Brush Onto**.

8. Select **Delivery Area** from the drop-down list. This confines the defining of your delivery zones to your delivery area.

9. Use the mouse to place the paint brush on the map in the **starting location**, press and hold the **left mouse button**, drag the paint brush across the screen, and release the **left mouse button**, to draw your delivery area.

10. After defining each of the delivery zones, click **Import Streets From Map** at the bottom of the screen. A Replace Existing Streets screen appears.

11. Click **Yes** to replace any pre-existing delivery street information with the indicated map regions (recommended) or click **No** to merge the map import with any existing streets in the zones. The utility adds the street and address information to each delivery zone.
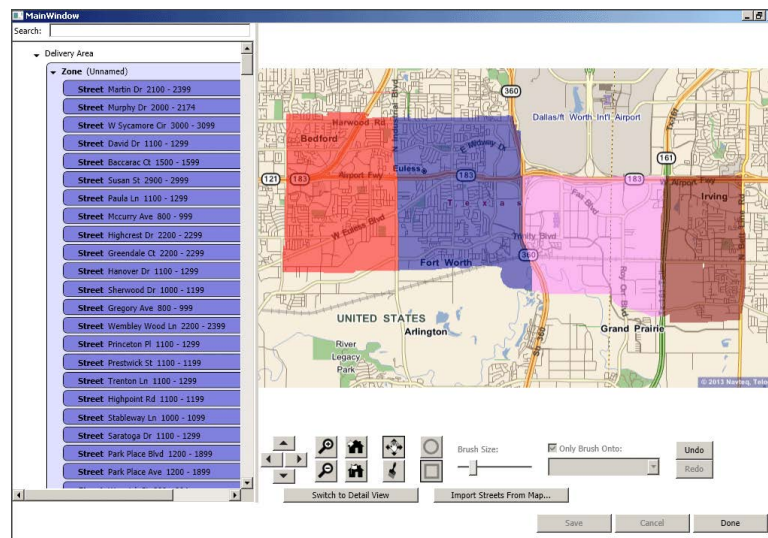

Figure 9 Maps Defined by Zone.

12. Click **Save**.

To define delivery zone properties:

1. Click **Switch to Detail View**.
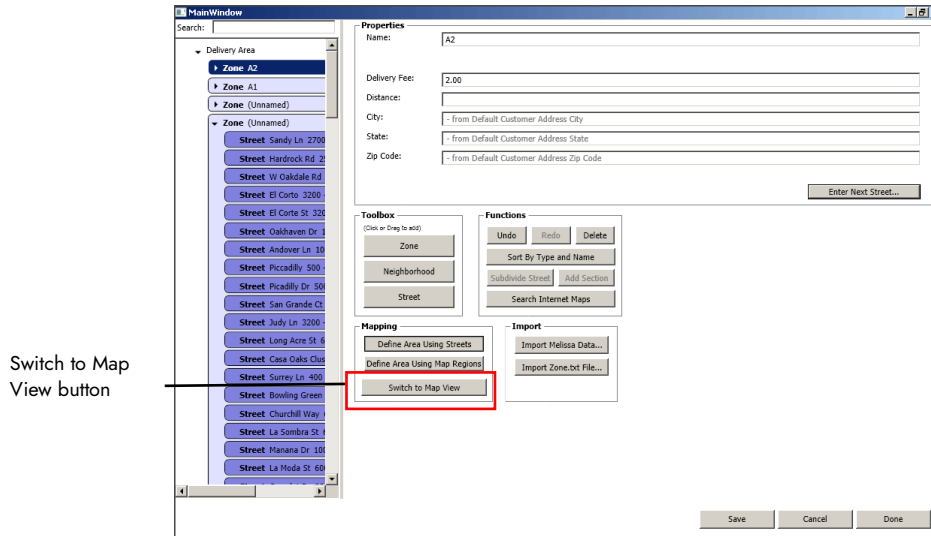
Figure 10 Maps Detail View

2. Select a **delivery zone** on the left side of the screen.
3. Type a **name** for the zone.

> 📝 **Note**
> We recommend you use three or less characters to name a zone, such as "N," "A1," or "SE#."
> Typically a zone name aligns with the compass direction from the store; however, it is up to you
> to determine your zone naming scheme. The zone name appears on the delivery order, when
> configured, to help you efficiently assign delivery orders going to the same vicinity.

4. If you use delivery fees by zone, type the **delivery fee amount** in 'Delivery Fee.'
5. If you charge a delivery fee by distance, type the number of **miles** or **kilometers** from your store
to the zone in 'Distance.'
6. Repeat this **procedure** for all remaining zones.
7. Click **Save.**

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Configuring Delivery Area

Defining neighborhoods

Neighborhoods are not a required configuration, but can help group streets, if necessary. ATO does not support delivery fees or other functionality tied to neighborhoods. Skip this procedure, if you are not using neighborhood grouping.

> **Note**
>
> You cannot use the paint brush utility tool to create neighborhoods nor can you view them on the ATO FOH Map screen.

To define neighborhoods:

1. Right-click a **zone**, and select **Add neighborhood** from the drop-down list.
2. Type a **name** for the neighborhood.
3. Type the **number of miles** or **kilometers** from your store to the neighborhood in 'Distance,' if you charge a delivery fee by distance.
4. Type a **city**, **state**, and **ZIP code**, if necessary.
5. Left-click each **street** and drag **it** to its respective neighborhood.
6. Repeat **this procedure** for all neighborhoods.
7. Click **Save**.

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Configuring a delivery area using the configuration management tool

This section details the configuration requirements for defining your delivery area using a data source such as Zone.txt, MelissaData, or one you create, and the configuration management tool. If you are using a Map Pack file and the delivery area configuration tool, see "Configuring a delivery area using the delivery area configuration tool" on page 9.

Importing and installing a data file

You can use a number of data sources for the creation of your delivery area, such as Zone.txt, MelissaData, or one you manually create.

Using Zone.txt

If you are upgrading from Aloha Delivery/Frequent Buyer to ATO and you have an existing Zone.txt file, you can choose to import the data in this file into ATO; however, if you do not already have an existing Zone.txt from using Delivery/Frequent Buyer, you can manually create this file using Notepad.exe.
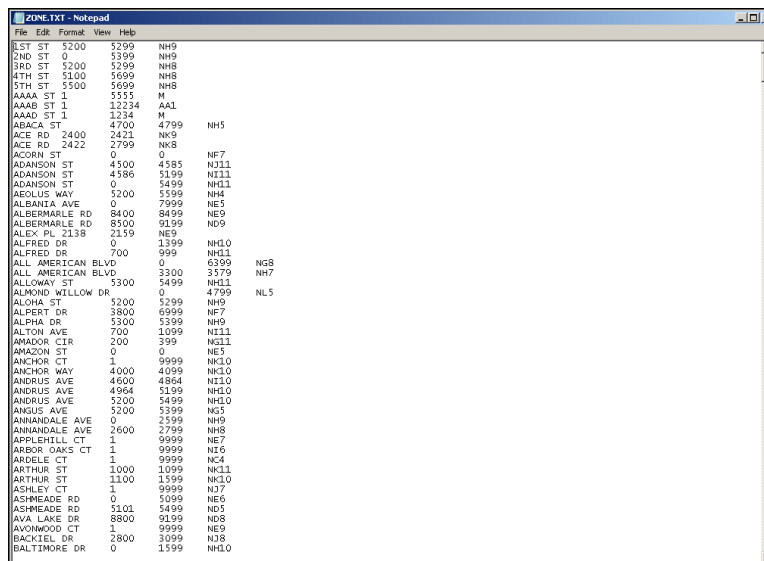

Figure 11 Zone.txt

This section defines the fields and procedure to manually create Zone.txt, which is a tab-delimited text file.

Zone.txt Field	Required?
Street name	Yes
Starting address	Yes
Ending address	Yes
Zone	Yes

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> **Note**
> Column headers are not required in Zone.txt.

Column headers are not required in Zone.txt.

To manually create and enter data into Zone.txt:

1. Launch **Notepad.exe**.
2. Select **File > New**.
3. Type in a **street name**.
4. Press the **space bar**, then enter the **street type**. (St, Rd, Ave, etc.)
5. Press **Tab**.
6. Type the **lowest address number** to which you deliver on that street.
7. Press **Tab**.
8. Type the **highest address number** to which you deliver on that street.
9. Press **Tab**.
10. Type the **Zone** for the address range.
11. Press **Enter** to begin entering the next record.
12. Repeat the **above steps** for all streets within your delivery area.
13. Save the **file** as "Zone.txt."
14. Close the **file** and exit **Notepad**.

> **Note**
> A street range may have more than one entry, if the street is long and crosses zones. This is similar to sub-dividing a street in the Delivery Areas function.

Once you have a Zone.txt file, you can import it for use with ATO.

To import Zone.txt:

1. Select the **Takeout icon** on the Product panel in the configuration management tool.
2. Select **Utilities > Takeout > Import Delivery Area Data**.
3. Select a **store** from the 'Owner' drop-down list.
4. Select **Zone.txt** from the 'File Type' drop-down list.
5. Click the **ellipsis (...)** to browse to the folder where you saved Zone.txt.
6. Click **Open**.
7. Click **Next**.
8. Click **Commit** to finalize the import.

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Using MelissaData or a file you create

You can choose to purchase and download delivery area data from MelissaData (www.MelissaData.com) or use the StreetAddress.csv file format to create this file, even if you do not purchase a dataset from MelissaData.

Purchasing a MelissaData street addresses file

Should you decide to purchase the dataset, you can choose to purchase a number of records or a distance surrounding your address when creating the dataset. Check with MelissaData for the latest, per record, pricing.

Figure 12 MelissaData.com, Direct Marketing

1. Navigate to www.MelissaData.com in your Web browser.
2. Select the **Direct Marketing** menu.
3. Select **Saturation** in the 'Mailing Lists' group.

4. Click **Get Started**.

Figure 13 Occupant List Parameters

5. Select **By Radius**.

6. Type your **address**, **city**, **state**, and **ZIP code**.

7. Select **Miles** or **Number of Records**.

8. Click **Select Options**.

9. Clear **PO Boxes** and other options that are not viable delivery addresses for your operation.

10. Click **Add Count**.

11. Click **Next Step** to continue, if you are satisfied with the number of records.

12. Select **Comma Delimited (.csv)**.

13. Click **Next Step** and follow the prompts to check out and download the purchased StreetAddresses.csv file.

Creating a StreetAddresses.csv file

If you choose to manually create your own street addresses file, you can use Excel to enter the data then import the completed file into ATO, instead of entering the delivery area information using the Delivery Areas function. You need a list of streets to reference.

StreetAddresses.csv	
Field	**Required**
RBDI	No
Title	No
Address	Yes
City	Yes
State	Yes
Zip	Yes
Plus4	No
Walkseq	No
Crrt	No
Endose	No
City_rural	No
Dpb	No
Dpbc	No
PrimaryPreName	No
PrimaryFirstName	No
PrimaryMiddleName	No
PrimaryLastName	No
PrimaryPostName	No
UpdateDate	No

To create a StreetAddresses.csv file:

1. Download **StreetAddresses_Blank.csv** from Aloha Update.
2. Open the **file** in Excel.
3. Copy or type the **data** into the required fields.
4. Select **File > Save as** and save the file as **StreetAddresses.csv**.
5. Close the **file** and exit **Excel**.

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To import a street addresses file, for use with ATO:

1. With Takeout selected on the Product panel in your configuration management tool.
2. Select **Utilities > Takeout > Import Delivery Area Data**.
3. Select a **store** from the 'Owner' drop-down list.
4. Select **Melissa Data** from the 'File Type' drop-down list.
5. Click the **ellipsis (…)** to browse to the folder where you saved StreetAddresses.csv.
6. Click **Open**.
7. Click **Next**.
8. Click **Commit** to finalize the import.

> 📝 **Note**
>
> Starting with the first record, ATO reads the address, city, state, and ZIP code fields. ATO sets the starting and ending address for a street. The system continues to read through the remaining records in the import file and:
>
> If the city, state or ZIP code is different for the same street, the system creates a new street record.
>
> If the starting address is lower than an existing record, the system updates the starting address with the new lower street number.
>
> If the ending address is higher than an existing record, the system updates the ending address with the higher street number.

Editing a delivery area

Whether you start from scratch or import street data, in most cases you need to edit your delivery area. Use the Delivery Areas function to create and edit your delivery area, including streets, street sections, neighborhoods, and zones.

Distance is not a required field. The system uses the distance defined for a street as a default in the event that the ATO mapping feature cannot calculate the distance to an address. Distance may also be defined at a lower level. ATO determines the distance based on the following hierarchy, from highest to lowest:

1. Calculated by the ATO mapping feature.
2. Defined for a street.
3. Defined for a neighborhood.
4. Defined for a zone.
5. Defined for the delivery area.

City, state, and ZIP code information may come from other sources.

- ○ The Melissa Data import contains city, state, and ZIP code information for each street. This information is imported as part of the 'Import Delivery Area Data' process at the street level.

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○ Zone.txt does not contain city, state, and ZIP code information; therefore, this data is not imported as part of the Import Delivery Area Data process. You can manually add this information in each street, neighborhood, zone, or delivery area following an import.

○ The system uses 'Default city,' 'Default state,' and 'Default zip code' in the Takeout Settings > Customer Information tab, when this information is not imported or entered at the street, neighborhood, or zone level.

Similar to the distance hierarchy, the system determines the city, state, and ZIP code information based on the following hierarchy, from highest to lowest:

1. Defined for a street.
2. Defined for a neighborhood.
3. Defined for a zone.
4. Defined for a delivery area.
5. Defined under the 'Customer information' group bar in Takeout Settings > Customer Information tab.

To edit a delivery area:

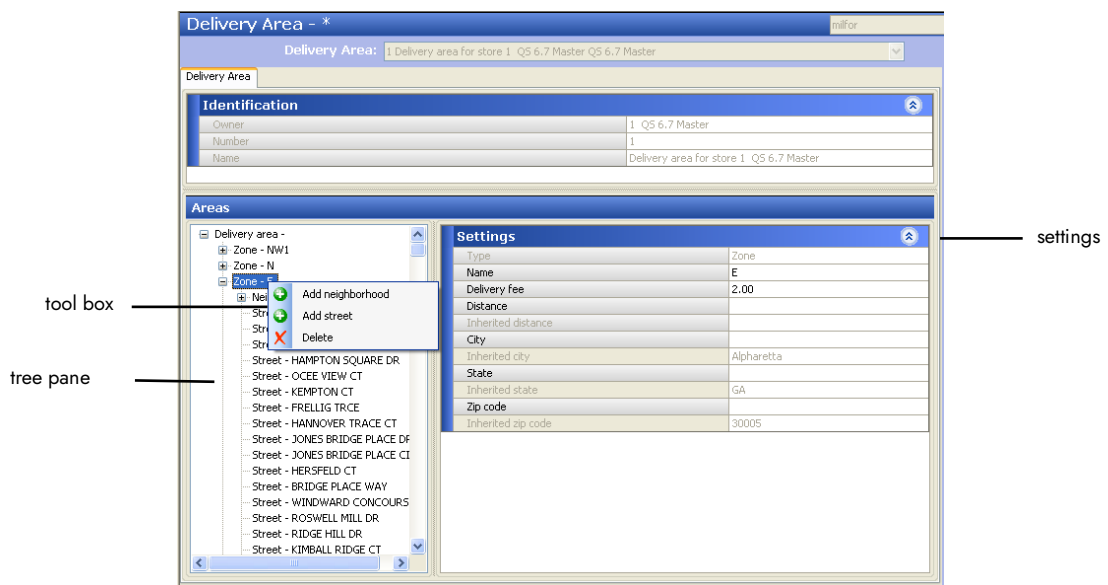1. Select **Maintenance > Takeout Configuration > Delivery Areas**.

Figure 14 Delivery Areas Components

2. Right-click **Delivery area**, **Neighborhood**, or **Zone** and select **Add street** from the drop-down list.

3. Type the **name** of the street.

4. Type the **lowest street number** to which you deliver on that street in 'Lower street range.'

5. Type the **highest street number** to which you deliver on that street in 'Upper street range.'

6. Accept **Both**, or select **Odd** or **Even** from the 'Side of street' drop-down list, if you deliver to only one side of the street.

7. Type the **number of miles** or **kilometers** from your store to the street in 'Distance,' if you charge a delivery fee by distance.

8. Optionally, type a **city**, **state**, and **ZIP code**.

9. Repeat **this procedure** for all streets in your delivery area.

10. Click **Save**.

11. Exit the **Delivery Areas** function or continue to the **next procedure**.

Defining a street section

Long streets may cross zone boundaries. In this case, you can sub-divide a street into multiple sections, then drag the street section to the zone in which it is located.

Te define a street section:

1. Right-click a **street** and select **Add street section** from the drop-down list.

2. Type the **lowest street number** to which you deliver in 'Lower street range' for that street section.

3. Type the **highest street number** to which you deliver in 'Upper street range' for that street section.

4. Accept **Both**, or select **Odd** or **Even** from the 'Side of street' drop-down list, if you only deliver to one side of this street.

5. If you charge a delivery fee by distance, type the **number of miles** or **kilometers** from your store to the street in 'Distance.'

6. Optionally, type a **city**, **state**, and **ZIP code**.

7. Repeat the **steps above** for additional street sections.

8. Click **Save**.

9. Exit the **Delivery Areas** function or continue to the **next procedure**.

Defining neighborhoods

Neighborhoods are not a required configuration, but can help group streets, if necessary. ATO does not support delivery fees or other functionality tied to neighborhoods. Skip this procedure, if you are not using neighborhood grouping.

To define a neighborhood:

1. Right-click a **Zone**, and select **Add neighborhood** from the drop-down list.

2. Type a **name** for the neighborhood.

3. Type the **number of miles** or **kilometers** from your store to the neighborhood in 'Distance,' if you charge a delivery fee by distance.

4. Type a **city**, **state**, and **ZIP code**, if necessary.

5. Right-click each **street** and drag **it** to its respective neighborhood.

6. Repeat **this procedure** for all neighborhoods.

7. Click **Save**.

8. Exit the **Delivery Areas** function or continue to the **next procedure**.

Defining delivery zones

Use this section to define zone information for a delivery area. Skip this procedure, if you are not using zones. We recommend you use three or less characters to name a zone, such as "N," "A1," or "SE3." Typically a zone name aligns with the compass direction from the store; however, it is up to you to determine your zone naming scheme. The zone name appears on the delivery order, when configured, to help you efficiently assign orders going to the same vicinity.

To define a delivery zone:

1. Right-click the **delivery area** and select **Add zone** from the drop-down list.

2. Type a **name** for the zone.
3. If you use delivery fees by zone, type the **delivery fee amount** in 'Delivery fee.'

4. If you charge a delivery fee by distance, type the **number of miles** or **kilometers** from your store to the zone in 'Distance.'

5. Type a **city**, **state**, and **ZIP code**, if necessary.

6. Left-click each **street** or **neighborhood** and drag **it** to its respective zone.

> 📝 **Note**
>
> You can move multiple streets into a neighborhood. Left-click the first street, hold down the Shift key, and left click the last street to include. This includes all streets in the range. To select multiple different addresses, left-click the mouse, hold down the Ctrl key, and left-click each individual street you want to include.

7. Repeat **this procedure** for all remaining zones.

8. Click **Save**.

9. Exit the **Delivery Areas** function.

Configuring the map screen

The ATO FOH has a Map screen that allows you to visualize the location of your delivery orders and dispatch your drivers with delivery orders in closer geographic proximity. The Map screen is a terminal by terminal configuration and requires .NET 4.0 on the terminal. Prior to beginning configuration for the Map screen, determine from which terminals you want to access the Map screen.

To use the Map screen, you must configure a delivery area using the MapPack data and the delivery area configuration tool. If you did not use the delivery area configuration tool or you do not plan to use the Map screen, you can skip this section. You need only configure the Map screen if you used MapPack data and the delivery area configuration tool to define your delivery area.

Enabling the map screen

For employees to view the Map screen on the ATO FOH, you must enable mapping.

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab.
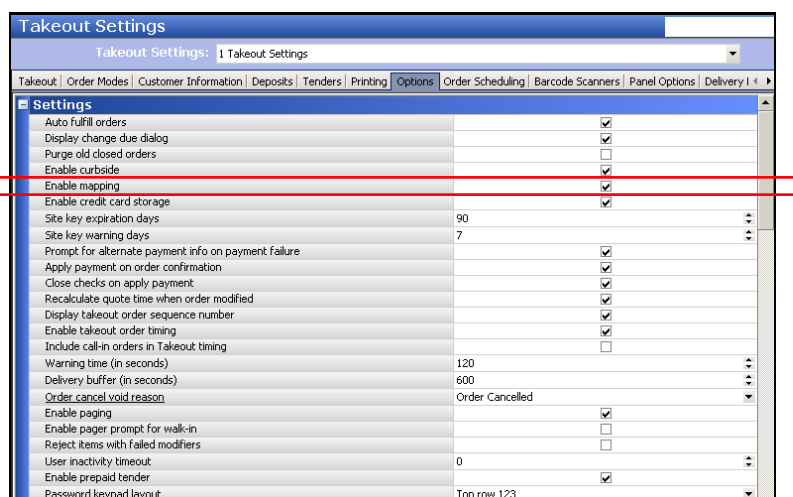
Figure 15 Options Tab Enable Mapping

2. Under the 'Settings' group bar, select **Enable mapping**.
3. Click **Save.**

Enabling Advanced Mapping on the interface terminal

You must identify which terminal from which you want to access the Map screen. You only enable Advanced Mapping on the interface terminal, not the physical terminal.

> ⚠️ **Caution**
> You must install Microsoft .NET framework 4.0 on the interface terminal for the Map screen to appear.

To enable Advanced Mapping on the interface terminal:
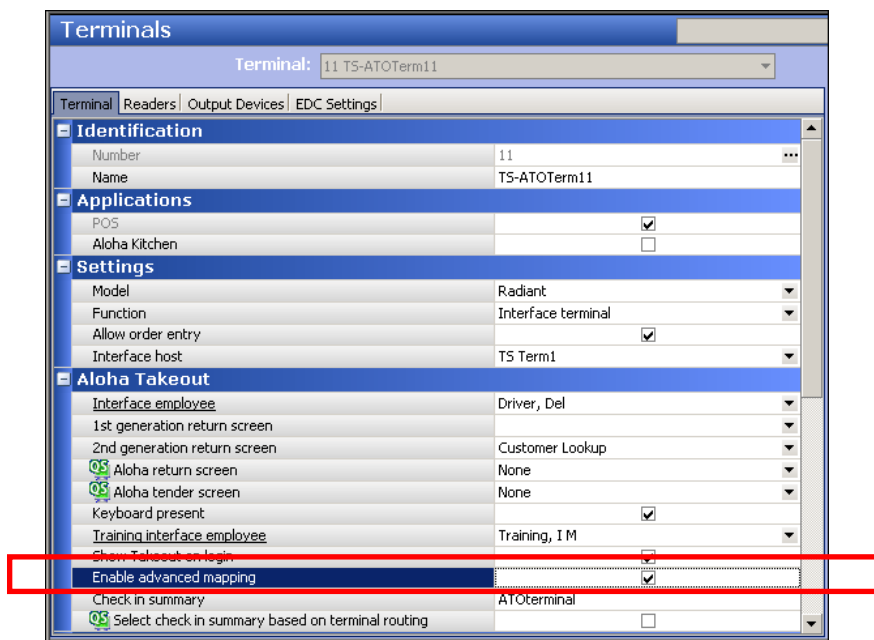
1. Select **Maintenance > Hardware > Terminals**.

Figure 16 Terminal Advanced Mapping

2. Select an **interface terminal** to edit from the drop-down list.
3. Under the 'Aloha Takeout' group bar, select **Enable advanced mapping**.
4. Click **Save**.
5. Repeat for each **interface terminal** from which you want to access the Map screen.

Providing access to the Map screen

For employees to access the Map screen on the ATO FOH, you must update the job codes you want to access the Map screen.

To provide access to the Map screen:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select a **job code** to edit from the drop-down list.
3. On the Takeout tab, under the 'Screens' group bar, click the **Add** drop-down arrow, select **Mapping Driver Dispatch**, and click **OK**.
4. Click **Save**.
5. Repeat these steps for each **job code** that you want to access the Map screen.

Defining the action buttons to appear on the Map screen

You can customize the action buttons available to your employees on the Map screen. Select the options best-suited to your operation. Match the action buttons you configured to appear on the Dispatch screen.

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Panel Options** tab.
2. Select the **Map Dispatch** tab.
3. Under the 'Settings' group bar, select **Enable multi-selection**.
4. Under the 'Actions' group bar, click the **Add** drop-down arrow, select an **action button** as an action type, and click **OK**.
5. Repeat for each **action button** to appear on the ATO FOH Map screen.
6. Click **Save**.

Preventing the override of DeliveryArea.xml

When you create a delivery area with the delivery area configuration tool, the tool creates DeliveryArea.xml. To use the file you created, you must clear 'Enable DeliveryArea.xml export.' When cleared, the configuration management tool uses the DeliveryArea.xml file created with the delivery area configuration tool. When selected, the system displays a blank screen on the Map screen.

To prevent the override of DeliveryArea.xml:

1. Select **Maintenance > Takeout Configuration > Delivery Areas > Delivery Area** tab**.**
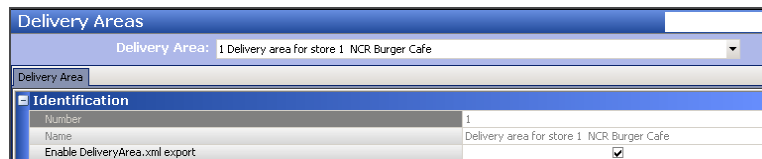
Figure 17 Enable Deliveryarea.xml Export

2. Under the 'Identification' group bar, clear **Enable DeliveryArea.xml export**.
3. Click **Save**.

Adding the Map screen to the navigation flow

The Map switch allows those employees who take orders and dispatch drivers to quickly navigate from the Order Entry screen to the Map screen for dispatch. This switch reduces the number of touches an employee must make to return to the Map screen. The new switch, 'MP,' is a chain button that allows you to navigate from a POS screen to the Map screen.

> 📖 **Reference**Refer to the Aloha Takeout Implementation Guide - HKS326 for more information on navigation switches.

To add the Map screen:

1. Select **Maintenance > Screen Designer**.
2. Select **Work with Panels**.
3. From the Panel Editor menu bar, select **Open Panel**. The Open Panels screen appears.
4. Select the **panel** on which to add the MP Order Switch.

5. Select the **area** to add the button and click **New Button**. A Properties screen appears.
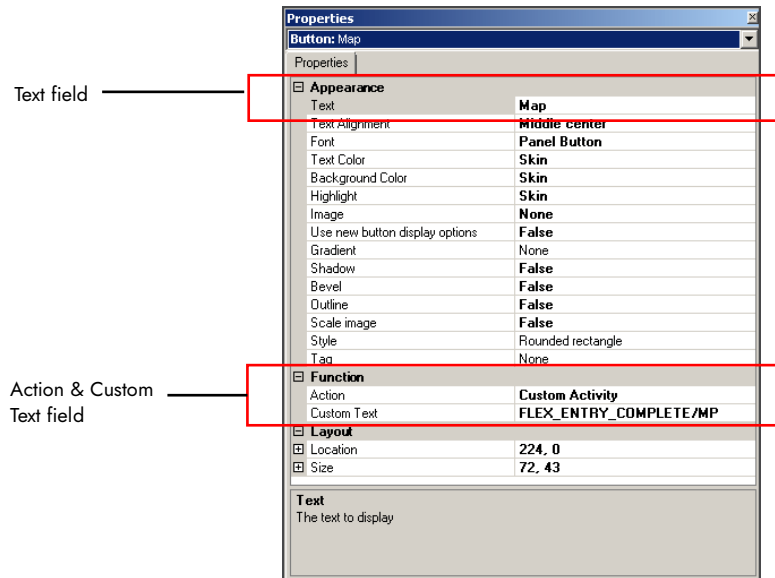
Figure 18 MP Order Switch properties

6. Under the 'Appearance' group bar, type the **text** to appear on the button. (For example, Map.)

7. Under the 'Function' group bar, select **Custom Activit**y from the Action drop-down list. A Custom Text field appears.

8. Type '**FLEX_ENTRY_COMPLETE/MP**' in Custom Text.

9. Select **Panel > Save Panel** from the Panel Editor menu bar or right-click the panel and select **Save Panel**.

10. Select **Panel > Close Panel** from the Panel Editor menu bar or right-click the panel and select **Close Panel**.

Changing the Map screen view quality

There are two map screen settings to help regulate the viewing quality of the map on the ATO FOH. The systems defaults to High. The High setting displays all roads and streets, whereas the Low setting only displays major roads. If you want to change the map screen view quality to Low, follow the procedure below.
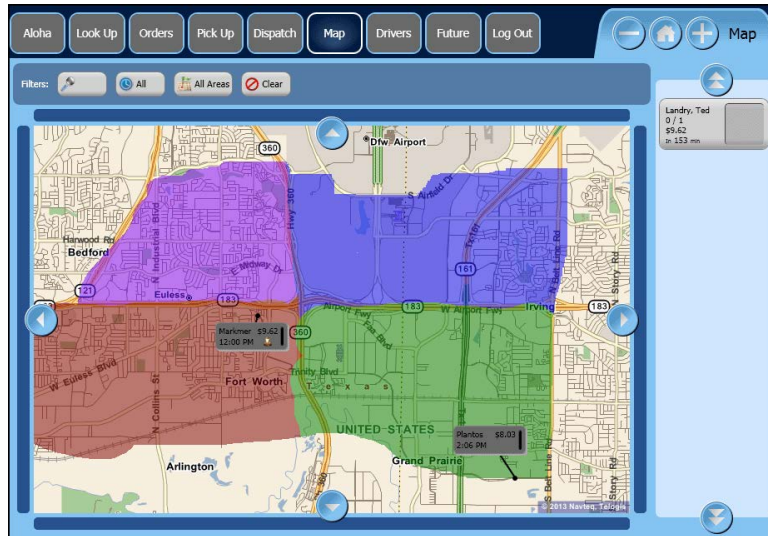
Figure 19 Map Dispatch Map Quality High
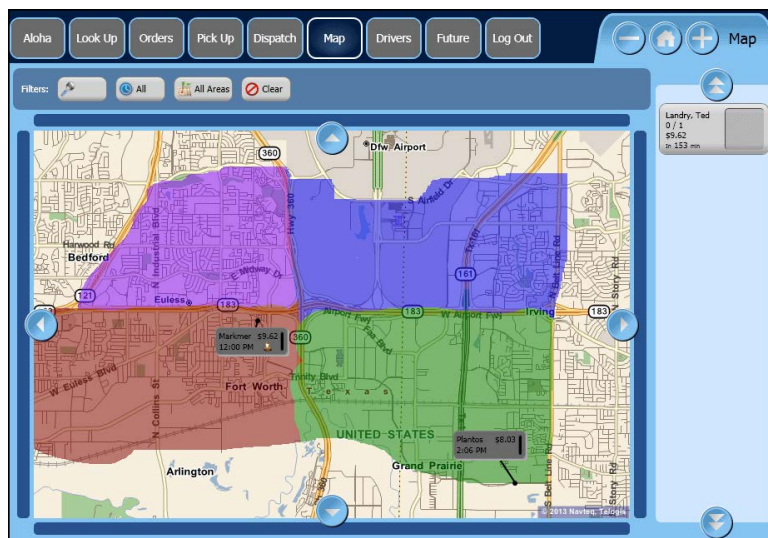
Figure 20 Map Dispatch Map Quality Low

To change the Map screen quality:

1. Select **Maintenance > Takeout Configuration > System Parameters > System** tab.
2. Under the 'Service' group bar, select **Low** from the Map quality level drop-down list. To change the map view setting back to High, select **High**.
3. Click **Save**.

Defining the action buttons to appear on the Dispatch screen

You can customize the action buttons available to your employees on the Dispatch screen. Select the options best-suited to your operation. Match the action buttons you configured to appear on the Dispatch screen.

To define the action buttons to appear on the Dispatch screen:

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Panel Options** tab.
2. Select the **Dispatch** tab.
3. Under the 'Settings' group bar, select **Enable multi-selection**.
4. Under the 'Actions' group bar, click the **Add** drop-down arrow, select an **action button** as an action type, and click **OK**.
5. Repeat for each **action button** to appear on the ATO FOH Dispatch screen.
6. Click **Save**.

Activating the delivery area restrictions

You can restrict your employees from accepting delivery orders to areas outside of your delivery area; however, you may receive orders from outside your delivery area that you want to accept. Furthermore, you may receive orders from customers who reside within your delivery area yet the system fails to recognize their address. The system refers to these addresses as unmappable. For both situations, we recommend providing an employee, such as a manager, with the access to override the delivery area restriction.

To restrict delivery orders to remain within your delivery area:

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Options**.
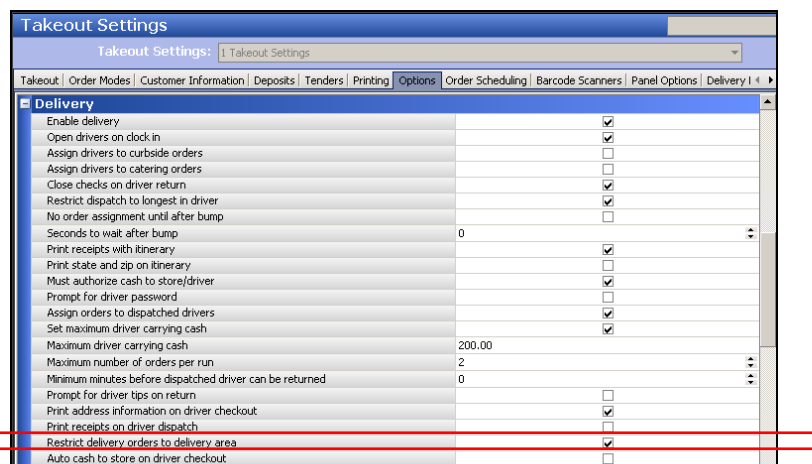
Figure 21 Restrict Delivery Orders to Delivery Area

2. Under the 'Delivery' group bar, select **Restrict delivery orders to delivery area**.
3. Click **Save**.

To provide the ability to override a delivery area restriction:

1. Select **Maintenance > Labor > POS Access Levels.**

2. Select an **access level** from the 'POS Access Level' drop-down list.
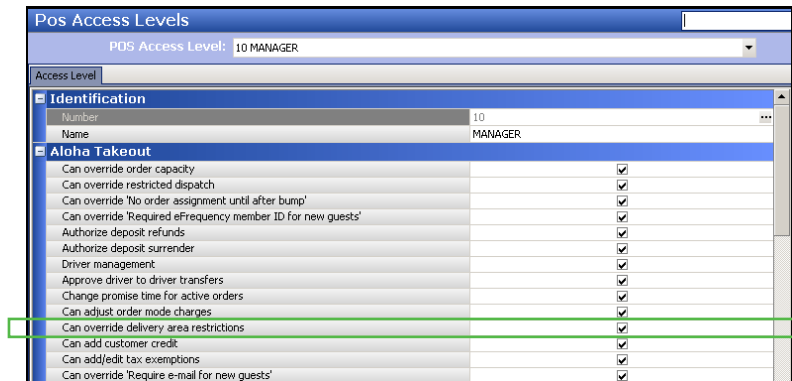
Figure 22 POS Access Level

3. Under the 'Aloha Takeout' group bar, select **Can override delivery area restrictions**.

4. Click **Save**.

5. Repeat for **each access level** that can override delivery area restrictions.

6. Click **Save** and exit the **POS Access Levels** function.

Activating Type Ahead Address Lookup

You can use the 'Type Ahead Address Look Up' feature to provide quicker entry of new guests and confirms addresses for delivery within the delivery area. When enabled, Type Ahead Address Look Up displays a drop-down list of addresses that match the entered characters.

To activate Type Ahead Address Lookup:

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Options**.
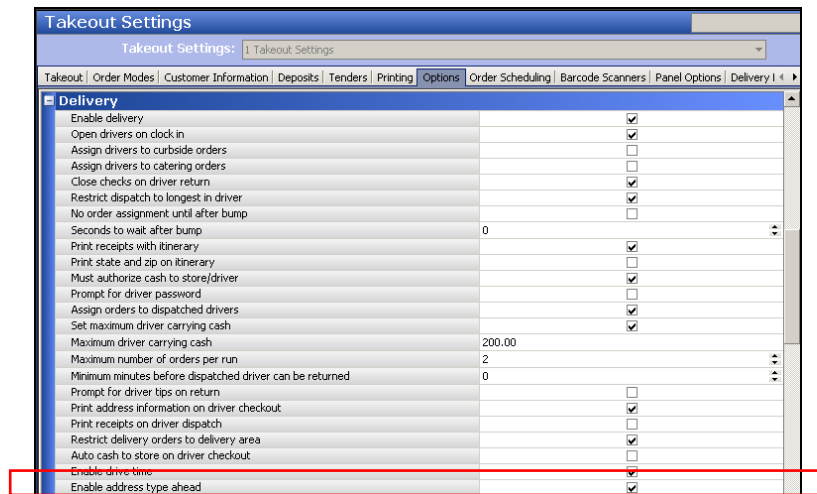
Figure 23 Enable Type Ahead Address

2. Under the 'Delivery' group bar, select **Enable address type ahead**.
3. Click **Save**.

Refreshing the data

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

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

Using Delivery Area to dispatch delivery orders

ATO has a number of features to assist you in successfully managing your delivery business. If you used the delivery area configuration tool to create a delivery area, you can use both the Dispatch and Map screens to manage your delivery orders. If you did not, you can only use the Dispatch screen to manage your delivery orders. The command buttons on the Dispatch and Map screens are the same, although ATO adds additional enhancement to the Map screen. These enhancements, when discussed in this section, are noted as specific to the Map screen.

Using type-ahead address lookup

Based on the starting and ending numbers of a street and the street name, when you start adding an address for a new customer, the system displays a drop-down list containing addresses within the delivery area that match the characters entered. As you continue to add numbers and characters to the address, the system automatically updates the results in the drop-down list with new matches for the search criteria. If the correct address does not appear in the drop-down list, you can still enter the address and accept the order for delivery.

Figure 24 Type-Ahead Address Look Up

1. Touch **Look Up** on the navigation bar to access the Look Up screen.
2. Touch **Add Guest** to begin entering a new customer in the Aloha Takeout database. The customer information screen appears.
3. Type the **first name**, **last name**, and **phone number**.
4. Select the **Address** box.

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5. Type the **full street number** of the address. A drop-down list appears with streets that contain the street number you entered.

6. Touch the **space bar** to add a space in the address.

7. Type **characters** of the street name. As you enter characters, the system continues to reduce the number of matches. Continue to type **characters** of the street name until the correct street address appears in the drop-down list.

8. Select the **street** from the drop-down list. The system populates the city, state, and postal code, if defined for the delivery area and based on hierarchy.

9. Touch an **order mode** to save the customer record and start the order.

> **Note**
>
> The 'type-ahead address' feature also works when entering a 'one-time address.'

To enter an address outside the delivery area:

1. Touch **Look Up** on the navigation bar to access the Look Up screen.

2. Touch **Add Guest** to begin entering a new customer in the Aloha Takeout database. The customer information screen appears.

3. Type the **first name**, **last name**, and **phone number**.

4. Select the **Address** box.

5. Type the **full street number** of the address. A drop-down list appears with streets that match the street number you enter.

6. Touch the **space bar** to add a space in the address.

7. Type the **full street name**. If the address is not within the delivery area, a "No Matches Found" message appears in the drop-down list.

Figure 25 No Matches Found

8. Continue typing the remaining **address information**, including street type, city, state, and postal code, if necessary.

9. Touch **Delivery** to start an order. The screen 'Use Authorized Access to authorize address not found in store delivery area' appears.

10. Touch **Yes** to proceed with the order to the restricted address.

11. Obtain **authorization**, if necessary. An employee with the ability to override restricted delivery must authorize this transaction.

    If your access level allows you to override delivery area restrictions, touch **Yes** to allow the address and continue with the order.
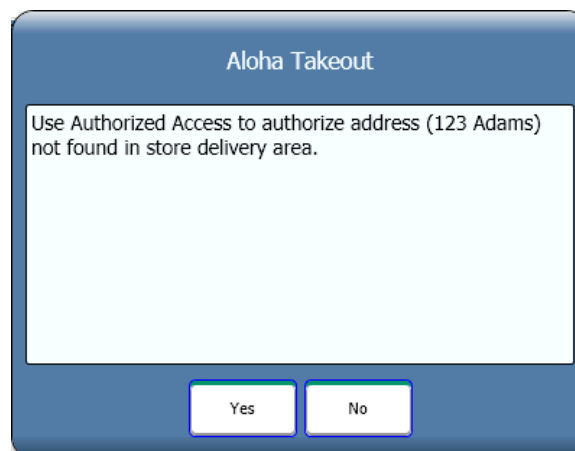
Figure 26 Allowing an Out-of-Area Address

— OR —

If you cannot approve a delivery address override, request **manager assistance**. A manager or employee with sufficient access must enter their **login credentials** to allow the address and continue the order.
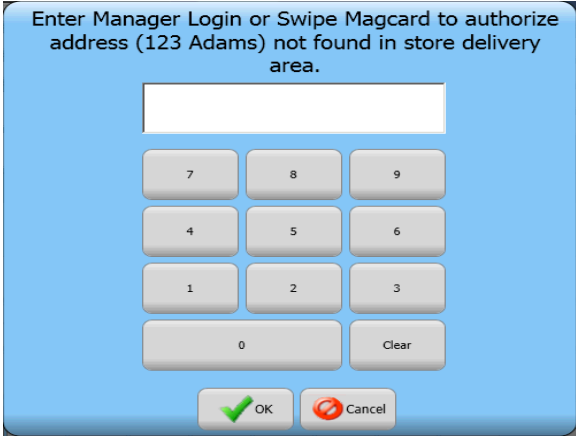
Figure 27 Manager Approval Screen for Out-of-Area Addresses

> **Note**
>
> Until you add the address to the delivery area, ATO requires an address override each time the customer at this address places an order.

> **Note**
>
> These instructions are the same for a customer whose address the system considers 'unmappable,' meaning not contained in your Map Pack data but does exist within your delivery area. An example of this would be a new road.

Managing delivery orders

The Map and Dispatch screens contain a series of command buttons located on the right side of the screen to aid you in managing your delivery business. The command buttons allow you to assign deliveries to a driver, as well as dispatch a driver with a delivery run. When you assign multiple orders to a driver, the system arranges the stops of the delivery run in the order in which you select them; however, by using Arrange Stops, you can re-arrange the stops for a delivery run. Prior to a driver leaving with a delivery order, you can view or print a delivery route, as well as print an itinerary, which includes an order receipt along with turn-by-turn directions.

> **Note**
> This section displays screen shots and step-by-step directions from the Map screen. The step-by-step directions are the same for the Dispatch screen.
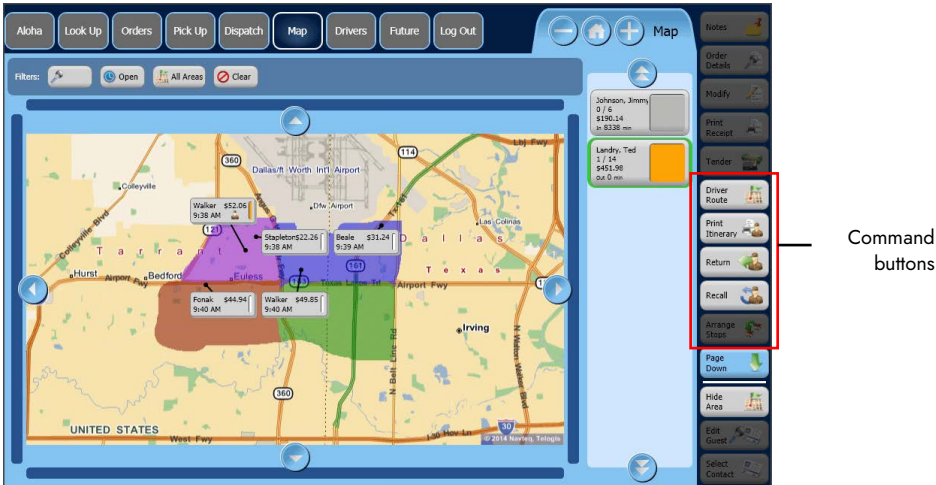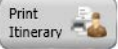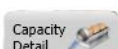
Figure 28 Map Screen (Command Buttons Scroll 1)

The available command buttons located on the right side of the Map and Dispatch screen, unless otherwise noted.

Driver Route	Driver Route displays the suggested driving route for the deliveries. The system provides turn by turn directions, as well as a map overview. You can print the driver route to a local printer on 8 1/2x 11 paper.
Print Itinerary	Print Itinerary prints an order receipt, along with turn-by-turn directions, to the local receipt printer.
Dispatch	Dispatch assigns selected orders to a selected driver. The system then considers the driver out for delivery.
Return	Return places a driver back in idle status when he returns to the store after a delivery run.
Recall	Recall returns a driver to the store without considering the order as delivered. Use this button for such times when a driver forgets part of an order or the customer modifies their order, and you track actual delivery times.
Arrange Stops	Arrange Stops allows you to re-arrange the stops of the delivery orders according to your preference.
Unassign	Unassign removes a delivery order from a delivery driver and allows you to assign the delivery order to another driver.
Capacity Detail	Capacity Detail displays your delivery orders for the current time frame against your previously configured capacity detail.
Driver Orders	Driver Orders allows you to view any active assigned orders for a selected driver. Only available on the Map screen.

Assigning delivery orders

Dispatching orders with the Map screen works the same as with the Dispatch screen. The difference is that the Map screen enables you to visualize the location of delivery orders so that you can group and dispatch multiple orders that are in closer geographic proximity to one another. When you create a delivery order, the system creates an order button on the Map screen according to the delivery address and on the Dispatch screen according to the promised time. The customer button includes the last name of the customer, the order total, and the order promise time. When you assign an order to a driver, a driver image appears on the order button.
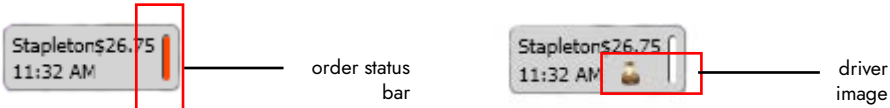
Figure 29 Order Button

The order button also includes an order status bar on the right side of the order button. The system uses color to represent the status of the order.

Color	Description
White	An active order.
Yellow	A warning indicating an active order is approaching late status.
Red	An active order is late.
Orange	The order is currently dispatched with a driver.
Gray	The order is closed.
Purple	An unreleased future order.
Light Red/Pink	The order is in progress and contains unordered items. If the order is finalized and still pink, this usually indicates there is an issue (incorrect queue, incorrect order mode, wrong custom activity configuration) with the order.
Blue	The driver has returned, but the order is not closed. If the color remains blue, there may be an issue with a balance remaining on the check.

Note

To dispatch orders for delivery, first select the orders, then the driver.

If your operation dispatches orders primarily by promise time, you may want to use the Dispatch screen for dispatching orders. The Dispatch screen arranges orders by promise time. You can then use the Map screen to assist you in determining the location of a delivery order.

To assign delivery orders:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** to access the Dispatch screen.
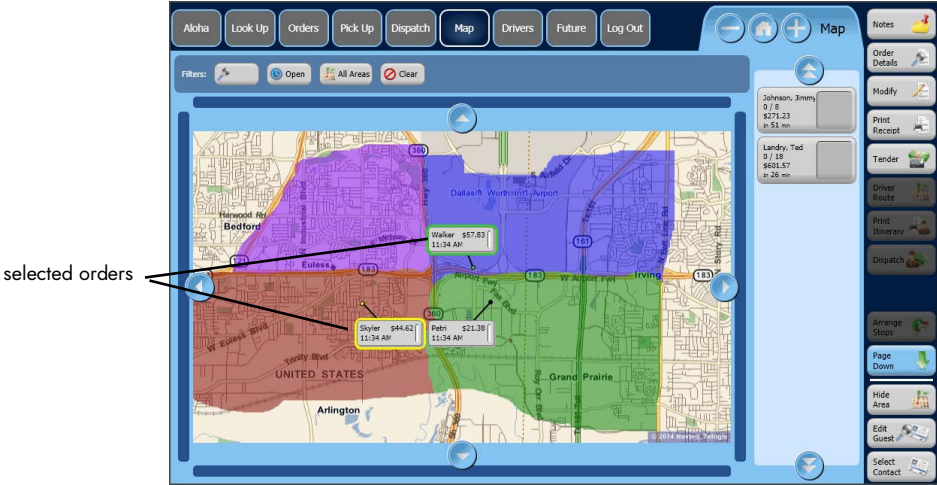

Figure 30 Map Screen (Orders Selected)

2. Touch the **orders** to assign for delivery. The system outlines the selected orders with a color and the last order you select appears with a green outline.

> 📝 **Note**
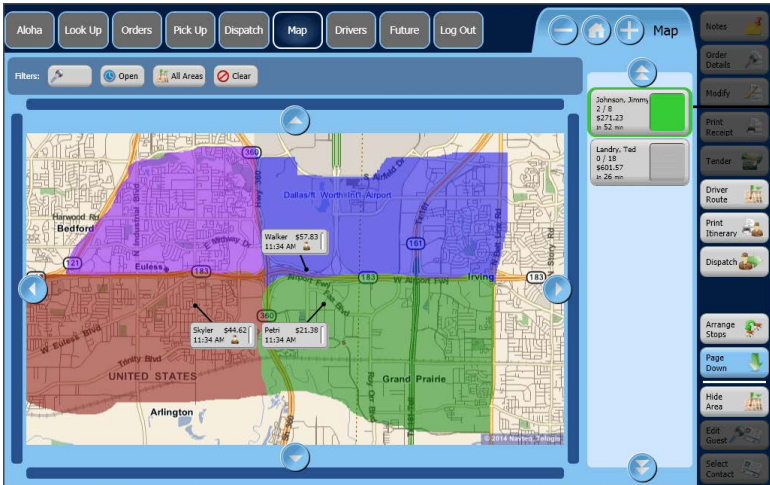> If you exceed the number of orders allowed per driver, manager approval is required.

Figure 31 Map Screen (Driver Assigned)

3. Touch a **driver** to deliver the orders. The available drivers appear on the right of the screen.

> 📋 **Note**
>
> When you assign a driver to an order, a driver icon appears on the order button.

4. Touch **Dispatch**.

Rearranging the order of a delivery run

When you assign more than one delivery order to a driver, the system routes the delivery orders based on the order in which you select them rather than the best available route. Once you assign a group of orders to a driver, you can rearrange the stops according to your needs. You may need to arrange them according to a better route, size of order, time ordered, or any other situation.
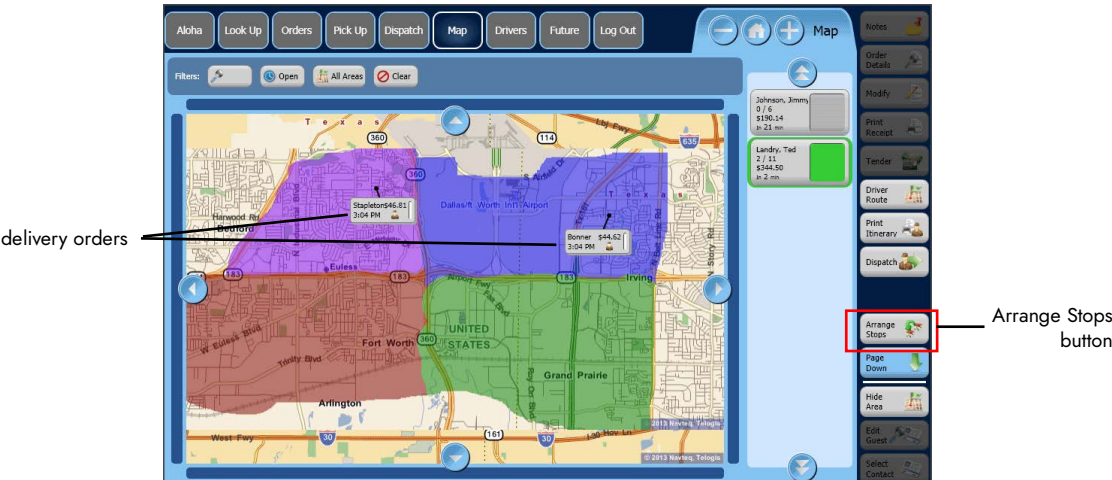
Figure 32 Arrange Stops

To rearrange the order of a delivery run:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** to access the Dispatch screen.

2. Touch the **driver** with the delivery orders for which you want to re-arrange the stops.

3. Touch **Arrange Stops**. The 'Stop order for…' screen appears and lists the current stops for the delivery run.

Figure 33 Stop Order Screen

4. Select a **delivery order**.
5. Touch the **up** or **down arrows** to sort the deliveries into the preferred order.
6. Touch **Ok**.
7. Touch **Dispatch**.

> **Note**
>
> Once you dispatch a driver, you can no longer use the Arrange Stops button to change deliveries for that driver. To rearrange the stops for a driver after touching Dispatch, select the driver, touch Recall, follow the Arrange Stops procedure, and dispatch the driver again.

Viewing and printing a driver route

You can view, as well as print, a driver route after assigning a delivery order to a driver. The driver route contains turn by turn directions along with a map overview. The map overview is only available on the Map screen. When you print a driver route, the system prints both a map overview along with turn-by-turn directions. Additionally, the printed overview includes the total mileage to the deliveries, as well as an overall estimated time. The mileage and drive time only appear on the printed copy. The printed overview does not include the return mileage or estimated time back to the store. The

estimated time is not a real-time estimate based on traffic or road construction. The driver route directions print on 8 1/2 x 11 paper to a local or networked printer.
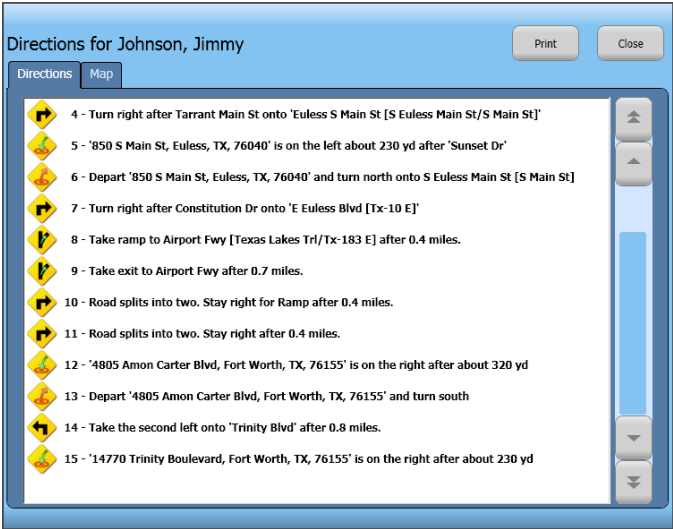
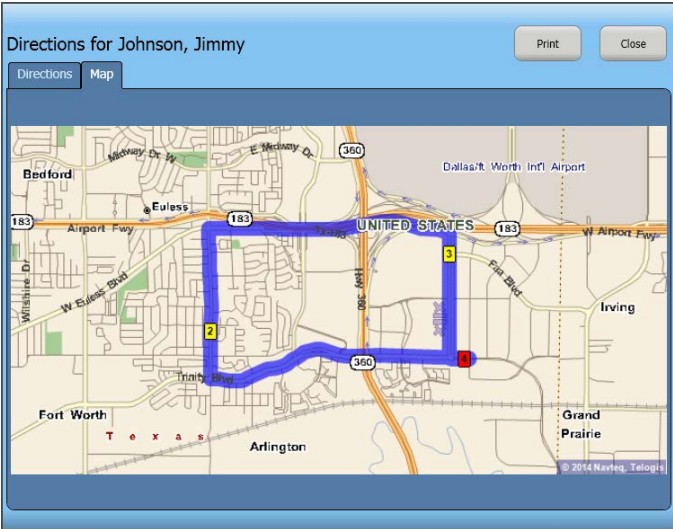Figure 34 Map Screen Turn by Turn Directions

Figure 35 Map Screen Map Overview

estimated mileage and
time

Figure 36 Driver Route Printed Directions (Only Available on the Map Screen)

To view and print a driver route:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** to access the Dispatch screen.
2. Select a **driver** with assigned orders.
3. Touch **Driver Route**. The Directions screen appears.
4. Touch **Print** to print the driver route directions. The system prints the directions and map to a local printer.
5. Touch **Close** to return to the Map Screen.

Printing a driver itinerary manually

When you use Print Itinerary, the system prints an order receipt along with turn-by-turn directions for a delivery run. The driver itinerary prints to the receipt printer of the terminal. If the driver itinerary automatically prints, you can skip this procedure.

To print a driver itinerary manually:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** to access the Dispatch screen.
2. Select a **driver** with assigned orders.
3. Select **Print Itinerary**. The system prints the delivery order itinerary to the local receipt printer for the terminal.
4. Touch **Print**.
5. Touch **Done** to return to the Map screen.

Reassigning a delivery order

In some instances, you may want to change the driver assigned to a delivery order. ATO contains an Unassign button so that you can change the delivery order from one driver to another. To do so, the system requires you to first remove the driver from the delivery order and then reassign the delivery order to a different driver.

To reassign a delivery order:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** on the Dispatch screen.
2. Select the **order** for which you want to unassign the driver.
3. Touch **Unassign**. The 'Please confirm: Unassign orders from driver?' screen appears.
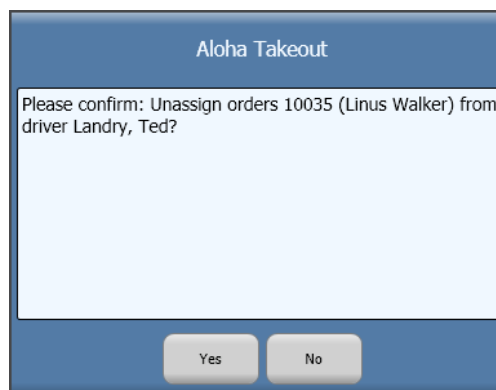
Figure 37 Unassign Confirmation Screen

4. Touch **Yes**.
5. Touch the **order** on the Map screen.
6. Select a different **driver**.
7. Touch **Dispatch.**

Recalling a driver

In some instances, you may need to recall a driver from a delivery run. A driver may have forgotten part of the order or the customer may have requested additional items. Rather than having an inflated delivery drive time due to the driver leaving the store, returning to the store for the additional items, and then leaving the store again, use the Recall button to obtain a more accurate record of the actual delivery time. If your operation does not track driver delivery times, you may not want to use Recall.

📖 **Reference**

For more information on Driver reports, see the Aloha Takeout Report Guide - HKS1719.

To recall a driver:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** on the Dispatch screen.

2. Select the **driver**.

3. Touch **Recall**.

Returning a driver

After a driver completes a delivery run, you can return him to the system to tender the checks. When you return a driver, the system changes the status of the driver to 'In' rather than 'Out.'

To return a driver:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** on the Dispatch screen.

2. Select the **driver**.

3. Touch **Return**.

Viewing capacity details

Capacity Detail provides a quick on-screen display of your actual delivery orders for a specific time frame compared to your previously configured order scheduling limits.

> **Note**
>
> You set your Order Scheduling limits in Maintenance > Takeout Configuration > Takeout Settings > Order Scheduling > Schedules tab.
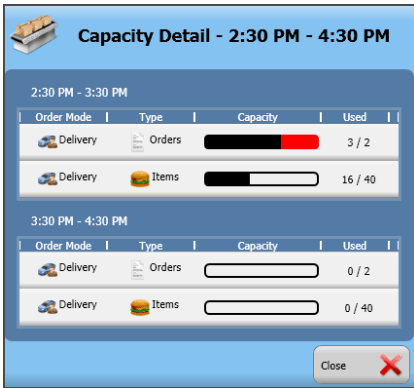
Figure 38 Capacity Detail Screen

To view capacity details:

1. Touch **Map** on the navigation bar to access the Map screen or touch **Dispatch** to access the Dispatch screen.
2. Touch **Capacity Detail**.
3. View the **content** on the Capacity Detail screen.
4. Touch **Close** to return to the Map screen.

Using features specific to the Map screen

The Map screen on the ATO FOH uses the delivery area you created with the delivery area configuration tool. You can view your delivery orders on a map and dispatch your drivers with delivery orders in closer geographic proximity.

The Map screen contains a number of buttons to assist you in navigating the screen.

	Centers your view of the map on the Home View you set with the delivery area configuration tool.
	Zooms out one level on the Map screen.
	Zooms in one level on the Map screen.
	Moves your view of the Map screen north of the current view.
	Moves your view of the Map screen east of the current view.
	Moves your view of the Map screen south of the current view.
	Moves your view of the Map screen west of the current view.

Using the Map screen filters

The Map screen contains a number of filters to assist you in managing your delivery business. Each filter contains multiple options. The Map screen filters enable you to search for a delivery order, change the order status view, and change the area you are viewing.
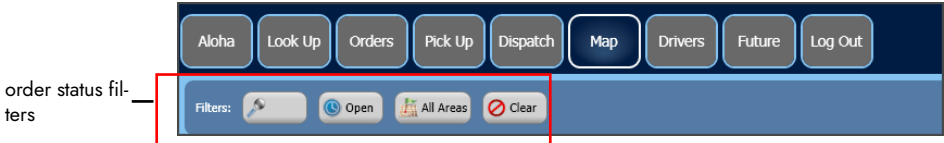
order status filters —

Figure 39 Map Dispatch Filters

> **Note**
>
> Touch Clear to cancel or clear any filter options or searches.

Searching for a delivery order by customer

SCENARIO: You want to locate a delivery order for a specific customer. You can search for the order on the Map screen.
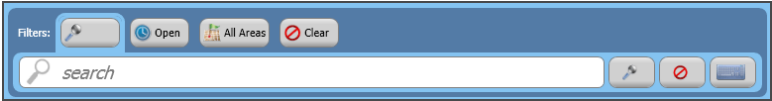
Figure 40 Customer Search

1. Touch **Map** on the navigation bar to access the Map screen.

2. In the Filters bar, touch the **magnifying glass** to initiate a search. A search box appears.
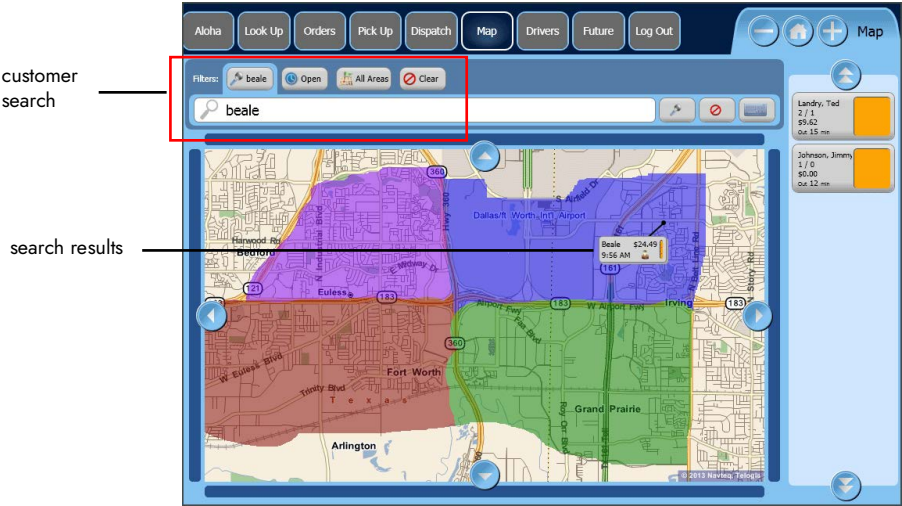

Figure 41 Search Results Filter

3. Type the **customer name** or **phone number** in the search text box and press **Enter.** The search results appear on the Map screen.

Filtering delivery orders by order status

The Map screen contains order status filters, which enable you to view your delivery orders by 'All,' 'Unassigned,' 'Open,' or 'Closed.' When you select an order status, the system displays the selected button in blue.

> 📝 **Note**
>
> The area filter affects what you can view using an order status filter. If the area filter is set to any option other than All Areas, you can only see the filter results for that particular area.
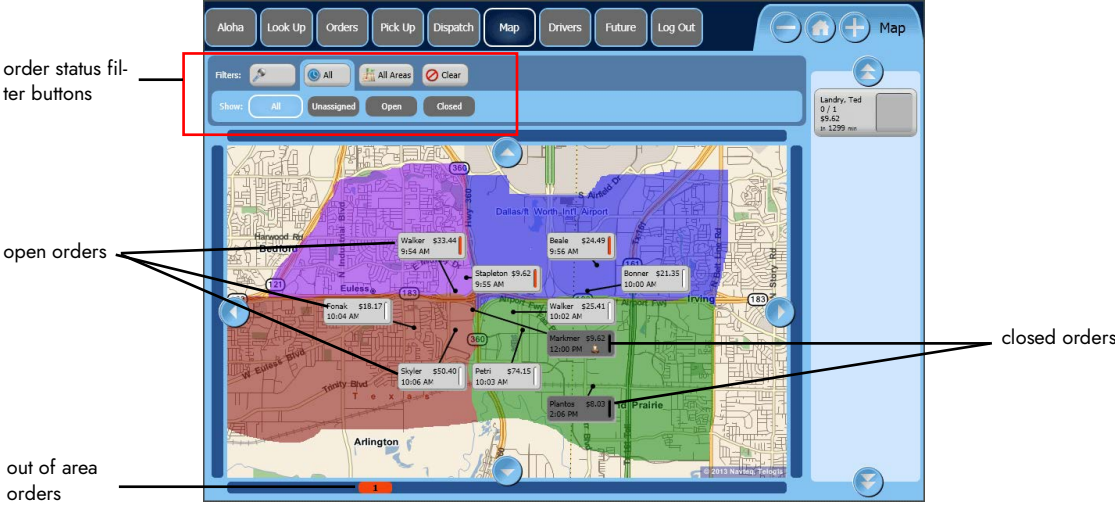
Figure 42 All Orders Filter

Use the All Orders filter to display all of your delivery orders. The system displays open orders in a light gray box and closed orders in a dark gray box.
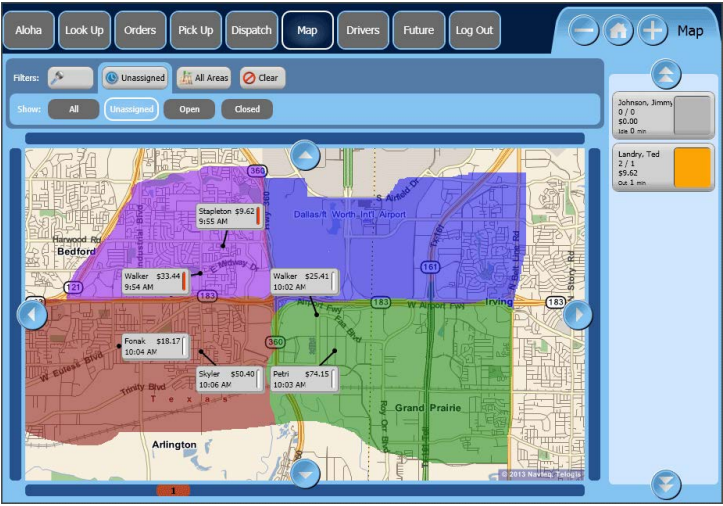

Figure 43 Unassigned Filter

Use the Unassigned filter to display only delivery orders you have not yet assigned to a driver. An unassigned delivery order does not contain a driver icon inside the image of the order button.
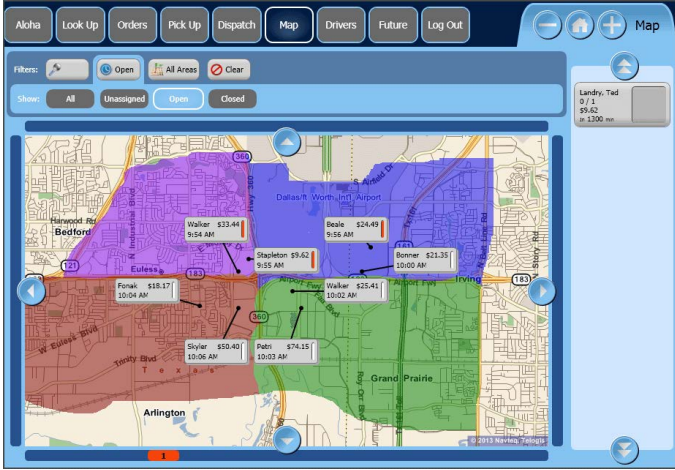

Figure 44 Open Orders Filter

Use the Open filter to display only the delivery orders that have yet to be closed. These can be both assigned and unassigned orders.
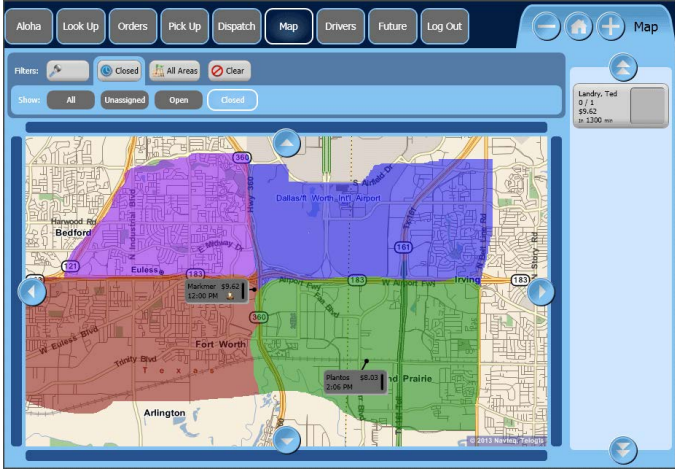

Figure 45 Closed Orders Filter

Use the Closed filter to display only the delivery orders that have been tendered.

1. Touch **Map** on the navigation bar to access the Map screen.

2. In the Filters bar, touch **Order Status**. The system displays the following options 'All,' 'Unassigned,' 'Open,' and 'Closed.'

3. In the Show bar, touch the **status** to use for filtering your delivery orders.

Filtering delivery orders by area

The Map screen contains a filter which enables you to view your delivery orders by 'All Areas,' 'Out of Area,' 'Delivery Area,' or by delivery zones, if configured. When selecting a filter other than All Areas, you can only see orders for selected areas.

> **Note**
>
> The Order Status filter affects what you can view with the Area filter. If an Order Status filter is set to any other filter than All, then you can only see the Area filter results for that particular Order Status. If you are unable to find an order, select view All Orders in the system.
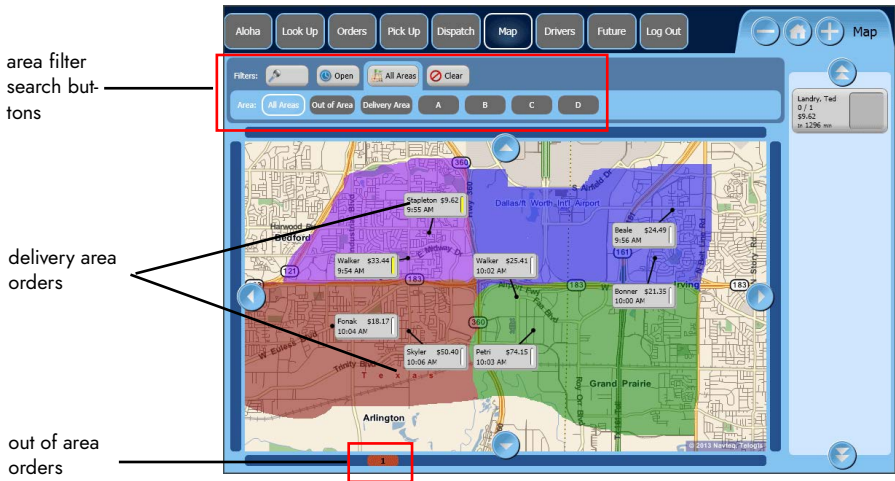

Figure 46 All Areas Filter

Use the All Areas filter to display all of your delivery orders on the Map Dispatch screen. Orders outside of the current view of the screen appear in the heavy blue bar that surrounds the map in the

direction the order is located. For example, orders to the south of the current view appear on the bottom blue bar.
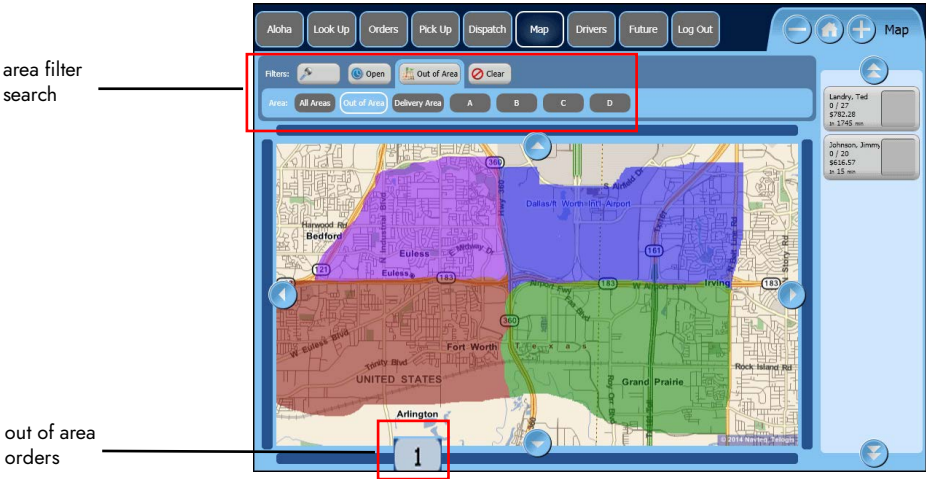

Figure 47 Out of Area Filter

Use the Out of Area filter to clear all orders within your delivery area from your current view of the map. The Out of Area orders appear on the heavy blue bar surrounding the map in the direction the order is located. For example, orders to the south of the current view appear on the bottom blue bar.
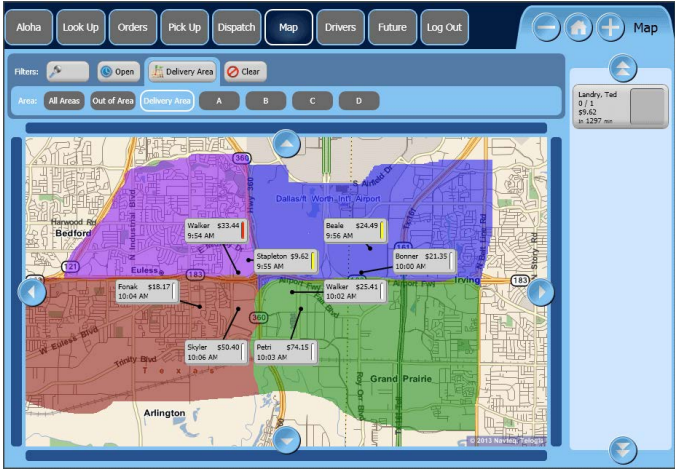

Figure 48 Delivery Area Filter

Use the Delivery Area filter to show only the orders within your delivery area. The system removes all Out of Area orders from the bars surrounding the Map.
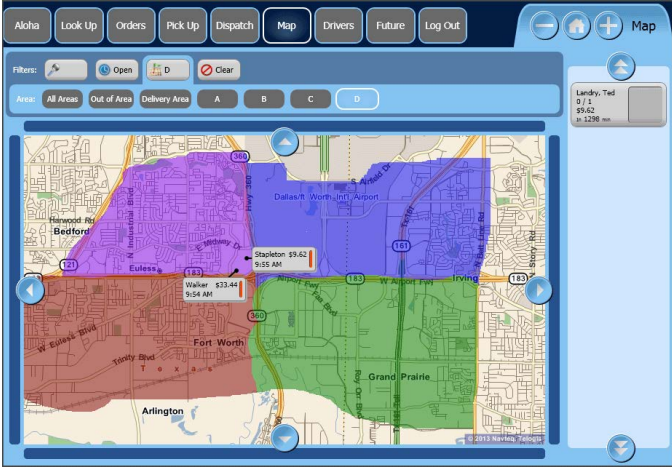

Figure 49 Delivery Area Zone

Use the Delivery Zone filter to show only the orders within the selected delivery zone. The system removes all orders for a separate delivery zone and any out of area orders from the Map view.

1. Touch **Map** on the navigation bar to access the Map screen.

2. In the Filters bar, touch the **Delivery Area filte**r. The system displays the following options: 'All Areas,' 'Out of Area,' 'Delivery Area,' and any delivery zones, if configured.

Figure 50 Delivery Area Filter Options

3. In the Area bar, touch the **area** to use for filtering your delivery area.

> 📝 **Note**
> If an area does not appear in your Area bar, it is not available for use with your system.

Viewing orders with unrecognized addresses

SCENARIO: A customer provides you with a delivery address that the system does not recognize. In some instances, either due to new construction or a road name change, the Map Pack data does not contain the particular address information.

Since the system cannot place the order on a specific location on the map, ATO places the order at the bottom of the Map screen in the Unmappable Orders bar.
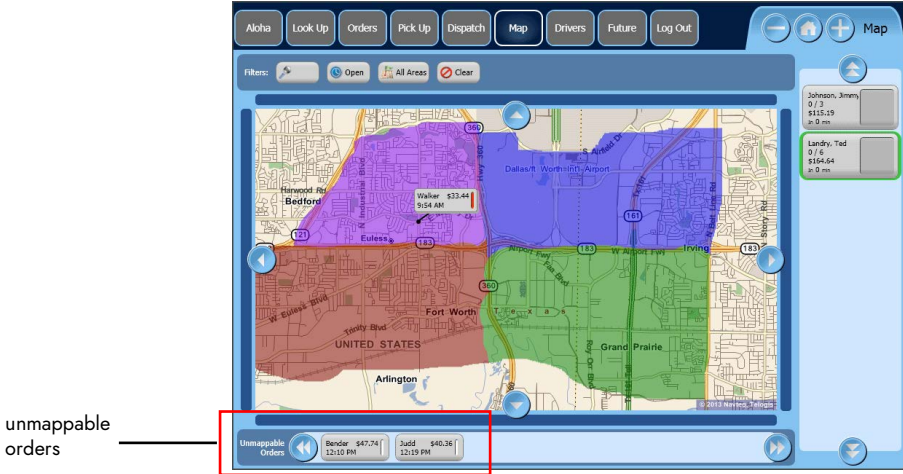

Figure 51 Unmappable Orders Bar

> **Note**
>
> If you change the delivery area filter from 'All Areas' or 'Out of Area' to 'Delivery Area' or a delivery zone, the system removes orders for which it does not recognize the address from view.

Viewing driver orders

When you dispatch a driver on a delivery run, you can view the specific order the driver is delivering. This feature only shows open, dispatched delivery orders for a driver. It does not show all orders for a shift, or any closed orders, for a driver.
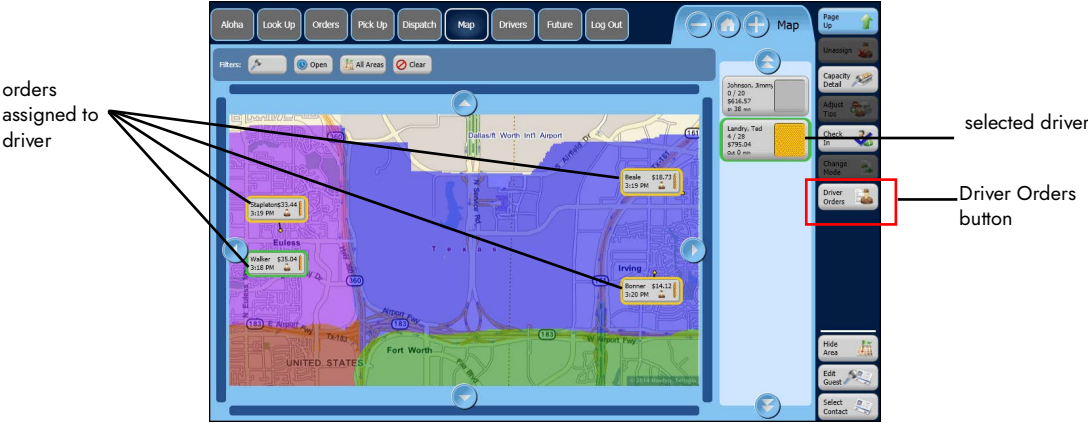

Figure 52 Driver Orders

To view driver orders:

1. Touch **Map** on the navigation bar to access the Map screen.

2. Select a **driver** with open, assigned delivery orders.

3. Touch **Driver Orders**. The system displays open, assigned delivery orders for the driver.

4. In the Show bar, touch **Clear** to return to the Map screen.

> 📋 **Note**
>
> ATO BOH contains a number of reports regarding drivers and delivery orders. See the Aloha Takeout Report Guide - HKS1719 for more information.

Removing the area and zone colors

The system refers to the colors that appear on the Map screen for your delivery area and zones (if applicable) as background colors. If it is not of concern to you that delivery orders cross over into different delivery zones and the background colors are a distraction to you, you can hide these background colors using the Hide Area Special Action button. Special Action buttons are command buttons on the lower right portion of the screen below the Command button panel. The Map screen adds two Special Action buttons, although only one is shown at a time.
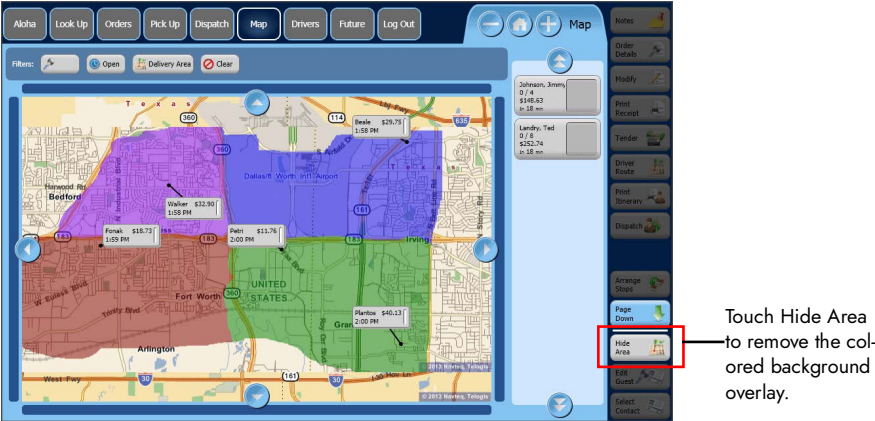

Touch Hide Area to remove the colored background overlay.

Figure 53 Show Area View - Background Colors Visible

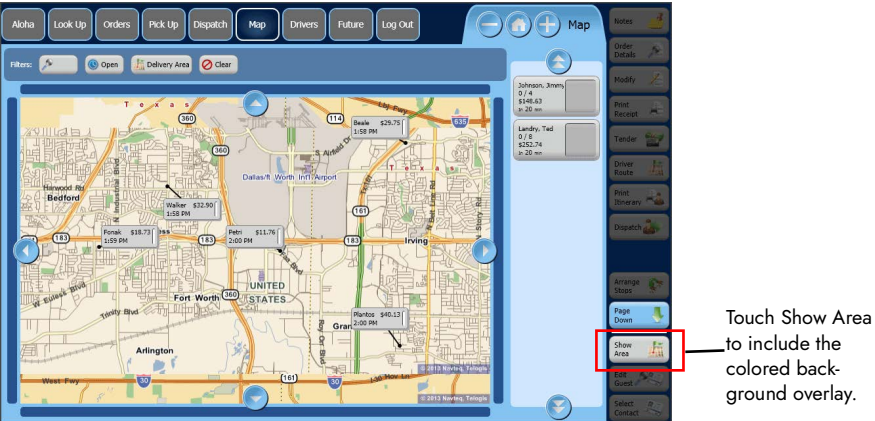Touch Show Area to include the colored background overlay.

Figure 54 Hide Area View - Background Colors Hidden

Troubleshooting Delivery Area

The following troubleshooting tip is for the Aloha Takeout delivery area:

Delivery area configuration tool does not open

If the delivery area configuration tool does not open, clear Data.xaml in the Mapdata folder and restart the configuration tool.

Delivery Area, Feature Focus Guide

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