

Feature Focus Guide: Multi-Lane Drive-Thru

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

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Revision Record

Date	Version #	Description
Prior to 06/04/2021	AOO v18.12+ ATO v19.1+ AK v18.2+ POS v15.1+ CFC/AM v19.3+	Introduced support for multi-lane drive-thru concept.
06/04/2021		Converted the document to use new templates.
01/06/2023		Updated the front cover and back page to reflect new NCR branding.
06/04/2024		Updated document to reflect NCR Voyix branding.

About Multi-Lane Drive-Thru

Multi-Lane Drive Thru at a Glance	
Core Product	Aloha® Online Ordering, Aloha Takeout, Aloha Kitchen
Complementary Products	
Separate License Required?	No
Other References	Aloha Online Ordering User Guide, Aloha Takeout and Aloha Kitchen Integration Guide, Aloha Takeout Implementation Guide, Aloha Takeout Reference Guide, Aloha Kitchen Reference Guide, Getting Started with Aloha Kitchen Guide, Customizing Aloha Kitchen Guide

At the time of this writing, the configuration for this enhancement is not in Aloha Configuration Center or Aloha Manager. You must perform the configuration in AlohaKitchenOverlay.xml.

To expedite the picking up of food that was ordered outside the walls of the restaurant, such as with a mobile app, an online order, a third-party delivery aggregator, and more, restaurants have designed innovative solutions to segment customers who order onsite and pre-order online, to facilitate the delivery of food to customers in a timely manner.

One such solution is a multi-lane drive-thru concept with separate, dedicated pull-up lanes for online orders and traditional drive-thru orders. A boom gate holds the vehicles in each lane. When an order is ready, the boom gate rises to let the vehicle progress to a single lane for pickup. This gives the restaurant more control over their drive-thru environment and ensures the vehicles align to the sequence of orders prepared in the kitchen.

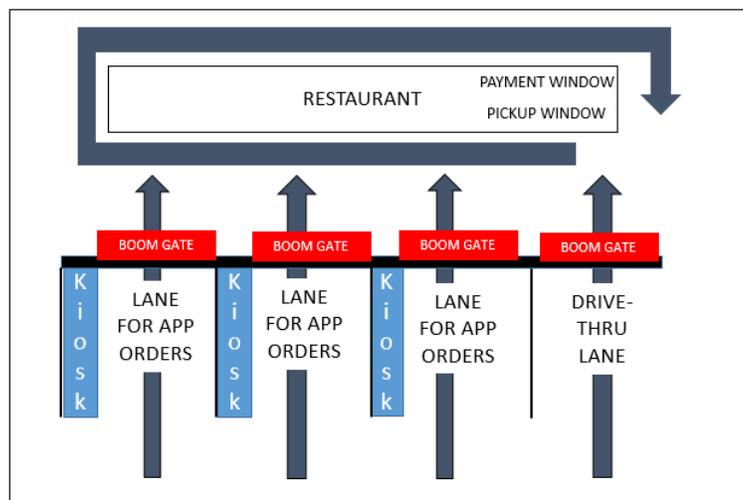


Figure 1 Multi-Lane Drive-Thru Concept

The solution

The solution spans across the Aloha[®] Online Ordering (AOO), Aloha Takeout (ATO), Aloha Point-of-Sale (POS), and Aloha Kitchen (AK) products, with each one playing an integral part to complete the implementation. For online orders, AOO generates a reference ID to represent the order number and passes it into ATO, which manages the sending of the order to AK. ATO and AK communicate with each other to send order statuses and notify the consumer when the order is ready for pickup.

For traditional drive-thru orders, the order is entered directly into ATO along with a lane number to identify from which lane the vehicle pulls in, and in turn, determines which boom gate to raise to allow the vehicle to pass. Online orders also utilize lane numbers.

Software and hardware requirements

The following are the software requirements for each product in the solution.

- Aloha Online Ordering v18.12 or later
- Aloha Takeout v19.1.7 or later
- Aloha Kitchen v18.2 or later
- Aloha Configuration Center or Aloha Manager v19.3 or later
- Aloha POS v17.1 or later



Note

Fingermark supplies and installs the kiosk device and boom gate positioned at each lane. You must use Fingermark hardware and software and you must be in contact with Fingermark at <http://fingermarkqsr.tech/> prior to implementing this solution.

The following is the expected behavior for a multi-lane drive-thru environment:

Online Ordering interaction:

1. The consumer places their order using a mobile ordering app or through Aloha Online Ordering.
2. Upon submission and payment of the order, Aloha Online Ordering automatically generates and presents an order number (reference ID) to the consumer.
3. Aloha Online Ordering passes the reference ID to Aloha Takeout.
4. During the progression of the order, the consumer receives communication regarding the status of the order.

Onsite interaction:

1. The consumer arrives at the site.
 - a. If the consumer pre-ordered, they select a lane designated for online orders and enter their order number at the kiosk device. In most cases, the lane number is pre-defined and captured in the Fingermark software. The vehicle is held in place by a 'boom gate.'

- b. If the consumer did not pre-order, they select a lane designated for traditional drive-thru orders and place their order at the kiosk device. The employee enters the order into ATO with the selected lane number. The vehicle is held in place by a 'boom gate.'
2. Aloha Takeout passes the order to Aloha Kitchen. The reference ID and lane number appear in the header and/or footer on the video cell for visibility and verification.
3. The production stations prepare the food and the order passes to the first expediter station for bagging.
4. Upon bagging the order, the first expediter station performs a master bump which sends a message back to ATO with the associated lane number.
5. ATO communicates the lane number to the Fingermark software. Fingermark then opens the corresponding boom gate associated with the lane. Upon release, the vehicle merges into a single drive-thru lane.
6. The order passes to the second expediter.
7. Upon reaching the pickup window, the employee delivers the food to the consumer.

Implementing Multi-Lane Drive-Thru in Aloha Online Ordering

The section details the configuration requirements within Aloha Online Ordering for the multi-lane drive-thru solution. If you are an experienced user, refer to 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. In Web Admin, select **Configuration > Company Settings Setup** and set 'EnableRandomReferenceNumbers' to True. You must also add the 'PromiseTimeThresholdHours' company setting and specify the number of hours past the promise time to allow the consumer to check in the order. See [page 7](#).
2. (Optional) If a site wants more control on the check-in process and does not want to automatically check in an order, select **Configuration > Site Setup > Sites > Mobile Settings tab** and clear 'Allow Check-in on Mobile App.' See [page 13](#).

Configuring the generation of the reference ID

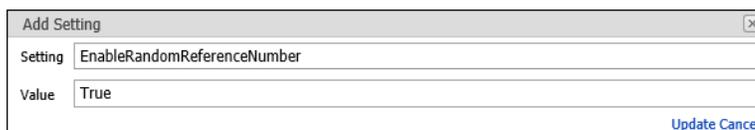
When placing an online order using Aloha Online Ordering, the order number is a string of random numbers and letters that could potentially be difficult for the consumer to retain and remember. By the time the consumer arrives to enter their order number at the kiosk device for a multi-lane drive-thru concept, they often forget the string of numbers. To ease this pain point, the solution requires you to configure the system to generate a reference ID to use.

Aloha Online Ordering automatically generates the reference ID. The number is six or more digits long and appears as 'Ref ID nnnnnn,' where nnnnnn is the order number. If an order number is not passed, the reference ID appears only as 'Ref ID.'

In Web Admin, you must configure the 'EnableRandomReferenceNumbers' and 'PromiseTimeThresholdHours' company settings. 'PromiseTimeThresholdHours' defines the number of hours past the promise time to allow the consumer to arrive and check in the order.

To configure the generation of the reference ID:

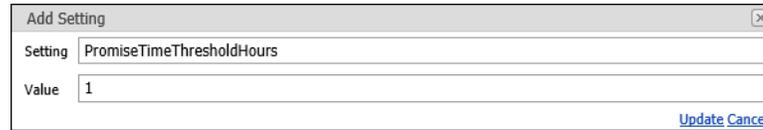
1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Click **Add Setting**.



Add Setting	
Setting	EnableRandomReferenceNumber
Value	True
Update Cancel	

Figure 2 EnableRandomReferenceNumbers Company Setting

3. Type **EnableRandomReferenceNumbers** in 'Setting' and type **True** in 'Value.'
4. Click **Update**.
5. Click **Add Setting**.



Add Setting	
Setting	PromiseTimeThresholdHours
Value	1
Update Cancel	

Figure 3 PromiseTimeThresholdHours Company Setting

6. Type **PromiseTimeThresholdHours** in 'Setting' and type the number of **hours** past the promise time to allow the consumer to still check in the order in 'Value.' The default value is 0.
7. Click **Update** and exit the **Company Settings Setup** function.

'EnableRandomReferenceNumbers' generates the proper reference ID on the Calculate Tax and Total (CTT) call; however, you cannot override the reference ID value. Once you configure the system to generate the reference number, an API user can use the following calls to send the reference number:

- Put v1/Orders{siteId} in Calculate Tax and Total (CTT)
- Post v1/Orders/{SiteId}/ReferenceNumber/{referenceNumber}/Checkin in Check-in Order by Reference Number
- Get v1/Orders/{siteId}/ReferenceNumber/{referenceNumber} in Get Order by Reference Number

Calculate Tax and Total (CTT) call examples

Use the following examples when making the Calculate Tax and Total (CTT) call.

```
PUT https://api.alohaonline.swenglabs.ncr.com/V1/Orders/1?verbose=true

{
  "ReferenceNumber": 4587,
  "ExternalOrderID": null,
  "AssignLoyalty": null,
  "DeliveryFeeAmount": 0,
  "Channel": ""
}

Cookies (1) Headers (14) Test Results

Body Raw Preview JSON

{
  "CreationDateTime": "2018-10-11T20:55:27.49",
  "CompId": 0,
  "CompValue": 0,
  "CompName": null,
  "DeliveryFeeAmount": 0,
  "TaxJurisdictionId": null,
  "SubmitOrderID": null,
  "IsFollowup": false,
  "ReferenceNumber": 7483,
  "ExternalOrderID": null,
  "AssignLoyalty": null,
  "DeliveryFeeAmount": 0,
  "Channel": ""
}
```

Figure 4 CTT Call Set to a Valid Number

```
PUT https://api.alohaonline.swenglabs.ncr.com/V1/Orders/1?verbose=true

{
  "ReferenceNumber": null,
  "ExternalOrderID": null,
  "AssignLoyalty": null,
  "DeliveryFeeAmount": 0,
  "Channel": ""
}

Cookies (1) Headers (14) Test Results

Body Raw Preview JSON

{
  "UserBounce": 1,
  "Destination": 0,
  "NextItemLineNumber": 0,
  "SpecialInstructions": "",
  "SubmitCommandID": "Ideb4694-ca60-4894-a935-d7356b7fcae4",
  "SubmitOrderNumber": null,
  "HumanReadableSubmitOrderNumber": 8173,
  "SubmitMessage": "",
  "CreationDateTime": "2018-10-11T20:21:36.41",
  "CompId": 0,
  "CompValue": 0,
  "CompName": null,
  "DeliveryFeeAmount": 0,
  "TaxJurisdictionId": null,
  "SubmitOrderID": null,
  "IsFollowup": false,
  "ReferenceNumber": 8173,
  "ExternalOrderID": null,
  "AssignLoyalty": null,
  "DeliveryFeeAmount": 0,
  "Channel": ""
}
```

Figure 5 CTT Call Set to a Null Value

Check-In Order by Reference Number request examples

Use the following examples when making the Check-In Order by Reference Number request:

```
{
  "$sid": "1",
  "ResultCode": 0,
  "ErrorCode": 0,
  "ErrorMessage": null
}
```

Figure 6 Check-In Order by Reference Number Call with a Valid Reference Number

```
{
  "$sid": "1",
  "Errors": [
    {
      "$sid": "2",
      "Message": "No active order found in reference number 5408.",
      "ErrorCode": 702
    }
  ]
}
```

Figure 7 Check-In by Reference Number Call with Incorrect or Inactive Reference Number

```
{
  "$sid": "1",
  "Errors": [
    {
      "$sid": "2",
      "Message": "CheckIn Failed: Order is already checked in.",
      "ErrorCode": 702
    }
  ]
}
```

Figure 8 Check-In by Reference Number with Same Reference Number Twice

```
{
  "$sid": "1",
  "Errors": [
    {
      "$sid": "2",
      "Message": "The site time has exceeded the promise time.",
      "ErrorCode": 702
    }
  ]
}
```

Figure 9 Check-In by Reference Number when Order is Past Promise Time Threshold

The next response example occurs only when two active orders with the same reference number are available during check-in. Since the system automatically generates the reference number, it is unlikely this will occur. To recreate this scenario, set 'EnableRandomReferenceNumbers' to True and

then send the CTT call. Then set 'EnableRandomReferenceNumbers' to False and copy and assign the reference number from the previous CTT response to the current CTT.

```

{
  "sid": "1",
  "Errors": [
    {
      "sid": "2",
      "Message": "There are multiple active orders found in reference number 5408.",
      "ErrorCode": 702
    }
  ]
}
    
```

Figure 10 Check-In by Reference Number with Same Number for Two Active Orders

Get Order by Reference Number examples

Use the following examples when making the Get Order by Reference Number call. When you have the same reference number for two different orders, where one order is active and the other is inactive, the call always gets the active order. For example, the same reference number was assigned to order number 10144 (active order) and order number 4571 (inactive order); therefore, the call returns order number 10144.

Location	Site ID	Order ID	Customer	First Name	Last Name	Email	Phone	Above Store Status	POS Status	Available Time	Payment	Last Modified	Total	Actions	Operator	Channel
AC Test Store 1	1	10144	Reference Number			obua2016@gmail.com	404796341	Validated	N/A	10/11/2018 8:15 PM	None	10/11/2018 8:14:53 PM	\$3.25	N/A		
AC Test Store 1	1	4571	Reference Number	Teri	V88wHdOrder	obua2016@gmail.com	111222333	Validated	N/A	10/9/2018 2:56 AM	None	10/9/2018 10:28:46 PM	\$1.75	N/A	Unkncst	

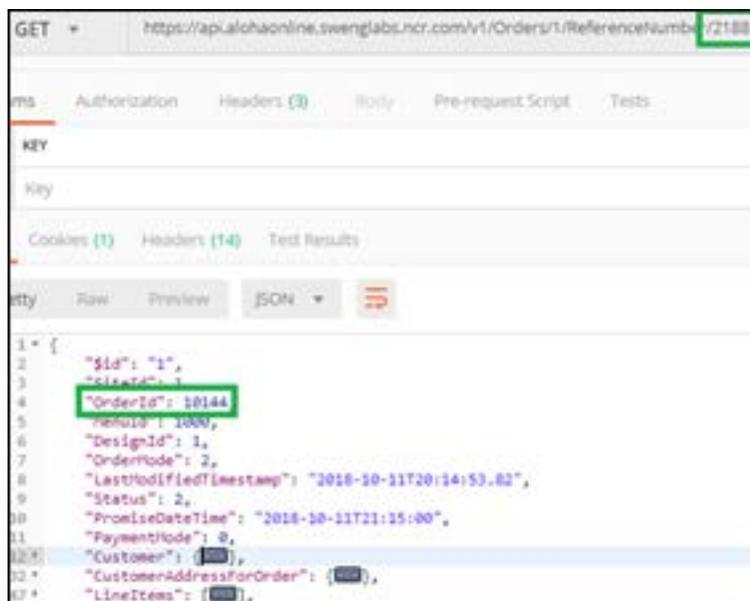


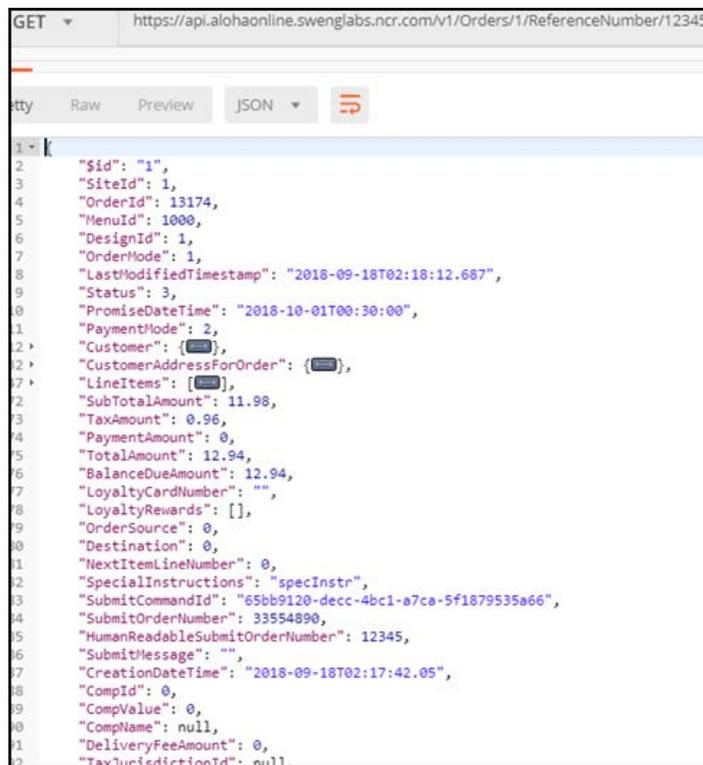
Figure 11 Get Order by Reference Number with Duplicate Reference Number

The following example shows the response when the reference number you enter is either inactive or wrong:

```
{
  "Sid": "1",
  "Errors": [
    {
      "Sid": "2",
      "Message": "Order with reference number 1254 is no longer active or not found for site 1",
      "ErrorCode": 164
    }
  ]
}
```

Figure 12 Get Order by Reference Number with Reference Number Inactive or Wrong

The following example shows the response when the Get Order by Reference Number call is v1/Orders/{siteId}/ReferenceNumber/12345 and the submitted reference number exists:



```
GET https://api.alohaonline.swenglabs.ncr.com/v1/Orders/1/ReferenceNumber/12345
Raw Preview JSON
{
  "Sid": "1",
  "SiteId": 1,
  "OrderId": 13174,
  "MenuId": 1000,
  "DesignId": 1,
  "OrderMode": 1,
  "LastModifiedTimestamp": "2018-09-18T02:18:12.687",
  "Status": 3,
  "PromiseDateTime": "2018-10-01T00:30:00",
  "PaymentMode": 2,
  "Customer": {
    "CustomerAddressForOrder": {
      "LineItems": [
        {
          "SubTotalAmount": 11.98,
          "TaxAmount": 0.96,
          "PaymentAmount": 0,
          "TotalAmount": 12.94,
          "BalanceDueAmount": 12.94,
          "LoyaltyCardNumber": "",
          "LoyaltyRewards": [],
          "OrderSource": 0,
          "Destination": 0,
          "NextItemLineNumber": 0,
          "SpecialInstructions": "specInstr",
          "SubmitCommandId": "65bb9120-decc-4bc1-a7ca-5f1879535a66",
          "SubmitOrderNumber": 33554890,
          "HumanReadableSubmitOrderNumber": 12345,
          "SubmitMessage": "",
          "CreationDateTime": "2018-09-18T02:17:42.05",
          "CompId": 0,
          "CompValue": 0,
          "CompName": null,
          "DeliveryFeeAmount": 0,
          "TaxJurisdictionId": null
        }
      ]
    }
  }
}
```

Figure 13 Get Order by Reference Number - Reference Number Exists

The following example shows the response when the Get Order by Reference Number call is 99999999 and the submitted reference number does not exist:



Figure 14 Get Order by Reference Number - Reference Number Does Not Exist

Disabling mobile app check-in by site (optional)

By default, Aloha Online Ordering allows you to check in with your mobile app. If a site wants more control on the check-in process and does not want this functionality, you can disable the feature in Web Admin. You must use App version 18.9.1 or later.

To disable mobile app check-in by site:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **site** for which to disable mobile app check-in and then click **Edit Site**.

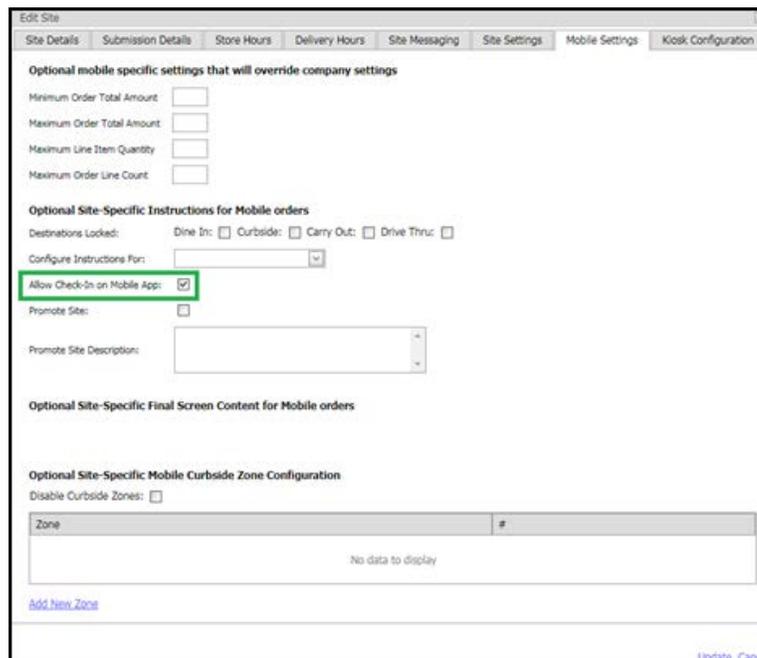


Figure 15 Site Setup - Allow Check-In on Mobile App

3. Select the **Mobile Settings** tab.
4. Clear **Allow Check-In on Mobile App** to disable this feature for this site. This option is selected by default.
5. Click **Update**.
6. Repeat this **procedure** for any other site for which to disable check-in using a mobile app.
7. Exit the **Site Setup** function.

For an API user, you can use the following calls to send the 'Allow Check-In on Mobile App' configuration in an API call.

- Get Site (shown)
- Get Site by External Id
- Get Full Sites by Search Term
- Get Nearby Sites by Search Term
- Get Nearby Sites by Coordinates

```
"SiteSettings": [  
  {  
    "$id": "12",  
    "Name": "BackupTimeZone",  
    "Value": ""  
  },  
  {  
    "$id": "13",  
    "Name": "EnableTimeZonePrepTimeForIntegratedSubmit",  
    "Value": "False"  
  },  
  {  
    "$id": "14",  
    "Name": "MobileAppCheckIn",  
    "Value": "True"  
  },  
  {  
    "$id": "15",  
    "Name": "MobileCarryOutDisabled",  
    "Value": "False"  
  }  
]
```

Figure 16 Allow Check-In on Mobile App Set to True

Implementing Multi-Lane Drive-Thru in Aloha Takeout

This section details the configuration requirements for implementing the multi-lane drive-thru solution in Aloha Takeout. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this section.

Procedures at a Glance:

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

1.	Enable kitchen integration in ATO to allow Aloha Takeout and Aloha Kitchen to communicate with each other. See page 15 .
2.	Define the available lanes for each order mode. See page 15 .
3.	Configure the system to bypass the ATO confirmation screen for lane assignment. See page 18 .
4.	Configure the ability to change the lane number. See page 19 .

Enabling kitchen integration in ATO

You must enable kitchen integration in Aloha Takeout to pass the required information to Aloha Kitchen and back. If you do not enable kitchen integration, the two products do not communicate with each other.

To enable kitchen integration in ATO:

1. With Takeout selected in the product panel, select **Maintenance > Aloha Takeout Configuration > Takeout Settings > Options** tab.
2. Select the **Settings** tab.
3. Under the 'Kitchen integration' group bar, select **Enable Kitchen Interface**.
4. Click **Save** and exit the **Takeout Settings** function.

Defining the available lanes for each order mode

A lane represents a designated spot or area at the site used for a variety of reasons. For this solution, it is where a vehicle pulls up to enter their order number or order at a kiosk device. The order point for a traditional drive-thru is also considered a lane.

You must define each lane you support in ATO and associate it with an order mode. This allows the employee to select the correct lane for each order for Fingermark to read. You can also configure if the selection of a lane is required or optional, per order mode, as well as if you want to assign a default lane designation.

To define the available lanes:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Check-In Locations**.

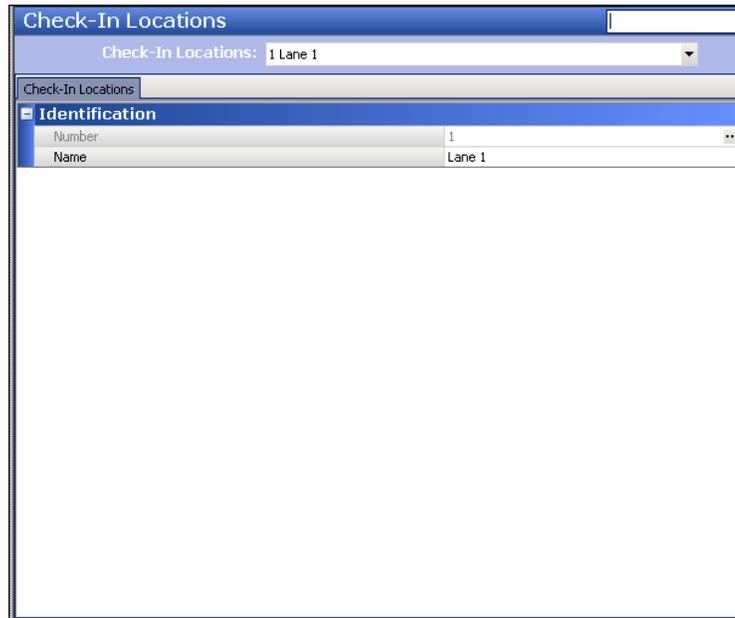


Figure 17 Check-In Locations

2. Click **New**.
3. Type a **name** for the lane, such as 'Lane 1' or 'Lane A.'
4. Click **Save**.
5. Repeat this **procedure** for each lane you support.
6. Exit the **Check-In Locations** function.

Once you configure your lanes, you associate them with an order mode.

To associate a lane with an order mode location:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Order Mode Locations**.
2. Click the **New** drop-down arrow, select an **order mode** from the 'Select Order Mode Type' list box, and click **OK**.

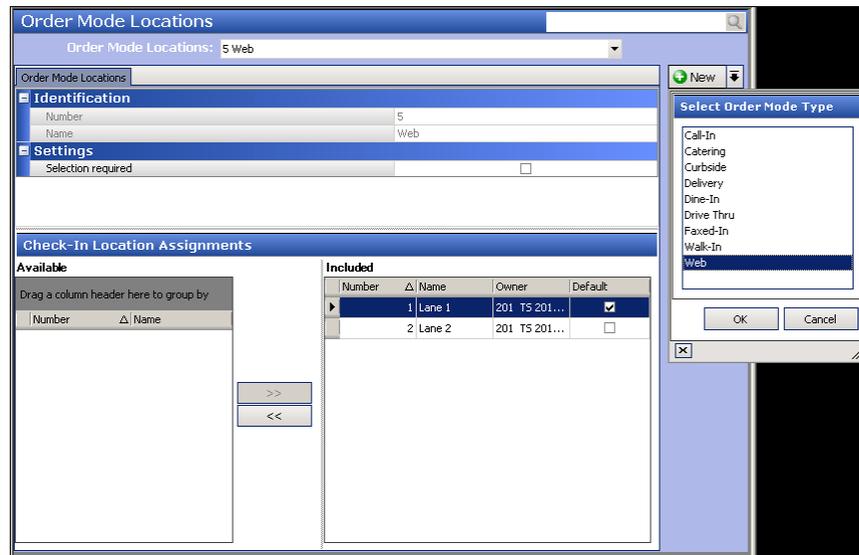


Figure 18 Order Mode Locations

3. Under the 'Settings' group bar, select **Selection required** to require the assignment of a lane for each order applied to this order mode.
4. Under the 'Check-in Location Assignments' group bar, select a **lane location** created in the previous procedure from the 'Available' list and click >> to move the lane location to the 'Included' list.
5. Under the 'Included' group bar, optionally select **Default** to make the lane location the default for the selected order mode. **Note:** You can have only one default lane location for each order mode.
6. If you have more than one lane location for the selected order mode, repeat **steps 4 and 5**.
7. Click **Save**.
8. Repeat this **procedure** to associate other lane locations with other order modes.
9. Exit the **Order Mode Locations** function.

Bypassing the ATO confirmation screen for lane assignment

In normal ATO operations, the order confirmation screen appears to allow the employee to review the order, promise time, and contact information, before finalizing the order and sending it to the kitchen. You can also press the Lane button from this screen to display the lane selection screen where you assign the lane from which a consumer pulled in.

You can streamline this process by navigating directly to the lane selection screen, bypassing the order confirmation screen where you assign the lane and finalize the order.

To bypass the ATO confirmation screen for lane assignment:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Order Modes** tab.
3. Under the 'Order Modes' group bar, select the **order mode** for which you want to bypass the ATO confirmation screen.
4. Select the **Order Modes Properties** tab.

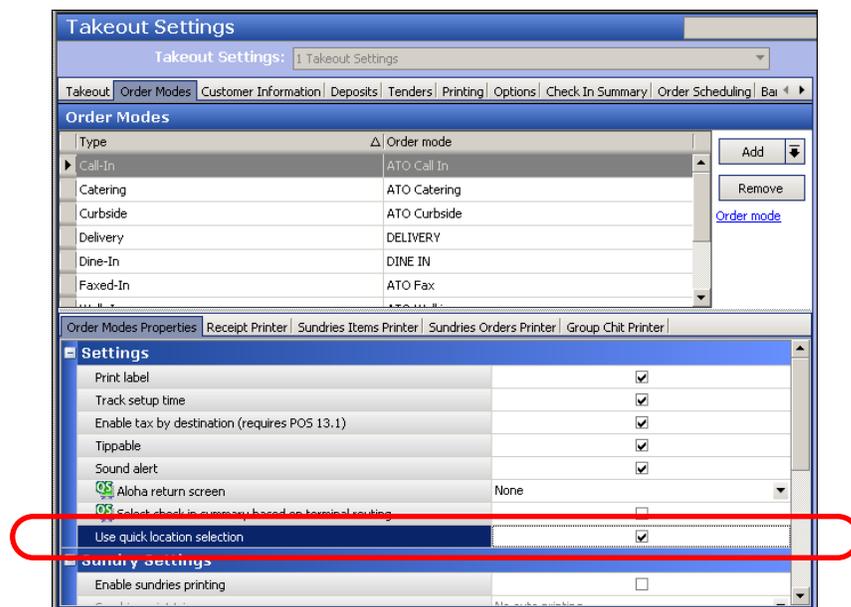


Figure 19 Takeout Settings - Order Modes Tab

5. Under the 'Settings' group bar, select **Use quick location selection**.
6. Click **Save**.
7. Repeat this **procedure** for each order mode for which you want to bypass the ATO confirmation screen.
8. Continue to the next **procedure**.

Configuring the ability to change the lane location

If an employee needs to change a lane designation after one has been assigned, you can add an Edit Location action button to the Pickup and All Orders screens. The action button displays the lane selection screen from which you can choose a different lane.

To configure the ability to change the lane location:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Panel Options > Pickup** tab.
3. Select the **Actions** tab.
4. Under the 'Actions' group bar, click the **Add** drop-down arrow, select **Edit Location**, and click **OK**. The button is added to the list of actions.

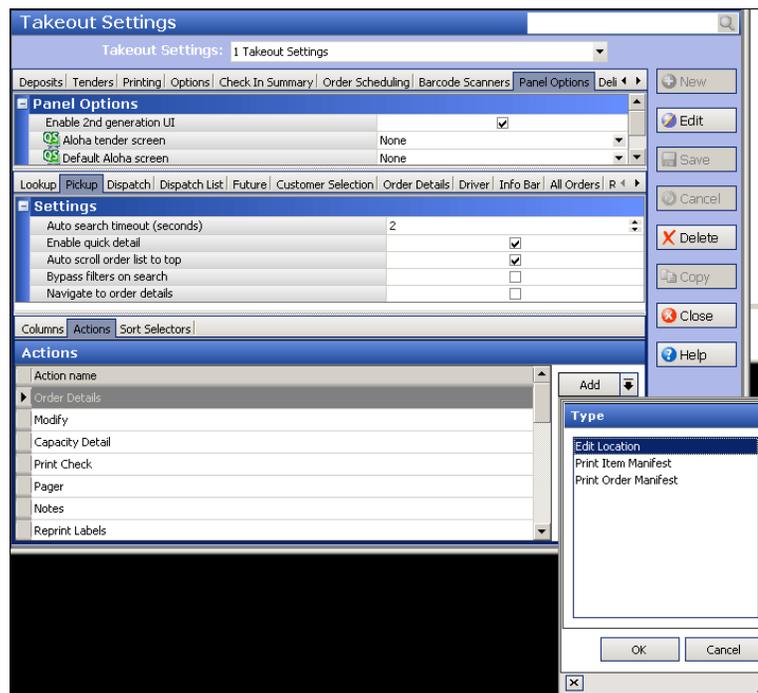


Figure 20 Edit Location Action Button

5. Click **Move Up** or **Move Down** to position the button in the order to appear on the Pickup screen.
6. Click **Save**.
7. Repeat this **procedure** to add the Edit Location button to the All Orders screen.
8. Exit the **Takeout Settings** function.

Implementing Multi-Lane Drive-Thru in Aloha Kitchen

This section details the configuration requirements for the multi-lane drive-thru solution in Aloha Kitchen. If you are an experienced user, refer to 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.	Add reference ID and lane number on header/footer of video cell. See page 20
2.	Customize the font and size of the reference ID and lane identifier (Optional). See page 21 .
3.	Configure the reference ID and lane identifier to print on the chit. See page 22 .
4.	Add the reference ID and lane identifier to a customer order display. See page 24 .

Adding reference ID and lane number to header/footer of video cell

To allow visibility to the reference ID and lane number, you can add these elements to a header or footer of a video cell in use.

To add the reference ID and lane number to the header or footer of the video cell:

Note

At the time of this writing, the configuration for this enhancement is not in Aloha Configuration Center or Aloha Manager. You must perform the configuration in AlohaKitchenOverlay.xml.

1. Locate and open **AlohaKitchenOverlay.xml**.
2. Type the following **syntax**.

```
<AlohaKitchenOverlay>
...
<HeaderFooterLayoutElement>
<CellHeaderFooterLayoutId>1</CellHeaderFooterLayoutId>
<ElementId>1</ElementId>
<ElementType>67</ElementType>
...
</HeaderFooterLayoutElement>
...
</AlohaKitchenOverlay>
```

3. Save and exit **AlohaKitchenOverlay.xml**.

Customizing the font and color of the reference ID and lane number (optional)

If desired, you can customize the font and color of the reference ID text that appears on the header or footer of the video cell.

To customize the font and color of the reference ID:



Note

At the time of this writing, the configuration for this enhancement is not in Aloha Configuration Center or Aloha Manager. You must perform the configuration in `AlohaKitchenOverlay.xml`.

1. Locate and open **AlohaKitchenOverlay.xml**.
2. Type the following **syntax**.

```
<AlohaKitchenOverlay>
...
<Skin>
...
<ReferenceIdColor>255</ReferenceIdColor>
<ReferenceIdFontName>Courier New</ReferenceIdFontName>
<ReferenceIdFontSize>50</ReferenceIdFontSize>
...
</Skin>
...
</AlohaKitchenOverlay>
```

3. Save and exit **AlohaKitchenOverlay.xml**.

Configuring reference ID and lane number to print

By default, the reference ID and lane number do not print on the chit. You must use a print designer layout and include the 'Reference ID' and 'Lane number' elements. You can add both or either element to the print layout. The following procedure assumes you have a production chit layout in use.

To add the lane number to a print designer layout:

1. With Kitchen displayed in the product panel, select **Maintenance > Hardware > Print Designer**.
2. Select a **production chit** in use from the drop-down list.

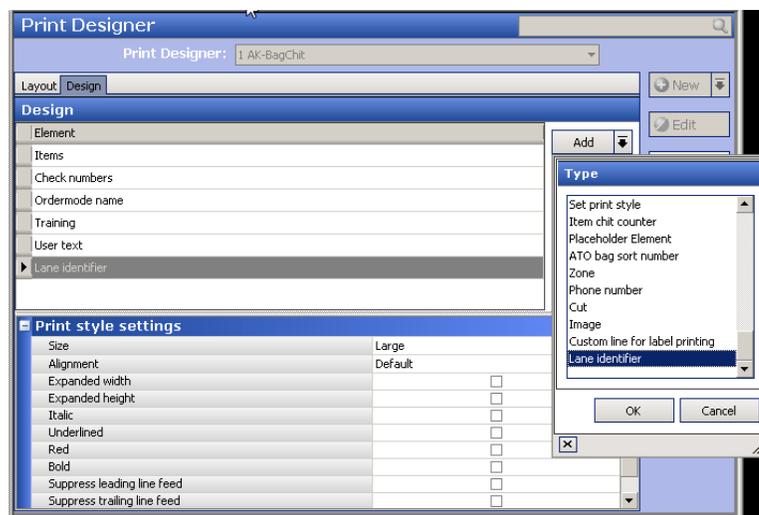


Figure 21 Print Designer

3. Select the **Design** tab.
4. Click the **Add** drop-down arrow, select **Lane identifier** from the list, and click **OK**.
5. Click **Move up** and **Move down** to adjust the line positioning of the element on the production chit.
6. Configure the **print style settings** as you would for any other print designer element.
7. Click **Save** and exit the **Print Designer** function.

To add the reference ID to a print designer layout:



Note

At the time of this writing, the configuration for this enhancement is not in Aloha Configuration Center or Aloha Manager. You must perform the configuration in AlohaKitchenOverlay.xml.

1. Locate and open **AlohaKitchenOverlay.xml**.
2. Type the following **syntax**.

```
<AlohaKitchenOverlay>  
...  
<PrintLayoutElement>  
<PrintLayoutId>1</PrintLayoutId>  
<ElementId>1</ElementId>  
<ElementType>62</ElementType>  
...  
</PrintLayoutElement>  
...  
</AlohaKitchenOverlay>
```

3. Save and exit **AlohaKitchenOverlay.xml**.

Adding reference ID and lane number to a customer order display

In this solution, a kitchen screen of the customer order display type is placed on top of the Fingermark kiosk device in each drive-thru lane. This is optional and allows the consumer to monitor the progress of their order,

To add the lane identifier to a customer order display:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **screen** defined as a customer order display to edit from the drop-down list.

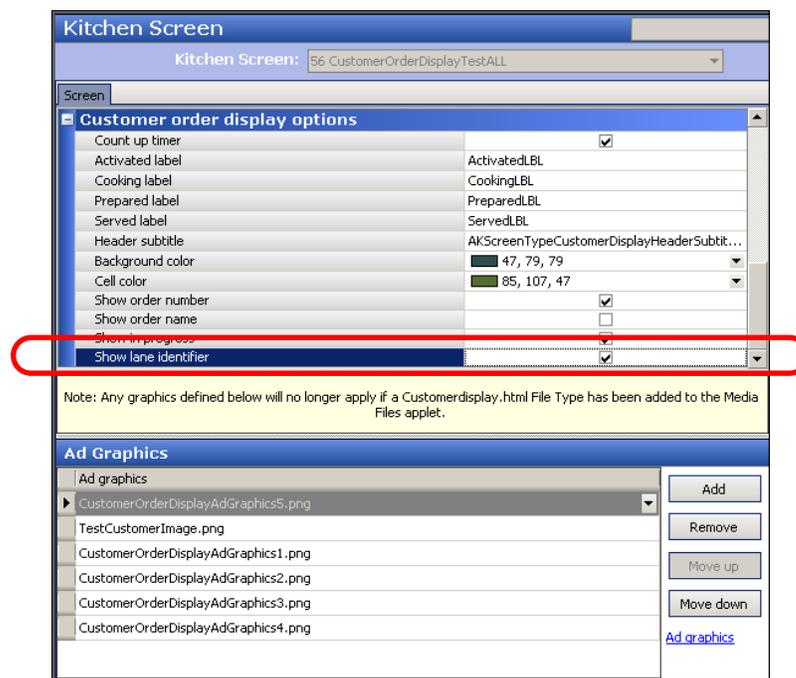


Figure 22 Kitchen Screen

3. Under the 'Customer order display options' group bar, select **Show lane identifier**.
4. Click **Save**.
5. Repeat this **procedure** for each customer order display screen type for which to add the lane identifier.
6. Exit the **Kitchen Screen** function.

To add the reference ID to a customer order display:



Note

At the time of this writing, the configuration for this enhancement is not in Aloha Configuration Center or Aloha Manager. You must perform the configuration in AlohaKitchenOverlay.xml.

1. Locate and open **AlohaKitchenOverlay.xml**.
2. Type the following **syntax**.

```
}<AlohaKitchenOverlay>  
...  
<KitchenScreen>  
...  
<CustomerOrderDisplayShowReferenceId>true</CustomerOrderDisplayShowReference  
Id>  
...  
</KitchenScreen>  
</AlohaKitchenOverlay>
```

3. Save and exit **AlohaKitchenOverlay.xml**.

Using Multi-Lane Drive-Thru

In the environment discussed in this document, there are designated lanes for online customers and for traditional drive-thru customers at the restaurant. Each lane has a kiosk device supplied by Fingermark. Customers who order and pre-pay online through Aloha Online Ordering or a third-party app enter their designated lanes, and customers who do not pre-order enter the lanes designated for a traditional drive-thru environment.

Arrival and ordering

Customers who pre-order online receive an order number (reference ID) at the time they place the order. Upon entering the designated lane, they enter their order number at the Fingermark kiosk; however, they can add to, or change, their order at the kiosk, if desired. The vehicle is held in place with a boom gate until the order is prepared.

Customers who do not pre-order tell the employee their order and the employee enters the order and assigns a lane number using ATO. The vehicle is held in place with a boom gate until the order is prepared.

To assign a lane designation to an order:

1. Enter the **order** and navigate to **Aloha Takeout**, as normal. The Order Confirmation screen appears.

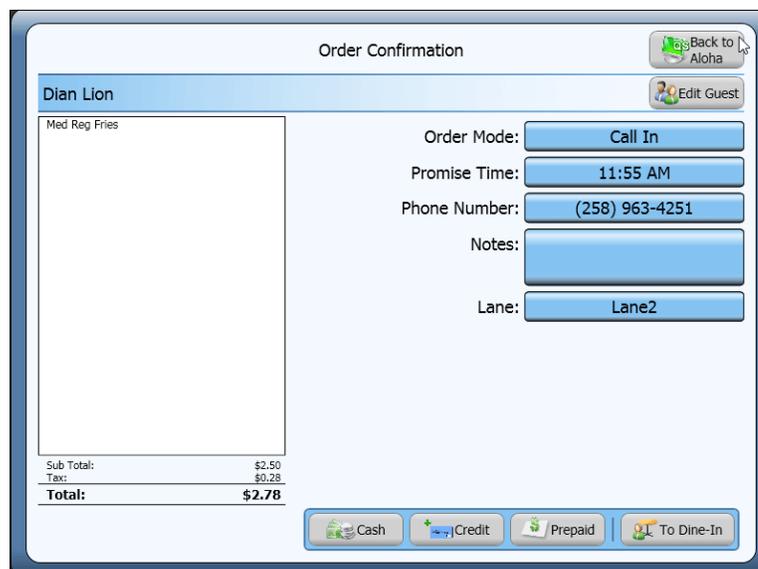


Figure 23 Order Confirmation Screen

2. Touch **Lane**. **Note:** Depending on the configuration, lane entry may be required or optional, and may also be pre-populated with a default lane number. The lane selection screen appears.

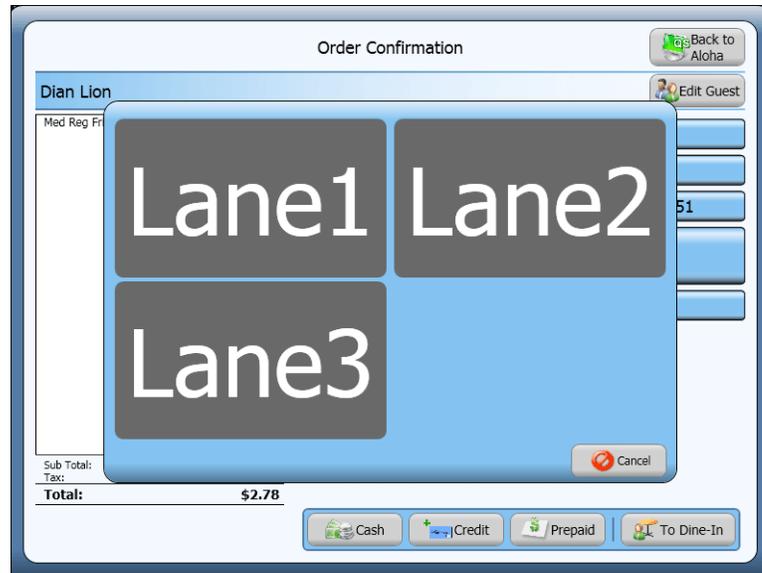


Figure 24 Lane Selection Screen

3. Notice the **lane** the vehicle is in and select **it** on the screen.
4. Confirm the **order** in ATO, as normal.

If you need to change the lane after placing the order, touch the **Lane** action button.



Figure 25 Lane Action Button.

Order preparation

As the kitchen prepares the order, the order appears on the customer order display screen placed above the Fingermark kiosk device for the customer to monitor. The identifier is the reference ID.



Figure 26 Customer Order Display with Reference ID

The order appears on the appropriate production screens in the kitchen with the reference ID.

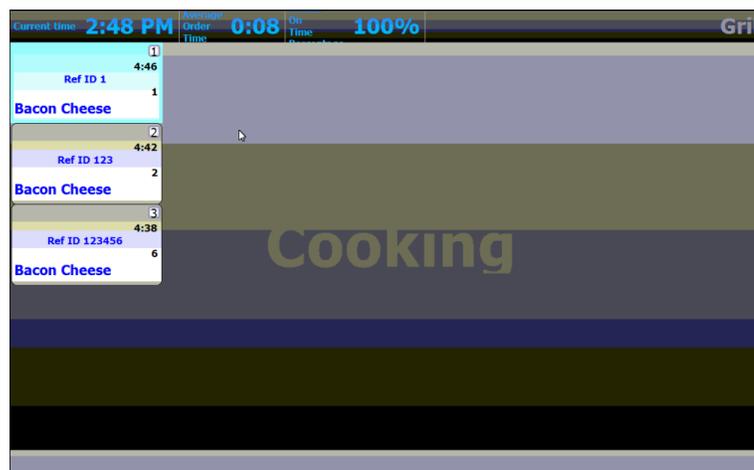


Figure 27 Production Screen with Reference ID

Order completion

1. The production employees finish **cooking** the order, **bump** the order from the screen, and the order **moves** to the expediter screen.
2. The kitchen chit prints with the **reference ID** and/or **lane number** for further identification.
3. An API call is sent to the Fingermark kiosk device and raises the **boom gate** to allow the vehicle to move forward into a single drive-thru lane.

Order delivery

1. The vehicle arrives at the **pickup window**.
2. If the order is not yet tendered, the consumer provides **payment**.
3. Hand the **order** to the customer.
4. Close the **check** as normal.

Troubleshooting Multi-Lane Drive-Thru

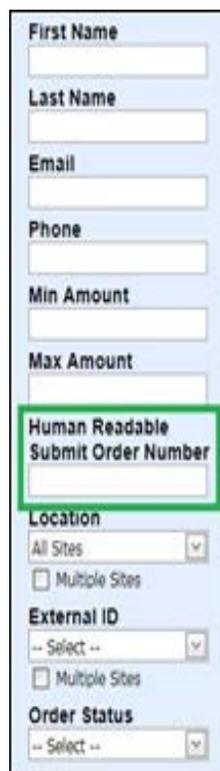
This section discusses troubleshooting steps for a multi-lane drive-thru solution.

Searching for an order by reference ID

In Web Admin, the Orders Review function enables you to search and review customer orders, and displays the status of a POS order in an on-screen report. You might retrieve an order to troubleshoot why an order did not release properly. Since the reference ID is different than the order number, you can filter orders by the reference ID using the 'Human Readable Submit Order Number' parameter.

To search for an order by reference ID:

1. In Web Admin, select **Order Management > Orders Review**.



The image shows a search form for orders in a web application. The form is titled 'Orders Review' and contains several input fields and dropdown menus. The fields are: First Name, Last Name, Email, Phone, Min Amount, Max Amount, Human Readable Submit Order Number (highlighted with a green box), Location (with a dropdown menu set to 'All Sites' and a 'Multiple Sites' checkbox), External ID (with a dropdown menu set to '-- Select --' and a 'Multiple Sites' checkbox), and Order Status (with a dropdown menu set to '-- Select --').

Figure 28 Human Readable Submit Order Number

2. Enter the **reference number** in 'Human Readable Submit Order Number' at the left side of the screen and click **Search**. The orders matching the search criteria appear.

Multi-Lane Drive-Thru, Feature Focus Guide

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