

Feature Focus Guide: Virtual Kitchen

Core Product: Aloha Takeout, Aloha Kitchen
Last Updated: February 26, 2024

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Revision Record

Date	Version #	Description
02/23/2024		Introduced Virtual Kitchen
02/23/2024		Updated document to reflect NCR Voyix branding.

About Virtual Kitchen

A virtual kitchen is a delivery only concept operating within the store front of the 'host' restaurant and partners with aggregators to deliver their product to their consumers. The solution has become increasingly popular in the restaurant industry due to the low cost of not operating a Front-of-House and maintaining a minimal overhead to increase the profit margin for the virtual kitchen to be successful.

While some variations of a virtual kitchen describe the host restaurant allowing an area of their kitchen for use to an outside entrepreneur, this guide focuses on the host restaurant and the virtual kitchen being in the same company and sharing the same database of items. Companies of this kind develop and bring different concepts or brands to market, but use a limited menu.

For example, a company called 'Aloha Cafe.' offers a wide variety of food categories, but also markets their Mexican items for delivery only under a different brand name called 'TexMex.' Although the two restaurants operate from the same physical location, the consumer has the perception they are two separate restaurants.

Partnering with delivery aggregators is essential for the virtual kitchen as they provide the service of delivering the food to the consumer. Established aggregators may also design the website from which the consumer places an online order as a service.

The Aloha[®] solution uses several NCR Voyix products and applications to support virtual kitchens. When the order is placed, it is submitted to Business Services Layer (BSL), and then injected into Aloha Takeout (ATO), and then to Aloha Kitchen (AK).

Important

Virtual Kitchen requires CFC v21.10+. If you are already provisioned to use BSL, the options for configuring concepts appear in Aloha Configuration Center. You can continue with the Virtual Kitchen configuration. If you are not already provisioned to use BSL, contact your NCR Voyix representative and initiate the BSL provisioning process to obtain the required credentials. .

Configuring Virtual Kitchen

This section details the configuration requirements within Aloha Configuration Center (CFC), Aloha Kitchen, and 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 document.

Virtual Kitchen Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Select Maintenance > System Settings > Concepts to create a concept for each virtual and host kitchen. See page 6 .
2.	Select Maintenance > System Settings > Revenue Centers to create a revenue center for each concept/aggregator combination. See page 7 .
3.	Select Maintenance > Takeout Configuration > Takeout Settings > Panel Options tab and add the Aggregator column to the Pickup and All Orders panels. See page 8 .
4.	Select Maintenance > Kitchen Configuration > Header and Footer Layout > Design tab and add the Aggregator element to a header and footer. See page 10 .
5.	Select Maintenance > Kitchen Configuration > Label Design > Design tab and add the Aggregator element to a label. See page 11 .
6.	Select Maintenance > Hardware > Print Designer Configuration > Print Designer and add the Aggregator element to a 'Production chit' or 'Order taker chit' design. See page 12 .
7.	Select Utilities > Refresh POS Data and All Installed Products to refresh data. See page 13 .

Configuring virtual kitchen concepts

Use the Concepts applet to represent different brands under the same company. For a virtual kitchen solution, add a concept for the host restaurant and each virtual kitchen in use. You then associate each concept with a revenue center in the Revenue Center function.

Tip

Do not use the existing Concept (with a singular name) function. For this solution, always use the Concepts (with a plural name) function.

To configure virtual kitchen concepts:

1. Select **Maintenance > System Settings > Concepts**.

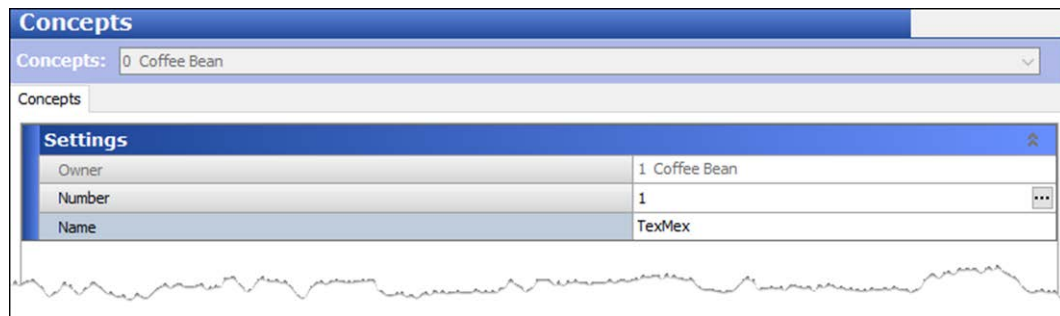


Figure 1 Concepts Function

2. Click **New**.
3. Under the 'Settings' group bar, type a **name** for the concept.
4. Click **Save**.
5. Repeat this **procedure** for each concept in the restaurant.
6. Click **Close** to exit the **Concepts** function.

Configuring revenue centers for use with virtual kitchen

Create a revenue center for each concept/aggregator combination the virtual kitchen uses. Name the revenue center based on the combination, such as 'TexMex-Take It Away,' where Take it Away is the name of the aggregator. The system uses the name you assign the revenue center to represent the aggregator elements you configure in Aloha Takeout and Aloha Kitchen.

To configure a revenue center for use with virtual kitchen:

1. Select **Maintenance > System Settings > Revenue Centers**.
2. Click **New**.

The screenshot shows the 'Revenue Center' configuration window. At the top, the 'Revenue Center' dropdown is set to '4 TexMex-Take It Away Global Primary'. Below this are tabs for 'Revenue Centers', 'Gratuities', and 'Options'. The 'Settings' section is expanded, displaying a table of configuration options:

Settings	
Owner	1 Global
Number	4
Name	TexMex-Take It Away
Disable tips	<input type="checkbox"/>
Use numeric tab name	<input type="checkbox"/>
Wait for credit card authorization	<input type="checkbox"/>
Print check on close	Default
Close open checks at EOD to tender (19.8)	None
Concept	TexMex

Below the settings is the 'Catalog' section, which includes:

Catalog	
Available for online	<input checked="" type="checkbox"/>
Online name	TexMex-Take It Away

Figure 2 Revenue Center Function

3. Under the 'Settings' group bar, type a **name** for the revenue center that describes the combination of the concept and the aggregator.
4. Select the **concept** you created in the previous procedure from the 'Concept' drop-down list.
5. Configure the **remaining options** as you would for any other revenue center.
6. Click **Save**.
7. Repeat this **procedure** for each revenue center requiring a concept/aggregator combination.
8. Click **Close** to exit the **Revenue Center** function.

Configuring concept and aggregator columns to appear on Aloha Takeout panels

To allow ATO employees to sort delivery orders by the aggregator or concept, add the Aggregator Column to the Pickup and All Orders panels in Aloha Takeout. This enables 'Concept' and 'Aggregator' columns to appear.

To configure an aggregator column to appear on Aloha Takeout panels:

1. With ATO selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Panel Options** tab.
3. Select the **Pickup > Columns** tab.

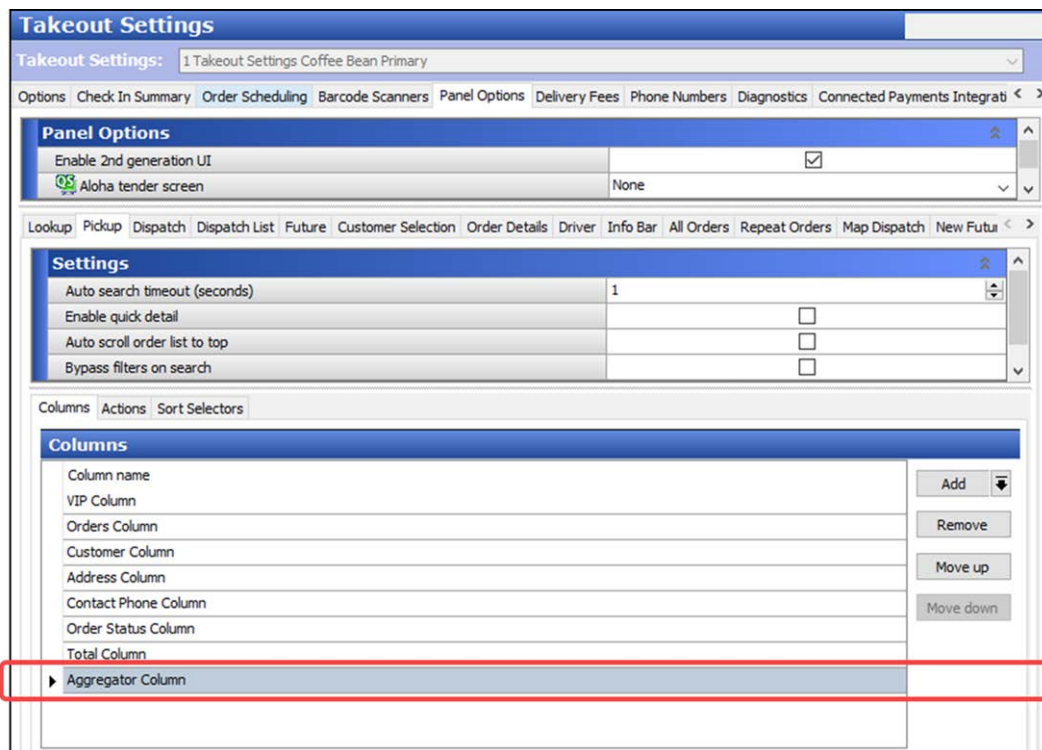


Figure 3 Takeout Settings - Panel Options Tab - Pickup Tab

4. Under the 'Columns' group bar, click the **Add** drop-down arrow, select **Aggregator Column** from the list that appears, and click **OK**.

5. Select the **All Orders > Columns** tab.

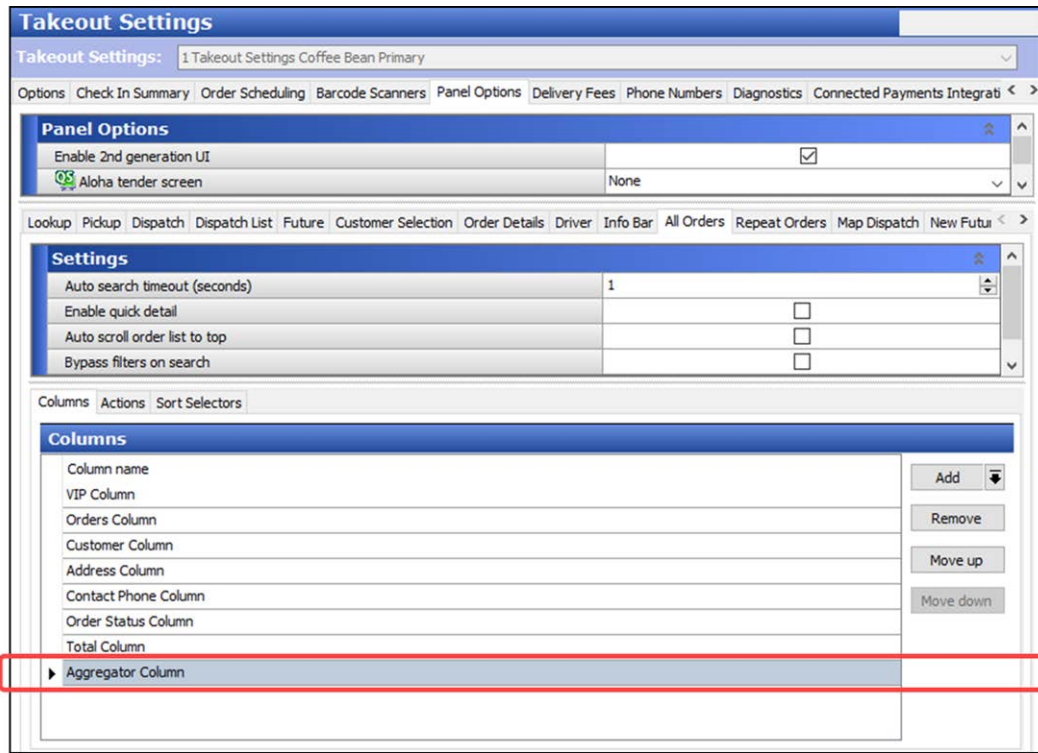


Figure 4 Takeout Settings - Panel Options Tab - All Orders Tab

6. Under the 'Columns' group bar, click the **Add** drop-down arrow, select **Aggregator Column** from the list that appears, and click **OK**.
7. Click **Save** and exit the **Takeout Settings** function.

Configuring the concept and aggregator to appear in a header and footer layout

Add the Aggregator element to a header or footer layout in Aloha Kitchen to allow the kitchen employee to identify orders needed for delivery by the aggregator. Both the concept and aggregator appears in the header or footer of the video cell depending on the one you select.

To configure the concept and aggregator to appear in a header and footer layout:

1. With AK selected in the product panel, select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select a **layout** from the drop-down list.
3. Select the **Design** tab.

The screenshot shows the 'Header and Footer Layout' design tab. At the top, there is a dropdown menu for 'Header Footer Layout:' set to '3 Default order header Primary Coffee Bean'. Below this is a tabbed interface with 'Layout' and 'Design' tabs, where 'Design' is selected. The main area is titled 'Elements' and contains a table with the following columns: Line number, Location, Element, Style, Image Row Span, Left Margin, and Keep Empty Head... To the right of the table are 'Add' and 'Remove' buttons. The table contains 16 rows of elements. The 15th row, which is highlighted with a red box, has the following data: Line number 15, Location Left, Element Aggregator, Style Normal, Image Row Span (checkbox), Left Margin 0, and Keep Empty Head... (checkbox).

Line number	Location	Element	Style	Image Row Span	Left Margin	Keep Empty Head...
0	Right	Cell number	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
1	Center	Routing text	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
2	Center	Is add on	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
3	Left	Order name	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
4	Center	Expand/collapse	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
5	Left	Combined eleme...	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
5	Right	Server name	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
6	Left	Phone number	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
7	Center	Ready icon	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
8	Left	Ready indicator	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
9	Left	Actual quote time	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
10	Center	Course	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
11	Left	Zone	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
12	Left	Item count	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
13	Left	ATO bag sort nu...	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
14	Left	Recalled	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>
15	Left	Aggregator	Normal	<input type="checkbox"/>	0	<input type="checkbox"/>

Figure 5 Header and Footer Layout - Design Tab

4. Under the 'Elements' group bar, click the **Add** drop-down arrow, select **Aggregator** from the list that appears, and click **OK**.
5. Click **Save**.
6. Repeat this **procedure** for other header and footer layouts requiring the Aggregator element.
7. Click **Close** to exit the **Header and Footer Layout** function.

Configuring the concept and aggregator to print on a label

Add the Aggregator element to a label in Aloha Kitchen to print a label to attach to the bag so the aggregator can easily identify and pick up for delivery. Both the concept and aggregator prints on the label.

To configure the concept and aggregator to print on a label:

1. With AK selected in the product panel, select **Maintenance > Kitchen Configuration > Label Layout**.
2. Select a **label layout** from the drop-down list.
3. Select the **Design** tab.

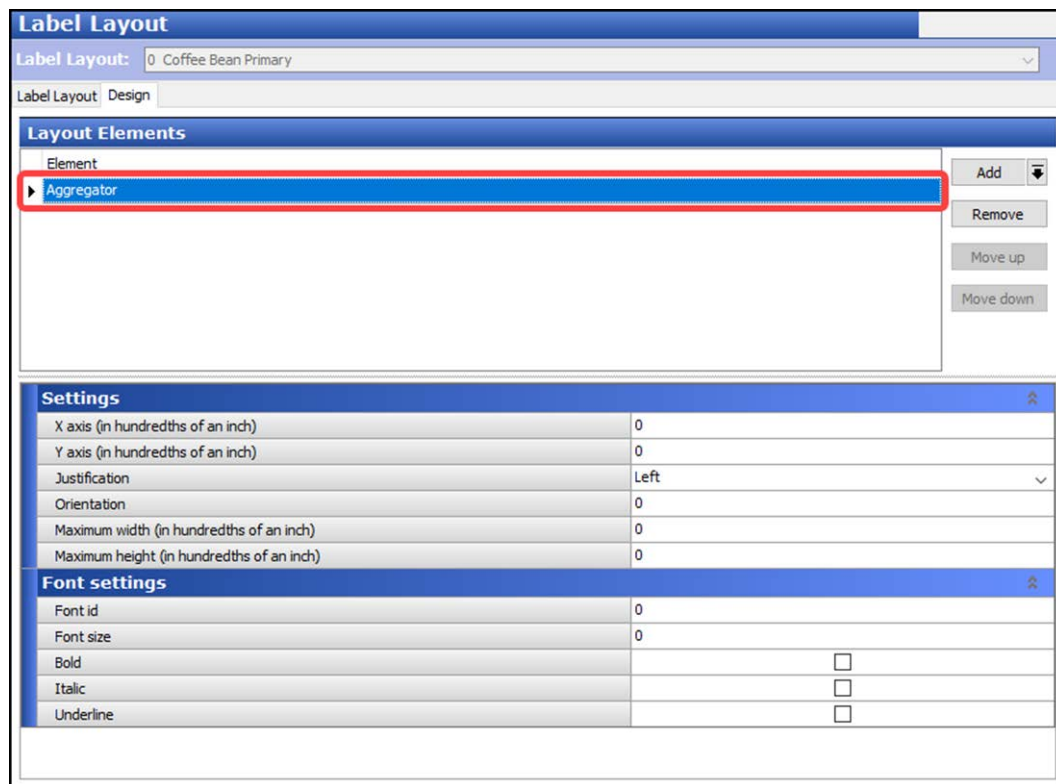


Figure 6 Label Layout - Design Tab

4. Under the 'Layout Elements' group bar, click the **Add** drop-down arrow, select **Aggregator** from the list that appears, and click **OK**.
5. Click the **Move Up** and **Move Down** controls to move the element in the label layout.
6. Click **Save**.
7. Repeat this **procedure** for any other label layout requiring the Aggregator element.
8. Click **Close** to exit the **Label Layout** function.

Configuring the concept and aggregator to print on a kitchen chit

Add the Aggregator element to a production or order taker chit in Aloha Kitchen to print the concept and aggregator on the kitchen chit. This enables the kitchen employee to easily identify which orders are for delivery. Some restaurants attach the printed kitchen chit on the bag for identification. Both the concept and aggregator print on the kitchen chit.

To configure the concept and aggregator to print on a kitchen chit:

1. With AK selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select a **production chit** or **order taker chit layout** from the drop-down list.
3. Select the **Design** tab.

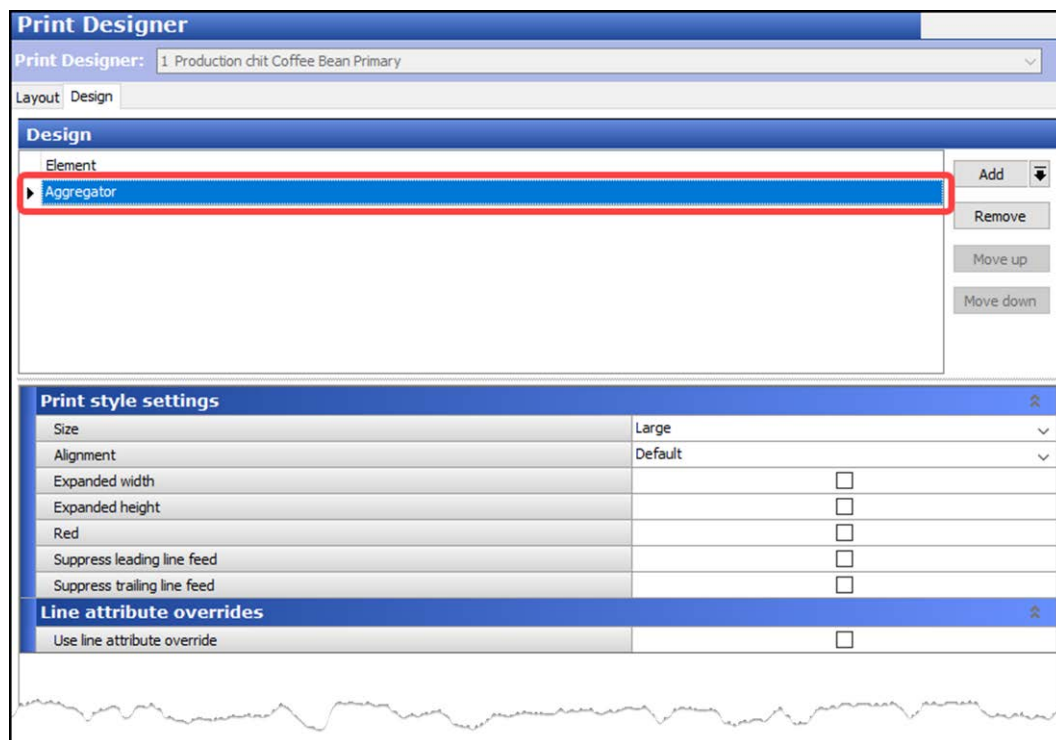


Figure 7 Print Designer - Design Tab

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Aggregator** from the list that appears, and click **OK**.
5. Click **Save**.
6. Repeat this **procedure** for any other print layout requiring the Aggregator element.
7. Click **Close** to exit the **Label Layout** function.

Refreshing the data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS and All Installed Products to transfer the new information to the Front-of-House (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 Virtual Kitchen

When the consumer accesses the ordering website of the virtual kitchen concept and places an online order for delivery, the order is submitted into the Order Service API of the Business Services Layer (BSL) cloud application. It is then injected into the in-store instance of Aloha Takeout and placed in the queue on the ATO Front-of-House.

The Concept and Aggregator columns appear on the Pickup and All Orders panels so the ATO employee can sort orders by aggregator and concept, if necessary.

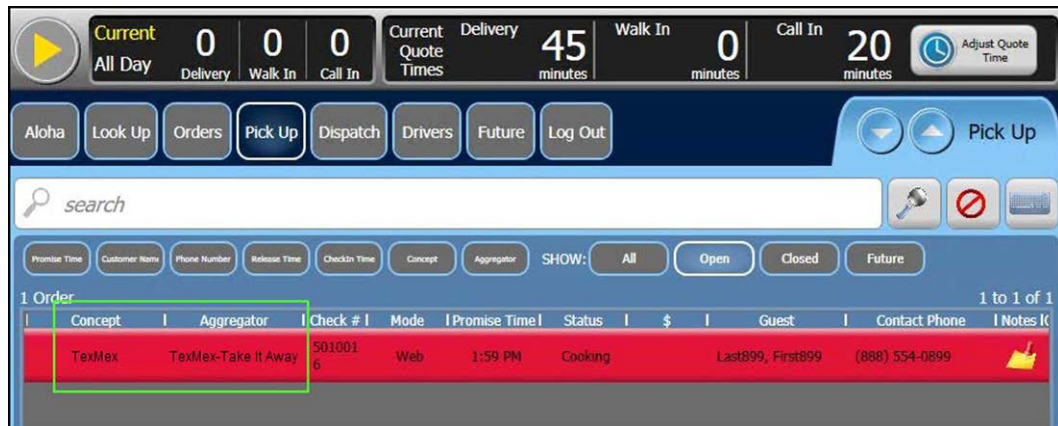


Figure 8 Concept and Aggregator Columns on Pickup Panel in Aloha Takeout

ATO releases the order based on the promise time, and sends it to Aloha Kitchen. The order appears on the video screen with the name of the concept and aggregator in the header or footer of the video cell.

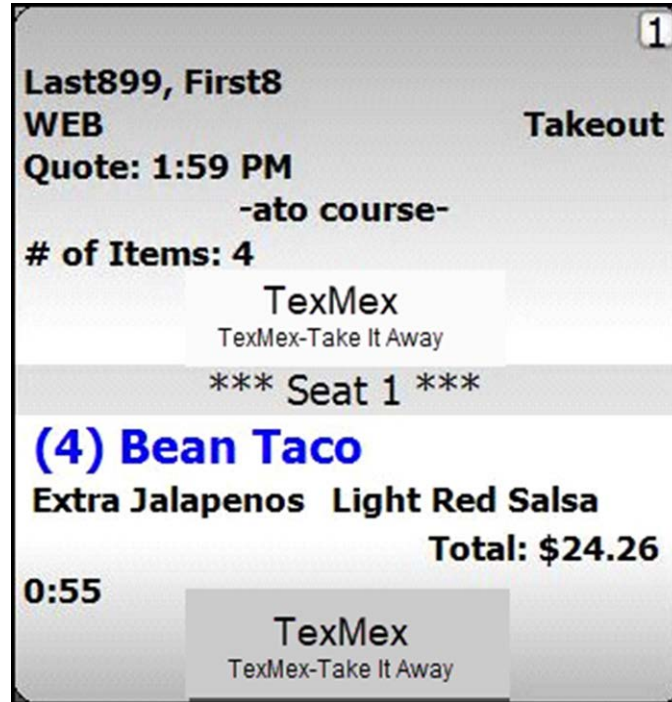


Figure 9 Concept and Aggregator on Video Cell

The virtual kitchen employee prepares the order and bumps it from the video screen, The concept and aggregator print on the kitchen chit and kitchen label, if in use. The employee packages the order, attaches the necessary artifacts to the bag, and places the order in a designated location.

During this process, the delivery driver is notified of the order submission, the address of the consumer, and the time at which the order is ready for pickup. Upon the arrival at the restaurant hosting the virtual kitchen concept, the delivery driver identifies the order from the designated location and delivers it to the consumer.

Reporting Virtual Kitchen

The concept and aggregator elements write to Trans.log as a check attribute, and report in the following files:

- Gnd.dbf
- GndSale.dbf
- GndItem.dbf
- GndRev.dbf

Virtual Kitchen, Feature Focus Guide

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