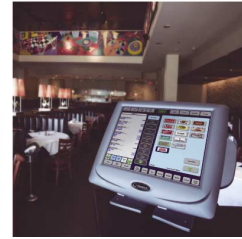


# Enhancement Release Guide: Aloha Kitchen v17.2

*Use with CFC and Aloha Manager*



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# Purpose of This Document

| Feature Name at a Glance   |  |
|----------------------------|--|
| Core Product               | NCR Aloha Quick Service and NCR Aloha Table Service                      |
| Complementary Products     | NCR Aloha Kitchen  |
| Separate License Required? | Yes  |
| Other References           | NCR Aloha Kitchen Getting Started Guide, Customizing Aloha Kitchen Guide |

Aloha Kitchen v17.2 comes with a number of enhancements to aid you in the successful operation of your kitchen. You activate and configure these enhancements to best meet your operational needs.

This document contains instructions on how to configure and use the enhancements implemented in Aloha Kitchen v17.2. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature on the video controller, and references to other materials to fully implement the feature.

## System Requirements

The Aloha Kitchen installation assumes Aloha Table Service or Aloha Quick Service is installed successfully. In addition, ensure the following minimum requirements are in place:

- Windows 2007, or higher is installed.
- .Net v4.5 is installed on BOH.
- .Net v4.0, or higher is installed on FOH terminals.
- Current version of RAL is installed and used.
- The time zone on the terminal matches the time zone on the POS server.



Refer to RKSID#10485 and 10486 for the latest Aloha system requirements. Refer to RKSID#6035 for daylight savings configuration.

## Ports Required for Aloha Kitchen Communication

Aloha Kitchen requires ports are open on the kitchen devices, Aloha POS BOH, and each Aloha POS terminal.

| Aloha POS BOH |          |  |
|---------------|----------|--|
| Port          | Protocol | Communication                          |
| 9088          | TCP      | Aloha Kitchen interface port.          |
| 11011         | UDP      | Broadcast manager.                     |
| 13555         | TCP      | File sharing port used for file sync.  |
| 9090          | TCP      | The port defined for the BOH instance. |
| 1221          | UDP      | Databus discovery.                     |
| 1222          | TCP      | Databus communication.                 |
| 1333          | UDP      | Databus communication with AGM.        |

| Aloha Kitchen devices |          |  |
|-----------------------|----------|--|
| Port                  | Protocol | Communication                          |
| 9088                  | TCP      | Aloha Kitchen interface port.          |
| 11011                 | UDP      | Broadcast manager.                     |
| 13555                 | TCP      | File sharing port used for file sync.  |
| 9090                  | TCP      | The port defined for the BOH instance. |

| Aloha POS terminals |          |                               |
|---------------------|----------|-------------------------------|
| Port                | Protocol | Communication                 |
| 9088                | TCP      | Aloha Kitchen interface port. |
| 11011               | UDP      | Broadcast manager.            |

## Operating System Requirements

All computers on the Aloha network must use a supported operating system. If the file server or any of the FOH terminals use older operating systems, you must upgrade them. Also, if you are using Aloha Update to do the upgrade, or if you are performing a manual upgrade, you must apply all operating system updates to the computer before attempting the upgrade.



Although the program verifies the operating system of the BOH file server, it does not check the operating system on the FOH terminals. All computers on the Aloha network must use a supported operating system that meets the requirements. If any of the FOH terminals use older operating systems, you must upgrade them prior to installing Aloha Kitchen.

## Refreshing the Data

After all settings are in place in your configuration tool (Aloha Manager or Aloha Configuration Center), you must select Utilities > POS > Refresh POS and 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 End-of-Day 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.



**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.**

# List of Enhancements

| Released Version | Tracking Number            | Description   |
|------------------|----------------------------|---|
| AK v17.2         | ALOHAP-1419                | <a href="#">"Supporting International Restaurants with Language Configuration" on page 6</a>  |
| AK v17.2         | ALOHAP-1420                | <a href="#">"Introducing Dynamic Item Cook Times" on page 7</a>                               |
| AK v17.2         | ALOHAP-1884<br>ALOHAP-2437 | <a href="#">"Introducing List View Kitchen Screen" on page 9</a>                              |
| AK v17.2         | ALOHAP-2201                | <a href="#">"Disabling Default Behavior for Backup Kitchen Station Routing" on page 12</a>    |
| AK v17.2         | ALOHAP-2779                | <a href="#">"Supporting Customer Order Displays in Multi-Concept Environments" on page 13</a> |
| AK v17.2         | ALOHAP-2781                | <a href="#">"Overriding Routing Method by Terminal" on page 14</a>                            |

# Supporting International Restaurants with Language Configuration

| Released Version | Tracking Number | Products  | Audience                             |
|------------------|-----------------|---|--------------------------------------|
| AK v17.2         | ALOHAP-1419     | Aloha Kitchen, Aloha Quick Service, Aloha Table Service | Configuration Technician<br>End User |

To support chit printing for International sites outside of the United States, you enable the use of a language in the Language function and then select which language to use from the 'Default chit language' drop-down list in Kitchen Settings. The system identifies the language and prints it on the kitchen chit.

Effective in Aloha Kitchen v17.2, the system now adheres to the date and time formats of the supported language. For example, a site in the United Kingdom can use the date format of day/month/year. There is no configuration for this enhancement.

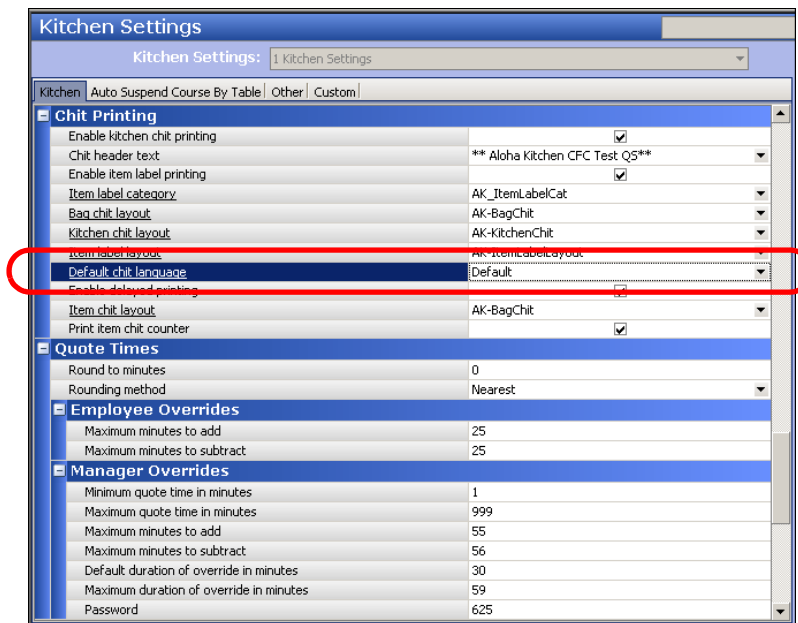


Figure 1 Kitchen Settings - Chit Printing Group Bar

# Introducing Dynamic Item Cook Times

| Released Version | Tracking Number | Products  | Audience                             |
|------------------|-----------------|---|--------------------------------------|
| AK v17.2         | ALOHAP-1420     | Aloha Kitchen, Aloha Quick Service, Aloha Table Service | Configuration Technician<br>End User |

You configure a fixed item cook time value based on the length of time it takes to cook the item; however, there are various factors that could affect the actual time, such as:

- The performance and stability of the equipment cooking the item.
- The quantity of items being cooking together.
- The surrounding weather and humidity.
- The earliness and tardiness of the production employee physically starting and bumping an item.

Effective in Aloha Kitchen v17.2, we introduce the concept of dynamic item cook times that adjusts the cook time based on the actual start and bump actions recorded in dated subdirectories. The system compares the data against the fixed item cook time value and adjusts the timers on the kitchen screen accordingly. This provides a more accurate cook time value and allows the restaurant to produce consistently higher quality food.



You must have item cook times already configured for the system to use dynamic item cook times. You must also have dated subdirectories in place from which the system can read historical data.

Dynamic item cook times use the algorithm of the '68-95-99.7 rule,' also known as 'Empirical Rule' or 'three-sigma rule.' The rule utilizes three standard deviations of the mean for normal distribution. The system 'learns' from these values and adjusts the cook times based on 'start to bump' durations. Activating this feature does not change the cook time values in the Item Cook Time function, but the adjustments are reflected on the timers on the kitchen screen and in the Item Level Variance report.

*BASIC SCENARIO: The item cook time configured for Grilled Chicken is six minutes. The system scans the time the item was started and bumped for the last 10 dated subdirectories and finds that production employees, on average, cook the item for 5 minutes and 51 seconds. The system now uses this metric to cook the Grilled Chicken item.*

## To enable dynamic cook times:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

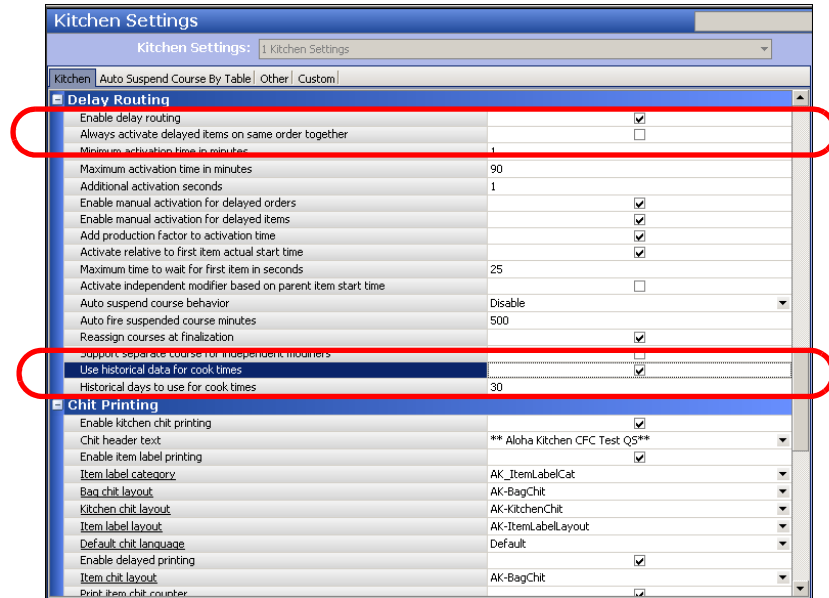


Figure 2 Kitchen Settings Function

2. Under the 'Delay Routing' group bar, select **Enable delay routing**.
3. Select **Use historical data for cook times**.

**Use historical data for cook times** — Enables the system to adjust the cook time based on the actual start and bump actions recorded in dated subdirectories. The system compares the data against the fixed item cook time values entered in the Item Cook Times function and adjusts the timers on the kitchen screen accordingly. You must have item cook times already configured to use this feature. **Related Options:** This option exposes the 'Historical days to use for cook times' option.

4. Type the number of **days** to look back in the reporting database when analyzing cook times in 'Historical days to use for cook times.'

**Historical days to use for cook times** — Specifies the number of days of dated subdirectories, from 0 to 10,000 (approximately 27 years), to analyze 'start to bump' actions. If you type 0 (zero), the system uses all available subdirectories. **Required Options:** You must select 'Use historical data for cook times' to expose this option.

5. Click **Save** and exit the **Kitchen Settings** function.



# Introducing List View Kitchen Screen

| Released Version | Tracking Number  | Products  | Audience                             |
|------------------|--|---|--------------------------------------|
| AK v17.2         | ALOHAP-1884<br>ALOHAP-2437<br>ALOHAP-2439<br>ALOHAP-2462 | Aloha Kitchen, Aloha Quick Service, Aloha Table Service | Configuration Technician<br>End User |

Aloha Kitchen offers multiple screen types to accommodate production employees and assist them in their roles and tasks they perform. All the screens provide a view of order cells stacked on top of each other, or in a designed fixed position. Some other kitchen solutions also offer a popular look of displaying items in a list view.

Effective in Aloha Kitchen v17.2, we introduced a kitchen screen type that displays items in rows and columns in a list view. This allows you to fit more orders on the screen and in a more uniformed layout. You can expand and collapse each order to view or hide details. The list view is not available for a customer order display screen type.

## Configuring a List View Kitchen Screen

Configuration of a list view kitchen screen type is the same as for any other order/item kitchen screen, with the exception of the customer order display screen. As normal practice, you must remember to attach the kitchen screen to the applicable terminal.

**To configure a kitchen screen of the list view type:**

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screens**.

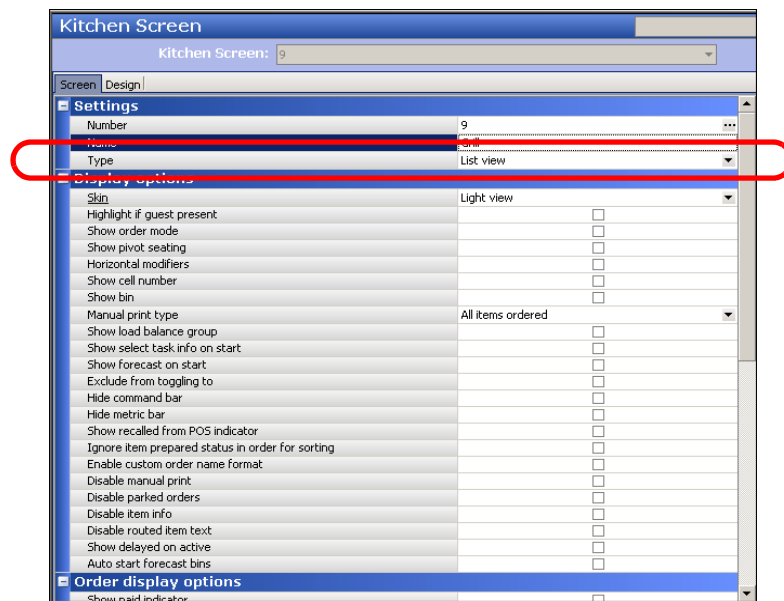


Figure 3 Kitchen Screens - List View Type

2. Click the **New** drop-down arrow, select **List view** as the type, and click **OK**.

3. Type a **name** for the kitchen screen.
4. Configure the **screen** as you would any other kitchen screen type.
5. Click **Save** and exit the **Kitchen Screen** function.

## Using a List View Kitchen Screen

On a list view kitchen screen type, the items and orders appear in a list, with any modifiers ordered with the item. The countdown timer appears to the right of the screen.

### To start and bump an item from a list view screen using a touch screen terminal:

1. Touch the **item** to start cooking. An expanded view of all items within the order and routed to the station appears.

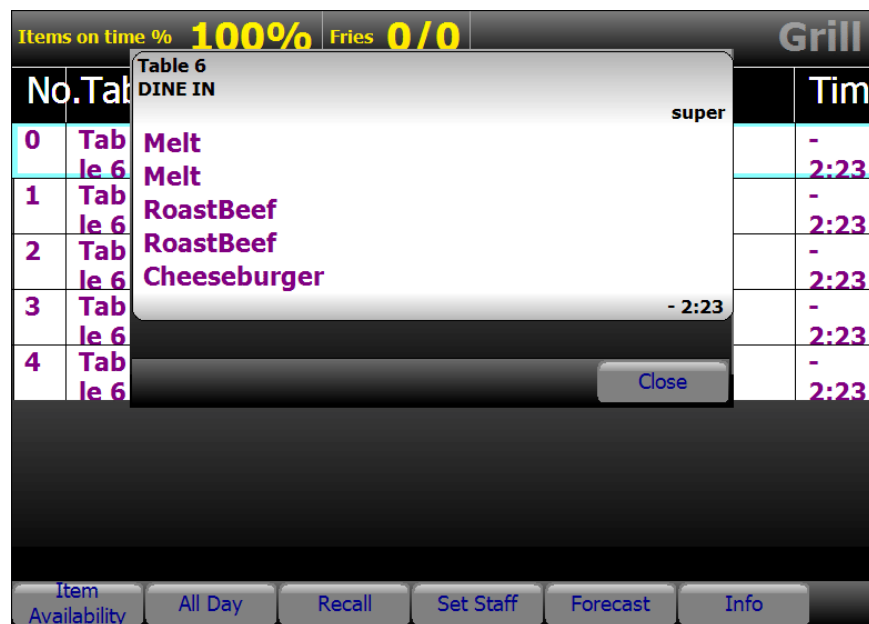


Figure 4 Expanded Item View

2. Select the **item** to start.

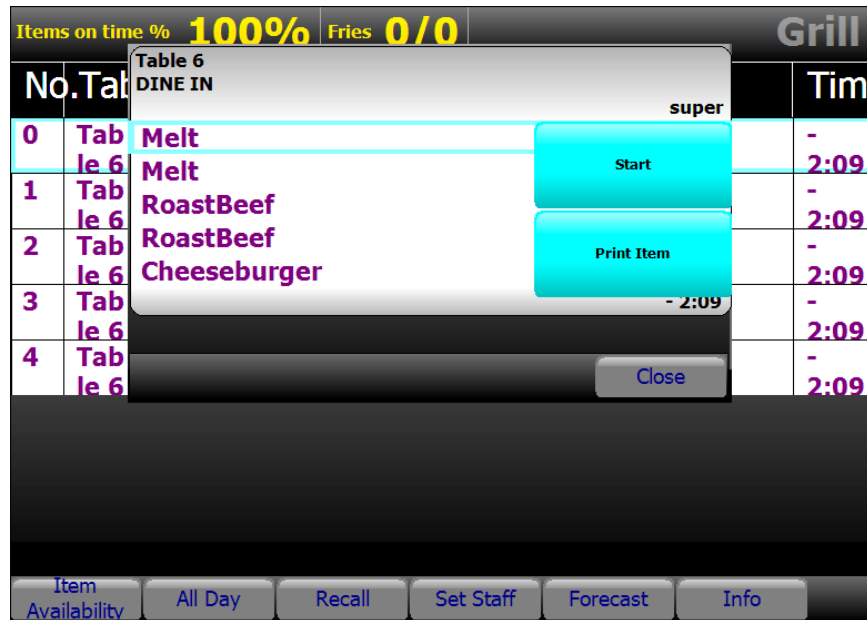


Figure 5 Expanded View with Flyout Window

The flyout window appears with a list of options, including 'Start.'

3. Touch **Start**. The item progresses to a 'start' state.
4. Touch **Close** to dismiss the expanded view.
5. When you are ready to bump the order, select the **item** to display an expanded view again.
6. Select the **item** to bump. The flyout window appears with a list of options, including 'Bump.'
7. Touch **Bump**.
8. Touch **Close** to dismiss the expanded view.

When you operate a bump bar, the list view screen does not display an expanded view. Additionally, there is no flyout window, as per normal functionality with a bump bar.

#### To start and bump an item from the list view screen using a bump bar:

1. Using the navigation buttons on the bump bar, select the **item** to start cooking.
2. Press **Start** on the bump bar. The item progresses to a 'start' state.
3. When you are ready to bump the order, use the navigation buttons on the bump bar to select the **item** to bump.
4. Touch **Bump** on the bump bar.

# Disabling Default Behavior for Backup Kitchen Station Routing

| Released Version | Tracking Number | Products  | Audience                             |
|------------------|-----------------|---|--------------------------------------|
| AK v17.2         | ALOHAP-2201     | Aloha Kitchen, Aloha Quick Service, Aloha Table Service | Configuration Technician<br>End User |

Kitchen redundancy is a powerful feature that sets NCR Aloha Kitchen apart from competitors by rerouting orders from a failed kitchen station to another kitchen station. You define a backup station to which you want to reroute orders upon failure in Maintenance > Hardware > Kitchen Station. If you do not define a backup station, then by default, the orders reroute to the kitchen station with the lowest ID, or the first created kitchen station; however, the kitchen station may not be in use or designated as a 'test' station. Some restaurants do not want their kitchen terminals to reroute to another station or follow the default rerouting behavior.

Effective in Aloha Kitchen v17.2, we disabled the default rerouting behavior and when you do not define a backup station to which to reroute items, the system no longer reroutes items to the kitchen station with the lowest ID or the first created kitchen station, essentially disabling kitchen redundancy.

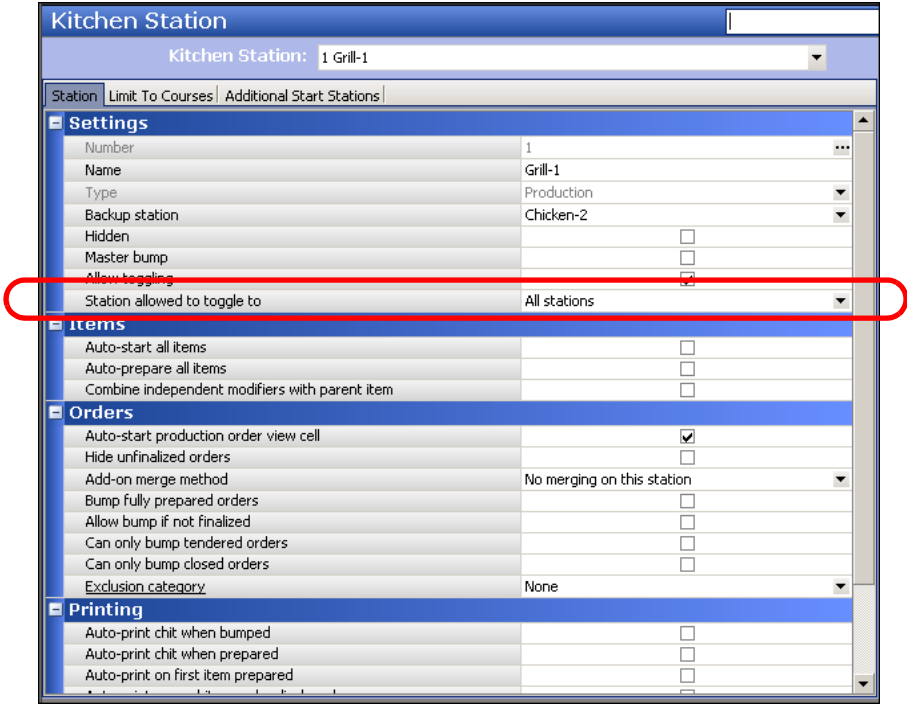


Figure 6 Kitchen Stations

# Supporting Customer Order Displays in Multi-Concept Environments

| Released Version | Tracking Number | Products  | Audience                             |
|------------------|-----------------|---|--------------------------------------|
| AK v17.2         | ALOHAP-2779     | Aloha Kitchen, Aloha Quick Service, Aloha Table Service | Configuration Technician<br>End User |

Customer order displays were designed to work at sites with a single concept. In a multi-concept operation, such as a food court, orders from each concept appear at every customer order display; however, the orders need to route to the customer order display specific to the concept.

Effective in Aloha Kitchen v17.2, you can use the Routing Rulebook function to control to which customer order display orders will route. When you configure rules in the Routing Rulebook function, kitchen stations defined as a customer order display now appear in the list for selection, which allows orders to appear on the appropriate customer order display. If you do not specify a customer order display station, then the system routes to all customer order displays, as normal.

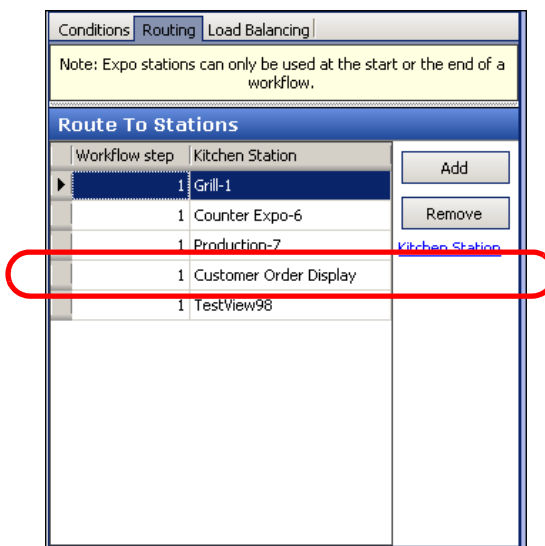


Figure 7 Customer Order Display in Routing Rulebook



Refer to the Customer Order Display Feature Focus Guide for information on configuring and using a customer order display.

# Overriding Routing Method by Terminal

| Released Version | Tracking Number | Products                           | Audience                             |
|------------------|-----------------|------------------------------------|--------------------------------------|
| AK v17.2         | ALOHAP-2781     | Aloha Kitchen, Aloha Quick Service | Configuration Technician<br>End User |

The routing method determines when items appear on a kitchen screen as employees enter the order in the POS. The currently supported methods are 'When finalized,' 'One behind,' 'Immediate,' and 'Route when POS order is closed.' The chosen method is a global setting in the Kitchen Settings function and applies to the entire site.

When you add a Consumer Self Ordering device (kiosk) where the consumer can walk up and place their own orders, you may not want orders routed from the kiosk to have the same routing method as the rest of the restaurant. The typical routing method for a quick-service operation is 'Immediate,' but when ordering from a kiosk, the ideal routing method is 'Route when POS order is closed' for reasons such as:

- The consumer may be slow in ordering, make changes, or delete items from their order.
- The consumer may be submitting erroneous orders.
- The payment for an order may fail or be declined.
- The consumer may start an order and leave the kiosk without completing their order.

Effective in Aloha Kitchen v17.2, you can now override the global routing method by terminal so a terminal, such as a kiosk, follows one routing method, and the remaining terminals follow another routing method.

## To override the routing method by terminal:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Terminals**.
2. Select a **terminal** from the drop-down list. In most cases, this is a kiosk terminal; however, you can use any terminal.

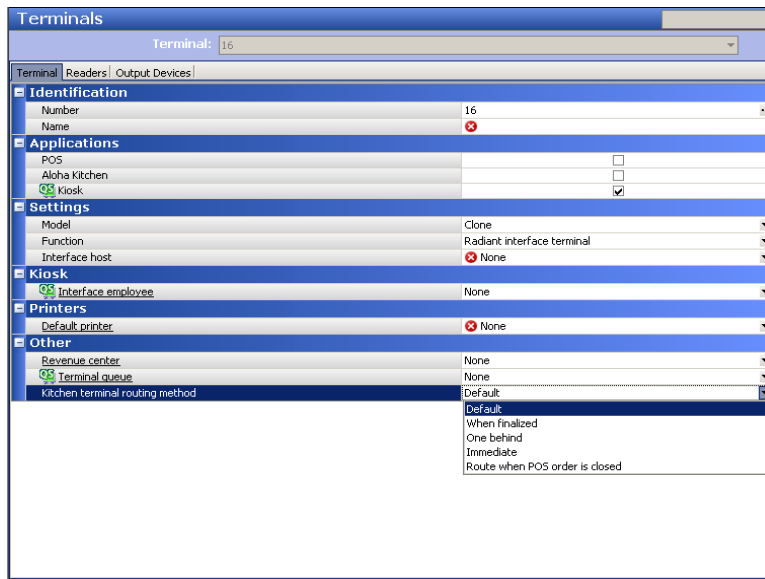


Figure 8 Terminals Function

3. Under the 'Other' drop-down list, select the **method** to use from the 'Kitchen terminal routing method' drop-down list.

**Kitchen terminal routing method** — Specifies the routing method used by this terminal and overrides the global routing method configured in Aloha Kitchen > Maintenance > Kitchen Configuration > Kitchen Settings > 'Items' group bar. You typically use this option for a kiosk (Consumer Self Ordering 2) terminal to allow it to follow one routing method, such as 'Route when POS order is closed,' and have the remaining terminals follow the global routing method. **Related Requirements:** You must use Aloha Kitchen to use this option.

Default — Follows the routing method specified in Aloha Kitchen > Maintenance > Kitchen Configuration > Kitchen Settings > 'Items' group bar.

Immediate — Enables each item to appear on the kitchen screen as entered on the POS.

One behind — Enables each item to appear on the kitchen screen when you enter the next item in the order. If the item is the last in the order, it appears when you apply an order mode to the order.

Route when POS order is closed — Enables each order to appear on the kitchen screen when you close the order on the POS.

When finalized — Enables each order to appear on the kitchen screen when you apply an order mode to the order.

4. Click **Save**.
5. Repeat this **procedure** for any other terminal for which you want to override the global routing method in Aloha Kitchen.
6. Exit the **Terminals** function.

