

Aloha Solution v19.9 Enhancement Release Guide

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05/17/2023		Converted the document to use new templates and clarified document is for use when using NPS with Aloha.
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The purpose of this document

This document contains instructions on how to set up and use the enhancements implemented in Aloha® Point-of-Sale (POS) v19.9 enhancement release. In some instances, we combine features together to better explain the new enhancements. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature in the Front-of-House (FOH), and references to other materials to fully implement the feature. This document is not intended to fully explain a particular function or other options available or surrounding the function. For your convenience, the material for each enhancement begins on a new page, so you can properly remove and distribute the material to the necessary recipients. This document does not guarantee the options are in the same location, nor that the functionality remains the same due to enhancements implemented in future versions of the affected products.

What you need to know before installing Aloha Solution v19.9

You need to know the following before installing Aloha Solution v19.9.

PCI Software Security Framework (SSF)

Aloha Solution v19.9 is validated against PCI **S**oftware **S**ecurity **F**ramework (SSF) standards. PCI SSF is a collection of standards and programs for the secure design and development of payment software. Security of payment software is a crucial part of the payment transaction flow and is essential to facilitate reliable and accurate payment transactions.

The new PCI SSF standards:

- Replace PA-DSS with modern, future-proof requirements.
- Apply industry security standards for process and change management.
- Focus on encryption, threat-modeling, and static code analysis.

For a more complete understanding of the PCI SSF requirements, click [here](#).

Changes were required in several products in the Aloha solution to meet PCI SSF requirements.



Reference: Refer to the [Aloha Solution v19.8 Data Security Handbook Implementation Guide - HKS1653](#) for more information.

Setting the LAN Manager authentication level

The LAN Manager authentication level for Microsoft® Windows® 10 and 11 determines the response protocol used for network logons. For ATO to work properly, you must set the level to 'Send LM & NTLM – use NTLMv2 session security if negotiated.' This setting is for BOH only and cannot be performed during the RAL or ATO installation. Newer images are equipped with this requirement; however, you need to check this on your local computer and set the proper level. You must use an administrator account to set this.

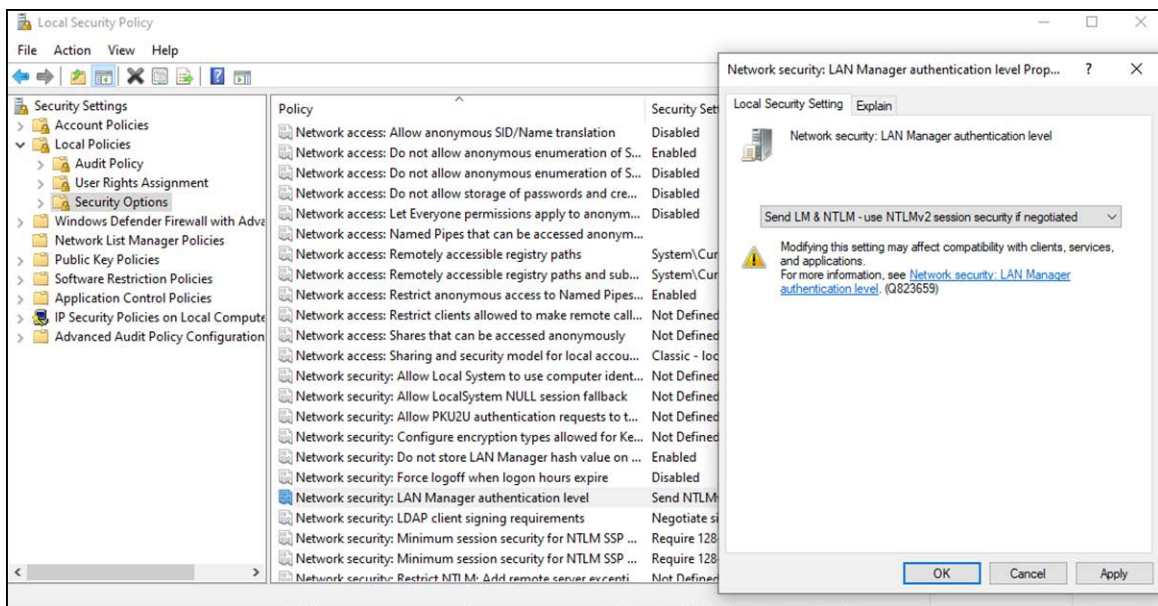


Figure 1 LAN Manager authentication level

To set the LAN Manager authentication level:

1. Using the Windows search bar, search for and open the **Local Security Policy** app.
2. In the 'Security Settings' tree, expand **Local Policy**.
3. Select **Security Options**.
4. Under the Policy list, locate **Network security: LAN Manager authentication level**. The Properties dialog box appears with the Local Security Setting tab open.
5. Select **Send LM & NTLM – use NTLMv2 session security if negotiated** from the drop-down list.
6. Click **OK**.
7. Exit the **Local Security Policy** app.

Integrating with AlohaCP

AlohaCP, previously known as Aloha Payment Service (APS), now integrates seamlessly with the Aloha POS system. Prior to this enhancement, when you set up Aloha to process payments through the NCR Voyix Payment Gateway (NPG), also known as Connected Payments, you had to:


- Run the installation of Aloha POS.
- Download AlohaConnectedPaymentsSetup.exe and separately install the NPG solution, which installs both APS and OpenEPS, is manifest-based, and installs a service on the Back-of-House (BOH).

Effective with Aloha POS v19.8, when you install Aloha POS interactively, the installer allows you to choose whether to install the AlohaCP Upgrade or not. The selection defaults to Yes. You must select No if you don't wish to upgrade at this time. Silent installs automatically upgrade AlohaCP for you. OpenEPS remains a separate install and is not included in the package created by Aloha Suite Installer.

Prior to performing the installation, log in to [Aloha Updates](#), select Approved Product Stacks, and view the Aloha 19 Stack to determine the most current minimum version of OpenEPS required. Contact [Connected Payments support](#) to request the code file assignment of the version of OpenEPS listed in the product stack.

When you contact support, have the following information ready:

- POS version or the recommended OpenEPS version from the product stack
- PIN pad type
- Date for the assignment to occur

 **Tip:** Once you have code file assignment, future POS upgrades don't require you to call CP support again unless you need a higher version of OpenEPS with a hot fix. OpenEPS syncs up after the first startup post upgrade.

 **Reference:** Refer to the [POS v19.8 Aloha CP Update QRG - HKS1545](#) for more information.

RAL (Remote Application Loader)

The PCI Least Privilege user requirement indicates that users of a payment application, such as the Aloha POS system, cannot carry more system privileges than strictly needed. Because of this requirement, the terminal user accounts no longer get administrative rights to perform registrations, installations, and other actions. To enable POS features and third-party applications to install via RAL, we provide a mechanism to support Chocolatey (Choco) package installation on the FOH terminals. Choco package files contain the instructions that RAL uses to install integrated and third-party applications on the FOH terminal, as well as perform actions necessary for the applications to function. Each application that relies on RAL for its FOH terminal installation must provide the terminal install Choco package with its own BOH installation. RAL now supports the Choco package installation for terminal configuration, as well as I/S related terminal configuration, on BOH devices.



Reference: Refer to the RAL v20.0 User Guide - HKS484 and Creating an Aloha Compatible Chocolatey Package - HKS1657 for detailed information.

Aloha POS

Tracking Number	Description
POS v19.9	
ALOHACP-1691	“Printing a single voucher for a bar tab when using Aloha Payment Gateway” on page 6
ALOHAP-32402	“Scanning QR code from a non-integrated scale” on page 7
ALOHAP-32864	“Removing system-generated edits from Edited Punches report” on page 14
ALOHAP-33983	“Supporting tender for closing open checks during end-of-day” on page 16
ALOHAP-34879	“Supporting ASV balance inquiry without ePin” on page 20
ALOHAP-36786	“Updating the Aloha floating logo” on page 22
ALOHAP-36986	“Printing longer QR code content on the guest check” on page 23
ALOHAP-36994	“Checking card balance when adding tip amount for Payment Solutions transactions” on page 27
ALOHAP-37336 ALOHAP-37448 ALOHAP-37335	“Enhancing memory allocation for 32-bit and 64-bit systems” on page 28
ALOHAP-37779	“Supporting ‘Store collects employee tips’ in Quick Service” on page 29
ALOHAP-37887	“Adding item count by category and order mode to custom FOH reports” on page 31
ALOHAP-37909	“Adding automatic gratuity line to Connected Payments voucher” on page 36
ALOHAP-38582	“Enhancing the reconciliation of cash only payments” on page 37
ALOHAP-38952	“Activating multiple gift cards when using NPG with the Aloha POS system” on page 38
EDC-639	“Supporting SVS gift card PIN entry in the Aloha POS system with EDC” on page 40
ALOHAPM-01635	“Applying rounding before payment for Round It Up America” on page 41

Printing a single voucher for a bar tab when using Aloha Payment Gateway

Version	Tracking Number	Products	Audience
POS v19.9	ALOHACP-1691 ALOHACP-1699	Aloha Table Service, CP Portal	Configuration Technician End User

Bartenders can start a tab using the consumer's card and automatically name the tab with the name on the card. When processing with the Aloha Payment Gateway, a single voucher now prints from the Aloha POS, whereas before, two receipts printed: one with a zero dollar amount and one with the full amount and the authorization.

 **Important:** You must use OpenEPS G36+ to use this feature.

Scanning QR code from a non-integrated scale

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-32402	Aloha Quick Service	Configuration Technician End User

Currently, the Aloha POS system supports integrated scales that are attached to an Aloha POS terminal, allowing the cashier to weigh the item and calculate the total based on the unit price. Now you can use a non-integrated scale, allowing the cashier to scan a QR (quick response) code generated from a scale that is not attached to an Aloha POS terminal.

Use this solution in environments that weigh items to purchase on a scale that prints a QR code, which you then scan at the Aloha POS system. The single QR code can contain more than one weighted and non-weighted item, which allows you to scan and enter multiple items all at once at the Aloha POS system. Unlike the integrated scale solution where you scan items at an Aloha POS terminal from any point of the ordering process, with this solution, you must access the 'Multiple Item Scanning' screen prior to scanning the QR code to ring up the item.

Note: We currently support the integration with the ProCom system that uses a specific QR code format. If you want to support other non-integrated scales, please contact your NCR Voyix representative.

SCENARIO: SCENARIO: The consumer selects two lbs of lobster, one ounce of caviar, and a crab cake. The employee weighs each item on a non-integrated scale that uses the 'Procom' format, and adds each item to a single QR code. When done, the scale generates a label with a single QR code that includes all three items. The employee places the items in a bag and attaches the label. When the consumer is ready to check out, the cashier scans the QR code on the label.

Creating the QR code format

The scale contains a database of items that are mapped to the item IDs in the Aloha POS system. The restaurant inputs and updates items and prices in the database, as needed. In most cases, the Aloha POS system reads the prices coming from the database. The QR code syntax consists of multiple components, separated by a semi-colon. Each component has a designated number of digits. For example, the first component is the store ID, and it is designated as four positions. If the store ID is 1301, it is not necessary to enter padded zeros into the database; however, if the store ID is five, enter 0005.

Use the following QR code example with the legend for a single item:

1301;01;21032021;00201;0;01;13001;000450;001490;0000671

	Example Provided	# of Digits	Description
Store ID	1301	4	Represents the four-digit ID number of the store. The Aloha POS system does not validate the store ID.
Scale Number	01	2	Represents the two-digit ID number of the scale. The Aloha POS system does not validate the scale number.
Date	21032021	8	Represents the eight-digit date in the format of two-digit day, two-digit month, and four-digit year (DDMMYYYY). The Aloha POS system does not validate the date.
Scale Receipt Number	00201	5	Represents the five-digit receipt number generated from the scale. The Aloha POS system does not validate the scale receipt number.
Scale or Piece	0	1	Indicates if the item is weighted or a piece. Enter 0 for a weighted item or 1 for a piece.
Quantity	01	2	Specifies the two-digit quantity of the item. Enter 01 for a weighted item.
Item ID	13001	5	Represents the five-digit item ID to map to the item ID in the Aloha POS system.
Weight	000450	6	Specifies the six-digit weight of the item, which includes three decimal places after the whole unit number. In the example provided, and with pound as the unit, 000450 equates to 0.45 pounds.
Price	001490	6	Specifies the six-digit price of the item, which includes two decimal places after the whole number. In the example provided, 001490 equates to \$14.90.
Total Price	0000671	7	<p>Specifies the seven-digit total price of the item. For a piece item, multiply quantity and price.</p> <p>For a weighted item, the following conditions apply:</p> <ul style="list-style-type: none"> • When both 'Price' and 'Total Price' are greater than 0, the scale uses 'Total Price.' • When 'Price' equals 0 and 'Total Price' is greater than 0, the scale uses 'Total Price.' • When 'Price' is greater than 0 and 'Total Price' is 0, the scale multiplies 'Price' and 'Weight.' • When both 'Price' and 'Total Price' are 0, the Aloha POS reads the price as \$0.00.

When the scale generates the QR code, the code begins with a tilde (~). If the QR code includes multiple items, each subsequent item is separated by a caret (^).

~1301;01;21032021;00201;0;01;13001;000450;001490;0000671^1301;01;21032021;00201;0;01;13004;000354;000950;0000336^1301;02;21032021;00201;0;01;13120;001231;001290;0001588^1301;01;21032021;00201;1;03;13011;000000;000190;0000570

The QR code can include a mix of weighted and piece items.

Configuring an item to use quantity pricing

When using scales to determine your pricing, you must configure every weighted item in the Aloha POS system to use quantity item pricing, even though the Aloha POS system does not determine the price of the item. When the Aloha POS system reads the QR code and maps to the correct item in the Aloha POS system, the unit of measure in the Aloha POS system is used.

To configure an item to use quantity pricing:

1. Select **Maintenance > Menu > Items**.
2. Select an **item** from the drop-down list.
3. Select the **Pricing** tab.

Items	
Item:	36 LobsterTail FOOD Automation-CorpQ5-PetraH Primary
Item	Modifier Pricing General Settings Print Display Options Quick Count Dynamic Modifiers SKU Numbers Production Line Assembly
Pricing options	
Pricing method	Quantity Price
Minimum price	14.00
Maximum price	999999.99
Quantity price options	
Unit name	Pound
Precision	1
Tare	None
Affects inventory	<input checked="" type="checkbox"/>
Apply item quantity to modifiers	<input type="checkbox"/>
Price per unit	14.00

Figure 2 Items - Pricing tab

4. Under the 'Pricing options' group bar, select **Quantity Price** from the 'Pricing method' drop-down list.
5. Under the 'Quantity price options' group bar, type a **descriptive name**, such as 'Pound,' for the unit of measure.
6. Leave the default of **1** for the decimals to use for the weight measurement in 'Precision.'
7. Leave **None** as the default for Tare. The tare is not read with a non-integrated scale.
8. Select **Affects inventory** to deduct the item from inventory, when sold.
9. Clear **Apply item quantity to modifiers**. This option is not applicable to a non-integrated scale.

10. Clear **Price per unit**. The price per unit is read from the QR code generated from a non-integrated scale.
11. Click **Save**.
12. Repeat this **procedure** to configure other items for quantity pricing.
13. Exit the **Items** function.

Configuring the scanning format to use when using a non-integrated scale

You must select the scanning format to use with a non-integrated scale that is not attached to the Aloha POS system. Currently, the only supported scanning format is ProCom Scale.

To configure the scanning format to use with a non-integrated scale:

1. Select **Maintenance > Business > Store > Store Settings** tab.
2. Select **User Interface** group located at the bottom of the screen.

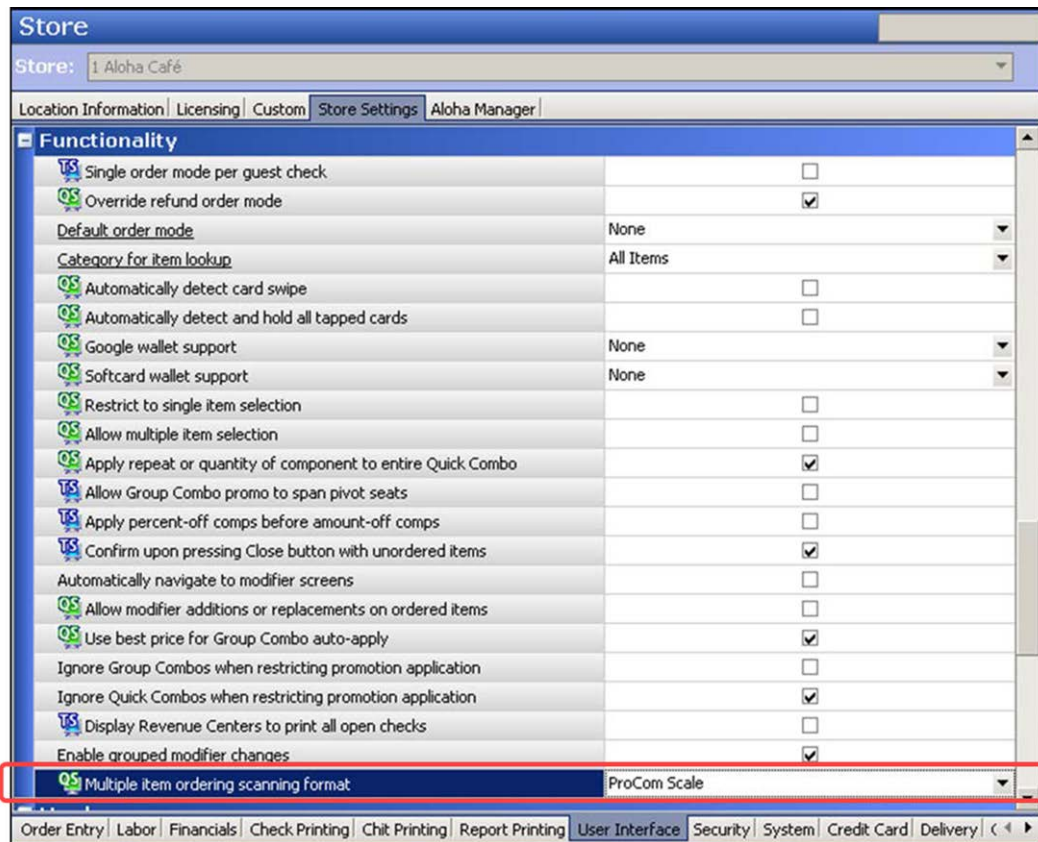


Figure 3 Store Settings > User Interface group

3. Under the 'Functionality' group bar, select **ProCom Scale** from the 'Multiple item ordering scanning format' drop-down list.

Multiple item ordering scanning format — Specifies the type of scanning format used for a QR code generated by a non-integrated scale that is not attached to the Aloha POS system. This allows you to scan a single QR code associated with one or more items. Currently, the ProCom system is the only supported scanning format. **Related Options:** To allow you to scan a single QR code associated with one or more items, access Maintenance > Screen Designer > Quick Service Screen Designer > Work with Panels, and add the 'Multiple Item Scanning' button to a panel in use. **Documented Version:** v19.9

4. Click **Save** and exit the **Store** function.

Enabling the display of the 'Multiple Item Scanning' screen

You must add the 'Multiple Item Scanning' button to a panel in use to enable the display of the 'Multiple Item Scanning' screen. Unlike integrated scanners where you can scan a bar code at any time, and from any screen, you must scan the QR code from the 'Multiple Item Scanning' screen.

To enable the display of the 'Multiple Item Scanning' screen:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel** to use, and click **OK**.
4. Right-click and select **New Button**. The Properties dialog box appears.

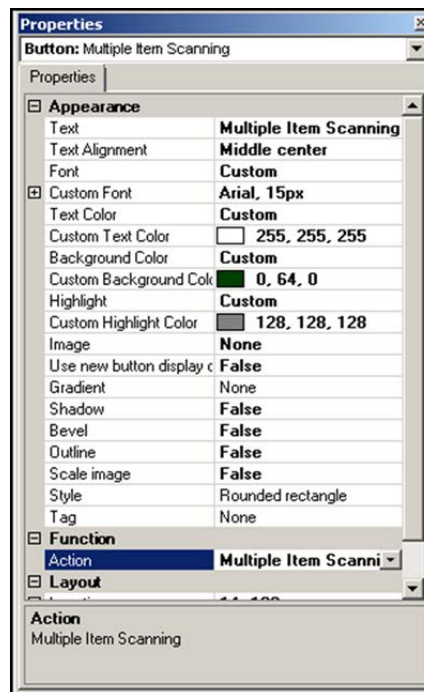


Figure 4 Multiple Item Scanning Button Function

5. Under the 'Function' group bar, select **Multiple Item Scanning** from the 'Action' drop-down list.

Multiple Item Scanning — Displays the Multiple Item Scanning screen, from which you are able to scan a QR code with a supported format generated from a non-integrated scale. The QR code can contain multiple items. You must scan the code while the 'Multiple Item Scanning' screen is active. Related Options: You must access Maintenance > Business > Store > Store Settings > User Interface group and select 'ProCom Scale' from the 'Multiple item ordering scanning format' drop-down list.

6. Under the 'Appearance' group bar, type the **name** for the button, such as 'Scan QR Code.'
7. Configure the **remaining options** as you would for any other button.
8. Select **Panel > Save All Panels** and exit the **Screen Designer** function.

Scanning a QR code from a non-integrated scale

You must scan the QR code generated from a non-integrated scale while on the 'Multiple Item Scanning' screen. If an item within the QR code is missing or cannot be read, the consumer needs to return and receive a new QR code. Depending on store policy, the cashier can enter the missing item as an open item, or select the item from another submenu, if available.

To scan a QR code from a non-integrated scale:

1. Start a **check** on the Aloha POS system. The consumer presents a bag with an attached **QR code**.
2. Locate and touch the **Scan QR Code** button to display the Multiple Item Scanning screen.
3. Scan the **QR code** attached to the bag.

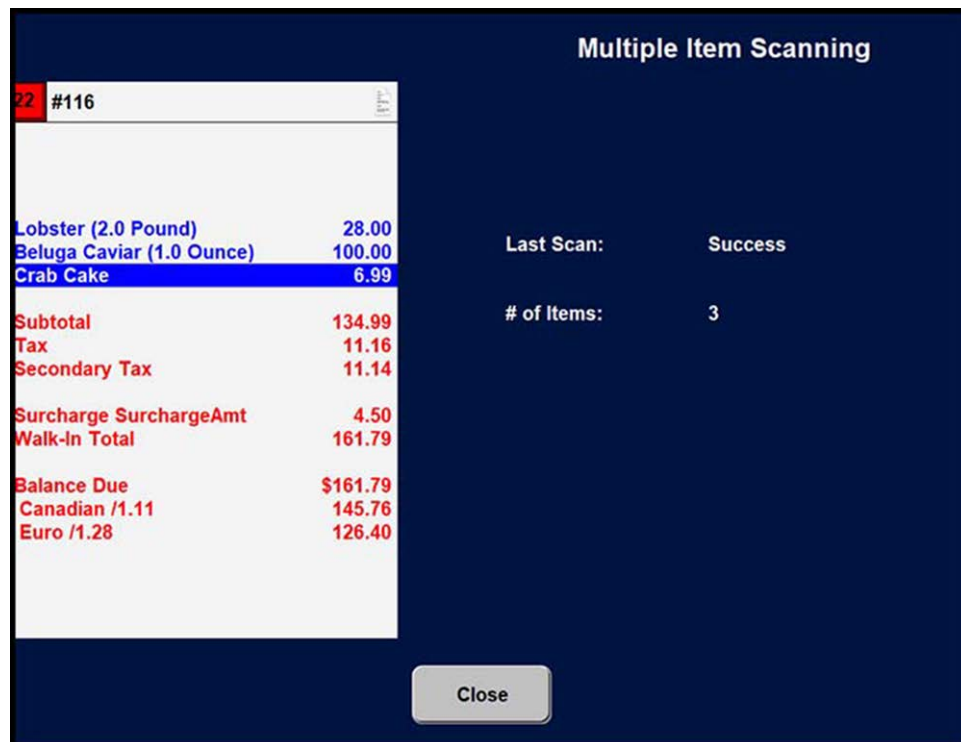


Figure 5 Multiple Item Scanning screen

4. View the **onscreen guest check** and verify the number of **items**, their associated **prices**, and the **success** of the scan of the QR code. The 'Last Scan' and '# of Items' entries shows the number of items that were successfully scanned.
5. Touch **Close** to exit the screen.
6. Enter any other **items** for purchase and close the **check**, as normal.

Removing system-generated edits from Edited Punches report

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-32864	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

A recent enhancement in NCR Voyix Back Office (NBO) introduced a system user to make system-generated changes through a COM API call when an edit to a shift is made. For example, when a shift is deleted in NBO, the system user sends the change to the Aloha POS system and the entry appears on the Edited Punches report in the Aloha POS system. By default, these edits are exposed on the report; however, you can remove the behind-the-scenes entries and view only the edits performed from the Aloha POS system.

Emp #	Name	Date	Jobcode	Time In	Time Out	Pay Rate	Decl Tips	Manager
66161	Marvin, Owen	09/08/2021	SA Tippe	13:32	14:07		0.00	Del
	*** Deleted ***							
66161	Marvin, Owen	09/08/2021	SA Tippe	13:32	14:01		0.00	Edit Test2
	Reason Did not clock out							

***** End of Report *****

Figure 6 Edited Punches Report with system-generated edit

To remove system-generated edits from the Edited Punches Report:

1. Select **Reports > Aloha Point-of-Sale > Employee**.
2. Select **Edited Punches**. The Edited Punches Report dialog box appears.
3. Select the **date** to generate the report.

- Click **Settings**. The Edited Punches Report Settings dialog box appears.

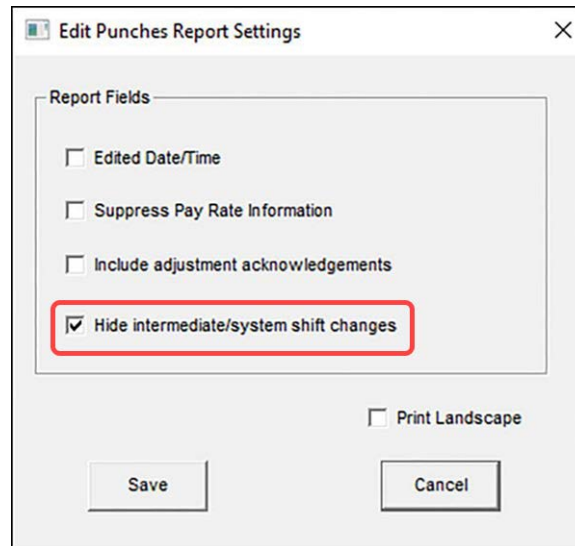


Figure 7 Edit Punches Report Settings dialog box

- Select **Hide intermediate/system shift changes** to remove all system-generated edits from the report.
- Click **Save**.
- Select **View**, **Print**, or **Export** to display the report.
- Click **Close** to exit the **Edited Punches Report**.

Supporting tender for closing open checks during end-of-day

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-33983	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

By design, all orders left open at the end-of-day close to cash and reflect in checkout reports as cash owed. Above store eCommerce solutions inject orders into Aloha Takeout through an API call with a host-to-host mechanism. The order is held in Aloha Takeout and pushes to the Aloha POS system based on the release time of the order.

The order must be closed in both products, which is usually accomplished by selecting the 'Close checks on apply payments' option in Takeout Configuration > Takeout Settings > Options tab or Order Modes tab; however, there are times when you do not want to select this option. When it is not selected, and the cashier does not manually close each check in Aloha Takeout before the end-of-day runs, the order closes to cash in the Aloha POS system and appears in the checkout reports as one single lump sum, combining the actual cash owed with the checks closed to cash during the end-of-day.

SCENARIO: SCENARIO 1: The consumer enters and prepays for an online order; however, Aloha Takeout is not configured to automatically close the check. When the consumer picks up the prepaid order at the store, the cashier neglects to close the order in Aloha Takeout and it remains open. The system closes the order to cash when the end-of-day runs and the cash owed is greater than the cash in the drawer.

SCENARIO: SCENARIO 2: The consumer enters an online order and wants to pay at the store. The consumer arrives before the release time for the order in Aloha Takeout and the cashier brings the order into the Aloha POS system early, negating the automatic closing of the order in Aloha Takeout. The cashier takes payment for the order, but neglects to close the order in Aloha Takeout. The system closes the order to cash when the end-of-day runs and the cash owed is greater than the cash in the drawer.

To differentiate between 'true' cash owed and orders closed to cash by the end-of-day process, configure a tender to absorb the sales from all active orders left open when the end-of-day runs. When the grind process pushes the data to Aloha Insight, both cash owed amounts are pushed. These can be seen in the grind files and also in the BOH reports.

Configuring the tender to use at end-of-day

You must configure a tender to which to close all active orders when the end-of-day runs. We recommend you create a house account tender type since restaurants that employ delivery aggregators are already familiar with house accounts. You can also create a generic tender type. Do not add the tender to a button on the FOH.

Important: Do not use the cash tender type since the goal of the tender is to not report as cash.

1. Select **Maintenance > Payments > Tenders**.
2. Click the **New** drop-down arrow, select **House Account** or **Generic** as the type, and click **OK**.

Settings	
Number	10
Name	EOD Tender
Type	House account
First available button position	<input type="checkbox"/>
Button position	None
Button image	None
Report as	EOD Tender
Default amount behavior	Ask for amount
Active	<input checked="" type="checkbox"/>
Track	<input type="checkbox"/>
Can refund	<input type="checkbox"/>
Affect deposit	<input type="checkbox"/>
Print check on close	<input type="checkbox"/>
Open drawer on close	<input type="checkbox"/>
Print signature line	<input type="checkbox"/>
Combine on check	<input type="checkbox"/>
Close check upon payment	<input type="checkbox"/>

Figure 8 Tenders - Tender Tab

3. Type a **name** for the tender, such as EOD tender.
4. Ensure **Current** or the **tender name** is selected in the 'Report as' drop-down list. **Do not select 'Cash.'**
5. Select **Active** (Required).
6. Select the **Identification** tab.

7. Clear **Require identification** (Required).
8. Select the **Authorization** tab.
9. Clear **Require authorization** (Required).
10. Configure the **remaining options** as you would for the selected tender type.
11. Click **Save** and exit the **Tenders** function.

Associating the EOD tender to a revenue center

After you configure the tender to which to automatically apply payment for all open checks when the end-of day runs, associate the tender to a revenue center. An order left open from any revenue center without this configuration closes to cash and adds to the cash sum.

1. Select **Maintenance > System Settings > Revenue Center**.
2. Select a **revenue center** in use, such as 'Pickup.'
3. Select the **EOD tender** from the 'Close open checks at EOD to tender' drop-down list.

Revenue Center	
Revenue Center:	1 Pickup
Revenue Centers Gratuities Options	
Settings	
Number	1
Name	Pickup
Disable tips	<input type="checkbox"/>
TS Use numeric tab name	<input type="checkbox"/>
QS Wait for credit card authorization	<input type="checkbox"/>
Print check on close	Default
<u>Close open checks at EOD to tender</u>	EOD Tender
PMS Revenue Center	0

Figure 9 Revenue Center - Close open checks at EOD to tender

Close open checks at EOD to tender — Specifies the tender to which to close all checks left open from this revenue when the end-of-day runs. We recommend you use a tender of the house account type. **Documented Version:** v19.9.

4. Click **Save**.
5. Repeat this **procedure** for all other revenue centers for which you need to close open checks during the end-of-day.
6. Exit the **Revenue Center** function.

Reporting tender to use for closing open checks during end-of-day

Under the Payments section in the Sales report, the tender used for closing open checks during the end-of-day appears as a separate line item and does not report with cash.

***** SUMMARY *****						
Pmt Type	Qty	Amount	Grat	Tip	Total	% Tot
Cash	10	90.00	0.00	0.00	90.00	90.00
EOD Tender	1	10.00	0.00	0.00	10.00	10.00
Total Payments	11	100.00	0.00	0.00	100.00	100.00

Supporting ASV balance inquiry without ePin

Version	Tracking Number	Products	Audience
POS v19.8 POS v15.1.68 CFC v21.6+	ALOHAP-34879	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In POS v15.1, we increased fraud protection and required the entry of a security validation code, known as an ePin for Aloha Stored Value (ASV) gift cards; however, there are many gift cards still in circulation that do not have an ePin. The Aloha POS system is able to redeem these gift cards; however, extra configuration is required to perform a balance inquiry and determine the funds available on the card.

Effective in Aloha POS v19.9, you can now perform a balance inquiry for Aloha Stored Value gift cards that do not have an ePin with a new 'Gift Card Balance Query For Tender' button function. Use this button function if an ePin is not present on the card, and use the existing 'Query Gift Card Balance' button function for cards that contain an ePin and require the entry of the ePin on the Front-of-House (FOH).

When the consumer presents their physical gift card, the employee determines if the ePin is present on the card and selects the appropriate balance inquiry button.

Note: Although this feature is available in Aloha POS v15.1.68+ and v19.8, it is not available in Aloha POS v19.6. You must also upgrade Aloha Configuration Center (CFC) or Aloha Manager to v21.6+ to configure this enhancement.

Note: This feature is only applicable for sites using Electronic Draft Capture (EDC) to process Aloha Stored Value gift cards.

To configure the ASV balance inquiry without an ePin button:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer** or **Table Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**.
4. Select a **panel** on which to place the 'Gift Card Balance Query For Tender' button function and click **OK**. For Quick Service, select the panel on which you place your tenders. For Table Service, select a panel of the Submenu type.

- Right-click in the panel and select **New Button** from the menu that appears. The Properties dialog box appears.

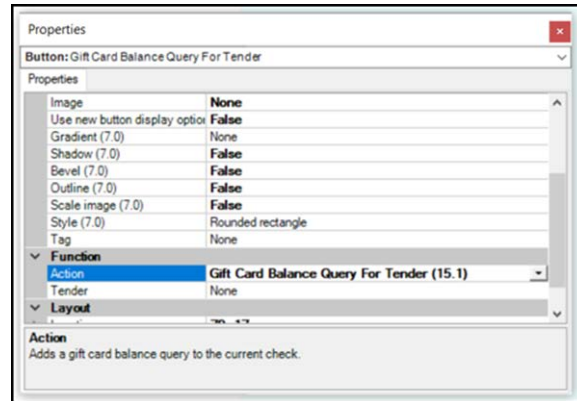


Figure 10 Gift Card Balance Query for Tender - no ePin

- Under the 'Function' group bar, select **Gift Card Balance Query for Tender** from the 'Action' drop-down list. The 'Tender' drop-down list appears.

Gift Card Balance Query For Tender — Allows you to perform a balance inquiry for an Aloha Stored Value gift card that does not have an ePin. Use this button function If an ePin is not present on the card, and use the existing Query Gift Card Balance button function for cards that contain an ePin. ePins increase fraud protection and require the entry of a security validation code on the Front-of-House (FOH). For Quick Service, select the panel on which you place your tenders. For Table Service, this button function is only available for panels of the Submenu type. **Related Options:** This option exposes the 'Tender' option. **Documented Version:** v19.9.

- Select the **ASV tender** from the 'Tender' drop-down list.

Tender — Specifies the Aloha Stored Value tender to use. **Required Options: 1)** You must select 'Gift Card Balance Query For Tender' from the 'Function' drop-down list to enable this option. **2)** You must use an ASV tender that has 'Require code entry' cleared in Maintenance > Tenders > Security Verification tab. **Documented Version:** v19.9.

- Under the 'Appearance' group bar, type a **name** for the button, such as 'GC Balance Inquiry No PIN.' To display text on multiple lines, insert '\n' without spaces for line breaks.
- Configure the **remaining options** as you would for any other button function.
- Select **Panel > Save Panel**.
- Select **File > Exit** to exit **Screen Designer**.

Updating the Aloha floating logo

Version	Tracking Number	Products	Audience
POS v19.8	ALOHAP-36786	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

To align with the launch of the Aloha Cloud product, we updated the Aloha logo to remain consistent between the two products. There is no configuration required for this enhancement.

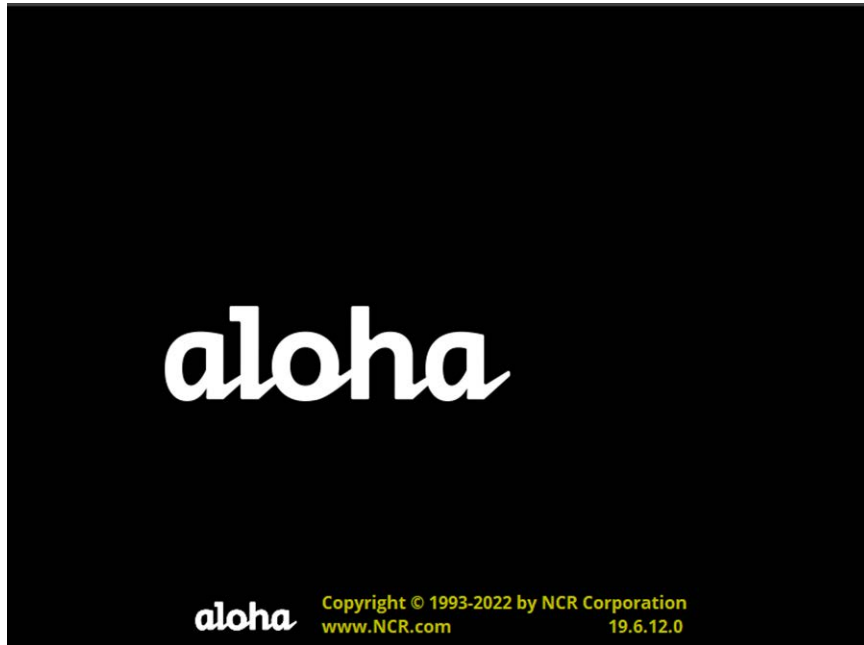


Figure 11 Aloha floating logo

Printing longer QR code content on the guest check

Version	Tracking Number	Products	Audience
POS v19.8 CFC v21.3+	ALOHAP-36986	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

QR codes have evolved into providing a large amount of data, such as a website link, account information, phone number, coupons, and more to promote an item and offer incentives from the restaurant. When the code prints on the guest check, the Aloha system truncates the readable content after 180 characters, which is acceptable for older legacy printers. Many restaurants now use printers with high resolutions and can accommodate the capture of more content in the QR code. To support this, you can now print a QR code with longer content on the guest check, based on the supported printers below.

Printer Name	QR Code Character Limit	Supported Driver
Bixolon (Radiant) SRP-S300	880	Windows
Bixolon (Radiant) SRP-S300 PlusIII	880	Windows
Bixolon (Radiant) SRP-350 Plus	507	Windows
Epson TM-T88V	880	Windows
Epson TM-T88VI	880	Windows
Posiflex 8802U+S 306	306	Windows

Note: You must upgrade Aloha Configuration Center (CFC) or Aloha Manager to v21.3+ to configure this enhancement.

Configuring the expansion of the QR code content length

Once you install the drivers for the appropriate printer, access the Store function and configure the system to expand the QR code content length when using a supported Windows printer.

To configure the expansion of the QR content length:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Check Printing** group located at the bottom of the screen.

The screenshot shows the 'Store Settings' window for '201 QS 201 QS 201'. The 'Check Printing' group is selected in the bottom navigation bar. The 'Print large QR code on check' option is highlighted with a red box.

Setting	Value	Checkbox
Print total in all currencies		<input type="checkbox"/>
Print a grand total		<input checked="" type="checkbox"/>
Print sales category totals		<input type="checkbox"/>
Print Hotel PMS guest name		<input type="checkbox"/>
Print room number and guest name lines		<input checked="" type="checkbox"/>
Print barcode for guest check		<input type="checkbox"/>
Print barcode below each item on guest check		<input type="checkbox"/>
Print total, tip and signature line on all checks		<input type="checkbox"/>
Comp and Promo tax replacement text	Discount Tax	
Print cash drawer serial number		<input type="checkbox"/>
Use international EAN barcode format		<input type="checkbox"/>
Path to the application or batch file used to process guest check output files		
Field separator used in the guest check output file	,	
Disable check printing		<input type="checkbox"/>
Number of guest check copies to automatically print	0	
Do not print voided items on reprints		<input type="checkbox"/>
Printer bitmap	None	
Printer bitmap size	Normal	
Printer bitmap justification	Left	
Print original check number on quick refund check		<input type="checkbox"/>
Print large QR code on check		<input checked="" type="checkbox"/>
Comp Slips		
Print custom comp chit		<input type="checkbox"/>

Figure 12 Store Settings - Check Printing group

4. Under the 'Guest Check Content' group bar, select **Print large QR code on check**.

Print large QR code on check — Allows QR codes with more than 180 characters to print on the guest check for supported Windows printers. **Required Options:** **1)** Selecting this option exposes 'Maximum number of characters for the QR code on the guest check' in Maintenance > Hardware > Printers. **2)** You must select a supported printer from the 'Printers' drop-down list in Maintenance > Hardware > Printers. **Documented Version:** v19.9.

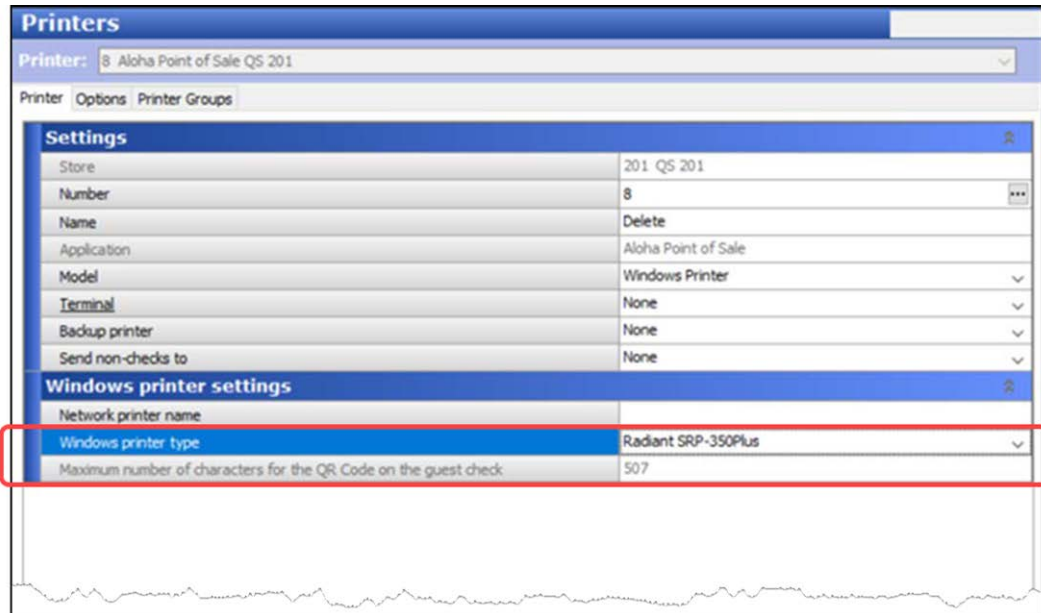
5. Click **Save** and exit the **Store** function.

Configuring a printer to print longer QR code content

When you configure the system to expand the length of the content of the QR code, select the supported printer to use.

To configure a printer to print longer QR code content:

1. Select **Maintenance > Hardware > Printers**.



The screenshot shows the 'Printers' configuration window. The 'Printer' dropdown is set to '8 Aloha Point of Sale QS 201'. The 'Settings' section includes fields for Store (201 QS 201), Number (8), Name (Delete), Application (Aloha Point of Sale), Model (Windows Printer), Terminal (None), Backup printer (None), and Send non-checks to (None). The 'Windows printer settings' section is highlighted with a red box and contains the following settings:

Windows printer settings	
Network printer name	
Windows printer type	Radiant SRP-350Plus
Maximum number of characters for the QR Code on the guest check	507

Figure 13 Printers > Windows printer settings

2. Select **Windows Printer** from the 'Model' drop-down list.
3. Select a supported **printer** from the 'Printer's drop-down list.
4. Type the **maximum number of characters** allowed for the QR code in 'Maximum number of characters for the QR Code on the guest check.'

Maximum number of characters for the QR Code on the guest check — Specifies the maximum number of characters of the QR code allowed to print on the guest check. **Required**

Options: You must select 'Print large QR Code on check' in Maintenance > Business > Check Printing group to expose this option. **Documented Version:** v19.9.

5. Click **Save** and exit the **Printers** function.

Addendum: Installing Windows drivers for a supported printer

You must install and update the Windows drivers for the printers that support high resolution. To avoid conflicts, uninstall any drivers not used by Windows, if they are installed. Download and install the windows drivers for the appropriate printer in use:

- For Bixolon SRP-350 Plus (Radiant SRP350 Plus), navigate to https://www.bixolon.com/download_view.php?idx=95.
- For Bixolon SRP-S300 (Radiant SRP-S300) or Bixolon SRP-S300 PlusIII (Radiant SRP-S300 PlusIII), navigate to https://bixolon.com/download_view.php?idx=27&s_key=Driver.
- For Epson TM-T88V, navigate to [TM-T88V - Software & Document - Thermal line Printer - Download - POS - Epson \(epson-biz.com\)](#).
- For Epson TM-T88VI, navigate to [TM-T88VI - Software & Document - Thermal line Printer - Download - POS - Epson \(epson-biz.com\)](#).
- For Posiflex 8802 navigate to <https://www.posiflex.com/en-global/Download/index/driver/POS-Printer/AURA-PP-8000-EOL>.

Checking card balance when adding tip amount for Payment Solutions transactions

Version	Tracking Number	Products	Audience
POS v19.8 POS v15.1.67	ALOHAP-36994	Aloha Table Service	Configuration Technician End User

The purchase amount for a transaction is approved in real-time at the restaurant; however, when the server later adds a gratuity to the check, the additional amount could exceed the amount available on the card. This usually occurs with a prepaid card that has a limited amount of funds or a revolving charge card that is close to its limit. As a result, a chargeback incurs for non-sufficient funds at settlement and impacts the operations and profits of the restaurant.

When processing with Payment Solutions (Connected Payments), the system now checks the card balance when the server adds a tip amount to the transaction on the Adjust Tips screen. If the amount is over the limit, the existing "This tip exceeds the available balance #xx.xx. Please reduce the amount or obtain another form of payment" message appears. The server must enter a smaller tip amount or return to the guest for another form of payment.

i Note: EDC (Electronic-Draft Capture) already has this checking in place.

Enhancing memory allocation for 32-bit and 64-bit systems

Version	Tracking Number	Products	Audience
POS v19.8.3	ALOHAP-37336	Aloha Table Service	Configuration Technician
POS v15.1.65	ALOHAP-37448		End User
POS V19.6.14	ALOHAP-37335		

The Aloha POS system now takes advantage of up to 4GB RAM on 64-bit operating systems, and 3GB RAM on a 32-bit operating system. This enhances the ability for Aloha to support complex configuration databases with larger sales volumes. There is no configuration for this enhancement.

Supporting 'Store collects employee tips' in Quick Service

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37779	Aloha Quick Service	Configuration Technician End User

The job code option 'Store collects employee tips,' that was only available in Aloha Table Service is now also available in Aloha Quick Service. This option enables the store to collect all credit card tips from sales without affecting the cash owed amount on the checkout report. The managers then distribute the amount to their employees at a later time and at their own discretion.

With the increase of online ordering sales, quick service restaurants can now take advantage of this feature. In this environment, the consumer is often presented with the ability to add a tip to their check; however, multiple employees could be involved in receiving, preparing, packaging, and delivering the order. By collecting the credit card tips, managers can distribute the amount among their employees based on the individual contribution for their respective role.

When the consumer enters a tip, the amount is not calculated in the cash owed amount so only 'true cash' appears on the checkout report for reconciliation. The tips are collected as a lump sum on the Daily Sales Report so the manager can determine the best method of distributing the amount.

To enable the store to collect employee tips:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select the **Financial** tab.

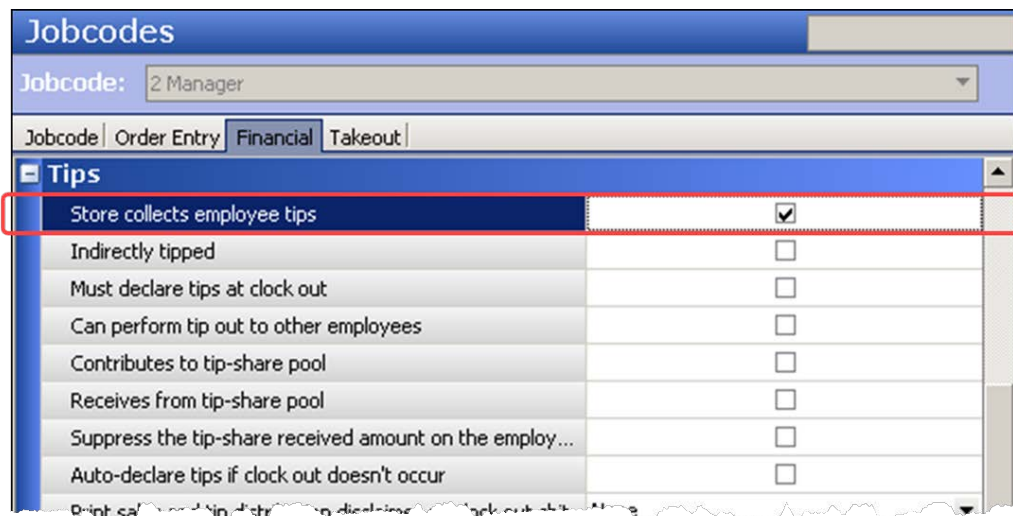


Figure 14 Jobcodes Function

3. Under the 'Tips' group bar, select **Store collects employee tips**.

Store collects employee tips — Enables the store to collect credit card tips and gratuities for employees clocked in under this job code. This option enables the store to collect all credit card tips from sales without affecting the cash owed amount on the checkout report. For Table Service operations, use this for environments where a cashier accepts payments from guests instead of the server and the cashier is liable for the tips when reconciling the drawer. For Quick Service operations accepting online orders, tips coming from online sales are collected by the store. In both environments, the system declares the full amount of the credit card tips received for each employee and managers determine the best method for distributing the amounts. **Required Options:** You must select 'Shift required to clock in/out' under the 'Time and Attendance' group bar on the Jobcode tab to expose this option. **Documented Version:** v19.9.

4. Click **Save**.
5. Repeat this **procedure** for each job code for which the store needs to collect employee tips.
6. Exit the **Jobcodes** function.

Adding item count by category and order mode to custom FOH reports

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37887	Aloha Quick Service, Aloha Table Service	Configuration Technician
CFC v21.14	CFC-10203		End User

Managers find the number of times an item is sold during increments of the day a valuable analytical asset. They can monitor how well a new or staple item sells in the restaurant for projections and forecasting. For example, a manager can track the number of donuts sold from the dine-in order mode for each hour of the day.

By using a custom Front-of-House (FOH) report, you can now use two new item count variables that track the count of items sold by category and order mode. Each variable definition requires you to configure a parameter that stipulates whether to include or exclude order modes. The intent is to use variables with identical selections together for a new standalone custom report that relies on time increments for parsing the data; however, you can integrate them with an existing custom report.

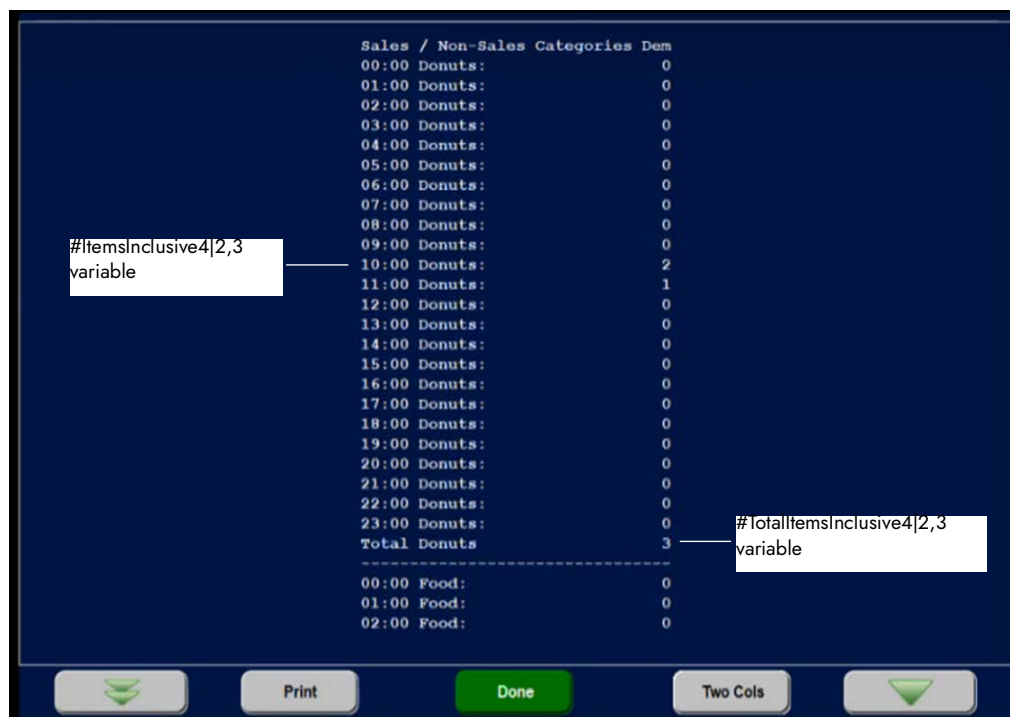


Figure 15 Custom FOH Report with Item Counts Variables

To add item count variables to a custom FOH report:

1. Select **Maintenance > Business > Custom FOH Reports**.
2. Click **New**.

Figure 16 Custom FOH Reports - Custom FOH Report tab

3. Type a **name** for the report, such as 'Donut Count.'
4. Select **Allow report to be run by multiple employees at a time**.
5. Select a **time increment** from the 'Report format' drop-down list, such as 'Sort data in 60 minute increments.'
6. Select the **Design** tab.
7. Under the 'Design' group bar, click **Add**. A new line of the report appears.

8. Click the **ellipses (...)** to display the Report Line Builder dialog box. Using the help text, example and report line as a guide, build the specific **line** of the report and click **Insert**.

Figure 17 Report Line Builder - Item Count

9. Select **Item Count** from the 'Categories' list. The variables for 'item count' populate in the 'Elements' list and the 'Order modes' selection list become available.
10. Select **Count of items sold for the specified category and order mode** from the 'Elements' list.

Variable	Description	Type	Initial Version
#Itemsxy z	The count of items sold from a specified category and one or more order modes where x indicates to include or exclude the listed order mode(s), y is the category ID, and z is the order mode IDs to include or exclude. If more than one order mode, separate the IDs with commas. For example, #ItemsInclusive3 4,5 represents a count of items from category ID 3 with order mode IDs 4 and 5. #ItemsExclusive11 20 represents a count of items from category ID 11 with all order modes except ID 20.	Calculation	POS v19.9

11. Select one **sales** or one **general** category from which to report from the 'Specific records' list.
12. Select one or more **order modes** from which to report from the 'Order modes' list.
 - a. To include all order modes, select the **check box** above the list of order modes.

- b. To include specific order modes, select **Inclusive** and then each **order mode** to include in the report from the list of order modes.
 - c. To exclude specific order modes, select **Exclusive** and then each **order mode** to exclude from the report from the list of order modes.
13. Click **OK** to return to the Design tab.
14. Repeat **steps 7 through 13** to add the **Total count of items sold for the specific category and order mode** variable to the report.

Variable	Description	Type	Initial Version
#TotalItemsxy z	Total count of items sold from a specified category and one or more order modes where x indicates to include or exclude the listed order mode(s), y is the category ID, and z is the order mode IDs to include or exclude. If more than one order mode, separate the IDs with commas. For example, #TotalItemsInclusive3 4,5 represents a total count of items from category ID 3 with order mode IDs 4 and 5. #TotalItemsExclusive11 20 represents a total count of items from category ID 11 with all order modes except ID 20. When paired with the #Itemsxy z, variable, ensure both have the same category and order mode requirements. Note: This variable is not supported for a custom checkout report.	Calculation	POS v19.9

15. Add any other **design elements** to customize the report, such as inserting free text, blank lines, or a line with a single character. Use the example shown below as a guide.

Report lines	Edit report line
# Donuts: <Right> <Val(7: #ItemsInclusive 16 5)>	...
Total Donuts: <Right> <Val(7: #TotalItemsInclusive 16 5)>	...
<Fill(-)>	...
Food: <Right> <Val(7: #ItemsInclusive 1 5)>	...
Total Food: <Right> <Val(7: #TotalItemsInclusive 1 5)>	...

Figure 18 FOH Custom Reports - Design tab

16. Click **Save** and exit the **Custom FOH Reports** function.



Reference: This article instructs you on how to enter the new custom variables; however, you must configure other requirements, such as adding a report button to display on the FOH, and more. Refer to the Custom FOH Reports Feature Focus Guide - HKS320 for more information on designing a custom FOH report.

Adding automatic gratuity line to Connected Payments voucher

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-37909	Aloha Table Service, Aloha Connected Payments	Configuration Technician End User

Automatic gratuity is a practice used by a restaurant to ensure servers receive a tip for their services, usually based on the number of guests at the table exceeding an established number. The guest check includes a line entry to indicate that gratuity is already added to the check.

When the restaurant processes with EDC, and the consumer pays with a payment card, an 'Included Gratuity' line appears on the voucher and the consumer does not need to add a tip. The consumer can add a tip on top of the automatic gratuity, if desired. This reduces the risk of the consumer 'double-tipping.'



Tip: The Aloha POS supports multiple gratuity types you can apply to a check; however, they are consolidated as one gratuity on the voucher.

Effective with POS v19.9, when the restaurant processes with Connected Payments, the gratuity amount is now passed to Connected Payments and the 'Included Gratuity' line appears on the voucher. The alignment of the gratuity line varies based on the processor in use.

Enhancing the reconciliation of cash only payments

Version	Tracking Number	Products	Audience
POS v19.9 CFC v21.12	ALOHAP-38582 CFC-10136	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Payment Reconciliation function (documented as Employee Reconciliation or Drawer Reconciliation depending on its use) is an enhancement to the checkout function and provides a simple, automated method for reconciling a cash drawer. With both solutions, you can configure the system to use Payment Reconciliation and reconcile the cash drawer from the Front-of-House or Back-of-House.



Reference: Refer to the Employee Reconciliation and the Drawer Reconciliation Feature Focus Guides for more information on the Payment Reconciliation function.

Effective in POS v19.9, we made several enhancements to the Payment Reconciliation function that help you reconcile just the cash in a drawer.

- Previously, when you configured the system to reconcile the cash tender type only and to perform the reconciliation from the Back-of-House, you still had to perform the reconciliation from the Front-of-House. This is now changed to work as expected from the Back-of-House.
- As originally designed, when you configured the system to reconcile the cash tender type only, the 'Number reconciliation attempts' option did not appear and you could not establish the number of attempts at reconciliation before requiring manager approval. The 'Number reconciliation attempts' option now appears in the Cash Drawers function regardless of the tender types you configure for reconciliation, including the cash tender type.

Activating multiple gift cards when using NPG with the Aloha POS system

Version	Tracking Number	Products	Audience
POS v19.9	ALOHAP-38952	Aloha Quick Service, Aloha Table Service, NCR Voyix Payment Gateway (CP portal)	Configuration Technician End User

When a consumer wants to purchase multiple gift cards for the same amount and the restaurant uses NCR Voyix Payment Gateway for processing, you are not able to add all gift cards to the same check. You must create and close a separate guest check for each gift card. This could affect your speed of service, especially if the consumer wants to purchase a large quantity of gift cards. Effective with Aloha POS v19.9, the consumer can now purchase multiple gift cards for activation in one transaction on the Aloha POS system, when using NCR Voyix Payment Gateway. There is no extra configuration required for this enhancement.

To activate multiple gift cards on the Aloha POS system when using NCR Voyix Payment Gateway:

1. Log in and start a **check** on the FOH.
2. Select a **gift card button** for purchase. The Enter Amount screen appears.

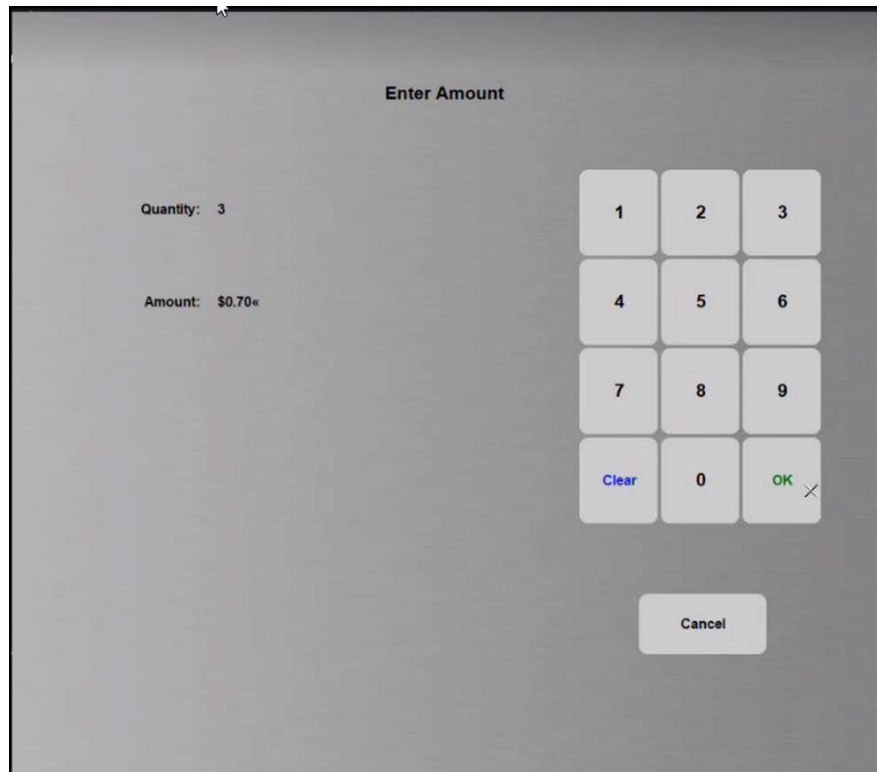


Figure 19 Enter Amount screen

3. Enter the **quantity** of gift cards to activate using the numeric keypad and touch **OK**.

4. Enter the **amount** of purchase to apply to each gift card and touch **OK**. A status message appears stating, "Transaction 1 of n processing," where n is the total number of gift cards.
5. Slide or dip the **first gift card** using a PIN pad device. The text on the status message updates to "Transaction 2 of n processing."
6. Repeat **step 5** until you enter all gift cards using a PIN pad device. The text on the status message updates to "Transaction processing." Upon completion, the gift cards appear activated on the Front-of-House.

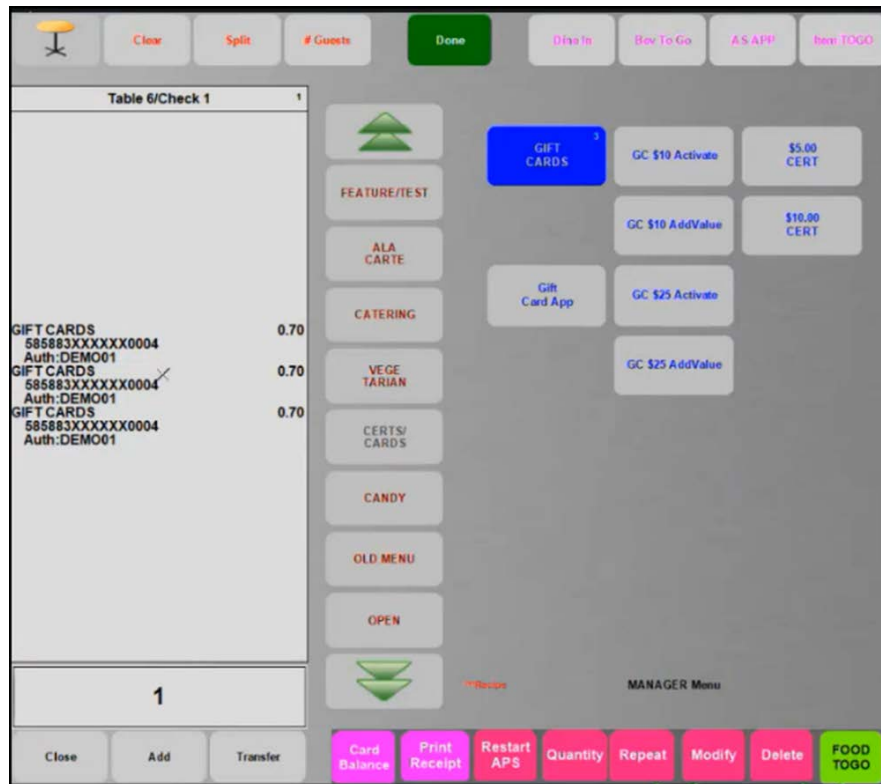


Figure 20 Multiple gift cards entered

7. Apply **payment** and close the **check** as normal.

Supporting SVS gift card PIN entry in the Aloha POS system with EDC

Version	Tracking Number	Products	Audience
EDC v19.9	EDC-639	Aloha Quick Service, Aloha Table Service, Aloha EDC	Configuration Technician End User

Effective in Electronic Draft Capture (EDC) v19.9, when you require PIN entry for a Stored Value System (SVS) gift card in the Aloha POS system, the PIN is now sent to the processor and a notification that the transaction is accepted or declined appears on the Aloha POS system.

Tip: An included tip is not supported with an SVS gift card transaction.

The PIN requirement is based on the existing 'Require code entry' option on the Security Verification tab in Maintenance > Payments > Tenders. You must select 'Enter validation code' to enable this option. When selected, the capture of the security code is enforced and the cashier or server must manually enter the PIN.

Tenders

Tender: 30 SVGC Gift card

Tender | Type | Identification | Authorization | Reconciliation | **Security Verification** | Printers | Rounding

Validation code

Enter validation code	<input checked="" type="checkbox"/>
Require code entry	<input checked="" type="checkbox"/>
For all cards manual or electronic	<input type="checkbox"/>
Presence indicator	<input type="checkbox"/>
Print response code	<input type="checkbox"/>
Minimum number of characters required	3
Maximum number of characters required	3
Numeric entry only	<input type="checkbox"/>
Enter code twice	<input type="checkbox"/>
Text to display on prompt	

Figure 21 Tenders - Security Verification tab

Applying rounding before payment for Round It Up America

Version	Tracking Number	Products	Audience
All POS	ALOHAPM-1635	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Round It Up America (RIUA) program is a simple program that invites restaurant patrons to donate pocket change by rounding up their purchases to the nearest dollar, or a specified amount. While the individual donations may be nominal, their collective sum is powerful. RIUA is designed to serve as a platform to centralize company giving and supports both national and local non-profit agencies.



Reference: Refer to the Round It Up America Feature Focus Guide for information on configuring and using Round It Up America.

We enhanced the user experience with Round It Up America to allow the consumer to add the donation to the check prior to the payment which adds incredible value to quick service environments. The cashier can select the Round It Up America button on the Front-of-House and apply the rounding before the consumer inserts their payment card. As a result, this also allows you to collect donations with a cash payment, and you are not limited to paying with a credit card.

It is important to note that we now only support version 2.4.1 for the Giving executable required to operate Round It Up America. This is the only version available for download on Aloha Update for new sites and sites who wish to upgrade. Giving.exe v2.4.1 is supported with all active POS versions.

To add the Round It Up America custom variable to apply rounding before payment:

1. Select **Maintenance > Business > Store**.
2. Select the **Custom** tab.
3. Click **Add** and type **APPLYGIVINGBEFOREPAYMENT** in the 'Setting name' column, followed by **TRUE** in the 'Value' column. This is convenient for a quick service environment. If **FALSE**, the system adds the donation after you apply the payment.
4. Click **Save** and exit the **Store** function.

Aloha Kitchen

Tracking Number	Description
Aloha Kitchen v19.13	
ALOHAP-32379	“Configuring Production Assembly Line expo alert based on omitted item” on page 43
ALOHAP-33740	“Displaying consumer name on Production Assembly Line screen” on page 46
ALOHAP-33743	“Displaying message when there are no orders to prepare” on page 48
ALOHAP-34102	“Sorting orders based on the time the order is closed” on page 50
ALOHAP-34523	“Configuring indentation for quick combo components” on page 52
ALOHAP-35114	“Supporting staff level backup station routing” on page 55
ALOHAP-35149 ALOHAP-33742	“Changing consumer order naming format to first and last name” on page 57
ALOHAP-36948	“Recalling in-store orders from POS on Production Assembly Line screens” on page 59
AK-3234	“Expanding modifier information for items” on page 61

Note: Aloha Kitchen is an add-on to Aloha Solutions and is not included as part of the Aloha Essentials core offering.

Configuring Production Assembly Line expo alert based on omitted item

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-32379	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

When using the Production Assembly Line expo screen type, you can configure a single message to appear as one of the standard orange 'pills' in the 'order alerts' bar, when a designated item is not included in the order. This adds further notification for the kitchen to omit an item.

SCENARIO: SCENARIO: Web orders are sent down to the restaurant with the expectation that the expeditor hands out a napkin and utensils packet for each takeout order; however, some stores want to distribute these upon request. To reduce the waste of unnecessary packets being distributed by habit, an alert appears on the screen and visually reinforces the expeditor is to omit a napkin and utensils packet. If the 'Napkin and Utensils' item is not included in the order, the alert appears. If the 'Napkin and Utensils' item is included in the order, the alert does not appear.

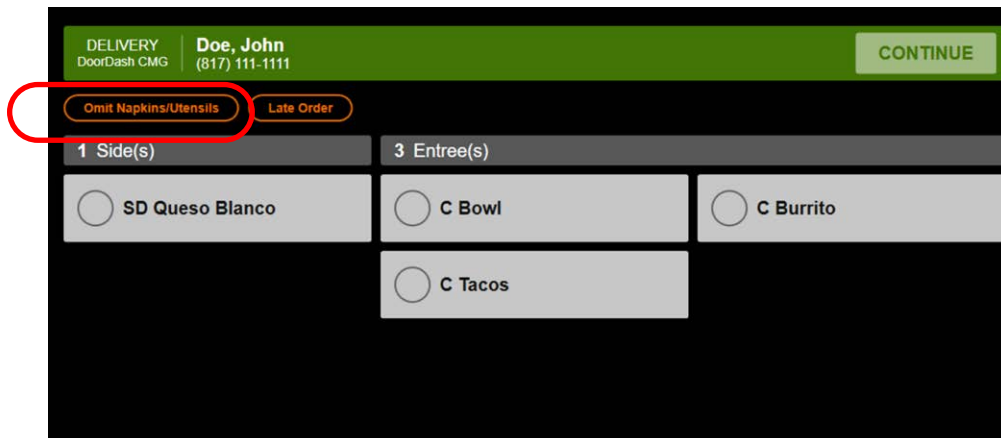


Figure 22 Order Alerts bar on Production Assembly Line Expo screen

To configure a Production Assembly Line expo alert based on an omitted item:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select the **Production Assembly Line** tab.

Kitchen Settings

Kitchen Settings: 1 Kitchen Settings

Kitchen | Auto Suspend Course By Table | Other | **Production Assembly Line** | Custom

Print Item Customer Name	<input type="checkbox"/>
Exclude Item Category From Assembly Line	None
Assembly Line Instruction	
Exclude Consolidation Category	None
Production Assembly Line Extension	<input type="checkbox"/>
Alert Item	NapkinsUtensils
Alert Item Text	Omit Napkins/Utensils

Skippable Modifiers

Available

Drag a column header here to group by

Number	△	Name
▶		1 Steak Burrito
		2 Chicken Burrito
		3 Carnitas Burrito
		4 Veggie Burrito
		5 Barbacoa

>> <<

Included

Drag a column header here to group by that

Number	△	Name
--------	---	------

Figure 23 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select the **item** to trigger the alert when the item is omitted from the order in 'Alert Item.'

Alert Item — Specifies the item to trigger an alert on the 'order alerts' bar on the 'Assembly Line expo' screen. Use this option to provide a visual indication to the expeditor to omit an item from an order, such as a napkin and utensil packet for a takeout order. **Related Options:** This option exposes 'Alert Item Text,' which allows you to define the text to appear when an item is omitted from the order. **Documented Version:** AK 19.13.

4. Type the **text** to appear for the alert in 'Alert Item Text.'

Alert Item Text — Specifies the text to appear on the standard 'orange pill' located in the 'order alerts' bar on the 'Assembly line expo' screen, when an item is omitted from the order. The 'pill' appears before all other alerts in the 'order alerts' bar. **Documented Version:** AK 19.13.

Required Options: You must select 'Alert Item' to expose this option.

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

Displaying consumer name on Production Assembly Line screen

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-33740	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

For a Production Assembly Line production screen, the 'meal list' area now displays the entered consumer name, when available, instead of the generic 'Meal #' text for each seat. This allows for better association with the naming of the seat if the kitchen needs to triage a meal.

You associate a seat name with the order either through BSL (Business Services Layer) for above-store orders, or the sub-order feature in Aloha Quick Service for in-store orders. The system first searches for the name coming from BSL with the format of "Message": "Name: <name>", where <name> is the name of the consumer from BSL. If found, that name appears with the appropriate seat in the order. If a name from BSL is not found, then the system uses the name found in the sub-order feature. If neither is found, the generic 'Meal #' text is used.

You can override the display of seat names in the 'meal list' area and revert back to showing the 'Meal #' text for all orders with the 'Override Custom Meal Name' option in the Kitchen Settings function.

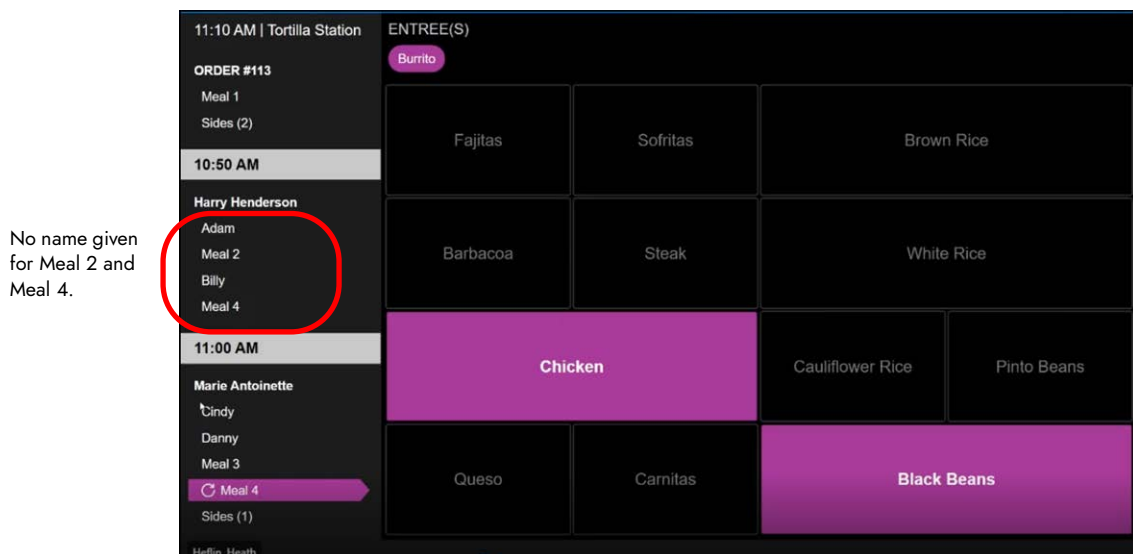


Figure 24 Production Assembly Line Production Screen

To enable consumer names with the generic 'Meal #' text:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select the **Production Assembly Line** tab.

The screenshot shows the 'Kitchen Settings' window with the 'Production Assembly Line' tab selected. The 'Enable Custom Meal Names' checkbox is checked and highlighted with a red box. Below this, the 'Skippable Modifiers' section is visible, showing a list of available modifiers (Steak Burrito, Chicken Burrito, Carnitas Burrito, Veggie Burrito, Barbacoa, Steak Tacos, Chicken Tacos) and an 'Included' section.

Assembly Line Instruction	
Exclude Consolidation Category	None
Production Assembly Line Extension	<input type="checkbox"/>
Alert Item	NapkinsUtensils
Alert Item Text	Omit Napkins/Utensils
Display Name Last, First	<input type="checkbox"/>
Enable Custom Meal Names	<input checked="" type="checkbox"/>

Skippable Modifiers

Available

Drag a column header here to group by

Number	Name
1	Steak Burrito
2	Chicken Burrito
3	Carnitas Burrito
4	Veggie Burrito
5	Barbacoa
6	Steak Tacos
7	Chicken Tacos

Included

Drag a column header here to group by that column

Number	Name
--------	------

Figure 25 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select **Override Custom Meal Names**.

Enable Custom Meal Names — Allows you to use the generic 'Meal #' text for orders in the 'meal list' area of the 'Assembly line production' screen instead of the seat name entered by the consumer. **Documented Version:** AK 19.13.

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

Displaying message when there are no orders to prepare

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-33743	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

For the Production Assembly Line screens, a message now appears when there are no orders to prepare at the applicable screen. This message informs the kitchen there are no orders coming in and the system is behaving properly. The default text is “No orders at this time.” You can change the text to accommodate your operations.

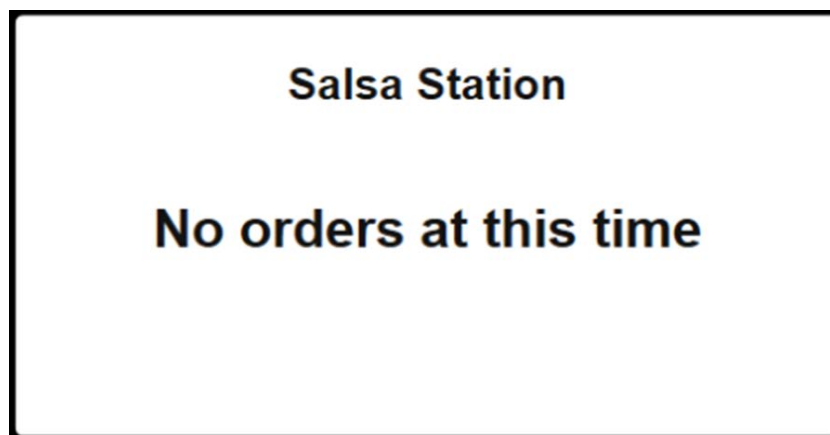


Figure 26 No orders message

To configure the text for the message to appear when there are no orders to prepare:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen > Screen** tab.
2. Select either **Assembly line production screen** or **Assembly line expo screen** from the drop-down list.

- Under the 'Order display options' group bar, type the **text** for the message that appears when there are no orders to prepare.

The screenshot shows the 'Kitchen Screen' configuration window with the 'Screen' tab selected. The 'Order display options' section is expanded, and the 'No orders message' field is highlighted with a red box. The text 'Waiting for the next order' is entered in this field. Other options like 'Show paid indicator', 'Sort orders by quote time', etc., are listed with checkboxes.

Figure 27 Kitchen Screen - Screen Tab

No orders message — Specifies the text for the message that appears when there are no orders to prepare at the applicable assembly line' screen. This message informs the kitchen there are no orders coming in and the system is behaving properly. If you leave the text box blank, the default text "No orders at this time" is used. **Required Options:** You must select an 'Assembly line production screen' or 'Assembly line expo screen' kitchen screen type to enable this option. **Documented Version:** AK v19.13.

- Click **Save**.
- Repeat this **procedure** to configure the message to appear for other production assembly line screens.
- Exit the **Kitchen Screen** function.

Sorting orders based on the time the order is closed

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-34102	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

You can now sort orders on the video screen based on the time the order is closed. This helps takeout operations prioritize closed orders, both above-store (online) and in-store (drive-thru), where consumers receive their orders in a single lane, such as a Y-lane.

SCENARIO: SCENARIO: The consumer places and pays for an order through a mobile app to be picked up at the drive-thru. The consumer arrives at the store and checks in, causing the order to appear on the kitchen screen. As the consumer progresses through the single pickup lane, the closed order appears on the video screen ahead of all orders that are still open.

To configure sorting orders based on the time the order is closed:

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

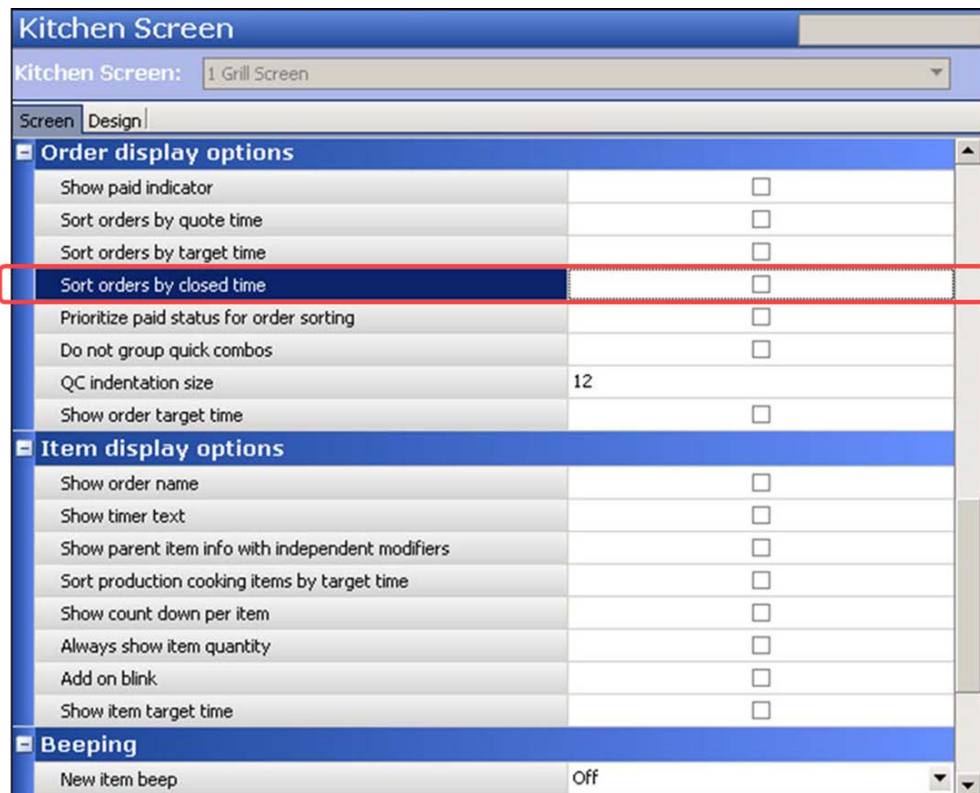


Figure 28 Kitchen Screen

2. Select a **kitchen screen** from the list, such as 'Drive-thru.'

3. Under the 'Order display options' group bar, select **Sort orders by closed time**.

Sort orders by closed time — Allows you to sort orders on the video screen based on the time the order is closed. This helps takeout operations prioritize closed orders, both above-store (online) and in-store (drive-thru), where consumers receive their orders in a single lane, such as a Y-lane. **Required Options:** You must select an 'Assembly line production screen' or 'Assembly line expo' kitchen screen type to enable this option. **Documented Version:** AK v19.13.

4. Click **Save**.
5. Repeat this **procedure** for any other assembly line screen for which to sort orders based on the time the order is closed.
6. Exit the **Kitchen Screen** function.

Configuring indentation for quick combo components

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-34523	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Due to various screen sizes, number of columns, and font sizes used in the field, or just your personal preference for better readability, you can now configure the indentation for the components that appear under the quick combo item. You can set the indentation anywhere from eight up to 100 pixels, with eight being the default.

Note: You may need to test the number of pixels needed to accommodate your operations, such as how the components wrap, the allotted number of orders that appear on the screen, and any other attributes essential to your business.



Figure 29 Quick combo components

To configure the indentation for quick combo components:

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

The screenshot shows the 'Kitchen Screen' configuration window. At the top, there's a title bar 'Kitchen Screen' and a dropdown menu 'Kitchen Screen:' with '1 Grill Screen' selected. Below this is a tabbed interface with 'Screen' and 'Design' tabs. The 'Screen' tab is active, showing a list of options under three sections: 'Order display options', 'Item display options', and 'Beeping'. The 'QC indentation size' option under 'Order display options' is highlighted with a red box and has a value of '8' entered in its text field. Other options include checkboxes for 'Show paid indicator', 'Sort orders by quote time', 'Sort orders by target time', 'Sort orders by closed time', 'Prioritize paid status for order sorting', 'Do not group quick combos', 'Show order target time', 'Show order name', 'Show timer text', 'Show parent item info with independent modifiers', 'Sort production cooking items by target time', 'Show count down per item', 'Always show item quantity', 'Add on blink', 'Show item target time', and 'New item beep' under 'Beeping'.

Figure 30 Kitchen Screen -Screen tab

2. Select a **kitchen screen** from the drop-down list.
3. Type the **number of pixels** to indent on the screen before each quick combo component in a quick combo in 'QC indentation size.'

QC indentation size — Specifies the number of pixels to indent in the video cell before each quick combo component in a quick combo. You can set the indentation anywhere from eight up to 100 pixels, with eight being the default. **Required Options:** You must select any screen type other than 'assembly line' to enable this option. **Documented Version:** AK v19.13.

- Click **Save**. If the number of pixels is more than eight, a confirmation appears.

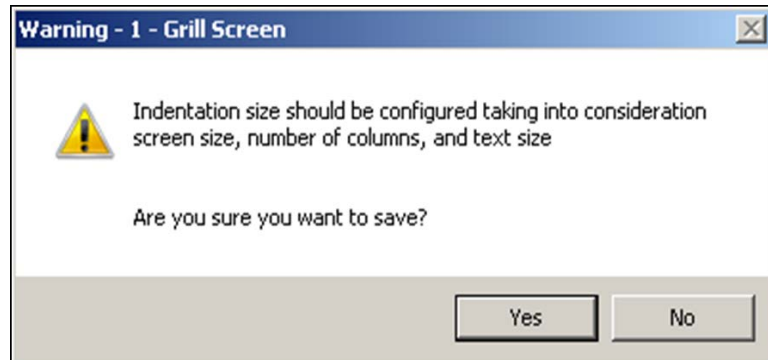


Figure 31 QC Indentation confirmation

- Click **Yes** to confirm.
- Repeat this **procedure** for any other kitchen screen requiring indentation for quick combo components.
- Exit the **Kitchen Screen** function.

Supporting staff level backup station routing

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-35114	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

When the low volume staff level backup station was originally supported, the system leveraged the existing 'Backup station' option in the Kitchen Station function; however, that option is typically used to specify a backup station when a terminal is down. This could have conflicting results when routing items to the low volume staff level.

For a more usable solution, we migrated the staff level backup station to a separate option. As a result, you can now design circular routing where stations can be a backup for each other. For example, the low volume staff level can be a backup for the high volume staff level, and vice versa. The changing of staff levels in the Front-of-House does not change.

To configure the staff level backup station routing:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Station**.
2. Select a **station** from the drop-down list.

Figure 32 Kitchen Station function

3. Under the 'Settings' group bar, select the **station** from the 'Staff level change backup station' drop-down list to serve as backup for this station when you change staff levels in the Front-of-House.

Staff level change backup station — Specifies the station to serve as backup for this station when you change staff levels in the Front-of-House. **Documented Version:** AK 19.13.

4. Click **Save**.
5. Repeat this **procedure** for other stations requiring a staff level change backup station.
6. Exit the **Kitchen Station** function.

Changing consumer order naming format to first and last name

Version	Tracking Number	Products	Audience
AK v19.13	ALOHAP-35149 ALOHAP-33742	Aloha Kitchen, Aloha Quick Service	Configuration Technician End User

For the Production Assembly Line expo screen, the consumer naming format for an order now appears as first and last name, instead of last and first name. This provides a more personal experience when engaging with the consumer. You can change the naming format back to last and first name with the 'Display Name Last, First' option in the Kitchen Settings function.

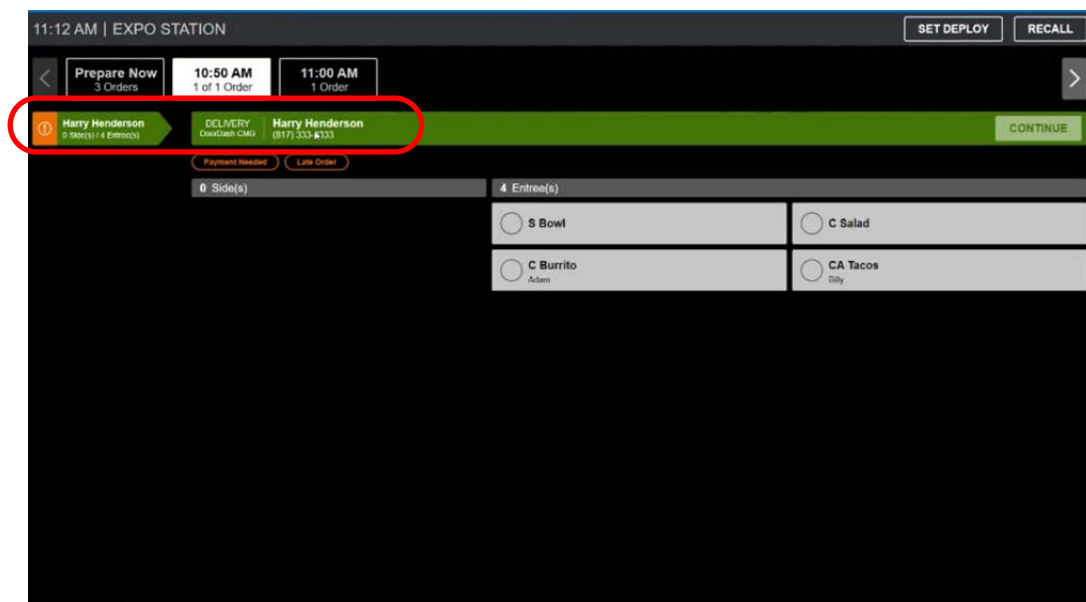


Figure 33 First and last name order naming format

To change the consumer order naming format to last and first name:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select the **Production Assembly Line** tab.

The screenshot shows the 'Kitchen Settings' window with the 'Production Assembly Line' tab selected. The 'Display Name Last, First' checkbox is checked and highlighted with a red box. Below the settings is a 'Skippable Modifiers' section with 'Available' and 'Included' lists.

Kitchen Settings	
Kitchen Settings: 1 Kitchen Settings	
Kitchen Auto Suspend Course By Table Other Production Assembly Line Custom	
Assembly Line Instruction	
Exclude Consolidation Category	None
Production Assembly Line Extension	<input type="checkbox"/>
Alert Item	NapkinsUtensils
Alert Item Text	Omit Napkins/Utensils
Display Name Last, First	<input checked="" type="checkbox"/>
Enable Custom Meal Names	<input checked="" type="checkbox"/>

Skippable Modifiers																												
Available	Included																											
Drag a column header here to group by	Drag a column header here to group by that column																											
<table border="1"><thead><tr><th>Number</th><th>△</th><th>Name</th></tr></thead><tbody><tr><td>▶</td><td></td><td>1 Steak Burrito</td></tr><tr><td></td><td></td><td>2 Chicken Burrito</td></tr><tr><td></td><td></td><td>3 Carnitas Burrito</td></tr><tr><td></td><td></td><td>4 Veggie Burrito</td></tr><tr><td></td><td></td><td>5 Barbacoa</td></tr><tr><td></td><td></td><td>6 Steak Tacos</td></tr><tr><td></td><td></td><td>7 Chicken Tacos</td></tr></tbody></table>	Number	△	Name	▶		1 Steak Burrito			2 Chicken Burrito			3 Carnitas Burrito			4 Veggie Burrito			5 Barbacoa			6 Steak Tacos			7 Chicken Tacos	<table border="1"><thead><tr><th>Number</th><th>△</th><th>Name</th></tr></thead><tbody></tbody></table>	Number	△	Name
Number	△	Name																										
▶		1 Steak Burrito																										
		2 Chicken Burrito																										
		3 Carnitas Burrito																										
		4 Veggie Burrito																										
		5 Barbacoa																										
		6 Steak Tacos																										
		7 Chicken Tacos																										
Number	△	Name																										

Figure 34 Kitchen Settings - Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select **Display Name Last, First**.

Display Name Last, First — Changes the consumer order naming format that appears on the "Assembly line expo screen" to last and first name. This does not apply to entered seat names for meals. **Documented Version:** AK 19.13.

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

Recalling in-store orders from POS on Production Assembly Line screens

Version	Tracking Number	Products	Audience
AK v19.13 CFC v21.4	ALOHAP-36948	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

For the Production Assembly Line expo screen, you can now recall orders generated from the in-store Aloha POS system (also called immediate orders), and display the order on the screen. Previously, you could only recall orders coming from above-store (also called delayed orders).

Upgrade Path: To maintain existing behavior prior to upgrading to this version, disable this feature by clearing the new 'Allow Recall of Immediate Orders' option in the Kitchen Settings function.

To configure the recall of in-store orders from the Aloha POS system:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select the **Production Assembly Line** tab.

Kitchen Settings

Kitchen Settings: 1 Kitchen Settings Corporate Primary

Kitchen Auto Suspend Course By Table Other Production Assembly Line Custom

Production Assembly Line

Print Bag Chit Modifiers	<input checked="" type="checkbox"/>
Print Item Customer Name	<input type="checkbox"/>
Exclude Item Category From Assembly Line	None
Assembly Line Instruction	
Exclude Consolidation Category	None
Production Assembly Line Extension	<input type="checkbox"/>
Alert Item	None
Display Name Last, First	<input type="checkbox"/>
Enable Custom Meal Names	<input type="checkbox"/>
Allow Recall of Immediate Orders	<input checked="" type="checkbox"/>

Skippable Modifiers

Available

Drag a column header here to group by

Extern...	Name	Owner
▶	LICOR 43	4 Diane's...
	<<SOUP ...	4 Diane's...
	ZOMBIE	4 Diane's...
	BAKED P...	4 Diane's...
	PEPPER ...	4 Diane's...
	Fritter Stix	4 Diane's...
	STOLI LE...	4 Diane's...
	1/2 ORDER	4 Diane's...

Included

Drag a column header here to group by that column

External ID	Name	Owner
-------------	------	-------

Figure 35 Kitchen Settings > Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, select or clear **Allow Recall of Immediate Orders**.

Allow Recall of Immediate Orders — Enables you to recall orders generated from the in-store Aloha POS system on the 'Assembly line expo screen.' This option is selected by default. **Documented Version:** AK 19.13.

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

Expanding modifier information for items

Version	Tracking Number	Products	Audience
AK v19.13	AK-3234 AK-3375	Aloha Kitchen	Configuration Technician End User

When you require the selection of a large number of modifiers and all modifiers for an item do not appear on the kitchen screen, a new Expand Item option appears on both the onscreen flyout window and the Command Bar, by default. Touch Expand Item to view a dedicated window listing the modifiers for the item.



Figure 36 Expand Item window

You can also configure a bump bar with an Expand Item command for non-touch screen terminals.

To add an Expand Item command to a bump bar:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** in use.
3. Select the **Design** tab.

4. Select an available **space** from the layout.

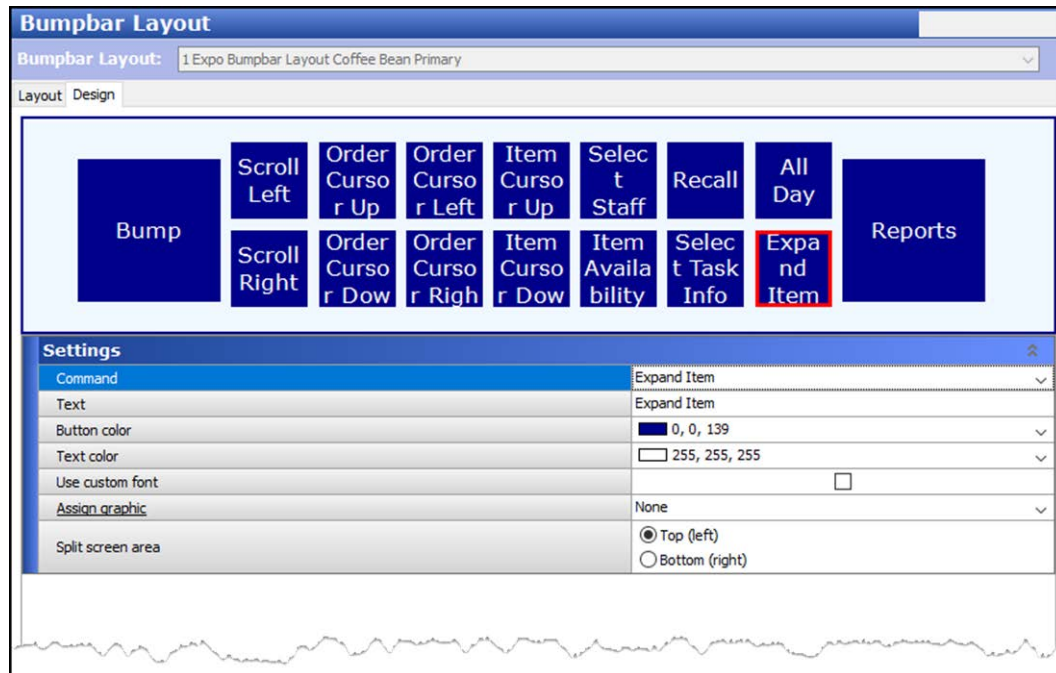


Figure 37 Bumpbar Layout - Design Tab

5. Under the 'Settings' group bar, select **Expand Item** from the 'Command' drop-down list.

Expand Item — Enables you to open a window that displays the selected item with its modifiers. Use this command for items that have a large number of modifiers that do not all appear in the video cell. This is enabled by default for touchscreen terminals. **Documented Version:** AK v19.13.

6. Complete the **remaining options** for customizing the Expand Item command button, such as text, button color, text color, and more.
7. Click **Save**.
8. Repeat this **procedure** for other bump bar layouts for which to add an Expand Item command button.
9. Exit the **Bumpbar Layout** function.

Aloha Takeout

Tracking Number	Description
Aloha Takeout v19.21	
ATO-3389	“Retrieving vehicle information from BSL and Ordering Essentials” on page 64
ATO-3399	“Controlling the acceptance of online orders by order channel” on page 65
ATO-3406	“Supporting comps and promotions for Contactless Dine-in feature” on page 70
ATO-3422	“Passing order status to the cloud through Aloha Pulse” on page 71
ATO-3425	“Allowing less than a 180 day purge of inactive customers” on page 72
ATO-4030 CFC-9300	“Supporting virtual kitchens” on page 74

Retrieving vehicle information from BSL and Ordering Essentials

Released Version	Tracking Number	Products	Audience
ATO v19.11.1	ATO-3389	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now retrieves vehicle information, such as make, model, and color, from BSL (Business Services Layer) and Ordering Essentials. The information also appears in the ATO Front-of-House.

Controlling the acceptance of online orders by order channel

Released Version	Tracking Number	Products	Audience
ATO v19.12.0	ATO-3399	Aloha Takeout	Configuration Technician, End User

Currently, a store can stop accepting all above-store orders from the Aloha Takeout Front-of-House when the restaurant does not provide delivery service during certain hours or is too busy. Instead of completely disabling all above-store orders, you can now choose from which order channel to accept online orders. For example, you can stop accepting above-store orders for curbside and keep accepting orders for delivery.

To control the acceptance of online orders by order channel:

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

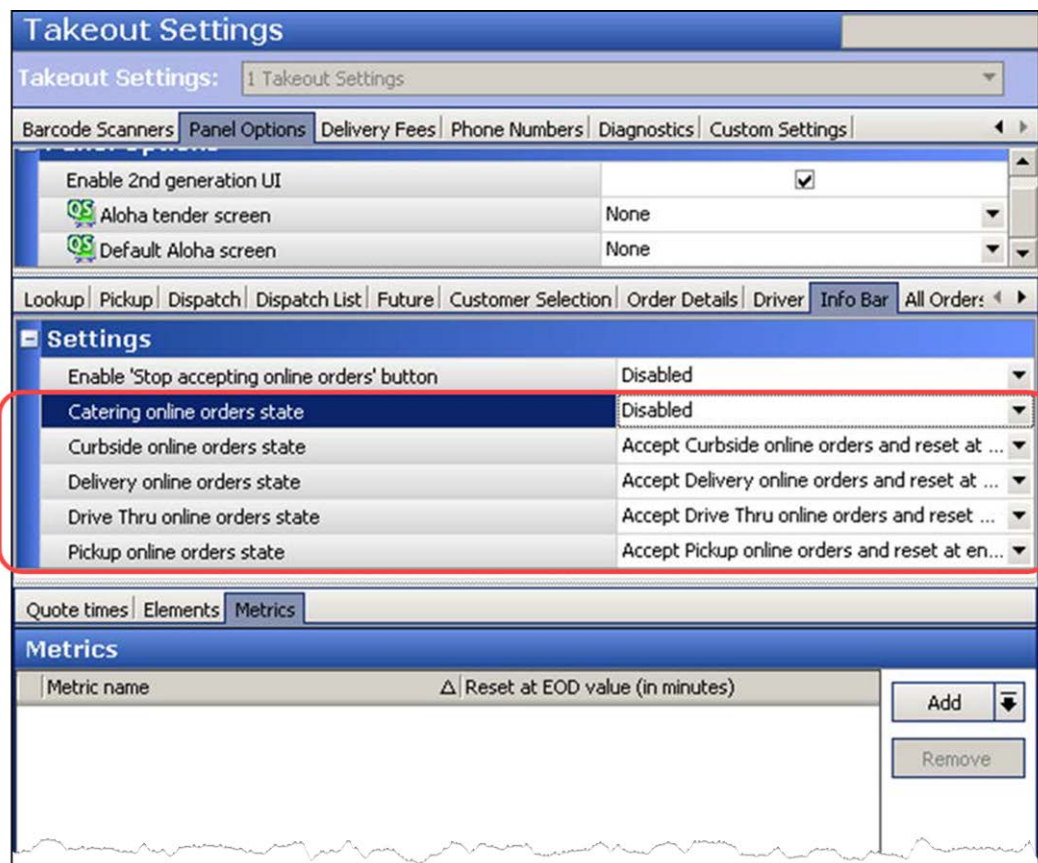


Figure 38 Takeout Settings Function

3. Under the 'Settings' group bar, select the **behavior** for accepting online orders at the store from the following options.

Catering online orders state — Controls whether a store can accept catering online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Catering Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of catering online orders at the store.

Accept Catering online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting catering online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting catering online orders after the end of day occurs. This is the default selection.

Stop accepting Catering online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting catering online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept catering online orders.

Curbside online orders state — Controls whether a store can accept curbside online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Curbside Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of curbside online orders at the store.

Accept Curbside online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting curbside online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting curbside online orders after the end of day occurs. This is the default selection.

Stop accepting Curbside online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting curbside online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept curbside online orders.

Delivery online orders state — Controls whether a store can accept delivery online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Delivery Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of delivery online orders at the store.

Accept Delivery online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting delivery online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting delivery online orders after the end of day occurs. This is the default selection.

Stop accepting Delivery online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting delivery online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept delivery online orders.

Drive Thru online orders state — Controls whether a store can accept drive-thru online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Drive Thru Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of drive-thru online orders at the store.

Accept Drive Thru online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting drive-thru online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting drive-thru online orders after the end of day occurs. This is the default selection.

Stop accepting Drive Thru online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting drive-thru online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept drive-thru online orders.

Pickup online orders state — Controls whether a store can accept pickup online orders temporarily until EOD, or semi-permanently until specifically started again on the Dashboard Settings screen. **Documented Version:** ATO v20.1.

Disabled — Prevents the 'Pickup Online Orders' button from appearing on the Dashboard Settings screen, automatically prohibiting the acceptance of pickup online orders at the store.

Accept Pickup online orders and reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting pickup online orders, with accepting being the default selection in the Front-of-House. The system resets the button to accepting pickup online orders after the end of day occurs. This is the default selection.

Stop accepting Pickup online orders and do not reset at end of day — Enables a button on the Dashboard Settings screen that allows you to toggle between accepting and not accepting pickup online orders, with not accepting being the default selection in the Front-of-House. You must manually touch the button to accept pickup online orders.

4. Click **Save** and exit the **Takeout Settings** function.

To stop and start accepting online orders from order channels at the store:

1. From the Aloha Takeout Front-of-House, touch **Adjust Quote Time** on the dashboard. The Dashboard Settings screen appears.

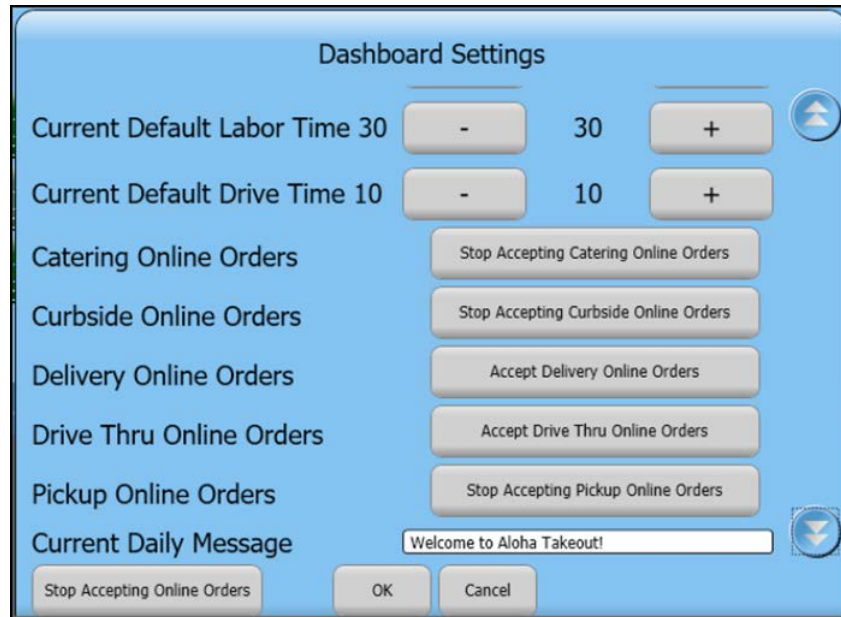


Figure 39 Dashboard Settings screen

2. If the store needs to stop accepting orders from an order channel, touch the appropriate **order channel button** to toggle to the 'Stop Accepting' state.
3. If the store needs to start accepting orders from an order channel, touch the appropriate **order channel button** to toggle to the 'Accept' state.
4. Touch **OK** to dismiss the screen.

Supporting comps and promotions for Contactless Dine-in feature

Released Version	Tracking Number	Products	Audience
ATO v19.13.0	ATO-3406	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now supports comps and promotions with the Contactless Dine-in feature for Digital Ordering. This includes Aloha Loyalty comps and promotions, which calls ATG (Aloha Transaction Gateway) to obtain the loyalty information.

Passing order status to the cloud through Aloha Pulse

Released Version	Tracking Number	Products	Audience
ATO v19.12.0	ATO-3422	Aloha Takeout,	Configuration Technician, End User

Aloha Takeout now passes the order status to the cloud through Aloha Pulse to provide customers and their consumers accurate real time updates in the order fulfillment process.

Allowing less than a 180 day purge of inactive customers

Released Version	Tracking Number	Products	Audience
ATO v19.14.2	ATO-3425	Aloha Takeout	Configuration Technician, End User

Currently, you can configure Aloha Takeout to purge inactive customers from the database from between 180 to 65,535 days of inactivity, based on the average customer turnover rate. Some restaurants have such a large number of customers in their database that the system times out when performing a search for a customer. You can now set the purge of inactive customers to less than 180 days, and if set below 30 days, a confirmation appears.

Caution: Be aware that once a customer is purged from the Aloha Takeout database, you cannot retrieve the customer data.

To allow less than a 180 day purge of inactive customers:

1. With ATO selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Customer Information** tab.

The screenshot shows the 'Takeout Settings' window with the 'Customer Information' tab selected. The 'Max days of inactivity' is set to 180. The 'Enable purge of inactive customers' checkbox is checked. The 'House Accounts' and 'Customer Purge' sections are expanded.

Setting	Value
Require zip code for address	<input type="checkbox"/>
Require company name for office address	<input type="checkbox"/>
Require Aloha Loyalty member ID for new guests	<input type="checkbox"/>
Mask loyalty ID	<input type="checkbox"/>
Enable customer fiscal ID	<input type="checkbox"/>
Mask tax ID	<input type="checkbox"/>
Minimum Aloha Loyalty member ID length	14
Maximum Aloha Loyalty member ID length	14
Require e-mail for new guests	<input type="checkbox"/>
Prompt for customer address when customer has multiple add...	<input type="checkbox"/>
Default address type	None
Default city	
Default state	
Default zip code	
Prompt for new guest creation on name change	<input type="checkbox"/>
House Accounts	
Enable house accounts	<input type="checkbox"/>
Customer Purge	
Enable purge of inactive customers	<input checked="" type="checkbox"/>
Max days of inactivity	180

Figure 40 Takeout Settings - Customer Information tab

3. Under the 'Customer Purge' group bar, select **Enable purge of inactive customers**, if it is not already selected.
4. Type the **maximum number of days** to purge in 'Max days of inactivity.'

Max days of inactivity — Specifies the number of days of inactivity permitted for a customer record before the program removes it from the database. Set this value based on average customer turnover in the service area for the site or normal customer attrition. The minimum value is 1 and the maximum value is 65535 days. If you set the value to 30 days or less, a message appears confirming you want to purge customers from the database using this frequency.

Required Options: You must select 'Enable purge of inactive customers' for this option to appear. **Documented Version:** ATO v20.1.

5. If you entered less than 30 days of inactivity, a confirmation message appears.

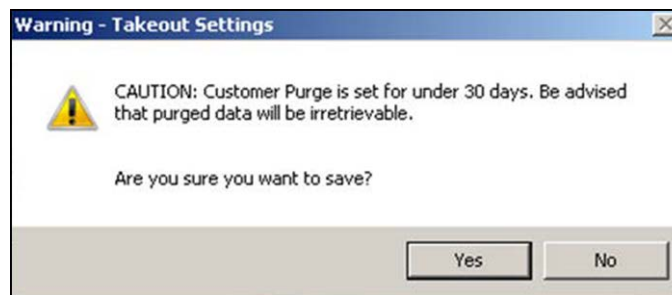


Figure 41 Confirmation message

6. Click **Yes** to proceed or click **No** and re-enter the number of days of inactivity.
7. Click **Save** and exit the **Takeout Settings** function.

Supporting virtual kitchens

Released Version	Tracking Number	Products	Audience
ATO v19.11.1	ATO-4030 CFC-9300	Aloha Takeout	Configuration Technician, End User

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 Inc.' offers a wide variety of food categories, but also markets their burger items for delivery only under a different brand name called 'Aloha Cafe.' 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 also design the website from which the consumer places an online order as a service.



Reference: Refer to the Virtual Kitchen Feature Focus Guide - HKS1718.

ORDERPOINT!

Tracking Number	Description
ORDERPOINT! v20.2	
OP-20	ORDERPOINT! now supports the XL-7 touch.
OP-249	We removed support for the Adobe® Shockwave Flash. Instead, ORDERPOINT! now supports Windows® Media Player with .mp4 and .wmv file formats. Additionally, we provide default animations for the XL-10.
OP-339	The ORDERPOINT! installer now checks for updated software requirements
OP-372	ORDERPOINT! now supports the XL-7 no touch.
OP-432	Using environment variables to select the OP configuration based on content plan.
CFC-8871	Using CFC to select specific OP device. Support for this feature is available in CFC v21.3. CFC-8871 Selecting ORDERPOINT! device
ORDERPOINT! v21.0	
	We updated ORDERPOINT! to meet PCI SSF security requirements.



Reference: For detailed information about features available in v20.2, refer to the [ORDERPOINT! Implementation Guide - HKS302](#).

CFC-8871 Selecting ORDERPOINT! device

Generally, ORDERPOINT! automatically uses the device screen resolution to identify the connected OP device type (ICD/OCD) and loads respective content plan. However, you can manually select the OP device type specific to your OP device screen resolution. If you have multiple OP devices with the same screen resolutions (example: XL15 and G1500), choose specific OP device (content plan) using CFC:

Using CFC to select specific OP device

1. With OP selected in the product panel, select **Maintenance > Order Point Configuration > Order Point Settings**.
2. Click **New** to configure the ORDERPOINT! settings for the first time.
— OR —

Click the **drop-down arrow** and select the **settings** to edit from the list. Only sites (owners) without an existing group of ORDERPOINT! Settings appear.

The screenshot displays the 'Order Point Settings' interface. At the top, there's a title bar and a dropdown menu showing '1 Order Point Settings Global Primary'. Below this, there are tabs for 'Order Point', 'Day Parts', and 'Custom'. The main content area is divided into several sections: Identification, Aloha Settings, Display, Tips, Device Settings, ICD Screen, and ATG. The 'Device Settings' section is currently active, showing fields for 'Magnetic stripe reader enabled', 'Device name', 'Enable post order screen', and 'Device Type'. The 'Device Type' field has a red arrow pointing to its dropdown arrow, which is open, showing a list of device types: C500, C700, C730, C1200, G500, G1200, and G1500. The 'ICD Screen' section shows a 'Screen starting position' field, and the 'ATG' section shows an 'Enable ATG' checkbox.

Figure 42 Order Point Settings Device Type selection

3. Under the 'Device Settings' group bar, select a **Device Type** from the drop-down list.
The selected OP device launches irrespective of the screen resolution.
4. Click **Save** and exit the **Order Point Settings** function.

Other products included in the Aloha Solution

The following products are also included in the Aloha Solution:

Aloha Engage Mobile — Release notes are available on <https://engage.readme.io/>. A password is required.

Aloha Insight / Aloha Loyalty / Stored Value / Customer Voice — Release notes are available within the product on the Enterprise website.

Basic Loyalty (Consumer Marketing solution) — Release notes are not available at this time. This product is still in the SRT phase.

Command Center — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

Configuration Center — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

Digital Ordering — Release notes are available on docs.ncr.com.

NCR Voyix Back Office for Enterprise — Release notes are sent to customers, as needed.

NCR Voyix Mobile Pay — Release notes are available on docs.ncr.com.

Pulse Real-Time — Release notes are available within the app.

Aloha Solution v19.9, Enhancement Release 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