

## Aloha Solution v19.9 Release Content Profile

Last Updated: December 12, 2023

### Aloha POS

#### **Complying with PCI Software Security Framework (SSF)**

Aloha<sup>®</sup> Solution v19.8 is the first release to undergo PCI Software Security Framework (SSF) validation. 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. Refer to the [Aloha Solution v19.9 Data Security Handbook Implementation Guide - HKS1653](#) for more information.

**Integrating with AlohaCP** AlohaCP, previously known as Aloha Payment Service (APS), now integrates seamlessly with the Aloha Point-of-Sale (POS) system. Refer to the [POS v19.9 AlohaCP Update QRG - HKS1545](#).

#### **Scanning a QR Code from a non-integrated scale (QS)**

You can now use a non-integrated scale, allowing the cashier to scan a QR (quick response) code generated from a scale that is not attached to the Aloha POS terminal. (ALOHAP-32402)

**Removing system-generated edits from Edited Punches report (QS/TS)** You can now hide intermediate and system shift edits performed from the Aloha POS system on the Edited Punches report. (ALOHAP-32864)

**Supporting tender for closing checks at end-of-day (QS/TS)** To differentiate between 'true' cash owed and orders closed to cash by the end-of-day process, you can now configure a tender to absorb the sales from all active orders left open when the end-of-day runs. (ALOHAP-33983)

**Supporting ASV balance inquiry without CVV code (QS/TS)** We added a new button function to perform an Aloha Stored Value balance inquiry without checking for the CVV code. (ALOHAP-34879)

**Updating the POS floating logo (QS/TS)** To align with the launch of the Aloha Cloud product, we updated the Aloha logo to remain consistent between the two products. (ALOHAP-36786)

aloha

Copyright © 1993-2022 by NCR Corporation  
www.NCR.com 19.6.12.0

#### **Printing longer QR code content on the guest check (QS/TS)**

Many restaurants now use printers with high resolutions and can accommodate capturing longer content in

the QR code. For these printers, you can now print more than the 180 character limit of the QR code content that the Aloha POS system currently supports. (ALOHAP-36986)

**Checking card balance when adding tip amount for Payment Solutions transactions (TS)** 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. (ALOHAP-36994)

**Enhancing memory allocation for 32-bit and 64-bit systems (QS/TS)** 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 the Aloha POS system to support complex configuration databases with larger sales volumes. There is no configuration for this enhancement. (ALOHAP-37366)

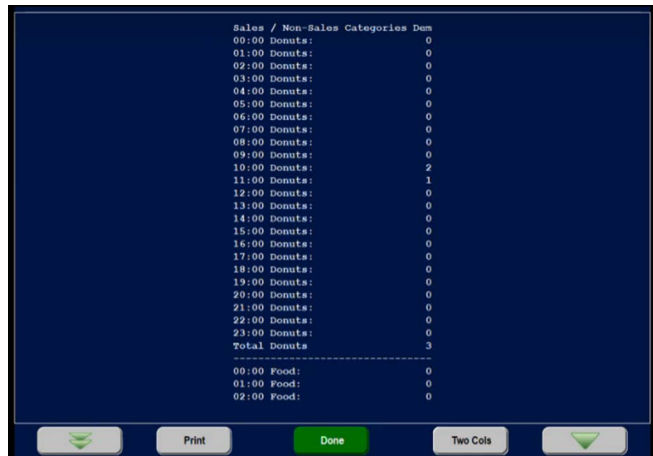
**Printing a single voucher for a bar tab when using Aloha Payment Gateway (QS/TS)** When a bartender starts a tab, while processing with the Aloha Payment Gateway, a single voucher now prints from the Aloha POS, whereas before, two receipts printed: one with a zero dollar amount and one with the full amount and the authorization. **Note:** You must upgrade to OpenEPS G36+ to use this feature. (ALOHACP-1691, 1699)

**Supporting 'Store collects employee tips' in Aloha Quick Service (QS)** With the increase of online ordering sales, 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 now distribute the amount among their employees based on the individual contribution for their respective role. (ALOHAP-37779)

**Adding item count by category and order mode to custom Front-of-House (FOH) reports (QS/TS)** 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

## Aloha POS (Cont.)

donuts sold from the dine-in order mode for each hour of the day. (ALOHAP-37887)



The screenshot shows a terminal window with a report titled 'Sales / Non-Sales Categories Don'. The report lists the number of donuts sold for each hour from 00:00 to 23:00, followed by a total. The data is as follows:

Hour	Donuts Sold
00:00	0
01:00	0
02:00	0
03:00	0
04:00	0
05:00	0
06:00	0
07:00	0
08:00	0
09:00	0
10:00	2
11:00	1
12:00	0
13:00	0
14:00	0
15:00	0
16:00	0
17:00	0
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0
Total Donuts	3

Below the report, there are buttons for 'Print', 'Done', and 'Two Cols'. There are also some green arrow icons on the left and right sides of the button bar.

**Adding automatic gratuity line to Connected Payments voucher (TS)** 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. (ALOHAP-37909)

**Enhancing the reconciliation of cash only payments (QS/TS)** We made several enhancements to the Payment Reconciliation function that help you reconcile just the cash in a drawer. (ALOHAP-38582)

- 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 (QS/TS)** The consumer can now purchase and activate multiple gift cards for the same amount in one transaction on the Aloha POS system, when using NCR Payment Gateway. (ALOHAP-38952)

**Supporting SVS gift card PIN entry in the Aloha POS system with EDC (QS/TS)** 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. (EDC-639)

**Applying rounding before payment for Round It Up America (QS/TS)** 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.

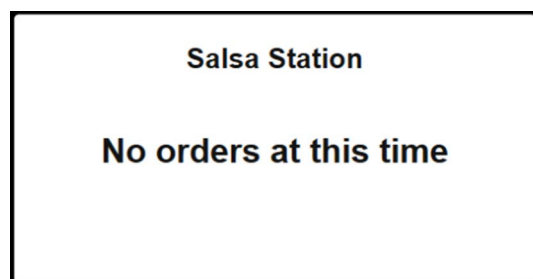
It is important to note that we now only support version 2.4.1 for the Giving executable required to operate Round It Up America. This is the only version available for download on Aloha Update for new sites and sites who wish to upgrade. Giving.exe v2.4.1 is supported with all active POS versions. (ALOHAPM-1635)

## Aloha Kitchen

**Configuring assembly line expo alert based on omitted item** When using an 'Assembly line expo screen' type, you can now 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. (ALOHAP-32379)

**Displaying consumer name on an assembly line production screen** For an '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 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. (ALOHAP-33740)

**Displaying message when there are no orders to prepare** For 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. (ALOHAP-33743)



**Sorting orders based on the time the order is closed** 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. (ALOHAP-34102)

**Configuring indentation for quick combo components** 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. (ALOHAP-34523)

**Supporting staff level backup station routing** 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. (ALOHAP-35114)

**Changing consumer order naming format to first and last name** For an '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. (ALOHAP-35419)

**Recalling in-store orders from POS on assembly line screens** For an 'Assembly line expo screen,' you can now recall orders generated from the in-store POS (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). You can disable this feature by clearing 'Allow Recall of Immediate Orders' in the Kitchen Settings function. (ALOHAP-36948)

**Expanding modifier information for items** 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 the onscreen flyout window. Touch Expand Item to view a dedicated window listing the modifiers for the item. You can also configure a new command button to appear at the bottom of the kitchen screen for non-touch screen terminals. (AK-3234, 3375)

## Aloha Takeout

### Retrieving vehicle information from BSL and Ordering Essentials

Aloha Takeout (ATO) 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. (ATO-3389)

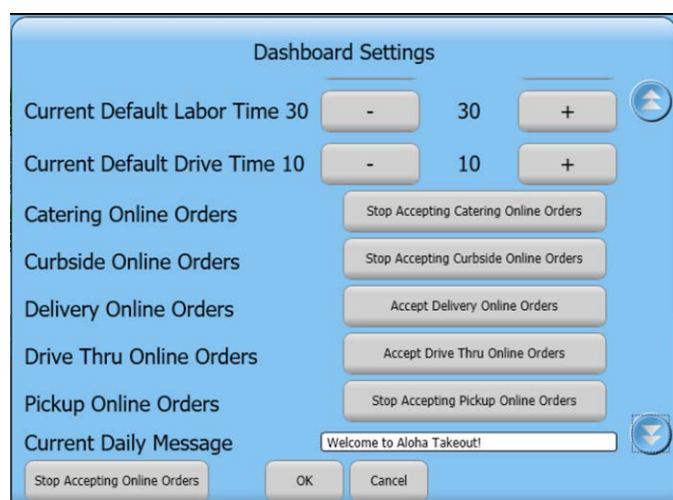
### Controlling the acceptance of online orders by order channel

Currently, a store can stop accepting all above-store orders from the Aloha Takeout Front-of-House system 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. (ALOHAP-3399)

### Passing order status to the cloud through Aloha Pulse

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. (ATO-3422)

**Supporting virtual kitchen** We now support virtual kitchens where a concept operates using delivery aggregators within a store front of another business. Both businesses share the kitchen area, but operate independently. (ATO-4030)



### Supporting comps and promotions with the Digital

**Ordering Contactless Dine-in feature** 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. (ATO-3406)

### Allowing less than 180 day purge of inactive customers

Some restaurants have such a large number of guest records in their Aloha Takeout 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. (ATO-3425)

## ORDERPOINT!

### **ORDERPOINT! XL15 touch support /w animations**

ORDERPOINT! now supports XL-15 touch.

### **ORDERPOINT! XL15 no touch support /w animations**

ORDERPOINT! now supports XL-15 no touch.

### **Using environment variables to establish ORDERPOINT!**

**configuration based on content plan** You can launch any ORDERPOINT! device type content plan on the Front-of-House using environment variables, irrespective of what is set on the Back-of-House.

### **Supporting .mp4 media files for all ORDERPOINT!**

**devices** We converted the default unsupported Flash files to .mp4 format, and removed all .swf files from the Bmp folder as they are no longer needed and unnecessarily increases the folder size.

Refer to the [ORDERPOINT! Implementation Guide - HKS302](#).