Enhancement Release Guide:
Aloha Takeout v19.3

Last Updated: June 4, 2021
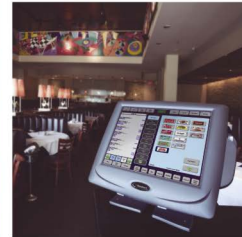
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About Aloha Takeout v19.3

Feature Name at a Glance	
Core Product	Aloha Quick Service or Table Service is required, version 6.4.13, or later.
Complementary Products	Aloha Table Service requires a license for Aloha Delivery/Frequent Buyer (D/FB), included with primary Aloha Takeout license.
Separate License Required?	**Takeout** — Aloha Takeout requires a separate license. **Delivery** — The Delivery component of Aloha Takeout requires a separate license from Aloha Delivery/Frequent Buyer (D/FB), which is included as part of the Aloha Takeout license. It is not necessary to actually install D/FB. **Mapping** — A separate license is also required for the mapping module, if you elect to install it.
References	Aloha Quick Service or Table Service Manager Guides or Reference Guides. The Aloha Takeout Reference Guide.

Aloha Takeout v19.4 comes with a number of enhancements to aid you in the successful operation of your takeout and delivery business. You activate and configure these enhancements to best meet your operational needs.

This document contains instructions on how to configure and use the enhancements implemented in Aloha Takeout v19.4. 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.

Things You Need To Know Before Upgrading or Installing Aloha Takeout

Hardware and Operating System Requirements

All computers on the Aloha network must use a supported operating system. We always recommend you adhere to the minimum hardware requirements to successfully operate the Aloha Takeout software in your place of business. The hardware for the Back-of-House (BOH) file server and each FOH terminal must meet or *exceed* the recommended requirements of the operating system. Add additional memory and increase the processor speed to compensate for heavy use, third-party software, and usage unrelated to the Aloha application software.

Refer to HKS-37 (RKS 10485) Aloha Hardware and OS Specifications to view the BOH file server hardware recommendations. Refer to HKS-38 (RKS 10486) Aloha POS and Order Entry Terminal Specifications to view the FOH terminal hardware recommendations. The FOH terminal hardware requirement list does not include peripherals, such as receipt printers, magnetic stripe readers, customer displays, and more.

If the file server or any of the FOH terminals use unsupported operating systems, you must upgrade them.

Software Prerequisites

In addition to using a supported version of the operating system, there are other prerequisites. Some requirements are met simply by being on a supported version of the operating system. Other BOH prerequisites are installed for you, if not present, when you install CFC or Aloha Manager and the Aloha POS using Aloha Suite Installer. Refer to the NCR Aloha Suite Installer Quick Reference Guide.

Installing or Upgrading Aloha Takeout

For new installations and upgrades, beginning with Aloha Takeout v15.2, you must use Aloha Suite Installer. Refer to the NCR Aloha Suite Installer Quick Reference Guide.

List of Enhancements

Released Version	Tracking Number	Description
ATO v19.1.4	ALOHAP-03232	"Supporting Manual Check-Ins from Aloha POS" on page 5
ATO v19.1.4	ALOHAP-12607	"Preventing an ATO Check-in Outside of Release Window" on page 9
ATO v19.1.4	ALOHAP-13490	"Calculating Fulfillment Times Dynamically" on page 11
ATO v19.1.92	ALOHAP-14143	"Adding VAT Disclaimer to Non-Sales Receipts" on page 13
ATO v19.2	ALOHAP-14029	"Using Order Modes to Automatically Close a Check When Payment Received" on page 16
ATO v19.1.4	ALOHAP-15720	"Supporting Lane Locations" on page 18
ATO v19.1.4	ALOHAP-9094	"Configuring Aloha Takeout to Use NCR BSP" on page 19

Supporting Manual Check-Ins from Aloha POS

Released Version	Tracking Number	Products	Audience
ATO v19.1.4 (18.2.0.7)	ALOHAP-3232	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

This feature is still in development and is not yet fully functional. We will update the documentation when the feature reaches optimal functionality.

When a consumer places an online order, a check-in process occurs when they arrive at the physical location. Either the Aloha Takeout (ATO) employee manually presses the Check In button on the ATO interface or, if the consumer used a cell phone app to place the order, an electronic device, such as a beacon records their arrival. Once the check-in occurs, the consumer either merges into a drive-thru lane (beacon technology) or gets in line at the counter to pick up their food.

Some sites want manual check-ins to occur using the POS system without requiring the cashier at the counter or at the drive-thru window to access ATO, since this requires additional training on the ATO interface. Effective in Aloha Takeout v19.1.4, you can perform a manual check-in from the Aloha POS without requiring access to ATO.

Configuring Manual Check-Ins from Aloha POS

To configure manual check-ins from the Aloha POS system, you must add a custom activity button in Screen Designer to interact with the ATO application. The supported panels for which you can add the button are Floorplan, Order Entry, and Close Screen in Aloha Table Service, and a regular panel in Aloha Quick Service. The custom text to add to the custom activity button is ORDER_CHECK_IN. In addition, you must configure the requirements for how you want the search capabilities to operate.

To configure manual check-ins from the Aloha POS:

1. With POS selected in the product panel, select **Maintenance > Screen Designer > Table Service Screen Designer** or **Quick Service Screen Designer**. The screen designer function opens in a new window.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a panel of the supported **panel type**, and click **OK**.

4. Select an available **button**, or select **Panel > New Button** to create a new button. The Properties dialog box appears.
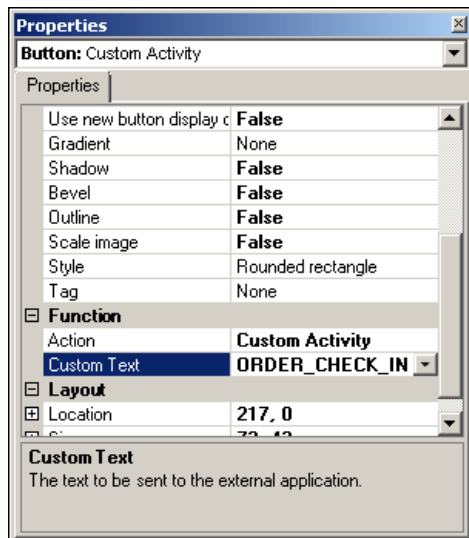

Figure 1 Custom Activity Button Function

5. Under the 'Function' group bar, select **Custom Activity** from the 'Action' drop-down list.
6. Type **ORDER_CHECK_IN** in 'Custom Text.'
7. Under the 'Appearance' group bar, change the **default text** to descriptive text, such as 'Check-In.' To display text on multiple lines, insert '\n' without spaces to create line breaks.
8. Configure the remaining **options** as you would for any other button.
9. Select **Panel > Save Panel** and exit **Screen Designer**.

To configure the requirements for checking in an ATO order from Aloha POS:

1. Locate and open **AlohaTakeoutOverride.xml**.
2. Navigate to the **<CheckInOptions>** section.
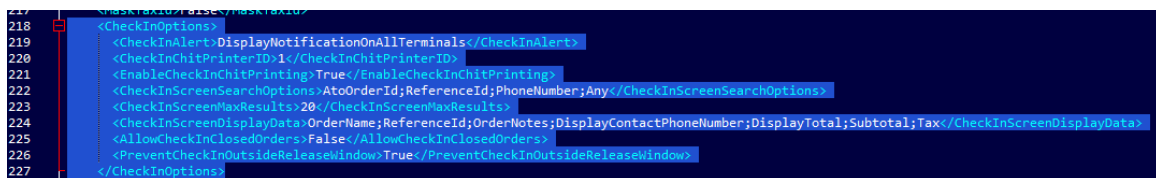

Figure 2 AlohaTakeoutOverride.xml

3. Type **DisplayNotificationOnAllTerminals** as the value for '<CheckInAlert>.'
4. Type the **terminal ID** for which you want to display a check-in message as the value for '<CheckInChitPrinterID>.'
5. Type **True** as the value for '<EnableCheckInChitPrinting>' to print the check-in summary chit upon check-in or type **False** if you do not want to print the chit.
6. Type the **search filters**, separated by a semi-colon, to make available when searching for an order, as the values for '<CheckInScreenSearchOptions>.' Available search filters include, AtoOrderId, ReferenceId, PhoneNumber, and Any, with 'Any' being a string search across all other filters and the button appears as 'Search.'

7. Type the **maximum number of orders** to appear on the screen when you perform a search, as a parameter for '<CheckInScreenMaxResults>.

8. Type the amount of **detail**, separated by a semi-colon, that appears for each order as the values for '<CheckInScreenDisplayData>. Available options include OrderName, ReferenceId, OrderNotes, DisplayContactPhoneNumber, DisplayTotal, Subtotal, and Tax.

9. Type **True** as the value for '<AllowCheckInClosedOrders>' to return only tendered and closed checks or type **False** to return only open checks.

10. Type **True** or **False** as the value for '<PreventCheckInOutsideReleaseWindow>.' If set to False, only orders that released within the defined release window appear in the search result.

11. Save **AlohaTakeoutOverride.xml**.

12. Restart the **ATO application** and **service**.

Performing Manual Check-Ins from the Aloha POS

You can check in an ATO order using a button on the Floorplan panel, Order Entry panel, or Close screen panel in Aloha Table Service, or a regular panel in Aloha Quick Service. Normally, these panels require you to have a check opened and displayed; however, checking in an ATO order does not affect or disrupt your current order.

Order check-in custom activity accesses the ATO application in the background without displaying the ATO user interface. Once initiated, you can search for the ATO order either by order number, reference number, phone number, or using a global search string.

To manually check in an ATO order from Aloha POS:

1. When a consumer arrives at the restaurant and notifies you they are present, locate and touch the **Check In** button configured to interact with ATO. The Guest Check-In screen appears.
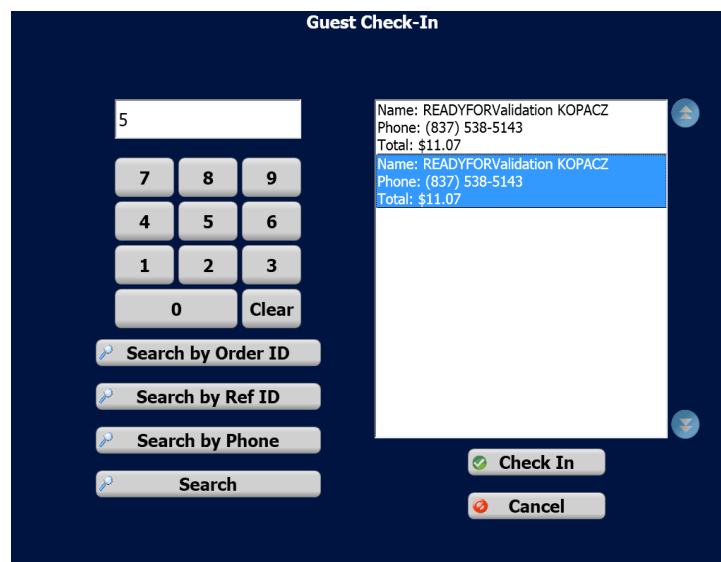

Figure 3 FOH Guest Check-In Screen

2. Enter text in the search box and perform a search for the order using one of the following available options:

    Touch **Search by Order ID** to search by order number.

    Touch **Search by Ref ID** to search by reference number. The reference ID is an alternate order number generated by the Aloha Online Ordering product.

    Touch **Search by Phone** to search by the phone number associated with the ATO guest record.

    Touch **Search** to search across all available text strings associated with the order and guest. Be aware, this list may return many entries.

3. If the search returns more than one result, touch the appropriate **order** in the list. If the search returns only one result, proceed to the **next step**.
4. Touch **Check In** to check in the guest or touch **Cancel** to cancel the operation.

Preventing an ATO Check-in Outside of Release Window

Released Version	Tracking Number	Products	Audience
ATO v19.1.4 (18.2)	ALOHAP-12607	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

With the 'Enable order release window restriction' option, you can configure a start and end time of day during which the system can release an order to the kitchen. For example, if your store opens from 9:00 a.m. to 11:00 p.m., you can restrict the system to only send orders to the kitchen during those hours. This prevents sending orders to the kitchen before or after business hours when kitchen staff is not present. When selected, you define the start and end time during which you want the system to release orders to the kitchen.
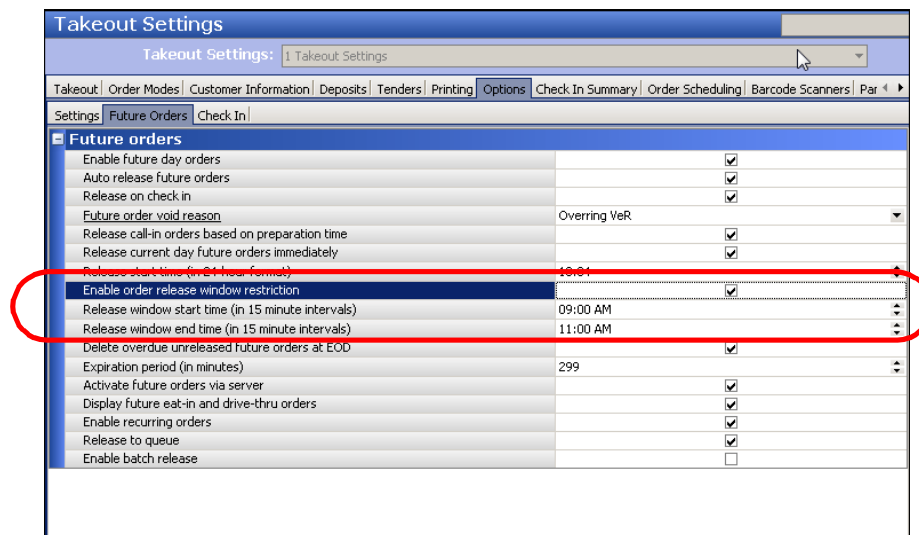

Figure 4 Preventing an ATO Check-in Outside of Release Window

Effective in Aloha Takeout v19.1.4, this configuration also prevents an ATO check-in from occurring outside of the release window. For example, if you configure the system to automatically check in an order using a beacon, and a vehicle arrives in the drive-thru after the release window, the arrival will not trigger a check-in. If you configure the system for a manual check-in, an employee cannot accidentally check in an order after the release window.

Enable order release window restriction — Restricts the time frame when the system can release an order to the kitchen. This prevents the sending of orders to the kitchen before or after business hours when the kitchen staff is not present. For example, if the customer submits a web order to a site at 1:00 a.m., with a promise time of 5:00 p.m. the same day, Aloha Takeout sees this as a same day future order. If you also select 'Release current day future orders immediately,' the order fires to the kitchen immediately at 1:00 a.m. Subsequently, if the End-of-Day runs at 3:00 a.m., the order then closes to cash. When selected, other options appear.

Release window start time (in 15 minute intervals) — Designates the time you want the system to begin releasing orders to the kitchen. ***Required Options:*** You must select 'Enable order release window restriction' to enable this option.

Release window end time (in 15 minute intervals) — Designates the time you want the system to stop releasing orders to the kitchen. ***Required Options:*** You must select 'Enable order release window restriction' to enable this option.

Calculating Fulfillment Times Dynamically

Released Version	Tracking Number	Products	Audience
ATO v19.1.4 (19.1.0.22)	ALOHAP-13490 ALOHAP-15631 ALOHAP-17941	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

This feature is still in development and is not yet fully functional. We will update the documentation when the feature reaches optimal functionality.

The fulfillment time is the length of time it takes to prepare and deliver an order to the guest after you receive the order. Several metrics affect the order fulfillment time, including wait time, prep time, cook time, and more. ATO currently supports the various fulfillment time metrics except for wait time; however, the values for these metrics are static and used for every order. You set a single value for each metric, and it does not change regardless of the order contents. To provide a reasonably accurate fulfillment time to your customers, you must manually change the time for large or complex orders. This feature allows you to use mathematical formulas to dynamically calculate the fulfillment time and provide your customers a more accurate promise time.

Notes If you configure ATO to integrate with Aloha Kitchen (AK), this enhancement does not apply.

If you configure Aloha Kitchen to integrate with Aloha Takeout, you cannot use Dynamic Fulfillment Time Calculations; instead, you allow ATO to use standard cook times configured in Aloha Kitchen to calculate fulfillment times. If you do not use Aloha Kitchen, this dynamic solution allows you to configure ATO to calculate the various metrics for an order using the data contained in the order, standard mathematical formulas, and data provided by the ODSP Delivery Service. Additionally, ATO can allow you to intelligently improve quote times by using a Dynamic Wait Time variable in your fulfillment calculation to provide a more accurate wait time based upon the number of items in your ATO queue. In this solution, you group items with similar prep times into a sales category and assign a prep time to each category. ATO then uses that prep time to calculate when an order will be ready.

For example, you have four categories for your food items and you use three stations to prep your items: Sandwiches (Prep Station 1), Soups/Salads (Prep Stations 2), Ice Cream (Prep Station 3), and Shakes (also Prep Station 3). All other items take an insignificant amount of time to prepare; therefore, are not used in the dynamic fulfillment calculation. This example shows a restaurant using three stations to fulfill an order consisting of two sandwiches, one salad, one shake, and one ice cream. In Aloha POS, you configured the shake to take three minutes to make and the ice cream two minutes to make. Using the specified calculations, we can see that it would take:

- Time to prepare the sandwiches at *Station 1*: Sqrt(8 * 2 sandwiches) + 2 = 6 min
- Time to prepare the salads at *Station 2*: 3.5 * 1 salad = 3.5 min
- Time to prepare the shakes/ice cream at *Station 3*: 3 min for shake + 2 min for ice cream = 5 min

Because you can prepare food simultaneously at each prep station, what we want is the largest of the three calculated prep values for the three stations, which, in this example, is the prep time of six minutes for the sandwiches. ATO can now use this prep time to provide a more accurate fulfillment time for the order.

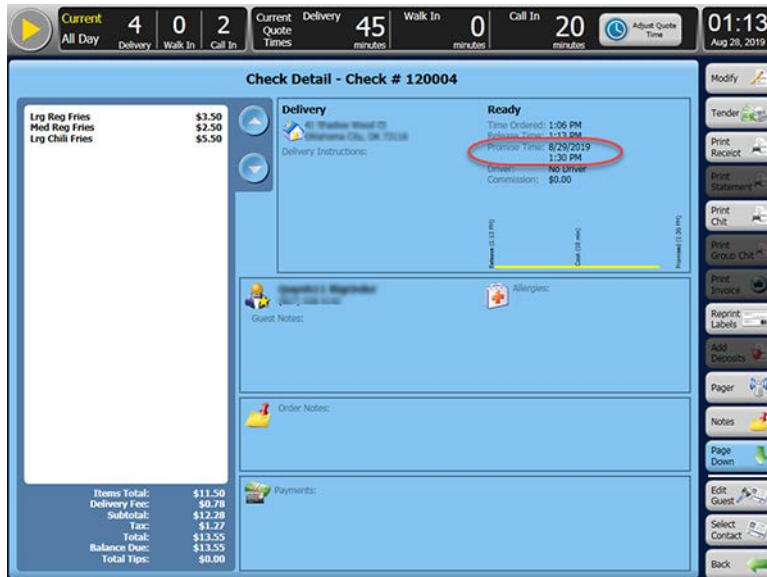*Notes*   'Promise Time' does not appear on the Order Details panel, if you do not configure the fulfillment time calculation.

Figure 5 Order Details Panel, Check Detail Promise Time

Adding VAT Disclaimer to Non-Sales Receipts

Released Version	Tracking Number	Products	Audience
ATO v19.1.9	ALOHAP-13490	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Value Added Tax (VAT) is used in some regions in place of a 'sales' tax.' Each entity in the sales chain pays a VAT. Much like sales tax, if you have proper documentation, you may reclaim the portion of the VAT charged to you by your VAT registered suppliers. To reclaim the VAT on the purchases you acquired for your business you must have a valid VAT receipt (or VAT invoice) as proof of the purchase, and as proof that you paid the VAT on that purchase. If you do not have a valid VAT receipt, you cannot reclaim the portion of the VAT you paid that was already paid by your supplier.

Each VAT registered supplier provides you with a VAT receipt showing details of the sale, including the sale date, the supplier's VAT registration number, and the amount paid for the goods or services. Most importantly, it shows the amount of VAT the supplier charged to you, if applicable. A VAT receipt can be in either paper or electronic format.

A new option in the configuration management tool (Aloha Configuration Center or Aloha Manager) allows you to print a disclaimer on all non-sales receipts, indicating they are 'NOT A VALID VAT RECEIPT.' The default value for this option is False. For locations that require VAT, you must change the value of this option to True.

This text does not appear on non-sales receipts printed from the POS system.

To enable printing the Non-VAT receipt warning:

1. With Aloha Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Settings**.
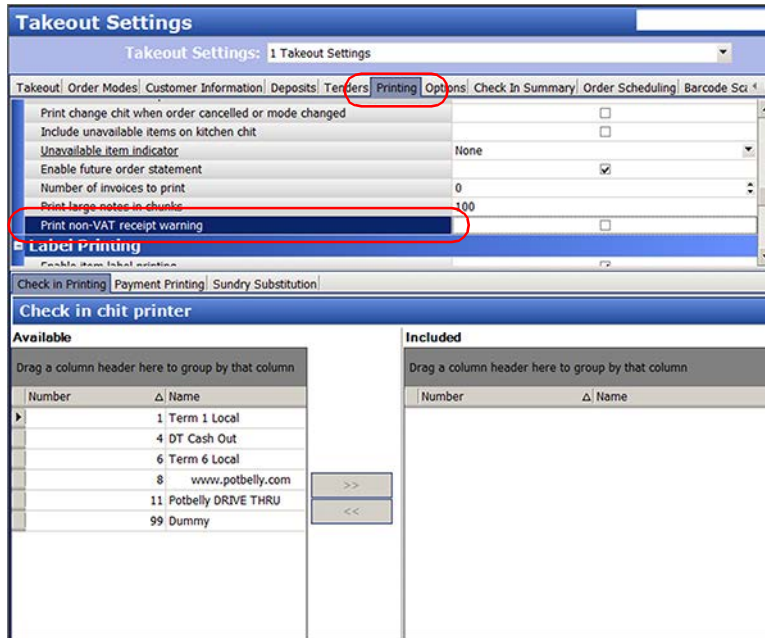2. Select the **Printing** tab.

Figure 6 Print Non-VAT Receipt Warning

3. Under the 'Printing' group bar, select **Print non-VAT receipt warning**. The default text appears on the bottom of the chit subject to any text restrictions already defined, such as line length.

    Print non-VAT receipt warning — Allows you to print a disclaimer on all non-sales receipts, indicating they are 'NOT A VALID VAT RECEIPT.'

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

Notes   Change the verbiage or the language of the default warning message using the Translation Editor utility, if necessary. The text you choose must not exceed the allowed line length.

To change the default text for this option:

1. Use File Explorer to browse to **Bootdrv > AlohaTakeout > Utilities > TranslationEditor > Bin** and double-click **TranslationEditor.exe**.
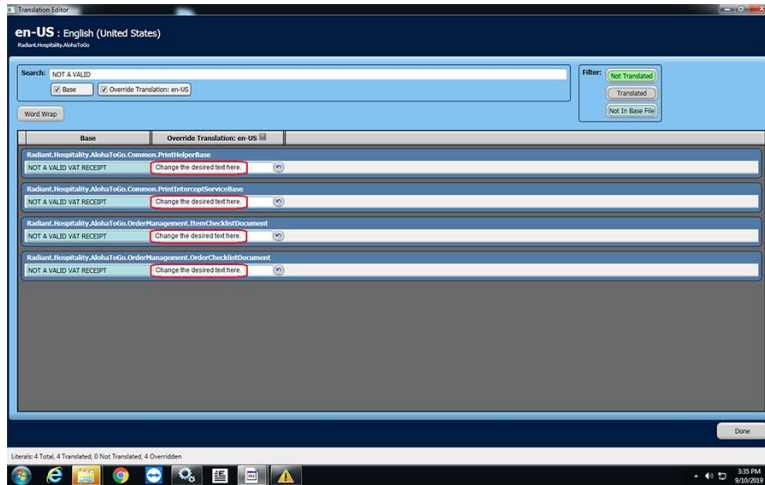2. Select the **language** for your location. In this example, the language is en-US.

Figure 7 Translation Editor Utility

3. In the search box, type '**NOT A VALID**' to locate the option in each of these sections:

   • Radiant.Hospitality.AlohaToGo.Common.PrintHelperBase
   • Radiant.Hospitality.AlohaToGo.Common.PrintInterceptServiceBase
   • Radiant.Hospitality.AlohaToGo.OrderManagement.ItemChecklistDocument
   • Radiant.Hospitality.AlohaToGo.OrderManagement.OrderChecklistDocument

4. You must type the **desired** text change in the second column of the option for each section listed.
5. Click **Done** and exit the **Translation Editor Utility**.

Using Order Modes to Automatically Close a Check When Payment Received

Released Version	Tracking Number	Products	Audience
ATO v19.2	ALOHAP-14029	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Aloha Takeout provides a global setting that allows the system to close checks automatically after applying payment. This ensures that online orders placed for dine-in or carry-out close seamlessly without building up the order queue on the FOH terminals; however, online orders placed for drive-thru pickup were also closing automatically, losing their place in the drive-thru order queue. This enhancement allows you to override the global setting, by order mode. For example, to prevent orders placed online for drive-thru pickup from automatically closing upon payment receipt, a new option allows you to specify that an order mode, such as the Drive-Thru order mode, can receive payment without automatically closing the check. This allows the order to remain in the correct position in the drive-thru queue. When the guest arrives at the pick-up window, you then press Close on the FOH terminal, to close the order.

To configure an order mode to prevent automatically closing the check upon payment receipt:

1. With Aloha Takeout selected in the product panel, navigate to **Maintenance > Takeout Configuration > Takeout Settings**, and select the **Order Modes** tab.
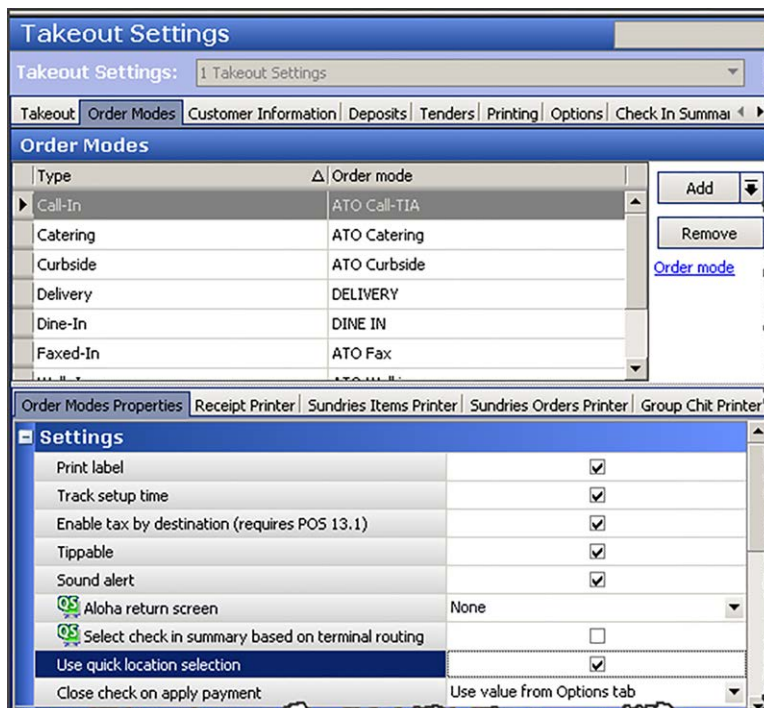

Figure 8 Aloha Takeout Settings, Order Modes Tab

2. Under the 'Order Modes' group bar, select or create the **order mode** for which to disable automatic check close on payment.

3. Under the 'Settings' group bar, select or clear **Use quick location selection** based on your operational needs.

   Use quick location selection — Navigates directly to the check-in lane selection screen after a consumer enters their order number to check in, reducing the number of screen touches required to complete the order. When cleared, you can only select a check-in lane by touching the Lane button on the Order Confirmation screen after a consumer checks in. ***Related Requirements:*** Access **Maintenance > Takeout Configuration > Check-In Locations** to define the check-in lanes that appear for selection.

4. Clear **Close check on apply payment**.

   Close check on apply payment — Automatically closes the check to the logged in employee when 'Apply Payment' is touched on the ATO FOH Pick Up or Dispatch screens. Clear this option if other employees, such as managers, apply payments to ATO orders, but allow other employees to close the check, or for order modes for which the order needs to remain in the queue. Options include: 'Use value from Options tab,' 'True,' and 'False.' ***Required Options:*** This option overrides the global option 'Close checks on apply payment' located on the Options tab under the 'Settings' group bar.

Upgrade Path ⬆	Upon upgrade, if the global option 'Close checks on apply payment' located on the Options tab under the 'Settings' group bar is selected, the system automatically selects the option of the same name located on the Order Modes tab. You must access each order mode for which you want to disable auto-close and clear this option.

Supporting Lane Locations

Released Version	Tracking Number	Products	Audience
ATO v19.1.4 (19.1.7.30)	ALOHAP-15720	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

ATO allows you to configure lanes to represent a designated spot or area at the restaurant used to specify such things as where a vehicle drives up for the guest to enter their order, or where the guest receives their order for pickup. Lanes are ideal for a multi-lane drive-thru environment or a carhop concept so the restaurant staff can easily identify where to bring the consumer order.
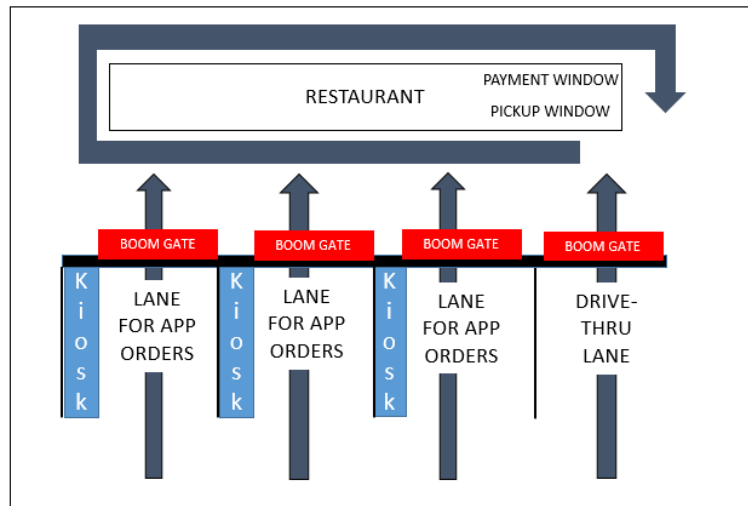

Figure 9 Multi-Lane Drive-Thru Concept

Refer to the Multi-Lane Drive-Thru Feature Focus Guide for more information about using lane locations to support the environment depicted in Figure 9. Please contact your NCR account representative for more information regarding carhop concept.

Configuring Aloha Takeout to Use NCR BSP

Released Version	Tracking Number	Products	Audience
ATO v19.1.4	ALOHAP-9094	Aloha Takeout, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The NCR Business Service Platform (NCR BSP) is cloud-based technology that provides a truly seamless guest experience for on-demand consumers, allowing them to access and interact with an authorized NCR partner using their mobile phone, a tablet, a desktop computer, a laptop, and more.

In addition to the order services configurations introduced in ATO v17.1, effective in ATO v19.1.4, you can configure ATO delivery service options to use and take advantage of NCR BSP to integrate cook times, delivery times and fees, driver management functions, and more. This allows you to provide a more accurate and dynamic experience for your delivery customers.

Refer to the Aloha Takeout Using BSP Feature Focus Guide for complete information.

The following enhancements streamline communication with ATO using NCR BSP.

Tracking Number	Enhancement
ALOHAP-19913	Send full or estimated price with time quote
ALOHAP-12203	Enhance ATO to use Driver API with BSP