NCR Aloha Takeout v19.3

Release Content Profile

Last Updated: 9/14/2020

Manage

Configuring Aloha Takeout to use NCR BSP

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.

Preventing an ATO Check-In Outside of Release Window

This function restrict the system from sending any orders to the kitchen outside of the business hours you configure. For example, you can configure a start and end time of day during which you want the system to release orders to the kitchen. Any orders received before or after the hours you configure do not reach the kitchen.

Supporting Manual Check-Ins from Aloha POS

Effective in Aloha Takeout v19.1.4, you can perform a manual check-in from the Aloha POS without requiring access to ATO. This allows 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.

Using Order Modes to Automatically Close a Check When Payment Received

A global setting allowed the system to close checks automatically after applying payment, thus ensuring 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, which then lost their place in the drive-thru order queue. This enhancement allows you to override the global setting, at the order mode level. For example, to prevent online orders placed for drive-thru pickup from automatically closing upon payment receipt, this new option allows you to specify an order mode, such as the Drive-Thru order mode, can receive payment without automatically closing the check, allowing the order to remain in the correct position in the drive-thru queue. You then press Close on the FOH terminal when the guest arrives at the pickup window to close the order.

Adding VAT Disclaimer to Non-Sales Receipts

This 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.' Value Added Tax (VAT) is used in some regions in place of a 'sales' tax.' Each entity in the sales chain pays a VAT. You must have proper documentation to reclaim the portion of the VAT charged to you by your VAT registered suppliers. 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.

Calculate Fulfillment Times Dynamically

This feature allows you to use mathematical formulas to dynamically calculate the fulfillment time and provide your customers a more accurate promise time instead of manually changing the time for large or complex orders. Until now, the values of several metrics which affect order fulfillment time, including prep time, cook time, and more, were static and used for every order. You no longer must set a single constant value for each metric.

Engage

Supporting Lane Locations

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.

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