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# Feature Focus Guide:

## Aloha Takeout Using BSP

Last Updated: June 5, 2021

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| Date          | Description of Change                    |
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| June 03, 2021 | Converted document to use new templates. |
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## About Aloha Takeout Using BSP

| Aloha Takeout Using BSP at a Glance |  |
|-------------------------------------|--|
| Core Product                        | Aloha Takeout (ATO)  |
| Complementary Products              | Business Service Platform (NCR BSP)  |
| Separate License Required?          | No   |
| Other References                    | Aloha Takeout v17.1 Implementation Guide, Aloha Takeout Reference Guide, Aloha Takeout Using Configuration Utility Quick Reference Guide |

### What is NCR BSP

This document provides instructions for configuring Aloha® Takeout (ATO) to use the NCR® Business Service Platform (NCR BSP), for sites using third-party delivery services.

The NCR Business Service Platform 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.

### When you leverage NCR BSP with Aloha Takeout, several services come into play:

- Order - Used by Aloha Takeout to receive orders from the third-party marketplace and send new order information and order status updates as the order progresses through the fulfillment process in the restaurant.
- Notification - Used by Aloha Takeout to receive notifications for orders, delivery, and updates from the Order service.
- Authentication - Used by Aloha Takeout to authenticate itself with the platform.
- Item Availability - Used by Aloha Takeout to publish changes made to item availability in the Aloha POS to Aloha Online Ordering, eliminating the possibility of a guest adding an item that is temporarily not available to their online order.
- Fulfillment Time - Used by Aloha Takeout to calculate a timeline for the fulfillment process of an order.
- Delivery - Used by Aloha Takeout to connect third-party and in-store delivery services.

### Software Prerequisites

You must have the following prerequisites installed when configuring ATO with NCR BSP:

- The latest build for one of the supported Aloha POS versions is installed, and you can successfully complete a transaction from the Aloha POS to Aloha Takeout. In addition, Aloha must be registered for COM.
- The latest version of Aloha Configuration Center is installed. New Aloha Manager is not supported with NCR BSP.

- The latest version of Command Center. This is needed for site support, not for NCR BSP.
- Aloha Takeout v17.1 or later, or Aloha Order Manager v17.1, is installed and operational.

## **What You Need to Know Before You Begin**

This document assumes you already have a working version of Aloha Takeout on your system. If you do not, refer to the Aloha Takeout Implementation Guide or the Aloha Takeout Order Manager Implementation Guide for more information.

## Configuring Aloha Takeout Using BSP

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for configuring Aloha Takeout using BSP. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

| Procedures at a Glance:   |   |
|---|---|
| If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. |   |
| 1.  | Configure interface employees for ATO to use for BSP ordering. See page 4.<br>Select <b>Maintenance &gt; Labor &gt; Jobcodes</b> and create a job code specifically for use by interface employees.<br>Select <b>Maintenance &gt; Labor Pos Access Levels</b> and create an access level specifically for use by interface employees.<br>Select <b>Maintenance &gt; Labor &gt; Employees</b> and create an employee to operate each ATO terminal. |
| 2.  | Select <b>Maintenance &gt; Hardware &gt; Terminals</b> and create an interface server and interface terminals to use for BSP ordering. See <a href="#">page 6</a> .   |
| 3.  | Select <b>Maintenance &gt; Takeout Configuration &gt; Order Modes</b> tab and align a POS order mode to use with BSP ordering. See <a href="#">page 9</a> .   |
| 4.  | Select <b>Maintenance &gt; Takeout Configuration &gt; Tenders</b> tab and align POS tenders to use for BSP ordering. See <a href="#">page 10</a> .  |
| 5.  | Set <b>environment variables</b> for BSP ordering.  |
| 6.  | Select <b>Maintenance &gt; Takeout Configuration &gt; Takeout System Parameters</b> to configure Iber to start on the BOH. See <a href="#">page 13</a> .  |
| 7.  | Select <b>Maintenance &gt; System Settings &gt; Void Reasons</b> and create void reasons for future and canceled orders. See <a href="#">page 15</a> .  |
| 8.  | Select <b>Maintenance &gt; Takeout Configuration &gt; Takeout Settings &gt; Options &gt; Future Orders</b> tab to create future orders for BSP ordering. See <a href="#">page 15</a> .  |
| 9.  | Select <b>Maintenance &gt; Takeout Configuration &gt; Takeout Settings &gt; Custom Settings</b> tab and enter custom values to provision Aloha Takeout to use BSP. See <a href="#">page 18</a> .  |
| 10.   | Select <b>Maintenance &gt; Takeout Configuration &gt; Takeout Settings</b> , and click Version to version Aloha Takeout for BSP ordering. See <a href="#">page 19</a> .   |
| 11.   | Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 20</a> .  |

## Configuring Interface Employees for ATO to Use for BSP Ordering

ATO uses interface employees, interface job codes, and interface access levels to release future and online orders, and to facilitate driver assignment and dispatch. This document assumes you already have a working version of Aloha Takeout on your system and that you already configured interface employees; however, if you have not, create one interface employee for each ATO terminal on your system.

Assign an interface job code with order entry capabilities and an interface access level with full access rights to each interface employee. After you create the interface employees, associate them to the corresponding interface terminal in [“Creating Interface Server/Terminals for ATO to Use for BSP Ordering”](#) on page 6.

### To create a job code specifically for use by interface employees:

It is necessary to create a job code specifically for use by interface employees, if you have not already configured an interface job code for use with another Aloha product. You can share interface job codes across Aloha products.

1. Select **Maintenance > Labor > Jobcodes**.
2. Click **New**.
3. Type a **name** for the job code, such as 'INT ATO.' **Note:** The character space is limited.
4. Type a **description** for the job code, such as 'Int Jobcode.'
5. Under the 'Time and Attendance' group bar, select **Shift required to clock in/out**.
6. Select **Exclude from Labor Scheduling**.
7. Select the **Order Entry** tab.

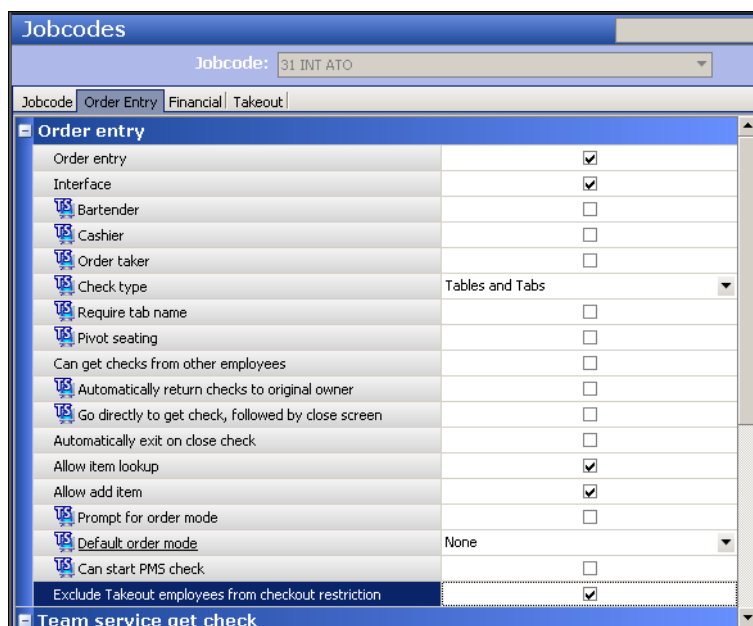


Figure 1 Job Codes - Order Entry Tab

8. Under the 'Order entry' group bar, select **Order entry**.
9. Select **Interface**.
10. Select **Tables and tabs** from the 'Check type' drop-down list.
11. Select **Exclude Takeout employees from checkout restriction**.
12. Select the **Financials** tab.
13. Under the 'Financial' group bar, select **Self banking**.
14. Leave all **remaining options** as their default values unless otherwise instructed.
15. Click **Save** and exit the **Jobcodes** function.
16. Continue to the next **procedure**.

**To create an access level specifically for use by interface employees:**

It is necessary to create an interface access level only if you have not already configured an interface access level for use with another Aloha product. You can share interface access levels across Aloha products.

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Click **New**.
3. Type a **name** for the access level, such as INT Access. **Note:** The character space is limited.
4. Select **all available options**. Typically, an interface employee has full access unless otherwise instructed.
5. Click **Save** and exit the **Pos Access Levels** function.
6. Continue to the next **procedure**.

**To create an interface employee to operate each ATO terminal:**

1. Select **Maintenance > Labor > Employees**.
2. Click **New**.
3. Type a **name** for the interface employee, such as 'INT Emp1,' to represent this interface employee operates ATO terminal 1.



4. Select the **Jobcodes** tab.

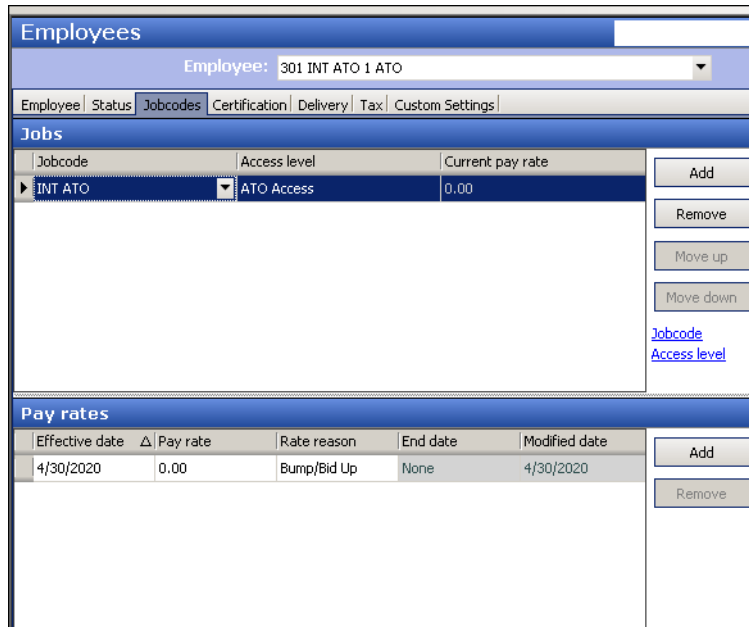


Figure 2 Employees - Jobcode Tab

5. Under the 'Jobs' group bar, click **Add** to add a new row.
6. Select the **job code** you created for interface employees from the 'Jobcode' drop-down list.
7. Select the **access level** you created for interface employees from the 'Access level' drop-down list.
8. Leave **all remaining options** for the Employee function as their default unless otherwise instructed.
9. Click **Save**.
10. Repeat this **procedure** and create an interface employee for each ATO terminal.
11. Exit the **Employees** function.

## Creating Interface Server/Terminals for ATO to Use for BSP Ordering

Aloha Takeout uses interface terminals to interact with order entry terminals, in combination with interface employees and job codes, to monitor and manage customer records and orders. The system uses a virtual server (interface server) and virtual terminals (interface terminals), both defined in the Terminals function, to display in Aloha Takeout.

You must also create an interface terminal for NCR BSP ordering. Associate the virtual employee you created in the prior section, to operate Aloha Takeout, with the virtual terminal you are about to create. The interface host for each interface terminal is the interface server. The interface server runs the instance of Iber.exe or iberqs.exe without a user interface on the Aloha BOH site controller. Once you establish that relationship, orders can appear in Aloha Takeout.

**To create an interface server:**

1. Select **Maintenance > Hardware > Terminals.**
2. Click **New.**

The screenshot shows the 'Terminals' configuration window. At the top, there is a 'Terminal:' dropdown menu with '16 Int. Server' selected. Below this are tabs for 'Terminal', 'Readers', 'Output Devices', and 'EDC Settings'. The main area is divided into several sections:

- Identification:** Number: 16, Name: Int. Server
- Applications:** POS (checked), Aloha Kitchen (unchecked), Kiosk (unchecked)
- Settings:** Model: Radiant, Function: Interface server
- Printers:** Default printer: None, Voucher printer: None, Label printer: None
- Screens:** Quick Service screen: None, Table Service screen: None
- Fiscal Devices:** Primary Fiscal Device: None
- Other:** Revenue center: Takeout, Terminal queue: Delivery, Order mode: DELIVERY

EDC info is visible at the bottom of the window.

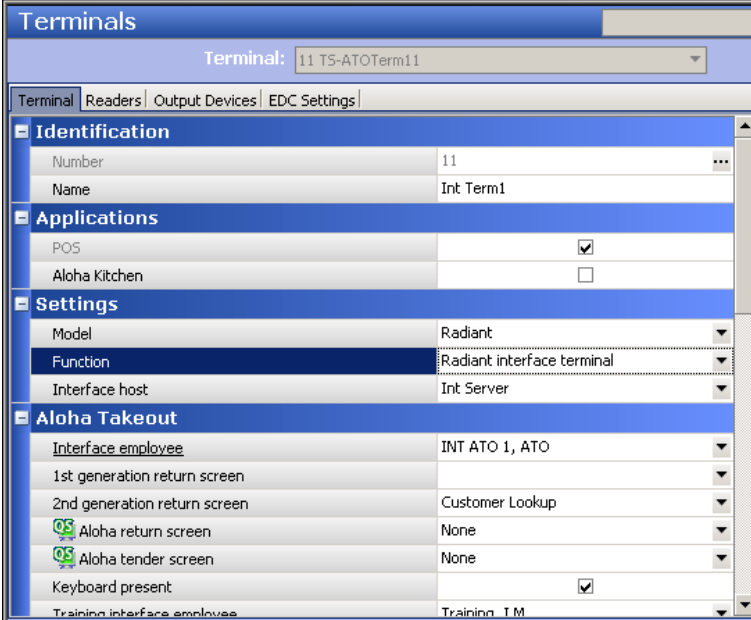
Figure 3 Interface Server

3. Type a **name** for the interface terminal, such as 'Int Server.' **Note:** The character space is limited.
4. Under the 'Applications' group bar, select **POS.**
5. Under the 'Settings' group bar, select **Radiant** from the 'Model' drop-down list.
6. Select **Interface server** from the 'Function' drop-down list.
7. Under the 'Other' group bar, select the appropriate **revenue center.** This is a required entry.
8. Select an **order entry queue** from the 'Terminal queue' drop-down list. This is a required entry.
9. Leave all other **default values** unless otherwise instructed.
10. Click **Save.**
11. Continue to the next **procedure.**

Once you create the interface server, you create an interface terminal for each terminal that submits orders in Aloha Takeout. Here, you associate the interface server with each interface terminal, as well as the corresponding interface employee.

## To create an interface terminal:

1. While still in the Terminals function, click **New**.



The screenshot shows the 'Terminals' configuration window. At the top, there is a 'Terminal:' dropdown menu with '11 TS-ATOTerm11' selected. Below this are four main sections: 'Identification', 'Applications', 'Settings', and 'Aloha Takeout'. Each section contains a table of configuration options.

| Identification |           |
|----------------|-----------|
| Number         | 11        |
| Name           | Int Term1 |

| Applications  |                                     |
|---------------|-------------------------------------|
| POS           | <input checked="" type="checkbox"/> |
| Aloha Kitchen | <input type="checkbox"/>            |

| Settings       |                            |
|----------------|----------------------------|
| Model          | Radiant                    |
| Function       | Radiant interface terminal |
| Interface host | Int Server                 |

| Aloha Takeout                |                                     |
|------------------------------|-------------------------------------|
| Interface employee           | INT ATO 1, ATO                      |
| 1st generation return screen |                                     |
| 2nd generation return screen | Customer Lookup                     |
| Aloha return screen          | None                                |
| Aloha tender screen          | None                                |
| Keyboard present             | <input checked="" type="checkbox"/> |
| Training interface employee  | Training_I.M.                       |

Figure 4 Interface Terminal

2. Type a **name** for the interface terminal that relates to the interface employee, such as 'Term 1.' **Note:** The character space is limited.
3. Under the 'Applications' group bar, select **POS**.
4. Under the 'Settings' group bar, select **Radiant** from the 'Model' drop-down list.
5. Select **Radiant Interface terminal** from the 'Function' drop-down list. This is especially needed if you use ATO Order Manager.
6. Select the **interface server** you created in the previous procedure from the 'Interface host' drop-down list.
7. Under the 'Aloha Takeout' drop-down list, select the corresponding **interface employee** you created in ["Configuring Interface Employees for ATO to Use for BSP Ordering" on page 4](#) from the 'Interface employee' drop-down list.
8. Under the 'Other' group bar, select the appropriate **revenue center**. This is a required entry.
9. Select an **order entry queue** from the 'Terminal queue' drop-down list. This is a required entry.
10. Leave all other **default values** unless otherwise instructed.
11. Click **Save**.
12. Repeat this **procedure** for each interface terminal.
13. Exit the **Terminals** function.

## Configuring Order Modes for Use with BSP Ordering

Aloha Takeout supports several order modes that are mapped with order modes from the Aloha POS system.

- Call-in
- Catering
- Curbside
- Delivery
- Drive-thru
- Faxed-in
- Walk-in
- Web

You must share the POS order mode ID with the third-party delivery service for them to use. When the delivery service submits an order with that order mode ID, Aloha Takeout recognizes that the order is from that service. The most logical mode to use is the order mode mapped to 'Web' in Aloha Takeout; however, if the site supports several delivery services, you must leverage another of the supported order modes. For example, if you currently do not use the 'Call-in' order mode, create a POS order mode for the 'TakeItAway' delivery service, link the order mode to 'Call-in' in ATO, and share that POS order mode ID with 'TakeItAway' so they can use it.

To do this, first create a new order mode in the POS system. Do not use an existing order mode that is in use. Implement a naming convention to identify specific delivery services. In this example, we used TIA for the fictitious 'TakeItAway' delivery service.

### To create an order mode in the POS system:

1. With Quick Service, Table Service, or Takeout selected in the product panel, select **Maintenance > System Settings > Order Mode**.
2. Under the 'Settings' group bar, type a **name** for the order mode, such as 'ATO Call-TIA.'  
**Note:** The character space is limited.
3. Select **Active**.
4. Leave all remaining **options** as their default unless otherwise instructed.
5. Click **Save**.
6. Repeat this **procedure** for any other order modes you need to create for a delivery service.
7. Exit the **Order Mode** function.

Next, map the POS order mode in Aloha Takeout. **Note:** Although allowed, do not attach these order modes to an interface terminal configuration in the Terminals function.

## To map a POS order mode in Aloha Takeout:

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

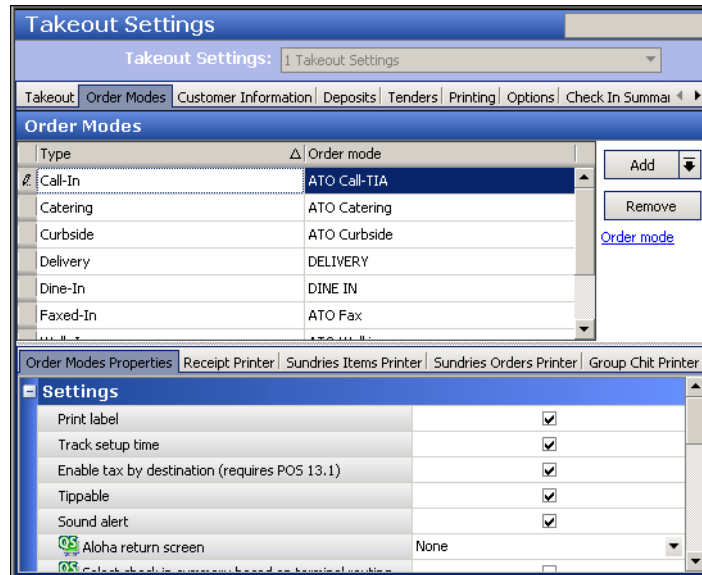


Figure 5 Takeout Settings - Order Modes Tab

3. If not already mapped, click the **New** drop-down arrow, select the **order mode type**, and click **OK**. The order mode appears in the list of ATO order modes.
4. Select the corresponding **POS order mode** from the 'Order mode' drop-down list.
5. Configure the remaining **options** as you would for any other mapped order mode in Aloha Takeout.
6. Repeat this **procedure** for any additional order mode you need to map.
7. Click **Save** and exit the **Takeout Settings** function.

## Configuring Payment Methods for Use with BSP Ordering

You must configure the payment methods in Aloha Takeout for third-party delivery services to use for tendering an order. This is a multi-step process that includes the Aloha POS system and Aloha Takeout.

The first step is to create a generic tender type in the Aloha POS system, with 'Active' and 'Track' selected, for each supported delivery service. Do not use an existing tender that is in use. The tender ID is linked to a prepaid tender in ATO. When the delivery service submits and applies the payment to an order with that tender ID, Aloha Takeout recognizes the tender is from that service.

Implement a naming convention to identify specific delivery services. In this example, we used TIA for the fictitious 'TakeItAway' delivery service.

## To configure a generic tender type in Aloha POS:

1. With Takeout, Quick Service, or Table Service selected in the product panel, select **Maintenance > Payments > Tenders**.

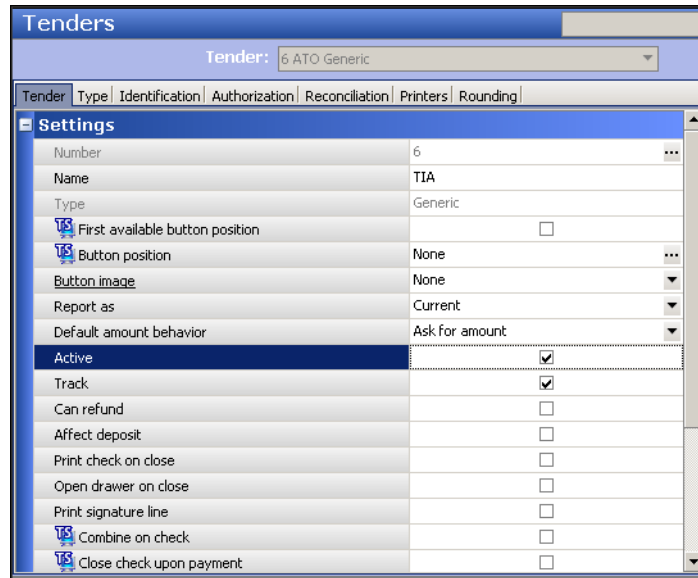


Figure 6 Tenders

2. Click the **New** drop-down arrow, select **Generic**, and click **OK**.
3. Type a **name** for the tender, such as 'TIA.' **Note:** The character space is limited.
4. Leave all remaining **options** as their default unless otherwise instructed.
5. Click **Save**.
6. Repeat this **procedure** for each tender needed for a delivery service.
7. Exit the **Tenders** function.

Once you create the tender, enable the use of prepaid tenders in Aloha Takeout.

## To enable the use of prepaid tenders in ATO:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Options** tab.
3. Under the 'Order Confirmation' group bar, select **Enable prepaid tender**.
4. Click **Save**.

Next, add the tenders in Aloha Takeout and align them with the corresponding POS tender. Aloha Takeout supports and lists many delivery services embedded into the system and you must use the appropriate tender types for these delivery services. If the delivery service you need is not listed, then add the tender as a custom prepaid tender. You must share the prepaid tender in ATO with the delivery service.

Also, when adding credit card tenders, use prepaid credit card types and align them to a prepaid tender, such as Visa, MC, Amex, Discover, and others, on the POS side. These tenders must still be generic on the POS side and CANNOT be linked to actual credit card tenders on the POS.

**To align POS tenders for use with Aloha Takeout:**

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

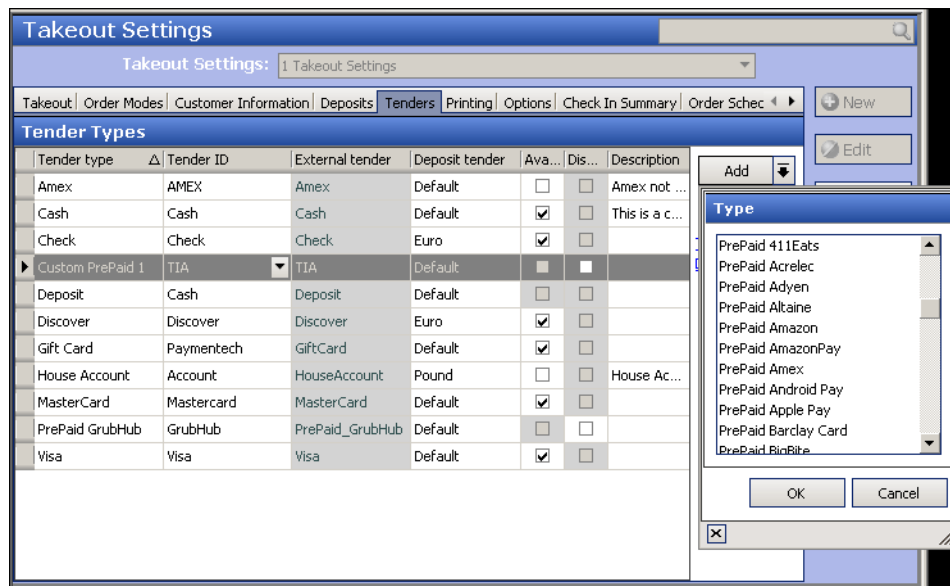


Figure 7 Takeout Settings - Tenders Tab

3. Click the **Add** drop-down arrow, select a supported **Prepaid <delivery service>** from the Type list box, and click **OK**.
- OR-
- Click the **Add** drop-down arrow, select the first available **Custom Prepaid type**, and click **OK**.
4. Select the corresponding **POS tender** created for use with the tender from the 'Tender ID' drop-down list.
5. If this is a custom prepaid tender, type the **name** of the delivery service in 'External tender,' such as 'TIA.' This identifies the third-party delivery service to use this tender to send to the .json file. This option is unavailable for non-custom prepaid tender types.
6. Select **Available for deposits**, if this button needs to appear on the Deposits screen.
7. Select **Default** from the 'Deposit tender' drop-down list if the deposit tender does not use rounding rules. If the deposit tender uses rounding rules, select another tender, such as 'Euro' for Aloha Takeout to use.

8. Optionally, type any identifiable **information** in 'Description. For example, for a custom prepaid tender, you can type "Use this tender for TakeltAway delivery service." The description does not appear anywhere but the ATO Takeout Settings function.
9. Repeat **steps 3 through 8** to add other tender types.
10. Click **Save**.

## Setting Environment Variables for BSP Ordering

The Aloha system is sometimes configured with a .bat file that sets specific environment variables prior to launching the Front-of-House. With this method, the Front-of-House (Iberqs.exe or Iber.exe) launches with the 'Radiant Takeout and Delivery' service and runs under a service context. You must set the following system environment variables:

- **Iberdir=C:\AlohaQS** for Quick Service installations or **IberDir=C:\Aloha** for Table Service installations.
- **IberRoot=AlohaQS** for Quick Service installations or **IberRoot=Aloha** for Table Service installations.
- **LocalDir=C:\AlohaQS** for Quick Service installations or **LocalDir=C:\Aloha** for Table Service installations. \*
- **MasterCapable=False** \*
- **NumTerms=n**, where *n* is the total number of physical terminals.
- **Server=n**, where *n* is the computer name.
- **ServerCapable=False** \*
- **Term=n**, where *n* is the terminal ID number of the interface server used at the site. \*
- **TermStr=n**, where *n* is the TermStr on all terminals used at the site.
- **NoFatalMsgBox=True**

\* Indicates variables that are not typically set up for a common Aloha Takeout installation. All other variables may already be in place.

## Configuring Front-of-House to Start

If ATG (Aloha Transaction Gateway) or a third-party software launches the Front-of-House (Iber.exe or Iberqs.exe) from the BOH, then the ATO application needs to also. To do this, configure the Takeout System Parameters function.



**To configure Iber to start on the BOH:**

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout System Parameters**.

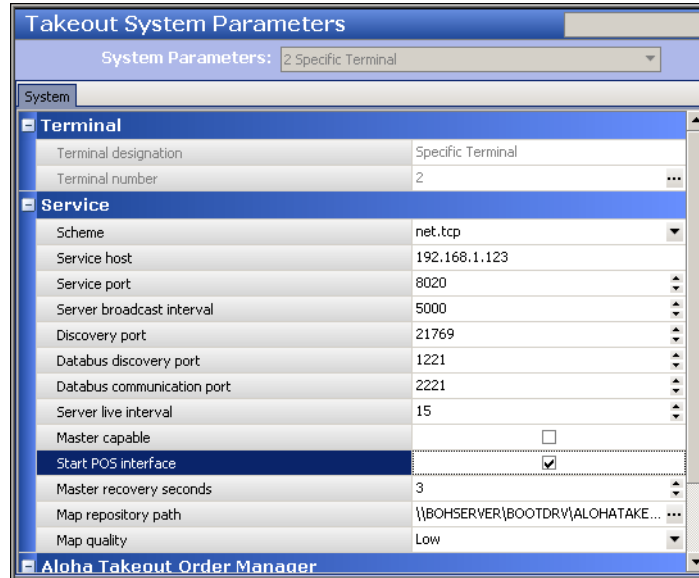


Figure 8 Takeout System Parameters

2. Under the 'Service' group bar, type the **IP address** the Aloha BOH site controller uses to connect to the Aloha network in 'Service Host.' The Aloha Takeout service broadcasts and accepts messages across this IP. If the IP address is incorrect or the network adapter is not at the top of the Connections frame, the terminals will not be able to connect to the service.
3. Select **Start POS Interface** to automatically start and restart a UI-less instance of Iber.exe or Iberqs.exe on the BOH computer to accept orders from a web order.
4. Leave all **remaining options** as their default unless otherwise instructed.
5. Click **Save** and exit the **Takeout System Parameters** function.

## Creating Void Reasons for Future and Canceled Orders

In a typical Aloha Takeout installation, you create two void reasons in the Aloha POS for future orders and canceled orders, and associate these in the Takeout Settings function. You can use these existing void reasons; however, you most likely will create new void reasons specifically for online orders.

### To create the ATO void reasons:

1. With Takeout, Quick Service, or Table Service selected in the product panel, select **Maintenance > System Settings > Void Reasons**.
2. Click **New** to create a new void reason.
3. Under the 'Settings' group bar, type a **name** for the void reason in 'Description.'
4. Select or clear **Return voided items back to inventory** based on the following criteria:
  - a. For a Future Order void reason, clear **Return voided items back to inventory**, as these items are not ordered.
  - b. For the Canceled Order void reason, select **Return voided items back to inventory**, if you can prevent the items from being prepared or you can reuse the items. Clear **Return voided items back to inventory**, if you typically prepare and waste the items as a result of a canceled order.
5. Select **Do Not Report** for the future order void reason.
6. Clear **Do Not Report** for the canceled order void reason.
7. Click **Save**.
8. Repeat this **procedure** to configure either the future order or canceled order void reason.
9. Click **Save** and exit the **Void Reasons** function.

## Configuring Future Orders for BSP Ordering

By nature, an online order is a future order and you must configure Aloha Takeout for future ordering. Here you also associate the void reasons you created in ["Creating Void Reasons for Future and Canceled Orders" on page 15](#).

**Note:** This procedure lists the options that are important for configuring future orders for BSP ordering. We highly recommend you to refer to the Aloha Takeout documentation when configuring future orders as some options interact differently when used with others.

If you implement Aloha Takeout Order Manager where you manage orders from the BOH, instead of the full Aloha Takeout product, you must ensure you select 'Activate future orders via server.' If you are using the full Aloha Takeout product, clear 'Activate future orders via server.'

**To configure future order for BSP ordering:**

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

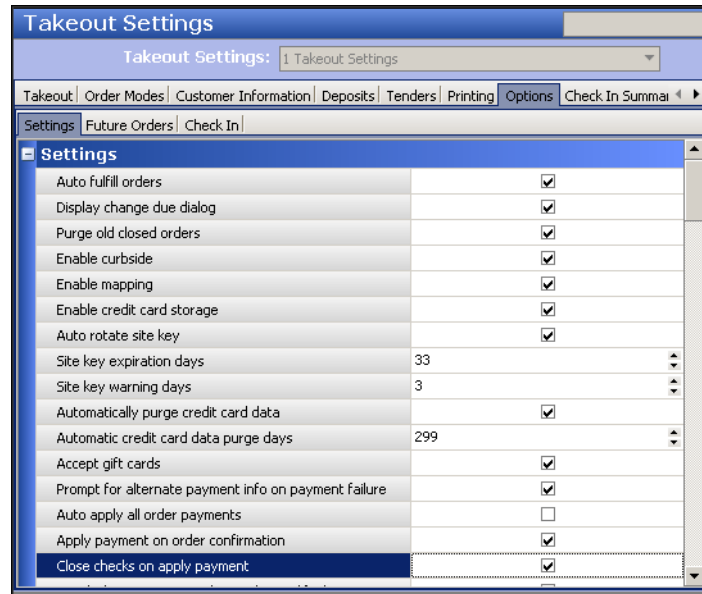


Figure 9 Takeout Settings - Options - Settings Tab

3. Under the 'Settings' group bar, select **Auto fulfill orders** to enable Aloha Takeout to automatically close the check in Aloha Takeout when the check is closed in the Aloha POS. **Note:** This option does not affect delivery orders.
4. Select **Close checks on apply payment** to enable Aloha Takeout to automatically close the check in the Aloha POS once full payment is applied.

**Note:** This option is a global setting and applies to all order modes aligned in Aloha Takeout. You can opt to override and configure this for specific order modes in Maintenance > Takeout Configuration > Takeout Settings > Order Modes.

5. Select the **void reason** created for canceled orders from the 'Order cancel void reason' drop-down list.

6. Select the **Options > Future Orders** tab.

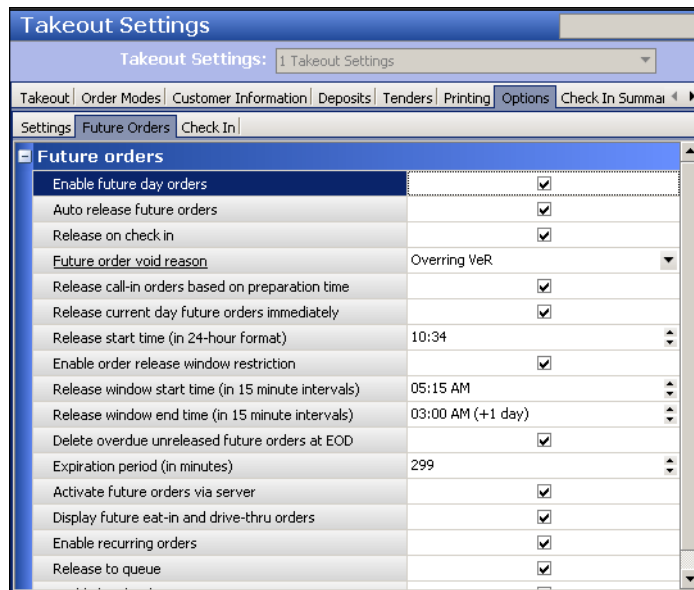


Figure 10 Takeout Settings - Options - Future Orders Tab

7. Under the 'Future orders' group bar, select **Enable future day orders**.
8. Select **Auto-release future orders**, if applicable.
9. Select the **void reason** to use for future orders from the 'Future order void reason' drop-down list.
10. Select **Activate future orders via server**, if using ATO Order Manager instead of the full Aloha Takeout product.
11. Leave all remaining **options** as their default unless otherwise instructed.
12. Click **Save** and exit the **Takeout Settings** function.

## Provisioning Aloha Takeout for Use with BSP

You must provision Aloha Takeout to identify the site and communicate with NCR BSP. During the interim when these options are in the Aloha Configuration Center interface, you must add custom values using the Takeout Settings > Custom Settings tab.

### To enter values into the Custom Settings tab:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings > Custom Settings** tab.

| XPath                           | Element name                   | Element value | Attribute                           |
|---------------------------------|--------------------------------|---------------|-------------------------------------|
| /Config/Options/ExternalComm... | EnableExternalCommunication    | True          | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | EnableOmniChannelCommunicat... | True          | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | EnterpriseUnit                 | xxxxxxxxxx    | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | OCPSharedKey                   | xxxxxxxxxx    | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | OCPSecretKey                   | xxxxxxxxxx    | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | OCPApplicationKey              | xxxxxxxxxx    | <input type="checkbox"/>            |
| /Config/Options/ExternalComm... | OCPOrganization                | xxxxxxxxxx    | <input checked="" type="checkbox"/> |

Figure 11 Takeout Settings - Custom Tab

2. Click **Add** and type the **XPath**, **Element name**, and **Element value** for each line. Leave **Attribute** cleared for each line.
3. Click **Save** and exit the **Takeout Settings** function.

Use the following lines to enter in the Custom tab. For your convenience, you can copy the 'xpath' and 'element name' from this document and paste it directly into the application:

**EnableExternalCommunication** - Set to True for NCR BSP to work.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: EnableExternalCommunication

**EnableOmniChannelCommunications** - Set to True for NCR BSP to work.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: EnableOmniChannelCommunications

**EnterpriseUnit** - An alphanumeric value that identifies a specific site

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: EnterpriseUnit

**OcpSharedKey** - An alphanumeric value used to validate the site to NCR BSP for ordering.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: OcpSharedKey

**OcpSecretKey** - An alphanumeric value used to validate the site for NCR BSP for ordering.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: OcpSecretKey

**OcpApplicationKey** - Identifies the application connected. In this case, the value represents ATO and is always set to 8a8088e05d9c6da0016051c508c5000c.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: OcpApplicationKey

**OcpOrganization** - Identifies the company and is created by NCR BSP based on the name of the company.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: OcpOrganization

In addition, you can use the following optional setting:

**EnableOnlineOrderAlert** - Set to True.

XPath: /Config/Options/ExternalCommunicationConfiguration

Element Name: EnableOnlineOrderAlert

## Versioning Aloha Takeout

After you configure all before-mentioned procedures in this document, you need to version the Takeout Settings record to support additional sites for BSP ordering. This allows you to copy your configuration to other sites without having to repeat your configuration. The main reason to version is because the 'EnterpriseUnit' used in the provisioning process is unique to the site.

**Note:** Please ensure you are ready and have all configuration in place before you version.

### To version the Takeout Settings record:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. With the function open, click **Version** from the command panel. The Version Assignment dialog box appears.

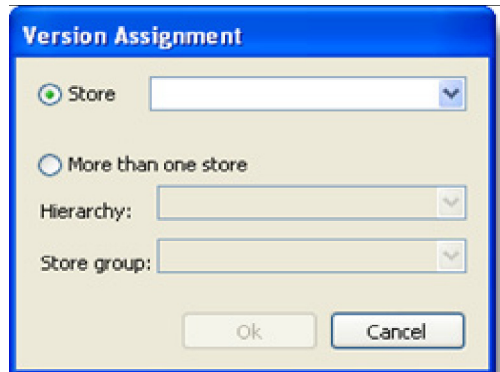


Figure 12 Version Assignment Dialog Box

3. Click **OK**.

## Refreshing the System

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

**Note:** Refresh data with caution and never during peak hours of operation. All FOH terminals rebook during a refresh and are down for a short period of time.

## Verifying ATO Uses BSP

Below is an example of the ATO Main log when the site is set up and working properly.

```
Jul 24, 09:11:33.83305, [9508], [INFO], [<Initialize>d__22], "(1)
Initializing NEP Controller"
Jul 24, 09:11:33.87991, [9508], [INFO],
[<InitializeNotificationService>d__23], "(1) Attempting to connect to
the Notification Service"
Jul 24, 09:11:34.08299, [9508], [INFO],
[<<StartNotificationBufferProcessing>b__39_0>d], "(1) Starting
Notification Buffer processing"
Jul 24, 09:11:34.75471, [7072], [INFO], [<Initialize>d__15], "(1)
Attempting to initialize the NEP Notification Service Communicator"
Jul 24, 09:11:35.39518, [4136], [INFO],
[NotificationServiceCommunicator], "(1) Successfully subscribed to
Notification Service"
Jul 24, 09:11:35.39518, [4136], [INFO],
[NotificationServiceCommunicator], "(1) Connected to the Notification
websocket"
Jul 24, 09:11:35.41080, [9508], [INFO], [<SyncOrders>d__24], "(1)
Attempting to sync Unacknowledged Orders remaining on the OCP system"
Jul 24, 09:11:35.41080, [9508], [INFO],
[<GetUnacknowledgedOrders>d__15], "(1) Attempting to get Unacknowledged
Orders"
```



## Aloha Takeout Using BSP

NCR 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 address:

email: [Documentation.HSR@NCR.com](mailto:Documentation.HSR@NCR.com)

