



NCR Aloha Takeout and Aloha Kitchen Integration Guide

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About This Document

This document is the *NCR Aloha Takeout and Aloha Kitchen Integration Guide*.

This document assumes you already have completed the implementation of either Aloha Table Service or Quick Service, Aloha Takeout, and Aloha Kitchen, and now want to integrate Aloha Takeout with Aloha Kitchen.

Purpose

This document is intended for configuration technicians. It describes the configuration required for Aloha Takeout and Aloha Kitchen to fully integrate and share information between the two products.

Audience

This document is designed for the following audiences:

- Configuration Technicians
- Professional Service Team Members
- Support Personnel

Support Information

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About Aloha Takeout and Aloha Kitchen Integration

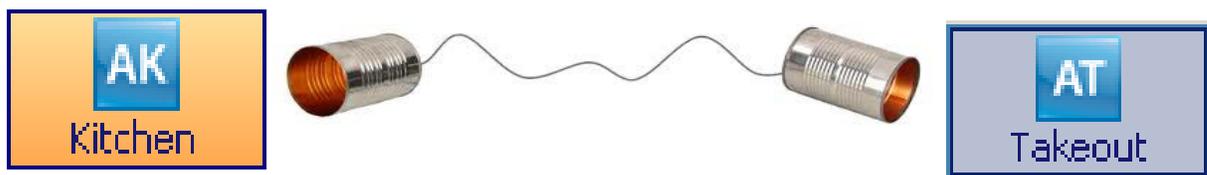


Figure 1 Aloha Kitchen and Aloha Takeout Integration Illustration

NCR Aloha Kitchen (AK) and NCR Aloha Takeout (ATO) are independent NCR products that add incredible value to the Aloha solution and target certain areas of the restaurant to satisfy specific needs of the operations. Both products have their own release cycles and are dependent on the core Point-of-Sale (POS) infrastructure for communication and interaction. **This guide assumes you have both AK and ATO installed and operating at the site.**

The Aloha Kitchen product aides kitchen operations by maximizing guest satisfaction, reducing labor costs, minimizing kitchen errors, and reducing wasted food. Aloha Kitchen

drives efficiency within table service and quick service environments and the kitchen staff is more productive and able to focus solely on food quality.

Note: Refer to the NCR Aloha Kitchen documentation for more information on the Aloha Kitchen product.

The Aloha Takeout product provides an innovative solution to streamline take-away, delivery, and curbside operations. Aloha Takeout improves your speed-of-service, manages future and distant sales, and captures necessary information relating to your guest.

Note: Refer to the NCR Aloha Takeout documentation for more information on the Aloha Takeout product.

When you install and operate AK and ATO together with the POS, the products continually 'talk' to each other through the databus messaging service and allow you to automate and optimize specific key areas of your operations. This reduces repetitive and unnecessary data and ultimately yields a more streamlined and robust solution across all products.

Configuring Prerequisites for ATO and AK Integration

This section discusses the prerequisites requirements for integrating ATO and AK, such as enabling kitchen integration in ATO, configuring a course in AK for specifically overriding the order modes used by ATO, and entering timing information in AK. These are a prerequisite for all procedures explained in this guide and you will build upon these for the remainder of the document. Once integrated, ATO sends the following information to AK:

- Address (lines one and two)
- Address notes
- City
- First name
- Lane number
- Order destination
- Order notes
- Order source
- Pager number
- Phone number
- Promise time
- Reference ID
- State
- Vehicle make, model, and color
- Zip code

Enabling Kitchen Integration in ATO

The first step in configuring kitchen integration requires you to enable kitchen integration in ATO. This allows ATO and AK to send and receive messages to and from the other.

To enable kitchen integration in ATO:

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

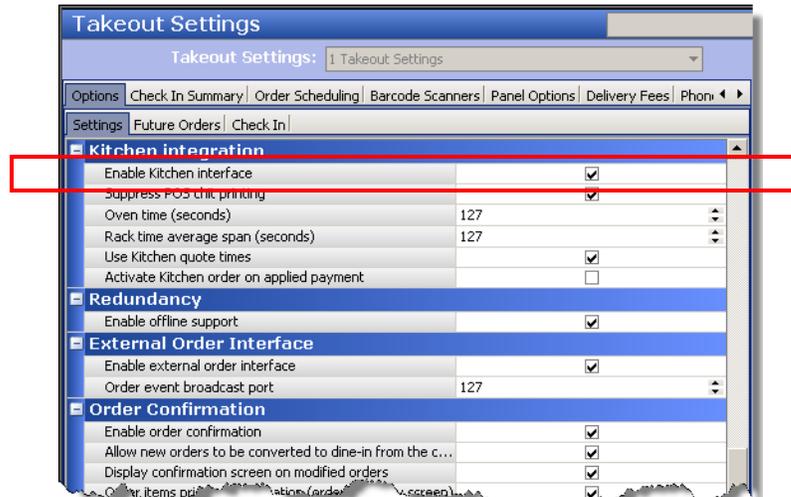


Figure 2 Kitchen Integration Group Bar

3. Under the 'Kitchen integration' group bar, select **Enable Kitchen interface**.
4. Click **Save** and exit the **Takeout Settings** function.

Configuring Orders to Appear in AK Based on Promise Time

Aloha Takeout uses the Course function to display orders on an Aloha Kitchen screen in stages, with respect to item cook times. During the AK installation, the system creates a default course for you, which is required and usually sufficient unless you are using course ordering. If using course ordering, you create additional courses to match the sequence of food deliveries to your guests (i.e. Appetizer, Salad/Soup, Entree, Dessert). When integrating ATO with AK, you want items to appear on an AK screen based on the item cook time and the order promise time. To accomplish this, create a course specifically for use with ATO and select 'Fire based on Promise Time.' Then access the Order Mode Overrides tab and move the ATO order modes to the included list.

To create an ATO course in AK:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Course**.
2. Click **New** to add a new course.

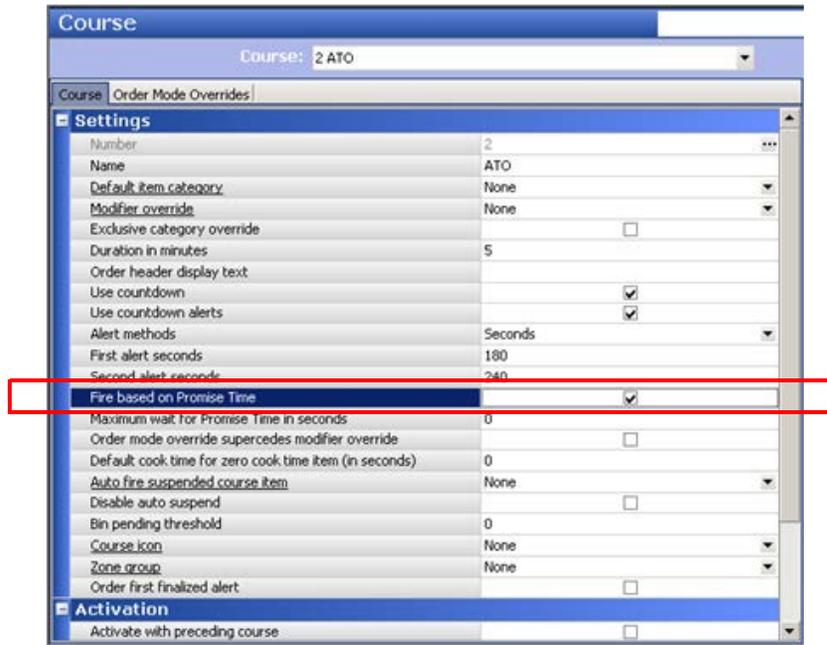


Figure 3 Course - Course Tab

3. Type a **name** for the course, such as 'ATO.'
4. Under the 'Settings' group bar, select **Fire based on Promise Time**.
5. Leave the **remaining options** as their default. You might return and change these options as described in the rest of this document.

6. Select the **Order Mode Overrides** tab.

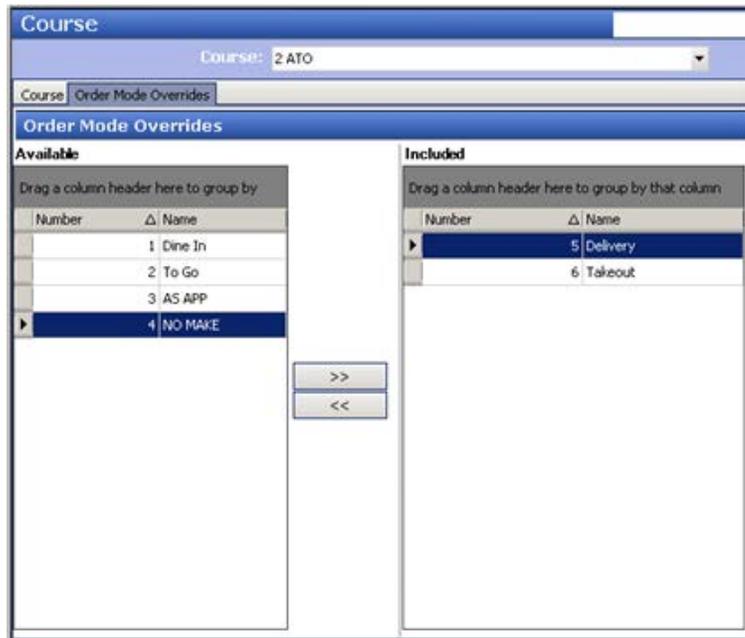


Figure 4 Course - Order Mode Overrides Tab

7. Under the 'Order Mode Overrides' group bar, select the **order modes used by Aloha Takeout** from the 'Available' list and click >> to move the order modes to the 'Included' list.
8. Click **Save** and exit the **Course** function.

Configuring Item Cook Times in AK

Item cook times allow items to appear on a kitchen screen at staggered times so you can synchronize the completion of the items in an order at the same time. It is also a crucial element when integrating ATO and AK and alters the time ATO orders release and appear in the kitchen. If you do not configure item timing in AK, items activate and immediately appear on the kitchen screen and you do not benefit from integrating ATO and AK.

Note: Refer to the Customizing Aloha Kitchen Guide for more information on item cook times.

The item in the order with the longest cook time appears on-screen first, then each subsequent item within the order appears at its designated cook time. You typically do not add a cook time to a self-serve item or an item that does not require preparation.

ITEM COOK TIME SCENARIO: An order contains a grilled chicken entree with an eight minute cook time and a fried shrimp entree with a two minute cook time. The grilled chicken entree appears on the Grill screen first, then the fried shrimp entree appears on the Fry screen six minutes after the grilled chicken.

To add a cook time to an item:

1. With Kitchen selected in the product panel, select **Maintenance > Menu > Item Cook Times**. The default global record appears active and ready for edit.

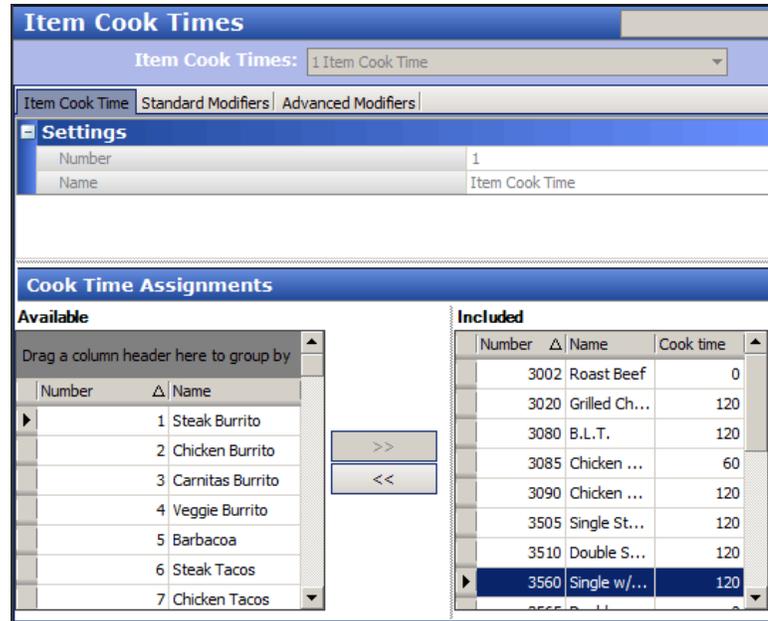


Figure 5 Item Cook Times

2. Select an **item** from the 'Available' list and click >> to move the item to the 'Included' list. To select a range of items, select the **first item** in the range, hold down the **Shift key**, and select the **last item**. To select non-consecutive items, select an **item**, hold down the **Ctrl key**, and select each **additional item**.
3. Type the **number of seconds** it takes to prepare the item in 'Cook time,' To enter the same cook time for a range of items, select the **first item** in the range, hold down the **Shift key**, and select the **last item**. To enter the same cook time for non-consecutive items, select an **item**, hold down the **Ctrl key**, and select each **additional item**.
4. Repeat **steps 3 and 4** until you configure the cook times for each item.
5. Click **Save** and exit the **Item Cook Times** function, or continue to the **next procedure**.

Adjusting an Item Cook Time Based on a Modifier

You can adjust the cook time of an item when you order the item with a specific modifier, using the Standard Modifiers tab. Typically, you adjust a cook time for temperature modifiers, such as 'Well Done,' or 'Rare.' You can increase or decrease the time, based on a percentage or a fixed number of seconds. You must ensure the modifier is in a modifier group and the group is associated with the applicable item, as you would for any other modifier group configuration.

INCREASED STANDARD MODIFIER COOK TIME SCENARIO: The guest orders a hamburger with a six minute cook time, but when cooked as 'well done,' it increases the cook time by 25%. The cook time for the well done hamburger is now seven minutes and 30 seconds.

DECREASED STANDARD MODIFIER COOK TIME SCENARIO: The guest orders a hamburger with a six minute cook time, but when cooked as 'rare,' it decreases the cook time by 25%. The cook time for the rare hamburger is now four minutes and 30 seconds.

To adjust an item cook time based on a modifier:

1. While still in the Item Cook Times function, select the **Standard Modifiers** tab.

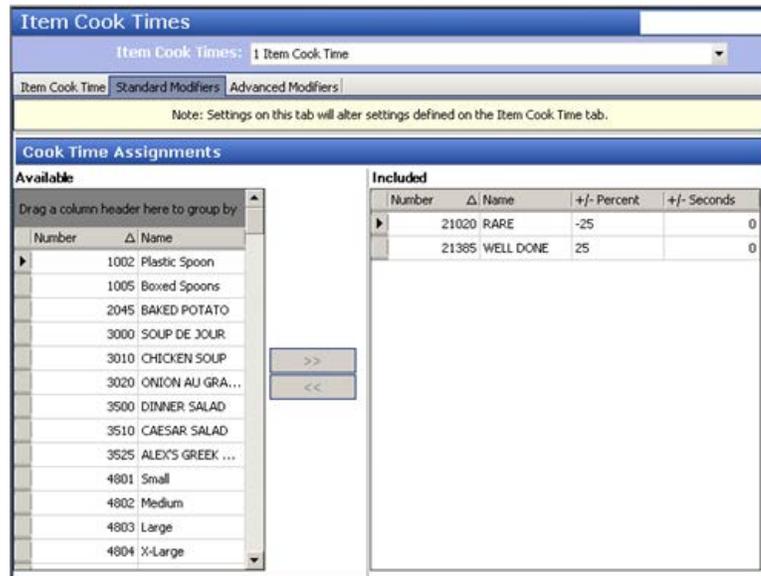


Figure 6 Item Cook Time - Standard Modifiers Tab

2. Select a **modifier**, such as 'Well Done' from the 'Available' list and click >> to add the modifier to the 'Included' list. Do not select a menu item or a modifier that does not apply.
3. To adjust the cook time by a percentage, type a **percentage** in the '+/- Percent' column. Precede the percentage with a minus sign if you want to reduce the original cook time.

-OR-

To adjust the cook time by a **fixed number of seconds**, type an amount, in seconds, in the '+ - Seconds' column. Precede the amount with a minus sign if you want to reduce the original cook time.

4. Repeat **steps 2 and 3** for each modifier that requires you to adjust the item cook time when ordered with the modifier.
5. Click **Close** and exit the **Item Cook Times** function or continue to the **next procedure**.

Overriding an Item Cook Time Using an Item/Modifier Pairing

You can also override an item cook time, and item cook time adjustment, with a specific pairing of an item and a modifier using the Advanced Modifiers tab. Typically, you would use this when a cook time adjustment is already in place or you want to use a pairing at all times. For example, if you already have a Well Done modifier to increase the cook time of an

item by 50%, but when you order a NY Strip steak that takes 100%, you would pair NY Strip steak and Well Done together to create a different cook time amount.

To override an item cook time using an item/modifier pairing:

1. While still in the Item Cook Times function, select the **Advanced Modifiers** tab.

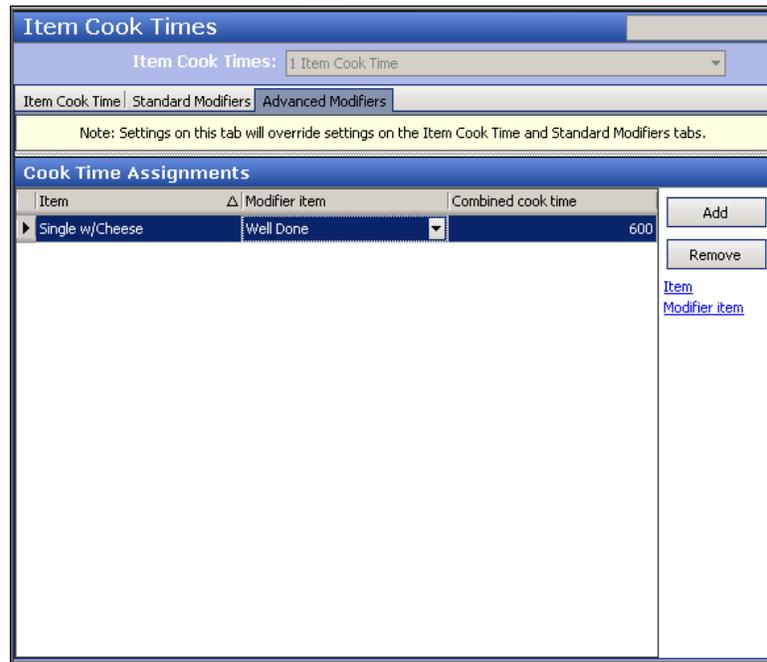


Figure 7 Item Cook Times - Advanced Modifiers Tab

2. Click **Add**. The system adds a blank row under the 'Cook Time Assignments' group bar.
3. Select an **item** from the 'Item' drop-down list.
4. Select a **modifier** from the 'Modifier' drop-down list. Only modifiers associated with the item appear.
5. Type the **total number of seconds** it takes to cook the item when used with this modifier in 'Combined cook time.'
6. Repeat **steps 2 through 5** until you add all advanced modifiers you need.
7. Click **Close** to exit the **Item Cook Times** function.

Determining the Method to Use for Items with Zero Cook Time

When you have a zero cook time assigned to an item, or forget to enter a cook time, you can configure the system to use a set number of seconds to apply to all zero cook time items, at the course level. This does not apply to items that have cook times configured.

To configure the number of seconds to apply to zero cook time items:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Course** (Figure 3).
2. Select the **course** you configured for ATO.
3. Type the **number of seconds** to apply to items ordered within this course when the item does not have a cook time defined in 'Default cook time for zero cook time item (in seconds).'
4. Click **Save** and close the **Course** function or continue to the **next procedure**.

Configuring Additional Cook Time Factors and Padding

You can also pad your item cook times in a variety of ways in AK for items ordered within a course.

To configure additional padding to apply to item timing for a course:

1. With the Course function still open (Figure 3), type the **factor** to multiply against the longest item cook time in 'Longest item cook time multiplier.' The default is 1.000, meaning the value does not effect the longest cook time.
2. Type the **number of seconds** to add to each item in the course in 'Additional seconds per item.' The default is 0 seconds.
3. Type the **number of seconds** to add to each item currently in all production stations in use in 'Additional seconds per item in entire kitchen.' The default is 0 seconds.
4. Type the **number of seconds** to add to the duration of the course in 'Additional seconds.' The default is 0 seconds.
5. Type the number of any **additional seconds** needed for cook time items in 'Additional cooktime in seconds.' The default is 0 seconds.
6. Click **Save** and exit the **Course** function.

Configuring Additional Integration Features

This section covers how to configure Aloha Takeout and Aloha Kitchen to optimize the integration between the two products.

Managing ATO Quote and Prep Times

A quote time is an estimated amount of time the employee states to the guest to inform them when their order will be ready. For example, when the cashier takes a call-in order, they can give an estimation of 15 minutes for the order to be ready so the guest can plan accordingly. In ATO, the quote times appear at the top of the screen for each order mode aligned in the ATO configuration.

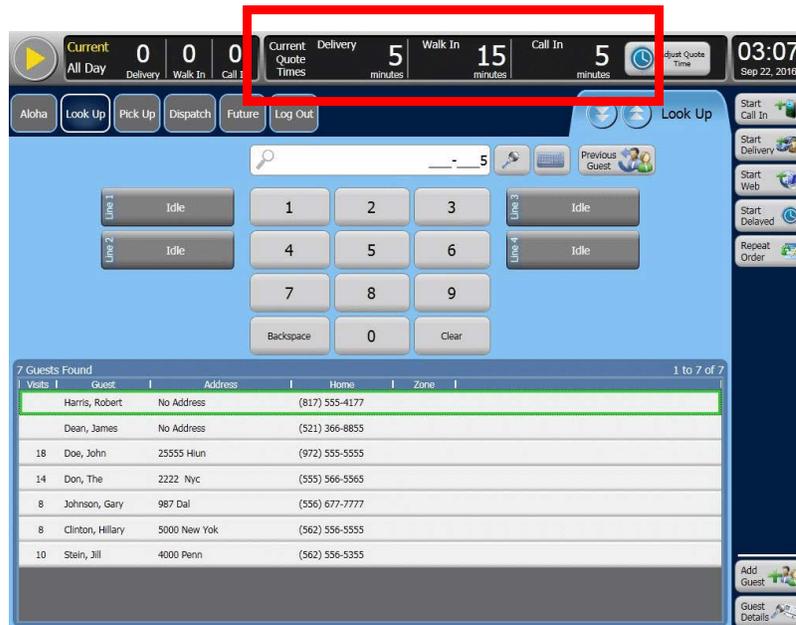


Figure 8 Aloha Takeout FOH Screen

You configure the default values of these quote times when you enter the number of minutes in the 'Reset at EOD value (in minutes)' option in Maintenance > Takeout Configuration > Panel Options > Info Bar > Metrics tab.

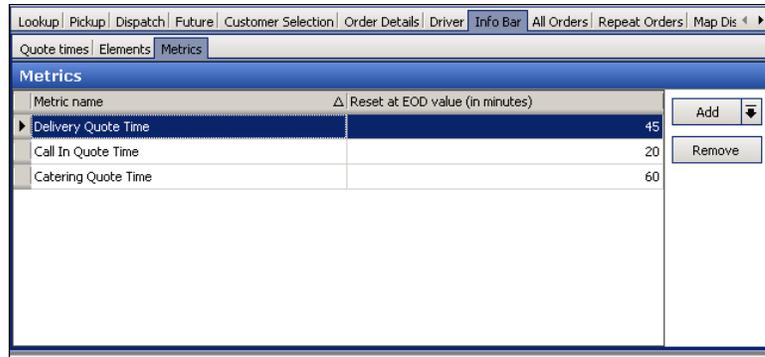


Figure 9 Info Bar - Metrics Tab

For example, when the cashier takes a call-in order, they can give an estimation of 15 minutes for the order to be ready so the guest can plan accordingly. In ATO, the quote times appear at the top of the screen for each order mode aligned in the ATO configuration.

When you select 'Auto release future orders,' without integrating ATO and AK, the system immediately sends ATO orders to the kitchen upon confirmation in ATO, using a prep time value as a buffer. You have a default prep time which you can change on demand. The calculation for this scenario is promise time minus prep time. Since integration between the two products is not in effect, ATO is unaware of any cook times configured in AK and uses a single prep time value as a buffer to allow time for items to cook. The risk remains that the time it takes to cook the order could be longer than the prep time.

Managing ATO Quote and Prep Times Without Integration

Without integrating ATO and AK, the default quote time values in ATO remain static and do not automatically update based on production from the kitchen. The quote time for a call in order at 3:00 p.m. is the same as items at 9:00 p.m. When your business fluctuates during the day, you can manually increase or decrease quote times by selecting the Adjust Quote Time button on the info bar and then pressing the plus and minus buttons for the appropriate quote. You must remember to manually adjust the quote time, when necessary.

To adjust quote times from ATO:

1. From the FOH ATO screen (Figure 8), touch **Adjust Quote Time**.

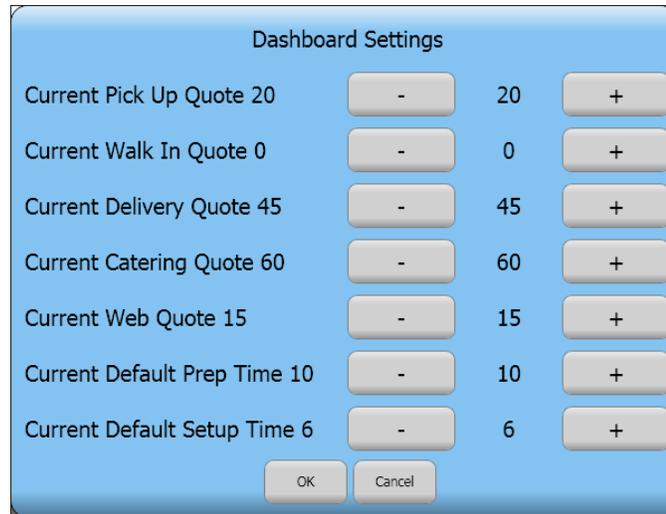


Figure 10 Dashboard Settings Screen

2. Touch the **minus (-)** and **plus (+) buttons** to change the quote time for the corresponding order mode.
3. Touch **OK** to exit the **Dashboard Settings** screen.

Overriding ATO Quote Times from AK

When you integrate ATO and AK, you can allow AK to override the quote times in ATO based on the production in the kitchen, since the kitchen staff is more aware of when it can cook and complete an order. The adjustment is based on the number of items currently cooking in the kitchen, which realistically determines the orders the staff can produce. For example, when the kitchen is cooking 10 items, the quote time is 10 minutes; however, when the kitchen is cooking 50 items, the quote time is 25 minutes. The adjusted quote time appears on the ATO FOH screen.

Configuring AK to Control ATO Quote Times

To configure AK to control quote times in ATO, you must:

- Enable ATO to allow AK to control quote times.
- Create a category of items to use for a quote time table and associate the category in Kitchen Settings.
- Configure a quote time table and associate the table to Kitchen Settings.
- Configure a kitchen screen to sort orders by quote time (optional).
- Configure any additional requirements to use a quote time table.

Enabling ATO to Allow AK to Control Quote Times

You must enable ATO to allow AK to control the ATO quote times inside the ATO product. This builds upon the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3.](#)

To enable ATO to allow AK to control quote times:

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

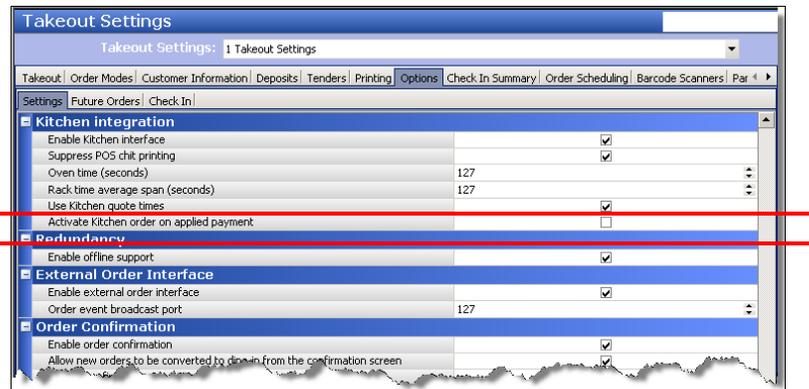


Figure 11 Kitchen Integration Group Bar (Use Kitchen Quote Times)

2. Under the 'Kitchen integration' group bar, verify **Enable Kitchen interface** is selected.
3. Select **Use Kitchen quote times** to allow Aloha Kitchen to control the quote times in ATO.
4. Click **Save** and exit the **Takeout Settings** function.

Configuring a Category of Items to Use for AK Quote Time Table

You must configure a category of items to include in the calculation for the quote time table matrix. AK uses the items in the category to calculate the number of items the kitchen can prepare for a specific period of time. Once you configure the quote time table category, you associate AK with the category in Kitchen Settings.

To configure a category for a quote time table:

1. With Kitchen selected in the product panel, select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General**, and click **OK**.
3. Type a **name** for the category, such as 'Quote Time Table.'
4. Select the **Items** tab.
5. Select the **items** from the 'Available' list and click >> to move the items to the 'Included' list.
6. Click **Save** and exit the **Categories** function.

To associate AK with the quote time table category:

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

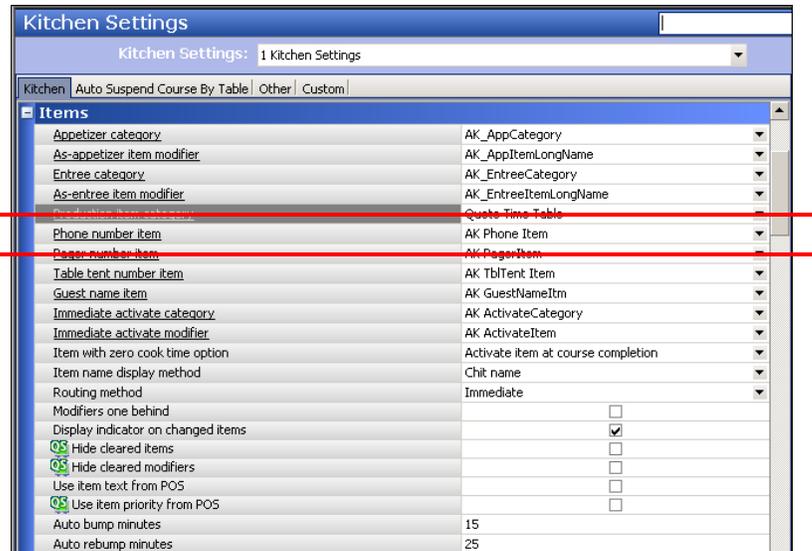


Figure 12 Kitchen Settings - Production Item Category

2. Under the 'Items' group bar, select the **category** designated for the quote time table from the 'Production item category' drop-down list.
3. Click **Save** and exit the **Kitchen Settings** function.

Configuring a Quote Time Table

You must configure a quote time table in AK to reflect the number of items and the duration of time the kitchen staff can effectively cook those items. You can create more than one quote time table; however, you can only use one table at a time, per site. After you configure a quote time table, you associate AK with the table in Kitchen Settings. If you do not associate AK with a table in Kitchen Settings, the system uses the quote time table with the lowest Quote Time ID as the default.

To configure a quote time table in AK:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Quote Time > Table** tab.
2. Click **New**.
3. Type a **name** for the quote time table, such as 'Quote Time.'

4. Select the **Thresholds Table** tab.

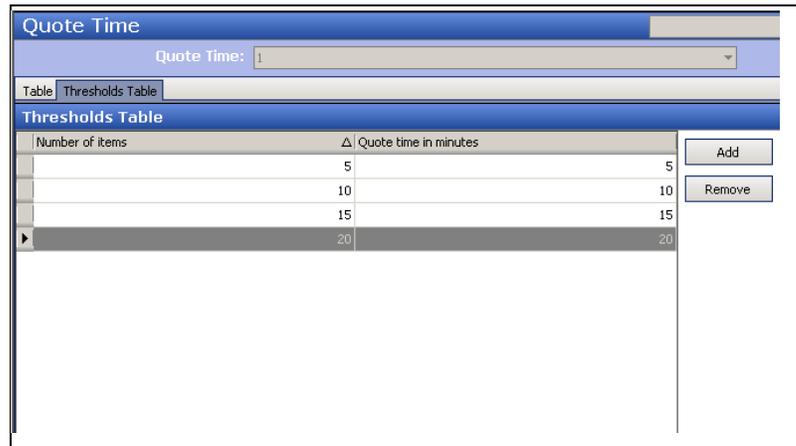


Figure 13 Quote Time - Thresholds Table Tab

5. Click **Add** to add a new threshold level. The system adds a blank row under the 'Thresholds Table' group bar.
6. Type the **number of items** that the kitchen can cook for the defined threshold.
7. Type the **number of minutes** to quote the guest based on the number of items cooking.
8. Repeat **steps 5 through 7** to add more threshold levels, in elevated tiers.
9. Click **Save**.
10. Repeat this **procedure** for each quote time table you want to use.
11. Exit the **Quote Time** function.

To associate AK with the quote time table:

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

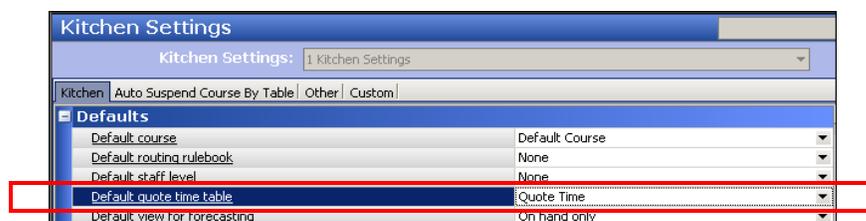


Figure 14 Kitchen Settings - Default Quote Time Table

2. Under the 'Defaults' group bar, select the **quote time table** from the 'Default quote time table' drop-down list.
3. Click **Save** and exit the **Kitchen Settings** function.

Configuring a Kitchen Screen to Sort Orders by Quote Time (Optional)

In relation to ATO quote times, you can optionally sort orders by their quote time for a particular screen in AK. Orders with a quote time appear first, then orders without a quote time appear. Use this for a kitchen screen that predominately accepts orders from ATO.

To sort orders by quote time for a kitchen screen:

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

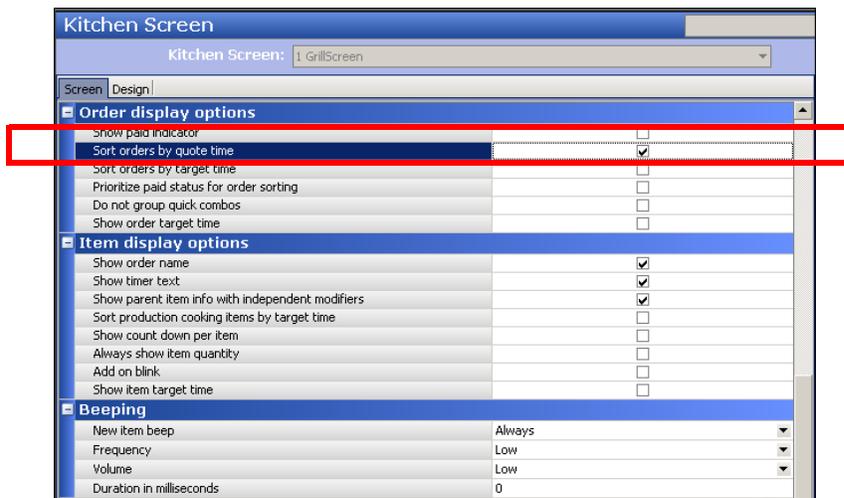


Figure 15 Kitchen Screen - Sort Orders by Quote Time

2. Under the 'Order display options' group bar, select **Sort orders by quote time** to sort orders for this kitchen screen by quote time.
3. Click **Save** and exit the **Kitchen Screen** function.

Configuring Additional Requirements for a Quote Time Table

For quote times, you can also configure a rounding method to use, as well as employee and manager overrides. These options apply to all defined quote time tables.

To configure the quote time override requirements for employees:

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

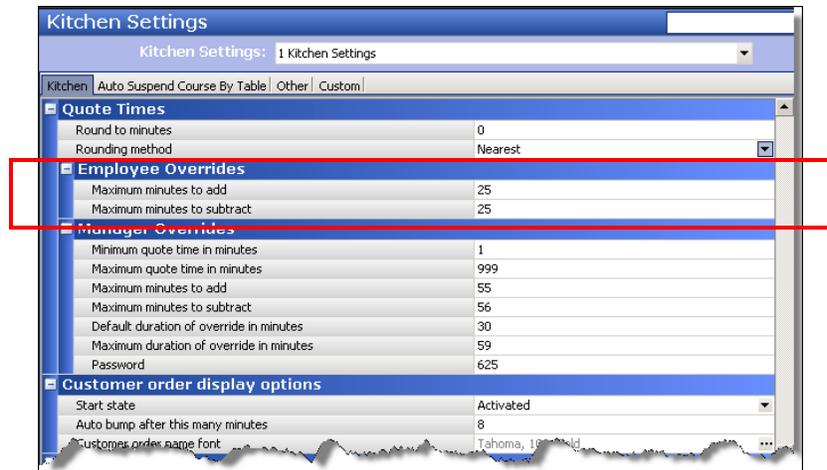


Figure 16 Kitchen Settings - Quote Times Group Bar

2. Under the 'Employee Overrides' group bar, type the **maximum number of minutes**, from 0 to 60, that an employee can manually add to the quote time, in 'Maximum minutes to add.'
3. Type the maximum **number of minutes**, from 0 to 60 that an employee can subtract from the quote time, from 0 to 60 in 'Maximum minutes to subtract.'
4. Click **Save** and exit the **Kitchen Settings** function.

To configure the quote time override requirements for managers:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the 'Manager Overrides' group bar, type the **minimum number of minutes**, from 0 to 999, that a manager can quote for an order in 'Minimum quote time in minutes.'
3. Type the **maximum number of minutes**, from 0 to 999, a manager can quote for an order in 'Maximum number of minutes.'
4. Type the **number of minutes**, from 0 to 60, a manager can manually add to a quote time, in 'Maximum minutes to add.'
5. Type the **number of minutes**, from 0 to 60, that a manager can subtract from the quote time in 'Maximum minutes to subtract.'
6. Type the **default number of minutes**, from 0 to 999, a manager can place on a quote time before the time expires in 'Default duration of override in minutes.'
7. Type the **maximum number of minutes**, from 0 to 999, a manager can place on a quote time in 'Maximum duration of override in minutes.'

8. Type a **numeric password** a manager can use to override a quote time.
9. Click **Save** and exit the **Kitchen Settings** function.

Manually Adjusting ATO Quote Times from AK

When you use AK to override ATO quote times, the default quote time table is always in effect and dictates the times that appear on the ATO FOH screen (Figure 8). The values are based on the number of items cooking in the kitchen at any given time.

There may be times when you need to manually adjust the current quote time based on unexpected spikes or lulls in business or when a kitchen employee will soon go on break or clock out. A kitchen employee can manually adjust the quote time value in the AK FOH, as well as the length of time for the override to be in effect. If you want to revert back to the default quote time prior to the time you set, you can manually switch back.

To override ATO quote times from AK:

1. Select the **Quote command button** from the Commands bar or a bump bar. If a password is required, the Enter Password screen appears.



Figure 17 AK FOH Enter Password Screen

2. Enter the **password** and select **OK**. The Adjust Manual Quote Time screen appears.



Figure 18 AK FOH Adjust Manual Quote Time Screen

3. If you want to use the calculated quote time, select **Use calculated quote time**. This is the default selection when the screen appears.
4. If you want to manually adjust the quote time, select **Use manual quote time**, then use the **up** and **down arrows** to adjust the quote time by the increments defined in Kitchen Settings. You must make the adjustments within the expiration window you defined in Kitchen Settings.
5. When you manually adjust the quote time, you can set the **length of time** the change will last, using the up and down arrows.
6. Select **OK** to exit the **Adjust Manual Quote Time** screen.

Managing the Release of an ATO Future Order to AK

Releasing an ATO future order to AK is often the primary reason for integrating the two products and allows you to dictate when the order is sent to the kitchen to accommodate how your business operates.

From an ATO perspective, future orders are broken down by if the order is to be picked up on a future day (previous day order) or picked up later on the same ordering day (current day order). For example, when you place an order on Monday to be picked up on Wednesday, the order is a previous day order; when you place an order on Monday to be picked up later on Monday, the order is a current day order.

ATO has options that are specific to each scenario. To view these options for discussion in this section, select Takeout in the product panel and select **Maintenance > Takeout Configuration > Takeout Settings > Options > Future Orders** tab.

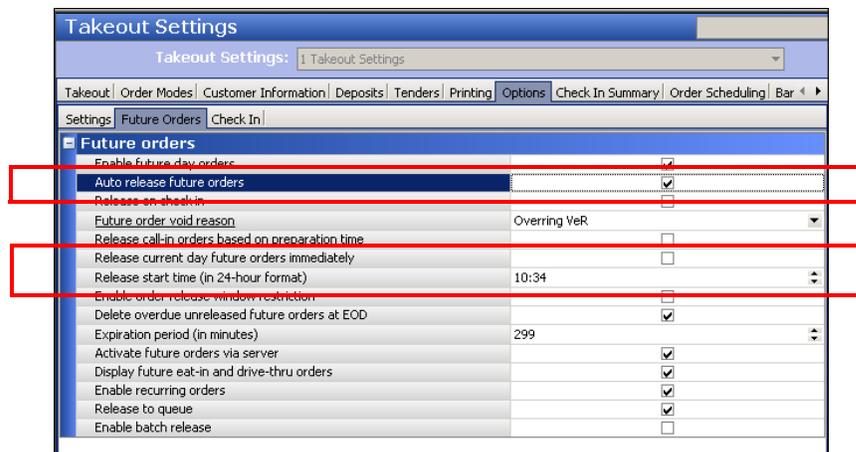


Figure 19 Takeout Settings - Options - Future Orders Tab

Enable future day orders activates the ability to create orders for future times and dates. You must select this option to enable all following options.

Auto release future orders allows ATO to manage the release of future orders and automatically releases future orders upon confirmation. If you clear 'Auto release future orders,' then you must release future orders manually with the Release Now button in the FOH or release the order upon check in and the scenarios described in this section do not apply.

Release current day future orders immediately specifies you want to allow the kitchen staff, not ATO, to control the timing of order preparation for future orders booked today, for later today. The release time is determined by the value entered in 'Release start time.' When enabled, a kitchen chit prints immediately, with the promise time stated on the chit to assist the kitchen staff with organizing and preparing future orders, as needed.

When you select one, or a combination of these options, ATO behaves differently when releasing the order to AK for preparation. The following table summarizes how the system

behaves for each method. You can have only one method in place. Refer to the respective breakout section for more details.

	Enable Kitchen interface	Release current day future orders immediately	Auto release future orders	What ATO does...
Without Integration				
1			ü	Previous and Current Day Order - Releases order based on promise time minus prep time.
2		ü	ü	Previous Day Order - Releases order at start time.
				Current Day Order - Releases order immediately.
With Integration				
3	ü		ü	Previous Day Order - Releases order to Aloha Kitchen three hours before the promise time. AK uses item cook times to determine when to display orders on production screens; this is determined by promise time minus longest cook time.
				Current Day Order - Releases order immediately. ATO provides AK the promise time. AK uses item cook times to determine when to display orders on production screens; this is determined by promise time minus longest cook time.
4	ü	ü	ü	Previous Day Order - Releases order at start time and AK displays the order on the kitchen screen.
				Current Day Order - Releases order immediately and AK displays the order on the kitchen screen.

Releasing an ATO Future Order without Integration

1) When you select 'Auto release future orders,' without integrating ATO and AK, the system immediately sends ATO orders to the kitchen upon confirmation in ATO, using a prep time value as a buffer. You have a default prep time which you can change on demand. The calculation for this scenario is promise time minus prep time. Since integration between the two products is not in effect, ATO is unaware of any cook times configured in AK and uses a single prep time value as a buffer to allow time for items to cook. The risk remains that the time it takes to cook the order could be longer than the prep time.

PREVIOUS DAY ORDER OR CURRENT DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m., with a promise time to be picked up at 6:00 p.m., and with a prep time of 10 minutes. The order releases to the kitchen and appears on the kitchen screen at 5:50 p.m.

'Enable Kitchen integration' = False, 'Release current day future orders immediately' = False, 'Auto release future orders' = True

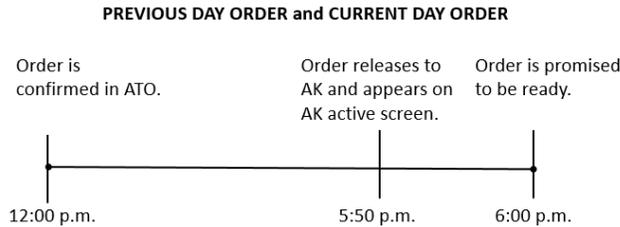


Figure 20 Previous Day Order and Current Day Order

2) When you select 'Auto release future orders' and 'Release current day future orders immediately,' without integrating ATO and AK, ATO orders entered for the previous day release to the kitchen based on the ATO start time and ATO orders entered to be picked up on the same day release to the kitchen immediately. The risk remains that the time it takes to cook the order could be longer than the prep time.

PREVIOUS DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 6:00 p.m. Wednesday, and with a prep time of 10 minutes. The 'Release start time' is set at 5:00 a.m. The order releases to the kitchen at 5:00 a.m. Wednesday.

'Enable Kitchen integration' = False, 'Release current day future orders immediately' = True, 'Auto release future orders' = True

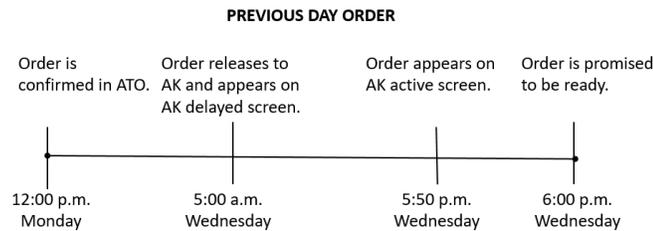


Figure 21 Previous Day Order

CURRENT DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 8:00 p.m. Monday, with a prep time of 10 minutes. The 'Release start time' is set at 5:00 a.m. The order releases to the kitchen immediately at 12:00 p.m. the same Monday.

'Enable Kitchen integration' = False, 'Release current day future orders immediately' = True, 'Auto release future orders' = True

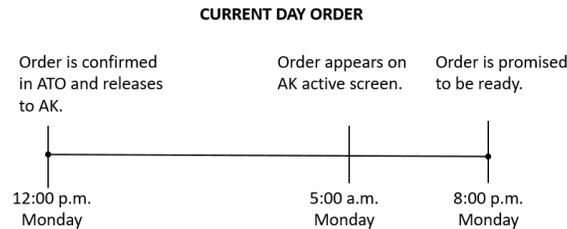


Figure 22 Current Day Order

Releasing ATO Future Order with Integration

When you integrate ATO and AK, the single prep time value is not used and the release logic relies on the cook times defined for each item in AK to determine when items appear on the kitchen screen. This builds upon the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3.](#)

3) When you select 'Auto release future orders,' while integrating ATO and AK, ATO orders entered for the previous day release to the kitchen three hours before the promise time and orders entered to be picked up on the same day release to the kitchen immediately. In both types of orders, AK uses item cook times to determine when to display the order based on the following logic: ATO promise time minus the longest cook time for an item.

Note: This is the most commonly used integration setup.

PREVIOUS DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 6:00 p.m. Wednesday. The order includes a Steak (600-second cook time), Baked Potato (300-second cook time) and Steamed Vegetables (180-second cook time). The order releases to the kitchen at 3:00 p.m. Wednesday. The Steak appears on the screen at 5:50 p.m., followed by the Baked Potato at 5:55 p.m., and Steamed Vegetables at 5:58 p.m.

'Enable Kitchen integration' = True, 'Release current day future orders immediately' = False, 'Auto release future orders' = True

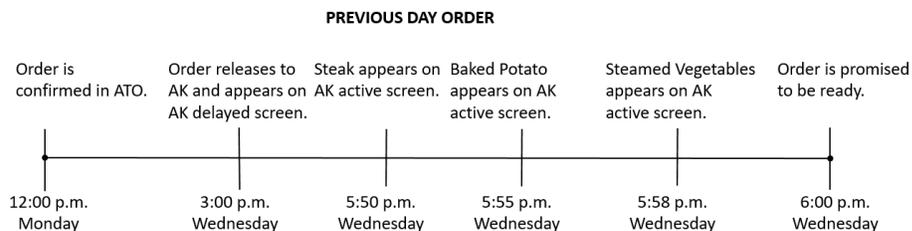


Figure 23 Previous Day Order Scenario

CURRENT DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 8:00 p.m. Monday. The order includes a Steak (600-second cook time), Baked Potato (300-second cook time) and Steamed Vegetables (180-second cook time). The order releases to the kitchen immediately at 12:00 p.m. the same Monday. The Steak appears on the screen at 7:50 p.m., followed by the Baked Potato at 7:55 p.m., and Steamed Vegetables at 7:58 p.m.

'Enable Kitchen integration' = True, 'Release current day future orders immediately' = False, 'Auto release future orders' = True

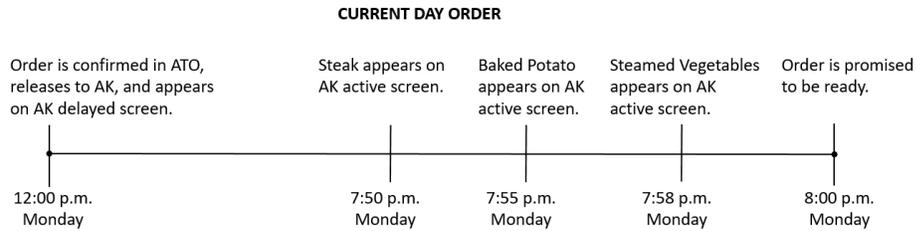


Figure 24 Current Day Order Scenario

4) When you select 'Release current day future orders immediately' and 'Auto release future order,' while integrating ATO and AK, ATO orders entered for the previous day release to the kitchen based on the ATO start time and immediately appear on the kitchen screen. ATO orders entered to be picked up on the same day release to the kitchen immediately and also appear on the kitchen screen.

Note: This is the least commonly used integration set up and the restaurant might not use a kitchen production system. Use this setup for an operation that prints all ATO future orders at once and the restaurant sorts them and places the orders on a rack for preparation.

PREVIOUS DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 6:00 p.m. Wednesday, and the 'Release start time' is set at 5:00 a.m. The order releases to the kitchen at 5:00 a.m. and immediately appears on the kitchen screen.

'Enable Kitchen integration' = True, 'Release current day future orders immediately' = True, 'Auto release future orders' = True

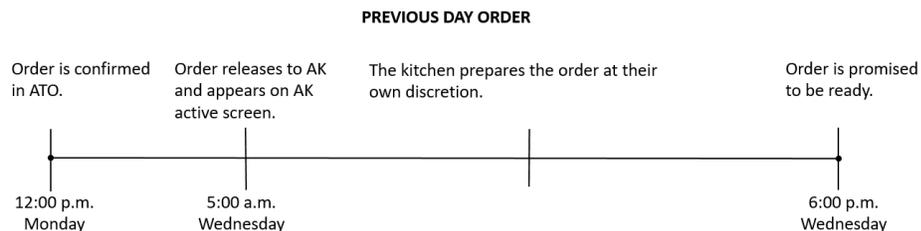


Figure 25 Previous Day Order Scenario

CURRENT DAY ORDER SCENARIO: An ATO employee enters an order at 12:00 p.m. Monday with a promise time to be picked up at 8:00 p.m. Monday. The order immediately releases to the kitchen and also appears on the kitchen screen.

'Enable Kitchen integration' = True, 'Release current day future orders immediately' = True, 'Auto release future orders' = True

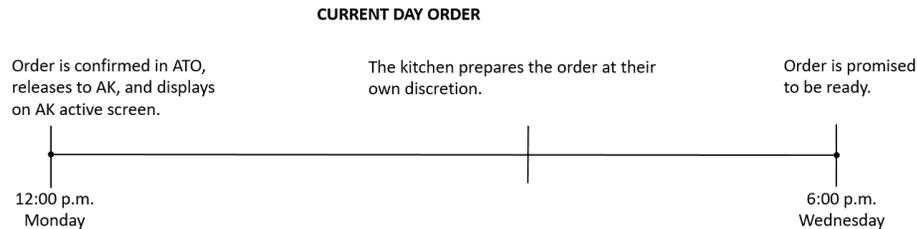


Figure 26 Current Day Order Scenario

Leveraging ATO Guest Name in AK

You have the ability to enter the name of the guest in multiple Aloha products, such as the Aloha POS, Aloha Takeout, and others. This not only allows you to improve the guest experience by identifying the guest, but to also display the name on areas in the products where you need to call out the guest, such as the kitchen screen, for notifying the guest when their order is ready.

In the Aloha POS, you have to enter the name of the guest for individual checks (or tabs), if configured, and the system does not store the name. In ATO, the product relies heavily on the name of the guest for delivery and pickup orders and stores the name in the guest record, which is reused on all ATO orders.

Without ATO and AK Integration

Without integration, Aloha Kitchen uses the name entered in the Aloha POS to display on a kitchen screen or a customer order display. As noted, you must configure the ability to enter the guest name in the Aloha POS and you must capture it for each check. This increases the risk of the POS employee entering the name incorrectly; not asking for the name at all; or using a description instead of the name, such as 'Red Shirt.' In addition to this, the name of the guest for an online order is not propagated to AK.

With ATO and AK Integration

With integration, you can enable ATO to send the full name of the guest to AK and AK does not use the name entered from the Aloha POS. This provides a more cohesive interaction between the two products and you only need to capture the name in ATO. This is enabled with the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3](#).

Note: You must use Aloha Takeout v15.2, or later, and Aloha Kitchen v15.1, or later, to use this feature.

To display the guest name on a video cell:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select a **header** or **footer layout** in use to edit.
3. Select the **Design** tab.

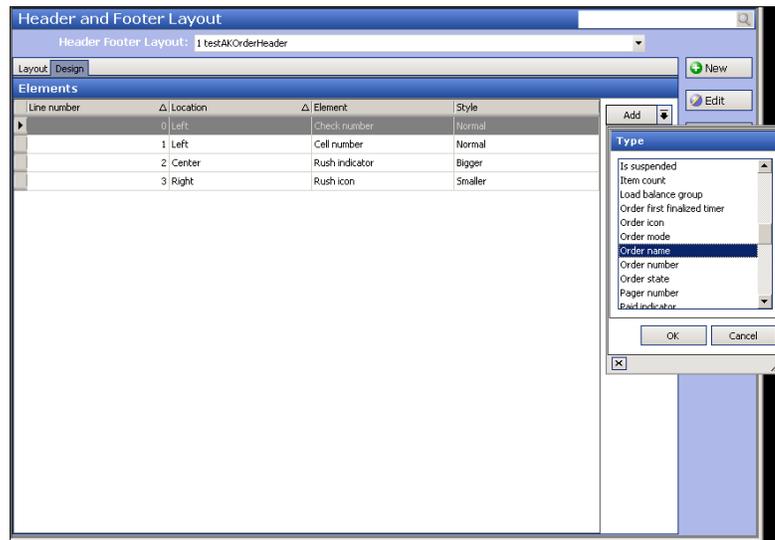


Figure 27 Header and Footer Layout - Order Name

4. Click the **Add** drop-down arrow, select **Order name** from the Type list box, and click **OK**.
5. Position the **element** on the layout using the line number, location, and style, as you would any other element.
6. Click **Save**.
7. Repeat this **procedure** for any other layout on which the name of the guest is to appear in the header or footer.
8. Exit the **Header and Footer Layout** function.

AK receives the full guest name captured in ATO. You can enforce the protection of personally identifiable information (PII), and format the way the guest name appears on the screen as you like. You may also want to do this for a screen with limited cell space, or based on the role of the kitchen staff employee. For example, an expeditor may need the initials of the guest's name, but only the first name is needed on a customer order display to maintain ambiguity for the guest.

The system uses the syntax for the custom order name format defined by you, as well as support for free text. You must enclose the syntax with beginning and ending curly braces {}. You can use any of the following supported syntaxes, using Ted Brown as an example:

Syntax	Appears as...
{Customer.DisplayFirstName}	Ted
{Customer.DisplayLastName}	Brown
{Customer.DisplayName}	Ted Brown
{Customer.DisplayFirstName:1}	T
{Customer.DisplayLastName:1}	B
{Customer.DisplayFirstName:1}{Customer.DisplayLastName:1}	TB



Figure 28 Examples of Syntax Used as the Order Name

In addition to the syntax, you can also include free text in the header for the order name, such as 'Mobile.' You may want to do this for a specific kitchen screen to show from where the order originated. For example, if you type 'Mobile: {Customer.Display.FirstName},' the guest name appears as 'Mobile: Ted.'



Figure 29 Example of Free Text Used with the Order Name

To format the guest name from ATO to appear on a kitchen screen:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** to edit from the drop-down list.

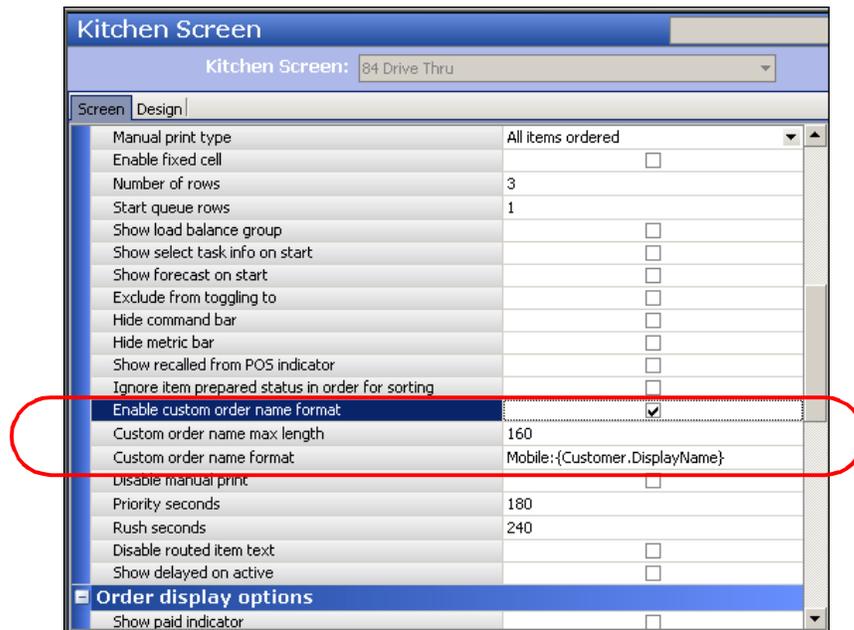


Figure 30 Kitchen Screen - Screen Tab

3. Under the 'Display options' group bar, select **Enable custom order name format**. This allows you to display the order name captured from ATO on a video cell for this kitchen screen. If you do not specify a 'Custom order name format,' AK uses the order name captured from the Aloha POS.
4. Type the **maximum number of characters** allotted for the order name retrieved from ATO in the 'Custom order name max length' drop-down list. If the information does not fit in the space you allotted, the text is cut off. The default value is 100 characters.
5. Type the **syntax** needed to retrieve the order name from ATO in 'Custom order name format.'
6. Click **Save**.
7. Repeat this **procedure** for each kitchen station for which you want to retrieve the order name from ATO.
8. Exit the **Kitchen Screen** function.

Sending the Cooking Status from AK to ATO

ATO provides a status for each order on the ATO FOH, such as 'Ready,' 'In Delay,' 'Out,' 'Closed,' and more. Without integration, ATO is unaware of the state of the order in the kitchen and the status for each order immediately changes to 'Ready' when the promise time occurs. ATO considers the order is ready; however, the order may still be cooking in the kitchen.

Order #	Source	Promise Time	VIP	Visits	Guest	Contact Phone	Mode	Status	Total	Guest Credit
9	Penny Bonner	2701 Laramie St			(817) 552-9514			Ready	\$20.20	

Order #	Source	Promise Time	VIP	Visits	Guest	Contact Phone	Mode	Status	Total	Guest Credit
1	Phone	12:25 PM			Custom Name Vehicle Make Vehicle	(234) 131-3133	Call In	In Delay	\$6.32	

Figure 31 Ready and In Delay Statuses for an ATO Order

With integration, ATO receives each bump action from AK and can determine when an order begins cooking in the kitchen. This provides an added state of 'Cooking' for an ATO order. When the expo bumps the order in AK, meaning the order is 'served,' the status of the ATO order then changes to 'Ready.' An ATO employee has a more accurate indication of the state of the order and provides an update to the guest, if needed.

Order #	Source	Promise Time	VIP	Visits	Guest	Contact Phone	Mode	Status	Total	Guest Credit
1	Phone	6/9/2017 1:05 PM			Testing 123	(770) 662-6001	Call In	Cooking	\$1.67	

Figure 32 Cooking Status for an ATO Order With Integration

SCENARIO: An ATO employee places a future order in ATO with a promise time of 12:30 p.m. and the status of the order appears as 'In Delay.' Based on the item with the longest cook time of 15 minutes, the kitchen begins cooking the order at 12:15 p.m. and the status of the order changes to 'Cooking' in ATO. The guest arrives at the restaurant to pick up their order at 12:20 p.m. The ATO employee can communicate to the guest their order is currently cooking. When the expeditor bumps the order in the kitchen, meaning the order is served, the status of the order changes to 'Ready' in ATO and the employee can update the guest that their order is ready.

Be aware that if you enable kitchen integration and also select 'Auto fulfill orders' in Maintenance > Takeout Settings > Options > Settings tab, the order remains in the ATO open order queue until the order is bumped in AK. The ATO employee might expect to see

the order on the Closed screen in the ATO front-of-house; however, the automatic fulfillment of the order is delayed until the order is finished in the kitchen.

To configure ATO to retrieve the cooking status from AK, you must ensure the 'Status' column appears on the applicable screen. This builds upon the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3](#).

To add the Order Status column to an ATO screen:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings > Panel Options** tab.
2. Select the **Pickup** tab or **All Orders** tab.
3. Select the **Columns** tab.

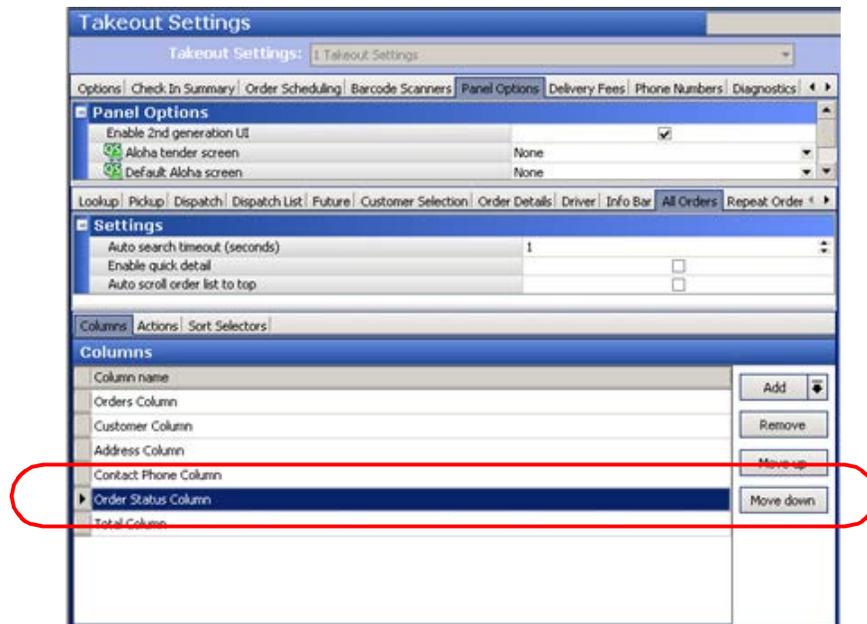


Figure 33 Takeout Settings - All Orders - Columns Tab.

4. Click the **Add** drop-down arrow, select **Order Status Column**, and click **OK**.
5. Click **Save** and exit the **Takeout Settings** function.

Preventing the Assignment of Unprepared Orders to Drivers

A delivery operation is a facet of the business where every second counts when getting the order from the restaurant to the guest to ensure hot food remains hot and cold food remains cold. Being that the operation is so fast paced, a driver could accidentally leave on a run with a missing item, or an item that is still cooking in the kitchen. The driver would have to return to the restaurant for the forgotten item, which increases the time of the delivery run.

Without integration, the system allows you to dispatch a driver for an order with an item still cooking in the kitchen. With integration, the system prevents you from assigning an unprepared order to a driver and displays a "You have unprepared orders" message. Once the expeditor bumps the order, you can assign the order and dispatch the driver to the delivery run.

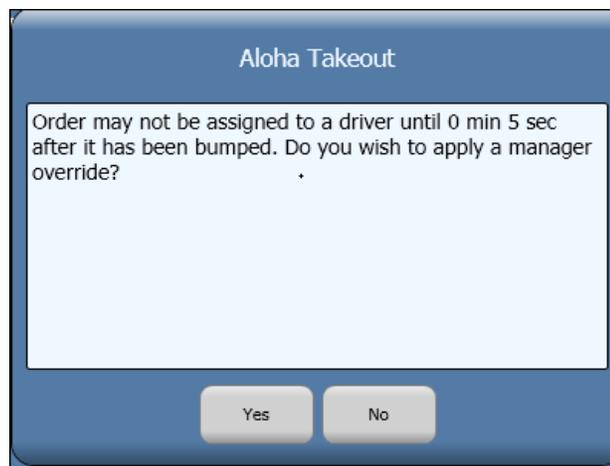


Figure 34 Order May Not Be Assigned to Driver Message

To configure ATO to prevent the dispatch of drivers with unprepared orders, you must select 'No order assignment until after bump' in Maintenance > Takeout Configuration > Takeout Settings > Options tab. This builds upon the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3](#).

To prevent the assignment of unprepared orders to a driver:

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab.
2. Under the 'Delivery' group bar, select **No order assignment until after bump**.

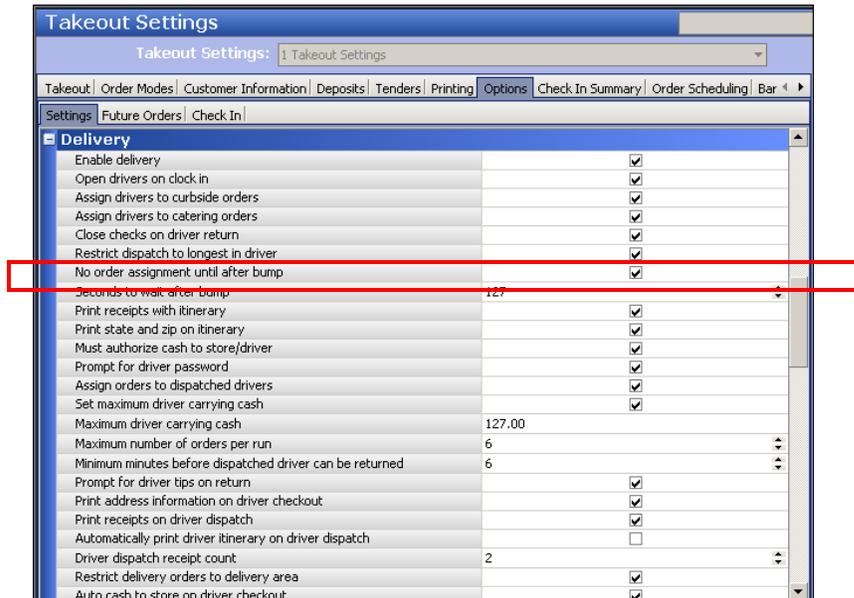


Figure 35 Takeout Settings - Options Tab

3. Type the **number of seconds** to wait after bumping an order before the system allows you to assign an order to a driver in 'Seconds to wait after bump.'
4. Click **Save** and exit the **Takeout Settings** function.

You can override the 'You have unprepared orders' message with the appropriate access level.

To override the 'You have unprepared orders' message:

1. With Takeout selected in the product panel, select **Maintenance > Labor > POS Access Levels**.

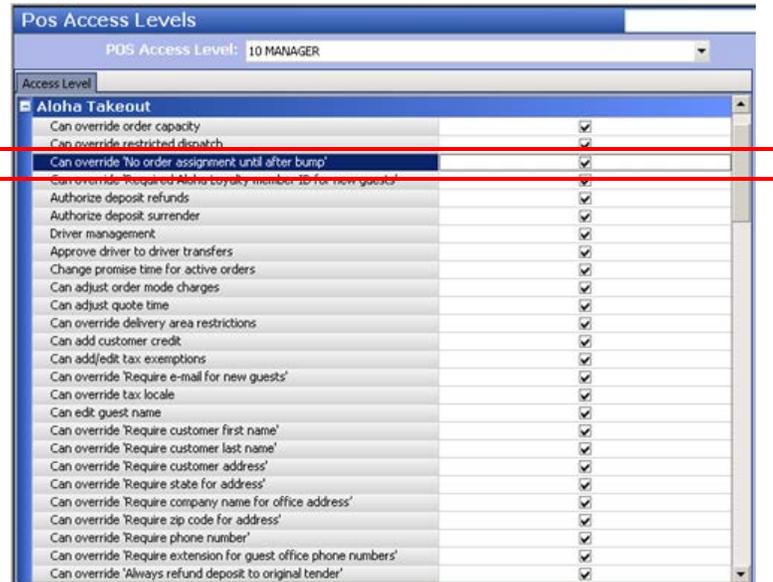


Figure 36 POS Access Levels

2. Under the 'Aloha Takeout' group bar, select **Can override 'No order assignment until after bump'**.
3. Click **Save**.
4. Repeat this **procedure** for each access level you wish to allow you to override the 'You have unprepared orders' message.
5. Exit the **Pos Access Levels** function.

Printing ATO Artifacts Upon AK Bump

During normal ATO operations, you can print certain artifacts to include with an order, such as item labels for NCR Sticky Media™, bag manifests, and the bag chit. Without integration, you must either manually print these artifacts or print automatically when triggered by a message from the Aloha POS. In either case, this may occur too late in the process or affect your speed of service. With integration, you can use a bump action in AK to automatically print these artifacts.

You can configure the automatic printing of the bag chit, item label, bag manifest, and group chit when the expediter bumps the order in Aloha Kitchen. This builds upon the selection of the 'Enable Kitchen interface' option in ["Configuring Prerequisites for ATO and AK Integration" on page 3.](#)

To automatically print a bag chit upon AK final bump:

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

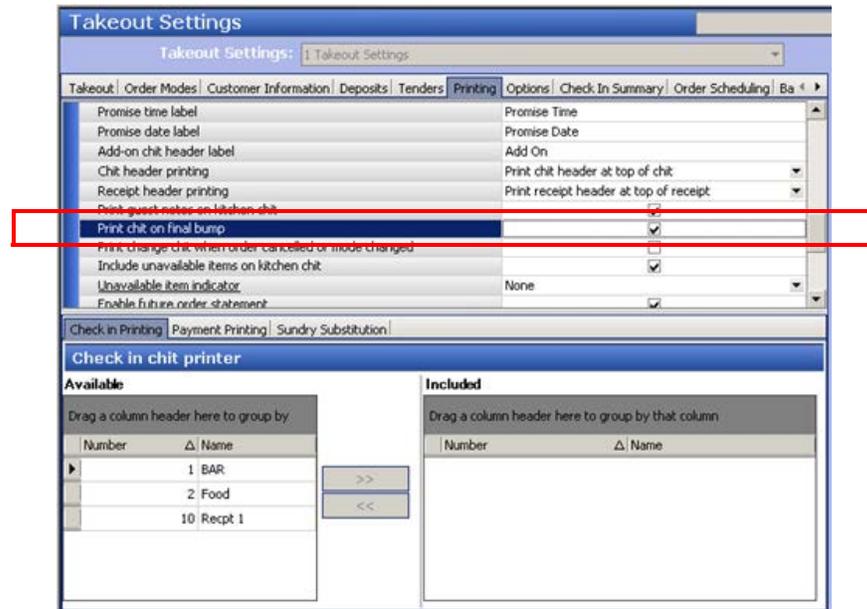


Figure 37 Takeout Settings - Printing Tab

2. Under the 'Printing' group bar, select **Print chit on final bump**.
3. Click **Save** and exit the **Takeout Settings** function.

To automatically print item labels upon AK final bump:

Note: Refer to the Label Printing Feature Focus Guide for more information on configuring and printing labels.

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

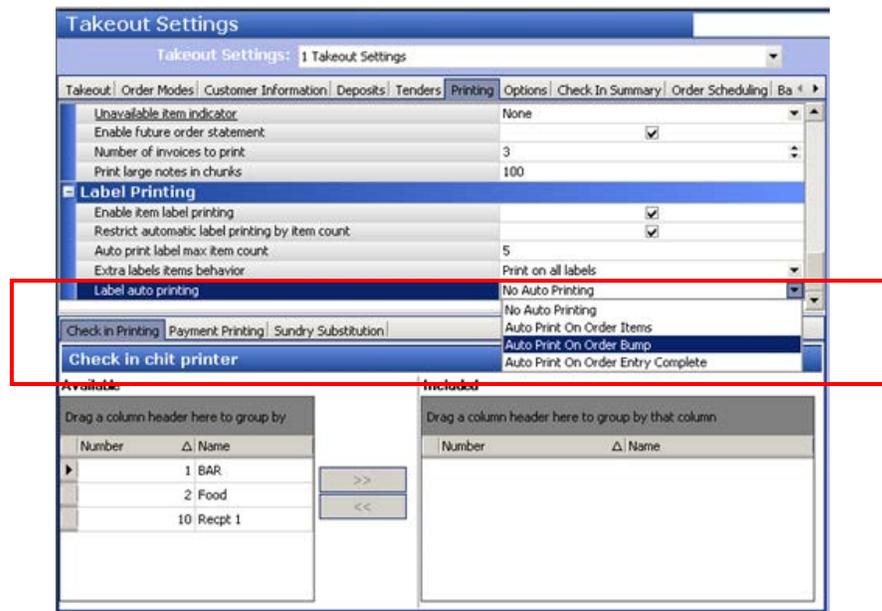


Figure 38 Takeout Settings - Printing Tab

2. Under the 'Label Printing' group bar, select **Auto Print On Order Bump** from the 'Label auto printing' drop-down list.
3. Click **Save** and exit the **Takeout Settings** function.

To automatically print the bag manifest upon AK final bump:

Note: Refer to the Bag Manifest Feature Focus Guide for more information on configuring and printing a bag manifest.

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

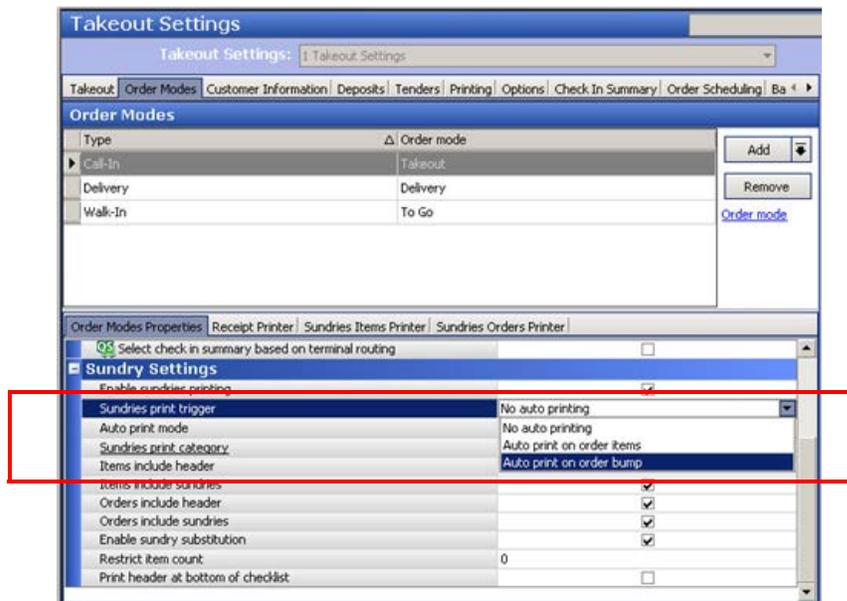


Figure 39 Takeout Settings - Order Modes Tab

2. Select the **order mode** for which you enabled sundries printing.
3. Select **Auto print on order bump** from the 'Sundries print trigger' drop-down list.
4. Click **Save**
5. Repeat this **procedure** for any other order mode for which you enabled sundries printing.
6. Exit the **Takeout Settings** function.

To automatically print a group chit upon AK final bump:

Note: You must install Aloha Takeout v17.1 or later to configure a group chit.

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

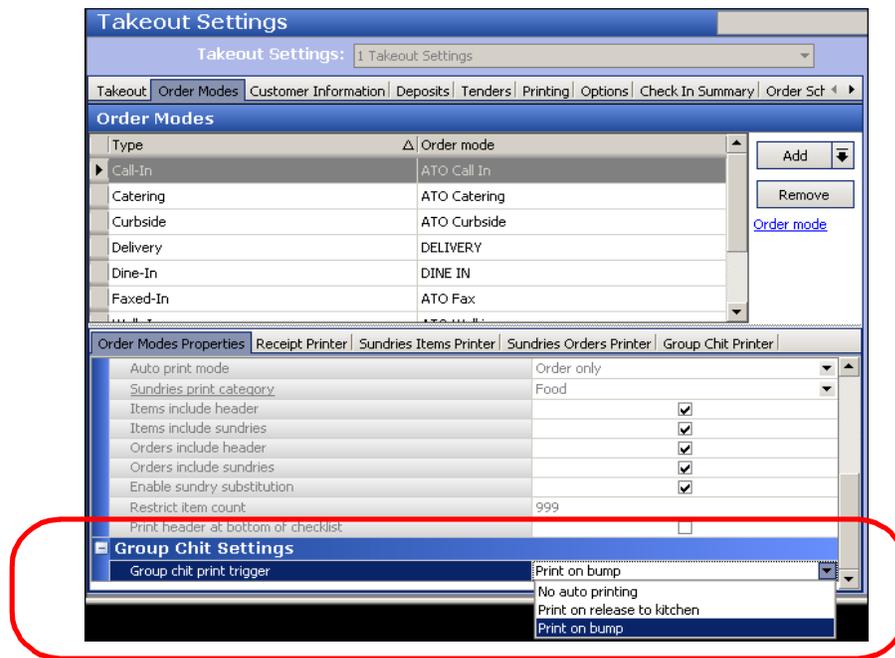


Figure 40 Takeout Settings - Order Modes Tab (

2. Under the 'Group Chit Settings' group bar, select **Print on bump** from the 'Group chit print trigger' drop-down list.
3. Click **Save**
4. Repeat this **procedure** for any other order mode for which you enable group chit printing.
5. Exit the **Takeout Settings** function.

Leveraging the ATO Phone Number for AK Text Paging

With the growing number of people using cell phones, restaurants now find value in sending text messages to guests to notify them when their order is ready. This eliminates the need for expensive, upfront investments in physical restaurant pagers that often ‘walk away,’ requiring replacement. AK integrates with HME Wireless, which provides wireless paging communication tools for sending a text message to a guest when their order is ready. At the time you fully bump the order in AK, the system sends a text message to the guest, referencing either the guest name or check name, or both. **Note:** You must use Aloha Kitchen v16.1 or later.

Note: Refer to the HME Wireless Text Paging Feature Focus Guide for complete information on configuring and sending a text message to guests when their order is ready.

Leveraging the ATO Phone Number for AK Text Paging without Integration

Without ATO and AK integration, or when ATO is not installed, you must ask the guest their mobile phone number each time and manually name the order in Aloha Quick Service or tab in Aloha Table Service with the number. When you bump the order in AK, the system automatically sends a text to the guest, letting them know their order is ready.

Leveraging the ATO Phone Number for AK Text Paging with Integration

With ATO and AK integration, you do not name the order in Aloha Quick Service or Table Service and AK uses the mobile phone number captured in ATO as the number to send the text to the guest for every order associated with that guest record. If you do not capture the mobile phone number in ATO, no text page is sent, regardless if you name the order in Quick Service or Table Service.

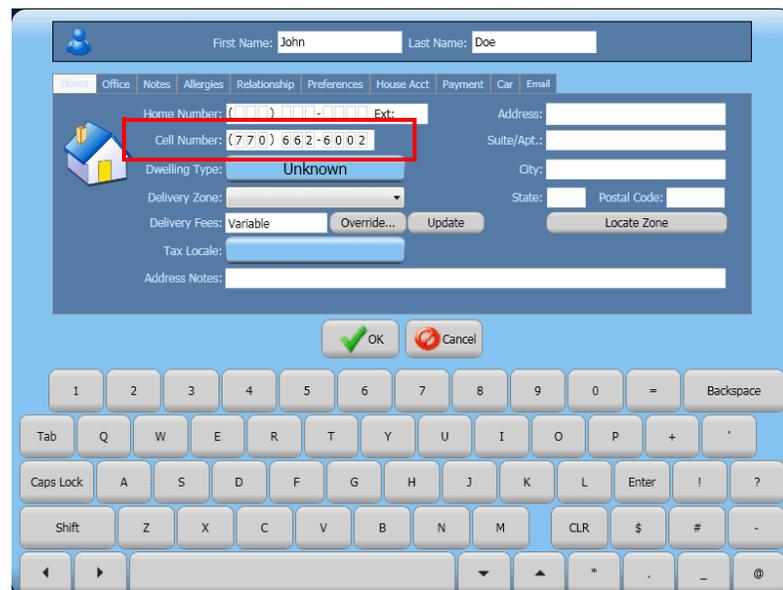


Figure 41 Guest Record Screen

To send a text message when integrating with Aloha Takeout:

1. Start an **order** in Aloha Takeout. If the guest is not already entered into the system, the guest record appears ([Figure 41](#)).
2. Enter the **required information** for the guest, including the **mobile phone number**.
3. When you are done, touch **OK**.
4. Navigate to **Aloha Quick Service** or **Table Service** and enter **items** for the check.
5. Tender the **order**, as normal. Based on configuration, the guest name or check number, or both, appears as the name of the order on the video cell in AK.
6. In AK, bump the **order** from an expo screen. The system sends the text, such as 'Order 80 is ready for pickup,' to the guest, letting the guest know their order is ready.

Sending the Reference ID and Lane Number to AK

To expedite the picking up of food that was ordered outside the walls of the restaurant, such as with a mobile app, an online order, a third-party delivery aggregator, and more, restaurants have implemented innovative solutions to segment customers who order onsite and pre-ordered online and still deliver the food to their customers in a timely manner. Currently, a restaurant may dedicate a parking spot for online orders.

One such solution is a multi-lane drive thru concept with dedicated pull-up lanes for online orders and traditional drive-thru orders. The vehicles are held in each lane with a 'boom gate.' When an order is prepared, the boom gate rises and vehicle progresses to a single lane for pickup. This gives the restaurant more control over their drive-thru environment and ensures the vehicles align to the sequence of orders prepared in the kitchen.

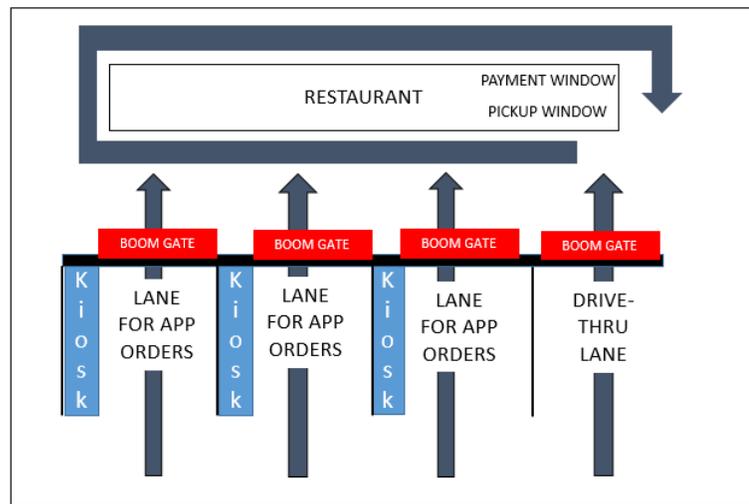


Figure 42 Multi-Lane Drive-Thru Concept

Sending the Vehicle Make, Model, and Color to AK for Curbside Ordering

Curbside ordering allows consumers to place an order, check in when they arrive at your site, and wait in their vehicle for you to delivery their order. A vital piece to this environment is the make, model, and color of the consumer's vehicle, which is stored in the guest record in Aloha Takeout. This information is either submitted through an online order or entered directly by an employee. The vehicle information is always associated with the guest until you change it or it is overridden with current information.

To expedite curbside ordering, the employee delivering the order must quickly identify the vehicle to maintain an acceptable speed of service. With integration, Aloha Takeout sends the vehicle make, model, and color to Aloha Kitchen and you can configure the information to appear on the video cell and print on the kitchen chit.

You must use Aloha Kitchen v19.3 or later and Aloha Takeout v17.1 or later to send the vehicle make, model, and color to AK.

Note: Refer to the Curbside Management Feature Focus Guide for information on configuring and using a curbside environment.

Displaying ATO Information on AK Video Cell

The video cell is the most important element in a kitchen system since it contains order, item, and guest information and serves as the main communication from the order taker to the kitchen staff. These two employees could be many feet away from each other. Aloha Kitchen has the concept of an order and an item cell, depending on if the kitchen screen uses an order view or an item view display type.

Expeditors typically use an order view to display the full order and production employees typically use an item view to display only the items with which they handle. Both of these cells contain default elements; however, most environments utilize a header or footer layout that allow you to customize the elements that appear on the video cell.

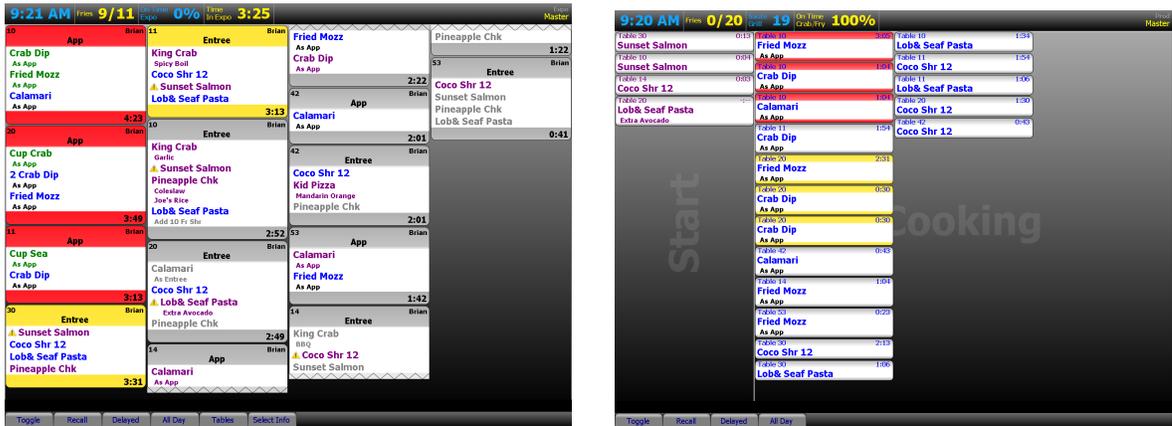


Figure 43 AK Order View (Left) and Item View (Right)

You can add elements to a header and footer layout that pulls information from ATO and appear on the AK video cell. Without integration, AK cannot receive messages from ATO and returns no value for the element. With integration, the element populates with information captured in ATO.

To configure an element to appear on a header or footer layout:

1. With AK displayed on the product panel, select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select either a **item header**, **item footer**, **order header**, or **order footer** layout in use from the drop-down list.

3. Select the **Design** tab.

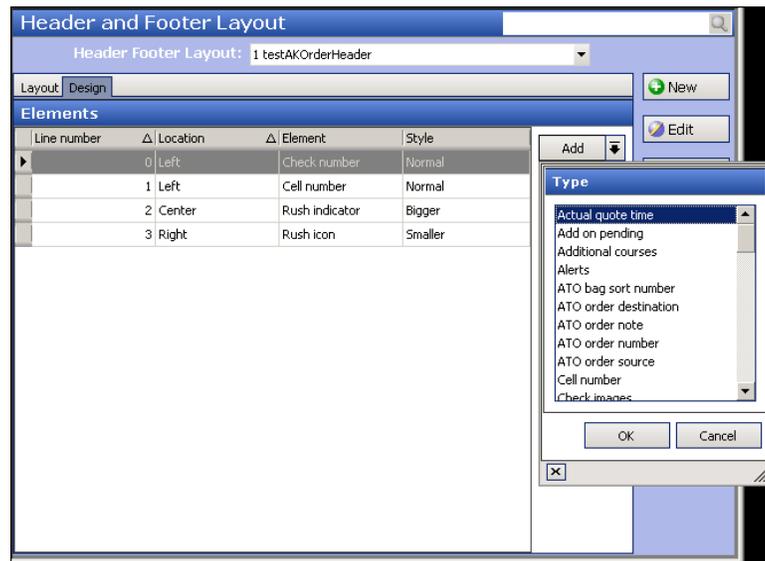


Figure 44 Header and Footer Layout

4. Click the **Add** drop-down arrow, select an **element type** from the drop-down list, and click **OK**.
5. Configure the line **number**, **location**, and **style** as you would for any other element.
6. Repeat **steps 4 and 5** for any additional elements you want to include in the layout.
7. Click **Save**.
8. Repeat this **procedure** to configure an element on any other header or footer layout in use.
9. Exit the **Header and Footer Layout** function.

Element Types

The following list are elements generated from Aloha Takeout that you can display on the Aloha Kitchen video cell.

Actual quote time

Displays the quote time from ATO, even when it was adjusted by AK.

ATO bag sort number

Displays the bag number that appears at the top of the bag manifest and generated from Aloha Takeout.

Note: Refer to the Bag Manifest Feature Focus Guide for information on configuring and using bag manifests.

ATO order destination and ATO order source

Displays the order destination and the order mode from which the order was generated from Aloha Takeout, such as Call-in, Curbside, and more. You must couple Aloha Takeout v15.2 or later and Aloha Kitchen v16.1 or later.

Note: Refer to the Source and Destination Feature Focus Guide for information on configuring and using the Source and Destination feature.

ATO order notes

Displays the order notes generated from ATO. You must use Aloha Kitchen v16.2 or later.

ATO order number

Displays the order number generated from an Aloha Takeout check, not the POS check.

Order name

Displays the guest name captured in ATO, with additional configuration. You must couple Aloha Takeout v15.2 or later and Aloha Kitchen v15.1 or later.

Note: Refer to [“Leveraging ATO Guest Name in AK” on page 26](#) for more information.

Pager number

Displays the pager number captured in ATO.

Phone number

Displays the mobile phone number of the guest captured in ATO. You must use Aloha Kitchen v15.1 or later.

Note: Refer to [“Leveraging the ATO Phone Number for AK Text Paging” on page 39](#) for more information. Also refer to the HME Wireless Text Paging Feature Focus Guide.

Smart pager number

Displays the pager location when interfacing with the HME Wireless track smart pager. You must use Aloha Kitchen v14.1 or later.

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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:

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