



Abacus Business Solutions
15301 Roosevelt Blvd.
Suite 303
Clearwater, FL 33760



Aloha POS Enhancement Release v6.4



This document contains descriptions of the enhancements implemented in the v6.4 enhancement release. In some instances, features are combined together to better explain the new enhancements. When applicable, a scenario is included and how to use the feature in the Front-of-House (FOH). This document is not intended to fully explain a particular function or other options available or surrounding the function.

What operating systems does this version of Aloha support?

Radiant Systems is maximizing its efforts to bring products to the market that leverage the latest in product architecture, and maximize reliability in meeting customer needs. The Aloha BOH file server and all terminals must have one of the following operating systems installed, prior to installing Aloha QuickService or TableService:

- Windows 2000, Service Pack 3
- Windows XP, Service Pack 2
- Windows Server, 2003

Windows XP Embedded, as provided as part of the original build on Radiant terminals, satisfies operating system requirements. In rare cases, you may need to obtain an updated image from Radiant Systems, Inc., for a given terminal using this operating system.

Accessing Aloha Manager and Aloha EDC

As security requirements intensify with regard to protecting payment card data, Radiant Systems is enhancing security for all Aloha products, especially QuickService, TableService, and EDC.

The most dramatic change in Aloha with regard to security enhancements relates to the method of accessing the program itself. Sole access to Aloha Manager and Aloha EDC is now through the use of a unique user name and complex, expiring password, unless a 'super-key' is available. This makes Payment Card Industry Data Security Standards (PCI DSS) compliance possible at the site level, as requirements become ever more restrictive.

Radiant Systems recommends controlled access to Aloha Manager and Aloha EDC using Back Office Security Levels.

- Create a new Back Office Security Level, with access to functions, reports, and other activities appropriate at the site level.
- Assign this security level to the specific personnel at the site who need administrative access to the database.

Masking in Grind Files

Beginning with Aloha v6.3, the 'Disable Masking in Grind File' setting has been removed from the Aloha Manager interface, in Aloha QuickService and TableService, as part of making the Aloha system PCI compliant with PCI DSS.

Expiration Date Printing Disabled

One important security change that occurs 'behind the scenes' as part of the v6.3 installation (or higher), is that all settings relevant to printing the payment card expiration date automatically change to prevent printing this value in any location in the restaurant. This modification is in response to the requirements outlined in the Fair and Accurate Credit Transactions Act (FACTA). After you upgrade to Aloha v6.3 or higher, Radiant recommends you verify that Aloha does not print this information for all payment card types, when processed.

Do I need to enable Remote File Storage?

Remote File Storage (RFS), is a new, more secure method of communicating data between the Front-of-House and Back-of-House. Radiant Systems recommends you do not enable RFS unless your Aloha network has already been running RFS, and you are reinstalling Aloha on your BOH file server.

Printing Auto-Calculated Suggested Gratuities

In the restaurant industry, the guest is often confronted with the dilemma of not knowing the appropriate amount of gratuity to leave for the server. They are either not proficient in mathematics or unaware of what is sufficient for good service. In v6.4 and higher, you can configure the system to automatically calculate and print suggested gratuity amounts on the bottom of the guest check for the guest to use as a guideline when leaving a gratuity for the server.

Scenario: The wait staff repeatedly claims they are under-tipped by the clientele so the restaurant configures the system to print auto-calculated suggested gratuity amounts on the guest check. Upon delivery for payment, the guest notices the suggested gratuity amounts on the guest check. In doing so, this brings awareness to the clientele and the wait staff receives a more accurate gratuity percentage.

When the guest check or the credit card voucher prints, the system can print a message at the bottom of the appropriate slip.

Auditing Petty Cash Transactions Version RFC

Petty cash accounts allow you to define a tracking system for such things as paid in and paid out transactions. In v6.4, you can now run an audit report on these transactions.

Enhancing the Aloha COM Interface

Radiant has made the following enhancements to the Aloha COM Interface. There is no configuration required.

- **Get Check.** This enhancement allows QuickService and TableService users to use the 'Get Check' functionality through the Aloha COM interface.
- **Team Get Check.** This enhancement allows TableService users to use the Team Get Check feature through the Aloha COM interface.

Enhanced Breaks Functionality

Aloha now supports using employee breaks with break rules.

Disallowing Repeat with Weighed Items Version

In accordance with the National Conference on Weights and Measures, the use of the Repeat and Quantity button functions for an item ordered by weight is no longer allowed. This is partly driven by the fact that two weighed items seldom carry the same weight and adding the exact copy of an item to the guest check would not be accurate most of the time. When you touch the Repeat or Quantity button for an item entered by weight, the error message “You cannot repeat weighed items” appears.

Suppressing Voucher Printing When Under Required Ceilings Version

In Aloha v5.3.26e or Aloha v6.0 and higher, Radiant introduced the ability to configure a signature ceiling, so that a customer only has to sign the voucher when a credit card transaction is over a specified amount, thus increasing the speed of service for credit card transactions. In Aloha v6.4, you can suppress the printing of the credit card voucher altogether, when the credit card transaction is less than the specified ceiling.

Scenario: During busy times, a restaurant experiences a large amount of credit card usage, and the printing of the voucher causes a backup when guests pay and leave. Increase your speed of service by configuring the system so that the voucher does not print at all for credit card transactions that are less than the specified ceiling amount.

Configuring Signature Ceilings for Credit Cards

When you configure a credit card tender to use signature ceiling rules, the system prints the voucher with the signature line when the charge meets or exceeds the ceiling amount

Note: For QuickService operations, you currently cannot reprint a credit card voucher. For TableService operations, you can reprint the credit card voucher with the FOH Reprint button, as needed.

Refund checks always print a voucher without a signature line, even if the tender used on the refunded check has ceiling rules applied.

Using Common Terminology Between Aloha Manager and MenuLink Version RFC Number Products Audience

Customers who use the Aloha and MenuLink products together must enter the same data into each program to maintain matching system configurations. This can cause confusion for customers, as the labels for some options do not coincide between the two products. In an effort to integrate the two products, Radiant has relabeled some existing Aloha Manager options to coincide with the terminology used in the MenuLink product. The functionality for each option remains the same.

Enhancing the Create Diagnostic File Utility Version

During normal operation of the Aloha system, the program interacts with the operating system to create debug files, and to make entries in those files to record events as they happen in the system. These files are seldom needed, so the information recorded in them is periodically replaced. However, when problems occur, the information in these files may be invaluable in identifying the causes. Occasionally, it is necessary to obtain more information than the set of files normally available through the View Debugging File feature. When more information is needed, the Create Diagnostic Files feature is invaluable in diagnosing sent to the customer service center to help troubleshoot specific problems:

Updating Aloha Fingerprint Scanner Software Version RFC Number Products Audience

Radiant has updated the fingerprint scanner software and drivers to version 2.0, incorporating multiple benefits for sites using Radiant P1220 and P1520 terminals with integrated fingerprint scanners. The new software incorporates the following improvements:

- Faster search and response times.
- Enhanced communication between the BOH file server and the FOH terminals, for more efficient
- The appearance of a small, white hand, the standard Windows 'link select' pointer, while the fingerprint scanner software is busy identifying an employee or registering a new employee. A user knows the terminal is busy, if the pointer is visible.
- Support for using Authentec and UPEK fingerprint scanners together in the same network. This version automatically detects the type of scanner in use on each terminal, and loads the appropriate drivers on that terminal.

Obtain v2.0 from the Radiant FTP site, or from an appropriate Aloha installation CD. Contact your Radiant representative for more information about how to upgrade your installation. communication.

Expanding Debugging Capabilities in Aloha Manager

Debug information aides you and Aloha customer support in troubleshooting problems within the Aloha system and communication passed to and from Aloha EDC and PMS. When an issue occurs, the site enables debugging and reproduces the problem to write to the debout for the terminal.

Supporting PAR Vigo Pole Display Version RFC

In an effort to support language localization on pole displays for the Aloha POS system, Radiant now supports the Vigo pole display manufactured by PAR.

Supporting FACTA Requirements for US Upgrades Version RFC Number Products Audience

The provisions of the U.S. Federal law known as FACTA (Fair and Accurate Credit Transactions Act) contain two requirements that impact the configuration of an Aloha site. One provision requires that a payment card expiration date must not appear in print on receipts, vouchers, or other printed chits in the restaurant. The other requirement specifies that no more than the last five digits of a payment card number may be exposed in print.

Although Radiant recommends suppressing the expiration date and masking all but the last four digits of the payment card, Radiant felt it would be very helpful to the Aloha POS community to make these changes occur automatically, whenever possible. Beginning with versions of Aloha that become available after November, 2007, the affected settings change automatically to the PCI-compliant state any time you upgrade the Aloha database for a U.S. installation.

If your installation is outside the U.S., Radiant recommends you verify the legal requirements in your area with regard to printing or suppressing the expiration date and the payment card number. If the regulations under which you operate do not require printing this information, Radiant recommends you configure Aloha to omit printing the expiration date, and to mask all but the last four digits of the payment card number, as a best practice to protect your customers, and your business. Check with your Radiant Systems representative, to determine if a specific release includes this feature.

Suppressing Pipe Characters on Customer Survey Version RFC Number Products Audience

The Customer Survey feature provides restaurants the ability to prompt randomly selected guests for feedback about their dining experience. The prompts print on the guest check, along with a phone number for the customer to call and take a customer survey, or poll, in exchange for a reward or discount. You can define the times the survey is valid, the frequency the survey prints for a specific day part, the text to appear in the survey, and can print up to a 16-digit code for reference information.

Adding the Time Items Appear on the Guest Check Window in GndItem.dbf Version

To generate correct information from the Aloha POS system for the Speed of Service (SOS) report in the MenuLink product, you can now track the time an item is placed on the FOH guest check window.

Supporting Recipes in QuickService Version RFC

A recipe is a list of ingredients with directions for making or preparing an item. For the Aloha POS system, recipes can be used for a wide range of purposes, from empowering employees with the ability to answer ingredient questions for the guest, to providing the bartender instructions on how to prepare a drink. They are not to be confused with recipes created in Inventory Control for inventory tracking.

Most of the time, you access recipes on demand, but you can configure the system to display or print a recipe each time, or for a defined number of times, you order the item. You can also optionally provide an image of the item and an instructional movie for how to prepare the item.

The Recipe feature has been available in the Aloha TableService product since v3.6. With v6.4 and above, you can now configure and use recipes in the Aloha QuickService product.

Supporting FOH Quick Lookup for Promotions Version RFC Number Products Audience

For sites that use a large number of promotions, you must select a promotion from continuing pages from the FOH Promo Lookup screen. In Aloha QuickService v6.4, you can now enable the Aloha 'quick lookup' functionality that enables you to select a promotion from the FOH by entering search criteria until you find the one you want.

Enhancing QS Quick Combo Functionality and Design Version

In v6.4, there were multiple enhancements implemented for Aloha QuickService quick combos.

With the recent expansion of features available for quick combos, and the already limited space available on the existing quick combo dialog box, Radiant has redesigned the dialog box to a tabular format to simplify the configuration of quick combos.

Adding an Item to a Quick Combo Component

Prior to v6.4, you could only add up to 15 items for any given component when you implemented a quick combo. Although this may be a sufficient number for the components representing the main entree or the side item, many quick service restaurants offer a large variety of drinks to include in a quick combo. Item substitutions, such as a small shake for a soda, are often allowed at a charge, which increases the choices even more. To accommodate these scenarios, you would have to set up multiple quick combos that report as a single quick combo. In v6.4, you can now add up to 45 items per quick combo component. Quick combo levels are very important in reporting, especially for franchise organizations. In most corporations, the higher the level the store reports, the more benefits the franchise receives. For the quick combo type, you can configure up to 10 component with different sets of qualifying items in each component. You can also configure up to three different levels and each level to which you upsell, changes the set of qualifying items to upgrade the quick combo. In v6.4, you can now order a mixture of components from all defined levels and the quick combo prices accordingly. You can configure the use of quick combo upsell levels as strict or mixed.

Requiring Manager Approval for Cash Drops

The 'Prompt for Cash Drop' feature in Aloha QuickService displays FOH prompts to make a cash drop when the drawer has reached a defined threshold. You can define a threshold for the initial prompt, for every following subsequent prompt, and for when you are required to make a cash drop. In v6.4 and higher, you can now configure the system to require manager approval for performing a cash drop.

Supporting Tipshare Distribution

Tipsharing is common in a table service environment where employees who do not directly receive tips from the guests, referred to as the support staff, are compensated for their efforts by sharing in the tips the guests give to the wait staff. The practice is often a company policy that is either mandatory or strongly suggested. Restaurants use tipsharing as a hiring incentive for the support staff, which ordinarily are less desirable positions and have a higher turnover rate. These positions are indirectly tipped on top of the wages they already receive; thereby, providing a more satisfied and long-lasting employee for the restaurant.

When the employees who contribute to the tipshare pool checkout, they contribute a portion of their tips into a tipshare pool, based on a percentage of their sales. The positions who receive money from the tip-share pool generally include bussers, dishwashers, food runners, and greeters. Although bartenders are normally a higher-level position, they are also considered part of the support team because they prepare alcoholic beverages for the wait staff.

A server can also contribute more than the default tipshare percentage to reward the support team or specific employees for making their job easier and allowing them to spend more time serving their guests. For example, if a server feels that a busser cleaned their station extra well, the server can tip out more than the allotted amount to that busser.

Once the contributions are put into the tipshare pool, a manager can distribute the default tipshare contributions to the appropriate recipients.

You can configure the distribution to occur either daily or weekly, but not both.