Aloha POS
Enhancement Release v6.2

This document contains descriptions of the enhancements implemented in the v6.2 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?

If you are using Microsoft® Windows© 2000 or later, the operating system satisfies all prerequisites if all service packs and security patches are up to date.

If you are using an older version of Windows, you may need to install the latest appropriate version of Microsoft Internet Explorer. If you are using Windows 95, the latest version of Internet Explorer you can install is v5.5. Later versions of Windows accept Internet Explorer v6.0, but you must install all of the latest service packs and security patches, as they become available.

You may also need to install DCOM98 v1.3, if you are not already at this version, prior to using Aloha v6.0 or higher.

Radiant will be discontinuing support of the Windows© 95 operating system beginning with all Aloha product releases after June 2007.

Splitting Checks in QuickService

Providing separate checks is a necessity in the hospitality industry and conveniently heightens the experience of the guest. No longer must the party manually divide their check between themselves or waste precious time waiting for the employee to separate the check. As opposed to a 'sit down' table service environment, a quick service environment is dominated by counter service and cafeteria lines. Quick service restaurants commonly provide separate checks as the guests in the party order; however, your operation might be different.

For parties that require separate checks, you can configure the system to allow each guest to order and pay before proceeding to the next guest. After all guests place their order, you can send the entire order to the kitchen so the meals of all guests in the party arrive together. Additionally, you can configure the system to allow you to split the check with a single button after all guests order. Each method is independent of each other, but you can implement both and use either one, as necessary.

The split checks feature is very flexible in its design, and by combining this feature with existing functionality, such as Name Order and Sub-Orders, you can effectively configure the system to accommodate many different quick service environments. For example, you can use the Name Order functionality to associate the name of the party with every check in an order, allowing the expediter to quickly determine if an order is part of a large party. You can also take advantage of the Sub-Orders functionality, which allows you to associate the name of each guest with their order, thus providing your guests with a more personalized experience. Sub-orders also allow you to split a single check into multiple orders, by guest name. This is very beneficial in a phone-in environment. Using sub-orders with split checks does not change the tendering capabilities of the system; you still tender at the check level, and cannot tender individual sub-orders on the same check.

Configurable Modifier Codes

Modifier codes allow you to communicate more information about a modifier to the kitchen staff, such as the preparation method, omissions, substitutions, and additions. When needed, you first select a modifier code, then the modifier relating to the code. The modifier code precedes the modifier on the screen and appears on the guest check, chit, and video screen.

The Aloha system supports a standard set of modifier codes that apply to all modifier groups. The Aloha TableService product supports No, Side, and Extra codes, while the Aloha QuickService product supports No, Side, Extra, Light, Heavy, Only, Half, Quarter, and Add. You can also prevent modifier codes from appearing. You can configure up to 99 modifier codes for both the QuickService and TableService Products.

Alphanumeric Table Names

You can name tables in the Aloha system using only numbers, such as '11,' and '50.' With the implementation of this feature, you can now include alphanumeric characters when naming tables, such as 'P10' to represent table 10 in the patio, or 'Bar6' to represent table 6 in the bar area. Also with this feature, you can now select a table from the FOH using a lookup list. When you begin entering the name for the table, the system filters the selection box according to the character you enter for the lookup.

Removing Modifiers from Ordered and Unordered Items

Prior to this enhancement, if you wanted to change modifiers for a menu item, you had to delete the menu item and enter the item with its associated modifiers again. You can now remove a required modifier from the menu item and the system will automatically display the associated modifier group from which you can choose a replacement modifier. The system also prevents you from adding or removing modifiers if it no longer meets the minimum and maximum requirements. No configuration is necessary for this enhancement.

Scenario: The cashier enters the Soup and Salad menu item, which requires you to select a minimum of one soup and one salad. The cashier enters a Crab Salad instead of Caesar Salad by mistake. Rather than delete the entire Soup and Salad menu item, the cashier can select the Crab Salad from the FOH guest check window. The system displays the associated modifier group so the cashier can select Caesar Salad as a replacement.

Dismissal of the Change Due Message

When you fully tender a check in Aloha QuickService, the Change Due message appears until you touch the screen to dismiss the message. You can now remove the Change Due message when you close the cash drawer. Additionally, you can configure a timeout value to remove the message in the event you do not touch the screen or close the cash drawer. Each of these enhancements allows you to have more control over how to dismiss the Change Due message and increase your speed of service.

Rearranging Functions in Script Buttons

The script button, within Panel Editor, enables you to combine multiple functions into one button and be creative in how you perform certain functions on a FOH terminal. When you create a Script button, you first determine the order in which you want functions to operate, then add each function to the Script dialog box, in that order. When you touch a script button on the FOH terminal, the functions execute in that same order.

When you create a script button, until now you could not rearrange the order of the functions found within the script. You had to recreate the script button to rearrange the order of the functions. With Version 6.2, the Edit Script dialog box provides arrows that allow you to rearrange the order of the functions in the script.

Scenario: You create a scripted tender button that includes the functions, 'Close Check,' 'Tender,' and 'Chain.' When you select the tender to apply to the check, the system tries to close the check before applying the tender to the order, causing an error message to appear. Edit the tender button and move the 'Close Check' function to follow the 'Tender' function in the script.

Item Color by Category on Video Screens

You can specify the color for the text and background for all items and modifiers when displayed on a video display screen. Now you can set these colors on a category of items, via events. This enhances your video operation by bringing attention to special items that could have long preparation times or separating groups of items.

Scenario: A restaurant uses video display systems and wants long preparation times to stand out on their video screens. This way the kitchen can prioritize the preparation of items so all the food is delivered at once. Create one non-sales category with grilled items and one non-sales category for well-done modifiers. Attach the category of grilled items to the Set Video Color for Items event and select a red text color. Attach the category of well-done modifiers to the Set Video Color for Modifiers event and select a yellow background color. When the event activates, all grilled items appear as red text and all well-done modifiers appear against a yellow background.

'Cashier Auto Accepts Checks' Option Removed

The 'Cashier Auto Accepts Checks' option tab in the TableService product was originally implemented to send all checks to the cashier without prompting the cashier for acceptance for each transaction. This option has proven to be not needed and replaced with other features within the Aloha system.With v6.2, the 'Cashier Auto Accepts Checks' option is no longer available.

Supporting Fast Transfers of Tables and Tabs

When transferring a table or tab, the sender must designate the employee to receive the transfer. The receiving employee must then manually accept the transfer when they log in. During this process, the transfer passes through additional screens and prompts for completion. This can have a negative impact on speed of service. You can now transfer a table or tab to an existing table without the need to specify the receiving employee to accept the transfer.

Scenario: The owner of the restaurant likes to mingle with his patrons and travels from table to table while running a tab. The owner sits at table one and Server A starts a tab. The owner moves on to another table, which is owned by another employee. The server notices the new table where the owner sits, and transfers the tab to the new table, not knowing who owns the table. The system automatically transfers the tab to the owner of the new table. When the new owner logs in, the system does not prompt the employee to accept the transfer. It is the responsibility of the employee to notice any new items added to the check.

Fast Transfer of Tables and Tabs

The purpose of the fast transfer of tables and tabs is to eliminate the need for the sender to select a receiving employee and for the receiver to automatically accept the incoming transfer. The system determines the receiving employee based on the current owner of the selected table or tab to which you are transferring.

The system allows you to perform a fast transfer with pivot seating, based on the following configurations for the receiving employee:

- If the receiving employee is using pivot seating, the system adds the transferred items as a new seat for the respective table.

- If the receiving employee is not using pivot seating, the system adds the transferred items to the end of the check for the respective table.

Supporting Auto-Receiving of Transferred Tables and Tabs

When you accept a transfer of a table or tab, the receiving employee must manually accept the transfer, which requires the employee to pass through an additional screen. To expedite this transfer process, you can now configure the system to automatically accept the table or tab, by job code, without the need for the receiving employee to manually accept the transfer.

Scenario: The guest orders a drink at the bar while waiting for a table. The bartender starts a tab with the drink. When the guest is seated at a table, the bartender recalls the check, selects the employee, and transfers the check to the new owner. When the receiving employee logs in, the system does not prompt the employee to accept the transfer. It is the responsibility of the receiving employee to notice any new items added to the check.

Transferring Ownership in Team Get Check Environments

In a Team Service environment, also referred to as a Team Get Check environment, you can allow employees to 'get' a check from another employee, add items, and automatically return the check to the originator. All employees assigned to a job code using 'Team Get Check,' may use the feature among themselves. For example, if two bartenders are working and a customer asks for another drink, the nearest bartender can 'get' the check and add to it, regardless of who originated the check. You can now enable the employee 'getting' the check to assume ownership of the check. The team employee must perform an action on the check to receive ownership.

Scenario: A team of two bartenders work a sports bar together. The guest orders from Bartender 1, who starts a tab and has ownership of the check. The guest then orders from Bartender 2. Bartender 2 'gets' the check to add new items and takes ownership of the check.

Printing Footers on Credit Card Vouchers

When using Aloha EDC, and applying a credit card payment, it is customary to configure and print a voucher for the guest to sign. You can print multiple copies for the guest and the store to retain for bookkeeping.

In some International countries, you are required to include a legal declaration on credit card vouchers stating that the guest is responsible for paying their debt. Now you can include a customized footer to the credit card voucher for this requirement.

Printing Refund Slips

In the hospitality industry, a refund is when the guest receives their money back for a transaction that has been closed. The refund can occur for many reasons, such as an overcharge, poor service, or poor food quality. To properly track and manage refund transactions, you can now configure the system to print up to 10 copies of a refund slip when you apply a refund. You can also configure the body text of the refund slip to include signature lines. This is useful in corporate environments where corporate requires manager and guest signatures for auditing purposes.

Scenario: The corporate office mandates that their stores send proof of a refund for auditing purposes, and retain a copy for their personal use. Configure the system to print two copies of a refund slip that includes a standard description and a signature line for the manager and the guest. When the manager performs a refund, two copies of the refunded slip print at the local printer. One copy is sent to corporate and the other copy remains at the store.

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

Enhancing Quick Combo Functionality

Within the Aloha system, quick combos, also known as value meals, combos meals, happy meals, full meal deals, and others, represent a group of menu items offered together at a lower price than they would cost individually. Quick combos are a common merchandising tactic to facilitate bundling, upselling, and price discrimination. They serve as a tool to offer the guest an assembled and complete meal at a defined lower price, ensure customer loyalty and return visits, and increase profits through innovative methods of adding extra items or larger portions to the combo. On average, quick combo meals comprise of up to 60% of sales in a quick service restaurant.

Quick service restaurants are an extremely fast-paced environment. The cashier enters the order into the POS system as the guest is talking, which can lead to order changes, additions, and deletions up until the guest finishes their order. With the release of Aloha QuickService v6.2, you can now further support conversational ordering in a quick service environment by implementing features that increase speed of service, add needed functionality to the quick combo promotion, and customize the existing system generated quick combo panels to maintain a consistent 'look and feel' of your FOH order entry screen.

Quick Combo Toggling

Quick combos are the backbone of complex quick service environments and you must have the ability to quickly construct quick combos with the fewest button touches possible. Most quick combos include a main entree, such as a burger or sandwich, a side dish, and a drink. The main entree is typically the primary item that motivates the guest in deciding whether to order the quick combo promotion at a reduced price or as a single item. Employees are also trained to suggestive sell a packaged meal, built off the main entree, to increase sales and provide the best experience for the guest. For this reason, the system has been enhanced with the ability to quickly build a quick combo based on the primary item of the promotion, and if the guest changes their mind, the system can 'break' the quick combo and return to the primary item. Using this method, employees can easily support the flow of conversational ordering in a quick service environment.

With this enhancement, quick combo toggling allows you to:
- Set up a button that can convert a single item, such as a sandwich or burger, into a quick combo.
- Set up another button that can reverse a quick combo back to the primary item.
- Set up a button that can toggle between the primary item and a quick combo.

Scenario: The guest orders a Chicken Salad sandwich. The cashier enters the Chicken Salad Sandwich and the item appears in the FOH guest check window. The cashier suggests the guest upgrade to the quick combo meal that includes the ordered item, chips, and a drink. The guest agrees and the cashier touches the quick combo toggle button. The system adds the remaining default components and constructs the corresponding Chicken Salad Sandwich quick combo, based on the Chicken Salad Sandwich item. The guest discovers that the amount of food is too much and wants to order the Chicken Salad Sandwich only. The cashier touches the quick combo toggle button again to revert the order back to the Chicken Salad Sandwich item.

Entering Quick Combos in Multiples

Previously, to enter more than one identical quick combo, you had to enter each one into the system separately, slowing down your speed of service. The system now allows you to enter quick combos in multiples in the FOH using the Repeat and Quantity buttons. The Repeat function adds a single copy of the quick combo to the check while the configured Quantity buttons add multiple copies to the check based on the number you select. No additional configuration is necessary.

Quick combo promotions are primarily a quick service feature; however, they are used in a table service environment. For ease of usage with Aloha TableService, we recommend you configure your quick combo promotions to auto-apply when the qualifying items exist on the check. This allows you to apply quick combos and remain on the FOH order entry screen. Using the Quantity and Repeat buttons with a quick combo is considerably different between the Quick-Service and TableService products.

The Repeat Button

You can use the Repeat button with quick combo promotions. In Aloha QuickService, the button can be placed on any panel. In Aloha TableService, the button is on the bottom row of the FOH order entry screen.

QuickService Scenario: A party of two approaches the counter. The first guest orders a quick combo. The cashier enters the quick combo promotion. The second guest orders the same quick combo. The cashier selects the header of the first quick combo, touches Repeat, and the system creates a single copy of the quick combo.

The Quantity Button

The Quantity button can be used with quick combo promotions. In Aloha QuickService, the button can be placed on any panel. In Aloha TableService, the button is on the bottom row of the FOH order entry screen. The Aloha QuickService product also has the ability to enter a quantity with a variable amount of your choice, using the Enter Quantity screen, or preset buttons that contain a specific quantity number.

The number of copies that are added to the check depends on if the quick combo is ordered or unordered. If the quick combo has been ordered, the system adds the exact number of copies you entered as a quantity. For example, if you enter a quantity of three to an ordered quick combo, then the system adds three more copies to the check to make the total of four quick combos. If the quick combo is unordered, the system includes the present quick combo as one of the copies. For example, if you enter a quantity of three to an unordered quick combo, the system adds two more copies to the check to make the total of three quick
combos.

Quickservice Scenario Before Entering Quick Combo: The guest orders three identical quick combos for takeout. The cashier selects the quantity of three and then the quick combo promotion. The system creates three copies of the quick combo.

Quickservice Preset Quantity Scenario After Entering Quick Combo: A party of four approaches the counter. The first guest orders a quick combo. The cashier enters the quick combo promotion. The other three guests decide to order the same quick combo. The cashier selects the header of the first quick combo, enters a quantity of three using a preset quantity function, and then touches Repeat. The system creates three copies of the quick combo.

Allowing Item Substitution for Quick Combos

This enhancement provides you a more streamlined method of substituting items within a quick combo. To substitute an item prior to this enhancement, you had to select the item, delete the item, and then select a suitable replacement by navigating through panels and screens. During this process, the quick combo would 'break,' and you could select a replacement item that would not reconstruct the quick combo. Now through using a quick combo item substitution panel, the process is faster and more controlled.

Scenario: The guest orders a burger, fries, and a drink. The cashier enters the order with a quick combo button, or separately, and allows the system to automatically apply the quick combo. The guest then decides to substitute the fries for onion rings. To substitute the fries, the cashier selects the fries on the FOH guest check window to display the quick combo item substitution panel, and selects Onion Rings.

Using Item Substitution for Quick Combos

When you select an unordered item from the FOH guest check window that is a component of a quick combo promotion that allows item substitution, the system displays the system-generated quick combo item substitution panel. The items on the panel are sorted either by their ID number, short name description, or upsell level.

When the panel appears, you can perform the following actions:

Substitute the selected item with an available item.
- Modify the selected item.
- Delete the selected item.
- Cancel the substitution.
- Page up or down if more than the allotted items appear on the screen.

Including Quick Combo Counts and Amounts in the Grind File

The system now reports the number and amount of quick combos sold in the grind file. With this solution, franchisees can generate the information necessary to pay appropriate premiums to their respective corporate office. No configuration is necessary for this enhancement.

Performance Measures

Performance measures gauge profiles for sales targets and comparisons to track employee performances against the objectives for each performance measure. Some sites use an extensive number of performance measures and want the ability to configure as many as possible, but only activate them as necessary. This reduces the number of measures that appear on the FOH screens, checkouts, and the BOH Performance Measures report.

Corporation Scenario: The corporate store wants to maintain all performance measures at their location, then send selected performance measures to their stores. The corporate store creates all performance measures as inactive, then sends a performance measure to a selected store and activates it, via an event. The receiving store begins to track the performance measure and does not appear on at other stores.

Single Store Scenario: A restaurant wants to create performance measures but does not want them all to appear on the server checkouts. To reduce the amount of chit paper, the store creates all performance measures as inactive. Then activates a selected number of performance measures, via an event. The store begins tracking the performance measure on the appropriate days.

Displaying Server Name on Video Screens

Prior to this enhancement, the option to display the server name on video screens was a variable in Aloha.ini. The option is now available in Aloha Manager.

Saving Unordered Items in 24-Hour Operations

When the End-of-Day (EOD) or a system refresh occurs, all FOH terminals reboot or log off, depending on the operating system. For a 24-hour site that runs their EOD during hours of operation, the site loses all unordered and unfinished items in progress during the process. This is also troublesome when managers perform an immediate system refresh. When you install v6.2, the system safeguards against these occurrences with a permanent behavior change for a 24-hour site. This change occurs only for a site configured with the '24-hour operation' option.

With this behavior change for a 24-hour operation, the system now retains any unordered items left on the check in the event the EOD or a system refresh occurs. The system does not retain items that are in progress and are not completely entered. For example, if the terminal reboots after you enter a menu item but you have not finished entering its required modifiers, the system does not retain the menu item and its accompanying modifiers.

When the FOH terminal boots back up, the items remain in their previous state and you must recall the check to finish ordering. In a TableService environment, the table with the unfinished check flashes on the Working with Tables screen or a floor plan in use. In a QuickService environment, the unfinished check appears in the guest check window.

Saving Orders on Video Screens in 24-Hour Operations

When the End-of-Day (EOD) or a system refresh occurs, all remote video display systems reboot. For a 24-hour site that runs their EOD during hours of operation, the site often runs the risk of losing unordered items sent to the video screen during the process. This is also troublesome when managers perform an immediate system refresh. When you install v6.2, the system safeguards against these occurrences with a permanent behavior change for a 24-hour site. This change occurs only for a site configured with the '24- hour operation' option

Video users depend on their kitchen displays in order to prepare food with accuracy and quality leading directly to customer satisfaction which drives any restaurant's business. Videos can be run in three display options: as entered, one behind, and when ordered. In certain environments, particularly 24-hour operations, the terminals and kitchen displays must be rebooted while the restaurant and kitchen are in progress.

Currently, when these reboots happen, the kitchen displays are reset and all data is lost. The users must take the time to reset their video displays before they can continue with business. This enhancement request that we minimize this interruption and re-display any existing or in progress orders.

Automatic Detection of Card Types in QuickService

Similar to the Credit Card Lookup feature in Aloha TableService, Aloha QuickService can automatically detect the card type based on the card prefix. This feature reduces the number of credit card buttons from which to select and allows you to slide a card across the mag stripe reader without having to know which type of card is being used. To accommodate a speedier QuickService environment, it is not necessary to select a generic credit card tender button and you can slide the card at any time of the order if the full check is displayed in the guest check window. Additionally, the system can automatically display the appropriate tender screen, upon swipe, to allow for split payments or verification of amount.

Scenario: The guest hands a Visa card to the employee for payment. If necessary, the employee recalls the check so the check appears in the guest check window. When they slide the card across the mag stripe reader, the system identifies the tender as a Visa, based on the prefix defined for the card. The authorization begins immediately, or if configured, the Visa screen automatically appears so the employee can perform split payments or verify the amount.

Enhancing the Drawer Checkout Function

Drawer checkouts are utilized in environments where multiple employees use the same cash drawer or when the same drawer is used for consecutive shifts without reconciling. You can also utilize drawer checkouts when a single employee is the sole owner of the drawer; however, this environment usually uses employee checkouts. Typically, a site uses either a drawer checkout or an employee checkout, but not both.

With v6.2, the following enhancements to the Aloha drawer checkout are possible:
- Restrict employees from performing a drawer checkout.
- Allow employees to clock out in a drawer checkout environment without performing an employee checkout.
- Restricting the reprint of checkouts.

Enhanced Drawer Checkout Scenario: Several employees operate the same cash drawer. When the drawer is ready to close down, the manager logs in to the FOH and selects Functions > Financial > Cash Drawers. The manager touches the Checkout button for the corresponding drawer and runs a drawer checkout for balancing. The drawer checkout prints to the local printer. When the employee who used the drawer is ready to clock out, they log in to the FOH and touch Clockout from the Working with Tables/Tab screen or a floor plan in use. The system clocks the employee out without requiring the employee to perform or print their individual checkout. If needed, the manager can then go to the BOH and select Reports > Reprint > Checkout, select the employee, and reprint the checkout of the employee.

Restricting Employees from Performing a Drawer Checkout

Prior to this enhancement, the 'Cash Drawers' option on the Maintenance > Labor > Access Levels > Financial tab allows the employee access to all cash drawer functions, including the ability to perform a drawer checkout. With v6.2, the 'Cash Drawers' option no longer provides the ability to perform a drawer checkout. The Drawer Checkout function has its own option, named 'Cash Drawer Checkout.'

When you upgrade to v6.2, and you have 'Cash Drawers' selected, the system automatically selects both 'Cash Drawers' and 'Cash Drawer Checkout.' You must clear one of these options to restrict employees from performing a drawer checkout or cash functions.

Allowing Employees to Clock Out Without Performing a Checkout

In a drawer checkout environment, a manager or employee initiates a drawer checkout from the FOH Financial screen to close the drawer and the system prints the report for the drawer to the local printer. However, the employees who use the drawer must still perform their individual server checkout before they can clock out and the system prints the server checkout report. This process is unnecessary and a waste of paper for the restaurant. With v6.2, the system can allow employees using the drawer to clock out without performing individual employee checkouts.

Restricting the Reprint of Checkouts

The Back Office Security Level for reprints allows you to reprint all forms of printouts, including guest checks, checkouts, and reconciliations. Since the individual server checkout no longer prints in a drawer checkout environment, you may need to reprint the checkout for troubleshooting. With v6.2, you can now restrict employees from reprinting the server checkout.

Supporting Variables in Comp Slips

Comp slips are forms to present to the guest, based on a specified comp type, to capture a signature or additional information about their experience. The slip can contain any type of text you want to appear for the guest. This feature supports dynamic variables you can insert into the comp form text file and automatically include on the comp slip, such as the date, time, server name, manager name, and comp name. The system inputs only one set of data per variable. You can include multiple variables on a single line; however, if the text exceeds the line length of the printout, the text wraps to the following text line.

Printing Quantity Before Item Name on Guest Checks

When you order more than one of the same item, the item appears on the guest check, as shown in the following example:

> Hamburger (2 @ 2.50) 5.00

You can now configure the system to print the quantity before the item name, as shown in the following example, to display a more actual interpretation of the order:

> 2 Hamburger (@ 2.50) 5.00

Updating Paymentech Gift Card Communication to Support Latest Protocols

The Paymentech gift card interface in Aloha EDC is now updated to utilize the latest version of the Paymentech processing protocols. This enhancement eliminates support issues related to double authorizations when communication is disrupted. There is no configuration necessary.

Enforcing and Licensing Integrated Solutions with Aloha

Radiant Systems is pleased to announce the official launch of Aloha Connect. Aloha Connect allows authorized third party companies to interface to the Aloha solution to meet customer needs and provide additional complementary technology functionality to meet business requirements.

Examples of integrated solutions include:
- Web ordering
- Call center applications
- Third party gift card and loyalty solutions
- Beverage systems
- Non-POS terminal order taking and payment devices, such as kiosks and handhelds.

Beginning with version 6.2 of the Aloha POS software, enforcement of interface terminals is restricted and licensing is verified at the site level. If your software keys are appropriately licensed, your third party/custom applications will work seamlessly with your POS. If your keys are not licensed, your additional applications will not be able to integrate to the POS. It is important for you to note that should you decide to pursue an integrated solution in the future, your site software license will need to be upgraded to reflect the change.

Enhancing SVS Messaging to Accept Aloha eCard

The Stored Value Systems (SVS) gift card interface in Aloha EDC is now updated to accept a card encoded to use the Aloha eCard format. This enhancement was requested by sites who purchased Aloha eCards and who wish to use those cards with the SVS configuration. When you slide an Aloha eCard across the magnetic stripe reader, the system formats the track information as an SVS gift card. There is no configuration necessary.

Requiring Descriptions for Deposits

You can enter a deposit into the system either from the BOH, with the Functions > Edit Deposits function and while running the Sales report, or from the FOH, with the Employee or Drawer Reconciliation features. As a best practice, managers should include a description for each deposit, such as 'AM Drop' or 'Term 2 Drop;' however, they sometimes neglect to fill in a description. With v6.2, you can now require the entry of a description for all deposits.

Auto-Navigating to Modifier Screens

This enhancement allows you to quickly change a modifier assigned to an item. Prior to this enhancement, a POS user must select the item and then the Modify button. To increase speed of service, you can now simply select the modifier item in the guest check window and the system automatically displays the appropriate modifier group associated with the item. Additionally, you can configure the system to automatically replace the selected modifier on the check with another modifier.

Interfacing Punch Edits with MenuLink

In an effort to create a stronger integration to the MenuLink product suite, this feature provides additional support through the Aloha Interface System (COM) to allow previous day time clock edits from a third party application.

Supporting All Versions With Deltrack Utility

The SupportReady toolkit now includes an updated Deltrack utility, which supports all Aloha versions 5.3 and greater, and will completely purge credit card information that is stored in dated subdirectories and EDC settlement files, including the cardholder name and card number.

Restricting Order Entry if Not Assigned to a Cash Drawer

When an employee has order entry capabilities, but has not been assigned a cash drawer, the cashier can add items to a check and begin an order. Since the employee is not assigned a cash drawer, the check cannot be closed and an error message appears stating, "You are not assigned a cash drawer." The employee must assign themselves a cash drawer or find a manager. During this process, the guest may have to wait, causing a break in speed of service. With this new feature, an employee cannot order items until they are assigned to a drawer on the terminal.

Scenario: A cash drawer is assigned to a terminal; however, the cashier has not yet been assigned to the drawer. Unknowingly, the cashier enters the order for the guest, and receives an error when they try to tender the order. The guest must wait while the cashier finds a manager to assign them to the cash drawer. Configure the system to prevent the cashier from entering the order without first being assigned to the cash drawer. This allows the guest to wait for drawer assignment at the beginning of the order, possibly giving the guest more time to decide, instead of having to wait during the tendering process, which is typically the time the guest is the most impatient.

Supporting Automatic Cash Drawer Assignment

When you assign drawers in the FOH, you must access the drawer assignment screen, select the drawer and the employee, and press OK. For operations that allow employees to assign themselves a drawer, this process can be tedious and considered unnecessary. With this enhancement, you can now bypass the drawer selection and acceptance steps when there is only one drawer assigned to the terminal to which you are logging in.

Supporting Bold Fonts for Hi-Res Monitors for Aloha KPS

Aloha Kitchen Production System (Aloha KPS) now has increased legibility and readability on higher resolution monitors by a firmware enhancement to support a new font. The sites that have implemented this change report a much clearer and crisper display - which is vital in busy kitchens.

Allowing Manager Approvals Without Clocking In

Prior to this enhancement, you had to be clocked in to perform manager approvals. With v6.1, you can now allow managers to approve actions without the need to be clocked in.

Scenario: The manager is not clocked into the system. The cashier enters an order and needs to void an item. The manager approval screen appears. The manager approaches the terminal and enters their password to approve the action.

Setting Video Color on User-Defined Text

This enhancement allows you to set the video text color and background color for a specific text string to distinguish items, or parts of an item, on video screens. For example, you can configure the word 'Cheese' to always appear in yellow, regardless of the context in which the word resides, such as 'Cheeseburger' and 'Cheese Sticks.'

Allowing Order Entry Without Clocking In

Many sites employ salaried managers, such as general managers, who are not paid hourly. These salaried employees can assist with order entry but do not work a designed shift. Prior to this enhancement, all employees had to clock in to the system to perform any type of function; however, their labor hours and dollars are not desired on labor reports. You can now allow these employees to enter transactions without being clocked in, and, subsequently, they do not have to perform a checkout. The system automatically selects the related options to accommodate for the environment.

Scenario: The general manager of a restaurant does not work a shift, but helps cashiers with order entry. The labor hours and dollars earned by the manager are not required for reporting. Select 'Clock-in/Clock-out not required' for their job code to configure this environment. The manager can then enter sales without clocking in or out and have their labor reports reflect actual totals for hourly employees.

Updating Video Colors for Changed Items

The kitchen video environment is fast-paced and speed of service is essential. Most sites configure their system to display orders on the video screen as soon as the employee enters the order so the kitchen staff can start preparing the order. This is troublesome when the guest makes modifications to the order after the order appears on the screen and the kitchen staff may not notice an item has changed, resulting in an incorrectly prepared item. With this enhancement, you can specify text attributes and the background color to use for indicating to the kitchen staff when an item changes after it initially appears on the video screen.

Scenario: Configure the system so that changed items blink and have a red background on the video screen. As you enter an order, the items appear on the video screen and the kitchen staff begins to prepare the order. The guest changes their mind and you must remove an item from the check. The item begins to blink on the video screen and has a background color of red, so the kitchen staff can quickly identify the item has changed.

Configuring Paymentech with No Physical Modem Installed

Some sites now rely solely on a broadband connection to use for their secure socket layer (SSL) authorizations and do not install an analog modem on the BOH computer. The typical protocol for Aloha EDC is in the event the system cannot connect to the host, via an SSL connection, the system automatically attempts a dial-up connection, regardless if a physical modem is installed. This causes delays for each transaction while the system tries to find the modem to dial out. You can now configure the Paymentech processor to not roll over to a modem connection. This feature only applies to Paymentech.

Supporting Chip and Pin in Holland

This enhancement adds support for the Chip and Pin module required for Holland.

Displaying Add-on Items in Video Cell of Original Order

Since a kitchen video screen has a limited amount of space for displaying orders, video queues can fill up with cells quickly. If you have additions to an order already sent to the screen, such as for a forgotten item, the additional items appear in a different cell with the heading, 'Add-on.' Additionally, the system creates new video cells in the order in which they were entered, which could place any number of cells between the initial order and the additions to the order. To save space, you can now configure the system to display the initial and additional items together in the same cell. The Add-on header appears in the cell, to separate the occurrences of the order.

Restricting Open Checks from Bumping

You can bump orders on a video screen either by using an external physical bump bar or by using touch screen technology. These orders appear in a finalized state with the change due line when you fully tender the check. In fast video environments, employees can mistakenly bump an open order off the screen. You can now configure the system to restrict the bumping of open orders if the check is not closed.

When you try to bump an order from a video cell that is not finalized, an error message appears. When you try to bump an open order from a video cell, an error message appears. You can configure a video queue to bump to video group, via the 'Bump to Video Group' drop-down list in Maintenance > Hardware > Video Queues > Setup, which displays items on one or more video queues, such as the Fry queue bumping to the Expo queue. You would commonly configure this feature for the Expo queue since there is no reason to prevent the Fry queue from bumping, as long as the check is finalized.

Increasing Maximum Promotion Price Changes

You can now set the maximum number of promotion price changes from 5000 to 12,000 in Aloha.ini. This accommodates sites with extensive menu promotions, such as in a CDM environment. If you type a number greater than 12,000, and save the Aloha.ini, the system reverts back to the maximum of 12,000. If you configure more promotion price changes than allowed, an error message appears when you click Save. You must clear the appropriate price changes selected as 'Active.'

Including Aloha Time Clock Logs in Diagnostic File

During normal operation of the Aloha system, the program interacts with the operating system to create debout 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 problems experienced in the system.