



# ALOHA™ POS INTEGRATION FREQUENTLY ASKED QUESTIONS



## OVERVIEW & SYSTEM QUALIFICATION

### What is Point of Sale (POS) system integration?

OpenTable POS integration is designed to improve the operational flow of the restaurant by updating table statuses on the OpenTable system whenever certain events occur on your ALOHA™ POS system. Up-to-date party status information will help the host staff anticipate and identify available tables and quote accurate wait times to waiting guests.

### What versions of ALOHA™ are supported?

Version 8.0.1 and higher of the OpenTable software will support integration with ALOHA™ versions 6.2 or higher<sup>1,2</sup>.

<sup>1</sup> Note that this information IS subject to change. A thorough qualification process must be performed to confirm that the installed OpenTable & POS systems' software versions, hardware and network environment will support integration.

<sup>2</sup> ALOHA Connect License required on POS Server

## POS INTEGRATION FUNCTIONALITY

### What information is shared between the two systems?

The information sent from ALOHA™ to OpenTable includes:

- Updates corresponding to the below OpenTable statuses
  - ◆ Entrée
  - ◆ Dessert
  - ◆ Paid
- POS Check ID (a unique number generated by the POS system for each check)
- Check Total (total check for the meal, including tax and gratuity)

No credit card or food item information is shared. Also, it is important to note that the flow of information is one way. Only information in the OpenTable system is updated. No information is sent from the OpenTable system to the POS system.

### How does POS Integration Work?

After activating and configuring POS Integration, certain POS events will generate table status updates on the OpenTable System. For example, a server placing an entrée order in POS System will update the status of the matching seated table in the OpenTable system to entrée. Marking the check paid or closing it out in the POS system will send the spend amount to the OpenTable system.

### How do checks/parties in the POS system get matched with OpenTable reservations/parties?

The OpenTable system will match seated parties with the POS system based on corresponding table numbers. When configuring the POS and OpenTable systems,



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it is required that table numbers in the two systems match in order to change table statuses correctly. If a check is opened for a table in the POS system that does not exist in the OpenTable system, the OpenTable system will ignore all POS events that take place for that table.

### **My POS table numbers do not match my OpenTable table numbers. Do I have to make them match?**

Table numbers from both systems must match in order for the status and guest spend information to update correctly in the OpenTable system.

### **I do not know how to change my POS table numbers. What can I do?**

Contact your ALOHA™ Technical Representative to help you change your POS table numbers.

### **My servers just enter a random table number when they open a check for the table in my POS system. Is this OK?**

No. Servers must open checks for the correct table number that matches with the OpenTable table number. Entering random table numbers may result in changing the status of the wrong table and/or inserting guest spend information into the wrong reservation on the OpenTable system.

### **What if the OpenTable system incorrectly links with the wrong party in the POS system?**

It is possible that some events may occur out of sequence (like opening a check in the POS system before seating the party in the OpenTable system). In these rare cases, find and open the appropriate reservation and press the "Reset" button in the "Make Reservation" screen to delete any spend data and break the linkage.

### **Are food items ordered by guests shared between the POS and OpenTable systems?**

No. OpenTable solicited feedback from numerous restaurants to identify POS integration features that would help them operate more efficiently and improve customer service. An overwhelming majority agreed that it was unnecessary to capture food order history in the OpenTable system. Restaurants can use the POS Check ID stored in the OpenTable system to look up the order on the POS system if necessary.

### **When is the check total information (guest spend) shared?**

Check total information is added to the OpenTable reservation after the check is paid and closed in the POS system.

### **What happens if a party has multiple checks at the same table?**

The POS Integration feature supports multiple checks on one table. The spend amount for the reservation will be the combined total of all checks for the table.



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### **Can I start a check at the bar, transfer that check to the dining room, and have the corresponding table in the OpenTable system be updated properly?**

Yes. The corresponding table in the OpenTable system must exist and the party must be seated at that table in the OpenTable system prior to transferring the check in the POS system.

### **What happens to the OpenTable status if I order entrees and desserts at the same time?**

The resulting OpenTable table status will depend on how many of each type of food item (entrée or dessert) is ordered during the same service round. There are specific tie-breaking rules built into the software to handle this situation. In general, the resulting status will try to reflect the true status of the table as accurately as possible.

### **What happens if I order an appetizer or a drink in the POS system?**

There will be no status change in the OpenTable system when an appetizer or drink is ordered in the POS system.

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## **PREPARING FOR AND ORDERING POS INTEGRATION**

### **I have an older version of ALOHA™ or one that is not listed. What can I do to upgrade my POS system?**

Please contact your ALOHA™ Representative regarding POS system upgrades. Before upgrading, please also review the other system and networking requirements listed in this document.

### **Do I need to install additional software on my restaurant systems?**

If you have OpenTable software version 8.0.1 or higher, no additional software is required to be installed on your OpenTable restaurant systems. However, software will need to be installed and/or activated on your POS system depending upon its current configuration, this will be determined during the qualification process.

### **I am renovating my restaurant or I am building a brand new restaurant. What can I do to make it easier to integrate my POS system and the OpenTable system?**

Make sure that the *network switch* and/or *internet router w/ switch* that the OpenTable server will connect to has the physical ability to connect to the *network*



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*switch* that will service the POS terminals via CAT5 wiring.

### **I am using OpenTable GuestShare today. Can I still use POS Integration?**

Yes. OpenTable GuestShare and POS Integration are compatible features.

### **I am using OpenTable's 3rd Party Data Sharing API today. Can I still use POS Integration?**

Yes. OpenTable's 3<sup>rd</sup> Party Data Sharing API and POS Integration are compatible features.

### **Does my version of the OpenTable software support POS Integration?**

In order to use the OpenTable POS Integration, you must have version 8.0 or higher of the OpenTable Software. If you have a prior version, call 1-800-OpenTable for more information on upgrading your OpenTable software.

### **If I have the correct OpenTable and POS system versions and hardware, is the integration feature automatically activated?**

No. The POS Integration feature is not automatically activated in the OpenTable software. Integration must be properly installed and configured.

### **Is there an additional fee for this service?**

OpenTable POS Integration is a separate service with separate fees. Please contact your OpenTable Representative for pricing information. There may also be additional costs as a result of making your POS System and network environment meet their minimum requirements for OpenTable integration.

### **How do I order POS Integration and who manages the installation and support for this feature?**

OpenTable will manage the installation and support of the POS Integration feature. Contact your OpenTable Representative to order integration. You may also be required to contact your ALOHA™ Representative if the qualification process reveals that your POS system does not meet the minimum requirements for integration.