



The Radiant Systems Hospitality Division is proud to announce the version 11.1 release of Aloha Insight, Aloha Stored Value and Aloha Loyalty!

Note that this release is the first to incorporate our new product structure and naming convention.

In these release notes you'll find a thorough summary of everything that's new for v11.1, including the new product structure and naming scheme.

If you are new to Aloha Enterprise, click the "Help" button on your AlohaEnterprise home page for detailed information on utilizing all the features it has to offer.

The Radiant Systems Hospitality Division welcomes all feedback concerning this release and future releases. Please feel free to contact us with your thoughts and suggestions at productfeedback@alohaenterprise.com or by clicking the "Contact Us" icon on your AlohaEnterprise web site.

If you haven't already, we urge you to register for the upcoming v11.1 Release Overview training class for Aloha Insight, Aloha Stored Value and Aloha Loyalty. This is a FREE instructor-led, web-based training that details the v11.1 release. To register for the training class, select one of the training class links on your Aloha Enterprise home page or send an email to HospitalityPM@RadiantSystems.com.

What's New?

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New Look and Feel

The Hosted Solutions Group is pleased to reveal a dramatic new look and feel to your Aloha Enterprise web site. This is the first phase of web site design changes that are focused on providing a sleeker, more modern and practical user experience to all of our customers. Changes you'll notice include:

- **Removal of Pop-ups** – Fundamental redesign that removes all pop-ups from the web site. For screens that require additional customer interaction, overlays will display within the active web browser window, allowing the same functionality as pop-ups without the hassle.
- **Icon and Logo Redesign** – Once you've logged in to your site, you will notice new logos, icons and a new color scheme!
- **Navigation via Expansion Menus** – Menu navigation will now occur on the left side of the screen with an active expansion format. Both the full navigation menu and the sub categories will expand when selected, providing you with the applicable options and a cleaner, less cluttered navigation panel.
- **Multiple Tabs** – For each application you access, a new tab will be generated allowing you to navigate quickly and easily between multiple applications.
- **Redesigned Portal** – Taking the first step in providing a digital dashboard, the Portal now includes by default Scheduled Reports, Non-Scheduled Reports, Current Day Polling and other "portlets" to provide you with a snapshot of your Aloha Enterprise data. In future releases, we will begin introducing additional "portlets" that contain actionable data that you can configure to meet your business needs.



Re-Branding of Aloha Enterprise Components

With the growing number of products supported by Radiant Systems, a need has been identified to create a single brand image for all Aloha modules available to customers. This single brand will be used for all modules regardless of whether they are hosted or run in the restaurant. As part of this effort you will see a combination of new names and logos for software packages supported by the Hospitality Division under the Radiant Systems name.

For v11.1 of our hosted software, this means a few name changes to the products you know and use!

Aloha Enterprise

AlohaEnterprise.com originally referred to the above store business intelligence tool offered by Aloha. Since its inception, the product has expanded dramatically to include more than just reporting functionality. The introduction of eCards, eFrequency, MemberLink, Dynamic Drilldown Viewer and HR Bridge, to name a few, offered more and more utilities for you to apply to your business as a whole. On the store systems side, there have been many new product introductions as well. In addition to the Aloha Point-of-Sale, Radiant now offers Aloha Takeout, Aloha Guest Manager and Aloha Configuration Center. To highlight the value created by this broader software offering, it made sense to emphasize the large scope and breadth of the current suite of products and refer to them, as a whole, by the more appropriate title - Aloha Enterprise!

AlohaEnterprise.com is now Aloha Insight

So if the whole suite of products is Aloha Enterprise, what do you call the service that offers reporting capabilities, drilldown viewer, current day polling and the like? As these represent a view of your business operations from an above store vantage point, we are now calling this part of our Aloha Insight product. Aloha Insight offers you the same functionality as AlohaEnterprise.com but with a new name that represents the ability to gain insight into your daily operations and keep a pulse on your business!

eCard is now Aloha Stored Value

With the increased use of gift cards in today's market, the eCard of yesterday has exceeded its original design and offers much more functionality with each new release. To reflect this, we've rebranded eCard as Aloha Stored Value. This is a better reflection of the growing trend and use of gift cards in various marketing efforts. From single use cards to cards that retain value over a period of time, businesses are expanding their suite of offerings and need a product to keep up with the times! Aloha Stored Value provides this by representing a focused functionality set that has become its own powerful component of the Aloha Enterprise solution.

eFrequency is now Aloha Loyalty

Similar to the phenomenal growth of Aloha Stored Value, eFrequency has seen its share of expansion! As such, eFrequency has been rebranded as Aloha Loyalty. This represents fact that the loyalty functionality that has been enhanced over the last few years as a result of business needs in the new millennium! Offering more support and flexibility to retain customers, Aloha Loyalty provides more and more tools to keep those customers coming back!



As a quick review **Aloha Enterprise** refers to the ENTIRE software solution that Radiant offers to the hospitality industry. This includes all of our in-store software such as point-of-sale, as well as the suite of above store products, which includes, but is not limited to:

Aloha Insight – formerly known as Aloha Enterprise.com

Aloha Stored Value – formerly known as eCard

Aloha Loyalty – formerly known as eFrequency

For now and the foreseeable future, new versions of these products will be released together with a single version number as we have done in the past.

Aloha Loyalty Enhancements

The bulk of the Hosted Solutions v11.1 release focuses on numerous enhancements made to Aloha Loyalty. As a response to the need for more versatility and power, the following enhancements were engineered:

- **Member Registration Credit/Rewards** – You can now award members with credit and/or rewards for providing profile data.
- **In Store Activation** – Control activation of Aloha Loyalty cards by defining the frequency by which manager approval is required. Always, every x number of times, or never—the control is in your hands!
- **Display remaining balance for “Be My Guest” Bonus Plans** – You can now include the remaining dollar balance on a printed voucher and/or guest check for “Be My Guest” Bonus Plans.
- **Automated Enrollment/De-Activation of Employees Into Employee Meals Feature** – An automated nightly routine will activate/de-activate employee participation in employee meal programs based on his or her current status.
- **Configure Dynamic Expiration Date for “Be My Guest” Bonus Plans** – “Be My Guest” Bonus Plans now support a dynamic expiration date! You will have less worries about timing card distribution with advertising efforts!
- **Configure Start and End Dates for Single Use Cards/Coupons** – Ensure stronger control for Single Use cards/coupons.



Member Registration Credit/Rewards

Member programs are more powerful to a business when they actually collect vital customer information to help drive marketing efforts and as a result improve overall sales.

With Hosted Solutions v11.1, you now have an arsenal of techniques for encouraging your members to provide you with information that will allow you to better analyze trends, mold consumer behavior, and ultimately increase your company's ROI with Aloha Loyalty!

We've created functionality in Hosted Solutions v11.1 to help you encourage customers to register their profile information. Four options are now available to help make this happen:

- **Do not allow members to earn specified rewards until their profile is registered** – When configuring a reward, you can now determine if members are eligible for that reward based on the existence of the member's profile. Members are able to accrue credit (which can still be displayed on guest checks, MemberLink, etc.); however, they will not receive the specified reward without a registered profile. Once members register their profile, you decide whether the rewards they might have earned before registering their profile should be issued or not.
- **Do not allow members to accrue credit until profile is registered** – With this option, your members do not accrue credit (and ultimately rewards) for the specified Bonus Plan until the member registers his or her profile.
- **Award members with a reward for registering their profile** – You can issue a reward to a member once he or she enters profile data. This is yet another method to entice members to register his or her profile. When you select this option, the Aloha Loyalty system will instantly adjust credit for your members who register their profile information so they are issued their next eligible reward within the selected Bonus Plan. Members will only receive the reward once. Because it is possible for some members to no longer have eligible rewards within a Bonus Plan, we recommend a new Bonus Plan is created with a single reward solely for profile registration.
- **Provide additional credit for those members that do register their profile** – This option allows you to grant "bonus" credit to your members who register his or her profile. As an example, you can provide 10 extra points for members who provide your company with his or her profile information.



In Store Activation

With Hosted Solutions v11.1, activation of Aloha Loyalty members has become much more flexible for the end user. You can now define the number of Aloha Loyalty transactions that require a manager's password by selected card type. This will help your operator find the perfect balance of security and service.

As an example, you can configure a "Comp Card" button on the POS that is simply a zero-priced item used to activate "Be My Guest" cards. When the card is first swiped on the POS, the system will require a manager password before the card can be used for discounts. To take it a step further, you can configure the system to require a manager password once the card is redeemed. This brings attention to the manager and ensures that customers with guest recovery cards are given special treatment during their visit.

And remember, this is by card series, so you can adjust these settings as needed! Simply change the 'Require Manager Activation' settings, located on the **eServices > Card Setup > Edit Card Type > Card Type** tab.

NOTE: In store activation is supported in Aloha POS v6.5.3 and greater.



Remaining Balance Format for “Be My Guest” Bonus Plans

After receiving much feedback from our users, we’ve revisited the remaining balance field for the Aloha Loyalty Lookup screen and redesigned it to be of better value for everyone. Our previous design displayed the number of visits made by a customer in the Remaining Balance field. While informative, we realized the true potential of this field would be reached if we displayed the remaining dollar value for “Be My Guest” Bonus Plans. This gives your operations an immediate understanding of how much credit remains for the specific Bonus Plans.

To complete the redesign we’ve also added the ability to print the remaining balance on the Guest Check and/or Voucher. This gives your customers, and employees, a method to track the remaining value for their “Be My Guest” Bonus Plan every time they visit your establishment.

Automated Enrollment/De-activation of Employees Into Aloha Loyalty

For customers that are using Aloha Loyalty’s meal accountability features, you can now automatically enroll your employees into your meal program as well as deactivate their accounts upon termination or if the employee opts out of the program.

NOTE: There are certain prerequisites that must be met prior to utilizing this feature. Please contact the Hosted Solutions Support Center for additional details if you are interested in this service.

Configure Dynamic Expiration Date for “Be My Guest” Bonus Plans

Prior to Hosted Solutions v11.1, expiration dates for Aloha Loyalty were only available at the Bonus Plan level. While this is ideal for seasonal/promotional Bonus Plans, many customers expressed the desire to expire “Be My Guest” Bonus Plans a defined number of days after the card was activated with the Bonus Plan. We heard you, and we delivered! Now a “Be My Guest” Bonus Plan (which is often used as a “comp card”) can be configured to expire at the card-level, based on when the card was distributed, allowing you to keep better control of your liability. Ideally, you will “activate” the card when distributed (see [In Store Activation](#)), which starts the clock for the Bonus Plan’s expiration. For example, you can create a “Be My Guest” card that expires 60 days after each card is activated. Of course we have engineered new keywords that will allow you to print each individual card’s expiration date for the “Be My Guest” plan, keeping your customers fully apprised of the exact date when the Bonus Plan will expire for that card.

Configure Start and End Dates for Single Use Cards/Coupons

In Aloha Enterprise v10.2, we introduced the “Single-Use” card type, which is used to apply a comp at the store and validates the comp can only be applied once for that card/coupon. In Hosted Solutions v11.1, we enhanced the “Single-Use” functionality so that it now supports a start and end date! This gives you more say for when a card can or cannot be used. Not only are you gaining more control of distributed cards/coupons, you are also making the actual distribution of the cards much simpler for marketing/advertising promotions. Send them out well in advance, with no worries that they can be used prior to the communicated, and configured, time frame!

NOTE: “Single-Use” functionality was introduced in Aloha POS v6.5.1. In order to use start and end date functionality for “Single-Use” Cards/Coupons you must have Aloha v6.5.3.



MemberLink Card Transforms

MemberLink participants can now use their legacy card numbers to access MemberLink! Simply enter the card number directly on MemberLink and the Aloha Enterprise servers will handle the rest, transforming the number to the applicable length and logging the user in to the correct account. Please contact the Hosted Solutions Support Center for more information on using legacy cards for the MemberLink service.

InComm Interface

To further enhance our relationship with vendors who offer business strategic options you can use to attract more customers, Aloha Enterprise v11.1 contains an interface with InComm. This provides you the ability to reach millions of customers via InComm’s network of approximately 72,000 U.S. merchant locations (and many more international locations) that sell Gift Cards directly to customers via InComm’s Pre-Paid Mall program. Once the Gift Card is purchased, communication will be sent directly from InComm to the Aloha Enterprise servers, ensuring the card has been notated as sold and is ready for use!

New Reports

The following reports have been added or updated with the v11.1 release.

| | Report Name | Report Category | Description |
|----|-------------------------|------------------------|--|
| 1. | Purchase History Export | Export | The Purchase History Export report provides purchase history information in an export format, as received from the Aloha Inventory Control product. The export file format is designed to be run as an Excel (XLS) file and imported to any software that accepts this file structure. |
| 2. | Labor By Job Code | Sales & Labor | The Labor By Job Code report provides detailed labor cost data sorted by Job Code for each business day within the selected date range. |



Phased Implementation Approach for Active Reports

The Active Reports project is actually two projects in one. The first project included development of the new reporting engine, which is complete, and the new engine was deployed with Aloha Enterprise v10.2. The second project involves converting all of the existing Crystal Reports in our report library into the Active Reports format so they can be used by the new engine. We are now in the second stage of the report conversion and will be deploying 15 system Active Reports and over 36 custom Active Reports with the Hosted Solutions v11.1 release (see the [Appendix](#) for a complete list of Active Reports included in v11.1. To verify if a custom report is being converted with this release, please contact the Hosted Solutions Support Center). Future releases of Aloha Enterprise will introduce the remainder of our report library in the Active Report format.

When we deploy a new Active Report we will not immediately retire the associated Crystal Report that it is replacing. Any scheduled reports that you have will continue to execute the old Crystal Reports version. So that you can tell the two reports apart, we will append an “– AR” to the Active Report name in Reports Viewer.

For example: when v10.2 was released you saw a report labeled “Comp Detail” in Reports Viewer – this is the old Crystal Report version and will run exactly the same as it has in the past. The new Active Reports version will be displayed as “Comp Detail – AR” in Reports Viewer, and can be generated using all of the new features that come with the Active Reports engine.

NOTE: It is very important that you begin testing the new Active Reports as soon as possible so that you can make any needed adjustments to your internal processes before the Crystal Reports version is retired with our next release.

There will be slight differences in the report exports created by the Active Reports engine as compared to their Crystal Reports counterparts. These differences will mainly be visible in the Excel exports where data may shift over a column or down a row on some reports. We know that some of our customers feed Hosted Solutions reports into other corporate systems for further analysis. Because of this, we want to give you time to try out the new Active Reports and adjust any internal processes, as needed, before we remove the associated Crystal Reports from the system.

Our goal is to let the two versions of the report co-exist on Hosted Solutions for a full release cycle before we retire the old Crystal Report. Once the Crystal Report is ready for retirement, we will automatically upgrade any saved/scheduled instances of the report into .pdf format. This file format is supported by Adobe, and a freeware viewer can be downloaded at www.adobe.com.

We WILL be retiring Crystal Reports versions of the Active Reports we deployed in v10.2 with this v11.1 release!

With the release of Hosted Solutions v11.1 report names will remain on the eDesktop, however any previously run Crystal Report (identified with a Crystal Report icon) will no longer exist. A user will need to run the report in order to generate the Active Reports version of the report.

Scheduled reports will retain their schedule. Those that were previously configured to run in the Crystal Reports type will run as an Active Report at the next scheduled interval.



Activating your New Features

Before you begin using new applications, enhancements, or reports, you will need to update applicable security classes. The following instructions guide you through accessing the Edit Security Classes screen.

1. From your Aloha Enterprise home page, select **System Setup > Security Class Setup**. The Security Class Setup screen appears.
2. Select the security class to modify, and click **Edit**. The Edit Security Class screen appears.
3. Depending on the type of update you want to make to the Security Class, click Reports, Applications, or Security Rights, and reference the following Security Class Update tables.

Reminder: In our Aloha Enterprise v8.1 release, there were enhancements to the Security Class Setup module. We added a powerful new “auto-update” feature for security classes that allows you to designate which security classes should have specific features without concerning yourself with updating the security class after each Aloha Enterprise release.

If you assigned security classes to auto-update *prior* to this release, your users will automatically have access to the applicable features. If you implemented this functionality *after* receiving this release, it will take effect on the next Aloha Enterprise release.

Please refer to the [Appendix](#) for the new reports, applications and security rights available with this release.



Appendix: New Reports, Applications and Security Rights

The following tables detail the new reports, applications and security rights included with Hosted Solutions v11.1.

Reports

The following new reports are included with Hosted Solutions v11.1:

| Report Category | Report Name |
|-----------------|-------------------------|
| Export | Purchase History Export |
| Sales & Labor | Labor By Job Code |

The following Active Reports are available with Hosted Solutions v11.1:

| Report Category | Report Name |
|--------------------|--|
| Accounting | Add-On Purchases by Item – AR |
| Accounting | Promotion Detail – AR |
| Aloha Loyalty | Member Sales Comparison by Category – AR |
| Aloha Loyalty | Member Sign-Up via POS – AR |
| Aloha Stored Value | Unredeemed Stored Value – AR |
| Audit | Polling Errors By Type – AR |
| Audit | Polling Files Transferred – AR |
| Custom | Daily Sales Report – AR |
| Key Indexes | Performance Measure – AR |
| Key Indexes | Speed Of Service (Turn Time) – AR |
| Menu | Hourly Menu Mix Category Totals – AR |
| Menu | Ideal Food Cost By Extended Revenue – AR |
| Menu | Ideal Food Cost By Qty Sold – AR |
| Menu | PMIX Sales Cat. (Prev. Co. Week) – AR |
| Sales & Labor | Comparative Net Sales By Market – AR |

Applications

There are no new applications in Hosted Solutions v11.1.

Security Rights

There are no new security rights in Hosted Solutions v11.1.

We hope that you enjoy Hosted Solutions version 11.1!

