

Enhancement Release Guide

Aloha Kitchen v18.1

Last Updated: June 15, 2021

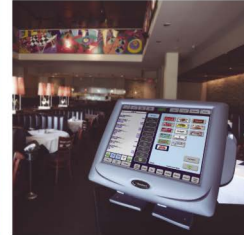


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Purpose of This Document

Feature Name at a Glance	
Core Product	NCR Aloha Quick Service and NCR Aloha Table Service
Complementary Products	NCR Aloha Kitchen
Separate License Required?	Yes
Other References	NCR Aloha Kitchen Getting Started Guide, Customizing Aloha Kitchen Guide

Aloha Kitchen v18.1 comes with a number of enhancements to aid you in the successful operation of your kitchen. You activate and configure these enhancements to best meet your operational needs.

This document contains instructions on how to configure and use the enhancements implemented in Aloha Kitchen v18.1. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature on the video controller, and references to other materials to fully implement the feature.

Refreshing the Data

After all settings are in place in your configuration tool (Aloha Manager or Aloha Configuration Center), you must select Utilities > POS > Refresh POS and All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the End-of-Day process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.



Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

List of Enhancements

Released Version	Tracking Number	Description
AK v18.1	ALOHAP-1564	"Introducing Long Ticket Time Alerts" on page 5
AK v18.1	ALOHAP-4114	"Configuring the Background Color of a Kitchen Screen" on page 7
AK v18.1	ALOHAP-5137	"Supporting SMS Text Paging with LRS" on page 9
AK v18.1	ALOHAP-19536	"Suppressing Quantity Indicator from Modifiers on Video Cell" on page 10

Introducing Long Ticket Time Alerts

Released Version	Tracking Number	Products	Audience
AK v18.1	ALOHAP-1564	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In a busy restaurant, a kitchen screen can fill up quickly and items can appear off the screen until you bump enough orders in the queue. This could delay the start of an unseen item that is most likely passed the target time of the item, and ultimately affects your speed of service.

Effective in Aloha Kitchen v18.1, we introduced an interactive alert called long ticket time that targets items that do not get bumped before the time the item is due. When the time lapses, a screen immediately appears to allow the employee to move the item to the front of any queue in which the item appears or ignore the alert and take no action. This gives the employee more control of the orders routed to their station and they can prioritize accordingly. This also adds more visibility to takeout orders with quote times that could be approaching their target time.

To configure a long ticket time alert:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings** tab.

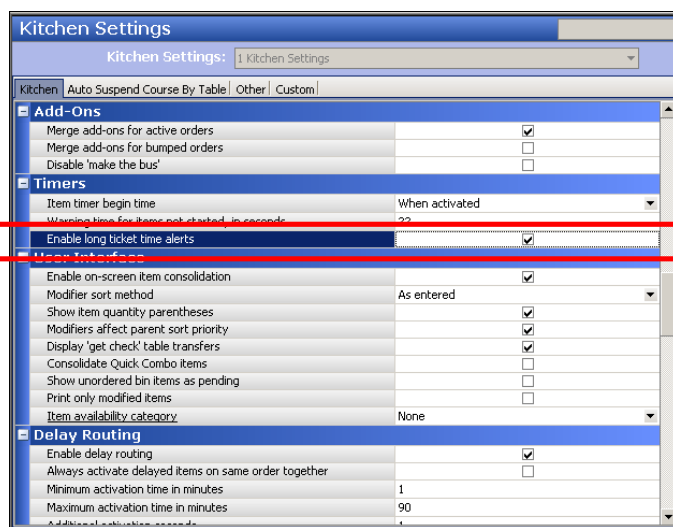


Figure 1 Kitchen Settings - Enable Long Ticket Time Alerts

2. Under the 'Timers' group bar, select **Enable long ticket time alerts**.

Enable long ticket time alerts — Activates an interactive alert that targets items that do not get bumped before the item is due. When the time lapses, a screen appears to allow the employee to move the item to the front of the queue or ignore the alert and take no action.

3. Click **Save** and exit the **Kitchen Settings** function.

When the time an item is due exceeds the system time, a screen immediately appears indicating the item is running late.

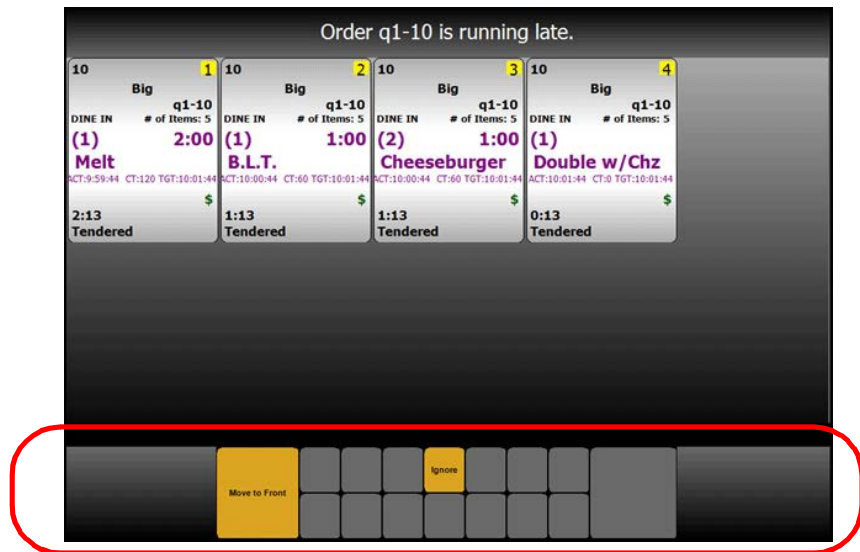


Figure 2 Long Ticket Time Alert Screen

Select the item, if there is more than one late item, and touch **Move to Front** to move the item to the front of the queue or **Ignore** to leave the item in the queue order.



Items configured as 'rush items' or ordered with the 'rush order mode' take precedence over items you move to the front of the queue.

Configuring the Background Color of a Kitchen Screen

Released Version	Tracking Number	Products	Audience
AK v18.1	ALOHAP-4114	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, the default color for a kitchen screen is gray without the ability to change it. Effective in Aloha Kitchen v18.1, you can change the background color for such things as brightening an area of the kitchen or branding your screens to the colors of your establishment.

To configure the background color of a kitchen screen:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Skin**.
2. Select a **kitchen skin** to edit from the drop-down list, or click **New** to create a new skin.

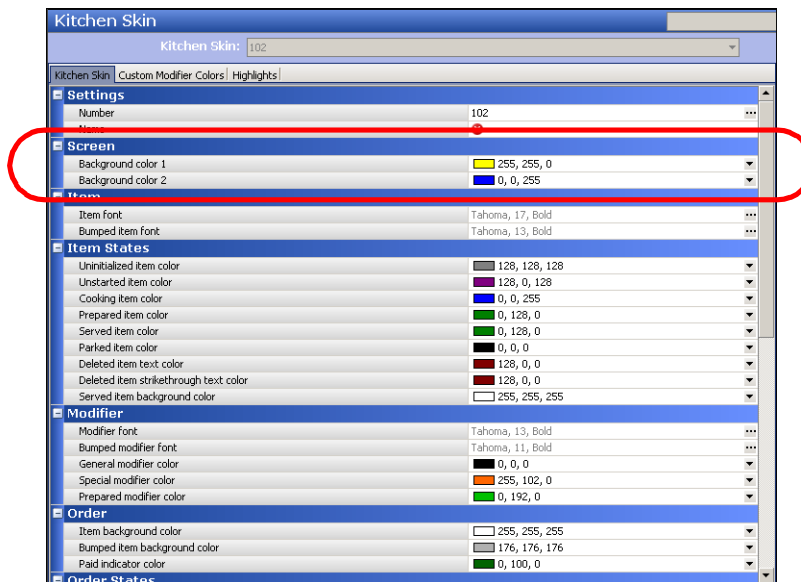


Figure 3 Kitchen Skin

3. Under the 'Screen' group bar, select a **color** from the 'Background color 1' drop-down list.

Background color 1 — Designates the color for the background of a kitchen screen. The color starts at the top of the screen and blends downward into the color defined in 'Background color 2,' creating a gradient color. If you do not want a gradient color, select the same color for both 'Background color 1' and 'Background color 2.'

4. Select a **color** from the 'Background color 2' drop-down list.

Background color 2 — Designates the color for the background of a kitchen screen. The color starts at the bottom of the screen and blends upward into the color defined in 'Background color 1,' creating a gradient color. If you do not want a gradient color, select the same color for both 'Background color 1' and 'Background color 2.'

5. Click **Save** and exit the **Kitchen Skin** function.

As with any skin, you must attach the skin to a kitchen screen. If you are editing a skin that is already attached to a screen, you can skip this procedure.

To attach a skin to a kitchen screen:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **screen** to edit from the drop-down list.
3. Under the 'Display options' group bar, select a **skin** from the 'Skin' drop down list.
4. Click **Save**.
5. Repeat this **procedure** for any other screen to which you want to attach a kitchen skin.
6. Exit the **Kitchen Screen** function.

Supporting SMS Text Paging with LRS

Released Version	Tracking Number	Products	Audience
AK v18.1	ALOHAP-5137	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, you can use HME/JTech for sending SMS text messages to customers upon a final bump in Aloha Kitchen. Effective in Aloha Kitchen v18.1, you can now use text paging with Long Range Systems (LRS) in the same manner and better supports international phone numbers. You need to plug the LRS 7470 transmitter into the network with the ability to transmit to the LRS cloud site. The transmitter sends the SMS text message up to the cloud server and is then passed to the SMS provider for delivery.

To order any hardware (7470 Connect Paging & Text Messaging Transmitter) and sign up for text subscription, contact your LRS representative.

Suppressing Quantity Indicator from Modifiers on Video Cell

Released Version	Tracking Number	Products	Audience
AK v18.1.8 AK v18.2.6 AK v19.2.11	ALOHAP-19534 ALOHAP-19535 ALOHAP-19536	Aloha Kitchen, Aloha Quick Service, Aloha Table Service	Configuration Technician End User

This feature is still in development and is not yet fully functional. We will update the documentation when the feature reaches optimal functionality.

Currently, when you order multiples of an item, the quantity appears in parenthesis next to the item on the video cell, when shown in consolidation. The modifiers that accompany the item also inherit the quantity indicator. This could lead to confusion for the kitchen staff.

(3) Chicken Basket (3) Chicken (3) Potato Wedges (3) Toast

Effective in Aloha Kitchen v18.15, and later, you can suppress the quantity indicator for modifiers on the video cell. You must select 'Disable unit quantity for modifiers' in Maintenance > Kitchen Configuration > Kitchen Settings to enable this feature.

(3) Chicken Basket Chicken Potato Wedges Toast

To suppress the quantity indicator from modifiers on the video cell:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select **Disable unit quantity for modifiers**.

Disable unit quantity for modifiers — Suppresses the quantity indicator from all modifiers, when shown consolidated. The quantity indicator is the unit number shown in parenthesis when you order the menu item in quantities. **Documented Version:** AK v18.1.

3. Click **Save** and exit the **Kitchen Settings** function.

