

POS Enhancement Release v6.5

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The Purpose of This Document

This document contains instructions on how to set up and use the enhancements implemented in the POS v6.5 enhancement release. In some instances, we combine features together to better explain the new enhancements. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature in the Front-of-House (FOH), and references to other materials to fully implement the feature. This document is not intended to fully explain a particular function or other options available or surrounding the function. For your convenience, the material for each enhancement begins on a new page, so you can properly remove and distribute the material to the necessary recipients. This document does not guarantee the options are in the same location, nor that the functionality remains the same due to enhancements implemented in future versions of the affected products.

What You Need to Know Before Installing or Upgrading Aloha

Due to the general complexity of the working environment of the Aloha system, you must adapt the information in this document to address all aspects of your specific installation, taking differences into account. You must also address any third-party software in use in your installation, such as external applications exchanging financial or other information with the Aloha system.



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Hardware Requirements

We strongly recommend you adhere to the following minimum system requirements to successfully operate the Aloha POS software in your place of business.



The needs of your business may require you to obtain more than the minimum system requirements. If you are uncertain, please contact your Radiant Systems representative to determine the specific requirements for your establishment.

Aloha BOH File Server Hardware Requirements

The hardware for the Back-of-House (BOH) file server must meet or *exceed* the recommended requirements of the operating system. Add additional memory and increase the processor speed to compensate for heavy use, third-party software, and usage unrelated to the Aloha application software.

Resource	Non-SuperSite	SuperSite	Comments
Database Software	None (.dbf files)	Microsoft SQL Server 2000	
Storage	20 GB	Ultra3 SCSI or Serial ATA, 40 GB, RAID 5	The Aloha application software uses less than 100 MB, when initially installed, but requires approximately 3 MB per historical day. (SuperSites require approximately 3 MB per store per historical day.)
Memory	1 GB	1 GB or 32 MB per store (whichever is higher)	
Network Interface Card	10/100/1000	10/100/1000	
Extended Ports	Parallel or USB	Parallel or USB	Required for HASP security key.
Video Adapter	VGA-16 Bit Color	VGA-16 Bit Color	

Aloha FOH Terminal Hardware Requirements

The hardware for each FOH terminal must meet or *exceed* the following recommended requirements of the operating system. Add additional memory and increase the processor speed to compensate for heavy use, third-party software, and usage unrelated to the Aloha application software.

Resource	Non-SuperSite	SuperSite	Comments
Storage	1 GB	4 GB	The Aloha application software uses less than 50 MB. (SuperSites require approximately 2 MB per historical day.)
Memory	512MB	512MB	
Network Interface Card	10/100/1000	10/100/1000	
Video Adapter	VGA-16 Bit Colors	VGA-16 Bit Colors	



The FOH terminal hardware requirement list does not include peripherals, such as receipt printers, magnetic stripe readers, customer displays, and more.

Operating System Requirements

All computers on the Aloha network must use a supported operating system. If the file server or any of the FOH terminals use older operating systems, you must upgrade them. Also, if you are using Aloha Update to do the upgrade, or if you are performing a manual upgrade, you must apply all operating system updates to the computer before attempting the upgrade.

Supported Operating Systems

The following operating systems, updated to the latest service pack available, are supported by this version of Aloha Table Service and Aloha Quick Service.

Operating System	File Server	FOH Terminal
Windows® XP Professional	X	X
Windows® 2000	X	X
Windows Server® 2003	X	X
Windows Server 2008	X	X
Windows 7	X	X
Windows XP Embedded		X
Windows Embedded Standard 2009 (updated XP Embedded)		X
Windows Embedded POSReady 2009		X



The Windows XP Embedded operating system 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.



If you attempt to install Aloha v6.4 or later on a computer running an unsupported operating system, or if Windows Installer v3.1 is not installed, the Aloha installation fails with no warning or error message. The installation process simply fails to start.

Additional Operating System Requirements

In addition to using a supported version of the operating system, the following table lists other operating system requirements. Some requirements, as indicated in the table, are met simply by being on a supported version of the operating system. Other prerequisites are installed for you, if not present, when you initiate

the Aloha installation on the Back-of-House (BOH) file server using an Aloha installation CD. This is accomplished using files located on the first installation CD. If you are upgrading the POS version using Aloha Update or doing a manual upgrade, you must install these prerequisites prior to upgrading Aloha.



Although the program verifies the operating system of the BOH file server, it does not check the operating system on the Front-of-House terminals. *All computers on the Aloha network must use a supported operating system that meets the requirements.* If any of the FOH terminals use older operating systems, you must upgrade them prior to installing Aloha.

Update Requirement	Must be present on:	Available From
Internet Explorer 7 or 8	BOH File Server FOH Terminals	Installed with supported operating system, if all service packs and security patches are up to date. Note: Internet Explorer 6 must be used in Aloha implementations prior to v6.4. Radiant strongly recommends that IE6 not be used for Internet browsing. If Internet browsing is a requirement, Radiant recommends using a different browser, such as Firefox.
Distributed Component Object Model (DCOM) v1.3 or later	BOH File Server FOH Terminals	Installed with supported operating system, if all service packs and security patches are up to date.
Windows® Installer v3.1	BOH File Server FOH Terminals	Installed with supported operating system, if all service packs and security patches are up to date. The Microsoft Windows Installer v3.1 is a prerequisite for Microsoft .Net Framework 2.0 and later.
.NET Framework 2.0	BOH File Server FOH Terminals	Installed with supported operating system, if all service packs and security patches are up to date. You must install .Net Framework v2.0 on the FOH terminals, as the terminal installation program will not do this for you.
Visual C++® 2005 Redistributable Package (x86)	BOH File Server FOH Terminals, only if fingerprint scanners are in use	Aloha POS versions 6.4 and later are compiled using Microsoft Visual Studio® 2005. Microsoft issued a service pack for Visual Studio 2005 that also contained a fix for the redistributable package used by Aloha. This fix (Vcredist_x86.exe) is installed for you on the BOH file server when using Aloha installation CDs; however, if you perform a manual upgrade, you must obtain and install this component separately before you begin. Refer to RKS ID 10994 for more information.
Microsoft Data Access Components (MDAC) v2.6	BOH File Server	If Microsoft MDAC 2.6 does not exist on the FOH file server, it is installed for you when you install the Aloha POS using Aloha installation CDs.
Microsoft® Jet 4.0 SP 8	BOH File Server	If Microsoft Jet 4.0 SP 8 does not exist on the BOH file server, it is installed for you when you install the Aloha POS using Aloha installation CDs.

Update Requirement	Must be present on:	Available From
RFSCtl80s.dll	BOH File Server FOH Terminals	When upgrading from a 5.3 version of the Aloha POS to a version of the Aloha POS prior to v6.4.18, using either an installation CD or when doing a manual upgrade, the system does not recognize the RFSCtl80s.dll file due to the 8x3 file name and will not copy this file to the BOH file server; therefore, you must manually copy this file to the Bin folder. As of 6.4.18 and later, this file is copied for you. The terminal upgrade that occurs after the first data refresh successfully copies this file to the FOH terminals for you.
6.06.1 and 6.2 dlls.zip	BOH File Server	The installation CD copies the DLLs contained in this zip file for you; however, if you are performing a manual upgrade from a 5.3 version to a 6.x version, you must download the 6.06.1 and 6.2 dlls.zip file from the Radiant FTP site from the Downloads > Utilities folder and extract the DLLs contained within it to the Windows > System32 folder on the BOH file server.

Controlling Access to Aloha Manager and Aloha EDC

Beginning with Aloha v6.4, we disabled the Alt+X method of accessing Aloha Manager for Quick Service and Table Service, and Aloha EDC. You must access these applications through the use of a unique user name and complex, expiring password. This makes PCI DSS compliance easier at the site level, as requirements become ever more restrictive. Refer to RKS ID 9614 for more information.



Aloha Command Center is an excellent alternative to using Alt+X. Employing multi-factored credentials along with enhanced logging, you can once again launch Aloha Manager and obtain the same level of access the Alt+X functionality provided.

Disabling Masking in Grind Files

Beginning with Aloha v6.4, we completely removed the ‘Disable Masking in Grind File’ option from the Aloha Manager interface, in Aloha Quick Service and Table Service, as part of making the Aloha system compliant with PCI DSS. This setting is located in Maintenance > Payments > Tenders > Type tab. You must examine each credit card and debit card tender, and clear this option, if currently enabled, *prior to the upgrade*. If you are unable to make these changes prior to upgrading to v6.4 or later, you must obtain help from your Radiant representative to edit the payment card tenders and clear the ‘Disable Masking in Grind File’ option.

Disabling Expiration Date Printing

Beginning with v6.4, an important security change occurs ‘behind the scenes.’ 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 v6.4, or later, we recommend you verify that Aloha does not print this information for all payment card types, when processed.

Supporting the Radiant MSR Interface

Beginning with v6.4.9, Radiant terminals now provide a more secure way of communicating with the magnetic stripe reader (MSR) through the Radiant MSR interface, instead of using the Keyboard Wedge service, which has the potential risk of being accessed by malware. The Radiant MSR interface has the ability to detect unauthorized access of the magnetic stripe reader by another application, and if found, prevents the FOH from operating. All future images of Radiant terminals will use the Radiant MSR Interface by default, and the Keyboard Wedge service will be disabled.

Upon upgrading, a new option, “Radiant,” appears in the MSR ‘Type’ drop-down list in Terminal Maintenance. The preferred configuration is for you to change the MSR type for Radiant terminals from Keyboard Wedge to Radiant. If you do not, messages and warnings appear in Verify.txt, Debout.txt, and in the FOH, where appropriate. Also upon upgrading, the system detects Radiant terminals configured with Keyboard Wedge as the MSR type, unregisters the Keyboard Wedge Service for you, and automatically begins to use the Radiant MSR interface driver set for communicating with the magnetic stripe reader. The messages, “Keyboard Wedge Service Detected, Keyboard Wedge Service Stopped, and Keyboard Wedge Service Unregistered” are written to the terminal debout. Refer to RKS ID 10990 for more information.

Licensing Aloha Connect for Third Party Applications

Radiant Systems officially launched Aloha Connect beginning with version 6.2 of the Aloha POS software. 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 Aloha POS v6.2, 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.

Aloha Connect Now Requires License String

To ensure the Aloha solution maintains the highest standards in security for our customers, we are evaluating different components of the Aloha Connect integration framework and identified an area that needed to be enhanced. The changes we made impact any client who partners with a third-party vendor to access the MSR or barcode reader through the Aloha Connect interface. Starting with our June maintenance releases (6.4.23, 6.5.17, 6.7.5) we require that all third-party vendors pass a serial string as part of our effort to ensure only valid authorized developers are accessing these devices. If you use a third-party solution that

accesses either the MSR (Magnetic Swipe Reader) or the barcode scanner, please contact your vendor prior to upgrading to one of these versions to confirm that the necessary updates have been made to their integration. If they have not made these changes, they can contact Radiant Systems at partnerships@radiantsystems.com to obtain the necessary license string.

Enabling Remote File Storage

After verifying your operating system meets all prerequisites, the installation program prompts you to enable Remote File Storage (RFS), a new, more secure method of communicating data between the Front-of-House and Back-of-House. Using RFS is completely optional, unless you are using more than nine terminals; however, we recommend you enable RFS upon initial installation regardless of the number of terminals in your network to facilitate more secure operations. If you do not enable it at this time, you can enable RFS in Aloha Manager by selecting Maintenance > Store Settings > Security group > RFS tab. SetupPOS.exe installs all files necessary for supporting RFS, including entries in the Windows Registry, on each computer in the Aloha network.



Refer to the Remote File Storage (RFS) Feature Focus Guide for more information about installing and configuring the Aloha system to use RFS.

EDC and POS Version Compatibility

Beginning with Aloha EDC versions 6.4 and later, EDC adopted a policy of assured backwards compatibility with Aloha POS versions 6.1.23 and later, 6.2.16 and later, and 6.4.7 and later. Generally speaking, you can upgrade to a newer version of EDC to take advantage of new features, and to comply with new processor requirements, without having to upgrade the POS. Although you must upgrade your Aloha HASP key to reflect the version of EDC you wish to run, the change in license status does not automatically make it a requirement to upgrade the POS to that same version; however, some new features require an upgrade to both the EDC and POS products.



Refer to RKS ID10265 “Aloha EDC and Aloha Point-of-Sale Version Compatibility and Dependencies” for clarity on POS and EDC version compatibility. Refer to the EDC Enhancement Release v6.4 document for detailed information on the EDC enhancements in v6.4.

List of Enhancements by Product

Version	RFC Number	Description
Quick Service and Table Service Enhancements		
v6.5	RFC 33680	"Enforcing BOH Complex Passwords" on page 11
v6.5	RFC 33764	"Validating Single-Use Aloha Loyalty Cards" on page 13
v6.5	RFC 48823 RFC 46205	"Supporting Interactive Messages" on page 19
v6.5	RFC 54635	"Increasing Maximum Revenue Centers from 999 to 9999" on page 20
v6.4.2 v6.5	RFC 60232 *	"Checking Hard Disk Space Before Synchronizing" on page 21
v6.5	RFC 60722	"Supporting Percentage of Cash Sales Threshold for Tip Declaration" on page 22
v6.5	RFC 63255	"Resizing Aloha Basic Labor Scheduler Window" on page 32
v6.5	RFC 64472	"Control Access to Employee Security Options" on page 33
v6.5.1	RFC 65376	"Enhancing COM for v6.5" on page 34
v6.5.1	RFC 67088	"Displaying First Name for Clock In and Server Information Messages" on page 35
v6.5.3	RFC 68643	"Securely Deleting Files Containing Card Information" on page 36
v6.5.2	RFC 69156	"Allowing Paging Through a PMS Account List" on page 37
v6.5.4	RFC 73334	"Logging When a Debut is Viewed from Within Aloha Manager" on page 38
v6.5.4	RFC 73384	"Masking Account Numbers in Report.txt" on page 39
Quick Service Only Enhancements		
v6.2 v6.4 v6.5	RFC 63760 *	"Supporting DebugTODD Variable for TODD Token Device" on page 40
v6.5	RFC 62986 RFC 63035	"Including Number of Cleared and Voided Items on FOH Drawer Checkout Report" on page 41
v6.5	RFC 64807	"Supporting a Primary Owner for Public Cash Drawers" on page 44
v6.5.2	RFC 65180	"Including Number of Cleared Items on FOH Employee Checkout" on page 49
Table Service Only Enhancements		
v6.5.2	RFC 06116	"Separating Taxes in PMS Transaction Requests" on page 51

List of Enhancements by Product

Version	RFC Number	Description
v6.5.1	RFC 20780	“Navigating to Floor Plan from WWT Screen” on page 53
v6.5	RFC 58586	“Splitting Checks and Items Equally with One Touch” on page 54
v6.5	RFC 64493	“Displaying Printed Check Status on Floor Plan” on page 56
v6.5.1	RFC 65301	“Displaying Aloha Loyalty Discount Before Subtotal” on page 59
<i>* RFC was implemented in a version other than v6.5.</i>		

Enforcing BOH Complex Passwords

Version	RFC Number	Products	Audience
v6.5	RFC 33680	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

As part of the changes necessary in the Aloha system for compliance with Payment Card Industry Data Security Standards (PCI DSS), you must use a complex password when you log in to Aloha Manager and Aloha EDC. This requirement is active, by default, when you upgrade to Aloha v6.5. The first time you log in to Aloha Manager or Aloha EDC, you must change your password to comply with the new requirements.

As site-level requirements for Payment Card Industry Data Security Standards (PCI DSS) compliance change, the Aloha POS programs are changing to make it possible for merchants to meet the new requirements. One of the changes mandated by the most recent version of PCI DSS requires employees to use complex passwords when they log in to Aloha Manager. Simply using an employee number is no longer acceptable. By default, the first time employees log in to Aloha Manager after an upgrade to Aloha v6.5, they must change their passwords to comply with the new requirements.

1. Launch **Aloha Manager** per normal practice, using your current password to log in.
2. Change your **password** when prompted, per the following rules:
 - Must be between 7 and 25 characters in length.
 - Must not contain the employee name or nickname, or the employee number.
 - Must contain at least one alpha and at least one numeric character, in any desired order.
 - Must not be identical to a password used in the most recent *X* number of times, as specified by the system administrator.
3. Select **Maintenance > Store Settings > Security > POS Password Settings tab**. The option **Use Strong BOH Password Rules** is active, by default, upon upgrade.

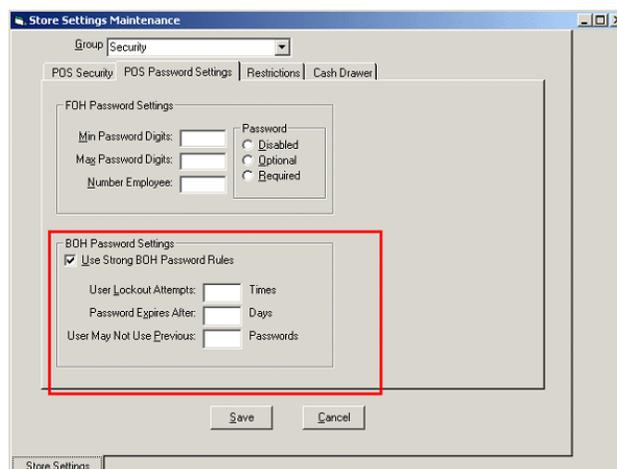


Figure 1 BOH Password Settings

4. Configure the **BOH Password Settings** per the following:

User Lockout Attempts: __ Times — Specifies the number of unsuccessful attempts a user can make before the system locks them out. Type the number of unsuccessful attempts you want to allow a legitimate user before locking them out.

Password Expires After: __ Days — Defines the number of days to elapse before the user must create a new password. Type the number of days, after which an employee must create a new password.

User May Not Use Previous: __ Passwords — Specifies the number of previously used passwords the system will disallow for an employee creating a new password. Type the number of recent passwords you want to prevent employees re-using, when they create a new password.

5. Click **Save** to save your changes.
6. Close **Store Settings**.
7. Let the normal **End-of-Day** process perform a data refresh, making your changes effective on the Aloha BOH file server, and across the network.

Validating Single-Use Aloha Loyalty Cards

Version	RFC Number	Products	Audience
v6.5.1	RFC 33764	Aloha Quick Service, Aloha Table Service,	Configuration Technician
v6.5.3	RFC 70670	Aloha Insight	Store Manager

Single-use cards are a new type of card available in Aloha Loyalty and Aloha POS v6.5.3. This type of card works great for single-visit promotions where you are giving the guest a free item or a specific dollar amount off of their order. Single-use cards are also good for compensating a guest who has had a bad experience. You establish the rules for single-use cards using the Aloha POS Comps function, but when you apply the card to the guest check, Aloha Loyalty validates whether it is the first and only time the card has been used and if it falls within a specified date range. One key benefit to using an Aloha Loyalty single-use card is you can apply more than one to a single check.

SCENARIO: As a promotion at a baseball game, you issue \$5.00 coupons that can be used toward the purchase of a particular item at your restaurant, but they are only good for a single visit and during the struggling months toward the end of the season. Define the rules for the comp in the Aloha POS Comps function and specify you want to validate the card through Aloha Loyalty. When the guest presents the coupon for redemption, it is validated and accepted using Aloha Loyalty. If the guest presents the coupon a second time, or outside the date range defined for the card, Aloha Loyalty does not honor the card.

Configuring a Single-Use Aloha Loyalty Card

Single-use cards are set up in the Card Setup module on your Aloha Insight Web site like any other Aloha Loyalty card; however, you don't assign a bonus plan to single-use cards. You can designate single-use behavior for all cards in the series, or just a range of cards in the series.



Refer to the Aloha Loyalty User Guide for complete information on configuring Loyalty cards.

To configure a single-use Aloha Loyalty card:

1. In the Aloha Insight program, select **eServices > Card Setup**.

2. Click **Add**.

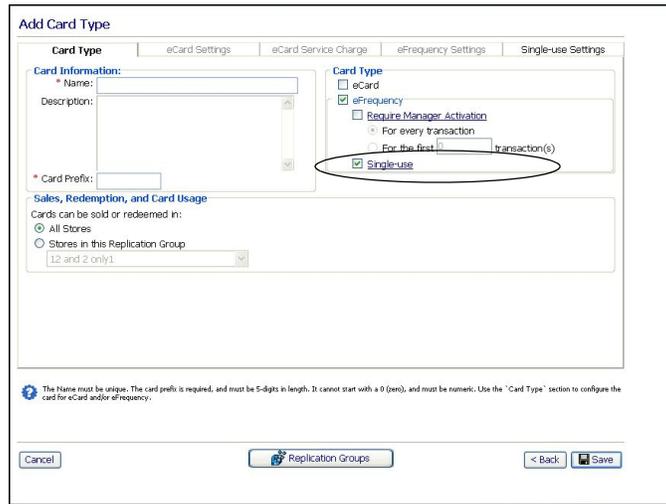


Figure 2 Add Card Type - Card Type Tab

3. Type a unique **name** for the card.
4. Type an optional **description** for the card.
5. Type the **five-digit prefix number** for the card.
6. Select **eFrequency**.
7. Select **Single-use**.
8. Select the **Single-use Settings** tab.



Figure 3 Add Card Type - Single-use Settings Tab

9. Select **Require card-use validation for all card numbers of this card type** to indicate all cards in the series are single-use cards.

OR

Select **Require card-use validation for all card numbers within the range of X through X** to indicate all cards within the specified range are single-use cards. Type a beginning and ending nine-digit number in the text boxes. If you type a beginning number in the first text box, such as 1, and an ending number, such as 5000, in the second text box, the system pads the numbers with the appropriate number of zeroes when you save your settings. If you leave the second text box blank, all cards from the beginning number and higher are single-use cards.

10. Enter the **date on which the card becomes active** and available for use in a store. You must enter at least the current date or a future date in the ‘Card cannot be used before’ text box.
11. Enter the **ending date on which the cardholder can no longer use the card**. If you leave the ‘Cards cannot be used after’ text box blank, the card series does not have an ending date. You can edit existing single-use cards with an expiration date, if the expiration date is not the current date of business.
12. Click **Save**.

In the POS, you define the rules to apply to the comp, such as whether you can accept numeric entries only, whether you can apply subsequent comps or promotions on the same check, and more.

To configure a POS comp to validate through Aloha Loyalty:

1. In Aloha Manager, select **Maintenance > Payments > Comps > Comps** tab.

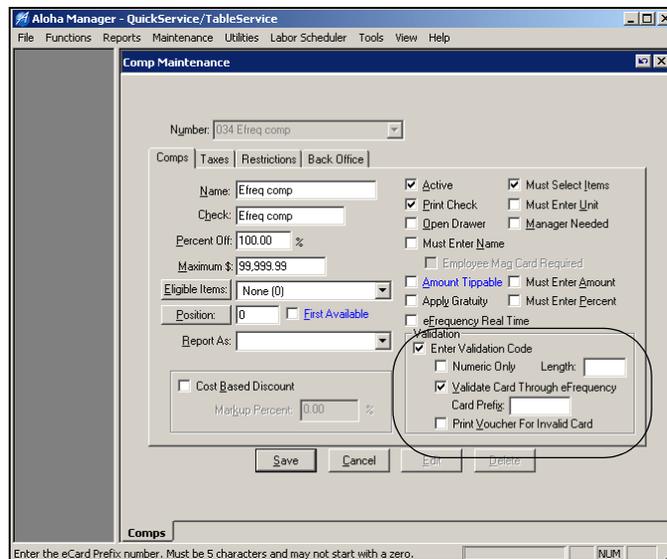


Figure 4 Comps - Comps Tab

2. Select a **comp** from the ‘Number’ drop-down list and press **Enter**.
3. Select **Validate Card Through eFrequency** to use Aloha Loyalty to determine if the card has been used before or not.

Validate Card Through eFrequency — Uses Aloha Loyalty to determine if the card has been used before or not. If the card has not been used, the POS goes ahead and applies the comp. If it has, the card is rejected. **Required Options:** **1)** You must select ‘Use eFrequency’ in Maintenance > Store Settings > System > eFrequency tab to enable this option. **2)** You must clear ‘eFrequency Real Time,’ located on the same tab, to enable this option. **3)** You must select ‘Enter Validation Code,’ located on the same tab, to enable this option.



The Aloha Manager user interface will reflect the new Aloha Loyalty product name in a future version of Table Service and Quick Service.

4. Type up to **five characters of the card prefix number**.

Card Prefix — Designates the first five alphanumeric characters to use when validating the single-use card number. You must enter at least five characters and cannot start with the number zero.

Required Options: You must select ‘Validate Card Through eFrequency’ to enable this option.

Related Options: If you select ‘Numeric Only,’ you must enter a numeric prefix only.

5. Select **Print Voucher For Invalid Card** to print a separate voucher to the local printer when Aloha Loyalty does not validate the card. The voucher will indicate the reason the single-use card is not available for use.

Print Voucher For Invalid Card — Prints a separate voucher to the local printer when Aloha Loyalty does not validate the card, and returns with a FOH message indicating the reason why.

Required Options: You must select ‘Validate Card Through eFrequency’ to enable this option.

6. Complete any other **validation restrictions** you want to configure for the comp, such as the percentage off, the ability to apply another comp to the check, and more.
7. Click **Save** and exit the **Comps** function.

Applying a Single-Use Aloha Loyalty Card

When you select a single-use comp button in the FOH, the POS performs the normal validation of the card, with respect to the comp rules, amounts, and restrictions, to ensure the comp is applicable for the items on the check. Then the POS sends the request to Aloha Loyalty to validate if the card has previously been used and if the card is being used within the acceptable date range.

To apply a single-use Aloha Loyalty card to a guest check in the POS:

1. With the active check in the guest check window, select a **single-use comp to apply to the check**. You may have to select the items to comp or enter other data, depending on the rules of the comp. The Enter Validation Code screen appears.

Figure 5 FOH Enter Validation Code Screen

2. Depending on the method required for entry, **slide the card** across the MSR reader or **enter the validation code** using the numeric keypad, and touch **OK**.

The POS sends a request to Aloha Loyalty to validate the single-use card. If Aloha Loyalty does not validate the card, a voucher prints to the local printer and an error message appears indicating one of the following reasons:

- The code entered is not valid for the comp.
- The card has been previously used (Figure 6).
- The offer is not yet valid.
- The offer has expired.

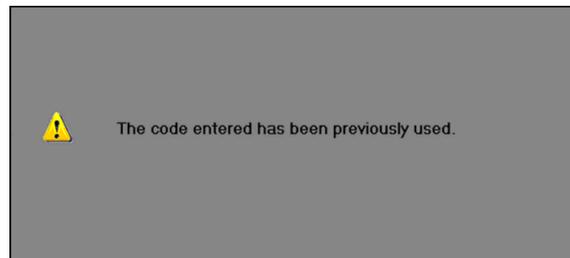


Figure 6 Code Entered Has Been Previously Used Message

Touch inside the box to clear the message from the screen. Enter a valid code, if applicable; otherwise, the single-use card cannot be used.

3. Tender and close the **check as normal**.



In the event the store loses Internet connectivity, the POS accepts the comp automatically. The card usage history is updated in Aloha Loyalty when the connection is re-established.

Applying Other Comps and Promotions

The comp rules in the POS determine whether you can apply multiple single-use cards and subsequent comps and promotions to the same guest check.

Deleting a Comp

You can delete the validated comp by selecting the applied comp and touching the Delete button. The POS sends a request to Aloha Loyalty, which reverses the validation of the card so it can be used again. The POS removes the comp and adjusts the check balance accordingly.

Supporting Interactive Messages

Version	RFC Number	Products	Audience
v6.5	RFC 48823 RFC 46205	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

The Interactive Messages feature provides a tool for managers to communicate with an employee, or a group of employees, via the POS system without any face-to-face contact. A message can appear when an employee clocks in or clocks out, depending on your need. We recommend you word the message in the form of a question where the employee can respond in a ‘yes’ or ‘no’ fashion. A ‘yes’ response would not require immediate attention; however, a ‘no’ response alerts a manager via a notification chit or requires manager approval to continue. You can also enter text in foreign languages directed to non-English speaking employees. The following are examples of how you might use an interactive message:

- A daily message assigned to all tipped employees in strict labor jurisdictions regarding employee breaks, such as “I declare under penalty of perjury that today I have received my allotment of breaks.”
- A one-time message assigned to a specific employee regarding a schedule change, such as “Mary called in sick and I need you to close tonight. If you cannot, please click No.”
- A one-time message assigned to the kitchen staff regarding chef jackets, such as “Have you received your chef jacket yet?”
- A daily message assigned to the support staff regarding tipshare, such as “Have you received your tipout from last night?”
- A one-time message assigned to all employees regarding the company picnic, such as “Can you attend the company picnic?”



Refer to the Interactive Messages Feature Focus Guide for information on configuring and using the Interactive Messages feature.

Increasing Maximum Revenue Centers from 999 to 9999

Version	RFC Number	Products	Audience
v6.5	RFC 54635	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

In Aloha POS v6.5, you can now use up to 9999 revenue centers to summarize income from different sections in the restaurant. This accommodates CDM environments that contain a large number of sites. The number reflects on all FOH and BOH reports; however, it is not supported when you specify more than 99 revenue centers when you filter the BOH Performance Measures report.

Checking Hard Disk Space Before Synchronizing

Version	RFC Number	Products	Audience
v6.4.2 v6.5	RFC 60232	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

The Aloha POS software synchronizes the Bin folder on the Back-of-House (BOH) file server with the Bin folder on each Front-of-House (FOH) terminal each time the system starts. In the event that the hard disk on a terminal does not contain the necessary space, the synchronization fails. In v6.4.2, and higher, the system now verifies there is enough space on the hard disk for a terminal before attempting the synchronization. If there is not enough space, a message appears and the system synchronizes as many files as possible based on the available hard disk, then continually reboots until all files are synchronized.

Supporting Percentage of Cash Sales Threshold for Tip Declaration

Version	RFC Number	Products	Audience
v6.5	RFC 60722	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

In the hospitality industry, tip declaration is the act of an employee declaring the tips they receive as income, including employees who are indirectly tipped via another employee. Depending on the region or country you reside, tips or gratuities are considered taxable income. In some countries, gratuity is included in the price of the item while other countries either discourage tipping or consider gratuity a service charge.

In v6.5, you can now configure a threshold based on the percentage of cash sales. Once the employee declares their cash sales tips, then the system adds the charged tips to make the total declared tips for the employee.



Refer to the Tip Declaration Feature Focus Guide for more information on configuring and using tip declaration in the Aloha system.

Configuring the Percentage of Cash Sales Threshold

To configure the percentage of cash sales threshold, you must do the following:

- [Determining the Threshold Type](#)
- [Configuring a Tip Declaration Threshold Message](#)
- [Configuring the Tip Declaration Override Function](#)

Determining the Threshold Type

Use the Percentage of Cash Sales threshold type if you want your tip declaration based on the following calculation:

$$\begin{aligned}
 &(\text{job code tip \% threshold} \times \text{employee's cash tippable sales only}) \\
 &- \text{tipshare contribution from cash tippable sales only} \\
 &+ (\text{employee's charged tips} - \text{tip refunds} - \text{tipshare contribution from} \\
 &\quad \text{non-cash tippable sales only}) *
 \end{aligned}$$

* system adds after employee declares.

You must select 'Percentage of Cash Sales' as the tip declaration threshold, type a minimum percentage in the 'Tip Threshold' text box, and type a maximum percentage in the 'Maximum' text box, located on the same tab.

When you select 'Percentage of Cash Sales,' the system separates the transactions tendered to cash from the transactions tendered to non-cash, and the employee must declare against their cash tippable sales only. The system later adds the charged tips to the tip declaration.

SCENARIO WITHOUT TIPSHARE: A server enters \$200.00 in tippable sales, \$120.00 of which is tendered to cash and \$80.00 is tendered to non-cash. The server also receives \$10.00 in credit card tips. The restaurant sets the tip % threshold value as '10.' When the server clocks out of the system, they must declare at least \$12.00 ($10\% \times \120.00). Afterwards, the system adds their calculated charged tips of \$10.00. If the server declared the minimum threshold only, their overall declared amount is \$22.00 ($\$12.00 + \10.00).

The same logic applies when a restaurant is using tipshare. Tipshare is subtracted from the server's overall tips; therefore, the server does not declare that amount. The system separates the tipshare amount calculated from transactions tendered to cash from transactions tendered to non-cash.

SCENARIO WITH TIPSHARE: A server enters \$200.00 in tippable sales, \$120.00 of which is tendered to cash and \$80.00 is tendered to non-cash. The server also receives \$10.00 in charged tips. The restaurant sets the tip % threshold value as '10.' Based on total tippable sales, the system determines the server must contribute \$6.00 to the tipshare pool. Since the server is declaring against cash sales only, the tipshare portion from cash sales must be taken out. The system calculates \$3.60 for the tipshare portion from cash sales ($\$6.00 / \$200.00 \times \$120.00$). When the server clocks out of the system, they must declare at least \$8.40 ($10\% \times \$120.00 - \3.60). Afterwards, the system adds their calculated charged tips of \$7.60 based on their tipshare portion of \$2.40 from non-cash sales $\$10.00 - (\$6.00 / \$200.00 \times \$80.00)$. If the server declared the minimum threshold only, their overall declared amount is \$16.00 ($\$10.40 + \5.60).

In the case where the server entered no cash sales, or the tipshare amount causes the server's cash tips to equal a zero or negative amount, the server must declare \$0.00. Then the system adds the amount of charged tips.



Since employees do not declare against their non-cash sales for the 'Percentage of Cash Sales' tip declaration threshold type, the 'No Minimum Declared Tips' option in Aloha Table Service nor the default behavior in both Aloha Table Service and Aloha Quick Service of declaring at least their charged tips, do not apply.

To configure the ‘Percentage of Cash Sales’ tip declaration threshold type:

1. Select **Maintenance > Labor > Job Codes > Financial** tab.

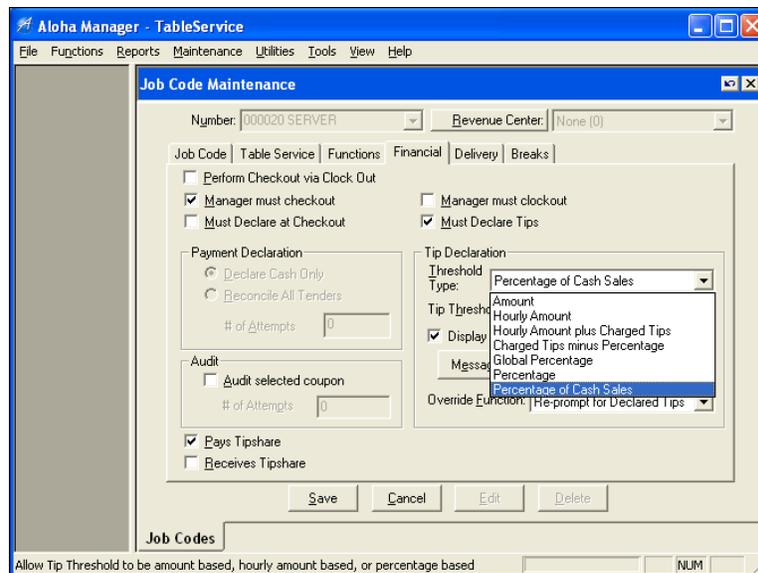


Figure 7 Job Codes - Financial Tab - Threshold Type Drop-down List

2. Select a **job code** from the ‘Number’ drop-down list and press **Enter**.
3. Select **Must Declare Tips**.
4. Select **Percentage of Cash Sales** from the ‘Threshold Type’ drop-down list.

Percentage of Cash Sales — Specifies the tip threshold, by job code, based on the following calculation: (job code tip % threshold x employee’s cash sales - employee’s tipshare % of cash sales) + (employee’s charged tips - tip refunds - employee’s tipshare % of charged sales). For example, if the employee’s tippable sales is \$150.00, but \$100.00 of the amount was tendered to cash, and the tip % threshold is 10%, the employee must declare at least \$10.00. Then the system adds any charged tips for the total tip declaration. **Required Option:** To define the tip threshold for this declaration method, type a value in the ‘Tip Threshold’ text box, located on this tab. **Related Option:** To specify a maximum percentage of cash tips an employee can declare, type the maximum percentage in the ‘Maximum’ text box, located on this tab.

5. Type the **minimum percentage of cash sales an employee must declare** in the ‘Tip Threshold’ text box.
6. Type the **maximum percentage of cash sales an employee can declare** in the ‘Maximum’ text box. Leave the value at 0 to indicate no maximum.

Maximum — Specifies the maximum percentage of cash tips an employee can declare. Use this option to safeguard against employees from accidentally declaring an unusually large amount. Type 0.00 to specify no maximum amount. **Required Option:** You must select ‘Percentage of Cash Tips’ from the Threshold Type drop-down list to enable this option.

7. Click **Save**.

8. Repeat this **procedure** for each job code for which you want to use the ‘Percentage of Cash Sales’ tip declaration threshold type.
9. Continue to the [“Configuring a Tip Declaration Threshold Message” on page 25](#).

Configuring a Tip Declaration Threshold Message

You can use messages to inform an employee when they declare an amount outside of the defined threshold. You can configure the system to display the default message, a custom message via the Guest Check Message function, or no message at all.

To configure a custom tip declaration threshold message:

1. Select **Maintenance > Messages > Guest Check Messages**. The appearance of this tab is the same for Quick Service and Table Service.

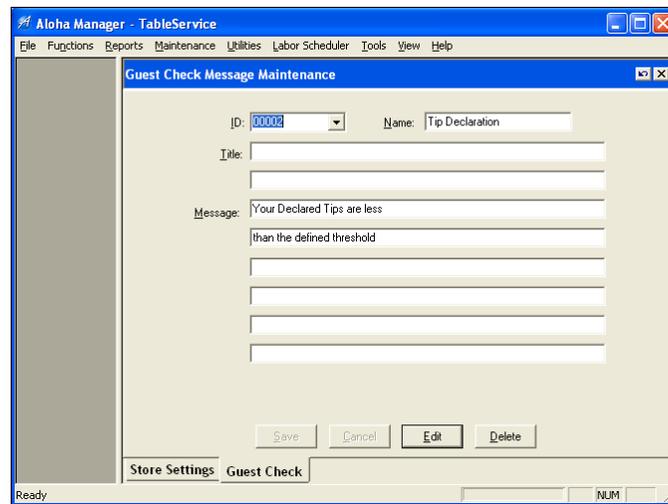


Figure 8 Guest Check Messages Function

2. Type an **unused number** in the ‘ID’ drop-down list.
3. Type a **message** that is descriptive of its purpose.
 - If you are using the ‘Percentage of Cash Sales’ tip declaration method, type a custom message to appear that encompasses when an employee declares too little or too much, such as the following: “THE IRS REQUIRES YOU TO DECLARE YOUR TIPS BUT YOU ENTERED AN AMOUNT OUTSIDE OF THE DEFINED THRESHOLD. PLEASE TRY AGAIN.”
4. Click **Save**.
5. Repeat **Steps 2 through 4**, as needed.
6. Click **Save** and exit the **Guest Check Messages** function.

To associate a tip declaration threshold message to a job code:

1. Select **Maintenance > Labor > Job Codes > Financial** tab ([Figure 7](#)).
2. Select a **job code** from the ‘Number’ drop-down list and press **Enter**.
3. Select **Display Threshold Message**. If you clear this option, no message appears when an employee declares an amount outside the tip declaration threshold.

4. Select the appropriate **tip declaration threshold message** from the 'Message' drop-down list. If you select 'Default,' the default message of "YOUR DECLARED TIPS ARE LESS THAN THE DEFINED THRESHOLD" appears. The default "YOUR DECLARED TIPS ARE GREATER THAN THE DEFINED THRESHOLD" also appears for the 'Percentage of Cash Sales' threshold type only, when an employee enters an amount higher than the maximum.
5. Click **Save**.
6. Repeat this **procedure** for each job code for which you want to use a tip declaration message.
7. Continue to the ["Configuring the Tip Declaration Override Function" on page 26](#).

Configuring the Tip Declaration Override Function

When an employee declares tips outside of the defined threshold, you must decide what action to take after they receive a tip declaration threshold message. You can configure the system to continue with their clock out, re-prompt the employee to declare their tips, or require manager approval.

To configure the tip declaration override function:

1. Continuing from ["Configuring a Tip Declaration Threshold Message" on page 25](#), Select **one** of the following actions, from the 'Override Function' drop-down list, to determine the action for the system to take when an employee declares a tip amount outside the defined threshold.

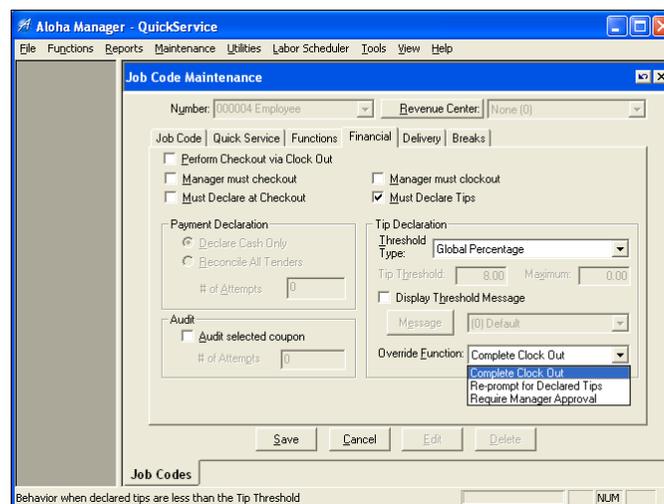


Figure 9 Job Codes - Financial Tab - Override Function Drop-down List

Complete Clock Out — Proceeds to clock the employee out even though the employee declared an amount outside the calculated tip threshold amount.

Re-prompt for Declared Tips — Displays the FOH Enter Declared Tips screen again until the employee declares an amount within the calculated tip threshold.

Require Manager Approval — Rather than clock the employee out or allow the employee to declare their tips again, a manager must approve the clockout of the employee.



To allow an employee, typically a manager, to approve a clockout, select 'Allow Clockout' in Maintenance > Labor > Access Levels > Employee tab for the access level to which the employee is assigned. If the employee who is declaring their tips is allowed to approve clockouts, the system assumes they are approving their own clock out and does not display the manager approval screen. The employee clocks out with the declared tips they entered.

2. Click **Save**.
3. Repeat this **procedure** for each job code for which you want to configure the tip declaration override function.

Using Percentage of Cash Sales Threshold

When you are required to declare tips with enforced thresholds at clock out, the system calculates the tip amount you should declare, compares it to the amount you entered, and responds accordingly.

To declare tips with enforced thresholds:

1. When you are ready, touch **Clock Out**. The FOH Enter Declared Tips screen appears.

Enter Declared Cash Tips

Cash Tips: \$ 0.00

1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Cash Sales: \$44.84 Cash Tipshare: \$5.00

The Cash Sales amount is subtracted from the employee's total sales.

The Cash Tipshare amount is subtracted from the employee's total tipshare contribution.

Figure 10 Enter Declared Cash Tips Screen

2. Enter your **tip declaration**, using the numeric keypad, and touch **OK**.

If you are required to declare at least the amount of your charged tips, and you entered an amount less than your charged tips, the following message appears. Touch inside the **box** to clear the message and try again. The message continues to appear until you enter an amount higher than your

charged tips. The amount of charged tips you received appears at the bottom of the Enter Declared Tips screen. you must enter at least this amount.

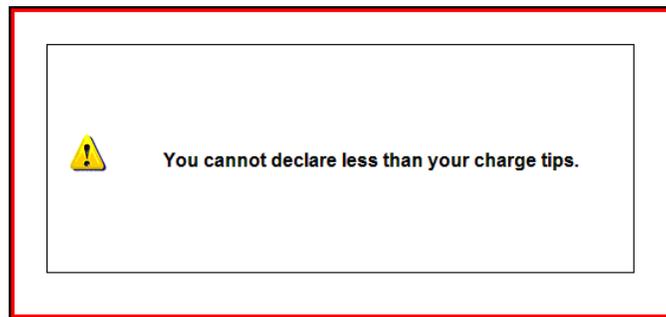


Figure 11 Cannot Declare Less Than Your Charged Tips Message

The system then checks against the calculated tip threshold. If you entered an amount lower than the calculated threshold, a message similar to the following appears. Touch inside the **box** to clear the message.

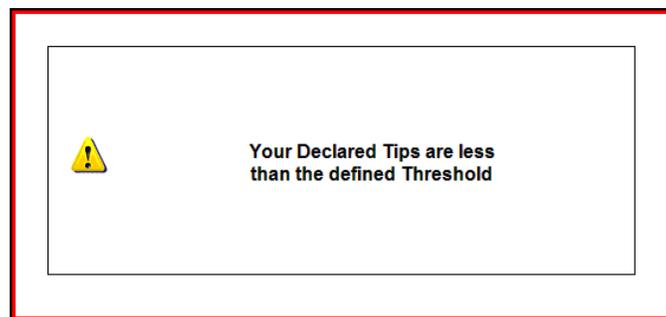


Figure 12 Declared Tips Less Than Defined Threshold Message

If you are using the 'Percentage of Cash Sales' method and you entered an amount greater than the calculated threshold, a message similar to the following appears. Touch inside the **box** to clear the message.

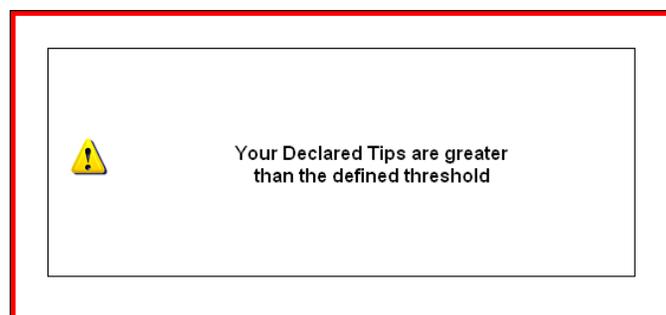


Figure 13 Declared Tips Greater Than Defined Threshold Message

- The system then determines the action to take, based on one of the following:

If thresholds are not enforced, the system continues, allowing you to enter less than your tip threshold and clock out.

If you must enter an acceptable amount, the Enter Declared Tips screen appears again. Repeat **Step 2**.

If a manager must approve the amount you entered, and you entered an amount *less* than the calculated amount, the manager approval screen appears. A **manager must enter their password**, using the numeric keypad, and touch **OK** to complete the clock out.

Approval is required to complete the clock out process because declared tips are less than the defined threshold.

Enter manager password

1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Figure 14 Manager Approval Required to Complete Clockout Screen (Minimum)

If a manager must approve the amount you entered, and you entered an amount higher than the maximum calculated than the percentage of cash tip amount, the manager approval screen appears.

A manager must enter their password, using the numeric keypad, and touch **OK** to complete the clock out.

Approval is required to complete the clockout process because declared tips exceed the defined maximum.

Enter manager password

1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Figure 15 Manager Approval Required to Complete Clockout Screen (Maximum)



If you are declaring your own tips and you are allowed to approve clock outs, the system assumes you are approving your own clock out. The manager approval screen does not appear and the system continues with the clock out, using the declared tips you entered.

The FOH Clock Out chit prints at the local printer.

Employee Clock Out	
Unit #1171	05/09/2008
FRANCES CHILDE	03:28 PM
Job: SERVER	
Time in:	4:55 PM
Time out:	11:27 AM
Hours this shift:	18:32
Hours this week:	22:29
Sales:	\$ 12.84
Tipshare:	\$ 5.00
Carry Over Tips:	\$ 0.00
Declared Tips:	\$ 3.00
Tip Rate:	23 %
Charge Sales:	\$ 12.84
Charge Tips:	\$ 0.00
Charge Tip Rate	0 %
Sales Subject	
to Cash Tips:	\$ 0.00
Cash Tips:	\$ 0.00
Cash Tip Rate:	0 %

Figure 16 FOH Employee Clock Out Chit



When the End-of-Day occurs in a non-24-hour mode, and an employee has not declared their tips, the system declares \$0.00 in tips for the employee.

Changing a Tip Declaration

A manager can change an employee's tip declaration from the BOH using the Edited Punches function.

To change an employee's tip declaration:

1. Select **Functions > Edited Punches**. The Edit Prior Days' Time and Attendance function appears.
2. Select a **date**.
3. Select an **employee's shift** and click **Edit**. The Edit Shift Data dialog box appears.

If the employee clocked in using a job code with the 'Percentage of Cash Tips' threshold type, the 'Tips' text box is named, 'Cash Tips.'

Figure 17 Edit Shift Data Dialog Box

4. Type a **declaration amount** in the 'Tips' or 'Cash Tips' text box.
5. Click **Save** and exit the **Edited Punches** function.

Reporting Tip Declaration

You can use the FOH and BOH reports found within the Aloha system to help you manage the tip declaration from your employees. The FOH reports include data for the current day only. The BOH reports include data for the current day or any dated subdirectory. You can use the following reports:

- FOH Clock In/Out Times Report
- BOH Labor Report
- BOH Audit Report
- BOH Employee Tip Report
- BOH Tip Income Report



Refer to the Aloha Table Service or Quick Service Reports Guides for complete information on using the reports in the Aloha system.

Resizing Aloha Basic Labor Scheduler Window

Version	RFC Number	Products	Audience
v6.5	RFC 63255	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

By popular demand, you can now resize the window to the user interface of the native Aloha Basic Labor Scheduler. This eliminates unnecessary scrolling when you work with schedules that include a number of employees. You can 'drag' each corner of the window to adjust to the height and width you want. The last window size is recorded when you click Save on the labor scheduler window and is stored in LaborSchedule.ini in the Newdata directory.

Control Access to Employee Security Options

Version	RFC Number	Products	Audience
v6.5	RFC 64472	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

This feature makes it possible for corporate system administrators or site owners to control employee security settings in Aloha Manager, to prevent site managers changing these settings.

Use the following procedure to prevent site-level personnel from disabling (or incorrectly enabling) employee security settings:

1. Create a **new text file** named **Gblusr.cfg** in **%Iberdir%\Profiles\Common**.
2. Insert a **section in the file** like the following for every **job code** requiring restriction against modifying these settings:

```
[JOBID=1]
THUMBSCLI=1
THUMBSCCI=1
QWERTY=1
MAGONLY=0
```

3. Save the **Gblusr.cfg** file.
4. Restart the **CtlSvr** service.

The system now prevents users assigned to these job codes from modifying employee security settings, regardless of Back Office Security Level permissions.

Enhancing COM for v6.5

Version	RFC Number	Products	Audience
v6.5.1	RFC 65376	Aloha Table Service	Configuration Technician

We made the following enhancement to the Aloha Connect Interface, formally known as COM in v6.5. There is no configuration required.

- RFC 65376 - This enhancement allows Table Service users to apply a member to a check through the Aloha Connect interface.

Displaying First Name for Clock In and Server Information Messages

Version	RFC Number	Products	Audience
v6.5.1	RFC 67088	Aloha Table Service	Configuration Technician

The first name of each employee now appears in the ‘Employee’ drop-down list when you configure Clock In and Server Information messages. This reduces confusion if a manager does not know the ID of the employee or if several employees have the same last name.

Securely Deleting Files Containing Card Information

Version	RFC Number	Products	Audience
v6.5.4	RFC 63628 RFC 68528	Aloha Quick Service, Aloha Table Service	Configuration Technician

We now incorporate the “secure delete” functionality when automatically deleting files containing sensitive cardholder data, such as the Trans.log, Mirror.log, and spooling files. While the normal command for deleting a file removes the ability for the operating system to find the file, securely deleting a file removes it from the hard drive completely, thus removing the risk of sensitive data being captured via the use of malicious software.

Allowing Paging Through a PMS Account List

Version	RFC Number	Products	Audience
v6.5.2	RFC 69156	Aloha Quick Service, Aloha Table Service, PMS	Configuration Technician

The PMS interface now supports the ability to scroll through guests on multiple pages, if there are more than eight accounts set up under one room or house account, allowing you to quickly locate a specific account for posting purposes.

Logging When a Debout is Viewed from Within Aloha Manager

Version	RFC Number	Products	Audience
v6.5.4	RFC 73344	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

In Aloha EDC 6.5.4, the system now inserts a message in Debout.txt each time an employee views Debout.EDC via the View Debugging Files function within Aloha Manager. This enhancement is a requirement for PA-DSS and the message includes the date, time, employee number and path to the logging file that was viewed by the employee.

The following is an example of the message written to Debout.txt:

*April 30, 10:33:04,, [INFO],, "(100) has viewed debug logging file
c:\Bootdrv\aloha\tmp\Debout.EDC.csv"*

Masking Account Numbers in Report.txt

Version	RFC Number	Products	Audience
v6.5.4	RFC 73384	Aloha Quick Service, Aloha Table Service	Configuration Technician Store Manager

When running the Audit report, the system generates a file called Report.txt and when done, securely deletes the file. With EDC v6.5.4, the card number stored in Report.txt is now in a masked format and you can no longer see the full account number when viewing this file. This enhancement is a requirement for PA-DSS and does not change the functionality of the Audit report. You can view the full account number with the proper security level.

Supporting DebugTODD Variable for TODD Token Device

Version	RFC Number	Products	Audience
v6.2 v6.4 v6.5	RFC 63760	Aloha Quick Service	Configuration Technician Store Manager

The TODD token device enables you to automatically dispense tokens based on the sales amount the guest purchases. In v6.2, and higher, you can now include debugging information regarding the TODD token machine by adding the DebugTODD variable in either the Aloha.ini or as an environmental variable. When enabled, the system logs information such as the following:

- How many coins were sent to the POS.
- If the request was successful.
- If the device is offline because it is empty, jammed, or not communicating.

Including Number of Cleared and Voided Items on FOH Drawer Checkout Report

Version	RFC Number	Products	Audience
v6.5	RFC 62986 RFC 63035	Aloha Quick Service	Configuration Technician Store Manager

Prior to v6.5, you were able to include the number and total sales value of the cleared and voided items on the Audit report only. As of v6.5, you can also include the cleared and voided item information on the FOH Drawer Checkout report. Cleared items are items that are removed from a guest check before they are sent to the kitchen, and voided items are items that are removed from a guest check after they are ordered.

SCENARIO: The manager suspects a new cashier of adding unnecessary items to guest checks and then deleting them. Configure the system to print cleared and voided item information on the Drawer Checkout report and the manager can determine if the cashier needs more training.

To include cleared and voided item information on the Drawer Checkout report:

1. Select **Maintenance > Store Settings > Financials > Drawer Checkout** tab.

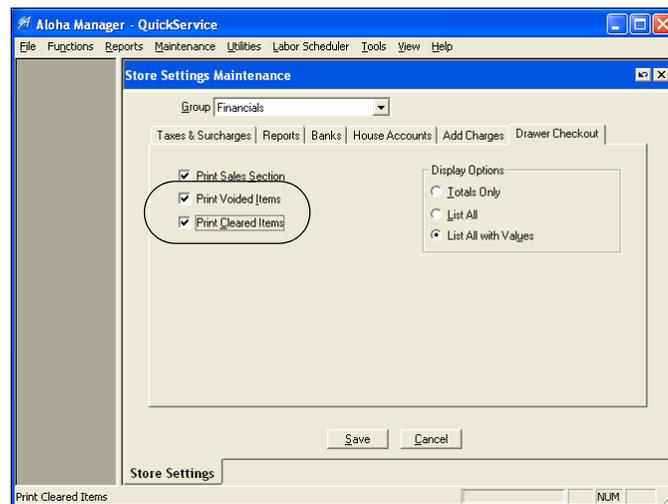


Figure 18 Store Settings - Financials Group - Drawer Checkout Tab

2. Select **Print Voided Items**.

Print Voided Items — Includes the number and total sales value of the items that are removed (voided) from a guest check after they are ordered on the FOH Drawer Checkout report. **Related Options:** **1)** When you select ‘Totals Only’ located on the same tab the report prints the number and total sales value of voided item information only. **2)** When you select ‘List All’ located on the same tab, the report prints the number and total sales value of voided information and for each defined void reason, regardless if activity occurred. **3)** When you select ‘List All with Values’ located on the same tab, the report prints the number and total sales value of voided information only for each defined void reason that had activity.

3. Select Print Cleared Items.

Print Cleared Items — Includes the number and total sales value of the items that are removed (cleared) from a guest check before sending them to the kitchen on the Drawer Checkout report. A second line prints with the percentage of cleared items against net sales, based on the following calculation: total of cleared item sales / net sales x 100. **Related Options:** **1)** When you select 'Totals Only' or 'List All' located on the same tab the report prints the number and total sales value of cleared item information. **2)** When you select 'List All with Values' located on the same tab, the report prints the number and total sales value of cleared item information only if there was activity. If there was no activity, cleared item information does not print.

4. Click Save and exit the Store Settings function.

The following example depicts voided and cleared information on the FOH Drawer Checkout report when you select 'Totals Only' on the Drawer Checkout tab:

Net Sales:	102.85

*** Audit***	
07 CLEARED ITEMS	23.34
CLEARED ITEMS/NET SALES	% 22.69
04 VOIDS	17.96

The following example depicts voided and cleared information on the FOH Drawer Checkout report when you select 'List All' on the Drawer Checkout tab:

Net Sales:	102.85

*** Audit***	
07 CLEARED ITEMS	23.34
CLEARED ITEMS/NET SALES	% 22.69
01 Mistake	5.50
02 Changed Mind	0.00
03 Overring	12.44
04 Not Available	0.00
05 Drive Off	0.00
04 TOTAL VOIDS	17.96

The following example depicts voided and cleared information on the FOH Drawer Checkout report when you select 'List All with Values' on the Drawer Checkout tab:

Net Sales:	102.85

*** Audit***	
07 CLEARED ITEMS	23.34
CLEARED ITEMS/NET SALES	% 22.69
01 Mistake	5.50
03 Overring	12.44
04 TOTAL VOIDS	17.96

Supporting a Primary Owner for Public Cash Drawers

Version	RFC Number	Products	Audience
v6.5	RFC 64807	Aloha Quick Service	Configuration Technician Store Manager

In the hospitality industry, restaurant managers usually fill in at positions and provide relief for their employees to ensure their business is running smoothly. One vital position involving the POS system, is assisting the cashier in serving the guest by entering and closing transactions. Currently, the employee assigned to the drawer is the only person who can operate the drawer so you can enforce financial responsibility.

In POS v6.5, we specifically enhanced the Public Cash Drawer feature with managers and floor supervisors in mind. With each public cash drawer, you can assign a primary owner to the drawer and allow managerial personnel access to the drawer, when needed.



Refer to the Public Cash Drawers Feature Focus Guide for more information on configuring and using public cash drawers.

SCENARIO 1: A quick-service restaurant has one cashier assigned to a drawer at the front counter and one cashier assigned to a drawer at the drive-thru window. Either cashier could walk away from their drawer to clean the restaurant or go on break, during which time the drawer cannot be used by anyone else until the cashier returns. To allow a manager access to the drawer, configure each drawer as a public cash drawer with the cashier as the primary owner and the manager as a global owner. When needed, the manager can access either drawer and assist the cashiers in entering transactions without disrupting speed of service.

SCENARIO 2: To reduce labor cost, a quick-service restaurant opens at 10:30 a.m. and the cashier is due for work at 12:00 p.m. During this time, the manager must operate the cash drawer. Ordinarily, the manager must assign themselves to the drawer, then de-assign themselves and perform a checkout when the cashier arrives. To maintain one reconciliation, configure the drawer as a public cash drawer, with the cashier as the primary owner and the manager as a global owner. The manager can operate the cash drawer, then seamlessly switch the drawer to the cashier without having to reconcile the drawer. In the event the cashier does not show up for their shift, the manager can call in another cashier, clear the assignment of the previous cashier, and then assign a new cashier as the primary owner to the drawer.

Configuring a Primary Owner for Public Cash Drawers

Use the ‘Public Cash Drawer’ and ‘Primary Owner’ options located in Maintenance > Hardware > Cash Drawers to designate a cash drawer as one that has a primary owner, but can be accessed by another employee, such as a manager. Selecting these options do not define the cash drawer as public, but rather as one that has the ability to become public. You must designate the drawer to be public in the FOH.

To enable you to assign a primary owner to a cash drawer:

1. Select **Maintenance > Hardware > Cash Drawers**.

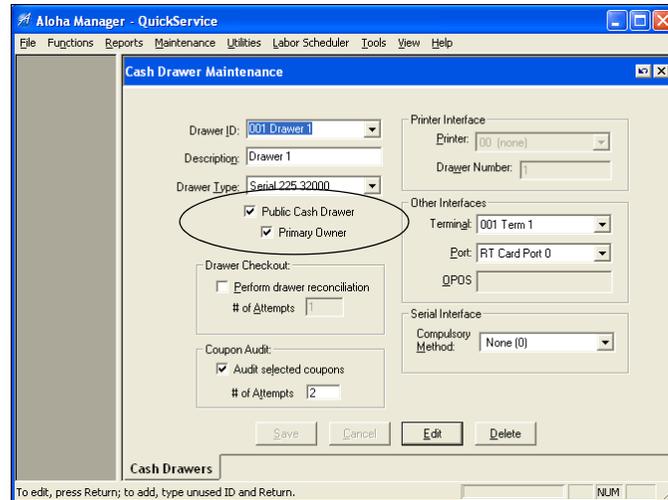


Figure 19 Hardware - Cash Drawers Tab

2. Select a **cash drawer** from the 'Drawer ID' drop-down list, or create a new cash drawer, and press **Enter**.
3. Select **Public Cash Drawer** to allow all employees with cash drawer capabilities to access the drawer, if they do not have transactions with another drawer.
4. Select **Primary Owner** to allow the public cash drawer to have a primary owner.

Primary Owner — Designates this drawer can be assigned as a public cash drawer and have a primary owner for cash accountability. Any employee with 'global owner' access, such as a manager, can access the drawer. **Required Options:** You must select 'Public Cash Drawer' to enable this option. **Related Options:** To allow an employee, such as a manager, access to a public cash drawer with a primary owner, select 'Global User' in Maintenance > Labor > Job Codes > Job Code tab, and assign the job code to the employee.

5. Click **Save**.
6. Repeat this **procedure** for all cash drawers for which you want to have a primary owner and enable public access by another employee, such as a manager.
7. Exit the **Cash Drawers** function.

To allow another employee, such as a manager, to access a cash drawer configured as public and having a primary owner, you must select 'Cash Drawer' and 'Global User' in Maintenance > Labor > Job Codes for the appropriate job codes.

To allow an employee to access a public cash drawer with a primary owner:

1. Select **Maintenance > Labor > Job Codes > Job Code** tab.

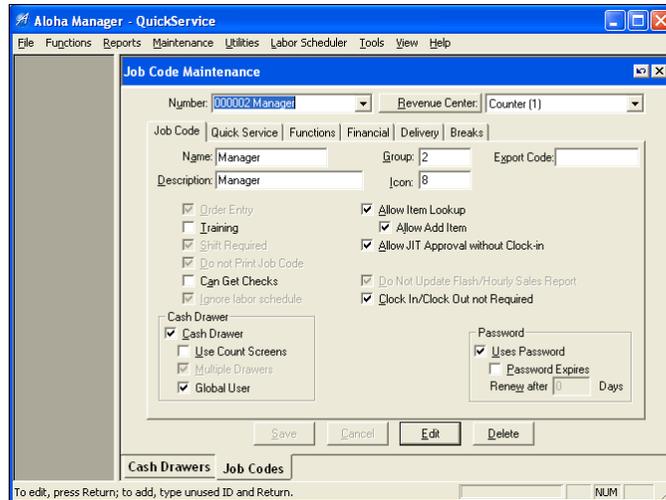


Figure 20 Job Codes - Job Code Tab

2. Select a **job code** for which you want to allow access to a public cash drawer, such as Manager, and press **Enter**.
3. Select **Cash Drawer** to enable assignment of a cash drawer to the employees assigned to the job code.
4. Select **Global User** to enable employees assigned to the job code to access all public cash drawers, including drawers with a primary owner assigned.

Global User — Enables employees clocked in with this job code to access a public cash drawer with a primary owner. This option is usually reserved for managers, floor supervisors, or any other managerial personnel. **Required Options:** You must select ‘Cash Drawer’ to enable this option. **Related Options:** To enable you to assign a primary owner to a cash drawer, select ‘Primary Owner’ in Maintenance > Hardware > Cash Drawers.

5. Click **Save**.
6. Repeat this **procedure** for all job codes that can operate a cash drawer and access all public cash drawers, including drawers with a primary owner assigned.
7. Exit the **Job Codes** function.

Using a Public Cash Drawer with a Primary Owner

For Quick Service operations, you must access the cash drawer screen via the Manage Drawers button to make a cash drawer public. If the drawer is designated as a public cash drawer, a confirmation screen appears when you assign the drawer.

Primary owners can only use the public cash drawer to which they are assigned. Global users can use any public cash drawer, regardless if the drawers are in separate revenue centers; however, they cannot be assigned as a primary owner.

To make a cash drawer public in Quick Service:

1. Log in to the **FOH** as a manager.
2. Locate and touch **Manage Drawers** to display the cash drawers screen.

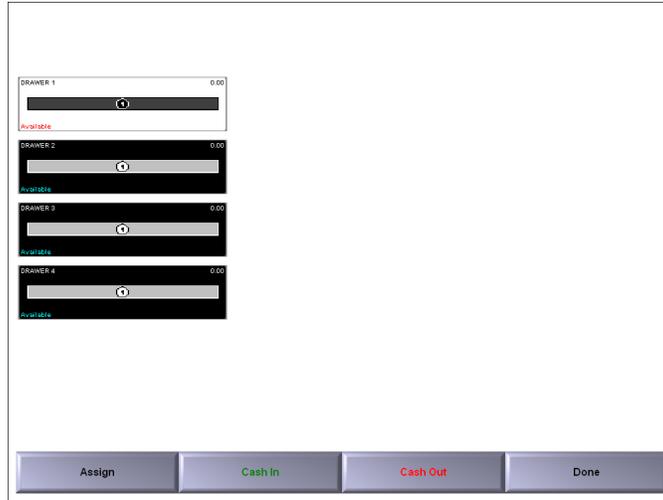


Figure 21 Quick Service Cash Drawers Screen (Drawer Unassigned)

3. Select the **drawer** and touch **Assign**. The Please Select a Primary Owner screen appears.

Global users do not appear in the list and cannot be assigned as a primary owner.

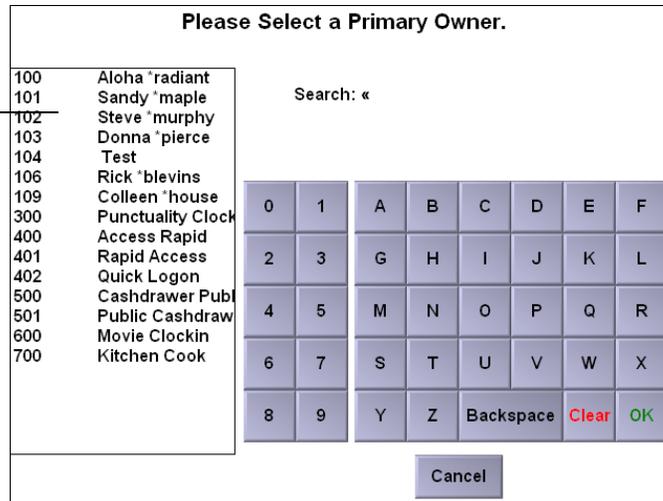


Figure 22 Please Select a Primary Owner Screen

4. Select an **employee** from the list, or **filter the list of employees** by entering the first few letters of the employee's name until you find a unique match.

5. Touch **OK** to assign the employee as the primary owner of the public cash drawer.



If you must enter a starting bank, the starting bank screen appears.

You are returned to the cash drawers screen, with the selected employee listed as the owner of the drawer.

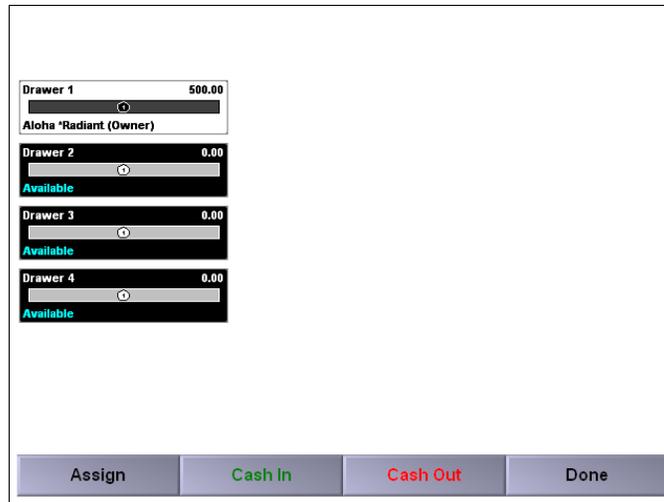


Figure 23 Quick Service Cash Drawers Screen (Primary Owner Assigned)

6. Touch **Done**.

Including Number of Cleared Items on FOH Employee Checkout

Version	RFC Number	Products	Audience
v6.5.2	RFC 65180	Aloha Quick Service	Configuration Technician Store Manager

Prior to v6.4.2, you were able to include the number and total sales value of cleared items on the Audit report only. As of v6.5.2, you can also include cleared item information on the FOH Employee Checkout report. Cleared items are items that are removed from the guest check before sending the order to the kitchen.

SCENARIO: The manager suspects a new cashier is entering unnecessary items to transactions, and then deleting them. Configure the system to print cleared item information on the employee checkout and the manager can determine if the cashier needs more training.

To include cleared items on the Employee Checkout report:

1. Select **Maintenance > Store Settings > Printing group > Employee Checkout Cfg** tab.

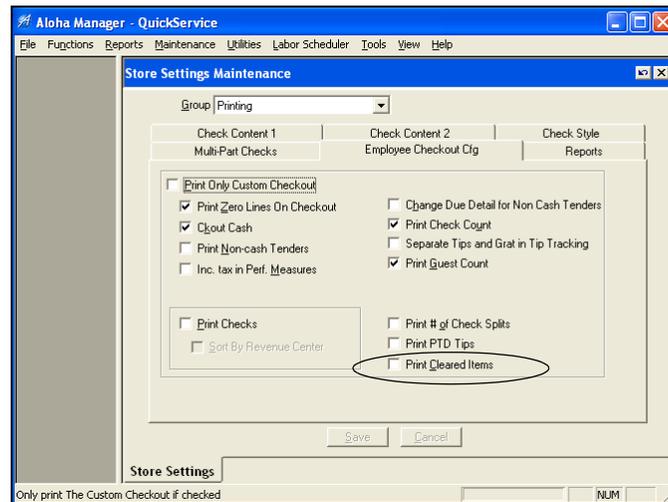


Figure 24 Store Settings - Printing Group - Employee Checkout Cfg Tab

2. Select **Print Cleared Items**.

Print Cleared Items — Includes the number and total sales value of the items the employee removed (cleared) from a guest check before sending the order to the kitchen on the FOH Employee Checkout report. A second line prints with the percentage of cleared items against net sales, based on the following calculation: total of cleared item sales / net sales x 100. **Required Options:** You must clear 'Print Only Custom Checkout' to enable this option.

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

When the FOH Employee Checkout report prints, the cleared item information appears:

Net Sales:	102.85

*** Audit***	
07 CLEARED ITEMS	23.34
CLEARED ITEMS/NET SALES	% 22.69

Separating Taxes in PMS Transaction Requests

Version	RFC Number	Products	Audience
v6.5.2	RFC 06116	Aloha Table Service, PMS	Configuration Technician Store Manager

In Aloha Table Service v6.5.2, you can send up to four separate tax breakdowns when sending a transaction to a property management system (PMS), instead of sending the taxes as one large sum. This allows you to specify different taxes, such as Food, Alcohol, and others, and map these taxes to the respective buckets used by the property management system.



Although the Aloha POS system can separate the taxes, the property management system you are using may not. We recommend you consult with your PMS before implementing this feature.

To assign a tax record as a PMS tax ID:

1. Select **Maintenance > Menu > Taxes > Tax** tab.

The screenshot shows the 'Tax Maintenance' dialog box in the Aloha Manager software. The 'Number' field is set to '02 F000'. The 'Description' is 'F000', 'Tax Rate' is '7.00000 %', and 'Minimum Amt.' is '0.00'. The 'Tax Type' section has 'Exclusive' selected. There are also checkboxes for 'Repeating', 'Nonrepeating', 'Secofday', and 'GST'. The 'PMS Tax ID' is '2' and the 'A/R Tax ID' is '0'. The 'Smart Tag' is set to 'None (0)'. Buttons for 'Save', 'Cancel', 'Edit', and 'Delete' are at the bottom.

Figure 25 Taxes - Tax Tab

2. Type an **unused number** or select an existing tax record in the 'Number' drop-down list and press **Enter**.
3. Type a **descriptive name** for the tax, such as Food.
4. Select either **Exclusive** or **Vendor**.
5. Type an **identifying number**, from one to four, that coincides with the appropriate tax record in the property management system in the 'PMS Tax ID' text box.

PMS Tax ID — Associates this tax with the appropriate tax record in the property management system. You can use up to four PMS Tax IDs. You cannot use a tax that is inclusive or an add-on tax.

6. Complete the **remaining options** for the tax, such as the tax rate.
7. Click **Save** and exit the **Taxes** function.

When you perform a transaction that is sent to the property management system, the FOH separates the PMS taxes into their respective buckets and builds the transaction file to send to the property management system.

Navigating to Floor Plan from WWT Screen

Version	RFC Number	Products	Audience
v6.5.1	RFC 20780	Aloha Table Service	End User

For speedier service, you can now navigate directly to the floor plan screen from the Working With Tables (WWT) screen. To do this, you must have ‘Order Entry’ and ‘Use Floor Plan’ selected in Job Code Maintenance, which is a typical configuration for an employee who uses a floor plan. A new button with the floor plan icon appears on the Working With Tables screen to allow you to return to the floor plan.

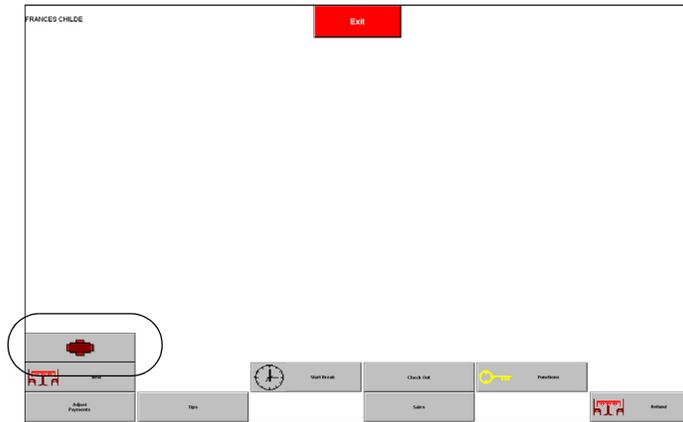


Figure 26 FOH Working With Tables Screen

Splitting Checks and Items Equally with One Touch

Version	RFC Number	Products	Audience
v6.5	RFC 58586	Aloha Table Service	Configuration Technician Store Manager

Currently, you can provide up to 32 checks for a table and also split an item equally among guests and checks. The item appears in fractional amounts, based on the quantity you select for dividing the cost of the item. In v6.5, you can now split both the check and the items equally across all separate checks with the touch of one button. This eliminates many screen touches and adds value to the speed of service of the restaurant.

SCENARIO: A party of four businessmen from different companies gathers at your restaurant for a meeting. When the meeting concludes, they inform the server they would like to split the check equally, but need separate checks. The server recalls the check, touches Split, and then Split Equal. The server then enters the number of guests splitting the check, in this case '4,' and the system generates four separate checks for which the cost and the items are split equally.

To split checks and items equally with one touch:

1. Recall the **open check that you want to split equally**. The FOH Order Entry screen appears.
2. Touch **Split**. The Split Checks screen appears.

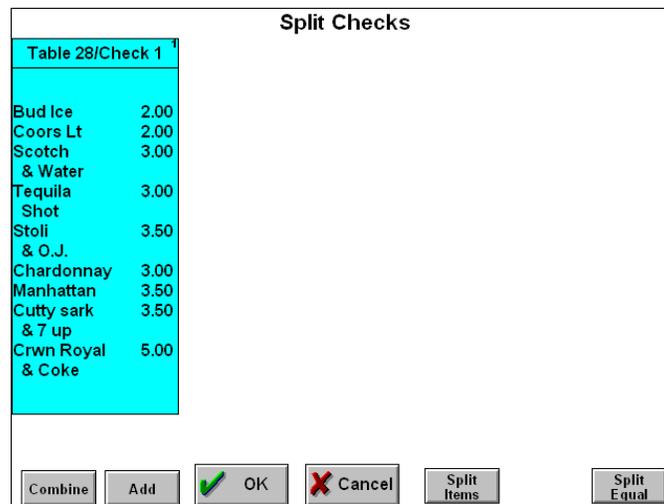


Figure 27 FOH Split Checks Screen Before Split



To use the Equal Split button, all the items on the check must be in the ordered state, and the check cannot have been previously split.

3. Touch **Split Equal**. The Enter # of split check screen appears.

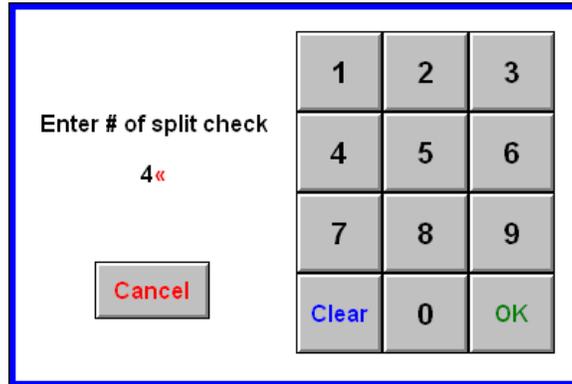


Figure 28 FOH Enter # of split check Screen

4. Enter the **number of guests splitting the check**, using the numeric keypad, and touch **OK**. The system generates separate checks for which the cost and the items are split equally.

Split Checks							
Table 28/Check 1		Table 28/Check 2		Table 28/Check 3		Table 28/Check 4	
1/4 Bud Ice	0.50						
1/4 Coors Lt	0.50						
1/4 Scotch & Water	0.75						
1/4 Tequila Shot	0.75						
1/4 Stoli & O.J.	0.88	1/4 Stoli & O.J.	0.88	1/4 Stoli & O.J.	0.87	1/4 Stoli & O.J.	0.87
1/4 Chardonna	0.75						
1/4 Manhattan	0.88	1/4 Manhattan	0.88	1/4 Manhattan	0.87	1/4 Manhattan	0.87
1/4 Cutty sark & 7 up	0.88	1/4 Cutty sark & 7 up	0.88	1/4 Cutty sark & 7 up	0.87	1/4 Cutty sark & 7 up	0.87
1/4 Crwn Royal & Coke	1.25						

Figure 29 FOH Split Checks Screen After Split

5. Touch **OK**.
6. Tender each **split check** as normal.

Displaying Printed Check Status on Floor Plan

Version	RFC Number	Products	Audience
v6.5	RFC 64493	Aloha Table Service	Configuration Technician Store Manager

In table service environments, restaurant managers and greeters need to know when the guests at a table are in the final stages of their dining experience, to help them manage table turns and identify if there is a need for payment assistance. In v6.5, you can configure tables on the floor plan to indicate when the check has been presented to the guest. You can also configure another indicator to show how much time has elapsed since the last time the check was printed.

To configure a table to indicate the printed check status:

1. Using a Button Functions panel, select **New Button** from the Commands menu and select **Table** from the 'Function' drop-down list. The Edit Buttons - Table Service dialog box appears.

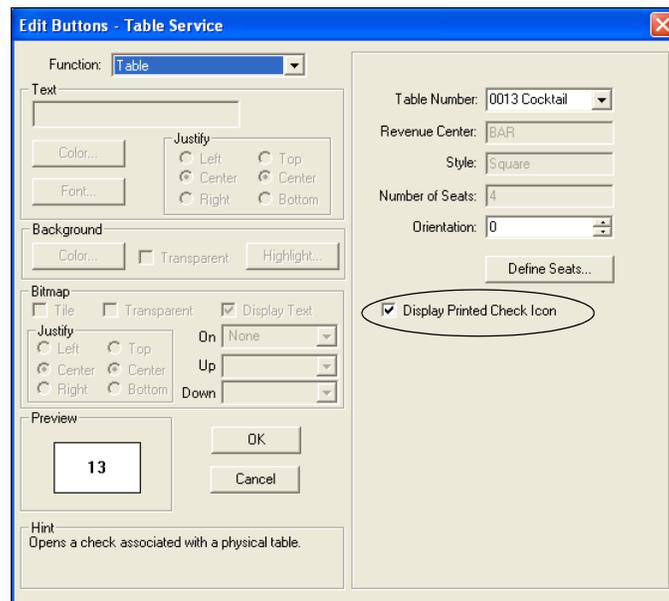


Figure 30 Table Button Function

2. Select **Display Printed Check Icon**.

Display Printed Check Icon — Displays an indicator, when the check is printed, in the form of a check mark to the left of the table number on the FOH floor plan. If you add an item to the check after it is printed, the system removes the check mark but the indicator reappears when you print the check again. **Related Options:** To display the time elapsed since the check was last printed, select 'View Time Since Last Check Printed' for the View Mode button function in Panel Editor.

3. Complete the available **button attributes** on the left side of the Edit Button dialog box, such as color, font, bitmap, and more.

4. Click **OK** to add the button to the button functions panel.
5. Repeat this **procedure** for each table button.

To configure the system to display the time elapsed since the check was last printed:

1. Using a Button Functions panel, select **New Button** from the Commands menu and select **View Mode** from the 'Function' drop-down list. The Edit Buttons - Table Service dialog box appears.

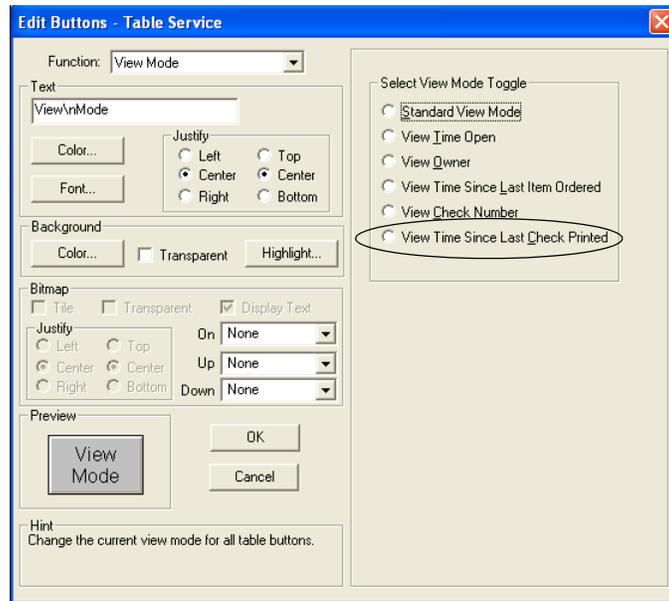


Figure 31 View Mode Button Function

2. Select **View Time Since Last Check Printed**.

View Time Since Last Check Printed — Displays the time elapsed since the check was last printed for each table for which you select 'Display Printed Check icon.' The counter resets and starts again each time you make modifications to the check. **Related Options:** To display an icon in the image of a check mark for a table, select 'Display Printed Check Icon' on the Table button function in Panel Editor.

3. Enter a unique **name** as the Text, such as View Last Printed.
4. Complete the available **button attributes** on the left side of the Edit Button dialog box, such as color, font, bitmap, and more.
5. Click **OK** to add the button to the button functions panel.
6. Click **Save All Panels** and exit **Panel Editor**.

For each table configured to indicate a print status, a check mark over a guest check dynamically displays the time the check was last printed under the table. In the following example, table 12 was printed 9 minutes ago.

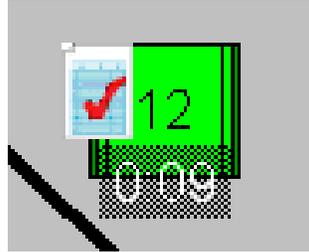


Figure 32

Displaying Aloha Loyalty Discount Before Subtotal

Version	RFC Number	Products	Audience
v6.5.1	RFC 65301	Aloha Table Service	Configuration Technician Store Manager

When the Aloha Loyalty (eFrequency) service returns a discount for a new price promotion configured as a real-time discount, the POS system replaces the original price of the item on the check with the new discounted price, rather than showing the original price with a separate line item for the promotion discount. The Aloha Loyalty real-time discount earned appears in the rewards section at the bottom of the check, but because the discount is not visibly reflected in the calculations above, guests are confused. In v6.5.1, you can configure the printed and on-screen guest check to leave the original price of the item on the check and have the real-time discount appear as a separate line item just above the subtotal line. This allows guests to more easily verify the calculation of the check total.

SCENARIO: The guest orders a \$20.00 steak and qualifies for an Aloha Loyalty real-time discount of \$5.00. The guest check reflects \$15.00 for the steak, and shows the real-time discount earned at the bottom of the check in the Aloha Loyalty rewards section. The guest is confused because they cannot determine if the discount was applied to the check. Configure the system to show the original price of the steak and a separate line for the discount before the subtotal, to allow guests to more easily verify the check calculations.

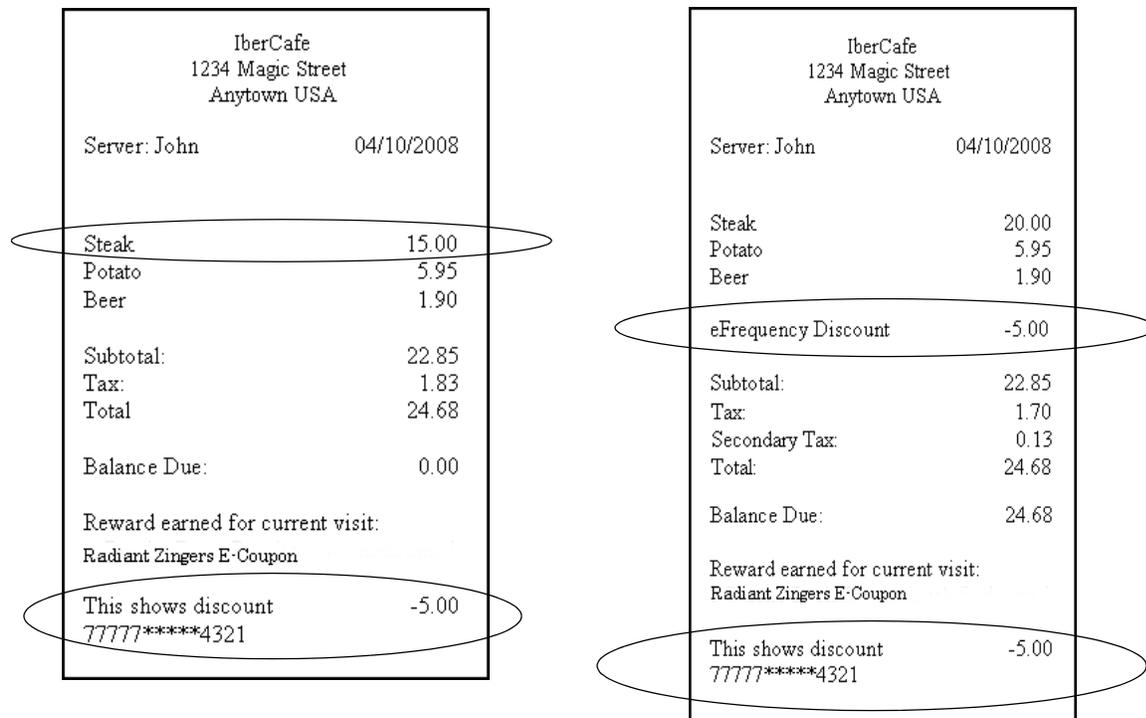


Figure 33 Aloha Loyalty Real Time Check Display (Left: New Price for Item) (Right: Promotion Amount)

To separate the item and Aloha Loyalty promotion price on the guest check:

1. Select **Maintenance > Store Settings > eFrequency group > eFrequency Options** tab.

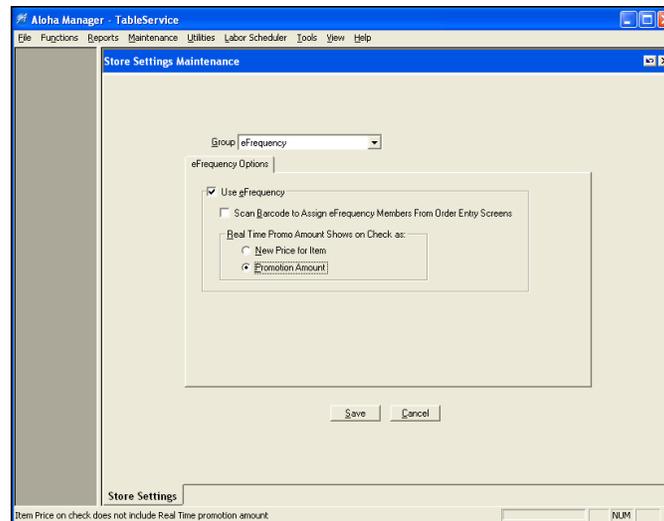


Figure 34 Store Settings - eFrequency Group - eFrequency Options tab.



Effective in v6.5, Aloha Manager now has an eFrequency group in Store Settings.

2. Select **one** of the following options:

New Price for Item — Replaces the original item price with the new promotional price on the printed and on-screen guest check for all New Price promotions configured as Aloha Loyalty (eFrequency) real- time discounts. The deduction appears in the Aloha Loyalty rewards section at the bottom of the check. This option is selected as the default. **Required Options: 1)** You must select ‘Use eFrequency’ and be a subscriber to the Aloha Loyalty service to enable this option. **2)** To configure an Aloha Loyalty real-time discount, select ‘eFrequency Real Time’ in Maintenance > Payments > Promotions > New Price promotion.

Promotion Amount — Displays the original item price and the discount amount before the subtotal line on the printed and on-screen guest check for all New Price promotions configured as Aloha Loyalty (eFrequency) real-time discounts. The deduction also appears in the Aloha Loyalty rewards section at the bottom of the check. **Required Options: 1)** You must select ‘Use eFrequency’ and be a subscriber to the Aloha Loyalty service to enable this option. **2)** To configure an Aloha Loyalty real-time discount, select ‘eFrequency Real Time’ in Maintenance > Payments > Promotions > New Price promotion.

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

When the check meets the criteria for an Aloha Loyalty real-time promotion, the Aloha Loyalty service returns with a discount and adjusts the amount of the check accordingly. Figure 33 depicts the different behaviors of the check, based on the configuration. The check on the left shows the check configured with the 'New Price for Item' option. The system replaces the original price of Steak with the new price and reflects the discount in the Aloha Loyalty reward section at the bottom of the check. The check on the right shows the check configured with the 'Promotion Amount' option. The system shows the original price of Steak and reflects the discount before the Subtotal line and in the Aloha Loyalty reward section.

If the service returns multiple discounts, a line for each promotion appears. If you are using pivot seating, the discount appears for each respective seat.

