



NCR Aloha Online Ordering User Guide

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NCR Aloha Online Ordering User Guide

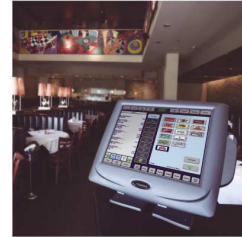


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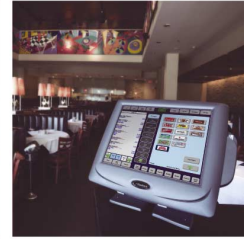
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Introduction



About Aloha Online Ordering

Aloha Online Ordering enables you to increase consumer traffic and sales by making it easy and convenient for consumers to do business with you by providing instant access to menus and pricing, transmit orders electronically to your store, Benefits include:

- **Enhance consumer satisfaction** - Extend your business by allowing consumers to place orders anytime and anywhere. By making it easier to do business, you also enhance consumer satisfaction.
- **Gain consumer intelligence** - Gather data about your consumers when they place online orders, which you can use to optimize marketing and operational decisions.
- **Provide transparent pricing** - Provide consumers with order totals, including sales tax, and allow them to receive notifications when their food will be ready.
- **Improve security and convenience** - Speed up the transaction process by allowing consumers to enter their payment information and save the information for a future order. Aloha Online Ordering includes a number of security measures to keep consumer data safe.
- **Drive consumer traffic** - Allow consumers to interact with your restaurant in a non-traditional way. They can order the food they want, when they want it, and enjoy it in the comfort of their own home or on the go.
- **Decrease labor and data errors** - Reduce staff labor and data input error with online orders rather than accepting orders by fax and call-in.

Aloha Online Ordering provides you with two tools to manage your online ordering site. Web Admin, accessible through a web browser, allows you to configure your site settings, assign users, manage consumers, customize your graphics, and much more. Menu Configurator, a tool you download through Web Admin, enables you to build out your web menu.

How Aloha Online Ordering Works

Communication between your online ordering site and the data center occurs to determine the available order modes, store locations, and items to display on the specific web menu. As the consumer completes their order, communication between your online ordering site and ATO retrieves the prep time, tax and total, and sends the order to your store.

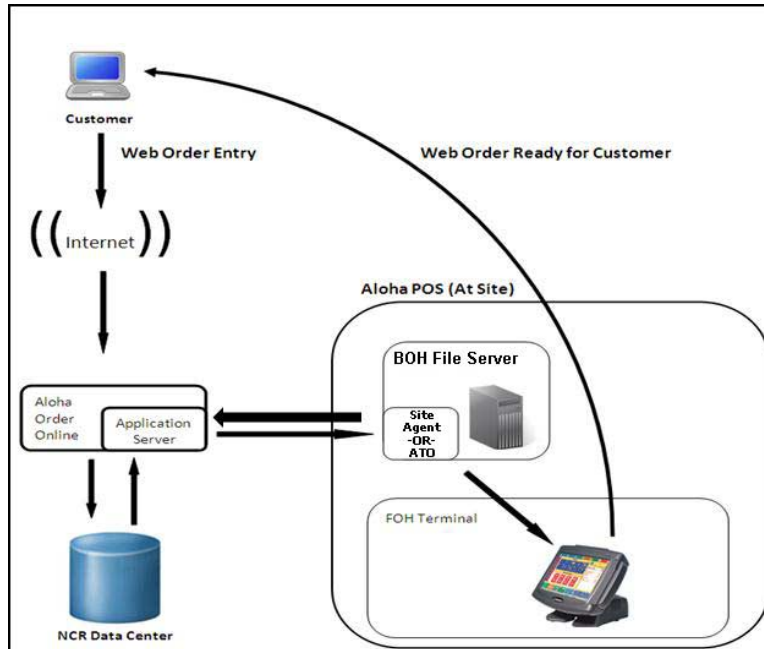


Figure i - 1 Aloha Online Ordering Process

Is This Guide for You?

The NCR Aloha Online Ordering User Guide is intended for anyone who manages online orders and menus, website graphics, and more. This guide assumes you have the following knowledge:

- Basic understanding of terminology and concepts.
- Basic understanding of PCs and Microsoft Windows.
- Understanding of the operation of a computer mouse and keyboard.
- Basic understanding of how to work with Microsoft Windows-based menu structures and basic application components, such as scroll bars, buttons, drop-down lists, text boxes, radio buttons, and check boxes.

How This Guide is Organized

This guide is organized as follows:

Introduction

The Introduction discusses NCR Aloha Online Ordering, the pre-screening process, and system requirements.

Chapter 1: Configuring Company and Site Settings

This chapter discusses how to configure essential company and site settings for your online ordering site.

Chapter 2: Building Your Online Menu

This chapter discusses how to use of Menu Configurator to build out your web menu.

Chapter 3: Customizing Your Graphics and Content

This chapter discusses the customizing of graphics and content for your online ordering site.

Chapter 4: Working with Comps, Promos, and Upsells

This chapter discusses the configuration of comps, promos, and transaction upsells for your online ordering site.

Chapter 5: Managing Customer Accounts and Orders

This chapter discusses the management of consumer accounts and orders.

Chapter 6: Accessing Company Dashboard and Reports

This chapter discusses the various analytics and reports available for you to review and manage your online ordering site.

Chapter 7: Configuring Online Ordering Features

This chapter discusses select online ordering features, such as group ordering, call center ordering, and more.

Appendix A: Company Settings

This appendix provides a list of the company settings within Aloha Online Ordering, their purpose, and values,

Appendix B: Email Templates and Variables

This appendix provides a listing of the various email templates available within Web Admin.

Appendix C: Design Elements

This appendix provides a list of the various design elements within Aloha Online Ordering, a description of the element, and their file size.

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Conventions Used in This Guide

Numerous graphics and instructions appear throughout this guide. These conventions make it easy to find and understand information.

Symbols and Alerts

The following graphic symbols alert you to important points throughout this guide:



Highlights a special point of interest about the topic under discussion.



Alerts you that the operation being described can cause problems if you are not careful.



Directs you to a more complete discussion in another chapter of the current guide, or other reference material.



Points to a useful hint that may save you time or trouble.

Getting Started with Aloha Online Ordering

A successful implementation of Aloha Online Ordering requires a number of steps. First, you must gather information about your sites, systems, menus, objectives, and determine your needs. Second, the NCR Aloha Online Ordering team conducts a pre-screening assessment to determine if your configuration meets the minimum requirements. Once you pass the pre-screening process, the Aloha Online Ordering team prepares your system for online ordering, which involves making a series of changes to your system and retrieving your menu data, which they then import into Menu Configurator for you.

Gathering Information for Your Online Ordering Site

Gather the following information to help you plan your implementation of Aloha Online Ordering.

- **Which store will be your Master store?** A master store contains all of the possible menu items available for sale online. For example, if you offer menu items at only some locations, you must include these items in the master store menu. You can later designate which menu items are available on the web menu of a store location. The Aloha Online Ordering team imports the menu data from the master store for your online ordering menu.
- **Will you have pilot stores?** If so, which ones? Some restaurants prefer to roll out their online ordering to pilot stores as a means of testing the menu and settings before implementing online ordering with all of their sites.
- **What types of menus do you have?** Some stores have a menu with individual items and a separate menu for catering.
- **What order modes do you plan to offer?** You might offer pickup, delivery, catering, and curbside, or only selected order modes.
- **What version of Aloha POS are you running?** In some cases, the version of the Aloha POS determines the features your online menu can support.
- **Who will have access to configure your settings, site, and menu?** Aloha Online Ordering provides a number of different access levels for you to control user access.
- **Do you plan to customize the graphics for your online ordering site?** You can create a 'graphics' user role for the individual whose sole responsibility is to update and maintain your online ordering graphic files.

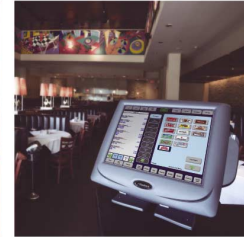
Performing the Pre-Screening Assessment

The Aloha Online Ordering team screens your system to ensure it meets the basic requirements necessary for successfully installing and using Aloha Online Ordering. The screening process seeks to provide a smoother on-boarding process and identify any potential problems. Use the NCR Aloha Online Ordering Pre-Screening and System Requirements Quick Reference Guide to familiarize yourself with the things the Aloha Online Ordering team reviews and to understand the minimum system requirements.

Preparing Your System

Once a company successfully completes the pre-screening process, the Aloha Online Ordering team enrolls the company for online ordering and makes adjustments to the client BOH and to the Aloha configuration to ensure proper communication. Once these changes are complete, the Aloha Online Ordering team uploads the menu data, imports it into Menu Configurator, and creates the client URL for you to access Web Admin and configure your online ordering site.

1 Configuring Company and Site Settings



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About Web Admin

You use Web Admin to control how your online ordering site looks and operates in collaboration with your in-store operations. You control such things as the users who can access Web Admin, the store locations that can accept online orders, the time of day during which consumers can submit orders, the email templates used to communicate with consumers, the look and graphics of your site, discounts, upsell suggestions, and more.

You access Web Admin through a browser the Aloha Online Ordering team provides with a link specific to your company, and a preliminary user name and password.

1. Open a **web browser** and enter the **URL** provided to you by the Online Ordering team. The Aloha Online Ordering login screen appears.



Figure 1 - 1 Aloha Online Ordering Login Screen

2. Type your **user name** and **password**.
3. Click **Log In**.

Configuring a Web Admin Member

Aloha Online Ordering refers to user accounts as members. You can create as many members as necessary for your restaurant and assign them specific access levels to restrict their ability to perform functions, as necessary. In addition to adding new members, you can edit member profiles and delete members.

Understanding Member Roles

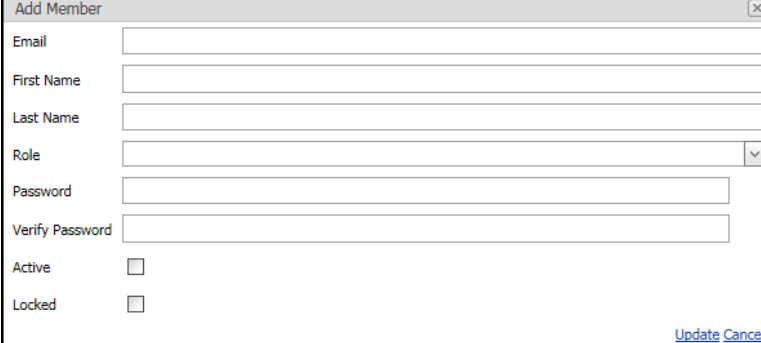
When creating a member, you must assign the member a role, similar to a POS access level. Each role provides the member the access necessary to perform their job function.

Table 1: Description of Member Roles

Role	Description
ClientAdmin	Permits access to all client functions of Web Admin and Menu Configurator. Provides the ability to manage user roles. Use this role to grant administrative-level access to a member in Aloha Online Ordering.
ClientSupport	Permits all of the same access as the ClientAdmin user role, except does not permit the ability to manage user roles.
CallCenterOperator	Permits a user to place orders on behalf of consumers and account holders, view and delete accounts, and view company-wide order history.
SiteAdmin	Permits access to manage settings for assigned stores. Can manage such things as store information, special events, and view orders and analytics. Use this role to grant administrative oversight to users who oversee a store or group of stores. NOTE: Once you create a user with the SiteAdmin role, click '+' next to their email address, and then click 'New' to assign the user to specific stores.
GraphicDesigner	Permits access to the Graphics & Content section of Web Admin. The user can upload, download, and delete all graphical files. Use this role for third-party graphic designers, or to limit the access for internal graphic designers.
MappingAdmin	Permits access to the Delivery Zones section of Web Admin. The user can assign delivery zones and delivery zone fees. Use this role for users who are familiar with the area surrounding a store and who know where to set the delivery zone boundaries.
Reporting	Permits access to the various reporting functions within Web Admin. The user can review accounts, add new accounts, configure contact reasons, review past orders, and access the Analytics page. Use this role for marketing teams or management personnel to allow them to evaluate the online ordering web site performance and to extract consumer information for marketing campaigns.
HelpDeskOperator	Permits a user to update store information, perform an emergency close, set item exclusions, configure special events, and view orders. The role operates similarly to SiteAdmin. Use this role for help desk operators who assist a store with above store functions.
RestaurantPortal	Permits the user to place orders on behalf of consumers, update store information, configure special events, and view orders. Users with this role can create an order for a consumer and override lead times, prep times, and granularity. NOTE: Once you create a user with the RestaurantPortal role, click '+' next to their email address, and then click 'New' to assign the user to specific stores.

To create a Web Admin member:

1. In Web Admin, select **Admin > Members**.
2. Click **Add**. The Add Member screen appears.



The screenshot shows a window titled "Add Member" with a close button in the top right corner. The form contains the following fields and controls:

- Email: A text input field.
- First Name: A text input field.
- Last Name: A text input field.
- Role: A dropdown menu.
- Password: A text input field.
- Verify Password: A text input field.
- Active: A checkbox.
- Locked: A checkbox.
- Update: A blue button.
- Cancel: A blue button.

Figure 1 - 2 Add Member Screen

3. Type the **email address** for the member.
4. Type the **first name** of the member.
5. Type the **last name** of the member.
6. Select the **role** for the member from the 'Role' drop-down list.
7. Type the **password** for the member and retype the **password** in 'Verify Password.'
8. Select **Active** to activate the member role.
9. Click **Update**. You must provide the member with the logon link, their user name, and password.

To change your password:

1. In Web Admin, select **Admin > Members**.
2. Select your **member profile**. The Add Member screen appears.
3. Click **Change Password**.
4. Enter your **current password**.
5. Type your **new password**, and retype the **password** in 'Verify Password.'
6. Click **Update**.

To edit or delete a member:

You can edit a member to change their email address, first or last name, role, and lock an active member, which prevents them from accessing Aloha Online. The lockout also restricts a consumer already logged in prior to a lockout from creating and sending an order. You can also delete a member.

1. In Web Admin, select **Admin > Members**.
2. Select the member to **edit**. The Add Member screen appears.
3. Click **Edit**, make the **necessary changes**, and click **Update**.

-OR-

Click **Delete** to remove the member.



Use caution when deleting a member as the system does not provide a warning message prior to deleting the member.

Viewing Logs

You can use logs to view system activity and assist you in troubleshooting issues, such as consumers experiencing problems placing online orders. At the Logs screen, the most recent information for all message types, up to one hundred rows, appears. You can filter the log by date and time, message type, activity module, design ID, site, or by order.

To filter a log view:

1. In Web Admin, select **Admin > Logs**.
2. Select a **starting** and **ending date** for which to filter the log. The system does not require you to select an ending date.
3. Select a **message** from the 'Message Type' drop-down list. The options are 'All,' 'Info,' 'Warning,' and 'Error.'
4. (Optional) Enter the following to further filter the log:
 - **Module** - The activity module. A specific module of the application that performs a set of specific actions, such as Data Import or POS Config Change.
 - **Design** - The design ID.
 - **Site** - The site location number.
 - **Order** - The consumer order number.
5. Click **Search**. Results appear to the right of the filter.

Configuring Company Settings

Company settings allow you to define how your online ordering site looks and operates. Company settings control the configuration for all of your site locations; however, you can override some settings on a site by site basis. When you access the Company Settings Setup page, the systems lists the available company settings in alphabetic order. You can create multiple sets of company settings, and apply a set to a specific site location.

At a minimum, you must configure the following company settings:

- AccountCreationSubject
- AccountManagementDisplayName
- AdvancedLandingPage
- AllowedPaymentLocations
- BufferAm
- BufferPM
- MaxOrderTotalAmount
- MinOrderTotalAmount
- MaxPayAtSite
- OrderCancelReceiptSubject
- OrderDisplayName
- OrderReceiptSubject
- OrderWebsiteTitle
- PrivacyPolicyURL
- SupportDisplayName
- SupportEmailAddress
- TermsOfUseURL

Refer to [Company Settings](#) for more information on the available settings, their purpose, the possible values, and the default value, if any.



Use caution when editing the value of a company setting. Entering an incorrect value can cause your online ordering site to work improperly.

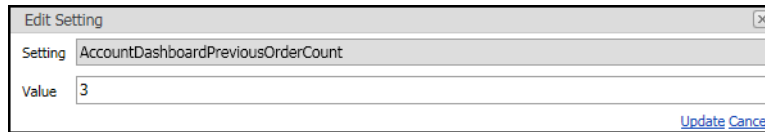
The screenshot shows the 'Company Setup' screen in the Aloha Online Ordering system. The interface includes a navigation menu at the top with options like Admin, Configuration, Designs, Customer Accounts, Order Management, Menu Configurator, Support, and Analytics. Below the navigation, there are controls for 'Choose Settings Set', 'Default Set', and 'Clone'. A table lists various settings and their values. The table has two columns: 'Setting' and 'Value'. The settings listed include AccountDashboardPreviousOrderCount, AccountDashboardQuickOrdering, AccountManagementEmailAddress, AddOrdersTimeout, AdvancedLandingPage, AllowedPaymentLocations, AllowedPaymentMethods, AllowMenuChange, AllowPhoneExtension, ApplyTaxToDeliveryFee, AppURL, AppVersion, AvailableOrderTypes, BrowseMenuMode, BrowserCacheExpirationDays, BufferAM, BufferPM, CacheExpirationHours, CheckInUseAutoTender, CollapseModifierGroups, CompanyURL, ContactUsEmailSubject, ContactUsEmailToEmailAddress, ContactUsURL, and ContentCacheCheckDelay.

Setting	Value
AccountDashboardPreviousOrderCount	3
AccountDashboardQuickOrdering	true
AccountManagementEmailAddress	michael.syphoe@nor.com
AddOrdersTimeout	60
AdvancedLandingPage	true
AllowedPaymentLocations	All
AllowedPaymentMethods	Visa;MasterCard;Amex;Discover
AllowMenuChange	false
AllowPhoneExtension	true
ApplyTaxToDeliveryFee	false
AppURL	
AppVersion	
AvailableOrderTypes	Standard; GroupByInvitation; GroupByName
BrowseMenuMode	false
BrowserCacheExpirationDays	7
BufferAM	30
BufferPM	30
CacheExpirationHours	3
CheckInUseAutoTender	true
CollapseModifierGroups	false
CompanyURL	
ContactUsEmailSubject	Aloha Online Ordering Customer Feedback
ContactUsEmailToEmailAddress	
ContactUsURL	http://www.google.com
ContentCacheCheckDelay	300

Figure 1 - 3 Company Setup Screen

To add or edit a company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **settings set** to edit from the 'Choose Settings Set' drop-down list. If you do not plan on creating multiple sets, select the 'Default Set.'
3. Select the **setting** to add or edit.



Edit Setting	
Setting	AccountDashboardPreviousOrderCount
Value	3
Update Cancel	

Figure 1 - 4 Edit Company Setting

4. Click **Add Setting** or **Edit Setting**. The appropriate screen appears.
5. Type the **setting** in 'Setting,' if needed.
6. Change the **value**, as necessary.
7. Click **Update**.

To create a copy of company settings:

Use the Clone Settings function to create a copy (clone) of the default company settings with their original values, which you can then customize and apply to other store locations. Cloning a set does not copy all of the custom values you entered in the set you copy from. You must edit the values in the new set.

1. In Web Admin, select **Configuration > Company Settings Setup**,
2. Click **Clone**. The Clone Setting Set screen appears.



Clone Setting Set	
Name	<input type="text"/>
Description	<input type="text"/>
Update Cancel	

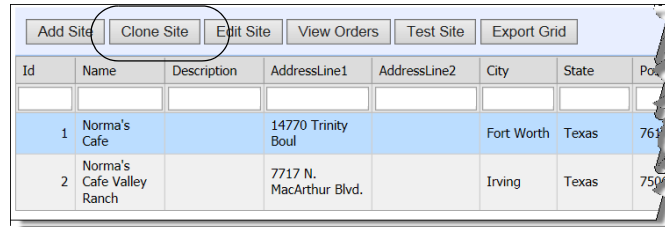
Figure 1 - 5 Clone Setting Set

3. Type a **name** for the new set.
4. Type a **description** for the new set.
5. Click **Update**.

When you copy (clone) a site, the system copies the site setup configuration from the original site to the new site. You can optionally include all site group or comp associations, essentially mimicking the configuration from the originating site.

To clone a site with site group and comp configuration:

1. In Web Admin, select **Configuration > Site Setup > Sites**.



Add Site Clone Site Edit Site View Orders Test Site Export Grid							
Id	Name	Description	AddressLine1	AddressLine2	City	State	Pos
1	Norma's Cafe		14770 Trinity Boul		Fort Worth	Texas	761
2	Norma's Cafe Valley Ranch		7717 N. MacArthur Blvd.		Irving	Texas	750

Figure 1 - 6 Sites Screen

2. Select a **site** from the list, and click **Clone Site**. A message appears asking you if you want to apply the site groups or comps from the originating site to the cloned site.

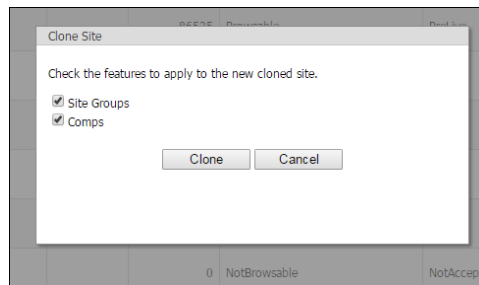


Figure 2 Clone Site Message

3. Select **Site Groups** to add the site groups associated with the originating site to the new site.
4. Select **Comps** to add the comps associated with the originating site to the new site.
5. Click **Clone** to complete the copying of the originating site to the new site or click **Cancel** to stop the operation.

Configuring an Email Template

Aloha Online Ordering contains a number of email templates for you to use with your online ordering site to communicate with your consumers. The email templates contain default text and email variables. The email message generated by the system uses the values from the email variables or information entered by the consumer at the online ordering site. Each email template contains a limited number of email variables, and the system lists these to the right of the email message template editor.

Refer to [Email Templates and Variables](#) for more information on the email templates and the variables available within each template.

To edit an email template:

1. In Web Admin, select **Configuration > Template Setup > Email Template Setup**.

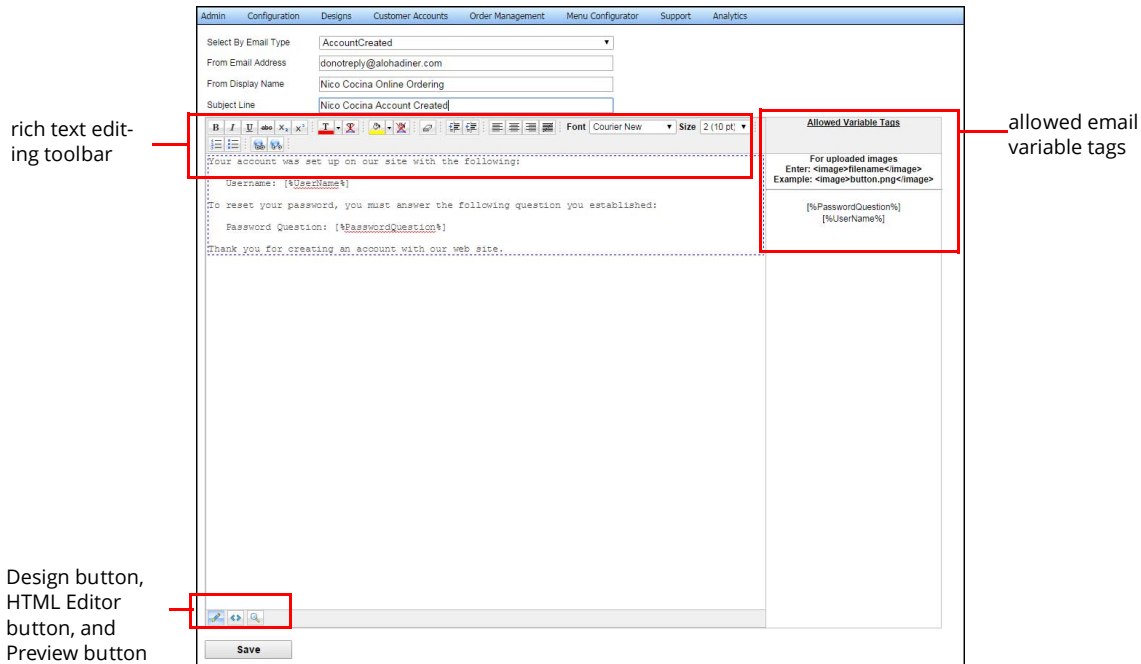


Figure 1 - 1 Email Template Setup

2. Select an **email template** from the 'Select By Email Type' drop-down list.
3. Type the **from email address** for the email message.
 - You must specify a 'from email address' for each email template.
 - The Aloha Online Ordering site does not prevent consumers from replying to an automatically generated email message. To prevent consumers from replying to these email templates, configure a 'do not reply' email address, such as 'donotreply@alohadiner.com.' Also, consider including text in the email template informing your consumers the email address is unmonitored and to call the store with any questions.
 - If a specific site location wants to receive a copy of all order email messages as the system generates them:
 - a. Select **Configuration > Site Setup > Sites**.
 - b. Select the **site**.
 - c. Click **Edit Site**.
 - d. On the Site Details tab, type the email address in **Retail Order BCC email** to send a blind-copy confirmation email to the site when a consumer places a retail order. For example, you may want to enter the address that your retail manager specifically uses.
 - e. Type the email address in **Catering Order BCC email** to send a blind-copy confirmation email to the site when a consumer places a catering order. For example, you may want to enter the address that your catering manager specifically uses.
 - f. Click **Update**.
4. Type the **display name** for the email message. The display name controls what the consumer sees when they receive the email message in their email client. Update the name to reflect the company online ordering site, such as 'Nico Cocina Online Ordering.'

5. Modify the **subject line** for the email message template. Update the name to reflect the company name and the email message. For example, for an order confirmation email message, change the subject line to 'Nico Cocina Order Confirmation.'
6. (Optional) Add or remove the **available variable tags** within the email template.
 - You may only use the allowed variable tags for the email template. The system does not display any unsupported variable tags.
 - To use a tag, copy and paste the entire tag line, including the brackets, into the available space within the email message template.
7. (Optional) Edit the **text** to display on the email message template.
 - Use the **editing toolbar** at the top of the email text box, as necessary.
 - To use or view the HTML tags, select the **HTML Editor button** at the bottom left of the screen. The system hides the editing toolbar and you can edit the text using basic HTML tags. Click the Design button to exit the HTML editor and display the editing toolbar.
8. Click the **Preview button** at the bottom left of the screen to preview your changes.
9. Click **Save**.

Configuring an FAQ Page

Create an FAQ page to assist your consumers with the use and navigation of your online ordering web site. When you enable the FAQ page, the system adds a link to the navigation bar, which the consumer can click to access your FAQ page. You can use the rich text editor to enter and edit the text for your FAQ page, or you can use an HTML editor. You can even include hyperlinks on your FAQ page. Configuring an FAQ page is a two step process. You must first enable the FAQ page through company settings, then create your FAQ page.



Figure 1 - 2 FAQ Page

To enable the FAQ page:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **set** for which you want to enable the FAQ page from the 'Choose Settings Set' dropdown list.

3. Select **FAQEnabled**.
4. Click **Edit Setting**.
5. Enter **True** for the value.
6. Click **Update** and continue to the next procedure to define the content for your FAQ page.

To define the content for the FAQ page:

1. In Web Admin, select **Configuration > Template Setup > FAQ Page Setup**.

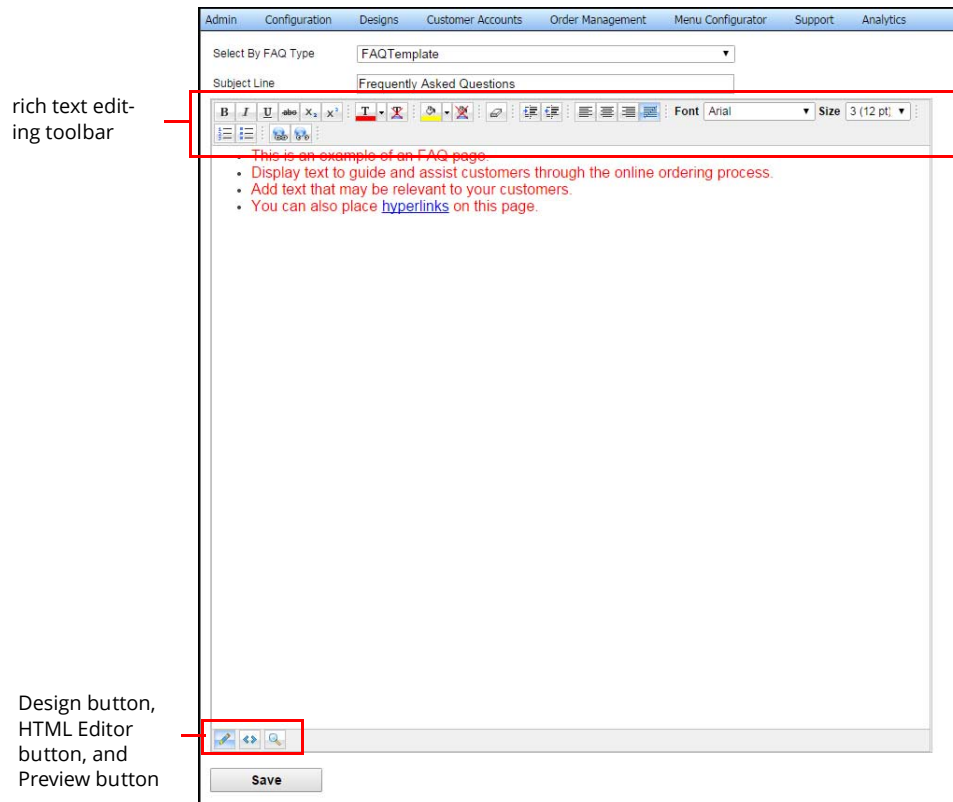


Figure 1 - 3 FAQ Configuration

2. Enter and edit the **text** to appear on the FAQ page.
 - Use the **editing tool bar** at the top of the email text box, as necessary.
 - To use or view the HTML tags, select the **HTML Editor button** on the bottom left side of the screen. The system hides the editing tool bar and you can edit the text using basic HTML tags. Click the Design button to exit the HTML editor and display the editing tool bar.
3. Click the **Preview button** on the bottom left side of the screen to preview your changes.
4. Click **Save**.
5. Click **OK**. Your online store contains an FAQ page with the text you entered.

Configuring Text to Appear on Your Site

Use Messages Setup to customize any of the standard text appearing on your online ordering site. The Messages Setup screen contains the following columns:

- **Id** - Contains the name representing the text body.
- **Description** - Provides a description of the text body.
- **Default** - Displays the standard text appearing on your online ordering site.
- **Custom Message** - Displays the custom message you entered.

Id	Description	Default	Custom Message	
Android.Account.CreateAccountButton		Create Account		Edit
IOS.Account.ChangePassword_Body	Body text on the initial change password screen	Answer your security question and type a new password to set the current password.		Edit
IOS.Account.ChangePassword_NavBar_Title	Screen title for the change password screen	Change Password		Edit
IOS.Account.ChangePassword_NewPassword	Label describing the new password field on the change password screen	New Password		Edit
IOS.Account.ChangePassword_Security_Subtitle	Security question label on the initial change password screen	Security Question:		Edit
IOS.Account.ChangePassword_Subtitle	Subtitle on the initial change password screen	Forgot Password		Edit
IOS.Account.ChangePassword_UpdateFailedAlert_Title	Text of the alert that shows when a password change fails	There was a problem changing your password:		Edit
IOS.Account.Create_Loading_Message	The message shown while a new user account is being created	Creating account...		Edit
IOS.Account.CreateAccountButtonTitle	The title of the create account button on the account login screen	Create Account		Edit
IOS.Account.Email	Label describing the email field on the account screen	Email		Edit
IOS.Account.ForgetPassword_AccountNotFoundAlert_Body	The body text of the alert that shows when an account is not found on the forgot password screen	We were unable to find an account with the email address provided.		Edit
IOS.Account.ForgetPassword_AccountNotFoundAlert_Title	The title of the alert that shows when an account is not found on the forgot password screen	Sorry!		Edit
IOS.Account.ForgetPassword_Body_Label	The body text on the forgot password screen	Please enter your email address so that you can reset your password.		Edit
IOS.Account.ForgetPassword_EnterEmailAlert_Body	The body text of the alert that shows when no email is entered on the forgot password screen	Please enter your email address.		Edit
IOS.Account.ForgetPassword_EnterEmailAlert_Title	The title of the alert that shows when no email is entered on the forgot password screen			Edit
IOS.Account.ForgetPassword_NavBar_Title	Screen title for the forgot password screen	Forgot Password		Edit
IOS.Account.ForgetPassword_SubmitButtonTitle	The title of the submit button on the forgot password screen.	Submit		Edit
IOS.Account.ForgetPassword_SubTitle_Label	The sub-title text on the forgot password screen	Forgot Your Password?		Edit
IOS.Account.ForgetPassword_UpdateFailedAlert_Body	The body text of the alert that shows when the answer to the security question is incorrect on the forgot password screen.	The answer to your security question is incorrect.		Edit
IOS.Account.ForgetPassword_UpdateFailedAlert_Title	The title of the alert that shows when the answer to the security question is incorrect on the forgot password screen.			Edit
IOS.Account.ForgetPassword_UpdateSuccessAlert_Body	The body of the alert that shows when account information has successfully been updated on the forgot password screen.	Your account info has been updated.		Edit

Click Edit to change the text for a message.

Figure 1 - 4 Messages Setup

To edit a message:

1. In Web Admin, select **Configuration > Messages Setup**.
2. Select the **culture** from the 'Choose Culture' drop-down list, if needed. You must change the message for each culture you use.
3. Select the **message** to edit.



To locate a specific message, type a specific portion of the message in the Default box. Messages with matching text appear in the list.

4. Click **Edit** on the right side. The Edit Message screen appears.

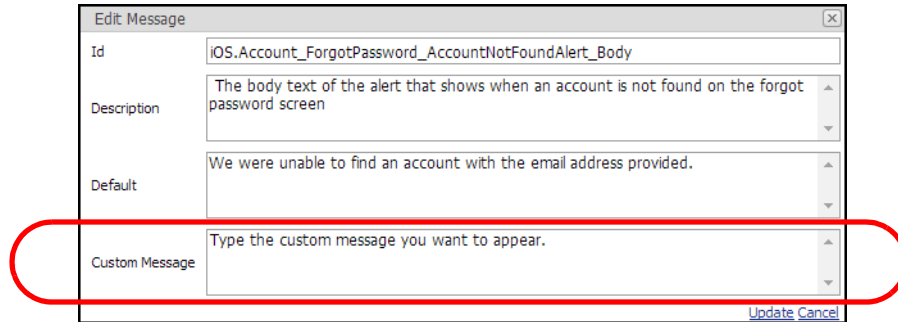


Figure 1 - 5 Edit Message

5. Type the **custom message** to appear on your online ordering site.
6. Click **Update**. The system returns to the Message Setup screen.

Configuring Settings for each Store Location

You can manage the online ordering settings for each store location. You must first add the store locations for which you plan to use online ordering. Use Site Locations to manage the settings for each store location.

Adding a Site Location

The Sites screen enables you to add and edit site locations, and to manage the settings for a specific location. Use this screen to enter information about the store location, such as the physical address, the store hours, delivery hours, site messaging, mobile settings, and other settings specific to the store. The Aloha Online Implementation team handles the settings related to the Submission Details tab.

To add a site location:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Click **Add Site** to add a new site location.

The screenshot shows the 'Edit Site' configuration screen. It features a series of tabs at the top: Site Details, Submission Details, Store Hours, Delivery Hours, Site Messaging, Site Settings, Mobile Settings, PayPal, Kiosk Configuration, and Dayparts. The 'Site Details' tab is selected. Below the tabs, there is a form with various input fields and dropdown menus. The fields include: Name, Description, AddressLine1, AddressLine2, City, State, Postal, External Id, VoicePhone, FaxPhone, Locator (a dropdown menu), Live Orders (a dropdown menu), Ordering Enabled (a dropdown menu), Delivery Range (miles), Latitude, Longitude, Pickup Enabled (a dropdown menu), Curbside (only supported in Aloha w/ ATO) (a checkbox), Delivery Enabled (a dropdown menu), DineIn Enabled (a dropdown menu), Delivery Modes (a dropdown menu), Emergency Closed (a checkbox), Web Design Id (a dropdown menu), Configuration Set Id (a dropdown menu), Loyalty Enabled (a dropdown menu), SVC Enabled (a dropdown menu), Retail Order BCC Email, Catering Order BCC Email, Pickup Prep Lead Time, Delivery Prep Lead Time, Mobile Enabled (a dropdown menu), and CreditProcessingMode. A 'Geocode' button is located at the bottom center of the form. At the bottom right, there are 'Update' and 'Cancel' buttons.

Figure 1 - 6 Edit Site Settings Screen

3. Type the **store location name**.
4. Type a **description** for the location, if desired. The description does not appear on the Locations page. Large multi-site operations may use a description to designate between corporate versus franchise store.
5. Enter the **store location physical address**.
6. Type the **city, state** and **postal code** for the store location.
7. Type the **external Id** for the store location, if needed.
8. Type the **voice phone number** for the store location.
9. Type the **fax phone number** for the store location.
10. Select **Browsable** from the 'Locator' drop-down list to make the store visible on the Locations page of your online ordering site, or select **NotBrowsable** to hide the store on the Locations page.
11. Select from the 'Live Orders' drop-down list, according to one of the following settings:
 - **NotAcceptingOrders** - A consumer can view the menu, if you set the Store Locator setting to Browsable, but the store cannot accept online orders.
 - **PreLive** - The store is in the testing phase, where you submit online orders to ensure all operational needs are satisfied. During the implementation process, it should set a store to PreLive. The Live Orders setting controls the ability of the store to take online orders,

- **PublicLive** - The store is live and accepting online orders from consumers.
 - **CallInOrdersOnly** - Use this setting only when using Call Center Functionality.
-



Consult with the Aloha Online Implementation Team at support@alohaenterprise.com prior to making changes to the 'Live Orders' setting.

12. Select **True** from the 'Ordering Enabled' drop-down list to enable the store to receive orders, or select **False** to disable the store from receiving orders. Do not make changes to this setting without consulting the Aloha Online Ordering Implementation team.
 13. Enter the **delivery range** for the store location, or do not specify a range if you want to use the delivery ranges established in company settings. The delivery range identifies the delivery radius for the site location, unless you configure a delivery zone.
 14. Click **Geocode** at the bottom of the screen. The system determines and then fills in the 'Latitude' and 'Longitude' of the site location based on the address you entered.
 15. Select **True** from the 'Pickup Enabled' drop-down list if the store location offers the pickup order mode, or select **False** to disable customer pickup.
 16. Click **Curbside** if you offer curbside pickup to your consumers. When you enable curbside pickup, additional options appear on the check out page of the online ordering site for the consumer to enter their car make, model, and color.
 17. Select **True** from the 'Delivery Enabled' drop-down list, if the store location offers delivery of orders, or select **False** to disable delivery.
-



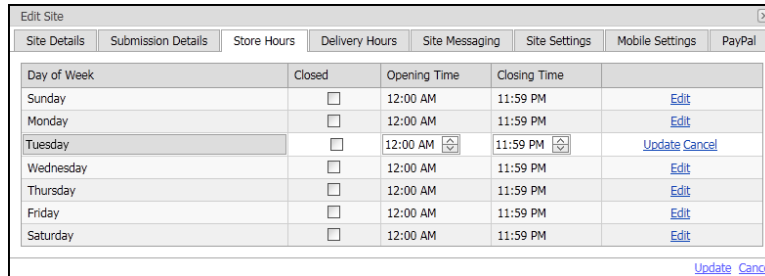
For the order modes you select, You must set the same order modes in Menu Configurator > Web Menu > Menu Management.

18. Select the **web design ID** from the drop-down list. The web design ID reads as the concept name and associates features within other areas of Web Admin to a particular location.
19. (Optional) Enter an **email address** to designate an email address at the store location to receive copies of all order email messages generated by the system. To enter multiple addresses, enter a semicolon between email addresses.
20. Enter the **amount of time in minutes** for the pickup prep lead time for the store location. Leave blank if you plan to use the value established in company settings.
21. Enter the **amount of time in minutes** for the delivery prep lead time for the store location. Leave blank if you plan to use the value established in company settings.
22. Click **Update** at the bottom of the screen.

To define the store hours of the online ordering site for the store location:

Use the Store Hours tab to designate the times of day during which you want the online ordering site to allow consumers to submit orders to the store location.

1. While still in the Sites function, select the **Store Hours** tab.
2. Select the **day of week** to edit.



Day of Week	Closed	Opening Time	Closing Time	
Sunday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Monday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Tuesday	<input type="checkbox"/>	12:00 AM <input type="text"/>	11:59 PM <input type="text"/>	Update Cancel
Wednesday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Thursday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Friday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Saturday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit

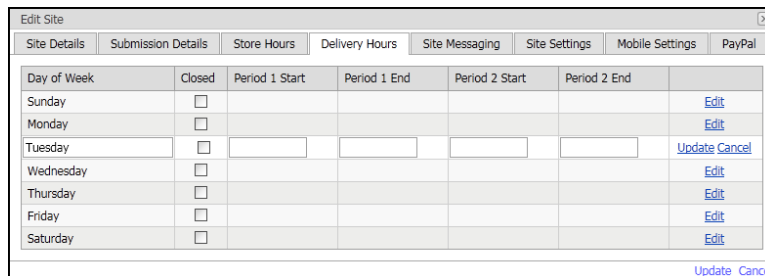
Figure 1 - 7 Edit Store Hours

3. Click **Edit**.
4. Make the **desired changes**.
 - Click **Closed** to prevent a consumer from submitting online orders for a particular day.
 - To change the time of day, select the **hour, minutes, or AM/PM**, and use the **up and down arrow buttons** to make the desired changes.
5. Click **Update** to the right of the day.
6. Repeat **steps 2 through 5** to edit other days of the week.
7. Click **Update** at the bottom of the screen.

To define the online order delivery hours for a store location:

Use the Delivery Hours tab to designate the time of day during which a consumer can place an online order for delivery. If necessary, you can set staggered times, if you only support delivery at specific times during the day. If your delivery hours are the same as your store hours, it is not necessary to add the information again. If you select Closed for a day of the week on the Delivery Hours tab, when a consumer attempts to place an order for delivery, they receive the following message, 'Sorry, there are no available delivery times for this date.'

1. While still in the Sites function, the **Delivery Hours** tab.
2. Select the **day of week** to edit.



Day of Week	Closed	Period 1 Start	Period 1 End	Period 2 Start	Period 2 End	
Sunday	<input type="checkbox"/>					Edit
Monday	<input type="checkbox"/>					Edit
Tuesday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Update Cancel
Wednesday	<input type="checkbox"/>					Edit
Thursday	<input type="checkbox"/>					Edit
Friday	<input type="checkbox"/>					Edit
Saturday	<input type="checkbox"/>					Edit

Figure 1 - 8 Edit Delivery Hours

3. Click **Edit** to the far right of the selected day.
4. Make the **desired changes**.
 - Click **Closed** to prevent a consumer from submitting a delivery order for the selected day.
 - To create a time period in which you allow delivery for online orders, enter the **start time** in 'Period 1 Start' and the **end time** in 'Period 1 End.' The system allows you to create two periods for delivery for each day.
5. Click **Update** to the far right of the selected day.
6. Repeat **steps 4 through 7** to edit other days of the week.
7. Click **Update** at the bottom right of the screen.

To add site-specific text to the receipt area:

Use the Site Messaging tab to specify site-specific information to appear in the receipt area on the Select a Pickup Time page of the online ordering site when the receipt area is empty. The Site-specific messaging supports the use of basic HTML tags and rich text editing. Typically, depending on the font size and box dimensions, you can display between nine hundred and a thousand characters.



Figure 1 - 9 Receipt Area of Web site

1. While still in the Sites function, select the **Site Messaging** tab.

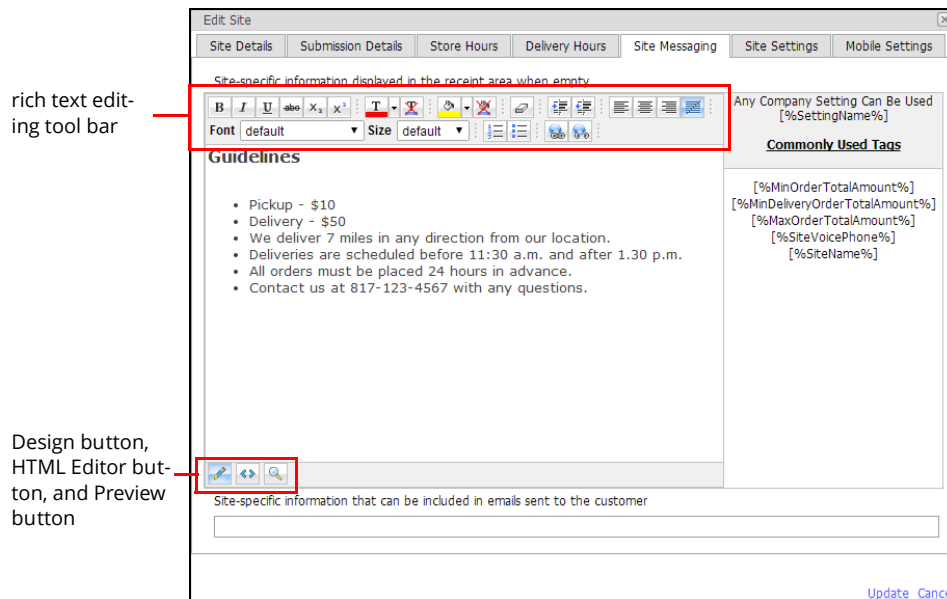


Figure 1 - 10 Site Messaging Edit Site Screen

2. Enter and edit the **text** to appear.
 - Use the **rich text editing tool bar** at the top, as necessary.
 - To use or view the HTML tags, select the **HTML Editor button** on the bottom left side of the screen. The system hides the editing tool bar and you can edit the text using basic HTML tags. Click the Design button to exit the HTML editor and display the editing tool bar.
3. Click the **preview button** on the bottom left side of the screen to preview your changes.
4. Click **Update** at the bottom of the screen.

To apply settings specific to a store location:

Use the Site Settings tab to override the company settings for a specific store location. The system only allows you to override the following settings:

- Pickup Minimum
- Delivery Minimum
- Maximum Order Total Amount
- Maximum Line Item Quantity
- Maximum Order Line Count
- Menu Lead Time Days
- Pickup Lead Time Hours
- Delivery Lead Time Hours
- Maximum Order Future Day Count
- Hide Tax

Refer to [Company Settings](#) for more information on the values you can enter for these settings.

1. While still in the Sites function, select the **Site Settings** tab.

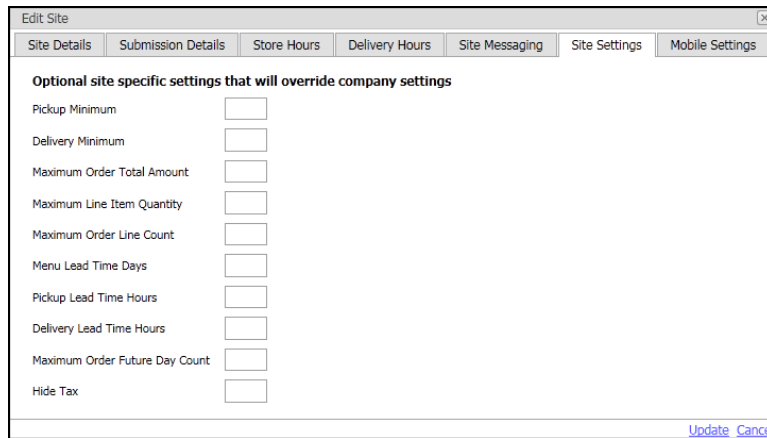


Figure 1 - 11 Site Settings Edit Site

2. Enter the **value** for the setting you want to override.
3. Click **Update** on the bottom of the screen.

To configure mobile settings for a store location:

Use the Mobile Settings tab to override the company settings related to mobile ordering for a specific store location.

1. While still in the Sites function, select the **Site Details** tab.
2. Select **True** from the 'Mobile Enabled' drop-down list.
3. Select the **Mobile Settings** tab.

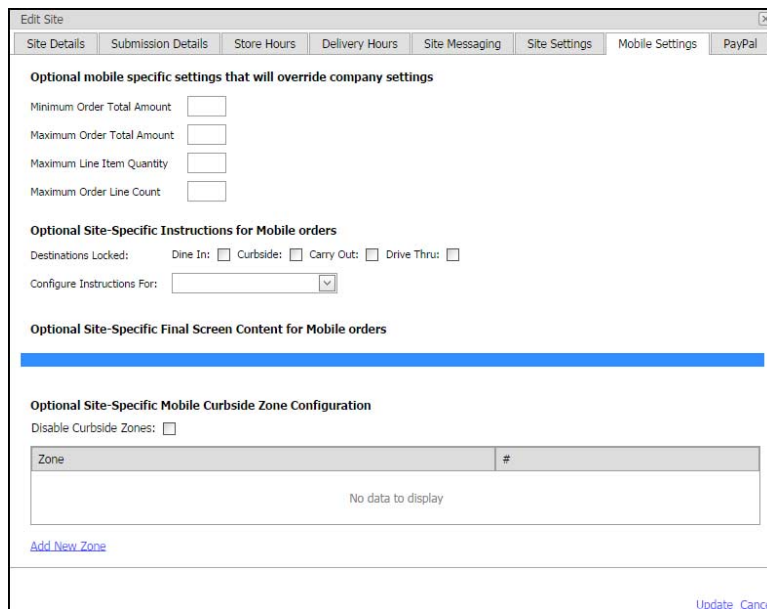


Figure 1 - 12 Mobile Settings Tab

4. Under 'Optional mobile specific settings that will override company settings,' specify the **mobile settings** for which you want to override the values in company settings. Refer to [Company Settings](#) for more information on the values you can enter for these settings. You can modify the following:
 - Minimum Order Total Amount
 - Maximum Order Total Amount
 - Maximum Line Item Quantity
 - Maximum Order Line Count
5. Under 'Optional Site-Specific Instructions for Mobile orders,' select the **destinations** to lock and select the **mobile setting** for which to apply the destinations from the 'Configure Instructions For' drop-down list.
6. (Optional) Under 'Optional Site-Specific Mobile Curbside Zone Configuration,' select **Disable Curbside Zones**.
7. Click **Update** at the bottom of the screen.

To configure PayPal settings for a store location:

Before you can configure the settings for PayPal, you must change the value for EnablePayPalHere in company settings to True. After which, the PayPal tab appears on the Edit Site screen. For information on editing a company setting, refer to ["To add or edit a company setting:" on page 1-8](#).

1. While still in the Sites functions, select the **PayPal tab**.

The screenshot shows a web interface titled 'Edit Site' with a tabbed menu at the top. The 'PayPal' tab is selected and active. Below the menu, the section is titled 'Update PayPal Here Configuration'. It contains seven text input fields, each with a label to its left: 'Access Token', 'Refresh Token', 'IdToken', 'Token Type', 'Expiration', 'Merchant Email', and 'PayPal Location ID'. At the bottom right of the form area, there are two buttons: 'Update' and 'Cancel'.

Figure 1 - 13 PayPal Tab

2. Enter the **access token**.
3. Enter the **refresh token**.
4. Enter the **Id token**.
5. Enter the **token type**.
6. Enter the **expiration date**.
7. Type the **merchant email address**.
8. Enter the **PayPal location ID**.
9. Click **Update** at the bottom of the screen.

To edit a site location:

You can quickly and easily edit the information and configuration for an online ordering site location.

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select a **store location**.
3. Click **Edit Site**.

4. Make the **necessary changes**.
5. Click **Update**.

To clone a site location:

Use the Clone Site function to quickly add an additional location. This saves data-entry time as the system creates a new store and copies the data from the first location into the cloned location. When you click Clone Site, the system displays the Edit Site screen for you to edit the information for the additional location.

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select a **store location** to clone.
3. Click **Clone Site**. The system duplicates the store location information and displays the Edit Site screen for the new location.
4. Update the **information** as necessary. For example, you may need to edit the address, phone, live order status, and online ordering store hours information.
5. Click **Update**.

Assigning Company Settings to a Site Location

By default, the system assigns the default company settings to all site locations. If you create additional sets, use the Site Setting Assignment function to assign the set to a site location. If you plan to use the default set for all of your site locations, skip this procedure.

1. In Web Admin, select **Configuration > Site Setup > Site Setting Assignment**.

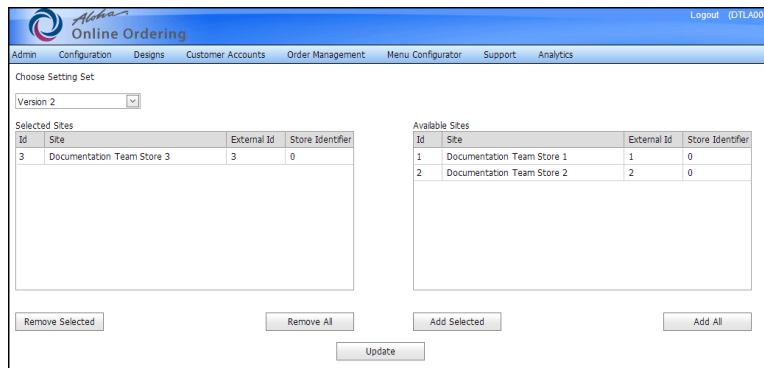


Figure 1 - 14 Site Setting Assignment

2. Select a **setting set** from the 'Choose Setting Set' drop-down list. The sites assigned to the set appear under 'Selected Sites,' and the sites assigned to other sets appear under 'Available Sites.'
3. Under 'Available Sites,' select the **site location** to which to apply the set, and click **Add Selected**. The system moves the site to 'Selected Sites.' To remove a site location from a set, under 'Selected Sites,' select the **site location**, and click **Remove Selected**.
4. Click **Update**.

Using a Special Event to Override Normal Hours

Use Special Events to designate specific periods of time during which the online ordering store does not accept orders or when the online ordering store will open or close at other than normal times. Special Events temporarily override the hours listed in Site Set Up > Sites. If you plan to close or operate at shortened hours for holidays, you must use the Special Events function to define those time periods. If you configure overlapping special events, the system applies the first special event in the list.



Web Admin does not recognize holiday patterns, such as Christmas Day or New Year's Day. Each year, you must enter or edit the holiday information.

To create a special event to override normal hours:

1. In Web Admin, select **Configuration > Site Setup > Special Events**.
2. Click **Add Special Event**.

Add/Remove by Site Group	
Id	Site Group Name
1	Atlanta Stores
2	Alpharetta Stores

Available Sites				
Id	Site	External Id	Store Id	Site Groups
1	Nico Alpharetta	1	0	
2	Nico Duluth	2	0	Atlanta Stores
3	Nico Marietta	3	0	Alpharetta Stores
4	Nico Midtown		0	
5	Nico Magicl		0	
6	Nico Little 5 Points		0	
7	Nico Dallas		0	Alpharetta Stores
8	Nico South Dallas		0	
n	Nico Music Dalthe	n	n	

Figure 1 - 15 Special Events

3. Type a **name** for the special event. The name only appears in Web Admin. When a consumer selects the Time page, the date is not available for selection.
4. Select a **start date** for the special event.
5. Select an **end date** for the special event.
6. Select **Is Closed** if you plan to close for the entire day for the special event. When you select 'Is Closed,' 'Open Time' and 'Close Time' are not available and the system automatically selects 'Is Closed For Delivery.'

-OR-

Enter an **open time** and a **close time** for the special event.

7. (Optional) Type a **description** for the event purpose. The description only appears in Web Admin.
8. Click **Is Closed for Delivery**, if you do not plan to offer delivery for online orders for the special event.

-OR-

Enter the **start time** and **end time** for the specific periods for which you plan to offer delivery for orders.

If you configure a special event, do not select 'Is Closed For Delivery,' and do not enter a start and end time for delivery, the system uses the store times for the available delivery times.

9. To assign a **special event** to a site, perform one of the following:
 - To assign a special event to all site locations, select **Is Company Wide**. The system moves all site locations from 'Available Sites' to 'Selected Sites.'
 - To assign a special event by **adding the sites from a site group**, select a site group from the 'Add/Remove by Site Group' list and click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.
 - To unassign a special event by **removing the sites found in the site group**, select a site group from the 'Add/Remove by Site Group' list and click **Remove Selected Group**. The sites included in the site group are removed from the 'Selected Sites' list.
 - To assign a special event to a **single site**, select the **site** from the 'Available Sites' list box and click **Add Selected** to move the site to the 'Selected Sites' list box.
 - To assign a special event to **all sites**, click **Add All** to move all sites to the 'Selected Sites' list box. **Notes:** This is the default behavior when you first add a special event.
 - To **exclude a special event from a single site**, select the **site** from the 'Selected Sites' list box and click **Remove Selected** to move the site to the 'Available Sites' list box.
 - To **exclude a special event from all sites**, click **Remove All** to move all sites to the 'Available Sites' list box.
10. Click **Save**.
11. Click **Close**.

To edit or delete a special event:

1. Select **Configuration > Site Setup > Special Events**.
2. Select the **special event** to edit or delete.
3. Click **Edit Special Event**, make the **necessary changes**, click **Save**, and click **Close**.

-OR-

Click **Delete Special Event** to remove the special event.



Use caution when deleting a special event as the system does not provide a warning message prior to deleting the special event.

Designating a Site as Closed

In some situations, it may be necessary to designate a site as closed for emergency purposes.

1. In Web Admin, select **Configuration > Site Setup > Emergency Close**.

Choose Emergency Closed Sites				
Selected Sites				
Id	Site	External Id	Store Id	Site Groups

Available Sites				
Id	Site	External Id	Store Id	Site Groups
1	Nico Alpharetta	1	0	
2	Nico Duluth	2	0	Atlanta Stores
3	Nico Marietta	3	0	Alpharetta Stores
4	Nico Midtown		0	
5	Nico Magic!		0	
6	Nico Little 5 Points		0	
7	Nico Dallas		0	Alpharetta Stores
8	Nico South Dallas		0	
9	Nico Music Dallas		0	

Buttons: Remove Selected, Remove All, Add Selected, Add All, Update

Figure 1 - 16 Emergency Close Screen

2. To assign an emergency closed event to a site, perform one of the following:
 - To assign an emergency closed event to a **single site**, select the **site** from the 'Available Sites' list box and click **Add Selected** to move the site to the 'Selected Sites' list box.
 - To assign an emergency closed event to **all sites**, click **Add All** to move all sites to the 'Selected Sites' list box. **Notes:** This is the default behavior when you first add a emergency closed event.
 - To **exclude an emergency closed event from a single site**, select the **site** from the 'Selected Sites' list box and click **Remove Selected** to move the site to the 'Available Sites' list box.
 - To **exclude an emergency closed event from all sites**, click **Remove All** to move all sites to the 'Available Sites' list box.
3. Click **Update**.

Adding Text About a Site to Store Locator

Site attributes enable you to add text about a site location on the Store Locator page, such as 'Now Serving Shrimp!' This text appears below the address, phone, and hours of operation, and the system offsets the site attribute text with an asterisk. You can add multiple lines of site attribute text and arrange the order in which they appear. After you create the site attribute text, you then assign the text to site locations.

To create the text to appear on store locator:

1. In Web Admin, select **Configuration > Site Setup > Site Attributes**.

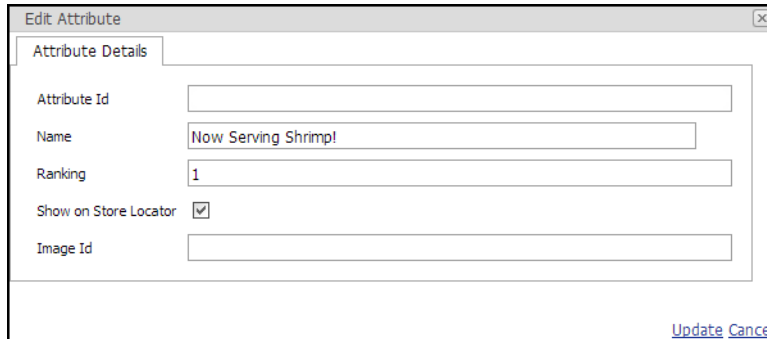
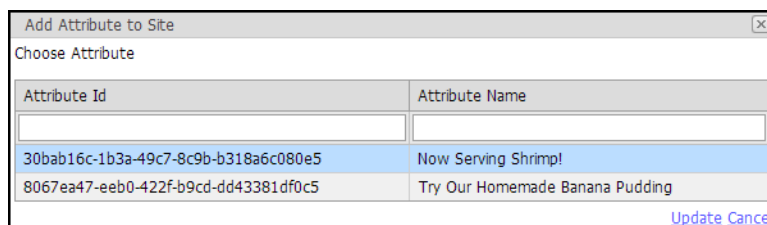


Figure 1 - 17 Edit Attribute Screen

2. Click **Add Attribute**. The Edit Attribute screen appears.
3. Leave the **Attribute ID** blank as the system assigns this number to the site attribute.
4. Type the **text** to appear on the website in the name field.
5. Assign a **ranking** to the text with a numerical value. If you assign multiple site attributes to a site location, the system displays them according to their ranking, with '1' being the highest ranking.
6. Click **Show on Store Locator**.
7. (Optional) type the **file name** for a graphics file to display with the site attributes text.
8. Click **Update**, and continue to the next procedure to assign the site attribute text to a site location.

To assign a site attribute to a site location:

1. IN Web Admin, select **Configuration > Site Setup > Site Attribute Assignment**.
2. Select a **site location** from the 'Choose Site' drop-down list.
3. Click **Add Attribute**. The Add Attribute to Site screen appears.



Attribute Id	Attribute Name
30bab16c-1b3a-49c7-8c9b-b318a6c080e5	Now Serving Shrimp!
8067ea47-eeb0-422f-b9cd-dd43381df0c5	Try Our Homemade Banana Pudding

Figure 1 - 18 Add Attribute to Site Screen

4. Select the **site attribute** to add to the site location.
5. Click **Update**. The system adds the site attribute to the site location.

To edit or delete a site attribute:

1. Select **Configuration > Site Setup > Site Attributes**.
2. Select the **site attribute** to edit or delete.
3. Click **Edit Attribute**, make the **necessary changes**, and then click **Update**.

-OR-

Click **Delete Attribute** to remove the site attribute.



Use caution when deleting a site attribute as the system does not provide a warning message prior to deleting the site attribute.

To remove a site attribute from a site location:

In some cases, you may not want to delete a site attribute, but you may want to remove it from a particular site location.

1. Select **Configuration > Site Setup > Site Attribute Assignment**.
2. Select the **site location** from the 'Choose Site' drop-down list.
3. Select the **site attribute** to remove from the store location.
4. Click **Delete Attribute**. The system only removes the site attribute from the store location; it does not delete the site attribute.

Configuring Lead Times and Prep Times

Prep times and lead times allow you to calculate the next available time slot during which a consumer can receive an order. You can establish a global prep time and lead time at the company level and then override these settings at the site level, if needed. You can also configure the number of minutes after a store opens at which the online ordering site can begin accepting orders. For example, if the online site opens at 11:00 a.m., you may set a buffer of 15 minutes and begin accepting online orders at 11:15 a.m. The system supports the buffer setting at the company level only.

Configuring Lead Times

You can specify the next available time slot for which a consumer can receive an order, relative to the time at which the consumer places the order. Aloha Online Ordering does not require you to configure lead times.

You can set three types of lead times:

- **Menu Lead Time Days** — Specifies the number of days in the future for the first available order. The order time available is always the first available time for that day. You can create menu lead time days as a company setting, and you can create a site setting to override the value in company settings.
- **Pickup Lead Time Hours** — Specifies the exact number of hours in the future for the first available order time for pickup orders. The hours calculate in exact calendar hours from the current time. Menu Lead Time Days overrides Pickup Menu Lead Time Hours. You can create menu lead time days as a company setting, and you can create a site setting to override the value in company settings.
- **Delivery Lead Time Hours** — Specifies the exact number of hours in the future for the first available order time for delivery orders. The hours calculate in exact calendar hours from the current time. Menu Lead Time Days overrides Delivery Menu Lead Time Hours. You can create menu lead time days as a company setting, and you can create a site setting to override the value in company settings.
- **(Pickup/Delivery) Prep Lead Time** — Specifies a certain number of minutes after open when the first order is available. This is available as a site setting only. This setting works in conjunction with 'Menu Lead Time Days.'

To configure Menu Lead Time Days as a company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **MenuLeadTimeDays**.
3. Click **Edit Setting**.
4. Change the **value** to the desired lead time. For example, if you were to enter '2' as the value, the first available order time is two days in the future, at the time the store opens.
5. Click **Update**.

To configure Menu Lead Time Days as a site setting:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **site location**.
3. Click **Edit Site**.

4. Select the **Site Settings** tab.

The screenshot shows a web application window titled 'Edit Site'. It has several tabs: 'Site Details', 'Submission Details', 'Store Hours', 'Delivery Hours', 'Site Messaging', 'Site Settings', and 'Mobile Settings'. The 'Site Settings' tab is active. Below the tabs, there is a section titled 'Optional site specific settings that will override company settings'. This section contains several input fields, each with a label and a text box. The 'Menu Lead Time Days' field is highlighted with a red oval. The fields are: Pickup Minimum, Delivery Minimum, Maximum Order Total Amount, Maximum Line Item Quantity, Maximum Order Line Count, Menu Lead Time Days, Pickup Lead Time Hours, Delivery Lead Time Hours, Maximum Order Future Day Count, and Hide Tax. At the bottom right of the form, there are 'Update' and 'Cancel' buttons.

Figure 1 - 19 Menu Lead Time Days Site Settings Tab

5. Type the **number of days** in Menu Lead Time Days.
6. Click **Update**.

To configure Pickup Lead Time Hours as a company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **PickupLeadTimeHours**.
3. Click **Edit Setting**.
4. Change the **value** to the desired lead time. For example, if you were to enter '24' as the value, the first available order time is twenty four hours from the present time.
5. Click **Update**.

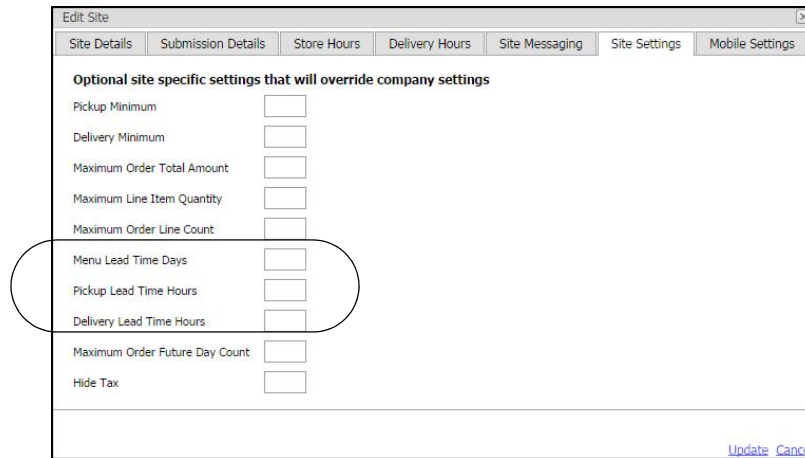
To configure Delivery Lead Time Hours as a company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **DeliveryLeadTimeHours**.
3. Click **Edit Setting**.
4. Change the **value** to the desired lead time. For example, if you were to enter '24' as the value, the first available order time is twenty four hours from the present time.
5. Click **Update**.

To configure Pickup and Delivery Lead Time Hours as a site setting:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **site location**.
3. Click **Edit Site**.

4. Select the **Site Settings** tab.



The screenshot shows a web application window titled "Edit Site" with several tabs: "Site Details", "Submission Details", "Store Hours", "Delivery Hours", "Site Messaging", "Site Settings", and "Mobile Settings". The "Site Settings" tab is active. Below the tabs, there is a section titled "Optional site specific settings that will override company settings". This section contains several input fields, each with a corresponding label and a small square input box. The labels are: "Pickup Minimum", "Delivery Minimum", "Maximum Order Total Amount", "Maximum Line Item Quantity", "Maximum Order Line Count", "Menu Lead Time Days", "Pickup Lead Time Hours", "Delivery Lead Time Hours", "Maximum Order Future Day Count", and "Hide Tax". The "Menu Lead Time Days" field is circled in red. At the bottom right of the window, there are "Update" and "Cancel" buttons.

Figure 1 - 20 Menu Lead Time Days Site Settings Tab

5. Type the **number of hours** in Pickup Lead Time Hours.
6. Type the **number of hours** in Delivery Lead Time Hours.
7. Click **Update**.

To configure (Pickup/Delivery) prep lead time:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **site location** for which you want to add a prep lead time.
3. Click **Edit Site**.
4. Select the **Site Details** tab.
5. Type the **minutes** for a Pickup Prep Lead Time, and type the **minutes** for a Delivery Prep Lead Time. For example, if the Menu Lead Time Day is '1' and the Pickup Prep Lead Time is '120' and the Delivery Prep Lead Time is '60,' then for an order placed on Monday at 3 p.m. the next available order time is Tuesday at 5 p.m. for pickup and 4 p.m. for delivery.
6. Click **Update**.

Configuring a Prep Time

Aloha Online Ordering allows you to configure prep times for your online orders. If you use Aloha Takeout, you can employ those configured prep times, or you can create a separate setting in Web Admin.



Refer to the NCR Aloha Takeout Implementation Guide for more information on configuring prep times.

To configure a prep time in Web Admin:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **site**.
3. Click **Edit Site**.

4. Select the **Submission Details** tab.

Field	Value
Order Submit Mode	Integrated
Store Identifier	0
Order Submission Email	
Mobile Order Submission Email	
Enable Fax Fallover	<input type="checkbox"/>
Enable Mobile Fax Fallover	<input type="checkbox"/>
Fax Fallover Time Zone	
Use Below Store PrepTimes	<input checked="" type="checkbox"/>
Time Zone	(UTC-06:00) Central Time (US & Canada)
Pickup Prep Time	15
Delivery Prep Time	30
Tax Jurisdiction	
Credit Processing Mode	Integrated
Host-To-Host Credit plugin	
Credit Merchant Configured	False
Credit Merchant Id	
Credit Merchant Key	

Figure 1 - 21 Submission Details Tab

5. Select **Use Below Store PrepTimes**. A prompt appears.
6. Click **OK**.
7. Select the **time zone** for the site location from the drop-down list.
8. Type the **minutes** for Pickup Prep Time.
9. Type the **minutes** for Delivery Prep Time.
10. Click **Update**.

Configuring a Prep Time Adjustment

Prep time adjustments enable you to configure additional prep time for your kitchen staff when a consumer places an order at or above a certain amount. As the consumer adds items to their online order and reaches the specified amount, the system notifies the consumer of the new promise time before the Payment page. The consumer must accept the new promise time or reduce the number of items contained in the order.

You can create tiers of prep time adjustments. For example, for orders reaching \$100, you can create a prep time adjustment of 30 minutes. For orders reaching \$200, you can create a second tier further adjusting the prep time to 60 minutes. For orders reaching \$300, you can create a third tier further adjusting the prep time to 90 minutes.

To add a prep time adjustment:

1. In Web Admn, select **Configuration > Site Setup > Prep Time Adjustments**.
2. Click **Add Adjustment**.

The screenshot shows a web form titled "Edit Adjustment" with three tabs: "Adjustment Details", "Adjustment Tiers", and "Assigned Sites". The "Adjustment Details" tab is active, showing two text input fields labeled "Name" and "Description". At the bottom right of the form, there are two buttons: "Update" and "Cancel".

Figure 1 - 22 Edit Adjustment

3. Type the **name** for the adjustment.
4. Type a **description** for the adjustment.
5. Select the **Adjustment Tiers** tab.

The screenshot shows the "Edit Adjustment" form with the "Adjustment Tiers" tab selected. It displays a table with the following data:

Minimum Amount	Additional Minutes	
\$100.00	30	Edit New Delete

At the bottom right of the form, there are two buttons: "Update" and "Cancel".

Click New.

Figure 1 - 23 Edit Adjustment Tiers

6. Click **New**.
7. Enter the **minimum amount** for the tier.
8. Enter the **additional minutes** of prep time.
9. Click **Update**.
10. Click **New** to add additional tiers, if necessary. You can also edit a tier by clicking **Edit**, or delete a tier by clicking **Delete**.
11. Select the **Assigned Sites** tab.

The screenshot shows the "Edit Adjustment" form with the "Assigned Sites" tab selected. It displays two tables side-by-side:

Selected Sites			
Id	Site	External Id	Store Identifier
1	Documentation Team Store 1	1	0
2	Documentation Team Store 2	2	0

Available Sites			
Id	Site	External Id	Store Identifier
3	Documentation Team Store 3	3	0

Below the tables are four buttons: "Remove Selected", "Remove All", "Add Selected", and "Add All". At the bottom right of the form, there are two buttons: "Update" and "Cancel".

Figure 1 - 24 Assigned Sites

12. Click **Add All** to add the prep time adjustment for all store locations.

-OR-

Select a **specific site location** and click **Add Selected** to add the prep time adjustment for the site location.

13. Click **Update**.

To edit or delete a prep time adjustment:

1. In Web Admin, select **Configuration > Site Setup > Prep Time Adjustment**.
2. Select the **prep time adjustment** to edit or delete.
3. Click **Edit Adjustment**, make the **necessary changes**, and click **Update**.

-OR-

Click **Delete Adjustment** to remove the prep time adjustment.



Use caution when deleting an adjustment as the system does not provide a warning message prior to deleting the adjustment.

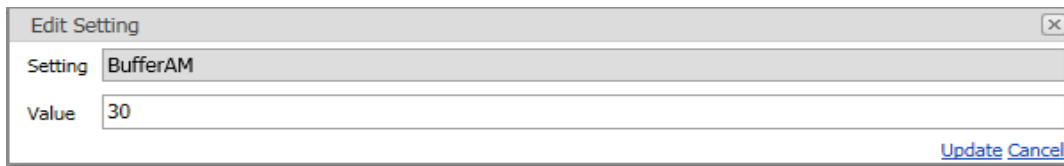
Configuring Buffer A.M. Pickup and Buffer A.M. Delivery Prep Times

You can configure the number of minutes after a store opens at which the online ordering site can begin accepting orders. For example, if the online site opens at 11:00 a.m., you may set a buffer of 15 minutes and begin accepting online orders at 11:15 a.m.

The image shows a screenshot of a web application interface for editing site settings. The window title is "Edit Site". There are several tabs at the top: "Site Details", "Submission Details", "Store Hours", "Delivery Hours", "Site Messaging", "Site Settings", "Mobile Settings", and "Kiosk Configuration". The "Site Settings" tab is active. Below the tabs, there is a section titled "Optional site specific settings that will override company settings". This section contains a list of settings, each with a text input field. The settings include: Pickup Minimum (1), Delivery Minimum (2), Maximum Order Total Amount (3), Maximum Same Day Order Total Amount, Maximum Line Item Quantity, Maximum Order Line Count, Menu Lead Time Days, Pickup Lead Time Hours, Delivery Lead Time Hours, Maximum Order Future Day Count, Hide Tax, Terminal Id, Merchant Id, DataWire Id, Loyalty Order Mode ID, Third Party Credit Processing, and Use Tokenized Payments. At the bottom of this list, two settings are highlighted with a red rectangular box: "Buffer AM Pickup Prep Time Minutes" with a value of 4, and "Buffer AM Delivery Prep Time Minutes" with a value of 106. At the bottom right of the form, there are "Update" and "Cancel" buttons.

Figure 1 - 25 Edit Site - Site Settings Tab

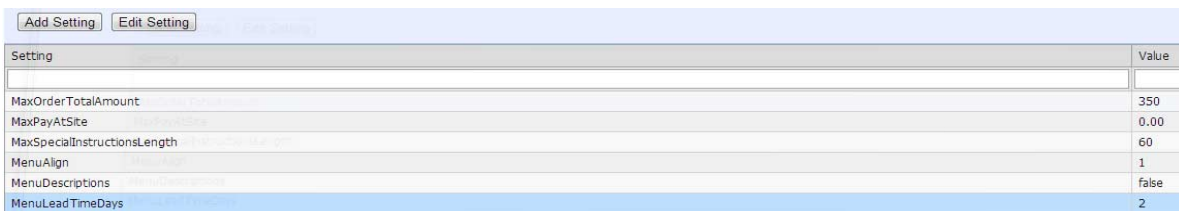
These settings allow you to establish a buffer for each individual site and override the company setting 'BufferAM' in Configuration > Company Settings Setup.



The screenshot shows a dialog box titled "Edit Setting" with a close button (X) in the top right corner. Inside the dialog, there is a "Setting" field containing the text "BufferAM" and a "Value" field containing the number "30". At the bottom right of the dialog, there are two buttons: "Update" and "Cancel".

Figure 1 - 26 BufferAM Setting in Configuration > Company Settings Setup

The 'Buffer AM Pickup Prep Time Minutes' and 'Buffer AM Delivery Prep Time Minutes' also respect the company setting 'MenuLeadTimeDays' in Configuration > Company Setting Setup. The system adds the number of days of lead time to the buffer AM value.



Setting	Value
MaxOrderTotalAmount	350
MaxPayAtSite	0.00
MaxSpecialInstructionsLength	60
MenuAlign	1
MenuDescriptions	false
MenuLeadTimeDays	2

Figure 1 - 27 MenuLeadTimeDays in Configuration > Company Settings Setup

When you enter a value for the company setting 'MenuLeadTimeDays' the 'Buffer AM Pickup Prep Time Minutes' and 'Buffer AM Delivery Prep Time Minutes' also respect the 'Pickup Prep Lead Time' and 'Delivery Lead Time' options in Configuration > Site Setup > Sites > Site Details tab. If you set a value in these options, the system uses the higher value of the pickup or delivery configuration,

respectively. For example, if you enter '30' in 'Pickup Prep Lead Time' and also enter '15' in 'Buffer AM Pickup Prep Time Minutes,' the system uses the value in 'Pickup Prep Lead Time' because it has the higher value and it does not use the value in 'Buffer AM Pickup Prep Time Minutes.'

Field	Value
Name	Hosted Solutions Lab
Description	
AddressLine1	123 Rosemary CT
AddressLine2	2nd Floor
City	Vintage
State	CT
Postal	32444
External Id	14556
VoicePhone	7745556644
FaxPhone	
Locator	Browsable
Live Orders	PublicLive
Enabled	True
Delivery Range	15
Latitude	30.2371159
Longitude	-85.6537627
Pickup	<input checked="" type="checkbox"/>
Curbside (only supported in Aloha /w ATO)	<input type="checkbox"/>
Delivery	<input checked="" type="checkbox"/>
Web Design Id	Chick-fil-A Playground
Configuration Set Id	Auto-Tender Testing
Order BCC Email List	
Pickup Prep Lead Time	120
Delivery Prep Lead Time	60
Mobile Enabled	True
Billing Type	Billable

Figure 1 - 28 Lead Time Options in Configuration > Site Setup > Sites > Site Details Tab

To configure a buffer for the pickup and delivery prep time minutes at the site level:

1. In Web Admin, select **Configuration > Site Setup > Site**.
2. Select a **site** from the list and click **Edit Site**.
3. Select the **Site Settings** tab (Figure 1 - 25).
4. Type the number of **minutes** in 'Buffer AM Pickup Prep Time Minutes.'
5. Type the number of **minutes** in 'Buffer AM Delivery Prep Time Minutes.'
6. Click **Update**.
7. Repeat this **procedure** for each site for which you want to configure the pickup and delivery prep time minutes.
8. Exit the **Site Setup** function.

Assigning Settings to a Group of Stores

Use Site Group Setup to assign settings or attributes to a group of stores, rather than making your changes on a store-by-store basis. You can use site groups for exclusions, First, you create a site group, and then you assign the store locations to the site group.

To create a site group:

You must first create a site group before you can assign store locations to a group. You can create as many site groups as necessary.

1. In Web Admin, select **Configuration > Site Group Setup > Site Groups**.
2. Click **Add Site Group**. The Add Site Group screen appears.

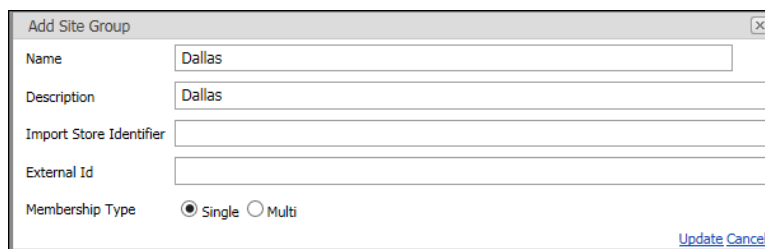


Figure 1 - 29 Add Site Group Screen

3. Type the **name** for the site group.
4. Type a **description** for the site group to assist you in quickly identifying the group, such as 'Dallas stores,' or 'Fort Worth stores.'
5. Click **Update**.

To edit or delete a site group:

1. In Web Admin, select **Configuration > Site Group Setup > Site Groups**.
2. Select the **site group** to edit or delete.
3. Click **Edit Site Group**, make the **necessary changes**, and then click **Update**.

-OR-

Click **Delete Site Group** to remove the site group.



Use caution when deleting a site group as the system does not provide a warning message prior to deleting the site group.

To add a store location to a site group:

After you create a site group, you can assign store locations to the site group.

1. In Web Admin, select **Configuration > Site Group Setup > Site Group Assignments**.
2. Select the **site group** for which you want to add store locations from the 'Choose Site Group' drop-down list.

3. Under 'Available Stores,' select the **store location** to add to the site group, and click **Add Selected**. The system moves the store location to 'Selected Sites.' To remove a store location from a site group, under 'Available Stores,' select the **store location** and click **Remove Selected**. The system moves the store location to 'Available Sites.'
4. Click **Update**.

Configuring a Delivery Zone

Aloha Online Ordering can use a defined delivery radius or a delivery zone to determine a delivery area for your online ordering. By default, Aloha Online Ordering uses the defined delivery radius, which you set in Configuration > Site Setup > Sites > Site Details tab. It is possible to have some site locations using a delivery radius, and other site locations using a delivery zone.

You configure a delivery zone by site location. Additionally, you can define areas within a delivery zone to which you do not deliver. When you configure the delivery zone for a site location, the delivery area appears on the online ordering site. For site locations close together, it is possible to create delivery zones that overlap. Consumers can then choose the store location from which to place an online order for delivery. If a consumer enters an address for delivery, and the address falls outside of the delivery area, the online ordering site allows the consumer to place an order for pickup.



Prior to configuring a delivery zone, you must contact your Aloha Online Ordering representative or send an email message to the Aloha Online Ordering Team at support@alohaenterprise.com to enable delivery zone functionality for you.

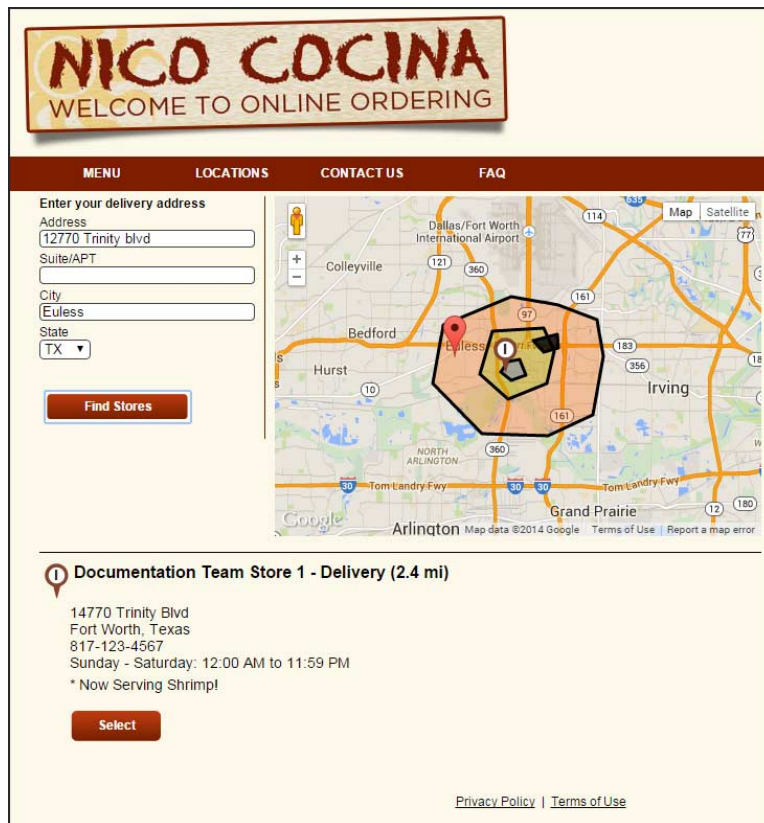


Figure 1 - 30 Online Ordering Site - One Site Location Available

NICO COCINA

WELCOME TO ONLINE ORDERING

MENU
LOCATIONS
CONTACT US
FAQ

Enter your delivery address

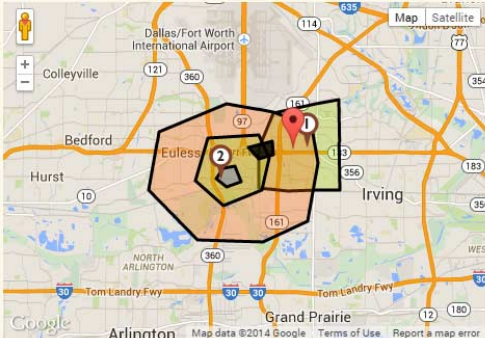
Address
4630 W airport freeway

Suite/APT

City
Irving

State
TX

Find Stores



1 Documentation Team Store 2 - Delivery (1.0 mi)

3333 W. Airport Freeway
Irving, Texas
817-789-1234
Sunday - Saturday: 12:00 AM to 11:59 PM

Select

2 Documentation Team Store 1 - Delivery (2.5 mi)

14770 Trinity Blvd
Fort Worth, Texas
817-123-4567
Sunday - Saturday: 12:00 AM to 11:59 PM
* Now Serving Shrimp!

Select

[Privacy Policy](#) | [Terms of Use](#)

Figure 1 - 31 Online Ordering Site - Consumer Resides Inside Two Delivery Zones

To configure a delivery zone:

1. In Web Admin, select **Configuration > Delivery Zones > Delivery Zone Configuration**.

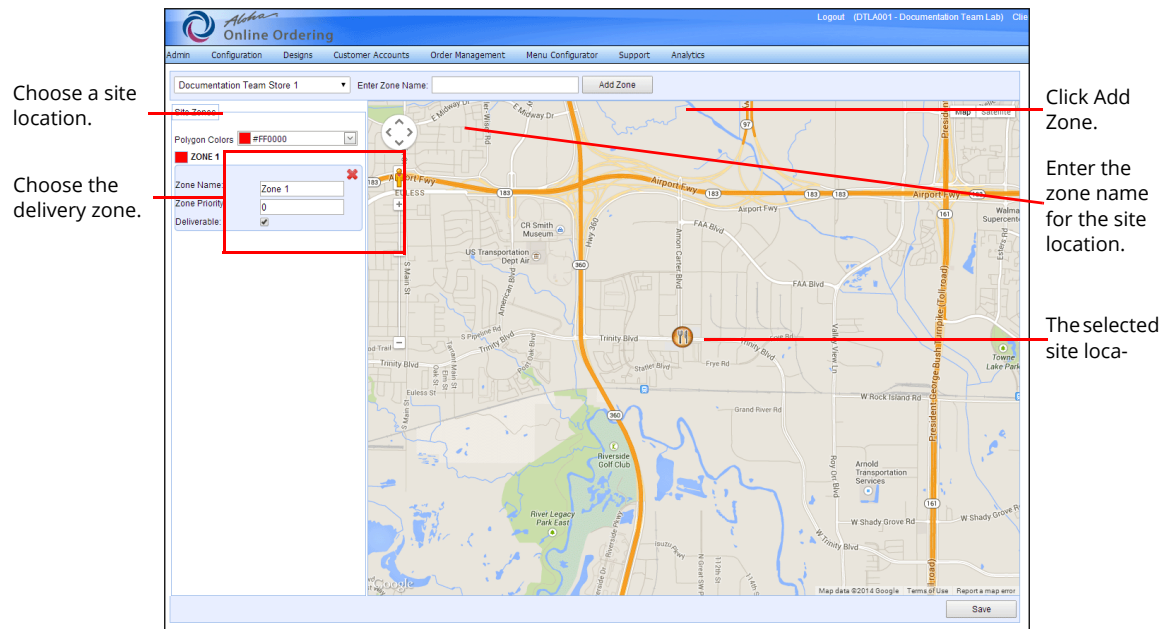



Figure 1 - 32 Delivery Zone Configuration

2. Select the **site location** for which you want to add a delivery zone from the 'Select Site' drop-down list. The system navigates to a map view, and  indicates the site location on the map. If the system navigates to a different address, reset the longitude and latitude settings for the site location using the Geocode button in Configuration > Site Setup > Sites > Site Details tab.
3. Type a **name** for the delivery zone.
4. Click **Add Zone**. The delivery zone you create for the site location is exclusive to the selected site location. The system adds 'Site Zones' to the left of the map.
5. (Optional) Change the **color** for the delivery zone, using one of the following:
 - Select the **color** from the color palette from the 'Polygon Colors' drop-down list.
 - OR-
 - Enter the **polygon color number**.
6. (Optional) Enter the **numeric value** for the zone priority of the delivery zone. By default, the system sets the value to '0.' Zone priority determines which zone to use when an address falls across multiples zones, since different zones may have different delivery fees. For example, for an outer delivery zone you may charge a delivery fee of \$5.00, and for an inner delivery zone you may charge a delivery fee of \$4.00. When an address appears in all zones, zone priority indicates which zone to use when assessing a delivery fee.

7. Confirm the **delivery zone** is for delivery. By default, the system selects deliverable for the delivery zone. If you want to create an undeliverable delivery zone, clear **Deliverable**. You may want to create an undeliverable delivery zone for areas with high crime rates. Undeliverable delivery zones appear in black on the map. You may want to consider creating undeliverable delivery zones first.

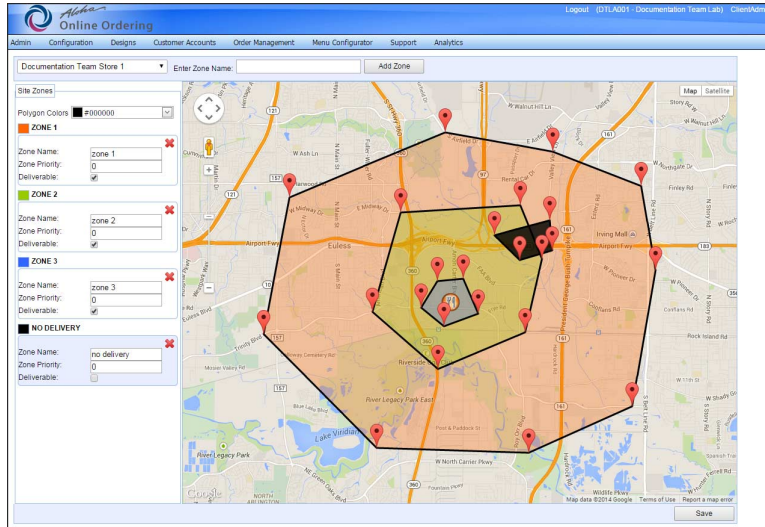



Figure 1 - 33 Delivery Zone Area

8. Determine the **boundary points** of the delivery zone, and click **those points** on the map. The system places a red marker icon  at the boundary point. To move a boundary point, press and hold the left mouse button on the boundary point, drag the boundary point to the desired location on the map, and release the left mouse button.
9. Click **Save**.

Configuring a Delivery Fee

You can configure a delivery fee for use with Aloha Online Ordering. Prior to configuring delivery fees, you must decide which software application will define the delivery fees for your restaurant. You can choose to allow ATO or AOO to determine the delivery fee. With ATO, you can set the delivery fee to be a flat amount or use minimum charge, maximum charge, or check percentage. You cannot use the delivery fees associated with distance or location as configured in ATO. If you want to assess delivery fees by location, you must configure AOO to assess those charges by creating delivery zones and associating a delivery to those zones.

Determining the Delivery Fee Through ATO

When you elect to have ATO determine the delivery fee for online orders, you can use the delivery fee options in ATO except those related to location or distance. Assigning delivery fees for online orders with Aloha Takeout requires ATO v12.1.5 or higher. If you plan to use AOO to determine delivery fees, you may skip this section.

Determining the delivery fee through ATO requires the following:

- Create a POS order mode charge and set it to a fixed rate of '\$0.00.'
- Configure the ATO delivery fees.
- For flat amount delivery fees, in Web Admin, set the UseSiteLevelFees company setting to True. It is not necessary to create a matching delivery fee in AOO **unless** you set the UseSiteLevelFees company setting to False. Then you must create a delivery fee in AOO to match those in ATO and assign it to the store location.
- For non-flat rate delivery fees, set the UseSiteLevelFees company setting to True and disable any delivery fees in AOO.

To create a POS order mode charge:



Refer to the NCR Aloha Table Service or Quick Service Reference Guide for additional information.

1. In CFC or new Aloha Manager, select **Maintenance > System Settings > Order Mode**.
2. Click **New** to add a new order mode.
3. Select **Active**.
4. Select **All Items**.
5. Select **Include Ordered Items**. (QS only)
6. Select **Apply service charge**.
7. Type **Delivery Fee** for the charge line text.
8. Select **None** for the tax to apply to the service charge.
9. Select **Fixed**.
10. Type **0.00** for the amount of the service charge. ATO calculates the delivery fee based on the ATO configuration and passes the amount to the POS, replacing the 0.00 amount.
11. Click **Save** and exit the **Order Mode** function.

In ATO, configure the delivery fees you want to use.



For information on configuring delivery fees in ATO, refer to the NCR Aloha Takeout Implementation Guide.

To change the UseSiteLevelFees company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **set** to edit from the 'Choose Settings Set' drop-down list.
3. Select **UseSiteLevelFees**.
4. Click **Edit Setting**.
5. Type **True** to use the ATO delivery fee settings.
6. Click **Update**.

To create a flat rate delivery fee in AOO:

You only need to create a flat rate delivery fee in AOO if you set the UseSiteLevelFees company setting to False. In that scenario, the flat rate delivery fee in AOO and the delivery fee in ATO must match.

1. In Web Admin, select **Designs > Fees**.
2. Click **Add Fee**. The Edit Fee screen appears.

The screenshot shows a web application window titled "Edit Fee". It has three tabs: "Fee Details", "Fee Tiers", and "Assigned Sites". The "Fee Details" tab is selected. Below the tabs are three input fields: "Name", "Description", and "Fee Type" (a drop-down menu). At the bottom right of the window, there are two buttons: "Update" and "Cancel".

Figure 1 - 34 Edit Fee Screen

3. On the Fee Details tab, type the **name** for the delivery fee.
4. Type a **Description** for the fee.
5. Select **Delivery** from the 'Fee Type' drop-down list.
6. Select the **Fee Tiers** tab.
7. Click **New**.
8. Enter the **amount** for the delivery fee. This is the same amount you configured in ATO.
9. Select the **Assigned Sites** tab. The system lists the available site locations in 'Available Sites.'

Click **Add All** to associate the delivery fee with all site locations. The system moves all the site locations from 'Available Sites' to 'Selected Sites.'

-OR-

Under 'Available Sites,' select the **site locations** to which to apply the delivery fee, and click **Add Selected**. The system moves only the locations you specified to 'Selected Sites.' To disassociate a delivery fee from a site location, under 'Selected Sites,' select the site and click **Remove Selected**.

10. Click **Update**.

To delete a delivery fee:

You only need to use this procedure if you previously configured a delivery fee and now plan to use a non-flat rate delivery fee from ATO.

1. In Web Admin, select **Designs > Fees**.
2. Select the **delivery fee** to edit or delete.
3. Click **Delete Fee** to remove the delivery fee.



Use caution when deleting a delivery fee as the system does not provide a warning message prior to deleting the delivery fee.

Determining the Delivery Fee Through AOO

When you elect to have AOO determine the delivery fee for online orders, you create a delivery zone, a delivery fee, and assign the delivery fee to the delivery zone.

Determining the delivery fee through AOO requires the following:

- Create a POS order mode charge and set it to a fixed rate of '\$0.00.' Refer to ["To create a POS order mode charge:" on page 1-42.](#)
- Configure an ATO delivery fee.



Refer to the NCR Aloha Takeout Implementation Guide.

- Configure a delivery zone in AOO. Refer to ["To configure a delivery zone:" on page 1-40.](#)
- Set the UseSiteLevelFees company setting to False.
- Configure a delivery fee in AOO.
- Assign the AOO delivery fee you created to the delivery zone.

To change the UseSiteLevelFees company setting:

1. In Web Admin, Select **Configuration > Company Settings Setup**.
2. Select the **set** to edit from the 'Choose Settings Set' drop-down list.
3. Select **UseSiteLevelFees**.
4. Click **Edit Setting**.
5. Type **False** to not use the ATO delivery fee settings.
6. Click **Update**.

To create a delivery fee in AOO:

You create a delivery fee, but do not assign it to a site location on the Edit Fee screen.

1. In Web Admin, select **Designs > Fees**.
2. Click **Add Fee**. The Edit Fee screen appears.

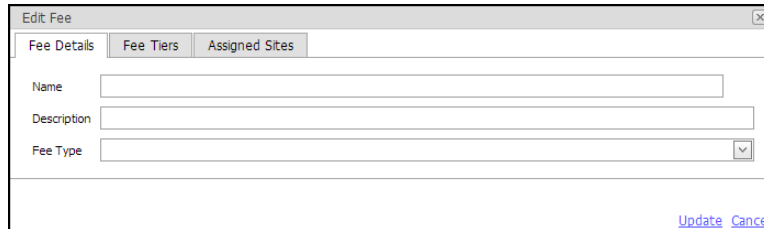


Figure 1 - 35 Edit Fee Screen

3. At the Fee Details tab, type the **name** for the delivery fee.
4. Type a **Description** for the fee.
5. Select **Delivery** from the 'Fee Type' drop-down list.
6. Select the **Fee Tiers** tab.
7. Click **New**.
8. Enter the **amount** for the delivery fee.
9. Click **Update**.

To assign a delivery fee to a delivery zone:

1. In Web Admin, select **Configuration > Delivery Zones > Delivery Zone Maintenance**.

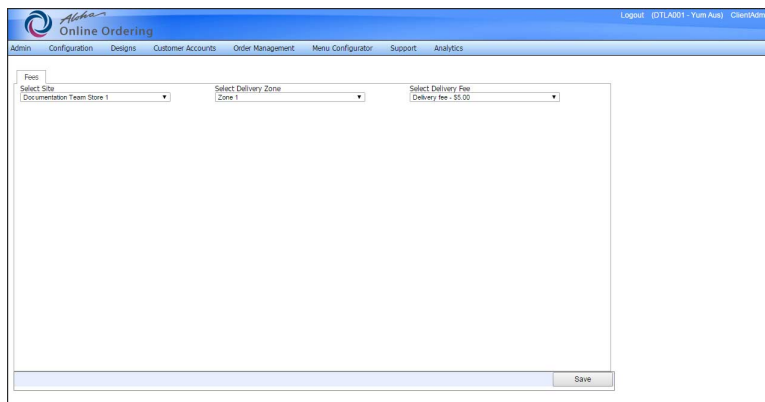


Figure 1 - 36 Delivery Zone Maintenance

2. Select a **site** from the 'Select Site' drop-down list.
3. Select a **delivery zone** from the 'Select Delivery Zone' drop-down list.
4. Select a **delivery fee** from the 'Select Delivery Fee' drop-down list.
5. Click **Save**.

Controlling the Number of Online Orders You Can Receive

Aloha Online Ordering enables you to control the number of online orders or the number of items submitted by online orders for a specified time frame. Aloha Online Ordering refers to this feature as capacity management. You can configure the feature by order mode, within specified intervals, and assign the feature to individual stores. Additionally, for operations using capacity management in Aloha Takeout, you can use the settings in ATO rather than those configured in Aloha Online Ordering. When choosing between the capacity management of Aloha Takeout and Aloha Online Ordering, keep in mind that Aloha Takeout calculates capacity management according to both in-store and online orders, whereas Aloha Online Ordering calculates capacity management according to online orders only.

Configuring Capacity Management Using Aloha Takeout

When using the capacity management controls of Aloha Takeout, the system considers all orders, both in-store and online, when determining if a consumer can submit an online order for a particular time. If you do not plan to use Aloha Takeout as your capacity management tool, skip this section.



For more information on configuring capacity management within ATO, refer to the NCR Aloha Takeout Order Scheduling Feature Focus Guide.

After defining the capacity management settings in Aloha Takeout, you control the activation of Aloha Takeout capacity management through company settings.

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **UseATOCapacity**.
3. Click **Edit Setting**.
4. Type **True**.
5. Click **Update**.
6. Select **DisableAdvancedCommands**.
7. Click **Edit Setting**.
8. Type **False**.
9. Click **Update**.

Configuring Capacity Management Using Aloha Online Ordering

Instead of using Aloha Takeout for capacity management, you can define capacity management settings in Aloha Online Ordering. You can set capacity restrictions for web orders based on the number of items, the number of orders, or a combination of the two.

To configure capacity management using item count:

1. In Web Admin, select **Designs > Capacity Management > Capacity Multipliers and Portion Counts**.

Sales Item Id	Sales Item Name	Count Multiplier	Portion Count	Edit
2005	Cheese Pizza	1	0.00	Edit
2006	Large Sausage Pizza	0	0.00	Edit
2012	Large Veggie Pizza	0	0.00	Edit
2013	Large Mushroom Pizza	0	0.00	Edit

Figure 1 - 37 Capacity Multipliers and Portion Count

2. Select the **item** for which you want to define a limit.
3. Click **Edit** on the right side of the screen.
4. Under 'Count Multiplier,' enter the **value** for the selected item. The system uses this value in calculating the allowed items in accordance with your capacity restrictions. For example, for most items, you enter a value of '1;' however, some items, due to the preparation effort require a value of '2' or higher. If you set the capacity restrict to '10' items for every '30' minutes, the system uses the value of the item in the calculation. You might receive orders for eight items with a value of '1,' and then one order for an item with a value of '2.' You are now at your capacity limit of '10' for the thirty-minute time period.
5. Click **Update**.

To configure capacity management using item or order count:

Using this option, you place a count and a limit on the raw number of orders and items to go against the count multiplier. Once your online ordering site reaches the maximum number of orders or items for a store location, the site restricts the specific time frame from the promise time selection page.

1. In Web Admin, select **Designs > Capacity Management > Capacity Configurations**.
2. Select **Add Capacity Configuration**. The Add Capacity Configuration screen appears.

Figure 1 - 38 Capacity Configuration

3. Type a **name** for the capacity configuration.
4. Type a **description** for the capacity configuration.

5. Enter the **interval in minutes** for the capacity configuration. For example, if you set the interval for 30 minutes and the order count to 4, the system only allows 4 online orders every 30 minutes.
6. Specify an **item count** to define how many items for order the system allows within an interval.
7. Specify an **order count** to define how many orders the system allows within an interval.
8. Select the **days** of the week for which the capacity configuration applies.
9. Select a **start time** and an **end time** for the capacity configuration.

-OR-

Select **All Day** to apply the capacity configuration to the entire day.

10. Select each **order mode** to which to apply capacity management. For example, you may want to exclude your catering order mode from the capacity management settings.
11. Select each **menu type** to which to apply capacity management. For example, you may want to exclude your catering menu from the capacity management settings.
12. Under 'Available Sites,' select each **store** to which capacity management applies, and click **Add Selected**. The system moves the selected store to 'Selected Sites.' To apply capacity management to multiple stores, click **Add All**, or left-click a **store**, press the **Ctrl** key, select the **next store** to add, and click **Add Selected**.
13. Click **Save**.

Enabling Credit Card Charge Upon Order Submission

Instant credit card charge enables you to charge credit cards and debit cards at the time of web order submittal. If the merchant processor declines the card, the system displays a notification to the consumer, and prompts them to provide another form of payment.

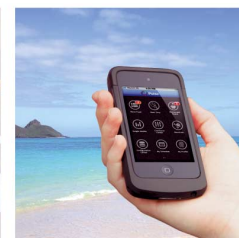
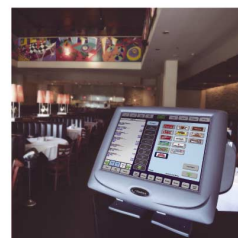
Instant Credit Card Charge submission requires Aloha Takeout v14.1 or later, and you must configure deposits in ATO and the Aloha POS.



Refer to the NCR Aloha Takeout Implementation Guide for more information.

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **EnableATODeposits**.
3. Click **Edit Setting**.
4. Type **True** to activate instant credit card charge, or type **False** to disable the feature.
5. Select **DisableAdvanceCommands**.
6. Click **Edit Setting**.
7. Type **False**.
8. Click **Update**.

2 Building Your Online Menu



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About Menu Configurator

Menu Configurator, an application you download onto your desktop from Web Admin, enables you to build out the menu structure of your items and to define how the system displays those items on your web menu. The Aloha Online Ordering team provides the initial import of items from your POS into Menu Configurator. Since consumers use the web menu to place orders, you may want to edit your menu and modifier items for their ease of use in ordering. You will likely want to edit how items appear and the manner in which consumers can select modifiers. You perform these functions in Menu Configurator, where you can rename items, create descriptions, arrange modifier groups, and much more. Once you create your online ordering menu, you assign it to site locations.

As you work with Menu Configurator, keep the following concepts in mind:

- **A Copy of the POS Data** - The online menu is only a copy of your POS data. As part of the onboarding process, the Aloha Online Ordering Implementation team retrieves your POS menu data and imports it into Menu Configurator. This creates the initial menu data, which you can then alter to create a consumer-friendly interface. When you delete an item or a modifier from the online menu, the system does not delete the corresponding item or modifier from the POS.
- **Data Relationships** - In your online menu, menu items, modifier groups, and modifier items may share 'data relationships.' When you edit a modifier name or group, the change occurs in all instances of your web menu where you use that item or group. For example, you may have a modifier group named, 'Pizza sauces.' If you change the modifier group name to 'Sauces' on one item, the system applies that change to every item with that modifier group.
- **Single User Editing** - Only one user at a time can edit the menu data. If multiple users have access to Menu Configurator, always 'check-out your design and verify you 'check-in' your design so the next person accesses the latest web menu design data; otherwise, another user may override your work, and all of the changes you made will be lost.
- **Promoting POS Changes** - The system imports POS menu changes nightly; however, it does not automatically implement these menu changes to your web menu. You must manually implement any POS menu changes to the web menu. Common changes include price updates, modifier group changes, and modifier group addition or removal. When you access Menu Configurator and POS menu updates appear, a Promotion wizard launches to guide you through the import process.
- **Internet Access** - Updating your Web menu requires Internet access. The menu update process requires you to access the menu data stored on the Aloha Online Ordering file server through the Internet. You store the menu data on the file server until you open the menu and promote the changes.
- **Automatic Updates** - Menu Configurator automatically receives new versions and updates of the utility as they become available. You do not need to restart your computer to implement the updates.

Overview of the Aloha Online Ordering Menu Structure

The following provides a hierarchical overview of the menu structure for Aloha Online Ordering.



Figure 2 - 1 Aloha Online Ordering Menu Structure

Installing Menu Configurator

Prior to using Menu Configurator to build out your online menu, you must download and install the Menu Configurator utility. You must use Internet Explorer® to download the utility.



Microsoft® .NET Framework 4.5 must be in use to install and run Menu Configurator.

1. Log in to **Aloha Online Ordering** through Internet Explorer.
 2. Select **Menu Configurator > Download Menu Configurator**. The system verifies your computer meets the necessary prerequisites for downloading and running Menu Configurator.
 3. Click **Download Menu Configurator**. The system installs Menu Configurator and opens the program upon the completion of installation.
-



You may want to create a desktop shortcut for accessing Menu Configurator at a later date.

Working with Menu Configurator

Updating your online menu with Menu Configurator works as follows:

- Check out the menu data from the Aloha Online Ordering data server.
- Make the desired menu changes.
- Publish the new menu to the online ordering web site. The system checks your design back in upon publishing your changes.

To check out the menu:

To edit your web menu, you must first check out the menu. Only one user at a time can check out the menu, preventing menu change conflicts.

1. Launch **Menu Configurator**.
2. Select **File > Check Out Design**. The login screen appears.
3. Type your **Login**. This is the same login you use to access Web Admin.
4. Type your **password**. This is the same password you use to access Web Admin.
5. Click **OK**. The Select Company Design screen appears.
6. Select the **company name**. Most users see only one company name.
7. Click **OK**. Menu Configurator downloads and opens your most recent menu data.

To publish the menu:

Once you make a change to your menu, publish the changes to your online ordering web site.

Recommendation: Publish often, such as after each menu change. Computer crashes and lost Internet connections, along with other problems, can eradicate any work you have completed. Additionally, if you make an error, such as adding an existing duplicate modifier to a modifier group, the system prevents you from completing the publication process. If you make multiple changes prior to publishing, locating the error can be a cumbersome process.

1. Select **File > Publish**. The Publish Design Wizard screen appears.

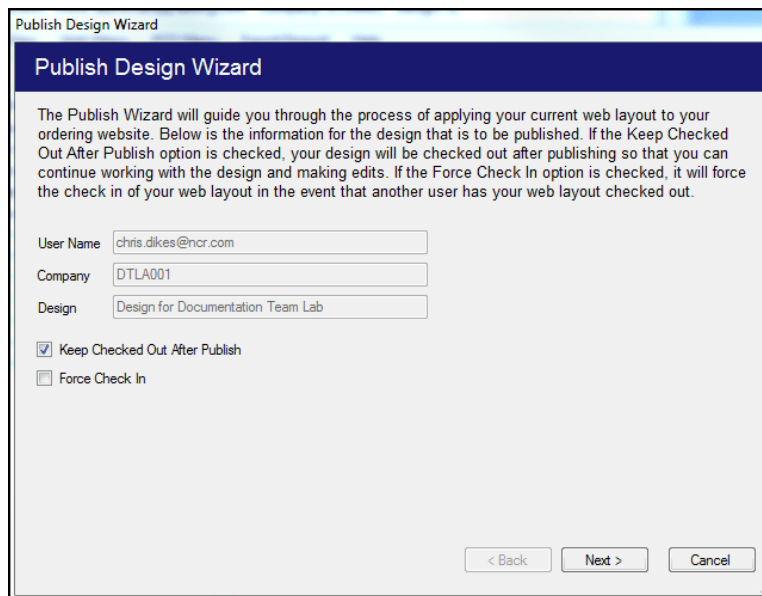


Figure 2 - 2 Publish Design Wizard

2. Select **Keep Checked Out After Publish** if you plan to keep editing the menu.
-OR-
Select **Force Check In** if you are done editing the menu.
3. Click **Next**. The system reviews your menu changes for errors. If the system finds errors, you can still publish the menu; however, consumers may experience problems when attempting to place an online order. To print the list of errors for review, click **Print**.
4. Click **Next**. The wizard publishes your menu changes.
5. Click **Finish**.

Understanding the Menu Configurator Screen

The Menu Configurator screen contains four windows: menu tree, menu preview, item properties, and known relationships.

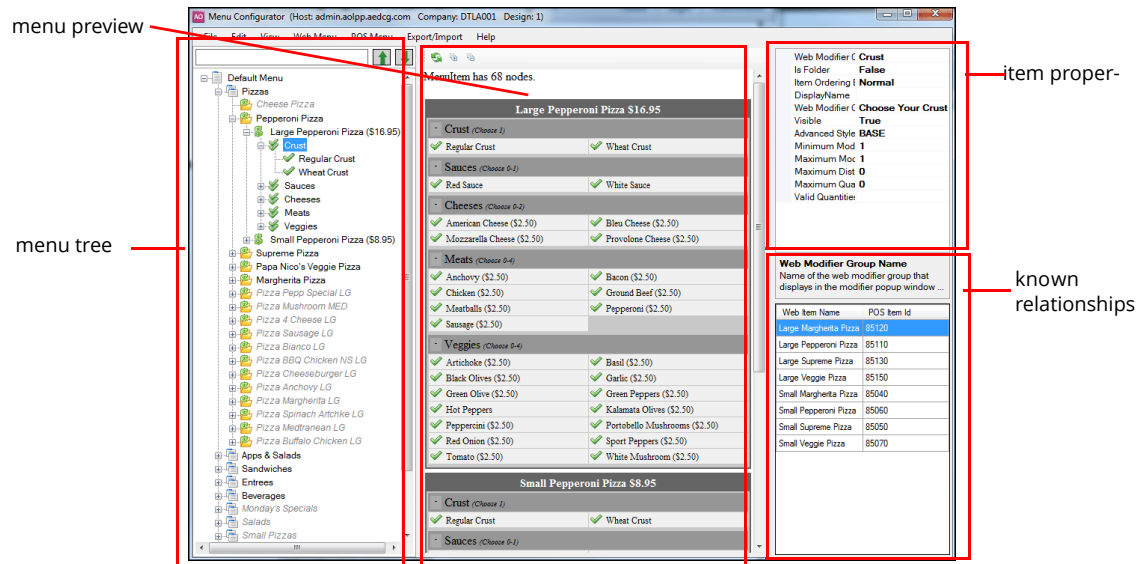


Figure 2 - 3 Menu Configurator Screen

The menu tree on the left side of the screen, contains the items and modifiers in a collapsible menu tree. In addition to identifying the specific menu, the menu tree includes:

- **Submenu** - The headings you use to organize the web menu. Common submenus include 'Appetizers,' 'Entrees,' and 'Drinks.'
- **Menu Item** - The name of the item, such as 'Pepperoni Pizza.' Menu Configurator identifies menu items with a folder to the left of menu item name.
- **Sales Item** - The name of the individual menu item, such as 'Large Pepperoni Pizza.' Menu Configurator identifies sales items with a green dollar sign to the left of the item name.
- **Modifier Groups** - The name of the collection of item modifiers, such as 'Crust.' Menu Configurator places a double check mark icon to the left of a modifier group. The Aloha POS pre-determines the modifier groups, but you can customize them for the web menu. You must relate a modifier group to a sales item in the Aloha POS prior to web menu implementation.
- **Modifiers** - The name of the individual item modifier, such as "Regular Crust,' or 'Wheat Crust.' Menu Configurator places a single green check mark icon to the left of the modifier name. It is necessary to create the relationship between a modifier item and a modifier group in the Aloha POS prior to web menu implementation.

The menu preview in the center of the screen, enables you to view selected item or submenu attributes. Use this screen to preview the organization of menu items, modifier groups, and modifier items prior to publishing.

The item properties appear on the top right side of the screen, and enable you to make changes to the selected item, such as the name, description, minimum and maximum selections, and much more.

The known relationships appear on the bottom right side of the screen and indicate the additional locations in the online menu where the item exists. Review this section prior to making changes to shared modifier names and modifier groups. A change may make sense in one location, but not in another.

Managing Submenus

Submenus control the menu headings that appear to your consumers on your web menu. You may want to rename an existing menu to make it more consumer-friendly, and you can add additional submenus with fewer items to better organize your web menu. You can also restrict the time of day, and days of the week, for when a submenu is available.

To add a submenu:

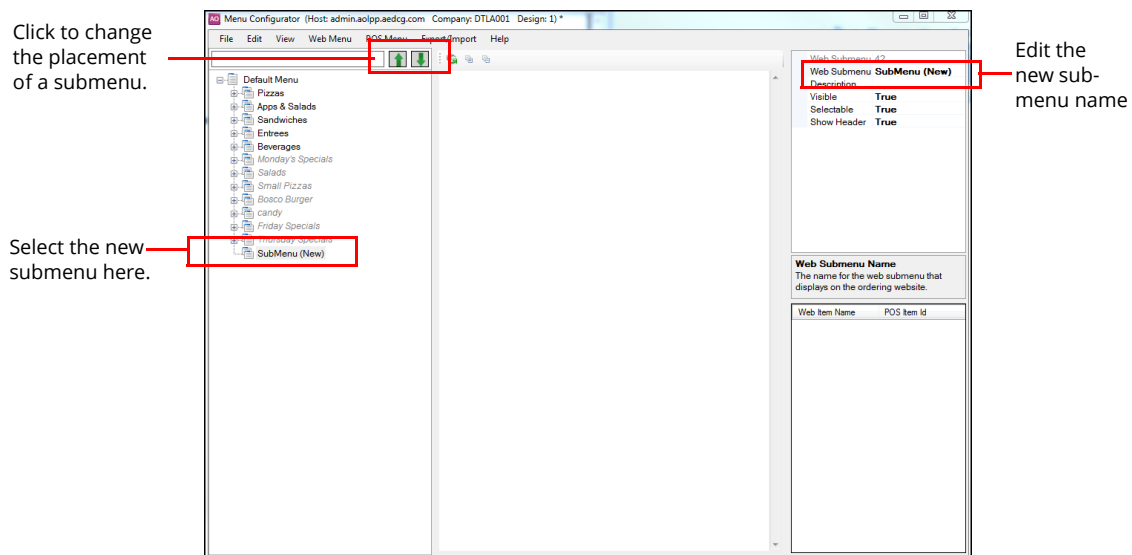


Figure 2 - 4 New SubMenu

1. Right-click the **menu name**, usually named Default Menu and select **Create New SubMenu** from the menu that appears. The new submenu appears at the bottom of the list.
2. Select **SubMenu (New)**.
3. In Item Properties, type the **submenu name** to appear on the web site.



To change the placement of the submenu, select the submenu and use the green up and down arrows to move the submenu to the desired location.

4. Publish the **change**.

To rename a submenu:

1. Select the **submenu** for which you want to change the name.
2. In Item Properties, type the **submenu name** to appear on the web site.
3. Publish the **change**.

To create a time of day restriction:

When you create a time of day restriction, you are selecting the days and times during which the sub-menu is available.

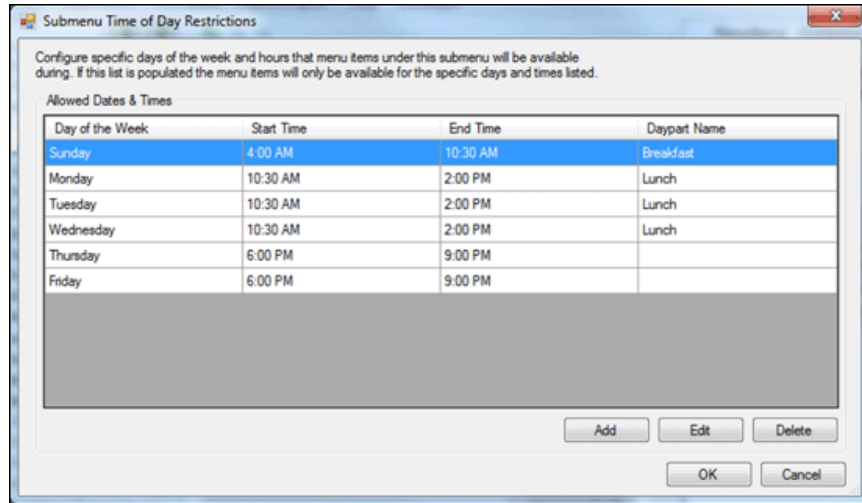


Figure 2 - 5 Submenu Time of Day Restrictions

1. In the menu tree, right-click the **submenu** and select **Time of Day Restrictions** from the menu that appears. The Submenu Time of Day Restrictions window appears.
2. Click **Add**. The Submenu Restriction Window appears.

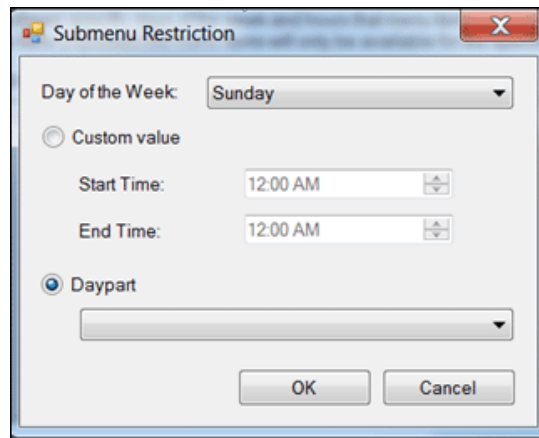


Figure 2 - 6 Submenu Restriction

3. Select the **day of the week** for which you want to make the submenu available from the 'Day of the Week' drop-down list.
4. Select the **start time** at which the submenu is to become available.



It is not necessary for the available times to match the store hours. For example, to create a Monday special, select Monday as the day, and set the time from 12:00 a.m. to 12:00 a.m., even though the store opens at 5:00 a.m. The system prevents consumers from ordering the item until the store opens.

5. Select the **end time** at which the submenu is no longer available.



Currently, the restricting of submenus by day part is for API users only.

6. Click **OK** to exit the submenu restriction window.
7. Click **OK** to return to Menu Configurator.
8. Publish the **change**.

Managing Menu Items

Menu Configurator enables you to add, edit, rename, hide, and delete menu items from the web menu. You can also move existing menu items from one submenu to another, combine like items, and even offer menu items by the day of the week.

To add a menu item:

You can add a menu item, not yet displayed, to your online menu, as long as the item exists in a sales category and on a panel or subpanel in the POS.

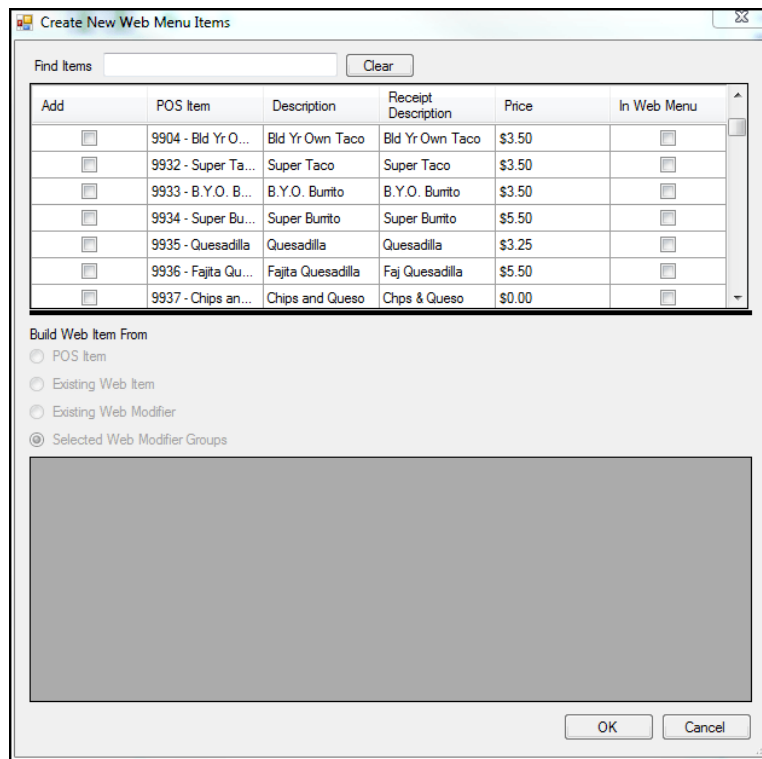


Figure 2 - 7 Create New Web Menu Items

1. In the menu tree, right-click the **submenu** on which you want to list the item and select **Create New Web Menu Items** from the menu that appears. The Create New Web Menu Items screen appears.
2. Type the **item name** or the **POS code** in 'Find Items' to search for the menu item. As you enter the name or POS code, the matching search results appear.
3. Select the **item** to add to your submenu.
4. Select the **method** by which to build out the information for the menu item:
 - **POS Item** - Builds the item directly from the POS data, or as the servers see it in-store. You may need to edit the menu item, sales item, and modifier groups.
 - **Existing Web Item** - Constructs the item using an existing item modifier group. It is necessary to manually edit the sales and menu items.
 - **Existing Web Modifier** -
 - **Selected Web Modifier Groups** - Builds the item using already edited modifier groups. This can be useful for items that share the same groups, like steak temperature and entree sides.
5. Click **OK**.
6. Publish the **change**.

To hide a menu item:

In some cases, it may be necessary to temporarily remove an item from the online menu. Using the Visible flag, you can remove an item from the web menu, but not from the menu tree. This allows you to retain all customization of the item. You can also hide modifiers, modifier groups, and submenus.

1. In the menu tree, right-click the **item** to hide and select **Visible** from the menu that appears. Visible items contain a blue check mark next to Visible, and hidden items do not. When you clear Visible, the item appears in gray italic text on the menu tree, indicating it is invisible.
2. Publish the **change**.

To delete a menu item:

You can also delete an item to prevent it from appearing on the web menu. Deleting an item does not permanently remove the item from the database; however, deleting an item removes any customization you have made to the item. If you add the item back to the web menu, you must build out and customize the item again.

1. In the menu tree, right-click the **item** to delete and select **Delete** from the menu that appears. Use caution in deleting items as the system does not provide a prompt after you click Delete.
2. Publish the **change**.

To rename a menu item:

You can change the menu item name to match your paper menu, rather than displaying the POS text your employees see. For example, you can rename the menu item 'BACON CHZBURG' to 'Bacon Cheeseburger.'



Review all naming changes before publishing as Menu Configurator does not contain a spell check utility.

1. In the menu tree, select the **item** to edit.
2. In Item Properties, type the **name** to appear for the item on the web menu.
3. (Optional), Type the **description** for the item to match the paper menu. For example, the description for a bacon cheeseburger could be, 'Two thick bacon strips, cheddar cheese, and ketchup on an all-beef patty cooked to your liking. Served with your choice of side.'



For the description to be visible on the web menu, you should add the description at the folder level.

4. Publish the **change**.

To move an existing menu item to a different submenu:

You can move existing menu items to a different submenu that may make it easier for consumers to navigate your web menu. For example, you may move salads out of an existing appetizer submenu and into a separate salads submenu. When you move a menu item to a different submenu, all configuration, such as descriptions and modifier groups, moves with the menu item.

1. In the menu tree, right-click the **item** to move, and select **Change Submenu**. The Move Menu Item screen appears.

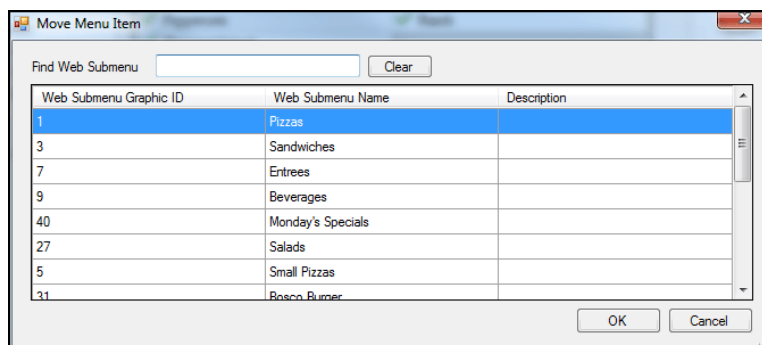


Figure 2 - 8 Move Menu Item Screen

2. Type the **submenu name** in Find Web Submenu to locate the target submenu for the item. The matching search results appear on the screen.

-OR-

Use the **scroll bar** to locate the target submenu. New submenus appear at the bottom of the list.

3. Select the **target submenu**.
4. Click **OK**.
5. Publish the **change**.

To offer a menu item by day of the week:

You can restrict the offering of items on your web menu to certain days of the week. For example, you may have particular menu items available only on certain days of the week. You can only restrict menu items, not modifier items.

1. In the menu tree, right-click the **menu item** you want to restrict by days of the week, and select **Day of Week Restrictions** from the drop-down list. The Menu Item Restrictions screen appears.

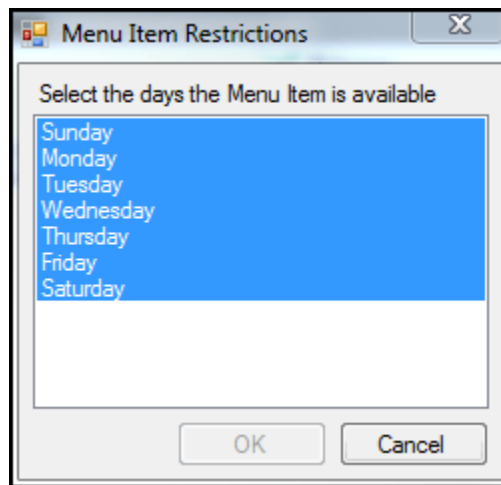


Figure 2 - 9 Menu Item Restrictions

2. Select the **days of the week** the menu is available. For example, if a menu item is available on Sunday, select Sunday. To select multiple days, click the first day the item is available, hold down the Ctrl key and click the next the day the item is available.
3. Click **OK**.
4. Publish the **changes**.

To combine like items:

You can combine like menu items to simplify the ordering process for your consumers. For example, for items such as Chicken Wings, which can come in different sizes and quantities, you can combine them into a single menu item. You can then add a size or quantity for the item.

1. In the menu tree, select **one of the menu items** you want to combine. The menu item you select will be the default size for the web menu item. You can later change the default item by changing the default item ID.
2. In Item Properties, type the **new item name** for the menu item. Choose a generic name that encompasses all the items included.
3. Type the **description** for the new item. Include information about the sizes and options available.
4. Right-click the **item** and select **Create New Web Items** from the menu that appears. The Create New Web items screen appears.
5. Select the **items** to add, and click **OK**.
6. Rename **each sales item** to accurately reflect the size.
7. For each item you rename, if it appears elsewhere on the web menu, delete those **instances**.
8. In Item Properties, type an **item selection label** to appear on the web menu.
9. Publish the **changes**.

Managing Modifier Groups

Menu Configurator enables you to manage the modifier groups for your web menu. You can create new modifier groups, share groups, split groups, rename groups, and change the required selections for a modifier group.

To create a new modifier group:

You can create a new modifier group to allow for the customization of a menu item. When you create a new modifier group, it is exclusive to the item for which you create it. This is commonly used when building a specific recipe group for a menu item. You can create several new groups simultaneously.

1. In the menu tree, right-click a **sales item**, and select **Create New Web Modifier Groups** from the menu that appears. The Create New Web Modifier Groups screen appears.

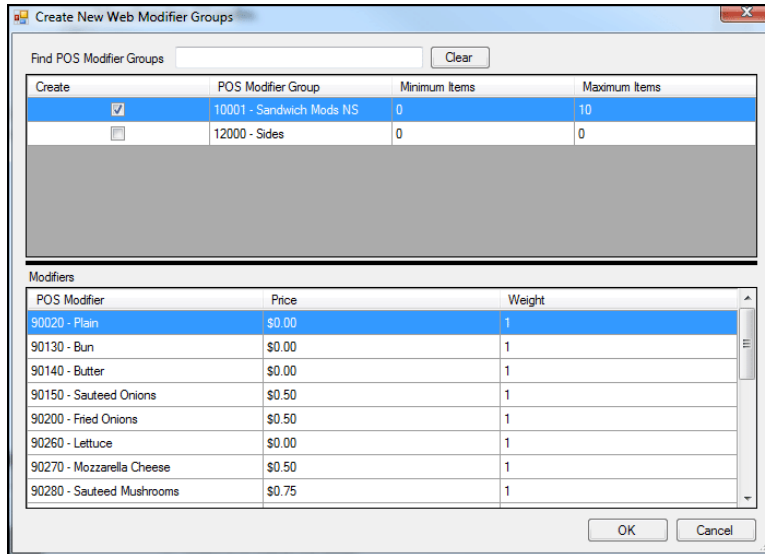


Figure 2 - 10 Create New Web Modifier Group

2. Under 'Create,' select the **POS modifier group** to include in the new modifier group. The available modifier items appear under 'Modifiers.'
3. Select the **modifier items** for the new modifier group. Use Shift + left mouse click to select multiple items in a row or Ctrl + left mouse click to select several scattered items.
4. Click **OK**. The system adds the new modifier group at the bottom of the list of modifier groups for the sales item.
5. (Optional) Select the **new modifier group** and change the **Web Modifier Group Name**, **description**, and **other items**, as necessary.
6. Publish the **changes**.

To share a modifier group:

For sales items requiring the same modifier group, you can share a modifier group rather than creating a modifier group for each sales item. For example, you can share an entree sides modifier group with all entree items.



When you make any modifications to a shared modifier group, those changes appear across each instance where you use the modifier group. To make a modification on one menu item, build a unique group for the item.

1. In the menu tree, right-click the **sales item** for which you want to add the modifier group of another item and select **Share Existing Web Modifier Groups** from the menu that appears. The Share Existing Web Modifier Groups screen appears.

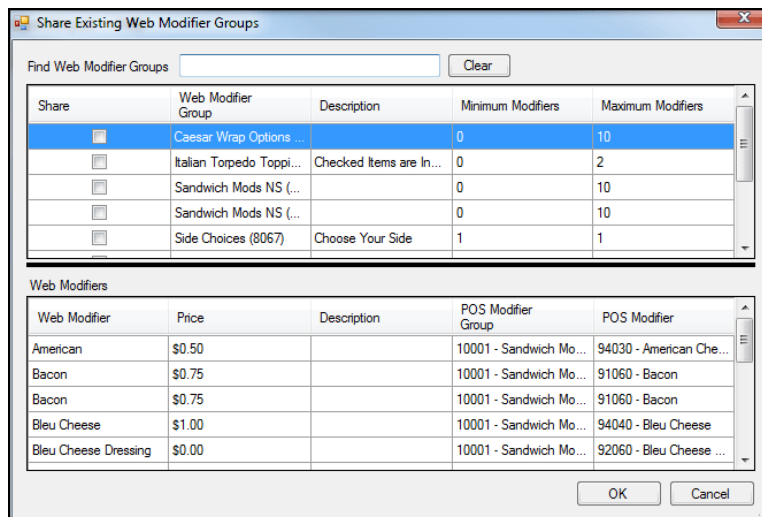


Figure 2 - 11 Share Existing Web Modifier Group

2. Under 'Share,' select the **modifier group** to share. The system displays the web modifiers that belong to the group.
3. Click **OK**. The system adds the modifier group to the sales item, and places it at the bottom of the modifier groups for the item.
4. Publish the **changes**.

To split a modifier group:

When you have modifier group with numerous modifier items, you can split the modifier group into smaller groups to make it easier for the consumer to navigate the web menu and make their selections. For example, with a pizza menu, in your POS you may list all the available toppings in one modifier group. For your web menu, you can split the toppings into multiple modifier groups, such as one for meats and one for vegetables.

1. In the menu tree, right-click the **modifier group** to split and select **Split Web Modifier Group** from the menu that appears.
2. Under 'Web Modifier,' select the **modifiers** for the new group. Use Shift + left mouse click to select multiple items in a row or Ctrl + left mouse click to select several scattered items.

3. Click **OK**. The system moves the selected modifier items to the new group and adds the modifier group to the bottom of the list of modifier groups for the sales item
4. Select the **new modifier group** and change the **Web Modifier Group Name, description,** and **other items**, as necessary.
5. Publish the **changes**.

To change the min/max selections:

In some cases, your POS may not require a modifier group for in-store operations, but it is necessary for online ordering. For example, for a restaurant that sells build your own burritos or tacos, the consumer tells the employee what type of tortilla, flour or wheat, they want. The POS system may not require the tortilla type for check-out; however, for a consumer placing an online order, it is necessary to require this as a modifier group so you can prepare the item to their specifications.

Prior to configuring the item in Menu Configurator, access your POS, add the modifier group to the menu item and set the minimum and maximum selection requirement to '0.' In Menu Configurator, you can change the minimum and maximum selection requirement, which only affects online orders.

1. In the menu tree, select the **modifier group** for which you want to change the min/max selections.

Web Modifier Group	Sauces
Is Folder	False
Item Ordering Behavi	Normal
DisplayName	
Web Modifier Group	Choose Your Sauce
Visible	True
Advanced Style Settin	BASE
Minimum Modifiers	0
Maximum Modifiers	1
Maximum Distinct M.	0
Maximum Quantity P.	0
Valid Quantities	

Figure 2 - 12 Web Modifier Group Properties Window

2. In 'Item Properties,' enter the **minimum number** of modifiers for the item.



For an item with a minimum number greater than '0' in the POS, you cannot change the minimum number to a lesser number in Menu Configurator. For example, if a menu item contains three minimum modifiers in the POS, you cannot change the minimum number of modifiers to 'two' in Menu Configurator. When a consumer attempts to place an order for the item using the online ordering site, they receive an error message informing them they have not chosen the required number of modifiers. You must change the POS first, before changing Menu Configurator.

3. Enter the **maximum number** of modifiers for the item. The maximum number of modifiers cannot be less than the minimum number of modifiers.
4. Publish the **changes**.

To rename a modifier group:

You may want to change the name and description of a modifier group to match your paper menu, and make it easier for your consumers to identify the items for an order.

1. In the menu tree, select the **modifier group** for which you want to change the name and description.
2. In 'Item Properties,' type the **modifier name** you want to appear on your web menu for the group. The new name for the modifier group occurs in every instance where the modifier group appears.
3. Type the **description** you want to appear on your web menu for the group. Use this to describe the modifier group, and include instructions for the consumer to choose an item. By default, the system leaves the description blank. If you do not enter text for the description, 'Optional' appears for modifier groups without min/max selections, and 'Required' appears for modifier groups with min/max selections.
4. Publish the **changes**.

To alphabetize modifier items within a group:

For modifier groups with multiple items, you can alphabetize the modifier items to provide a more user-friendly interface.

1. In the menu tree, right-click the **modifier group** for which you want to alphabetize the items and select **Sort Modifier Groups A-Z** from the menu that appears.



To move a common or popular modifier item to the top of the modifier item list, right-click the modifier item, and select Move Up from the drop-down list.

2. Publish the **changes**.

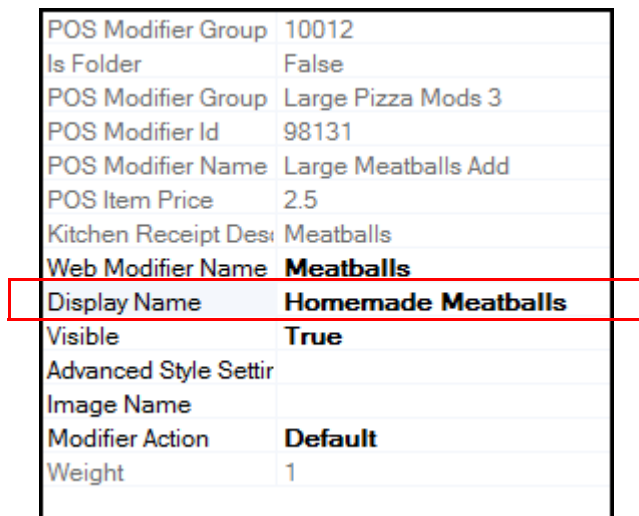
Managing Modifier Items

Menu Configurator allows you to manage modifier items for your Web menu. You can rename and hide modifier items, as well as configure recipes to communicate to your consumers what modifier items come with a menu item. You can also set the default modifier items for a menu item, and allow consumers to order additional quantities of a modifier item.

To rename a modifier item:

You can rename a modifier item so that it appears the same as it does on your paper menu, making it easier for a consumer to identify the modifiers for their order.

1. In the menu tree, select the **modifier item** to edit.



POS Modifier Group	10012
Is Folder	False
POS Modifier Group	Large Pizza Mods 3
POS Modifier Id	98131
POS Modifier Name	Large Meatballs Add
POS Item Price	2.5
Kitchen Receipt Des	Meatballs
Web Modifier Name	Meatballs
Display Name	Homemade Meatballs
Visible	True
Advanced Style Settir	
Image Name	
Modifier Action	Default
Weight	1

Figure 2 - 13 Modifier Group Properties Window

2. In Item Properties, change the 'Display Name' to reflect what you want to appear on the web menu.
3. Publish the **changes**.

To hide a modifier item:

In some scenarios, such as a seasonal modifier item, you may want to prevent the modifier item from appearing on your web menu, rather than delete the modifier item. Hiding a modifier item makes it invisible everywhere it appears on the web menu.

1. In the menu tree, right-click the **modifier item** and select **Visible** from the menu that appears. Visible items contain a blue check mark next to Visible, and hidden items do not. When you clear Visible, the item appears in gray italic text on the menu tree, indicating it is invisible.
2. Publish the **changes**.

To configure a recipe:

A recipe communicates to your consumers what comes with a menu item. A recipe also allows for the easy removal of a topping or ingredient when placing an order. A recipe assumes your kitchen staff prepares a menu item with the same modifier items every time and only need to be made aware of when to remove an item. The kitchen chit displays the menu item and the removed modifier item.

For example, your restaurant may prepare a turkey sandwich with lettuce, tomato, onion, and mayonnaise. Your web menu lists these items in the description, and in a separate modifier group. A consumer who does not want tomatoes clears the check mark next to the tomatoes modifier item. The online receipt and the kitchen chit display, 'Turkey Sandwich, No Tomatoes.'

1. In the menu tree, right-click the **sales item** for which you want to configure a recipe and select **Configure Default Web Modifiers** from the menu that appears. The Configure Default Web Modifiers screen appears.

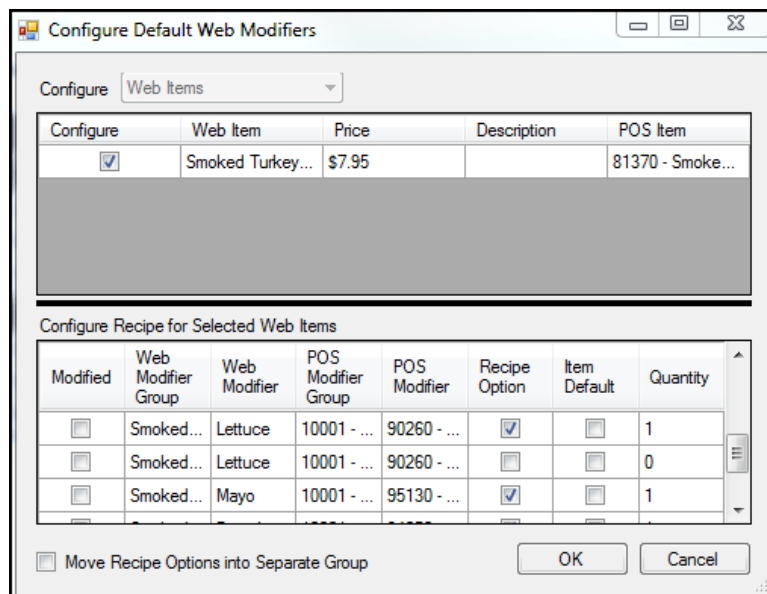


Figure 2 - 14 Configure Default Web Modifiers

2. Under 'Configure Recipe for Selected Web Items,' select **Recipe Option** for each modifier item that is part of the default recipe.
3. (Optional) Click **Move Recipe Options into Separate Group** to create a separate group with the recipe modifier items. If you share this group between sales items, it is necessary to configure the recipes for each individual sales item. **Recipe configuration does not transfer between menu items.**
4. Click **OK**. An Operation Complete prompt appears.
5. Click **Close**. The system adds a Recipe group to the sales item.
6. (Optional) Change the **Web Modifier Group Name, description, and other items**, as necessary.
7. Publish the **changes**.

To configure a default modifier item:

You can set a default web modifier item for a menu item. Use this feature to help reduce errors when a consumer forgets to select a modifier. In most cases, an item with a default modifier contains a minimum selection of '1.' For example, for a hamburger, you can set a default meat temperature to medium, or a default side to french fries.

1. In the menu tree, right-click the **sales item** for which you want to select a default modifier, and select **Configure Default Web Modifiers** from the menu that appears. The Configure Default Web Modifiers screen appears.
2. Under 'Item Default,' select the **modifier item** to set as the default.
3. Click **OK**. An Operation Complete prompt appears.
4. Click **Close**.
5. Publish the **changes**.

To allow a consumer to order extra of a modifier:

In some scenarios, it may be desirable to allow a consumer to order 'extra' or 'double' of a modifier item. You can configure a modifier item to allow consumers to change the quantity of a modifier item.

1. In the menu tree, select the **menu item**.
2. Under 'Item Properties,' select **QtyModifierItem** from the 'Item Ordering Behavior' dropdown list.
3. Select the **modifier group** for the modifier item.
4. In 'Item Properties,' change the **maximum quantity per item** to a number greater than zero.
5. Publish the **changes**.

Working with Menus

Menu Configurator allows you to create and manage multiple menus, and you can control the attributes for each menu. You may want to configure some menus for particular order modes.

To add an additional menu:

Aloha Online Ordering can provide a separate menu for each of the order mode services you offer, such as Pickup and Delivery. You may find this helpful in situations where the delivery menu does not offer as many items for order as the pickup menu, or when the catering menu offers menu items in larger sizes than the delivery or pickup menu. When placing an order, the consumer selects the order mode, such as pickup or delivery, and Aloha Online Ordering displays the corresponding menu.

You can create a duplicate menu of a previously created menu, but before doing so, ensure you complete all the necessary design changes, such as item naming, spelling, descriptions, modifier group splitting, etc. Copying a design menu prior to completing the design results in dual maintenance.

On the ordering screen for the mobile web platform, the "Is this a catering order?" button appears regardless if you configure a catering menu in Menu Configurator or not. If your only menu is defined for catering, the system automatically selects the button for you. If you do not define any menu for catering, the button is disabled.

1. Select **Web Menu > Menu Management**. The Menu Management screen appears.

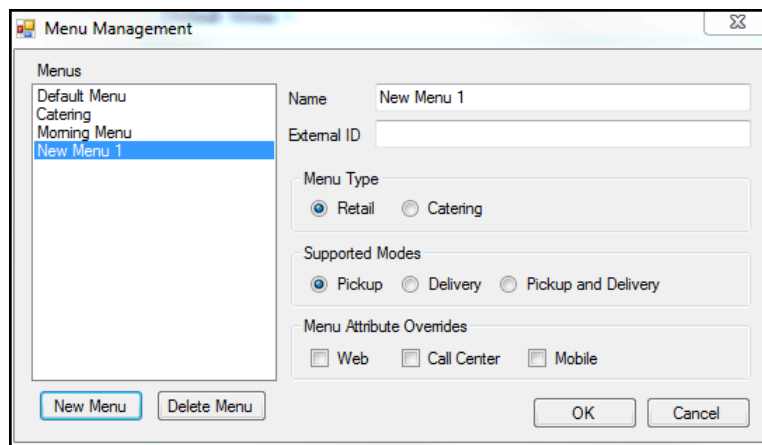


Figure 2 - 15 Menu Management

2. Click **New Menu**.
3. Type the **name** for the new menu.
4. (Optional) Type an id number for the menu. Aloha Online Ordering uses the External ID as the Menu ID.
5. Select the **menu type** for the new menu, Retail or Catering.
6. Select the **supported order modes** for the new menu, Pickup, Delivery, or Pickup and Delivery.

7. (Optional), select any **menu attribute overrides**, such as Web, Call Center, or Mobile. The menu applies to each menu attribute override you select, however; if you clear all menu attribute overrides, the menu applies to all three attribute overrides. For example, if you select Web, the menu only applies to Web and not to the other two options.
8. Click **OK**. The system adds the new menu.



To view the new menu and add items to it, select Web Menu > Active Menu, and select the name of the new menu.

To control the menus a consumer sees by access method:

A menu attribute override controls the availability of a menu based on the method by which a consumer accesses the web menu to place an order. Aloha Online Ordering allows you to place an order from a mobile device, call center, or desktop web. A web menu to display for call center ordering is not available to mobile devices or a desktop web.

By default, the system does not assign a menu attribute override to a menu. Without an override, the menu is available for all methods of ordering. You only select a menu attribute override to restrict the selected menu to a specific method of ordering. If you restrict a menu, it is necessary to configure the store location in Web Admin to accept orders by this method.

1. Select **Web Menu > Menu Management**.
2. Select the **menu** for which you want to configure a menu attribute override.
3. Select the **attribute override** to apply to the menu.
4. Click **OK**.

To share an existing submenu:

When you plan to use a submenu from one menu with another menu, you can share an existing submenu. The system reflects changes made to one submenu in both submenus automatically, including manual updates and the promotion of POS changes.

1. In the menu tree, right-click the **menu** to which to add a submenu from another menu and select **Share Existing Submenu** from the menu that appears. The Share Existing Submenu screen appears.
2. Select the **submenu** to share.
3. Click **OK**.
4. Publish the **changes**.

Assigning a Menu to a Site Location

Once you create your online ordering menus, you assign them to each store. You can apply a menu setting so it takes effect for a particular menu. Settings in Aloha Online Ordering adheres to the following hierarchy, from highest to lowest priority:

1. Site
2. **Menu**
3. Company

To assign a menu to a site location:

When you create a menu, you must assign the menu to a site location, even if you only created one menu. If you do not assign a menu to a site location, the site location does not appear on the locations page of the online ordering site and a consumer cannot place an order for the site location.

Companies with two menus, such as individual and catering, most often use this feature, particularly if catering is not available at all sites.



It is best practice to use menu or site settings to override your company settings, but not practice both.

You assign a menu to a site location in Web Admin.

1. In Web Admin, select **Designs > Site Menu Assignment**.
2. Select the **menu** to assign from the drop-down list.
3. Under 'Selected Sites,' select the **store location** for which to assign a menu, and click **Remove Selected**. The system moves the store location to 'Available Sites.' To remove the menu, under 'Available Sites,' select the **store location**, and click **Add Selected**. The system moves the store location to 'Selected Sites.'
4. Click **Update**.

To override company and site settings for a menu:

Menu settings allows you to select and manage submenus of a menu. You can override a select number of company and site settings for a menu. You override these settings in Web Admin. The settings you can override are:

Settings	Default Value
BufferAM	30
BufferPM	60
DefaultSubMenuID	<blank>
DeliveryTimeGranularity	<blank>
DeliveryTimesAsRange	False
MaxOrderLineCount	40
MaxOrderTotalAmount	50
MenuLeadTimeDays	<blank>
MinOrderTotalAmount	0
PickupTimeGranularity	<blank>



Menu Configurator assigns the submenu ID. You can determine the submenu ID in Web Admin at Designs > Exclusions > Submenu Site Exclusions.

1. In Web Admin, select **Designs > Menu Settings**.
2. Select the **menu** from the drop-down list.
3. Click **Add Menu Setting**.

Choose Menu

Default

Setting	Value
<input type="text"/>	<input type="text"/>

No data to display

Figure 2 - 16 Menu Settings Screen

4. Type the **setting** you want to override.
5. Type the **value** for the setting.
6. Click **Update**. Once you add the setting you can then edit it.

Working with Quick Combos

You can configure Aloha Quick Combo items for Aloha Online Ordering, allowing consumers to order multiple groups of sales items from a single menu item. Prior to building a quick combo menu item, it is necessary to activate a web sales group in Company Settings Setup. You use a web sales group to configure quick combo menu items.

Prior to building a quick combo menu item in Aloha Online Ordering, it is important to understand:

- All quick combos for the web menu require a corresponding quick combo promo in the POS.
- Each web sales group has a hard-coded minimum and maximum sales item selection of '1,' thereby, requiring each component of a quick combo have its own web sales group.
- You can only add items to the quick combo in Menu Configurator, when it is associated with a quick combo in the POS.

To activate a web sales group in Web Admin:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **set** from the 'Choose Settings Set' drop-down list.
3. Select **UseWebSalesGroup**.
4. Click **Edit Setting**.
5. Type **true** for the value.
6. Click **Update**.

To build a quick combo menu item:

1. In Menu Configurator, right-click a **submenu** and select **Create New Web Menu Items** from the menu that appears. The Create New Web Menu Items screen appears.
2. Select **an item** that is part of a quick combo, and click **OK**.
3. In the menu tree, select the **new web menu item**.

Web Menu Item Name	Lasagna
Description	House made from scratch
Default Item Id	Lasagna (2109)
Visible	True
Web Item Selection	
Item Ordering Behavior	Normal
Force Qty Selection	False
Advanced Style Set	
Popup Image Name	
Web Menu List Image	
Upsell Type	None
Upsell Description	
Upsell Web Menu Item	[None]
Promo ID	0
Combo Price	0
External Reference	
Caloric Serving Unit	
Icons	Salt Shaker

Figure 2 - 17 Web Menu Item Properties Windows

4. In 'Item Properties,' type the **name** to appear on the web menu for the quick combo menu item. Use a name that reflects the quick combo name, such as 'Chicken Wing Combo.'
5. Enter the **quick combo POS ID** as the 'Promo ID.'

6. In the menu tree, right-click the **new web menu item** again and select **Create New Web Items** from the menu that appears.
7. Select the **remaining items** belonging to the quick combo, and click **OK**.
8. In the menu tree, right-click the **new web menu item** again, and select **Create New Web Sales Group** from the menu that appears.

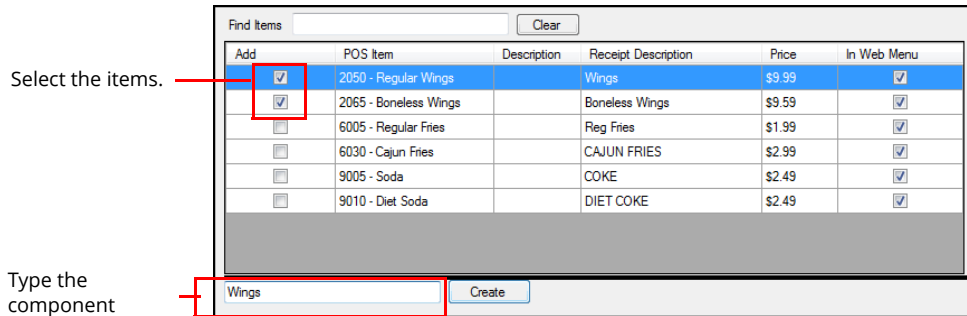


Figure 2 - 18 Create Web Sales Group

9. Select **each item** for the first component, type the **name** for the component, and click **Create**. For example, for the first component of a Chicken Wing Combo, select each Wings item, such as Regular Wings and Boneless Wings, type Wings as the component name, and click Create.
10. Repeat for **each additional component** for the quick combo.



Figure 2 - 19 Quick Combo Menu Example

11. Publish the **changes**.

To rank the order for shared web sales groups:

When you share a web sales group in Menu Configurator, the system assigns a ranking order which you can change using the up and down arrows, as well as the items inside of web sales groups. This allows you to customize the order in which the web sales groups and the items appear on your menus.



Figure 2 - 20 Up and Down Arrows in the Menu Tree

1. In the menu tree, select either a **web sales group** or **web sales item**.
2. Click the **up arrow** to move the web sales group or item up in the list or click the **down arrow** to move the web sales group or item down in the list.

Excluding a Menu Element from a Site

You may need to hide certain elements of your menu from specific sites, using exclusions, so they cannot be sold at that location. You would do this for any number of reasons, such as a specific store location may not have the inventory necessary to prepare the menu element the store does not offer the menu element. You can exclude a submenu, menu item, modifier item, sales item, or sales item option from a certain location. For each of these, you can exclude these elements singularly, or by site or site groups,

To exclude a menu element from a site:

You can specify a submenu to exclude for the online ordering site of a specific location. If you have site groups configured, you can also use site groups to quickly assign the exclusion of a submenu to multiple sites.

1. In Web Admin, select **Designs > Exclusions > Menu Item Site Exclusions** (shown), **Submenu Site Exclusions**, **Sales Item Site Exclusions**, or **Sales Item Option Site Exclusions**. The appropriate screen appears.

Select	Name	Menu Item Id	Referencing Menus	Visible	Excluded Site Count	Item Info
<input type="checkbox"/>	Kid's Cheese Burger	1001	Default	<input checked="" type="checkbox"/>	0	Info
<input checked="" type="checkbox"/>	Kid's Chicken Tenders	1002	Default	<input checked="" type="checkbox"/>	1	Info
<input checked="" type="checkbox"/>	Kid's Hamburger	1003	Default	<input checked="" type="checkbox"/>	1	Info
<input checked="" type="checkbox"/>	Kid's Cheese Pizza	1004	Default	<input checked="" type="checkbox"/>	1	Info
<input checked="" type="checkbox"/>	Kid's Corn Dog	1005	Default	<input checked="" type="checkbox"/>	1	Info
<input type="checkbox"/>	Kid's Macaroni & Cheese	1006	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Cheese Quesadilla	1007	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Grilled Cheese	1008	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Pepperoni Pizza	1009	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Milk	1010	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Chocolate Milk	1011	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Soda	1012	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Lemonade	1013	Default	<input checked="" type="checkbox"/>	0	Info
<input type="checkbox"/>	Kid's Iced Tea	1014	Default	<input checked="" type="checkbox"/>	0	Info

[Edit 4 Items](#)

Figure 2 - 21 Menu Item Site Exclusion Screen

2. If needed, filter the list by **name** or one of the following **criteria**:

Function	Available Sorting Criteria			
Submenu	Sub Menu Id	Referencing Menus	Visible	Excluded Site Count
Menu Item	Menu Item Id	Referencing Menus	Visible	Excluded Site Count
Sales Item	Sales Item Id	Referencing Menu \Menu Item	Visible	Excluded Site Count
Sales Item Option	Sales Item Option Id	Referencing Option Groups	Visible	Excluded Site Count

3. Use the 'Select' column on the left side of the screen to make your **selections**. The number you select tally at the bottom of the screen.

- Click **Edit x items** at the bottom of the screen. The Edit Assigned Sites screen appears.

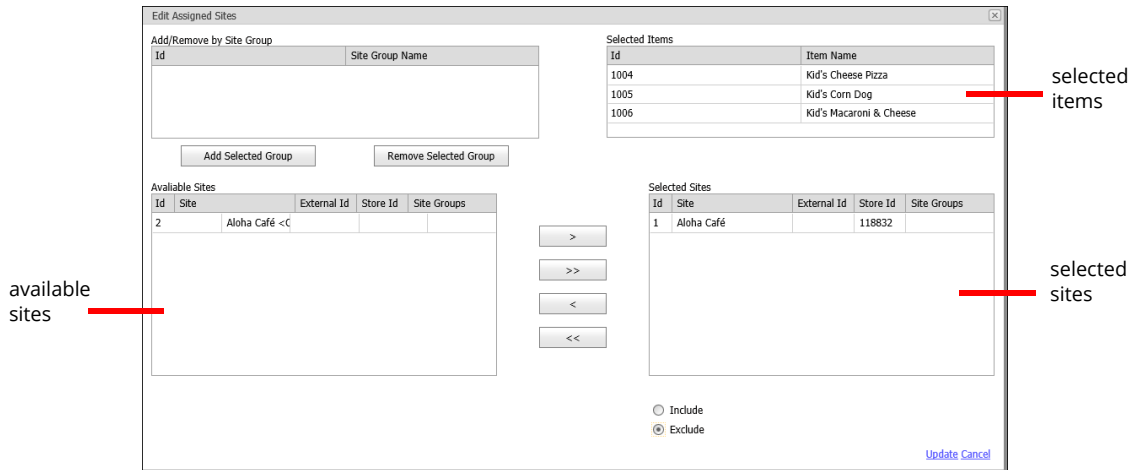


Figure 2 - 22 Edit Assigned Sites Screen

- To exclude items from your online menu, perform the **following**:
 - Select the **sites** from the 'Available Sites' list and click > to move the sites to the 'Selected Sites' list.
 - Select **Exclude** on the bottom of the screen.
- To include excluded items from your online menu, perform the **following**:
 - Select the **sites** from the 'Available Sites' list and click > to move the sites to the 'Selected Sites' list.
 - Select **Include** on the bottom of the screen.
- Click **Update**. You can click **Info** for each element to quickly view the included and excluded sites for the element and click the **X** in the top right corner to exit the screen.

- Click **Edit** on the right side of the screen to display the Edit Assigned Sites screen.

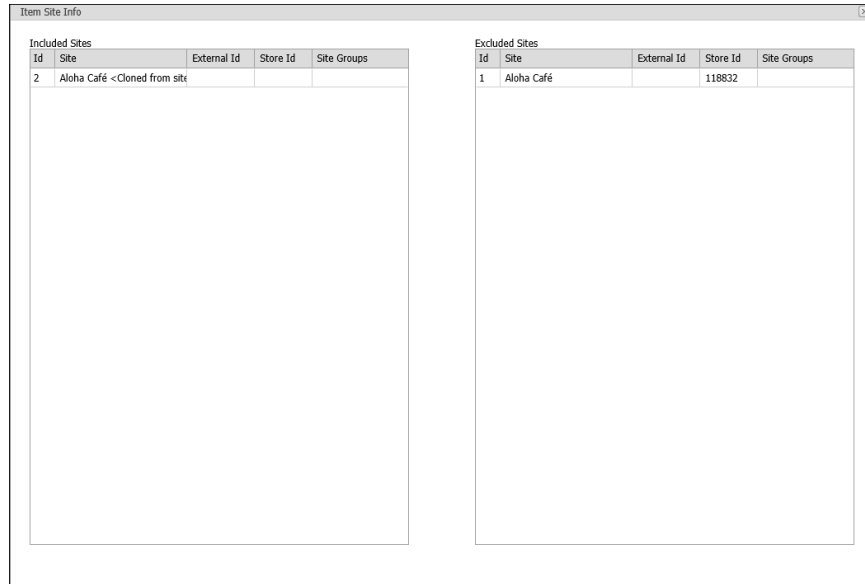


Figure 2 - 23 Item Site Info Screen

- Exit the appropriate **screen**.

To exclude a menu item:

You can hide a menu item for a specific store location. For example, a specific store location may not have the inventory necessary to prepare a menu item. If you have site groups configured, you can also use site groups to quickly assign the exclusion of a menu item to multiple sites.

Menu Item Id	Name	Referencing Menus	Visible	Excluded Site Count	#
30000	Aloha Chicken Sandwich	SA Pickup, SA Delivery	<input checked="" type="checkbox"/>		5 Edit
30001	Aloha Deluxe Burger	SA Pickup, SA Delivery	<input checked="" type="checkbox"/>		0 Edit
30002	The Aloha Dog	SA Pickup, SA Delivery	<input checked="" type="checkbox"/>		0 Edit
30003	Tacos Aloha	SA Pickup, SA Delivery	<input checked="" type="checkbox"/>		0 Edit
30004	Aloha Garden Salad	SA Pickup, SA Delivery	<input checked="" type="checkbox"/>		0 Edit
30005	Aloha Popcorn Chicken Tray	SA Pickup	<input checked="" type="checkbox"/>		0 Edit

Figure 2 - 24 Menu Site Exclusion

- In Web Admin, select **Designs > Exclusions > Menu Item Site Exclusions**. The menu item site exclusion screen appears.
- Select the **menu item** to exclude.
- Click **Edit**. The Edit Assigned Sites screen appears.
- If you have site groups configured, select a **site group** from the 'Add/Remove by Site Group' list.
- To assign the exclusion by adding the sites found in the site group, click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.

To unassign the exclusion by removing the sites found in the site group, click **Remove Selected Group**. The system removes sites included in the site group from the 'Selected Sites' list.

6. Under 'Selected Sites,' select the **store location** for which to exclude a menu item, and click **Remove Selected**. The system moves the store location to 'Available Sites.' To remove the exclusion, under 'Available Sites,' select the **store location**, and click **Add Selected**. The system moves the store location to 'Selected Sites.'
7. Click **Update**.

To exclude a modifier:

You can hide a modifier item for a specific store location. For example, a store location may not have the inventory necessary to provide a specific modifier item. If you have site groups configured, you can also use site groups to quickly assign the exclusion of a menu item to multiple sites.

Sales Item Option Id	Name	Referencing Option Groups	Visible	Excluded Site Count	#
	Thousand				
2332	Thousand Island	Salad & Wrap - Dressings, Salad Dressing (6), Salad Dressing (8)	<input checked="" type="checkbox"/>	0	Edit

Figure 2 - 25 Sales Item Option

1. In Web Admin, select **Designs > Exclusions > Sales Item Option Site Exclusions**. The menu site exclusions screen appears. The system considers all items with an associate price to be a sales item.
2. Select the **modifier item** to exclude.
3. Click **Edit**. The Edit Assigned Sites screen appears.
4. If you have site groups configured, select a **site group** from the 'Add/Remove by Site Group' list.
5. To assign the exclusion by adding the sites found in the site group, click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.

To unassign the exclusion by removing the sites found in the site group, click **Remove Selected Group**. The system removes sites included in the site group from the 'Selected Sites' list.
6. Under 'Selected Sites,' select the **store location** for which to exclude a modifier item, and click **Remove Selected**. The system moves the store location to 'Available Sites.' To remove the exclusion, under 'Available Sites,' select the **store location**, and click **Add Selected**. The system moves the store location to 'Selected Sites.'
7. Click **Update**.

To exclude a sales item:

You can hide a sales item for a specific store location. For example, a specific store location may not have the inventory necessary to prepare a sales item. If you have site groups configured, you can also use site groups to quickly assign the exclusion of a menu item to multiple sites.

Sales Item Id	Name	Referencing Menu \ Menu Item	Visible	Excluded Site Count	#
2005	Vegetarian Combo Plate	Cafe \ Vegetarian ;	<input checked="" type="checkbox"/>	0	Edit
2006	Mix & Match Plate	Cafe \ Mix & Match Two;	<input checked="" type="checkbox"/>	0	Edit
2014	Pita Burger	Cafe \ Kid's Pita Burger;	<input checked="" type="checkbox"/>	0	Edit
2015	Kid's Street Pita	Cafe \ Street Pita;	<input checked="" type="checkbox"/>	0	Edit
2016	Kid's Grilled Chicken Tenders	Cafe \ Kid's Grilled Chicken Tenders;	<input checked="" type="checkbox"/>	0	Edit
2019	Fountain Drink	Cafe \ Fountain Drink; CafeMobile \ Fountain Drink;	<input checked="" type="checkbox"/>	0	Edit
2024	Baklava	Cafe \ Baklava;	<input checked="" type="checkbox"/>	0	Edit

Figure 2 - 26 Sales Item Site Exclusion

1. In Web Admin, select **Designs > Exclusions > Sales Item Site Exclusions**. The sales item site exclusion screen appears.
2. Select the **sales item** to exclude.
3. Click **Edit**. The Edit Assigned Sites screen appears.
4. If you have site groups configured, select a **site group** from the 'Add/Remove by Site Group' list.
5. To assign the exclusion by adding the sites found in the site group, click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.

To unassign the exclusion by removing the sites found in the site group, click **Remove Selected Group**. The system removes sites included in the site group from the 'Selected Sites' list.

6. Under 'Selected Sites,' select the **store location** for which to exclude a menu item, and click **Remove Selected**. The system moves the store location to 'Available Sites.' To remove the exclusion, under 'Available Sites,' select the **store location**, and click **Add Selected**. The system moves the store location to 'Selected Sites.'
7. Click **Update**.

To exclude a sales item option:

You can hide a sales item option for a specific store location. For example, a specific store location may not have the inventory necessary to prepare a sales item option. If you have site groups configured, you can also use site groups to quickly assign the exclusion of a menu item to multiple sites.

Sales Item Id	Name	Referencing Menu \ Menu Item	Visible	Excluded Site Count	#
2005	Vegetarian Combo Plate	Cafe \ Vegetarian ;	<input checked="" type="checkbox"/>	0	Edit
2006	Mix & Match Plate	Cafe \ Mix & Match Two;	<input checked="" type="checkbox"/>	0	Edit
2014	Pita Burger	Cafe \ Kid's Pita Burger;	<input checked="" type="checkbox"/>	0	Edit
2015	Kid's Street Pita	Cafe \ Street Pita;	<input checked="" type="checkbox"/>	0	Edit
2016	Kid's Grilled Chicken Tenders	Cafe \ Kid's Grilled Chicken Tenders;	<input checked="" type="checkbox"/>	0	Edit
2019	Fountain Drink	Cafe \ Fountain Drink; CafeMobile \ Fountain Drink;	<input checked="" type="checkbox"/>	0	Edit
2024	Baklava	Cafe \ Baklava;	<input checked="" type="checkbox"/>	0	Edit

Figure 2 - 27 Sales Item Option Site Exclusion

1. In Web Admin, select **Designs > Exclusions > Sales Item Option Site Exclusions**. The sales item option site exclusion screen appears.
2. Select the **sales item option** to exclude.
3. Click **Edit**. The Edit Assigned Sites screen appears.

4. If you have site groups configured, select a **site group** from the 'Add/Remove by Site Group' list.
5. To assign the exclusion by adding the sites found in the site group, click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.

To unassign the exclusion by removing the sites found in the site group, click **Remove Selected Group**. The system removes sites included in the site group from the 'Selected Sites' list.

6. Under 'Selected Sites,' select the **store location** for which to exclude a menu item, and click **Remove Selected**. The system moves the store location to 'Available Sites.' To remove the exclusion, under 'Available Sites,' select the **store location**, and click **Add Selected**. The system moves the store location to 'Selected Sites.'
7. Click **Update**.

Promoting POS Changes

Menu Configurator imports POS changes nightly, but does not automatically import them into your web menu. You must manually implement any POS changes to the web menu. When you log in to Menu Configurator, a prompt appears, notifying you of potential changes, which then allows you to activate a Promotion Wizard for the configuration of the imports before you publish them to your web menu.

1. Select **File > Check Out Design**. If POS changes exist for import, a prompt appears.
2. Click **Yes**. The Promotion Wizard appears.
3. Review the **available changes**. Click the printer icon on the bottom right side of the screen to print a list of the available changes. Common import changes that appear in the Promotion Wizard.
 - **Price Updates** - Allows for increases and decreases in price for sales and modifier items.
 - **Modifier Group Changes** - Displays the possible addition or removal of modifier items from modifier groups. When you approve deleted items, the system deletes them from the web menu. You can approve the addition of modifier items, or wait until after the promotion process. Until the publish process is complete, deleted items appear with a red strike through them, and the menu path also appears in red.
4. Build **menu items** or **modifiers** through the Promotion Wizard. If you prefer, you can build menu items after the Promotion Wizard. The wizard lists all changes not being implemented.
5. Click **OK**.

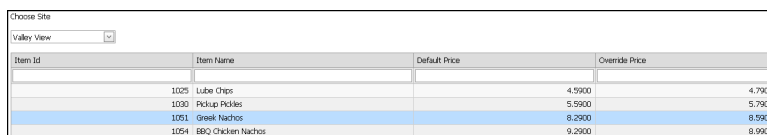
Reviewing Price Overrides

Using Web Admin, you can review price overrides for your menu items and modifiers. For example, if you have multiple locations, you may sell an item for different prices at each location, or at a specific location.

While Aloha Online Ordering pulls database information from the master store, which is the preferred database used to build the web menu, the system pulls pricing information from all stores. The system defines the price of an item at the master store as the default price. If a site location prices an item at a different price, the system creates an override price for that item for that location. When a consumer views the item on the web menu for this location, they see the override price.

For example, your restaurant contains three locations in different cities. Stores one and two sell a Caesar Salad for \$5.00, whereas store three sells a Caesar Salad for \$7.00. Store one is the master store, and thus the default price is \$5.00. Since store three sells the item at a different price, the system creates an override price for the item. When a consumer selects store three for an online order, and views a Caesar Salad, they see a price of \$7.00 accompanying the item.

You can review the price overrides.



Item Id	Item Name	Default Price	Override Price
1025	Lube Chips	4.9900	4.7900
1020	Pickup Pickles	5.9900	5.7900
1051	Greek Nachos	8.2900	8.5900
1054	BBQ Chicken Nachos	9.2900	8.9900

Figure 2 - 28 Price Overrides

1. In Web Admin, select **Designs > Price Overrides > Item Price Overrides**.



To review modifier price overrides, select Designs > Price Overrides > Item Price Overrides.
To review Promo Price Overrides, select Designs > Price Overrides > Promo Price Overrides.

2. Select a **location** from the 'Choose Site' drop-down list. The system displays the items containing a price override.

Making a Backup of a Menu

When you are finished designing your menu, or switching to another menu, you can make a backup of the current menu in Menu Configurator. **Note:** To back up an existing menu, you must first log into Menu Configurator as a ClientAdmin or ClientSupport member.

To back up an existing menu:

1. Select **Export/Import > Save XML**.
2. Select the **directory** where your .xml files are stored and click **OK**. A confirmation message appears.

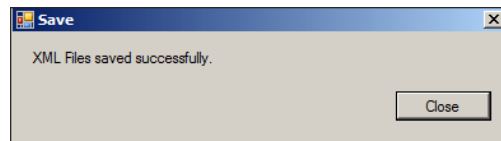


Figure 2 - 29 XML File Save Confirmation

3. Click **Close**.

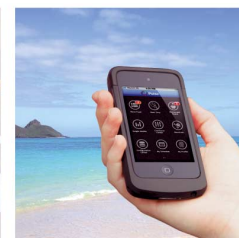
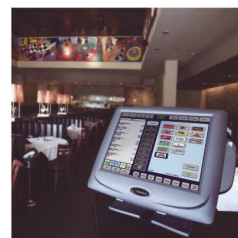
Restoring a Menu

You can return to a menu you designed by restoring it in Menu Configurator. **Note:** To restore an existing menu, you must first log into Menu Configurator as a ClientAdmin or ClientSupport member.

To restore a menu:

1. Select **Export/Import > Load XML**.
2. Browse to the **directory** where your .xml files are stored and click **OK**. The system restores the menu with no confirmation message.

3 Customizing Your Graphics and Content



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About Graphics and Content

You can customize your online ordering site, within certain parameters, to match your company branding. You can modify elements, such as the background page or one of the other pages, to match your web site to provide a seamless online ordering experience for your consumers. Customizing the elements is not a prerequisite for Aloha Online Ordering functionality. Your online ordering site comes with default graphics and elements in place and ready to use without you having to do any customization. You can even add pictures of your menu items to entice your consumers as they make their selections.

Compare and contrast the stock site landing ordering page (page_landing.png) and a stock header (header.png) with a customized site landing ordering page and header.



Figure 3 - 1 Stock Landing Ordering Page and Header



Figure 3 - 2 Custom Landing Ordering Page and Header

Follow these tips when designing and customizing graphics and elements for your online ordering site to enhance the consumer-ordering experience:

- Easy to read.
- Easy to navigate and understand.
- Consistent in layout and design.
- Quick to load in the web browser.

This chapter describes how to customize the pages and content for your online ordering site.

Before You Begin

Prior to customizing the graphics and elements of your web site, review the material in this section to familiarize yourself with the package of standard page design elements, the basic online ordering process, and the elements available for customization.

The Graphics and Content section of Web Admin contains .css and .txt files. Although users with the 'Graphic Admin' access level can access these files, Aloha Online Ordering neither supports nor recommends altering these items. If you choose to edit these files, you are responsible for testing the customization of these files. Should a site error occur as a result of the customization of these files and you cannot resolve the error, the Aloha Online Ordering team can only upload the stock .css and .txt files back to your online ordering web site.

Understanding the Standard Page Design Elements

The following table identifies and defines the various types of design elements within an online ordering site, and provides customization tips specific to each type of element.

Table 1: Standard Page Design Elements

Element Type	# of Files	File Format	Purpose	Customization Tips
Button Graphics	28+	PNG	The interactive buttons initiate the program actions that drive the online ordering process. Text automatically overlays most buttons throughout the ordering process.	DO: Customize the visual appearance of the buttons to match your company branding. DO NOT: Change the original button dimensions, PNG file naming conventions, or button text.
Universal, Independent, and Optional Graphics	40+	PNG	The universal and independent graphics provide background color, visual content organization, and opportunities for incorporating custom images. Applying a consistent design theme across these graphics and all other page design elements ensures a consistent and logical online ordering experience.	DO: Customize the visual appearance of the independent graphics to match your company branding. DO NOT: Change the original dimensions or PNG file naming conventions.
Primary Page Graphics	5	PNG	The primary page graphics serve as layout templates designed to organize the content.	DO: Become familiar with the standard online ordering page layout sections and their respective positioning and dimensions. DO NOT: Design new graphics with dimensions different from their original dimensions. You cannot modify the positioning and dimensions of each section to accommodate element dimension variations.

Understanding the Online Ordering Process

The following graphic demonstrates the online ordering process and the pages presented to the consumer during the online ordering process. The ordering process may vary for your company, depending on the online ordering functionality you selected.

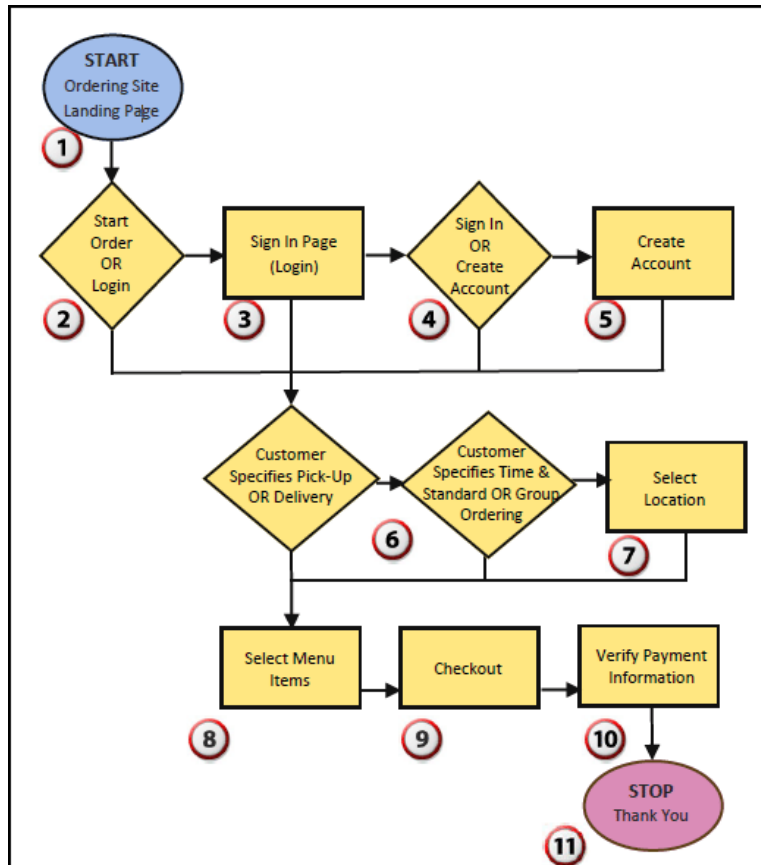


Figure 3 - 3 Online Order Flow

Each page presented to a consumer, as indicated in the above order flow, relies on an element file listed in the table below.

Element File	Corresponding Step
page-landing.png	1,2
page_start.png	8
page_menu.png	9
page_text.png	3,4,5,6,7,9,10
page_thankyou.png	11

Additionally, the following elements always appear to the consumer when accessing the online ordering site.

Element File	Description
background.png	The browser background color.
footer.png	The site footer.
header.png	The site header.
nav_bar.png	The site navigation bar background.
page_text_repeat.png	Enables page expansion whenever the standard page height is exceeded.

Reviewing the Available Design Elements

Aloha Online Ordering contains a number of different design elements available for you to customize. Refer to [Design Elements](#) for a list and description of the design elements, including the corresponding pixel height and width.

Customizing Graphics and Elements

The Aloha Online Ordering team preloads your site with the necessary stock element files and graphics you can use for your online ordering site. You can also customize these files as long as they adhere to the size and shape specifications required for these files.

Use the Graphics and Content section of Web Admin to store and manage your graphics and element files.

To use customized graphics and element files:

1. Download the **specific file** from the Graphics and Content page.
2. Edit the **file**.
3. Upload the **edited file** to the Graphics and Content page.
4. Refresh your **ordering site**.

To download the current version of the graphic or element file in use on your online ordering web site:

1. In Web Admin, select **Designs > Graphics and Content**.
2. Under 'Content Key,' type the **file name** or a **phrase** within the file name, and press **Enter**. The matching results appear.
3. Select the **file** to download.
4. Click **Download**. The system downloads the file to your computer.



To download all the graphics and element files instead of only one file, select Download Zip.

To upload edited files to the Graphics and Content page:

Once you finish customizing a file you download, you can upload the edited file to the Graphics and Content page of Web Admin. The file you upload automatically replaces the corresponding file. You also use these steps to upload graphic files of your menu items.

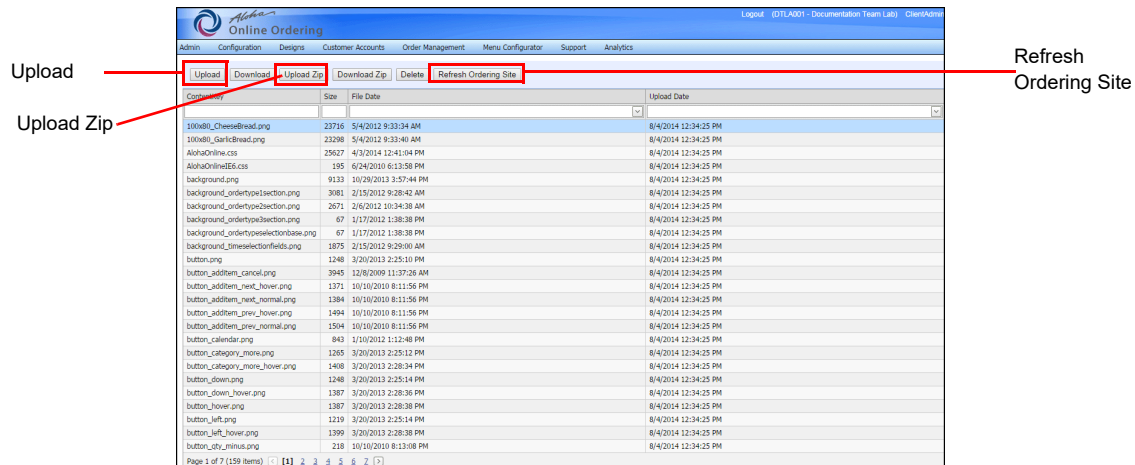


Figure 3 - 4 Graphics and Content Screen

1. Select **Designs > Graphics and Content**.
2. Click **Upload** to upload a single file.

-OR-

Click **Upload Zip** to upload a zip file containing multiple files.

The Upload Content screen appears.

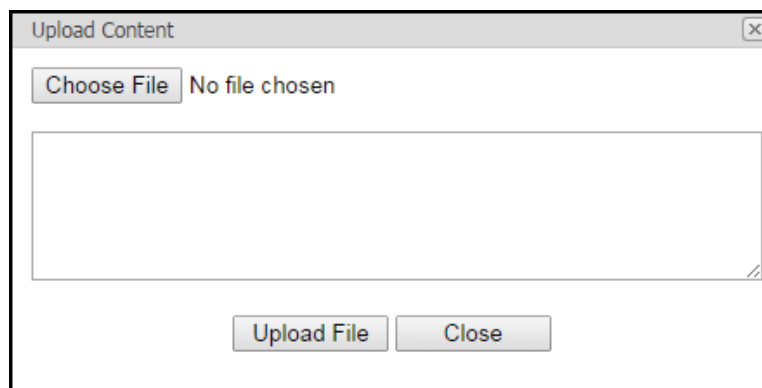


Figure 3 - 5 Upload Content

3. Click **Choose File**.
4. Navigate to and select the **file** to upload.
5. Click **Open**. The system returns to the Upload Content screen with the file name listed next to 'Choose File.'
6. Click **Upload File**. The system uploads the file.

7. Click **Close** to exit the Upload Content screen.
8. Click **Refresh Ordering Site** to publish your changes.



It may take up to five minutes for the new files to appear on your online ordering site. Deleting the browser cache can also be beneficial.

Designing Graphical Menu Categories

The menu categories in Aloha Online Ordering default to text menu categories (as shown in the example on the right below); however, you have the option of designing graphical menu categories (as shown in the example on the left below). Use graphical menu categories as an excellent alternative design solution, particularly if the left-side menu area in the primary page element files (page_start.png and page_menu.png) is not wide enough to accommodate the default text version of the text menu categories.



Figure 3 - 6 Graphical Menu Category and Text Menu Category

The following table references the menu element pages.

Element Name	Pixel Width	Pixel Height	Description	Important Notes
submenu_[category#].png	176	30	The left side menu category button. Appears in the primary menu category list. Modify the height as needed in conjunction with modifying the corresponding expected dimensions listed in the AlohaOnline.css file.	The system automatically assigns the category number for each menu category button during the menu configuration process. Contact your menu builder to locate these numbers. You can also include non-selectable graphics for menu sub-categorization as needed.
submenu_[category#]_hover.png	176	30	Hover version of submenu_[category#].png.	
submenu_[category#]_selected.png	176	30	Selected version of submenu_[category#].png.	
submenutitle_[category#].png	517	130	Appears as the menu category header graphics. Incorporates photos, images, and text as desired.	You cannot modify the height and width.
button_category_more.png	176	30	Appears when more menu categories are available than can be accommodated in the space provided on the primary page element. Must be activated for 16 or more submenu categories.	Menus requiring the use of this button tend to not be user-friendly as they overwhelm consumers with choices. When possible, reduce or consolidate the number of category offerings.
button_category_more_hover.png	176	30	Hover version of button_category_more.png.	
background_timeselectionfields.png	685	80	Graphic to display behind the date and time on the Time.aspx page.	
promotion_timeselection.png	228	300	Highlights site specific messaging on the time.aspx page.	
background_order_type[#]section.png	228	300	Highlights the individual order modes on the time.aspx page.	Each order mode has its own background graphic using number.
background_order_typeselection-base.png	685	300	Large graphic behind order modes and site specific messaging.	

Working with the Advanced Landing Page

Adding the Advanced Landing page allows you to remove a step from the online ordering process by adding Login, Delivery, and Pickup options to the initial page a consumer sees when accessing your online ordering site. To add the Advanced Landing Page to your online ordering site requires you to configure a number of company settings. Optionally, you may update the graphics related to the Advanced Landing page.



Figure 3 - 7 Advanced Landing Page Enabled



Figure 3 - 8 Advanced Landing Page Not Enabled

Updating Company Settings

Update the following company settings to configure the Advanced Landing page. Refer to [“To add or edit a company setting:” on page 1-8](#) for more information.

Company setting	Value for Advanced Landing page	Action
AdvancedLandingPage	true	Enables the advanced landing page.
StartOrderURL	'/'	Necessary when you enable the advanced landing page.
StoreLocatorRequiresAddress	false	Necessary when you enable the advanced landing page.
LandingPageAccountLogin-SuccessfulURL	You have three options: 1. '/' - User remains on landing page. 2. '/AccountDashboard.aspx' - System directs user to the Account Dashboard page. 3. '/AccountInfo.aspx' - Systems directs the user to the Manage Account page.	Controls the page the system redirects a user after logging in at the advanced landing page.
DisableDeliveryLanding	true - Hides the delivery option. false - Does not hide the delivery option.	Controls whether the user sees the option for delivery for online orders.

Updating Graphics on the Advanced Landing Page

The Advanced Landing page adds the following elements, which you may want to customize for your online ordering site.

- **page_landing_advanced.png**- This element contains the same dimension and layout as the page_landing.png.
- **Delivery buttons** - The Advanced Landing page adds the following delivery buttons:
 - button_down.png
 - button_down_hover.png

Changing the Text on the Advanced Landing Page

You can change the text, such as 'Order For Delivery' and 'Order For Pickup,' on the Advanced Landing page.

To change the text that appears on the Advanced Landing page:

1. In Web Admin, select **Configuration > Messages Setup**.
2. Select the **message** to edit. On the Advanced Landing page, the Delivery Line Header and the Pickup Line Header each contain two lines. For example, the default text for line one is 'Order For,' and the default text for line two is 'Delivery' for delivery, and 'Pickup' for pickup. The settings are:
 - WebOrder.LandingPageAdvanced.DeliveryLineOneHeader
 - WebOrder.LandingPageAdvanced.DeliveryLineTwoHeader
 - WebOrder.LandingPageAdvanced.PickupLineOneHeader
 - WebOrder.LandingPageAdvanced.PickupLineTwoHeader
3. Click **Edit**. The Edit Message screen appears.
4. Type the **custom message**.
5. Click **Update**.

Understanding Store Locator Behavior with the Advanced Landing Page

When using the Advanced Landing page, the way in which you set the Store Locator value further determines how the system presents information about nearby stores to the consumer for delivery orders. You use company settings to define Store Locator behavior.

Company Setting	Behavior
StoreLocatorEnabled = true	The system takes the delivery address information from the consumer on the Advanced Landing page and transfers the information to the address fields on the Store Locator page, presenting the consumer with the nearby stores.
StoreLocatorEnabled = false	The system does not prompt the user to enter a delivery address. Instead, the system directs the user to a page with a list of store locations.
StoreLocatorEnabled = false LocationsURL = (a valid URL)	The system redirects the consumer to the specified URL when they select the Delivery button.

Customizing Submenu Names

You can customize the text of the submenu names appearing on the left side menu and at the top of each open submenu.



Figure 3 - 9 Submenu Selected

You customize the submenu text by editing Template.xml.

1. Select **Designs > Graphics and Content**, and download **Template.xml**. Refer to [“To download the current version of the graphic or element file in use on your online ordering web site:” on page 3-7](#) for more information.
2. Open **Template.xml** using Notepad, or another .xml editor.
3. Locate the following **sections**:
 - **<dynamicText id="Category">** - Controls the submenu text listed on the left side menu.
 - **<dynamicText id="CategoryTitle">** - Controls the text listed at the top of each open submenu on the right side of the menu.
4. Change the **following fields** to best meet your own design needs:
 - **fontName** - Controls the type of font. You must upload the font file to the Graphics and Content section. Valid values include 'fontname.ttf' or 'fontname.otf'
 - **fontSize** - Controls the size of the font. Use caution as font size can impact the amount of text the system displays. Valid values include 8, 9, 10, 11, 12, 14, 16, etc.
 - **fontStyle** - Controls the font style. Valid values include: 'regular' or 'bold.'
 - **fontColor** - Controls the main color of the text. Adjust the color using HEX codes.
 - **hoverColor** - Controls the text color when the user hovers the mouse over the text. Adjust the color using HEX codes.

- **selectedColor** - Controls the text color when the user selects a submenu. Adjust the color using HEX codes.

Color	Color HEX
Black	#000000
Red	#FF0000
Green	#00FF00
Blue	#0000FF
Yellow	#FFFF00
Cyan	#00FFFF
Magenta	#FF00FF
Grey	#C0C0C0
White	#FFFFFF

Figure 3 - 10 Hex Color Codes

5. Save **Template.xml**.
6. In Web Admin, select Designs > Graphics and Content, and upload **Template.xml**. Refer to [“To upload edited files to the Graphics and Content page:” on page 3-8](#) for more information.
7. Click **Refresh Ordering Site**.

Adding Social Media Plugins

You can add Facebook, Twitter, and Pinterest plugins to your online ordering site to more easily connect with your consumers. You can add Facebook, Twitter, and Pinterest icons to launch to your social media pages, allow consumers to follow your social media pages, and launch a Twitter share popup.

When you enable Twitter Badge, Facebook Badge, or Pinterest Badge, the system displays these on the footer at all times on the ordering pages. When you enable Twitter Share, Twitter Follow, Facebook Send, and Facebook Like, the system displays these only on the order confirmation page. Review the following examples to determine which social media settings to enable:

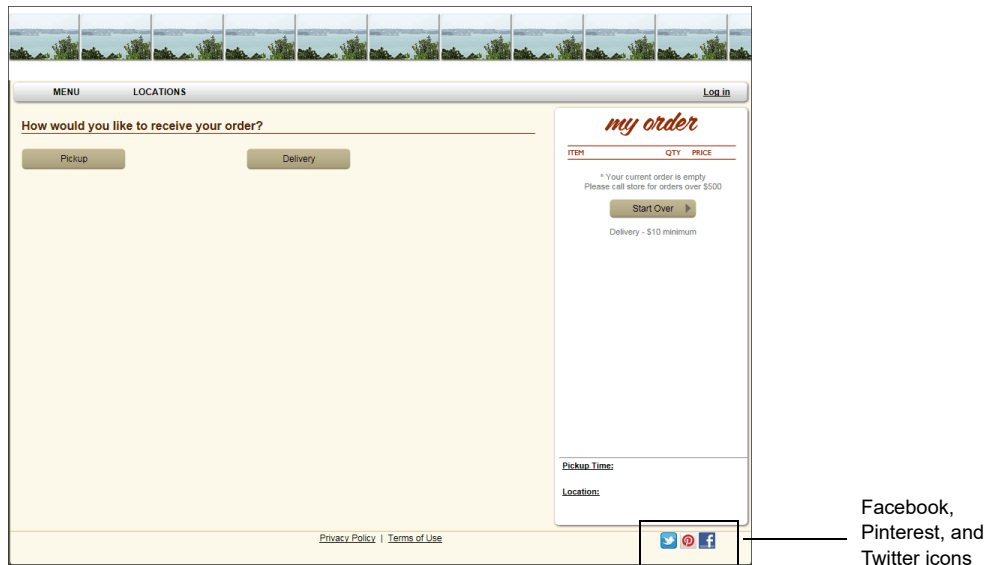


Figure 3 - 11 Facebook, Pinterest, and Twitter Icons



Figure 3 - 12 Twitter and Facebook Launch



Figure 3 - 13 Twitter Share and Twitter Follow

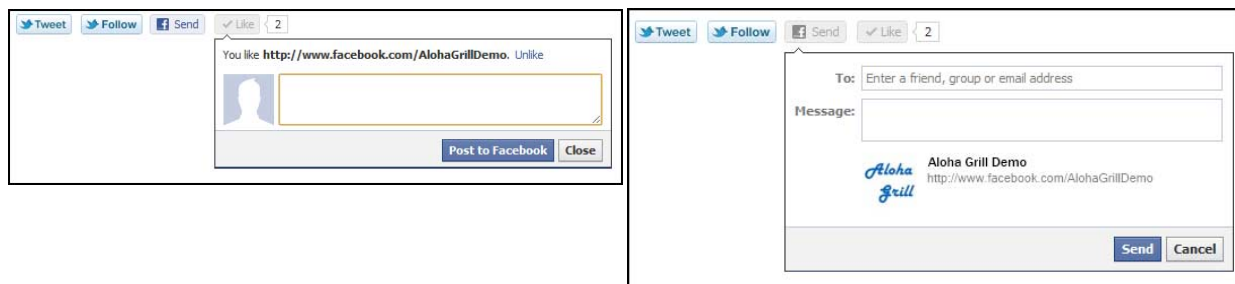


Figure 3 - 14 Facebook Like and Facebook Send

Update the following company settings to configure the Social Media settings. Refer to [“To add or edit a company setting:” on page 1-8](#) for more information.

Company Setting	Example Value
SocialMediaFacebookBadgeURL	http://www.facebook.com/<YourUserNameHere>
SocialMediaFacebookLikeURL	http://www.facebook.com/<YourUserNameHere>
SocialMediaFacebookSendURL	http://www.facebook.com/<YourUserNameHere>
SocialMediaPinterestBadgeURL	http://www.pinterest.com/<YourUserNameHere>
SocialMediaTwitterBadgeURL	http://twitter.com/#!/<YourUserNameHere>
SocialMediaTwitterFollowURL	http://twitter.com/#!/<YourUserNameHere>
SocialMediaTwitterShareMessage	I just ordered from
SocialMediaTwitterShareURL	http://twitter.com/#!/<YourUserNameHere>

Working with the Contact Us Page

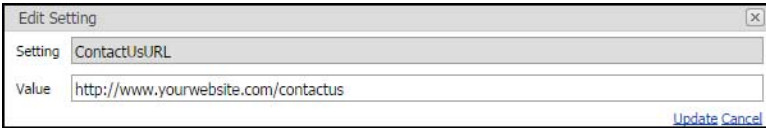
Aloha Online Ordering provides multiple ways by which you can add a Contact Us page to your online ordering web site. You can elect not to include a Contact Us page, redirect consumers to another web site, add a custom html form of your own design, or use the Aloha Online Ordering standard form. By default, Aloha Online Ordering does not include a Contact Us page.

Aloha Online Ordering prioritizes the Contact Us page options as follows:

- If you do not select any options, the system does not display a Contact Us page.
- If you configure your Contact Us page to redirect to another web site, this setting takes precedence over all others.
- If you configure a custom html form and you do not designate a URL to another page, the system presents the custom html page.
- If you configure the Aloha Online Ordering standard form and you do not specify a URL to another page or a custom html page, the system presents the Aloha Online Ordering standard form.

Redirecting to Another URL

You can use the Contact Us option to redirect the user to another URL. Edit the company setting, ContactUsURL, and specify the URL for the page that contains your contact us page. Refer [“To add or edit a company setting:” on page 1-8.](#)



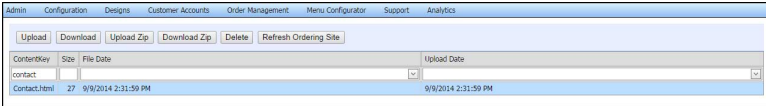
The screenshot shows a dialog box titled "Edit Setting". It has a "Setting" field containing "ContactUsURL" and a "Value" field containing "http://www.yourwebsite.com/contactus". At the bottom right, there are "Update" and "Cancel" buttons.

Figure 3 - 15 ContactUsURL Company Setting

Once you add the URL, the system adds the Contact Us link to the navigation bar. When the consumer selects Contact Us, the system launches a new window with the specified URL.

Presenting a Custom HTML Form

You can also present an html form of your own design. Aloha Online Ordering contains an html form you can edit for your own use.



The screenshot shows a file management interface with a table of files. The table has columns for "ContentKey", "Size", "File Date", and "Upload Date". There are buttons for "Upload", "Download", "Upload Zip", "Download Zip", "Delete", and "Refresh Ordering Site" above the table.

ContentKey	Size	File Date	Upload Date
contact.html	27	9/9/2014 2:31:59 PM	9/9/2014 2:31:59 PM

Figure 3 - 16 Custom HTML

1. In Web Admin, select **Designs > Graphics and Content**, and download **Contact.html**. Refer to [“To download the current version of the graphic or element file in use on your online ordering web site:” on page 3-7](#) for more information.
2. Edit **Contact.html** to your specifications using Notepad or another html editor.
3. In Web Admin, select **Designs > Graphics and Content**, and upload **Contact.html**. Refer [“To upload edited files to the Graphics and Content page:” on page 3-8](#) for more information.
4. Click **Refresh Ordering Site**.

Presenting the Aloha Online Ordering Standard Form

You can choose to present the standard form to a consumer who clicks contact us in the navigation bar. The consumer can type an email message that goes to an email address you specify in company settings.



Figure 3 - 17 Standard Contact Us Form

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **ContactUsSendToEmailAddress** to direct where to send the contact us email message.
3. Click **Edit Setting**.
4. Type the **email address** you want to receive the contact us email messages.
5. Click **Update**.
6. Select **ContactUsEmailSubject**.
7. Click **Edit Setting**.
8. Type the **email subject line** for the Contact Us email message.
9. Click **Update**.

Adding Pictures of Menu Items

Adding pictures of your menu items can be a great way to assist your consumers in making their food selections. Aloha Online Ordering enables you to add pictures of menu and modifier items. You upload the pictures to the Graphics and Content page of Web Admin, and then you use Menu Configurator to associate the menu item to the picture.

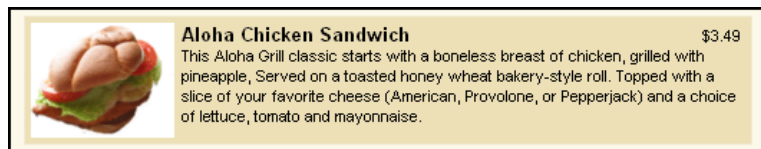


Figure 3 - 18 Menu Item Example

The following table demonstrates the dimensions for each image used on a menu. To use different image sizes requires changes to AlohaOnline.css. Contact the Aloha Online Ordering team for more information.

Image file name	Width (pixels)	Height (pixels)
Menu list image name. User defines the file name	100	80
Popup image name. User defines the file name	250	450
panel_header_image.png	820	33
panel_back_image.png	820	10
panel_bottom_image.png	820	21

Uploading Pictures of Menu Items

You upload pictures of your menu items to the Graphics and Content section of Web Admin. Refer to [“To upload edited files to the Graphics and Content page.” on page 3-8](#) for information on how to upload graphic files. Name the files in such a way to help you identify the menu item and the pixel size, such as ‘100x80_CheeseBread.png.’

Associating a Picture to a Menu Item

After you upload the pictures of your menu items to Graphics and Content, you then associate the picture of a menu item to the menu item in Menu Configurator. The picture displays alongside the item and its description in a submenu. You can also define a popup image to appear in the modifier popup window.

1. In Menu Configurator, select the **menu item** for which you want to associate a picture.

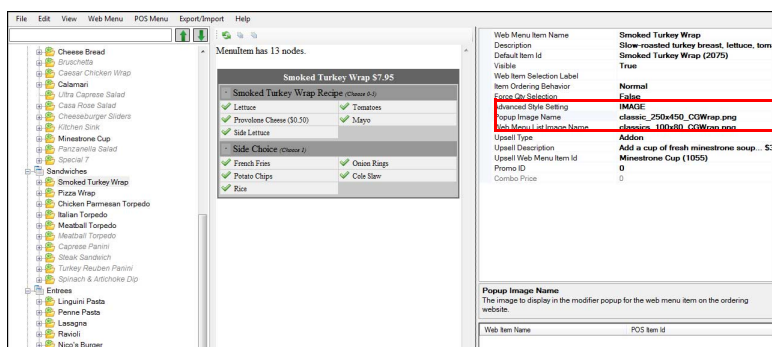


Figure 3 - 19 Associating A Food Graphic

2. In Item Properties, type **IMAGE** as the ‘Advanced Style Setting.’
3. Type the **file name** for ‘Popup Image Name.’ Type the file name exactly as it appears in Graphics and Content. If the item does not appear in a popup window, skip this step.
4. Type the **file name** for the Web Menu List Image. Type the file name exactly as it appears in Graphics and Content.
5. Publish the **changes**.

Hiding the Display of the Submenu Name

Aloha Online Ordering provides you the option to hide the submenu name on your online ordering site.



Figure 3 - 20 With and Without Header

1. Select the **submenu** for which you want to hide the header text.
2. In Item Properties, select **False** from the 'Show Header' drop-down list.



To display the submenu text header, select True from the 'Show Header' drop-down list. The system displays the submenu name.

3. Publish the **changes**.

Customizing Images for Mobile Web

You can tailor the appearance of your online ordering site for consumers who access it on mobile devices. You can customize the various pages, such as the Landing page, General pages, and the Order Entry pages. With each page, you can customize the look of your online ordering site for mobile devices so that it matches your branding.

Customizing the General Pages for Mobile Web

For the general pages of your mobile web site, you can customize the background color of the site menu and popup window, the primary button (the button appearing on the right), and the secondary button (but button appearing on the left).

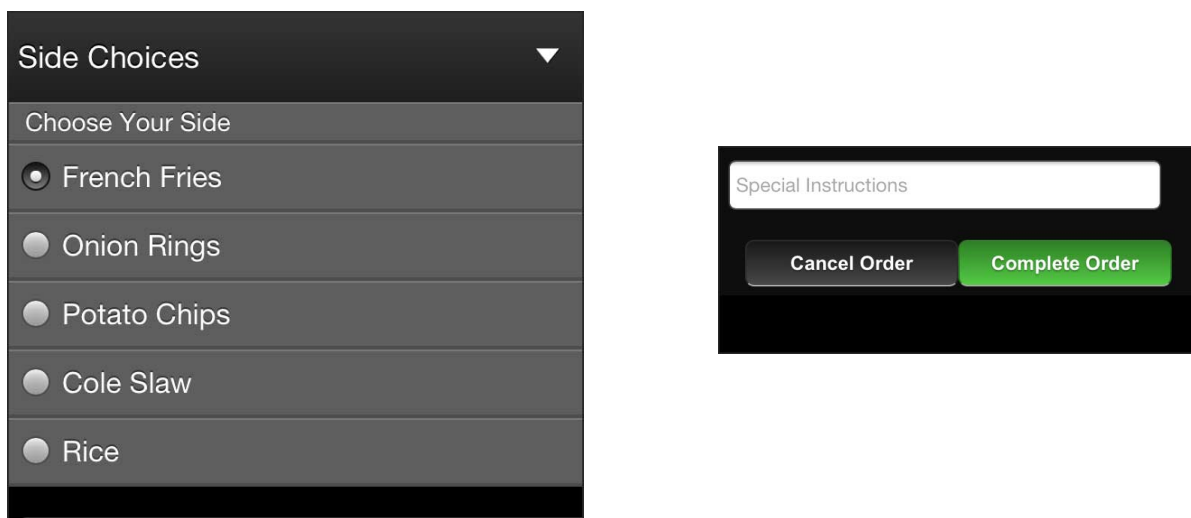


Figure 3 - 21 Site Menu and Primary and Secondary Button

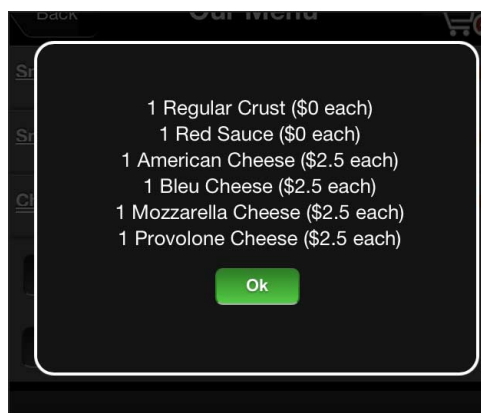


Figure 3 - 22 Popup Background

You can customize the following:

- **Site Menu** - Set the background color.
- **Primary Button** - Set the gradient colors and borders for primary buttons.

- **Primary Button Hover** - Set the gradient colors for the primary hover buttons.
- **Primary Button Active** - Set the gradient colors for the primary active buttons.
- **Secondary Button** - Set the gradient colors and borders for secondary buttons.
- **Secondary Button Hover** - Set the gradient colors for secondary hover buttons.
- **Secondary Button Active** - Set the gradient colors for secondary active buttons.
- **Popup Background** - Set the background color for popup windows.

To customize the mobile web settings:

1. In Web Admin, select **Designs > Mobile Site Configuration**.
2. Make the **desired changes**.
3. Click **Save Changes**.
4. Click **Refresh Ordering Site**.

Customizing the Splash and Landing Page for Mobile Web

You can customize the splash and landing page for mobile web. A user arrives at the landing page when they launch the mobile application, and the image associated with the landing page is the first image they see. Most restaurants use an image consisting of their logo and some details regarding online ordering. To customize the colors of the landing page, refer to [“To customize the mobile web settings:” on page 3-23](#).

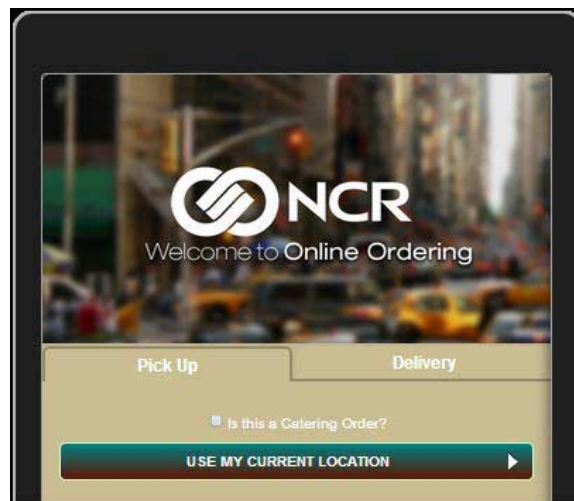


Figure 3 - 23 Landing Page

You can customize the following:

- **Text and Background** - Set the background and text color.
- **Logo Image** - Set the image to display on the splash page. The file name for the mobile web landing page is main-image.png. Upload an image with the pixel width and height of 664 x 350. You upload the image to **Designs > Mobile Site Configuration**.
- **Pickup Tab Header** - Sets the color for the pickup tab on the splash page.
- **Delivery Tab Header** - Sets the color for the delivery tab on the splash page.
- **Tab Body** - Sets the background color for tab body on the splash page.

To upload a logo image:

1. In Web Admin, select **Designs > Mobile Site Configuration**.
2. Click **Upload Logo**.
3. Click **Choose File**.
4. Navigate to and select the **logo file**.
5. Click **Open**.
6. Click **Upload File**.
7. Click **Save Changes**.
8. Click **Refresh Ordering Site**.

Customizing the Order Entry Page for Mobile Web

The Order Entry pages allows a consumer to enter the items for order and to view their subtotal. You can customize the colors for the Order Entry page. To customize the Order Entry pages, refer to [“To customize the mobile web settings:” on page 3-23.](#)

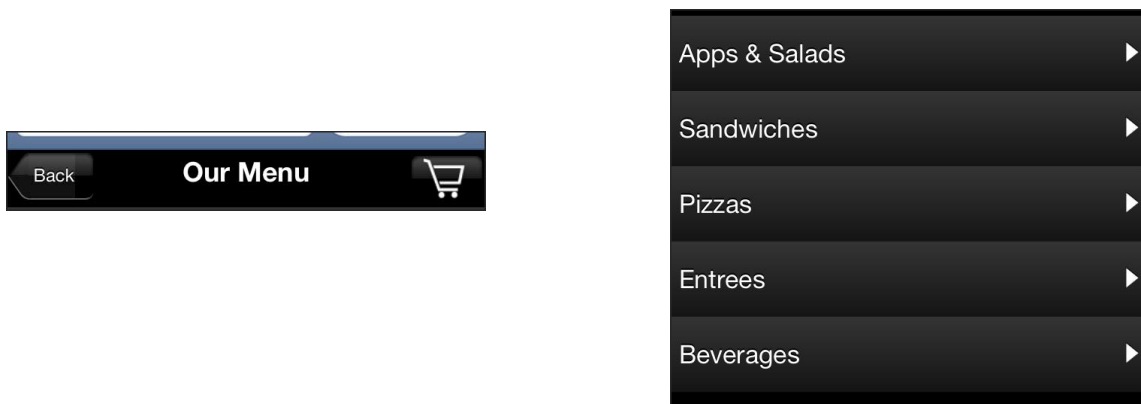


Figure 3 - 24 Cart Circle and Menu (Submenu) List

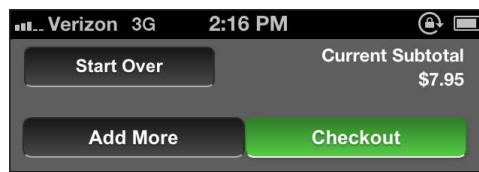


Figure 3 - 25 Order Entry Subtotal

You can customize the following:

- **Navigation Bar** - Sets the background and text color for the navigation header on the order entry page.
- **Cart Circle** - Sets the background and text color the cart circle image on the order entry page.
- **Sub-Menu List (Menu List)** - Sets the gradient colors for menu categories on the order entry page.
- **Order Entry Subtotal** - Sets the background color for the item subtotal field on the order entry page.

Adding a Mobile Web Image for a Submenu

Each submenu can have a unique image to the left of the submenu title, which can assist consumers in making their selections. If you do not add an image for the submenu name, the system places a default icon in place of the image.

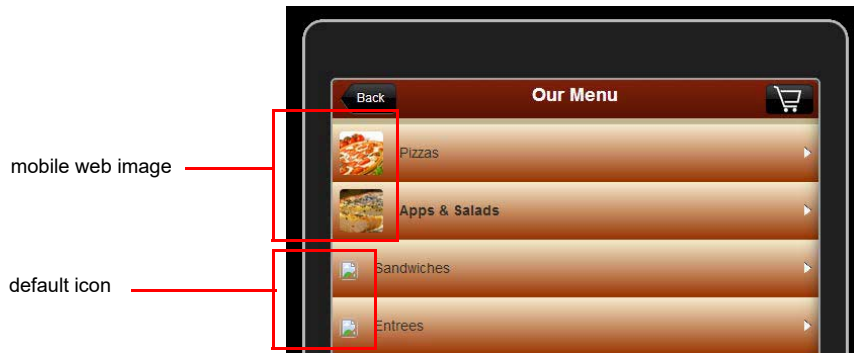


Figure 3 - 26 Submenu Mobile Web

To add a mobile web image for a submenu you must:

- Set the MobileWebHasSubMenuPictures company setting to true. Refer to ["To add or edit a company setting:" on page 1-8](#) for more information.
- Upload an image with a pixel width and height of 136 x 136 for the submenu to Designs > Graphic and Content. **Recommendation:** Name the file in a way to help you identify the submenu for which to use the image. Refer to ["To upload edited files to the Graphics and Content page:" on page 3-8](#) for more information.

Adding a Mobile Web Image for a Menu Item

Each menu item can have a unique image to the left of the menu item title, which can assist consumers in making their selections. If you do not add an image for the menu item, the system places a default icon in place of the image.

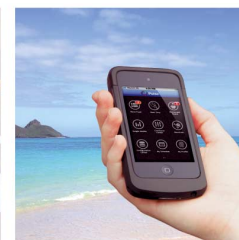
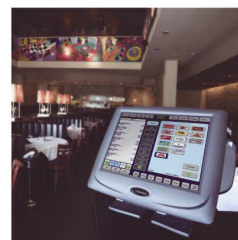


Figure 3 - 27 Menu Item Mobile Web

To add a mobile web image for a menu item you must:

- Set the MobileWebHasMenuItemPictures company setting to true. Refer to [“To add or edit a company setting:” on page 1-8](#) for more information.
- Upload an image with a pixel width and height of 136 x 136 with a file name of mobile_[Web Menu List Image Name]. The ‘Web Menu List Image’ is the image item name used on desktop web. The file format for the mobile image must be the same as the desktop web, either JPG or PNG. Refer to [“To upload edited files to the Graphics and Content page:” on page 3-8](#) for more information.

4 Working with Comps, Promos, and Upsells



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Aloha Online Ordering enables you to create comps and promos for you to offer on your online ordering site to your consumers. You can also prompt your consumers to add additional items when they select specific items for order, referred to as a transaction upsell. Use the Comps function to create unique incentives just for your online ordering consumers. You must create a generic comp in the Aloha POS to which you associate multiple comps from Web Admin. To also offer the promos configured in the Aloha POS to your online consumers, you must create an association between the promo you create in Web Admin with the specific promo in the Aloha POS.

Working with Comps

A comp allows you to offer an incentive, such as a discount, to consumers using your online ordering site. When you configure a comp, the system adds a Coupon Code field to the Order Confirmation and Payment page. The consumer enters the coupon code provided to them, clicks Apply, and the system applies the discount to the consumer order.

ITEM	QTY	PRICE
Chicken Caesar Wrap	5	\$37.50
Cheedar		\$2.50
Lettuce		
Mayo		

SubTotal: \$40.00
Tax: \$0.00
TOTAL: \$40.00

Cancel Order Modify Order

Submit Order

Figure 4 - 1 Order Confirmation and Payment Page

With a comp, you can:

- Offer a discount as an amount or a percentage.
- Limit the amount of the comp.
- Require a minimum purchase amount to receive the comp.
- Base the comp on the size of the order or on frequency of visits.

For the successful use of comps as part of your online ordering site, a comp must meet the following requirements:

- Every online ordering comp must have a corresponding comp in the POS; however, you can associate multiple online ordering comps to a single comp in the POS.
- You must define the corresponding POS comp as a 'Prompt for amount' comp in the POS. When you define a comp as 'percentage off' in Web Admin, Aloha Online Ordering performs the calculation and sends the appropriate discount to the POS.
- A consumer can add multiple non-recurring comps to their order, yet they can only add one recurring comp to their order.

Configuring a Sales Item Group for Comps

You can optionally offer a comp discount that applies only when a guest orders specific eligible items. Once you create a sales item group, you attach the group to the 'Sales Item Group' drop-down list for the applicable comp.

To create a sales item group for a comp:

1. Select **Designs > Discounts > Sales Item Groups**.
2. Click **Add Sales Item Group**. The Add Sales Item Group screen appears.
3. Type a **name** for the sales item group.
4. Type a **description** for the sales item group.
5. Click **Update**. The system returns to the Sales Item Group screen.
6. Select the **sales item group** you created from the 'Select a Sales item Group to add or remove Sales Items from' drop-down list. The system populates the screen with all of your sales items.

Sales Item Id	Sales Item Name	Referencing Menu \ Menu Item	Visible	Selected	#
2005	Cheese Pizza	Individual2 \ Cheese Pizza; Individual \ Cheese Pizza;	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit
2006	Large Sausage Pizza	Individual2 \ Sausage Pizza; Individual \ Sausage Pizza;	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit
2012	Large Veggie Pizza	Individual2 \ Veggie Pizza; Individual \ Veggie Pizza;	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit
2013	Large Mushroom Pizza	Individual2 \ Mushroom Pizza; Individual \ Mushroom Pizza;	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit
2014	Pizza Pepp Special LG	Individual2 \ Pizza Pepp Special LG; Individual \ Pizza Pepp Special LG;	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit

Figure 4 - 2 Sales Item Group Selection

7. Select a **sales item** to include in the sales item group.
8. Click **Edit**.
9. Click **Selected**.
10. Click **Update**.
11. Repeat **steps 7 through 10** for each additional item to include in the sales item group.
12. Exit the **Sales Item Group function**.

Configuring a Comp

After you configure your comps in the POS, access Web Admin to configure your comps for Aloha Online Ordering. You can configure the times of a specific day of the week for when the comp is available. For example, you can offer a comp that is available between the hours of 6:00 p.m. to 10:00

p.m. on each Friday. By default, when you configure a comp, the comp applies to all sites; however, you can assign a comp to a specific site. You may want to do this for a particular site that wants to offer a discount within a specific market in which that site resides.



Refer to the NCR Aloha Table Service Reference Guide or the NCR Aloha Quick Service Reference Guide.

1. In WebAdmin, select **Designs > Discounts > Comps**.
2. Select **Add Comp** to create a new comp.

Add Comp	
Configuration Details	
Id	
Name	Comp
Description	
POS Id	1
Loyalty Id	
Online Comp Code	12345
Start Date	
End Date	
Account Required	<input type="checkbox"/>
Enabled	<input checked="" type="checkbox"/>
Reduction Type	Percentage
Reduction Percent / Amt	
Max Reduction Amt	50
Transaction Minimum Amt	
Comp Usage Threshold	None
Max Usage Count / Amt	
Recurring Usage Count / Amt	
Sales Item Group	All Items
Auto-Apply	<input type="checkbox"/>
Free Modifier Count	

Figure 4 - 3 Add Comp Screen - Configuration Details Tab

3. Type the **name** to appear for the comp on the Web site virtual receipt.
4. Type a **description** to help identify the comp.
5. Enter the **corresponding POS Id** for the comp.
6. Type the **online comp code**, which is the code you want consumers to enter at the Verify Payment page.
7. Select a **start** and **end date** for the comp.
8. Select **Account Required**, to restrict the comp to registered consumers.
9. Select **Enabled** to activate the comp.
10. Select a **comp type** from the 'Reduction Type' drop-down list.
 - **Flat Amount** - Reduces the check by a dollar amount.
 - **Percentage** - Reduces the check by a percentage without a dollar maximum.
 - **Capped Percentage** - Reduces the check by a percentage with a dollar maximum.
 - **Goal Price** - Reduces the price of the item to a specified price. Applies to sales items within a specific sales group. Refer to ["Configuring a Goal Price Comp" on page 4-8](#) for more information.
11. Enter the **amount** or **percentage** of the discount.
12. For capped percentage discounts, enter the **maximum reduction amount**.
13. (Optional) Enter a **transaction minimum amount** for the comp.

14. Select a **comp control** from the 'Comp Usage Threshold' drop-down list.
 - **PerCustomerUsageCount** - Controls the number of times a consumer can use the comp. For example, if you set the control at '5,' then each consumer can use this comp only five times.
 - **TotalUsageCount** - Controls the total number of times all consumers can use the comp. For example, if you set the control at '1,000,' then the system only allows the use of the comp one thousand times, regardless of the specific consumer.
 - **PerCustomerUsageAmount** - Controls the maximum amount each consumer can receive from the comp. For example, if you set the control at '\$50.00,' then each consumer can receive a maximum of '\$50.00' from the comp code, regardless of the number of orders.
 - **TotalUsageAmount** - Controls the maximum amount of discounts allowed by the comp. For example, if you set the control at '\$5,000.00,' then the system only allows the use of the comp until you provide '\$5,000.00' worth of discounts.
 - **PerCustomerRecurringCount** - Defines the comp as available to a consumer each time they place a certain number of orders. For example, if you set the control at '5,' then the consumer can use the comp after every fifth order.
 - **PerCustomerRecurringAmount** - Defines the comp as available to the consumer after reaching a dollar amount threshold of orders. For example, if you set the control at '\$200.00,' then the consumer can use the comp for every \$200 they spend.
15. Enter the **maximum number** or **amount** for the comp usage threshold you selected.
16. Enter the **recurring number** for the usage threshold, if you selected a recurring threshold comp control.
17. If you are using a sales item group to offer a comp discount that applies only when a guest orders specific eligible items, select the **sales group** you created earlier.
18. For goal price comp discounts, click **Auto-Apply** for the system to apply the discount without the need to perform additional actions. If you clear 'Auto-Apply,' the consumer can use the Goal Price discount by entering a discount code at checkout. The system prevents you from selecting 'Auto-Apply' for any other discount type.
19. Select the **Configuration Periods** tab.

Day of Week	Enabled	Start Time	End Time	
Sunday	<input type="checkbox"/>	12:00 AM	11:59 PM	Update Cancel
Monday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Tuesday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Wednesday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Thursday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Friday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit
Saturday	<input type="checkbox"/>	12:00 AM	11:59 PM	Edit

Figure 4 - 4 Configuration Periods Tab

20. Click **Edit** for the day of the week on which to make the comp available.
21. Select **Enabled** to make the comp available for that day.
22. Set the **start time** for the period by either typing the hour, minute, and AM or PM, or by using the up and down arrows to select the time.
23. Set the **end time** for the period by either typing the hour, minute, and AM or PM, or by using the up and down arrows to select the time.
24. Click **Update** to complete the configuration period for the day of the week.

25. Repeat **steps 20 through 24** for each day of the week on which the guest can use the comp.
26. Select the **Assigned Sites** tab.

Figure 4 - 5 Assigned Sites Tab

27. To assign a **comp** to a site, perform one of the following:
 - To assign a comp by **adding the sites from a site group**, select a site group from the 'Add/Remove by Site Group' list and click **Add Selected Group**. The sites included in the site group appear in the 'Selected Sites' list.
 - To unassign a comp by **removing the sites found in the site group**, select a site group from the 'Add/Remove by Site Group' list and click **Remove Selected Group**. The sites included in the site group are removed from the 'Selected Sites' list.
 - To assign a comp to a **single site**, select the **site** from the 'Available Sites' list box and click **Add Selected** to move the site to the 'Selected Sites' list box.
 - To assign a comp to **all sites**, click **Add All** to move all sites to the 'Selected Sites' list box. **Notes:** This is the default behavior when you first add a comp.
 - To **exclude a comp from a single site**, select the **site** from the 'Selected Sites' list box and click **Remove Selected** to move the site to the 'Available Sites' list box.
 - To **exclude a comp from all sites**, click **Remove All** to move all sites to the 'Available Sites' list box.

28. Click **Update**.

Understanding Recurring Comps

The following rules apply to the 'PerCustomerRecurringCount' and 'PerCustomerRecurringAmount' comp usage threshold controls:

- Only a consumer with a registered account can apply a recurring comp to their order.
- A consumer can only have one active recurring comp.
- The system does not automatically apply a recurring comp. The consumer must apply the comp code. The system only auto-applies goal price comps.
- When a consumer meets the conditions for a recurring comp, the system applies the comp to the next order. For example, a recurring comp provides \$10 off every fifth order. After placing five orders, the consumer earns the discount to apply to their next order.

- Residual comp value does not carry over. For example, a consumer receives a reward for \$10 off. On their next order, they only spend \$8.00. They receive a comp for \$8.00 and the system does not retain the \$2.00 comp.
- When tracking order amounts for recurring comp purposes, the system carries forward the amount over the value. For example, you set a comp to give consumers \$10 off for every \$200 spent. A consumer has spent \$190, and on their next purchase they spend \$45, putting them over the threshold. On their next order, they receive the \$10 comp, and the system considers them to have already accumulated \$35 towards the next \$200 threshold.
- A consumer can use non-recurring comps in conjunction with a recurring comp.
- When a recurring comp triggers on an order, the system hides the coupon entry field, thereby prohibiting the consumer from entering another recurring comp for the order the recurring comp is triggering. For example, you set a comp to give \$10 off for every \$200 in purchases. The consumer places an order giving them \$230 worth of purchases. On their next order, the \$10 discount automatically shows up when the consumer progresses to the Order and Payment confirmation screen without the need to enter any sort of coupon code and the system hides the coupon code entry field.

Understanding Comp Rejection Reasons

The following lists the possible reasons the system may reject the comp a consumer attempts to apply to their order.

- `CompNotEnabled` - The comp is not enabled for use.
- `BeforeStartDate` - The order date is before the comp start date.
- `AfterEndDate` - The order date is after the comp end date.
- `TransactionMinimumNotMet` - The order does not meet the minimum transaction amount for the comp.
- `CustomerAccountRequired` - The comp requires the user be a registered consumer.
- `TotalUsageCountExceeded` - The order exceeds the maximum number of usages for the comp.
- `TotalUsageAmountExceeded` - The order exceeds the maximum amount of redemptions for the comp.
- `CustomerUsageCountExceeded` - The system cannot apply the comp because the consumer previously exceeded the maximum number of usages for the comp.
- `CustomerUsageAmountExceeded` - The system cannot apply the comp because the consumer previously redeemed the comp for the maximum amount.
- `RecurringCompAlreadyBeingTracked` - The system cannot apply the comp because it is a recurring comp and the consumer is already tracking against a different recurring comp.

Configuring a Goal Price Comp

A goal price comp is a reduction type that applies a dynamic discount to each sales item within a specific sales item group. You configure the end price (goal price) and the system reduces the amount to the end price, leaving the remaining amount as the discount of the comp. Using a goal price comp, you can create a specific for a range of items that normally have a different price and reduce the price to the same flat amount. For example, you may create a comp where all large pizzas reduce to a flat price of \$10.00 on Monday. Within your database, large pizzas vary in price from \$13.95 to \$17.95. With the goal price set at \$10.00, a \$13.95 pizza receives a \$3.95 discount, whereas a \$17.05 pizza receives a \$7.95 discount.

Things to keep in mind regarding a goal price comp:

- To use a goal price comp, you must first enable the Goal Price comp functionality.
- Before creating a goal price comp, you must create a sales group for the comp.
- A goal price comp must have a corresponding comp on the POS; however, you can associate multiple goal price comps (auto-applied or discount-coded) to a single comp on the POS.
- The system allows more than one auto-applied goal price comp within the same order so the guest can receive multiple discounts.
- The 'Account Required' setting is not supported with the 'Auto-Apply' feature.
- A goal price comp does not support the following settings:
 - Max Reduction Amount
 - Transaction Minimum Amount
 - Comp Usage Threshold
 - Max Usage Count / Amt
 - Recurring Usage Count / Amt

To enable the Goal price comp functionality:

1. Select **Company Settings Setup**.
2. Select **UseGoalPriceComps**,
3. Click **Edit Settings**.
4. Set the value to **True** and click **Edit**.

To create a goal price comp:

After you enable the Goal Price functionality and create the sales item group, you can create the goal price comp.

1. Select **Designs > Discounts > Comps**.
2. Select **Add Comp**.

The screenshot shows a web application window titled "Edit Comp" with three tabs: "Configuration Details", "Configuration Periods", and "Assigned Sites". The "Configuration Details" tab is active. The form contains the following fields and values:

Id	1
Name	3-Topping Comp
Description	
POS Id	1
Online Comp Code	12345
Start Date	
End Date	
Account Required	<input type="checkbox"/>
Enabled	<input checked="" type="checkbox"/>
Reduction Type	GoalPrice
Reduction Percent / Amt	10.0000
Max Reduction Amt	
Transaction Minimum Amt	
Comp Usage Threshold	
Max Usage Count / Amt	
Recurring Usage Count / Amt	
Sales Item Group	Pizza Comp
Auto-Apply	<input type="checkbox"/>
Free Modifier Count	3

At the bottom right of the window, there are two buttons: "Update" and "Cancel".

Figure 4 - 6 Goal Price Comp Configuration

3. Type a **name** to appear for the comp on the web site virtual receipt.
4. Type a **description** for the comp.
5. Enter the **POS comp ID**.
6. Type the **online comp code**, which is the code you want consumers to enter at the Order Confirmation and Payment screen.
7. Select a **start** and **end date** for the comp.
8. Select **Enabled** to activate the comp.
9. Select **Goal Price** from the 'Reduction Type' drop-down list. When you select Goal Price, the system adds the Configuration Periods tab and the Assigned Sites tab.
10. Enter the **goal price** of the item.
11. Select the **sales item group** you created from the 'Sales Item Group' drop-down list.
12. Select **Auto-Apply**.
13. Type the **number of modifiers** you want to allow the guest to order for free from the 'Free Modifier Count' drop-down list. This allows the guest to add a specified number of modifiers of their choosing before the system starts charging a price. For example, on a 3-topping pizza, the guest can order onions, pepperoni, and black olives at no charge, and then add bacon for a price.
14. Select the **Configuration Periods tab**. By default, the system enables the comp for every day of the week. If you do not configure a specific day, then the comp is valid for every day of the week. To enable the goal price comp for specific days of the week, select the **day**, click **Edit**, select **Enabled**, edit the **start** and **end time**, if necessary, and click **Update**.
15. Select the **Assigned Sites tab**.
16. Under 'Available Sites,' select the **store** to which you want to assign the goal price, and click **Add Selected**. The system moves the selected stores to 'Selected Sites.'
17. Click **Update**.

Working with Promos

Aloha Online Ordering supports the use of promos that exist in the Aloha POS to deliver offers and incentives to consumers using your online ordering site. As Aloha Online Ordering imports menu data into Menu Configurator for you to design your menu, Aloha Online Ordering also imports the promos from your POS for use. Consumers can enter a designated code to apply the use of the promo to their order. Aloha Online Ordering uses the settings for a promo as defined by the Aloha POS.

For successful implementation of promos in your online ordering system, promos must meet the following requirements:

- Aloha POS v6.7 or later, and must be using Quick Service. Table Service is not supported.
- ATO v12.1.5 or later.
- A promo for Aloha Online Ordering must have a corresponding promo in the POS.
- In the Aloha POS, you must configure the promo according to the following:
 - With the type set of 'BOGO,' or 'Coupon.'
 - Set as active.
 - Clear 'Manager Needed.'
 - For 'coupon' type promos, clear 'User selects each qualified item.'
 - Set the 'Max Per Check' value to greater than '0.0.'



Refer to the NCR Aloha Quick Service Reference Guide for more information.

To configure a promo:

After configuring your promos in the Aloha POS, you configure promos for Aloha Online Ordering in Web Admin.

1. In Web Admin, select **Designs > Discounts > Promos**.
2. Select **Add Promo Code**.




Figure 4 - 7 Edit Promo Code

3. Select the **promo** from the 'POS Promo' drop-down list.
4. Type the **online promo code** a consumer must enter to receive the promo on their order.
5. Select **Enabled** to activate the promo.
6. Click **Update**.

Applying a Promo

The following are true when applying a promo to an online order:

- After entering the coupon code, the consumer must click Apply to apply the promo to their order.
- The system applies the promo to the lowest priced item in the My Order section.
- A consumer can apply only one instance of a promo per online order.
- If a consumer enters a second promo code, the system erases the first promo code applied to the order, and applies the promo that corresponds to the second promo code.
- If a consumer modifies the contents of an order after applying a promo, the system automatically deletes the previously applied promo, and the consumer must re-enter the promo code.

When the system successfully applies a promo, the system places a 'Promo Applied' notification on the 'My Order' portion of the screen.



The screenshot shows a 'my order' page with a table of items. Below the table, there is a 'Promo Applied' notification. At the bottom, there is a 'Back To Menu' button.

ITEM	QTY	PRICE
Calzone Italian L	1	\$50.00
Bacon Chz L	1	\$13.99
Florentine F	1	\$16.00
Gm Chk Garlic M	1	\$13.00

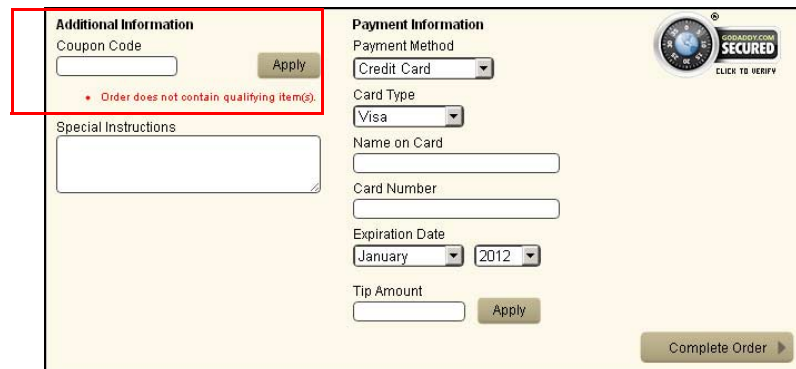
Promo Applied

SubTotal: \$79.99
Tax: \$6.56
TOTAL: \$86.55

Back To Menu ▶

Figure 4 - 8 Promo Applied

If the system cannot successfully apply a promo to the order, a notification appears under the Coupon Code entry location with a reason as to why the promo could not be applied to the order.



The screenshot shows a checkout page with two main sections: 'Additional Information' and 'Payment Information'. The 'Additional Information' section has a 'Coupon Code' field with an 'Apply' button. Below it, a red box highlights a rejection message: '• Order does not contain qualifying item(s)'. The 'Payment Information' section includes a 'Payment Method' dropdown (set to 'Credit Card'), a 'Card Type' dropdown (set to 'Visa'), and fields for 'Name on Card', 'Card Number', 'Expiration Date' (set to 'January 2012'), and 'Tip Amount' with an 'Apply' button. A 'Complete Order' button is at the bottom right.

Figure 4 - 9 Promo Rejection Notice

Working with Transaction Upsells

Use transaction upsells to prompt consumers to purchase additional items, based on the current items in their order. Things to keep in mind regarding transaction upsells:

- Include items you can easily upsell. **Recommendation:** Include items you can sell without modification.
- You can only use items included on a visible submenu.

- If you include an item with a required modifier, the upsell popup does not display the required modifier selection.
- If you include an item with a recipe or an item default, the system does not provide the consumer to make these selections. The system only displays the sales item.

The transaction upsell process works as follows:

- When a consumer clicks Checkout, the system analyzes the items in the online guest check to determine if the guest check contains any sales items with an assigned upsell suggestion group.
- If the guest check contains an item with an assigned upsell suggestion group, the system further analyzes the guest check to determine if the guest check contains any of the sales items from the upsell suggestion group.
- If the guest check does contain items from the upsell suggestion group, the system does not display the upsell popup.
- If the guest check does not contain items from the upsell suggestion group, the system displays the upsell popup.
- The system displays the upsell popup only once, after the consumer clicks Checkout.

You configure transaction upsells by creating a sales item group, associating the sales item group to a suggestion group, and then associate the suggestion group to a sales item. You can also associate graphics with the items. For example, the sales item group includes the suggested items, such as 'Gallon Sweet Tea,' 'Gallon Unsweet Tea,' and 'Gallon Lemonade.' You then create a suggestion group, such as 'Gallon Drinks 1.' Finally, you associate the suggestion group to a sales item. In the example, you may add the suggestion group 'Gallon Drinks 1' to the sales item 'Chicken Tender Platter.'

To configure a sales item group for a transaction upsell:

1. In Web Admin, select **Designs > Upsell Configuration > Sales Item Group Setup**.
2. Click **Add Sales Item Group**. The Add Sales Item Group screen appears.

Figure 4 - 10 Add Sales Item Group

3. Type a **name** for the sales item group.
4. Type a **description** for the sales item group. The description appears on the online ordering menu.
5. Click **Update**.
6. Select the **sales item group** you created from the 'Select a Sales Item Group to add or remove Sales Items from' drop-down list. The system lists the menu items in your database for you to select for the sales item group.

Sales Item Id	Sales Item Name	Referencing Menu \ Menu Item	Visible	Selected	#
	gallon				
40018	Gallon Sweet Tea (Iced)	SA Pickup \ Sweet Tea - Gallon (Iced);	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
40019	Gallon Unsweet Tea (Iced)	SA Pickup \ Unsweet Tea - Gallon (Iced);	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
40020	Gallon Lemonade (Iced)	SA Pickup \ Lemonade - Gallon (Iced);	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
40021	Gallon Diet Lemonade Iced	SA Pickup \ Diet Lemonade - Gallon Iced;	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Update Cancel

Figure 4 - 11

7. Select a **sales item** to include in the sales item group.

8. Click **Edit**.
9. Click **Selected**.
10. Click **Update**.
11. (Optional) Repeat **steps 7 through 10** for each additional item to include in the sales item group.
12. Exit the **Sales Item Group Setup** function.

To configure an upsell suggestion:

1. Select **Designs > Upsell Configuration > Upsell Suggestion Setup**
2. Click **Add Suggestion**. The Add Upsell Suggestion screen appears.



Figure 4 - 12 Add Upsell Suggestion Screen

3. Type the **name** for the upsell suggestion.
4. Click **Update**. The system adds the upsell suggestion.
5. Click the **+ icon** corresponding to the upsell suggestion.
6. Click **New**.
7. Select the **sales item group** you created from the 'Suggested Sales Item Group' drop-down list.
8. Click **New** to add additional sales item groups to the upsell suggestion. By default, the online ordering menu displays the sales group in the order you associate them with the sales item. To change the positioning of a group, enter a new sequence number and click Update.
9. (Optional) Select **Quantity Selection** to allow the consumer to select a specific quantity of the upsell item. By default, the system clears the selection and uses the default value for all items in the group.
10. (Optional) Type an **override description** for the upsell configuration. By default, the system uses the description from the Sales Item Group configuration.
11. Click **Update**.

To assign sales items to an upsell suggestion:

1. Select **Designs > Upsell Configuration > Upsell Suggestion Assignment**.
2. Select the **upsell suggestion** from the 'Choose Upsell Suggestion' drop-down list.
3. Under 'Available Sales Items,' locate the **item** for which you want to associate with the upsell suggestion, and click **Add Selected**. The system moves the selected items to 'Sales items which trigger Suggestion.' To remove an item from a transaction upsell, under 'Sales Items which trigger Suggestion,' select the **item**, and click **Remove Selected**. The system moves the item to 'Available Sales Items.'
4. Click **Update**.

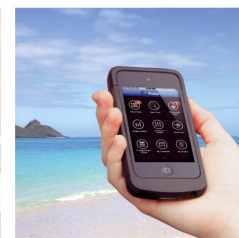
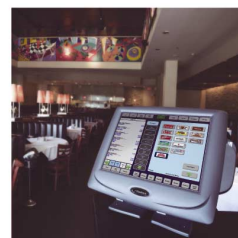
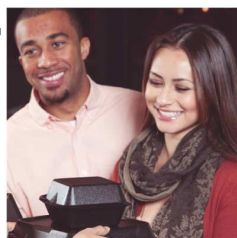
Configuring Transaction Upsell Graphics

Aloha Online Ordering uses two graphic files for transaction upsell, that appear in the upsell pop-up window, which you can customize. Refer to ["Customizing Graphics and Elements" on page 3-7](#) for more information. Those files are:

- Up-sellBackground.png
- Up-sellTitle.png

Additionally, the image associated with a menu item also appears when you include an item as part of a transaction upsell.

5 Managing Customer Accounts and Orders



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In Web Admin, you can manage the data for consumers who have online ordering accounts with you. Consumers can create an account for themselves at your online ordering site, or you may elect to create an account for a consumer. You can review consumer account data, edit consumer account information, unlock account logins, and reset passwords. If you employ call center functionality, these users access Accounts Review to add consumer accounts, and to select consumer accounts to initiate orders for consumer. Through company settings, you can initiate a weekly export of your consumer data.

Additionally, you can create contact reasons to appear on the Contact Information page. Contact reasons allow your consumers to designate if they want you to contact them for specific reasons, such as promotional offers. You configure the specific contact reason to display on the Contact Information page.

As an added security measure for your consumers, you can create security questions to which your consumers must provide an answer to reset their password.

Working with Accounts Review

Accounts Review enables you to view information regarding your consumers. Access Accounts Review in Web Admin by selecting **Customer Accounts > Accounts Review**. The system displays a grid containing your existing consumer accounts.

First Name	Last Name	Email Address	Business Name	Department Name	Loyalty Card Number	Voice Phone	Extension	Is Tax Exempt	Tax Payer Id	Has Login	Order History	Start Call Center Order	Start Restaurant Portal Order
test	account	test.accounts@ncr.com	QuickService	Test		7707777707		False		True	Order History	Start Order	Start Order
Felicia	Washington	felicia.washington@ncr.com	UAT	Email		7705677705		False		True	Order History	Start Order	Start Order

Figure 5 - 1 Accounts Review Page

The Accounts Review page includes the following information:

Field	Description
First Name	The first name of the consumer.
Last Name	The last name of the consumer.
Email Address	The email address of the consumer.
Business Name	The name of the business.
Department Name	The name of the department within the business.
Loyalty Card Number	The loyalty card number of the consumer.
Voice Phone	The phone number of the consumer.
Extension	The extension number, if any.
Has Login	True: The consumer created an online ordering account. False: The consumer does not have an online ordering account.
Is Tax Exempt	True: The consumer is tax exempt. False: The consumer is not tax exempt.

Field	Description
Tax Payer Id	The tax payer Id number of the tax exempt organization. If the business is not tax exempt, this field remains blank.
Has Login	True: The consumer has an account login. False: The consumer does not have an account login.
Order History	The order history of the consumer. Click Order History to view a listing of the previous orders of the consumer.
Start Call Center Order	Allows persons with call center functionality to start an order for the selected consumer.
Start Restaurant Portal Order	Allows persons with Restaurant Portal functionality to start an order for the selected consumer.

In some scenarios, you may need to add and edit consumer accounts. For example, a consumer may have difficulty creating an online ordering account, and you can do so for them. In other situations, you may edit consumer information to add loyalty card information, to update a mailing address, to change an email address, and more.

If you employ call center functionality, the call center employee accesses consumer accounts to review consumer information and to initiate consumer orders. Employees with call center functionality can also have customer accounts.

Upon the creation of a new online ordering account, whether the consumer creates the account at your online ordering site or an employee creates the account for them, the system sends a welcome email to the consumer.

To add a consumer account:

When adding consumer accounts, the system requires the following information: First Name, Last Name, Email Address, AddressLine1, City, Postal, Security Question, and Security Answer.

1. In Web Admin, select **Customer Accounts > Accounts Review**.
2. Click **Add**. The Add Customer screen appears.
3. Type the **consumer first name**.
4. Type the **consumer last name**.
5. Type the **consumer email address**.
6. (Optional) Type a **secondary email address**.
7. Type the **business name**.
8. (Optional) Type the **department name**.
9. Enter the **consumer's voice phone number**.
10. (Optional) Enter the **phone number extension**.
11. (Optional) Enter an **alternate phone number** for the consumer.
12. (Optional) Enter the **extension** for the alternate phone number.
13. (Optional) Select **Pay At Store Allowed** to allow the consumer to pay at the store.
14. Select **Tax Exempt** for tax exempt consumers.
15. Enter the **Tax Payer ID** for tax exempt consumers.
16. For call center employees, select **Call Center/Restaurant Portal Operator**.
17. Enter the **customer address**.
18. Enter the **city**.
19. Select the **state** from the drop-down list.
20. Enter the **postal code**.
21. (Optional) Enter the **Loyalty card number** of the consumer.
22. Type a **security question** and **answer** for the consumer.

23. Enter any **notes** about the consumer.

24. Click **Save**.

To edit a consumer account:

- 1.** Select **Customer Accounts > Accounts Review**.
- 2.** Select the **consumer account**.
- 3.** Click **Edit**.
- 4.** Make the **desired changes**.
- 5.** Click **Save**.

Exporting Consumer Data

In company settings, you can elect to export consumer data and the system emails the spreadsheet in an .xls format every Sunday at 4 a.m. central standard time. The spreadsheet contains information regarding consumers who successfully submitted orders to your online ordering site. The export does not filter out consumers who ordered from you but did not create an account.

The system can only send the export in .xls format and only at 4 a.m. central standard time. You cannot change these settings.



Call the Online Ordering support team to enable 'Data Export' for your company and provide the email addresses of the recipients.

The export includes the following information:

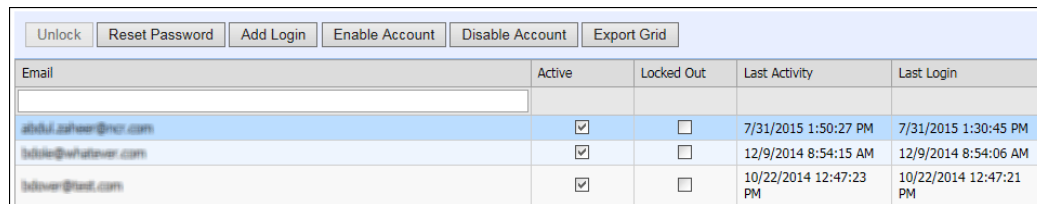
- First and last name
- Email address
- Secondary email address
- Business name
- Department name
- Voice phone number and extension
- Alternate phone number and extension
- Loyalty number
- Is tax exempt
- Tax payer ID
- Pay at store allowed
- Call center operator
- Date of last order
- Amount of last order
- Total amount spent
- Total number of orders
- Average order amount
- Contact reasons external IDs
- Contact reason names
- Site external ID
- Site name
- Address, city, state and zip code of the consumer
- Creation date
- Last location where the consumer placed their order.

To configure an email address for receipt of consumer export reports:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **AccountManagementEmailAddress**.
3. Click **Edit Setting**.
4. Type the **email addresses** to which you want to send the report. Use a semi-colon to separate multiple email addresses.
5. Click **Update**.

Working with Login Management

Login management enables you to view and manage the consumer accounts created for your online ordering site. You can view the last login and activity of a consumer account, add a login, delete a login, and export a grid of logins.



Email	Active	Locked Out	Last Activity	Last Login
	<input type="checkbox"/>	<input type="checkbox"/>		
afdui.zaher@ncr.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7/31/2015 1:50:27 PM	7/31/2015 1:30:45 PM
bdole@whatever.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12/9/2014 8:54:15 AM	12/9/2014 8:54:06 AM
bdover@test.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10/22/2014 12:47:23 PM	10/22/2014 12:47:21 PM

Figure 5 - 2 Customer Accounts Login Screen

To unlock a login:

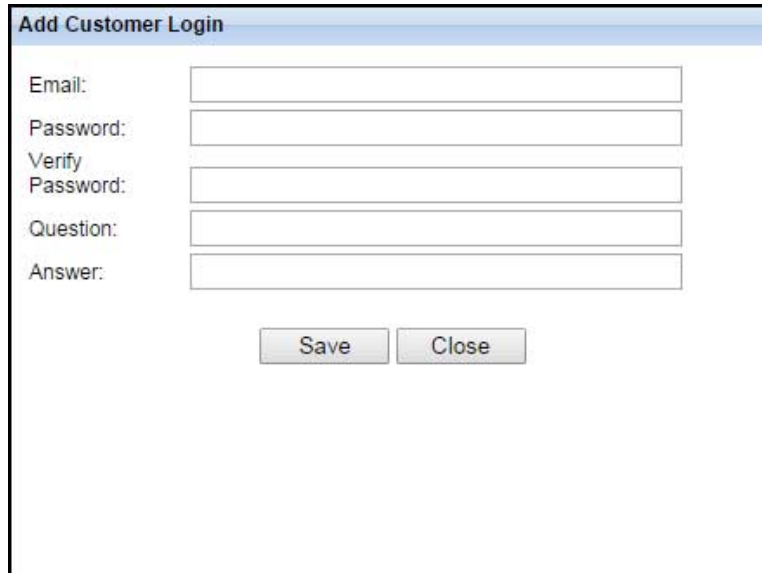
1. In Web Admin, select **Customer Accounts > Login Management**.
2. Select the **consumer account**.
3. Click **Unlock**. A message appears.
4. Click **OK**.

To reset a password:

1. In Web Admin, select **Customer Accounts > Login Management**.
2. Select the **consumer login account**.
3. Click **Reset Password**. The Password Reset Successful prompt appears and the system sends the new password to the consumer email address.
4. Click **Close**.

To add a login:

1. In Web Admin, select **Customer Accounts > Login Management**.
2. Click **Add Login**. The Add Customer Login screen appears.



The screenshot shows a web form titled "Add Customer Login". It contains five text input fields arranged vertically, each with a label to its left: "Email:", "Password:", "Verify Password:", "Question:", and "Answer:". Below the input fields are two buttons, "Save" and "Close", positioned side-by-side.

Figure 5 - 3 Add Customer Login

3. Enter the **consumer email address**.
4. Type a **password** for the consumer login, and retype the **password**.
5. Type a **security question**.
6. Type a **security answer**.
7. Click **Save**.

To delete a login:

1. In Web Admin, select **Customers Accounts > Login Management**.
2. Select the **consumer login account**.
3. Click **Delete Login**. The Delete Login Successful message appears and the system deletes the consumer login.
4. Click **Close**.

To export the login management data:

1. In Web Admin, select **Customer Accounts > Login Management**.
2. Click **Export Grid**. The system exports CustomerDetails.xls to your computer. The export contains the following information:
 - User name
 - Email
 - Comment
 - Is approved
 - Is locked out
 - Last lockout date
 - Creation date

- Last login date
- Last activity date
- Last password changed date
- Is online (at the time of the export).

Working with Contact Reasons

Contact reasons allow your consumers to designate if they want you to contact them for any particular reason, such as information or promotional offers. Aloha Online Ordering displays the contact reasons you create on the Contact Information page before the consumer gets to the Payment page for anonymous orders, and on the Manage My Account page for registered consumer accounts. By default, the system preselects reason codes, and the consumer must clear the option to opt out.

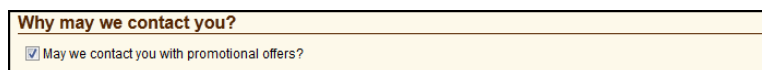


Figure 5 - 4 Contact Reason

To add a contact reason:

1. In Web Admin, select **Customer Accounts > Contact Reasons**.
2. Click **Add Contact Reason**.

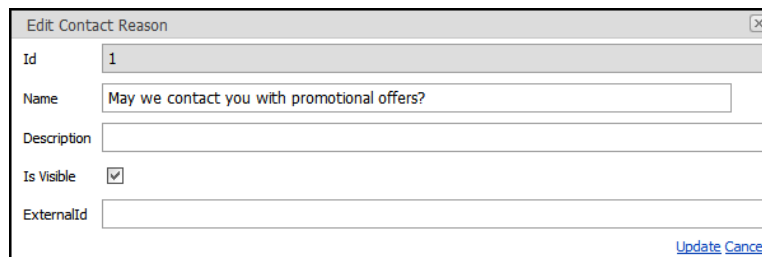


Figure 5 - 5 Contact Reason Entry

3. Type the **text** for the contact reason. The system displays the text you enter here on your online ordering site.
4. Type a **description** for the contact reason. The description does not appear on your online ordering site.
5. Select **Is Visible** to activate the contact reason.
6. (Optional) Enter an **external ID number**. External systems may require this number as a reference.
7. Click **Update**.

To edit a contact reason:

1. In Web Admin, select **Customer Accounts > Contact Reasons**.
2. Select the **contact reason** you want to edit.
3. Click **Edit Contact Reason**.
4. Make the **desired changes**.
5. Click **Update**.

Working with Security Questions

Security questions enable you to present questions to a consumer for which they must provide an answer to reset their password. You can add, edit, and delete security questions.

To add a security question:

1. In Web Admin, select **Customer Accounts > Security Questions**.
2. Click **Add Security Question**. The Edit Security Question screen appears.
3. Type the **security question** you want your consumers to answer.
4. Click **Update**.

To edit or delete a security question:

1. In Web Admin, select **Customer Accounts > Security Questions**.
2. Click the **security question** to edit or delete.
3. Click **Edit Security Question**, make the **necessary changes**, and click **Update**.

-OR-

Click **Delete Security Question** to remove the security question.

Configuring reCAPTCHA

reCAPTCHA is a free service from Google that helps protect websites from spam and user account hacking by offering a set of image recognition tests to verify the user is human and not a robot (or bot). Once the service verifies the user is a human and not a robot logging in to the Aloha Online Ordering website, reCAPTCHA allows access. In addition to configuring reCAPTCHA in Web Admin, you must also add the domain name to the reCAPTCHA console.

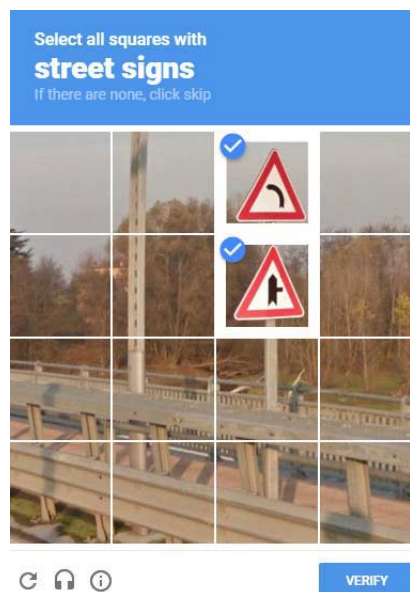


Figure 5 - 6 reCaptcha Image Test

To configure reCAPTCHA:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select a **set** from the 'Choose Settings Set' drop-down list.
3. Begin typing **UseCaptcha** until the setting appears and click Edit Setting. If it does not appear, click **Add Setting**.
4. Verify or type **UseCaptcha** in 'Setting.'
5. Type **True** in 'Value.'
6. Click **Update**.
7. Exit the **Company Settings Setup** function.

To log into Aloha Online Ordering using reCAPTCHA:

1. Log into **Aloha Online Ordering**. The reCAPTCHA box appears above the 'Sign in' button.
2. Click **I'm not a robot**. An image test appears.
3. Complete the **image test**, as directed. Once verified, the system logs you into the Aloha Online Ordering site.

About Order Management

Order Management enables you to review online orders submitted by consumers. You can view all of your consumer orders, or use the filter to search for consumer orders within a specific range. You can also start a consumer order.

Working with Orders Review

Orders Review enables you to search for consumer orders, review them, and retrieve the status of a POS order. You can filter the report results in a number of different ways. For example, you can filter the order source by selecting 'Web,' 'Mobile,' or 'MobileWeb' to enable you to review the source of online orders. You can also export data by pressing the export button on the bottom left side of the screen.

Reviewing Consumer Orders

To review your orders, in Web Admin, select **Order Management > Orders Review**, and click **Search**. The system displays the one hundred most recent orders.

Location	Order Id	Customer	First Name	Last Name	Email	Phone#	Above Store Status	POS Status	Available Time	Payment	Last Modified	Total	Actions	Operator
Documentation Team Store 2	2		Dan	Douglas	dan.douglas@email.com	8176664444	Validated	Unordered	9/12/2014 12:10 PM		9/12/2014 11:53:23 AM	\$35.90		N/A
Documentation Team Store 2	1		Larry	Johnson	larry.johnson@email.com	8177779999	Submitted	None	9/12/2014 12:10 PM	Pay at Site	9/12/2014 11:51:50 AM	\$34.35		N/A
Documentation Team Store 1	5		Bill	Smith	bill.smith@email.com	8171113333	Submitted	None	9/12/2014 12:05 PM	Visa - Site	9/12/2014 11:49:45 AM	\$31.60		N/A
Documentation Team Store 1	4		Allan	Jones	allan.jones@email.com	8179997777	Submitted	None	9/12/2014 12:00 PM	Visa - Site	9/12/2014 11:43:32 AM	\$34.90		N/A

Figure 5 - 7 Orders Review Screen

The Orders Review screen contains a search filter on the left side of the screen. Select the desired filters for your search, and click Search. You can filter your search by any of the following:

- Consumer first name
- Consumer last name
- Consumer email address
- Consumer phone number
- The minimum amount of an order
- The maximum amount of an order

- All sites, or a specific site location
- The external ID
- The status of the order - Unordered, Validated, Submitted, PendingOperation, Deleted, or CreditProcessed
- The status of the site - NotAcceptingOrders, PreLive, PublicLive, or CallInOrdersOnly
- The source of the order - All sources, Web, Mobile, or MobileWeb
- The minimum order time
- The maximum order time
- The last modified minimum
- The last modified maximum
- The date of the order
- The level of detail for the order - Summary or Detail

The system returns search results to the right of the filter with the following information:

Field	Description
Location	The store location for the order.
Order ID	The online order number.
Customer	The name of the consumer.
First Name	The first name of the consumer.
Last Name	The last name of the consumer.
Email	The email address of the consumer.
Phone Number	The phone number of the consumer.
Above Store Status	The possible values include: Deleted Submitted Validated Unordered
POS Status	The possible values include: In Delay - Future order not yet released to the POS. In Delay - Order not yet released to the POS - Error. Timed Out - Order canceled once submitted to time out error. Ready/Prepared - Order released to the POS. N/A - Site not using ATO.
Available Time	The available time for the order.
Payment	The payment tender for the order, or Pay at Site.
Last Modified	The last time of the consumer or an employee with call center operator access modified the order.
Total	The total amount for the order.
Actions	The option to modify or cancel a future order.
Operator	The ability to view or start orders as a call center operator, or as a restaurant portal order.

Retrieving the POS Status of an Order

If you are using Aloha Takeout, you can retrieve the POS status of an individual order as long as the EnableGetOrder company setting is set to 'true.'

To enable the retrieval of the POS status:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select **EnableGetOrder**.
3. Click **Edit Setting**.
4. Type **true** for the value.
5. Click **Update**.

To retrieve the POS status of an order:

1. In Web Admin, select **Order Management > Orders Review**.
2. Search for the **order**.
3. In the search results, click the **Order Id** of the order on the right side of the screen. The Order Details screen appears.

The screenshot shows a window titled "Order Details" with the following content:

Order Info		Customer Info	
Order Id:	4	Name:	Allan Jones
Last Modified:	9/12/2014 11:43:32 AM	Email:	allan.jones@email.com
Pickup Time:	9/12/2014 12:00:00 PM	Address:	12345 Main St Fort Worth, TX
Status:	Submitted	Phone:	8179997777
POS Status:	None		
Total:	\$34.90		
Balance Due:	\$34.90		
Payment:	Sent to Site		
Payment Type:	Visa		
Submission:	00000000-0000-0000-0000-0000-000000000000		
Submit Payment Masked Credit Card #:	n *****1111		

Order Receipt		
Item	Qty	Price
Large Pepperoni Pizza Regular Crust	1	\$16.95
Large Supreme Pizza Regular Crust	1	\$17.95
SubTotal:		\$34.90
Tax:		\$0.00
Total:		\$34.90

At the bottom of the window is a button labeled "Get POS Status".

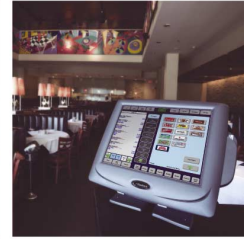
Figure 5 - 8 Order Details Screen

4. Click **Get POS Status**. The system updates the Order Details screen with the order status.

Starting a Consumer Order

You can also start a consumer order from the Order Management screen. Select **Order Management > Start Order**. The system launches your online ordering site in a new browser window.

6 Accessing Company Dashboard and Reports



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Analytics and reports are essential in gauging the progress of your restaurant and determining the success or failure of your business. In a corporation, reports provide an important link from the store level to corporate. The Company Dashboard and Reports options enable you to review online ordering transaction data for your company, for specific site locations, and to identify your top consumers and items for order.

Working with Company Dashboard

Company Dashboard enables you to view the data concerning your online ordering site and provides you with information to help you evaluate the effectiveness of your online ordering site. For example, if you see a high percentage of abandoned order attempts, you may want to review your menu setup.

In Web Admin, access the Company Dashboard at **Analytics > Company Dashboard**.



Figure 6 - 1 Company Dashboard

The Company Dashboard contains three sections: Key Statistics, Reports, and filter options.

The options for the available dashboard reports, located at the top of the screen, include:

Report	Description
Total Sales	Displays the totals sales according to your filter selections.
Catering vs. Retail	Displays a comparison between catering and retail according to your filter selections. Use the information to evaluate your sales by menu.
Delivery vs. Pickup	Displays a comparison between pickup and delivery orders according to your filter selections. Use the information to evaluate your sales by order mode.
Top 10 Sites	Displays the top 10 sites based on sales count according to your filter selections.

The key statistics, located on the left side of the screen, include the following:

Column	Description
Synchronization	Details the date of the last design import, the last time you published the design, and the last time you saved the design.
Recent Activity	Summarizes the total sales and the average sale for the previous day, current day, and all future orders.
Yesterday's Orders	Summarizes the following: Start attempts Successful starts Abandoned Browse only Order errors Completion attempts Successful completions Placement rate Success rate

The filter options, located at the bottom of the screen, include:

Filter	Description
\$ or #	Filter the report by total online order sales, or by the total number of online orders
State	Select a specific state by which to filter the report.
Store	Select a specific store by which to filter the report.
Time frame	Select a time frame by which to filter the report. Options include one day (1d), one week (1w), one month (1m), Month to date (mtd), three months (3m), six months (6m), and one year (1y).

You can export the dashboard information by clicking Export. An export link appears on both Key Statistics and the filter options.

Working with Site Dashboard

Site Dashboard, similar to Company Dashboard, enables you to view sales information for a specific site location. In Web Admin, access the Site Dashboard at Analytics > Site Dashboard, and select the specific site from the 'Choose Site' drop-down list on the top left side of the screen.

The differences between Site Dashboard and Company Dashboard are:

- You cannot export data from Site Dashboard.
- Under Key Statistics, Site Dashboard includes the number of orders and total dollar amount for future day orders.

Working with Reports

Reports enable you to identify your top consumers, consumers who have not ordered from you in the last thirty days, and the top ordered items from your online ordering site. You can export the report details to an Excel file format or to a .csv file.

Aloha Online Ordering includes four reports:

Top Customers

The Top Customers report lists your top 100 customers according to dollar amount spent. The report includes the consumer information, the total amount of money spent online, the total number of orders, and the average total per order.

First Name	Last Name	Email	Phone Number	Address	City	State	Zip	Total	Orders	Avg \$/Order
AAA	AA							\$3.95	1	\$3.95

Figure 6 - 2 Top Customers Report (Excel Format)

Top Customer Trends

Similar to the Top Customers report, the Top Customer Trends report breaks down the sales information by last 90 and 30 days.

First Name	Last Name	Email	Total	Last 90	Last 30	Orders	Last 30	Last 90	Avg \$/Order	Last 90	Last 30
AAA	AA		\$3.95	\$0.00	\$0.00	1	0	0	\$3.95	\$0.00	\$0.00

Figure 6 - 3 Top Customer Trends Report (Excel Format)

No Orders in 30 Days

The No Orders in 30 Days report displays consumers who have not placed an online order within the last thirty days. The report includes the first name, last name, email address, phone number, and address of the consumer, and the last order the consumer placed.

First Name	Last Name	Email	Phone Number	Address	City	State	Zip Code	Last Order
AAA	AA							10/23/2018

Figure 6 - 4 No Orders in 30 Days Report (Excel Format)

Top Items

The Top Items report displays the top items purchased through the web menu according to the total amount sold. This report includes the design ID, sales item ID, item ID, item name, price, and total number of items sold.

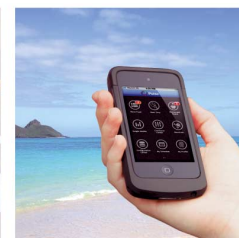
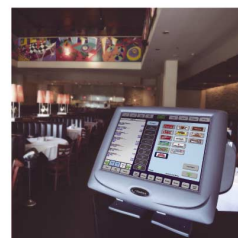
Design ID	Sales Item ID	Item ID	Item Name	Price	Total Sold
1	2128	3005	Clam Chowder-CUP	\$3.95	1

Figure 6 - 5 Top Items Report (Excel Format)

To run a report:

1. In Web Admin, select **Analytics > Customer Reports**.
2. Click the **report** you want to run from the list on the left side of the screen. The system displays the report.
3. (Optional) Under 'Export Options,' select the **export format** and click **Export Grid**.

7 Configuring Online Ordering Features



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This chapter provides instructions concerning miscellaneous online ordering features, which you may want to include as part of your online ordering site. These options include adding a special instructions text box, adding a navigation safeguard, quick ordering, group ordering, First Data ValueLink gift card integration, offering ASAP delivery for online orders, configuring loyalty for your online ordering site, and configuring gift cards for online orders.

Adding a Special Instructions Text Box

You can add a special instructions text box to the modifier pop-up window to allow consumers to add notes regarding an item. These notes print on the kitchen chit. You add the special instructions text box by modifying Template.xml.

Smoked Turkey Wrap CANCEL

Smoked Turkey Wrap Recipe
Checked Items are Included. Click to Remove.

Lettuce Tomatoes
 Provolone Cheese Mayo

Side Choices
Choose Your Side
French Fries

Would you like to add the following item?
- 0 + Add a cup of fresh minestrone soup... \$3.95

Special Instructions

Who is this item for? Qty 1 Add to Order

Figure 7 - 1 Add Special Instructions

1. In Web Admin, select **Designs > Graphics and Content**, and download **Template.xml**. Refer to ["To download the current version of the graphic or element file in use on your online ordering web site:" on page 3-7](#) for more information.
2. Edit **Template.xml** using Notepad or another xml editor.

```

</page>
- <page DefaultOptionImage="pizzatest" ShowTabNumber="true" id="PIZZA3">
  <tab id="SIZE" ShowNumber="True" draw_mode="tab" label="Size"/>
  <tab id="BASE" draw_mode="tab" label="Base" UseModifierImages="false"/>
  - <tab id="TOPPINGS" draw_mode="tab" label="Toppings" UseModifierImages="false">
    <optionGroup id="TOPPINGS"/>
  </tab>
  <tab id="DEFAULT" draw_mode="none"/>
  <literal id="TITLE" value="Design your pizza"/>
</page>
- <page id="DEFAULT">
  - <html>
    <!-- Optional content to inject into page -->
    <!-- For now, just include manually positioned (top, left) divs full of content -->
  </html>
  <tab id="SIZE" draw_mode="section"/>
  <tab id="DEFAULT" draw_mode="section"/>
  <tab id="UPSELL" draw_mode="section"/>
  <tab id="SPECIALINSTRUCTIONS" draw_mode="section"/>
</page>
- <page id="IMAGE" USEITEMIMAGE="TRUE">
  - <html>
    <!-- Optional content to inject into page -->
    <!-- For now, just include manually positioned (top, left) divs full of content -->
  </html>
  <tab id="SIZE" draw_mode="section"/>
  <tab id="DEFAULT" draw_mode="section"/>
  <tab id="UPSELL" draw_mode="section"/>
</page>
- <dynamicText id="Category">

```

Figure 7 - 2 Template.xml

3. Locate **<page ID="DEFAULT">**.
4. Enter **<tab id="SPECIALINSTRUCTIONS' draw_mode="section" />** after **<tab id="UPSELL" draw_mode="section"/>** and before **</page>**.
5. Save **Template.xml**.
6. In Web Admin, select **Designs > Graphics and Content**, and upload the edited **Template.xml**. Refer to ["To upload edited files to the Graphics and Content page:" on page 3-8](#) for more information.
7. Click **Refresh Ordering Site**.

Adding a Navigation Safeguard

Adding a navigation safeguard helps prevent your consumers from unknowingly navigating away from your online ordering site before completing their order. When the consumer attempts to navigate away from your online ordering site, the system displays a pop-up window and gives the con-

sumer the option to stay on the page and complete their order, or to leave the page and not complete their order. You control the feature through the LeavingVerifyPaymentPageAlert company setting.

Order Confirmation and Payment

Contact Information [edit](#)
Michael Sypsoe
aloha@ncr.com
234-256-6234

Pickup Information [edit](#)
Fri Oct 19, 4:00 PM
Nico Cocina [edit](#)
3925 Brookside Parkway
Alpharetta, GA
770-5

Additional Information
Coupon Code - Use "10%off"
Gift Card Number Pin [Apply](#)
Special Instructions

Payment
Paym
Cred
Card
Visa
Name on Card
Card Number

Confirm Navigation
Your order had not been completed. If you leave this page your order will not be submitted to the store.
Are you sure you want to leave this page?
[Leave this Page](#) [Stay on this Page](#)

MY ORDER

ITEM	QTY	PRICE
Basket of French Fries	1	\$2.50
Chili Ranch		
Penne Marinara	1	\$8.95
Grilled Chicken		\$2.00
SubTotal:		\$13.45
Tax:		\$0.00
TOTAL:		\$13.45

Figure 7 - 3 Navigation Safeguard

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **appropriate set** from the 'Choose Settings Set' drop-down list.
3. Select **LeavingVerifyPaymentPageAlert**.
4. Click **Edit Setting**.
5. Type **true** to activate the feature, or type **false** to deactivate the feature.
6. Click **Update**.

Supporting Quick Ordering

Quick ordering enables consumers with an account to quickly repeat a favorite or past order. Quick ordering assumes the consumer wants to place the order using the exact items and modifier selections of their favorite or past order without any other item additions, removals, or modifications. Additionally, quick ordering assumes the consumer wants to use the same order mode. You enable quick ordering through the AccountDashboardQuickOrdering company setting.

Quick ordering requires a consumer to have a registered account. When the consumer clicks Quick Order, the system prompts the consumer to select a pickup or delivery time and their method of payment.

The screenshot displays a user interface for quick ordering. It is divided into three main sections:

- Order From Your Favorite Store:** A section with a 'Select' dropdown menu containing three options: 'Recent Store: Nico Cocina' (selected), 'Recent Store: Nico Phil', and 'Recent Store: The Cocina 2'. A 'Select Store' button is located to the right.
- Your Favorite Orders:** A table listing favorite orders with columns for 'Select', 'Name', 'Location', 'Items', and 'Total'.

Select	Name	Location	Items	Total
<input checked="" type="radio"/>	Fav	Nico Cocina	Large Pepperoni Pizza, Smoked Turkey Wrap, Che...	\$32.40
<input type="radio"/>	Lunch Fav	Nico Cocina	Smoked Turkey Wrap, Minestrone Cup, Large Sau...	\$29.85
<input type="radio"/>	Salad Fav	Nico Cocina	Caesar Salad	\$12.45

Buttons for 'Quick Order', 'Repeat Order', and 'Delete' are positioned below the table.
- Your Order History:** A table listing past orders with columns for 'Select', 'Time', 'Location', 'Items', and 'Total'.

Select	Time	Location	Items	Total
<input checked="" type="radio"/>	9/12/2014 3:24 PM	Nico Cocina	Large Pepperoni Pizza, Smoked Turkey Wrap, Cheese...	\$32.40
<input type="radio"/>	8/11/2014 9:50 AM	Nico Phil	Large Pepperoni Pizza	\$16.95
<input type="radio"/>	7/23/2014 12:23 PM	Nico Cocina	Large Pepperoni Pizza	\$16.95

Buttons for 'Quick Order', 'Repeat Order', and 'Resend Email' are positioned below the table.

On the right side, there is a sidebar with delivery information: 'Delivery - \$10 Minimum', 'Our delivery area is 7 miles in any direction from the restaurant', and 'Please contact us by phone 817-755-1400 if you have any special requests'. Below this is a 'Pickup Time' selection set to 'Wed Sep 24, 1:25 PM' and a 'Location' box containing: 'Nico BFW', '23005 Trinity Blvd', 'Frisco, North TX', '817-755-1400'. At the bottom right, there are social media icons for Twitter, Pinterest, and Facebook, and a 'Privacy Policy | Terms of Use' link.

Figure 7 - 4 One Click Ordering

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **appropriate set** from the 'Choose Settings Set' drop-down list.
3. Select **AccountDashboardQuickOrdering**.
4. Click **Edit Setting**.
5. Type **True** to activate quick ordering, and type **False** to deactivate quick ordering.
6. Click **Update**.

Supporting Group Ordering

Group ordering enables a registered consumer, referred to as the Event Organizer, to create an order and invite others to submit their order as part of one group order. The system sends an email message to the invitees, who can then add their items for order to the ticket. When all invitees complete their order, or the time limit set by the Event Organizer arrives, the Event Organizer submits the items for order as one order with a single payment. A consumer can also create an address book to use on their next order.

Configuring Group Ordering

You enable group ordering by editing the AvailableOrderTypes company setting. Additionally, group ordering adds two new graphic files, which you can customize:

- **Page_grouporder_thankyou.png** - Displays the thank you page for the invitee. The system uses the same image and dimensions as the page_thankyou.png.
- **background_ordertypeXsection.png** - You can place images behind both the standard and group order modes on the time.aspx page. The names of those files are: standard mode (first position) background_ordertype1section.png, and group order (second position) background_ordertype2section.png.

To configure group ordering:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **appropriate set** from the 'Choose Settings Set' drop-down list.
3. Select **AvailableOrderTypes**.
4. Click **Edit Setting**.
5. Add **GroupByInvitation** to the value with a semi-colon separating it and 'standard,' which the value already contains. The new value appears as 'standard; GroupByInvitation.'
6. Click **Update**.

Using Group Ordering

The consumer handles the details of a group order; however, they may require assistance or have questions regarding the group ordering process.

Understanding the Flow of a Group Order

The following provides an overview of the flow of a group order:

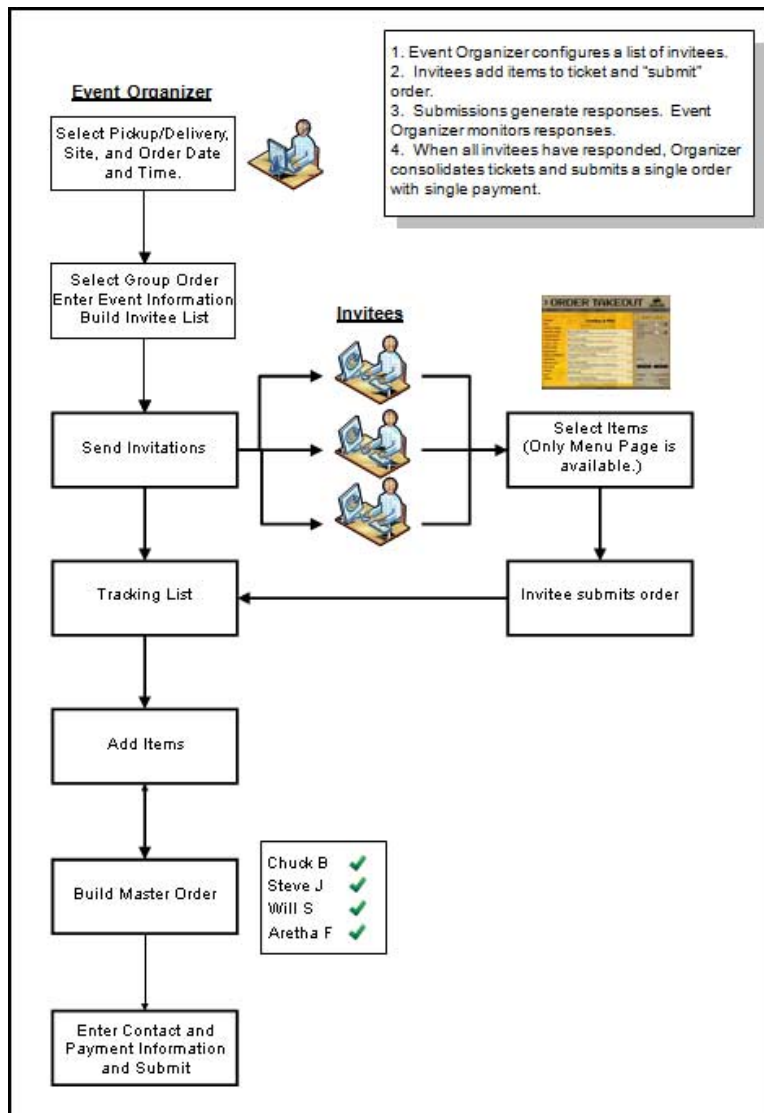


Figure 7 - 5 Flow of a Group Order

1. The event organizer accesses your online ordering site, logs in, and selects Group Order By Invitation. The system displays the Group Order Details page.

Figure 7 - 6 Group Order By Invitation

When the group organizer chooses Group Order by Invitation and they are not logged in, the message, "You must be logged in to start a group order by invitation. Would you like to log in or create an account?" appears. If the group organizer clicks OK, the system directs them to the Sign In page. If the group organizer clicks No, the system treats the order as a standard order.

Figure 7 - 7 You Must Be Logged In to Start a Group Order by Invitation Message

2. The event organizer selects the following:
 - The store location
 - The target time for the order.
 - The deadline for response by the invitees.
 - The invitees for the group order.
3. The event organizer clicks Send Invites.

4. The system sends an email message to the invitees with details about the order and a link to start their order.
5. Each invitee clicks the link, selects their items for order, and clicks Submit.

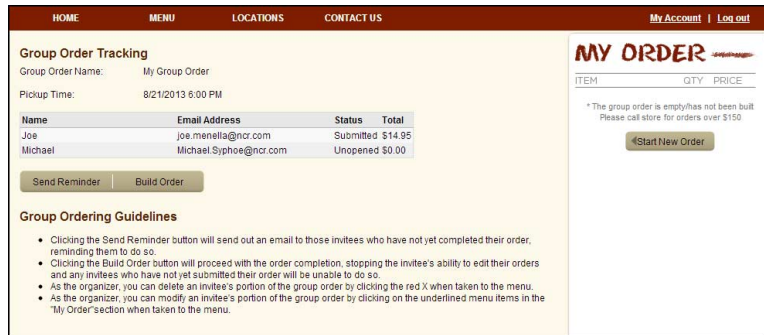


Figure 7 - 8 Group Order Tracking

6. The event organizer can review the group order at the Account Dashboard page to see which invitees have responded to the Group Order.

- The event organizer must build and complete the order for submission. Prior to building the order, the event organizer can send a reminder email message to the invitees. When the event organizer clicks Build Order, the invitees can no longer edit or submit items for order.

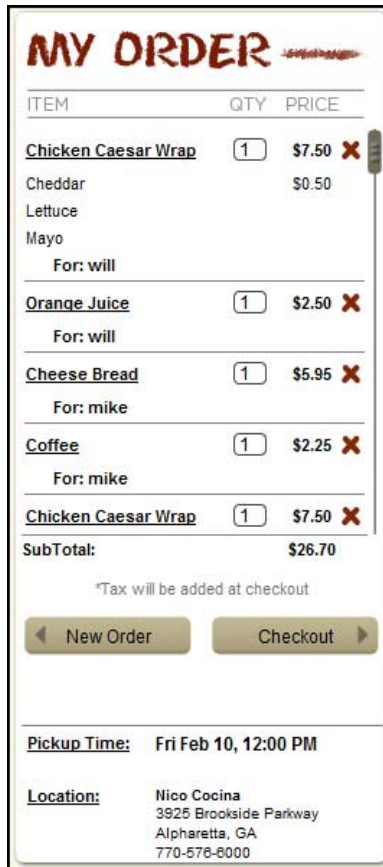


Figure 7 - 9 Group Order

- The event organizer can review the items for order, add or remove items, and then click Checkout. The system lists the items and identifies the person ordering the item.

Creating a Group Address Book

A consumer can create an address book for group ordering for online orders. A consumer can create the address book at the customer profile page or on the group order details page.

To create an address book at the customer profile page:

1. The consumer logs in to their online ordering account.
2. The consumer selects My Account > My Profile. The Group Order Address Book appears at the bottom of the page.

Name	Email Address:		
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>	
Juan Carbonell	Juan.Carbonell@ncr		

* Click the edit icon next to a row in order to change that address book entry
** Click the Update button to finalize and save ALL changes made to the address book

Figure 7 - 10 Group Order Address Book Page

3. The consumer types the name and email address of the person and clicks Add.
4. Repeat for each additional person to add to the address book.
5. The consumer clicks Update.



To delete a name from the address book, the consumer selects the name and the red 'X' to the right of the name. To edit a name, the consumer selects a name and the pencil icon to the right of the name. Make the necessary changes and click Update.

To create an address book while creating an order:

1. The consumer must first start a group order.
2. At the Invite Others page, the consumer clicks Open Address Book.

Name:	Email Address:	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>
Juan Carbonell	Juan.Carbonell@ncr.com	
Vijay Nambiar	vijay.nambiar@ncr.com	
Rakesh Patel	Rakesh.Patel@ncr.com	<input type="button" value="Save"/>
Sally Mayweather	SallyW@ttg.net	<input type="button" value="Save"/>

Figure 7 - 11 Invite Others Page

3. The consumer types the name and email address of the person and clicks Add.
4. The consumer clicks Save to the right of the name and address of the person to add them to the address book.

Working with Call Center Ordering

The Call Center Ordering feature within Aloha Online Ordering allows a user with the Call Center Operator role to place orders on behalf of consumer. This features applies to restaurants that use third party call center operators, or that operate their own internal order desk.



Refer to the NCR Aloha Online Ordering Call Centering Ordering Feature Focus Guide for more information.

Working with Gift Cards

For restaurants offering gift cards to their consumers, Aloha Online Ordering supports the acceptance of Aloha Stored Value and FirstData ValueLink cards as payment for online orders. Additionally, Aloha Online Ordering allows consumers to query their gift card balance on the Account Dashboard page, and the system includes any remaining gift card balance on order receipts and order confirmation email messages.

Configuring Basic Requirements for Gift Cards

You can configure gift cards for use with Aloha Online Ordering. Use Web Admin to enable gift cards to allow a consumer to use a gift card as payment for an online order. You must also create a prepaid tender in the Aloha POS and map the prepaid tender in Aloha Takeout.

Enabling a Prepaid Tender in the Aloha POS

You must create a prepaid tender for the Aloha POS, and you must set the tender as 'Active.' After you create the tender, you can then map it to Aloha Takeout.

1. In CFC or Aloha Manager, select **Maintenance > Payments > Tenders > Tenders** tab.
2. Click the **New drop-down arrow**, select **Generic** as the tender type, and click **OK**.
3. Under the 'Settings' group bar, type a **name** to easily identify this as the gift card prepaid tender for Aloha Online Ordering.
4. Select **Active**.
5. Click **Save** and exit the **Tenders** function.
6. Refresh the **data**.

Mapping the Prepaid Tender in Aloha Takeout

You must associate the prepaid tender you created for the Aloha POS with Aloha Takeout.

1. In CFC or Aloha Manager, select the **Aloha Takeout** icon.
2. Select **Maintenance > Takeout Configuration > Takeout Settings > Tenders** tab.
3. Click the **Add** drop-down arrow, select an **Aloha Takeout** tender type, and click **OK**.
4. Select the **POS tender** you created from the 'Tender ID' drop-down list.
5. Click **Save** and exit the **Tenders** function.
6. Refresh the **data**.



Refer to the NCR Aloha Takeout Implementation Guide for more information.

Enabling Gift Cards in Web Admin

Once you configure the prepaid tender for the Aloha POS and associate the prepaid tender to Aloha Takeout, you can configure gift cards for online ordering in Web Admin. To enable gift cards in Web Admin, you must:

- Contact the Aloha Online Ordering team to confirm the Default Payments Enterprise Id. Your Aloha Gift Card Enterprise Id contained in Aloha Insight must match the Default Payments Enterprise Id in Web Admin.
- Configure the Site External Id in Web Admin for each site location to match the Id used to identify the specific site Id in Aloha Insight. Refer to [“Adding a Site Location” on page 1-14](#) for more information on editing a site location in Web Admin.
- Set the GiftCardEntryVisible company setting to true.

Configuring Aloha Stored Value Gift Card Integration

Supporting Aloha Stored Value gift cards involves three different modules. You must perform the following:

Aloha POS

- Ensure you configure the Aloha POS with all the pre-requisite for supporting Aloha Loyalty transactions.
- Ensure you configure and map the loyalty comps and promotions to the loyalty bonus plans configured in Aloha Enterprise/Loyalty.

Aloha Enterprise

- Ensure you have an Enterprise account. You must access Support@alohaenterprise.com and request the Aloha Stored Value Web Services application is added to the company database.
- Ensure you configure your user accounts, and the requirements for your site setup, loyalty cards, bonus plans, and rewards.

If you need to be given partial access to certain web service methods, the company can grant or deny access to each of the methods independently. This does not include the CheckServices method since it is a system live check.

To security access for individual web service methods:

1. Sign into the **Aloha Enterprise** portal.
2. Click **System Setup**.

3. Click **Security Class Setup**.

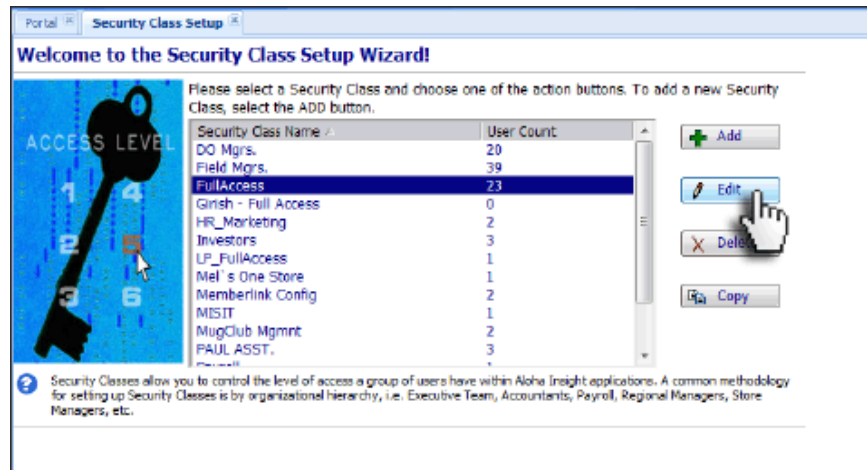


Figure 7 - 12 Full Access Security Class

4. Select **FullAccess** from 'Security Class Name' and click **Edit**. The Edit FullAccess Security Class screen appears.

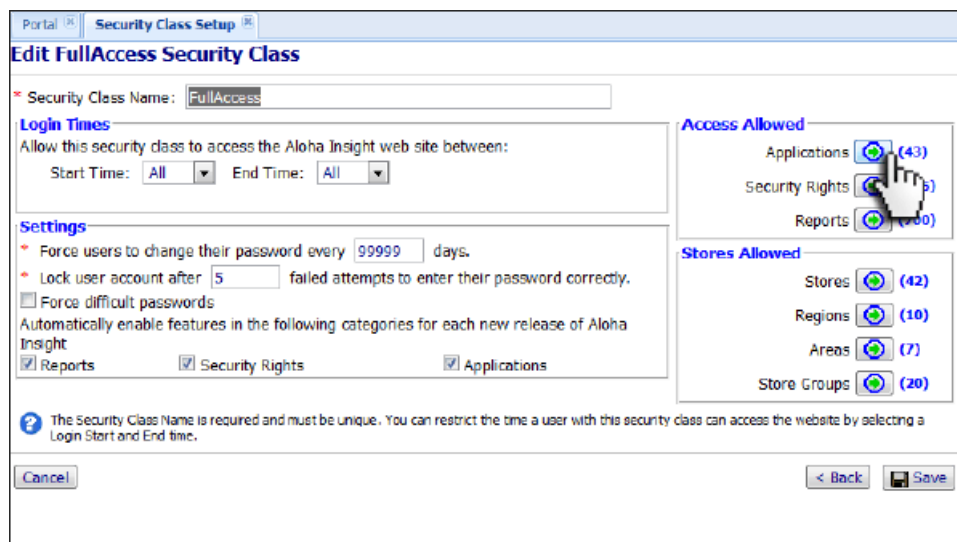


Figure 7 - 13 Edit Full Access Security Class Screen

5. Under the 'Access Allowed' group box, select **Applications**. The Assign Applications to FullAccess screen appears.

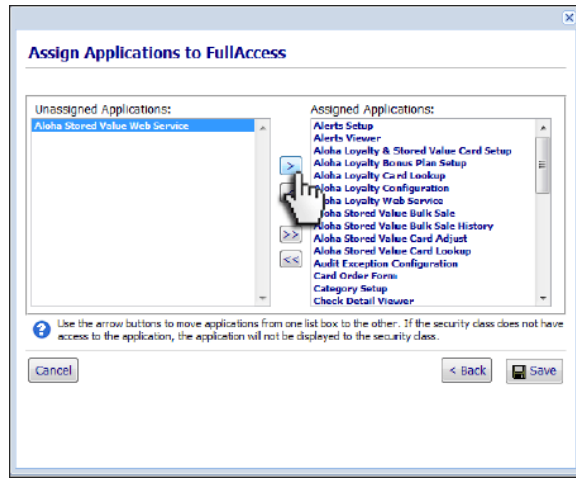


Figure 7 - 14 Assign Applications to FullAccess Screen

6. Select **Aloha Stored Value Web Services** from the 'Unassigned Applications' list box and click > to move it to the 'Assigned Applications' list box.
7. Click **Save** to return to the Edit FullAccess Security Class screen.
8. Click **Security Rights**. The Assign Rights to Security Class FullAccess screen appears.

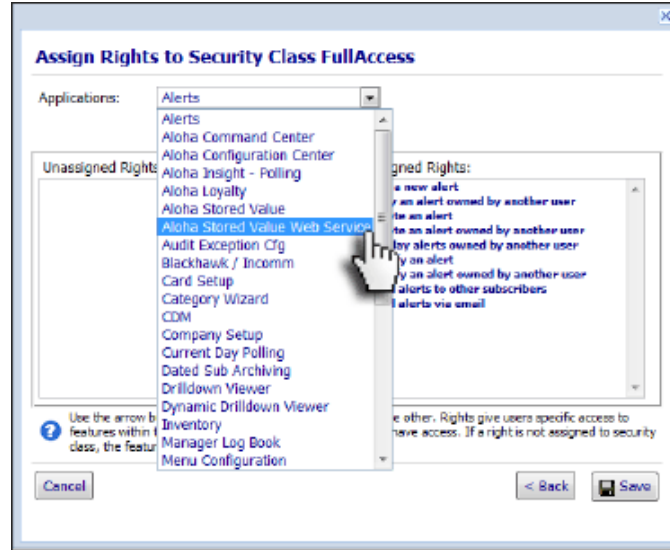


Figure 7 - 15 Assign Rights to Security Class FullAccess Screen

9. Select **Aloha Stored Value Web Service** from the 'Applications' drop-down list.

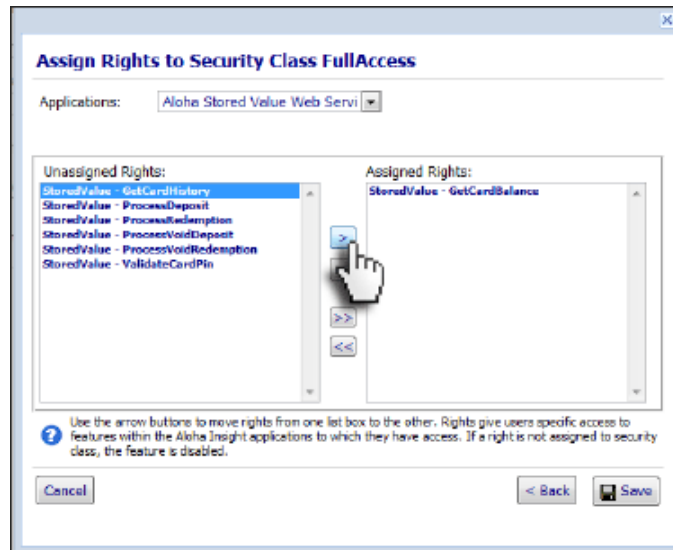


Figure 7 - 16 Assign and Unassign Rights

10. Assign and unassign **rights** for each Stored Value function, as necessary.
11. Click **Save** to return to the Edit FullAccess Security Class screen.
12. Click **Save**.

Aloha Online WebAdmin

After you create the Security Class, you must configure a new user in the Aloha Enterprise website. The user name and password properties associated with the user is used in the request. Note: The 'Force users to change their password every x days' option for the security class is not enforced by the Aloha Stored Value web service; however, in the event you modify the password, you need to update your request attribute to contain the new value.

Ensure you contact the Online Ordering support team at support@alohaenterprise.com for the following settings:

- The loyalty processor. The Online Ordering support team configures this.
- Aloha Enterprise company ID
- Aloha Enterprise username
- Aloha Enterprise password

Configuring First Data ValueLink Gift Card Integration

For restaurants offering First Data ValueLink gift cards to their consumers, Aloha Online Ordering supports the acceptance of these cards as payment for online orders. Additionally, Aloha Online Ordering allows consumers to query their gift card balance on the Account Dashboard page, and the system includes any remaining gift card balance on order receipts and order confirmation email messages.

Prior to enabling this feature, obtain the following from First Data: your merchant ID, terminal ID, DataWire ID, Service ID, and Application ID. Once you receive this information, contact the Aloha Online Ordering team at support@alohaenterprise.com for assistance in completing the configuration for your company in Web Admin.

If necessary, you can override site specific settings for a site location in Site Settings.

To configure site specific settings for the First Data ValueLink integration:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select the **store location**.
3. Click **Edit Site**.
4. Select the **Site Settings** tab.

The screenshot shows a web browser window titled "Edit Site" with several tabs: "Site Details", "Submission Details", "Store Hours", "Delivery Hours", "Site Messaging", "Site Settings", and "Mobile Settings". The "Site Settings" tab is active. Below the tabs, there is a heading: "Optional site specific settings that will override company settings". Under this heading, there are several rows of settings, each with a label and a text input field. The settings are: Pickup Minimum, Delivery Minimum, Maximum Order Total Amount, Maximum Same Day Order Total Amount, Maximum Line Item Quantity, Maximum Order Line Count, Menu Lead Time Days, Pickup Lead Time Hours, Delivery Lead Time Hours, Maximum Order Future Day Count, Hide Tax, Terminal Id (with value 00000000001), Merchant Id (with value 57019749997), and DataWire Id (with value 00011116456216). At the bottom right of the form, there are two buttons: "Update" and "Cancel".

Figure 7 - 17 Site Settings

5. Type the **Terminal Id** to override the Terminal Id established at the company level.
6. Type the **Merchant Id** to override the Merchant Id established at the company level.
7. Type the **DataWire Id** to override the DataWire Id established at the company level.
8. Click **Update** and exit Site Settings.

Offering ASAP Delivery for Online Orders

You may be able to prepare and deliver food faster than the first available time listed on your online ordering site. ASAP delivery allows you to provide your consumers the option of receiving their food earlier than the first available listed time. If the consumer does not select the first available listed time, the system does not prompt the consumer with the option for accepting an earlier delivery.

You control this feature through the EnableASAPDelivery company setting. By default, the system sets the value to false.

The feature includes three messages, which you can customize. The three messages are:

- **WebOrder.Time.ASAPDeliveryQuestion** - Displays a prompt to the consumer with the option to receive their order before their selected time. The prompt appears on the Time.aspx page, and on the AccountDashboard.aspx page when using Quick Ordering. For

example, the consumer selects the first available time of 8:45 a.m. The system prompts the consumer with the following question, 'Would you accept delivery before 8.45 a.m.?'

- **WebOrder.Time.ASAPTimeSuffix** - Appends the message time from '8:45 a.m.' to 'or sooner' to the online ordering quote time.
- **WebOrder.Order.ASAPOrderNotesMessage** - Adds the message 'Customer accepts sooner delivery' to the order notes sent to the kitchen notifying them they must prepare and deliver the order as soon as possible.

To configure the EnableASAPDelivery company setting:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select the **appropriate set** from the 'Choose Settings Set' drop-down list.
3. Select **EnableASAPDelivery**.
4. Click **Edit Setting**.
5. Type **true**.
6. Click **Update**.

Configuring Loyalty for Online Ordering

You can allow a consumer to add their loyalty program number to submit with their order to accumulate loyalty points; however, a consumer can only redeem loyalty rewards at the store location. You can also add a loyalty lookup option to your online ordering site to enable consumer to search for their loyalty account number.

Aloha Online Ordering currently only supports Aloha Loyalty. Prior to enabling Aloha Loyalty for your online ordering site, you must configure your loyalty program at Aloha Insight. In Web Admin, you control the appearance of the loyalty options on your online ordering site through two company settings, LoyaltyNumberVisible and ValidLoyaltyFields. Prior to configuring these company settings, contact the Aloha Online Ordering team at support@alohaenterprise.com to enable loyalty functionality for your online ordering site.

The following table list the possible values for the loyalty company settings and the resulting appearance on the online ordering site.

Company Settings and Values Combination	Online Ordering Site Appearance
LoyaltyNumberVisible = False ValidLoyaltyFields = False	Does not display a loyalty text box or loyalty lookup button.
LoyaltyNumberVisible = True ValidLoyaltyFields = False	Displays a loyalty text box, but does not display a loyalty lookup button.
LoyaltyNumberVisible = False ValidLoyaltyFields = True	Does not display a loyalty text box or loyalty lookup button.
LoyaltyNumberVisible = True ValidLoyaltyFields = True	Displays a loyalty text box and a loyalty lookup button.

Displaying Caloric Information on Menus

In accordance to Section 4205 of the Patient Protection and Affordable Care Act (ACA), federal regulations in the United States mandate that restaurants disclose the proper nutrition labeling to help consumers make more informed food choices when dining out. The legislation requires restaurant chains with 20 or more locations to post the calories for each standard menu item on menus, menu boards, and drive-thru boards, as well as be able to provide more detailed nutritional information, upon request. The act addresses the issues of obesity and chronic disease in Americans by raising awareness of the calories consumed. In addition, establishments within the United States must also provide a statement regarding calorie intake guidelines and any written or accessible nutrition information available upon request.

You can configure your menus to adhere to these regulations by displaying the count of calories for each menu item, a legal caloric intake disclaimer, and access to any nutrition information.



Refer to the FDA Food Menu Labeling Feature Focus Guide for complete information on displaying caloric information on menus.

Passing the Payment Card Security Code

To increase fraud protection, most card brands use a security validation code with a payment card, such as a CVV (card validation value), which is typically a three-digit number on the back of the card. Although CVV is used by Visa, the term is generally used by all card brands. You can maximize profits and limit revenue loss from credit card payments by passing the security code to complete an online order. You must enable the POS to accept the security code value in Maintenance > Payments > Tenders > Security Verifications tab.

To enable the passing of the payment card security code:

1. Select **Configuration > Company Settings Setup**.
2. Type **CVV** in the 'Setting' text box until you find the 'CVVEnabled' value.
3. Click **Edit Setting**.

The screenshot shows a dialog box titled "Edit Setting" with a close button (X) in the top right corner. It contains two text input fields: "Setting" with the text "CVVEnabled" and "Value" with the text "True". At the bottom right of the dialog, there are two buttons: "Update" and "Cancel".

Figure 7 - 18 CVVEnabled Setting

4. Type **True** in the 'Value' text box.
5. Click **Update**.

When enabled, the Security Code option appears for a desktop user.



The screenshot shows a desktop payment form with two main sections: 'Additional Information' and 'Payment Information'. In the 'Additional Information' section, there are fields for 'Coupon Code' and 'Gift Card Number' with 'Apply' buttons, and a 'Save Order as Favorite' section with a checkbox labeled 'Make Vantiv - 1 my favorite store.'. The 'Payment Information' section includes a 'Payment Method' dropdown set to 'Credit Card', a 'Card Type' dropdown set to 'Visa', a 'Name on Card' text field, a 'Card Number' text field, an 'Expiration Date' section with month and year dropdowns (January, 2016), and a 'Security Code' text field.

Figure 7 - 19 Security Code on a Desktop Platform

The Security Code also appears for a mobile web user.



The screenshot shows a mobile web payment form titled 'Payment Information'. At the top, there is a 'Back' button. Below it is a summary box showing 'SubTotal: \$5.69', 'Tax: \$0.46', 'Tip: \$0.00', and 'TOTAL: \$6.15'. Underneath are buttons for 'Apply Coupon', 'Apply Tip', and 'Apply Gift Card'. The 'Payment Method' dropdown is set to 'New Credit Payment'. The 'Card Type' dropdown is set to 'Visa', with a 'Save Card for Future Use' checkbox. Below are fields for 'Credit Card #' and 'Cardholder Name'. The 'Expiration Date' section shows 'January' and '2016'. At the bottom, there is a 'CVV Code' field with a red arrow pointing to it.

Figure 7 - 20 Security Code on a Mobile Web Platform

Configuring Connected Payments with Aloha Online Ordering

Connected Payments is a payment solution from NCR that ensures complete payment data security and transmission protection, from PIN pad to payment processor, by inserting a token in place of sensitive cardholder data.

Configuring Aloha Online Ordering to support Connected Payments is a two-step process inside Web Admin. In the first step, you enter the token provider account number and specify that the system uses Connected Payments in Company Setup.

To configure Aloha Online to support Connected Payments:

1. In Web Admin, select **Configuration > Company Setup**.
2. Click **Edit Company** to display the Edit Company screen.

Edit Company	
Alona Loyalty Password	
EnableThirdPartyAuthentication	False
OAuthClientID	
OAuthAPIClientID	
OAuthServerClientID	
OAuthServerClientSecret	
OAuthEndpointURL	
OAuthAPIEndpointURL	
OAuthAuthorizationQueryStringParams	
OAuthAccessTokenQueryStringParams	
OAuthRefreshTokenQueryStringParams	
OAuthTokenValidationQueryStringParams	
OAuthAppRedirectURI	
ThirdPartyEditProfileURL	
PingFederatePickupPath	
PingFederateRefAdapterUsernameHeader	
PingFederateRefAdapterPasswordHeader	
PingFederateRefAdapterNameHeader	
PingFederateLoginURL	
PingFederateLogoutURL	
OAuthDesktopLogoutUrl	
PingFederateRootURL	
OAuthDesktopClientid	
OAuthDesktopClientSecret	
TokenProviderAccountNum	
TokenProviderType	ConnectedPayments

Figure 7 - 21 Edit Company Screen

3. Type the **account number** provided to each merchant by Connected Payments in 'TokenProviderAccountNum.'
4. Select **Connected Payments** from the 'TokenProviderType' drop-down list.
5. Click **Save** and **Close** to exit the screen.

In the second step, you must configure the 'UseTokenizedPayments' setting, either at the company level or the site level. Company settings control the configuration for all your site locations; however, you can override these settings on a site-by-site basis in Site Settings Setup. You would configure the setting by site, if you have tokenization enabled for the parent company but a particular site does not support tokenization.

To configure the system to use tokenized payments for the company:

1. Select **Configuration > Company Settings Setup**.
2. Select a **set** to use from the 'Choose Settings Set' drop-down list.
3. Begin typing in the 'Setting' text box until you find **UseTokenizedPayments**.
4. Click **Edit Setting**.

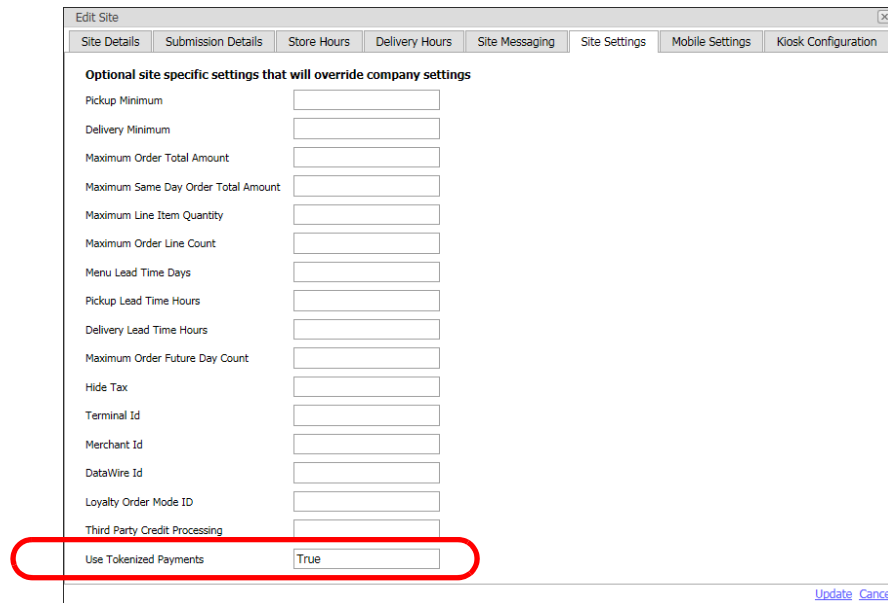
Edit Setting	
Setting	UseTokenizedPayments
Value	True
Update Cancel	

Figure 7 - 22 Company Level - UseTokenizedPayments

5. Type **UseTokenizedPayments** in 'Setting.'
6. Type **True** in 'Value.'
7. Click **Update**.

To configure the system to use tokenized payments for the site:

1. Select **Configuration > Site Setup > Sites**.
2. Select the **site** from the list and click **Edit Site**.



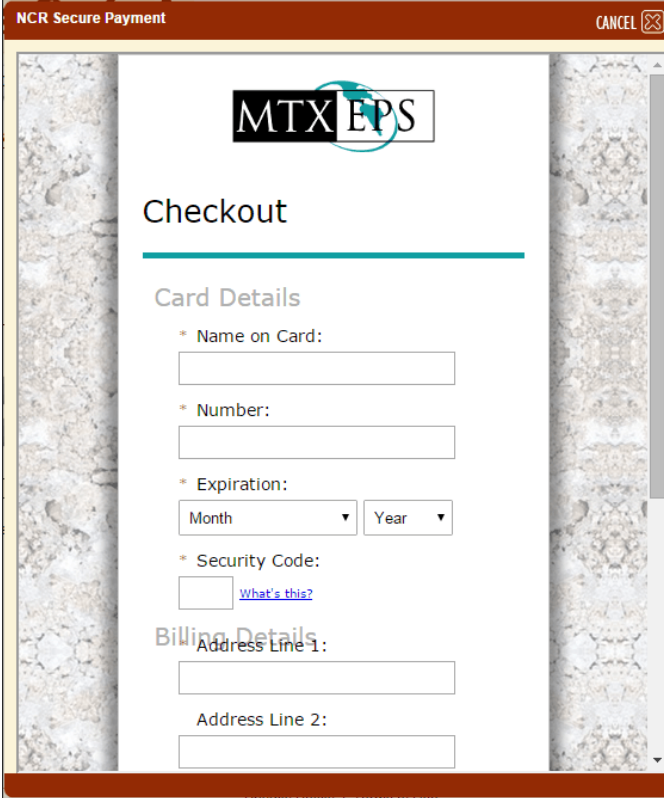
The screenshot shows a web application window titled "Edit Site" with a tabbed interface. The "Site Settings" tab is active. Below the tabs, there is a section titled "Optional site specific settings that will override company settings". This section contains a list of settings, each with a text input field. The "Use Tokenized Payments" setting is highlighted with a red oval and has the value "True" entered in its field. Other settings include Pickup Minimum, Delivery Minimum, Maximum Order Total Amount, Maximum Same Day Order Total Amount, Maximum Line Item Quantity, Maximum Order Line Count, Menu Lead Time Days, Pickup Lead Time Hours, Delivery Lead Time Hours, Maximum Order Future Day Count, Hide Tax, Terminal Id, Merchant Id, DataWire Id, Loyalty Order Mode ID, and Third Party Credit Processing. At the bottom right of the window, there are "Update" and "Cancel" buttons.

Figure 7 - 23 Site Level - User Tokenized Payments

3. Type **True** in 'Use Tokenized Payments.'
4. Click **Update** to exit the screen.

Using Connected Payments with Online Ordering

When you enable Connected Payments and the guest pays with a credit card, they are presented with an additional NCR Secure Payment screen. When the consumer fills out the information on the screen, Connected Payments returns a token in place of the sensitive cardholder data. Then the consumer completes the order as normal.



The screenshot displays a web form titled "NCR Secure Payment" with a "CANCEL" button in the top right corner. The form features the "MTX EPS" logo at the top. Below the logo, the word "Checkout" is prominently displayed. The form is divided into two main sections: "Card Details" and "Billing Details".

Card Details:

- * Name on Card:
- * Number:
- * Expiration: Month Year
- * Security Code: [What's this?](#)

Billing Details:

- Address Line 1:
- Address Line 2:

Figure 7 - 24 NCR Secure Payment Screen

As of AOO v17.2, the consumer can store the payment card data for one or more payment cards for future use (saved card). This capability is available for both the Desktop and Mobile Web platforms.

Integrating with Aloha Takeout

When using Aloha Takeout, the system sends the 'Business name' value to Aloha Takeout and populates the 'Company' option in the guest record of Aloha Takeout. Any associated information is included. This feature is not supported with the Advanced Restaurant product.

Address notes added to Aloha Takeout allows you to add any delivery instructions or details about the delivery for an order. An API user can include the address notes in an API call. To do this, add the 'AddressNotes' parameter to the Put Calculate Tax and Total API call.

Configuring Google Analytics

Google analytics lets you measure your advertising return on investment, as well as track your social networking sites and applications. You can add Google Analytics tracking code to track the number of visits to the Aloha Online Ordering website. Upon entering your code, it may take up to twenty-four hours before your site data appears in your Google Analytics account.

To configure Google Analytics tracking code:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select a **set** from the 'Choose Settings Set' drop-down list.
3. Begin typing **GoogleAnalyticsTrackingCode** until the setting appears and click Edit Setting. If it does not appear, click **Add Setting**.
4. Type the **tracking code** in 'Value.'
5. Click **Update**.
6. Exit the **Company Settings Setup** function.

It is also possible to provide access to Google Maps on your hosted Aloha Online Ordering website for your consumer to use when searching for a store location using the default Google Maps API key. Provide a Google Maps API key specific to your company to gain insight into the usage of the Google Maps API by your consumers.

To provide a company specific Google Maps API key:

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select a **set** from the 'Choose Settings Set' drop-down list.
3. Click **Add Setting**. The Add Setting dialog box appears.
4. Type **GoogleMapsAPIKey** in 'Setting.'
5. Type the **company specific key** in 'Value.'
6. Click **Update**.
7. Exit the **Company Settings Setup** function.

Supporting Item Availability Updates

The Item Availability feature provides a method for notifying employees and consumers of the current quantity on hand or an item, preventing the ordering of an item on the menu that is currently not available. As the item is sold, the available quantity decreases. When the quantity is completely depleted, or set to unavailable, you cannot order the item. Conversely, you can set an unavailable item as available.



Refer to the Item Availability Feature Focus Guide for complete information on configuring and using the Item Availability function in the Aloha POS and/or Aloha Kitchen.

You can configure Aloha Online Ordering to receive item availability updates through Aloha Takeout (ATO). To do this, you must integrate Aloha Takeout with the Omni-Channel Decision Support Platform (ODSP). You must be on Aloha Takeout v17.1, or later.



Implement the instructions in the Configuring NCR Aloha Takeout to Use with ODSP Quick Reference Guide prior to the Aloha Online Ordering configuration.

In Web Admin, you must add the Enterprise Unit ID for the site. Once configured, any item that is fully depleted or marked as unavailable in the POS does not appear for selection in the online menu. When the item is marked as available, it reappears in the online menu.

To add the Enterprise Unit ID in Web Admin:

1. In Web Admin, select **Configuration > Site Setup > Sites**.
2. Select a **site** from the list and click Edit Site. The Edit Site screen appears.
3. Select the **Submission Details** tab.

Figure 7 - 25 Edit Site - Submission Details Tab

4. Type the **Enterprise Unit ID**. This is the same unit ID you obtained when configuring ATO to integrate with ODSP.
5. Click **Update** and exit the **Edit Site** screen.

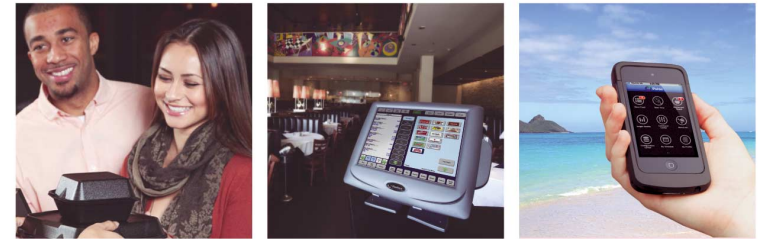
Supporting GDPR with Aloha Online Ordering

General Data Protection Regulation (GDPR) is an initiative to protect personal data and lays out rules for organizations to follow when collecting and processing personal information. The focus of GDPR primarily gives individuals control over the exposure of their personal data and they must give consent to use it for marketing purposes. Although GDPR was initiated for the European Union, all global applications must adhere to these regulations, regardless of the country in which they are developed.



Refer to the GDPR with Aloha Online Ordering Feature Focus Guide for information on configuring and complying with the General Data Protection Regulation.

A Company Settings



The following table lists the available company settings, how they affect Aloha Online Ordering, their purpose, the available values, and the default value, if any. Pay special attention to the required company settings, as it is necessary to edit those settings for your online ordering site to work properly.



If the setting is not available, by default, you must use the Add Setting function.

The table lists the company settings in alphabetical order.

Table 1: Available Company Settings.

Setting	Related To	Purpose	Values
AccountCreationSubject	Account/Email	Denotes the subject line for email message sent to consumer upon creation of an account.	Text value up to 199 characters. Example: Welcome to Aloha Online Ordering.
AccountDashboardPreviousOrderCount	Account Dashboard	Specifies the number of historical orders of a consumer to display on the Account Dashboard page.	Numeric value from 0 to 20. Default: 3
AccountDashboardQuickOrdering	Quick Ordering	Enables a consumer to place an order saved as a favorite or a previous order with minimal clicks. Adds 'Repeat Exactly' to the account page.	True: Enables quick ordering. False: Disables quick ordering. (Default)
AccountManagementDisplayName	Account/Email	Displays as the 'From' name of automatically generated email messages sent to consumers with an account.	Text value up to 199 characters. Example: Aloha Diner Management
AccountManagementEmailAddress	Account/Email		

Setting	Related To	Purpose	Values
AccountPasswordResetSubject	Password/Email	Denotes the subject line for email messages sent to consumers who click Forgot Password.	Text value up to 199 characters. Example: 'Here is Your Password Information'
AddDepositTimeout	Deposits		
AdvancedLandingPage		Enables the Advanced Landing page.	True: Uses advanced landing page. False: Uses standard landing page.
AllowedPaymentLocations	Payments	Specifies the accepted payment options to appear on the online ordering page.	All: Displays 'Pay at Site' and 'Pay Online' options. (Default) Pickup: Displays only 'Pay at Site.' Online: Displays only 'Pay Online.'
AllowMenuChange	Menu Changes	Allows a consumer with an active order to switch to a different menu, if you use multiple menus.	True: Allows menu change. False: Does not allow menu change. (Default)
AllowedPaymentMethods	Payments	Specifies the tenders available on your online menu. You must use the format xxxx; and list each supported payment card.	Default: Visa;Master-card;Amex;Discover
AllowPhoneExtension	Consumer Record	Displays the telephone extension option.	True: Displays the extension option. (Default) False: Does not display the extension option.
AndroidAPPURL	Android	Specifies the URL address for an Android app.	
ApplyTaxToDeliveryFee	Delivery		
AppURL			
AppVersion			
AssignLoyaltyAndASVAtSite	Loyalty	Establishes whether you access stored loyalty data at the site or use cloud storage. When you set 'AssignLoyaltyAndASVAtSite' to True (meaning processing is performed in store), and the ASV gift card covers the full amount of the order, the message 'Amount Due will be deducted from Gift Card when payment is processed at the Site' appears. When you set both 'AssignLoyaltyAndASVAtSite' and 'EnableATODeposits' to True, you cannot submit an order.	True False

Setting	Related To	Purpose	Values
AutoApplyWholeDayPriceChanges	Price Changes	This setting is currently only for the Aloha Online API. Related Options: Filtering price changes in effect for all day from the Get Menu call requires two company settings. you must set 'UseItemPriceCompatabilityMode' to False and 'AutoApply-WholeDayPriceChanges' to True.	True False
AvailableOrderTypes	Group Ordering	Allows different order types to appear on the Time page.	Standard: Displays standard pick-up and delivery orders. (Default) GroupName: Allows a consumer to place an order under a certain name. GroupByInvitation: Allows for Group Orders by Invitation. Note: You can apply all settings by separating each setting by a semicolon. Example: 'Standard;GroupName;GroupByInvitation' The order in which you enter the values determines the order in which they appear on the online ordering site.
BrowseMenuMode			
BrowserCacheExpirationDays		Defines the number of days the system retains Aloha Online Ordering cookies before automatically purging them.	Numeric value from 1 to 30. Default: 7.
BufferAM	Hours	Specifies the number of minutes after the store opens at which the online ordering site can begin accepting orders.	Numeric value from 0 to 1440. Default: 30
BufferPM	Hours	Specifies the number of minutes before the store closes at which the online ordering site stops accepting orders.	Numeric value from 0 to 1440. Default: 60
CacheExpirationHours	Hours		
CheckInUseAutoTender			

Setting	Related To	Purpose	Values
CollapseModifierGroups	Order Entry	Specifies whether the modifier dialog box appears with the modifier options list. Note: Use Modifier group descriptions to enable the consumer to understand the purpose and contents of the modifier group.	True: Collapsed view. The consumer must click a modifier group to expand and select a modifier. False: Expanded view. All modifier groups and associated modifiers appear for editing. (Default)
CompanyURL	Localization	Adds the URL as a home link in the navigation bar. When you click this link, the web page opens in a new web browser.	Example: http://alohad-iner.com
CompanyURLPart			
ContactUsEmailSubject	Email	Denotes the subject line of the email message sent to the email address listed in ContactUsSentToEmailAddress.	Text value up to 199 characters. Default: Aloha Online Ordering Customer Feedback
ContactUsSendToEmailAddress	Email	Denotes the email address to which the system sends feedback email messages.	Example: manager@alohad-iner.com
ContactUsURL	Support	Adds the URL as a Contact Us link in the navigation bar. When you click this link, the web page opens in a new web browser. Note: You can create a Contact Us page using the contact.html file or the Aloha Online standard form.	Your web site Contact Us page URL. Example: http://alohad-iner.com/contact
ContentCacheCheckDelay		Specifies the amount of time (in seconds) for receiving site content updates from the web server.	Numeric value from 1 to 1440. Default: 300.
CreditServiceTenderNameAmericanExpress			
CreditServiceTenderNameCreditGeneric			
CreditServiceTenderNameDiscover			
CreditServiceTenderNameJCB			
CreditServiceTenderNameMasterCard			
CreditServiceTenderNameVisa			

Setting	Related To	Purpose	Values
Culture	Languages	Defines the language text to display on your online ordering site. These values are case-sensitive. Note: When choosing a language other than English, the system requires additional modifications. Contact support@alohaenterprise.com .	de-DE: Germany en-US: English (Default) es-MX: Mexican Spanish es-PA: Panamian Spanish es-CO: Colombian Spanish es-CL: Chile Spanish es-EC: Ecuador Spanish es-SV: El Salvador Spanish es-GT: Guatemala Spanish en-PR: Puerto Rico English en-GB: Great Britain English en-CA: Canadian English en-AU: Australian English es-ES: Spain Spanish pt-BR: Brazilian Portuguese pt-PT: Portugal Portuguese
CustomerBusinessFields	Order Entry	Displays the business and department boxes for the consumer to complete to submit an order.	Required: You must complete the business and department boxes to submit an order. Optional: Displays the business and department boxes, but does not require the consumer to complete them to submit an order. (Default) Disabled: Does not display the business and department boxes.
CVVEnabled			
DefaultDesignID	Menu	Specifies which web site design the online ordering site displays before a consumer selects a specific store. Note: Access the design identification numbers in Designs > Design Setup. Contact the Aloha Online Implementation Team before creating multiple designs.	The auto-generated number when creating multiple designs.
DefaultMenuID	Menu		

Setting	Related To	Purpose	Values
DelayedOrderThresholdMinutes	Deposits	Specifies the amount of time (in minutes) the system holds an order based on the promise time and is required for ATO deposits. The value must match the on-site prep times. This setting also determines the amount of time future orders are visible.	Numeric value from 1 to 60. If you set the value to 0, all orders are future orders (required for ATO deposits). Default: 15
DeliveryLeadTimeHours	Delivery	Specifies the exact number of hours in the future for the first available order time for delivery orders. The hours calculate in exact calendar hours from the current time.	Any whole number. Default: 0.
DeliveryTimeExceededBehavior	Delivery	Specifies the calculation to use for updating the delivery quote time when the initial order quote time (provided to the consumer at the beginning of the online ordering process) elapses before the consumer submits the order. A notification appears to the consumer, which the consumer must accept to continue with the order. This allows the kitchen to have adequate time to prepare the order, despite the lapse in time between accessing the menu and placing the order through the online ordering page.	NextAvailableRange: Time based on the next available increment only if the next available time from the site exceeds the delivery range. Note: You must set DeliveryTimeAsRange as 'true' to activate this feature. NextAvailableSlot: Time based on the next available increment of time according to the DeliveryTimeGranularity variable. (Default) NextAvailableTime: Time based on the new order prep time from the site plus an additional five minutes.
DeliveryTimeGranularity	Delivery	Specifies the increment of time (in minutes) in which the consumer order delivery time options appear.	Numeric values of 15, 20, 25, 30, 35, 40, 45, 50, 55, or 60. Example: For 20, the pick-up options appear as 2:00, 2:20, 2:40.
DeliveryTimesAsRange	Delivery	Determines whether to display the quoted delivery time as a range of time. Example: If the value is set to 'true,' and DeliveryTimeGranularity is set to '30,' the consumer sees the delivery time in a range of time, such as 12:00-12:30 and 12:30-1:00.	True: Displays quoted delivery time as a range of time. False: Displays quoted delivery time as an exact time. (Default)

Setting	Related To	Purpose	Values
DisableAdvancedCommands		Controls the activation of features depending on the version of Aloha Takeout. If you use ATO v14.1, and higher, set this option to False, meaning you want to enable advanced commands, and use ATO Capacity and ATO deposits.	True: Disables advanced settings (Default) False: Enables advanced settings
DisableDeliveryLanding	Delivery	Controls the display of the delivery option on the Advanced Landing page.	True: Does not display the delivery option. False: Displays the delivery option. (Default)
EnableASAPOnDelivery	Delivery	Offers consumers the option to receive their delivery order earlier than the first available time listed.	True: Activates ASAP delivery. False: Disables ASAP delivery. (Default)
EnableAsIsOrdering	Order Entry	Adds 'Order As Is' on the web menu item allowing the consumer to skip the modifier pop-up window if the item does not require any modifier groups. Note: If an item contains required modifiers, the 'Order As Is' button does not appear.	True: Displays the 'Order As Is' button. False: Does not display 'Order As Is' button. (Default)
EnableATODeposits	Deposits	Charges a debit or credit card transaction at the time of order submittal. If a merchant processor declines a payment card, a notification appears to the consumer and requires another form of payment. This feature may require additional configuration of ATO and the Aloha POS. Note: Requires ATO v14.1.1	True: Enables instant authorization. False: Disables instant authorization. (Default)
EnableFacebookLogin			
EnableGDPR	GDPR	Makes the privacy policy available when a consumer creates a new account. The consumer agrees to the terms when they create their account. This is part of the General Data Protection Regulation (GDPR) requirements.	True: Enables GDPR functionality. False: Does not enable GDPR functionality. (Default)
EnableGetOrder	Order submission	Adds the ability to check the status of an order after submission by the consumer. Aloha Online uses a scheduled task to retrieve the information from the POS and post the information in Web Admin under 'Orders Review.' The possible statuses include: 'In Delay' (future order not yet released to POS), '??' (order not released to POS- Error), 'Timed Out' (order canceled once submitted due to time out error), and 'Ready/Prepared' (order released to POS).	True: Provides an order status in Orders Review. False: Does not provide an order status in Orders Review. (Default)

Setting	Related To	Purpose	Values
EnablePayPalHere	PayPal	Adds the ability to add PayPal as a payment option. Note: This setting adds the PayPal tab to the Sites function, where you configure the PayPal settings for the site location.	True: Enables the PayPal payment option. False: Disables the PayPal payment option. (Default)
EnableSingleSiteFlow	Store Locator	Specifies if a consumer on the online ordering page bypasses the store locator when there is only one store location.	True: Bypasses the store locator page. False: Does not bypass the store locator page. (Default)
EnableTimeZonePrepTimeForIntegratedSubmit	Order Submission		
EnhancedPizza	Pizza	Determines if you use the pizza configuration for Advanced Pizza or Basic Pizza, for your web menu. Note: Advanced Pizza requires Aloha Quick Service v6.7 or later, or Aloha Table Service v12.3, or later.	True: Enables the use of Advanced Pizza. False: Enables the use of Basic Pizza. (Default)
FAQEnabled	Order Entry	Allows the consumer to access an FAQ page through the navigation bar of the online ordering site.	True: Displays an FAQ tab. False: Does not display an FAQ tab. (Default)
FaxFailoverAllowed	Fax failover	Defines whether to enable fax failover. Fax failover allows for an order to be submitted by fax if the store is offline.	True: Enables fax failover. False: Disables fax failover. (Default)
FaxFailoverOriginationAddress	Fax failover	Specifies the 'from' email address to use for an email based fax service.	Example: fax@alohadiner.com
FaxFailoverServiceEmailDomain	Fax failover	Specifies the domain address of the fax service.	Example: somefaxdomain.com
FeedbackButton	Feedback		
GiftCardEntryVisible	Gift Cards	Activates the Gift Card (Aloha Stored Value) option for payment. Aloha Online Ordering only supports Aloha Stored Value (ASV) cards with PIN numbers for online ordering.	True: Displays the gift card entry option. False: Does not display the gift card entry option. (Default)
GoogleAnalyticsTrackingCode	Google Analytics	Tracks usage statistics using the code snippet provided to Google Analytics customers. Upon entering your code, it may take up to twenty-four hours before your site data appears in your Google Analytics account.	Your Google Analytics code snippet, 'xx-xxxx.'

Setting	Related To	Purpose	Values
GoogleMapsAPIKey	Google Analytics	Provides a Google Maps API key specific to your company so that you can gain insight into the usage of the Google Maps API by your customers.	True False
GroupOrderInviteeCutoffMinutes	Group Ordering	Defines the time in minutes between the invitee cut off and the order placement cutoff. This setting prevents invitees from placing an order after the group order has been submitted to the store. This setting also allows the organizer time to compile all orders before submitting them to the store.	Any whole number
GroupOrderMaxParticipantLimit	Group Ordering	Defines the maximum number of people eligible for inclusion in a group order.	Numeric value from 2 to 100. Default: 10.
GroupOrderPlacementCutoff	Group Ordering	Specifies the minimum amount of time (in minutes) required by the store before an order submitted by the organizer is ready for pick-up or delivery.	Any whole number. Default: 60.
HideDeliveryZones	Delivery	Specifies whether the polygonal delivery zones appear on the store locator page.	True: Displays the delivery zones. False: Does not display the delivery zones. (Default)
HideTax	Email	Suppresses the tax options on the ordering page and in the confirmation email messages.	True: Hides the tax options. False: Does not hide the tax options. (False)
HostedCreditTimeoutSeconds	Order submission	Specifies the number of seconds the online ordering site should wait for approval from the third party merchant processor, when capturing payment upon order submission to the Aloha POS. When the site times out, an error message appears to the consumer. Recommendation: Keep the setting large enough so the card does not get charged at the same time the web site times out.	Numeric value from 1 to 99999. Default: 30.
ImportEmailAddress	Imports		Default: import@alohaorderonline.com
ImportNotificationRecipient	Imports		
ImportStatusEmail	Imports		

Setting	Related To	Purpose	Values
IncludeDiscountInSubtotalDeliveryMinimumValidation		Validates the check subtotal against the amount of the check after you apply discounts to determine if one subtotal is equal to or greater than the minimum dollar amount required to qualify for a delivery order. If False, the check subtotal could still pass validation even if the check subtotal dips below the required minimum dollar amount for delivery after you apply discounts. Required Options: You must access Configuration > Site Setup > Sites > Edit Site > Site Settings tab and enter the minimum dollar amount a consumer must purchase to qualify for delivery in 'Delivery Minimum.' Related Options: The 'IncludeDiscountInSubtotalDeliveryMinimumValidation' overrides the 'ValidateMinMaxBySubtotal' option.	True False
iPhoneAppURL	iPhone	Specifies the URL address for an iPhone app.	
iPhoneAppVersion	iPhone		
IsUpCheckEnabled			
ItemPriceGrid			
KeyDurationDays	Connected Payments	Allows you to specify the number of days at which to expire the public keys for processing payments with Connected Payments. Always accept the default value of 90, unless otherwise instructed.	Numeric value. Default: 90.
KeyRefreshBeforeExpirationDays	Connected Payments	Allows you to specify the number of days to the expiration of the public keys to begin requesting new keys.	Numeric value. Default: 2.
LandingPageAccountLoginSuccessfulURL	Order Entry	Controls the page to which the system directs the consumer after logging in at the Advanced Landing page.	"/ - Remain on landing page. /AccountDashboard.aspx - Go to the Account Dashboard page. (Default) /AccountInfo.aspx - Go to the Manage Account page.
LeavingVerifyPaymentPageAlert	Order Entry	Enables a pop-up notification to appear if the consumer attempts to navigate away from the Payment Verification page before submitting the order.	True: Enables the pop-up notification. False: Disables the pop-up notification. (Default)
LocationsURL	Store Locator	Displays the link to your store locator website on your online ordering site navigation bar. Use this setting only if you are not using the Aloha Online Ordering store locator functionality.	A valid URL address.

Setting	Related To	Purpose	Values
LoginRequirement	Logging In	Indicates if the consumer is required to log in before selecting a specific store location.	Browse: Requires a consumer to log in. This value requires additional custom development to enable. Contact the Aloha Online Implementation team. None: Does not require a consumer to log in.
LoyaltyNumberVisible	Loyalty	Enables a consumer to enter their Aloha Loyalty program number to submit with their order. Aloha Online Ordering only supports Aloha Loyalty cards at this time. Note: Consumers can accumulate points while online; however, a consumer must redeem points in the store.	True: Displays loyalty option. False: Does not display loyalty option. (Default)
LoyaltyOrderModelID			
LoyaltyRewardSelectionEnabled			
MaxLineItemQty	Order Entry	Limits the maximum number of items a consumer can have in a single order. Required Options: The default value for this setting and MaxOrderLineCount must match.	Numeric value from 1 to 999. Default: 40
MaxOrderFutureDayCount	Order Entry	Specifies the number of days in advance a consumer can place an online order.	Numeric value from 1 to 90. Default: 30.
MaxOrderLineCount	Order Entry	Limits the maximum order size, according to the number of line items in a transaction. Required: The default value for this setting and MaxLineItemQty must match.	Numeric value from 0 to 999. Default: 40.
MaxOrderTotalAmount	Order Entry	Specifies the maximum amount allowed for a single order. If a consumer reaches this amount, the system prompts them to decrease the amount of their order.	Numeric value from 1 to 100000. Default: 50.
MaxPayAtSite	Order Entry	Specifies the maximum amount for an order to which you must pay with a payment card.	Numeric value from 1 to 100000. Default: 0.00.
MaxPrepRetryCount	Order submission	Defines the maximum number of attempts the online ordering site can make to the site to retrieve the prep time and display the promise time to the consumer.	Numeric value from 1 to 5. Default: 2.
MaxPrepRetryTime	Order submission	Specifies the maximum length of time (in seconds) the online ordering site allows for the retrieval of the prep time from the site to display the promise time to the consumer.	Numeric value from 1 to 15. Default: 8.
MaxSameDayOrderTotalAmount			Numeric Value

Setting	Related To	Purpose	Values
MaxSpecialInstructionsLength	Order Entry	Specifies the maximum length of characters allowed for a user-defined special instruction.	Default: 60.
MaxSubmitRetryCount	Order submission	Specifies the number of times you can attempt to submit an order after you click Submit Order.	Numeric value from 1 to 5. Default: 2.
MaxSubmitRetryTime	Order submission	Specifies the maximum number of seconds the online ordering site allows for submitting an order after you click Submit Order.	Numeric value from 1 to 60. Default: 30.
MenuAlign	Order Entry		Default: 1.
MenuDescriptions	Order Entry		
MenuLeadTimeDays	Order Entry	Specifies the minimum number of days in the future you can place an order.	Numeric value from 0 to 90.
MinDeliveryOrderTotalAmount	Delivery	Specifies the minimum dollar amount required for a delivery order before the system prompts you to increase the amount to qualify for a delivery order.	Numeric value from 1 to 10000. Default: 0.
MinOrderTotalAmount	Order Entry	Specifies the minimum dollar amount required for a takeout order before the system prompts you to increase the amount to qualify for a takeout order.	Numeric value from 0 to 10000. Default: 0.
MobileBrowseMenuDesignID	Mobile		
MobileBrowseMenuMenuId	Mobile		
MobileCacheExpirationHours	Mobile		
MobileDestinationInstructions	Mobile		
MobileFeedback	Mobile		
MobileLoginDuration	Mobile		
MobileMaxLineItemQuantity	Mobile		
MobileMaxOrderLineCount	Mobile		
MobileMaxOrderTotalAmount	Mobile		
MobileMenuLeadTimeDays	Mobile		
MobileMinOrderTotalAmount	Mobile		
MobileOrderCancelEnabled	Mobile		
MobileWebHasMenuItemPictures	Mobile		
MobileWebHasSubMenuPictures	Mobile		
MobileWebItemListDescriptions	Mobile		

Setting	Related To	Purpose	Values
ModifierRadioButtonListMax	Order Entry	Enables modifier groups with required selections to appear as drop-down selections instead of radio button selections. A modifier group with more modifier selections than the default value for this setting displays as a drop-down across the entire menu. Note: You cannot apply this to only one modifier group.	Numeric value from 1 to 99. Default: 99.
NavBar1Name	Navigation Bar	Specifies the display name to use for the NavBar1URL menu link in the main navigation bar.	Text value up to 199 characters. Example: Aloha Diner's Fan Club.
NavBar1URL	Navigation Bar	Specifies the URL to associate with the NavBar1Name that appears in the main navigation bar.	Example: http://www.alohadiner.com/fans
NavBar2Name	Navigation Bar	Specifies the display name to associate with the NavBar2URL menu link in the main navigation bar.	Text value up to 199 characters.
NavBar2URL	Navigation Bar	Specifies the URL to associate with the NavBar2Name that appears in the main navigation bar.	Example: http://www.alohadiner.com/specials
NavBar3Name	Navigation Bar	Specifies the display name to associate with the NavBar3URL menu link in the main navigation bar.	Text value up to 199 characters.
NavBar3URL	Navigation Bar	Specifies the URL to associate with the NavBar3Name that appears in the main navigation bar.	Example: http://www.alohadiner.com/events
NutritionInformationURL	Calories	Enables you to comply with Section 4205 of the Patient Protection and Affordable Care Act where a guest must be able to view any additional nutrition information for an item on your online menu, upon request. This can be a link to a hosted site or an approved URL on the Internet.	
OrderBCCList	Email	Defines the blind carbon copy (BCC) email addresses for receiving copies of automatically generated order notification email messages sent to consumer. To enter more than one email address, type a semicolon between the email addresses.	Example: corporatehq@alohadiner.com

Setting	Related To	Purpose	Values
OrderBCCTrigger	Email	Specifies the types of online orders that require a notification email message to be sent to the email addresses listed in Order-BCCList. Note: THIS FEATURE IS CURRENTLY NOT SUPPORTED.	" - All Order Types. (Default) ' \$<WholeDollar> ' - Only orders equal to or exceeding the specified whole dollar amount. ' <WholeNumber> ' - Only orders equal to or exceeding the amount of time in advance of an order submittal. ' FUTUREDAY ' - Only future orders. ' RETAIL ' - Only retail orders. ' CATERING ' - Only catering orders.
OrderCancelEnabled	Order Entry		
OrderCancelorModifyThresholdAmount	Order Entry	Specifies the maximum dollar amount before you can cancel or modify the order prior to the originally scheduled delivery or pick-up time.	Numeric value from 0 to 10000. You must define a value other than blank or 0 to use this feature.
OrderCancelorModifyThresholdMinutes	Order Entry	Specifies the minimum number of minutes allowed before you can cancel or modify an order prior to the originally scheduled delivery or pick-up time.	Numeric value from 0 to 1440. Default: 0 You must define a value other than blank or 0 to use this feature.
OrderCancelReceiptSubject	Email	Designates the subject line for the email message sent when canceling an online order.	Text value from 0 to 199 characters. Example: 'Order Cancellation Request'
OrderCTTimeoutSeconds	Order Entry		
OrderDisplayName	Order Entry	Displays as the 'From' name of automatically generated email messages associated with OrderEmailAddressSettings.	Numeric value up to 199 characters. Example: 'Aloha Diner Online Ordering'
OrderEmailAddress	Email		
OrderEnterRecipientName	Email	Specifies whether the 'Who is this item for?' option appears in the modifier dialog box. The system associates the name with the item on the kitchen chit.	True: Displays the option. False: Does not display the option. (Default)

Setting	Related To	Purpose	Values
OrderEnterTransactionSpecialInstructions	Order Entry	Specifies whether the 'Special Instructions' option appears on the Verify Payment page. Note: Requires ATO v1.2.215 or later.	True: Displays the option. False: Does not display the option. (Default)
OrderErrorNotificationRecipient	Email	Defines the 'To' email address for receiving error notification email messages when immediate response is required by store or support staff. Note: To enter more than one email address, type a semicolon between the email addresses.	Example: ordererror@alohodiner.com
OrderErrorsLogEnabled	Error Logging		
OrderReceiptSubject	Email	Email subject line for email messages generated to consumers who successfully submit an online order.	Numeric value up to 199 characters. Example: 'Thank You For Your Order.'
OrderSubmissionTimeoutSeconds	Order Submission	Specifies the number of seconds the online ordering site waits before submitting an order to the POS. When the site times out, an error message appears to the consumer.	Numeric value from 1 to 99999. Default: 30.
OrderSummaryNotificationRecipient	Email	Defines the 'To' email address for receiving daily order summary report email messages. Note: To enter more than one email address, type a semicolon between the email addresses.	
OrderWebsiteTitle	Localization	Displays as the browser window name for your online ordering site.	Text value up to 199 characters. Example: 'Aloha Diner Online Ordering'
PickupLeadTimeHours	Order Entry	Specifies the exact number of hours in the future for the first available order time for pickup orders. The hours calculate in exact calendar hours from the current time.	Any whole number. Default: 0.
PickUpTimeExceededBehavior	Order Entry	Specifies the calculation to use for updating the pick-up quote time when the initial order quote time (provided to the consumer at the beginning of the online ordering process) elapses before the consumer submits the order. A notification appears to the consumer, which the consumer must accept to continue with the order. This allows the kitchen to have adequate time to prepare the order, despite the lapse in time between accessing the menu and placing the order through the online ordering page.	NextAvailableSlot: Time based on the next available increment of time according to the PickUpTimeGranularity value. (Default) NextAvailableTime: Time based on the new order prep time from the site plus an additional five minutes.

Setting	Related To	Purpose	Values
PickUpTimeGranularity	Order Entry	Specifies the increment of time (in minutes) used for displaying the consumer order pick-up time options.	Numeric values from 15, 20, 25, 30, 35, 40, 45, 50, 55, or 60. For example, when the value is '20,' the pick-up options appears as every twenty minutes, 2:00, 2:20, 2:40.
PortionAssistantItemGridMin			
PortionAssistantMaxFedPercentage			
PortionAssistantNumGraphics			
PrivacyPolicyURL		Specifies the URL for your company privacy policy web page. The privacy policy launches in a new window.	Your company privacy policy URL, or leave blank to default to the custom HTML file. The Aloha Online Ordering team can provide you with a blank HTML file for you to write your privacy policy, which you can then upload to the Graphics and Content section of Web Admin. Sites cannot go live with the generic Radiant policy.
QAMode_Paytronix			
RecipeSubstitutionMode	Order Entry	Allows for no-charge substitutions on certain menu items, as determined by the POS data.	None: Does not allow for no-charge or free substitutions. Standard: Uses POS data for substitution and applies the same rules and behaviors online.
RequireCustomerAddressFields	Order Entry	Controls whether a consumer must enter an address to submit an order.	True: Requires the entry of an address to place an order. False: Does not require the entry of an address to place an order. (Default)

Setting	Related To	Purpose	Values
RevenueCenterToIgnoreOnImportOf-PriceChanges	Price Changes	Allows you to ignore price changes from designated revenue centers during an import. You must enter the revenue center IDs to ignore, separated by commas. This is especially helpful for a third party system that imports price changes in Aloha Online Ordering.	
SecurityQuestionMode	Logging In		
SkipPopupIfNoModifiers	Order Entry	Determines whether the pop-up window appears when a menu item without associated modifiers is selected for an order.	True: Does not display the modifier pop-up window if the item does not have modifiers; immediately added to the receipt. (Default) False: Displays the modifier pop-up window despite a lack of modifiers.
SocialMediaFacebookBadgeURL	Social Media	Links the Facebook button icon on the bottom right of the online ordering page to your Fan page. Note: This only directs the consumer to your Fan page.	Example: http://facebook.com/AlohaDiner
SocialMediaFacebookBadgeURL	Social Media	Links the Facebook button icon on the bottom right of the online ordering page to your Fan page. Note: This only directs the consumer to your Fan page.	Example: http://facebook.com/AlohaDiner
SocialMediaFacebookLikeURL	Social Media	Displays the 'Like' button on the check-out page, with an option to post to Facebook.	Example: http://facebook.com/AlohaDiner .
SocialMediaFacebookSendURL	Social Media	Displays the 'Send' button on the checkout page for the consumer to send a link of your Fan page to their friends.	Example: http://facebook.com/AlohaDiner
SocialMediaPinterestBadgeURL	Social Media	Links the Pinterest badge on the bottom right of the online ordering page to your pinterest page.	Example: http://pinterest.com/AlohaDiner
SocialMediaTwitterBadgeURL	Social Media	Links the Twitter icon on the bottom right of the online ordering page to your Twitter page.	Example: http://twitter.com/#!/AlohaDiner
SocialMediaTwitterFollowURL	Social Media	Displays the Twitter follow button on the checkout page. Note: This launches your Twitter page and adds the consumer as a follower.	Example: http://twitter.com/#!/AlohaDiner
SocialMediaTwitterShareMessage	Social Media	Pre-composes a tweet for the consumer to share the online ordering URL with their followers, and then posts the value from the SocialMediaTwitterShareURL variable.	Text value. Example: I just ordered the best pizza from

Setting	Related To	Purpose	Values
SocialMediaTwitterShareURL	Social Media	Inserts the consumer's Twitter URL into a pre-composed share tweet.	Example: http://twitter.com/#!/?/AlohaDiner
StartOrderURL	Order Entry	Redirects your online ordering site to an external store locator when a consumer initiates an online order from within your online ordering site. This setting forces the consumer to make determinations, such as delivery or takeout, and catering or retail, using the external store locator web site instead of from within your online ordering site.	If you are using the Advanced Landing page, you must set this value to '/'
StoreLocatorAutoSelectBestDeliverySite	Localization	Determines whether to display only the nearest store location in store locator results, or additional locations as well.	True: Displays only the nearest store location within the specified search range display. False: Displays all store locations within the specified search range display, listing the locations from closest to farthest. (Default)
StoreLocatorDeliverySearchRange	Localization	Specifies the maximum delivery distance from the store. The system conducts the search range in straight-line distance from the exact coordinates of the store location.	Numeric value from 0 to 10000. Default: 25.
StoreLocatorDisplayBrowseOnlySites	Localization	Specifies whether or not to display locations defined as 'Browse-only' in store locator search results.	True: Displays only Browse-only store locations. False: Does not display Browse-only store locations. (Default)
StoreLocatorEnabled	Localization	Determines the visual format for displaying store locations, either map or a list. When using the Advanced Landing page, the system carries over the info entered on the Delivery drop-down to the address options within Store Locator.	True: Displays the store locations on a map. False: Displays the store locations as a list. (Default)
StoreLocatorExclusiveRadius	Localization	Specifies the radial distance around each company store for which the store provides exclusive service to consumers. When a consumer enters an address in store locator within the specified radius of an exclusive store, the exclusive store displays first in the search results, even if the exclusive store is not the closest store to the consumer.	Numeric value from 0 to 1000. Default: 0.

Setting	Related To	Purpose	Values
StoreLocatorInitialViewLatitude	Localization	Defines the latitude position of the default map view. Required Options: You must set StoreLocatorEnabled to True to use this feature. Related Options: You can copy the coordinates from Site Set-Up > Sites to focus the map view on the store location.	Degree, minutes, and seconds in decimal format. Default: 37.89961413.
StoreLocatorInitialViewLongitude	Localization	Define the longitude position of the default map view. Required Options: You must set StoreLocatorEnabled to True to use this feature. Related Options: You can copy the coordinates from Site Set-Up > Sites to focus the map view on the store location.	Degree, minutes, and seconds in decimal format. Default: -94.26722325.
StoreLocatorInitialViewZoom	Localization	Specifies the default map viewable area for displaying store location included in the store locator search results. Required Options: You must set StoreLocatorEnabled to True to use this feature.	Numeric value from 1 to 16, where 1 represents the largest viewable area and 16 represents the smallest viewable area. Default: 3.
StoreLocatorMaxReturnCount	Localization	Defines the maximum number of stores to display in the store locator search results.	Numeric value from 0 to 10. Default: 10.
StoreLocatorRequiresAddress	Localization	Requires you to enter your address before you can view the menu. Required Options: You must set this value to False if you use the Advanced Landing page.	True: Requires address entry. False: Does not require address entry. (Default)
StoreLocatorSearchRange	Localization	Defines the maximum distance allowed between the consumer address and the store locations for the system to include a store location in the store locator search results.	Numeric value from 0 to 10000. Default: 25.
StoreLocatorSearchRangeInMiles	Localization	Specifies the type of measurement used by the store locator feature to calculate the distance between the consumer address and the store.	True: Miles. (Default) False: Kilometers.
StoreLocatorShowNonExclusiveDeliverySites	Localization	Controls the inclusion of non-exclusive delivery sites within the store locator search results.	True: Displays non-exclusive delivery sites. False: Does not display non-exclusive delivery sites. (Default)
StoreLocatorSortByRankingThenDistance	Localization	Displays the store locations according to ranking rather than by distance.	True: Displays results by rank and then distance. False: Does not display results by rank and then distance. (Default)

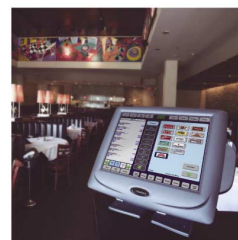
Setting	Related To	Purpose	Values
SubMenuTitle	Order Entry	Defines whether the display name for the submenu appears, as configured in Menu Configurator.	" - Default text does not appear. (Default) 'BOTH' - Default text appears.
SupportSupportEmailAddress	Email	Specifies the 'From' email address for a system support email messages sent to the consumer.	Example: support@alohadiner.com
SupportDisplayName	Email	Displays as the 'From' name of automatically generated system support email messages sent to the consumer. Associated with the SupportEmailAddress setting.	Text value up to 199 characters. Example: 'Aloha Diner Online'
TermsOfUseURL	Localization	Specifies the URL for your Terms of Use web page. The Terms of Use page launches in a new browser window.	Your Terms of Use URL, or leave blank to default to the custom HTML file. The Aloha Online Ordering team can provide you with a blank HTML file for you to write your terms of use, which you can then upload to the Graphics and Content section of Web Admin. Sites cannot go live with the generic Radiant policy.
TipEntryVisible	Tips	Allows the consumer to add tips to their order. Note: You must use ATO v1.2.215 or later.	True: Displays tip entry area on the payment page. False: Does not display tip entry area on the payment page. (Default)
UseAdvancedTenders	Tenders		
UseATOCapacity	Order Submission	Enables Aloha Online to use ATO capacity settings when providing the consumer with a promise time on the Time page.	True: Uses ATO to control capacity restrictions. False: Does not use ATO to control capacity restrictions. (Default)
UseCaptcha	Logging In	Uses the reCAPTCHA service when logging in to the Aloha Online Ordering website.	True False
UseDefaultDateTimeSettings		This is an internal setting.	
UseDefaultNoSiteInRangelImages			

Setting	Related To	Purpose	Values
UseGoalPriceComps	Comps	Specifies whether to auto-apply Goal Price comps to an order.	True: Allows applying Goal Price comps to an order. False: Does not allow applying Goal Price comps to an order. (Default)
UniqueVoicePhoneValidation		Validates the unique phone number entered by the consumer is unique and not already in use by another.	True False
UseItemPriceCompatibility	Price Changes	Pools the price change in effect all day into the base price and filters the price change from the Get Menu call. Typically, the price change is in effect all day and does not reflect the a special price change event. This helps reduce the length of the API call. This setting is currently only for the AO API. Related Options: Filtering price changes in effect for all day from the Get Menu call requires two company settings. you must set 'UseItemPriceCompatibilityMode' to False and 'AutoApplyWholeDayPriceChanges' to True.	True False
UseOrderProgressionBar	Order Entry	Specifies whether to display the order progression bar. This setting requires additional graphics with a unique name set. Contact the Aloha Online Ordering team for more information.	True: Displays the order progression bar. False: Does not display the order progression bar. (Default)
UseSiteLevelDeliveryFees	Delivery	Controls the determination of delivery fees. When you enable this feature, it is not necessary to configure delivery fees in Web Admin as Online Ordering uses the delivery fees configured in the Aloha POS and ATO. When you enable this feature, consumers do not see a delivery fee associated with their delivery order until they reach the Payment Verification page. Note: Requires ATO v1.2.200 or later.	True: Use the delivery fees defined in Aloha POS and ATO. False: Use the delivery fees defined in Web Admin. (Default)
UseStoredPayments	Payments	Determines whether the system stores credit card data for future online orders. For the system to store card data, the consumer must have an online ordering account. The system cannot store card data from anonymous orders.	True: Stores card data. (Default) False: Does not store card data.
UseStoredPaymentsMethod	Payments		CPS

Setting	Related To	Purpose	Values
UseTakeOutPrice	Order Entry	Specifies whether you use the price defined in Aloha Online Ordering or Aloha Takeout.	True: Use the item price in Aloha Online. False: Use the item price in Aloha POS. (Default)
UseWebSalesGroup	Order Entry	Allows the ordering of a quick combo as menu items from the menu page of the online ordering site. You must use quick combos to use this feature.	True: Enables a quick combo promo type. False: Does not enable a quick combo promo type.
ValidLoyaltyFields	Loyalty	Defines whether to use email addresses and phone numbers as the valid loyalty lookup metric. Related Options: If this setting and 'LoyaltyNumberVisible' are set to true, the Member Lookup button appears on both the consumer information and order confirmation pages.	True: Uses email addresses or phone numbers as a loyalty lookup metric. False: Does not use email addresses or phone numbers as a loyalty lookup metric.

Setting	Related To	Purpose	Values
VerifyPaymentDisplayedCustomerFields	Payments	Displays additional options during order payment verification.	" - Additional options do not appear. (Default) 'COMPANYNAME' - Company name options appears. 'FORMATTEDADDRESS' - All address options associated with the consumer appear.
WaitForPaymentAuthorization	Order submission	Allows for the authorization and charging of the card before submitting the order to the POS.	True: Enables the online ordering site to wait for payment authorization before submitting the order. False: Submits the order before receiving payment authorization. The system sends the order to the POS, even if the payment is not valid. (Default)
Where2GetItDefaultSiteFrameURL			
Where2GetItNearbySitesFrameURL			
ZipCodeVisibility	Order Entry	Specifies whether to require the entry of the zip code for an order, make the zip code entry optional, or hide the zip code.	Required: The consumer must enter a zip code to place an order. (Default) Optional: The zip code is visible, but entry is not required, to place an order. Hidden: Zip code is not visible.

B Email Templates and Variables



This appendix contains tables with the available email templates and their purpose, and another set of tables with information regarding the variables for each email template and their purpose.

Email Templates

The following lists the email templates available for general use, such as new account confirmation, and then those for use with the Group Order feature.

Table 1: Email Templates

Email Template	Purpose
AccountCreated	Sent when a consumer creates an account.
AlternateAccountCreated	Sent when a consumer creates an account with an alternate account, such as with social media credentials.
AuthenticatorEmail	
EmailChanged	Sent when a consumer associates their account with a different email.
EmailProfile	Sent when a consumer changes their profile.
EmailVerification	Sent when the system approves a valid email account.
GroupInviteeAdded	Sent when the group organizer adds an invitee to a group order.
GroupInviteeAddedDelivery	Sent to the group organizer when an invitee is added to a group order upon selecting the Delivery order mode.
GroupInviteeAddedPickup	Sent to the group organizer when an invitee is added to a group order upon selecting the Pickup order mode.
GroupInviteeRemoved	Sent to the group organizer when an invitee is removed from a group order.
GroupOrderAllOrdersComplete	Sent to the group organizer when all invitees complete their portion of a group order.
GroupOrderCancelled	Sent to the group invitees when the organizer cancels a group order.
GroupOrderChanged	Sent to the invitees when the group organizer changes the details of the order, such as the response time from the invitees.
GroupOrderInviteeCutoff-TimeReached	Sent to the group organizer when a group order reaches the cutoff time.
GroupOrderInviteeDeclined	The system does not currently support this template.
GroupOrderInviteeReminder	Sent to the invitees to remind them to submit their portion of a group order before the cutoff time.

Email Template	Purpose
GroupOrderInviteeReopenedOrder	Sent to the group organizer when an invitee reopens their order.
GroupOrderInviteeSubmittedOrder	Sent to the group organizer when an invitee submits their order.
LoginInfoChanged	Sent to the consumer when their log in information changed.
MobileOrderConfirmationCarryOut	Sent when a consumer places a pickup order while using a mobile device.
MobileOrderConfirmationCurbSide	Sent when a consumer places a curbside order while using a mobile device.
MobileOrderConfirmationDineIn	Sent when a consumer places a dine-in order while using a mobile device.
MobileOrderFeedback	Sent when a consumer submits feedback while using a mobile device.
NOLOAccountVerification	
OrderCancelled	Sent when a consumer cancels an order.
OrderConfirmation	Sent when a consumer confirms an order.
OrderConfirmationCatering	Sent when a consumer places a catering order.
OrderConfirmationDelivery	Sent when a consumer places a delivery order.
OrderConfirmationDeliveryCatering	Sent when a consumer places a delivery catering order.
OrderConfirmationDeliveryRetail	Sent when a consumer places a delivery retail order.
OrderConfirmationDineInRetail	Sent when a consumer places a dine in retail order.
OrderConfirmationPickup	Sent when a consumer places a pickup order.
OrderConfirmationPickupCatering	Sent when a consumer places a pickup catering order.
OrderConfirmationPickupRetail	Sent when a consumer places a pickup retail order.
OrderConfirmationRetail	Sent when a consumer places a retail order.
OrderConfirmationThirdPartyDelivery	Sent when an order was placed from a third-party delivery service.
PasswordChanged	Sent when a consumer their password changed.
PasswordRecovered	Sent when a consumer requests to have their password sent to them.
ResetPasswordEmail	Sent when a consumer request to have their password changed.
ResetPasswordUnregisteredUserEmail	Sent when a consumer without an account request to have their password changed.
SiteFaxFailoverOrder	Sent when a site receives an order by a fax machine because of a site communication error.
SiteOrderCancellation	Sent when a site receives an order cancellation.
SiteOrderSubmission	Sent when a site receives an order submission.
TwoFactorAuthVerificationCode	

Email Template Variables

The following tables contain the variables available and their purpose according to the email template. The email template contains the variable, and when the system generates the email message it uses the variable to complete the email with the defined content.

Table 2: Email Template Variables

Variable	Purpose
Account Created Email Template	
[%UserName%]	Displays the consumer email address, as entered at the Online Ordering site.
[%PasswordQuestion%]	Displays the secret question the consumer added when creating their account.
Password Recovered Email Template	
[%Password%]	Displays a system-generated password for the consumer consisting of random characters.
Order Email Template	
[%CustomerAltPhone%]	Displays the alternate phone number, as defined by the consumer's online ordering account.
[%CustomerBusinessName%]	Displays the business name, as defined by the consumer's online ordering account.
[%CustomerEmail%]	Displays the email address, as defined by the consumer's online ordering account.
[%CustomerFirstName%]	Displays the first name of the consumer.
[%CustomerLastName%]	Displays the last name of the consumer.
[%CustomerLocation%]	Displays the delivery address, as defined by the consumer.
[%CustomerVoicePhone%]	Displays the phone number, as defined by the consumer.
[%EmailConfirmationSnippet%]	Displays site-specific information, which you define at Configuration > Site Setup > Sites > Site Messaging tab.
[%FaxFailoverMessage%]	Displays a system generated message when you configure the company and site for fax failover, and the system initiates the action.
[%ConfirmationNumber%]	Displays the confirmation number when the consumer completes the order. This value does not carry through to the site location.
[%OrderId%]	Displays the order number when the consumer completes the order. This value does not carry through to the site location.
[%OrderReceipt%]	Displays a block of text containing the details of the consumer online order, such as items, item comments, item quantities, item amounts, tax amount, and total amount.
[%OrderTotal%]	Displays the total amount of the order.
[%PaymentCardType%]	Displays the credit card type used to pay for the online order, if the consumer used a credit card to tender the order.
[%PaymentDeferredMessage%]	Displays a message that the payment was deferred.
[%PaymentFailedMessage%]	Displays a message that the payment failed.
[%PaymentNoResponseMessage%]	Displays a message that there was no response from the processor.

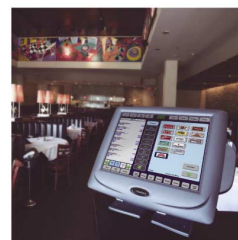
Variable	Purpose
[%PaymentNotProcessedMessage%]	Displays a message that the payment failed to process.
[%PaymentSuccessfulMessage%]	Displays a message that the payment was processed successful.
[%PaymentLocation%]	Displays 'Paid Online' or 'Pay at Site,' as selected by the consumer.
[%PosOrderNumber%]	Displays the order number generated by the POS.
[%PromisedTime%]	Displays the pickup or delivery date and time the consumer selected
[%PromisedTimeDayOfWeek%]	Displays the day of week and pickup or delivery date and time the consumer selected.
[%SiteAddress%]	Displays the address of the site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteExternalId%]	Displays the external ID of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SitePhoneNumber%]	Displays the voice phone number of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SpecialInstructions%]	Displays any transaction-level special instructions entered by the consumer during the checkout process.
Group Order Invitee Added Email Template	
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeCutoffTime%]	Displays the requested response time as entered by the group organizer within the group order details page.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrderAccessCode%]	Contains the access code for the link to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderingWebsite%].
[%OrderingWebsite%]	Contains the URL to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderAccessCode%].
[%OrganizerEmail%]	Displays the email address of the group organizer of the group order.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%OrganizerLastName%]	Displays the last name of the group organizer.
[%PromisedTime%]	Displays the promise time of the group order, as selected by the group organizer.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Invitee Removed Email Template	

Variable	Purpose
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrganizerEmail%]	Displays the email address of the group organizer of the group order.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%OrganizerLastName%]	Displays the last name of the group organizer.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Changed Template	
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeCutoffTime%]	Displays the requested response time as entered by the group organizer within the group order details page.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrderAccessCode%]	Contains the access code for the link to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderingWebsite%].
[%OrderingWebsite%]	Contains the URL to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderAccessCode%].
[%OrganizerEmail%]	Displays the email address of the group organizer of the group order.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%OrganizerLastName%]	Displays the last name of the group organizer.
[%PromisedTime%]	Displays the promise time of the group order, as selected by the group organizer.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Cancelled Email Template	
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrganizerEmail%]	Displays the email address of the group organizer of the group order.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%OrganizerLastName%]	Displays the last name of the group organizer.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Invitee Submitted Order Template	

Variable	Purpose
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeCutoffTime%]	Displays the requested response time as entered by the group organizer within the group order details page.
[%InviteeEmail%]	Displays the email address of the invitee as entered by the group organizer within the group order details page.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%PromisedTime%]	Displays the promise time of the group order, as selected by the group organizer.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Invitee Reopened Order Email Template	
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeCutoffTime%]	Displays the requested response time as entered by the group organizer within the group order details page.
[%InviteeEmail%]	Displays the email address of the invitee as entered by the group organizer within the group order details page.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrganizerFirstName%]	Displays the first name of the group organizer.
[%PromisedTime%]	Displays the promise time of the order, as selected by the group organizer.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.
Group Order Invitee Reminder Email Template	
[%GroupOrderName%]	Displays the name given to the group order by the group organizer.
[%InviteeCutoffTime%]	Displays the requested response time as entered by the group organizer within the group order details page.
[%InviteeEmail%]	Displays the email address of the invitee as entered by the group organizer within the group order details page.
[%InviteeName%]	Displays the name of the invitee as entered by the group organizer within the group order details page.
[%OrderAccessCode%]	Contains the access code for the link to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderingWebsite%].




Variable	Purpose
[%OrderingWebsite%]	Contains the URL to allow an invitee to launch a predefined site. Use this variable in conjunction with [%OrderAccessCode%].
[%OrganizerEmail%]	Displays the email address of the group organizer of the group order.
[%PromisedTime%]	Displays the promise time of the order, as selected by the group order organizer.
[%SiteLocation%]	Displays the address and phone number of the selected site, as defined in Configuration > Site Setup > Sites > Site Details tab.
[%SiteName%]	Displays the name of the site location, as defined in Configuration > Site Setup > Sites > Site Details tab.




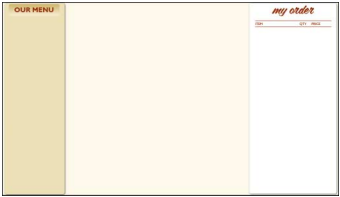


C Design Elements






This appendix contains a table identifying the available design elements, their pixel width and height, a description of the element, and where possible, an example.








Table 1: Element Names








Element Name	Pixels	Description	Element Example (where possible)
Universal Elements			
background.png	2x2	Tiled color that generates the browser background. NOTE: The use of images is not supported.	
footer.png	992x50	Site footer that appears on all pages.	
header.png	992x106	Site header that appears on all pages.	
nav.bar.png	992x35	Navigation bar that appears on all pages.	
page_text_repeat.png	992x2	Expands the page height when the page exceeds standard height. Design the characteristics of this element to match design characteristics of other elements, such as borders and receipt treatments. Should not include receipt background elements.	
scroll.png	2x30	Receipt area scroll bar. Activated when a consumer adds multiple items to an order.	
scroll_button.png	10x30	Receipt area scroll button.	
scroll_menu_button.png	15x30	Item pop-up scroll button. Appears when there are more items in a category than can fit on a page.	






Element Name	Pixels	Description	Element Example (where possible)
scroll_menu_pagedown.png	15x15	Item pop-up scroll button used for advancing pages. Appears when there are more modifiers for a specific menu item than can fit on the pop-up screen.	
scroll_menu_pageup.png	15x15	Item pop-up scroll button used for returning to previous pages. Appears when there are more items in a category than can fit on a page.	
Primary Page			
page_landing.png	992x572	Appears on the first page when Aloha Online Ordering appears. Commonly referred to as the Splash page. NOTE: You can avoid this page with a custom URL.	
page_menu.png	992x572	Appears as the primary background for all item category pages. Contains the left-side menu background and the receipt area. NOTE: You cannot customize this page per menu category.	
page_start.png	992x572	Appears as the directional page instructing users to the left-side menu after selecting a time. Incorporates the left-side menu and the receipt area.	
page_text.png	992x572	Displays the system generated text. Incorporates the receipt area, but not the left side menu.	

Element Name	Pixels	Description	Element Example (where possible)
page_thankyou.png	992x572	Displays the final text or graphics after receiving an order confirmation from the restaurant. Incorporates the receipt area.	
Message Pop-Up Windows			
left.png	12x213	Left edge of the pop-up window.	
right.png	12x213	Right edge of the pop-up window.	
middle.png	3x213	Center area of pop-up window.	
Multi-Purpose Buttons			
button.png	140x31	Standard button appearing on numerous pages.	
button_hover.png	140x31	Hover version of button.png	
button_left.png	140x31	Standard button used in various situations to undo an action or to navigate back a page.	
button_left-hover.png	140x31	Hover version of button-left.png	
button_right.png	140x31	Standard button used in various situations to perform a selection or to navigate forward a page.	
button_right_hover.png	140x31	Hover version of button-right.png.	
button_small.png	89x31	Narrow version of button.png.	
button_small_hover.png	89x31	Hover version of button_small.png.	
button_small.left.png	89x31	Narrow version of button_left.png.	
button_small_left_hover.png	89x31	Hover version of button_small_left.png.	
button_small-right.png	89x31	A narrow version of button_right.png.	
button_small_right_hover.png	89x31	Hover version of button_small_right.png.	

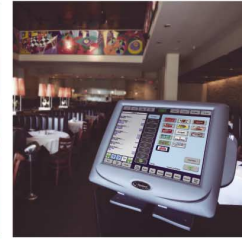
Element Name	Pixels	Description	Element Example (where possible)
nav_button.png	124x33	Navigation bar button used for each main navigation bar action. Overlays nav_bar.png at arbitrary positions. Not Recommended: Incorporating textured designs.	
button_tiny.png	59x25	Appears on Check-Out page as 'Apply' buttons.	
button_tiny_hover.png	59x25	Hover version of button_tiny.png.	
Modifier Pop-Up Buttons			
button_additem_cancel.png	58x20	Adds a modifier to the order. Used on the item pop-up window where a consumer can specify modifier quantities. Incorporate appropriate text and a 'cancel' symbol in the design for this button.	
button_qty_minus.png	13x13	Decreases the quantity to the next lower amount. Used on item pop-up windows where the consumer can specify modifier quantities.	+
button_qty_plus.png	13x13	Increases the quantity to the next higher amount. Used on item pop-up windows where the consumer can specify modifier quantities.	-
Virtual Receipt Buttons			
button_receipt_cancel_item.png	18x18	Cancel button used in the receipt area. Positioned to the right of each item listed in the order.	
button_receipt.png	120x28	The standard receipt area button.	
button_receipt_hover.png	120x28	Hover version of button_receipt.png.	
button_receipt_left.png	120x28	Receipt button used in various situations to undo an action or navigate to a previous page.	
button_receipt_left_hover.png	120x28	Hover version of button_receipt_left.png.	
button_receipt_right.png	120x28	Receipt button used in various situations to select or navigate forward a page.	
button_receipt_right_hover.png	120x28	Hover version of button_receipt_right.png.	

Element Name	Pixels	Description	Element Example (where possible)
Item Modifier Pop-Up Background			
panel_back.png	564x10	Repeating middle section of the item modifier pop-up background. Enables the display of pop-up windows with varying heights.	
panel_bottom.png	564x21	Item modifier pop-up footer.	
panel_header.png	564x33	Item modifier pop-up header. Displays the item name and button_additem_cancel_item.png.	
panel_back_image.png	820x10	Appears as the repeating middle section of the item modifier pop-up background only when menu item images are included.	
panel_bottom_image.png	820x21	Appears as the modifier pop-up footer only when menu item images are included.	
panel_header_image.png	820x33	Item modifier when modifier images are included.	
Build Your Own (Pizza) Elements			
symbol_additem_add.png	16x16	'Add' symbol in Build Your Own to add a modifier. Appears on the right side of each listed modifier.	
symbol_additem_cancel.png	16x16	'Cancel' symbol used in Build Your Own to remove a modifier from an item. Appears on the right side of the modifier.	
symbol_additem_left_active.png	16x16	Displays when the consumer applies a modifier to the left side of the pizza.	
symbol_additem_left-inactive.png	16x16	Appears when the consumer has not applied a modifier to the left half of the pizza.	
symbol_additem_right_active.png	16x16	Displays when the consumer applies a modifier to the right side of the pizza.	
symbol_additem_right-inactive.png	16x16	Appears when the consumer has not applied a modifier to the right half of the pizza.	
symbol_additem_whole_active.png	16x16	Displays when the consumer applies a modifier to the whole pizza.	

Element Name	Pixels	Description	Element Example (where possible)
symbol_additem_whole_inactive.png	16x16	Appears when the consumer has not applied a modifier to the whole pizza.	
tab_selected_byo.png	30x40	Appears below the selected tab. The system pushes the image to the bottom of the graphic with the assumption that the tab text is positioned above.	
Store Locator Map Markers			
marker_1.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_2.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_3.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_4.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_5.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	

Element Name	Pixels	Description	Element Example (where possible)
marker_6.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_7.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_8.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_9.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	
marker_10.png	23x34	The store locator map marker to appear on the Google Maps results as part of the store locator feature.	

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