

Feature Focus Guide: Contactless Dine-In

Core Product: Digital Ordering
Last Updated: June 20, 2024

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Revision Record

| Date | Version # | Description |
|------------------------|-----------|---|
| Prior to 06/03/2021 | v20.7+ | Introduced the Contactless Dine-In feature. |
| | v22.3+ | Removed all references to the 'Open Check' solution. Added the ability to assign an image to the landing page when a consumer scans a QR code. |
| 06/03/2021 | | Converted the document to use new templates. |
| 01/10/2023 | | Updated the front cover and back page to reflect new NCR branding. |
| 05/08/2023 | | Updated product name. |
| 06/20/2024 | | Updated document to reflect NCR Voyix branding. |

About Contactless Dine-In

| Contactless Dine-In at a Glance | |
|---------------------------------|---|
| Core Product | Aloha Digital Ordering, Aloha Online Ordering, Mobile Web, Aloha Table Service, Aloha Quick Service, Engage Web, Aloha Takeout, Aloha Kitchen |
| Complementary Products | |
| Separate License Required? | No |
| Other References | Aloha Digital Ordering Implementation Guide, Aloha Online Ordering Implementation Guide, Aloha Takeout Implementation Guide, Aloha Kitchen Implementation Guide |

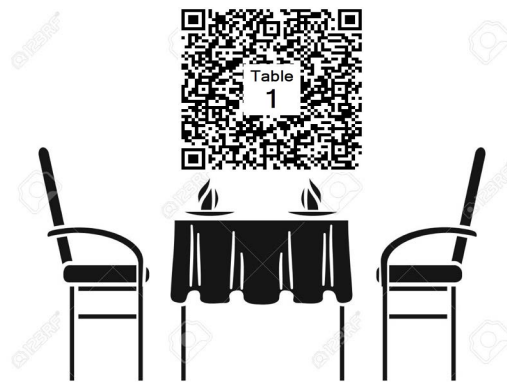


Figure 1 Contactless Dine-In Illustration

Dining in at a restaurant is the act of visiting and eating at a public location where the order is taken and delivered by a server. The experience is commonplace for social and business gatherings and alleviates the need for consumers to prepare meals on their own.

Using mobile technology, consumers can arrive at the restaurant, use the Mobile Web app to scan a QR code associated with the table at which they are sitting, and place an order. In the Contactless Dine-In environment, the consumer must enter their order, send it to the kitchen, and pay for it in the same session. The server only needs to deliver the food and perform their regular duties, such as call-backs to the table. If the consumer decides to order additional items, they must start and close another order.



Tip

The Contactless Dine-In feature is supported on iOS and Android phones.
The Desktop Web platform under Aloha Online Ordering is not supported.

The minimum version requirements for the Contactless Dine-In feature are:

- Aloha® Table Service or Aloha Quick Service v12.3+ installed.
- Aloha Takeout v17.1+ installed. Aloha Takeout Order Manager is not supported.
- Command Center v19.2+ installed.
- Aloha Online Ordering installed with 'Mobile Website Enabled.'
- Digital Ordering.
- EDC or Connected Payments installed.



Note

This document assumes you already have a functioning Aloha Online Ordering website; however, ensure the online ordering website is configured for Mobile Web. If not, contact Aloha Online support to enable Mobile Web in Company Settings.

Feature matrix

To implement Contactless Dine-In at your site, you must be aware of the supported features, platforms, and versions before you begin. These are explained as you go through the document.

| | Aloha Online / Mobile Web | Digital Ordering Contactless Dine-In |
|----------------------------------|---|---|
| Point-of-Sale (POS)/ATO Versions | POS v12.3+ / ATO v17.8+ | POS v12.3 / ATO v17.8+ |
| POS Type | Aloha Quick Service, Aloha Table Service | Aloha Quick Service, Aloha Table Service |
| Separate Dine-In Menu Support | No | Yes |
| Table Injection Method | Special instructions through ATO order notes. | Special instructions through ATO order notes. |
| QR Code Format | Flat | SVG |

Configuring Contactless Dine-In

You can configure Contactless Dine-In for both Quick Service and Table Service and require consumers to pay for their order immediately after placing the order. If the consumer wants to purchase additional items, they must start a new order.

This section details the configuration requirements within Web Admin and Aloha Manager or Aloha Configuration Center (CFC) for Contactless Dine-In. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

| Procedures at a Glance: | |
|---|---|
| If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. | |
| 1. | In the Digital Ordering portal, select Site Settings > Sites > Order Mode Settings and toggle on 'Dine-in Enabled' to enable the Contactless Dine-In feature. See page 7 . |
| 2. | In the Digital Ordering portal, select Site Settings > Sites and ensure the correct time zone is set for the site. See page 8 . |
| 3. | In Web Admin, select Configuration > Company Setup and type the link in 'Mobile App Deep Link' and 'App ID' for consumers who use the Engage Mobile App for ordering. Note: You must contact Aloha Online Ordering support to have them perform this procedure. See page 9 . |
| 4. | In the Digital Ordering portal, select Site Settings > Dine-In QR Code Generator and configure QR codes for a range of tables. See page 10 . |
| 5. | In Web Admin and Menu Configurator, create a specific menu for dine-in to use for dine-in orders, if necessary. See page 12 . |

Enabling dine-in functionality

To use the Contactless Dine-In feature, you must enable the use of dine-in ordering in the Digital Ordering portal. **Note:** This is the same as the 'DineIn Enabled' option in Sites > Site Details tab in Web Admin.

To enable the dine-in functionality:

1. In the Digital Ordering portal, select **Site Settings > Sites** from the navigation pane.
2. Select a **site** from the list and click **Edit Site**.
3. Select the **Order Mode Settings** tab from the left of the screen.

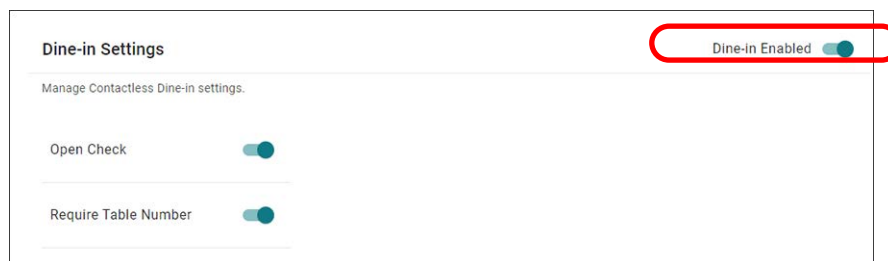


Figure 2 Site - Order Mode Settings Tab

4. Toggle on **Dine-in Enabled**.
5. Click **SAVE** at the top of the screen.
6. Repeat this **procedure** for each site requiring Contactless Dine-In.
7. Continue to the **next procedure**.

Ensuring the correct time zone is set for the site

You must ensure the correct time zone is set for the site in the Digital Ordering portal. Typically, this is already set; however, it may change for sites using Mountain and Pacific time zones. This is the same setting as the 'Time Zone' option in Sites > Submission Details tab in Web Admin.

To ensure the time zone is correct for the site:

1. In the Digital Ordering portal, select **Site Settings > Sites** from the navigation pane.
2. Select a **site** from the list and click **Edit**.
3. Select **Site Details** on the left of the screen.

The screenshot shows the 'Site Details' form for a site named 'Atlanta TS'. The form is divided into several sections: 'Name' (Location Name: Atlanta TS), 'Address' (Address Line 1: 864 Spring St NW, Address Line 2: [empty], City: Atlanta, State: GA, Postal: 30308, Latitude: 33.7792561, Longitude: -84.3895212, GET GEOCODE button), and 'Communication' (Phone: 555-444-3333, Phone: [empty], Optional). The 'Time Zone' field is highlighted with a red circle and shows '(UTC-05:00) Eastern Time (US & Canada)' with a dropdown arrow.

Figure 3 Site - Site Details

4. Select the **time zone** from the drop-down list. '
5. Click **SAVE** in the top right corner.

Configuring deep link/app ID in Web Admin

If a consumer uses both Mobile Web and the Engage app, you can alternatively use the Contactless Dine-In feature through the Engage app. When the consumer scans the QR code, the system prompts the consumer to either install or launch the Mobile Web app. The consumer then uses the Mobile Web app to continue.



Tip

Contact Aloha Online Ordering support to set the 'Mobile App Deep Link' and 'APP ID' in Company Settings. These values come from the Apple application settings. This procedure is performed by an employee from the support team.

To configure the deep link and app ID:

1. In Web Admin, select **Configuration > Company Setup**.
2. Click **Edit Company**.

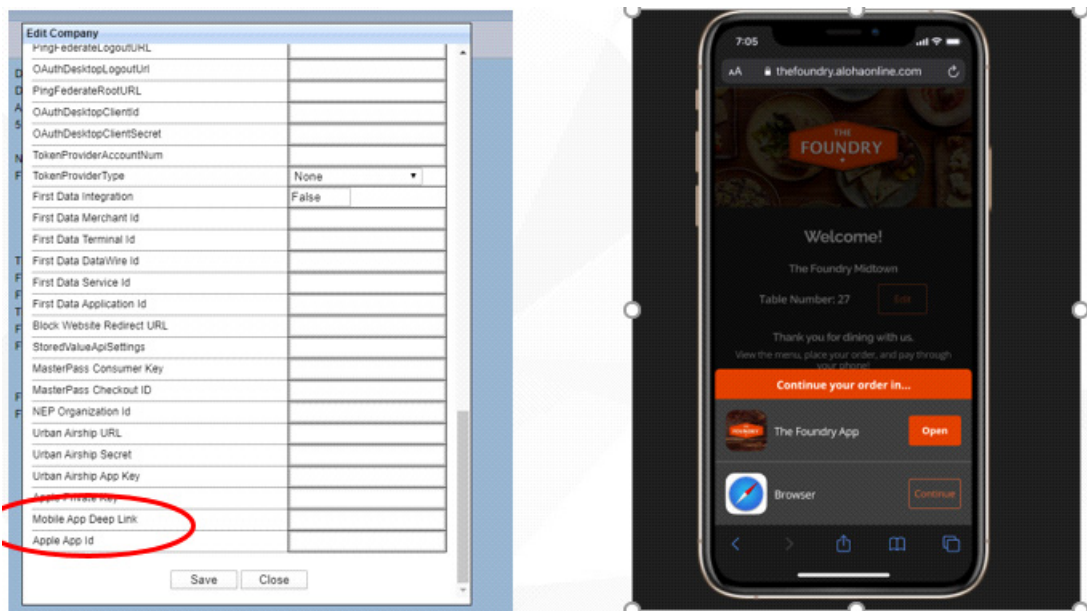


Figure 4 Mobile App Deep Link and Apple App ID in Company Settings

3. Type the **links** in 'Mobile App Deep Link' and in 'Apple App Id.'
4. Click **Save**.

Generating a QR code for a range of tables

When using the Contactless Dine-In feature, each table has a unique embedded QR code. The code includes the table number, the order status of ASAP, the dine-in order mode, and a web link to the menu landing screen. These are sent as a special instruction for the table. **Note:** The tables are not associated with tables configured in the Aloha POS system.



Figure 5 Sample QR Code

The system generates a PDF of QR codes for a range of tables, which you can print and use for signage on the table. You must use the Digital Ordering portal to generate QR codes for a range of tables.

To generate QR codes for a range of tables:

1. In the Digital Ordering portal, select **Site Settings > Dine-in Code Generator** from the navigation pane.

Dine-in QR Code Generator

Generate a scannable QR code for a single table or every table in your restaurant. Guests simply scan the code and order from their own device.

Step 1 - Select a site

If the site you are looking for is not shown, enable Dine-in Order Mode in [Site Settings](#).

Search by Site ID or Site Name

Step 2 - Create Table Names

Table names are a combination of a prefix and table number (e.g. Table 23). Table names cannot exceed 10 characters.

Prefix

Optional. Letters and numbers only, no special characters.

From To

Required, numbers only. Required, numbers only.

Single table only

GENERATE

Figure 6 Dine-In QR Code Generator Screen

2. In Step 1, select the **site** from the drop-down list. Only the sites with 'Dine-in Enabled' in Web Admin > Configuration > Site Setup > Sites > Site Details tab appear for selection.
 3. In Step 2, type the **prefix**, such as Table, Bar, or Patio, to set the prefix for different sections of the restaurant. The table names are a combination of a prefix and table number, such as Table 23. You cannot exceed more than 10 characters for a table name.
 4. Type the **table range** in 'From' and 'To' to define the range of tables for which the restaurant needs to generate a QR code.
- OR-**
- Select **Single table only** and type the **table number** in 'From' to generate a QR code for one table. The 'To' option of the range becomes disabled.
5. Click **GENERATE**. The system creates a PDF with the QR codes and a prompt appears at the bottom of the screen for download.
 6. Repeat **steps 2 through 5** to create QR codes for each range of tables.

Creating a specific menu for dine-in

If your dine-in menu offers different submenus or menu items than other menus, such as for pickup, curbside, or delivery, you can create a specific menu for dine-in. The dine-in menu appears when the consumer scans the QR code.

To create a specific menu for dine-in:

1. In Menu Configurator, select a **company** from the list and click **OK**.
2. Select **File > Check Out Design**. The Select Company Design dialog box appears.
3. Select a **design** for which to create a dine-in specific menu and click **OK**.
4. Select **Web Menu > Menu Management**. The Menu Management dialog box appears.

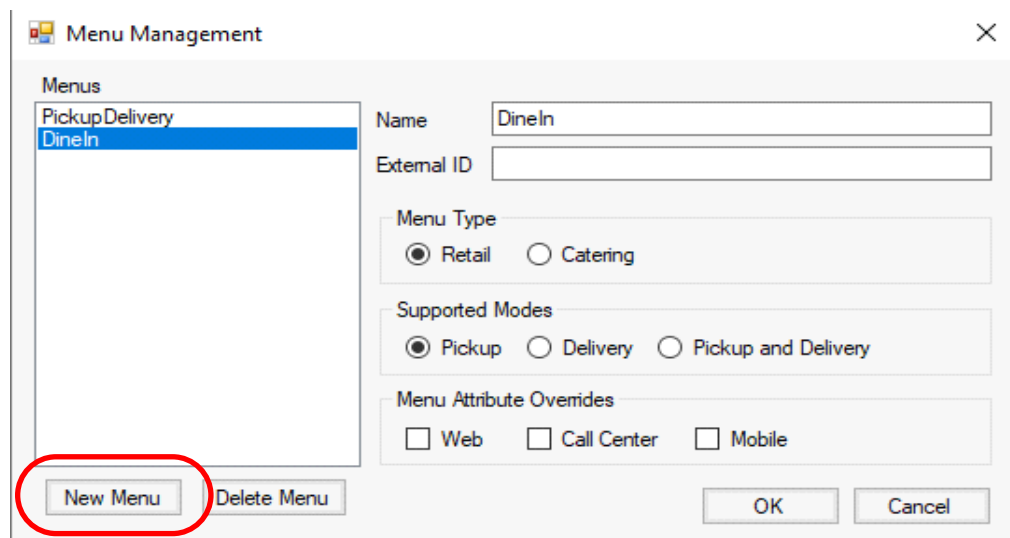


Figure 7 Menu Management Dialog Box

5. Click **New Menu**. A new menu is added to the 'Menus' list box.
6. Type a **name** for the new menu, such as 'DineIn.'
7. Leave the **defaults** for all other options.

8. Click **OK**.

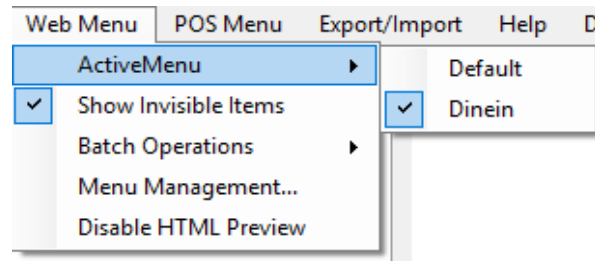


Figure 8 ActiveMenu

9. Select **Web Menu > Active Menu**, and select the new menu to appear as the active menu.

At this point, the new menu has no assigned submenus so you must decide whether to:

- Share submenus for dine-in only.
- Use an existing submenu and only change items for dine-in only.
- Create completely new submenus for the dine-in menu.

Tip

You may find you want to use a combination of each of the methods; however, remember that changes made on shared submenus affect submenus on other menus. For the least amount of menu management, you may also find the easiest solution is to share all submenus, and then create dine-in specific submenus for your dine-in menu.

To share a new submenu for dine-in only:

This involves sharing a submenu between menus. Any change made to a shared submenu also impacts the same submenu on other menus.

1. Right-click the the **new menu** in the top left corner of the screen and select **Share Existing Submenus** from the menu that appears.
2. Select the **submenu** to share and click **OK**.
3. Repeat this **procedure** for another submenu to share between menus.
4. Add any **new submenus** to appear for your dine-in menu.

To use an existing submenu and only change items for dine-in:

This involves copying a submenu from another menu. Any change made to a copied submenu does not impact the same submenu on other menus.

1. Right-click the **new menu** in the top left corner of the screen and select **Duplicate Existing Submenu** from the menu that appears.
2. Select the **submenu** to copy and click **OK**.

3. Repeat this **procedure** for another submenu to copy.
4. Modify any **menu items** to appear for your dine-in menu.
5. If necessary, add any **new submenus** to appear for your dine-in menu by either sharing, copying, or creating a new submenu.



Reference

To create completely new submenus for the dine-in menu, refer to the Aloha Online Ordering Implementation Guide.

After you create your submenus and menu items for your dine-in menu, assign the 'DineIn' order mode to the menu.

To assign the 'DineIn' order mode to the dine-in menu:

1. With the dine-in menu active in Menu Configurator, select the **menu** from the top-left corner of the screen, and select **DineIn** from the 'Supported Order Modes' drop-down list in the properties window.

| | |
|----------------------|-----------------|
| Submenus | (Collection) |
| MenuId | 1001 |
| Web Menu Name | Dinein |
| Description | |
| Visible | True |
| HtmlFragment | |
| Web Menu Type | Retail |
| External Id | |
| Supported Order Mode | DineIn ▼ |
| Web Menu Attributes | None |
| Visibility Override | False |
| SourceMenuId | 0 |
| ImportAction | Unknown |

Figure 9 Supported Order Mode

2. Select **File > Check In Design**.

To assign the dine-in menu to the site or sites in Web Admin:

1. In Web Admin, select **Designs > Site Menu Assignment**.

The screenshot displays the 'Site Menu Management Function' interface. At the top, there is a 'Choose Menu' section with a dropdown menu currently set to 'Default'. Below this are two tables: 'Selected Sites' and 'Available Sites'. The 'Selected Sites' table has columns for Id, Site, External Id, Store Id, and Site Groups, with one entry: Id 1, Site Aloha Café, External Id, Store Id 118832, and Site Groups. The 'Available Sites' table has the same columns and contains three entries: Id 2, Site Aloha Café <Cloned from site, External Id, Store Id, and Site Groups; Id 3, Site Kiosk1, External Id, Store Id 0, and Site Groups. At the bottom of the interface are five buttons: 'Remove Selected', 'Remove All', 'Add Selected', 'Add All', and 'Update'.

Figure 10 Site Menu Management Function

2. Select the **menu** from the 'Choose Menu' drop-down list.
3. Select the **site** from the 'Available Sites' list and click **Add Selected** to move the site to the 'Selected Sites' list. To add the menu to all sites, click **Add All**.
4. Click **Update**.

Configuring the landing page image

You can assign an image to brand your restaurant with the Dine_In_Landing.png in the Studio > Images. When the consumer scans the QR code at the table, they can quickly identify they reached the correct URL. If you do not assign an image for Dine_In_Landing.png, the system uses the 'Vip_Members.png, by default, and if one is not defined, a stock 'DINE IN' image is used.

To configure the landing page image:

1. In the Digital Ordering portal, select **Studio > Images** from the navigation pane.
2. Locate the **Dine_In_Landing.png** card.

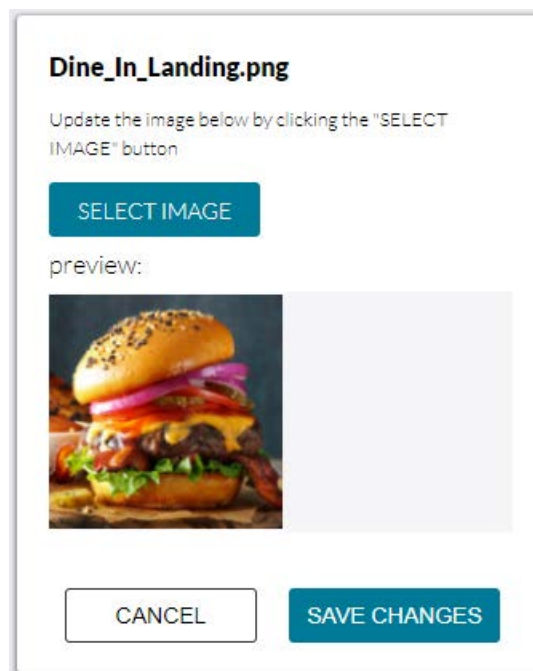


Figure 11 Dine_In_Landing.png Card

3. Click **Select Image** and select an **image** to assign.
4. Click **Save Changes** and exit the **Studio > Images** function.

Configuring Aloha Takeout for Contactless Dine-In

This section details the configuration requirements within Aloha Takeout for Contactless Dine-In. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

| Procedures at a Glance: | |
|---|--|
| If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. | |
| 1. | In Aloha Takeout, select Maintenance > Takeout Configuration > Order Mode tab to link a POS order mode with the ATO Dine In order mode to bypass ATO capacity management. See page 17 . |
| 2. | In Aloha Takeout, select Maintenance > Takeout Configuration > Options tab and select 'Display future eat-in and drive thru orders' and select the Custom tab to set DisplayEatInAndDriveThruOrders to True so orders display on the Aloha Takeout Front-of-House. See page 18 . |

Configuring dine-In orders to bypass ATO capacity management

When an online order is injected into Aloha Takeout (ATO), ATO uses capacity management to prioritize orders with off-premise order modes. For the Contactless Dine-In feature, the consumer is already at the restaurant, so you need to configure ATO to bypass the capacity management feature and send the order as soon as possible. To do this, map a POS order mode to the Dine In order mode in ATO.

To configure dine-in orders to bypass ATO capacity management:

1. In Aloha Configuration Center or Aloha Manager, select **Takeout** from the product panel.
2. Select **Maintenance > Takeout Configuration > Takeout Settings**.
3. Select the **Order Modes** tab.

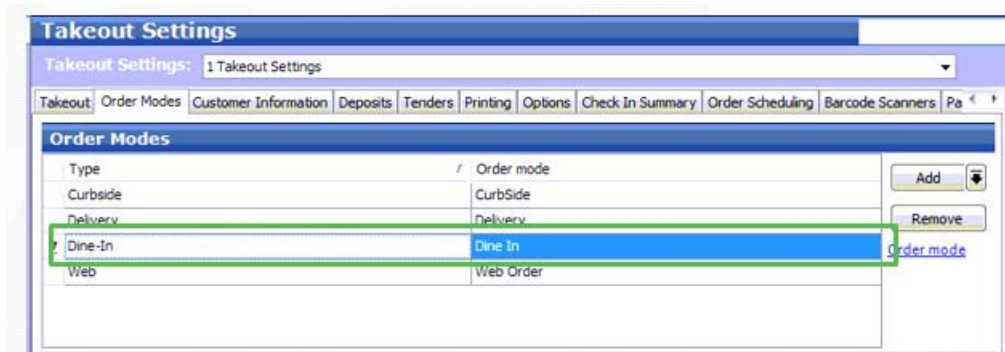


Figure 12 Takeout Settings - Order Modes Tab

4. Under the 'Order Modes' group bar, click the **Add** drop-down arrow, select **Dine-In** from the list, and click **OK**.

5. Select the **POS order mode** created for dine-in orders from the 'Order mode' drop-down list.
6. Click **Save**.

Configuring dine-in orders to appear on ATO Pick Up screen

When you use the Contactless Dine-In feature, you need to configure dine-in orders to appear on the Front-of-House (FOH) Pick Up screen in the Aloha Takeout Front-of-House for an employee to close the check.

To enable dine-in orders to appear on the ATO FOH Pick Up screen:

1. In Aloha Configuration Center or Aloha Manager, select **Takeout** from the product panel.
2. Select **Maintenance > Takeout Configuration > Takeout Settings**.
3. Select the **Options** tab.
4. Select the **Future Orders** tab.

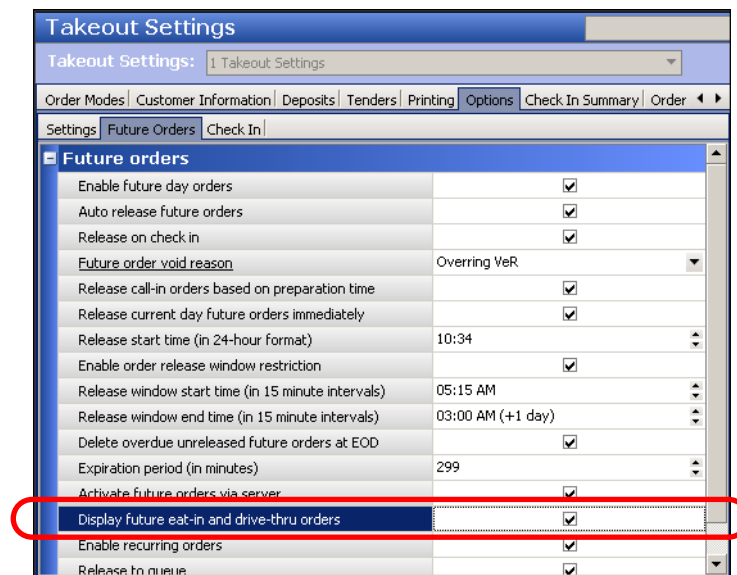


Figure 13 Takeout Configuration > Takeout Settings > Options > Future Order Tab

5. Select **Display future eat-in and drive-thru orders**.
6. Click **Save** and continue to the next **procedure**.

To set the EatInAndDriveThruOrders to True in Custom Settings:

1. In Aloha Configuration Center or Aloha Manager, select **Takeout** from the product panel.
2. Select **Maintenance > Takeout Configuration > Takeout Settings**.

3. Select the **Custom Settings** tab.

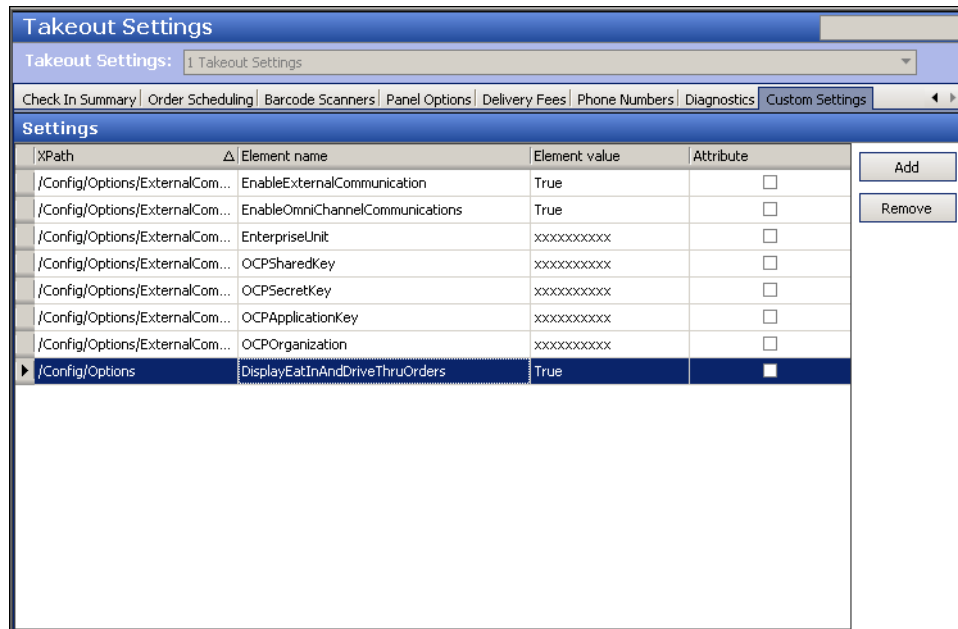


Figure 14 Takeout Configuration > Takeout Settings > Options > Custom Settings Tab

4. Under the 'Settings' group bar, click **Add**.
5. Type **/Config/Options** in 'XPath.'
6. Type **DisplayEatInAndDriveThruOrders** in 'Element name.'
7. Type **True** in 'Element value.'
8. Click **Save** and exit the **Takeout Settings** tab.

Configuring Aloha Kitchen for Contactless Dine-In

For this solution, the table number is sent to Aloha Kitchen as an ATO order note. You can configure Aloha Kitchen to display the information in the video cell so that the server or food runner can deliver the food to the correct table.

To configure the table number to appear in the kitchen video cell:

1. In Aloha Configuration Center or Aloha Manager, select **Kitchen** from the product panel.
2. Select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
3. Select an existing **header or footer layout** for which to add the ATO order note element from the drop-down list.

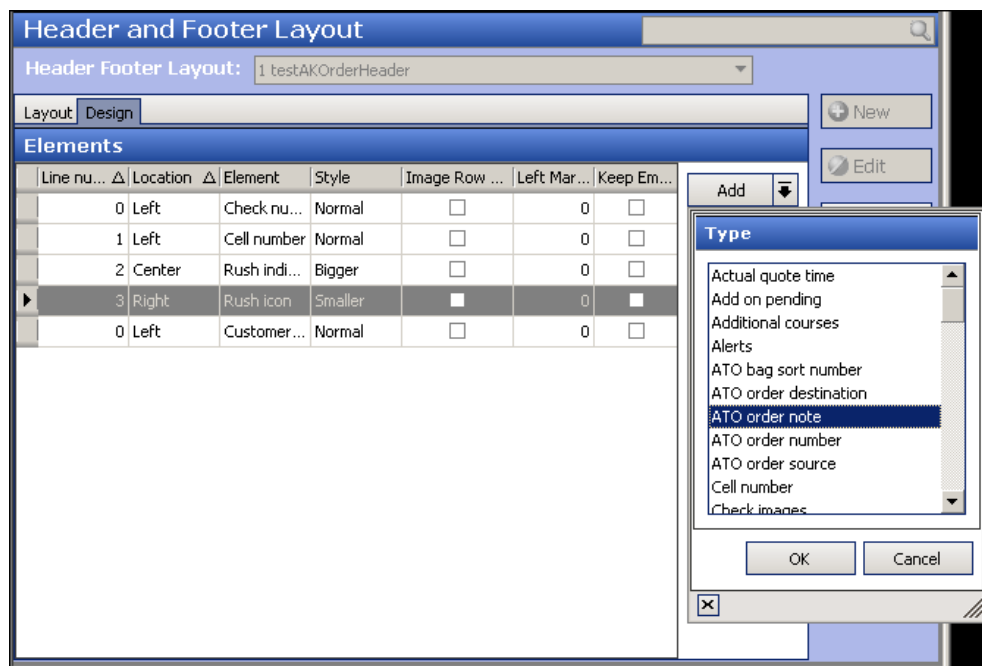


Figure 15 Header and Footer Layout Function

4. Click the **Add** drop-down arrow, select **ATO order note** from the 'Type' list box, and click **OK**.
5. Configure the **attributes** for the element, such as line number, location, and style, as you would for any other element on a header or footer layout.
6. Click **Save** and exit the **Header and Footer Layout** function.

Using Contactless Dine-In

Using the Contactless Dine-In feature is simple. The consumer scans the QR code at the table which opens a blank order in the Mobile Web app. When the consumer enters and pays for their order, the server delivers the food to the table. After the consumer leaves, the server closes the check in the Aloha POS system.

Placing an order

In this environment, the consumer must enter their order, send it to the kitchen, and pay for it in the same session.

To use the Contactless Dine-In feature:

1. The consumer enters the **restaurant** and is sat at a **table**.
2. Using their mobile phone, the consumer opens their **camera** and scans the **QR code** at the table. A blank order opens in the Mobile Web app with the correct table information as a special instruction. The system logs the consumer in as a guest or if the consumer is already a loyalty member, the system uses the profile on file.
3. The consumer navigates through the provided **menu** and enters their **order**.

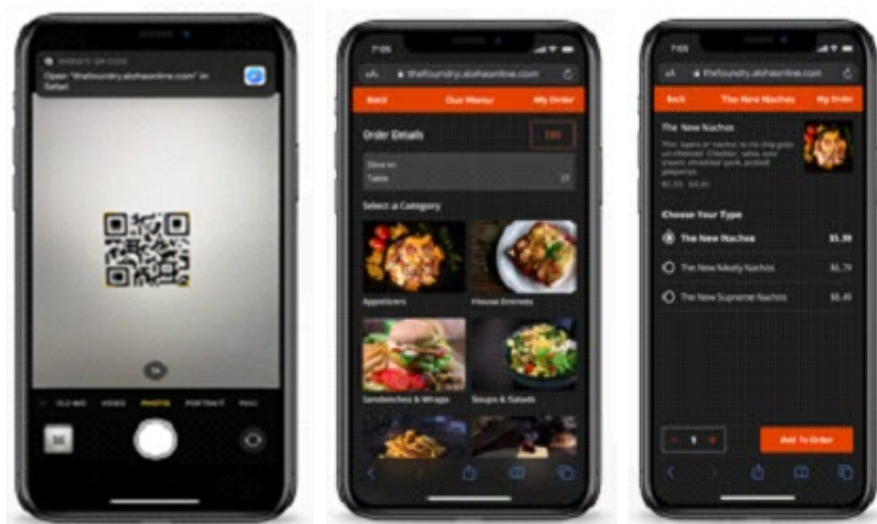


Figure 16 Placing the Order on Mobile Web

4. The consumer **sends the order** to the kitchen.
5. The consumer **enters the tip** and **pays for the order**.

6. The consumer **checks out of the order.**

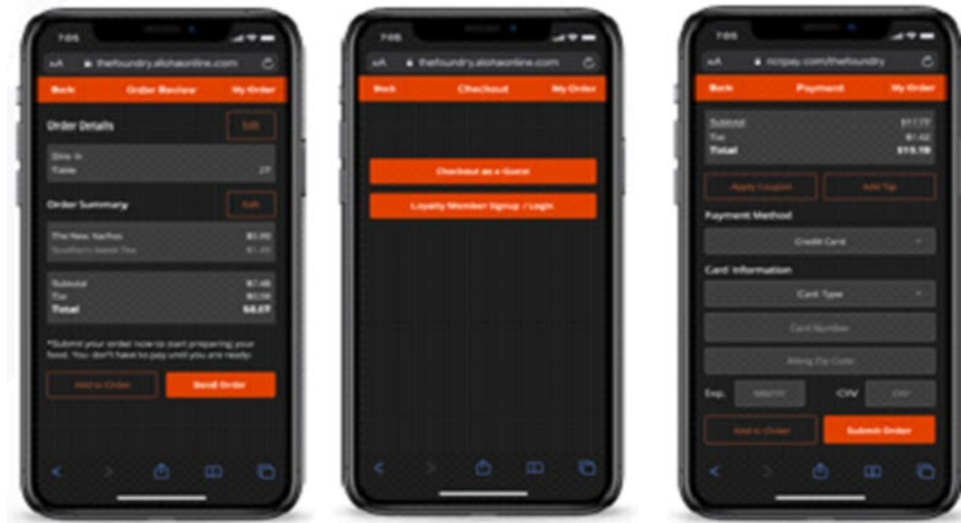


Figure 17 Paying and Checking Out of the Order

Preparing and delivering the order

When the consumer sends the order to the kitchen, the order appears in Aloha Takeout and Aloha Kitchen for preparation and delivery.

1. The order appears in **Aloha Takeout** and is then sent to **Aloha Kitchen** to display in the appropriate video cell.
2. The kitchen **prepares the order.**
3. When the order is complete, the server or food runner **delivers the food** to the correct table.

Closing the check

Even though the consumer pays for the check up front, the check remains open on the Pick Up screen until the server closes the check.

1. When the consumer leaves, the server accesses the **Pick Up screen** in the Aloha Takeout Front-of-House.



Figure 18 ATO Pick Up Screen

2. The server selects the **order** and touches **Modify**. The system navigates to the Aloha POS system with the order displayed on the Order Entry screen.
3. The server touches **Close** to display the Close screen.
4. The server touches **Close** to close the check.

Contactless Dine-In

NCR welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Hospitality.HSR@ncr.com

