Feature Focus Guide:
Customer Order Display

Core Product: Aloha Kitchen
Last Updated: June 19, 2024

Contents

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Revision Record

Date	Version #	Description
Prior to 07/09/2021	v1.0+	Introduced the customer order display.
	v13.2+	Enhanced customer order display with a new 'look and feel.'
	v16.1 and AK v15.2	Added the ability to display the order name captured from Aloha Takeout on the customer order display.
07/09/2021		Converted the document to use new templates.
01/09/2023		Updated the front cover and back page to reflect new NCR branding.
06/19/2024		Updated document to reflect NCR Voyix branding.

About Customer Order Display

Customer Order Display at a Glance	
Core Product	Aloha Kitchen
Complementary Products	
Separate License Required?	No
Other References	Aloha Kitchen Reference Guide, Aloha Kitchen Getting Started Guide, Aloha Kitchen Implementation Guide

Figure 1 Customer Order Display Screen

When using Aloha® Kitchen, you can use a customer order display with both Aloha Quick Service and Aloha Table Service, but primarily in a quick service counter environment, to allow your guests to monitor the status of their order. The screen uses a dedicated customer-facing terminal to which you can connect a bump bar and printer, as you do with any other kitchen terminal; however, it is more common to have customer orders automatically disappear from the screen, after a certain amount of time, without user intervention.

Some benefits for using a customer order display include:

- Allows guests to move away from the front counter and monitor the status of their order without interacting with the cashier.
- Enhances branding and promotional needs through customization, such as changing the background colors and adding graphics and scrolling media files to the screen.

Configuring Customer Order Display

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for a customer order display. 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.	Select **Maintenance > Hardware > Kitchen Screens** and configure a kitchen screen for a customer order display. See page 6.
2.	Select **Maintenance > Hardware > Kitchen Stations** and configure a kitchen station for a customer order display. See page 8.
3.	Select **Maintenance > Hardware > Terminals** and configure an Aloha Kitchen terminal for a customer order display. Then attach the customer order display screen and station to the terminal. See page 10.
4.	Select **Maintenance > Kitchen Configuration > Kitchen Settings** and configure the state of the order at which an order appears on the kitchen display screen, as well as the font and the number of minutes for the order to remain on the screen after the system automatically bumps the order from the screen. See page 11.
5.	Select **Maintenance > Hardware > Kitchen Screens** to retrieve the order name captured in Aloha Takeout and display the information on the customer order display. **Note:** You must integrate with Aloha Takeout to use this feature. See page 11.
6.	Access **Utilities > POS > Refresh POS & All Installed Products** to update the information on the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 18.

Like most Aloha Kitchen hardware, they use a one-to-one relationship, meaning each area of your kitchen has a dedicated terminal, kitchen screen, and kitchen station. For a customer order display, you must configure:

1. A kitchen screen of the 'Customer order display' type.
2. A kitchen station of the 'Customer order display' type.
3. A terminal for use as a customer order display.

Configuring a 'Customer Order Display' kitchen screen

You must configure a kitchen screen of the 'Customer order display' type. Here you define the number of columns and rows to appear on the screen, as well as the default background and cell colors, the text to appear on the heading labels, and more.

To configure a kitchen screen of the 'Customer order display' type:

1. Select **Maintenance > Hardware > Kitchen Screen**.
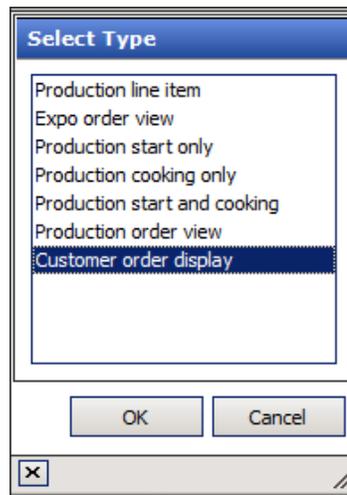
Figure 2 Select Type Dialog Box (Customer Order Display Kitchen Screen)

2. Click the **New** drop-down arrow, select **Customer order display** to establish the type, and click **OK**.

3. Accept the system assigned number or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**. Once you save the record, you cannot change the number.

4. Under the 'Settings' group bar, type a **name** for the customer order display kitchen screen, such as 'Customer Order Display' or 'COD.'

Figure 3 Kitchen Screen (Customer Order Display)

5. Under the 'Display options' group bar, type the **number of columns** and **rows** to appear on the kitchen screen.

6. Select **Exclude from toggling to**, which prevents all other kitchen screens from accessing this screen when using the Toggle command button. This option is selected by default.

7. Under the 'Item display options' group bar, select **Show order name** to show the name of the order on the header of the item cell. You must select this option if you use the 'Order name' element on a custom header and footer layout in Maintenance > Kitchen Configuration > Header Footer Layout.

8. Under the 'Customer order display options' group bar, select **Count up timer** to display a timer for each order. The timer starts at zero and counts up until the order is removed from the screen.

9. Type the **text** to use on the customer order display when an order **first appears on a kitchen screen**, in 'Activated label.' The default text is 'Activated.'

10. Type the **text** to use on the customer order display when an order is **started from the production station** in 'Cooking label.' The default text is 'Cooking.'

11. Type the **text** to use on the customer order display when an order is **bumped from the production station,** in 'Prepared label.' The default text is 'Prepared.'

12. Type the **text** to use on the customer order display when an order is **bumped from the expo station,** in 'Served label.' The default text is 'Served.'

13. Type the **text** to use next to the customer order display heading labels in 'Header subtitle.' For example, if you type 'Status,' then the Activated label appears as 'Activated Status.' The default text is 'Order.'

14. Click the 'Background color' drop-down list to select the **background color of the customer order display screen**.

15. Click the 'Cell color' drop-down list to select the **background color of the customer order display cell**.

16. Select **Show order number** to show the order number on the customer order display.

17. Select **Show in progress** to show that the order is in progress on the customer order display.

18. Click **Save**.

19. Repeat this **procedure** for each kitchen screen of the 'Customer order display' type.

20. Click **Close** and exit the **Kitchen Screen** function.

Configuring a 'Customer Order Display' kitchen station

You must configure a kitchen station of the 'Customer order display' type. Here you define the conditions under which you allow the bumping of orders from the customer order display. You can also stipulate whether to automatically print an expo chit when the expediter bumps the order.

To configure a kitchen station of the 'Customer order display' type:

1. Select **Maintenance > Hardware > Kitchen Station**.
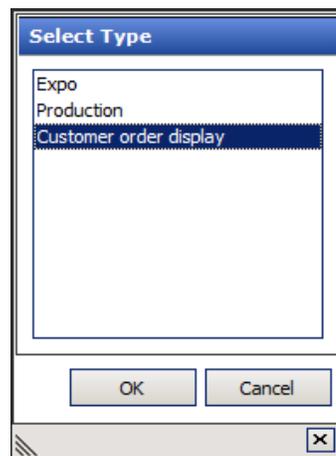
Figure 4 Select Type Dialog Box (Customer Order Display Kitchen Station)

2. Click the **New** drop-down arrow, select **Customer order display** to establish the type, and click **OK**.

3. Accept the system assigned number or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**. Once you save the record, you cannot change the number.

4. Under the 'Settings' group bar, type a **name** for the kitchen station, such as 'Customer Order Display' or 'COD.'

Figure 5 Kitchen Stations (Customer Order Display)

5. Under the 'Orders' group bar, select **Allow bump if not finalized** to allow the bumping of active orders.

6. Select **Can only bump tendered orders** to only allow the bumping of orders that are tendered on the Point-of-Sale (POS) from the customer order display.

7. Select **Can only bump closed orders** to only allow the bumping of closed orders from the customer order display.

8. Under the 'Printing' group bar, select **Auto-print expo chit on order prepared** to automatically print an expo chit when the expo bumps the order.

9. To limit the orders that appear on the customer order display to only those that originate from a specific order mode, select the **Limit To Order Modes** tab.

10. Select one or more **order modes** from the 'Available' list and click **>>** to move the order modes to the 'Included' list.

11. Click **Save**.

12. Repeat this **procedure** for other kitchen stations of the 'Customer order display' type.

13. Click **Close** and exit the **Kitchen Station** function.

Configuring a terminal for use as a customer order display

You must configure a terminal for use as a customer order display and attach the kitchen screen and kitchen station to the terminal to complete your one-to-one relationship.

To configure a terminal for use as a customer order display:

1. Select **Maintenance > Hardware > Terminals**.
2. Click **New**.
3. Accept the system assigned number or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**. Once you save the record, you cannot change the number.
4. Type a **name** for the terminal, such as 'AK-COD.'
5. Under the 'Applications' group bar, select **Aloha Kitchen**.
6. Select the **Kitchen** tab.

Figure 6 Terminals - Kitchen Tab (Customer Order Display)

7. Under the 'Primary Display' group bar, select the **kitchen station** you created for the customer order display from the 'Station' drop-down list.
8. Select the **kitchen screen** you created for the customer order display from the 'Screen' drop-down list.
9. Select **Enable touch**.
10. Click **Save**.
11. Repeat this **procedure** for any other terminal you are using as a customer order display.
12. Click **Close** to exit the **Terminals** function.

Configuring customer order display options in Kitchen Settings

You must access the Kitchen Settings function to configure the state in which an order initially appears on a customer order display and the number of minutes to wait before the system automatically bumps the order from the screen.

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
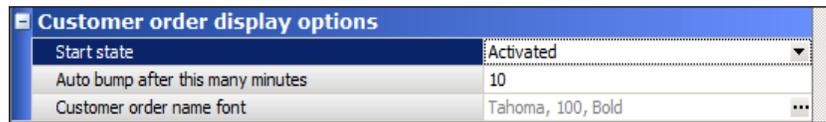
Figure 7 Kitchen Settings - Customer Order Display Options Group Bar

2. Under the 'Customer order display options' group bar, select the state of the order in which you want orders to start appearing on the customer order display from the 'Start state' drop-down list. Select from **Activated**, **Cooking**, **Prepared**, or **Served**.

3. Type the **number of minutes**, from 0 - 9999, for the order to remain on the customer order display before the system automatically bumps the order from the screen.

4. Select the **font** to use for the text of the order name from the 'Customer order name font' drop-down list.

5. Click **Save**.

6. Click **Close** to exit the **Kitchen Settings** function.

Retrieving order name from Aloha Takeout for a customer order display

When you integrate with Aloha Takeout (ATO), you can configure the system to retrieve the order name captured in ATO and display the information on the customer order display. This provides a more cohesive interaction between the two products and you only need to capture the order name in Aloha Takeout. Normally, the order name captured from the Aloha POS system appears on the screen.

> 💡 **Tip**
> You must be on Aloha Takeout v15.2 or later to use this enhancement.

To retrieve the order name from ATO, the system uses the syntax for the custom order name format defined by you, as well as support for free text. You must enclose the syntax with beginning and ending curly braces {}. You can use any of the following supported syntaxes, using Ted Brown as an example:

Syntax	Appears as…
{Customer.DisplayFirstName}	Ted
{Customer.DisplayLastName}	Brown

Syntax	Appears as…
{Customer.DisplayName}	Ted Brown
{Customer.DisplayFirstName:1}	T
{Customer.DisplayLastName:1}	B
{Customer.DisplayFirstName:1}{Customer.DisplayLastName:1}	TB

In addition to the syntax, you can also include free text in the header for the order name, such as 'Mobile,' or 'Guest.' You may want to do this to show from where the order originated. For example, if you type 'Mobile: {Customer.Display.FirstName},' the guest name appears as 'Mobile: Ted.'

To retrieve the guest name from ATO for a customer order display:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **customer order display** in use from the drop-down list.
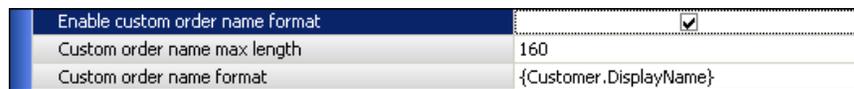
Figure 8 Enable Custom Order Name Format

3. Under the 'Display options' group bar, select **Enable custom order name format** to allow you to display the order name captured from Aloha Takeout.
4. Type the **maximum number of characters** allotted for the order name retrieved from Aloha Takeout from the 'Custom order name max length' text box. If the information does not fit in the space you allotted, the text is cut off. The default value is 160 characters.
5. Type the **syntax** needed to retrieve the order name from Aloha Takeout in 'Custom order name format.'
6. Click **Save**.
7. Repeat this **procedure** for each customer order display for which you want to retrieve the order name from Aloha Takeout.
8. Exit the **Kitchen Screen** function.

Customizing the customer order display

In the default setup, you can change the background color and the cell color of the customer order display. You can further customize the screen with a simple method or an advanced method via HTML development.

The media files you can use include:

.avi	.html	.mpeg	.wav
.bmp	.jpeg	.mpg	.wmv
.dto	.js	.png	.xhtml
.flv	.mp3	.swf	.xml
.gif	.mp4	.tff	.xslt

Simple customization

For simple customization, you can add static or scrolling graphics (media) to the right side of the customer order display screen to display promotions to guests as they monitor the progress of their orders, or to brand your restaurant. When you add more than one graphic to the screen, the graphics alternate or scroll in succession.
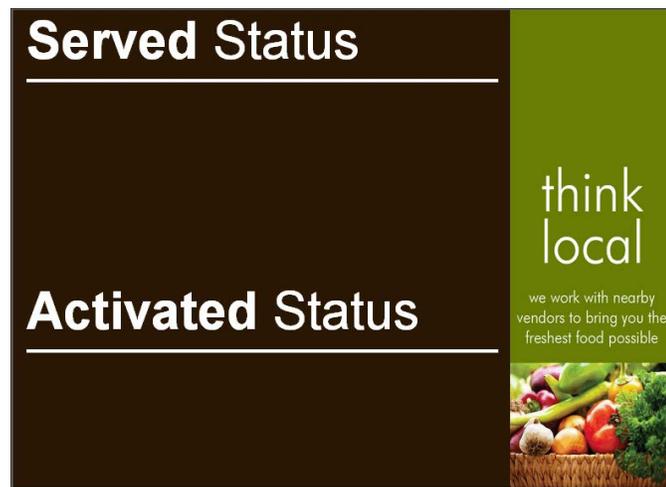
A media file added to right side of the customer order display screen.

Figure 9 Customer Order Display Screen with Media

To add a media file to the customer order display:

1. Locate the desired **media file** and place the file in the **\BootDrv\AlohaKitchen\Bmp** directory.
2. In CFC/new Aloha Manager, select **Maintenance > System Settings > Media Files**.

3. Click the **New** drop-down arrow, select **Aloha Kitchen**, to establish the application, and click **OK**.

Figure 10 Application Dialog Box (Media Files)

4. Accept the system assigned number or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**. Once you save the record, you cannot change the number.

5. Type a **name** for the media file.

6. Select the **file type** from the drop-down list.

7. Click the ellipsis (...) next to '**Select File**' and select the **media file** to import.

8. Select **Customer Display folder** from the 'Export location' drop-down list.
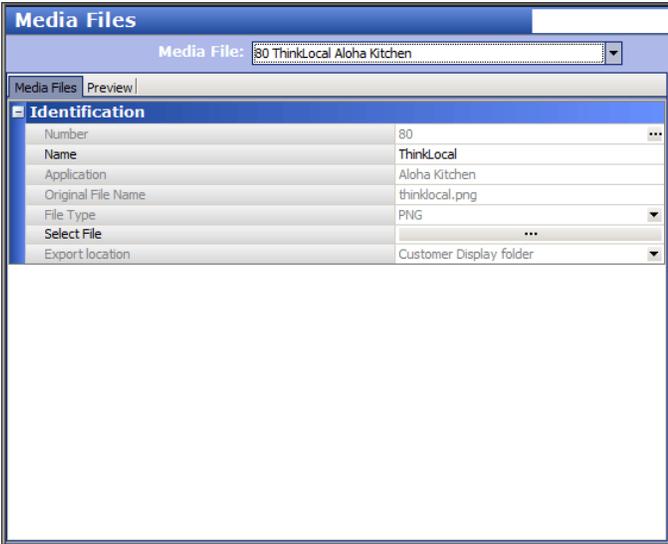
Figure 11 Media Files Function

9. Select the **Preview** tab to preview the media file you imported.

10. Click **Save**.

11. Repeat this **procedure** for any other media files you want to use with the customer order display.

12. Continue to the next **procedure**.

To attach a media file to the customer order display:

1. Select **Maintenance > Hardware > Kitchen Screen**.

2. Select the **kitchen screen** for use with the customer order display from the drop-down list.

3. Under the 'Ad Graphics' group bar, click **Add** to add a media graphic to the customer order display.
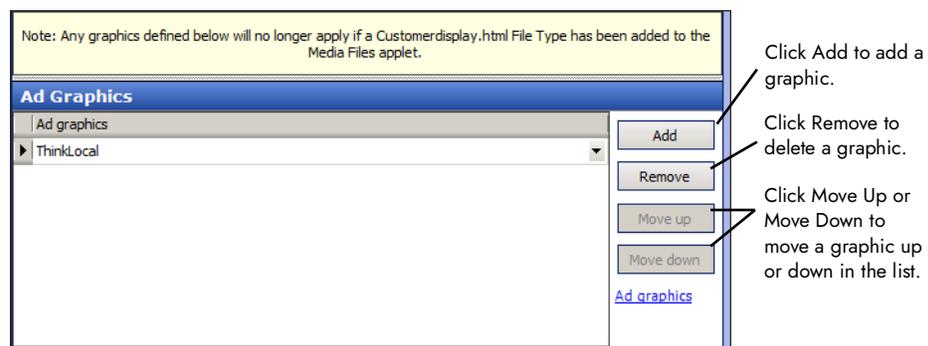
Figure 12 Kitchen Screen - Ad Graphics Group Bar (Customer Order Display)

> ⚠ **Warning**
>
> Customizing your customer order display via HTML overrides any graphics defined under the 'Ad Graphics' group bar.

4. Select the **graphic** from the 'Ad Graphics' drop-down list.

5. Repeat **steps 3 and 4** until you add all the media files you want to display on the customer order display.

6. Click **Save**.

7. Click **Close** to exit the **Kitchen Screen** function.

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Customization using HTML

You can also customize the look and feel of the customer order display via HTML coding. The customization requires a media file that creates the look and feel of the display and supports hyperlinks, section placement and orientation, customized colors, fonts, and graphics, and more.

> **Note**
> You must be proficient with the HTML language to customize a customer order display with HTML. Please ask your account manager if you want to see a sample media file or you can access the zipped CustomerOrderDisplayHTML file, where available.

When you create and save a new customer order display, the system creates a new directory in \Bootdrv\AlohaKitchen\CustomerDisplay*n*\en, where *n* corresponds with the kitchen station ID number configured as a customer order display.

The system stores the following files in that directory:

CustomerDisplay.html
CustomerDisplayConfig.json
JQuery-1.10.2.min.js
Lato-Bold.ttf
Lato-Regular.ttf
ThinkLocal.png

A web developer uses CustomerDisplay.html as the main file. Rather than make changes to the main file, copy the file to \Import\CustomerDisplay folder from which you make your custom changes. You can copy and use any of the related files; however, most likely you will add your own files to support your HTML code. The CustomerDisplay.html file contains the data transfer object, 'CustomerOrderDto.' Use this object as a data structure to transfer information regarding an order from Aloha Kitchen to the running JavaScript. The CustomerOrderDto has the following properties:

Property Name	Description
ID	The unique ID of the order.
Number	The order number.
Name	The name of the order.
State	A number, from 0 to 4, indicating in order; 'Not prepared,' 'Partially prepared,' 'Fully prepared without forecast bin items,' 'Fully prepared,' and 'Served.'
State label	A label describing the state of the order.
Seat	The seat number.

Property Name	Description
TotalSeconds	The total number of seconds lapsed since the order was routed to the customer order display.
IsAddOn	An indicator to depict if this order is an add-on to another order.

When customizing the customer order display via HTML, you should adhere to the following best practices:

- Keep the design clean and simple so guests can easily find the information they need. Most guests only care whether their order is in progress or ready. Creating other sections on the display may lead to confusion.
- Ensure you do not create JavaScript that interferes with the Aloha Kitchen operations or with communications to the customer order display.
- Use professional, easy-to-read fonts on the screen.
- Ensure you perform thorough testing.

To customize the customer order display via HTML:

1. Navigate to **\Bootdrv\AlohaKitchen\customerdisplay*n*\en**, and copy **CustomerDisplay.html**.

2. Navigate to **\Bootdrv\AlohaKitchen\import\CustomerDisplay** and paste **CustomerDisplay.html**.

3. Add any **related content**, such as fonts, images, videos, JavaScript (.js files), CSS (.css files), and more to the \Bootdrv\AlohaKitchen\import\customerdisplay directory. If you want to use any existing content, such as fonts, from the previous directory, you can copy and paste the files as you did with CustomerDisplay.html.

4. Edit your **custom CustomerDisplay.html** and include the following **JavaScript functions**. This is mandatory to ensure that Aloha Kitchen can communicate and interact with the customer order display.
   - function ShowOrUpdateOrder (OrderDto)
   - function RemoveOrder (orderID)
   - function RemoveOrderAtIndex (index)

5. Alter all other **HTML, JavaScript, and CSS** content, as desired. In the default implementation, the JavaScript loads configuration settings, and generates an HTML table at initialization. When Aloha Kitchen executes any of the three listed JavaScript functions, the system updates the information and regenerates the HTML tables.

Refreshing the data

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

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

Using Customer Order Display

When an order is activated (appears in Aloha Kitchen), the order appears in the 'Activated' area of the customer order display so the guest can see their order is in progress. The name given to the order, or the table number, appears with the order. You can optionally include a timer to count the time the order has been in the kitchen.

In the following examples, order 701 is ready to be served and orders 700 and 702 are in progress.

Figure 13 Customer Order Display with Orders in Activated Status

After a defined period of time, the system removes order 701 from the screen. When order 700 is ready, it appears in the 'Ready' area so the guest knows to pick up their order.

Figure 14 Customer Order Display with Orders in Ready Status

Customer Order Display

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