Feature Focus Guide: Production Assembly Line

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

Contents

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Revision Record

Date	Version #	Description
Prior to 05/14/2021	v19.8+	Introduced Production Assembly Line feature.
05/14/2021		Converted the document to use new templates.
01/10/2023		Updated the front cover and back page to reflect new NCR branding.
11/30/2023	v19.13	With the release of Aloha Kitchen 19.13, we added the following: ● Configuring expo alert based on omitted item. ● Configuring consumer name to appear on Production Assembly Line screen. ● Displaying message when there are no orders to prepare. ● Changing consumer order naming format to first and last name. ● Disabling the ability to recall in-store orders.
06/19/2024		Updated document to reflect NCR Voyix branding.

About Production Assembly Line

Aloha Takeout and Aloha Kitchen Integration at a Glance	
Core Product	Aloha Kitchen
Complementary Products	Aloha Quick Service, Aloha Table Service
Separate License Required?	No
Other References	Aloha Kitchen Reference Guide, Aloha Kitchen Getting Started Guide, Customizing Aloha Kitchen Guide

Many quick service restaurants utilize a production assembly line where one kitchen employee is responsible for adding or preparing one part or section of a menu item, and it is then passed to another employee to add or prepare the next part. The ingredients are held in individual 'hotel pans' displayed in front of the employee from which they can pull. The flow continues until the menu item is completely built. You see this concept in restaurants that serve burgers, pizzas, steam-table buffet lines, sandwiches, subs, Mexican food, and many other environments.
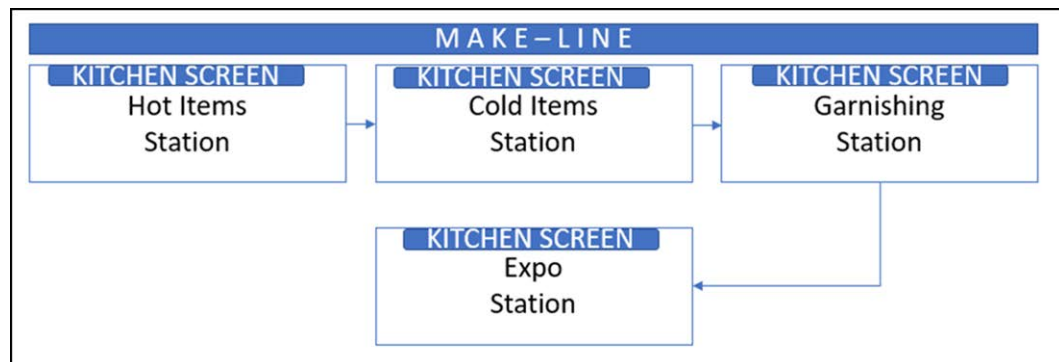
Figure 1 Production Assembly Line Environment Illustration

This type of operation:

- Enforces consistency through repetition.
- Requires limited training.
- Creates a more efficient and effective production environment.
- Increases your speed of service to each consumer who walks through the door.

To accommodate this type of environment, Aloha® Kitchen uses assembly line screens where the configuration spans across several functions. You design the screens to emulate the setup of the production assembly line. When an order appears on the screen, the ingredients needed to fulfill the order highlight on the screen so the employee can easily build the item and move on to the next order.

Supported software versions

To use Production Assembly Line, ensure your system meets the following requirements:

- Aloha Kitchen v19.8+.
- Aloha Takeout v19.8+, to use the Source and Destination feature for the 'Bag Coaching' prompt.
- Aloha Configuration Center (CFC) or Aloha Manager v20.10+.
- Aloha Quick Service or Table Service v12.3+.

Primary production assembly line screens

Production Assembly Line uses two primary kitchen screen types; 'Assembly line production screen' and 'Assembly line expo screen.'

Assembly line production screen

Production employees use the 'Assembly line production screen,' which includes item and ingredient information for an order. An item could have an implied modifier that comes with the menu item and may also have a special instruction. The screen operates with a bump bar only and does not support touchscreen.

Figure 2 'Assembly line production screen' Type

The **title bar** appears at the top of the screen and displays the current system time and the station name. Any connectivity errors, such as NO BOH, NO POS, and others, also appear on the title bar.

The **item list** appears on the left side of the screen and displays the list of items for each order for the respective time slot. The item and ingredient colors alternate as you cycle through each item, based on configuration.

The **ingredient area** appears on the lower right side of the screen and displays the ingredients required for a specific item from the item list. The items highlight according to the selected item. If the ingredient has a modifier, a 'dog-ear' appears in the upper-left corner of the box.

Assembly line expo screen

Expediters use the 'Assembly line expo screen,' which includes items from all production screens in a prepared state.
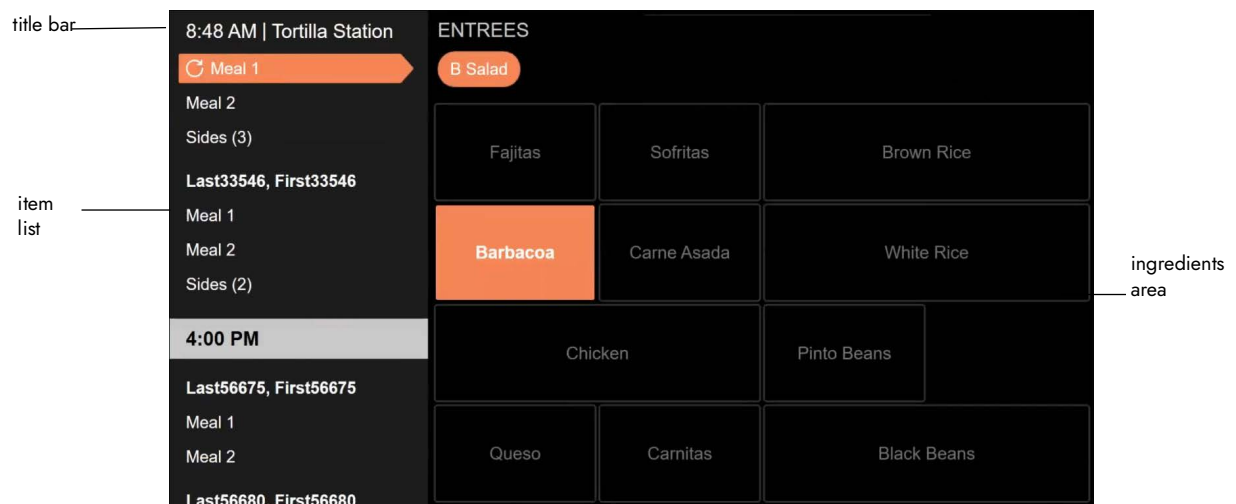

Figure 3   'Assembly line expo screen' Type

The **title bar** appears at the top of the screen and displays the current system time and the station name. Any connectivity errors, such as NO BOH, NO POS, and others, also appear on the title bar. The expo screen includes a RECALL button to access the Recall screen and a SET DEPLOY button to allow you to set the staff level.

Figure 4 Connectivity Errors on Title Bar

The **time slot bar** appears below the title bar of the expo screen and displays orders in time increments based on the promise time. If there is not an order promised for a specific time slot, the time slot does not appear on the screen.

The **order list** appears on the left side of the expo screen and displays the list of orders for the respective time slot.

The **order header** appears below the time slot bar of the expo screen, displaying the order mode, customer name, and telephone number associated with the active order. The 'rewards badge' image appears next to the name, if the consumer is a Loyalty member. When the expediter selects all items for the order, the CONTINUE button becomes enabled.

NCR V:YIX

The **order details area** appears on the lower right of the expo screen and contains the entrees and sides for the selected order. When the expediter selects all items for the order, the CONTINUE button becomes enabled.

The order details area contains two sections: Sides and Entrees. You can specify the number of columns to use for displaying each section. For example, configure items to appear in one column in the Sides section, and two columns in the Entrees section.
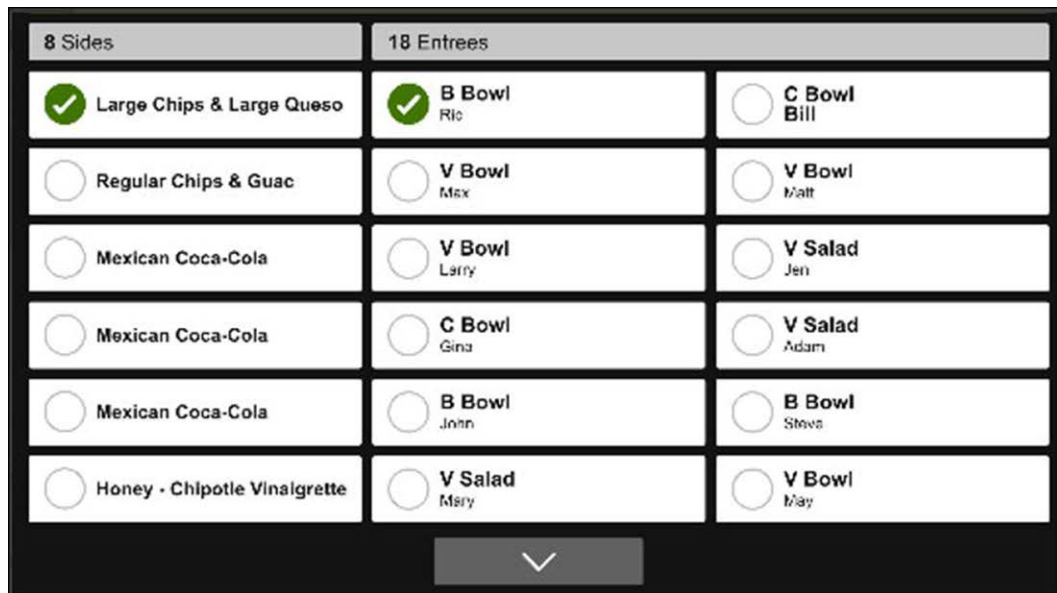
Figure 5 Order Details Area

The **status alert area** (not shown) appears under the order header and lists any alert that needs attention for the selected order. Currently, there are two supported alerts:

- **Late** appears when an order is running late based on the current time - promise time. Be aware that if you do not configure cook times for your items, the 'late' alert always appears.
- **Payment Needed** appears when a payment for an online order will be received at the store. The preparer places the bagged order at the register for payment rather than an order pickup location.

The **future order bar** appears below the time slot bar and only for orders that are waiting to be prepared, based on the release time.

Secondary production assembly line screens

The 'future order screen' appears when you select a future order that is waiting to be prepared. Use the FIRE NOW button to send the order to the production screens. The items are unavailable for selection because the expediter cannot 'check off' items in a future order.

Figure 6 Future Order Screen

Use the RECALL button to display the 'recall screen' to reprint an order or resend an order to the production screens.

Figure 7 Recall Orders Screen

Configuring Production Assembly Line

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for the production assembly line feature. 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 > Labor > Security Roles** and provide access to the production assembly line functions from the Back-of-House (BOH). See page 12.
2.	Select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Base Line Item** to create base line items that represent placeholders at the top of the production assembly line screen. See page 13.
3.	Select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Ingredient** to configure the placement (row and column) of the ingredients to appear on the production assembly line screens in accordance with the layout of the 'hotel pans' on the production assembly line assembly line. See page 15.
4.	Select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Groups** to place the ingredients within a group, with respect to the kitchen screen that they will appear. See page 18.
5.	Select **Maintenance > Hardware > Kitchen Station** and create a station for each area of the make line. See page 19.
6.	Select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Categories** to associate a production line group with a kitchen station. See page 20.
7.	Select **Maintenance > Kitchen Configuration > Kitchen Skin** to configure the color theme for the production assembly line screens. See page 22.
8.	Select **Maintenance > Hardware > Kitchen Screen** to configure production assembly line screens for production employees and expediters. See page 25.
9.	Select **Maintenance > Menu > Items > Implied Modifiers** tab and add any modifiers that come with the item by default, such as 'Crispy' for a Taco item. See page 28.
10.	Select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Special Instructions** to add any special instructions with an item. See page 29.
11.	Select **Maintenance > Kitchen Configuration > Routing Rulebook** to configure routing to production assembly line screens using the workflow feature. See page 30.
12.	Select **Maintenance > Hardware > Kitchen Screen** and optionally customize the message for no ingredients or sides for an order. See page 30.

Procedures at a Glance:	
13.	Select **Maintenance > Kitchen Configuration > Kitchen Settings** to customize the text to use for the reprint and refire prompts. See page 39.
14.	Select **Maintenance > Kitchen Configuration > Kitchen Settings** to configure items not to consolidate. See page 40.
15.	Select **Maintenance > Kitchen Configuration > Kitchen Settings** to exclude items from routing to production assembly screens. See page 41.
16.	Select **Maintenance > System Settings > Media Files** to configure a badge for Loyalty members. See page 43.
17.	Select **Maintenance > Hardware > Printers** to configure a printer to print ingredient information for a production assembly line. This procedure discusses the Datamax E4203 printer. See page 44.
18.	Select **Maintenance > Hardware > Print Designer** to design an order label for printing. See page 45.
19.	Select **Maintenance > Hardware > Kitchen Screens** to configure bag coaching. See page 48.
20.	Select **Utilities > POS > Refresh POS & All Installed Products** to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 51.

Providing access to production assembly line functions

You must have a sufficient security role to access and run the production assembly line functions from the BOH. If your security role does not include this access, the menu options do not appear when you log in to the BOH.

To provide access to the production assembly line functions from the BOH:

1. With Table Service or Quick Service selected in the product panel, select **Maintenance > Labor > Security Roles**.
2. Select a **security role** requiring access to the production assembly line functions.
3. Select the **Kitchen** tab.

Figure 8 Security Roles - Production Assembly

4. Under the 'Maintenance > Kitchen Configuration > Production Assembly' group bar, select **View**, **Edit**, **Add**, and/or **Delete** for each of the listed functions.
5. Click **Save**.
6. Repeat this **procedure** for any other security roles requiring access to the Production Assembly functions from the BOH.
7. Exit the **Security Roles** function.

Configuring production line base items

A base item for the production line appears under the station name on the 'Assembly line production screen' type. It does not appear on the 'Assembly line expo screen' type. Define base items using the Production Line Base Items function in Aloha Kitchen. Base items indicate the lowest level of a menu item, such as taco, burrito, bowl, sub sandwich, salad, and more. The category you assign to the base item definition determines the ingredients that highlight on the production assembly line screen.
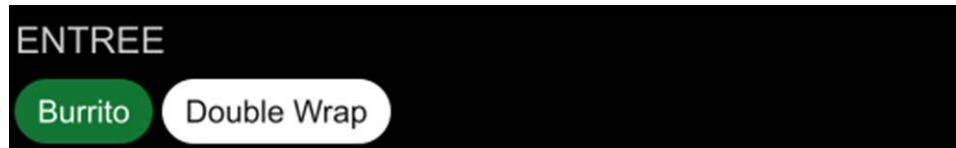
Figure 9 Production Line Base Items
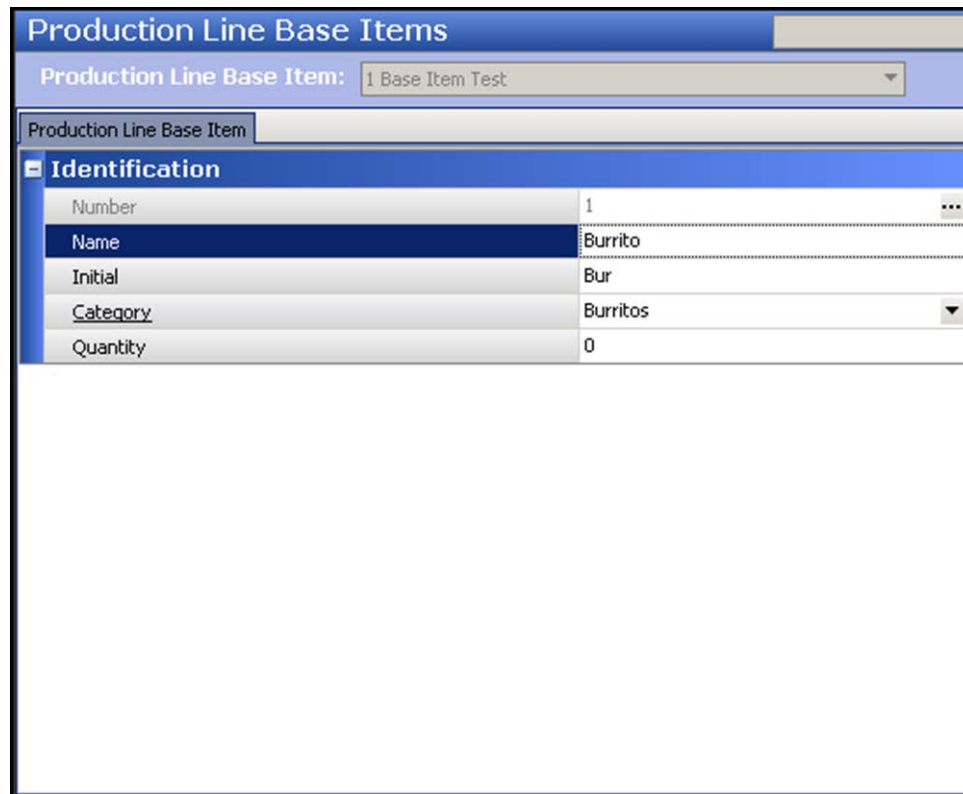
For example, if Burrito is the base line item, create a category with the menu items Chicken Burrito, Steak Burrito, Kids Burrito, and more. When the order includes a menu item within this category, the system highlights the ingredients for that menu item.

To create a category for use with a production line base item:

1. With Kitchen selected in the product panel, select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** from the list, and click **OK**.
3. Type a **name** and **description** for the category, such as 'Burrito Menu Items.'
4. Select the **Items** tab.
5. Select an **item** from the 'Available' list and click **>>** to move the **item** to the 'Included' list.
6. Repeat **step 5** until you associate all menu items with a production line base item.
7. Click **Save**.
8. Repeat this **procedure** for each category required for a production line base item.
9. Exit the **Categories** function.

To configure a production line base item:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Base Items**.

2. Click **New**.

Figure 10 Production Line Base Item Function

3. Under the 'Identification' group bar, type a **name**, such as Burrito, for the production line base item.

4. Type the **text**, or a short abbreviation for the production line base item. For example, you could use 'Bur' for a burrito.

5. Select the **category** to associate with the production line base item.

6. Type the **quantity** to use for the production line base item, if you sell the item in quantities. For example, tacos may have a total of three single tacos to an order. This option is necessary for orders injected into Aloha Takeout. Leave the quantity at '1' unless it is appropriate. This option may cause reporting issues, if used incorrectly.

7. Click **Save**.

8. Repeat this **procedure** for each production line base item.

9. Exit the **Production Line Base Item** function.

Configuring the layout of your production line ingredients

In the Production Line Ingredient function in Aloha Kitchen, you configure the layout (row and column) of the ingredients to appear for each station, in accordance with the placement of the 'hotel pans' on your production assembly line. You then group the ingredients using the Production Line Group function, discussed on . Before you begin this procedure, you must know the placement of the hotel pans on your production assembly line.

You assign a row and column number to each ingredient. You also designate if a hotel pan spans across more than one column. If you do not address a specific row or column, a blank spot appears on the screen; however, that may be your intention.

> **Note**
> This document assumes you already have modifiers associated with items in Item Maintenance. If you do not, the appropriate ingredient does not highlight on the screen.

Keep in mind, you probably have more than one station for your production assembly line; therefore, more than one ingredient can have the same row and column number. For example, you can have Brown Rice in column one and row one that appears on the Hot screen and you can also have Lettuce in column one and row one that appears on the Cold screen. If two ingredients have the same row and column and you place them in the same production line group, the ingredient with the lower record ID appears on the production assembly line.
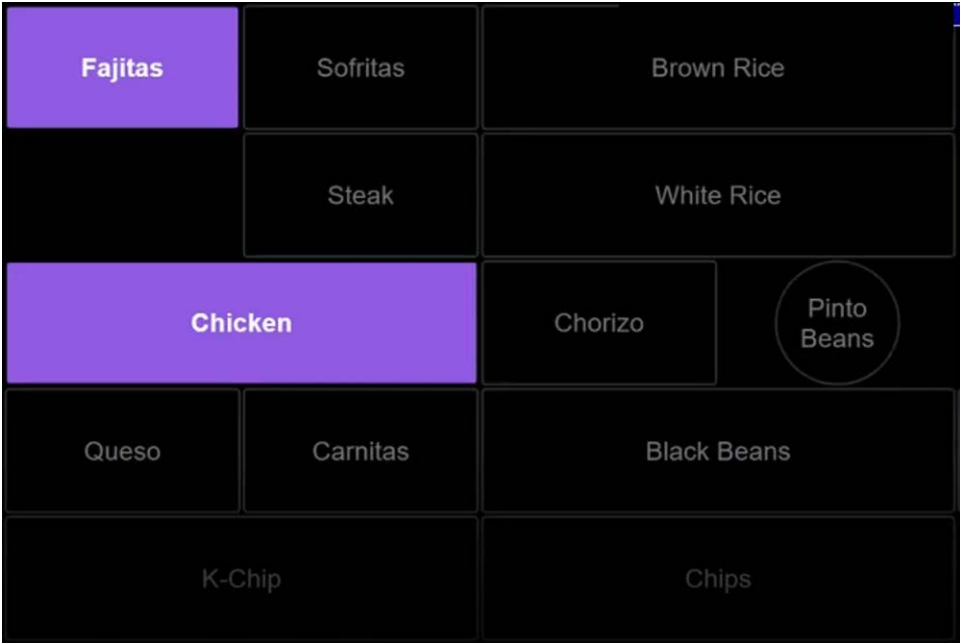
Figure 11 Sample Ingredient Layout for an Assembly Line Production Screen

If an ingredient has a modifier or is ordered in quantities, the modification appears with the ingredient.
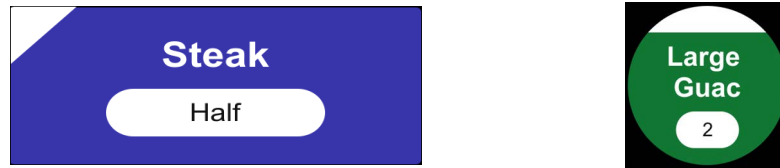
Figure 12 Modified Item Indication on Rectangle and Circle Shapes

To configure a production line ingredient:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Ingredients**.

2. Click **New**.

Figure 13 Production Line Ingredient Function

3. Under the 'Identification' group bar, type a **name** to identify the ingredient on the production assembly line screen, such as 'Brown Rice.'

4. Type the **row number** in which the ingredient is to appear on the production assembly line screen, based on the physical layout of your store. We recommend using no row number higher than five, to ensure readability on the screen.

5. Type the **column number** in which the ingredient is to appear on the production assembly line screen, based on the physical layout of your store. We recommend using no more than four columns, to ensure readability on the screen.

6. Type the number of **columns** the ingredient spans across in the production assembly line screen, based on the physical layout of your store. For example, if you type 1 in 'Column number' and 2 in 'Column span,' the ingredient spans across columns one and two.

7. Select the **shape** of the 'hotel pan' that holds the ingredient from the 'Pan shape' drop-down list. Select from rectangle, circle, and spacer.

8. Under the 'Items' group bar, select an **item** from the 'Available' list and click **>>** to move the item to the 'Included' list. This populates the box with the ingredient on the production assembly line.

9. Click **Save**.

10. Repeat this **procedure** for each production line ingredient.

11. Exit the **Production Line Ingredient** function.

Configuring a production line group

After you configure production line ingredients in <u>"Configuring the layout of your production line ingredients" on page 15</u>, you place the ingredients within a group, with respect to the kitchen station on which they are to appear. For example, if you want hot ingredients to appear at a 'Hot' kitchen station and cold ingredients to appear at a 'Cold' kitchen station, add all hot ingredients to one group and all cold ingredients to another group. After configuring your production line groups, assign each group to the Production Line Categories function.

To configure a production line group:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Groups**.

2. Click **New**.

Figure 14 Production Line Group Function

3. Under the 'Identification' group bar, type a **name** for the production line group, such as 'Hot.'

4. Under the 'Ingredients' group bar, select an **ingredient** to include in the group from the 'Available' list and click **>>** to move it to the 'Included' list.

5. Repeat **step 4** for each ingredient to include in the production line group.

6. Click **Save**.

7. Repeat this **procedure** for each production line group you need to create.

8. Exit the **Production Line Group** function.

Configuring a kitchen station for use with production assembly line

As with any implementation of Aloha Kitchen, use production and expo kitchen stations to control the routing of items and other necessary functionality. You then associate the kitchen stations in "Associating production line groups with kitchen stations" on page 20.

The configuration for a production kitchen station remains the same as always; however, when you configure an expo kitchen station for the Production Assembly Line feature, be sure to select 'Master bump all stations.' This allows the expediter to bump items still appearing on the production screen. If you do not select 'Master bump all stations,' the expediter cannot bump an order with items still present on a production screen.

To configure an expo kitchen station for use with a production assembly line:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Station**.

2. Click the **New** drop-down arrow, select **Expo** as the type, and click **OK**.

Figure 15 Kitchen Station

3. Type a **name** for the station, such as 'Online Expo.'

4. Under the 'Settings' group bar, select **Master bump** to specify this station can bump all unbumped items from all other stations.

5. Select **Master bump all stations** to specify whether items and orders can activate, start, and bump from all stations, including production stations.

6. Configure all other **options**, as normal.

7. Click **Save** and exit the **Kitchen Station** function.

Associating production line groups with kitchen stations

You associate production line groups with the appropriate kitchen station in the Production Line Categories function; however, the function serves multiple purposes. You also determine the category of items that appear on the production and expo screens, the number of columns to appear on the expo screen, whether the guest name appears with an ingredient on the 'Assembly line production screen,' and more.

You must configure a category for entrees and a category for sides or non-entrees, for the item to appear on the production assembly line screens. If you do not add the items to a category, they do not route to the screens. You must also ensure you add the entree or side to only the appropriate category or one may appear in the incorrect area of the screen.

To create categories of items to appear on assembly line screens:

1. Select **Maintenance > Menu > Categories**.

2. Click the **New** drop-down arrow, select **General** from the list, and click **OK**.

3. Type a **name** and **description** for the category, such as 'Entrees' or 'Sides.'

4. Select the **Items** tab.

5. Select an **item** to add to the category from the 'Available' list and click >> to move the **item** to the 'Included' list.

6. Repeat **step 5** for each item to add to the category.

7. Click **Save**.

8. Repeat this **procedure** for each category of items to appear on assembly line screens.

9. Exit the **Categories** function.

After you create your categories, you associate them in the Production Line Assembly Categories function.

To associate a category in the Production Line Categories function:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Categories**.

2. Click **New**.
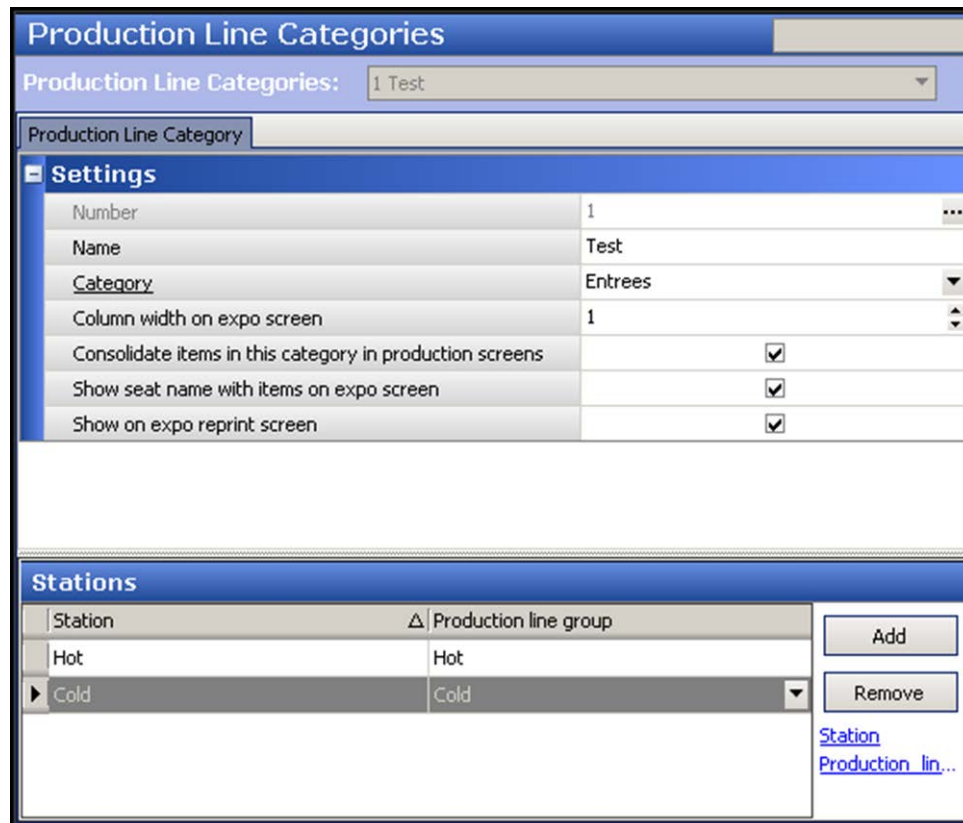
Figure 16 Production Line Assembly Categories

3. Type a **name** for the production line category.

4. Select a **category** from the 'Category' drop-down list.

5. Type the number of **columns** to use in the order details area of the 'Assembly line expo screen' in 'Column width on expo screen.' Select from one to four columns; however, two is typically the maximum number for optimal readability.

6. Select **Consolidate items in this category in production screens**, to consolidate like items on a production screen.

7. Select **Show seat name with items on expo screen** to display the consumer name with each item on the order details area of the 'Assembly line expo screen.'

8. Select **Show on expo reprint screen** to display the same items on the Reprint screen.

9. Under the 'Stations' group bar, click **Add**.

10. Select the **station** to populate with items from the category selected in step 4.

11. Select the **production line group**.

12. Repeat **steps 9 through 11**.

13. Click **Save**.

14. Repeat this **procedure** for each production line category you need to create.

15. Exit the **Production Line Categories** function.

Configuring a skin to use for an assembly line screen

By default, assembly line screens appear in gray-tone colors. You can use a skin to apply different colors to the screens and make them easier to read. Apply color to as many elements of the screen as you desire, then associate the skin to an assembly line skin in <u>"Configuring assembly line kitchen screens" on page 25</u>.

In addition, you can configure alternate colors to use for the highlighted ingredients on the production assembly line screen, to provide a visual distinction between items. For example, if you configure three different colors through which to cycle, the following occurs:

Order 1
Entree 1 (blue)
Entree 2 (green)
Sides (pink)
Order 2
Entree 1 (blue)
Order 3
Entree 1 (green)
Side (pink)

To configure a skin to use for an assembly line screen:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Skin**.

2. Click **New**.
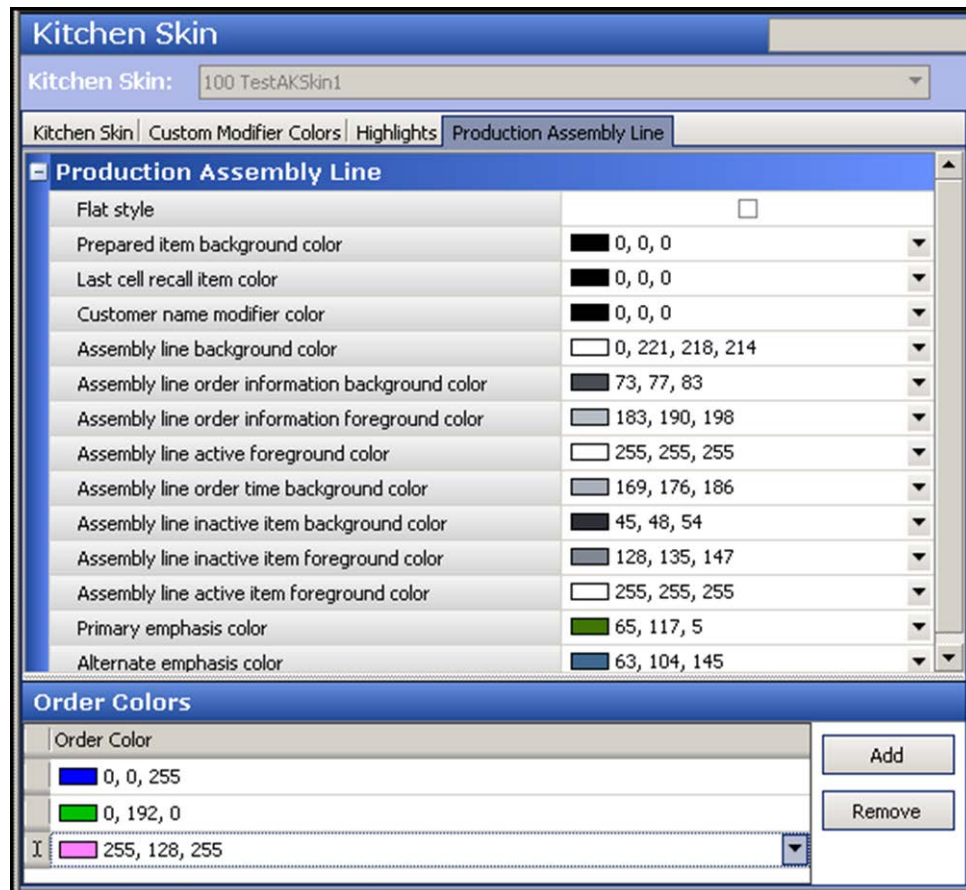
Figure 17 Kitchen Skin - Production Assembly Line Tab

3. Select the **Production Assembly Line** tab.

4. Select **Flat style** to switch the appearance of the production assembly line screen from normal to the second production assembly line skin.

5. Select the **RGB color** to use for the background of the ingredient on the production assembly line screen when the item is prepared from the 'Prepared item background color' drop-down list.

6. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen when you recall an order from the 'Last cell recall item color' drop-down list.

7. Select the **RGB color** to use for the customer name on the left side of the assembly production line screen from the 'Customer name modifier color' drop-down list.

8. Select the **RGB color** to use for the background of the production assembly line screen from the 'Assembly line background color' drop-down list.

9. Select the **RGB color** to use for the order number that appears on the left side of the production assembly line screen from the 'Assembly line order information background color' drop-down list.

10. Select the **RGB color** to use for the background of the order number that appears on the left side of the production assembly line screen from the 'Assembly line order information foreground color' drop-down list.

11. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen when the item is highlighted from the 'Assembly line active foreground color' drop-down list.

12. Select the **RGB color** to use for the background of the time slot that appears on the left side of the production assembly line screen from the 'Assembly line order time background color' drop-down list.

13. Select the **RGB color** to use for the background of an ingredient item on the production assembly line screen, when the item is not highlighted from the 'Assembly line inactive item background color' drop-down list.

14. Select the **RGB color** to use for the text of an ingredient item on the production assembly line screen, when the item is not highlighted from the 'Assembly line inactive item foreground color' drop-down list.

15. Select the **RGB color** to use for the text of an ingredient on the production assembly line screen, when the item is highlighted from the 'Assembly line active item foreground color' drop-down list.

16. Select the **RGB color** to use for active orders that are prepared and appear on the production assembly line screen, from the 'Primary emphasis color' drop-down list.

17. Select the **RGB color** to use for future orders appearing on the production expo screen, from the 'Alternate emphasis color' drop-down list.

18. Under the 'Order Colors' group bar, perform the **following**:

    a. Click **Add**. A new row appears.

    b. Select the first **RGB color** to use for highlighting items on the production assembly line screen. The default color is 0,0,0.

    c. Repeat **steps a and b** to add additional colors, if you want to cycle through the selected colors to help the kitchen staff identify the items for preparation; otherwise, items appear highlighted in one color only.

19. Click **Save**.

20. Repeat this **procedure** for any other kitchen skin you want to create for an production assembly line screen.

21. Exit the **Kitchen Skin** function.

Configuring assembly line kitchen screens

You must configure an 'Assembly line production screen' type for production employees to use and an 'Assembly line expo screen' type for an expediter to use. You also associate the kitchen skin and production item group you configured in "Configuring a skin to use for an assembly line screen" on page 22.

To configure an 'Assembly line production screen' type:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.
2. Click the **New** drop-down arrow, select **'Assembly line production screen'** from the list, and click **OK**.
3. Type a **name** for the screen, such as 'Hot station'.
4. Under the 'Order display' group bar, verify **Sort orders by quote time** is selected. This is the default value.
5. Select the **skin** created in "Configuring a skin to use for an assembly line screen" on page 22, from the 'Kitchen skin' drop-down list, if applicable.
6. Leave the default values for the remaining **options** on the Screen tab.
7. Click **Save**.
8. Repeat this **procedure** to create each additional required 'Assembly line production screen.'
9. Exit the **Kitchen Screen** function.

The 'Assembly line expo screen' type has additional functionality. You can configure the interval of time to use for your time slots, support 24-hour operations for your time slots, and add the SET DEPLOY button to appear on the assembly line expo screen.

To configure an 'Assembly line expo screen' type:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.

2. Click the **New** drop-down arrow, select **Assembly line expo screen** from the list, and click **OK**.
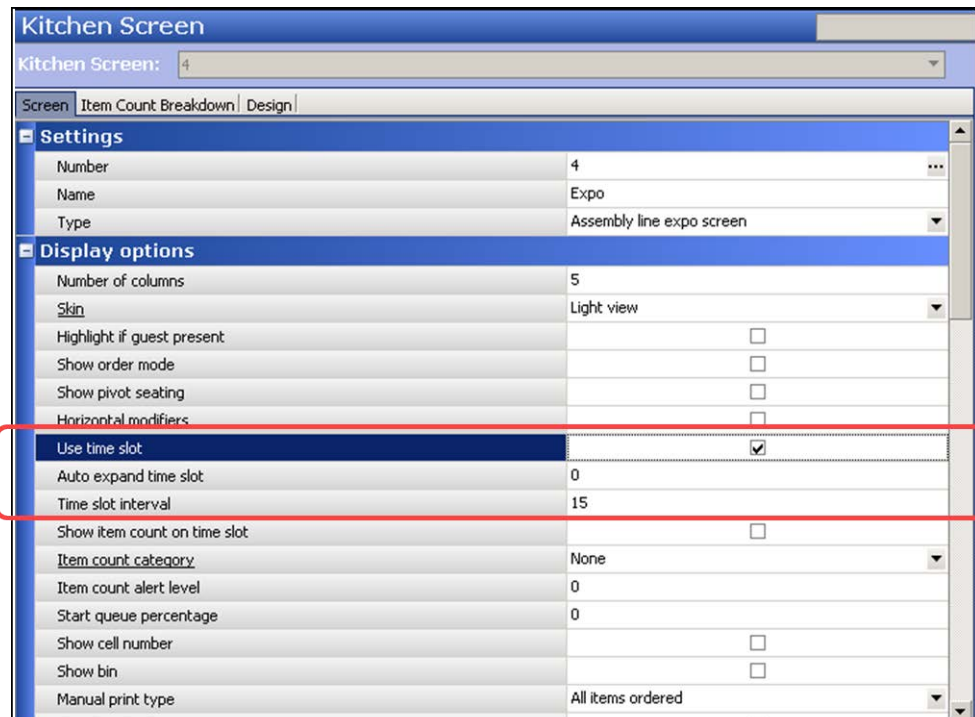

Figure 18 Kitchen Screen Function - Screen Tab

3. Type a **name** for the screen, such as 'Expo.'

4. Under the 'Display options' group bar, select **Use time slot**.

5. Type the **time slot interval** in which orders appear for each time slot on the assembly line expo screen. The default is 15 minutes.

6. Select **Display 24-hour time** to display the time slot bar in 24:00 military time, if desired for 24-hour operations.

7. Under the 'Order display options' group bar, verify **Sort orders by quote time** is selected. This is the default value.

8. Select the **skin** created in <u>"Configuring a skin to use for an assembly line screen" on page 22</u>, from the 'Kitchen skin' drop-down list, if applicable.

9. Leave the default values for the remaining **options** on the Screen tab.

10. Select the **Commands** tab.
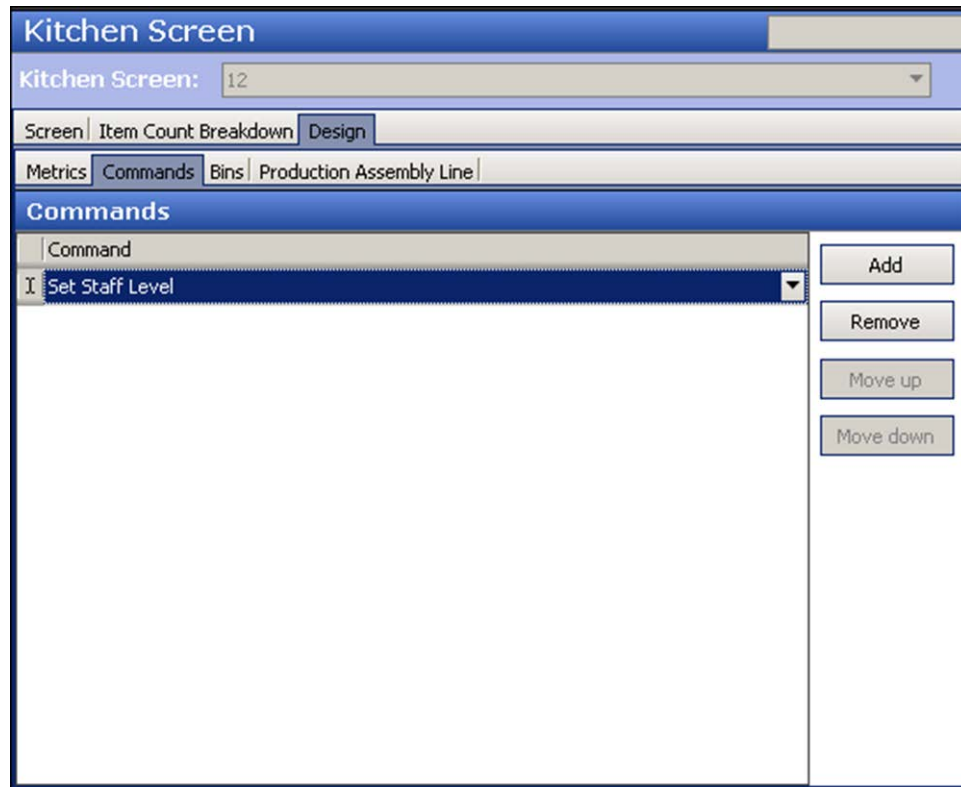

Figure 19 Kitchen Screen Function - Design Tab

11. Click **Add**. A blank row appears.

12. Select **Set Staff Level** from the 'Command' drop-down list. This enables the SET DEPLOY button to appear on the assembly line expo screen.

13. Click **Save**.

14. Repeat this **procedure** for each required 'Assembly line expo screen' type.

15. Exit the **Kitchen Screen** function.

Configuring an implied modifier

An implied modifier is a an ingredient required to complete a menu item; however, it is not an ingredient you pull from the production assembly line like you would an included modifier. For example, it is implied you will use a taco shell to make a 'Chicken Taco' menu item; however, lettuce is an included ingredient a guest can choose to exclude from the taco. It is not required to make a taco. The configuration of an implied modifier is optional and only supported with the production assembly line feature. Implied modifiers appear next to the item at the top of the 'Assembly line production screen' type.
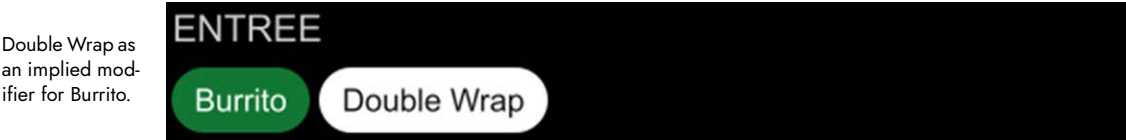
Double Wrap as an implied modifier for Burrito.

Figure 20 Implied Modifier

To configure an implied modifier:

1. With Kitchen selected in the product panel, select **Maintenance > Menu > Items**.
2. Select the **menu item** from the drop-down list.
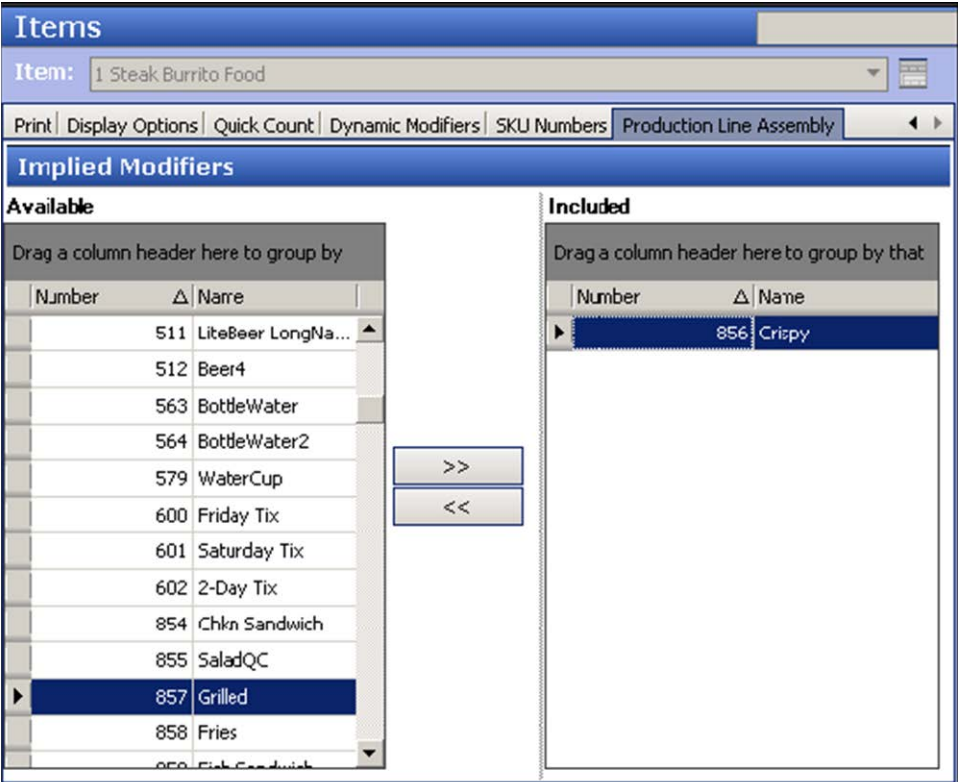3. Select the **Production Line Assembly** tab.

Figure 21 Items - Production Line Assembly Tab

4. Under the 'Implied Modifiers' group bar, select the **modifier** from the 'Available' list and click **>>** to move the **modifier** to the 'Included' list.

5. Click **Save**.

6. Repeat this **procedure** for each item requiring an implied modifier.

7. Exit the **Items** function.

Configuring special instructions for items appearing on a production assembly line

When ordering with the online ordering interface, a consumer can add a special instruction for an item or modifier. The special instruction appears next to the base item at the top of an 'assembly line production screen.' For example, you could specify large for an ingredient.

To configure special instructions for items appearing on a production assembly line:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Production Assembly Line > Production Line Special Instructions**.
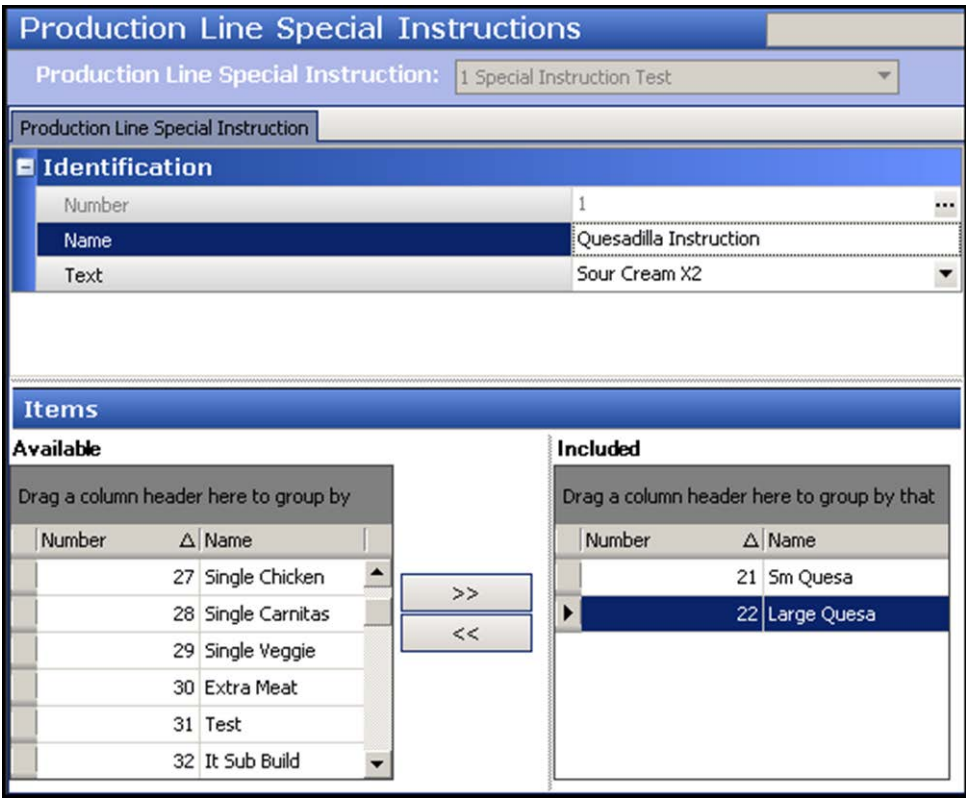
2. Click **New**.

Figure 22 Production Line Special Instruction Function

3. Under the 'Identification' group bar, type a **name** for the production line special instruction.

4. Type the **text** to appear as the special instruction for a menu item. The text appears below the base item at the top of the screen.

5. Under the 'Items' group bar, select an **item** from the 'Available' list and click **>>** to move the item to the 'Included' list.

6. Repeat **step 5** for each item for which the special instruction is to appear.

7. Click **Save**.

8. Repeat this **procedure** to create additional special instructions for items appearing on a production assembly line screen.

9. Exit the **Production Line Special Instructions** function.

Routing items to production assembly line screens

You must create a rule in the Routing Rulebook function to route items to production assembly line screens. Because of the nature of a production assembly line, the rule must utilize the 'workflow' feature to route items to one station, and then once bumped, route the items to the next station. The conditions for which you use for a rulebook, such as video group or category, vary depending on your needs. As with any routing rulebook, you attach the rulebook to either a specific staff level, using the Staff Levels function, or globally in the Kitchen Settings function.

> 📖 **Reference**
>
> Refer to the Aloha Kitchen Implementation Guide if you need more information on creating a routing rulebook.

Customizing the message for an order with no ingredients or sides

When there are no ingredients to prepare at the applicable screen, a message appears informing the kitchen there are no orders coming in and the system is behaving properly. The default text is "No orders at this time." You can change the text to accommodate your operations.
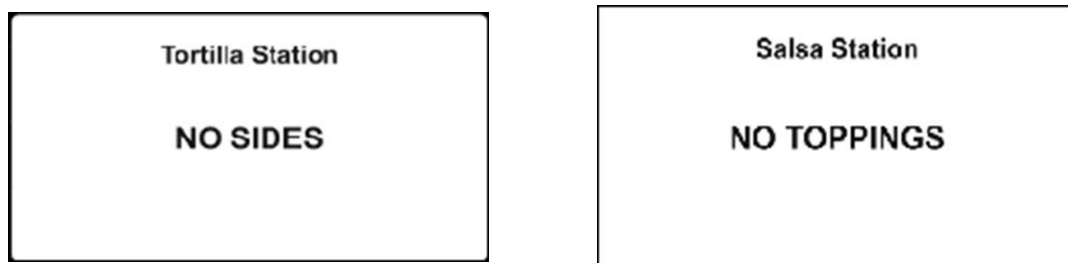

Figure 23 No Ingredients and No Sides Messages

To customize the message for an order with no ingredients or sides:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen > Screen** tab.

2. Select either **Assembly line production screen** or **Assembly line expo screen** from the drop-down list.
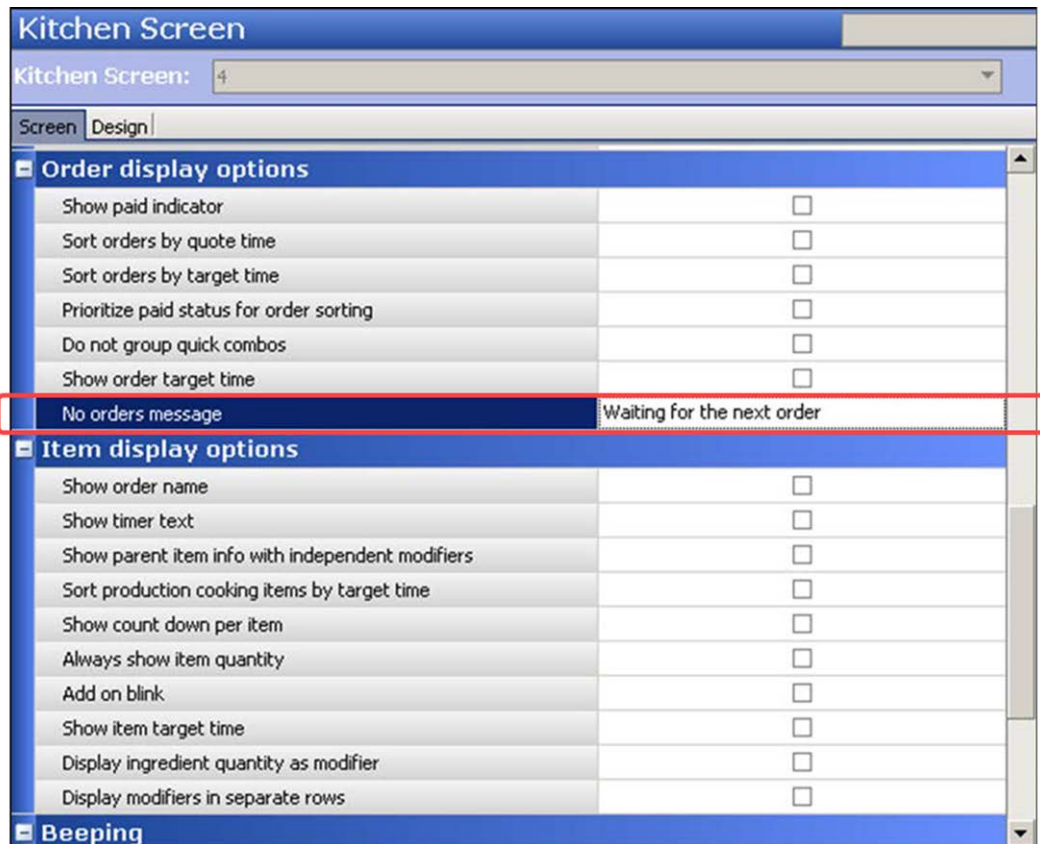

Figure 24 Kitchen Screen - Screen Tab

3. Under the 'Order display options' group bar, type the **text** for the message that appears when there are no orders to prepare.

4. Click **Save**.

5. Repeat this **procedure** to configure the message to appear for other production assembly line screens.

6. Exit the **Kitchen Screen** function.

Configuring expo alert based on omitted item

You can configure a single message to appear as one of the standard orange 'pills' in the 'order alerts' bar, when a designated item is not included in the order. This adds further notification for the kitchen to omit an item.

SCENARIO: Web orders are sent down to the restaurant with the expectation that the expediter hands out a napkin and utensils packet for each takeout order; however, some stores want to distribute these upon request. To reduce the waste of unnecessary packets being distributed by habit,an alert appears on the screen and visually reinforces the expediter is to omit a napkin and utensils packet. If the 'Napkin and Utensils' item is not included in the order, the alert appears. If the 'Napkin and Utensils' item is included in the order, the alert does not appear.
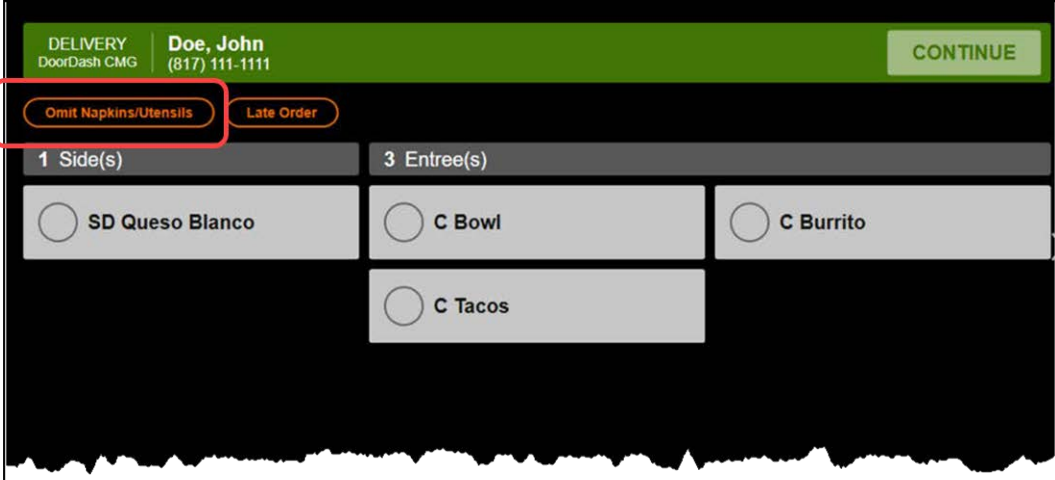

Figure 25 Omitted Item Alert

To configure a Production Assembly Line expo alert based on an omitted item:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

2. Select the **Production Assembly Line** tab.

Figure 26 Kitchen Settings - Production Assembly Line Tab

3. Under the 'Production Assembly Line' group bar, select the **item** to trigger the alert when the item is omitted from the order in 'Alert Item.'

4. Type the **text** to appear for the alert in 'Alert Item Text.'

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

Configuring consumer name to appear on the Assembly Line Production screen

The 'meal list' area on the Assembly Line Production screen displays the entered consumer name, when available, instead of the generic 'Meal #' text for each seat. This allows for better association with the naming of the seat if the kitchen needs to triage a meal.

You associate a seat name with the order either through BSL (Business Services Layer) for above-store orders, or the sub-order feature in Aloha Quick Service for in-store orders. The system first searches for the name coming from BSL with the format of "Message": "Name: <name>", where <name> is the name of the consumer from BSL. If found, that name appears with the appropriate seat in the order. If a name from BSL is not found, then the system uses the name found in the sub-order feature. If neither is found, the generic 'Meal #' text is used.

You can override the display of seat names in the 'meal list' area and revert back to showing the 'Meal #' text for all orders with the 'Override Custom Meal Name' option in the Kitchen Settings function.
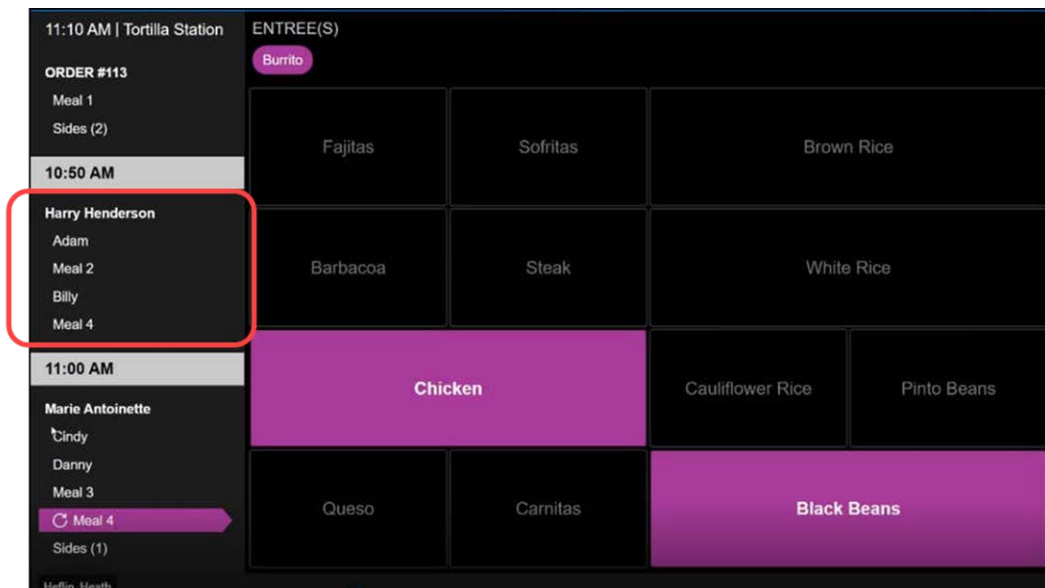

Figure 27 Consumer Name on Assembly Line Production Screen

To enable consumer names with the generic 'Meal #' text:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

2. Select the **Production Assembly Line** tab.
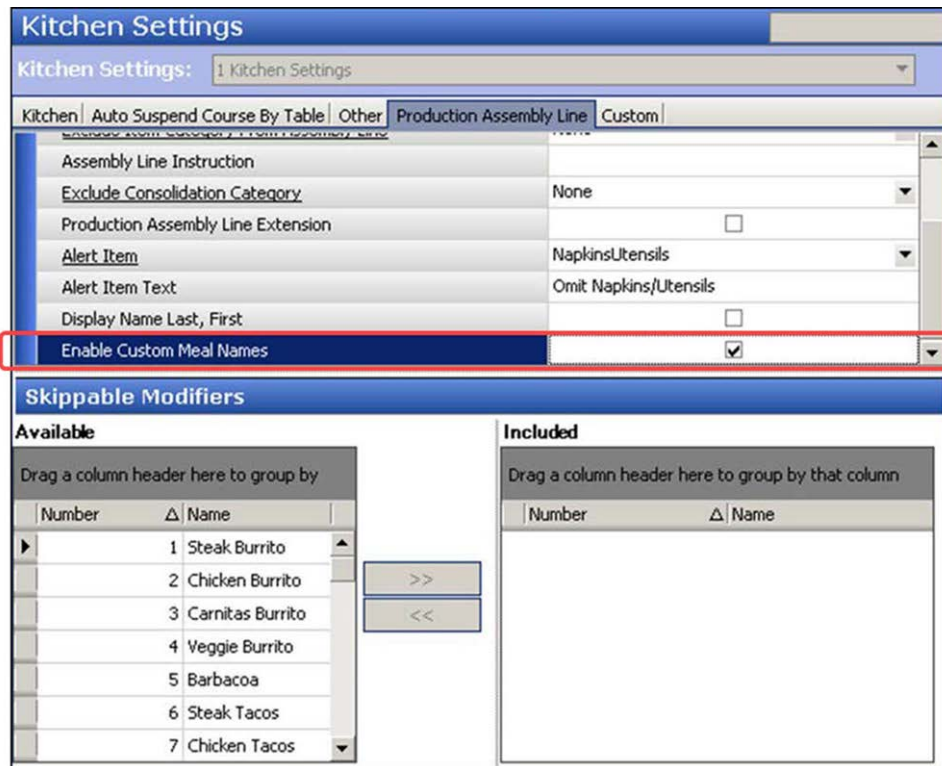

Figure 28 Kitchen Settings - Production Assembly Line Tab

3. Under the 'Production Assembly Line' group bar, select **Override Custom Meal Names** to use the generic 'Meal #' text for orders in the 'meal list' area of the 'Assembly line production' screen instead of the seat name entered by the consumer.

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

Changing consumer order naming format to first and last name

The consumer naming format for an order now appears as first and last name, instead of last and first name. This provides a more personal experience when engaging with the consumer. You can change the naming format to last and first name with the 'Display Name Last, First' option in the Kitchen Settings function.
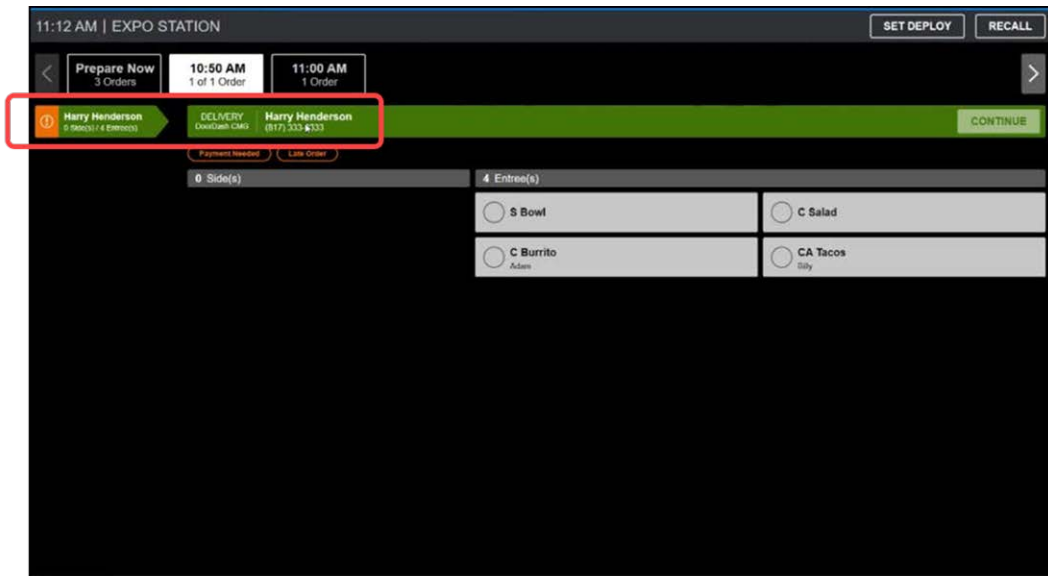

Figure 29 First and Last Name on Assembly Line Production Screen

To change the consumer order naming format to last and first name:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

2. Select the **Production Assembly Line** tab.
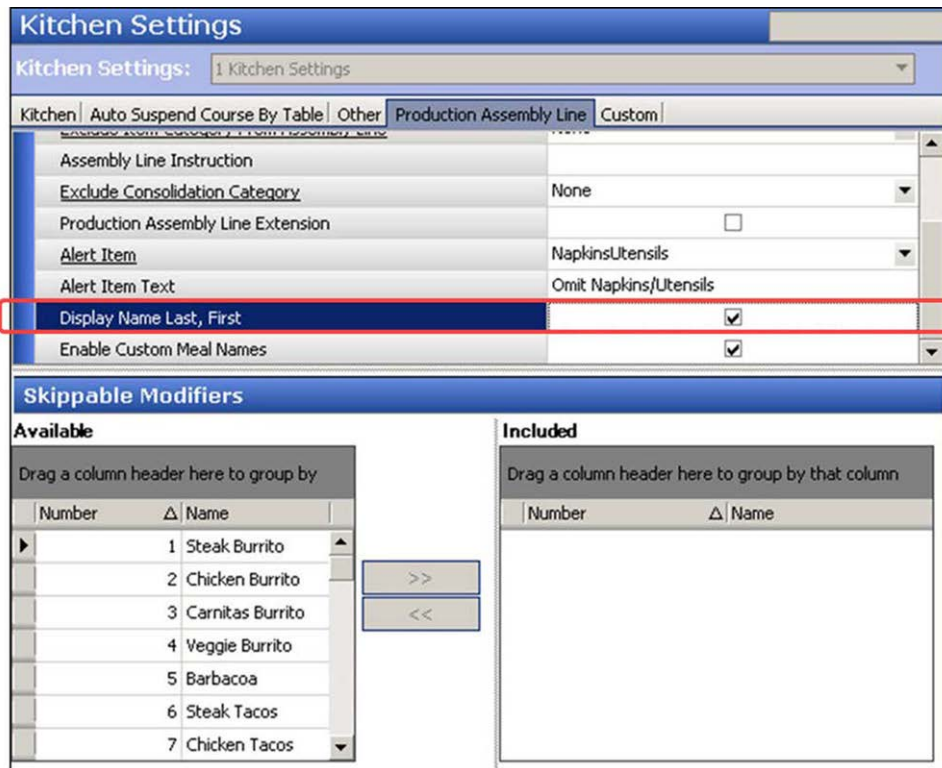

Figure 30 Kitchen Settings - Production Assembly Line Tab

3. Under the 'Production Assembly Line' group bar, select **Display Name Last, First** to change the consumer order naming format that appears on the "Assembly line expo screen' to last and first name. This does not apply to entered seat names for meals.

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

Disabling the ability to recall in-store orders

You can recall orders coming from above-store (also called delayed orders) and from the in-store Aloha Point-of-Sale (POS) system (also called immediate orders), and display the order on production screens. There may be cases where you do not want the ability to recall in-store orders on a production screen. You can prevent this by clearing 'Allow recall of immediate orders,' which is selected by default.

To disable the ability to recall in-store orders:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Select the **Production Assembly Line** tab.

Figure 31 Kitchen Settings > Production Assembly Line tab

3. Under the 'Production Assembly Line' group bar, clear **Allow Recall of Immediate Orders**.
4. Click **Save** and exit the **Kitchen Settings** function.

Customizing the text for reprint and refire screen prompts

When you need to reprint or refire an order, additional prompts appear to direct the expediter through the process. The system uses default text for these prompts; however, you can customize the text to meet the needs of your restaurant.
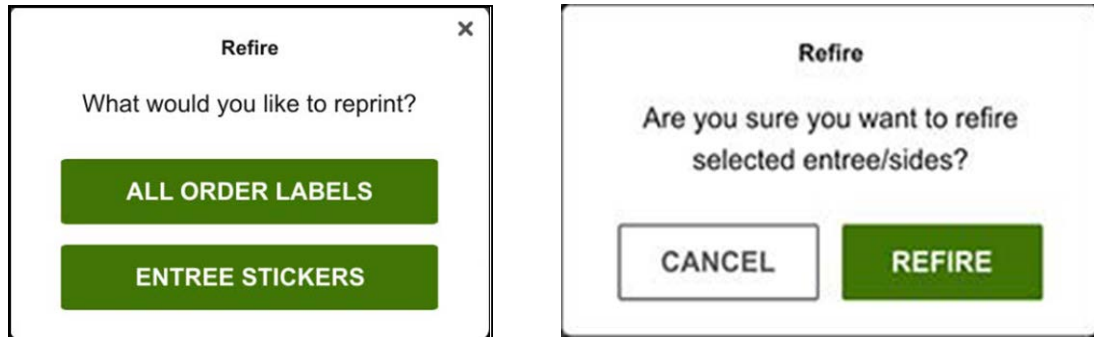

Figure 32 Reprint and Refire Promtps

To configure the reprint screen prompts:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
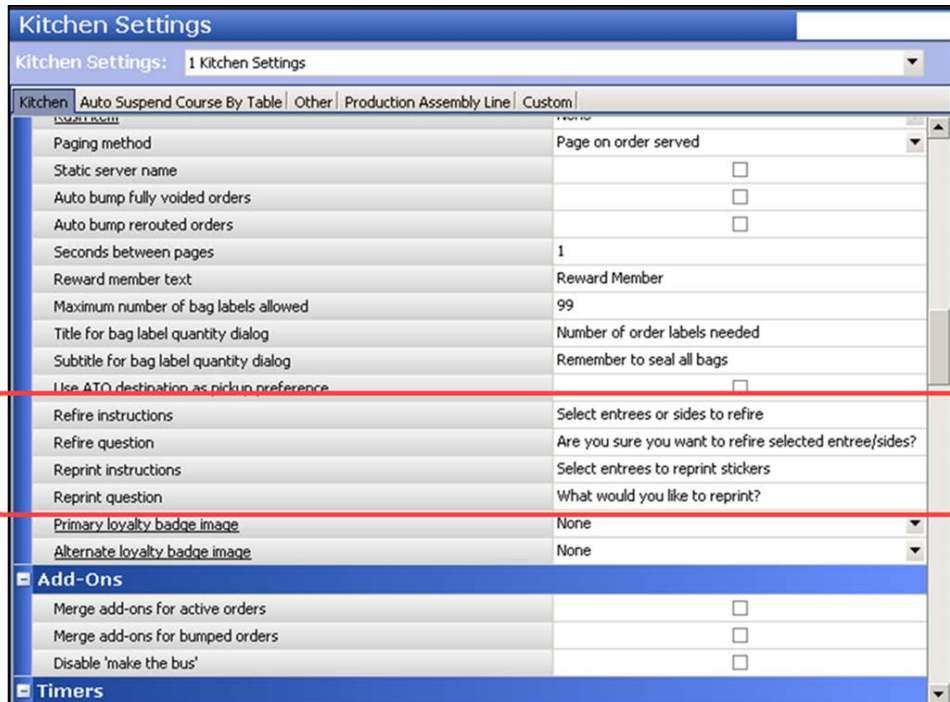
Figure 33 Kitchen Settings

2. Under the 'Orders' group bar, type the **text** to appear for refire instructions.

3. Type the **text** to appear for the refire question.

4. Type the **text** to appear for the reprint instructions.

5. Type the **text** to appear for the reprint question.

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

Configuring a category of items to exclude from consolidation

You can optionally create a category of items to exclude from consolidation on production screens. For example, if a consumer orders two tacos, instead of being combined as one line item with a quantity of two, each taco appears as a separate line item on the screen. You then designate the category of items not to consolidate in the Kitchen Settings function.

To create a category of items to exclude from consolidation:

1. Select **Maintenance > Menu > Categories**.

2. Click the **New** drop-down arrow, select **General** from the list, and click **OK**.

3. Type a **name** and **description** for the category, such as 'No Consolidation.'

4. Select the **Items** tab.

5. Select an **item** to never consolidate from the 'Available' list and click **>>** to move the **item** to the 'Included' list.

6. Repeat **step 5** until all items to exclude from consolidation appear in the list.

7. Click **Save** and exit the **Categories** function.

To designate the category of items to exclude from consolidation:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

2. Select the **Production Assembly Line** tab.


Figure 34 Kitchen Settings - Production Assembly Line Tab

3. Select the **category** of items you created to not consolidate on the printed chit from the 'Exclude Consolidation Category' drop-down list.

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

Configuring a category of items to exclude from routing

You can optionally create a category of items to exclude from routing to a production assembly line screen. You then designate the category of items to exclude from routing in the Kitchen Settings function.

To create a category of items to exclude from routing to a production assembly line screen:

1. Select **Maintenance > Menu > Categories**.

2. Click the **New** drop-down arrow, select **General** from the list, and click **OK**.

3. Type a **name** and **description** for the category.

4. Select the **Items** tab.

5. Select an **item** you do not want routed to a production assembly line screen from the 'Available' list and click **>>** to move the **item** to the 'Included' list.

6. Repeat **step 5** until you add all items to exclude from routing to a production assembly line screen.

7. Click **Save** and exit the **Categories** function.

To designate the category of items to exclude from routing to a production assembly line screen:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

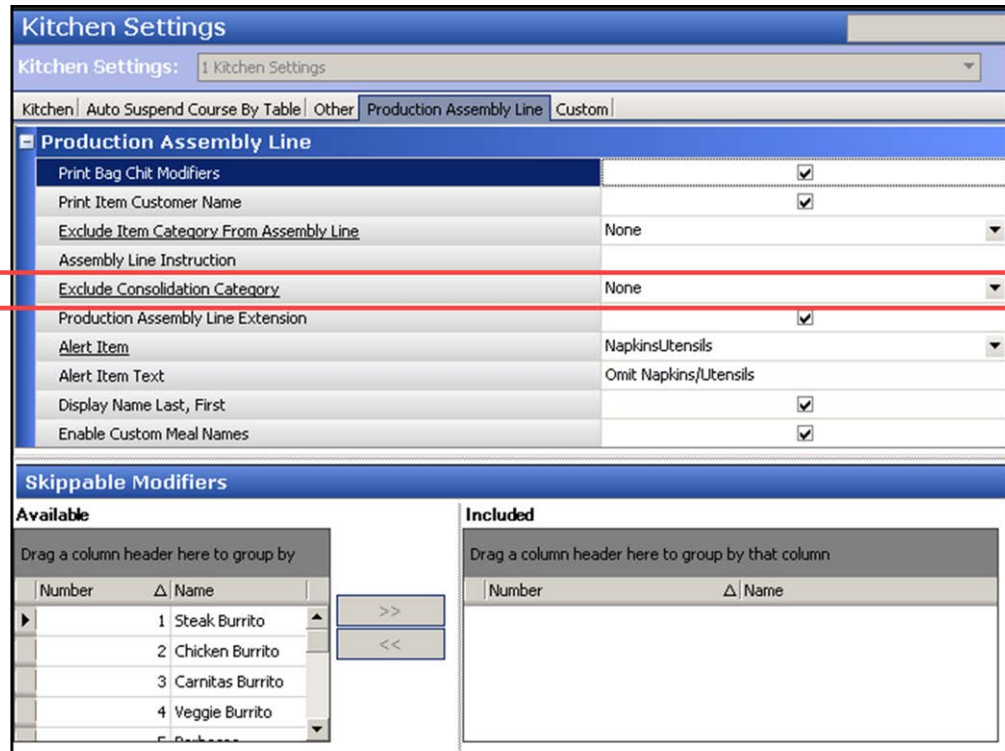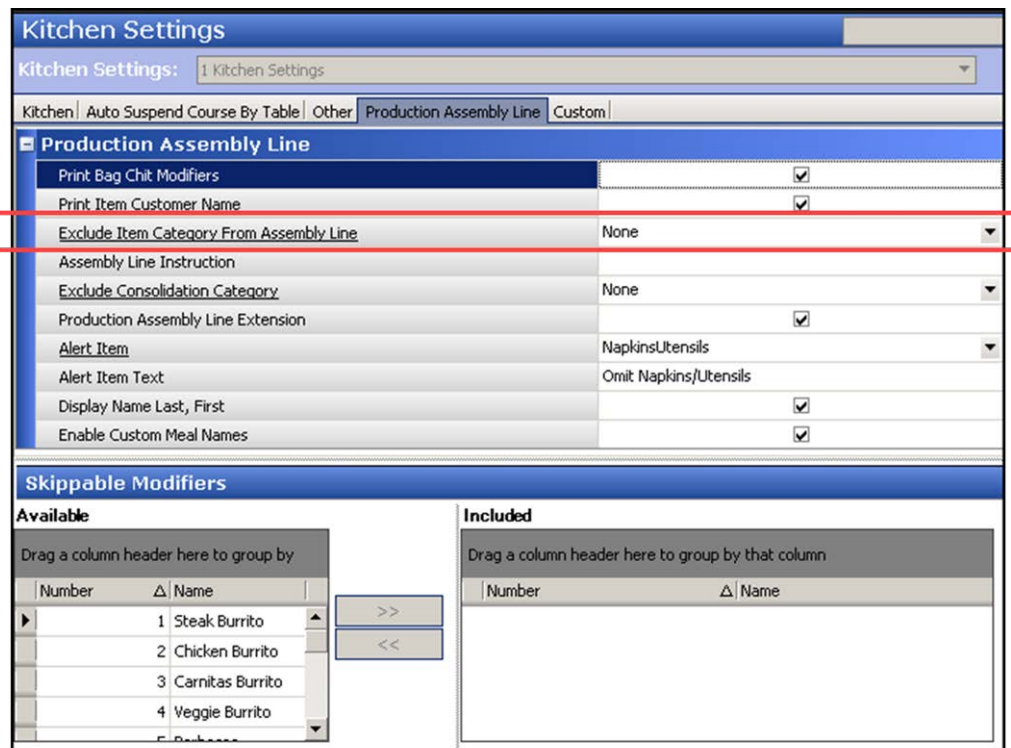2. Select the **Production Assembly Line** tab.

Figure 35 Kitchen Settings - Production Assembly Line Tab

3. Select the **category** of items to exclude from routing to the production assembly line screens from the 'Exclude Item Category From Assembly Line' drop-down list.

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

Configuring a rewards badge for loyalty members

If you use Loyalty, you can configure a Loyalty badge to appear and print next to the Loyalty member. This allows the restaurant to give special treatment to these guests or if the guest is not a Loyalty member, you can insert product advertisements in food bags to encourage enrollment. The badge is typically the restaurant's branded image and appears on the 'Assembly line expo screen' type to indicate the order belongs to a Loyalty member.

Figure 36 Rewards Badge Image on Assembly Line Expo Screen

Create a LoyaltyMemberBadgeBlack.png image to print against a white order label and a LoyaltyMemberBadgeWhite.png to display on the assembly line expo screen. Make both images 20x20 pixels and place them in the Aloha Kitchen > Bmp folder. Then use the Media Files function to import the images into CFC.

Adding the 'LoyaltyMemberBadge' image files:

1. Select **Maintenance > System > Media Files**.
2. Click the **New** drop-down arrow, select **Aloha Kitchen** as the application, and click **OK**.
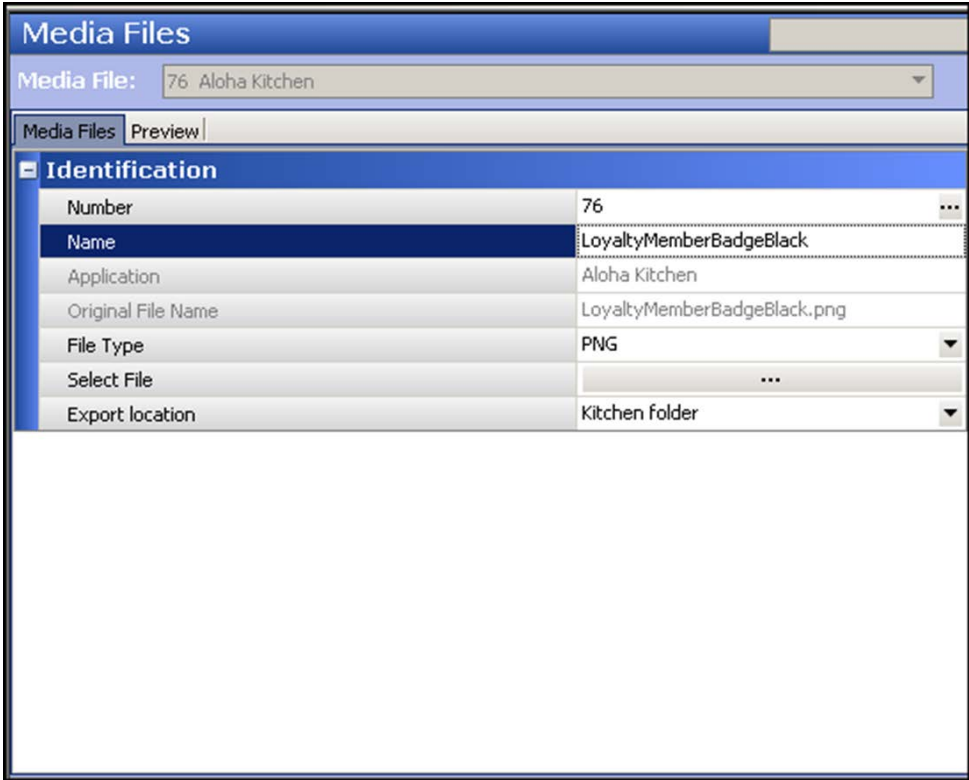

Figure 37 Media Files

Production Assembly Line
Configuring Production Assembly Line

3. Type a **name** for the image.

4. Click **Select File** and navigate to the location of the **image**.

5. Click **Save**.

6. Repeat this **procedure** for another image file for which you want Aloha Kitchen to use.

7. Exit the **Media Files** function.

Once imported into the Media Files function in CFC, add the Loyalty Customer Name and Image element to a layout in use in Print Designer. The element uses the 'LoyaltyMemberBadgeBlack.png image with the existence of the image in the Bmp directory. The 'LoyaltyMemberBadgeWhite.png appears on the assembly line expo screen with the existence of the image in the Bmp directory. Refer to <u>"Designing the order label for printing" on page 45</u> to print the Loyalty badge on an order label.

Configuring a printer for use with production assembly line

The Aloha system supports many printers and models. This procedure focuses on configuring the Datamax E4203 printer, which has been tested to print with maximum clarity.

To configure a printer to use for a production assembly line:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Printers**.

2. Click the **New** drop-down arrow, select **Aloha Kitchen** from the list, and click **OK**.
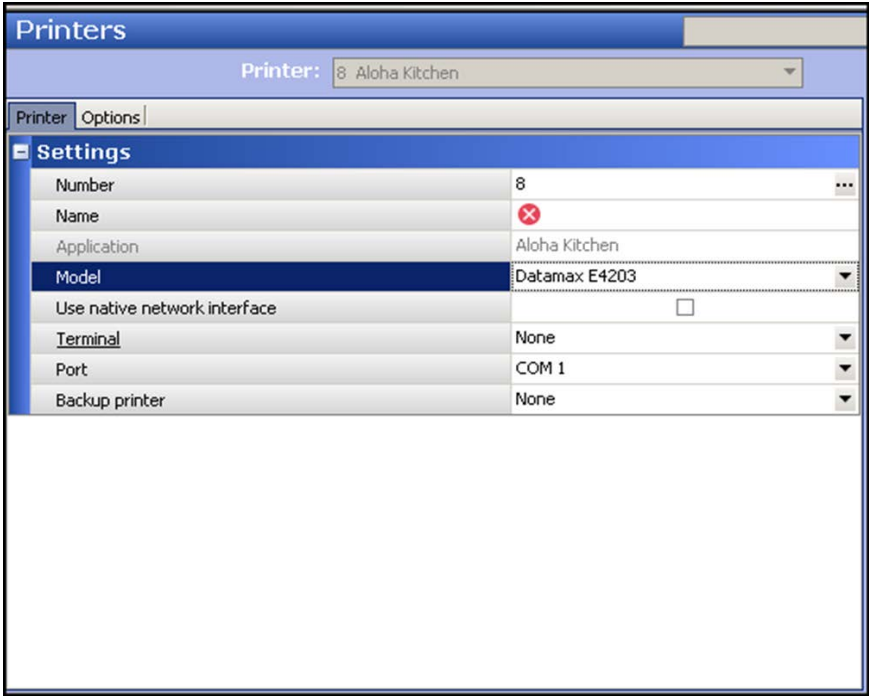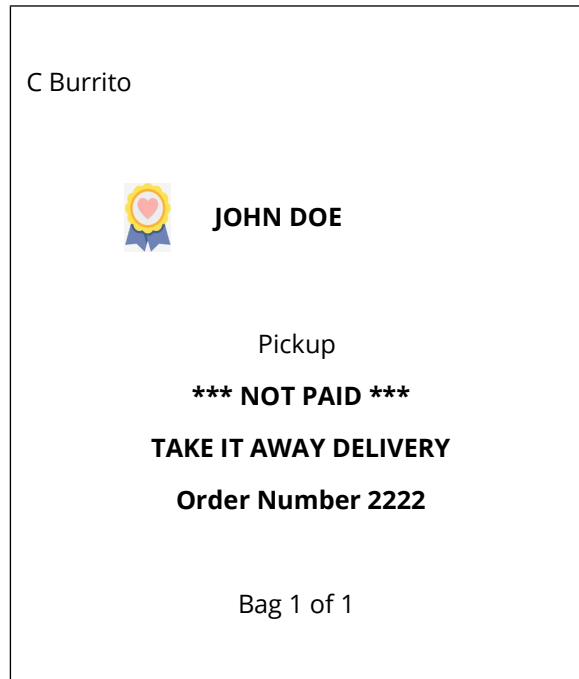

Figure 38 Printers - Datamax Model

3. Select **Datamax E4203** from the 'Model' drop-down list.

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4. Configure the **remaining options** as you would for any other kitchen printer.

5. Click **Save**.

6. Repeat this **procedure** for each Datamax E4203 kitchen printer in use.

7. Exit the **Printers** function.

Designing the order label for printing

C Burrito

🏅 **JOHN DOE**

Pickup

*** NOT PAID ***

TAKE IT AWAY DELIVERY

Order Number 2222

Bag 1 of 1

An order label prints on sticky media for each order so the employee can adhere it to each bag. Use the Print Designer function to design the layout for an order label. The layout is customizable and is comprised of print elements available for the production chit or order taker types.

We discuss the following Print Designer elements:

The **Pickup Instructions** element prints the order destination, such as Curbside, on the order label and leverages the Source and Destination feature in Aloha Takeout. If the selected destination for the order is the default destination defined in the Source and Destination feature, the destination does not print. Any destination not selected as the default destination will print on the label. Required Options: You must select 'Use ATO destination' in Maintenance > Kitchen Configuration > Kitchen Settings to use this element.

> 📖 **Reference**
> Refer to the [Source and Destination Feature Focus Guide - HKS380](#) for more information.

The **Payment Status** element prints the payment status on the order label, depending on if the check is fully tendered. If the check is fully tendered, PAID prints on the label. If the check is not fully

![NCR VOYIX]

tendered, NOT PAID prints on the label. Use this element to quickly identify if the consumer has already paid for the order at the time the label was printed or if the order still requires payment.

The **Delivery Partner Name** element prints the name of the third-party delivery partner on the order label to assist the delivery partners in identifying their orders.

The **Delivery Partner Order Number** element prints the order number the third-party delivery partner uses on the order label to assist delivery partners in identifying their orders.

The **Loyalty Customer Name and Image** prints the name of the Loyalty member, along with an image, on the order label. Use this element to identify bags you need to give special treatment, or to identify bags into which to insert a flyer encouraging non-loyalty members to join your Loyalty program. See "Configuring a rewards badge for loyalty members" on page 43 for information on configuring the Loyalty badge.

The **Bag Label Sequence** element prints the current number, and the total number of bags, on the order label.

To design an order label for printing:

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select an **order taker chit** or **production chit** in use from the drop-down list.
3. Type a **name** for the design.
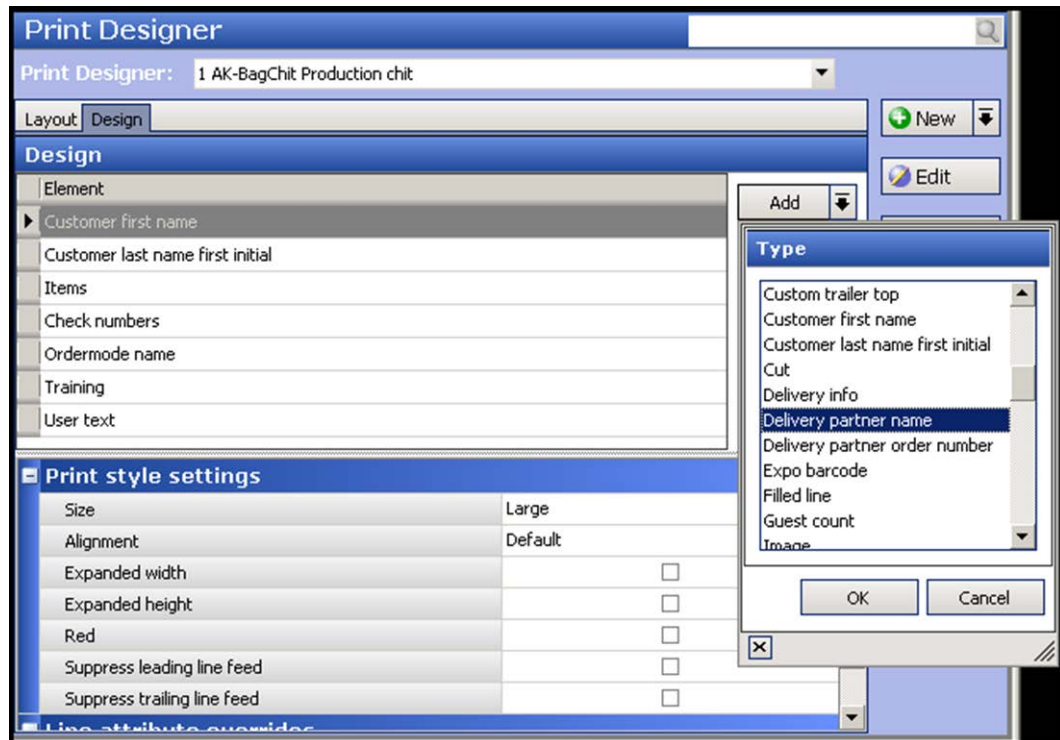
4. Select the **Design** tab.

Figure 39 Delivery Partner Name and Delivery Partner Order Number Elements

5. Under the 'Design' group bar, click the **Add drop-down arrow**, select an **element** to add to the design, and click **OK**.

6. Configure the **print style settings** and **line attribute overrides**, such as size and alignment, as you would for any other element.

7. Repeat **steps 5 and 6** to add other print designer elements for your design.

8. Click **Save** and exit the **Print Designer** function.

> 📖 **Reference**
>
> Refer to the Print Designer Feature Focus Guide - HKS375 for complete information on configuring a layout.

Configuring bag coaching

order labels modal title
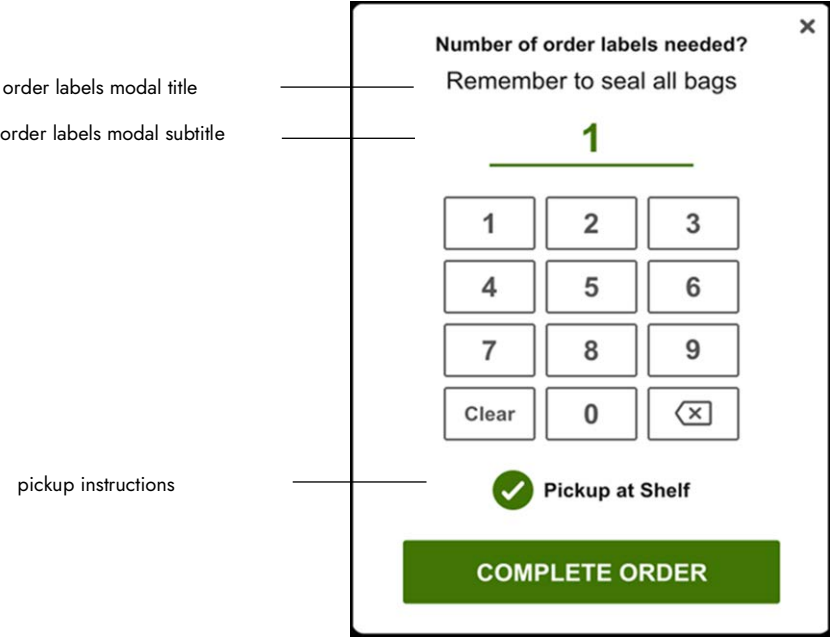
order labels modal subtitle

pickup instructions

Figure 40 Bag Coaching Prompt

Bag coaching is an optional feature that displays an additional 'bag coaching' prompt allowing you to specify the number of labels to print and adhere to bags and cartons required for an order. For example, an order that consists of two bags and a carton might require a total of three labels.

In addition, the bag coaching prompt guides you to the location in the store for placing a completed order for pickup. For example, you may have a location for delivery partner orders for pickup and another location for in-store food runners. To use pickup instructions, you must use the Source and Destination feature in Aloha Takeout (ATO). If the selected destination for the order is the default destination defined in the Source and Destination feature, the destination does not print. Any destination not selected as the default destination will print on the label. **Note:** The display name for the destination in Source and Destination is used as the name for the pickup destination.

> 📖 **Reference**
>
> Refer to the [Source and Destination Feature Focus Guide - HKS380](#) for information on configuring and using the Source and Destination feature.

The 'bag coaching' prompt has several configurable elements in different functions for which you can brand to your restaurant:

- Configure the title and subtitle of the screen.
- Configure the maximum number of labels you can enter from the 'bag coaching' prompt.
- Configure a pickup preference to appear on the screen for sites that stores completed orders for pickup in more than one location of the restaurant.

Configuring the requirements for bag coaching

You must configure the requirements for 'bag coaching,' such as the maximum number of labels you can enter, and the title and subtitle on the 'bag coaching' prompt, in Kitchen Settings. You also select whether to use destinations from the ATO Source and Destination feature.

To configure 'bag coaching' options in Kitchen Settings:

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
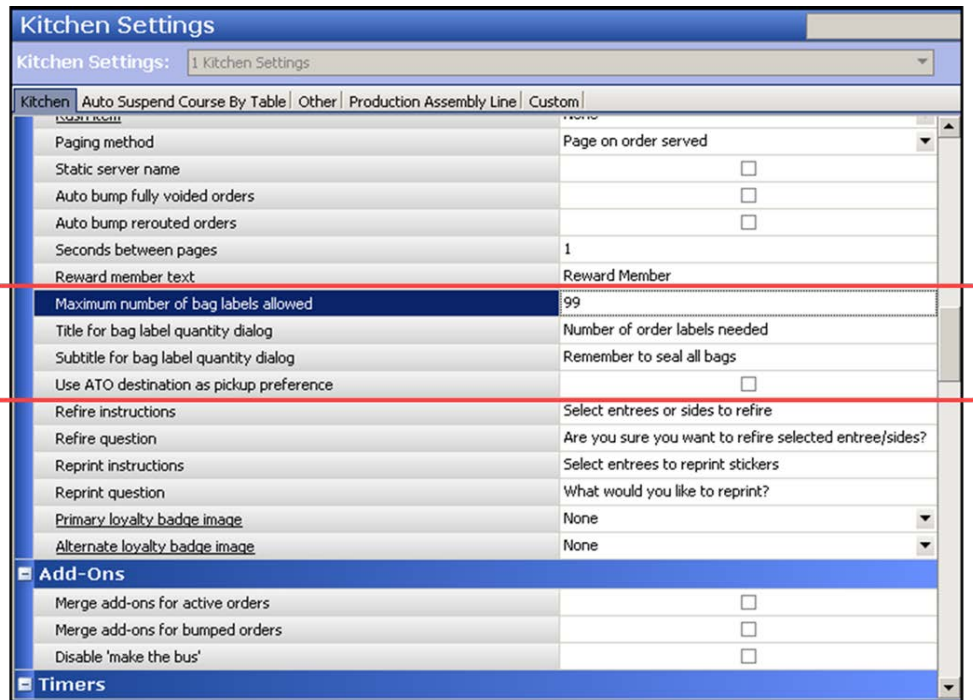

Figure 41 Kitchen Settings

2. Under the 'Orders' group bar, type the **maximum number of bag labels** you can enter on the 'bag coaching' prompt.

3. Type the **text** to appear as the title on the 'bag coaching' prompt in 'Title for bag label quantity dialog.'

4. Type the **text** to appear as the subtitle on the 'bag coaching' prompt in 'Subtitle for bag label quantity dialog.'

5. Select **Use ATO destination as pickup preferences** to use the destination specified in the Aloha Takeout Source and Destination feature as the pickup preference to appear on the 'bag coaching' prompt.

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

Configuring a kitchen screen to prompt for bag coaching

You must configure an assembly line expo screen to prompt for 'bag coaching' when the expediter bumps the last item of the order.

To configure an assembly line expo screen to prompt for 'bag coaching':

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Kitchen Screen**.

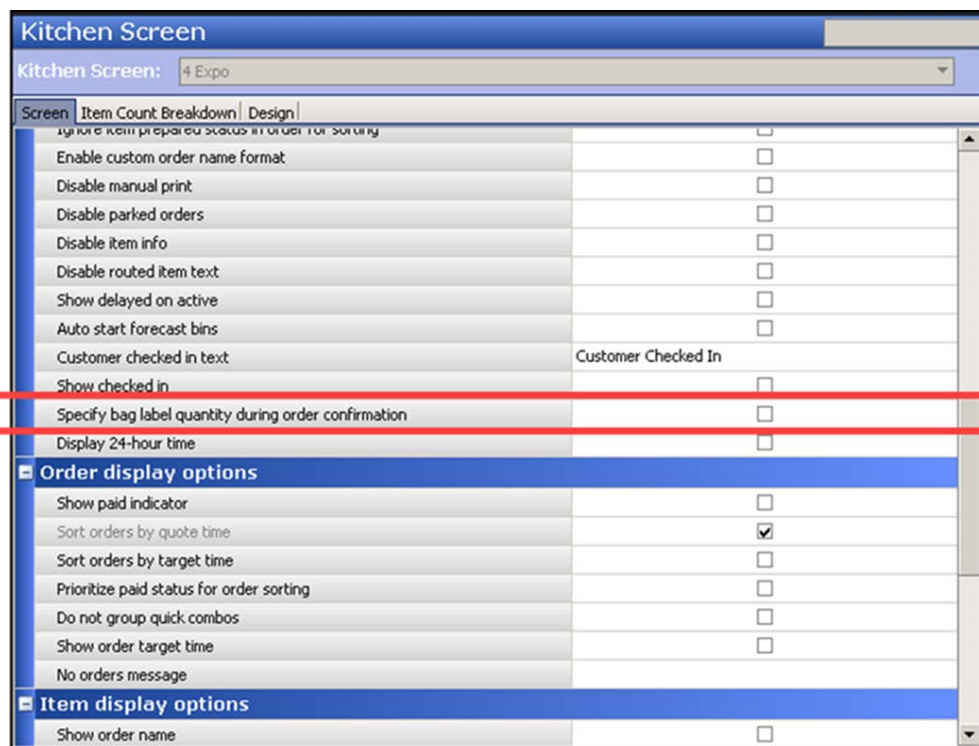2. Select an **assembly line expo screen** in use.

Figure 42 Kitchen Screen - Assembly Line Expo Screen

3. Under the 'Display options' group bar, select **Specify bag label quantity during order confirmation** to display a 'bag coaching' prompt for entry of the number of labels to print for the order.

4. Click **Save**.

5. Repeat this **procedure** for each assembly line expo screen.'

6. Exit the **Kitchen Screen** function.

Refreshing the data

After all settings are in place in Aloha Configuration Center (CFC) or 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 between peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

Using Production Assembly Line

When an order appears on the production assembly line, either from an in-store customer or an online order, it appears on the left side of the screen, sorted by the calculated promise time. Orders without a promise time appear under the heading of ASAP. A circled check mark appears next to the name of the customer for the current order. The ingredients for the item highlights so you can visually and quickly identify which ones to pull from the production assembly line.

To prepare an order in a production assembly line:

1. When an order arrives on the first assembly line production screen, pull the **ingredients** and build the **item** with the highlighted ingredients.

Figure 43 'Assembly line production screen' Type

2. Bump the **item** using a bump bar. The order progresses to the next screen in the production line.
3. Repeat **steps 1 and 2** for each assembly line production screen.
4. Continue to the **next procedure**.

If there are no ingredients for the selected item, a message appears. This screen is for information only and you can bump the item as normal.
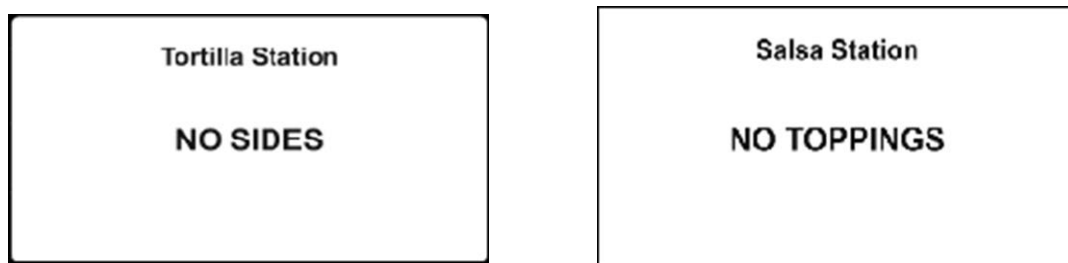

Figure 44 No Ingredients and No Sides Messages

Finalizing an order from an assembly line expo screen

When a production employee bumps the order from the production screens, the expediter must finalize the order.

To finalize an order from an assembly line expo screen:

1. When a production employee **completes** and **bumps** the assigned items from the assembly line production screens, the items appear on the assembly line expo screen.
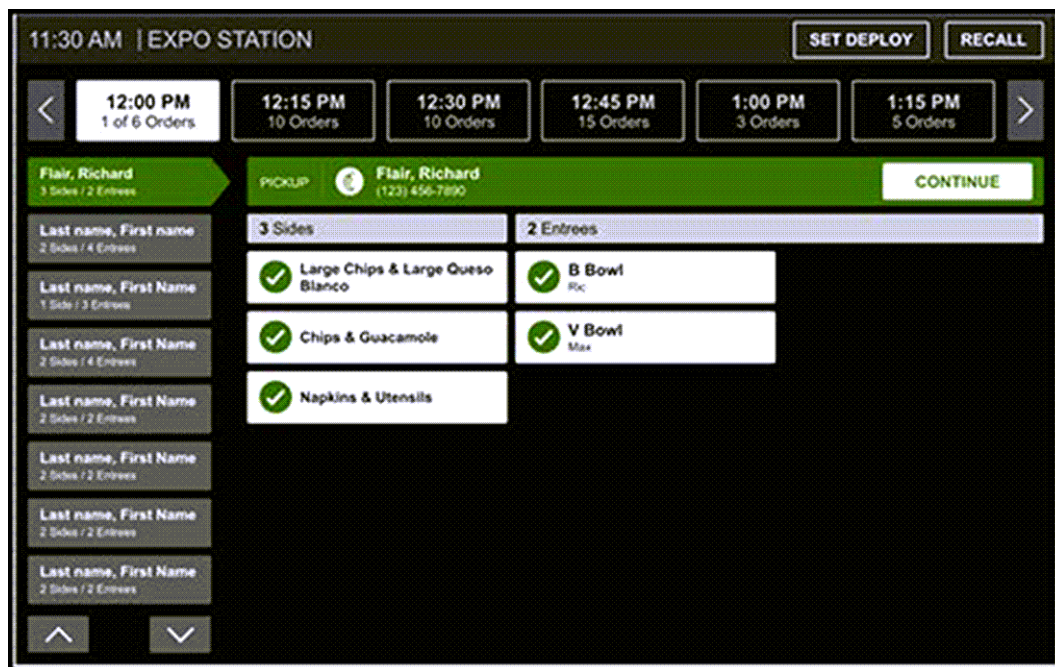

Figure 45 Production Assembly Line Expo Screen

2. Touch the **time interval** in which the order is found on the time slot bar, if necessary. If the time slot does not appear on the screen, touch the **scroll arrows** to page left and right.

3. Touch the **order** from the order list. If the order does not appear on the screen, touch the **scroll arrows** to page up and down.

4. Touch each **prepared item** on the order details area as you verify them. A check mark appears when selected. When all items are selected, The CONTINUE button appears enabled on the order header.

5. Touch **Continue** to complete the order.

Specifying the number of order labels to print from the bag coaching prompt

If the 'bag coaching' prompt automatically appears when you bump the order from the assembly line expo screen, you must specify the number of labels to print, depending on the number of bags and cartons required for the order.

To use bag coaching:

1. If the 'bag coaching' prompt appears, enter the **number of labels** to print for the order, using the numeric keypad.
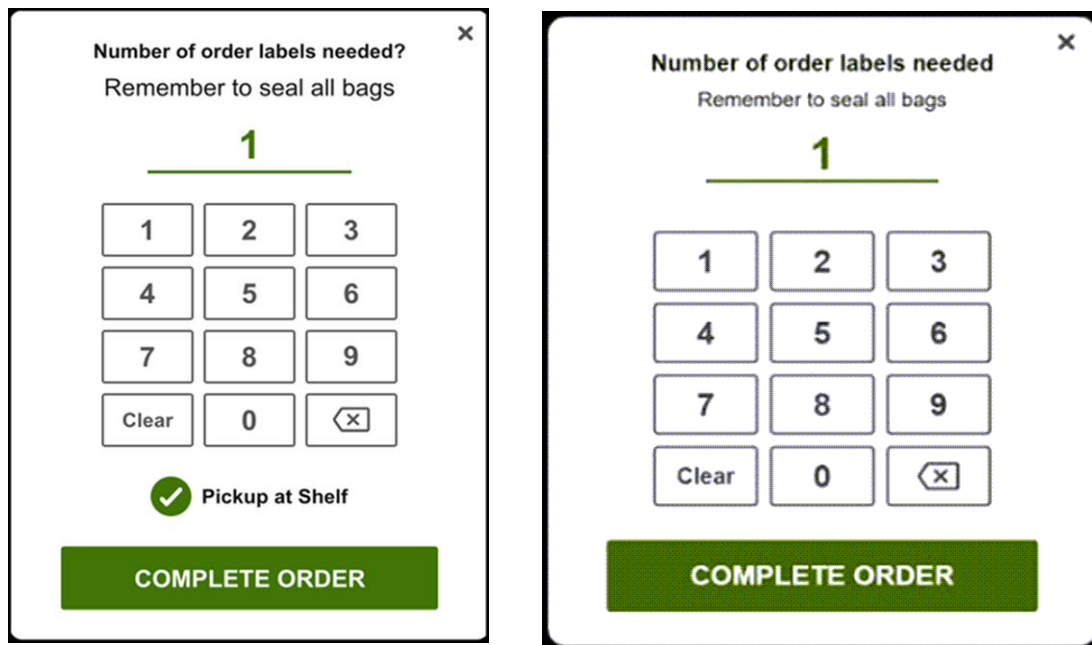

Figure 46 Bag Coaching Prompt

2. If you enter a number that exceeds the configured maximum value, a message appears. Re-enter the **number of labels** within the acceptable values.
3. Touch the **pickup preference** for verification to enable the COMPLETE ORDER button. If no pickup preference is present, continue to the next **step**.
4. Touch **COMPLETE ORDER** to bump the order and print the specified number of order labels.

Firing a future order from an assembly line expo screen

When you select an order that has not yet been fired, the future order screen appears with limited functionality. FIRE NOW appears in place of the CONTINUE button and you cannot 'check off' items in the order. You can either fire the order or move to another order.

> ⚠ **Caution**
> Firing a future order makes the order active and sends the order to production screens for preparation. This could cause the order to be prepared too early.

To fire a future order:

1. From the assembly line expo screen, touch the **time interval** in which the order is found on the time slot bar, if necessary. If the time slot does not appear on the screen, touch the **scroll arrows** to page left and right.

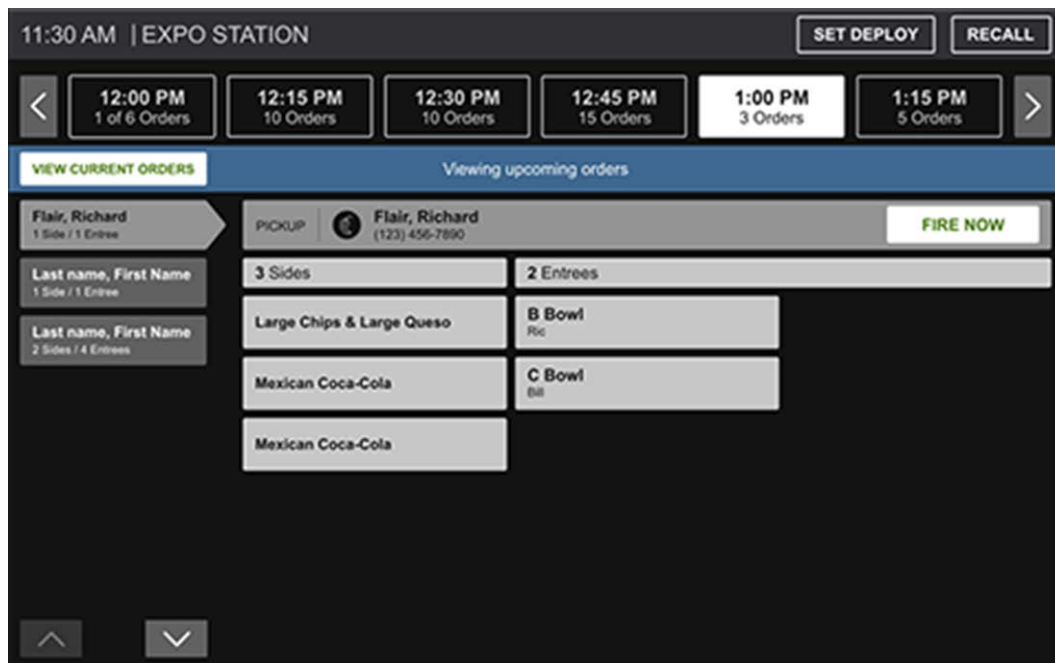2. Touch the **order** that has not yet been fired. The future order screen appears.

Figure 47 Future Order Screen

3. Touch **FIRE NOW** to send the order to the production screens for preparation.

   -OR-

   Select another **order**.

Recalling an order from assembly line expo screen

The expediter can recall an order to reprint labels for an item or the whole order.

To recall an order:

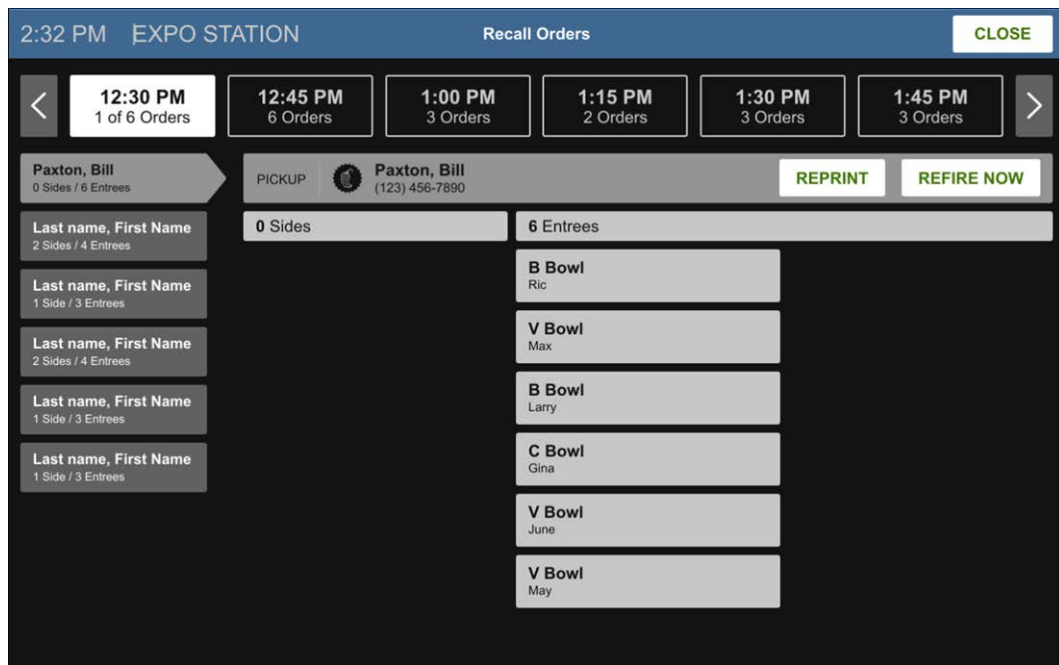1. From the assembly line expo screen, touch **Recall**.

Figure 48 Unselected Items on Recall Screen

2. Select the **items** to recall or touch **SELECT ALL** to recall all items.
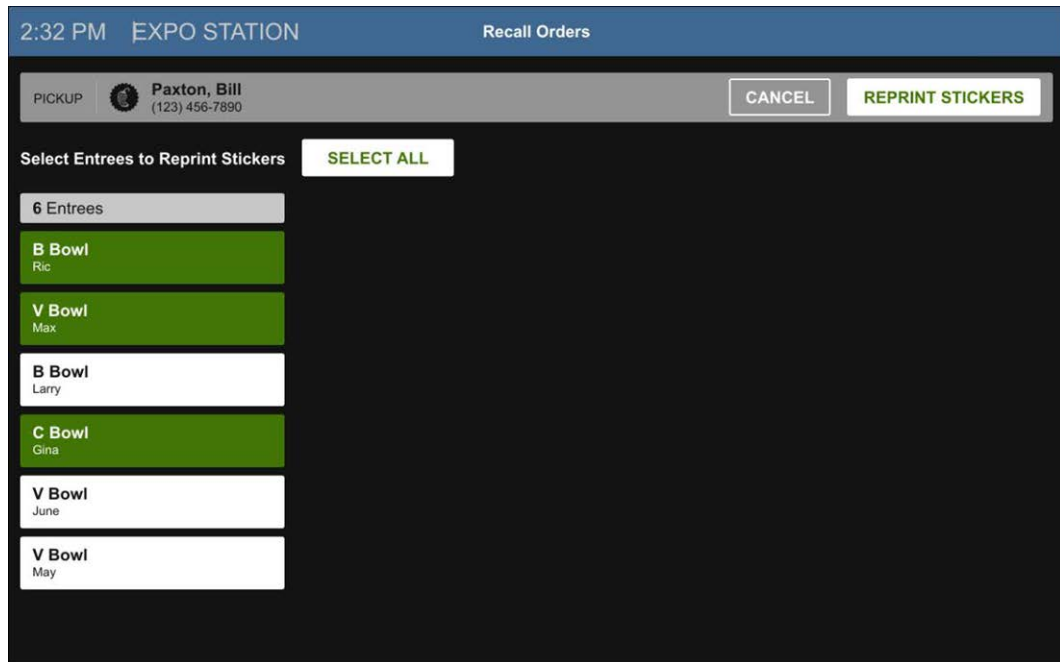

Figure 49 Selected items on Recall Screen

3. Touch **REPRINT STICKERS**.

Figure 50 Reprint Prompt

4. Touch either **ALL ORDER LABELS** or **ENTREE STICKERS**.

Refiring an order from an assembly line expo screen

If an item or entire order was not made, the expediter can send the order back to the production screens.

To refire an order:

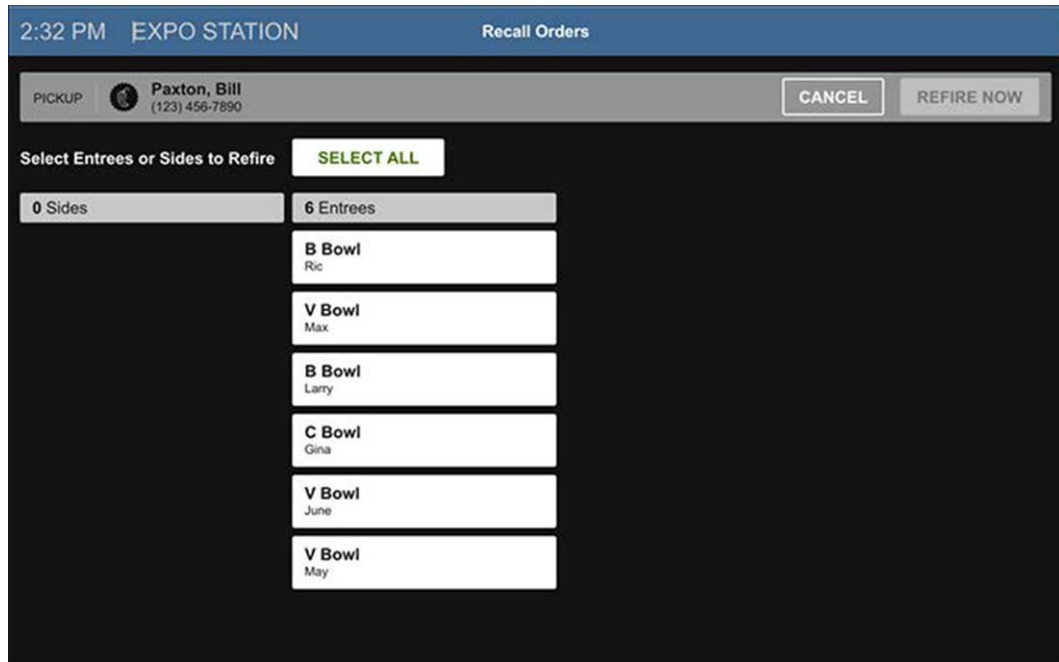1. From the assembly line expo screen, touch **REFIRE**.

Figure 51 Unselected Items on Refire Screen

2. Select the **items** to refire or touch **SELECT ALL** to refire all items.
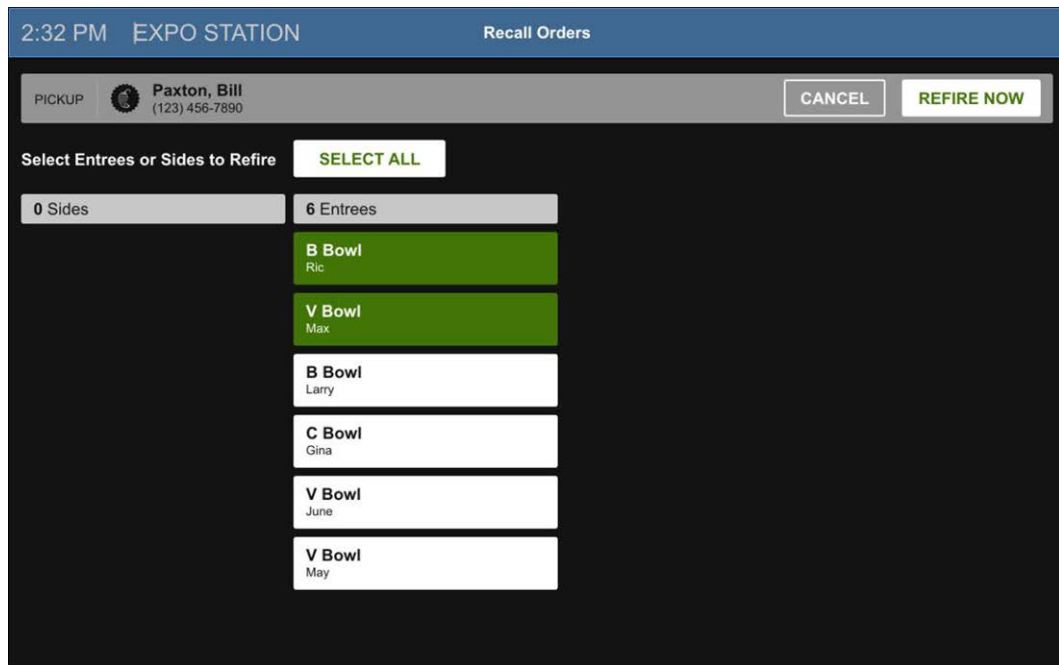

Figure 52 Selected items on Refire Screen

3. Touch **REFIRE NOW**. A confirmation prompt appears.

Figure 53 Refire Prompt

4. Touch **REFIRE** to send the items to the production screens, or touch **CANCEL** to cancel the operation.

Troubleshooting Production Assembly Line

Routed item does not appear on assembly line production screen

If a No Station Layout Available message appears for a routed item to an assembly line production screen, then the item is not found in the category associated with the corresponding station in the Production Line Categories function. When this message appears, the production employee can continue to prepare and bump the order; however, you must add the item to the necessary category to avoid this message. Refer to "Associating production line groups with kitchen stations" on page 20.
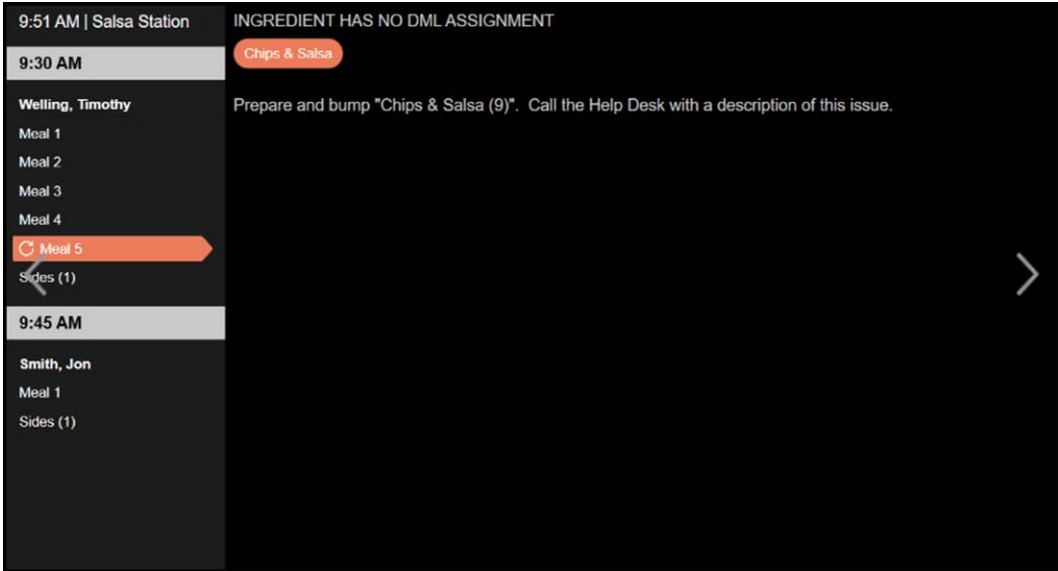

Figure 54 No Station Layout Available Message

Production Assembly Line, Feature Focus Guide

NCR Voyix 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: Documentation.HSR@NCRVoyix.com