

Menu Maker User Guide

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About Menu Maker

Menu Maker in an easy-to-use web-based authoring tool that reduces the complexity of creating and maintaining consumer facing menus. Using Menu Maker to build your online menus:

- Reduces the time it takes to create a consumer facing menu.
- Minimizes the number of menus needed.
- Supports evolving consumer needs that change how you interact with your clients.
- Utilizes new features to help you get a competitive edge.

Accessing Menu Maker

Navigate to the instance of Menu Maker for your region.

- NAMER region: https://menu-maker-prd.ncrcloud.com/login
- EMEA region: https://menu-maker-emea-prd.ncrcloud.com/login
- APAC region: https://menu-maker-apac-prd.ncrcloud.com/login

The Login screen appears.

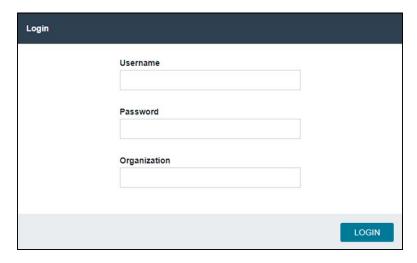


Figure 1 Menu Maker Login Screen

Enter your account name, password, and organization and click LOGIN. The landing screen appears with the Menus module active on the screen.



Working with Menus

Use the Menus module to create a menu for your organization. The menu creation process involves:

- Creating a menu
- Creating submenus
- Creating an item Sales Items
- Creating an item Quick Combo
- Adding images using the Menu Module
- Importing an existing submenu

When you select the Menus module, all currently existing menus created for your organization appear on the landing page. As of this writing, we support only one menu per customer.



Figure 2 Create New Menu

- Indicates a menu that is not yet published. Consumers will not yet see this newly created menu.
- Indicates a menu that is published and available for use at the designated sites.
- Indicates changes have been made to the menu and they are not yet published.
- Indicates there is an error that needs to be corrected, such as an empty menu, empty submenu, and more.



Creating a menu

1. Select **Menus** in the navigation pane on the left. All menus created for your organization appear on the landing page. In the figure below, we see one published menu, denoted by ... Additionally, this menu has some changes since the last time it was published, denoted by ...

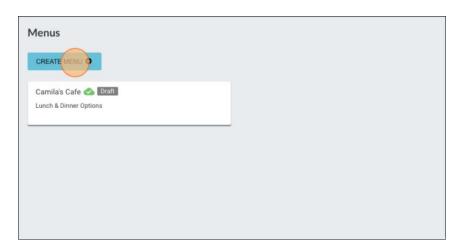


Figure 3 Menus Landing Page

2. Click **CREATE MENU**. The Create New Menu screen appears:

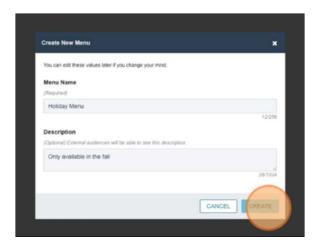


Figure 4 Create New Menu Screen



- 3. Enter a name and brief description for the menu.
- 4. Click **CREATE**. The new menu appears on the landing page alongside any previously created menus.



Figure 5 Newly Created Menu

This Menu has not yet been published meaning consumers of the Menu Maker service will not yet see this newly created menu, denoted by .

5. Click into the **Menu** to continue the creation process. The menu properties appear with the INFO tab active.

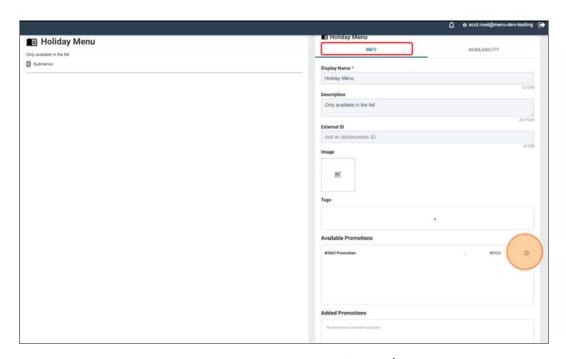


Figure 6 Menu Properties - INFO Tab



- 6. Use the **options** on the **INFO tab** to edit the following menu level properties.
 - o **Display Name:** Display name of the menu as seen by end users.
 - o **Description:** Brief description about the purpose and/or contents of the menu.
 - External ID: Used to keep track of your menu, if the organization has a classification system, such as NAMER22Holiday.
 - o **Image:** Provides the menu an image using Menu Service.
 - o Tags: Allows consumers to find the menu using assigned tags/key words.
 - Available Promotions: Shows the promotions assigned to the Menu in Digital Coupon Service. Click '+' to add the required promotion to your menu.



Note

Supported promotion types are Quick Combo, BOGO, check reductions, and new prices.

7. Select the AVAILABILITY tab.

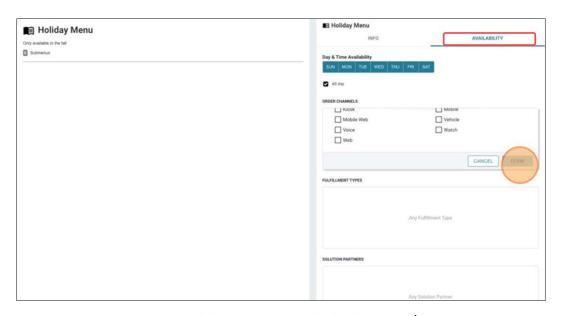


Figure 7 Menu Properties - AVAILABILITY Tab

- 8. Use the **options** on the **AVAILABILITY tab** to edit the following menu level properties.
 - Day & Time Availability: Select the days and times the menu is available. Click All day to make the menu available all day (24hrs).
 - **ORDER CHANNELS:** Choose the required **ordering channels** for the menu. For example, Call Center, Email, Mobile, Web, and more.



- **FULFILLMENT TYPES:** Choose the **required order modes** for the menu. For example, DineIn, Delivery, Curbside, and more.
- **SOLUTION PARTNERS:** Choose the required **solution partners** for the menu. For example, Doordash.



Note

If you choose not to specify order channels, fulfillment types, and solution partners, these values default to 'any.'

9. Click **DONE**.



Creating submenus

After creating a menu, you can add as many submenus, as needed.

To create submenus:

1. Select the **desired menu** from the Menus landing page. The menu and its properties appear on the screen.



Figure 8 Menu Selection

2. Click **CREATE SUBMENU**. The Create Submenu screen appears with the CREATE NEW tab active.



Figure 9 Create Submenu Screen



3. Enter a **name** and **description** for the submenu and click **CREATE**. Please note there is an error indicated for the submenu, as denoted by the warning sign. This error is due to the submenu being empty.

艮

Note

Errors are denoted using the ① icon It is important to troubleshoot menu errors. It is important to troubleshoot menu errors as they prevent you from publishing the menu. If the 🛕 icon appears, you are allowed to publish the menu without resolving the error.

There are overlapping customization features from the Menu level available at the submenu level.

- 4. Select the created **submenu**. The submenu properties appear with the following two tabs, INFO and AVAILABILITY.
- 5. Use the **options** on the **INFO tab** to edit the following submenu level properties.
 - o **Display Name:** Display name of the submenu.
 - o **Description:** Brief description about the purpose and/or contents of the submenu.
 - External ID: Used to keep track of your submenu, if the organization has a classification system.
 - o **Image:** Image assigned to the submenu.
 - Tags: Allows consumers to find the submenu using assigned tags/key words.
- 6. Use the **options** on the **AVAILABILITY tab** to edit the following submenu level properties.
 - o **AVAILABLE:** Select to enable submenu availability.
 - Day & Time Availability: Select the days and times for the submenu availability.
 - -OR-
 - Click **All day** to designate the submenu is available for all days of a week.
 - ORDER CHANNELS: Choose the required ordering channels for the submenu. Example: Call Center, Email, Mobile, Web, and more.
 - **FULFILLMENT TYPES:** Choose one or more **order modes** for the submenu. Example: Dineln, Delivery, Curbside, and more.
 - SOLUTION PARTNERS: Choose the required solution partners for the submenu.
 Example: Doordash.

Once you create a submenu, hover the mouse on the submenu **ellipsis** icon to view the additional options.

- Add (Menu) Item to Submenu: Select to add the menu item to the submenu.
- Rename Submenu: Select to rename the submenu.
- **Move:** Select to move the submenu to top/up/down/bottom.
- Remove Submenu: Select to remove the submenu from the menu.



Creating an item - Sales Items

You can add as many Sales Items to a submenu, as needed.

To add a Sales Item to a submenu:

1. Select the **submenu** onto which to add the Sales Item and click **CREATE ITEM**.

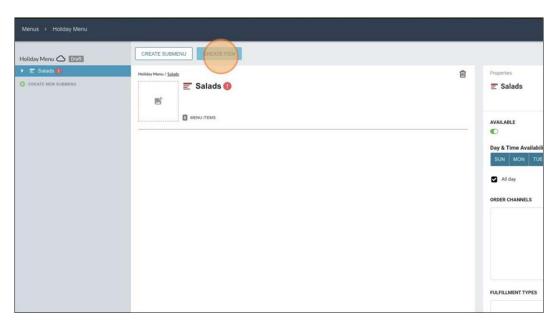


Figure 10 Create Item on Submenu

The Create Menu Item screen appears with the ADD SALES ITEMS tab active by default.

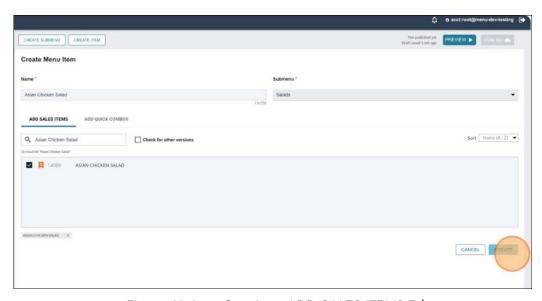


Figure 11 Item Creation - ADD SALES ITEMS Tab



All items defined as Sales Items in the POS appear in the selection list.

- 2. Search for and select the **item** to add. In the above example, we searched for and selected Asian Chicken Salad, resulting in Sales Item 14089.
- 3. Click **CREATE**. The following screen for item creation appears with the INFO tab appearing by default.

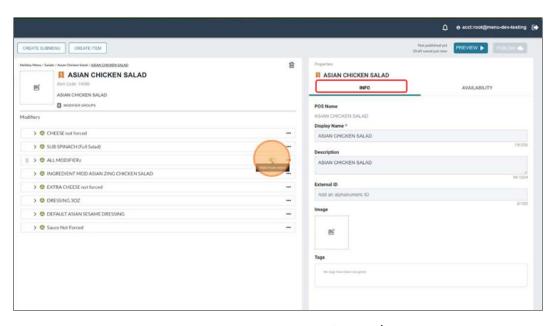


Figure 12 Item Creation - INFO Tab

- 4. Enter the **display name** to appear on the menu for the Sales Item, to display a different label than what appears in POS Name to consumers. Menu Maker considers the POS the source of truth, making POS Name read only.
- 5. Use the options on the INFO tab to edit the following Sales Item level properties:
 - **Description:** Brief description about the purpose and/or contents of the sales item.
 - **External ID:** Used to keep track of your sales item, if the organization has a classification system.
 - Image: Image assigned to the sales item.
 - Tags: Allows customers to find the sales item via assigned tags/key words.
- 6. Select the AVAILABILITY tab.
- 7. Use the options on the AVAILABILITY tab to edit the following Sales Item level properties:
 - **AVAILABLE:** Select to enable the sales item availability.
 - ORDER CHANNELS: Choose the required ordering channels for sales item. Example: Call Center, Email, Mobile, Web, and more.



- FULFILLMENT TYPES: Choose the required order modes for sales item. Example: Dineln,
 Delivery, Curbside, and more.
- SOLUTION PARTNERS: Choose the required solution partners for sales item. Example: Doordash.

Customizing modifier groups for a Sales Item

When you select an item on the submenu, the applicable modifier groups appear. "Drag and drop" modifier groups to rearrange how they appear on the menu. You can also hide a modifier group from the menu, to prevent consumers from seeing certain modifier groups.

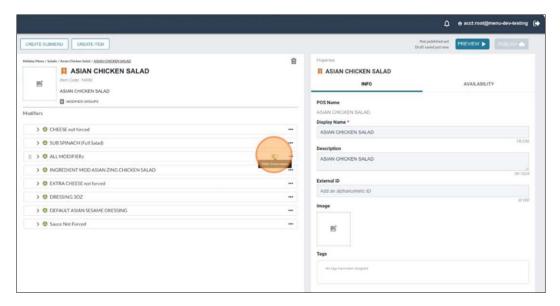


Figure 13 Sales Item with Modifiers

Hover over the **modifier group** to hide from the consumer to display additional controls, then click **Hide from view** to toggle on (to show) or toggle off (to hide) the modifier group from the menu.



In addition to rearranging and hiding modifier groups, you can choose to hide specific modifier items.

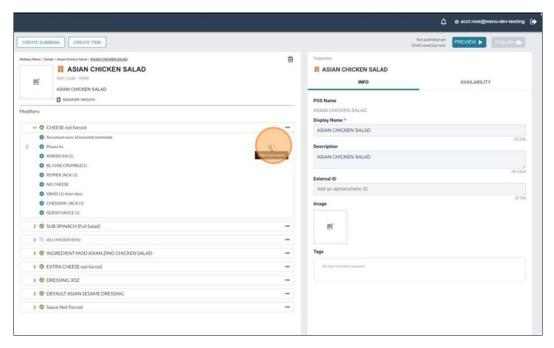


Figure 14 Hide Modifier Items

To hide a modifier item, expand the **modifier group** first. If you hide a modifier group, all modifiers in the group do not appear on the menu.

The modifier group and modifier item 'Properties' panes show the details in the 'INFO' and 'RULES' tabs

- **INFO**: The information on the INFO tab is inherited from the POS. Use the options on the INFO tab to edit the following properties for modifier groups or modifier items:
 - o **POS Name:** Display name of the sales item. (Read only)
 - Display Name: Display name of the modifier.
 - Description: Brief description about the purpose and/or contents of the modifier.
 - External ID: Used to keep track of your modifier, if the organization has a classification system.
 - o **Image:** Image assigned to the modifier.
 - Tags: Allows customers to find the modifier via assigned tags/key words.
- **RULES**: The information on the RULES tab is inherited from the POS. Use the options on the RULES tab to edit the following properties for modifier groups or modifier items.
 - MINIMUM: Click ADD A VALUE to add a minimum value to the modifier.
 - MAXIMUM: Click ADD A VALUE to add a maximum value to the modifier.
 - FREE QUANTITY: You cannot change POS free quantity value.



- STEP QUANTITY: Click ADD A VALUE to add a step quantity to the modifier.
- o Recipe/Auto-add: Select recipe/auto-add/none option from the drop-down list.

We support up to nine levels of modifier groups and modifier items.

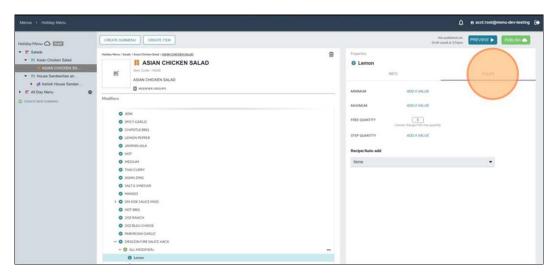


Figure 15 Modifier Item - RULES Tab

For every level of modifier group and items you can the properties associated to it in the Info tab. In this case, we don't want menu consumers to see LEMON - KITCHEN MOD, so we changed the display name and description.

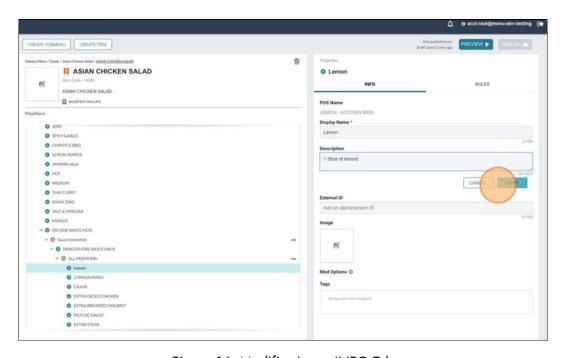


Figure 16 Modifier Item - INFO Tab



Notice that at the modifier level the availability tab has been replaced by rules. These rules are inherited from the POS. In the case of our Lemon modifier item, no rules exist at the POS level with regard to minimum, maximum, or step quantity; however, there is a free quantity rule.

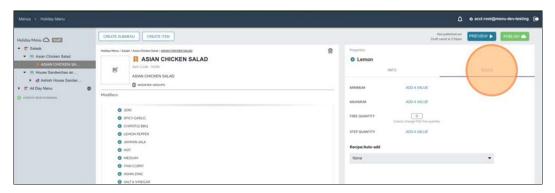


Figure 17 Modifier Item - RULES Tab

In this example, we added rules to the lemon slice. Now upon ordering, a consumer must order at least one lemon but cannot order more than three.

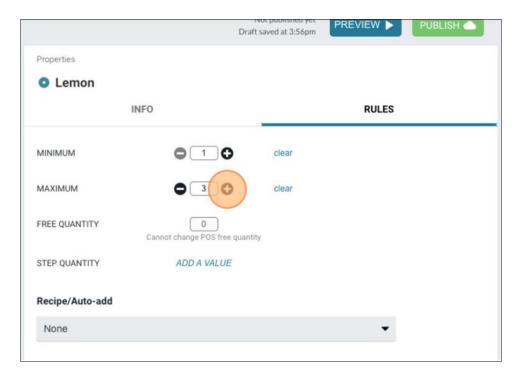


Figure 18 Modifier Rules - MINIMUM and MAXIMUM



Is the below American Cheese example, the rules for the modifier item are inherited from the POS, preventing you from editing the min or max quantity rules.

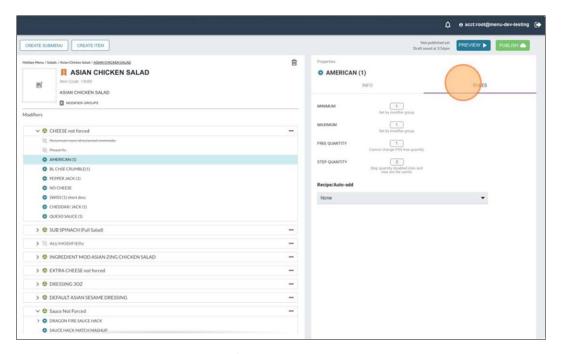


Figure 19 Modifier Item - MIN/MAX Restricted



Creating an item - Quick Combo

You can add as many Quick Combos to a submenu, as needed.

To add a Quick Combo to a submenu:

1. Select the submenu onto which to add the Quick Combo and click CREATE ITEM.

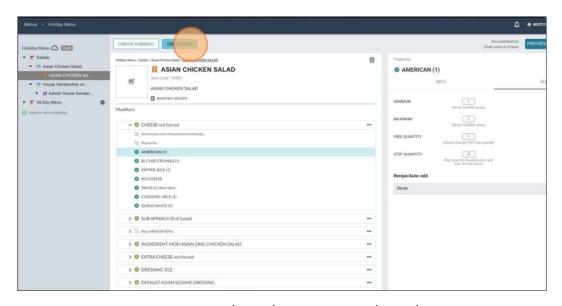


Figure 20 Quick Combo - Create Quick Combo

The Create Menu Item screen appears with the ADD SALES ITEMS tab active by default.

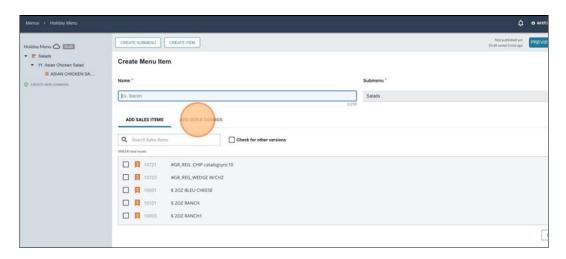


Figure 21 Quick Combo - ADD SALES ITEM Tab



2. Select the ADD QUICK COMBOS tab.

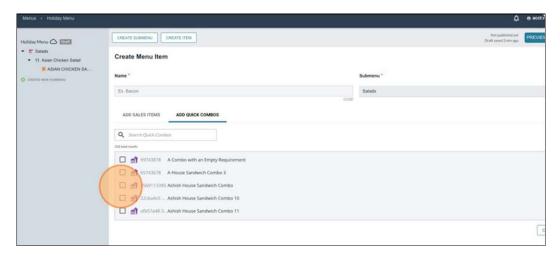


Figure 22 Quick Combo - ADD QUICK COMBO Tab

All quick combo items in the POS appear in the selection list.

3. Select the **quick combo** to add to your menu, type a **name**, and click **CREATE ITEM**. The quick combo appears on the menu with all associated components.

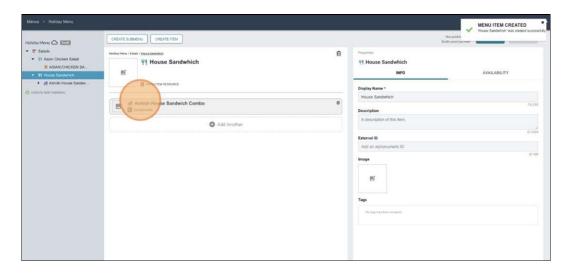


Figure 23 Quick Combo - Added to Menu



Understanding quick combo properties

The quick combo 'Properties' pane shows the details in the 'INFO' and 'AVAILABILITY' tabs.

- **INFO**: The information on the INFO tab is inherited from the POS. Use the INFO tab to edit the following properties for quick combos.
 - o **Display Name:** Display name of the quick combo.
 - o **Description:** Brief description about the purpose and/or contents of the quick combo.
 - External ID: Used to keep track of your quick combo, if the organization has a classification system.
 - Image: Image assigned to the quick combo.
 - Tags: Allows customers to find the quick combo using assigned tags/key words.
- **AVAILABILITY**: Use the AVAILABILITLY tab to edit the following properties for the quick combo.
 - AVAILABLE: Select to enable the quick combo availability.
 - Day & Time Availability: Choose the days and times the quick combo is available. Click
 All day to make the quick combo available for all days of a week.
 - **ORDER CHANNELS:** Choose the required **ordering channels** for the quick combo. Example: Call Center, Email, Mobile, Web, and more.
 - FULFILLMENT TYPES: Choose the required order modes for the quick combo. Example: DineIn, Delivery, Curbside, and more.
 - **SOLUTION PARTNERS:** Choose the required **solution partners** for the quick combo. Example: Doordash.

In the below House Sandwich example, there are three components for the quick combo: a sandwich, a side, and a drink

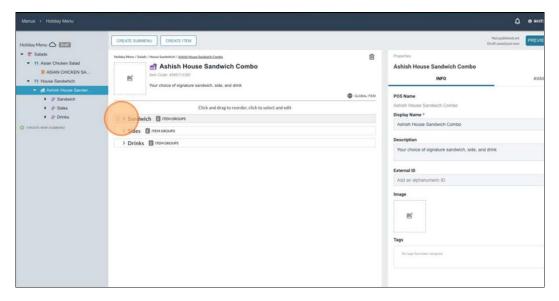


Figure 24 Quick Combo - Components



Within each component you find the item groups and associated items. Let's take a closer look at the Classic Burger.

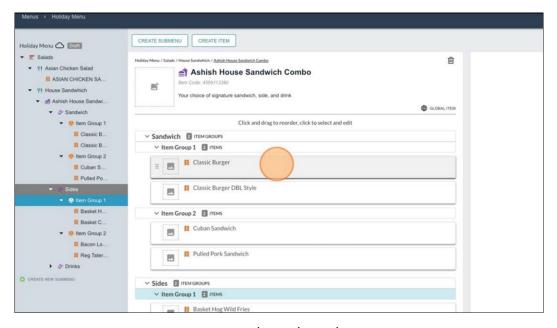


Figure 25 Quick Combo - Closer View

Changing the name of a quick combo

It is possible to change the name of a quick combo using the Display Name option on the INFO tab.

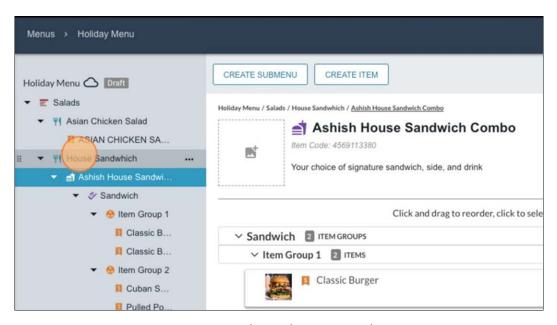


Figure 26 Quick Combo - Name Change



To change the name of a quick combo:

 Select the quick combo on the left. The quick combo properties appear with the INFO tab active by default.

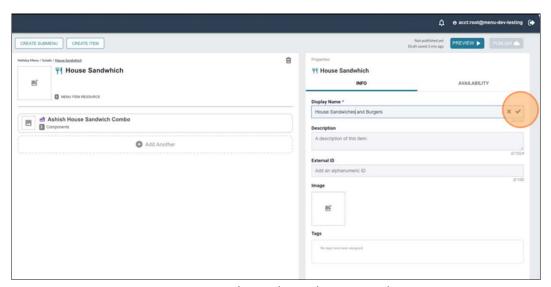


Figure 27 Quick Combo - Change Display Name

2. Type a **new name** for the item in Display Name.

Adding images using the Menu Module

You can also add an image to display on the menu for the item.

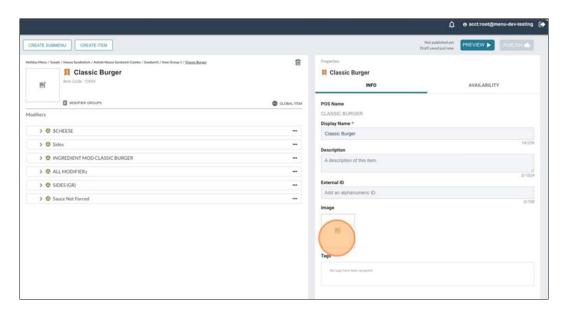


Figure 28 Menu Module - Add Images



To add an image to the Classic Burger example:

- 1. Click the **Image box** to display the Add Image dialog box with the UPLOAD A FILE tab active.
- 2. Browse to the **location** of the image file or drag and drop the **image file** into the box.

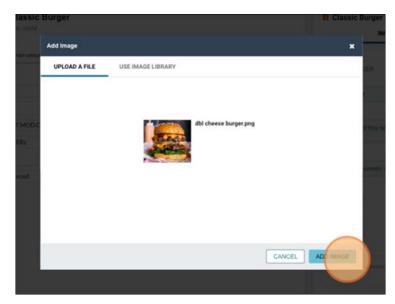


Figure 29 Menu Module - Image Selected for Import

3. Click ADD IMAGE.



Removing an image from an item

1. To remove an image for an item, hover over the **image** until the pencil icon appears and then click the **item** to display the Edit Image dialog box

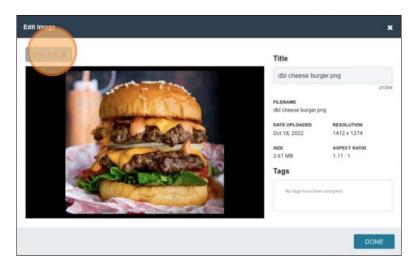


Figure 30 Menu Module - Remove Image

2. Click **REMOVE** in the top left corner. A prompt to confirm the deletion appears.

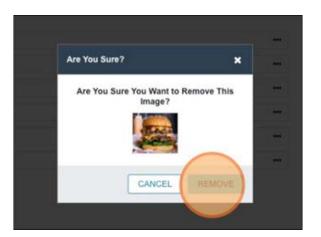


Figure 31 Menu Module - Remove Image Confirmation

3. Click **REMOVE** again or click **CANCEL** to return to the Edit Image dialog box.

Once you upload an image to the image library, you can select the USE IMAGE LIBRARY tab and use this same image for a different item without having to upload it twice.



Rearranging item groups and sales items within item groups

In the example below, Item Group 2 appears before Item Group 1. Use drag and drop functionality to rearrange the item groups.

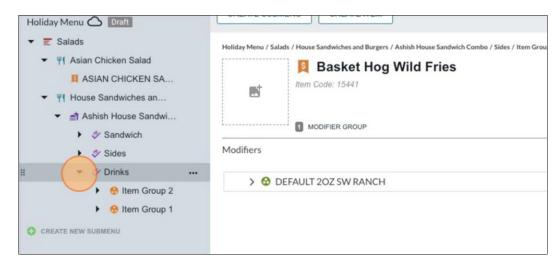


Figure 32 Quick Combo - Rearrange Sales Items Within Item Groups

You can also use drag and drop functionality to rearrange the sales items within item groups.

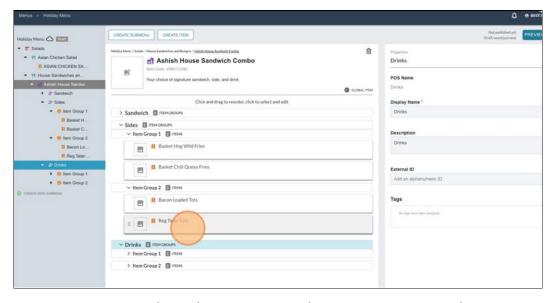


Figure 33 Quick Combo - Rearrange Sales Items Using Drag and Drop



Importing an existing submenu

Now that you have successfully created a submenu, you can leverage that submenu to create additional submenus without having to start from scratch.

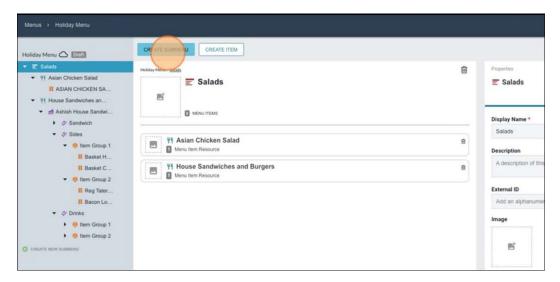


Figure 34 Create Submenu - Import

To import an existing submenu:

1. Click CREATE SUBMENU.

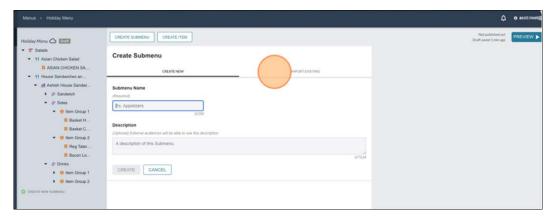


Figure 35 Create Submenu - CREATE NEW Tab



2. Select the **IMPORT SUBMENU** tab.

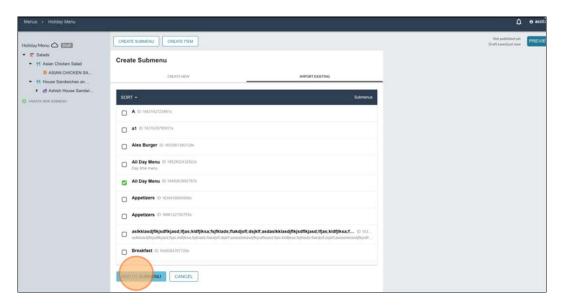


Figure 36 Create Submenu - IMPORT EXISTING Tab

3. Select the **menu to import** in the list, and click **ADD (1) MENU**. The icon denotes imported submenus. Any changes to this submenu apply to all menus using it.

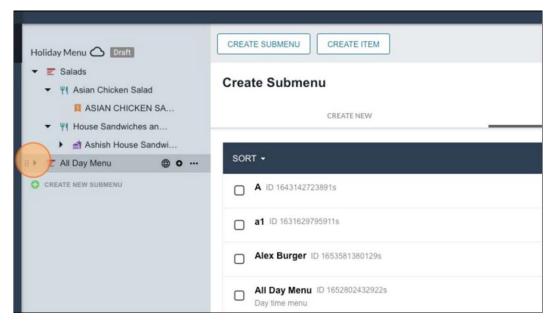


Figure 37 Create Submenu - Import Submenu



Working with Sites

Once you create a menu, you need to assign the menu to a site or site group before publishing.

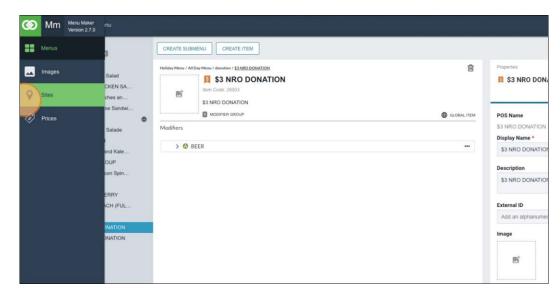


Figure 38 Sites - Assigning Menu to Sites/Site Groups

Select Sites in the left navigation pane to access the Sites module. The Sites screen appears allowing you to view all sites within the organization.

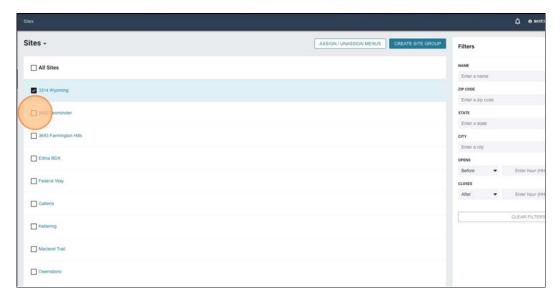


Figure 39 Sites - Selecting Sites/Site Group



Menu Maker also supports Site Groups for ease of bulk site assignment/management.



Figure 40 Assigning Sites - Using Site Groups

You can also create new site groups if the one you need is not there.

To create a site group:

- 1. Click the **Sites** drop-down arrow and select Site Groups to view all site groups within the organization.
- 2. Click **CREATE SITE GROUP** in the top right corner. The Create New Site Group screen appears.
- 3. Type a **name** for the site group.
- 4. Select the **sites** to include in the site group. To include an existing site group, click the **Sites** drop-down arrow and select **Site Groups**. Your selections appear to the right in the Preview panel. Clear a site to remove it from the site group.
- 5. When all sites or site groups appear in the Preview panel, click **DON**E. A confirmation message appears to confirm the group creation.



Assigning/unassigning a menu to a site or site group

Use the Sites module to assign the menu to one or more sites or a site groups.

To assign a menu to a site or site group:

- 1. Select **Sites**. The Sites screen appears allowing you to view all sites within the organization.
- 2. Select the desired **site(s)** to assign to the menu, or click the **Sites** drop-down arrow and select **Site Groups** to view all site groups within the organization.

Use the **Filter** options to minimize the number of sites or site groups that appear for selection.

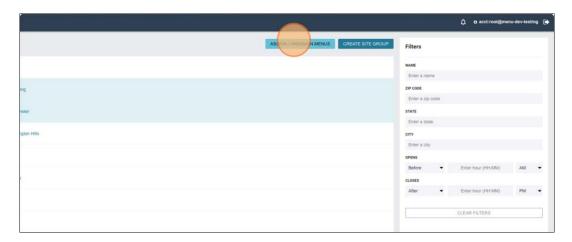


Figure 41 Site Groups - ASSIGN/UNASSIGN MENUS

3. Click ASSIGN/UNASSIGN MENUS.

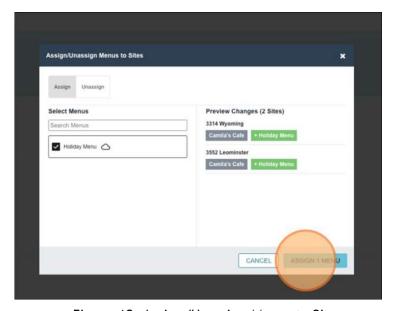


Figure 42 Assign/Unassign Menus to Sites



The menus appear in the list for selection and your site selections appear in the Preview panel on the right

- 4. Select the **menus** to assign to the selected sites.
- 5. Once you have selected all desired menus, click **ASSIGN 'x' MENU**. Here, 'x' denotes the number of menu(s) selected. A confirmation message appears to confirm the menu assignment.

Previewing and publishing menus

Once you assign a menu to one or more sites, use 'Menus' to preview and then publish the menus for those sites so they are available for live ordering. You can always make changes to the menus prior to publishing.



Note

Menus must be assigned to at least one site before publishing.

Previewing a menu

Previewing menus helps you identify any errors and make last minute changes, if required.

To preview a menu:

- 1. Select **Menus** in the navigation pane on the left. All menus appear for selection.
- 2. Select the **menu** to preview and it appears on the screen.

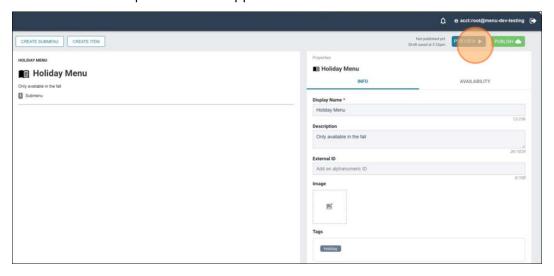


Figure 43 Preview a Menu



3. Click **PREVIEW**. The items in the menu along with their prices are listed.

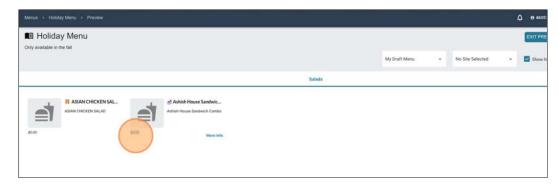


Figure 44 Preview Menu - Prices Reflect as \$0.00

Notice on initial preview, all items are set to \$0.00. This is because prices are site specific.

4. Click the **No Site Selected** drop-down arrow and select a **site** to see the item prices for that site. Also notice the item availability service lets you know when an item is out of stock.



Figure 45 Preview Menu - Select a Site to Preview

5. Click **EXIT PREVIEW** to exit.



Figure 46 Preview Menu - Exit Preview





Tip

If you do not want to see the excluded items, clear the 'Show hidden/excluded menu data' check box. Items that do not contain prices are excluded.

6. Select another site, if desired, or continue to publish the menu.

Publishing a menu

Once you preview the menu for the desired sites, you must publish the menu to make it available for live ordering.

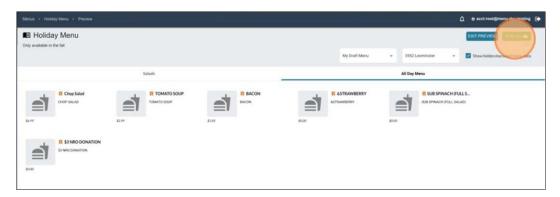


Figure 47 Publishing a Menu

To publish a menu:

- 1. With the menu still active on the screen, click **PUBLISH**. The Publish screen appears. The Publish screen summarizes the sites and site groups assigned to the menu and lists out if there are any warnings or errors.
- Select Publish Immediately from the Schedule drop-down list for the menu changes to be instantly available to all consumers.

-OR-

Select **Publish on Date** from the Schedule drop-down list for selecting a specific date and time to publish your menu.

3. Click **PUBLISH NOW** to publish the menu. A confirmation message appears to confirm publishing the menu.



Figure 48 Publish Menu - Success Message



Working with Price Schemes

Use 'Price Scheme' to create different price schemes for the menu. Price schemes allow pricing customization among solution partners, order fulfillment types, order channels, menus, site groups, and sites.

Adding price schemes

You can set up price differentiation for your menu by selecting an existing pricing differentiation or creating a new one.

To add a price scheme:

1. Select **Price Schemes** in the navigation pane on the left. The Prices screen appears.



Figure 49 Adding Price Scheme

2. Click **ADD PRICE SCHEME**. The New Price Scheme screen appears.

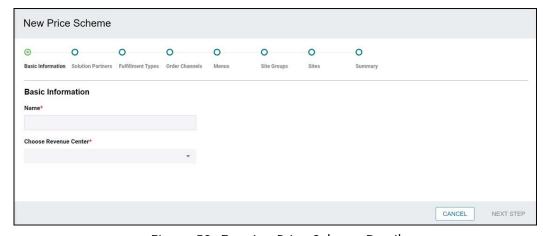


Figure 50 Entering Price Scheme Details

- 3. Type a **name** for your price scheme under the Basic Information group bar.
- 4. Select a **revenue center** from the Choose Revenue Center drop-down list.



5. Click **NEXT STEP**. The Solution Partners screen appears.

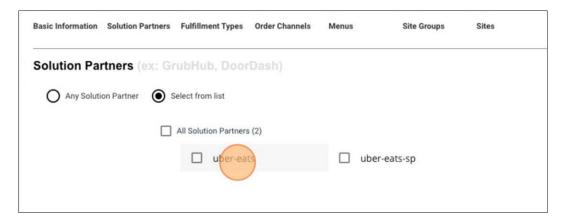


Figure 51 Solution Partners Screen

- 6. Choose to have **any solution partner** call into this price scheme or choose **Select from list** to view a list of solution partners from which to choose.
- 7. Click **NEXT STEP**. The Fulfillment Types group bar appears.

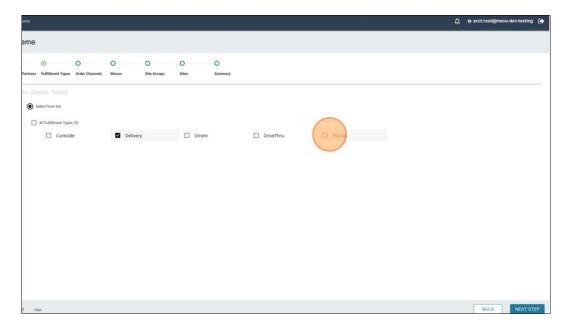


Figure 52 Select Fulfillment Types

8. Select the desired **fulfillment types** to assign to the price scheme. In this example, we are chose Delivery and Pickup.



9. Click **NEXT STEP**. The Order Channels group bar appears.

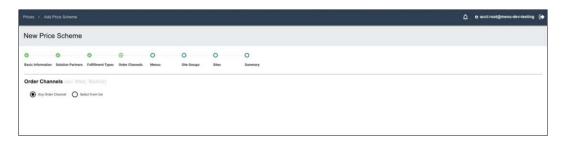


Figure 53 Select Order Channels

- 10. Select the desired order channel(s).
- 11. Click **NEXT STEP**. The Menus group bar appears.

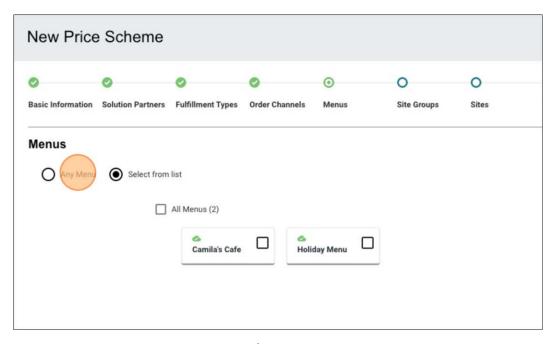


Figure 54 Select Menus to Assign

12. Select the desired **menus** to assign to the selected revenue center.



13. Click **NEXT STEP**. The Site Groups group bar appears.



Figure 55 Assigning Price Scheme

- 14. Select the desired **site groups** to assign to the selected revenue center.
- 15. Click **NEXT STEP**. The summary of the created price scheme appears.

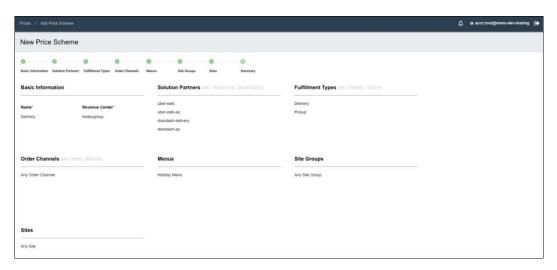


Figure 56 Selecting New Price Scheme

If an order is placed by a solution partner for delivery or pickup, they can see the prices associated with the selected revenue center.



Working with Images

Use 'Images' module to view the image library associated with your organization. You can upload the required images directly into this library. You can also remove or replace existing images, and search for images.

The Image Service uses a CDN provider to ensure better performance and increased reliability. It is recommended to upload high quality images, as the service transforms and resizes the images for consumers regardless of their device. Image service supports JPEG, JPG, PNG, and GIF images. The maximum allowed file size is 50 MB.

To upload an image into the image library:

1. Select **Images**. The Images screen appears.

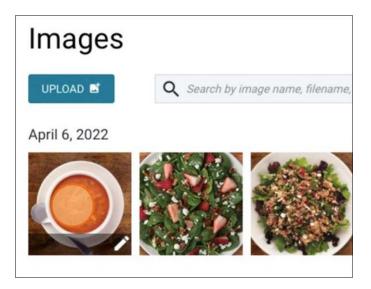


Figure 57 Menu Images

- 2. Click UPLOAD.
- 3. Browse to the **location** of the image file or drag and drop the **image file** into the box and click **ADD IMAGE**. The Image gets uploaded into your library.



To edit an image:

1. Locate and double-click the **image** in the image library.

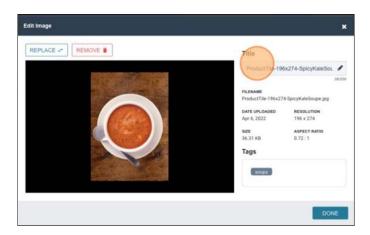


Figure 58 Editing an Image in Image Library

- 2. Edit the **properties** of the image using the options to the right. You can edit the title, add tags, and look at the properties associated with the image.
- 3. Click DONE.

To remove an image:

- 1. Locate and double-click the **image** in the image library.
- 2. Click **REMOVE**. If the image is currently in use, a prompt to review the menus and items affected by removing the image appears.



Figure 59 Removing an Image



Similarly, if you attempt to replace an image currently in use, a prompt to review the menus affected by replacing the image appears.

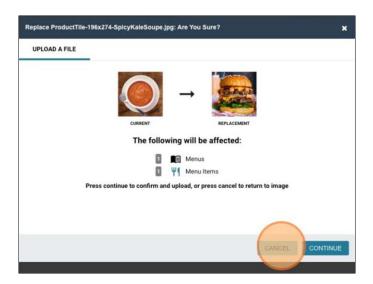


Figure 60 Removing an Image Confirmation

3. Click CANCEL if you need to back out, or click CONTINUE to remove or replace the image.



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