

# **Aloha Solution 2025 Enhancement Release Guide**

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## The purpose of this document

This document contains instructions on how to set up and use the enhancements implemented in the Aloha<sup>®</sup> Solution 2025 enhancement release. In some instances, we combine features together to better explain the new enhancements. When applicable, we include a scenario, how to configure the feature in the Back-of-House (BOH), how to use the feature in the Front-of-House (FOH), and references to other materials to fully implement the feature. This document is not intended to fully explain a particular function or other options available or surrounding the function. This document does not guarantee the options are in the same location, nor that the functionality remains the same due to enhancements implemented in future versions of the affected products.

## What you need to know before installing Aloha Solution 2025

You need to know the following before installing Aloha Solution 2025.

### PCI Software Security Framework (SSF)

Aloha Solution 2025 is validated against PCI **S**oftware **S**ecurity **F**ramework (SSF) standards. PCI SSF is a collection of standards and programs for the secure design and development of payment software. Security of payment software is a crucial part of the payment transaction flow and is essential to facilitate reliable and accurate payment transactions.



#### Reference

Refer to [Aloha Solution Data Security Handbook Implementation Guide - HKS1653](#) for more information.

## Setting the LAN Manager authentication level

The LAN Manager authentication level for Microsoft® Windows® 10 and 11 determines the response protocol used for network logons. For ATO to work properly, you must set the level to 'Send LM & NTLM – use NTLMv2 session security if negotiated.' This setting is for BOH only and cannot be performed during the RAL or ATO installation. Newer images are equipped with this requirement; however, you need to check this on your local computer and set the proper level. You must use an administrator account to set this.

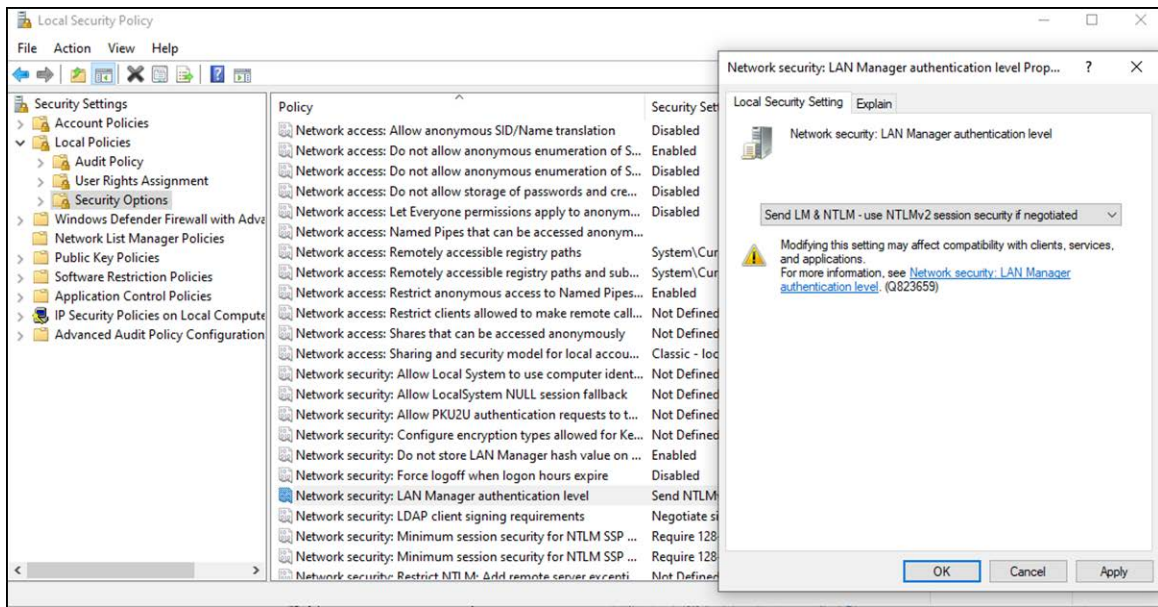


Figure 1 LAN Manager authentication level

### To set the LAN Manager authentication level:

1. Using the Windows search bar, search for and open the **Local Security Policy** app.
2. In the 'Security Settings' tree, expand **Local Policy**.
3. Select **Security Options**.
4. Under the Policy list, locate **Network security: LAN Manager authentication level**. The Properties dialog box appears with the Local Security Setting tab open.
5. Select **Send LM & NTLM – use NTLMv2 session security if negotiated** from the drop-down list.
6. Click **OK**.
7. Exit the **Local Security Policy** app.

## Integrating with AlohaCP

AlohaCP, previously known as Aloha Payment Service (APS), now integrates seamlessly with the Aloha POS system. Prior to this enhancement, when you set up Aloha to process payments through the NCR Voyix Payment Gateway (NPG), also known as Connected Payments, you had to:

- Run the installation of Aloha POS.
- Download AlohaConnectedPaymentsSetup.exe and separately install the NPG solution, which installs both APS and OpenEPS, is manifest-based, and installs a service on the Back-of-House (BOH).

Effective in Aloha POS v19.9+, when you install Aloha POS, either interactively or silently, the installer automatically installs/upgrades AlohaCP for you.



### Reference

Refer to [Alohas POS APS to AlohaCP Migration QRG - HKS1545](#) for more information.

## RAL (Remote Application Loader)

The PCI Least Privilege user requirement indicates that users of a payment application, such as the Aloha POS system, cannot carry more system privileges than strictly needed. Because of this requirement, the terminal user accounts no longer get administrative rights to perform registrations, installations, and other actions. To enable POS features and third-party applications to install via RAL, we provide a mechanism to support Chocolatey (Choco) package installation on the FOH terminals. Choco package files contain the instructions that RAL uses to install integrated and third-party applications on the FOH terminal, as well as perform actions necessary for the applications to function. Each application that relies on RAL for its FOH terminal installation must provide the terminal install Choco package with its own BOH installation. RAL now supports the Choco package installation for terminal configuration, as well as I/S related terminal configuration, on BOH devices.



### Reference

Refer to [RAL v20.0 User Guide - HKS484](#) and [Creating an Aloha Compatible Chocolatey Package - HKS1657](#) for detailed information.



## Aloha POS

The following POS enhancements are included in the Aloha Solution 2025 Enhancement Release Guide:

### Supporting InStore API for notification and ordering

Version	Tracking Number	Products	Audience
		Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Aloha Transaction Gateway (ATG) offers a solution for consuming the Aloha Point-of-Sale (POS) events occurring on the terminals. Previously, this function was available through the Terminal Events API. Now with the integration of Kafka into ATG, consumers can receive events by connecting to the Kafka Broker, while also leveraging the additional capabilities provided by Kafka.



#### Reference

Please consult with your NCR Voyix representative for onboarding a customer and obtaining the appropriate documentation.

### Adding message for incorrectly formatted QR code using a non-integrated scale

Version	Tracking Number	Products	Audience
POS v19.11.2	ALOHAP-33871	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

In POS v19.9, we added support to allow the cashier to scan a QR (quick response) code generated from a scale that is not attached to an Aloha POS terminal. This solution helps environments that weigh items to purchase on a separate scale that prints a QR code, which you then scan at the Aloha POS system. The single QR code can contain more than one weighted and non-weighted item, which allows you to scan and enter multiple items all at once at the Aloha POS system. Unlike the integrated scale solution where you scan items at an Aloha POS terminal from any point of the ordering process, with this solution, you must access the 'Multiple Item Scanning' screen prior to scanning the QR code to ring up the item.



#### Reference

Please refer to [Scales Feature Focus Guide - HKS1480](#) for more information on configuring a non-integrated scale.

The QR code format consists of multiple components, separated by a semi-colon, and each component has a designated number of digits. The format is complex and can lead to errors during configuration. An incorrectly formatted code will stop the entry of the item at the Aloha POS terminal, without a warning.

Effective in Aloha POS v19.11, the message, “Configured item scanning format is invalid” now appears when the cashier attempts to scan an incorrectly formatted QR code. There is no configuration required for this enhancement.

## Supporting digital receipts

Version	Tracking Number	Products	Audience
POS v19.11.1	ALOHAP-38371	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

A digital receipt, also known as electronic receipt, is proof of purchase issued through a digital method, such as email or text message, instead of the paper receipt handed to the consumer. Many restaurants in various countries have adopted this ‘green’ solution to reduce paper waste, provide a secure and safe transfer of legal documents, and allow the consumer to easily access receipts from a mobile device. With receipts being digital, you can also insert them into most tax-preparing software programs.

The Aloha solution uses Aloha Transactional Gateway (ATG) and the Digital Receipt service on the BSL platform to create a digital version of the receipt and send it as an email/text message to the consumer. You can adjust your operations to exclusively use digital receipts without a physical printer, such as a tablet environment, or print the receipt and optionally send the receipt digitally. In both scenarios, if you forget to send the digital receipt during the initial operational flow, you can recall the closed check and send it.



### Reference

Refer to the [Digital Receipts Feature Focus Guide - HKS1784](#) for more information about digital receipts.

## Disabling configured rounding for payable amount less than .05

Version	Tracking Number	Products	Audience
POS v19.11.2 CFC v21.17	ALOHAP-40163	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The country of Belgium now requires businesses to round cash payments to the nearest five cents in an effort to reduce the use and circulation of one and two-cent coins, which are expensive to produce and not cost effective. The fiscal requirement changes how the coinage of a check total under five cents are handled.

The Aloha POS system already supports rounding for a cash-only transaction when you configure a cash tender to round in the Tenders function. The system rounds the check total of \$20.23 to \$20.25, when paid with cash.

With the new fiscal requirement, you should not round when you pay cash for a check total less than five cents, such as a transaction for \$0.03. Although this may seem rare, this happens more often when a non-cash payment or promotion is applied to the check, and then you pay with cash. For example, when a \$20.00 meal voucher is applied to a \$20.04 check total, and you then pay cash, the system does not round the remaining four cents.

Effective in POS v19.11, you can now use the store-level 'Disable configured rounding for payable amount less than .05' option to override all tender-level rounding and not round cash payments for a check total under five cents.

### To disable configured rounding for payable amount less than .05:

1. Select **Maintenance > Menu > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Financials group** at the bottom of the screen.

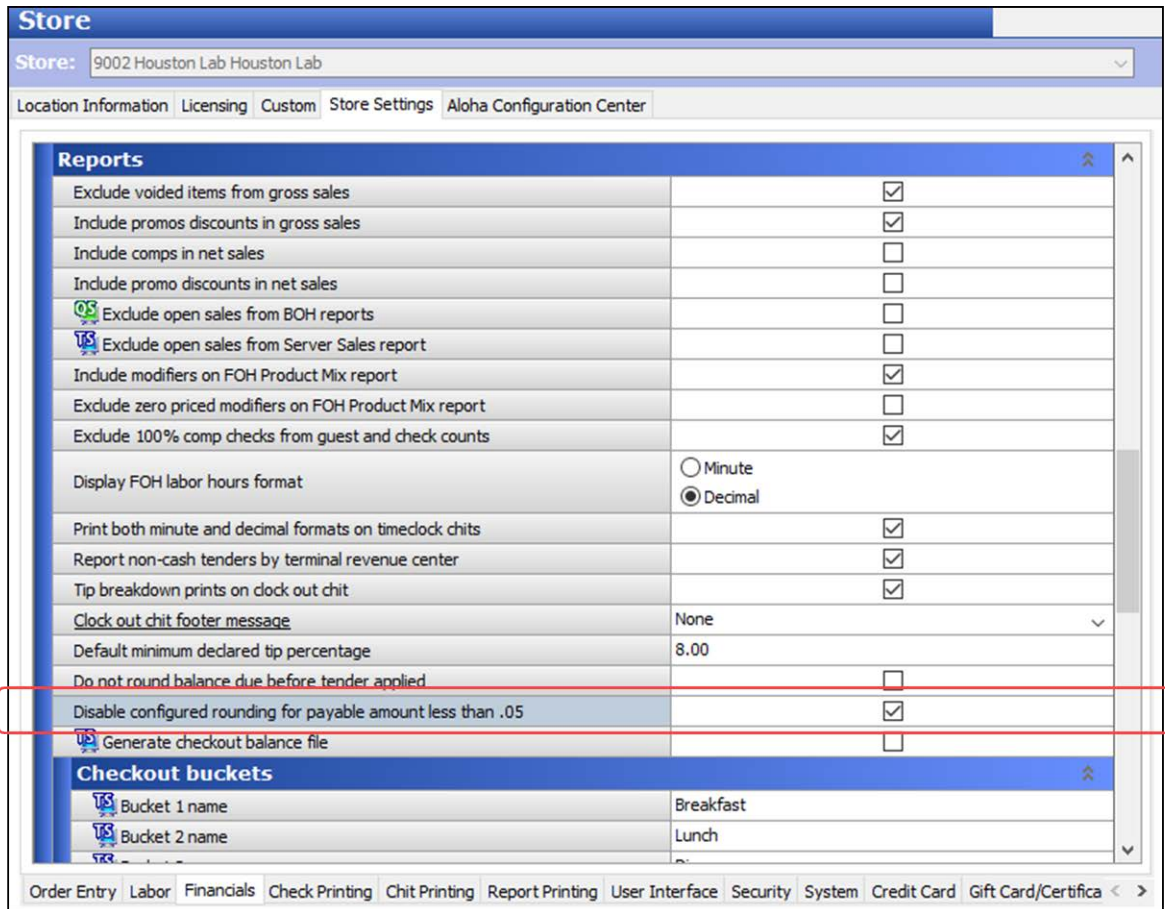


Figure 2 Store Settings - Financials Group

4. Under the 'Reports' group bar, select **Disable configured rounding for payable amount less than .05**.

**Disable configured rounding for payable amount less than .05** — Does not round a check total that is less than five cents, when the remainder of the check after applying non-cash tenders is paid with cash. For example, when a \$20.00 meal voucher is applied to a \$20.04 check total, and you then pay cash, the system does not round the remaining four cents. This option overrides any five-cent rounding configured for a tender in the Tenders function. **Documented Version:** v19.11.

5. Click **Save** and exit the **Store** function.

## Supporting redemption vouchers with QR code

Version	Tracking Number	Products	Audience
POS v19.11.2	ALOHAP-41048 ALOHAP-41049 ALOHAP-41216 ALOHAP-41131 ALOHAP-41336	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Restaurants sell a wide variety of items for purchase through the Point-of-Sale (POS) system. Some of these items might not be distributed at the point of purchase (POP), such as a quick service counter, checkout stand, or any other place from which the consumer places the order. Instead, the consumer is directed to redeem their prepaid item at another area within the restaurant.

The Aloha® solution offers a way to print a custom response (QR) code on a separate chit called a redemption voucher. The consumer then scans the QR code elsewhere to redeem the item.

Although the Aloha POS system can already print a QR code, this feature does not require any printer configuration and automatically prints the QR code provided by the API service on the redemption voucher.

The system automatically prints a redemption voucher to the local printer assigned to the terminal for items designated as eligible for a redemption voucher by their inclusion in a user-defined category. If the item is not included in the category, a redemption voucher does not print.

Using the technology of QR codes, you can use this feature in many hospitality venues.

- A restaurant that utilizes a third-party drink dispenser where consumers must scan a QR code at the machine to dispense their beverage. Use this solution to restrict refills of all or certain drinks, such as sugary beverages.
- A restaurant that includes an entertainment area that contains QR code-supported gaming devices.
- An entertainment venue that contains QR code-supported vending machines, for such things as t-shirts, bottled drinks, and more.



### Reference

Refer to [Supporting Redemption Vouchers with QR Code QRG - HKS1777](#) for information.

## Including/excluding comps and promos when calculating guest count

Version	Tracking Number	Products	Audience
POS v19.11.2 CFC v21.19	ALOHAP-42013	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Many restaurants use the number of items sold from a category, typically entrees, to calculate the guest count. Each time you order the item, the guest count increases by the default weight of one. When the entree is fully discounted by a promotion or a comp, the item is reduced to a \$0.00 amount and is no longer respected in the calculation.

Effective in Aloha POS v19.11, you can now use a custom FOH report to include or exclude selected comps and promotions when calculating the guest count. This gives you maximum control on how you want an 'entree-based' guest count to report. For example, you may want to have a report where the guest count includes entrees and another report that excludes fully discounted shift meals earned by the employee.



### Tip

This feature only applies to an entree-based guest count configuration. It is not supported with any other guest count calculation method.

### To configure entrees to be counted as guest counts:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Order Entry group** from the bottom of the screen.
4. Under the 'Guest Count' group bar, select **Use entrees for guest counts**.
5. Select the **category** from the 'Entree Category' drop-down list.
6. Click **Save** and exit the **Store** function.

### To configure a FOH custom report for guest counts:

1. Select **Maintenance > Business > Custom FOH Reports**.
2. Click **New**.
3. Type a **name** for the report, such as 'GC with Promos'
4. Select **Allow report to be run by multiple employees at a time**.
5. Select a **time increment** from the 'Report format' drop-down list, such as 'Sort data in 60 minute increments.'
6. Select the **Design** tab.
7. Under the 'Design' group bar, click **Add**. A new line of the report appears.

8. Click the **ellipse (...)** to display the Report Line Builder dialog box. Using the help text example and report line as a guide, build the specific line of the report.

**Report Line Builder**

**Categories**

- Value
- Formatting
- Math
- Comps
- Delivery
- Employees
- Entree Count
- Gift Certificates
- Gratuities
- Guest Checks
- Guest Counts**
- Items
- Items Count
- Order Mode Charges
- Petty Cash Accounts

**Elements**

- Total count of all guests
- Guest filtered Inclusive and Exclusive**

**Comps**

<input type="checkbox"/>	Nu...	Name	Owner
<input type="checkbox"/>	1	B.O.G.	1 Chipot...
<input type="checkbox"/>	3	Mngr Comp	1 Chipot...
<input type="checkbox"/>	5	Flyer Comp	1 Chipot...
<input type="checkbox"/>	7	Bev Coupon	1 Chipot...
<input type="checkbox"/>	8	PR Comps	1 Chipot...
<input checked="" type="checkbox"/>	9	Emp Meals	1 Chipot...
<input type="checkbox"/>	15	Coin Comp	1 Chipot...
<input type="checkbox"/>	30	Vid-Comp%	1 Chipot...
<input type="checkbox"/>	31	Meal / Bev	1 Chipot...
<input type="checkbox"/>	32	VidCompO...	1 Chipot...

**Promos**

<input type="checkbox"/>	Number /	Name	Owner
<input type="checkbox"/>	1	\$ Off De...	1 Chipot...
<input type="checkbox"/>	2	2-for-1	1 Chipot...
<input type="checkbox"/>	3	% Off D...	1 Chipot...
<input type="checkbox"/>	4	Burrito ...	1 Chipot...
<input type="checkbox"/>	5	Party Se...	1 Chipot...
<input type="checkbox"/>	10	Vid-Quik...	1 Chipot...
<input type="checkbox"/>	11	Vid BOG...	1 Chipot...
<input type="checkbox"/>	12	Vid'o Co...	1 Chipot...
<input type="checkbox"/>	13	VidCoupon	1 Chipot...
<input type="checkbox"/>	14	VidNewP...	1 Chipot...

Inclusive     Exclusive

**Help text:**  
Count of guests for the selected promos and comps, either inclusive (any promo/comp selected) or exclusive (any promo/comp except those selected), per selected Display Option Report format.

**Example:**  
Items Count <Right><Val(7:#FilteredGuestsInclusive1,2|5,7)>

**Report line**  
EmployeeGuests = <Val(7:#FilteredGuestsInclusive9|)>

**Buttons:** Insert, OK, Cancel

Figure 3 Print Designer Guest Counts Variable

9. Select **Guest Counts** from the 'Categories' list. The variables for 'Guest Counts' populate in the 'Elements' list and the 'Comps' and 'Promos' selection lists become available.
10. Select **Guest filtered Inclusive and Exclusive** from the 'Elements' list.
11. Select one or more **comps** or **promotions** from their respective selection boxes.
  - a. To include all comps or promotions, select the **check box** above either list appearing in the selection box.
  - b. To include specific comps or promotions, select **Inclusive** and then each comp or promotion to include in the report from the respective list.
  - c. To exclude specific comps or promotions, select **Exclusive** and then each comp or promotion to exclude from the report from the respective list.
12. Click **Insert**.
13. Click **OK**.
14. Add any other **design elements** to customize the report, such as inserting free text, blank lines, or a line with a single character.
15. Click **Save**.

16. Repeat this **procedure** to create another custom report with a specific guest count calculation.
17. Exit the **Custom FOH Reports** function.



### Reference

Refer to [Custom FOH Reports Feature Focus Guide - HKS320](#).



## Aloha Kitchen

The following Aloha Kitchen enhancements are included in the Aloha Solution 2025 Enhancement Release Guide:



### Note

Aloha Kitchen is an add-on to Aloha Solutions and is not included as part of the Aloha Essentials core offering.

## Printing order summary chit by priority

Version	Tracking Number	Products	Audience
AK v19.13.8	AK-3794 AK-3913	Aloha Kitchen	Configuration Technician End User

Aloha Kitchen can print an order summary chit at the Aloha POS terminal upon bump that includes the items prepared at the station for the order. Some kitchens have an ordering flow where each production station attaches the printed summary chit to the bag and passes it to the next station in the line, regardless of the components required for the order. The expediter then undergoes the tedious task of collecting the summary chits from each station to triage and deliver the final product to the consumer.

Effective in Aloha Kitchen v19.13.8, you can alleviate this type of ordering flow by outlining which production stations print the summary chit based on the order of priority. The required station identified with the highest priority (lowest number) prints the summary chit and the summary chit does not print at the other stations. This eliminates the passing of the summary chit to non-essential stations and the expediter triages the correct items for order accuracy.

**SCENARIO:** The kitchen has Grill, Fry, Cold, and Drink production stations. Grill has a priority of 1, Fry has a priority of 2, Cold has a priority of 3, and Drinks does not have a priority. When an order of Hamburger, French Fries, Salad, and Coke is sent to the kitchen. the summary chit prints at the Grill station upon bump, the highest priority. If the order does not include a Hamburger, the summary chit prints at the Fry station upon bump, the next higher priority.

**To configure printing the order summary chit by priority:**

1. Select **AK** from the product panel.
2. Select **Maintenance > Hardware > Kitchen Station**.

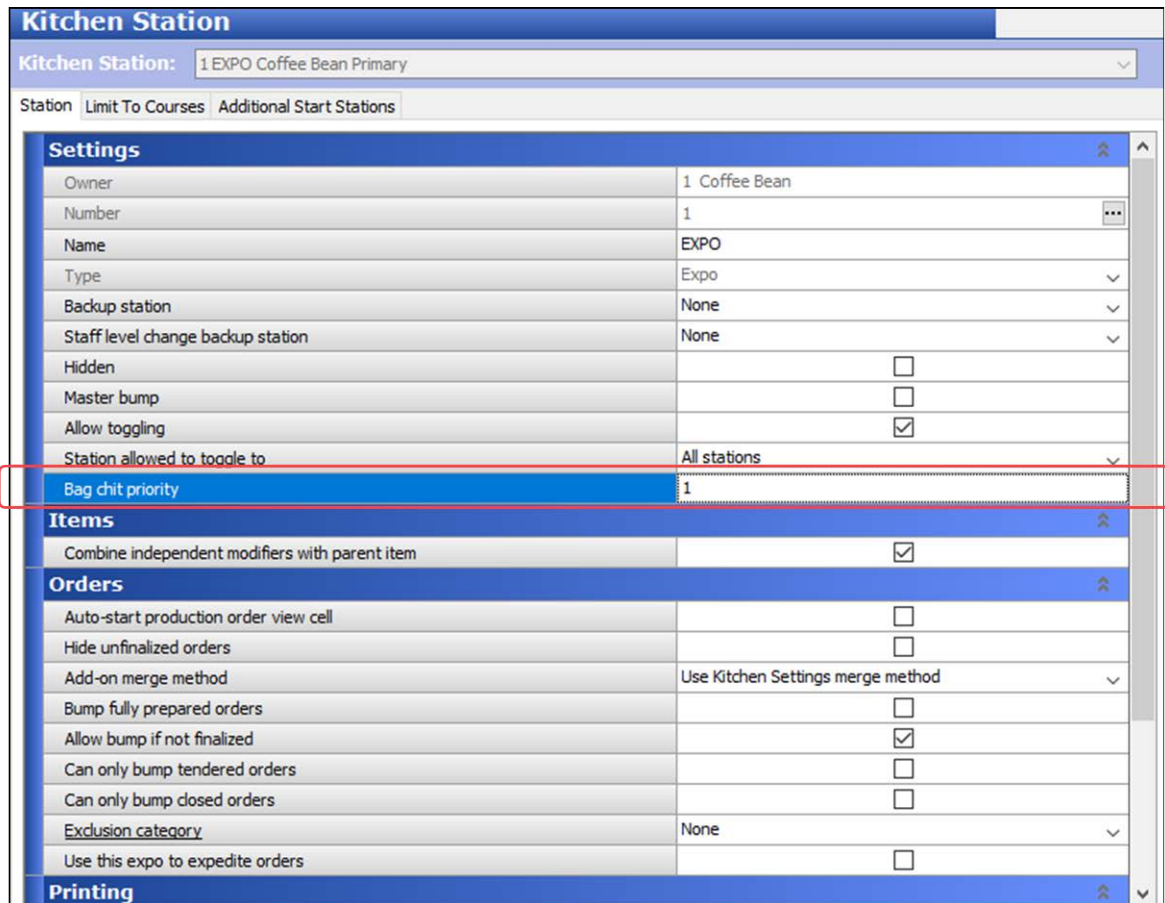


Figure 4 Kitchen Station Function

3. Under the 'Settings' group bar, type the **priority number** in 'Bag chit priority.'

**Bag chit priority** — Specifies the priority number, with the lowest number being the highest priority, for a production station to print the summary chit for an order, upon bump. If the station with the highest priority is not required for the order, the station with the next higher number is used. When more than one item is routed to the station, only the first bumped item prints. The system does not recognize stations with the same priority number. If you want a station to never print the summary chit, clear 'Bag chit priority.' Use this option for an ordering flow that uses the summary chit as a bag chit and each production station attaches the chit to a bag for the expediter to triage for the final product. **Documented Version:** v19.13.8.

4. Click **Save**.

5. Repeat this **procedure** for another kitchen station.
6. Exit the **Kitchen Station** function.

## Respecting multiple printers in x of y printing sequence on the kitchen chit

Version	Tracking Number	Products	Audience
AK v19.13.8 CFC v21.18	AK-3834	Aloha Kitchen	Configuration Technician End User

Aloha Kitchen currently supports an 'x of y' printing sequence for multiple chits and labels for an order, per printer. When you have another printer in the kitchen, each uses a separate 'x of y' printing sequence. The first chit and label prints '1 of 2' and the second chit and label prints '2 of 2.' For example, the Sandwich printer and Sides printer each print two chits and the 'x of y' printing sequence is the same for each printer.

Sandwich printer:

1 of 2  
2 of 2

Sides printer:

1 of 2  
2 of 2

Effective in Aloha Kitchen v19.13, you can use the Print Designer tool to configure the 'x of y' printing sequence to respect multiple printers involved in an order. All affected printers utilize a unique counter, giving the visual appearance the chits are inclusive of the same order. This allows the expediter to ensure all items are correctly bagged with the same order, and increases order accuracy. Using the same example, the Sandwich printer and Sides printer are inclusive in the same 'x of y' sequence.

Sandwich printer:

1 of 4  
2 of 4

Sides printer:

3 of 4  
4 of 4



### Tip

To properly use this feature and allow Aloha Kitchen to identify the total number of chits (the y element), you should not use the 'One behind' and 'Immediate' routing methods defined in Maintenance > Kitchen Settings > Kitchen tab. Furthermore, the 'x of y' printing sequence does not respect an item added after the it is added after the order is sent to the kitchen



### Reference

Refer to the [Print Designer Feature Focus Guide - HKS375](#) for more information on configuring a kitchen chit layout.

### To configure x of y printing sequence across all printers to which the kitchen chit prints:

1. Select **Maintenance > Hardware > Print Designer Configuration > Print Designer**.
2. Select a **production chit** or **order taker** layout in use from the drop-down list.

3. Select the **Design** tab.

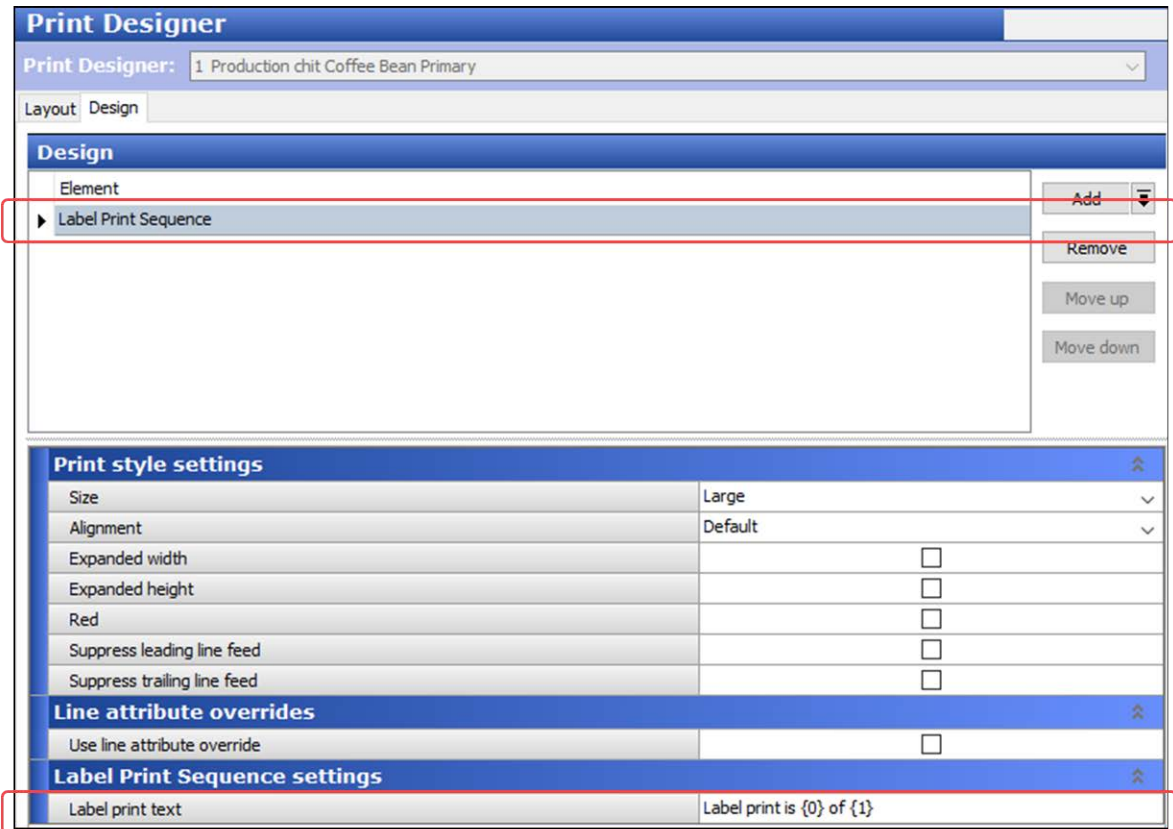


Figure 5 Label Print Sequence Element

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **Label Print Sequence** from the list that appears, and click **OK**.

**Label Print Sequence** — Prints the 'x of y' chit or label sequence on the kitchen chit, with respect to all printers involved in the order. For example, if you have four chits printing across two printers in use, the 'x of y' sequence includes both printers in the counter, '1 of 4' to '4 of 4.'  
**Documented Version:** v19.11. **Related Options:** This option enables the 'Label Print Sequence settings' group bar and 'Label print text' option.

5. Under the 'Label Print Sequence settings' group bar, type the **text** to print on the kitchen chit in 'Label print text.'

**Label print text** — Specifies the text to print for an 'x of y' printing sequence on the kitchen chit. The default is 'Label print is {0} of {1},' enclosed in braces, where {0} is the specific print number and {1} is the total number of prints. You can modify the free text to further customize the text that prints on the chit. **Documented Version:** v19.11. **Related Options:** You must add the 'Label Print Sequence' element to a 'Production chit' or "Order taker chit" layout to enable this option.

6. Click **Move up** or **Move down** to change the top-down order in which elements appear on the layout.
7. Click **Save**.
8. Repeat this **procedure** for another kitchen chit or order taker layout.
9. Exit the **Print Designer** function.

## Aloha Takeout

The following Aloha Takeout enhancement is included in the Aloha Solution 2025 Enhancement Release Guide:

### Displaying app orders from ATO on the AccuView display board

Released Version	Tracking Number	Products	Audience
ATO v20.1.3 ATG v21.0.1 CFC v21.19	ATO-5505	Aloha Takeout,	Configuration Technician, End User

NCR Voyix integrates with AccuView<sup>®</sup> to provide a scalable display board solution at the drive-thru lane. To support the increase of app and web orders flowing through the drive-thru lane, these orders now appear on the AccuView display board when the employee recalls the order from the Aloha Takeout interface. The consumer can quickly verify if the order is correct.

This increases the efficiency of the drive-thru operation without the need for the employee to verbally confirm the order with the consumer, and eliminate valuable time spent at the audible display board. There is no configuration required for this enhancement.

#### To display app orders from ATO on the AccuView display board:

1. The consumer arrives and gives the **app order details** at the audible AccuView display board in the drive-thru lane.
2. The employee navigates to the **Future Orders tab** on the ATO interface, selects the appropriate **order** from the list, and presses **Order Details**. The order appears on the display board for confirmation.

For a dual lane drive-thru, the employee can press **Send to Display Board**, select the **lane** at which the car arrived, and click **OK**. The order appears at the specified display board.



Figure 6 Show Display Board Screen

3. When the consumer confirms the order, the employee presses **Check In**.



## Other products included in the Aloha Solution

The following products are also included in the Aloha Solution:

**Aloha Engage Mobile** — Release notes are available on <https://engage.readme.io/>. A password is required.

**Aloha Insight / Aloha Loyalty / Stored Value / Customer Voice** — Release notes are available within the product on the Enterprise website.

**Basic Loyalty (Consumer Marketing solution)** — Release notes are not available at this time. This product is still in the SRT phase.

**Command Center** — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

**Configuration Center** — Release notes are available within the product. Select the Info icon on the right and then select Release Notes from the menu that appears.

**Digital Ordering** — Release notes are available on docs.ncr.com.

**NCR Voyix Back Office for Enterprise** — Release notes are sent to customers, as needed.

**NCR Voyix Mobile Pay** — Release notes are available on docs.ncr.com.

**Pulse Real-Time** — Release notes are available within the app.

## Aloha Solution 2025, Enhancement Release 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](mailto:Documentation.HSR@NCRVoyix.com)