NCR VOYIX

Aloha Solution 2026 Enhancement Release Guide

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Revision Record

Date	Description
10/27/2025	Created Aloha Solution 2026 Enhancement Release Guide.

Contents

The purpose of this document

This document contains instructions on how to set up and use the enhancements implemented in the Aloha® Solution 2026 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 2026

You need to know the following before installing Aloha Solution 2026.

PCI Software Security Framework (SSF)

Aloha Solution 2026 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.

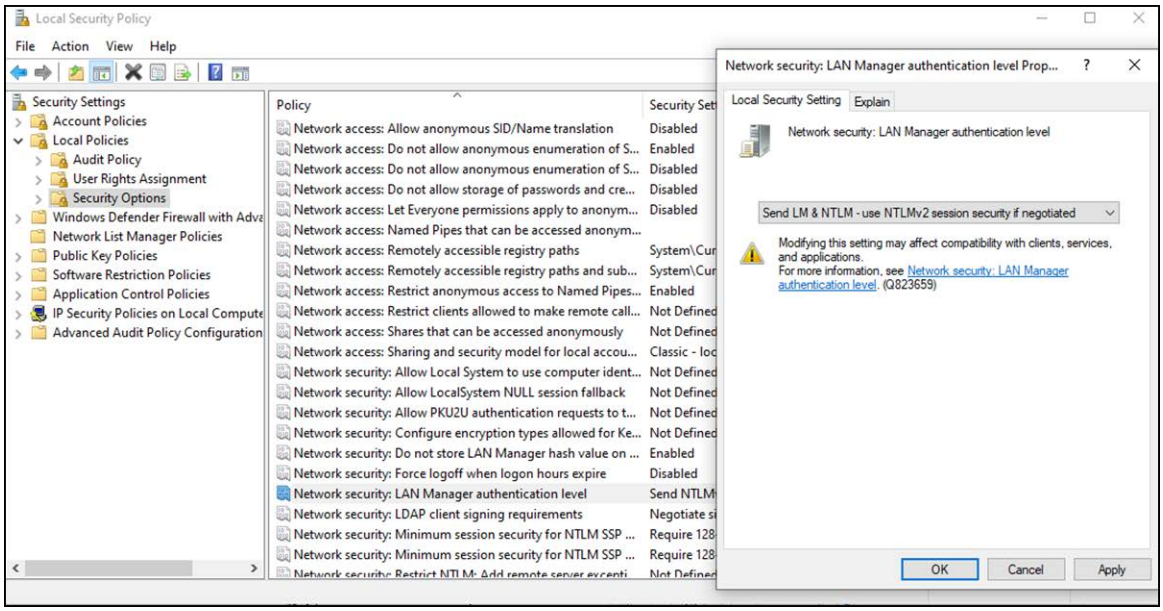

Figure 1 LAN Manager authentication level

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 2026 Enhancement Release Guide:

Aloha POS enhancements
"Scanning QR code for mobile payment with in-store API" on page 6
"Calculating suggested tip amounts based on portion the consumer pays" on page 9
"Enhancing Cash Discounts" on page 10
"Entering charitable donations using PIN pad" on page 11

Scanning QR code for mobile payment with in-store API

Version	Tracking Number	Products	Audience
POS v19.13 CFC v21.23	ALOHAP-42077	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

The Aloha POS system now supports printing a QR (quick response) code on the guest check to enable a seamless payment through the Sunday App. Consumers can scan the QR code at the table and complete a transaction in the cloud.

The QR code contains a URL that includes a configurable base URL plus other variable components, such as the BSL EUID (Enterprise Unit ID) and the BSL OrderID.

The QR code section on the guest check is surrounded by accompanying text, such as 'short code' text with a code to type if the consumer's phone cannot scan the QR code when there is a technical issue when scanning the QR code. The QR code and short code are configurable in the Print Designer function in CFC.

When coming from BSL, this information is captured from the 'Additional Reference Ids' and can be saved in the POS as order attributes, which the printed QR code can automatically locate and print.

You need to configure the QR section on the guest check with accompanying text, such as 'Scan here and pay and go,' and any other messaging such as a website link and backup code to type of the consumer's phone is unable to scan the code.

Reference

Refer to the Print Designer Feature Focus Guide HKS375 for more information on using Print Designer.

Configuring a QR Code in Aloha POS:

You must add the QR Code element to a guest check layout in Print Designer. As with any new layout in Print Designer, you must schedule an event for activation.

To configure a QR code in Aloha POS:

1. Select **Maintenance > Hardware > Print Designer**.
2. Select a **guest check layout** in use from the drop-down list.

3. Select the **Design** tab.

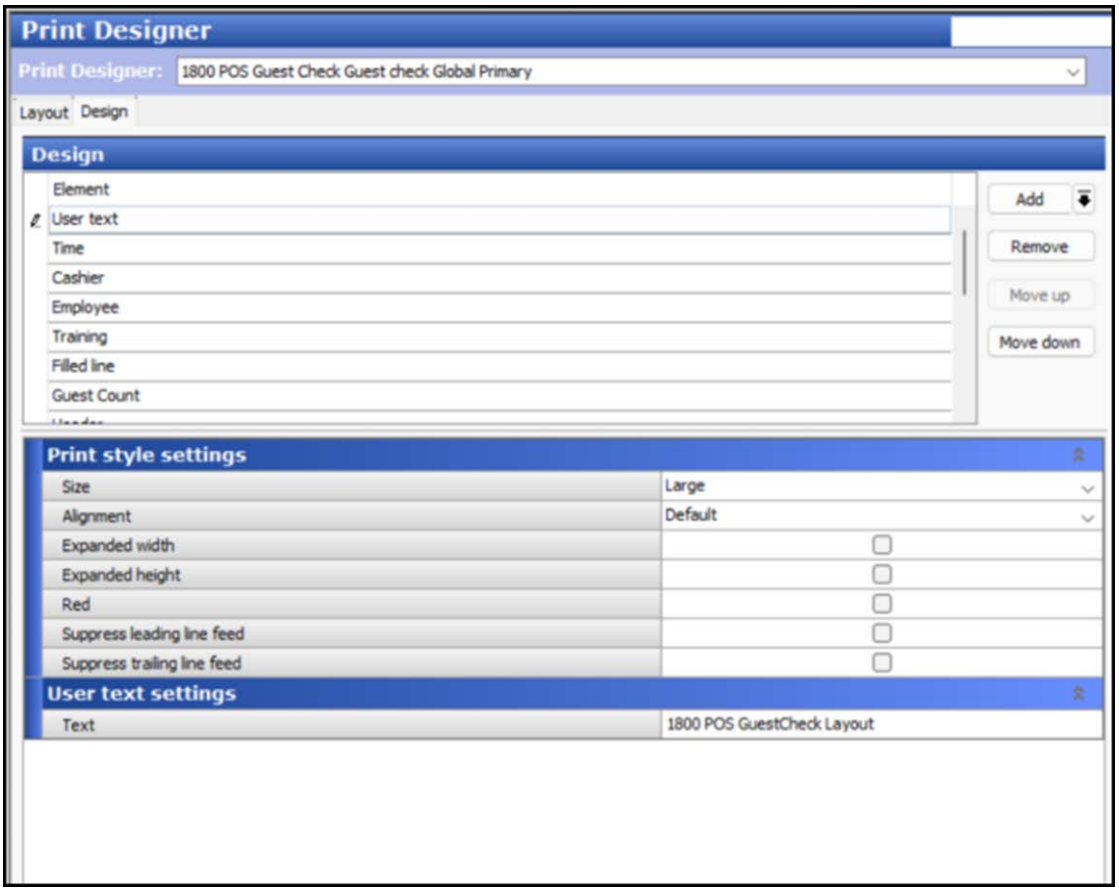

Figure 2 Print Designer - Design Tab

4. Under the 'Design' group bar, click the **Add** drop-down arrow, select **QR Code**, and click **OK**.
5. Position the **QR Code element**, using the **Move up** and **Move down** buttons.
6. Under the 'Print style settings, group bar. select **Large** from the 'Size' drop-down list.
7. Select **Default** from the 'Alignment' drop-down list.
8. Under the 'QR Code Info' group bar, enter the **URL** in 'QR code (URL).'
9. Select the **model type**, such as 'Model1.'
10. Enter the **size** of the QR code, such as 255.
11. Select the **data integrity method level** to use for error code correction (ECC).
12. Enter the **short code (URL)**, such as 'Short Code%7BQRShortCode%7D.'
13. Click **Save** and exit the **Print Designer** function.

Printing QR code and short code on the check

The QR code prints when the following conditions are met:

- The QR code URL with tokens is configured in CFC, such as '%Token%,' and needs to be set on the check being printed. The QR code URL with tokens are enclosed with a %, such as http://integratorExample.com/%OrgID%/%OrderID%
- At least one token configured in the QR URL is set on the check being printed by SetObjectAttribute, where the value of the token is set on the corresponding check.

The short code prints when the following conditions are met:

- The above QR code URL conditions must be met.
- The short code is configured in CFC. The short code is enclosed with a %, such as %QRshortcode%.
- The above configured token for the short code (QRShortCode) is set on the check by SetObjectAttribute.

To print the QR code and short code on the check:

1. Log into the **POS** as a manager and add **items** to the check.
2. Log out or goto a **new check** to unlock the guest check.
3. Set the **object attributes** for OrgID and OrderID and the short code which are automatically added by ATG to the POS Trans log.
4. Log into the **POS** as a manager and navigate to the **check** with the added items.
5. For Quick Service, navigate to the **panel** containing your manager functions, and click **Print Receipt**.

   For Table Service, click **Close**, and then **Print**.

The consumer opens the camera and scans the QR code. The code displays a URL with OrdID and OrderID, as defined with the configured URL.

Calculating suggested tip amounts based on portion the consumer pays

Version	Tracking Number	Products	Audience
POS v19.13 CFC v21.23	ALOHAP-42245	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Currently, the suggested tip amount is based on the full check total; however, when making a split or equal payment involving multiple consumers, the suggested tip amount is the same across all individuals.

Effective in Aloha POS v19.13, the suggested tip amount is now calculated on the portion of the check the individual consumer pays. This ensures the total tip amount is distributed proportionately when multiple payments are applied to the check and the consumer sees the suggested tip amount that is applicable to their portion of the payment.

As part of this enhancement, the suggested tip amount that is applicable to the portion the consumer pays, also appears on the PIN pad.

Enhancing Cash Discounts

Version	Tracking Number	Products	Audience
POS v19.12 CFC v21.23	ALOHAP-42666 ALOHAP-43076	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Cash discounting is a pricing model where a restaurant offers a discount on listed, stated, or standard menu prices for consumers willing to pay in cash. Support for cash discounting started with Aloha POS v19.12+, using a percentage-based comp that automatically applies for a cash transaction. The system calculates the discounted amount for you and applies it to the check on the Point-of-Sale (POS).

Reference

For more information about Cash Discounts, refer to Supporting Cash Discounts in Aloha POS v19.12+ - HKS1742.

Effective in POS v19.12, we enhanced the solution and added logic for certain scenarios.

- The cash discount is calculated from the subtotal of the check and recalculates the discounted amount each time you make an adjustment.
- When you delete the cash tender from the check, the discounted amount is also removed.
- When you void an item on the check after you apply the cash discount, the discounted amount is removed and you must reapply the cash discount tender.
- When you apply an overpayment of cash, such as $25.00 for a $20.00 check, the cash discount still calculates on the $20.00 amount. Similarly, when you apply a cash payment that is less than the check amount, the cash discount only calculates on the applied amount, leaving a balance due.
- When you split the check, the discounted amount calculates and appears for each seat/check.
- When you adjust the payment on the check, the discounted amount recalculates, as normal.
- You must apply a cash payment first before applying a non-cash payment.
- The 'Equal Pay' feature in Aloha Table Service is not supported with cash discounts. If a cash discount was already present, it is removed from the check when you initiate the 'Equal Pay' function

Entering charitable donations using PIN pad

Version	Tracking Number	Products	Audience
POS v19.13 CFC v21.23	ALOHACP-2837	Aloha Quick Service, Aloha Table Service	Configuration Technician End User

Consumers can now contribute to charitable donations directly from the PIN pad during the transaction process, using Connected Payments. This provides a faster transaction flow and empowers the consumer to make their own donation decisions without the involvement of the cashier.

Reference

Round It Up America is currently the only charity organization that supports this feature. Refer to the Round It Up America Feature Focus Guide - HKS318 for more information on configuring Round It Up America.

Reference

Refer to the Connected Payments documentation for more information on Connected Payments.

Configuring charity donations using a PIN pad in Configuration Manager

In Configuration Manager, configure the Charity Donations TAC to prompt for a donation amount on the PIN pad in use.

To configure charity donations using a PIN pad in Configuration Manager:

1. Access **Configuration Manager**, and select the appropriate **lane**.
2. Select the **Terminal > Transaction Sequence** tab.

Figure 3 Configuration Manager - Terminal Tab

3. Select the **sequence** you want to configure from the 'Tender Type' and 'Transaction Type' drop-down lists. Do not place the charity donation TAC in the Primary sequence.

Figure 4 Transaction Sequence Tab - Top Half

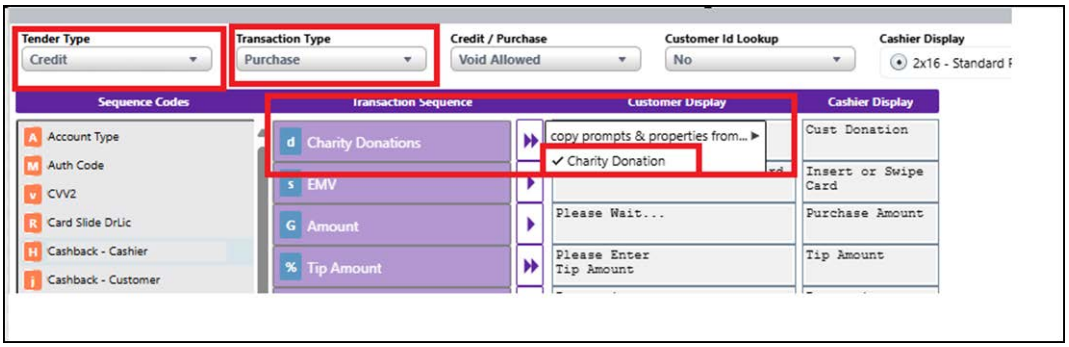

Figure 5 Transaction Sequence Tab - Bottom Half

4. Drag the **d - Charity Donations TAC** to the top of the sequence.
5. Repeat **step 4** for each tender/transaction for which you want to prompt for a donation. Do not drag the TAC to any sequence that you do not want to display the prompt, such as Return, EBT - Balance Inquiry, Gift Card - Activate, Recharge, Balance Inquiry, and others.
6. Click **>>** next to Charity Donations to configure the prompts on the device on the TAC configuration screen. Charity donations has only one configuration screen and applies to all instances of the TAC, so you do not need to configure the TAC for each tender/transaction you place into the TAC.

   When the Donation TAC is used in the individual transaction sequence, instead of the first action sequence, it must be the first TAC in the sequence. To prevent a misconfiguration, when the d -

Donations TAC is found in an individual transaction sequence, the system moves the TAC to the start of the sequence and is processed first.

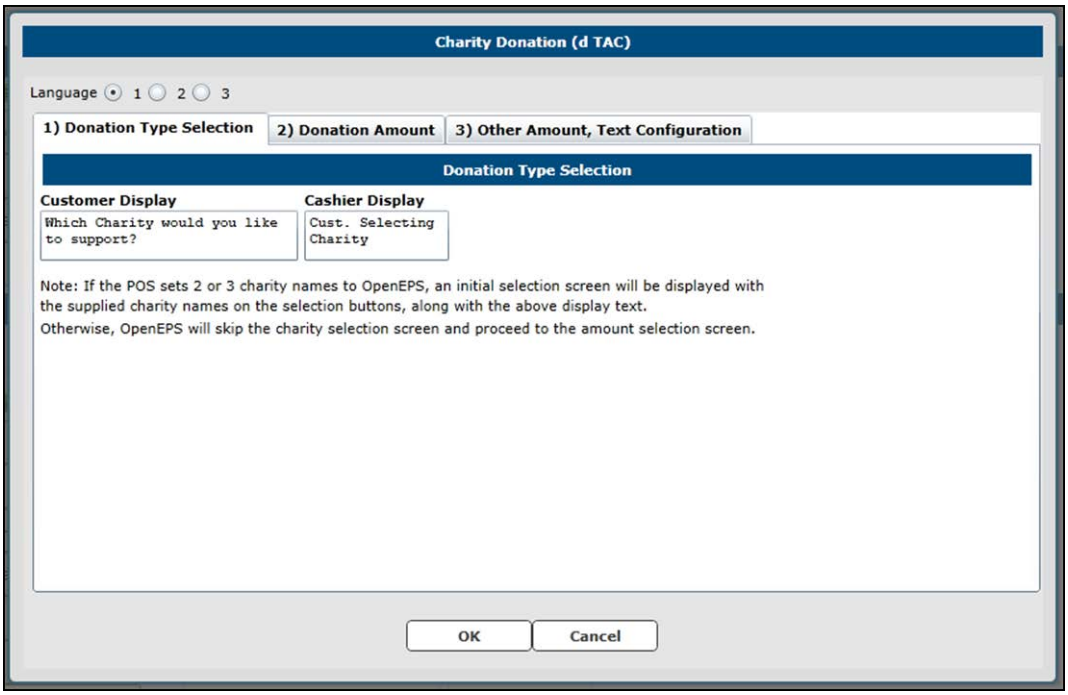

Figure 6 Charity Donation TAC - Donation Type Selection Tab

The options on the Donation Type Selection tab only appear on the PIN pad if there are multiple charities configured in the POS, using the FieldData function call. Only one charity is currently supported for Aloha POS, OpenEPS does not display these messages.

7. On the Donation Type Selection tab, type the **text** to appear in 'Customer Display.'
8. Type the **text** to appear in 'Cashier Display.'
9. Select the **Donation Amount tab** to define the text and predefined donation amounts, as well as determining if the 'Other' button and/or 'Round Up' button display. You can also add the

~CHARITY token to the text and it will be directly replaced by the name of the charity selected by the consumer (typically only if more than one charity is defined).

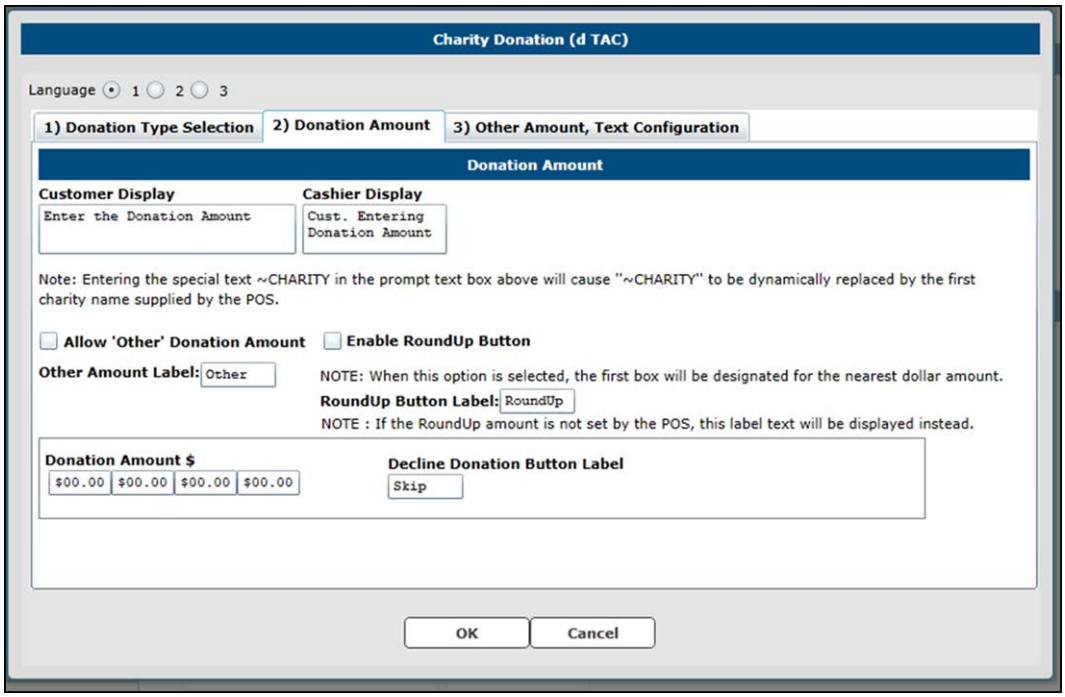

Figure 7 Charity Donation TAC - Donation Amount Tab

10. Select the **Other Amount, Text Configuration tab** to define the text displayed for the 'Other' button so the consumer can manually enter an amount to donate.

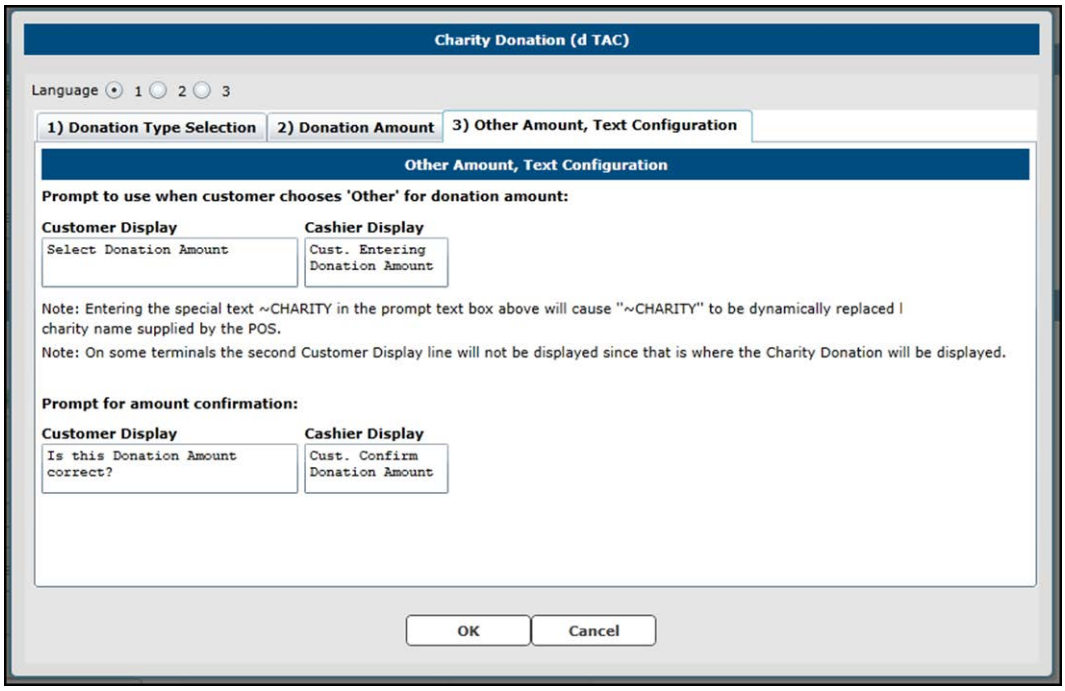

Figure 8 Charity Donation TAC - Other Amount, Text Configuration Tab

11. Click **OK** and exit **Configuration Manager**.

Configuring charity donations using a PIN pad in CFC

In Aloha Configuration Center, access the Store function and add the CHARITABLE_GIVING_VOID_REASON_CODE custom variable. If you do not add this variable, the system uses the first available reason code found in Rsn.dbf. Also ensure you have the CHARITABLE_GIVING_OPENITEM_TEXT custom variable in place.

To add custom variables for charity donations:

1. In Aloha Configuration Center, select **Maintenance > Business > Store**.
2. Select the **Custom** tab.

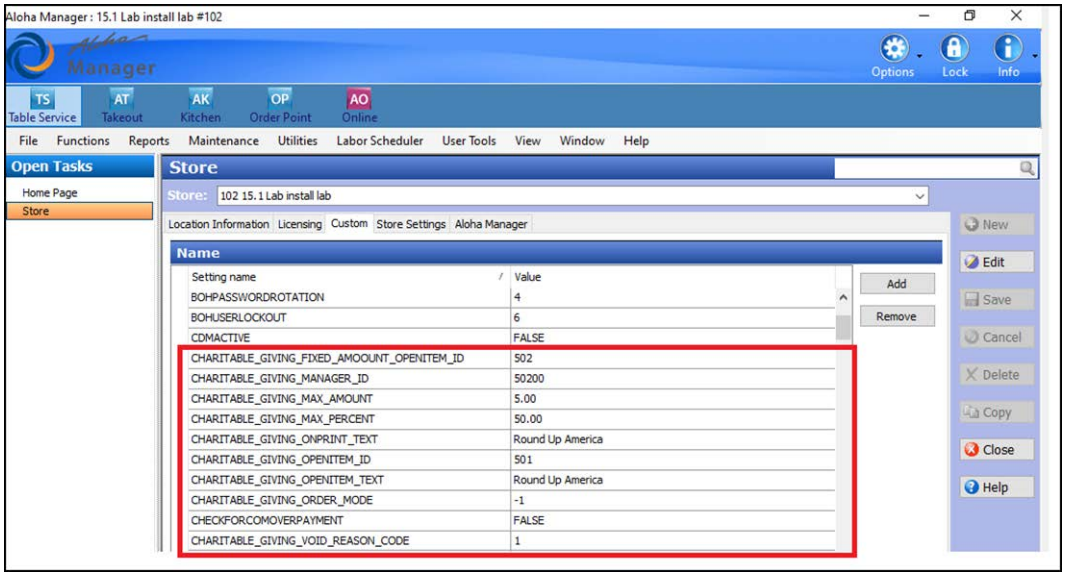

Figure 9 Store - Custom Tab

3. Click **Add** and type **CHARITABLE_GIVING_VOID _REASON_CODE** in the 'Setting name' column, followed by the **ID number** of the reason code.
4. Click **Add** and type **CHARITABLE_GIVING_OPENITEM_TEXT** in the 'Setting name' column followed by Charitable Giving or custom text of your choosing. This variable may already exist in your configuration.
5. Click **Save** and exit the **Store** function.

Using Charitable Donations on a PIN pad

1. The employee accesses the **guest check** on the Aloha POS system.

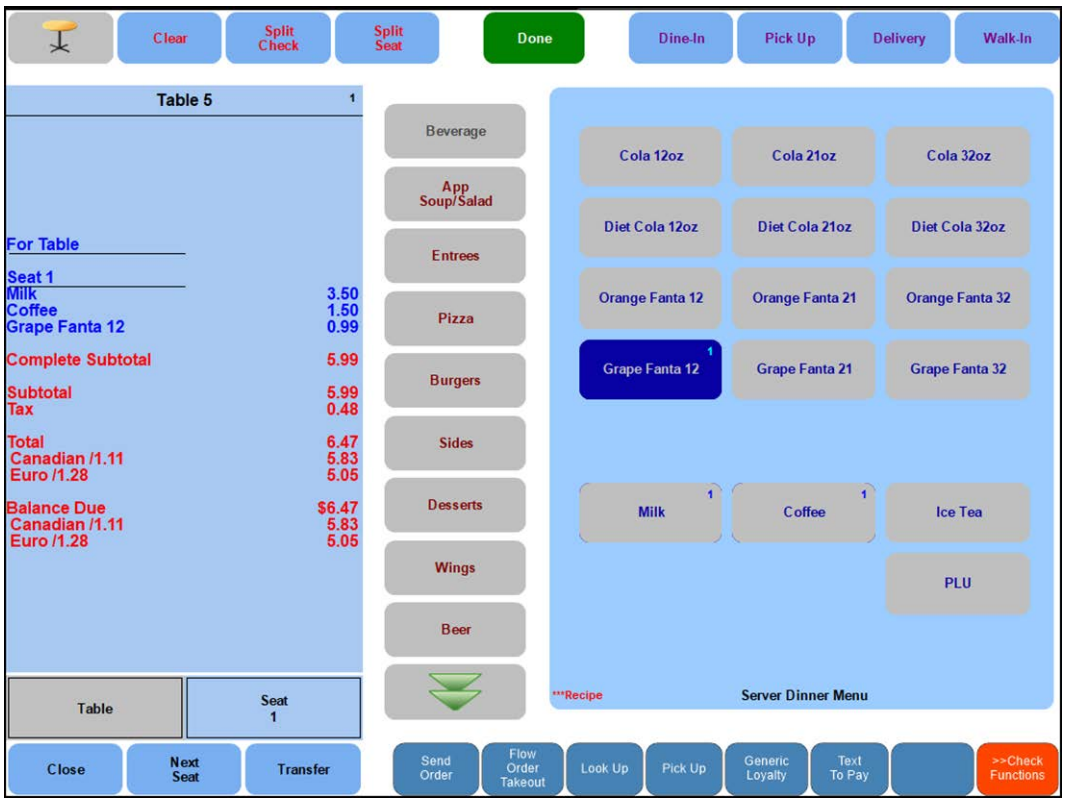

Figure 10 Table Service FOH Screen

2. The consumer swipes, taps, or dips their **card** on the PIN pad device. The Donation Amount Round Up America screen appears on the device.

Figure 11 Donation Screen on PIN Pad Device

In this example, the donation buttons are '$10.00,' 'Other,' 'Round Up,' and 'Skip.' The Round Up button displays the amount of the check total rounded up to the next dollar, such as $0.53.

3. The consumer performs **one** of the following options:
   - Tap a pre-defined donation amount.
   - Tap the calculated donation amount up to the next dollar, known as the 'Round Up' button.
   - Tap Skip to not donate.
   - Tap Other to donate an amount not listed and the other screen appears. Enter the amount using the keypad.

Figure 12 Other Screen on PIN Pad Device

Once complete, the donated amount appears on the guest check, along with the reason code. In this example, 'Giving $0.53.'.

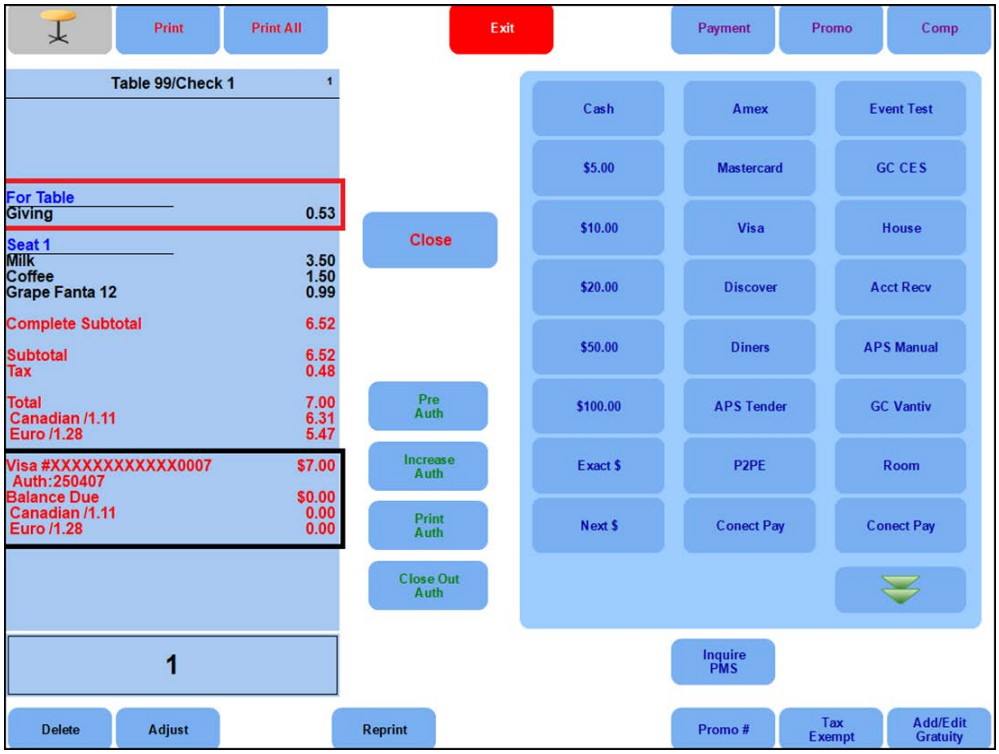

Figure 13 Charity Donation Completed on FOH Screen

4. Close the **check** as normal.

Considerations:

- The following firmware files are added on the MX915 device to support Charity on PinPad
  - P2P: dl-NCR-f5028x5401D1-USB-TWR-8dgtBinOff-230724.tgz
  - Donation form: dl-MX9XX_FORMDECK_files.tgz
  - VF Host tool: vfHostTermCom_3072.zip
- Using the VF host tool, first upload the P2P tgz file, then the Donation forms.
- The charity donation feature does not work for manual entry, or fallback to manual entry, on the Verifone MX915.

Aloha Kitchen

The following Aloha Kitchen enhancements are included in the Aloha Solution 2026 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.

Aloha Kitchen enhancements
"Supporting a repeating on-screen timer of seconds" on page 21
"Printing all items at once for an order on the expo station" on page 25
"Configuring order cursor to always return to the first video cell" on page 26

Supporting a repeating on-screen timer of seconds

Version	Tracking Number	Products	Audience
AK v19.14 CFC v21.22	AK-4226	Aloha Kitchen	Configuration Technician End User

Aloha Kitchen now supports a running on-screen timer in the metrics bar that repeats a countdown of a defined number of seconds. Once the countdown reaches 0 (zero), the number of seconds starts over. There is no interaction to restart the timer.

SCENARIO: At the Grill station, employees must cook beef patties for 55 seconds on each side. With the on-screen timer, the employee monitors the first 55 seconds and flips the patty over when the timer counts down to 0 (zero) and starts over. When the timer counts down to 0 (zero) again, both sides of the patty are cooked.

Figure 14 On-Screen timer

To configure a repeating on-screen timer of seconds:

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

3. Select a **station** in use from the drop-down list.

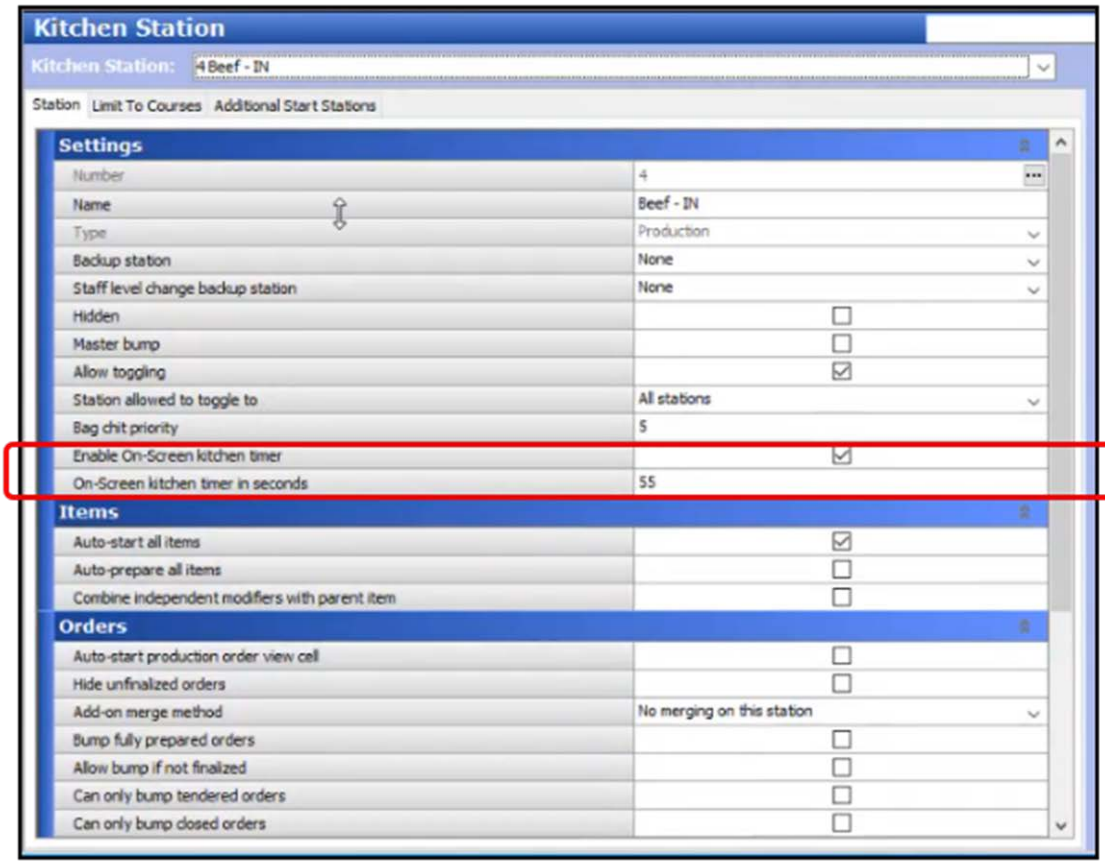

Figure 15 Enable On-Screen kitchen timer

4. Under the 'Settings' group bar, select **Enable On-Screen kitchen timer**.

   Enable On-Screen kitchen timer — Provides a running on-screen timer in the metrics bar that repeats a countdown of a defined number of seconds. The timer automatically appears in the first available location in the metrics bar. User this option to gauge timed tasks performed in the kitchen, such as ensuring a beef patty is cooked for 55 seconds on each site. ***Related Options:*** This option exposes the 'On-Screen kitchen time in seconds' option. ***Related Requirements:*** To customize the position and style of the on-screen timer, access Maintenance > Kitchen Configuration > Metrics to add a metric and return to the Kitchen Station function to customize.

5. Type the number of **seconds**, up to 999, in 'On-Screen kitchen time in seconds.'

   On-Screen kitchen time in seconds — Specifies the number of seconds to repeat for the on-screen counter. ***Required Options:*** You must select 'Enable On-Screen kitchen timer' to expose this option.

6. Click **Save**.

7. Repeat this **procedure** for any other kitchen station requiring an on-screen kitchen timer.
8. Exit the **Kitchen Station** function.

The on-screen kitchen timer appears as a highlighted metric by default; however, you can customize the positioning and style of the metric. To do this, you must create a metric in the Metrics function and assign the metric to the kitchen station as you would for any other metric.

To add the on-screen timer metric:

1. Select **AK** from the product panel.
2. Select **Maintenance > Kitchen Configuration > Metrics**.

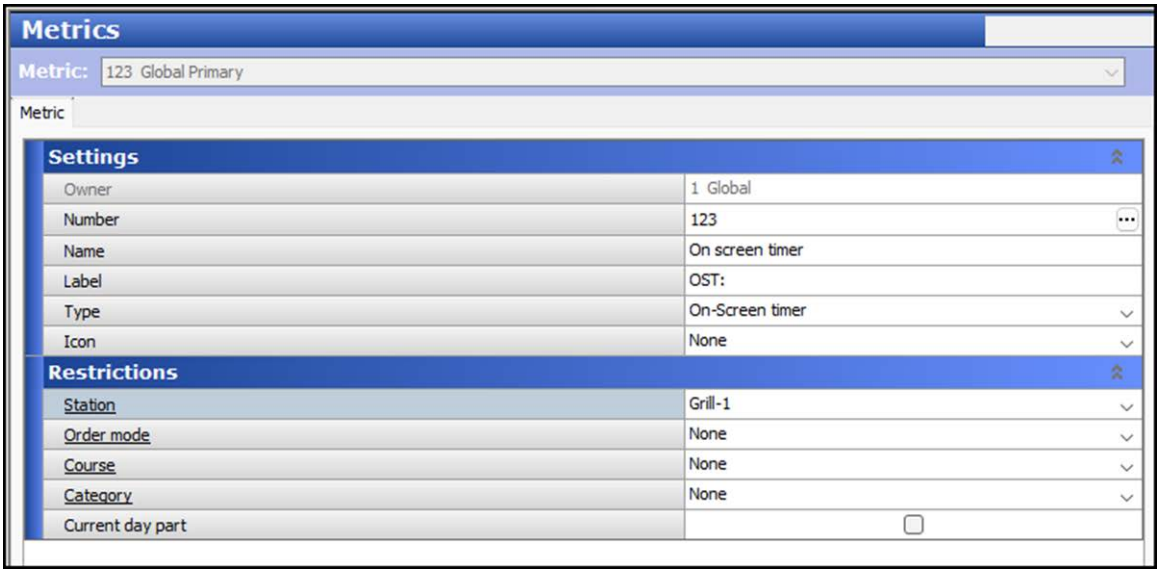

Figure 16 Metrics function

3. Under the 'Settings' group bar, type a **name** for the metric, such as 'On-screen Timer.'
4. Type a **label** to appear on the screen for the metric, such as 'OST:'
5. Select **On-Screen timer** from the 'Type' drop-down list.
6. Configure the remaining **options** at your discretion.
7. Click **Save** and exit the **Metrics** function.

To customize the on-screen timer metric:

1. Select **AK** from the product panel.
2. Select **Maintenance > Hardware > Kitchen Station**.
3. Select the **station** on which you enabled an on-screen timer from the drop-down list.
4. Select the **Design > Metrics tab**.
5. Click **Add**. The system adds a blank row under the 'Metrics' group bar.

6. Under 'Metric,' select **On-screen Timer** from the drop-down list.
7. Select **Highlight** to have the metric appear in bold.
8. Click **Move up** and **Move down** to move the metric to the location you want to appear in the metric bar.
9. Click **Save**.
10. Repeat this **procedure** for another kitchen station requiring an on-screen kitchen timer.
11. Exit the **Kitchen Station** function.

Printing all items at once for an order on the expo station

Version	Tracking Number	Products	Audience
AK v19.14	AK-4232	Aloha Kitchen	Configuration Technician End User

A new 'Print All' option now appears for selection on the expo station flyout window when the expediter selects the order header of the video cell. This allows you to print a chit for each item in the order, followed by the order summary chit, in a single touch. The feature allows the kitchen to get an early start on packing and labeling containers for takeout orders and improves the overall efficiency of their takeout operation. There is no configuration for this enhancement.

Figure 17 Print All option

Tip

As with any item sent to the kitchen, you must route the item to a kitchen printer to print.

Configuring order cursor to always return to the first video cell

Version	Tracking Number	Products	Audience
AK v19.14 CFC v21.22	AK-4289	Aloha Kitchen	Configuration Technician End User

Currently, when the expediter bumps an order that is not in the first video cell, the order cursor (highlighted cell) moves to the active order one position back in the queue. This behavior may lead the kitchen staff to waste time finding the order cursor in a long queue of orders and re-orienting their location on the bump bar during navigation.

Effective in Aloha Kitchen v19.14, you can now enable the order cursor to always return to the first video cell in the queue, upon bump. This enforces consistency during the normal workflow and allows the employee to resume the normal flow of orders. It is especially helpful in navigation for bump bar users. Ultimately, this feature allows you to prepare orders chronologically.

Figure 18 Order Cursor

To configure the order cursor to always return to the first video cell:

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

3. Select a **station** in use from the drop-down list.

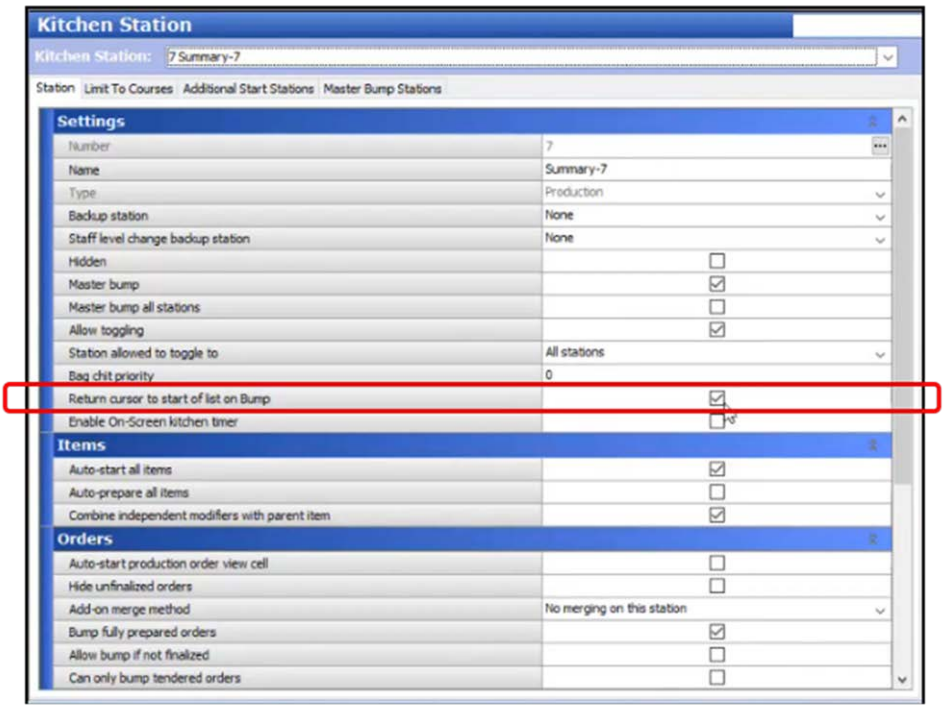

Figure 19 Return cursor to start of 1st on bump

4. Under the 'Settings' group bar, select **Return cursor to start of 1st on bump**.

   Return cursor to start of 1st on bump — Enables the order cursor to always return to the first video cell in the queue.

5. Click **Save**.
6. Repeat this **procedure** any other kitchen station requiring the order cursor to always return to the first video cell.
7. Exit the **Kitchen Station** function.

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 2026, 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