



# **Aloha Solution Release Policy**

**Version 1.2**

**Last Updated: March 2025**

**NCR V  YIX**

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## Definitions

Aloha Solution (In-Store)	<p>Aloha POS</p> <p>Aloha</p> <p>Takeout</p> <p>Aloha</p> <p>Kitchen</p> <p>Aloha Electronic Data Capture</p> <p>Aloha OrderPoint</p> <p>Aloha RAL</p> <p>Fingerprint Solution</p> <p>Aloha Configuration Center</p> <p>Aloha Connected Payments Aloha</p> <p>OrderPay</p>
Long-Term Service Release	<p>Long-Term Service Releases deliver feature enhancements that span the Aloha solution. These releases are certified by our Solution Integration Testing team and will be considered generally available to customers (determined by region).</p>
Feature Release	<p>Feature Releases will deliver specific feature enhancements and/or products to the market – outside of the standard release life cycle.</p> <p>The goal of a feature release is to provide a path to early adoption of new capabilities prior to a long-term service release. Feature releases are typically leveraged by specific customers that identify a compelling ROI for a capability and are willing to perform more frequent solution upgrades. Please contact your NCR Voyix Account Representative to gain access to a Feature Release.</p>
Maintenance Release	<p>Maintenance Releases are provided for supported releases and include defect resolutions. These releases will typically not contain new enhancements with exceptions made for security or similar needs.</p>

## Aloha Solution Release Lifecycle

The following policies apply to the Aloha solution stack for on-premise software deployments. This includes Aloha Point of Sale, Aloha Kitchen, Aloha Takeout and other on-premise utilities and components.

1. NCR Voyix targets one Long-term Service Release per calendar year for the Aloha solution stack.
  - a. Long-term service releases are maintained for three years
    - i. Full Maintenance: Minimum of two years, where defect corrections ranging from Severity 1 to Severity 3, are considered for maintenance releases to these versions.
      - Implementations for new customers should always use a version release that is in full maintenance
      - Major version upgrades for existing customers should always use a version release that is in full maintenance
    - ii. Limited Maintenance: Severity 1 and Severity 2 defects are addressed in maintenance releases to these versions.
      - New customer implementations and major version upgrades should never use a release that is in limited maintenance
  - b. Upon General Release of the next long-term service release, NCR Voyix will announce timelines for any active releases including Limited Maintenance and End-of-Life.
2. NCR Voyix will release feature releases at our discretion.
  - a. Feature release lifecycle can vary pending the timing of the release.
    - i. Full Maintenance: Minimum of four months of full maintenance, where defect corrections ranging from Severity 1 to Severity 3, are considered for maintenance releases to these versions.
    - ii. Limited Maintenance: Severity 1 and Severity 2 defects are addressed in maintenance releases to these versions.
  - b. Following the General Release of a long-term service release or feature release, NCR Voyix will announce plans for any active releases including Limited Maintenance and End-of-Life.
3. Maintenance Releases for all on-premise products are typically released monthly.
4. Controlled Deployment versions of products can be released to specific customers at the Product Manager's discretion prior to a certification cycle. These versions should be replaced upon the next Long-term Service Release or feature release.
5. Customer Implementations
  - a. New customer implementations should only use products in "Full Maintenance".
  - b. Non-maintenance upgrades should only use products in "Full Maintenance."
  - c. New customer implementations and major/minor version upgrades may not use product releases that are in "Limited Maintenance."

NOTE: Cloud-based products, such as Configuration Center, Aloha Insight and Aloha Digital Ordering, are typically released monthly and include both feature enhancements and defect corrections.

**Please work with your NCR Voyix Representative to understand the recommended version for your operations.**