

Aloha POS v19.11 and earlier Supporting Cash Discounts

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About Cash Discounts

A cash discount is a way for a merchant to encourage cardholders to use cash for payments instead of credit/debit cards by offering a reduction in the listed, stated, or standard price displayed by the merchant.



Note

This document discusses the Cash Discounts implementation for POS v19.11, and earlier. In POS v19.12+, we enhanced the feature to use comps instead of promotions as the preferred solution.

What is the difference between a cash discount and a surcharge?

A cash discount provides an incentive to consumers to pay in cash for a discounted product or service from the merchant's displayed price, saving consumers money on purchases.

A surcharge is a fee added to the total purchase amount when the consumer uses a credit card instead of another form of payment. Surcharging must follow card network rules and regulations carefully. For more information regarding maintaining a compliant surcharging program, please reach out to your account or relationship manager.



Note

While cash discounting is fully available with Aloha POS, credit card surcharges are only available in Aloha Cloud.

How are cash discounts supported?

The Aloha[®] Point-of-Sale (POS) system supports a cash discount program offered by the merchant. In addition to configuring the POS properly, merchants should consider a training program to help the employees understand how and when to manually apply a cash discount, and how to field consumer questions.

Applying a cash discount is similar to applying any other promotion to a guest check. When cash is presented to the employee for payment, the employee selects the appropriate discount to decrease the check amount.

How can merchants ensure their cash discount program is compliant?

The most important component of a compliant cash discount program is transparency. It is the onus of the merchant to ensure all door and counter signage, printed guest checks, menus, and base prices entered into the Aloha POS system reflect the non-discounted price. The cash discount is applied when cash is presented for payment.

- Consumers must be able to clearly see the posted cost of goods or services are for payments made via credit/debit cards and the discount pricing available for cash payments. You must display the rules of the cash discount program, as shown in the following signage example.

Pay by Cash and Save!

As an incentive for our valued customers, we now provide a 3% discount if you pay with cash!

- The merchant may not inflate the standard price on display and must adhere to all legal and ethical standards for the cost of goods/services. The cash discount applies to checks that are fully paid in cash and is invalid if the check has a partial payment by a credit/debit card.
- Cash discounts cannot be used with other fee programs defined by the card networks, such as sucharging, convenience fees, and service fees.

Configuring Cash Discounts in Aloha POS

Using Aloha Configuration Center/Aloha Manager, create a cash discount as a promotion and if using Quick Service, add the promotion button to a panel using Quick Service Screen Designer. It is not necessary to add the discount button if using Table Service because the Promotion configuration does this for you, using 'First available button position.'

To create a cash discount promotion:

1. Select **Maintenance > Payments > Promotions**.
2. Click the **New** drop-down arrow, select **Check Reduction** from the list, and click **OK**.

3. Under the 'Settings' group bar on the Promotion tab, type a **name**, such as '3% Cash Discount.'
4. Select **Active**.
5. Type **maximum amount** of discount allowed in 'Maximum amount,' such as 999. This is a required option.
6. Select the **Check Reduction** tab.

7. Choose **Select items that apply to check minimum** as the 'Check minimum qualification' method.
8. Choose **Percent** as the 'Method.'

9. Type the **percentage** to discount the check from 'Percent off.'



Tip

Cash discounts are usually from one to four percent.

10. Configure the rest of the **options** at your discretion.
11. Click **Save** and exit the **Promotions** function.

To add a cash discount button to the FOH (QS only):

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select the **panel** containing your tender or promotion buttons, and click **OK**.

4. Select an available **button** to use.
5. In the Properties dialog box, select **Promo** from the 'Action' drop-down list.
6. Select the **cash discount promotion** created in the previous step from the 'Promo Types' drop-down list.
7. Under the 'Appearance' group bar, type the **text** to appear on the button in 'Text, such as '3% Cash Discount.' Use **/n** to create separate lines of text.
8. Configure the rest of the **options** in the Properties dialog box at your discretion.
9. Select **File > Save Panel** and exit **Screen Designer**.

To add a cash discount message on guest check:

To add more transparency to the consumer, you can add a cash discount message in the footer of the guest check. This benefits table service operations where the server delivers the check prior to payment, and the consumer is informed and can choose the payment method to use.

1. Select **Maintenance > Messages > Guest Check Message**.
2. Create a new **guest check message** or select a **guest check message** already in use from the drop-down list.

Guest Check Message

Guest Check Message : 1 Aloha Café

Message

Settings

Number: 1

Name: Aloha Café

Header text

Line 1: Aloha Café

Line 2: None

Barcode message: None

Footer text

Line 1: Pay with cash and get a 3% discount!

Line 2:

Line 3:

Line 4:

Line 5:

Line 6:

Line 7:

Line 8:

Line 9:

Line 10:

Line 11:

Line 12:

Barcode message: None

3. Under the 'Footer text' group bar, type a **cash discount message**, such as 'Pay with cash and get a 3% discount.'
4. Click **Save** and exit the **Guest Check Message** function.

Using Cash Discounts in Aloha POS

1. For table service operations, deliver the **check** to the consumer with the footer message stating that paying with cash instead of a credit /debit card applies a discount to the check.

For quick service operations, alert the **consumer** that paying with cash instead of a credit/debit card applies a discount to the check. The consumer agrees to pay cash.

2. Access the **check** in the POS system.

Recall Prev Recall Next Next Seat New Order

Clear Delete Quantity Repeat

AMOUNT DUE: 109.50

Open Dollar \$1 Credit Manager Meal

Exact \$ \$5 Visa **3% Cash Discount**

Next \$ \$10 Mastercard Tax Exempt

Check \$20 Amex Loyalty Info

House Account Gift Card EBT Food Stamp Loyalty

Exit Dine In To Go

Take Out Functions Functions

Main Menu Promotion Close Check

(25) Single Burger 100.00

Subtotal 100.00

Tax 8.50

PIF 1.00

Dine In Total 109.50

Balance Due 109.50

3. Touch the **cash discount button**. The system reduces the amount of the check.

Recall Prev Recall Next Next Seat New Order

Clear Delete Quantity Repeat

AMOUNT DUE: 106.22

Open Dollar \$1 Credit Manager Meal

Exact \$ \$5 Visa 3% Cash Discount

Next \$ \$10 Mastercard Tax Exempt

Check \$20 Amex Loyalty Info

House Account Gift Card EBT Food Stamp Loyalty

Exit Dine In To Go

Take Out Functions Functions

Main Menu Promotion Close Check

(25) Single Burger 100.00

Subtotal 97.00

Tax 8.25

PIF 0.97

Dine In Total 106.22

Balance Due 106.22

4. State the **new total** to the consumer for agreement.
5. Apply the **cash payment** and close the **check** as normal.

The cash discount and the cash discount message print on the receipt.

GREG

Host: James 02/19/2024

GREG 11:34 AM

Order Type: Dine In 10001

Menu: None

Single Burger Combo 6.50

Single Hamburger

md Fries

md Coke

Chicken Hoagie 6.40

3% Cash Discount -0.39

Subtotal 12.51

8.5% Tax 1.06

PIF Tax 0.11

Total Tax 1.17

Dine In Total 13.68

Cash 13.68

Pay with cash and get a 3% discount!

--- Check Closed ---