Feature Focus Guide:

Digital Receipts

Core Product: Quick Service, Table Service
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Contents

NCR V:YIX

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01/22/2025	Created Digital Receipts Feature Focus Guide.

About Digital Receipts

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.
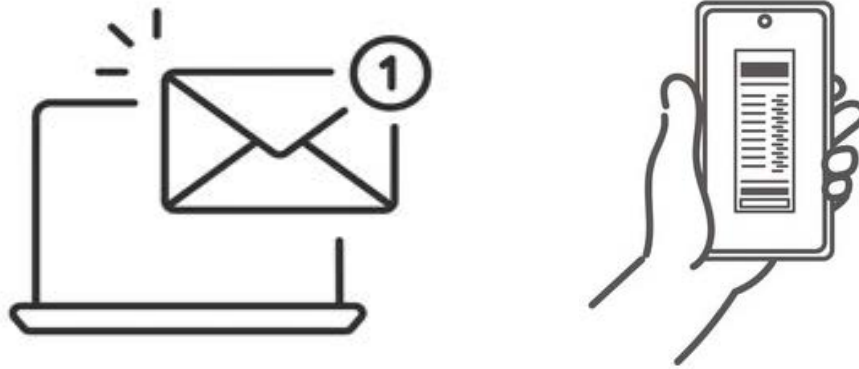
Figure 1 Digital Receipts Illustration

The Aloha® Point-of-Sale (POS) 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.

> 💡 **Tip**
> To use digital receipts, you must be provisioned on the BSL platform. Contact your NCR Voyix representative if you are not already on the platform.

Configuring Digital Receipts

This section details the configuration requirements for digital receipts. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Digital Receipts Procedures at a Glance:
If you are viewing this document using Adobe® Acrobat Reader, click each link for detailed information regarding the task. Click Previous View ⊙ to return to this location and proceed to the next step.

1.	Access **Maintenance > Hardware > Terminals** and set the default printer for the terminal, as needed. See page 5.
2.	Access **Maintenance > System Settings > Integrations** and configure an Integrations record in CFC for digital receipts. See page 6.
3.	Add digital receipt buttons for use in the FOH during the close check process. To add buttons to an Aloha Quick Service panel and the Table Service order entry screen, access **Maintenance > Screen Designer** and add Custom Activity buttons. To add buttons to the Table Service close screen, create a **TSButton.cfg** file. See page 7.
4.	Access **Utilities > POS > Refresh POS & All Installed Product Data** to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 10.

Setting the default printer for a terminal

The use of digital receipts is determined at the terminal level. If you want to offer digital receipts and also print the paper receipt, then keep your terminal configuration as normal and continue to the next procedure. The system provides two copies of the receipt; one as the digital receipt and one to the physical receipt printer. To exclusively offer digital receipts, such as for a tablet that is not connected to a physical receipt printer, you must set the default printer for the terminal to 'None.'

To set the default printer for a terminal to None:

1. Select **Maintenance > Hardware > Terminals**.
2. Select the **terminal** for which to configure the use of digital receipts from the drop-down list.
3. Under the 'Printers' group bar, select **None** from the 'Default printer' drop-down list.
4. Click **Save**.
5. Repeat this **procedure** for each terminal for which to use digital receipts.
6. Exit the **Terminals** function.

Configuring the Integrations record for digital receipts

Digital receipts use Aloha Transaction Gateway (ATG) for communication. You must configure the Integrations record in Aloha Configuration Center to suppress the print of the physical receipt and allow the system to display options for digital receipts.

To configure the Integrations record in CFC for digital receipts:

1. Select **Maintenance > System Settings > Integrations**.
2. If there is not an existing Integrations record, create a **new record** and leave all settings on the Integrations tab as their default.
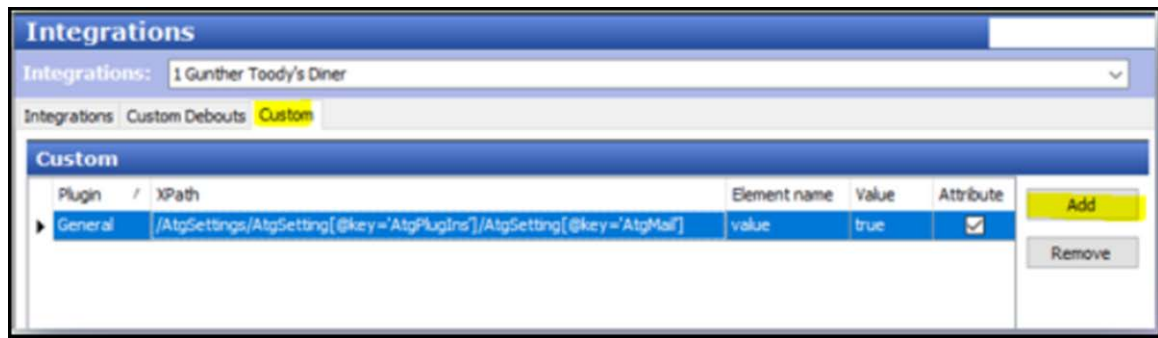3. Select the **Custom** tab.

Figure 2 Integrations - Custom Tab

4. Click **Add** and add the following XPath.

> 📝 **Note**
> The values are case sensitive and must match exactly.

Plugin - General

Xpath - /AtgSettings/AtgSetting[@key='AtgPlugIns']/AtgSetting[@key='AtgMail']

Element name - Value

Value - True

Attribute - Checked

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

Adding Email Receipt and Text Receipt buttons

You must add Email Receipt and Text Receipt buttons to allow an employee to send a digital receipt. You can place the buttons in the following areas:

Quick Service panel — A panel, typically containing your tenders, anywhere on the user interface that is easily accessible. You must use the Screen Designer tool to add digital receipt buttons to a panel.

Table Service close screen — The area on the close screen reserved for tender buttons. Use this solution to access digital receipt buttons when you are tendering the check. You must configure TSButton.cfg to utilize unused tender button positions for digital receipt buttons to this area of the screen.

Table Service order entry panel — The customizable area located in the lower right portion of the order entry screen. Use this solution when you need to recall a check to print digital receipt buttons without having to access the close screen. You must use the Screen Designer tool to add digital receipt buttons to this area of the screen.

> 📖 **Reference**
>
> Refer to the Custom TS Order Entry Screen Feature Focus Guide - HKS349 for more information.
> Refer to the Quick Service Screen Designer Guide or Table Service Screen Designer Guide for more information.

To add digital receipt buttons to a Quick Service panel or Table Service order entry panel:

1. Select **Screen Designer > Quick Service Screen Designer** if you are working with Aloha Quick Service or **Screen Designer > Table Service Screen Designer** if you are working with Aloha Table Service.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel** and select a **panel** to edit for Aloha Quick Service or select an **order entry panel** for Aloha Table Service.

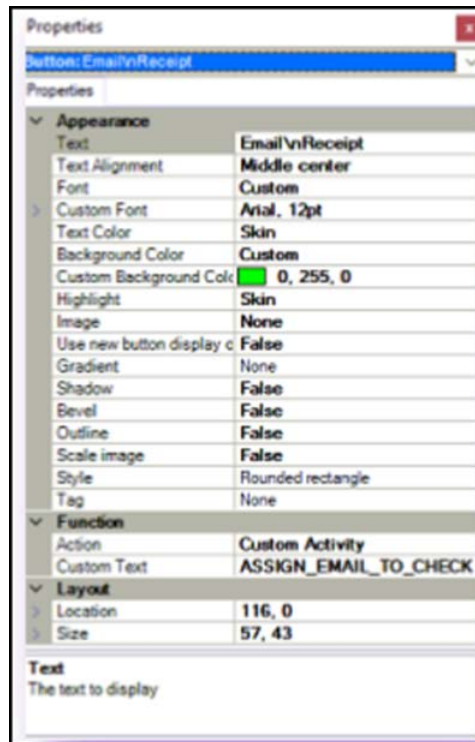4. Select **Panel > New Button** to add an 'Email Receipt' button.

Figure 3 Email Receipt Button Function

5. Under the 'Appearance' group bar, type **Email\nReceipt** in 'Text.'

6. Under the 'Function' group bar, select **Custom Activity** from the 'Action' drop-down list.

7. Type **ASSIGN_EMAIL_TO_CHECK** in 'Custom Text.'

8. Leave all other **options** as their default.

9. Select **Panel > New Button** to add a 'Text Receipt' button.

10. Under the 'Appearance' group bar, type **Text\nReceipt** in 'Text.'

11. Under the 'Function' group bar, select **Custom Activity** from the 'Action' drop-down list.

12. Type **ASSIGN_TEXT_TO_CHECK** in 'Custom Text.'

13. Leave all other **options** as their default.

14. You can click and drag each **button** on the panel to align the buttons, being careful not to overlap any buttons.

15. Click **Panel > Save Panel** and exit the **Screen Designer** function.

To add digital receipt buttons on a Table Service tender screen:

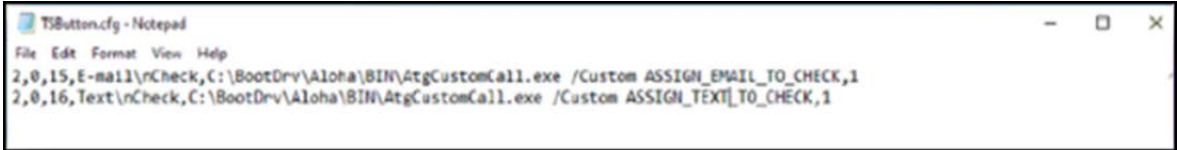1. On the BOH file server, navigate to the **BootDvr > Aloha > Data folder** using File Explorer[®].

Figure 4 TSButton.cfg

2. Right-click **TSButton.cfg**, and select **Open With > Notepad**[®] from the menu that appears.

3. On a separate line, type
2,0,15,E-mail\nReceipt,C:\BootDrv\Aloha\BIN\AtgCustomCall.exe /Custom ASSIGN_EMAIL_TO_CHECK,1 to add the Email Receipt button to the FOH tender screen.

4. On a separate line, type **2,0,16,Text\nCheck,C:\BootDrv\Aloha\BIN\AtgCustomCall.exe /Custom ASSIGN_TEXT_TO_CHECK,1** to add the Text Receipt button to the FOH tender screen.

5. Select **File > Save** and exit **TSButton.cfg**.

For the third comma separated number (15 or 16 respectively in this example) in TSButton.cfg, you need to change the value to align with the button positioning grid used at the site. The number represents the position placement on the FOH Payment screen. The positioning is always numbered vertically and is based on the grid dimensions configured in CFC Store Settings function. For example, if you use a 3 x 7 grid, the buttons number 1 through 7 down the first column and the top button in the second column is 8, as shown in the example. Conversely, if you use a 3 x 8 grid, the buttons number 1 though 8 down the first column and the top button in the second column is 9. The numbering continues when you have a second or third page of buttons.

1	8	15
2	9	16
3	10	17
4	11	18
5	12	19
6	13	20
7	14	21

Figure 5 3 x 7 Button Positioning

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Refreshing POS data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

> ⚠ **Caution**
> Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

Using Digital Receipts

Depending on the preference of the guest, you can send a digital receipt as an email, text message, or both. The check must be fully tendered and with no balance due. Access the digital receipt buttons from a Quick Service panel (not shown), or the Table Service close screen when you close the check.
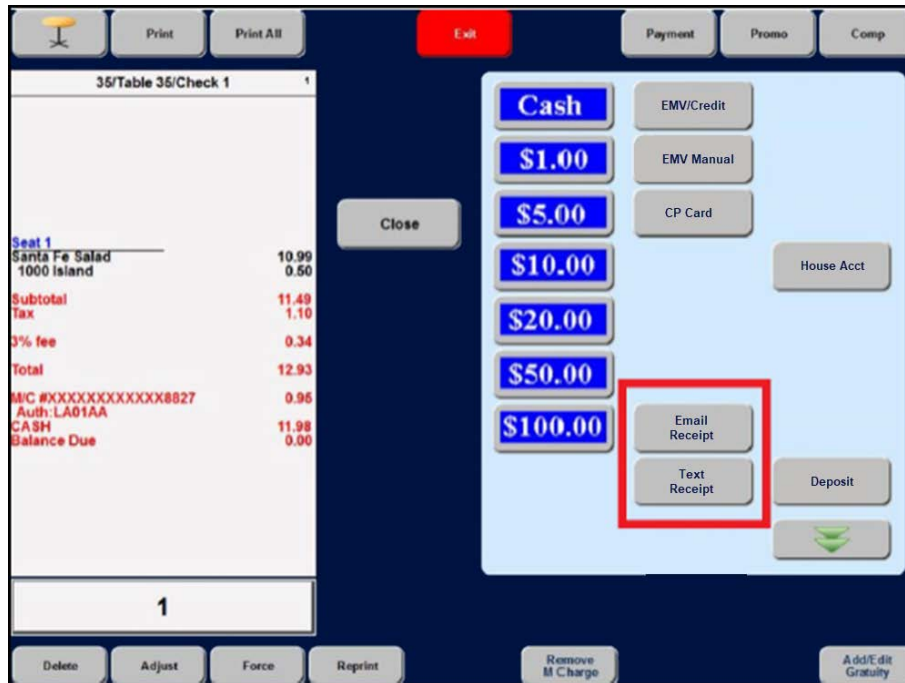

Figure 6 Table Service Close Screen

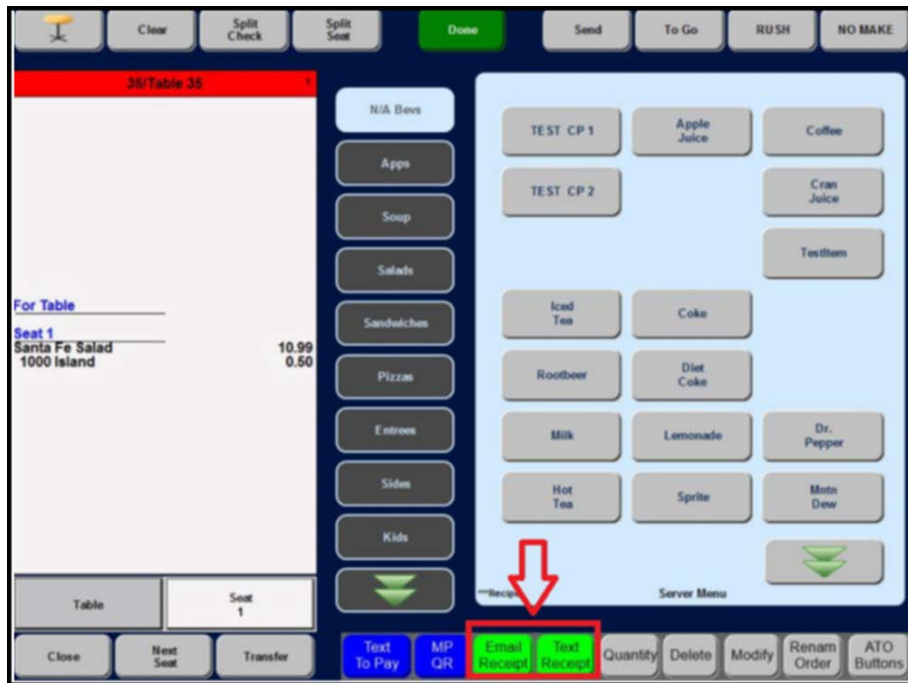Use the Table Service order entry screen to print the digital receipt after the check is closed.

Figure 7 Table Service Order Entry Screen

To send the digital receipt as an email:

1. Touch **Email Receipt**. The Email Receipt screen appears.

Figure 8 Customer Email Screen

2. Enter the **email address** of the customer and click **OK**.

To send the digital receipt as a text message:

1. Touch **Text Receipt**. The Customer Text Number screen appears.
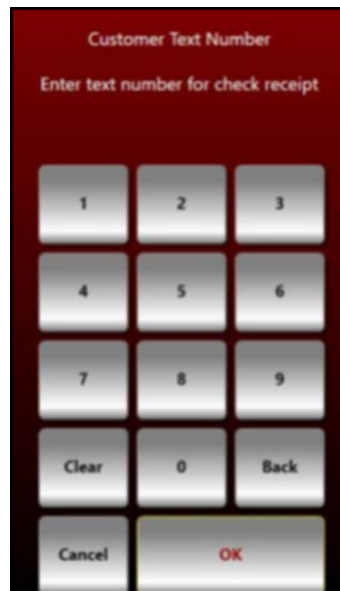

Figure 9 Customer Text Number Screen

2. Enter the **phone number** of the customer and click **OK**.

If you send a digital receipt before the order is fully tendered, a message appears, depending on the function you are performing.
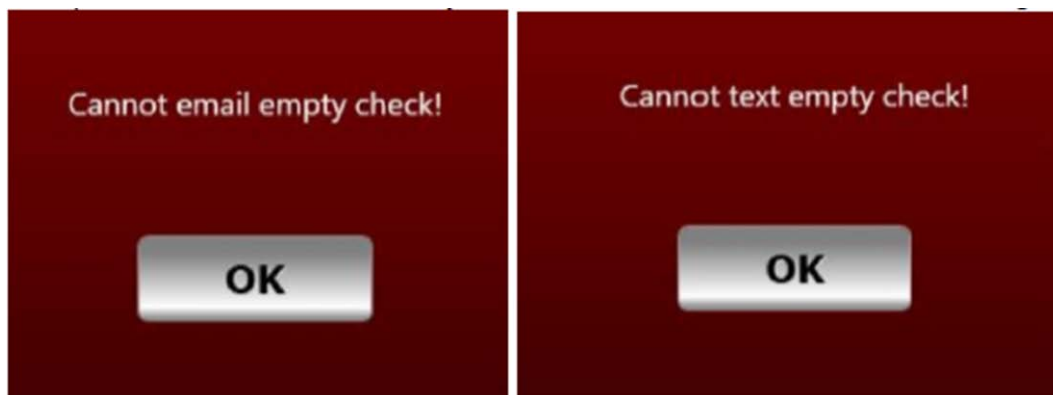

Figure 10 Cannot Email/Text Empty Check Messages

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