

Feature Focus Guide:

Scales

Core Product: Aloha Quick Service, Aloha Table Service
Last Updated: January 24, 2025

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Revision Record

Date	Version #	Description
Prior to 12/15/2023	4.111+	Implemented the Scales feature.
	v5.3.21e+	Added support for CAS PD1 scales through a Mettler 8213 emulation.
	v6.2.2	Added support to display and print weighted items when using the PLU functionality.
	v6.2.5+	Removed the ability to use the Repeat and Quantity buttons with weighted items.
	v6.2.10+	Added the ability to print the net weight on the guest check when an item is weighed in conjunction with a tare.
	v6.2.14+	Added functionality to meet NTEP certification requirements.
	v6.2.15+	Added support for the Brazilian Toledo Prix III scale.
	v6.2.16+	Added an option to not enforce the zero balance condition, thereby, not meeting one of the NTEP certification requirements.
	v12.3+	Updated to reflect CFC and Aloha Manager.
12/15/2022		Converted the document to use new templates.
01/13/2023		Updated the front cover and back page to reflect new NCR branding.
09/13/2023		Added 'Supporting non-integrated scales' appendix.
06/14/2024		Updated document to reflect NCR Voyix branding.
01/24/2025	v19.11.2	Added 'When the cashier attempts to scan an incorrectly formatted QR code, a 'Configured item scanning format is invalid' message appears' to the 'Supporting non-integrated scales' appendix.

About Scales

Scales at a Glance	
Core Product	Aloha Quick Service and Aloha Table Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide; Aloha Quick Service Report Guide; Aloha Table Service Reference Guide; Aloha Table Service Report Guide

Scales enhance the Aloha® Point-of-Sale (POS) system by allowing you to calculate the price of a menu item, such as a salad, based on its weight. Tares allow you to subtract the weight of the container in which you place the item to weigh it, to determine the true weight of the item. Figure 1 shows an example of one of the supported scales, Mettler Toledo 8217, weighing an item, with a plastic container used as a tare.



Figure 1 Mettler Toledo 8217 Scale

Aloha currently supports scales by three manufacturers, Mettler Toledo (8217 and 8213), NCI (6702, 6710, and 6720), and CAS PDI (using a Mettler Toledo 8213 emulation). Aloha also supports the Brazilian Toledo Prix III scale.

For sites in the United States, it is a requirement of the National Conference of Weights and Measures (NCWM) that POS systems interfacing with scales be compliant with the standards set forth by the National Type Evaluation Program (NTEP). The NTEP program was established in 1984 by a task force of weights and measures officials, as well as manufacturers and users of weighing devices. The purpose of this program is to govern a set of requirements for evaluating commercial weighing and measuring devices before they are sold. Failure to abide by these regulations could result in penalties and the removal of the scale from the workplace. Being compliant is not mandatory for International locations.

Some of the requirements impact how you interact with the scale, others affect the Aloha POS configuration of the scale, and the remaining requirements are “behind the scenes” with no visible impact to you.

The main requirements for the Aloha POS system to be compliant with NTEP standards are:

- You must install Aloha Table Service or Aloha Quick Service v6.2.14, or higher.
- Both the POS software and the commercial scale with which it interfaces must be NTEP certified.
- The POS system must do the following:
 - Reset the scale to zero after each item is weighed, and cannot allow negative or over-capacity weights to be recorded.
 - Subtract the weight of the container in which the item is placed to determine the true weight of the item.
 - Prevent the weight from being recorded until the motion of the scale is stabilized.
 - Round the price calculation for weighted items to the nearest cent, including items that are split-priced.
- The NTEP identification must be visible from the Aloha POS system’s initialization screen (Aloha Front-of-House (FOH) Floating Logo screen), and you must also be able to easily access the NTEP identification when the POS terminal is operational by pressing a ‘Help’ button on the POS main order entry screen.
- The guest check/receipt must clearly indicate when a weight is entered manually, the total weight, the unit price, and the total price of the weighted item.
- The local currency must precede the total on the guest check.



Note

Per the NTEP requirements, you must display the currency symbol on the guest check when you use a scale. By default, the Aloha POS system uses the United States ‘\$’ sign, which is in accordance with NTEP regulations; however, if you are in the United States and use a different base currency, you must use configure a foreign currency. Currently in the system, the only way to accomplish this is to create a foreign currency record in Foreign Currency Maintenance.

Configuring Scales

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for Scales. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:

If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.

1.	Use the appropriate program function in your operating system to define the serial port settings for the scale device. See page 6 .
2.	Access Maintenance > Business > Additional Features and select Display scales to expose the configuration options for scales. See page 8 .
3.	Access Maintenance > Hardware > Scales to configure the scales device. See page 9 .
4.	Access Maintenance > Hardware > Tares to define a tare record for each container, and define a 'no tare' record with a zero weight as a default tare to use when the weight of the container does not affect the total price. See page 10 .
5.	Access Maintenance > Menu > Items to associate scale and tare information with an item. See page 11 .
6.	Access Maintenance > Business > Store > Store Settings tab > User Interface group and select Display NTEP CC Information on the FOH Floating Logo screen . See page 13 .
7.	Access Quick Service Screen Designer or Table Service Screen Designer and add an Exit button named 'Help' to provide access to scale certification information. See page 14 .
8.	Access Maintenance > Business > Store > Store Settings tab > Order Entry group > Options tab to define the text for indicating manual weight entry, if the scale is unable to obtain a successful reading. See page 15 .
9.	Select Utilities > POS > Refresh POS and All Products to refresh the data. See page 17 .

Defining the serial port settings and pin-outs for scales

You may need to define the serial port settings for the scale device in use. The following table indicates the settings to use for the models supported by the Aloha POS system:

Scale Model	Bits per second	Data bits	Parity	Stop bits	Flow Control
Mettler Toledo	9600	7	Even	1	Xon/Xoff
NCI (all models)	19200	7	Even	1	Xon/Xoff
Barzilian Toledo Prix III*	2400	8	No	1	Xon/Xoff
*Not required for NTEP Compliance					

To configure serial port settings:

1. Locate **Device Manager** on your operating system.
2. Double-click the **port** the scale uses.
3. Enter the **port information** for the appropriate model as shown in the following table.
4. Click **OK**.

The Aloha POS system uses the following pin outs for communication with the scale:

Mettler Toledo - Serial DB9 to Scale DB9									
DB9	2	3	4	5					
DB9	3	2	6	5					

Mettler Toledo - Serial DB25 to Scale DB9									
DB9	2	3	7	20					
DB9	2	3	5	6					

NCI - Serial DB9 to Scale DB9									
DB9	1	2	3	4	5	6	7	8	9
DB9	1	2	3	4	5	6	7	8	9

NCI - Serial DB25 to Scale DB9									
DB9	2	3	4	5	6	7	8	20	22
DB9	3	2	7	8	6	5	1	4	9

Brazilian Toledo Prix III									
Equipped with cord and preassigned pinouts. Refer to the user documentation of the scale.									

**Tip**

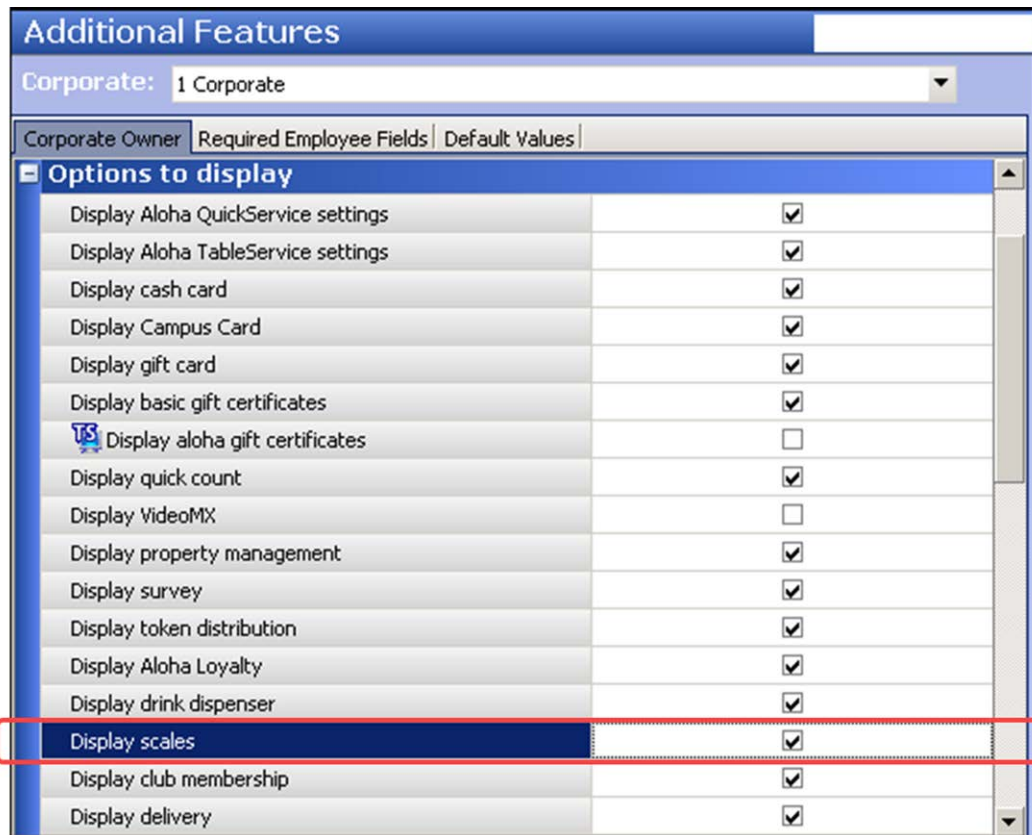
Mettler Toledo scales used in the European market require a different protocol than when you use them in the United States. To configure Aloha software versions 5.2.5.132 and higher to use the European protocol, edit the Aloha.ini file in the Newdata folder, and assign the MettlerFormat variable a value of 1, such as MettlerFormat=1. Assign a value of 0 for the standard or U.S. protocol.

Exposing configuration options for scales

To configure scales in Aloha Configuration Center (CFC) or Aloha Manager, you must select 'Display scales' in the Additional Features function to expose the configuration options in the user interface.

To expose configuration options for scales:

1. Select **Maintenance > Business > Additional Features**.




Additional Features	
Corporate: 1 Corporate	
Corporate Owner Required Employee Fields Default Values	
Options to display	
Display Aloha QuickService settings	<input checked="" type="checkbox"/>
Display Aloha TableService settings	<input checked="" type="checkbox"/>
Display cash card	<input checked="" type="checkbox"/>
Display Campus Card	<input checked="" type="checkbox"/>
Display gift card	<input checked="" type="checkbox"/>
Display basic gift certificates	<input checked="" type="checkbox"/>
 Display aloha gift certificates	<input type="checkbox"/>
Display quick count	<input checked="" type="checkbox"/>
Display VideoMX	<input type="checkbox"/>
Display property management	<input checked="" type="checkbox"/>
Display survey	<input checked="" type="checkbox"/>
Display token distribution	<input checked="" type="checkbox"/>
Display Aloha Loyalty	<input checked="" type="checkbox"/>
Display drink dispenser	<input checked="" type="checkbox"/>
Display scales	<input checked="" type="checkbox"/>
Display club membership	<input checked="" type="checkbox"/>
Display delivery	<input checked="" type="checkbox"/>

Figure 2 Additional Features Function

2. Under the 'Options to display' group bar, select **Display scales**.
3. Click **Save** and exit the **Additional Features** function.

Configuring the scale device

You must define the scale in use before the system can recognize the scale device.

To configure a scale device:

1. Select **Maintenance > Hardware > Scales**.
2. Click the **New** drop-down arrow, select the **type** from the list, and click **OK**.

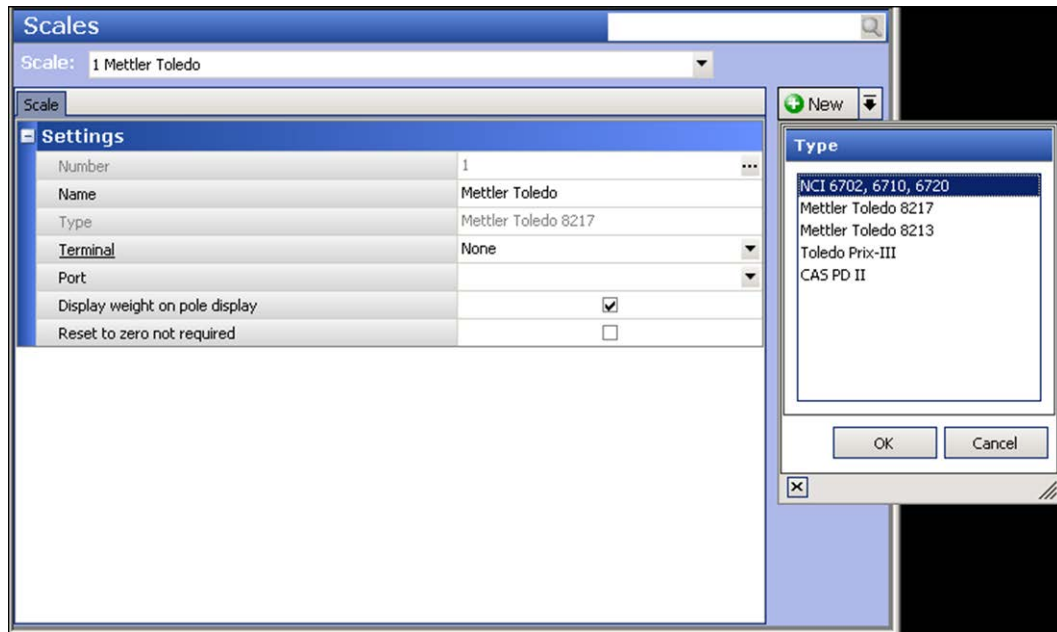


Figure 3 Scales Function

3. Under the 'Settings' group bar, type a **name** for the scale.
4. Select the **terminal** to which the scale is connected.
5. Select the **port** to which the scale is connected.
6. Select **Display weight on pole display**, if you are using a pole display and you want the customer to see the weight measurement.
7. Select **Reset to zero not required**, if you do not want to require the scale to reset before placing the item on the scale.



Caution

Selecting 'Reset to zero not required' is not in compliance with NTEP regulations for domestic sites and should be used at your own discretion.

8. Click **Save**.

9. Repeat this **procedure** for each scale in use.
10. Exit the **Scales** function.

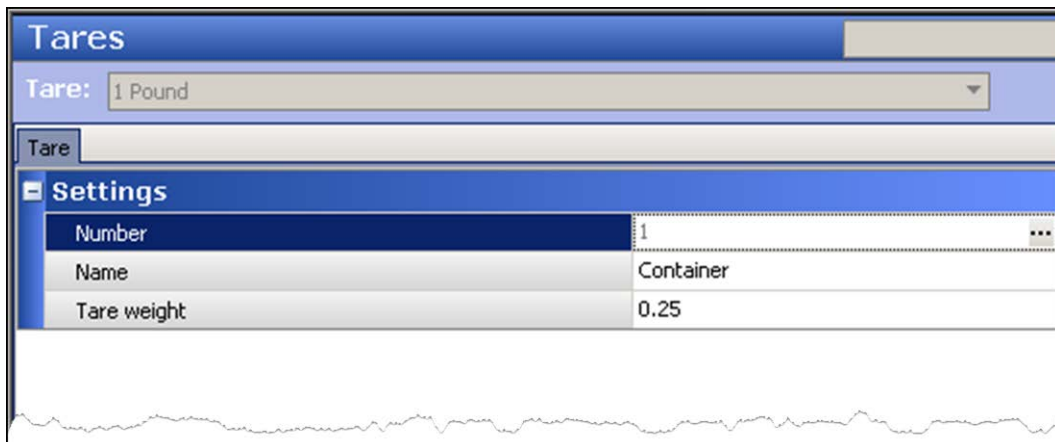
Defining a tare

A tare is a deduction made from the gross weight of goods to allow for the weight of the wrapper, box, or container in which you place the item. When you define a tare, you define the weight of the container for the item.

When using scales, you must associate a tare record for each item you want to weigh; however, not all items you sell may have a tare. You must define a tare record for each container, and create a 'No tare' record with a zero weight as a default tare to use when the weight of the container does not affect the total price.

To define a tare:

1. Select **Maintenance > Hardware > Tares**.
2. Click **New**.



The screenshot shows the 'Tares' configuration window. At the top, there's a 'Tare:' dropdown menu currently set to '1 Pound'. Below this is a 'Tare' label and a text input field. A 'Settings' section is expanded, showing a table with the following data:

Number	Name	Tare weight
1	Container	0.25

Figure 4 Tares Function

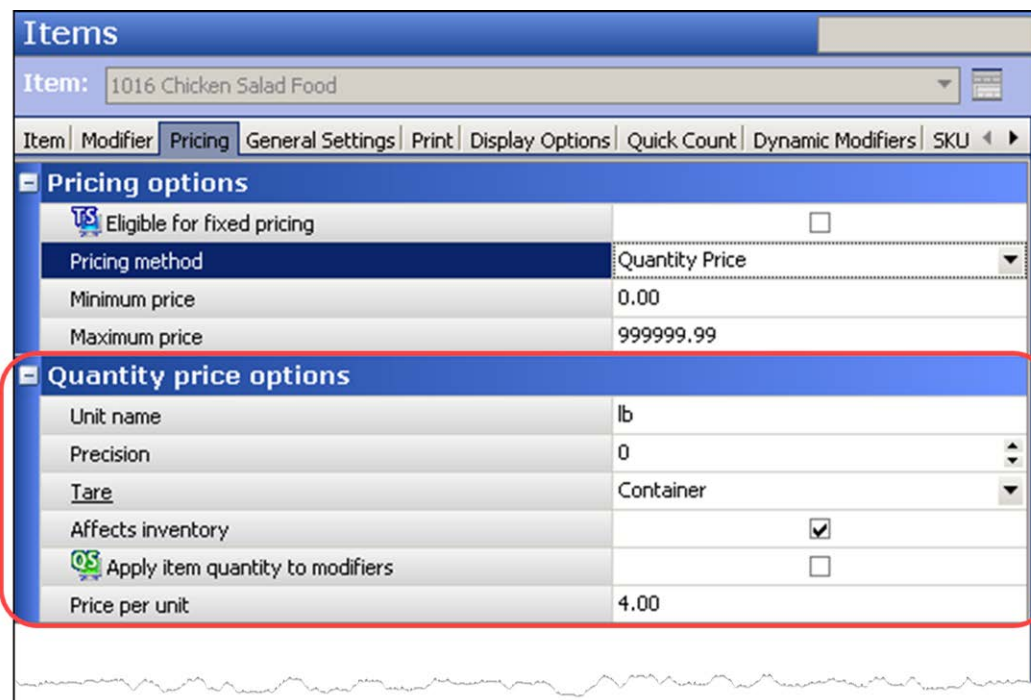
3. Type a **name** for the tare, such as the type of container.
4. Type the **weight** of the tare to exclude from the weight calculation. Type the weight using decimals, such as .25 to indicate 1/4 of the weight, whether it is pounds, ounces, or kilos.
5. Click **Save**.
6. Repeat this **procedure** for each tare. Remember to create a 'No tare' record.
7. Exit the **Tares** function.

Configuring an item to use quantity pricing

To price menu items weighed on a scale, you must define the item to use quantity item pricing. When you sell the item, an additional FOH screen appears.

To configure an item to use quantity pricing:

1. Select **Maintenance > Menu > Items**.
2. Select the **Pricing** tab.
3. Select the **item** from the drop-down list.



Items	
Item:	1016 Chicken Salad Food
Item Modifier Pricing General Settings Print Display Options Quick Count Dynamic Modifiers SKU	
Pricing options	
Eligible for fixed pricing	<input type="checkbox"/>
Pricing method	Quantity Price
Minimum price	0.00
Maximum price	999999.99
Quantity price options	
Unit name	lb
Precision	0
Tare	Container
Affects inventory	<input checked="" type="checkbox"/>
Apply item quantity to modifiers	<input type="checkbox"/>
Price per unit	4.00

Figure 5 Items - Pricing Tab

4. Under the 'Pricing options' group bar, select **Quantity Price** from the 'Pricing method' drop-down list.
5. Under the 'Quantity price options' group bar, type a **descriptive name** for the unit of measure. For example, if the unit name is 'lb,' the price per unit is the price of the item per pound.
6. Type the **number of decimals** to use for the weight measurement in 'Precision.' For example, if the precision is 2, you can specify the weight of up to 1/100th of a pound.

7. Select a **Tare** to use for the item from the drop-down list.



Caution

You must select a 'Tare' for the system to use the scale. If you do not, you receive a prompt to enter a quantity in the FOH rather than a weight.

8. Select **Affects inventory**, if you want to deduct the item from inventory, when sold.
9. Select **Apply item quantity to modifiers** to apply the item quantity to any modifiers ordered with the item. This is useful in certain Quick Service environments, such as catering, when you want to order large numbers of items on a single check, and have the system quantify an associated modifier accordingly. For example, if you place an order for 50 hamburgers and include cheese as a modifier, the system orders 50 slices of cheese as well, as part of the transaction. If you attach a price to the modifier, the system applies the appropriate price for the designated quantity.
10. Type the **price per unit** to indicate the price of the item per unit sold. For example, if the unit of measure for lobster is pound, the price per unit might be \$7.99 per lb.
11. Click **Save**.
12. Repeat this **procedure** to configure other items for quantity pricing.
13. Exit the **Items** function.

Displaying scale certification on FOH floating logo

Per the NTEP requirements, if the site is in the United States, the company name and the software version of the scale must be visible at all times. Since the Aloha POS system runs on many platforms, you cannot tape a note on the physical device. For optimal visibility, you must display the scale certification information on the Floating Logo screen.

To display scale certification information on FOH Floating Logo screen:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **User Interface** group at the bottom of the screen.

The screenshot shows the 'Store Settings' window with the 'User Interface' group selected. The 'Display' group is expanded, and the 'Display NTEP CC Information on Logo Screen' option is checked. The 'NTEP Certificate' field is set to '08-035'. The 'Show cursor' option is also checked.

Store	
Store:	201 TS 201 Baseline
Location Information Licensing Custom Store Settings Aloha Manager	
Display	
Logo screen contact information	
Display NTEP CC Information on Logo Screen	<input checked="" type="checkbox"/>
NTEP Certificate	08-035
Graphical Skin	Default
Disable enhanced graphics on POS	<input type="checkbox"/>
Disable graphics in maintenance	<input type="checkbox"/>
Base font	Arial
Character set	Ansi
Sort View Tables screen by server, then by time	<input type="checkbox"/>
Place PLU/SKU button on POS submenus	<input type="checkbox"/>
Use this open item if the order taker enters a SKU# tha...	Open Item
Item unavailable message text	Not around here
Item unavailable media file	None
Available item category	None
Prefix for items in suspend mode	
Show cursor	<input checked="" type="checkbox"/>

Order Entry | Labor | Financials | Check Printing | Chit Printing | Report Printing | **User Interface** | Security

Figure 6 Store Settings - User Interface Group

4. Under the 'Display' group bar, select **Display NTEP CC information on Logo Screen** to show the company name and software version of the scale in use on the FOH Floating Logo screen.
5. Type the **NTEP certification number** in 'NTEP Certificate.'
6. Click **Save** and exit the **Store** function.

Providing access to scale certification information

Per the NTEP requirements, if the site is in the United States, you must configure at least one button for the employee working the scale to press, on demand, to access the scale certification information. This regulation requires you to place the button on the main or a highly used panel, and the text on the button must indicate you are accessing scale information; however, some guidelines recommend the button can be called 'Help.' Using the Exit button function, the employee can press the button to return to the FOH Floating Logo screen with scale certification information. You can place the button on the following areas:

- Any Quick Service panel.
- A Table Service order entry panel available on the Order Entry screen.
- A Table Service floor plan in use.

To add a scale certification button:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer** or **Table Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel** on which you want to add the scale certification button, and click **OK**.

-OR

Create a **new panel**. If you are using Table Service, select an existing Floorplan Panel or Order Entry Panel.

- Right-click the **panel** and select **New Button**. The Properties dialog box appears.

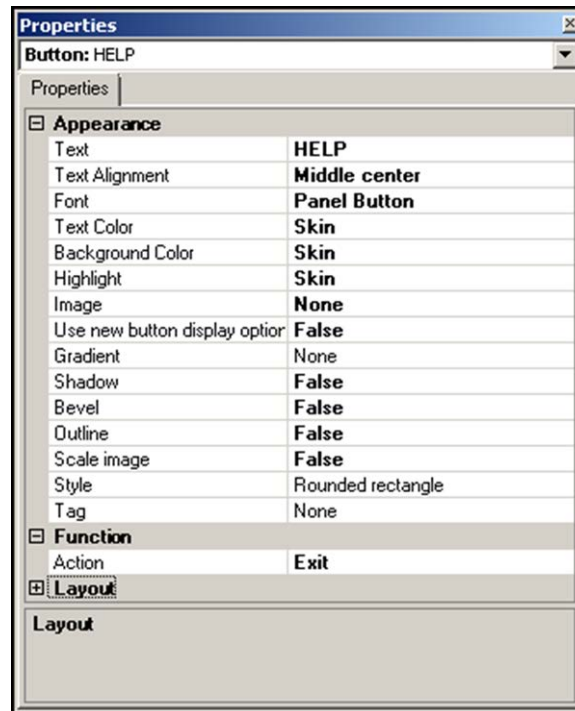


Figure 7 Button Properties Dialog Box

- Under the 'Functions' group bar, select **Exit** from the 'Actions' drop-down list.
- Type an **intuitive name** to indicate the button accesses scale certification information. We recommend naming the button 'HELP,' per the compliant agreement with NCR.
- Complete the remaining **options** as you would for any other button.
- Select **Panel > Save Panel** to exit Quick Service Screen Designer or Table Service Screen Designer.

Defining text to indicate net and manual weight entry

When a scale is unable to obtain a successful reading to pass through to the POS, the system attempts to read the scale three times, and after the third unsuccessful attempt, you must enter the weight manually. Per the NTEP requirements, the text on the guest check must indicate the weight is entered manually. You can configure the text to print on the guest check, as well as define how many seconds for the system to wait between attempts to gain a successful reading in the User Interface group located in Store Settings.

To define text to indicate net and manual weight entry:

- Select **Maintenance > Business > Store**.
- Select the **Store Settings** tab.

3. Select the **User Interface group** at the bottom of the screen.

Store	
Store:	201 TS 201 Baseline
Location Information Licensing Custom Store Settings Aloha Manager	
Scale	
Guest check Net weight message	NET WT
Scale timeout seconds	5
Scale manual weight message	MAN WT
Pole Display	
Display message on pole display when not in use	<input checked="" type="checkbox"/>
Message	
Show subtotal	<input checked="" type="checkbox"/>
Display gift card balance	<input checked="" type="checkbox"/>
Timeout in seconds	60
Fingerprint Scanner	
Support UPEK fingerprint devices	<input type="checkbox"/>
Display Boards	
Use long name	<input type="checkbox"/>
Volume levels	
Interval to update volume level in minutes	15
Check Printing Chit Printing Report Printing User Interface Security System Credit Card Delivery	

Figure 8 Store Settings - User Interface Group - Scales Group Bar

4. Under the 'Scale' group bar, type the **text** to appear on the guest check when the scale reading is unsuccessful in 'Guest check Net weight message.' This optional message should be short, such as 'NET WT.'
5. Type the number of **seconds**, from 3 to 99, to allow the POS system to attempt to talk to the scale before displaying the prompt to retry in 'Scale timeout seconds.' The default is five seconds.
6. Type the **text** to appear on the guest check when the scale is unable to obtain a successful reading and you must enter the weight manually in 'Scale manual weight message.' This mandatory message should be short, such as 'MAN WT.' Consult with the Weights and Measure department for your state to obtain an acceptable message.
7. Click **Save** and exit the **Store Settings** function.

Refreshing the 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 POS 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 Scales

This section discusses how to use scales in the FOH to price an item by its weight, and how to display the scale certification information, when needed.

Weighing an item

Pricing an item in the FOH with a scale is easy, whether you are using Aloha Table Service or Aloha Quick Service. When you select an item configured as a quantity priced item with an attached tare, an additional screen appears with a 'Weighted Item' heading at the top of the screen.

The system queries the scale until it obtains three consecutive identical readings, or until the designated timeout occurs. During the process, the numeric keypad does not display and you cannot enter a manual weight. When the system cannot obtain three identical readings, you have the option to retry to enter a manual weight.



Note

In accordance with the National Conference on Weights and Measures, you cannot add an item to the guest check using the Repeat or Quantity button functions, as two items priced by weight seldom carry the same weight. When you touch the Repeat or Quantity button for an item priced weight, the error message "You cannot repeat weighed items" appears.

If the system is unable to obtain three identical readings for any of the following reasons, an error message appears:

Message	Solution
The scale is overloaded.	Remove a portion of the item from the scale and price the item using more than one reading.
The scale is registering a negative weight.	Remove the item from the scale and reset the scale.
Please remove weight from scale to continue.	Remove the item from the scale, select the item in the FOH, and then place the item back on the scale.

To weigh an item:

1. For Table Service operations, start a **new table** or add to an **existing table**. For Quick Service operations, begin a new check or to an existing check.
2. Touch the **item** configured to be priced by its weight. The system checks the status of the scale and displays the Weighed Item screen.

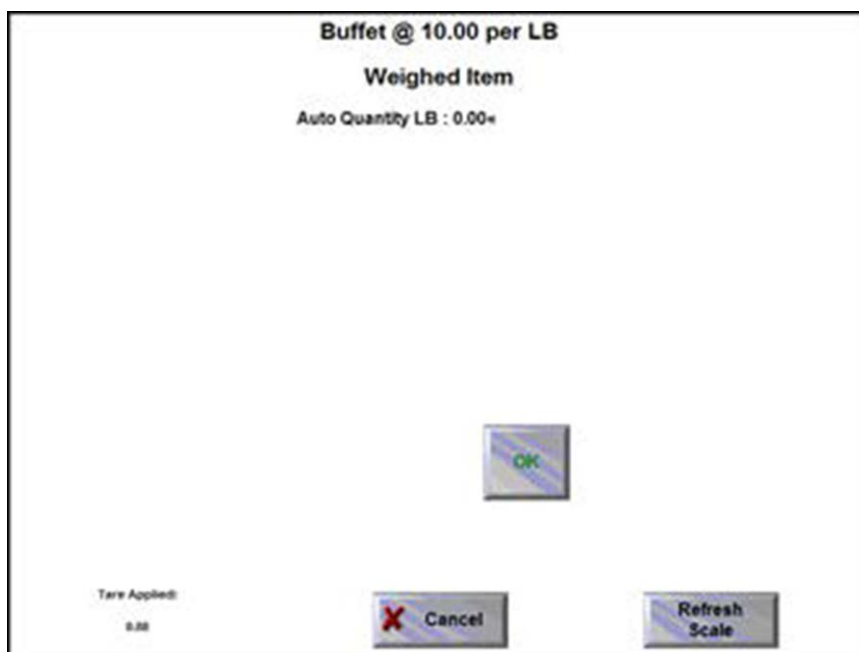


Figure 9 Weighed Item Screen

3. Place the **item** on the scale. The scale attempts to obtain three identical readings, subtracting the weight of the tare, to properly price the item. If successful, Auto Quantity indicates the weight of the item.
 4. Touch **OK** to price the item using this weight and add the item to the guest check.
- OR -

If unsuccessful, an error message appears with the Retry button.



Figure 10 Stable Reading Could Not Be Obtained Message

5. Touch **Retry** to attempt another reading. After the third unsuccessful attempt, an error message appears with the Retry and Cancel buttons.



Figure 11 Stable Reading Could Not Be Obtained Retry Message

6. Touch **Retry** again to attempt another automatic reading, or touch **Cancel** to display the Non-Weighed Item screen and enter the weight manually.

Shrimp Cocktail @ 1.99 per lbs

Non-Weighed Item

Manual Quantity lbs : 0.0

1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Figure 12 Manually Entered Weight Screen

7. Enter the **weight** of the item using the numeric keypad and touch **OK**. The system calculates the item price of the item using the manual weight entry and adds the item to the guest check.

Whenever possible, the weighted item information appears on one line on the receipt; however, it can appear on two, or three lines, depending on the length of characters for the item and the text to display for an item weighed manually.

IBERCAFE	IBERCAFE	IBERCAFE
Host: APRIL 02/01/2007	Host: APRIL 02/01/2007	Host: APRIL 02/01/2007
Order2 1:53 PM	Order2 1:53 PM	Order2 1:53 PM
10002	10002	10002
Order Type: Dine In	Order Type: Dine In	Order Type: Dine In
Coke 1.00	Coke 1.00	Coke 1.00
Lobster Whole	Lobster Whole	Lobster Whole
12.22 LB @ 10.99 per lb 134.30	12.22 LB 134.30	12.22 pounds 134.30
	@ 10.99 per lb Man WT	@ 10.99 pounds
		Manual Weight
Subtotal 135.30	Subtotal 135.30	Subtotal 135.30
Tax 13.53	Tax 13.53	Tax 13.53
Dine In T 148.83	Dine In T 148.83	Dine In T 148.83
Cash \$ 200.00	Cash \$ 200.00	Cash \$ 200.00
Change \$ 51.17	Change \$ 51.17	Change \$ 51.17

Figure 13 Examples of Scale Information on the Guest Check

Displaying scale certification on demand

If you reside in the United States, you must have the ability to display the scale certification information on demand to officials and agents of the NTEP. The scale certification information is found on the FOH Floating Logo screen, and must be readily available upon inspection, or when requested.



Figure 14 FOH Floating Logo Screen with Certification Information

To display the scale certification information on demand, when the system is not displaying the Floating Logo, touch the 'Help' button from any of the following locations:

- Any Quick Service panel
- The Order Entry panel or floor plan in Table Service.

Troubleshooting Scales

The following is a list of helpful hints when troubleshooting scales:

- If you have not defined a scale or a tare, the system writes 'Need to configure a Tare ID or Scale ID for use with a scale device' to the Verify.txt file. Select Utilities > Verify Data to view the Verify.txt file. Refer to "Configuring the scale device" on page 9 and "Defining a tare" on page 10 for more information.
- You can also add DebugScales to the Microsoft Windows system environment variables and assign it to True to include additional debugging information in Deboutxx.txt, where xx is the name of the terminal.

Appendix: Supporting non-integrated scales

You can support a non-integrated scale and allow the cashier to scan a QR (quick response) code generated from a scale that is not attached to an Aloha POS terminal. Use this solution in environments that weigh items to purchase on a 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.



Note

We currently support the integration with the ProCom system that uses a specific QR code format. If you want to support other non-integrated scales, please contact your NCR representative.

SCENARIO: The consumer selects two lbs of lobster, one ounce of caviar, and a crab cake. The employee weighs each item on a non-integrated scale that uses the 'Procom' format, and adds each item to a single QR code. When done, the scale generates a label with a single QR code that includes all three items. The employee places the items in a bag and attaches the label. When the consumer is ready to check out, the cashier scans the QR code on the label.

Creating the QR code format

The scale contains a database of items that are mapped to the item IDs in the Aloha POS system. The restaurant inputs and updates items and prices in the database, as needed. In most cases, the Aloha POS system reads the prices coming from the database. The QR code syntax consists of multiple components, separated by a semi-colon. Each component has a designated number of digits. For example, the first component is the store ID, and it is designated as four positions. If the store ID is 1301, it is not necessary to enter padded zeros into the database; however, if the store ID is five, enter 0005.

Use the following QR code example with the legend for a single item:

1301;01;21032021;00201;0;01;13001;000450;001490;0000671

	Example Provided	# of Digits	Description
Store ID	1301	4	Represents the four-digit ID number of the store. The Aloha POS system does not validate the store ID.
Scale Number	01	2	Represents the two-digit ID number of the scale. The Aloha POS system does not validate the scale number.
Date	21032021	8	Represents the eight-digit date in the format of two-digit day, two-digit month, and four-digit year (DDMMYYYY). The Aloha POS system does not validate the date.
Scale Receipt Number	00201	5	Represents the five-digit receipt number generated from the scale. The Aloha POS system does not validate the scale receipt number.
Scale or Piece	0	1	Indicates if the item is weighted or a piece. Enter 0 for a weighted item or 1 for a piece.
Quantity	01	2	Specifies the two-digit quantity of the item. Enter 01 for a weighted item.
Item ID	13001	5	Represents the five-digit item ID to map to the item ID in the Aloha POS system.
Weight	000450	6	Specifies the six-digit weight of the item, which includes three decimal places after the whole unit number. In the example provided, and with pound as the unit, 000450 equates to 0.45 pounds.
Price	001490	6	Specifies the six-digit price of the item, which includes two decimal places after the whole number. In the example provided, 001490 equates to \$14.90.
Total Price	0000671	7	Specifies the seven-digit total price of the item. For a piece item, multiply quantity and price. For a weighted item, the following conditions apply: <ul style="list-style-type: none"> • When both 'Price' and 'Total Price' are greater than 0, the scale uses 'Total Price.' • When 'Price' equals 0 and 'Total Price' is greater than 0, the scale uses 'Total Price.' • When 'Price' is greater than 0 and 'Total Price' is 0, the scale multiplies 'Price' and 'Weight.' • When both 'Price' and 'Total Price' are 0, the Aloha POS reads the price as \$0.00.

When the scale generates the QR code, the code begins with a tilde (~). If the QR code includes multiple items, each subsequent item is separated by a caret (^).

~1301;01;21032021;00201;0;01;13001;000450;001490;0000671^1301;01;21032021;00201;0;01;13004;000354;000950;0000336^1301;02;21032021;00201;0;01;13120;001231;001290;0001588^1301;01;21032021;00201;1;03;13011;000000;000190;0000570

The QR code can include a mix of weighted and piece items.

Configuring an item to use quantity pricing

When using scales to determine your pricing, you must configure every weighted item in the Aloha POS system to use quantity item pricing, even though the Aloha POS system does not determine the price of the item. When the Aloha POS system reads the QR code and maps to the correct item in the Aloha POS system, the unit of measure in the Aloha POS system is used.

To configure an item to use quantity pricing:

1. Select **Maintenance > Menu > Items**.
2. Select an **item** from the drop-down list.
3. Select the **Pricing** tab.

Pricing options	
Pricing method	Quantity Price
Minimum price	14.00
Maximum price	999999.99

Quantity price options	
Unit name	Pound
Precision	1
Tare	None
Affects inventory	<input checked="" type="checkbox"/>
Apply item quantity to modifiers	<input type="checkbox"/>
Price per unit	14.00

Figure 15 Items - Pricing Tab

4. Under the 'Pricing options' group bar, select **Quantity Price** from the 'Pricing method' drop-down list.
5. Under the 'Quantity price options' group bar, type a **descriptive name**, such as 'Pound,' for the unit of measure.
6. Leave the default of **1** for the decimals to use for the weight measurement in 'Precision.'
7. Leave **None** as the default for Tare. The tare is not read with a non-integrated scale.
8. Select **Affects inventory** to deduct the item from inventory, when sold.
9. Clear **Apply item quantity to modifiers**. This option is not applicable to a non-integrated scale.

10. Clear **Price per unit**. The price per unit is read from the QR code generated from a non-integrated scale.
11. Click **Save**.
12. Repeat this **procedure** to configure other items for quantity pricing.
13. Exit the **Items** function.

Configuring the scanning format to use for a non-integrated scale

You must select the scanning format to use with a non-integrated scale that is not attached to the Aloha POS system. Currently, the only supported scanning format is ProCom Scale.

To configure the scanning format to use with a non-integrated scale:

1. Select **Maintenance > Business > Store > Store Settings** tab.
2. Select **User Interface** group located at the bottom of the screen.

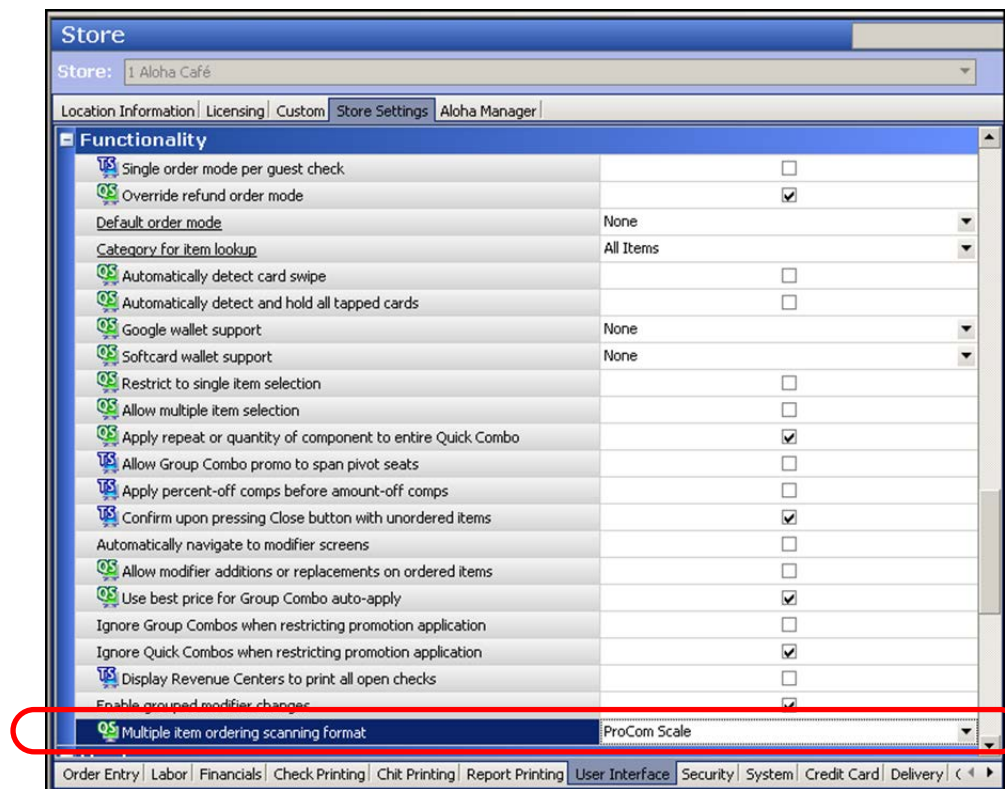


Figure 16 Store Settings > User Interface

3. Under the 'Functionality' group bar, select **ProCom Scale** from the 'Multiple item ordering scanning format' drop-down list.

Multiple item ordering scanning format — Specifies the type of scanning format used for a QR code generated by a non-integrated scale that is not attached to the Aloha POS system. This allows you to scan a single QR code associated with one or more items. Currently, the ProCom system is the only supported scanning format. **Related Options:** You must access Screen Designer and add the 'Multiple Item Scanning' button to a panel in use to allow you to scan a QR code with multiple items.

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

Enabling the display of the 'Multiple Item Scanning' screen

You must add the 'Multiple Item Scanning' button to a panel in use to enable the display of the 'Multiple Item Scanning' screen. Unlike integrated scanners where you can scan a bar code at any time, and from any screen, you must scan the QR code from the 'Multiple Item Scanning' screen.

To enable the display of the 'Multiple Item Scanning' screen:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel** to use, and click **OK**.
4. Right-click and select **New Button**. The Properties dialog box appears.

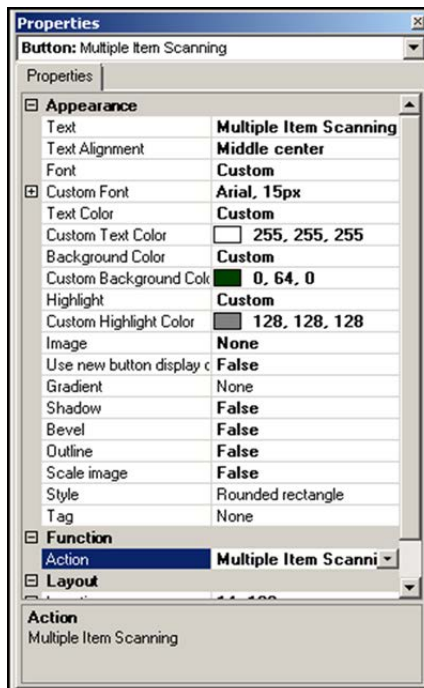


Figure 17 Multiple Item Scanning Button Function

5. Under the 'Function' group bar, select **Multiple Item Scanning** from the 'Action' drop-down list.

Multiple Item Scanning — Enables you to scan a QR code with a supported format generated from a non-integrated scale. The QR code can contain multiple items. You must scan the code while the 'Multiple Item Scanning' screen is active. **Related Options:** You must access Maintenance > Business > Store > Store Settings > User Interface group and select 'ProCom Scale' from the 'Multiple item ordering scanning format' drop-down list.

6. Under the 'Appearance' group bar, type the **name** for the button, such as 'Scan QR Code.'
7. Configure the **remaining options** as you would for any other button.
8. Select **Panel > Save All Panels** and exit the **Screen Designer** function.

Scanning a QR code from a non-integrated scale

You must scan the QR code generated from a non-integrated scale while on the 'Multiple Item Scanning' screen. If an item within the QR code is missing or cannot be read, the consumer needs to return and receive a new QR code. Depending on store policy, the cashier can enter the missing item as an open item, or select the item from another submenu, if available.

To scan a QR code from a non-integrated scale:

1. Start a **check** on the Aloha POS system. The consumer presents a bag with an attached **QR code**.
2. Locate and touch the **Scan QR Code** button to display the Multiple Item Scanning screen.
3. Scan the **QR code** attached to the bag.

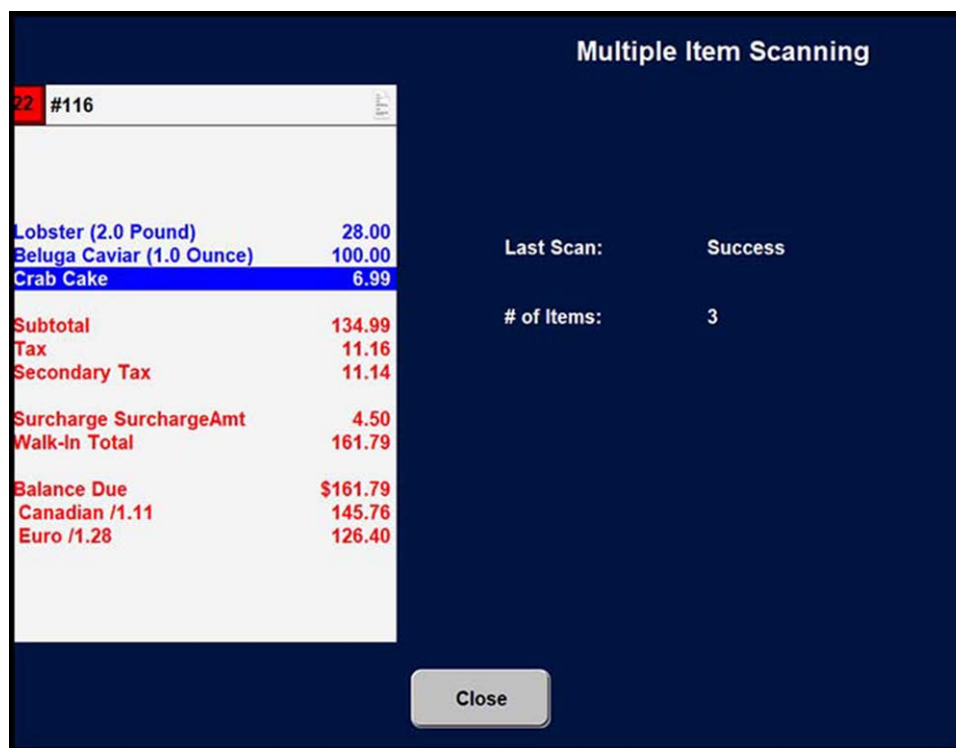


Figure 18 Multiple Item Scanning Screen

4. View the **onscreen guest check** and verify the number of **items**, their associated **prices**, and the **success** of the scan of the QR code. The 'Last Scan' and '# of Items' entries shows the number of items that were successfully scanned.
5. Touch **Close** to exit the screen.
6. Enter any other **items** for purchase and close the **check**, as normal.

**Note**

When the cashier attempts to scan an incorrectly formatted QR code, a 'Configured item scanning format is invalid' message appears.

Scales, Feature Focus 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