NCR V:YIX

Aloha POS

Supporting redemption vouchers with QR code

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Overview

Restaurants sell a wide variety of items for purchase through the Point-of-Sale (POS) system. Some of these items might not be distributed at the point of purchase (POP), such as a quick service counter, checkout stand, or any other place from which the consumer places the order. Instead, the consumer is directed to redeem their prepaid item at another area within the restaurant.

The Aloha® solution offers a way to print a custom response (QR) code on a separate chit called a redemption voucher. The consumer then scans the QR code elsewhere to redeem the item.

Although the Aloha POS system can already print a QR code, this feature does not require any printer configuration and automatically prints the QR code provided by the API service on the redemption voucher.

The system automatically prints a redemption voucher to the local printer assigned to the terminal for items designated as eligible for a redemption voucher by their inclusion in a user-defined category. If the item is not included in the category, a redemption voucher does not print.

Using the technology of QR codes, you can use this feature in many hospitality venues.

- A restaurant that utilizes a third-party drink dispenser where consumers must scan a QR code at the machine to dispense their beverage. Use this solution to restrict refills of all or certain drinks, such as sugary beverages.
- A restaurant that includes an entertainment area that contains QR code-supported gaming devices.
- An entertainment venue that contains QR code-supported vending machines, for such things as t-shirts, bottled drinks, and more.

Interfacing with the redemption service

The restaurant ecosystem must be networked, not just with the Aloha network, but with any third-party service that monitors the redemption process. The Aloha POS system develops an adapter to communicate with the API service that provides a QR redemption code upon each scan.

> **Note**
> Contact your NCR Voyix representative to develop the adapter to connect to the third-party service.

When the Aloha POS system cannot communicate with the service, a separate offline QR redemption code is used each time, to allow the scan to continue. The system uses the code defined in 'Default redemption code' in the Categories function; however, you can define and store other offline QR redemption codes in ValidFillCode.ini.

Establishing the items for which to print a redemption voucher

1. Select **Maintenance > Menu > Categories**.
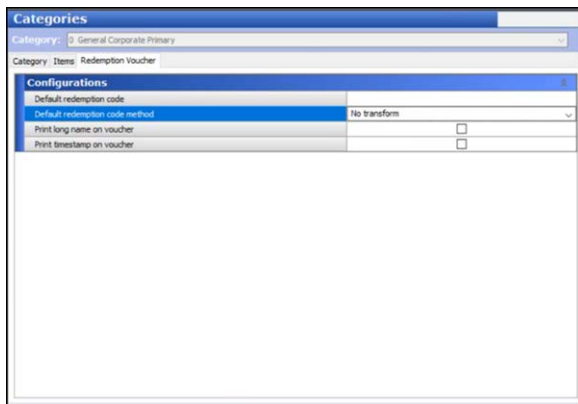2. Click the **New** drop-down arrow, select **General** as the type, and click **OK**.

3. Under the 'Settings' group bar, type a **name** for the category, such as 'Drink Voucher.'
4. Select **Enable redemption vouchers**. Selecting this option exposes the Redemption Voucher tab.
5. Select the **Items** tab.
6. Select the **items** to include in the category and click >> to move the items from the 'Available' to 'Included' list.

7. Select the **Redemption Voucher** tab.

8. Type the redemption code to print for items in this category when the Aloha POS system cannot communicate with the third-party service in 'Default redemption code.' Four asterisks also print on the voucher to indicate this is the offline redemption code. Refer to Interfacing with the redemption service.

9. Select the **Default redemption code method** to use when formatting the timestamp from the drop-down list.

- **No transform** indicates the time for the redemption code does not use append epoch.
- **Append epoch (UTC)** indicates the time for the redemption code uses append epoch (UTC).

10. Select **Print long name on voucher** to print the item long name with the QR code.

11. Select **Print timestamp on voucher** to print the time the code is generated with the QR code.

12. Click **Save**.

13. Repeat this **procedure** to create other categories for redemption vouching printing.

14. Exit the **Categories** function.

Frequently asked questions

Q. Can you reprint the redemption voucher if it is lost?

A. Yes, use the existing check reprint functionality to reprint the voucher with the originating time stamp.

Q. Will the QR code print when the Aloha POS system cannot connect to the service (offline mode)?

A. Yes, the QR code still prints and uses the default redemption code.