Feature Focus Guide: Rapid Order and Tender

Core Product: Aloha Quick Service
Last Updated: June 14, 2024

Contents

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Revision Record

Date	Version #	Description
Prior to 11/23/2022	v7.0+	Implemented Rapid Order and Tender.
11/23/2022		Converted document to use new templates.
01/11/2023		Updated front cover and back page to reflect new NCR branding.
06/14/2024		Updated document to reflect NCR Voyix branding.

About Rapid Order and Tender

Rapid Order and Tender at a Glance	
Core Product	Aloha Quick Service
Complementary Products	
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide

Rapid Order and Tender is an Aloha® Quick Service feature designed for use in a drive-thru environment. This feature allows a single employee to simultaneously take an order from a customer at the drive-thru speaker while tendering an order for a customer at the pay window, using a single Aloha Point-of-Sale (POS) system screen. The system directs order entry functions to the active guest check and tendering functions to the order appearing for review. Recalls, and other queue functions, are still available, if customers in the drive-thru line get out of sequence. This new process is much easier to manage and increases order accuracy and speed of service.
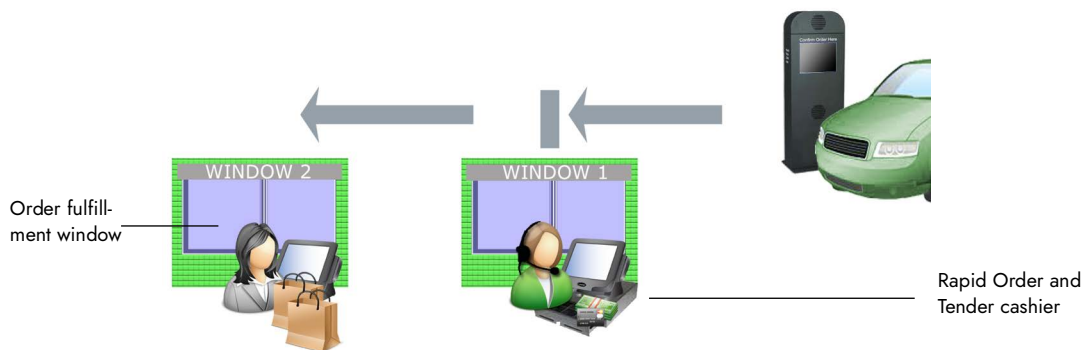
Figure 1 Drive-Thru Diagram

SCENARIO: Customer 1 orders food at the drive-thru speaker and pulls forward to WINDOW 1 to pay. An employee at Window 1 is able to enter an order for Customer 2 at the drive-thru speaker, while simultaneously accepting payment from Customer 1 at the window. This process repeats itself as customers continue to pull up to the drive-thru speaker, then pull forward to pay.

SCENARIO: The employee at WINDOW 2 bags the order, and can add condiments and forgotten items when the customer pulls forward. This employee then bumps the order from the kitchen display system. You can also close WINDOW 1 and use the POS terminal at WINDOW 2 for 'rapid order and tender' during slow periods.

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Configuring Rapid Order and Tender

Implementing the Rapid Order and Tender feature requires you to add panels to existing screens or create a new screen to accommodate these panels.

Rapid Order and Tender 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 > Screen Designer > Quick Service Screen Designer** and create a **review order window** to display on the drive-thru screen. See page 6.
2.	While still in Quick Service Screen Designer, create a **panel for a new tender screen** that overlays the review order window allowing you to tender the order currently appearing in the review order window and to save space on the drive-thru screen. Add as many **buttons** as needed and script each **button** to **apply a tender**, **close the check**, and **return to the review order window**, so that you can address the next car in line. We recommend you also add a **button to display the amount due** for the check displayed in the review order window, for reference, since you will be unable to see the review order window during tendering functions. We also recommend you add a **quick toggle button** to allow you to transform an a la carte item into a quick combo with a single touch of a button. See page 8.
3.	Create a **button you can use to access the tender screen** when a car pulls up to the window to pay. See page 13.
4.	Access **Maintenance > Hardware > Terminals** and position the **change due box** over the review order window on the Rapid Order and Tender terminals.
5.	Select **Maintenance > System Settings > Order Entry Queues** to redirect tender functions from the guest check window to the review order window. See page 15.
6.	Access **Utilities > POS > Refresh POS & All Installed Products** to update the information on the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you.

💡 **Tip**

We recommend you preserve existing counter terminal screens and create new screens and panels for use with the Rapid Order and Tender feature.

Creating a review order window

Use Screen Designer to create a review order window to display on the drive-thru screen. This allows you to enter and display an order for a guest at the drive-thru speaker in the guest check window, and confirm and accept payment for the earliest open order from the same screen using a review order window.

Figure 2 Review Order Window

To create a review order window:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**. The Quick Service Screen Designer: Panel Editor screen appears.
3. Select **Panel > New Review Order Panel**.

    - OR -

Select **Panel > Open Panel** and select an **existing 'review order' panel** from the Open Panels dialog box and click OK. The Properties dialog box appears.
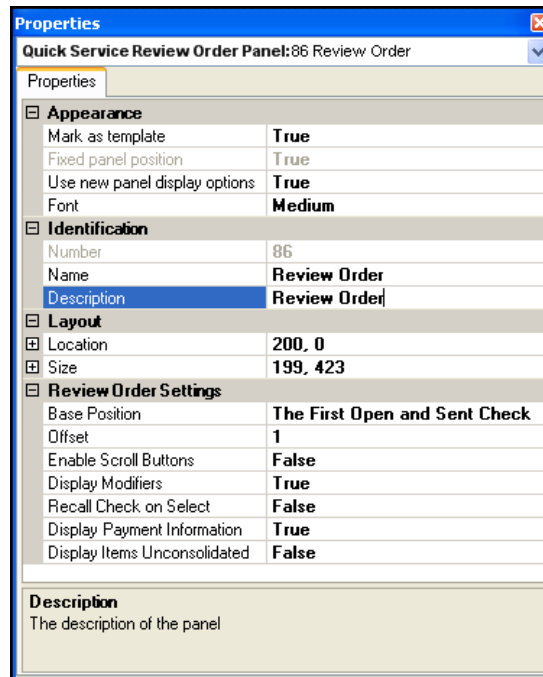

Figure 3 Review Order Properties

4. Under the Identification group bar, type a **name** for the review order panel, for easy recognition later.

5. Under the Layout group bar, specify the **location** where the panel should appear and the **size** of the panel.

> **Note**
> Take note of the layout settings, as you will use them again when creating a panel for the tender screen that overlays the review order window.

6. Under the Review Order Settings group bar, select **The First Open and Sent Check** from the 'Base Position' drop-down list to display the earliest open check that was sent to the kitchen in the review order window. If cleared, the most recent closed check appears in the review order window.

7. Leave 'Offset' at **0**, as Aloha disregards the entry in 'Offset' when you select 'The First Open and Sent Check' as the 'Base Position.'

8. Select **True** from the 'Display Payment Information' drop-down list, to display payment information in the review order window in the same way as the guest check window.

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9. Select **Panel > Save Panel**.

10. Select **Panel > Close Panel**.

Creating a tender panel to overlay the review order window

To use Rapid Order and Tender effectively, it is necessary for you to create a new tender panel that overlays the review order window, allowing you to tender the order currently appearing in the review order window and to save space on the screen. You need to:

1. Create a panel for the tender screen and place it in the same location as the review order window.

2. Add buttons to the panel and script them to close the check and return to the review order panel, so you can address the next car in line.

3. Add a button to the tender panel, on which you will display the amount due for the check currently appearing under it in the review order window, for reference.

You will later create a button that allows you to display this new tender screen on demand. See .

To create a tender panel to overlay the review order window:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**. The Quick Service Screen Designer: Panel Editor screen appears.
3. Select **Panel > New Panel**.
4. Under the Identification group bar, use the **Ellipsis button (...)** to select a **number** for the panel.
5. Type a **name** and **description** for the panel, for easy recognition later.
6. Under the Layout group bar, specify the **location** where the panel (tender screen) should appear and the **size** of the panel, using the same dimensions you used earlier when you created the review order window.

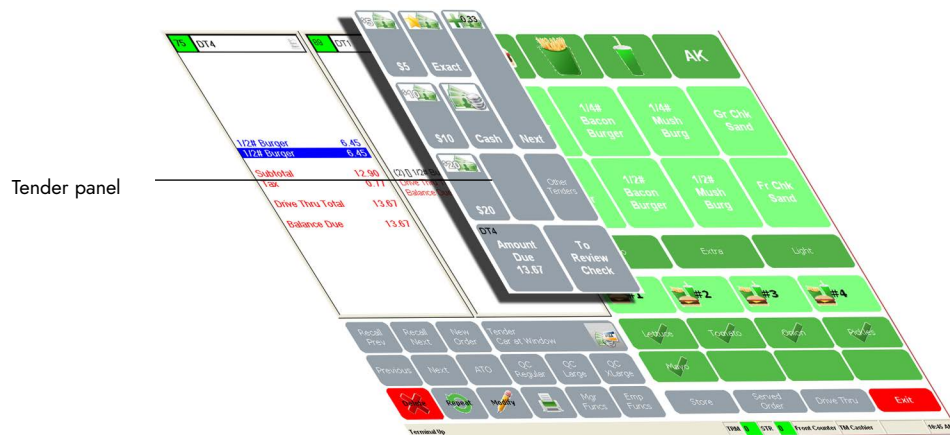7. Complete the **remaining options**, as you would do for any other panel.

Figure 4 Example of a Tender Panel Overlaying the Review Order Window

To add tender buttons to the panel:

1. Right-click the **panel,** select **New Button Grid** from the menu that appears, and enter the **following properties** in the Button Grid Properties dialog box in the order listed below:

   ○ Rows
   ○ Columns
   ○ Number of buttons
   ○ Horizontal spacing
   ○ Vertical spacing
   ○ Button width
   ○ Button height
   ○ Border width
   ○ Location
   ○ Size.

> 📝 **Note**
> Using the Button Grid method, all buttons are the same size.

   Right-click the **button grid** and select **Fill grid with buttons** from the menu that appears.
   — OR —

2. Select **New Button**, add one or more **tender buttons** of different sizes, and enter the **properties** for each new button.

3. Select **Panels > Save Panel**.

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After adding the buttons to the panel, configure each button to use a script that applies a specific tender to the check, closes the check, and then returns to the review order window, allowing you to view and confirm the next order in the queue with the customer before tendering the order.

To configure the tender buttons and script them to return to the review order window:

1. Select a **button** created in the previous procedure.
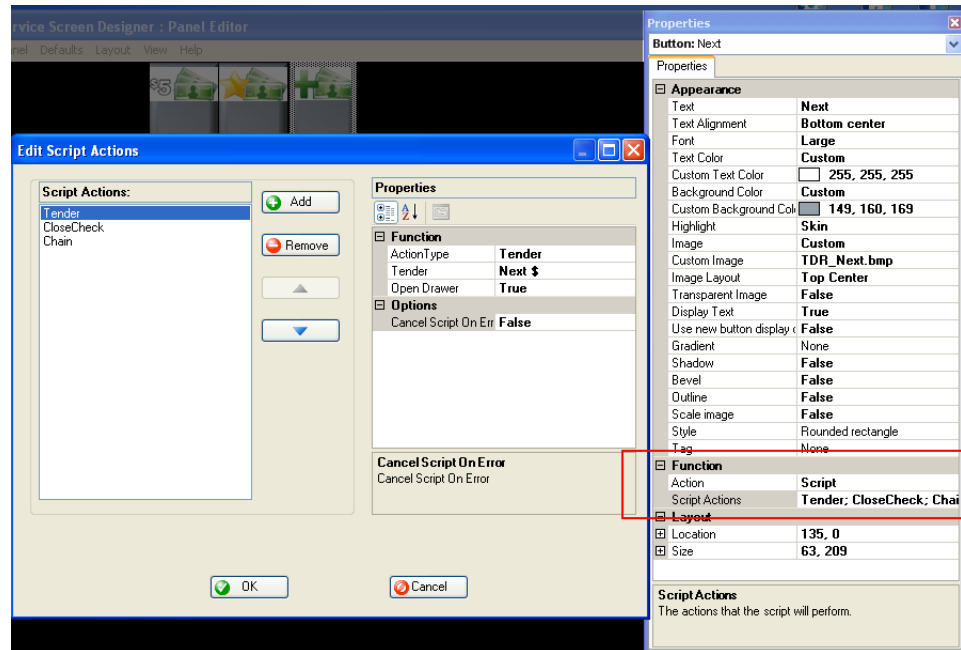2. Under the Functions group bar, select **Script** from the 'Action' drop-down list.

Figure 5 Tender Button Properties with Script and Chain

3. Click the **ellipsis button (…)** in Script Actions to define the actions for the script. The 'Edit Script Actions' dialog box appears.
4. Click **Add** to add each of the following actions to the script.

   Select **Tender** from the 'Action Type' drop-down list, and double-click the **appropriate tender** from the 'Tender' drop-down list.

   Select **Close Check** from the 'Action Type' drop-down list.

   Select **Chain** from the 'Action Type' drop-down list, then click the **Panels to Display ellipsis button (…)** and select the **panel** created for the review order window from the drop-down list.

   Complete the remaining **Appearance options** as you would do for any other button.

5. Click **OK** to confirm the script.
6. Repeat **the above steps** for each tender you would like to appear on the tender screen.
7. Select **Panels > Save Panel**.

When you overlay the review order window with the tender screen, the item pricing and guest check total become hidden beneath the tender screen. A handy feature in Aloha Quick Service allows you to display the amount due for the guest check appearing in the review order window on a button on the tender screen, for reference. Once created, the Amount Due button provides additional information to your cashiers. The current order number appears in the upper left corner, while the credit card status 'Sending,' 'Authorizing,' 'Approved,' or 'Declined,' appears in the bottom left corner of the button.

To display the amount due on a button on the tender screen:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**. The Quick Service Screen Designer: Panel Editor screen appears.
3. Select **Panel > Open Panel**. The Open Panels dialog box appears.
4. Select the **Tender panel** to edit and click **OK**.
5. Select **Panel > New Button** or select an **existing unused button**.
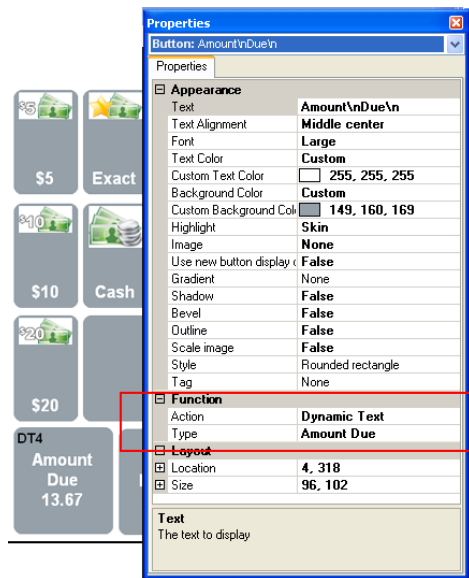

Figure 6 Amount Due Button Dialog Box

6. Under the Function group bar, select **Dynamic Text** from the 'Action' drop-down list.
7. Select **Amount Due** from the 'Type' drop-down list
8. Under the Appearance group bar, type the **text**, such as "Amount\nDue\n," to appear on the button above the actual amount due for the check appearing in the review order window. The dynamic text appears after the text on the button.
9. Complete the remaining **Appearance options** as you would do for any other button.
10. Select **Panel > Save Panels**.

By configuring the quick combo toggle button, you can combine two sequential items on a check into an active quick combo, while adding any default missing components. If multiple quick combos are already on the guest check while the guest orders another component of a quick combo and then decides to turn it into another quick combo, the system allows the addition of another quick combo and does not delete the previous quick combos.

To configure quick combo toggle with previous:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel to edit** and click **OK**.
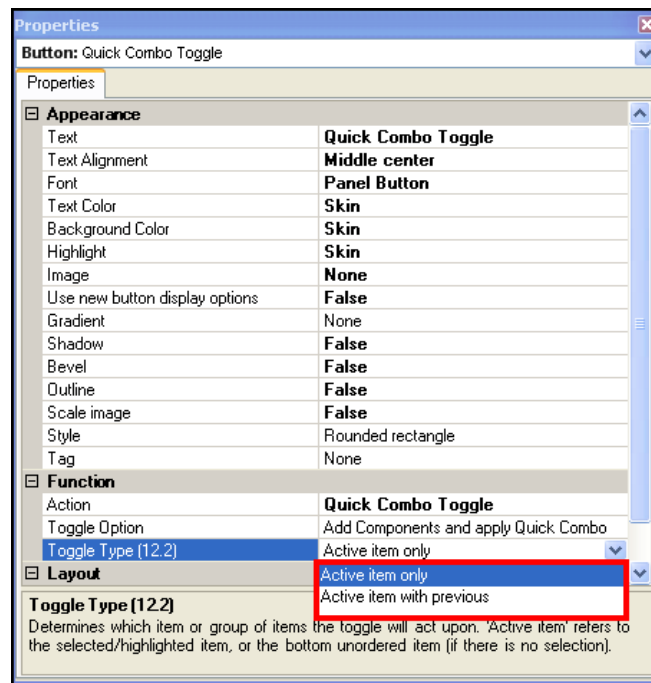4. Select **Panel > New Button.**

Figure 7 Auto-Detect Quick Combo Toggle Button Function

5. On the Properties dialog box, select **Quick Combo Toggle** from the 'Action' drop-down list.
6. Select '**Active item only**' or '**Active item with previous'** from the 'Toggle Type' drop-down list.

   Active item only — Builds a quick combo based on the item currently selected on the check. This functionality reduces the need to manually add any additional components of the quick combo to the guest check when guest decides to purchase a quick combo.

   Active item with previous — Builds a quick combo based on the current item and the previous item listed sequentially on the check. The system verifies that both items are components part of an existing quick combo. *Required Options:* The two sequential items must exist in the quick-ser-

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vice promotion components to enable the quick combo, and one of the items must be designated as the 'Primary' component, for the POS system to recognize the quick combo. ***Note:*** If a non-quick component item is listed on guest check between the two actual components, an error message appears.

7. Select **Panel > Save All Panels** and exit the **Quick Service Screen Designer** function.

Creating a button to display the tender panel

If you choose to configure this feature so that the tender screen overlays the review order window, it is necessary to provide a method for accessing the tender screen when a car pulls up to the window to pay. The following procedure explains how to add a button that, when touched, displays the tender panel on demand.
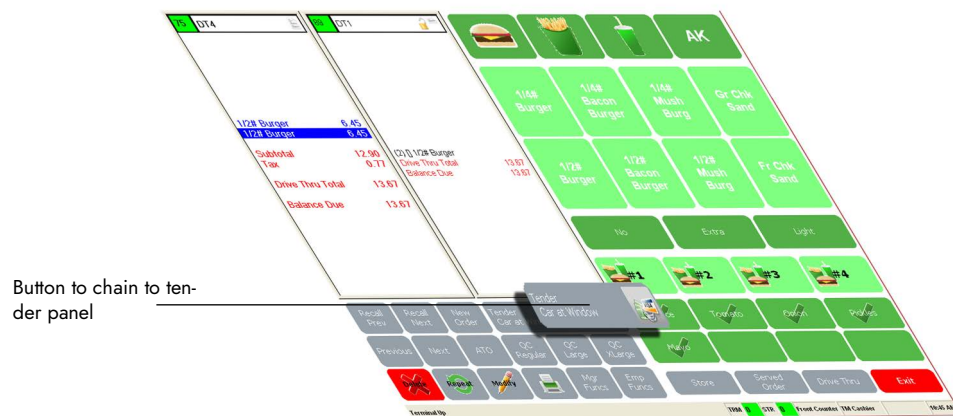

Figure 8   Chain to Tenders Panel Button

To create a button to display the tender panel on demand:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**. The Quick Service Screen Designer - Panel Editor screen appears.
3. Select **Panel > Open Panel**. The Open Panels dialog box appears.
4. Select a **panel to edit** and click **OK**.

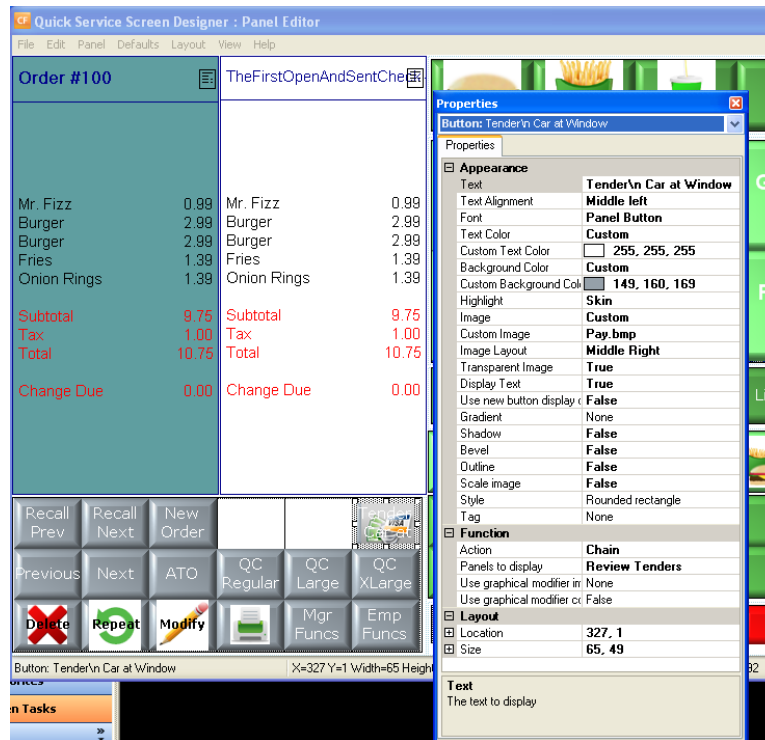5. Select **Panel > New Button** or select an **existing unused button**.

Figure 9 Button to Access Tender Screen Panel Properties

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

7. Click the **ellipsis** in the 'Panels to display' row and select the **tender panel** created earlier in Creating a tender panel to overlay the review order window.

8. Under the Appearance group bar, type the **text to appear** on the button.

9. Complete the remaining **Appearance options** as you would do for any other button.

10. Select **Panel > Save Panel** and exit the **Screen Designer function**.

Adjusting size and position of change due box

The ability to adjust the size and position of the change due box by screen is available in Aloha POS v12.3. Use this feature to place the change due box over the review order window/tender panel area, allowing you to continue entering items for an order in the guest check window.
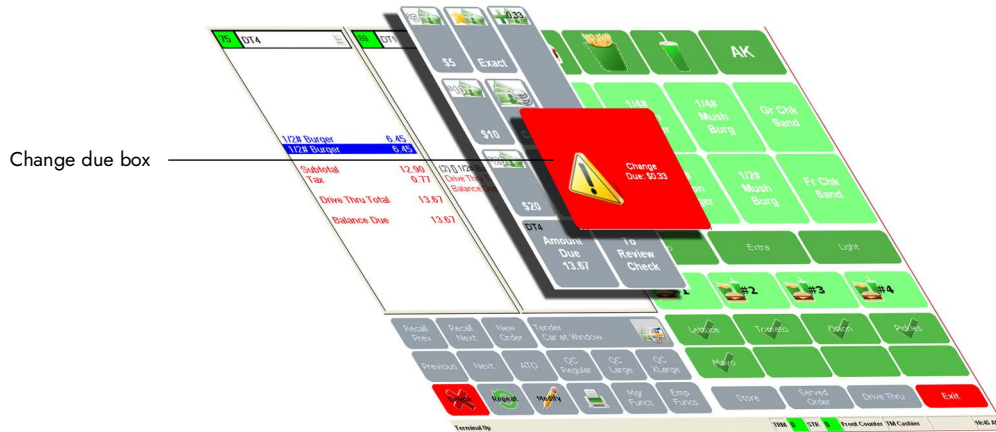

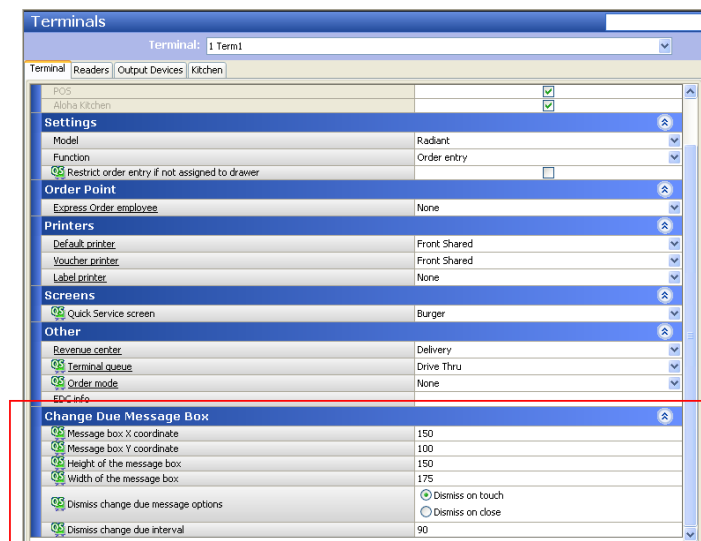Figure 10 Change Due Box Over the Tender Panel

Figure 11 Change Due Box Settings

To change the size and position of the change due box:

1. Select **Maintenance > Hardware > Terminals**.
2. Type the **horizontal pixel position** in the 'Message box X coordinate.'
3. Type the **vertical pixel position** in the 'Message box Y coordinate.'
4. Type the **vertical height** of the change due box in 'Height of the message box.'

5. Type the **horizontal width** of the change due box in 'Width of the message box.'

6. Select **Dismiss on touch** to require employees to touch the change due box to remove if from the screen. We recommend you select this option, if you script the tender buttons on the tender panel to close the check; else select **Dismiss on close**, if this better matches your operational needs.

7. Type the **number of seconds** before the system automatically dismisses the change due box in the Dismiss change due interval option.

8. Click **Save**.

Redirecting tender functions to the review order

By default, when you tender a check, the system applies the payment to the check appearing in the guest check window. With Rapid Order and Tender, the system needs to apply the payment to the check appearing in the review order window, while order entry functions continue to affect the order in the guest check window. The Aloha POS system handles the redirection of tendering functions by order entry queue, which allows you to continue directing tender functions to the guest check window for terminals at the counter while redirecting tender functions for terminals assigned to the drive-thru queue to the review order window.

To redirect tender functions to the review order window:

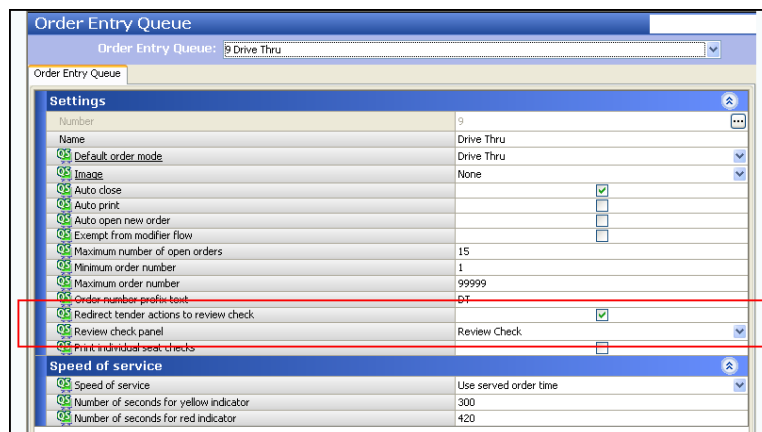1. Select **Maintenance > System Settings > Order Entry Queues**.

Figure 12 Order Entry Queues

2. Select a drive-thru **order entry queue** from the drop-down list.

3. Under the Settings group bar, select **Redirect tender actions to review order** to cause all tender functions initiated from this order entry queue to apply to the check appearing in the review order window. If cleared, all tender functions apply to the check appearing in the guest check window, as normal.

4. Select the **review order panel** to which to direct all tender functions from the drop-down list. For a review order panel to appear in the drop-down list, you must access Screen Designer and create a review order panel and select 'The first open and sent check' from the 'Base position' drop-down list. See "Creating a review order window" on page 6.

5. Click **Save** and exit the **Order Entry Queue** function.

Refreshing the data

After all settings are in place in CFC or the new Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to update the Aloha POS system, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you.

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Using Rapid Order and Tender

To order and tender multiple orders simultaneously from the same screen:

1. When a customer places an order at the speaker box, start a **check** and **add items**. The items appear in the guest check window.

Figure 13   Adding Items to Check in Guest Check Window

2. Touch **Store** to send the order to the kitchen. The order moves into the review order window with a white background because the check is not yet tendered. You are ready to enter a new order in

the guest check window.

Figure 14 First Open and Sent Check in Review Order Window

3. As another car pulls up to the speaker box and places their order, enter **items** for the new order in the guest check window.

4. Touch **Store** to send the order to the kitchen. The order for the first car remains in the review order window since it is the first order sent to the kitchen and it is still open.

5. Repeat **steps 3 and 4** until the first car in step 1 pulls up to the window.

6. Confirm the order in the review order window then touch the **'pay' button**. The tender screen appears over the order in the review order window.

Figure 15 Tender Screen Overlaying Review Order Window

7. Tender **the check** with a tender of your choice. All tender actions occur in the review order window. If a car pulls up to the speaker box during the transaction, you can enter the order, as needed. All order entry actions occur in the guest check window. Once you close the check in the review order window, the next order in the queue appears in the review order window, ready for you to tender.

Figure 16 Order for Next Car Appears in Review Order Window

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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