Feature Focus Guide: Curbside Ordering

Core Product: Aloha Takeout, Aloha Online Ordering, Aloha Kitchen Last Updated: March 4, 2025

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Date	Version	Description
05/01/2024		Created the Curbside Ordering Feature Focus Guide.
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About Curbside Ordering

Curbside Ordering at a Glance	
Core Product	Aloha Online Ordering, Engage Mobile, Aloha Takeout, Aloha Kitchen
Complementary Products	
Separate License Required?	No
Other References	Aloha Takeout Implementation Guide, Aloha Takeout Reference Guide, Aloha Kitchen Implementation Guide, Aloha Takeout and Aloha Kitchen Integration Guide



Figure 1 Curbside Ordering Illustration

Curbside ordering has become increasingly popular in the restaurant industry and offers another method for the consumer to receive their takeout order. The consumer remotely places an order, either online or by phone, and conveniently waits in the safety and comfort of their vehicle for the restaurant to hand-deliver the order. In contrast to a pickup environment, the consumer does not need to enter the physical location and minimizes contact with others.

Restaurants that offer curbside ordering have noticed an increased profit margin in sales and a happier customer base. It can also replace the high cost of hiring delivery drivers and brings the consumer to the physical location in case an order needs to be quickly changed or corrected. Although frequently used in a quick service environment, even table service operations that do not have a drive-thru window benefit from the solution. Restaurants often designate one or several parking lanes located closest to the establishment so the consumer can pull up and receive a curbside pickup.



The Aloha solution

The complete Aloha[®] solution for Curbside Ordering spans across several NCR[®] Voyix products. It starts with the consumer placing the order using one of the above-store order channels, such as Aloha Online Ordering, Digital Ordering, and Engage Mobile, These products are web or app-based and injects orders securely over the Internet. For the consumer who is not proficient with the Internet, you can also place the order by phone directly to the restaurant for an in-store order injection. In both scenarios, the consumer or in-store employee enters the vehicle information (make, model, and color) for identification.

Once placed, the order, along with the vehicle information, is injected into the Aloha Takeout (ATO) product where it is sorted and prioritized based on the promise time. Here you also determine the method of how you want check-in notifications to appear to the restaurant when the consumer is close to the physical location.

Aloha Takeout then releases the order to the Aloha Kitchen (AK) product and the kitchen staff can identify and prepare the curbside order. The vehicle information on the kitchen chit prints on the kitchen chit so the employee can quickly locate the vehicle of the consumer.

When all these elements are in place, the consumer just needs to pull into a designated parking spot and the restaurant delivers the food.



Configuring above-store products for Curbside Ordering

The section discusses configuring the above-store products used primarily for the consumer to place and submit a curbside order; Aloha Online Ordering, Engage Mobile, and Digital Ordering. A company could use one or all of these products simultaneously. Any custom configuration or third party applications used to achieve the same results are not discussed in this guide.

If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Proce	edures at a Glance:				
lf you regar	If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.				
1.	For the Aloha Online Ordering and Engage Mobile products, access Configuration > Site Setup > Sites in Web Admin and set 'Pickup Enabled and 'Curbside Pickup' to True .				
	Also for the Engage Mobile product, access Configuration > Company Settings Setup in Web Admin and set the MobileTimeSelectionCurbsideCheckInEnabled company setting to True or False to determine how the restaurant is notified of the arrival of a curbside order. See <u>page 6</u> .				
2.	For the Digital Ordering product, access Company Settings > Ordering Settings tab > Store Locator section in the Digital Ordering portal and turn on Display Curbside at the company level. See <u>page 8</u> .				

Configuring Aloha Online Ordering and Engage Mobile for Curbside Ordering

Use the Web Admin application to configure Curbside Ordering for the Aloha Online Ordering and Engage Mobile products. Both require you to enable 'Curbside Pickup' in the Site Setup function which allows the consumer to enter vehicle information for the order. For Engage Mobile, there is an additional procedure to determine the check in behavior for the consumer in the Company Settings Setup function.

To configure Aloha Online Ordering and Engage Mobile for Curbside Ordering:

- 1. Log in to **Web Admin**.
- 2. Select Configuration > Sites Setup > Sites.



3. Select a site from the list, and click Edit Site. The Site Details tab appears by default.

ite Details Submission	Details	Store Hours	Delivery Hours	Site Me	essaging	Site Settings	Mobile Settings	Kiosk Configuration	Daypart
Name	Aloha C	afé							
Description	Test								
AddressLine1	1077 Ce	antral Parkway Sc	outh #800						
AddressLine2									
City	San Ant	onio			State		TX		
Postal	78232				External I	id			
VoicePhone					FaxPhone	i i			
Locator	Browsal	ble		~	Live Orde	rs	PreLive		
Ordering Enabled	True			~	Delivery P	Range (miles)	15		
Latitude	29.5684	4292			Longitude	5	-98.477075		
Pickup Enabled	True			~	Delivery B	Enabled	True		E
In-store Pickup	True			~	Celivery N	4odes	Fleet		
Curbside Pickup	True			~	DineIn En	abled	True		P
Emergency Closed					Require T	able Number	False		E
OpenCheck Enabled	False			~	Open Che	eck Start A Tab Enable	d False		1
Web Design Id	Aloha C	afé.		~	Configura	ition Set Id	Default Set		E
Loyalty Enabled	False			~	SVC Enab	led	False		
Billing Type	Billable			~	Drive-Thr	u Enabled			
Retail Order BCC Email									
Catering Order BCC Email									
Pickup Prep Lead Time	0				Delivery P	Prep Lead Time	0		
Mobile Enabled	False			~	CreditPro	cessingMode	Integrated		
CFC Delivery Price Change IC)								
		Ger	ocode						

Figure 2 Site Setup - Site Details Tab

- 4. Select **True** from the 'Pickup Enabled' drop-down list. This enables the 'Curbside Pickup' option.
- 5. Select True from the 'Curbside Pickup' drop-down list.
- 6. Click **Update** in the bottom right corner.
- 7. Close the **Site Setup** function and exit **Web Admin**. For an Engage Mobile, continue to the **next procedure**.

To determine the checkin behavior for Engage Mobile:

For Engage Mobile, you can also set the 'MobileTimeSelectionCurbsideCheckInEnabled' company setting to True or False to determine how the restaurant is notified of the arrival of a curbside order. Setting this option to True engages a response from the consumer and allows an 'I'm Here' button to appear on the Order Details screen on the app of the consumer's device. Once pressed, a notification prompt appears on the designated terminal in the restaurant. Setting this option to False



does not require consumer interaction and engages Aloha Takeout to leverage the order timing solely on the promise time of the order.

- 1. While still in Web Admin, select **Configuration > Company Settings Setup**.
- 2. Select a **set** from the 'Choose Settings Set' drop-down list.
- 3. Click Add Setting.

Add Se	etting	X
Setting	MobileTimeSelectionCurbsideCheckInEnabled	
Value	True	
	Upda	te Cancel

Figure 3 MobileTimeSelectionCurbsideCheckInEnabled Company Setting

- 4. Type MobileTimeSelectionCurbsideCheckInEnabled in 'Setting.'
- 5. Type **True** in 'Value' to enable an 'I'm Here' button to appear on the Order Details screen after order submission or type **False** to set the timing solely on the order promise time.
- 6. Click **Update** in the bottom right corner.
- 7. Close the **Company Settings Setup** function and exit **Web Admin**.

Configuring Digital Ordering for Curbside Ordering

Use the Digital Ordering portal to enable Curbside Ordering for the Digital Ordering product at the company or site level.

To configure Digital Ordering for curbside ordering at the company level

You must enable Curbside Ordering at the company level is required and allows the Curbside selection to appear as an order mode when a consumer starts an order. Additionally, the consumer is forced to enter vehicle information at the end of the order. If you do not enable this at the company level, the consumer cannot place a curbside order.

The Digital Ordering portal has two options for Curbside Ordering at the company level. The 'Display Curbside' option in Company Settings and the 'Curbside Pickup' option in Studio > Settings are synchronous with each other, meaning if you configure Curbside Ordering in one location, the system enables the option in the other. For this document, we address the Company Settings option in the Digital Ordering only.

- 1. Log into the **Digital Ordering portal**.
- 2. Select Company Settings from the navigation pane on the left.
- 3. Select a settings set and click Edit.
- 4. Select the Ordering Settings tab.



5. Under the 'Store Locator Settings' section, enable **Display Curbside**.

Single Site Flow			
Store Locator Search Range	milos	Store Locator Maximum Return Count	
5000		10	
Display Dine-In		Display Delivery	

Figure 4 Company Settings - Ordering Settings Tab

6. Click **SAVE** at the bottom of the screen and continue to the **next procedure**.

To configure Digital Ordering for Curbside Ordering at the site level:

With Curbside Ordering enabled at the company level, enabling it at the site level is optional and does not allow the Curbside selection to appear as an order mode to the consumer. Use this procedure to disable a specific site from Curbside Ordering while allowing other sites to accept Curbside Ordering.

- 1. With the Digital Ordering portal still open, select **Site Settings > Sites**.
- 2. Select a site from the list and click Edit.
- 3. Select the **Order Mode Settings** tab.



4. Under the 'Pickup Settings' section, turn on or off **Curbside Pickup**.

Manage online ordering picku	p & curbside settings an	d hour	S.			
n-store Pickup			0		Curbsid	de Pickup
Pickup Hours						
Days	Hours					Displayed Closing Times
						Allows you to change the displayed closing times on the ordering website. The defined Store Hours on the left will control when order will stop being accepted for the day.
Sunday	Closed	*	to	Closed	Ŧ	
Monday	Closed	*	to	Closed		
Tuesday	Closed	*	to	Closed		
Wednesday	2:00 PM		to	11:00 PM		

Figure 5 Sites - Order Mode Settings Tab

5. Click **SAVE** at the bottom of the screen and exit the **Digital Ordering portal**.

Enabling Curbside Ordering for an API user

After you configure Curbside Ordering in Web Admin, an API user can also insert the vehicle information into the Submit Order call and populate the guest record in ATO.

B Note

This enhancement passes vehicle information from Aloha Online Ordering to Aloha Takeout and does not display the information in AOO.

Use the following AO API calls:

- Put v1/Orders/{SiteID}
- Post v1/Orders/{SiteID/{OrderID}
- Post v1/Orders/{SiteID/{OrderID}/CheckIn



Configuring Aloha Takeout for Curbside Ordering

This section details the configuration requirements within CFC and AM to enable ATO for Curbside Ordering. 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.	Access Maintenance > System Settings > Order Mode in CFC or AM and create a POS order mode for Curbside Ordering. Then access Takeout Configuration > Takeout Settings > Order Modes tab and associate the POS order mode. See page 11.
2.	Select Maintenance > Takeout Configuration > Takeout Settings > Options > Settings tab and select Curbside to enable vehicle information entries to appear in the ATO user interface. See page 13.
3.	Select Maintenance > Takeout Configuration > Takeout Settings > Check In tab and select a check-in method from the 'Check in alert behavior (on order release)' drop-down list. See <u>page 14</u> .
4.	Select Takeout Configuration > Takeout Settings > Custom Settings tab and add custom Curbside Ordering options to add a Checked-In column and Arrived filter to the All Orders and Pickup screens. See <u>page 16</u> .
5.	Configure a source and destination record for the above-store injection of orders. See <u>page 18</u> .
6.	Select Maintenance > Takeout Configuration > Takeout Settings > Options tab and select Enable Kitchen Integerface to allow Aloha Takeout to communicate with Aloha Kitchen. See page 18.
7.	Select Utilities > Refresh POS & All Products to refresh the data. See page 19.

Configuring a curbside order mode

You must create a single order mode in the Aloha POS system for use with Curbside Ordering in the Aloha POS system and then map the order mode in Aloha Takeout.

To create a POS curbside order mode in the Aloha POS system:

- 1. Log into Aloha Configuration Center or Aloha Manager.
- 2. With Takeout selected in the product panel, select **Maintenance > System Settings > Order Mode**.
- Under the 'Settings' group bar, type a name for the order mode, such as 'ATO Curbside.' Note: The character space is limited.
- 4. Select Active.
- 5. Leave all remaining **options** as their default unless otherwise instructed.



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- 6. Click Save and exit the Order Mode function.
- 7. Continue to the **next procedure**.

To map a POS curbside order mode in Aloha Takeout:

- 1. While still in Aloha Configuration Center or Aloha Manager, select **Maintenance > Takeout Configuration > Takeout Settings**.
- 2. Select the **Order Modes** tab.

Takeout Settings							
Takeout Settings: 1 Takeout Settings	Takeout Settings: 1 Takeout Settings						
Takeout Order Modes Customer Information Deposits Tenders Printing Options Check In Summar 🔸 🕨							
Order Modes							
Туре 🛆	Order mode		Add I				
▶ Curbside	ATO Curbside	.					
Dine-In	Dine In		Remove				
Walk-In	Take out		Order mode				
Order Modes Properties Receipt Printer Sund	ries Items Print	er Sundries Orders Printer G	iroup Chit Printer				
Settings			_				
Print label							
Track setup time							
Enable tax by destination (requires POS 1)							
Tippable							
Sound alert							
Aloha return screen		None	-				
Select check in summary based on terr	minal routing						

Figure 6 Takeout Settings - Order Modes Tab

- 3. Click the **Add** drop-down arrow, select **Curbside**, and click **OK**. The order mode appears in the list of ATO order modes.
- Select the corresponding **POS order mode**, such as 'ATO Curbside,' from the 'Order mode' drop-down list.
- 5. Click **Save** and continue to the **next procedure**.



Configuring vehicle information entries to appear in ATO

You must configure vehicle information entries to appear on the ATO FOH. The entries populate with the information entered by the consumer when placing the order from the above-store products. For the in-store solution where the consumer calls into the restaurant requesting curbside delivery, the ATO employee is responsible for entering the vehicle information.

Aloha Takeout stores the vehicle information with the guest record and appears on the Pick Up screen. You can store vehicle information for only one car for each ATO customer; however, the ATO employee can change the vehicle information on demand. The information also prints on the ATO chit to allow curbside attendants to match the order to the correct vehicle when the consumer arrive.

To configure vehicle information entries to appear in ATO:

1. With the Takeout Settings function still open, select the **Options > Settings** tab.

Т	Takeout Settings						
Ta	Takeout Settings: 1 Takeout Settings						
Ta	Takeout Order Modes Customer Information Deposits Tenders Printing Options Check In Summar 🌗						
Se	Settings Future Orders Check In						
	Settings						
	Auto fulfill orders						
	Display change due dialog						
	Purge old closed orders						
	Enable curbside						
	Enable mapping						
	Enable credit card storage						
	Site key expiration days	90	•				
	Site key warning days	7	-				
	Accept gift cards						
	Prompt for alternate payment info on payment failure						
	Auto apply all order payments						
	Apply payment on order confirmation	\checkmark					
	Close checks on apply payment	\checkmark					
	Recalculate quote time when order modified						
	Display takeout order sequence number						
	Enable takeout order timing		-				

Figure 7 Takeout Settings - Options Tab

- 2. Under the 'Settings' group bar, select **Enable curbside** to expose the vehicle make, model, and color entries on the ATO FOH.
- 3. Click **Save** and continue to the **next procedure**.



Defining the check-in alert behavior

When using an above-store application to submit a curbside order, you must determine the check-in alert method to display a check-in message on a POS terminal running Aloha Takeout. This notifies the employee a check-in action occurred and the consumer is near or at the premises, waiting to receive their order.

To define the checked-in alert behavior:

1. With the Takeout Settings function still open, select the **Options > Check In** tab.

Takeout Settings					
Takeout Settings: 1 Takeout Settings					
Takeout Order Modes Customer Information Deposits Tenders Printing Options Check In Summar +					
Settings Future Orders Check In					
E Check in					
Check in alert behavior (on order release)	Display notification on all terminals				
	No alert Display notification on release terminal Display notification on all terminals Display notification on list of terminals				



- 2. Select one of the following from the 'Check in alert behavior' drop-down list:
 - **No alert** Indicates no check-in message appears on any Aloha POS terminal when a check-in action occurs. This is the default selection.
 - **Display notification on all terminals** Displays the check-in message on all Aloha POS terminals running Aloha Takeout when a check-in action occurs.

Important

'Display notification on all terminals' is the only check-in option supported with the Engage Mobile product.



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- **Display notification on release terminal** Displays the check-in message on the Aloha POS terminal from which you release Aloha Takeout orders.
- Display notification on list of terminals Allows you to select from a list of Aloha POS terminals on which to display the check-in message. If you select this option and specify a terminal that does not have a logged in employee, the check-in message appears on all Aloha POS terminals.
- If you select 'Display notification on list of terminals,' additional options appear. Select the terminal to display the check-in alert from the 'Available' list and click >> to move the terminal to the 'Included' list.

Takeout Se	ttings										
Takeout Setting	s: 1 Takeout Settin	ngs		-	•						
Takeout Order Mod	es Customer Inform	ation Deposits Ten	ders Printing C	ptions Check In Summar	4 F						
Settings Future Ord	lers Check In										
🖬 Check in											
Check in alert behavior (on order release) Display notification on list of terminals 💌											
Alert Behavio	r Terminal										
Available	i remindi		Included								
Drag a column heade	r here to group by		Drag a column	header here to group by							
Number ∆	Name		Number	∆ Name							
2	SERVER STAT #2	▲	Þ	20 Term 1							
3	SERVER STAT #3										
4	SERVER STAT #4	>>									
5	SERVER STAT #5	<<									
) 30	APSInterfaceSvr										
31	APSIntTerm1										
81	Kitchen81										
82	Kitchen82										
83	Kitchen83										



4. Click Save and continue to the next procedure.



Configuring checked-in options to appear on ATO order screens

The All Orders and Pickup screens are the two most commonly used screens for an ATO employee. You can add a Checked In column to these screens so the employee can quickly identify an order that has been checked in. In addition, you can add an Arrived filter button so only orders that are checked in appears in the list.

At the time of this writing, the configuration for adding the Checked In column is not present in Aloha Configuration Center/Aloha Manager. You must add the options to the Custom Settings tab or add the syntax to ATOConfig.xml.

To configure checked-in options to appear on ATO order screens:

 With the Takeout Settings function still open, select Maintenance > Takeout Configuration > Takeout Settings > Custom Settings tab.

Takeout Setti	ings			
Takeout Settings:	1 Takeout Settings			•
Phone Numbers Diagno	stics Connected Payn	nents Integration Con	figuration Custom Settin	ngs 🔹 🔸
Settings				
XPath ∆	Element name	Element value	Attribute	Add
/Config/PanelOptio	PickupPanelColumns	CheckedInColumn		Hoo
/Config/PanelOptio	PickupPanelSortOpt	CheckInTime		Remove
Config/PanelOptio	AllOrdersPanelColu	CheckedInColumn		
▶ /Config/PanelOptio	AllOrdersPanelSort	CheckInTime		

Figure 10 Takeout Settings - Custom Settings Tab

- 2. Click **Add** and type the **XPath**, **Element name**, and **Element value** for each line. Leave Attribute cleared for each line.
- 3. Click Save and exit the Takeout Settings function.

Use the following lines to enter in the Custom tab. For your convenience, you can copy the 'xpath' and 'element name' from this document and paste it directly into the application:



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Checked-In column on the Pickup screen

XPath: /Config/PanelOptions/ExternalCommunicationConfiguration

Element Name: PickupPanelColumns

Element Value: CheckedInColumn;CheckInTimeColumn;VehicleColumn

Arrived filter on the Pickup screen

XPath: /Config/PanelOptions/ExternalCommunicationConfiguration

Element Name: PickupPanelSortOptions

Element Value: CheckInTime

Checked-In column on the All Orders screen

XPath: /Config/PanelOptions/ExternalCommunicationConfiguration

Element Name: AllOrdersPanelColumns

Element Value: CheckedInColumn;CheckInTimeColumn;VehicleColumn

Arrived filter on the All Orders screen

XPath: /Config/PanelOptions/ExternalCommunicationConfiguration

Element Name: AllOrdersPanelSortOptions

Element Value: CheckInTime

ATOConfig.xml

```
<PanelOptions>
<PickUpPanel>
<Columns>...;CheckedInColumn;CheckInTimeColumn;VehicleColumn;...</Columns>
<SortOptions>...;CheckInTime;...</SortOptions>
</PickUpPanel>
<AllOrdersPanel>
<Columns>...;CheckedInColumn;CheckInTimeColumn;VehicleColumn;...</Columns>
<SortOptions>...;CheckInTime;...</SortOptions>
</AllOrdersPanel>
</PanelOptions>
```



Configuring source and destination

If you use Aloha Takeout v19+, you are required to define a Source and Destination record to address all order sources leveraged by an online ordering solution, such as the above-store products discussed in this guide. This enables the online ordering solution to inject orders into ATO. If this record does not exist, order injection fails.

Reference

a

Refer to the Source and Destination Feature Focus Guide for instructions on how to add a source and destination record.

Enabling Aloha Kitchen integration in Aloha Takeout

To include the Aloha Kitchen product in your Curbside Ordering solution, you must enable Aloha Takeout to communicate and send data, such as vehicle information, to Aloha Kitchen.

Reference

There are several steps and behavior changes when integrating Aloha Takeout with Aloha Kitchen. You can view the Aloha Takeout with Aloha Kitchen Integration Guide for more information. At the very least, you must select 'Enable Kitchen Integration' in Aloha Takeout to allow the two products to communicate with each other.



To enable Aloha Kitchen integration in Aloha Takeout:

1. While still in Takeout Settings, select the **Options > Settings** tab.

	akeout Settings				
Ta	akeout Settings: 1 Takeout Settings			*	
T.	akeout Order Modes Customer Information Deposits Te	nders Printing O	ptions	Check In Summar 🖣	•
s	ettings Future Orders Check In				
	Kitchen integration				
	Enable Kitchen interface		V		
	Suppress POS chit printing]
	Oven time (seconds)	0		÷	
	Rack time average span (seconds)	0		÷	
	Use Kitchen quote times		\checkmark		
	Activate Kitchen order on applied payment				
	Use Kitchen quote times for prep time				
E	Redundancy				
	Enable offline support				
-	External Order Interface				
	Enable external order interface				
E	Order Confirmation				
	Enable order confirmation				
	Customer Credit				
	Enable customer credit				

Figure 11 Takeout Settings - Options - Enable Kitchen Integration

- 2. Under the 'Kitchen Integration' group bar, select Enable Kitchen interface.
- 3. Click Save and exit the Takeout Settings function.

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.

A 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.



Configuring Aloha Kitchen for Curbside Ordering

This section details configuring Curbside Ordering within Aloha Manager and Aloha Configuration Center (CFC) for Aloha Kitchen. 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.	Access Maintenance > Hardware > Kitchen Screen , type the text to appear in 'Customer checked-in text,' and select 'Show checked in.' See <u>page 20</u> .
2.	Select Kitchen Configuration > Kitchen Settings > Custom tab and add the ability to display vehicle information in a video cell. See <u>page 23</u> .
3.	Select Utilities > Refresh POS & All Products to refresh the data. See page 23.

Note

The procedures in this section depend on enabling Kitchen integration n Aloha Takeout. If you have not done this, refer to <u>"Enabling Aloha Kitchen integration in Aloha Takeout" on page 18</u>.

Configuring checked-in icon and text to appear in video cell

Add a checked-in icon and custom text to display on a header or footer layout of the video cell to allow the kitchen staff to identify if customers have arrived and is waiting for their order. The kitchen staff can then prioritize and act appropriately for the order.

To configure a kitchen screen to display a 'checked in indicator and text':

- 1. Log into Aloha Configuration Center or Aloha Manager.
- 2. Select Kitchen in the product panel.
- 3. Select Maintenance > Hardware > Kitchen Screen.



4. Select a kitchen screen in use.

Kitchen Screen	
Kitchen Screen: 1 Grill Screen	*
Screen Design	
Enable custom order name format	
Disable manual print	
Disable parked orders	
Disable item info	
Disable routed item text	
Show delayed on active	
Auto start forecast bins	
Customer checked in text	Customer Checked In
Show checked in	
Order display options	
Show paid indicator	
Sort orders by quote time	
Sort orders by target time	
Sort orders by closed time	
Prioritize paid status for order sorting	
Do not group quick combos	
QC indentation size	12
Show order target time	

Figure 12 Kitchen Screen Function

- 5. Under the 'Display options' group bar, type the **text** to appear on the kitchen screen when a consumer arrives to pick up an order in 'Customer checked in text.' The default message is 'Customer Checked In."
- 6. Select **Show checked in** to allow the kitchen screen to display a 'checked in' icon.
- 7. Click Save.
- 8. Repeat this **procedure** for another screen you want to display a 'checked in indicator and text.'
- 9. Exit the Kitchen Screen function and continue to the next procedure.

To configure the checked in icon and text on a header or footer layout:

- In CFC/Aloha Manager, and with Kitchen selected in the product panel, select Maintenance > Kitchen Configuration > Header and Footer Layout.
- 2. Select a **layout** in use from the drop-down list.



3. Select the **Design** tab.

F	leader	and Foo	oter La	yout					2				
н	leader Footer Layout: 1000 Custom order footer1												
La	ayout Design												
E	lements												
	Line nu Δ	Location Δ	Element	Style	Image Ro	Left Margin	Keep Empt	Add Ŧ	V Edit				
Þ	0	Left	Transferr	Normal		0							
	1	Left	Default ti	Normal		0		Туре					
	1	Right	Count up	Normal		0		Count down timer					
	2	Right	Paid indic	Bigger		0		Count up timer					
								Course icon Customer checked in Default timer Expand/collapse Guest count Is add on Us.susnended OK	icon itext Cancel				

Figure 13 Header and Footer Layout - Customer Checked In Icon Element

- 4. Under the 'Elements' group bar, click the **Add** drop-down arrow, select **Customer checked in icon**, and click **OK**. The element displays an image on the video cell to indicate an order is checked in.
- 5. Click the **Add** drop-down arrow, select **Customer checked in text** and click **OK**. The element displays the text on the video cell to notify the kitchen that an order is checked in.
- 6. Arrange the **placement** of the elements as you would for any other element on a layout.
- 7. Click Save.
- 8. Repeat this **procedure** for each layout configure a 'Customer checked in icon' and 'Customer checked in text' element.
- 9. Exit the Header and Footer Layout function.



Configuring vehicle information to appear in a video cell

You can display the vehicle information that is propagated from Aloha Takeout on the video screen.

At the time of this writing, the configuration for configuring vehicle information to appear in a video cell is not present in Aloha Configuration Center/Aloha Manager. You must add the options in the Custom tab or add the syntax to AlohaKitchenOverlay.xml,

To configure vehicle information to appear in a video cell:

- With the Kitchen Settings function still open, select Maintenance > Kitchen Configuration > Kitchen Settings > Custom tab.
- 2. Click **Add** and type the **XPath**, **Element name**, and **Element value** for each line. Leave Attribute cleared for each line.
- 3. Click Save and exit the Kitchen Settings function.

Use the following lines to enter in to the Custom tab.

Show Vehicle Information = True

XPath: /Config/KitchenScreen/ExternalCommunicationConfiguration

Element Name: ShowVehicleInformation

Element Value: True

AlohaKitchenOverlay.xml

```
<KitchenScreen>
<Number>6</Number>
<ShowVehicleInformation>true</ShowVehicleInformation>
</KitchenScreen>
```

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.

A

Caution

Refresh data with caution and never during peak hours of operation. All FOH terminals rebook during a refresh and are down for a short period of time.



Using Curbside Ordering

Entering a curbside order using Aloha Online Ordering

For the consumer using Aloha Online Ordering, start a curbside order as a pickup order same as any order; however, you must enter the vehicle information (make, model, and color) on the Payments screen to complete the order.

When the consumer starts an online order, the first option is whether to select Pickup or Delivery. When the consumer selects Pickup, the system requires the customer to type vehicle information, such as Make, Model, and Color of the vehicle picking up the order before proceeding to the order.

der Confirmation and P	ayment		
contact Information edit	Pickup Information		Curbside Car Details
NCR Curbside curbside@ncr.com	Tue Jun 20, 3:45 PM	edit	Please provide car details so we recognize you on arrival.
55-555-5555	Quick Service 14770 Trinity Blvd Fort Worth, TX	<u>edit</u>	Make * Model *
	 In-store pickup (not available) Curbside pickup 		

Figure 14 Entering Vehicle Information

MENU	LOCATIONS			La
w would you	like to receive y	our order?	m	y order
Pickup		Delivery	mps	OTY PLACE
			*Your Please cat s	ourceil order is empty fore for orders over \$55
				Start Over 🕨
			Pictue Time:	

Figure 15 Online Ordering Landing Page

NCR V©YIX

After the customer enters their order and provides payment, they click Complete Order at the bottom of the screen to send the order to ATO.

MENU LOCAT	IONS					Los
der Confirmation and I	Payment				my	order
contact Information edit	Pickup Information	-11	Curbsi	de Car Details	(TEH	QTY PRICE
est rest odd taylor@ncr.com	wed Sep 2, 215 PM	100	recogni	provide car details so we ze you on amival.	Chicken Tort-CUP	1 \$3.96
14-555-5555	Aloha Catlé 1077 Central Parkway South #300 San Antonio, TX In-store pickup Curbside pickup	edi	Maike Model Color	Ford Escape Silver		
Vayment Information Vayment Method Credit Card					-	
lame on Card	_				SubTotal:	\$3.9
and Number	2				Ter: TOTAL:	\$0.0
Spiration Date January V (2020 V					Back	To Menu (r

Figure 16 Online Ordering Complete Order Confirmation

Entering a curbside order using Digital Ordering

For the consumer using Digital Ordering, enter a curbside order the same as any order except you must enter the vehicle information (make, model, and color) on the Payments screen to complete the order.



Entering a curbside order using the Engage Mobile app

For the consumer using the Engage Mobile app, entering a curbside order is the same as any order except you must enter the vehicle information (make, model, and color) on the Payments screen to complete the order.

12:10 🕫	all 🗢 🗈
〈 Payment	Review 🧪
🔀 Curbside:	Today at 11:30 AM
The American	14771 Trinity BLVD, #123, Fort Worth, TX 76155
Veggie Burger	\$8.99
Subtotal: Tax: Tip: Total Due: Payment Method	\$8.99 \$0.00 \$1.80 \$10.79 Pay In Store
Vehicle Details For	Curbside Pickup
Make	
Model	
Color	
Favorite Orde	ər
	Place Order
_	

Figure 17 Engage Mobile - Vehicle Information Section

After placing their order, the consumer can check in on the app when they arrive at the restaurant by tapping the "I'm Here" button. If you configure ATO with the following options, this button triggers a



popup notification on the POS terminal, letting the terminal operator know that the consumer has arrived.





Figure 18 Consumer Confirmation Screens

Tapping the I'm Here! button notifies the POS of the consumer's arrival.

After checking in, the consumer receives visual confirmation.

The order check-in confirmation message appears.



Filtering checked in orders on ATO FOH

You can sort by any column in the open orders screen to bring those items to the top of the open orders list.

The **Arrived** filter, in the top right corner of the open orders screen, allows you to easily show which customers checked in as arrived, either by app or by phone.

Promise Time Custa	omer Name	hone Number	heckin Time	SHO	IA):WC	Open	Closed Future	Arrived
8 Orders	Checked In	ICheck In Timel	Vehicle	I Source I	Mode	l Guest	I Address	1 to 8 of 8 I Conta
	- 🐝	7:24:47 PM		Counter	Walk In	8	No Address	
1	**	3:56:16 PM	Honda	Counter	Curbside	CHITPRINT TEST	41 Shadow Wood Ct	(837) 53
3	***	3:56:08 PM		Phone	Call In	Quynh Nhu	3 Bell Ct	(817) 34
4	**	2:52:50 PM	Honda Camry (White)	Counter	Curbside	Aaa API	41 Shadow Wood Ct	(837) 53
			Maxda Test (Yellow)	Counter	Curbside	3TEST 3API	41 Shadow Wood Ct	(837) 53
1			Honda Camry (White)	Phone	Call In	Aaa API	41 Shadow Wood Ct	(837) 53
1			Make Model (Color)	Counter	Curbside	Nhung Nhung	41 Shadow Wood Ct	(827) 52
			Cas	Phone	Delivery	6API 6AFDAF	41 Shadow Wood Ct	(837) 53

Figure 19 Open Orders Screen Showing Checked In Column

- 1. Navigate to the **Pick Up screen** to view open orders.
- 2. Click **Arrived** to sort the open orders screen to show only those customers who checked in as arrived.

ρ	sea	rch												0
Pror Orc	mise Tin 1ers	ne) Custi	smer Name) (Phone Number	CheckIn Time		SHOW) Oper	•	Closed	Future	Arrived 1 to 1
	\$	I Visits	Location	I Checked In	ICheck In Timel	Vehicle		Source	Т	Mode	1	Guest		Address
		1	Spot2	- 🐇	1:30:17 PM	Mercedes Suv (White)		Counter		Curbside		QUYNH API	41 Sh	adow Wood Ct
				24	12:52:36 PM			Phone		Delivery		2nhu 28SP2	41 Sh	adow Wood Ct

Figure 20 Open Orders Screen Filtered to Show Only Arrived Orders

Curb Side 7
Brenden Thomas (770) 662-6002 Customer Visits: 77
Promíse Time: 1:29 PM
Vehicle: Blue Dodge Caravan
Order Notes: Ice down beverages
Jber Cafe

Figure 21 Curb Side Chit



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