

# Feature Focus Guide: Curbside Ordering

Core Product: Aloha Takeout, Aloha Online Ordering, Aloha Kitchen  
Last Updated: July 23, 2024

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## Revision Record

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

## 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<sup>®</sup> solution for Curbside Ordering spans across several NCR<sup>®</sup> 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.

### Procedures at a Glance:

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 <b>Configuration &gt; Site Setup &gt; Sites</b> in Web Admin and set 'Pickup Enabled and 'Curbside Pickup' to <b>True</b> .<br>Also for the Engage Mobile product, access Configuration > Company Settings Setup in Web Admin and set the MobileTimeSelectionCurbsideCheckInEnabled company setting to <b>True</b> or <b>False</b> to determine how the restaurant is notified of the arrival of a curbside order. See <a href="#">page 6</a> . |
| 2. | For the Digital Ordering product, access <b>Company Settings &gt; Ordering Settings tab &gt; Store Locator</b> section in the Digital Ordering portal and turn on Display Curbside at the company level. See <a href="#">page 8</a> .  |

## 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.

The screenshot shows the 'Edit Site' window with the 'Site Details' tab selected. The form contains various fields for site information. A red circle highlights the 'Pickup Enabled' and 'Curbside Pickup' dropdown menus. The 'Pickup Enabled' dropdown is set to 'True' and the 'Curbside Pickup' dropdown is set to 'true'. Other fields include Name (Aloha Café), Description (Test), AddressLine1 (1077 Central Parkway South #800), City (San Antonio), State (TX), Postal (78232), and Latitude (29.5684292). The 'Update' button is visible in the bottom right corner.

Figure 2 Site Setup - Site Details Tab

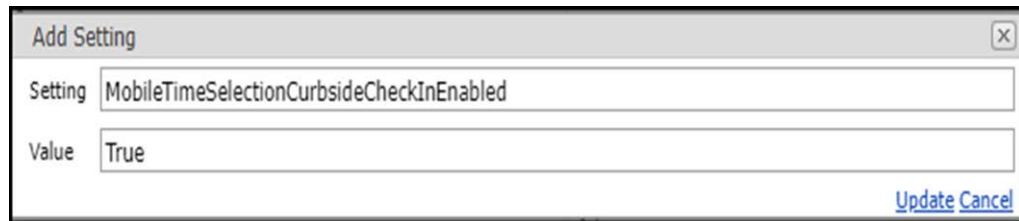
4. Select **True** from the 'Pickup Enabled' drop-down list. This enables the 'Curbside Pickup' option.
5. Select **True** from the 'Curbside Pickup' drop-down list.
6. Click **Update** in the bottom right corner.
7. Close the **Site Setup** function and exit **Web Admin**. For an Engage Mobile, continue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



The screenshot shows a dialog box titled "Add Setting". It has two input fields: "Setting" and "Value". The "Setting" field contains the text "MobileTimeSelectionCurbsideCheckInEnabled" and the "Value" field contains "True". At the bottom right of the dialog, there are two buttons: "Update" and "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**.

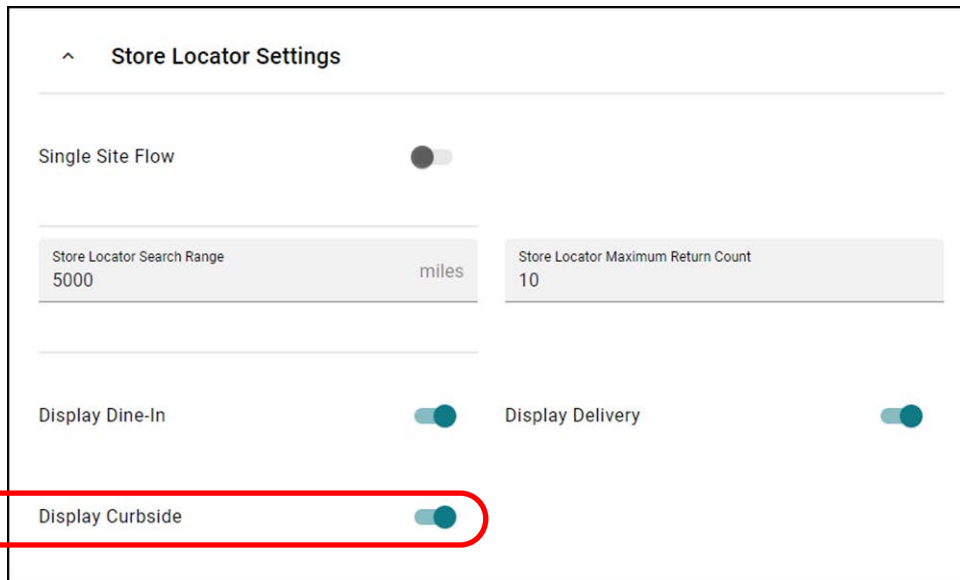


Figure 4 Company Settings - Ordering Settings Tab

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.

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

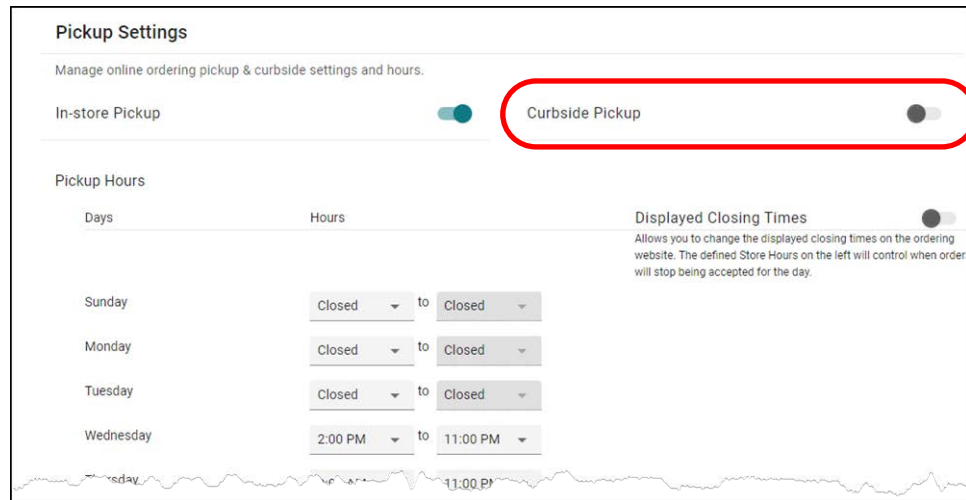


Figure 5 Sites - Order Mode Settings Tab

- 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.



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

### 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**.
3. 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.

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.

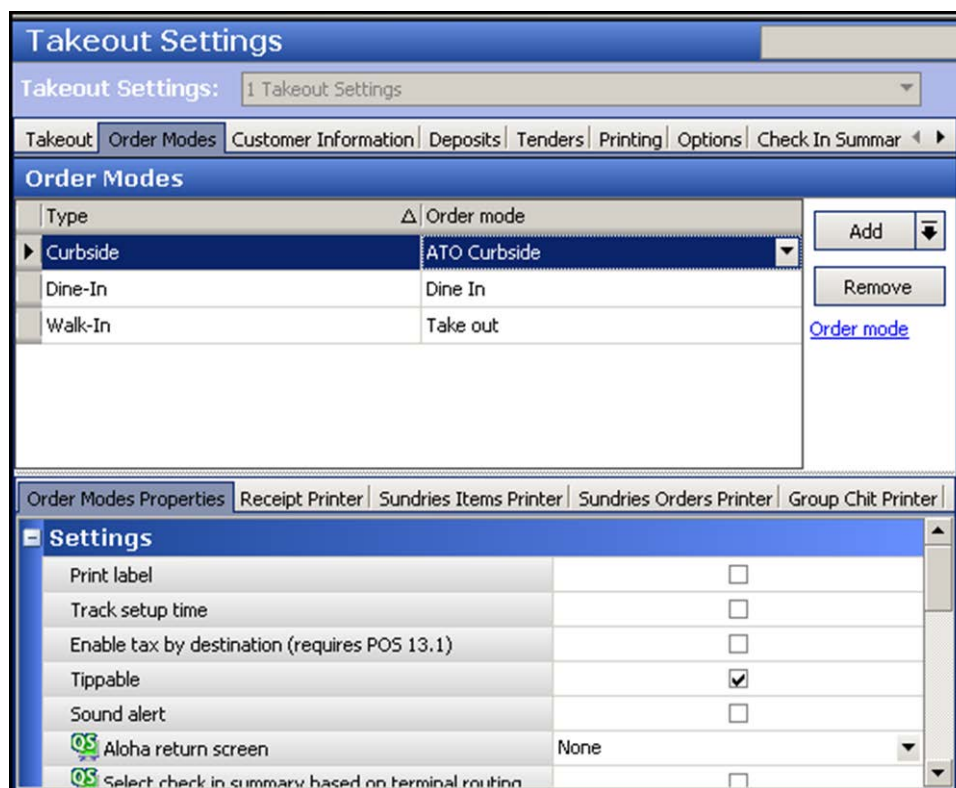


Figure 6 Takeout Settings - Order Modes Tab

3. Click the **Add** drop-down arrow, select **Curbside**, and click **OK**. The order mode appears in the list of ATO order modes.
4. 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.

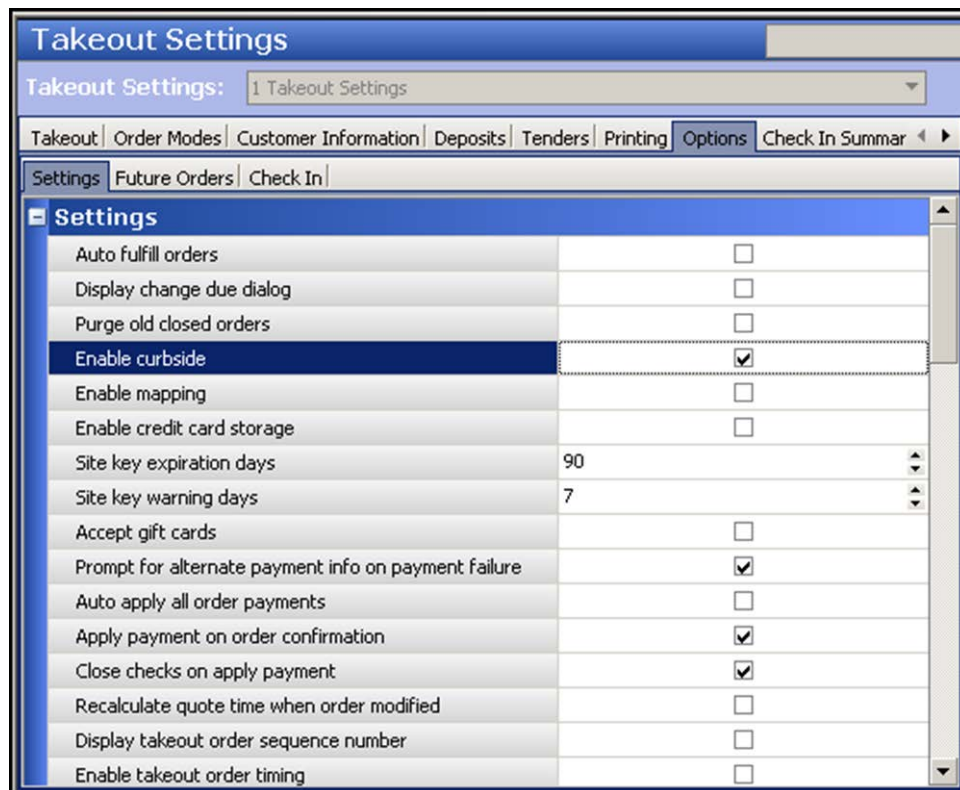


Figure 7 Takeout Settings - Options Tab

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.

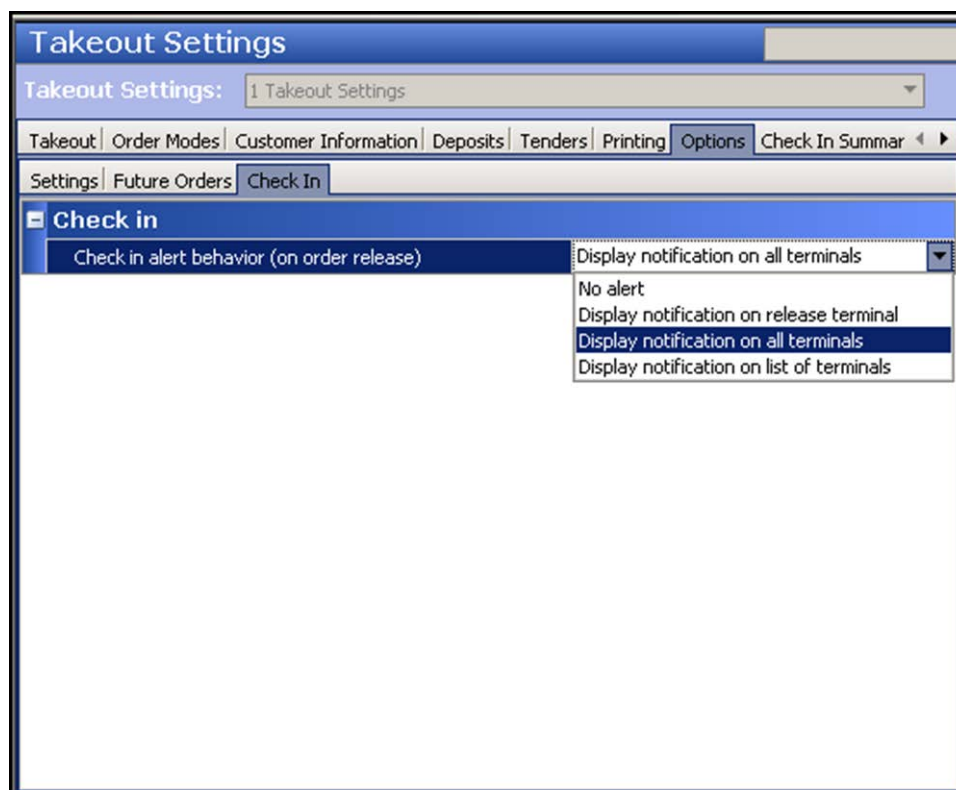


Figure 8 Takeout Settings - Options - Settings Tab

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.

- **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.
3. 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.

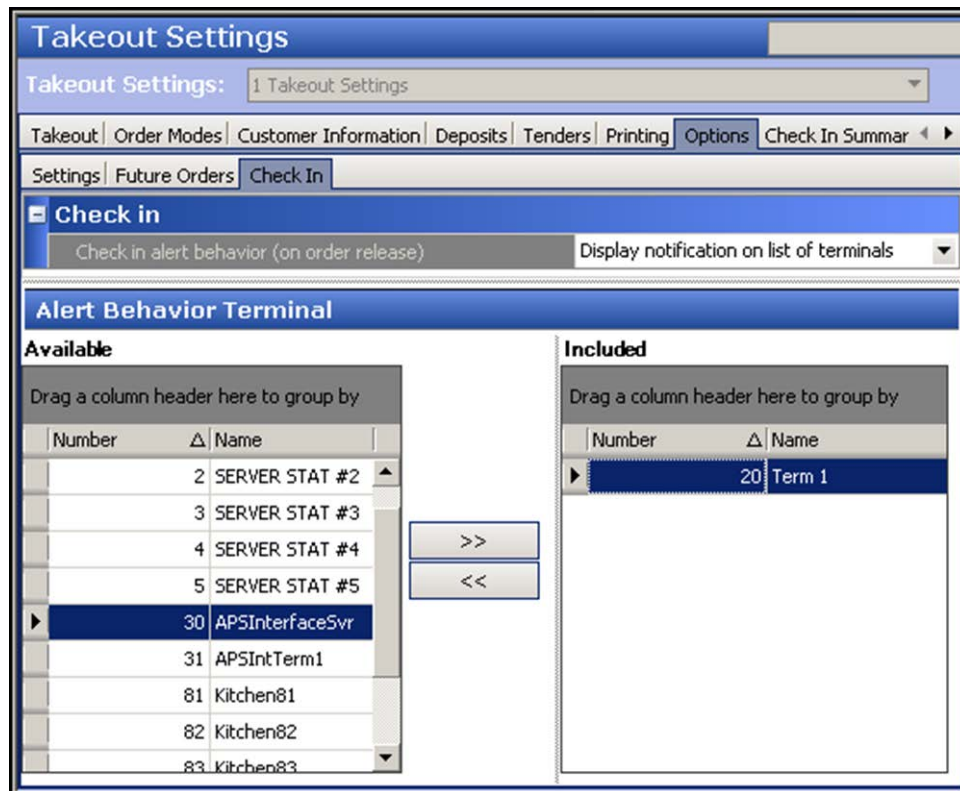


Figure 9 Alert Behavior Terminal Group Bar

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:

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

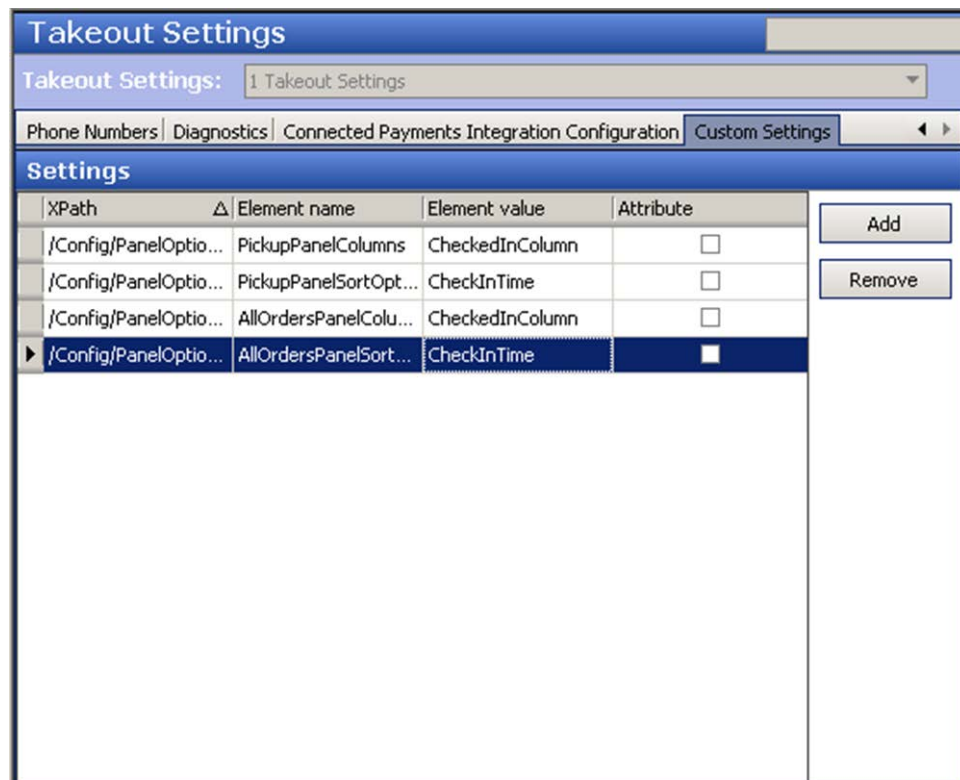


Figure 10 Takeout Settings - Custom Settings Tab

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:



### **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

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.

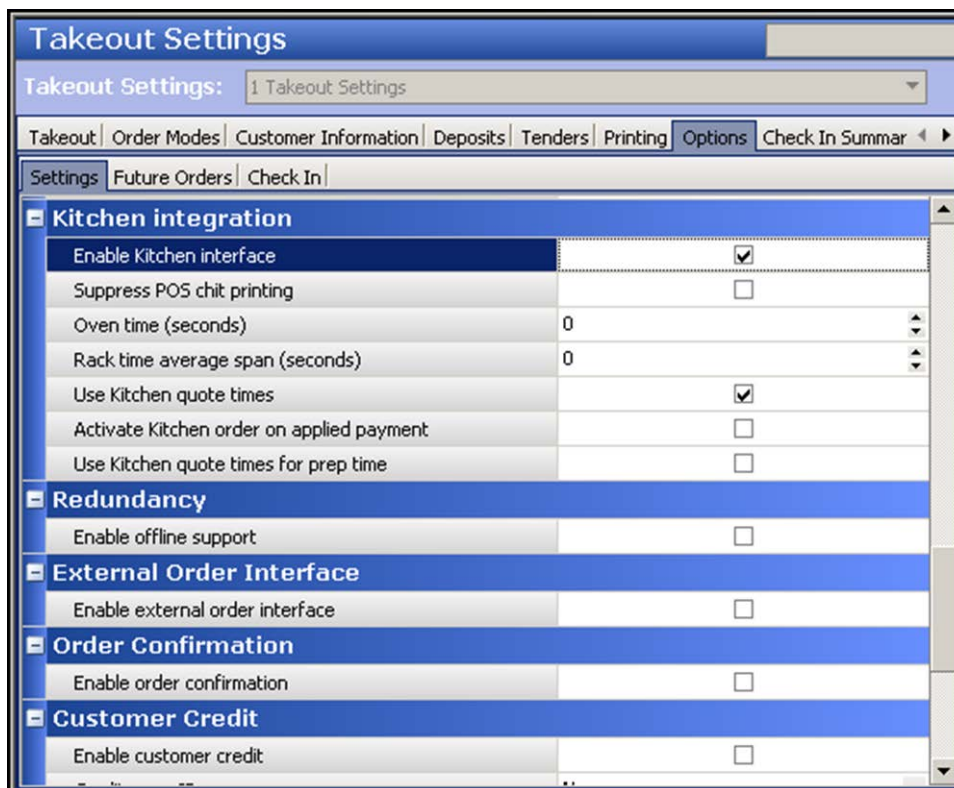


Figure 11 Takeout Settings - Options - Enable Kitchen Integration

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.



#### 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 <b>Maintenance &gt; Hardware &gt; Kitchen Screen</b> , type the text to appear in 'Customer checked-in text,' and select 'Show checked in.' See <a href="#">page 20</a> .
2.	Select <b>Kitchen Configuration &gt; Kitchen Settings &gt; Custom tab</b> and add the ability to display vehicle information in a video cell. See <a href="#">page 23</a> .
3.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 23</a> .

### Note

The procedures in this section depend on enabling Kitchen integration in Aloha Takeout. If you have not done this, refer to ["Enabling Aloha Kitchen integration in Aloha Takeout" on page 18](#).

## 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.

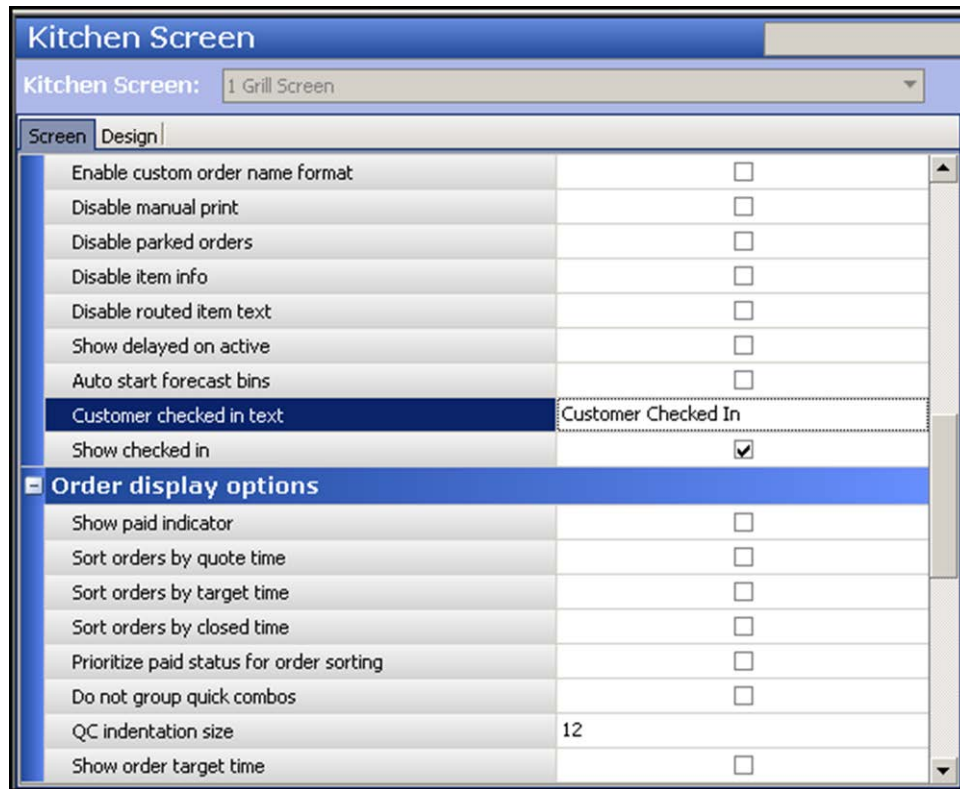


Figure 12 Kitchen Screen Function

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:**

1. 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.

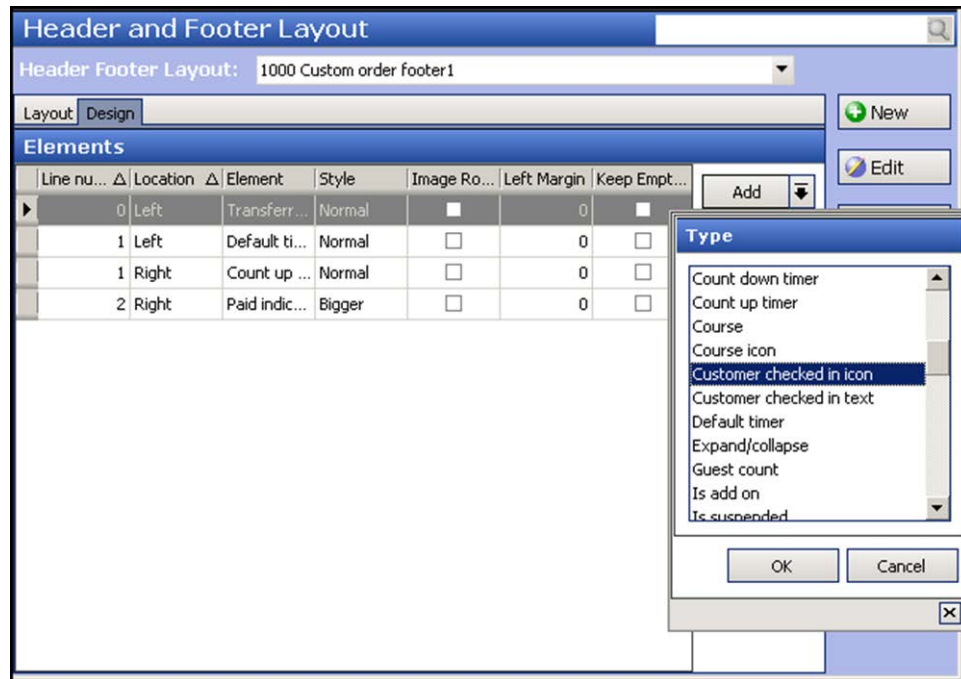


Figure 13 Header and Footer Layout - Customer Checked In Icon Element

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:

1. 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.



### 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.

MENU	LOCATIONS	FAQ
<b>Order Confirmation and Payment</b>		
<b>Contact Information</b> <a href="#">edit</a> NCR Curbside curbside@ncr.com 555-555-5555	<b>Pickup Information</b> <a href="#">edit</a> Tue Jun 20, 3:45 PM  Quick Service 14770 Trinity Blvd Fort Worth, TX <input type="radio"/> In-store pickup (not available) <input checked="" type="radio"/> Curbside pickup	<b>Curbside Car Details</b> Please provide car details so we recognize you on arrival. Make <input type="text"/> Model <input type="text"/> Color <input type="text"/>

Figure 14

WELCOME TO **Online Ordering**

MENU LOCATIONS [Login](#)

How would you like to receive your order?

**my order**

ITEM	QTY	PRICE
**Your curbside order is empty Please call store for orders over \$50.00		
<input type="button" value="Start Over"/>		
...from any store you'd like		

Pickup Time:  
Location:

[Privacy Policy](#) | [Terms of Use](#) | [My Data Privacy](#)

Figure 15 Online Ordering Landing Page



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.

The screenshot displays the 'Online Ordering' interface. At the top, it says 'WELCOME TO Online Ordering' with a logo. Below this are navigation links for 'MENU', 'LOCATIONS', and 'Log In'. The main content area is titled 'Order Confirmation and Payment' and is divided into several sections:

- Contact Information:** Text Test, todd.taylor@ncr.com, 214-555-5555.
- Pickup Information:** Wed Sep 2, 2:15 PM; Alpha Café, 1077 Central Parkway South #800, San Antonio, TX. Radio buttons for 'In-store pickup' and 'Curbside pickup' (selected).
- Curbside Car Details:** A note: 'Please provide car details so we recognize you on arrival'. Fields for Make (Ford), Model (Escape), and Color (Silver).
- Payment Information:** Payment Method (Credit Card), Card Type (Visa), Name on Card, Card Number, and Expiration Date (January 2020).

On the right side, there is a 'my order' summary table:

ITEM	QTY	PRICE
Chicken Tort-CUP	1	\$3.95

Below the table, a 'SubTotal:' of \$3.95, 'Tax:' of \$0.00, and 'TOTAL:' of \$3.95 are shown. A 'Back To Menu' button is located below the totals. At the bottom of the form, there is a 'Complete Order' button and links for 'Privacy Policy', 'Terms of Use', and 'My Data Privacy'.

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.

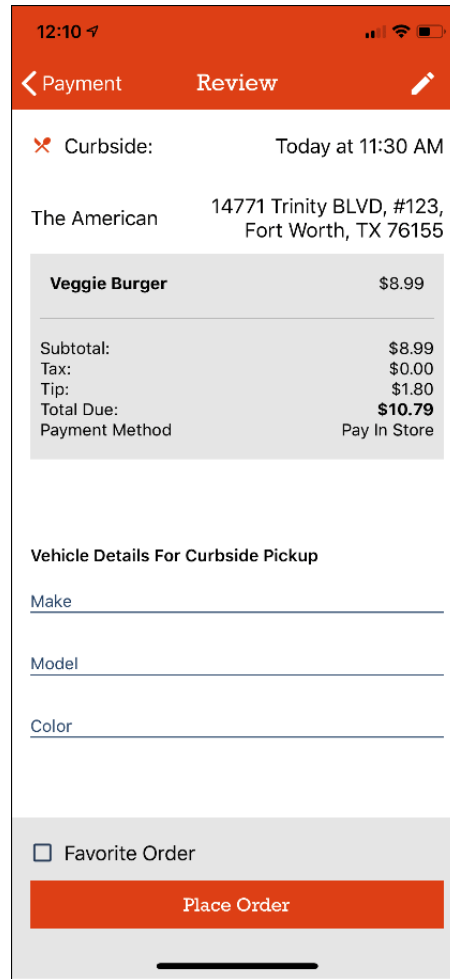


Figure 17 Engage Mobile - Vehicle Information Section

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.

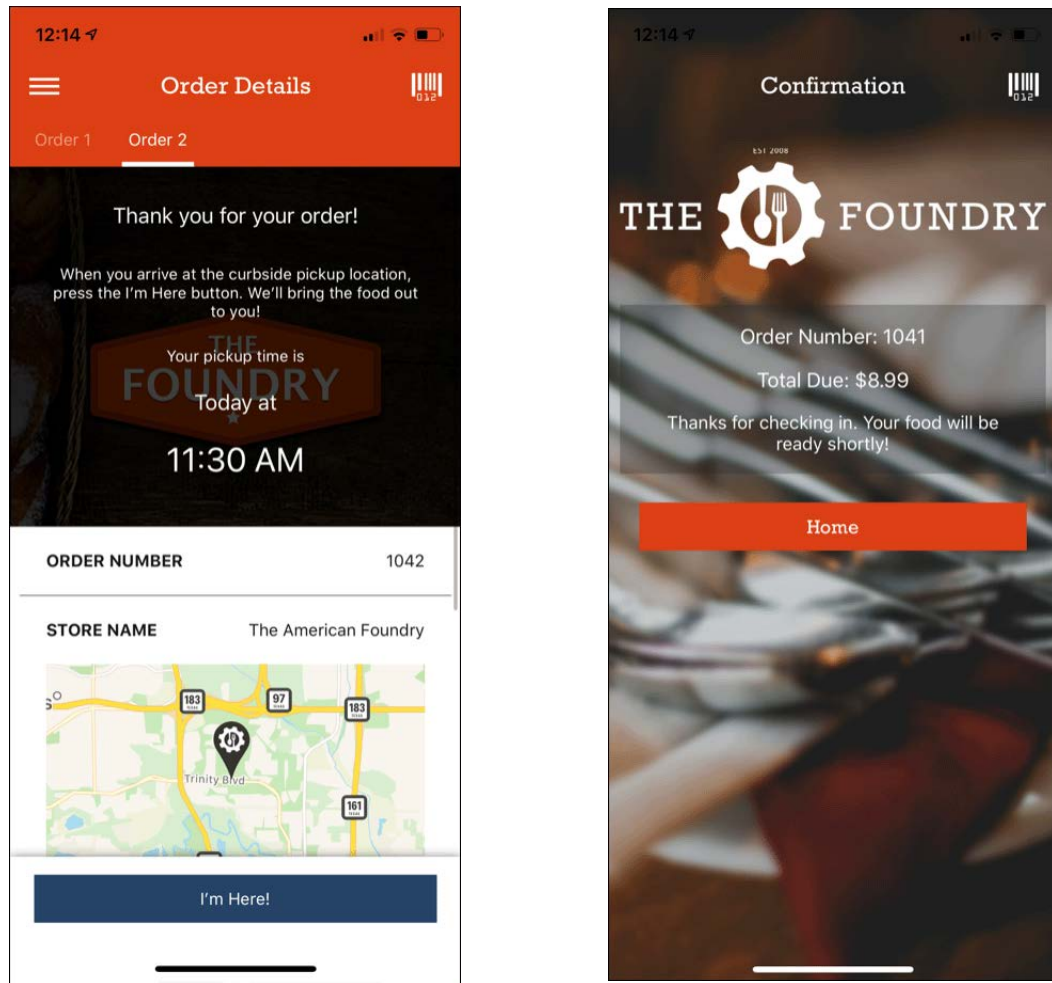


Figure 18

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

Panel Options

**NOT in CFC as of 9/2/20.**

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	Customer Name	Phone Number	CheckIn Time	SHOW:	All	Open	Closed	Future	Arrived
8 Orders									1 to 8 of 8
\$	Visits	Checked In	Check In Time	Vehicle	Source	Mode	Guest	Address	Cont
			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
	1		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) 53
				Cas	Phone	Delivery	6API 6AFDAF	41 Shadow Wood Ct.	(837) 53

Figure 19 Open Orders Screen Showing Checked In Column

1. Click **Arrived** to sort the open orders screen to show only those customers who checked in as arrived.

Promise Time	Customer Name	Phone Number	CheckIn Time	SHOW:	All	Open	Closed	Future	Arrived
2 Orders									1 to 2 of 2
\$	Visits	Location	Checked In	Check In Time	Vehicle	Source	Mode	Guest	Address
	1	Spot2		1:30:17 PM	Mercedes Suv (White)	Counter	Curbside	QUYNH API	41 Shadow Wood Ct.
				12:52:36 PM		Phone	Delivery	Znhu 2BSP2	41 Shadow Wood Ct.

Figure 20 Open Orders Screen Filtered to Show Only Arrived Orders

```

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

Figure 21

## Entering vehicle information in Aloha Takeout

Alohap-23864

A **new message appears when a customer has arrived**. Currently ATO supports a pop-up message when a check is checked in. We want to have a pop-up message when a customer has checked-in for curbside orders.

Once this configuration is in place, use the Put Order call to generate an Order ID. Then place the Order ID in the Submit Order call, which contains the vehicle information. The order is sent down to ATO and populates the guest record.

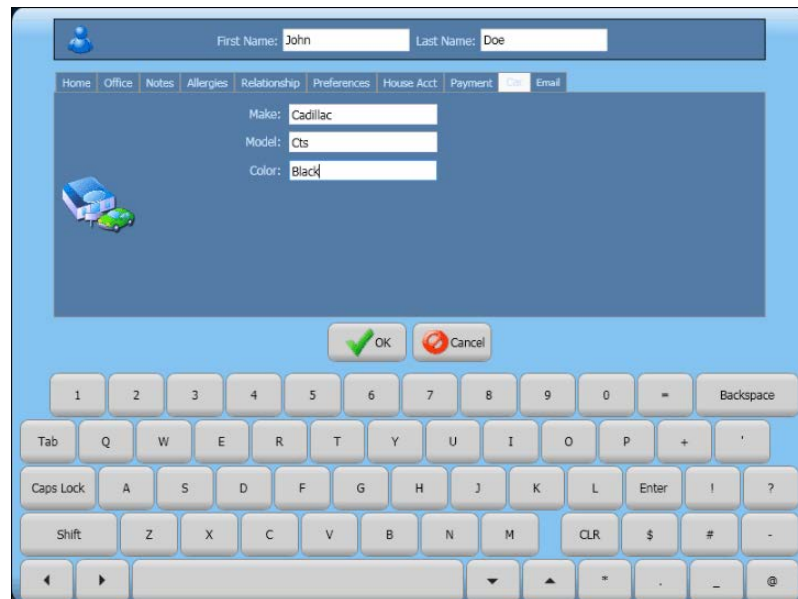


Figure 22 Aloha Takeout Guest Record, Vehicle Information

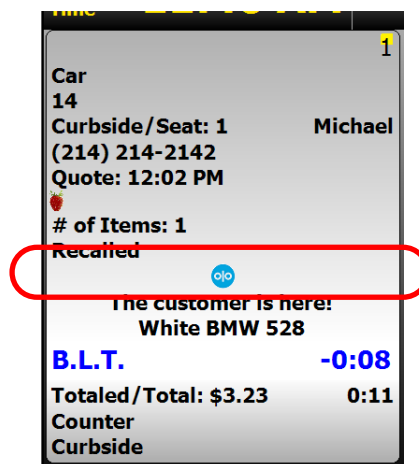


Figure 23 Checked In Indicator on Header and Footer Layout

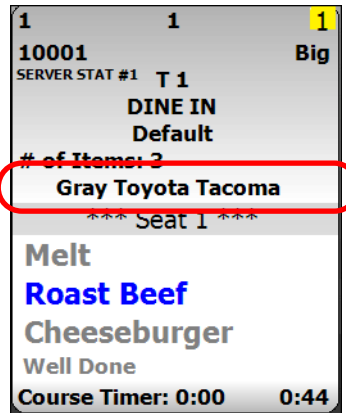


Figure 24 Vehicle Information on Video Screen

## Aloha Takeout Curbside Management, 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](mailto:Documentation.HSR@NCRVoyix.com)