

What's New in v5.3?

The Aloha TableService, QuickService, EDC, and RDS Interface products were enhanced in v5.3. The information on the following pages describes each of the new features and each reference contains a hyperlink. Click this hyperlink to take you to the related information in the corresponding manual.

[Click here to go to What's New in Aloha QuickService](#)

[Click here to go to What's New in Aloha EDC](#)

[Click here to go to What's New in Aloha RDS Interface](#)

What's New in Aloha TableService

Aloha TableService User's Guide

We added the following enhancements in the Aloha TableService User's Guide. If you are viewing this manual in PDF format, each reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Regrinding Sub-directories

We added the Regrinding Sub-directories function to the manual to support non-SuperSite environments. Refer to [“Regrind Subdirectories” on page 10-23](#) for more information.

Supporting Chit Consolidation for Table Entry Items

You can now apply consolidation rules to items going to the entire table when you are using the ‘Pivot Seating’ feature. You must select either ‘Consolidate Items with Identical Modifiers’ or ‘Consolidate Items with Different Modifiers’ to enable the ‘Table Items Only’ check box. Refer to [“Table Items Only” on page 3-90](#) for more information.

Defining Default Item Weight for Guest Counting

You can now define the default weight value of an item when you count guests by category. For example, you can set the guest count weight of an item named ‘Fajitas for Two’ so that it increases the guest count by two when a customer orders it. This check box works in conjunction with the ‘Use Entrees for Guest Counts’ check box and the ‘Category’ selected in Maintenance > Store Settings > Order Entry group on the Guest Counts subtab. The default guest count weight is one. Refer to [“Item Weight Inset” on page 5-24](#) for more information.

Enabling the Delay Send Feature

You can now enable the system to enhance the functionality of the Hold button that displays in the bottom corner of the Order Entry screen. The additional functionality offers several different options to place items on hold and then release the items at a defined time with an order mode of your choice. You can enhance the current system generated Hold button with limited functionality, or you can create a Hold button using the user-configurable Order Screen panel for full functionality. Refer to the [TableService Special Features Guide](#) for full information. Also refer to [“Hold” on page 7-138](#), and [“Automatic Release” on page 3-13](#) for more information.

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Aloha TableService Reports Guide

We added the following enhancements in the Aloha TableService Reports Guide. If you are viewing this manual in PDF format, each reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Running Product Mix Report with Current Configuration

You can now run the Product Mix report to generate data with your current database configuration when you select multiple days to report. Using RPT.INI, the configuration data pulls from the most recent data subdirectory (TODAY). Refer to [“Product Mix Report” on page 3-128](#) for more information.

Reprinting the Drawer Checkout Report

You can now reprint the Drawer Checkout report that displays the list of drawer checkouts invoked by the ‘Checkout’ button on the FOH ‘Assign Cash Drawer’ screen. Only drawer checkouts where you opt to reset the drawer to zero display in the list. Refer to [“Checkout” on page 3-156](#) for more information.

Aloha TableService Special Features Guide

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Supporting Stored Value Systems Gift Cards

The Aloha system now supports Stored Value Systems Gift Cards, which runs through an EDC connection and supports offline transactions with a voice approval. Stored Value Systems joins Aloha eCards, Paymentech, and ValueLink as the supported gift cards. Refer to [“Gift Cards Feature” on page 113](#) for full information.

Supporting Full Cash Value of Gift Cards to Guest Without Purchase

You can now enable the system to provide the full cash value of gift cards back to the guest to meet certain state requirements. This includes recommended access level, item, and category setups to apply a gift card to a \$0.00 priced item. Refer to [“Defining Recommended Access Level Settings” on page 121](#), [“Adding a \\$0.00 Priced Gift Card Item to a Category” on page 127](#), and [“Issuing Cash Value to the Guest Without Purchase” on page 160](#), for more information.

Handling Offline Transactions for Gift Cards

We included full documentation on how to handle offline transactions when you are using Paymentech, Stored Value Systems, and ValueLink gift cards through the Aloha EDC interface while offline. This includes how to resubmit, approve, and delete offline transactions. Refer to [“Handling Offline Transactions” on page 165](#) for more information.



Defining Comps and Promotions to Discount Gift Cards

You can now define comps and promotions to discount gift cards. This supports operations which might offer the guest a free gift card for a bad experience, or offer gift cards for 25% off during the holiday season. For the list of supported comps and promotions and more information, refer to [“Defining Comps and Promotions to Discount Gift Cards” on page 133](#), [“Applying a Promotion that Discounts a Gift Card” on page 161](#), and [“Applying a Comp that Discounts a Gift Card” on page 162](#).

Requiring Magnetic Card Entry for Selling, and Redeeming All Gift Cards

You can now require the employee to use a magnetic stripe reader when they sell and redeem all supported gift cards. If the card is unreadable and the employee does not have sufficient access to enter the card number manually, a manager must enter a password to continue. Refer to [“Enabling Manual Entry of Gift Card Numbers” on page 121](#) for more information.

Aloha TableService Manager’s Guide

We did not enhance the TableService Manager’s Guide for v5.3.

Aloha TableService Server Guide

Check out our new [TableService Server Guide](#)! This guide contains step-by-step procedures to teach your servers how to enter items, select modifiers, sell gift cards, use the quantity and repeat buttons, close checks using the different tender types, and more!

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What's New in Aloha QuickService

Aloha QuickService User's Guide

We added the following enhancements in the Aloha QuickService User's Guide. If you are viewing this manual in PDF format, each reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Regrinding Sub-directories

We added the Regrinding Sub-directories function to the manual to support non-SuperSite environments. Refer to [“Regrind Subdirectories” on page 10-23](#) for more information.

Defining Default Item Weight for Guest Counting

You can now define the default weight value of an item when you count guests by category. For example, you can set the guest count weight of an item named 'Fajitas for Two' so that it increases the guest count by two when a customer orders it. This check box works in conjunction with the 'Use Entrees for Guest Counts' check box and the 'Category' selected in Maintenance > Store Settings > Order Entry group on the Guest Counts subtab. The default guest count weight is one. Refer to [“Item Weight Inset” on page 5-31](#) for more information.

Enabling Bar Code Scanning for Promotions

The Aloha QuickService software has returned the ability to scan promotions using bar codes. This assists you with the lookup of the promotion, therefore, allowing you to apply the promotion to the guest check very quickly. Refer to [“Bar Code Range Values” on page 6-21](#) for more information.

Enabling Advance Orders

You can now enable the system to place orders in advance and specify the time to prepare the order. This accommodates environments that accept orders now to be prepared and picked up later. In the first phase of this feature, you must place and prepare orders in the same business day. In subsequent releases, the Advance Orders feature will allow advance orders for future days. Refer to the Aloha QuickService Special Features Guide for full documentation on Advance Orders. Also refer to the [“Advance Orders Subtab” on page 3-11](#), [“Enter Advance Order” on page 5-113](#), and [“Manage Advance Orders” on page 5-114](#) for more information.

Enabling Sub-Orders

You can now enable the system to divide the guest check into sub-orders as you enter the order, and communicate to the kitchen how to properly package the items. This accommodates drive-thru environments where several guests in a car want to see their separate totals and receive separate bags. Guests must pay all at once as one payment rather than separately. If the guests want to pay separately, we recommend not creating sub-orders and entering the orders as separate checks. To use this feature, you must also set up tray chit printing. Refer to the [Aloha QuickService Special Features Guide](#) for full documentation on Sub-Orders. Also refer to [“Next Seat” on page 5-118](#), [“Use Next Seat for Guest Counts” on page 3-6](#), and [“Tray Chits Inset” on page 3-76](#) for more information.

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Printing Check Stubs

You can now use the Print Check Stub feature to support QuickService environments where a guest orders as they walk into the restaurant. The person taking the order enters the items into the system, without ordering them, and a check stub prints for the guest to take with them to the table. The guest will then hand the check stub to the server. You can define what prints on the guest check and when the check stub prints. Refer to [“Print Check Stub” on page 3-57](#) for more information.

Aloha QuickService Reports Guide

We added the following enhancements in the Aloha QuickService Reports Guide. If you are viewing this manual in PDF format, each reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Running Product Mix Report with Current Configuration

You can now run the Product Mix report to generate data with your current database configuration when you select multiple days to report. Using RPT.INI, the configuration data pulls from the most recent data subdirectory (TODAY). Refer to [“Product Mix Report” on page 3-130](#) for more information.

Aloha QuickService Special Features Guide

We added the following enhancement in the Aloha QuickService Special Features Guide. If you are viewing this manual in PDF format, the reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Enabling Sub-Orders

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Supporting Stored Value Systems Gift Cards

The Aloha system now supports Stored Value Systems Gift Cards, which runs through an EDC connection and supports offline transactions with a voice approval. Stored Value Systems joins Aloha eCards, Paymentech, and ValueLink as the supported gift cards. Refer to [“Gift Cards Feature” on page 92](#) for full information.

Supporting Full Cash Value of Gift Cards to Guest Without Purchase

You can now enable the system to provide the full cash value of gift cards back to the guest to meet certain state requirements. This includes recommended access level, item, and category setups to apply a gift card to a \$0.00 priced item. Refer to [“Defining Recommended Access Level Settings” on page 100](#), [“Adding a \\$0.00 Priced Gift Card Item to a Category” on page 107](#), and [“Issuing Cash Value to the Guest Without Purchase” on page 142](#), for more information.

Handling Offline Transactions for Gift Cards

We included full documentation on how to handle offline transactions when you are using Paymentech, Stored Value Systems, and ValueLink gift cards through the Aloha EDC interface while offline. This includes how to resubmit, approve, and delete offline transactions. Refer to [“Handling Offline Transactions” on page 146](#) for more information.



Defining Comps and Promotions to Discount Gift Cards

You can now define comps and promotions to discount gift cards. This supports operations which might offer the guest a free gift card for a bad experience, or offer gift cards for 25% off during the holiday season. For the list of supported comps and promotions and more information, refer to [“Defining Comps and Promotions to Discount Gift Cards” on page 115](#), [“Applying a Promotion that Discounts a Gift Card” on page 143](#), and [“Applying a Comp that Discounts a Gift Card” on page 144](#).

Requiring Magnetic Card Entry for Selling, Deleting, and Redeeming All Gift Cards

You can now require the employee to use a magnetic stripe reader when they enter, delete, and redeem all supported gift cards. If the card is unreadable and the employee does not have sufficient access to enter the card number manually, a manager must enter their password to continue. Refer to [“Enabling Manual Entry of Gift Card Numbers” on page 100](#) for more information.

Aloha QuickService Manager’s Guide

We did not enhance the QuickService Manager’s Guide for v5.3.

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What's New in Aloha EDC

Aloha EDC User's Guide

We added the following enhancements in the Aloha EDC User's Guide. If you are viewing this manual in PDF format, each reference contains a hyperlink. Click this hyperlink to move to the page containing the information.

Encrypting Credit Cards Numbers

The Aloha EDC program now encrypts credit card numbers, wherever the number displays or prints. When a customer pays you with any type of card that requires a magnetic stripe reader, such as a credit card, debit card, and gift card, the Aloha system ensures sensitive data is kept secure to prevent fraud and misuse of data entrusted to our clients by their customers. Data encryption is always enabled and cannot be disabled. Refer to [“Encrypting Credit Card Numbers” on page I-xii](#) for more information.

Supporting Paymentech with SSL

You can now enable Paymentech to transmit information via a secure socket layer connection (SSL). Paymentech joins Visanet, Lynk, and Fifth Third Bank Processing Solutions, as the processors supported through SSL. Refer to [“Internet-Based Processors” on page 1-25](#) for more information.

Supporting Fifth Third Bank Processing Solutions

The Aloha EDC program now supports the Fifth Third Bank Processing Solutions processor via a secure socket layer connection (SSL). Fifth Third Bank Processing Solutions joins Visanet, Lynk, and Paymentech as the processors supported through SSL. Refer to [“Internet-Based Processors” on page 1-25](#) for more information.

Added Updated Processor and Connection Method Information

With the growing need for you to support credit cards, gift cards, debit cards, and check authorizations, we included a table to depict the processors Aloha supports for each card, as well as the card types and connection methods supported by each. Refer to [“Internet-Based Processors” on page 1-25](#) for more information.

Enhancing the TCP/IP Connection

You can now ensure the TCP/IP connection with CES (First Data North) and Nabanco (First Data South) stays connected when network errors occur when you transmit data via a satellite. Refer to [“Socket Stays Connected” on page B-9](#) and page B4 for more information.

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What's New in Aloha RDS Interface

Aloha RDS Interface User's Guide

We added the following enhancement in the Aloha RDS Interface User's Guide. If you are viewing this manual in PDF format, the reference contains a hyperlink. Click this hyperlink to move to the page containing the information. What's New?

Manually Routing Modifiers to Video Queues

You can now enable the system to route modifiers to a video queue designated for the menu item in Maintenance > Menu > Items, only if the menu item it is modifying has the same queue designation. This limits modifiers from displaying in unnecessary video cells. Refer to [“Aloha RDS Store Settings Configuration” on page 2-23](#) and refer to the video system you are using for more information.

Displaying the Default Order Mode on Videos

You can now enable the system to display the default order mode on the video as you are entering the items on the guest check, if you are using the 'Display Items as Ordered', or the 'Display One Behind' options as your display method. If you select a different order mode, either by pressing a specific order mode button, by pressing the 'Send' button, or by selecting a tender, the system updates the video cell with the new order mode. Refer to [“Aloha RDS Store Settings Configuration” on page 2-23](#) and refer to the video system you are using for more information.

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