



Aloha Print Extensions

Installation and Configuration Guide

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Overview

Summary

This document describes how to install and configure the Aloha Print Extensions program on an Aloha POS system.

System Requirements

The software runs on any Aloha Quick Service or Table Service system running Aloha Version 5.2.7 or higher. An Aloha COM Interface license is NOT required. If you are using any of the signature or voucher suppression by specific tender id features, then you must enable the COM interface in Aloha manager (see ***Software Installation – BOH Installation - Enable Aloha COM Interface*** below).

Program Description

This program is an implementation of an Aloha Printer Intercept program. Whenever an Aloha Check, Credit Card Voucher or Prep Chit request is made from a Front of House terminal, the program “intercepts” the print data and modifies it before sending it to the printer.

Program Features

Suggested Tip Amounts

If enabled, this feature allows tip amounts to be suggested to the customer on both Checks and Credit Card Vouchers (See figures 1,2 & 3).

The suggested tip amounts are printed immediately underneath “Tip” (Check) or “Additional Tip” (CC Voucher), or “Balance Due” on Checks when no Tip line has been printed.

Up to 3 different suggested Tip Amounts can be printed.

“Your Order Number” Prefix

If enabled, this feature inserts a line of text (the order number prefix) and a configurable check ID line above the Guest Check header in large, bold font, making it easier for the patron to know his order number in a quick service environment (see figure 6 for example).

The check ID length is configurable; by setting the length, you can control whether the check id reads 10123, 123, or 23.

Voucher Sub-Total

If enabled, the program adds a "Sub Total" line to Credit Card Vouchers that have "Included Gratuity" already shown on the check (see figure 1). The Sub-Total is calculated from the "Amount" and "Included Gratuity" fields on the Voucher.

Check / Voucher Suppress Signature Line

If enabled, this feature suppresses the printing of the signature line on all checks and credit card vouchers when the amount is less than or equal to X dollars (the Signature Threshold) (see figure 4).

There are many different ways to customize this functionality through configuration parameters. These include signature suppression on the check, signature suppression on the voucher and voucher suppression for checks whose totals are less than a specified threshold for the amount of the check as a whole or by specified tenders.

Tender Specific Additional Information Lines

If enabled, this feature adds additional user definable info blank lines below the signature line on Checks, based on the Tender Description (see figure 5).

The prompting text for each line is user definable.

Up to 3 lines can be defined.

Barcode Total

If enabled, a barcode that encodes the check total is printed on the check.

Summary Chit Printing

If enabled, this feature summarizes prep chits by listing all the entrees to prepare at the beginning of the chit with quantities but without modifiers. Blank lines can be printed between each entrée in the detail section of the prep chit. This feature can be suppressed for specified prep printers.

Alternate Printers Chit Printing

If enabled, this feature allows prep chits to be distributed evenly between two prep printers.

Custom Checkout

If enabled, this feature captures checks transferred from one employee to another and summarizes the transferred amounts on the checkout report. The net amount of each check transferred as well as a calculated tip amount for each check appears as

line item detail on the checkout report. The tip amount is calculated by multiplying the sum of all net sales transferred by a configurable percentage. For checks transferred in, the calculated tip amount is added to the CASH OWED indicating that this is additional tip contribution to the tip pool.

Example Figures

IBERCAFE	
1320 Tennis Dr	
Bedford, TX	
8172529499	
Server: FRANCES	DOB: 12/03/2003
12:18 PM	08/13/2004
Table 100/1	1/10002
VISA	1048581
Card #4833124512451234	Exp:1105
Approval: 1234	
Amount:	9.63
+ Included Gratuity:	1.35
→ Sub-Total:	10.98
+ Additional Tip _____	
Tip Amounts	
15% Tip =	1.65
18% Tip =	1.98
21% Tip =	2.31
= Total: _____	
X _____	
Approval: 1234	
Thanks! Come again.	
(REPRINT)	

Figure 1 - Credit Card Voucher with Sub Total and Suggested Tips


```

                IBERCAFE
                1320 Tennis Dr
                Bedford, TX
                8172529499
Server: FRANCES                08/13/2004
Table 101/1                    12:13 PM
Guests: 4                      10003

ROOT BEER (2 @1.50)           3.00
SPRITE (2 @1.50)              3.00

Sub Total                      6.00
Tax                            0.42

Total                          6.42

Balance Due                    6.42

    Tip Amounts
    → 15% Tip =                 0.96
    18% Tip =                 1.16
    21% Tip =                 1.35

                Aloha & Mahala
                Hope to see you again soon

```

Figure 3 - Aloha Check with suggested Tip Amounts after Balance Due

```

                IBERCAFE
                1320 Tennis Dr
                Bedford, TX
                8172529499
Server: FRANCES                DOB: 11/12/2003
11:47 AM                      08/20/2004
Table 101/1                    1/10003

VISA                            1048580
Card #XXXXXXXXXXXX1224        Exp:1104
Approval: 12233

                Amount:         1.61

                = Total:        1.61

Approval: 12233

                Thanks! Come again.
                (REPRINT)

```

Figure 4 – Credit Card Voucher with Signature Line Removed

IBERCAFE 1320 Tennis Dr Bedford, TX 8172529499	
Server: FRANCES	08/20/2004
Table 107/1	12:58 PM
Guests: 2	10008
TURKEY BURGER (2 @6.25)	12.50
ROOT BEER (2 @1.50)	3.00
Sub Total	15.50
Tax	1.09
Total	16.59
House zzz	16.59
X _____	
PRINT NAME _____	
DEPT NAME _____	
EVENT _____	
12:58 PM	
Balance Due	0.00
Aloha & Mahala Hope to see you again soon	

Figure 5 - Check with additional blank lines

→ YOUR ORDER NUMBER
016

Lone Tree Cafe
4901 E. Dry Creek
Centennial, CO
720-482-7823

Server: FRANCES 05/12/2005
Table 12/15 9:56 PM
Guests: 15 10016

HAMBURGER 5.50

Sub Total 5.50

Tax 0.39

Total 5.89

Balance Due 5.89

→ Tip Guide
15% Tip = 0.88
18% Tip = 1.06
21% Tip = 1.24

Aloha & Mahala
Hope to see you again soon

Figure 6 - Check with Order Number Prefix and Tip Guide

Software Installation

Summary

There are two components to the software installation. There is a front-of-house component that needs to be installed on each terminal and a back-of-house component that needs to be installed on the Aloha BOH server.

IMPORTANT: This software requires a dongle to operate. However, DO NOT ATTACH THE DONGLE until AFTER the BOH Installation is complete.

BOH Installation

To install the software on the Aloha BOH server, locate and run the program "**AlohaPrintExtensionsBOHInstall.exe**" on the server. Accept the default prompts.

Please note: DO NOT attach the software dongle UNTIL after the BOH Installation is complete.

The program installs two files in the Aloha Data directory:

TipCalc.ini

TipCalc.cfg

These files are copies of the same configuration file with two different names. TipCalc.ini is the configuration file that the terminal-based print-intercept programs use. It is shared on the server with all of the terminals. The install program will NOT overwrite the file if it already exists. TipCalc.cfg is a copy of the same file. The install program will overwrite this file if it already exists.

In addition, the program installs one program in the selected program directory (which will be "**\Program Files\Lone Tree Technology, Inc.\Aloha Print Extensions**" if the default location was selected in the installation):

TipCalcConfig.exe

This program is used to configure the Aloha Print Extensions system by allowing the maintenance of each system parameter.

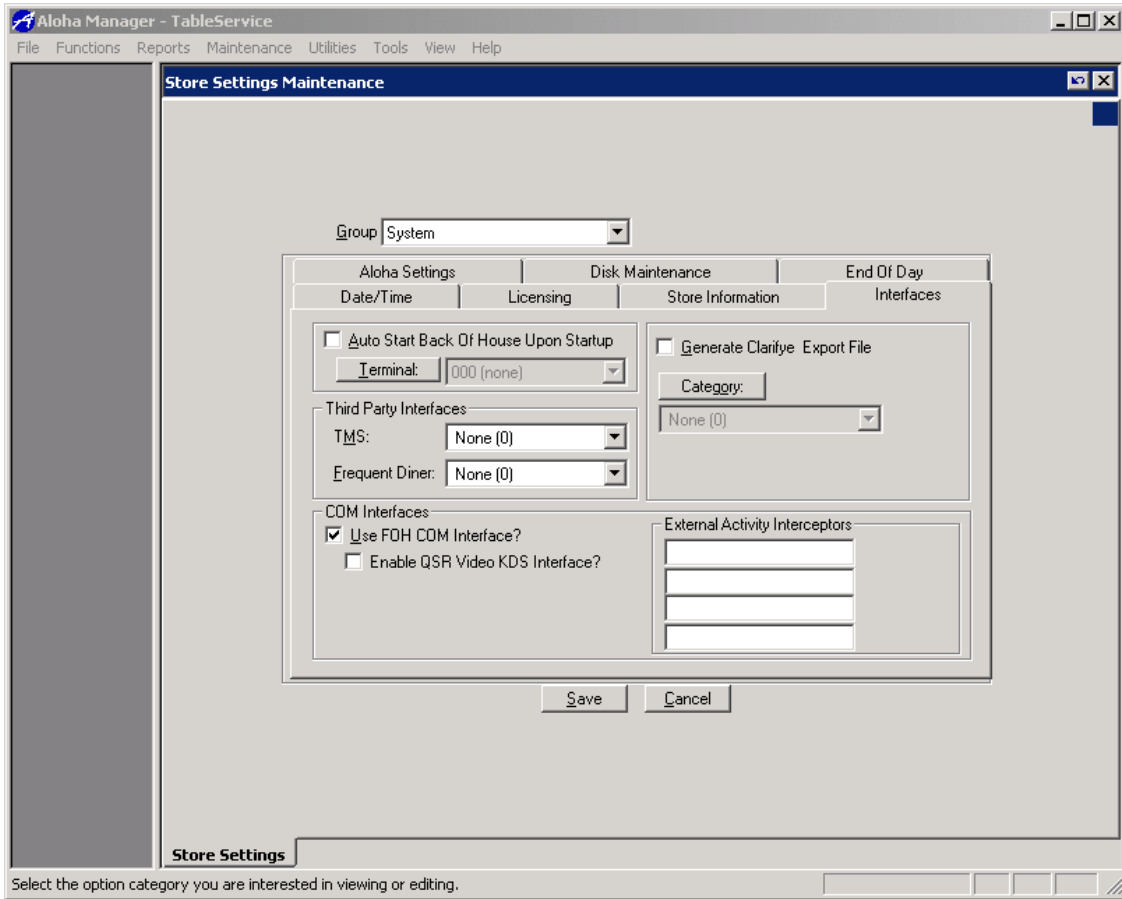
Enable Aloha COM Interface

If you are using any of the signature/voucher suppression by specific tender id features then you must enable the Aloha COM interface. It is recommended that you enable the Aloha COM interface regardless of whether you intend to use this specific feature.

Execute the following procedure to enable the Aloha COM interface:

1. Login to the Aloha Manager on the BOH server.
2. Navigate to **Maintenance -> Store Settings**.

3. Select the **System Group**.
4. Select the **Interfaces** tab.
5. In the **COM Interfaces** frame, turn on the **“Use FOH COM Interface?”** check box.
6. **Save** changes.
7. Navigate to **Utilities**, select **Refresh Data** and respond with **Yes** to the question **“Are you sure you want to use new data?”**



FOH Installation

To install the software on front-of-house terminals, locate and run the program **“AlohaPrintExtensionsFOHInstall.exe”** on each terminal. Accept the default prompts.

The program installs two files in the local Aloha Bin directory:

InterceptPrinting.DLL

TipCalc.DLL

Restart the Aloha Terminal after completing the installation.

Un-installation

To remove the program from the terminal, you must first stop Aloha Table Service / Quick Service on the terminal. Then locate and run the program **"AlohaPrintExtensionsFOHInstall.exe"**. Select the "Remove" option.

To remove the program from the Aloha BOH server, locate and run the program **"AlohaPrintExtensionsBOHInstall.exe"**. Select the "Remove" option.

Software Configuration

Summary

It's very easy to configure the Tip Calc Program.

To configure the program options, you must edit the TipCalc.INI file using the configuration program installed on the Aloha BOH server.

From the Aloha BOH server, navigate to Start -> Programs -> Lone Tree Technology, Inc. -> Aloha Print Extensions Configuration and launch the shortcut. The Aloha Print Extensions Configuration program displays a series of property pages to configure each print tool. See figure 7.

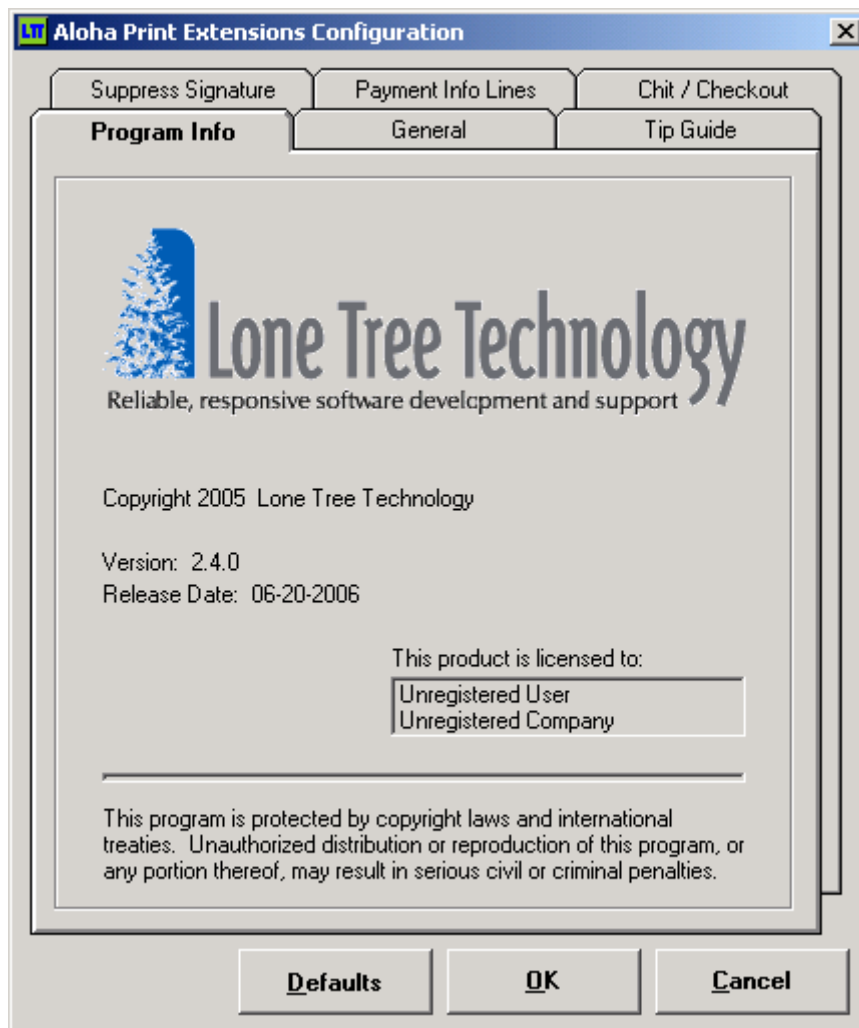


Figure 7 – Aloha Print Extensions Configuration Program – Program Info tab.

Each of the parameters is described in detail below.

NOTE: Whenever changes are made using the Aloha Print Extensions Configuration program on the server, you must perform a “Refresh Data” from the Aloha Manager Utilities menu. This propagates saved changes to all terminals running the Aloha Print Extensions software.

General Parameters

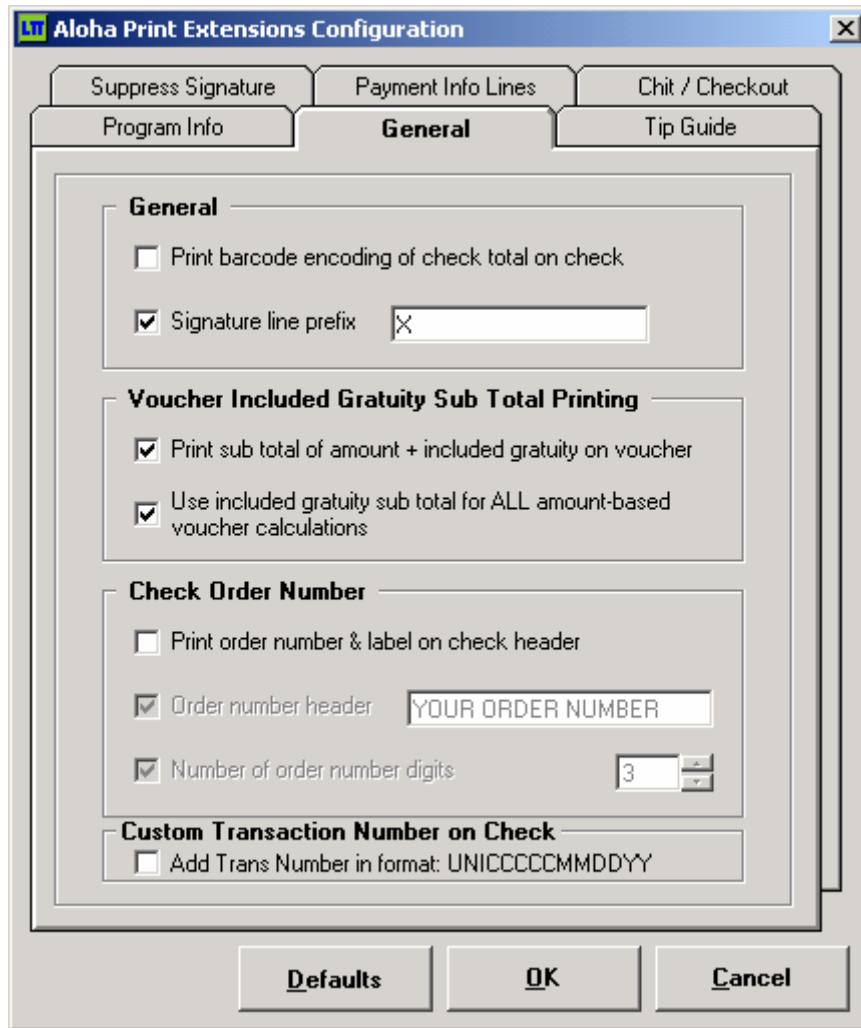


Figure 8 – Aloha Print Extensions Configuration Program – General tab.

Print barcode encoding of check total on check

If this parameter is checked, then a barcode that encodes the check total is printed on the check.

Signature line prefix

This is the prefix text for which the program searches in order to find the signature line on checks and vouchers. Typically, this value is “X” and should not be changed.

Print sub total of amount + included gratuity on voucher

If this parameter is checked and the current credit card voucher contains an included gratuity, then a subtotal line is added showing the sum of the two values (amount and gratuity).

Use included gratuity sub total for ALL amount-based voucher calculations

If this parameter is checked, and the current check contains an included gratuity, then the suggested tip dollar amounts (and all other calculations) are calculated from the voucher sub total amount of amount plus included gratuity.

NOTE: The sub-total on a voucher is the sum of the amount + included gratuity. The sub-total on a check is the sum of the check before tax and tip.

ADDITIONAL NOTE: If this parameter is set to true, then the sub-total field (amount + included gratuity) is used for EVERY amount-based calculation on the voucher (tip guide, signature suppression, voucher suppression, and tender-specific signature and voucher suppression).

Print order number & label on check header

If this parameter is checked, then the CHECK ID will be printed in large text prior to the check header as the top of the check.

Order number header

This is the text to display as a heading or label for order number.

Number of order number digits

This parameter specifies the number of digits to display. Valid values range from 0 to 5.

Custom Transaction Number on Check

If this parameter is checked, then a transaction number line is added to the check immediately after the Date/Time Lines on the check, similar to the following:

Trans # UUUCCCCMMDDYY

- UUU is the Aloha Unit number
- CCCCC is the Aloha Check number
- MMDDYY is the current date

Tip Guide Parameters

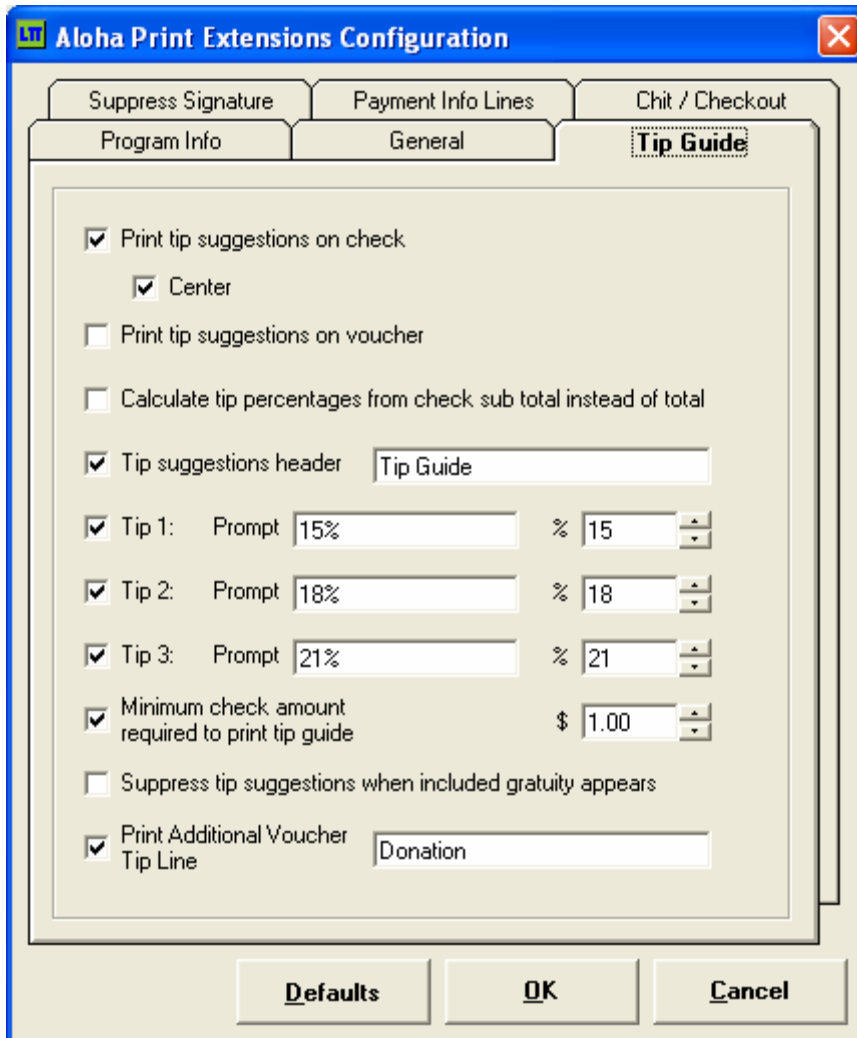


Figure 9 – Aloha Print Extensions Configuration Program – Tip Guide tab.

Print tip suggestions on check

If this parameter is checked, then tip suggestions will be added to the guest check. The suggested tips will be added just below the "Tip" line. If unchecked, then no tip suggestions will be added.

Print tip suggestions on voucher

If this parameter is checked, then tip suggestions will be added to the credit card voucher. The suggested tips will be added just below the "Tip" line. If unchecked, then no tip suggestions will be added.

Calculate tip percentages from check sub total instead of total

If this parameter is checked, then the suggested tip dollar amounts are calculated from the Check Sub-Total field. If not checked, then the suggested tip dollar amounts are calculated from the LAST Check Total field.

NOTE: This parameter applies only to checks, NOT credit card vouchers.

Tip suggestions header

This is the text to display just above the suggested tips section. If no header is desired, leave the parameter blank or unchecked.

Tip prompt 1

This is the first suggested tip text. This text will appear to the left of the calculated amount on the check or voucher.

Tip prompt 2

This is the first suggested tip text. This text will appear to the left of the calculated amount on the check or voucher.

Tip prompt 3

This is the first suggested tip text. This text will appear to the left of the calculated amount on the check or voucher.

Tip suggestion percentage 1

This is the first suggested tip amount, specified as a percentage between 0 and 100. To suppress printing of this line, uncheck the parameter or enter a percentage of 0.

NOTE: Tip values must be in the range of 1 to 99 to be displayed. Values such as 15.5 will be rounded up to next number 16.

Tip suggestion percentage 2

This is the second suggested tip amount, specified as a percentage between 0 and 100. To suppress printing of this line, uncheck the parameter or enter a percentage of 0.

Tip suggestion percentage 3

This is the third suggested tip amount, specified as a percentage between 0 and 100. To suppress printing of this line, uncheck the parameter or enter a percentage of 0.

Minimum check amount required to print tip guide

This parameter is the dollar amount that the total must equal or exceed before the tip guide is printed on the check. If this setting is unchecked or its value is 0, then the tip guide will be printed for any amount. If the value is 20.50, then the tip guide will only be printed if the total is greater than or equal to \$20.50.

Suppress tip suggestions when included gratuity appears

If this parameter is checked, then whenever “included gratuities” appear on the check or voucher, printing of the tip guide will be suppressed.

Print Additional Voucher Tip Line

If this parameter is checked, then an additional tip line is printed on the credit card voucher with the specified line prefix.

Suppress Signature Parameters

The screenshot shows the 'Aloha Print Extensions Configuration' dialog box with the 'Suppress Signature' tab selected. The dialog has three main tabs: 'Program Info', 'General', and 'Tip Guide'. Under 'Tip Guide', there are three sub-tabs: 'Suppress Signature', 'Payment Info Lines', and 'Chit / Checkout'. The 'Suppress Signature' sub-tab is active and contains two sections: 'What Should Be Suppressed?' and 'Under What Circumstances?'. In the first section, three checkboxes are present: 'Suppress signature on check' (checked), 'Suppress signature on voucher' (checked), and 'Suppress printing of voucher' (unchecked). In the second section, three options are listed: 'When check total is less than' (checked) with a value of '\$ 25.00', 'When specific tender amount is less than' (unchecked) with a value of '\$ 0.00', and 'For specific tender identifiers' (unchecked) with a value of '0,0,0'. At the bottom of the dialog are three buttons: 'Defaults', 'OK', and 'Cancel'.

Figure 10 – Aloha Print Extensions Configuration Program – Suppress Signature tab.

The first section of this group of parameters determines what will be suppressed (check signature line, voucher signature line or entire voucher). The second section of this group of parameters determines the conditions under which suppression will occur.

Suppress signature on check

If this parameter is checked, then whenever the specified conditions are satisfied, the signature line will be suppressed from the check.

Suppress signature on voucher

If this parameter is checked, then whenever the specified conditions are satisfied, the signature line will be suppressed from the voucher.

Suppress printing of voucher

If this parameter is checked, then whenever the specified conditions are satisfied, the entire credit card voucher will be suppressed.

When check total is less than

If the total of the check exceeds this amount, then a signature line is printed, otherwise the signature line is suppressed. For example, if this parameter is set to \$25.00 and the total of the check is \$15.85, then the signature line or voucher will be suppressed.

When specific tender amount is less than

This parameter specifies the dollar amount threshold for suppression by specific tender id and amount. Any total tender amount that is less than the specified threshold will suppress the signature line or voucher (provided that the tender id is specified in the list below).

For specific tender identifiers

This parameter specifies the list of tender id's to trigger suppression by specific tender id and amount. The value in this field can be blank. If specified, it must be in the form of a comma-separated list of whole numbers (for example, 10,15,20) where each number is an Aloha tender Id.

EXAMPLE: Assume that you have three tenders, Amex, VISA and MasterCard with Aloha Id's of 10, 20 and 30 respectively.

To configure the system to suppress signature lines for amounts less than \$50.00 on VISA and MasterCard transactions, and \$100 for all other signature transactions, set "When check total is less than" to \$100.00, set "When specific tender amount is less than" to \$50.00 and set "For specific tender identifiers to "20,30".

Payment Info Lines Parameters

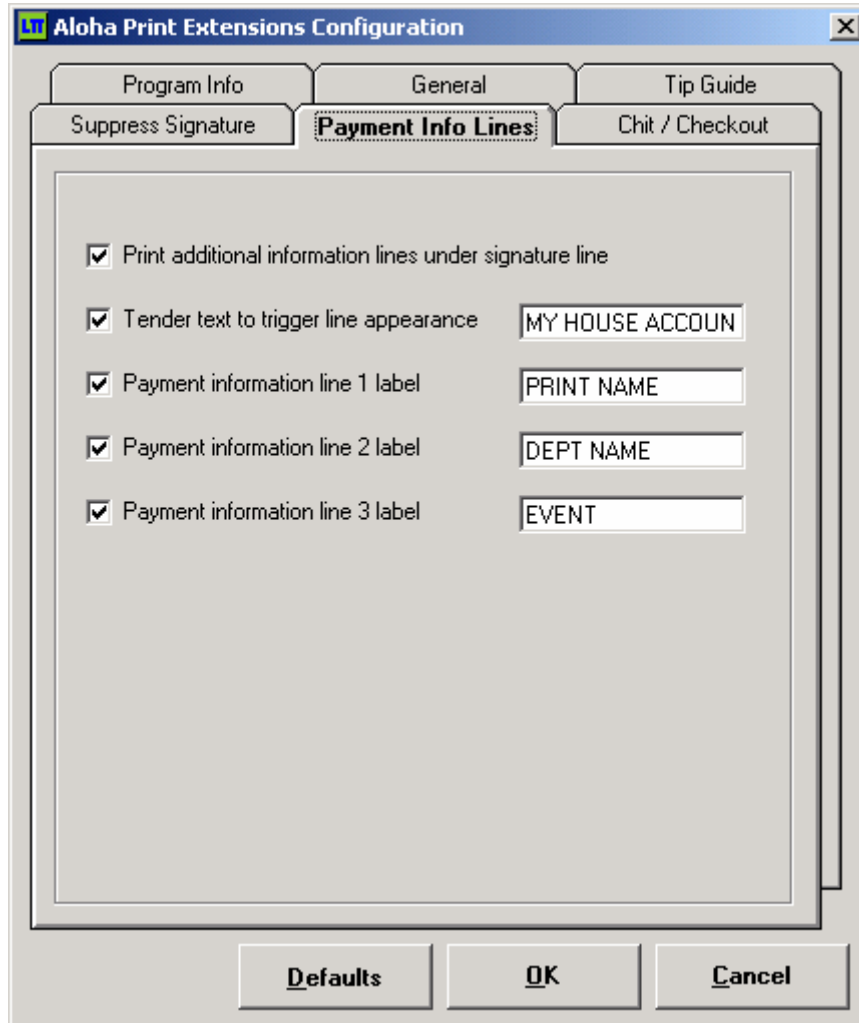


Figure 11 – Aloha Print Extensions Configuration Program – Payment Info Lines tab.

Print additional information under signature line

If this parameter is checked, the printing of additional information lines underneath the signature line is enabled.

Tender text to trigger line appearance

This is the EXACT sequence of characters in the Aloha Tender Description that indicates that this tender requires additional lines to be printed under the signature line. For example, if the value is set to "zz", then the desired Aloha Description must be configured with the characters "zz" - House (zz), Housezz, zzHouse, Hzzouse.

IMPORTANT: The Tender Trigger characters must be a unique, once occurring item on the check! The Tender Trigger will be activated whenever the exact character sequence is found ANY WHERE ON THE CHECK! BE CAREFUL!

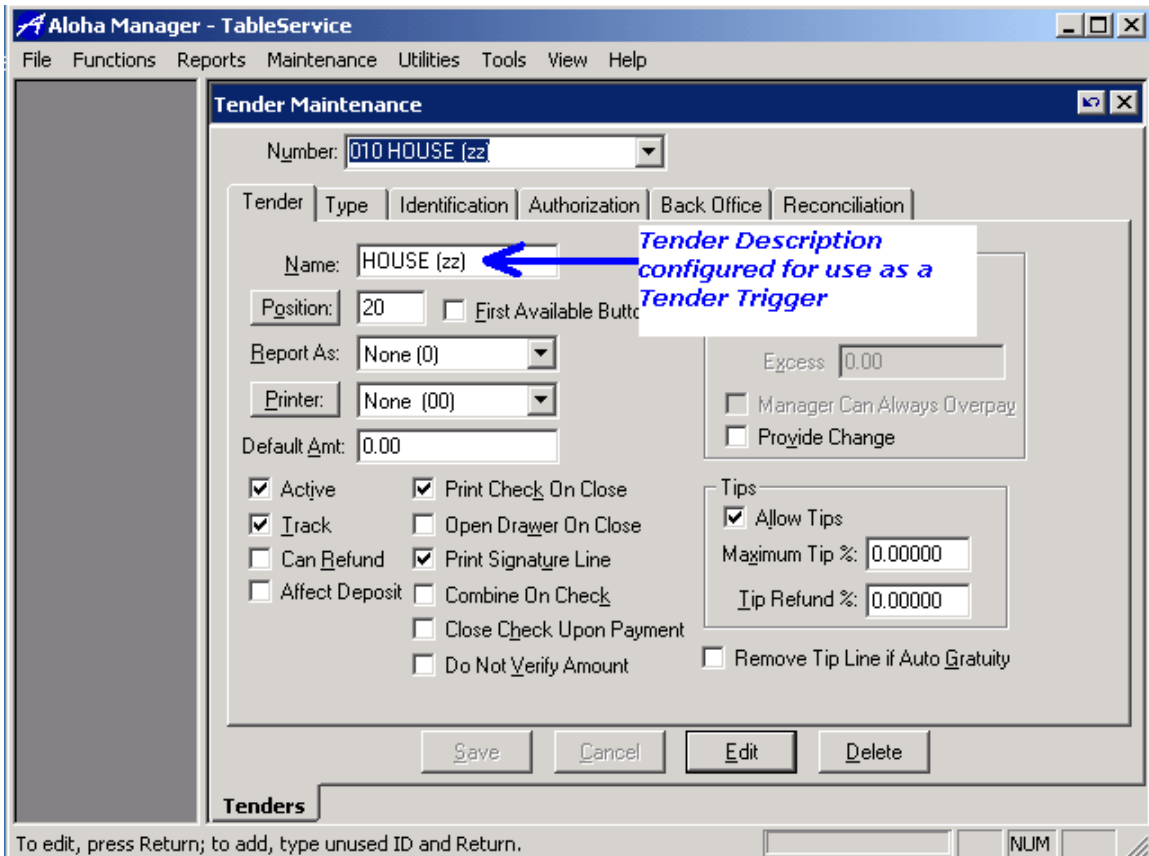


Figure 12 - Aloha Tender Description setup for use as Tender Trigger

Payment information line 1 label

This is the prefix text to display on the first blank line when the tender trigger is enabled. This is the first line printed below the signature line. To suppress printing of this line, uncheck the parameter or leave it blank.

Payment information line 2 label

This is the prefix text to display on the second blank line when the tender trigger is enabled. This is the second line printed below the signature line. To suppress printing of this line, uncheck the parameter or leave it blank.

Payment information line 2 label

This is the prefix text to display on the third blank line when the tender trigger is enabled. This is the third line printed below the signature line. To suppress printing of this line, uncheck the parameter or leave it blank.

Prep Chit Printing And Custom Checkout Paramaters

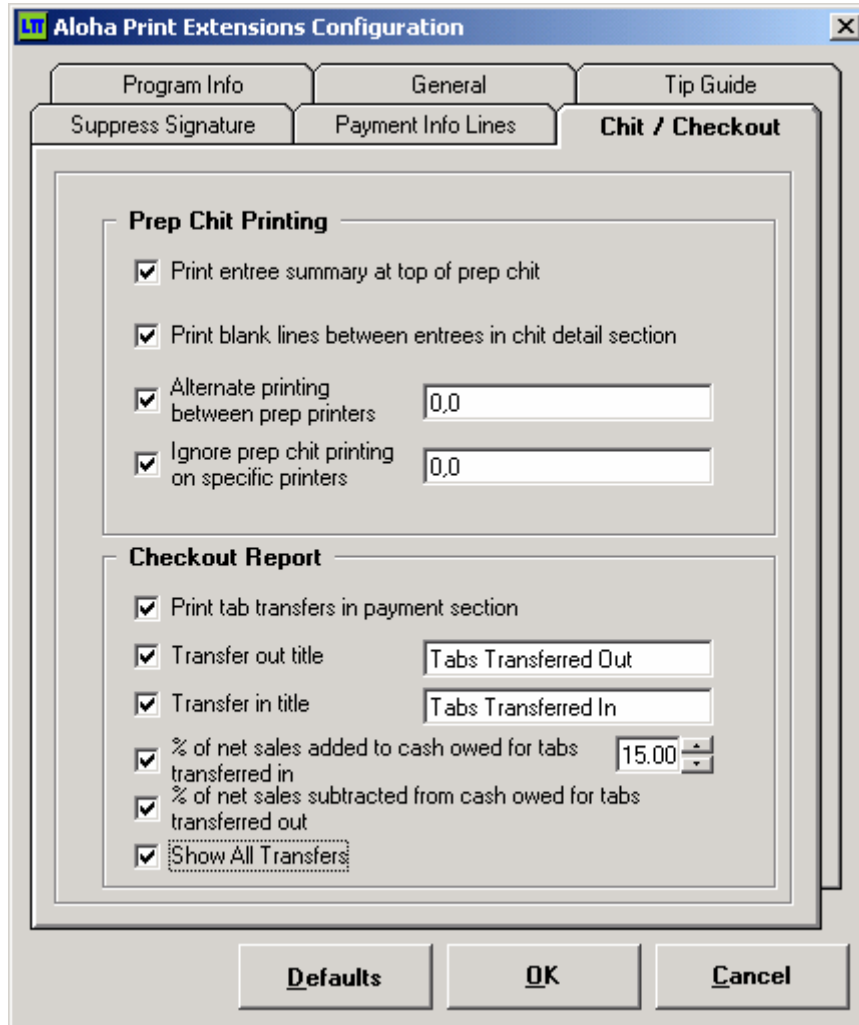


Figure 13 – Aloha Print Extensions Configuration Program – Chit / Checkout tab.

Print Entrée summary at top of prep chit

If this parameter is checked, then all entrees on a prep chit are summarized with quantities of each to prepare at the top of the chit. This requires the Aloha settings: "Summary Chit" turned on, "Print (parentheses) for quantity items" turned on and "Print Check Number" turned on.

Print blank lines between entrees in chit detail section

If this parameter is checked, then single blank lines will be printed between entrees on the detail section of each prep chit. This requires the Aloha settings: "Summary Chit" turned on, "Print (parentheses) for quantity items" turned on and "Print Check Number" turned on.

Alternate printing between prep printers

Provide an even number of Aloha printer id numbers in the form a,b,c,d where the second printer in each number pair is an alternate printer override for half of the chits sent to the first printer in each pair. In this example, every other chit sent to printer "a" will be sent to printer "b" instead; and every other chit sent to printer "c" will be sent to printer "d" instead. This requires the Aloha setting: "Print Check Number" turned on.

Ignore prep chit printing on specific printers

Provide a list of printer id numbers to ignore for any of the chit print customization functions. Any chit sent to a printer on this list will print according to normal Aloha chit processing rules.

NOTE: A zero on this list is valid because zero represents the default printer. Uncheck the parameter or leave the parameter blank to disable this feature.

Print tab transfers in payment section

If this parameter is checked, the custom checkout feature is enabled. This feature captures checks transferred from one employee to another, calculates a tip amount using the supplied tip percentage and prints this detail in the payment section of the checkout report. For checks transferred in, the calculated tip amount is added to the CASH OWED indicating that this is additional tip contribution to the tip pool.

Transfer out title

This is the text used as a print heading on the checkout report for checks transferred out from the respective employee.

Transfer in title

This is the text used as a print heading on the checkout report for checks transferred in to the respective employee.

Percentage of net sales added to cash owed for tabs transferred in

This is the percentage by which net sales are multiplied to derive the tip contribution. Note that the value is expressed as a whole number percentage. For 15%, enter 15.

Show All Transfers

Normally, Transfers performed between employees with the same job code are not factored into the report. If checked, all transfers, even between employees of the same job code, will be included in the report.

NOTE: Whenever changes are made using the Aloha Print Extensions Configuration program on the server, you must perform a "Refresh Data" from the Aloha Manager Utilities menu. This propagates saved changes to all terminals running the Aloha Print Extensions software.