



XML Order Interface for Aloha Table Service and Aloha Quick Service

Frequently Asked Questions

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Q1: What products are available?

A1: The basic product is the XML Order Interface middleware solution. The POS Web Service is an optional component of the XML Order Interface which should be ordered at the same time as the XML Order Interface.

Q2: What is the difference between the XML Order Interface and the POS Web Service and why is it needed?

A2: The POS Web Service is an optional front end communications component that may be used in conjunction with the XML Order Interface. The POS Web Service allows an external ordering system to place orders on demand on the POS (pushing the orders) instead of the traditional model where the XML Order polls the external ordering system continuously for order (pulling the orders).

Q3: How do I order the products?

A3: To order the products, please contact Lone Tree Technology at 720-482-7823 or Info@LoneTreeTechnology.com

Q4: What are the Lone Tree part numbers for the products?

A4: The Lone Tree Part number for the XML Order Interface is XML-A1. The part number for the POS Web Service component is XML-WS1.

Q5: How are the products distributed?

A5: The products are delivered to the customer on compact disk (CD). The CD contains an installation program and all documentation associated with the product. All product are purchased thru Lone Tree.

Q6: Is there an installation guide to the product?

A6: Yes. A step by step installation guide is provided on the installation CD.

Q7: Does the product require any special licensing for the POS Software?

A7: Yes. Each Aloha site installed with the XML Order Interface requires an Aloha Connect license. Please contact a Radiant Systems representative for pricing and availability.



Q8: Does the product require any configuration of the POS Software?

A8: Yes. The installation guide details how to modify the configuration of the Aloha system to allow the product to operate. The configuration steps are straightforward and standard across all Aloha installations and versions.

Q9: Can the XML Order Interface be customized or additional features added?

A9: Yes. Lone Tree Technology can add additional functionality to the application as needed. This is quoted on an hourly basis. Please contact Lone Tree for our current hourly rate.

Q10: I have a custom printing solution that needs to be integrated with the XML Order Interface. How is this accomplished?

A10: Lone Tree can add custom printing solutions into the XML Order Interface. This is quoted on an hourly basis. Please contact Lone Tree for our current hourly rate.

Q11: How long does it typically take to fully integrate the XML Order Interface to an external application?

A11: There are three main tasks that need to be performed: 1) Integrating the external application with the XML Order interface control/communications flow so that orders can be placed; 2) Creating the appropriate XML for each order; 3) Developing the ability in the external application to process an extracted POS Menu.

- 1) Task #1 is straightforward, typically requiring a web developer approximately 1 man week or less to implement;
- 2) Task #2 is highly dependent upon the external system design and desired complexity of the ordering system; however experience has shown this can be accomplished in as little as two man weeks;
- 3) Task #3 is highly dependent upon the external system design and the desired level of automation in menu processing. However, completion of this task is not required for operation of the XML Order Interface, but rather to aid / benefit the operation of the external system. Developing an application to load the POS Menu into a typical SQL RDBMS should take a man week or less to implement.

Q12: What technical documentation is provided for systems integrators?

A12: Several documents are provided for system integrators that describe the XML documents and communication process flow with samples. Sample XML documents are also provided.

Q13: My developers will need technical assistance, clarifications, etc., on how to do the integration. Is that support included in the product price?

A13: Lone Tree provides telephone and email support to systems integrators regarding how to work with the XML Order Interface and perform the integration. This may be billed at our hourly rate depending on the quality of the technical acumen of the developer. Please contact Lone Tree for our current hourly rate.



Q14: How can we test our application?

A14: Lone Tree has POS systems in our test lab that can be used to do integration testing if needed. These systems can be configured to match the Aloha configuration of an end customer. As the demand for these systems is high, usage of these systems must be scheduled in advance. There is a small fee for this service.

Q15: How do we get technical support for the XML Order Interface?

A15: Lone Tree maintains a help desk. Technical support is available during normal business hours, Monday thru Friday, 8AM to 5PM. For technical support, call 720-482-7823 ext 10.