



Preparing Your Restaurant to Reopen

A guide to getting your NCR Aloha restaurant technology ready for reopening your restaurant

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Reopening your restaurant - A checklist

Timeline	Action	Where to get more information
Now	If you are having issues with your equipment, including broken printers, cash drawer issues, stripped cables or touchscreen issues, now is a good time to get it fixed.	Call the Helpdesk at 866.523.3667.
	Settle outstanding credit card batches.	
	Contact NCR to schedule a Preventative Maintenance Health Check and Cleaning.	Contact your Account Manager for more information.
One-week prior opening	Schedule Manager Training - refresh existing managers or train new hires.	Aloha POS Online Training
5 days prior to opening	Turn on all equipment to cycle through end of day processes for the days your business was shut down.	
	Test internet connections.	
	Program any menu or pricing updates.	
4 days prior to opening	Synch system date with correct Date of Business (DOB) on your Aloha POS.	
	Test all remote printers, kitchen video and handheld devices.	
	Test any third-party connections such as above store reporting, inventory, scheduling, room charge interface.	
	Test gift cards and loyalty transactions.	
3 days prior to opening	Test processing credit cards on your terminals or payment devices. Run and settle a test transaction to confirm.	
	Ensure any wireless devices are fully charged.	
	Add new employees into the system.	
	Review your back office, analytics and reporting tools to make sure they are setup correctly.	
2 days prior to opening	Schedule staff training to refresh existing staff or train new hires.	Aloha POS Online Training
	Test online ordering functionality in the store for order flow with your POS and kitchen production systems.	
Opening day	Update out of stock and unavailable items.	



Reopening your restaurant

We know the coronavirus pandemic has impacted your business, your employees and you personally. For over 130 years, NCR has supported the hospitality industry, standing with our customers in good times and bad. With over 20,000 service professionals around the world and in your local community, we're committed and ready to help you keep commerce running.

Below is a list of best practices and recommendations for making sure your technology is ready to go when you're ready to reopen.

Steps to take now

You don't have to wait until your restaurant is fully reopened to complete a health check of your technology. If you're having any issues with your equipment, now is a good time to get them fixed. Call the Helpdesk on 866.523.3667 for any ongoing unresolved issues, including broken printers, cash drawer issues, stripped cables or touchscreen issues.

We're also happy to provide a system health check and clean your technology for you. Just contact your NCR Account Manager and we'll get it scheduled.

Settling outstanding credit card batches

Before reopening it's important to complete this task to ensure that all funds have hit your bank account. If you use EDC or APS, open it on your back of house computer to perform this task.

If you're currently using Connected Payments as the gateway to process your payment transactions and need help with settling, call the Helpdesk at 1.866.523.3667.

Steps to take one week before opening

In the week leading up to your reopening, we recommend taking the following steps to prepare your staff and operations:

Manager training - one week in advance

To refresh your management on how to use NCR Aloha or to train new hires, free training modules are available at ncr.com/restaurants/alohapos-training.

5 days prior to opening

Turn on all your equipment so end-of-day automatically runs:

- If you encounter any issues with re-starting or updating your POS and peripherals, please call the Helpdesk at 866.523.3667.

Test your Internet connection:

- Test your Internet connection from your back-of-house server.

Program any menu changes or pricing updates:

- If you have made any changes to your menu items, promotions or pricing before reopening, check your menus and databases in Aloha Manager or Configuration Center to make sure these are reflected in your POS for reopening. If you need further assistance, please call the Helpdesk at 866.523.3667.

4 days prior to opening

Sync the Aloha System Date with the correct Date of Business (DOB):



- Complete this task prior to reopening to ensure system accounting and events are correctly aligned for accurate reporting.

Test all printers, kitchen video and handheld devices

Test any third-party connections:

- If you're using any third-party integrations with Aloha, like above-store reporting, inventory, scheduling or a room charge interface, test that these connections are working properly.

Test Gift Cards and Loyalty:

- It's important to test gift card and loyalty transactions for accurate reporting and to ensure there are no issues with logging loyalty customers or gift cards when you reopen.

3 days prior to opening

Test credit cards on all terminals:

- Run and settle a test transaction and validate that your payment processing account is still active.

Charge your wireless devices:

- If you are using any handheld devices or wireless printers, make sure that these are fully charged.

Add new employees:

- If you have hired any new staff, set up these employees in the system.

Review NCR Back Office, Pulse and Insight:

- If you currently use NCR Back Office, Pulse or Insight, review each of these platforms to make sure that the previous day's sales are correct.

2 days prior to opening

Staff Training:

- To refresh your staff on using NCR Aloha or to train new hires, free training modules are available at ncr.com/restaurants/alohapos-training.

Test Online Ordering:

- Test online ordering functionality in the store for the order flow with your POS and kitchen production systems.

Opening day

Update out-of-stock and unavailable items:

- This is important to complete prior to reopening to ensure accurate reporting and to allow your servers to quickly see what's available or not, especially if you reopen with a limited menu initially.

For anything else not covered in this guide or if you need additional support, please contact the Helpdesk at 866.523.3667 or your NCR Account Manager.

