



# NCR Silver Pro Restaurant Edition



## v3.6 Release Notes

Release Date: February 23, 2015

## New 3.6 Silver Pro features

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# Department Reporting

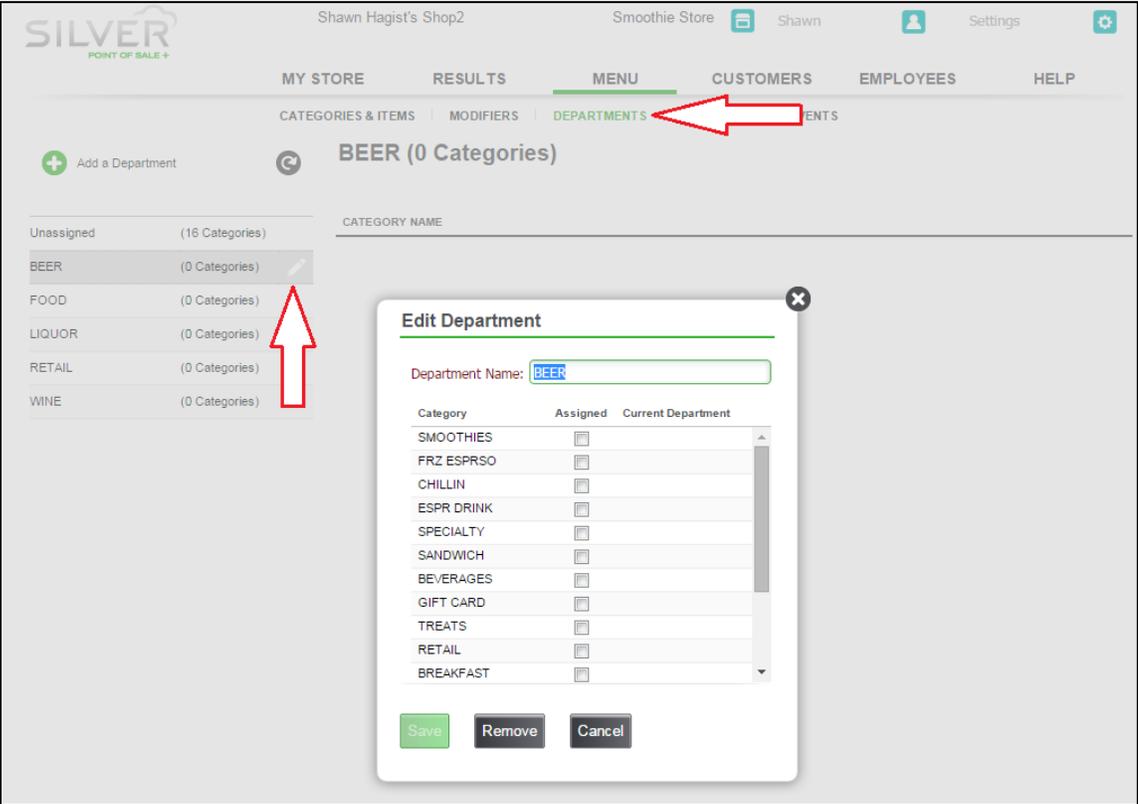
## Overview

Users can now combine multiple categories into Departments for more generalized reporting. In the past, Categories were used to both organize the menu items on the screen as well as summarize reports. Many restaurants want the organization of the screen menu to be separated from the reporting model. For example, a restaurant might organize their menu into groups like Appetizers, Sandwiches, Soups, Salads, Entrees and Desserts. But they want all of those things to report simply as "FOOD". In this example, "FOOD" would be the department.

## Configuration

To enable this feature in Silver Back Office:

1. Navigate to Menu | Departments.
2. During the upgrade, 5 standard Departments have been created for each account: Food, Liquor, Beer, Wine and Retail. If these departments don't match your operations, simply click on the pencil to edit, then Remove or Rename the department. Or you can add a new department.
3. To assign categories to departments, click on the pencil icon to edit, and then choose which categories belong in that department.



# Department Reporting (continued)

## Department Reporting

Departments will now be shown in the Silver Back Office Department Sales report.

MY STORE
**RESULTS**
MENU
CUSTOMERS
EMPLOYEES
HELP

REPORTS
POS TRANSACTIONS
FINANCIAL SHIFTS
LABOR SHIFTS
ACCOUNTING
CREDIT SETTLEMENT

**Operations**

- Store Summary
- Device Activity
- Employee Activity
- Discounts & Offers
- Taxes
- Labor Shifts
- Tips
- Offline Credit
- Void Audit

**Sales**

- Department Sales
- Item Sales
- Modifier Sales
- Sales Summary

**Customers**

- Bulk Email
- Customer Notes
- Customer Sales

**Lists**

- Items
- Customers
- Devices

## Department Sales

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Today
  Last 7 Days
  Last 30 Days
 

 From: 

Show Categories

Export to the selected format  Export

Shawn Hagist's Shop

14770 Trinity Blvd  
Ft. Worth, TX 76051

### Department Sales

Sunday, December 28, 2014 - Monday, January 26, 2015

Department	Gross Sales	Gross Refunds (-)	Discounts (-)	Inclusive Taxes (-)	Net Sales (=)	Exclusive Taxes	% of net sales
BEER	\$39.55	\$0.00	\$0.00	\$0.72	\$38.83	\$0.00	9.65 %
BEVERAGE	\$150.75	\$0.00	\$0.00	\$0.39	\$150.36	\$0.00	37.38 %
FOOD	\$213.01	\$0.00	\$0.00	\$0.00	\$213.01	\$0.00	52.96 %
<b>Total</b>	<b>\$403.31</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1.11</b>	<b>\$402.20</b>	<b>\$0.00</b>	<b>100.00 %</b>

# User Role Security

## Overview

This feature will tighten up access to the Silver Back Office. The feature is meant to restrict users from granting themselves a higher access than they currently have.

## Configuration

In Silver Back office, navigate to Employees|User Roles:

1. As an Account Manager, click on the Sort User Role Rank button near the top of the screen.
2. Sort the user roles with the role getting the highest access to the top of the list.

NOTE: only roles with any access to the Silver Back Office are sortable.

The screenshot shows the 'User Roles' configuration page in the Silver Back Office. The page has a navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Under 'EMPLOYEES', there is a sub-menu for 'USER ROLES'. The main content area is a table with columns for various roles: BAR BACK, BARTENDI, BOUNCER, BUSSER, COOK, DISHWASI, HOST, KITCHEN, SERVER, ASST MGF, and MANAGER. The rows represent different permissions, grouped into sections like 'POS Access (All)', 'POS (All)', 'Back Office Access (All)', 'My Store (All)', 'Results (All)', and 'Reports (All)'. A modal window titled 'Sort User Role Rank' is open in the center, displaying a list of roles: Account Manager, Manager, Asst Mgr, Bouncer, Busser, COOK, and Bartender. The modal includes a 'Save Changes' button and a 'Cancel' button. A 'Sort User Role Rank' button is visible in the top right corner of the page.

# Hide Empty Categories

## Overview

If a category contains no active menu items in it, the category will no longer be shown on the POS. Here are 3 use cases for this:

1. In a multi-store environment, one store may sell beer and another one doesn't. If all of the beer is deactivated for the second store, then that store won't see a Beer category at all.
2. Seasonal menus may exist on a menu that have all items deactivated during part of the year.
3. All modifier items can be put in a "Modifiers" category without that category showing up on the POS.

# Silver Server Install Package Download

This feature adds a place in the Silver Back Office to download the latest Silver Server install packages.

Navigate to Silver Back Office | My Account | My Devices.



# Survey Configurable by Store

## Overview

In multi-site accounts, each store can have a different configuration for the Survey feature.

# Tab Sort Option

## Requirements

Must be running Silver Pro in tableservice mode.

## Overview

On the tab screen you can now sort all open tabs either by time or by name.

# Print by Priority

## Overview

Silver Pro now has the option to print items in the kitchen in priority order. This feature makes it easy to always have items or modifiers print in a specific order.

## Configuration

In Silver Back Office, navigate to Menu | Categories and Items. Select any item for which you want to have adjust the print priority. The priority number can be adjusted from 1-100 with 50 being the default. Items with a higher ranking (closer to 1) will print above items with a lower ranking. This feature works for menu items and modifier items.

The screenshot shows the configuration page for an item named "Tomato". At the top right, there are three icons: "Basic Item Setup", "Remove Item", and "Duplicate". Below the title, a note states "\* Indicates required field." The "General Information" section includes the following fields:

- Category \***: COLD SANDW (dropdown menu)
- Item Name \***: Tomato (text input)
- Printer Group**: (dropdown menu)
- Print Priority**: 70 (spin button, highlighted with a red box)
- Availability**:  This item is available at POS,  This item is available Online (with a help icon)
- Description**: Tomato (text input)
- Item Type**:  Menu Item,  Modifier Item
- Item Modifiers**: Assign Modifier Groups... (button)
- Modifier Groups**: Assign To Groups... (button), SANDWICH OPTIONS, SIDE CHOICES
- Variations**: Add a Variation (button), Add variations if this item is sold in different sizes, colors, flavors, etc...
- Bar code**: (text input)

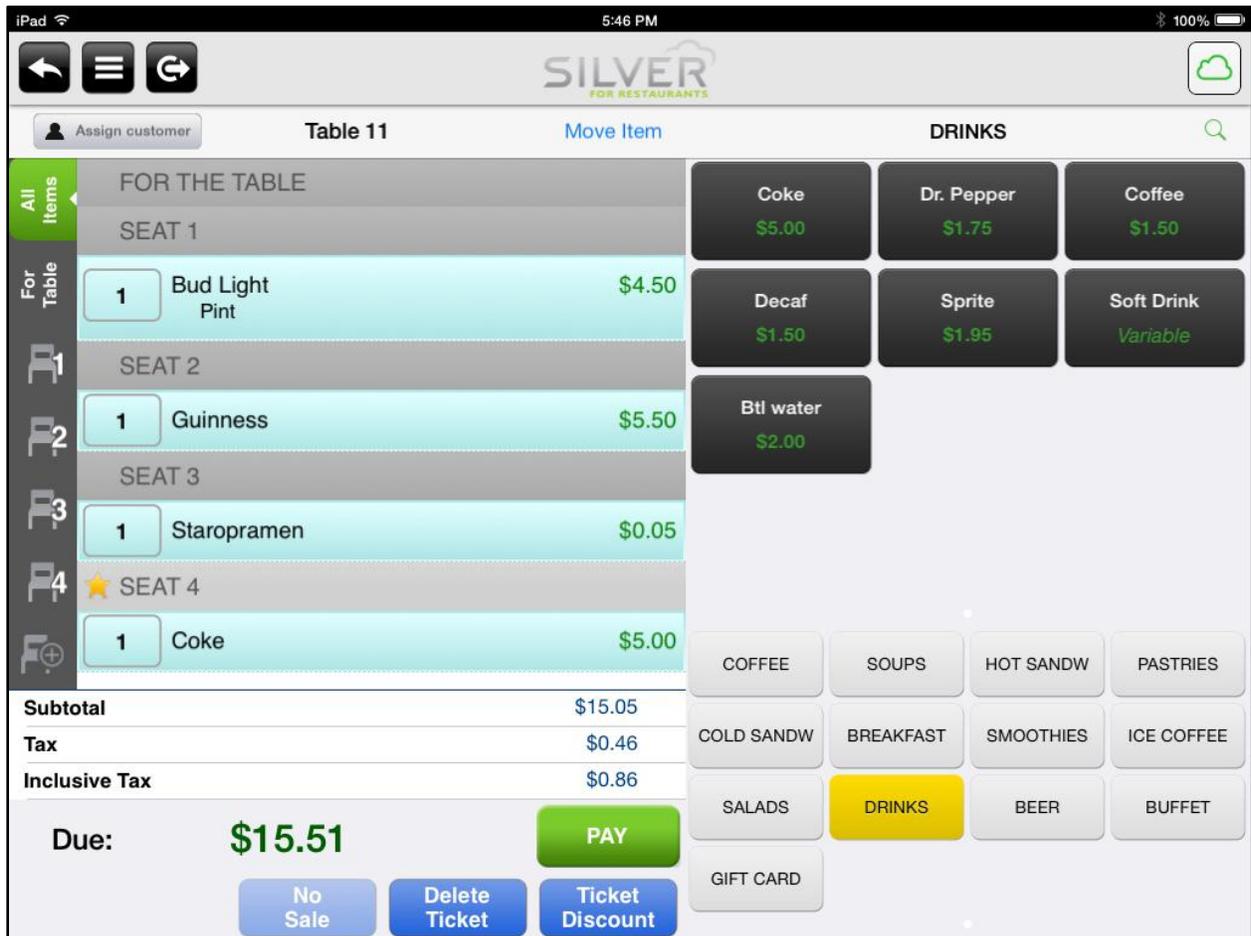
# Tableservice orders default to the All Items view

## Requirements

Must be running Silver Pro in tableservice mode.

## Overview

In the past, when a user re-entered an existing tab or table order, they'd be taken to the Seat 1 seat and only initially see items for Seat 1. We've changed this now to bring the user back to the All Items view so that all items on all seats are visible.



## Online Documentation

Silver Pro documentation is now available at <http://customer care.ncrsilver.com>.