NCR Silver Pro Restaurant Edition

v4.3 Release Notes

Release Date: June 27, 2017

New 4.3 Silver Pro features

- **Catering and Drive Thru Order Modes**
- **Label printing**
- **Configurable EOD time**
- **Exclude user role from labor calculation**
- **Store access to My Bills**
- **SamsungPay Integration**
- **Support for GRS60 scale**
- **API changes**
    - **Price List/Event info in API**
    - **Add Store Number to Financial Shifts in GET call**
    - **Display captured barcode in Sales/Ticket in API**

Catering and Drive Thru Order Modes

Overview

In addition to the Dine In, Takeout and Delivery order modes that exist today, Silver Pro now includes 2 additional orders modes: Catering and Drive Thru. The Catering and Drive Thru order modes are accessible from the same screen as Takeout and Delivery.

Configuration

In Silver Back Office, all order modes (except Dine In) can be enabled/disabled in the Store Options page.

The Dine In order mode is always enabled. Each order mode can also have an associated charge.

Other notes and rules about these changes

- The button on the home screen of the app has been renamed from Takeout/Delivery to Phone/Drive Thru.
- As noted, the Takeout and Delivery order modes are now separated. So restaurants that offer Takeout but not Delivery can turn Delivery off.
- The Catering order mode will require a Customer Name and Phone to be entered, but no Target Time.
- Future Day Catering orders is not supported at this time.
- The Drive Thru order mode will not ask for Customer or Target Time.
- All Dine In orders will be now shown in a Dine In queue on this screen.
- All order mode sales will be separated in the Store Summary Report in Silver Back office.
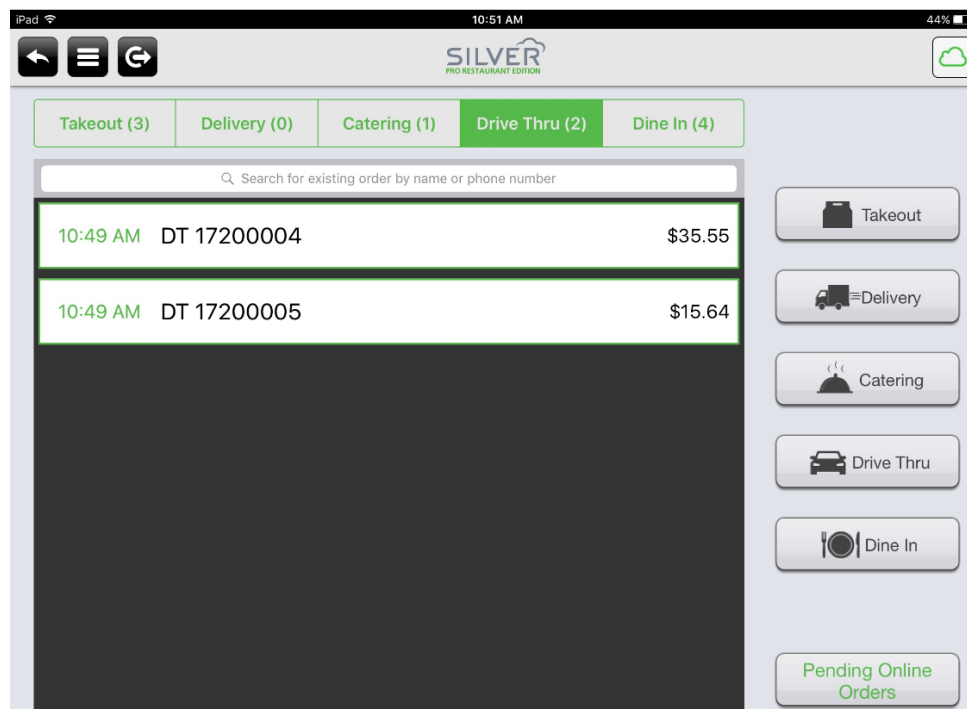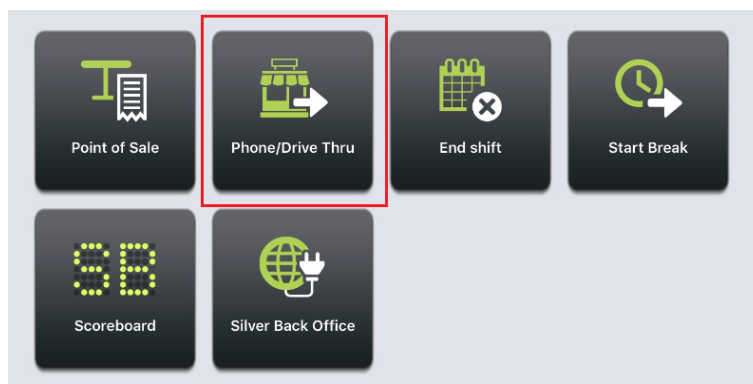
Store Summary

Today ⦿ Yesterday ○ Last 7 Days ○ Last 30 Days ○   From: 05/15/2017 ▦ To: 05/15/2017 ▦   Location: (All Locati ▾   ↻

Export to the selected format ▾ Export 🖨

Store Summary

Monday, May 15, 2017

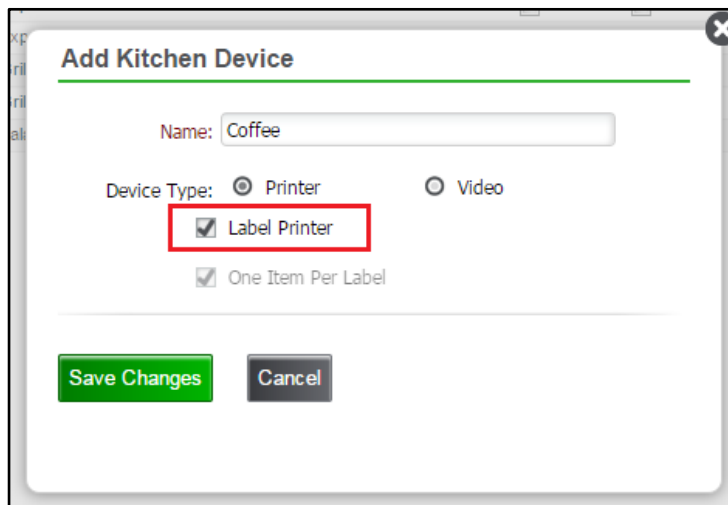|	Quantity	Total	Average
Gross Sales	**8**	**$113.60**	**$14.20**
Gross Refunds	0	$0.00	$0.00
Discounts & Promos	0	$0.00	$0.00
Overrides	0	$0.00	$0.00
Inclusive Taxes	-	$3.01	-
Net Sales	**8**	**$110.59**	**$13.82**
Dine In	4	$35.05	$8.76
Takeout	1	$5.95	$5.95
Delivery	0	$0.00	$0.00
Catering	1	$22.30	$22.30
Drive Thru	2	$47.29	$23.65
Taxes	-	$9.18	-
Gratuities	0	$0.00	$0.00
Tips	0	$0.00	$0.00
Gift Card	0	$0.00	$0.00
Gift Cards Discounts	0	$0.00	$0.00

Label Printing

Overview

NCR Silver Pro Restaurant Edition now has the ability to print a label document. Similar to a kitchen chit, a label is used by the kitchen to provide instructions on item to prepare along with instructions. Along with a new label document, Silver Pro can now also interface with the Bixolon SRP-S300 Sticky Media printer. This printer can print on sticky-backed paper ranging in widths from 40mm to 80mm.

A label is formatted with less information than a kitchen chit which makes it ideal for the smaller, 40mm sticky paper.

Typical uses for a label and sticky media printer are coffee cups, tea cups, smoothie cups, frozen yogurt, sandwich bags or pizza boxes.

Configuration

In Silver Back Office, in the Kitchen Routing configuration page, Kitchen Devices can now be designated as a label printer. NOTE: when using label printing, One Item Per Label will always be enabled.
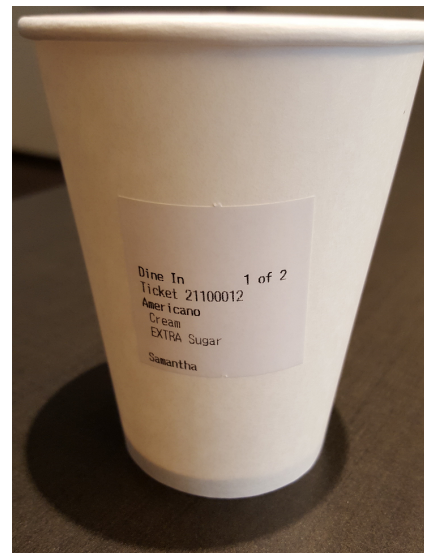

On the POS, the Bixolon SRP-S300 Sticky Media Printer will now be discoverable and can be associated to the Kitchen Device created in Silver Back Office.

Bixolon SRP-S300 Sticky Media Printer
- $360.00
- LAN interface only

Configurable EOD Time

Overview

NCR Silver Pro Restaurant Edition typically resets a new business day at 3 AM (local time). However, some merchants have requested to have that EOD time moved because they may have employees who arrive for the new day before 3 AM. In those cases, that store can be reconfigured to reset the business time anywhere from 12 AM (midnight) to 7 AM. Please contact Customer Care to make this configuration change if this applies to your store.

As a reminder, transaction from a previous business day can continue past EOD time up until a cutoff time of 8 AM. For more information on this, please search the user manuals located at https://customercare.ncrsilver.com for "Understanding Business Dates"

Exclude user role from labor calculation

Overview

In many restaurants, the management interacts with the POS and are required to Clock In, but are paid by salary rather than an hourly wage. Silver Pro Restaurant Edition now has the ability to exclude those user roles from labor calculations.

Configuration

In Silver Back Office, go to Employees, then User Roles. Click on the User Role to be excluded (i.e. Manager) and select "Exclude from labor reporting calculations"
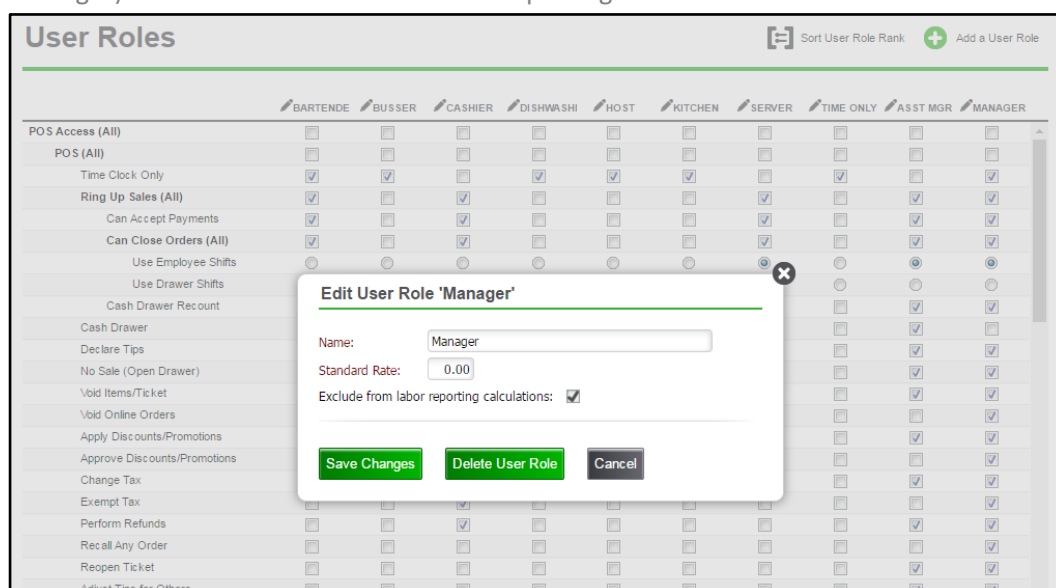
Labor shifts affected by this exclusion will not appear in the Labor Shifts report in Silver Back Office but will still appear in the list on the Labor Shifts page.

Additionally, these shifts will be excluded from all labor calculations on Silver Scoreboard on the POS.

Store access to My Bills

Overview

In a multi-store environment, users can now access the My Account/My Bills page from the store view.

Samsung Pay Integration

Overview

Small changes were made to the NCR Silver Pro app to better handle transactions made by SamsungPay users. For more information on Samsung Pay, visit their website at http://www.samsung.com/us/samsung-pay/

Support for GRS60 scale

Overview

- **Now for sale by NCR Silver**
- **$599**
- **Bluetooth, Serial or USB interface**
  - o **When using Bluetooth connected to an iPad, eliminates the need for a Lantronix device**
- **NTEP certified with NCR Silver Pro Restaurant Edition**
- **Supports lb, oz and kg**
- **60 pound capacity**

API changes including:

- **Price List/Event info in API**
- **Add Store Number to Financial Shifts in GET call**
- **Display captured barcode in Sales/Ticket in API**

Overview

Please refer to the API documentation for details.