



NCR Silver Pro Restaurant Edition



v4.2 Release Notes

Release Date: March 13, 2017

New 4.2 Silver Pro features

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POS Favorites

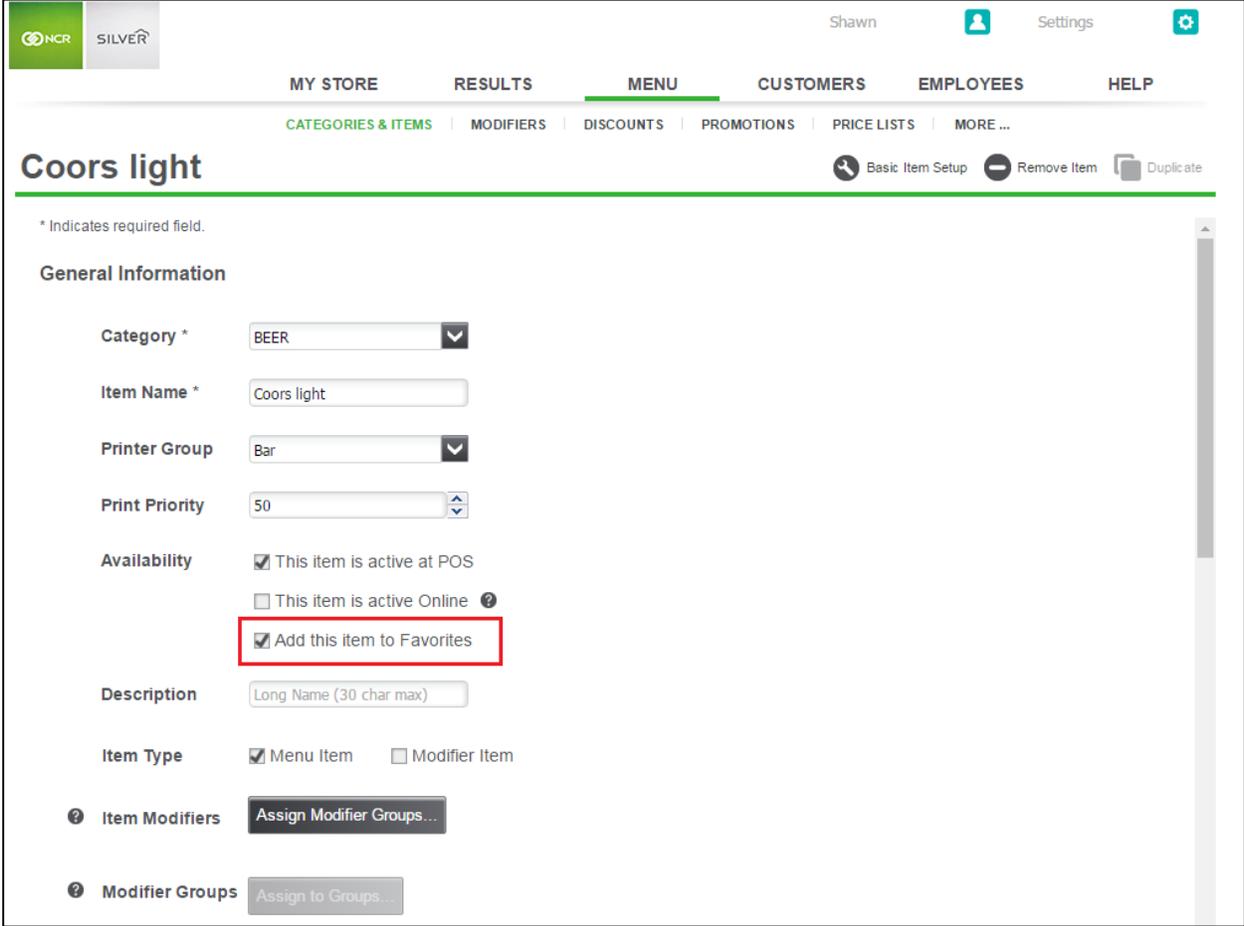
Overview

A new favorites category on the POS is a way to organize your best selling items into 1 category. For example, if you sell alcohol and you want your top 5 beers, most popular mixed drinks, some wines and top appetizers all grouped together, you can designate those items as favorites. Those items will now appear in a new category on the POS as well as also appear in their original category.

Configuration

In Silver Back Office, in Categories and Items, you'll now see a new category at the top of your category list. The FAVORITES category will always appear at the top of the list and cannot be moved. If no items are designated as a favorite, then this category will not show on the POS.

To add items to the favorites category, click on that Item to see Item Details. Check the box next to "Add this item to Favorites".



POS Behavior

On the POS, the Favorites category will always show first in the list and be designated with the star.

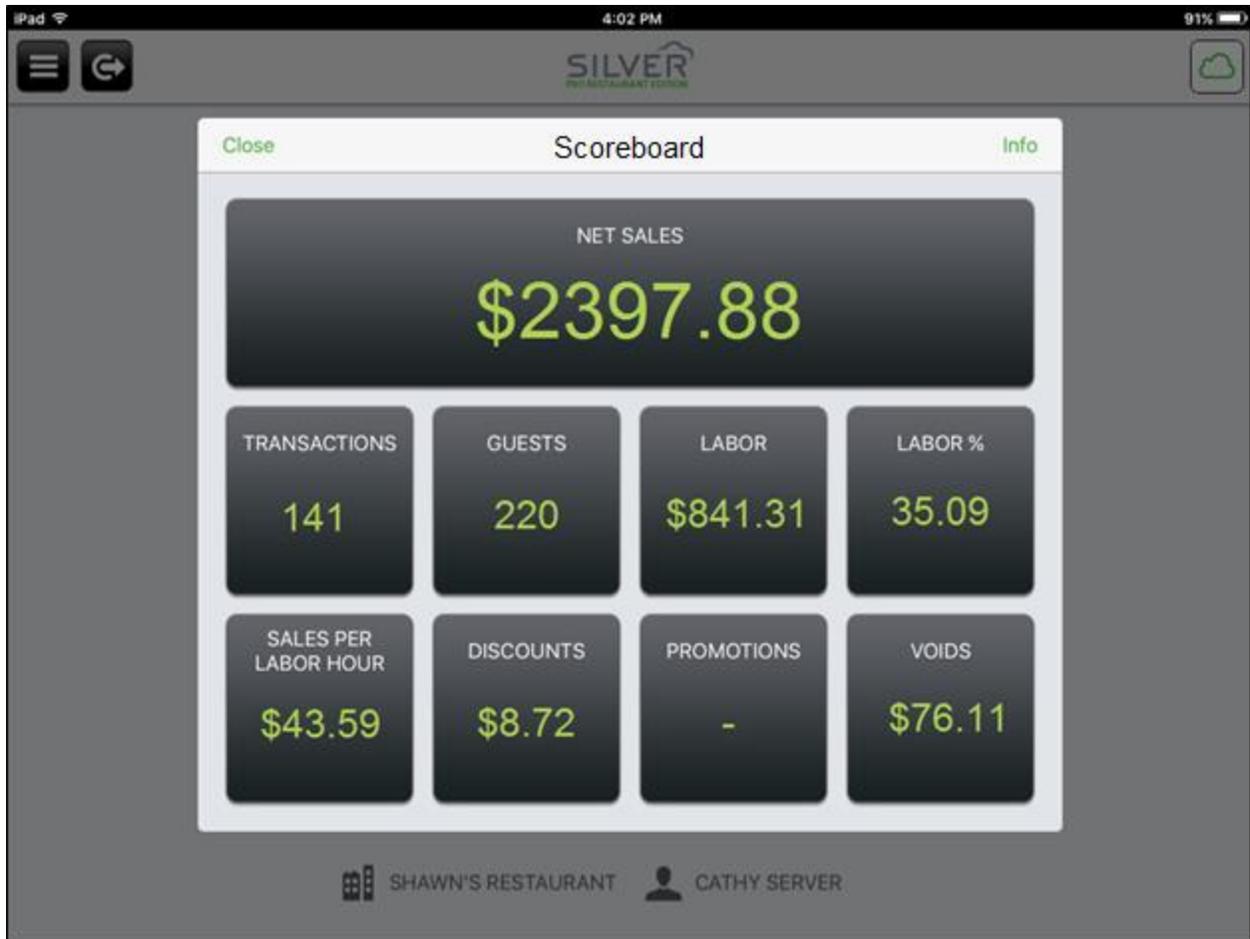


Silver Scoreboard

Overview

The Silver Pro Restaurant Edition v4.2 POS app now has Silver Scoreboard included on the home page. No configuration is required with the exception of user role permissions. Any user wanting to access this feature must have the POS Settings access level assigned to their user role.





Advanced Guest Counting

Overview

Silver Pro now includes more methods for counting guests. In our Tableservice mode, guests can be counted by occupied seat (the default method), by a guest count prompt, or by items when items are configured to count as a guest.

In Quickservice mode, guests can be counted as 1 guest per transaction (the default method), by prompt or by item.

Configuration

To set the guest count method for your store, go to Silver Back Office>Settings>Store>Store Options and choose the guest count method that works best for your operation.



Shawn  Settings 

MY STORE
RESULTS
MENU
CUSTOMERS
EMPLOYEES
HELP

Store Configuration

Store Options

Store Options

Enable Gratuity

Subtract Tip and Gratuity totals from cash calculations in financial shifts?

Enable Takeout / Delivery

Dine In Charge None

Enable Breaks:

Enforce minute minimum break

Online Ordering:

Automatically close pre-paid orders?

Takeout Download Threshold (in minutes)

Delivery Download Threshold (in minutes)

Guest Count Method:

By Seat

By Item

By Prompt

Save
Discard Changes

When using the 'By Item' method, you'll now need to configure your items that will count guests. For example, you may want to have all Main Course items count as 1 guest. Optionally, some large sharable items such as a pizza can count as more than 1 guest.

The screenshot shows the 'Cheeseburger' item configuration page. The 'Tax and Pricing' section includes the following fields:

- Sold by ***: Radio buttons for 'Each' (selected) and 'Weight/Measure'.
- Sales Price ***: Input field with '3.50' and a checkbox for 'Prompt for Price at POS'.
- Guest Count**: Input field with '0', highlighted with a red box.
- Tax Category ***: Dropdown menu with 'Food Tax' selected.
- Unit Cost**: Input field with '0.00'.

At the bottom, there are buttons for 'Save', 'Save and Add Another', 'Discard Changes', and 'Close'.

When using the 'By Prompt' method, the POS user will be prompted to enter the guest count during the ticket close process.

The screenshot shows a 'Guest Count' dialog box with the following elements:

- Cancel**: Button in the top left corner.
- Guest Count**: Title at the top.
- ENTER THE GUEST COUNT FOR THIS TICKET**: Instructional text.
- Guest Count**: Input field showing the value '1'.
- Numeric Keypad**: A grid of buttons for digits 0-9, a backspace key (X), a 'Clear' button, and a green 'Done' button.

Extend Automatic Charges to Dine In

Overview

This optional feature allows a merchant to automatically add a charge to every 'Dine In' transaction. The intention of this feature was to cover municipalities and other tax jurisdictions that impose a special surcharge on orders. Those surcharges are typically subject to regular sales tax. There are 2 examples of this for reference; In San Francisco, qualifying businesses located within San Francisco are required to provide a mandated minimum health care benefit to their employees. To defray the cost, many businesses have raised their prices on the goods and services they sell. However, some businesses have chosen to add a surcharge to their receipts instead of raising their selling prices. The surcharge may either be a flat fee or a percentage of the selling price. Please note, when a surcharge is separately added to any taxable sale, the surcharge is also subject to sales tax. This surcharge is referred to as the San Francisco Health Care Security Ordinance Surcharge (SFHCSO).

In Nebraska, cities can impose an occupational tax. To generate revenue, any class of city may collect a "privilege or license tax" on an occupation or business within its boundaries. This is commonly referred to as an occupation tax. The tax must be applied uniformly and fairly to the types of businesses on which it is imposed. The most common types of businesses affected are hotel operators, car rental companies, telecommunications providers, restaurants, and bars.

These are just 2 examples but many more exist. NCR recommends using the Charge feature within Silver Pro to handle these situations.

Silver Back Office Configuration

First, define your new surcharge in Charges (Silver Back Office>Settings>Charges). Then, in Silver Back Office>Settings>Store>Store Options, apply your new charge to the Dine In charge option and save.

Store Options

Enable Gratuity

Subtract Tip and Gratuity totals from cash calculations in financial shifts?

Enable Takeout / Delivery

Dine In Charge

Enable Breaks:

Enforce minute minimum break

Online Ordering:

Automatically close pre-paid orders?

Takeout Download Threshold (in minutes)

Delivery Download Threshold (in minutes)

Guest Count Method:

By Seat

By Item

By Prompt

Adjust Tip Restrictions

Overview

This feature is simply new behavior for existing functionality. If your Silver Pro system is configured to allow tips on credit cards, and your customers sign for their credit cards on the device (rather than on a paper voucher), then we now restrict any tip entered by the customer from being adjusted by the POS user. Managers with the “Adjust Tips for Others” can override this restriction.

The screenshot shows the 'User Roles' configuration page in the Silver Pro POS system. The interface includes a top navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this, there are tabs for 'EMPLOYEES' and 'USER ROLES'. The 'User Roles' section has a 'Sort User Role Rank' button and an 'Add a User Role' button. The main table lists various permissions for different user roles: BAR, COOK, DAY BAR, HOST, SERVER, and STORE MANAGER. The 'Adjust Tips for Others' permission is highlighted with a red box.

| | BAR | COOK | DAY BAR | HOST | SERVER | STORE MANAGER |
|------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| POS Access (All) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| POS (All) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Time Clock Only | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ring Up Sales (All) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Can Accept Payments | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Can Close Orders | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cash Drawer | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Declare Tips | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| No Sale (Open Drawer) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Void Items/Ticket | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Void Online Orders | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Apply Discounts/Promotions | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Approve Discounts/Promotions | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Change Tax | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Exempt Tax | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Perform Refunds | <input type="checkbox"/> |
| Recall Any Order | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Reopen Ticket | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Adjust Tips for Others | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Category/Item Management | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Set Item Availability | <input type="checkbox"/> |
| Pending Credit | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Edit Multiple Items-Change for Multi-Sites

Overview

For merchants using Silver Pro in multi-site, we've made some changes to how the 'Edit Multiple Items' feature works both at the Company and Store level. In previous versions, the Edit Multiple Items feature was not available at all at the Store level, and a more recent version provided ability to assign multiple items to multiple stores at once using this feature. However, starting with the premise that when a new store is added, the new store inherits (is assigned) ALL items in the database, the predominant need is not to assign a large group of items to a set of stores but rather to un-assign a group of items from a specific store.

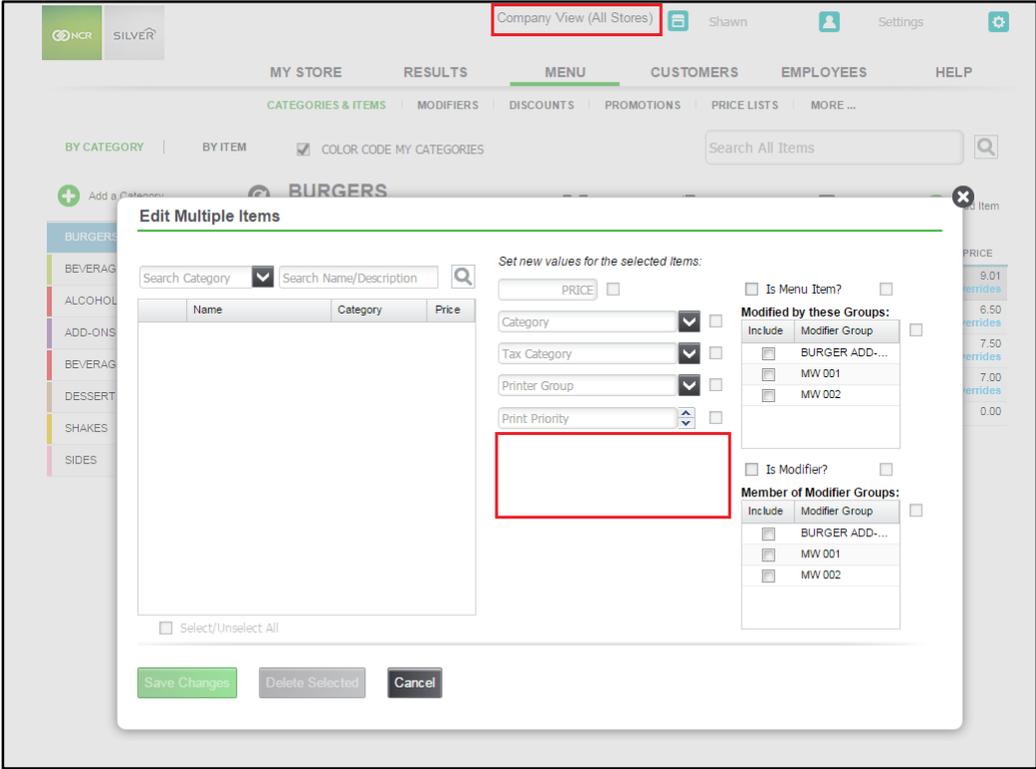
In v4.2, at the Company level:

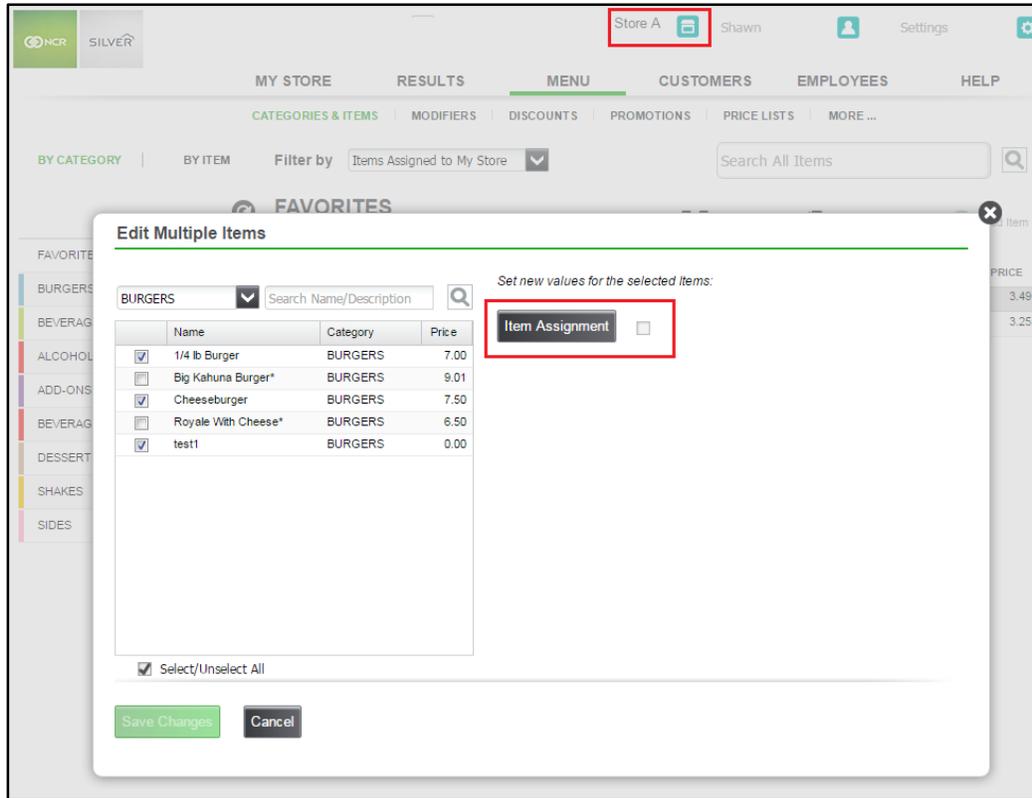
- Store assignment is no longer an option

AND

at the Store level:

- Store assignment is the only option





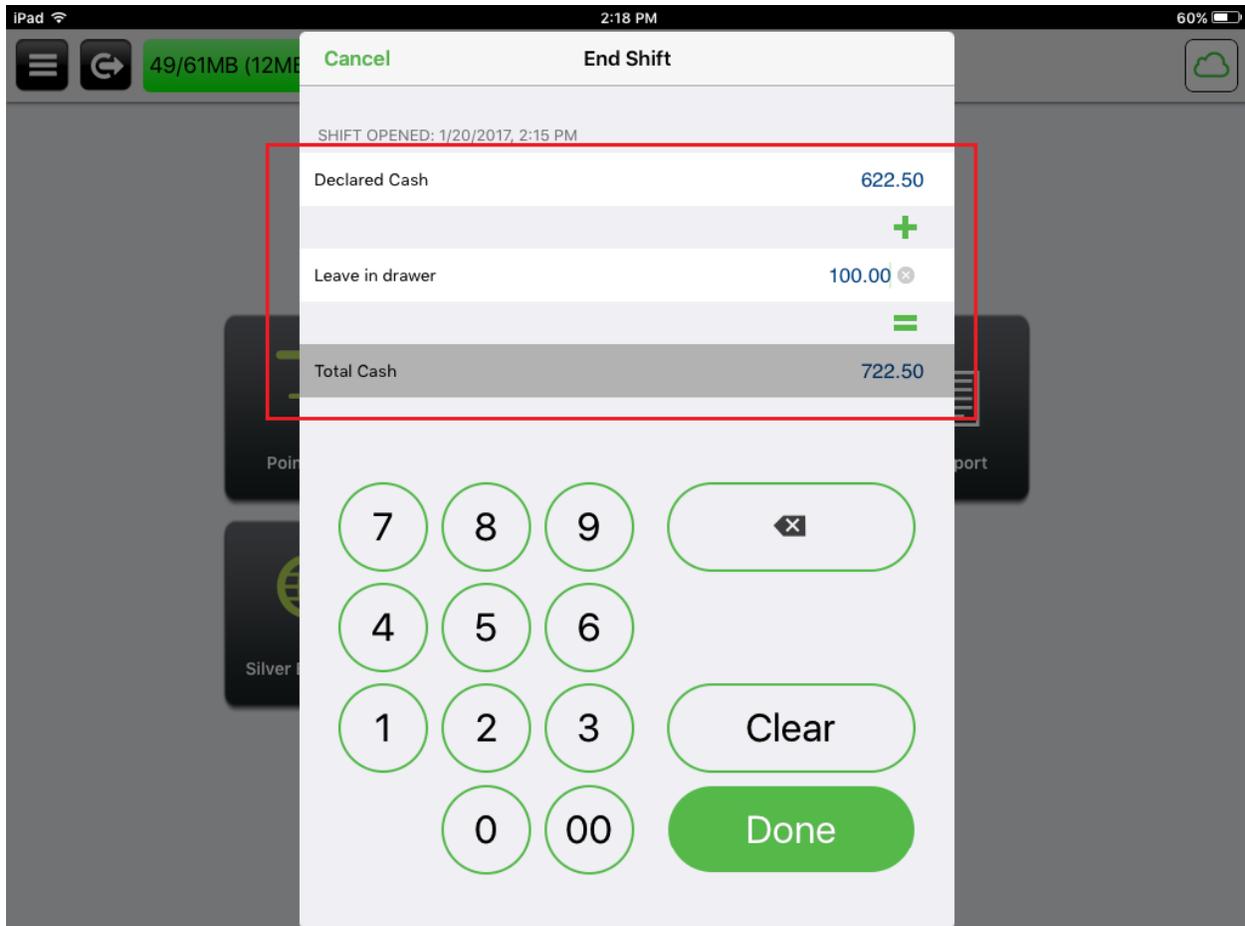
Again starting with the premise that a new store added to the multi-site will be assigned all items in the menu and you need to de-assign multiple items from a store:

- At the store level, the database administrator would first log into the new store in Silver Back Office.
- After clicking the Edit Multiple Items button, the admin would then select all items that should not be assigned to this store.
- Finally, after clicking the Item Assignment, the items can be de-assigned from this store.

Update End Drawer Shift Dialog

Overview

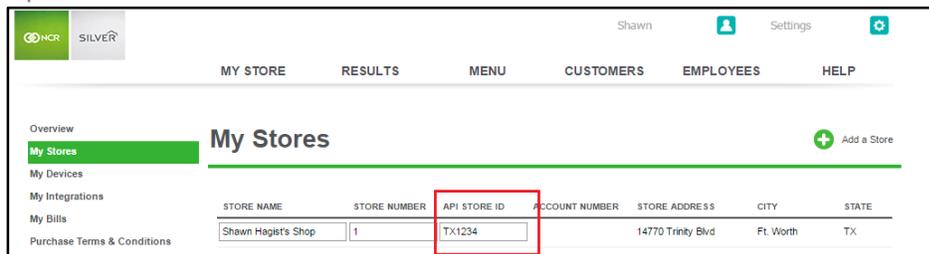
For merchants using Drawer Shifts, the End Shift process is now more intuitive. When a cash drawer user ends their shift, they typically separate the cash counted into 2 totals: declared cash and starting/ending bank. The bank amount is represented on the screen as the “Leave in drawer” amount. The rest of the cash is the amount being declared. The new user interface more clearly displays the difference in these 2 amounts and totals them at the bottom as the total cash counted in the drawer.



API Store Number (Alphanumeric)

Overview

This new field created in Silver Back Office allows third party integrators, such as Online Ordering or Loyalty, to interface with the Silver system through a special store number. This number allows alphanumeric store IDs.



| STORE NAME | STORE NUMBER | API STORE ID | ACCOUNT NUMBER | STORE ADDRESS | CITY | STATE |
|---------------------|--------------|--------------|----------------|--------------------|-----------|-------|
| Shawn Hagist's Shop | 1 | TX1234 | | 14770 Trinity Blvd | Ft. Worth | TX |

Other Changes

Validation for Online Ordering

Overview

Silver Pro now checks the number of characters for each address line to ensure it does not exceed a 40-character maximum limit.

AU Localization

Overview

Minor changes to the spelling of some English words in both the POS and Silver Back Office.

Discount Approval Audit - Add Auto App Info

Overview

When the manager approves his/her own discounts, Silver Pro will now capture the manager as the approving manager rather than reporting nothing.

Add Cash Rounding Factor to Financial Shift Detail Page

Overview

In Silver Back Office>Financial Shifts, when a shift is clicked to show the details, we'll now show any Cash Rounding (if used)

API EMV-Expose Card Type Name

Overview

Added the ability to identify the credit card type used by customers for merchants using EMV, so that I can aggregate the credit card payments by card type.