

# NCR Silver Pro Restaurant Edition

## v4.5

### Release Notes





Our latest release is here!

With our latest version, we're bringing you more great features that will make running your business even smoother and more time efficient! For detailed information and articles, please log in to your back office and click on **HELP**.

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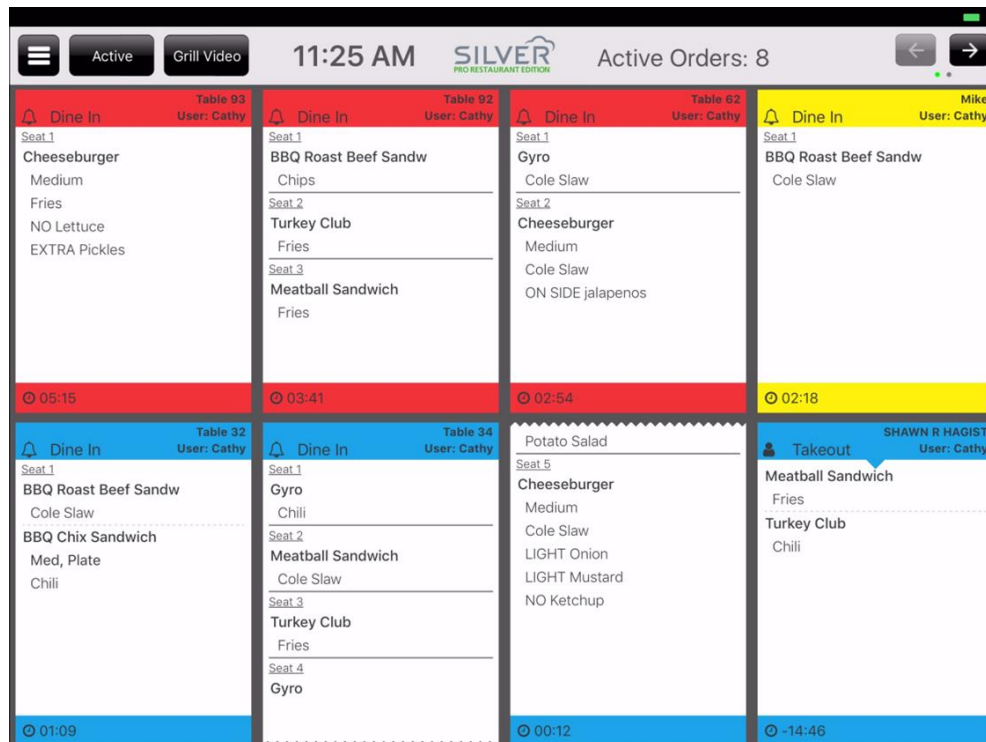
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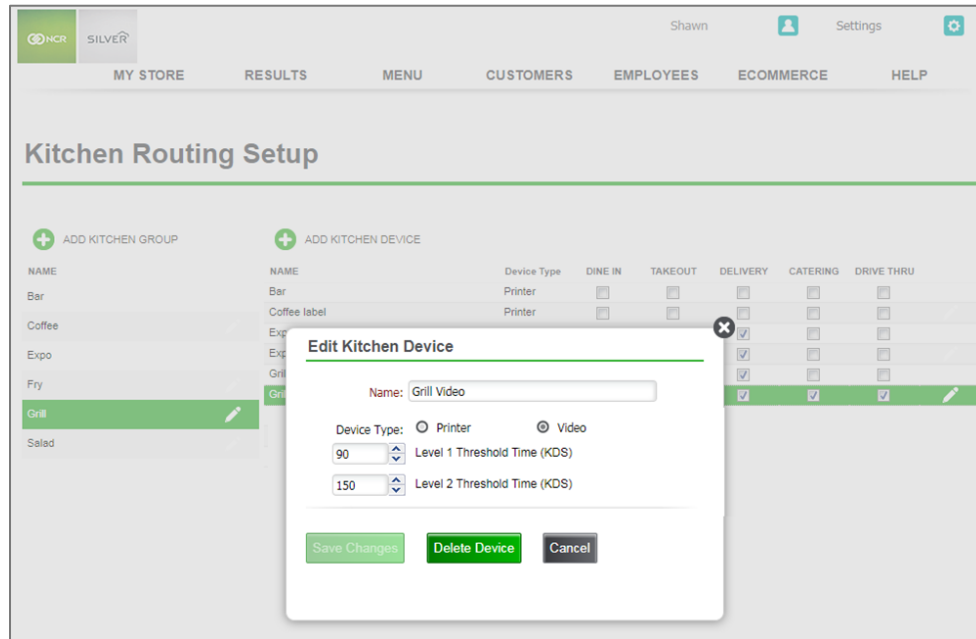
## KITCHEN DISPLAY BY NCR SILVER

Kitchen video display systems provide a way to tell kitchen staff what food was ordered and needs to be prepared. It eliminates the need to print “kitchen chits” with information about items that need to be prepared.

When a cashier taps Send, Pay or moves out of the order screen on the POS, the order is routed to the kitchen display in the same way it would route to kitchen printers. Then, as kitchen staffers prepare the orders, they can mark orders as complete by tapping the order to bump it from the screen.

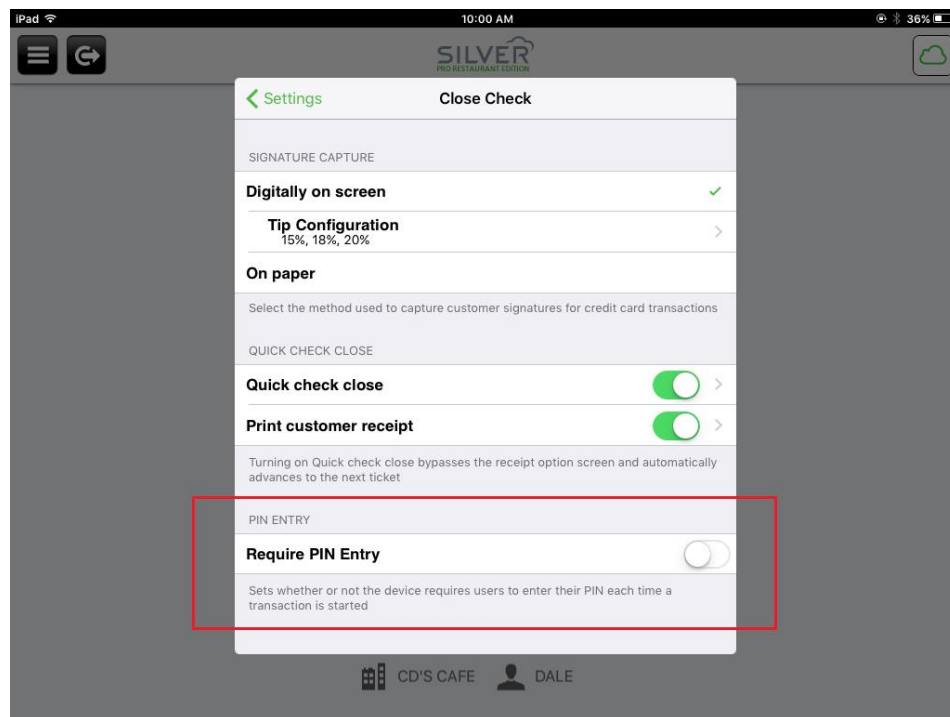


Silver KDS is a stand-alone app that requires a subscription. You log into the app on an iOS device using your NCR Silver Back Office user name and password. Once logged in, you can assign the KDS to one of your Kitchen Devices for routing, which are set up in back office ahead of time.



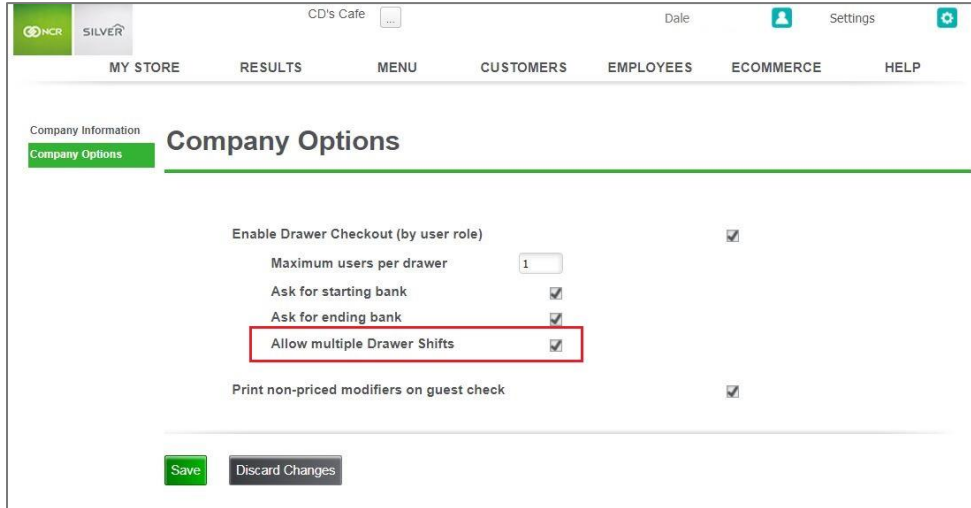
## REQUIRED PIN ENTRY

You can activate **Require PIN Entry** in your POS Close Check settings. When active, the POS will log the cashier out after a check is closed. This allows the next cashier to access the POS to continue assisting customers.



## ALLOW CASHIER ON MULTIPLE DRAWERS

Merchants can allow a cashier to be assigned to multiple drawer shifts at the same time by activating the **Allow Multiple Drawer Shifts** option in the back office. With this active, a cashier can run transactions on multiple cash drawers and multiple devices.



CD's Cafe

MY STORE RESULTS MENU CUSTOMERS EMPLOYEES ECOMMERCE HELP

Company Information

**Company Options**

Enable Drawer Checkout (by user role) ☒

Maximum users per drawer

Ask for starting bank ☒

Ask for ending bank ☒

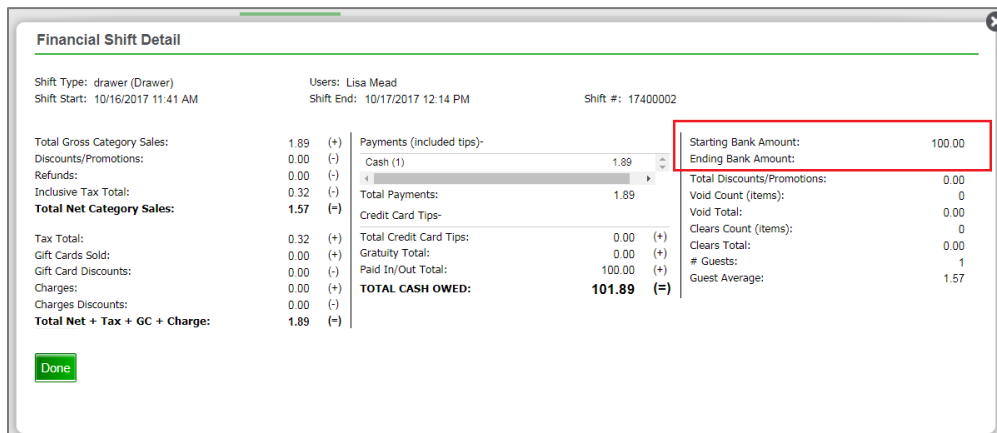
**Allow multiple Drawer Shifts** ☒

Print non-priced modifiers on guest check ☒

**Save** **Discard Changes**

## STARTING/ ENDING BANK

When using POS Drawer Shifts, users have the option of entering the starting and ending cash amount for their cash drawer. The starting and ending amount is now recorded and displayed in the financial shift detail page in the Silver Back Office.



**Financial Shift Detail**

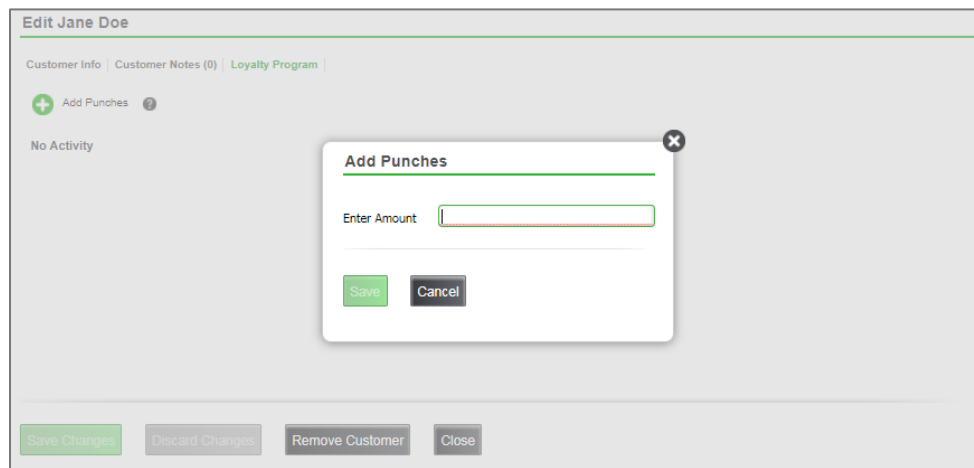
Shift Type: drawer (Drawer) Users: Lisa Mead Shift #: 17400002  
Shift Start: 10/16/2017 11:41 AM Shift End: 10/17/2017 12:14 PM

Total Gross Category Sales:	1.89 (+)	Payments (included tips)-		Starting Bank Amount:	100.00
Discounts/Promotions:	0.00 (-)	Cash (1)	1.89	Ending Bank Amount:	
Refunds:	0.00 (-)	Total Payments:	1.89	Total Discounts/Promotions:	0.00
Inclusive Tax Total:	0.32 (-)	Credit Card Tips-		Void Count (Items):	0
<b>Total Net Category Sales:</b>	<b>1.57 (+)</b>	Total Credit Card Tips:	0.00 (+)	Void Total:	0.00
Tax Total:	0.32 (+)	Gratuity Total:	0.00 (+)	Clears Count (Items):	0
Gift Cards Sold:	0.00 (+)	Paid In/Out Total:	100.00 (+)	Clears Total:	0.00
Gift Card Discounts:	0.00 (-)	<b>TOTAL CASH OWED:</b>	<b>101.89 (=)</b>	# Guests:	1
Charges:	0.00 (+)			Guest Average:	1.57
Charges Discounts:	0.00 (-)				
<b>Total Net + Tax + GC + Charge:</b>	<b>1.89 (=)</b>				

**Done**

## MANUALLY ADDING LOYALTY POINTS/PUNCHES

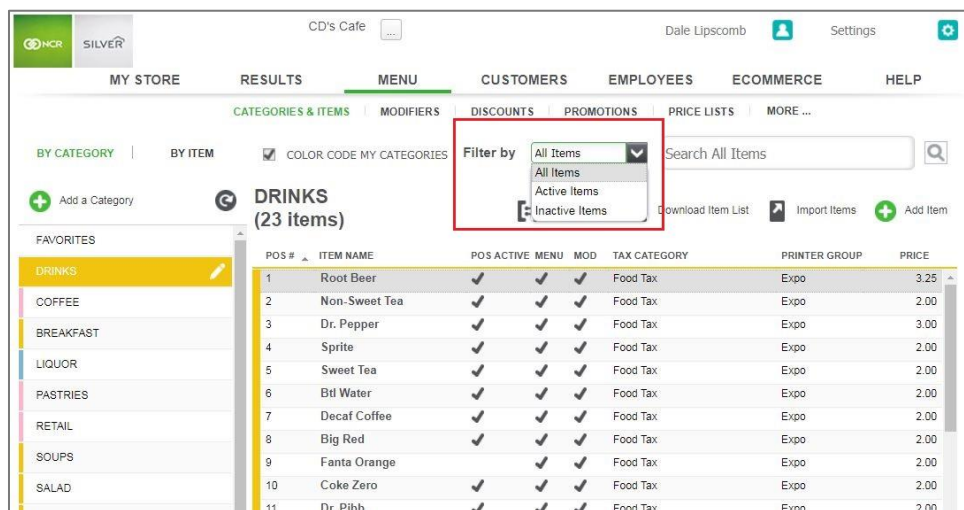
Merchants using built-in loyalty can manually add points or punches to a customer's loyalty balance in the back office. This is helpful if you forget to assign a customer to the ticket or have two customer records for the same person you need to combine into one.



If you are new Silver Loyalty user, you can add a loyalty balance to customers during a customer list import. You can control which employees can manually add loyalty points and punches via the User Roles.

## FILTERING CATEGORIES AND ITEMS IN THE BACK OFFICE

You can filter items based on whether they are **POS Active** when viewing menu items in the Silver Back Office. This makes it easier to view the items currently in use on the POS.





## STORE POS DEVICE SETTINGS IN SILVER BACK OFFICE

All non-hardware POS device settings will now save to the cloud so that when you replace and activate a device, you can select the former device name to inherit the settings.

## TIME ZONES

We sometimes see issues when the time zones of the POS devices and the server do not match. To avoid these issues, the POS will warn users at login that there's a time zone mismatch. Time zones can be adjusted in the device's settings.

## INTEGRATED PAYMENTS IN AUSTRALLIA

We support POSGate in Australia, which enables merchants to take integrated credit payments.