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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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.

Active	Grill Video	11:25 AM		Active	Orders:	8	< →
Dine In Seat.1 Cheeseburger Medium Fries NO Lettuce EXTRA Pickles	Table 93 User: Cathy	Dine In Soat1 BBQ Roast Beef Sanc Chips Soat2 Turkey Club Fries Soat3 Meatball Sandwich Fries	Table 92 User: Cathy dw	Dine In Seat1 Gyro Cole Slaw Seat2 Cheeseburger Medium Cole Slaw ON SIDE jalapenos	Table 62 User: Cathy	<u> Dine In</u> Seat.1 BBQ Roast Beef S Cole Slaw	Mike User: Cathy Sandw
O 05:15		O 03:41		O 02:54		0.02.18	
						0 02.10	
Dine In Seat1 BBQ Roast Beef Sand Cole Slaw BBQ Chix Sandwich Med, Plate Chili	Table 32 User: Cathy	Dine In Saat 1 Gyro Chili Saat 2 Meatball Sandwich Cole Slaw Saat 3 Turkey Club Fries Seat 4 Gyro	Table 34 User: Cathy	Potato Salad Seat.5 Cheeseburger Medium Cole Slaw LIGHT Onion LIGHT Mustard NO Ketchup		Meatball Sandwic Fries Turkey Club Chili	SHAWN R HAGIST User: Cathy Ch

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.

					Shawn		S	ettings	0
MY STORE	RESULTS	MENU	CUSTOMERS	EMP	PLOYEES	ECOM	MERCE	HELP	
Kitchen Routing	Setup								
ADD KITCHEN GROUP									
NAME	NAME		Device Type	DINE IN	TAKEOUT	DELIVERY	CATERING	DRIVE THRU	
Bar	Bar		Printer						
Coffee	Coffee label		Printer			0			
-	Edit Kitc	hen Device							
Expo	Gril								
Fry	Gri	Name: Grill Video							1
Grill 🧪		- 0 Drieter							
Salad	Device	Type: O Printer		0					
	90		eshold Time (KDS)						
	150	Level 2 Three	eshold Time (KDS)						
	Save Char	Delete		ol					
	Gave Char	Deleter	Cance	er					

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.

iPad ᅙ		10:00 AM	@ 岩 36% 🗖
= 0		SILVER PRO RESTAURANT EDITION	
	Settings	Close Check	
	SIGNATURE CAPTURE		
	Digitally on screen		 Image: A set of the set of the
	Tip Configuration 15%, 18%, 20%		>
	On paper		
	Select the method used to cap	oture customer signatures for credit card transaction	15
	QUICK CHECK CLOSE		
	Quick check close		>
	Print customer receipt		>
	Turning on Quick check close advances to the next ticket	bypasses the receipt option screen and automatical	ly
	PIN ENTRY		
	Require PIN Entry	C	
	Sets whether or not the device transaction is started	e requires users to enter their PIN each time a	
	CD	'S CAFE 👤 DALE	

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 casher can run transactions on multiple cash drawers and multiple devices.

	SILVER'		CD's	Cafe		Dale		Settings	٥
	MY STO	RE	RESULTS	MENU	CUSTOMERS	EMPLOYEES	ECOMMERCE	HELP	
Company In Company O	nformation Options	Com	pany Op	tions					
			Enable Drawer (Maximum Ask for st Ask for er	Checkout (by user users per drawer arting bank nding bank	role) 1 2		M		
			Allow mu	tiple Drawer Shift I modifiers on gue	s 🛛 🖉		N		
		Save	Discard Changes	ĺ.					

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.

hift Type: drawer (Drawer) hift Start: 10/16/2017 11:41 AM	Us	ers: L ift End	.isa Mead d: 10/17/2017 12:14 PM	Shift #: 17	400002		
otal Gross Category Sales: iscounts/Promotions:	1.89 0.00	(+) (-)	Payments (included tips)-	1.89	*	Starting Bank Amount: Ending Bank Amount:	100.00
efunds:	0.00	(-)	4		+	Total Discounts/Promotions:	0.00
iclusive Tax Total:	0.32	(-)	Total Payments:	1.89		Void Count (items):	0
otal Net Category Sales:	1.57	(=)	Credit Card Tips-			Void Total:	0.00
ax Total:	0.32	(+)	Total Credit Card Tips:	0.00	(+)	Clears Count (items):	0
ift Cards Sold:	0.00	(+)	Gratuity Total:	0.00	(+)	Clears Total:	0.00
ift Card Discounts:	0.00	(-)	Paid In/Out Total:	100.00	(+)	# Guests:	1 57
harges:	0.00	(+)	TOTAL CASH OWED:	101.89	(=)	Guest Average.	1.57
harges Discounts:	0.00	(-)					
otal Net + Tax + GC + Charge:	1.89	(=)					
		.,	1				



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.

Customer Info Customer Notes (0)	Loyalty Program
No Activity	Add Punches Enter Amount Cancel Cancel
Save Changes Discard Chan	Remove Customer Close

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.

DNCR SILVER						buic L	pocomo		
MY STORE	RESULTS	MENU	CUSTO	MERS		EMPLOYEES	ECOM	MERCE	HELP
	CATEGORIES	& ITEMS MODIFIERS	DISCOUNT	rs i	PROMO	TIONS PRICE	LISTS	IORE	
BY CATEGORY BY ITEM	COL	OR CODE MY CATEGORIES	Filter by	All Ite	ms	Search	n All Items		Q
Add a Category	C DRINK (23 ite	KS ems)	ſ	All Iter Active Inactive	ms Items /e Item:	s Cownload	I Item List	Mimport Items	Add Iten
FAVORITES	POS#	ITEM NAME	POS ACTIV	E MENU	MOD	TAX CATEGORY		PRINTER GROUP	PRICE
	/ 1	Root Beer	1	1	1	Food Tax		Ехро	3.25
COFFEE	2	Non-Sweet Tea	1	1	1	Food Tax		Expo	2.00
REAKEAST	3	Dr. Pepper	1	1	1	Food Tax		Ехро	3.00
SILENI NOT	4	Sprite	~	1	1	Food Tax		Ехро	2.00
IQUOR	5	Sweet Tea	~	~	1	Food Tax		Expo	2.00
PASTRIES	6	Btl Water	~	1	1	Food Tax		Expo	2.00
RETAIL	Z	Decaf Coffee	~	~	1	Food Tax		Ехро	2.00
	8	Big Red	~	1	1	Food Tax		Expo	2.00
SOUPS	9	Fanta Orange		~	1	Food Tax		Ехро	2.00
SALAD	10	Coke Zero	1	1	1	Food Tax		Ехро	2.00
	11	Dr. Pibb	1	1	1	Food Tax		Expo	2.00



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.