

Introducing Shift Management by Device

Introduction

With release 3.2 of NCR Silver, shift management and cash reconciliation will now be performed for each individual device (versus for the whole store). Merchants with multiple devices and cash drawers will now be able to open and close a shift for an individual device, enabling cash reconciliation for each drawer separately.

In addition, we've added some great new features to the shift management process:

- **Bill and coin counter:** Make counting cash easier and more accurate. Enter the quantity or \$ value for each bill and coin denomination and let the system do the math for you
- **X and Z reports:** View open and closed shift reports (X and Z reports) at the POS or in the Back Office from anywhere
- **Offline Mode:** Not connected to your network? Now you can close your shifts and still reconcile your cash whether you are connected or not

Important Upgrade Instructions

If you have **only one** device and cash drawer in your store, then you have already been closing your shifts for an individual device. This means that nothing will change for you--other than being able to take advantage of the new shift features listed above.

If you have **more than one** device and cash drawer in your store, it is important that you **UPGRADE ALL DEVICES** together, so that all devices are converted over to device level shifts at the same time.

- Perform the upgrade when the store is closed
- Before upgrading, close your store shift
- **All devices** should be upgraded at the same time (one after another)
- The first time you open a shift on the upgraded device you will be asked to enter the starting cash for just that device/cash drawer.

NOTE: If you do not upgrade all of your devices at the same time you will not be able to close the shift or reconcile cash for any devices that have not yet been upgraded.