





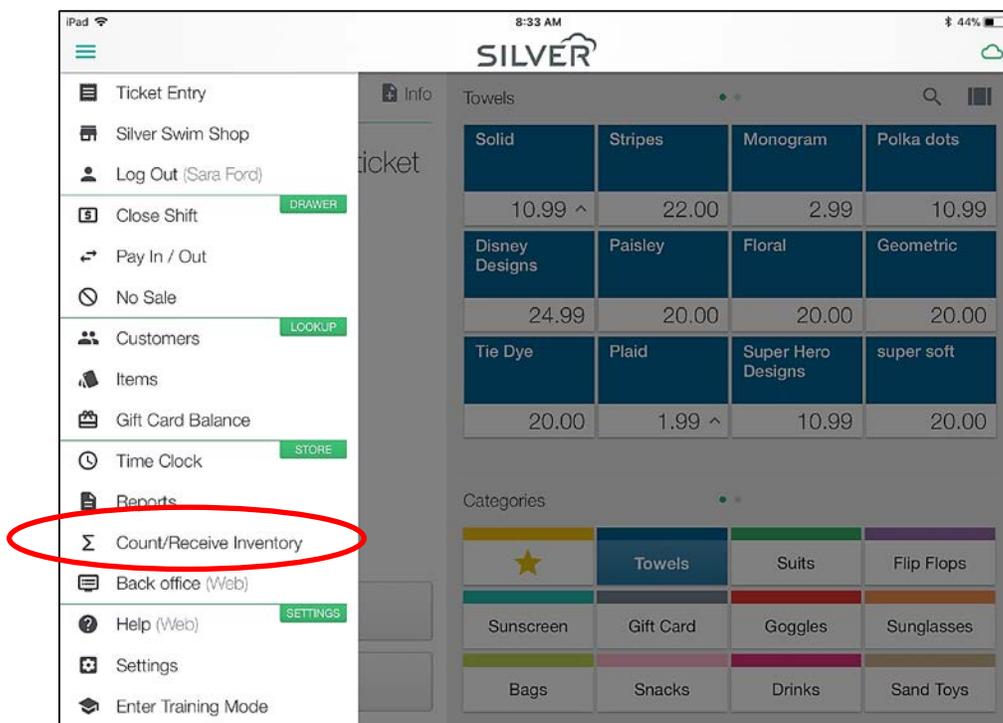
Our latest release is here!

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**.

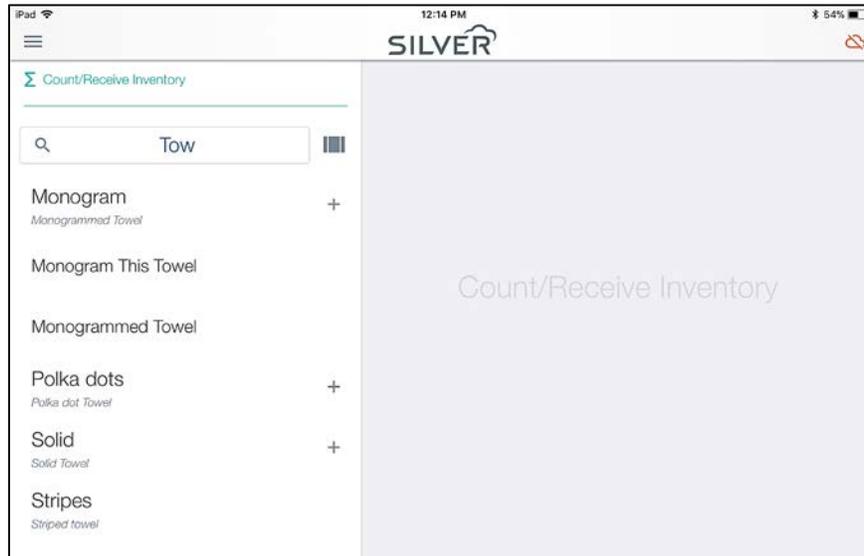
## COUNT AND RECEIVE INVENTORY AT THE POS

To simplify inventory operations in store, users with the proper user role permissions access the Count and Receive Inventory option on the POS slide-out-menu. If a user does not have permission to access the count and receive feature, they will be prompted for manager approval.

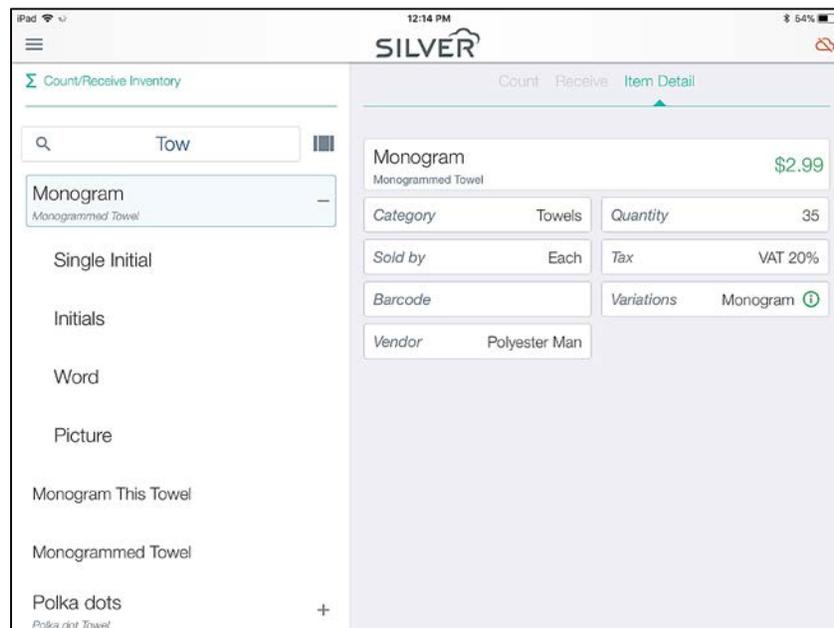


Users can search for an item they want to count or receive three ways:

- Manually type the item name (3-character minimum)
- Scan an item
- Tap the barcode icon to manually enter a barcode



Items with variations will display a +/- that allows the user to view/hide the variations. Once an item is selected, a user can select **Count**, **Receive** or **Item Detail**.

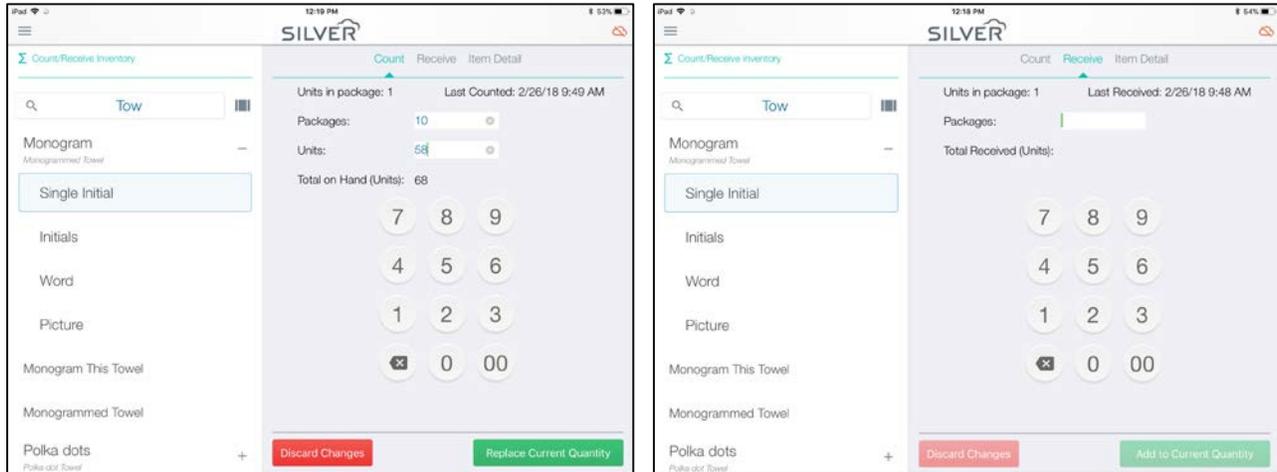


Important notes on completing a count or receive on the POS:

- The POS must be online and able to reach the NCR Silver host
- When performing a count, a user can enter the number of packages, as well as the number of units they have on hand
- When the count is saved, it will replace the current quantity on hand value in the SBO
- When receiving inventory, a user can enter the total number of packages received

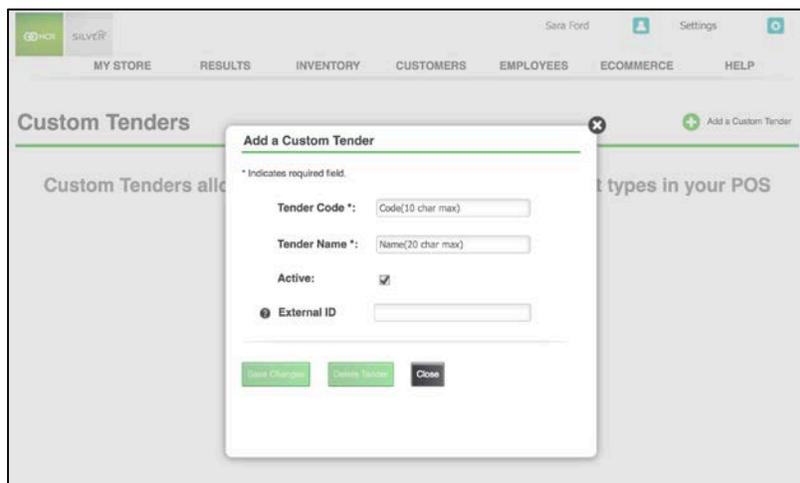


- When the receive is saved, it will add to the current quantity on hand value in the SBO
- This feature is not available on iPhone



## CUSTOM TENDERS

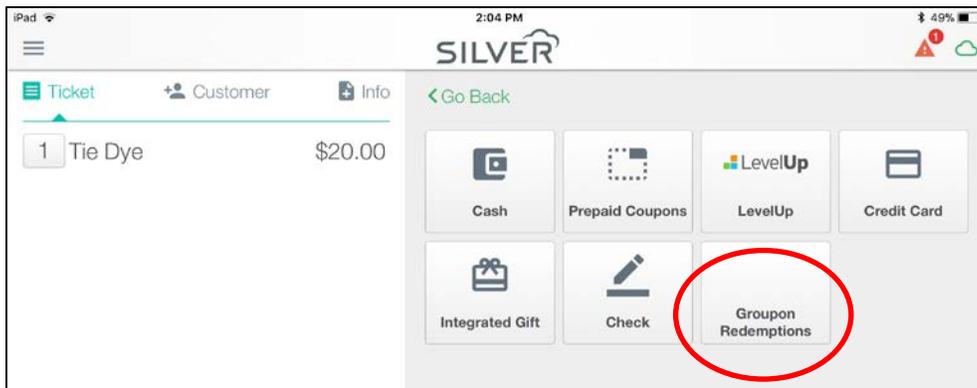
Custom Tenders provide a way for merchants to create generic payment types, but allow more detailed payment reporting.



**Example:** Silver Snack Shop is doing takeout business using generic delivery services, such as UberEats and Grubhub. They also use Groupon to create special offers for their customers to redeem. They can use custom tenders to close out orders for the various delivery services types and report them separately.



On the POS, each custom tender appears as its own payment method button.

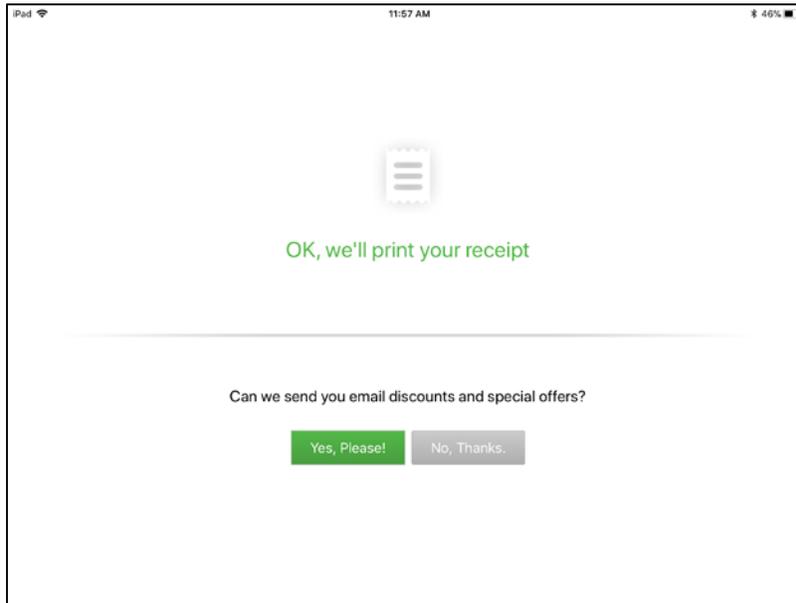


On reports, each custom tender is its own line under payment types.

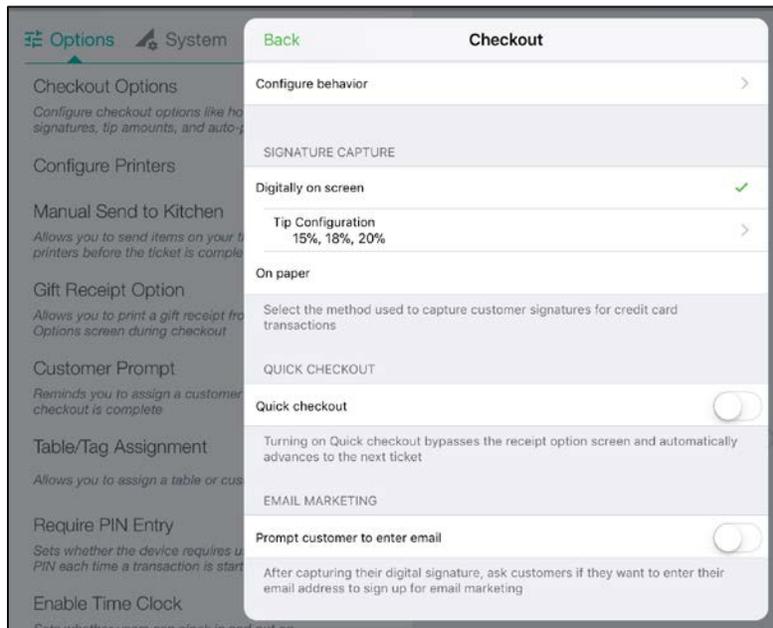
Payment Types	Qty	Tip amt	Total	(+/-)
CASH	14		\$38881.04	
CHECK	1		\$18.69	
CREDIT	12	\$30.57	\$305.54	
Groupon	1		\$40.00	
PrePaid	1		\$22.00	

## OPTIONAL EMAIL MARKETING PROMPT

If you require customers to sign digitally on the POS screen for credit card transactions, the system prompts your customers to enter their email address if they want to receive marketing emails. This prompt occurs after a transaction is completed.

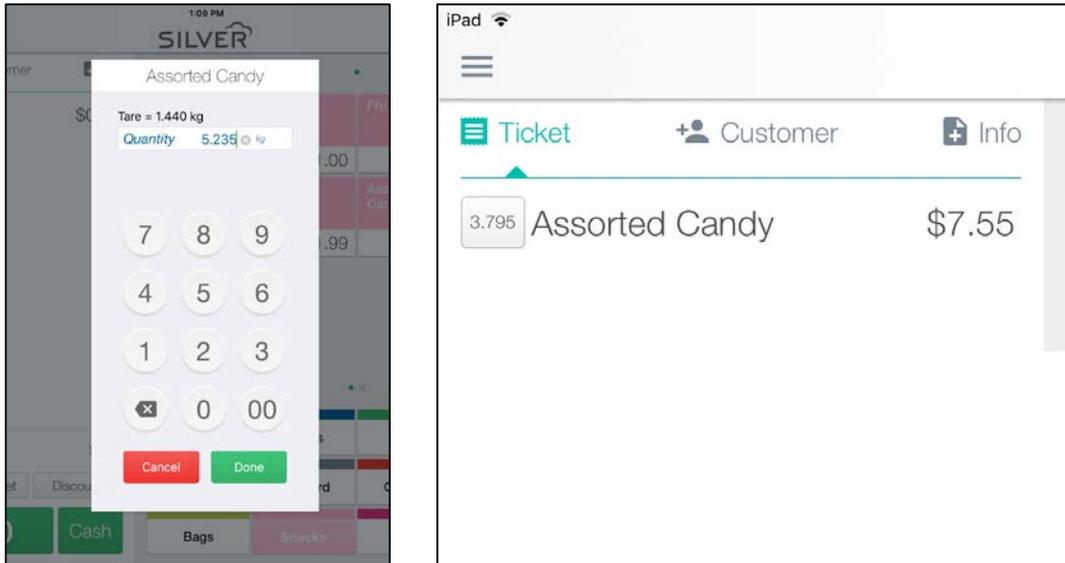


This prompt is on by default but can now be turned off under **Settings >Checkout Options**.



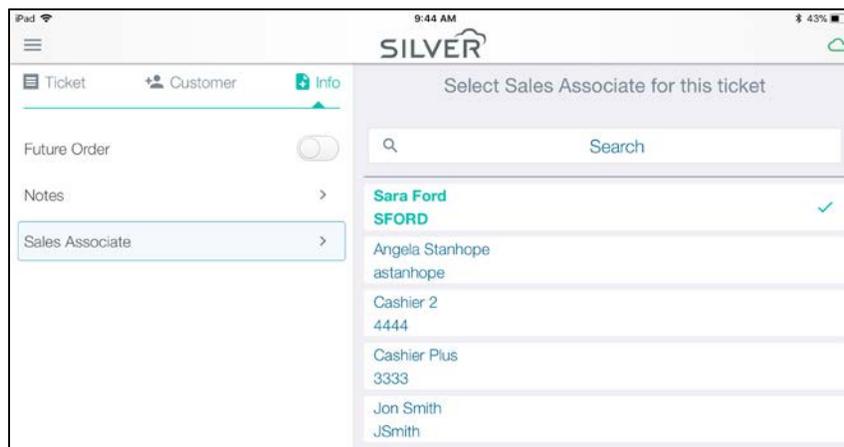
## SUPPORT FOR KILOGRAMS ON THE GRS60 SCALE

The GRS60 scale supports kilograms as a unit of measure. You can select Kilograms as an item's unit of measure in the Silver Back office. Kilograms use three decimal place precision for both the item weight and tare weight.



## ASSIGN SALES ASSOCIATE

A ticket can now be given a specific sales associate. The sales associate defaults to the logged in user, but if the sale should be credited to someone besides the cashier, you can change the sales associate by accessing the ticket info tab.



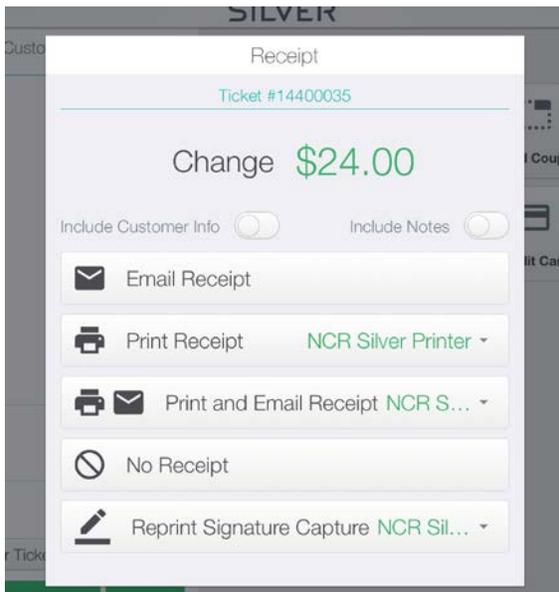
The sales associate will be printed on the customer receipt and can be viewed in the SBO from the POS Transaction Viewer.

## CHANGE DUE FOR REFUNDS

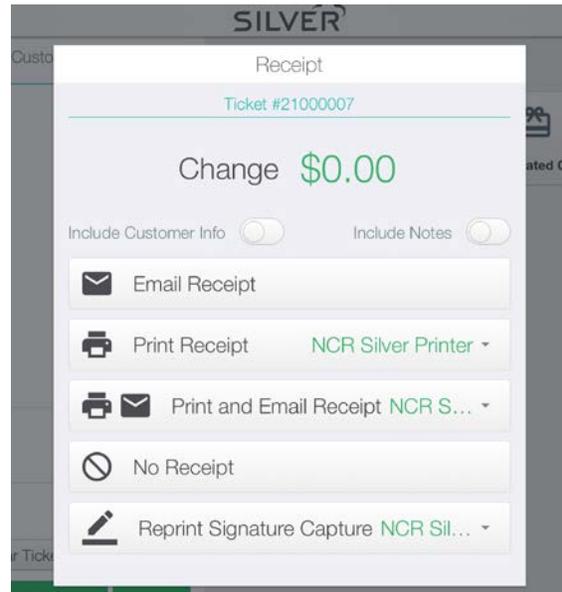
When a refund was performed to a credit or gift card, the “Change Due” message, which appears after a transaction is completed, showed the amount of the return.

To avoid confusing users, the “Change Due” now shows as \$0.00 for non-cash payment methods. There is not a case that you would refund a non-cash payment and owe a customer change.

Old Message



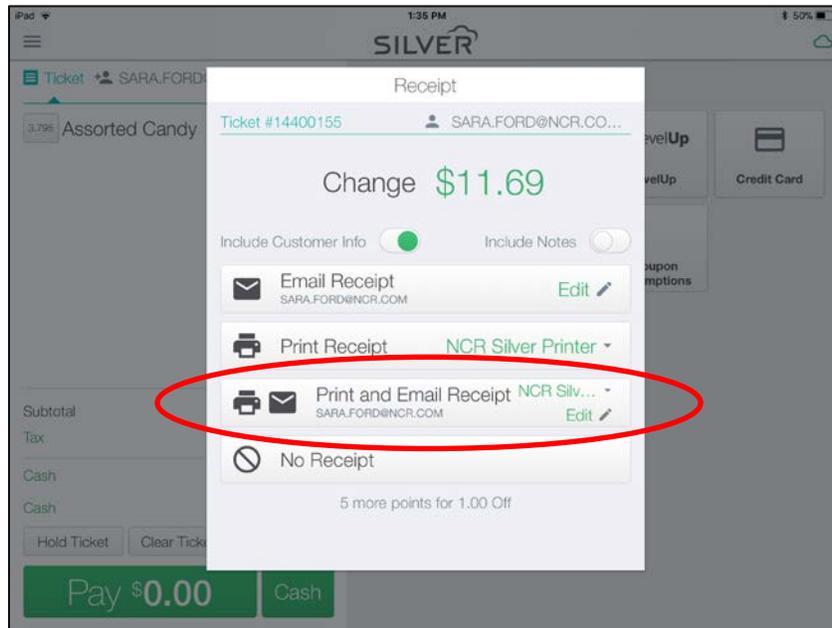
New Message





## PRINT AND EMAIL RECEIPT OPTION

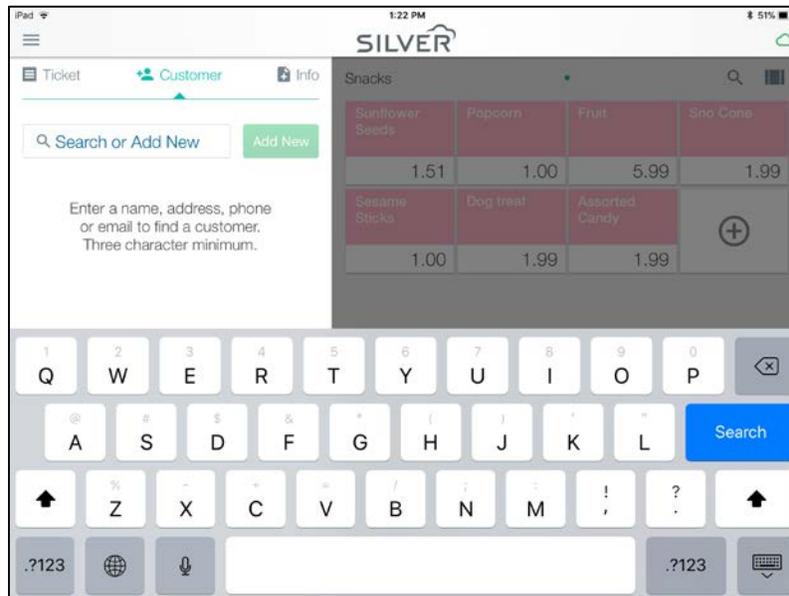
A new receipt option has been added that allows a user to print and email the receipt at the same time.



## ACCEPT SCAN IN CUSTOMER SEARCH – IOS

iOS users can scan a QR or bar code when on the customer search screen, and the search field will be populated with the information from the scan.

This was already implemented in Android in a previous release.





## BULK ITEM EDIT

The Item Import tool can now be used to edit existing items in addition to adding new items. To do this, you will need to prepare an item import with the desired edits.

When importing, the system will look to see if the items already exist in the database using the item name. If yes, the existing items are updated with the data from the import. If no, the items are added to the database.

Editable attributes include item name, price, barcode and more. Note that units on hand cannot be updated in the import tool.

**IMPORTANT- When editing existing items, if a user leaves any field blank that was previously populated (except for modified by), this will result in the field value being updated to a blank value.**

## BULK CUSTOMER EDIT

Like the item tool, The Customer Import tool can now be used to edit existing customers in addition to adding new customers. To do this, you will need to prepare a customer import with the desired edits.

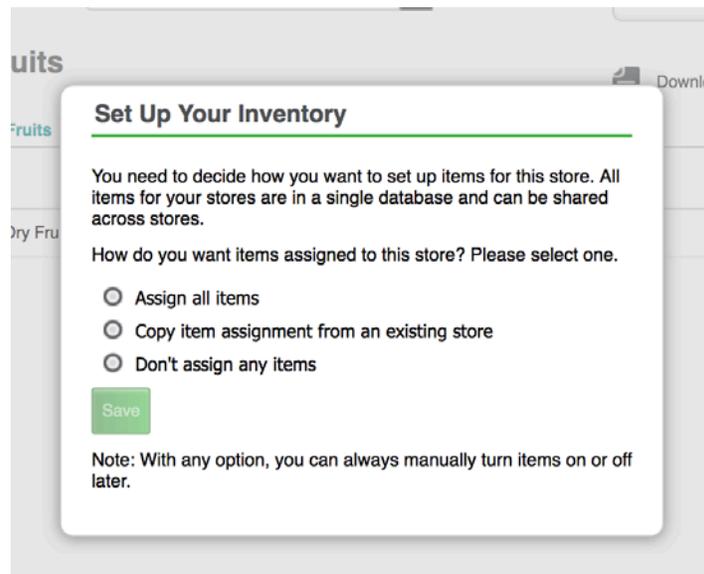
When importing, the system will look to see if the customers already exist in the database using the customer external ID. If yes, the existing customers are updated with the data from the import. If no, the customers are added to the database.

**IMPORTANT - When editing existing customers, if a user leaves any field blank that was previously populated (except for Loyalty Balance), this will result in the field value being updated to a blank value.**

**Note:** To make the process for exporting customers out and importing them back in again easier, the columns on the Customer List report and the columns on the Customer Import Template have been reordered and renamed so that they match more closely.

## ITEM ASSIGNMENT FOR NEW STORES (FOR MULTI-STORES)

When adding a new store to a multi-store, you can select how you want to assign items to that store, simplifying your inventory set up.



The selection pop-up is displayed on the Inventory page for the new store after it has been added to your multi-store account.

You can assign all items, Copy the item assignment from an existing store, or not assign any items.

## DEFAULT MODIFIER ASSIGNMENT FOR NEW ITEMS

When creating a new item, modifiers are no longer assigned by default. A user must specify which modifiers to assign. This also applies to items made via the item import tool.



## PROMOTION RANKING

We have made it easier and faster to rank promotions to determine the order in which they are applied on the POS. By pressing **Sort Order** on the promotions page, you can edit the rank field next to each unexpired promotion.

We have also enabled setting a promotion rank via the Promotions API for our 3<sup>rd</sup> party partners.

RANK	NAME	START DATE	END DATE	POS ACTIVE
1	BOGO Towels	07/23/2015	07/23/2018	Yes
2	Disney Towel Sale	08/25/2016	12/25/2018	Yes
3	Buy 3 Get \$5 Off	03/05/2018	03/14/2018	Yes
4	1/2 Price Suits	03/05/2018	03/14/2018	Yes
	BOGO Goggles	08/18/2015	02/28/2018	Yes

Important notes on ranking promotions:

- When setting new ranks, if two promotions are assigned the same rank, the first promotion in alphabetical order will get the set rank and the other promotion will get the set rank +1.
- If a rank is entered that is greater than the total number of promotions, it will be ranked last.
- If you have multiple pages of promotions, Changes to ranks are remembered across pages.
- Expired promotions cannot be ranked. Future dated promotions can be ranked

## NEW COLUMNS ON THE POS TRANSACTION EXPORT

When you export your transaction details from the POS Transaction page you receive a **POS Transactions** file and a **Ticket Details** file.

On the **Ticket Details** export, there are now columns with data for Operator (which employee's PIN was used to log into the POS), Sales Associate and Station.

## MANAGING LARGE CUSTOMER DATABASE

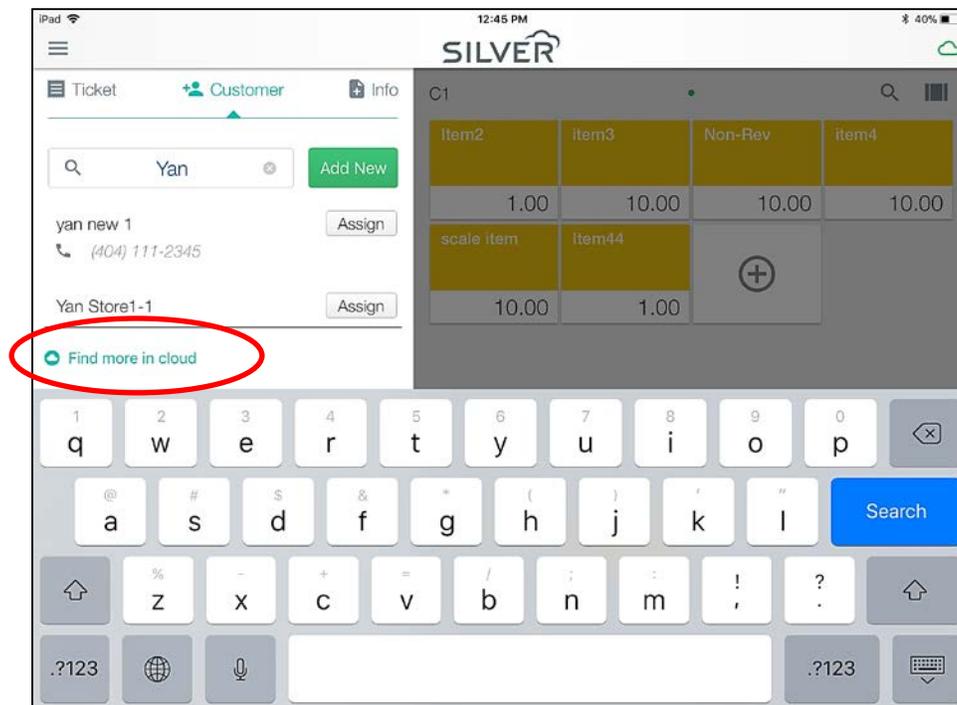
In the past, your stores' customers have been stored locally on the POS device. We found that when a store had a large amount of customer data, registering a new device or syncing data could take long periods of time.

To reduce the work required by the device and speed up these processes, a device will now only store 25,000 customers locally. Any customers beyond that will be stored and accessible in the cloud.

The system chooses which customers to save locally based on the store(s) those customers have purchased at and their last purchase date. The POS will check for additional customers every 3 minutes, and purge any excess customers based on who has the oldest last purchase date.

### ON the POS

When searching for a customer (I.E: for loyalty or to view their customer profile), if the customer cannot be found on the device, the user will be given the option to search the host, where the rest of the customers are stored.



There is an option to search host for a customer when sending an email receipt as well.



## Redownloading Customers

As part of the app upgrade to 4.6, we will purge all customers from the device and redownload all customers so that stores will receive the most recent 25,000 customers.

For Multi-store merchants with more than 25,000 customers, the system will first filter the customers by store so that devices receive customers who have made purchases at the device's specific store.

## OPEN LOYALTY

Silver now supports an Open Loyalty API which allows more 3<sup>rd</sup> party loyalty providers to integrate with Silver. Check with a customer care or concierge team member to see if your loyalty provider is in the process of integrating.

## COMPLEX PASSWORDS FOR SILVER BACK OFFICE

To increase the security of Silver Back Office, passwords must now meet the following requirements:

- 8 - 25 characters
- At least one uppercase and one lowercase letter
- At least one number
- Cannot use previous password

## OTHER FIXES

- Android - Block additional swipes on the customer display and show "Please wait"
- iOS - App crash when adding inventory using the scanner
- iOS - MSR is disabled if the user powers down the Bluetooth scanner or if it goes to sleep
- iOS - "Remember" loyalty rewards until the ticket qualifies for the reward
- iOS - 350 plus is printing slow on Bluetooth with iOS11
- Host - Items sold by weight are not calculating in the inventory snapshot correctly
- Host - Reply to email for bulk emails is [Silver@ncrsend.com](mailto:Silver@ncrsend.com) instead of the From email configured by the merchant