



# NCR Silver Pro Restaurant Edition



## v4.1 Release Notes

Release Date: November 14, 2016

## New 4.1 Silver Pro features

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# Tipping guideline on guest check footer

## Overview

An optional message is now available for the bottom of the printed guest checks to give tipping guidance to the customer. This feature allows the merchant to configure a message of text along with 3 tipping percentages. An example of the text might be “Suggested tip” and the percentages of 15%, 18% and 20%.

## Configuration

In Silver Back Office, on the Store Configuration, there’s now an option for Tip Message configuration:

The screenshot shows the Silver Back Office interface for "Shawn's Restaurant". The top navigation bar includes "MY STORE", "RESULTS", "MENU", "CUSTOMERS", "EMPLOYEES", and "HELP". The left sidebar shows "Store Configuration" and "Store Options". The main content area is titled "Store Configuration" and includes a note: "\* Indicates required field.".

The "Primary Store Contact" section contains fields for Name\* (Joe Smith), Phone\* ((817) 555-1234), and Email\* (joe.smith@myrestaurant.com). Below this is the "Receipt Information" section with a "Preview Email Receipt" button and fields for Receipt Header, Store Name\* (Joe's Restaurant), Address 1\* (123 Main Street), Address 2, City\* (Anywhere), and State (Georgia).

The "Receipt Message" section contains a text area with "Thank you for visiting us today.".

The "Tip Message" section is highlighted with a red box and includes a checkbox "Display tip suggestion on guest check" which is checked. Below the checkbox is a text area for "Suggested tip:" and three input fields for "Suggestion 1" (15), "Suggestion 2" (18), and "Suggestion 3" (20). At the bottom of the page are "Save" and "Discard Changes" buttons.

## POS Behavior

On the POS, the guest receipt will print like this.

<b>Sub Restaurant</b>			
123 Main Street Anywhere, TX 12345 817-555-1234			
Ticket #12345678		User: Shawn Hagist	
9/18/2012 8:17:09 AM CDT			
-----			
-			
Item	Qty	Price	
Total			
Description			
-----			
-			
Turkey Sandwich	1	5.49	5.49
Turkey Sandwich			
Turkey Sandwich	1	5.49	5.49
Turkey Sandwich			
NO Lettuce			
			-----
Subtotal			10.98
Tax			1.10
			-----
Total			12.08
-----			
Tender:			
CASH			12.08
-----			
Number of line items purchased: 1			
-----			
Suggested Tip:			
15% = 1.65			
18% = 1.98			
20% = 2.20			
-----			
Thank you for dining with us today. Join us every Monday for our \$10 lunch specials!			

# Financial Shift detail page

## Overview

In Silver Back Office, users can now click on a financial shift to see all of the details of that shift.

**Financial Shift Detail**

Shift Type: drawer (Drawer1 \*)

Shift Start: 10/09/2016 06:05 PM

Users: QSR Store Mgr

Shift End: 10/09/2016 07:00 PM

Shift #: 10200001

Total Gross Category Sales:	1,164.00	(+)	Payments (included tips)-			Total Discounts/Promotions:	6.50
Discounts/Promotions:	6.50	(-)	Cash (6)	1,258.80		Void Count (items):	8
Refunds:	2.00	(-)	Credit Card (1)	39.00	(-)	Void Total:	88.00
Inclusive Tax Total:	45.36	(-)	Integrated Gift (1)	26.40	(-)	Clears Count (items):	3
<b>Total Net Category Sales:</b>	<b>1,110.14</b>	<b>(=)</b>	House Account (1)	64.45	(-)	Clears Total:	52.80
Tax Total:	112.51	(+)	Total Payments:	1,388.65		# Guests:	0
Gift Cards Sold:	35.00	(+)	Credit Card Tips-			Guest Average:	0.00
Gift Card Discounts:	0.00	(-)	Credit Card	6.00			
Charges:	100.00	(+)	House Account	10.00			
Charges Discounts:	0.00	(-)	Total Credit Card Tips:	16.00	(+)		
<b>Total Net + Tax + GC + Charge:</b>	<b>1,357.65</b>	<b>(=)</b>	Gratuity Total:	15.00	(+)		
			Paid In/Out Total:	60.48	(+)		
			<b>TOTAL CASH OWED:</b>	<b>1,319.28</b>	<b>(=)</b>		

Done

# Employee List report

## Overview

A new report is now available in Silver Back Office that lists the active employees for that store.

Shawn

Settings

MY STORE

RESULTS

MENU

CUSTOMERS

EMPLOYEES

HELP

REPORTS

POST TRANSACTIONS

FINANCIAL SHIFTS

LABOR SHIFTS

ACCOUNTING

CREDIT SETTLEMENT

Operations

Store Summary

Device Activity

Employee Activity

Location Activity

Discounts & Promos

Taxes

Labour Shifts

Tips

Offline Credit

Void Audit

Sales

Department Sales

Item Sales

Modifier Sales

Sales Summary

Hourly Sales

Customers

Bulk Email

Customer Notes

Customer Sales

House Accounts

House Account Activity

Lists

Items

Customers

EmployeeList

Devices

Export to the selected format ▼ Export

Shawn's Restaurant

14770 Trinity Blvd

Ft. Worth, TX 76051

Employee List

Employee ID	Employee Name	Short Name	Email Address	Phone	User Role
36	Brian Sipusich	Brian			Account Manager Manager
	Cathy Server	CATHY			Bartender Server
16	Chris Dikes	Chris D			Asst Mgr Bartender Busser Cashier Kitchen Manager Server
14	Chris Thedford	CLT			Account Manager Cashier Kitchen Manager
9999	Chuck Blevins	CDB			Account Manager
	Jane Doe	Jane			Asst Mgr
17	Dimmy Orders	Dimmy			Server
	John Ayres	John			Account Manager Bartender Cashier Host Manager
21	John Ayres	Jayres			Account Manager Asst Mgr Bartender Cashier Host Manager
23	Jon Stowe	Jon			Cashier Host Manager Server
	Michaelw				Server
27	Mike Smith	Mike			Busser Cashier
28	Mike Smith	Mike			Busser Cashier
29	Mike Smith	Mike			Kitchen
30	Mike Smith	Mike			Dishwasher Kitchen

# Scale NTEP Cert requirements

## Overview

Several changes were made to Silver Pro Restaurant Edition's scale interface functionality to pass the National Type Evaluation Program (NTEP) standards and requirements. These changes include:

- Minimum configurable tare weight
- Only allow manual weight when scale at 0.00
- Only accept stable weight values
- Reject scale overload values
- Reject scale negative weight values
- Disallow changing weight of item once weighed
- Receipt unit of measure must match scale unit of measure
- Manual weight must be clearly indicated on receipt
- Other NTEP receipt formatting requirements
- Add NTEP Scale Cert # to app

# Take Ownership function for QS mode

## Overview

This feature applies to merchants using Silver Pro Restaurant Edition configured in QuickService operating mode.

Often times, cashier's operating a QS restaurant will attempt to end their shift while they still have ownership of some open transactions. A good example of this would be for pending phone orders. Silver Pro now makes transferring those orders to another employee easier.

## Silver Back Office Configuration

Taking ownership of someone else's orders require the "Recall Any Order" and "Order Ownership" user role permissions.

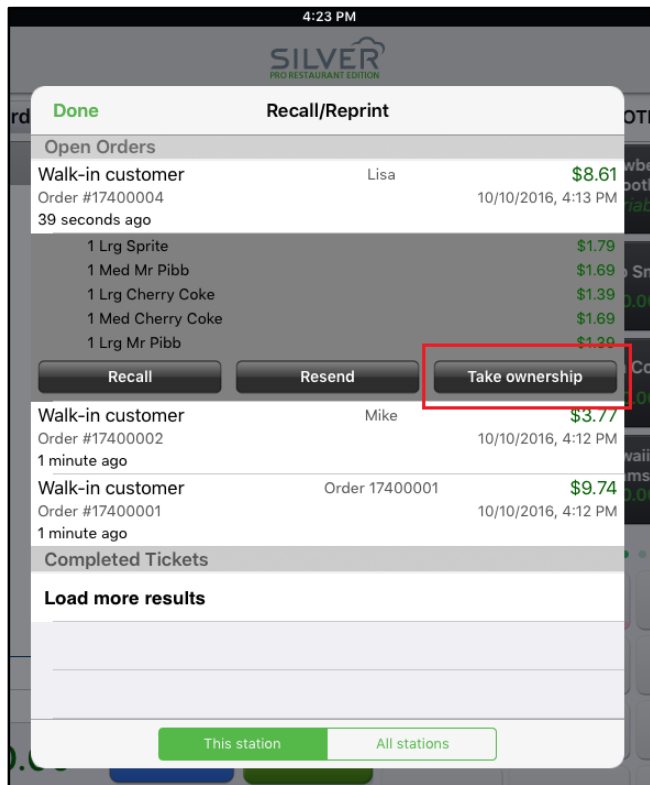
	CASHIER	KITCHEN	STORE MANAGER
Perform Refunds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recall Any Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reopen Ticket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adjust Tips for Others	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Category/Item Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Set Item Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
POS Settings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Offline Mode Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Business Date Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Order Ownership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Add Charge to Ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## POS

There are 2 ways for users to take order ownership and another way for a user to give order ownership.

Method 1:

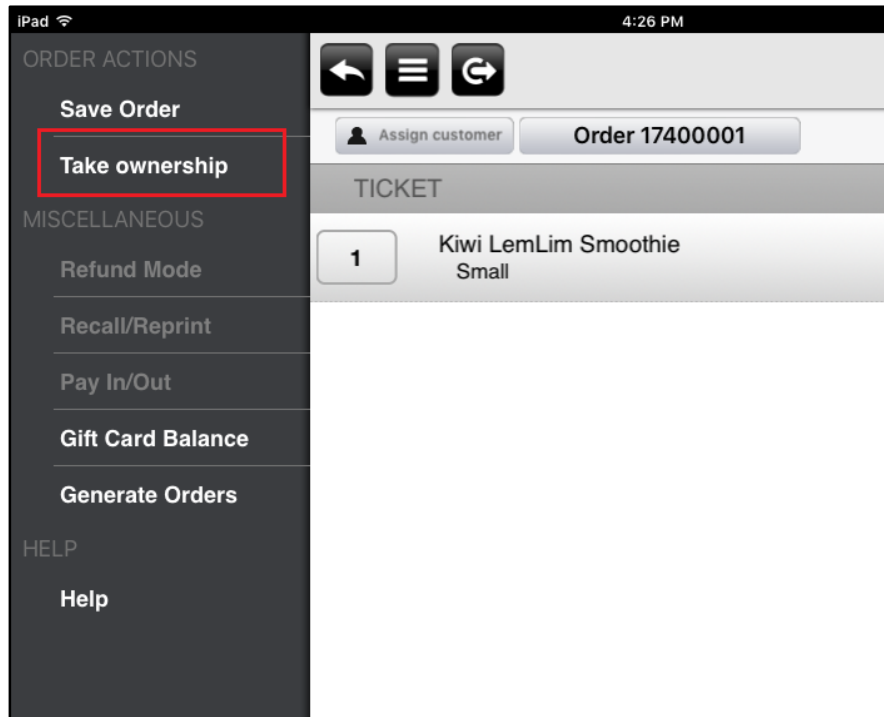
User navigates to the Recall/Reprint screen, searches for the order to take and taps “Take Ownership” as shown below.





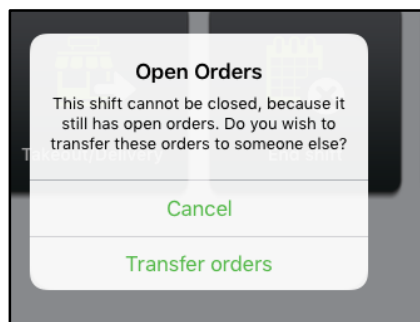
Method 1:

User navigates to the Recall/Reprint screen, searches for the order to take and taps Recall. Then from the slide out menu, user taps “Take Ownership” as shown below.



Alternately, during the End Shift process, the departing cashier can give ownership of all open orders to another employee.

During the End Shift process, if open orders exists, the departing employee will now see this message:



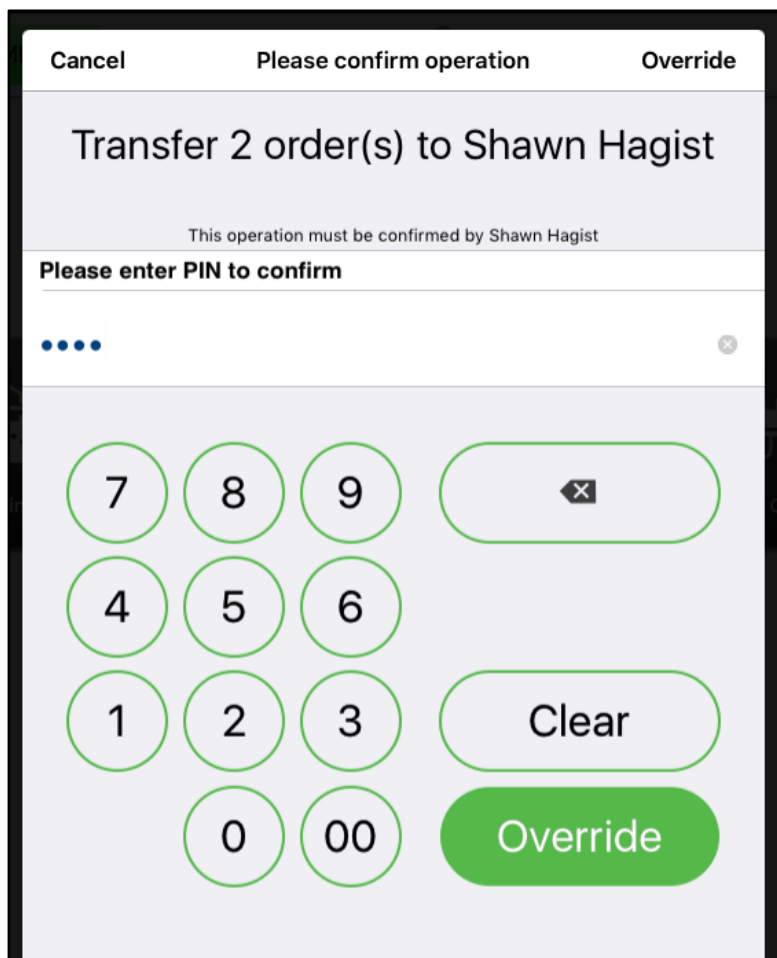
Tap Transfer orders

Choose an employee from the list. The list includes all other employees with an active financial shift:



A screenshot of a mobile application dialog box titled "Select user". The dialog has a header bar with a green "Cancel" button on the left and the title "Select user" in the center. Below the header, there is a list of users. The first user is "Mike Keane" and the second is "Shawn Hagist". There are four empty list items below "Shawn Hagist". The dialog is framed by a dark border.

The employee receiving the open orders, or a manager with the “Order Ownership” permission now has to enter their POS PIN to complete the transfer.



A screenshot of a mobile application screen for confirming a transfer. The screen has a header bar with three buttons: "Cancel", "Please confirm operation", and "Override". Below the header, the main text reads "Transfer 2 order(s) to Shawn Hagist". Underneath this, a smaller line of text says "This operation must be confirmed by Shawn Hagist". Below that is a section titled "Please enter PIN to confirm" with a PIN input field showing four blue dots and a close button (X). At the bottom, there is a numeric keypad with buttons for digits 0-9, a backspace button (X), a "Clear" button, and a green "Override" button.

# Item Cost and Margin

## Overview

An item cost can now be entered for each item into the Item Detail page. This data is used to calculate the margin on the Item Sales report.

## Configuration

The screenshot shows the 'Item Detail' page for 'Turkey Club' in the NCR Silver Pro system. The 'Unit Cost' field is highlighted with a red box and contains the value 1.17. Other fields include 'Bar Code', 'External ID', 'Sales Price' (7.49), and 'Tax Category' (Food Tax).

## Item Sales Report

The screenshot shows the 'Item Sales' report for 'Turkey Club' on Monday, October 10, 2016. The report displays sales data for various items, including 'Lrg Cherry Coke', 'Lrg Sprite', 'Med Cherry Coke', 'Med Mr Pibb', and 'Turkey Club'. The 'Cost' and 'Margin' columns are highlighted in red.

Category	Item Name	Variations	Current Price	Avg. Price	Sold Qty.	Weight Qty.	Amt.	Cost	Margin
BEVERAGES	Lrg Cherry Coke		\$1.39	\$1.39	2.00		\$2.78	\$0.00	100.00 %
	Lrg Sprite		\$1.79	\$1.79	2.00		\$3.58	\$0.00	100.00 %
	Med Cherry Coke		\$1.69	\$1.69	3.00		\$5.07	\$0.00	100.00 %
	Med Mr Pibb		\$1.69	\$1.69	2.00		\$3.38	\$0.00	100.00 %
	Total				9.00		\$14.81	\$0.00	
SANDWICH	Turkey Club		\$7.49	\$7.49	10.00		\$74.90	\$11.70	84.38 %
	Total				10.00		\$74.90	\$11.70	
Total					19.00		\$89.71	\$11.70	

# Multi-store, quickly de-assign items from groups of stores using Edit Multiple Items tool in Silver Back Office

## Overview

For multi-store merchants, Silver Pro now has the ability to quickly de-assign large groups of items from a single store or multiple stores at once.

When a new store is added to a multi-store account, that new store is automatically assigned all items in the entire menu. It could then be tedious to then have to de-assign each item in the menu that is not intended for the new store. So we've now included an "Assign Store" feature in the Edit Multiple Items tool for Multi-Store users, available at the Company level.

