



NCR Silver Pro Restaurant Edition



v4.0 Release Notes

Release Date: September 19, 2016

New 4.0 Silver Pro features

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Cash Rounding

Overview

NCR Silver Pro now allows cash transactions to be rounded to the nearest \$0.05, \$0.10, or \$0.25. This is most beneficial in countries such as Canada that no longer have a 1 cent currency.

Configuration

In Silver Back Office, on the Payments page, there's now an option for cash rounding as shown:

The screenshot displays the NCR Silver Pro Payments configuration interface. At the top, there's a navigation bar with the NCR Silver logo, user name 'Shawn', and links for Settings and Help. Below this is a menu bar with options: MY STORE, RESULTS, MENU, CUSTOMERS, EMPLOYEES, and HELP. The main section is titled 'Payment Methods' and contains several configuration panels:

- Integrated Credit**: Includes settings for Credit Processor, Credit Demo Mode, Status (Active), Manual Card Entry (Allow/Don't Allow), Credit Card Tips (Accept/Don't Accept), Require signature for purchases greater than (0.00), Save Credit Card to Order (Allow/Don't Allow), Batch Settlement (Manual/Automatic), and Send Batch at (03:00 AM, Eastern Time).
- Offline Credit**: Includes a toggle for ON/OFF and a checkbox for accepting terms and conditions.
- Integrated Gift Cards**: Includes a Status (Active) setting.
- Payment Terminal**: Includes a Payment Processor (None) and a 'Setup Payment Terminals' button.
- Accepted Payment Methods**: A table with checkboxes for Cash, Check, Prepaid Coupons, Credit Cards, Gift Cards, and House Account, along with sub-options for Integrated and Non-integrated.
- Cash Rounding**: A dropdown menu with options: None, Round to .05, Round to .10, and Round to .25. This section is highlighted with a red box.

At the bottom, there are buttons for 'Save', 'Discard Changes', and a 'Successful Update' message.

Hourly Sales Report

Overview

In Silver Back Office, under the Results>Reports section, we have added an Hourly Sales report. This report will break down all sales transaction to the hour in which the transaction was completed. Additionally, you will be able to filter the report by days of the week.

Shawn

Settings

MY STORE

RESULTS

MENU

CUSTOMERS

EMPLOYEES

HELP

REPORTS

POS TRANSACTIONS

FINANCIAL SHIFTS

LABOR SHIFTS

ACCOUNTING

CREDIT SETTLEMENT

Operations

Store Summary

Device Activity

Employee Activity

Location Activity

Discounts & Promos

Taxes

Labor 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

Devices

Hourly Sales

Today

Yesterday

Last 7 Days

Last 30 Days

From: 04/01/2016 To: 08/16/2016

Display Only: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☒ All

Export to the selected format Export

Shawn's Restaurant

14770 Trinity Blvd

Ft. Worth, 76051

Hourly Sales

Displayed: All

Friday, April 01, 2016 - Tuesday, August 16, 2016

Start Hour	Transaction Qty.	Guest Count	Refunded Qty.	Refunded Amt.	Item Sales Qty.	Net Sales Amt.
9:00	19	0	0	\$0.00	34	\$166.13
10:00	15	0	0	\$0.00	31	\$135.23
11:00	19	0	0	\$6.45	61	\$261.57
12:00	12	4	0	\$0.00	36	\$172.01
13:00	3	2	0	\$0.00	221	\$938.16
14:00	11	0	0	\$0.00	21	\$119.91
15:00	8	0	0	\$0.00	16	\$70.63
16:00	26	0	0	\$0.00	282	\$1,359.51
17:00	8	0	0	\$0.00	20	\$99.41
18:00	1	0	0	\$0.00	1	\$3.76
19:00	1	0	0	\$0.00	1	\$4.29
Total	123	6	0	\$6.45	724	\$3,330.61

Date Printed: 08/16/2016 4:52:24 PM

Add "Yesterday" as a Quick Option to All Reports

Overview

Also new in reporting is an option to choose “yesterday” as a date option. Often times store owners or managers need to quickly view yesterday’s store data. Previously, you had to select the actual start and end date from the report filter to accomplish this.

Store Summary

☐ Today ☐ Yesterday ☐ Last 7 Days ☐ Last 30 Days

From: 04/01/2016 To: 08/16/2016 Location: (All Locations)

Export to the selected format Export

Shawn's Restaurant

Add Instagram to Social Sharing options

Overview

In addition to Twitter and Facebook, Silver Pro users can link to their Instagram page on the bottom of all emailed receipts.

Social Sharing

Social Media - Follow Us
This enables customers to link to your social media home pages. These links will appear in the footer of any emails you send out.

☐ Facebook Enter Facebook link
To find your link, go to your Facebook profile and copy the link on your browser's address bar.

☐ Twitter Enter Twitter link
To find your link, go to your Twitter page and copy the link on your browser's address bar.

☒ Instagram https://www.instagram.com/shawnsrestaurant
To find your link, go to your Instagram page and copy the link on your browser's address bar.

Social Media - Post
This enables you to auto-post your bulk email campaigns to Facebook.

Connect To Facebook

Add Ability to Drag/Drop to Sort Category Items

Overview

In order to more easily sort your items within a category in Silver Back Office, we've now provided the ability to drag and drop items once you're in the sort mode.

To sort items, start by clicking the "Sort Order" button near the top of the screen. Once in sorting mode, simply click and drag an item into the desired position.

COFFEE (27 items)

POS #	ITEM NAME	POS ACTIVE	MENU	MOD	TAX CATEGORY	PRINTER GROUP	PRICE
1	Cafe Mocha	✓	✓		Alcohol Tax	Bar	3.95
2	Irish Cream Mocha	✓	✓		Alcohol Tax	Bar	3.95
3	Espresso	✓	✓		Alcohol Tax	Bar	3.95
4	Macchiato	✓	✓		Alcohol Tax	Bar	3.95
5	Chai Mocha	✓	✓		Alcohol Tax	Bar	3.95
6	Cafe Au Lait	✓	✓		Alcohol Tax	Bar	3.95
7	Chai Latte	✓	✓		Alcohol Tax	Bar	3.95
8	Steamed Soy	✓	✓		Alcohol Tax	Bar	3.95
9	Cafe Latte	✓	✓		Alcohol Tax	Bar	3.95
10	White Mocha	✓	✓		Alcohol Tax	Bar	2.75
11	Cappuccino	✓	✓		Alcohol Tax	Bar	3.95
12	Americano	✓	✓		Alcohol Tax	Bar	Variable
13	Caramel Macchiato	✓	✓		Alcohol Tax	Bar	3.95
14	Soy Chai Latte	✓	✓		Alcohol Tax	Bar	3.95
15	Hot Chocolate	✓	✓		Alcohol Tax	Bar	3.95
16	Steamed Milk	✓	✓		Alcohol Tax	Bar	0.00
17	add ice	✓	✓		Alcohol Tax	Bar	0.00
18	Hot Tea	✓	✓		Alcohol Tax	Bar	3.95
19	Tuxedo	✓	✓		Alcohol Tax	Bar	3.95
20	Red Eye	✓	✓		Alcohol Tax	Bar	6.50
21	House Blend	✓	✓		Alcohol Tax	Bar	4.00

EDIT MULTIPLE ITEMS

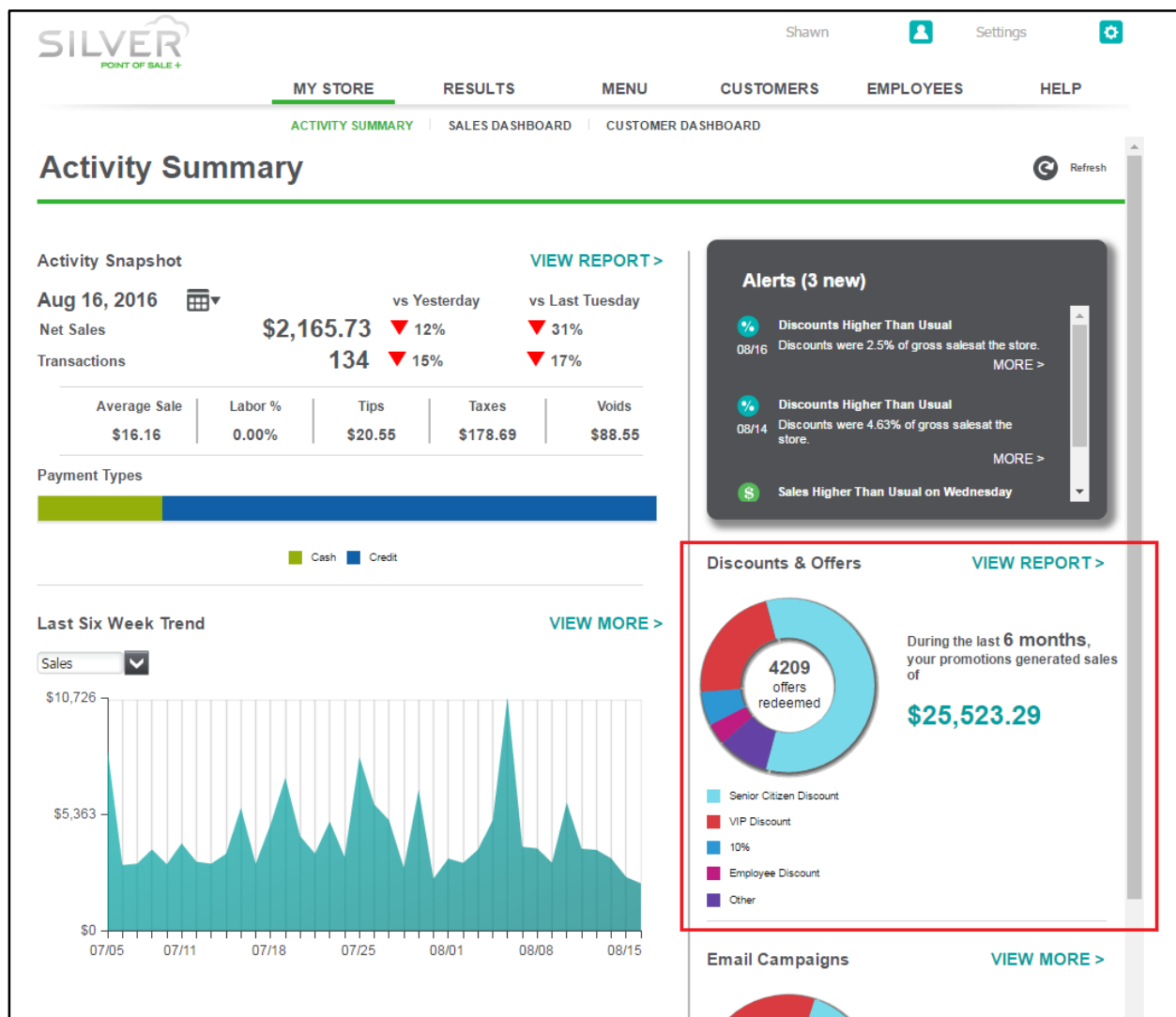
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Option to Include/Exclude Discounts and Promotions from Activity Summary Discount Widget

Overview

On the Activity Summary Dashboard in Silver Back Office, a Discounts and Offers widget appears on the right side of the screen. The widget's purpose is to demonstrate which discounts and promotions are driving sales. However, there may be discounts, such as 'Employee Meals' that aren't intended to drive employee sales, but previously appeared in this widget.

Beginning in v4.0, the restaurateur can decide which discounts and promotions to include or exclude from that chart.



Configuration

On the details screen of both discounts and promotions, there's now an option to include that promotion or promotion on the Activity Summary wheel chart. By default, all discounts and promotions are included in the Activity Summary wheel chart. If you have existing discounts or promotions, such as 'Employee Meal,' that you do not want to appear within the Discounts and Offers widget, you will need to clear this selection on those discounts and promotions.

The screenshot shows the 'Discount Detail' configuration screen in the NCR Silver Pro Restaurant Edition. The interface includes a top navigation bar with 'MY STORE', 'RESULTS', 'MENU' (selected), 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this is a sub-navigation bar with 'CATEGORIES & ITEMS', 'MODIFIERS', 'DISCOUNTS' (selected), 'PROMOTIONS', 'PRICE LISTS', and 'MORE ...'. The main title is 'Discount Detail' with a 'Delete Discount' button. A note states '* Indicates required field.' The form is divided into three sections: 'General Settings', 'Discount Settings', and 'Qualification'. In the 'General Settings' section, the 'Show discount on Activity Summary charts' checkbox is highlighted with a red box. The 'Discount Settings' section includes fields for 'Discount Type' (set to 'Percent'), 'Percent Off' (set to '50.00'), 'Approval Needed' (checkbox), and 'Barcode Range' (set to '10001 - 10099'). The 'Qualification' section includes 'Applies To' (set to 'Item') and 'Min Qualifying Amount' (set to '0.00'). At the bottom are 'Save' and 'Discard Changes' buttons.

General Settings

Discount Name * EMP MEAL

External ID External ID

Description* EMP MEAL

POS Active ☒

Show discount on Activity Summary charts ☐

Discount Settings

Discount Type * Percent

Percent Off * 50.00

Approval Needed ☐

Barcode Range 10001 - 10099

Qualification

Applies To * Item

Min Qualifying Amount 0.00

Save Discard Changes

External ID Enhancements

Overview

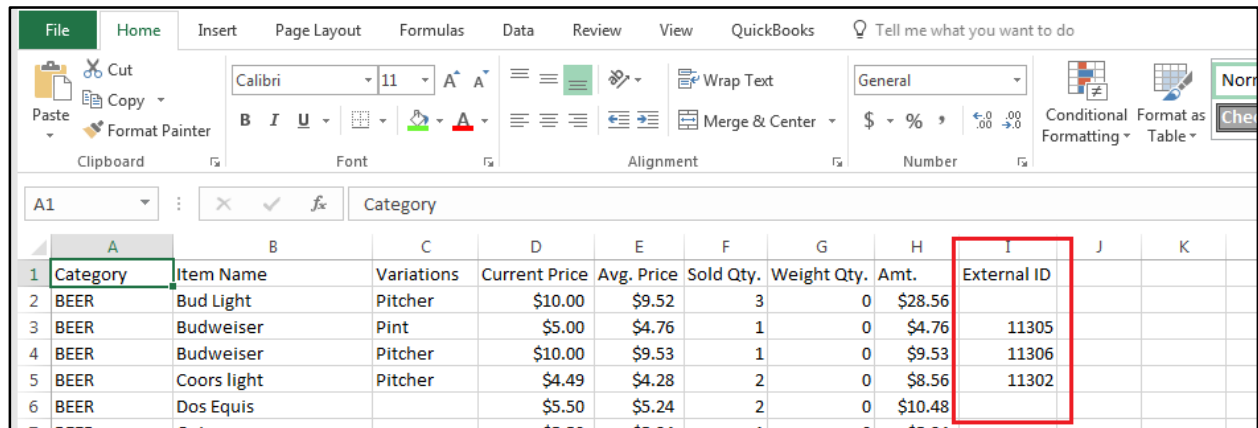
External ID's are a way for external systems, such as online ordering, 3rd party loyalty, and advanced reporting systems, to link to different data points within the Silver Pro database. In v4.0, we've extended that functionality to include more areas of the configuration data.

Specifically, users can now configure an external ID for Tags and Modifier Groups.

The screenshot shows the 'TAGS' configuration page in the Silver Pro interface. The page has a top navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this is a sub-navigation bar with 'CATEGORIES & ITEMS', 'MODIFIERS', 'DISCOUNTS', 'PROMOTIONS', 'PRICE LISTS', and 'MORE ...'. The main content area is titled 'TAGS' and includes a sidebar with 'Add a Tag' and a list of tags: 'All Pizza Items', 'All Sandwich', 'Beers', 'Burgers', 'Coffee', 'Combo Drinks', and 'Drinks'. The 'All Pizza Items' tag is selected. The main area shows the 'Tag Name' as 'All Pizza Items', a 'Filter' set to 'All', and an 'External ID' field highlighted with a red box. There are also 'Untagged' and 'Tagged' sections with tables of items.

The screenshot shows the 'MODIFIER GROUPS' configuration page in the Silver Pro interface. The page has a top navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this is a sub-navigation bar with 'CATEGORIES & ITEMS', 'MODIFIERS', 'DISCOUNTS', 'PROMOTIONS', 'PRICE LISTS', and 'MORE ...'. The main content area is titled 'MODIFIER GROUPS' and includes a sidebar with 'Add a Modifier Group' and a list of modifier groups: 'DRESSINGS (2 modifiers)', 'COFFEE...', 'SANDWI...', 'MEAT TE...', 'SIDE CH...', 'SMOOT...', 'PIZZA T...', and 'BURGE...'. The 'DRESSINGS (2 modifiers)' group is selected. The main area shows a table of modifier groups with columns: NAME, MIN, MAX, Show, POS #, MODIFIER, POS ACTIVE, DEFAULT, and PRICE. The 'DRESSINGS' group is highlighted. An 'Edit Modifier Group' dialog is open, showing the 'Modifier Group Name' as 'DRESSINGS', an 'External ID' field highlighted with a red box, and fields for 'Minimum' (1) and 'Maximum' (3). The dialog also has a checkbox for 'Show modifier group when item is added' and buttons for 'Save Changes', 'Remove Group', and 'Cancel'.

Additionally, the External ID for Items is added to the CSV export of the Item Sales Report.



Category	Item Name	Variations	Current Price	Avg. Price	Sold Qty.	Weight Qty.	Amt.	External ID
BEER	Bud Light	Pitcher	\$10.00	\$9.52	3	0	\$28.56	
BEER	Budweiser	Pint	\$5.00	\$4.76	1	0	\$4.76	11305
BEER	Budweiser	Pitcher	\$10.00	\$9.53	1	0	\$9.53	11306
BEER	Coors light	Pitcher	\$4.49	\$4.28	2	0	\$8.56	11302
BEER	Dos Equis		\$5.50	\$5.24	2	0	\$10.48	

Capturing Barcodes for Discounts

Overview

In previous versions, Silver Pro only verified that a barcode presented at the POS for a discount fell within the assigned BIN range. Beginning in v4.0, we will now capture that barcode information to enable you to evaluate the effectiveness of your marketing campaign. For example, you may create a 'Labor Day' discount with the barcode range of '1111' to '4444.' As part of your marketing efforts, you may distribute the discount to various entities with different bin ranges (1111 for email campaigns, 2222 for direct mail, and 3333 for flyers). Once the coupons are redeemed, you will be able to track the effectiveness of each marketing entity by the captured barcode.

Remove View 'All Employees' From Multi-Store Employee Page

Overview

In previous versions, multi-site merchants that were logged in and viewing the Employee page from the Store View would see a Filter that allowed them to see just their store employees, or All Employees across all stores. This filter has been removed. When logged in at the store level the user will only be able to view the employees for that store.



House Account Enhancements

Overview

When editing a House Account, the link to show which customers are associated with that House Account will now only show a list of those customers. (in the past, this link showed the entire customer list with a checkmark next to the associated customers).

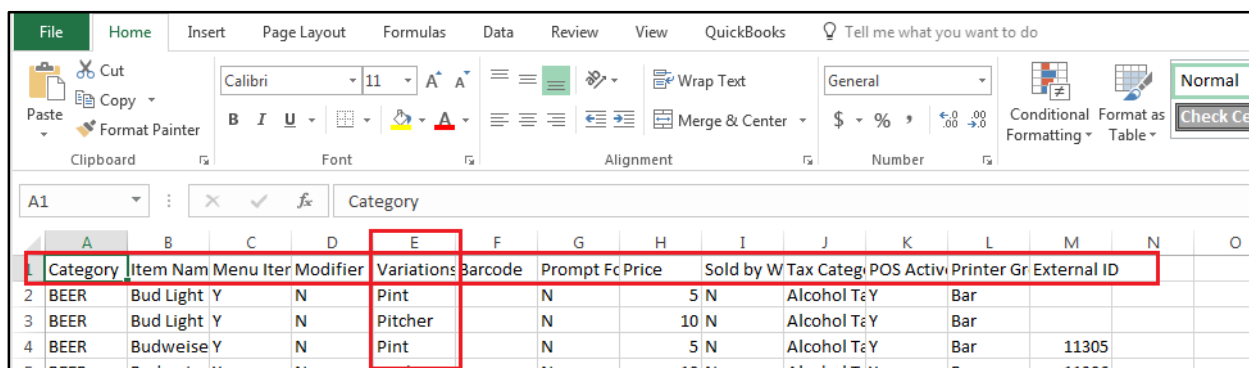
The screenshot displays the NCR Silver Pro Restaurant Edition interface. At the top, the user is logged in as 'Shawn' with a 'Settings' icon. The main navigation bar includes 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this, a secondary bar shows 'EMAIL MARKETING', 'LOYALTY PROGRAM', 'SURVEY', 'CUSTOMERS', 'SOCIAL', and 'HOUSE ACCOUNTS'. The 'HOUSE ACCOUNTS' section is active, showing 'ABC Company' with options to 'Edit House Account', 'Add Transaction', and 'Create Statement'. A modal form titled 'Edit 'ABC Company'' is open, containing various fields for account details. The 'Customers' section at the bottom of the modal shows a 'Select Customers' button and a link labeled '1 Customer' which is highlighted with a red box. The form also includes 'Save Changes', 'Discard Changes', and 'Cancel' buttons.

Additionally, we've added more reporting to the POS Transaction Viewer for House Account transactions.

Fixed Item List CSV export

Overview

In previous versions, the CSV export of the Item List report had no column headers and was missing the variation column. Both of those issues are now fixed.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Category	Item Name	Menu Item	Modifier	Variations	Barcode	Prompt	Price	Sold by	W	Tax Category	POS Active	Printer Group	External ID	
2	BEER	Bud Light	Y	N	Pint		N	5	N		Alcohol T&Y		Bar		
3	BEER	Bud Light	Y	N	Pitcher		N	10	N		Alcohol T&Y		Bar		
4	BEER	Budweiser	Y	N	Pint		N	5	N		Alcohol T&Y		Bar	11305	
5	BEER	Budweiser	Y	N	Pitcher		N	10	N		Alcohol T&Y		Bar	11306	

Localization Changes

Overview

Many changes have been made to Silver Pro for non-US locales such as the United Kingdom. For non-US locales, a new setting is available in Company Options that will allow a company to have unique settings by locale. Such changes are for currency indicator (i.e. £ vs. \$), date/time formatting, address formatting and so on.