



NCR Silver Pro Restaurant Edition



v4.4 Release Notes

Release Date: August 28, 2017

New 4.4 Silver Pro features

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Dual Cash Drawers

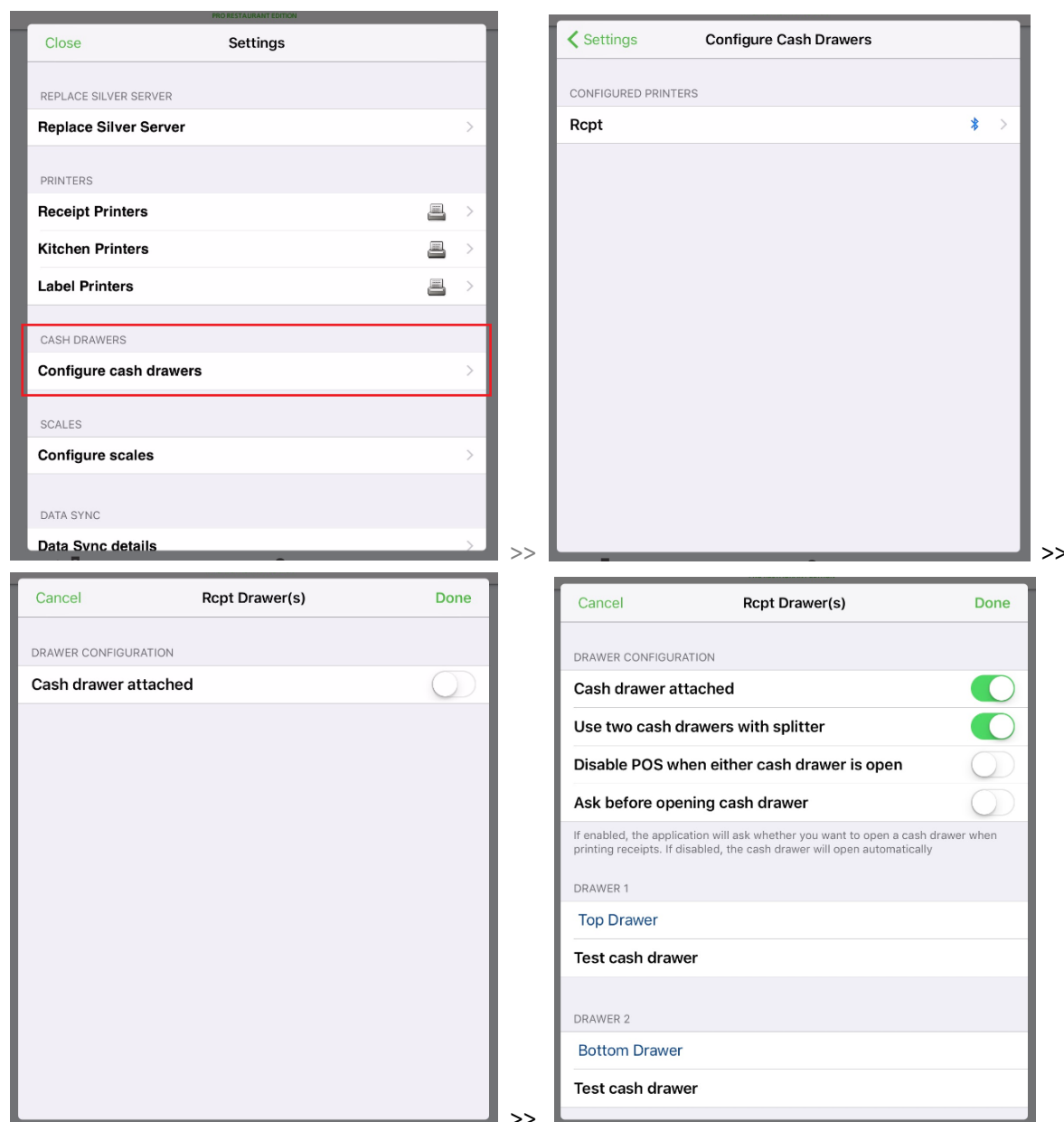
Overview

Using the Drawer Shifts feature and the proper cables and splitter (available for order), merchants can attach 2 cash drawers to the same printer now and designate cash drawer users to a specific drawer.

Configuration

In the POS Settings of the Silver Pro app, all cash drawer settings have been moved to their own section.

The attached receipt printer must first be configured before adding the cash drawers.



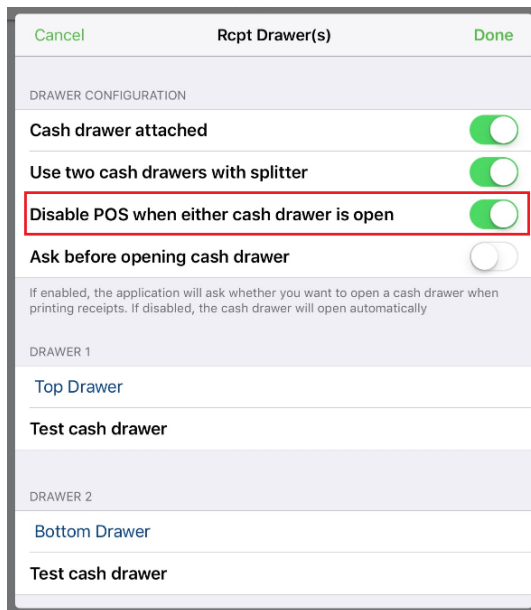
Compulsory Cash Drawer

Overview

The compulsory cash drawer feature requires that the POS user closes the cash drawer after each closed ticket before proceeding onto the next transaction. This is an optional feature that is intended to enhance cash security.

Configuration

In Cash Drawer settings on the POS, toggle the “Disable POS when either cash drawer is open” to ON to enable this feature. For printers utilizing Dual Cash Drawers, both cash drawers must be closed to continue POS operations.

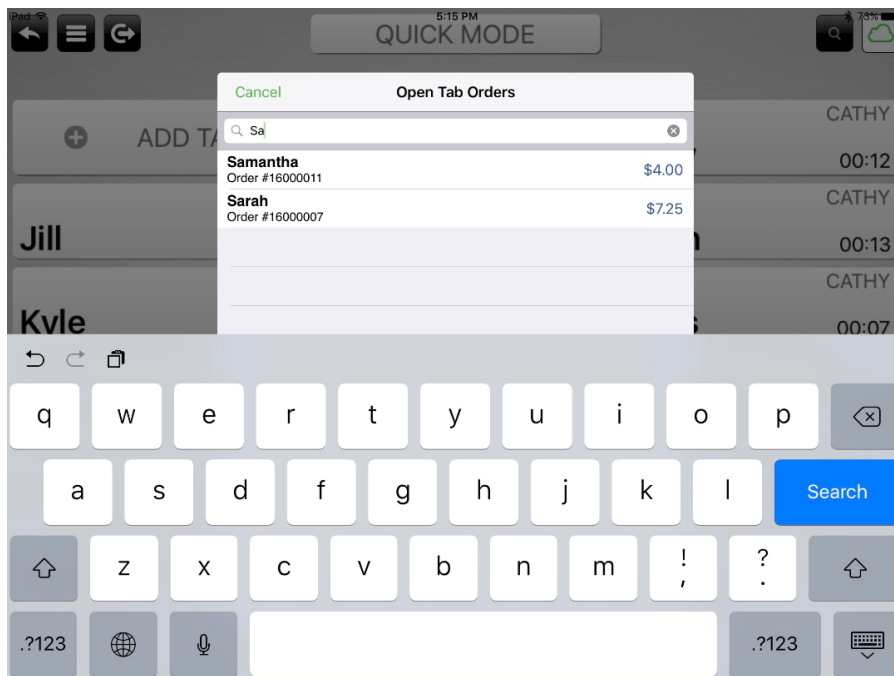


Tab Search

Overview

Tableservice Operating Mode Only

Users can now search for specific open tabs. This is especially useful for high-volume bar environments when a bartender or server may have 3 or more pages of open tabs to sort through. In the past, the bartender would have to visually scan through all pages of open tabs to find a specific tab. Now they can simply tap the search icon and begin typing the customer name.



Custom Payment Tenders

Overview

It is now possible to create your own, custom payment tender types. Custom payment tenders allow users to close tickets to generic payments. This can be one way to handle closing delivery orders that are handled by 3rd party delivery services such as Door Dash, UberEats and Grub Hub.

Configuration

In Silver Back Office, go to Settings, Custom Tenders. Click on the Green + symbol to add a new custom tender.

The screenshot displays the 'Custom Tenders' configuration page in the Silver Back Office. The page has a top navigation bar with the NCR Silver logo, user name 'Shawn', and links to 'Settings' and a gear icon. Below this is a secondary navigation bar with links: 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. The main heading is 'Custom Tenders', with a green '+ Add a Custom Tender' button on the right. A table lists existing tenders:

TENDER NAME ▲	TENDER CODE	EXTERNAL ID	OPEN DRAWER	ACTIVE
UberEats	UberEats	1234567	Yes	✓

An 'Add a Custom Tender' modal is open in the center. It contains the following fields and options:

- * Indicates required field.
- Tender Code *:
- Tender Name *:
- Active: ☒
- ? External ID:
- Open Drawer: ☐ Yes ☒ No

At the bottom of the modal are three buttons: 'Save Changes' (green), 'Delete Tender' (light green), and 'Close' (grey).

Scoreboard User Role Permission

Overview

When Silver Scoreboard was introduced in v4.2, all users on the POS would see the Scoreboard tile on the home screen, but only users with the POS Settings permission were allowed to use it. Silver Pro now includes a specific user role permission for Silver Scoreboard. Users without this permission will not see the Silver Scoreboard tile on their home screen.

NCR

SILVER

Shawn

Settings

MY STORE

RESULTS

MENU

CUSTOMERS

EMPLOYEES

HELP

EMPLOYEES

USER ROLES

User Roles

Sort User Role Rank

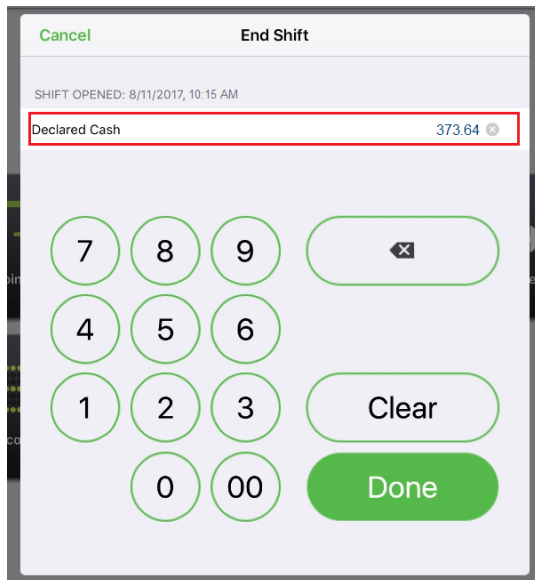
Add a User Role

	<div></div> BARTENDE	<div></div> BUSSER	<div></div> CASHIER	<div></div> DISHWASH	<div></div> HOST	<div></div> KITCHEN	<div></div> SERVER	<div></div> TIME ONLY	<div></div> ASST MGR	<div></div> MANAGER
POS Access (All)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
POS (All)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Clock Only	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ring Up Sales (All)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Can Accept Payments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Can Close Orders (All)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use Employee Shifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Use Drawer Shifts	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cash Drawer Recount	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cash Drawer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Declare Tips	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No Sale (Open Drawer)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Open Drawer Override	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Void Items/Ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Void Online Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Apply Discounts/Promotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Approve Discounts/Promotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Change Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Exempt Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Perform Refunds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Recall Any Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reopen Ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adjust Tips for Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Category/Item Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Set Item Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
POS Settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scoreboard Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Offline Mode Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Business Date Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

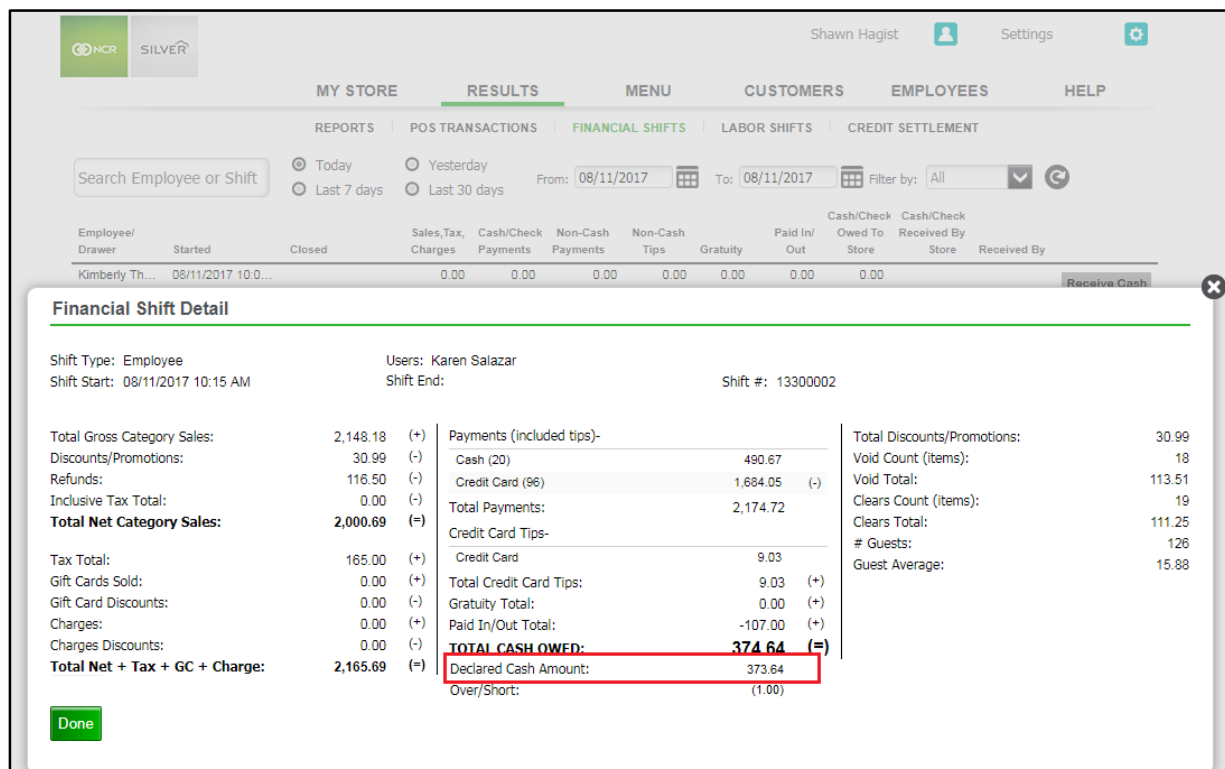
POS Submit Declared Drawer Shift Cash to Silver Back Office

Overview

When using Drawer Shifts, users are required to count their cash during the End Shift process and enter the cash counted as declared cash. Silver Pro will send that declared cash value to Silver Back Office so that an Over/Short value is calculated for that shift.



The screenshot shows the 'End Shift' screen in the Silver Pro POS system. At the top, there is a 'Cancel' button and the title 'End Shift'. Below this, it says 'SHIFT OPENED: 8/11/2017, 10:15 AM'. A red box highlights the 'Declared Cash' field, which contains the value '373.64'. Below the field is a numeric keypad with buttons for digits 0-9, a decimal point, and a 'Clear' button. At the bottom right is a green 'Done' button.



The screenshot shows the 'Financial Shift Detail' screen in the Silver Pro POS system. The screen displays a summary of the shift's financial data, including sales, discounts, taxes, and payments. A red box highlights the 'Declared Cash Amount' field, which contains the value '373.64'.

Employee/Drawer	Started	Closed	Sales, Tax, Charges	Cash/Check Payments	Non-Cash Payments	Non-Cash Tips	Gratuity	Paid In/Out	Owed To Store	Cash/Check Received By Store	Cash/Check Received By
Kimberly Th...	08/11/2017 10:0...		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Financial Shift Detail	
Shift Type: Employee	
Users: Karen Salazar	
Shift Start: 08/11/2017 10:15 AM	
Shift End:	
Shift #: 13300002	
Total Gross Category Sales:	2,148.18 (+)
Discounts/Promotions:	30.99 (-)
Refunds:	116.50 (-)
Inclusive Tax Total:	0.00 (-)
Total Net Category Sales:	2,000.69 (=)
Tax Total:	165.00 (+)
Gift Cards Sold:	0.00 (+)
Gift Card Discounts:	0.00 (-)
Charges:	0.00 (+)
Charges Discounts:	0.00 (-)
Total Net + Tax + GC + Charge:	2,165.69 (=)
Payments (included tips)-	
Cash (20)	490.67
Credit Card (96)	1,684.05 (-)
Total Payments:	2,174.72
Credit Card Tips-	
Credit Card	9.03
Total Credit Card Tips:	9.03 (+)
Gratuity Total:	0.00 (+)
Paid In/Out Total:	-107.00 (+)
TOTAL CASH OWED:	374.64 (=)
Declared Cash Amount:	373.64
Over/Short:	(1.00)

Use External Tag ID for Open Loyalty

Overview

External tag ids are a way to group items for promotions as well as for 3rd party loyalty. In 4.4, for merchants using 3rd party loyalty, Silver Pro will send the external tag id for an item as part of the loyalty API call. Merchants must be using 3rd party loyalty with Send Tags Ids enabled and have assigned external tag ids to their tag groups.

Catering and Drive Thru Order Routing

Overview

In version v4.3, the Catering and Drive Thru order modes were added. In v4.4, Silver Pro can now route kitchen items for Catering and Drive Thru orders based on those order modes.

The screenshot shows the 'Kitchen Routing Setup' page. On the left, there are two buttons: '+ ADD KITCHEN GROUP' and '+ ADD KITCHEN DEVICE'. Below these are two lists of items. The first list, under 'ADD KITCHEN GROUP', includes Grill, Salad, Expo, and Fry. The second list, under 'ADD KITCHEN DEVICE', includes Bar, Coffee label, Expo, Expo Video, Grill, Grill Video, and Salad. Each item in the second list has a 'Device Type' and checkboxes for 'DINE IN', 'TAKEOUT', 'DELIVERY', 'CATERING', and 'DRIVE THRU'. A red box highlights the 'CATERING' and 'DRIVE THRU' columns.

NAME	Device Type	DINE IN	TAKEOUT	DELIVERY	CATERING	DRIVE THRU
Grill	Printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salad	Printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expo	Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expo Video	Video	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grill	Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grill Video	Video	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salad	Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Cash Rounding to POS Transactions export

Overview

For merchants that use Cash Rounding (Canada, Australia), the POS Transactions export file will now include a column for cash rounding.

Fix Device Activation

Overview

Re-introduces the requirement for a Silver Server when merchant is operating in Tableservice mode with 2 or more devices.