



NCR Silver Pro Restaurant Edition



v3.7 Release Notes

Release Date: June 1, 2015

New 3.7 Silver Pro features

- Promotions
- Tags
- Modifier Variations
- EMV
- Configurable Tax for Takeout/Delivery
- Changes to Customer Assignment with Credit Card
- User Role Enhancement for “Time Clock Only” User Roles

Promotions

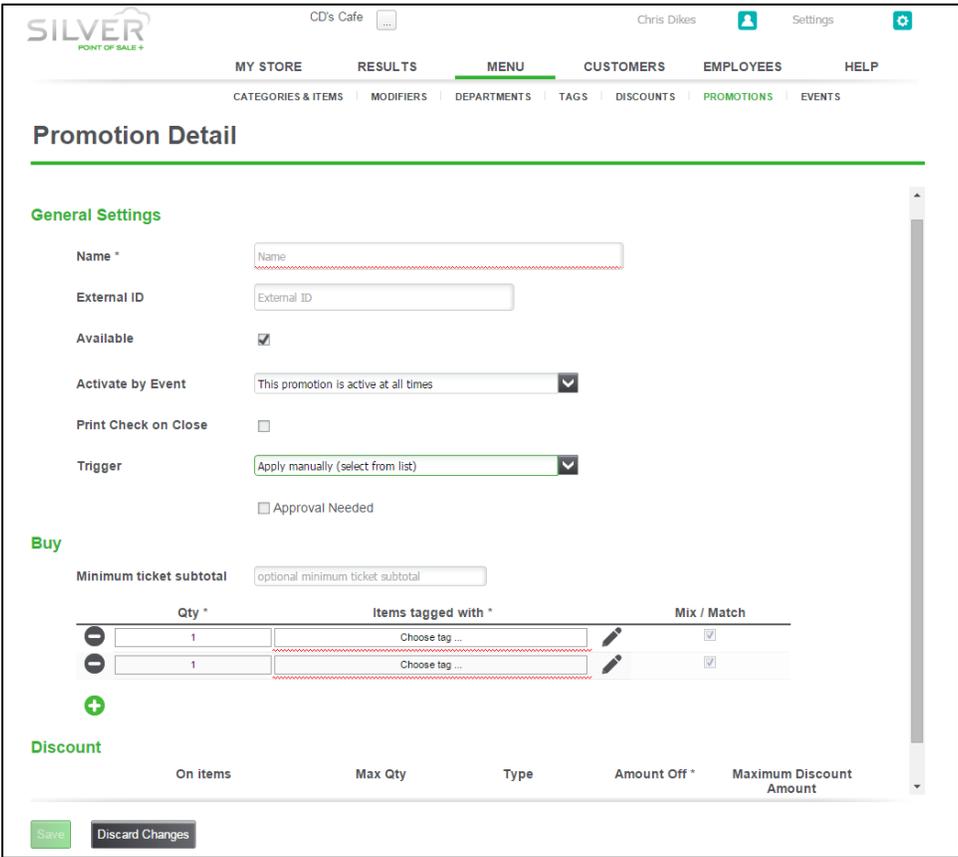
Overview

Promotions are an advanced form of discounts you configure to drive sales in your restaurant. Some examples of the promotions you can create include: BOGOs (Buy One Sandwich Get One Drink Free), combos (Buy One Sandwich, Chips, and Drink for \$7.50), and coupons (Present this coupon to receive 10% off your order).

NCR Silver Pro Restaurant provides a variety of options for creating promotions. When you set up a promotion, you define the parameters through General Settings, Buy, and Discount.

Configuration

Promotions are configured in the Menu section of Silver Back Office.



General Settings involves things such as the name of the promotion, when the promotion is available (all the time or for a specific event), the trigger for the promotion (automatically, apply manually by selecting from a list, or scan a barcode), and whether a manager must approve the promotion.

Buy defines the minimum quantity of items required, the tag containing the items, and the minimum check subtotal necessary, if any. Promotions rely on tags to specify the items

required on a guest check for a promotion discount to apply. You can create tags prior to configuring promotions or you can do so when configuring promotions.

Discount specifies to what the discount applies (all of the items or a specific item), the type of discount (amount off, percentage off, or a set amount), and the amount of the discount. When you select percent off as the discount type, you can define a maximum discount amount to limit the potential dollar amount of the discount.

Refer to product documentation located at <http://customer care.ncrsilver.com> for all of the details on the configuration, operation and reporting of Promotions.

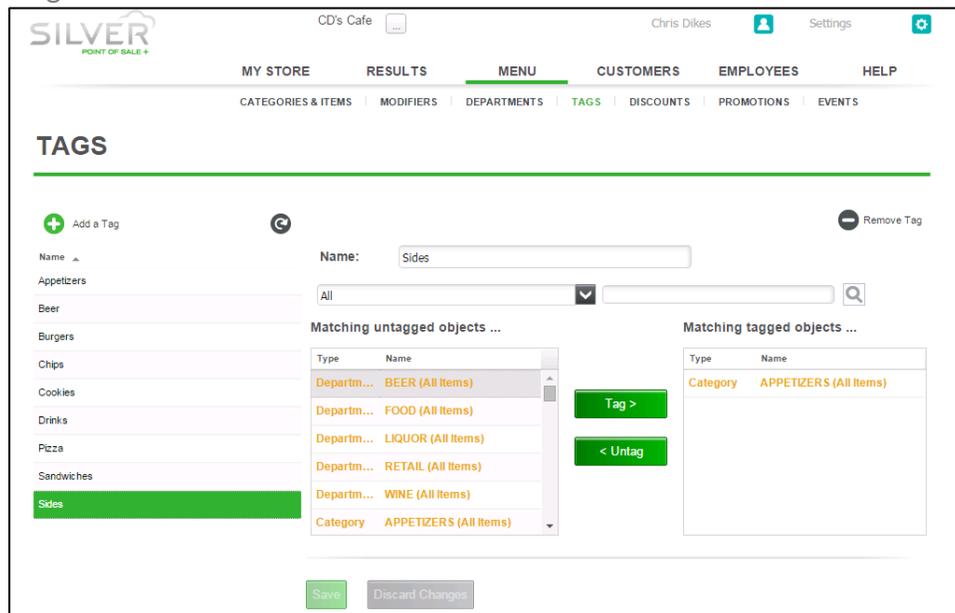
Tags

Overview

Tags are a way to group items together. Initially this will be only used in Promotions but may have other uses in later versions. For example, if a promotion allows a \$1.00 off select entrees but those entrees appear in different categories, they can be grouped together with a common tag. The promotion will then be configured to allow the discount for any item with that tag. Additionally, entire departments or entire categories can be included in the same tag group. Finally, individual item variations can be tagged. For example, if all of your soda items come in a small, medium and large variation, you could tag only the large variation from each item.

Configuration

Tags are configured in Silver Back Office in the Menu section.



Additionally, Items can be tagged directly in the Item Detail screen, Categories can be tagged directly in the Category edit screen and Departments can be tagged directly in the Department edit screen. Tags can also be built on-the-fly as you build a promotion.

Modifier Variations

Overview

In the past, modifier items could be configured with variations (i.e. small, medium, large) but those variations would just be ignored by the POS. In Silver Pro v3.7, a modifier item configured with variations can now be linked to its parent item with identical variations. For example, your restaurant has a pizza that comes in variation sizes small, medium and large. That pizza has a toppings modifier group that lists all available pizza toppings. One of those pizza toppings is "sausage". You can now create a size variation for that sausage modifier and price it according to size. So a small pizza with sausage added would cost \$.50 for the sausage topping but a large pizza with the same sausage topping added would cost \$1.50.

Configuration

First, the modifier items need to have variations. It's important that the variation options match identically to the parent item variation. For example, if the parent item lists "med" as the medium size choice then the modifier item variation also has to read "med". "Medium" in this example would not match.

When linking the modifier variation to the parent item variation, select 'Yes, sell it by variation,' and 'Link modifier variation.'

Edit Modifier

Extra Meat

When this item is sold as a modifier in modifier group "EXTRAS", should it be sold by variation?

No, sell without variations

Yes, sell it by variation (Size)

Link modifier variation

When this item is sold as a modifier in modifier group "EXTRAS", should it be sold with a different price?

No, sell with the default item variation prices

Yes, use the following variation prices:

	DEFAULT	
S	0.50	<input type="text" value="0.50"/>
M	0.75	<input type="text" value="0.75"/>
L	1.25	<input type="text" value="1.25"/>
B	0.65	<input type="text" value="0.65"/>

When item using modifier group "EXTRAS" is sold, should this modifier be applied by default?

Yes

EMV

Overview

Beginning with v3.7, NCR Silver Pro Restaurant supports EMV, a new standard of authenticating credit and debit card transactions. As part of this new method of authenticating credit and debit card payments, EMV requires a new credit card processing terminal, available from NCR. Rather than directly connecting to an iPad as an MSR does, EMV terminals connect to an iPad via Bluetooth.

Transaction processing with EMV involves changes in the way you process and manage credit card transactions. EMV provides for multiple card verification methods, such as PIN and signature. The verification method required depends on a multitude of factors, such as the methods supported by the terminal, the card, the transaction amount, and other factors.

Refer to product documentation located at <http://customercare.ncrsilver.com> for all of details on configuration, operation and reporting of EMV.

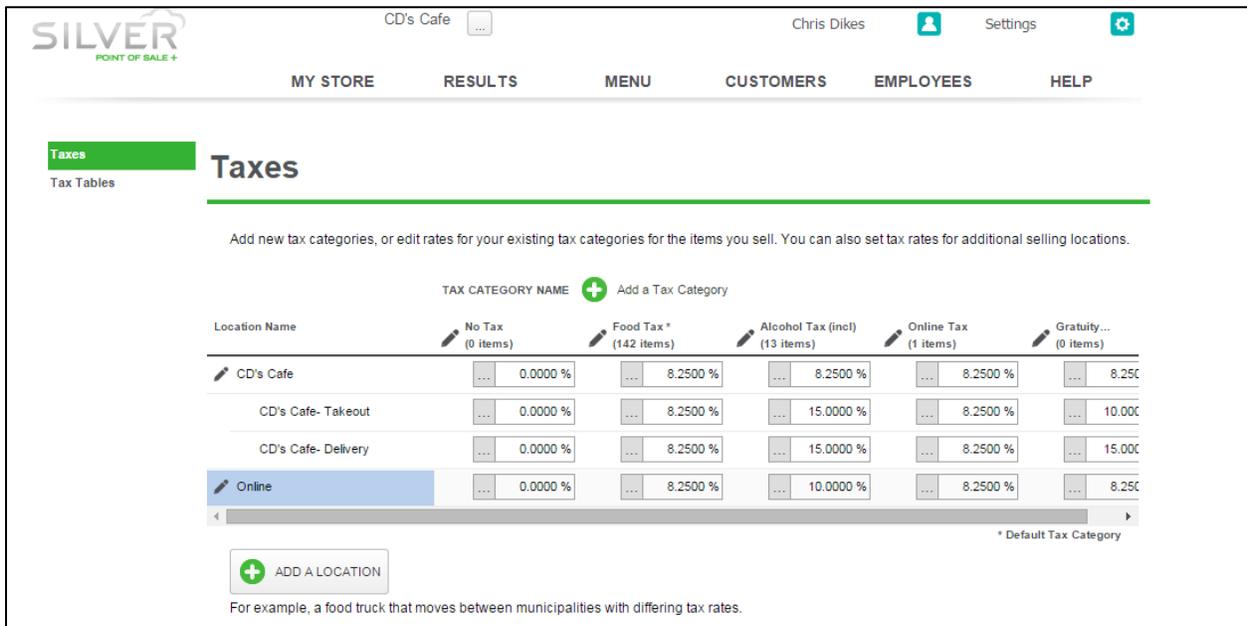
Configurable Tax for Takeout/Delivery

Overview

Some states, Ohio in particular, require a different tax or no tax when food is taken to go. Silver Pro now allows for a different tax to be configured for the Takeout and Delivery order modes.

Configuration

In Silver Back Office, navigate to the tax page: Settings|Taxes.



The screenshot displays the 'Taxes' configuration page in the Silver Pro Back Office. The page title is 'Taxes' and it includes a sub-section for 'Tax Tables'. A green navigation bar at the top contains 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. The main content area features a table with columns for 'Location Name', 'No Tax (0 Items)', 'Food Tax * (142 Items)', 'Alcohol Tax (incl) (13 Items)', 'Online Tax (1 Items)', and 'Gratuity... (0 Items)'. The 'Online' row is selected and highlighted in blue. Below the table is an 'ADD A LOCATION' button and a note: 'For example, a food truck that moves between municipalities with differing tax rates.'

Location Name	No Tax (0 Items)	Food Tax * (142 Items)	Alcohol Tax (incl) (13 Items)	Online Tax (1 Items)	Gratuity... (0 Items)
CD's Cafe	0.0000 %	8.2500 %	8.2500 %	8.2500 %	8.2500 %
CD's Cafe- Takeout	0.0000 %	8.2500 %	15.0000 %	8.2500 %	10.0000 %
CD's Cafe- Delivery	0.0000 %	8.2500 %	15.0000 %	8.2500 %	15.0000 %
Online	0.0000 %	8.2500 %	10.0000 %	8.2500 %	8.2500 %

Changes to Customer Assignment with Credit Card

Overview

Naming an order by swiping a credit card is now more intuitive.

POS Behavior

In Tableservice mode, a user such as a bartender can now more easily name an order with a credit card. After the bartender touches the Assign Customer button to name the tab, they can simply swipe the card immediately. Then they can choose from 3 options: 1) quick name the order based on the name on the card. This will not save that name to the customer database. 2) Using the name on the card, create a new customer that is saved in the customer database. 3) Search the customer database for matching names and choose from that list.

NOTE: this does not capture credit card information for pre-authorization and does not store the card payment information on the order.

The screenshot shows a mobile application interface for assigning a customer to an order. At the top, there is a 'Cancel' button and a 'Customers' title. Below this is a search bar containing 'John L. Smith'. A red arrow points to the search bar with the text: 'Swiping the card with the cursor in this field will pull the name from the card'. Below the search bar is a section titled 'ASSIGN A NAME TO THIS ORDER' which contains the option 'Quick name order "John L. Smith"'. A red arrow points to this option with the text: '1) Quick name the order based on the name from the card'. Below this is a section titled 'CUSTOMER RESULTS' which contains the option 'New Customer "John L. Smith"'. A red arrow points to this option with the text: '2) Add a new customer to your database'. Below this is a list of customer results, with the first entry being 'John L. Smith' with the ID '5551212'. A red arrow points to this entry with the text: '3) Find existing customers already in your database'.

User Role enhancement for “Time Clock Only” User Roles

Overview

There is now a specific user role field, Time Clock Only, for those user roles such as cook or dishwasher that only use the POS for clocking in and clocking out.