



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.

Promotion Detail

General Settings

Name *

External ID

Available ☒

Activate by Event

Print Check on Close ☐

Trigger

☐ Approval Needed

Buy

Minimum ticket subtotal

Qty *	Items tagged with *	Mix / Match
<input type="text" value="1"/>	<input type="text" value="Choose tag ..."/>	<input checked="" type="checkbox"/>
<input type="text" value="1"/>	<input type="text" value="Choose tag ..."/>	<input checked="" type="checkbox"/>

Discount

On items	Max Qty	Type	Amount Off *	Maximum Discount Amount
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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://customercare.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.

The screenshot shows the Silver Back Office interface for configuring tags. The top navigation bar includes 'MY STORE', 'RESULTS', 'MENU' (selected), 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this, there are sub-navigation links: 'CATEGORIES & ITEMS', 'MODIFIERS', 'DEPARTMENTS', 'TAGS' (selected), 'DISCOUNTS', 'PROMOTIONS', and 'EVENTS'. The main heading is 'TAGS'. On the left, there is a sidebar with a list of categories: Appetizers, Beer, Burgers, Chips, Cookies, Drinks, Pizza, Sandwiches, and Sides. The 'Sides' category is selected. The main content area shows the 'Name' field set to 'Sides'. Below this, there are two lists: 'Matching untagged objects' and 'Matching tagged objects'. The 'Matching untagged objects' list includes items like BEER (All Items), FOOD (All Items), LIQUOR (All Items), RETAIL (All Items), WINE (All Items), and APPETIZERS (All Items). The 'Matching tagged objects' list is currently empty. Buttons for 'Tag >' and '< Untag' are visible between the lists. At the bottom, there are 'Save' and 'Discard Changes' buttons.

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

Save Changes

Remove Modifier

Cancel

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.

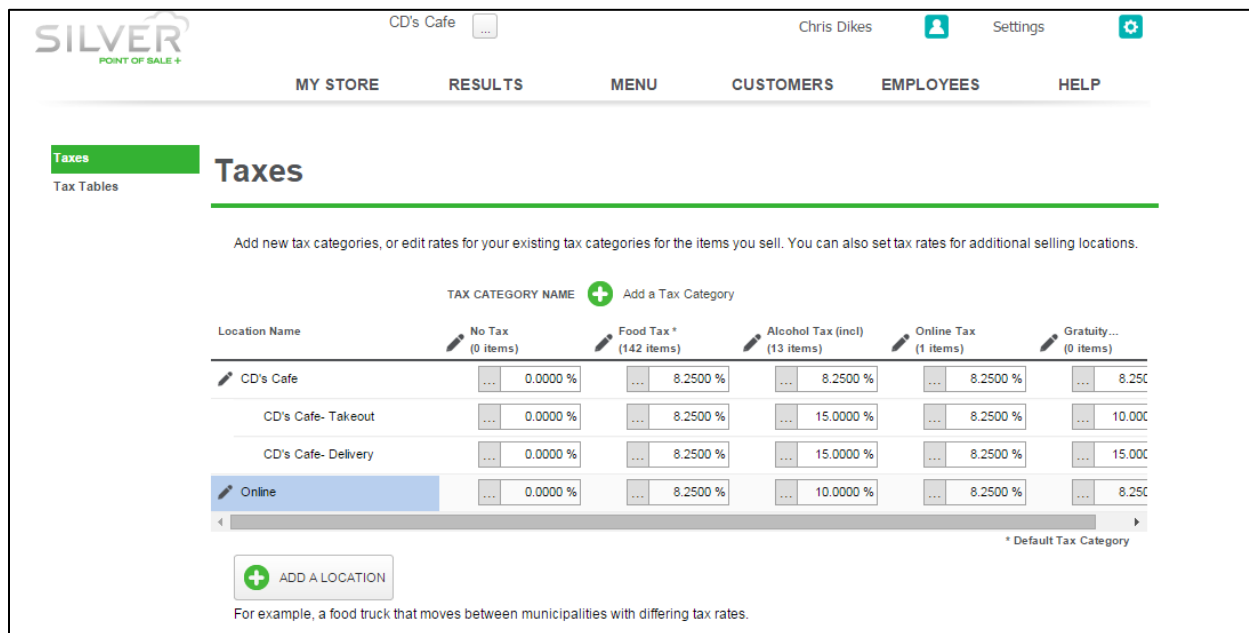
Configurable Tax for Takeout/Delivery

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.



SILVER POINT OF SALE +

CD's Cafe Chris Dikes Settings

MY STORE RESULTS MENU CUSTOMERS EMPLOYEES HELP

Taxes

Tax Tables

Add new tax categories, or edit rates for your existing tax categories for the items you sell. You can also set tax rates for additional selling locations.

TAX CATEGORY NAME + Add a Tax Category

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 %

* Default Tax Category

+ ADD A LOCATION

For example, a food truck that moves between municipalities with differing tax rates.

Changes to Customer Assignment with Credit Card

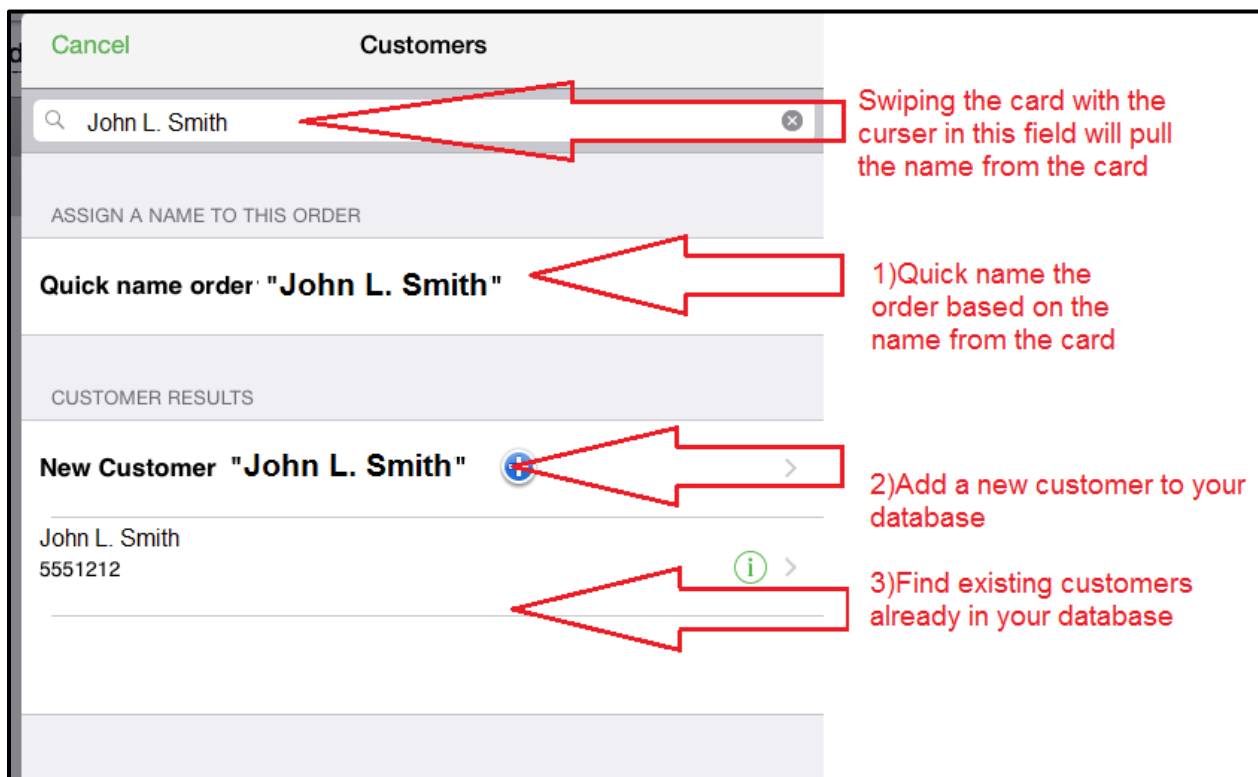
Overview

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.



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.