



NCR Silver Pro Restaurant Edition



v4.2 Release Notes

Release Date: March 13, 2017

New 4.2 Silver Pro features

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POS Favorites

Overview

A new favorites category on the POS is a way to organize your best selling items into 1 category. For example, if you sell alcohol and you want your top 5 beers, most popular mixed drinks, some wines and top appetizers all grouped together, you can designate those items as favorites. Those items will now appear in a new category on the POS as well as also appear in their original category.

Configuration

In Silver Back Office, in Categories and Items, you'll now see a new category at the top of your category list. The FAVORITES category will always appear at the top of the list and cannot be moved. If no items are designated as a favorite, then this category will not show on the POS.

To add items to the favorites category, click on that Item to see Item Details. Check the box next to "Add this item to Favorites".

The screenshot shows the 'Coors light' item details page in the Silver Back Office. The page has 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', 'PROMOTIONS', 'PRICE LISTS', and 'MORE ...'. The main title is 'Coors light'. To the right of the title are three icons: 'Basic Item Setup', 'Remove Item', and 'Duplicate'. Below the title is a note: '* Indicates required field.' The 'General Information' section contains the following fields:

- Category ***: A dropdown menu with 'BEER' selected.
- Item Name ***: A text input field containing 'Coors light'.
- Printer Group**: A dropdown menu with 'Bar' selected.
- Print Priority**: A numeric input field with '50'.
- Availability**: Three checkboxes: 'This item is active at POS' (checked), 'This item is active Online' (unchecked), and 'Add this item to Favorites' (checked and highlighted with a red box).
- Description**: A text input field with the placeholder 'Long Name (30 char max)'.
- Item Type**: Two checkboxes: 'Menu Item' (checked) and 'Modifier Item' (unchecked).
- Item Modifiers**: A button labeled 'Assign Modifier Groups...'.
- Modifier Groups**: A button labeled 'Assign to Groups...'.

POS Behavior

On the POS, the Favorites category will always show first in the list and be designated with the star.

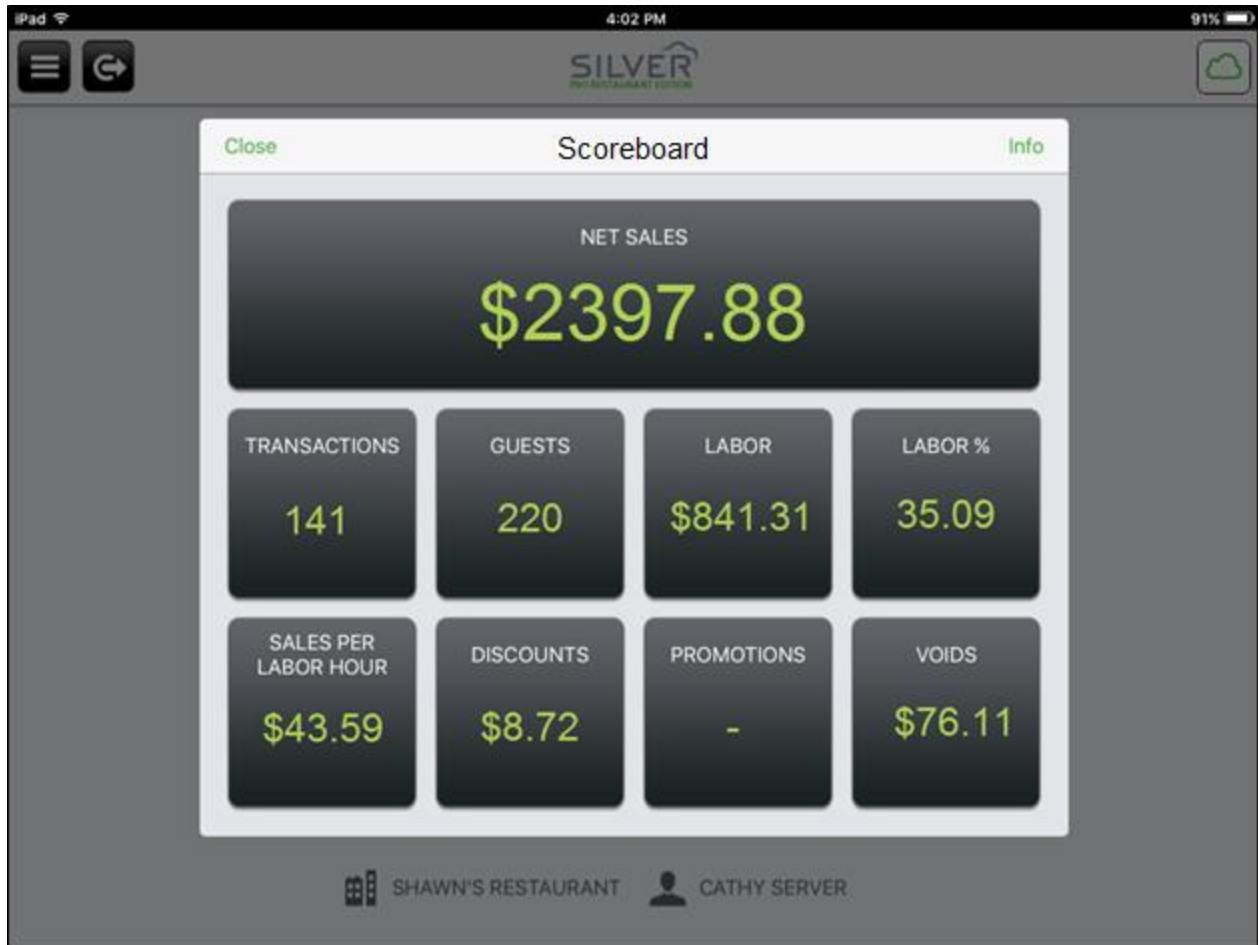


Silver Scoreboard

Overview

The Silver Pro Restaurant Edition v4.2 POS app now has Silver Scoreboard included on the home page. No configuration is required with the exception of user role permissions. Any user wanting to access this feature must have the POS Settings access level assigned to their user role.





Advanced Guest Counting

Overview

Silver Pro now includes more methods for counting guests. In our Tableservice mode, guests can be counted by occupied seat (the default method), by a guest count prompt, or by items when items are configured to count as a guest.

In Quickservice mode, guests can be counted as 1 guest per transaction (the default method), by prompt or by item.

Configuration

To set the guest count method for your store, go to Silver Back Office>Settings>Store>Store Options and choose the guest count method that works best for your operation.

When using the 'By Item' method, you'll now need to configure your items that will count guests. For example, you may want to have all Main Course items count as 1 guest. Optionally, some large sharable items such as a pizza can count as more than 1 guest.

The screenshot shows the 'MENU' tab in the NCR Silver Pro Restaurant Edition interface. The item being edited is 'Cheeseburger'. The 'Tax and Pricing' section contains the following fields:

- Sold by ***: Radio buttons for 'Each' (selected) and 'Weight/Measure'.
- Sales Price ***: Input field with '3.50' and a checkbox for 'Prompt for Price at POS'.
- Guest Count**: Input field with '0', highlighted with a red box.
- Tax Category ***: Dropdown menu showing 'Food Tax'.
- Unit Cost**: Input field with '0.00'.

At the bottom, there is a 'Price Lists' section with columns for 'NAME' and 'PRICE', and a row of buttons: 'Save', 'Save and Add Another', 'Discard Changes', and 'Close'.

When using the 'By Prompt' method, the POS user will be prompted to enter the guest count during the ticket close process.

The screenshot shows a 'Guest Count' prompt dialog box. It has a title bar with 'Cancel' and 'Guest Count'. The main text says 'ENTER THE GUEST COUNT FOR THIS TICKET'. Below this, there is a label 'Guest Count' and a numeric input field showing '1'. A numeric keypad is displayed with buttons for digits 0-9, a backspace button, a 'Clear' button, and a 'Done' button.

Extend Automatic Charges to Dine In

Overview

This optional feature allows a merchant to automatically add a charge to every 'Dine In' transaction. The intention of this feature was to cover municipalities and other tax jurisdictions that impose a special surcharge on orders. Those surcharges are typically subject to regular sales tax. There are 2 examples of this for reference; In San Francisco, qualifying businesses located within San Francisco are required to provide a mandated minimum health care benefit to their employees. To defray the cost, many businesses have raised their prices on the goods and services they sell. However, some businesses have chosen to add a surcharge to their receipts instead of raising their selling prices. The surcharge may either be a flat fee or a percentage of the selling price. Please note, when a surcharge is separately added to any taxable sale, the surcharge is also subject to sales tax. This surcharge is referred to as the San Francisco Health Care Security Ordinance Surcharge (SFHCSO).

In Nebraska, cities can impose an occupational tax. To generate revenue, any class of city may collect a "privilege or license tax" on an occupation or business within its boundaries. This is commonly referred to as an occupation tax. The tax must be applied uniformly and fairly to the types of businesses on which it is imposed. The most common types of businesses affected are hotel operators, car rental companies, telecommunications providers, restaurants, and bars.

These are just 2 examples but many more exist. NCR recommends using the Charge feature within Silver Pro to handle these situations.

Silver Back Office Configuration

First, define your new surcharge in Charges (Silver Back Office>Settings>Charges). Then, in Silver Back Office>Settings>Store>Store Options, apply your new charge to the Dine In charge option and save.

COINCR

SILVER

Shawn

Settings

MY STORERESULTSMENUCUSTOMERSEMPLOYEESHLP

Store Configuration

Store Options

Store Options

Enable Gratuity

☒

Subtract Tip and Gratuity totals from cash calculations in financial shifts?

☒

Enable Takeout / Delivery

☐

Dine In Charge

SFHCSO Surcharge

Enable Breaks:

☒

Enforce

30

minute minimum break

Online Ordering:

Automatically close pre-paid orders?

☐

Takeout Download Threshold (in minutes)

30

Delivery Download Threshold (in minutes)

60

Guest Count Method:

By Seat

☐

By Item

☐

By Prompt

☐

Save

Discard Changes

Adjust Tip Restrictions

Overview

This feature is simply new behavior for existing functionality. If your Silver Pro system is configured to allow tips on credit cards, and your customers sign for their credit cards on the device (rather than on a paper voucher), then we now restrict any tip entered by the customer from being adjusted by the POS user. Managers with the “Adjust Tips for Others” can override this restriction.

NCR

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Shawn Hagist

Settings

MY STORE

RESULTS

MENU

CUSTOMERS

EMPLOYEES

HELP

EMPLOYEES

USER ROLES

User Roles

Sort User Role Rank

+

Add a User Role

	<div></div> BAR	<div></div> COOK	<div></div> DAY BAR	<div></div> HOST	<div></div> SERVER	<div></div> STORE MANAGER
POS Access (All)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
POS (All)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Time Clock Only	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Can Close Orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>
Declare Tips	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Void Items/Ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>
Apply Discounts/Promotions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Approve Discounts/Promotions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>
Exempt Tax	<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recall Any Order	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reopen Ticket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>
Category/Item Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>
Pending Credit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Edit Multiple Items-Change for Multi-Sites

Overview

For merchants using Silver Pro in multi-site, we've made some changes to how the 'Edit Multiple Items' feature works both at the Company and Store level. In previous versions, the Edit Multiple Items feature was not available at all at the Store level, and a more recent version provided ability to assign multiple items to multiple stores at once using this feature. However, starting with the premise that when a new store is added, the new store inherits (is assigned) ALL items in the database, the predominant need is not to assign a large group of items to a set of stores but rather to un-assign a group of items from a specific store.

In v4.2, at the Company level:

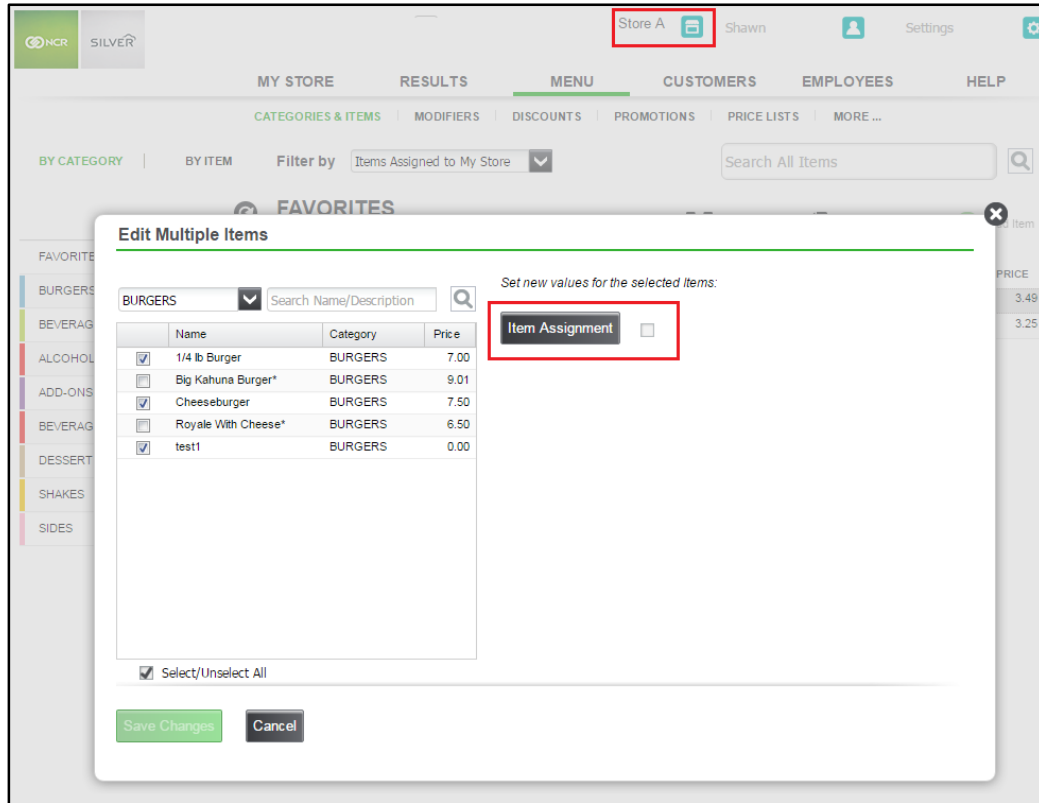
- Store assignment is no longer an option

AND

at the Store level:

- Store assignment is the only option

The screenshot shows the NCR Silver Pro Restaurant Edition interface. The 'Edit Multiple Items' dialog box is open, displaying a table with columns 'Name', 'Category', and 'Price'. The 'Set new values for the selected items' section includes dropdowns for 'Category', 'Tax Category', 'Printer Group', and 'Print Priority', each with a checkbox. A red box highlights the 'Category' dropdown. To the right of the dropdowns are checkboxes for 'Is Menu Item?' and 'Is Modifier?'. Below these are two sections: 'Modified by these Groups:' and 'Member of Modifier Groups:', each with an 'Include' button and a list of modifier groups (BURGER ADD-..., MW 001, MW 002). At the bottom of the dialog are buttons for 'Save Changes', 'Delete Selected', and 'Cancel'.



Again starting with the premise that a new store added to the multi-site will be assigned all items in the menu and you need to de-assign multiple items from a store:

- At the store level, the database administrator would first log into the new store in Silver Back Office.
- After clicking the Edit Multiple Items button, the admin would then select all items that should not be assigned to this store.
- Finally, after clicking the Item Assignment, the items can be de-assigned from this store.

Update End Drawer Shift Dialog

Overview

For merchants using Drawer Shifts, the End Shift process is now more intuitive. When a cash drawer user ends their shift, they typically separate the cash counted into 2 totals: declared cash and starting/ending bank. The bank amount is represented on the screen as the “Leave in drawer” amount. The rest of the cash is the amount being declared. The new user interface more clearly displays the difference in these 2 amounts and totals them at the bottom as the total cash counted in the drawer.

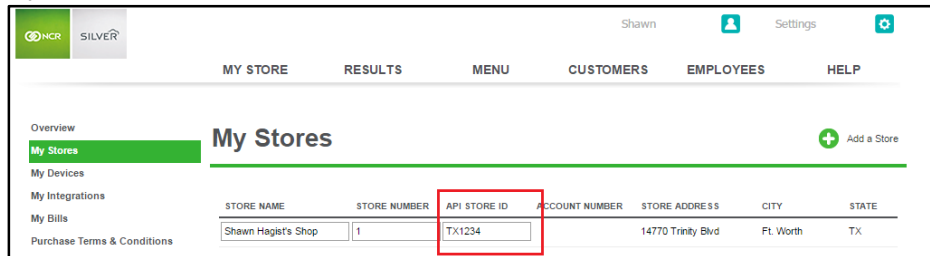
The screenshot shows an iPad screen with the 'End Shift' dialog open. The dialog has a title bar with 'Cancel' and 'End Shift' buttons. Below the title bar, it says 'SHIFT OPENED: 1/20/2017, 2:15 PM'. The main content area shows three rows: 'Declared Cash' with a value of 622.50, 'Leave in drawer' with a value of 100.00, and 'Total Cash' with a value of 722.50. A red box highlights the input fields for 'Declared Cash' and 'Leave in drawer'. Below the dialog is a numeric keypad with buttons for digits 0-9, a backspace button, a 'Clear' button, and a green 'Done' button.

Category	Value
Declared Cash	622.50
Leave in drawer	100.00
Total Cash	722.50

API Store Number (Alphanumeric)

Overview

This new field created in Silver Back Office allows third party integrators, such as Online Ordering or Loyalty, to interface with the Silver system through a special store number. This number allows alphanumeric store IDs.



The screenshot shows the 'My Stores' page in the Silver Back Office. The page has a navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. On the left, there's a sidebar with 'Overview', 'My Stores' (selected), 'My Devices', 'My Integrations', 'My Bills', and 'Purchase Terms & Conditions'. The main content area shows a table of stores. The 'API STORE ID' column is highlighted with a red box, showing the value 'TX1234'.

STORE NAME	STORE NUMBER	API STORE ID	ACCOUNT NUMBER	STORE ADDRESS	CITY	STATE
Shawn Hagist's Shop	1	TX1234		14770 Trinity Blvd	Ft. Worth	TX

Other Changes

Validation for Online Ordering

Overview

Silver Pro now checks the number of characters for each address line to ensure it does not exceed a 40-character maximum limit.

AU Localization

Overview

Minor changes to the spelling of some English words in both the POS and Silver Back Office.

Discount Approval Audit - Add Auto App Info

Overview

When the manager approves his/her own discounts, Silver Pro will now capture the manager as the approving manager rather than reporting nothing.

Add Cash Rounding Factor to Financial Shift Detail Page

Overview

In Silver Back Office>Financial Shifts, when a shift is clicked to show the details, we'll now show any Cash Rounding (if used)

API EMV-Expose Card Type Name

Overview

Added the ability to identify the credit card type used by customers for merchants using EMV, so that I can aggregate the credit card payments by card type.