

**Reports Guide  
for  
Silver Pro Restaurant Edition**



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## RESULTS

The RESULTS menu heading includes links to REPORTS, POS TRANSACTIONS, LABOR SHIFTS, FINANCIAL SHIFTS, and CREDIT SETTLEMENT.

## REPORTS

The reports in Silver Back Office enable you to analyze and monitor your restaurant. NCR Silver Pro divides the Silver Back Office reports into four sections: Operations, Sales, Customers, and Lists. All of the reports, except for lists, allow you to customize the time period for the report. You can either print the reports, or export the reports into several different formats.

### KEY BENEFITS OF THE SILVER BACK OFFICE REPORTS

The following is a list, in menu order, of the NCR Silver Pro reports available to you and their key benefits:


| Report               | Description   |
|----------------------|---|
| Store Summary        | Provides you with a summary of your sales activity for a selected time period.  |
| Device Activity      | Enables you to review the sales activity entered through each device.   |
| Employee Activity    | Enables you to review the sales activity entered by each employee.  |
| Location Activity    | Enables you to review the sales activity for each location.   |
| Discounts and Promos | Provides you with an overview of the discounts and promotions redeemed in your restaurant.                                      |
| Taxes                | Provides you with a breakdown of the taxes collected by tax jurisdiction.   |
| Labor Shifts         | Enables you to review the times your employees clock in and out and the total hours worked for a selected time period.          |
| Tips                 | Provides a report of the total amount of credit card tips declared by an employee.  |
| Offline Credit       | Enables you to review the offline credit transactions and their settlement status.  |
| Void Audit           | Provides you with a list and amount of the voided and cleared items entered by each employee according to date and transaction. |
| Department Sales     | Enables you to track the sales activity for each department.  |
| Item Sales           | Enables you to track the sales activity for each item.  |



|                         |   |
|-------------------------|---|
| Modifier Sales          | Enables you to track the sales activity for each modifier.                                    |
| Sales Summary           | Provides you with an overview of your sales and enables you to look for sales trends.         |
| Hourly Sales            | Provides you with a breakdown of your sales by hour and enables you to look for sales trends. |
| Bulk Email              | Enables you to track the effectiveness of your marketing email messages.                      |
| Customer Notes          | Displays the notes entered for your customers.  |
| Customer Sales          | Provides you with a sales summary by customer.  |
| House Accounts          | Provides you with a list of house accounts.   |
| House Accounts Activity | Enables you to view the activity for all of your house accounts.                              |
| Items                   | Displays all of the items on your menu according to category.                                 |
| Customers               | Displays a list of all of your customers.   |
| Employee List           | Displays a list of active employees with their user role and contact information.             |
| Devices                 | Displays a list of all devices associated with your restaurant.                               |

## ACCESSING A REPORT

You can easily access and run a report in Silver Back Office.

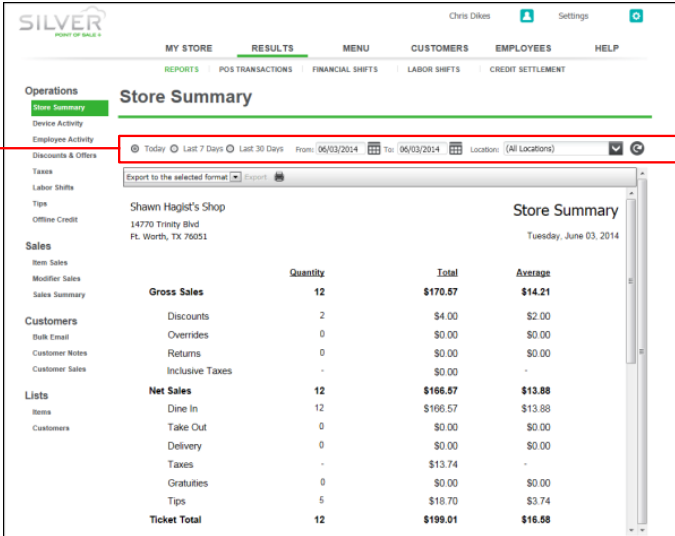
1. Log in to **Silver Back Office** through a Web browser.
2. Select **Results > Reports**.
3. Click the **report** you want to run. When you select a report, the system automatically generates the report. If you configure the report, such as the time period, or add a filter to the report, click  to refresh the report data.

## CHOOSING A REPORT DATE RANGE

The reports in Silver Back Office allow you to select a specific date or date range to run the report. The Reports function contains pre-configured dates and date ranges for you to use, or you can select your own date or date range.

**To select a date range for the report:**

1. On the Reports menu, select a **report** to run. The system generates the report in the Report Preview screen.



date range selection


**Store Summary**  
Tuesday, June 03, 2014

|                     | Quantity | Total    | Average |
|---------------------|----------|----------|---------|
| <b>Gross Sales</b>  | 12       | \$170.57 | \$14.21 |
| Discounts           | 2        | \$4.00   | \$2.00  |
| Overrides           | 0        | \$0.00   | \$0.00  |
| Returns             | 0        | \$0.00   | \$0.00  |
| Inclusive Taxes     | -        | \$0.00   | -       |
| <b>Net Sales</b>    | 12       | \$166.57 | \$13.88 |
| Dine In             | 12       | \$166.57 | \$13.88 |
| Take Out            | 0        | \$0.00   | \$0.00  |
| Delivery            | 0        | \$0.00   | \$0.00  |
| Taxes               | -        | \$13.74  | -       |
| Gratuities          | 0        | \$0.00   | \$0.00  |
| Tips                | 5        | \$18.70  | \$3.74  |
| <b>Ticket Total</b> | 12       | \$199.01 | \$16.58 |

2. Select one of the pre-configured **date ranges**, such as 'Today,' 'Yesterday,' 'Last 7 Days,' and 'Last 30 Days.'

-OR-

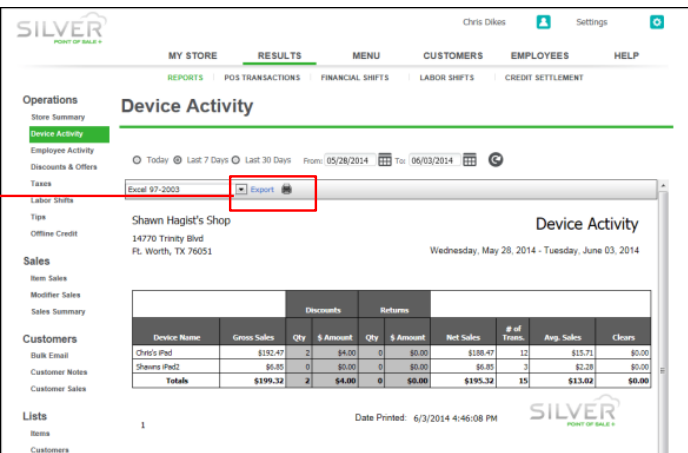
Under 'From,' and 'To,' use the **right** and **left arrows** to select a **start** and **end date**.

3. Click  to refresh the report data. The report appears in the Report Preview screen.

## EXPORTING REPORT DATA

You can export each report in Silver Back Office to a variety of file formats. For example, you may want to export your Customers list to an Excel file to create a 'Mail Merge' with Microsoft® Word®.

1. On the Reports menu, select, configure, and generate a **report**. The report appears in the Report Preview screen.
2. In the Report Preview toolbar, select a **format** to which to export your report data from the drop-down list.



Export button

**Device Activity**  
Wednesday, May 28, 2014 - Tuesday, June 03, 2014

| Device Name   | Gross Sales     | Qty      | \$ Amount     | Qty      | \$ Amount     | Net Sales       | # of Trans | Avg. Sales     | Churn         |
|---------------|-----------------|----------|---------------|----------|---------------|-----------------|------------|----------------|---------------|
| Chris's iPad  | \$152.47        | 2        | \$4.00        | 0        | \$0.00        | \$148.47        | 12         | \$12.37        | \$0.00        |
| Shawn's iPad2 | \$6.85          | 0        | \$0.00        | 0        | \$0.00        | \$6.85          | 3          | \$2.28         | \$0.00        |
| <b>Totals</b> | <b>\$159.32</b> | <b>2</b> | <b>\$4.00</b> | <b>0</b> | <b>\$0.00</b> | <b>\$155.32</b> | <b>15</b>  | <b>\$10.35</b> | <b>\$0.00</b> |

Date Printed: 6/3/2014 4:46:08 PM



3. Click **Export**. A Windows prompt appears.
4. Click **Save As** from the drop-down list at the bottom of the screen. The 'Save As' screen appears.
5. Navigate to a **folder** on your system to save the file.
6. Type a **file name** that best meets your operational needs.
7. Click **Save**.



## STORE SUMMARY REPORT

The Store Summary report enables you to review a summary of your sales activity for a selected time period. You can view such things as gross sales, net sales, payment types, discounts, price overrides, and more. If you operate multiple locations, the Store Summary report defaults to All Locations; however, you can filter the report to display only the results of one location.

1. On the Reports menu, select **Store Summary**. The system generates a report for All Locations for Today.
2. For restaurants with multiple locations, click to select a **location** from the drop-down list.
3. Click in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen. New screenshot

|   |                 |   |                |
|---|-----------------|---|----------------|
| CD's Cafe<br>14770 Trinity Blvd<br>Fort Worth, TX 76135 |                 | Store Summary<br>Tuesday, July 21, 2015 |                |
|   | <b>Quantity</b> | <b>Total</b>                            | <b>Average</b> |
| <b>Gross Sales</b>                                      | <b>16</b>       | <b>\$306.85</b>                         | <b>\$19.18</b> |
| Gross Refunds   | 1               | \$30.00                                 | \$30.00        |
| Discounts & Promos                                      | 9               | \$21.53                                 | \$2.39         |
| Overrides   | 0               | \$0.00                                  | \$0.00         |
| Inclusive Taxes   | -               | \$1.14                                  | -              |
| <b>Net Sales</b>  | <b>16</b>       | <b>\$254.18</b>                         | <b>\$15.89</b> |
| Dine In   | 13              | \$167.18                                | \$12.86        |
| Take Out  | 1               | \$40.00                                 | \$40.00        |
| Delivery  | 2               | \$47.00                                 | \$23.50        |
| Taxes   | -               | \$23.20                                 | -              |
| Gratuities  | 2               | \$14.00                                 | \$7.00         |
| Tips  | 5               | \$35.56                                 | \$7.11         |
| Gift Cards Sold   | 2               | \$90.00                                 | \$45.00        |
| Gift Cards Discounts                                    | 1               | \$6.00                                  | \$6.00         |
| Charges   | 3               | \$15.00                                 | \$5.00         |
| Charges Discounts                                       | 1               | \$2.00                                  | \$2.00         |
| <b>Ticket Total</b>                                     | <b>17</b>       | <b>\$423.94</b>                         | <b>\$24.11</b> |
| <b>Payment Types</b>                                    | <b>Quantity</b> | <b>Tip Amount</b>                       | <b>Amount</b>  |
| CASH  | 7               | \$0.00                                  | \$192.40       |
| CREDIT  | 8               | \$35.56                                 | \$219.20       |
| PrePaid   | 1               | \$0.00                                  | \$16.78        |
| <b>Payins</b>   | <b>Quantity</b> | <b>Amount</b>                           |                |
| Payouts   | 0               | \$0.00                                  |                |
| Cash Deposits   | 2               | \$25.00                                 |                |
| <b>Charges</b>  | <b>Quantity</b> | <b>Charge Amount</b>                    |                |
| Takeout A   | 1               | \$5.00                                  |                |
| Delivery  | 2               | \$10.00                                 |                |
| <b>Tax Categories</b>                                   | <b>Rate %</b>   | <b>Taxable Subtotal</b>                 | <b>Amount</b>  |
| Alcohol Tax   | 8.2500          | \$13.86                                 | \$1.14         |
| Food Tax  | 8.2500          | \$153.32                                | \$12.65        |
| Food Tax - Delivery                                     | 8.2500          | \$55.00                                 | \$4.54         |
| Food Tax - Takeout                                      | 8.2500          | \$45.00                                 | \$3.71         |
| Gratuity Tax  | 8.2500          | \$14.00                                 | \$1.16         |
| <b>Discount &amp; Promotion Names</b>                   | <b>Quantity</b> | <b>Discount Amount</b>                  |                |
| \$5 Off   | 1               | \$5.00                                  |                |
| \$5Off your first visit                                 | 1               | \$5.00                                  |                |
| % Off Item  | 4               | \$6.63                                  |                |
| 2 off item  | 1               | \$2.00                                  |                |
| amount prompted   | 3               | \$4.00                                  |                |
| Large Wiches Meal Deal                                  | 1               | \$4.90                                  |                |
| <b>Voided</b>   | <b>Quantity</b> | <b>Voided Amount</b>                    |                |
| Cleared Items   | 73.28           | \$286.61                                |                |
| Voided Items  | 49              | \$147.25                                |                |
| <b>Labor</b>  | <b>Labor %</b>  |   |                |
| \$0.00  | 0.00%           |   |                |
| <b>Guest Counts</b>                                     |                 |   |                |
| 17  |                 |   |                |



| # | Column              | Description  |
|---|---------------------|--|
| 1 | Header              | <p>Header includes:</p> <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul>  |
| 2 | Gross Sales         | <p>Gross Sales calculates your total number of sales tickets and your total amount of sales before gross refunds, discounts, overrides, and inclusive taxes.</p> <p>For each line item in the Gross Sales section, the system summarizes as follows:</p> <p>Gross Refunds — The total number of refund tickets, the total amount of refunds, and the average refund amount per ticket.</p> <p>Discounts — The total number of discounts, the total amount of discounts, and the average discount amount per ticket. The total number of discounts includes Gift Cards Discounts, but the total amount of discounts does not. The Discounts section of the report provides a breakdown of the discounts.</p> <p>Overrides — The total number of overrides, the total amount of overrides, and the average override amount per ticket.</p> <p>Inclusive Taxes — The total amount of inclusive taxes collected.</p> |
| 3 | Net Sales           | <p>Net Sales calculates your total number of sales tickets and your sales amount after subtracting gross refunds, discounts, overrides, and inclusive taxes. For each order mode, the system summarizes the total number of tickets, the total amount of net sales, and the average dollar amount per ticket. You will also see a breakout of the order types used in Net Sales.</p>   |
| 4 | Miscellaneous Items | <p>The Miscellaneous Items section summary includes:</p> <p>Taxes — The total amount of taxes collected.</p> <p>Gratuities — The total number of tickets with gratuities, the total amount of gratuities, and the average gratuity amount per ticket.</p> <p>Tips — The total number of tickets with credit card tips, the total amount of credit card tips, and the average credit card tip amount per ticket.</p> <p>Gift Cards Sold — The total number of gift cards sold, the total amount of gift cards, and the average gift card amount.</p> <p>Gift Cards Discount — The total number of gift card discounts, the total amount of gift card discounts, and the average gift card discount amount.</p>  |





|   |                   |   |
|---|-------------------|---|
|   |                   | <p>Charges— The total number of charges applied, the total amount of charges, and the average charge amount.</p> <p>Charges Discounts — The total number of charges discounts, the total amount of charges discounts, and the average charge discount amount.</p> <p>No Sales – The amount of no sales completed.</p>   |
| 5 | Ticket Total      | <p>The Ticket Total summary includes:</p> <ul style="list-style-type: none"> <li>• The total number of tickets, calculated as: Gross Sales tickets + Gross Refunds tickets.</li> <li>• The total amount of sales, calculated as: Net Sales + Taxes + Gratuities + Tips + Gift Cards Sold - Gift Cards Discounts + Charges -Charges Discounts.</li> <li>• The average dollar amount per ticket.</li> </ul> |
| 6 | Payment Types     | <p>Payment Types includes a summary of payments received by tender. The summary includes:</p> <ul style="list-style-type: none"> <li>• The number of tickets.</li> <li>• The total amount of tips received.</li> <li>• The total amount of the sale, not including tips.</li> <li>• The total amount of the transaction, including tips.</li> </ul>   |
| 7 | Cash Transactions | <p>Cash Transactions includes a summary of your cash transactions by transaction type. The summary includes:</p> <ul style="list-style-type: none"> <li>• The name of the cash transaction.</li> <li>• The number of cash transactions by type.</li> <li>• The total amount of cash transactions by type.</li> </ul>  |
| 8 | Charges           | <p>Charges summarizes the charges assessed. The summary includes:</p> <ul style="list-style-type: none"> <li>• The name of the charge.</li> <li>• The total amount assessed for the specified charge.</li> </ul>  |



|    |                            |   |
|----|----------------------------|---|
| 9  | Tax Categories             | <p>Tax Categories summarizes the collected sales taxes according to category. The summary includes:</p> <ul style="list-style-type: none"> <li>• The name of the tax category.</li> <li>• The tax rate for the category.</li> <li>• The sum subtotal of all transactions for the tax category.</li> <li>• The total amount collected for the tax category.</li> </ul> |
| 10 | Discount & Promotion Names | <p>Discount &amp; Promotion Names summarizes the discounts and promotions redeemed by discount and offer. The summary includes:</p> <ul style="list-style-type: none"> <li>• The name of the discount and offer.</li> <li>• The total number of discounts and offers redeemed by discount.</li> <li>• The total amount of money discounted by discount.</li> </ul>    |
| 11 | Voids                      | <p>Voids summarizes the items deleted. The summary includes:</p> <ul style="list-style-type: none"> <li>• The total number of clears.</li> <li>• The total dollar amount of the cleared items.</li> <li>• The total number of voids.</li> <li>• The total dollar amount of the voided items.</li> </ul>   |
| 12 | Labor                      | <p>Labor summarizes the cost of labor. The summary includes:</p> <ul style="list-style-type: none"> <li>• The total dollar amount of hourly labor.</li> <li>• The percentage of hourly labor costs relative to net sales. The system calculates the percentage as follows: Total labor amount divided by total net sales.</li> </ul>                                  |
| 13 | Guest Counts               | <p>(Table Service only) The total number of guest counts, calculated as the total number of seats on a ticket.</p>  |

## DEVICE ACTIVITY REPORT

The Device Activity report enables you to review the sales activity entered through each device. Use the report to identify terminals with exceptional sales, and to check for any unusual activity, such as excessive discounts or refunds. You can view the gross sales, the number and amount of discounts, the total number of transactions, the average sales per ticket, and more.

City Deli

14770 Trinity Blvd  
Ft. Worth, TX 76051

Device Activity

Wednesday, October 15, 2014 - Tuesday, October 21, 2014

|               |                   | Discounts & Promotions |               | Refunds  |               |                   |             |                |                      |                     |
|---------------|-------------------|------------------------|---------------|----------|---------------|-------------------|-------------|----------------|----------------------|---------------------|
| Device Name   | Gross Sales       | Qty                    | \$ Amount     | Qty      | \$ Amount     | Net Sales         | # of Trans. | Avg. Sales     | Voids                | Clears              |
| Chris's iPad  | \$708.36          | 4                      | \$5.74        | 0        | \$0.00        | \$701.33          | 44          | \$15.94        | \$95.49 (24)         | \$66.20 (16)        |
| Shawns iPad2  | \$315.60          | 0                      | \$0.00        | 0        | \$0.00        | \$315.60          | 14          | \$22.54        | \$28.55 (6)          | \$16.90 (3)         |
| <b>Totals</b> | <b>\$1,023.96</b> | <b>4</b>               | <b>\$5.74</b> | <b>0</b> | <b>\$0.00</b> | <b>\$1,016.93</b> | <b>58</b>   | <b>\$17.53</b> | <b>\$124.04 (30)</b> | <b>\$83.10 (19)</b> |

| # | Column                 | Description   |
|---|------------------------|---|
| 1 | Header                 | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> </ul> |
| 2 | Device Name            | The name of the POS device.   |
| 3 | Gross Sales            | The total amount of gross sales entered on the device.  |
| 4 | Discounts & Promotions | The total number of discounts and promotions and the total amount of those discounts and promotions entered on the device.                              |
| 5 | Refunds                | The total number of refunds and the total amount of those refunds entered on the device.  |
| 6 | Net Sales              | The total amount of net sales entered on the device.  |
| 7 | # of Trans.            | The total number of transactions entered on the device.   |
| 8 | Avg. Sales             | The average ticket amount per sale. The system calculates the average as net sales divided by the number of transactions.                               |
| 9 | Voids                  | The total amount of voids entered on the device, and, in parentheses, the total number of voids entered on the device.                                  |

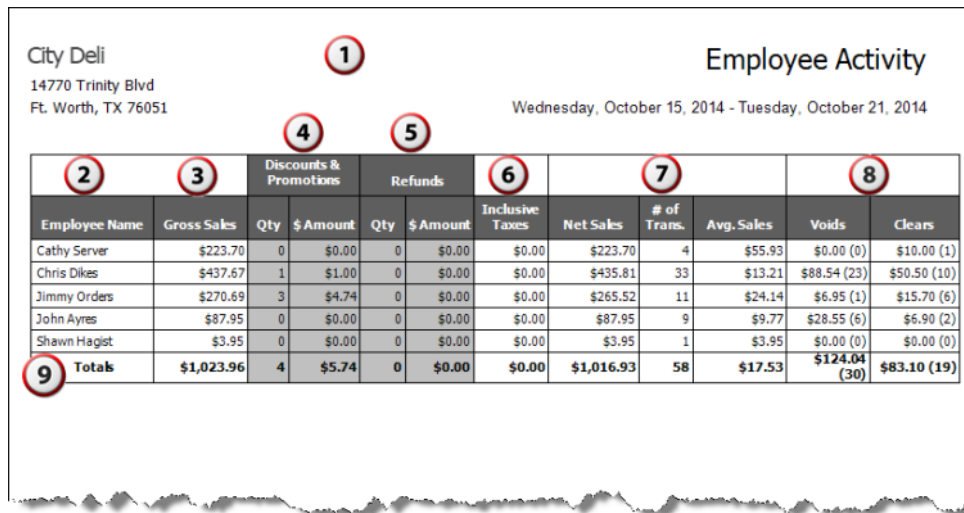


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|    |        |  |
|----|--------|--|
| 10 | Clears | The total amount of clears entered on the device, and, in parentheses, the total number of clears entered on the device. |
| 11 | Totals | The totals for each column.  |

## EMPLOYEE ACTIVITY REPORT

The Employee Activity report enables you to review the sales activity for each employee. Use the report to identify employees with exceptional sales activity, and to check for any unusual activity, such as excessive discounts or refunds. You view the gross sales entered by employee, the number and amount of discounts and refunds, the number of sales, the average sales per transaction, and more.



**City Deli**  
14770 Trinity Blvd  
Ft. Worth, TX 76051

**Employee Activity**  
Wednesday, October 15, 2014 - Tuesday, October 21, 2014

| 2             |  | 3           |  | 4                      |        | 5       |        | 6               |            | 7           |         | 8             |              |
|---------------|--|-------------|--|------------------------|--------|---------|--------|-----------------|------------|-------------|---------|---------------|--------------|
| Employee Name |  | Gross Sales |  | Discounts & Promotions |        | Refunds |        | Inclusive Taxes |            | # of Trans. |         | Avg. Sales    |              |
| Cathy Server  |  | \$223.70    |  | 0                      | \$0.00 | 0       | \$0.00 | \$0.00          | \$223.70   | 4           | \$55.93 | \$0.00 (0)    | \$10.00 (1)  |
| Chris Dikes   |  | \$437.67    |  | 1                      | \$1.00 | 0       | \$0.00 | \$0.00          | \$435.81   | 33          | \$13.21 | \$88.54 (23)  | \$50.50 (10) |
| Jimmy Orders  |  | \$270.69    |  | 3                      | \$4.74 | 0       | \$0.00 | \$0.00          | \$265.52   | 11          | \$24.14 | \$6.95 (1)    | \$15.70 (6)  |
| John Ayres    |  | \$87.95     |  | 0                      | \$0.00 | 0       | \$0.00 | \$0.00          | \$87.95    | 9           | \$9.77  | \$28.55 (6)   | \$6.90 (2)   |
| Shawn Hagist  |  | \$3.95      |  | 0                      | \$0.00 | 0       | \$0.00 | \$0.00          | \$3.95     | 1           | \$3.95  | \$0.00 (0)    | \$0.00 (0)   |
| 9 Totals      |  | \$1,023.96  |  | 4                      | \$5.74 | 0       | \$0.00 | \$0.00          | \$1,016.93 | 58          | \$17.53 | \$124.04 (30) | \$83.10 (19) |

| # | Column          | Description  |
|---|-----------------|--|
| 1 | Header          | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Employee Name   | The name of the employee.  |
| 3 | Gross Sales     | The total amount of gross sales entered by the employee.   |
| 4 | Discounts       | The total number of discounts and promotions and the total amount of those discounts and promotions entered by the employee.   |
| 5 | Refunds         | The total number of refunds and the total amount of those refunds entered by the employee.   |
| 6 | Inclusive Taxes | The sum total of inclusive taxes entered by the employee.  |





|   |                  |  |
|---|------------------|--|
| 7 | Net Sales        | <p>The Net Sales section includes:</p> <ul style="list-style-type: none"><li>• The total amount of net sales entered by the employee.</li><li>• The total number of tickets entered by the employee.</li><li>• The average ticket amount per sale. The system calculates the average as net sales divided by the number of transactions.</li></ul> |
| 8 | Voids and Clears | <p>The total number and amount of voids and clears entered by the employee.</p>  |
| 9 | Totals           | <p>The totals for each column.</p>   |

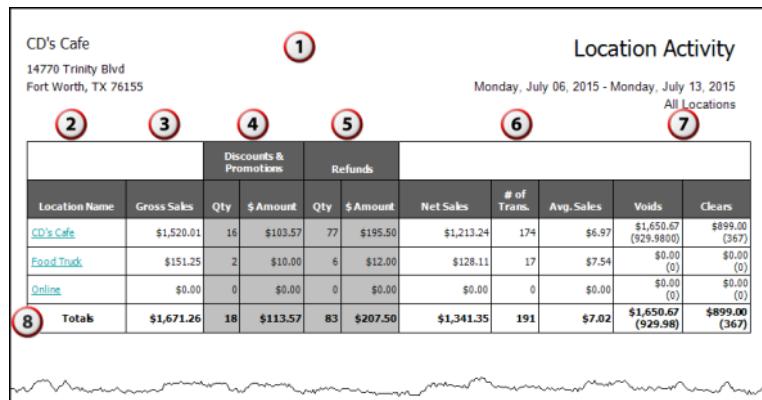
## LOCATION ACTIVITY REPORT

The Location Activity report enables you to review the sales activity for each location. Use the report to identify locations with exceptional sales activity, and to check for any unusual activity, such as excessive discounts or refunds. You view the gross sales entered by each location, the number and amount of discounts and refunds, the number of sales, the average sales per transaction, and more.

In multi-store, the Location Activity report is only available at the store-level.

For sites using Online Ordering, ONLINE appears as a location when an order has not yet been downloaded to the POS. Once an online order is processed on the POS, the information appears under the corresponding location which completed the order.

1. On the Reports menu, select **Location Activity**. The system generates a report for all locations.
2. Click  to display a drop-down list from which you can select a filter.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.



| CD's Cafe<br>14770 Trinity Blvd<br>Fort Worth, TX 76155 |                   | Location Activity<br>Monday, July 06, 2015 - Monday, July 13, 2015<br>All Locations |                 |           |                 |                   |             |               |                                |
|---|-------------------|---|-----------------|-----------|-----------------|-------------------|-------------|---------------|--------------------------------|
|   |                   | Discounts & Promotions  |                 | Refunds   |                 |                   |             |               |                                |
| Location Name   | Gross Sales       | Qty   | \$ Amount       | Qty       | \$ Amount       | Net Sales         | # of Trans. | Avg. Sales    | Voids                          |
| CD's Cafe   | \$1,520.01        | 16  | \$103.57        | 77        | \$195.50        | \$1,213.24        | 174         | \$6.97        | \$1,650.67<br>(929.98)         |
| Food Truck  | \$151.25          | 2   | \$10.00         | 6         | \$12.00         | \$126.11          | 17          | \$7.54        | \$0.00<br>(0)                  |
| Online  | \$0.00            | 0   | \$0.00          | 0         | \$0.00          | \$0.00            | 0           | \$0.00        | \$0.00<br>(0)                  |
| <b>Total</b>  | <b>\$1,671.26</b> | <b>18</b>   | <b>\$113.57</b> | <b>83</b> | <b>\$207.50</b> | <b>\$1,341.35</b> | <b>191</b>  | <b>\$7.02</b> | <b>\$1,650.67<br/>(929.98)</b> |

| # | Column                 | Description  |
|---|------------------------|--|
| 1 | Header                 | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul> |
| 2 | Location Name          | The name of the location.  |
| 3 | Gross Sales            | The total amount of gross sales entered at the location.   |
| 4 | Discounts & Promotions | The total number of discounts and promotions and the total amount of those discounts and promotions entered at the location.   |
| 5 | Refunds                | The total number of refunds and the total amount of those refunds entered at the location.   |





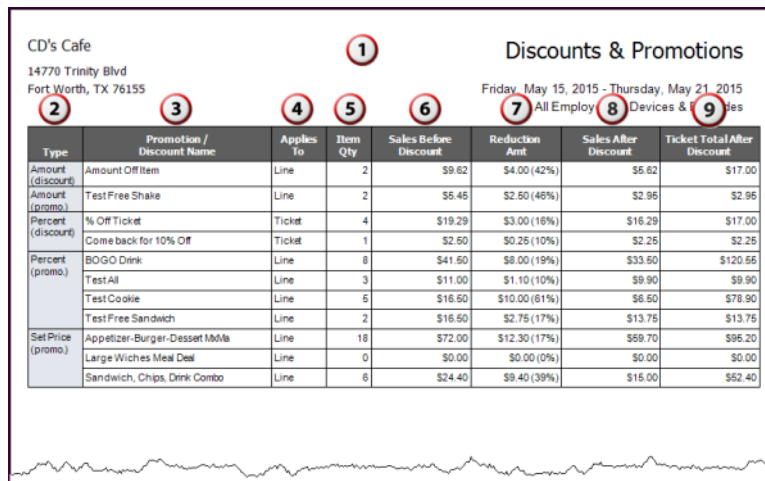
|   |                  |  |
|---|------------------|--|
| 6 | Net Sales        | <p>The Net Sales section includes:</p> <ul style="list-style-type: none"><li>• The total amount of net sales entered at the location.</li><li>• The total number of tickets entered at the location.</li><li>• The average ticket amount per sale. The system calculates the average as net sales divided by the number of transactions.</li></ul> |
| 7 | Voids and Clears | <p>The total number and amount of voids and clears entered at the location.</p>  |
| 8 | Totals           | <p>The totals for each column.</p>   |



## DISCOUNTS AND PROMOS REPORT

The Discounts and Promos report provides you with an overview of the discounts and promos redeemed in your restaurant for the selected time period. You can use this report to identify the sales generated by your discounts and promotions. You can filter the report by 'All Discounts & Promotions,' 'Employees,' 'Devices,' or 'Barcodes.'

1. On the Reports menu, select **Discounts and Offers**. The system generates a report for all discounts and offers.
2. Click  to display a drop-down list from which you can select a filter.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.



CD's Cafe  
14770 Trinity Blvd  
Fort Worth, TX 76155

Discounts & Promotions  
Friday, May 15, 2015 - Thursday, May 21, 2015

| Type               | Promotion / Discount Name    | Applies To | Item Qty | Sales Before Discount | Reduction Amt | Sales After Discount | Ticket Total After Discount |
|--------------------|------------------------------|------------|----------|-----------------------|---------------|----------------------|-----------------------------|
| Amount (discount)  | Amount Off Item              | Line       | 2        | \$9.62                | \$4.00 (42%)  | \$5.62               | \$17.00                     |
| Amount (promo)     | Test Free Shake              | Line       | 2        | \$5.45                | \$2.50 (46%)  | \$2.95               | \$2.95                      |
| Percent (discount) | % Off Ticket                 | Ticket     | 4        | \$19.29               | \$3.00 (16%)  | \$16.29              | \$17.00                     |
|                    | Come back for 10% Off        | Ticket     | 1        | \$2.50                | \$0.25 (10%)  | \$2.25               | \$2.25                      |
| Percent (promo)    | BOGO Drink                   | Line       | 8        | \$41.50               | \$8.00 (19%)  | \$33.50              | \$120.55                    |
|                    | Test All                     | Line       | 3        | \$11.00               | \$1.10 (10%)  | \$9.90               | \$9.90                      |
|                    | Test Cookie                  | Line       | 5        | \$16.50               | \$10.00 (61%) | \$6.50               | \$78.90                     |
|                    | Test Free Sandwich           | Line       | 2        | \$16.50               | \$2.75 (17%)  | \$13.75              | \$13.75                     |
| Set Price (promo)  | Appetizer-Burger-Dessert M&M | Line       | 18       | \$72.00               | \$12.30 (17%) | \$59.70              | \$96.20                     |
|                    | Large Wiches Meal Deal       | Line       | 0        | \$0.00                | \$0.00 (0%)   | \$0.00               | \$0.00                      |
|                    | Sandwich, Chips, Drink Combo | Line       | 6        | \$24.40               | \$9.40 (39%)  | \$15.00              | \$62.40                     |

| # | Column                  | Description  |
|---|-------------------------|--|
| 1 | Header                  | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Type                    | The type of discount or promotion.   |
| 3 | Promotion/Discount Name | The name of the discount or promotion.   |
| 4 | Applies To              | Identifies whether the discount or promotion applied to an item on the check or to the entire ticket.  |
| 5 | Item Quantity           | The total number of items discounted.  |
| 6 | Sales Before Discount   | The total amount of sales prior to applying the discount.  |
| 7 | Reduction Amount        | The total amount of the discount applied.  |



---

|   |                             |   |
|---|-----------------------------|---|
| 8 | Sales After Discount        | The total amount of sales after applying the discount or promotion. |
| 9 | Ticket Total After Discount | The total amount after applying discounts or promotions.            |

## TAXES REPORT

The Taxes report provides you with a breakdown of the taxes collected by tax jurisdiction for a selected time period. If you sell at multiple locations, this report breaks down the tax information for each of your selling locations.

City Deli

14770 Trinity Blvd  
Ft. Worth, TX 76051

Tax Report

Wednesday, June 04, 2014

| Tax         | Location Name | Tax Rate % | Sales Sub Total | Tax Amount |
|-------------|---------------|------------|-----------------|------------|
| Alcohol Tax | City Deli     | 10.0000    | \$4.09          | \$0.41     |
|             | Sub Totals    |            | \$4.09          | \$0.41     |
| Food Tax    | City Deli     | 8.2500     | \$240.55        | \$19.84    |
|             | Sub Totals    |            | \$240.55        | \$19.84    |
| Total       |               |            | \$244.64        | \$20.25    |

| # | Column          | Description  |
|---|-----------------|--|
| 1 | Header          | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Tax             | The name of the tax category.  |
| 3 | Location Name   | The name of the location.  |
| 4 | Tax Rate%       | The tax rate percentage for the tax category.  |
| 5 | Sales Sub Total | The total amount of sales for the tax category prior to assessing the sales tax.   |
| 6 | Tax Amount      | The total amount of the amount of sales tax collected for the tax category.  |
| 7 | Total           | The totals for each column.  |



## LABOR SHIFTS REPORT

Labor Shifts enables you to review the times your employees clock in and clock out on the POS app and the total hours worked for a shift and a time period. By default, the report includes all employees; however, you can filter the report to only display a specific employee. You can also select Hide Punches to hide the Clock In section of the report.

A single '\*' indicates an edit was made to the shift and two '\*\*' indicate the shift includes a break.

1. On the Reports menu, select **Labor Shifts**. The system generates a report for all employees.
2. Click to display a drop-down list of employees by which you can filter the report.
3. Click **Hide Punches** to only show a summary of hours worked for each employee, rather than each clock in and clock out for the selected time period.
4. Click in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

City Deli


14750 Trinity Blvd.  
Ft. Worth, TX 76155

Labor Shifts

Sunday, April 06, 2014 - Saturday, April 12, 2014

| Employee                            | Clock In |                    |                    | Pay           |               |               |
|-------------------------------------|----------|--------------------|--------------------|---------------|---------------|---------------|
|                                     | Job Code | Time In            | Time Out           | Total Hours   | Total Pay     | Declared Tips |
| Aaron Baker                         | Manager  | 4/12/2014 2:03 PM  | 4/14/2014 7:43 AM  | 41.67         | 0.00          | 0.00          |
| Aaron Baker                         | Manager  | 4/11/2014 1:48 PM  | 4/12/2014 2:03 PM  | 24.25         | 0.00          | 0.00          |
| Aaron Baker                         | Manager  | 4/8/2014 6:04 AM   | 4/11/2014 1:48 PM  | 79.74         | 0.00          | 0.00          |
| <b>Employee 'Aaron Baker' Total</b> |          |                    |                    | <b>145.66</b> | <b>0.00</b>   | <b>0.00</b>   |
| John Smith                          | Cashier  | 4/12/2014 10:01 AM | 4/12/2014 11:22 PM | 13.35         | 113.50        | 0.00          |
| John Smith                          | Cashier  | 4/11/2014 10:02 AM | 4/12/2014 12:00 AM | 13.95         | 118.61        | 0.00          |
| John Smith                          | Cashier  | 4/10/2014 10:01 AM | 4/10/2014 11:58 PM | 13.95         | 118.54        | 0.00          |
| John Smith                          | Cashier  | 4/9/2014 10:03 AM  | 4/9/2014 10:35 PM  | 12.54         | 106.58        | 0.00          |
| John Smith                          | Cashier  | 4/7/2014 11:47 AM  | 4/7/2014 11:41 PM  | 11.90         | 101.16        | 0.00          |
| John Smith                          | Cashier  | 4/6/2014 9:58 AM   | 4/6/2014 11:10 PM  | 13.19         | 112.12        | 0.00          |
| <b>Employee 'John Smith' Total</b>  |          |                    |                    | <b>78.88</b>  | <b>670.51</b> | <b>0.00</b>   |
| Bill Jones                          | Kitchen  | 4/12/2014 4:28 AM  | 4/12/2014 4:19 PM  | 11.85         | 97.74         | 0.00          |
| Bill Jones                          | Kitchen  | 4/11/2014 4:31 AM  | 4/11/2014 2:44 PM  | 10.22         | 84.27         | 0.00          |
| Bill Jones                          | Kitchen  | 4/10/2014 4:32 AM  | 4/10/2014 12:41 PM | 8.16          | 67.33         | 0.00          |
| Bill Jones                          | Kitchen  | 4/9/2014 4:27 AM   | 4/9/2014 12:37 PM  | 8.17          | 67.37         | 0.00          |
| Bill Jones                          | Kitchen  | 4/6/2014 4:28 AM   | 4/6/2014 12:53 PM  | 8.42          | 69.44         | 0.00          |
| <b>Employee 'Bill Jones' Total</b>  |          |                    |                    | <b>46.82</b>  | <b>386.15</b> | <b>0.00</b>   |
| Annie Huff                          | Server   | 4/12/2014 10:00 AM | 4/12/2014 2:02 PM  | 4.04          | 29.29         | 0.00          |
| Annie Huff                          | Server   | 4/8/2014 2:01 PM   | 4/8/2014 9:56 PM   | 7.92          | 57.39         | 0.00          |
| Annie Huff                          | Server   | 4/6/2014 2:06 PM   | 4/6/2014 10:31 PM  | 8.42          | 61.01         | 0.00          |
| <b>Employee 'Annie Huff' Total</b>  |          |                    |                    | <b>20.38</b>  | <b>147.69</b> | <b>0.00</b>   |
| Lori Magee                          | Server   | 4/10/2014 4:51 PM  | 4/10/2014 10:10 PM | 5.32          | 38.60         | 0.00          |
| Lori Magee                          | Server   | 4/8/2014 5:58 PM   | 4/8/2014 10:31 PM  | 4.54          | 32.93         | 0.00          |
| Lori Magee                          | Server   | 4/8/2014 11:00 AM  | 4/8/2014 2:30 PM   | 3.50          | 0.00          | 0.00          |
| <b>Employee 'Lori Magee' Total</b>  |          |                    |                    | <b>13.36</b>  | <b>71.53</b>  | <b>0.00</b>   |
| Jason Scott                         | Kitchen  | 4/12/2014 4:28 AM  | 4/12/2014 9:28 AM  | 5.01          | 36.31         | 0.00          |
| Jason Scott                         | Kitchen  | 4/11/2014 4:31 AM  | 4/11/2014 12:47 PM | 8.27          | 59.95         | 0.00          |
| Jason Scott                         | Kitchen  | 4/8/2014 4:26 AM   | 4/8/2014 9:30 AM   | 5.07          | 36.72         | 0.00          |
| Jason Scott                         | Kitchen  | 4/6/2014 4:28 AM   | 4/6/2014 9:23 AM   | 4.92          | 35.68         | 0.00          |
| <b>Employee 'Jason Scott' Total</b> |          |                    |                    | <b>23.27</b>  | <b>168.66</b> | <b>0.00</b>   |
| Beth Tire                           | Bar      | 4/12/2014 1:57 PM  | 4/12/2014 11:16 PM | 9.32          | 67.56         | 0.00          |
| Beth Tire                           | Bar      | 4/11/2014 2:07 PM  | 4/11/2014 11:27 PM | 9.33          | 67.67         | 0.00          |
| Beth Tire                           | Bar      | 4/9/2014 6:03 PM   | 4/9/2014 10:31 PM  | 4.46          | 32.34         | 0.00          |
| Beth Tire                           | Bar      | 4/7/2014 2:05 PM   | 4/7/2014 10:17 PM  | 8.19          | 59.40         | 0.00          |
| <b>Employee 'Beth Tire' Total</b>   |          |                    |                    | <b>31.30</b>  | <b>226.97</b> | <b>0.00</b>   |

Date Printed: 4/16/2014 11:13:09 AM


 SILVER  
POINT OF SALE



| # | Column   | Description   |
|---|----------|---|
| 1 | Header   | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul>  |
| 2 | Employee | The name of the employee.   |
| 3 | Clock In | The Clock In section includes: <ul style="list-style-type: none"> <li>The job code for which the employee clocked in for the shift.</li> <li>The time the employee clocked in.</li> <li>The time the employee clocked out.</li> <li>The total hours worked for the shift.</li> </ul>                            |
| 4 | Pay      | The Pay section includes: <ul style="list-style-type: none"> <li>The total pay earned by the employee. The system calculates the total pay by multiplying the hourly rate of the employee by the hours worked for the shift.</li> <li>The total amount of credit card tips declared by the employee.</li> </ul> |
| 5 | Total    | The total number of hours worked, pay earned, and tips declared for each employee.  |

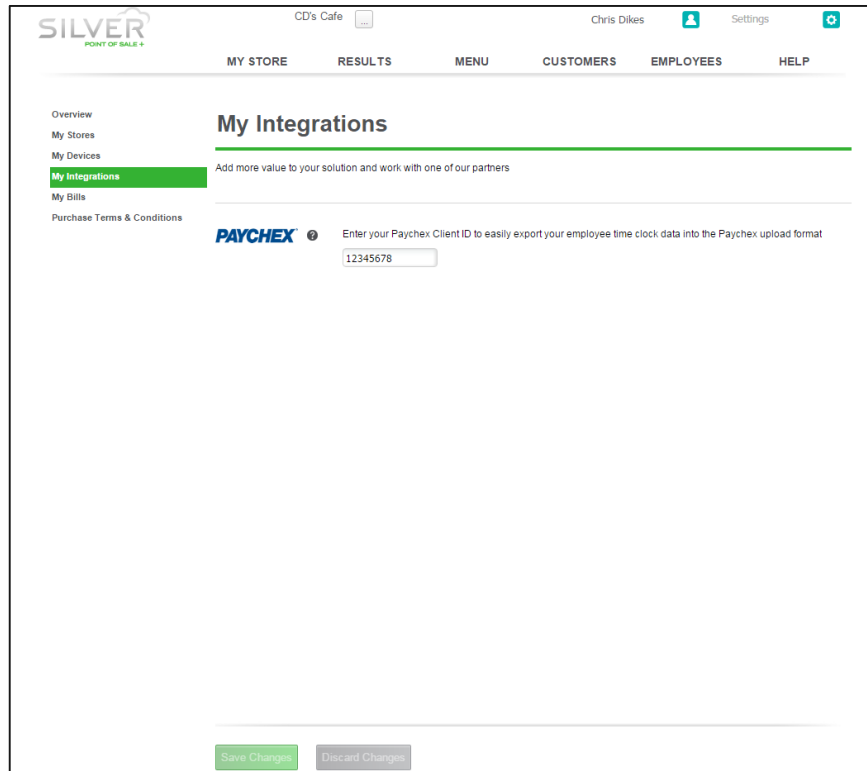
## PAYCHEX INTEGRATION

NCR Silver Pro Restaurant provides a simple integration with Paychex that enables you to export a labor shift report in the format required by Paychex. You can then import the report into Paychex for your payroll processing.

## CONFIGURING THE PAYCHEX CLIENT ID

Before you can export a labor shift report in the Paychex format, you first need to input your Paychex Client ID.

1. In Silver Back Office, click your **username** at the top right of the screen. A drop-down box appears.
2. Click **My Account**.
3. Click **My Integrations**.



The screenshot shows the Silver Pro Restaurant Report Guide interface. The top navigation bar includes the Silver logo, the store name 'CD's Cafe', the user name 'Chris Dikes', and links for 'Settings' and a gear icon. Below this is a secondary navigation bar with 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. The left sidebar contains a list of options: 'Overview', 'My Stores', 'My Devices', 'My Integrations' (highlighted in green), 'My Bills', and 'Purchase Terms & Conditions'. The main content area is titled 'My Integrations' and includes a sub-header 'Add more value to your solution and work with one of our partners'. Below this is the 'PAYCHEX' integration section, which has a text input field for 'Enter your Paychex Client ID to easily export your employee time clock data into the Paychex upload format'. The input field contains the value '12345678'. At the bottom of the page are 'Save Changes' and 'Discard Changes' buttons.

4. Type your **Paychex Client ID**.
5. Click **Save Changes**.

## EXPORTING THE LABOR SHIFT REPORT

With the Paychex Client ID configured, you can export a labor shift report which you can then import into Paychex.

The report:

- Contains data from the time period selected in the report filter.
- Contains a clock in and clock out for each employee.
- Does not provide a subtotal or total number of hours worked.
- Exports to a .csv file.


The export completes the following fields. All other fields remain blank.

- Client ID: The Paychex client ID you entered on the My integrations page.
- Worker ID: This is the Silver Pro Employee ID.
- Pay Component: "Regular"
- Hours: A numeric value.

**To export the labor shift report for Paychex:**

1. In Silver Back Office, select **RESULTS > REPORTS > Labor Shifts**.



2. Edit the **report filter** as necessary, and click  to refresh the report.

SILVER POINT OF SALE

CD's Cafe Chris Diles Settings

MY STORE RESULTS MENU CUSTOMERS EMPLOYEES HELP

REPORTS POST TRANSACTIONS FINANCIAL SHIFTS LABOR SHIFTS CREDIT SETTLEMENT

Operations

Store Summary

Device Activity

Employee Activity

Location Activity

Discounts & Promos

Taxes

**Labor Shifts**

CD's Cafe Labor Shifts

14770 Trinity Blvd  
Fort Worth, TX 76155

Wednesday, September 02, 2015 - Thursday, October 01, 2015

Today Last 7 Days Last 30 Days From: 09/02/2015 To: 10/01/2015 Filter: All Employees Hide Punches

Export to the selected format Export

Department Sales

Item Sales

Modifier Sales

Sales Summary

Customers

Bulk Email

Customer Notes

Customer Sales

Lists

Items

Customers



Devices

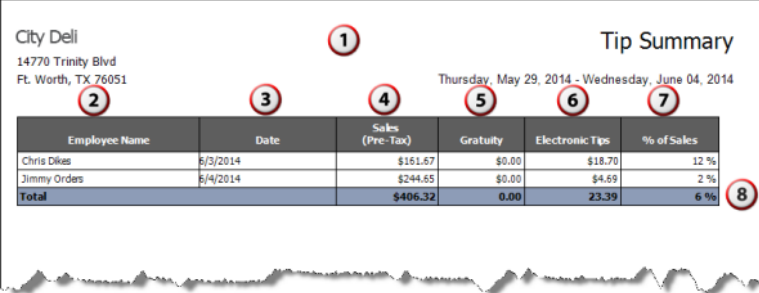
| Employee                         | Job Code      | Clock In           |                    | Total Hours   | Pay         |               |
|----------------------------------|---------------|--------------------|--------------------|---------------|-------------|---------------|
|                                  |               | Time In            | Time Out           |               | Total Pay   | Declared Tips |
| * andrew                         | Store Manager | 9/14/2015 2:24 PM  | 9/14/2015 5:00 PM  | 2.60          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/11/2015 3:33 PM  | 9/11/2015 5:30 PM  | 1.95          | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/10/2015 12:17 PM | 9/11/2015 3:33 PM  | 27.27         | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/9/2015 3:42 PM   | 9/9/2015 7:00 PM   | 3.30          | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/8/2015 10:23 AM  | 9/9/2015 3:42 PM   | 29.32         | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/7/2015 9:12 AM   | 9/8/2015 10:22 AM  | 25.17         | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/6/2015 11:16 PM  | 9/7/2015 9:12 AM   | 9.93          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/6/2015 9:28 PM   | 9/6/2015 9:48 PM   | 4.27          | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/6/2015 5:15 PM   | 9/6/2015 5:29 PM   | 0.24          | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/6/2015 5:10 PM   | 9/6/2015 5:15 PM   | 0.07          | 0.00        | 0.00          |
| andrew                           | Store Manager | 9/6/2015 3:50 PM   | 9/6/2015 3:51 PM   | 0.02          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/4/2015 5:52 PM   | 9/4/2015 10:30 PM  | 4.63          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/4/2015 11:44 AM  | 9/4/2015 12:45 PM  | 1.02          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/3/2015 10:58 AM  | 9/3/2015 4:45 PM   | 5.78          | 0.00        | 0.00          |
| * andrew                         | Store Manager | 9/2/2015 10:51 AM  | 9/2/2015 4:45 PM   | 5.90          | 0.00        | 0.00          |
| <b>Employee 'andrew' Total</b>   |               |                    |                    | <b>121.47</b> | <b>0.00</b> | <b>0.00</b>   |
| * Annie AM                       | Store Manager | 9/9/2015 4:59 PM   | 9/9/2015 6:15 PM   | 1.27          | 0.00        | 0.00          |
| <b>Employee 'Annie AM' Total</b> |               |                    |                    | <b>1.27</b>   | <b>0.00</b> | <b>0.00</b>   |
| Billy Bartender                  | Server        | 10/1/2015 11:55 AM | 10/1/2015 11:55 AM | 0.00          | 0.00        | 0.00          |
| Billy Bartender                  | Server        | 10/1/2015 11:49 AM | 10/1/2015 11:51 AM | 0.05          | 0.00        | 0.00          |

Click **Paychex Export**. The system saves the export in the downloads folder of your computer.

## TIPS REPORT

The Tips report provides a report of the total amount of credit card tips declared per employee, per business day. You can use this report to identify which employees are receiving the highest and lowest tips. By default, the report includes all employees; however, you can filter the report to display only a specific employee.

1. On the Reports menu, select **Tips**. The system generates a report for all employees.
2. Click  to display a drop-down list of employees by which you can filter the report.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.






| City Deli<br>14770 Trinity Blvd<br>Ft. Worth, TX 76051 |          | Tip Summary<br>Thursday, May 29, 2014 - Wednesday, June 04, 2014 |             |                 |            |
|--|----------|--|-------------|-----------------|------------|
| Employee Name  | Date     | Sales (Pre-Tax)  | Gratuify    | Electronic Tips | % of Sales |
| Chris Dikas  | 5/3/2014 | \$151.67   | \$0.00      | \$18.70         | 12 %       |
| Jimmy Orders   | 5/4/2014 | \$244.65   | \$0.00      | \$4.69          | 2 %        |
| <b>Total</b>   |          | <b>\$406.32</b>  | <b>0.00</b> | <b>23.39</b>    | <b>6 %</b> |

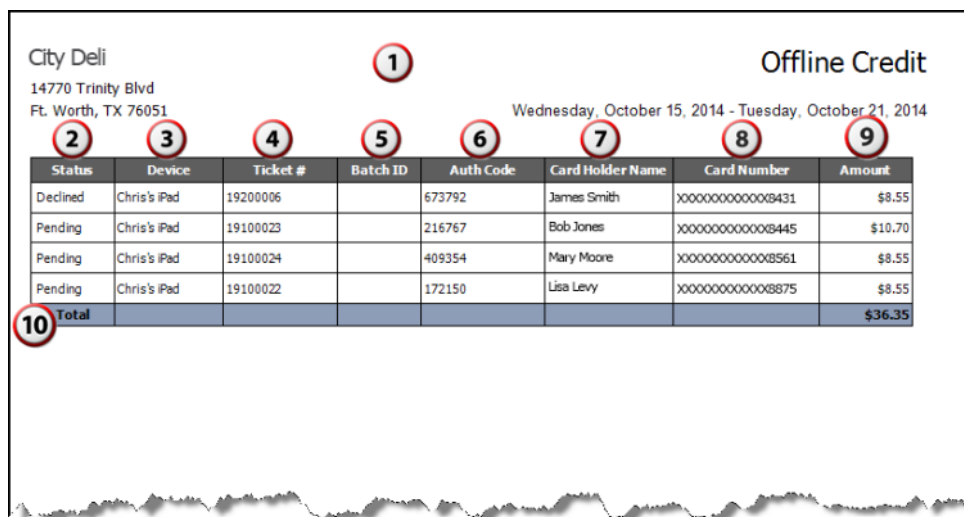
| # | Column          | Description  |
|---|-----------------|--|
| 1 | Header          | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul> |
| 2 | Employee Name   | The name of the employee   |
| 3 | Date            | The business date for which the employee earned tips.  |
| 4 | Sales (Pre-Tax) | The total amount of sales prior to applying sales tax.   |
| 5 | Gratuify        | The total amount of gratuities applied to guest checks for the employee.   |
| 6 | Electronic Tips | The total amount of credit card tips applied to guest checks for the employee.   |
| 7 | % of Sales      | The percentage of tips earned. The system calculates the percentage as pre-tax sales divided by electronic tips.   |
| 8 | Total           | The total for each column.   |



## OFFLINE CREDIT REPORT

The Offline Credit report provides a list of the offline credit card transactions and their batch settlement status. For each offline credit transaction, the report includes detailed information such as the device on which the transaction occurred, the ticket number, the batch ID, the authorization code, cardholder name, credit card number, and the amount of the transaction. Use this report to track the status of your offline credit card transactions, and determine if they are 'Approved,' 'Pending,' or 'Declined.' You can filter the report to display transaction from a specific device, or to display transactions with a specific authorization status.

1. On the Reports menu, select **Offline Credit**. The system generates a report for all devices and all statuses.
2. Click  to display a drop-down list of devices by which you can filter the report.
3. Click  to display a drop-down list of statuses by which you can filter the report.
4. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen



The screenshot shows the 'Offline Credit' report for 'City Deli' at '14770 Trinity Blvd, Ft. Worth, TX 76051'. The report period is 'Wednesday, October 15, 2014 - Tuesday, October 21, 2014'. The report table has columns: Status, Device, Ticket #, Batch ID, Auth Code, Card Holder Name, Card Number, and Amount. The data rows show transactions with statuses 'Declined' and 'Pending'. A 'Total' row at the bottom shows a total amount of \$36.35. Numbered callouts indicate: 1. Report Title, 2. Status filter, 3. Device filter, 4. Ticket #, 5. Batch ID, 6. Auth Code, 7. Card Holder Name, 8. Card Number, 9. Amount, and 10. Total row.

| Status       | Device       | Ticket # | Batch ID | Auth Code | Card Holder Name | Card Number      | Amount         |
|--------------|--------------|----------|----------|-----------|------------------|------------------|----------------|
| Declined     | Chris's iPad | 19200006 |          | 673792    | James Smith      | XXXXXXXXXXXX8431 | \$8.55         |
| Pending      | Chris's iPad | 19100023 |          | 216767    | Bob Jones        | XXXXXXXXXXXX8445 | \$10.70        |
| Pending      | Chris's iPad | 19100024 |          | 409354    | Mary Moore       | XXXXXXXXXXXX8561 | \$8.55         |
| Pending      | Chris's iPad | 19100022 |          | 172150    | Lisa Levy        | XXXXXXXXXXXX8875 | \$8.55         |
| <b>Total</b> |              |          |          |           |                  |                  | <b>\$36.35</b> |

| # | Column   | Description  |
|---|----------|--|
| 1 | Header   | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Status   | The status of the offline credit transaction. The possible statuses include 'Approved,' 'Pending,' and 'Declined.'   |
| 3 | Device   | The name of the device on which the offline credit transaction occurred.   |
| 4 | Ticket # | The ticket number of the transaction.  |
| 5 | Batch ID | The batch ID number of the offline credit transaction. If you have not submitted the transaction for credit settlement processing, no number appears.                                    |



---

|    |                 |   |
|----|-----------------|---|
| 6  | Auth Code       | The authorization code for the offline credit transaction.  |
| 7  | CardHolder Name | The name of the credit card holder.   |
| 8  | Card Number     | The credit card number of the offline transaction. The system only displays the last four numbers of the credit card. |
| 9  | Amount          | The amount of the offline credit card transaction.  |
| 10 | Totals          | The total amount of offline credit card transactions.   |



## VOID AUDIT REPORT

The Void Audit report allows you to track the number of clears and voids entered by your employees. NCR Silver Pro Restaurant distinguishes between clears and voids based on the state of the order when you delete the item or guest check. Deleting an item or guest check before finalization results in a clear. Deleting an item or guest check after finalization results in a void. Finalization occurs when you submit the items for order to the kitchen, tap PAY, tap SEND (table service only), tap SAVE (quick service only), back out of the order, log out of the POS app, or press the home button on the iPad.

Use this report to identify trends among employees in deleting items from tickets or to identify menu items employees regularly clear or void. The report also includes the name of the employee who approved the clear or void.

City Deli

14770 Trinity Blvd

Ft. Worth, TX 76051

1

Void Audit

Tuesday, October 21, 2014

2

3

4

5

6

7

8

9

10

| Employee Name | Business Day | Ticket Number | Item Name            | Authorized By | Voided Qty | Voided Amt | Cleared Qty | Cleared Amt |
|---------------|--------------|---------------|----------------------|---------------|------------|------------|-------------|-------------|
| Cathy Server  | 10/21/2014   | 19300021      | Potato Salad         | Cathy Server  |            |            | 1           | \$10.00     |
|               | Total        |               |                      |               | 0          | \$0.00     | 1           | \$10.00     |
| Chris Dikes   | 10/21/2014   | 18900007      | BBQ Chix Sandwich    | Chris Dikes   |            |            | 1           | \$6.95      |
|               |              | 18900010      | Breakfast Burrito    | Chris Dikes   | 1          | \$4.99     |             |             |
|               |              |               | Mango Madness        | Chris Dikes   | 1          | \$4.95     |             |             |
|               |              | 18900020      | Tuna Sandwich        | Chris Dikes   | 1          | \$6.95     |             |             |
|               | Total        |               |                      |               | 3          | \$16.89    | 1           | \$6.95      |
| Jimmy Orders  | 10/21/2014   | 18900027      | Pastrami Sandwich    | Chris Dikes   | 1          | \$6.95     |             |             |
|               |              | 18900029      | Baklava              | Jimmy Orders  |            |            | 1           | \$1.50      |
|               |              |               | Dr. Pepper           | Jimmy Orders  |            |            | 1           | \$1.75      |
|               |              | 18900030      | Salad Bar            | Jimmy Orders  |            |            |             |             |
|               |              | 18900033      | Roasted Turkey Sandw | Jimmy Orders  |            |            | 1           | \$6.95      |
|               |              |               | Guinness             | Jimmy Orders  |            |            | 1           |             |
|               |              | 18900034      | Shiner Bock          | Jimmy Orders  |            |            | 1           | \$5.50      |
|               |              | 18900035      | Pilsner Urquell      | Jimmy Orders  |            |            | 1           |             |
|               | Total        |               |                      |               | 1          | \$6.95     | 6           | \$15.70     |
| Total         |              |               |                      |               | 4          | \$23.84    | 8           | \$32.65     |

11

12

| # | Column        | Description  |
|---|---------------|--|
| 1 | Header        | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Employee Name | The name of the employee.  |
| 3 | Business Day  | The business date on which the void or clear occurred.   |
| 4 | Ticket Number | The ticket number of the transaction.  |




|    |                     |  |
|----|---------------------|--|
| 5  | Item Name           | The name of the menu item.   |
| 6  | Authorized By       | The name of the employee who approved the clear or void.   |
| 7  | Voided Qty          | The quantify of the item voided.   |
| 8  | Voided Amt          | The amount of the item voided. The system multiplies the quantity of the item voided by the sales price.   |
| 9  | Cleared Qty         | The quantity of the item cleared.  |
| 10 | Cleared Amt         | The amount of the item cleared. The system multiplies the quantity of the item cleared by the sales price. |
| 11 | Total (By Employee) | The total number and amount of voids and clears for the employee.  |
| 12 | Total               | The total number and amount of voids and clears for the store.   |



## DEPARTMENT SALES REPORT

The Department Sales report enables you to track the sales activity for each department in your restaurant, such as 'Food,' 'Beverages,' and 'Alcohol.' If you want to evaluate the individual categories on your menu, such as 'Sandwiches' and 'Soups,' you can filter the report to display the categories belonging to each department.

1. On the Reports menu, select **Department Sales**. The system generates the report. Category data remains hidden.
2. Click **Show Categories** to display the categories associated with each department.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

City Deli  
14770 Trinity Blvd  
Ft. Worth, TX 76051

Department Sales  
Wednesday, October 01, 2014 - Wednesday, December 31, 2014

| Department   | Gross Sales       | Gross Refunds (-) | Discounts (-)   | Inclusive Taxes (-) | Net Sales (-)     | Exclusive Taxes | % of net sales  |
|--------------|-------------------|-------------------|-----------------|---------------------|-------------------|-----------------|-----------------|
| BEER         | \$900.00          | \$0.00            | \$0.00          | \$90.00             | \$810.00          | \$0.00          | 12.07 %         |
| BEVERAGE     | \$1,950.00        | \$10.00           | \$70.00         | \$0.00              | \$1,870.00        | \$154.28        | 27.87 %         |
| FOOD         | \$4,000.00        | \$80.00           | \$110.00        | \$0.00              | \$3,830.00        | \$315.98        | 57.08 %         |
| RETAIL       | \$200.00          | \$0.00            | \$0.00          | \$0.00              | \$200.00          | \$0.00          | 2.98 %          |
| <b>Total</b> | <b>\$7,050.00</b> | <b>\$70.00</b>    | <b>\$180.00</b> | <b>\$90.00</b>      | <b>\$6,710.00</b> | <b>\$470.25</b> | <b>100.00 %</b> |

City Deli  
14770 Trinity Blvd  
Ft. Worth, TX 76051

Department Sales  
Wednesday, October 01, 2014 - Wednesday, December 31, 2014

| Department   | Category     | Gross Sales       | Gross Refunds (-) | Discounts (-)   | Inclusive Taxes (-) | Net Sales (-)     | Exclusive Taxes | % of net sales  |
|--------------|--------------|-------------------|-------------------|-----------------|---------------------|-------------------|-----------------|-----------------|
| BEER         | BEER         | \$900.00          | \$0.00            | \$0.00          | \$90.00             | \$810.00          | \$0.00          | 12.07 %         |
|              | <b>Total</b> | <b>\$900.00</b>   | <b>\$0.00</b>     | <b>\$0.00</b>   | <b>\$90.00</b>      | <b>\$810.00</b>   | <b>\$0.00</b>   | <b>12.07 %</b>  |
| BEVERAGE     | SMOOTHIES    | \$400.00          | \$0.00            | \$20.00         | \$0.00              | \$380.00          | \$31.35         | 5.66 %          |
|              | ICE COFFEE   | \$450.00          | \$0.00            | \$15.00         | \$0.00              | \$435.00          | \$35.89         | 6.48 %          |
|              | COFFEE       | \$600.00          | \$10.00           | \$15.00         | \$0.00              | \$575.00          | \$47.44         | 8.57 %          |
|              | DRINKS       | \$500.00          | \$0.00            | \$20.00         | \$0.00              | \$480.00          | \$39.60         | 7.15 %          |
|              | <b>Total</b> | <b>\$1,950.00</b> | <b>\$10.00</b>    | <b>\$70.00</b>  | <b>\$0.00</b>       | <b>\$1,870.00</b> | <b>\$154.28</b> | <b>27.87 %</b>  |
| FOOD         | SOUPS        | \$700.00          | \$10.00           | \$20.00         | \$0.00              | \$670.00          | \$55.28         | 9.99 %          |
|              | BREAKFAST    | \$500.00          | \$10.00           | \$25.00         | \$0.00              | \$465.00          | \$38.36         | 6.93 %          |
|              | HOT SANDW    | \$900.00          | \$15.00           | \$20.00         | \$0.00              | \$865.00          | \$71.36         | 12.89 %         |
|              | COLD SANDW   | \$900.00          | \$15.00           | \$25.00         | \$0.00              | \$860.00          | \$70.95         | 12.82 %         |
|              | PASTRIES     | \$400.00          | \$0.00            | \$0.00          | \$0.00              | \$400.00          | \$33.00         | 5.96 %          |
|              | SALADS       | \$600.00          | \$10.00           | \$20.00         | \$0.00              | \$570.00          | \$47.03         | 8.49 %          |
|              | <b>Total</b> | <b>\$4,000.00</b> | <b>\$80.00</b>    | <b>\$110.00</b> | <b>\$0.00</b>       | <b>\$3,830.00</b> | <b>\$315.98</b> | <b>57.08 %</b>  |
| RETAIL       | GIFT CARD    | \$200.00          | \$0.00            | \$0.00          | \$0.00              | \$200.00          | \$0.00          | 2.98 %          |
|              | <b>Total</b> | <b>\$200.00</b>   | <b>\$0.00</b>     | <b>\$0.00</b>   | <b>\$0.00</b>       | <b>\$200.00</b>   | <b>\$0.00</b>   | <b>2.98 %</b>   |
| <b>Total</b> |              | <b>\$7,050.00</b> | <b>\$70.00</b>    | <b>\$180.00</b> | <b>\$90.00</b>      | <b>\$6,710.00</b> | <b>\$470.25</b> | <b>100.00 %</b> |



| # | Column | Description   |
|---|--------|---|
| 1 | Header | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> </ul> |



|    |                     |   |
|----|---------------------|---|
|    |                     | <ul style="list-style-type: none"> <li>The name of the report.</li> </ul>   |
| 2  | Department          | The name of the department.   |
| 3  | Category            | The name of the category.<br>You must select Show Categories to display category information.   |
| 4  | Gross Sales         | The total amount of gross sales.  |
| 5  | Gross Refunds (-)   | The total amount of refunds.  |
| 6  | Discounts (-)       | The total amount of discounts for the department.   |
| 7  | Inclusive Taxes (-) | The total amount of inclusive taxes.  |
| 8  | Net Sales (=)       | The total amount of net sales.  |
| 9  | Exclusive Taxes     | The total amount of exclusive taxes.  |
| 10 | % of net sales      | The percentage of net sales. The system calculates the percentage as net sales for the department divided by the total amount of net sales. |
| 11 | Total               | The total for each column.  |

## ITEM SALES REPORT

The Item Sales report enables you to track the sales activity for each of the items in your restaurant. Use this report to determine how specific items sell within a specified time period. By default, the report includes all items in your menu. You can filter the item report by a specific category and hide variations and modifiers.

1. On the Reports menu, select **Item Sales**. The system generates a report for All Items.
2. Click  to display a drop-down list of categories by which you can filter the report.
3. Click **Hide Variations** to not display the variations associated with each item.
4. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

| CD's Cafe                                  |                |               |               | Item Sales  |              |             |                 |
|--|----------------|---------------|---------------|---|--------------|-------------|-----------------|
| 14770 Trinity Blvd<br>Fort Worth, TX 76155 |                |               |               | Wednesday, January 13, 2016 - Thursday, February 11, 2016 |              |             |                 |
| Category                                   | Item Name      | Variations    | Current Price | Net Sales   |              |             |                 |
|  |                |               |               | Avg. Price  | Sold Qty.    | Weight Qty. | Amt.            |
| BEER                                       | Bud Light      |               | \$15.00       | \$10.48   | 21.00        |             | \$220.15        |
|  | Dos Equis      |               | \$6.00        | \$5.23  | 3.00         |             | \$15.70         |
|  | Guinness       |               | \$6.00        | \$5.38  | 2.00         |             | \$10.76         |
|  | Heineken       |               | \$6.00        | \$4.81  | 2.00         |             | \$9.62          |
|  | Mimosa         |               | \$9.00        | \$7.24  | 1.00         |             | \$7.24          |
|  | Shiner Bock    |               | \$12.00       | \$11.09   | 2.00         |             | \$22.17         |
|  | Stella         |               | \$5.00        | \$4.62  | 1.00         |             | \$4.62          |
|  | <b>Total</b>   |               |               |   | <b>32.00</b> |             | <b>\$290.26</b> |
| BURGERS                                    | Double         |               | \$7.00        | \$7.00  | 1.00         |             | \$7.00          |
|  | Medium         |               | \$0.00        | \$0.00  | 2.00         |             | \$0.00          |
|  | Single         |               | \$5.00        | \$5.00  | 1.00         |             | \$5.00          |
|  | Triple         |               | \$8.00        | \$8.00  | 1.00         |             | \$8.00          |
|  | Well Done      |               | \$0.00        | \$0.00  | 1.00         |             | \$0.00          |
|  | <b>Total</b>   |               |               |   | <b>6.00</b>  |             | <b>\$20.00</b>  |
| COFFEE                                     | No Foam        |               | \$0.00        | \$0.00  | 21.00        |             | \$0.00          |
|  | <b>Total</b>   |               |               |   | <b>21.00</b> |             | <b>\$0.00</b>   |
| DESSERTS                                   | Brownie        |               | \$2.50        | \$1.76  | 9.00         |             | \$15.87         |
|  | Cheesecake     |               | \$4.50        | \$3.62  | 17.00        |             | \$61.50         |
|  | Choc Chip Ckie |               | \$2.50        | \$2.50  | 4.00         |             | \$10.00         |
|  | Ice Cream      |               | \$3.75        | \$2.79  | 3.00         |             | \$8.38          |
|  | Milkshake      | Small Vanilla | \$2.50        | \$1.00  | 3.00         |             | \$3.00          |
|  | Sundae         | Strawberries  | \$4.50        | \$3.50  | 1.00         |             | \$3.50          |
|  | Test Smoothie  |               | \$0.50        | \$0.50  | 1.00         | 24.40/oz    | \$12.20         |
|  | Yogurt         |               | \$0.40        | \$0.39  | 5.00         | 51.48/oz    | \$20.30         |

| Column | Description  |
|--------|--|
| Header | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul> |





|               |   |
|---------------|---|
| Category      | The name of the menu category.  |
| Item Name     | The name of the menu or modifier item.  |
| Variations    | The name of the variation.  |
| Current Price | The current price of the menu item.   |
| Net Sales     | <p>The Net Sales section includes:</p> <ul style="list-style-type: none"><li>• The average price of the menu item sold. If you discounted the price of an item, or a ticket with the menu item, the average price may be lower than the current price.</li><li>• The total number of items sold.</li><li>• The total weighed quantity sold, if the item is sold by weight.</li><li>• The total amount of sales of the item.</li></ul> |
| Total         | The total number of items sold and the total amount of sales for the menu category.   |



## MODIFIER SALES REPORT

The Modifier Sales report enables you to track the sales activity for each modifier for a selected time period, according to modifier group. Use this report to determine how specific modifier items sell within a specified time period. This report shows all modifiers sold, whether the modifier contains a price or not. By default, the Modifier Sales includes all modifier groups; however, you can filter the report to display only a specific modifier group. You can also elect to hide variations.

1. On the Reports menu, select **Modifier Sales**. The system generates a report for All Modifiers.
2. Click  to display a drop-down list of modifier groups by which you can filter the report.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

| CD's Cafe<br>14770 Trinity Blvd<br>Fort Worth, TX 76155 |                | <b>Modifier Sales</b> |               | Friday, May 15, 2015 - Thursday, May 21, 2015 |               |
|---|----------------|-----------------------|---------------|---|---------------|
| Modifier Group  | Modifier Item  | Variations            | Current Price | Avg. Price                                    | Net Sales     |
|   |                |                       |               |   | Sold Qty.     |
|   |                |                       |               |   | Amt.          |
| DRESSINGS   | Ranch          |                       | \$0.00        | \$0.00  | 1.00          |
| EXTRAS  | Extra Bacon    |                       | \$0.00        | \$0.00  | 1.00          |
|   | Extra Cheese   |                       | \$1.00        | \$1.00  | 1.00          |
|   | Extra Meat     |                       | \$0.00        | \$0.00  | 1.00          |
| MEAT OPTIONS  | Steak          |                       | \$0.00        | \$0.00  | 1.00          |
| MEAT TEMP   | Medium         |                       | \$0.00        | \$0.00  | 3.00          |
|   | Medium Rare    |                       | \$0.00        | \$0.00  | 5.00          |
|   | Well Done      |                       | \$0.00        | \$0.00  | 1.00          |
| SIDES   | Garlic Fries   |                       | \$2.25        | \$2.25  | 2.00          |
| TOPPINGS  | Cheddar Cheese |                       | \$0.00        | \$0.00  | 2.00          |
|   | Lettuce        |                       | \$0.00        | \$0.00  | 2.00          |
|   | Mustard        |                       | \$0.00        | \$0.00  | 1.00          |
|   | Onion          |                       | \$0.00        | \$0.00  | 1.00          |
|   | Pickles        |                       | \$0.00        | \$0.00  | 1.00          |
| <b>Total</b>  |                |                       |               |   | <b>23.00</b>  |
|   |                |                       |               |   | <b>\$5.50</b> |

| # | Column         | Description  |
|---|----------------|--|
| 1 | Header         | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul> |
| 2 | Modifier Group | The name of the modifier group.  |
| 3 | Modifier Item  | The name of the modifier item.   |
| 4 | Variations     | The name of the variation.   |
| 5 | Current Price  | The price of the modifier item.  |



|   |           |   |
|---|-----------|---|
| 6 | Net Sales | <p>The Net Sales section includes:</p> <ul style="list-style-type: none"><li>• The average price of the modifier item. If you discounted the price of an item, or a ticket with the item included, the average price may be lower than the current price.</li><li>• The total number of items sold.</li><li>• The total amount of sales for the item.</li></ul> |
| 7 | Total     | <p>The total number of items sold and the total amount of sales for modifier items.</p>   |

## SALES SUMMARY REPORT

Sales Summary provides you with an overview of your sales for a selected time period and enables you to look for sales trends. By default, the Sales Summary report provides an overview of the last thirty days. Click one of the business days to generate a Store Summary report for that particular business day.

CD's Cafe  
14770 Trinity Blvd  
Fort Worth, TX 76155

Sales Summary  
Sunday, June 28, 2015 - Monday, July 27, 2015

| Business Day | Transaction Qty. | Guest Count | Tax Amount      | Refunded Qty. | Refunded Amt.   | Item Sales Qty. | Net Sales Amt.    |
|--------------|------------------|-------------|-----------------|---------------|-----------------|-----------------|-------------------|
| 7/27/2015    | 13               | 26          | \$16.91         | 1             | \$20.00         | 55              | \$182.74          |
| 7/24/2015    | 1                | 0           | \$0.32          | 0             | \$0.00          | 1               | \$2.50            |
| 7/23/2015    | 10               | 15          | \$7.82          | 0             | \$0.00          | 24              | \$84.44           |
| 7/22/2015    | 4                | 7           | \$1.65          | 0             | \$0.00          | 10              | \$23.12           |
| 7/21/2015    | 18               | 40          | \$23.20         | 1             | \$30.00         | 62              | \$254.18          |
| 7/20/2015    | 33               | 55          | \$28.20         | 0             | \$0.00          | 76              | \$375.08          |
| 7/17/2015    | 18               | 41          | \$19.47         | 0             | \$0.00          | 121             | \$239.17          |
| 7/16/2015    | 6                | 9           | \$5.00          | 0             | \$0.00          | 36              | \$79.00           |
| 7/15/2015    | 31               | 50          | \$37.27         | 1             | \$7.00          | 144             | \$348.18          |
| 7/14/2015    | 42               | 70          | \$45.30         | 0             | \$0.00          | 184             | \$595.67          |
| 7/13/2015    | 51               | 80          | \$23.65         | 9             | \$132.00        | 176             | \$250.71          |
| 7/10/2015    | 45               | 90          | \$24.59         | 2             | \$49.50         | 154             | \$325.78          |
| 7/9/2015     | 56               | 110         | \$44.99         | 0             | \$0.00          | 358             | \$543.35          |
| 7/8/2015     | 14               | 30          | \$7.98          | 0             | \$0.00          | 44              | \$82.01           |
| 7/7/2015     | 9                | 20          | \$4.55          | 2             | \$12.00         | 35              | \$55.50           |
| 7/6/2015     | 16               | 30          | \$6.86          | 2             | \$14.00         | 49              | \$84.00           |
| 7/2/2015     | 9                | 25          | \$5.46          | 0             | \$0.00          | 27              | \$51.60           |
| 7/1/2015     | 8                | 10          | \$6.97          | 0             | \$0.00          | 31              | \$79.40           |
| 6/30/2015    | 0                | 0           | \$0.00          | 0             | \$0.00          | 0               | \$0.00            |
| 6/29/2015    | 2                | 2           | \$1.32          | 0             | \$0.00          | 9               | \$15.95           |
| <b>Total</b> | <b>386</b>       | <b>710</b>  | <b>\$311.51</b> | <b>18</b>     | <b>\$264.50</b> | <b>1,596</b>    | <b>\$3,672.38</b> |

| # | Column               | Description  |
|---|----------------------|--|
| 1 | Header               | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Business Day         | The business date for the sales activity.  |
| 3 | Transaction Quantity | The total number of transactions entered.  |
| 4 | Guest Count          | The total number of guests, according to the ticket seat.  |
| 5 | Tax Amount           | The total amount of sales tax collected.   |
| 6 | Refunded Qty.        | The total number of refunds.   |
| 7 | Refunded Amt.        | The total amount of refunds.   |



|    |                 |                                 |
|----|-----------------|---------------------------------|
| 8  | Item Sales Qty. | The total number of items sold. |
| 9  | Net Sales Amt.  | The total amount of net sales.  |
| 10 | Total           | The totals for each column.     |

## NO SALES REPORTING

Available to both Android and iOS users. No sales reporting gives users the ability to see if there has been suspicious activity on your point-of-sale. You will be alerted on how many times the cash drawer was opened for a “no sale” purpose and will be reported in the NCR Silver back office.

The screenshot displays the NCR Silver interface for a 'Store Summary' report. The left sidebar lists various report categories like Operations, Sales, Customers, and Lists. The main content area shows a summary of sales data for a specific date range (09/26/2018 to 09/26/2018). Key metrics include Ticket Total (178), Total Amount (\$2,401.81), and Tax Amount (\$13.49). Below this, there are detailed tables for Payment Types, Charges, Tax Categories, and Voids. The 'Charges' table includes a row for 'No Sales' with a quantity of 6, which is highlighted with a red box. Other sections like 'Payment Types' and 'Voids' provide further breakdowns of the sales data.

| Ticket Total |     |            |         |  |
|--------------|-----|------------|---------|--|
| Ticket Total | 178 | \$2,401.81 | \$13.49 |  |

| Payment Types   | Quantity | Tip Amount | Amount     | Total Amount |
|-----------------|----------|------------|------------|--------------|
| Cash            | 55       | \$0.00     | \$484.04   | \$484.04     |
| Credit Card     | 112      | \$156.20   | \$1,630.99 | \$1,787.19   |
| Integrated Gift | 1        | \$0.00     | \$1.65     | \$1.65       |
| Prepaid Coupons | 8        | \$0.00     | \$128.93   | \$128.93     |

| Charges  | Quantity | Charge Amount |
|----------|----------|---------------|
| No Sales | 6        |               |

| Tax Categories | Rate %  | Taxable Subtotal | Amount   |
|----------------|---------|------------------|----------|
| Tax            | 10.2000 | \$2,037.82       | \$207.79 |

| Discount & Promotion Names | Quantity | Discount Amount |
|----------------------------|----------|-----------------|
| LEADER MEAL                | 1        | \$8.65          |

| Voids         | Quantity | Voided Amount |
|---------------|----------|---------------|
| Cleared Items | 29       | \$58.50       |
| Voided Items  | 24       | \$61.00       |



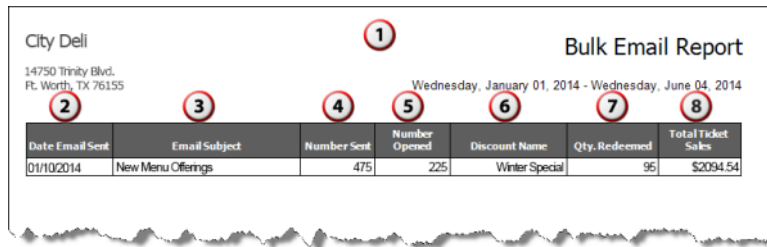
## HOURLY SALES REPORT

Hourly Sales provides you with a breakdown of your sales by hour and enables you to look for sales trends. You can also filter the report by specific days of the week.

| Column            | Description  |
|-------------------|--|
| Header            | Header includes: <ul style="list-style-type: none"><li>• The name and address of the store.</li><li>• The selected time period for the report.</li><li>• The name of the report.</li></ul> |
| Hour (start)      | The beginning hour for the sales calculations.   |
| Transaction Qty.  | The number of transactions for the hour.   |
| Guest Count       | The total number of guests for the hour.   |
| Tax Amount        | The total collected tax for the hour.  |
| Refunded Qty      | The total number of refund transactions for the hour.  |
| Refunded Amt.     | The total amount refunded for the hour.  |
| Items Sales Qty.  | The total amount of items sold during the hour.  |
| Item Sales Amount | The total sales for the hour.  |

## BULK EMAIL REPORT

The Bulk Email report provides an analysis to assist you in evaluating the success of your bulk email campaign over a selected time period. The report provides information such as the total number of customers to which you sent a marketing email message, the number of customers who opened your email message, the number of offers redeemed from the offer in your marketing email message, and the total dollar amount of sales generated by your email campaign.




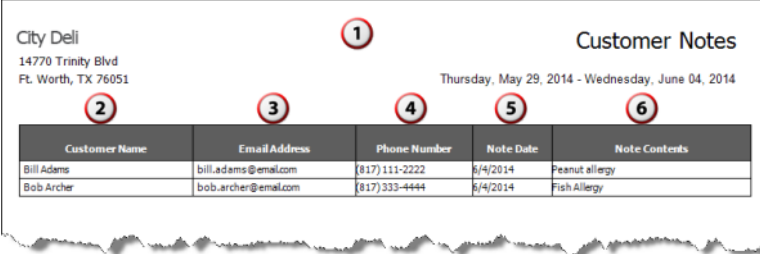
| City Deli<br>14750 Trinity Blvd.<br>Ft. Worth, TX 76155 |                    | Bulk Email Report<br>Wednesday, January 01, 2014 - Wednesday, June 04, 2014 |               |                |               |                    |
|---|--------------------|---|---------------|----------------|---------------|--------------------|
| Date Email Sent   | Email Subject      | Number Sent   | Number Opened | Discount Name  | Qty. Redeemed | Total Ticket Sales |
| 01/10/2014  | New Menu Offerings | 475   | 225           | Winter Special | 95            | \$2094.54          |

| # | Column             | Description  |
|---|--------------------|--|
| 1 | Header             | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Date Email Sent    | The date you sent the email message.   |
| 3 | Email Subject      | The subject of the email.  |
| 4 | Number Sent        | The total number of email messages sent to your customers.   |
| 5 | Number Opened      | The total number of email messages opened by your customers.   |
| 6 | Discount Name      | The name of the discount offer included in the email message.  |
| 7 | Qty. Redeemed      | The total number of discounts redeemed.  |
| 8 | Total Ticket Sales | The total amount of sales generated by your email marketing message.   |

## CUSTOMER NOTES REPORT

The Customer Notes reports displays all the notes entered about your customers within a selected time period, such as hobbies, birthdays, delivery information, food allergies, or other information. You can also filter the report to search for specific keywords.

1. On the Reports menu, select **Customer Notes**. The system generates a report with all notes.
2. In the Report Preview toolbar, type a **keyword** by which to filter your search results.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

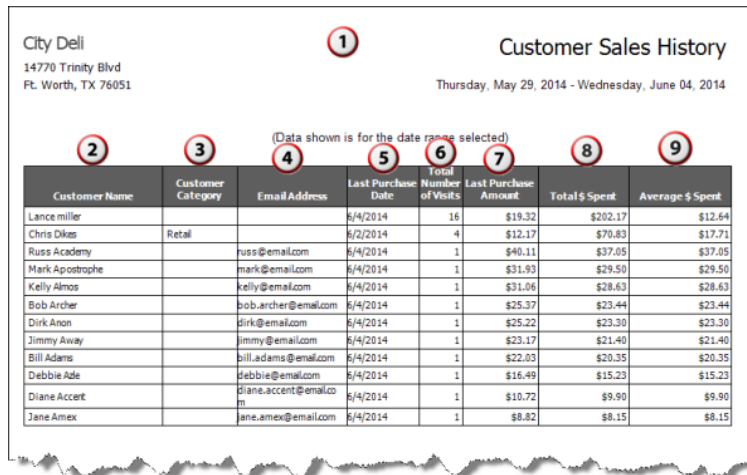


| City Deli<br>14770 Trinity Blvd<br>Ft. Worth, TX 76051 |                      | Customer Notes<br>Thursday, May 29, 2014 - Wednesday, June 04, 2014 |           |                |
|--|----------------------|---|-----------|----------------|
| Customer Name  | Email Address        | Phone Number  | Note Date | Note Contents  |
| Bill Adams   | bill.adams@email.com | (817) 111-2222  | 6/4/2014  | Peanut allergy |
| Bob Archer   | bob.archer@email.com | (817) 333-4444  | 6/4/2014  | Fish Allergy   |

| # | Column        | Description  |
|---|---------------|--|
| 1 | Header        | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The selected time period for the report.</li> <li>• The name of the report.</li> </ul> |
| 2 | Customer Name | The name of the customer.  |
| 3 | Email Address | The email address of the customer.   |
| 4 | Phone Number  | The phone number of the customer.  |
| 5 | Note Date     | The date an employee entered the note into the system.   |
| 6 | Note Contents | The customer note.   |

## CUSTOMER SALES REPORT

The Customer Sales report provides a sales summary for each customer within the selected time period. You can view the last purchase date and amount, the total dollars spent by the customer, and the average amount spent per visit by the customer.



City Deli  
14770 Trinity Blvd  
Ft. Worth, TX 76051

Customer Sales History  
Thursday, May 29, 2014 - Wednesday, June 04, 2014

(Data shown is for the date range selected)

| Customer Name   | Customer Category | Email Address          | Last Purchase Date | Total Number of Visits | Last Purchase Amount | Total \$ Spent | Average \$ Spent |
|-----------------|-------------------|------------------------|--------------------|------------------------|----------------------|----------------|------------------|
| Lance Miller    |                   |                        | 6/4/2014           | 16                     | \$19.32              | \$202.17       | \$12.64          |
| Chris Dikos     | Retail            |                        | 6/2/2014           | 4                      | \$12.17              | \$70.83        | \$17.71          |
| Russ Academy    |                   | russ@email.com         | 6/4/2014           | 1                      | \$40.11              | \$37.05        | \$37.05          |
| Mark Apostrophe |                   | mark@email.com         | 6/4/2014           | 1                      | \$31.93              | \$29.50        | \$29.50          |
| Kelly Almos     |                   | kelly@email.com        | 6/4/2014           | 1                      | \$31.06              | \$28.63        | \$28.63          |
| Bob Archer      |                   | bob.archer@email.com   | 6/4/2014           | 1                      | \$25.37              | \$23.44        | \$23.44          |
| Dirk Anon       |                   | dirk@email.com         | 6/4/2014           | 1                      | \$25.22              | \$23.30        | \$23.30          |
| Jimmy Away      |                   | jimmy@email.com        | 6/4/2014           | 1                      | \$23.17              | \$21.40        | \$21.40          |
| Bill Adams      |                   | bill.adams@email.com   | 6/4/2014           | 1                      | \$22.03              | \$20.35        | \$20.35          |
| Debbie Ade      |                   | debbie@email.com       | 6/4/2014           | 1                      | \$16.49              | \$15.23        | \$15.23          |
| Diane Accert    |                   | diane.accert@email.com | 6/4/2014           | 1                      | \$10.72              | \$9.90         | \$9.90           |
| Jane Amex       |                   | jane.amex@email.com    | 6/4/2014           | 1                      | \$8.82               | \$8.15         | \$8.15           |

| # | Column                 | Description  |
|---|------------------------|--|
| 1 | Header                 | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The selected time period for the report.</li> <li>The name of the report.</li> </ul> |
| 2 | Customer Name          | The name of the customer.  |
| 3 | Customer Category      | The category assigned to the customer, if any.   |
| 4 | Email Address          | The email address of the customer.   |
| 5 | Last Purchase Date     | The last date of purchase by the customer.   |
| 6 | Total Number of Visits | The total number of visits by the customer within the selected time period.  |
| 7 | Last Purchase Amount   | The last ticket total for the customer, including sales tax.   |
| 8 | Total \$ Spent         | The total amount spent by the customer at your restaurant within the selected time period, excluding sales tax.  |






|   |                  |  |
|---|------------------|--|
| 9 | Average \$ Spent | The average amount of each ticket by the customer. The system calculates the average as total spent divided by the total number of visits. |
|---|------------------|--|

## HOUSE ACCOUNTS

The House Accounts report enables you to see a list of your house accounts, their maximum balance, and their last statement date. You can view a list of all house accounts or filter the report to view a specific house account.

1. On the Reports menu, select **House Accounts**. The system generates a report with all house accounts.
2. In the Report Preview toolbar, select a **house account** by which to filter your search results.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

| CD's Cafe<br>14770 Trinity Blvd<br>Fort Worth, TX 76155 |      |         |                 | <b>House Accounts</b><br>Monday, February 01, 2016 - Monday, April 18, 2016 |              |                        |                |
|---|------|---------|-----------------|---|--------------|------------------------|----------------|
| Number  | Name | Enabled | Maximum Balance | Address   | Phone #      | Email                  | Last Statement |
|   | NCR  | YES     | <b>\$500.00</b> | 14770 Trinity Blvd<br>Fort Worth<br>TX<br>76155                             | 817-123-4567 | george.smith@email.com | 4/14/2016      |
| 1   | SMB  | YES     | <b>\$100.00</b> | 123 Main St<br>Fort Worth<br>TX<br>76150                                    | 817-444-5555 | test@email.com         |                |


| Column | Description   |
|--------|---|
| Header | Header includes: <ul style="list-style-type: none"> <li>• The name and address of the store.</li> <li>• The name of the report.</li> <li>• The date range for the report</li> </ul> |
| Number | The external ID associated with the house account.  |



|                 |  |
|-----------------|--|
| Name            | The name of the house account.                     |
| Enabled         | Identifies if the house account is enabled or not. |
| Maximum Balance | The maximum balance for the house account.         |
| Address         | The address for the house account.                 |
| Phone Number    | The phone number for the house account..           |
| Email           | The email address for the house account.           |
| Last Statement  | The last date for which a statement was issued.    |

## HOUSE ACCOUNTS ACTIVITY

The House Accounts Activity report enables you to see a list of all activity related to house accounts, including purchases, credits, debits, payments, and statements created. You can view the device on which the transaction occurred as well as the user or ticket number and the date and time of the transaction. You can view a list of all house accounts or filter the report to view a specific house account.

1. On the Reports menu, select **House Accounts**. The system generates a report with all house accounts.
2. In the Report Preview toolbar, select a **house account** by which to filter your search results.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

CD's Cafe

14770 Trinity Blvd  
Fort Worth, TX 76155

Monday, February 01, 2016 - Monday, April 18, 2016

| Number | Name | Device           | User/Ticket# | Date/Time         | Transaction/Note                      | Amount  |
|--------|------|------------------|--------------|-------------------|---------------------------------------|---------|
|        | NCR  | Silver Pro Lab 1 | 10400255     | 4/11/2016 4:46 PM | Sale                                  | \$16.24 |
|        |      | Silver Pro Lab 1 | 10400256     | 4/11/2016 4:47 PM | Sale                                  | \$33.56 |
|        |      |                  |              | 4/11/2016 5:47 PM | Payment Received                      | \$10.00 |
|        |      |                  |              | 4/11/2016 5:49 PM | Statement Requested<br>(#10001-00004) |         |
|        |      | Silver Pro Lab 1 | 10400260     | 4/11/2016 4:55 PM | Sale                                  | \$18.40 |
|        |      | Silver Pro Lab 1 | 10400262     | 4/11/2016 4:55 PM | Sale                                  | \$18.40 |
|        |      |                  |              | 4/14/2016 9:35 AM | Statement Requested<br>(#10001-00007) |         |
|        |      |                  |              |                   |                                       |         |
| Total  |      |                  |              |                   |                                       | \$96.60 |



| Column | Description |
|--------|-------------|
|--------|-------------|



|                  |   |
|------------------|---|
| Header           | Header includes: <ul style="list-style-type: none"><li>• The name and address of the store.</li><li>• The name of the report.</li><li>• The date range for the report</li></ul> |
| Number           | The external ID for the house account.  |
| Name             | The name of the house account.  |
| Device           | The device where the transaction occurred.  |
| User/Ticket#     | The user or ticket number for the house account transaction.  |
| Date/Time        | The date and time of the transaction.   |
| Transaction/Note | The transaction type and/or any note associated with the transaction.   |
| Amount           | The amount of the transaction.  |

## ITEMS REPORT

The Items report displays all of the items on your menu according to category. The report defaults to 'All' items; however, you can filter the report to display specific categories. You can also filter the report to include the variations for a menu item.

1. On the Reports menu, select **Items**. The system generates a report for All Items.
2. Click  to display a drop-down list of categories by which you can filter the report.
3. Click  in the Report Preview toolbar to refresh the data. The report appears in the Report Preview screen.

| <div> <div>City Deli</div> <div>14770 Trinity Blvd<br/>Ft. Worth, TX 76051</div> <div>Items</div> </div> |                   |                   |           |          |         |                  |        |                        |              |                           |               |  |
|--|-------------------|-------------------|-----------|----------|---------|------------------|--------|------------------------|--------------|---------------------------|---------------|--|
| Category   | Item Name         | Description       | Menu Item | Modifier | Barcode | Prompt For Price | Price  | Sold by Weight/Measure | Tax Category | Available for Sale on POS | Printer Group |  |
| BEER   | Bud Light         |                   | Y         | N        |         | N                | \$4.50 | N                      | Alcohol Tax  | Y                         |               |  |
|  | Dos Equis         |                   | Y         | N        |         | N                | \$5.50 | N                      | Alcohol Tax  | Y                         |               |  |
|  | Guinness          |                   | Y         | N        |         | N                | \$5.50 | N                      | Food Tax     | Y                         |               |  |
|  | Heineken          |                   | Y         | N        |         | N                | \$5.00 | N                      | Alcohol Tax  | Y                         |               |  |
|  | Miller Lite       |                   | Y         | N        |         | N                | \$4.00 | N                      | Alcohol Tax  | Y                         |               |  |
|  | Pilsner Urquell   |                   | Y         | N        |         | N                | \$5.50 | N                      | Food Tax     | Y                         |               |  |
|  | Shiner Bock       |                   | Y         | N        |         | N                | \$5.50 | N                      | Food Tax     | Y                         |               |  |
| BREAKFAST  | Stella Artois     |                   | Y         | N        |         | N                | \$5.50 | N                      | Food Tax     | Y                         |               |  |
|  | Bagel w/CrmChz    | Bagel w/CrmChz    | Y         | N        |         | N                | \$2.75 | N                      | Food Tax     | Y                         | Grill         |  |
|  | Bagel with Butter | Bagel with Butter | Y         | N        |         | N                | \$2.00 | N                      | Food Tax     | Y                         | Grill         |  |
|  | Bagel/PB&J        | Bagel/PB&J        | Y         | N        |         | N                | \$3.00 | N                      | Food Tax     | Y                         |               |  |
|  | Breakfast Burrito | Breakfast Burrito | Y         | N        |         | N                | \$4.99 | N                      | Food Tax     | Y                         | Grill         |  |
| BUFFET   | Scrambled Egg/Chz | Scrambled Egg/Chz | Y         | N        |         | N                | \$3.50 | N                      | Food Tax     | Y                         |               |  |
|  | Adult Buffet      |                   | Y         | N        |         | N                | \$6.99 | N                      | Food Tax     | Y                         |               |  |

| # | Column      | Description  |
|---|-------------|--|
| 1 | Header      | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The name of the report.</li> </ul> |
| 2 | Category    | The name of the category.  |
| 3 | Item Name   | The name of the item.  |
| 4 | Description | The description of the item.   |
| 5 | Menu Item   | Identifies if the item is a menu item.   |
| 6 | Modifier    | Identifies if the item is a modifier item.   |



|    |                           |  |
|----|---------------------------|--|
| 7  | Barcode                   | Identifies the barcode associated with the item.                               |
| 8  | Prompt For Price          | Identifies if the system is to prompt employees to enter a price for the item. |
| 9  | Price                     | The price of the item.   |
| 10 | Sold by Weight/Measure    | Identifies if you sell the item by weight/measure.                             |
| 11 | Tax Category              | The tax category for the item.   |
| 12 | Available for Sale on POS | Identifies if the item is actively available for sale in your restaurant.      |
| 13 | Printer Group             | The name of the printer group assigned to the item.                            |



## CUSTOMERS REPORT

The Customers report enables you to see a list of all of your customers. Use the report to evaluate the success of your employees in collecting customer information, the first purchase of a customer, and the most recent purchase of a customer.

City Deli  
14770 Trinity Blvd  
Ft. Worth, TX 76051

Customer List

| Customer Name   | Address            | City       | State | Zip Code | Phone #        | Email Address          | First Purchase | Last Purchase |
|-----------------|--------------------|------------|-------|----------|----------------|------------------------|----------------|---------------|
| Bill Adams      | 1 Main Street      | Fort Worth |       | 76155    | (817) 111-2222 | bill.adams@email.com   | 6/4/2014       | 6/4/2014      |
| Bill Jones      | 7 Main St          | FL Worth   |       | 76155    | (333) 444-7777 |                        |                |               |
| Bill Smith      |                    |            |       |          | 9725551234     |                        | 1/13/2014      | 2/23/2014     |
| Billy Smith     | 6 Main St          | FL Worth   | TX    | 76150    | 333-555-7788   |                        |                |               |
| Bob Archer      | 2 Circle Drive     | Fort Worth |       | 76155    | (817) 333-4444 | bob.archer@email.com   | 6/4/2014       | 6/4/2014      |
| Chris Oles      | 14770 Trinity Blvd | FL Worth   | TX    | 76155    | (222) 333-4444 |                        | 6/2/2014       | 6/2/2014      |
| Chris Rennie    | 123 Road           | Atlanta    |       | 30346    |                |                        | 2/23/2014      | 2/23/2014     |
| Chris Thedford  | 123                |            |       |          | 555-123-4567   |                        | 1/13/2014      | 2/23/2014     |
| Debbie Ade      | 8 North Road       | Fort Worth | TX    | 76155    | 817-999-0000   | debbie@email.com       | 6/4/2014       | 6/4/2014      |
| Diane Accent    | 3 Square Avenue    | Fort Worth | TX    | 76155    | 817-444-5555   | diane.accent@email.com | 6/4/2014       | 6/4/2014      |
| Dirk Anon       | 5 Downside Lane    | Fort Worth | TX    | 76155    | 817-666-7777   | dirk@email.com         | 6/4/2014       | 6/4/2014      |
| Greg Jacobs     |                    |            |       |          | 654324567      |                        |                |               |
| Greg knight     |                    |            |       |          | 6543234        |                        | 6/7/2014       | 6/7/2014      |
| Honza Fedak     | 123 Main Street    |            |       |          | 6785557080     |                        | 1/15/2014      | 1/21/2014     |
| Jane Amex       | 4 Upside Road      | Fort Worth | TX    | 76155    | 817-555-6666   | jane.amex@email.com    | 6/4/2014       | 6/4/2014      |
| Jimmy Away      | 7 Far Circle       | Fort Worth | TX    | 76155    | 817-888-9999   | jimmy@email.com        | 6/4/2014       | 6/4/2014      |
| Jimmy Smith     | 4 Jones St         | FL Worth   | TX    | 76155    | 817-123-4567   |                        | 4/21/2014      | 4/23/2014     |
| Jon Lawrence    |                    |            |       |          |                |                        |                |               |
| Jon Lawrence    |                    |            |       |          |                |                        |                |               |
| Kelly Almos     | 10 Safari          | Fort Worth | TX    | 76155    | 817-123-4567   | kelly@email.com        | 6/4/2014       | 6/4/2014      |
| Lance miller    |                    |            |       |          | 66543344       |                        | 6/7/2014       | 6/4/2014      |
| Mark Apostrophe | 6 End Way          | Fort Worth | TX    | 76155    | 817-777-8888   | mark@email.com         | 6/4/2014       | 6/4/2014      |
| Mike Johnson    |                    |            |       |          | 8173334567     | mikj@me.com            | 4/16/2013      | 3/25/2014     |
| Mike Jones      |                    | Grapevine  | TX    |          | 76543212       |                        |                |               |
| Mike smith      |                    |            |       |          | 7654324567     |                        | 1/13/2014      | 1/13/2014     |
| Mike Wilson     |                    |            |       |          | 3213456677     |                        | 3/11/2014      | 3/14/2014     |
| Richard Adams   |                    |            |       |          | 8176665555     |                        | 2/23/2014      | 2/23/2014     |
| Russ Academy    | 9 Turn Street      | Fort Worth | TX    | 76155    | 817-000-1234   | russ@email.com         | 6/4/2014       | 6/4/2014      |
| Sally smith     |                    |            |       |          | 6543323455     |                        |                |               |
| Shawn Miller    |                    |            |       |          | 5434567875     |                        | 2/13/2014      | 2/26/2014     |
| Steve Jones     |                    |            |       |          | 6547865432     |                        |                |               |
| Victor          | 321 Kil            | Fort Worth | TX    | 76543    | 5556667788     |                        |                |               |

| # | Column        | Description  |
|---|---------------|--|
| 1 | Header        | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The name of the report.</li> </ul> |
| 2 | Customer Name | The name of the customer.  |
| 3 | Address       | The address of the customer.   |
| 4 | City          | The city of the customer.  |
| 5 | State         | The state of the customer.   |
| 6 | Zip Code      | The ZIP code of the customer.  |
| 7 | Phone #       | The phone number of the customer.  |

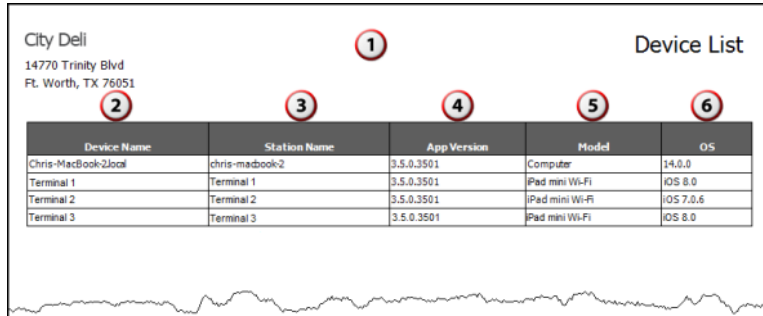


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|    |                |   |
|----|----------------|---|
| 8  | Email address  | The email address of the customer.                    |
| 9  | First purchase | The date of the first purchase by the customer.       |
| 10 | Last Purchase  | The date of the most recent purchase by the customer. |

## DEVICES REPORT

The Devices report enables you to gather a list of all devices associated with your restaurant. Use this report to identify the version of Silver Pro Restaurant on your devices and the operating system running each device.



| Device Name         | Station Name   | App Version | Model           | OS        |
|---------------------|----------------|-------------|-----------------|-----------|
| Chris-MacBook2local | chris-macbook2 | 3.5.0.3501  | Computer        | 14.0.0    |
| Terminal 1          | Terminal 1     | 3.5.0.3501  | iPad mini Wi-Fi | iOS 8.0   |
| Terminal 2          | Terminal 2     | 3.5.0.3501  | iPad mini Wi-Fi | iOS 7.0.6 |
| Terminal 3          | Terminal 3     | 3.5.0.3501  | iPad mini Wi-Fi | iOS 8.0   |

| # | Column       | Description  |
|---|--------------|--|
| 1 | Header       | Header includes: <ul style="list-style-type: none"> <li>The name and address of the store.</li> <li>The name of the report.</li> </ul> |
| 2 | Device Name  | The name of the device.  |
| 3 | Station Name | The name of the station.   |
| 4 | App Version  | The app version of the device.   |
| 5 | Model        | The model of the device.   |
| 6 | OS           | The operating system of the device.  |

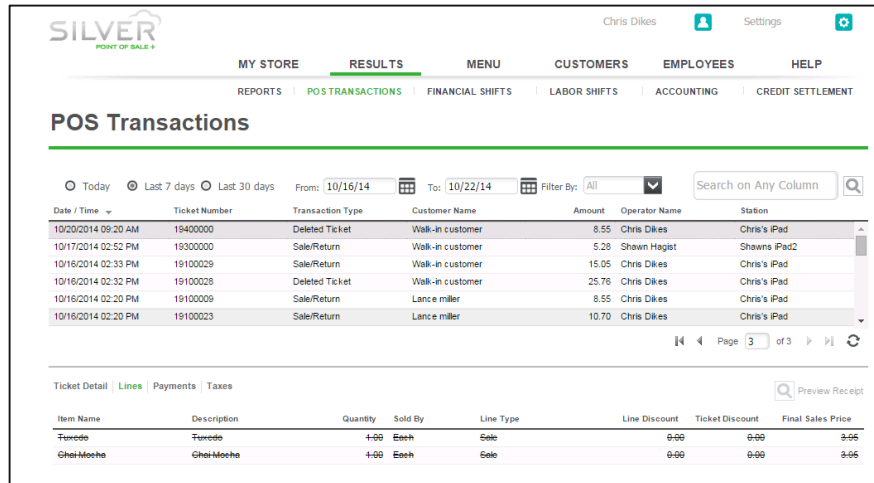


## POS TRANSACTIONS

## VIEWING POS TRANSACTIONS

Use POS Transactions to view details on specific transactions, such as deleted guest checks, and items and payments deleted from a guest check. For weighed items that have been manually entered, a '(M)' appears behind the weight.

In Silver Back Office, select **RESULTS > POS Transactions**.



**POS Transactions**

Today Last 7 days Last 30 days From: 10/16/14 To: 10/22/14 Filter By: All Search on Any Column

| Date / Time         | Ticket Number | Transaction Type | Customer Name    | Amount | Operator Name | Station       |
|---------------------|---------------|------------------|------------------|--------|---------------|---------------|
| 10/20/2014 09:20 AM | 19400000      | Deleted Ticket   | Walk-in customer | 8.55   | Chris Dikes   | Chris's iPad  |
| 10/17/2014 02:52 PM | 19300000      | Sale/Return      | Walk-in customer | 5.28   | Shawn Hagist  | Shawn's iPad2 |
| 10/16/2014 02:32 PM | 19100029      | Sale/Return      | Walk-in customer | 15.05  | Chris Dikes   | Chris's iPad  |
| 10/16/2014 02:32 PM | 19100028      | Deleted Ticket   | Walk-in customer | 25.78  | Chris Dikes   | Chris's iPad  |
| 10/16/2014 02:20 PM | 19100009      | Sale/Return      | Lance miller     | 8.55   | Chris Dikes   | Chris's iPad  |
| 10/16/2014 02:20 PM | 19100023      | Sale/Return      | Lance miller     | 10.70  | Chris Dikes   | Chris's iPad  |

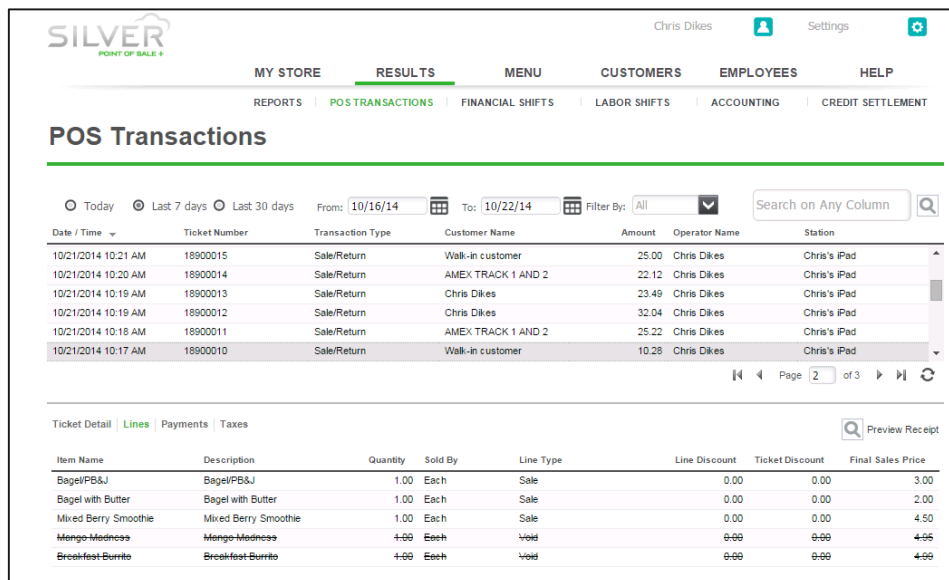
Ticket Detail Lines Payments Taxes Preview Receipt

| Item Name  | Description | Quantity | Sold By | Line Type | Line Discount | Ticket Discount | Final Sales Price |
|------------|-------------|----------|---------|-----------|---------------|-----------------|-------------------|
| Turkey     | Turkey      | 4.00     | Each    | Sale      | 0.00          | 0.00            | 3.96              |
| Ghee-Mocha | Ghee-Mocha  | 4.00     | Each    | Sale      | 0.00          | 0.00            | 3.96              |

Tickets you delete appear with 'Deleted Ticket' as the Transaction Type.

To review deleted items in a guest check:

1. Select **RESULTS > POS Transactions**.
2. Select the **guest check**.



**POS Transactions**

Today Last 7 days Last 30 days From: 10/16/14 To: 10/22/14 Filter By: All Search on Any Column

| Date / Time         | Ticket Number | Transaction Type | Customer Name      | Amount | Operator Name | Station      |
|---------------------|---------------|------------------|--------------------|--------|---------------|--------------|
| 10/21/2014 10:21 AM | 18900015      | Sale/Return      | Walk-in customer   | 25.00  | Chris Dikes   | Chris's iPad |
| 10/21/2014 10:20 AM | 18900014      | Sale/Return      | AMEX TRACK 1 AND 2 | 22.12  | Chris Dikes   | Chris's iPad |
| 10/21/2014 10:19 AM | 18900013      | Sale/Return      | Chris Dikes        | 23.49  | Chris Dikes   | Chris's iPad |
| 10/21/2014 10:19 AM | 18900012      | Sale/Return      | Chris Dikes        | 32.04  | Chris Dikes   | Chris's iPad |
| 10/21/2014 10:18 AM | 18900011      | Sale/Return      | AMEX TRACK 1 AND 2 | 25.22  | Chris Dikes   | Chris's iPad |
| 10/21/2014 10:17 AM | 18900010      | Sale/Return      | Walk-in customer   | 10.28  | Chris Dikes   | Chris's iPad |

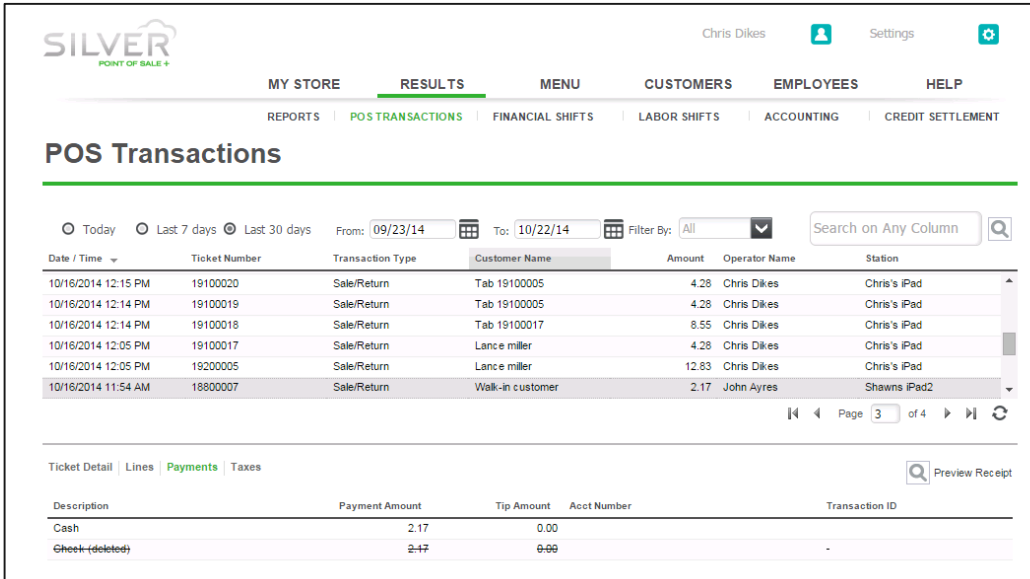
Ticket Detail Lines Payments Taxes Preview Receipt

| Item Name            | Description          | Quantity | Sold By | Line Type | Line Discount | Ticket Discount | Final Sales Price |
|----------------------|----------------------|----------|---------|-----------|---------------|-----------------|-------------------|
| Bagel/PB&J           | Bagel/PB&J           | 1.00     | Each    | Sale      | 0.00          | 0.00            | 3.00              |
| Bagel with Butter    | Bagel with Butter    | 1.00     | Each    | Sale      | 0.00          | 0.00            | 2.00              |
| Mixed Berry Smoothie | Mixed Berry Smoothie | 1.00     | Each    | Sale      | 0.00          | 0.00            | 4.50              |
| Mango Madness        | Mango Madness        | 4.00     | Each    | Void      | 0.00          | 0.00            | 4.00              |
| Breakfast Burrito    | Breakfast Burrito    | 4.00     | Each    | Void      | 0.00          | 0.00            | 4.00              |

3. Click **Lines**. Deleted items appear with a line strike through the item.

To review a deleted payment in a guest check:

1. Select **RESULTS > POS Transactions**.
2. Select the **guest check**.



The screenshot shows the Silver POS Transactions interface. The top navigation bar includes 'MY STORE', 'RESULTS' (selected), 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this, there are sub-navigation links: 'REPORTS', 'POS TRANSACTIONS' (selected), 'FINANCIAL SHIFTS', 'LABOR SHIFTS', 'ACCOUNTING', and 'CREDIT SETTLEMENT'. The main heading is 'POS Transactions'. Below the heading, there are filters for 'Today', 'Last 7 days', and 'Last 30 days' (selected). The date range is set from '09/23/14' to '10/22/14'. The filter is set to 'All'. A search bar is available with the text 'Search on Any Column'. The table below shows a list of transactions with columns: Date / Time, Ticket Number, Transaction Type, Customer Name, Amount, Operator Name, and Station. The last transaction is highlighted, showing a 'Sale/Return' for a 'Walk-in customer' with an amount of 2.17. Below the table, there are tabs for 'Ticket Detail', 'Lines', 'Payments', and 'Taxes'. The 'Payments' tab is selected, showing a detailed view of the payment. The payment is for 'Cash' with an amount of 2.17 and a tip amount of 0.00. The transaction ID is 19200005. A 'Preview Receipt' button is visible.

| Date / Time         | Ticket Number | Transaction Type | Customer Name    | Amount | Operator Name | Station      |
|---------------------|---------------|------------------|------------------|--------|---------------|--------------|
| 10/16/2014 12:15 PM | 19100020      | Sale/Return      | Tab 19100005     | 4.28   | Chris Dikes   | Chris's iPad |
| 10/16/2014 12:14 PM | 19100019      | Sale/Return      | Tab 19100005     | 4.28   | Chris Dikes   | Chris's iPad |
| 10/16/2014 12:14 PM | 19100018      | Sale/Return      | Tab 19100017     | 8.55   | Chris Dikes   | Chris's iPad |
| 10/16/2014 12:05 PM | 19100017      | Sale/Return      | Lance miller     | 4.28   | Chris Dikes   | Chris's iPad |
| 10/16/2014 12:05 PM | 19200005      | Sale/Return      | Lance miller     | 12.83  | Chris Dikes   | Chris's iPad |
| 10/16/2014 11:54 AM | 18800007      | Sale/Return      | Walk-in customer | 2.17   | John Ayres    | Shawns iPad2 |

| Description                | Payment Amount  | Tip Amount      | Acct Number | Transaction ID |
|----------------------------|-----------------|-----------------|-------------|----------------|
| Cash                       | 2.17            | 0.00            |             |                |
| <del>Check (deleted)</del> | <del>2.17</del> | <del>0.00</del> |             |                |

3. Click **Payments**. The deleted payment appears with a line strike through the payment.

To send an email copy of the receipt to a customer.

1. Select **RESULTS > POS Transactions**.
2. Select the **guest check**.
3. Click **Preview Receipt**. A copy of the customer receipt appears.
4. Type the **customer email address**.
5. Click **Send**.

## EXPORTING POS TRANSACTIONS

You can also export POS Transactions into a .csv file. When you click Export Transactions, two download files are created: Ticket Detail.csv and POS Trans.csv.

POS Trans.csv contains details such as Date/Time, Ticket Number, Transaction Type, Customer Name, Customer Number, Operator Name, Station, Selling Location, Gross Subtotal, Discounts/Promos, Tax, Tip, Total, Tendered, Change, and Method of Payment (MOP).

Ticket Detail.csv contains details such as Date/Time, Ticket Number, Item Name, Description, Quantity, Sold by, Line Type, Line Discount, Ticket Discount, and Final Sales Price.

To export POS Transactions:

1. Select **RESULTS > POS Transactions**.
2. Click **Export Transactions**. POS Trans.csv and Ticket Detail.csv download to your computer.



## LABOR SHIFTS

The LABOR SHIFTS page allows you to view and edit employee punches. Additionally, you can view any edits that have been made to labor shifts.

### EDITING EMPLOYEE LABOR SHIFTS

At times, it may be necessary to edit a labor shift, if an employee forgets to clock in or clock out. When you edit a labor shift for an employee, the system marks the shift with an '\*' to indicate an edited shift.

If an employee forgets to clock in, have the employee clock in on a device, and edit the start of the labor shift at the conclusion of their shift. If you edit the start of an active shift in Silver Back Office prior to the employee ending their shift, when the employee accesses the device the POS resubmits the clock in and creates a new shift.

1. Log in to **Silver Back Office** through a Web browser.
2. Select **RESULTS > LABOR SHIFTS**.
3. Click the **employee** whose shift you want to edit. The Edit Clock In/Out Activity for 'Employee Name' appears.

**Edit Clock In/Out Activity for 'Chris Dikes'**

Time In: 07/03/14 1:38 PM

Time Out: 07/03/14 None

Role: Manager Pay Rate: 0.00

Notes/Comments:  
Time Clock Notes (255 char max)

Save Changes Delete Shift Cancel

4. Select the **time in** or **time out** from the drop-down list.
5. Type a **reason** in Notes/Comments for the edit.
6. Click **Save Changes**.

### VIEWING LABOR SHIFT EDITS

You can also view edits made to labor shifts.

1. Select **RESULTS > Labor Shifts**.
2. Click the **employee** for whom you want to view any edits to their labor shift. The Edit Clock In/Out Activity dialog appears.
3. Click **Audit Log**. The Labor Shift Audit screen appears. The first line indicates the original punch and each subsequent line indicates the edit made and who made the edit.
4. Click **Done** to close the dialog. The Edit Clock In/Out dialog appears.
5. Click **Cancel** to return to the Labor Shifts page.

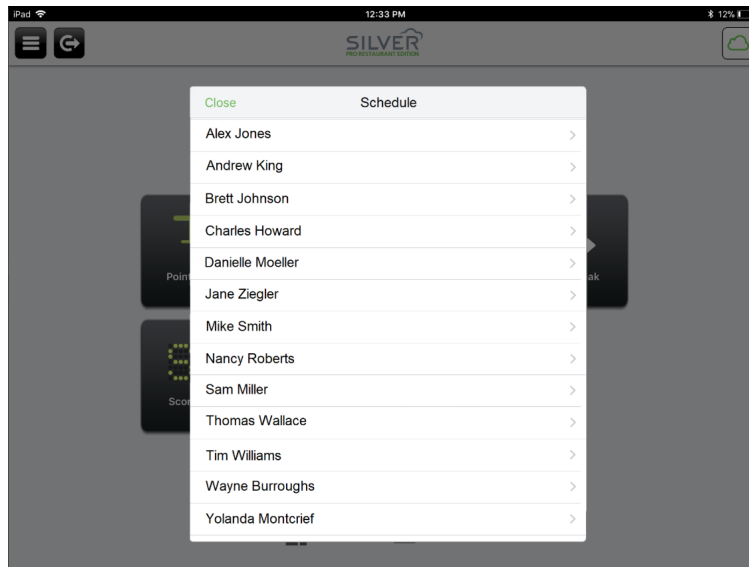
## DISPLAY LABOR SCHEDULE

Display employee schedules directly on the POS. A new user role permission in the back office enables you to export schedules directly onto the POS for employees and managers to view. Schedules are also available to print from the POS by both employees and managers. As you build a schedule in NCR Console, they can now be synchronized into the Silver back-office through an API integration, allowing you to download from the back-office to the POS.

1. Log-in to the back-office.
2. Go to the “Employee” section.
3. Click on the new page titled “Labor Options.”
4. Schedules, imported from NCR Console, are available on the screen.
5. Then click the box next to “Download schedule to POS” to enable schedule download to the POS.
6. Stay on the Employee section and click “User Roles.”
7. A new user-role permission has been added “Manage Schedule.” Turn this on for your managers.
8. Go to the home screen of your POS.



9. Tap the new tile titled “Schedule.”
10. Managers will be given the option to “view by employee” or “view by job code”
11. Tap “View By Employee.”

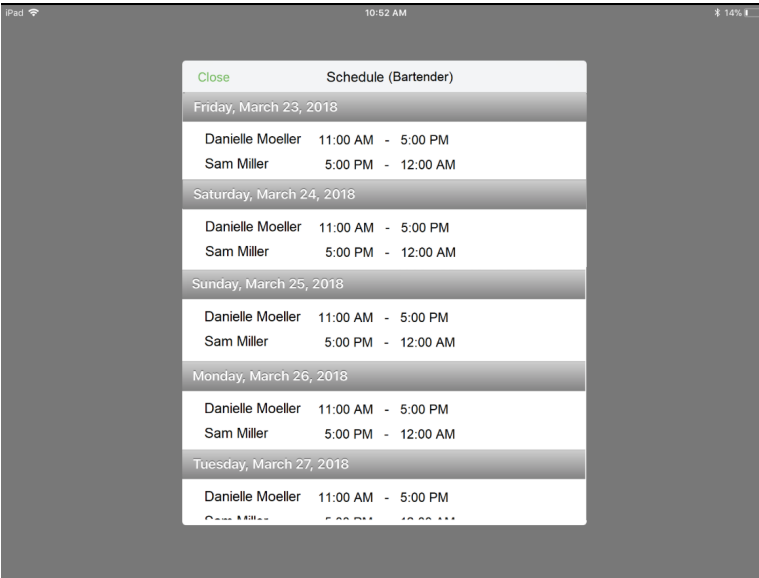


12. Employee names will appear. Tap a specific employee name to see their upcoming schedule for the foreseeable future. The schedule will include dates, times and position.
13. Tap “Print” in the upper right-hand corner of the schedule page to print their schedule. This view is the same view for employees and managers.

| Schedule                     |  |
|------------------------------|--|
| Tim Williams                 |  |
| Friday, March 23, 2018 -     |  |
| Thursday April 5, 2018       |  |
| -----                        |  |
| Friday, 03/23/2018           |  |
| 04:00 PM - 10:00 PM (Server) |  |
| Saturday, 03/24/2018         |  |
| 10:00 AM - 4:00 PM (Host)    |  |
| Monday, 03/26/2018           |  |
| 1:00 PM - 8:00 PM (Server)   |  |

14. Tap the “Schedule” tile again.
15. Tap “View by Job Code.”

16. Tap specific job code or user role to view which employees will be working that role in the upcoming schedule.

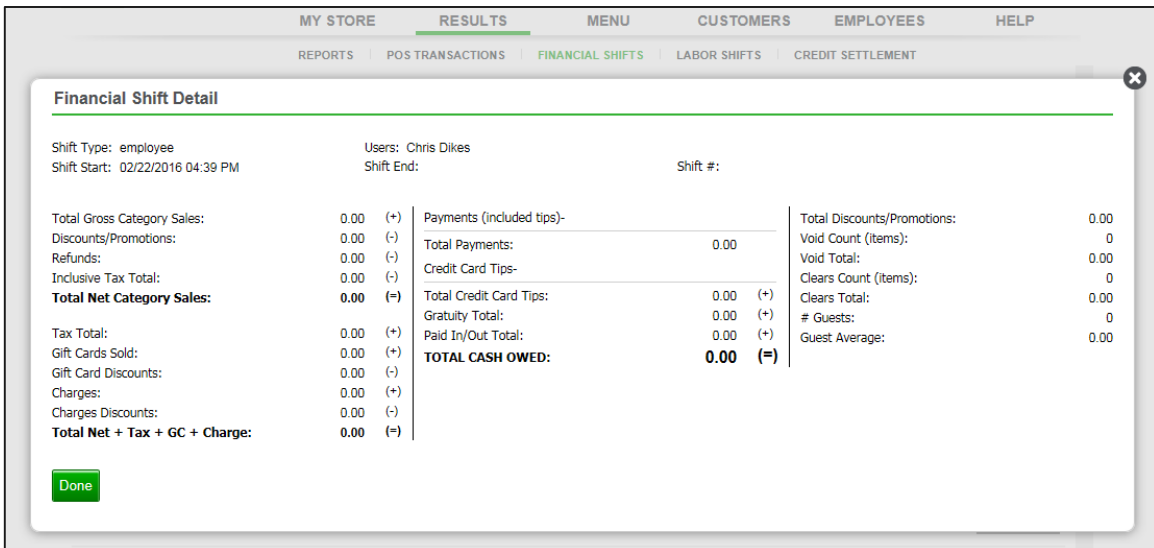


| Schedule (Bartender)     |          |            |
|--------------------------|----------|------------|
| Friday, March 23, 2018   |          |            |
| Danielle Moeller         | 11:00 AM | - 5:00 PM  |
| Sam Miller               | 5:00 PM  | - 12:00 AM |
| Saturday, March 24, 2018 |          |            |
| Danielle Moeller         | 11:00 AM | - 5:00 PM  |
| Sam Miller               | 5:00 PM  | - 12:00 AM |
| Sunday, March 25, 2018   |          |            |
| Danielle Moeller         | 11:00 AM | - 5:00 PM  |
| Sam Miller               | 5:00 PM  | - 12:00 AM |
| Monday, March 26, 2018   |          |            |
| Danielle Moeller         | 11:00 AM | - 5:00 PM  |
| Sam Miller               | 5:00 PM  | - 12:00 AM |
| Tuesday, March 27, 2018  |          |            |
| Danielle Moeller         | 11:00 AM | - 5:00 PM  |
| Sam Miller               | 5:00 PM  | - 12:00 AM |

## FINANCIAL SHIFTS

The FINANCIAL SHIFTS page enables you to view the **TOTAL CASH OWED** for a financial shift and to receive cash. Clicking on a financial shift will display a snapshot of the shift details.

**Note:** if being used, cash rounding will show.



| Financial Shift Detail                |                 |                             |                 |
|---------------------------------------|-----------------|-----------------------------|-----------------|
| Shift Type: employee                  |                 | Users: Chris Dikes          |                 |
| Shift Start: 02/22/2016 04:39 PM      |                 | Shift End:                  |                 |
|                                       |                 | Shift #:                    |                 |
| Total Gross Category Sales:           | 0.00 (+)        | Payments (included tips)-   |                 |
| Discounts/Promotions:                 | 0.00 (-)        | Total Payments:             | 0.00            |
| Refunds:                              | 0.00 (-)        | Credit Card Tips-           |                 |
| Inclusive Tax Total:                  | 0.00 (-)        | Total Credit Card Tips:     | 0.00 (+)        |
| <b>Total Net Category Sales:</b>      | <b>0.00 (=)</b> | Gratuity Total:             | 0.00 (+)        |
| Tax Total:                            | 0.00 (+)        | Paid In/Out Total:          | 0.00 (+)        |
| Gift Cards Sold:                      | 0.00 (+)        | <b>TOTAL CASH OWED:</b>     | <b>0.00 (=)</b> |
| Gift Card Discounts:                  | 0.00 (-)        |                             |                 |
| Charges:                              | 0.00 (+)        | Total Discounts/Promotions: | 0.00            |
| Charges Discounts:                    | 0.00 (-)        | Void Count (Items):         | 0               |
| <b>Total Net + Tax + GC + Charge:</b> | <b>0.00 (=)</b> | Void Total:                 | 0.00            |
|                                       |                 | Clears Count (Items):       | 0               |
|                                       |                 | Clears Total:               | 0.00            |
|                                       |                 | # Guests:                   | 0               |
|                                       |                 | Guest Average:              | 0.00            |

Done

Note: You will also see the **Declared Cash Amount** under **TOTAL CASH OWED** if you are utilizing drawer shifts along with the total starting and ending cash amounts, if being used.



## RECEIVING CASH FROM THE EMPLOYEE AT THE SHIFT END

After the employee ends a financial shift and counts their till, you enter the cash you received from the employee minus any starting cash amount in the cash drawer. The amount you receive from an employee should equal the TOTAL CASH OWED amount.

1. Log in to **Silver Back Office** through a Web browser.
2. Select **RESULTS > FINANCIAL SHIFTS**.
3. Click **Receive Cash** for the employee and the date for which you are receiving cash. A 'Cash for Employee Name on Shift X' prompt appears.

A screenshot of a web application dialog box titled "Cash for Chris Dikes on Shift 0". Inside the dialog, there is a label "Amount Received:" followed by a text input field containing the value "94.36". Below the input field, there are two buttons: a green button labeled "Receive Cash" and a grey button labeled "Cancel".

4. Type the **amount received**. The system defaults to the expected amount to receive, which is the amount from the TOTAL CASH OWED line of the Shift End Report.
5. Click **Receive Cash**. The system returns to the Financial Shifts screen and adds the amount to the 'Cash/Check Received By Store' Column. The 'Received By' column contains the name of the manager who received the money.

## CREDIT SETTLEMENT

View the results of your credit settlement to monitor and track the batch processing of your credit card transactions. You can also export your credit settlement transactions.

## VIEWING CREDIT SETTLEMENT

Log in to Silver Back Office through a Web browser, and select **RESULTS > CREDIT SETTLEMENT**. Filter your results by 'Today,' 'Last 7 days,' 'Last 30 days,' or use the calendar to select a start and end date. Click to initiate a search.



SILVER

POINT OF SALE

Chris Dikes

Settings

MY STORE

RESULTS

MENU

CUSTOMERS

EMPLOYEES

HELP

REPORTS

POS TRANSACTIONS

FINANCIAL SHIFTS

LABOR SHIFTS

CREDIT SETTLEMENT

Credit Settlement

Batches

Failed

Advanced Search

☒ Today

☐ Last 7 days

☐ Last 30 days

From: 05/05/14

To: 06/04/14

| Batch Number | Sales Trans | Net Sales Amount | Return Trans | Return Amount | Total Trans | Total Amount | Status  | Settlement Timestamp |
|--------------|-------------|------------------|--------------|---------------|-------------|--------------|---------|----------------------|
| 21           | 2           | 34.67            | 0            | 0.00          | 2           | 34.67        | Open    |                      |
| 20           | 4           | 73.70            | 0            | 0.00          | 4           | 73.70        | Settled | 06/04/2014 02:00 AM  |
| 19           | 5           | 71.95            | 0            | 0.00          | 5           | 71.95        | Settled | 06/03/2014 10:53 AM  |
| 18           | 1           | 2.11             | 0            | 0.00          | 1           | 2.11         | Settled | 06/03/2014 02:00 AM  |
| 17           | 3           | 40.96            | 0            | 0.00          | 3           | 40.96        | Settled | 05/23/2014 02:00 AM  |
| 16           | 1           | 15.41            | 0            | 0.00          | 1           | 15.41        | Settled | 05/22/2014 02:00 AM  |
| 15           | 2           | 6.98             | 0            | 0.00          | 2           | 6.98         | Settled | 05/16/2014 02:00 AM  |
| 14           | 3           | 6.68             | 0            | 0.00          | 3           | 6.68         | Settled | 05/15/2014 02:00 AM  |
| 13           | 5           | 44.92            | 0            | 0.00          | 5           | 44.92        | Settled | 05/08/2014 02:00 AM  |

Batch Number: 20

Settlement Timestamp: 06/04/2014 02:00 AM

Export Data

Transaction Details

Batch Totals by Pay Type

Void Transaction

| Trans ID | Date/Time           | Trans Type | Entry Mode | Card Type | Acct Number              | Exp Date | Amount | Auth Code | AVS | Card Holder   |
|----------|---------------------|------------|------------|-----------|--------------------------|----------|--------|-----------|-----|---------------|
| 392      | 06/03/2014 10:56 AM | VOID_SALE  | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 10.63  | 912457    |     | AMEX TRACK... |
| 393      | 06/03/2014 10:57 AM | SALE       | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 16.50  | 265442    |     | AMEX TRACK... |
| 394      | 06/03/2014 10:57 AM | SALE       | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 11.75  | 429769    |     | AMEX TRACK... |
| 395      | 06/03/2014 10:58 AM | SALE       | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 21.98  | 204486    |     | AMEX TRACK... |
| 396      | 06/03/2014 10:59 AM | VOID_SALE  | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 17.12  | 742301    |     | AMEX TRACK... |
| 397      | 06/03/2014 01:43 PM | SALE       | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 23.47  | 839638    |     | AMEX TRACK... |
| 398      | 06/03/2014 01:44 PM | VOID_SALE  | S          | AMEX      | XXXXXXXXXXXXXXXXXXXX8431 | 0516     | 30.88  | 448955    |     | AMEX TRACK... |
| 400      | 06/04/2014 02:00 AM | SETTLE     | N/A        | UNKNOWN   |                          |          | 73.70  |           |     |               |

When you select a batch, the associated credit card transactions appear under Transaction Details. The status of a batch can be:

**Open** — Not yet submitted for processing.

**Settled** — Successfully submitted. Settled batches contain a timestamp with the date and time of when the processing completed.

**Failed** — Batch failed due to an error with one or more transactions.

## EXPORTING CREDIT SETTLEMENT

You can export a batch of your credit settlement. When you click Export, Silver Back Office downloads two files, Credit Batch Detail.csv and Credit Batch Summary.csv to the downloads folder of your computer.

Credit Batch Detail.csv includes the Batch Number, Trans ID, Date/Time, Trans Type, Card Type, Account Number, Exp Date, Amount, Auth Code, AVS, Card Holder, and Ticket Number.

Credit Batch Summary.csv includes Batch Number, Sales Trans, Net Sales Amount, Return Trans, Total Trans, Total Amount, Status, and Settlement Timestamp.

1. Select **RESULTS > Credit Settlement**.
2. Click **Export**. The files download to your computer.

## PROCESSING A BATCH MANUALLY

You can also settle a batch of credit card transactions manually.

1. In Silver Back Office, select **RESULTS > CREDIT SETTLEMENT**.





**SILVER** POINT OF SALE 4

Chris Dikes Settings

MY STORE **RESULTS** MENU CUSTOMERS EMPLOYEES HELP

REPORTS POS TRANSACTIONS FINANCIAL SHIFTS LABOR SHIFTS **CREDIT SETTLEMENT**

### Credit Settlement

Batches Failed Advanced Search

☐ Today ☐ Last 7 days ☒ Last 30 days From: 05/05/14 To: 06/04/14

| Batch Number | Sales Trans | Net Sales Amount | Return Trans | Return Amount | Total Trans | Total Amount | Status  | Settlement Timestamp |
|--------------|-------------|------------------|--------------|---------------|-------------|--------------|---------|----------------------|
| 21           | 2           | 34.67            | 0            | 0.00          | 2           | 34.67        | Open    |                      |
| 20           | 4           | 73.70            | 0            | 0.00          | 4           | 73.70        | Settled | 06/04/2014 02:00 AM  |
| 19           | 5           | 71.95            | 0            | 0.00          | 5           | 71.95        | Settled | 06/03/2014 10:53 AM  |
| 18           | 1           | 2.11             | 0            | 0.00          | 1           | 2.11         | Settled | 06/03/2014 02:00 AM  |
| 17           | 3           | 40.96            | 0            | 0.00          | 3           | 40.96        | Settled | 05/23/2014 02:00 AM  |
| 16           | 1           | 15.41            | 0            | 0.00          | 1           | 15.41        | Settled | 05/22/2014 02:00 AM  |
| 15           | 2           | 6.98             | 0            | 0.00          | 2           | 6.98         | Settled | 05/16/2014 02:00 AM  |
| 14           | 3           | 6.68             | 0            | 0.00          | 3           | 6.68         | Settled | 05/15/2014 02:00 AM  |
| 13           | 5           | 44.92            | 0            | 0.00          | 5           | 44.92        | Settled | 05/06/2014 02:00 AM  |

Batch Number: 21 Settlement Timestamp: 06/04/2014 02:00 AM **Settle Batch**

Transaction Details Batch Totals by Pay Type

| Trans ID | Date/Time           | Trans Type | Entry Mode | Card Type | Acct Number      | Exp Date | Amount | Auth Code | AVS | Card Holder   |
|----------|---------------------|------------|------------|-----------|------------------|----------|--------|-----------|-----|---------------|
| 401      | 06/04/2014 01:53 PM | SALE       | S          | AMEX      | XXXXXXXXXXXX8431 | 0516     | 12.14  | 912558    |     | AMEX TRACK... |
| 402      | 06/04/2014 01:54 PM | SALE       | S          | AMEX      | XXXXXXXXXXXX8431 | 0516     | 22.53  | 536154    |     | AMEX TRACK... |

Void Transaction

2. Select the **batch** to manually submit for processing.
3. Click **Settle Batch**. A confirm batch settlement prompt appears.
4. Click **OK**. The system processes the batch, and a success prompt appears.
5. Click **OK**. At the Credit Settlement screen, the status for the batch changes to 'Settled.'