



NCR Silver Pro Restaurant Edition



v3.9 Release Notes

Release Date: November 16, 2015

New 3.9 Silver Pro features

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Scale Interface

Overview

Silver Pro now has the ability to interface with a scale for products priced by weight, such as frozen yogurt or salad bars.

Scales supported

Silver Pro will offer a Bluetooth scale (ask a sales rep for details) or can interface to a Mettler-Toledo Viva or Ariva serial scale using a serial to Ethernet conversion device. For more information, refer to the scale documentation here:

<https://customercare.ncsilver.com/articles/PDF/NCR-Silver-Pro-Restaurant-Scale-Integration>

Configuration

Start by setting up your weighed items in Silver Back Office.

The screenshot shows the Silver Pro Restaurant Edition interface. The top navigation bar includes 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. Below this is a sub-navigation bar with 'CATEGORIES & ITEMS', 'MODIFIERS', 'DISCOUNTS', 'PROMOTIONS', 'PRICE LISTS', and 'MORE ...'. The main content area is titled 'Frozen Yogurt Sm Cup'. To the right of the title are three icons: 'Basic Item Setup', 'Remove Item', and 'Duplicate'. Below the title, there are two input fields: 'Bar code' and 'External ID' (containing '11292'). The 'Tax and Pricing' section is highlighted with a red box and contains the following options: 'Sold by *' with radio buttons for 'Each' and 'Weight/Measure' (selected); a checked 'Use Scale' checkbox; 'Units:' with a dropdown menu set to 'Ounce'; and 'Tare Weight' with an input field containing '0.02'. Below this section are 'Sales Price *' (input field with '0.49' and a 'Prompt for Price at POS' checkbox) and 'Tax Category *' (dropdown menu set to 'Food Tax').

1. In Silver Back Office, select **MENU > Categories & Items**.
2. Select an item to be priced by weight.
3. Select **Sold by Weight/Measure**.
4. The **Use Scale** option will appear. Check that.
5. Your item can be sold by ounce, pound, gram, or kilogram. Select a **unit** of measure.
6. Enter the **tare weight** of the package. A tare weight is the weight of the empty container for this item.

Discounts by Store

Overview

For multi-store accounts, discounts can now be assigned to individual stores rather than each store having to see all discounts in the system. For example, one store may be located in a mall and offer a mall employee discount, but other non-mall stores may not need to see that same discount.

Configuration

In Company View, select **Menu > Discounts** then choose the assigned stores for this discounts. In Store View, a discount can be added but will only be assigned to that store.

MY STORE RESULTS **MENU** CUSTOMERS EMPLOYEES HELP

CATEGORIES & ITEMS | MODIFIERS | **DISCOUNTS** | PROMOTIONS | PRICE LISTS | MORE ...

Discount Detail

* Indicates required field.

General Settings

Discount Name *

External ID

Description*

Store Assignment *Store A, *Store C

Discount Settings

Discount Type * ▼

Percent Off *

Approval Needed

Barcode Range -

Qualification

Applies To * ▼

Min Qualifying Amount

Email Offer Only

Discount Manager Approval

Overview

In previous versions, discounts could be restricted by user role, but then all discounts would require a manager approval. Now, Silver Pro enables you to select which discounts require manager approval.

MY STORE RESULTS **MENU** CUSTOMERS EMPLOYEES HELP

CATEGORIES & ITEMS | MODIFIERS | DISCOUNTS | PROMOTIONS | PRICE LISTS | MORE ...

Discount Detail

* Indicates required field.

General Settings

Discount Name *

External ID

Description*

Store Assignment *Store A, *Store C

Discount Settings

Discount Type * ▼

Percent Off *

Approval Needed

Barcode Range -

Qualification

Applies To * ▼

Min Qualifying Amount

Email Offer Only

Paychex Export

Overview

Silver Pro now has the ability to export the labor report to a format that Paychex can import.

Configuration

Start by configuring your Paychex Client ID in Silver Back office.

1. In Silver Back Office, navigate to **My Account > My Integrations**.
2. Set your **Paycheck Client ID** for this store.

MY STORE RESULTS MENU CUSTOMERS EMPLOYEES HELP

Overview
My Stores
My Devices
My Integrations
My Bills
Purchase Terms & Conditions

My Integrations

Add more value to your solution and work with one of our partners

PAYCHEX ? Enter your Paychex Client ID to easily export your employee time clock data into the Paychex upload format

12345678

Export

In Results > Reports > Labor Shifts, click on **PAYCHEX EXPORT**.

Operations

Store Summary
Device Activity
Employee Activity
Location Activity
Discounts & Promos
Taxes
Labor Shifts
Tips
Offline Credit
Void Audit

Sales

Department Sales
Item Sales
Modifier Sales

Labor Shifts

PAYCHEX EXPORT

Today Last 7 Days Last 30 Days From: 10/20/2015 To: 10/26/2015 Filter: All Employees Hide Punches

Export to the selected format Export

Shawn's Restaurant
14770 Trinity Blvd
Ft. Worth, TX 76051

Labor Shifts
Tuesday, October 20, 2015 - Monday, October 26, 2015

Employee	Job Code	Clock In			Pay	
		Time In	Time Out	Total Hours	Total Pay	Declared Tips
John Avres	Cashier	10/21/2015 11:44 AM	MISSING	0.00	0.00	0.00

An exported .csv file will appear in your Downloads folder.

Prompt for Customer Name in QS

Requirements

This feature is only available for accounts in Quickservice operation mode.

Overview

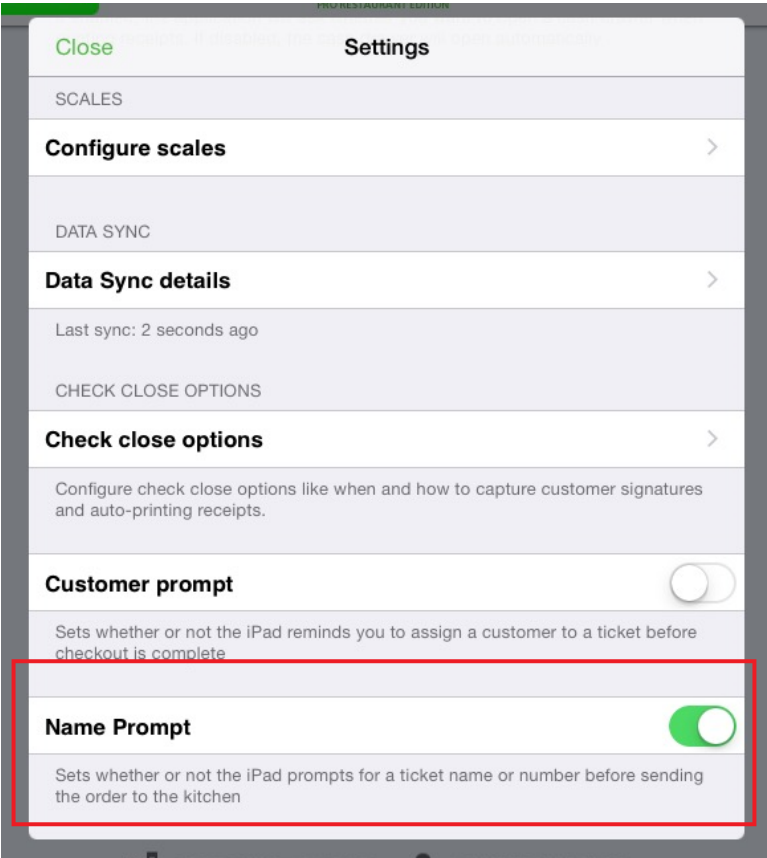
This feature will prompt for a customer name when an order is finalized. As a reminder, an order is finalized (and items are sent to kitchen, if any) when:

- Pay button is pressed.
- Order is saved.
- User logs out.

Typically, this is used in restaurants that call out the customer’s name or a table tent number when their food is ready.

Configuration

To enable this feature, navigate to the **Settings** area of the Silver Pro app. Scroll down the Settings page until the **Name Prompt** setting appears. This setting must be set on each iPad.



Prompt for Order Mode in QS

Requirements

This feature is only available for accounts in Quickservice operation mode and you must have Takeout/Delivery enabled.

Overview

This feature will prompt for Dine In/Takeout when an order is finalized. As a reminder, an order is finalized (and items are sent to kitchen, if any) when:

- Pay button is pressed.
- Order is saved.
- User logs out.

This feature will add another step to every order, so this will probably only be turned on for operations that have that question as a part of their natural order taking process.

Configuration

To enable this feature, navigate to the **Settings** area of the **Silver Back Office**. From the drop down list, choose **Store**, then **Store Options**.

The screenshot shows the Silver Back Office interface. At the top, there is a navigation bar with the Silver logo and the text 'POINT OF SALE 4'. To the right of the logo, there is a user profile icon labeled 'Shawn', a 'Settings' icon, and a refresh icon. Below the navigation bar, there is a horizontal menu with the following items: 'MY STORE', 'RESULTS', 'MENU', 'CUSTOMERS', 'EMPLOYEES', and 'HELP'. The main content area is titled 'Store Configuration' and 'Store Options'. Under 'Store Options', there are several settings:

- 'Enable Gratuity' with a checked checkbox.
- 'Subtract Tip and Gratuity totals from cash calculations in financial shifts?' with a checked checkbox.
- 'Enable Takeout / Delivery' section containing:
 - 'Prompt For Order Mode' with a checked checkbox, highlighted by a red box.
 - 'Print 'Dine In' On Kitchen Chits' with an unchecked checkbox.
 - 'Takeout Charge' with a dropdown menu set to 'None'.
 - 'Delivery Charge' with a dropdown menu set to 'None'.

At the bottom of the configuration area, there are two buttons: 'Save' (green) and 'Discard Changes' (grey).

Print 'Dine In' on Kitchen Chits

Requirements

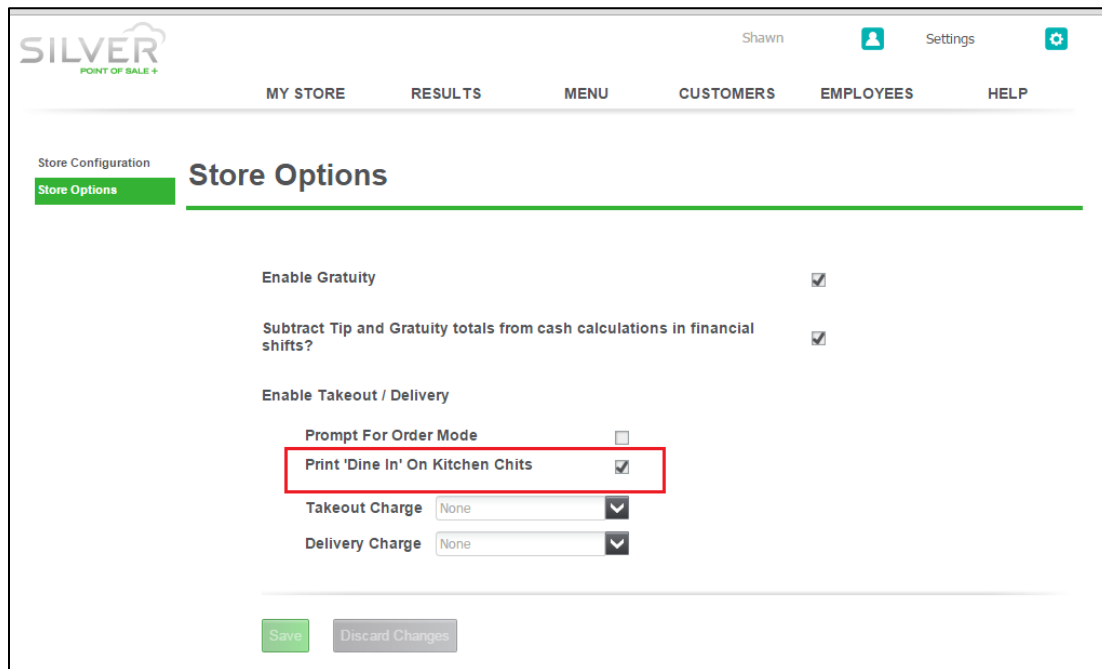
This feature is only available for accounts in Quickservice operation mode and you must have Takeout/Delivery enabled.

Overview

This feature will print the 'Dine In' order mode indicator on all Dine In kitchen orders.

Configuration

To enable this feature, navigate to the **Settings** area of the **Silver Back Office**. From the drop down list, choose **Store**, then **Store Options**.



The screenshot shows the Silver Back Office interface. At the top, there is a navigation bar with the Silver logo and user information (Shawn, Settings). Below this is a menu with options: MY STORE, RESULTS, MENU, CUSTOMERS, EMPLOYEES, and HELP. The main content area is titled 'Store Configuration' and 'Store Options'. Under 'Store Options', there are several settings:

- Enable Gratuity:
- Subtract Tip and Gratuity totals from cash calculations in financial shifts?:
- Enable Takeout / Delivery:
- Prompt For Order Mode:
- Print 'Dine In' On Kitchen Chits: (highlighted with a red box)
- Takeout Charge: None (dropdown menu)
- Delivery Charge: None (dropdown menu)

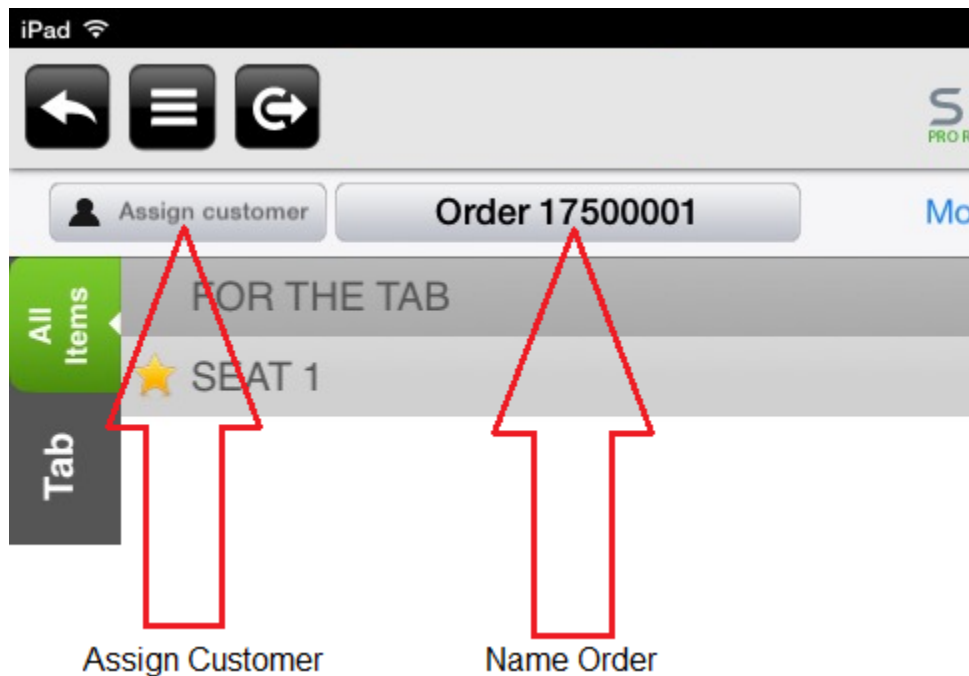
At the bottom of the configuration area, there are two buttons: 'Save' and 'Discard Changes'.



Assign Customer/Name Order Changes

Overview

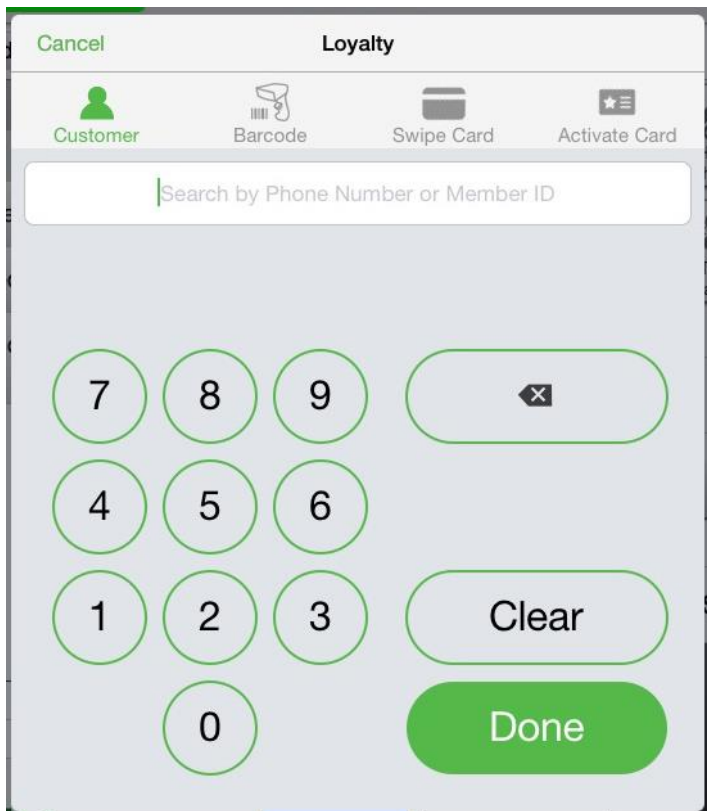
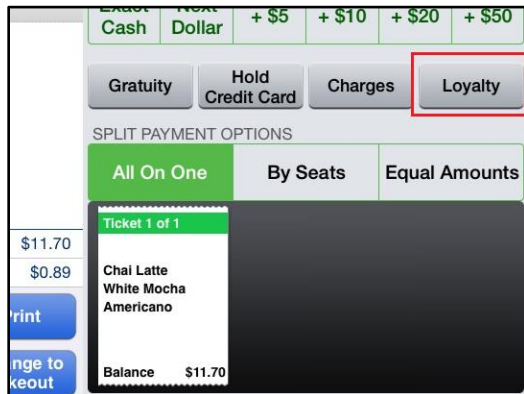
In version 3.9 of Silver Pro, we've changed the screens that are used to Assign Customer and Quick Name an order such as a tab. In previous versions, the Assign Customer button was used for both purposes. We've now separated those functions. There is a subtle difference between assigning a known customer to an order and simply assigning a quick name to an order. The Assign Customer feature is designed to build a database of customers. That database can be used to send email marketing, earn points through the Silver Pro built-in loyalty program, or simply track customer spending and historical sales. Conversely, the quick name feature was just a simple way to attach a simple identifier to a customer such as "Mike". Quick Names are not saved in any database.



3rd Party Loyalty Operations Change

Overview

In previous versions, customer queries from the Silver Pro POS out to 3rd party loyalty providers were included in the Assign Customer screen. All of those loyalty features are now included in a new screen accessed from the Loyalty button on the payment screen.



Defect Corrections: Labor Shift Calculations

Overview

We've fixed a defect with deleted shifts and the Labor Shift report. Previously, if you deleted a labor shift, the deleted labor shift still appeared on the Labor Shift report.

Employee Activity Report Not Loading

Overview

We've fixed a defect with the Employee Activity report. When a user initially accessed the report, the report did not load and an error message appeared. Now, the report loads when first accessed.

Save Changes Error When Editing An Item

Overview

We've fixed a defect when editing an item. When editing a price or making an item unavailable, some users were unable to save the edits and received a Save Changes error.