

Silver Pro Restaurant

Release 5.2



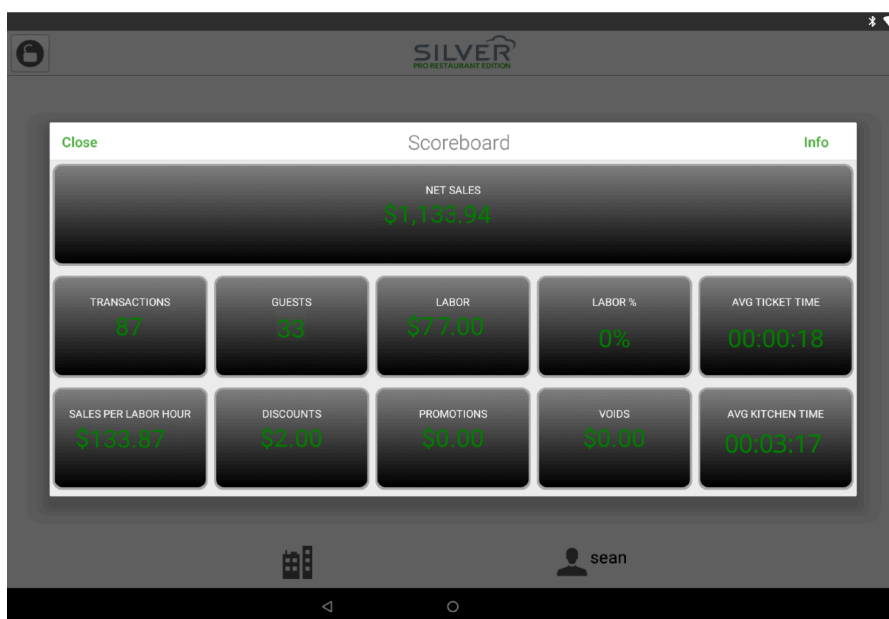
Our latest release is here!

With our latest version, we're bringing you more great features that will help you run your business even smoother and more efficiently! For detailed information and articles, please log in to your

back office and click on **HELP**.

SPEED OF SERVICE REPORTING

v5.2 of NCR Silver Pro Restaurant has enhanced reporting so that you can easily track your speed of service. View average ticket time on the POS **Scoreboard** and in the Back Office **Hourly Sales Report**. Plus, Individual ticket times can be viewed in the Ticket Details in **POS Transactions**.

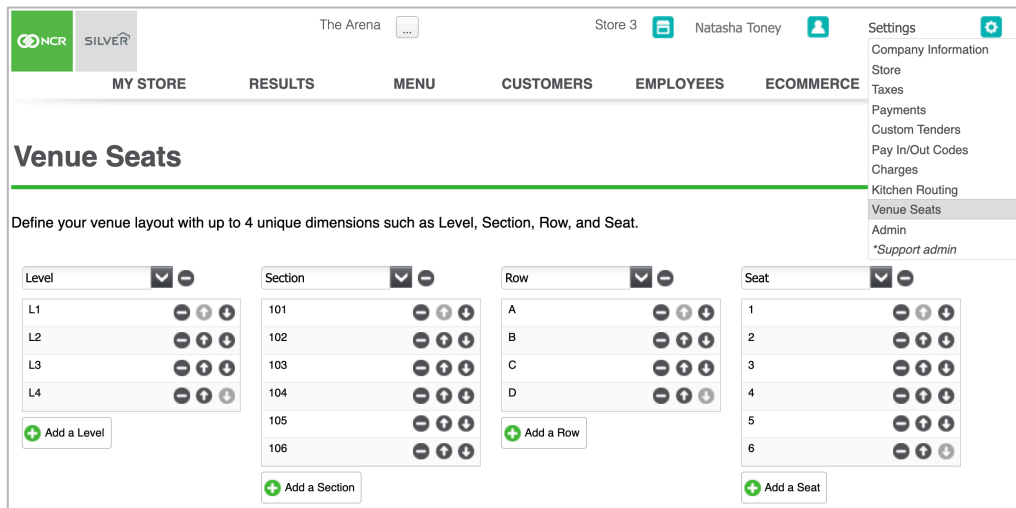


If you have Kitchen Display by NCR Silver, then you now have insight into how quickly items are moving out of the kitchen. Kitchen time is the time an item is sent to KDS until it is bumped. The average kitchen time is available on the **Scoreboard** and in the **Hourly Sales Report**.

VENUE SEAT DIMENSIONS

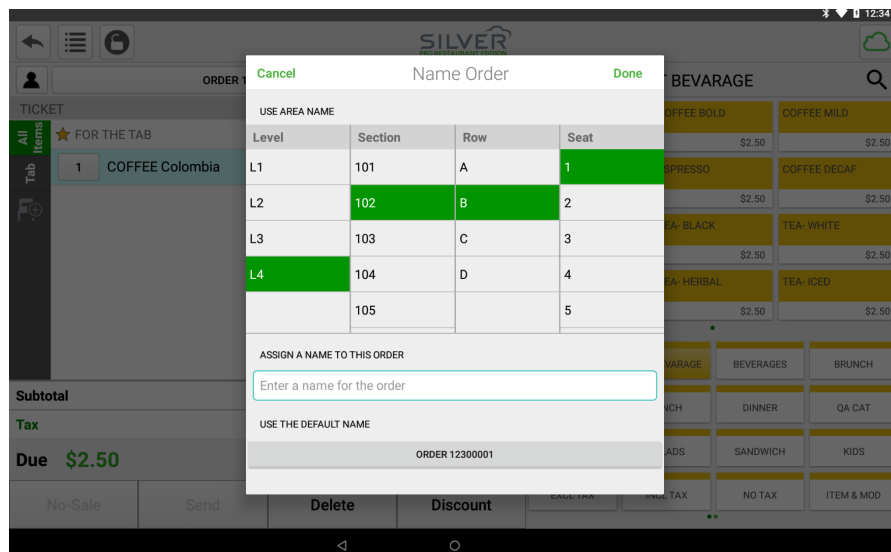
With the Venues add-on subscription, you have access to the venue seat dimensions feature. Venue seats allow in-seat servers to quickly add their customer's Section/Row/Seat as the Order Name.

From your store's Back Office, navigate to the new **Venue Seats** page under **Settings**.



On this page, you can configure up to 4 unique seat dimensions for your venue. Choose from our preset dimensions or create your own!

Then, whenever the **Name Order** screen is displayed at the point-of-sale, the in-seat servers have the option to select the seat for the order.



The seat selection is displayed on the ticket, kitchen chit, and KDS as the Order Name.

LOADED TICKETS



NCR Silver Pro restaurant now supports loaded tickets, which are commonly used in venues. This means that event tickets can be “loaded” with a stored value that can be used by event goers for purchases made at the point of sale.

Loaded tickets are available for stored value accounts when using the Givex or NCR Generic API through the NCR Secure Pay gateway.



Cashiers and hawkers can scan the loaded ticket as a gift card so that event goers can redeem the stored value. The POS will pass on a **TICKET|** prefix to the gateway in addition to the scanned or manually entered ticket number. This allows the gateway to differentiate between a stored value ticket and a traditional stored value gift card.

Contact the Silver Customer Care team to get setup.

GRATUITY UPDATES

V5.2 offers some exciting updates to the gratuity feature. Enhancements include:

- Gratuity can now exceed 100% of the ticket total.
- Gratuity is now calculated on ticket subtotal before any discounts or promotions.
- When tickets include items with inclusive tax, the point-of-sale now calculates gratuity based on the ticket subtotal inclusive of tax.

FUNCTIONALITY NOW AVAILABLE ON ANDROID

CASH ROUNDING

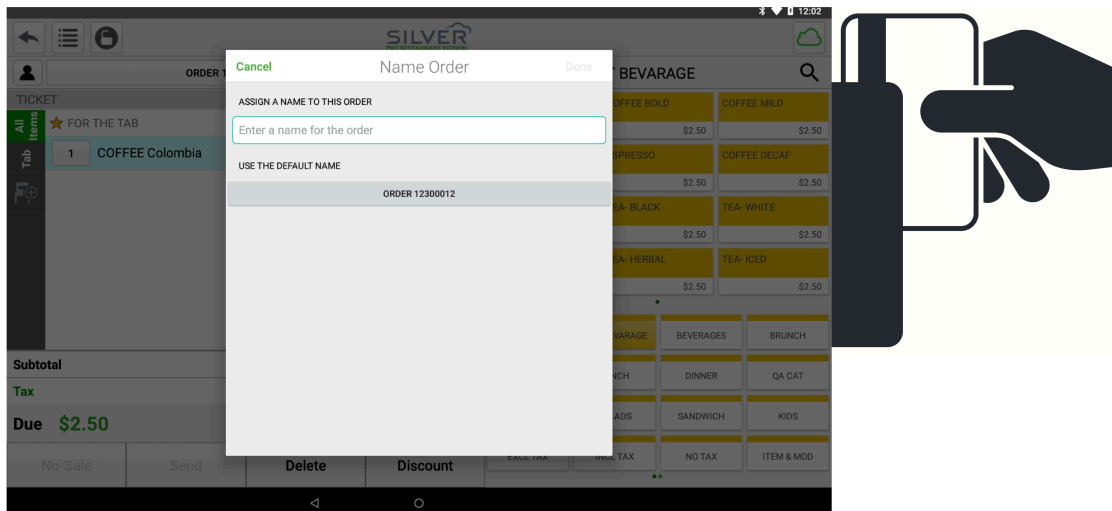
Cash rounding is now available on Android. Cash transactions can be rounded to the nearest 0.05, 0.10, or 0.25. This is most beneficial in countries like Canada that not circulate 1 cent currency.

To configure cash rounding in the Back Office, navigate to **Settings > Payments > Cash Rounding**.

Cash rounding rounds the ticket total up or down to the nearest increment. If active, tickets will only round for cash transactions. Other payment methods are not rounded because they will settle for the exact amount.

SAVE CARDHOLDER NAME TO TAB

Now on Android, you can save your customer's name to an order by swiping their credit card on the **Name Order** screen.



This feature does not hold the customer's credit card to the tab; however, it can help deter walkouts by giving the impression that the card is being held.

SCANNING UPDATES

NCR Silver Pro for Android now supports scanning of items, discounts, and loyalty.