NCR Silver Pro Restaurant Edition
v4.6
Release Notes

Our latest release is here!

With our latest version, we're bringing you more great features that will make running your business even smoother and more time efficient! For detailed information and articles, please log in to your back office and click on **HELP**.

CONTENTS

SAFE DROPS

The Safe Drop Pay Out can be used to track money that's been taken out of the POS and put into a safe but should still be included in a bank deposit.

Safe Drops are now reported separately from POS Cash Deposits on the store summary page so that managers can more accurately track the store's money.

The Safe Drop Pay out code has always been available on the POS, but it can no longer be removed from the reason codes.

Safe Drop Example:

The example below illustrates how a Safe Drop work:

- Cashier completes a $349.00 cash sale.

- The Manager does a $10.00 Miscellaneous Payout (Pay Out Other) to get some supplies for the store.

- The Manager completes a $100.00 Safe Drop (with the exclude from store summary cash deposit flag enable)

- Shift ends

If the financial shift started with $0.00 in cash.

- After transaction1, the financial shift has $349.00 in cash.

- After the first pay out, the financial shift has $339.00 in cash.

- After the safe drop, my financial shift has $239.00 in cash.

- Once the shift ended, the cash drawer has $239.00 in cash, which is placed into the safe.

- At the end of the day, the manager takes the $100 safe drop from the shift and the $239 from the shift to the bank. He has $339.

ITEM WEIGHT PRINTED ON LABELS

When an item is priced by weight/measure and also routed to a label printer, the item weight will always print on the label. The weight will show to the second decimal place and be positioned under the item with any other item details.

```
Dine In            1 of 1
Ticket 12200042
Choc Candy Pieces
 8.75 oz

Order 12200035
```

SCAN QR CODES FOR GIFT CARD PAYMENTS

You can now use your device's camera to scan a QR codes for gift card payments. The QR code will populate the card number on the gift card payment screen. Several of our third-party partners include QR code gift cards in their mobile apps. The ability to take those payments at the POS creates a much smoother and faster experience for customers, as opposed to typing a number in manually or swiping a physical card.


When you select Integrated Gift to pay for a ticket, you can tap **Camera** to use your device's camera to scan the QR code. Once the gift card information populates into the POS App, tap done to close the ticket.
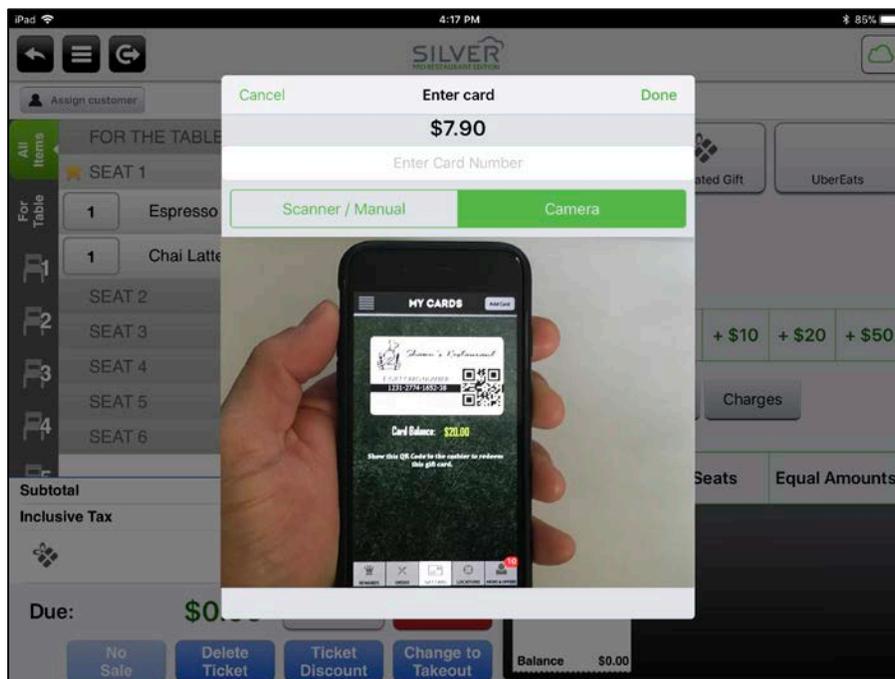
ENHANCED FORCE CLOSE

We are enhancing what options a manager has when they complete a Force Close of a shift, which is required when open orders and shift exist after the end of a previous business day. We have replaced the 2 Close to Cash and Void Order options with a **View Order** option.
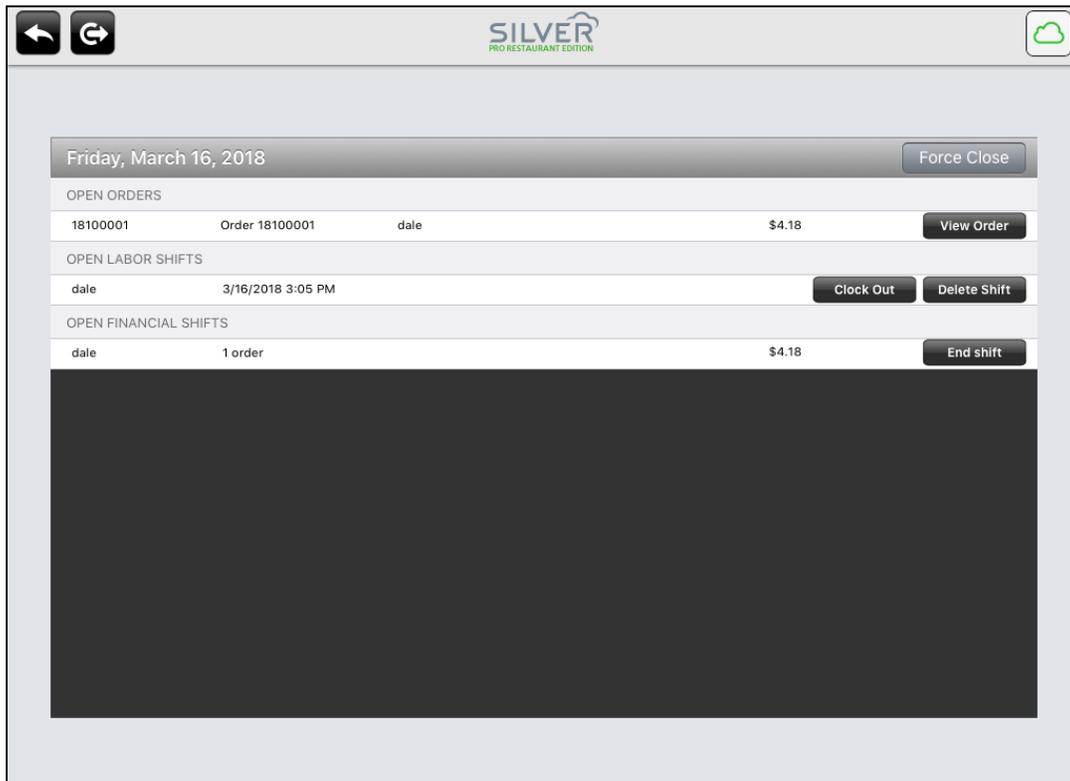
When viewing an order, you can complete many functions in order to close out a ticket in the same way you would during an active shift. For security and reporting accuracy, you cannot make adjustments that impact the final total, order mode or any payments already applied to the order.

FLAG ITEMS AS NON-REVENUE

You can flag items as non-sales revenue if you want to sell them at the POS but exclude them from their net sales. This is often also used for donation items.


Non-sales revenue items can appear on the POS with other menu items, and can be used as part of promotions.

For example, if your restaurant operates an arcade game, you might want to create an item and flag them as non-revenue. If you do this, you can run a promotion in which customers can get free game tokens with a certain purchase.

SIMPLE ORDER NAME

We currently require a customer from a store's customer database to be linked to Takeout, Delivery and Catering orders. However, this ends up creating a lot of unnecessary data in the customer database if cashiers are entering new or duplicate names for the same people.
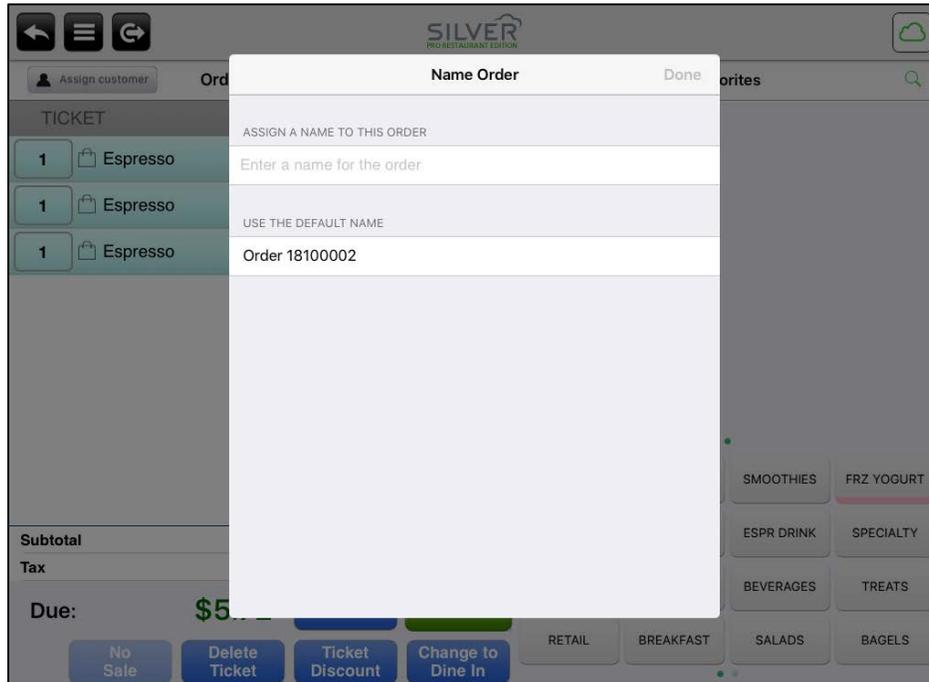

By activating Simple Order Name in the Store Options section of the Silver Back office, you can simply enter a name or use a default order name supplied by the POS. Simple Order Names are not saved as customer records and do not create unneeded entries for your store's customer database.
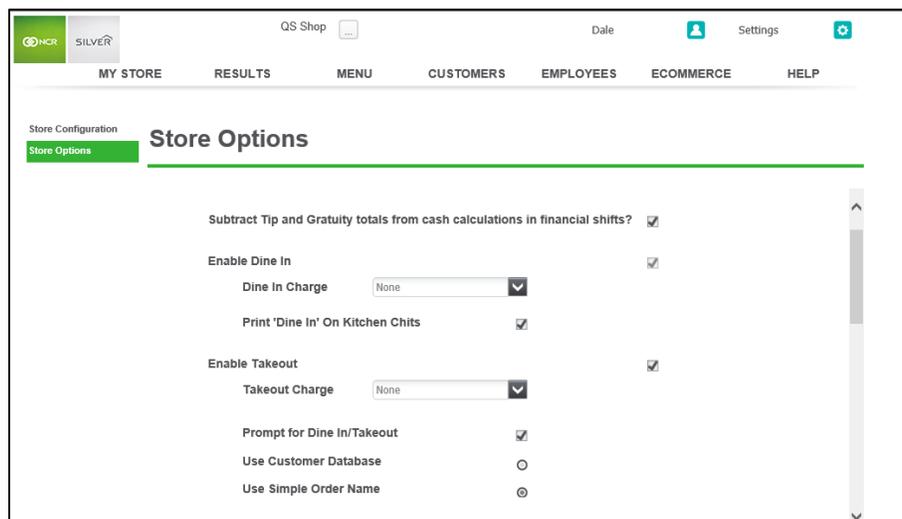
ORDER MODE TAX OVERRIDE

In the simplest terms, the order mode tax override option is designed so that customers in the UK or using inclusive taxes have a way to subtract the inclusive tax amount from the cost of an item in situations that a customer is not required to pay tax.
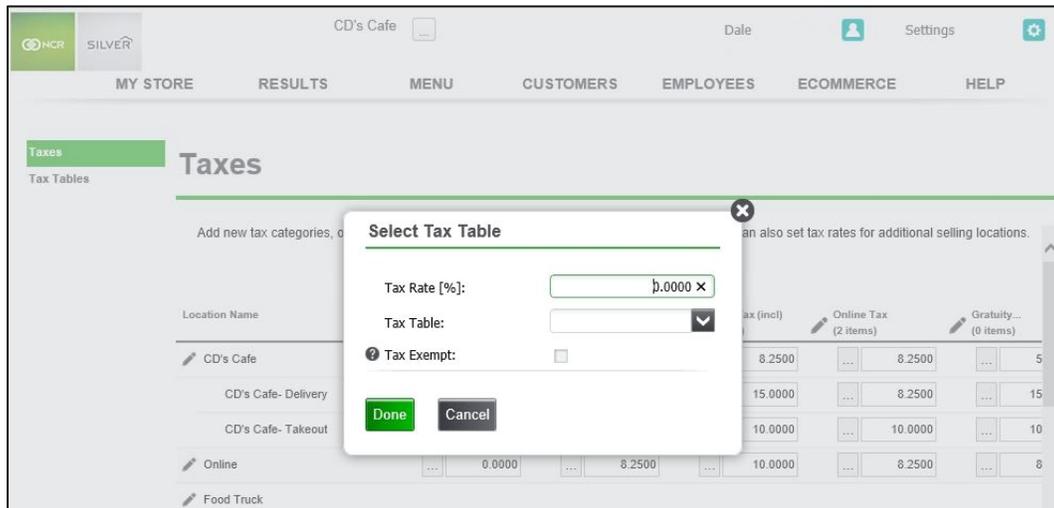
For example, if a customer purchases a to-go order consisting of a sandwich which costs $5.00 with inclusive taxes, and the tax rate is 10%, the item cost before inclusive tax is $4.55. If the customer makes this order in a region where takeout orders are not taxed, they should only pay the $4.55 as opposed to the $5.00

NEW EMV PAYMENT OPTION FOR U.S.

We are now integrated to an alternative EMV device called the Ingenico RP750. The RP750 is a compact payment device which accepts EMV and traditional mag-strip cards. The RP750 has a digital display for customers and an integrated keypad for PIN entry.

EMV SIGNATURE REQUIREMNTS (IOS ONLY)

iOS users can now adjust the credit card signature settings in the Silver Back Office to set a minimum transaction amount needed before requiring the customer to sign for an EMV payment.
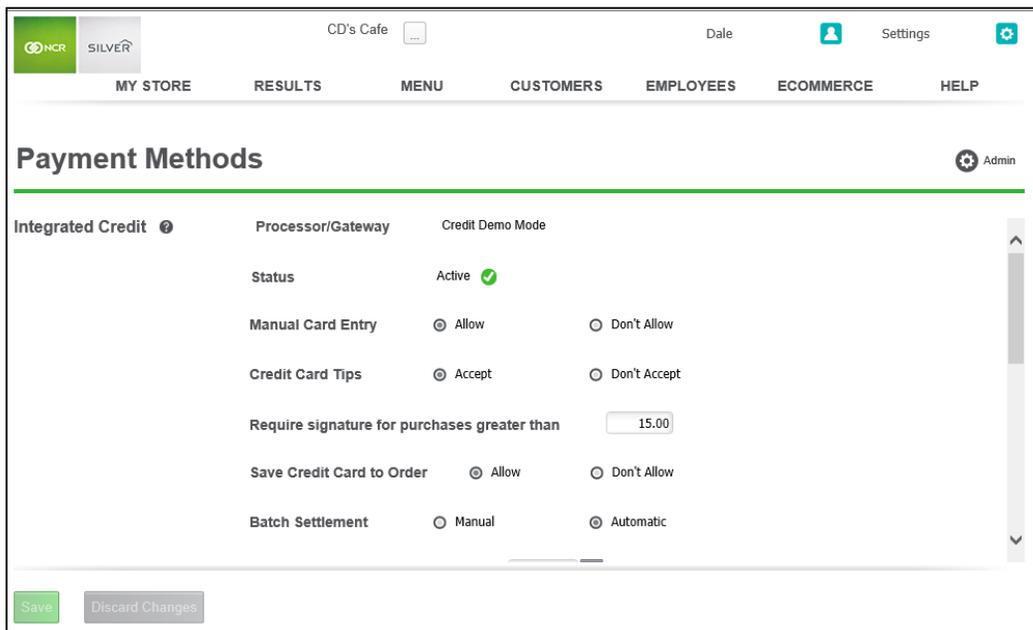
BULK CUSTOMER EDIT

Like the item tool, The Customer Import tool can now be used to edit existing customers in addition to adding new customers. To do this, you will need to prepare a customer import with the desired edits.

When importing, the system will look to see if the customers already exist in the database using the customer external ID. If yes, the existing customers are updated with the data from the import. If no, the customers are added to the database.

IMPORTANT - When editing existing customers, if a user leaves any field blank that was previously populated (except for Loyalty Balance), this will result in the field value being updated to a blank value.

Note: To make the process for exporting customers out and importing them back in again easier, the columns on the Customer List report and the columns on the Customer Import Template have been reordered and renamed so that they match more closely.

ITEM ASSIGNMENT FOR NEW STORES (FOR MULTI-STORES)

When adding a new store to a multi-store, you can select how you want to assign items to that store, simplifying your menu set up.
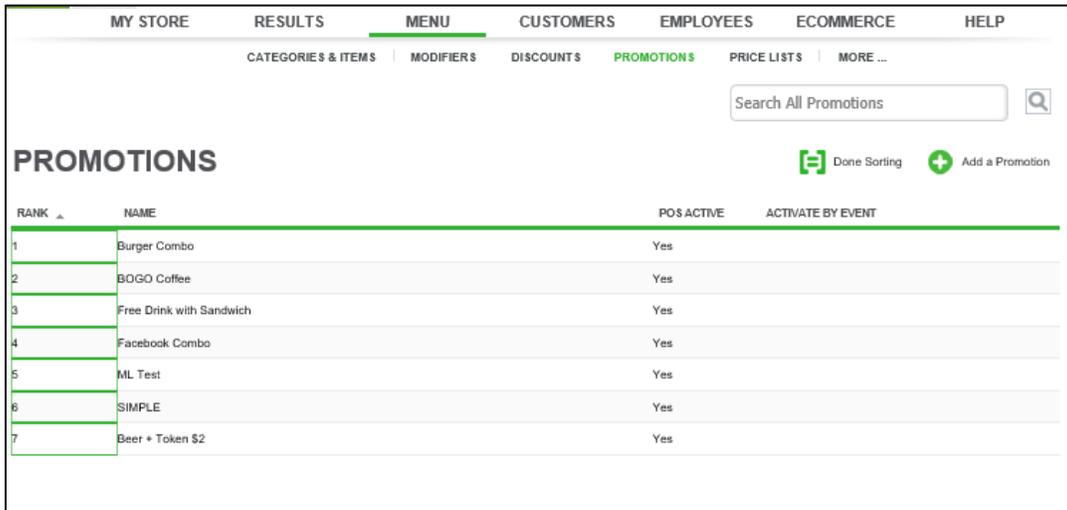
The selection pop-up is displayed on the Menu page for the new store after it has been added to your multi-store account.

You can assign all items, Copy the item assignment from an existing store, or not assign any items.

PROMOTION RANKING

We have made it easier and faster to rank promotions to determine the order in which they are applied on the POS. By pressing **Sort Order** on the promotions page, you can edit the rank field next to each unexpired promotion.

We have also enabled setting a promotion rank via the Promotions API for our 3rd party partners.

Important notes on ranking promotions:

- When setting new ranks, if two promotions are assigned the same rank, the first promotion in alphabetical order will get the set rank and the other promotion will get the set rank +1.

- If a rank is entered that is greater than the total number of promotions, it will be ranked last.

- If you have multiple pages of promotions, Changes to ranks are remembered across pages.

- Expired promotions cannot be ranked. Future dated promotions can be ranked

PAGING ITEMS ON PRICE LISTS

When you click on a Price List to view, only the 100 items display on the page at a time. You can navigate to additional pages using the arrows at the bottom of the page. This helps the Price List pages easier to navigate and helps them load faster.
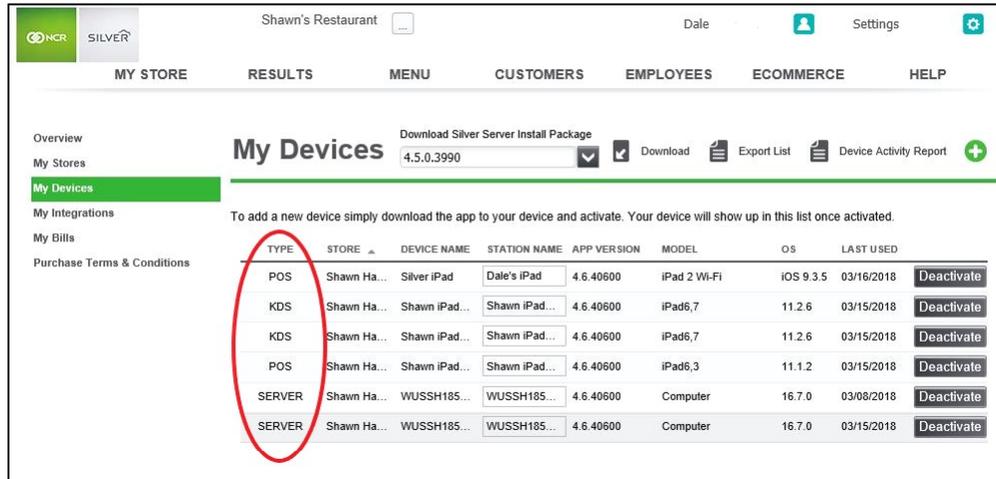
MY DEVICE PAGE SHOWS DEVICE TYPE

The Device list in Silver Back Office now shows the device type. This is specifically to distinguish between POS, Kitchen Display and Silver Server devices.

DISABLE VISUAL KEYBOARD FEEDBACK

To enhance security when logging into the POS, the number buttons no longer illuminate on log-in and manager approval screens. Without the illuminating touches, it is harder for someone to identify the numbers being used in a someone else's PIN.

FORCE CLOSED LABOR SHIFT WILL SEND PROPER ID

When a shift is force closed the Silver back Office now shows which employee completed the force close. This allows managers to monitor who completed the force close, and improves the audit trail should any questions about the shift arise.

AUSTRALIA SPECIFIC CHANGES

Payment Integration

Additional Integrated Credit and Gift payment options are available in Australia through new payment integrations.

User Interface

Australia uses a more generic term for all electronic card payment types. Instead of referring all cards as "credit," even though a card is debit, they refer to all types as Card. We have changed any reference to VAT to **GST** in regards to taxing.