



# NCR Silver Pro Restaurant Edition



## v3.10 Release Notes

Release Date: February 15, 2016

## New 3.10 Silver Pro features

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# Employee Breaks

## Overview

Silver Pro now has the ability for employees to take unpaid breaks from the POS. Minimum breaks can also be configured and enforced. For example, if a state law requires a 30 minute break to be taken under certain conditions, then the employee will not be able to return early from that break without a manager's approval.

## Configuration

To configure employee breaks, you enable the setting in Store Options, and if you set a minimum break time, you also want to access user roles and provide a supervisor with the 'Approve Early Break Return' access level.

### Feature Activation

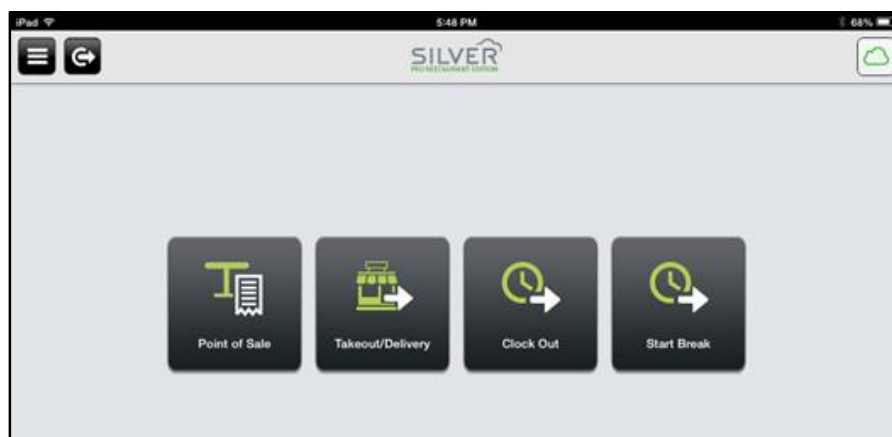
1. In Silver Back Office, select **SETTINGS > Store > Store Options**.
2. Click **Enable Breaks**.
3. [OPTIONAL] Apply a **minimum break** (in number of minutes).

### User Role Configuration

1. In Silver Back Office, select **EMPLOYEES > User Roles**.
2. Locate the permission "**Approve Early Break Return**."
3. Flag this **permission** for any user role such as a manager who can authorize an employee to end a break before the minimum configured time

## POS

Once enabled, all employees will see a "Start Break" button appear in the Silver Pro app on the home screen.



When the employee starts a break, the only option available is the End Break button. Enforcement of a minimum break is indicated by the colored outline of the button. A red outline indicates the minimum break has not yet been reached.



## Drawer Assignment/Drawer Shifts

### Overview

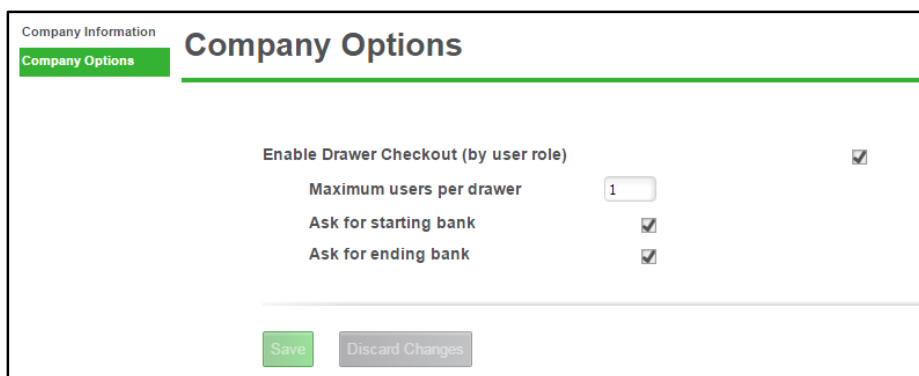
In addition to Employee Shifts that have always been a part of the Silver Pro system, merchants that use a cashier drawer in their operation can now configure drawer shifts. In quick service operations, that is typically a cashier. In table service operations, that is typically a bartender or takeout cashier. The feature allows the cash drawers to limit the number of users that are able to open and access the cashier drawer without a key. For example, if the merchant needs to control access to the drawer to an individual user so that cash discrepancies can be managed, that is now possible by limiting the drawer to 1 user. Additionally, entering a starting bank and ending bank are now a part of the drawer shift procedure. This requires the cashier or bartender to enter a blind drawer count at the end of the shift. The End Shift report will then compare the cash count entered to the cash calculated and produce an over/short calculation.

### Configuration

You configure Drawer Checkout in Company Options and then you must modify your user roles to define which user roles will use Drawer Checkout.

#### Feature Activation

1. In Silver Back Office, select **SETTINGS > Company > Company Options**.
2. Enable **Drawer Checkout**.

A screenshot of the "Company Options" configuration screen. The page has a green header with "Company Information" and "Company Options" tabs. The main content area is white and contains the following settings:

- Enable Drawer Checkout (by user role)** with a checked checkbox.
- Maximum users per drawer** with a text input field containing the number "1".
- Ask for starting bank** with a checked checkbox.
- Ask for ending bank** with a checked checkbox.

At the bottom of the form, there are two buttons: "Save" (green) and "Discard Changes" (grey).

3. Set the **minimum users per drawer** (1-99).
4. [OPTIONAL] Set the **options** to ask for starting and ending bank.

## User Role Configuration

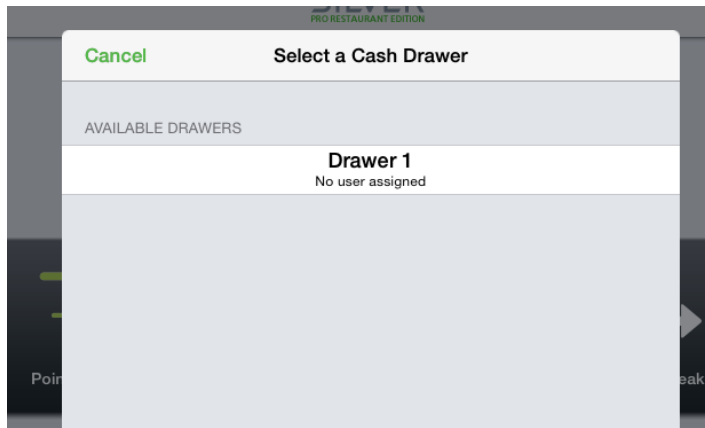
1. In Silver Back Office, select **EMPLOYEES > User Roles**.
2. Locate the permission **“Ring Up Sales.”**
3. Set the **drawer permissions** for each user role as described below.

User Roles		Sort User Role Rank		+ Add a User Role	
	KITCHEN	CASHIER	STORE MANAGER		
POS Access (All)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
POS (All)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Time Clock Only	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Ring Up Sales (All)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Can Accept Payments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Can Close Orders (All)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Use Employee Shifts	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
Use Drawer Shifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Cash Drawer Recount	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Cash Drawer	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Declare Tips	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
No Sale (Open Drawer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Void Items/Ticket	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Void Sales/Settle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

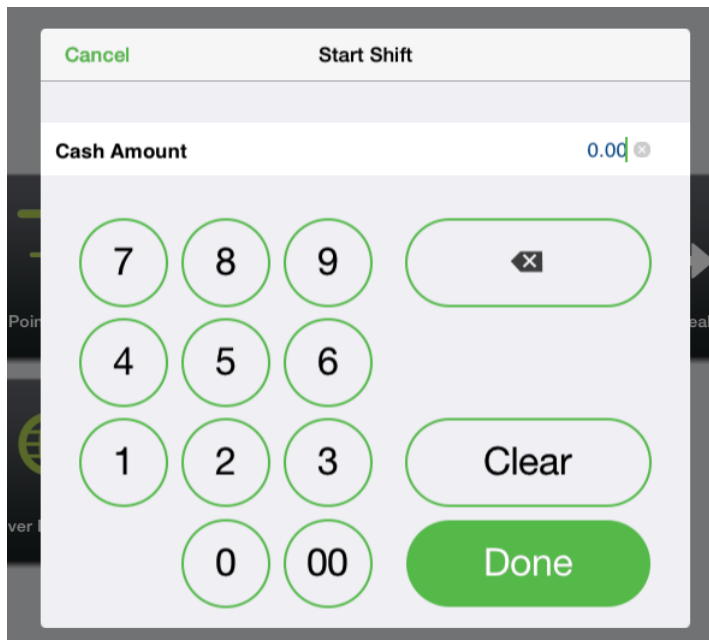
- **Ring up Sales-** Allows this user role to Point of Sale functions in the Silver Pro app. Users can add items to active tickets
  - **Can Accept Payments-** Allows this user role to apply payments to active tickets.
  - **Can Close Orders-** Allows this user to close orders that have been fully tendered.
    - **Use Employee Shifts-** This user role does not use a cash drawer typically. This typically would be table service servers who manage their cash using the server banking method.
    - **Use Drawer Shifts-** This user role uses this new feature set. If activated, the employee must start their shift by assigning themselves to an available drawer. If multiple users are allowed per drawer, then all employees will combine sales totals into 1 drawer report and their cash will be all in the same drawer.
    - **Cash Drawer Recount-** This typically would be reserved for a manager user role. If the cashier or bartender has a large variance in cash counted vs. cash calculated, they may need to recount the drawer. That recount would require this permission.
    - **Cash Drawer-** This option simply opens the drawer if all other conditions are met. This option can be used with Employee Shifts if the company is not using drawer shifts.

## POS

When a user designated to use drawer shifts starts a shift, they'll be asked to first assign themselves to an available cash drawer.



Then, if configured for a starting bank, the user will be prompted to enter that now.



At the end of the shift, the user will be prompted to enter a blind cash count and (if configured) and ending bank amount.

Once done, the system will reveal the cash balance.

Cash Reconciliation	
SHIFT	
1/26/2016, 3:53 PM through 1/26/2016, 4:02 PM	
Starting Amount (paid in)	\$100.00
Cash Payments	\$26.45
Credit Tips Paid In Cash	(\$8.00)
Paid Outs	(\$5.00)
Leave in drawer (paid out)	(\$100.00)
Expected Amount	\$13.45
Declared Amount	\$12.45
Over/Short	(\$1.00)

The user can recount (with manager permission) or confirm. Once confirmed, the End Shift report will print out on the receipt printer.

# Weighed Item Reporting

## Overview

For operations that have items priced by weight, Silver Pro now has extended item reporting that identifies both the total number of whole units sold as well as the total number of weighed units sold. For example, I sold 2 cups of frozen yogurt. One cup weighed 3.20 ounces and the second cup weighed 3.16 ounces. Our reporting would now show 2 cups sold for a total weight of 6.36 ounces.

### Item Sales

Today  Last 7 Days  Last 30 Days
 From: 01/20/2016 To: 01/26/2016 All

Export to the selected format

### Item Sales

Wednesday, January 20, 2016 - Tuesday, January 26, 2016

Category	Item Name	Variations	Current Price	Net Sales			
				Avg. Price	Sold Qty.	Weight Qty.	Amt.
SALADS	Frozen Yogurt		\$1.00	\$1.00	2.00	6.36	\$6.36
<b>Total</b>					<b>2.00</b>	<b>6.36</b>	<b>\$6.36</b>

# Manual Weighed Item Indicator

## Overview

As a security feature, manually weighed items are restricted by user role so that employees cannot simply override an integrated scale weighed amount and enter a lower value for the weight of an item. As an extension to this feature, Silver Pro will now indicate any manually entered weights in the POS Transaction viewer. In this case, the weight is marked with an (M).

### POS Transactions

Today  Last 7 days  Last 30 days
 From: 01/26/2016 To: 01/26/2016 Filter by: All
 Search on Any Column

Date / Time	Ticket Number	Transaction Type	Customer Name	Amount	Operator Name	Station
01/26/2016 04:50 PM	18000013	Sale	Walk-in customer	1.69	John Ayres	Shawns iPad2
01/26/2016 04:42 PM	18000012	Sale	Walk-in customer	12.19	John Ayres	Shawns iPad2
01/26/2016 04:26 PM	18000011	Sale	Walk-in customer	2.55	John Ayres	Shawns iPad2
01/26/2016 04:20 PM	18000010	Payin	Walk-in customer	5.00	John Ayres	Shawns iPad2
01/26/2016 04:20 PM	18000009	Payout	Walk-in customer	-10.00	John Ayres	Shawns iPad2
01/26/2016 04:19 PM	18000008	Payin	Walk-in customer	100.00	John Ayres	Shawns iPad2
01/26/2016 04:03 PM	18000007	Payout	Walk-in customer	-100.00	John Ayres	Shawns iPad2
01/26/2016 04:02 PM	18000006	Sale	Walk-in customer	39.45	John Ayres	Shawns iPad2
01/26/2016 03:54 PM	18000005	Payout	Walk-in customer	-5.00	John Ayres	Shawns iPad2
01/26/2016 03:54 PM	18000004	Sale	Walk-in customer	26.45	John Ayres	Shawns iPad2
01/26/2016 03:53 PM	18000003	Payin	Walk-in customer	100.00	John Ayres	Shawns iPad2
01/26/2016 03:45 PM	18000002	Payout	Walk-in customer	-100.00	Sara Ford	Shawns iPad2
01/26/2016 03:44 PM	18000001	Sale	Walk-in customer	3.95	Sara Ford	Shawns iPad2

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Ticket Detail | **Lines** | Payments | Taxes

Item Name	Description	Quantity	Sold by	Line Type	Line Discount	Ticket Discount	Final Sales Price
Frozen Yogurt Sm Cup	Frozen Yogurt Small Cup	3.18(M)	Weight/Measure	Sale	0.00	0.00	1.56

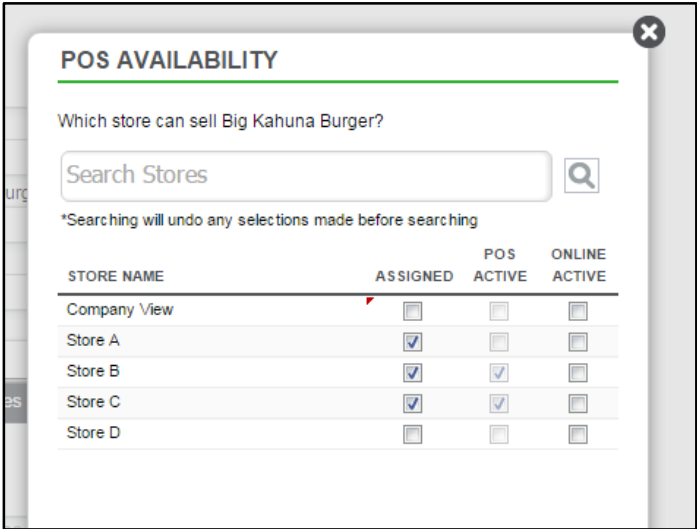


# Redesign of Store Assignment Screens

## Overview

Specifically targeted to multi-site operations, this change in Silver Back Office differentiates between 'available', 'assigned' and 'active' in regards to items, promotions, discounts and price lists.

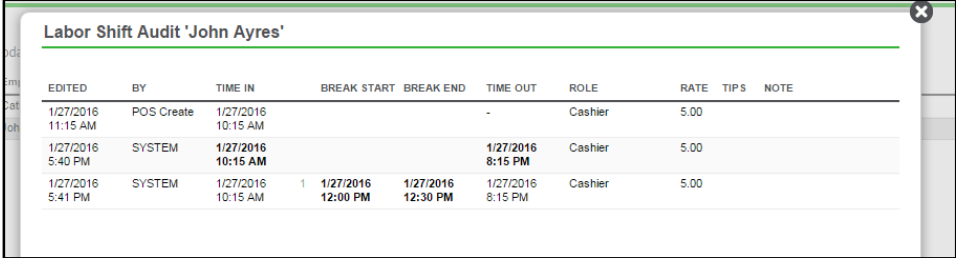
This example below shows setting up the store availability at the company level for an item. Assigning an item to a store automatically makes that item active on the POS at that store. However, the manager/owner of that store may go in and deactivate that item from their store's menu. The item will still be assigned to that store, but not active.



# Labor Edit Audit

## Overview

Silver Back Office will now show an audit view of all changes made to a labor shift. This is a useful audit trail so that any changes made to an employee's time entries are recorded and can be tracked.



To access this audit:

1. Go to **Silver Back Office > Results > Labor Shifts**.
2. Click **any shift** that you'd like to audit.
3. Click the **Audit Log** button. The Labor Shift Audit appears.

**Edit Clock In/Out Activity for 'John Ayres'**

Time In: 01/27/16 10:15 AM

Time Out: 01/27/16 8:15 PM

Role: Cashier Pay Rate: 5.00

Declared Tips: 0.00

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

Breaks

	From	To
1 *	1/27/16 12:00 PM	1/27/16 12:30 PM

+ Add Break

Save Changes Delete Shift Audit Log Cancel

## Drawer Only Open on Cash

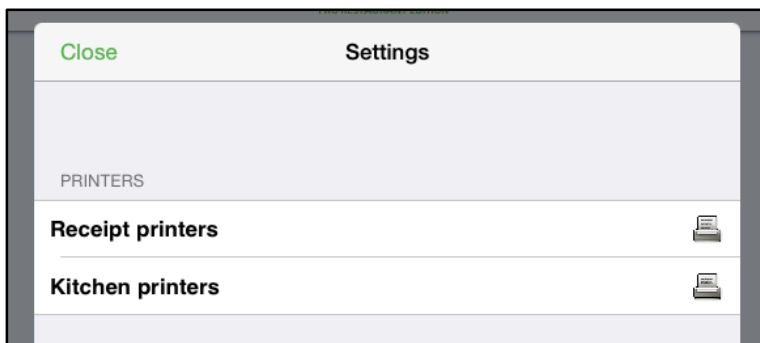
### Overview

The Silver Pro POS application will now only open the cash drawer for cash payments. In the past, the drawer also opened for non-cash payments such as Credit Cards.

## Kitchen Printer Configuration Change

### Overview

In the Silver Pro app settings, the configuration of a kitchen printer and a receipt printer are now separated.



To configure a kitchen printer, start by navigating in the Silver Pro app to **Settings**, then choose **Kitchen printers**.

You'll then decide if this configuration is going to be isolated to just the iPad you're currently on (Local Printer) or if you'll have that same configuration copied over to all other iPads (Shared Printer). Most of the time, the Shared Printer option is the best choice. After this screen, the configuration should look and feel in the Silver Pro system like it did before.



NOTE: A single printer can still serve a dual function between kitchen printer and receipt printer. To do this, simply add the printer once as a receipt printer and then again as a kitchen printer.

## Bag Name for Online Orders

### Overview

In restaurants that utilize an Online Ordering service via our Online Ordering API, Silver Pro now has the ability to send through a Bag Name on the order. A Bag Name is different from the Order Name. For example, Lisa Smith is going to pick up sandwiches for lunch for some of her colleagues. Mike ordered a turkey sandwich, Lisa ordered a ham sandwich and Amy ordered a roast beef sandwich. The entire order is under Lisa Smith's name, but each sandwich is bagged separately for each person.

# Online Ordering API Validation and Tax Calculation

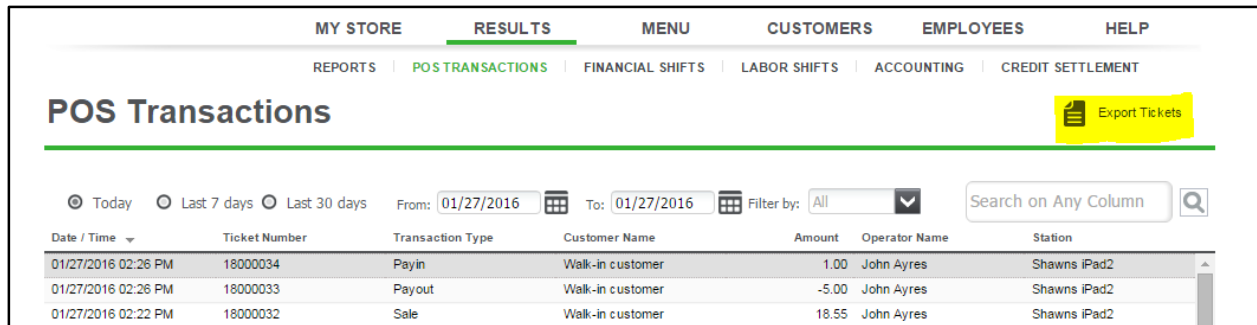
## Overview

As part of the v3.10 release, we've updated our online ordering API to provide for an order validation and tax calculation prior to submitting an online order for processing. An online ordering service, which integrates to Silver Pro Restaurant, can send a request to confirm the items, modifiers, and discounts are correct and available. Additionally, as part of the validation, Silver Back Office will calculate the correct tax amount and send it back so that the correct tax amount can be applied to the online order. The online ordering service can then submit the order with correct available items, modifiers, and discounts as well as the correct tax amount to be assessed.

# POS Transaction and Credit Batch Export

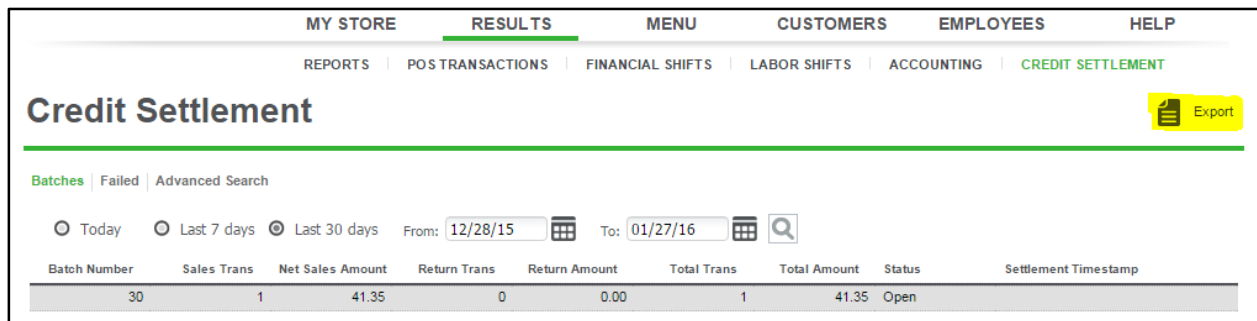
## Overview

In Silver Back Office, POS Transactions and a Credit Batch are now able to be exported to a CSV file.



The screenshot shows the 'POS Transactions' interface. At the top, there are navigation tabs: MY STORE, RESULTS (selected), MENU, CUSTOMERS, EMPLOYEES, and HELP. Below these are sub-tabs: REPORTS, POS TRANSACTIONS (selected), FINANCIAL SHIFTS, LABOR SHIFTS, ACCOUNTING, and CREDIT SETTLEMENT. The main title is 'POS Transactions' with an 'Export Tickets' button. Below the title, there are filters for 'Today', 'Last 7 days', and 'Last 30 days'. The date range is set from '01/27/2016' to '01/27/2016', and the filter is set to 'All'. A search bar is labeled 'Search on Any Column'. The table below has the following data:

Date / Time	Ticket Number	Transaction Type	Customer Name	Amount	Operator Name	Station
01/27/2016 02:26 PM	18000034	Payin	Walk-in customer	1.00	John Ayres	Shawns iPad2
01/27/2016 02:26 PM	18000033	Payout	Walk-in customer	-5.00	John Ayres	Shawns iPad2
01/27/2016 02:22 PM	18000032	Sale	Walk-in customer	18.55	John Ayres	Shawns iPad2



The screenshot shows the 'Credit Settlement' interface. At the top, there are navigation tabs: MY STORE, RESULTS (selected), MENU, CUSTOMERS, EMPLOYEES, and HELP. Below these are sub-tabs: REPORTS, POS TRANSACTIONS, FINANCIAL SHIFTS, LABOR SHIFTS, ACCOUNTING, and CREDIT SETTLEMENT (selected). The main title is 'Credit Settlement' with an 'Export' button. Below the title, there are filters for 'Today', 'Last 7 days', and 'Last 30 days'. The date range is set from '12/28/15' to '01/27/16'. A search bar is present. The table below has the following data:

Batch Number	Sales Trans	Net Sales Amount	Return Trans	Return Amount	Total Trans	Total Amount	Status	Settlement Timestamp
30	1	41.35	0	0.00	1	41.35	Open	