"To know I can check and see how the store is doing
even without being there is very helpful."
Reveille Joe Coffee, *Coffee Shop*

Both   NCR Silver

NCR Silver Pro

Browse by categories
Welcome
NCR Silver
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Restaurant Edition

What is POS Messaging?

It is a new feature that allows users to create, schedule and send notifications that appear on the POS to alert users of important messages.

Who is it accessible to?
Users with permissions to the My Account feature OR a user with Merchant Admin access.

To access:
Go to My Account —> My Messages

NOTE: For multi-store merchants, you have to be in Company View to access Messaging.

To Create a message:

- Click on New Message
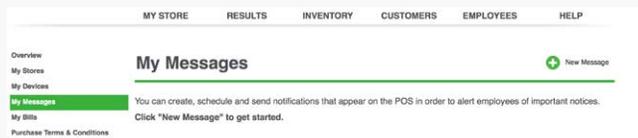
- Type in a message subject and body content (both fields are required).

New Message

Subject	Test
Body	This is a test email

Chars Left: 480

Recipients   Assign Stores

Display Time 03/30/15   9:00 AM   Store Time

Expires in   2   Days

Send Message   Cancel

- Select **Recipients**. If you are a multi-store merchant, you can send a message to ALL stores or a selection of stores. (If the store has multiple devices it will be sent to all devices).

Stores

☐ Send to all stores   Search Stores

*Searching will undo any selections made before searching

	Stores	Store Number	Address	City	State	Zip Code
☑	Catherine's Gift ...	1	4325 Alexander ...	Alpharetta	GA	30041
☐	Catherine's Gift ...	3	7325 Alexander ...	Alpharetta	GA	30022
☐	Catherine's Gift ...	2	4325 Alexander ...	Alpharetta	GA	30022
☐	Catherine's Gift ...	4	4325 Alexander Dr	Alpharetta	GA	30022
☐	Catherine's Gift ...	5	4325 Alexander ...	Alpharetta	GA	30022
☐	Catherine's Gift ...	6	4325 Alexander Dr	Alpharetta	GA	30233

Done   Cancel

- Select the date and time you would like the message to be displayed on the POS (If you choose "My time" it will detect the time on your machine and calculate the UTC for each store. If you select "Store Time" it will use the store's local time.
- Schedule the message expiration in the next field (you can select minutes, hours or days). When a message reaches its expiration time, it will no longer be visible on the POS.

To edit or delete a pending message:
- Simply click on the message from the Inbox.
- Once it is open you can view, edit or delete the message.

NOTE: Once a message has been delivered, it can no longer be edited or deleted.

What happens on the POS?

- An alert will appear on the POS as a new notification.
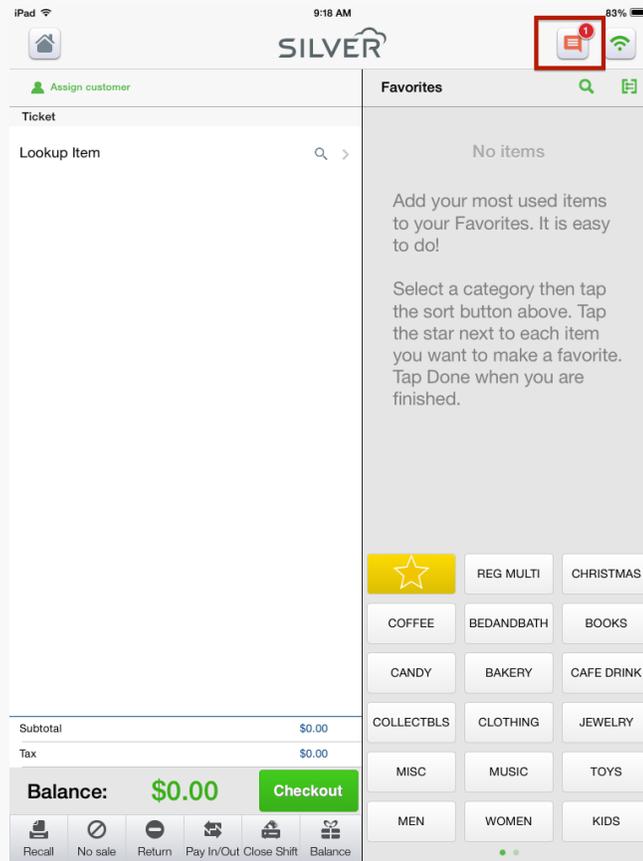
- A number badge will indicate how many new messages there are that have not been viewed.
- To view the message, simply tap on the icon. Then, tap on the message you wish to view.
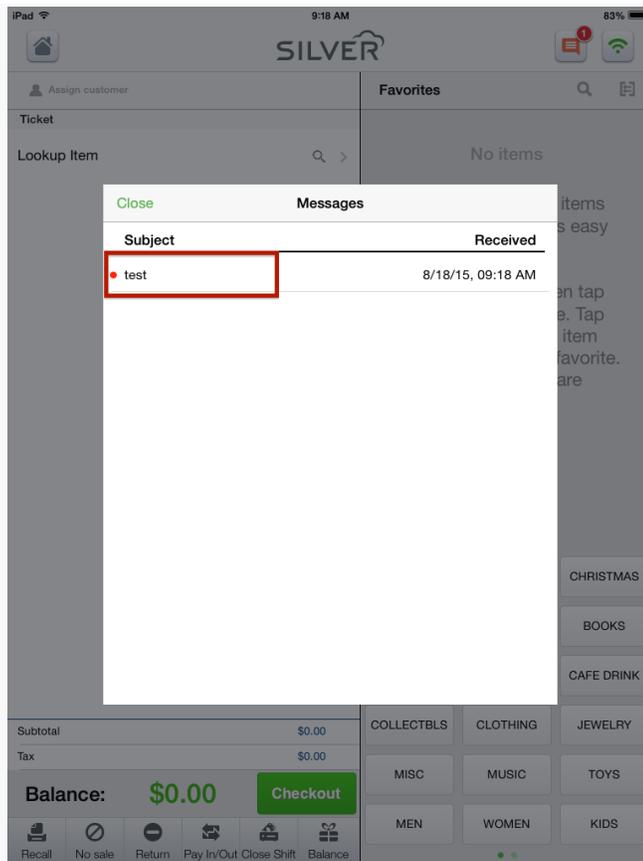
- Once the alert is viewed, the number badge disappears/is decremented but the icon displays until the expiration date/time for the message is reached.