

Questions? Call us at 1-877-270-3475 or Log in to Silver Back Office to chat with a representative

Visit NCRSilver.com

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



NCR Silver

Closing a Shift

You can close a shift and count your drawer immediately OR you can close your shift and count the drawer later in the Back office.

NCR Silver Pro

Both

To close shift and count your drawer immediately:

Browse by categories Welcome

NCR Silver NCR Silver Pro Restaurant Edition

- 1. Tap the **Close Shift** button. If you have a cash drawer, the cash drawer will open.
- Count the cash in the cash drawer. You can count up all your cash and enter it in the Cash Amount field, or you can use the Coin and Bill counter to assist you.

To access the Coin and Bill counter, tap **Coins and Bills**. From this screen, you can enter the quantity or amount you have of each coin and bill denomination. When you tap **Done**, the total cash amount from this screen will automatically be transferred to the **Cash Amount** field.

3. Tap **Next** and enter the amount of cash you are going to leave in the drawer.



 Tap Done. A detailed view of the cash reconciliation information will be displayed. If the over/short information looks to be incorrect, you can tap Recount to edit the cash and leave in drawer amounts.

> Note: If you do not have a user role that has permission to access the **Recount** feature, when you tap **Recount** you will be prompted to enter the PIN of a user who does.

5. Once you are sure your drawer count is correct, tap Confirm. The Shift Summary report will be displayed. The system will also print a Pay Out receipt for the amount of cash you are removing from the drawer to be deposited or put in the safe.

> Note: If you do not have a user role that has permission to view/print the Shift Summary, the report will not be displayed, and instead you will be returned to the ticket entry screen. Tap **Print report** to print the report to the receipt printer or tap **Close** to close the screen.

To close shift and count your drawer later in the back office:

You need to first enable the feature. To do this:

• Tap the **Settings** icon on your Home screen.

ecome, Gatherine's Gift Shop - Alpharettal ()	e Help	Logout
	≣	
Point of Sale Back office	Other functions	

• Scroll down to the Cash Reconciliation header. The toggle switch - Count in Back Office is defaulted to OFF [count at closing]. Toggle switch ON to activate the setting. It should now be green.

/elcome, Cathe	rine's Gift Shop - Alpharetta! (i)	-	ф.	Help
	Close Settin	ngs		
	Table/Tag Assignment		None	\rightarrow
	Allows you to assign a table or custom ta	ig to each ticket		
	PIN ENTRY			- 1
	Require PIN entry		\sum	
	Sets whether or not the device requires u transaction is started	sers to enter their PIN eac	h time a	L
	TIME CLOCK			
	Enable time clock		\bigcirc	
	Sets whether or not users can clock in an	nd out on this iPad		
	CASH RECONCILIATION			
	Count in back office		\bigcirc	
	When on, users enter the drawer count in the POS when closing a shift	the Silver Back Office ins	tead of a	at
	ITEM CATEGORIES			

To close the shift:

- 1. Tap the **Close Shift** button.
- 2. Cashier must still enter a **Leave in Drawer** amount at the POS. The amount cannot be edited later.

Assign customer	Cancel	Close Shift	Coins & Bills
Ticket			
Lookup Item	SHIFT OPENED: 6	/19/14, 1:59 PM	
	Cash amount		150.00 🛛
	Leave in drawer		100.00
	Enter the amount	you are leaving in the drawer after	counting
		8 9 5 6	Clear
Subtotal		2 3	
Tax Relence Duci	. (0 00	Next
Balance Due:			
No sale	Pay In/ Pay Out	Close Shift Gift Card Balance	

3. Tap **Next.** The Cash Over/Short amount will display "Pending".

Counting in Back Office:

 Once you log in to your Back Office, go to RESULTS --Shifts (Under the Operations category on the left of your screen). You will see a list of shifts pending cash count.

$\langle \rangle$	Û		🔒 silverqa	.ncrsmb	lab.con	٦	¢	Ψ	△ +
⊗ Reports	NCR	Silver NC	R Silver silv	erqa.ncrs.	Sign	Up for	TestFlig	ht M	Sales Dashb
SILVER			Catheri	ine's Gift Sho	p - Alpharetta	Rile	iy Humes	Se	ttings
		MY STORE	RESULTS	INVENT	ORY	CUSTOMER	S EMF	LOYEES	HELP
		REPORTS PO	S TRANSACTIONS	ACCOUNTING	CRED	IT SETTLEMEN	т		
Operations Shilts Store Summary	Shi	fts							
Device Activity	O T	oday 🖲 Last 7 🖸	Last 30						-
Employee Activity		Days Di	ays From:	08/29/2014	To: 09/	04/2014	Filter by: A	Devices	V (
Discounts & Offers	Alphar	etta, GA 30041			Fr	iday, August 2	9, 2014 - Thu	rsday, Septern	per 04, 2014
Price Overrides									
Taxes							Deposits		Cash
Time Clock	Shift #	Opened	Cloud	Device	Over/Short	Cash	Check	Total	Reconciliation Detail
Tips	1	3/13/2014 4-29:07 PM		Catherine's		50.00	\$0.00	\$0.05	Decam
Offline Credit	-	2020014 622 42 104		iPhone Catherine		10.02	50.00	10.00	
Sales		3/13/2014 4:32:47 PM		iPad		30.00	\$0.00	30.00	
Item Sales	1	3/17/2014 3:53:05 PM		Preuit's NCR		\$0.00	\$0.00	\$0.00	
Modifier Sales	1	3/20/2014 12:02:07 PM		Catherine Preuit's NCR		\$0.00	\$0.00	\$0.00	
Sales Summary	1	3/27/2014 4:37:48 PM		QA nicele iOS7		\$0.00	\$0.00	\$0.00	
Customers	1	3/28/2014 1:08:10 PM		iPad		\$0.00	\$0.00	\$0.00	
Bulk Email	1	4/11/2014 10:17:57 AM		Silver Care		\$0.00	\$0.00	\$0.00	
Customer Notes	2	4/16/2014 8:44:07 PM		Lo's iPad		\$0.00	\$0.00	\$0.00	
Customer Sales	1	4/21/2014 1:41:19 PM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
Lists	1	5/8/2014 9:56:21 AM		Catherine Preuit's NCR		\$0.00	\$0.00	\$0.00	
Items	1	59/2014 8:21:26 AM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
Customers	- 1	5/20/2014 3:10:07 PM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	1	5/27/2014 2:16:30 PM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	1	5/29/2014 10:43:42 AM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	1	5/29/2014 5:30:17 PM		Catherine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	1	84/2014 9:37:27 AM		Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	- 1	8/22/2014 12:39:16 PM		Camerine Preuit's NCR iPad		\$0.00	\$0.00	\$0.00	
	2	9/4/2014 4:50:46 PM	9/4/2014 4:51:26 PM	shannon's iPad		\$0.00	\$0.00	\$0.00	Pending
	1	9/4/2014 4:50:21 PM	9/4/2014 4:50:37 PM	snannon's iPad		\$0.00	\$0.00	\$0.00	Pending
	1	8/22/2014 9:24:42 AM	9/4/2014 4:50:12 PM	shannon's iPad		\$0.00	\$0.00	\$0.00	Pending

2. Once you select the shift to count cash for, you are prompted to enter the total cash for the shift. Cash is entered as one total amount (no Bill & Coin counter).

hift					
Opened		5 PM by sford			
Closed	5/24/2013 6:2	5 AM by csmith			
tal Tendered					
	Qty 81	Amount			
		Count C	ash	e e e e e e e e e e e e e e e e e e e	
Credit Card	28	Cash Amou	nt:		
Integrated Gift	8	_			
ash Detail		Done	Cancel		
Starting Cash A	mount	\$100.00			
Cash Sales		\$1,192.19			
Pay Ins		\$0.00			
Pay Outs					
		AMOUNT	REASON		
4/25/2013 11:40 AM	Sara 3 Ford		Lottery	Scratch off winner - John Smith	
2/12/2013 2:17 PM	Catherine Preuit		Safe Drop		
Total		(\$5.25)			
Expected Cash	Amount	\$1,286.94			
Cash Counted					
Cash Left in Dra	iwer	\$100.00			
Actual Cash Am	ount				
Over/Short					
Deposit					
Cash					
Checks					

3. You can then perform a cash recount (edit the cash count value), if necessary. Tapping the **Edit** button will bring up the actual cash amount modal again and allow you to enter a different value. Once entered, the screen will be refreshed with the new calculation.

Cash Reconci	liation De	tails			EXPORT
Shift					
Opened	1/31/2013 4:5	56 PM by sford			
Closed	5/24/2013 6:2	25 AM by csmith			
Cash Counted	5/24/2013 6:2	25 AM by csmith			E
Total Tendered					
	Qty	Amount			
Cash	81	\$1,186.94			
Check	2	\$22.02			
Credit Card	28	\$437.47			
Integrated Gift	8	\$47.78			
Cash Detail					
Starting Cash A	mount	\$100.00			
Cash Sales		\$1,192.19			
Pay Ins		\$0.00			
Pay Outs					
DATE	PERFORMED BY	AMOUNT	REASON	COMMENT	_
4/25/2013 11:40 AM	Sara J Ford	(\$5.00)	Lottery	Scratch off winner - John Smith	
2/12/2013 2:17 PM	Catherine Preuit	(\$0.25)	Safe Drop		
Total		(\$5.25)			
Expected Cash A	Amount	\$1,286.94			
Cash Counted		\$1,285.36			
Cash Left in Dra	wer	\$100.00			
Actual Cash Am	ount	\$1,285.36			
Over/Short		(\$1.58)			
Deposit					
Cash		\$1,185.36			
Checks		\$22.02			-
Total		\$1,207.38			
Close					

NOTE: You can Edit as many times as you like; however,

once you save, the Over/Short and deposit are committed and the cash can no longer be edited/recounted.

