

**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*



Recalling/Reprinting a Receipt

Use this feature when you want to recall a completed sale and/or re-send the receipt for a completed sale.

Both

NCR Silver

NCR Silver Pro

The **Recall/Reprint** button is available only if there are no items on the current ticket.

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Follow these steps to reprint a recent receipt or re-send it via email:

- Do one of the following:
 - iPad Users: Tap **Recall/Reprint** at the bottom of the **Ticket** screen.
 - iPhone/iPod Touch Users: Tap  on the **Ticket** screen, and then tap **Recall/Reprint**.
- Locate and tap on the completed ticket you want to recall on the **Recall/Reprint** screen from the **Completed tickets** section of the screen.

By default, the **Recall/Reprint** window displays sales that were performed on the POS device you are using (**This station**). If the sale was performed at another station, tap the **All stations** button to display completed tickets from other stations as well. If you are looking just for sales that you performed, tap **My tickets**.

Recall/Reprint		
Hold		
Catherine Preuit	Table: b	\$22.08
Hold# 900000		2/8/13, 3:06 PM
5 minutes ago	Station: Catherine Preuit's NCR iPad	
Completed tickets		
Walk-in customer	21 Lines	\$343.81
Ticket# 10900042		2/8/13, 2:49 PM
22 minutes ago	Station: Catherine Preuit's NCR iPad	
Walk-in customer	6 Lines	\$98.30
Ticket# 10900041		2/8/13, 2:48 PM
22 minutes ago	Station: Catherine Preuit's NCR iPad	
Walk-in customer	11 Lines	\$290.40
Ticket# 10900040		2/8/13, 2:48 PM
22 minutes ago	Station: Catherine Preuit's NCR iPad	
Walk-in customer	6 Lines	\$98.30
Ticket# 10900039		2/8/13, 2:48 PM
22 minutes ago	Station: Catherine Preuit's NCR iPad	
Walk-in customer	1 Line	\$39.14
Ticket# 10900038		2/8/13, 2:47 PM
23 minutes ago	Station: Catherine Preuit's NCR iPad	
Catherine Preuit	15 Lines	\$136.08
Ticket# 10900037		2/8/13, 2:39 PM
31 minutes ago	Station: Catherine Preuit's NCR iPad	
Catherine Preuit	1 Line	\$205.49
<input type="button" value="My tickets"/> <input checked="" type="button" value="This station"/> <input type="button" value="All stations"/>		

- From the **Receipt** window, [print the receipt](#) or [send it to the customer via e-mail](#).

If you add an existing customer to the ticket first, the recall will only display completed tickets that were assigned to that customer.

recall_reprint_receipt_pos