



“To know I can check and see how the store is doing even without being there is very helpful.”

Reveille Joe Coffee, *Coffee Shop*

Questions?

Call us at **1-877-270-3475**

or

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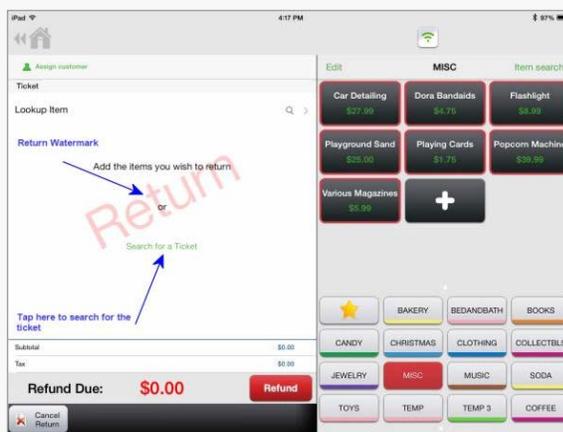
Returning an Item Using the Returns Mode

We're not taking away our original method of processing a return items, (click [here](#) for information on the original process) but we're giving you a new, easy-to-use process that we hope you'll like. We have actually created a Returns mode where you can process a return using the original ticket. To make it even easier, we print the ticket number on the receipt in regular numbers, as well as in a bar code in case you use our bar code scanner.

📄 If you want to process a sale in the same transaction as the return, you'll need to use our current method for processing a return by adding the item to the ticket, tapping it, and selecting **Change to return**. Click [here](#) for information on this method.

To process a return using the new Returns mode:

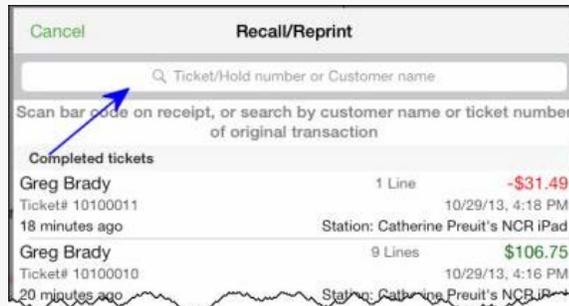
1. Log into the POS app.
2. Tap the **Start Return** button in the sliding menu at the bottom of the screen. We designed the screen, so that you can quickly tell you're in the Returns mode and not in a regular sale/ticket. You can see the word *Return* shown as a watermark on the screen. If you want get out of the Returns mode without completing a return, simply tap the **Cancel Return** button at the bottom of the screen. Click **Yes** to confirm cancelling the return, and we'll display the **Ticket** screen again.



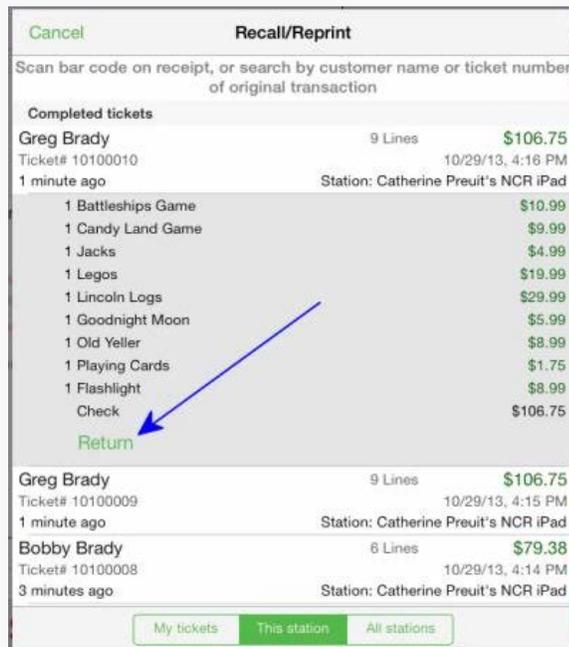
3. Tap **Search for a Ticket**, and the system will display the **Recall/Reprint** screen. We've added a search area at the

top of the screen to help you locate the ticket quickly.

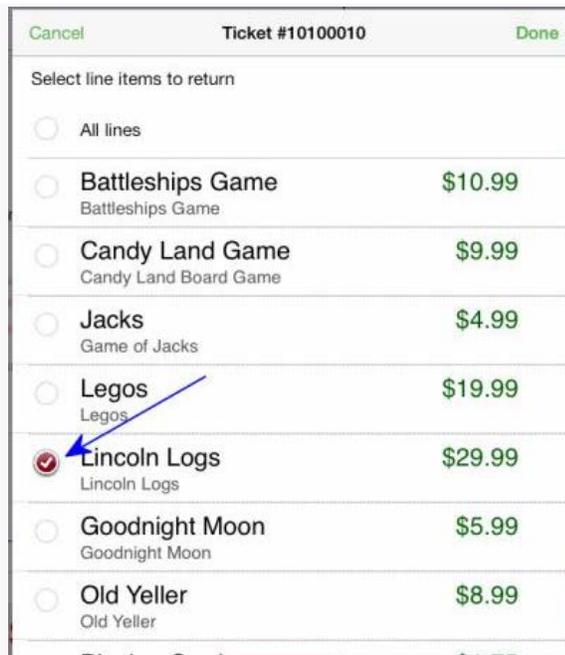
4. Tap inside the **Search** field at the top of screen and enter the ticket number or the customer's name. If you are using the bar code scanner, you can also scan the bar code on the customer's ticket to recall the original ticket. The system will then show you the results from your search.



5. Tap **Return** for the correct ticket. The system will then display the items on the original ticket.

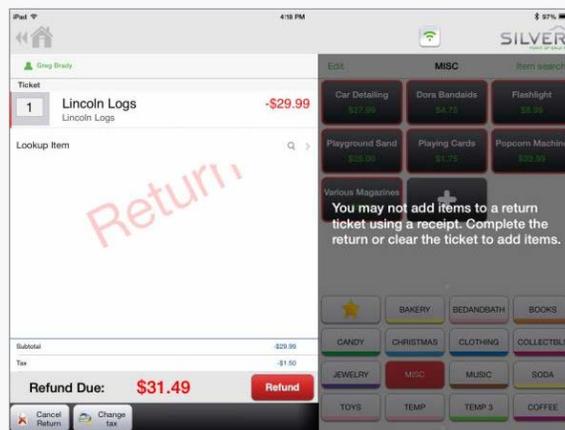


6. Tap the lines for the items being returned. The system will show these selected items with a checkmark. Once you've selected all the items being returned, tap **Done**.



7. The system will then show the items being returned in the **Ticket** area on the left side of the screen with the amount shown in red as a negative amount and with a red **Refund** button (rather than the green **Checkout** button). You will also notice the right side of the screen (with categories and items) is disabled, because you can't mix return and new sale items when in the Returns mode.

8. Tap **Refund**.



9. Now it's time to select the **Payment type** for the return.

- You are using integrated credit & customer paid with credit card

If you are using integrated credit, and the customer used a credit card for the original purchase, the system will prompt you to return the amount to the original card. To do this, simply tap **Yes**, wait for the system to authorize the refund, have the customer sign and **Accept**, and then print the receipt.

- You are not using non-integrated credit & customer paid with credit card

Select the **Payment type**, tap **Yes** to confirm the refund, wait for the system to authorize the refund, have the customer sign and **Accept**, and then print the receipt.

- Customer paid with another payment type

Tap **Yes** to confirm the refund and print the receipt.

This feature is only available on the iOS platform.

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