



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

Reville Joe Coffee, *Coffee Shop*

Questions?

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

or

Log in to Silver Back Office to chat with a representative

[Visit NCRSilver.com](http://NCRSilver.com)



Both NCR Silver

NCR Silver Pro

Browse by categories

[Welcome](#)

[NCR Silver](#)

[NCR Silver Pro Restaurant](#)

[Edition](#)

Returning an Item by Adding It to a Ticket

When you [add an item to a sale](#), it is a sale item by default. To return an item, you simply reverse this process by adding the items as a sale item and then changing it to a return item.



You cannot apply a line-item or a ticket discount to a return item. If a discount was applied to the item at the time of the sale, you must [override the price](#) of the return item to match the original sale price. Similarly, you cannot apply a ticket discount to a ticket that includes one or more return items.

To return an item by adding the item to the ticket:

1. Start a new sale and add the item to the ticket.
2. Do one of the following:
 - iPad users: skip to step 2.
 - iPhone/iPod Touch users: Tap  to display the **Ticket** screen
3. Tap the item's line. If you have any modifiers set up in the Back Office, the system will automatically display the **Modify Item** screen. Tap **More Functions** to view the item's detail screen.
4. Tap **Change to Return**. The item's price will now show as a red, negative value.
5. Continue to add more sale and return items, or tap **Checkout** (iPad) or tap **Pay** (iPhone/iPod Touch) to complete the return.

[Home](#) [About Us](#) [Contact Us](#) [FAQs](#)

©2013 NCR Corporation. All Rights Reserved.

