



“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

Log in to Silver Back Office to chat with a representative

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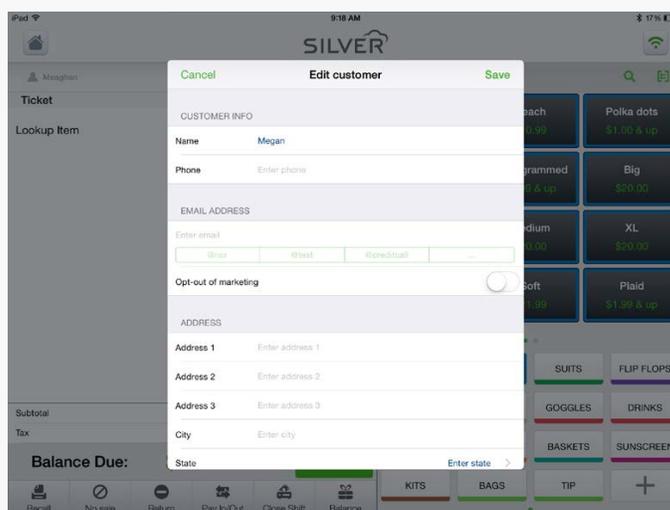
Both NCR Silver

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How to edit a Customer's Information in the POS App

When you **look up a customer** in **Customer Lookup**, you can modify the customer's name, phone number, e-mail address, and other settings by following these steps:

1. While you are reviewing a customer record, tap the **Edit** button to display the **Edit customer** screen.



2. To modify the customer's **Name**, **Phone** number, **E-mail address**, **Address**, **Birthday** or **Anniversary**, tap the corresponding field and edit the value.
3. If the customer does not want to receive e-mail marketing messages from your store, tap the **Out-out of marketing** on/off switch to turn the setting **ON**.

⚠️ If you change the **Opt-out of marketing** slider from **OFF** to **ON**, the customer will not receive any marketing emails that you send from the Back Office. Leave the slider to **OFF** unless the customer explicitly asks to not receive any emails from your store. Emphasize that you send discounts via email to see if that will persuade the customer to provide you with their email address.

4. To change the category assigned to the customer, tap **Category** to display the **Categories** screen, and then tap the new category for the customer.
5. Tap the **Save** button to save the modified customer record.

Keywords: customer information, updating customer information, editing customer information

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