"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

Visit NCRSilver.com

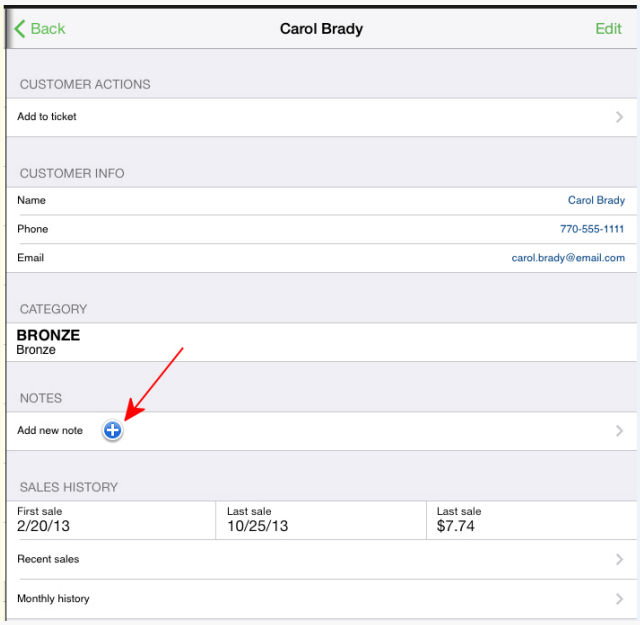
Both NCR Silver
NCR Silver Pro

Browse by categories
Welcome
NCR Silver
NCR Silver Pro Restaurant Edition

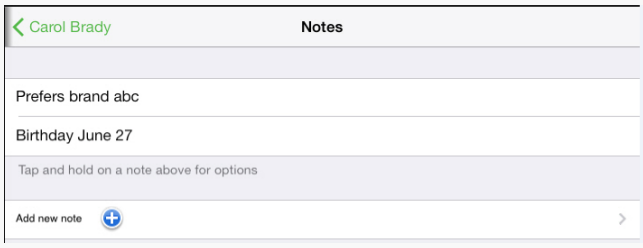
Customer Notes in the POS App

The POS app allows you to create and view comments, reminders, or other notes for your customers.

When you look up a customer, if no notes have been entered, the **Add new note** button appears in the **Notes** section of the customer record, allowing you to create a new note.



If one or more notes have been entered (either from the POS app or from the Back Office), the most recent note appears in the **Notes** section of the customer record, along with the **View all notes** button, which allows you to review all of the notes that are on file for the customer.



The number of notes that have been entered for the customer appears in parentheses in the **Notes** heading.

Adding a Customer Note

To enter a note for a customer:

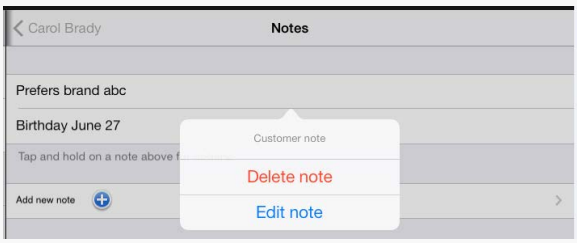
1. If no notes have been recorded for the customer, tap **Add new note** in the **Notes** section of the customer record. If one or more notes have been recorded for the customer, tap **View all notes**, and then tap **Add new note**.
2. Enter the text of the note on the **Notes** screen.
3. Tap **Done** to save the note.

> - Repeat these steps for each note you want to record for the customer.

Editing a Customer Note

To edit a customer note:

1. Tap and hold the note to display the **Customer note** pop-up.



2. Tap **Edit note**.
3. Modify the note text and tap **Done** to save your changes.

Deleting a Customer Note

To delete a customer note:

1. Tap and hold the note to display the **Customer note** pop-up.
2. Tap **Delete note**.
3. Tap **Done**.

Keywords: customer notes, add note, delete note, edit note, customer notes on pos

Press Room Privacy Policy Legal Notice FAQs

©2013 NCR Corporation. All Rights Reserved.