

CUSTOMER SUCCESS

24/7/365 LIVE SUPPORT

877-270-3475

call or text

KEY REFERENCE LIBRARIES

150+ Indexed articles	CustomerCare.NCRSilver.com
200+ self-help videos	youtube.com/NCRSilverUniversity

If you are having internet issues, please resolve with your internet provider before contacting NCR. To contact NCR, please refer to what is shown below.

HOW TO CONTACT US

Issue	Examples	NCR Silver contact
System issues or hardware warranty	<ul style="list-style-type: none">• Hardware is not working or is defective• Cloud icon is red or the app is crashing• I am unable to process credit cards• Back Office is not updating with sales data• I need to reset my password	<p>Phone or text: 877-270-3475</p> <p>Live chat: NCR Silver back office chat</p> <p>Email: CustomerCare@ncrsilver.com</p> <p><i>(email will generate a confirmation response with the incident number)</i></p> <div style="background-color: red; color: white; padding: 10px;"><p>We strive to resolve your issues quickly and to your satisfaction, however, if you need to escalate your issue please send an email to (must include the incident number):</p><p>SilverEscalate@ncr.com</p></div>
Configuration changes	<ul style="list-style-type: none">• Tax rate is incorrect• New menu item is not showing up• Support for gift cards, loyalty or online ordering	
NCR Console reporting issues	<ul style="list-style-type: none">• Labor hours not generating within time card report• I need help with navigation to a report• I would like to upload historical sales data• Discrepancy in my NCR Console reports compared to my NCR Silver back office	
Account questions and changes	<ul style="list-style-type: none">• I have a question about my bill• Selling business /need to transfer my subscription	
Hardware purchases	<ul style="list-style-type: none">• I need to purchase additional hardware, accessories or paper	Order from the "Buy Hardware" section when logged in to your NCR Back Office