



HOUSE ACCOUNTS FOR NCR SILVER PRO RESTAURANT



INTRODUCTION

In v3.11, NCR Silver Pro Restaurant introduces house accounts, which enables merchants to charge established clients on the date of sale, but bill them at a later date. Scenarios in which you may consider using house accounts include catering customers, delivery services, hotel room charges, manager comps, and forward day charges among others. Additionally, you can create a statement for House Accounts and export it to multiple formats for sending to customers.

With House Accounts, NCR Silver Pro Restaurant adds additional access levels. Make sure to review your user roles and ensure they have the proper assignments for house accounts.

When setting up house accounts:

- You establish house accounts in Silver Back Office before you can use them at the POS.
- You must link a customer with a house account. You may also link additional customers to a single house account.
 - For example, at ABC Company, Sarah Smith and Tim Jones are authorized to charge food on behalf of ABC Company at CD's Café. Sarah is the bookkeeper and is responsible for paying the account monthly. Thus, she is the house account owner. Tim is linked to the account as a customer, making him eligible to charge food as well. When either Sarah or Tim walk into CD's Café, the cashier will look up Sarah or Tim at the POS in order to link the house account to the order.
- You create house accounts at the store level.
- You define the maximum credit limit for a house account, up to \$99,999.00
- You may disable a house account without deleting it.
- Once you create your first house account, a house account tender appears on the POS.

In Silver Back Office, you can perform the following functions related to house accounts:

- You can enter account activity, such as credits, debits, and payments received.
- You can create statements, which can be exported into a variety of formats and sent to customers.
- You can view two new reports, House Accounts and House Accounts Activity.

At the POS, you can perform the following functions with house accounts:

- You can charge a guest check to a house account.
- You search for a house account by searching for a linked customer record.
- You can accept payment for an outstanding balance through the use of a house account charge.

NOTE: Without an Internet connection, you cannot charge a guest check to a house account or accept payment for a house account at the POS.

HOUSE ACCOUNTS IN SILVER BACK OFFICE

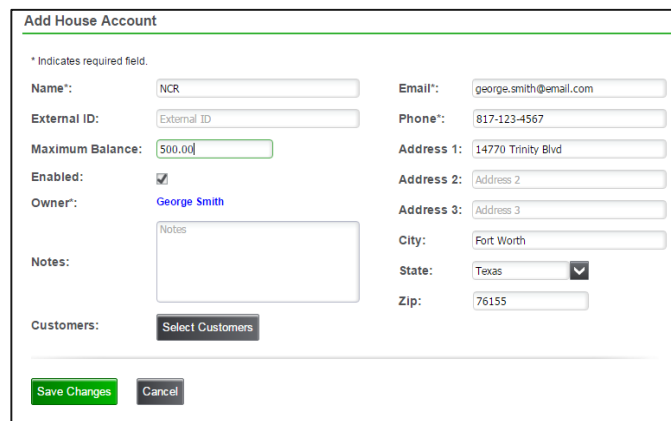
In Silver Back Office, you can add and edit house accounts, add a house account transaction, create statements, and view reports regarding house accounts.

ADDING A HOUSE ACCOUNT

You can only add house accounts in Silver Back Office and they must be lined to a customer record. When you create a house account, you can link additional customers to the house account.

In multi-site environments, house accounts must be added at the store level.

1. In Silver Back Office, select **CUSTOMERS > HOUSE ACCOUNTS**.
2. Select **Add a House Account**. The Add House Account dialog appears.



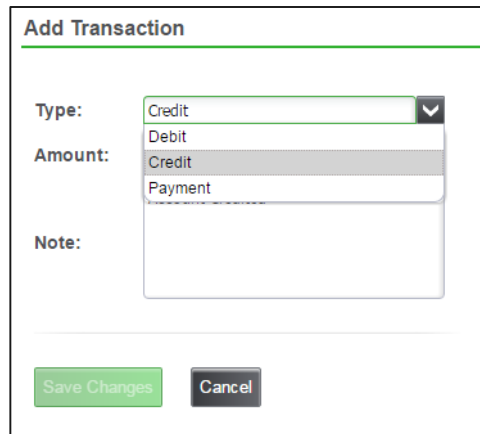
3. Type a **name** for the house account.
4. (Optional) Enter an **external ID** for the house account. For example, if you already have an existing account number you want to use, enter that number here.
5. Enter the **maximum balance** for the house account.
6. Click **Select owner** to select an owner for the house account. A Select House Account Owner dialog appears. A house account must have an owner linked to it. Select the **owner** and tap **Done**.
7. (Optional) Add **notes** for the house account.
8. (Optional) Click **Select customer** to identify additional customers who can use the house account.
9. Enter the following information for the house account if you do not want to use the owner information or if the owner information did not include the following:
 - Enter the **email address** to associate with the house account.
 - Enter the **phone number** to associate with the house account.
 - Enter the **address, city, state, and zip** for the house account. This information appears on the statements you generate.
10. Click **Save Changes**.

ADDING A HOUSE ACCOUNT TRANSACTION

When you close a ticket associated with a house account at the POS, the information appears on the history for the house account. In Silver Back Office, you can also add transactions to the house account.

You can add the following transactions: Debit, Credit, and Payment.

1. In Silver Back Office, select **CUSTOMERS > HOUSE ACCOUNTS**.
2. Select the **house account**.
3. Select **Add Transaction**. The Add Transaction dialog appears.



4. Select the **transaction type**: Debit, Credit, or Payment.
5. Enter the **transaction amount**.
6. Enter a **note** for the transaction, such as the reason for the debit or credit or information about the payment, such as the check number.
7. Click **Save Changes**.

VIEWING HOUSE ACCOUNT ACTIVITY

You can view house account activity in Silver Back Office. The activity view includes POS transactions, any transactions entered in Silver Back Office (debits, credit, and payments), and statement creations.

To view details of the transaction at the POS, click on the specific transaction and the system takes you to the POS Transactions screen where you can view the details of the transaction.

1. In Silver Back Office, select **CUSTOMERS > HOUSE ACCOUNTS**.
2. Select the **house account**. The activity view appears.



House Accounts



CD's Cafe | Chris Dikes | Settings

MY STORE | RESULTS | MENU | CUSTOMERS | EMPLOYEES | HELP

EMAIL MARKETING | LOYALTY PROGRAM | SURVEY | CUSTOMERS | SOCIAL | HOUSE ACCOUNTS

NCR | Edit House Account | Add Transaction | Create Statement

Search Transactions

DATE/TIME	USER/TICKET	TRANSACTION/NOTE	DEBIT/CREDIT	BALANCE
4/11/16 5:49 PM	System	Statement Requested (#10001-00004)		59.80
4/11/16 5:47 PM	System	Payment Received	10.00	59.80
4/11/16 4:47 PM	10400256	Sale	33.56	49.80
4/11/16 4:46 PM	10400255	Sale	16.24	16.24

3. Select **HOUSE ACCOUNTS** to return to a list of all house accounts.

CREATING A STATEMENT FOR A HOUSE ACCOUNT

In Silver Back Office, you can create a statement to provide to your house account customers. The statement includes all house account activity. You can print the statement or export it to a variety of formats.

1. In Silver Back Office, select **CUSTOMERS > HOUSE ACCOUNTS**.
2. Select the **house account** for which you want to create a statement.
3. Select **Create Statement**. The Create Statement dialog appears.

Create Statement

From Date: To Date:

Export to the selected format

CD's Cafe **Monday, April 11, 2016**
 14770 Trinity Blvd
 Fort Worth, TX 76155

Bill To: **Amount Due: \$59.80**
 NCR **From: 4/11/2016**
 George Smith **To: 4/11/2016**
 14770 Trinity Blvd
 Fort Worth , TX 76155

Description	Date/Time	Amount
Sale (Ticket #10400255)	4/11/2016 9:46:00 PM +00:00	\$16.24
Sale (Ticket #10400256)	4/11/2016 9:47:00 PM +00:00	\$33.56
Payment Received	4/11/2016 9:47:49 PM +00:00	\$10.00
		\$59.80

1 **Thank you for your business.**

4. Select the **date range** for the statement. A preview of the statement appears.
5. Click **Save Changes**. A statement creation line item appears in the activity view. Click Cancel if you do not want to create a statement.

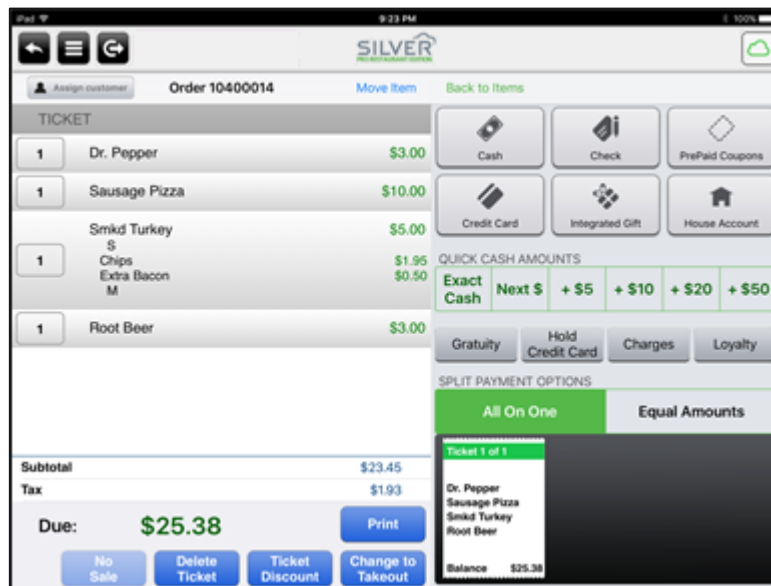
HOUSE ACCOUNTS AT THE POS

At the POS, you can close a guest check to a house account as well as receive payment for an outstanding balance to a house account.

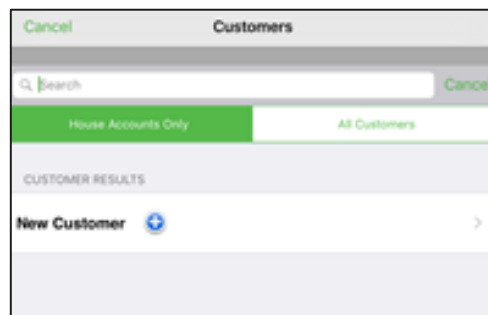
CLOSING A CHECK TO A HOUSE ACCOUNT

Prior to closing a check to a house account, you must first create the house account in Silver Back Office. When searching for a house account, you search by the linked customer name rather than the house account name. Additionally, without an Internet connection to Silver Back Office, you cannot close a check to a house account.

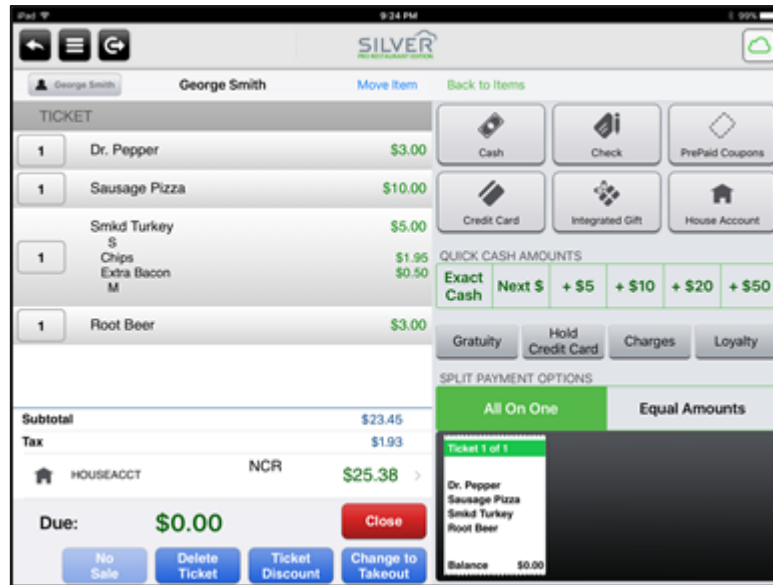
1. At the order entry screen, after you have added items to the guest check, tap **PAY**.



2. Tap **House Account**. The customers screen appears.



3. Type the **customer name** linked to the house account. A list of customer results appears.
4. Tap the **customer name**.
5. Confirm the **amount** to charge to the house account and tap **Done**. The name of the house account appears on the house account tender line.



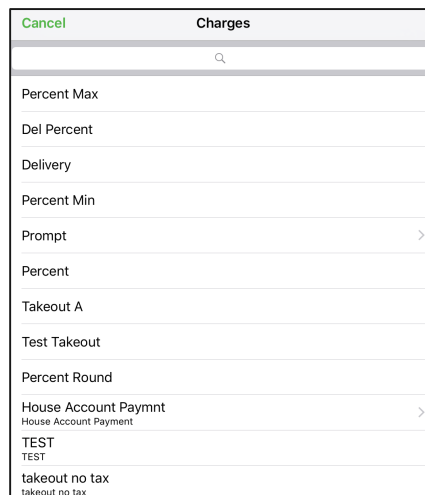
NOTE: If you wish to change the house account selected, first remove the house account payment from the ticket. Then, tap the customer name on the top left of the screen. The customer screen appears. Tap remove customer from ticket.

6. Tap **Close**.

RECEIVING PAYMENT FOR A HOUSE ACCOUNT AT THE POS

In addition to receiving payment for a house account in Silver Back Office, you can also receive payment at the POS. You do so by adding a house account payment charge to the check, which then prompts you to select the customer linked to the house account. When you create your first house account, the system creates a house account payment charge. You may use this charge to receive payments or you may create additional charges by which to receive house account payments.

1. At the order entry screen, tap **PAY**.
2. Tap **Charges**.



3. Tap the **charge** for house account payments. The customers screen appears.



4. Search for the **customer** linked to the house account. A list of customer names appears.
5. Select the **customer**.
6. Confirm the **amount** for payment. The system loads the total balance due.
7. Tap **Done**.
8. Receive **payment** and close out the **check** as normal.