



As part of our commitment to the business's success, our Concierge Team and 24/7 Customer Care teams are at the merchant's disposal. The Concierge Team is an appointment based service that will handle all initial training and setup while our 24/7 Customer Care Team will address anything else the merchant will need post setup. Both teams are remote and commonly communicate via phone, email, and/or webinar.

Concierge Team: concierge@ncrsilver.com (Available Mon-Fri)

24/7 Customer Care Team: 877-270-3475 (phone or text) | customercare@ncrsilver.com
mystore.ncrsilver.com (chat) | customercare.ncrsilver.com | trust.ncrsilver.com

Getting Started:

The Concierge Team will be reaching out to the merchant, within 24-48 hours after signing up for NCR Silver. A Concierge representative will be using a guideline of 10 checkpoints to ensure the merchant is ready to go live. They will require 2 items from the merchant to begin this process.

- **Menu/Inventory List** (send to concierge@ncrsilver.com) – Retail, Restaurant, or Service, the preferred submission format is an Excel or .CSV document that includes the Category, Item Name, and Price. A template can be found in the online Back Office at mystore.ncrsilver.com >> **Inventory | Menu** >> Download Template. A PDF copy of a menu or list of services is also acceptable.
- **Processor Information** (send to customercare@ncrsilver.com) – Also called a “VAR Sheet”, processor information will vary based on the type of device ordered (EMV v. non-EMV), gateway used, and the processor.

Training:

The initial training video will be pulled from [youtube.com/NCRSilverUniversity](https://www.youtube.com/NCRSilverUniversity). The purpose of this training video is to show the merchant how the system works. The one-on-one training will be scheduled for a time agreeable to the merchant and the Concierge representative. The one-on-one training will usually last for one hour. If more time is needed, a follow-up one-on-one call can be scheduled.

Checkpoints:

Feel free to follow along with the Concierge representative as the checkpoints are being completed.

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| <input type="checkbox"/> Store Information | <input type="checkbox"/> Initial Training |
| <input type="checkbox"/> Taxes | <input type="checkbox"/> One-on-one Training |
| <input type="checkbox"/> Employee & User Roles | <input type="checkbox"/> Devices Registered |
| <input type="checkbox"/> Inventory/Menu | <input type="checkbox"/> Hardware Setup |
| <input type="checkbox"/> Processor Information | <input type="checkbox"/> Verified Transactions |

Next Steps:

The Concierge Team will send an email indicating once all checkpoints are complete. From this point forward, the merchant will reach out to the 24/7 Customer Care Team for any questions/concerns.