FREQUENTLY ASKED GENERAL QUESTIONS

1. **Can I use Panther POS without NRS Pay?**

   NRS Panther POS integrates with and requires NRS Pay card processing.

2. **What is Panther POS?**

   NRS Panther POS is a powerful, compact, Android-only software solution
   for managing your store and increasing revenue.

3. **What is the signup and installation process for Panther POS and NRS Pay?**
   - The first step is to sign up with one of our sales agents for Panther and NRS Pay.
   - Setup/approval for NRS Pay credit card processing can take a few days. You will receive your welcome email to the registered email address.
   - In the welcome email, you will receive your terminal number - the key identifier for your store.
   - Download the free Panther POS App from the Google Play store.
   - Next, call the Panther Installation Dept. at (888) 541-8117 to obtain your unique installation key.
   - In the app, enter your terminal number and installation key, wait 30-60 seconds for the process to complete, and that's it - You're in!

4. **How is Panther different from the NRS POS?**
   Panther POS is a portable point-of-sale solution with a new and modern design, with enhanced reporting graphs and photo-customizable products. Also, because Panther POS is an Android software App solution for tablets, you can use your own hardware and change your device anytime.

5. **Can I run NRS Pay Cash Discount on Panther?**
   No. Cash Discount is not available for Panther POS.

6. **What payment types are supported by Panther with NRS Pay?**
   Cash, debit, credit, and pin debit are supported. EBT and eWIC are NOT available with Panther at this time.

7. **Which tablets are compatible with Panther POS - Does NRS sell the tablets?**
   Panther currently supports three tablets from Samsung:
   - Samsung Tab A8
   - Samsung Tab S6 Lite
   - Samsung Tab S8

8. **Which features are included in Panther POS?**
   Everything you need to run your store!
   - User-friendly,feature-packed register
   - Efficient product management system
   - Promotions platform to customize offers
   - Users and permissions for employee management
   - State-of-the-art reporting for profitability
   - Remote store management via app & web portal
   … And many more!

9. **Can I add Premium Features to Panther POS?**
   As Premium Features are released for Panther POS, you'll be able to use them **free** for a trial period. After that, you can choose which Panther plan is best for your business.

10. **Can I use a printer, scanner, and cash drawer with Panther POS?**
    Of course! Panther POS fully supports the NRS printer, scanner, and cash drawer. You can purchase NRS peripheral devices from nrsmarket.com.

11. **How do I connect my printer, scanner, cash drawer, and card reader to Panther POS?**
    The supported tablets (listed above) have a **USB Type C input** that will require a standard adapter for connection with the peripheral devices. A USB hub for your tablet with multiple inputs will support multiple devices simultaneously.

12. **Does ID Scanning work with Panther POS if I purchase the ID Scanner from NRS?**
    License ID Scanning will be available soon with Panther POS.

13. **Do I need to have an NRS POS to use Panther POS?**
    Panther POS can function as a standalone system for your store on your tablet and complement your current NRS POS as an add-on system.

14. How much does Panther POS software cost?

Just $49.90/mo. For your first Panther subscription, and $19.95/mo. Each additional Panther terminal can utilize multiple tablets with Panther operating simultaneously in your store.

15. Is there a contract, and is there a cancellation fee?

There is no long-term contract (unless you opt for the annual plan), and you can cancel any time before the 20th of the month to avoid billing for the following month by emailing **nrs-ar@idt.net** or calling **(888) 851-5551**. There is no cancellation penalty if you return the Pax terminal within 30 days using the return shipping label we provide. **NOTE:** For Panther POS to function, you MUST maintain NRS Pay credit card processing.

16. Can I also use my tablet for other apps (e.g., YouTube, Netflix, etc.?)

Yes! Panther POS is an app on your tablet, and while not using Panther, you can use your tablet for various apps.

17. Can my employees have their user login on the Panther POS app?

For a **limited time only** during the initial release, Panther POS offers you Unlimited Users (for one tablet) included within your subscription plan. Employees changing shifts can log in and out on the home screen. As new Panther software tiers are introduced, the Basic plan will include up to 3 users.

18. Does NRS offer an Extended Replacements Warranty for my tablet?

NRS does not offer any warranty or support for your Samsung tablet hardware. When you purchase the tablet, inquire about warranty and extended coverage options with the vendor.

19. Can I use Panther POS on the phone?

No. The Panther POS App is, at this time, only available for specific tablets (listed above.)

20. Can I access my reports on the My NRS Store app or online merchant portal?

Of course. NRS Panther POS is part of the NRS world, which means you get point-of-sale software with NRS cloud support, including back office management with the My NRS Store app and online merchant portal.

21. Which reports are included with NRS Panther?

NRS Panther summarizes your sales and profit reports for the last 30 days in graphical and bottom-line numbers. You can also see your local terminal sales data broken down by dates and locate every transaction on your Panther.

22. **As an NRS Panther customer, can I be eligible for cash funding for my business?**
Yes, as an NRS customer, you're entitled to fast-tracked cash advances for your business. With fast review and approval, you can have money in your business account within 24-48 hours. For an NRS Funding quote, call (800) 212-1477 or visit getnrsfunding.com

23. **If I need help or support, who do I contact?**
We offer live Customer Care in English and Spanish:
Email us any time at: panthercc@nrsplus.com
Dedicated Panther support hotline: **888-755-9830**
Working hours:
Monday - Friday, 7 AM - 12 PM (EDT)
Saturday - Sunday, 8 AM - 8 PM (EDT)

24. **If I need help with my setup, who do I contact?**
We have a dedicated installation team to help you get your Panther POS software up and running smoothly and quickly:
Call: **888-541-8117**
Working hours:
Monday - Friday, 9 AM - 9 PM (EDT)
Saturday - Sunday, 10 AM - 6 PM (EDT)

25. **Does Panther POS require a hard-wired internet connection?**
No. Panther POS works on Wifi and connects wirelessly to your NRS Pay credit card reader. NOTE: Your Pax credit card processing device requires a wired LAN connection.

26. **Does Panther POS work outside the USA?**
No. Panther is only available in the USA. The software will not work outside of the United States.

27. **Does NRS Panther POS include the Boss Revolution portal?**
The Boss Revolution portal is not currently available on the NRS Panther platform.