



**NATIONAL  
RETAIL  
SOLUTIONS**

**800-215-0931**

# **COMMONLY ASKED QUESTIONS & ANSWERS**



## **Q: Why do I have to pay a monthly fee?**

NRS charges a monthly fee in order to provide customer support, provide monthly licensed software updates, marketing & promotional materials.

## **Q: Why do I want/need the App?**

Store owners can manage their stores on-the-go, with peace of mind that you can access your terminal remotely. Right now, the App is available for our merchants, for a limited time, as a **FREE TRIAL**.

## **Q: How long will installation take?**

Installation, including training and scanning of 50 items, is estimated to take 3-4 hours (same day).

## **Q: Can I have a copy of my signed contract?**

Sure! We can request that it be emailed to you.

## **Q: Can ads be removed?**

The ads appearing on the POS merchant and customer facing screens keep your support and hardware costs low. They subsidize the costs of your equipment and keep the monthly fees minimal.

## **Q: If I sell the store, what happens to the POS?**

If you sell your store, the new owner is assessed only a \$600 license transfer fee. Your software is customized and configured for your store. If ownership of the machine is transferred, we'll wipe it clean and reinstall fresh software with customizations for the new owner. We will also provide training and new-merchant support. We're essentially "creating a new store".

## **Q: If I move, will there be extra fees?**

As long as you provide NRS advance notice of your move, there will be no additional fees. So that we can continue providing you uninterrupted service, please contact your account manager in advance of your move, to update our records with your new address. **IMPORTANT:** Moving your POS machine must be done carefully, and is at your own risk. NRS is not liable for damage caused by moving the equipment.

## **Q: Why do I have to pay for my own ads on the portal?**

For proper display and functionality, our system requires a specific design and file format in order to maintain and upkeep the files on our backend. We have a special department that makes sure everything functions and your custom ads are backed up and display properly. And for a very low cost, you can also sell ads to other merchants.

## **Q: Why do I have to be connected to the internet?**

Internet is necessary for us to provide you the support you're paying for. Without internet, you won't be able to receive remote support, software updates, backups and important notices. Without updates, your machine will stop working.

## **Q: Do you keep my sales information and data?**

Your data is on your machine. You have an option to clear data, but we do not recommend it, because if your machine goes down, you'll lose your data.

***Remember: "You are selling the merchant a powerful tool to be competitive and succeed!"***