



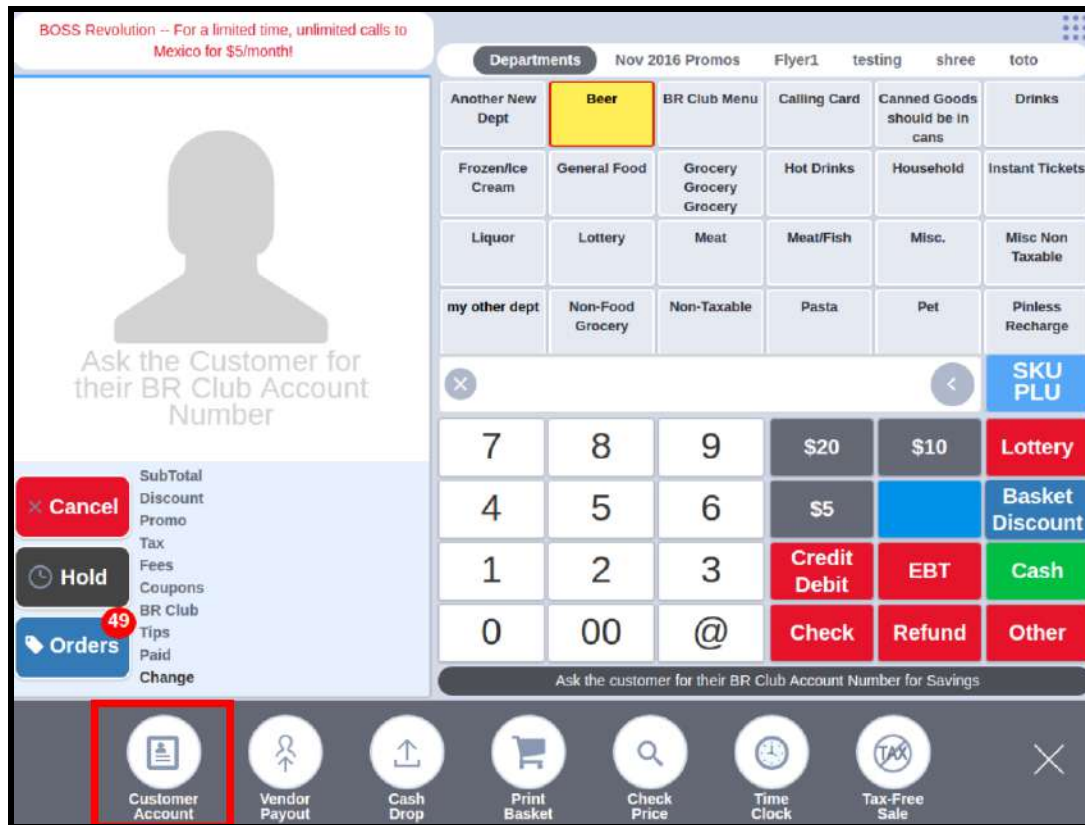
9.15.22

SEPTEMBER 2022 POS UPDATE - RELEASE NOTES

In this release we have improved two of our Existing Premium Features.” **Customer Tab**” has been enhanced to allow merchants to load their customer account with funds into a Wallet and use those funds to pay for future orders. We also added a “Points” function to our **Loyalty Feature** where consumers can earn points and redeem them against products in the same store.

1. Closed Wallet (Customer Tab Enhancement)

Merchants using our “**Customer Tab**” feature, can now fund a wallet for customers which can be used to pay for future sales in the store. **The Customer Tab button has been renamed “ Customer Account”**.



Creating a Wallet

On Customer Accounts with a zero balance or higher, the POS will present a green “Fund” button. When clicking the ‘Fund’ button - a popup window will appear for entering the \$ amount the consumer wishes to fund their account with. Once amount is entered, select “Send” to send the transaction to the register for settlement.

Last name	First name	Email	Mobile phone	Home phone	City	Owes	Wallet
Brown	Jackie		(973) 438-0000				\$100.00
Brown	Sandy		(333) 333-3333				\$40.00
Clark	James		(222) 222-2222			\$0.00	
Formione	Luigi		(973) 438-3449				\$47.05
Garcia	Brenda	brenda.garcia@kilt.net	(973) 438-3107			\$86.89	
Giana	AJ		(888) 888-8888				\$70.02
Hernandez	Francisco		(444) 444-4444			\$55.96	
Little	Daisyly	Little@gmail.com	(555) 555-1234	(555) 555-1234	Newark		

Customer Account Detail for James Clark. The popup window shows the amount \$80.00 entered. The numeric keypad at the bottom shows the digits 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and an Enter key.

Once the transaction is closed on the Register, The Customer Tab wallet will show the available balance for the customer. A new Wallet Column will display all balances available for customers in addition to the column displaying what customers owe the store. Customer receipt will provide wallet balance information.

Creating a sale against a Closed Wallet

In order to use the funds that were added to the customers account the basket should be rung on the register as normally done. Select the **“Others functions”** button and select the **“Customer Account”** button, then select the desired customer from the list.

The screenshot shows the 'Customer Account' list in the National Retail Solutions system. The header includes the logo and navigation options: LIST, DETAIL, REPORTS, SETTINGS, and Back to Home. Below the header is a search bar with fields for Phone #, First name, Nickname or Company, Email, and Last name, along with a CLEAR FORM button and a SEARCH button. A table lists customer accounts with columns for Last name, First name, Email, Mobile phone, Home phone, City, Owes, and Wallet. The row for James Clark is highlighted with a red border. The footer shows the copyright notice and the current page title 'Customer Account'.

Last name	First name	Email	Mobile phone	Home phone	City	Owes	Wallet
Brown	Jackie		(973) 438-0000				\$100.00
Brown	Sandy		(333) 333-3333				\$40.00
Clark	James		(222) 222-2222				\$80.00
Fornione	Luigi		(973) 438-3449				\$47.05
Garcia	Brenda	brenda.garcia@idt.net	(973) 438-3107			\$86.89	
Giana	AJ		(888) 888-8888				\$70.02
Hernandez	Francisco		(444) 444-4444			\$55.96	
Little	Daisyly	Little@gmail.com	(555) 555-1234	(555) 555-1234	Newark		

Once the customer has been selected, a green **“Pay with my Wallet”** button will be presented. Click on it to use funds on the Wallet for payment.

The screenshot shows the 'Customer Account' detail page for James Clark. The header includes the logo and navigation options: LIST, DETAIL, REPORTS, SETTINGS, and Back to Home. Below the header is a search bar with fields for Mobile, Home, BR Club #, Email, Address, and City, along with a CLEAR CUSTOMER button and an EDIT CUSTOMER button. A table lists customer transactions with columns for Date, Basket #, Term, Detail, and Amount. The row for the current transaction is highlighted with a purple border. The footer shows the copyright notice and the current page title 'Customer Account'.

Pending basket: #94326168348645 Total: \$26.71

Mobile (222) 222-2222 Home First name James Maximum customer can owe (\$) 1,000.00

BR Club # Last name Clark Customer current wallet \$80.00

Email Nickname or Company name

Address Address ...

City State Zip code

PAY WITH MY WALLET

CLEAR CUSTOMER

EDIT CUSTOMER

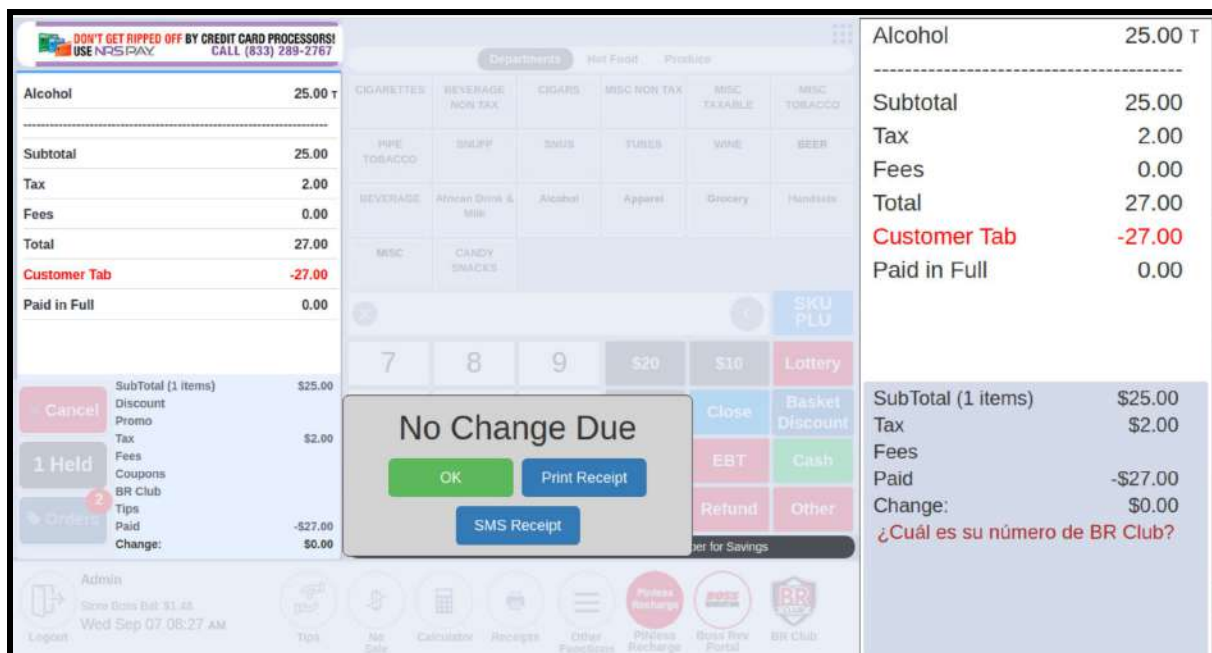
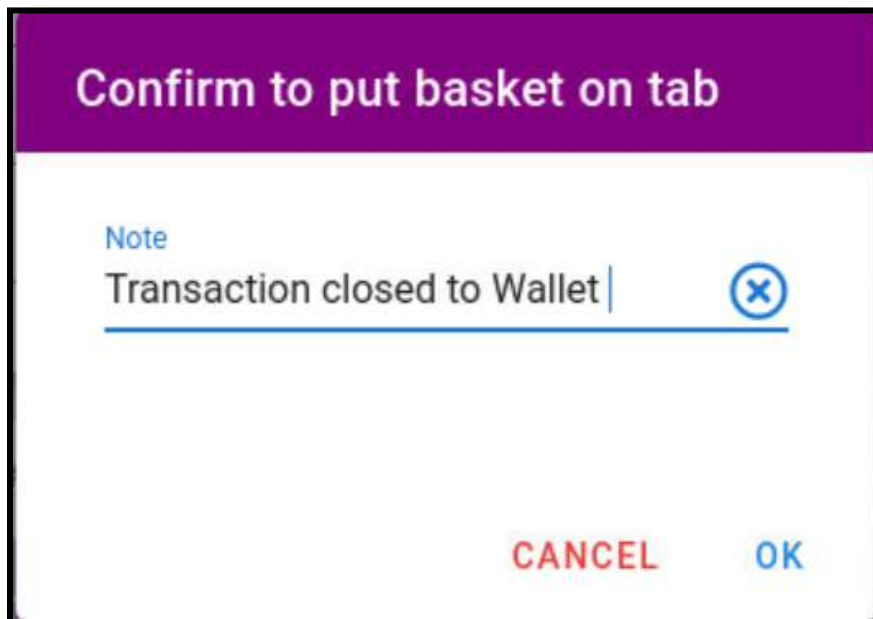
Date	Basket #	Term	Detail	Amount
Sep 14, 2022 @ 12:37 PM	94325841192932	1951	1 Payment method	\$80.00
Sep 12, 2022 @ 11:03 PM	94231288997868	1951	1 Payment method	\$47.69
Aug 27, 2020 @ 8:37 PM	49168261441499	1951	(3 items)	-\$28.79
Aug 6, 2020 @ 6:16 PM	47893545347052	1951	(1 item)	-\$9.00

Customer wallet: \$80.00

Payment #94325841192932

Cash \$80.00

Next you will be prompted to enter a note (optional) and confirm the action or Cancel. Clicking OK will close the wallet transaction on the register.



Merchants on the “Advanced Plan” or SMS feature, can SMS receipts to their customers on “**Customer Tab**” directly from the register. The receipt will provide a customer tab balance.

Amanda's New Store

520 Broad Street
 Newark, NJ 07012
 Phone: 929-990-6945
 Fax:

Sales Invoice

Alcohol	25.00 T
Subtotal	25.00
Sales tax	1.66
Crv	0.05
Fee Buster	1.07
Cash Discount	-1.07
Total Sale	26.71
Total Due	26.71
Customer Tab	26.71
Change	0.00

Customer Tab Balance (\$) -----

James Clark Balance: 53.29

Sold Items : 1
 Verified Age : 21

09/14/2022 12:57pm

“Customer Tab” offers merchants a Dashboard with totals owed by customers, total funded wallets and corresponding details. A print option is available from the POS.

The screenshot shows the 'Customer Account' dashboard for 'Amanda's New Store'. The top navigation bar includes 'LIST', 'DETAIL', 'REPORTS', and 'SETTINGS'. The main dashboard features four key metrics:

- Customers:** 14
- Total owed by customers:** \$440.85
- Total funded wallets:** \$385.36
- Oldest aging balance:** 314 Day(s)

Below these metrics are three tables listing top customers with highest amount owed, highest amount wallet, and highest aging.

Top customers with highest amount owed			Top customers with highest amount wallet			Top customers with highest aging		
Name	Owes	Aging	Name	Wallet	Aging	Name	Owes	Aging
Smith J	\$100.00	204 Day(s)	Brown J	\$100.00	1 Day(s)	Hernandez F	\$55.96	314 Day(s)
Perez E	\$100.00	0 Day(s)	Little D	\$75.00	1 Day(s)	Ramirez L	\$20.00	204 Day(s)
Garcia B	\$86.89	0 Day(s)	Giana A	\$70.02	0 Day(s)	Smith J	\$10.00	204 Day(s)
Hernandez F	\$55.96	314 Day(s)	Clark J	\$53.29	0 Day(s)	Smith J	\$100.00	204 Day(s)
Lopez M	\$48.00	133 Day(s)	Fornione L	\$47.05	0 Day(s)	Moo A	\$20.00	204 Day(s)
Ramirez L	\$20.00	204 Day(s)	Brown S	\$40.00	1 Day(s)	Lopez M	\$48.00	133 Day(s)
Moo A	\$20.00	204 Day(s)						

© 2022 National Retail Solutions. Customer Account

Reporting on Terminal Statistics

Terminal and Shift reports will allow merchants to track Customer Accounts funded and payoffs in “Customer Tab” These amounts do not affect the total sales of the store.

All baskets closed against “ Customer Tab” (Tab or Wallet) will be aggregated under the Payments Method on Terminal and Shift reports and will affect total sales on the terminal

Terminal Statistics

Yesterday

Terminal Report | Shift Report | CC Transaction Report | CC Batch Report | Print

Baskets	Items	Net Sales	Avg Items	Avg Sale	Scan Ratio
23	88	\$1,037.04	3.8	\$45.08	70.3%

Method	Baskets #	Baskets %	Payments	Payments %
Cash	15	65%	\$946.90	87%
Check	0	0%	\$0.00	0%
Credit/Debit (Net)	0	0%	\$0.00	0%
ePaid	0	0%	\$0.00	0%
EBT SNAP	0	0%	\$0.00	0%
EBT CASH	0	0%	\$0.00	0%
BR Club Promo	0	0%	\$0.00	0%
Customer Account	8	35%	\$137.93	13%
Total	23	100%	\$1,084.83	100%

Department	#	Amount
Produce	7	\$9.03
Snacks	4	\$50.00
Tobacco	2	\$205.00
Total:	88	\$1,037.04

Department	#	Amount
Fee Buster	0	\$0.00
Total:	0	\$0.00

Payment method	#	Amount
Cash	4	\$275.00
Total Pay Off:	4	\$275.00

Payouts, Drops, Cash Backs And Collections

Vendor Payouts	0
Cash Drops	0

2. Loyalty Points

For merchants using our **Loyalty** feature, we have added the ability to offer a store “Loyalty Points” program. Customers making purchases at a store can earn points for each purchase they make and those points are redeemable for items in the same store. **NOTE: Points are not transferable between stores.**

Only customers who provide their BR Club account can earn and redeem points. Customers can provide their BR Club account in 3 ways:

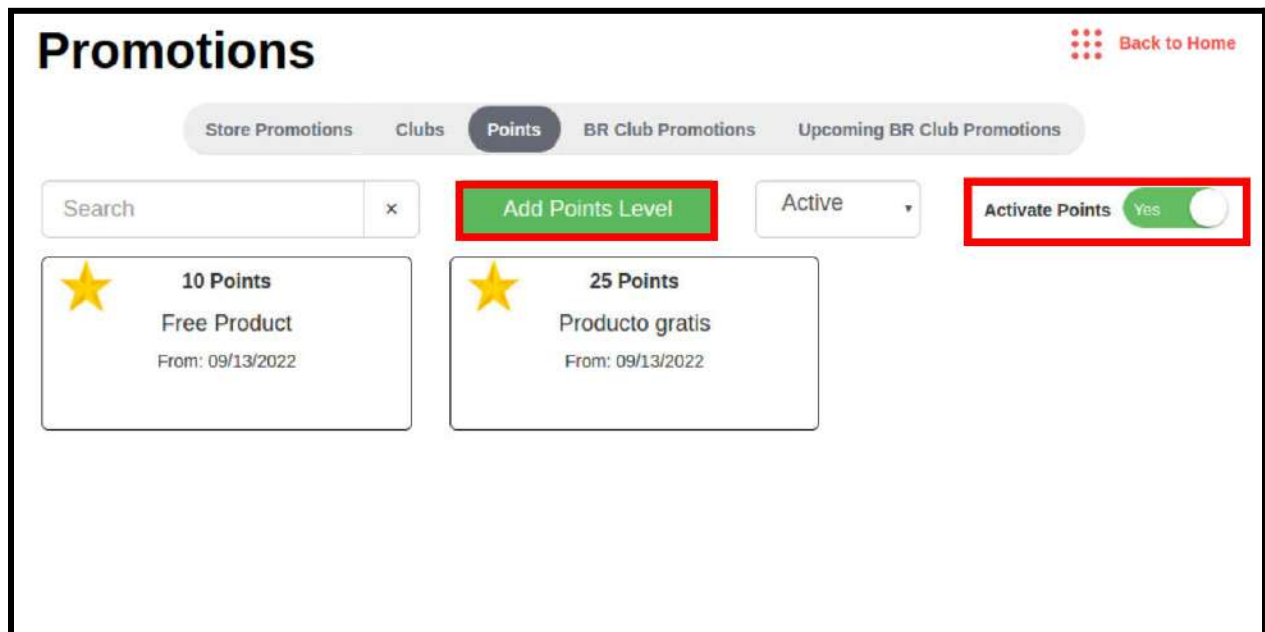
1. Provide phone number at register
2. Scan BR club Key Fob at register
3. Scan barcode from BR Club app

After presenting their BR Club account customers will earn 1 point for every whole \$1 spent in that store. Merchants can create different point levels for different rewards.

To enable customers to start earning Points

In order to enable the feature: Go to the “Promotions” page on the POS or Merchant Portal, then go to the “Points” tab. Then set the “Activate Points” toggle to “Yes”. The store’s customers will now start earning 1 point for every \$1 spent in the store.

To turn the feature off, click the same toggle to “No” and Customers will no longer earn points.



To create a “ Points” program

Select “Add Point Level” to define the number of points needed to redeem free items. Eligible items can be defined by the merchant using the same logic of a promotion.

- **Reward Name-** Add a Name that represents the type of item you wish to offer in this point level. This must be unique.
- **Valid From and Valid To-** Define when this points level should remain active (date ranges are inclusive). Leave “Valid To” empty and this point level will remain active indefinitely.
- **# of Points-** Defines the number of points the customer needs to earn before redeeming points for a free item.
- **Add Picture-** Select an image from a pre-existing list to represent this Points level.

Add Points Level

Back to Points






Add Detail Add Items

Reward Name

Valid From Valid To (inclusive)

of Points points to get 1 free item (Note: 1 point = \$1.00)

Add Picture

Next - Add Items

After entering all of the relevant information on this page, click "Next Add Items". On the "Add Items" page, select items that can be redeemed in this Points Level. **By-weight items and item-modifiers cannot be selected.**

Edit Points Level

Back to Points

Add Detail Add Items

Add and remove items by tapping on them

	Search	×
18	Small Coffee 8 oz	\$1.47
024	Medium Coffee 16	\$2.31
26	Large Coffee 16 oz	\$2.31
57	Sugar cane juice (عصير قصب)	\$4.99
58	BANDEJA PAISA Dish	\$12.99
60	Burrito al pastor	\$10.00
61	Tostada	\$4.99
62	stamp	\$0.66

Back - Add Details

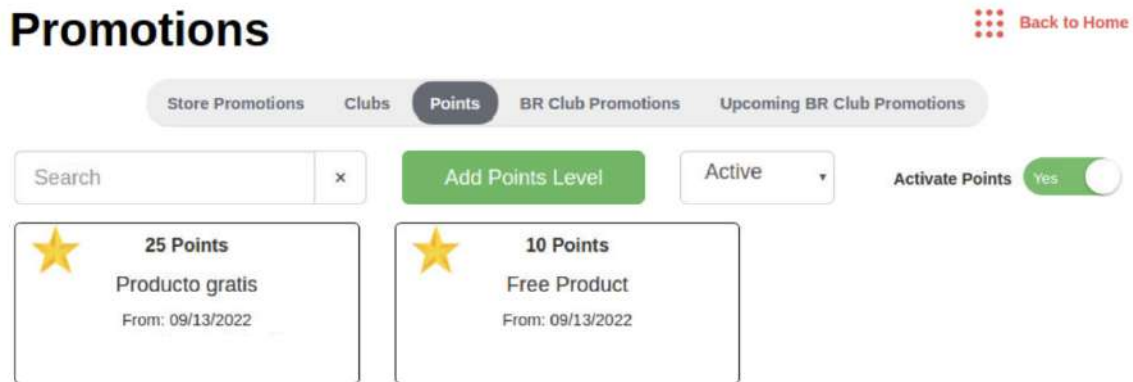
Total 1 item included in this Points Level

Included in this Points Level		
049000009774	Dasani Purified Water 20.00 OZ	\$1.00

Finish

Use the search box in the left column to find items from your Pricebook to add to this Point Level. After selecting all items, click “Finish” to complete points level setup. You will be taken back to the Points main page and a new tile, corresponding to your newly-created Points Level, will appear.

Clicking on a Points Level tile opens a popup showing you the details of the Point Level. Click “Edit” to make changes, or click “Delete” to remove this Points Level.



Points Statistics

On your POS go to the “Store Statistics” page and select the “Terminal Report” tab. Alternatively, on the Merchant Portal go to the “Store Statistics” page and select the “Store Report” tab.

You will see a row called “Points Redemptions” which shows you the total number of items redeemed using Points and the \$ value of those items.

The screenshot displays the 'Terminal Statistics' page with the 'Terminal Report' tab selected. Key metrics include 20,455 Baskets, 49,169 Items, and Net Sales of \$232,449. A table of 'Net Product Sales' lists departments and their respective sales amounts. The 'Points Redemptions' row is highlighted with a pink box, showing 69 items for a total of \$54.51.

Department	#	Amount
1 Scratch-Off Lotto	3,567	\$46,780.89
2 Online Lotto	937	\$5,375.52
3 Pay-outs Lotto	-1,259	-\$29,398.89
4 Money Order Sales	291	\$103,525.53
5 Money Order Fees	256	\$378.44
6 Money Transfers	23	\$2,342.05
7 Money Transfer Fees	20	\$149.44
8 Bill Pay & Fees	40	\$2,785.18
9 Misc Fees	484	\$291.14
Alcohol	6,839	\$24,505.43
Candy & Ice Cream	7,073	\$6,866.06
Drinks	7,518	\$11,775.18
Fountain	575	\$693.08

You can also find more detailed statistics on the Merchant Portal. Go to the “Store Statistics” page and then select the “Loyalty” tab.

- The “Loyalty Clubs” box shows high level details about how your Loyalty Club programs are performing (Note: the “Loyalty Clubs” feature is also included with the Loyalty license and has been around for a while now)
- The “Loyalty Points” box shows high level details about how your Loyalty Points program is performing.
- The “By Club” box shows you how each individual Loyalty Club is performing.
- The “By Points Level” box shows you how each individual Loyalty Points Level is performing.

The screenshot displays the 'Store Statistics' interface for '1951 - Amanda's New Store'. The 'Date Range' is set to 'This Week'. The 'Loyalty' tab is selected, showing data for Loyalty Clubs and Loyalty Points. Below these are summary tables for 'By Club' and 'By Points Level'.

Loyalty Clubs	
# of Customers:	
Punches Earned:	
Rewards Earned:	
Rewards Redeemed (Qty):	
Rewards Redeemed (\$ Value):	

Loyalty Points	
# of Customers:	
Points Earned:	
Points Used:	
Rewards Redeemed (Qty):	
Rewards Redeemed (\$ Value):	

By Club		
Name	Punches	Redemptions

By Points Level		
Name	Redemptions	Points Used

Redeeming Points Rewards

Redemption requires the use of the BR Club app by the customer. This seamless process is described below.

Customers receive notifications on the BR Club app about how many points they earned. They will be alerted when they have earned enough points for a reward.

3:12



NOTIFICATIONS



**You Redeemed a
Free Reward!**

09/16/22, 03:00 PM

Congrats on redeeming your free reward at
Amanda's New Store



**You earned 24
Point(s)**

09/16/22, 02:47 PM

Your purchase earned you 24 Point(s) at
Amanda's New Store.



**You earned 26
Point(s)**

09/16/22, 02:45 PM

Your purchase earned you 26 Point(s) at
Amanda's New Store.



**You earned 41
Point(s)**

09/15/22, 08:53 PM



Push Notifications Enabled



**Enable Order Update Text
Messages**



Home



Offers

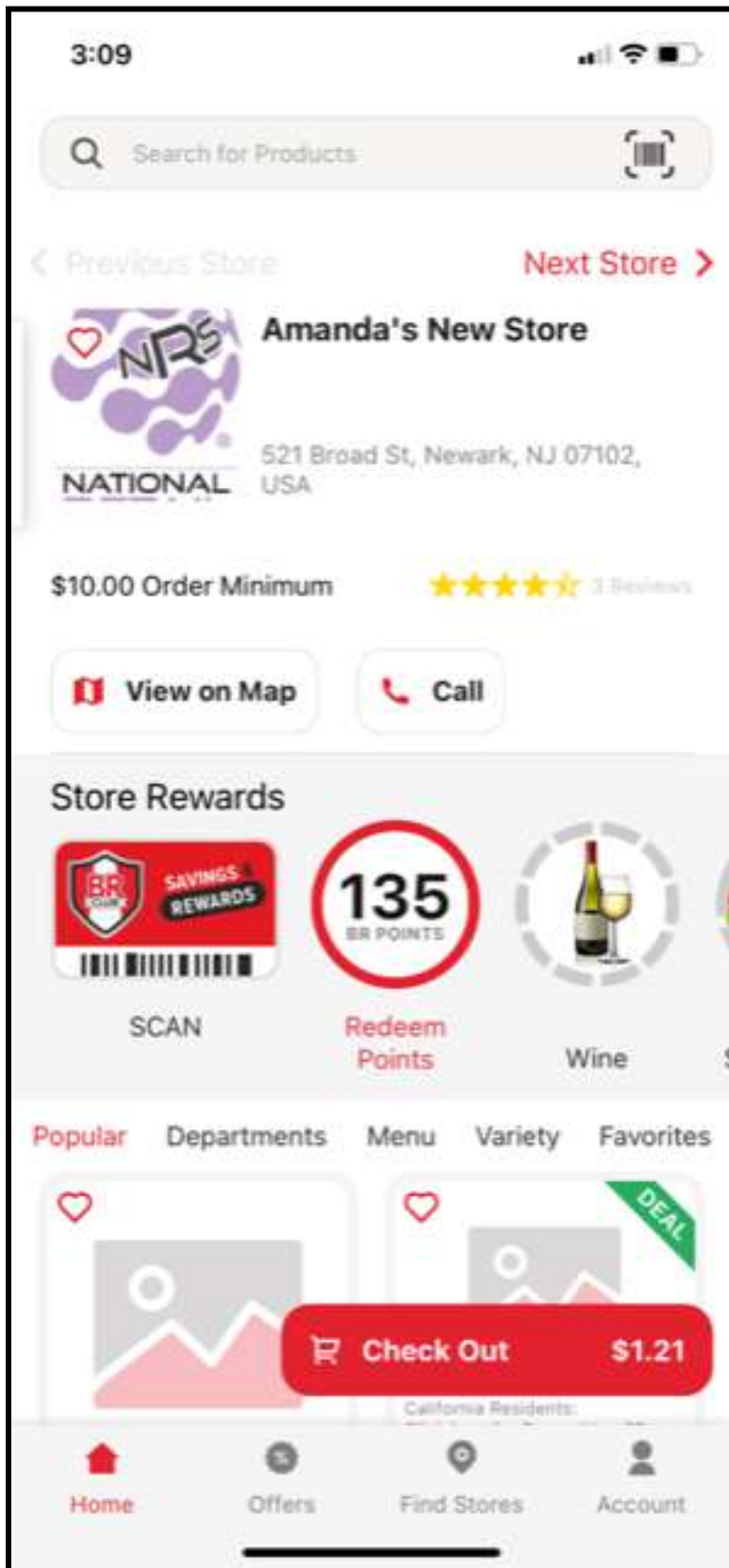


Find Stores



Account

Customers can use the “Find Stores” page to find your store, and see how many points they have earned at your store.

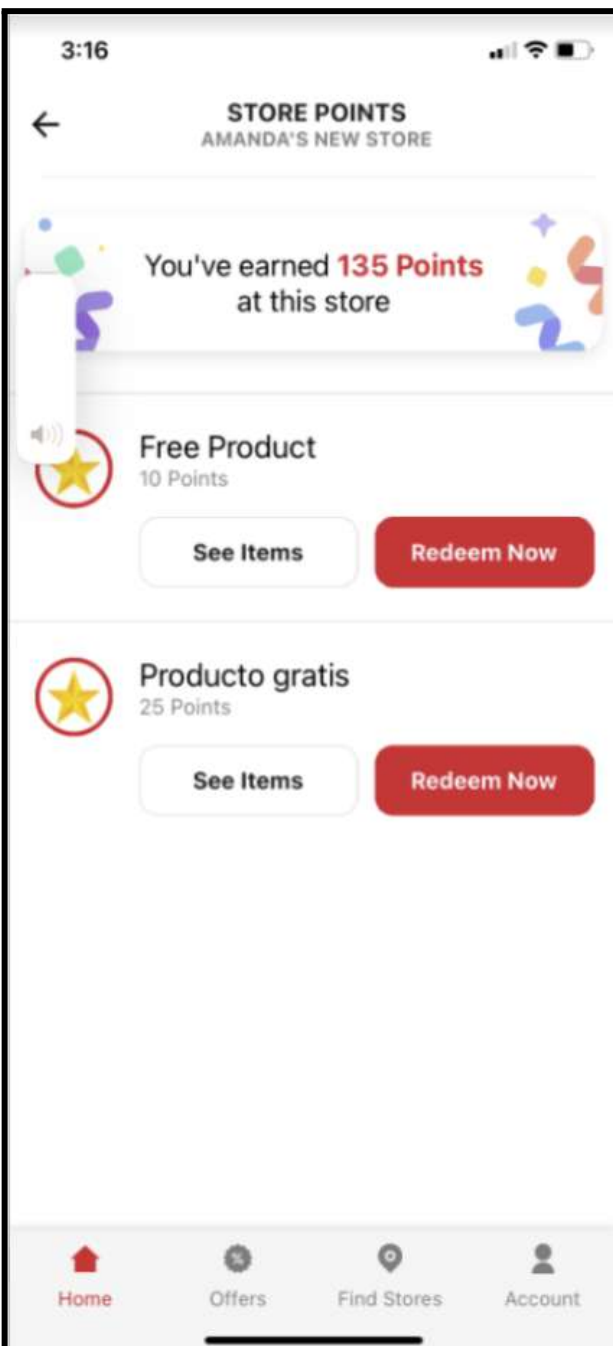


When the customer is ready to redeem a Points reward, he must initiate the redemption process on the BR Club app.

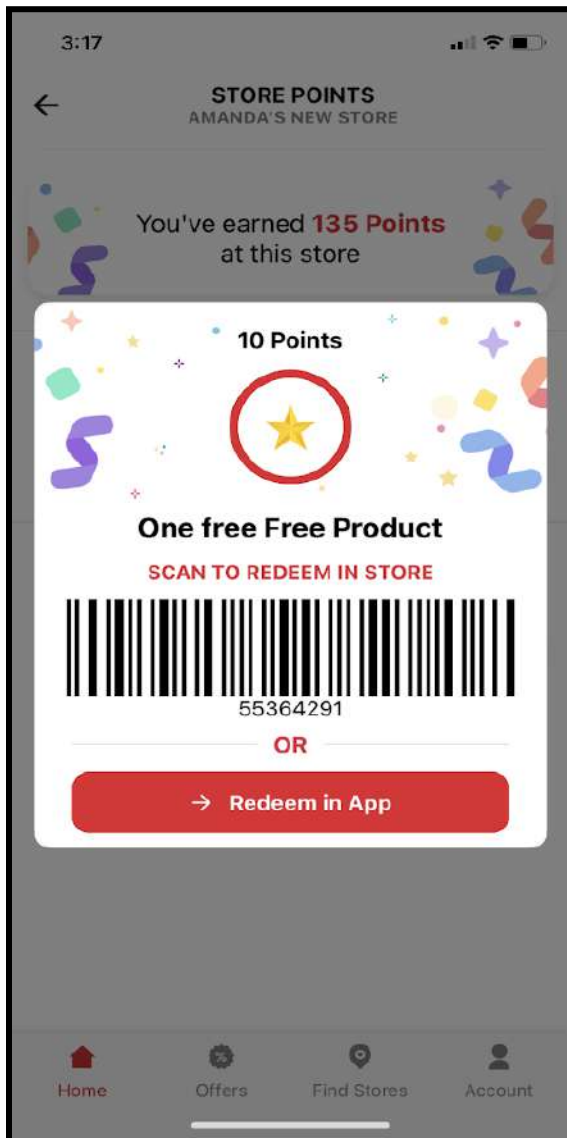
Step 1: Merchant scans the item the customer wants to redeem on the POS.

Step 2: Customer taps the “Redeem Points” button. Customer can see a summary of how many points they have, and which points levels they have enough points for.

Note: Customer can tap “See Items” to see which items are included in each point level.



Step 2: If the “Redeem Now” button is red, the customer has enough points to redeem a free item at this level. Customer taps “Redeem Now” on the point level for the item that was scanned on the register. Now the redemption popup will appear.



Step 3: Customer now has 2 options:

1. Scan redemption barcode at register.
2. Provide Merchant with barcode number. Merchant must then manually enter the 8 digit code then press the “Loyalty” button on the Register.

Note: There is also a “Redeem in App” button. This allows customers to redeem a points reward as part of an order on the BR Club app. This is a separate flow not discussed here.

STOP DON'T GET RIPPED OFF BY CREDIT CARD PROCESSORS! USE NRS PAY. CALL (833) 289-2767

Departments: **In-Store** Mex Grill C Wines Test 2 Test 3
 Test 4 Test 5 Breakfast Dinner Deli food Lunch Produce

Large Coffee Small Coffee Dasani Purified Water Doha Beans (فول الصحن)

Dasani Purified Water 1.00
 Loyalty Redemption -1.00
 Get 1 Free for 10 points w/BR Club

SubTotal (1 items) \$1.00
 Discount -1.00
 Promo
 Tax
 Fees
 Coupons
 BR Club
 Tips
 Paid
 Change: \$0.00

× 0.00 Lbs

7	8	9	\$20	\$10	Lottery
4	5	6	\$5	Close	Pax S80
1	2	3	Credit Debit	EBT	Cash
0	00	@	Basket Discount	Refund	Other

SKU PLU

Boss Rev. | Acct: 973-454-2101 | Balance: \$22.67 | Last Visit: 2 hours ago | Spent: \$12.22

Administrator
 Store Boss Bal: \$66.14
 Wed Sep 21 05:14 PM

Logout Tips No Sale Calculator Receipts Other Functions Pinless Recharge PINless Recharge Boss Rev Portal BR Club

Step 4: The discount is applied and the customer receives a free item! Redeeming points does not require a purchase. It can be done individually, or as part of a transaction. Once a transaction closes, the used points will be deducted from the customer's total points balance.