



Frequently Asked Questions

Q: Why has my Cash Discount program changed?

NRS Pay Cash Discount has been modified to be fully compliant with 2023 Visa/MasterCard Cash Discount program regulations.

Q: Why do customers see slightly higher prices on the customer-facing transaction screen, on each item being entered or scanned?

Pricing reflected on the register is credit card payment pricing, and is not finalized until the payment method is selected. The customer can choose whether to pay with a credit card or cash. When cash or cash equivalent is selected as the payment method, the prices will change to display as discounted cash prices. Customer receipt will show the cash discount savings.

NOTE: Please see below for instructions on printing shelf labels for Cash Discount. By utilizing your My NRS Store merchant app to print out labels, your shelf prices and POS transaction prices will match.

Q: Do I need to update pricing in my Pricebook?

When Cash Discount is active, NRS POS software calculates pricing automatically at the register. Your POS allows you to globally increase your pricing throughout your entire pricebook (GPI), auto-tabulates dual pricing, and lets you offer your customers a discount when they pay with cash.

Q: What happens when the consumer pays in full with cash or cash equivalence?

Entering or scanning a product in the basket will automatically display credit card and cash prices. One-Click items, In-Store items and manually entered items at the register will automatically display at CC prices.

During a transaction, both credit card and cash prices are displayed. Selecting the entire payment with cash or cash equivalent, will activate the cash discount.

Q: What if I just want to add on transaction fees to the basket total at the end as a service fee, or ask customers to pay me more to cover my transaction fees - without using NRS Pay Cash Discount?

Adding a surcharge onto a basket or charging your customers an extra fee for credit card usage, goes against Visa and Mastercard regulations. The penalty to your business for this policy violation can be \$5,000 per transaction.

Q: How are EBT or eWIC transactions handled?

Credit card and cash prices will display but will change to cash prices on eligible items when EBT or eWIC is selected as payment form. NOTE: No discount message will appear on the receipt when EBT or eWIC tender is selected for payment of eligible items.

Note: On mixed tender baskets, when processing EBT/eWIC for eligible items, EBT or eWIC must be selected and processed first, before the other payment method can be used.

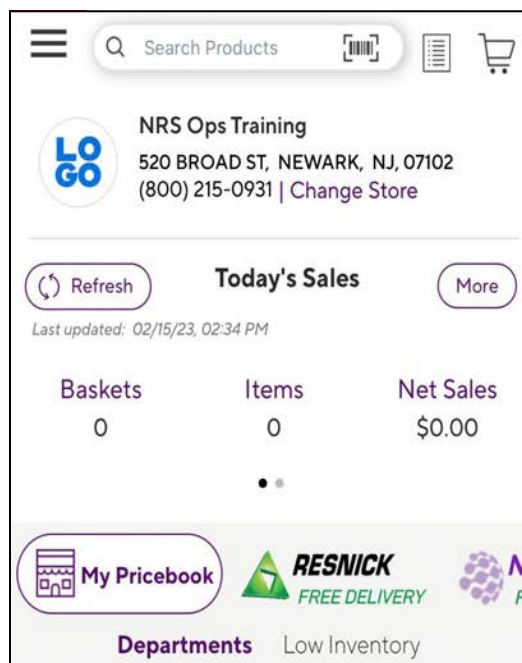
Q: If I don't want the current NRS Pay Cash Discount program, can I revert to the previously offered version?

The current NRS Pay Cash Discount ensures compliance with Visa and Mastercard regulations and is being activated for all POS customers utilizing NRS Pay's cash discount program. There is no option to revert to the previous version of this plan. At any time, however, you can switch to NRS Pay's Clean Rate plan (2.49% + 10¢ + \$10/mo.) with no business downtime.

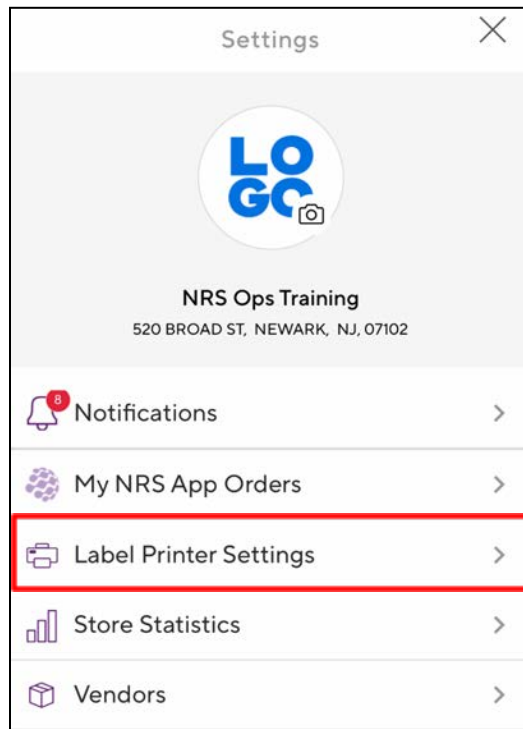
Cash Discount Program • Label Printer Setup:

First, make sure NRS Pay Cash Discount is enabled on your POS and your label printer is paired to your phone device.

In the My NRS Store Merchant App, navigate to the top left corner of the app and select the 3 lines to access the settings page:



Select **LABEL PRINTER SETTINGS**:



Next, select **CASH DISCOUNT**:



Your label printer will now print labels that reflect both the cash price and credit price.