NRS Kiosk

User Manual

December 2023

Contents

Introduction

This manual provides guidance for configuring and using the NRS Kiosk.

Purpose of the NRS Kiosk

The NRS Kiosk is most useful in the following situation:

- Ordering System for stocked items and prepared foods**:** In store settings like delis or cafes, or even in grocery stores that also contain a deli or cafe, the NRS Kiosk serves as an interactive menu where customers can select and customize their orders. These orders are then relayed to the staff for preparation, reducing wait times and improving order accuracy.

  Orders can be prepaid at the kiosk or paid at the register (by using the order number generated by the kiosk).

Availability & Licensing

- To use the NRS Kiosk, NRS merchants must purchase a kiosk via Acorn with the help of a sales rep.

- The NRS Kiosk is only available to NRS POS customers; it cannot be integrated with any third-party POS systems.

- Only NRS Pay customers can purchase an NRS Kiosk.

- Once an NRS Kiosk is purchased, the merchant must continue to pay their monthly MRC which includes the Kiosk Software license.

Configuring the Kiosk

E-commerce & Kiosk Settings Page

Before customers can shop on the NRS Kiosk, the merchant must configure the kiosk correctly on the **E-commerce & Kiosk Settings** page in the Merchant Portal.

Tap the "E-commerce & Kiosk Settings" tile to navigate to the **E-commerce & Kiosk Settings** page.

There are three types of settings on the "E-commerce & Kiosk Settings" page:

1. **E-commerce *only* settings**: The **E-commerce Payments**, **Pickup**, **Delivery**, **E-commerce Hours**, **Website** and **BR Club App** options relate to E-commerce *only*.

2. **E-commerce *and* Kiosk settings**: The **Menu**, **Variety** and **Manage Items** options allow the merchant to manage how their items appear on E-commerce *and* Kiosk.

3. **Kiosk *only* settings**: The **Kiosk** option relates to configuring the kiosk only.

Manage Items Settings

As mentioned above, the **Menu**, **Variety** and **Manage Items** options allow the merchant to manage how their items appear on E-commerce *and* Kiosk.

Menu

The merchant can use this page to add menu categories to the Kiosk.
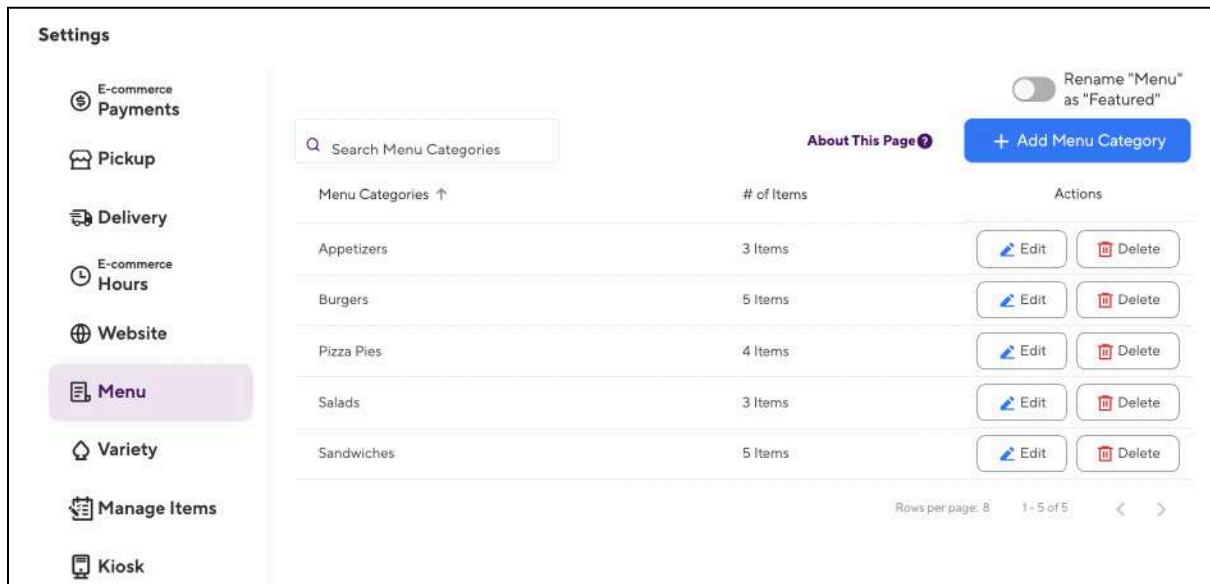
- Click **Edit** to edit an existing menu category and select items to include in this Menu Category. (Use the search field to find the right items from the pricebook.)

- Click **Delete** to delete an existing menu category.

- Ignore the **Rename "Menu" as "Featured"** toggle, this is mainly used by E-commerce customers.

- Click **+ Add Menu Category** to add a new menu category.

  - Add a **Menu Category Name**

  - **Search** for items from your pricebook

  - Click on items to **Select** them to appear in this menu category
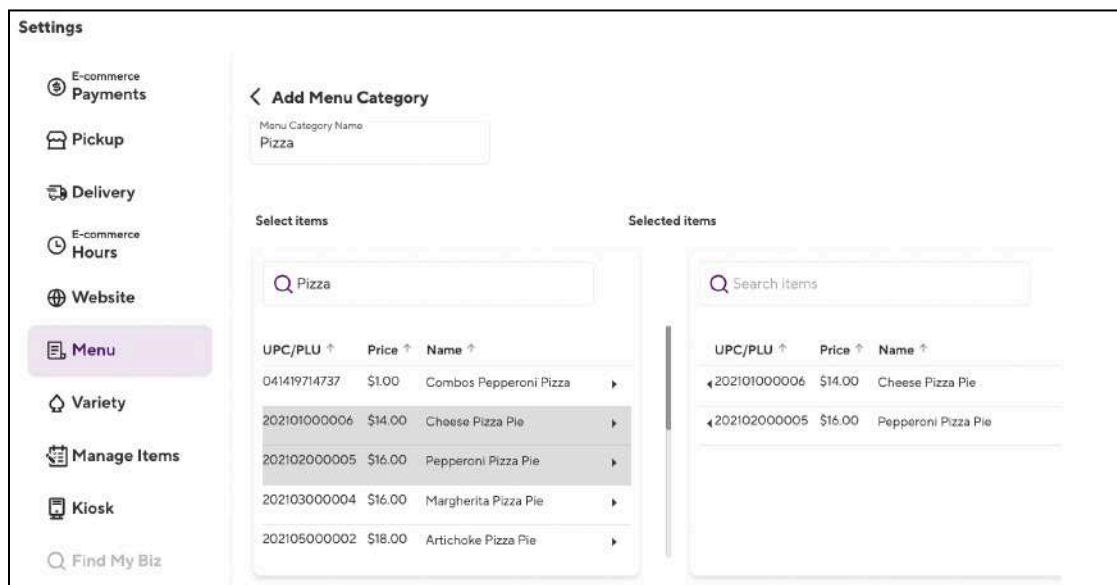
These menu categories and items will now appear on the Kiosk.

Variety

The merchant can use this page to add variety categories to their Kiosk. Variety items are non-food items that don't have a UPC (e.g. hand-crafted items).

This settings page works the same as the Menu page. Variety categories will appear as sub-departments of the "Variety" department on the Kiosk, unlike menu categories which appear on the Kiosk's menu page.

Manage Items

Merchants can use the **Manage Items** page to review how their UPC items have been automatically sorted into departments, and to change the **E-commerce/Kiosk Department** that a UPC item appears in.

- **POS Department**: This column shows the item's current department, in the POS Pricebook.

- **E-commerce/Kiosk Department**: This column shows which shopping department and sub-department the item has been sorted into, in the E-commerce/Kiosk item database. The **E-commerce/Kiosk Department** can be different to the **POS Department** because the E-commerce/Kiosk system uses its own database to sort UPC items, instead of following the departments in the merchant's Pricebook.

- **Edit**: The **Edit** link at the end of each line allows merchants to edit the Department / Sub-Department in which the item appears. Merchants can edit multiple items at once by selecting items using the checkboxes (at the start of the line) and then clicking the **Mass Update** button (in the top right-hand corner of the screen); this changes the Department / Sub-Department for many items at once.

- **Hide**: The **Hide** link at the end of each line allows merchants to hide items from appearing at all in E-commerce and the Kiosk.

Reminder: This page is used for managing items on Kiosk *and* on E-commerce.

Kiosk Settings

The kiosk settings section page contains several options for managing your Kiosks. Changes made on this page will impact all of your Kiosks.

- **Select Kiosk Format**: The merchant can choose the "**All Items**" format to show all items in the Pricebook on the kiosk, or the "**Menu Only**" format to show only items that have been added to their menu on the kiosk. See the Kiosk Display Options section for a further explanation of these options.

- **Prep Time**: This is the order preparation time for an order made on the kiosk. The purpose of setting the order preparation time is to allow the merchant's staff enough time to prepare kiosk orders. The kiosk prep time is used in order to schedule kiosk orders in the Customer Order Fulfillment page, together with ecommerce orders, in order of due time.

- **Require Customer's Phone Number**: Decide whether to require shoppers to enter their phone numbers during the kiosk checkout process. If you turn this off, the phone number field will be optional during kiosk checkout.

- **Offer "Pay at Register"**: Decide whether to allow shoppers to pay at the register. If you turn this off, shoppers will be forced to pay at the kiosk with their credit card.

Settings on the Kiosk

The **Kiosk Configuration page** is accessible by tapping the settings gear (⚙) at the bottom of the kiosk **Home** page. The settings found on this page are for this individual kiosk.

Once the merchant taps on the settings gear button, they will be prompted for a password. You will be provided the password separately.

After entering the password and tapping OK, the merchant is taken to the **Kiosk Configuration page**:

- **PAX Unit**: This dropdown list allows the merchant to assign a number to the PAX unit connected to the kiosk, to ensure that each PAX number in the store is unique.


Note 1: By default, the PAX units connected to the POS terminals in the store are numbered from 1 upwards; the PAX units connected to the Kiosk must be numbered so as not to collide with the PAX unit numbers on the POS terminals.

Note 2: The NRS Pay Team will manually configure the unit numbers for the PAX units on the Kiosks so as not to collide with existing PAXs in the store.

- **Refresh Data**: This button allows the merchant to manually refresh the pricebook data for the kiosk.
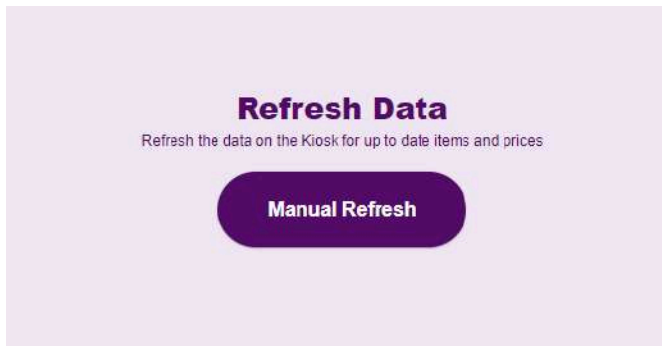
- **Test Touchscreen**: This button allows the merchant to conduct a test of the kiosk touchscreen to see if there are any areas of the screen that do not respond to touch input.
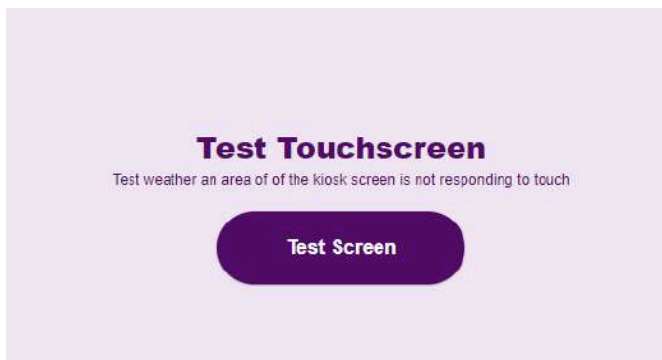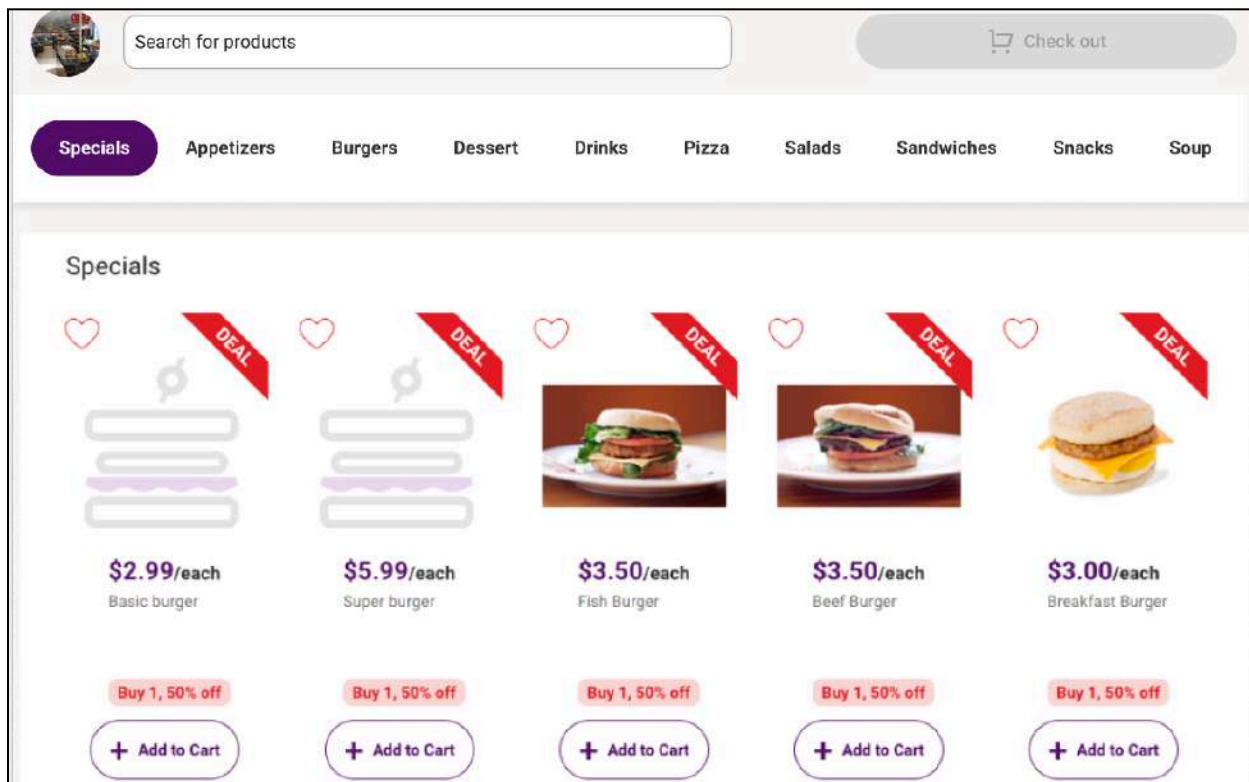
Kiosk Display Options

When using the NRS Kiosk, the merchant can choose between the **Menu Only** format for the kiosk, or the **All Items** format.

"Menu Only" Format

In the **Menu Only** format, the kiosk only displays the items that the merchant has added to their "**Menu**" on the "E-commerce & Kiosk Settings" page. Menu categories are displayed across the top of the screen, and the customer can choose a category to shop from. In this format there is no other nav bar or menu other than the Menu Categories list at the top of the page.

Where there are too many menu categories to display across the top of the screen, the categories scroll off the screen to the right.
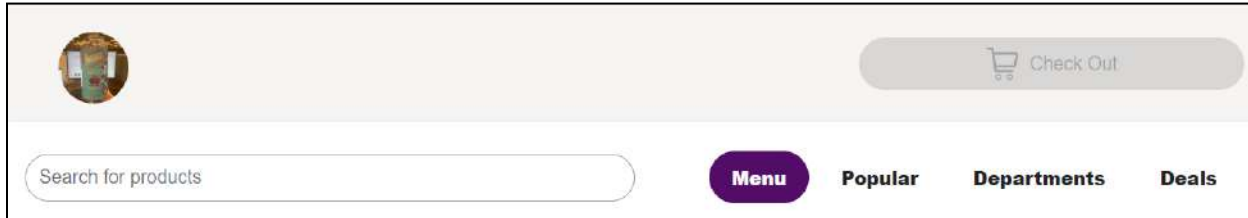
"All Items" Format

If the merchant chooses to display **All Items** in the kiosk, then the kiosk screen layout appears as follows:

Top Navigation Bar

The top navigation bar is displayed at the top of the screen and has the following options: **Menu**, **Popular**, **Departments** and **Deals**.


- **Menu**: Displays items that the merchant has added to their menu on the "E-commerce & Kiosk Settings" page.

- **Popular**: Displays the best selling items in the store.

- **Departments**: Displays items from the POS pricebook organized by departments and sub-departments.

  - **Note 1**: Most items are categorized into departments automatically based on the UPC, however the kiosk can't automatically categorize items without a UPC or not in the NRS database of known items. In this case, the merchant can manually assign a department to these items on the ["Manage Items" settings page](#).

  - **Note 2**: The Manage Items settings page can also be used to change the department for items with a UPC.

- **Deals:** Displays items that the store has put on discount via the "Promotions" page.

Side Navigation Bar

The Side Navigation Bar only appears in the "All Items" format; the side navigation bar changes depending on which page you're on.

- **Side Navigation Bar = Menu Categories**: If **Menu** is selected in the top navigation bar, then the side navigation bar shows a list of menu categories.
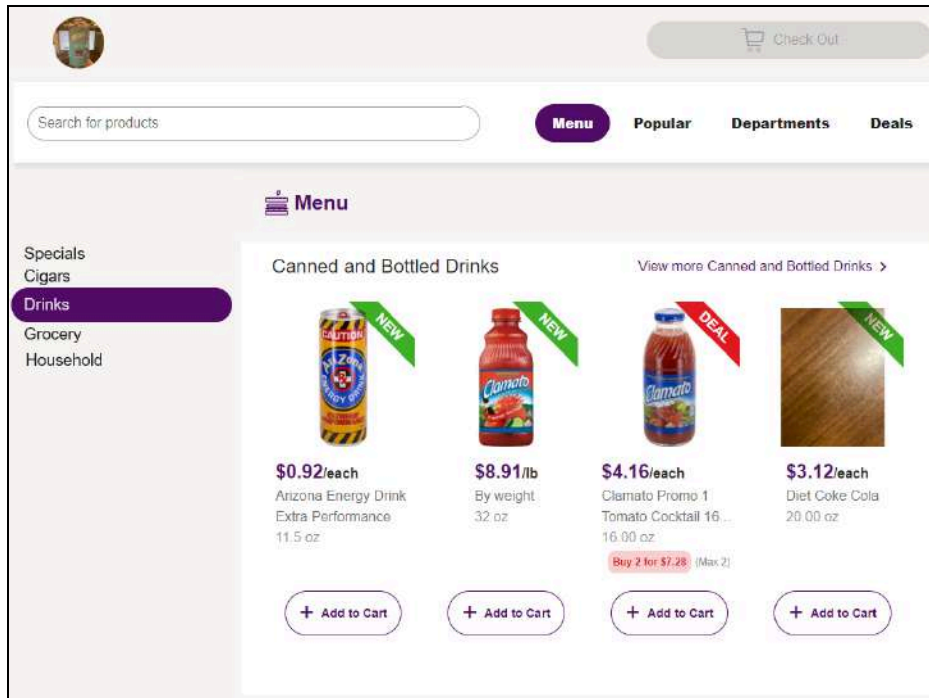

- **Side Navigation Bar = Departments**: If **Popular** or **Deals** is selected in the top navigation bar, then the side navigation bar shows a list of all available departments.
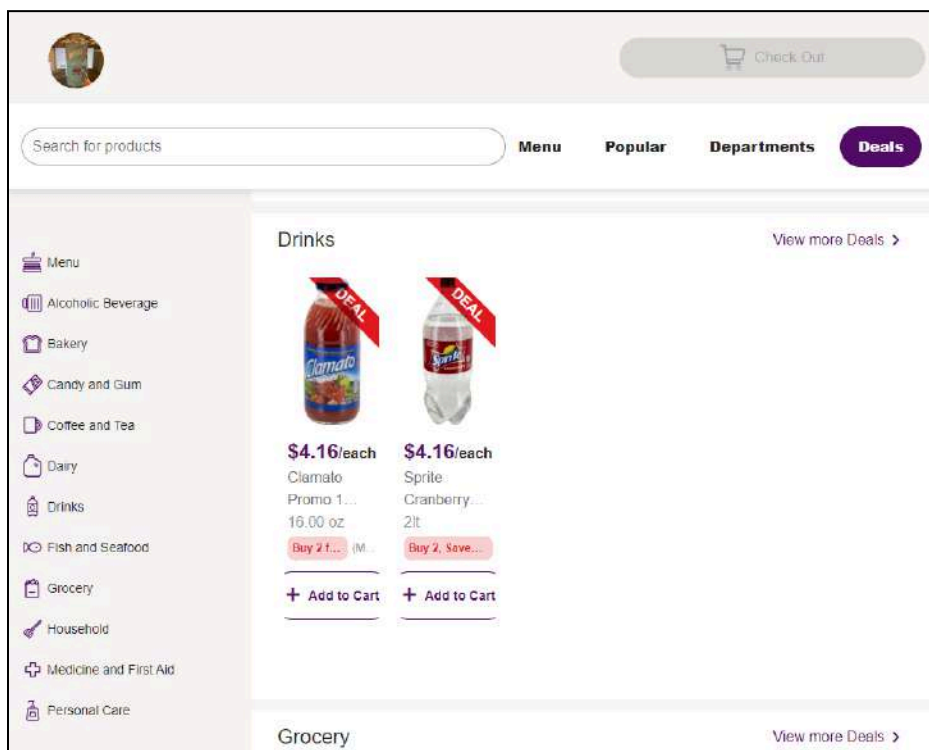
Menu Page

The Menu page shows menu categories and items that the merchant has selected to promote (on the "Menu" settings page).

The merchant can split the Menu into different categories and add items to each category (see Menu Settings section). The Menu page will show each category with associated items and will display a list of available categories in the left nav bar.
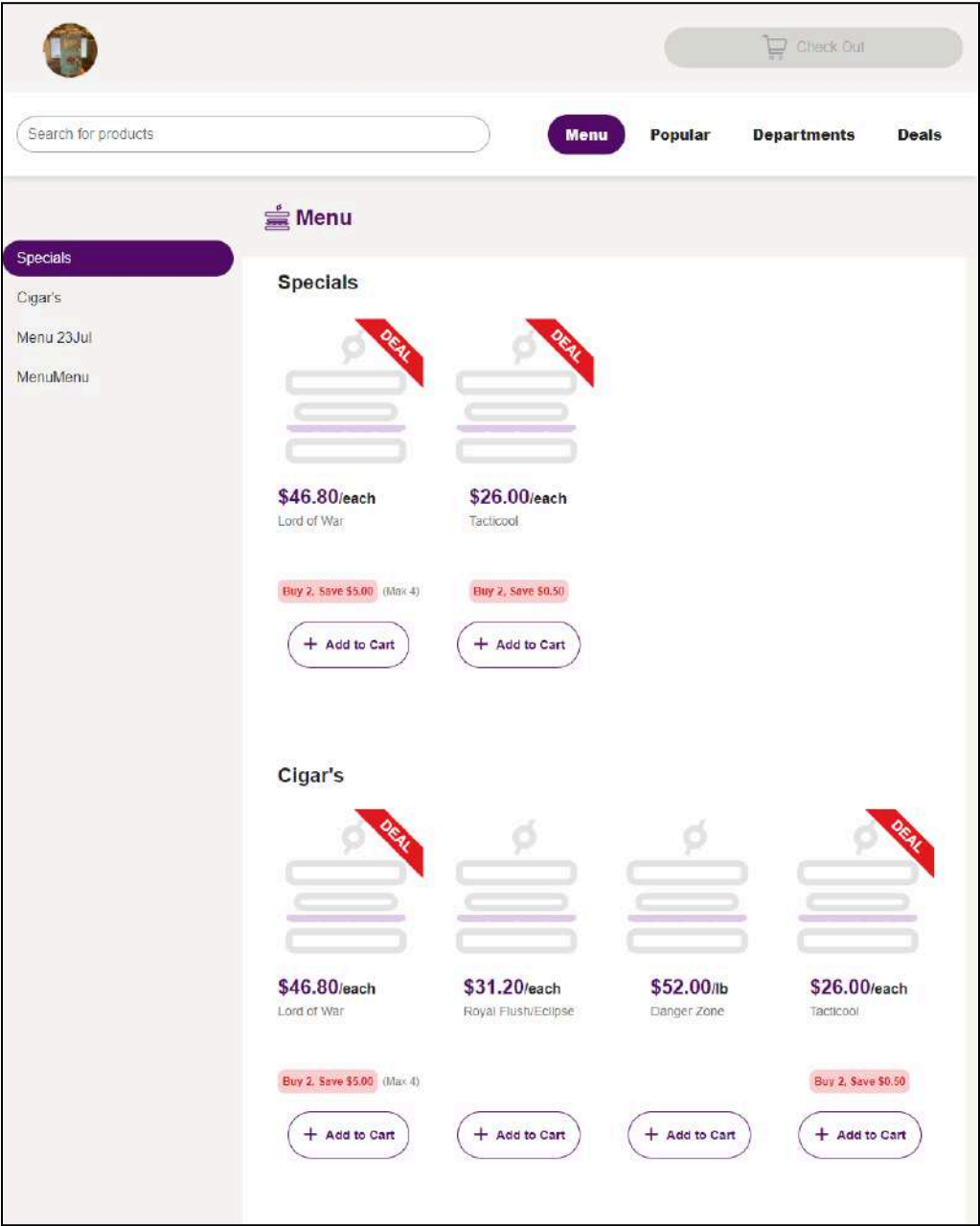
Popular Page

The **Popular** page shows the best selling items in this store, and is populated automatically with the items that are selling most frequently on this store's POS terminals.
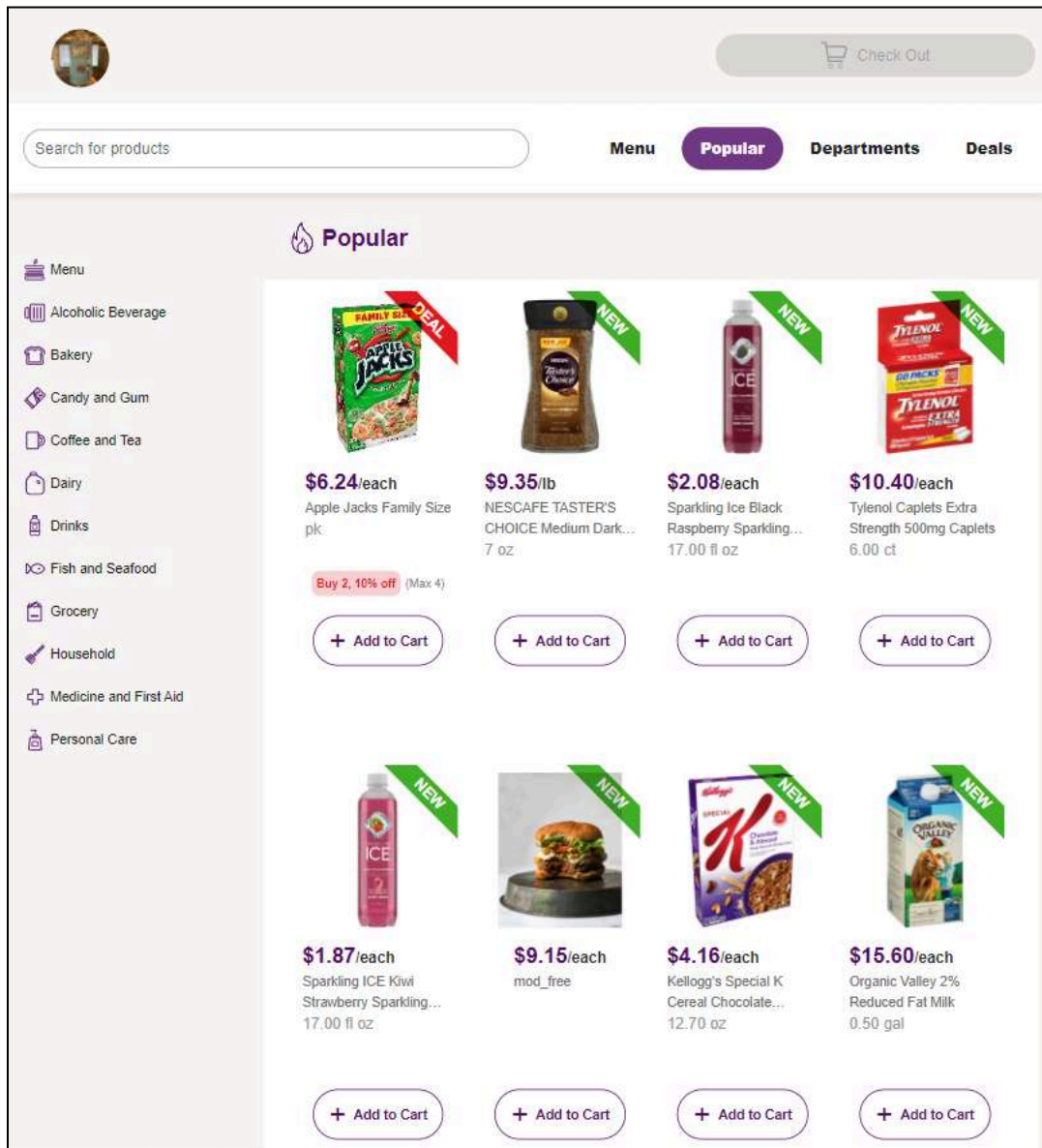
Departments Page

The **Departments** page shows the shopping departments that NRS has automatically created for the store. Departments can also contain sub-departments, for example the Alcoholic Beverage department can contain sub-departments "Beer" and "Wine".
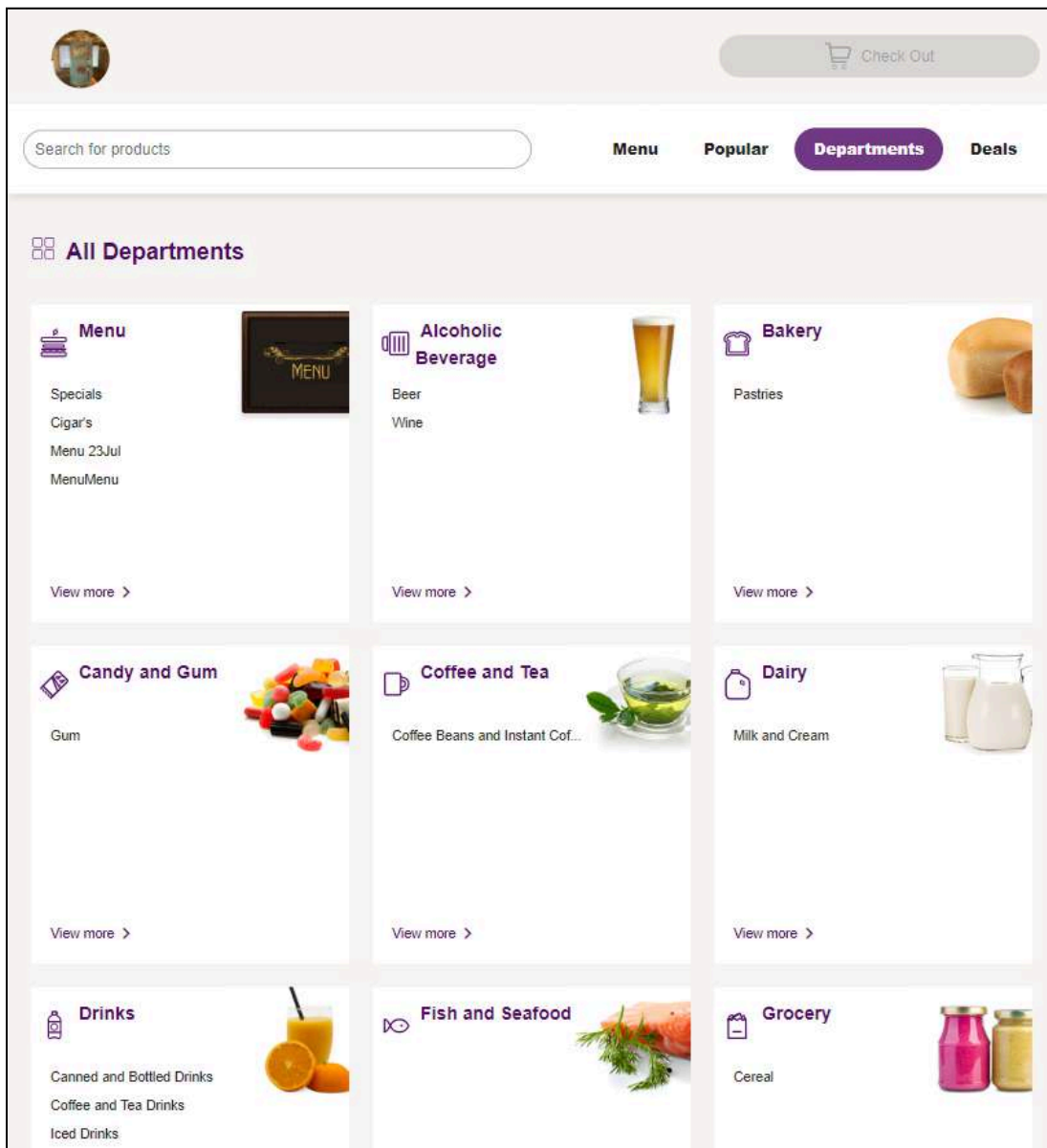

- The Departments and Sub-Departments are created automatically by sorting the store's UPC items based on NRS' E-commerce/Kiosk item database. The merchant's own POS departments are not used (for further explanation see the Manage Items settings section).

- The customer can navigate to a department by tapping the department name (e.g. "Alcoholic Beverage") at the top of the tile, or the **View More** button at the bottom of the tile.

- To navigate to a sub-department, the customer can tap the sub-department name within the tile (e.g. "Beer").

Note: The first box on the Departments page is always the Menu. Tapping this tile takes the customer back to the Menu page.

Sub-Departments Pages

The customer can navigate directly to a **Sub-department** page from the Departments page, as seen above in the [Departments Page section](#).

Alternatively, to navigate to a sub-department page, the customer can first select a department and then navigate to a sub-department from within that department page. For example, in the screenshot below which shows the **Dairy** department, the customer can navigate to the **Milk and Cream** sub-department by clicking on the "**View more Milk and Cream**" link.
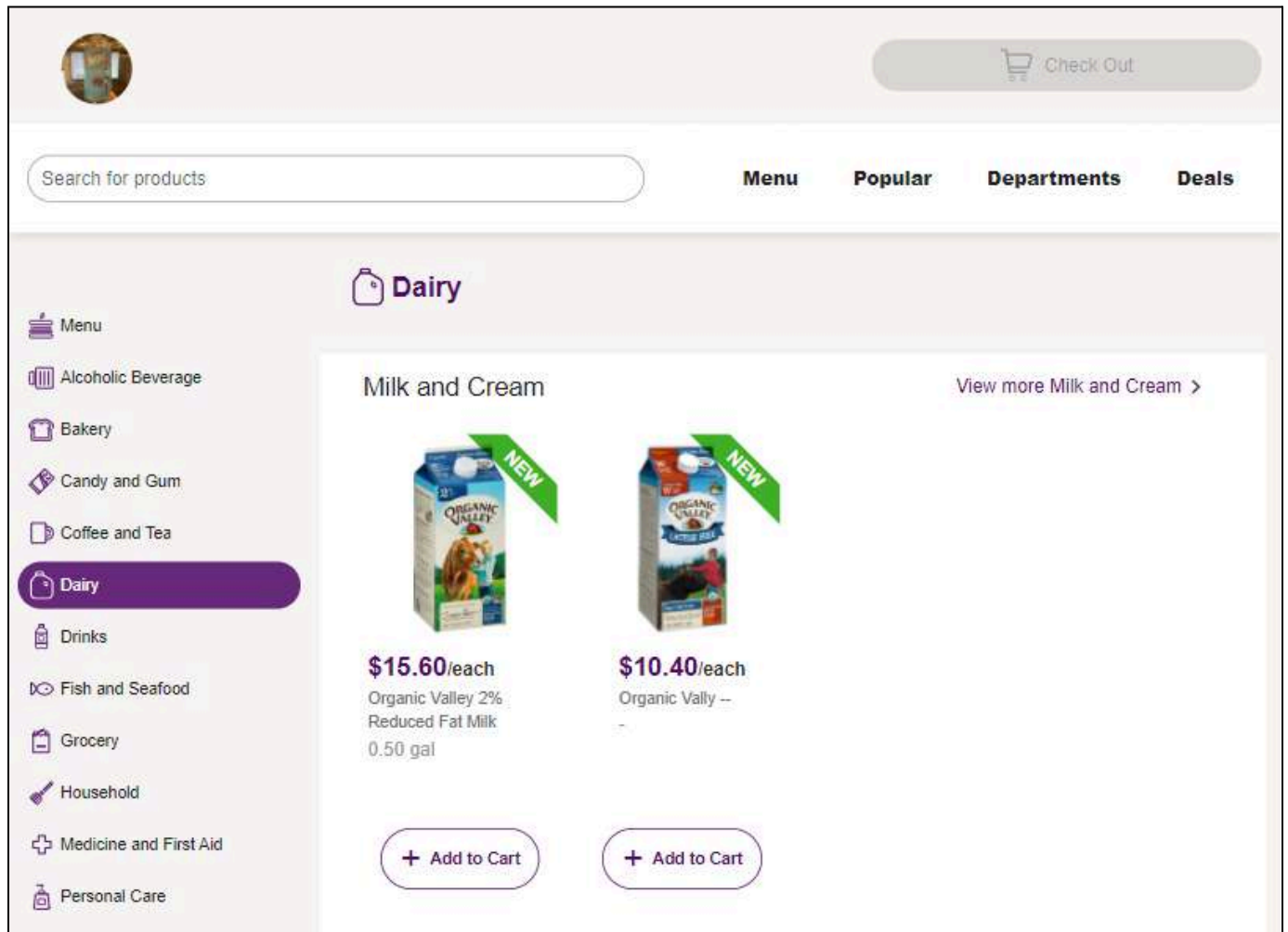
Deals Page

The **Deals** page shows all items that the store has put on promotion (using the "Promotions" page on Merchant Portal/POS).

This page is split up into sections based on "Departments"; the customer can tap the "**View more Deals**" button to be taken to a page that lists all the items in that department with a promotion.
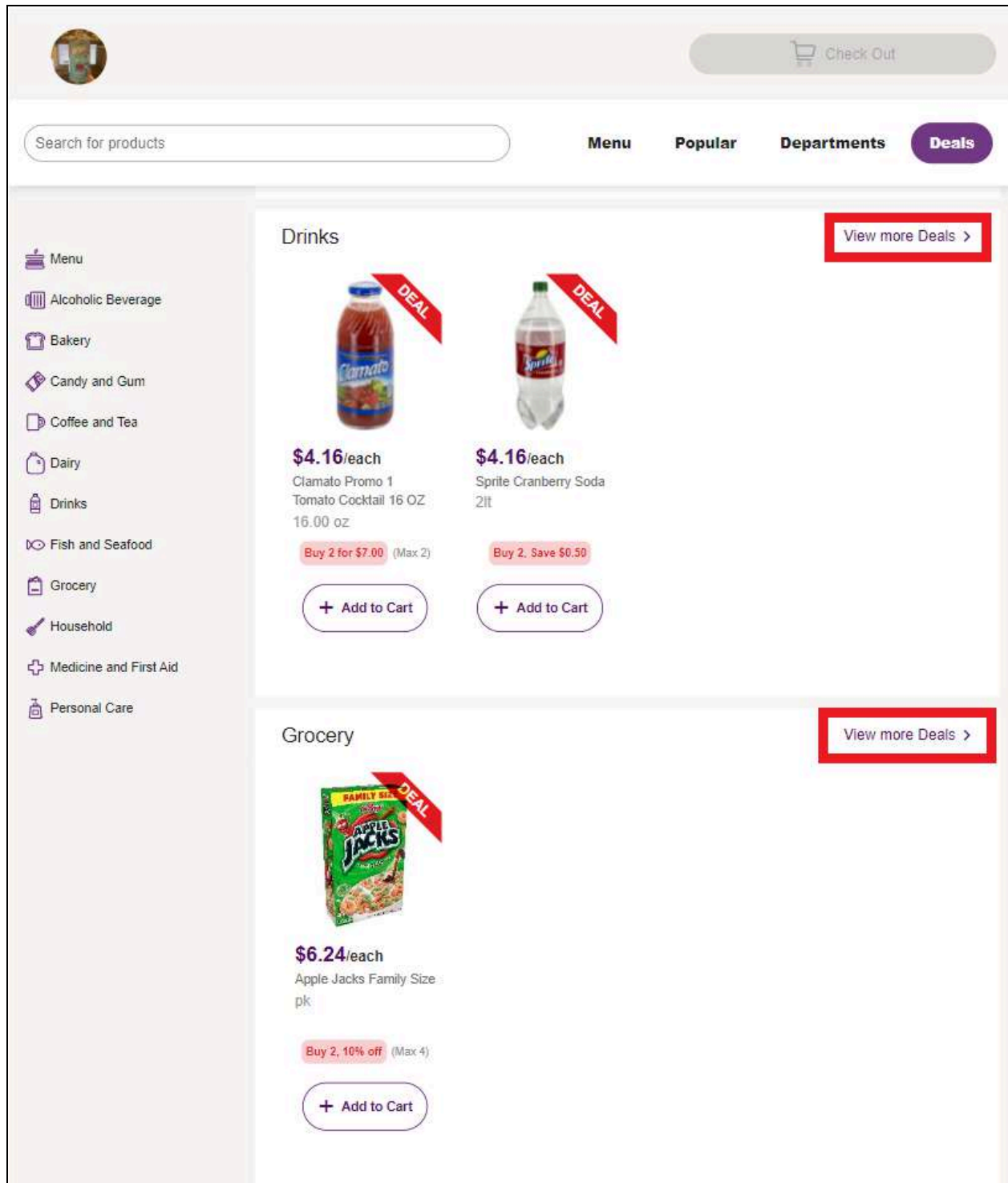
Ordering on the Kiosk

Starting an Order

Initially, when the customer comes to a kiosk, they are presented with a **Home** page that says "**Tap to Order**".
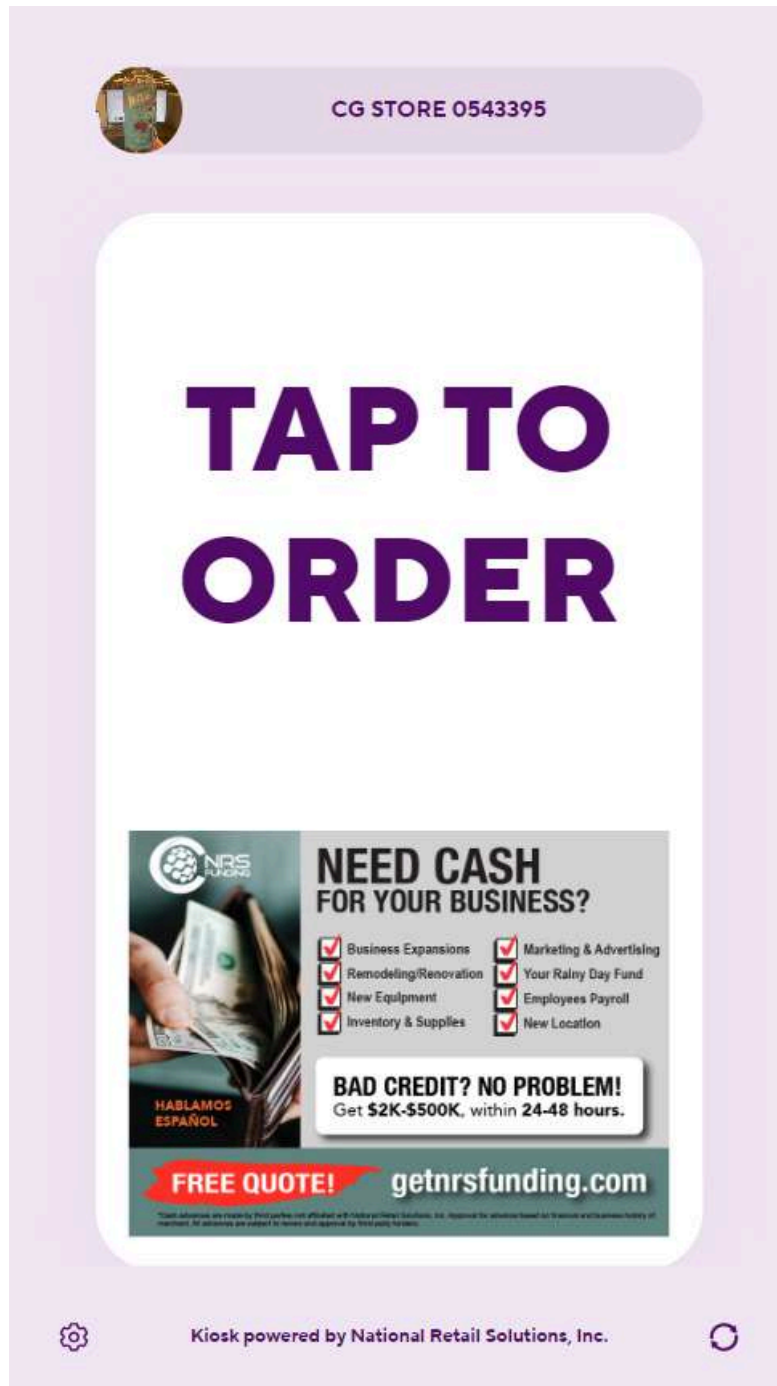
The **Home** page shows the store name in the header, and advertisements at the bottom of the screen; the advertisements are rotating and are selected by NRS (not the merchant). After tapping on the initial home page, the user is taken to the main shopping section where they can find items to purchase.

Adding Items to the Cart

Once the customer finds the item they want to buy, the customer can tap the **Add to Cart** button below the item.
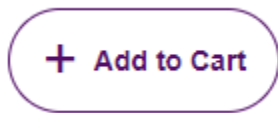
The button caption will then change from "**Add to Cart**" to showing the number of items in the cart.

The customer can increase the number of items in the cart by clicking "**+**", or can reduce the number of items in the cart by clicking "**-**".

Check Out Button

As the customer adds items to the cart, the number of items in the cart will appear in a purple circle on the right side of the **Check Out** button.
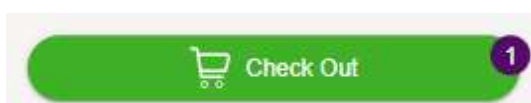
Viewing the Cart

After finishing adding items to the cart, the customer can tap the **Check Out** button to proceed with checkout.
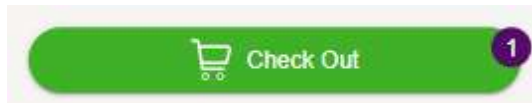
A popup window that shows all items added to the cart is displayed.

- The price next to each item is the sum price for the selected number of items (not the price for an individual item).

- The total order cost is displayed at the bottom of the pop-up window, on the right side of the **Next** button.
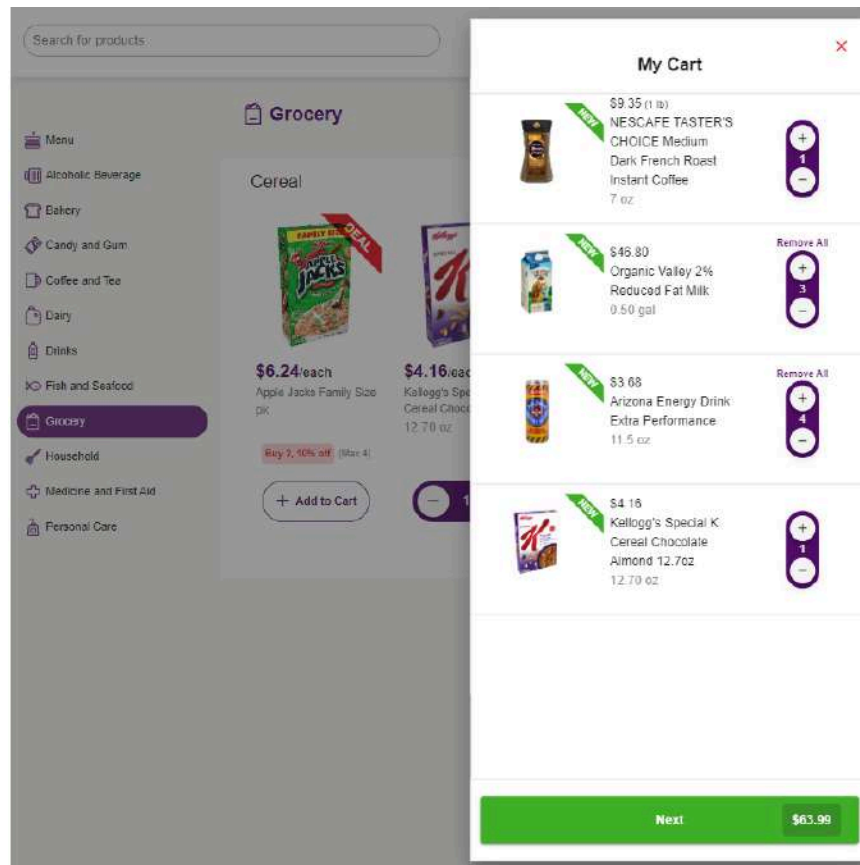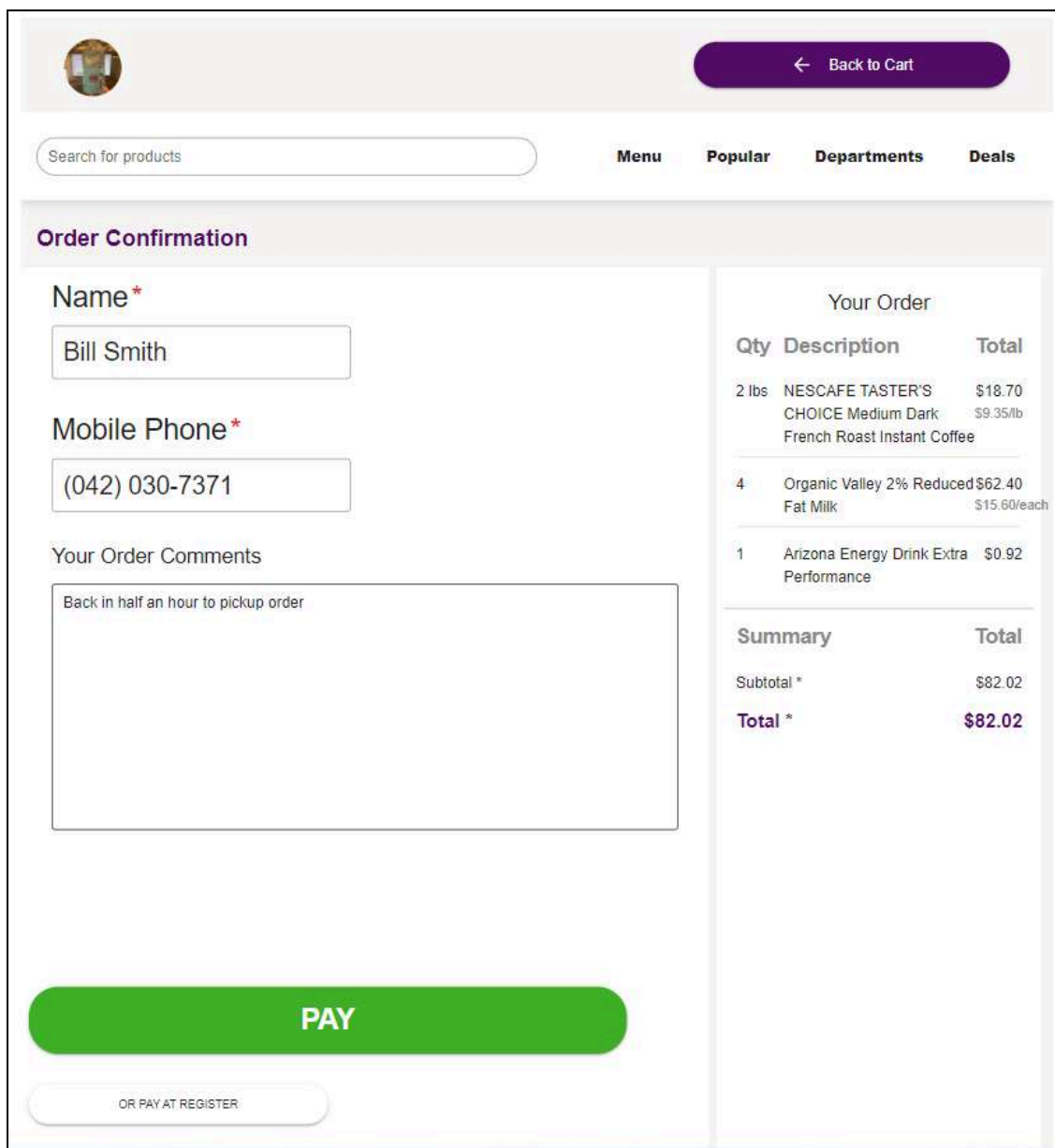
Order Confirmation Page

After tapping **Next**, the customer is taken to the **Order Confirmation** page; this page has the following functionality:

- Requires the user to add personal information.
- Shows a list of items in the cart, the cost-per-item and the total order value.
- Allows the customer to "pay now", or to pay at the register.

Adding Personal Information

The Order Confirmation page requires the customer to enter their name and mobile number, so the store knows who the order is for, and can contact the customer when their order is ready.

The Order Confirmation page also allows the customer to add comments if needed, as shown below.

Payment

Two payment options are available on the Order Confirmation page:

- **Pay at Kiosk** via credit / debit card

- **Pay at the register**

Pay at Kiosk

If the customer selects to "Pay at Kiosk" via credit card, they must first tap the **Pay** button (**PAY**). They are then taken to the **Credit Card Payment** page (shown below), and the PAX machine simultaneously activates so the customer can tap, dip or swipe their card.
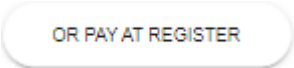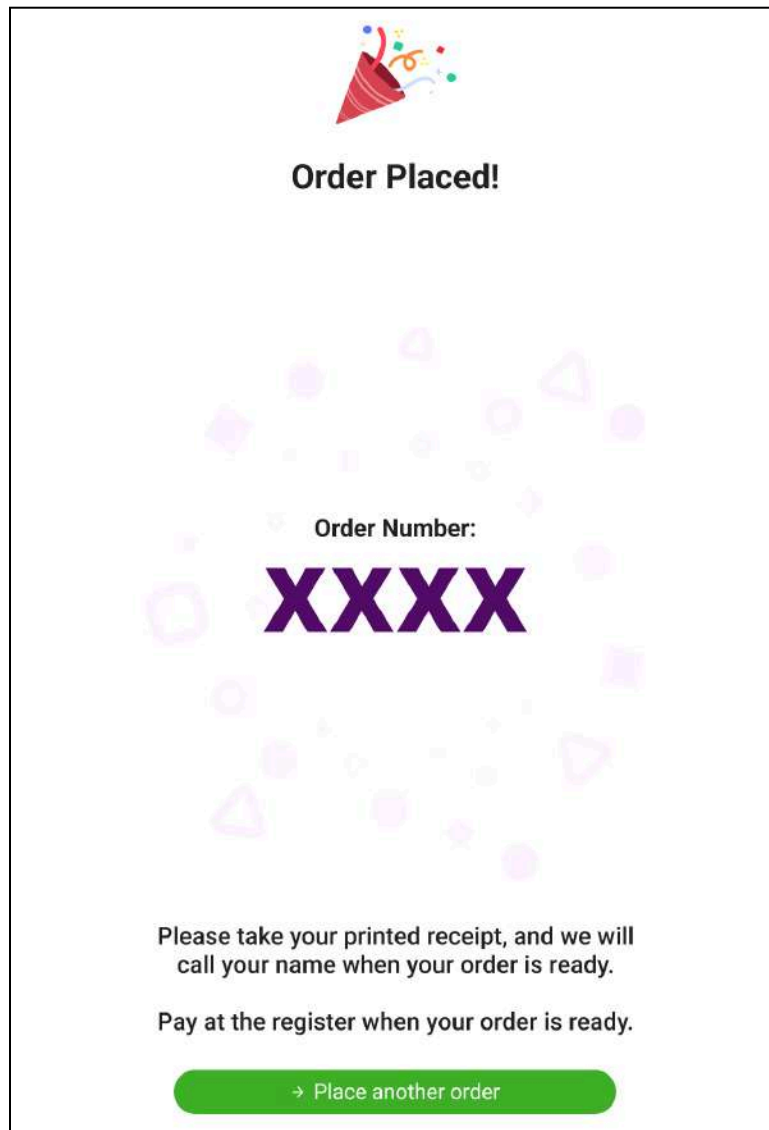

Order Placed Page

After the customer makes a payment via credit card on the PAX, they are shown the **Order Placed** page with their order number, and they receive a text message confirming the order. The text message includes their order number.

Pay at the Register

If instead the customer chooses to **pay at the register**, they must first tap the **OR PAY AT REGISTER**

button (OR PAY AT REGISTER).

They are then immediately taken to the **Order Placed** page which displays the order number and a message (at the bottom of the screen) reminding them to pay at the register.

Order Placed!

Order Number:

XXXX

Please take your printed receipt, and we will call your name when your order is ready.

Pay at the register when your order is ready.

→ Place another order

Kiosk Order Fulfillment

Receiving Kiosk Orders

When a customer makes a Kiosk order, the POS terminal will ring and a red notification circle will appear over the blue **Orders** button indicating the total number of Kiosk and E-commerce orders that are awaiting fulfillment.
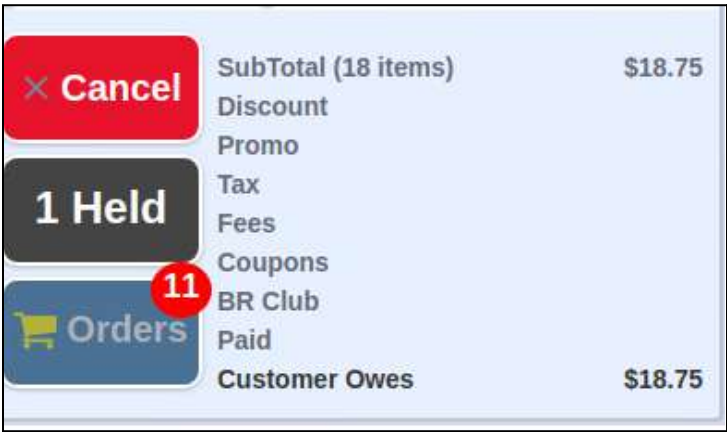
Tapping the **Orders** button takes the merchant to the **Order Fulfillment page** which lists all the outstanding Kiosk and E-commerce orders.

Columns in the **Order Fulfillment page** show the following information for each order.
- **Source**: This column shows which platform the order was made on.

  ○ The Kiosk icon (⬚) shows for orders made on a kiosk.

  ○ The E-commerce Website icon (⬚) shows for orders made on the store's E-commerce website.

  ○ The BR Club icon (⬚) shows for orders made on the BR Club app.

- **Fulfillment**: This column shows how the customer wants their order fulfilled.
  - The Store icon ( ) indicates that the customer will pick up their order. This is the only fulfillment method that will appear for Kiosk orders.
  - The Scooter icon ( ) indicates that your employees will deliver the order to the customer ("My Team Delivery"). This fulfillment method will only appear for E-commerce orders.
  - The NRS Cinch icon ( ) indicates that a delivery driver will be dispatched from NRS Cinch to deliver the order to the customer ("NRS Cinch Delivery"). This fulfillment method will only appear for E-commerce orders.

- **Due Date** and **Due Time**: These columns show the date and time when the customer expects their order to be ready.

- **Order #**: This is the order number the customer was given when they completed their order.

- **Customer**: The name of the customer who made the order.

- **Status**: The current status of this order, new orders start in the **Ready for Picking** status.

- **Total**: The total amount payable for the order.

- **Payment**: Shows the payment method selected by the customer.
  - For orders where the customer chose [Pay at Kiosk](#) this column will show **Paid at Kiosk**.
  - For orders where the customer chose [Pay at the Register](#) this column will show **Pay at Register**.

Reviewing Kiosk Order Details

On the **Order Fulfillment page**, tap anywhere on one of the order rows to be taken to the **Order Details** page; alternatively tap the **Order Details** button for that order.

The following sections are shown on the **Order Details** page:

- **General Order Information** (left side of screen): The following fields show general order information for the order.

    - **Customer Name**

    - **Customer Phone Number**

    - **Customer Email**: *Not relevant for Kiosk orders*

    - **Order Comments**: Any comments the customer made when placing their Kiosk order

    - **Item Replacement Preference**: *Not relevant for Kiosk orders*

    - **Order Source**: Kiosk, BR Club App, or Website

    - **Order Fulfillment Method**: Pickup or Delivery

- **Order Details Header**: The top header text shows the following information.

  - **Due Date & Due Time**

  - **Payment Method**: Pay at Register OR Paid at Kiosk

  - **Order Number**

- **Item Details:** This section shows the list of items that the customer ordered. The following columns are shown for each item:

  - **Description**: The item's name.

  - **Size**: The item's size.

  - **UPC#**: The item's barcode number.

  - **Total**: The total price for this item.

  - **Pick Status**: Whether the item has been picked yet or if any changes were made to the item during picking.

- **Action Buttons:** The bottom of the Order Details page shows the following set of action buttons:

  - **Cancel Order**: Use this button to cancel an order and select the reason for canceling from a dropdown. The customer will receive a text message letting them know why the order was canceled.

  - **Print Order**: Use this button to print an order printout at the register or at any IP printers that are connected to the POS register. See the Printing Kiosk Orders section below for more details.

  - **Done Picking**: Use this button to mark the entire order as picked; green check marks will appear in the "Pick Status" column for all items. This is the quick way to mark the order as picked. A better way to pick items is to use the **Order Picking Feature** in the "My NRS Store" app as described in the **Order Picking Manual**.

  - **Check Out**: This button turns blue and becomes active after the order is marked as picked (see the previous "Done Picking" bullet point). Refer to the Checking Out Kiosk Orders section below for more details.

Printing Kiosk Orders

When the cashier opens an order in the **Order Fulfillment page**, they can print the order from any printer that is attached to the POS. This is particularly relevant for kiosk orders because it means that orders can be printed in the kitchen.

The **Print Order** button works differently depending on how many printers are connected to the POS terminal:

1. **If 1 USB Printer is Connected**: If the store only has the 1 standard USB printer connected to the POS terminal, then the order details will automatically print on that printer upon tapping the **Print Order** button.

2. **If 2+ Printers are Connected**: If the store has 1 or more IP Printers connected to the POS terminal in addition to the USB printer, then tapping the **Print Order** button will open a dropdown that lets you select which printer to print on. See the Connect an IP Printer section below to learn how to add a new printer option.

For example, in the below screenshot, the cashier can print the order details from the **Order Fulfillment page** either: **(A)** To the standard "USB Printer" that is directly connected to the POS, or: **(B)** From an IP Printer called "Kitchen".

Checking Out Kiosk Orders

Once a kiosk order has been marked as picked, the **Check Out** button becomes enabled and turns blue.

When the cashier taps on the **Check Out** button, the order is pulled into the POS register.

- **Paid at Kiosk orders**: For orders that have already been paid at the kiosk (where the customer selected the **Pay** button and paid via credit card), the cashier will see a popup that allows them to complete the order. The cashier taps the **Complete** button and the checkout is complete.
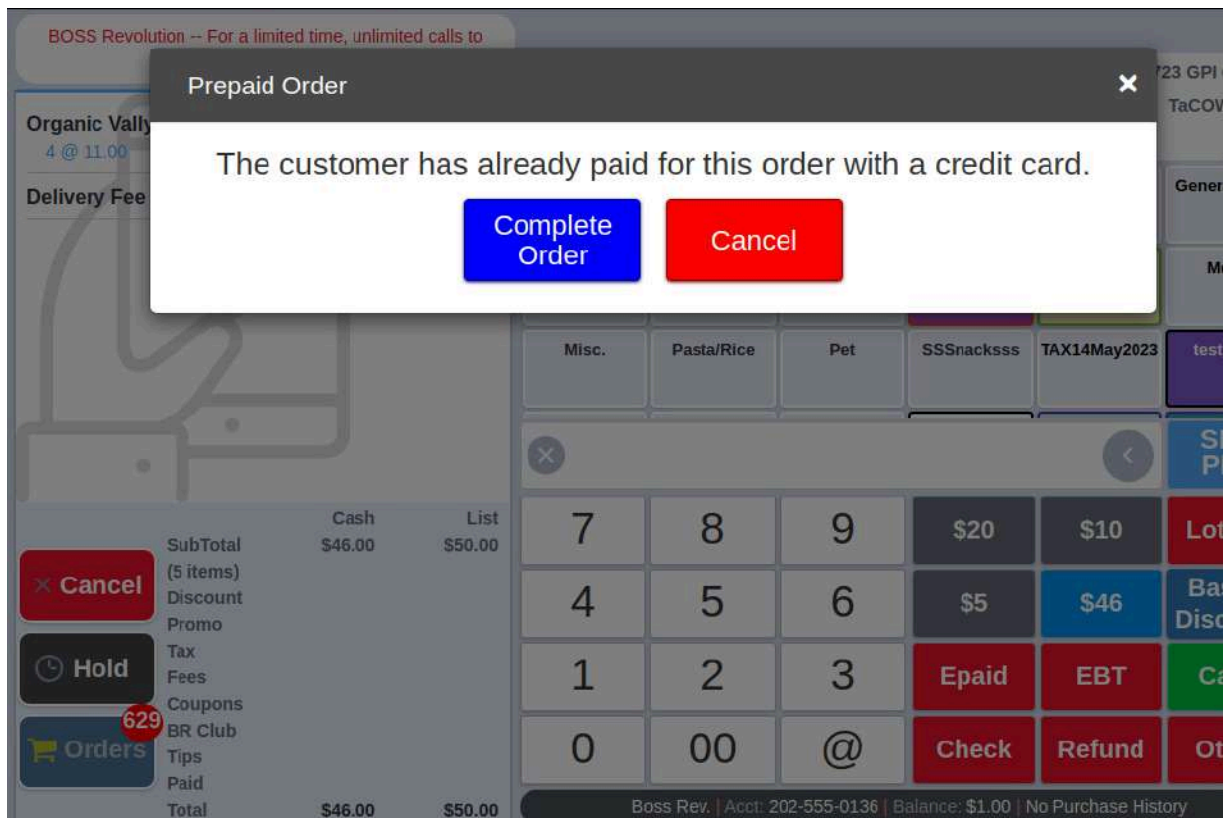
- **Pay at Register orders**: For orders that have not been paid at the kiosk (where the customer selected the **Pay at Register** button), the kiosk order will be pulled into the POS register like an ordinary in-store purchase. The cashier can now take any payment method from the customer that the POS allows.

Connect an IP Printer

The merchant can purchase an IP Printer from the NRS Marketplace: [Buy IP Printer](#)

Follow these steps order to connect an IP Printer that can be selected via the "Printer Order" button during order fulfillment:

1. Connect an IP Printer to the same IP network as the POS using an ethernet cable

2. Go to the "Tools" page on the POS

3. Go to the "Printers" tab

4. Press the "Find Printers" button

5. If your IP Printer is on the same IP network as the POS it should be found

6. Select that printer and give it a name (E.g. "Kitchen")

7. Turn on the switch for "eCommerce": turning this switch on will make it so that you can select this printer on the E-commerce and Kiosk order fulfillment page