Basic Info for The Store

How do I change my store name, phone number or address?
Your NRS salesperson will need to get in touch with NRS Customer Support (support@nrsplus.com) in order to request a change to your store name, phone number or address, since this change will also change your official store information in our customer database as well.

How do I set a picture for my store?
To set your store's picture for your Ecommerce website and the BOSS Local App, you need to log in to the Merchant Portal from a computer. Once logged in, go to **Tools & Settings** and then select **Basic Info**. Find the "STORE PICTURE"" section and click "Upload" to upload an image.

How do I update my store's hours?
Log in to the Merchant Portal. Go to **Tools & Settings**, then select **Basic Info**. Then find the "HOURS" section and use the toggles to update your store's operating hours.

- *Note: These hours are for display online and do not affect the times you accept online orders.*

How do I update my store description?
Log in to the Merchant Portal. Go to **Tools & Settings,** then select **Basic Info**. Find the "Write about your store" section and edit your store's description there. This store description will show on your Website so customers can learn more about your store.

Ecommerce & Online Orders Settings

Can I create a minimum order amount?
Yes, you can. To set a minimum order amount for your NRS ecommerce website and your listing on the BOSS Local shopping app, log in to the Merchant Portal and go to the **Order Management** tile. Then, select **Settings**, choose the **Ecommerce** tab, and navigate to the **Payments** tab. You will find the option to set a minimum order amount there.

How do I set my online ordering hours?
Your store is initially set with default hours of **Sunday-Saturday, 9:00 AM to 6:00 PM**. To update these hours, go to **Order Management** in the Merchant Portal and open the **Settings** page. From there, you can edit the days and times your store is available to accept online orders. These changes will automatically update on the Boss Local app, your website, and on any integrated platforms such as DoorDash and Grubhub.

- *Tip: Consider setting your online ordering hours slightly earlier than closing time to ensure all orders can be fulfilled before the store closes.*

How do I create a discount on my customers' first order?
You can set up a first-order discount by logging into the Merchant Portal. Go to the **Order Management** tile, then select **Settings**, and choose the **Ecommerce** tab. Under the **Payments** tab, you will find the option to set a "1st Order Discount."

How do I specify how long it takes to prepare an order for Pickup?
To set the preparation time for pickup orders, log in to the Merchant Portal. Go to the **Order Management** tab and then select the **Prep Times** tab. Find the "Online Order Prep Time" field and specify how long it takes your team to prepare an order for customer or delivery driver pickup. For delivery orders, this is the amount of time you have until a driver shows up to pick up an order.

How do I create a custom website address (URL) for my Website?
To set up your custom URL, log in to the Merchant Portal and navigate to Order Management > Ecommerce > Website. Your site's URL will always begin with **NRSgo.com/**. Enter the word(s) you want to appear after this (e.g., *NRSgo.com/YourStoreName*) and click **Finalize URL**.

- *Important: Once finalized, this URL cannot be changed.*
- *TIP: If you already own a custom domain (e.g., purchased from GoDaddy), you can use **Website Forwarding** to redirect it to your NRS Ecommerce site. This lets customers access your NRS-hosted website using your own custom web address.*

How do I customize the ads at the top of my website?
To customize the advertisements at the top of your website's ad carousel, log in to the **Merchant Portal** and go to the **Order Management** tile. Then, select **Settings > Ecommerce > Website**. Scroll to the "Website Carousel" at the bottom of the page, "Turn on Carousel" using the Toggle and then select one of the 4 banner image slots. You can now either Upload an Image or choose from one of our templates.

- *TIP: Make the first image your store's logo so your brand will be featured prominently at the top of the website.*

General Ecommerce Questions

How much does the Ecommerce service cost?
Pricing can be found at nrsplus.com/pricing. For the best value, get Ecommerce as part of the Advanced or Elite plan. You can also get Ecommerce as a standalone premium feature.

How can I do delivery?
To set up delivery for your store, you will need to enable it for each platform separately. Log in to the Merchant Portal and go to the **Order Management** tile. Then select **Settings > Ecommerce > Delivery**. The options available for delivery vary depending on whether it's for your **Website** or for the **BOSS Local App**.

- **On the BOSS Local App:** You can only use the **NRS Delivery Network**. With this option, we handle the delivery, and the customer pays the delivery fees. It is entirely free for you, the merchant.

- **On your Website:** You have two choices:
    - **NRS Delivery Network:** NRS handles the delivery, and you are charged a flat $6 fee per delivery. You can choose between the following options:
        - Split the delivery fee with your customers ($2 for merchants and $4 for customers is standard)
        - Have the customer pay the full cost
        - Charge the customer a larger delivery fee
        - Set the delivery fee to zero and cover the cost for your customers
    - **My Team:** Your own employees handle deliveries. You get to decide the delivery fee the customer pays and how long the delivery will take. In certain areas, this is the only delivery option available.

What if I do not want my store to be shown on the Boss Local App?
If you don't want your store on the Boss Local App follow these steps:

1. Log in to the Merchant Portal and go to the **Order Management** tile.
2. Select **Settings**, and then click on the **Ecommerce** tab.
3. Go to the "BOSS Local" tab and turn the toggle off to be removed from the BOSS Local App.

Handling Orders

How do I view and handle incoming Ecommerce orders?
You can view new orders on your **POS**, in the **Merchant Portal**, and through the **My NRS Store App**.

- **On your POS system:**
  Go to the Register page > Tap the blue "Orders" button to open the Order Management system > New orders will appear in the "New" column.

- **In the Merchant Portal:**
  Navigate to the "Order Management" tile > New orders will be listed in the "New" column.

- **In the My NRS Store App:**
  Open the **Order Management** tile from the home page or side menu > New orders will appear in the **"New"** column.

What do the different order statuses mean on the Manage Orders page?
Orders can be in the following statuses:

- **NEW:** A new order that came in and has not been touched yet.

- **IN PROGRESS:** An order that is currently being picked by one of your employees.

- **ACTION REQUIRED:** An order that requires a remaining action to be completed before the order can be marked completed.

How do I see my orders while not in the store (remotely)?
You can manage your Ecommerce orders remotely by logging into the **Merchant Portal** from any computer and going to Order Management or through the My NRS Store App on iOS and Android. To view orders that are either out for delivery or already completed, navigate to the "Order History" tab on the left hand side of Order Management.

Payments

How do customers pay for orders on the BOSS Local App and my Website?

On both services, there are 2 options for customers to pay for orders:

1. **Pay in Store:** All stores have "Pay in Store" enabled by default. This allows customers to make their order on the BOSS Local App or your Website then pay for the order when they come to pick it up.
   - This can be disabled in the merchant portal or POS by going to Order Management > Settings > Ecommerce> Payments and turning off the toggle for "Offer "Pay in Store""

2. **Online Payment via Stripe:** Customers can pay for their orders directly through your website or the BOSS Local App using a credit or debit card. This is managed by the Stripe account you set up during the Ecommerce configuration.

How do I set up my Stripe account to accept online payments?

In order to set up your Stripe account, login to the merchant portal then go to Order Management > Settings > Ecommerce> Payments, and at the bottom there is the section to set up Stripe. Follow the instructions in this video to set it up.

Reports

How do I view sales reports for orders made on the BOSS Local App and my website?
There are two main places where you can view these reports in the Merchant Portal:

1. **Order Management → Statistics**

   a. Go to Order Management, then select Statistics.

   b. See sales by source (Website, Boss Local App, Kiosk etc.).

   c. View the number of orders, total sales, and order types.

   d. Check out the Top 10 items sold per source.

2. **Store Statistics Tile → Ecommerce tab**

   a. This shows the same statistics as in Order Management, but filtered only for Ecommerce sources (Your Website and BOSS Local App).

3. **Store Statistics Tile → General Store Report**

   a. Here you can see Ecommerce sales mixed in with overall store sales and split up by client, payment method, and more detailed analytics.

Items

Can I charge more for items on the BOSS Local App and my Website than I charge in store?
No. There are no transaction fees on your NRS Ecommerce orders. By offering "same as in store pricing" your customers are more likely to order from your website.

How do I add photos for my menu items (or any other items)?

To add a photo for your items, you need to do so when creating or editing an item in your Pricebook.

For New Items:

1. Go to the **Pricebook** tile in the Merchant Portal.
2. Select "Add Item"
3. Fill in the required details, such as Item Name and Price.
4. Either "Select Stock Image" or "Upload" an image, and press OK to save the item.

For Existing Items:

1. Go to the **Pricebook** tile in the Merchant Portal.
2. Search for the existing item that you want to add a photo for.
3. Either "Select Stock Image" or "Upload" an image, and press OK to save the changes.

This process applies to both menu items and other items you create in the Pricebook.

Does our Ecommerce service come with item pictures?

Yes! We have a database of pictures for many of the most popular packaged goods (barcode) items. However, for some items, including all prepared food items, we do not have pictures. For items where we did not automatically provide an image, you can easily add item pictures via the Pricebook. We even have stock images for you to choose from.

How do you decide which of my items make it onto the BOSS Local App and my Website?

We determine which items appear on your Ecommerce site based on a few key criteria, and also give you manual control:

- **Display Status:** we automatically assign one of the below statuses to each item
    - **Active:** These items are available for sale and will appear online. There are 2 criteria for items that are Active:
        - The item has been sold in the past 90 days OR
        - The item has inventory tracking turned on and has POSITIVE inventory in stock.
        - NOTE: If an item has inventory tracking turned on, but has negative inventory then only the 90 day rule listed above will apply.
    - **Inactive:** Items not sold on your POS in the past 90 days are marked as inactive and will not appear for sale.
    - **Out of Stock:** If you are tracking inventory, items with a stock level of 0 will be marked as "Out of Stock" and will not be displayed for sale.
- **Manual Control:** You have the ability to manually control which items are visible. You can use the three dots button next to any item to **Hide** it, which prevents it from showing up online.

How do I add my menu items to the BOSS Local App and my Website?

After you have created your menu items in the Pricebook, you must add them to a menu category to make them appear online.

1. Log in to the Merchant Portal and go to the **Order Management** tile.
2. Select **Settings**, and then choose the Items tab, and then select **Menu** tab.
3. Click on **"+Add Menu Category."**
4. Type a name for your category and select a Menu Category Icon.
5. In the "Select items" section, search for the menu items you created and add them to this category.
6. Click **"Save category."**

Your menu items will now appear on your website and on the BOSS Local App under the category you created.

I see that a lot of my barcode items (UPC) are not appearing on the BOSS Local App and my Website. How do I add them?

Your barcode items (UPC items) are automatically added to the Ecommerce platform, but they may not be visible for a few reasons. To check the status of your items, log in to the Merchant Portal and go to the **Items** tab, then **Manage Items**. Look at the **Display Status** column.

The most common reasons an item is not appearing are:

- **Inactive:** The item has not been sold on your POS in the past 90 days.
- **Out of Stock:** The item's stock level is 0 (if you are tracking inventory).
- **Hidden:** You may have manually hidden the item from appearing online.

To add the item, simply change its status to **Active** using the 3 dots button next to the item. Additionally, any items not in our database will be placed in the **"More"** display department. You can change their display department if you wish.

If an item fits this criteria and is still now showing, please reach out to NRS customer support.

Can I add my fruits and vegetables (and other PLU items) to the BOSS Local App and to my Website?

Yes, you can. You will need to add these items to your Pricebook as they are likely not in the existing database.

The process is the same as creating a menu item from scratch:

1. Go to **Pricebook** and select **Add Item**.
2. Enter a PLU number for the item- make sure to use the official PLU number for each fruit and vegetable so the correct name for the item will populate automatically on your POS and on Ecommerce. We can provide you with a list of the official PLU numbers for each fruit and vegetable.
3. Enter the department and price, and upload a picture.
4. If you use the correct PLU number for each fruit and vegetable item, they will automatically appear in the Fruits and Vegetables departments on Ecommerce.

Can I have $0.00 priced items on the BOSS Local App and my Website?

No. If a product has no price on your POS it will not show up on the Boss Local App and your Website.

How are my items sorted into departments on the BOSS Local App and my Website?

The BOSS Local App and your Website **DO NOT** use the departments created on your POS. We have our own database that takes your barcode items (UPC) and automatically sorts them into organized departments for you.

How can I remove items from the BOSS Local App and from my Website?

You can remove items from your Ecommerce site by hiding them individually.

1. Log in to the Merchant Portal and go to the Order Management, and then to the **Items** tab.
2. Select the **Manage Items** tab.
3. Next to the item you wish to remove, click the three dots button.
4. Select the **"Hide"** option.

NOTE: Items will also be automatically removed from public view if their display status is **"Inactive"** (not sold in the past 90 days) or **"Out of Stock"** (if you are tracking inventory).

Is it legal to sell Alcohol items on the BOSS Local App and on my Website?

Please familiarize yourself with the laws of your local city, state and jurisdiction to determine if you can legally sell alcohol items online for pickup and delivery. If you are uncertain, please consult a lawyer. In areas with no restrictions, we can support both delivery and pickup of alcohol.

Is it legal to sell Tobacco items on the BOSS Local App and on my Website?

Please familiarize yourself with the laws of your local city, state and jurisdiction to determine if you can legally sell tobacco items online. If you are uncertain, please consult a lawyer. In areas with no restrictions, we can support both delivery and pickup of tobacco items.

Please also note that Stripe, our online payments provider, discourages the sale of tobacco items online and may restrict your ability to process payments if tobacco items are included in transactions. Please be aware of the following considerations for selling tobacco and vape items online:

- **Platform Sales Disruption:** A high volume of tobacco sales may negatively impact your Ecommerce platform's sales performance.
- **Stripe Approval:** Your store may not be approved by Stripe, as tobacco and vape shops are often categorized as a high-risk business.

How the App/Website Works - for shoppers

How does ordering for pickup work?

During the checkout process you will be able to select the date and time you'd like to pick your order up from the store.

You can select "Now" to make your order for immediate pickup. Make sure to arrive at the time specified on the "Order Received" page. You will also receive a text message reminder with the pickup time. Remember to have your ID handy when picking up your order if your order contains alcohol or tobacco.

How can I add products to My Favorites?

Click the heart button on an item and you will be able to quickly find and order the product again in the My Favorites section.

When is my payment charged?

The timing of the payment depends on the payment method the customer selects:

- **For online orders paid via Stripe:** Your credit card is authorized for the full total amount + 10% additional to account for any substitutions or adjustments - if you have authorized those. Once your order is delivered or picked up, the exact total will be charged to your card and the authorization will be removed.
- **For "Pay in Store" orders:** No online payment is processed. The customer pays at your register in the store when they pick up their order.

What if I don't pick up my order?

If you do not pick up your order or accept delivery from a Retailer, then the Retailer may charge your payment method for the full amount of your order.

If your order contains liquor and the delivery driver cannot verify your ID, you will be charged the full amount and may be charged a restocking fee. Please contact the applicable Retailer with any questions or disputes about payment.

Is my payment info secure?

National Retail Solutions (NRS) and Stripe are both committed to protecting sensitive data. Payments are processed through a secure payment gateway that is certified to meet the highest level of industry security standards, known as PCI DSS (Payment Card Industry Data Security Standard). This ensures that your customers' credit card information is encrypted and handled securely.

What does it cost to make an order?

On Ecommerce Websites:

- There are no transaction fees on NRS Ecommerce websites.
- Merchants can decide what the delivery fee will be.

On the BOSS Local App:

- When ordering from the BOSS Local app, there may be service fees that allow NRS to maintain the app for consumers.
- A standard $2.99 delivery fee will be charged for all delivery orders on the BOSS Local app.

What should I do if I have any Ecommerce support related questions (FOR SHOPPERS)?

Contact BLsupport@nrsplus.com

BOSS Local App- specific

How do I browse for stores near me?

Customers can find your store on the **BOSS Local shopping app**. To do so, they can download the App on their phone and use the built-in **store locator** feature. Visit the "Store Locator" page and then search by Current Location OR by Zip Code. Stores will be sorted in order of their distance from your location or zip code. Use the Search Bar to find specific stores located within a 10 mile radius of your location or zip code.

What are the stores that appear on the homepage?

The BOSS Local App allows you to 'Favorite' the stores you like to shop at. You can favorite stores by clicking the heart button. The rest of the stores listed after your Favorites are chosen by closest distance to your location or zip code.

Can I order from multiple stores at once?

No. As you navigate between stores, the cart will update to only include items from the store you are currently shopping at. When you check out, you will only be able to confirm an order from one store at a time.

Where do a store's ratings and reviews come from?

They're from BOSS Local App users. To get to the review page, click on a store's star rating.

How do I make it so my customers can only shop from my store on the BOSS Local App?

When your customers download the BOSS Local app tell them to "Favorite" your store by tapping the heart button. Customers will still be able to order from other stores, but yours will appear first when they open the App.

Why does the BOSS Local App have other stores on it?

The BOSS Local App is a marketplace for all merchants that have an NRS POS, and have the Ecommerce software license. The idea of the app is to be a marketplace for local stores that want to compete with larger chains. NRS does not charge any fees to you, the merchant, to participate. All business that comes through the BOSS Local App is incremental and 100% of the order subtotal goes to you.

Website- specific

Can a merchant's existing website connect with our POS?
No, direct integration with an existing website is not supported. However, we recommend adding an **"Order Now"** button to your site that links to your **NRS Ecommerce page**. This way, customers who click the button will be redirected to your NRS-powered website to place their orders, and those orders will flow automatically into your POS system.

 Last updated 10/28/25

The information contained in this document is effective as of 10/28/25 and is subject to change without notice.