Frequently Asked Questions
Remote Manager Override

General Information

1. **What is Remote Manager Override?**
Remote Manager Override allows authorized managers to approve high risk POS action requests from cashiers directly from their mobile device via the **NRS My Store** app. This eliminates the need for the manager to be physically present to enter credentials, saving time and protecting the privacy of the manager's PIN.

2. **What specific actions can be approved remotely?**
Any action that currently requires a manager's presence can be approved remotely, including:
   - **No-Sale transactions** (opening the drawer)
   - **Cash drops and payouts** (moving money in/out of the **register**)
   - **Tax-free sales**
   - **Refunds**
   - **Price overrides** (adjusting item prices)
   - **Canceled transactions**

3. **Which other actions can require a manager's approval?**
You can adjust which actions require manager override approval per cashier by adjusting permissions in the user's profile from **Users** on the **POS** or **Users & Payroll** in the **Merchant Portal** or the **Users** menu on the **My NRS Store** app.

4. **Is this a free feature?**
No, this is a premium feature that requires a specific license. Merchants can check their license status either from **Details** at the bottom of the POS home screen or in **Manage My Features** in the **Merchant Portal** or **My NRS Store** app.

5. **Will (Remote) Manager Override also apply for actions that send Anti-Theft Alert notifications?**
Yes, for actions where the manager receives an **Anti-Theft Alert** notification, the action can still require a Manager Override request. The Anti-Theft Alert notification will be sent even if the manager remotely approves the action first.

Setup & Requirements

6. **What do managers need to use this feature?**
   To receive and respond to override requests, a manager must:
   a. Be granted the **Override Authorization** permission in the Merchant Portal.
   b. Have the **My NRS Store** app installed on their smartphone or tablet and have logged in at least once.
   c. Enable push notifications in the **My NRS Store** app.

How the Process Works

7. **How do I add or remove a restricted action from a cashier?**
Note that only managers with administrator permissions can define these actions per user.
   a. Navigate to **Users** on the **POS** or **Users & Payroll** in the **Merchant Portal** or the **Users** menu on the **My NRS Store** app and edit the user whom they want to modify permissions.
   a. When the **Edit User** popup opens, check or uncheck the boxes based on which permissions should be granted for the specific user.

8. How does a cashier send a remote manager override request?
   a. The cashier attempts a restricted action in the **register** (e.g., a Refund).
   b. A popup appears on the **POS**. The cashier selects **Remote Request** and then the specific manager they wish to alert with override permissions.
   c. The cashier selects **Send Override Request.**
   d. The **register** locks for **60 seconds** while waiting for a response.
   e. If the manager approves, the register unlocks and shows **Approved by [manager's name].**
   f. If the request is denied, the register cancels the action and shows **Request denied by [manager's name].**
   g. If the request times out before the manager responds, the register cancels the action and shows **No manager responded in time.**

9. What format do the alerts arrive in?
Authorized users receive a push notification on the **My NRS Store app** with the following format:

   a. **Notification Title:** Manager Override: [event name]
   b. **Notification Message:** [user name] is requesting an override for a [event name] on register [register ID] at [store name].

10. What happens when I tap on the push notification?
Tapping on the push notification will show a screen with further details related to the event.

11. How does a manager approve a remote override request?
    a. The manager receives a push notification from the **My NRS Store** app with request details (cashier name, action, terminal, and timestamp).
    b. Tapping on the notification opens a window where the manager can tap **Approve** or **Deny**.
    c. The decision is sent instantly back to the **POS** terminal.
        Note that the manager only has 60 seconds to approve the request before it times out.

12. What happens if the manager doesn't respond?
Requests expire after 60 seconds. If it expires, both the cashier and manager will see a **Request Expired** message and the cashier should either resend the request or call the manager to the **register**.

13. Is this activity logged?
Yes. Every approval, denial, and access attempt is recorded for security purposes and can be reviewed in the store statistics.

Troubleshooting for Support

14. Why isn't the manager receiving push notifications?
If the license is active but notifications are not being received, check the following:
- **Permissions:** Does the user have **Override Authorization** permission enabled?
- **App Settings:** Are push notifications enabled for the **My NRS Store** app in the phone's system settings?
- **App Usage:** Has the user logged into the app at least once since it was last installed or upgraded?

15. Why does the manager see "Request Expired" or "Already Used"?
This happens if:
- The manager took longer than 60 seconds to respond.
- **Solution:** Ask the cashier to trigger a fresh request.

16. Why are requests waiting and not being approved?
This happens if:
- Manager did not respond in time
- **Solution**: Try sending a new request or contact manager directly

17. Why is it that everything is set up correctly, but messages are still not sending/receiving?
This may indicate a connection issue with the Communications server on the POS.

    a. On the **POS** Home Screen, go to **Tools** > **Admin Page**.
    b. Look for **Comm Server**. It should say **Passed.**
    c. If it has not passed, select **Connect Socket** to start the service.
    d. If it continues to fail, try to reload your licenses (Tile **Home** page > **Details** (on the bottom) > **Recheck Status**) and then escalate to technical support.