



Frequently Asked Questions

General Information

1. What are Sale Tags?

Sale Tags are specialized promotional labels that can be created and printed directly from the My NRS Store app. They allow merchants to highlight discounts and sales on store shelves.

2. What information is included on the printed label?

Labels are formatted into distinct sections:

- **Top Section:** Displays the product name, size, and original price.
- **Bottom Section:** Displays the promotion details, expiration date, and whether BOSS Club membership is required.
- **Badge:** A clear "Sale" badge appears at the bottom of every tag.

3. Which promotion types support Sale Tags?

Sale Tags are supported for these promotion types:

- **New Price:** Giving the product a new discounted price.
- **\$ Off:** Offering a dollar amount off (if under \$1 then it is "¢ Off").
- **% Off:** Offering a percentage off.
- **BOGO:** Buy 1 get 1 free sale.

4. Which promotion types are not supported by Sale Tags?

Currently, Sale Tags are **not** available for:

- By weight promotions
- Buy X, Get Y
- Bundle/Combo deals
- Multi-tiered promotions

Only promotions with a sale tag icon next to their name can be printed.

Setup & Requirements

4. What equipment is needed to print Sale Tags?

To print these labels, you must have the **NRS Sale Tag Printer** and a designated label roll. NOTE: While shelf labels can be printed on other models, Sale Tags specifically require the NRS Sale Tag Printer or Portable Shelf Label Printer.

5. How do I set up the printer?

If a printer is not detected, a popup will appear with a link to the NRS Market. Once purchased and connected, you can select the printer and the number of copies from the print preview screen.

How the Process Works

6. How do I create a new Sale Tag promotion?

- a. Open the My NRS Store app and tap **Sale Tags** under Quick Actions.
- b. Scan the item's barcode or enter the UPC/PLU.
- c. If the item is not in your Pricebook, the app will prompt you to add it immediately.
- d. Tap **New Sale Tag Promo** and choose one of four options: New Price, \$ Off, % Off, or BOGO.
- e. Enter the discount amount, promotion dates, and any limits (e.g., must buy quantity).
- f. Review the details and tap **Print Sale Tag**.

7. Can I print tags for promotions that already exist?

Yes. Navigate to the **Promotions** page in the app, expand the details for an existing promotion with a sale tag icon next to its name, and select the **Print** icon.

8. How do I edit a Sale Tag promotion?

- **Standard Promos:** You can edit these in the Promotions section of the POS, Merchant Portal, or My NRS Store app.
 - **BOGO Promos:** These can be created in the app when creating a new Sale Tag promotion but currently must be edited via the POS or Merchant Portal. Edits will then sync back to the app for printing. Creating and editing BOGO promos on the app is coming soon.
 - **Promotion Names:** When creating a **new** Sale Tag promotion, the app automatically assigns the promotion name to "Sale Tags - [item name]". You can edit the promotion's name (and add more items) in the Promotions section of the POS, Merchant Portal, or My NRS Store app.
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Troubleshooting for Support

9. Why can't I add multiple items when I first create the promotion?

When creating a *new* Sale Tag promotion, you are initially limited to one item. To add more items to that same promotion, you must first save it and then go back to edit the promotion details.

10. Why isn't the "Print" icon appearing next to my promotion?

This usually means the promotion type is unsupported (such as a Bundle or By Weight promo). Only compatible promotion types (New Price, \$ Off, % Off, and BOGO) will display the sale tag icon.

11. What should I do if the app says "Printer Not Found"?

- a. Ensure the NRS Sale Tag Printer is powered on and connected to your network.
- b. Check that you are using the correct labels.
- c. If you do not yet own the specific NRS model, visit the NRS Market via the link provided in the app popup to purchase the compatible hardware.

12. **Why isn't the camera appearing when tapping Sales Tags?**

Make sure your camera settings are turned on for the **My NRS Store** app.

13. **Why does the Sales Tag show a different price than what I entered in the promotion?**

When a promotion is created, the price entered is the cash price of the item. For stores with Global Price Increase turned on, the new price printed on the Sale Tag is the list price.

14. **How can I resolve errors while printing such as the printer not calibrating correctly?**

These are some actions you can take:

- Log out of the app and restart it.
- Turn the printer off and back on.
- The printer's roller can get dusty and should be cleaned approximately once per week. To clean the roller:
 - Turn off the printer, unplug it, and remove the labels.
 - Use isopropyl alcohol on a lint-free cloth to wipe the roller, rotating it to clean the entire surface.
 - If there is adhesive build up from the labels, rub gently to remove. Do not scrub the roller.
 - Allow the printer to dry completely (approximately one minute) before closing it.

15. **Why does text that is supposed to appear at the top of the sale tag appear below?**

The printer has likely switched from **Black Mark** mode to **Receipt** mode. Perform **Paper Learn** to switch it back:

- With the Sale Tag paper inside Turn off the printer, then press and hold the FEED button.
- Turn on the printer **while** holding the button and continue to hold for 3-5 seconds.
- Ensure the printer is now on **Black Mark** mode and not **Receipt** mode.
- If the issue persists, consider switching printers.

