



NATIONAL
RETAIL
SOLUTIONS

Frequently Asked Questions

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General Information

1. **What is the new Modifiers Report?**

The Modifiers Report provides an in-depth look at how store modifiers contribute to revenue. It includes a sales summary, rankings of best-selling modifiers, and data on which products drive the most modifier sales.

2. **What are the key metrics in the Modifiers Sales Summary?**

The summary tracks data from the last 30 days, including:

- **Total Modifiers Sold:** The total count of modifiers applied.
- **Modifier Net Sale:** Total revenue generated specifically from paid modifiers.
- **Modifier Attach Rate:** The percentage of transactions that include at least one modifier.
- **Averages:** Average number of modifiers per basket and average net sale per paid modifier.

3. **What is Local Manager Approval?**

This feature allows cashiers to directly request on-site authorization for actions they are restricted from performing. When a restricted action is attempted, the cashier can summon a manager to the register to enter their PIN.

4. **How does Cash Discounting work with Split Payments?**

To receive a cash discount, the **entire** purchase must be paid in cash. If any portion of a split payment is made using a card, the entire basket reverts to the List Price, and the cash discount is removed.

Setup & Requirements

5. **How do I connect a new Label Printer?**

- Navigate to **Settings** → **Devices** → **Printers**.
- Tap **Connect Label Printer** to scan your network.
- Select the printer from the list and tap **Pair** when the Bluetooth request appears.
 - Note: Only the **M1 Label Printer** is currently supported.

6. **How do I configure restricted actions for cashiers?**

- Navigate to **Users** and select an employee.
- Tap **Edit Permissions** and adjust the Register toggles.
- Turn off the toggle for actions you wish to deny access, which will require a manager's PIN to perform.

How Processes Works

7. How do I view the Modifiers Report?

- a. Navigate to **Reports** → **Modifiers**.
- b. Use the four sections—Summary, Best Selling, Top Driving, and Graphs—to analyze your performance.
- c. Tap **Show More** on top driving products to see a detailed table of every modifier associated with that specific product.

8. How do I print a store label?

- a. Ensure your label printer is connected (if you wish, set it as the default printer).
- b. Navigate to **Products** and select an item from the **Products Data** table.
- c. Tap **Print a Label** on the right side of the Product View.

9. How do I choose between List Price and Cash Discount for my labels?

- a. Go to **Settings** → **Devices** → **Label Printing**.
- b. Select **List Price** to show only the standard price.
- c. Select **Cash Discount** to show both the List Price and the discounted Cash Price on the label.

10. What is the “Result Promotion” button?

While creating a promotion via a Form, you can tap **Result Promotion** at the bottom left. This opens a summary popup showing:

- **Basic Info:** Name, Type, and Dates.
- **Configuration:** Usage limits and whether taxes/fees are included.
- **Promotion Data:** Promotion name.

Note that this is only available with the full form and express creation.

Troubleshooting for support

11. Why can't the POS find my Label Printer?

If the “Printer not found” popup appears:

- Ensure the printer and the tablet are on the same Wi-Fi network.
- Check that Bluetooth is enabled on your tablet for pairing.
- If the problem persists, contact NRS Pay Support at (800) 215-0931.

12. What happens if I try to exit a product edit without saving?

An **Unsaved Changes** popup will appear. You must choose to:

- **Save Changes:** Commits your edits.
- **Discard:** Deletes your recent edits.
- **Close:** Returns you to the edit screen to continue working.

13. Why did the price change when I added a card payment to a cash transaction?

The system is designed so that a cash discount only applies to 100% cash transactions. As soon as a card is selected in a split payment, the POS automatically recalculates the “Amount Due” for all remaining parts of the transaction based on the **List Price**.