



FAQs

POS Update • May 2026

Price-Embedded UPCs

General Information

- 1. Why do non-integrated printing scale labels need to print the List Price?**
To comply with card brand rules (such as Visa), any label printed from a standalone scale must reflect the **List Price** (Credit Card price) when Cash Discount is enabled.
- 2. Does this change affect scales that are fully integrated with the POS?**
No. This configuration strictly applies to price-embedded barcodes printed from non-integrated, standalone printing scales.

Setup & Requirements

- 3. How do I configure my printing scale to print labels using the List Price?**
Look up the calculated List Prices for your by-weight items in your **Pricebook** and enter them into your standalone printing scale. Follow your scale's manufacturer's instructions for entering prices into the scale.
- 4. How do I configure the POS to read labels printed from the scale as the List Price?**
 - a. On the POS, navigate to **Tools** → **Store Setup** → **Credit Card**.
 - b. In the Cash Discount section, turn the **Price-embedded UPCs are toggle ON** so it displays **CC Prices**.
 - c. A warning message will appear. Verify your scale settings and confirm to save.

Troubleshooting for Support

- 5. What happens if I turn the toggle off to keep using Cash Prices?**
The POS will continue to treat scanned labels as the Cash Price, but a warning popup will appear stating: *"Warning: Pricing Compliance. Stores with Cash Discount must use the Credit Card (List) Prices on their printing scales to ensure printed labels meet Visa compliance requirements."*

Auto Close Option for Paid at Kiosk Orders

How do you turn off auto close for orders placed and paid for at the kiosk?

- a. Navigate to Order Management → Settings → Preferences.
- b. Turn **OFF** the Enable Auto Close Paid Kiosk Orders toggle