



## Frequently Asked Questions

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### General Information

- 1. What is the Pricebook Import tool?**

This tool allows merchants to upload and import product data from other devices into the Panther POS Pricebook using CSV or XLSX files (up to 20 MB).
- 2. What is Remote Manager Override?**

Remote Manager Override allows authorized managers to approve restricted actions (such as refunds or voids) from their mobile device via the My NRS Store app. This removes the need for managers to be physically present at the register.
- 3. What is the User Feedback System?**

This is a built-in widget that allows merchants to report issues, suggest ideas, or rate their experience. It appears in several locations, including at the bottom of scrollable screens and in the empty register basket area.
- 4. Will I be asked for feedback automatically?**

Yes. The “Specific Feedback” popup will appear after you run a new process for the first time, complete select tasks, or finish a hardware setup to help improve the user experience. However, providing feedback is optional.

### Setup & Requirements

- 5. How do I import my Pricebook file?**
  - a. Navigate to **Products** → **Import Pricebook**.
  - b. Upload your file.
  - c. Review your data.
  - d. Import.

## How Processes Work

### 7. What fields are required for a Pricebook import?

During the **Review Data** step, you must ensure the following mandatory fields are mapped to your columns:

- **UPC/PLU:** The numeric product code.
- **Department:** The category for the product.
- **Base Price:** The selling price before taxes/fees.
- **Name:** The product name shown on receipts and the POS.

### 8. How do I know if my import was successful?

Once processing is complete, the screen will show **Processed Successfully** and the count of items added.

- Tap **Show All** to see a table of imported products (UPC, Name, Price, etc.).
- If errors occurred, you will see a message stating “[number] products not processed” with a link to download a CSV of the invalid products.
- If it was not processed successfully it will show 0 imported products and departments.

### 9. How does a cashier request a Remote Override?

- Attempt a restricted action in the Register and select **Remote Manager Override**.
- Choose a manager from the dropdown. A 60-second timer will begin on your screen.
- Once the manager approves the notification on their phone, the POS displays **Approved!**. Tap **OK** to continue.

### 10. How do I report a bug through the Feedback System?

- Tap the widget and select **Report Issue**.
- Choose the affected feature from the dropdown and describe the problem.
- Upon sending, you will receive a **ticket reference number** for tracking.

## Troubleshooting for Support

### 11. Why did my Pricebook import fail?

- **File Size:** Ensure the file is under 20 MB.
- **Format:** Ensure you are using .CSV or .XLSX.
- **Missing Data:** If mandatory fields (like UPC or Base Price) are not provided, an error message will block the import.

### 12. What happens if a Remote Override request times out?

If no response is received within 60 seconds, the message “No manager responded in time” appears. The cashier must tap **OK** and restart the request.