Frequently Asked Questions
Panther .58

General Information

1. What is the Cash Discount Report?
The Cash Discount Report provides an in-depth look at how your Cash Discounting/Global Price Increase (GPI) setup impacts your credit card batches.

2. What does the "Combine Identical Items" setting do?
By default, ringing up multiples of the exact same item groups them into a single row on the basket screen. Disabling this feature breaks them into distinct individual lines, letting you attach unique modifiers, notes, or specific discounts to each item separately.

3. What is the Specific Feedback tool?
It is an automated checkpoint designed to maintain software usability. When you finish executing a brand-new feature, a complex workflow, or a hardware configuration setup, the system prompts a satisfaction poll to gather real-world usage feedback.

Setup & Requirements

4. Where do I locate the Cash Discount Report?
Navigate to **Reports** → **Cash Discount**. You can filter the data by choosing **Today**, **Yesterday**, **Last 7 days**, or **Last 30 days** via the dropdown menu, or map a range directly inside the built-in calendar view.

5. How do I separate duplicate items into separate lines in the basket?
a. Navigate to **Settings** → **Register Settings** → **Configurations** → **Basket Parameters**.
b. Locate the **Combine Identical Items** toggle and switch it **OFF**.

How the Process Works

6. What is the Cash Discount Summary layout?
The summary dynamically updates in a single cross-section of three columns:

- **Total Batched:** Shows your item card sales with GPI factored in, credit card taxes, and items explicitly excluded from your GPI rules (Cash Price items).

- **Deductions:** Tracks overall consumer-paid GPI values along with cash discount credits applied directly to tax amounts and excluded inventory.
- **Estimated Deposit**: Provides a calculation of your expected payout using the formula: [Total batched amount] - [Total GPI amount] = [Estimated deposit amount].

7. Can I export my batch and pricing data from the reports?
Yes. Tapping **Export All** on the top right exports the entire report history to CSV. Alternatively, you can use the localized **Share** icons placed next to the summary panel or individual batch breakdown tables to generate independent CSV files.

8. How does the new Store Load interface work during setup?
When setting up a terminal via **Sign In → Load My Store**, the redesigned load screen features an optimized credential verification process that includes an optional “Show Password” visibility button.

Troubleshooting for support

9. Why is my Cash Discount Report completely blank?
The report calculates parameters *exclusively* based on batching. If your POS terminal has not processed a manual or automated credit card batch within the targeted timeline parameters, the report will be empty.

10. Why are duplicate items still grouping together after turning the setting off?
The configuration toggle strictly governs items scanned or tapped directly into the active register interface. It will **not** split rows if you:
- Manually modify or scale product quantities inside the core **Product View** panel.
- Swipe an existing row on the register touchscreen to increase the quantity amount.

11. How do I bypass the automatic satisfaction feedback popup?
If you do not want to record a review at that moment, tap **Skip for now** on the footer of the screen to minimize the popup panel.