NATIONAL RETAIL SOLUTIONS

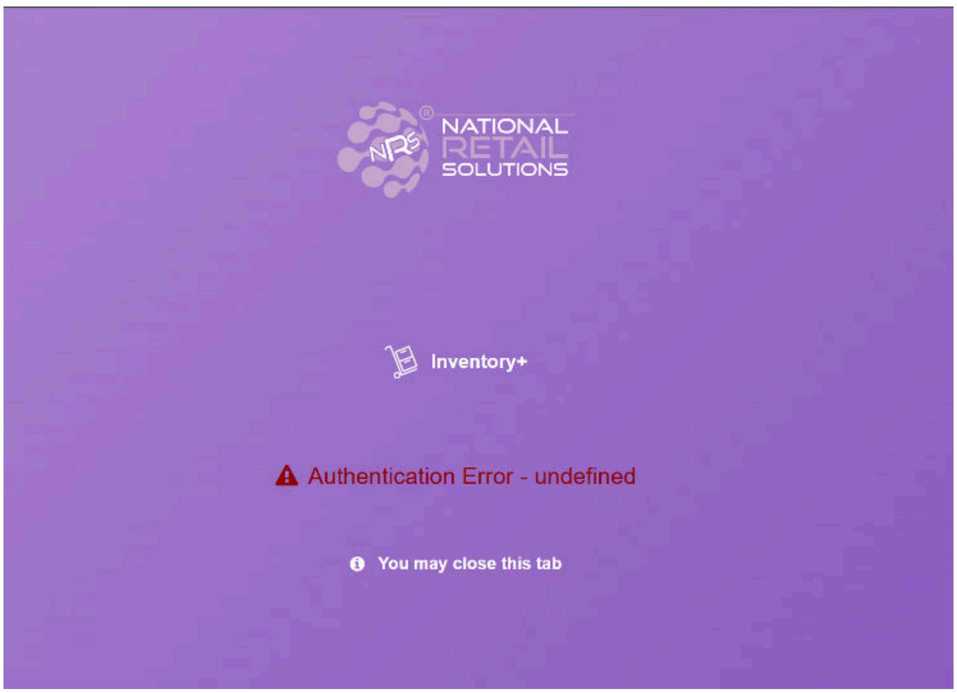
Inventory+

STOCK SMARTER · SELL MORE · GROW FASTER

FAQ

1. Logging in

a. **Why do I get this message ?**
   If merchant portal session ends - session will fail

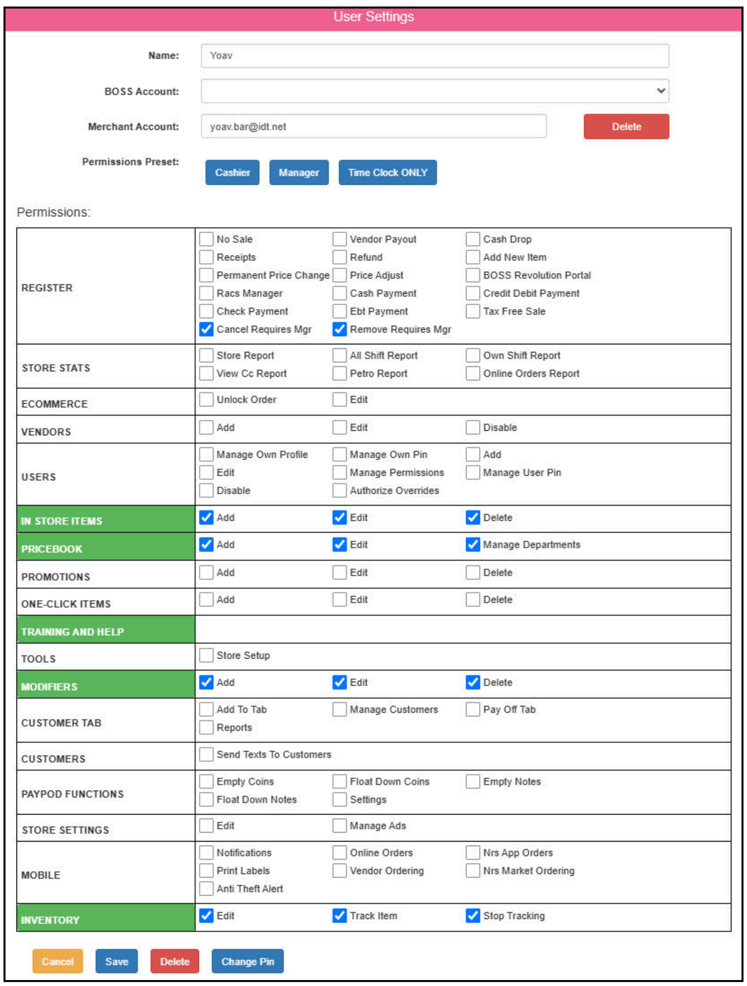


2. Onboarding

a. **Do I need to do anything before using the feature?**
   i. <u>Inventory Setup:</u> If the customer is completely new user to NRS - inventory setup (threshold setup) must be performed In MP before license activation
   ii. <u>Terms and Conditions:</u> Once licensed the inventory tile in MP will be replaced with Inventory+ tike - clicking it will launch terms and conditions agreement for the user to approve
   iii. <u>Onboarding:</u> Clicking the tile again will launch the onboarding process which can take up to 20 min

b. **Why are dashboards and insights empty?**
   They are populated by purchasing invoices, once you create traffic, they will start showing data

c. **How to set up a user in MP with limited access to inventory only?**
   In case the owner doesn't want the employee to have full access to MP, and will only manage inventory
   i. POS:
      1. Tools - Store Setup - Portal Account - Add user
   ii. MP:
      1. Users and Payroll - Add a user + email - edit - Permissions:



User Settings

Name: Yoav

BOSS Account:

Merchant Account: yoav.bar@idt.net Delete

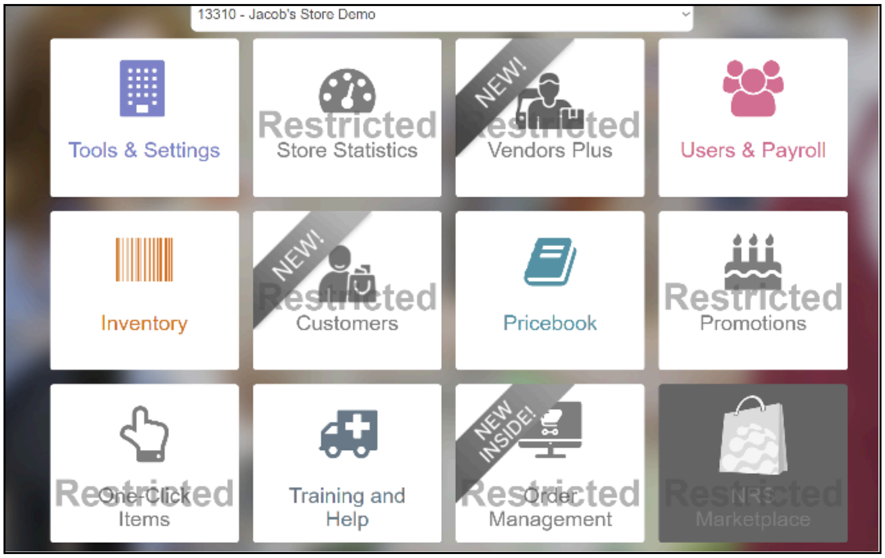
Permissions Preset: Cashier Manager Time Clock ONLY

Permissions:

REGISTER	☐ No Sale ☐ Receipts ☐ Permanent Price Change ☐ Racs Manager ☐ Check Payment ☑ Cancel Requires Mgr	☐ Vendor Payout ☐ Refund ☐ Price Adjust ☐ Cash Payment ☐ Ebt Payment ☑ Remove Requires Mgr	☐ Cash Drop ☐ Add New Item ☐ BOSS Revolution Portal ☐ Credit Debit Payment ☐ Tax Free Sale
STORE STATS	☐ Store Report ☐ View Cc Report	☐ All Shift Report ☐ Petro Report	☐ Own Shift Report ☐ Online Orders Report
ECOMMERCE	☐ Unlock Order	☐ Edit	
VENDORS	☐ Add	☐ Edit	☐ Disable
USERS	☐ Manage Own Profile ☐ Edit ☐ Disable	☐ Manage Own Pin ☐ Manage Permissions ☐ Authorize Overrides	☐ Add ☐ Manage User Pin
IN STORE ITEMS	☑ Add	☑ Edit	☑ Delete
PRICEBOOK	☑ Add	☑ Edit	☑ Manage Departments
PROMOTIONS	☐ Add	☐ Edit	☐ Delete
ONE-CLICK ITEMS	☐ Add	☐ Edit	☐ Delete
TRAINING AND HELP			
TOOLS	☐ Store Setup		
MODIFIERS	☑ Add	☑ Edit	☑ Delete
CUSTOMER TAB	☐ Add To Tab ☐ Reports	☐ Manage Customers	☐ Pay Off Tab
CUSTOMERS	☐ Send Texts To Customers		
PAYPOD FUNCTIONS	☐ Empty Coins ☐ Float Down Notes	☐ Float Down Coins ☐ Settings	☐ Empty Notes
STORE SETTINGS	☐ Edit	☐ Manage Ads	
MOBILE	☐ Notifications ☐ Print Labels ☐ Anti Theft Alert	☐ Online Orders ☐ Vendor Ordering	☐ Nrs App Orders ☐ Nrs Market Ordering
INVENTORY	☑ Edit	☑ Track Item	☑ Stop Tracking

Cancel Save Delete Change Pin

iii. This will result is a restricted access to MP features and will leave the employee with only the relevant permissions:



3. Vendors

a. **Where can I see my vendors list?**
   Vendors are positioned in the "settings page"
b. **Where do I create new vendors:**
   You can create vendors anywhere - vendors list is synced regardless of where you create and where you view them
c. **How do I add EDI vendors**
   i. Auto Search for EDI: Inventory+ will review invoices as they are generated, if a vendor exists in the system as EDI, it will automatically be added
   ii. Existing EDI vendors in master list - When creating a new vendor, EDI ones will have a suffix to their name so they can be spotted. Once added, the user can configure them
   iii. Requesting to onboard a vendor
   TBD

4. Purchasing

i. **How long does it take for an EDI invoice/PO to be transmitted?**
   EDI sync intervals happen every 30 min approximately
ii. **How can I tell an EDI transition was sent?**
   In the main table of the tab, in the "Status" column

5. Audits/inventory change

a. **Why can't I make a quantity change for an item?**
   Inventory+ is restricted to 1 quantity change per day

6. Support and Help

a. **Where can I get help**
   i. Inventory+ Knowledge base - Inside the Inventory+ workspace
   ii. NRS customer supports