NATIONAL RETAIL SOLUTIONS

Enhancements FAQs • August 2026

General Information

1. **What visual changes were made to Pricebook details to help with profit management?**
When viewing Pricebook Details, a new **Profit** field displays beneath Cost. It shows your exact profit margin per item using the format:
Profit: $[dollar amount]/Item ([percentage]% margin).
If the profit margin is zero or negative, the percentage text displays in red.

Setup & Requirements

2. **How do store owners control employee permissions for holding register baskets?**
a. Go to **Users** → **Permissions** → **Register** (accessible via POS, Panther POS, Merchant Portal, or My NRS Store app).
b. Check the **Hold Basket** permission to grant a user permission to hold and restore active baskets on the POS register.

    - Note: If a user without permission attempts to tap Hold on the register it will trigger Manager Override.

How Processes Work

3. **How do I perform bulk cost adjustments using Multi-Select in the Pricebook?**
a. Navigate to **Pricebook** → **Group Edit** (set selection to Items or Departments).
b. Select **Setting a Fix Amount for All Items** from the **Adjust Cost By** dropdown.
c. Input your desired cost amount and tap **OK** to apply the fix across all selected items simultaneously.

4. **How do I bulk-delete items using Multi-Select in the Pricebook?**
a. Navigate to **Pricebook** → **Group Edit** and select your items/departments.
b. Click the red **Delete All** button at the bottom of the screen.
c. Review the confirmation popup warning and tap **Yes, Delete Selected Items**.

5. **Where do I view total gross profit in Store Statistics reporting?**
Navigate to **Merchant Portal → Store Statistics → Profit Report**. The report features two totals at the bottom of the returned data:

- **Page Total:** Calculates the sum of Gross Profit for items listed on the current page.
- **Grand Total:** Calculates the aggregate sum of Gross Profit across all returned results for the full selected date range.

Troubleshooting for Support

6. **Why does a No Profit warning popup appear when editing an item price?**
Setting an item's selling price equal to or below its unit cost triggers a popup warning that there is no profit margin. Tap **Back to Editing** to adjust the price, or **Save Anyway** to proceed. Note: This warning does not trigger if the cost is entered as $0.00.

7. **Why can't I search for historical statistics prior to 3 years ago?**
Advanced Data fields in Store Statistics enforce a strict 3-year historical lookup cap. The calendar tool blocks custom start dates earlier than January 1st occurring 3 years prior to the current year, displaying: "Start date must be on or after January 1, 2023". Contact NRS if you require older archived records.

8. **Where did the Add UPC button go in Inventory Management?**
The button has been renamed to **Track UPC**. This button works the same as the previously named Add UPC button, only the name has changed. Clicking it opens the UPC lookup workspace where you can search for and track specific item barcodes.