



Mobile App 2.23

Frequently Asked Questions

General FAQs

1. How do I manage multiple store logins?

If your account is linked to multiple locations, you will be prompted to select a store from an alphabetical dropdown menu before completing your login.

- **New Logins:** The dropdown displays empty with no default selection.
- **Returning Logins:** The last store you logged into is automatically pinned to the top of the list and highlighted.

2. Where do I find third-party delivery reports in the app?

The local app report does not display third-party order metrics directly. Navigate to the **Store Report** and scroll to the new Third-Party Integrations section to see quick-jump links that redirect you to their respective Merchant Portal links.

- Note: If there is no current integration with a third-party delivery platform, instead of linking its Merchant Portal its channel will say "Not integrated yet."

3. Why can't I select statistical report dates from several years ago?

The My NRS Store app now enforces a 3-year data retention limit. The custom calendar tool will block searches that pre-date the January 1st that occurred 3 years prior to the current year. Contact NRS directly if you require older archived records.