Panther .61 Release

Item Discount *(Formerly Basket Discount)*

General Information

1. **How does the new Item Discount work differently than the old Basket Discount?**
   Item Discount (formerly named Basket Discount) now applies strictly to the items sitting in the basket at the exact moment the discount is added, rather than continuously applying to new items scanned later.

2. **Does the discount behave differently depending on whether I use dollars or percentages?**
   No. Both dollar-off discounts (e.g., $1 off) and percentage-off discounts (e.g., 5% off) follow the exact same rule and apply only to items present when the discount is triggered.

How the Processes Work

3. **How does the updated Item Discount work at checkout?**

   Adding New Items: Products scanned **after** the Item Discount is applied will not receive the discount.

   Removing Items: If an item receiving the discount is removed from the basket, the remaining items retain their original applied discount amounts without shifting.

   Increasing Quantity: If you increase the quantity of an item that already has an Item Discount applied, the discount automatically extends to cover the additional units of that same product.

Troubleshooting for Support

4. **Why didn't my Item Discount apply to a product I just scanned?**
   Item Discounts do not automatically cascade to new items added **after** the discount is added. To apply a discount across your entire current balance, scan all customer items into the basket first before adding the Item Discount dollar or percentage value.

5. **What happens to the discount if I increase the quantity of a discounted item?**
   If you increase the quantity of a product that already received an Item Discount, the system automatically extends that same discount rate to cover the new units of that item.

6. **Will removing one discounted item from the basket affect the remaining items?**
   No. If a customer decides not to buy one of the discounted items and you delete it from the register basket, the remaining items keep their applied discounts without any changes.