POS Release Notes FAQs

Nightshade .1

November 2026

1. **Why am I seeing the Contact My Customers button if my store doesn't have the license for it?**
   The **Contact My Customers** sidebar button is now visible to all Loyalty License users. Clicking it opens an informational window detailing the feature's premium capabilities and instructions on how to upgrade or activate the license.

2. **How do I manually type a specific loyalty point adjustment instead of clicking the adjustment arrows repeatedly?**
   Inside the Edit Loyalty Balance panel, click directly on the number field itself. This allows you to type any positive or negative value up to 99,999 without using the step arrows.

3. **Why am I unable to adjust the DoorDash price markup percentage by clicking on the number field?**
   The price increase selector no longer allows adjusting the price markup percentage by clicking on the number field and instead requires using the increment/decrement arrows on either side of the percentage box to change the rates.