

NetSuite Point of Sale (NSPOS) Release Notes 2019.1.X



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NSPOS 2019.1.0 Release Notes

Applies to: NetSuite Point of Sale (NSPOS)

This document lists the updates provided in NetSuite Point of Sale (NSPOS) version 2019.1.0. Updates are not available to NetSuite POS customers until they have upgraded to the release. NetSuite will modify these release notes when needed to provide our customers with additional information.

- [Required User Actions](#)
- [Prerequisites](#)
- [Product Enhancements 2019.1.0](#)
- [Fixes 2019.1.0](#)
- [Replace the previous NSPOS Bundle with NSPOS for 2019.1.X](#)

Required User Actions

To use the functionality included in this release, your business must perform the following steps:

- [Replace the previous NSPOS Bundle with NSPOS for 2019.1.X](#)
- If listed as a requirement, modify configurations for specific enhancements or fixes.

Assistance and User Acceptance Testing (UAT)

- **Your assistance will be required to perform the upgrade.** Technical Support or another representative will contact you in advance to agree on the details.
- **Upgrade verification and UAT:** When your NSPOS upgrade is complete, we recommend testing at least one register in each store.

You can find our **Terminal Verification Checklist – NSPOS 2019.1.x** in the NetSuite Help Center > User Guides > NetSuite Point of Sale section.

You can use the checklist for verification after the upgrade and as a guide for performing initial User Acceptance Testing (UAT).

Prerequisites

- Your server and all registers must be on NSPOS release **2018.2.0 or greater** prior to moving to 2019.1.0.



Important: Backward compatibility is only available for the previous major release. If you upgrade to 2019.1.0 and some registers are still on 2018.1.0, it might impact your integration with NetSuite ERP.

- You must have the appropriate third-party applications installed. See the help topic [Prerequisites for NSPOS](#) under “Set up a Register” in the NetSuite Point of Sale Administrator Guide.

Product Enhancements 2019.1.0

This NetSuite Point of Sale (NSPOS) release includes enhancements to setting up gift certificates and cards, support for Microsoft SQL Server 2016, and features to maintain tenders in refunds from item returns.

- [Password Management Tools](#)
- [NSPOS Normal State Monitoring](#)
- [Pack and Download Register Logs for Troubleshooting](#)
- [Automatic Push of Unsent Transactions](#)
- [Display all Items that have the same UPC](#)
- [Enable Features for NSPOS](#)
- [Reprint Receipt Search](#)
- [Standardized Rounding for Discounts and Promotions](#)
- [Disable Partner Replication for Inactivated Workstations](#)

For full steps on how to use a feature, see the [NSPOS Administrator Guide](#). The guide is available from the NetSuite Help Center.

Password Management Tools

As part of our mission to ensure security throughout your NetSuite Point of Sale (NSPOS) register network, NSPOS 2019.1.0 introduces new password management tools. The criteria, tools and requirements meet Oracle security standards.

Administrators can configure password policies for all non-Administrator Roles, increasing or decreasing most requirements as needed for your business. Per the Payment Application Data Security Standard (PA-DSS) and Oracle security guidelines, administrators cannot adjust the password expiration period or password complexity for the Administrator Role.

- [Password Requirements](#)
- [Updating a Password Policy](#)
- [Minimum Security Standards Warning](#)
- [Procedure Change for New Employee Setup](#)
- [No Backward Compatibility for Password Policy changes](#)

Password Requirements

Beginning with NSPOS 2019.1.0, the default password policy for all non-Administrator Roles is:

- Length must be at least 8 characters, maximum 128 characters
- Must include at least 1 number (0 - 9)
- Must include at least 1 lowercase alpha character (a - z)
- Must include at least 1 uppercase alpha character (A - Z)
- Must include at least 1 non-alphanumeric character (!@#\$%^&*.:;~'`"/\+?- ,_|=()[]{}<>)

- Passwords expire after 180 days
- Account is locked after 5 failed login attempts
- If left idle for 15 minutes, a register having a user signed in becomes locked or switched to closed mode

Updating a Password Policy

Administrators make updates to a password policy by editing a Role's NetSuite ERP **RA-Operator Password Policy** record. Each Role has a separate record and can have a unique policy. Policy updates download to your registers during the normal synchronization process.

If a user is assigned a different Role, they might be required to change their password at the next login.

To set Password Policy Rules:

1. Log in to NetSuite as an administrator.
2. Go to Customization > Lists, Records & Fields > Record Types.
3. Locate the **RA-Operator Password Policy** row.
4. Click **List**.

The **RA-Operator Password Policy List** displays the current password setup for all Roles.

RA-Operator Password Policy List

VIEW

Default

Edit View

New RA-Operator Password Policy


FILTERS

SHOW INACTIVES

EDIT VIEW	INTERNAL ID	OPERATOR ROLE / GROUP ID	OPERATOR ROLE / GROUP ▲	MINIMUM LENGTH	REQUIRE NUMBERS
Edit View	4	700	Manager	8	Yes
Edit View	3	500	Opener/Closer	8	Yes
Edit View	5	900	POS Administrator	8	Yes
Edit View	2	200	Specialist	8	Yes
Edit View	1	100	xPOS Access	8	Yes

5. Click a Role's **Edit** link to make changes.

RA-Operator Password Policy		
Save	Cancel	Reset to Defaults
Main	Password Complexity Requirements	Password management
OPERATOR ROLE / GROUP Opener/Closer LAST MODIFIED BY 5/31/2019 8:51 am Integration Test DATE CREATED 12/5/2018 1:43 pm	MINIMUM LENGTH * <input type="text" value="8"/> <input checked="" type="checkbox"/> REQUIRE SPECIAL CHARACTERS <input checked="" type="checkbox"/> REQUIRE MIXED-CASE CHARACTERS <input checked="" type="checkbox"/> REQUIRE NUMBERS	EXPIRATION PERIOD IN DAYS * <input type="text" value="180"/> MAX INVALID LOGIN ATTEMPTS * <input type="text" value="5"/> AUTO LOGOUT PERIOD IN MINUTES * <input type="text" value="15"/> <input type="checkbox"/> REQUIRE PASSWORD CHANGE NEXT LOGIN

 **Tip:** Use the **System Notes** subtab on the record to view your history of Password Policy changes.

6. Select the **Operator Role/Group** to which the password policy will apply.
7. Set the desired policy for the **Role**:
 - **Minimum Length** – Enter the minimum password character length allowed.
 - **Values:** 8 – 128
 - **Default:** 8
 - **Require Special Characters** – If checked, password must include at least one non-alphanumeric character (!@#\$%^&*.:;~'`"/\+?- ,_|=()[]{}<>).
 - **Values:** Yes (checked), No (cleared)
 - **Default:** Yes
 - **Require Mixed-Case Characters** – If checked, password must include at least one uppercase alphabetic character (A - Z) and one lowercase alphabetic character (a - z).
 - **Values:** Yes (checked), No (cleared)
 - **Default:** Yes
 - **Require Numbers** – If checked, password must include at least one number (0 –9).
 - **Values:** Yes (checked), No (cleared)
 - **Default:** Yes
 - **Expiration Period in Days** – Number of days after current password was set before user is required to change their NSPOS password.
A value of 0 (zero) means that passwords do not expire.
 - **Values:** 0 – 365
 - **Default:** 180
 - **Max Invalid Login Attempts** – Number of failed login attempts before the user's account is locked. If a user is locked out, they cannot log in until an administrator unlocks their account.
See **Unlock an Employee's Account for NSPOS** under Company > Employees in the NSPOS Administrator Guide.
A value of 0 (zero) means the Invalid Login Attempts feature is disabled.
 - **Values:** 0 – 10
 - **Default:** 5
 - **Auto Logout Period in Minutes** – If a register is left idle for this period, the register automatically **locks down** NSPOS.
While locked down, the register can only be accessed by the person still logged on or an administrator.
A value of 0 (zero) means the Auto Logout (lock down) Period feature is disabled.
 - **Values:** 0 – 60
 - **Default:** 15



Important: The Auto Logout Period in Minutes does not determine when to log the cashier out. See [Lock Down vs. Log Out](#).



Note: The option name will change to **Auto Lock Down Period in Minutes** with the next e-fix release.

- **Require Password Change Next Login** – If checked, all users with the selected Role must change their password the next time they log in.
 - **Values:** Yes (checked), No (cleared)
 - **Default:** No



Tip: Use the **User Notes** subtab to list why a policy was changed. Click **New Note**.

EDIT	DATE	AUTHOR	TITLE	MEMO	DIRECTION	TYPE	REMOVE
Edit	6/27/2019 3:21 pm	JS	Policy update	Increased the minimum length to match HQ directive.		A hand written note.	Remove

8. Click **Save**.

Lock Down vs. Log Out

An automatic lock down disables access to your NSPOS registers while leaving your cashier logged in. A log out ends the cashier's NSPOS session.

- **When locked down:**
 - NSPOS appears closed, but the cashier is still logged in.
 - Any task or transaction that the cashier had open before lock down is kept open. This behavior means that the cashier can continue where they left off.
 - **Only** the logged in cashier or an administrator can unlock an NSPOS register.
- **When Logged out:**
 - The cashier is logged off NSPOS, closing the session. The register is not "locked down."
 - Any task or transaction that was open before log out is closed.
 - For administrators customizing NSPOS settings, logging out causes any unsaved changes to be lost.
 - **Any** cashier or other user can log into a register after the previous user has logged out.

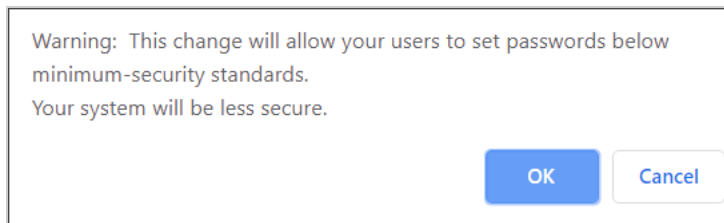
Warning: We strongly recommend never leaving an NSPOS register unattended with an open session under any circumstances. If a cashier must leave the register area, they should **log off** first.

Cashiers must log out when their shift ends. Otherwise, NSPOS will lock down after a predetermined period and a cashier starting a new shift on the register will be unable to log in.

To open a register that was left locked after shift end, either the logged in cashier must return to unlock NSPOS or the manager must locate an administrator to perform the task.

Minimum Security Standards Warning

If an administrator sets one or more password fields to values that do not meet minimum recommendations, NetSuite displays a warning when they click **Save**.



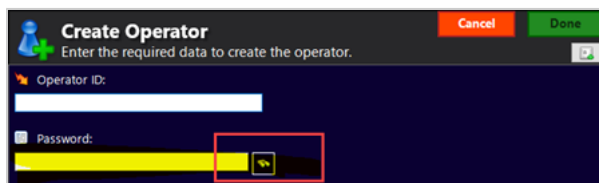
The administrator can:

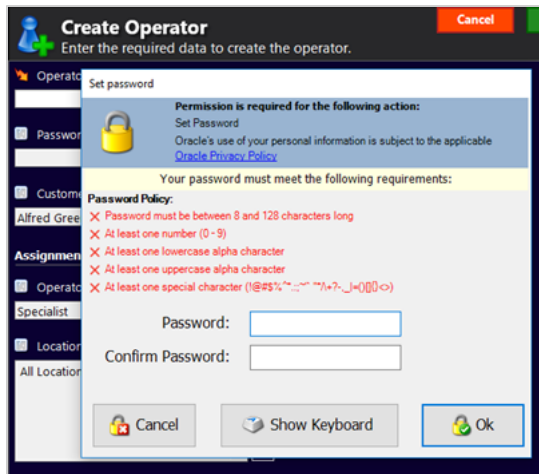
- Click **OK** to update the policy, or
- Click **Cancel** to go back and adjust the settings.

Procedure Change for New Employee Setup

NSPOS 2019.1.0 includes a change to how the administrator sets up the temporary password for new employees. Employees and other users are often called operators in NSPOS.

Before 2019.1.0, the operator's password was set directly on the **Create Operator** form. Now, the administrator must tap the search icon and enter it in a separate form. If a password does not meet the current policy, the requirements for the role display to guide you.





No Backward Compatibility for Password Policy changes

The NSPOS 2019.1.0 password policy feature will not synchronize to registers that are on a previous release. For a policy to apply to all registers, you must upgrade all registers to 2019.1.0 or later.

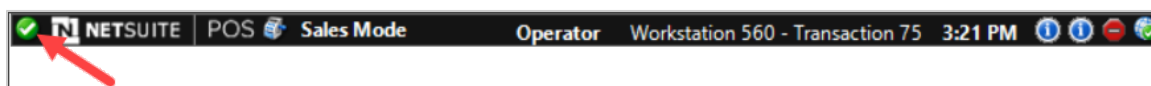


Important: Upgrade all registers to ensure your password policy applies to your entire register network.

NSPOS Normal State Monitoring

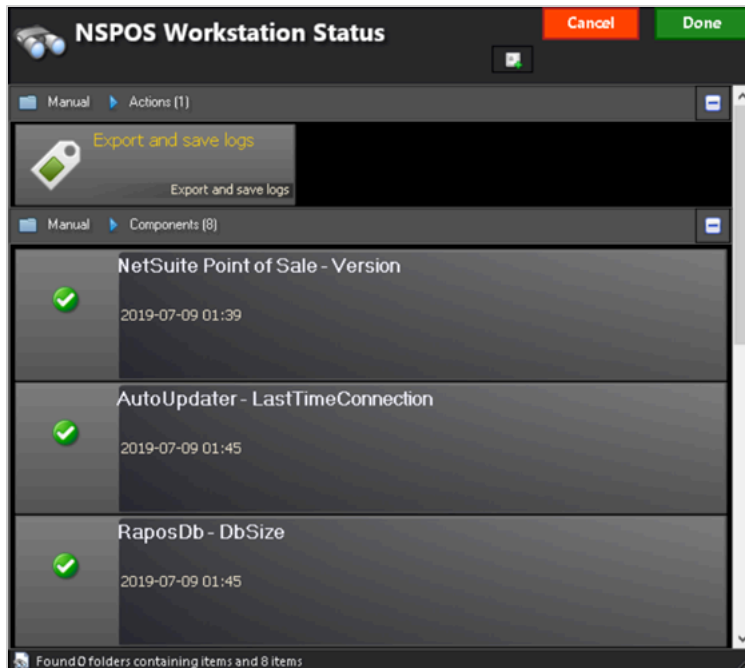
NetSuite Point of Sale (NSPOS) 2019.1.0 introduces a new monitoring feature. The feature can alert you in the event that NSPOS components installed on a register are not functioning within their “normal state” parameters. It also lists the Operating System (OS) and SQL Server versions in use, and whether NSPOS supports those versions.

An icon at the top left provides the **Normal State** status:



- **Green (OK)** — All components are functioning normally.
- **Amber (Alert/warning)** — Minor errors are occurring in one or more components, but the cashier can continue using the register. Assistance from NSPOS Customer Support is advised.
- **Red (Error)** — Major errors are occurring in one or more components. The administrator must contact NSPOS Customer Support.

Tapping the **Normal State** icon displays a list of NSPOS components and their status.



To provide NetSuite Customer Support with information about an error state, the NSPOS Workstation Status page includes an option to **Export and save logs**. This option is described in the next section, [Pack and Download Register Logs for Troubleshooting](#).

NSPOS Workstation Status Saved Search

To give you an overview of all registers in your network, we've added a saved search to your NetSuite ERP account for NSPOS. The search returns information about all registers that are in an **Error** or **Warning** state. Results include the:

- Workstation Name
- Location
- Lane Number
- State (status)
- Details about the workstation state

You can export the results in .csv or other formats.

Running a Workstation Status Search

1. Log in to NetSuite as an administrator.
2. Go to Reports > Saved Searches > All Saved Searches.
3. Locate the **NSPOS Workstation Status** row.
4. Click **View**. The results display.
5. To save and share the results, click an export icon.



Pack and Download Register Logs for Troubleshooting

NetSuite Point of Sale (NSPOS) 2019.1.0 **Normal State Monitoring** includes a download feature you can use to send Customer Support the logs used for troubleshooting. To simplify gathering the information, NSPOS packs logged events into a .zip file that is saved to your replication server. Automatically saving log files to the server ensures that logs are available regardless of the state of a register's file system.

The log package contains logs from these register components:

- NSPOS
- ReplicationPushAgent
- AutoUpdater
- MonitoringAgent

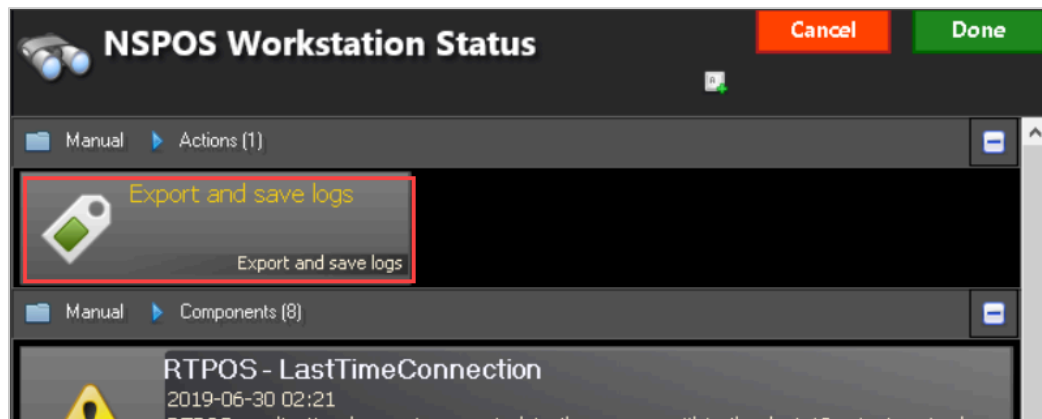
In general, the faster Support receives a log package containing information about an issue, the faster they can resolve it. For this reason, downloading of the log package is available to both you and Support. If you want to send a downloaded log package to Support, but your email policies prohibit sending .zip files, you can attach the .zip to a Support Issue.

To Pack and Download a Register Log Package:

1. Sign in to an NSPOS register as an administrator.
2. Tap the **Normal State** icon in the upper left. The appearance will vary depending on what issues, if any, are affecting the register.



3. Tap **Export and save logs**.



4. Tap **Save**.

Frequency

- NSPOS sends register log packages to the server one time per day.
- NSPOS removes log packages from the server after 30 days.

Automatic Push of Unsent Transactions

One of the highlights of NetSuite Point of Sale (NSPOS) is the ability to work offline, without an internet connection. NSPOS holds the transactions that are performed offline and “pushes” them to the server when the connection is reestablished.

However, if the connection cannot be reestablished and the register has to be restaged, unsent transactions could be lost. In the past, Customer Support had to manually extract those transactions and push them to the server prior to restaging.

Solution

Beginning with NSPOS 2019.1, when a register is restaged we automatically check the database for unsent transactions. If transactions are found, the installer moves the necessary data to a backup file. When restaging is complete, NSPOS recreates the transactions and pushes them to the server. These steps can normally be performed without the need for manual intervention.

When Manual Intervention is Needed

If issues prevent the file from being automatically pushed, NSPOS notifies you using the following message to seek assistance from Customer Support.

Support will work with you to locate and send the file. They will manually push the transactions to the sever. Note that the filename holding the unsent transactions has the extension **.bcp.manual**.



Note: Restaging a workstation as a different register will require Support to perform a manual push.

Display all Items that have the same UPC

In the event that two or more items have the same UPC, this NetSuite Point of Sale (NSPOS) 2019.1.0 feature displays the possible choices in a list. The feature is most relevant for matrix child items having the same UPC.

Background

Retailers can use matrix items to offer shoppers options that customize their purchase. One example is offering shoppers a choice of color or size. Another matrix-item example is a choice of related sub-items. This matrix setup uses parent > child, child, child choices.

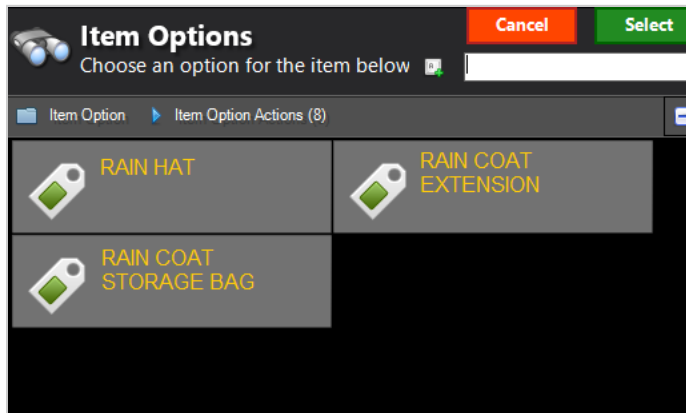
An example is a rain coat matrix item where the shopper can purchase the coat and choose one accessory:

Level	Item Name	Item ID	UPC
Parent	Rain Coat	ITM1111	5555-44444-1
Child	Rain Hat	ITM1112	55555-44445-3
Child	Rain Coat Storage Bag	ITM1113	55555-44445-3
Child	Rain Coat Extension	ITM1114	55555-44445-3

Notice that each child has the same UPC. The desired behavior is that the cashier can easily ensure that the item added to the Journal is the item that was scanned. Instead, having multiple items with the same UPC meant that scanning one item at checkout could add a different item to the Journal.

Solution

NSPOS 2019.1 enhances behavior used for items with matching UPCs. Now, if a parent item includes multiple child items that have the same UPC, NSPOS displays all items that match. The cashier can select the correct item from a list. The following is an example list using NSPOS test data.



The behavior when matrix child items have different UPCs did not change.

Note: This functionality applies to non-matrix items as well. If two or more items have the same UPC, NSPOS will display a list to choose from.

Enable Features for NSPOS

In NetSuite Point of Sale (NSPOS) 2019.1.0, we introduce a new **Enable Features** record specifically for NSPOS. The design and concept are similar to the NetSuite ERP Enable Features page under Setup > Company > Enable Features.

The plan is to provide administrators with a single page from which to enable or disable common NSPOS features.

This release rolls out the new page with options to enable and configure gift cards and certificates. Future releases will include options for other aspects of your NSPOS environment.

To Enable/Disable Gift Cards / Certificates from the NSPOS Enable Features page:

Warning: If you currently use gift cards or certificates, do not clear the **Enable Gift Cards** check box unless you are 100% sure that you want to stop selling them. Disabling the feature, even if as a test, will block the ability to sell gift cards or certificates on NSPOS registers.

1. Log in to NetSuite as an administrator.
2. Go to Customization > Lists, Records & Fields > Record Types.
3. Locate the **NSPOS Enable Features** row.
4. Click **List**.

5. Select to **Edit** or **View** the **Enable and Configure Gift Cards and Certificates** record.
6. Leave the **Custom Form** set to **Custom NSPOS Features Form**.
7. Scroll to the **Gift Cards** section.
8. Use the **Enable Gift Cards** box to determine whether your business can sell and redeem gift cards and gift certificates.
 - Check the box to enable the option.
 - Clear the box to disable the option.
9. If desired, click the **RA-GC Type** to manage your gift card types. The link opens in a new tab.

You can add a new type or prefix from the page that opens. For more information, review the Help Center topic [Set up NSPOS Gift Cards/Certificates in NetSuite ERP](#) in the NSPOS Administrator Guide. Scroll to the sections on **Types** and **Prefixes**.

Warning: Use caution when updating existing types or prefixes. Changes can cause issues with cards already sold.

10. If you chose **Edit** and made changes, click **Save**.

Reprint Receipt Search

Reprinting receipts is a vital function for many retailers. The Reprint Receipt Search feature in NetSuite Point of Sale (NSPOS) 2019.1.0 expands your ability to find a prior transaction and print the associated receipt. The feature lets you print a receipt even when the originating register has been restaged and its database no longer has the requested transaction history. You can also use it when a reprint is requested from a different register.

The feature works by leveraging your server connection to locate any transaction that occurred within the same Subsidiary.

- [How Reprinting Receipts worked previously](#)
- [Guidelines for using Reprint Receipt Search](#)
- [Setting up a Button to Search for and Reprint Receipts](#)
- [Reprinting a Receipt](#)
- [Enabling Receipt Searches to Include All Stores](#)



Important: Due to the method used to dynamically recreate a receipt, receipts from transactions prior to NSPOS 2019.1.0 will not be available using this new **Reprint Receipt Search** feature.

How Reprinting Receipts worked previously

In previous versions of NSPOS, a cashier could only reprint a receipt from the register on which the original transaction occurred. However, when a NSPOS register is restaged to get an upgrade or to fix an issue, all transaction information is removed from the register's database. Restaging meant that the information needed to recreate receipts for older transactions could be lost.

Due to the popularity of backward compatibility for upgrades, limiting reprints to the last restaging date no longer made good business sense. Moving forward, we believe this 2019.1.0 search and reprint feature will meet both your needs and those of your customers.

Guidelines for using Reprint Receipt Search

The following guidelines apply:

- Register used for reprinting must be online (connected to the replication server).
- Original transaction register and register used for reprinting must both be in the same Subsidiary.
- Reprints use the original receipt template. Logos and other images will use the most current image.
- You can reprint using any supported printer.
- Administrators can choose to enable an "all-store" search or keep it limited to a "same-store" search (default).

The search form has the option to **Include server in search**. Use this option to locate transactions made on other registers within the same store or on a register that was restaged after the transaction was made.



Administrators have a behind-the-scenes option to **Include all stores** in a receipt search. Because an “all store” search can cause the lookup to run for an extended time, the form defaults to searching within the same store. The “same store” default is also in place for retailers who do not perform business across store locations. There is no check box on the search form to include all stores.

Setting up a Button to Search for and Reprint Receipts

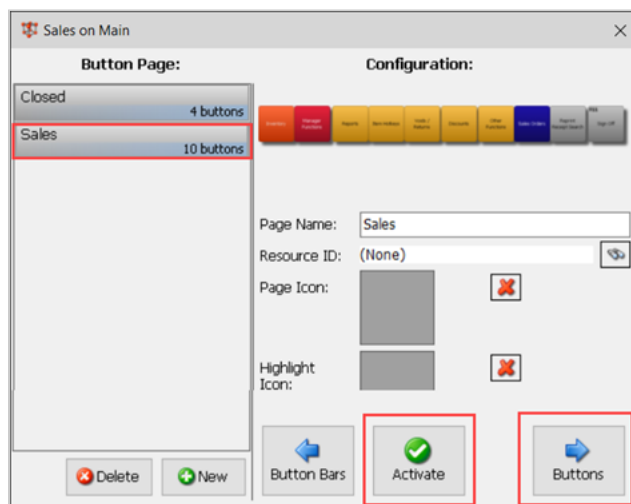
To use the new **Reprint Receipt Search** feature, you can set up a new button or you can remap an existing button. One option is to remap your current **Reprint Receipt** button.

To set up a Reprint Receipt Search button:

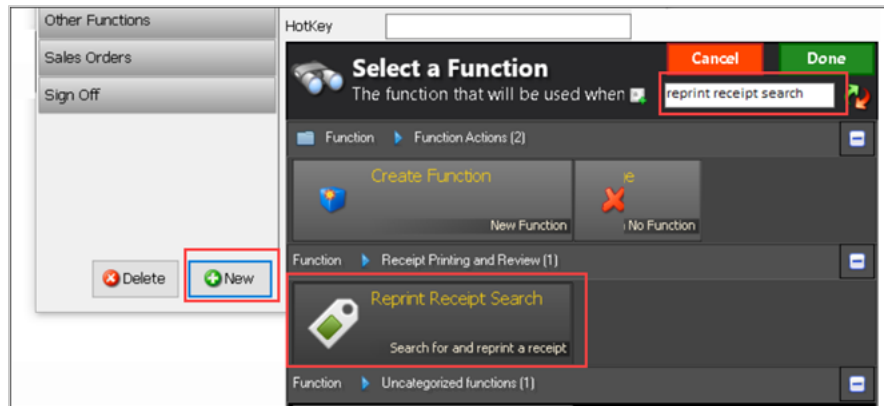
The button setup should be applied to one register in each Workstation Group. If you do not use Workstation Groups, you can use any NSPOS register to “universally” set up the button.

✓ **Tip:** The button will not appear on other registers until NSPOS is closed and restarted on those registers.

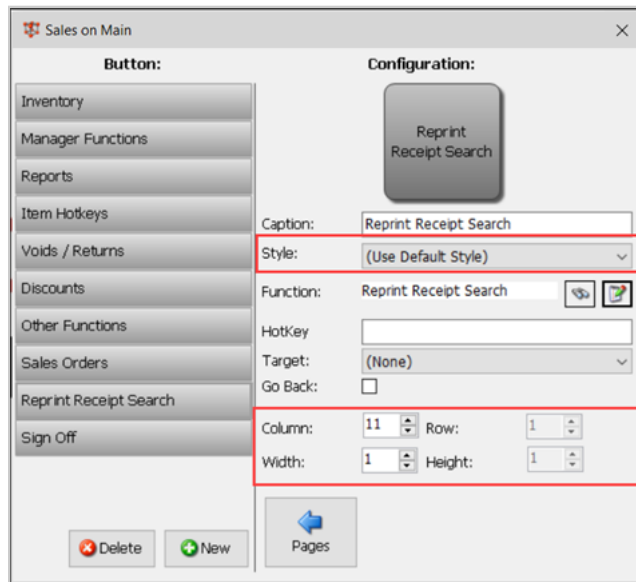
1. Sign in to an NSPOS register.
2. Tap Manager Functions > System Configuration > Button Edit.
Or press **Ctrl+F12**, search for and tap **Button Edit**.
3. Select whether to put the button on the **Side** or the **Main** button bar.
4. Tap **Pages**.
5. Tap the **Sales** or other row in the **Button Page** list.
6. Tap **Activate** so that you can see the changes immediately.



7. Tap **Buttons**.
8. Choose whether to create a new button or remap an existing button. Either:
 - Tap **New** to create a button.
 - Select an existing button to remap it. For example, you can remap your current **Reprint Receipt** button.
9. Search for **reprint receipt search**.
10. Tap **Reprint Receipt Search**.



11. Tap **Done**.
12. If desired, choose a color from the **Style** list.
13. Set the placement for your button by changing the **Column** and **Row** fields.
14. If you want to make your button smaller or larger, adjust the **Width** and **Height**.



✓ **Tip:** Because you tapped **Activate** earlier, you can see the changes behind the edit form.

15. Close the **Button Edit** form when your setup is complete.
The button will not appear on other registers until NSPOS is closed and restarted on those registers.

⚠ **Important:** If you use Workstation Groups, repeat these steps for one register in each group.

Reprinting a Receipt

Follow this procedure to reprint a receipt in NSPOS 2019.1.0 or greater. Note that the more specific your criteria, the faster and more specific the results will be.

To reprint a receipt in NSPOS 2019.1.0 or greater:

1. Tap **Reprint Receipt Search**.
2. At the **Would you like to print the last receipt?** prompt:
 - Tap **Yes** to print the receipt for the last transaction.
The receipt prints and the task is complete.
 - Tap **No** to search for a transaction.
Follow the remaining steps.

3. Enter search criteria in the form.
 - **Transaction ID** — If known, enter the complete ID. This method provides the fastest results.
Except for the **Include server in search** check box, entering a Transaction ID causes the other search fields to become unavailable.
 - **Customer** — Enter a portion of the customer's name or tap **Look up customer**.
 - **Item** — Enter a portion of the item name or tap **Look up item**.
 - **Transaction amount** — Enter a **Minimum amount** or a **Maximum amount** to locate the transaction by how much the customer paid.

For example, if the transaction is estimated to have been over \$30.00, enter 30.00 as the minimum amount. You can enter amounts in both fields to search within a range. Enter positive amounts, even if the transaction was a return that listed negative amounts.

Note: This form does not use decimal assumption to automatically add decimal places to an amount.

- **Transaction date** — Enter a **From** or **To** date to locate the transaction by when it occurred.
You can enter dates in both fields to search within a range.

- **Include server in search** — If the transaction did not occur on the register used for the search, check this box to include all registers within the store.

Including the server also searches for transactions that took place before a register was restaged. If the register used in the search made the original transaction and has not been restaged since then, you can improve search efficiency by not checking **Include server in search**.

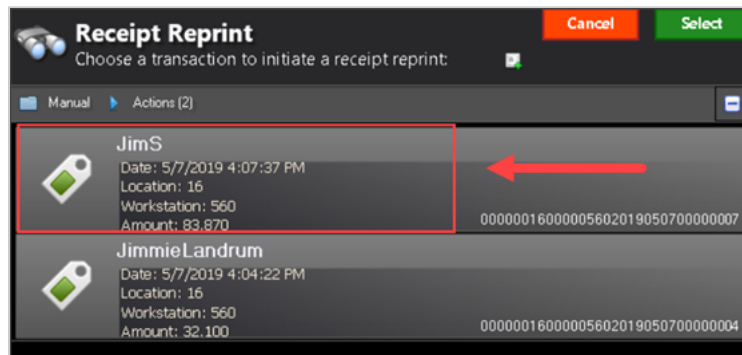


Important: Due to the method used to dynamically recreate a receipt, receipts from transactions prior to NSPOS 2019.1.0 will not be available using this new **Reprint Receipt Search** feature.

4. Tap **Done**.

If no receipts match your criteria, NSPOS prompts you to search using different criteria.

5. Tap the desired receipt to print it.



Enabling Receipt Searches to Include All Stores

By default, searching past transactions to reprint a receipt is limited to the store in which the purchase was made. However, your business needs for reprinting receipts might include searching across all stores. This section describes how to enable the **Include all stores in search** option.

Although you can enable searching across all stores, note that it can slow down performance at the register. Depending on the number of stores and registers active in your business, the delay in returning the desired transaction could be long.

You can limit which registers can run an all stores search by choosing the appropriate tab. Options include limiting it to the registers in a Workstation Group, an individual register, or registers within a particular store.

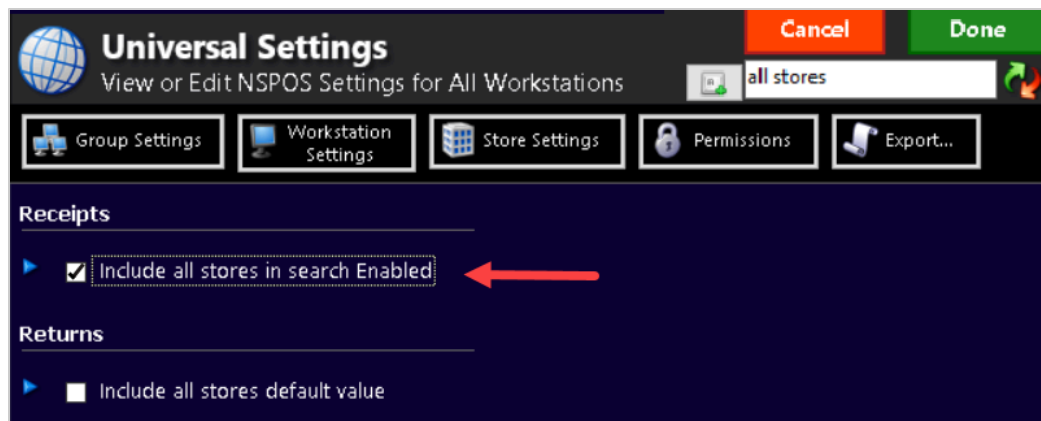
- **Universal Settings** — Enable the option from this tab to authorize all registers in all stores.
- **Group Settings** — Open this tab to limit all store searches to registers within the enabling register's Workstation Group.
- **Workstation Settings** — Open this tab to limit all store searches to the register used to enable the search option.
- **Store Settings** — Open this tab to limit all store searches to registers within the enabling register's store.

Tip: The **Reprint Receipt Transaction Lookup** form will not show that the all stores option is enabled. The form does not include a check box for that purpose.

Important: Including **All stores** in a search can slow down search performance. We recommend restricting the option to a subset of your total register count.

To Include All Stores in a receipt search:

1. Sign in to an NSPOS register as an administrator.
If you want to use Workstation Groups, then the register should be a member of the desired group.
2. Tap Manager Functions > System Configuration > Settings and Flags.
Or press **Ctrl+F12**, search for and tap **settings**.
3. Determine which registers can perform an “all stores” search:
 - To enable the search option for all registers in all stores, keep the **Universal Settings** form displayed.
 - To enable the search option for only registers within the register’s Workstation Group, tap **Group Settings**.
 - To enable the search option for this register only, tap **Workstation Settings**.
 - To enable the search option for only registers within this register’s store, tap **Store Settings**.
4. Search for **all stores**.



5. Check the Receipts > **Include all stores in search Enabled** box.
6. Tap **Done**.

Standardized Rounding for Discounts and Promotions

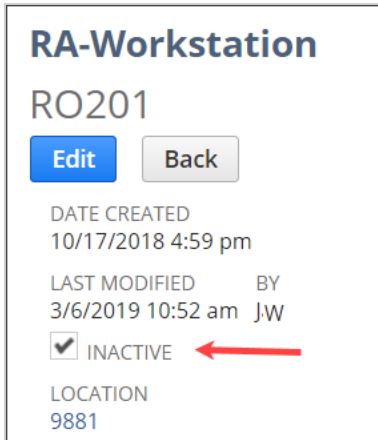
To ensure precise calculations when customers purchase or return items that had a promotion or discount applied, NSPOS has set a standard number of decimal places to be used for rounding. Starting with NetSuite Point of Sale (NSPOS) 2019.1.0, we will use three (3) decimal places for rounding.

The Journal will continue to show only two decimal places.

Note: A rounding discrepancy might occur in stores using backward compatibility, where some registers are on NSPOS 2019.1 but others are on NSPOS 2018.2.

Disable Partner Replication for Inactivated Workstations

You can inactivate a NetSuite Point of Sale (NSPOS) register workstation by checking the **Inactive** box on the NetSuite ERP > RA-Workstation record. Beginning with NSPOS 2019.1.0, inactivating a register also halts the replication process used to communicate transactions and other updates between the register and the server.



RA-Workstation

RO201

Edit **Back**

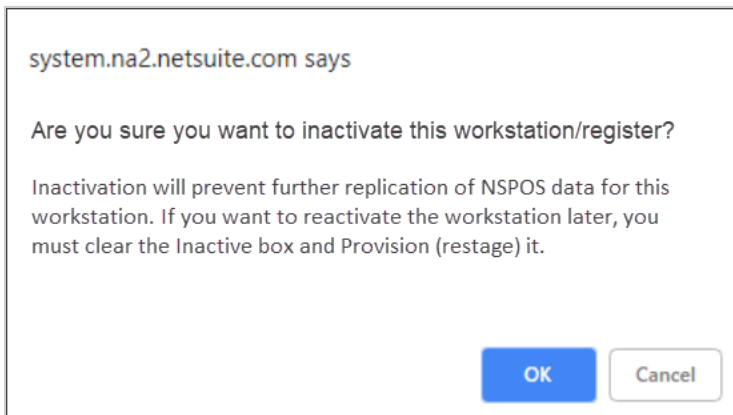
DATE CREATED
10/17/2018 4:59 pm

LAST MODIFIED BY
3/6/2019 10:52 am JW

☒ **INACTIVE** ←

LOCATION
9881

To assist you in ensuring a workstation is not inactivated by mistake, we added this confirmation warning prompt:



system.na2.netsuite.com says

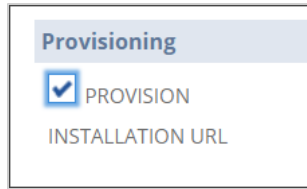
Are you sure you want to inactivate this workstation/register?

Inactivation will prevent further replication of NSPOS data for this workstation. If you want to reactivate the workstation later, you must clear the Inactive box and Provision (restage) it.

OK **Cancel**

Clearing the **Inactive** check box by itself will not restart replication. If you want to reactivate an inactive register, you must do the following from that register:

1. Log into NetSuite using **Internet Explorer**.
2. Edit the register's **RA-Workstation** record.
3. Clear the **Inactive** box.
4. Check the **Provision** box and click **Save**.
5. Click the **Installation URL** to open the link.
6. Proceed with restaging the register.



Important: You should use **Internet Explorer®** to stage or restage registers. Using a different browser can produce undesired results.

If you have questions about inactivating or reactivating a register, please see the help topic Restage a Register in the NSPOS Administrator Guide. NetSuite Customer Support is also available.

Fixes 2019.1.0

In addition to behind-the-scenes fixes, this NSPOS release includes a correction for sales order deposit payments.

Void Sales Order Deposit Split-tender Payment

This fix corrects an issue with payments made to complete a sales order deposit. When a customer wanted to use two forms of tender (split tender) to pay a deposit, and the second form of tender failed to complete, attempting to void the current payment line could instead void the deposit line.

NSPOS 2019.1 corrects the issue so that only the current payment line is voided.

To assist the cashier, we added a prompt asking "Do you want to void current payment?" The prompt appears for sales orders and general sales transactions.

Replace the previous NSPOS Bundle with NSPOS for 2019.1.X

To use the functionality provided in the 2019.1.0 or later release, you must log into NetSuite and replace your current NetSuite Point of Sale (NSPOS) bundle 27525 with the new bundle 294243. Install the new bundle before uninstalling the old bundle.



Working with bundles requires an Administrator Role. If you need assistance performing this update and verifying settings, please contact NSPOS Customer Support.



Warning: Do not uninstall the previous bundle until after you have installed the replacement bundle. Otherwise, you will lose data and the integration with NetSuite ERP will stop working.

To install the new NSPOS bundle:


1. Log in to NetSuite as an administrator.
2. Go to Customization > SuiteBundler > Search & Install Bundles > List.
3. Locate Bundle ID **294243** in the list.
If not found, tap **New** and search for **294243** using the **Keywords** field.

4. Click the **Name** by the **Bundle ID**.
5. Click **Install**.
6. NetSuite alerts you if conflicts exist between your previous installation and the current installation. If any of these conflicts appear, select **Replace existing object** and **Update deployments**.

RA-UE-RA_PriceLevel	RA-UE-RA_PriceLevel	customscript_ra_ue_ra_pricelevel		Replace Existing Object ▼	Update Deployments ▼
RA-RE-Currency	RA-RE-Currency	customscript_ra_re_currency		Replace Existing Object ▼	Update Deployments ▼


	Replace Existing Object ▼	Update Deployments ▼
	Replace Existing Object ▼	Update Deployments ▼

For other issues, please stop and contact NetSuite Customer Support.

 **Note:** If **Replace data** is required to update a custom list, contact NetSuite Customer Support for assistance.

7. Click **Install Bundle**.
 8. Click **OK** at the prompt.
- The **Status** column will display a green check mark when the installation is complete.

To uninstall the previous NSPOS bundle:

 **Warning:** Do not uninstall a bundle until after the replacement is installed. Otherwise, you will lose data and the integration with NetSuite ERP will stop working.

1. Log in to NetSuite as an administrator.
2. Go to Customization > SuiteBundler > Search & Install Bundles > List.
3. Locate **Bundle ID 27525** in the list.
4. Click the **Name** by the **Bundle ID**.
5. Click **Uninstall**.
6. Click **OK**.

NSPOS 2019.1.10 Release Notes

 **Applies to:** NetSuite Point of Sale (NSPOS)

This document lists the updates provided in NetSuite Point of Sale (NSPOS) version 2019.1.10. Updates are not available to NetSuite POS customers until they have upgraded to the release. NetSuite will modify these release notes when needed to provide our customers with additional information.

For Upgrade Steps

These release notes list the customer-facing changes included in NSPOS 2019.1.10. For the required user actions, prerequisites, and steps to perform the upgrade, please see [NSPOS 2019.1.0 Release Notes](#).

Product Enhancements 2019.1.10


This NSPOS release contains no product enhancements.

Fixes 2019.1.10

This NSPOS release includes the following fix:

Workstation Offline Status and Last Connection Date not Refreshing

A data-handling issue was causing the **Offline** status and **Last Connected to Server** date to not refresh after offline registers were reprovisioned and made active. The status and date fields now update correctly.

 **Note:** The status and date fields are found on each register's RA-Workstation record in NetSuite ERP. If the **Last Connected to** date is more than one week old, the register is considered to be **Offline**.

NetSuite POS Release Guidelines 2019.1.X

📘 Applies to: NetSuite Point of Sale (NSPOS)

This chapter provides resources, recommendations and additional verification points to ensure your NetSuite Point of Sale (POS or NSPOS) upgrade and day-to-day operations perform optimally and efficiently.

- [Areas to Verify prior to Upgrading](#)
- [Resources and Recommendations](#)



Warning: Do not update your bundle without discussion and approval from NetSuite Technical Support or Professional Services. Otherwise, the update could impact the functionality of your NetSuite POS registers.

Areas to Verify prior to Upgrading

We recommend verifying these areas before upgrading your NetSuite POS environment.

- [Day of your upgrade](#)
- [One week before your upgrade](#)
 - [Verify your registers are ready to install the new release](#)
 - [Verify Microsoft SQL Server loaded on Workstations](#)
 - [Verify Gift Card and Gift Certificate setup](#)
 - [Verify RA-Location Type is set for all Location records](#)

Day of your upgrade

Before the upgrade begins, ensure that:

- Your NetSuite administrator is available to update the bundle.
- Your administrator can allow remote access to a register if needed.
- NSPOS is closed (not running) on all registers. Exit out of NSPOS.
- Your register computers are turned on and power saving is disabled. Registers must not go into "sleep" mode when inactive.
- Your administrator can restage a register in the event an upgrade fails.

One week before your upgrade

Perform these checks in advance of your scheduled upgrade to ensure your registers and NetSuite ERP setup are ready to move forward to the next release.

Verify your registers are ready to install the new release

See the help topic [Workstation Monitoring](#) in the NSPOS Administrator Guide for the steps to view statistics about registers in your network.

- No disconnected registers (stale partners)
- No registers nearing 10GB size limit
- Hard drive (C:\) free space where NSPOS is installed is 25 GB or greater
- Replication push agent is running on each register
- Auto Updater Service is running on each register

Verify Microsoft SQL Server loaded on Workstations

You must have one of the following versions of Microsoft® (MS) SQL Server installed on each workstation.

- MS SQL Server® 2008 R2 Express Edition Service Pack 3
- MS SQL Server® 2016 Service Pack 2 Express


You can use either of these methods to verify the pack installed. Note that the methods may vary across different versions of Windows.

- **Run a T-SQL command.** Enter the command `SELECT @@VERSION.`
- **View installed updates.** Go to Control Panel > Programs and Features > View installed updates.

Or you can use the following methods to obtain a version number you can combine with **SQL Server 2008** for internet search criteria.

- **Use the SQL Server Management Studio.** Right-click on the instance name and select Properties.
- **Review the SQL server file.** Go to C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Binn. (Your file path may vary.) Right-click on sqlservr.exe and select Properties.

For the steps to download and configure the SQL Server, see the help topic [Install MS SQL Server 2008 R2 Express Edition](#) in the NSPOS Administrator Guide. Please contact NetSuite Technical Support if you require assistance.

 **Note:** NSPOS 2018.2.0 and greater includes support for MS SQL Server 2016 in lieu of MS SQL 2008 R2 Express Edition SP3.

Verify Gift Card and Gift Certificate setup

For your gift cards to work correctly, the **Location** record > **RA-Currency** field must be set to the correct currency for **every** retail location selling a gift card or certificate. Otherwise, sales of gift cards or certificates on NSPOS registers might fail.

See the help topic [Set up NSPOS Gift Cards/Certificates in NetSuite ERP](#) in the NetSuite POS Administrator Guide for the steps to verify and configure your Location records for use with gift cards and certificates. Log into NetSuite first.

This action binds gift cards and certificates sold in each updated Location to use that currency only. By default, the **Location** > **RA-Currency** field is blank.

Verify RA-Location Type is set for all Location records

After updating the bundle to the latest version, you should ensure that the RA-Location Type is set on each of your NetSuite ERP Location records. This field is required, but it may not have been set for customers that were using NetSuite ERP prior to being implemented on NetSuite POS. This one-time task is critical to allowing multiple NetSuite POS features to function correctly.

The possible values include Headquarters, Retail Store, Distribution Center and others. Please choose the value that meets your business needs for each Location.

A single Location must be set to **Headquarters**.

To review or set the RA-Location Type:

1. Log in to NetSuite as an administrator.
2. Go to Setup > Company > Locations.
3. Click **View** for the first Location.
4. If the **RA-Location Type** is not set:
 1. Click **Edit**.
 2. Select the **RA-Location Type**.
 3. Click **Save**.
5. Repeat for the next Location record as needed.

The screenshot shows a form with several fields. At the top, there is a 'Search' button and an 'Actions' dropdown. Below these, there is a checkbox for 'RA - PRICES INCLUDE TAX'. The main field is 'RA - LOCATION TYPE *', which is a dropdown menu currently showing 'Retail Store'. A red arrow points to this dropdown. Below it is 'RA - DEFAULT CUSTOMER' with a dropdown showing 'Customer Name 135 anonymous location'. At the bottom is 'RA - CURRENCY' with a dropdown showing 'US Dollar'.

Note: Only one Location can be set as **Headquarters**.

Resources and Recommendations

Use the guidelines in this section to help ensure your NetSuite Point of Sale (NSPOS) upgrade and daily operations are a success.

- [Areas to Verify prior to Upgrading](#)
- [Resources and Recommendations](#)
- [Payment Application Data Security Standards \(PA-DSS\)](#)
- [Third Party Software and Licenses](#)
- [Verify your Registers after the upgrade](#)
- [Recommendations about mass Item and Customer updates](#)
- [Planning efficient rollouts for new Stores and Registers](#)
- [Backward Compatibility for NSPOS upgrades](#)
- [Windows Updates and Performance](#)

- [File Cabinet Changes](#)
- [Syncing Register Time with Server Network Time](#)

Payment Application Data Security Standards (PA-DSS)

NetSuite POS is a PA-DSS validated application. The Payment Application Data Security Standard (PA-DSS) guide describes the Payment Card Industry (PCI) initiative and lists recommendations for using NetSuite POS in a PCI DSS compliant environment.

The guide includes details about installing and configuring a compliant system, best practices for maintaining compliance, and a list of **operating systems (OS)** validated for use on your NetSuite POS terminals/registers.



Important: See the **Payment Application Data Security Standard (PA-DSS) guide** appropriate to your NSPOS release in the NetSuite Help Center > [User Guides](#). Log into NetSuite ERP first.

Third Party Software and Licenses

A NetSuite POS implementation can include software governed by licenses from third parties ("Third Party Software" and "Third Party License"). All third party software licensed for use with NetSuite POS is subject to the terms and conditions of the corresponding Third Party License, notwithstanding anything to the contrary in the agreement governing the POS Software. NetSuite|Oracle makes no representation or warranty concerning Third Party Software and shall have no obligation or liability with respect to Third Party Software.

If you have questions about Third Party Software and Licenses used with NetSuite POS, we recommend logging into NetSuite ERP and reviewing the following PDF:

[NetSuite Point of Sale \(NSPOS\) Third Party Software and Licenses - 2018.2.X and later](#)

Verify your Registers after the upgrade

When your NSPOS upgrade is complete, we recommend testing at least one register in each store. You can find a NSPOS Register Verification Checklist in the NetSuite Help Center > User Guides > NetSuite Point of Sale section.

Recommendations about mass Item and Customer updates

We recommend against performing mass item and customer updates during business hours when transactions are occurring on your registers. NetSuite POS integrates with NetSuite to provide Enterprise Resource Planning (ERP) tools for managing your items, customers and other aspects of your business. You can update items and customers in NetSuite manually or through CSV imports.

Updates in NetSuite periodically download to your POS registers to ensure all information is synchronized and current. NetSuite POS performs synchronization uploads to NetSuite of sales and other transactions that occur at the register. This is distributed to other registers in your store through your assigned replication server.



Important: Item and customer updates of **over 60,000 records per day** can impact synchronization across the network. If mass updates must occur during business hours, we recommend limiting each update to 60,000 records or less within a single 24-hour period.

Planning efficient rollouts for new Stores and Registers

When opening one or more new stores, it is important to consider the time needed to prepare the registers with current information from your NetSuite ERP setup. This consideration also applies to registers that were previously active but have been turned off for a long time.

When a register is staged, all information is fully loaded and up to date. After staging, registers receive only the information needed to keep them current. When a register is turned off, NetSuite holds all new transactions, price changes and customer information for download to the register later.

If a register is turned off for an extended period and then turned back on, the size of the update can be large and take a while to download. This might delay a register from being ready when you need it.



Important: Excessive download times can delay registers from being ready to accept sales transactions and can affect overall server performance. This delay can be critical in the event of a new store opening.

To ensure your new registers are ready for business, NetSuite recommends the following:

1. Stage registers **24-48 hours before first use**. If no major changes to NetSuite ERP data will occur before using the register, the time between staging and first use can be longer without a significant impact on performance.
2. If a store rollout requires new item and customer information, if possible, be sure to add or import the information to NetSuite ERP **before** staging new registers. Then the new information will be included during the staging process.
3. To reduce the impact to existing registers, large item and customer changes in NetSuite ERP should be performed in small increments. A good guideline is **limiting changes to 60,000 records or less per day**, performed outside of business hours.
If you are not certain how to limit the number of records or if this guideline does not fit your rollout schedule, please contact NetSuite Technical Support for assistance.
4. For registers that have been turned off for a long time, **restaging a register can be the fastest method** for bringing it up to date. Staging is generally quicker than waiting for large downloads to complete.

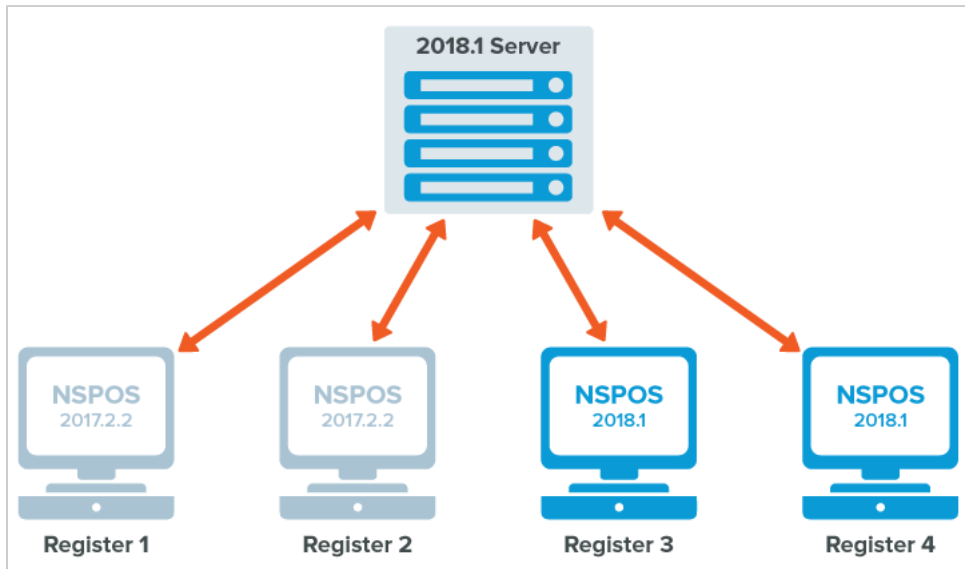


Important: Before restaging a register workstation that was set to **Inactive** in NetSuite ERP, clear the **Inactive** box on the NetSuite RA-Workstation record, **Save** and then wait **15 minutes** for the active status to sync between the server and the workstation.

Backward Compatibility for NSPOS upgrades

NSPOS includes an upgrade feature called Backward Compatibility. With this feature, we can upgrade a server to the latest release and then let you upgrade each register when it is convenient to your business. Registers still running the previous release will continue communicating with the upgraded server until time is available to make the change.

Backward Compatibility can help avoid downtimes that might occur if all registers in a store are upgraded at the same time. Note that compatibility can be extended to the current and previous major releases only, such as 2019.2 to 2019.1.



To start with Backward Compatibility

You must be at release 2017.2.2 or greater to use backward compatibility. Then, work with your Account Manager or Technical Support to have your server upgraded to the latest targeted release. After that, upgrade your registers to the new release on your time line.

Doing a self upgrade requires that you restage your registers. We recommend starting the process with only a few registers. See the help topic [Stage a Register](#) in the NSPOS Administrator Guide.

Note: To ensure all of your registers receive an upgrade, we will alert you through prompts in NSPOS (Closed mode) and NetSuite ERP (RA-Workstation record) that a new release is available for the register/terminal. In the event that another release is coming soon, the prompts to upgrade to the current version will include a do-by date.

Features are specific to registers on a release

Features made available through a new release will not appear on registers running the previous release. For example, if a register is upgraded to 20XX.2, and the release includes a new “promotions” feature, that feature will not be available on backward compatible registers running 20XX.1.

In addition, NSPOS settings configured for a feature on the current release will not work on registers running the previous release.

Windows Updates and Performance

Applying a Windows ® update to registers during business hours can significantly affect performance. NetSuite recommends applying updates only when the location is closed.

File Cabinet Changes

NetSuite POS uses the NetSuite ERP File Cabinet > File System folder to manage many system-wide configurations. An example of File Cabinet configuration is the template that determines the look of your printed receipts. Customers with **advanced knowledge** about the application can make some File Cabinet customizations themselves by signing into NetSuite and going to Documents > Files > File Cabinet > NSPOS.

Due to the complexities and risks associated with making File Cabinet modifications, we do not describe specific customization steps in the release notes guidelines. However, please note the following warning and important information:

Warning: Moving or modifying files in the File Cabinet can seriously affect NetSuite POS performance or cause it to cease functioning completely. If you are not certain about making a change, please contact NSPOS Customer Support.

Important: Do not make modifications to the File Cabinet shortly before or during an **upgrade** to a new release. Any modifications you make during that time might be lost.

Syncing Register Time with Server Network Time

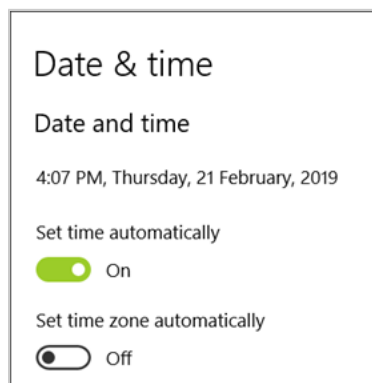
If a register is set to use its internal clock, the register time can get out of sync with the network time used by your NSPOS replication server. The server network time comes from time-keeping sources on the internet.

Register variations of minus or plus five minutes ($-5\text{min} > x < +5\text{min}$) can cause data replication functions to fail. Gift card functionality and other POS services are also dependent on keeping the time synchronized.

Your administrator or NetSuite Customer Support can use the NSPOS **Push Agent** log to determine if replication errors were caused by times being out of sync.

To resynchronize a register's clock using Windows 10:

1. Go to Settings > Time & Language > Date & Time.
2. Switch **Set time automatically** to **On**.
3. Close the window.



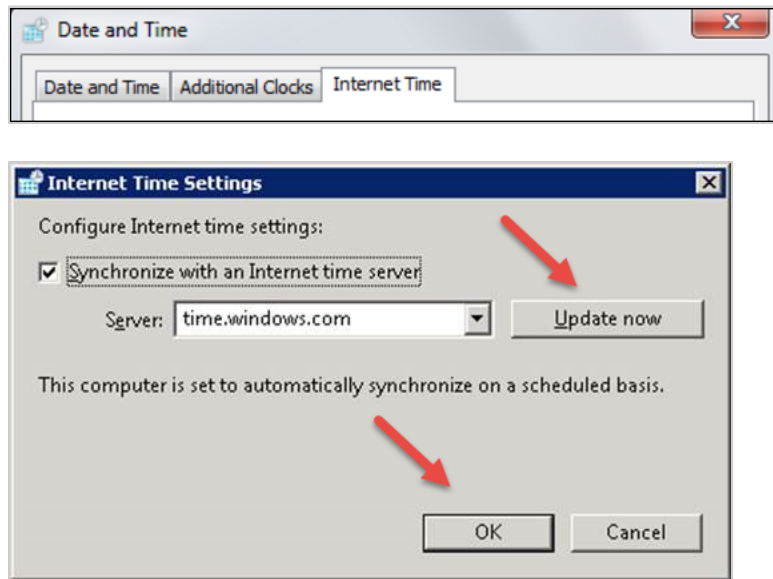
To resynchronize a register's clock using Windows 7:

1. Tap the Windows **Start** button and search for **change time zone**.
Or go to Control Panel > Date and Time.
2. Open the **Internet Time** tab.

Note: Some businesses restrict access to the **Internet Time** tab.

3. Tap **Change Settings**.

4. Tap **Update now** and then **OK**.



NetSuite POS Documentation Resources

2019.1.X

Applies to: NetSuite Point of Sale (NSPOS)

This topic provides descriptions and links to NetSuite Point of Sale (NSPOS) documentation resources. Use these resources to learn about using NSPOS, configuring NSPOS to meet the needs of your retail business, and troubleshooting NSPOS to solve common problems.

[Watch a Related Video](#)

Documents & Videos


Use the links in this topic to access a PDF guide or Help Center topic. If PDF, you can review materials online or download a copy to your computer or register.



Tip: Log into NetSuite before clicking a documentation link. Videos do not require a log in.

If a help link does not work for your account's URL, you can enter the document name in the Help Center search bar or use the table of contents.

Documentation Resource	What it provides
NSPOS Release Notes <ul style="list-style-type: none"> Release 2019.1.X SuiteAnswers ID 89899 Release 2018.2.X SuiteAnswers ID 81479 	NSPOS release notes list the customer-facing updates included in each release. We modify these release notes on occasion to provide our customers with additional information.
NSPOS Administrator Guide NetSuite POS Administrator Guide SuiteAnswers ID 85967	This document is a guide to configuring and maintaining NSPOS. It includes: <ul style="list-style-type: none"> Overviews and steps for basic tasks, such as setting up employees and running reports. Steps for modifying the buttons and related security settings for your registers. Steps to work with promotions. How to stage and re-stage registers, either individually or as a scheduled mass update. Setting up credit card payment providers. Configuring process options for promotions, sales orders, and other features vital to your business.
NSPOS PA-DSS Guides <ul style="list-style-type: none"> PA-DSS 3.2 Implementation Guide - NSPOS 2019.1 (to be published upon release) PA-DSS 3.2 Implementation Guide - NSPOS 2018.2 	NetSuite POS is a PA-DSS validated application. The Payment Application Data Security Standard (PA-DSS) guide describes the Payment Card Industry (PCI) initiative and lists recommendations for using NetSuite POS in a PCI DSS compliant environment. <p>The guide includes:</p> <ul style="list-style-type: none"> Details about installing and configuring a compliant system. Best practices for maintaining compliance.

Go to NetSuite > Help Center > User Guides > NetSuite Point of Sale (NSPOS) Guides.	<ul style="list-style-type: none"> A list of operating systems (OS) validated for use on your NetSuite POS terminals/registers.
NSPOS Register Verification Checklist NSPOS Register Verification Checklist	<p>This document lists steps for verifying the basic functionality of NSPOS terminals/registers in stores or other locations.</p> <ul style="list-style-type: none"> Customers or other representatives should perform verifications as part of the user acceptance testing (UAT) process and after deployment of an upgrade. Each section will help to identify issues prior to a store recommencing customer transactions. <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;">  Important: We recommend testing at least one terminal (register) in every store. </div>
NSPOS Security Guide NSPOS Security Guide SuiteAnswers ID 81478	<p>This guide provides security guidelines and information for installing and using NSPOS. It contains both direct information and links to other NSPOS-related documentation</p>
NSPOS Help Center Videos <ul style="list-style-type: none"> NetSuite SuiteCommerce: NSPOS Overview NetSuite SuiteCommerce: NSPOS Basic Transactions NetSuite SuiteCommerce: Customizing the NSPOS User Interface NetSuite SuiteCommerce: NSPOS Documentation Resources NetSuite SuiteCommerce: NSPOS Cancel and Void 	<p>Our videos deliver a convenient method for understanding and using NSPOS. Housed on the Oracle Learning Library, each video is brief and concise. Watch our videos to get the information you require in a relaxed learning environment.</p>
<p>Also available from the NetSuite ERP application:</p> <ul style="list-style-type: none"> Help Center — Log into NetSuite and click the Help icon. SuiteAnswers — Log into NetSuite and go to Support > SuiteAnswers. 	<p>Some NSPOS-related tasks are common across different NetSuite Oracle applications. Use the Help Center and SuiteAnswers links to research NetSuite ERP topics that cover:</p> <ul style="list-style-type: none"> Your general ledger. Item and price updates. Other areas not specific to working with your registers.

Contacting Customer Support

Individual support is available to NSPOS customers via telephone or by issuing a case. Before reaching out, Customer Support asks that customers enter their concerns in the SuiteAnswers search field first to see if an answer is already available.

To contact Customer Support:

1. Log into NetSuite.
2. From the **Support** tab, click **Go to SuiteAnswers**.
3. Select from the options in the right pane to contact Support.