

Cash Registers - Indicators Visible To Customers

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Question/Issue

Is a business required to place the price indicator on a cash register so that it is visible to the customer at the point of sale?

-  [NIST Handbook 44
General Code, UR.3.3.](#)
-  [NIST Handbook 130
Price Verification](#)

Definitions

Cash Register: Any automated device that rings up and totals prices of items purchased in a sale to a consumer.

Background

Section G-U.R.3.3 of NIST Handbook 44 states: “A device or system equipped with a primary indicating element and used in direct sales, except for prescription scales, shall be positioned so that its indications may be accurately read and the weighing or measuring operation may be observed from some reasonable ‘customer’ and ‘operator’ position.”

A “Note” under Section 6.1 of the Examination Procedure for Price Verification as set forth in NIST Handbook 130 accepts G-U.R.3.3 in its most general terms by stating: “the importance of consumer access to the cash register display of product information and price cannot be overstated.”

Policy

NIST HB 44 General Code G-U.R.3.3 and NIST HB 130 EPO section 6.1 only apply to a cash register indicator that is interfaced to a scale, and require a display to be visible to the customer. Those cash registers solely interfaced to a scanner are not required to display indications to the customer.