



## MODULE USER GUIDE

# Retail

A till that never waits for an approval, and a stock figure you can stand behind.

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**Who this is for** Shopkeepers, cashiers, storekeepers and whoever answers for the stock figure.

**Applies to** Trackapt 2026.13

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## 01 What this module is for

Trackapt normally moves stock through **documents**: somebody fills in a form, somebody else approves it, and the figure changes. That is exactly right for a controlled store, where the approval is the point. A customer at a checkout will not wait for one.

So this module puts a second way of working beside the first. Products get a **sell price** — or are marked **open price**, so the till asks for one — and, where they carry them, a **barcode** and a **SKU**. Stock arrives by **booking in a delivery**, which is also the only thing that records what it cost you. Stock leaves by being **sold**, which needs nobody's signature. What is actually on the shelf is settled by **counting it**. Everything else — breakage, expiry, theft, staff use, stock found, stock moved between rooms, goods a customer brings back — is recorded as it happens, with a reason against it.

Switching Retail on changes nothing about your existing stock, forms or reports. It only adds.

### Nothing here can be edited or deleted

Not a sale, not a delivery, not a write-off. A mistake is corrected by recording a second, opposite entry that points at the one it undoes.

#### HOW IT BEHAVES

This is deliberate, and it is the whole basis of trusting the figure. A stock ledger somebody can quietly rewrite is a stock ledger nobody can rely on. Take the extra two seconds to get it right; when you do not, correct it openly.

### What it does not do

- **It does not create your products.** They live as Tracked Items in a Tracker Group. This module gives a product that already exists a price — and a barcode or a SKU where it has one — which is what makes it sellable.
- **It does not approve sales.** No sale, count, write-off or transfer waits for a second person. A sale is true the moment the customer leaves. Only money going back out — a refund — can need a supervisor.
- **It does not take the payment.** It works out what is owed and what change to hand back. The money itself is handled at the counter.

## 02 Before you start

Four things, and only the last is optional.

1. **An account you can sign in to.** Whoever set your organisation up adds you as a team member. A counter several people share can run on one shared login instead, with each person checking in on it with their own PIN — see *Shared logins*.
2. **The Retail module switched on.** It is an account setting, not a personal one. Until it is on there is no **Retail** entry in the sidebar at all. Once it is on, reload the app to see it.
3. **Your products already in Trackapt,** in a Tracker Group — "Groceries", "Beverages", "Cleaning materials". Each product inside it is a Tracked Item. The retail screens call the group a **category** and each Tracked Item in it a **product**.
4. **A barcode scanner, ideally.** Every screen that scans also takes the code typed by hand with Enter pressed — a barcode, or a product's SKU typed in full — so you can work without one.

### WORTH KNOWING

There is a third way in, and it costs nothing: every screen that scans has a **camera** button beside its scan box, which reads barcodes off the device's own camera. A phone or a tablet is a scanner you already own. It needs a secure connection, so the button is simply absent where the browser will not allow it.

Nothing sold loose needs a code at all. Every screen with a scan box — the till, receiving, the stock count, adjusting and moving stock — carries **Or find it by name** beside it, and the till and count add a grid of **quick keys** for the things with no label to read — loose produce, bakery, a carrier bag. If the scanner fires while the caret is in the name box, the code is still taken as a scan, straight away.

## 03 Setting the shop up

In this order. The last two matter more than they look, and the order of them matters most of all.

### 0. Say which currencies you take

**Skip this entirely if you take one currency** — most shops do, and nothing about currency appears anywhere until you say otherwise. Start here only if you genuinely take more than one over the counter.

In **Retail > Setup**, under **Currencies**, add the one your reports should be totalled in **first**, then the others, then record a rate for each of them — how many of it one of your first currency buys.

#### TAKE CARE

The first currency you add is the one every cost, stock value and margin figure is totalled in, and once stock has moved it cannot be changed: changing it would not convert those figures — it would silently reinterpret them. Add the right one first, before any stock moves.

Then decide how the second currency is priced. Both answers are defensible; they are a money decision rather than a setting:

| Sell in any currency     | What happens                                                                                                                                                                                                                                    |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Off (the default)</b> | You type each product's price in each currency yourself, on the catalogue. A product you have not priced in a currency cannot be sold in it — the till says so rather than converting.                                                          |
| <b>On</b>                | Any product can be rung up in any currency you take. Where you typed no price, the till converts the main one at the rate in force and rounds <b>up</b> to that currency's step. A price you typed always wins; conversion only fills the gaps. |

*A converted price moves when the rate moves. The catalogue marks those prices **converted**, so you can see which figures are your decisions and which are today's arithmetic. A currency with no rate recorded cannot be sold in at all.*

### Tax codes (optional)

**Retail > Setup > Tax codes.** Leave it empty and nothing is taxed. Add a code per tax band - for example **VAT**, Standard, 15%, with **Shelf prices** set to **Include the tax**. Where the shelf shows the price before tax, set it to **Tax added at the till** instead. The first code you add is the default, so every product without a code of its own is taxed under it. Zero-rated and exempt bands are kinds of their own, because a VAT return reports them in separate boxes.

- **Every sale's tax is checked** against the setup as it stood when the sale was rung up - the rate, whether shelf prices include it, the default code and the product's own code. Nearly always the till and the setup agree.
- **Where the till charged differently** and the shop's own setup explains it - a product re-coded, or a new rate the till had not picked up yet - what the till charged is booked. Where the setup does not explain it, the figure the setup gives is booked instead, and the till's figure is kept beside it for a manager to look into. Either way the line is flagged: the **Price audit** report lists each one, and the **Tax summary** counts them.
- **The till keeps up with rate changes:** it re-reads the codes every minute and whenever the screen or the connection comes back.
- **Tax summary** days and months are in your own time zone, and a summary past 2,000 rows says it was capped - the totals still cover every row.

- **Per line, then added up.** Two items at 11.50 under VAT 15% inclusive come to 23.00, of which 3.00 is tax.
- **New rate** records a rate from a date. Sales already made keep the rate they were taxed at.
- Only level 6 can add or change tax codes.

## Refunds

**Retail > Setup**, under **Refunds**. A cashier below level 3 gives a refund only once a supervisor approves it with their own PIN, so before the first shift every supervisor - anyone at level 3 or above who will approve refunds - sets **Your supervisor PIN** here: at least four characters, not all the same, typed twice. Only people who have set one are offered at the till.

### TAKE CARE

Set your PIN signed in with your own login, never while checked in at a shared login. A PIN set there belongs to the shared login, and a shared login is never offered as a supervisor.

**Refund without a receipt, at most** is the most one refund with no receipt may give back, in the currency your reports are totalled in. It starts at 0, which switches such refunds off. Only level 6 can change it.

## 1. Name the places stock sits

**Retail > Setup**, then **Add location**. A location is a place stock physically is: the shop floor, the stockroom, a second branch. Every figure in this module is per location, because "how many do we have" is only a useful question about somewhere.

*Locations are never deleted, only closed. A closed location keeps its history and stops appearing in the pickers.*

## 2. Make your products sellable

**Retail > Catalogue**, then **Make a product sellable**. Choose **Which category holds it** - the Tracker Group the product already sits in - and pick the product under **Find the product**. A product can be sold once it has a **Sell price**, or is ticked **Open price** so the till asks the cashier for one. A barcode and a SKU are both optional: anything without a barcode is sold from a quick key, by name, or by its SKU. Then **Make it sellable**.

- **Barcode** (optional) — whatever the label carries. Leave it blank for loose goods, bakery and bags. No two products in one shop may share one. The camera button beside it reads it off the item.
- **SKU** (optional) — your own short code for the product, such as BRD-WHT. Up to 32 characters: letters, digits, "-", "\_ " and ".", with no spaces. It must be unique in the shop, and capitals are ignored, so brd-wht and BRD-WHT are the same code.
- **Open price** — for things priced at the counter, like a bakery tray or second-hand goods. The till asks for the price every time it is rung up. The price box becomes **Suggested price** (optional), which only fills in the till's price pad to start from.
- **Sell price** — the shelf-edge figure the customer pays, tax included (unless its tax code adds the tax at the till).
- **Tax code** — once the shop has tax codes, pick one, or leave it on the shop default. A code that is not one of the shop's tax codes is marked **not set up** and taxed under the default; pick a code to fix it.
- **Shelf life** — optional, in days. It is what puts a delivery on the Expiring report without anybody typing a date.
- **Stock unit** (optional) — what you count the stock in: kilograms for loose cheese, boxes for a carton line. Leave it empty for things counted one by one. The reorder figures are in this unit.
- **Reorder level** (optional) — when stock across all your locations gets down to this, the product is marked **Low stock**, goes on the Reorder list and your team is sent one low-stock alert. Leave it blank if it need not be

watched.

- **Reorder quantity** (optional) — how many to order when it reaches the level. The Reorder list suggests this figure.
- **Deliveries must name a batch** — for anything you must be able to trace back to a delivery. It makes the batch compulsory when the stock is booked in.

### *Many products at once*

**Import from spreadsheet**, on the Catalogue, sets up a whole category in one go. It needs level 3, the same as pricing one product.

1. Under **1. Download a template for**, choose a category, or **The whole catalogue**, and press **Download template**. Every product in the category gets a row: those already sold come filled in, the others blank.
2. Fill in barcodes, SKUs, prices, reorder levels and the rest. A blank cell leaves a value as it is; a single - clears it.
3. Under **2. Upload the filled-in template**, choose the file. You see, row by row, what would change and which rows have errors.
4. **Apply**. Nothing is saved before you press it, and rows with errors are left out - fix them in the file and upload it again.

## 3. Issue a checkout lane (optional)

Only if a real till point or a scale is going to post sales on its own. The in-app till needs none of this — it signs in as you do. A lane is issued from **Retail > Setup** and is tied to a location, so it can only ever sell what stands where it stands. A lane can look up a product by its barcode or SKU, read its own quick keys, the currencies the shop takes and whether it may convert into them, and record a sale at its own location - nothing else. A lane cannot sell an open-price product, because it has no way to ask for the price: ring those up on the in-app till.

### TAKE CARE

A lane's secret is shown **once**, when it is issued. It cannot be read back afterwards. If it is lost, rotate it and reconfigure the checkout with the new one — which is a one-click job precisely so that losing one is not a crisis.

## 4. Book your opening stock in

Before you count anything. **Retail > Receiving**, one delivery per location, listing what you already own at what it actually cost you.

### TAKE CARE

This is the step that is skipped, and it is expensive. Receiving is the **only** thing that records cost. A product that has never been received shows **not costed**, values at zero on Stock value, and reports a 100% margin — because as far as Trackapt knows, it was free.

Count only after the opening delivery is in. A product counted first and costed second has its real cost averaged against free stock, and the figure comes out at roughly half what you paid.

## 5. Count everything, once

Until a product has been counted, its figure rests on whatever movements Trackapt happens to have seen — which excludes everything that sat on the shelf before the module was switched on. A first count is what anchors it. Use **Count sheet** for this: it takes a whole aisle in one pass.

## 04 The screens, one at a time

### Till

Retail > Till

Scan, total, take payment. Built for somebody standing up with a queue in front of them, which decides everything about it: the caret lives in the scan box and returns there after every action, the total is always in sight, and selling never waits on the network.

1. Scan the items into **Scan or type a code**, or type a barcode or a SKU there and press Enter — a barcode is tried first, then a SKU. Or tap a quick key: tap it twice for two, hold it to type how many.
2. For a label that will not read, use **Or find it by name** beside the scan box. It matches the name, the barcode or the SKU; press Enter when only one thing matches, or when you have typed a SKU in full.
3. An **open-price** product opens the price pad however it was rung up. Enter what this one costs and confirm it; **Cancel** adds nothing. Each goes on as a line of its own, so two trays at two prices stay two lines.
4. Correct the basket with the plus and minus beside a line, or tap the quantity itself to type one on the pad. Tap an open-price line's price to change it; every other price is the shelf's and is not changed at the till. Taking a line off asks first.
5. Type what the customer handed over into **Cash given** and the change is worked out. It is optional, and nothing about it is recorded.
6. **Take payment**.

A shop that takes more than one currency gets a row of currency buttons at the top of the till. Switching re-prices the basket, and the sale records which currency it was rung up in and whether each line was a price you had typed or one converted at the rate. A lane that takes one currency never sees the row.

**Void basket** clears the whole basket, and the cross beside a line takes that one off. Both ask first, nothing is sold, and each is recorded with who did it, for **Void**s & **refunds**.

#### WORTH KNOWING

Once the shop has quick keys, three buttons in the till's header choose how it is laid out: **Scanner lane** tucks the keys under the scan box, **Tablet lane** gives the keys the room, and **Wide screen** puts them across the top with the work underneath. The choice is remembered per device: a desktop with a handheld scanner and a tablet with none want opposite screens. The expand button beside them fills the screen with the till alone — no sidebar, no browser chrome — where the browser allows it. Esc gives the screen back.

### Returns and refunds

A customer bringing something back goes through **Return**, under the scan box. A refund needs the connection: its limit and who approves it are checked online.

1. Find the sale. Type or scan the **Receipt number** and press Enter. With no receipt number, set **From** and **To** to the days they might have come in, pick the **Item bought** if you like, and press **Find sales**.
2. For each item coming back, type how many under **Returning**, or press **All** — never more than was sold, less what has already come back. Choose **Restock** to put it back on the shelf, or **Write off** if it cannot be sold again; a write-off shows in Shrink.
3. Choose a **Reason**: Faulty, Damaged, Expired, Wrong item, Overcharged, Changed mind or Other. Damaged and Expired set the goods to Write off; Other needs a **Note** saying what happened.

- Below level 3, a supervisor picks their own name under **Supervisor** and types their **Supervisor PIN**. At level 3 or above you approve your own.
- Press **Refund** and give the customer the amount shown. It is the price they paid.

**No receipt** is for a customer with nothing to find the sale by. Type part of the item's name under **Item being returned** and pick it. It is refunded at today's shelf price, only up to the limit set under Setup, and the screen always asks for a supervisor's PIN. A product sold at an open price has no shelf price to refund at, so it cannot be refunded under **No receipt**: find the sale it was bought in. A delisted product can still be returned either way.

If **Refund** fails, press it again before closing the window: the till never sends a refund again by itself. A refund that stopped part-way shows as *being completed* under **Refunds already on this sale**, and holds the units it was refunding. Once it has stood still for half an hour, somebody at level 3 can press **Release** beside it and say why: the lines already written stay refunded, the rest can be refunded again, and nothing is paid out.

### When the network drops

The till keeps selling. Each sale is written to the device first and sent when the connection returns; a banner counts what is still waiting, and **Send now** retries. The sale is finished when you say it is. Returns are the exception: they need the connection.

A sale Trackapt refuses outright - an item since delisted, say, or one with no price - is set aside under *unsent sales need attention* so the rest can go. Fix what its message says, then press **Retry**. **Discard** removes it without recording it, and asks first; use it only for a sale you are sure should not be recorded.

#### TAKE CARE

While that banner shows a number, do not clear the browser's data on that device and do not assume another machine can see those sales. They are on this one until they have gone.

## Receiving

Retail > Receiving

Booking a delivery in, and the only place a cost is ever recorded. The page is headed *Book in a delivery*.

- Choose the location the stock is arriving at.
- Scan each box into **Scan what arrived**, or find one whose label will not read with **Or find it by name**. Scanning the same thing again adds one; the minus and plus beside a line correct the quantity. The cross beside a line takes it off, and so does the minus on a line of one; both ask first (**Remove** or **Keep**).
- Type **Cost each** from the invoice. **Book it in** stays greyed out until every line has one — the orange line names whatever is still missing.
- Type a **Batch** for any batch-tracked product, and an **Expires** date where you have one. A product with a shelf life on its profile has its expiry offered for you; correct it to the date on the box.
- Book it in**.

**Clear** empties the whole delivery before it is booked in. It asks first, because the quantities and costs typed on its lines are lost: **Clear** to empty it, **Keep** to carry on.

*Cost is averaged across what you hold, so a delivery at a new price moves the value of the stock you already had. That is intended.*

## Stock count

Retail > Stock count

One product at a time, for a spot check or a recount. Bring the product in by scanning it, finding it by name or tapping a quick key; type what is actually on the shelf into **On the shelf**, and **Record**.

Zero is a real answer and worth recording — "none left" is information. The gap against the ledger comes back the moment you record, valued at cost. It is never shown before, so a count cannot become a confirmation.

## Count sheet

[Retail > Count sheet](#)

A whole aisle in one pass. Choose the location under **Counting at** and **Which aisle** - a category, which is one of your Tracker Groups - then **Build the sheet**. It lists every product in that category that has been made sellable, delisted ones included, up to 2,000. A category larger than one sheet lists the first 2,000 and says so: count the rest on **Stock count**. Walk it, type what you find, and file the lot in one go. **Find a line** narrows the sheet to one shelf at a time without losing anything you typed.

Once you have typed a figure on the sheet, building it again, or choosing another aisle or location, asks first, because the figures typed on it would be lost.

There is no date to type. Every line's variance is measured against the ledger **as at the moment you first press Record**, all at the same instant — so a sheet walked at eight and recorded at nine is one count taken at nine, and anything sold in between shows up as a gap. Record the sheet as soon as the aisle is walked.

**Record** sends every counted line - a long sheet in parts of up to 500, all measured as at that same moment. While it records, the boxes, **Counting at**, **Which aisle** and **Build the sheet** are held still. Each part that is recorded leaves the sheet. If a part is refused, the lines already recorded are gone from the sheet and the rest stay on it: press **Record** again to send those. They are still measured as at the moment you first pressed Record, and the result shown is the whole sheet's.

### TAKE CARE

If the connection drops part-way through recording, a part may have been recorded even though the screen did not hear back, and its lines stay on the sheet. Recording again would count those lines twice, so check with a manager before you press **Record** again.

### TAKE CARE

A row left blank is not a zero. Only the rows you typed a figure into are filed. "I did not count this" and "there are none" are different facts, and confusing them writes a shortfall nobody found.

### WORTH KNOWING

A rolling count — one section a week — beats a shutdown twice a year, and finds the problems while they are still small.

## Adjust stock

[Retail > Adjust stock](#)

Everything that leaves without being sold, and everything that turns up. Scan the product (or find it by name), type how many, and choose a reason: damage, expiry, theft, staff use — or **stock found**, which puts it back.

The reason is not paperwork. It is what makes the Shrink report able to tell you whether you have a handling problem, a date problem or a security problem — three things with three different answers.

## Move stock

[Retail > Move stock](#)

Stock going from one location to another — stockroom to shop floor, or branch to branch. It leaves the first place when you send it and arrives at the second when somebody confirms it, so what is in transit is visible rather than missing.

*Confirm the arrival at the receiving end. Stock left unconfirmed sits on the road and belongs to neither shelf.*

## Catalogue

[Retail > Catalogue](#)

Everything the shop can sell, with its barcode and SKU, its price and what is on hand. Search by name or SKU, or scan a barcode into the search box. This is where a product is made sellable, where a price is changed, and where a product is taken off sale by unticking **Available to sell** — delisted, not deleted, so its history survives and it can still be returned.

A product at or below its reorder level shows **Low stock** under **Reorder at**. The buttons at the top are **Make a product sellable**, **Import from spreadsheet** and **Reorder list**.

## Reorder list

[Retail > Catalogue > Reorder list](#)

Every product that has run down to its reorder level, counting stock at every location, with how many to order. A product is watched once it has a **Reorder level** on its profile in the Catalogue.

The first time its stock gets down to the level, everyone at level 3 or above who can see that product's category is sent one low-stock alert in chat. It goes off again only after the product has been restocked above the level, so a busy day selling the last few tins raises one alert, not twenty.

## Price changes

[Retail > Price changes](#)

Every price move the shop has made: what it was, what it became and when it took effect. Read-only by design: it is the answer to "what were we charging in June", which is a question that only has a good answer if nobody could edit the record.

## Stock reports

[Retail > Stock reports](#)

Six reports on one screen, chosen from the row along the top and filtered by location — and, for those that cover a period, by **From** and **To**.

| Report      | What it answers                                                                                                                                                                                                       |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stock value | What the shelves are worth at cost, and how much of it has never been counted.                                                                                                                                        |
| Margin      | What sold, at what revenue and what cost, and the margin between them, broken down by product, category or location. Revenue and margin are net of tax, whether the shelf price includes the tax or the till adds it. |
| Expiring    | What is going out of date, and when. It knows only what reached it from a delivery.                                                                                                                                   |
| Shrink      | What was written off, grouped by the reason it went.                                                                                                                                                                  |

| Report             | What it answers                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Price audit</b> | Every sale line whose price or tax had to be judged: a till's price replaced by the shelf price, a typed price on a shelf-priced product, a shelf price kept on an open-price product, a basket charged a shelf price that has since changed, and a till whose tax differed from the setup. Each shows when it was rung up beside when it reached Trackapt. The newest 1,000 lines are shown; narrow the period for the rest. |
| <b>Tax summary</b> | What the period's sales owe in tax, by code: taxable net, tax, zero-rated, exempt and not taxed - the figures a VAT return asks for - for the period or month by month. Where the till's tax differed from the tax setup at the time, a note says on how many sale lines: the figures include them as booked, and Price audit shows what the till charged and what was booked.                                                |

## Voids & refunds

[Retail > Voids & refunds](#)

Everything that took money or goods off a till in the period: refunds given, baskets voided and lines taken off before payment — with who did it, on which lane, and for a refund why and who approved it. Supervisor PINs that were refused are listed too, with the cashier who asked. Pick the days and the location, then filter the table to one cashier, lane or reason. It is the screen to open when a drawer is short.

## Setup

[Retail > Setup](#)

Six things the shop decides for itself, in this order down the page:

- **Currencies** — the ones it takes, each with what it rounds to and the rate it converts at, and whether it will **Sell in any currency**.
- **Tax codes** — the bands it charges, whether shelf prices include each one, the default, and each rate from its date.
- **Refunds** — your own supervisor PIN, and the most a refund without a receipt may give back.
- **Selling locations** — the places stock sits.
- **Checkout lanes** — till points that post sales on their own. Below level 6 the page says *Checkout lanes are issued and managed at level 6*. in their place.
- **Quick keys** — the keys the till shows. Choose the **Grid** for one location, or **Every lane (default)**; **Add a product** to put a key on it; set the order; then **Save quick keys**. Until a grid is saved, a till shows what that shop sells most.

## 05 Who is allowed to do what

Clearance is set by whoever manages your team, on the team member screen. Levels are cumulative: Level 3 can do everything Levels 1 and 2 can.

| To do this                                                            | You need |
|-----------------------------------------------------------------------|----------|
| Read the catalogue, stock figures, counts, transfers, price history   | Level 1  |
| Serve customers at the till, void a basket or take a line off         | Level 1  |
| Give a refund that a supervisor approves with their PIN               | Level 1  |
| Book in a delivery                                                    | Level 2  |
| Give a refund against a sale without a supervisor's PIN               | Level 3  |
| Hold a supervisor PIN, and approve other people's refunds             | Level 3  |
| Release a refund stuck part-way                                       | Level 3  |
| Add or close a location                                               | Level 3  |
| Make a product sellable, change a price, or import from a spreadsheet | Level 3  |
| Lay out the quick keys                                                | Level 3  |
| Write stock off, or record stock found                                | Level 3  |
| Record a stock count, or file a count sheet                           | Level 3  |
| Move stock between locations                                          | Level 3  |
| Add currencies, record rates, or switch Sell in any currency          | Level 6  |
| Add or change tax codes                                               | Level 6  |
| Set the limit for refunds without a receipt                           | Level 6  |
| Issue, rotate or switch off a checkout lane                           | Level 6  |
| See Stock value, Margin, Shrink, Price audit and Tax summary          | Level 6  |
| See Voids & refunds                                                   | Level 6  |

*Serving at the till is deliberately the lowest bar in the module. A queue must never wait on a permission. A refund without a receipt always asks for a supervisor's PIN, whatever your level.*

Two things sit on top of clearance. Your **Tracker Group whitelist** narrows every Retail screen to the Tracker Groups - the categories - you have been given: if a colleague's stock value is higher than yours, you are looking at different slices of the same shop, and neither figure is wrong. And a **checkout lane has no person attached** — it is limited by its location instead, which is why its secret is worth protecting and easy to replace.

### Shared logins

A counter several people work can share one login. It opens on *Who is working here?*: each person picks **Your name**, types **Your PIN** and presses **Check in**. Until somebody has checked in, the login cannot be used - Retail included.

- While checked in, a person acts at their own level, but never above the shared login's own level. That decides what they may do - including whether a refund needs a supervisor. They see what the shared login sees.
- Where a refund needs a supervisor, it is somebody other than the person checked in: a team member of this app at level 3 or above with a supervisor PIN, or the account holder once they have set one. A shared login is never offered as one.
- A supervisor sets their PIN signed in with their own login, not while checked in here: a PIN set at a shared login belongs to that login.
- On **Voids & refunds**, refunds, voids and lines taken off are listed under the shared login's name. A refused supervisor PIN and a released refund name the person, at that login.

## 06 Things worth knowing before they surprise you

- **The till will sell stock you do not have.** If the ledger says zero and the customer is holding one, it sells it and the figure goes negative. Refusing a paying customer over a data problem is the wrong trade. A negative figure is a note to go and count that product.
- **The price is the shelf's.** A fixed-price line is booked at the shelf price in force when it was rung up, whatever the till showed; where the two differ, the line is on the Price audit. Only an open-price line takes the cashier's figure.
- **Cost comes only from deliveries.** Nothing else sets it. This is why opening stock has to be booked in, and booked in before it is counted.
- **Tax follows the setup.** Once tax codes are set up, every sale is taxed under the codes and rates in force when it was rung up; the till previews it, and a line where the two differ is flagged. The Margin report's revenue and margin are net of tax, whether the shelf price includes the tax or the till adds it, and the Tax summary adds the tax up for a return.
- **Refunds need the connection.** Sales carry on offline; a refund does not, because its limit and who approves it are checked online.
- **"Never counted" matters more than it looks.** It means the figure has never been checked against a shelf, only inferred from movements.
- **Expiring knows only what it was told.** An expiry reaches it from a delivery — typed, or worked out from a shelf life. A product with neither will never appear there, however perishable it is.
- **One screen is named differently in the menu and on the page.** **Receiving** opens *Book in a delivery*. It is the same screen.

## 07 When something looks wrong

| What you see                                                               | What it means                                              | What to do                                                                                       |
|----------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| No Retail in the sidebar                                                   | The module is not on for this account                      | Have it switched on, then reload the app                                                         |
| <i>This shop has no selling location yet</i>                               | No location exists, or all are closed                      | Retail > Setup, then Add location                                                                |
| <i>Nothing carries ... (at the till, Nothing in this shop carries ...)</i> | No product in this shop has that barcode or SKU            | Check the scan, then make the product sellable in the Catalogue                                  |
| <i>...has been delisted and cannot be sold</i>                             | Available to sell is unticked                              | Tick it back on from the Catalogue, if it should be on sale                                      |
| <i>Another product in this shop already carries that barcode or SKU</i>    | Two products cannot share one                              | Search the Catalogue for that code to find which product has it                                  |
| Book it in is greyed out                                                   | A line has no cost, or a batch-tracked line has no batch   | Read the orange line - it names them                                                             |
| <i>N sales not yet sent at the till</i>                                    | The network dropped; they are queued on this device        | They send themselves. <b>Send now</b> retries. Do not clear the browser data                     |
| <i>unsent sales need attention at the till</i>                             | Trackapt refused those sales as they are                   | Fix what the message says, then <b>Retry</b> . Discard only a sale that should not be recorded   |
| <i>A supervisor needs to approve this with their PIN</i>                   | You are below level 3, or the refund has no receipt        | A supervisor picks their name and types their PIN                                                |
| <i>Nobody has set a supervisor PIN yet</i>                                 | No supervisor has set one                                  | A supervisor sets one in Retail > Setup, under Refunds                                           |
| <i>Refunds without a receipt are switched off for this shop</i>            | The no-receipt limit is 0                                  | A level 6 sets a limit in Retail > Setup, under Refunds                                          |
| <i>Too many wrong PINs from you for this supervisor</i>                    | That supervisor's approvals are locked for you for a while | Wait as long as it says, or ask another supervisor                                               |
| <i>A refund shows being completed</i>                                      | It stopped part-way and holds its units                    | Press <b>Refund</b> again in the same window; otherwise a level 3 releases it after half an hour |
| <i>A product shows never counted</i>                                       | It has never been counted against a shelf                  | Count it                                                                                         |
| <i>A product shows not costed</i>                                          | No delivery of it has been booked in                       | Book the next one in properly; for stock you already owned, book an opening delivery             |
| <i>A product's cost is about half what you paid</i>                        | It was counted before its opening delivery                 | Zero it out and book it in again                                                                 |

| What you see                                   | What it means                                  | What to do                                                       |
|------------------------------------------------|------------------------------------------------|------------------------------------------------------------------|
| <b>A colleague sees more products than you</b> | Tracker Group whitelisting                     | Ask whoever manages your team to widen it, if you should have it |
| <b>A checkout lane stopped selling</b>         | Its secret was rotated, or it was switched off | Retail > Setup - the last seen time says when it last worked     |

## 08 Reference

### The order to set up

| Step                                                             | Where                            |
|------------------------------------------------------------------|----------------------------------|
| 1. Switch the module on                                          | An account setting               |
| 2. Add your currencies, only if you take more than one           | Retail > Setup, under Currencies |
| 3. Set up your tax codes, if you charge tax                      | Retail > Setup, under Tax codes  |
| 4. Create your locations                                         | Retail > Setup                   |
| 5. Price every product, with its barcode or SKU where it has one | Retail > Catalogue               |
| 6. Issue a checkout lane, if you need one                        | Retail > Setup                   |
| 7. Book your opening stock in                                    | Retail > Receiving               |
| 8. Count everything once                                         | Retail > Count sheet             |
| 9. Supervisors set their PINs; set the no-receipt limit          | Retail > Setup, under Refunds    |
| 10. Start selling                                                | Retail > Till                    |

Step 7 before step 8, always. That single ordering is the difference between a cost figure you can quote and one you cannot. And step 2 before step 7: once stock has moved, the first currency you added cannot be changed.

### What each screen is for, in one line

| Screen          | One line                                                                  |
|-----------------|---------------------------------------------------------------------------|
| Till            | Scan, total, take payment; returns through Return. Sells offline.         |
| Receiving       | Book a delivery in. The only place cost is recorded.                      |
| Stock count     | Count one product. Anchors its figure.                                    |
| Count sheet     | Count a whole aisle in one pass, as at one moment.                        |
| Adjust stock    | Damage, expiry, theft, staff use - and stock found.                       |
| Move stock      | Send stock elsewhere; confirm it arrived.                                 |
| Catalogue       | Everything you sell: barcode, SKU, price, stock. Imports a spreadsheet.   |
| Reorder list    | What has run down to its reorder level, and how many to order.            |
| Price changes   | Every price move: what it was, what it became, when.                      |
| Stock reports   | Stock value, Margin, Expiring, Shrink, Price audit, Tax summary.          |
| Voids & refunds | Every refund, void and line taken off - who, where and why.               |
| Setup           | Currencies, tax codes, refunds, locations, checkout lanes and quick keys. |

## A routine that works

| When                    | Do this                                                                                        |
|-------------------------|------------------------------------------------------------------------------------------------|
| Opening                 | Move stock from the stockroom to the shop floor                                                |
| When a delivery arrives | Receiving - against the invoice, with costs                                                    |
| Through the day         | Till                                                                                           |
| As it happens           | Adjust stock for anything broken, expired or taken                                             |
| Closing                 | Check the till banner is clear - no unsent sales; a short drawer is checked on Voids & refunds |
| Weekly                  | Count one section; check Expiring and the Reorder list; check what is in transit               |
| Monthly                 | Stock value, Margin, Shrink and Tax summary. Export them and file them.                        |

## Words this module uses

| Term          | Meaning                                                                                                                                             |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Location      | A place stock physically sits. Every figure is per one.                                                                                             |
| Product       | A Tracked Item the shop sells. It stays in its Tracker Group; this module gives it a price, and a barcode or SKU where it has one.                  |
| Category      | The Tracker Group a product sits in. A count sheet covers one category.                                                                             |
| Sellable      | A product with a sell price, or one marked open price.                                                                                              |
| Open price    | A product the cashier prices at the till each time it is rung up.                                                                                   |
| SKU           | The shop's own short code for a product, such as BRD-WHT. Optional; any scan box takes it.                                                          |
| Delisted      | Taken off sale. Still returnable, still in the history.                                                                                             |
| Not costed    | No delivery has ever set what this product cost.                                                                                                    |
| Never counted | The figure has never been checked against a shelf.                                                                                                  |
| Variance      | The difference between what was counted and what was expected.                                                                                      |
| Reorder level | The stock figure, across all locations, at which a product is low stock.                                                                            |
| Shrink        | Stock written off, by the reason it went.                                                                                                           |
| Supervisor    | A team member of this app at level 3 or above with a supervisor PIN, or the account holder once they have set one. Approves other people's refunds. |
| Checkout lane | A till point that posts sales with a secret of its own.                                                                                             |

## Taking the data with you

The catalogue, the counts, the transfers, the price history, the reorder list, every Stock report and Voids & refunds offer reading-mode preview, Excel, PDF, print and share from the card header. What you export is what the screen shows, filters and all — and for the catalogue that is every product under the search and location you have set, not only the page on screen, up to 5,000 products. Past that the screen says so, and the export's subtitle says which part it holds.