

Inky Mall OS

User guide

The desktop point-of-sale for antique malls and consignment shops — every screen, in order, with pictures.

Covers Inky Mall OS **0.16.0** · built November 20, 2026
The latest copy is always at **docs.get-inky.com/mall-os/Inky-Mall-OS-Guide.pdf**
Questions: **support@get-inky.com**

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Every entry here, and every cross-reference in the text, is a link. In most PDF readers **Ctrl+F** (⌘F on a Mac) searches the whole guide, and the bookmarks panel lists every section.

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Start here

The instruction manual for Inky Mall OS, the desktop point-of-sale for antique malls, vendor malls and consignment shops.

Every screenshot here is a real screen from the real app, taken against a demo shop — Maple Lane Antiques — so what you see is what you'll get. The shop in the pictures has Inky Mall OS **Pro**, so features a Core shop doesn't have are in the pictures too; each chapter says which those are.

> A few screens can't be photographed without a live account or a card reader — the signed-in Cloud+ states and the reader's tap screens. Those are described in words and marked as such.

If you just want to ring a sale

1. Point the scanner at the tag. The item lands on the sale by itself.
2. Scan the rest of the basket.
3. Tap **Take payment**, choose how they're paying, tap **Process payment**.

That's the whole thing. The register covers the rest — discounts, coupons, split payments, layaway, gift cards, and what to do when something has no tag.

The short version of how Inky works

It runs on your computer. The register, your inventory, your sales and your books all live in a file on this machine. A dead internet connection in a basement mall does not stop you ringing a sale.

It records the sale — you take the payment. Except for the optional card reader, Inky is not a payment processor. You take the money however you already do; Inky's job is knowing what sold, whose booth it came from, what tax was due, and what you owe each vendor at the end of the period.

It never flatters a number. Amounts are recorded exactly as they were rung. A payout never invents money, and a discount comes out of the right pocket.

Updates come to you. Every time Inky starts it checks for a new version. When one is ready, a bar appears across the top of the register — *A new version of Inky Mall OS is ready* — with one button: **Update & restart**. Click it when the counter is quiet; Inky restarts on the new version in a few seconds, and your data is exactly where you left it. That is the whole procedure: nothing to download, nothing to reinstall. **Later** puts it off until the next start, and ⋯ → **Version** in the top bar checks on demand. The details are in Getting started.

Getting help

This guide as one PDF — searchable, with bookmarks — is at docs.get-inky.com/mall-os/Inky-Mall-OS-Guide.pdf, and the register opens the same file from ⋯ → **Help** in the top bar. Your account page on get-inky.com links it too.

Something missing, or something here that doesn't match what you're seeing? **support@get-inky.com** — or call or text **(769) 257-1138**. You'll get Jordan, Inky's founder.

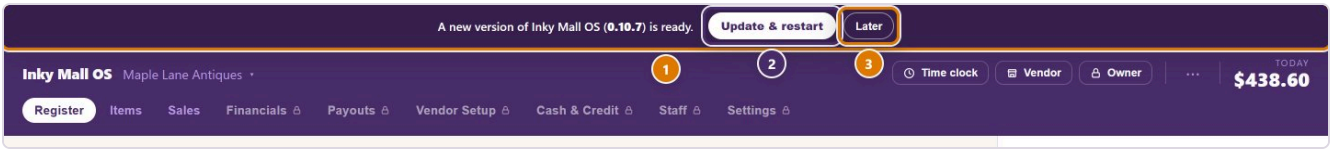
1 · Getting started

Installing Inky Mall OS, the first launch, the owner's PIN, a tour of the top bar — and, first, the one thing every owner asks about.

How updates work

Inky updates itself. You don't download anything, and you never reinstall.

Every time Inky starts it checks for a newer version. When one is ready, a bar appears across the top of the register:



1. **The bar.** It appears when a newer version is ready. The register underneath keeps working — nothing is interrupted, and you can carry on ringing sales with it there.
2. **Update & restart.** Click it when the counter is quiet. Inky downloads the update (a progress figure shows on the button), restarts on the new version in a few seconds, and your data is exactly where you left it. **That is the whole procedure.**
3. **Later** puts it off until the next start.

To check on demand, open the ⋯ menu in the top bar and click **Version** (see the top bar below). If it says you're up to date, you are; if a check fails — no internet, say — it tells you that rather than pretending.

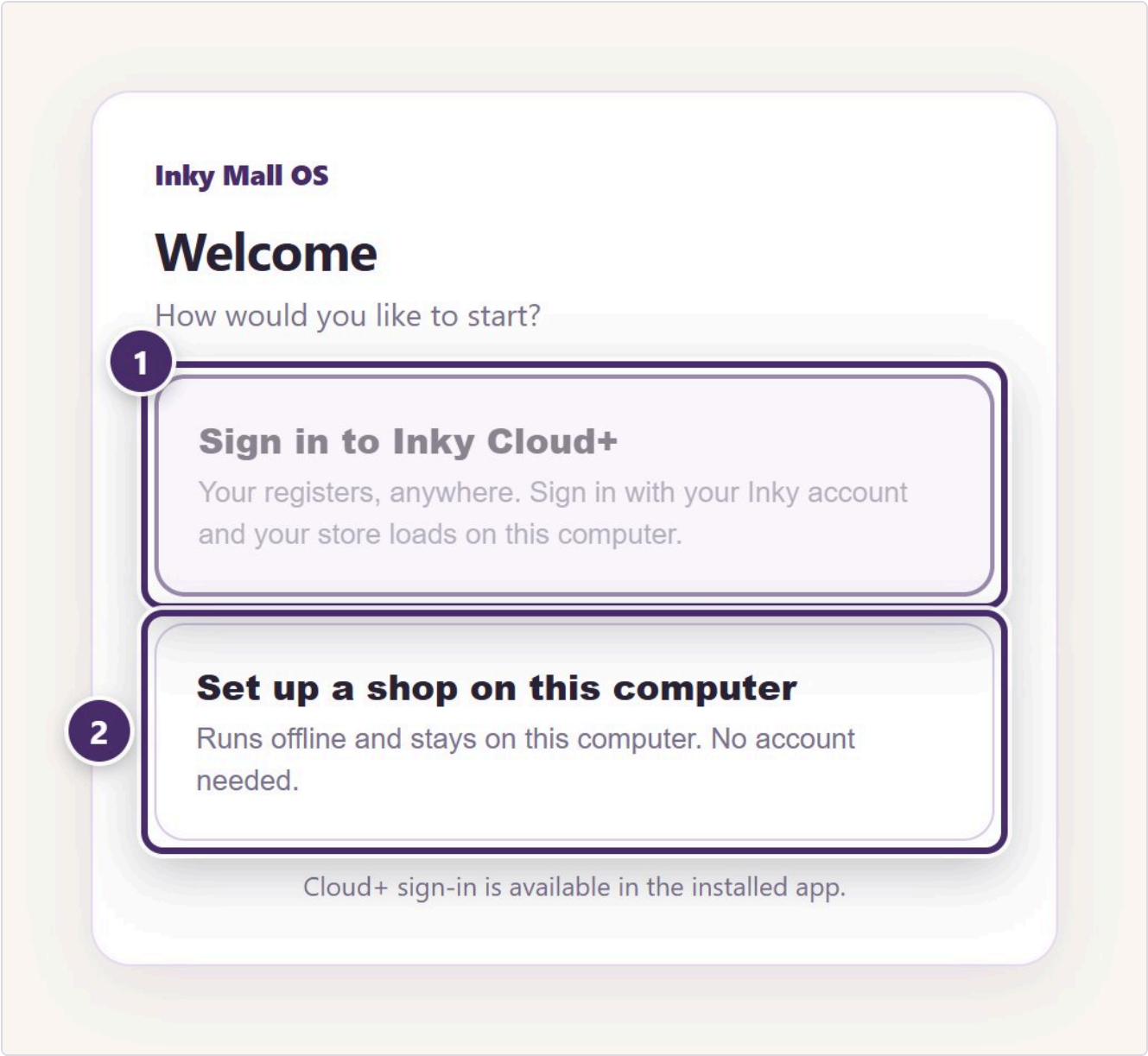
Updating never touches your data. The store — items, booths, sales, payouts — lives in a file of its own on this computer, and an update replaces the program, not the file.

Installing

Download the installer for Windows or Mac from **get-inky.com**, run it, and open Inky Mall OS. It's built to be light on old hardware: a basement mall's ten-year-old computer is fine.

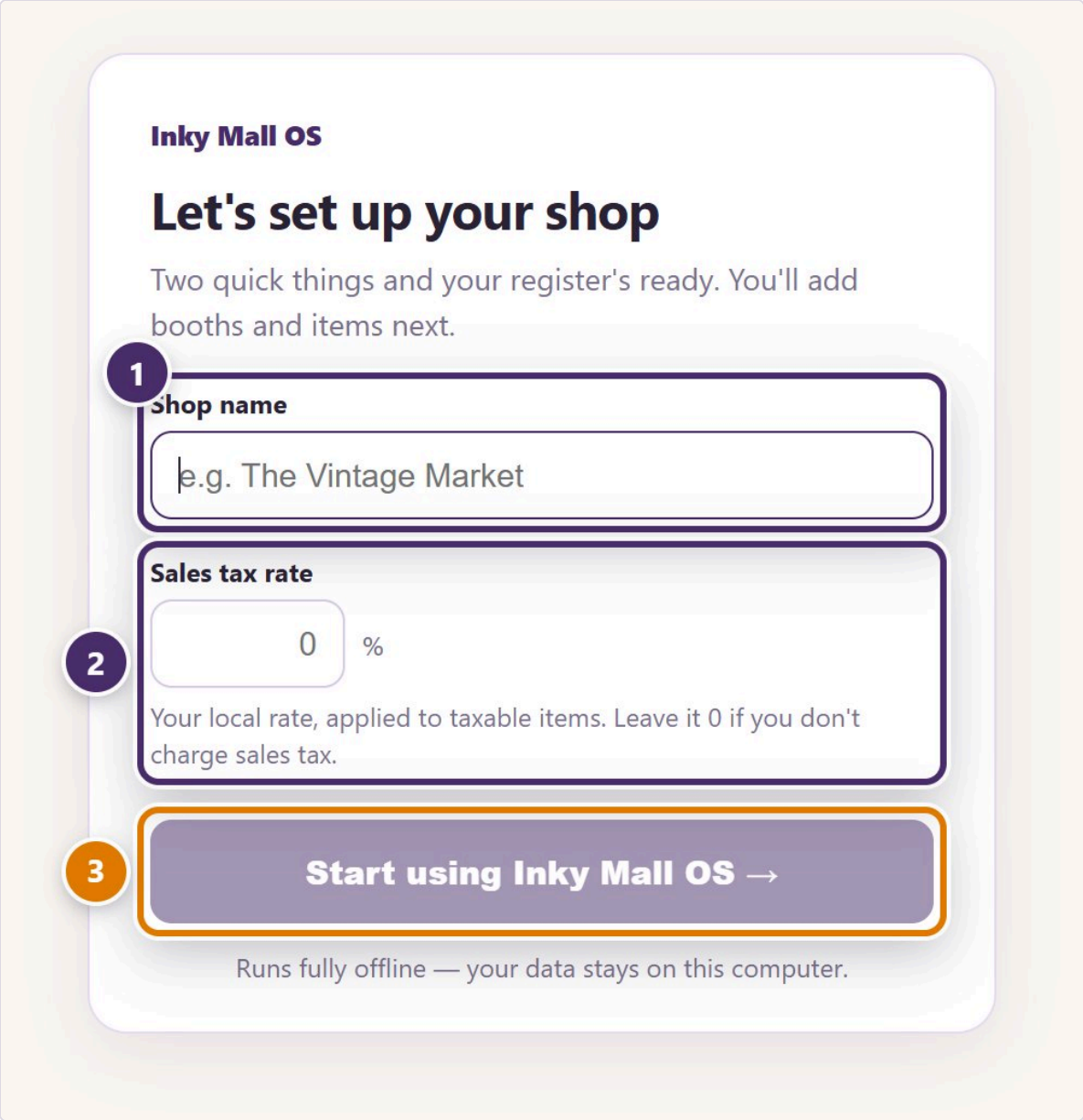
Inky runs entirely on this computer. It needs the internet for exactly three things — activating and renewing a licence, checking for updates, and (optionally) Cloud+ — and none of them ever stops the register from ringing a sale.

The first launch



1. **Sign in to Inky Cloud+.** For a shop that already exists on your Inky account — a second register, or a replacement computer. Your browser opens to sign in, your store loads on this computer, and there is nothing to set up again. See Cloud+ & sync.
2. **Set up a shop on this computer.** For a new shop, or one that will run without the cloud. Two questions and you're at the register.

(The picture was taken in the preview build, which is why the Cloud+ door is greyed; in the installed app both are live.)

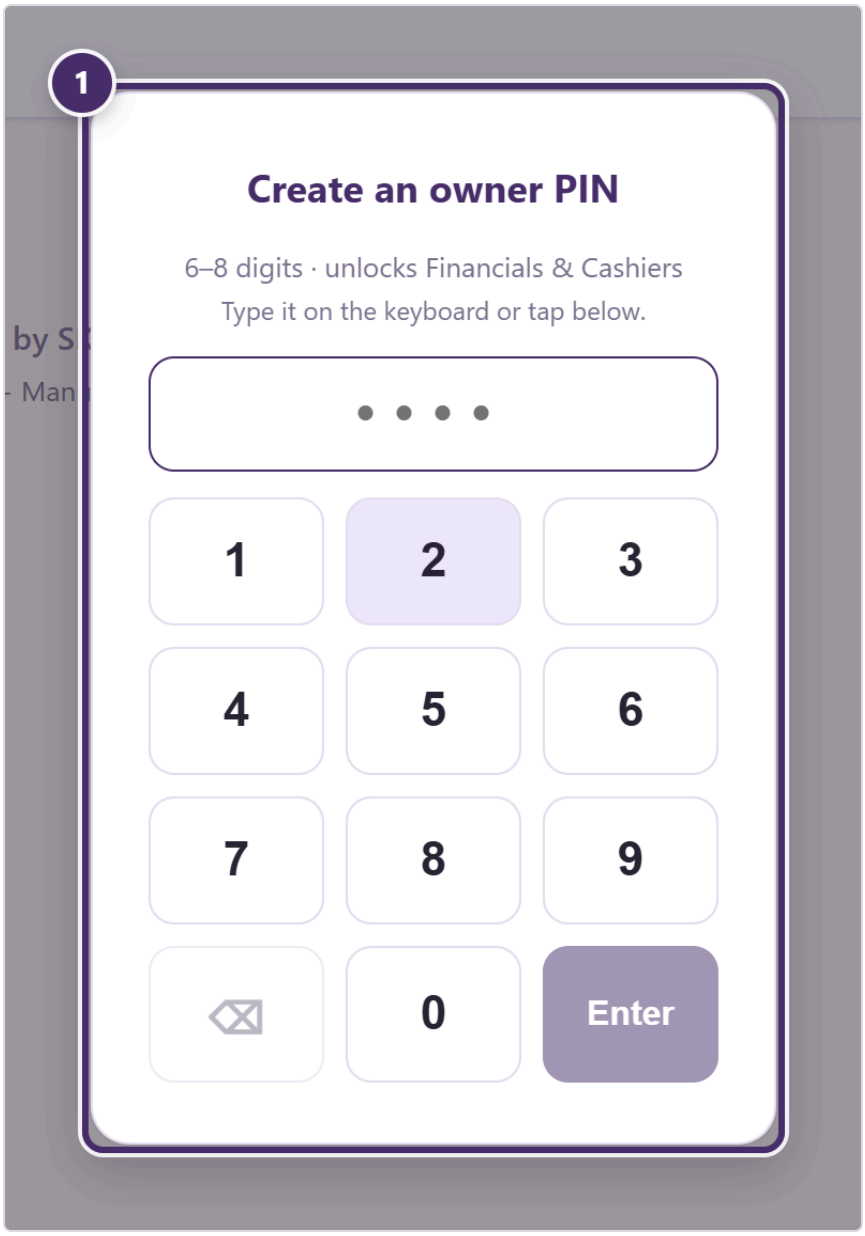


1. **The shop's name.** It shows in the top bar and prints on every receipt. You can change it later in Settings.
2. **Your sales tax rate.** Applied to every taxable item at checkout. Leave it at 0 if you don't charge sales tax. Also changeable later.
3. **Open the register.**

That's it — you're at an empty register. A new install runs as a **30-day free trial** with everything working; a slim bar above the register counts the days and offers to buy. Licensing & plans explains what happens when it ends — nothing is lost: the data stays, and a licence unlocks it on the spot.

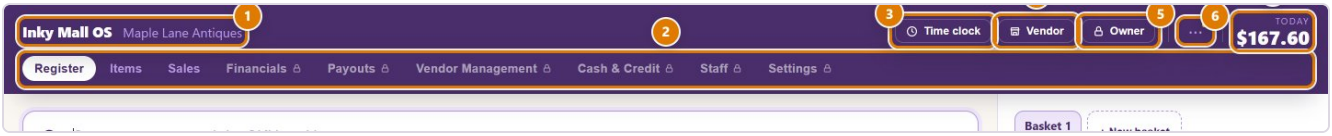
The owner's PIN

The first time you open a back-office tab — Financials, Payouts, Vendor Management, Cash & Credit, Staff or Settings — Inky asks you to create the **owner's PIN**.

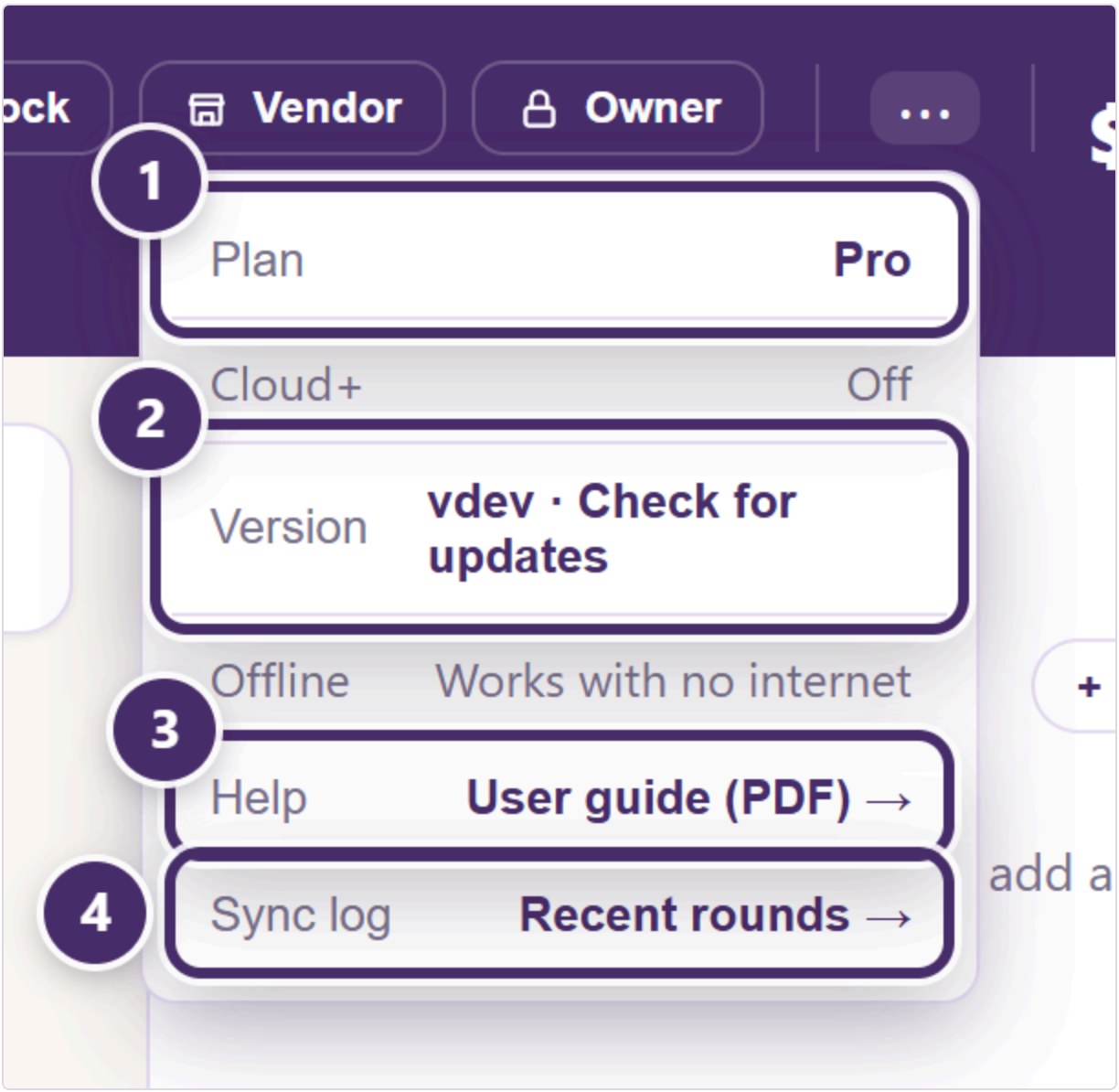


1. **Six to eight digits.** It guards the back office from then on, so pick something you won't share with the counter. The register never changes it once set; if it must change — or it's forgotten — that's done from your Inky account on the web (**Store** → **Setup**). Everything about PINs, staff and managers is in Staff & security.

The top bar



1. **The shop's name.** On a Pro shop with more than one location, it opens the location switcher.
2. **The tabs.** Register, Items and Sales are open to everyone at the counter; the padlocked tabs need the owner's PIN.
3. **Time clock** — staff clock in and out here.
4. **Vendor** — a vendor signs in with their booth PIN to see their own sales.
5. **Owner** — unlocks the back office; it reads **Owner · Lock** while it's open, and clicking it again locks up.
6. ⋯ — the plan, Cloud+ status, the version and update check, this guide, and the sync log.
7. **Today** — everything rung on this register since midnight. The number most owners glance at all day.



1. **Plan.** Which edition this register is on. Click it to manage the licence.
2. **Version.** Which build you're running (*v0.10.6*, say). Click it to check for an update right now.
3. **Help.** Opens this guide — the whole manual as one searchable PDF — in your browser, so it can sit beside the register while you read. Ctrl+F (⌘F on a Mac) finds any word in it.
4. **Sync log.** The last sync rounds, on a Cloud+ shop. Between them: whether Cloud+ is on, and a reminder that Inky works with no internet.

Where your data lives

The whole store — items, booths, sales, payouts, staff, the lot — is one file on this computer, saved after every change. If the computer has a **OneDrive** folder, Inky keeps the file in the *Inky Mall OS* folder there, so that if OneDrive is signed in and syncing you get an off-machine copy for free; otherwise it's in the *Inky Mall OS* folder in *Documents*. The register says which, in small print under the money buttons: *Saved in your OneDrive folder* or *Saved on this computer*.

Inky never sends that file anywhere. On a Cloud+ shop the *contents* sync to your Inky account and your other registers — but that is a choice you make, in Settings, and the file on this computer stays the working copy either way. Backups, restores and moving to a new computer are in Your data.

What to set up next

In roughly the order a new shop needs them:

1. **Booths** — Vendor Management: every item belongs to one.
2. **Items** — Items & inventory, or **Bring your store over** in Settings if you're coming from another system (Your data).
3. **Labels** — a label printer, or Avery sheets on the printer you have (Labels & printing).
4. **Staff** — PINs for the counter, and whether to require login (Staff & security).
5. **The receipt printer and cash drawer**, if you use them (Labels & printing).
6. **Payment methods** — which tenders show at checkout, and a card fee if you charge one (Taking payment).

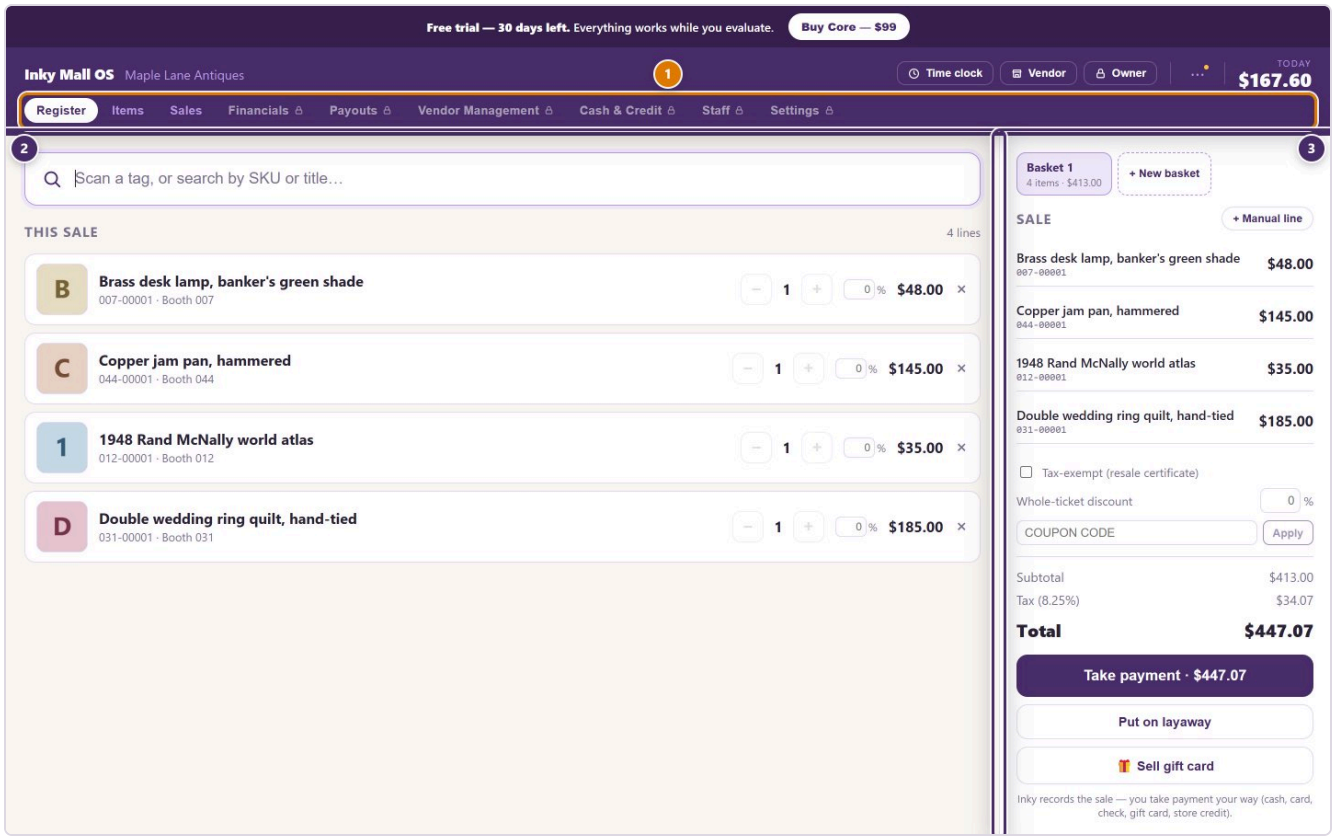
Then ring a sale — The register.

2 · The register

The register is where the day happens. It opens when Inky opens, it works with the internet unplugged, and it is the one screen a new person at the counter needs to learn.

Everything here works the same whether your shop has three booths or three hundred.

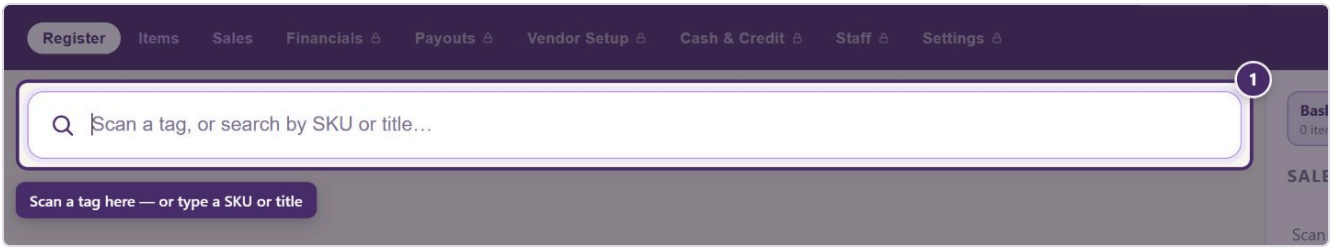
What you are looking at



1. **The tabs.** Everything else in the shop — inventory, sales, the books, the booths — lives up here. The register is always the first one. Tabs with a small padlock need the owner's PIN; see Staff & security.
2. **The sale you are building.** Each thing you ring lands here as a card: title, SKU, which booth it came from, how many, and its own discount box.
3. **The receipt side.** The same sale laid out the way the printed tape reads, with the totals and the money buttons underneath.

Up in the corner, **Today** is the one number most owners glance at all day — everything rung on this register since midnight.

Ringing something up



Point the scanner at the tag. That's it — **the item goes straight onto the sale and the bar clears itself**, ready for the next tag. You don't press Enter, and you don't tap anything. Some scanner guns don't send an Enter at all, so Inky doesn't wait for one.

The bar only rings on an **exact, complete SKU**. Typing part of a title, or half a SKU, never rings anything by surprise — it just searches.

Scan the same tag twice and the line's quantity goes up instead of a second line appearing. Inky will not let that number go past what the booth actually has on the shelf.

When there's no tag, or the barcode won't read

Type any part of the title instead.



1. **Type what you can see.** Searching never rings anything on its own, so you can type freely and look at what comes back.
2. **Tap a row to ring it.** Each row shows the price and the booth. The bar clears itself afterwards, ready for the next thing.

If exactly one item is left in the results, pressing **Enter** rings it.

Something with no price on it

It still goes on the sale. The line is flagged with a small **"No price on this one"** box — type the price, press Enter or tap **Set**, and carry on.

You can keep scanning the rest of the basket first and come back to it. The sale simply can't be completed until every flagged line has a price, so an unpriced thing can never slip through at $0.00.

Changing a line before you take payment



1. **How many.** The **+** stops at the number the booth actually has on the shelf, so the register can't oversell.
2. **Money off this line.** A percentage off this one thing. The booth's share follows the real selling price — a discount comes out of the vendor's cut, exactly as it always has at the counter.
3. **What the line comes to.** If anything came off, the original price shows struck through above it.
4. **Take it off the sale.** Nothing is recorded until you take payment, so removing a line costs nothing.

If a scheduled promotion or an automatic markdown applies to the item, a small badge with the promotion's name appears under the title, and the price already reflects it.

Re-pricing a line in dollars

Some shops would rather type "40" than work out what percentage gets a $48 lamp down to $40. Switch on **Edit prices in dollars at checkout** in Settings and every sale line grows a **$ box** beside its % box.



1. **The $ box.** Type what this one sells for today and press Enter. The % box beside it still works — a discount comes off the price you typed.
2. **What changed.** The tag price shows struck through, the new price beside it with a small *****, so anyone can see the line was re-priced. The item's own tag price is untouched — you have changed this sale, not the inventory.

The typed price becomes the sale's price for the receipt, the booth's payout and every report, and it carries the same ***** there so a re-priced sale is never mistaken for a discounted one.

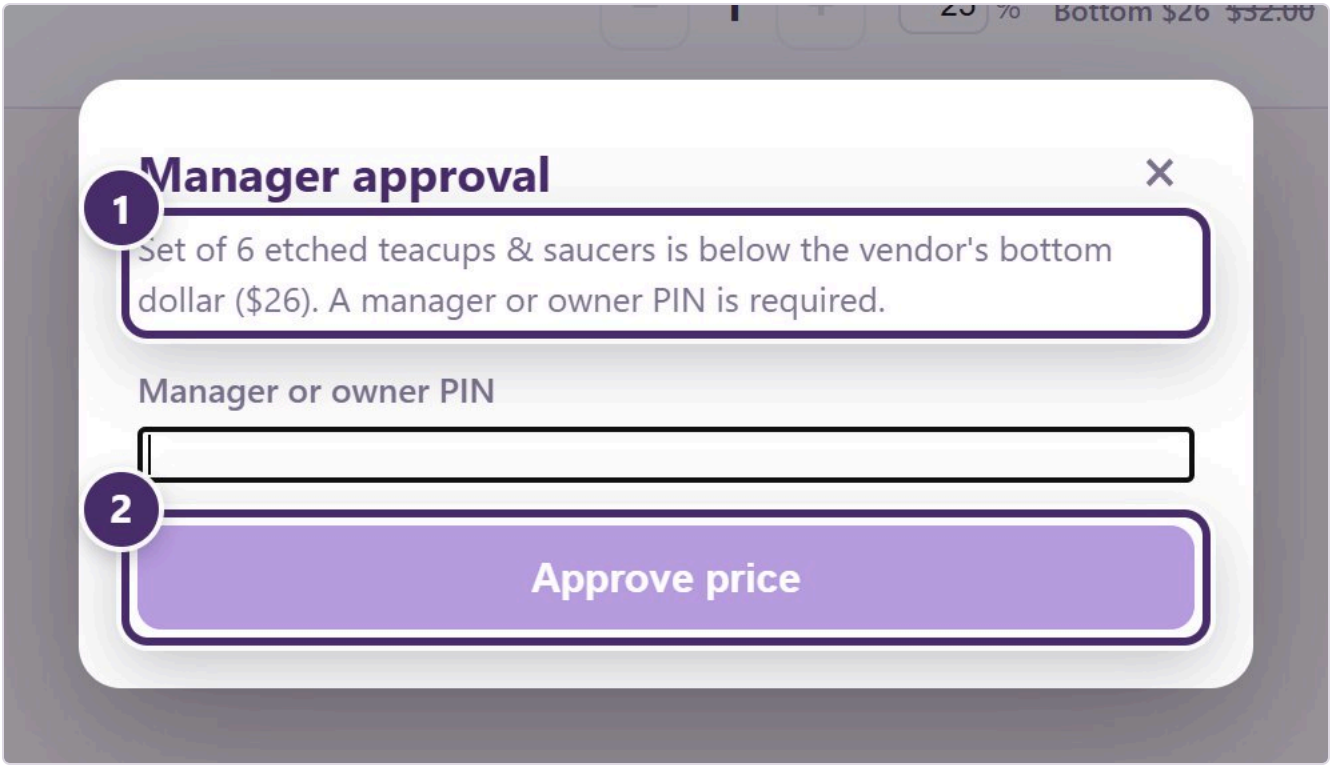
The vendor's bottom dollar

A vendor can set a **bottom dollar** on an item: the lowest price they'll take. When they have, the sale line shows it, so you can say yes to a customer's offer without tracking the vendor down.



1. **Bottom $26.** The lowest price this item's vendor will take. Only staff see it. At or above it, ring the sale the usual way: type the offer in the $ box, or take a percentage off.

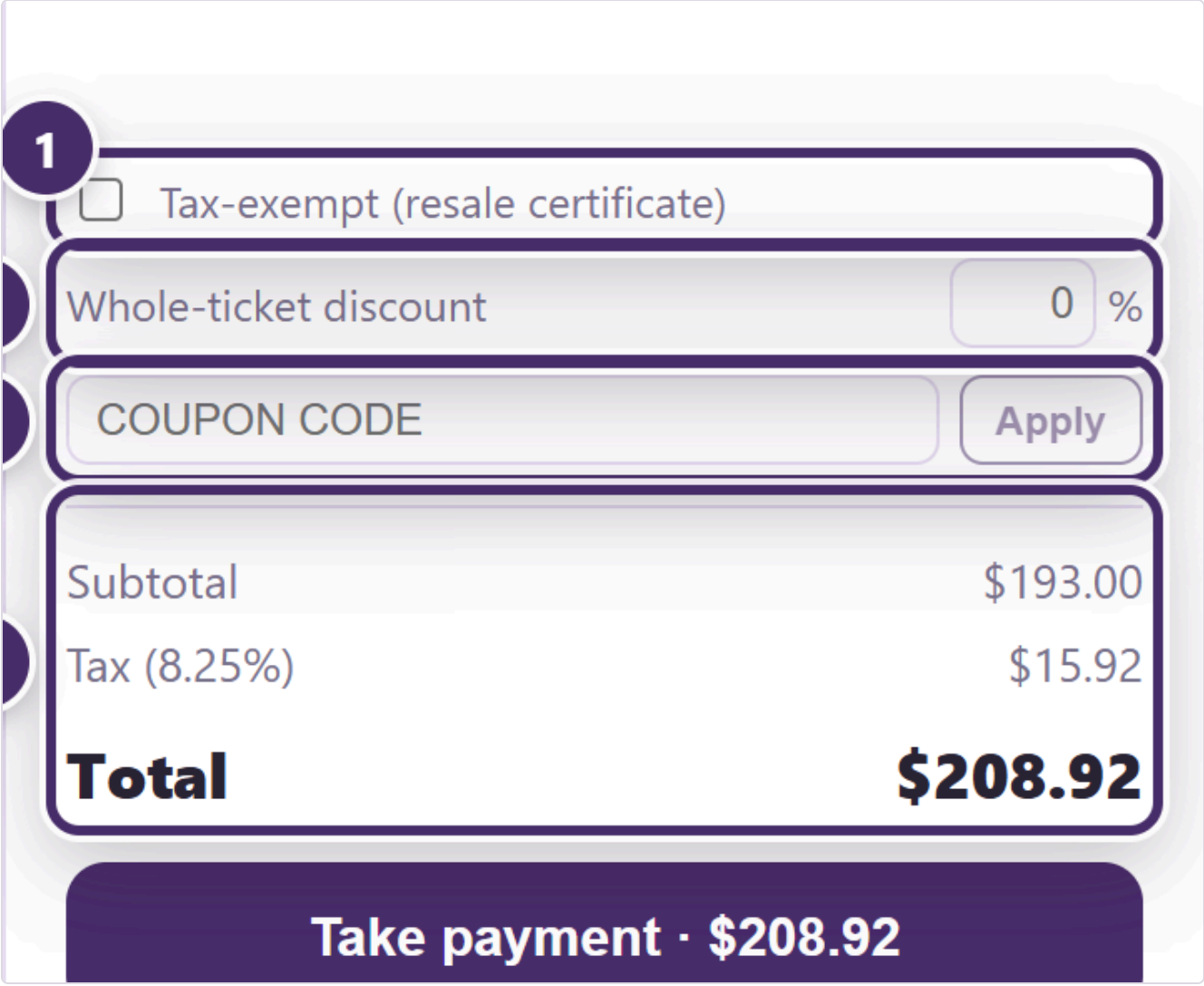
If the line ends up below the bottom dollar, **Take payment** stops and asks for a manager or owner PIN first. The check uses what the line really sells for, after every discount, promotion and coupon.



1. **Why it stopped.** Names the item and its bottom dollar.
2. **Approve price.** A manager or owner types their PIN and taps it. The approval goes in the activity log.

The bottom dollar never shows on the customer display, the receipt or the price tag. Vendors set and change it in Inky on the web or their phone; the register shows it but can't change it. If one doesn't show up right after this register updates, tap **Sync now** once.

Discounts, coupons and tax on the whole sale



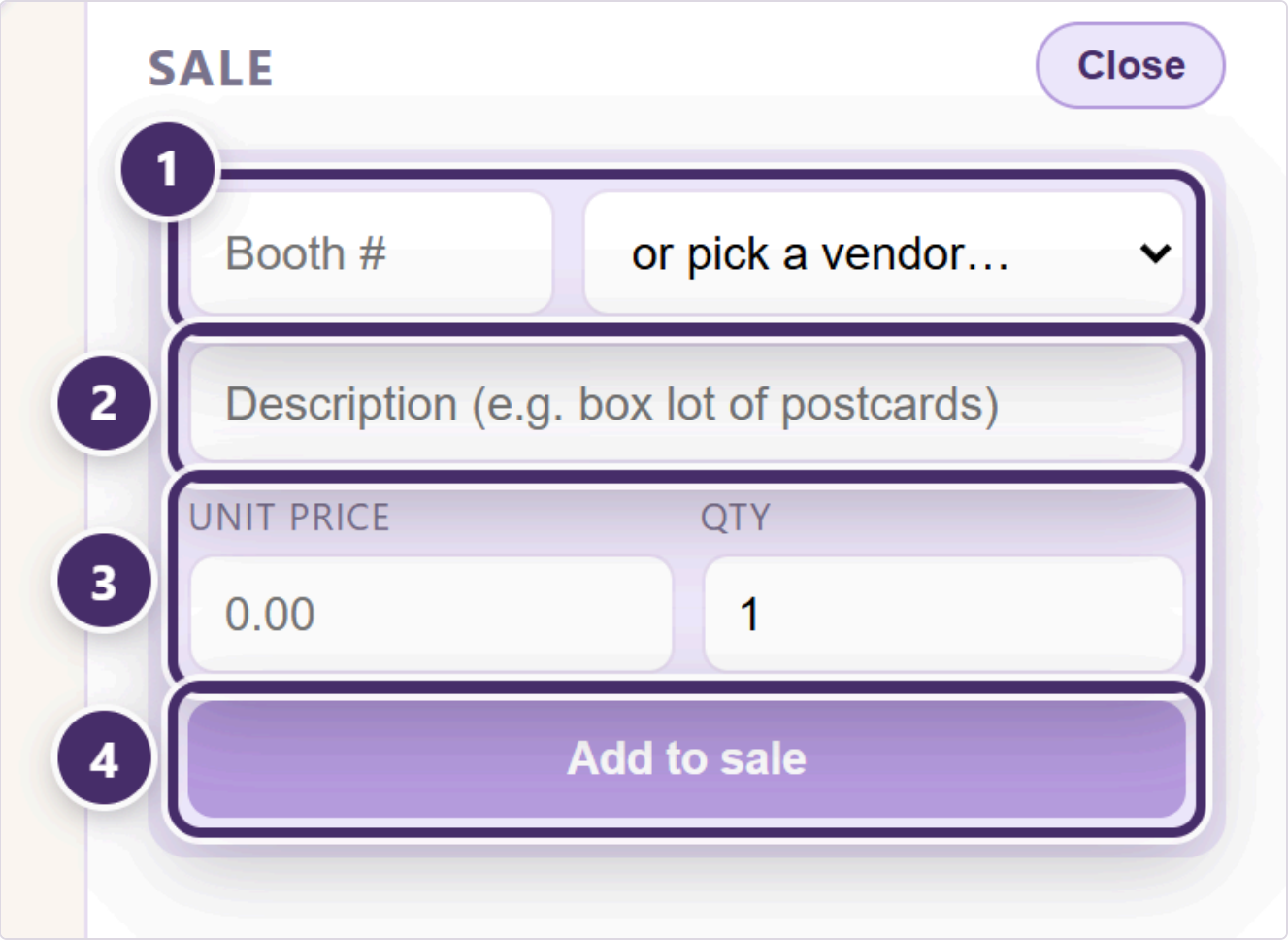
1. **Tax-exempt (resale certificate).** For a buyer who is buying to resell. Ticking it asks **who** — a tax-exempt sale with nobody on it is no use to you at audit time. Pick the buyer from the list, or add them right there with their certificate number; you never have to leave the sale to do it. The name then sits under the tick box, with **Change** beside it. Close the window without choosing and the sale stays taxable. Anyone you add here is saved as a reseller, so next time they're at the top of the list — and picking them at payment makes the sale tax-exempt even if nobody ticked this box.
2. **Whole-ticket discount.** A percentage off everything, on top of anything you already took off a single line.
3. **Coupon code.** Type the code — or scan it, if it was printed as a barcode — and tap **Apply**. The coupon shows as a chip with what it took off, and **Remove** puts it back. This box is only there when **Coupon codes** is switched on; see Promotions, coupons & rewards.
4. **The running totals.** Subtotal, any discount, the tax, and what they owe.

> **A note on discounts.** If your shop runs scheduled promotions or automatic markdowns, they apply themselves at the register. Where both land on the same item the customer gets **whichever of the two is larger** — those never stack with each other. A discount you type in yourself is applied on top of that. The whole story — including who pays for a discount — is in Promotions, coupons & rewards.

Your shop can also require a manager's PIN for anything above a set percentage. That's **Limit staff discounts** in Settings; the approval itself is described in Staff & security.

Something with no tag at all

A box lot, a last-minute find, something a vendor just carried in. Tap **+ Manual line**.



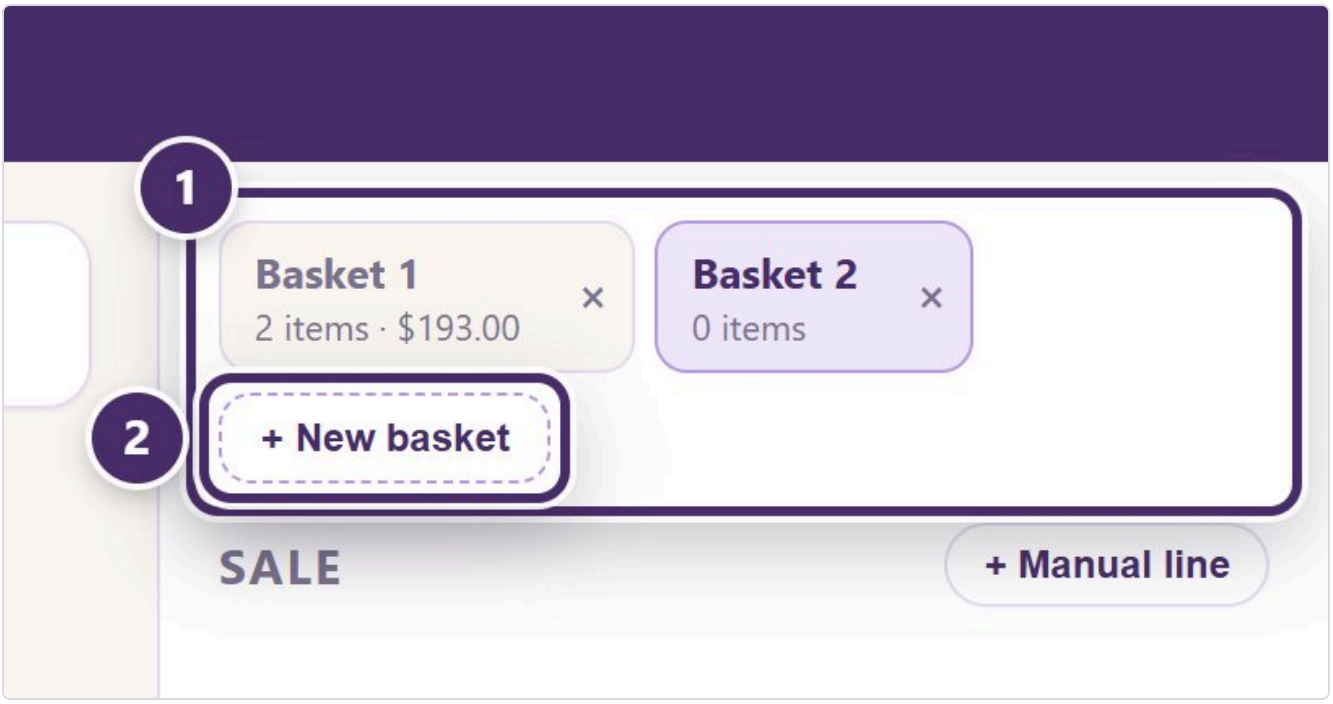
1. **Whose booth is it?** Type the booth number, or pick the vendor from the list. This is the one field not to guess — it decides who gets paid.
2. **What is it?** Whatever you'd want to see on the receipt later: *box lot of postcards*.
3. **How much each, and how many.**
4. **Add it to the sale.** From here on it rings, taxes and pays out exactly like a tagged item.

The button stays greyed out until there's both a real vendor and a price above zero. **Close** puts the form away again.

A line rung this way is remembered as *rung by hand*. If it turns out to have been a tagged item after all, the sale can be linked to its sticker later — see Sales & corrections.

Serving two people at once

Someone goes back for one more thing and there's a queue behind them. Park their basket and start another.

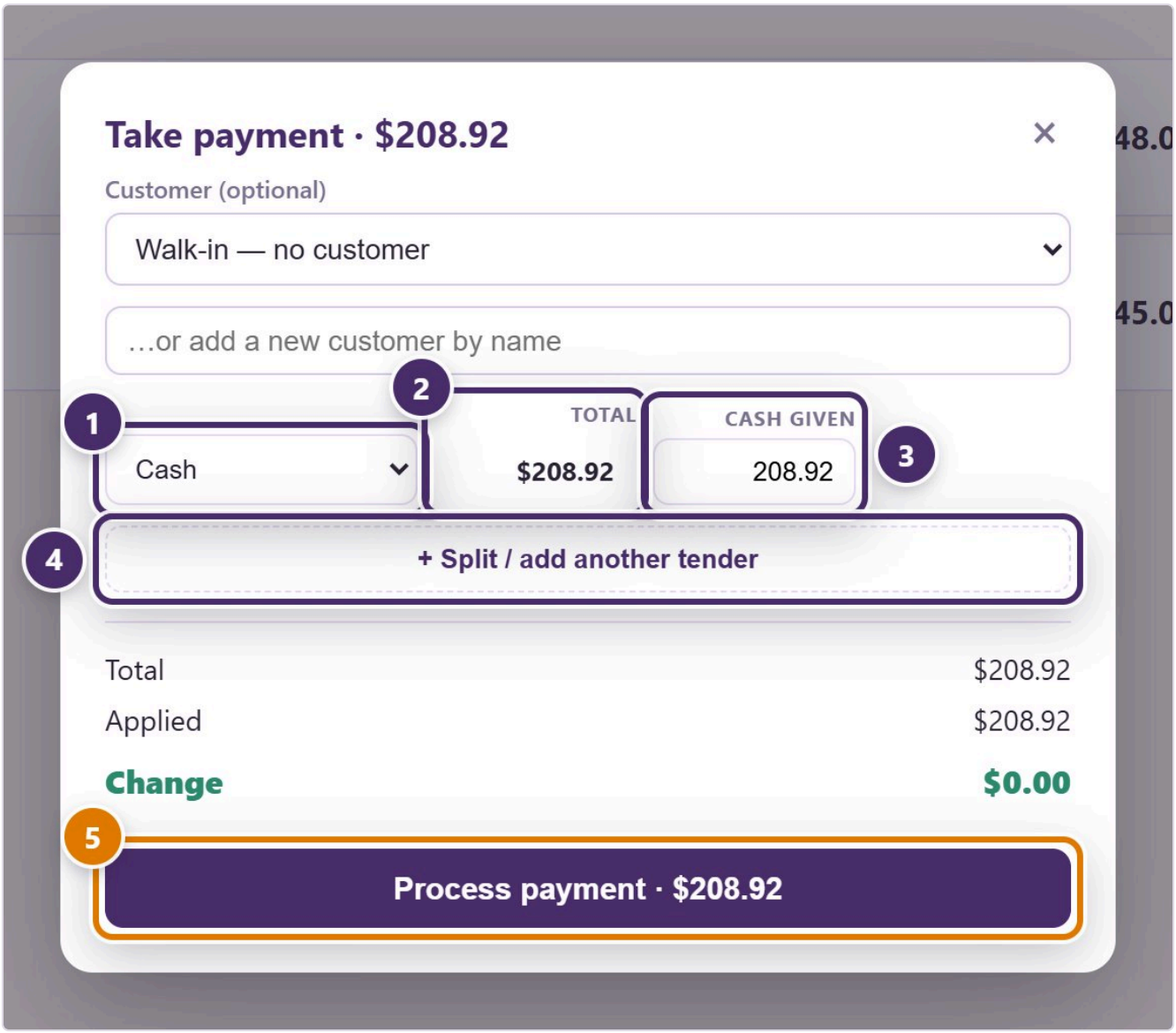


1. **Each basket is its own sale.** Tap between them freely; each tab shows what's in it and what it comes to. A parked basket is not a sale — nothing is recorded and nothing leaves the floor until you take payment. The × on a tab throws that basket away.
2. **Start another.**

Baskets belong to **this** register. They stay on this machine and are not shared with your other tills.

Taking payment

Tap **Take payment**.



1. **How they are paying.** The box opens on *Choose payment…* — nothing rings on an assumed cash. Pick from cash, card, check, and whichever wallets your shop accepts. **Gift card** and **Store credit** are always here too — those don't take money, they draw down a balance you already owe the customer.
2. **What this tender covers.** The first line always carries whatever the rest of the sale doesn't — the whole total until you split it.
3. **Cash given.** Appears when you pick Cash: what they actually handed over. Put $50 against a $47.07 total and Inky shows the change to give back.
4. **Split the sale.** Adds a second line with its own amount — $40 in cash and the rest on a card, say. Inky keeps track of what is still owed.
5. **Finish.** This button stays greyed out until every line has a tender and the amounts add up to the total, so a sale can't be rung half-paid by accident.

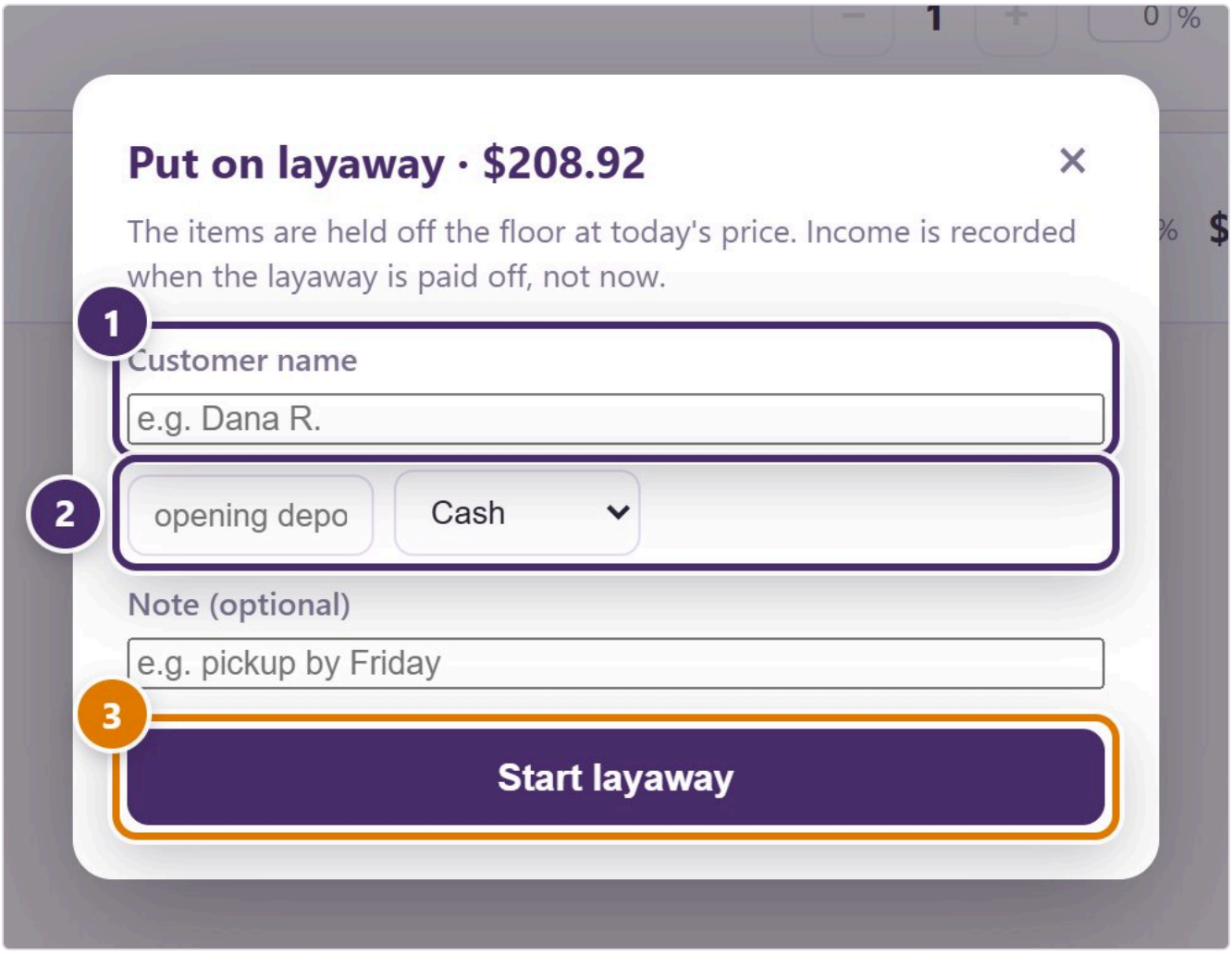
Attaching a customer is optional on an ordinary sale, and it's what builds their purchase history. It is required on a tax-exempt sale. If your shop runs a rewards program, a **rewards phone** box sits at the top of this window as well.

Card, check and wallet references. Card takes the last 4, check takes the check number, wallets take a handle. All optional, all useful when you're reconciling later. If your shop adds a card fee, a card line asks *credit or debit* — the fee rides credit only.

What happens after you tap Finish depends on how they paid — a card reader has its own screen, and Venmo, Cash App and PayPal ask you to confirm the money actually arrived. Every tender, in detail, is in Taking payment; the reader and the wallets are in Card reader & wallets.

Layaway

Held for a customer, paid off over time. Ring the items as usual, then tap **Put on layaway** instead of Take payment.



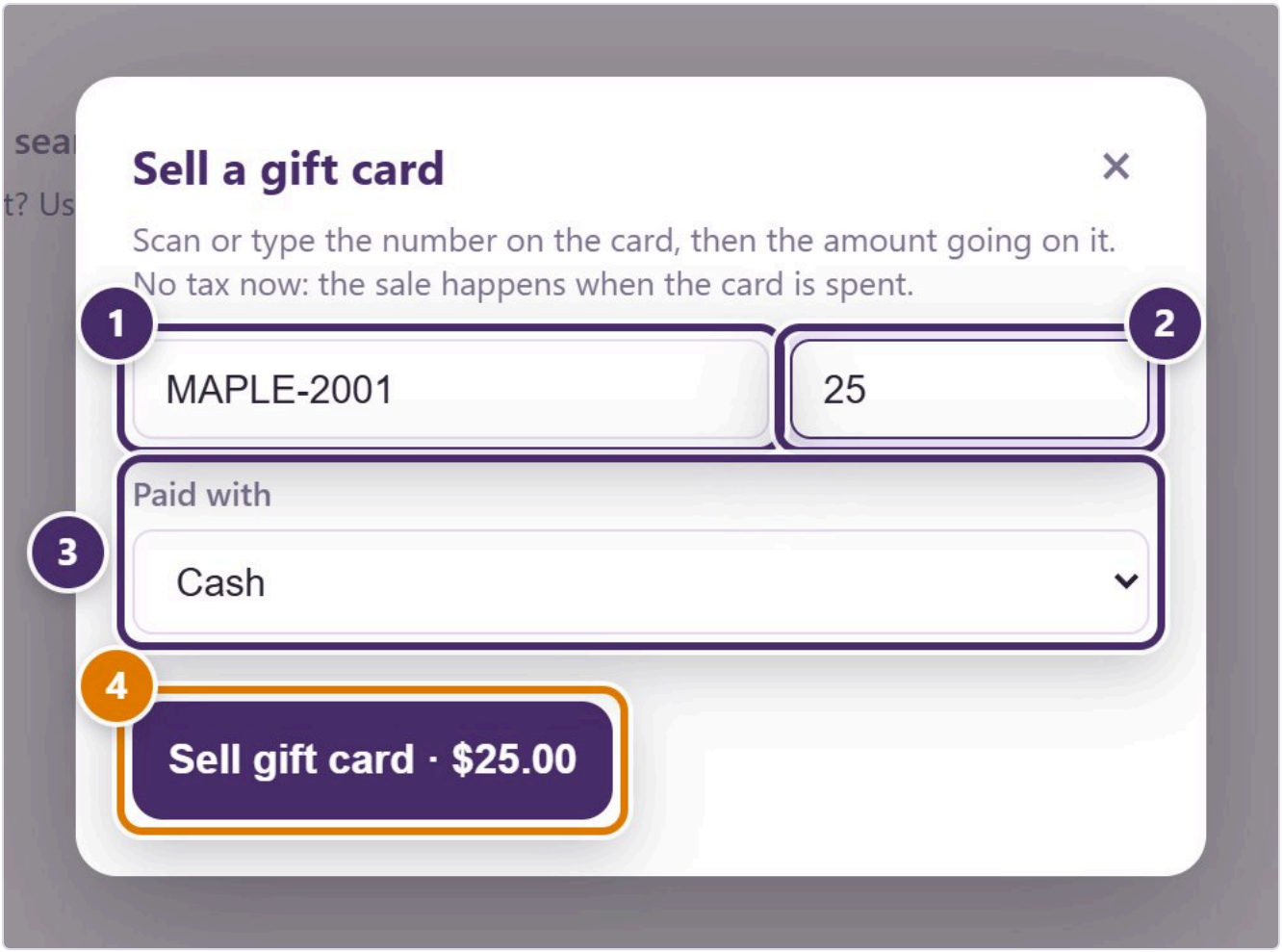
1. **Who it's for.** The name you'll look them up by when they come back.

2. **What they're leaving today.** The opening deposit and how they paid it. You can leave it empty and take a deposit later.
3. **Start it.**

The items come **off the floor at today's price** and are held for that person, so nobody else can buy them and a later price change doesn't move the deal.

None of it counts as income yet. A deposit is money you're holding, not money you've earned — it stays a liability until the layaway is paid off. Open layaways live in Cash & Credit.

Gift cards



1. **The number on the card** — whatever is printed or written on the one you're handing over. That's what you'll type when they come to spend it. A number that's already a card adds money to it instead.
2. **What they're loading onto it.**
3. **How they're paying.** Cash goes into the drawer count. The **Square reader** charges the card there and then.
4. **Sell it.**

No sales tax is charged now. Nothing has been bought yet — you've taken money against a promise. The tax gets rung on whatever the card is eventually spent on. Until then the balance sits with your other liabilities in Cash & Credit.

Check a gift card, next to it, shows what's left on any card. With Square gift cards on, the same buttons sell, reload and check those too — see Square gift cards.

When a piece sells on your shop page

If your store sells online, a shopper can pay for a piece on your shop page and come in to pick it up. The moment the payment goes through, the register tells you.



1. **Sold online. Paid. Pull it for pickup.** The piece is already sold and paid for. Its tag will not ring up again.
2. **The piece.** Its name, tag number, booth, what was paid, and when.
3. **Pickup.** The name of the person coming for it.
4. **Pulled, set aside.** Take the piece off the floor, put it behind the counter with the name on it, then tap this. The notice clears on every register in the store.

The notice stays until someone taps it. The order then waits in **Sales** until the customer arrives: see Sales & corrections.

Online selling is switched on in Inky on the web or your phone, in your store's settings, not here. It needs Cloud+ and your Square account connected.

The other buttons and banners

- 🧾 **Print last receipt** appears after you've rung a sale — for when someone asks on their way out.
- 💵 **No sale — open drawer** pops the cash drawer without ringing anything, for making change. It only appears when a receipt printer is set up, because the drawer opens through the printer.
- 🔔 **Pull from the shelf** appears at the top when something in your shop sold somewhere else online, so someone can go and take it off the floor. Tap **Pulled** ✓ when it's done.
- **Labels from the Inky app** — a card in the bottom-left corner of the Register — appears when someone added stock from their phone and asked for the tags to be printed here. Click it to open the print queue — every request, grouped by who sent it — and look over what you're printing before you tap **Print**; see Labels & printing.

When the internet is out

The register keeps working. Ringing sales, taxes, discounts, coupons, layaways, gift cards, receipts, the drawer — all of it runs on this computer and needs nothing from outside.

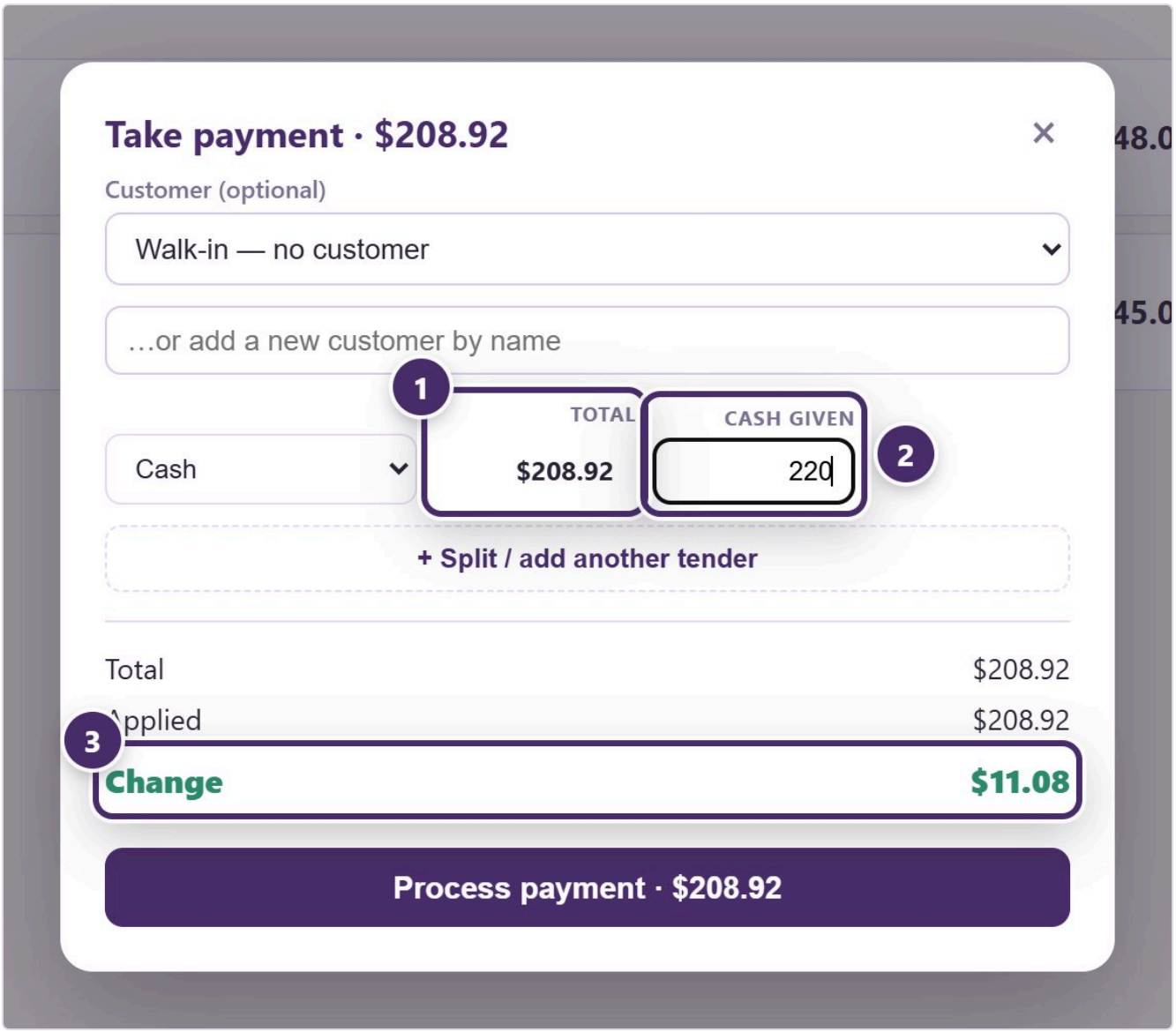
What pauses is only the parts that are genuinely online: syncing with your other tills, and card payments through the reader. Cash, check and every other tender ring exactly as always, and everything catches up on its own when you're back.

3 · Taking payment

The register showed the **Take payment** window once. This chapter goes through it tender by tender: what each one asks for, what it does to the numbers, and what happens the moment you press **Process payment**.

The one rule underneath all of it: **Inky records how the customer paid; you take the money.** With the single exception of the card reader, Inky never moves money itself.

Cash



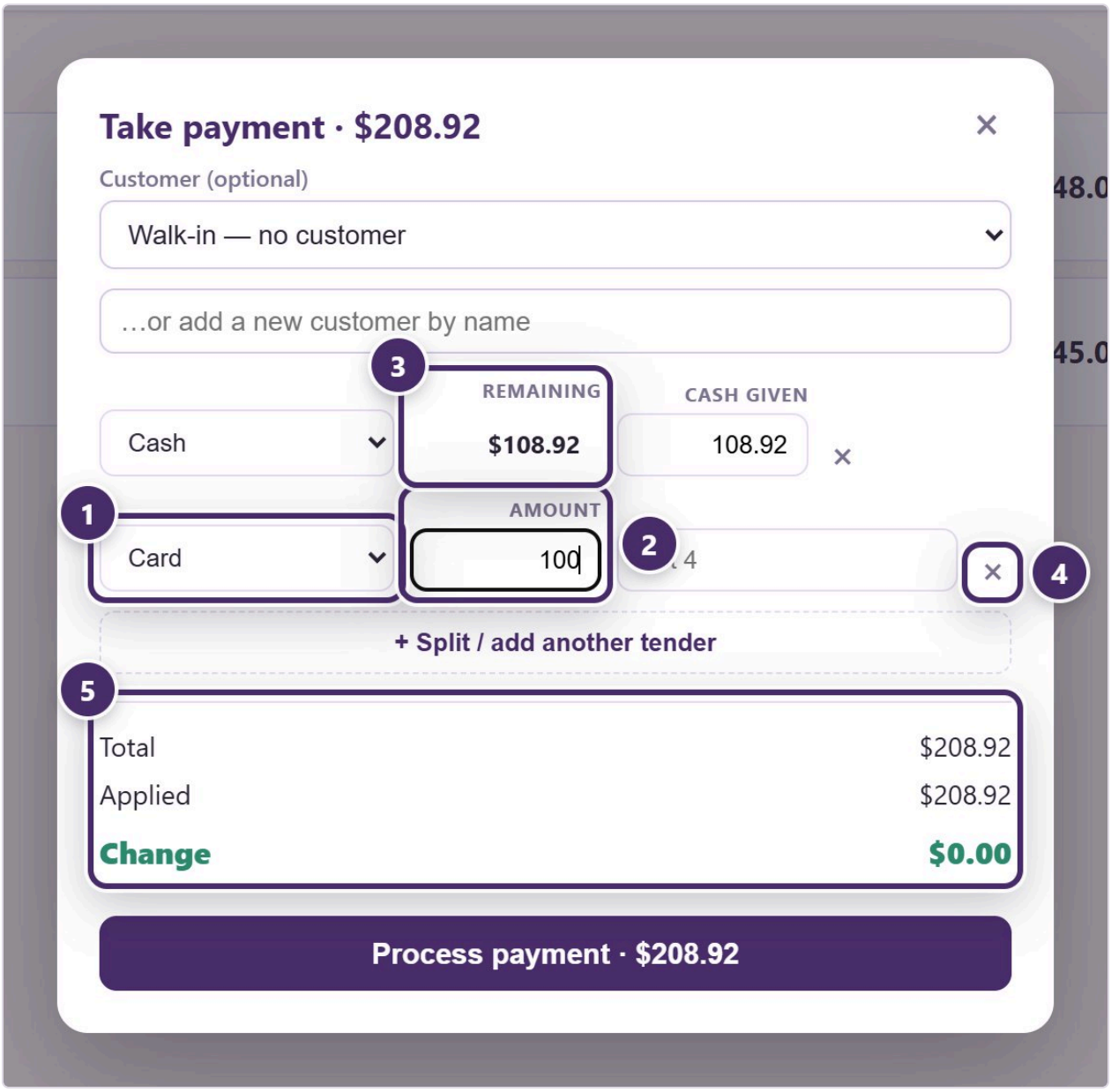
1. **The total** this tender covers.
2. **Cash given.** Type what they handed over — round money, usually.

3. **Change.** What to hand back. It's also what the customer display shows, and what the receipt prints.

If a receipt printer with a drawer is set up, the drawer opens by itself on a cash sale. For making change without a sale, use 💵 **No sale — open drawer** on the register.

Splitting a sale

$100 in cash and the rest on a card, a gift card that doesn't quite cover it, two friends paying half each. Tap **+ Split / add another tender**.



1. **The next tender.** Pick how the rest is being paid — any tender, in any order.
2. **How much of it.** A new line opens on exactly the balance remaining. Leave it, or type less and split again.

3. **Each line pays its own share, top to bottom.** Type what goes on the first tender — on cash, the cash they handed you — and whatever is left falls to the next line. Hand over $2 on a $6.42 sale and cash is $2.00, with $4.42 remaining for the card.
4. **Remove a line** to go back to a single tender.
5. **Total, applied, and what's still owed.** *Balance remaining* shows what is left to cover; *Over* shows if the lines add up to more than the sale. Process payment stays greyed until the lines meet the total exactly, and a line paying $0 has to come off.

You can split as many ways as you need. The one exception is the **Square reader**: it takes one card per sale, so only one line can go on it. Take the rest in cash, a check, a gift card or store credit.

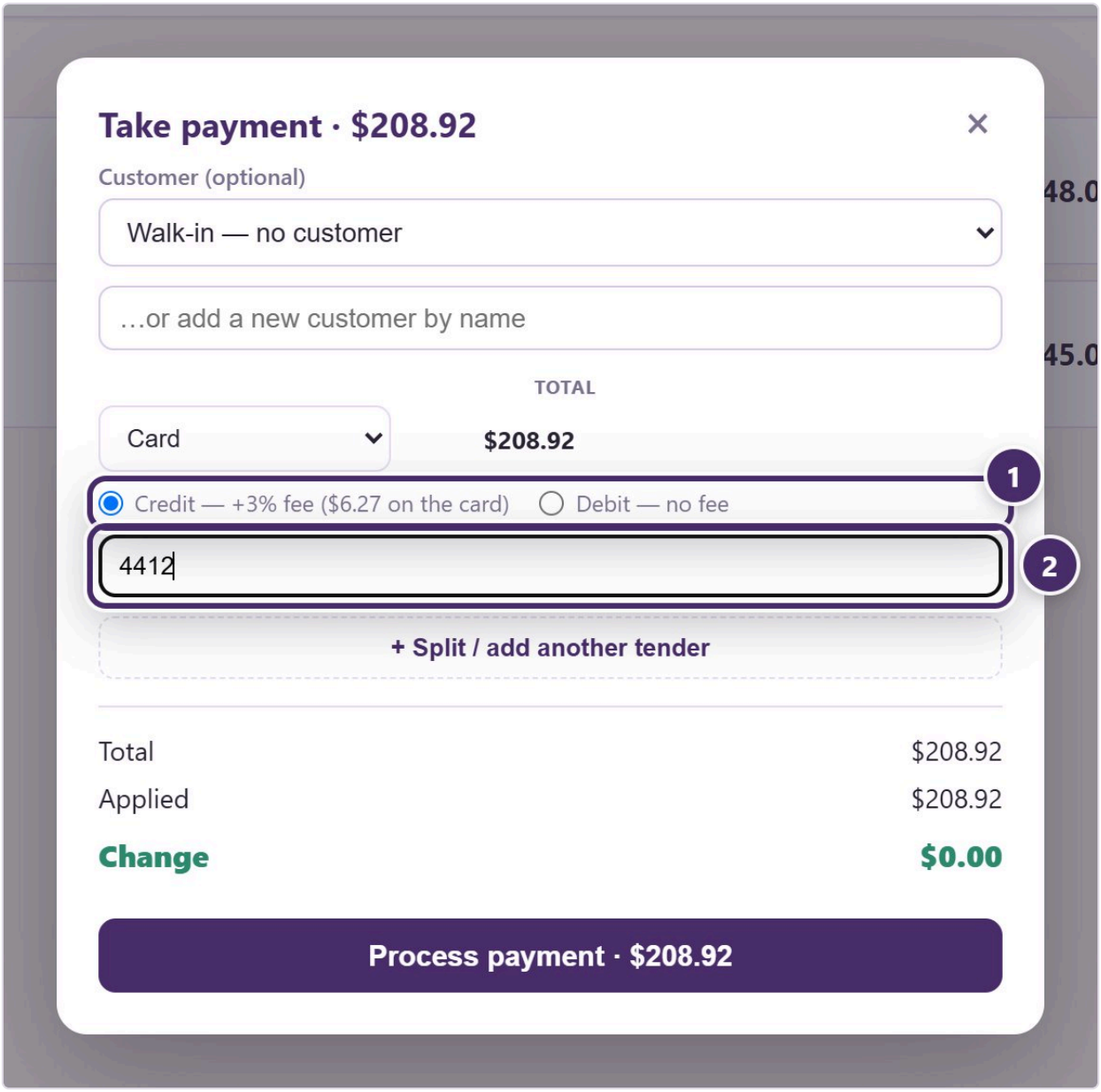
Card

There are two kinds of card tender, and which ones you see depends on your setup:

- **Card** records a card you charged on your own terminal — Inky logs it, you run the card. It asks for the **last four digits**, optional, for reconciling the statement later.
- **Square reader** appears only on a till with a paired reader, and it actually takes the payment: after Process payment the sale goes to the reader and the customer taps. While a reader is paired, the plain *Card* tender is hidden by default so nobody logs a card the reader should have charged. Both are covered in Card reader & wallets.

A card fee

If your shop adds a percentage for credit cards (**Card fee** in Settings), the card tender asks one more question.



1. **Credit or debit.** The fee rides credit only — card-network rules forbid a surcharge on debit — so the register asks. The amount going onto the card, fee included, is shown before you commit.
2. **Last four digits**, optional.

The fee is printed on the receipt as its own line, and it goes to the shop — never into a booth's sales.

Check

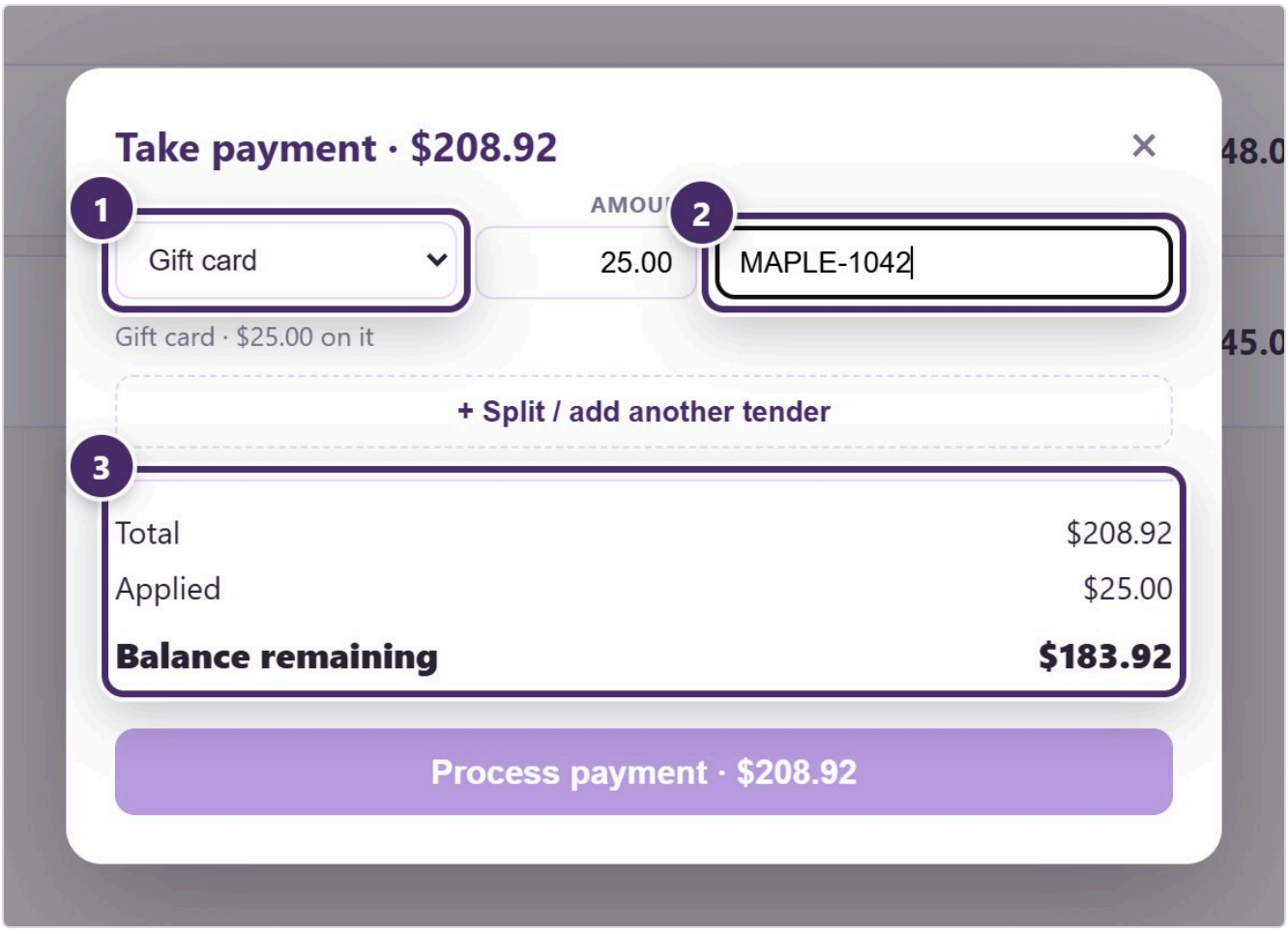
Pick **Check** and a **check #** box appears. Optional, but it is what you'll want when a check comes back.

Venmo, Cash App, PayPal

These take a **handle or note**, optional. What matters is what happens after Process payment: the money goes straight to your own account, and Inky can't see it arrive — so the register asks you to **confirm it did**. Cash App can be verified automatically on a shop with a Square connection (the customer scans a code and Square reports the payment); the others ask the cashier "Did the payment arrive?", and anything not confirmed is listed under **Wallet payments to check** on the Cash & Credit tab, so a short day can be traced. The whole flow, screen by screen, is in Card reader & wallets.

Only the wallets your shop accepts appear in the list — **Settings** → **Payment methods** chooses them. Cash is always on.

Gift card

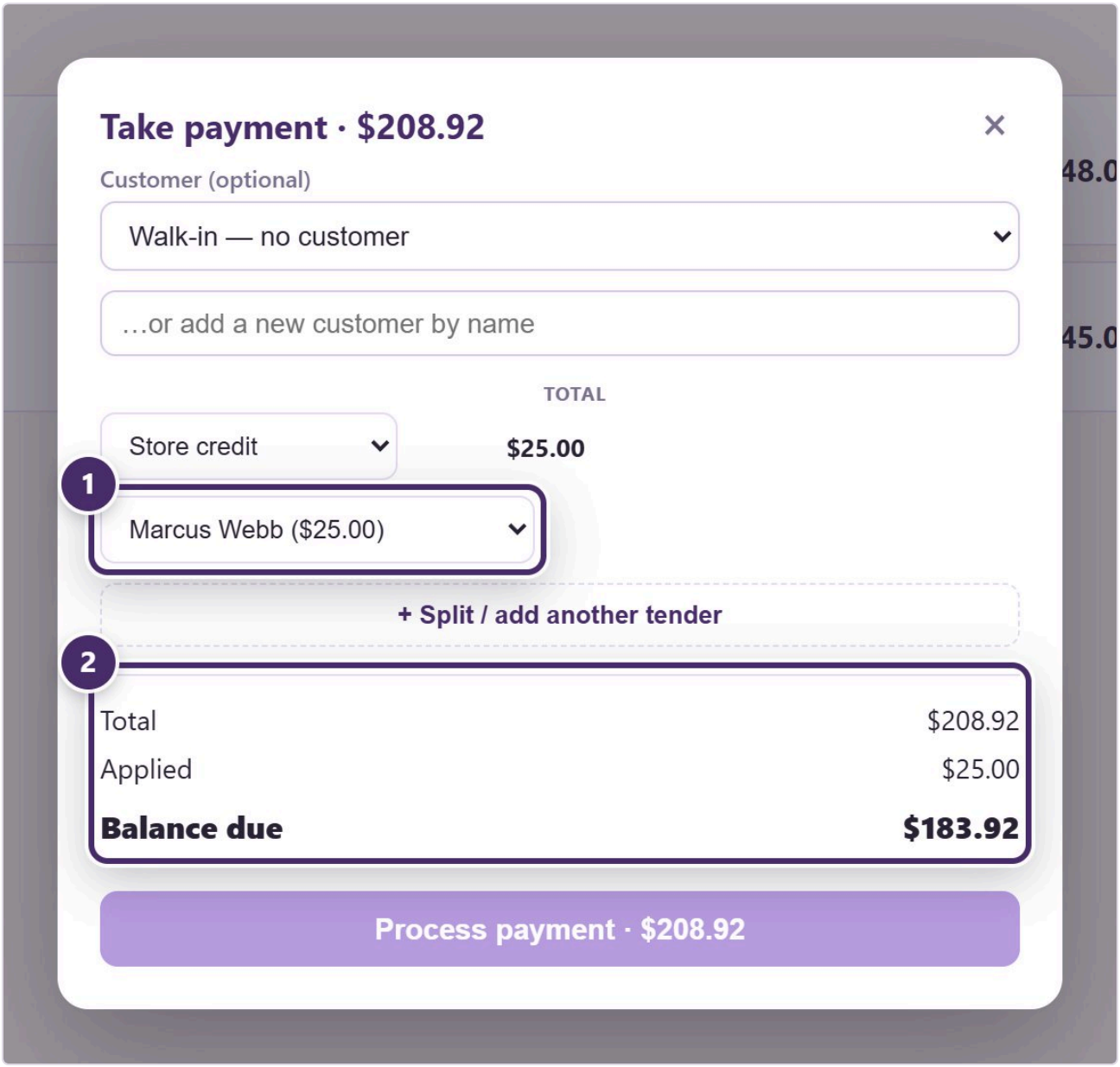


1. **Gift card** is always in the list — it doesn't take money, it draws down a balance the shop already holds.
2. **The number on the card.** Type or scan it. Inky's own cards answer at once. With Square gift cards on, a number Inky doesn't know is checked with Square. A card with nothing left, or one nobody knows, turns the box red.

3. **What it covers.** Never more than the card holds: a $25 card against a $208.92 sale leaves $183.92 due, and you split the rest onto another tender.

Whatever is left on the card stays on it, and the receipt says how much. Inky's own balances live on the Cash & Credit tab; a Square gift card's balance stays in Square — see Square gift cards.

Store credit



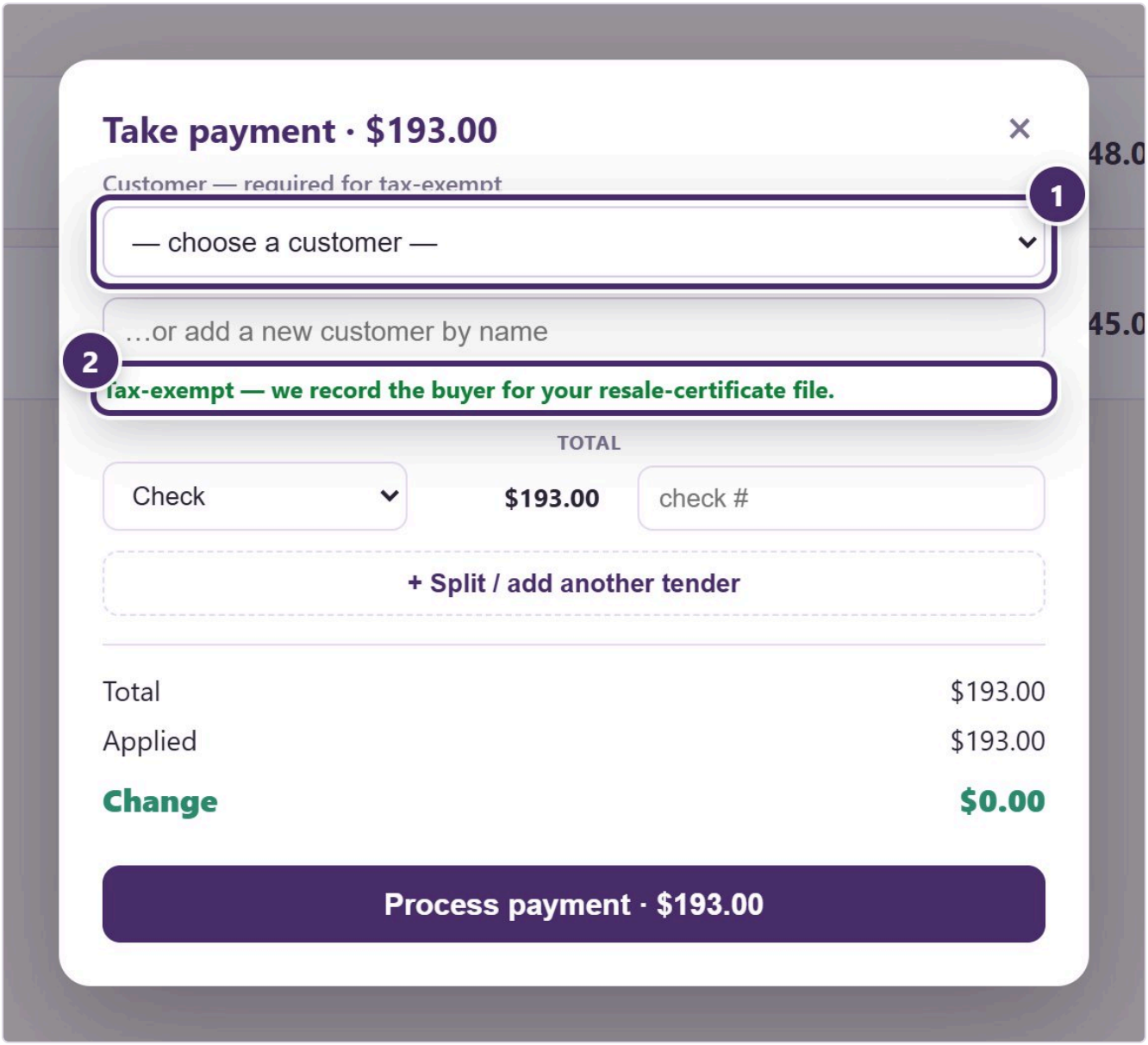
1. **Whose credit.** Each customer is listed with what they have on file, and the tender is capped at that balance.
2. **What's still owed** after the credit is used up — split the rest onto another tender.

Store credit is issued on the Cash & Credit tab, and a rewards redemption arrives as store credit too — see below.

Who is buying

Customer (optional) sits at the top of the window on a Pro shop. Pick a regular from the list, or type a new name under it and Inky creates the customer as the sale is rung. Attaching a customer is what builds their purchase history and lifetime spend on the customer card. On an ordinary sale it's entirely optional.

Tax-exempt



1. **The buyer.** Already filled in, if you ticked **Tax-exempt** on the register — that's the customer you chose there. It is not optional on a tax-exempt sale: pick one, or type a new name. Inky won't complete the

sale without one.

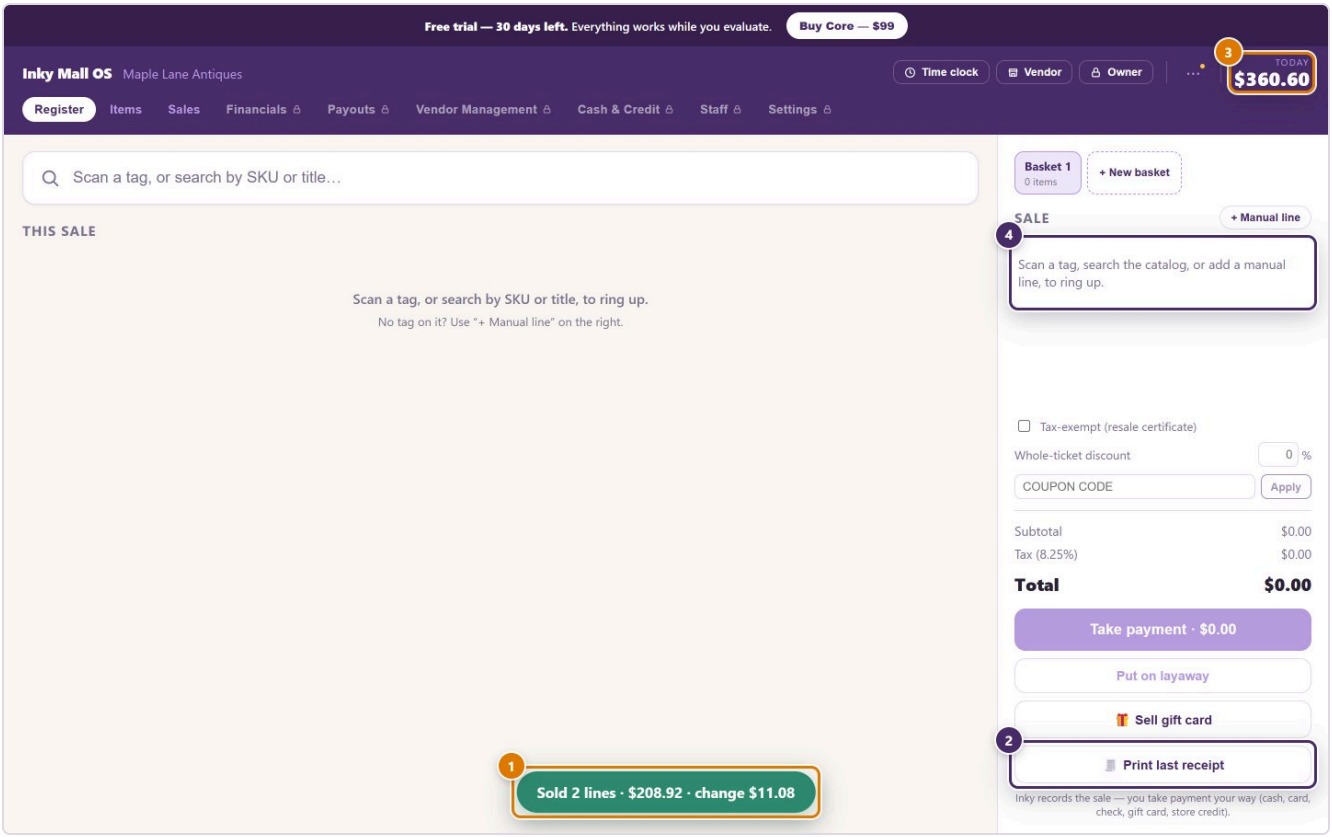
2. **Why.** The name goes on record for your resale-certificate file.

A customer already saved as a **reseller** does this for you: pick them, and the sale is made tax-exempt on the spot, with the tax that came off shown in green.

Rewards

If your shop runs a rewards program, a **rewards phone** box sits at the top of this window: type the member's number (or just the last four) and tap **Find**. Their points show, and when they have enough, **Redeem** turns a block of points into store credit and puts it on the sale as a tender line. Points are earned on what's actually paid, once the sale goes through. The program itself — rates, what a redemption is worth, opting in — is in Promotions, coupons & rewards.

After Process payment



1. **What just happened**, for a few seconds: how many lines, the total, and the change to give back.
2. **Print last receipt** appears, and stays until the next sale — for the customer who asks on the way out. Receipts don't print by themselves; most shops only print when asked.
3. **Today** has moved on by the sale.
4. **The sale is cleared**, ready for the next customer. If another basket was parked, it comes forward instead.

Then, depending on the tender: a **cash** sale pops the drawer; a **Square reader** sale opens the reader screen; a **wallet** sale asks for confirmation; and the customer display, if you have one, shows the thanks and the change.

If something was wrong, the sale is on the Sales tab — to reprint, correct, or void.

When the internet is out

Every tender here works offline except the two that genuinely need the outside world: the **Square reader** (it has to reach Square to charge) and the automatic Cash App verification. Cash, card-logged, check, gift card, store credit and the confirm-it-yourself wallets all ring exactly as always.

4 · Card reader & wallets

Inky records how a customer paid; it doesn't take the money — with one exception. This chapter is about that exception, the **Square card reader**, and about the wallets (Venmo, Cash App, PayPal), where the money goes straight to your own account and the register's job is making sure it actually arrived.

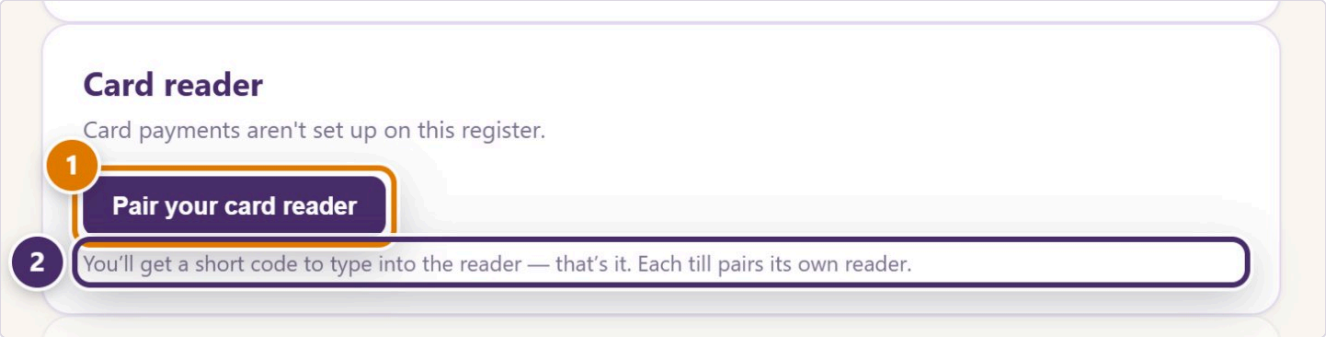
> **A note on the pictures.** The reader flows need a live Square account and a paired reader, which the manual's demo shop doesn't have. The setup and confirmation screens below are real; the tap-the-card screens are described in words until a real-machine pass adds them.

The Square card reader

What it needs

Three things, in order — the Card reader card in Settings tells you which one is missing:

1. **Cloud+**, because the reader talks to Square through your Inky account.
2. **Your Square account linked to the store**, done once in Inky on the web.
3. **This register's reader paired** — below. Each till pairs its own reader.



1. **Pair your card reader.** Inky shows a short code; type it into the Square reader, and that's the pairing. The code is good for about five minutes; if it expires, get a new one.
2. **Each till pairs its own reader.** A reader belongs to one register; a second register pairs a second reader. **Pair a different reader** and **Unpair** are on the same card once one is paired.

Once paired, the card says *Reader paired — card payments are ready at this till*, and a **Square reader** tender appears at checkout. If the card says *(test mode)*, the reader is on Square's sandbox and no real money moves — the way to try it out.

Taking a card

Pick **Square reader** as the tender and press **Process payment**. The sale is recorded first — on an offline-first register the local write is the reliable half and the network charge is the risky half, so ringing first means a failure can never take money without a sale behind it. Then the reader screen opens:

- **Tap card on the reader** — the amount, and *Sending to the reader…* then *Waiting for the reader…* while the customer taps, inserts or swipes. The customer display, if you have one, says *Please wait for the reader*. **Close — finish on the reader** lets you put the screen away while the customer finishes.
- **Paid** — *Card payment went through.* Done.
- **Card didn't go through** — the reader was unreachable, or the card was declined. The sale is still recorded, and none of the three ways out is a dead end: **Try the card again** (a fresh attempt on the reader); **Undo this sale** (the items go back on the floor — *Sale undone — items back on the floor*); or **Leave it — I'll sort it out**, which keeps the sale open for you to take another way. A sale still waiting on a card shows *This card payment still needs attention* on the register.

The plain **Card** tender — the one that just records a card you ran on your own terminal — is hidden while a reader is paired, so nobody logs a card the reader should have charged. Turn it back on under **Payment methods** if you need both.

Phone orders

A customer on the phone can pay by card two ways, and neither puts their card number into Inky:

- **Type the card in** — the reader opens Square's own screen for typing a card, and you key in what the customer reads out.
- **Send a payment link** — Square makes a payment page for the exact amount, and the customer pays it on their own phone. Nobody reads a card number out loud, and they can pay later.

Turn it on once. Under **Payment methods**, tick **Take cards over the phone**. It's off until you do. Then, at checkout, pick **Square reader** and choose under it: *Customer is here*, *Phone order — type the card in on the reader*, or *Phone order — send a payment link*. Press **Process payment**.

Typing the card in

On the reader, type the card number, expiry date, security code and ZIP. The register shows *Type the card on the reader* until Square approves it, then *Paid*.

If a card won't tap — a damaged chip, say — the *Card didn't go through* screen also offers **Type the card in instead**, on the same sale.

Sending a payment link

The **Send the payment link** screen gives you two ways to get it to the customer:

1. **Email the link.** Type their email (it's filled in if the customer on the sale has one) and press **Email the link**. Inky sends it with your shop's name on it.
2. **Text it from the shop phone.** Scan the code on the screen with the phone, then send the link in a text — or press **Copy link** and paste it.

Then press **Done — I'll wait for payment**. You don't have to keep the screen open: the sale is recorded, and it's marked paid by itself when the customer pays — even if that's tomorrow and the register was closed overnight.

Links not paid yet are listed under **Payment links waiting** on the Cash & Credit tab, with how long each has waited. **Check now** asks Square right away; **Copy link** gets it again to resend. If the customer changes their mind, **Undo this sale** there cancels the link first, so it can't be paid afterwards, and then puts the items back on the floor. If they paid in the meantime, the sale stays, marked paid.

Until a link is paid, the items show as sold — set them aside for the customer.

Know the costs

- **They cost more.** Square charges more for a typed-in card or a payment link than a tapped one. Your Square account shows your rates.
- **Fraud is on the shop.** A card that wasn't there is much harder to win a chargeback on. Keep phone orders for customers you know, or check ID when they pick up.
- **They need the internet,** like every reader payment.

A phone-order card is a Square payment like any other: it refunds with **Refund to card**, and the card fee applies the same way — ask the customer *credit or debit* just as you would at the counter.

The card fee

If the shop adds a percentage for credit cards, the reader tender asks *credit or debit* like any card and adds the fee to the amount sent to the reader. See Taking payment.

Square gift cards

If your shop sells Square gift cards — the branded plastic ones Square prints for you, or Square eGift cards — the register can take them, sell them, reload them and check them, alongside Inky's own gift cards. A Square gift card's balance stays in Square: Inky asks Square every time and never keeps a copy, so a card spent at the register and a card spent anywhere else in Square always agree.

Turn it on once. Under **Payment methods**, tick **Square gift cards**. It needs your Square account connected with the gift card permission. If you connected Square before this update, reconnect it once in Inky on the web; until you do, Square gift cards don't show up at the register. No reader is needed for any of it.

Taking one as payment. Pick **Gift card** like any gift card and scan or type the number on the card. Inky's own cards answer at once; a number Inky doesn't know is checked with Square, and the row shows *Square gift card ••1234 · $40.00 on it*. It never covers more than the card holds — split the rest onto another tender, the Square reader included. Square sets the money aside on the card while the sale finishes, and takes it when the sale is paid. **Undo this sale** at any point before then puts the money straight back on the card.

Swiping still works. You can also take a plastic Square gift card on the **Square reader** tender by swiping it on the reader, exactly as before.

Selling or reloading one. 🎁 **Sell gift card**, choose **Square gift card**, scan or type the number, the amount, and how they're paying. Square checks the card first, so a card it won't take costs nothing. Square loads it once it's paid. Cash goes into the drawer count. If Square is slow to finish one, it waits under **Gift card loads waiting** on Cash & Credit and finishes by itself; a paid one is never charged twice.

Checking one. Check a gift card shows what's on any card, either kind. For a lost or stolen Square card, an owner or manager can **Deactivate** it there.

Know the costs and limits.

- **Square's load fee.** Square takes a fee on money loaded onto its gift cards (2.5% on the Free and Plus plans, 0% on Premium), out of your payout. Cash loads count too. It's the same fee as loading in Square's own app.
- **$2,000 a card** is Square's limit on what one card can hold.
- **They need the internet.** Offline, the register says so, and Inky's own gift cards keep working.

Refunding a card

A sale paid through the reader gets a **Refund to card** button on the Sales tab. It asks for an owner's or manager's PIN, lets you tick which lines to refund, sends the money back through Square, and only then reverses those lines — a refund can never be recorded that didn't go through. See Sales & corrections.

Venmo, Cash App and PayPal

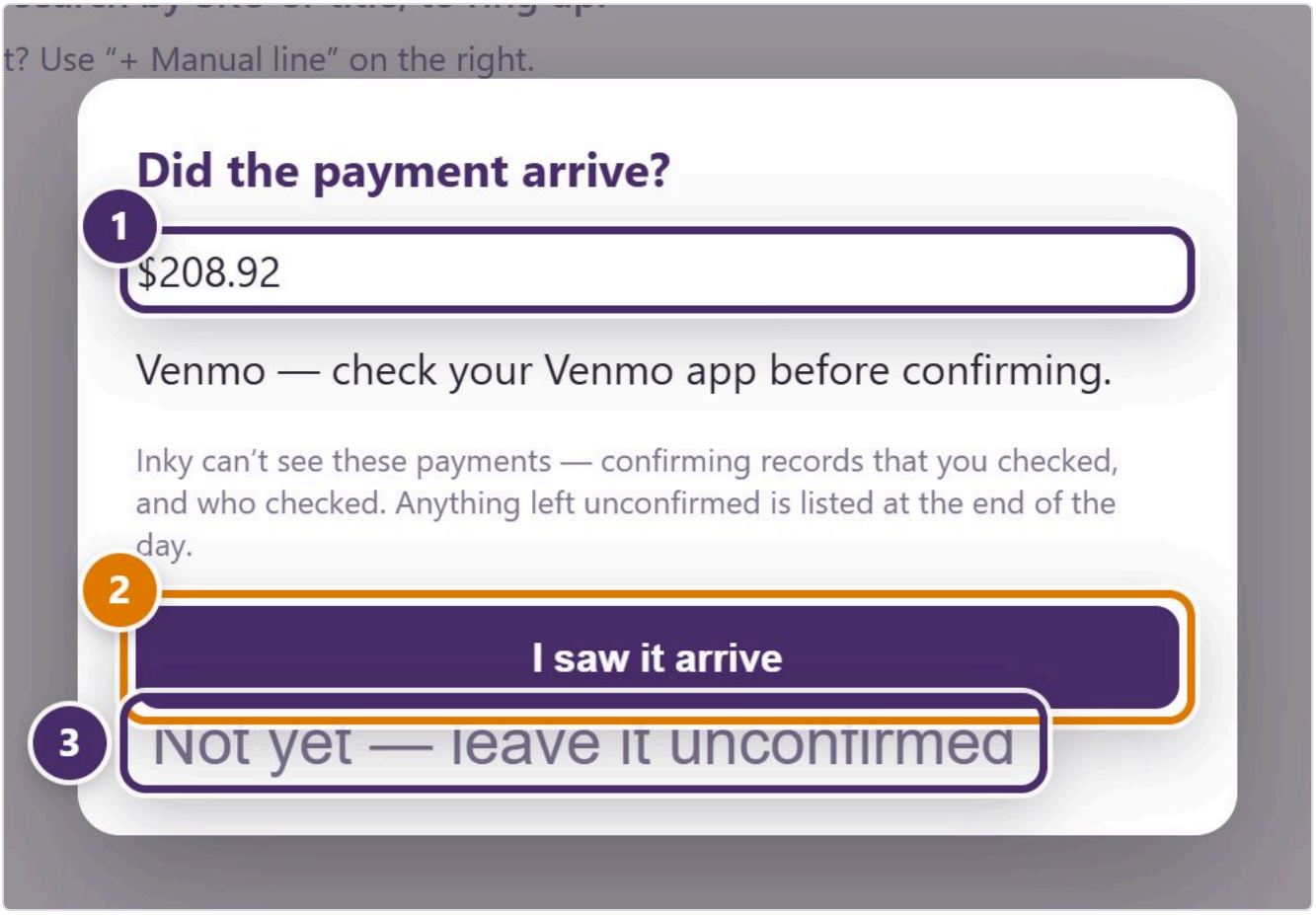
A wallet payment goes from the customer's phone to *your* account. Nothing comes back to the register, so Inky asks you to confirm.

Cash App, automatically — with Square

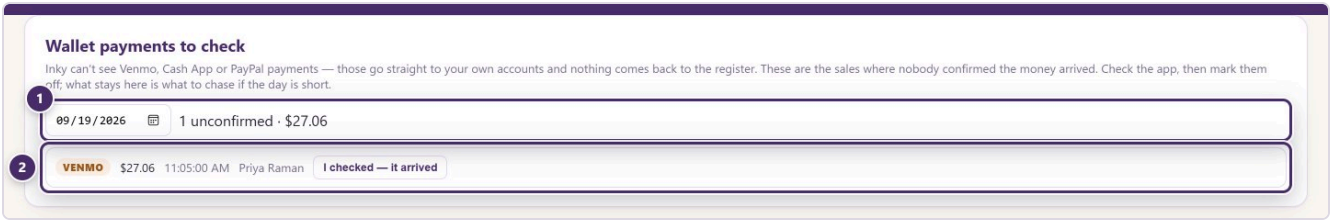
On a shop with a Square connection, a **Cash App** sale opens **Customer scans to pay**: a Square-hosted QR code for the exact amount, on the register and on the customer display. When the customer pays, Square reports it and the sale is confirmed by itself — *confirmed automatically*, as the tender list says. **Paid another way** and **Undo this sale** are there if the customer changes their mind.

The others — you confirm

For Venmo and PayPal (and Cash App without Square), after **Process payment**:



1. **The amount** to look for in the app on your phone. The sale is already rung; this is about the money.
2. **I saw it arrive.** The payment is marked confirmed, with who confirmed it.
3. **Not yet — leave it unconfirmed.** The sale stands; the payment goes onto **Wallet payments to check** on the Cash & Credit tab until someone confirms it there.



1. **Which day**, and how much on it is unconfirmed.
2. **Each unconfirmed payment.** Check the app, then **I checked — it arrived**. What stays here at the end of the day is what to chase if the day is short.

The asking is a setting — **Ask the cashier to confirm wallet payments**, on by default under Payment methods. Turn it off and wallet sales ring without the question; the unconfirmed list still builds, so nothing is lost, only the prompt.

Scan-to-pay codes without Square

With your handles filled in on the **Customer display** card, the display shows the matching QR code — your Venmo, Cash App or PayPal handle with the exact amount — as soon as the cashier picks that tender. The customer scans, pays you directly, and the cashier confirms as above. See Customer display.

When the internet is out

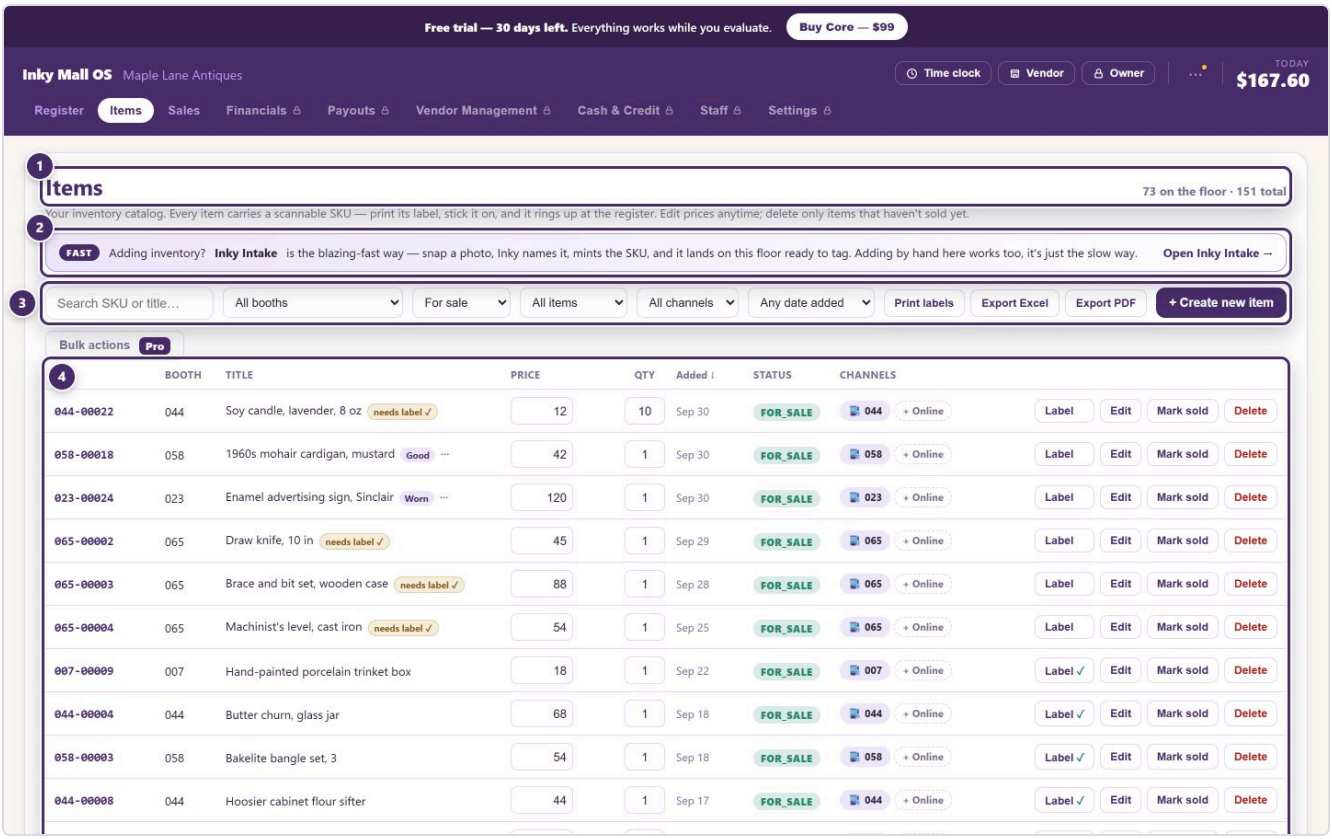
The **Square reader** needs a connection — Square has to approve the charge. If the internet drops mid-tap, the failure screen offers to take the sale another way or undo it, and nothing is lost. Automatic Cash App verification needs a connection too. The confirm-it-yourself wallets work exactly as always: the customer pays from their phone, you check yours.

5 · Items & inventory

Everything the shop has for sale — and everything it has sold — is in the **Items** tab. Every item carries a SKU, the SKU is what the barcode on the tag says, and scanning the tag at the register is what makes the sale land in the right booth.

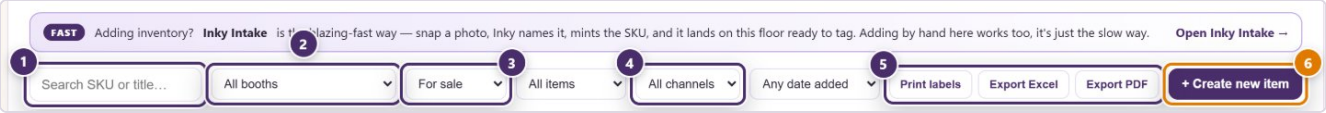
The Items tab is open to everyone at the counter; it is not behind the owner's PIN.

What you are looking at



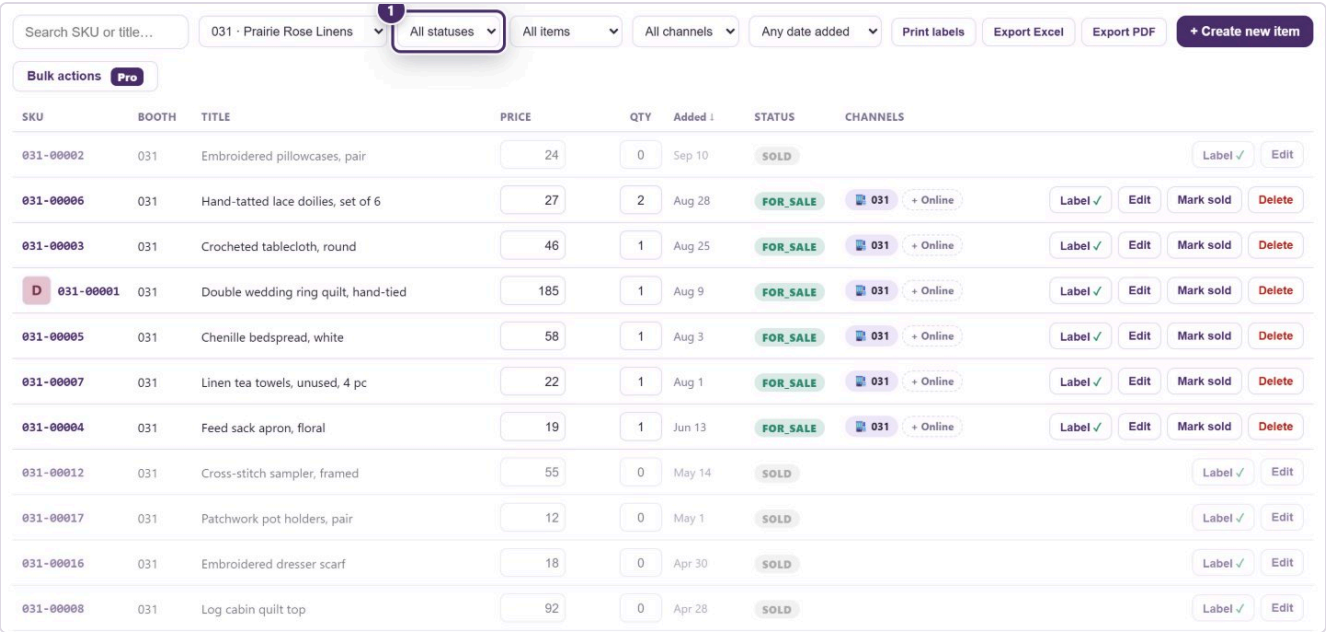
1. **The count.** How many units are on the floor right now, and how many items the catalog holds altogether — sold items and drafts included.
2. **Inky Intake.** The fast way to add stock: take a photo on a phone, and the item arrives here named, priced and with a SKU, ready to tag. Adding by hand, below, works too — it's just slower.
3. **Search, filters and the buttons.** Narrow the list down, print labels for it, export it, or create an item.
4. **The list.** One row per SKU, newest first, forty to a page.

Finding things



1. **Search.** Any part of a SKU or a title.
2. **One booth.** Just that vendor's items — the way you look at a booth before a payout or a walk-through.
3. **Status.** The list opens on *For sale*. Switch to *Sold*, *Layaway*, *Draft*, *Voided*, or everything at once.
4. **Where it's listed.** Items also queued for get-inky.com, or only the ones that aren't. Beside it: consignment vs owned, and when it was added (today, this week, this month).
5. **Labels and exports. Print labels** opens the label sheet for the whole store — see Labels & printing. **Export Excel** and **Export PDF** write out exactly what the filters show: SKU, booth, title, price, cost, tax, consignment and status.
6. **Add one by hand.**

The filters stack. *Booth 23 · Sold · Consignment* is a perfectly good question to ask.



1. **All statuses.** Rows that aren't on the floor are greyed. *Sold* items stay in the catalog so their history does; *layaway* items are held for a customer; *draft* items are priced but not yet out. Choosing **Sold** with no booth picked shows everything the shop has ever sold.

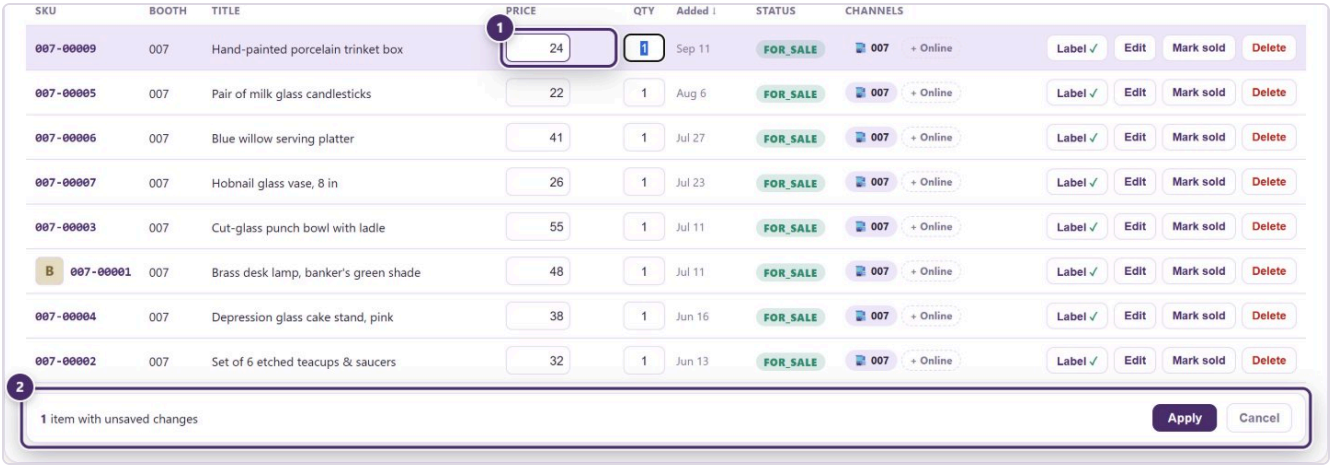
One row of the list



1. **SKU and photo.** The SKU is the booth number, then the item's own number within that booth: `007-00001` is booth 7's first item. The thumbnail is whatever photo the item has — from the phone, or added here.
2. **Title.** With any tags Inky Intake left on it: the condition, and what still needs doing (below).
3. **Price** — type straight into it.
4. **Units on hand** — also typed straight in. Most items are one of a kind; a set of six cups that sells one cup at a time is a SKU with six units. Raise the number to restock.
5. **When it was added.** Click the **Added** heading to sort newest or oldest first.
6. **Status.** *for_sale*, *sold*, *layaway*, *draft* or *voided*.
7. **Where it's for sale.** The floor chip names the booth. **+ Online** queues the item for get-inky.com as well; once queued, the chip turns into an **Online** badge and clicking it again takes the item back off. Marketplace badges (eBay, Poshmark and the rest) light up here when a listing exists — those are managed on the web.
8. **The buttons. Label** prints this item's tag (the tick means one has been printed already). **Edit** opens the whole row. **Mark sold** and **Delete** are explained below.

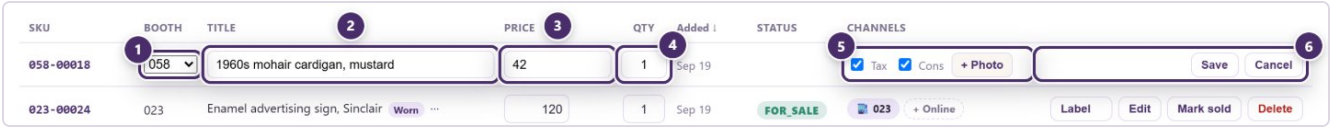
Changing a price or a count

For one or two items, type straight into the list.



1. **Type the new number.** The row is marked as changed, but nothing is saved yet. **Enter** hops to the same box on the next row, so a whole booth can be re-priced in one pass; **Escape** puts a box back the way it was.
2. **Apply.** Every changed row saves at once. **Cancel** throws the lot away. A number that can't be saved — a blank, or a count under 1 — shows red and is skipped; a count of 0 only ever comes from a sale.

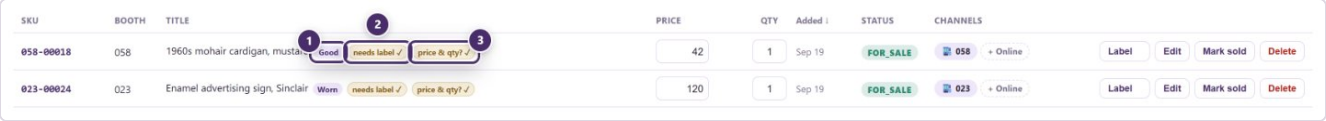
For everything else about an item, tap **Edit**.



1. **Booth.** Move the item to another vendor. Its SKU follows the new booth, so the old tag stops scanning — print a fresh one.
2. **Title.**
3. **Price.**
4. **Units on hand.** Raising a sold-out item's count puts it back on the floor.
5. **Tax, consignment, photo.** Whether sales tax applies to this item; whether the vendor owns it (**Cons**, consignment) or the shop does; and a photo from this computer. On a consignment item the shop takes the booth's *consignment* rate instead of its commission rate, if one is set — see Vendors & booths.
6. **Save or Cancel.**

What came in from Inky Intake, and what still needs doing

Items added from a phone arrive with two small flags, so the counter knows what hasn't been done to them yet.

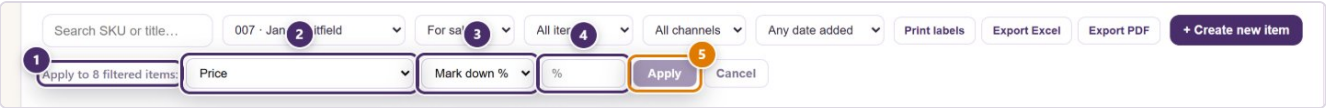


1. **Condition**, as it was noted on the phone.
2. **needs label.** No tag has been printed for this SKU yet. Printing one clears it; if the item was already tagged by hand, one tap on the ✓ clears it too.
3. **price & qty?** Nobody at the counter has confirmed the price and the count that came in from the phone. Tap the ✓ when they're right, or just edit the row — saving is the confirmation.

An item created here by hand never shows the second flag: a price you typed yourself is already confirmed. To clear the flags on a whole batch at once, use **Bulk actions** → **Clear checks**.

Changing many items at once

Bulk actions work on **exactly the items the filters show**, so set the filters first. This is an Inky Mall OS Pro feature.



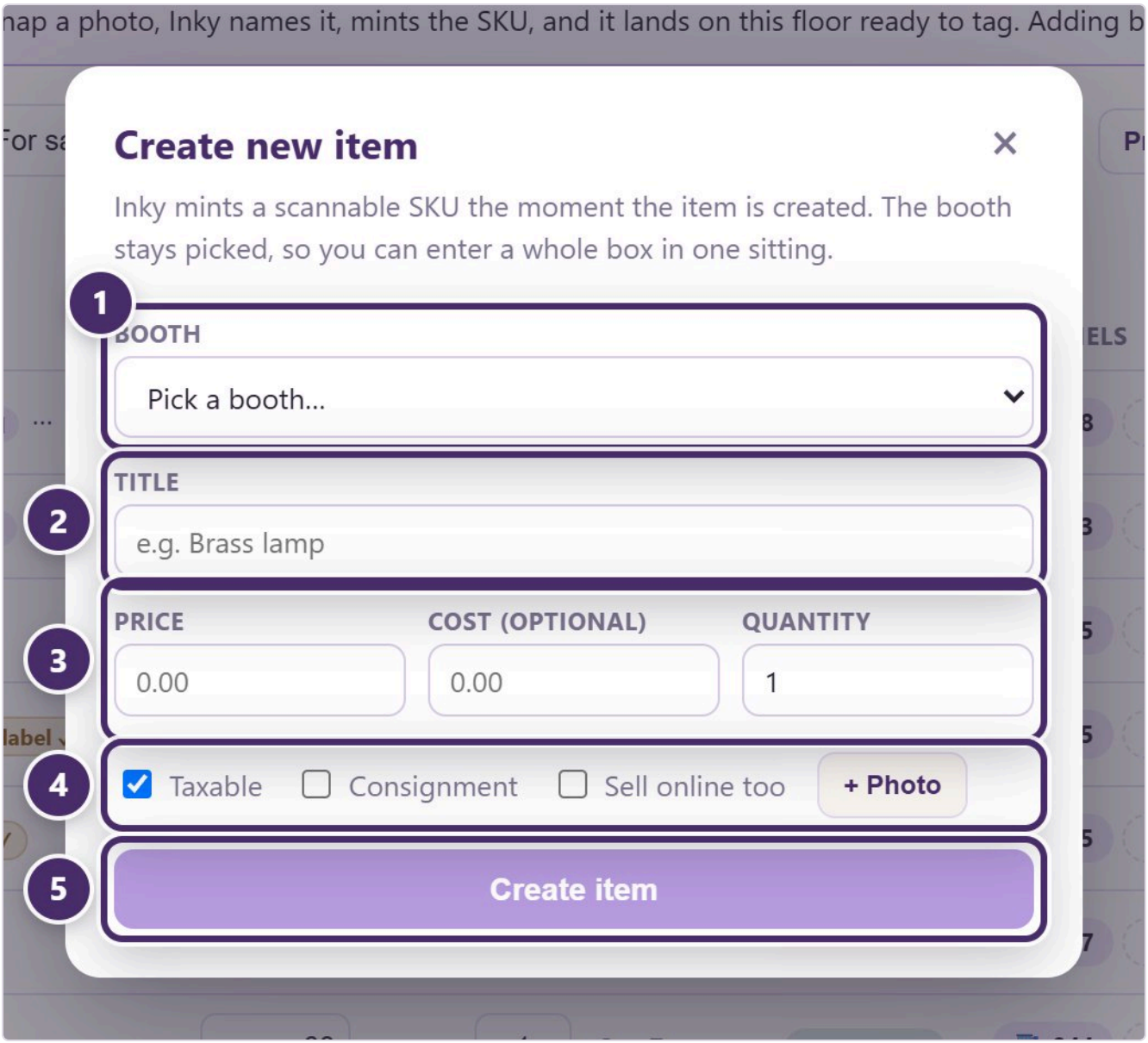
1. **Who it applies to.** The filtered list — here, booth 7's eight items.
2. **What to do. Price** changes prices. **Status** puts items on the floor or takes them off into drafts. **Find & replace** fixes a word in every title at once (*Vtg* → *Vintage*). **Clear checks** dismisses the intake flags for the lot.
3. **Which way.** Mark down or up by a percentage, or set one price for everything.
4. **By how much.**

5. **Apply.** Nothing changes until this is pressed. Items already at the target status, or with no price to change, are left alone and the message says how many changed.

Discounts that apply themselves at the register — a weekend promotion, an automatic markdown after sixty days — are not bulk actions; they don't touch the tag price at all. Those are in Promotions, coupons & rewards.

Creating an item by hand

Tap **+ Create new item**.



1. **Booth.** Whose item it is. This decides the SKU and who gets paid. It stays picked after you create the item, so a whole box can be entered in one sitting.
2. **Title.** What the receipt and the label will say.

3. **Price, cost, quantity.** Cost is optional and is never shown to a customer — it's for the shop's own margin, on items the shop owns. Quantity is how many units this one SKU covers.
4. **Taxable, consignment, sell online, photo.** Tax is on unless you turn it off. *Sell online too* queues the item for get-inky.com as soon as the store syncs.
5. **Create.** Inky mints the SKU the moment the item exists, and the row is in the list ready to label.

There's no booth in the list until one exists — booths are made in Vendor Management.

Sold by hand, and deleting

Mark sold takes an item off the floor **without recording a sale**: no money, no commission, and the booth is not paid for it. It is for the item that went missing, the one the vendor took home, the one that was rung under the wrong tag and has since been corrected. If it sold at the counter, ring it — or open the sale and scan its tag, see Sales & corrections. Inky asks you to confirm, and writes the action to the activity log with your name on it. A hand-marked item can be put **Back on floor** as long as no sale has ever been recorded against it.

Delete is only offered while an item is on the floor or a draft, and it refuses if the item has ever appeared on a receipt. A sold item is history, and history stays.

When the internet is out

The whole Items tab works offline — searching, editing, bulk changes, creating, printing labels. Two things wait for a connection: items queued for **get-inky.com** are sent when the store next syncs, and stock added through **Inky Intake** on a phone lands here the same way. Nothing is lost in between; it simply arrives when you're back.

6 · Labels & printing

Inky is a scan-first register: print a barcode label, stick it on the item, scan it to ring it up. This chapter covers the labels, the label printer, the receipt printer and cash drawer, and what prints on a receipt.

Two kinds of printer, and neither is required:

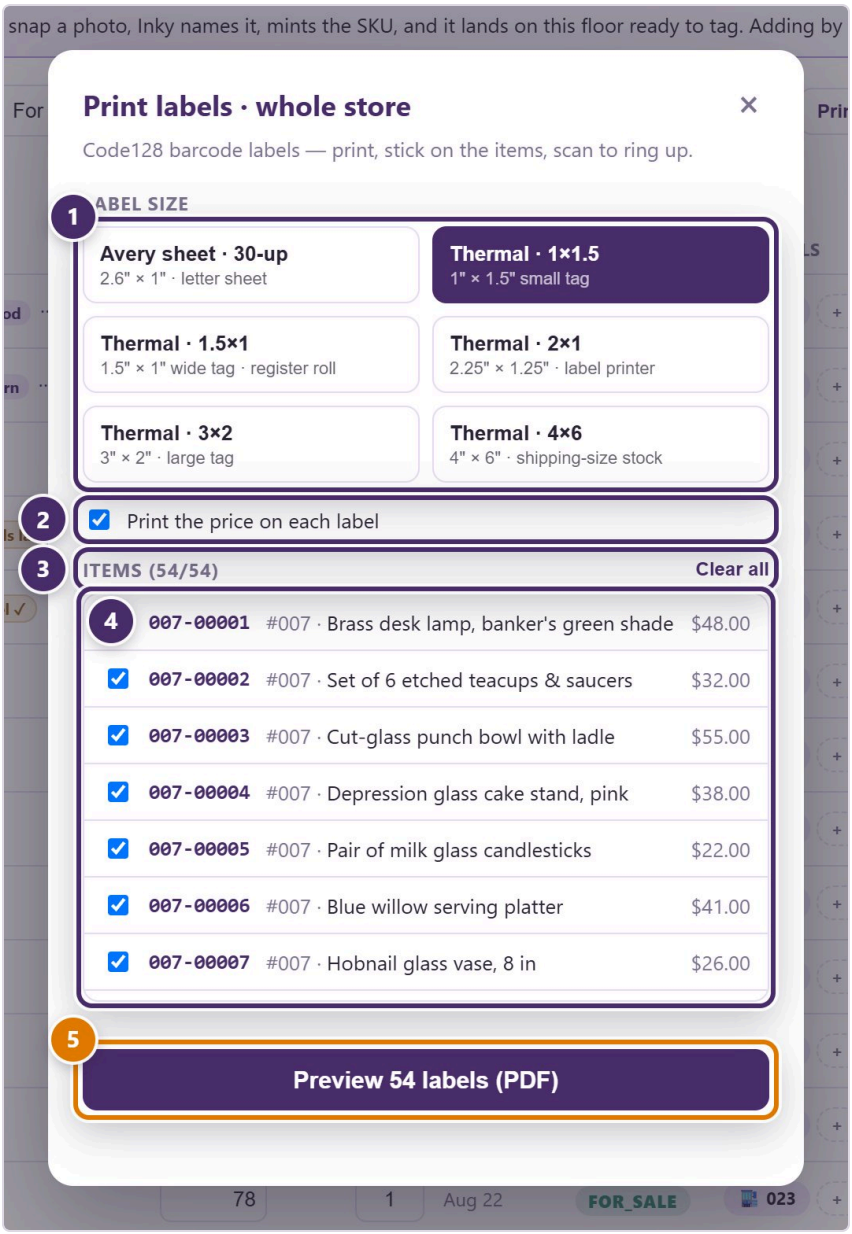
	What it's for	Without one
Label printer — a thermal tag printer (Jadens, Munbyn, Rollo, Zebra…)	Barcode price tags, one at a time or by the batch	Labels come out as a **PDF** laid out for Avery sheets or thermal stock, for any printer you have
Receipt printer — an ESC/POS thermal receipt printer, with the cash drawer plugged into it	Receipts, and popping the drawer	Receipts come out as a **PDF**; the drawer button doesn't appear

Every label is a **Code128 barcode of the item's SKU**. A scanner reads it straight into the register's scan bar, and Inky rings the item.

Printing labels

For the whole floor, or a booth

From the **Items** tab, **Print labels** opens the label sheet for the whole store. From **Vendor Management**, the **Labels** button on a booth opens the same sheet for that booth only — the usual way to tag a vendor's new delivery.



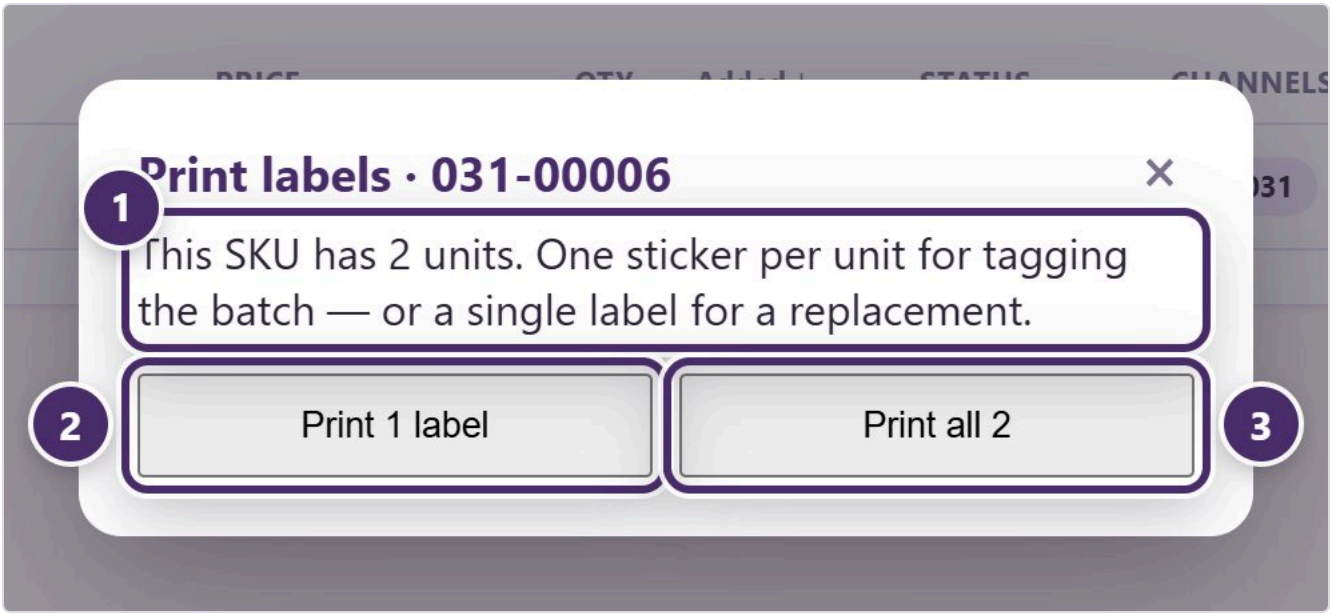
1. **The label stock.** Avery 30-up sheets for a desk printer, or one of the thermal sizes for a label printer. Inky remembers the choice.
2. **Price on the label**, or not.
3. **Select all / Clear all.**

4. **Every labelable item** — everything with a SKU. Tick the ones to print; the newest arrivals are what you usually want.
5. **Print.** With a label printer set up, this sends the batch straight to it, with a *Preview as PDF instead* link underneath. Without one, it opens a PDF laid out for the stock you chose, ready for any printer.

Printing a label marks the item **labeled**, which clears the *needs label* flag in the Items list (see Items & inventory).

One item

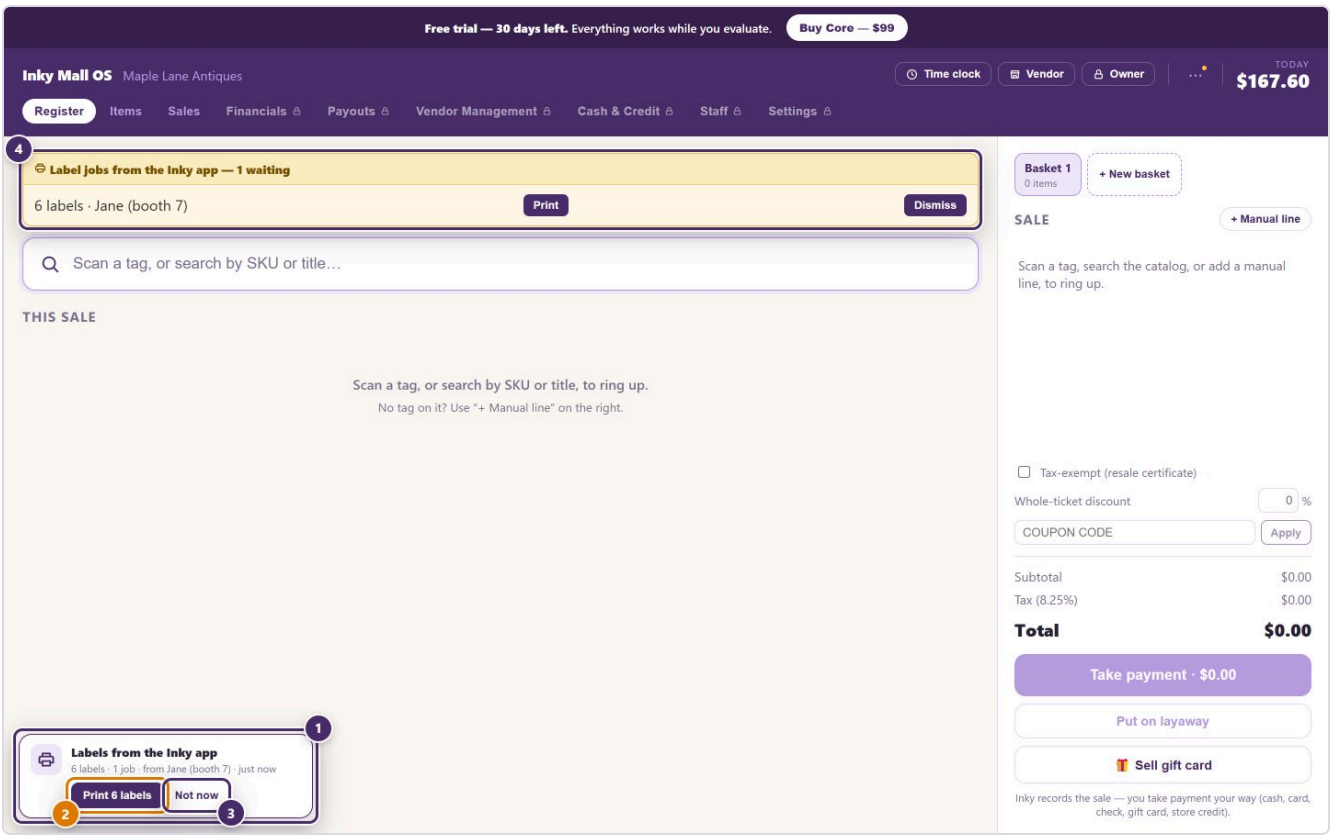
The **Label** button on an item's row prints just that tag. The tick on the button means one has been printed before.



1. **A SKU with several units** asks how many stickers you want.
2. **One label** — a replacement for a tag that fell off.
3. **One per unit** — for tagging the whole batch. A one-of-a-kind item skips this question and prints straight away.

Labels asked for from a phone

Stock added through **the Inky app** on a phone can ask for its tags to be printed at the register. Nothing prints by itself: the moment a phone asks, a small card appears in the bottom-left corner of the Register — how many labels are waiting, who sent them, and how long ago — and waits for someone to walk over. The card has no Print button on purpose: click anywhere on it to open the print queue and see what you're about to print first.



1. **Who sent it.** Each person's requests are grouped, with their own **Print** and **Dismiss** — for when you want one person's tags but not the others.
2. **Each request** — when it was sent and how many labels it makes. The arrow opens its items: SKU, title, booth, and how many stickers each one prints. An item with several units prints one sticker per unit, which is why 13 items can make 19 labels. An item that hasn't reached this register yet, or has no SKU, is marked *won't print*.
3. **Minimize** shrinks the queue back to the small card.
4. **Print all** runs every waiting request, oldest first, on this register's own label size — the roll that's physically in the printer, never a size chosen from a phone. Then the phone shows the printed ✓ on each item.

If a print fails — out of paper, printer off — the request turns red with the reason and stays in the queue. Nothing retries by itself; tap **Print** (or **Retry**) when the printer's ready, or **Dismiss** it.

With more than one till on Cloud+, the queue appears on every register. Whichever one prints the tags clears them from all the others, and a **Dismiss** on one register clears it everywhere too — nobody prints the same tags twice.

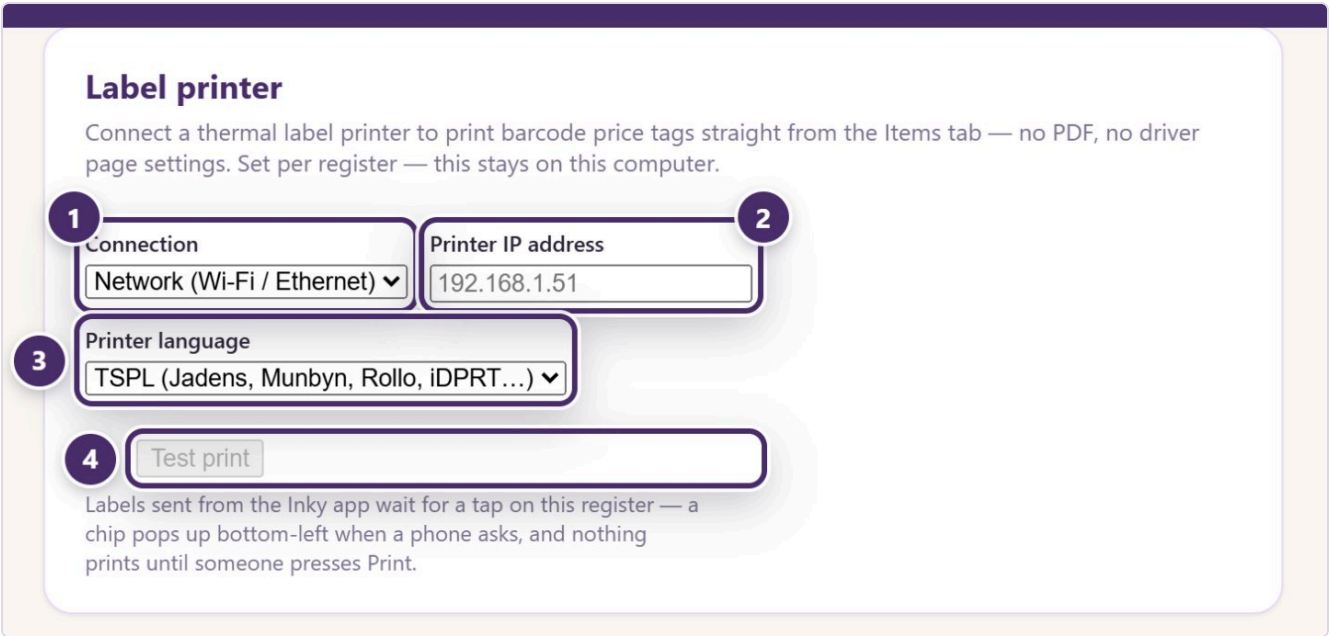
If this register has no label printer set up, the card says so and offers **Open Settings** instead of Print; the requests keep waiting for a register that has one.

Coupon labels

A coupon code prints as a barcode label too, from the Coupon codes card in Settings — see Promotions, coupons & rewards.

Setting up a label printer

In **Settings**, on this register. Printers are per register: each till has its own.

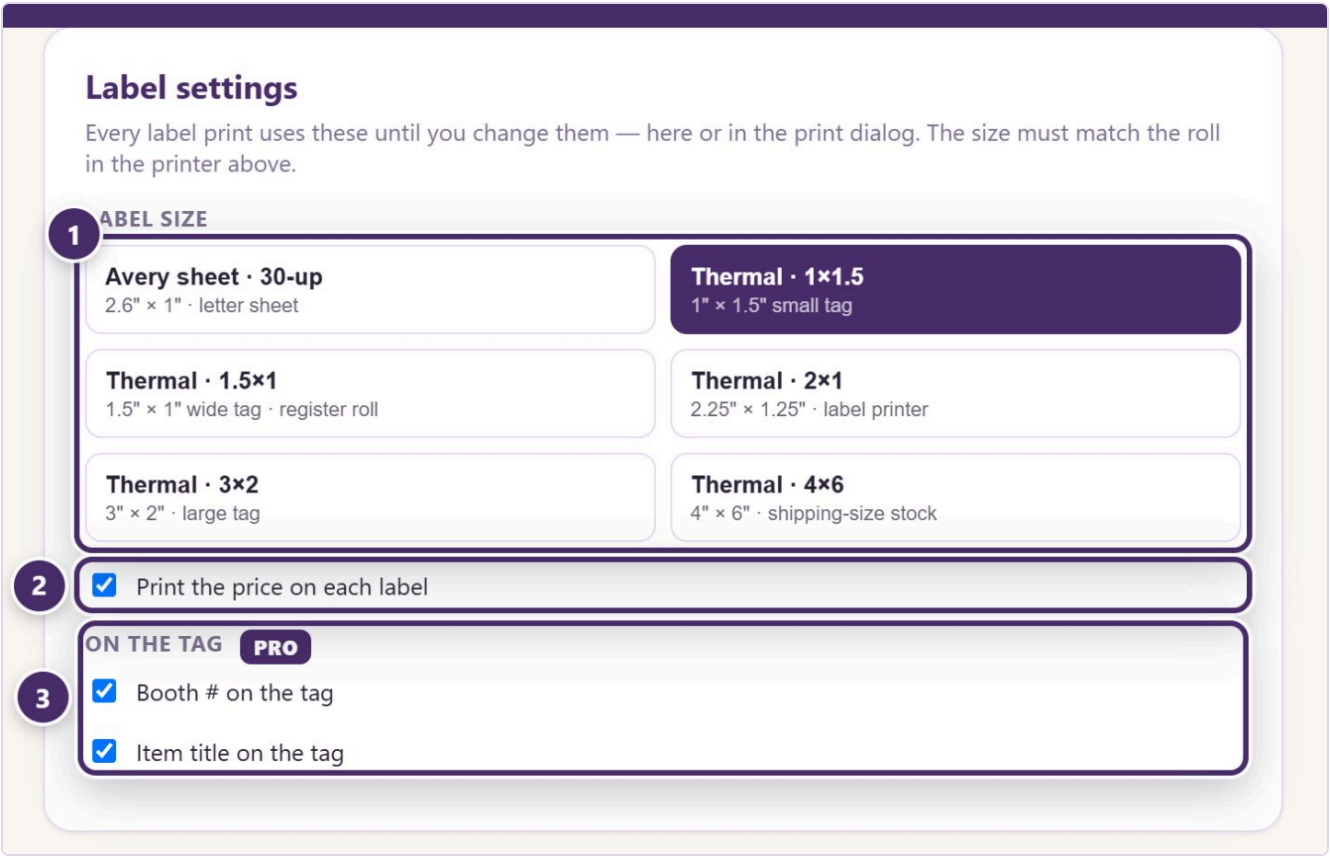


1. **How it's connected.** Over the network (Wi-Fi or Ethernet), or by USB.
2. **Its address** on your network. For USB, this becomes a list of the printers on this computer to pick from. Add the printer to the computer first: Settings → Printers & scanners on Windows, System Settings → Printers & Scanners on a Mac.
3. **Its language.** TSPL covers Jadens, Munbyn, Rollo, iDPRT and most desktop label printers; ZPL is Zebra. If a test label prints garbage, it's the other one.
4. **Test print** — one label should come out, sized to the tag, and scan.

Thermal printing needs one of the **thermal** label sizes; an Avery sheet layout always goes to PDF. Match the size to the roll in the printer.

Tags asked for from a phone always wait for a tap on this register — see Labels asked for from a phone above. There's no auto-print switch; there never should be a tag coming off the printer that nobody asked for at the till.

What goes on a tag



1. **The default label size** for this register. The print sheet starts on it.
2. **The price on the tag**, or not.
3. **On the tag (Pro):** the booth number, the item title, or both, beside the barcode and SKU.

Every tag leads with what a shopper looks for: the **price, big and bold**, with the **booth number** beside it on the top line. The item title comes next, then the SKU in small print just over the barcode, so it can be typed in if a scan ever fails. A long price on narrow stock shrinks to fit the tag rather than being cut off. It always prints exactly as set.

Bundle tags

A **bundle** is two to four items from one booth, bagged together and sold as one at a lower price. Sellers make bundles in the Inky app (the Bundler); with Cloud+, each bundle arrives here as an item of its own, with its own SKU and price.

A bundle's tag is an ordinary tag with one addition: a black strip under the price that reads **BUNDLE · 2 ITEMS · SAVE $9.00** (on the small 1.5 × 1 roll, **BUNDLE OF 2 · SAVE $9**). The saving only prints when the price does. On stock 1.25" tall or more the name gets two lines, so every item in the bag shows. Bag the items together and put the bundle tag on the outside.

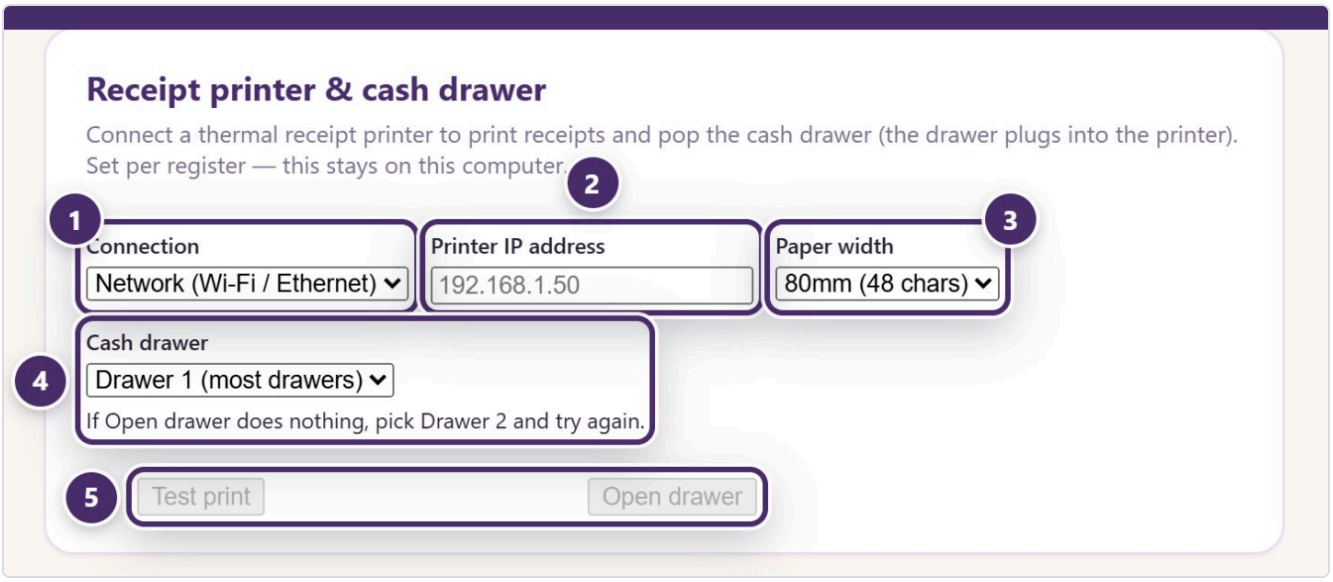
When a bundle is scanned

The register knows which items are bagged in a bundle, and checks before it rings:

- **An item's own tag, when it's in a bundle.** *This item is in a bundle* lists what's in the bag. **Ring up the bundle** puts the bundle on the sale. **Sell just this item** sells it alone. That breaks the bundle, so take the bundle tag off the bag; the seller is told in Inky.
- **A broken bundle.** When one of its items has already sold on its own (online, or at another register), the bundle can't be rung up. The register says what sold. If it's still in the bag, take it out and set it aside. It offers to ring up the items that are left.
- **An item that already left inside a bundle.** *This item already sold*: set it aside.

A register that sells a bundle, or an item out of one, knows straight away, even with the internet out. Other registers hear it on their next sync.

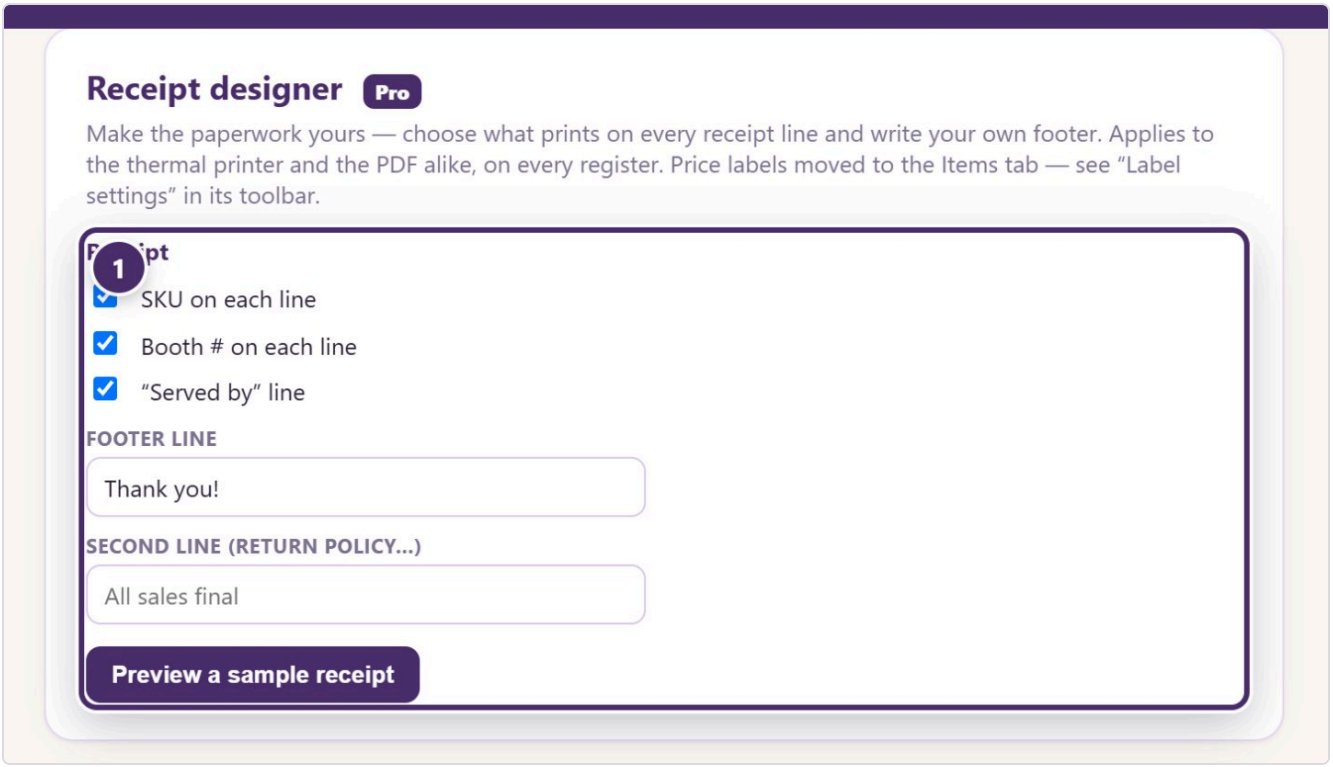
Setting up the receipt printer and cash drawer



1. **How it's connected.** Over the network (Wi-Fi or Ethernet), or by USB.
2. **Its address** on your network. For USB, a list of the printers on this computer to pick from.
3. **Paper width.** 80 mm rolls print 48 characters a line; 58 mm rolls print 32.
4. **Cash drawer.** Most drawers are **Drawer 1**. If **Open drawer** does nothing, pick **Drawer 2** and try again.
5. **Test print** sends a one-line receipt; **Open drawer** kicks the drawer, which plugs into the printer.

Once a receipt printer is set up: a **cash** sale pops the drawer by itself, 💵 **No sale — open drawer** appears on the register, and **Print last receipt** goes to the printer instead of a PDF. Receipts are never printed unasked — a shop that only prints on request prints on request.

What prints on a receipt



1. **What prints on every receipt line** — the SKU, the booth number, a *Served by* line with the cashier's name — and your own footer line and a second line (*All sales final*, a return policy). It applies to the thermal printer and the PDF alike, on every register. **Preview a sample receipt** shows exactly how a real one prints.

The receipt designer is an Inky Mall OS Pro feature (the **Receipt & label designer** switch). Your logo and shop name at the top of the receipt come from **Branding** — see Settings reference.

Every receipt carries the shop's name, the date and time, the eight-character receipt code, each line with its quantity and price (and the percentage off, if any), the tax, the total, how it was paid, and the change.

Statements, slips and other paper

Payout statements, payout slips, the Financials PDF statement, exports of the item list — all of these are generated as PDFs and open in a preview with a **Print** button, whatever printers you have. See Payouts and Financials & reports.

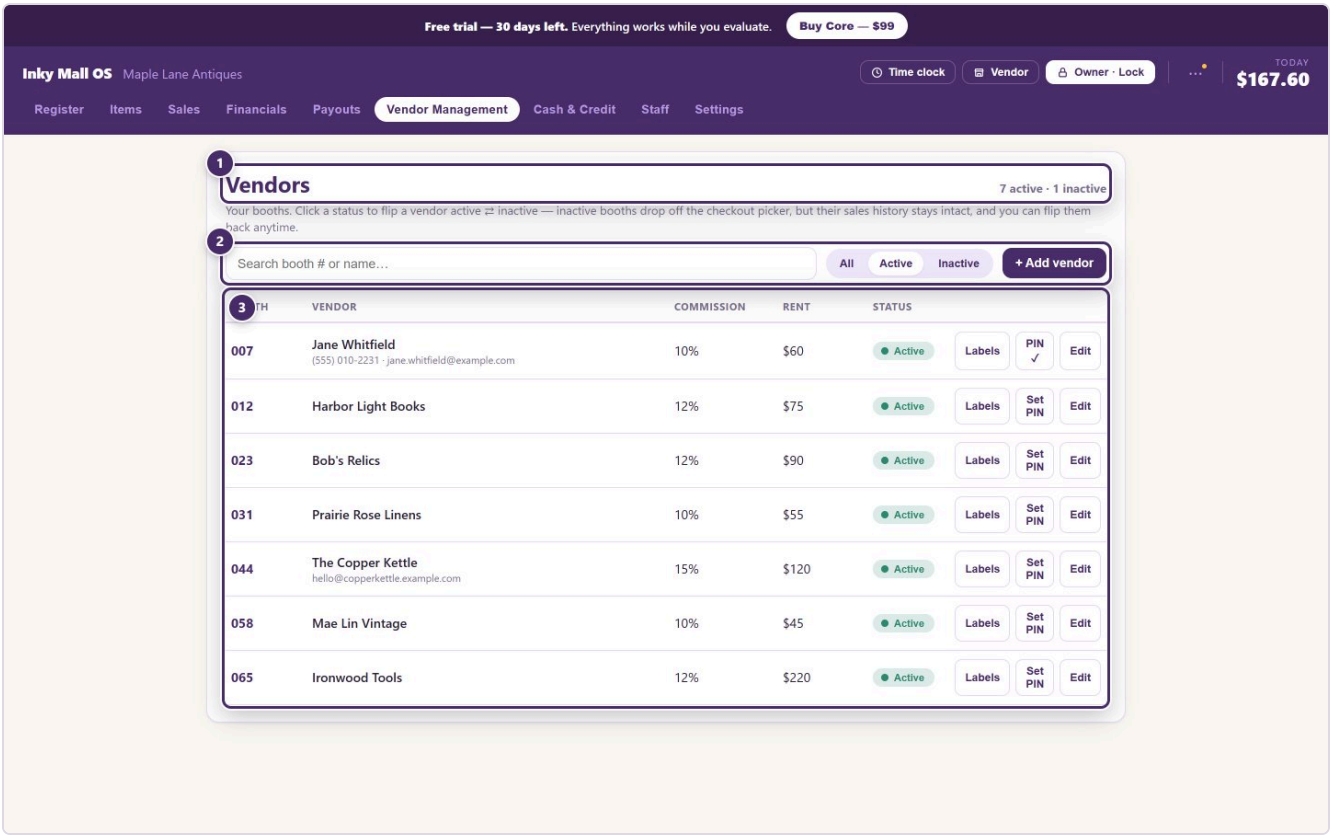
When the internet is out

Everything here is between this computer and a printer on your own network or USB cable. None of it needs the internet.

7 · Vendors & booths

A booth is a vendor, a number, a commission rate and a rent. Every item belongs to a booth, every sale is credited to one, and at the end of the period each booth is paid what it's owed. All of that is set up on the **Vendor Management** tab, which sits behind the owner's PIN.

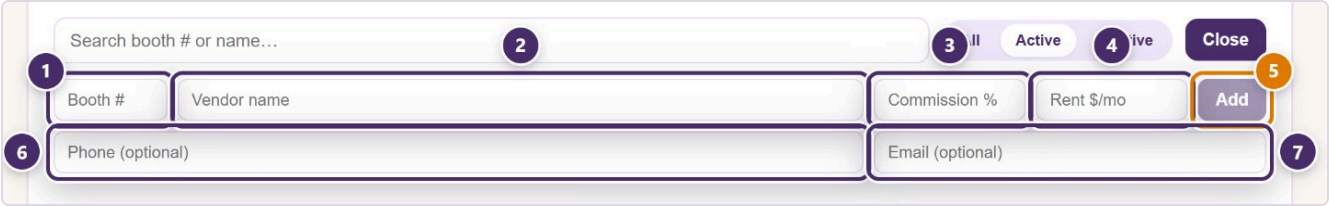
What you are looking at



1. **The count.** How many booths are trading, and how many are kept only for their history.
2. **Search, the Active / Inactive filter, and Add vendor.** The list opens on the active booths; **All** shows the retired ones too.
3. **One row per booth.** Number, name and contact, commission, rent, whether it's active, and the buttons.

Adding a booth

Tap **+ Add vendor**.



1. **Booth number.** This becomes the first half of every SKU the vendor will ever have — `007-00001` is booth 7's first item — so choose it once and keep it. Inky pads it to three digits on tags and refuses a number another booth already answers to, even one that only differs by leading zeros (`7` , `07` and `007` would all print the same barcode).
2. **Name.** As it should read on statements and receipts.
3. **Commission %.** The shop's cut of each sale from this booth.
4. **Rent, per month.** Leave it blank for a vendor who pays no booth rent.
5. **Add.**
6. **Phone**, optional.
7. **Email**, optional.

The **consignment rate** — a different cut for items the vendor owns outright — isn't on this screen. It comes over with an import (see Your data) or from your store on get-inky.com, and the register applies it to any item marked *consignment* in Items.

One booth



1. **Booth number.**
2. **Name, and the contact card** if one was entered.
3. **Commission.** The shop's cut of this booth's sales.
4. **Rent** per month, or **—** for a booth that pays none.
5. **Active.** Click it to flip the booth **inactive**: it drops off the register's booth pickers and stops being charged rent, but every sale it ever made stays exactly where it is. If something of theirs still sells after they've gone, the booth appears on that period's payout and is owed its money as usual — just with no rent taken. Click again to bring it back. This is how a vendor leaves; booths are almost never deleted.

Nothing **new** can be rung up on an inactive booth. If the booth still has items for sale, Inky says how many before it lets you switch it off, since those tags won't ring until the items are moved to a live booth.

6. **Labels** prints tags for this booth's items, see Labels & printing. **PIN** sets the booth PIN for the vendor's own view, below. **Edit** opens the row.

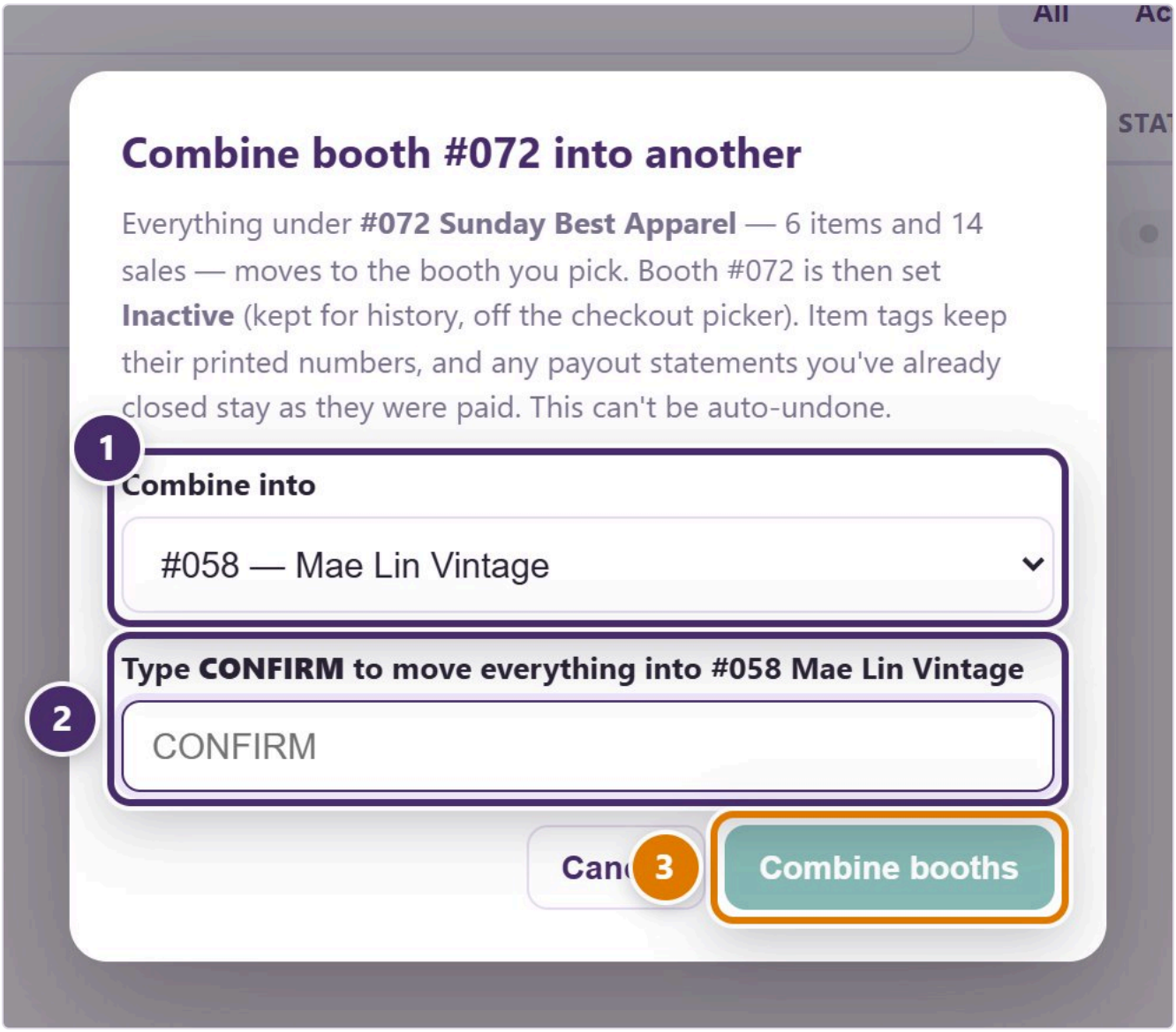
Editing a booth



1. **Name.** The booth **number** itself can't be edited — it's printed on every tag in the booth.
2. **Commission %.** A change applies to sales from now on. Every sale already rung keeps the rate it was rung at, so a mid-month change never rewrites the first half of the month.
3. **Rent.**
4. **Phone and email.**
5. **Combine…** folds this booth into another one — below.
6. **Delete** is only possible while the booth has no items and no sales. For anything that has ever traded, set it inactive instead; the history has to stay.

Combining two booths

For a vendor who took over a second space, or a duplicate booth made by mistake. Open the booth that is going away with **Edit**, then **Combine…**.



1. **Which booth takes everything over.** Only live booths are offered.
2. **Type CONFIRM.** This can't be undone by pressing a button, so Inky asks for the word rather than a click.
3. **Combine booths.** Every item and every sale moves to the booth you picked; the emptied booth is set inactive and kept.

Items keep the SKUs printed on their tags, so nothing needs re-labelling — a tag from the old booth still scans, and the sale is credited to the new one. Payout statements you have already closed stay exactly as they were paid.

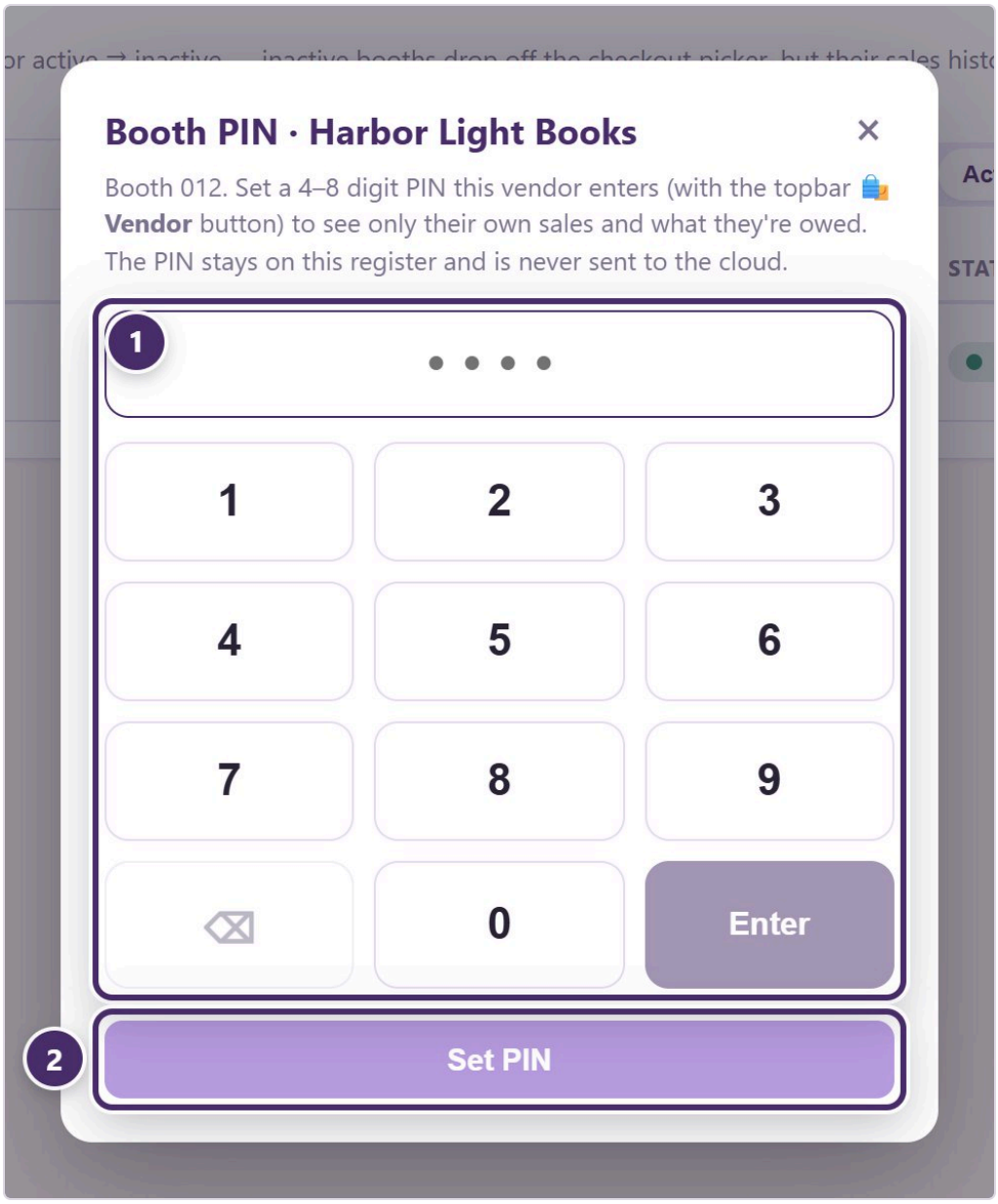
Items on inactive booths

When items are still for sale under a booth that's inactive, an amber box at the top of the vendor list names every one of them — the register won't ring them, because the money would go to a booth that's gone.

- **Move** sends one item to the booth you pick. When the tag already names a live booth (a CAFE tag `001-00042` left under an inactive `01`, say), that booth is picked for you and the item **keeps its SKU** — the tag on the shelf still scans.
- **Move all to their tag's booth** does that for every item with an obvious home at once.
- An item moved to a booth its tag *doesn't* name gets a new SKU for that booth; print it a fresh tag.

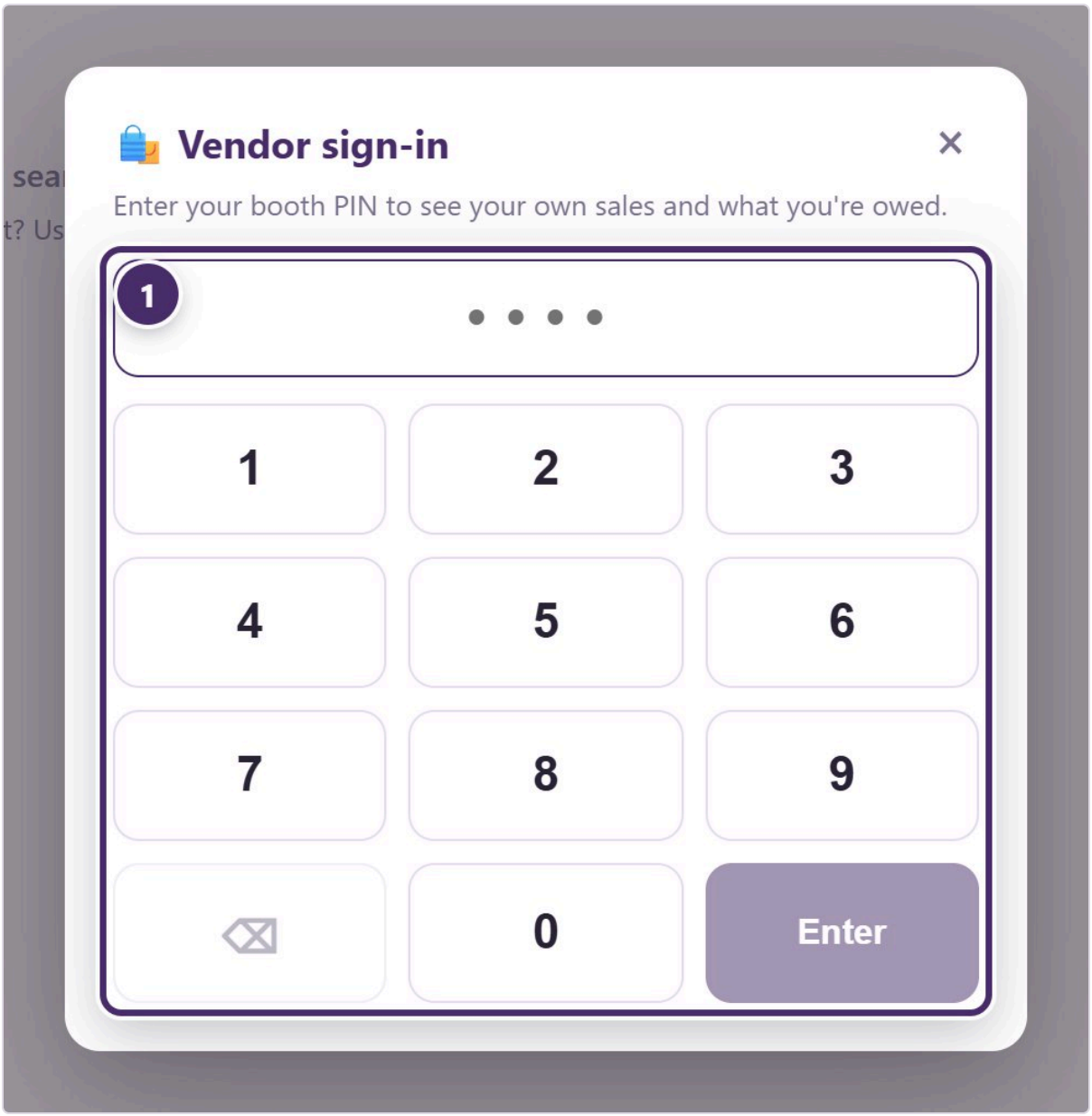
The vendor's own view

A vendor can see their own booth — and only their own booth — at the counter, without anyone unlocking the back office. It takes a **booth PIN**, which you set from the vendor's row.

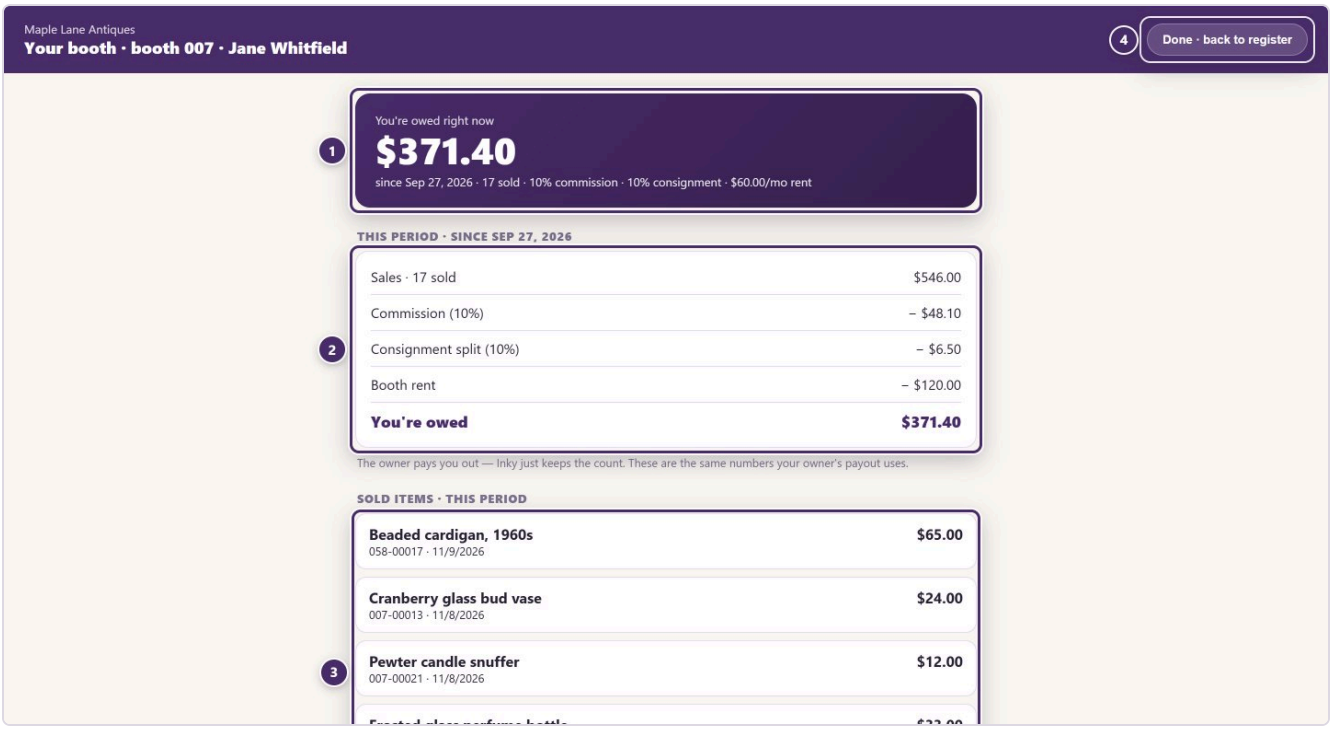


1. **4 to 8 digits.** Type it, or tap it in. The PIN stays on this register and is never sent anywhere; **Remove PIN** takes it away again.
2. **Set PIN.**

Then, from the register, the vendor taps 🛍️ **Vendor** in the top bar.



1. **The booth PIN.** Whoever types Jane's PIN sees Jane's booth, and nothing else.



1. **What they're owed right now** — their sales since the last payout, less the shop's commission, less their booth rent for the period so far.
2. **How that number is made.** These are the same figures the owner's payout uses; there is no second set of books.
3. **Everything of theirs that has sold this period**, with the date and the price it went for — a discount shows beside the price.
4. **Done.** Back to the register. Nothing on this screen can be changed.

If a booth's sales haven't yet covered its rent, the vendor sees that plainly: the shortfall carries to the next period, and **a payout never goes below $0** — Inky never turns "rent not yet covered" into "the vendor owes the shop". How rent is actually collected is in Payouts.

From home. In a Cloud+ shop the same view is live on get-inky.com, with statements to download — vendors see their sales there as they happen. See Cloud+ & sync.

When the internet is out

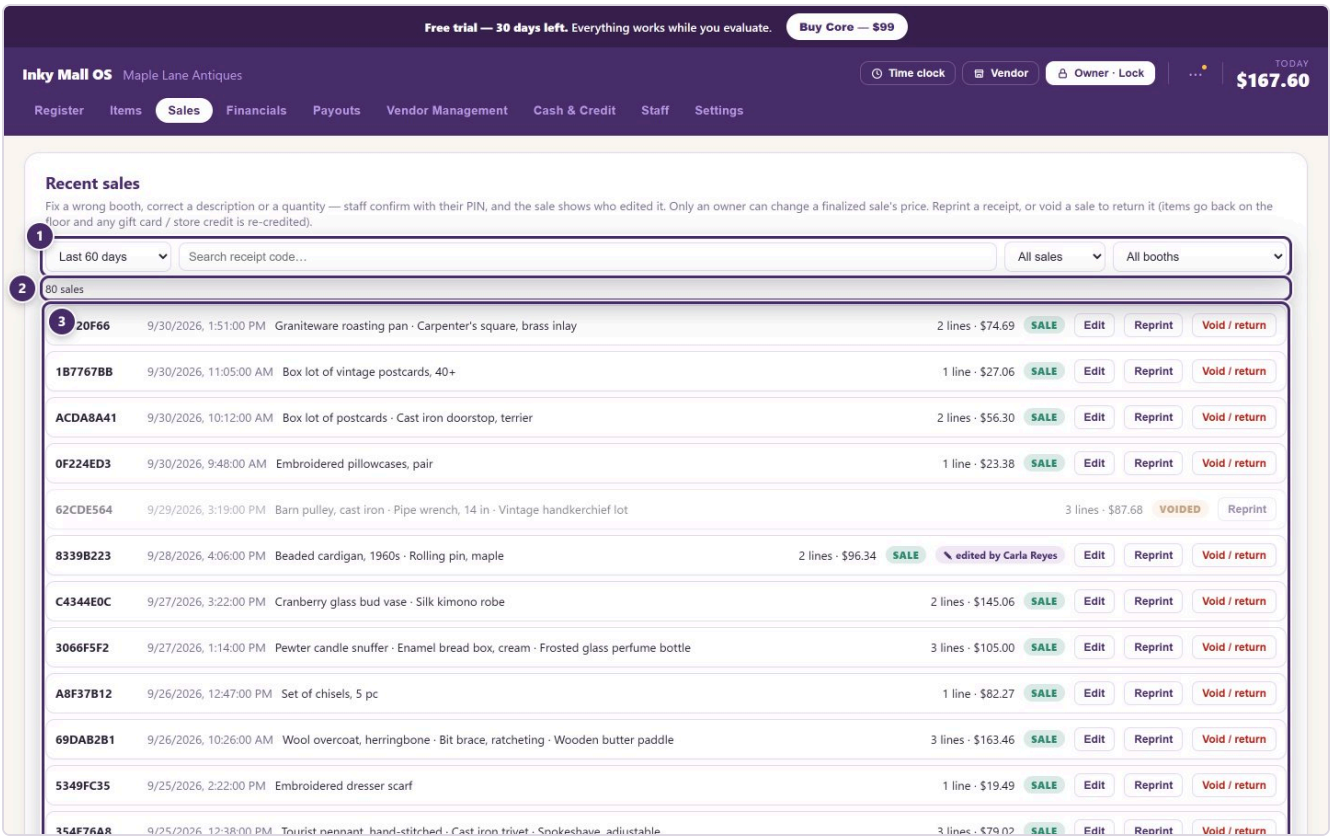
Everything on this tab is local — adding, editing, combining, booth PINs and the vendor's own view all work with no connection. Only the from-home parts wait for one.

8 · Sales & corrections

Every receipt the register has ever rung is on the **Sales** tab, and so is every way of putting one right: reprinting it, correcting a line, voiding a return, refunding a card.

Sales is open to anyone clocked in at the counter — it isn't behind the owner's PIN. What *is* protected is the changing: a correction asks for the PIN of whoever is making it, and the sale carries their name from then on.

What you are looking at

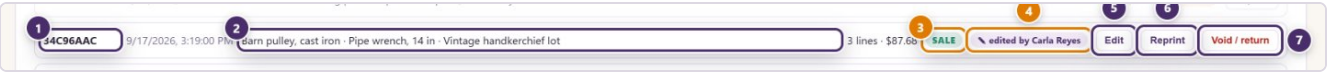


1. **Narrow it down.** A date range, a receipt code, sales or voids, one booth.
2. **How many matched.** The list shows the most recent few hundred; if there are more, tighten the dates or search.
3. **One row per receipt**, newest first.

Finding a sale



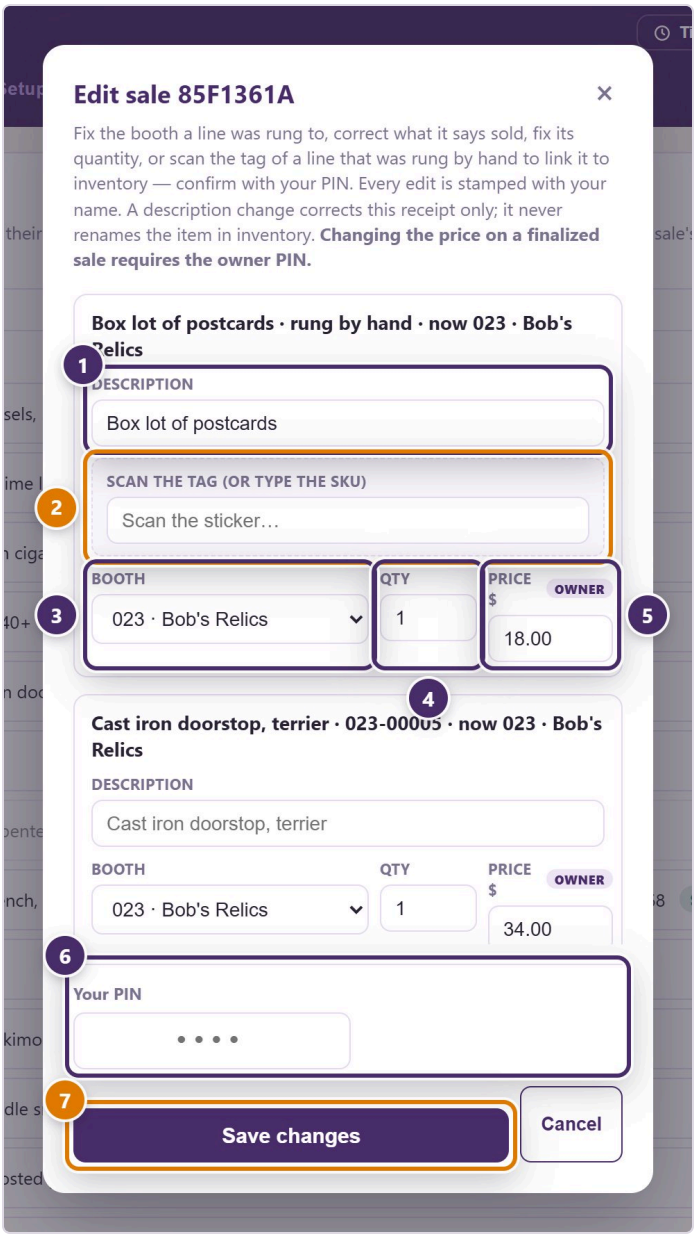
1. **When.** The last 60 days to start; anything from the last week to all time, or a custom from–to.
2. **The receipt code** — the eight characters printed at the top of the customer's receipt. The fastest way to find a sale when the customer is standing there with the paper.
3. **Sales, voids, or both.**
4. **One booth.** Every receipt with a line from that vendor — for the vendor who asks "did my blue lamp sell?".



1. **The receipt code**, then when it was rung.
2. **What sold**, and how many lines for how much.
3. **Sale or voided.**
4. **Who last changed it.** A corrected receipt says so, with the name. There are no silent edits.
5. **Edit** — below.
6. **Reprint** the receipt, exactly as it was.
7. **Void / return** — below.

Correcting a sale

Tap **Edit**. Each line of the receipt gets its own box.



1. **What it says sold.** A description change corrects *this receipt only* — it never renames the item in inventory.
2. **Link a hand-rung line to its tag.** Only on a line that was rung without a sticker (see + *Manual line* in The register). Scan the tag — or type the SKU — and the line becomes that item: it comes off the floor, and the booth on the line follows the tag. The price stays what was paid.
3. **Booth.** Which vendor gets paid for this line — the most common fix of all, when something was rung to the wrong booth. Greyed while a tag is linked, because then the tag decides.
4. **Quantity.**
5. **Price** — the owner only.

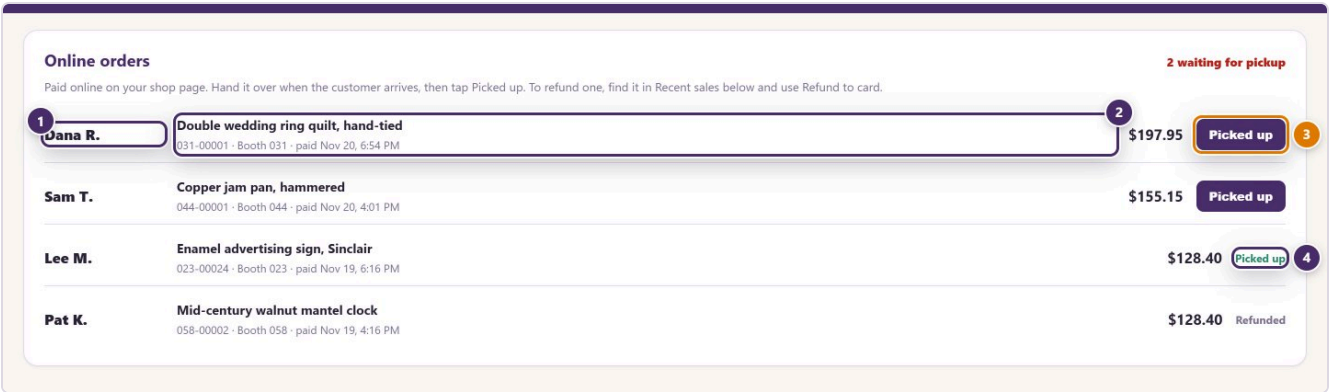
6. **Your PIN.** Any cashier can confirm a booth, description or quantity fix with their own PIN. If the price changed, this box asks for the **owner's** PIN instead, and nothing saves without it.
7. **Save.** Every change is written to the activity log with the name on the PIN, and the receipt shows *edited by* from then on.

What a correction does to the money. Moving a line to another booth moves the sale, and its commission, to that booth — at the new booth's rate — and the next payout counts it there. If the sale was already on a payout you have **closed**, that statement is a frozen record and does not change: if nobody on it has been marked paid yet, remove the payout and close it again (see Payouts); if it has been paid, settle the difference with the two vendors by hand. A price change moves the tax too.

A voided receipt can't be edited. Ring it again instead.

Online orders

At the top of **Sales**, above Recent sales, is a list of pieces paid for on your shop page. It appears once your store has had an online order. The **Sales** tab shows a red count of the ones still waiting.



1. **Who is coming.** The buyer's name, as they gave it when paying.
2. **The piece,** with its tag number, booth and when it was paid.
3. **Picked up.** When the customer arrives, hand the piece over and tap this. Ask for their name; Square's email receipt or a photo ID confirms it.
4. **Picked up / Refunded.** Finished orders stay in the list, below the ones still waiting.

Marking an order picked up changes nothing about the sale. The sale was recorded, and the booth credited, when the payment went through. It is in Recent sales like any other, marked "Online order, pickup".

If the customer changes their mind, find the sale in Recent sales and use **Refund to card**. The money goes back through Square to the card that paid, and the piece returns to the floor once Square confirms it. That can take an hour or more. **Void / return** on its own does not send the money back, and it will warn you.

If the piece sells at the register first. Nothing is held for a shopper who has not paid yet. If someone buys the piece in the store while a shopper is on the payment page, the shopper is refunded in full automatically and told why. You don't have to do anything.

Returns: voiding a receipt

Tap **Void / return** on the receipt and confirm. The whole receipt is reversed:

- every item on it goes **back on the floor**, at its tag price;
- anything paid with a **gift card or store credit is re-credited** to it;
- if the shop runs a rewards program, the points the sale earned come back off;
- the receipt stays in the list, greyed and marked **voided**, and can still be reprinted — a return is a record, not a deletion.



1. **Voided only** shows just the returns.
2. **The receipt stays.**

The void is written to the activity log with the amount and the name of whoever did it (see Staff & security). Voiding is all-or-nothing: to take one item back off a three-item receipt, void the receipt and re-ring the two the customer is keeping.

Giving the money back is your side of it, the same way you took it — Inky records the void; it doesn't reach into the till. The one exception is a card charged through the reader: see the next section.

Refunding a card

When a receipt was paid through the **Square reader**, a **Refund to card** button appears on its row. It sends the money back to the customer's card through Square, and only then reverses the lines you chose — so a refund can never be recorded that didn't actually go through. You can refund the whole receipt or tick just some of its lines; a line already voided can't be refunded again, because voiding was the reversal. It asks for an owner's or manager's PIN.

The reader, the wallets, and what to do when a payment "didn't go through" are all in Card reader & wallets.

A sale paid by Square gift card gets **Refund to gift card** instead: the money goes straight back on the card. A sale paid partly by gift card and partly by card shows **Refund**, and the screen lists where the money goes — the gift card's share first, then the card. It never sends a payment more than it was paid; if you pick more than that, it says so instead of refunding less than it shows.

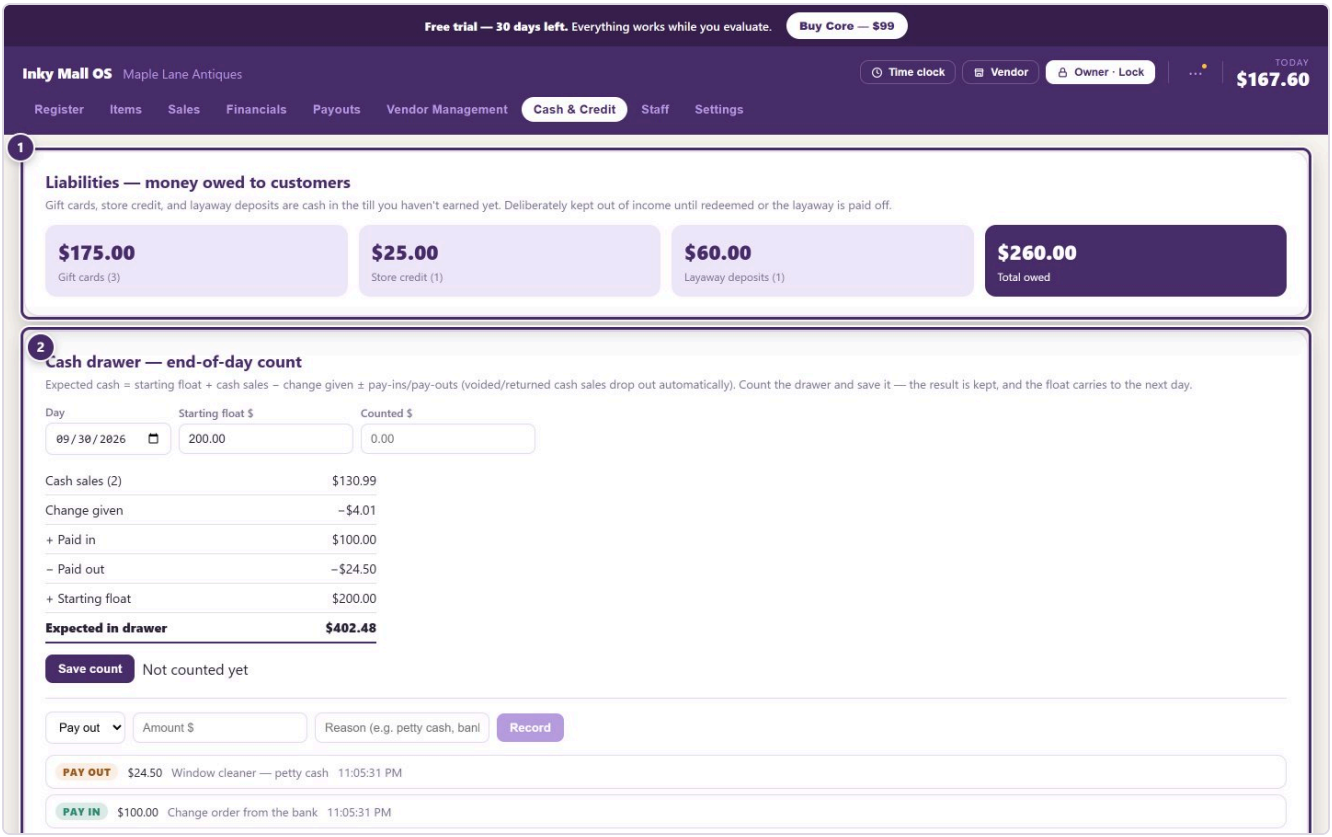
When the internet is out

Finding, reprinting, editing and voiding all work offline — a correction made in the basement is synced to your other tills when the connection returns. The one thing that needs a connection is **Refund to card**, because Square has to move the money.

9 · Cash & Credit

Everything about money that isn't a sale lives on the **Cash & Credit** tab: what the shop owes its customers, the cash drawer, wallet payments still to check, gift cards, store credit, open layaways, and the customer cards. It sits behind the owner's PIN.

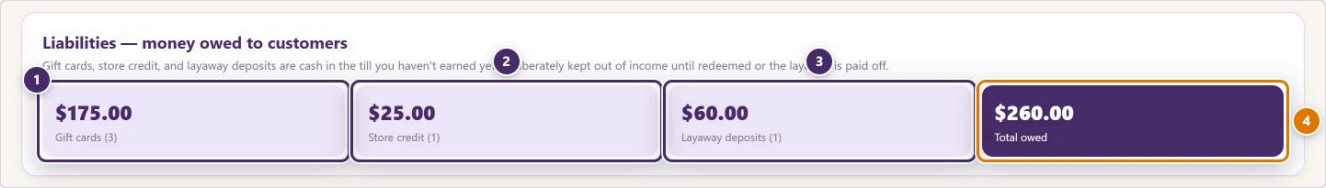
What you are looking at



1. **What the shop owes its customers** — gift cards, store credit and layaway deposits, and the total.
2. **The cash drawer**, counted at the end of the day. Below it, in order: wallet payments still to check, gift cards, customers & store credit, open layaways, and the customer cards.

Money owed to customers

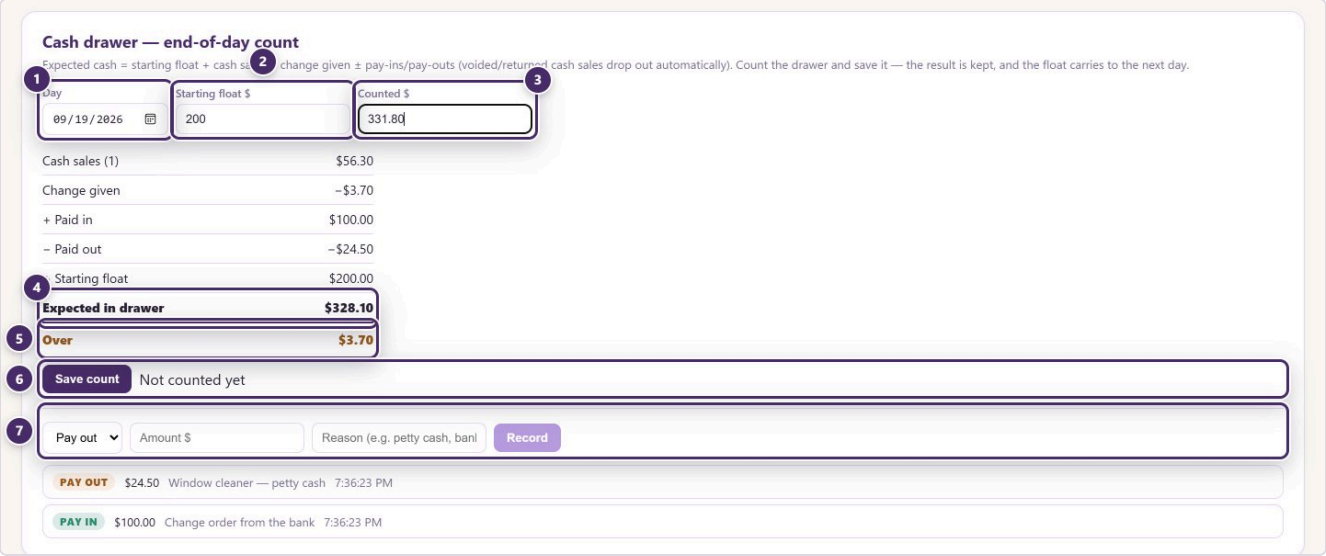
Gift cards, store credit and layaway deposits are **cash in the till you haven't earned yet**. Inky deliberately keeps them out of income until the card is spent, the credit is used, or the layaway is paid off — so a good gift-card December never looks like a good sales December.



1. **Gift cards** still carrying a balance, and how many.
2. **Store credit** on customers' accounts, and how many customers hold some.
3. **Layaway deposits** taken on layaways that aren't paid off yet.
4. **The total** — cash that has come through the till but is not the shop's yet.

Counting the drawer

Do this at the end of every day, or every shift. Inky works out what should be in the drawer; you tell it what is.



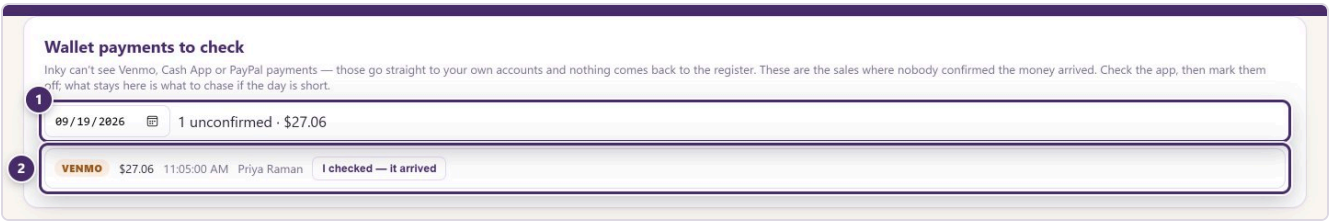
1. **Which day.** Today, unless you're catching up.
2. **Starting float** — what was in the drawer when the day began. It carries over from the last count you saved.
3. **Counted** — what's in the drawer now.
4. **What should be there:** the float, plus cash sales, minus change given, plus pay-ins, minus pay-outs. A voided cash sale drops out by itself.
5. **Over, short, or balanced.**

6. **Save count.** The result is kept with the time it was counted; count again later and it updates. A count made on the web (Cloud+) shows up here too.
7. **Pay in / pay out.** Money that moved without a sale — a bank drop, petty cash, a change order from the bank. Say why; it shows in the list underneath and in the expected total.

Only **cash** sales count here. Cards, checks and wallets never touch the drawer.

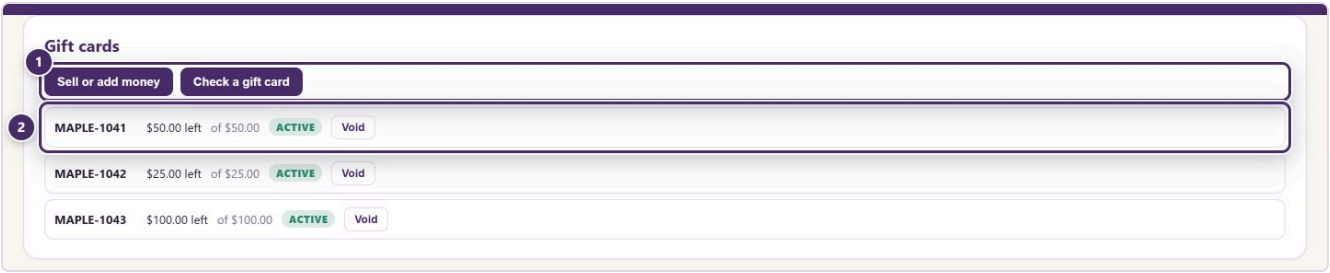
Wallet payments still to check

Inky can't see Venmo, Cash App or PayPal payments — they go straight to your own accounts. So when a sale is rung on one of those tenders and nobody confirmed the money arrived (see Taking payment), it waits here.



1. **Which day**, and how much on it is unconfirmed.
2. **Each unconfirmed payment**, with the time and who rang it. Open the app on your phone, find the payment, then tap **I checked — it arrived**. What stays here is what to chase if the day is short.

Gift cards

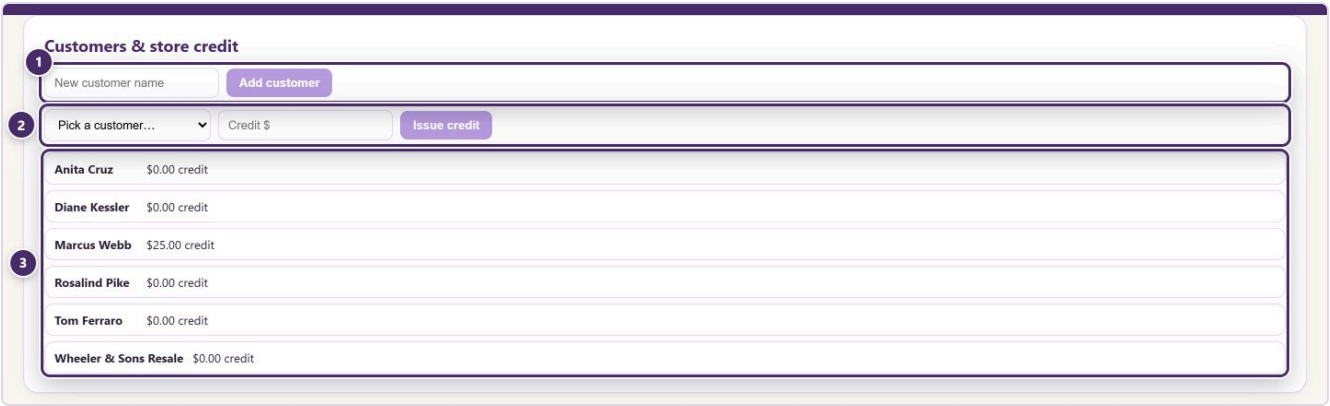


1. **Sell or add money** to a card, or **Check a gift card** — the same dialogs as the register's buttons.
2. **Every card**: what's left on it against everything ever loaded onto it, and its status. **Void** kills a lost or stolen card — its balance comes off the shop's liabilities.

No sales tax is charged when a card is sold; the tax is rung on whatever it's eventually spent on. Cash taken for a gift card counts in the drawer, as a paid-in.

Square gift cards (when they're on) aren't in this list — their balances stay in Square. *What the shop owes its customers* adds a **Square gift cards** figure, the live total from Square, or says it couldn't reach Square. A Square card being sold or reloaded that Square hasn't finished shows under **Gift card loads waiting** until it does.

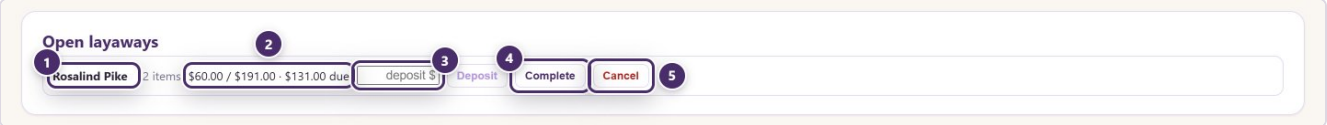
Store credit



1. **A new customer**, by name only — the full card is further down the page.
2. **Issue credit** to a customer: a return without a receipt, a goodwill gesture, the deposits from a cancelled layaway.
3. **Who holds what.** Credit is spent at the register with the **Store credit** tender, which caps itself at the balance.

Open layaways

A layaway is started at the register (**Put on layaway**); it is looked after here.

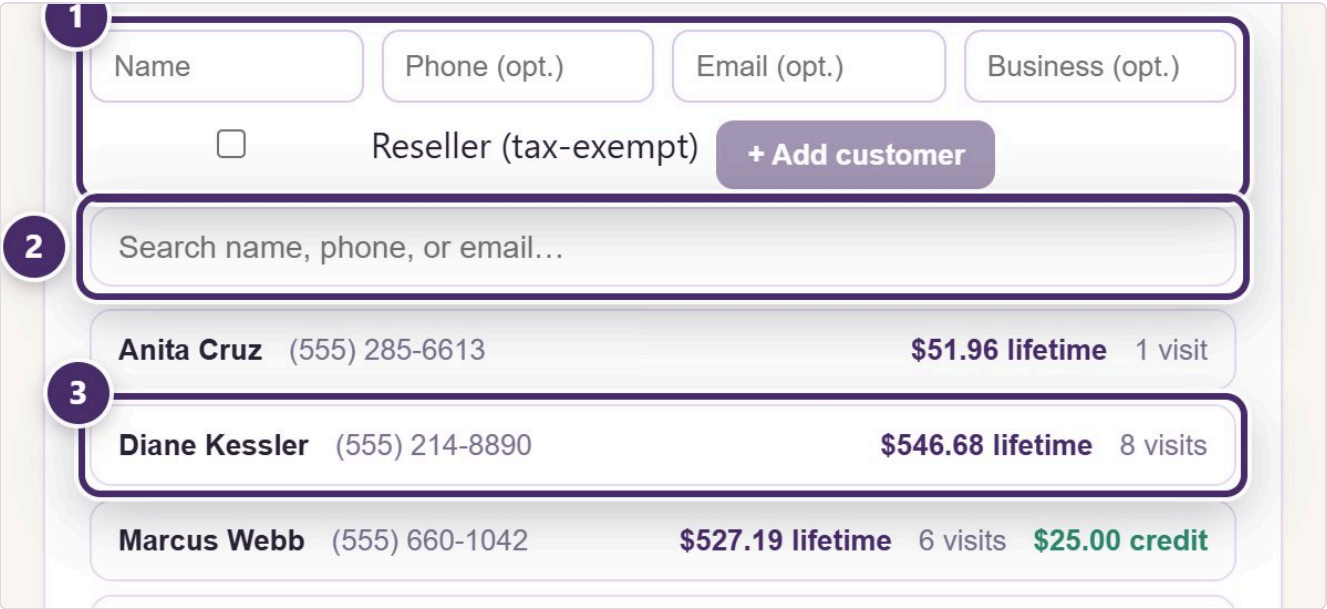


1. **Whose it is**, and how many items are held.
2. **Paid so far, the total, and what's still due.**
3. **Take another deposit.** Type the amount and tap **Deposit**.
4. **Complete.** The remaining balance is taken in cash, a receipt is produced, and the items are theirs. **This is the moment the sale is recorded as income** — until now the deposits were a liability.
5. **Cancel.** The items go back on the floor at their tag price. The deposits already paid become store credit for the customer — or are refunded in cash if the layaway had no customer attached.

The items stayed off the floor at **the price on the day the layaway was started**; a price change since then doesn't move the deal.

Customers

The customer card is where regulars live: contact details, purchase history, lifetime spend, store credit, and whether they buy for resale.



1. **Add a customer** with their contact details. Tick **Reseller** for a buyer with a resale certificate, and give the certificate number — their sales ring tax-exempt automatically from then on.
2. **Search** by name, phone or email.
3. **One line per customer:** lifetime spend, how many visits, and any store credit. Click the line to open the card.



1. **Contact, address, reseller status and notes.** Each box saves the moment you leave it. The notes are yours — *collects Depression glass, call when pink comes in.*
2. **Purchase history** — every sale attached to this customer at checkout, newest first, with the last visit at the top.

A customer is attached to a sale in the **Take payment** window; that is what builds the history and the lifetime figure. A rewards member is a customer too — the points program is in Promotions, coupons & rewards.

When the internet is out

All of it works offline: counts, pay-outs, gift cards, credit, layaways, customer cards. On a Cloud+ shop it all syncs to your other tills and to get-inky.com when you're back.

10 · Promotions, coupons & rewards

Five ways to take money off, each with its own job:

	What it is	Who turns it on
Promotion	A percentage off the whole store or one booth, between two dates. Applies itself at the register.	You, in Settings, ahead of time
Quantity deal	*Buy two, get one free* — on one SKU, any items from a booth, or the whole store. Applies itself.	You, in Settings
Automatic markdown	A percentage off anything that has sat on the floor longer than *N* days. Applies itself.	You, once — it then runs forever
Coupon code	A code the customer presents — typed or scanned off a flyer. Tracked per use, capped if you like.	The customer, at the register
Rewards	Points earned by phone number, cashed in as store credit.	The customer opts in; the shop opts in first

All five are Inky Mall OS **Pro** features, and every one of them lives on the Settings tab. The manual discounts a cashier types at the register — a percentage off a line or the whole ticket — are in The register.

Who pays for a discount

This is the part that matters to a mall, so it comes first.

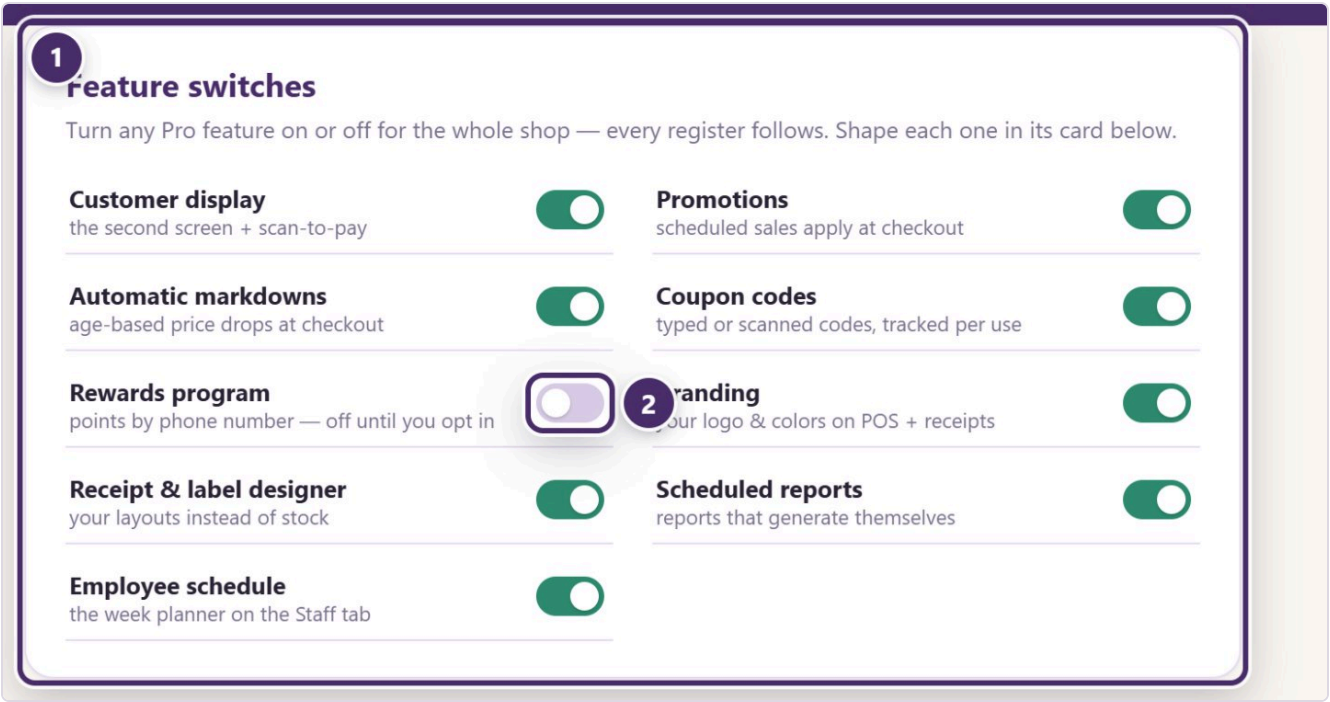
A **promotion, a quantity deal, a markdown, a coupon, or a discount typed at the register** all reduce the *selling price* of the line. The booth's commission is worked out on what the item actually sold for, so **the booth bears the discount**, exactly as it always has when a dealer marks something down at the counter. Payout statements show what each discount cost the booth — see Payouts.

A **rewards redemption is different.** It arrives as store credit, and store credit is the shop's money. **The shop funds the reward; the booth is paid in full.**

How they combine. Where a promotion and a markdown both apply to the same item, the customer gets **whichever is larger** — those two never stack. A discount the cashier types applies *on top of* that; a quantity deal is worked out on the price after all of those; and a coupon comes last, on what's left.

The switches

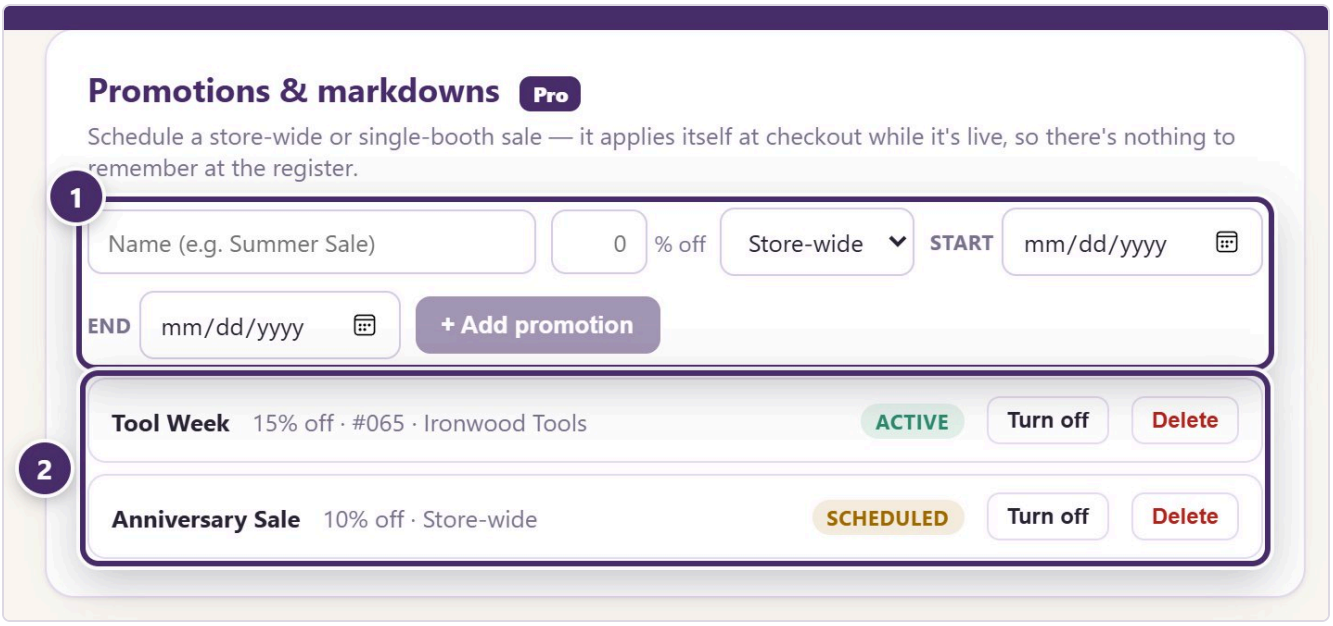
Every Pro feature has a master switch at the top of the Settings tab.



1. **One switch per Pro feature.** Off means off everywhere: the register stops applying promotions and markdowns, the coupon box disappears, and the card below goes quiet. Every register in the shop follows.
2. **Rewards is the one that ships off.** A points program accrues a liability the moment it earns, so a shop has to opt in.

Scheduled promotions

Anniversary weekend, 10% off everything. Tool Week, 15% off booth 65. Set it up once; the register applies it while it's live and stops when it's over. Nothing to remember at the counter, nothing to re-tag.



1. **Schedule one:** a name, the percentage, the whole store or one booth, and the dates.
2. **Every promotion**, live, waiting, or over. **Turn off** pauses one early; **Delete** removes it.

At the register, a line the promotion applies to says so:

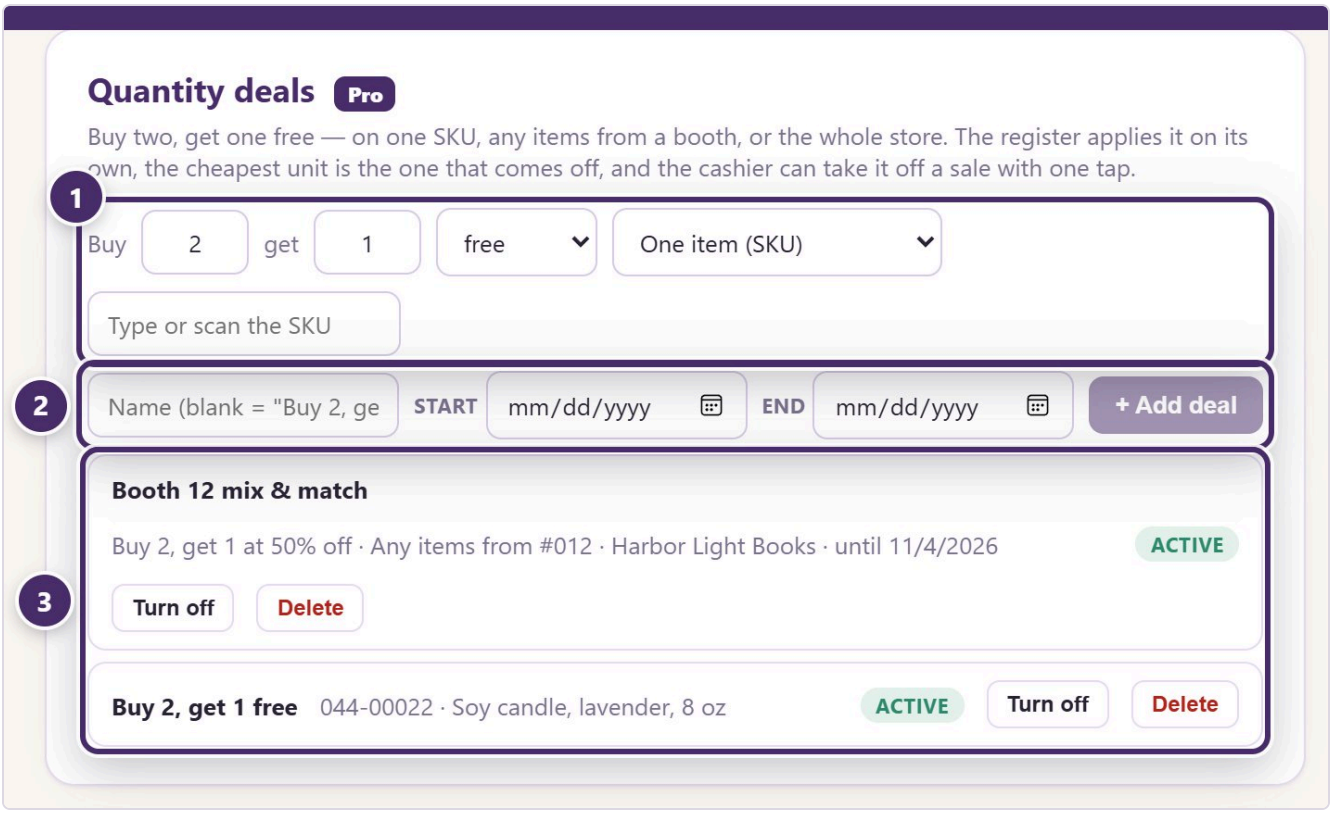


1. **The badge** names the promotion that applied itself to this line.
2. **The price already reflects it** — the tag price struck through, the sale price beside it.

The receipt prints the line at its tag price with the percentage off beside it, so the deal is on the paper; the booth's statement shows what the discounts cost the booth.

Quantity deals

Buy two candles, get the third free. Any three from booth 12, the cheapest one half off. Storewide, buy one get one. Set the deal up once and the register does the rest: it sees the units on the ticket, applies the deal, shows it on the line, and prints it on the receipt by name.



1. **The deal in numbers:** buy this many, get this many — **free**, or **at** a percentage off — and what it's on: **one item** (type or scan the SKU), **any items from a booth** (mix-and-match), or **any items in the store**.
2. **A name and dates** are optional. Leave the name blank and it names itself from the numbers — *Buy 2, get 1 free* — which is what the receipt prints. No dates means until you turn it off.
3. **Every deal**, live or scheduled or over. **Turn off** pauses one; **Delete** removes it.

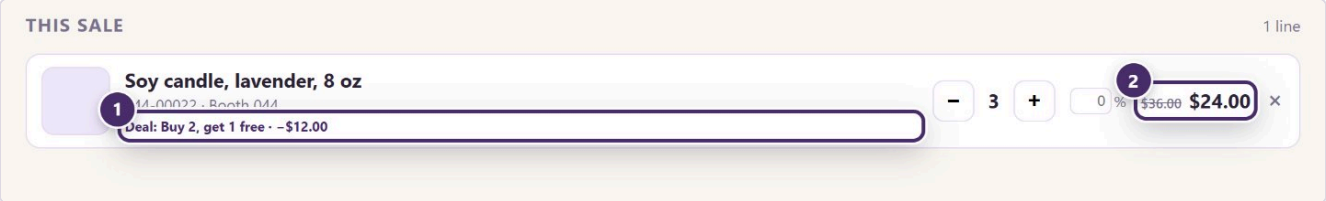
The rules, so the numbers never surprise anyone:

- **It repeats.** Buy 2, get 1 free on seven candles gives two free; the seventh rings at full price. Not enough units for a full group, no deal.
- **The cheapest units are the free (or discounted) ones** — across everything on the ticket the deal covers, at whatever those units are ringing for. Three items from the booth at $48, $22 and $6: the $6 one comes off.
- **It works on the net price.** A candle that's already 10% off in a promotion is free at its promotion price; a coupon is figured after the deal.
- **One unit, one deal.** An item on its own deal doesn't count toward its booth's deal, and a booth's items don't count toward a storewide one. The more specific deal wins.
- **Tagged items only.** Manual lines and layaways don't take part.

- **Two deals can't overlap on the same target.** The card refuses a second live deal on the same SKU, booth, or the store while the first one's dates are running — end the first, or give the second dates of its own.
- **The booth bears it**, like a promotion — see *Who pays for a discount* above.

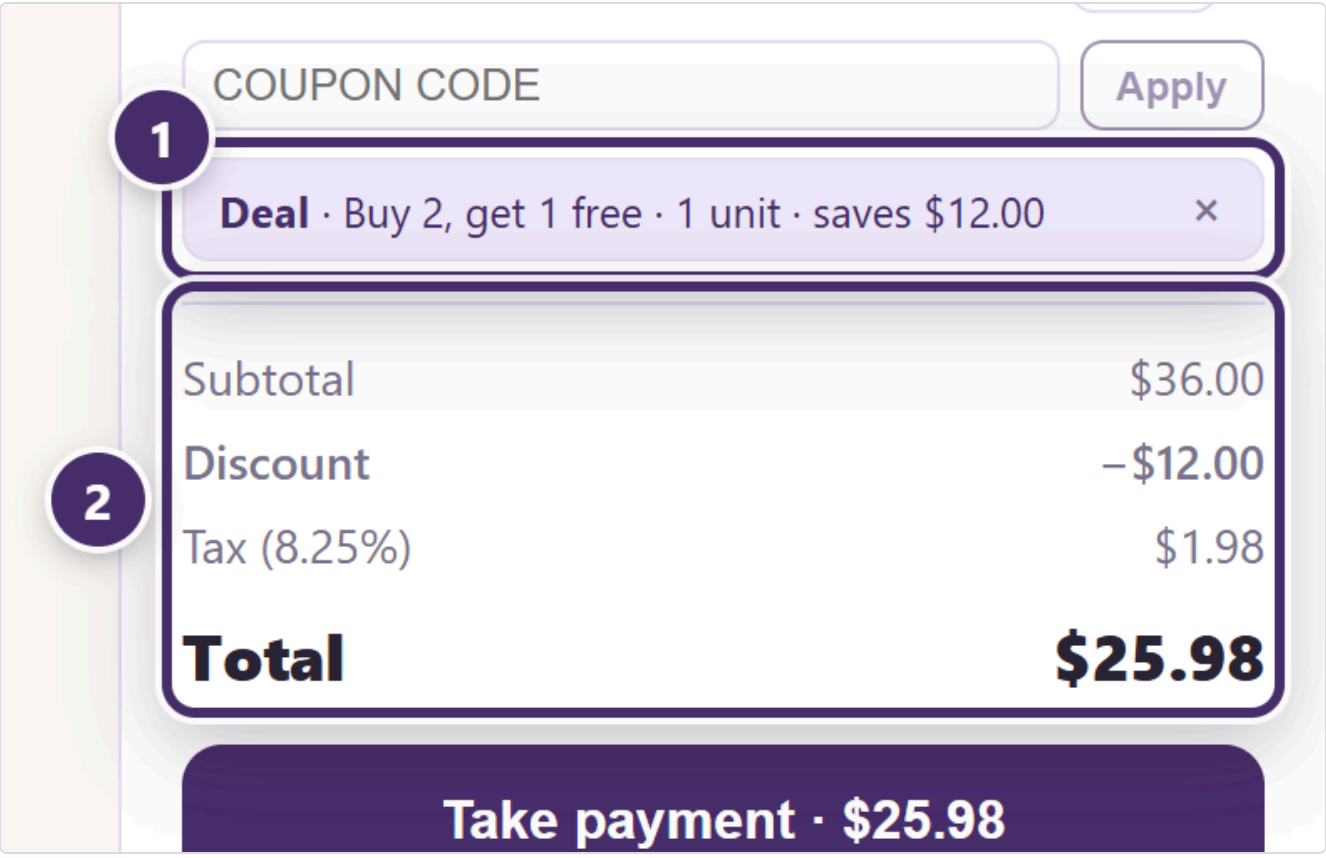
Quantity deals follow the **Promotions** switch in *Feature switches*: off there, off here.

At the register



1. **The badge** names the deal and what it took off this line — the cheapest unit, at whatever it was ringing for.
2. **Three units, one free:** the tag total struck through, the sale total beside it.

The cashier doesn't do anything — the moment the units are on the ticket, the deal is on it. But a deal that was left on, or one that shouldn't count for this customer, can come off the sale in one tap:



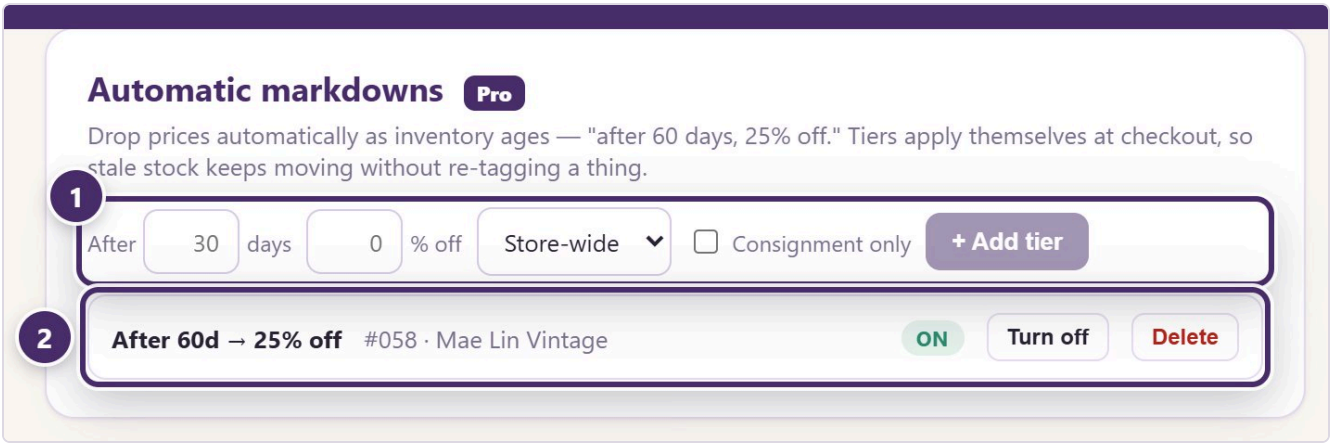
1. **The deal chip**, where the ticket discount and the coupon live. × takes the deal off *this one sale* — the next sale gets it again. **Put back** undoes that. A deal taken off is noted in the activity log, with who did it

and what it would have saved.
2. **The totals** with the deal in.

On the receipt the line prints as *3 @ $12.00 −33.33%* with **Buy 2, get 1 free** under it, so the customer sees the deal, not just a rate.

Automatic markdowns

After 60 days, 25% off. A tier applies to anything that has been on the floor that long — store-wide, or for one booth, and optionally only to consignment items. Stale stock keeps moving without anyone re-tagging it.

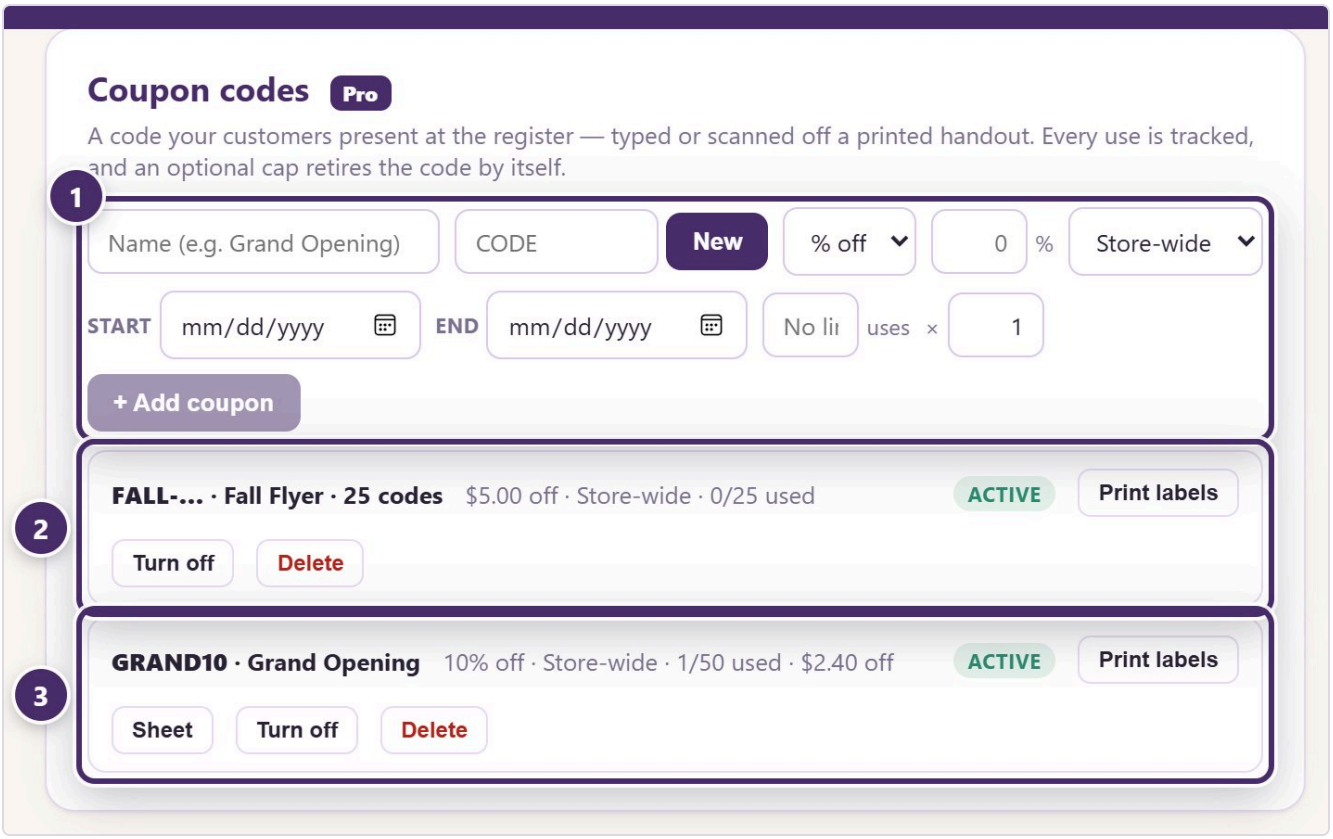


1. **A tier:** after this many days, this much off, for whom.
2. **The tiers in force.** An item takes the deepest tier it has aged into. **Turn off** pauses a tier; **Delete** removes it.

"Days on the floor" counts from when the item was added to Inky — so a booth's whole history is eligible from day one of an import, and a vendor who restocks resets the clock on the new items only.

Coupon codes

A coupon is a **code**: on a flyer, a postcard, a printed handout, a sign at the door. The customer presents it, the cashier types or scans it, and Inky tracks every use.

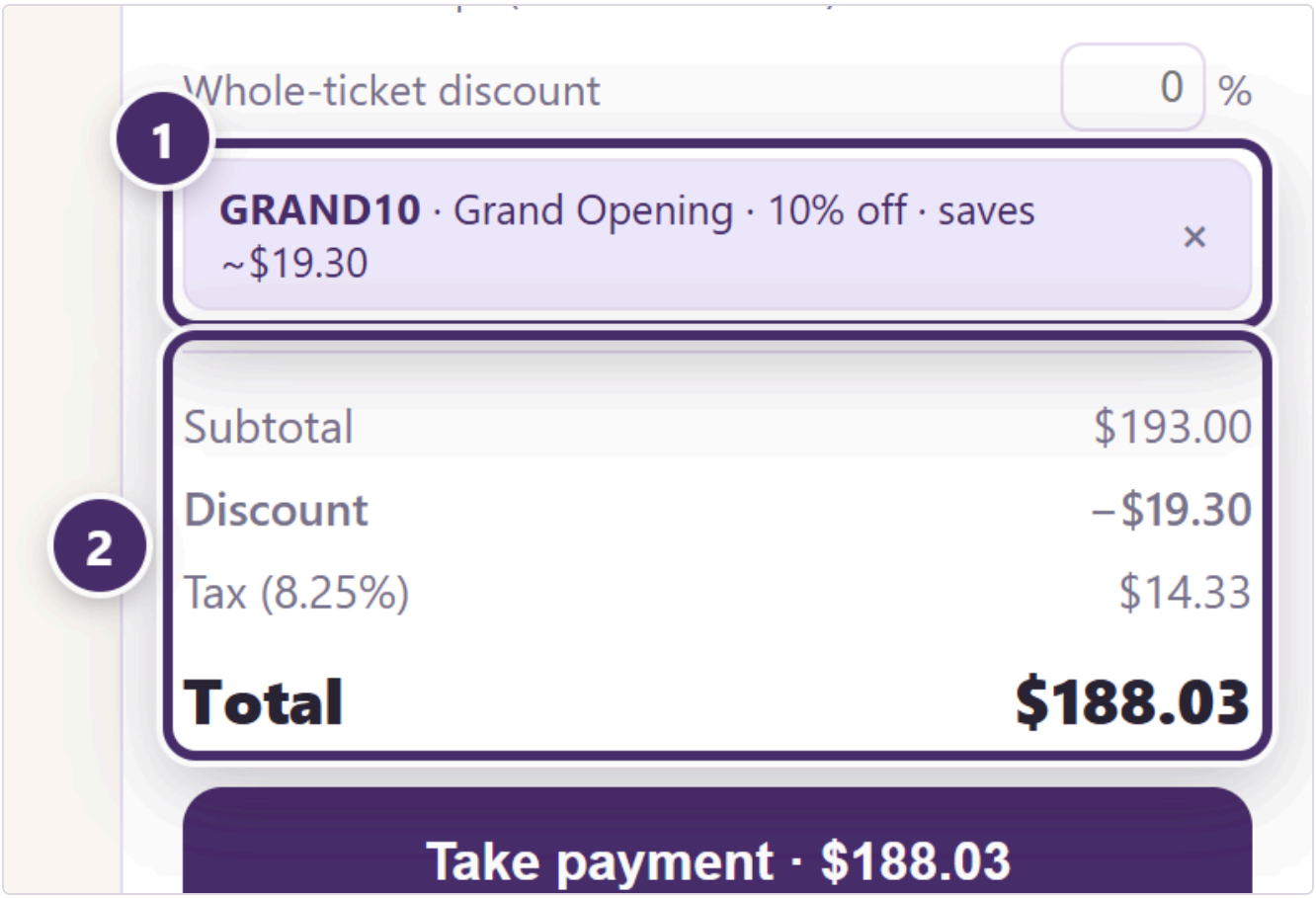


1. **Issue a coupon:** a name, the code (or let Inky make one up with **New**), percent or dollars off, the whole store or one booth, optional dates, and a **cap** on how many times it can be used. Set *How many coupons* above 1 and Inky mints that many **unique** codes in one go — one per flyer, each good on its own terms.
2. **A batch** of unique codes, tracked as one campaign: how many have been used, and the buttons to print the whole batch as barcode labels, pause it, or delete it.
3. **A single code**, with how many times it has been used against its cap and what it has cost so far. **Print labels** prints it as a barcode; **Sheet** downloads a printable handout page.

Printing a coupon as a barcode is the point of the labels: the code scans at the register exactly like a tag, so a cashier never types it wrong. See Labels & printing.

A percent-off coupon can't go above 95%, and a dollars-off coupon can never take a line below zero — a typo can't zero a vendor's payout. Pausing a coupon keeps its history; deleting it removes the redemptions too, so prefer **Turn off** for anything that has been used.

At the register:

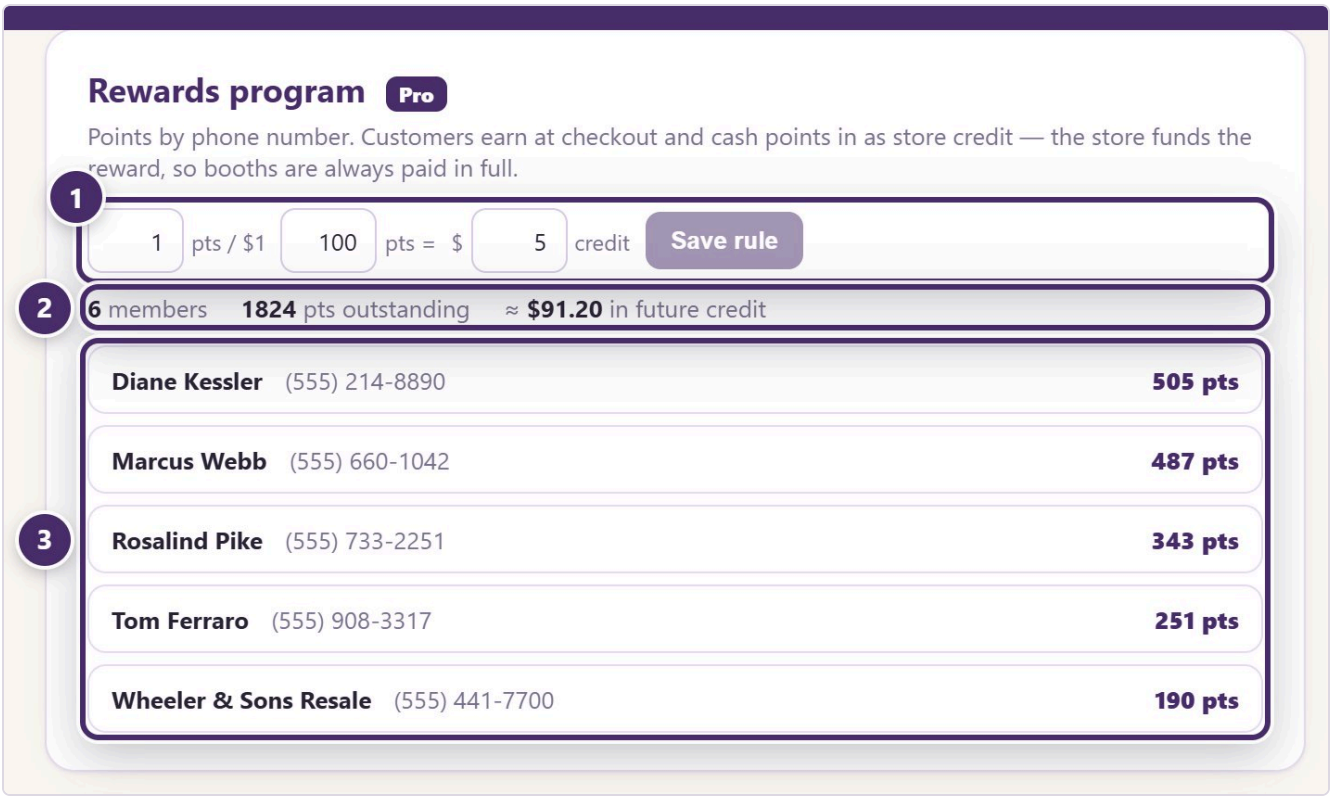


1. **The coupon, applied.** The code, what it's called, and what it took off. × removes it again.
2. **The totals**, with the coupon in.

A code Inky doesn't know, one that isn't live yet, has expired, has been turned off, or has hit its cap is refused with the reason. A booth-only coupon takes money off that booth's lines and leaves the rest of the sale alone.

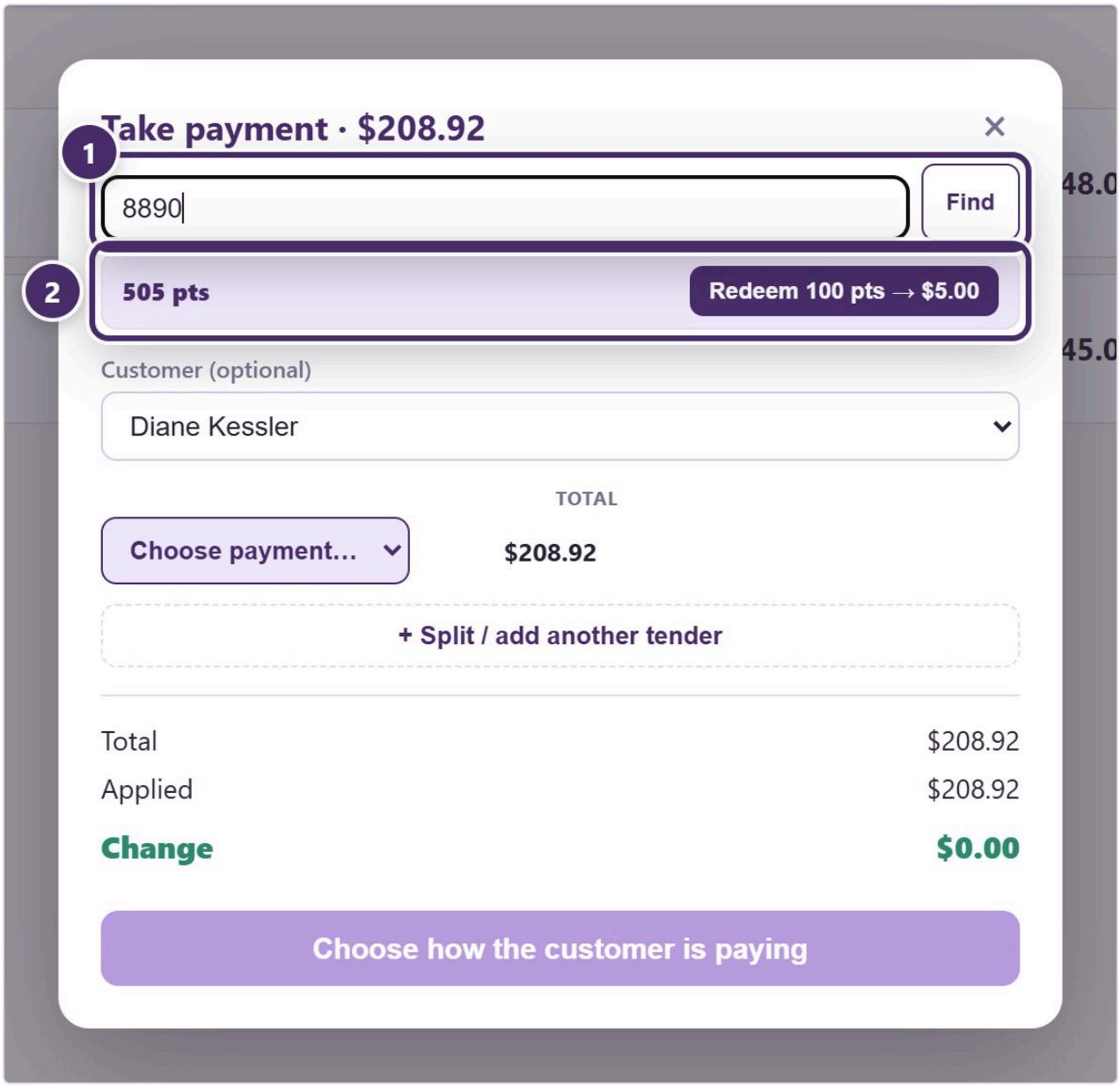
The rewards program

Points by phone number. A member earns points on what they actually pay, before tax, and cashes them in as store credit at the counter. **Off until you opt in** — the switch above — because outstanding points are a promise the shop has made.



1. **The rules:** points per pre-tax dollar actually paid, how many points one redemption spends, and what that redemption is worth in store credit. The defaults are 1 point per dollar, and 100 points for $5.
2. **What today's outstanding points are worth** at those rules. Treat it as a liability, like a gift card.
3. **Your top members** and their balances. A member is just a customer with a phone number on file.

At checkout:



1. **Find the member** by phone — the whole number, or just the last four. A number Inky doesn't know can be enrolled on the spot by typing the name in the customer box.
2. **Their balance**, and — once it reaches a redemption's worth — a **Redeem** button. Redeeming turns a block of points into store credit and puts it on this sale as a tender line; press it again for another block.

Points are earned when the sale goes through, on each line, at the pre-tax price paid. Voiding the sale takes them back. Finding the member also attaches them as the sale's customer, so their purchase history builds at the same time.

When the internet is out

All of it is local. Promotions and markdowns apply, coupons redeem and count, points earn and redeem — none of it needs a connection.

11 · Payouts

A payout is how the booths get paid. You pick a period, Inky works out what each booth sold, takes the shop's commission and the booth's rent, and tells you what to hand over. You close the period into a **saved statement**, print each booth its statement, and tick them off as you pay. Payouts is behind the owner's PIN.

Financials is for looking; **Payouts** is the cash-out.

The arithmetic, once

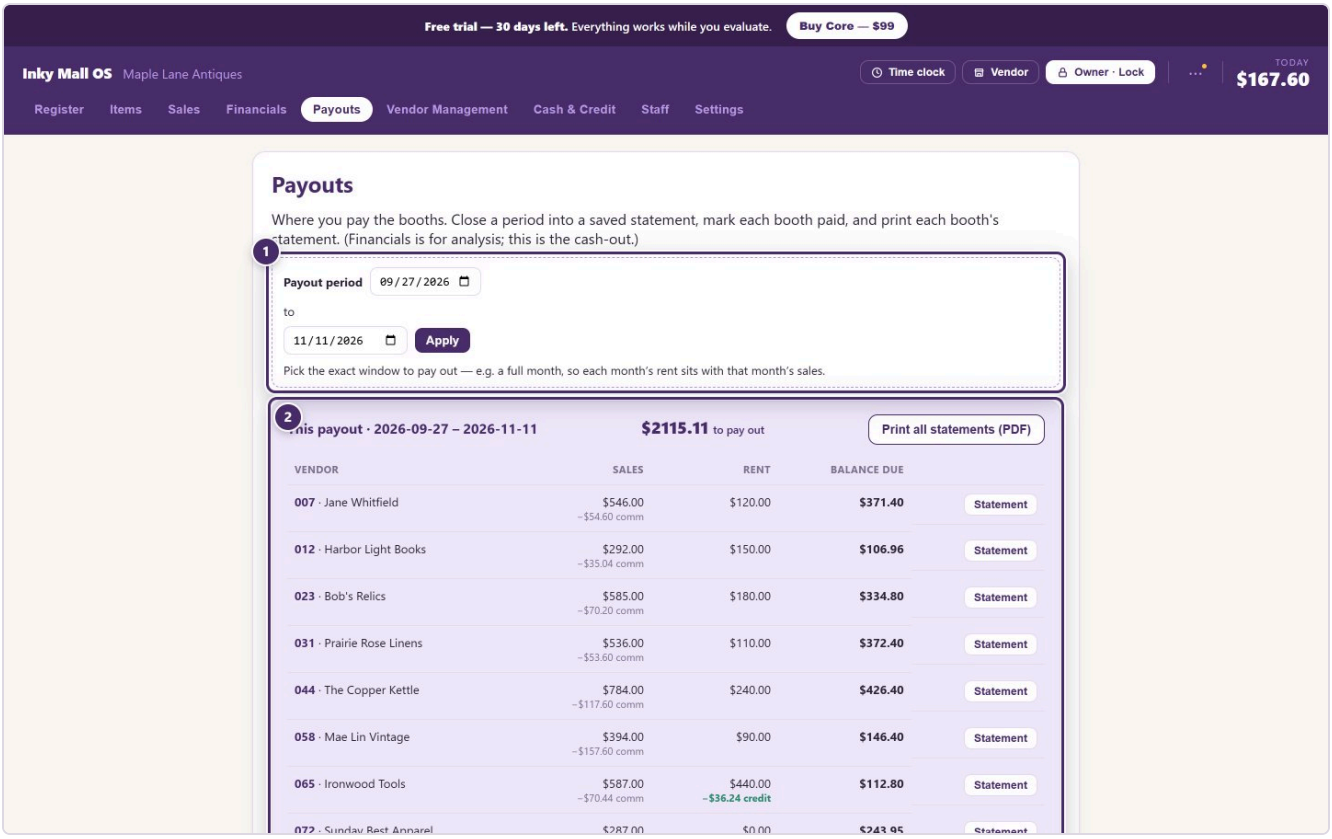
For each booth, in the period:

> **sales** − **commission** (the shop's cut, at the booth's rate) − **rent** (a full month's rent for each month that begins in the period) = **balance due**

Three rules underneath it:

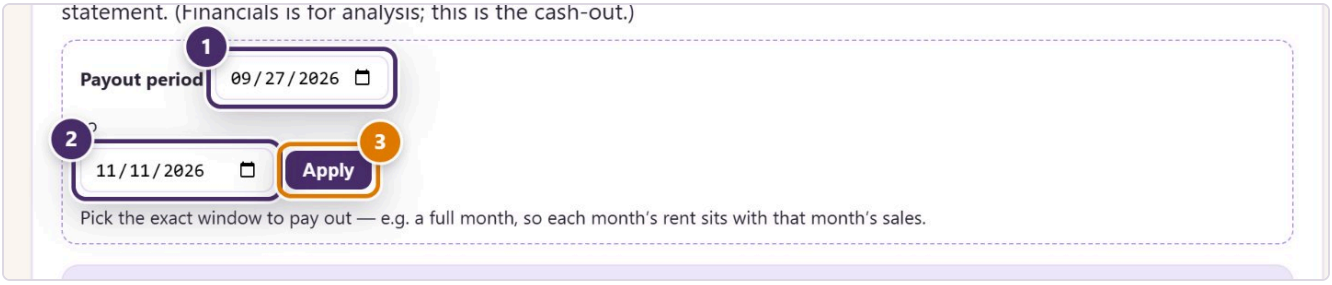
- **A payout never goes below zero.** If a booth's sales don't cover its rent, the line reads *owes* instead, and the shortfall **carries forward** to the next period — where a good month clears it out of the booth's own sales, or the vendor settles it in cash. Inky never turns "rent not yet covered" into "the vendor owes the shop" inside the payout itself.
- **The booth bears its discounts.** A line that sold at a discount pays commission on what it actually sold for, and the statement says what the discounts cost. Gift cards and store credit spent on a booth's item count as full sales to the booth — those are the shop's business, not the vendor's.
- **A voided sale isn't a sale.** It's left out of the payout and out of the statement's *Sold items* list, so the list and the count above it always agree.

What you are looking at



1. **The payout period.** What span of sales this payout covers. It continues from where the last one ended, and you can set it to anything.
2. **This payout.** One line per booth with activity in the period. Below it: rent owed by vendors, and every past payout.

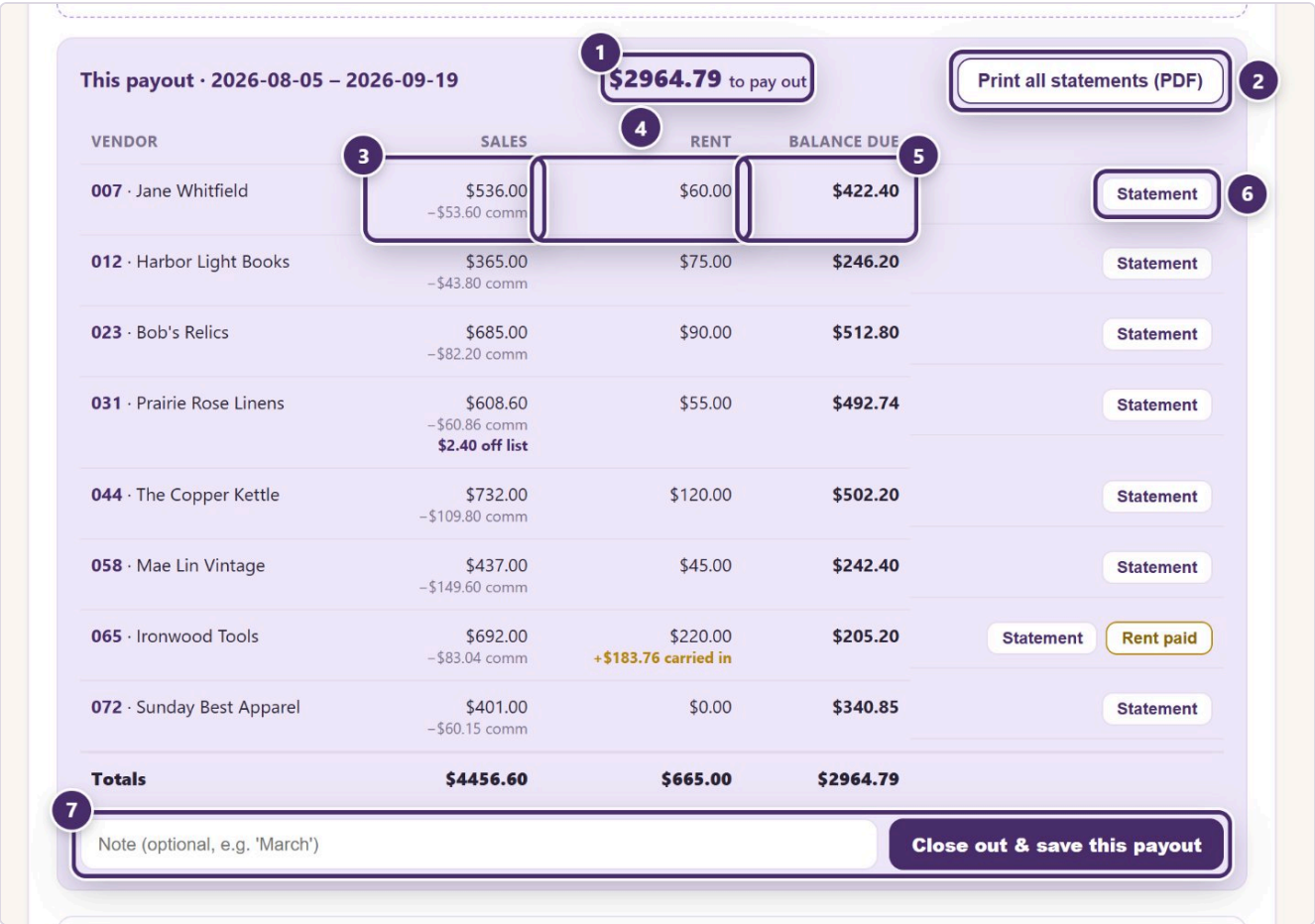
Choosing the period



1. **From.** Starts where the last payout ended, so nothing is paid twice and nothing falls through a gap. **Before your very first payout**, set this to your go-live date — otherwise sales history you imported from your old system is counted as due now.
2. **To.** Usually the last day of the month.
3. **Apply** re-figures the table for that window.

Pick a whole month when you can. Rent is never split by the day. Each month's rent is charged once, in full, by the payout that covers the 1st of that month. A payout from the 15th to the 14th still charges one month's rent, but that rent and the sales beside it belong to different months, so pay out by the calendar month and every statement lines up. A booth with a *Rent starts* date pays nothing before that month, and its first month in full.

This payout



1. **The total to pay out** across every booth in the period.
2. **Print all statements.** Every booth's statement for the period in one PDF, ready to go in the envelopes with the checks.
3. **Sales.** What the booth sold, the commission that comes off, and — if anything rang at a discount — what the discounts cost the booth.
4. **Rent** for the period. A shortfall carried in from an earlier period shows here as *carried in*; a credit the vendor paid ahead shows as *credit*.
5. **Balance due** — what to pay. If rent wasn't covered, it reads *owes* and the amount carries forward.
6. **Statement** previews and prints this one booth's statement.

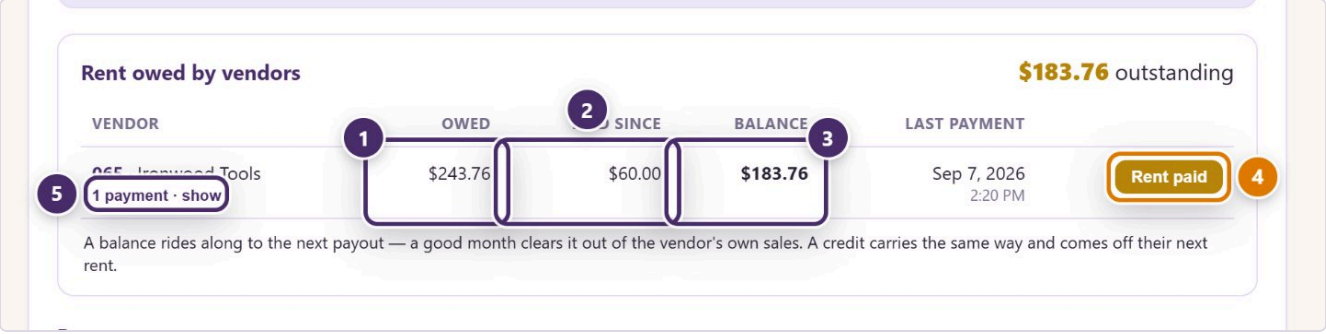
7. **Close out & save this payout.** This is the moment that matters: the table is frozen into a saved statement — the record you pay from, and the record the vendor gets. Until you press it, nothing here is final; after, the next period starts the day after this one ended. The note is for you: *September*, *Q3*.

A booth that has been set inactive but still sold something in the period is listed and paid — just not charged rent.

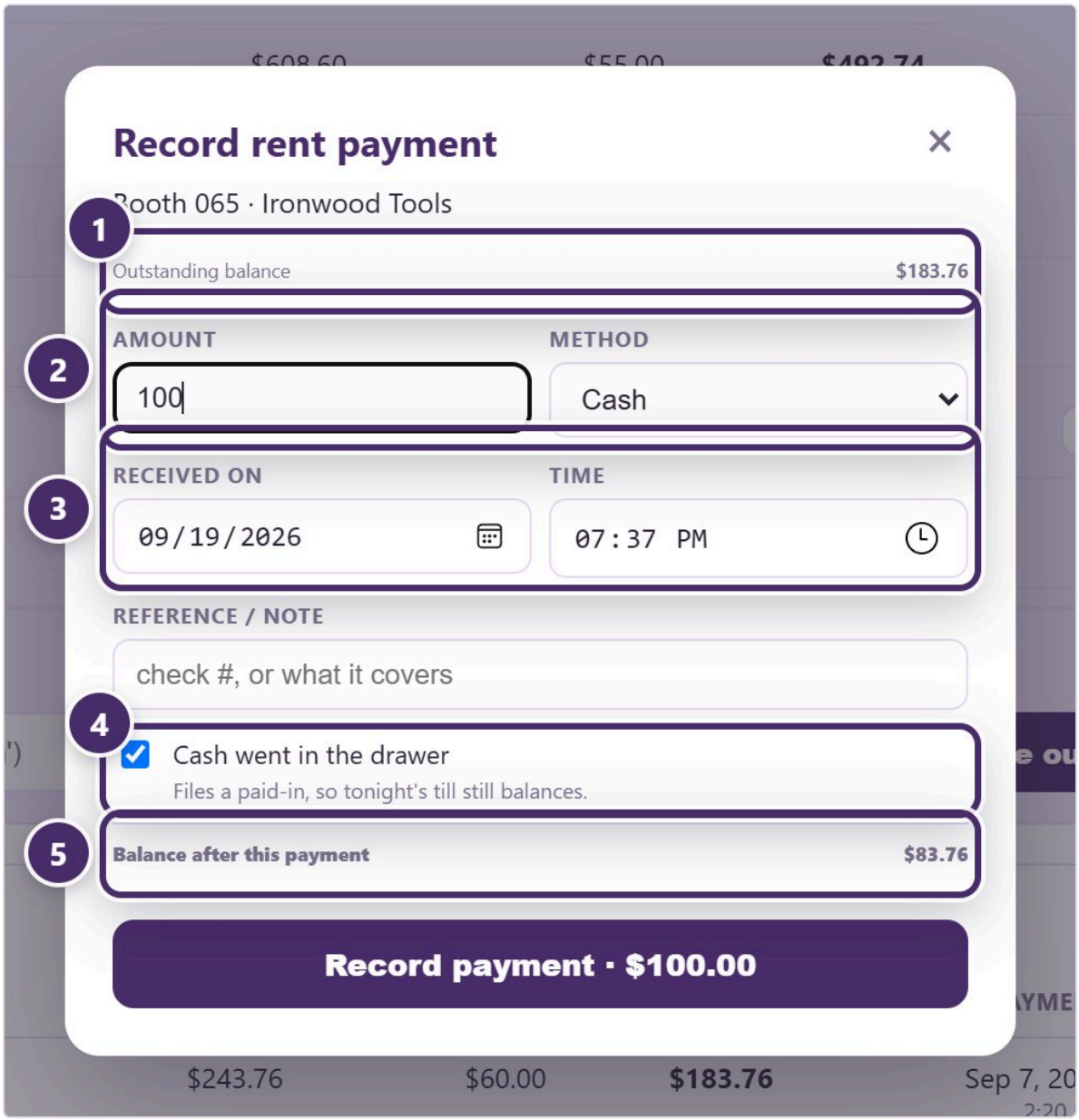
If the register and the cloud disagree. On a Cloud+ shop, a warning appears above the table when the books check finds a booth whose sales differ between this register and the cloud. Settle that before you close — a saved payout can't be edited afterwards. See Cloud+ & sync.

Rent owed by vendors

When a booth's sales didn't cover its rent on a closed payout, the shortfall lands here, and stays until it's cleared — by the next payout, or by the vendor paying it.



1. **Owed.** The shortfall carried forward from closed payouts.
2. **Paid since** — what the vendor has handed over against it.
3. **Balance.** What still stands. A vendor who pays ahead shows a *credit*, which comes off their next rent.
4. **Rent paid** records money the vendor brings in.
5. **The payment log** for this booth. Each payment shows how it was paid and who took it; a **Void** undoes one recorded in error.

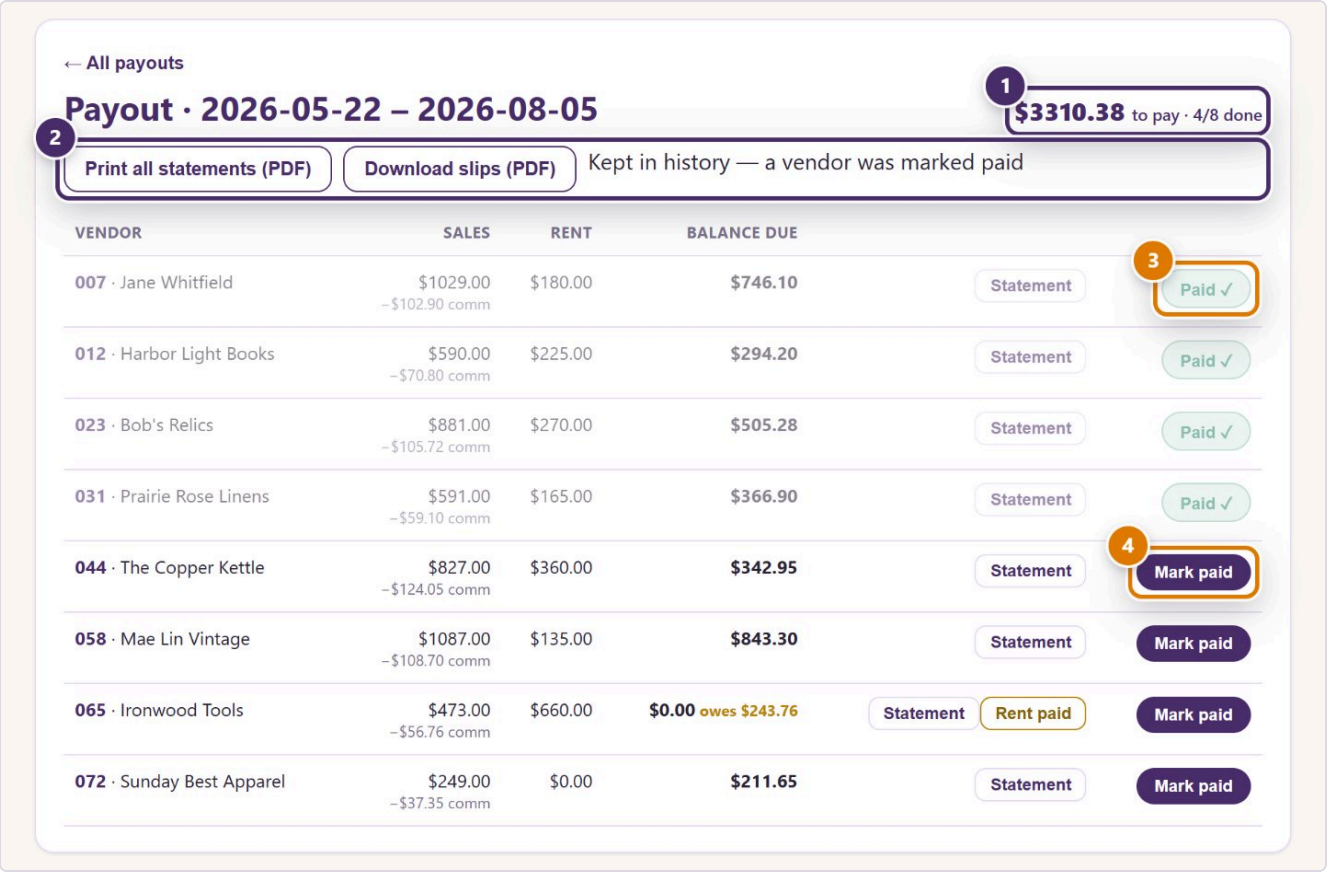


1. **What they owe right now.**
2. **How much, and how** — cash, check, card, or other. Paying more than the balance is allowed; the extra carries as a credit.
3. **When it was received.** Defaults to now; backdate it if the check sat in the drawer for a day.
4. **Into the till?** Tick it for cash: the payment is filed as a pay-in, so tonight's drawer count still balances.
5. **The balance after this payment.**

A rent payment is settled against the next payout you close, and the log says so.

Past payouts

Every closed payout is listed, newest first, with how many booths have been paid. Open one:



1. **The total, and how many booths are done.**
2. **Print all statements**, **download the payout slips** — one page per booth, sized for the envelope — or **remove** the payout. Removing is only possible while nobody on it has been marked paid; after that it's kept in history for good.
3. **Paid ✓** — this booth has had its money.
4. **Mark paid** when you hand it over. The statement itself never changes; only this tick does. Tap it again if you ticked the wrong booth.

A saved payout is a frozen record. The amounts are carried exactly as they were when you closed it, even if a sale in that period is later corrected. That is deliberate: the number a vendor was paid from should still be the number on the paper a year later. If a mistake is found before anyone is paid, remove the payout, fix the sale on the Sales tab, and close it again.

When the internet is out

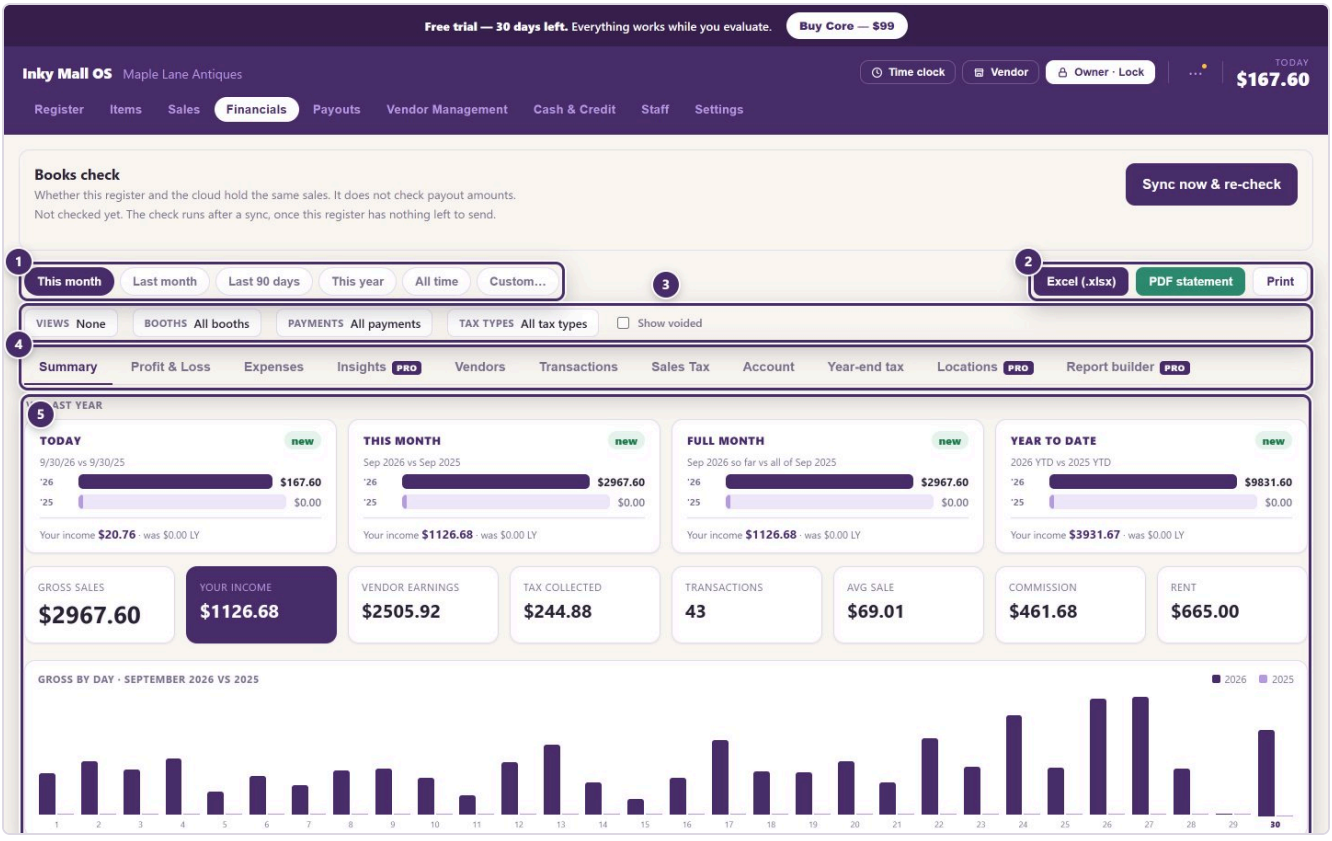
Closing a payout, printing statements, marking booths paid, recording rent — all local. On a Cloud+ shop the saved statement syncs, and a vendor can read their own statement from home once you're back online.

12 · Financials & reports

Financials is where you read the shop. Pick a period, narrow it if you like, and the same set of reports is there for every edition: the Summary, the Vendors report, Transactions, Sales Tax, and the Account. Anything on this tab can go out as an Excel workbook or a PDF, or straight to the printer. It sits behind the owner's PIN.

Nothing here moves money — that's Payouts. The Pro reports (Insights, Locations, the Report builder) and the Inky Accounting tabs (Profit & Loss, Expenses, Year-end tax) have their own chapter: Insights & Accounting.

What you are looking at

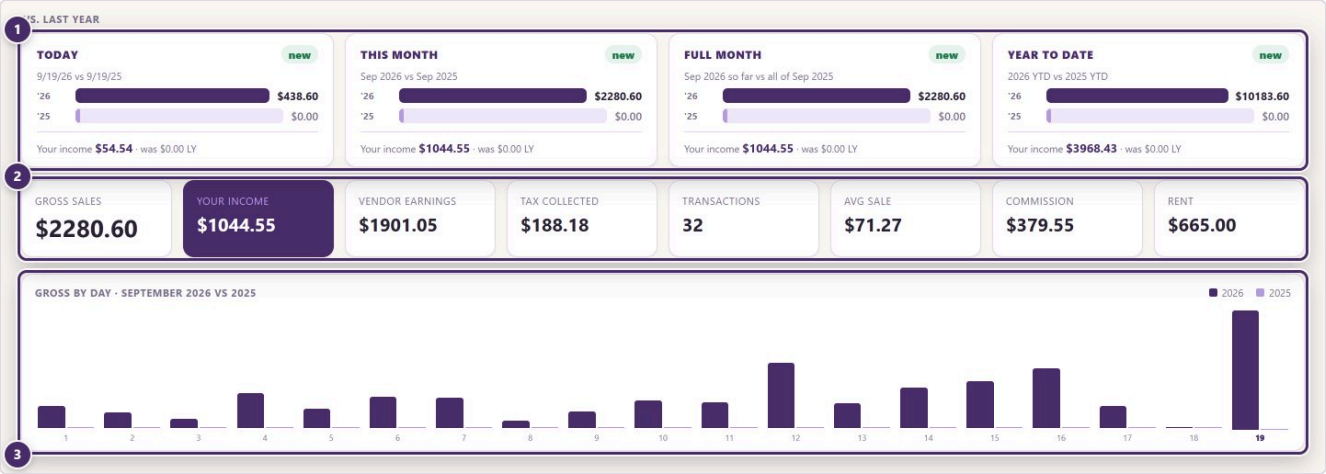


1. **The period.** This month, last month, the last 90 days, this year, all time, or **Custom…** for any two dates.
2. **Take it with you. Excel (.xlsx)** writes every report for the period into one workbook — a sheet each for Summary, Vendors, Transactions, Sales Tax and Account. **PDF statement** lays the same out for printing or emailing. **Print** sends the tab you're looking at to the printer.
3. **Filters.** Certain booths, certain payment types, certain tax categories, voided sales or not — and saved views that remember a combination.
4. **The reports.** Tabs marked **PRO** need Inky Mall OS Pro; a padlock means Inky Accounting.

5. **The report itself**, for the period and filters chosen above.

On a Cloud+ shop a **Books check** panel sits above all this, saying whether this register and the cloud hold the same sales — see Cloud+ & sync.

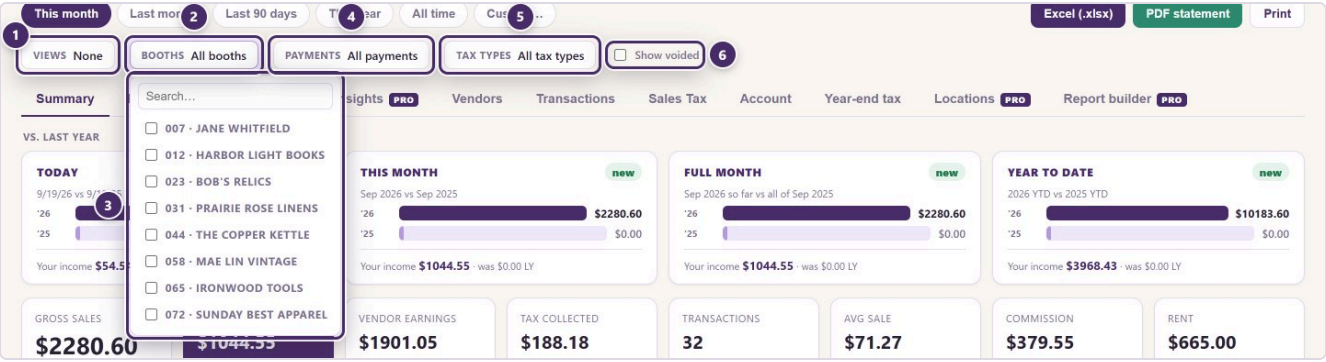
The Summary



1. **Against last year.** Today, this month so far, the full month, and the year to date — each against the same span a year ago, with the change. A shop in its first year sees zeros on the right until the anniversaries come round.
2. **The numbers for the period.** *Gross sales* is everything rung. *Your income* is the shop's share — commission plus rent. *Vendor earnings* is what the booths keep. Then the tax collected, how many transactions, the average sale, and commission and rent on their own.
3. **Gross by day**, this month against the same month last year.

Filters and saved views

Every report on the tab obeys the same filters.

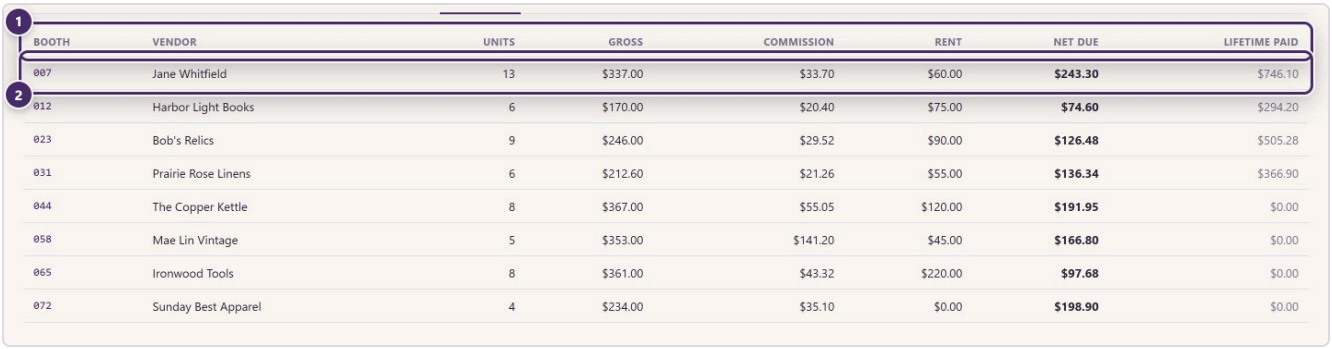


1. **Views.** Save the period, the filters and the tab you're looking at under a name — *Booth 23 · this month*, *Resale only · this year* — and bring the whole thing back in one click.

2. **Booths.** Tick as many as you like; every report narrows to just those.
3. **The booth picker**, with a search box for a long list.
4. **Payments.** Cash, card, check, or split sales.
5. **Tax types.** Taxable, non-taxable, resale.
6. **Show voided** puts returned sales back into the tables, marked as voids. They are left out otherwise, so the figures are money that stayed.

When a filter is on, the Summary says *filtered* beside the year-over-year cards, and **Clear filters** appears at the end of the row.

Vendors

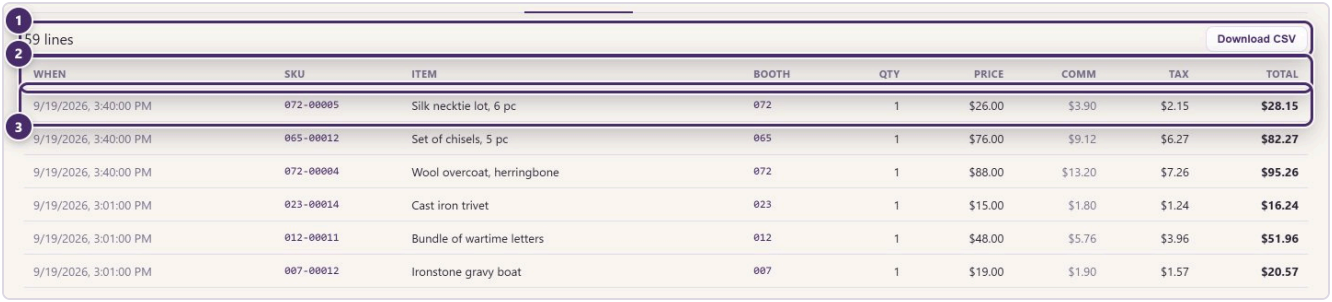


BOOTH	VENDOR	UNITS	GROSS	COMMISSION	RENT	NET DUE	LIFETIME PAID
007	Jane Whitfield	13	$337.00	$33.70	$60.00	**$243.30**	$746.10
012	Harbor Light Books	6	$170.00	$20.40	$75.00	**$74.60**	$294.20
023	Bob's Relics	9	$246.00	$29.52	$90.00	**$126.48**	$505.28
031	Prairie Rose Linens	6	$212.60	$21.26	$55.00	**$136.34**	$366.90
044	The Copper Kettle	8	$367.00	$55.05	$120.00	**$191.95**	$0.00
058	Mae Lin Vintage	5	$353.00	$141.20	$45.00	**$166.80**	$0.00
065	Ironwood Tools	8	$361.00	$43.32	$220.00	**$97.68**	$0.00
072	Sunday Best Apparel	4	$234.00	$35.10	$0.00	**$198.90**	$0.00

1. **Per booth, for the period:** units sold, gross, the commission the shop kept, rent, and what the booth is due — plus **Lifetime paid**, everything this booth has ever been paid on closed payouts.
2. **One booth.** These are the same figures a payout uses; this is the place to read them, and Payouts is the place to pay them.

Transactions

Every line sold in the period, one row each.



WHEN	SKU	ITEM	BOOTH	QTY	PRICE	COMM	TAX	TOTAL
9/19/2026, 3:40:00 PM	072-00005	Silk necktie lot, 6 pc	072	1	$26.00	$3.90	$2.15	**$28.15**
9/19/2026, 3:40:00 PM	065-00012	Set of chisels, 5 pc	065	1	$76.00	$9.12	$6.27	**$82.27**
9/19/2026, 3:40:00 PM	072-00004	Wool overcoat, herringbone	072	1	$88.00	$13.20	$7.26	**$95.26**
9/19/2026, 3:01:00 PM	023-00014	Cast iron trivet	023	1	$15.00	$1.80	$1.24	**$16.24**
9/19/2026, 3:01:00 PM	012-00011	Bundle of wartime letters	012	1	$48.00	$5.76	$3.96	**$51.96**
9/19/2026, 3:01:00 PM	007-00012	Ironstone gravy boat	007	1	$19.00	$1.90	$1.57	**$20.57**

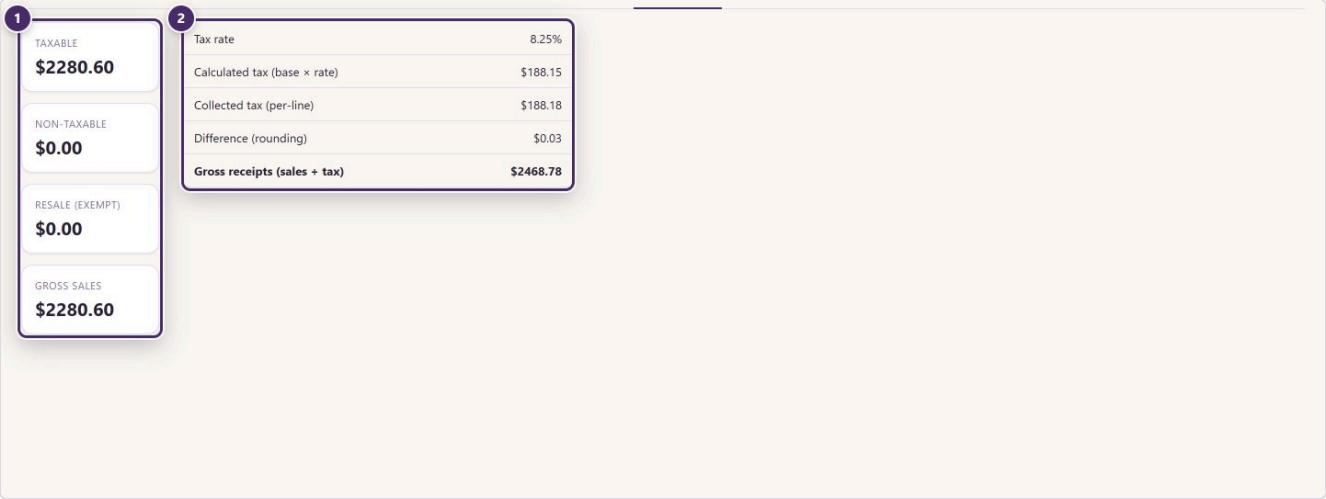
1. **How many lines**, and **Download CSV** for exactly these rows — the filters apply.
2. **The columns:** when, the SKU, the item, the booth, quantity, the price it sold for, the commission on it, the tax, and the line total.

3. **One line.** Small tags mark the exceptions: *consign* for a consignment item, *resale* for a tax-exempt sale, *void*, *Custom sale* for a line rung by hand, and an asterisk on a price that was edited at the register.

This is the report to reach for when a vendor asks "what exactly sold, and when?".

Sales Tax

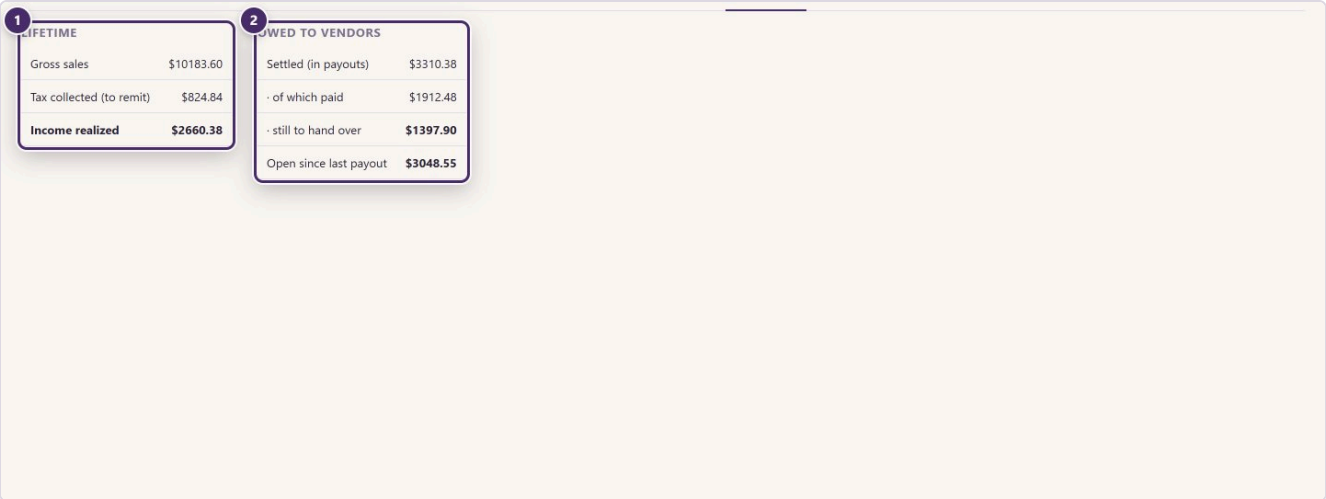
The report for the tax return.



1. **What was taxable, what wasn't, and what went out exempt to resellers** — and the gross they add up to.
2. **The tax itself:** the rate, tax as calculated on the taxable base, tax as actually collected line by line, the rounding difference between the two, and **gross receipts** (sales plus tax). Because Inky taxes each line and rounds to the cent, *collected* can differ from *calculated* by a few cents over a month; the report shows both so the return reconciles.

Account

The long view: not a period, but the shop's position.



1. **Lifetime.** Everything ever sold, the tax collected that is owed to the state, and the income the shop has actually realized.
2. **Owed to vendors, right now.** What closed payouts have settled, how much of that has been handed over and how much hasn't, and what has built up since the last payout was closed. The last two lines together are what you would owe the booths if you closed today.

When the internet is out

Every report here is built from the data on this computer, so all of it works offline — including the exports. On a Cloud+ shop the Books check waits for a connection.

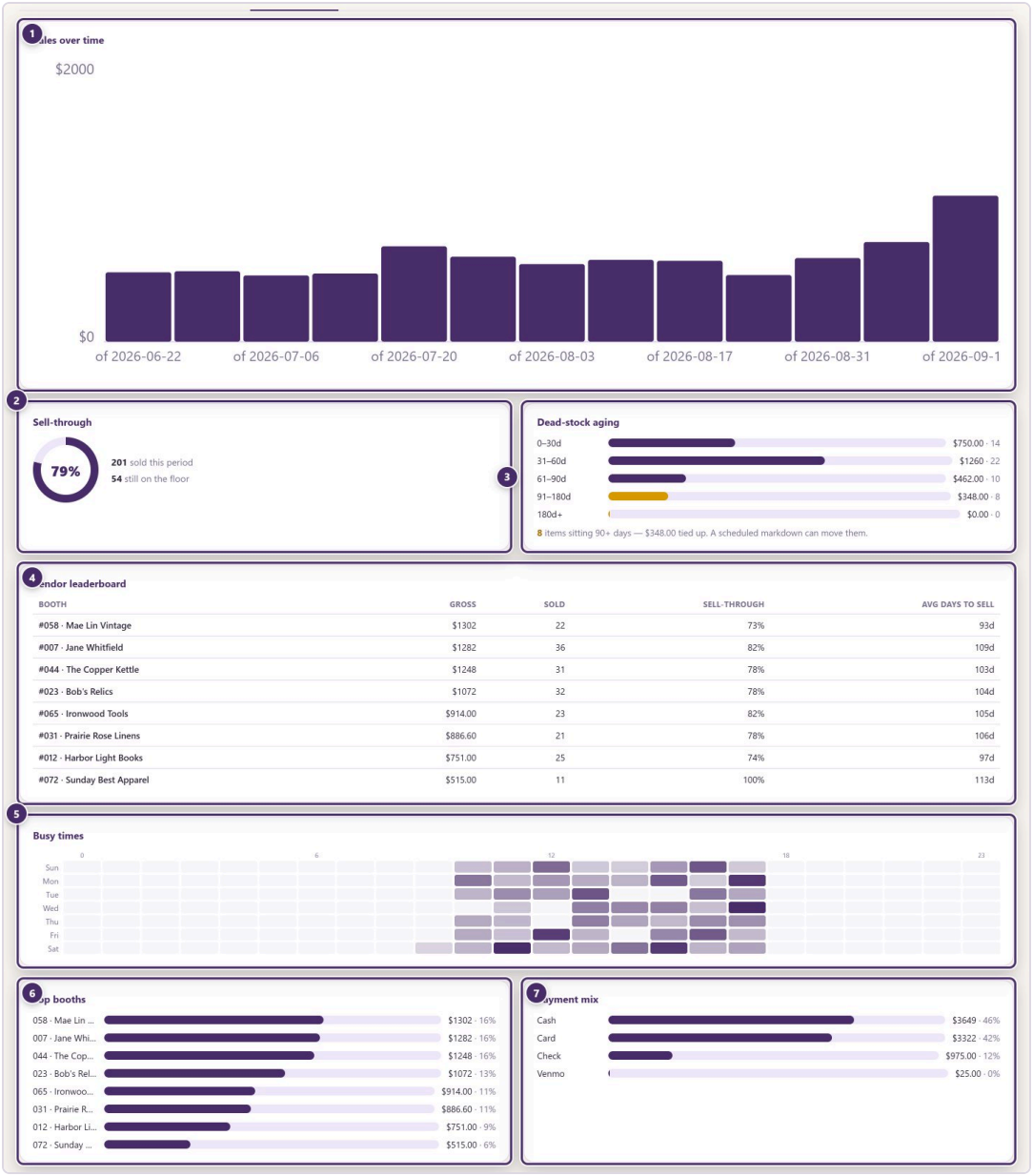
13 · Insights, the report builder & Inky Accounting

The rest of the **Financials** tab. Three tabs come with Inky Mall OS **Pro** — Insights, Locations and the Report builder — and three come with **Inky Accounting** — Profit & Loss, Expenses and Year-end tax. Everything from Financials & reports still applies: the period, the filters and the exports at the top work on these tabs too.

If a tab shows a lock, it tells you what it needs and where to get it; the numbers behind it are being kept regardless, so nothing is lost by turning it on later.

Insights

The dashboard: not what sold, but how the shop is doing.



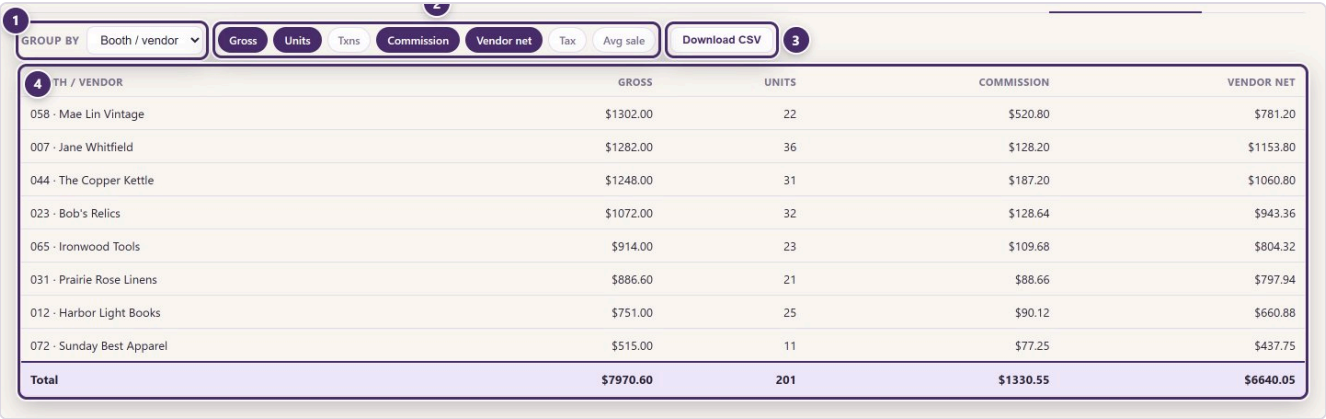
1. **Sales over time** for the period, by week.
2. **Sell-through** — how much of what went out on the floor has sold, and how much is still sitting.
3. **Dead-stock aging** — what's been on the floor 0–30 days, 31–60, and so on, how many items and how much money each band ties up. This is the chart that argues for an automatic markdown.
4. **Vendor leaderboard** — the booths ranked by gross, with units sold, each booth's sell-through, and the average days an item takes to sell there.
5. **Busy times** — a heat map of the week: which hours and which days the counter is busiest. Staff the Saturday afternoon, not the Tuesday morning.
6. **Top booths** by share of gross.

7. **Payment mix** — how customers paid.

Insights reads the whole catalog and the whole sales history, so it is honest about a slow booth. That is what it's for.

The report builder

When none of the fixed reports answers the question.

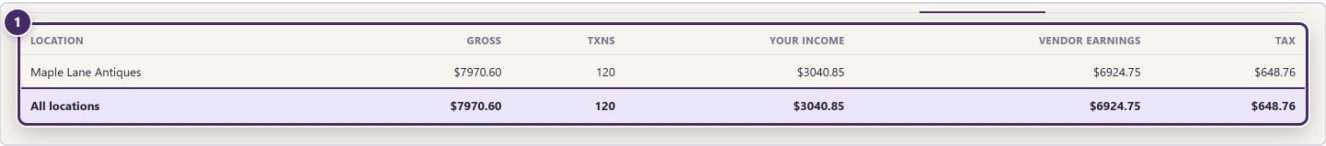


TH / VENDOR	GROSS	UNITS	COMMISSION	VENDOR NET
058 · Mae Lin Vintage	$1302.00	22	$520.80	$781.20
007 · Jane Whitfield	$1282.00	36	$128.20	$1153.80
044 · The Copper Kettle	$1248.00	31	$187.20	$1060.80
023 · Bob's Relics	$1072.00	32	$128.64	$943.36
065 · Ironwood Tools	$914.00	23	$109.68	$804.32
031 · Prairie Rose Linens	$886.60	21	$88.66	$797.94
012 · Harbor Light Books	$751.00	25	$90.12	$660.88
072 · Sunday Best Apparel	$515.00	11	$77.25	$437.75
Total	**$7970.60**	**201**	**$1330.55**	**$6640.05**

1. **Group by** booth, day, week, month, payment type, or tax category.
2. **The metrics** — gross, units, transactions, commission, vendor net, tax, average sale. Click a chip to turn a column on or off.
3. **Download** exactly this table as a CSV.
4. **The breakdown**, with a totals row.

Gross by week for booth 44, *commission by payment type this year*, *units by month* — set the period and filters at the top, pick the grouping, and it's there. A saved view brings you back to this tab with the same period and filters; pick the grouping again.

Locations



LOCATION	GROSS	TXNS	YOUR INCOME	VENDOR EARNINGS	TAX
Maple Lane Antiques	$7970.60	120	$3040.85	$6924.75	$648.76
All locations	**$7970.60**	**120**	**$3040.85**	**$6924.75**	**$648.76**

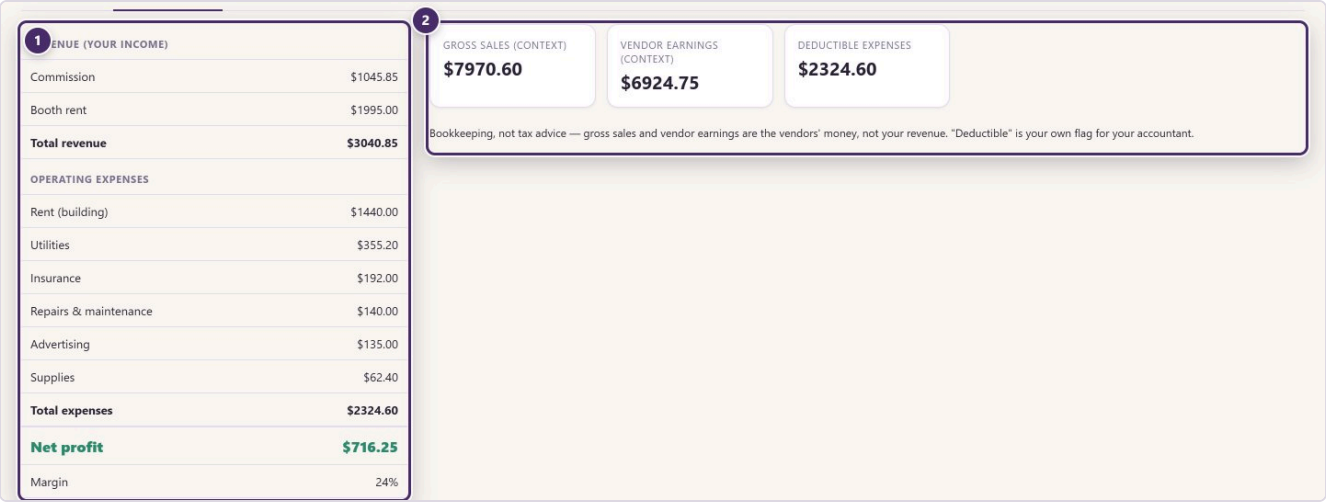
1. **One line per location** — gross, transactions, your income, vendor earnings and tax — for a shop that runs more than one store from this Inky. A single-location shop sees one line and a total that matches it. Adding a location is in Your data.

Inky Accounting

The bookkeeping side: what the shop *earned*, against what it *spent*. Two things to know before reading it:

- **Revenue means the shop's income** — commission plus booth rent. The booths' share of sales is the booths' money and never appears as revenue. Gross sales are shown for context only.
- **Expenses are entered on the web.** Inky Accounting on get-inky.com is where bills are recorded, receipts attached, and recurring ones — rent, utilities, insurance — set up to post themselves each month. The desktop shows the books live; it doesn't edit them.

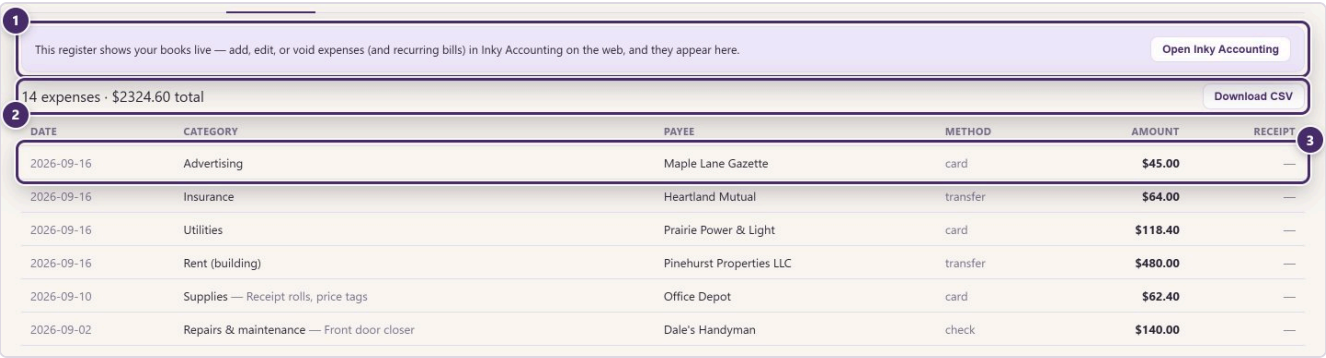
Profit & Loss



1. **The statement** for the period. Commission and booth rent make the revenue; operating expenses come off by category; what's left is net profit (or loss), and the margin.
2. **For context:** gross sales, vendor earnings, and how much of the period's expenses is flagged deductible.

Booth rent is counted by the month: a month's rent lands in the period that contains the first of that month. A shop in its first weeks sees no rent income until the first of the following month.

Expenses

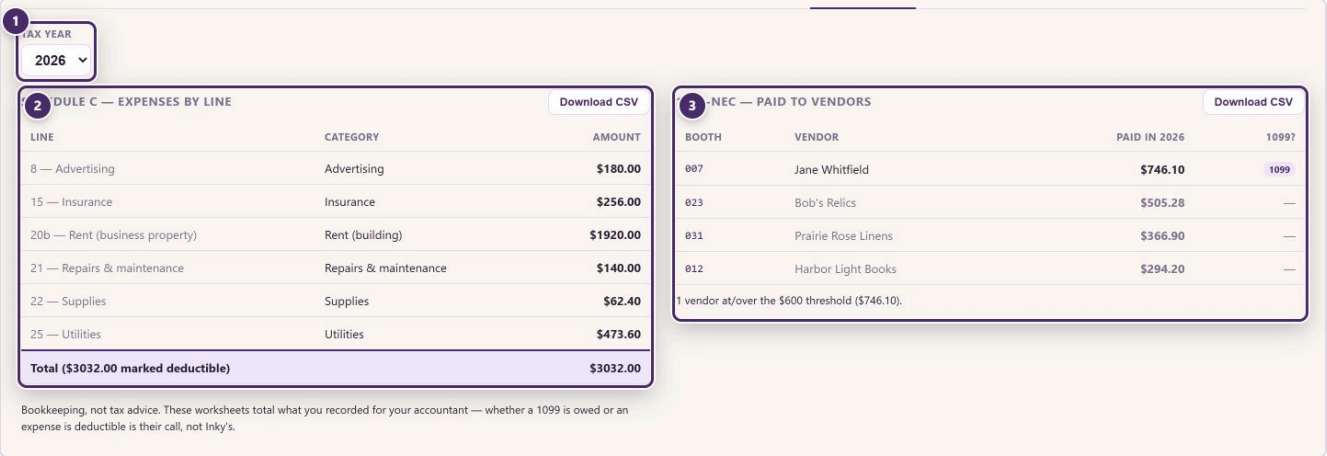


1. **Where expenses are entered** — Inky Accounting on the web. The button opens it.

2. **How many in the period, and a CSV.**
3. **One expense:** the date, its category, the payee, how it was paid, the amount, and a thumbnail of the receipt if one was attached. *non-ded* marks one flagged as not deductible; a note, if there is one, sits under the category.

Year-end tax

The two worksheets an accountant asks for in January.



1. **Which tax year.**
2. **Schedule C — expenses by line.** The year's expenses already sorted onto the lines of the form, with the total and how much of it was flagged deductible.
3. **1099-NEC — paid to vendors.** What each booth was actually paid in the year, from closed payouts, with the ones at or over the reporting threshold flagged. Each table has its own CSV.

As the screen says: **bookkeeping, not tax advice.** The worksheets total what you recorded; whether a 1099 is owed or an expense is deductible is your accountant's call.

When the internet is out

Insights, the report builder, Locations and all three Accounting tabs are built from the data on this computer, so they work offline. New expenses entered on the web arrive when the store next syncs.

14 · Staff & security

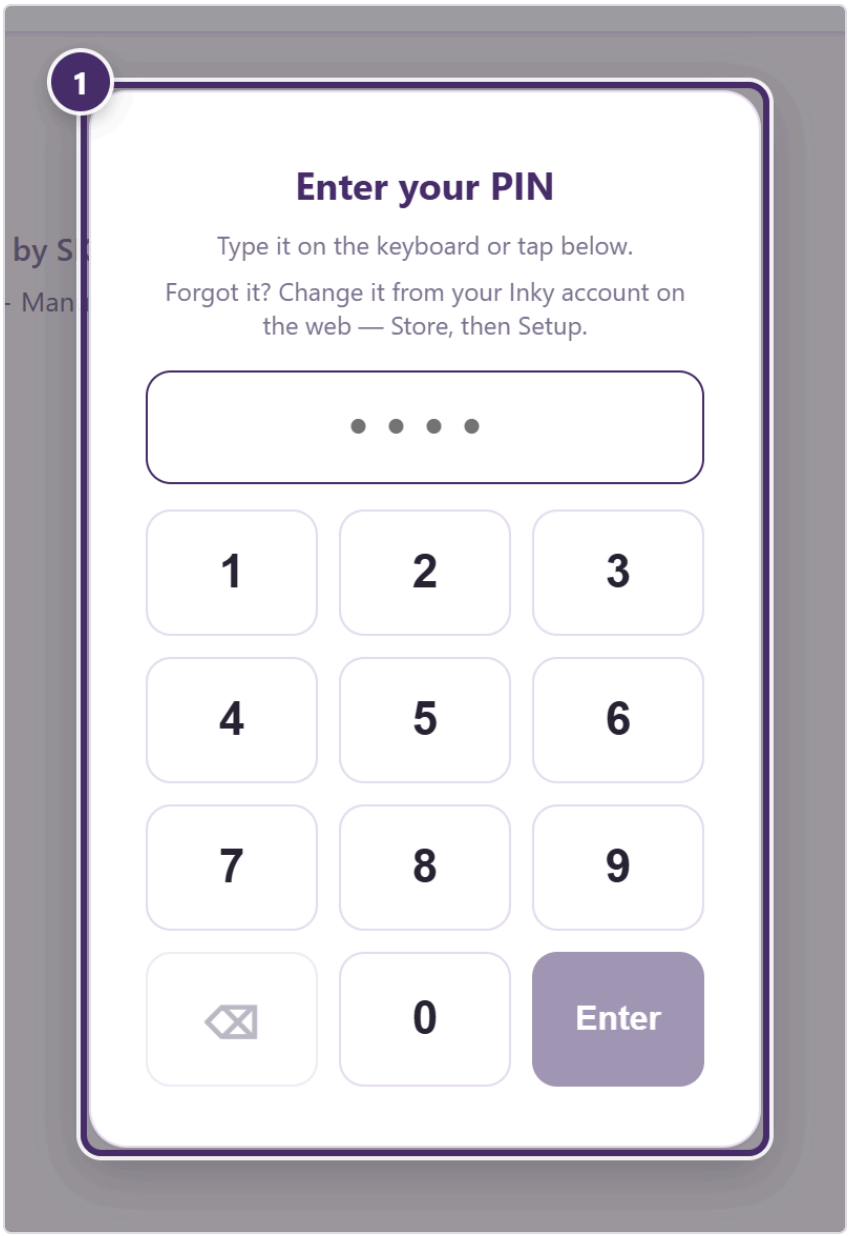
Who can do what. Inky has three kinds of PIN:

PIN	Who	Opens
Owner PIN	You. One per shop, 6–8 digits.	Everything — every back-office tab, every approval.
Manager PIN	An employee you've made a manager.	The back-office tabs you've granted (Pro), plus approving over-limit discounts and card refunds.
Cashier PIN	Each employee. 4–8 digits, with an employee number.	The time clock, the register when login is required, and their own hours. A cashier's PIN also confirms an ordinary sale correction.

Booth PINs — for vendors to see their own booth — are separate, and live in Vendors & booths.

The owner's PIN

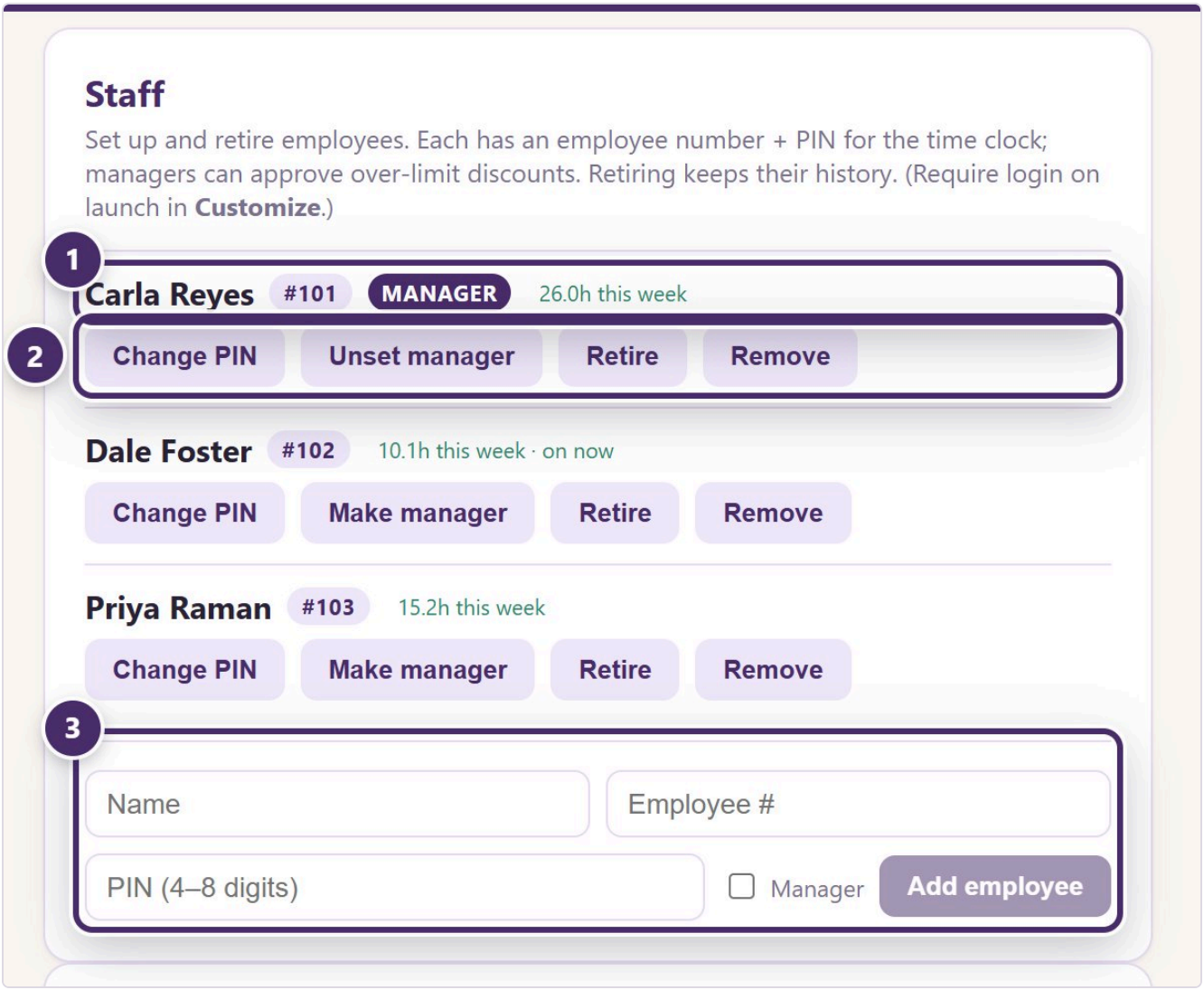
Inky asks you to create it the first time you open a back-office tab. From then on:



1. **The back office is behind this.** Financials, Payouts, Vendor Management, Cash & Credit, Staff and Settings all ask for it; the Register, Items and Sales never do. Tap **Owner** in the top bar to open it, and **Owner · Lock** to lock it again when you walk away.

The register never changes the owner PIN once it's set. If it must change — or it's been forgotten — that's done from your Inky account on the web, under **Store** → **Setup**, and the register picks it up.

The Staff tab

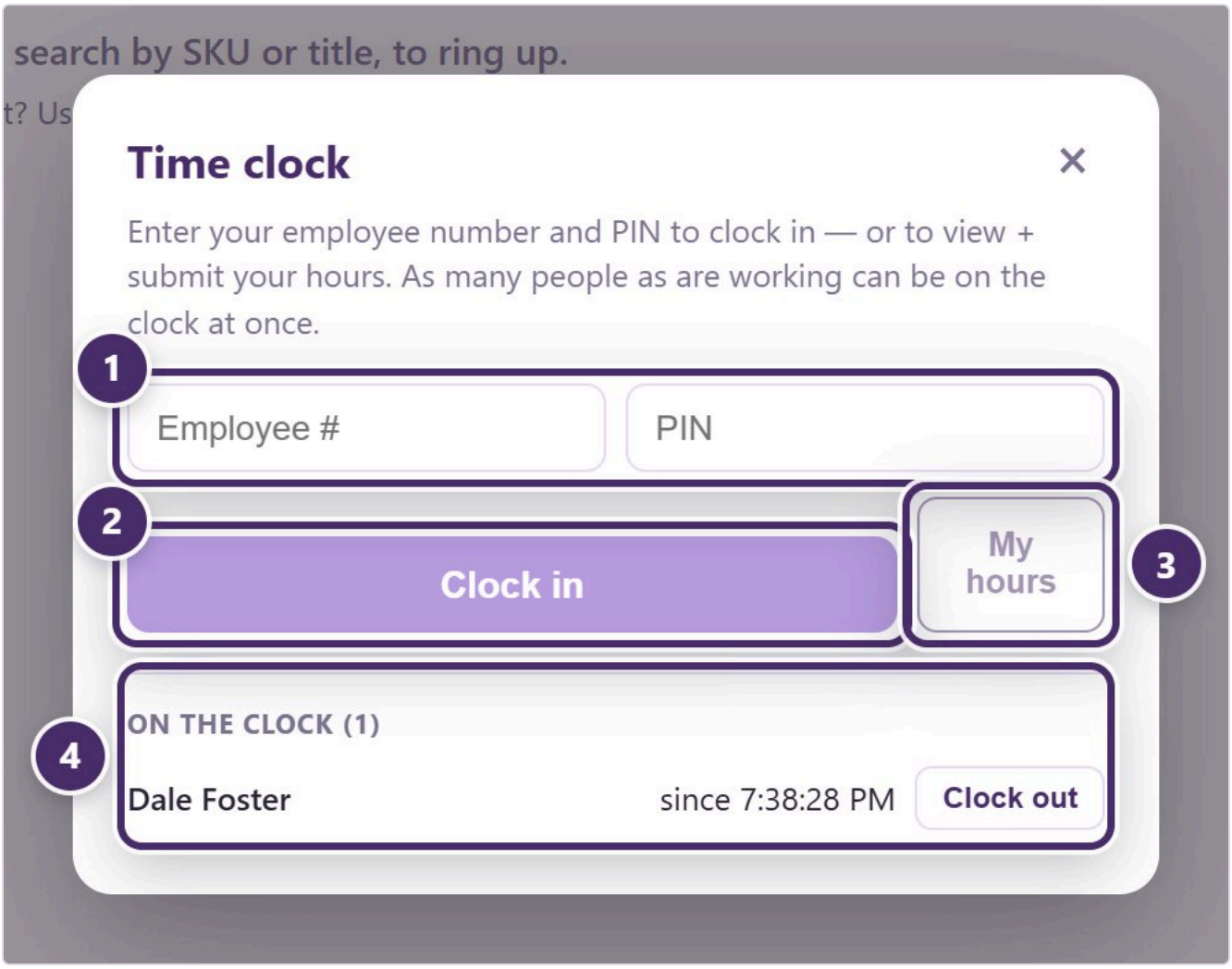


1. **One line per employee:** name, employee number, whether they're a manager, whether they still need a PIN, and their hours this week — *on now* if they're clocked in.
2. **The buttons.** Set or change their PIN; make or unset a manager; **Retire** (keeps all their history; **Restore** brings them back) or **Remove**; and, on a Cloud+ shop, **Invite to manage pay** — a code they scan to create their own get-inky account, where their clock-ins flow straight into their pay.
3. **Add an employee:** a name, an employee number for the time clock, a PIN, and whether they're a manager.

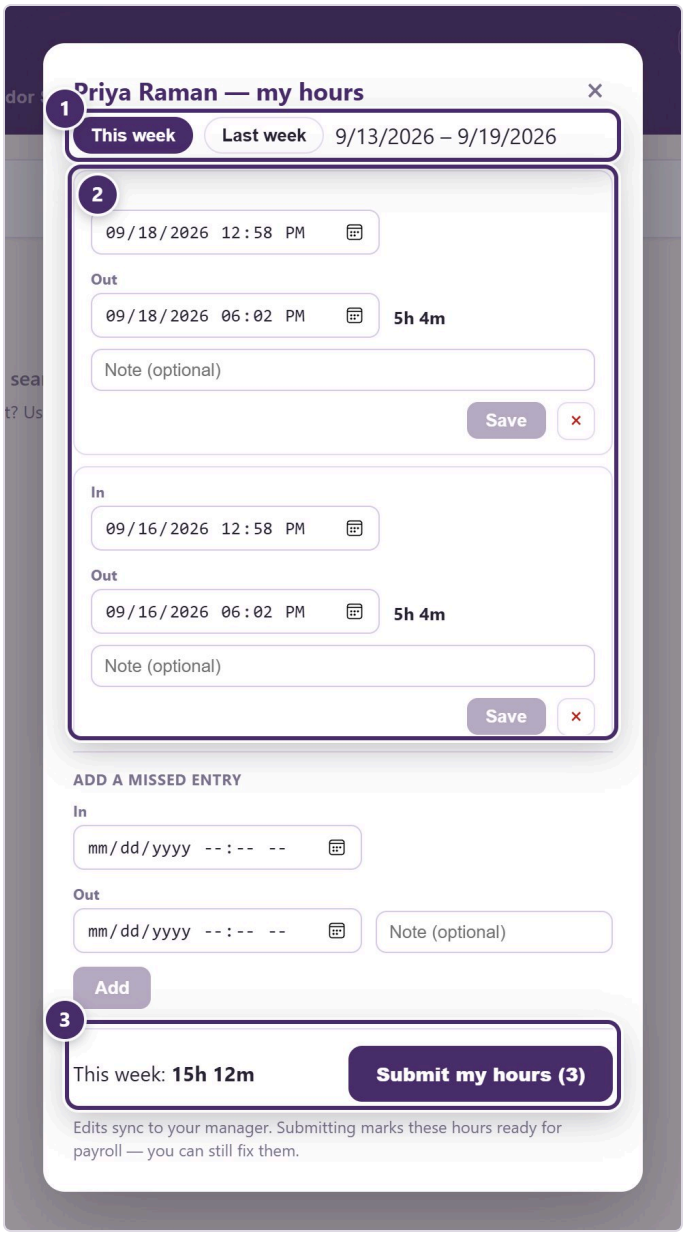
Retire, don't remove, for anyone who has ever rung a sale — retiring keeps their name on the sales and the activity log.

The time clock

The **Time clock** button in the top bar is for everyone, all day, with no owner PIN.



1. **Employee number and PIN.** The same pair, morning and evening.
2. **Clock in** — or **Clock out**, if they're already on.
3. **My hours** opens their own week.
4. **Who's on the clock right now**, and since when. Anyone can clock out a colleague who forgot, from here.

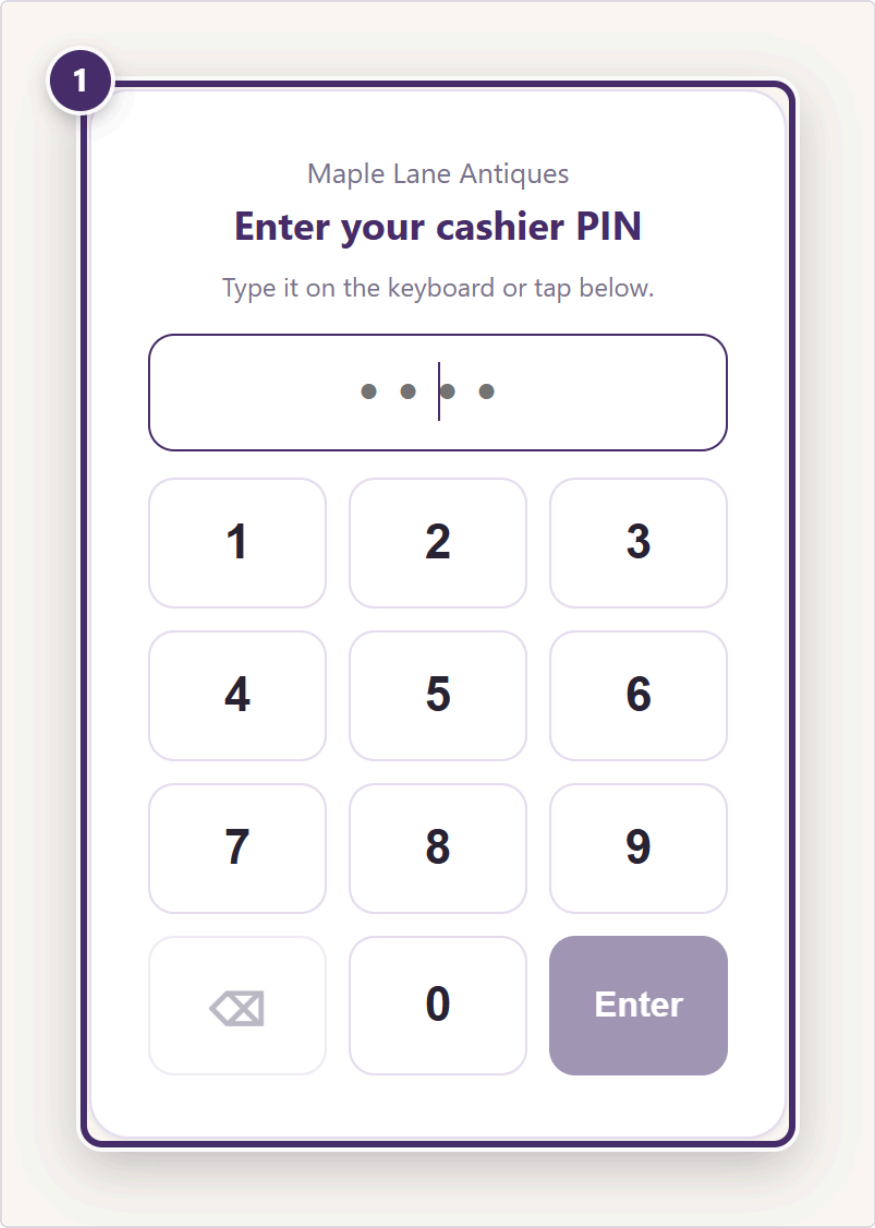


1. **This week or last.**
2. **Every entry**, with its length. Times and a note can be corrected; **Add a missed entry** covers the morning someone forgot to clock in.
3. **The week's total, and Submit my hours** — marks them ready for payroll. They can still be fixed afterwards; the change syncs to the manager.

On a Cloud+ shop the hours are on the web too, for whoever runs payroll — see Cloud+ & sync.

Requiring login at the register

Off by default: the register is simply open. Turn on **Require cashier login** in Settings and, from the next launch:

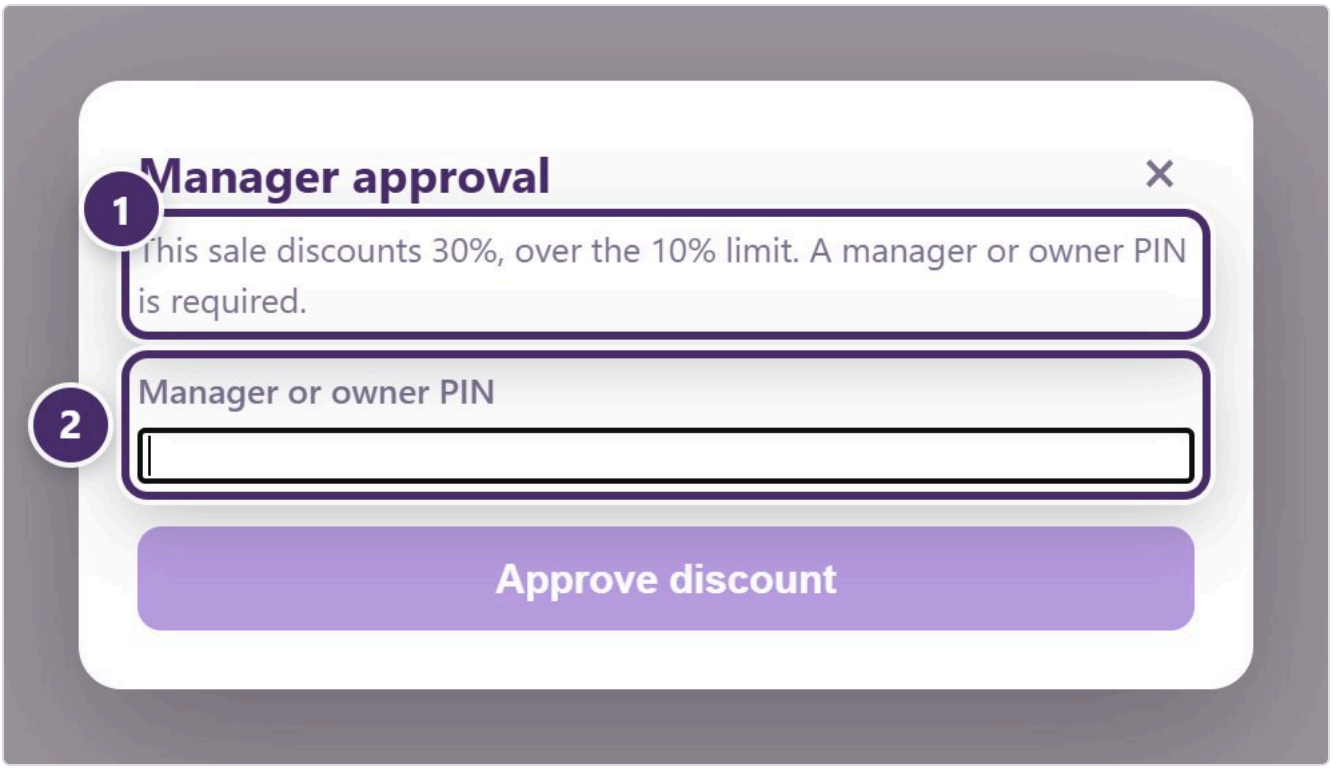


1. **Every launch starts here.** Whoever clocks in is the cashier on every sale rung until they clock out — their name is on the receipt record and in the reports — and the register locks again when nobody is on.

This is the setting that makes "who rang it?" answerable. It also means a sale can't be rung by nobody.

Discounts that need a manager

Limit staff discounts in Settings sets a percentage. Any sale that discounts more than that — on a line, on the ticket, or combined — stops at **Take payment**:

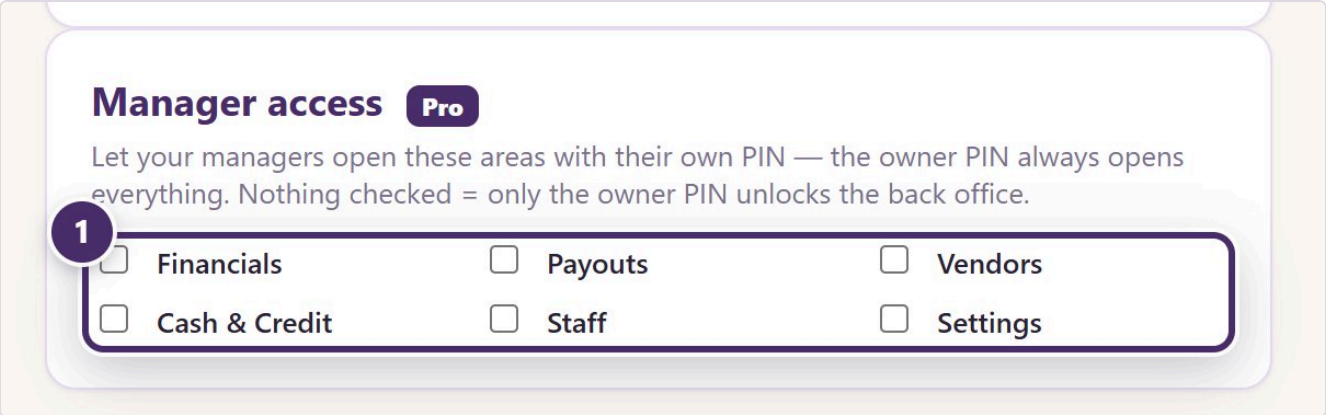


1. **Why it stopped.** The sale discounts more than the shop allows without approval.
2. **A manager's or owner's PIN** lets it through — and the approval is written to the activity log with their name and the reason.

The same rule applies to a **refund to card**: an owner's or manager's PIN, never a cashier's.

Managers, and what they can open

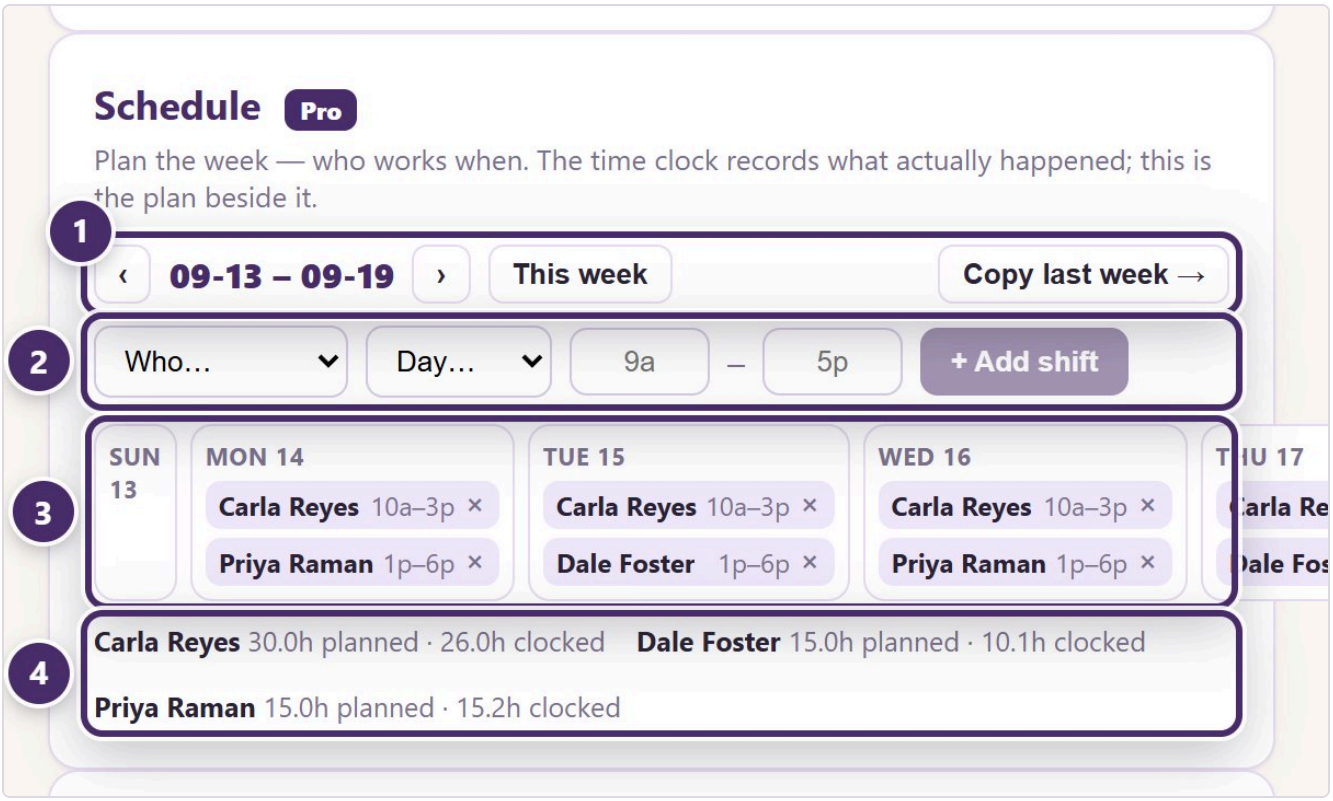
A manager is an employee with **Make manager** ticked. Their PIN approves discounts and card refunds; on a Pro shop it can also open parts of the back office:



1. **Which back-office tabs a manager's PIN opens.** Tick Financials, Payouts, Vendors, Cash & Credit, Staff or Settings — any mix. The owner's PIN always opens everything; with nothing ticked, only the owner can get in. A manager enters their PIN at the same **Owner** button, and the top bar shows their name while they're in.

The schedule

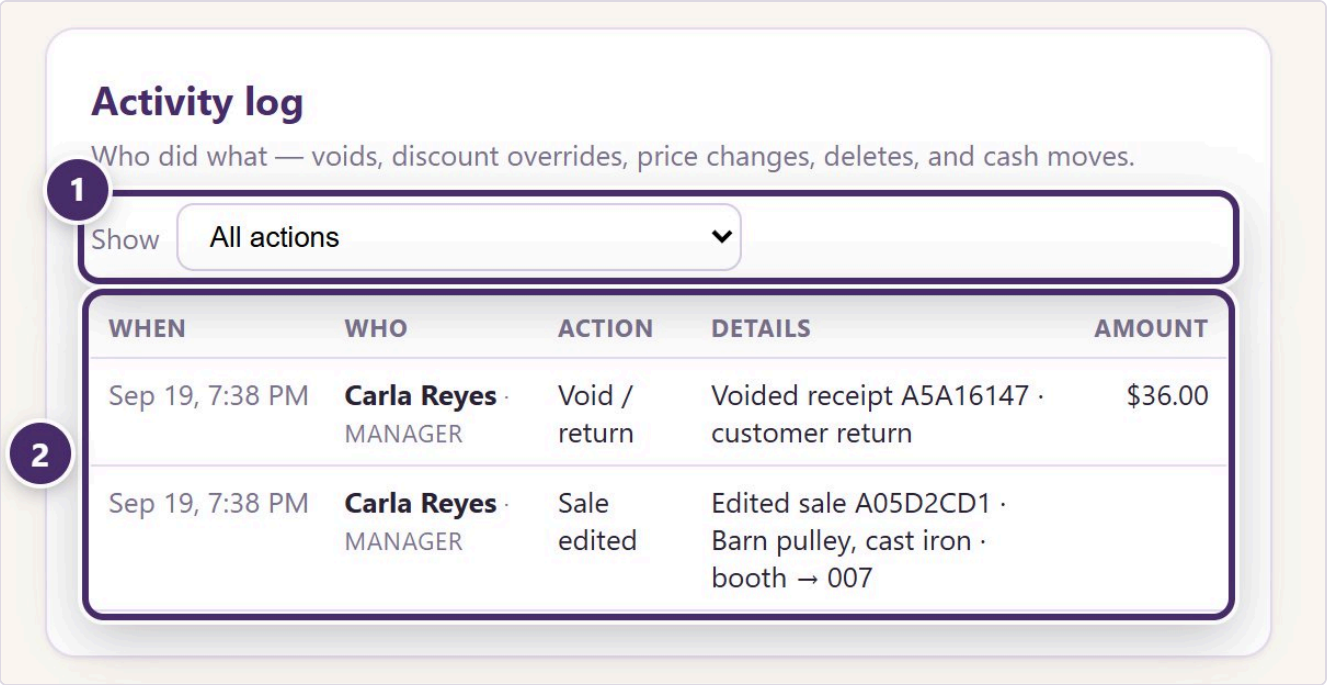
Who's meant to be in, beside who actually was. An Inky Mall OS Pro feature (the **Employee schedule** switch in Settings).



1. **Which week**, and **Copy last week** → for a rota that repeats.
2. **Add a shift:** who, which day, from when to when — *9a*, *5p*, *1:30p* all work.
3. **The week**, one column per day. The × on a shift removes it.
4. **Planned against clocked**, per person, for the week.

The activity log

Everything that changes money or history after the fact, with a name on it.



1. **Filter** to one kind of action.
2. **Who did what, and when:** voids and returns, sale edits, price and quantity changes, bulk edits, items moved between booths or marked sold by hand, discount approvals, quantity deals taken off a sale, item and booth deletions, booths combined, gift cards voided, the drawer opened or counted, wallet payments confirmed — each with the name on the PIN that did it, their role, and the amount where there is one.

The log is written by the register itself as things happen; there is no way to edit or delete an entry from the app.

When the internet is out

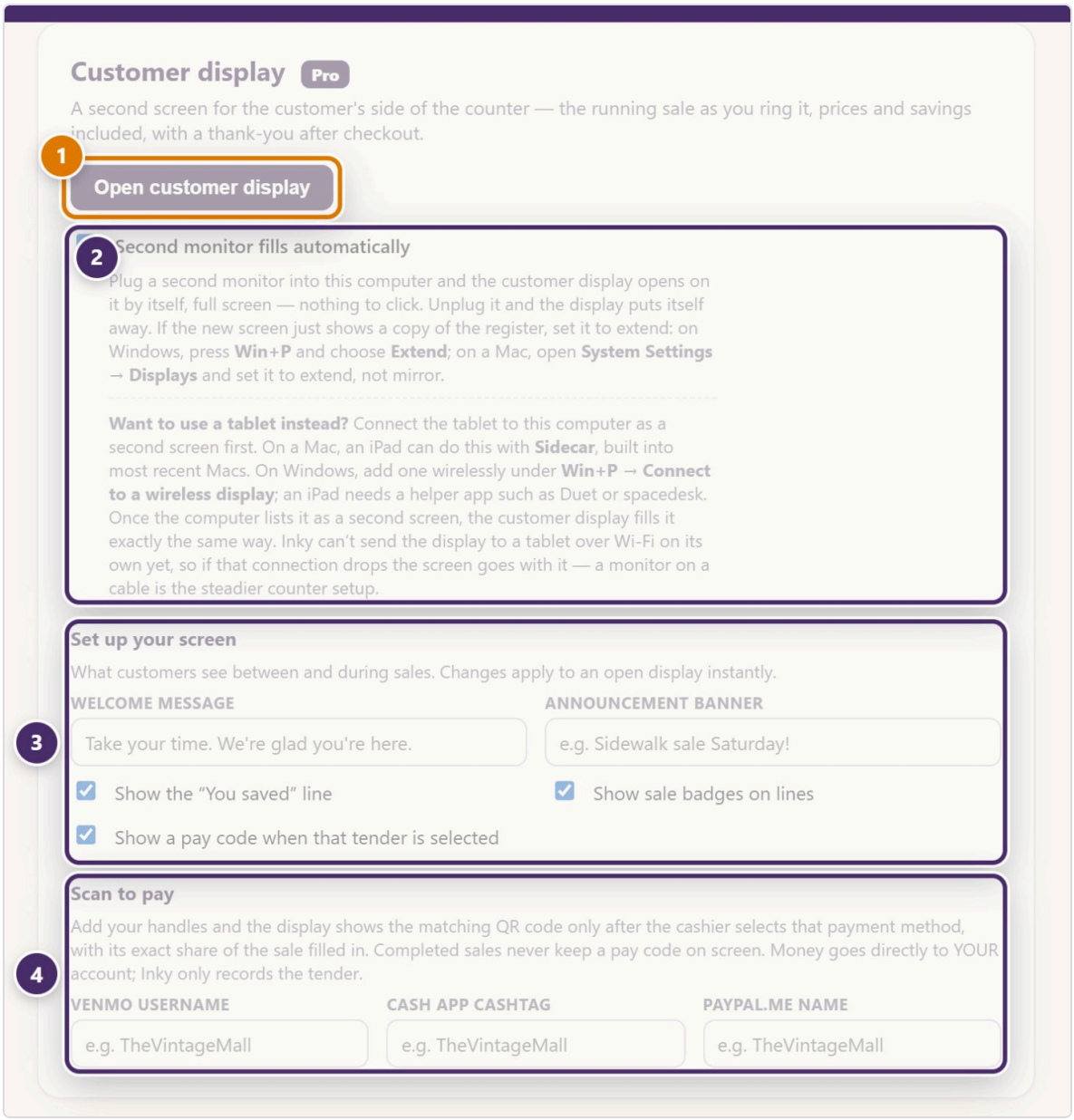
PINs, the time clock, the schedule and the activity log are all local. Hours and the log sync to the web when a Cloud+ shop reconnects; **Invite to manage pay** is the one button here that needs a connection.

15 · Customer display

A second screen, facing the customer: the sale as it's rung, prices and savings included, the total, a QR code to pay by, and a thank-you with the change. An Inky Mall OS Pro feature (the **Customer display** switch in Settings).

It can be a second monitor on the register computer, or a tablet showing as one. The register drives it; nothing is typed on it and nothing on it can be changed by the customer.

Setting it up



1. **Open customer display** — opens the second window. Drag it onto the screen your customers see and make it full screen.
2. **Second monitor fills automatically.** Plug a second monitor into this computer and the display opens on it by itself, full screen; unplug it and the display puts itself away. If the new screen just mirrors the register, set it to extend: on Windows, press **Win+P** and choose *Extend*; on a Mac, open **System Settings** → **Displays** and set it to extend, not mirror. The note underneath explains how to use a **tablet** as that screen: connect it to the computer as a second display first (on a Mac, an iPad can do this with **Sidecar**, built into most recent Macs; on Windows, add one wirelessly under Win+P → *Connect to a wireless display*, and an iPad needs a helper app such as Duet or Spacedesk) and Inky treats it exactly like a monitor. Inky can't send the display to a tablet over Wi-Fi on its own yet, so if that connection drops the screen goes with it — a monitor on a cable is the steadier counter setup.
3. **Set up your screen.** The welcome message between sales, an announcement banner (*Sidewalk sale Saturday!*), and whether to show the **You saved** line and the sale badges on discounted lines. Changes apply to an open display instantly.
4. **Scan to pay.** Your Venmo, Cash App and PayPal handles. With one filled in, the display shows the matching QR code — with the exact amount — the moment the cashier picks that tender. Money goes straight to your account; Inky only records the tender. See Card reader & wallets.

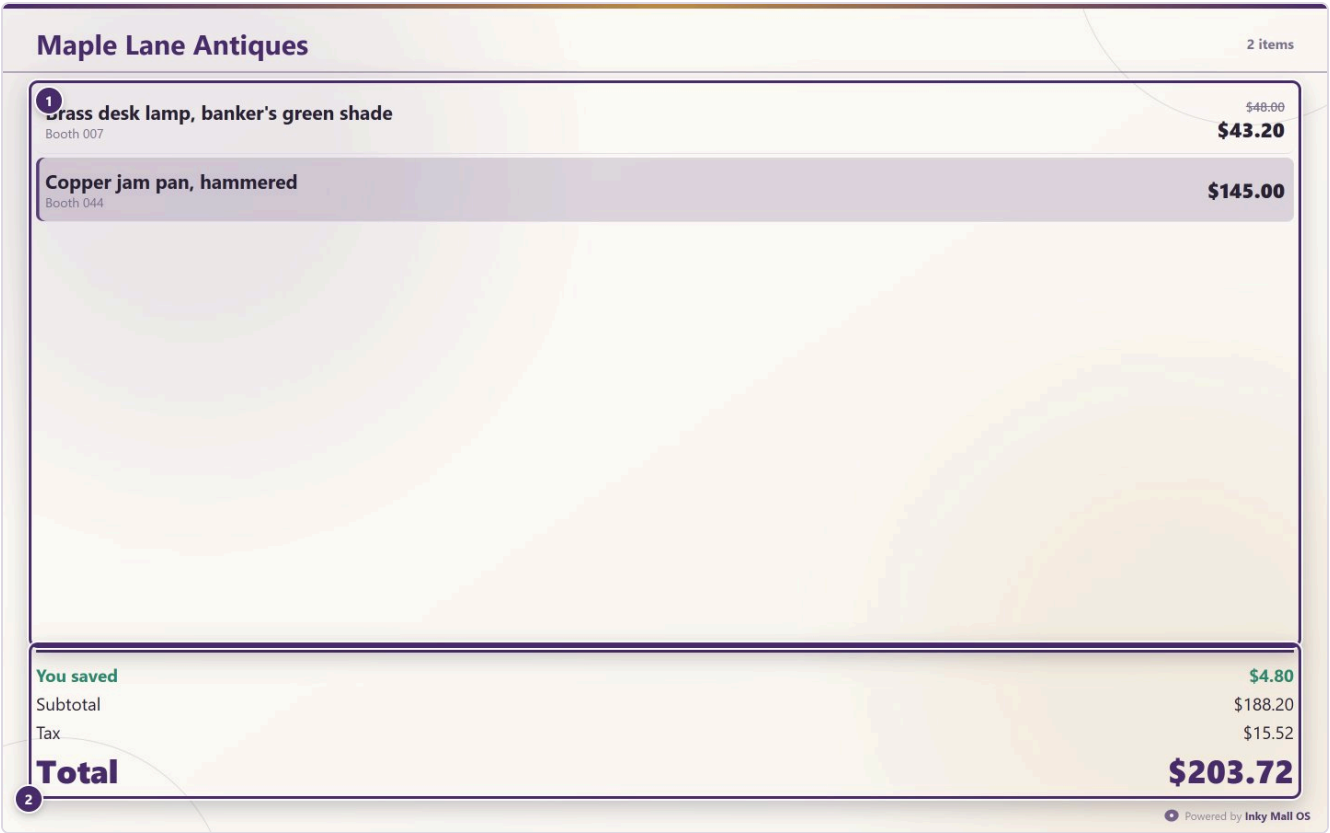
What the customer sees

Between sales



The shop's name — or its logo, with Branding — the tagline, and the welcome message from Settings. It sits here whenever nothing is being rung, and the announcement banner, if there is one, runs across the top.

During a sale

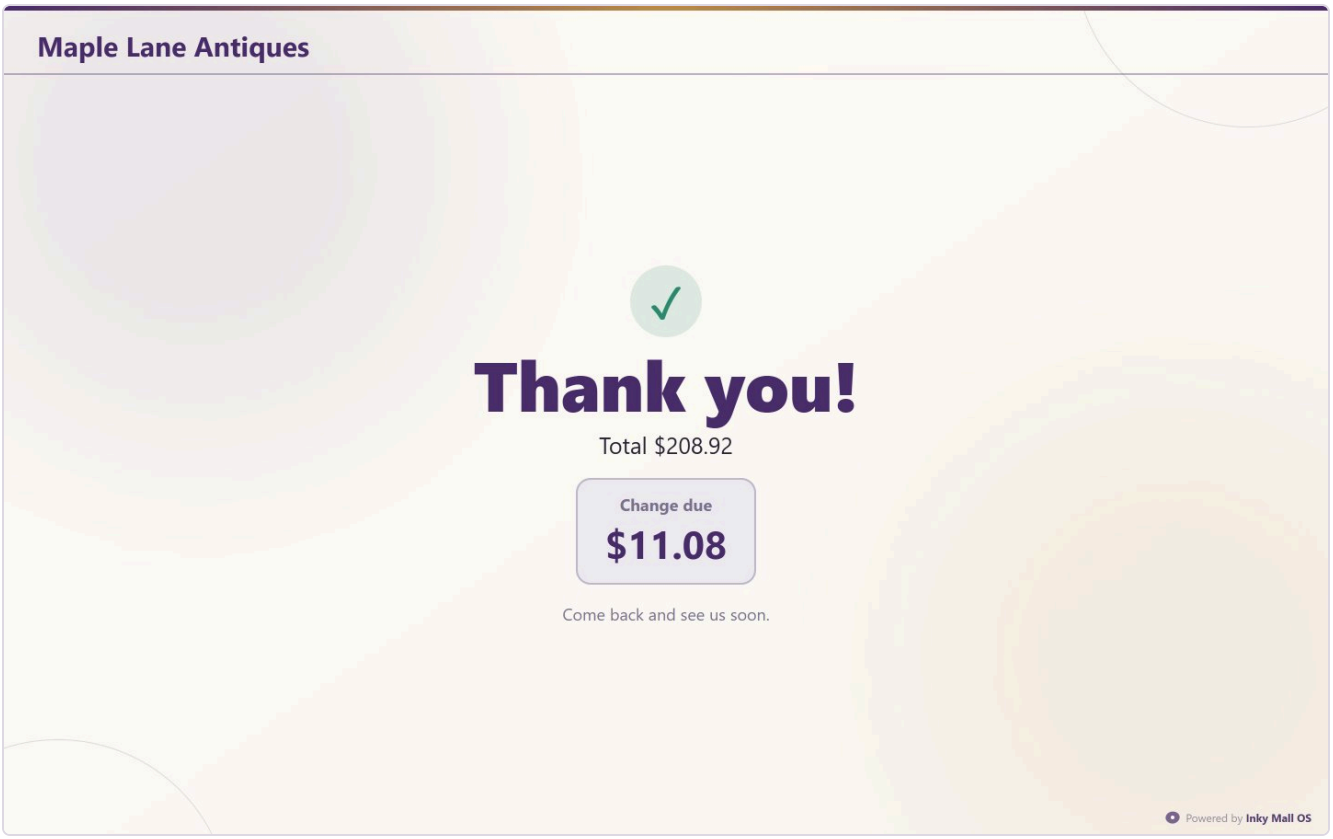


1. **Each line as it's rung** — the item and its booth. A discounted line shows the tag price struck through, the sale price, and a badge with what came off.
2. **The running total:** the *You saved* line when a discount applied, subtotal, tax and total — the same figures the cashier is looking at.

Paying

When the cashier takes payment, the display changes with the tender: a **card** shows *Please wait for the reader*; a **wallet** with a handle on file shows *Scan to pay with Venmo* and the QR code for the exact amount; anything else shows the amount due. If a card payment fails, the display says *Payment needs attention — please see the cashier* rather than anything alarming.

After payment



Thank you, the total, and the **change due** in a box the customer can read from across the counter — the same number the cashier sees. It returns to the welcome screen on its own.

If the display shows "Waiting for the register"

The display and the register talk to each other on this computer. If the display window was opened before the register finished starting, it waits and connects by itself. If the register is closed, the display says *Reconnecting to the register* and picks up again when the register is back. A display left open overnight is fine.

When the internet is out

The display needs no internet — it's another window of the same app. The one part that does is the QR code for a wallet payment on a shop with a Square connection, where Square generates the code; the plain handle codes keep working.

16 · Cloud+ & sync

Inky Mall OS runs on this computer and needs nothing else. **Inky Cloud+** is everything that touches the internet: more than one register sharing one store, your store on any computer, the shop on get-inky.com, vendors reading their own sales from home, and the things that come *in* from outside — stock from Inky Intake, expenses from Inky Accounting, payments through the Square reader.

$19.99 a month, for the shop — every register is covered.

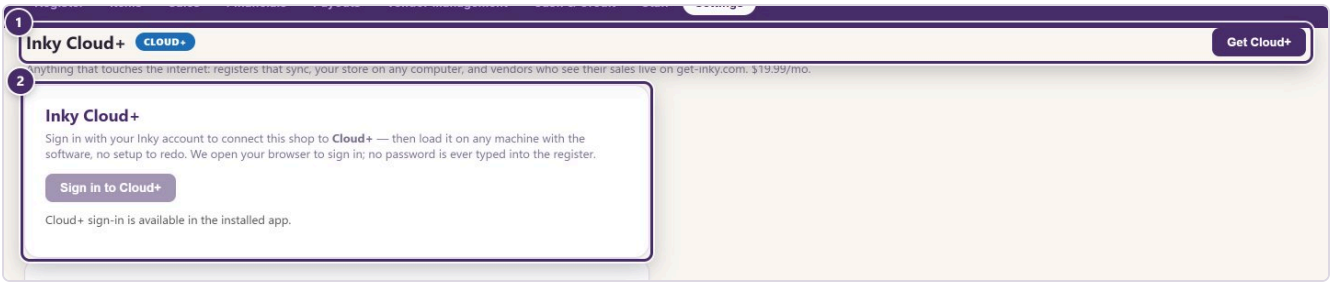
> **A note on the pictures.** The manual's demo register isn't signed in, so the signed-in states below are described rather than shown; a real-machine pass will add them.

What Cloud+ adds

- **Registers in lockstep.** Every register, and the web dashboards, share one store, live. Ring a sale on till 2 and till 1's inventory and Today move with it.
- **Sign in anywhere.** Install Inky on any computer, sign in, and your store loads — nothing to set up again. A replacement machine is a ten-minute job.
- **Vendors see their booth from home.** Live sales, month-to-date, and statements on get-inky.com, behind their own login.
- **Everything that comes from the web:** items added through Inky Intake land on this floor; label jobs asked for from a phone pop up on every till, and whichever one prints (or dismisses) them clears the others; expenses recorded in Inky Accounting appear under Financials; staff hours flow to payroll; the books check.
- **The Square card reader** — see Card reader & wallets.

Signing in

On the Settings tab, under **Inky Cloud+**:



1. **Get Cloud+** — for a shop that hasn't added it yet.
2. **Sign in to Cloud+.** Your browser opens to sign in with your Inky account; no password is ever typed into the register. If your account has more than one store, Inky asks **which store** this register is. Signed

in, the card says so — *Signed in (you@example.com). This register runs from your Inky account. Syncing is on.* — and offers **Reconnect this register** and **Sign out of Cloud+**.

A brand-new install offers the same sign-in on its Welcome screen — see Getting started. Each signed-in register is a **seat** on your account, listed there by the computer's name.

Signing out leaves the register working on this computer with everything it has; it just stops syncing. **Reconnect** is for the message *This register's cloud login was reset* — it signs out and back in in one step.

The sync chip

Once signed in, a small chip in the top bar says where sync stands. Click it to sync now.

The chip says	What it means
Synced 2m ago	Normal. Changes arrive the instant they happen over the live connection; the chip shows when the last round completed.
Syncing…	A round is in progress.
Offline	No internet. Sales keep working; sync catches up on its own when you're back.
Sync paused	Cloud+ is paused. The register keeps working; **Go to billing** on the banner opens your billing on get-inky.com, where you update the card.
Reconnect	This register's cloud login was reset. Click it to sign out and back in.
Sync failed	The cloud couldn't be reached for a reason other than being offline. Click to retry; the sync log has the detail.

A chip that has gone a couple of minutes without a round turns muted rather than red — it's information, not an alarm.

The sync log

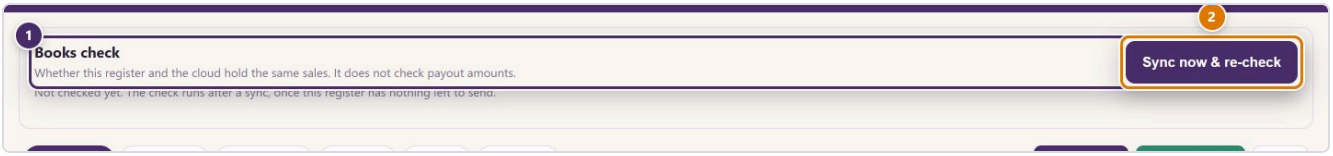
In the ⋯ menu, **Sync log**.



1. **The last sync rounds**, newest first, with a time and a line each — what went up, what came down. *via=ws* means the live connection: changes arrive the instant they happen. *via=poll* is the fallback, which checks in about every 90 seconds. Either way the register stays in sync. On a register that isn't signed in it says so. This is the thing to read out to support.

The books check

The check that answers "do this register and the cloud hold the same sales?" It sits at the top of the Financials tab, and its verdict is repeated above the Payouts table when it matters.



1. **The verdict.** It runs after a sync, once this register has nothing left to send, and says either *Every booth matches — same sales on both sides*, or which booth differs and by how much, for this month, last month and all time. It checks sales, not payout amounts.
2. **Sync now & re-check** forces a round and runs the check again.

A difference that appears once is checked again after the next sync before it's called a difference. If it persists, the Payouts tab warns you before you close a period — because a saved payout can't be edited afterwards — and the sync log will usually say why. See Payouts.

What syncs, and what stays on this computer

Syncs: the shop's data — booths, items, sales, payouts, customers, gift cards and credit, staff and their hours, the settings that describe the shop (name, tax, payment methods, feature switches, promotions, coupons, branding, the designers).

Stays on this register: the things that describe *this machine* — which printers are attached, the label size, the paired card reader, the customer display window, and the store file itself. Every register keeps its own working copy of the whole store, so a register that loses the internet keeps every screen, not just the register.

When the internet is out

This is the chapter where it matters least. A Cloud+ register offline is a Core/Pro register: everything works from the copy on this computer, and every change is queued. When the connection returns the register sends what it has, receives what it missed, and the books check confirms the two sides agree. The chip says *Offline* meanwhile, and nothing else changes.

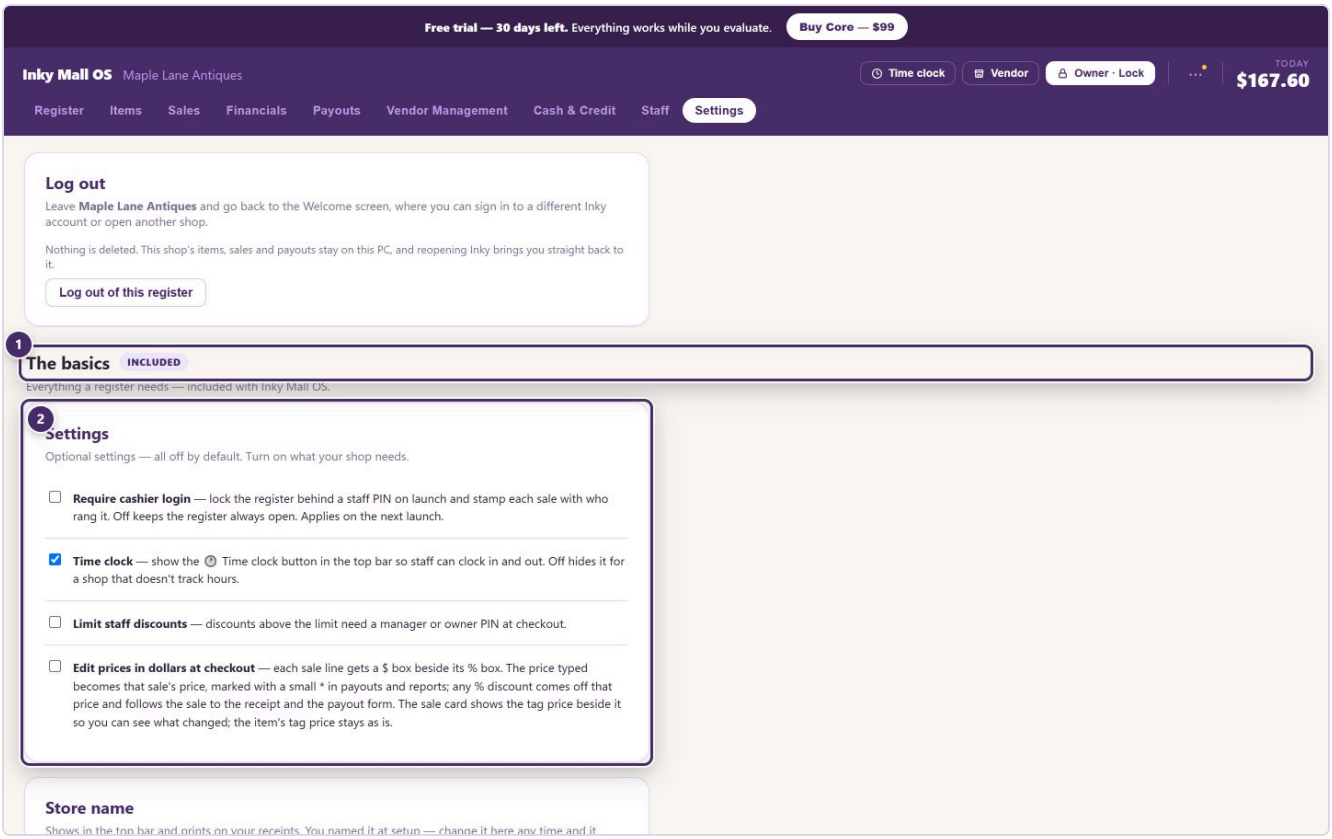
17 · Settings reference

Every card on the **Settings** tab, what it does, what it defaults to, and where in this manual it's explained. Settings sits behind the owner's PIN.

Two kinds of setting live here, and it matters which is which:

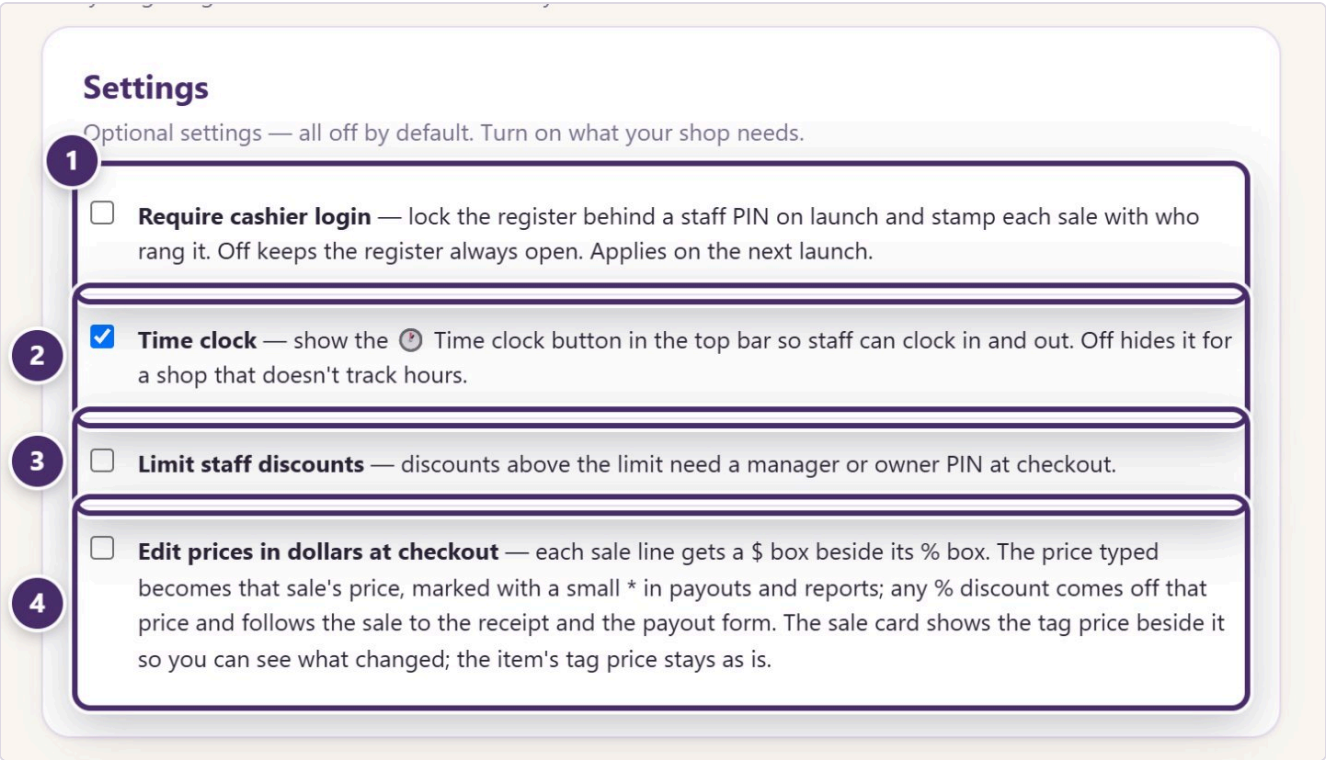
- **Shop settings sync.** The name, tax rate, time zone, payment methods, feature switches, promotions, coupons, branding, the designer — one shop, every register the same. Change it once.
- **Register settings stay on this computer.** The printers, the label size, the card reader, the customer display window. Each till has its own.

What you are looking at



1. **Four groups, top to bottom:** the basics that come with every edition, the Pro suite, Cloud+, and Inky Accounting. Each group's header says what it needs; a group you don't have is dimmed, with a button to get it.
2. **The optional basics** — all off by default. Below them: the shop's name, tax rate and time zone, payment methods, the printers, labels, and bringing a store over.

The basics — included with every edition

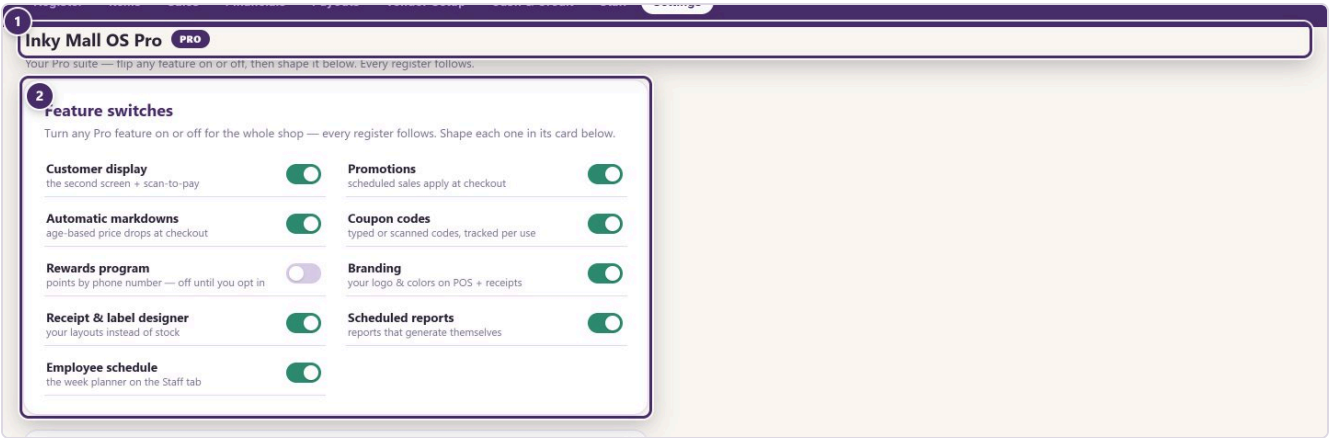


Setting	What it does	Default	Chapter
Require cashier login	The register opens on a staff PIN pad; every sale carries who rang it; the register locks when nobody's clocked in. Takes effect on the next launch.	Off	14
Time clock	Shows the 🕐 Time clock button in the top bar. Off hides it for a shop that doesn't track hours.	On	14
Limit staff discounts	Any sale discounted above the percentage needs a manager or owner PIN at checkout.	Off · 10%	14
Edit prices in dollars at checkout	Every sale line gets a $ box beside its % box; a typed price becomes that sale's price, marked with a *.	Off	2

Card	What it does	Notes	Chapter
Store name	Shows in the top bar and prints on receipts.	Set at first run; change any time. Syncs.	1
Sales tax rate	Applied to every taxable line at checkout.	Takes effect on the next sale; sales already rung keep the rate they were charged. 0 = no tax. Syncs.	3

Card	What it does	Notes	Chapter
Time zone	Decides when a day begins and ends for payout periods and date filters — a June payout is *your* June.	Defaults to the register's own zone.	11
Payment methods	Which tenders appear at checkout. Cash is always on; *Square reader* only appears on a till with a paired reader; the record-only *Card* is hidden while a reader is paired unless you save it here.	All on.	3
↳ **Ask the cashier to confirm wallet payments**	After a Venmo / Cash App / PayPal sale, asks "did the money arrive?"; unconfirmed ones list on Cash & Credit.	On	4
↳ **Square gift cards**	Take, sell, reload and check Square gift cards at the register, beside Inky's own. Needs the internet and Square connected with the gift card permission (reconnect Square once if they don't show). Square's load fee applies to every load.	Off	4
↳ **Take cards over the phone**	Adds two *Phone order* choices to the Square reader tender: type the card in on the reader, or send the customer a payment link. Both cost more than a tap, and the shop carries the fraud risk. Needs a paired reader.	Off	4
↳ **Card fee**	Adds a percentage on credit cards (never debit); asked at checkout, printed on the receipt, kept by the shop. Choose which card tenders it applies to.	0% = off	3
Receipt printer & cash drawer	A thermal receipt printer over the network or USB, paper width, which drawer (Drawer 1 or 2), test print, open drawer.	Per register.	6
Label printer	A thermal label printer over the network or USB, its language (TSPL / ZPL), test print. Tags asked for from a phone always wait for a tap on the register.	Per register.	6
Label settings	Default label size, price on the tag, and (Pro) booth number and title on the tag.	Per register.	6
Bring your store over	Import your old system's Access backup (`.mdb`), or booths and items from a CSV.	The Access backup works on the free trial or with a licence.	18
Backup & restore	A dated backup of the whole store; restore one (a safety copy of today's data is set aside first); export the inventory as a spreadsheet. Installed app only.	Every edition.	18

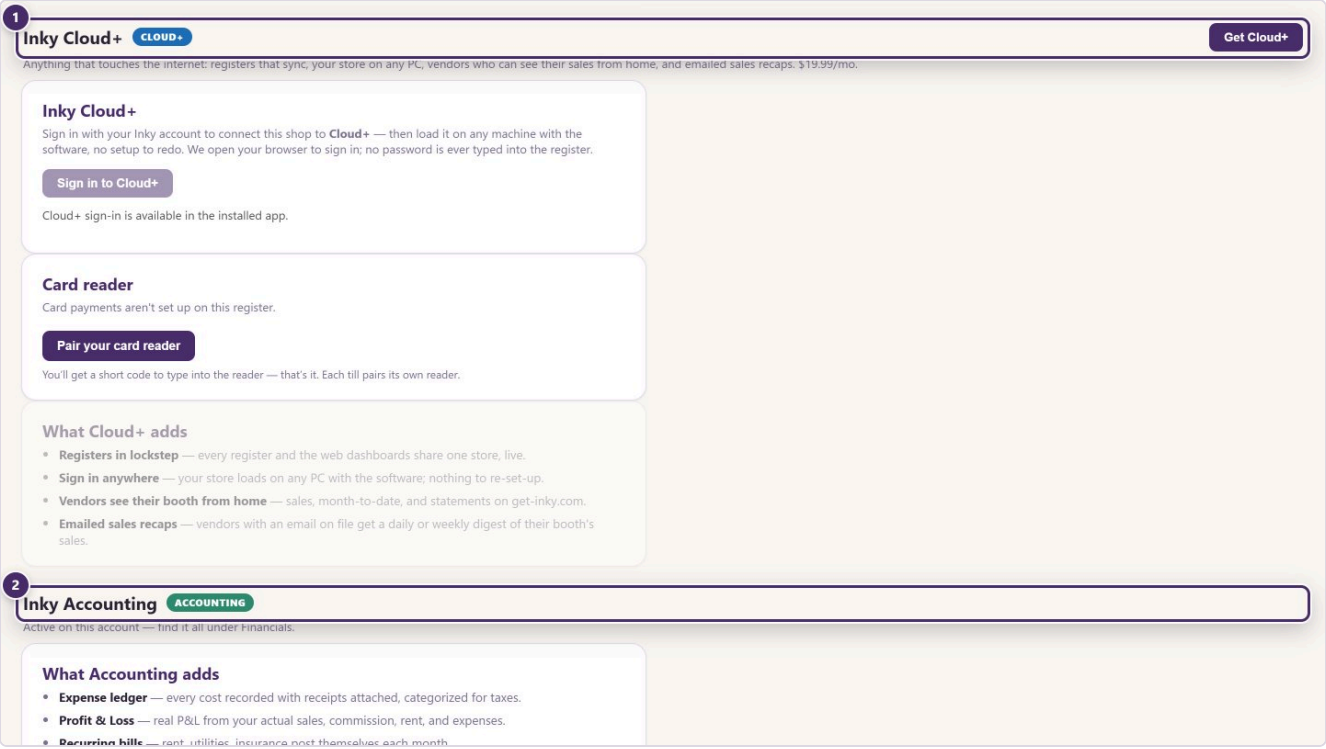
Inky Mall OS Pro



1. **Inky Mall OS Pro.** On a Core shop this header carries a *Get Pro* button and the cards below are dimmed; on a Pro shop they're live.
2. **The feature switches** come first — every Pro card below obeys its switch, and so does every register.

Switch / card	What it does	Default	Chapter
Feature switches	One master switch per Pro feature, for the whole shop.	All on except Rewards	10
Customer display	Opens the second screen; fills a second monitor automatically; the welcome message and announcement banner; the *You saved* line and sale badges; a pay code when a wallet tender is selected; your Venmo / Cash App / PayPal handles.	Auto-fill on · savings & badges on · pay code on cart	15
Promotions & markdowns	Scheduled percentage-off sales, store-wide or one booth.	—	10
Coupon codes	Codes the customer presents; single or in unique batches; printable as barcodes.	—	10
Rewards program	Points by phone; the earn rate and what a redemption is worth.	Off — opt in	10
Automatic markdowns	Age-based tiers: after *N* days, *X*% off.	—	10
Branding	Accent colour; a logo (PNG or SVG under 512 KB) on the POS and at the top of receipts; the shop name in the receipt header; header lines (address, phone, policy); a receipt tagline.	Plum; name on	6
Receipt designer	SKU, booth number and *Served by* on each receipt line; footer line and second line; a sample receipt.	All on	6
Scheduled reports	Standing orders the register fulfils by itself — a sales CSV or an inventory snapshot, daily, weekly or monthly — into the Saved folder when the app opens. Installed app only.	None	12

Inky Cloud+ and Inky Accounting



1. **Inky Cloud+** — signing this register into your Inky account, the Square card reader, and a list of what Cloud+ adds.
2. **Inky Accounting** — the bookkeeping suite, which lives under Financials once it's on your account.

Card	What it does	Chapter
Inky Cloud+	Sign in with your Inky account (the browser opens; no password is typed into the register); choose which of your stores this register is; reconnect; sign out. Signed in, this register runs from your account and syncs.	16
Card reader	Pair a Square reader to this till with a short code; unpair it; test mode shows when the reader is on Square's sandbox.	4
What Cloud+ adds	Registers in lockstep, sign in anywhere, vendors see their booth from home.	16
Inky Accounting	Expense ledger, Profit & Loss, recurring bills, budgets and year-end worksheets — under Financials.	13
Need a feature we don't have?	Emails support@get-inky.com with the subject filled in.	—

Plans, prices and what each edition includes are in Licensing & plans.

Where the top-bar things live

Not everything is on the Settings tab. The ⋯ menu in the top bar holds the plan, Cloud+ status, the version (and *Check for updates*), **Help** (this guide, as a PDF in your browser), and the sync log. The store name in the top bar opens the location switcher on a Pro shop with more than one location. See Getting started.

18 · Your data

Where the shop's data is, how to keep a copy of it, how to bring a shop in from another system, and how to run more than one location from one Inky.

Where it is

The whole store — items, booths, sales, payouts, staff, settings — is **one file on this computer**, `store.sqlite`, saved after every change:

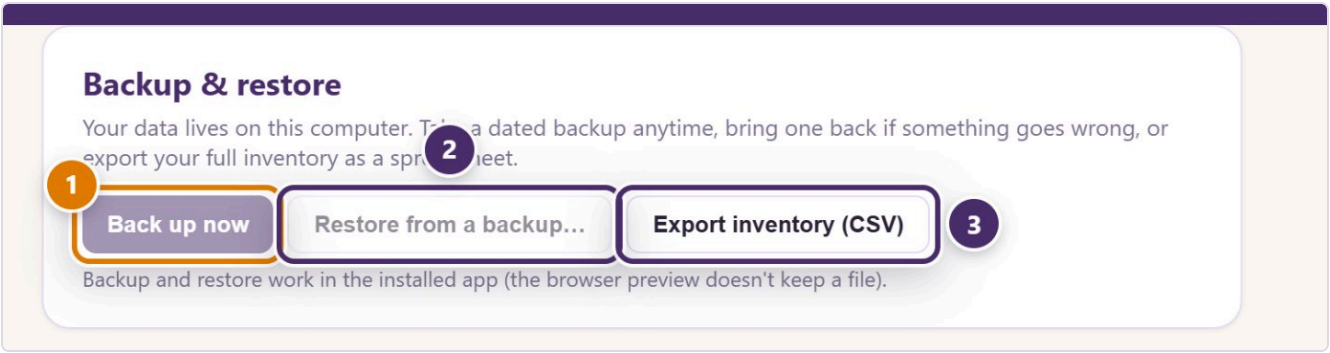
- in the *Inky Mall OS* folder in OneDrive, if the computer has a OneDrive folder — so that if OneDrive is signed in and syncing, you get an off-machine copy without doing anything;
- otherwise in the *Inky Mall OS* folder in *Documents*.

The register says which, in small print under the money buttons: *Saved in your OneDrive folder* or *Saved on this computer*. Inky always looks in both places when it starts and opens the store with the most in it, so a OneDrive folder appearing or disappearing can never make the app forget your shop.

Inky never sends that file anywhere. A Cloud+ shop syncs the *contents* to your Inky account — a choice you make in Settings — and the file on this computer stays the working copy regardless. See Cloud+ & sync.

Backup & restore

On the Settings tab. It works in the installed app; the browser preview has no file to back up, which is why the picture below says so.



1. **Back up now.** A dated copy of the whole store file lands in your Inky Mall OS folder. Copy it to a USB stick or a cloud drive and you have a backup that lives somewhere other than this computer.
2. **Restore from a backup…** Pick a backup file. A safety copy of *today's* data is set aside first — the message tells you where — then the app reloads on the restored store. Nothing is overwritten without a way back.
3. **Export inventory (CSV)** — every item, for a spreadsheet or another system.

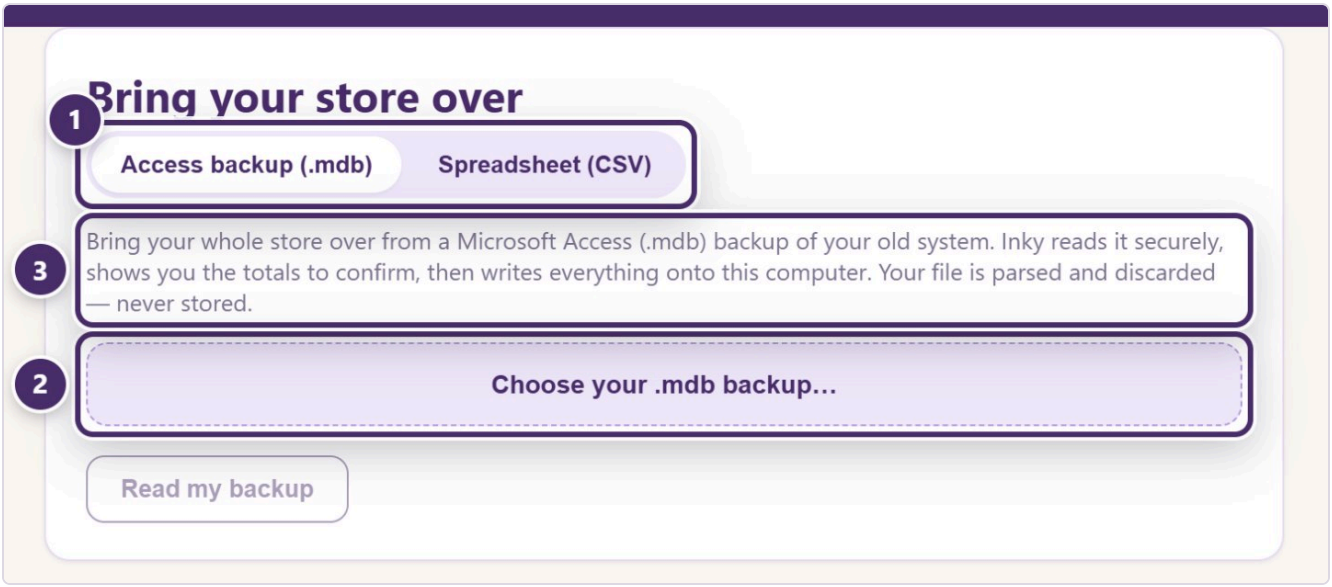
How often? Inky saves after every change, so day to day you don't need to do anything. Take a backup before anything you'd hate to undo — an import, a big bulk price change, a new computer — and now and then for its own sake.

Moving to a new computer. Install Inky on the new computer, back up on the old one, copy the file across, and **Restore from a backup…** on the new one. Then move the licence: *Remove license from this computer* on the old computer, and paste the key on the new one (Licensing & plans). A Cloud+ shop can skip all of this — sign in on the new computer and the store loads.

Bringing a store over

For a shop moving from another system. Also on the Settings tab, under **Bring your store over**. Two ways in:

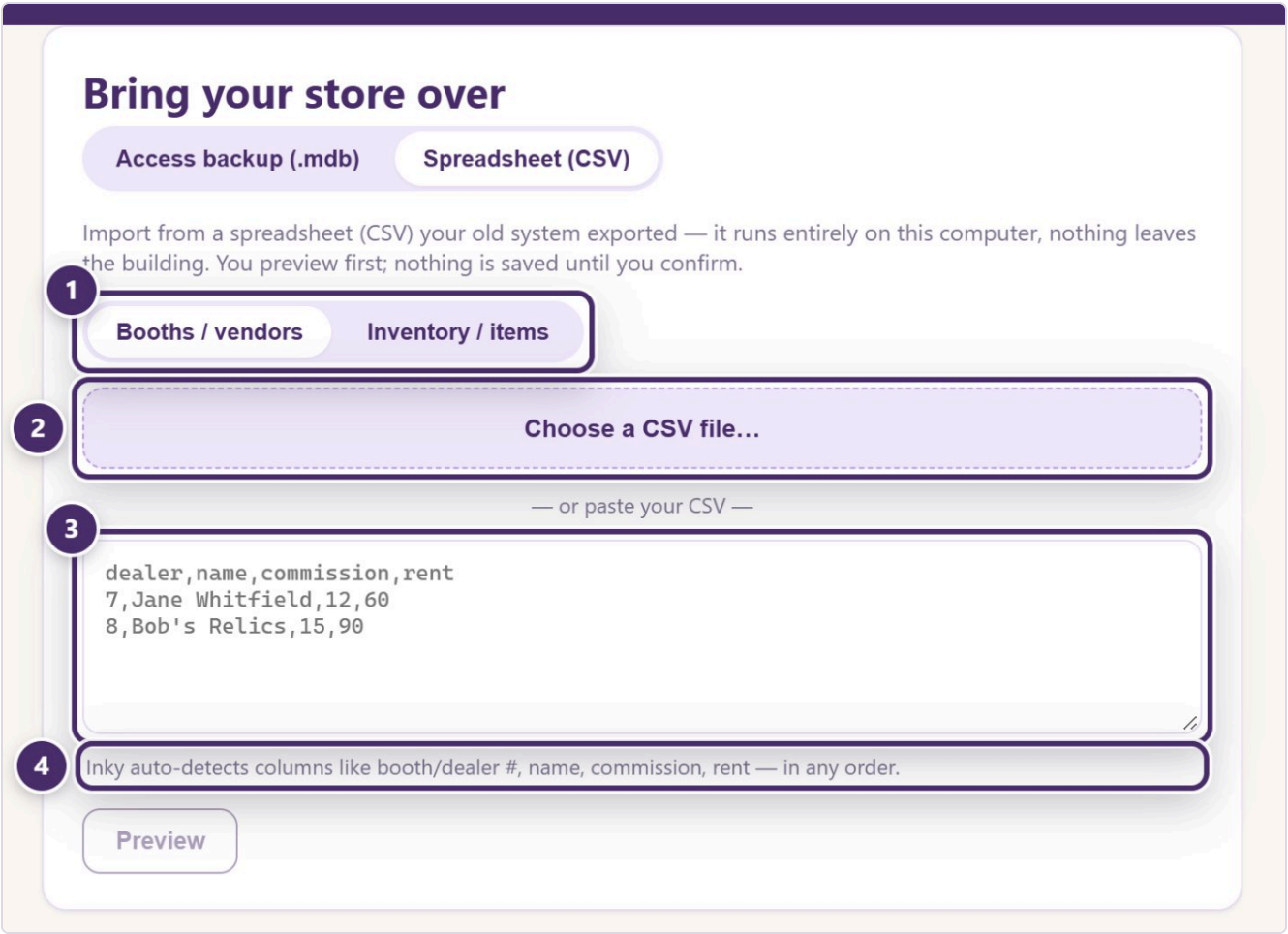
From an Access backup



1. **Two ways in:** your old system's Access backup (`.mdb`), or spreadsheets (CSV).
2. **Choose the backup file**, then **Read my backup**. Inky shows you the totals — booths, sales, sales tax, customers and sales by year — and whether they reconcile to your old system's own recorded total, so you can see it's all there before anything is written. Items don't come over from the backup; load them from a spreadsheet (below). Inky reads one kind of Access backup today. If yours is a different kind, it says so before anything is written, and support can help.
3. **What happens to the file.** The Access file is read by Inky's server, because that's where the parser lives — the one time the register talks to the cloud on its own account. It is parsed and discarded, never stored. The result is written to **this computer** as a **new store**; your current store stays untouched, and Inky switches you to the new one.

A register on its free trial can bring its store over too, so you can see your own store in Inky before you buy. Once the trial has ended, activate your licence first; it's how the request is authorised.

From spreadsheets



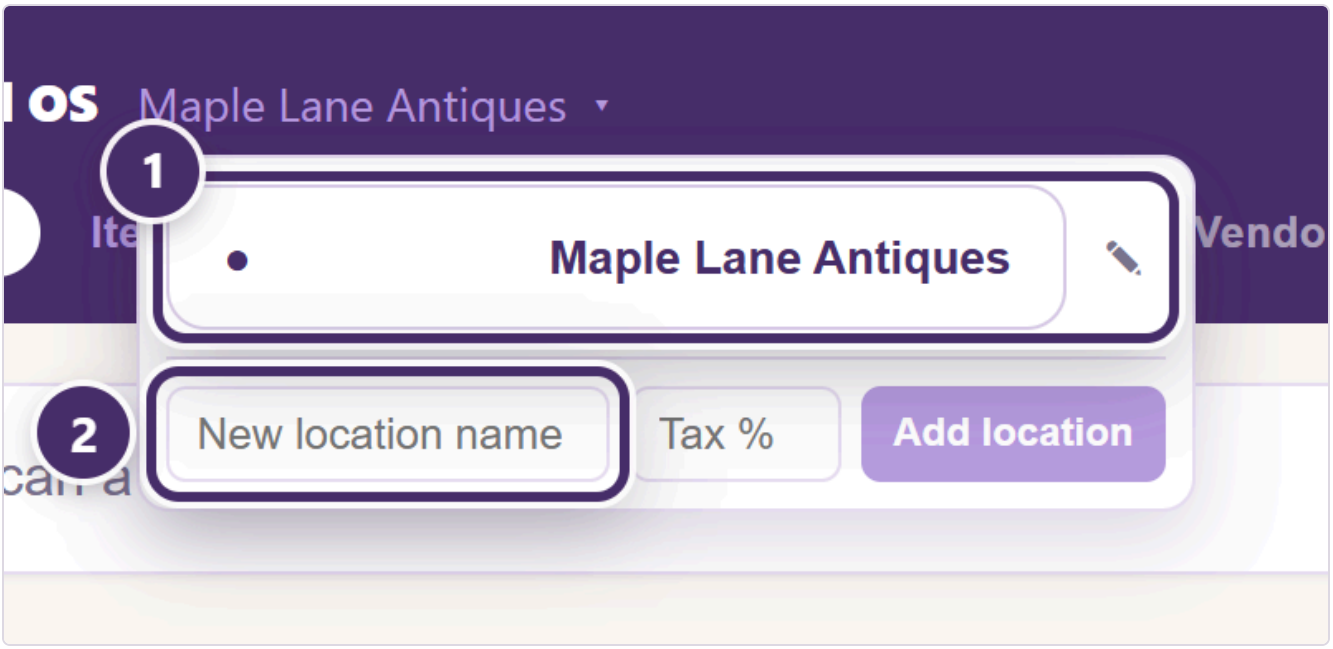
1. **Booths first, then items** — every item needs a booth to belong to.
2. **Choose a CSV file…**
3. **…or paste it** straight from the spreadsheet.
4. **The columns find themselves.** Booth or dealer number, name, commission, rent — or for items: booth, description, price, SKU — in any order. **Preview** shows what Inky made of it; nothing is saved until you confirm.

CSV import runs entirely on this computer. The full column list and the rules are in `IMPORT_SPEC.md` in the Inky Mall OS repository.

After an import, before your first payout, set **Count payouts from** on the Payouts tab to your go-live date — otherwise the imported sales history is counted as due now. See Payouts.

More than one location

An Inky Mall OS Pro feature. A second location is a second store inside the same Inky: its own booths, items, sales, payouts and settings, switched with one click. Click the shop's name in the top bar.



1. **Your locations.** Click one to switch the register to it. The pencil renames it.
2. **A new location:** a name and its sales tax rate.

The **Financials** → **Locations** tab reads across all of them — see Insights & Accounting.

> **Delete location removes the location and everything in it** — its booths, items, sales and payouts — and there is no undo. Inky asks you to confirm first, and the question says exactly what the location holds (*It holds 8 booths, 150 items and 259 sales — all of it will be removed*). Take a backup before saying yes. The last remaining location can't be deleted.

When the internet is out

Backups, restores, CSV import and locations are all local. The one thing that needs a connection is the Access-backup import, because the parsing happens on Inky's server.

19 · Licensing & plans

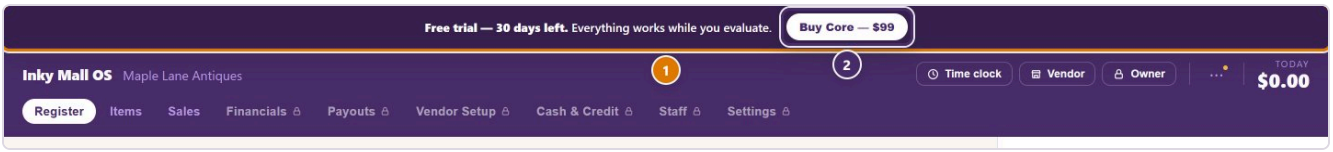
What the editions are, what they cost, how a register is activated, and — the part that matters most — what happens when something lapses. The short answer to that last one: **your data is never touched.** A lapsed register locks its screen; a key or a sign-in unlocks it instantly, exactly where you left off.

The editions

	What it is	Price
Trial	Everything, for 30 days from the first launch of a new install.	Free
Core	The register, Items, Sales, Financials, Payouts, Vendor Management, Cash & Credit, Staff, label printing — a complete mall register.	**$99 once + $20 a year**
Pro	Core plus the heavy extras: customer display, promotions, coupons, rewards and markdowns, branding and the designers, reports that save to your computer on a schedule (daily, weekly or monthly), bulk actions, Insights and the report builder, manager access, the schedule, more than one location.	See get-inky.com
Inky Cloud+	Anything that touches the internet: registers that sync, your store on any computer, vendors who see their sales live on get-inky.com, the Square card reader.	**$19.99 a month**
Inky Accounting	The bookkeeping suite under Financials — expenses, Profit & Loss, recurring bills, budgets, year-end worksheets.	Comes with your Inky plan; the Settings card says if your account needs it added

Core and Pro are licences for **this computer**: a key you paste in once. Cloud+ and Accounting belong to your **Inky account**, and reach the register when it signs in.

The trial

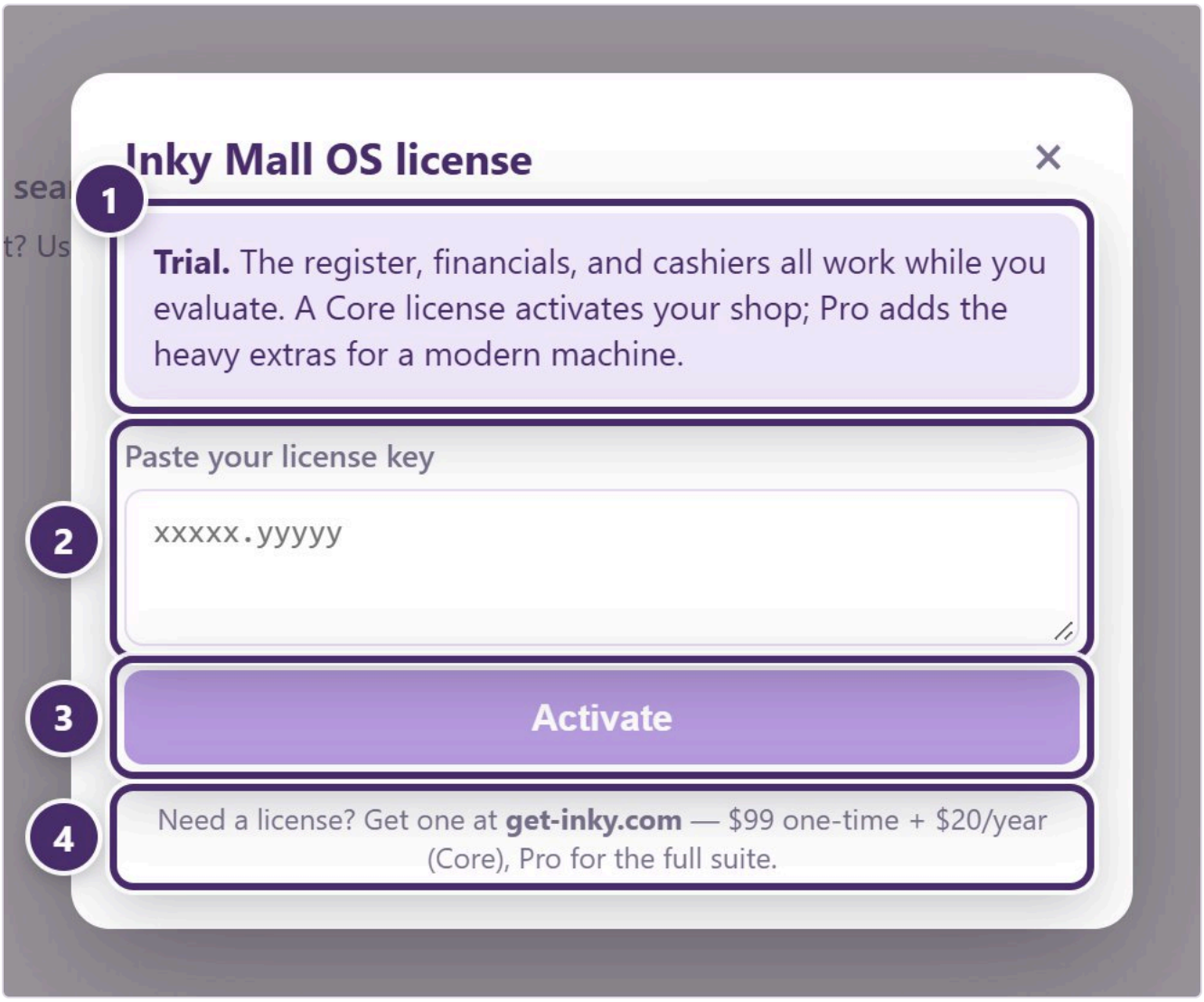


1. **The trial bar** sits above the register for the 30 days of a new install, counting down. Everything works while it's there.
2. **Buy Core — $99** opens get-inky.com. Once a licence is active, the bar is gone for good.

The trial clock starts at the first launch and can't be reset by winding the computer's clock back. On day 31 the register **locks** — the data is untouched, and a key unlocks it.

Activating a licence

Open the ⋯ menu in the top bar and click **Plan**.



1. **Where this register stands** — on trial here. The same box says *Core*, *Pro — active*, *Pro — renewal due* or *Pro — expired*, with the dates, once there's a licence.
2. **Paste the key** from your get-inky.com account. A key is a long block of text — paste the whole thing.
3. **Activate.** Instant, and offline is fine: the key is checked on this computer, not over the internet.
4. **Where to get one**, and what it costs.

If your Inky account includes Mall OS, each register still needs its own access key: generate one per register at get-inky.com (up to five at a time) and paste it here. A register that is entitled through the account but has no key yet opens to an **Enter your access key** screen with a *Get my keys* button that takes you to the right page.



1. **Pro — active**, and the date it's paid through. Inside the last 45 days it also says how many days are left.
2. **Remove license from this computer** — for moving a licence to a new computer. The data stays; only the key goes.

Renewals

A paid key is good for a year. **Renewals reach the register by themselves**: when you renew at get-inky.com, the register picks up the new paid-through date the next time it checks — at launch, every few hours, and whenever the machine comes back online. There is nothing to re-paste.

If a year runs out without a renewal:

- For **30 days** everything keeps working, and a bar counts down — *License lapsed — this register locks in N days*. The licence window says *Pro — renewal due*.
- After that the register **locks** to a single screen: *This register is locked*. It says, in bold, that every byte of data is safe — and it is. Renew, paste a key, or sign in to an Inky account that has Mall OS, and the

register opens instantly, right where it stopped.

Nothing is deleted, hidden, or degraded at any point. A locked register is a register waiting for a key.

Which register has which plan

The ⋯ menu shows the plan on this register at a glance, and the licence window shows the dates. On the Settings tab, each group's header says whether it's live on this register — *Pro*, *Cloud+*, *Accounting* — or carries a button to get it. Plans are described in one place, get-inky.com/mall-os, and that page is what the buttons open.

When the internet is out

Activating a key, ringing sales, everything in Core and Pro — all local. A register never locks *because* it's offline: the licence window is measured in days, not connections, and the trial and grace periods are long enough that a week without internet changes nothing. Renewal pick-up and Cloud+ simply wait for the connection.

20 · Troubleshooting

By symptom. Each entry says what's going on and what to do; where the fix has its own page, it's linked. If none of this fits, **support@get-inky.com** — and the sync log or the exact message on screen is the most useful thing to send.

The one rule underneath all of it: **your data is never at risk from anything on this page.** A locked register, a lapsed licence, a lost connection, a failed update — none of them touches the store on this computer.

The register

I scanned a tag and nothing rang. The bar only rings on an exact, complete SKU. If the scanner put the code in the bar but nothing happened, the SKU didn't match an item that's *for sale* — the item may be sold, a draft, on layaway, or the tag is from a booth that was combined into another. Type part of the title instead and tap the row; then look the item up on the Items tab. If the scanner isn't putting anything in the bar at all, click in the bar first — the scanner types wherever the cursor is.

It rang the same item twice. It didn't: scanning a tag twice raises the quantity on the one line. Use the **–** on the line.

The + on a line won't go higher. The booth only has that many on the shelf. Restock the item on the Items tab (raise *Units on hand*) if there really are more.

A line says "No price on this one". The item has no price. Type it in the box and press Enter or **Set** — the sale can't be completed until every flagged line has a price.

Take payment does nothing / "One item still needs a price — it's the highlighted line." As above: find the highlighted line.

"This sale discounts N%, over the M% limit. A manager or owner PIN is required." *Limit staff discounts* is on. A manager or owner enters their PIN, or reduce the discount. Staff & security.

"… is below the vendor's bottom dollar ($N). A manager or owner PIN is required." That line sells for less than the lowest price its vendor will take. A manager or owner enters their PIN and taps **Approve price**, or raise the price to the bottom dollar or more. The register.

"A tax-exempt sale needs the buyer on record." Tax-exempt is ticked with nobody attached — usually a basket parked before this shop updated. Tap the line under the tick box on the register and choose the buyer, or pick them in the Take payment window.

Process payment is greyed out. Every tender line needs a *chosen* tender (not *Choose payment…*), and the amounts must meet the total exactly — the bottom line says *Balance due* or *Over* until they do.

The coupon box isn't there / "Coupons are switched off for this shop." The **Coupon codes** feature switch is off, or the shop isn't on Pro. Promotions, coupons & rewards.

The whole app is asking for a cashier PIN. *Require cashier login* is on and nobody is clocked in. Clock in with your employee number and PIN; the owner can turn the setting off in Settings.

Payments

The card reader screen says "Card didn't go through". The sale is recorded and nothing was charged. **Try the card again**, take it another way, or **Undo this sale**. If it says *Square asked Inky to slow down*, wait a minute and try once. If it says *Inky couldn't reach Square*, check this computer has internet and try again in a minute. Either way your card reader is fine — don't unpair it. Card reader & wallets.

"Square reader" isn't in the tender list. This till has no paired reader, the Square account isn't linked on the web, or Cloud+ isn't signed in. The Card reader card in Settings says which.

A Venmo / PayPal sale keeps appearing under "Wallet payments to check". Nobody confirmed the money arrived. Check the app on your phone and tap **I checked — it arrived**. Cash & Credit.

"Gift certificate has no balance" / the code box turned red. The code isn't one Inky knows, the card is used up, or it was voided. **Check a gift card** on the register shows what's on any card. With Square gift cards on, the line under the box says what Square answered.

Square gift cards don't show up at the register. Three things: **Square gift cards** is ticked under **Payment methods**; the register is online with Cloud+; and your Square connection has the gift card permission. If you connected Square before Square gift cards existed in Inky, reconnect it once in Inky on the web. Square gift cards.

A Square gift card load is listed under "Gift card loads waiting". Square hasn't finished it yet. It finishes by itself; **Check now** asks right away. A paid one is never charged twice.

The drawer count is short. Check *Wallet payments to check* (a wallet sale rung as cash by mistake?), the pay-outs list, and the Sales tab for a void that should have been a cash refund. The count keeps what you save, so record what you found and move on.

PINs and access

"PIN not recognized." For the owner pad: the PIN is 6–8 digits, and only the owner's or a manager's PIN opens it — a cashier's PIN doesn't. For the time clock: the employee number and PIN go together. For a vendor: only a booth with a PIN set can sign in.

"Too many wrong PINs — locked for 30 seconds." Wait the 30 seconds. It's a guard against guessing, not a fault.

I've forgotten the owner PIN. The register can't change it. Reset it from your Inky account on the web (**Store** → **Setup**); the register picks it up. Staff & security.

A manager's PIN won't open Financials. Managers only open the areas ticked under **Manager access** (Pro). The owner's PIN opens everything.

Printing and labels

Nothing prints / "Label print failed." Check the printer is on, on the same network (or plugged in for USB), and that the address on its Settings card is right; **Test print** tells you quickly. With no printer set up, printing means a PDF preview — that's expected, not a fault.

Labels print but the barcode won't scan / prints garbage. The label size in Settings doesn't match the roll, or the printer language is wrong (TSPL vs ZPL). Fix the size first, then try the other language. Labels & printing.

Avery labels print as one giant page on the thermal printer. The Avery layout is a letter sheet for a desk printer. Pick a thermal size for a label printer.

The cash drawer doesn't open. The drawer opens through the receipt printer, so the receipt printer has to be set up and reachable; **Open drawer** on its card tests it. If a test print comes out but the drawer stays shut, set **Cash drawer** on that card to **Drawer 2** and press **Open drawer** again: some drawers, often older ones, are wired that way. It opens by itself on cash sales and with **No sale — open drawer**; it doesn't open on card sales.

Receipts don't print automatically. They're not meant to — **Print last receipt** prints on request.

Items and booths

"Can't delete an item with sales history." An item that has ever been on a receipt stays; mark it sold or move it to a draft instead. Delete is for items that never sold.

"Can't delete a booth with sales history — set it Inactive instead." As it says. Inactive keeps the history and takes the booth off the pickers.

"... is filed under booth 01 (...), which is inactive" when you scan a tag. The item is still recorded under a booth that has closed, so the register won't ring it — the sale would pay the wrong vendor. Open **Vendor Management**: the item is listed under *Items on inactive booths*, usually with its live booth already picked. Press **Move**, then scan it again. See Vendors & booths.

Inky won't accept a booth number. Another booth already answers to it — including one that differs only by leading zeros (`7` , `07` and `007` print the same barcode).

An item is on the floor but the register says "No items match". The register only rings items whose status is *for sale*. Check the item's status on the Items tab — a draft or a layaway item won't ring.

The intake flags won't go away. *needs label* clears when a label is printed (or one tap on its ✓); *price & qty?* clears when you confirm or edit the row. **Bulk actions** → **Clear checks** does a whole booth.

Payouts and reports

The first payout is enormous / "Heads up — this payout covers N days". Imported history is being counted as due. Set the period's start to your go-live date before closing. Payouts.

A booth's rent looks wrong on the payout. Rent is charged a whole month at a time, by the payout that covers the 1st of the month. A payout with no 1st in it charges no rent; one that covers two 1sts charges two months. Pay out by whole months.

"Paid payout records cannot be removed." A payout with anyone marked paid is kept for good. Correct the sale on the Sales tab and settle the difference by hand; only an unpaid payout can be removed and re-closed.

Financials shows a different number from Payouts. Check the period and the filters at the top of Financials — a booth or payment filter narrows every report, and *Show voided* changes the totals. Payouts always uses its own window.

The Sales Tax report's "collected" isn't rate × sales. Tax is calculated per line and rounded to the cent, so *collected* can differ from *calculated* by cents over a month. The report shows both and the difference.

Sync and Cloud+

The chip says "Sync failed". The cloud couldn't be reached for a reason other than being offline. Click the chip to retry, then read the **Sync log** in the ⋯ menu — that's what to send to support.

The chip says "Reconnect" / "This register's cloud login was reset." Click it: it signs out and back in. Your data is untouched throughout.

"Your Cloud+ payment didn't go through." The card on file was declined. Syncing keeps working until the date on the banner. **Update card** opens My account → Billing on get-inky.com — update the card there.

"Cloud+ is paused — syncing has stopped." The register keeps working on this computer. **Go to billing** opens My account → Billing on get-inky.com; once the card is updated, sync resumes on its own. Don't buy Cloud+ again — the subscription you have is still there.

The books check says a booth differs. Wait for one more sync — a difference is re-checked before it's called one. If it persists, don't close a payout until it's understood; the sync log and support are the next step. Cloud+ & sync.

Licence and updates

"This register is locked." The trial or the licence's grace period ran out. Nothing is lost. Paste a key, buy at get-inky.com, or sign in with an Inky account that includes Mall OS, and it opens where it stopped. Licensing & plans.

"Enter your access key." Your Inky account includes Mall OS but this register hasn't been given its key yet. **Get my keys** opens the right page; paste the key.

"That license key isn't valid." Usually a partial paste. A key is a long block of text — copy the whole thing.

"Update failed — please try again later." The download didn't finish, usually a connection blip. The current version keeps running; try **Update & restart** again, or ⋯ → **Version** to check again. Nothing about your data is involved. Getting started.

Data

Where is my data? Is it backed up? One file, `store.sqlite`, in the *Inky Mall OS* folder in OneDrive (if you have OneDrive) or in *Documents*; the register's small print says which. OneDrive backs it up only if OneDrive is signed in and syncing. **Back up now** (Pro) makes a dated copy any time. Your data.

"Backup and restore work in the installed app." You're in a browser preview, which has no file to back up. The installed app has both buttons live.

The import says the layout isn't recognised. The `.mdb` isn't from a system Inky knows how to read yet — contact support with the file's origin. CSV import works for any system that can export booths and items as spreadsheets.

Customer display

The display says "Waiting for the register to connect…". The register isn't open yet, or was just restarted. It connects by itself; nothing to click. If it stays there, close the display window and click **Open customer display** in Settings again.

The second monitor just shows a copy of the register. The computer is mirroring. On Windows, press **Win+P** and choose *Extend*; on a Mac, open **System Settings** → **Displays** and set it to extend, not mirror. With *Second monitor fills automatically* on, the display then opens there by itself.

The display shows "Payment needs attention". A card payment didn't go through. The cashier's screen has the options; the customer's side deliberately says only that.

21 · Glossary

The words Inky uses, in the sense Inky uses them.

Activity log — The record on the Staff tab of who did what after the fact: voids, edits, approvals, deletions, cash moves. Written by the register; can't be edited. 14

Automatic markdown — A percentage off anything that has been on the floor longer than a set number of days. A Pro feature. 10

Balance due — On a payout, what a booth is owed: sales, less commission, less rent. Never below zero. 11

Basket — A parked sale at the register, so two shoppers can be served at once. Not a sale until payment is taken. 2

Booth / vendor — The same thing: a dealer's space, with a number, a commission rate and a rent. Every item belongs to one; every sale is credited to one. 7

Booth PIN — A PIN a vendor uses at the **Vendor** button to see their own booth. 7

Books check — On a Cloud+ shop, the comparison of this register's sales against the cloud's, by booth. 16

Bottom dollar — The lowest price a vendor will take on an item. The register shows it to staff and asks for a manager or owner PIN to sell below it. 2

Carried in / carried forward — Booth rent that sales didn't cover in one period, moved to the next. 11

Cashier PIN — An employee's 4–8 digit PIN, paired with their employee number, for the time clock and (when required) the register. 14

Cloud+ — Inky's online tier: registers that sync, the store on any computer, vendors from home, the card reader. 16

Commission — The shop's cut of a sale, at the booth's rate, worked out on what the item actually sold for. 7

Consignment — An item the vendor owns outright. Where a booth has a consignment rate, consignment items pay that instead of commission. 5

Core / Pro — The two editions of Inky Mall OS. Core is the complete register; Pro adds the heavy extras. 19

Coupon code — A code the customer presents, tracked per use, capped if you like, printable as a barcode. 10

Customer display — The second screen facing the customer. 15

Draft — An item with a price that isn't on the floor yet. It won't ring. 5

Drawer count — The end-of-day comparison of what's in the cash drawer against what should be. *Float* is what was there at the start; *over* and *short* are the difference. 9

Feature switches — The master on/off for each Pro feature, for the whole shop. 10

Gift card — A balance the shop holds for a customer, sold for money, spent as a tender. A liability until spent; no tax when sold. 9

Grace — The 30 days a lapsed paid licence keeps working, with a countdown, before the register locks. 19

Inky Intake — The phone-side way to add stock: snap a photo, Inky names it and mints the SKU, it lands on this floor. 5

Layaway — Items taken off the floor at today's price and held for a customer who pays over time. Deposits are a liability until it's completed. 9

Liability — Money in the till that isn't the shop's yet: gift cards, store credit, layaway deposits, outstanding reward points. 9

Location — A separate store inside one Inky, for a shop with more than one site. A Pro feature. 18

Manager — An employee whose PIN can approve over-limit discounts and card refunds, and (Pro) open the back-office areas granted to managers. 14

Manual line — A line rung without a tag: a booth, a description, a price. Can be linked to its sticker later. 2

Mark sold — Taking an item off the floor with no sale behind it — nothing is recorded, and the booth isn't paid. 5

Owner PIN — The 6–8 digit PIN that opens the whole back office. One per shop; set by the register once, changed from the web. 14

Payout — Paying the booths for a period. Closed into a saved **statement**, which is a frozen record. 11

Period — The span of sales a payout covers; continues from where the last one ended. 11

Promotion — A scheduled percentage off, store-wide or one booth, between two dates. 10

Quantity deal — *Buy N, get M free* (or at a percentage off) on one SKU, any items from a booth, or the whole store; the cheapest units are the ones that come off. Applies itself at the register; the cashier can take it off one sale. A Pro feature. 10

Receipt code — The eight characters at the top of a receipt, and the fastest way to find a sale. 8

Rent — What a booth pays per month for its space. Charged a whole month at a time, never split by the day. 11

Reseller — A customer who buys to resell, with a resale certificate. Their sales are tax-exempt automatically. 3

Rewards — Points earned by phone number and cashed in as store credit. Opt-in; the shop funds the reward. 10

Seat — One signed-in register on a Cloud+ account. 16

SKU — An item's code: the booth number, then the item's number within the booth (`007-00001`). It's what the barcode on the tag says. 5

Split — A sale paid with more than one tender. 3

Statement — A booth's account of a payout period: sales, commission, rent, what's due. Printed per booth, or all at once. 11

Store credit — A balance on a customer's account, issued by the shop and spent as a tender. 9

Sync — On a Cloud+ shop, the exchange that keeps every register and the web the same. 16

Tax-exempt — A sale with no sales tax, for a buyer with a resale certificate. Needs a name on the sale. 3

Tender — How a sale was paid: cash, card, check, a wallet, gift card, store credit. 3

Time clock — Where staff clock in and out, with their employee number and PIN. 14

Today — The number in the top-right corner: everything rung on this register since midnight. 1

Trial — The 30 days of full function a new install gets. 19

Units on hand — How many of one SKU are on the shelf. Most items are one of a kind. 5

Void / return — Reversing a whole receipt: items back on the floor, gift cards and credit re-credited, the receipt kept and marked. 8

Wallet — Venmo, Cash App or PayPal: money that goes straight to your account, which the register asks you to confirm arrived. 4

Your income — On Financials, the shop's share: commission plus booth rent, never the booths' money. 12