TS Topex Store

Topex Store

User Guide

Customer edition: how to use the application, role by role · Version 1.1 · November 2026 Web app: `https://topexstore.com` · Support: Topex Store support

Business owner | Admin | Manager | Cashier

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About this guide

This guide explains every part of Topex Store. It covers what each screen is for, how each control works, and exactly what each person is **allowed** and **not allowed** to do.

It is written for:

- **business owners**: the person who owns the business on Topex Store;
- **admins, managers and cashiers**: the staff inside the business.

Anything only Topex Store support can do for you (setting up a new business, reopening a closed store, lifting a suspension) is marked as such, with how to ask for it.

How to read it:

- Parts 1 to 3 explain the ideas behind the app: businesses, stores, tills, roles and what Topex Store support does for you. Read these first.
- Part 4 shows how anyone signs in and gets around.
- Part 5 explains how to get help from Topex Store support.
- Parts 6 to 9 are one chapter per role: Business owner, Admin, Manager and Cashier. Each has a walk-through of their screens, a "What you can do" list and a "What you cannot do" list.
- Parts 10 and 11 go through every back-office page and every setting.
- Parts 12 to 20 explain the main processes in detail, each with a diagram:
- 12: selling;
- 13: cash and shifts;
- 14: approvals;
- 15: stock counts;
- 16: purchase orders;
- 17: transfers;
- 18: offline selling;
- 19: reports and exports;
- 20: plans.
- Part 21 is the full permission table: every action against every role.
- Part 22 covers your own account and security; Part 23 common questions and problems; Part 24 the glossary.

Conventions:

- **Bold text** is a button, menu item or field name exactly as it appears on screen.
- **Back office › Products** means "open the back office, then click Products in the left menu".
- ✓ means allowed, ✕ means not allowed, and PIN means allowed only with a manager's approval or PIN.
- Money is shown in Ghana cedis (GH₵), the default currency. Each business can change its currency in Settings.

Part 1. The big picture

1.1 What Topex Store is

Topex Store is a point-of-sale (POS) and back-office system for shops with one or many branches. It is sold as a service: one copy of the software, running at `topexstore.com`, serves many separate businesses. Each business sees only its own data.

Inside one business, the app does four jobs:

1. **Selling at the counter.** The till (POS) rings up sales, takes payment, prints or sends receipts, and handles returns. It keeps working when the internet drops.
2. **Running each store.** Managers approve refunds and price changes, count stock, review cashier shifts and close the day.
3. **Running the business.** Owners and admins manage products, stock, suppliers, purchase orders, transfers between stores, expenses, staff, settings and finances.
4. **Reporting.** Sales, stock, cash, tax, expense and full financial statements, all downloadable as PDF, Excel or CSV.

1.2 The building blocks

Term	What it means	Example
Platform	The whole service at topexstore.com, run by Topex Store.	Topex Store
Business	One customer company on the platform. Its data is fully separate from other businesses.	Ashalaja Mart Ltd
Store	One branch or shop of a business.	Ashalaja Mart, Osu branch
Till / register	One checkout point inside a store, usually one computer or tablet.	Osu, Till 2
Member	A person who belongs to a business, with one role in it.	Ama (Cashier)
Role	What a member is allowed to do: Owner, Admin, Manager or Cashier.	Manager
Shift	One cashier's working session on one till, from opening float to closing count.	Ama, Till 2, 08:00–16:00
Plan	The subscription size, which sets how many stores, tills, users and products a business can have.	Growth (up to 5 stores)

One person (one email address) can belong to **several businesses**, with a different role in each. For example, Kofi can be the Owner of his own shop and a Manager in his brother's business. After signing in, he picks which business to work in.

Figure 1. How the building blocks fit together.

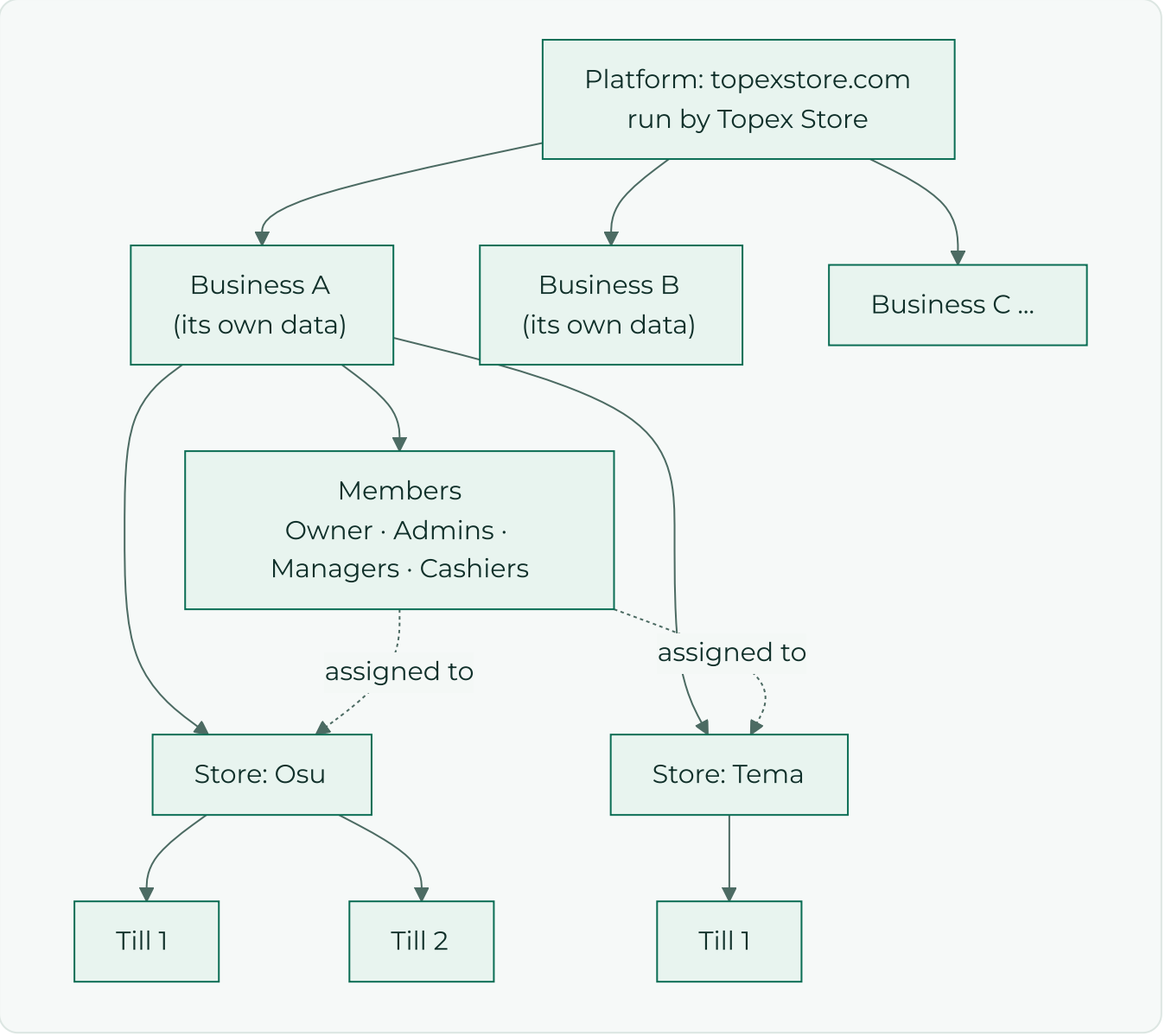


Figure 1 described. The platform sits at the top and holds many businesses. Each business is a closed box: its stores, tills, products, sales and members are invisible to every other business. A business has one or more stores, and each store has one or more tills. Members belong to the business and are assigned to stores. Owners and admins work across all stores automatically. Managers and cashiers only see the stores they are assigned to. The dotted lines show that assignment.

1.3 The three workspaces

The app has three main workspaces. Each one is built for a different kind of work, and the app sends each person to the right one when they sign in.

Workspace	Address	Built for	Who opens it
Back office	`/dashboard` and the left menu	Running the whole business: products, stock, staff, money, settings	Owner, Admin

Workspace	Address	Built for	Who opens it
Manager console	`/manager`	Running a store on the floor: approvals, counts, shifts, store reports	Manager (Owner and Admin can open it too)
Till (POS)	`/pos`	Selling at the counter	Cashier (everyone above can open it too)

Figure 2. Which workspace each role lands in.

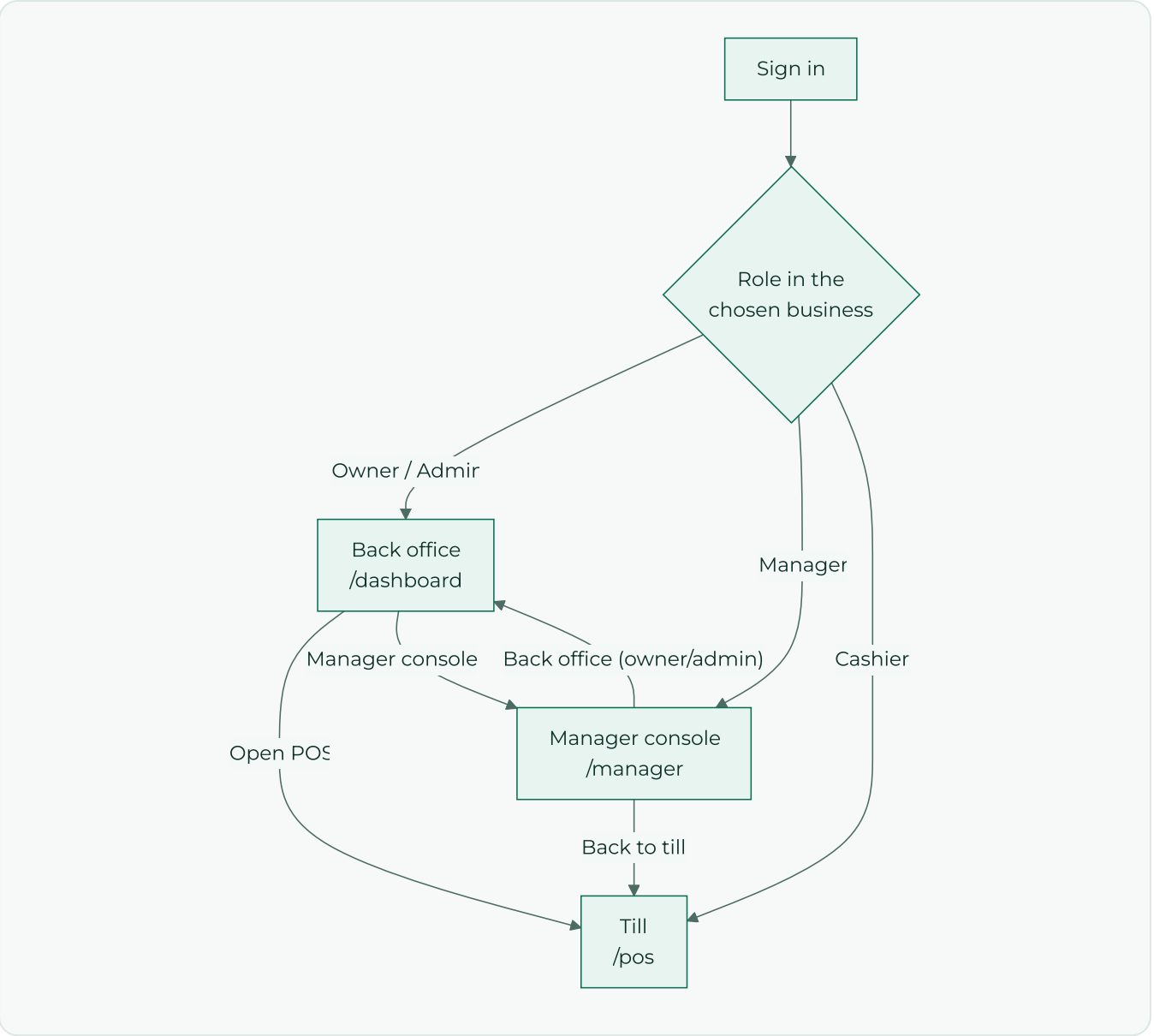


Figure 2 described. After signing in and choosing a business, the app looks at the person's role in that business:

- **Owners and admins** land in the **Back office**. From its left menu they can jump to the till (**Open POS**) or to the **Manager console**.
- **Managers** land in the **Manager console**. They can go to the till with **Back to till**. Managers can't open the back office; if they try, they are sent back to the console.
- **Cashiers** land straight on the **Till**. They can't open the console or the back office.

Part 2. Your business and Topex Store support

2.1 Who does what

Your business runs on **Topex Store**, the point-of-sale service run by the Topex Store team. Two parties look after it:

	Your business (you and your team)	Topex Store support
Runs the shops, tills, stock, staff and money	✓	✗
Has an **Owner** with full control of the business	✓	n/a
Sets up a new business on the platform	✗	✓
Reopens a **closed store**	✗ (you ask)	✓
Deletes a store	✗ (you ask)	✓
Lifts a **suspension**	✗ (you ask)	✓
Reopens a **closed business**	✗ (you ask)	✓
Helps you set up, fix problems and check your data, when you ask	n/a	✓

2.2 How your business was set up

New businesses are set up by Topex Store support. Usually:

1. Support creates your business and invites you by email.
2. You open the invitation link, set your password and join.
3. Support hands **ownership** to you. From then on you are the business **Owner**, with full control.

If you ever need another business (for example, a second company), ask Topex Store support; it can't be created from inside the app.

2.3 Support access

To help you, Topex Store support can open your business when you ask for help, for example to set things up or find out why something isn't working. Your data is never shared with other businesses on the platform.

Part 3. The four business roles

Every member of a business has exactly **one** role. The roles form a ladder: each role can do everything the roles below it can, plus more.

Figure 4. The role ladder.



> **Figure 4 described.** The Owner is at the top, and each step down has fewer powers. The arrows mean "has everything below, plus more". An Admin can do everything a Manager can, and a Manager everything a Cashier can. A few actions are kept for the Owner alone; Part 21 lists every action.

3.1 The roles in one paragraph each

- **Owner.** Full control of the business. Only the Owner can change, cancel or resume the plan, close stores, unpair tills, close or delete the business, transfer ownership, and change the Owner's own

access. Nobody can remove or suspend the Owner. A closed store can only be reopened, and a store only deleted, by Topex Store support.

- **Admin.** Runs the business day to day: all stores, staff, settings, payment methods, finance, financial statements, the activity log and data export. An Admin can do almost everything the Owner can. The exceptions are the plan, closing stores, unpairing tills, closing the business, transferring ownership, and touching the Owner's access.
- **Manager.** Runs the **stores they are assigned to**: products, stock, counts, transfers, suppliers, purchase orders, expenses, promotions, customers, approvals, shift review, day close, cashier PINs and schedules, and store reports. A Manager can't see financial statements or business-wide settings.
- **Cashier.** Sells at the till in their assigned store: opens and closes their own shift, rings up sales, takes payment, adds customers and creates returns. Anything risky (refunds over the limit, voids, price changes and stock corrections) needs a Manager's approval.

3.2 Store assignment

- **Owner and Admin** work in **every store** of the business automatically.
- **Manager and Cashier** work only in the stores they are **assigned to** in **Users**. They don't see sales, stock, shifts, approvals or purchase orders of other stores. Business-wide items with no store, such as general expenses, stay visible to them.

3.3 The till PIN limit

Staff can sign in at a till with a short **till PIN** instead of email and password (see 4.3). A PIN is quick but less secure than a password with two-step verification. So **a PIN sign-in never gets more than Manager powers**, even for an Admin, and works only in that till's store. To do Owner or Admin work, sign in with email and password.

The Owner is **not listed** on the till's PIN screen at all. The Owner always signs in with email and password.

Part 4. Getting started (everyone)

4.1 Opening the app

Open `https://topexstore.com` in Chrome, Edge, Safari or Samsung Internet.

Supported devices:

- Windows or Mac computers with an up-to-date Chrome or Edge;
- Android phones and tablets with Chrome or Samsung Internet;
- iPhones and iPads on iOS 15.4 or later (iOS 15.8 or newer is recommended). Devices older than iOS 15.4 see a "Please update this device" notice.

4.2 Signing in with email and password

1. On the **Sign in to your account** page, stay on the **Email & password** tab.
2. Type your **Work email** and **Password**. Click **Show** to see what you typed.
3. Click **Sign in**.
4. If two-step verification is on for your account, type the 6-digit code from your authenticator app, or one of your recovery codes.
5. If you belong to more than one business, pick one on **Choose a business**.
6. You land in the workspace for your role (Figure 2).

Forgot password? Click **Forgot password?**, type your email, and open the link in the email to set a new password.

New accounts. You can't sign up on your own: businesses are set up by Topex Store support, and staff join through an invitation email (4.4). The sign-up page says "Sign up is by invitation".

4.3 Signing in at a till with a PIN

A till that has been **paired** (set up as a fixed till, see 8.9) can show a staff list. Staff tap their name and type their **till PIN**.

1. On the sign-in page, choose the **Till PIN** tab, or open the till's PIN screen directly.
2. Tap your name.
3. Type your PIN on the keypad.

Rules:

- The PIN works only on that till, and only in that till's store.
- An Admin or Manager signed in by PIN has **Manager** powers at most.
- The Owner is not on the list.
- After each sale, the till can ask for the PIN again (**Settings › Till & cash › Ask for PIN after each sale**), so the next person can't sell under your name.
- You set your own PIN in **My account › Password & security › Till PIN**. A Manager can **reset** a cashier's PIN in **Users**.

4.4 Accepting an invitation

1. Open the invitation email and click the link.
2. Check the business name and the role you are invited as.
3. If you are new, set your name and password. If you already have an account, sign in.
4. Click **Accept** to join, or **Decline** to refuse.

Invitations are sent by an **Admin or the Owner**. They can be **resent** or **revoked** from **Users** by an Admin or the Owner; Managers can see who has been invited.

4.5 Verifying your email

New accounts must confirm their email with a 6-digit code. Type it on **Verify email**. Click **Resend** if it didn't arrive; check the spam folder too.

4.6 Installing the app

The app can be installed like a normal program. It then opens in its own window, gets an icon, and lets the till work offline.

- **Computer (Chrome or Edge):** click **Install app** at the bottom of the back-office menu (labelled *Desktop*), or **Install as an app on this computer** in the till's account menu.
- **Android:**
- back office: tap the green **Install** button in the top bar, or **Install app · Phone** in the ☰ menu;
- till: avatar menu › **Install as an app on this device**;
- manager console: avatar menu › **Install as an app**.
- **iPhone or iPad:** tap **Install**. The app shows the steps: **Share › Add to Home Screen › Add**.
- **Inside WhatsApp, Facebook or Instagram:** in-app browsers can't install. Tap ⋮ or … › **Open in browser** first.

The Install button disappears once you are using the installed app.

4.7 Around the screen

Back office.

- The left menu groups pages under **Sell**, **Stock**, **Money** and **Business**. Part 10 covers every page.
- At the top of the menu is the **business switcher**, for changing business.
- At the bottom are **Install app**, **Open POS**, **Manager console**, your account menu (**My account**, **Appearance**, **Sign out**), the light/dark switch and the button that collapses the menu.
- On a phone, the menu opens from the ☰ button.
- Many lists have an **Export** menu (PDF, Excel, CSV).
- A **Getting started** checklist appears until the business is set up.

Manager console.

- Tabs across the top: **Overview**, **Approvals** (with a count), **Adjustments**, **Products**, **Shifts**, **Reports** and **Offline sales** (with a count).
- **Back to till** and **Back office** links (the latter for Owners and Admins).

- The theme switch, and the avatar menu (**Back to till**, **Back office**, **My account**, **Switch business**, **Install as an app**, **Appearance**, **Sign out**).

Till.

- The top bar shows the store and till name.
- Tabs: **Sale**, **Held** (with a count), **Returns** and **Shift**.
- The today dashboard button.
- The avatar menu: **Lock till**, **Manager console**, **Back office**, **Install**, **Appearance** and **Sign out**.

4.8 Light and dark mode

Use the sun/moon switch in any workspace, or **My account › Preferences › Theme**.

Part 5. Getting help from Topex Store support

5.1 How to contact support

Use the contact details Topex Store gave you when your business was set up. The same details are shown on the app's **suspended** and **closed** screens. When you write, include:

- your **business name** and the **store** concerned;
- your name and role;
- what you were doing, what you expected and what happened;
- a screenshot if you can.

Most questions are answered in this guide. Part 23 lists the common ones.

5.2 Things only support can do

You need to...	How to ask
Reopen a closed store	Open the store in **Stores** and click **Request reopening**. Add a short message (why, and from when). Support is emailed straight away and replies to you
Delete a store (one with no sales or purchase orders)	Contact support
Lift a suspension	The suspended screen shows support's contact details. Staff can tap **Remind owner** to alert the Owner
Reopen a closed business	Contact support from the "This business has been closed" screen
Set up another business	Contact support

5.3 Why reopening and deleting stores go through support

Your plan follows the number of open stores (Part 20). Closing or deleting a store can move you to a cheaper plan, and reopening one moves you back up. To keep plans fair and correct, Topex Store support reopens closed stores and deletes stores for you. Closing a store is still something the Owner can do any time.

Part 6. Business owner

The Owner is the most powerful person **inside one business**. This chapter lists what only the Owner can do. Everything an Admin can do (Part 7) is also open to the Owner.

6.1 Owner-only actions

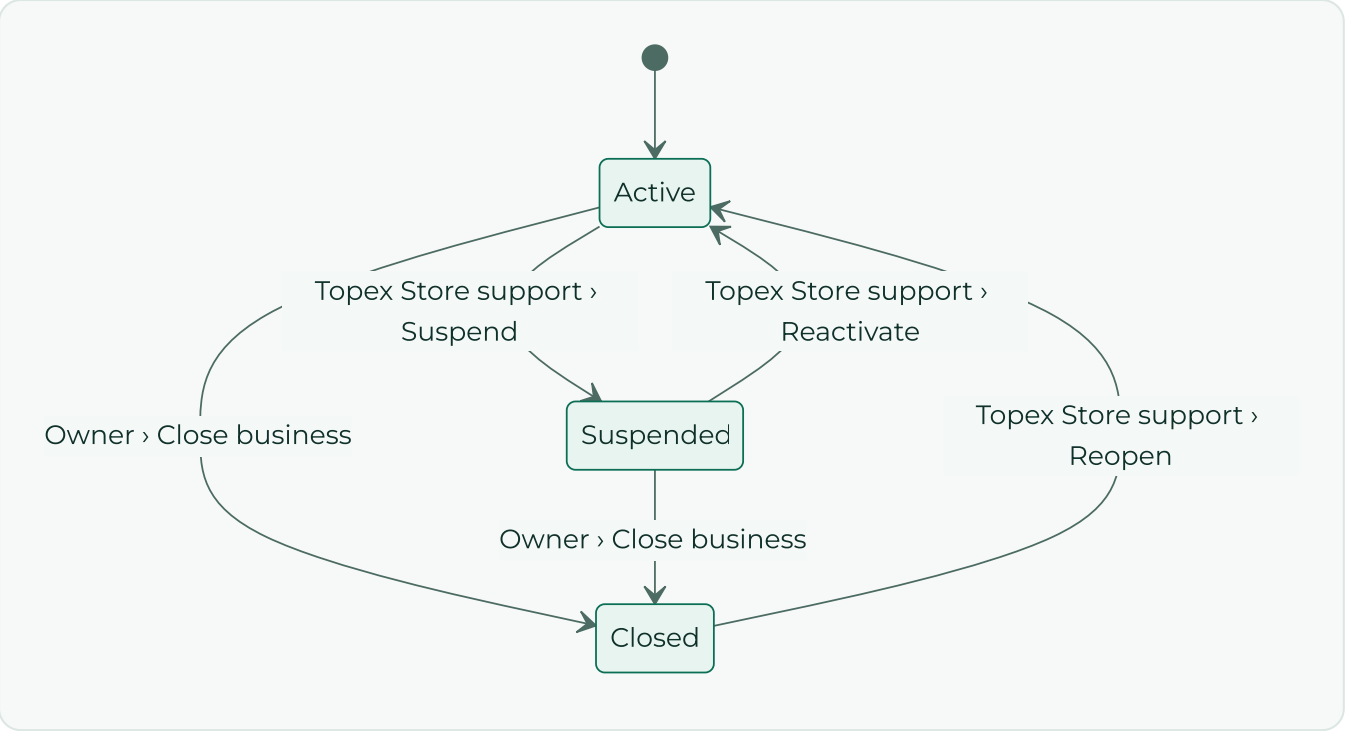
Action	Where	Notes
Close a store	Back office › **Stores** › store › **Close store**	Admins see "Only the owner can close a store." Closing a store may move the business to a cheaper plan (Part 20). Only Topex Store support can reopen a closed store; they're told about every store that closes.
Unpair a till	Back office › **Stores** › store › **Registers**	Signs the till device out and removes its offline key.
Invite an Admin or make someone an Admin	**Users › Invite**, or a user's role	Admins can invite Managers and Cashiers only ("Only the owner can invite admins").
Change, cancel or resume the plan	**Plan & billing**	Admins can view the plan and its usage but not change it.
Transfer ownership	**Plan & billing › Transfer ownership**	Pick an active member and confirm with your password. They become Owner; you become Admin.
Close / delete the business	**Settings** (danger zone)	Everyone is signed out of it. Only Topex Store support can bring it back.
Change the Owner's own access	n/a	Nobody else can edit, suspend or remove the Owner.

6.2 The Owner on the till

The Owner isn't on the till's PIN list. To sell or approve at a till, the Owner signs in with **email and password**. The Owner can also set a **till PIN** in **My account**, and use it as a **manager PIN** to approve a cashier's refund or price change on the spot (see Part 14).

6.3 What happens when the Owner closes the business

Figure 5. Closing and reopening a business.



> **Figure 5 described.** A business is normally **Active**.

- **Suspended** (set by Topex Store support): members can sign in but see a screen explaining that the business is suspended, with the support contact details. Cashiers can tap **Remind owner** to email the Owner. Only Topex Store support can **reactivate** it.
- **Closed** (set by the Owner): the business disappears from everyone's business list. Members who try to open it see a professional "This business has been closed" screen and can't create a new business there. Only Topex Store support can **reopen** it, and then all its data is back.

6.4 What the Owner can do (summary)

- ✓ Everything in Part 7 (Admin), Part 8 (Manager) and Part 9 (Cashier).
- ✓ The owner-only actions in 6.1.

6.5 What the Owner cannot do

- × Create a new business (ask Topex Store support).
- × See or change other businesses.
- × Suspend, reactivate or reopen businesses; that's Topex Store support's job.
- × Reopen their own business after closing it (ask Topex Store support).
- × Reopen a closed store or delete a store: use **Request reopening** to ask Topex Store support.
- × Remove themselves or step down without transferring ownership first.
- × Use Owner powers through a till PIN.

Part 7. Admin

The Admin runs the business day to day, across **all stores**. Admins work in the **Back office**.

7.1 What the Admin can do

Stores and tills

- ✓ Add stores and edit them (name, address, phone, store manager). Adding a store beyond the plan's limit moves the business to the next plan automatically and tells everyone (Part 20).
- ✓ **Request reopening** of a closed store (Topex Store support reopens it).
- ✓ Add and edit tills (registers) and **pair** a till for PIN and offline use.
- ✓ Add hardware devices (receipt printer, barcode scanner, cash drawer, customer display, card terminal, scale).
- ✓ Turn payment methods on and off: cash, card, mobile money (with a merchant/till number), bank transfer (bank, account name and number), store credit.

People

- ✓ Invite **Managers** and **Cashiers**, assign them to stores, change their role between Manager and Cashier, and change their stores.
- ✓ **Suspend** and **reactivate** members, and **remove** them (never the Owner, never yourself).
- ✓ Resend or revoke invitations. If an email can't be sent, copy the invitation link and send it yourself.
- ✓ Reset till PINs and set cashier work schedules (also open to Managers).

Settings

- ✓ Change every tab in **Settings** (Part 11): Business, Till & cash, Receipts, Payments, Hardware, Notifications.
- ✓ Tax rates (**Taxes**): add, edit and remove rates, and decide whether they're included in prices.

Money

- ✓ **Capital, loans & assets**: record owner capital and drawings, loans and repayments, fixed assets with depreciation, transfers between accounts, and tax payments. Also the finance settings and summary.
- ✓ **Financial statements**: statement of financial position, income statement, cash-flow statement, changes in equity, and the capital, loans and fixed-asset registers. Managers can't see these.
- ✓ Expenses and budgets.

Oversight

- ✓ The **Activity log**: who did what and when, across the business.
- ✓ **Export all business data**.
- ✓ View the plan, its usage and invoices (but not change it).

Approvals

- ✓ Approve or reject any request, **including their own**. A Manager needs another person to decide the Manager's own request.

Everything a Manager and a Cashier can do, in every store.

7.2 What the Admin cannot do

- × Close a store (Owner only).
- × Reopen a closed store or delete a store (Topex Store support only; use **Request reopening**).
- × Unpair a till (Owner only).
- × Invite Admins or make anyone an Admin (Owner only).
- × Change, cancel or resume the plan.
- × Transfer ownership, or close or delete the business.
- × Edit, suspend or remove the Owner.
- × Change their own role.
- × Create new businesses (Topex Store support only).
- × Use Admin powers through a till PIN (limited to Manager).

Part 8. Manager

The Manager runs **the stores they are assigned to**. Managers work in the **Manager console**, and can sell on the till.

8.1 Manager console: Overview

The **Overview** tab is the store's live dashboard:

- **Today's key figures** (sales, transactions, average sale, refunds), each compared with the previous period;
- sales through the day;
- **sales by cashier**;
- open shifts;
- waiting approvals;
- low-stock items;
- the store picker, if the manager has more than one store.

8.2 Approvals

A list of requests waiting for a decision, and a count on the tab. Four kinds:

Request	Raised when
Refund	A cashier's return is above the refund approval limit (Settings › Till & cash)
Void sale	A cashier voids a sale
Price override	A cashier changes a price without a manager PIN
Stock adjustment	A cashier records a stock count that doesn't match

Open a request, check the details and the reason, add a note, and click **Approve** or **Reject**. The till that asked updates by itself. A Manager can't decide their own request; an Admin or the Owner can (see Part 14).

8.3 Adjustments

Stock corrections for the store:

- **Damaged**, **Lost**, **Found**, **Expired** and **Count correction**.
- Choose the product, type the counted quantity or the change, and pick a reason.
- A Manager's adjustment applies **straight away**. A cashier's waits for approval.
- Export the list (PDF, Excel, CSV).

8.4 Products

The store's products with stock on hand. Search, see low and "below zero" stock, change stock levels, and see each product's **stock history**: every sale, return, receipt, transfer, adjustment and void.

8.5 Shifts

All shifts in the store: **Open**, **On break**, **Closed**, **Needs review** (cash out by more than the review threshold) and **Signed off**.

1. Open a shift to see the cash counts, cash movements (drops, payouts, float top-ups), expected cash, counted cash and the **variance**.
2. Click **Review** to note what happened.
3. Click **Sign off** to close the matter.

8.6 Reports

Store reports with a period picker (today, yesterday, this week, this month, a custom range):

- sales summary, sales by product, sales by category (opens on **today**), by cashier, by payment method, by hour and by day of week;
- tax, discounts, refunds and voids;
- shifts and cash variance;
- inventory valuation and low stock;
- expenses and profit and loss;
- top customers.

Every report downloads as PDF, Excel or CSV. **Financial statements are not shown to Managers.**

8.7 Offline sales

Sales made while a till had no internet appear here after they sync. Review them, especially any that went through **with problems** (for example, stock that ran out on another till in the meantime). Mark them as checked.

8.8 Day close

Day close lives on the **Shifts** tab. At the end of the day, the Manager picks the date and checks every shift of that day: takings by payment method, drops and payouts, expected cash, counted cash and variance. The Manager can close a shift a cashier left open, then **signs off the day**.

8.9 Pairing a till

Pairing turns a computer or tablet into a fixed till for one register. It can then show the staff PIN list and sell offline.

1. On the device, open the till and choose the register (**Choose a till**).
2. As a Manager or above, choose to pair it.
3. The device keeps a key. Pairing again replaces the key and signs the old device out.

Unpairing is Owner only.

8.10 People tasks

- ✓ See the staff list and invitations.
- ✓ **Reset a cashier's till PIN.**
- ✓ Set **work schedules** for cashiers in their own stores (**Users › Schedules**). When schedules are switched on in Settings, cashiers can only sign in during their hours, plus the early and late grace times.

8.11 Manager permissions that live in the back office

Managers are allowed to do the jobs below in their own stores:

- products, categories and stock levels;
- **transfers** between stores;
- **suppliers** and **purchase orders** (including receiving deliveries and the purchase order PDF);
- **expenses** and budgets;
- **promotions**;
- editing customers;
- the plan's usage figures.

> **Good to know:** the screens for most of these (Purchase orders, Suppliers, Transfers, Expenses, Promotions, Customers) are in the **Back office**, which Managers don't open. In practice, the Owner or an Admin does these jobs. The Manager console covers products, stock and adjustments.

8.12 What the Manager can do (summary)

- ✓ Everything a Cashier can, plus:
- ✓ Approve or reject refunds, voids, price overrides and stock adjustments, in the console or **on the spot** at a till by typing their **manager PIN**.
- ✓ See the **whole store's** sales and shifts, not just their own.
- ✓ Products, stock and counts in the console; transfers, suppliers, purchase orders, expenses, promotions and customer edits are permitted but done in the back office (see 8.11).
- ✓ Review and sign off shifts, close the day, and review offline sales.
- ✓ Reset cashier PINs and set cashier schedules in their stores.
- ✓ Pair tills.
- ✓ All store reports, with exports.

8.13 What the Manager cannot do

- × Work in stores they're not assigned to.
- × Decide their own approval request.
- × Open the back office.
- × See financial statements, capital, loans or fixed assets.

- ✕ Change business settings, payment methods or tax rates.
- ✕ Add, delete or close stores, or add tills.
- ✕ Invite people, change roles, or suspend or remove members.
- ✕ See the activity log or export all business data.
- ✕ Unpair a till, or touch the plan.

Part 9. Cashier

The Cashier sells at the **till** in their assigned store. The till is designed for speed: large buttons, keyboard and scanner support, and it keeps working offline.

9.1 Choose a till and open a shift

1. Sign in (email and password, or PIN on a paired till).
2. If the store has more than one till, **Choose a till**.
3. On **Open shift**, count the money in the drawer note by note (**Enter how many of each**). The app adds it up; this is the **Opening float**. The default float comes from Settings.
4. Click **Open shift**.

If schedules are switched on, a cashier can only open a shift during their scheduled hours.

9.2 Making a sale

Figure 6. A sale at the till.

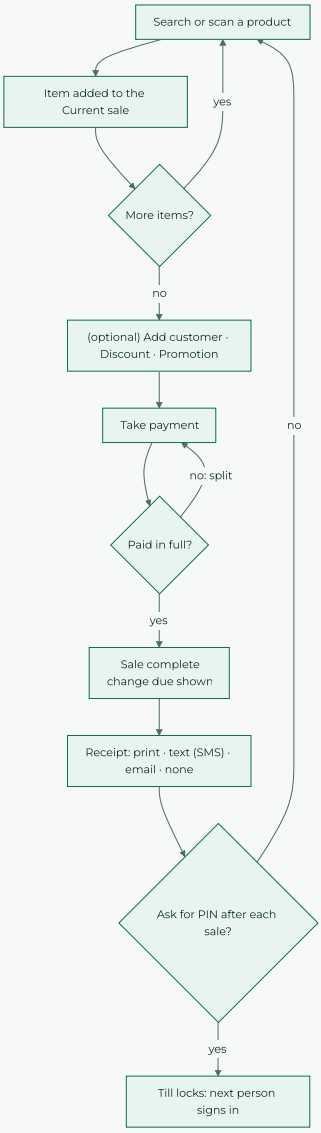


Figure 6 described.

1. **Find the product.** Scan its barcode, or type in **Search or scan** (name, SKU or barcode). Category tiles are a third way.
2. **Build the basket.** Each item lands in **Current sale**. Change the quantity or remove a line there. Repeat until done.
3. **Optional extras:** - attach a customer (**Search customers** by name or phone, or add a new one) so they earn loyalty points; - apply a **Discount**; - let an active **promotion** apply by itself.
4. **Take payment.** Choose cash, card, mobile money, bank transfer or store credit. One sale can be **split** across several methods. - For cash, type the amount tendered; the till shows the **Change due**. - For mobile money, card or bank transfer, type the reference.
5. **Sale complete.** The screen shows the receipt number and the change to give.

6. **Receipt.** Print it, text it (SMS), email it, or skip it. Above the "receipt required" amount in Settings, a receipt is needed.
7. **Lock or continue.** If **Ask for PIN after each sale** is on, the till locks for the next person. Otherwise it's ready for the next sale.

Custom item: for something not in the product list, use **Custom item**: a description, price and quantity.

Discount on a line: Discount lets you take a percentage off, or set a new price, with a reason. For a cashier, it follows the same rule as a price change below.

Price change at the till:

- Some products allow a price override; others don't.
- If a cashier changes a price, the till asks for a **manager PIN**. A Manager types it on the spot and the price changes at once.
- Without a PIN, a **price override request** goes to the manager console and the till shows "Price change waiting for a manager".

Selling at zero stock: if **Sell when stock shows zero** is on in Settings, the till sells even when the record shows no stock. On-hand goes below zero, and a Manager corrects it later with a count.

9.3 Hold and resume

- Click **Hold** to park a sale (for example, a customer goes to fetch something). It moves to **Held sales**.
- Open the **Held** tab and pick the sale to continue it.
- Held sales expire when the shift closes.
- Holding can be switched off in Settings (**Allow parking sales**).

9.4 Returns and exchanges

1. Open **Returns** and find the original sale by **Receipt number** (or search).
2. Choose the items and the **Return qty**.
3. Pick a **Reason** for each line: - **Damaged** or **Expired**: not put back into stock; - **Wrong item**, **Changed mind** or **Other**: put back into stock.
4. Choose **Refund to**: the original payment method, cash, or store credit.
5. Confirm. The screen shows the **Refund total** and the **Tax refunded**.

If the refund is **above the refund approval limit**, a Manager must approve it: either type the manager PIN now, or the till shows "Waiting for a manager" until the console approves.

9.5 Voiding a sale

A cashier can ask to void a sale, which cancels it and puts the stock back. A cashier's void **always** needs a Manager: either a manager PIN on the spot, or a request in the console.

9.6 Moving cash during the shift

Open **Shift › Move cash**:

Type	Meaning
Cash drop	Taking extra cash out of the drawer to the safe (an alert can remind you above an amount set in Settings)
Payout	Paying something from the drawer (for example a delivery fee); give the reason
Float top-up	Adding change to the drawer

Every movement is recorded on the shift and counts towards the expected cash.

9.7 Break and lock

- **On break** pauses your shift; the till locks.
- **Lock till** (avatar menu) locks the screen without ending anything. On a paired till, locking works offline too.

9.8 Today dashboard

The dashboard button on the till shows **your own** figures for today:

- sales;
- transactions;
- payment methods;
- top products;
- **sales by category**.

Managers can switch it to the whole store; cashiers see only their own.

9.9 Closing the shift

1. Open **Shift › Close shift**.
2. Count the drawer note by note (**Counted**).
3. The till compares it with the **Expected cash** (opening float + cash sales − cash refunds ± cash movements) and shows the **Variance**.
4. Add a note if needed and confirm. The till prints the **shift report**.

If the variance is more than the review threshold (10.00 by default), the shift is marked **Needs review** for the Manager.

9.10 Selling offline

If the internet drops, the till shows an **offline** badge and keeps selling on a paired till with offline selling on. Sales are stored safely on the device and sent automatically when the connection returns (Part 18).

9.11 What the Cashier can do

- ✓ Open, pause and close **their own** shift, and move cash during it.
- ✓ Sell, hold and resume sales, and take any enabled payment method, including split payments.
- ✓ Add customers, find them by name or phone, and see their purchases and loyalty points.
- ✓ Create returns (refunds up to the approval limit go through at once).
- ✓ See their own sales, shifts and today's figures, including sales by category.
- ✓ Record a stock count. It waits for a Manager's approval.
- ✓ Sell offline on a paired till.
- ✓ Set their own till PIN and notification preferences.

9.12 What the Cashier needs approval for (PIN)

- PIN Refunds above the refund approval limit.
- PIN Voiding a sale.
- PIN Changing a price (always a manager PIN when the product doesn't allow overrides).
- PIN Stock adjustments after a count.

9.13 What the Cashier cannot do

- × Open the manager console or the back office.
- × See other cashiers' sales or shifts, or the whole store's figures.
- × Act on another cashier's sale or shift.
- × Approve anything.
- × Edit products, prices, categories, stock levels, suppliers, purchase orders, promotions or expenses.
- × Edit existing customers (adding new ones is fine).
- × Change any setting, or see any report beyond their own today figures.
- × Sign in outside scheduled hours when schedules are on.
- × Work in a store they aren't assigned to.

Part 10. The back office, page by page

The back office is for the **Owner and Admins**. This part walks through every item in the left menu, what is on the page, and who can change it.

10.1 Dashboard

The business at a glance for the chosen period and store (or all stores):

- **Key figures** (sales, transactions, average sale and more), each compared with the previous period;
- the sales trend;
- top products, sales by category and sales by payment method;
- **sales by cashier**;
- cash in drawers and the state of the tills;
- recent sales;
- low-stock and out-of-stock alerts;
- waiting approvals, and shifts that need review;
- the **Getting started** checklist until set-up is done.

Who	Access
Owner, Admin	✓ All stores

10.2 Sell

Sales

Every completed, voided and refunded sale.

- Filter by store, cashier, date, status and payment method.
- Open a sale to see its lines, discounts, taxes, payments, customer, receipt, and any returns or voids against it.
- Export the list.

Shifts

Every shift in every store: opening float, sales, cash movements, expected and counted cash, variance, and status. Review and sign off, as in the manager console.

Customers

The customer list: name, phone, email, visits, total spent and **loyalty points balance**.

- **New** adds a customer.
- Open one to see their purchases and points history (earned, redeemed, manual adjustment, reversed).
- Cashiers can add customers at the till; editing needs a Manager or above.

Promotions

Automatic offers the till applies by itself:

Type	Example
Percentage off	10% off all drinks
Fixed amount off	GH₵ 5 off the basket
Buy X get Y	Buy 2, get 1 free
Bundle price	3 for GH₵ 20

Each promotion has a scope (whole basket, a category, or chosen products), start and end dates, and the stores it runs in. The till shows the promotion's name under the line it discounted.

10.3 Stock

Products

The catalogue. Each product has:

- **name**, **SKU**, **barcode**, **description** and **image**;
- **category**, **supplier** and **tax rate**;
- **price** and **cost** (the cost drives profit and stock value);
- **Track stock**: off for services or items you don't count;
- **Show on POS**: hide items you don't sell over the counter;
- **Allow price override**: if off, a cashier always needs a manager PIN to change the price;
- **Sold by weight**, for loose goods;
- per store: **on hand**, **reorder point**, **reorder quantity** and an optional **shelf price** for that store.

Other actions on the page:

- **Import:** upload many products at once from a spreadsheet (Products › **Import**).
- **Export:** the product list per store as PDF, Excel or CSV.
- **Archive:** hide a product you no longer sell, keeping its history.

Categories

Groups of products, with a tile colour for the till (green, cyan, amber, coral, violet, grey). Categories drive the category tiles on the till and the **Sales by category** reports.

Purchase orders

Ordering stock from suppliers. See Part 16 for the full process.

Suppliers

Supplier details: contact, phone, email, address, tax ID and **payment terms** (cash on delivery, prepaid, net 7, net 14, net 21, net 30). Archive suppliers you no longer use.

Transfers

Moving stock between your stores. See Part 17.

10.4 Money

Expenses

Business costs: rent, electricity, salaries, transport and so on.

- Each expense has a date, a description, a category, an amount, a payment method, a payee, a reference, an optional store, notes and an attached receipt file. Expenses can be marked **recurring**.
- **Budgets** per category show spending against the plan.
- Managers and above.

Reports

All reports (Part 19), with period and store pickers and PDF, Excel and CSV download.

Capital, loans & assets (Owner and Admin only)

The business's books beyond daily trading:

- **Capital & drawings:** money the owner puts in or takes out.
- **Loans:** the lender, the amount, the interest, and repayments as they are made.
- **Fixed assets:** equipment and vehicles, with depreciation over their life.
- **Transfers:** moving money between **Cash on hand** and **Bank & mobile money**.
- **Tax payments:** tax actually paid to the authorities.
- **Finance settings** and the **finance summary**.

These feed the financial statements.

Taxes (Owner and Admin only)

Tax rates, for example VAT, NHIL and the GETFund levy. Each rate is **included** in the price, **added** on top, or **not applied**. Products use these rates.

10.5 Business

Stores

The list of stores with each one's status and today's sales. Open a store to see:

- its details;
- its **Registers** (tills) with their status (*online*, *idle*, *offline*, *not set up*);
- its **devices**;
- its payment methods;
- the **plan card**: stores used against the plan's limit, and the next plan.

Actions:

- **Add store** (Admin and Owner). Going over the plan's limit moves the business up a plan (Part 20).

- **Close store** (Owner only). The store stops trading: its tills turn off, its history is kept, and the plan may move down. The confirmation explains that only Topex Store support can reopen it.
- **Request reopening** (Owner and Admin, on a closed store). Owners and Admins can't reopen a closed store themselves. The store page says so, and **Request reopening** opens a dialog for a short message (why, and from when). **Send request** emails Topex Store support with your name and email, so they can reply to you.
- **Reopen store** and **Delete** (Topex Store support only). Both change the plan, so they're done by Topex Store support. Delete is only possible for a store with no sales or purchase orders, and the button is hidden for everyone else.
- **Pair** a till (Manager and above); **unpair** it (Owner only).

Users

The team. Four cards at the top count the people by role:

- **Owner**: shows the Owner's name and email;
- **Admins**;
- **Managers**;
- **Cashiers**.

Click a card to filter the list to that role; the **Role** filter offers the same four.

There are three tabs: **People**, **Pending invitations** and **Schedules**. Each person shows their role, stores, staff code, whether a till PIN is set, when they were last active, and their status (*invited*, *active*, *suspended*).

The **Owner** is listed like everyone else, but only the Owner can change the Owner's details. Others can open the Owner's page and see a note that this is the business owner.

Action	Who
Invite a Manager or Cashier	Admin, Owner
Invite an Admin, or make someone Admin	Owner only
Change a member's role or stores	Admin, Owner (never their own role, never the Owner)
Suspend / **Reactivate** / **Remove**	Admin, Owner (never the Owner, never yourself)
Reset PIN	Manager and above
Schedules (cashier working hours)	Manager (own stores), Admin, Owner
See the list and invitations	Manager and above
Edit the Owner	Owner only

Managers and Cashiers must be given **at least one store**. If an invitation email can't be sent, the screen shows "Email not sent: copy the link and send it yourself".

Activity log (Owner and Admin only)

A permanent record of important actions: who, what, when and in which store. For example:

- members invited, changed, suspended or removed;
- prices changed, stock adjusted, purchase orders exported;
- approvals decided, shifts closed, stores added or closed;
- plan changes;
- requests to reopen a store.

Filter it and export it. Admins don't see what the Owner did; the Owner sees everyone.

Settings

See Part 11.

Plan & billing

Always in the menu. It shows:

- the **current plan** and its price;
- **usage** against the plan: stores, registers, users and products, for example "Stores 6 of 20";
- the **plans** side by side (Starter, Growth, Pro, Business), with a Monthly/Yearly switch;
- for the Owner: the billing email and **Transfer ownership**. Pick an active member as **New owner**, click **Transfer**, and confirm with your password. They become Owner and you become an Admin.

The Owner changes, cancels or resumes the plan; Admins can only view.

Part 11. Settings, tab by tab

Back office › Settings. Everyone can *read* the settings (the till needs them). Only the **Owner and Admins** can change them.

11.1 Business

Field	Meaning
Business name / **Legal name (optional)**	The trading name and the registered name. They appear on receipts, purchase orders and reports.
Country, **Industry**	Used for defaults and reports
Currency code / **Currency symbol**	Default GHS / GH₵
Phone, **Email**, **Tax ID**	Printed on receipts and purchase orders
Logo	Printed on receipts and the purchase order letterhead
Time zone	The business day (default Africa/Accra)
Prices include tax	On: shelf prices already include tax. Off: tax is added at the till
Show tax breakdown	Show tax lines on receipts
Close this business	Owner only, at the bottom of Settings (Part 6)
Transfer ownership	Not here: it's on **Plan & billing** (Owner only)

11.2 Till & cash

Setting	Default	Meaning
Ask for PIN after each sale	On	The till locks after every sale
Allow parking sales	On	Cashiers can hold sales
Sell when stock shows zero	On	Sell even when the record shows none; on-hand goes negative
Prompt for a customer	On	The till asks whether to attach a customer to each sale
Refund approval limit	GH₵ 100	Refunds above this need a Manager
Receipt required above	GH₵ 500	Sales above this must produce a receipt
Default opening float	GH₵ 500	Suggested float when a shift opens
Cash rounding	Off	Round cash totals, for example to the nearest 0.10

Setting	Default	Meaning
Cash drop alert above	Off	Remind the cashier to drop cash when the drawer holds more
Loyalty	0.10 points per GH₵ 1, 1 point = GH₵ 0.01	How customers earn and redeem points
Only during scheduled hours	Off	Cashiers can sign in and sell only within their schedule
May sign in early by (minutes)	15	Grace before a scheduled start
May keep starting sales after the end for (minutes)	30	Grace after a scheduled end

11.3 Receipts

Setting	Meaning
Header	A line at the top, for example the store slogan
Footer	A line at the bottom (default "Thank you for shopping with us.")
Print logo	Print the business logo
Offer text and email receipts	Show the SMS and email options after a sale

11.4 Payments

Turn each payment method on or off for the till:

Method	Details to fill in
Cash	none
Card	none (an optional card terminal goes under Hardware)
Mobile money	**Merchant / till number (optional)**
Bank transfer	**Bank**, **Account name and number**, shown to the cashier so the customer can pay
Store credit	Used for refunds to credit and for paying with it

11.5 Hardware

Add device: a receipt printer, barcode scanner, cash drawer, customer display, card terminal or scale. Give its **Model (optional)** and **Connection**, and which till it belongs to.

11.6 Notifications

Each member chooses which alerts they get, and how (email, SMS or in-app):

Alert	Sent when
Approval waiting	A cashier's request needs a decision
Shift closed short	A shift closed with missing cash
Low stock	A product falls to its reorder point
Purchase order late	A purchase order passes its expected delivery date
Daily summary	Once a day, the day's figures
Billing	Plan and invoice news

Everyone, including cashiers, can set their own notification preferences.

Part 12. Selling: the full journey of a sale

Figure 7. The life of a sale.

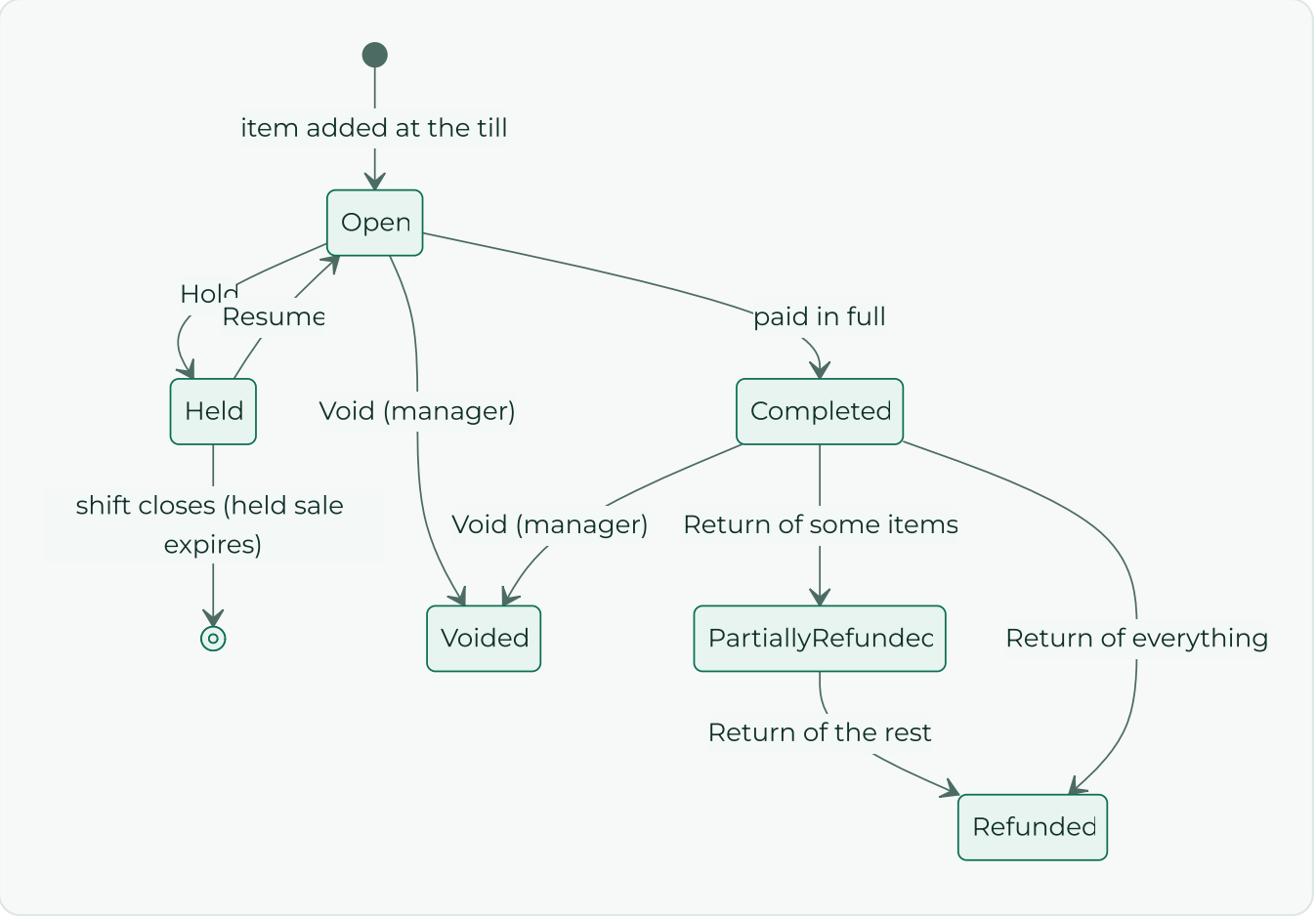


Figure 7 described.

- A sale starts as **Open** when the first item goes in.
- It can be **Held** and **resumed** any number of times. Held sales expire when the shift closes.
- When fully paid it becomes **Completed**: stock goes down, the customer earns points, and a receipt number is issued.
- A completed sale can later be **partially refunded** and then **refunded**, through returns.
- It can be **voided** by a Manager (or by a cashier with a manager's approval). A void puts all stock back and reverses the customer's points and spend.

Stock movements. Every change of stock is written to the product's history as one of these types:

- sale;
- return;
- purchase receipt;
- adjustment;
- opening stock;
- transfer in;
- transfer out;

- void.

The history never changes after the fact; corrections are new entries.

Part 13. Cash and shifts

Figure 8. A shift from start to finish.

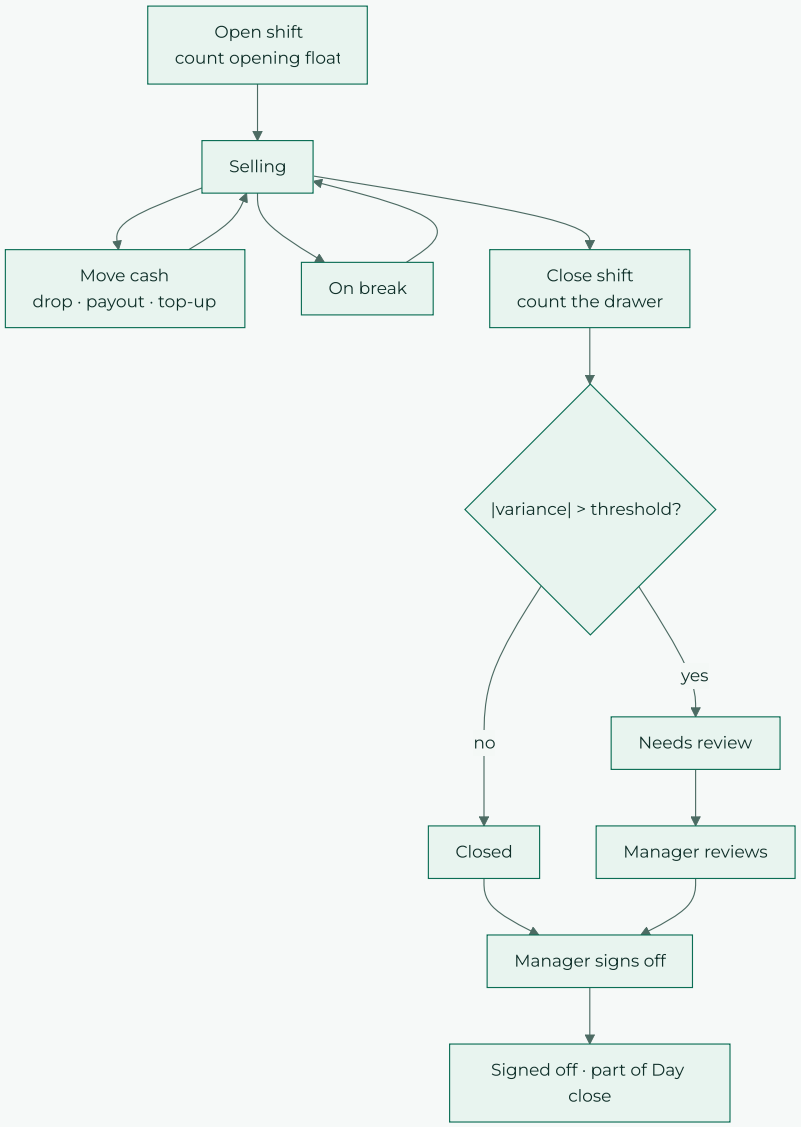


Figure 8 described.

1. The cashier **opens** the shift by counting the float.
2. **Selling.** During the shift the cashier can **move cash** (drop, payout, top-up) and go **on break**, which locks the till.
3. **Closing.** The cashier counts the drawer again. The app works out the **expected cash**:

> opening float + cash sales − cash refunds + float top-ups − cash drops − payouts

4. The **variance** is counted minus expected. A positive variance means extra money; a negative one means money is missing.

5. If the variance is more than the review threshold (10.00 by default), the shift becomes **Needs review**.
6. A Manager reviews it with a note and **signs it off**.
7. The Manager then **signs off the day** on the Shifts tab (Day close).

Who can see which shifts:

Role	Shifts visible
Cashier	Their own only
Manager	All shifts in their stores
Admin, Owner	All shifts in all stores

Part 14. Approvals and the manager PIN

Four actions are guarded because they move money or stock:

- **refunds** above the limit;
- **voids**;
- **price overrides** (including line discounts);
- **stock adjustments**.

Figure 9. How an approval is decided.

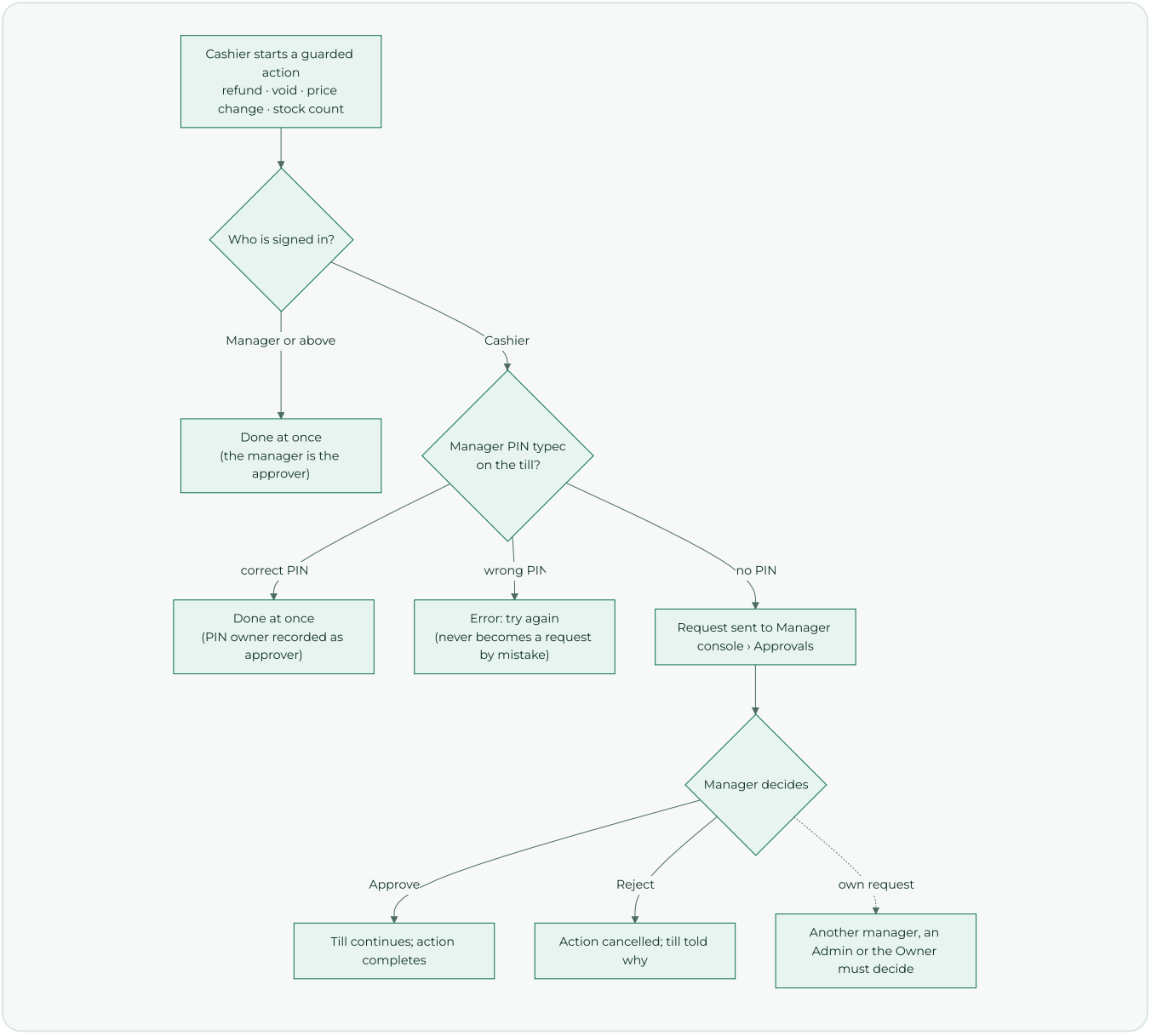


Figure 9 described.

1. **Who is signed in.** If a Manager, Admin or Owner is signed in, the action goes through at once, recorded under their name.
2. **A cashier with a PIN.** A Manager (or Admin or Owner) can walk over and type their **manager PIN** on the till. If it's correct, the action goes through with that person recorded as the approver.

3. **A wrong PIN** is an error and does nothing, so a typo never silently turns into a remote request.
4. **No PIN.** The till sends a **request** to **Manager console › Approvals** and shows "Waiting for a manager".
5. **The decision.** The manager approves or rejects it, and the till carries on or is told why.
6. **Own requests.** A Manager can't decide their own request; another Manager, an Admin or the Owner must.

When each action needs approval:

Action	Cashier	Manager+
Refund **at or under** the refund approval limit	✓ goes through	✓
Refund **over** the limit	PIN	✓
Void a sale	PIN always	✓
Change a price / discount a line (product allows overrides)	PIN	✓
Change a price on a product that **doesn't** allow overrides	PIN manager PIN required	✓
Stock count that differs from the record	PIN	✓ applied at once

Who has a manager PIN: any **active** Manager, Admin or Owner who has set a till PIN in **My account**. The PIN works across the business.

Part 15. Stock: counts and adjustments

Figure 10. Correcting stock.

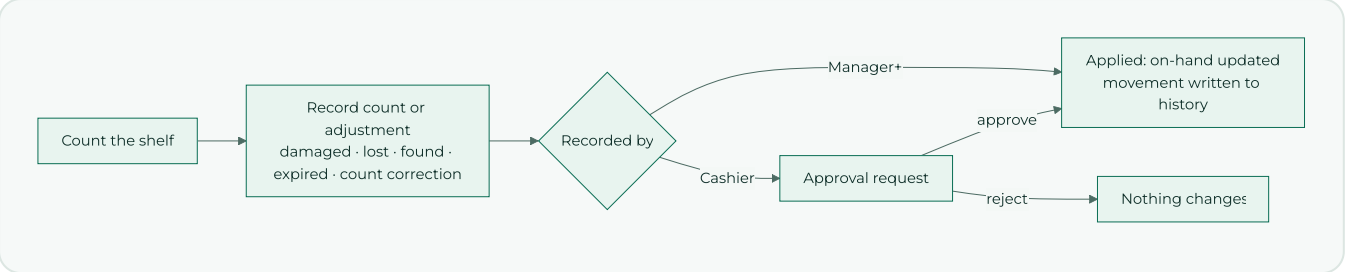


Figure 10 described.

1. Someone counts the products on the shelf.
2. They record the result as a **count** (the new on-hand number) or as an **adjustment** with a reason (damaged, lost, found, expired, count correction).
3. If a **Manager or above** recorded it, it's applied at once: on-hand changes and an *adjustment* line appears in the stock history.
4. If a **cashier** recorded it, it waits for approval. A rejected adjustment changes nothing.
5. If the count matches the system, there's nothing to adjust and the app says so.

Reorder point. When on-hand falls to a product's reorder point in a store, the product shows as **low stock** on dashboards and reports, and the Low stock alert is sent.

Part 16. Purchase orders

Figure 11. The life of a purchase order.

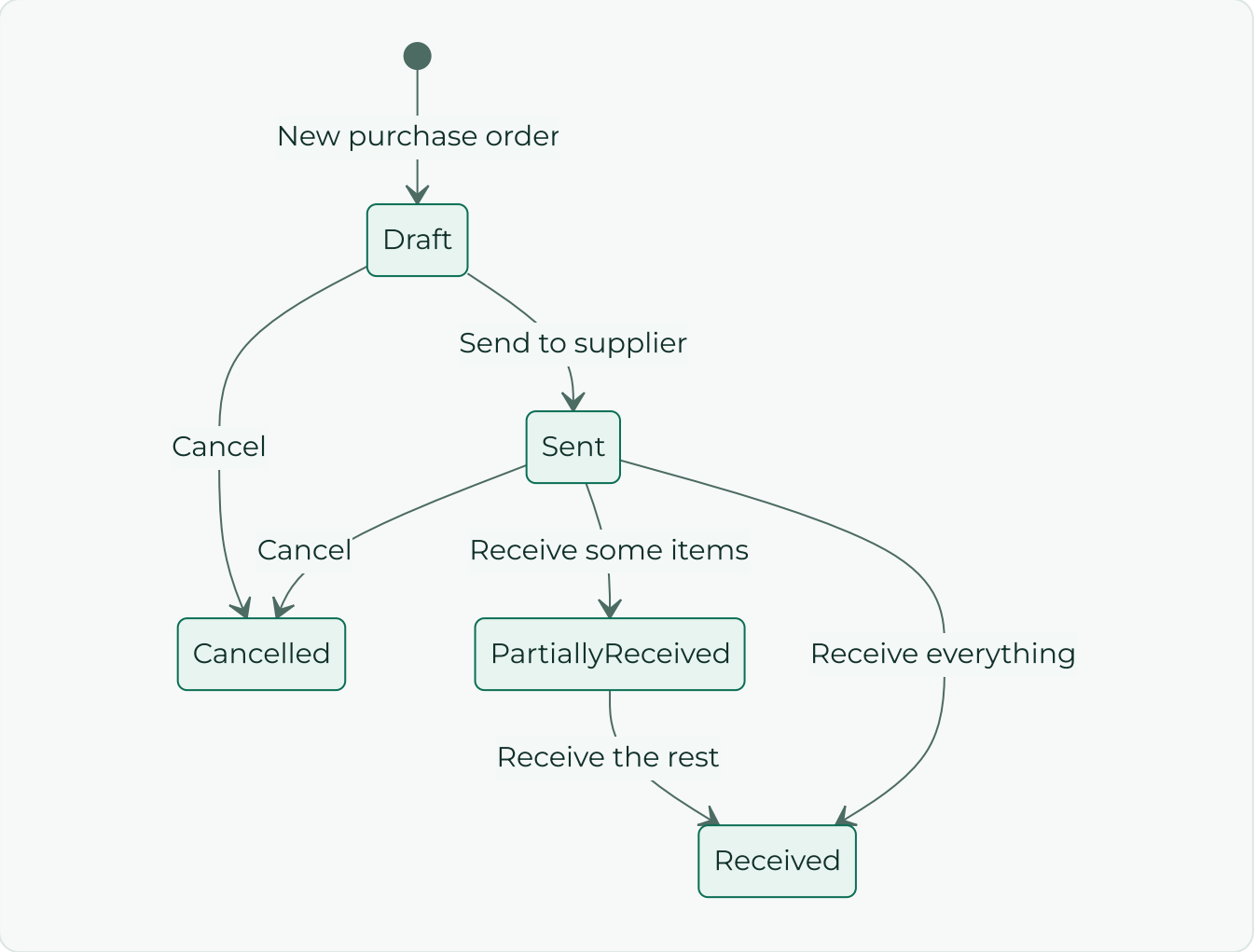


Figure 11 described.

1. **New.** A Manager or above creates a purchase order in **Back office › Purchase orders › New**: - supplier and the store to deliver to; - expected delivery date and payment terms; - the items, with quantities and unit costs; - delivery cost and tax; - a note to the supplier.

It starts as a **Draft**. 2. **Send.** It becomes **Sent**. Download the professional **PDF**, with: - your letterhead and logo; - the supplier and deliver-to cards; - the item table with a write-in **Counted** box per line; - totals, receiving notes, signature lines and page numbers.

Send it to the supplier, or print it for the receiving clerk. 3. **Receive.** When goods arrive, open **Receive**, type what came in, and confirm. Stock goes up by those quantities (*purchase receipt* movements). 4. **Part deliveries.** If only part arrived, the order is **Partially received** until the rest comes; then it's **Received**. 5. **Cancel.** A draft or sent order can be **Cancelled**. When receiving, the product's cost can be updated to the new unit cost. 6. **Late orders.** An order past its expected date triggers the **Purchase order late** alert.

Purchase orders also export to Excel and CSV.

Part 17. Transfers between stores

Figure 12. Moving stock from one store to another.

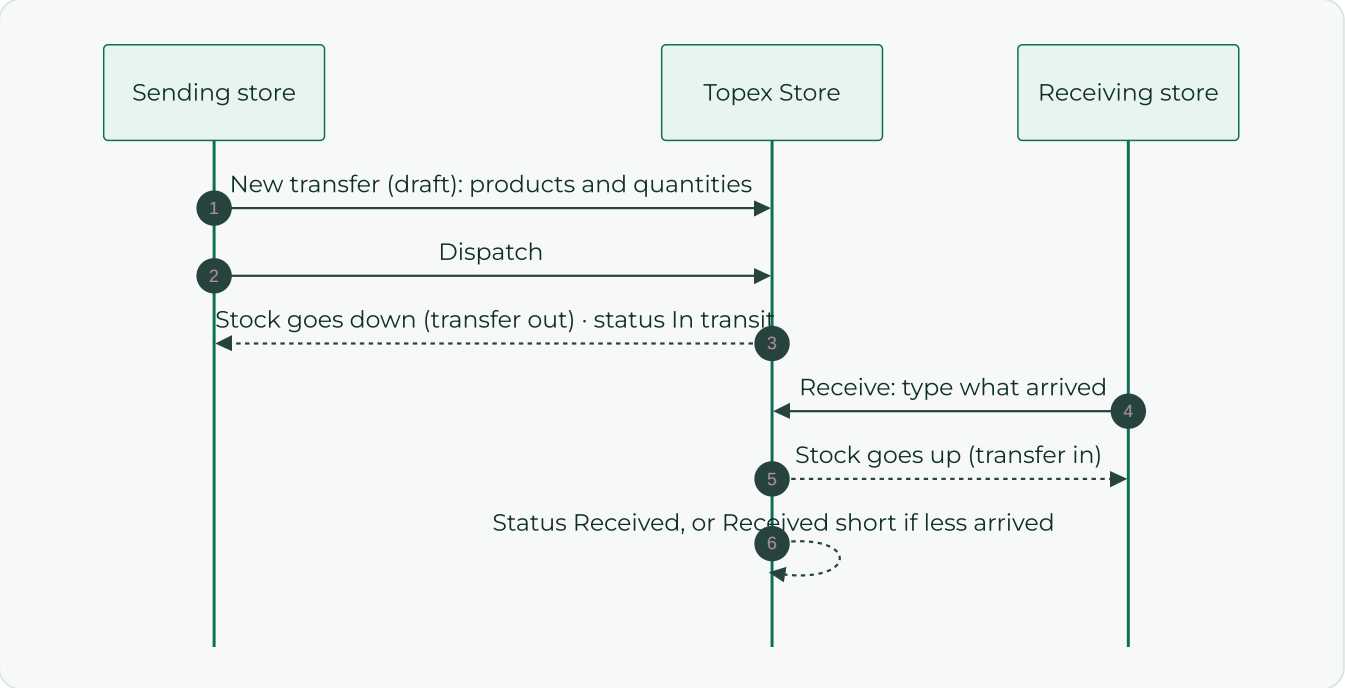


Figure 12 described.

1. A Manager or above creates a transfer in **Back office › Transfers › New**: the sending store, the receiving store, and the products with their quantities. It starts as a **Draft**.
2. **Dispatch.** The goods leave the sending store: its stock goes down (*transfer out*) and the transfer is **In transit**.
3. **Receive.** The receiving store types what actually arrived, and its stock goes up (*transfer in*).
4. **The result.** If everything arrived, the status is **Received**. If less arrived, it's **Received short**, so the gap is visible.
5. **Cancel.** A transfer can be **Cancelled** before it's received.

Part 18. Offline selling

Figure 13. What happens when the internet drops.

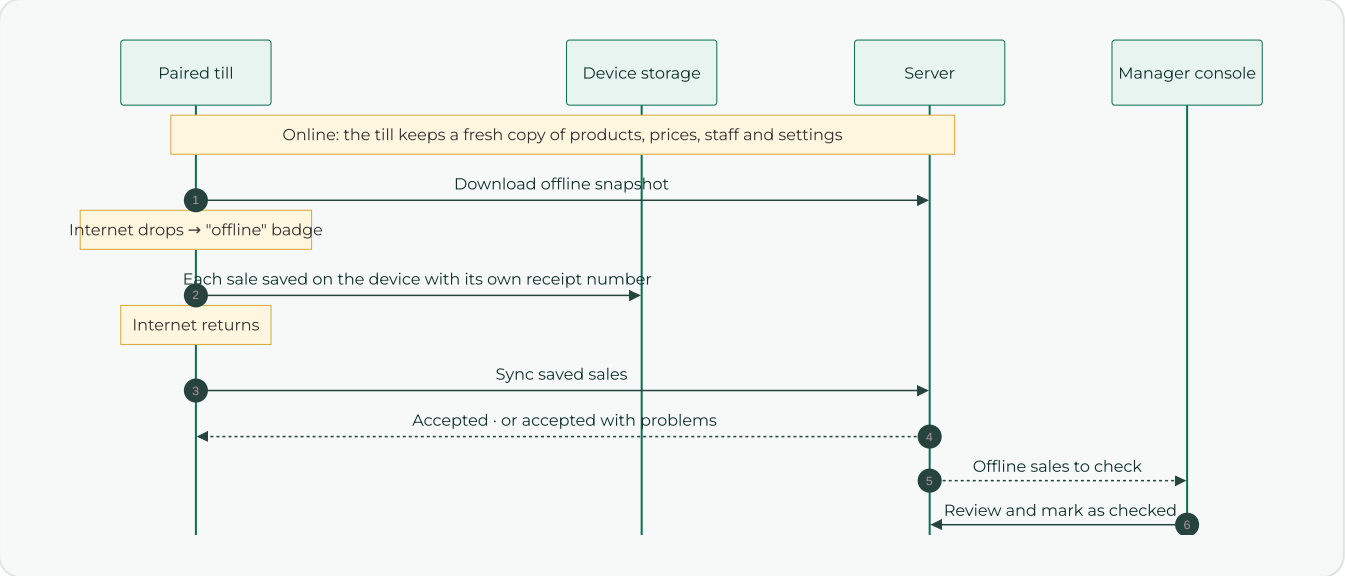


Figure 13 described.

1. **Preparation.** Offline selling works on a **paired** till. While online, the till regularly downloads a **snapshot**: products, prices, promotions, tax, staff PINs and settings.
2. **The drop.** When the connection drops, the till shows an **offline** badge and keeps selling.
3. **Saving.** Each sale is saved on the device with its own receipt number.
4. **Sync.** When the connection returns, the till sends the saved sales by itself. The server accepts each one, or accepts it **with problems** (for example, stock that another till sold in the meantime).
5. **Review.** The Manager reviews these under **Offline sales** (with a count on the tab) and marks them **checked**.

What works offline:

- ✓ selling, cash payments, receipts;
- ✓ locking the till;
- ✓ manager PIN approvals, using PINs already known to the till.

What waits for the connection:

- signing out;
- looking up old sales for returns;
- new customers' history;
- anything in the back office.

If a non-till page is opened offline, it shows "You're offline", with a link to the till.

Part 19. Reports and exports

Back office › Reports (Owner, Admin) and **Manager console › Reports** (Manager and above). Pick a period and a store (or all stores), then download as **PDF**, **Excel** or **CSV**.

19.1 Trading and stock reports (Manager and above)

Report	What it shows
Sales summary	Gross and net sales, discounts, refunds, tax, transactions and average sale
Sales by product	Units, sales and profit per product
Sales by category	Sales per category; click a category to see its products
Sales by cashier	Each cashier's sales and transactions
Sales by payment method	Cash, card, mobile money, bank transfer and store credit
Sales by hour	Busy hours of the day
Sales by day of week	Busy days
Sales by store	Store comparison
Tax report	Tax collected per rate
Discounts & promotions	What discounts and offers cost
Refunds	Each refund with its reason and approver
Voided sales	Each void with its reason and approver
Shifts & cash variance	Every shift's expected and counted cash and variance
Inventory valuation	Stock on hand at cost and at price
Low stock	Products at or under their reorder point
Expenses by category	Spending per category
Profit & loss	Sales minus cost of goods and expenses
Top customers	The best customers by spend, visits and average sale

19.2 Financial statements (Owner and Admin only)

Report	What it shows
Statement of financial position	Assets, liabilities and equity (balance sheet)
Income statement	Revenue, costs and profit

Report	What it shows
Cash flow statement	Cash in and out by activity
Statement of changes in equity	Capital, drawings and retained profit
Capital & drawings	The capital register
Loans	Loans and repayments
Fixed assets & depreciation	The asset register

The financial statements are **business-wide**; the store filter doesn't apply to them.

19.3 What every PDF export looks like

- A letterhead with the business name, the report title, the store and period, and when it was generated.
- Summary tiles with the totals.
- A clean table with a tinted header and light row shading.
- "Page x of y" in the footer.
- The cedi sign (₵) prints correctly.

Excel and CSV exports carry the same columns, ready for further work.

19.4 Other exports

- the product list per store;
- inventory and stock adjustments;
- a product's stock history;
- sales;
- the activity log;
- purchase orders (PDF, Excel, CSV);
- **all business data** (Owner and Admin, in Settings).

Part 20. Plans and limits

Plan	Stores	Tills	Users	Products	Monthly	Yearly
Starter	1	2	5	500	GH₵ 150	GH₵ 1,500
Growth	up to 5	15	40	5,000	GH₵ 450	GH₵ 4,500
Pro	up to 20	60	150	20,000	GH₵ 800	GH₵ 8,000
Business	no limit	no limit	no limit	no limit	GH₵ 1,200	GH₵ 12,000

Figure 14. The plan follows the number of open stores.



Figure 14 described. The plan always matches the number of **open** stores:

- **Moving up.** Adding or reopening a store beyond the plan's limit moves the business **up** to the cheapest plan that fits.
- **Moving down.** Closing a store moves it back **down** when a cheaper plan fits again. For example, a business with 6 stores is on Pro; when it closes one and has 5 left, it returns to Growth.
- **Reopening.** A closed store can only be reopened by Topex Store support (Request reopening, Part 10.5), and reopening moves the plan back up if needed. Deleting a store is also done by Topex Store support.
- **Who is told.** Each change is written to the activity log and emailed to the Owner, the Admins and whoever made the change. The screen also shows a notice.
- **The plan card. Stores** shows how many stores are used and how many are left before the next plan.

Part 21. The complete permission table

This table lists every action and who may do it.

Key:

- **Own** = Business Owner;
- **Adm** = Admin;
- **Mgr** = Manager (own stores only);
- **Csh** = Cashier (own store only).

✓ allowed · ✕ not allowed · PIN needs a manager's PIN or approval · "own" = only their own records.

21.1 Done for you by Topex Store support

Nobody inside a business can do these; ask Topex Store support (Part 5):

- set up a new business;
- reopen a closed store, or delete a store;
- lift a suspension;
- reopen a closed business.

21.2 Business, plan and ownership

Action	Own	Adm	Mgr	Csh
View business settings	✓	✓	✓	✓
Change business settings (all Settings tabs)	✓	✓	✕	✕
Transfer ownership	✓	✕	✕	✕
Close / delete the business	✓	✕	✕	✕
View plan, usage and invoices	✓	✓	usage only	✕
Change, cancel or resume the plan	✓	✕	✕	✕
Export all business data	✓	✓	✕	✕
See the activity log	✓	✓	✕	✕
Remind the owner (suspended screen)	✓	✓	✓	✓
Leave a business	✕ (transfer first)	✓	✓	✓

21.3 Stores, tills and devices

Action	Own	Adm	Mgr	Csh
See stores	✓ all	✓ all	own	own

Action	Own	Adm	Mgr	Csh
Add / edit a store	✓	✓	✗	✗
Close a store	✓	✗	✗	✗
Request reopening of a closed store	✓	✓	✗	✗
Reopen a closed store / delete a store	✗	✗	✗	✗
Add / edit tills (registers)	✓	✓	✗	✗
Pair a till	✓	✓	✓	✗
Unpair a till	✓	✗	✗	✗
Add / edit hardware devices	✓	✓	✓	✗
Turn payment methods on or off	✓	✓	✗	✗

21.4 People

Action	Own	Adm	Mgr	Csh
See staff and invitations	✓	✓	✓	✗
Invite a Manager or Cashier	✓	✓	✗	✗
Invite an Admin / make someone Admin	✓	✗	✗	✗
Change a member's role or stores	✓	✓ (not to Admin)	✗	✗
Suspend / reactivate / remove a member	✓	✓ (not the Owner)	✗	✗
See the Owner in the Users list	✓	✓	✓	✗
Change or remove the Owner	n/a	✗	✗	✗
Resend / revoke an invitation	✓	✓	✗	✗
Reset a till PIN	✓	✓	✓	✗
Set cashier work schedules	✓	✓	own stores	✗
Set their own till PIN and notifications	✓	✓	✓	✓

21.5 Selling

Action	Own	Adm	Mgr	Csh
Open the till	✓	✓	✓	✓
Open / close a shift	✓	✓	✓	own
Close another person's shift	✓	✓	✓	✗

Action	Own	Adm	Mgr	Csh
Sell, hold, resume, take payment	✓	✓	✓	✓
Custom item	✓	✓	✓	✓
Line discount / price override	✓	✓	✓	PIN
Return at or under the refund limit	✓	✓	✓	✓
Return over the refund limit	✓	✓	✓	PIN
Void a sale	✓	✓	✓	PIN
Move cash (drop, payout, top-up)	✓	✓	✓	own shift
Sell offline on a paired till	✓	✓	✓	✓
See sales	✓ all	✓ all	own stores	own
See shifts	✓ all	✓ all	own stores	own
Today figures for the whole store	✓	✓	✓	✗ (own only)
Approve / reject requests	✓	✓ (incl. own)	✓ (not own)	✗
Review / sign off shifts, day close	✓	✓	✓	✗
Review offline sales	✓	✓	✓	✗

21.6 Products, stock and purchasing

Action	Own	Adm	Mgr	Csh
Look up products and stock	✓	✓	✓	✓
Add / edit / archive products and categories	✓	✓	✓	✗
Import products	✓	✓	✓	✗
Change stock levels	✓	✓	✓	✗
Record a stock count / adjustment	✓	✓	✓ applied	PIN
Export adjustments	✓	✓	✓	✗
Transfers between stores	✓	✓	✓*	✗
Suppliers	✓	✓	✓*	✗
Purchase orders (create, send, receive, cancel, PDF)	✓	✓	✓*	✗
Tax rates	✓	✓	✗	✗

* Allowed, but the screen is in the back office, which Managers don't open (see 8.11).

21.7 Customers and promotions

Action	Own	Adm	Mgr	Csh
Add a customer, search, see purchases and points	✓	✓	✓	✓
Edit / delete a customer	✓	✓	✓*	✗
See which promotions are active (till)	✓	✓	✓	✓
Create / edit promotions	✓	✓	✓*	✗

21.8 Money and reports

Action	Own	Adm	Mgr	Csh
Expenses and budgets	✓	✓	✓*	✗
Capital, loans, assets, transfers, tax payments	✓	✓	✗	✗
Finance settings and summary	✓	✓	✗	✗
Trading and stock reports, with exports	✓	✓	✓	✗
Financial statements	✓	✓	✗	✗
Dashboard (back office)	✓	✓	✗ (console)	✗
Manager console overview	✓	✓	✓	✗

21.9 Signing in

Action	Own	Adm	Mgr	Csh
Email and password sign-in	✓	✓	✓	✓
Two-step verification	✓	✓	✓	✓
Listed on the till's PIN screen	✗	✓	✓	✓
Powers when signed in by PIN	n/a	Manager	Manager	Cashier
Bound by work schedules	✗	✗	✗	✓ (when on)

Part 22. Your account and security (everyone)

Open **My account** from the account menu.

22.1 Profile

- Change your **Full name** and **Phone**.
- **Change your email:** type the **New email** and your **Current password**. The change takes effect when you confirm the code sent to the new address.

22.2 Password & security

- **Change password:** your **Current password**, a **New password**, and **Confirm new password**.
- **Two-step verification:** scan the QR code (or type the **Setup key**) into an authenticator app such as Google Authenticator or Microsoft Authenticator, then type the code to turn it on. Save your **recovery codes** somewhere safe; each works once if you lose your phone ("Lost a device?"). You can turn two-step verification off with your password.
- **Till PIN: Set your till PIN** for quick sign-in on paired tills and for approving at the till as a manager.
- **Where you're signed in:** every device and browser you're signed in on. Sign out a single one, or **Sign out everywhere**.

22.3 Preferences

- **Language:** English or Français.
- **Theme:** light, dark or follow the device.

22.4 Your businesses

- Every business you belong to, with your role in it.
- **Leave** a business you no longer work for. The Owner must transfer ownership first.

22.5 Delete your account

The danger zone deletes your account. You can't delete it while you own a business: transfer it to someone else, or close it, first.

22.6 Good security habits

- Every Owner and Admin should turn on **two-step verification**.
- Never share passwords or PINs; each person signs in as themselves so the activity log is accurate.
- Keep **Ask for PIN after each sale** on in busy stores.
- **Suspend** leavers on their last day, rather than waiting.
- Check the **Activity log** and **Shifts & cash variance** report weekly.

Part 23. Common questions and problems

Situation	What to do
"Sign up is by invitation"	Ask Topex Store support to create the business, or open the link in your invitation email.
I can't see the back office	You're a Manager or Cashier; the app sends you to the console or the till. Ask an Admin or the Owner if you need more.
I can't see a store	You aren't assigned to it. An Admin adds it to your stores in **Users**.
The till says "Waiting for a manager"	A refund, void, price change or count needs approval. A Manager can type their PIN on the till, or approve in **Manager console › Approvals**.
"Another manager has to decide your own request"	Managers can't approve themselves. Ask another Manager, an Admin or the Owner.
"Only the owner can close a store"	Closing stores is Owner only. Ask the Owner.
A closed store has no **Reopen** button	Only Topex Store support reopens closed stores. Click **Request reopening** on the store and add a message; you'll get a reply by email.
There is no **Delete** button on a store	Deleting stores is done by Topex Store support. Contact support.
I can't find **Transfer ownership**	It's on **Plan & billing** (Owner only), not in Settings.
"Only the owner can invite admins"	Ask the Owner to invite the Admin, or invite them as Manager first and let the Owner promote them.
"No plan allows N stores"	You've reached the largest plan's limit. Contact support.
A cashier can't sign in at 07:00	Work schedules are on, and it's before their start minus the early grace time. Change the schedule or the grace minutes.
A shift shows **Needs review**	Its cash was out by more than the review threshold. A Manager reviews and signs it off with a note.
The business shows "suspended"	Topex Store support suspended it. Contact the support details shown, or tap **Remind owner**.
The business shows "closed"	The Owner closed it. Only Topex Store support can reopen it.
The till is offline	Keep selling on a paired till; sales sync later. Check **Offline sales** afterwards.
The Install button is missing on a phone	Open **https://topexstore.com** in Chrome (Android) or Safari (iPhone), not inside WhatsApp or Facebook. It's hidden if the app is already installed.
Buttons don't respond on an old iPhone	Update to iOS 15.4 or later (15.8 recommended) in Settings › General › Software Update.

Situation	What to do
An invitation email didn't arrive	Check spam; an Admin can **Resend**, or copy the link and send it directly.
Forgot my till PIN	A Manager or above resets it in **Users**; then set a new one in **My account**.
Lost my phone with the authenticator	Sign in with a recovery code, then set up two-step verification again.

Part 24. Glossary

Word	Meaning
Activity log	The permanent record of who did what
Adjustment	A stock correction with a reason
Approval	A request for a manager to allow a refund, void, price change or stock change
Back office	The Owner and Admin workspace
Cash drop	Removing extra cash from the drawer to the safe
Day close	The manager's end-of-day sign-off of all shifts
Expected cash	What the drawer should hold, worked out from the float, sales and movements
Float	The change in the drawer when a shift opens
Held sale	A parked sale, finished later
Manager console	The Manager's workspace
Manager PIN	A Manager's (or Admin's or Owner's) till PIN, typed on a cashier's till to approve on the spot
On hand	Stock in a store according to the system
Paired till	A device registered as a fixed till; supports the PIN list and offline selling
Payout	Paying money out of the drawer
Plan	The subscription size; follows the number of open stores
Topex Store support	The team that provides Topex Store and helps you with it
Reorder point	The stock level at which a product counts as low
Received short	A transfer where less arrived than was sent
Register / till	One checkout point in a store
Shift	One cashier's session on one till
Signed off	A shift or day that a manager has checked and closed
Snapshot	The copy of products, prices and staff a paired till keeps for offline use
Store credit	Money a customer holds with the business, from a refund
Variance	Counted cash minus expected cash
Void	Cancelling a sale entirely; stock goes back

End of the Topex Store User Guide. Questions? Contact Topex Store support.