



ShopForge

Admin Manual v1.0.0

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Sign in and manage your session

Signing in opens the ShopForge Backoffice. Only staff accounts (`admin` and `employee` roles) can get in — customer accounts do not have backoffice access. After a successful sign-in the app keeps you signed in across restarts, so you normally sign in only once.

Sign in

1. Launch ShopForge Backoffice.
2. Fill in the three fields:
 - **Tenant** — your shop's short identifier (e.g. `vinyl-haven`). On a tenant-locked build this field is hidden and replaced by your shop's name and logo.
 - **E-mail** — the e-mail your staff account was created with.
 - **Password**.
3. Click **Sign in**. The button reads "Signing in..." while the request is in flight.

On success you land on the [Dashboard](#).

Session resume

Closing the app does not sign you out. On your next launch — within a 7-day window — the app restores your session automatically and takes you straight to the dashboard. Your password and tokens stay in the operating system's encrypted keychain; nothing is stored on disk in plaintext.

My profile

From the user menu (your avatar in the top-right corner), choose **My profile** to view and edit your account details. You can change your first name, last name and e-mail address here. You can also switch your newsletter subscription on or off and manage your saved delivery addresses. If you're an administrator, this is also where your own store credit balance live. Click **Save** to apply your changes.

Change your password

From the user menu, go to **Account → Change password** and change your password. You are then signed out and brought back to the login screen with the notice "Password changed — sign in with your new password."

Sign out

Use **Account** → **Sign out** at the bottom of the user menu. Signing out ends the session: your stored credentials are wiped from this computer, so the next person on the machine starts from the login screen.

Troubleshooting

- **"Sign-in failed. Check your tenant, e-mail and password."** — Invalid credentials. Check the tenant spelling (lowercase letters, digits, hyphens).
- **"Cannot reach ShopForge. Please check your internet connection..."** — The app could not reach the service. Check your network and retry.
- **"The sign-in service is temporarily unavailable."** — The service is experiencing problems; retry shortly.
- **"This account doesn't have access to the backoffice."** — The signed-in role is `customer` ; backoffice is staff-only. Ask an administrator to adjust the role.
- **Yellow banner: "Credentials cannot be stored on this system."** — The operating-system keychain is not available (typical on some headless Linux installs), so credentials cannot be persisted. You will need to sign in again after every app restart.
- **"Password changed" banner after sign-in** — expected: you were signed out as part of a password change. Sign in with the new password.

Related

- [Preferences & locale](#) — theme, language, date format and timezone in detail.
- [Offline & synchronization](#) — how ShopForge keeps working without a connection.
- [Dashboard](#)

Offline & synchronization

ShopForge is built **offline-first**: the app keeps a local, encrypted copy of your shop data on this device and works from it. You can process orders, edit and browse with no internet at all; synchronization simply keeps the local copy in step with the server.

How it works

1. **Snapshot** — the first time the app opens (or when the local copy is older than ~24 h) it downloads a full snapshot of your shop data.
2. **Delta sync** — every ~60 seconds the app asks the server *what changed since last time* and applies it locally in one shot.
3. **Outbox (your changes)** — everything you create, edit or sell is written to the local database **first** and queued. A background worker pushes the queue to the server, immediately when possible and on a short retry loop when not.

The result: connection drops are invisible. Sales ring up, edits apply, and everything is pushed to the server automatically once the connection is back — in order, and signed where fiscal rules require it.

The sync indicator

The dot + label in the top-right of the window shows inbound sync state:

Dot	Label	Meaning
Green	Synced	Local copy is up to date.
Amber	Syncing...	A sync or drain is running right now.
Grey	Offline	No network — you are on your local copy.
Red	Sync error	Something failed; click to investigate.

Next to the dot, a small badge shows how many of your **local changes are still waiting to sync**. A red badge (instead of amber) means some changes are stuck in **conflict** or **failed** and need attention. (*These indicator labels are shown in English even in the French app.*)

Pending changes

The **outbox** holds your local changes until they reach the server. Click the indicator to open the summary popover:

- **Pending / Syncing / Conflict / Failed** counts of your queued changes.
- **Drain now** — push everything to the server immediately.
- A **conflict** means another device (or the server) changed the same record while yours was queued — e.g. two registers editing the same order. The stuck rows are listed with the error; refresh and re-apply to move forward.
- **Retry N failed mutations** — re-send stuck changes once the connection is healthy.

Changes sync automatically once the connection is back; you usually do not need to touch this screen.

Reset the local database

Last resort when the local database itself cannot be opened (a corrupted or incompatible file — surfaced as "Local database unreadable" in the error popover). Confirming **deletes the local copy of your shop data on this device and downloads a fresh copy from the server**. Any local changes that had **not synced yet — for example a sale rung up while offline — will be lost and cannot be recovered**. This cannot be undone.

What requires a connection

Almost everything works offline. The exceptions are marked in the app:

- **Daily Z report** generation — all terminals must be closed and every record synced first.
- **Online payment** viewing, reconciling and refunding (Orders).
- The **Site Builder** and the **newsletter editor** refuse to open offline ("This module requires an internet connection.").

Related

- [Sign in and manage your session](#)
- [Dashboard](#) — reading data freshness at a glance
- [Point of sale](#) — offline selling and the daily close

Preferences & locale

Your **Preferences** control the backoffice's look and how dates and times are shown to you. They are per-device choices: they apply to the computer you are using right now, not to your account on every machine.

Open your preferences

Open the user menu (your name in the top-right corner) and choose **Preferences**. The dialog has two areas:

- **Theme** — three choices: **System**, **Light** and **Dark**. **System** follows the operating system's setting; **Light** and **Dark** force the appearance. The backoffice applies your choice immediately and remembers it on this device.
- **Language and region** — your personal locale overrides, described below.

Language, date format and timezone

Each selector offers **Use tenant default** (shown in italics) plus concrete options:

- **Language** — English or Français. Switching reloads the backoffice in that language.
- **Date format** — the presets: ISO (2026-05-19), EU short (19/05/2026), EU long (19 May 2026), US short (05/19/2026) and US long (May 19, 2026).
- **Timezone** — a long list grouped by region (for example Europe → Paris), straight from your operating system's timezone database.

Changes are saved as you pick them, with a "Locale preference saved" confirmation. The **Reset all to tenant defaults** button at the bottom clears your three overrides at once.

Tenant defaults vs personal overrides

Language, date format and timezone resolve in this order: your **personal selection** first, then the **tenant defaults** set by an administrator, then the **system settings** of the computer.

Because personal overrides are stored on the device, they do not follow you to another computer. Use **Reset all to tenant defaults** to go back to the tenant-wide behaviour set in [System config & POS](#).

Related

- [System config & POS](#) — admin — tenant-wide locale, currency, POS and newsletter defaults

- [Sign in and manage your session](#) — the user menu

Getting help

This manual opens in its own window, next to the backoffice, so you can read it while you work.

Help for the screen you're on

Click the **?** icon to open the help at the part of the manual that describes what you are looking at:

- **On a page** — the **?** sits in the top bar, just left of your avatar (your photo or initials). It opens the chapter for that page; on a tab such as **Receipts** or **Closure Center**, it goes straight to that tab's section.
- **In a dialog** — the **?** sits in the dialog's header, just left of the **×** close icon. It opens the section that describes that dialog. The dialog stays open, with everything you have typed, while you read.

If the help window is already open, the **?** brings it to the front at the new section. The help opens in the language you use the backoffice in.

The full manual

Help → ShopForge Help in the menu bar (**Cmd+Shift+H** on macOS, **Ctrl+Shift+H** on Windows and Linux) opens the manual at its first chapter. From there, use the table of contents on the left or the search box to find any topic. The help is available once you are signed in.

Dashboard

The dashboard is the backoffice home page and the first thing you see after [signing in](#). It shows how the shop is doing today — revenue, orders, low stock, pending orders, and recent activity — so you can see at a glance what needs attention. All figures come from the shop's local data and are as fresh as the most recent sync.

Last synced

The badge at the top right shows "**Last synced ...**" with a status dot:

Dot colour	Meaning
Green	Synced — data is current.
Amber (pulsing)	Syncing right now.
Red	The last sync failed; retry when the connection allows.
Grey	Offline — you are viewing the last known data.

Working offline is expected: the dashboard reads from the local copy and keeps displaying it, with the "last synced" timestamp so you know how fresh it is.

Default layout by role

- **Administrators** start with 10 widgets: Revenue, Orders, Channel Split, Sales Trend, POS Sales, Inventory Value, Low Stock, Pending Orders, Recent Orders, Customers.
- **Employees** start with 7: Revenue, Orders, Sales Trend, POS Sales, Low Stock, Pending Orders, Recent Orders.

Everyone can add, remove and re-order widgets — see below.

Edit layout

Your layout is personal: it is saved per user, follows you across devices, and is cached locally so editing also works offline.

Widget palette

1. Click **Edit layout**. Each widget gains edit controls (move up, move down, remove X) and a **widget palette** opens on the right listing every widget currently hidden.

2. **Re-order** - Use the ▲ / ▼ arrows on a widget to move it up or down the grid.
3. **Remove a widget** - Click the X control. The widget moves back to the palette, not away forever.
4. **Add a widget** - In the palette, click + next to a widget to place it on the grid. Widgets with restricted roles (e.g. manager-only) only appear when your role allows the data.
5. Click **Done** to save. A toast confirms "Dashboard layout saved"; if you are offline the layout is kept locally and synced on the next connection.

If your dashboard is emptied or the saved layout cannot be loaded, the default layout for your role is used instead.

Available widgets

Widget	What it shows
Revenue	Today's total revenue, split by online vs. POS.
Orders	Today's total order count (online + POS) and average order value.
Channel Split	Today's online vs. POS revenue breakdown as a percentage.
Sales Trend	Daily revenue over the last 7 days.
Best Sellers	Top-selling products by revenue this month.
POS Sales	Today's register revenue and transaction count.
Inventory Value	Total stock value and percentage share by category.
Categories	Inventory distribution by category. (Hidden by default)
Low Stock	Products with 1 to 9 units in stock.
Out of Stock	Products with zero remaining stock. (Hidden by default)
Slow Movers	Products with slow sales volume over the last 90 days. (Hidden by default)
Pending Orders	Orders awaiting fulfillment, with urgency markers.
Recent Orders	The 10 most recently created orders.
Customers	Total customer count and new customer acquisitions this month.

Related

- [Sign in and manage your session](#)

- [Offline & synchronization](#)

Products

The screenshot shows the ShopForge admin interface for the 'Products' section. The left sidebar contains navigation links: Dashboard, Products (active), Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and Configure. The main content area is titled 'Products > Catalogue' and shows a list of 16 products. The products are displayed in a table with columns: NAME, CATEGORY, PRICE, STOCK, and STATUS. The products listed are 'Kind of Blue', 'Thriller', 'Sometimes I Sit And Think, And Sometimes I Just Sit', 'Crushing', 'Historian', 'Red (Taylor's Version)', 'Teenage Dream', '1989 (Taylor's Version)', and '21'. Each product entry includes a small image, the product name, a brief description, the category, price, stock level, and status (ACTIVE or DRAFT). A '+ New Product' button is located in the top right of the catalogue area. A green notification bubble at the bottom right of the product list says 'Product created.'

The catalogue is the single source for your products — it feeds the storefront, the POS and the dashboard. Opening a product, searching the catalogue and editing entries all run against the shop's **local copy**: the catalogue keeps working offline, and every change is synced in the background.

Products are organised in three tabs: **Catalogue**, **Brands** and **Artists**.

Before you start

Categories come from the tenant **schema** (Configuration → Schema). Without an imported schema the product form shows "No product schema available. Import a schema first."

The catalogue

The catalogue toolbar offers:

- **Search** — by name, description or attributes.
- **Filter by category** — the schema's ★-marked **quick-link categories** on top, then the indented category tree ("All categories" by default).
- **In Stock** — only products with stock.
- **Preorder** — only products currently taking pre-orders (see [Pre-orders](#)).

- **Archived / Active** — switches between the live list and archived products.
- **Tags** — filter by one or more tags.
- **Refresh from server** — forces a fresh snapshot download (slow on large catalogues).

Columns: Name, Category, Price, Stock, Status. Stock below 5 shows "{count} left" in warning colour, 0 shows "Out of stock". The stock column also carries the [pre-order badges](#): a green **{n} preorders left** and a red **Delayed release**. Status chips distinguish **Draft**, **Active** and **Archived**. The list caps at 200 rows — the "Showing {shown} of {total}" banner means you should narrow the search.

Create or edit a product

Use **New Product** (or click a row) to open the editor:

- **Product Information** — name (required), description (Markdown editor), images, category, price, old price, currency, status.
- **Artist / Brand** — search and pick, or **Create "{name}"** inline.
- **Tags** — select or create.
- **Custom attributes** — whatever your schema defines for the category.
- **Stock & condition** — stock quantity, condition (e.g. Mint, Very Good) and a free-text comment (shelf wear, includes insert...).
- **Dimensions** — weight and, for parcels that need them, length/width/height — used for shipping.
- **Preorder** — see [Pre-orders](#).

Changes are saved locally first and synced in the background; the confirmation means "queued", not necessarily "on the server" yet. The **slug** is generated automatically when you create the product and never changes afterwards — it is shown read-only in the header.

Pre-orders

A **pre-order** lets customers reserve units of a product before it is physically in the shop. You say when the stock will arrive and how much you expect, and the storefront sells ahead of the delivery. When the release date arrives the product behaves normally again — no scheduled task, no manual flip.

Enabling a pre-order

1. Open the product in the catalogue — the pink **pre-order box** sits at the top of the form. It only appears when the product has **no stock yet** (there is nothing to pre-sell if copies are already on the shelf).
2. Tick **Enable preorder**.

3. Choose the **Release date** — strictly in the future.
4. Enter the **Expected quantity** — the total units you expect; at least 1.

Once enabled, pre-order is **one-way**: the tick is locked and "Preorder is enabled and cannot be turned off" is shown. You can still edit the release date and raise the expected quantity, but you **cannot lower it below what customers have already pre-ordered** — the form blocks it ("Cannot go below the {n} already pre-ordered.").

Pre-order items can only be ordered **through the storefront** — never from the backoffice or the POS.

Watching capacity

While a product is in its pre-order window, the catalogue's stock column shows a green **{n} preorders left** badge — the capacity still available (expected quantity minus what is already reserved). When it reaches **0**, the storefront stops taking pre-orders for it. The **Preorder** toggle in the catalogue toolbar narrows the list to products currently in their pre-order window.

On the release date

Nothing to do: a product stops being a pre-order exactly when its release date passes. Units that arrive are first used to cover what was pre-ordered; the rest becomes ordinary sellable stock.

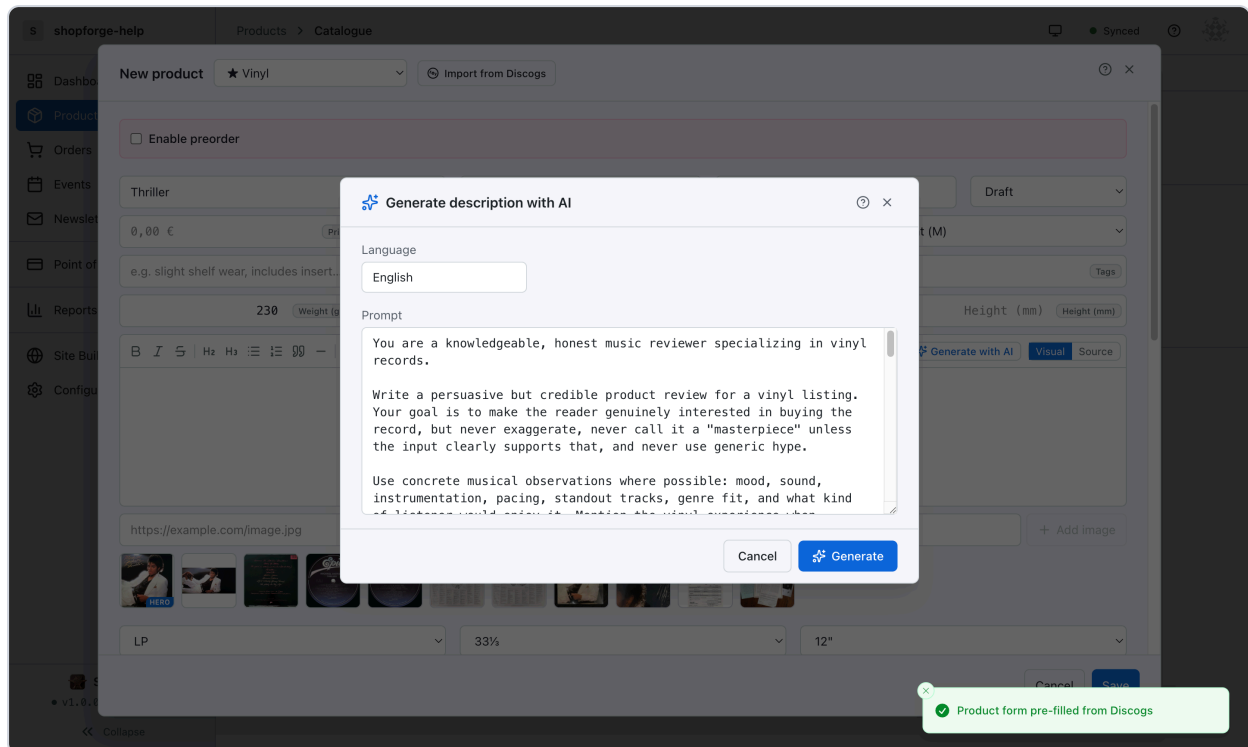
- **Delayed release** (red badge) — the release date has passed but **no unit has been received yet**. The badge disappears as soon as the first unit is received; the product then behaves like an ordinary out-of-stock item until stock arrives.

Note: a product that already carries stock cannot start a pre-order — unless pre-order was already enabled on it before the stock arrived (the one-way switch keeps it on).

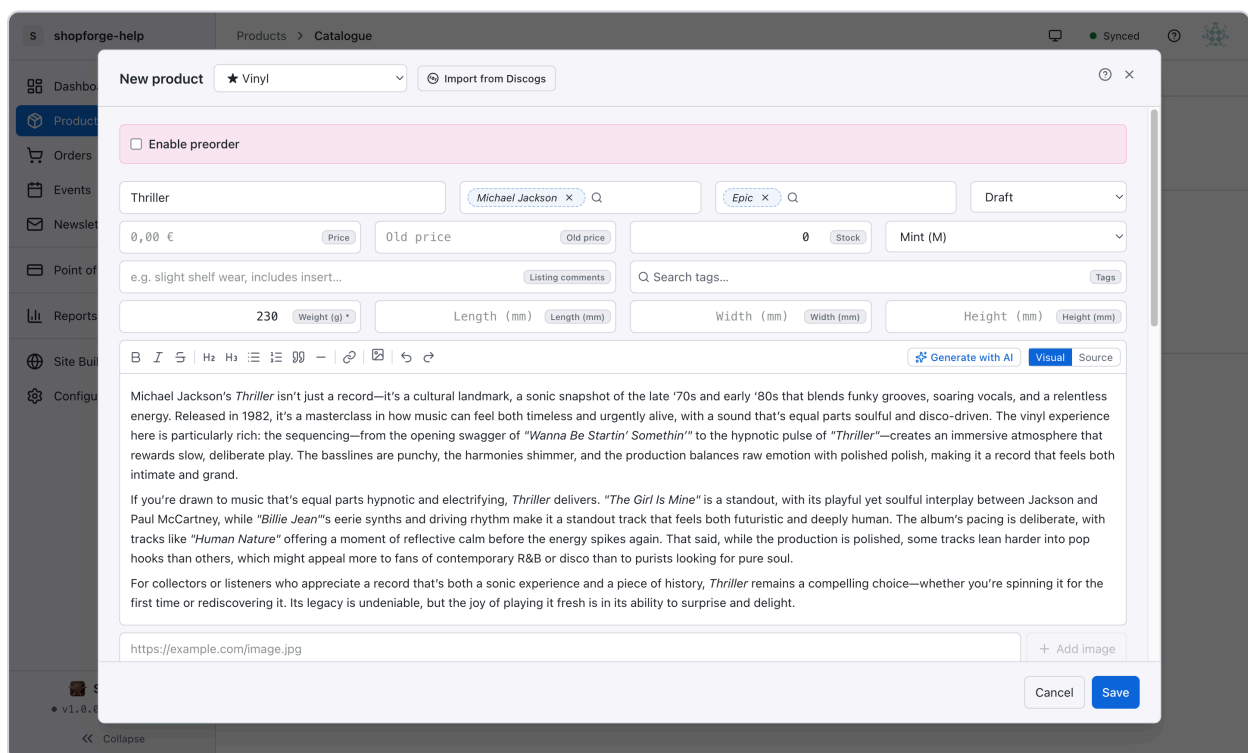
Generate a description with AI

Requires the **Mistral AI** integration in Configuration → Integrations.

1. Open a product, click **Generate with AI** next to the description.



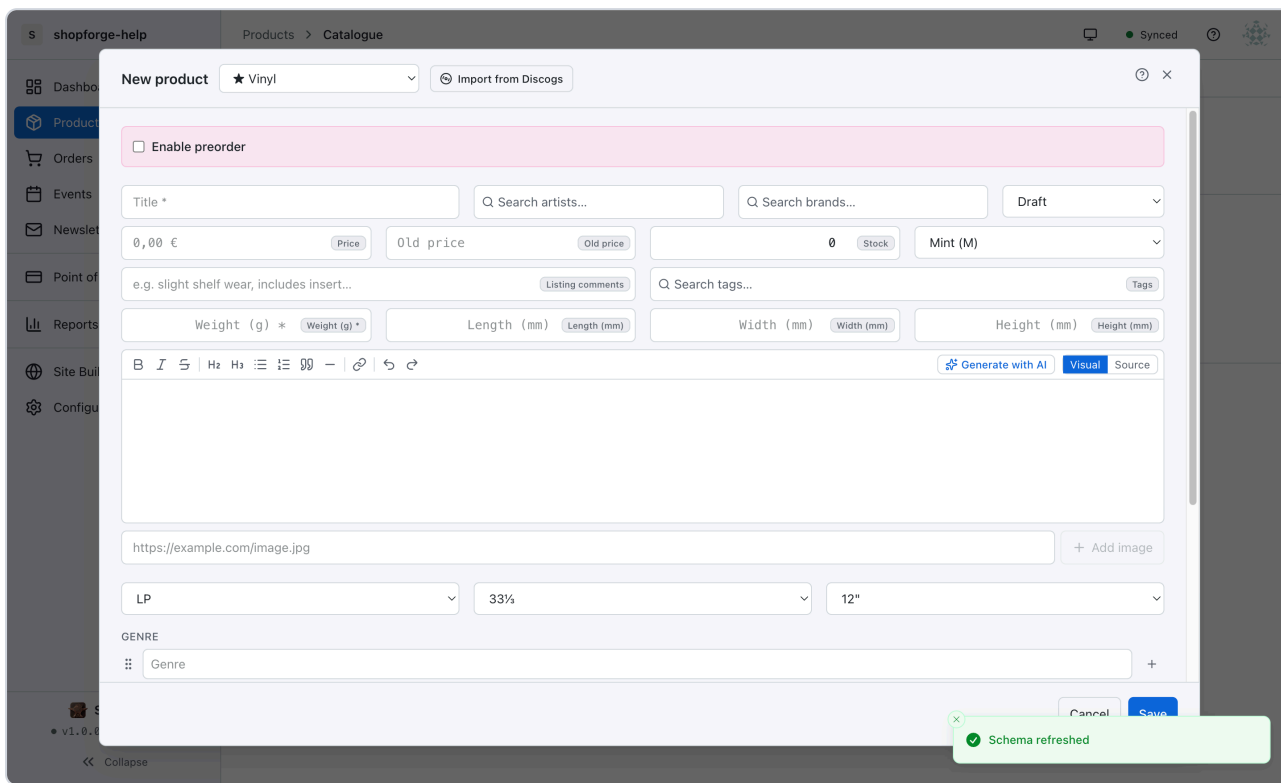
2. Pick the **language** and, optionally, a **prompt** ("Describe the product and how the description should read...").
3. Click **Generate**. The result is tailored to the product's medium (music or book) and written honestly — no hype phrases.



The generated text **replaces the entire description** — there is no undo. Only generate when you are ready to overwrite, and always review before saving.

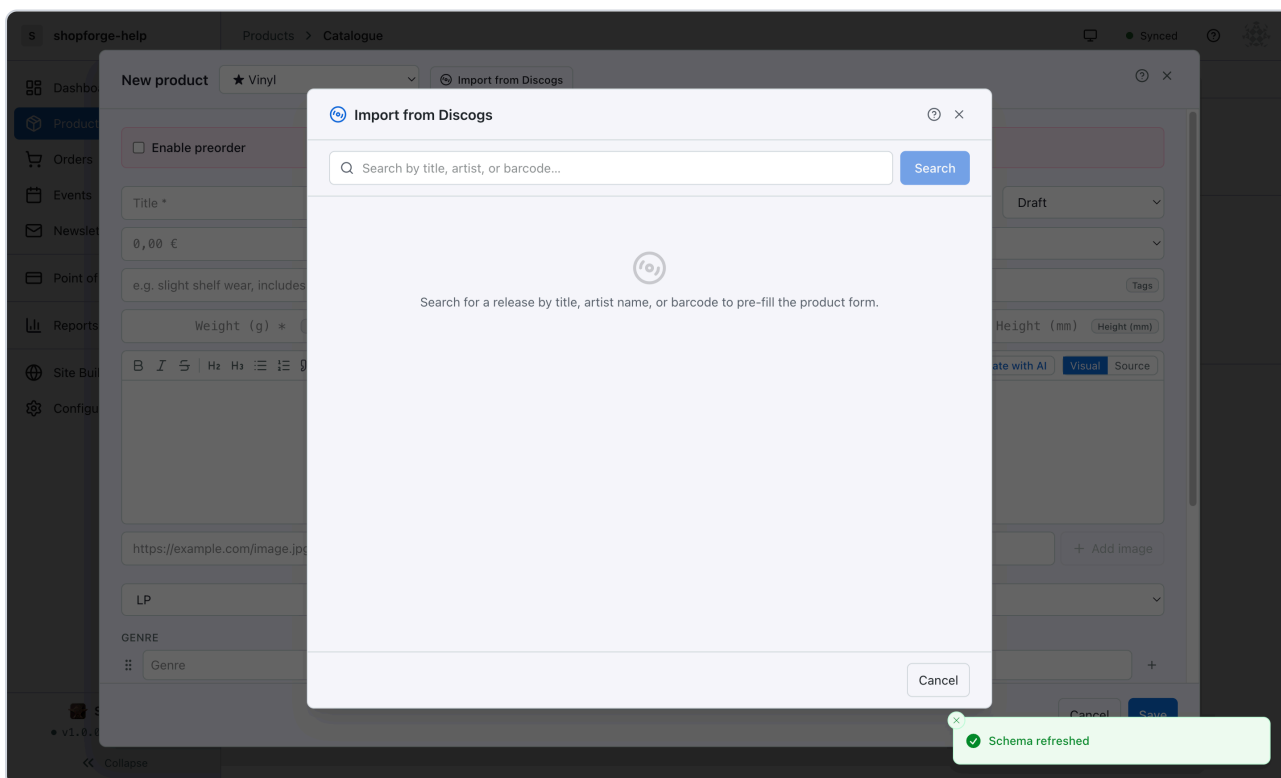
Import from Discogs

For **new** products in **music** categories (requires the **Discogs** integration): select a music category first — **Import from Discogs** only appears once one is picked.

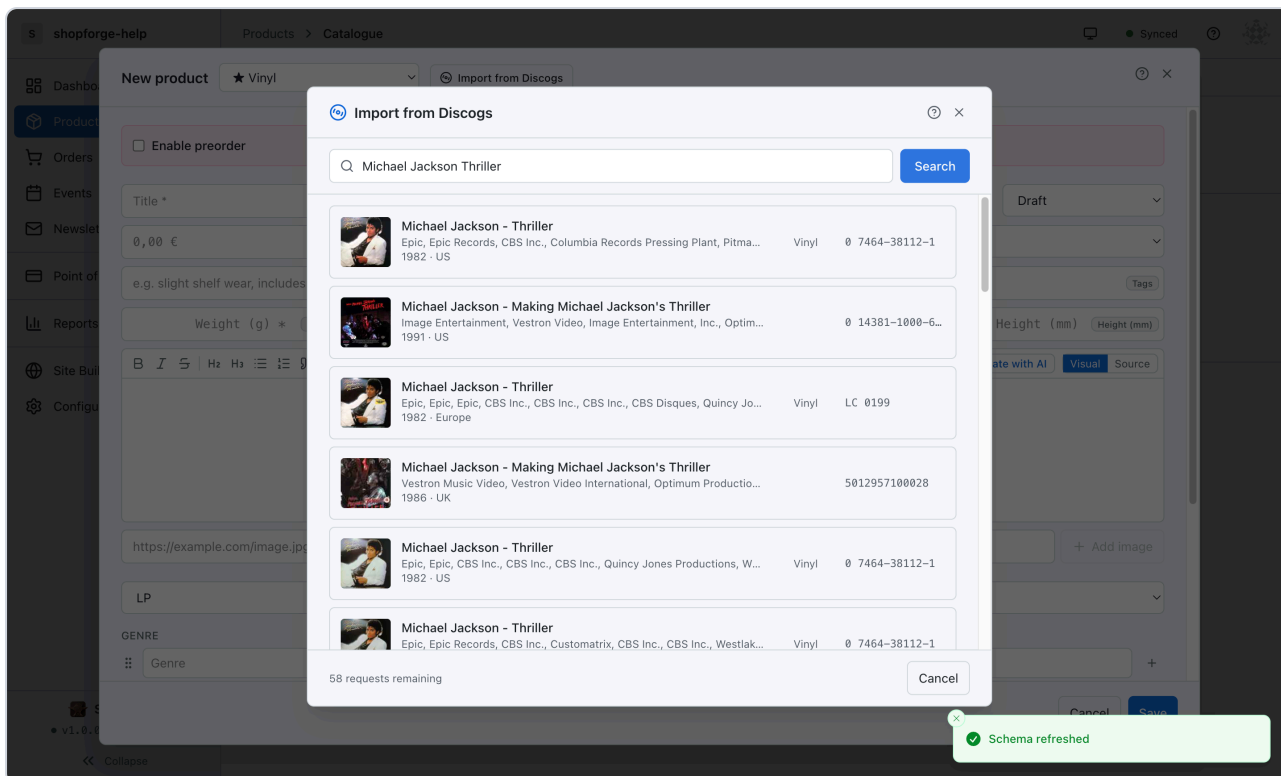


The screenshot shows the 'New product' form in the ShopForge admin interface. The 'Category' is set to 'Vinyl'. The 'Import from Discogs' button is visible. The form includes fields for Title, Price, Old price, Stock, Mint (M), Listing comments, Search tags, Weight (g), Length (mm), Width (mm), Height (mm), and a text area for description. There are also buttons for 'Generate with AI', 'Visual', and 'Source'. A 'Schema refreshed' notification is visible at the bottom right.

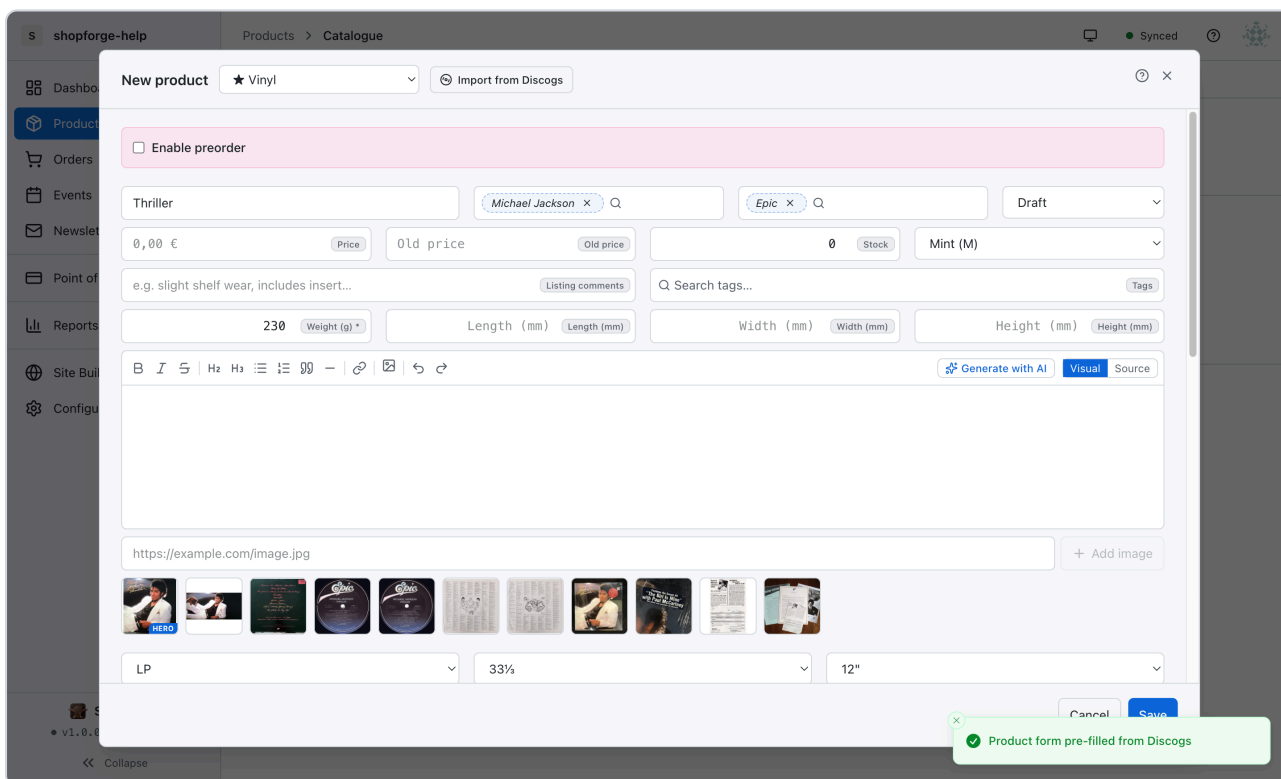
Import from Discogs searches the Discogs release database by **title, artist name or barcode** (a plain 8–14 digit string is treated as a barcode).

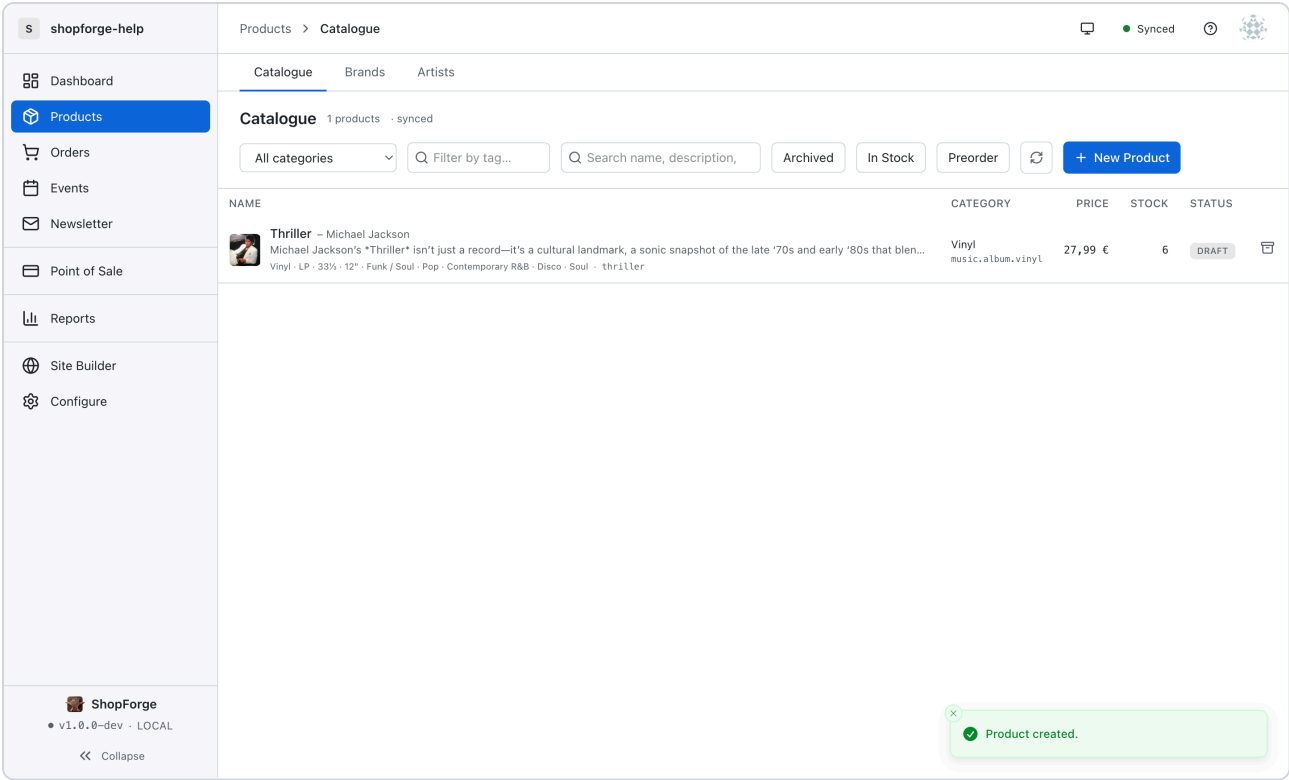


The screenshot shows the 'Import from Discogs' modal dialog. It has a search bar with the placeholder text 'Search by title, artist, or barcode...' and a 'Search' button. Below the search bar, there is a loading spinner and the text 'Search for a release by title, artist name, or barcode to pre-fill the product form.' A 'Cancel' button is at the bottom right. A 'Schema refreshed' notification is visible at the bottom right.



Pick a release — "Load more results" fetches further pages, and the remaining request quota is shown. The selected release **pre-fills the product form** (title, artists, style attributes, images, barcode...); review and complete before saving.





Brands and artists

Both tabs list entries with a search box and a status filter.

- **Brand** — name, slug, description, logo URL, website, country, status.
- **Artist** — name, slug, biography, image URL, website, country, status.

Both can be created inline from the product form or managed from their tabs.

Archive a product

The row action **Archive** removes a product from sale after a confirmation: "This will archive "{name}". Stock will be set to zero. The product will be permanently deleted after the retention period (30 days)." Archiving cannot be undone.

Related

- [Dashboard](#) — low-stock and best-seller widgets
- [Schema](#) — admin — import the category taxonomy
- [Integrations](#) — admin — Mistral AI & Discogs

Orders

One place to handle every order — online and in-store — from received to delivered or collected. The order list reads from the local copy of your shop data, so browsing orders works even offline.

The order list

Open **Orders** from the sidebar. Filters at the top:

- **Status** — any of the order statuses (below).
- **Channel** — Online or POS.
- **Payment** — Any payment, Payment pending, Paid, Payment failed, Partially refunded, Refunded.
- **Fulfilment** — Any delivery method, Pickup, Delivery.
- **Search orders...** — free-text search across order number, customer name, customer e-mail and phone number (prefix). Combined with the other filters above (AND).

Each row shows **Order #**, customer (name + e-mail), a colour-coded **status** badge, the **channel** badge, a **payment-status** badge, the total and the date. A checkbox column lets you select rows for bulk actions.

The list stops at 200 orders — "Showing {shown} of {total} — refine your search to narrow down" invites you to filter further.

Order numbers are stable references: quote them in any customer contact and in the store.

Order statuses

Every order follows a fixed progression. Status badges are colour-coded:

Status	Meaning
Received → Awaiting confirmation → Waiting	New orders, not yet confirmed.
Preparing	The shop is picking/preparing the order.
Ready for pickup (pickup orders)	Waiting for the customer; pay or collect.
Ready for shipping → Shipping → Shipped	Handed to the carrier.
Delivered (delivery orders)	Carrier delivered.

Status	Meaning
Completed (pickup orders)	Collected by the customer.
Cancelled	The order will not be fulfilled.

Delivery and pickup are *branches*: a pickup order never goes through shipping states, a delivery order never ends "completed".

Order detail

Click a row to open the order. The modal shows:

- **Fulfilment progress stepper** — a horizontal step bar showing which statuses the order has passed through and the current one.
- **Items** — product, condition, quantities and HT/TTC prices. Clicking a product name drills into the product editor.
- **Totals** — subtotal HT, VAT per rate, delivery fee, total TTC.
- **Fulfilment** — pickup or delivery, pickup deadline, tracking number, and an amber **POS transfer open** badge when a transfer is in progress. Delivery orders also show carrier name, shipping status, label and tracking URL.
- **Payment** — the payment method and, for online orders, the live payment records (online only) with a provider badge, card/wallet instrument, status, amount and reference. If store credit was applied at checkout, the amount is shown above the payment records.

Order history

The **History** section at the bottom of the order detail shows a log of every event — status changes, cancellations, POS payments (with a **View receipt** link for in-store payments), stock locks and refunds. Each entry shows who performed it and when.

Advance an order

The action buttons follow the current status and the fulfilment branch:

- **Pickup:** Confirm → Start preparing → Mark ready for pickup → Mark collected
- **Delivery:** Start preparing → Mark ready to ship → Hand to transporter → Mark shipped → Mark delivered
- For a delivery order **without** an integrated shipping provider, the **tracking number** is required before the order can be marked *ready for shipping* — type it in the tracking field (it is sent with the transition).

- For a delivery order on an integrated shipping provider, a **shipping label** must be generated first (see **Shipping** below); a tracking number is not entered manually in that case.
- Status changes are written locally first and synced in the background. If another device changed the same order meanwhile, the sync surfaces a conflict and the order fails its transition — retry after a refresh to keep the server state.

Collect payment in store

Pickup orders that were not paid online can be paid at the till:

1. Open the order → **Pay Order** (available for *pickup* orders that are **Ready for pickup**, unpaid, with no transfer already in progress).
2. A **POS transfer** is opened and you land on the Point of Sale with the basket pre-filled from the order.
3. Complete the sale at the till as usual — the order is then marked paid and the payment is recorded automatically.

While a transfer is open, the order shows the amber **POS transfer open** badge. Delivery orders cannot be paid in store.

Picking list

Orders can be prepared in bulk from the Orders list.

1. Tick the checkboxes of the orders to pick. Selection is locked to one status at a time (rows of other statuses are disabled until cleared).
2. Click **Print Pick List** (available for *Waiting* and, to reprint, for *Preparing*).
3. The combined picking list groups all selected orders: **Artist, Brand, Title, Condition, Barcode, Qty** and **Order #**. Print it.
4. For a *Waiting* batch, **Confirm** moves the whole batch to **Preparing** in one go.

The **Confirm Orders** bulk action is available when *Received* orders are selected — it moves them straight to *Waiting*.

Artist, brand and barcode come from the current catalogue — if a product was edited since the order was placed, the printed information may differ slightly.

Shipping labels and carrier override

Delivery orders on an integrated shipping provider (e.g. SendCloud) are managed directly from the order detail. All shipping actions require an internet connection.

From **Preparing** onwards, the shipping section offers:

- **Generate label** — books a parcel with the resolved provider and produces a downloadable shipping label and a tracking number. A shipping label must exist before the order can be marked *ready for shipping*.
- **Change carrier** — lets you pick a different quoted carrier and service option. Only the carrier identity changes; the delivery fee the customer paid stays the same. The picker shows each option's logo, estimated transit time, price and whether it supports pickup-point / relay delivery.

Once the parcel is booked the carrier is locked in. A link to the label and the tracking number appear in the shipping section.

Return labels

After the order is marked *Delivered*, a **Generate return label** button appears. The resulting return-parcel label and its shipping status are shown in the **Return shipping** subsection.

Refunding an order

Refunds are available for **online-channel** orders whose payment has been **captured** or is **partially refunded**, and only for **administrators**. Orders paid in-store are refunded through the POS (in-store) refund flow instead.

Two paths:

- **Refund selected lines** — set a quantity on each line to refund, then click **Refund selected lines**. Each refunded line is restocked automatically. A confirmation prompt is shown before anything is sent.
- **Full refund & cancel** — refunds everything still refundable on the order and cancels it. Also restocks. Requires an explicit confirmation. Once part of the order has been refunded, the button reads **Refund remaining (N) & cancel**, N being the units still refundable.

Once anything has been refunded, a **Refunded** column shows how many units of each line (and whether the delivery fee) have been refunded so far — it stays visible after the order is fully refunded.

Refund as — when the shop's online refund mode offers both methods (Configuration → Refund modes), pick **Store credit** or **Payment processor** before refunding; the shop's default is preselected each time you open an order. With **Payment processor** only, there is no choice. The refund buttons stay disabled until the refund mode is loaded; if it can't be, the order says "Refunds are unavailable: the refund mode could not be loaded. Reopen the order to retry."

With **Payment processor**, the part of the order paid with store credit comes back as store credit and the rest goes back through PayPal/card. With **Store credit**, the whole refund is given as store credit. There is no manual "refund this exact amount" input for exactly that reason.

A customer who cancels their own paid order from the storefront chooses the refund method themselves when the mode offers both; otherwise they are refunded by their original means of payment.

Online payments

For orders paid online, the payment section lets you (online only):

- **Show log / Hide log** — see the raw provider operations behind a payment.
- **Reconcile** — push a payment still in a pending state.

A payment "Awaiting PayPal"

PayPal sometimes takes a payment without settling it right away — a security review, an eCheck, or a receiving preference on the shop's PayPal account. The payment then shows **Awaiting PayPal**, with PayPal's reason, and the order stays open and unpaid with its stock reserved until PayPal reports the outcome: it is never given up on after a delay. Once the payment settles the order is paid and confirmed as usual; if PayPal refuses it, the order is cancelled and the stock released.

- A hold that only the shop can clear — a payment to accept, or an account to confirm or verify in PayPal — is marked **Needs attention** at once and says so; the same badge appears on any hold still open after 30 days.
- The buyer is emailed that the order was received and the payment is still being confirmed once the hold has lasted the delay set on the PayPal card (see [Integrations](#)).
- **Cancel order (refund once PayPal settles)** cancels an order whose payment is still awaiting PayPal. Nothing can be refunded yet, so the cancellation is recorded now and completes when PayPal settles the payment: if money was taken, it is refunded in full by the method you pick, and PayPal may keep its fixed fee. Until then the order shows the cancellation as pending and cannot move forward. A buyer can request the same from their account.

The address PayPal used

Once a PayPal payment is captured, the payment shows **Address PayPal used**: the delivery and billing address PayPal holds for the transaction, as PayPal reports it. It is the address a dispute is answered with, so keep it in mind when a customer says a parcel never arrived.

It normally matches the order. When it does not, the payment is marked **Address differs at PayPal**, and each difference is listed with what the shop sent and what PayPal has. The order's own address is not changed: it is still the one used for delivery and the invoice.

- A different **delivery** address is the one that matters — most likely on a card payment, where PayPal may use the address saved in the buyer's own account. PayPal Seller Protection only covers delivery to the address PayPal holds, so check with the customer before shipping such an order.
- A different **billing** address alone is the PayPal account holder's own address. It is shown for the record and needs nothing before shipping — nor on a pickup order, which has nothing to ship.

A field PayPal does not report is simply left out, and never counted as a difference — PayPal often reports only the country for the billing address.

Related

- [Point of sale](#) — collecting payment in store
- [Products](#) — items on the picking list
- [Offline & synchronization](#)

Events

The screenshot shows the ShopForge Events management interface. The sidebar on the left contains navigation links: Dashboard, Products, Orders, Events (selected), Newsletter, Point of Sale, Reports, Site Builder, and Configure. The main content area displays a table of events. The table has columns: NAME, VENUE, DATE, START, END, CAPACITY, and STATUS. One event is listed: 'Vinyl Listening Night Kind of Blue' at 'Boutique Maison Balades' on '10/24/2026' at '20:00', with a capacity of '80' and a status of 'DRAFT'. A '+ New event' button is in the top right. A green notification box at the bottom right says 'Event saved.'

Events live on your shop's calendar page: gigs, showcases, sales, anything with a date. You manage them from **Events** in the backoffice — the list shows every event across your shop, and the storefront only shows the published ones.

The list runs against the shop's **local copy** (the same offline-first behaviour as products): it works without a connection, and edits are queued and synced in the background.

The events list

The **Events** tab offers:

- **Search** — by name or description, debounced as you type.
- **Filter by status** — All, Draft, Published, Cancelled or Past.
- **Tags** — filter by one or more tags (any selected tag qualifies).
- **Refresh** — forces a fresh download from the server.

Columns: Name (with description and slug), Venue, Date, Start, End, Capacity, Status. Click a row to edit the event.

Each row carries the actions that match its status:

- **Published** events show an **Archive** button — moves the event to *Past*.

- **Draft** events show a **Delete** button (confirmation required). It marks the event **Cancelled**; you can still open it and reinstate it.
- **Cancelled** and **Past** events have no row actions — click the row to edit them.

Status chips distinguish **Published** (green), **Draft** (grey), **Cancelled** (red) and **Past** (grey). The list caps at 200 rows — the "Showing {shown} of {total}" banner means you should narrow the search.

Create or edit an event

Use **New event** (or click a row) to open the editor:

- **Name** (required) and **Slug** — the slug is generated from the name when you create the event and becomes read-only afterwards.
- **Status** — Draft, Published, Cancelled or Past.
- **Date** (required) with optional **Start time** and **End time**.
- **Capacity** — optional maximum number of attendees.
- **Description** — optional, Markdown editor.
- **Images** — several optional image URLs.
- **Tags** — select or create, like everywhere else.
- **Venue** — pick from your [Locations](#), or choose **Other (custom venue)** to type a venue name and a full address (line 1 and 2, city, postal code, country). A map previews the address as you type.
- **Ticket URL** — optional link to your ticketing page.

Like products, events are saved locally first and synced in the background; the confirmation means "queued", not necessarily "on the server" yet.

The editor's **Delete** action asks for confirmation, then marks the event **Cancelled**. It is not erased: you can still edit it and reinstate it.

Statuses

- **Draft** — work in progress, not visible on the storefront.
- **Published** — live: shown on the storefront calendar.
- **Cancelled** — the event is not happening; not visible on the storefront. Cancelled is not final: a cancelled event can still be edited, and set back to **Draft** or **Published** — for example when the event is postponed, change its date and publish it again rather than creating a new event.
- **Past** — the event happened; **Archive** moves a published event here. Past events stay visible on the storefront.

On the storefront

The site shows **Published** and **Past** events (drafts and cancelled events are never public). Ticket sales happen on your external ticketing page through the **Ticket URL** — the storefront links out to it.

Related

- [Shop Locations](#) — admin — venues used by the event form
- [Tags](#) — configure — label and filter events

Articles

The screenshot displays the ShopForge Admin interface for the 'Articles' section. On the left, a sidebar lists navigation options: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and Configure. The main area shows a list of 1 article. The article is titled 'Why Blue Note Pressings Still Matter' with a subtitle 'Pressing quality, mastering and vinyl weight behind the label reissue series.' and a slug 'why-blue-note-pressings-still-matter'. The article is in 'review' status, marked as 'DRAFT', and was updated on '10/03/2026'. A '+ New article' button is in the top right. A green notification bubble at the bottom right says 'Article saved.' The footer shows 'ShopForge v1.0.0-dev · LOCAL' and a 'Collapse' button.

Articles is where you write news, reviews, guides and announcements connected to your shop. Each article has a category, a status, an optional cover image, and SEO fields.

Opening the articles list

There is no **Articles** entry in the sidebar yet, because the storefront does not render articles in this version. If your shop has shared the page address or you saved a bookmark, open it directly — the page itself is fully usable.

The list offers:

- **Search articles...** — free-text search as you type.
- **Filter by status** — All, Draft, Published or Archived.
- **Filter by category** — All, News, Review, Guide, Spotlight or Announcement.
- **Refresh** — forces a fresh download from the server.

Columns: Title, Category, Status, Published and Updated. Click a row to edit the article. If the list caps at "Showing {shown} of {total}", narrow the search.

Create or edit an article

Use **New article** (or click a row) to open the editor:

- **Title** (required) and **Slug** — a URL-friendly name.
- **Excerpt** — a short summary, up to 300 characters.
- **Body** — the full article, written in Markdown.
- **Cover image URL** — optional cover for the article.
- **Category** — News, Review, Guide, Spotlight or Announcement.
- **Status** — Draft, Published or Archived.
- **SEO title** and **SEO description** — optional page title and meta description for search engines.

The **Published** date follows the status. The Delete action asks "Delete "{title}"? This cannot be undone."

Statutes

- **Draft** — work in progress.
- **Published** — marked as ready and visible. Note that the storefront does not render articles in this version, so publishing changes nothing public yet.
- **Archived** — no longer current.

Offline behaviour

Articles follow the same offline-first pattern as products and events: the list runs against the **local copy**, and edits are queued and synced in the background. "Article saved." means the change is queued, not necessarily on the server yet.

Related

- [System config & POS](#) — admin — the default status applied to new articles

Point of sale

The till for in-store sales. It keeps working **offline**: every sale is signed locally and queued, then synced when the connection returns. It is split into five tabs — **Terminal**, **Receipts**, **JET Journal**, **Closures** and **Closure Center** — and every receipt is a signed fiscal record (NF525 compliance).

Before you start

To open a register the shop needs, at minimum:

- **One location** — add it in Configuration → Locations.
- **Fiscal settings** — configured for the terminal's country in Configuration → Fiscal. Without them the open screen shows a banner: "Fiscal settings have not been configured for this terminal. Go to Configure → Fiscal to set them up before opening a session."

Open register

1. Go to **Point of Sale** → **Terminal**.
2. Enter the **opening float** (can be `0`).
3. Click **Open register**.

The hour is recorded as a signed `CASH_SESSION_OPEN` entry. If the app is closed and reopened with a session still open, it resumes that session automatically — you do not start a second one.

What the open screen tells you. Before you press **Open register**, the card shows where this register stands:

- the **business day** the session will belong to, and the date of this register's last session or closure;
- the **last daily closure** (Z): its number and day, whether the server has received it (*held by the server, not yet sent, or sending failed*: a closure that failed is not resent on its own, use the retry in the sync indicator), and whether a full archive contains it (an archive that ends on that day does not, and a filtered auditor export is not a full archive). These are information, not a block — you can open a register whether or not they are settled;
- the **software version**, the fiscal version and the configuration the session will be signed with, small, at the foot of the card;
- a **warning** when the date would be refused: this device's clock is behind the register's last business day, the day is already closed, or the clock is ahead of the server's. The warning offers the day a manager can open on instead, as it does after pressing the button.

A session left open overnight cannot sell the next day. The business day runs from 04:00 to 04:00 (a setting your administrator can change under the fiscal settings, for a shop that trades later). When the register finds a session from a previous business day, it shows a message instead of the checkout: close that session — count the cash, and give a reason if the count differs — then open a new one. Until then nothing can be sold in it, so a day's takings never end up on the previous day's closure. Receipts and the [X report](#) remain available.

Cash in and cash out

Cash put into the drawer or taken out of it outside a sale — change from the bank, a payment to the postman — is recorded from the menu of the session header (not on the checkout screen, so a shop that never needs it never sees it): **Cash in / Cash out**.

1. Choose **Cash in** or **Cash out**.
2. Enter the **amount** (above zero) and a **note** saying what it is for (required, up to 500 characters).
3. Click **Record**.

The movement is signed, kept with the session and counted in its **expected cash** — cash in adds, cash out subtracts. It cannot be edited or deleted: to correct a mistake, record the opposite movement. Pressing **Record** twice, or again after an error, records it once. A session left open from a previous business day records nothing new; close it first.

The cash drawer sheet

The **Cash drawer** button of the session header opens the drawer sheet. At the top: the **opening float**, the **cash sales**, the **cash refunds** and the **expected cash** — what the drawer should hold now. Below it, the actions: **Cash in**, **Cash out**, **Petty cash**, **Safe drop**, **Variance adjustment**, **Count the drawer**, **Open (no sale)** and **X report**. Then the **activity**: the float, every movement, count, opening and cash received from another till, in order, each with who did it, when, its effect on the drawer, and the cash the drawer should have held right after it. Cash sales and refunds are not listed one by one — they are in the running figure and in the totals above.

The movement form asks for a **type**, an **amount**, a **reason** from the list your administrator set for that type (Configure → System → Cash drawer), a **note**, and, for petty cash, the **receipt or invoice** it paid for. A variance adjustment also asks whether the drawer holds **more** or **less** than expected. When your administrator requires it for a type — always, or above an amount — a **manager's approval** is asked for before the movement is recorded, and is signed with it. A movement not yet sent to the server says so on its line.

Count the drawer

To check the drawer without closing the session, open the [drawer](#) menu of the session header and choose **Count the drawer**. Count what is in the drawer — by denomination when your configuration lists them (a quantity per note and coin, the total adds up as you type), or as one amount — add a note if you like, and click **Record the count**. Only then does the register show the cash it **expected**, what you **counted**, and the **difference**. A count is signed and kept with the session; it closes nothing and changes nothing, so if the drawer differs, check it, or record a cash movement for what was left out. Counts appear in the session summary and in the Z report's day's detail.

Open the drawer without a sale

To open the drawer outside a sale — to make change, at a customer's request, to check it — choose **Open the drawer (no sale)** in the same [drawer](#) menu and give the **reason**; for **Other**, a note is required. The opening is signed and kept with the session, and counted in its summary. Like a cash movement, neither a count nor an opening is possible on a session left open from a previous business day: close it first.

Close register

Click **Close register** in the session header. The **closing control sheet** opens: every figure on it comes from this register's own records, so it works offline. From top to bottom:

1. **Session** — shop, register, operator, session number, when it opened, the business day, the software and fiscal versions, and the time this register spent offline during the session.
2. **Sales** — gross sales, discounts, net sales, VAT by rate, and the counts of sales, refunds (of which store credit) and cancellations. Training records are counted apart and excluded. The [X report](#) shows the same gross sales and discounts.
3. **Payments** — **count the cash**, by denomination (a quantity per note and coin, when your configuration lists them) or as one amount, next to the cash the register expects. For the other tenders used (card, cheque, transfer, store credit...), **declare** the amount from the terminal slips: the difference is shown for information and never blocks the close.
4. **Cash movements** — the float, the cash sales net of refunds, each kind of movement, the cash received from other tills on its own line, and the formula of the expected cash; plus how many drawer counts and no-sale openings the session had.
5. **Variance** — counted less expected. When it is not zero, give a **reason** from the list your administrator set (Configure → System → Cash drawer), with a note if you like. When the variance is above the threshold your administrator set (€10 unless changed), a **manager's approval** is asked for before the register closes the session, and is recorded with it.

6. **Float to leave in the drawer** — tick it to leave a float for the next session (the opening float by default, or the amount you type) and drop the rest in the safe. The register records that drop as a *closing safe drop* just before the close: it is listed with its amount on the X report and the Z, but it is out of the expected cash — the variance is computed on what you counted, before the drop. If your administrator requires an approval for safe drops, a manager approves this one too. The next session's opening screen proposes the float left.
7. **Checks** — how many of this register's records are not yet sent to the server (a warning: the session still closes offline), and how many sales of the session never had a receipt issued; the register records each of those at the close.

Click **Close session**. The register signs everything in one go — the closing safe drop, the close with the count, the declared tenders, the variance, its reason and approval — and offers the **session summary**: *Issue the summary now* saves it as a PDF; *Later* leaves it available from the [session history](#).

Cash not counted: transfer to another till. Choosing it replaces sections 3 to 6 of the sheet. Shops often share one cash bin between tills. When another till of the **same location** is still open, a till that closes can hand it its cash instead of counting it; the till that closes **last** counts everything. This option appears only when such a till is open. To protect the cash it is offered only when:

- this till is **online**, and has just **synced** (the dialog does this when it opens). Otherwise it is greyed out with the reason, and you count the cash;
- the other till is open on the **same business day** and has been **seen by the server in the last 15 minutes**. A till that is not fit stays in the list, greyed out with why ("not seen for 3 h", "opened on ..."), and cannot be chosen. A till taken home stops being seen, so the cash can never be handed to it;
- there is cash to hand over, and this session is a real one (not a training session) opened at a location.

Choose the till and click **Hand over and close**. The whole expected cash — including the float and anything this till received — is handed over in one signed transfer. The session closes **not counted** (no counted cash, no variance) only once the server has confirmed the transfer. **Close the tills one at a time**: a till that has handed its cash over is no longer offered to the others, and if two tills choose each other at the same moment the second transfer is flagged in the **Closure Center** rather than lost. If the server is slow to confirm, the session stays open with the transfer recorded, and the sheet offers **Finish closing**: the transfer is never made twice.

If cash is added to a till after its transfer was recorded (a sale, cash in, or cash another till handed to it), it can no longer close without counting: the sheet says so, shows the cash that is left, and you count it.

The other till adds the transfer to its expected cash and must count it. A transfer that reaches the server after the other till has already closed (an offline or racing till), or to a till that has itself

handed its cash over, is accepted but flagged in the **Closure Center** (*Late transfer flagged*): that cash is outside the other till's count, and someone should look at it. This is the limit of the design.

A session left open from a previous business day is closed by counting only; it may still leave a float in the drawer.

X report

An **X report** is a snapshot of the session open on this register: what has been sold so far, how it was paid, and how much cash should be in the drawer. It is the "where do we stand?" button of the till. Reading it **closes nothing and changes nothing**: it is not a Z report and not a fiscal closure, and you can read one as often as you like. The day's **Z report** (Closures tab) is still to be made.

When to use it

- during the shift, to check the takings, or what the drawer should hold before a cash pick-up or a handover to a colleague;
- before closing the register, to see the **expected cash** you will count against;
- at a change of shift, to give the next person a sheet to start from;
- when a cash count does not match, to see what the expected cash is made of.

How to read one

1. Open the  menu in the session header and choose **X report**.
2. The report shows, for the session:
 - **Session**: its number, the register, when it opened and its business day;
 - **Sales**: the number of transactions (sales, refunds, cancellations), the net total with and without tax, and the VAT for each rate;
 - **Payments**: what was taken with each payment method;
 - **Cash**: the opening float, the cash sales net of refunds, each kind of cash movement (cash in, cash out, handed to another till...), the cash received from other tills, and the **expected cash in the drawer** — the same figure the close dialog counts against.
3. **Refresh** reads the session again.
4. **Save as PDF** makes a document, named `rapport-x-<date>-<reference>.pdf`, with «RAPPORT X — non clôturant» in its header and on every page, so a page of it is never mistaken for a Z.

What is kept

- Every reading is written to the **JET journal** (*X report generated*), so an auditor can see when reports were read and by whom.

- Every PDF is a document **issue** with its own reference (T1, T2...), which is printed on it. A PDF is made from a fresh reading, so its figures can differ from the screen you were looking at a moment before; the dialog then shows the reading the PDF was made from. An X report is never a duplicata.

Good to know

- It covers **this register's open session** only, not the other tills or the whole shop.
- It is still available when the register shows the "session from a previous business day" message: useful to read before closing that session.
- In a **training session** it says so, and its figures are not takings.
- Sending it by email and printing it directly are not offered yet: save the PDF, then print or send it.

Complete a sale

The screenshot displays the ShopForge Point of Sale Terminal interface. The left sidebar contains navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale (active), Reports, Site Builder, and Configure. The main area is titled 'Point of Sale > Terminal' and includes tabs for Terminal, Receipts, JET Journal, Closures, and Closure Center. The terminal screen shows the following details:

- Terminal:** 00972FDA4FA9, **Operator:** Helena Carlier
- Buttons:** Cash drawer, Close register
- Search:** A search bar with the placeholder 'SCAN BARCODE OR TYPE TO SEARCH...' and a '+ Add' button.
- BASKET:** A table with columns 'Product', 'Qty', 'Price', and 'Total'. It contains one item: 'Thriller - Michael Jackson Vinyl - Mint (M)' with a quantity of 1, price of €27.99, and total of €27.99.
- CUSTOMER:** Camille Dubois, camille.dubois@example.com
- TOTAL TTC:** €27.99
- Manual discount (€):** 0
- Subtotal HT:** €23.33
- VAT 20%:** €4.66
- Total TTC:** €27.99
- Payment method:** Cash (selected), Card, Cheque, Transfer, Other
- Cash received:** 0
- Warning:** 'Enter at least €27.99 to complete this sale.'
- Notifications:** A green banner says 'User created' and a red banner says 'Abandon transaction'.

- 1. Scan or search** — the search box accepts a barcode or a typed search (min. 2 chars). Add lines to the basket.
 - Unknown barcode → "Product not found for this barcode".
 - Product without a price → "Product has no price set".
- 2. Adjust the basket** — change quantities, remove lines.
 - If a line is reserved for a pending online order, a warning banner appears: selling it now may force that online order to be cancelled. Check the stock before proceeding.

3. **Customer (optional)** — attach a customer by name or e-mail, or create one. Without one the sale is a **Walk-in sale**.
4. **Discounts** — apply a **discount card**, a **manual discount**, or use **store credit** (deducted automatically until **Remaining to pay** reaches 0).
5. **Take payment** — choose the **payment method** (Cash, Card, Cheque, Transfer, Other). For cash, enter **cash received**; the **change** to return is shown.

6. Click **Encaisser / Checkout** — the sale is signed locally and you see "Sale completed" with the **Receipt #{number}**, then **New sale**.

Receipts are **electronic only** in this version (no physical printer). If a customer with an email on file was attached to the sale, the receipt is **emailed automatically**. For a walk-in sale (or to resend), open the receipt from the **Receipts** tab and use **Send via email** — type any address and send. **Abandon transaction** clears the basket and records the abandoned attempt.

Refunds and store credit

Refunds are issued from a past receipt and **require an open register**.

1. Open the **Receipts** tab, find the original receipt, and open it.
2. In the refund area choose the **Refund mode** — **Refund** (money back) or **Store credit** (avoir) — for a full or a partial refund. The choice is only shown when the shop's refund mode offers both (Configuration → Refund modes); otherwise the only method offered is used: store credit ("Cash refunds are disabled — only credit notes (avoirs) can be issued.") or refund.

3. Choose **Qty to refund** (partial) or refund every item still refundable, and choose a **reason** (defective, wrong item, changed mind, price error, duplicate charge, goodwill, other). The reason is required; a note is optional.
4. If the refund is above the refund threshold (50 € by default) or the sale is outside the return window, a **manager approves** it (see below).
5. The refund/avoir is signed, with its reason and approval, and appears in the JET Journal.

A sale already fully returned, or cancelled, cannot be refunded; the receipt says so. A store credit (avoir) needs the **customer receiving the credit note**. The refund mode preselected is the shop's default from Configuration → Refund modes. If the shop's settings changed while the receipt was open, the register refuses a refund type that is now turned off: "This refund type is turned off in the POS refund modes".

Cancel a receipt or correct its payment

While the **cash session the sale was made in is still open** on this register, its receipt offers two more actions. Once that session is closed, only a refund is possible.

- **Cancel receipt** («Annuler ticket») reverses the whole sale: every line, its stock, and its payment, the way it was taken. Choose a **reason** (and optionally a note); a **manager always approves**. Cash comes out of the drawer's expected amount — no cash movement to record. A card payment is not reversed automatically: the receipt tells you to **refund it on the card terminal**. Store credit the sale used goes back to the customer. A sale already refunded, or the sale that paid an online pickup order, cannot be cancelled (refund it, or the order, instead).
- **Correct payment** («Correction règlement») fixes how the sale was paid — for example cash keyed as card. Enter the payments as they really were (they must add up to the sale's total; store credit used stays as it was) and what happened; a **manager always approves**. The original receipt is not changed: the correction is a separate signed record, and the drawer's expected cash and the Z report use the corrected payments.

Both are signed in the JET Journal (`TX_CANCELLATION` , `TX_ADJUSTMENT`).

Manager approval

Some actions need a manager (admin user): cancelling a receipt or correcting its payment (always), a refund above the threshold or outside the return window, a manual discount above the discount threshold (20 % by default), opening a register on a proposed business date, extending the offline limit, and changing locked fiscal settings.

The approval window asks for the **manager**, their **6-digit PIN** or their **password**, and a **reason**. The PIN also works offline; the password is checked by the server and needs a connection. Each

approval is signed in the JET Journal and recorded on the approved record. After three wrong attempts, that manager's approvals are locked for five minutes.

A manager sets their PIN from the user menu → **Approval PIN** (it needs a connection; the registers get it at their next sync). A manager cannot approve their own action unless the shop allows it (Configuration → System); a shop with a single manager allows it until the setting is changed.

Working offline

When the server cannot be reached for a minute, the register goes offline: **Offline for 1 h 12** shows in the register header, on the opening screen and in the sync indicator. Everything keeps working, and every record signed offline is marked as such (receipts show **Issued offline**).

Offline time is limited by the **maximum offline duration** set by an administrator (72 hours by default):

- From half the limit, a banner says when it will be reached.
- At the limit, new **sales** are blocked until the connection returns (unless the shop chose **Warn only**). Refunds, cash movements and closing the register stay possible.
- A manager can **extend by 24 h** once, with a reason (manager approval). After that, sales are blocked again until the connection returns.

When the connection returns, the register sends everything it recorded and asks the server to confirm it received all of it. If the device clock goes back in time, or differs from the server's by more than 5 minutes, a clock anomaly is recorded in the journal.

Receipts

The receipt list filters by **type** (Sales, Refunds, Cancellations, Adjustments, Avoir), **terminal** and **training only**, with a **refresh** button. Each row shows the receipt number, type, item count, total, payment method, date and signature. Training-mode receipts are tagged so auditors can recognise them.

Opening a receipt shows the full breakdown — items with unit HT/TTC, VAT per rate, discounts, payment details — and the **NF525 signature block (Signature and Previous signature)**, which is what makes the record tamper-evident. **Send via email** at the top sends (or resends) the receipt to any address you type in. Resending one already sent asks for a **reason** first (customer request, lost, printer failure, for the accountant, audit, or other); the detail shows how many times it has been sent.

A receipt that was refunded, cancelled or had its payment corrected lists those **corrections**: each one's receipt number, amount (or payments before → after), reason, and the manager who approved it. Click a correction's number to open it, and **Back to the sale** to return.

Receipt details
00972FDA4FA9-20261003-00001

Terminal: **00972FDA4FA9** Date: **10/03/2026 18:34** Employee: **Helena Carlier · admin@help-demo.com**

Customer: **Camille Dubois · camille.dubois@example.com**

camille.dubois@example.com Send via email

ITEMS	UNIT PRICE HT	QTY	DISCOUNT HT	TOTAL HT	VAT	TOTAL TTC	QTY TO REFUND
PRODUCT							
Thriller – Michael Jackson Vinyl	23.32 €	1	—	23.33 €	20%	27.99 €	0
						Subtotal HT	23.33 €
						TVA 20%	4.66 €
						Total TTC	27.99 €

PAYMENT
Cash Cash received: 50.00 € Change: 22.01 €

SIGNATURE
 8a4b2937851e..437a19766f8f
— 0

Cancel receipt Correct payment

Refund mode Refund Store credit

Reason
Choose a reason Note Issue refund

✓ User created

If the shop has more than 200 receipts, the list shows "Showing {shown} of {total} receipts." — add filters to narrow it.

JET Journal

The **JET Journal** is the chronological, signed log of fiscal and technical events: operator sessions, cash sessions, sales, refunds, avoirs, abandoned transactions, discounts, drawer movements, daily closures, configuration and user changes, software start/stop/updates, key rotations, archives and exports. Events recorded by the back office itself (user accounts, terminal changes, exports made there) appear too, marked as recorded by the SYSTEM chain.

- **Filter** by event type (grouped by category), terminal, operator, date range, sync status (pending, synced, failed) and verification result (valid, invalid, not verifiable here), or search the description.
- Each row shows the event number, time (a clock icon means the device clock differed from the business time by more than a minute), the event name (hover for the raw code), terminal, operator, a sync badge and a verification badge. Copy an entry's signature with the copy button.
- **Click a row** to open its details: full metadata, previous signature, signature, payload hash, signing key, related transaction or closure, and its position in the chain.
- **Export** the current selection as CSV or JSON. The export itself is recorded in the journal.

Z report

Closures are generated from the **Closures** tab. The Z report closes the fiscal day.

1. Set the **business date** (defaults to today's calendar date).
2. All four gates must be green before **Generate Z report** is enabled:
 - **This terminal's cash session is closed**
 - **Local records fully synced (outbox drained)**
 - **Reconciled with the server at HH:MM** — the server confirmed it holds every record of this register. If it reports missing records, contact support.
 - **All terminals closed for the day**
3. Generate → the report shows the **closure number, transactions, day total (TTC)** and **cumulative grand total (TTC)**, and a **Download Z report (PDF)** button.

The Z report document. The PDF is the paper version of the closure. Its first part is exactly what was signed: the closure number, the register, the day and when it was closed, the **previous perpetual total**, the **period total**, the **new perpetual total**, VAT by rate, payments by method, counts, cash movements, the integrity check, and the signature that ties the paper to the record. Its last part, labelled *informational*, gives the day's detail: each cash session with its float, expected cash, counted cash and difference; gross sales, refunds, cancellations, avoires and discounts; abandoned sales. The first download is the original. Every later one is a **duplicata**: you are asked why, and the copy reads *DUPLICATA* with its own reference and the date of the original. Each issue is recorded in the journal.

The **Closures** tab keeps a list of the **daily closures (Z reports)** and the monthly and annual closures, each with a *Download* button (then *Re-issue as duplicata*). A monthly or annual document also lists the closures it covers. For a replaced register, the closures this register signed for it are listed in its card and can be downloaded there too.

A shop can sell all day offline, but the day can only be closed once everything has synced and **every** terminal is closed. Each business date can be closed only once, and a closed day cannot be sold in again: opening a register on a closed day proposes the next business date, which a manager approves. A register whose clock is behind its last business date asks a manager to pick a business date instead; one whose clock is far ahead of the server's is refused until the clock is corrected. Days are closed in order: a day's Z is refused while an earlier day with sales still has none — the **Closures** tab lists those days.

Monthly and annual closures

The same tab lists, for this register, the **monthly closures** (one per calendar month) and **annual closures** (one per fiscal year, as set in the fiscal settings) still due, with what holds each back — a day without its Z, a cash session still open, a month without its monthly closure, or the period

not over yet (the server's clock decides). **Close** is enabled once nothing holds it back and everything is synced. Closures are the operator's legal responsibility: the opening screen reminds you when one is overdue.

When this register replaced another one (or was designated to close for a retired one), the tab also lists the closures that register still owes, which you can **close on its behalf**. A cash session of that register that is still open holds its monthly closure back until it is closed on its behalf; its sales are in the closure of its day like any other. When a register is replaced, its open sessions are closed on its behalf by the register that replaced it — **without a count**: no counted cash and no variance are recorded, and the drawer is counted again when the new register opens its first session. Sessions left over from before (or that were not known at the time) are listed with a **Close its open sessions on its behalf** button.

Session history

Under the closures, the same tab lists the **sessions this register has closed**, newest first, fifteen to a page. It is read from the register itself, so it works offline. For each session you see its number and business day, the operator and the shop, when it opened and closed, **how it closed**, and the **daily closure (Z)** of that day when there is one:

- **Cash counted** — with the cash counted, the cash expected at the closing, the difference, and the reason given for it;
- **Cash handed to another till** — nothing was counted: the cash went to another register (see [Close register](#));
- **Closed on behalf** — the session of a register that was replaced, closed by this register without a count. These sessions carry the short code of the register that held them (the replaced register's name is not known here), so you can tell them from your own.

A **Training** tag marks a training session.

The session summary. Each session can be issued as a PDF summary: its sales, payments and cash, and what the closing recorded. It says on its face that it is a control document, not a fiscal closure. The first time you issue it, it is the original. Every later time is a **duplicata**: you are asked why (a reason, and an optional note), and the copy reads *DUPLICATA* with its own reference and the date of the original. Each issue is recorded in the journal. If cash reached the register after a session was closed (a transfer that arrived late), the summary shows it on its own line, as cash that was not counted.

Closure Center

The **Closure Center** tab is where the shop is *supervised and proven*; closures themselves are still done on the **Closures** tab. Everyone can open it. An admin sees all of it; an employee sees what concerns this register.

The strip across the top gives one status per area — **Closures**, **Consolidation**, **Integrity**, **Archives**, **Retention**, **Exceptions**: **OK**, **Needs attention** (with a count) or **Unknown**. *Unknown* is not a good sign: it means the screen could not measure that area — for example anything the server works out says *Needs a connection* while you are offline. Click an area to jump to its card. The cards that need attention open by themselves; open or close any card yourself and it stays as you left it.

- **Pending closures** — what this register still owes, from its own ledger (this works offline). An admin also sees the oldest closure each register owes at each level, and what to do about it: for a register this one replaced (or is designated for) a **Close on its behalf** button takes you to the **Closures** tab; for another replaced or retired register it says which registers may close for it, that none is designated, or that this is not known when the register list could not be read; an active register closes its own. A **reminder** appears when a closure is more than 1 day (daily), 5 days (monthly) or 30 days (annual) past its period. These are reminders chosen by ShopForge, **not regulatory deadlines**: a closure without a reminder is not thereby on time. To close, go to the **Closures** tab.

- **Consolidated closures** (admin) — one report per day, month or fiscal year over every register's signed closure. The Consolidation tile says what its count is made of (*N waiting for a register · M ready to produce*), and the card opens on the level that has work, with a **what needs you** list above the grid. A period *waiting* is waiting for a closure a register still owes — usually it has simply not closed that period yet. The list says which register, and what to do: close the period on that register's **Closures** tab; for a replaced register, close it on its behalf from its successor; or, when no register can close for it any more, that nobody can. **Where the register's month or year was closed without that period, the period can never be closed and the list says so: that closure will never exist, and it must be raised with whoever handles the shop's fiscal obligations.** Nothing in this list should be read as the report being sound. A period *ready to produce* has every closure it needs: **Produce** it, or **Produce all**; the nightly job would do the same. Producing a report that has not changed writes nothing; if a closure has arrived since and changes the figures, a new version is written that replaces the previous one (kept): the new version is the one to file. **View** opens the period. Pick **Daily**, **Monthly** or **Annual**. The grid has one row per period and one column per register, replaced and retired ones included. A register's cell reads *closed*, *missing*, *pending* (naming who may close on its behalf) or *no activity*; in a period that has not ended it reads *not closed yet*, because nothing is due before the period is over. Periods that need attention come first; **Load older** goes further back. Click a period to open it: each register's signed closure, the totals, the perpetual total of the shop (a replaced register's frozen total counts once, and revenue it never synced is on its own line), the content hash, and every version — if a late closure arrives, a new version replaces the old one, which is kept. **Produce** appears when every register that opened a cash session in the period (or had already closed it) has closed. You can download the PDF or the JSON. **Every one of these reports says "Derived report — not signed"**: the server computes it from the signed closures it lists and holds no key to sign it. To check one, add those closures up and recompute the hash.
- **Integrity** — **Verify now** checks this register's chains here (offline too). An admin also sees what the server holds for each register and can run **Verify now** on it.
- **Archives and audit access** — see [Audit access](#) below.
- **Terminals** (admin) — every register, replaced and retired ones too: its label (you can rename it), status, when it was last seen, whether a cash session is open on it, and how many signing keys it holds.
- **Retention and storage** — the size of this computer's ledger, the free disk space and how many months that lasts at the current growth. It warns when less than 10 % of the disk is free or less than 6 months are left. For an admin it also shows the oldest record the server has **received**, which trails a record's own date for a register that synced late.

- **Exceptions** (admin) — what needs a person. There are three kinds:
 - **Needing acknowledgement:** events the server recorded — a terminal identity conflict, a record dated in an already closed period, a chain break, a terminal restored to an earlier state. Each stays open until you **acknowledge** it with a **note**. The note is required, is free text, is recorded in the journal exactly as written and can never be erased: do not enter personal data. Tick several and **Acknowledge selected**, or use **Acknowledge all** on a group (a late sync can open a hundred): one note covers them, but each is recorded separately. If more exceptions match than you were shown, nothing is acknowledged and you are asked to review the list first. **View in the journal** shows the event. Acknowledging does not erase an exception — it moves to the history and says only that a person examined it.
 - **Reminders from the server** — a closure past its reminder, a register whose last check found records missing. They clear by themselves when the closure is done or the records arrive, and are not acknowledged.
 - **On this machine** — the offline limit exceeded, records waiting over 24 hours to reach the server, low storage, a failed software self-check. They clear when the condition stops.

On the dashboard, the **POS Sales** widget shows a red badge with the number of open exceptions to an admin who is online.

Audit access

In the Closure Center, the **Archives and audit access** card gathers what a tax auditor asks for.

- **Software versions** — this register's application version, fiscal major version and fiscal fingerprint, and whether the editor attestation published by ShopForge covers them. Two more lines show the software self-check: the **build manifest** (the fingerprint of the program files as released, and whether the files on this computer still match it) and the **published anchor** (whether that manifest matches the entry ShopForge published for this version; "not checked yet" until the register has been online, "no published entry" for a build that was never released). If either check fails, selling is blocked and the register asks an administrator to reinstall the application — the fiscal records are kept, and neither "Re-sync from server" nor "Replace this register" applies. The published-anchor check runs again after a restart, at the next synchronization.
- **Documents**, each opened in a folder on this computer:
 - **Editor attestation** — ShopForge's signed attestation, shipped with the app, so it opens offline. Opening it is recorded in the JET journal.
 - **Your signed attestation** — the copy uploaded in Fiscal settings. A register that has not been online since the upload does not have it yet: open Fiscal settings while online to fetch it.
 - **Auditor manual** — the French manual written for the tax administration.

- **Evidence dossier for every register** — prepared by ShopForge's servers from the data of every register of the shop, so it needs a connection. It needs an admin account. Click **Request dossier**, wait for it to be ready, then **Download and show in folder**. The file is kept only if it matches the one recorded in the journal.
- **Verify now, archives** and **this register's evidence dossier** — unchanged, and they work offline.

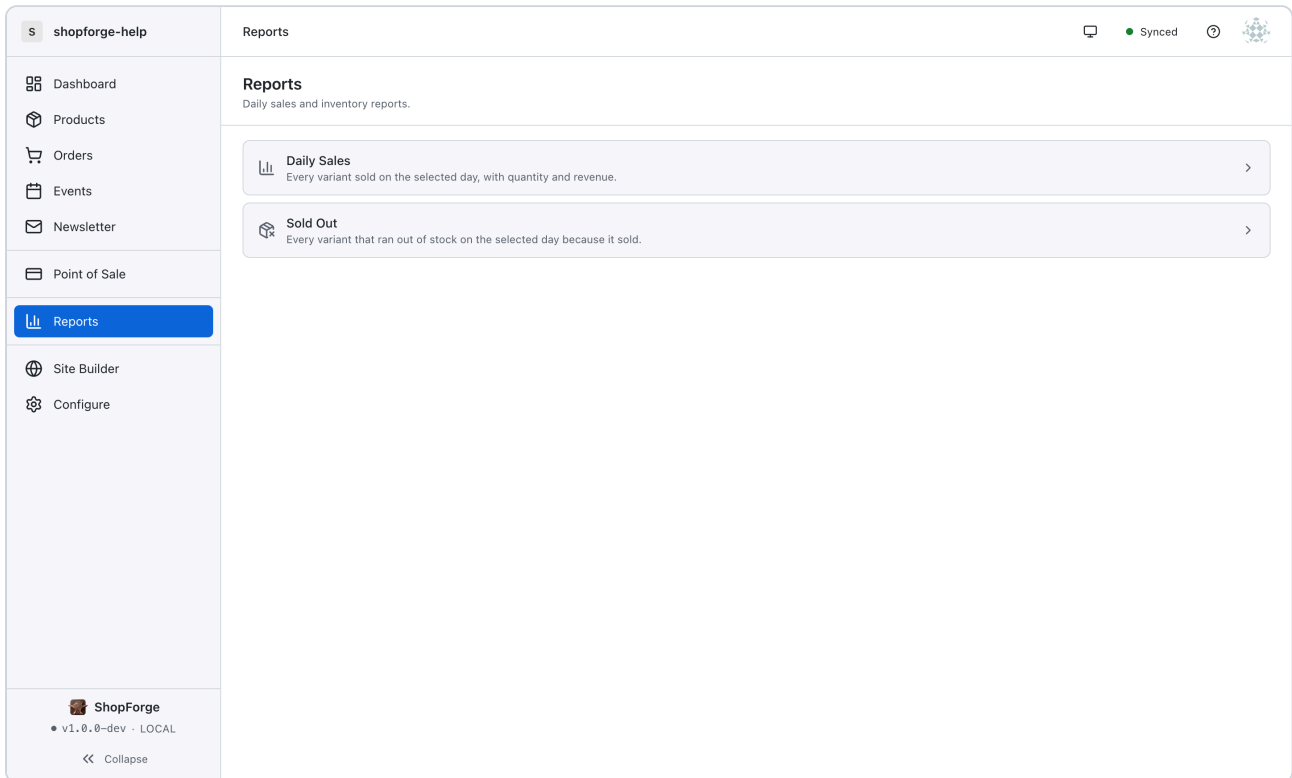
Related

- [Offline & synchronization](#)
- [Fiscal settings \(NF525\)](#) — admin
- [Orders](#) — collecting an online order's payment in store

Reports

Open **Reports** from the sidebar for daily sales and inventory reports. Every report reads from the local copy of your shop data, so it keeps working offline.

The report list



Reports are grouped in one list, each with a name and a one-line description. Click a row to open that report.

Daily Sales

Every product sold on the selected day, with quantity and revenue.

- **Date** — pick any day; defaults to today.
- **Channel** — All channels, Online or In-shop.

Columns: **Title**, **Artist / Label**, **Barcode**, units sold **Online**, units sold **In-shop**, **Total** units and **Revenue**. A totals row at the bottom sums units and revenue across every row for the selected day and channel. Revenue is shown in the tenant's currency.

Sold Out

Every product that ran out of stock on the selected day **because it sold** (stock reaching zero any other way — e.g. a manual adjustment — is not a sold-out event).

- **Date** — pick any day; defaults to today. A count of matching products is shown next to the picker.

Columns: **Title**, **Artist / Label**, **Barcode**, **Sold out at** (timestamp), **Units sold** and **Revenue**.

Related

- [Products](#) — the catalogue a report's rows link back to
- [Orders](#) — the sales a report summarizes
- [Point of sale](#) — in-shop sales counted in the In-shop column

Newsletter

The newsletter emails your subscribed customers automatically or on demand. It is built with a drag-and-drop block editor, and the tenant decides when it goes out — weekly, every two weeks or monthly — plus the weekday to send on.

Unlike most of the backoffice, the newsletter module talks straight to the server: the list, the editor and the send all need a working connection. There is no offline queue here (see [Offline & sync](#)).

Manage newsletters

The screenshot shows the ShopForge admin interface. On the left is a sidebar with a menu: Dashboard, Products, Orders, Events, Newsletter (highlighted), Point of Sale, Reports, Site Builder, and Configure. At the bottom of the sidebar is the ShopForge logo and version information: v1.0.0-dev - LOCAL, with a Collapse button. The main content area is titled 'Newsletter' and shows 'Newsletters 1 total' with a subtext 'Total recipients: 0 subscribers (0 customers, 0 visitors, 0 staff)'. There is a '+ Create newsletter' button. Below this is a table with columns: SUBJECT, STATUS, SENT, and UPDATED. The table contains one row: 'Vinyl of the Week — New Arrivals' with status 'DRAFT', sent date '—', and updated date '10/03/2026'. There are icons for copy and delete at the end of the row. At the top right of the main area are icons for a monitor, 'Synced' status, a help icon, and a settings icon.

SUBJECT	STATUS	SENT	UPDATED
Vinyl of the Week — New Arrivals	DRAFT	—	10/03/2026

The **Newsletters** tab lists every newsletter, current draft first, then the sent ones (most recent first). Columns: Subject, Status, Sent, Updated.

It also displays the total recipient breakdown by subscriber type:

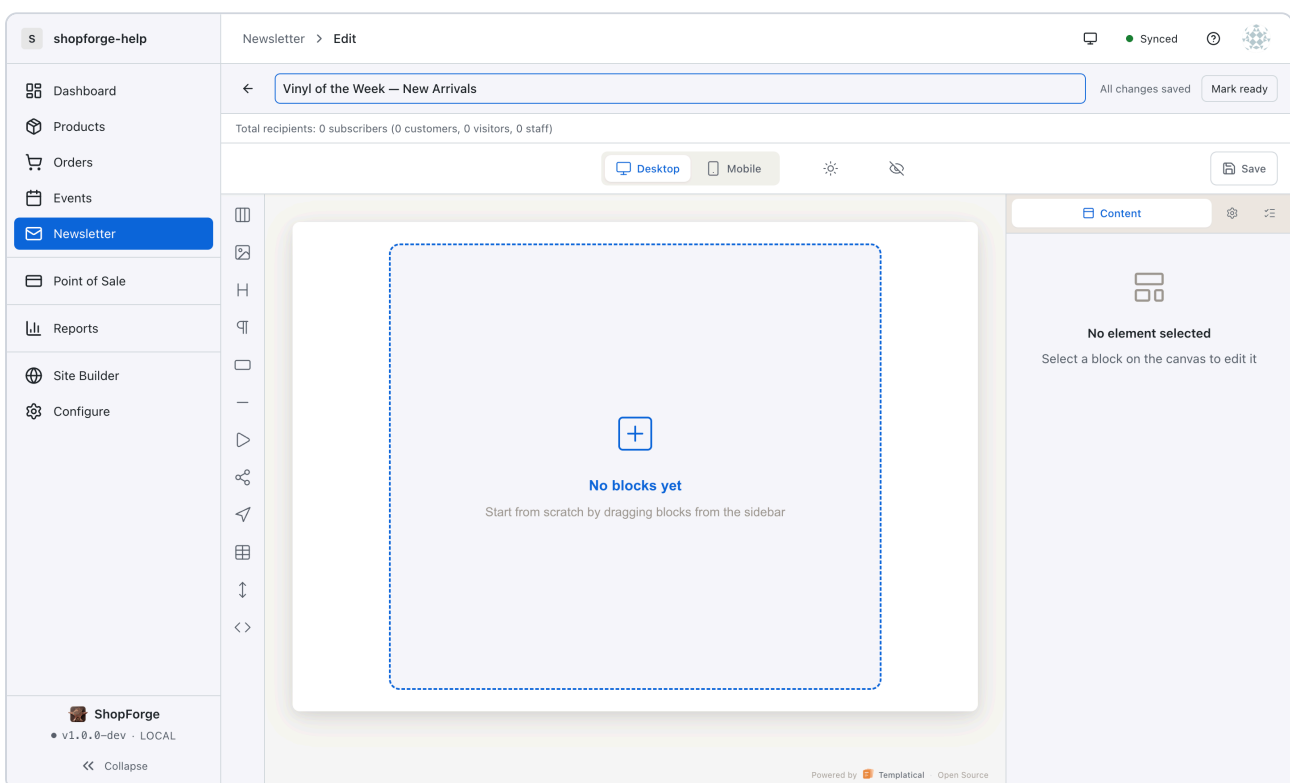
- **Total recipients / subscribers:** The overall count of targeted recipients.
- **Customers:** Registered clients who have made a purchase or have an active account.
- **Visitors:** Unregistered or guest subscribers who signed up via forms.
- **Staff:** Internal team members included in the dispatch.

Available actions:

- **Create newsletter** — a single step: periodicity and language come from the tenant configuration (no fields to pick), and the new draft opens in the editor immediately.
- **Status** — **Draft** (grey), **Scheduled** (blue — the draft has been marked ready) and **Sent** (green). A scheduled draft also shows a hint like "will auto-send next Tuesday, on 2026-09-08".
- Clicking a **sent** row opens its detail view; clicking a draft opens it in the editor.
- **Duplicate** — copies the subject line and body onto a fresh draft, so you can prep the next issue from the previous one.
- **Delete** — asks for confirmation; deleting a sent newsletter also warns that the historical record (recipients, distribution dates, sent content) is lost. In practice the server refuses to delete a sent newsletter.

If several newsletters are **Scheduled**, they will all be sent at the scheduled day and time.

Write a newsletter



Opening a draft lands on the editor:

- **Subject** — the subject line, autosaved as you type (with a short delay).
- **Body** — built with the Templatical block editor: drag, drop and edit content blocks on a visual canvas.
- It also displays the **total recipient** breakdown by subscriber type.

Mark ready and send

A draft has two phases:

1. **Mark ready** — freezes the version you actually reviewed; the header shows the **Ready** badge from then on.
2. **Send now** — appears once the version is ready. It asks "Send this newsletter now?" and explains that it "immediately emails every subscribed user. This can't be undone.". It also displays the total recipient breakdown by subscriber type.

It can also send itself: when a send day is configured, a ready, not-yet-sent newsletter goes out automatically on the next occurrence — "Will also auto-send on the next Tuesday, on 2026-09-08, if not sent manually first".

Recipients are all **subscribed users**. Sending fan-outs one job per recipient; the distribution is stamped "ended" once every job has been accounted for.

Auto-send schedule

The cadence and language come from **Configure → System**, in the **Newsletter** tile (admin only):

- **Frequency** — Weekly, Every two weeks or Monthly.
- **Language** — the newsletter's language (English or French).
- **Send newsletter on** — the weekday to send (optional).

Saving a frequency and a send day configures the tenant's send schedule; clearing the send day removes it. Auto-sends fire at 08:00 UTC.

Sent newsletters

Opening a sent newsletter shows its record:

- **Sent by** — the user who sent it (or the system for an auto-send).
- **Sent to** — the number of subscribers, and **Bounced** — not tracked yet.
- **Distribution started** and **ended** dates.
- A preview of the exact newsletter that went out.

Related

- [Configure → System](#) — admin — frequency, language, send day
- [Offline & sync](#) — the newsletter module needs a live connection, unlike most of the backoffice

Site builder

The **Site Builder** (sidebar → **Site Builder**) is where you design your shop's storefront: pages, sections, theme, header and footer. Your changes only reach the online site once an administrator **generates and publishes** the current version.

Unlike most other modules, the Site Builder **requires a connection**: it is not available offline.

The editor layout

Three areas sit side by side, each resizable by dragging its edge:

- **Navigator** (left) — the site outline: Theme, Header, Footer, the list of Pages and, inside each page, its sections.
- **Canvas** (centre) — a live preview of the page being edited, including the header and footer, at the selected viewport size.
- **Inspector** (right) — the settings for the current selection (a page, a section, the theme...).

The top bar holds the key actions:

- **Visual | Code** — the editing mode; **Code** shows and edits the raw site configuration JSON (it must keep the `nav`, `pages`, `theme`, `header` and `footer` fields).
- **Desktop | Tablet | Mobile** — the preview viewport.
- **Undo / Redo** and the changes indicator (**Changes not saved** vs **All changes saved**).
- **Preview in browser** — opens the working site in your default browser.
- **Save** and **Generate site**.

Pages

The navigator lists your pages, with badges for **Homepage**, **Product**, **Event**, **Account**, **Artist** and **Brand**. Use **Add page** to create one (you are prompted for its title). Select a page to edit it in the inspector:

- **Page settings** — Title, URL **slug** (required and unique), **Nav label**, **Show in navigation**, and **Set as homepage**.
- **URL pattern** (product and event pages) — literal segments are decorative: for products you may include the `{artist-slug|brand-slug}` token, but `{slug}` is the real key and must be the last segment. The slug is the product's key, not its full URL.
- **URL pattern** (artist and brand pages) — a prefix of its own, then `{slug}` last, e.g. `/artists/{slug}`. Empty means those pages are off.
- The per-page **SEO** controls are not yet implemented.

You can delete a page (with confirmation), and organise its sections.

Each dedicated page type has its own chapter:

- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through
- [Account page](#) — the customer's dashboard page
- [Artist page](#) — the template every artist's page renders through
- [Brand page](#) — the template every brand's page renders through

Sections

Each page is a stack of sections. **Add section** opens a picker with all 35 section types — grouped below, each with its own chapter describing what it does and its settings.

Content sections:

- [Hero](#), [Catalog](#), [Rich text](#), [Divider](#), [Custom HTML](#), [External link carousel \(logos, press\)](#), [Video gallery](#)

Product sections (product page only):

- [Product hero \(gallery + info\)](#), [Product gallery](#), [Product info](#), [Product description](#), [Product grid](#), [Product carousel \(1 row\)](#), [Recommended products](#), [Customers also bought](#)

Event sections (event page only):

- [Event hero \(image + info\)](#), [Event title](#), [Event description](#), [Event date](#), [Event gallery](#), [Event location](#), [Event location map](#), [Event location + map](#)

Artist and brand sections (their own page only):

- [Artist hero \(image + biography\)](#), [Brand hero \(image + description\)](#)

Events-list sections (standard pages only):

- [Events preview](#), [Events filter](#), [Events calendar](#), [Events filter + calendar](#)

Other sections:

- [Addresses](#), [Contact form](#), [Account dashboard](#), [Newsletter signup](#) (placeholder), [Store locator](#) (placeholder)

Every section has a **Label**, per-device **Visibility** (Desktop, Tablet, Mobile), an optional **Max width** and **Height**, plus type-specific controls — for example a product grid's query (category, search text, **In stock only**, dynamic AND/OR groups of brand/artist/genre/style/tag conditions), the catalog's search bar and **Facets** (Brand, Artist, Genre, Style), up to 10 hero slides, or video gallery links (YouTube, Arte.tv and Dailymotion are detected automatically).

Custom HTML runs the raw HTML, including scripts, directly on your storefront with no security filtering — use it only if you know what you are doing. Two section types are still placeholders: **Newsletter signup** and **Store locator** have no configuration form and no storefront rendering yet.

Theme, header and footer

Select **Theme** in the navigator to edit the shop's look:

- A **Preset** or **Custom** scheme, with **Primary**, **Secondary**, **Background**, **Surface**, **Text** and **Muted text** colours.
- **Heading** and **Body** fonts (family and weight), **Border radius** (None, Small, Medium, Large, Full), **Icon pack** and the site **Language** (English or Français).
- **Shop display name**, **Logo URL** and **Favicon URL**.

Header — logo placement (Left, Centered), logo height, icon size, nav placement, nav font, max width, height, **Sticky on scroll**, and whether to show the **search** and **cart** icons.

Footer — columns of **Links**, **Social icons**, **Addresses**, **Contact details** or **Newsletter signup**, social rows for Instagram, Facebook, Twitter, TikTok, YouTube, Reddit and Discord, and the copyright text.

Save and version history

Save stores the current configuration as a version. The **version history** lists the most recent saved versions (up to five): each one can be **Loaded** back onto the canvas, shows a **Currently loaded** badge when it is the one you are working from, and a **Published** badge when it is the version live on the site.

Generate and publish

When the design is ready, **Generate site** asks you to confirm — "Publish this version?" — showing the online address that will receive it.

Only **administrators** can generate and publish: employees see the button disabled with "Only an administrator can generate and publish the site". Generation runs through **Generating...**, **Uploading...** and **Deploying...** stages, then confirms **Site generated and published** (or reports a failure). Use **Preview in browser** to check the result.

Related

- [Newsletter](#) — the storefront newsletter sign-up section
- [Integrations](#) — admin — the Mistral AI assistant used by the site builder

Product page

The **Product page** is the template a product renders through.

What this page is

- A template page for a single representative product: the storefront renders whichever real product the URL points to through your design.
- Today there is a single seeded product page serving this role — there is no per-product page catalog or routing yet (planned), so you design the look once.
- Badged **Product** in the navigator.
- **Set as homepage** is disabled for this page type.

Page URL pattern

- The pattern decides the URL shape of your product pages.
- Literal segments are decorative and must match the request exactly.
- For products you may add `{artist}` or `{label}` tokens, each accepting any single segment.
- `{slug}` is required exactly once and must be the **last** segment — it is the real lookup key (the product's key). The slug is the product's key, not its full URL.
- The inspector rejects invalid patterns with an error.

Sections you can add

Product sections (product page only):

- [Product hero \(gallery + info\)](#), [Product gallery](#), [Product info](#), [Product description](#), [Recommended products](#), [Customers also bought](#)

You can also add these content sections next to them:

- [Hero](#), [Product grid](#), [Product carousel \(1 row\)](#), [External link carousel \(logos, press\)](#), [Video gallery](#), [Custom HTML](#), [Divider](#)

The page-level sections are not offered here (catalog, newsletter signup, addresses, the events-list sections, rich text, contact form and store locator), and neither are the event and account sections.

The seeded page ships a **product hero**, a **product description** and two **product carousel** bands.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Products](#) — the products your page showcases

Event page

The **Event page** is the template a single event renders through.

What this page is

- A template for a single event: the storefront renders whichever real event the URL points to through your design.
- The page resolves its event the same `{slug}` -token-URL way as the product page.
- Badged **Event** in the navigator.
- **Set as homepage** is disabled for this page type.

Page URL pattern

- Event pages use the exact same mechanics as product pages.
- Literal segments are decorative and must match the request exactly.
- `{slug}` is required exactly once and must be the **last** segment — it is the real lookup key (the event's key). The slug is the event's key, not its full URL.
- The inspector rejects invalid patterns with an error.

Sections you can add

Event sections (event page only):

- [Event hero \(image + info\)](#), [Event title](#), [Event description](#), [Event date](#), [Event gallery](#), [Event location](#), [Event location map](#), [Event location + map](#)

You can also add these content sections next to them:

- [Hero](#), [Rich text](#), [Divider](#), [Custom HTML](#), [External link carousel \(logos, press\)](#), [Video gallery](#)

The events-list, product and account sections, as well as the other content sections, are not offered on this page.

The seeded page ships an **event hero**, an **event description** and an **event location + map**.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Events](#) — the events your page showcases

Account page

The **Account page** is the customer's account dashboard page.

What this page is

- A fixed-layout dashboard page, pre-seeded with exactly one **account-dashboard** section.
- The seeded section is not reorderable against others — the seed carries just that one.
- The page is **not shown in the navigation**: customers reach it by signing in.

Page URL pattern

- The account page has no URL pattern of its own — customers land on it after signing in, and it is not linked from the navigation.

Sections you can add

- [Account dashboard](#) — the only section type this page carries.
- It is not a page you compose like a standard page: the seed carries exactly one section and it is not reorderable against others.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Sign in and manage your session](#) — how customers reach their account

Hero

The **Hero** section is a full-width slideshow for the top of a page, with up to 10 slides.

What this section does

- Shows a full-width slideshow at the top of the page, one slide at a time.
- Each slide carries its own image, title, subtitle and call to action.
- Available on **standard** pages and the **product** and **event** templates — never excluded.

Settings

- **Layout** — per slide: **Background** (a full-bleed image) or **Image left / Image right**, a 55/45 split that stacks below the `md` breakpoint.
- **Image** — the slide's image.
- **Title** — the slide's title text.
- **Subtitle** — the slide's subtitle text.
- **Link label** and **Link URL** — the call to action shown on the slide.
- **Text position** (Background layout only) — **Left**, **Centre** or **Right**.
- **Height** — the slideshow's height in pixels (default 448).
- **Max width** — caps and centres the slideshow (default 1280); empty means full width.
- **Margin left** — offsets the text block from the slide's left edge (default 32).
- **Colour** — the text colour (default white).
- **Drop shadow** — an optional shadow behind the title and subtitle for legibility over busy images; the colour defaults to black, the offset and radius default to 0 / 2 / 10, and an empty colour disables the shadow.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through

Catalog

The **Catalog** section is a faceted product-browsing block: a search bar, a sidebar of facets and the results grid.

What this section does

- Combines a search bar — always rendered first and never reorderable — with a sidebar of facets and the results grid.
- Lets customers search the catalog and narrow it down with facets and filters.
- Available on **standard** pages only — excluded on the **product** and **event** templates.

Settings

- **Category** — scopes the results to a single category; empty means the tenant-wide catalog.
- **Results** — capped at 200 rows, with no pagination; narrow by facets or search instead. The query runs against the shop's local database.
- **Facets** — **Brand**, **Artist**, **Genre** and **Style** by default; each has its own show/hide toggle and heading label (an empty label renders no heading). Facet order is drag-reorderable, but the search bar always stays first.
- **Search label** — the heading above the search bar (empty = no heading).
- **Search background image** — an optional image URL behind the search bar.
- **Search position** — **Top** spans the full section width; **Left** keeps the search in the sidebar column (the default).
- **Grid** — **Auto** sizes square cards by a card size (default 220) and reflows to any viewport width; **Fixed** renders exactly N columns (default 4, keep within 2–10).
- **Max width** — caps and centres the section (default 1280).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Products](#) — products you showcase in the catalog

Product grid

The **Product grid** section shows a static grid of products selected by a query run against the shop's product database.

What this section does

- Renders the products as a grid, four columns across on desktop.
- **Rows** (1–3, default 2) expresses how many rows the grid fills — two rows is up to eight items — with **Max items** as the hard cap on top.
- It can be placed on **standard** pages, on the **product** page template, and on the **artist** and **brand** page templates, but not on the **event** or **account** pages.

Settings

- **Title** — optional heading above the grid; empty means no heading.
- **Max items** — the hard cap on how many products are shown (default 12).
- **Max width** — caps the section's width in pixels (default 1024).
- **Category** — exact match on the category taxonomy; empty means no filter.
- **Search** — case-insensitive match on the product name or artist; empty means no filter.
- **In stock only** — shows only products with stock (off by default).
- **Only this artist's products / Only this brand's products** — on the artist or brand page only: limits the section to the products of the artist (brand) the page shows, combined with the other filters. On a carousel whose **Show more link** goes to the catalog page, the link opens the catalog filtered by that artist (brand).
- **Dynamic filter** — one or more groups of field-equals-value conditions on Brand, Artist, Genre, Style and Tag; a product matches when it satisfies every condition of at least one group; empty means no extra filter.
- **Rows** — how many rows of four the grid fills (1–3, default 2).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Products](#) — the products these sections showcase

Product carousel (1 row)

The **Product carousel (1 row)** section shows a single row of products, paged horizontally, selected by a query run against the shop's product database.

What this section does

- Renders the products as a one-row rail of square cards.
- The rail is arrow-paged only, with no native scrollbar: each click turns one full page and there is no looping — the arrow at an end disappears once there is nothing further in that direction.
- **Height** sets the size of the square cards directly, so more or fewer cards fit per page depending on the value.
- It can be placed on **standard** pages, on the **product** page template, and on the **artist** and **brand** page templates, but not on the **event** or **account** pages.

Settings

- **Title** — optional heading above the rail; empty means no heading.
- **Max items** — the hard cap on how many products are shown (default 12).
- **Max width** — caps the section's width in pixels (default 1024).
- **Category** — exact match on the category taxonomy; empty means no filter.
- **Search** — case-insensitive match on the product name or artist; empty means no filter.
- **In stock only** — shows only products with stock (off by default).
- **Only this artist's products / Only this brand's products** — on the artist or brand page only: limits the section to the products of the artist (brand) the page shows, combined with the other filters. On a carousel whose **Show more link** goes to the catalog page, the link opens the catalog filtered by that artist (brand).
- **Dynamic filter** — one or more groups of field-equals-value conditions on Brand, Artist, Genre, Style and Tag; a product matches when it satisfies every condition of at least one group; empty means no extra filter.
- **Height** — sets the size of the square cards directly (default 200; the inspector ranges 120–480).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Products](#) — the products these sections showcase

External link carousel (logos, press)

The **External link carousel (logos, press)** section is a single-row, arrow-paged rail of external-link images — logos, press mentions and partners.

What this section does

- Presents a row of images that each link to an external site.
- All images share the same height but keep their own aspect ratio, so card widths vary — a good fit for press and partner logos.
- Paging is by **arrow**, one page per click, with no looping: an arrow disappears once there is nothing further on that side.
- Available on any page where sections are offered.

Settings

- **Title** — the heading (empty = no heading).
- **Height** — the shared image height in pixels (default 64).
- **Max width** — caps and centres the rail (default 1024).
- **Items** — up to 20; each provides the **image URL**, the **alt text** and the **external URL** the image links to.
- **Background colour** — follows the theme's background colour by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through

Video gallery

The **Video gallery** section is a titled grid of embedded videos — YouTube, Arte.tv and Dailymotion are supported, auto-detected from the URL.

What this section does

- Shows a grid of embedded videos with a section title.
- On desktop the grid follows the video count: an even count is a strict 2-column grid; an odd count is that same grid except the last row, which gets 3 columns (3 = one row of 3, 5 = 2 then 3, 7 = 2-2-3). Below the `md` breakpoint, one video per row.
- Available on any page where sections are offered.

Settings

- **Title** — the heading (empty = no heading).
- **Videos** — up to 12; each is a **URL** plus a **Title** that doubles as the embed's accessible label. The provider (YouTube, Arte.tv or Dailymotion) is detected from the URL — there is no provider field to set.
- **Max width** — caps and centres the grid (default 1024).
- **Background colour** — follows the theme's background colour by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through

Custom HTML

The **Custom HTML** section is the escape hatch: raw, unsanitized HTML rendered verbatim on your storefront, scripts included, with no security filtering — use it only if you know what you are doing, for example a third-party embed snippet.

What this section does

- Renders the HTML exactly as written, scripts included, directly on the storefront.
- Unlike **Rich text**, where raw HTML is blocked, this section exists precisely to allow it.
- Defaults to **full width** (empty Max width), because custom HTML often manages its own width — a banner, an embed.
- A prominent warning reminds you that the storefront runs the HTML as-is.
- Available on any page where sections are offered.

Settings

- **HTML** — the raw markup to display; it runs as-is on the storefront, scripts included and unfiltered.
- **Max width** — caps and centres the section; empty (the default) means **full width**.
- **Background colour** — follows the theme's background colour by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through

Addresses

The **Addresses** section presents your shop's location addresses, stored in the backoffice, as a row of cards on the storefront.

What this section does

- Shows the addresses stored in the backoffice (Locations module) as equal-width cards.
- Cards always fill the row evenly across the configured number of columns.
- When **Show map** is on, each card splits 50/50 between address text and a location map.
- Addresses sections can be placed on **standard** pages only.

Settings

- **Title** — the section's heading; empty means no heading.
- **Max width** — caps and centres the section in pixels (default 1024); empty means full width.
- **Columns** — 1 to 4 (default 3).
- **Show map** — splits each card between text and a map; off by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Shop Locations](#) — admin — manage your shop's locations

Events preview

The **Events preview** section shows the storefront's upcoming events as a list.

What this section does

- Lists upcoming events, each entry with a thumbnail, a date badge, the event's title and a venue badge.
- Reads the events' data directly — there is no per-section event authoring.
- Available on **standard** pages only (not the product or event templates).

Settings

- **Title** — an optional heading (empty = no heading).
- **Max width** — caps and centres the list in pixels (empty by default = full width).
- **Background colour** — the section's background (theme background by default).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Events](#) — the events these sections show

Events filter

The **Events filter** section narrows the events shown on the page by venue.

What this section does

- A heading plus a venue picker that narrows any **Events calendar** or **Events preview** on the same page, or stands alone.
- Filtering is **venue-only** for now — there is no event type facet yet.
- The venue choice is shared across the whole page: one **Events filter** narrows every **Events calendar** and **Events preview** placed elsewhere on that page, exactly like the filter+calendar's built-in sidebar narrows its own calendar.
- Available on **standard** pages only (not the product or event templates).

Settings

- **Title** — an optional heading (empty = no heading).
- **Filter title** — a small label above the venue picker itself (empty = no label).
- **Info notice** — an optional note under the filters, for example "all events are free entry unless stated otherwise".
- **Max width** — caps and centres the widget in pixels (empty by default = full width).
- **Background colour** — theme background by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Events](#) — the events these sections show

Events calendar

The **Events calendar** section shows the page's events on a month calendar.

What this section does

- A month grid with a dot on each day that has events.
- **Previous** and **Next** month navigation; the calendar has no filter UI of its own.
- A page-level venue filter narrows it — a standalone **Events filter** on the same page behaves like the filter+calendar's built-in sidebar.
- Available on **standard** pages only (not the product or event templates).

Settings

- **Title** — an optional heading (empty = no heading).
- **Calendar language** — English or Français (default English); it is independent of the rest of the storefront's locale.
- **Weeks per row** — 1 or 2 (default 1); 2 halves the row count, so a 6-week month becomes 3 rows of 14 days instead of 6 rows of 7.
- **Weekend highlight** — optional background and text colours; off (no highlight) by default.
- **Max width** — caps and centres the calendar in pixels (empty by default = full width).
- **Background colour** — theme background by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Events](#) — the events these sections show

Events filter + calendar

The **Events filter + calendar** section combines a venue filter with a month calendar in one widget.

What this section does

- A venue-filter sidebar next to a month calendar, for pages that want the combined control instead of composing **Events filter** and **Events calendar** separately.
- The calendar shows a dot on each day that has events, with **Previous** and **Next** month navigation.
- The filter narrows the calendar by venue — venue-only, there is no event type facet yet.
- Available on **standard** pages only (not the product or event templates).

Settings

- **Title** — an optional heading (empty = no heading).
- **Calendar language** — English or Français (default English); it is independent of the rest of the storefront's locale.
- **Weeks per row** — 1 or 2 (default 1); 2 halves the row count, so a 6-week month becomes 3 rows of 14 days instead of 6 rows of 7.
- **Weekend highlight** — optional background and text colours; off (no highlight) by default.
- **Filter title** — a small label above the venue picker itself (empty = no label).
- **Info notice** — an optional note under the filters, for example "all events are free entry unless stated otherwise".
- **Max width** — caps and centres the widget in pixels (empty by default = full width).
- **Background colour** — theme background by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Events](#) — the events these sections show

Rich text

The **Rich text** section is a markdown text block for headings, lists, links and inline images — raw HTML is deliberately blocked.

What this section does

- Renders markdown content as a text block, with an optional side media column.
- Available on **standard** pages and the **event** template; excluded on the **product** template.

Settings

- **Content** — markdown text: headings, lists, links and inline images; raw HTML is not rendered.
- **Side media** — **None** (default), **Left** or **Right**; when set, the column renders one of an **image**, an embedded **video** (the source is auto-detected from the URL — no provider to pick) or an **address** (geocoded client-side into a map).
- With a side column, the text takes the remainder of the width — default split 40/60 (side/text).
- **Max width** — caps and centres the text block (default 672).
- **Text colour** — follows the theme's text colour by default.
- **Background colour** — follows the theme's background colour by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through

Newsletter signup

The **Newsletter signup** section is a placeholder section type.

What this section does

- Appears in the section picker, but has **no configuration form and no storefront rendering yet**.
- A page carrying it can only show a placeholder until the section is implemented.
- Newsletter signups today run through the **Newsletter** module and the footer's newsletter-signup column.
- Newsletter signup sections can be placed on **standard** pages only.

Settings

- There are no settings yet — the section type has no configuration form in this version.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Newsletter](#) — manage your newsletter subscriptions

Divider

The **Divider** section is a coloured band that separates groups of sections — a plain spacer, or a row of stats once you add stat cards.

What this section does

- Inserts a visual break between groups of sections.
- Turns into a row of stats when it holds stat cards.
- Available on any page where sections are offered.

Settings

- **Height** — the band's height in pixels (default 48).
- **Stat cards** — up to 6; each shows a large bold **value** with a smaller **label** beneath, spread evenly across the band.
- **Text colour** — follows the theme's text colour by default; it only has a visible effect once at least one stat card exists.
- **Background colour** — follows the theme's background colour by default, so the band stays invisible until you change it.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Event page](#) — the template event pages render through

Contact form

The **Contact form** section places a fixed contact form on your storefront. It is a fixed field set, not a configurable form builder.

What this section does

- Collects **name**, **email** and **phone** (required), plus **subject** and **message** (optional).
- There is **no delivery backend yet** — no messages inbox and no mail relay in this version — so only the copy around the form is configurable.
- Optional supporting copy (markdown) is placed around the form via the rich text settings.
- The default texts are French regardless of the UI language: title "Contactez-nous", submit label "Envoyer" and success message "Merci, votre message a bien été envoyé. Nous vous répondrons rapidement."
- Contact form sections can be placed on **standard** pages only; they are excluded on the product and event templates.

Settings

- **Title** — the form's heading.
- **Submit label** — the text on the send button.
- **Success message** — shown after a submission.
- **Rich text content** and **Rich text position** — optional supporting markdown placed around the form; the position is **Above**, **Below**, **Left** or **Right** (default **Above**). Empty content means no rich-text block, just the bare form.
- **Max width** — caps and centres the section in pixels (default 640).
- **Background colour** — the theme background by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer

Store locator

The **Store locator** section is a placeholder section type.

What this section does

- Appears in the section picker, but has **no configuration form and no storefront rendering yet**.
- A page carrying it can only show a placeholder until the section is implemented.
- Store locator sections can be placed on **standard** pages only.

Settings

- There are no settings yet — the section type has no configuration form in this version.

Related

- [Site builder](#) — pages, sections, theme, header and footer

Product gallery

The **Product gallery** section shows the current product's image gallery.

What this section does

- Displays the product's images, with square thumbnails and a square main image.
- It belongs to the **product** page template only.

Settings

- **Max width** — caps the section's width in pixels (default 1024).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Product info

The **Product info** section is the buy box of the current product: price, stock status, and the add-to-cart and wishlist actions.

What this section does

- Shows the product's price and stock status.
- Carries the add-to-cart and wishlist actions.
- It belongs to the **product** page template only.

Settings

- **Max width** — caps the section's width in pixels (default 1024).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Product description

The **Product description** section lays out the current product's description together with the tracklist, for music products.

What this section does

- With **Columns** set to 1, the description and the tracklist stack as full-width blocks, one after the other; with 2 they sit side by side.
- In 2-column mode, **Split percent** sets the description column's width and **Tracks position** decides which block sits in the left or top slot.
- It belongs to the **product** page template only.

Settings

- **Columns** — 1 or 2 (default 1).
- **Tracks position** — First or Second (default Second: description first, then tracklist).
- **Split percent** — the description column's width in 2-column mode (default 60); the tracklist gets the remainder.
- **Max width** — caps the section's width in pixels (default 1024).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Recommended products

The **Recommended products** section shows recommended products for the current product, selected by a query run against the shop's product database.

What this section does

- **Rows** and **Max items** determine how many products are shown.
- Renders as a **grid**, using the same engine as the **Product grid** section, not a carousel.
- It belongs to the **product** page template only.

Settings

- **Title** — optional heading above the grid; empty means no heading.
- **Max items** — the hard cap on how many products are shown (default 12).
- **Max width** — caps the section's width in pixels (default 1024).
- **Category** — exact match on the category taxonomy; empty means no filter.
- **Search** — case-insensitive match on the product name or artist; empty means no filter.
- **In stock only** — shows only products with stock (off by default).
- **Dynamic filter** — one or more groups of field-equals-value conditions on Brand, Artist, Genre, Style and Tag; a product matches when it satisfies every condition of at least one group; empty means no extra filter.
- **Rows** — the number of rows to fill (default 2).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Customers also bought

The **Customers also bought** section shows a band of products bought together with the current product, selected by a query run against the shop's product database.

What this section does

- **Rows** and **Max items** determine how many products are shown.
- Renders as a **grid**, using the same engine as the **Product grid** section, not a carousel.
- The seeded product page uses two **product-carousel** sections for these bands instead — both section types exist, so pick per page.
- It belongs to the **product** page template only.

Settings

- **Title** — optional heading above the grid; empty means no heading.
- **Max items** — the hard cap on how many products are shown (default 12).
- **Max width** — caps the section's width in pixels (default 1024).
- **Category** — exact match on the category taxonomy; empty means no filter.
- **Search** — case-insensitive match on the product name or artist; empty means no filter.
- **In stock only** — shows only products with stock (off by default).
- **Dynamic filter** — one or more groups of field-equals-value conditions on Brand, Artist, Genre, Style and Tag; a product matches when it satisfies every condition of at least one group; empty means no extra filter.
- **Rows** — the number of rows to fill (default 2).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Product hero (gallery + info)

The **Product hero (gallery + info)** section combines the current product's gallery and buy-box info in a two-column band.

What this section does

- Puts the product gallery and the buy-box info on one row.
- **Height** acts as a minimum, so a short configuration never clips the info column.
- The stock wording follows the product's stock through the **Low-stock threshold**; in contexts with no stock to read, such as the mock-data preview, it falls back to a plain in-stock or out-of-stock flag.
- It belongs to the **product** page template only.

Settings

- **Image position** — Left or Right (default Left).
- **Split percent** — the image column's width (default 50); the info column gets the remainder.
- **Height** — a minimum height so a short configuration never clips the info column (default 480).
- **Max width** — empty by default, meaning full width.
- **Low-stock threshold** — controls the stock wording against the product's stock (default 5): 0 shows "Out of stock", 1 shows "Last one!", from 2 up to the threshold "Only N in stock", and above that "In stock".
- **Artist link** — **Search artist** (default) or **Artist page**.
- **Brand link** — **Search brand** (default) or **Brand page**.

Artist and brand links

Each artist name above the title, and the label in the line below it, is a link. Where it goes depends on **Artist link** and **Brand link**:

- **Search artist / Search brand** opens your catalog page showing only that artist's (label's) products. It **replaces** the visitor's current catalog filters (search text, in-stock and other filters are cleared) rather than adding to them.
- **Artist page / Brand page** opens the artist's (label's) own page — see the [Artist page](#) and [Brand page](#). If those pages are switched off, or the artist is archived, the link searches the catalog instead, so it never leads to a missing page.
- With no catalog page on the site, a search link shows as plain text.

- In the Site Builder preview of the demo product, the names show as plain text.
- **Search engines:** only **Artist page** / **Brand page** links lead them to the artist and label pages. A search link reaches them as a plain link to the catalog, because the filter is applied in the visitor's browser.

The **Product info** section shows the same names and links them with the defaults (search).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Product page](#) — the template product pages render through
- [Products](#) — the products these sections showcase

Event hero (image + info)

The **Event hero (image + info)** section opens the event page with the event's image and its key information side by side.

What this section does

- A two-column band combining the event's images with its title, date and venue.
- With several images, they take turns automatically, as in the product hero; previous/next arrows and dots let visitors browse them. They are shown in the order set on the event in the backoffice. A single image is shown without arrows or dots.
- **Event** page template only.

Settings

- **Image position** — Left or Right (default Left).
- **Split percent** — the image column's width (default 50).
- **Height** — the band's height (default 420).
- **Max width** — caps and centres the band in pixels (empty by default = full width).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event title

The **Event title** section shows the resolved event's title on the event page.

What this section does

- A text block with the event's title.
- The content always comes from the event — never typed in the section.
- **Event** page template only.

Settings

- **Max width** — caps and centres the block in pixels (default 640).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event description

The **Event description** section shows the resolved event's description on the event page.

What this section does

- A text block with the event's description.
- The content always comes from the event — never typed in the section.
- **Event** page template only.

Settings

- **Max width** — caps and centres the block in pixels (default 720).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event date

The **Event date** section shows the resolved event's date on the event page.

What this section does

- A text block with the event's date.
- The content always comes from the event — never typed in the section.
- **Event** page template only.

Settings

- **Max width** — caps and centres the block in pixels (default 640).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event gallery

The **Event gallery** section shows the event's image gallery on the event page.

What this section does

- The event's image gallery, in a square aspect.
- The images always come from the event — never typed in the section.
- **Event** page template only.

Settings

- **Max width** — caps and centres the gallery in pixels (default 1024).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event location

The **Event location** section shows the resolved event's venue on the event page.

What this section does

- A text block with the event's venue.
- The content always comes from the event — never typed in the section.
- **Event** page template only.

Settings

- **Max width** — caps and centres the block in pixels (default 640).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event location map

The **Event location map** section shows a fixed-height map of the event's venue on the event page.

What this section does

- A map of the venue, on its own, at a fixed height.
- **Event** page template only.

Settings

- **Max width** — caps and centres the map in pixels (default 720).
- **Height** — the map's height (default 320).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Event location + map

The **Event location + map** section shows the event's venue together with its map on the event page.

What this section does

- The venue's location text together with the map.
- **Event** page template only.

Settings

- **Max width** — caps and centres the block in pixels (default 720).
- **Height** — the map's height (default 320).

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Event page](#) — the template event pages render through
- [Events](#) — the events these sections show

Account dashboard

The **Account dashboard** section is the customer's own dashboard: order history, cart, wishlist, recommendations, contact info, delivery addresses and store credit. It is a fixed layout, not something you compose from scratch.

What this section does

- Gives each customer their dashboard: order history, cart, wishlist, recommendations, contact info, delivery addresses and store credit.
- The layout is fixed — you do not compose it from separate blocks.
- Lives on the **account** page, which customers reach by signing in, not by browsing the navigation.
- Account dashboard sections can be placed on the **account** page only.

Settings

- **Max width** — caps and centres the section in pixels (default 1024).
- **Default country code** — pre-fills the country field of the customer's "Add address" form; empty by default.

Related

- [Site builder](#) — pages, sections, theme, header and footer
- [Account page](#) — the customer dashboard page
- [Sign in and manage your session](#) — how customers reach their account

Users

Users covers the people allowed to work in the backoffice of your shop and the clients that created a profile in front office. You can open it from **Configure → User**.

Users syncs to your local database just like other modules, so you can work offline. When online, changes sync back to the backend.

How roles work

Users are divided into three types:

Backoffice staff:

- **Employees** can run the shop: products, sales (POS), orders, events, articles, the newsletter, tags and the site builder. They can only create and manage **Client** user accounts - but cannot modify store credit entries or create/edit backoffice staff (other Employees or Administrators).
- **Administrators** additionally see the **Configure** tabs restricted to them (Integrations, Locations, Schema, Fiscal, System) and are the only ones who can generate and publish the site. Administrators can create and manage all user types: Employees, Administrators, and Clients, including full store credit management.

Restricted tabs are visibly disabled, with the notice "Only an administrator can access this".

Customers:

- **Clients** are customers who created an account in your frontoffice shop. They have access to their order history, saved addresses and newsletter preferences, but cannot access the backoffice. Client accounts are created when a customer signs up or completes their first online purchase.

The users list

The screenshot displays the 'Users' management interface in ShopForge. The left sidebar contains navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and a highlighted 'Configure' button. The main content area is titled 'User Management' and shows a list of users. The table has columns for First Name, Last Name, Email, Role, and Actions. Two users are listed: Nicolas Petit (Employee) and Helena Carlier (Admin). A '+ Create user' button is visible. A green notification box at the bottom right says 'User created'.

FIRST NAME	LAST NAME	EMAIL	ROLE	ACTIONS
Nicolas	Petit	nicolas.petit@help-demo.com	Employee	
Helena	Carlier	admin@help-demo.com	Admin	

The **Users** tab offers **Create user**, **Search users** and **Refresh user list**. Columns: Avatar and Name, Email and Role.

Click a row to open the editor, or use the row's delete action (with confirmation) to remove a user. Deleting a user removes them for good: history will show the user's id instead of a name.

Create an user

Fields:

- **Full name** (required) and **Email** (required).
- **Role** — Administrator, Employee or Client.
- **Password** (required) — used the first time the user signs in through the invitation link. It must be at least 8 characters, with an uppercase letter, a lowercase letter and a digit; passwords known in data breaches are rejected. **Generate password** fills both password fields with a compliant 16-character password.

User profile and preferences

All users (staff and clients) can manage certain settings from **My profile** in their account menu:

- **Name and email** — editable by the user.
- **Newsletter subscription** — opt in or out of receiving the shop's newsletter.

- **Delivery addresses** — save multiple delivery addresses for checkout and order defaults.
- **Store credit** — balance is always visible; only administrators can grant, modify or revoke credit entries.
- **Personal preferences** — language, date format, timezone and theme; staff only; clients use tenant defaults.

Admins can also preset defaults for new staff in the **Preferences** panel when creating or editing a backoffice user (see above).

Related

- [My profile](#) — what users can edit in their own account (name, email, newsletter, addresses, store credit for admins)
- [Your preferences](#) — personal language, date format, timezone and theme

Tags

Tags are reusable labels you can apply to products, brands, artists and events — to organise content and power filters across the shop and front-office site. You manage them from **Configure → Tags**.

Tags follow the same offline-first model as products: the list runs against the **local copy**, and changes are queued and synced in the background.

The tags list

The screenshot shows the ShopForge admin interface. On the left is a sidebar with navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and Configure (highlighted in blue). The main content area is titled 'Configure > Tags'. It features a search bar labeled 'Search tags...', a '+ New tag' button, and a table with the following columns: NAME, DESCRIPTION, DISPLAYED, AUTO-EXPIRES (DAYS), and UPDATED. The table contains one row for a tag named 'Staff Pick' with a description of '—', displayed as '—', and an update date of '10/03/2026'. A green notification bubble at the bottom right indicates 'Tag saved.'

The **Tags** tab offers **New tag**, **Search tags...** and **Refresh**. Columns: Name, Description, **Displayed**, **Auto-expires (days)** and Updated.

The **Displayed** column shows where a tag surfaces on the storefront: **Not shown**, **In hero**, **Above description** or **Stamp over image**. Click a row to edit the tag.

Create or edit a tag

The editor covers:

- **Name** (required) and **Slug** (required) — the unique identifier used by filters.
- **Color** — a hex colour (for example `#FF5733`) used for the tag chip in the backoffice.
- **Description** — optional.

- **Auto-expire after (days)** — blank (or **Never**) keeps the tag indefinitely; a number removes it automatically once applied for that many days.
- **Display on site** — where the tag appears on the storefront: Not shown (default value), In hero, Above description or Stamp over image.

At the bottom, **Applied to** shows how many products, brands, artists, and events currently use the tag.

Using tags

Wherever a tags field appears (on the product, brand, artist and event forms), pick existing tags from the list or type a new name and choose **Create "{name}"** to add it on the fly.

When filtering a list by several tags, any selected tag qualifies — the results show "items matching any of these tags".

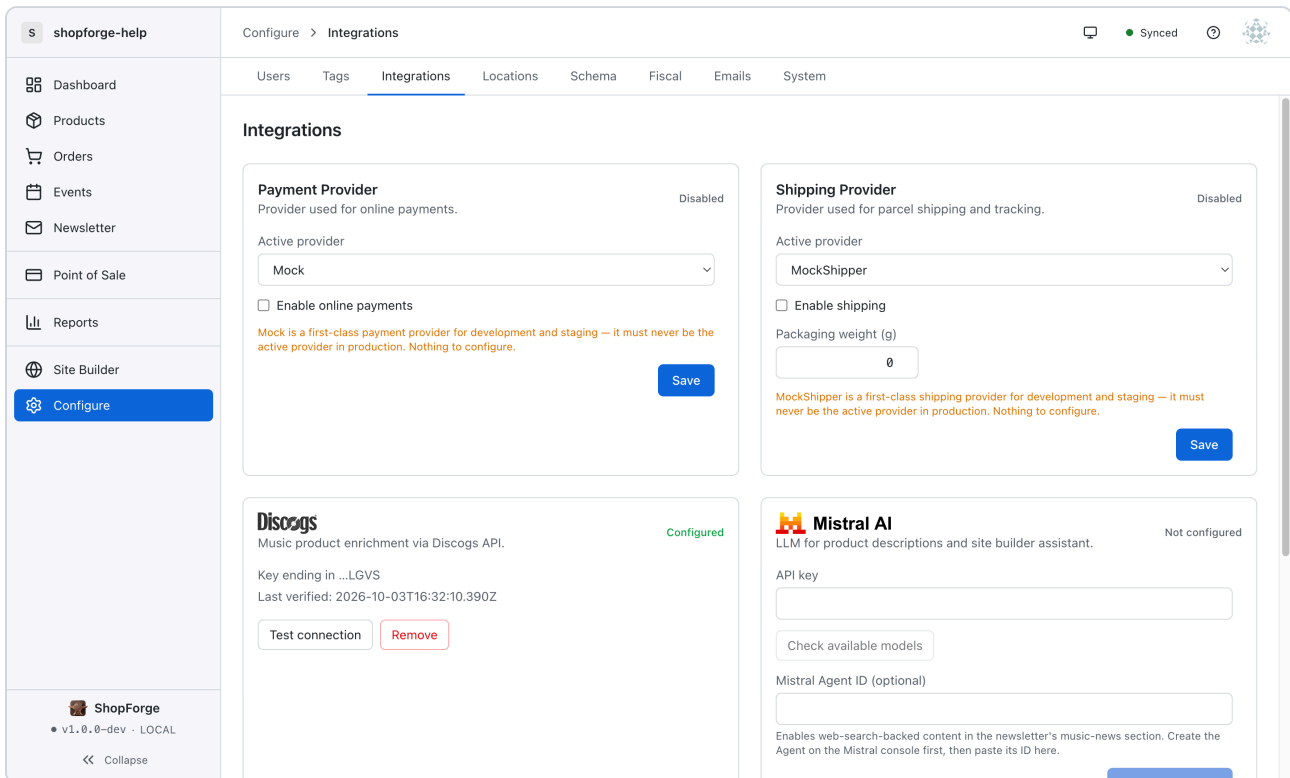
Deleting a tag

Deleting warns that the tag "will be removed from all tagged objects": the tag is stripped from every product, brand, artist and event it was applied to.

Related

- [Products](#) — a tags field on the product form
- [Events](#) — tag and filter events

Integrations



Integrations (Configure → Integrations, administrators only) holds the API credentials for the external services used by your shop and allows you to configure them.

Unlike most other modules, these settings are read and saved **directly online**. Secrets never leave the server — only the Client ID (PayPal), Public key (SendCloud) or From address (SMTP) is shown back in the app, plus hints like "Key ending in {hint}".

Each card reports its state — **Configured / Not configured**, **Last verified: {date}** or **Last updated: {date}** — and offers **Save credentials**, **Test connection** and **Remove**. Removing asks for confirmation: "This will delete the stored credentials. Features depending on this integration will stop working until new credentials are configured."

Payment provider

The **Payment Provider** card configures the service that processes online payments. Once configured it shows **Active provider** (PayPal or Mock) and **Status: Enabled / Disabled**.

- Choose the **Active provider** — **Mock** or **PayPal** — and tick **Enable online payments**.
- Mock** needs nothing: it is "a first-class payment provider for development and staging — it must never be the active provider in production. Nothing to configure."

- **PayPal** (Sandbox or **Live** environment) takes a **Client ID**, a **Client secret** (password field, placeholder "Re-enter to save") and an optional **Webhook ID**. Saving reports "Credentials saved and verified".
- Once PayPal is configured — and still once it is the active provider — the card shows PayPal's own settings, which are not credentials and save without re-entering the client secret.
- **Email the buyer when a PayPal payment is still being confirmed after (minutes)**, saved on its own with **Save delay** — no need to re-enter the client secret. PayPal sometimes takes a payment without settling it right away (a security review, an eCheck, a receiving preference on your PayPal account); the order then waits, open and unpaid, with its stock reserved. Most holds clear within minutes, so the buyer is only emailed once the hold has lasted this long. Between 10 minutes and 24 hours, 60 by default; it cannot be turned off.
- **Data sent to PayPal with each order**, saved with its own **Save**:
 - **Buyer data — Standard** (the default) sends the buyer's name, email, and delivery and billing address, so they are already filled in on PayPal and PayPal's record of the order holds the address a dispute is answered with. **None** sends only the amounts and items. It is the rollback setting, for getting past a problem with the address being sent, and it has a cost: PayPal then uses the address saved in the buyer's own PayPal account, which may differ from the delivery address, and with nothing sent to compare the order is not marked **Address differs at PayPal**. Seller Protection only covers delivery to PayPal's address, and on a click-and-collect order PayPal may ask the buyer for a delivery address. Switch back once the problem is solved.
 - **Contact details on PayPal — Keep the details from the shop** (the default and recommended: what PayPal records is what your shop collected), **Let the buyer change them on PayPal**, or **Don't show them on PayPal**.
 - **Store name on PayPal** — the name PayPal shows on its payment pages. Leave it blank to use your store name; at most 127 characters.
 - While **Buyer data** is **None**, the two other settings have no effect and are greyed out.
- Which countries PayPal accepts for delivery is PayPal's decision for your account, and it can change. ShopForge does not refuse a country in advance: if PayPal declines one, the buyer is told PayPal does not accept payments for delivery to that country, the order is cancelled and their cart kept.

Shipping provider

The **Shipping Provider** card is configured the same way: **MockShipper** or **SendCloud**.

- **MockShipper** is "a first-class shipping provider for development and staging — it must never be the active provider in production. Nothing to configure."

- **SendCloud** takes a **Public key**, **Secret key** and **Webhook secret**. "Add and verify SendCloud credentials below before enabling SendCloud."

Discogs

Discogs — "Music product enrichment via Discogs API." It powers the **Import from Discogs** search in the product form (by title, artist or barcode), which pre-fills the product fields.

Two **Authentication modes**:

- **Consumer credentials** — Consumer key and Consumer secret.
- **Personal user token** — a single User token.

Once configured, the card shows the Public key hint.

Mistral AI

The screenshot displays the 'Integrations' section of the ShopForge Admin Panel. The left sidebar contains navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and Configure. The main content area shows four integration cards:

- Payment Provider** (Disabled): Provider used for online payments. Active provider is 'Mock'. A note states: 'Mock is a first-class payment provider for development and staging — it must never be the active provider in production. Nothing to configure.' A 'Save' button is present.
- Shipping Provider** (Disabled): Provider used for parcel shipping and tracking. Active provider is 'MockShipper'. A note states: 'MockShipper is a first-class shipping provider for development and staging — it must never be the active provider in production. Nothing to configure.' A 'Save' button is present.
- Discogs** (Configured): Music product enrichment via Discogs API. Key ending in ...LGVS. Last verified: 2026-10-03T16:32:10.390Z. Buttons for 'Test connection' and 'Remove' are shown.
- Mistral AI** (Configured): LLM for product descriptions and site builder assistant. Provider: mistral. Key ending in ...svhq. Model: minstral-3b-2512. Mistral Agent ID: Not configured. Last verified: 2026-10-03T16:32:45.405Z. Buttons for 'Test connection' and 'Remove' are shown.

A green notification banner at the bottom right indicates: 'Credentials saved and verified'.

Mistral AI — "LLM for product descriptions and site builder assistant."

- **API key** (required).
- **Mistral Agent ID** (optional) — "Enables web-search-backed content in the newsletter's music-news section. Create the Agent on the Mistral console first, then paste its ID here."

Once configured, the card shows the Public key hint, the model and the Mistral Agent ID.

SMTP email

Email (SMTP) — "Outbound email for user invitations and newsletters." Fields: **Host**, **Port**, **Use TLS**, **Username**, **Password** and **From address**.

Related

- [Products](#) — Discogs import pre-fills the product form
- [Newsletter](#) — SMTP sends it and the Mistral agent powers its music-news section
- [Site builder](#) — Mistral AI is the site builder assistant

Shop Locations

The screenshot displays the ShopForge Admin interface. On the left is a sidebar with a navigation menu including Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and a highlighted Configure button. The main area is titled 'Configure > Locations' and contains a sub-menu with Users, Tags, Integrations, Locations (selected), Schema, Fiscal, Emails, and System. Below this is a 'Shop Locations' section showing '1 locations'. A table lists the location details: NAME (Boutique Maison Balades, 12 rue du Disque), CITY (Paris), COUNTRY (France), and UPDATED (10/03/2026). A '+ Add location' button is in the top right. A green notification bubble at the bottom right indicates 'Location saved'.

Locations are your physical shop locations and warehouses. They back the addresses used on the storefront (footer address columns, the store locator section) and elsewhere in the shop. Manage them from **Configure → Shop Locations** — a tab only administrators can open.

Locations follow the offline-first model: the list runs against the **local copy**, and writes are queued and synced in the background.

The locations list

The **Shop Locations** tab offers **Add location** and **Refresh**. Columns: Name, City, Country, Default, Updated and Actions.

The **Default** column marks the location configured as default. Click a row to edit it, or use the row's delete action — "Delete "{name}"? This cannot be undone."

The list shows "{count} locations" and is capped at **20 locations**: the "Maximum 20 locations reached" notice appears once the cap is hit.

Add or edit a location

Fields:

- **Name** — for example "Main Store".
- **Street address** and **Address line 2** (apt, suite...).
- **City**, **Postal code** and **Country**.
- **Phone** and **Email** — optional contact details.

As you type a street address, the **map preview** in the editor finds it so you can check it before saving. Once the location details are saved, a confirmation message is displayed: "Location saved".

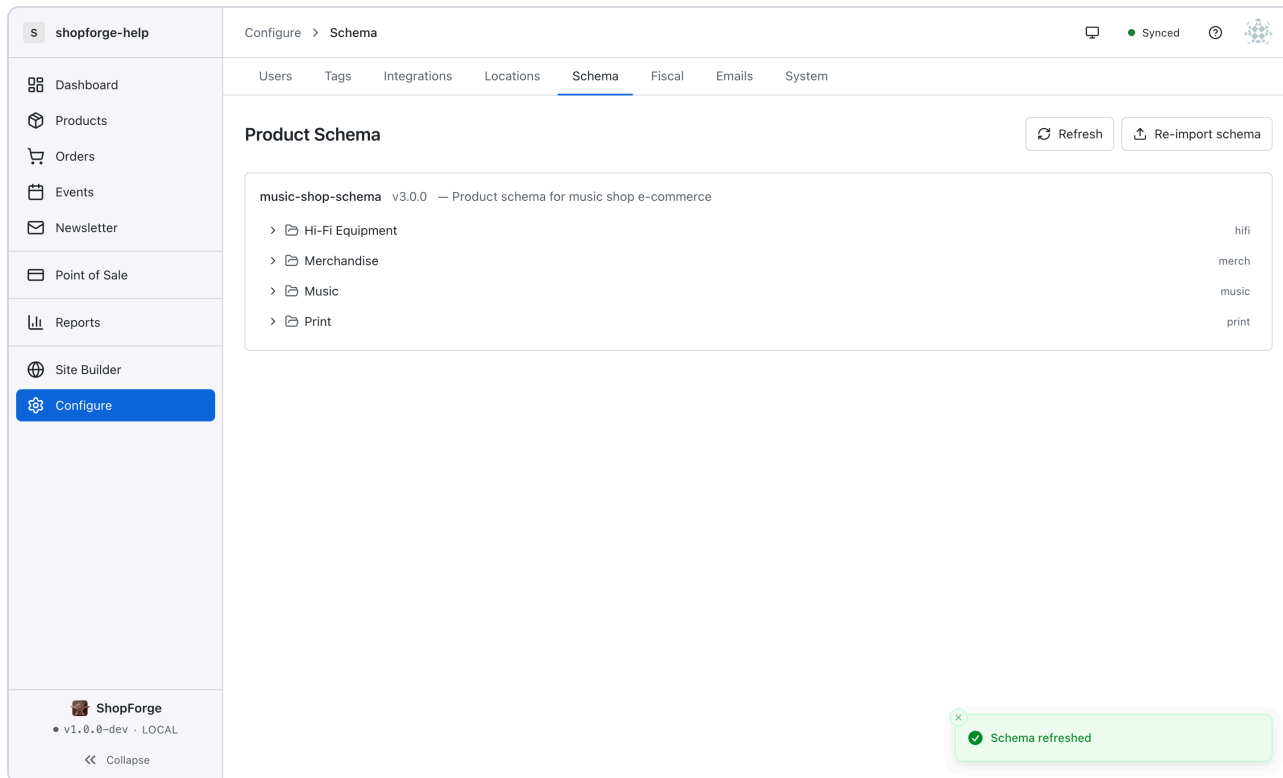
Default location

The **Set as default** action promotes a location to the shop's default; the confirmation reads "Default location changed". This action can only be done when editing an existing location. Setting the default is applied directly online rather than through the offline queue.

Related

- [Site builder](#) — the Address section uses your locations

Product Schema



The **Schema** tab (Configure → Schema, administrators only) displays the JSON document that defines your **product categories and attributes**. It is the backbone the product form and the catalog rely on: category-specific fields come from here.

What a schema is

A schema is a single JSON document describing a tree of categories, each with its own attributes. Each attribute applies to a **Product** or **Variant** scope and can be marked **Searchable** (indexed).

If no schema has been configured on the server, the tab indicates "No product schema imported yet."

Viewing the schema

Once a schema is loaded on the server, the tab displays the active structure as a read-only table of attributes:

- **Name**
- **Type**
- **Scope** (Product or Variant)

- **Searchable**
- **Values**

Related

- [Products](#) — the product form shows category-specific attributes defined by the schema

Fiscal settings (NF525)

Fiscal settings define the seller identity and VAT configuration printed on every fiscal receipt and underpin French NF525 compliance when you sell through the till. The values are legally significant: **after the first fiscal transaction the settings are locked**, and every later change requires a manager (admin user) approval and is recorded as a signed entry in the JET journal.

Reach the page via **Configuration → Fiscal** — administrators only.

Country list

The screenshot shows the ShopForge Fiscal Settings page. The left sidebar contains navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, Site Builder, and Configure (highlighted). The main content area is titled 'Fiscal Settings' and includes a table with the following data:

COUNTRY	LAST UPDATE	COMMENT
France	10/03/2026	Initial fiscal setup

Below the table, there is a section for 'POS terminals' with a table showing a single terminal: 00972FDA4FA9, This register, e.g. Till 1, Save, Active, Last seen 10/03/2026 18:32.

The 'Training mode' section includes a description: 'A simulation mode for training or demos. Records stay signed and traceable, but are excluded from totals and watermarked FACTICE.' and a button 'Enable training mode'.

The 'Tenant Attestation (part 2)' section includes a description: 'A pre-filled declaration of how you operate ShopForge Backoffice POS — print it, sign it, and upload the signed copy. The software's own technical conformity is the editor's separate attestation (part 1), not this one.' and a button 'Generate pre-fill'.

At the bottom, there is a button 'Upload the signed copy'.

One set of settings per country. France (**FRA**) is the only supported country today. Each row shows the country, the last update and a comment describing the latest change:

- **Locked — manager approval required** badge: the country has produced fiscal records; changes need a [manager approval](#).
- **Unlocked — no fiscal records** badge: still safe to edit freely.

Click a row to edit its settings; click the trash icon to delete (click again on **Confirm?** to finalise). Deleting a locked configuration is a destructive, audited action — prefer editing with a change description.

Create or edit settings

1. Click **Add country** (or a row to edit an existing one).
2. In the create dialog, choose the country.
3. Fill [seller identity](#) and [VAT rates](#).
4. Write a [change description](#).
5. Click **Save settings**.

On save you are told the saved **version** (`v1` , `v2` , ...) and the **JET entry** identifier created for the change.

Seller identity

These identifiers are printed on every receipt and appear in fiscal records:

- **SIRET** — the shop's 14-digit SIRET number.
- **VAT number** — the intra-community VAT number (format `FR` + 11 characters for France).
- **Currency** — EUR, GBP or CHF.
- **Language** — the receipt locale: `fr-FR` , `en-GB` or `de-DE` .
- **Key rotation (hours)** — how often the signing key is rotated, 1–24 h. This drives compliance signing; a shorter interval increases the number of signed archives, not the legal standing.

VAT rates

- **Default rate (%)** applies to every product that has no specific rate.
- **Per-category overrides** assign a specific rate to a category; the rule applies to the category and its sub-categories. Choose a category from your imported schema and a rate.
- The **effective rates** preview at the bottom summarises the resolution order: the most specific matching category wins, everything else falls back to the default.

If no categories are defined, import the product taxonomy first (**Configuration** → **Schema**), then return here.

Change description

Required on every save. Explain what changed and why; the text is stored with the change and shown as the row comment in the settings list, so it doubles as an audit trail for staff who inspect the list later.

Manager approval

Once a country is locked, saving still requires a **manager approval**:

1. **Manager ID** — the employee identifier of the approving manager.
2. **Method** — PIN, card or biometric, matching how the manager genuinely approved in person.
3. **Reason** — the reason for the configuration change.

Submitting creates a signed `FISCAL_SETTING_CHANGED` entry in the JET journal with before/after hashes, bumps the settings version, and historical receipts retain the exact settings version they were issued under.

Legal note: do not reduce the signing-key rotation or weaken a rate after the first transaction without confirming the change against the product minimums; the system blocks non-compliant reductions with an explicit explanation.

Training mode

A **Fiscal Admin** can turn on training mode for this register from **Configuration → Fiscal → Training mode** — a simulation mode for training new staff or demos. It is per register, not per shop: turning it on here does not affect other tills.

- Only available while **no cash session is open** on this register (a session is entirely real or entirely training).
- Turning it on asks for a **reason** (training a new employee, demo, test, or other) and an optional note, then **re-enter your PIN or password** — the same re-authentication a manager uses elsewhere.
- While it is on, every screen shows an amber "**TRAINING MODE — FICTITIOUS**" banner, and every document produced carries a FACTICE watermark. Sales made in this mode are signed and kept like any other record, but excluded from totals and reports.
- Turning it off needs no reason, only re-authentication, and again only while no session is open.

Related

- [Point of sale](#) — Z report, JET journal and the auditor export.
- [Schema](#) — draft — import the category taxonomy used by the VAT overrides.

System config & POS

The screenshot displays the 'System' configuration page in ShopForge. The left sidebar contains navigation links: Dashboard, Products, Orders, Events, Newsletter, Point of Sale, Reports, and Site Builder. The main content area is titled 'Configure > System' and includes a top navigation bar with links to Users, Tags, Integrations, Locations, Schema, Fiscal, Emails, and System. The 'System' panel is active, showing various settings:

- Refund modes:** Includes POS and Online sections. POS has buttons for 'Store credit', 'Store credit + Refund', 'Refund + Store credit' (selected), and 'Refund'. Online has buttons for 'Store credit + Payment processor', 'Payment processor + Store credit', and 'Payment processor' (selected). Explanatory text describes the default methods and online limitations.
- Default values:** Includes fields for Default product status, Default article status, and Default event status, all set to 'None (platform default)'.
- Locale & Language:** Includes fields for Language (English), Date format (US short (05/19/2026)), Timezone (Europe/Paris), and Currency (Not set). A warning box states: 'Changing the default currency does not update existing prices.'
- Newsletter:** Includes fields for Frequency (None (platform default)), Language (Français), and Send newsletter on (None (platform default)).
- POS offline settings:** Includes Maximum offline duration (72 hours) and At the offline limit (Block new sales until the connection returns selected).
- Cash drawer:** Includes a text area for reasons for cash movement.
- Cash in:** Includes a text area for reasons for cash in.
- Manager self-approval:** Includes a dropdown for Manager approval (Never).

Configure → System (administrators only) groups the operational panels. Open it via the **Configure** sidebar entry.

Refund modes

"Which refund methods are offered, and which one is the default. The first-named method is the default." There is one choice for the **POS** and one for **Online** orders, each with a line underneath explaining it.

POS

Choice	What it means
Store credit	"Only store credit is available for refunds."
Store credit + Refund	"The default method is store credit; the operator can choose to refund instead."
Refund + Store credit	"The default method is refund; the operator can choose store credit instead."
Refund	"Only refund is available (no store credit)."

A register refuses to record a refund type the shop has turned off, even if its screen still offers it; the receipt's refund area then says "This refund type is turned off in the POS refund modes". Refund and store credit cannot both be turned off.

Online

Choice	What it means
Store credit + Payment processor	Store credit by default; in order management you can choose the payment processor instead. A customer cancelling their order chooses, with store credit preselected.
Payment processor + Store credit	The payment processor by default; in order management you can choose store credit instead. A customer cancelling their order chooses, with the payment processor preselected.
Payment processor	"Only the payment processor is available: every refund goes back through PayPal/card, including when a customer cancels their order."

"Whatever the mode, the part of an order paid with store credit is always given back as store credit. There is no store-credit-only mode online: a customer withdrawing from a purchase must be refunded by their original means of payment unless they choose store credit."

Saving toasts "Refund modes saved". The POS choice follows the offline-first model and queues "PATCH /v1/pos/config" through the outbox; each change is recorded in the JET Journal. The online choice is saved directly, so it needs a connection ("Failed to save the online refund mode — it needs a connection").

Default values

"Default values applied when creating new entities." For each one, **None (platform default)** or a specific status:

- **Default product status** — Draft, Active or Published.
- **Default article status** — Draft, Active or Published.
- **Default event status** — Draft, Active or Published.

Saving toasts "Default values saved"; the backoffice applies these defaults when a new product, article or event is created.

Locale & language

The **Locale & Language** panel holds the tenant-side default for the same settings managed per user in your preferences: **Language** (English / Français), **Date format**, **Timezone** and **Theme**.

These defaults apply whenever a user chooses "Use tenant default". (For your own settings, see [Your preferences.](#))

Newsletter config

The **Newsletter** panel sets the storefront's scheduled sends: **Frequency** (Weekly, Every two weeks or Monthly), **Language**, and **Send newsletter on** (Monday–Sunday). Saving toasts "Newsletter configuration saved". Leaving the send day empty removes the scheduled send.

POS offline settings

These settings, in their own panel after the refund modes, decide how long a register may work **offline**:

- **Maximum offline duration (hours)** — from 1 to 168, 72 by default. It covers a weekend outage of a small shop's connection while keeping the server's copy at most days behind.
- **At the offline limit** — **Block new sales until the connection returns** (default) or **Warn only**. Refunds, cash movements and closing are never blocked. Under **Block**, a manager (admin user) can extend the limit once by 24 hours.

Each change is recorded in the JET Journal.

Manager self-approval

A manager may approve their own actions decides whether a manager can approve their own refund, discount or other action by re-entering their PIN or password. Changing it asks you to re-authenticate. Until it is set, it is allowed only while the shop has a single manager.

Cash drawer

The **Cash drawer** panel sets, for each kind of cash movement a cashier records — **Cash in**, **Cash out**, **Petty cash**, **Safe drop**, **Variance adjustment** — the rules the registers apply (FR-186):

- **Reasons (one per line)** — the reasons the cashier chooses from for that type, each a short code of at most 40 characters, shown as typed. Leave the list empty to let the cashier type a free note only. The defaults name the usual cases (bank change, bank deposit, supplies, postage...).
- **Manager approval** — **Never**, **Always**, or **Above an amount** (in euros). When required, a manager approves the movement before the register records it, and the approval is signed with the movement.

- **Variance at the close** — the **reasons** a cashier chooses from when the counted cash differs from the expected cash (one per line, at most 20 codes of 40 characters), and the amount above which a **manager approves** the close (€10 by default).

Save applies the panel with the others. Each change is recorded in the JET Journal, and every register applies it once it has synchronized the configuration.

Related

- [Your preferences](#) — the same locale settings at your own level, with "Use tenant default"
- [Newsletter](#) — authoring and sending newsletters
- [Point of sale — refunds](#) — refunds from the sales side