CLIENT HANDBOOK

Know your counter.

A practical guide to setup, customer care, buying, selling, inventory and daily closeout.

ONE WORKSPACE. A CLEAR DAILY ROUTINE.

Open > Buy & sell > Reconcile > Close

app.countermark-pos.com

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How to use this guide

Start with setup, then follow the workflow you need. Illustrations use fictional data and summarize controls; they are not live screenshots.

OWNER / ADMINISTRATOR

Set up your location

Complete setup before entering real transactions. Each location has its own name, tax rate and operating preferences.

LOCATION SETUP

Main Street	Tax rate: 8.265%	Time zone: America/Los_Angeles

1. Sign in and choose a location

Open **app.countermark-pos.com** with your assigned email and password. Complete authenticator enrollment or verification when prompted. Select the correct business and location. If either is missing, ask your administrator to check your assignment; do not create a duplicate account.

2. Finish required setup

Enter the business name, location name, time zone, sales tax rate and private cost code. Confirm the tax rate with your business adviser; use 0 only when appropriate. The time zone affects business-day boundaries and reports. Finish setup before opening the store.

3. Configure business preferences

Open **Settings > Business & receipts** to review branding, receipt wording and the promotional image. Under **Locations & sales tax**, review the location name, tax, check-hold policy and backorder lead time. Save the relevant section after each change.

4. Set up categories and reporting

Create main categories and subcategories. Review which items are reportable and their holding periods. Enter this location's assigned LeadsOnline store ID and reporting address before exporting. Contact Countermark to arrange additional paid locations; location provisioning is controlled centrally.

Practice first

Demo locations use fictional records and a sample cost code. Confirm the location before starting live work.

OWNER / ADMINISTRATOR

Accounts & employee access

Give every employee a separate login so transactions, till counts and approvals have a clear owner.

INDIVIDUAL ACCOUNTS

Employee	Buys, sales and own till	Manager / owner approves restricted actions

Create an employee account

Use **Settings > Team & invitations** to add an employee and assign their role and location access. Confirm the email address carefully. Use the account creation or invitation controls available to your administrator; employees should not share an owner login.

Choose permissions deliberately

Regular employees should have the access needed to buy, sell and manage their own drawer. Keep settings and financial reports restricted to authorized staff. Managers may have approval responsibilities. Bookkeeping access provides financial reporting without normal counter transaction privileges.

Manage staff changes

Use the employee controls to reset passwords or disable access when needed. Review assignments when an employee changes duties or leaves. If a user can sign in but sees no location, check their business membership and location assignment before resetting the password again.

Keep sessions secure

Complete MFA when requested and keep recovery information private. The configured inactivity timeout is two hours; session limits or security checks may still require another sign-in. Sign out when leaving a shared device. Never share authenticator codes, passwords or a private cost code.

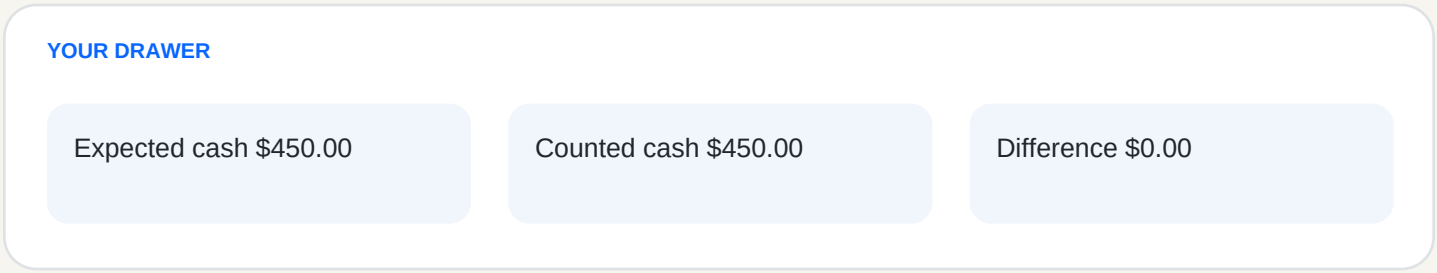
Separate practice accounts

The standalone demo requires an account. Each account gets its own practice workspace; people sharing one login also share its demo.

DAILY CASH WORKFLOW

Open the store & your drawer

Store cash and employee tills are separate. The drawer screen focuses on the drawer you are working from.



1. Count and open the store

Before trading, complete the store opening process and enter the actual total store cash. If cash tracking has not been initialized, an authorized manager must do that first. Confirm the selected location and business day before submitting the count.

2. Open your own till

Count the cash assigned to your drawer and choose **Open your drawer**. Enter its starting amount. Leave unassigned cash in the store reserve. Employees need an open till before starting a buy or sale, even when the planned payment is non-cash.

3. Record cash movement

Use the cash controls for transfers and adjustments, including a meaningful reason or reference. Cash portions of purchases and sales post to the employee's till. Check and card amounts do not increase or decrease physical drawer cash. Do not substitute a sale for a cash transfer.

4. Review the drawer balance

Expected cash comes from recorded activity; counted cash is what is physically present. Store administrators can allow a drawer's expected balance to go negative for that location. This does not create physical cash. Reserve transfers remain limited to available reserve cash.

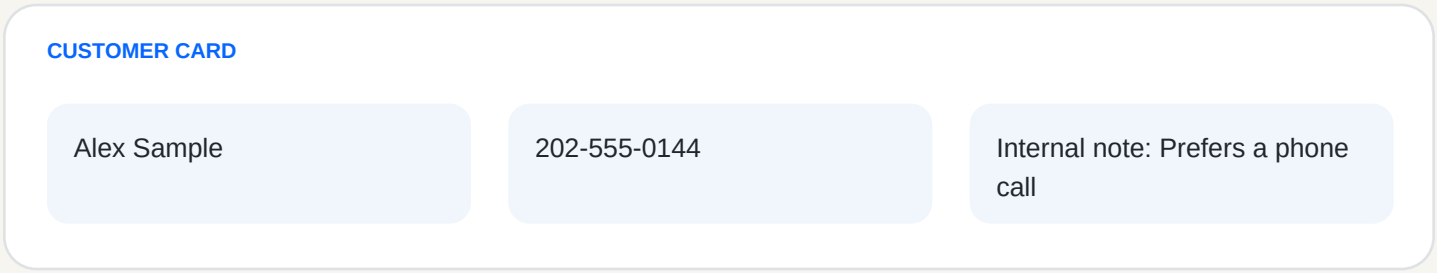
If a transaction is blocked

Check that both the store and your own till are open for the current business day. Do not open another employee's drawer to bypass a block.

SHARED BY BUYS AND SALES

Customer cards & identification

Search before creating a new card. The customer record is shared between purchase and sale workflows at the location.



Find an existing customer

Start entering a name or phone number and review the suggested matches. Purchases also support ID scanning and ID-number search. Compare the details, then choose **Use customer**. Similar names alone do not prove that two records belong to the same person.

Create or update a sales card

Use **Add customer** or **Edit customer card** to enter name, phone, email, address and internal customer notes. Additional ID details and scanning are available. Save the card to attach it to the sale. A walk-in customer can be used when a named card is not needed.

Review ID when buying

Confirm the customer's date of birth, ID number, issuing state, expiration and address. A front ID photo is required for buys; a reverse photo is not required. A saved current ID photo can be reused. Changed identity information may require a new front photo.

Use notes and restrictions

Customer notes remain on the card for future visits and are not printed on receipts. Order notes belong to one sale. Expired IDs and under-18 customers are blocked when checked. A no-buy flag prevents purchases. Escalate potential screening matches or no-buy issues to an authorized manager.

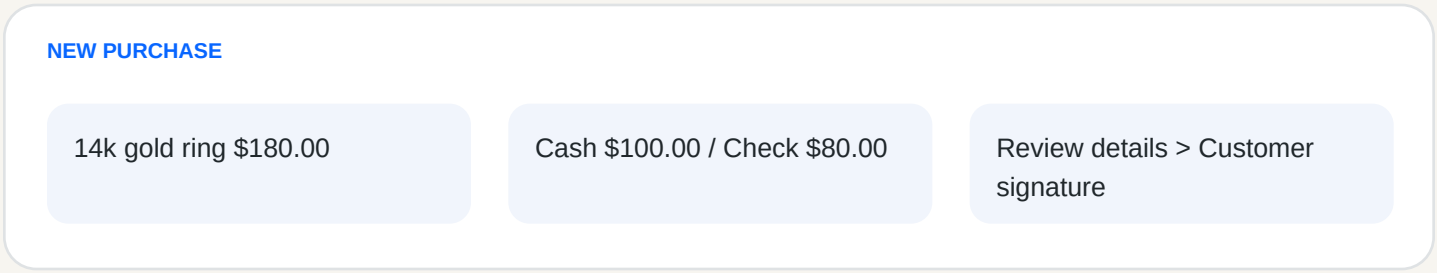
Check scanned information

Read the imported fields before continuing. Barcode scanning assists data entry; it does not replace checking the ID and customer.

BUY WORKFLOW

Complete a purchase

Work through customer details, items, payment, review and signature. Resolve highlighted fields before moving forward.



1. Confirm the seller

Choose **Buy / New purchase**, search or scan the customer, and confirm the card. Review the front ID photo and eligibility. Add internal customer notes when useful. If a possible existing customer appears, select the correct card instead of creating a duplicate.

2. Add each item

Enter a clear description, category or subcategory, quantity and amount. Include serial numbers or other required identifying information where applicable. Capture item photos for reportable items. Photos for non-reportable items are optional. Use the add-item control after completing the current item.

3. Choose payment and review

Select the payment method or split the buy between methods, such as cash and check. The parts must equal the purchase total. Confirm amounts, customer information and item details. Only the cash portion affects the till. Make corrections before collecting the signature.

4. Sign, finish and print

Use the confirmation button to proceed to the separate signature screen. Have the seller sign, save it, and finish the transaction. Print the purchase receipt. Purchased items are not automatically added to retail stock; later choose whether to move them to retail inventory or another disposition.

A hold is not a retail listing

Reportable items remain subject to their configured holding period. Review release eligibility before selling or moving items into a sale.

VALUATION TOOL

Jewelry & diamond estimates

Use the estimator as a working calculation, then confirm the actual offer and item details before completing the buy.

ILLUSTRATIVE WEIGHT CALCULATION

8.0 g gross weight	Less 0.5 g non-metal weight	7.5 g metal weight to value

Estimate precious metal value

Open **Jewelry estimator** while adding the item. Select gold, silver or platinum, enter weight and purity, and review the spot price used. Check the price date or status before relying on the calculation. Confirm the weight unit and metal purity match the item.

Subtract non-metal weight

Deduct the weight of stones or other non-metal material before valuing the metal. For example, 8.0 grams gross less 0.5 grams of non-metal material leaves 7.5 grams for the metal calculation. Do not value stone weight as gold or subtract the same weight twice.

Add natural diamond value

Enter the supported shape, measurements in millimeters, color and clarity. Measurements estimate carat weight; use a known weight when available. Natural diamond prices come from the location's reference price sheet. Check that a matching size and grade is available before accepting the result.

Set buy rates

Authorized users can adjust the location's metal buy percentages and natural diamond buy rate in settings. The intended diamond starting rate is 25% of the reference price; confirm the saved rate for your location. Price uploads use the supported CSV format. Apply and save rate changes before staff use them.

Estimate, then verify

A dimensional carat estimate is not a measured weight or grading report. Do not treat a missing price match as a confirmed zero-value diamond.

STOCK CONTROL

Inventory & receiving stock

Use categories and search to find stock. SKU pools combine similar stock while retaining receiving records.

SKU POOL EXAMPLE

100 units available	Total cost $5,500.00	Average cost $55.00 each

Add manual inventory

Open Inventory and add a new item. Enter description, category, subcategory, quantity, cost and tax status. SKU, photo and default selling price are optional. An item without a fixed selling price can be priced by the employee during the sale.

Receive existing SKU items

Open the existing item and add inventory there to preserve its identity. **Add bulk inventory** is for receiving pre-made SKU items. Enter each receipt's actual quantity and cost. Avoid creating a near-duplicate SKU just because the new purchase cost differs.

Understand average cost

A SKU pool uses weighted-average cost. For example, 50 units at $50 plus 50 at $60 gives 100 units with a $55 average cost, before other activity. Sales draw from the pool at its average cost. When all units are gone, the pool's remaining quantity and value are zero.

Edit or categorize items

Use category, subcategory, status and search filters, then open **View details**. Authorized roles can edit cost and tax-exempt status; removal is permission-controlled. In Purchased inventory, categorize items before adding them to retail inventory. Keep receiving records for cost and quantity reconciliation.

Missing or pending cost

A backorder can have cost pending until stock is received. Do not interpret pending cost as free stock or final profit.

SALE WORKFLOW

Build and complete a sale

Start with items, then review the customer and payment. Custom sales do not require inventory stock.

SPLIT PAYMENT EXAMPLE

$100.00 amount before card fee	$60.00 cash + $40.00 card portion	$1.20 card fee; $101.20 total

1. Add items to the cart

Search inventory and select the item, or choose the custom / non-inventory option. Enter quantity and selling price. For a normal non-inventory sale, enter the unit cost, including 0 only when correct. Use the backorder option if the item will be delivered later.

2. Review tax and the customer

Check each item's taxable or exempt status. The location's saved tax rate controls the calculation. Use the tax-included option when the agreed selling price includes the tax. Add or select the customer card, then enter order-specific instructions in internal order notes.

3. Choose payment

Select payment after reviewing the cart. Split payments must cover the full required amount. The current credit-card fee is 3% of the card portion; review the displayed total before taking payment. Selecting Credit card records the payment method; it does not by itself charge a customer's card.

4. Finalize and print

For cash, enter the amount received and use the displayed change due. Check the items, tax, fees and total before finalizing. Print the sales receipt. Once completed, use the authorized void or return process for corrections rather than creating an offsetting fake transaction.

Take payment through your processor

Square handoff and other processing integrations are not assumed active. Confirm payment in your approved payment system before recording it as received.

PAID ORDERS

Backorders, check holds & pickup

Full payment is due upfront. Receiving stock and handing it to the customer are separate steps.

ORDER PROGRESS

Paid in full > Awaiting stock

Received > Hold released

Customer signature > Fulfilled

Create the paid order

Sell an existing SKU beyond available stock to create a shortage, or add a custom item and select later delivery. A custom backorder can have a blank SKU. Attach a named customer and phone number when you need to contact them. Review the expected arrival date.

Receive the items

Open **Paid orders**. Received, eligible stock with a matching SKU fills the oldest outstanding demand first. For a custom order without a SKU, choose **Receive items**, enter quantity and unit cost, then record receipt. Partial receipts are supported up to the outstanding quantity.

Check readiness and dates

All items must be received and any check hold must have expired before pickup. The default check hold is 10 business days unless changed by the store administrator. Business-day calculations count Monday through Friday and do not exclude holidays. Expected arrival dates are estimates.

Obtain the pickup signature

Choose **Customer pickup / signature**. Confirm the listed items and recipient's name, then proceed to the separate signature screen. Save the signature and complete pickup. The signed acknowledgment and completion time remain with the order. Review them by including fulfilled orders.

Receiving is not a supplier payment

Recording a custom order's received quantity and cost does not record cash paid to the supplier. Handle that payment through your normal process.

TRANSACTION RECORDS

Receipts, voids & returns

Completed transactions retain their original records. Use controlled correction workflows and preserve the audit trail.

BEFORE CONFIRMING A REVERSAL

- Correct transaction and items
- Correct refund and payment method
- Reason recorded; approval obtained

Print and reprint receipts

Open the completed transaction and use **Print receipt**. The browser or device may still require you to choose a printer and confirm. Use Download PDF as a secondary option. Choose Done to leave the receipt view. A print dialog closing does not confirm paper was printed.

Understand receipt formats

Purchase receipts use two copies per page, with a small holding slip on the final page when the list spans pages. Sales receipts use a full-page customer copy. Multi-quantity sale lines show the unit price and line total. Keep a PDF when you need to share a digital copy.

Customize the wording

An owner or administrator can edit **Settings > Business & receipts**. Purchase acknowledgment and sales receipt wording are separate. Changes apply to new transactions; completed receipts keep their original wording. Location overrides may take precedence. Have business-specific legal terms reviewed before use.

Correct a completed transaction

Open the transaction and use the available void or return action. Review the affected items, refund amount, restocking choices and payment method. Give a clear reason and obtain required manager or owner approval. Some backorders require a full void rather than a partial return; follow the displayed restriction.

External refunds are separate

A Countermark reversal is not proof that a card processor refunded the customer. Complete any required external refund and record its reference.

OWNER / AUTHORIZED REPORT USER

Reports & reconciliation

Use the same location and date range throughout a review. Reports explain activity; they do not replace checking source records.

RECONCILIATION CHECK

- Sales and payment totals
- Tax, cost of goods and report notes
- Expected cash versus actual count

Choose the reporting period

Open Reports, choose daily, monthly, quarterly, yearly or a custom date range, and confirm the dates. Use the location's time zone. Previous closed-day reporting can be reviewed while today's store is open. Mobile users can access the end-of-day report and print it.

Review sales and purchases

Check sales totals, returns or voids, purchase totals and payment types. Compare card and check totals with the corresponding external records. Compare cash amounts with drawer movements. A split transaction belongs across its payment portions, not entirely to the first payment method.

Review cost, tax and profit

Sales tax is collected separately from merchandise revenue. Cost of goods sold is the cost assigned to items sold; it is not the same as all inventory purchased that day. Missing or pending backorder costs can make apparent profit incomplete. Investigate report notes before relying on the totals.

Print and investigate differences

Use **Print report** and confirm the browser's print dialog. Check the printed period and location. If a total seems wrong, inspect the original transaction, reversal, payment and receiving records. Correct the underlying issue through its supported workflow rather than editing a report total.

Useful distinction

A purchase creates acquired stock and a payment. Cost of goods sold is recognized in the sale calculation when that stock is sold.

DAILY CLOSEOUT

Close the day & export XML

Count cash, close the store, review the day and confirm external reporting separately.

EXPORT CHECKPOINTS

- Closed day selected
- XML saved with its original filename
- LeadsOnline processing confirmed

1. Close employee drawers

Each employee counts their own cash and enters the actual closing amount. Record an explanation for a difference. Closing a till returns its counted cash to the store reserve in the system. Do not enter the expected figure unless it matches the physical count.

2. Close the store

After the tills are closed, complete the store cash count and closeout. Print the end-of-day report and investigate differences. If trading must resume, an authorized user can reopen the store with a fresh count and a reason. The previous close remains recorded; employees open new tills.

3. Download the LeadsOnline XML

In the export area, choose the closed business day and **Download XML file**. The export uses saved purchase information and includes embedded images for reportable records. It uses a seven-day reporting window, so do not assume the file contains only one day. Correct highlighted missing fields if prompted; full customer review is optional.

4. Upload and confirm processing

Save the XML without renaming it, then upload through your authorized LeadsOnline workflow. Check Transaction Monitor for accepted or rejected records. Download success is not processing confirmation. Automatic uploading needs separate connection setup and enablement; keep manual uploading in place until it is verified.

Demo reporting

LeadsOnline exports are disabled for test locations. Use a live location with its own assigned store ID for real reporting.

KEEP THIS PAGE HANDY

Troubleshooting & daily checklist

Start with the location, business day and account permissions before repeating an action.

WHEN ASKING FOR HELP

- Location + approximate time
- Transaction or order number
- Exact error + steps to reproduce

Login or access problems

For a forgotten password, use the available reset flow or contact your administrator. If the account has no location, check assignments. A signed-out screen may be an expired session. Do not share another user's login to regain access. Report the exact message if the issue persists.

Scanning, missing fields or stock

For a difficult ID scan, clean the lens, avoid glare, steady the phone and keep the full barcode visible. Review imported details. For blocked forms, look for highlighted fields and their explanations. For missing inventory, check category/status filters, disposition and holding period.

Unexpected cash or download errors

Check split-payment portions, cash received, change and any reversal before altering cash records. For XML errors, confirm the correct closed day, store ID and required customer information. For printing, confirm the device printer settings. Avoid repeatedly finalizing a transaction when the result is uncertain; check history first.

Your daily checklist

Start: correct location, store open, own till counted.
During trading: confirm customer, item, tax and payment; retain receipts.
Close: count tills, explain differences, count store cash, print reports.
Report: save XML, upload, verify processing.
Leave: sign out of shared devices.

Protect customer information

Use a redacted screenshot when reporting a problem. Do not send passwords, MFA codes, full ID numbers or customer ID photos in ordinary support messages.