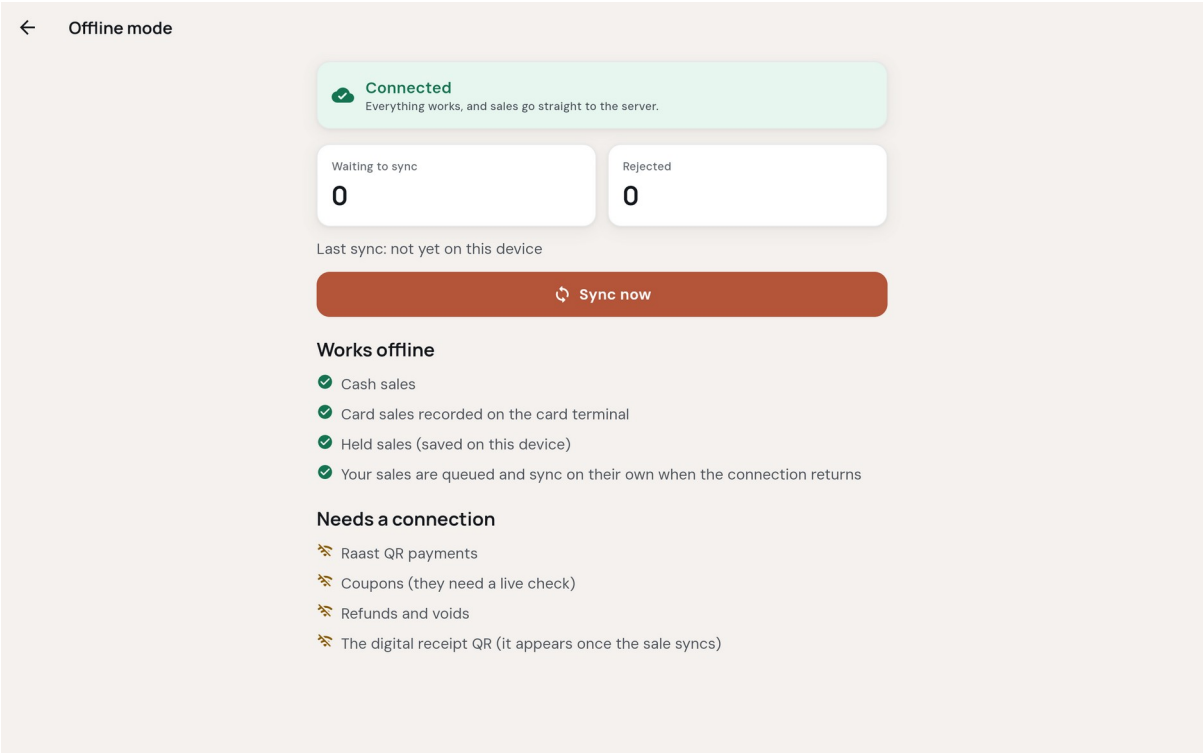


Chapter 11: Offline selling, devices and your account

Screen 11.1: Offline mode

Use case: keep selling when the internet drops, and know what has to wait.

Who: everyone. Open it from **More → Offline mode**.



Offline mode showing the connection, Waiting to sync and what works offline

Works without internet: cash sales, card sales taken on your card machine, and held sales. Offline sales get an **OFF-** receipt number and upload by themselves when the internet is back. Tap **Sync now** to upload straight away.

Needs internet: Raast QR, coupons, store credit and points, refunds and voids, adding customers, stock adjustments and counts, and the digital receipt QR.

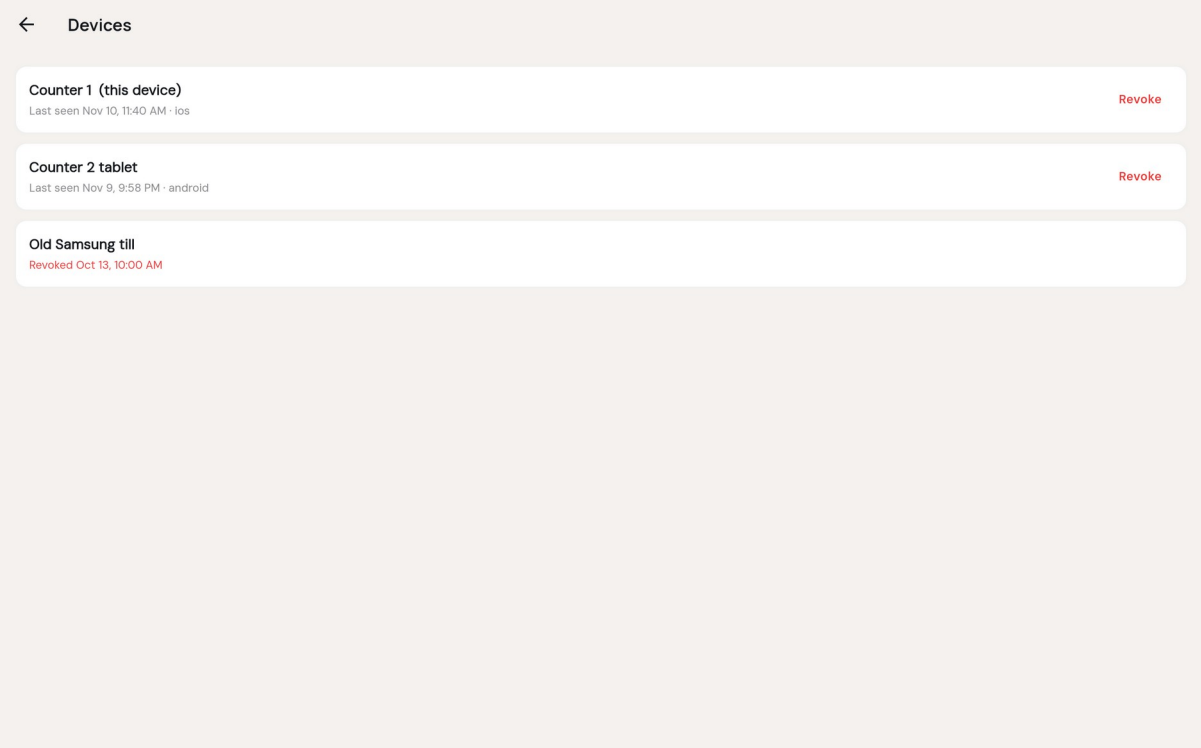
> Note: while sales are waiting to upload you can't close the shift or sign the till out. Sales older than 72 hours can't upload by themselves and need a manager in **Sync & needs**

> **attention**. If stock ran out while you were offline, the sale is still kept and flagged so a manager can correct the stock.

Screen 11.2: Devices

Use case: see every till registered to your store, and switch off one that is lost, stolen or no longer used.

Who: owner. Open it from **More → Devices** or **Settings → Devices**.



Devices list with each till's last seen time and the Revoke button

1. Find the device in the list. Each shows when it was **Last seen**.
2. Tap **Revoke**, then **Revoke** again to confirm.

What you'll see: the device stops working straight away. To use it again, the owner sets it up again (Screen 3.2). Sales it had not uploaded stay on it and upload once it is set up again for the same store.

To sign out a till you are holding (manager): Settings → Sign out this device. This removes the device from the store and clears it.

Delete your account

Use case: permanently close your Solvexo owner account.

Who: owner. Open it from **Settings → Delete account**. You can also do it on the Solvexo website.

1. Close every open shift first.
2. Read **What happens**, then tick **I understand my account and stores will be switched off and my personal data erased.**
3. Type your owner password and tap **Delete my account**.

Note: your stores switch off straight away and every till stops working. Your personal data is erased after 30 days; you can cancel by signing in on the website before then. Sales and tax records are kept as the law requires. Your POS plan is not refunded.

باب 11: آف لائن فروخت، ڈیوائسز اور اکاؤنٹ

11.1 اسکرین Offline mode — انٹرنیٹ کے بغیر کیش، کارڈ مشین والی فروخت اور ہولڈ سیلز چلتی ہیں۔ آف لائن رسید نمبر **OFF-** سے شروع ہوتا ہے اور انٹرنیٹ آنے پر خود اپ لوڈ ہو جاتی ہے (**Sync now**)۔ Raast QR، کوپن، اسٹور کریڈٹ، پوائنٹس، ریفنڈ/void، نئے گاہک اور اسٹاک کی تبدیلی کے لیے انٹرنیٹ چاہیے۔ اپ لوڈ باقی ہو تو شفٹ بند نہیں ہوتی؛ 72 گھنٹے سے پرانی سیلز مینیجر کو دیکھنی پڑتی ہیں۔

11.2 اسکرین Devices — مالک **More → Devices** میں کھوئی یا چوری شدہ ڈیوائس پر **Revoke** دبائے؛ وہ فوراً بند ہو جاتی ہے۔ جو ڈیوائس ہاتھ میں ہو اسے مینیجر **Settings → Sign out this device** سے ہٹا سکتا ہے۔

اکاؤنٹ ختم کریں — پہلے تمام شفٹیں بند کریں، پھر **Settings → Delete account** میں تصدیق کا خانہ چیک کریں، پاس ورڈ لکھیں اور **Delete my account** دبائیں۔ اسٹور فوراً بند ہو جاتے ہیں؛ ذاتی معلومات 30 دن بعد مٹائی جاتی ہیں اور اس سے پہلے ویب سائٹ پر سائن اِن کر کے منسوخ کیا جا سکتا ہے۔ POS پلان کی رقم واپس نہیں ہوتی۔