CONSIGNLOOP

The Operator's Handbook

Everything you need to set up and run your consignment shop — onboarding, daily operations, and reference

app.consignloop.com · support@consignloop.com · Version 2.1

Contents

Part 1 — Getting set up (one time, ~20 minutes)

Consignloop runs in your web browser — nothing to install, and it works on any computer, tablet, or phone. Your data lives securely in the cloud behind your login and stays in sync across all your devices.

Create your store

1. Go to **app.consignloop.com** and click **Create a store**.
2. Enter your store name, email, and a password. That's it — you're in, with a **21-day free trial** (no credit card needed).
3. A welcome checklist appears on your dashboard to walk you through the first steps.

Set your store rules (Settings → Store Profile)

Open **Settings** from the sidebar. Five settings shape how the whole app behaves — set them once, before adding items:

- **Currency** — every price, split, and payout across the app displays in your currency.
- **Commission Split** — your store's default share of each sale (e.g. Store 60% • Consignor 40%). This is the default for new consignors; any individual consignor can have their own rate.
- **Price-Based Splits (optional)** — reward high-value items with a better consignor share, e.g. "items $2,000 and up → consignor gets 80%, $1,000 and up → 70%." A tier is a floor: it only ever **raises** a consignor's share above their own rate, never lowers it. Tiers apply automatically when items are added or re-priced, and even upgrade at the register if the actual sale price crosses a tier.
- **Consignment Period** — how many days items stay before they expire (90 is typical). Applies to newly received items.
- **Sales Tax** — a label (HST, GST, VAT…) and rate. When set, every sale shows a tax line added on top of the price, tracked for remittance. Splits always stay on the pre-tax price. Leave at 0 if you don't charge tax.
- **Price Tag Printing** — your label size, which fields print on tags, and which one prints largest. Full walkthrough in Part 6.

You can also upload your **logo** — it appears in the app, in your consignors' portal, and (if you switch it on) printed on your price tags.

> **Practice without consequences:** open **app.consignloop.com/?demo=1** for a fully working sample store with pretend data. Great for training new staff — nothing you do there touches your real store, and it resets when the tab closes.

Part 2 — Consignors

A consignor is anyone who brings you items to sell. Everything in Consignloop hangs off the consignor record: their items, their sales, their balance.

Adding a consignor

1. Go to **Consignors → Add Consignor**.
2. Enter their name and contact details, and how they like to be paid (cash, check, PayPal, e-transfer, Zelle, or store credit).
3. The commission rate defaults to your store's split — change it here if this consignor gets a different deal (e.g. 50% for a high-value consignor).
4. Save. They get an ID like `CON-001` — you'll see it on their items, sales, and statements.

Balances happen automatically

You never calculate what you owe anyone. Every sale adds the consignor's share to their balance; every payout you record subtracts. The Consignors page shows each person's current balance at a glance, and the dashboard totals everyone who's owed money.

Statements

Open any consignor and click **Print Statement** for a clean, itemized statement — what sold, what they earned, what's been paid out, and the balance owed. Print it, save it as PDF, or hand it over with a payout.

Part 3 — Taking in a new consignor (intake)

This is the workflow when someone new walks in with a bin of clothes. The conversation first, then two minutes of typing.

Agree on the terms

- **The split** — what percentage they receive when an item sells. Your default applies unless you agree otherwise.
- **The period** — how long items stay on the floor before expiring (your configured consignment period), and what happens then: picked up, donated, or marked down.
- **Pricing** — who sets prices (usually the store), and whether you may mark items down.
- **Payout** — how and when they get paid (e.g. e-transfer when the balance passes $25, or monthly).

> **Busy counter?** Appendix A is a printable intake form — jot the consignor's details and items on paper during the rush, enter them into Consignloop later. Keep a stack by the register.

Enter them into Consignloop

1. Add the consignor (Part 2), with their agreed rate.
2. Add their items (Part 5) — each one takes ~20 seconds, or use the CSV bulk upload for big intakes.
3. Print the price tags (Part 6) and put the items on the floor. Done — the 90-day clock runs itself.

Give them a login (recommended)

A portal login is the single biggest time-saver: consignors check their own sales and balance instead of calling you.

4. Edit the consignor → **Portal access** → enable it and set a password (at least 8 characters).
5. Optionally allow **"can submit items"** — lets them propose new items from home (Part 4).
6. Give them their login: the address **app.consignloop.com/?signin=1**, their email, and the password you set. They can use it on their phone.

The portal is read-only: consignors see their own items, sales, payouts, and balance — they can never edit anything, and (if allowed) their submitted items wait for your approval.

Or let people apply online — the public application form

Your store has its own public application page — a simple form anyone can fill in from a link, no login needed: name, contact details, preferred payout method, and what they'd like to consign.

- **Get your link:** Settings → Store Profile → **Consignor Application Link** → Copy. Put it on your website, your Instagram bio, or a QR code by the register.
- **When someone applies** you get an email, and a banner appears on your **Consignors** page: "N new consignor applications." Click **Review**.

- **Approve** creates the consignor instantly — their details filled in, their note about what they'd like to bring saved on the record, your default split applied. Edit them afterwards for a custom rate or a portal login. Or **Decline** politely does nothing further.

This turns "how do I become a consignor with you?" conversations into a link — and your intake pipeline fills itself while you sleep.

Part 4 — Consignors submitting items online

If you've allowed “can submit items”, consignors can enter their own items from home before they even visit — you stay in full control because nothing goes live without your approval.

What the consignor does

1. They sign in to their portal and tap **Add Item**.
2. They fill in the item: category, brand, size, color, condition, asking price, and a description. The form shows them what their share would be at that price — and even hints at what sells well in your shop.
3. They submit. The item appears in their portal under **Pending Approval** with its item number already assigned.

What you do

4. Your Inventory page shows a banner: **“N items submitted by consignors awaiting your approval.”** Click **Review**.
5. For each pending item: **Approve** it (it becomes Available and joins the floor), or edit the details/price first, or delete it if it's not a fit.
6. Print the tag when the item physically arrives. The consignor sees the status change in their portal automatically.

Why this is great: intake conversations become "yes, bring these three in" instead of typing while a line forms.

Part 5 — Inventory

Adding an item

1. Go to **Inventory → Add Item** (or the dashboard's quick action).
2. Pick the consignor, then enter category, brand, size, color, condition, and the price.
3. Save. The item gets an ID like `ITM-00123`, today's date as “received”, and an expiry date from your consignment period — all automatic. You'll see the consignor's share and your store's cut calculated instantly.

Item statuses

Status	What it means
Pending	Submitted by a consignor online; waiting for your approval. Not sellable yet.
Available	On the floor and sellable. In the consignor's portal as "in store".
Sold	Sold — linked to its sale record. The consignor's share is in their balance.
Expired	Past its consignment period. Still sellable until you remove it. Shown with an "N days over" badge.
Returned	Given back to the consignor.
Donated	Donated after expiry (per your policy).

The expiry clock

Every item carries its own countdown. The dashboard warns you about items expiring soon and lists anything over the line — so rotation decisions (markdown? call the consignor? donate?) happen on schedule, not by memory.

Markdowns (putting an item on sale)

Click the **% icon** on any item and set a percent off. The item shows the struck-through original and the sale price everywhere — including the consignor's portal, which honestly shows their share **at the sale price**, so payout expectations stay accurate. Scanning the tag at the register rings up the sale price automatically.

Bulk upload (CSV)

Migrating from a spreadsheet, or entering a huge intake? **Inventory → Bulk Upload** accepts a CSV. Download the template there; the columns are:

```
consignor_id, category, brand, size, color, condition, retail_price, description
```

Add the consignors first (so their CON- IDs exist), then upload the items. Hundreds of items land in seconds, each with its own ID and expiry date.

Part 6 — Price tags

Every item can print a tag with a **barcode of its item ID** — the barcode is what makes checkout instant (Part 7) and what links a physical garment to its record forever. What else appears on the tag, and how big, is yours to decide.

- Click the **tag icon** next to any item → **Print**. Your browser remembers the printer and settings after the first time.
- Reprint anytime — lost tags, markdowns, re-tagging after a return. An item that's marked down prints the original price struck through beside the sale price, so the rack does the explaining for you.

Design your tag (Settings → Price Tag Printing)

Set it once and every tag in the store matches. A live preview shows a real item from your inventory at the exact size of your label, so you can see the result before spending a single label.

- **Label / Tag Size** — presets for common rolls (DYMO, Avery, Zebra — in inches and millimetres, including 89 × 28 mm address labels) or any custom size.
- **What appears on the tag** — tick boxes for each field: logo, store name, tagline, item type, size, brand, color, condition, price, the item code as text, the barcode, and dates. Fields with no value on an item are skipped automatically, so nothing prints blank.
- **Print largest** — choose whether the **price** or the **item code** dominates the tag. Shops whose staff read item numbers off the rack pick the code; it prints as the biggest thing on the label, readable at arm's length.
- **Arrangement** — **Auto** fits the layout to the label's shape: tall labels stack everything centred; long, narrow labels lay details side by side with the barcode across the full width, which is what keeps it scannable. You can also force either arrangement.

In the print dialog, choose your label size and set margins to **“None”** — otherwise the computer shrinks the tag to fit a letter page.

Printer recommendations and full setup steps are in **Part 12 — Hardware**.

Part 7 — Selling

The three-second sale (with a barcode scanner)

1. Keep **Sales → Record Sale** open at the register — the cursor waits in the search box.
2. **Scan the tag.** The item appears instantly: price filled in (the sale price if it's marked down), the split on screen, and — if you've set a tax rate — the tax line and the total the customer pays.
3. **Press Enter.** Sale recorded, item marked sold, consignor's balance updated.

Without a scanner

Type any part of the item ID, brand, or consignor name into the same search box, click the item, confirm the price, and click **Record Sale**.

Charging a different price

After the item is selected, click the price box and change it before recording — the split recalculates automatically, including any price-based split tiers: if the final price crosses a tier (say, $1,000), the consignor's share upgrades on the spot and you'll see it in the preview. (The tag/markdown price is just the starting point.)

> **What one recorded sale does for you:** creates the sale record (`SALE-00042`), marks the item sold, adds the consignor's share to their balance, updates your revenue and reports, tracks any tax collected — and, if you've configured it, emails the consignor the good news.

Part 8 — Reversing a sale (voiding)

Wrong item, mistyped price, a return you accept — reversals happen. Consignloop treats them as **audited events**, not deletions:

- On the **Sales** page, click the **undo arrow** on the sale.
- **A reason and your initials are required** — the Void button stays locked until both are entered. This is deliberate: every reversal has a name and an explanation attached, permanently.
- The sale stays on the books marked **Voided** (struck through, with the reason shown); the item returns to **Available**; the consignor's balance heals automatically.

Voided sales are excluded from revenue, reports, and balances — but never disappear. If you use the Square integration, a refund at the Square register does all of this automatically, signed "SQ".

Part 9 — Paying consignors

1. Check who's owed: the **Payouts** page (and the dashboard) list every consignor with a balance.
2. Pay them however you normally do — cash, check, e-transfer, Zelle, PayPal, store credit. Consignloop tracks the money; it doesn't move it.
3. Click **Record Payout**: pick the consignor, enter the amount and method, optionally note the period it covers. Their balance drops immediately and the payout appears in their portal.
4. Hand over (or email) a **printed statement** as the receipt — one click from their consignor page.

Tip: a monthly payout day (say, the 5th) plus statements makes consignors trust the numbers — and the numbers are always ready.

Part 10 — What consignors see in their portal

When a consignor signs in they get a private, read-only view of their own account — never anyone else's:

- **Four numbers up top:** items in store, items sold, total earned, and the balance owed to them.
- **Items currently in store** — with item IDs, prices, their share per item (honest sale-price share for marked-down items), and each item's expiry date. Searchable and sortable once they have more than a handful.
- **Sold items** — date, item ID, sale price, and their share for every sale.
- **Payouts received** and a printable statement of everything.
- **Add Item** (only if you allowed it) — Part 4.

The portal updates itself while open — approve an item at the shop and they see it move from Pending to In Store within moments. It works beautifully on phones, which is where consignors will use it.

Part 11 — Reports

Reports answers the business questions, over any date range (This Month is the default):

- **Sales tab** — total sales, your store revenue, consignor payouts owed from the period, transaction count, average sale, and (when you charge tax) a **Tax Collected** card with exactly what you owe the government. Plus sales by category and your top consignors.
- **Inventory tab** — what's on the floor, its retail value, average days to sell, and aging buckets that scale to your consignment period.
- **Consignors tab** — per-consignor performance: items, sales, earnings, balances.
- **Export CSV** — one click on any report for your accountant or spreadsheet.

Monthly routine: Reports → last month → note Tax Collected for remittance → pay out balances → done.

Part 12 — Square POS integration (Pro plan)

On the Pro plan, Consignloop connects directly to **Square** — the free point-of-sale most small shops use for card payments. Square becomes your till; Consignloop stays the consignment brain.

What it does

- Your Available items **sync into Square's catalog automatically** — new items appear, sold or removed items vanish within seconds, markdowns re-price. The item ID is the SKU.
- **The same printed tags scan at the Square register.** Ring up the sale on Square — card payment, receipt, tax — and Consignloop records it with the consignor's split, marks the item sold, and updates the balance. Automatically, within seconds.
- **Refunds flow back too:** a refund at Square reverses the matching sale in Consignloop as an audited void (signed “SQ”) and returns the item to Available.

Setting it up

1. Be on the **Pro plan** (Settings → Billing).
2. Go to **Settings → Integrations → Connect Square** and approve the connection on Square's page (sign in with your Square account).
3. Click **Push items to Square** once — your Available inventory appears in Square's item library. From then on it stays in sync by itself.

Sales rung through Square show a “Square” badge in your Sales list. You can disconnect anytime in the same place.

Part 13 — Hardware setup (printer & scanner)

Two inexpensive devices — about $60–75 total — complete the register. Nothing here needs technical skills: if you can plug in a USB cable, you can do this.

The label printer — what to buy

- **Budget pick — CLABEL 221B (~$40):** thermal printer, 2-inch label rolls, connects by USB.
- **Easiest setup — DYMO LabelWriter 550 (~$70–80):** one-click driver; Consignloop has built-in DYMO tag sizes (30252, 30334).

> **Before you buy, check one thing:** the listing must say it works with a **Windows or Mac computer via USB**. Some cheap "label makers" are phone-app-only — those can't print from Consignloop. Thermal printers never need ink; label rolls run ~$10 for 500+.

Printer setup (~15 minutes, once)

1. **Load a label roll** (drops in like receipt paper). A good all-purpose size is 2" × 1" or DYMO 30334.
2. **Plug in the USB cable** and turn it on.
3. **Install the driver** from the address on the quick-start sheet (CLABEL: ga.ctaiot.com · DYMO: dymo.com/support). Click through "Next" until done.
4. **Check your computer sees it** (Windows: Start → Settings → Bluetooth & devices → Printers).
5. In Consignloop: **Settings → Price Tag Size** → pick the preset matching your labels (or Custom).
6. **Print a test tag:** Inventory → tag icon → Print → choose the label printer in the print window.

Blank label? The roll is upside down — flip it. Tiny tag on a big page? Set the Price Tag Size preset. Cut off? Match the paper size in the print window and set margins to None.

The barcode scanner — what to buy

- **Our pick — NetumScan USB 1D handheld (~$20–25):** plug-and-play, drop-proof, reads wrinkled tags. Any USB barcode scanner works — they're just fast keyboards.
- **Wireless versions (~$35)** work identically via a small USB receiver.

Scanner setup (~5 minutes, once)

1. **Plug it into any USB port** on the register computer. It beeps — that's the whole installation.
2. **Test:** open Notepad, click in it, scan a printed tag — the item number appears, like `ITM-00123`.
3. That's it. There is no step 3.

Daily use

1. Open **Sales → Record Sale** and leave it open.

2. Scan the tag → the item, price, and split appear.
3. Press **Enter**. Next customer.

Part 14 — Good to know

- **Multiple devices:** sign in on the register, the office computer, and your phone at once — changes sync automatically within moments.
- **Phones and tablets:** the whole app adapts to small screens; inventory and sales become easy card lists on a phone.
- **Forgot your password?** Click “Forgot password?” on the sign-in screen — a reset link arrives by email.
- **Your data is yours:** export everything to CSV from Reports, or a full JSON backup from Settings → Data Management, anytime.
- **Billing:** manage your plan in Settings → Billing — upgrade, switch to annual (two months free), or cancel anytime; your data is never deleted.
- **Stuck on anything?** Email **support@consignloop.com** — we answer personally, and the free guides at consignloop.com/guides/ cover splits, percentages, migration from spreadsheets, and hardware.

Quick Reference Card

New consignor: Consignors → Add Consignor → set their rate → enable portal login.

Someone asks "can I consign here?": send your application link (Settings → Store Profile) → Approve on the Consignors page.

New items: Inventory → Add Item (or Bulk Upload) → print tags → on the floor.

Consignor submitted items online: Inventory banner → Review → Approve → print tag.

Customer buys: Sales → Record Sale → scan tag → Enter.

Oops, wrong sale: Sales → undo arrow → reason + initials → Void.

Pay a consignor: Payouts → Record Payout → print their statement.

Month end: Reports → last month → Tax Collected → payouts → Export CSV.

Appendix A — Printable Consignor Intake Form

Photocopy this page. Fill it in at the counter, enter it into Consignloop when the rush is over.

Consignor name: ____

Phone: ___________________________ Email: ____

Preferred payout method (cash / check / e-transfer / Zelle / PayPal / store credit): _________________

Agreed split (consignor %): Consignment period (days): _____________________________________

At expiry (pick up / donate / mark down): ____

Portal login? Y / N Date: ____ Staff initials: ____

#	Item (brand · category · size · color · condition) | Asking price
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Consignor signature: ________________ Date: ____