



INDITION COMMERCE

App Store

Frequently Asked Questions

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App Store — Frequently Asked Questions

Getting to it

Where is the App Store?

In your admin, under **Apps → App Store**.

I have no Apps menu.

Either no apps have been made available for your store yet, or your sign-in is not an administrator. Your Indition contact can resolve both.

Why can my colleague see it and I cannot?

Adding apps is limited to administrator sign-ins, because it changes what your store does and may affect what you pay. Your colleague's sign-in has that level; yours does not.

Buying

Does clicking "Add this app" charge me immediately?

Clicking add installs the app. How and when it appears on your bill is part of your agreement with Indition — if you are not sure, ask before you add it.

Is the price monthly, annual, or one-off?

The card shows the price as set for your store. The terms behind it are in your agreement; your Indition contact can confirm.

Can I add the same app twice by mistake?

No. An app you own is marked **Already Purchased** and cannot be added again.

An app I want is not listed.

You see the range chosen for your store. Ask your Indition contact to make it available — it is a small change on our side.

Installing

How long does it take?

Usually well under a minute. A large app on a busy store can take a little longer. The card tells you while it is working.

Should I wait, or can I carry on?

Wait for **All done** on that card. You will not break anything by navigating away, but you will miss the result of a job that is still running.

Will my storefront go down?

No. Installing an app is back-office work and your shop keeps trading throughout.

It said it failed. What now?

Contact Indition rather than clicking add repeatedly. The attempt is recorded, so we can see what happened and check the state before anything else is written.

Two of us clicked at once.

Only one install runs at a time for your store; the second waits its turn rather than colliding with the first.

After it is installed

The app is there but does not do anything yet.

Adding an app installs and switches it on; it does not configure it for your business. Use **Open it**, or find the app in your menu, and set it up — tax treatment, deposit rules, which locations hold stock, and so on.

Why did three new things appear when I added Point of Sale?

Selling across a counter needs the back office, the till screen and card-reader support. The card lists them under **Also sets up** before you commit.

Who in my business can use the new app?

That is yours to decide, set the same way as every other permission in your admin.

Changing your mind

How do I stop using an app?

Use **Switch off** on its card.

Does switching off delete my data?

No. Gift card balances, layaway agreements, repair jobs and stock figures all remain, and come back if you switch the app on again.

Does switching off stop the charge?

That depends on your agreement — raise it with your Indition contact rather than assuming either way.

There is no delete button. Why?

Removing an app entirely means deciding what happens to the records it holds, which affects your reporting and audit history. We handle that on request instead of making it a click.

Accountability

Can I see who added an app?

Yes. Every add, switch-on and switch-off is recorded with the app, the outcome, the time, and the administrator who did it. Ask your Indition contact if you need it pulled out.

Can staff add apps without my knowing?

Only administrator sign-ins can, and every action is recorded against a named person. If you want fewer people able to do it, reduce who holds administrator access.