



INDITION COMMERCE

Cutting Station

FAQ — quick answers for owners, managers and staff at the cutting table.

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Getting started

Do we need special hardware?

No. Any tablet or computer with a modern web browser can be a station, with a label printer or receipt printer beside it. A bar code scanner is handy for scanning rolls, but you can type a SKU instead.

How do we add a station?

On the device, open your site's address followed by `/cuttingstation/`, tap **Set up this device**, sign in as a manager, name the station and choose its location. The Getting Started panel on **Cutting Station → Settings** shows the exact address.

We installed the module but nothing happens. Why?

Installing does not switch it on. Open **Cutting Station → Settings** and set **Cutting Station Enabled** to **YES**, then save.

Who can cut?

Everyone on staff, once they have a PIN — or, if you choose, only the people you switch on under **Cutting Station → Employees**.

PINs

Is it the same PIN as the time clock?

Yes, when the Time Clock is on: everyone uses their Time Clock PIN at the cutting table too. Without the Time Clock, the Cutting Station keeps its own PINs.

How do people get a PIN?

Either they tap **First time? Set up your PIN** on a station and sign in once with their admin username and password, or a manager sets one on **Cutting Station → Employees** (or **Time Clock → Employees** when the Time Clock's PINs are used).

Someone's PIN stopped working.

After too many wrong PINs their PIN is paused for a while or locked until a manager unlocks it, depending on your settings. Click **Unlock** next to them on the Employees screen.

At the cutting table

What happens when someone steps away mid-cut?

Tap **Lock**, or let the station lock itself. The work stays on the station. Whoever enters their PIN next is asked to **Resume** it or **Start new**.

Can a customer come back later for the rest of their cuts?

Yes. Tap **Hold**, add their name and a note, and the station is cleared. Recall it from **More → Held** at any station at the same location.

Can we print one label for everything a customer wants?

Yes. Set **Labels** to **One label for several cuts for one customer** in Settings. The employee adds each cut, then prints one label; the register adds them all with one scan.

Why can't we type 2.5 yards for some products?

Those products sell in whole units only. That is decided by Inventory, from the product's own setting. Without Inventory, every length is whole.

Can we limit which lengths are allowed?

Yes: a shortest cut, and the steps a length goes in (for example 0.125 for an eighth of a yard). Set them for every product in Settings, or for one product on **Cut Products**.

Can we give some products their own length buttons?

Yes. Add the product on **Cut Products** and type its **Preset lengths**.

Someone printed the wrong length.

They can tap **More**, find the label under **Your labels today** and tap **Void** within the void time (30 minutes by default). After that, a manager voids it on **Cutting Station → Tickets**.

What is a remnant?

The end of a roll, sold at a discount. With **Remnants** on, the employee taps **End of roll** before printing; the label says it is a remnant and carries the discount to the register.

How do we record a flaw in the roll?

Tap **More → Record waste**, scan each piece, type how much was lost and why, and tap **Record waste**.

At the register

What does the cashier do?

Scan the label. The register adds each cut at its length and the customer pays as usual. The ticket is then marked sold.

Does the register charge the price on the label?

The register prices the sale itself, as for any product. The price on the label is what the customer was told at the table.

What if the customer never comes to the register?

The ticket expires after the time set in Settings (1 day by default) and gives back any stock it holds. It shows on the **Cut but not sold** report. If the customer comes back, they can still pay for it.

Can a label be used twice?

No. A label already paid for, or voided, is refused at the register.

Stock

Does the Cutting Station change our stock?

Only if you turn on **Hold Stock in Inventory**. Then a printed cut holds its length until it is sold, voided or expires, and recorded waste can come off the stock on hand.

What if Inventory says there is not enough?

The label still prints, because the material is already cut. The station shows a warning, and the ticket's history records it, so a manager can check the count.

Labels

Can we change what the label looks like?

Yes, in **Cutting Station → Label Designer**. Duplicate the built-in Indition basic label, drag the pieces where you want them, and use the live preview and **Test print**.

Which printers work?

Receipt printers with 58, 76, 80 or 112mm rolls, thermal label printers, Dymo LabelWriter and Brother QL. Labels always print from a roll.

Can the label carry our logo?

Yes. Add it with **Manage Logos** on the Label Designer, then add the Logo piece to your layout. If you use POS or Service & Repair, you can keep the same logos in all of them.

Security

Is the PIN stored anywhere?

Only as a secure one-way hash. The station never keeps a PIN, and the failed sign-in log never stores what was typed.

A station says "This station is locked". What now?

Too many failed tries were made on it in a short time. Someone allowed to unlock stations can tap **Unlock this station** and sign in, or click **Unlock** on **Cutting Station → Stations**.

How do I see failed attempts?

Cutting Station → Failed Sign-ins shows every failure, and anything blocked right now, which you can clear.