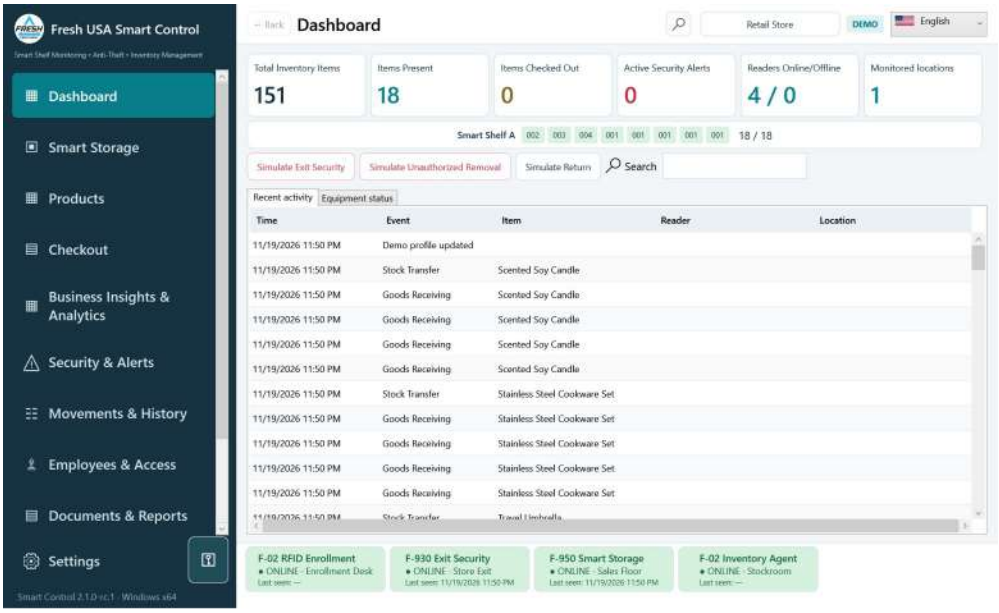
# Fresh USA Smart Control User Guide

Version 2.1.0 RC1 | English US | November 20, 2026

Payment terminals from other manufacturers may also be integrated, subject to compatibility review. Square is used here as an example. Contact Fresh USA about connecting another POS system or payment terminal.

Use this guide to install and activate Smart Control, connect readers and a payment terminal, register and manage items, operate Smart Storage and checkout, and review business insights. It covers retail, jewelry and watches, warehouses and stockrooms, and asset tracking.




Smart Control navigation and operational Dashboard | Actual RC1 screen, DEMO data.

Screenshots show the actual installed Windows WPF application in an isolated DEMO workspace. Product names, photos, people, amounts, and history are fictional examples. DEMO controls differ from live operation and cannot charge a real card.

Fresh USA, Inc.
250 Parkway Dr, Ste 150 #AT122
Lincolnshire, IL 60069, USA
+1 (312) 312-9608
Technical support: fresh@fresh222.com
Sales and licensing: order@fresh222.com
www.fresh222.com | software.fresh222.com

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# 01 Your workspace and item identifiers

Smart Control combines item records, RFID monitoring, storage movements, checkout, and business reporting in one workspace. The available menu and actions depend on your business profile, license, and user permissions.

| Identifier | What it means |
|---|---|
| Product ID | The catalog record for a type of item. Use a stable, unique value. |
| SKU | Your stock keeping code, such as SHIRT-BLUE-M. Several physical units can share a SKU. |
| EPC | The unique RFID tag identifier for one physical unit. Keep the complete code unchanged. |
| Barcode | A printed code used for supported lookup and catalog workflows; it is not necessarily an EPC. |

## Find the right area

- Products: create and find item records, register tags, import data, manage photos, and access permitted cost information.
- Smart Storage: assign items to monitored locations, review presence, authorize removal, and handle returns.
- Checkout: scan a cart, remove lines, apply permitted discounts, take payment, and open sales documents.
- Business Insights & Analytics: review sales, profit, seasonality, and stock health when your role permits.
- Settings: configure business details, hardware, payment connections, users, and data connections.

## Choose the correct workspace

Use DEMO for training with fictional data. Use the licensed live workspace for real stock and transactions. Check the visible DEMO indicator before every training exercise. Never treat a simulated payment as a real sale.

English US is the default language. Spanish, French, Portuguese, Russian, and Arabic are also available. Profile names and a few operational terms vary by business type; the underlying item and movement records remain shared.

# 02 Install and activate Smart Control

## Before installation

Obtain the correct signed or publisher supplied installer and version notes from Fresh USA. Confirm supported Windows and hardware requirements for your package. A full offline package can include SQL Server and other prerequisites; a smaller Client Update expects those components to be installed already.

This deployment uses a Windows x64 application and SQL Server 2022 for shared data. The LAN can serve stock and photo data without a mandatory cloud service. Square authorization and terminal payments require an internet connection.

**1.** Back up the current database, photo storage, and deployment settings before replacing an existing installation. Keep the previous installer.

**2.** Close Smart Control on the computer being updated. If Windows reports files in use, close the remaining application instance before choosing Retry.

**3.** Run the installer. Review the publisher information and accept the existing Fresh USA license agreement only if you agree to its terms.

**4.** Choose the installation options supplied for your site. Allow prerequisite installation to finish. Restart Windows if the installer requests it, then resume the documented setup.

**5.** Launch Fresh USA Smart Control from its desktop or Start menu shortcut. Use one shortcut for the installed version; old installers are not application launchers.

## Activate with Fresh USA

**1.** Open the license or activation screen and create a license request for this computer.

**2.** Send the request to your Fresh USA licensing contact through the agreed channel. Keep private signing keys and passwords with the license issuer.

**3.** Import the license file returned by Fresh USA and confirm the displayed product, features, and validity.

**4.** Sign in using the account created for your site. Enter your password in the application.

A license request is not an activated license. Replacing a computer or changing deployment identity can require a new license. Contact order@fresh222.com for licensing assistance.

The normal application session asks you to sign in once at entry. Reopening payment settings or changing pages should not require another routine application login. Square can request separate account authorization when its connection is first established or renewed.

# 03 Business settings and sales tax

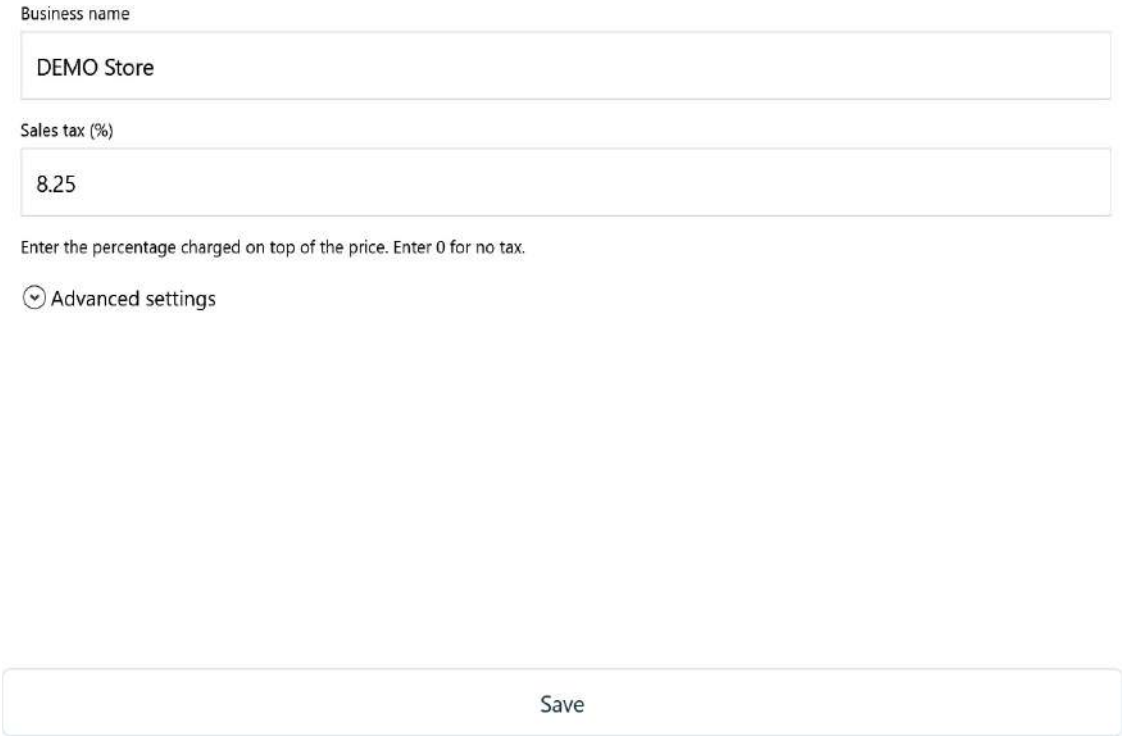
Set your business details before creating a real receipt. An administrator should open Settings and choose Company Profile & Document Templates.

**1.** Enter Business name as it should appear on your sales documents.

**2.** Enter Sales tax (%) for the applicable configured tax category. Enter a percentage as a number: for example, 8.25 means 8.25 percent.

**3.** Review the document settings used at your site. An administrator can set the analytics currency and store time zone through Business Insights & Analytics → Store settings. Use USD for a US dollar location.

**4.** Choose Save. Reopen the settings to confirm the values were saved before starting a sale.




Business name and Sales tax fields | Actual RC1 screen, DEMO data.

Sales tax is separate from merchandise revenue. The rate in a DEMO screenshot is an example, not a rate for your business. Have your business or tax adviser confirm the rates and category rules that apply to your location and products.

Advanced settings include document numbering and prefixes. A prefix helps distinguish document series or workstations; it is not a tax percentage. Keep the defaults unless your business has a documented numbering requirement.

An intentionally configured 0% rate is different from an unconfigured tax category. If checkout requests a tax category, complete the business tax configuration and the product category rather than repeatedly dismissing the message.

# 04 Prepare the reader network

Before adding network readers, give each one a unique IP address and a different TCP port. Fresh USA supplies a free reader configuration utility for this preparation. Request the utility and model specific instructions from fresh@fresh222.com.

**1.** Connect the computer and reader to the intended LAN and check power and Ethernet link indicators.

**2.** When readers have identical factory addresses, configure one reader at a time with the Fresh USA utility.

**3.** Assign an unused IP address in your LAN and a distinct TCP port, following your network administrator's plan. Record the model, physical location, IP address, and port.

**4.** Save and verify the device settings using the utility instructions. Close the utility before connecting the same reader in Smart Control.

| Example reader | Role | Connection example |
|---|---|---|
| F-02 | Registration or checkout | USB / COM port number 3 |
| F-920 | Exit anti theft | 192.168.1.190 : 6000 |
| F-950 | Smart Shelf | 192.168.1.195 : 6005 |

These addresses are examples only. Use your actual network settings. An F-02 connected by USB does not need an IP address or TCP port.

Network note: TCP ports can technically repeat on different IP addresses. Using distinct ports is Fresh USA's setup convention; a duplicated IP address or duplicated reader endpoint must be corrected before use.

## Avoid connection conflicts

Allow only one application and one controlling workstation to use the same reader endpoint at a time. Close vendor tools and other RFID programs. Do not open a second diagnostic connection while Smart Control is controlling the reader.

If a known good cable and switch port show no Ethernet link light, check power and hardware before changing software settings. Smart Control cannot create a physical Ethernet link.

# 05 Add readers and choose their roles

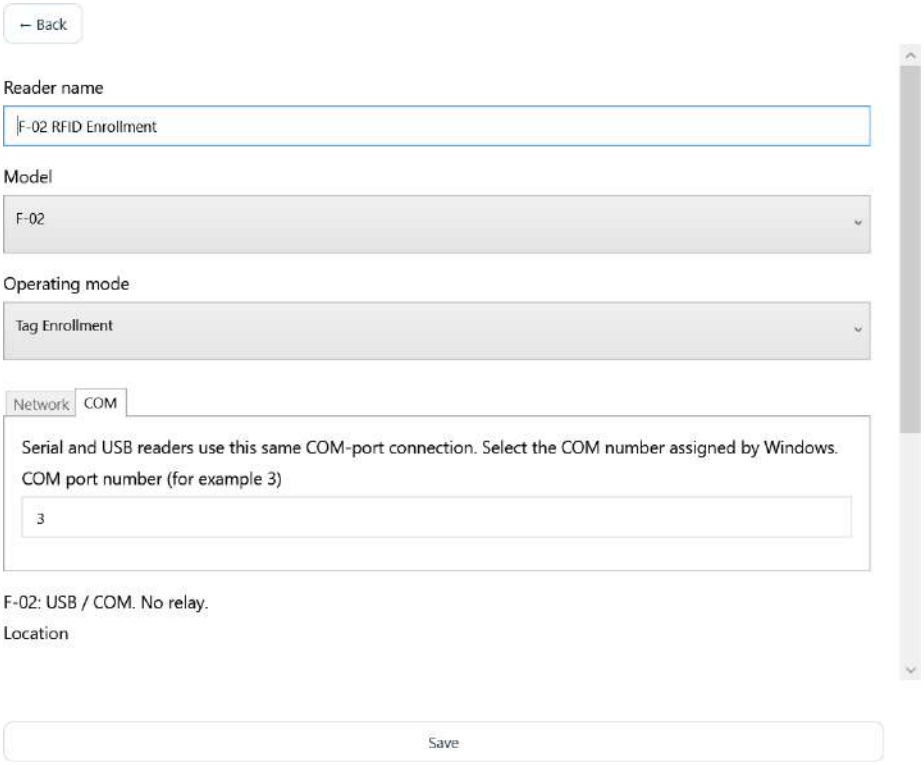
**1.** Open Settings → RFID Readers & Hardware, also shown as Reader settings in some navigation paths.

**2.** Choose Add reader. Enter a recognizable Reader name, select the exact Model, and choose the Operating mode for the job.

**3.** Select Network and enter the reader's IP address and TCP port, or select COM and enter only the port number assigned by Windows, such as 3.

**4.** Complete Location and the remaining relevant settings. Scroll down if a field is below the visible area. Review RF power, Reader sound / Buzzer, and any available relay option.

**5.** Choose Save. Check the connection status before reading items.



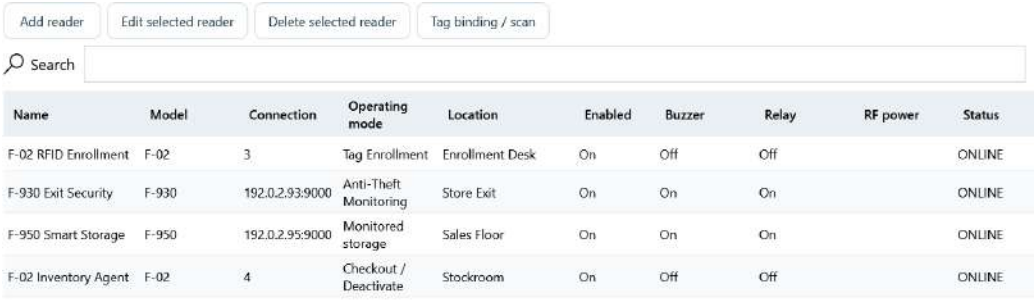

F-02 reader form with a numeric COM port | Actual RC1 screen, DEMO data.

| Job | Operating mode |
|---|---|
| Create or assign RFID records | Tag Enrollment |
| Read a retail or jewelry sale | Checkout / Deactivate |
| Monitor protected items at an exit | Anti-Theft Monitoring |
| Monitor a shelf or storage location | Monitored storage |

Baud rate is handled by the supported SDK defaults. You do not need to enter it. A single F-02 can be used for registration and later for checkout by changing its role; do not run both workflows against the same reader at once.

# 06 Check reading and automatic reconnection

Saved reader profiles reconnect automatically after sign in and after a recoverable interruption. You should not have to grant routine access or save the profile again at every launch. Keep the computer, USB connection, and network available.




| Name | Model | Connection | Operating mode | Location | Enabled | Buzzer | Relay | RF power | Status |
|---|---|---|---|---|---|---|---|---|---|
| F-02 RFID Enrollment | F-02 | 3 | Tag Enrollment | Enrollment Desk | On | Off | Off | | ONLINE |
| F-930 Exit Security | F-930 | 192.0.2.93:9000 | Anti-Theft Monitoring | Store Exit | On | On | On | | ONLINE |
| F-950 Smart Storage | F-950 | 192.0.2.95:9000 | Monitored storage | Sales Floor | On | On | On | | ONLINE |
| F-02 Inventory Agent | F-02 | 4 | Checkout / Deactivate | Stockroom | On | Off | Off | | ONLINE |

Reader profiles and their operational status | Actual RC1 screen, DEMO data.

## Verify one reader at a time

**1.** Keep other tags outside the test field. Place one known tag at the intended reading position.

**2.** Confirm the expected EPC appears in the registration, checkout, or storage view for that reader.

**3.** Move the tag out of the field and check the response appropriate to that workflow. Confirm the profile shows connected again after an approved brief interruption.

**4.** Repeat for the next reader. Check sound and relay behavior separately from tag detection.

RF power is a per reader setting chosen for your environment. Start with a limited reading area and adjust to avoid neighboring items. A value used for a test is not a required permanent setting. Read RF power reports the device value; it does not replace choosing and saving the required power.

Buzzer controls sound where the model supports it. Relay behavior is a separate setting. A silent reader can still be reading correctly. On an anti theft reader, paid, excluded, and unknown tags should not produce an ordinary read beep; a protected unpaid item can trigger the configured alert outputs.

F-950 and F-940 use their built in antenna and one additional antenna channel by default. F-6950 uses four antenna channels. Follow the hardware instructions when attaching external antennas and verify coverage with your actual tags and cable.

# 07 Register products and RFID tags

Registration creates or updates the item record and its EPC association. Photos and financial cost information are optional; their absence must not prevent registration.

**1.** Set the registration reader to Tag Enrollment. Open Products → Add item.

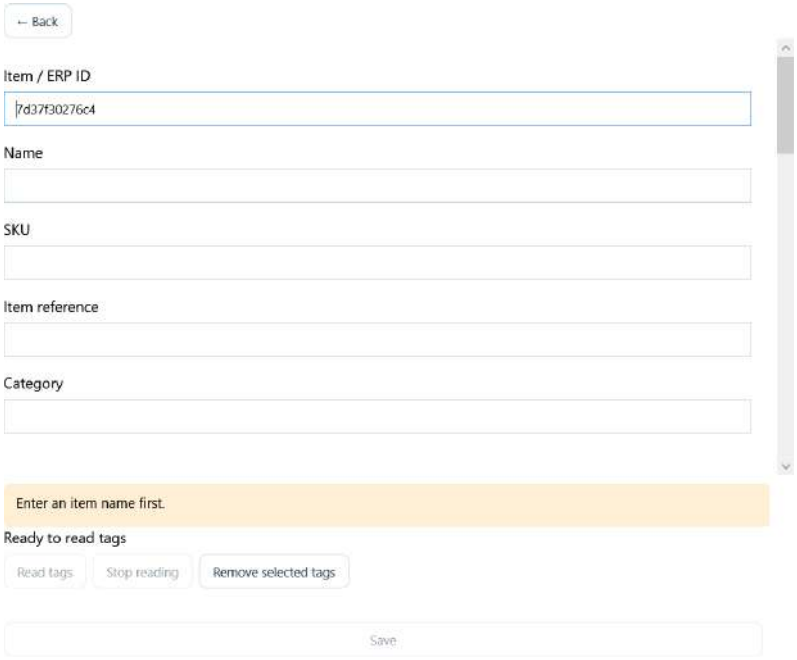
**2.** Enter Name and your SKU or Product ID. Set Retail Price, Currency, and Tax Category as applicable. Keep the generated Item / ERP ID unless you use your own unique ID scheme.

**3.** Scroll to the RFID section, select the Enrollment reader, and choose the appropriate single or multiple tag read mode.

**4.** Choose Read tags. For a batch of identical products, present each tag and verify every unique EPC in the results. Keep unrelated tags outside the field.

**5.** Choose Stop reading. Remove accidental entries with Remove selected tags, then verify the intended EPC count.

**6.** Choose Save. Find the saved item in Products and confirm the EPC, price, currency, and quantity or unit records.




Add item form with fixed reading controls and Save | Actual RC1 screen, DEMO data.

Some fields are below the initial scroll position. Name is needed before reading begins. Repeated reads of the same EPC should not create extra physical units. Use the complete EPC for checks; a shortened suffix is only a convenient label.

If items differ in description, price, or SKU, register them under the appropriate separate product records. Do not group unrelated merchandise merely because several tags were read at once.

# 08 Import products and receive inventory

## Import an existing catalog

**1.** Open Products → Import CSV / XLSX and choose Choose CSV / XLSX.

**2.** Map each source column to the corresponding Smart Control field. Select the correct Number format for the file, especially decimal and date conventions.

**3.** Use Update existing SKU records only when you intend to update matching catalog entries. Use Receive imported tagged units into stock only for an actual receiving operation.

**4.** Choose Validate preview. Review the preview, field mappings, EPCs, currencies, and all reported issues. Save the error report if needed.

**5.** Correct the file or mapping and validate again. Choose Apply validated import only after the current mapping and options have been checked.

**6.** Save import template if you will receive future files in the same supplier format.

## Keep records and physical stock aligned

A catalog entry is not proof that stock was physically received. Use Receive items or the relevant Retail Operations receiving workflow to record actual receipts and their references. Verify the quantity, SKU, EPCs, location, date, and operator before confirming.

Use inventory movements for receipts, transfers, dispatch, and approved adjustments. Keep the reason and supporting document for a change. Do not edit identifiers to force a match to a different physical item.

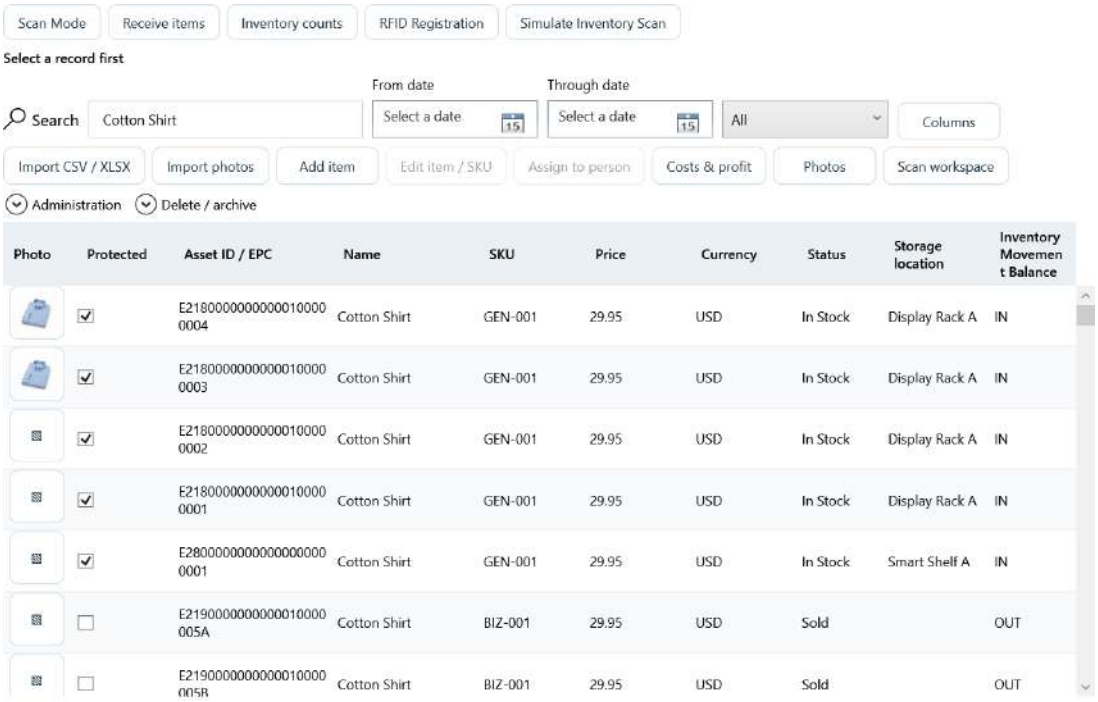
## Find and arrange records

Search Products by name, SKU, barcode, or EPC. Use filters and Columns to show the fields needed for your task. Keep retail price visible for sales work; financial columns are available only with financial permission. The application retains supported column preferences for the user.

Check a small import first, then compare the expected item count and identifiers. Keep the original source file and a backup until the import has been verified. Images can be imported separately; they are not required in the product spreadsheet.

# 09 Set up optional product photos

Product photos are optional in every business profile. A missing image or temporarily unavailable photo folder does not stop product creation, RFID inventory, or checkout.




Products with compact optional photo thumbnails | Actual RC1 screen, DEMO data.

## Set a shared photo location once

**1.** An administrator opens a product's Photos window and chooses Photo storage.

**2.** For one computer, select the designated photo folder. For several LAN computers, use the same shared UNC folder, such as \\STORE-SERVER\SmartControlPhotos, accessible to authorized Windows users.

**3.** Save the location and verify that an authorized second workstation can display the same photo. Do not select a different local C: folder on each LAN computer.

**4.** Include this folder and its metadata in the backup plan. Restrict access with Windows share and file permissions.

Select This product for photos associated with a Product ID, Shared SKU photos for images reused by a SKU, or This item (EPC) for a unique physical piece. An item can inherit product or SKU photos until it has its own gallery. Confirm the selected scope before editing shared photos.

The gallery supports one primary image and up to ten additional images. Supported input formats are JPG, JPEG, PNG, and WebP. Use clear product pictures and avoid including unnecessary personal information in photos or certificates.

# 10 Use the photo gallery and full screen viewer

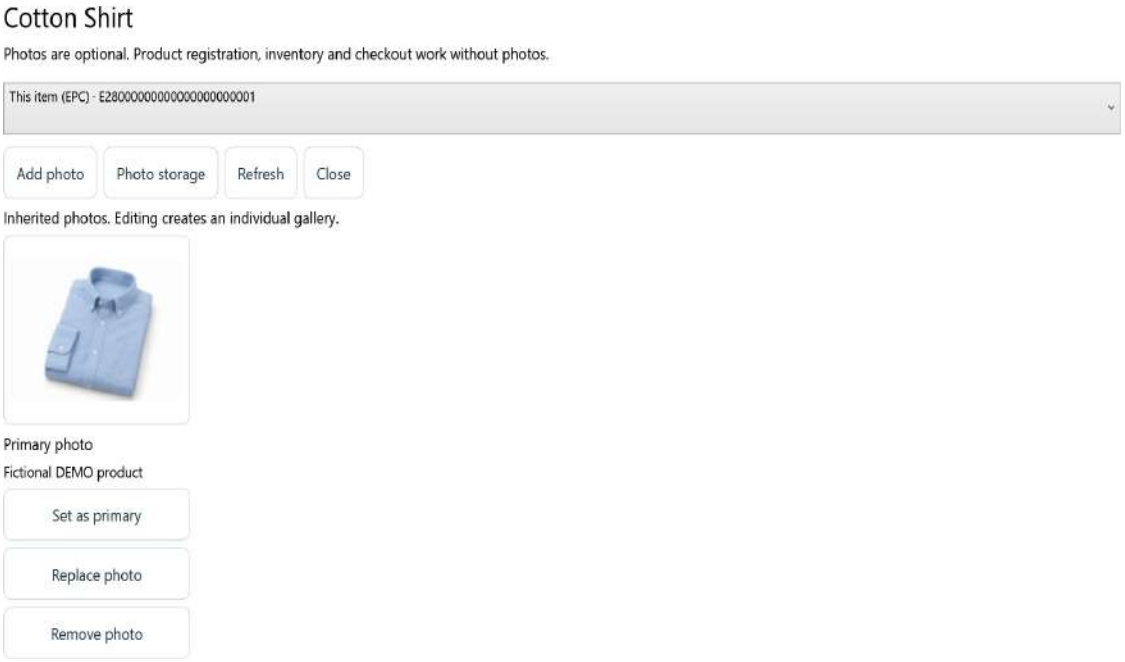
**1.** Select a product or item in Products and choose Photos.

**2.** Select the required product, SKU, or EPC scope. Choose Add photo and select a supported image file.

**3.** Choose Set as primary for the image to display in lists and checkout. Use Replace photo or Remove photo for the selected gallery entry.

**4.** Tap or click a thumbnail to open the full screen viewer. Use Zoom in and Zoom out, drag to pan, and Previous or Next to browse.

**5.** Use Close or Escape to return. Left and right arrow keys browse images; plus and minus keys zoom. Touch gestures support zoom and pan. The cart remains intact.




Gallery scope and photo actions | Actual RC1 screen, DEMO data.

## Import several product photos

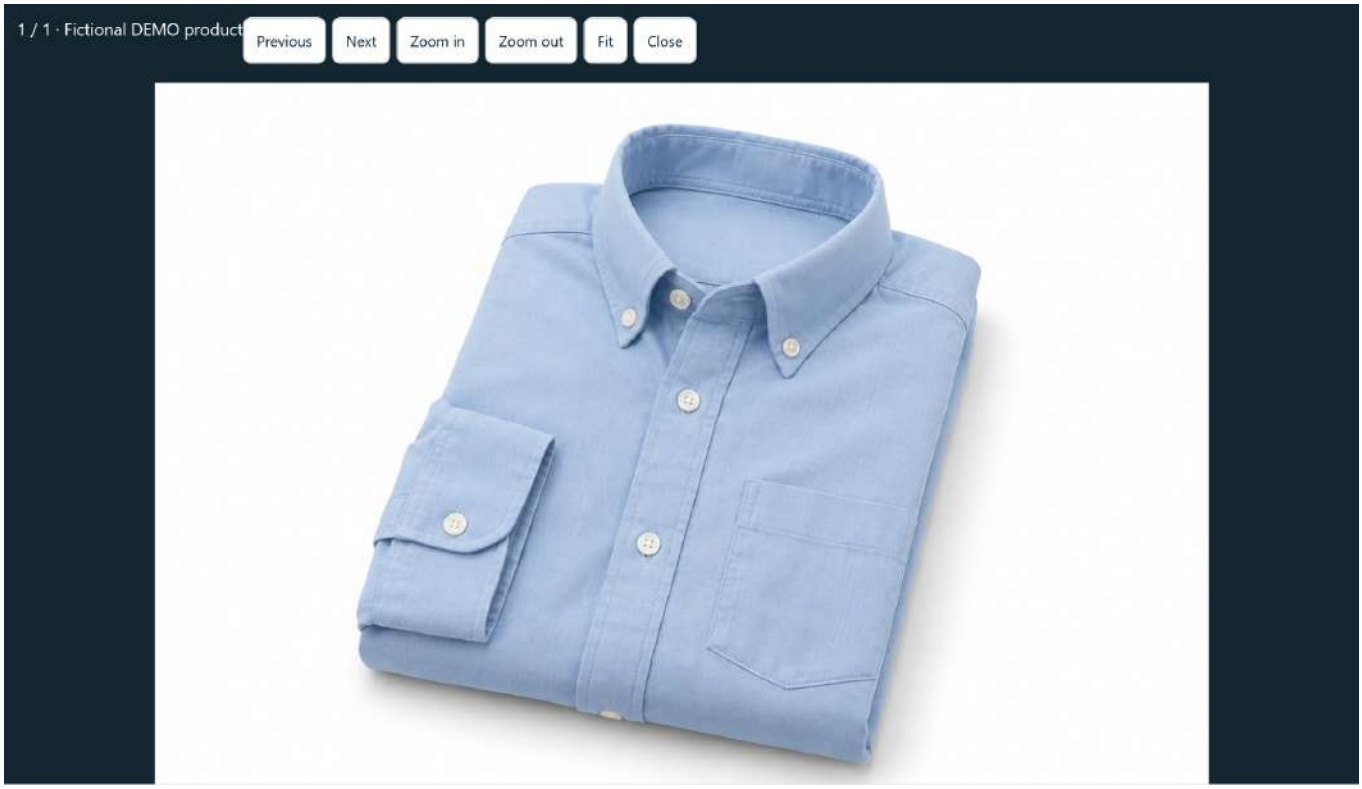
Choose Products → Import photos. Use filenames that match a unique SKU or Product ID and review the proposed matches before applying them. Ambiguous or missing matches are skipped rather than assigned to an uncertain product. Duplicate images and full galleries are reported.

Smart Control creates optimized display images and thumbnails while retaining the original. If a file is temporarily unavailable, a placeholder is shown. Check the storage connection and permissions; do not delete product records to repair a missing thumbnail.

Close the viewer promptly when an operational alert needs attention. Viewing photos does not authorize a storage removal, stop an active alert, or change an item’s exit protection.

# Full screen photo controls

Open a product thumbnail in Products or Checkout to inspect the image. The viewer opens separately, preserving the current cart and item selection.




Full screen viewer with zoom navigation and Fit | Actual RC1 screen, DEMO data.

| Control | How to use it |
|---|---|
| Previous and Next | Move through the selected gallery. Left and right arrow keys do the same. |
| Zoom in and Zoom out | Increase or reduce detail. You can also use the mouse wheel, plus and minus keys, or a touch pinch. |
| Pan | Drag with the mouse or move the image with a touch gesture after zooming. |
| Fit | Restore the image to the fitted view and reset pan and zoom. |
| Close or Escape | Return to the existing product or checkout screen without changing the sale. |

If the photo cannot be loaded, verify the photo share or ask the administrator to restore access. The item record and cart remain usable. Viewing a picture is not proof of physical item identity; compare the correct EPC or serial number when handling unique items.

# 11 Record purchase and landed costs

Only users with the appropriate financial permissions can see or edit purchase cost. Select the item in Products and choose Costs & profit.

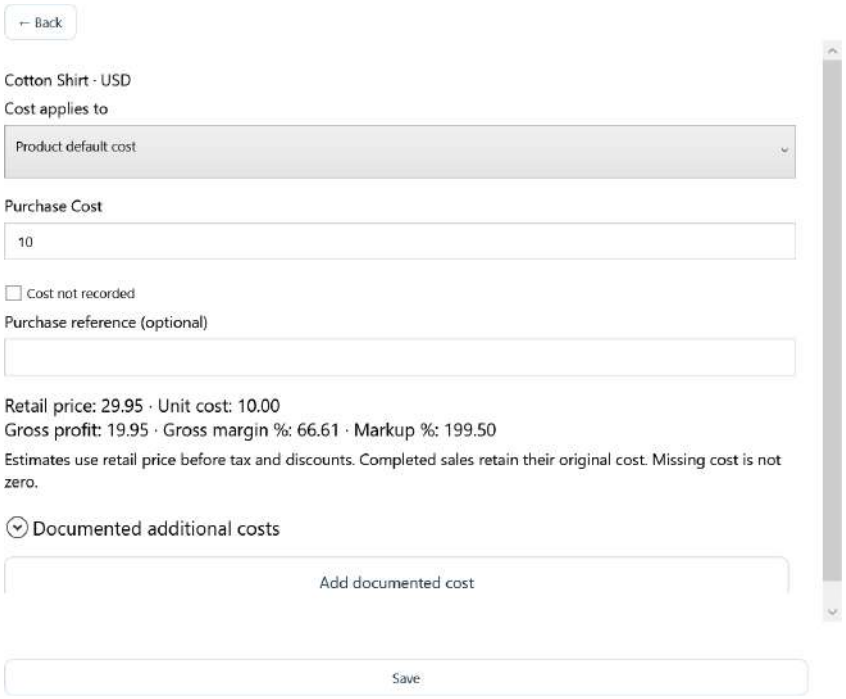
**1.** Choose whether Cost applies to the product default or an individual EPC. Use an EPC cost when a particular unit has a different purchase price.

**2.** Enter the confirmed Purchase Cost in the product currency. If the amount is unknown, keep Cost not recorded; do not enter zero as a substitute for missing information.

**3.** Add a Purchase reference if available. Review the retail price, estimated gross profit, gross margin, and markup.

**4.** For acquisition or delivery charges supported by a document, expand Documented additional costs and choose Add documented cost. Record the amount, reference, and correct item or batch scope.

**5.** Choose Save and review the result. Include only confirmed, documented additional costs.




Cost scope and documented additional costs | Actual RC1 screen, DEMO data.

Example: a $30 merchandise sale with a $20 historical cost has $10 gross profit, 33.33% gross margin, and 50% markup, before other business expenses. Discounts and confirmed returns change the final calculation.

Completed sales retain their historical item cost. Changing today’s purchase cost does not recalculate an old sale. The estimates in an item card use the current retail price before tax and discounts; sales analytics use the recorded transaction values.

# 12 Create and load Smart Storage

Smart Storage represents a monitored shelf, cabinet, counter, or other location. Create the location and associate its items with the correct physical reader before enabling security monitoring.

**1.** Open Smart Storage and add a location, or open the existing location's details.

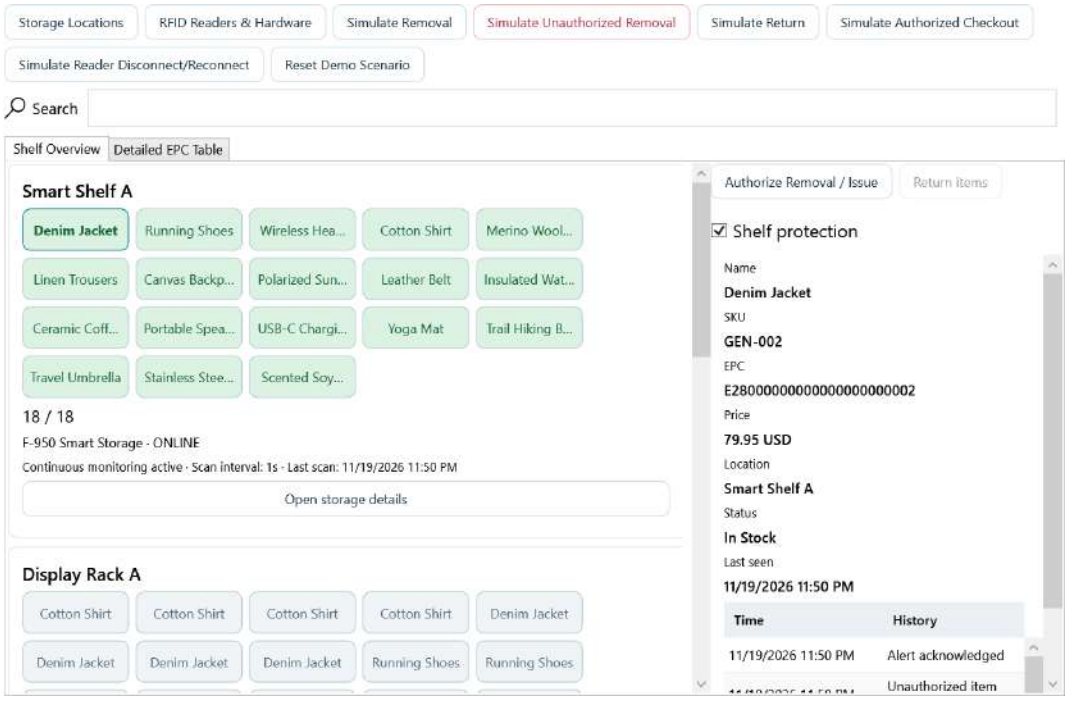
**2.** Under Administration, choose Edit storage. Enter the location name and select its Smart Shelf reader.

**3.** Search for the intended items. Select individual rows or use Select all when the entire displayed selection belongs in this location.

**4.** Place those physical tags in the antenna coverage area without overlapping or shielding them. Check that the reader can see the expected set.

**5.** Choose Save & place items to save the assignment and place the selected items. Review the expected and observed item counts.

**6.** Enable Storage Security Monitoring and choose a practical Alarm delay for the movement to checkout. Save or confirm the displayed change.




Smart Storage locations and their current status | Actual RC1 screen, DEMO data.

Do not use Select all unless every selected item really belongs at this location. If the observed count is incomplete, adjust placement or coverage and check EPCs before treating the set as fully present.

A physical absence is an operational observation. It does not by itself prove theft or justify recording a financial loss. Investigate and confirm the appropriate movement, adjustment, or incident.

# 13 Understand shelf and exit protection

There are two independent protections: removal from a monitored location and detection at an exit. Authorizing a shelf removal does not mark the item paid.

| Action or state | Smart Storage | Exit anti theft |
|---|---|---|
| Protected item leaves shelf | Starts the configured removal countdown | Unpaid item remains protected |
| Read on checkout before countdown expires | Authorizes that removal and stops its countdown | Protection remains until payment |
| Uncheck Storage protection | Permits removal from that location | Does not remove exit protection |
| Payment successfully confirmed | Sale is recorded | Sold item is cleared for exit |
| Authorized unpaid item returns | Rearms after a confirmed departure and return | Still protected as unpaid |

1. For a normal sale, move the protected item to the checkout reader before the configured delay expires. If the delay is 9 seconds, the EPC must actually be read within those 9 seconds.
2. Alternatively, search for the item in Smart Storage and clear its Storage protection checkbox before an authorized removal. Some workflows refer to this as Shelf protection.
3. Keep the unpaid item away from exit readers until the sale is confirmed. Removing a checkbox for the shelf does not authorize the exit.
4. If the customer changes their mind, remove the item from the unpaid cart and return it to its storage location. Check that presence and protection recover.

Short missed reads are distinguished from a confirmed departure. An authorized item left stationary should not rearm solely because of one brief read gap. Returning the missing item ends its matching storage alert and output automatically when the return is confirmed; the event remains in history.

The storage detail page displays the per item state and Seconds left. Set the delay for your physical workflow and verify it on site. A large delay can postpone a real alert; a short one can interrupt normal movement.

# 14 Connect Square as a POS example

Payment terminals from other manufacturers may also be integrated, subject to compatibility review. Square is used here as an example. Contact Fresh USA about connecting another POS system or payment terminal.

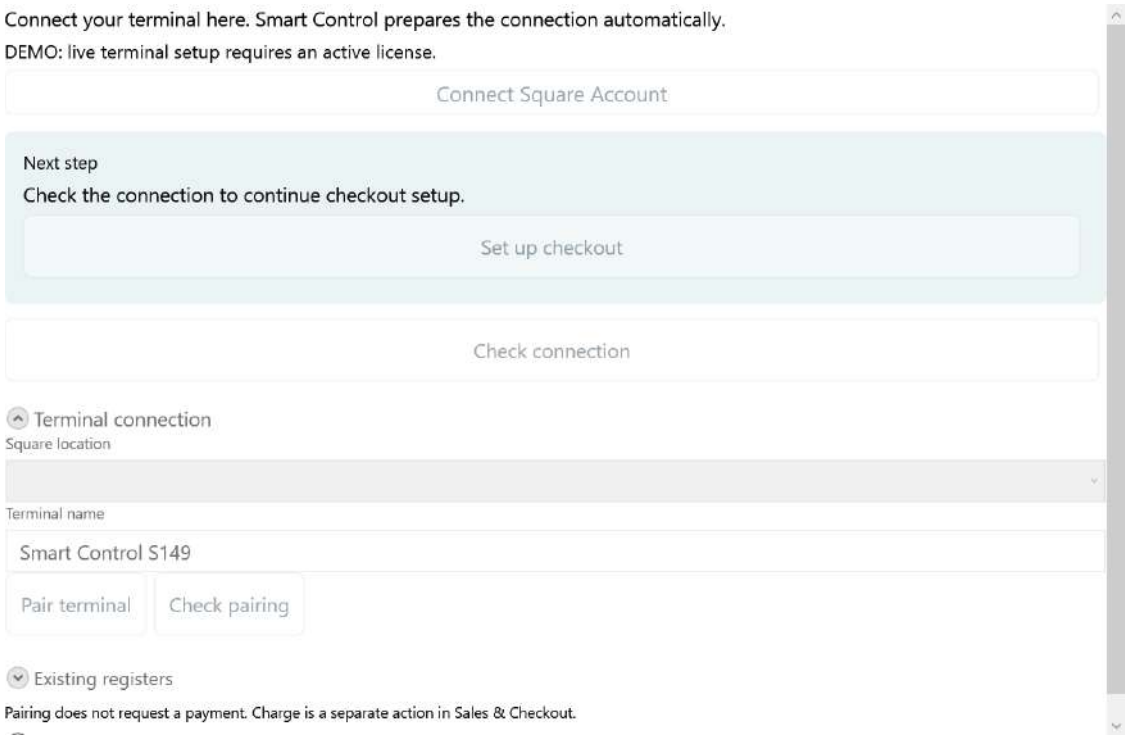
Square setup is built into Smart Control under Settings → Payments & Square. Customers do not need to launch a separate SquareSetup application for this workflow.

**1.** Have an authorized Square account holder available. Confirm the account, location, currency, and terminal are appropriate for your business.

**2.** Turn on the Square Terminal, connect it to the internet, and allow required updates to finish.

**3.** Open Payments & Square. Choose Connect Square Account and complete authorization on the official Square page in your browser.

**4.** Return to Smart Control and choose Check connection. Confirm that the expected Square location is available.




Built in Square connection and terminal controls | Actual RC1 screen, DEMO data.

This screenshot is in DEMO, so live terminal controls are disabled. A licensed live workspace is required to pair a physical terminal and take a real payment. DEMO cannot request a real Square payment.

The connection uses application settings managed by Fresh USA. Ordinary customer setup does not require an Application secret or access token. Do not send secrets or account passwords to support or enter them into a product description.

If a connection is already saved, Connect Square Account can be inside Application details. Use it only to establish or repair authorization; a saved connection does not need to be recreated at each startup.

# 15 Pair a terminal and set up checkout

## Pair the physical terminal

**1.** In Payments & Square, expand Terminal connection and select the correct Square location. Enter a recognizable Terminal name.

**2.** Choose Pair a terminal. Smart Control requests a device code from Square.

**3.** On the Square Terminal sign in screen, select Device code and enter that code. The code expires after five minutes; request a new one if necessary.

**4.** In Smart Control, choose Check pairing. Confirm the terminal is paired and its device information matches the terminal you intend to use.

Use the code generated by Smart Control for its Terminal API connection. A general device code created for a different Square product is not interchangeable. If the terminal is already signed into a different application, follow Square's sign out instructions before using the new device code.

## Create the checkout register

**1.** Put the F-02 in Checkout / Deactivate mode and confirm that it is connected.

**2.** Choose Set up checkout. Enter a recognizable register name such as Checkout 1, select the operator and checkout reader, and save. The terminal and computer association are handled by the setup flow.

**3.** Choose Open Checkout and select the saved register. For an existing register, use the available terminal association action rather than creating a duplicate register.

**4.** If commissioning leaves payments restricted, an authorized owner can review Application details and Enable live payments. This does not itself charge a card.

## What is retained

The account connection, pairing, register, reader selection, and approved payment setting are saved and reused after restarting Smart Control. Keep the terminal powered on and online. Check connection and Check pairing are diagnostic actions, not mandatory steps before every sale.

When a browser opens in a different browser than you normally use, complete the official Square authorization there or open the same authorization link in your preferred browser. Do not change the application's registered redirect settings as a cashier troubleshooting step.

# 16 Scan a sale and edit the cart

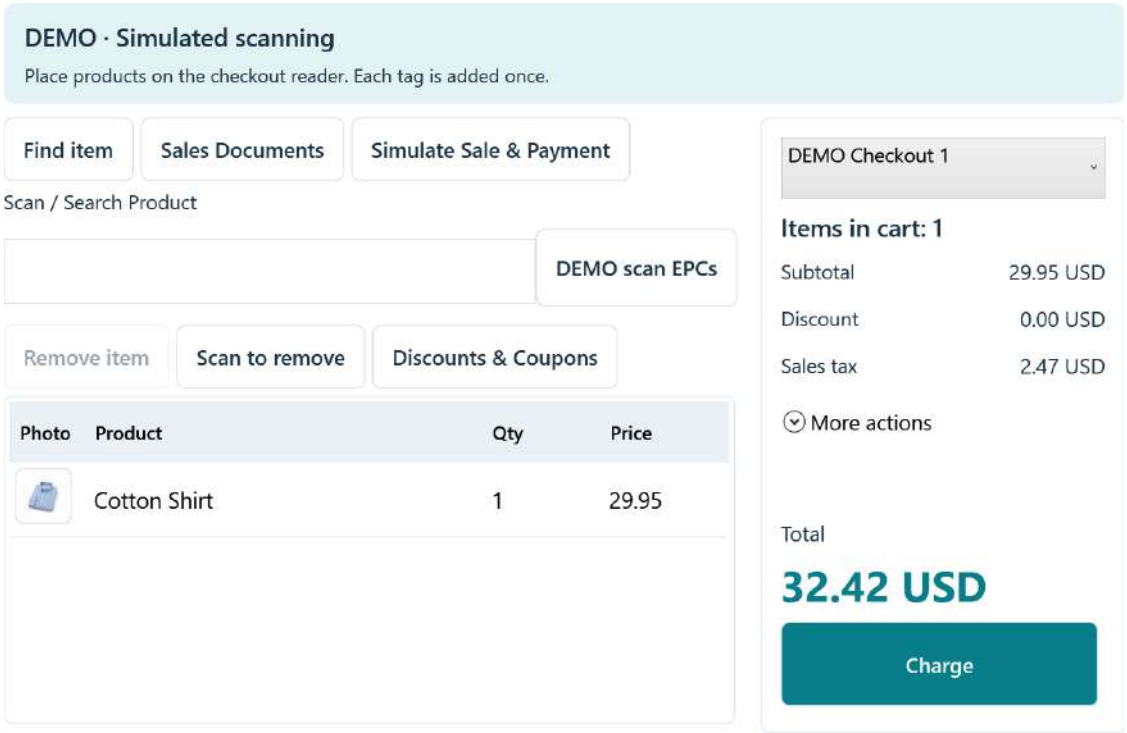
**1.** Open Checkout and select the correct saved register. Choose New sale if the previous completed receipt is still displayed.

**2.** Confirm the checkout reader is ready. Place the item or items in its field and verify the product names, quantities, retail prices, and EPC count.

**3.** Review the cart total, discounts, and sales tax. Repeated readings of the same EPC should not add the same unit twice.

**4.** To remove one line before payment, select that line and choose Remove item above the cart. For a group, use Scan to remove and follow its reading instructions.

**5.** Keep removed items out of the active add scanning field so they are not immediately added again. Return them to the correct storage location when appropriate.




Touch friendly checkout with photo and cart controls | Actual RC1 screen, DEMO data.

Tap a photo to inspect the product without losing the cart. A missing image does not prevent the sale. Find item is available for permitted product lookup; verify the physical item and its correct unit identifier.

Do not assume that taking an item off the reader removes it from the cart. The cart is the record of the proposed sale. Check it after every removal, cancellation, or change of customer choice.

The DEMO screenshot includes simulated scanning tools. In live use the connected reader supplies EPCs. Charge is the payment action, so review the amount before using it.

# 17 Confirm payment and issue a receipt

## Complete one payment

**1.** Confirm the cart contains exactly the items being purchased and the correct currency, tax, discount, and total.

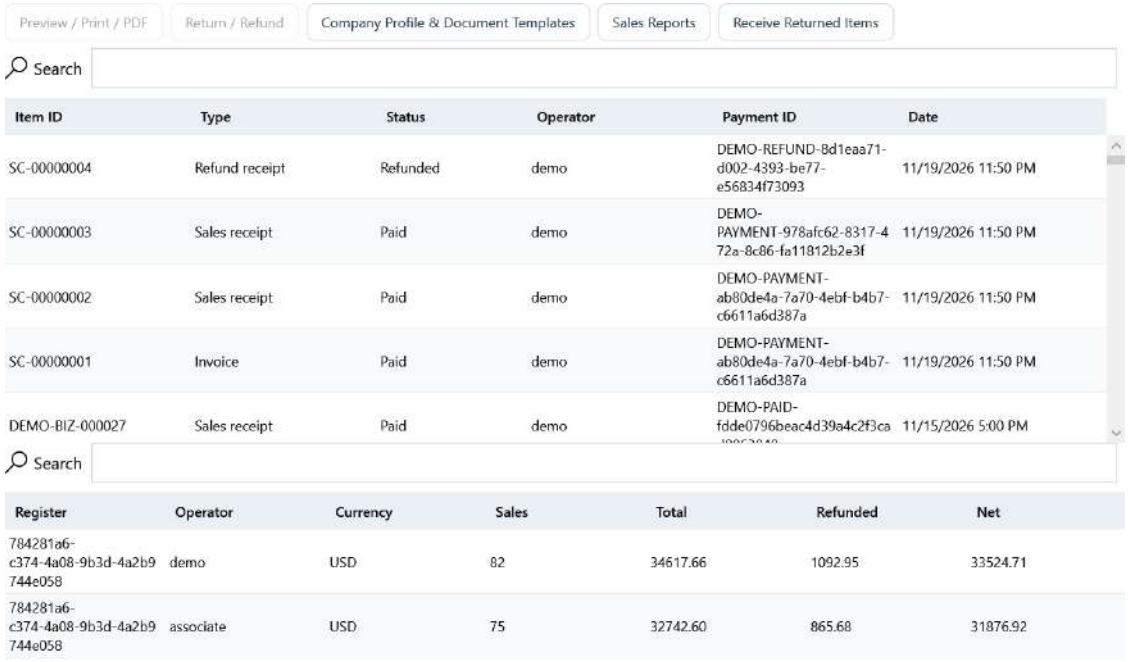
**2.** Choose Charge once. Confirm the amount displayed on the paired payment terminal matches Smart Control.

**3.** Ask the customer to complete the payment on the terminal. Keep Smart Control open while it receives the provider confirmation.

**4.** Wait for the completed sale result. Check the sales document and issue or print the receipt using the configured receipt options.

**5.** Only then release the paid items through the exit and start the next sale.

Reading an EPC is not payment confirmation. Smart Control clears exit protection for the purchased items after successful payment confirmation is recorded. An unpaid, failed, or uncertain payment must not be treated as a completed purchase.




Sales documents for completed transactions and receipt actions | Actual RC1 screen, DEMO data.

Receipt printing and payment status are separate. If paper is exhausted or printing fails, inspect the existing completed sale and reprint its receipt. Do not charge again merely to obtain a paper receipt. The terminal can also print its own configured Square receipt.

If Smart Control or the network is interrupted, review the existing payment and use its status or reconciliation action. A second charge can create a duplicate transaction. Record the existing operation reference when asking support for help.

# 18 Handle returns and uncertain payments

## Change of mind before payment

Select the unwanted cart line and choose Remove item. Repeat for other unwanted items, or use the dedicated scan removal mode. Confirm the new quantity and total before charging. Return the physical items to storage and verify their presence and protection.

## Return a completed sale

**1.** Open Sales Documents and find the original completed sale using its date, receipt, or payment reference.

**2.** Choose Return / Refund. Select the actual returned units or EPCs and record the reason, condition, and destination.

**3.** Review the permitted amount and payment source. An authorized user chooses Submit Refund only when the business approves the real refund.

**4.** Use the refund status action if the provider result is not final. Keep the return document linked to the original sale.

**5.** Verify the confirmed refund and stock disposition. Restock only eligible returned items; quarantine or a non saleable destination is different from available stock.

Do not repeat a refund while its status is pending or unknown. Inventory and financial corrections follow the confirmed return outcome, not a button press alone. The same returned unit must not be counted twice.

## Resolve an uncertain payment

**1.** Keep the current sale and its existing payment reference. Do not create a replacement payment immediately.

**2.** Check the terminal result, Smart Control payment status, and the provider transaction. Use the existing operation’s check or reconciliation action.

**3.** If they disagree, stop that sale and contact the administrator or Fresh USA with the operation reference and time. Exclude card data and credentials from screenshots.

A canceled cart, an item removed before payment, and a confirmed paid refund are different events. Use the appropriate workflow so sales, stock, and protection history remain consistent.

# 19 Respond to anti theft and storage alerts

Open Security & Alerts to review security events from exit readers and monitored locations. Some paths also call this area Anti-Theft & Alerts. Identify the source, EPC, time, and current state before deciding what to do.

| Situation | Expected response |
|---|---|
| Protected unpaid item at exit | An alert with the configured sound and relay behavior. |
| Paid or excluded item at exit | No theft event for that item; no ordinary reader beep in the anti theft workflow. |
| Unknown tag at exit | No protected item theft alert merely because the tag is present. |
| Protected shelf item missing past delay | A storage alert until the incident is resolved or authorized handling is performed. |
| Missing shelf item confirmed returned | Matching active alert and output end automatically; event history remains. |

### Respond to a real event

**1.** Check the alert’s source. A shelf and an exit can report separate events for the same item.

**2.** Verify the physical item and its sale or authorized movement. Do not deactivate all protection just to clear the screen.

**3.** Use Stop ALERT when the situation has been reviewed and outputs need to stop. A software sound mute is not the same as stopping a reader’s relay output.

**4.** Confirm the output actually stopped and record the outcome. Keep incident history for later review.

Buzzer and relay are independent. A sound proves neither a completed payment nor a relay transition. Confirm outputs separately during commissioning, with relay contacts isolated from doors or other loads unless the approved installation specifically requires them.

A paid item can still have an RFID tag that other systems can read. Smart Control’s checkout authorization does not erase the EPC or physically write a tag security bit. Its own protection state determines the software response.

# 20 Count inventory and use mobile results

## Run a controlled inventory count

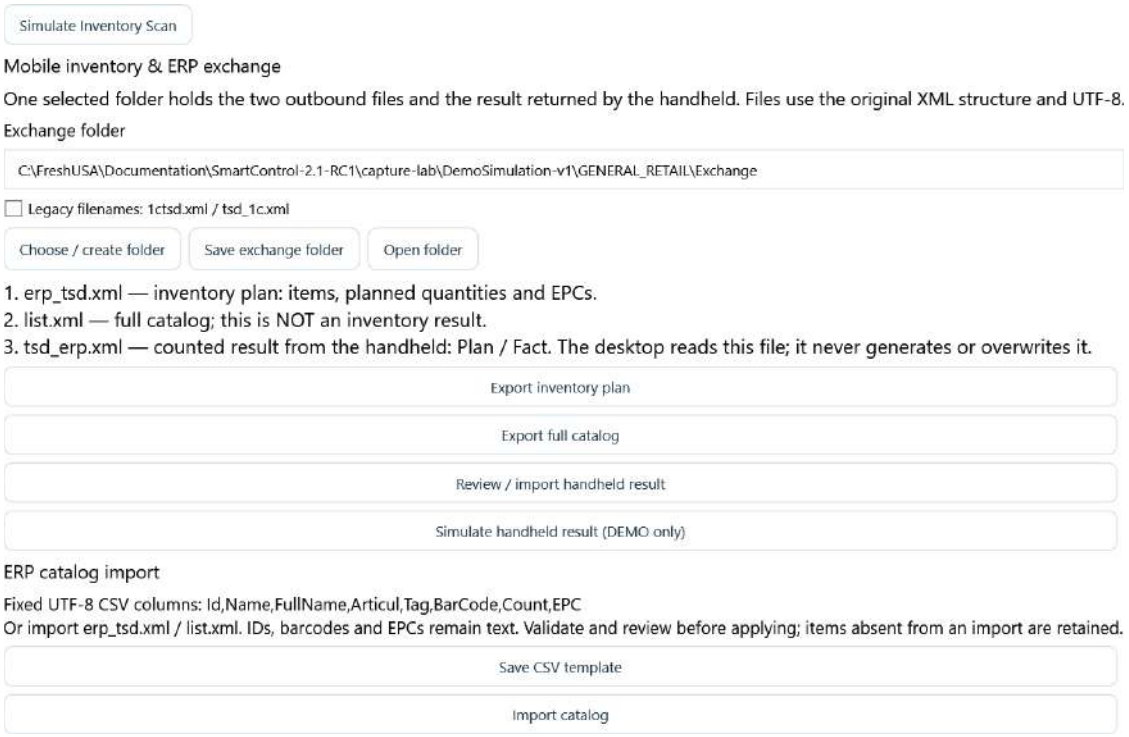
**1.** Open the inventory count workflow from Products or the relevant Inventory area. Choose the intended location and scope.

**2.** Record the expected stock position and keep receipts, sales, and transfers identifiable during the count.

**3.** Read tags or import the supported count results. Review unexpected, missing, and duplicate EPCs before applying a result.

**4.** Investigate differences. Approve only documented stock adjustments using the permissions assigned to your role.

**5.** Save the count result and keep its source and audit history.




Mobile Inventory result review | Actual RC1 screen, DEMO data.

Mobile Inventory supports a prepared task and result review. Use the export and import actions shown for your supported device. Verify task identity, location, counted quantities, and any error report before applying the result. Do not manually reshape an unsupported device file to bypass validation.

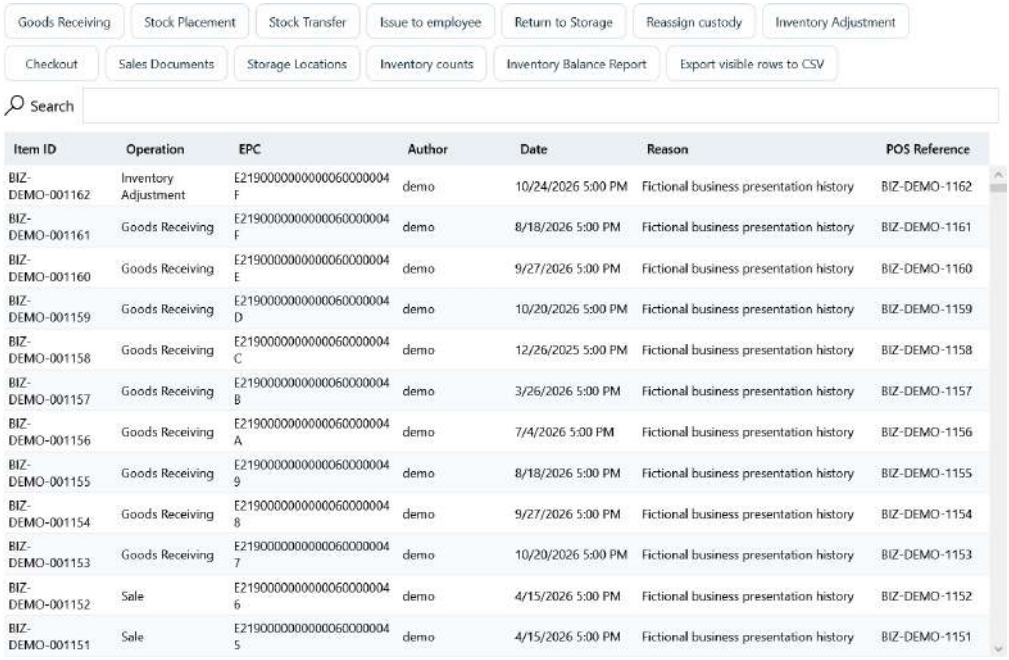
A count can report fewer units because of shielding, antenna coverage, a moved item, an incomplete task, or a real discrepancy. Missing reads are not automatically confirmed shrinkage. Investigate and record a confirmed loss only through the appropriate authorized process.

Keep stock receipts and transfers in Retail Operations so a later count can be reconciled to actual movements. Reapplying the same result file should not be used as a way to add the count twice.

# 21 Manage movements and business profiles

The same catalog and EPC model supports four business profiles. Use the profile suited to your business; do not create a second catalog merely to switch terminology.

| Profile | Typical work |
|---|---|
| General Retail | SKU sales, checkout, stock movement, discounts, and replenishment review. |
| Jewelry & Watches | Unique pieces, individual EPC photos and costs, optional serial and certificate details. |
| Warehouse & Stockroom | Receiving, transfers, dispatch, location balances, stock age, and count variance. |
| Asset Tracking | Responsibility, issue and return, custody, and movement history; sales metrics only when relevant. |




Retail Operations and stock movement records | Actual RC1 screen, DEMO data.

Open Movements & History for the existing movement records and Retail Operations workflows. For receiving, transfers, dispatch, and documented adjustments, check the source and destination, item or EPC, quantity, reference, and operator. A shelf presence observation is not a substitute for a required business document.

In Jewelry & Watches, expand the optional jewelry details when appropriate. Brand, model, serial number, metal type, purity, gemstone type, carat weight, certificate number, and supplier help identify the piece. Leave irrelevant fields blank. Give a unique valuable piece its own EPC photo gallery and documented cost when needed.

For assets, keep person assignments and authorized issue and return records current. A physical return to a monitored location and an administrative custody return can both matter; verify the corresponding records for your process.

# 22 Open Business Insights and Analytics

Business Insights & Analytics is the owner and manager analysis area. It is separate from the operational Dashboard, which remains focused on hardware and immediate work.

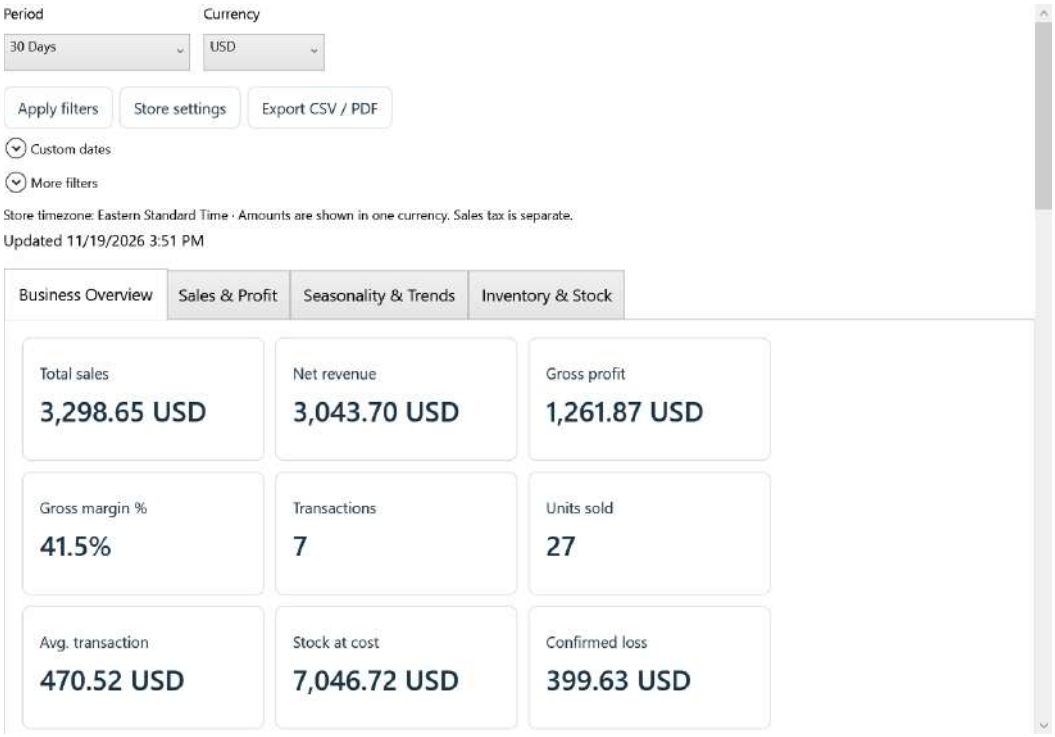
**1.** Open Business Insights & Analytics from the left menu. If it is absent, ask an administrator to review your permissions.

**2.** Choose a period: Today, 7 Days, 30 Days, 90 Days, This Month, YTD, 12 Months, or Custom.

**3.** Choose the appropriate currency and store time zone. Narrow the data by available product, category, register, or operator filters.

**4.** Open one of the four tabs: Business Overview, Sales & Profit, Seasonality & Trends, or Inventory & Stock.

**5.** Select a KPI, chart point, or row to inspect its supporting detail. Export only the reports your role permits.

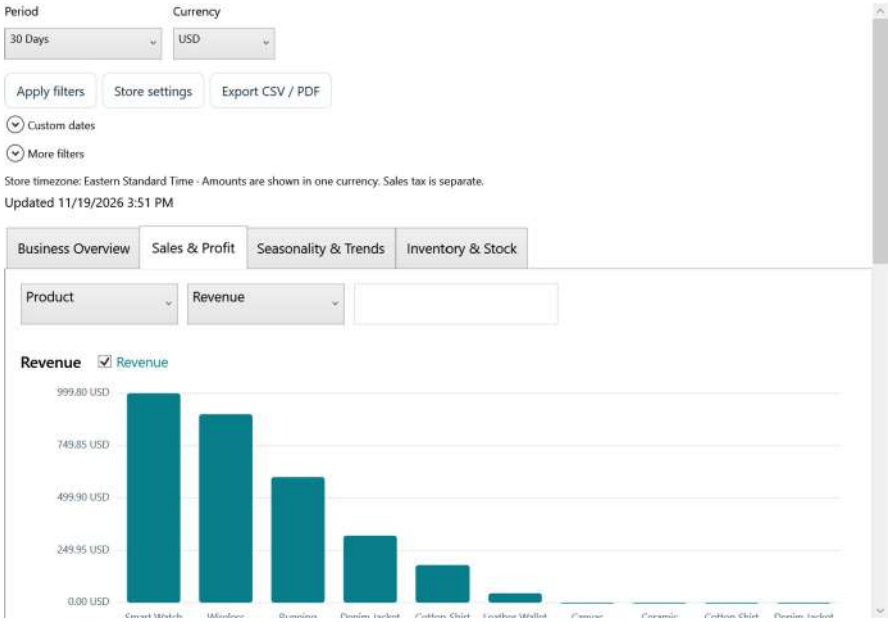



Business Overview with period filters and KPI cards | Actual RC1 screen, DEMO data.

Business Overview includes sales, merchandise revenue, transaction count, units sold, average transaction value, top products, and permitted financial values. Each KPI explanation states what is counted. Confirmed loss is separate from an unconfirmed RFID absence.

The analysis is calculated in the background. Allow a refresh to complete after a filter or data change. Different currencies are kept separate unless an approved conversion is explicitly present. A blank or unavailable cost based KPI can mean missing cost information or insufficient permission, not zero profit.

# 23 Understand sales and profit




Sales and profit analysis with product rankings | Actual RC1 screen, DEMO data.

| Measure | Meaning |
|---|---|
| Net Merchandise Revenue | Merchandise revenue excluding sales tax, after discounts and confirmed returns. |
| COGS | Historical cost of the sold units, adjusted for the confirmed returned units. |
| Gross Profit | Net Merchandise Revenue minus COGS. This is not net business profit. |
| Gross Margin % | Gross Profit divided by Net Merchandise Revenue, multiplied by 100. |
| Markup % | Gross Profit divided by COGS, multiplied by 100, when the cost basis is valid. |

Review daily, weekly, monthly, quarterly, or annual results and drill into products, categories, registers, or operators. Best selling products, most profitable products, and highest margin products answer different questions. A high margin percentage does not always generate the most profit dollars.

Sales tax, discounts, and refunds are shown separately. Completed documents preserve the price and cost at the time of sale. Confirmed returns are assigned to their actual return date and linked to original units; today’s catalog price does not rewrite historical revenue.

When cost is missing, the system does not assume it is zero. Review cost coverage before comparing profit across products. Use filtered CSV or PDF exports only with the relevant report and financial permissions.

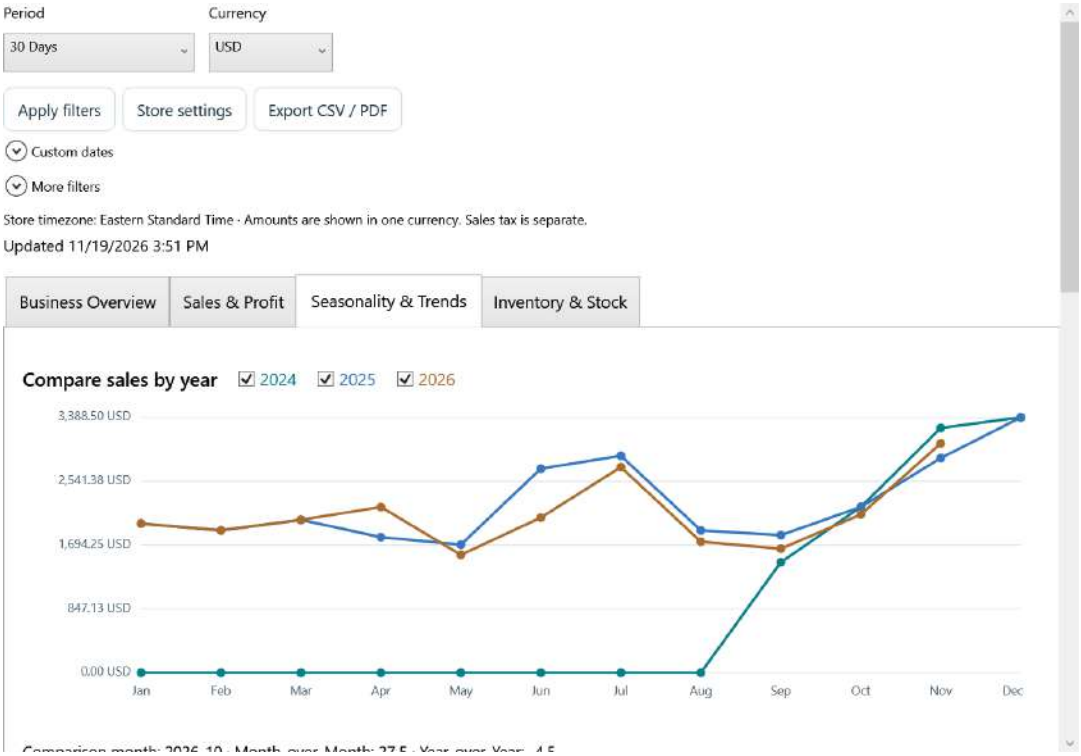
# 24 Compare seasonality and trends

**1.** Open Seasonality & Sales Trends and select a currency, category, or SKU.

**2.** Choose the years to compare. Use the interactive chart to inspect monthly sales and compare the same period across years.

**3.** Review year over year and month over month changes with the underlying amounts, not percentages alone.

**4.** Review the seasonal calendar and adapt event dates or lead periods to your business. Check a suggested demand pattern against real stock and campaigns.




Monthly comparisons and seasonal demand context | Actual RC1 screen, DEMO data.

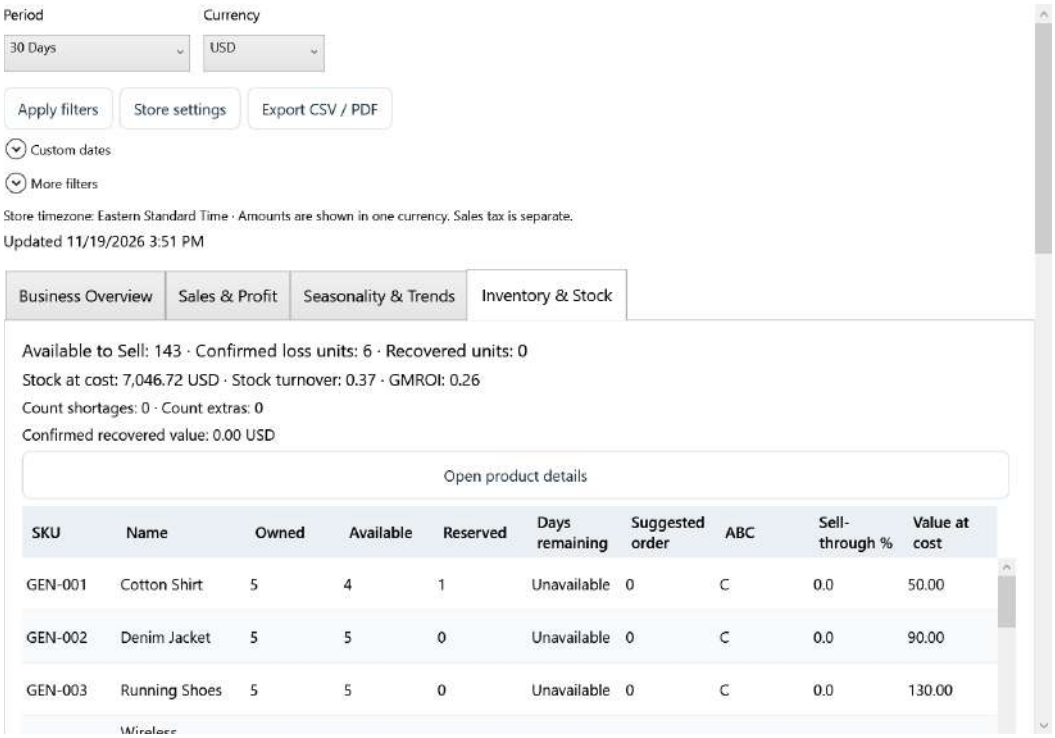
The US event calendar includes Valentine's Day, Mother's Day, Father's Day, Back to School, Black Friday, Cyber Monday, Christmas, and New Year. Date rules depend on the year; selling periods such as Back to School can be adjusted for your market.

A new store may not have enough history for a reliable seasonal forecast. Read the displayed history and confidence information. Insufficient data should produce an unavailable forecast or a qualified explanation, not a promise of future sales. Seasonal forecasts need adequate complete historical periods, normally at least two years.

A promotion, a stockout, a one time order, or a change of opening hours can distort a trend. Use the chart as a decision aid and inspect the related transactions before planning purchases.

# 25 Review stock health and recommendations

Inventory & Stock Analytics helps identify stock that is aging, selling quickly, or at risk of running out. Review scope, dates, currency, and known cost coverage first.




Stock health, aging, valuation, and inventory recommendations | Actual RC1 screen, DEMO data.

- Inventory valuation at cost and Available to Sell: distinguish recorded value from stock actually eligible for sale.
- Inventory aging: review 30, 60, 90, and 180 plus day groups and investigate slow moving or dead stock.
- Turnover, sell through, ABC analysis, and GMROI: compare movement, sales contribution, and return on inventory investment.
- Days remaining, low stock, stockout risk, and suggested reorder quantity: review the data basis and lead time before ordering.
- Variance and confirmed shrinkage: separate discrepancies requiring investigation from confirmed financial loss.

Recommendations use local mathematical and statistical rules; a cloud AI subscription is not required. Each recommendation should explain the actual period, quantities, revenue, or cost behind it and link to the supporting detail.

An item with no sales in 90 days may need review, but it may also be a spare part or a seasonal asset. Suggested replenishment is a recommendation, not an automatically approved purchase order. Unknown history, lead times, or costs limit the conclusions.

# 26 Assign users and financial permissions

An administrator assigns each person an individual account and the rights needed for their job. Open Employees & Access and use the user, role, or permission editor; do not share an administrator account with cashiers.

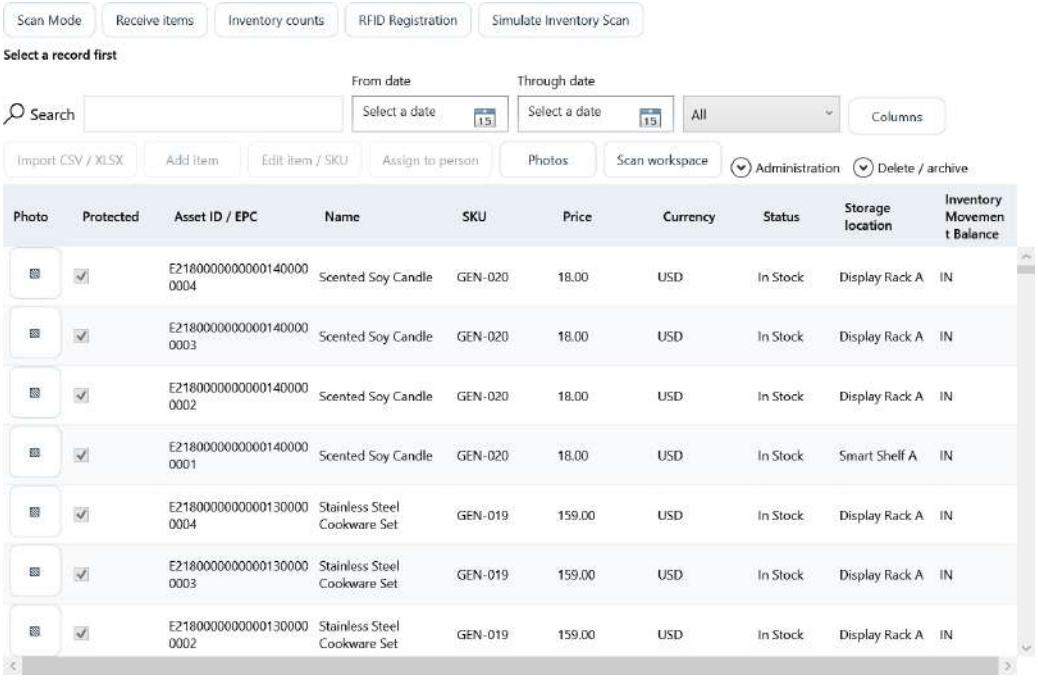
| Role | Operational access | Financial information |
|---|---|---|
| Administrator | Full administrative access | Full view and edit access |
| Manager | Assigned operational rights | Separate financial view and edit rights as granted |
| Operator / Salesperson | Authorized sales and operational work | Retail prices; no purchase cost or profit without explicit rights |

**1.** Create or select the user and assign the appropriate business role.

**2.** Review View costs and profit and Edit purchase costs separately. Editing permission is not a reason to expose costs to every operator.

**3.** Assign Business Insights and report export rights only to people who need them.

**4.** Save, then verify with the actual user account. Check Products, Costs & profit, analytics, reports, and export actions.




Operator product view without cost and profit controls | Actual RC1 screen, DEMO data.

Financial protection applies to data access and exports as well as visible WPF columns. An operator should not obtain hidden cost data from shared workspace exchange or a report simply because a column is hidden. Ask the administrator to investigate unexpected access.

Application roles do not replace Windows permissions. Protect database backups, exported financial reports, photo shares, and license material with appropriate file and network access rules.

# 27 Operate on a LAN and protect your data

## Use a shared workspace

**1.** Have the administrator prepare the supported SQL Server deployment and a trusted, encrypted connection.

**2.** Connect authorized workstations to the same intended workspace using the supplied connection settings. Keep compatible client versions across the site.

**3.** Give each register its correct operator, local reader, and terminal association. A COM reader belongs to the computer where Windows exposes that port.

**4.** Use a single controlling process for a reader. Do not open a vendor utility or second RFID application on the same endpoint during operation.

**5.** For shared photos, use the same accessible UNC folder on all authorized computers.

## When the network fails

Check the connection status before accepting stock changes or a sale as saved. Do not assume a disconnected screen has updated other workstations. Restore the network, let the connection recover, and verify the existing operation before retrying. In particular, reconcile a pending payment instead of issuing another charge.

## Back up a complete set

- The SQL database, using a supported SQL backup procedure and a known restore location.
- Photo metadata and the matching photo files, including the photo backup manifest where provided.
- Required business and workstation settings, plus the license entitlement and installer version record.
- The site’s documented recovery instructions and secure access to the authorized license issuer.

Protect backups from unauthorized access. Some connection and payment settings are encrypted for the Windows user or computer. Copying those protected files to another user, computer, or Mac is not a supported way to transfer credentials. Use the approved reauthorization or migration process.

A backup is useful only if it can be restored. Periodically test recovery on a separate environment with payment and RFID outputs isolated from real operations.

# 28 Update and restore safely

## Plan a compatible update

**1.** Read the version notes and confirm the package is intended for your installed deployment. This guide describes 2.1.0 RC1, a release candidate; obtain the approved package from Fresh USA.

**2.** Back up the database, matching photo storage, and relevant settings. Record the current application and database versions.

**3.** Finish or reconcile pending payments and refunds before maintenance. Close all affected clients.

**4.** Run the supplied update package and retain the existing settings unless your deployment instructions say otherwise. Allow required database migrations to finish.

**5.** Start Smart Control and sign in. Verify the license, business settings, user permissions, photo access, reader reconnection, register, and saved payment pairing.

**6.** Check a representative item, historical sale, and inventory location. Run an agreed hardware acceptance scenario before resuming normal business.

## Restore without mixing versions

An older EXE may not understand a newer database schema. Do not overwrite the current application with an old executable as a rollback shortcut. Ask Fresh USA or your administrator to restore a compatible application and database backup together, with matching photos and settings.

Keep the previous installer and backups until the update has been accepted. Do not delete old databases, licenses, vendor SDK files, or original hardware configuration archives merely to recover disk space.

## Verify after maintenance

- One sign in opens the intended workspace, with the expected users and permissions.
- Saved readers reconnect and read only the intended physical area.
- Storage protection, alerts, checkout, and payment status behave as documented.
- The saved Square account and paired terminal are reused without routine re-pairing.
- Financial reports and photos are visible only where the role and storage permissions allow.

# 29 Troubleshooting

| What you see | What to check first |
|---|---|
| Reader will not connect | Confirm power and cable, exact IP and TCP port or Windows COM number, and that another program is not holding the reader. |
| Reader beeps but no cart item | Check the selected register, reader role, EPC registration, and active screen. Sound alone is not proof that the cart accepted the item. |
| Tags appear intermittently | Check antenna coverage, tag orientation, metal or shielding, cable, and RF power. Compare EPCs rather than using beeps as a read rate. |
| Shelf alarm during a normal sale | Check that the EPC reached the configured checkout reader before the grace period ended, or authorize shelf removal first. |
| Cannot find Connect Square Account | A saved profile can place it under Application details. Open Checkout if the saved connection is already ready. |
| Terminal not receiving payment | Confirm power, internet, correct location and pairing, selected register, and live payment permission. Check the existing operation before retrying. |
| Sale completed but no paper receipt | Check paper and printer settings, then reprint the existing sales document. Do not create a second charge. |
| No image or unavailable photo | Check Photo storage, shared folder reachability, and Windows permissions. Continue permitted work with the placeholder. |
| Cost or profit not visible | Check the signed in role and independent financial view permission. Do not share an administrator login. |
| Profit or forecast unavailable | Review cost coverage, valid currency basis, date range, and sufficient history. Missing data is not zero. |
| Installer reports files in use | Close Smart Control and its remaining instance, then Retry. Ask support before forcing termination during an active transaction. |
| Changed cart line keeps returning | Remove the physical item from the add scanning field, then remove its line again and verify the cart. |

When asking for help, include the application version, time, screen name, exact message, and affected reader model or operation reference. Send only the minimum necessary screenshot. Never include passwords, access tokens, private license signing keys, or card data.

# 30 Terms contacts and service notice

## Useful terms

| Term | Meaning in this guide |
|---|---|
| Cart | The items proposed for the current sale, before payment confirmation. |
| Register | A saved checkout configuration linking a workstation, operator, reader, and terminal. |
| Deactivation | The applicable software authorization. Shelf authorization and paid exit clearance are separate; the EPC is not erased. |
| COGS | Cost of goods sold, using the historical costs of the sold units. |
| Confirmed shrinkage | A documented, approved inventory loss; not simply an absent RFID reading. |
| DEMO | An isolated training workspace with fictional data and simulated payment behavior. |

## Contact Fresh USA

Fresh USA, Inc.
250 Parkway Dr, Ste 150 #AT122
Lincolnshire, IL 60069, USA
Phone: +1 (312) 312-9608
Technical support and integrations: fresh@fresh222.com
Sales and licensing: order@fresh222.com
Website: https://www.fresh222.com
Software: https://software.fresh222.com

Smart Control is supplied AS IS and AS AVAILABLE, subject to the EULA and applicable law. Contact Fresh USA for modifications, additional functions, integrations, or deployment assistance. Any agreed custom work is covered by a separate written agreement. This guide does not replace the EULA or create an additional warranty.

Screens in this guide were captured from the installed 2.1.0 RC1 application. DEMO photos and records are fictional illustrations. Visible menus vary with language, business profile, license, permissions, and whether a live connection is configured. Square’s own screens may change independently of Smart Control.

## Reference information

Fresh USA EULA supplied with the installer, including the existing warranty and contact sections. Square Terminal setup reference: https://developer.squareup.com/docs/terminal-api/quickstart. Square POS integration reference: https://developer.squareup.com/docs/terminal-api/pos-integration.