



Toploader OS Guide

# FAQ and Troubleshooting Guide

Fix common setup, inventory, export, import, reconciliation, analytics and licence issues.

**Use this when something does not look right.**

Applies to Toploader OS v1.4.7. Use this guide as workflow support, not as financial, legal, tax or marketplace policy advice.

## What this guide covers

1. Inventory questions
2. Import questions
3. Export questions
4. Reconciliation questions
5. Licence and data questions
6. Final checklist

## Inventory questions

- **A card has no market price** - Save the exact print, then use Set Target in the Inspector if no market price exists.
- **A duplicate single appears** - Use merge when the exact same print and finish should be one stock line; create a new entry when you need separate stock rows.
- **An item is missing from export** - Check quantity, price, category, condition, shipping profile and public image URL.

## Import questions

- **ManaBox rows failed** - Open the preview or report and check set code, collector number, finish and card name.
- **Duplicates were found** - Choose merge for restocks; choose new entry when you intentionally keep separate rows.
- **Import changed more than expected** - Restore from the backup created before the import, then repeat the preview slowly.

## Export questions

- **Whatnot blocks an upload** - Open the validation report and fix blockers first. Then open the CSV manually before upload.
- **Images do not upload** - Marketplace CSVs need public URLs, not local file paths.
- **eBay columns differ** - Compare the generated file to your Seller Hub template and update export settings if needed.

## Reconciliation questions

- **Sold names do not match inventory** - Use the mapping dialog and save mappings for the current profile.
- **Stock deduction looks wrong** - Check the multiplier used during mapping and review cancelled/failed orders.
- **Profit looks wrong** - Confirm gross sale, payout assumptions and unit cost for the matched inventory item.

## Licence and data questions

- **Pro feature is locked** - Check licence status, internet access and activation state.
- **Need to move computers** - Create a backup and deactivate the licence if needed before switching devices.
- **Data seems missing** - Confirm the active inventory profile and restore the correct backup if required.

## Final checklist

- Backups exist before imports/restores.

- Validation is run before exports.
- Mappings are reviewed before reconciliation.
- Settings and active profile are checked before troubleshooting deeper.

Keep this guide near the app while you build muscle memory. The best workflow is usually inventory first, show or export second, reconciliation third, analytics last.

## Disclaimer

Toploader OS is an independent seller workflow tool. Marketplace fees, CSV templates, platform rules and third-party data can change. Always preview exports before uploading and use your own judgement before pricing or listing stock.