Toploader OS

Seller workflow guide

Sales Reconciliation Guide

Deduct sold stock, remember mappings and log profit after Whatnot streams or show exports.

Included in the Toploader OS website guide pack

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Sales Reconciliation Guide

Reconciliation closes the loop between marketplace sales and local inventory. Toploader OS supports show-specific reconciliation and Whatnot CSV reconciliation with remembered mappings, multipliers, stock deduction and sales logging.

In this guide

Pick the right reconciliation method

Use Show Builder reconciliation when the sold items came from a show batch in Toploader OS. Use Whatnot CSV reconciliation when you have a Whatnot livestream or shipment CSV and need to map marketplace item names back to inventory.

- Show reconciliation is best when your show was exported from Toploader OS.
- Whatnot CSV reconciliation is best when item names need mapping or the show was not managed entirely through Show Builder.
- Quick Sell from the Inspector is useful for one-off manual sale logging.

Map marketplace names to inventory

Whatnot item names may not exactly match your internal inventory keys. The Smart Memory Reconciler maps each unique Whatnot product name to a Toploader OS inventory item and can remember that mapping for the active inventory profile.

- Use Ignore / Do Not Reconcile for rows that should not affect inventory.
- Use the multiplier when one marketplace sale represents multiple inventory units.
- Review remembered green matches before processing.

Confirm date and process

Before processing, choose the sale date. The app deducts stock, calculates gross sale, estimated payout and net profit, then logs sales for Analytics.

- Use the stream date, not necessarily today, if reconciling later.
- Check stock availability before processing large deductions.
- Review Analytics after reconciliation to make sure the totals are sensible.

Keep mappings clean

Mappings are stored per inventory profile so different workspaces can map the same marketplace name differently. This is important if you run multiple stock pools or sellers.

- Avoid generic listing names that could map to multiple different cards later.
- Use specific titles in exports to reduce manual mapping work.
- If a mapping becomes wrong, reconcile carefully and adjust future mappings.

Pre-upload / workflow checklist

Check	What good looks like
[ ]	Cancelled or failed marketplace orders are excluded.
[ ]	Every included Whatnot item is mapped or intentionally ignored.

[ ]	Multipliers are correct for bundles, lots or break spots.
[ ]	The sale date matches the show or order date.
[ ]	Analytics and remaining stock were reviewed after processing.

Common issues and fixes

Wrong mapping	Stop and correct the mapping before processing. Reconciliation changes stock and sales history.
Bundles deduct too little	Use the multiplier field when one sold listing should deduct more than one inventory unit.
Profit looks unexpected	Check sale price, payout assumptions, cost basis and quantity multiplier.

Final note

Use this guide as a repeatable operating checklist. Your exact workflow may vary depending on Whatnot, eBay, local tax treatment, fulfilment process and how you manage buyer communication. Always verify exported data before uploading it to a marketplace.