User manual

Marketplace P&L, payments, GST, ads, stock and warehouse reconciliation, step by step

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26	**Warehouse Operations (add-on): pack, RTO and returns**	Track every packed order day by day: polybag barcode, AWB, Tagloop and a photo, then RTO and returns with QC.
27	**Warehouse daily report (EOD MIS)**	One locked report per day: orders received, processed, packed, handed over, picked up, cancelled and still pending, with reasons, by marketplace and courier, plus issues and remarks; a summary to management at 8 PM.
28	**Customer Support and Refunds (add-on)**	Find any customer order in seconds, log tickets, and run returns, exchanges and refunds to the end, with bank details collected safely and the customer kept informed on WhatsApp and email.
29	**Ticket Management: raise and work operations issues**	One place for warehouse, technical, inventory, marketplace and logistics issues: every affected order, an owner, an SLA clock, evidence and the full history, so nothing is lost in WhatsApp groups or email.
30	**Losses, root cause and the weekly management report**	See not just how many issues happened, but why, who owns them, how long they stayed open, what they cost and what will stop them happening again.
31	**Ticket settings, contacts and bulk CSV**	Set the SLA, working hours, departments and the people who get alerts and reports once; change them any time.
32	**Factory QC: carton checks, reports and billing**	Check every carton leaving the factory pair by pair against the SKU master and size split, and bill the QC work.
33	**Find any order**	Everything about one order in one place.
34	**History, undo and redo**	Every change to your data is logged; any change can be undone, like a spreadsheet's version history.
35	**Team and page access**	Give each person their own login and only the pages they need.

36	**Connect Meta, Shopify and Google**	Live data without uploads: ad spend, Shopify orders and website analytics sync every night.
37	**Shopify delivery and return status**	Delivered orders and customer returns come straight from Shopify, so the P&L does not wait for a manual status sheet.
38	**Installed from the Shopify App Store**	Stores that install Elevy from Shopify are set up automatically and pay through their Shopify bill.
39	**Use it on your phone**	Every page works on a phone.
40	**Elevy Analytics app for Android**	Your dashboards, customers, approvals and warehouse work from a phone, with each login seeing only what the Team page allows.
41	**Support**	Email care@elevyanalytics.com

1. Log in

Each person in your team has their own login, set up by your account owner.

1. Open the Elevy address you were given (for example app.elevyanalytics.com).
2. Enter your work email and password, then click Log in.
3. If your account asks for it, enter the 6-digit code sent to your email (valid 10 minutes; Resend after 30 seconds). Tick 'Trust this device' to skip the code on that browser for 30 days.
4. Forgot your password? Click Forgot password? on the login page and follow the email link (valid 30 minutes), or ask your account owner to reset it on the Team page.
5. Log out from the round button with your initial at the top right.

Tip Sessions end after 12 hours; log in again when asked.

Tip The top menu groups pages under Sales & P&L, Finance, Operations and Settings; the line under it shows where you are. On a phone the menu sits behind the menu button.



2. Quick setup for Shopify stores

Set Elevy up once in about an hour; after that each month takes about 30 minutes.

1. Install Elevy Analytics from the Shopify App Store, approve the read-only permissions and pick a plan (5-day free trial). Your last 60 days of orders and Shopify costs are imported.
2. Finance > GST returns > GST settings: your GSTIN and each marketplace's operator GSTIN.
3. Settings > Team & access: add each person with a role and the pages they may see.
4. Settings > Integrations: Shopify is already connected; connect Meta Ads and Google Analytics 4.
5. Settings > Masters: download the SKU master template, fill cost and MRP, upload it back.
6. Settings > Marketplace agreements, Packaging material and Fixed costs: your commission rates, packaging per order and monthly costs such as salaries and rent.
7. Every month: open the month, drop the marketplace, OMS, courier and payment reports on the upload box, put vendor bills in Finance > Vendor invoices, then Submit and read the dashboard, GST and cash pages.

Tip Your Elevy plan is booked automatically every month as a software overhead in INR.

Tip Use Refresh data on the Overview after changing agreements, packaging or fixed costs, so past months update.

Tip The team can use the Elevy Analytics Android app with the same logins.

3. Read the FY overview

The first page after login: the financial year at a glance, all channels together.

1. Pick the financial year at the top right.
2. Read the cards: net sales, average selling price, gross margin, profit before marketing, marketing (ads), profit after marketing, EBITDA before and after marketing, cash received and cash still pending.
3. Scroll for the platform chart, gross margin by platform and month, and the list of months: orders received (all platforms, before cancellations and returns), net units delivered, net sales, gross margin, profit before marketing, ads and profit after marketing.
4. Click a month's Dashboard link to open that month.
5. Refresh data (all months), next to Open month: re-submits every month that has files, oldest first, in the background. Use it after uploading payment files, changing costs, fees, fixed costs, the SKU master or AWB mappings. The page updates itself every 15 seconds until it is done.

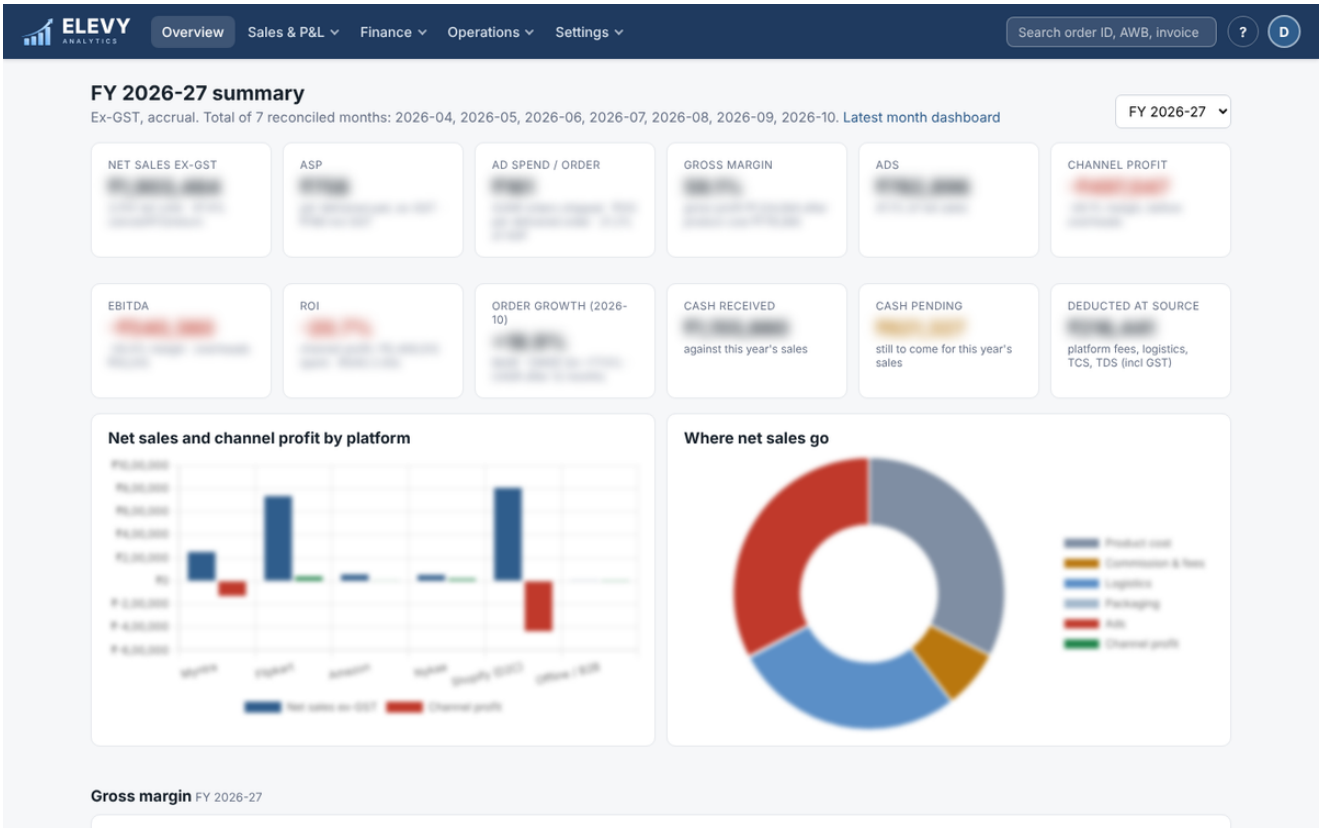
Tip All figures are ex-GST and on an accrual basis: a month holds the orders placed in it.

Tip The four rows of cards: money (sales to EBITDA), profit before and after marketing, ROI / ROAS, CAC and net sales %, then targets (set, achieved and backlog for the month and the year).

Tip A red figure is a loss or a gap to look at.

Tip A yellow note at the top lists months calculated before your latest upload. Payment files pay orders of any month, so those figures may be out of date: click Refresh data (all months) in the note.

Tip Growth against last year is worked out live from the months themselves, so it always matches the month list.



4. Open a month and upload its files

Every month is built from the reports your marketplaces, OMS and partners send.

1. Sales & P&L > Monthly dashboards (or Overview), choose the month at Months and click Open month.
2. Drop all the month's files on the upload box at the top (or click to choose them): each file is recognised by its name and contents and filed in the right platform. Or use Add / Replace in a platform's box.
3. Each platform box is a checklist of the reports it needs (required) and can use (optional), with '3 of 4' at the top. A tick means the report is in.
4. Remove a wrong file with its Remove button.

Tip Upload the OMS export first (EasyEcom, Unicommerce, OMS Guru or WareIQ, recognised automatically): it gives live figures for marketplaces whose reports are not out yet. Buyer names, phones and addresses are removed on upload.

Tip Myntra box: also takes the Order Flow report (any name, e.g. part-0...c000.csv). Until the GSTR reports are out it sets each item's status: delivered, RTO, customer return or exchange.

Tip Flipkart box: also takes the Orders report from Seller Hub (Orders > Download). It updates the status of P&L lines and adds the orders placed after the P&L was downloaded (priced from the OMS, fees estimated). Each order item counts once; the newest download wins.

Tip Myntra and Flipkart Ads reports dropped in the platform box are moved to the Ads page for that month.

Tip Flipkart box: also takes Payments > Settled Transactions. Any download works: the whole month, a single payout (one NEFT), or a quarter. It confirms what Flipkart actually paid to the bank, by NEFT, for every order; a payment found in several files counts once. File a download in the month it was paid (a quarter in its last month). Fines deducted from payouts are added to costs, from the monthly downloads only.

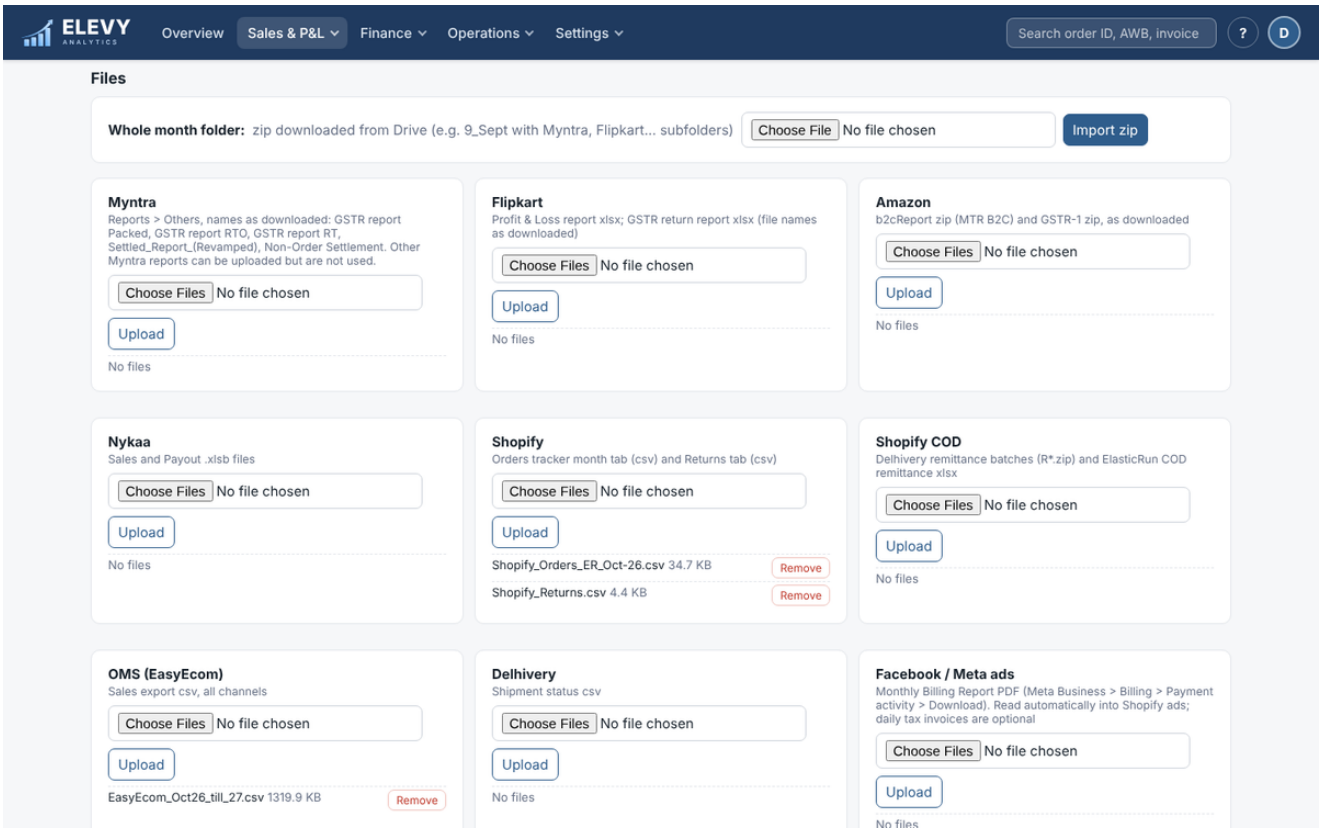
Tip Flipkart box: the Profit & Loss report can be downloaded again later in the month; the one with the newest 'Generated on' date is used, so older downloads can stay.

Tip Flipkart box: also takes the GSTR return report (GSTR-1 tables) and the Sales Report (order-level GST register, including its Cash Back sheet). Without the Sales Report the register is built from EasyEcom's Flipkart lines, with a note asking for it.

Tip Myntra box: also takes the Reconciliation Dashboard Report (Partner Portal, one csv per order month). It gives each order line's status and the prepaid / postpaid amounts Myntra settled, with UTR and date. Customer PIN codes are removed on upload.

Tip Payment files (Flipkart Settled Transactions, Myntra Settled Report, Amazon settlements, Nykaa payouts, Delhivery / ElasticRun COD remittances, gateway settlements) are matched to their orders by order ID or AWB, whichever month you upload them in. After uploading, use Refresh data so the months they pay update.

Tip A whole folder can be uploaded as one zip with Upload folder zip.


ELEVY
ANALYTICS
Overview
Sales & P&L
Finance
Operations
Settings
Search order ID, AWB, invoice
?
D
Files
Whole month folder: zip downloaded from Drive (e.g. 9_Sept with Myntra, Flipkart... subfolders)
Choose File
No file chosen
Import zip
Myntra
Reports > Others, names as downloaded: GSTR report Packed, GSTR report RTO, GSTR report RT, Settled_Report_(Revamped), Non-Order Settlement. Other Myntra reports can be uploaded but are not used.
Choose Files
No file chosen
Upload
No files
Flipkart
Profit & Loss report xlsx; GSTR return report xlsx (file names as downloaded)
Choose Files
No file chosen
Upload
No files
Amazon
b2cReport zip (MTR B2C) and GSTR-1 zip, as downloaded
Choose Files
No file chosen
Upload
No files
Nykaa
Sales and Payout .xlsb files
Choose Files
No file chosen
Upload
No files
Shopify
Orders tracker month tab (csv) and Returns tab (csv)
Choose Files
No file chosen
Upload
Shopify_Orders_ER_Oct-26.csv 34.7 KB
Remove
Shopify_Returns.csv 4.4 KB
Remove
Shopify COD
Delhivery remittance batches (R*.zip) and ElasticRun COD remittance xlsx
Choose Files
No file chosen
Upload
No files
OMS (EasyEcom)
Sales export csv, all channels
Choose Files
No file chosen
Upload
EasyEcom_Oct26_till_27.csv 1319.9 KB
Remove
Delhivery
Shipment status csv
Choose Files
No file chosen
Upload
No files
Facebook / Meta ads
Monthly Billing Report PDF (Meta Business > Billing > Payment activity > Download). Read automatically into Shopify ads; daily tax invoices are optional
Choose Files
No file chosen
Upload
No files

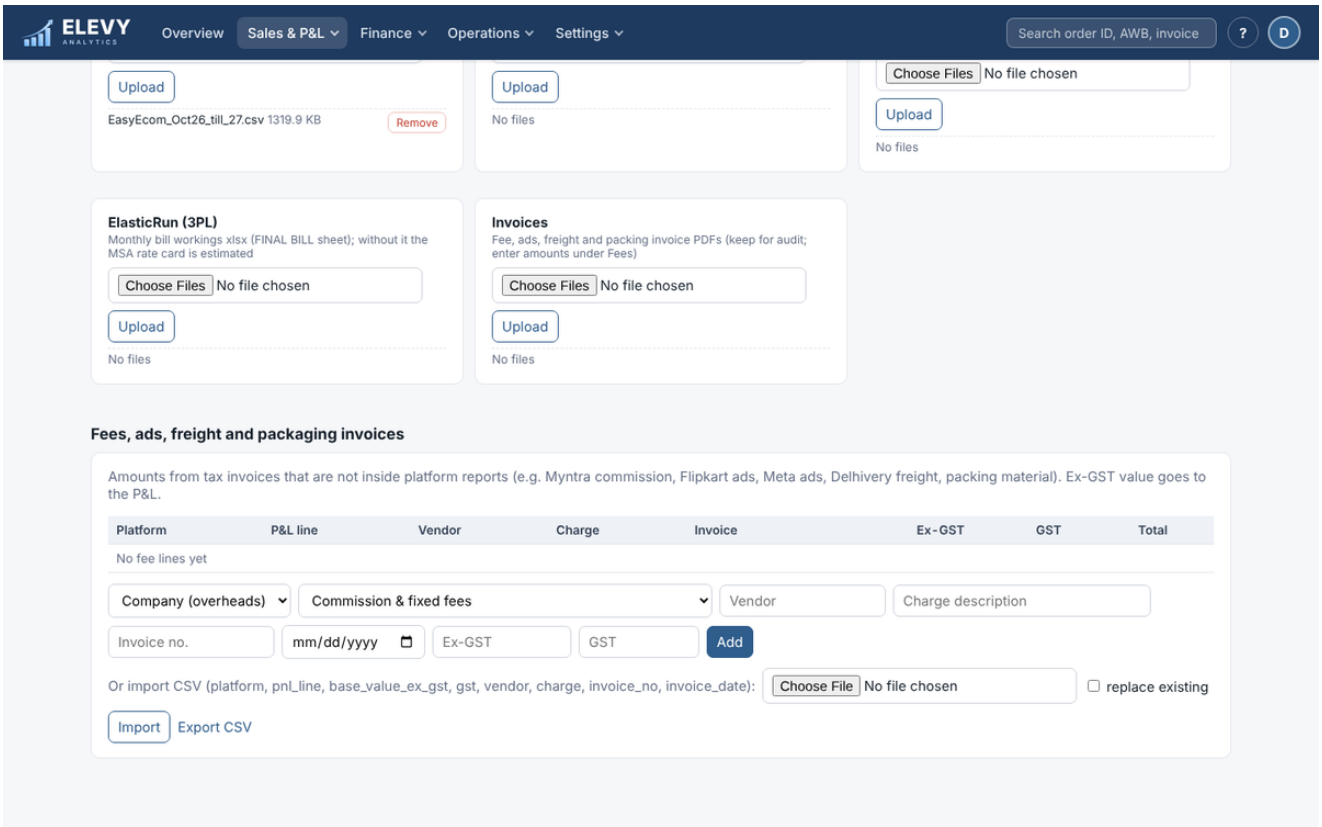
5. Add fee invoices

Ads, commission, logistics and other invoices that are not in a report go into the fee register.

1. On the month page scroll to Fees.
2. Choose the platform and P&L line, type the vendor, invoice number, base value ex-GST and GST, and click Add.
3. Packing material: use Settings > Packaging material instead (booked per dispatched order, invoices claimed for GST in their month). Packaging lines added here are replaced by it from its 'Book from' month.
4. Salaries, rent, software: platform 'Company (not a platform)', line Company overheads. They sit below channel profit, are shared across platforms by sales and give EBITDA. Add one line per month.
5. One-time charges such as a marketplace onboarding fee: the platform, line 'One-time / onboarding'. It goes to company overheads, so it does not make that platform's products look loss-making or inflate its fee rate.
6. Or import many lines at once with Import CSV.
7. PDF invoices placed in the month's folders (Meta, Gokwik, Easebuzz ...) are read automatically.

Tip Until an ads invoice is added, the spend reported by Meta / PLA reports is used as a provisional ads line.

Tip Bills in any format (PDF, CSV, Excel, ZIP, many at once) can also go to Finance > Vendor invoices: each is read, filed into its month and booked to its P&L line; a new supplier is added with its GSTIN and state.



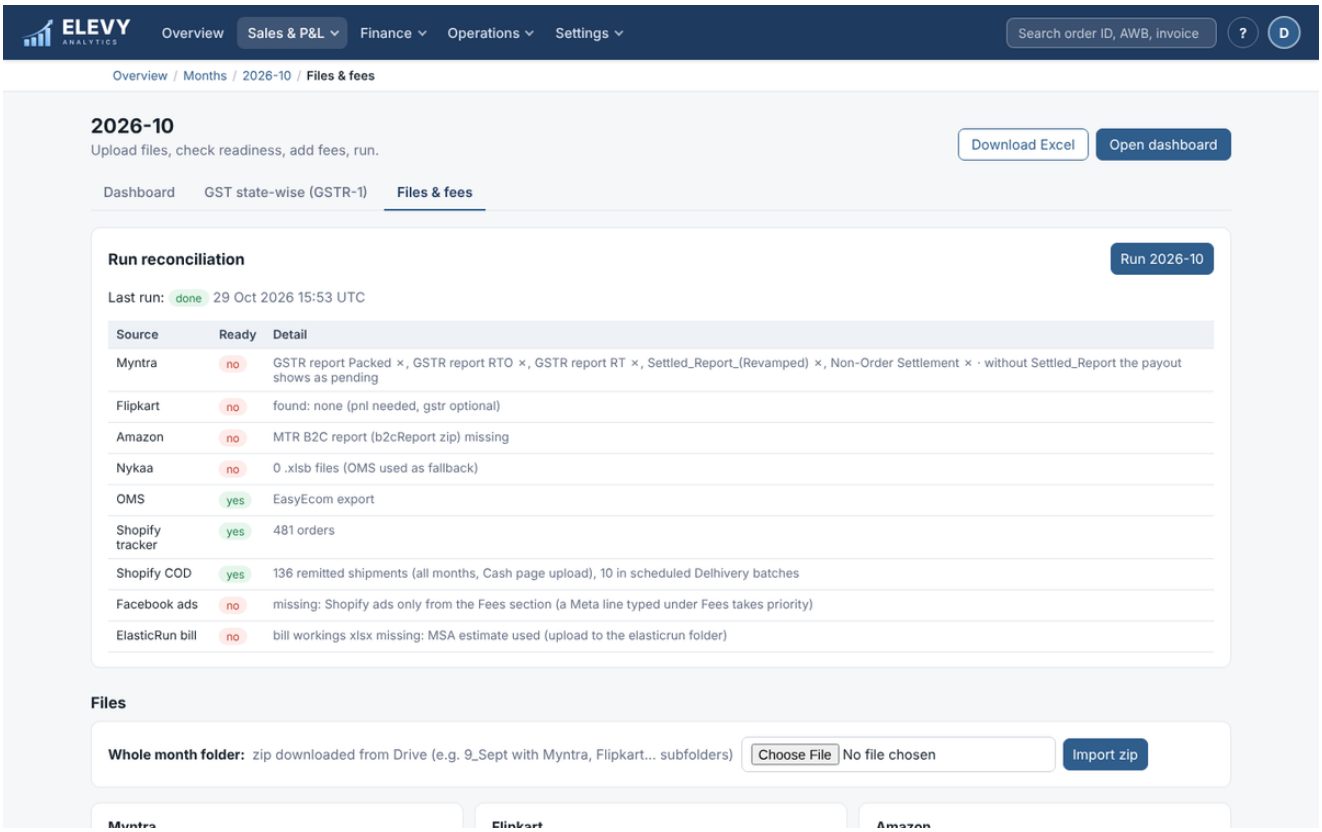
6. Submit the month

Running the month turns the files and fees into the P&L, payments, GST and stock views.

1. On the month page click Submit (top right).
2. Wait for the status to show done (about a minute).
3. Open the Dashboard tab.

Tip Submit again whenever you add a file or a fee: figures marked provisional are replaced by the real ones. To re-run every month at once, use Refresh data (all months) on the Overview page.

Tip The Checks and data gaps list at the bottom of the dashboard says which files are still missing.



7. Read the month dashboard

One month's P&L by platform, from gross sales to channel profit and EBITDA.

1. Read the cards at the top, in four groups: Sales and profit; EBITDA, growth and cash; Efficiency and orders; Targets. Then read the platform P&L table line by line.
2. Data status per platform: complete (from the platform's own reports) or provisional. Under a provisional tag the reason is shown, e.g. 'Payout 16-30 report missing' or '150 units still in transit'.
3. Scroll for ASP and ad spend per order, returns and growth, sales to cash bridge, payment reconciliation, top SKUs and articles, inventory and forecast.
4. Download Excel (top right) for the full workbook.

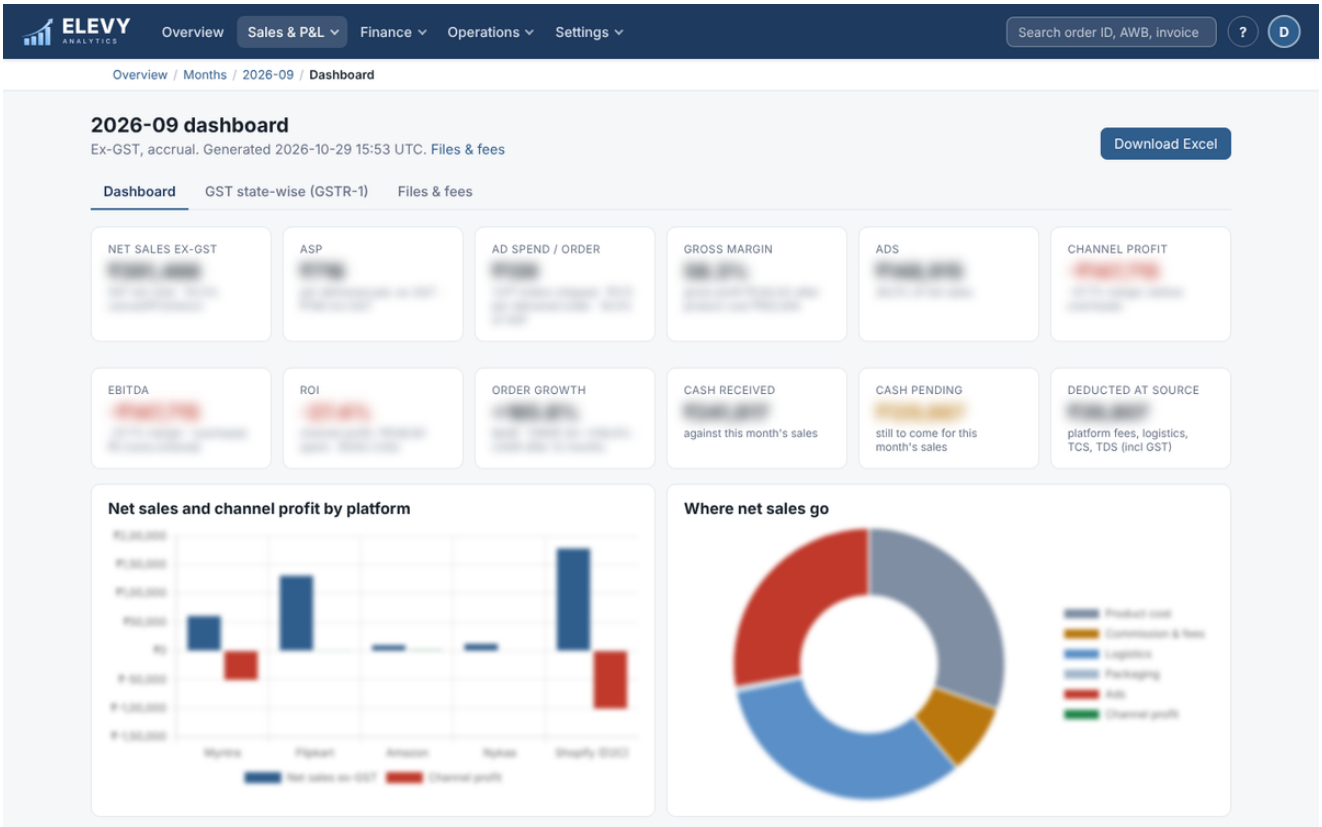
Tip Profit before marketing = gross profit - commission and fees - logistics - packaging. Profit after marketing = that - ads. EBITDA before marketing adds the ads back to EBITDA: the number investors ask for.

Tip Sales to cash bridge: net sales incl GST - deducted at source ± adjustments = expected payout = received + pending. Adjustments are where the platform's payment data differs from its sales report (late refunds, shipping collected, COD short-paid).

Tip Click any column header in any table to sort it: Low to high / High to low for numbers, A to Z / Z to A for text. Totals stay in place.

Tip Top 10 SKUs and articles: 'Cancel / RTO / return %' = cancelled + RTO + returned pairs out of pairs ordered. Pairs still in transit are not counted as returns.

Tip 'Generated' and 'Last submitted' times are in Indian time (IST).



8. See payments order by order

Know exactly which orders are paid, short-paid or still due, with the date and UTR.

1. On the dashboard, find Payment reconciliation.
2. Click any Expected, Received or Pending amount.
3. Use the Received / Pending / All tabs and the search box (order ID, SKU, UTR).
4. Download CSV for the list you are viewing.

Tip Each line shows the sale, commission, logistics, other fees, TCS / TDS, expected payout, received, paid date and reference.

Tip Payment report (all platforms, one Excel): Download payment report next to Payment reconciliation (that month), or on Finance > Settlement timing pick From, To and Platform. Sheets: summary (platform x order month: expected, received, pending by reason, overdue), orders (every line with paid date, UTR, pending reason and expected payout date), pending (money still to come or to be recovered, by expected date), receipts (payouts by date and UTR, to tick against the bank statement).

9. Cash received and payment files

What reached your bank in a month, and for which month's orders.

1. Finance > Cash received, and pick the month.
2. Read received, for earlier months' orders, for this month's orders, and not tied to an order.
3. Open Upload payment files, select every file at once and click Upload: Delhivery batch zips, ElasticRun COD remittance and Shipment Status reports, payment-gateway Settlements.csv, Amazon settlement and All Orders .txt, Myntra Order Flow.
4. Files are recognised by their contents; duplicates are skipped and the months they pay are submitted again.

Tip A Delhivery batch dated after today counts as scheduled: its orders are delivered, the cash stays pending until the batch date.

Tip Payment files are matched by order ID / AWB whatever month they were uploaded in.

Tip A Shopify COD order whose cash the courier has remitted counts as delivered, whatever the OMS or the tracker says (couriers remit only after delivery). A customer return after delivery stays a return.

Tip The ElasticRun Shipment Status Report sets the status of the orders it ships: delivered, refused at the door (RTO), coming back, or in transit. Customer names, emails and PIN codes are removed on upload.

Tip An order re-shipped with another courier keeps its first AWB in Shopify: map it to the new AWB under Operations > AWB mapping so status and COD match.

10. Settlement timing

How payouts move across months: what came in for earlier months' orders, and what moves to next month.

1. Finance > Settlement timing, and pick the month.
2. 1. Received in the month, by order month: this month's orders, last month's, older.
3. 2. The month's own orders: paid in the month, paid later, and why the rest is pending (in transit, delivered and waiting for the payout cycle, return / RTO recovery, cancelled).
4. 3. Delivered, not paid yet: the expected payout date and whether it is due this month, next month or overdue (more than 3 days past the expected date).
5. 4. Payout timeline: days from order to bank per platform (fastest, median, slowest 10%).
6. Download Excel for every order with its expected payout date.
7. Payment report box at the top: pick From, To and Platform for the full order-by-order payment Excel.

Tip Expected payout: Flipkart = delivery + 12 days, then the next Monday / Wednesday / Friday run; Nykaa = 10th of the next month; Myntra, Amazon, Shopify = order date + that platform's median payout days.

Tip Use Refresh data first so earlier months include payouts that arrived later.

11. AWB mapping (re-assigned shipments)

When an order is re-shipped with another courier, Shopify and the OMS keep the first AWB. Tell Elevy the new one.

1. Operations > AWB mapping.
2. Add one: order ID (e.g. AB/SH1001), new AWB, courier (optional), note. An order already mapped is updated.
3. Bulk: upload a .csv / .xlsx with Order ID, New AWB, Courier, Note (Template on the page). Choose Add / update or Replace the whole list.
4. Use Refresh data on the Overview page so status and payments update.

Tip The new AWB is used for courier status reports and COD remittance matching; the courier (if given) is used for freight.

Tip Delhivery remittances also carry the order number, so mapping matters most for ElasticRun / Xpressbees.

12. GST (GSTR-1)

State-wise GSTR-1 figures and the order-level register, ready for filing, and tied back to the P&L.

1. Finance > GST returns, or the GST tab of a month.
2. Once, under GST settings: your GSTIN, and each marketplace's operator (ECO) GSTIN for your state (on its TCS certificate / GSTR-8). Without them Table 14 has no GSTIN.
3. Choose the GSTR-1 basis in GST settings: Invoice raised (dispatch), or Shopify delivered by cut-off.
4. Check the state-wise, B2CS (Table 7), HSN (Table 12), operator (Table 14) and documents (Table 13) tables.
5. Read the P&L to GSTR-1 bridge (see tips), then search the order register by order ID, AWB, SKU or invoice.
6. Download the GSTR-1 workbook (or each table as CSV) for your CA.

Tip Marketplaces close at month end on their own GST reports. Shopify on delivered basis: orders delivered by the 9th of next month (ElasticRun Delivered Date) are filed in the month; the rest move to next month. Upload the latest ElasticRun status, submit the month, then click Close <month> GSTR-1. A closed month is frozen; only the owner can Reopen it. Carry-forward starts from the first month closed this way.

Tip Flipkart's order register comes from its Sales Report: invoices, credit notes, and cashback credit / debit notes from the Cash Back sheet. With them the register equals Flipkart's GSTR return report to the rupee.

Tip Why GST and the P&L differ: GSTR-1 counts invoices and credit notes DATED in the month; the P&L counts the month's ORDERS at their latest outcome. An order returned next month is out of this month's P&L, but its credit note is dated (and filed) next month. Do not compare the two totals directly.

Tip P&L to GSTR-1 bridge (GST page and the bridge sheet): per platform, from P&L net units and sales to GSTR-1 net: + returned / RTO / cancelled whose credit note is due next month, + invoiced still in transit, - credit notes on orders invoiced in earlier months, + carried in (Shopify), + cashback notes, ± other timing and price differences. Each step has a CSV of its orders.

Tip Next month the page checks that last month's 'credit note due' orders were credited, and lists any still missing.

Tip The workbook also has orders_<platform> (every invoice / credit note line), invoices_itc and invoices_by_supplier (every marketplace and vendor invoice with supplier GSTIN and tax, to match input tax credit with GSTR-2B), and bridge / bridge_orders.

Tip Marketplace figures come from each marketplace's own GST report, which is what it files in GSTR-8. Download them again close to the 11th in case the marketplace corrects them.

13. Ads

Spend, platform ROAS against delivered ROAS, and which campaigns and SKUs earn their spend.

1. Sales & P&L > Ads, and pick the month.
2. Compare billed spend, the ad platform's reported sales and your delivered sales per channel.
3. Upload PLA / Amazon Ads reports in the upload section; Meta syncs nightly once connected (Integrations).
4. Open Ad planner for break-even ROAS per channel.

Tip Platform ROAS counts orders at checkout, before cancellations and returns, so it runs above delivered ROAS.

14. Products

Sales, returns, margin and today's stock status for every article and SKU.

1. Sales & P&L > Products, and pick the month.
2. Click a status card (Stockout, Critical ...) or search an article or SKU.
3. Read stock, 30-day demand, days on hand, sell-through, status, forecast and reorder per SKU.

Tip Status, DOH and STR are today's figures and match the Warehouse page.

15. Live catalogue: SKUs and designs on every platform

How many SKUs, designs (article + colour) and articles are live on each platform, and which are missing where.

1. Sales & P&L > Live catalogue (top of the Products page).
2. Upload each platform's listing export in the box under the table and pick the platform: Myntra listings report, Flipkart Listings download, Amazon All Listings report (.txt), Nykaa inventory report. Shopify is read from the Shopify connection.
3. Read live SKUs, designs, articles, live and in stock, sold this month and live with no sale, per platform and for all platforms together.
4. Download live SKUs by platform (CSV) to see which design is missing on which platform.

Tip Live = active status in the export (Myntra: style and listing both active). Nykaa has no status, so a SKU with Nykaa stock counts as live.

Tip Flipkart's Shopsy copies (SH-...) count with their main SKU. The newest file per platform is used.

16. Profit by product (product-wise P&L)

Which designs make money and which lose it, platform by platform, and why.

1. Sales & P&L > Profit by product. Pick last 3 months or one month.
2. The cards count designs profitable everywhere, mixed (profit on one platform, loss on another) and loss everywhere; click one to filter.
3. 'Why products lose money' shows where the money went on loss-making SKUs: RTO freight, customer-return freight, pairs still in transit, platform fees, low selling price.
4. By platform shows product profit, then marketing (ads) separately and the result after marketing.
5. Each design row shows its profit on every platform (green or red); the line under it says why it loses on each platform.
6. Search a design (e.g. ZRO-BLK) for every size on every platform, or download every SKU x platform as CSV.

Tip Product profit = net sales ex-GST - product cost - the platform's fees. Marketing (ads) is kept separate, not spread over products; company overheads are not included either.

Tip Each platform's fees are spread over its SKUs: shipping and packaging by pairs shipped (a design that comes back often carries its return freight), commission and other fees by net sales.

Tip Provisional months (reports not in yet) can make a design look worse: shipped pairs carry freight before the sale counts.

17. Targets and forecast

Set targets for the month, quarter and financial year, per platform and for the company, and track them.

1. Sales & P&L > Targets & forecast. Choose Month, Quarter or Financial year (April to March) and the period.
2. Under Set targets, type orders (pairs), GMV and, if you like, net sales for each platform and Save. Leave the company line blank to use the sum of the platforms.
3. Quarter and year targets add up the month targets unless you type their own.
4. Quick target: type only total orders or total GMV for the period; it is shared across platforms by their last 3 months' share, with GMV, net sales and an approximate ads budget per platform from history. Check the split and Save.
5. Or import a plan: upload a workbook with a 'Monthly Plan' sheet (pairs and GMV per platform per month) and every month's targets are filled in.
6. Read achieved %, pending % and the pace for each platform and the company.

Tip Achieved comes from each month's reconciliation: orders = pairs ordered before cancellations (the OMS count), GMV incl. GST on the same orders.

Tip Ads budget vs spent shows each platform's planned ads against what was actually spent.

Tip The orange mark on each bar is the share of the period gone; a bar short of it is behind pace. Projected = where the period lands at today's pace.

18. Stock count, SKU status and launches

Upload the warehouse stock count and see what to reorder and how new launches are doing.

1. Operations > Stock & SKU status.
2. Under the stock section choose the inventory count file (ElasticRun DownloadInventoryReport csv) and click Upload ElasticRun inventory count. Give the date only if the file name has none.
3. Read the cards: stock and value, stockouts and critical SKUs, 30-day forecast and reorder, new launches.
4. New launches shows each article-colour stocked in the last 60 days with its verdict.
5. Click a status chip to filter the SKU list; download SKUs or article-colours.

Tip Settings > Masters: each master file (SKU master, sales history, Myntra listings, stock history, Shopify variants) has Download template and Download current data. Fill or edit it in Excel (required columns are highlighted, an instructions sheet explains each column) and upload the xlsx or csv back.

Tip DOH = stock / (30-day demand / 30). Critical <= 15 days, Reorder soon <= 30, Healthy <= 60, above = Overstock.

Tip Forecast = demand per in-stock day x 30; reorder = 45 days of cover less stock.

19. Inventory ageing

How long your stock has been sitting: 0-30, 31-60, 61-90, 91-120 and over 120 days, in pairs and value.

1. Operations > Inventory ageing.
2. Choose what to age stock from: ElasticRun GRNs (the date stock was received; upload GRN exports in the GRN section) or purchase invoices (Excel or CSV, one row per line: invoice date, SKU, quantity; Template on the page). One source at a time, so stock is not counted twice.
3. GRN exports carry no date: it is read from the reference (PO-20July26 = 20 Jul) or set mid-month. Open GRN receipt dates and enter the real date for any MR marked estimated.
4. Read the cards per age bucket, then the articles and SKUs with the most stock over 90 days.
5. No receipt on file = stock older than the first GRN or invoice on file.

Tip First in, first out: the stock in hand is taken to be the most recently bought pairs.

Tip Ageing uses the latest stock count, so upload the stock count first.

20. Warehouse checks and the 3PL bill

Is the warehouse doing what the agreement says, and is its bill right?

1. Operations > Warehouse checks, and pick the month.
2. Read dispatch on time, orders not handed over, returns not received and stock unexplained short.
3. Open each list and download it as a claim sheet.
4. Upload the warehouse's bill workings in the bill check section: each line is checked against your agreement rates and your counts, shipments AWB by AWB.

Tip A revised bill replaces the earlier one and the two are compared line by line.

Tip Expected bill (approx), before the bill arrives: ElasticRun's charges priced from the agreement rates and your counts (storage, inbound, outbound, RTO, shipments, COD), ex-GST and with GST, line by line, with a Download. Back-tested within about 6% of the real bills; small lines can differ because ElasticRun counts by its own dispatch and put-away dates.

21. Logistics cost by platform and shipping company

What shipping really costs: in total, per shipped order and per delivered order, for every platform and every courier.

1. Operations > Logistics cost. Pick a financial year, or a From and To month.
2. Cards: total logistics (ex GST, and as % of net sales), average cost per shipped order, cost per delivered order, returned + RTO % and courier freight vs warehouse / 3PL handling.
3. By platform: logistics, freight, warehouse handling, shipped, delivered, RTO, customer returns, in transit and both per-order costs, with an all-platforms total.
4. By shipping company: Delhivery, Xpressbees, Ekart, Blue Dart, Shadowfax, ElasticRun, the marketplaces' own logistics and others, each with its platforms underneath, freight cost, orders and per-order costs.
5. By month: the trend of the same figures. Excel downloads every table plus the month detail.

Tip Logistics is the P&L logistics line, so totals match the dashboards. Warehouse and 3PL handling is shown apart and never charged to a courier.

Tip A courier gets the invoices or estimates that name it; the rest of a platform's freight is spread over its couriers by the per-order shipping fee in the settlement, or else by shipped orders (see Cost basis).

Tip Cost per delivered order = logistics / orders delivered and kept, so RTO and return freight are carried by the orders that stayed sold. Cancelled orders are not counted as shipped.

Tip The same courier under different names (eKart, EK_E2E, E-Kart Logistics) is counted as one company.

22. Fixed costs and depreciation

Rent, salaries and other monthly costs, and assets you depreciate, added to every month automatically.

1. Settings > Fixed costs & depreciation.
2. Fixed cost: name (e.g. Office rent, Total salary), monthly amount ex-GST, first month and, if it ends, last month. It goes to company overheads and lowers EBITDA.
3. Asset: name, cost, salvage value, life in years and first month. Straight-line depreciation = (cost - salvage) / (years x 12) a month, shown below EBITDA as Depreciation, giving EBIT.
4. Use Refresh data on the Overview page so past months pick up a change.

Tip A cost that changes (e.g. a salary rise) is a new line from that month, with an end month on the old one.

Tip Your Elevy Analytics plan is added to every month automatically as a company overhead (software), in INR: for plans paid in India, each Elevy GST tax invoice as issued (a yearly plan spread over its 12 months); for stores billed through Shopify, the INR list price of the plan chosen. Do not add it again here.

23. Marketplace agreements and the commission check

Book each marketplace's commission at the rate in its signed agreement, and see where an invoice or report differs.

1. Settings > Marketplace agreements (owner).
2. For each marketplace: commission % of the selling price incl GST, minimum per pair, flat fee per pair, a price threshold with its own % below it (e.g. Flipkart 0% below Rs 999), the month it applies from and a note. Tick the marketplaces to use and press Save terms.
3. Use Refresh data on the Overview page. Every month then books commission at the agreement rate on net pairs (delivered and kept), before the 18% GST the marketplace adds.
4. Cross-check table: for every month and marketplace, agreement amount, invoice or report amount, difference (Rs and %) and status: matches (within Rs 100 or 2%), higher, lower, or no invoice amount yet.
5. Where the invoice is right, correct by hand: choose Invoice / report or type an Amount, add a short reason and Apply. The month is submitted again with the correction; Agreement puts it back.

Tip Flipkart's fixed and collection fees stay as in its P&L report; only the commission follows the agreement.

Tip Myntra's expected payout is reduced by the agreement commission incl GST, so pending payout is not overstated.

Tip A marketplace invoice read as under Rs 100 is flagged: open the PDF and check the amount.

Tip Myntra tax invoices (commission, fixed fee, collection, shipping, marketing claim, growth charges) are read line by line and booked to the month written on each line, so a September claim invoiced in October stays in September.

Tip The Excel report has an Agreement Check sheet.

24. Packaging material: cost per order, GST, stock and reminders

Packaging booked by use on every dispatched order, its invoices claimed for GST in the right month, and a reminder before any material runs short.

1. Settings > Packaging material.
2. Cost per dispatched order: for each platform, the units of each material one order uses (e.g. Myntra: 1 polybag + 1 tag loop; Shopify: 1 box + 0.04 roll of tape). Set 'Book packaging this way from' and press Save.
3. Purchase invoices: upload the PDFs. The invoice number, date, supplier and GSTIN, and each line's quantity, amount (ex GST) and GST are read, and the material is matched from the line's name. Correct any line (invoice date, received date, material, quantity, amount, GST, GSTIN) or add one by hand.
4. Each month books packaging = dispatched orders (pairs shipped, cancelled excluded) x cost per order. A material's cost is the weighted average of its invoices dated up to that month's end.
5. Stock and reminders: stock now, use per day, days of cover and what to order. Enter a physical count after each warehouse check; set the reminder days (15 by default), the order-up-to days (30) and who else gets the email.

Tip GST: every packaging invoice is in the GST page's purchase register (input tax credit) of its invoice-date month, with IGST or CGST + SGST. The P&L books packaging by use, so the invoice is not an expense again.

Tip Stock = last count + received since - use per day x days since. Use per day = the last two full months run.

Tip Every morning at 10:00, if a material has under the set days of stock, the owner(s) and the listed people get one email a day while it stays low. 'Save and check now' sends it at once.

Tip The same invoice number cannot be added twice. The Excel report has a Packaging sheet.

25. Incentive calculator

Incentive for a person or team from each month's net revenue, by slab (owners only).

1. Finance > Incentive calculator.
2. Add a scheme: name, revenue it is based on (net sales ex GST by default), platforms (none ticked = all), how slabs apply, an optional monthly cap, and up to 6 slabs (revenue from, incentive %, optional fixed bonus).
3. Whole revenue at the slab reached: the month's revenue x the rate of the highest slab reached. Each part at its own rate: like income tax, each band of revenue at its own rate.
4. Read every month's revenue, slab, incentive and working, and the year total; Try a number to test any revenue; Download Excel.

Tip A provisional month can still change: its revenue moves when the month is submitted again.

26. Warehouse Operations (add-on): pack, RTO and returns

Track every packed order day by day: polybag barcode, AWB, Tagloop and a photo, then RTO and returns with QC.

1. The add-on is switched on for your account by Elevy. The owner then gives each staff login a role on the Team page: Warehouse Manager, Warehouse Staff (packing), QC Staff (RTO / returns) or Viewer. A login with only warehouse access opens straight on the Warehouse dashboard after sign-in; packing staff go to the packing station.
2. Operations > Pack an order: scan the polybag barcode (optional for Shopify and Nykaa orders), scan the AWB, scan the tagloop barcode (or choose OFF when none is used), take a photo of the packed order, Save. A USB / Bluetooth barcode reader works like a keyboard; on an Android phone tap Scan to use the camera.
3. A tagloop can be used once: a reused tagloop code is refused, like a reused polybag. Flipkart, Myntra and Amazon orders still need a polybag.
4. Operations > Orders received: Shopify orders live, with their warehouse status (to pack, packed with time and packer, shipped without a pack scan, RTO / return received, cancelled). Filter by days, status or COD / prepaid, or search an order no, AWB, polybag or SKU.
5. A polybag can be used once and an AWB packed once: a repeat is refused and logged. A manager can void a wrong packing with a reason; the AWB can then be packed again in a new polybag.
6. Operations > RTO / returns inward: choose RTO or customer return, scan the AWB, set the condition and packaging, take a photo of the product, Save.
7. Open any AWB (Find box) for its journey: packing photo, the order and delivery status from your OMS export, payments, the return photo beside the packing photo, and the QC decision (restock, damaged, repair, hold, escalation).
8. Operations > Warehouse Operations: packed, polybags, Tagloops, refused scans, RTO, returns and pending QC for today, yesterday, 7 or 30 days or any dates, by platform and by packer; Download Excel.
9. Operations > Warehouse issues: anyone with a warehouse role reports a technical issue (WMS, OMS, a marketplace portal) or an operational one (manpower, packing material, inventory mismatch...) with the orders affected, priority, owner and a screenshot. Open issues carry to every next day until resolved; a critical one emails management at once.

Tip Billing: ■1.20 per packed AWB plus 18% GST, invoiced monthly. Voided packs are not billed; RTO, return and QC entries are included.

Tip The order, platform and SKU are found from the AWB in the OMS exports you upload each month, so no live order feed is needed; an AWB shows 'Not matched yet' until its month's export is in.

Tip Photos are stored without location data and only people of your company can open them.

Tip Billing: one packed AWB = one billable order at your agreed rate plus GST; repeat scans, voids and returns are never charged again.

27. Warehouse daily report (EOD MIS)

One locked report per day: orders received, processed, packed, handed over, picked up, cancelled and still pending, with reasons, by marketplace and courier, plus issues and remarks; a summary to management at 8 PM.

1. Operations > Warehouse daily report. Each evening the warehouse manager uploads the OMS order export (EasyEcom orders export, or Uniware, covering the last 15 days) with Upload.
2. The same Upload box takes ElasticRun's two daily emails, recognised by their columns: the order journey report (what is not packed, what is packed and waiting for the courier with days waiting, order-to-invoice hours, orders stuck on a courier error; it also sets each pending order's reason from its warehouse stage) and the WMS inventory (saved as that day's stock count for Stock & SKU status, DOH and reorder).
3. The figures fill in by themselves: new orders by order date, processed = confirmed in the OMS, packed = your pack scans, handed over = manifested, cancelled = cancelled in the OMS. Opening pending is yesterday's closing pending.
4. C. Pickup & logistics: picked up starts at everything handed over to each courier; lower it for parcels the courier did not take, and enter pickup problems (failed, not attempted, late, rejected, no vehicle). What is left carries to tomorrow under that courier.
5. D. Pending orders: each order shows its age (0-1, 2-3, 4-5, over 5 days), the dispatch SLA (past SLA or due tomorrow) and a reason from its OMS stage; change the reason where you know better.
6. E. Cancellations: choose a reason for each cancelled order (or set all blank ones at once).
7. Enter manpower, pickers, packers and hours (productivity is worked out), and the four management remarks, then Submit EOD report before the deadline (9 PM by default). On a day with no activity submit a Nil report.
8. A submitted report is locked. Only the owner can reopen it, with a reason; the new submission is a new version and every change is in the audit trail.
9. History: every day with its submission status and key figures, weekly totals, Excel and CSV; PDF for any day in the management report format.

Tip Settings (owner): warehouse location and manager, deadline, summary time, summary emails and WhatsApp numbers, dispatch SLA days per marketplace, and alert levels for pickup pending and cancellations.

Tip At the summary time (8 PM) management gets the day's figures, the comparison with yesterday, pending by age, marketplace and courier tables and a 'needs attention' list, with the PDF attached. WhatsApp needs an approved template; its text is on the settings page.

Tip If the report is not submitted by the deadline it is marked Pending Submission and the managers are emailed.

Tip Orders handed over, orders picked up and orders packed are kept apart: a manifested parcel still waiting for the courier is pickup pending, not dispatched.

28. Customer Support and Refunds (add-on)

Find any customer order in seconds, log tickets, and run returns, exchanges and refunds to the end, with bank details collected safely and the customer kept informed on WhatsApp and email.

1. Support > Find order: the latest orders are always listed; search an order no, phone, email, SKU or AWB to open the order with its items, payment, tracking and earlier tickets.
2. Create a ticket from the order (category, priority, channel). One open ticket per order and category: a repeat opens the existing one.
3. Support > Returns: return requests customers raise on your Shopify website appear here automatically (and on Sync Shopify requests now). Exchange requests go to Support > Exchanges.
4. Approve or Reject with a note. The decision is sent to Shopify too, which emails the customer. Returns and exchanges are accepted only within 7 days of delivery (change it in Support settings); outside it, or with no delivery date, only the owner can approve, with override and a note.
5. Effect on sales: a return the buyer has only requested stays a delivered sale and is listed in the month's Shopify notes. Once it is approved (or in progress, or returned) the order becomes a customer return and leaves net sales at the next Shopify sync. A rejected or cancelled request leaves the sale as it is.
6. Refunds: support raises the refund on the ticket and it goes to the manager for approval. If the customer has already given bank details, type them on the form (account holder name, account number, IFSC code, branch name); otherwise a secure link goes to the customer after approval. On a COD order the COD deduction (Rs 75 unless changed in Support > Settings) is taken off automatically and the form shows the final amount. Once approved, the accounts department gets an email with the order ID, bank details, COD deduction and final amount to pay; set their email in Support > Settings.
7. Accounts: after the transfer, open the refund, enter the UTR, the amount transferred and the date, and submit. The refund is closed and the customer gets the amount, UTR and date by email and WhatsApp. A closed refund can be reopened only by the admin, with a reason; it then goes back to accounts.
8. Import past Shopify returns: pull every return and exchange since a date with its status in Shopify (approved, completed, declined). Customers are not messaged.
9. Refunds: for a COD refund send the customer the secure bank-details link by WhatsApp or email; finance verifies, pays and enters the UTR, and the customer is told the refund is done.

Tip Roles on the Team page: Support Manager, Support Executive, Finance and Viewer. Bank details are encrypted and shown masked except to finance.

Tip Delivery date for the 7-day rule: Shopify's delivered date, else the date in your uploaded courier / OMS data.

29. Ticket Management: raise and work operations issues

One place for warehouse, technical, inventory, marketplace and logistics issues: every affected order, an owner, an SLA clock, evidence and the full history, so nothing is lost in WhatsApp groups or email.

1. Tickets > Raise a ticket: subject, category and subcategory (A Order Processing, B Warehouse & Fulfilment, C Inventory, D Technical & Integration, E Marketplace, F Logistics & Shipping), platform, warehouse, priority and a description.
2. Affected orders: paste one per line (order no, AWB, SKU, qty), straight from Excel. Each line is kept separately and gets its own status (Pending, In progress, Resolved, Cannot be resolved).
3. If an order or AWB is already on an open ticket you see it before saving: open that ticket, or raise anyway and the new one is linked to it. The same issue 3 times in 28 days is flagged as recurring.
4. The ticket gets a number like TKT-2026-000001 and goes to the category's department; managers can pick the department and the owner. The department's contacts get an email.
5. Work the ticket: change the status (Open, Acknowledged, Under Investigation, In Progress, Waiting for Warehouse / Technical Team / Marketplace / External Partner, Resolved, Closed, Reopened, Rejected). Rejected needs a reason, Resolved needs the resolution, and only a resolved ticket can be closed.
6. Timeline: add comments (internal, or shared with the partner team), notify people, attach screenshots or files, log a WhatsApp message, received email or call, or send an email from the ticket. Emails carry [TKT-2026-000001] in the subject.
7. SLA: the card at the top shows the resolution time used and the due time. Waiting on someone outside? Pause the SLA with a reason (and a file as evidence); resume when they reply. Paused time is added to the due time.
8. Escalate with a reason: first to the department head, then to the admins. Breaches escalate on their own.
9. Search from Tickets > All tickets by ticket number, order, AWB, SKU, subject, platform or warehouse, filter by status, priority, department, owner, dates, breached, escalated or no recent update, and download Excel or PDF.

Tip Default SLA (response / resolution): Critical 30 min / 4 h (24x7), High 1 h / 8 h, Medium 4 h / 24 h, Low 8 h / 48 h in business hours. Alerts go at 50, 75 and 90% of the time and on breach.

Tip Roles (Team page > Ticket Management): Department Head, Team Member, Ticket Creator (default), Management (read only and reports), Partner. Owners are admins.

Tip Partners (your 3PL, tech vendor or agency) see only their team's tickets and the comments shared with them. They can comment, upload evidence and update order status, never internal notes or money.

Tip Notifications (Tickets > Notifications) list mentions, assignments, SLA alerts and escalations; the number on the tab is what you have not read.

30. Losses, root cause and the weekly management report

See not just how many issues happened, but why, who owns them, how long they stayed open, what they cost and what will stop them happening again.

1. Financial impact (on the ticket, department heads and admins): add a loss line per category (penalty, cancellation, RTO, extra shipping, stock loss, lost sales ...) with the amounts you know. Leave unknown amounts blank: they show as Not Available, never as zero.
2. Estimated loss = confirmed operational costs + estimated additional costs + estimated lost contribution (lost sales x contribution margin; revenue is never counted as a loss). Actual loss = verified penalties + actual shipping + verified handling + confirmed lost contribution - recoveries. Only an admin can tick Verified.
3. Put the order number on a loss line when it is about one order: the same order and loss category is counted once, even if it sits on two tickets.
4. Root cause (recurring and costly issues): category (human error, warehouse process, technical / API, marketplace, logistics partner, inventory, communication, configuration, external, other), the root cause, the immediate corrective action, the long-term preventive action, owner, target date and status. The report shows if the issue came back after the action.
5. Tickets > Management report: pick any date range (default last Monday to Sunday). It shows the executive summary against the previous period, recurring issues, unresolved tickets by age (0-4 h to over 7 days), SLA breaches by department, platform and category, losses, department and employee performance, root causes, actions and recommendations. Click any card or chart bar to open the tickets behind it.
6. Generate PDF + Excel keeps a copy with the figures of that moment under Previous reports. The weekly report is made on its own every Monday at 09:00 and emailed to the contacts marked Weekly report.
7. Tickets > Actions: management assigns corrective actions with an owner, department and target date and adds remarks; overdue actions are flagged to the admins.

Tip Employee performance is weighed by priority and affected orders (workload points) and listed by name, not ranked by ticket count.

Tip Every figure is computed from the tickets as they are now, so a corrected ticket shows in later reports; a generated report keeps its own snapshot.

31. Ticket settings, contacts and bulk CSV

Set the SLA, working hours, departments and the people who get alerts and reports once; change them any time.

1. Tickets > Settings (owners): SLA minutes per priority and whether each runs on business hours or 24x7, working hours per day, holidays, alert percentages and the no-update warning.
2. Platforms, warehouses, the recurring rule (how many tickets in how many days) and the contribution margin used for lost sales, overall or per platform.
3. Mailbox: send ticket emails from the Elevy mailbox (default) or your own work email. For your own, enter the SMTP host, port, login and an app password, then Save and send me a test.
4. Departments and partner teams: name, type (internal or partner), team email, active.
5. Contact directory: name, designation, department, mobile and email of everyone who handles tickets, with or without a login. Tick Department head (escalations), Ticket alerts (new tickets and SLA alerts of the department) and Weekly report (the Monday report). Edit or remove a contact at any time.
6. Bulk: Download CSV template, fill one row per person (Name, Designation, Department, Mobile, Email, Department head, Ticket alerts, Weekly report, Active as Yes / No) and Import CSV. Rows match existing contacts by email, else mobile, and are updated; new ones are added; a new department name creates the department. Export contacts (CSV) downloads the current list to edit and import back.
7. Categories: rename, add subcategories, set each one's default department and priority, or switch one off.

Tip A contact whose email matches a login becomes a member (or head) of that department, so that login sees the department's tickets. A partner login must be a contact of its partner team.

Tip Rows with a bad email, a mobile without 10 to 15 digits, or neither are skipped and listed after the import.

Tip Every view, change, export and download is kept in Tickets > Audit.

32. Factory QC: carton checks, reports and billing

Check every carton leaving the factory pair by pair against the SKU master and size split, and bill the QC work.

1. Operations > Factory QC (needs the Factory QC page on the Team page).
2. Set your defaults once: factory, destination and brand (e.g. Bhiwadi, Rajasthan to ElasticRun), and the size split for each carton type. One carton = 24 pairs; the split must total 24 (kids cartons, e.g. PIX-BLK-K-2-5, use sizes without a leading zero).
3. New session: pick the factory, destination and brand, add the SKU lines (VAN = ARTICLE-COLOUR) and quantities.
4. Scan each pair (barcode = pair SKU, e.g. BER-RED-06). A repeated scan counts as another pair. When a carton is full its label (carton SKU ARTICLE-COLOUR-GENDER-FROM-TO) is ready to print; a short carton can be closed by an owner.
5. Submit; an owner approves or sends it back. Download the Excel (Summary, SKU lines, Cartons, Pair SKUs, Exceptions, Billing) or PDF report.
6. Billing settings: method per pair, per carton, per SKU or per session, rate and GST %. Bill an approved session.

Tip SKU master: Download CSV gives cost, MRP, colour code, size and VAN pulled from the uploaded master; SKUs not in the master are listed as exceptions.

Tip Each approved revision is billed once.

33. Find any order

Everything about one order in one place.

1. Type an order ID, AWB or invoice number in the search box at the top right and press Enter (or Operations > Find an order).
2. See its status, warehouse timings, GST line and every payment received for it.

34. History, undo and redo

Every change to your data is logged; any change can be undone, like a spreadsheet's version history.

1. Settings > History.
2. Each row shows who changed what, and when.
3. Click Undo on a row (or Undo last) to put the data back as it was; Redo applies it again.
4. The months that use that data are submitted again automatically.

Tip If a later change touched the same file or fee line, undo the later change first.

35. Team and page access

Give each person their own login and only the pages they need.

1. Settings > Team & access (owners).
2. Add a person with email, name, password and role: owner, member (changes data) or viewer (reads only).
3. Tick the pages each person sees (overview, dashboards, GST, ads, products, product-wise P&L, warehouse, cash, search, vendor invoices, targets) and whether they may download.
4. Edit or remove a login at any time.

Tip A login with no page ticked (a packer or a support agent who only has an add-on role) works only in its add-on screens: it cannot open masters, costs, integrations, history or month files, and sees only itself on the Team page.

Tip Changing a password logs that person out everywhere else at once; the browser where it was changed stays logged in. Change the password if a phone or laptop is lost.

Tip Switching downloads off also blocks the 'current data' master downloads.

Tip Ticket Management role per login: Default (Ticket Creator; viewer logins get Management), Department Head, Team Member, Ticket Creator, Management, Partner or Off. Choosing Partner switches off every report page and download for that login.

Tip Excel and CSV exports are safe to open: text typed by customers or website visitors is never run as a formula.

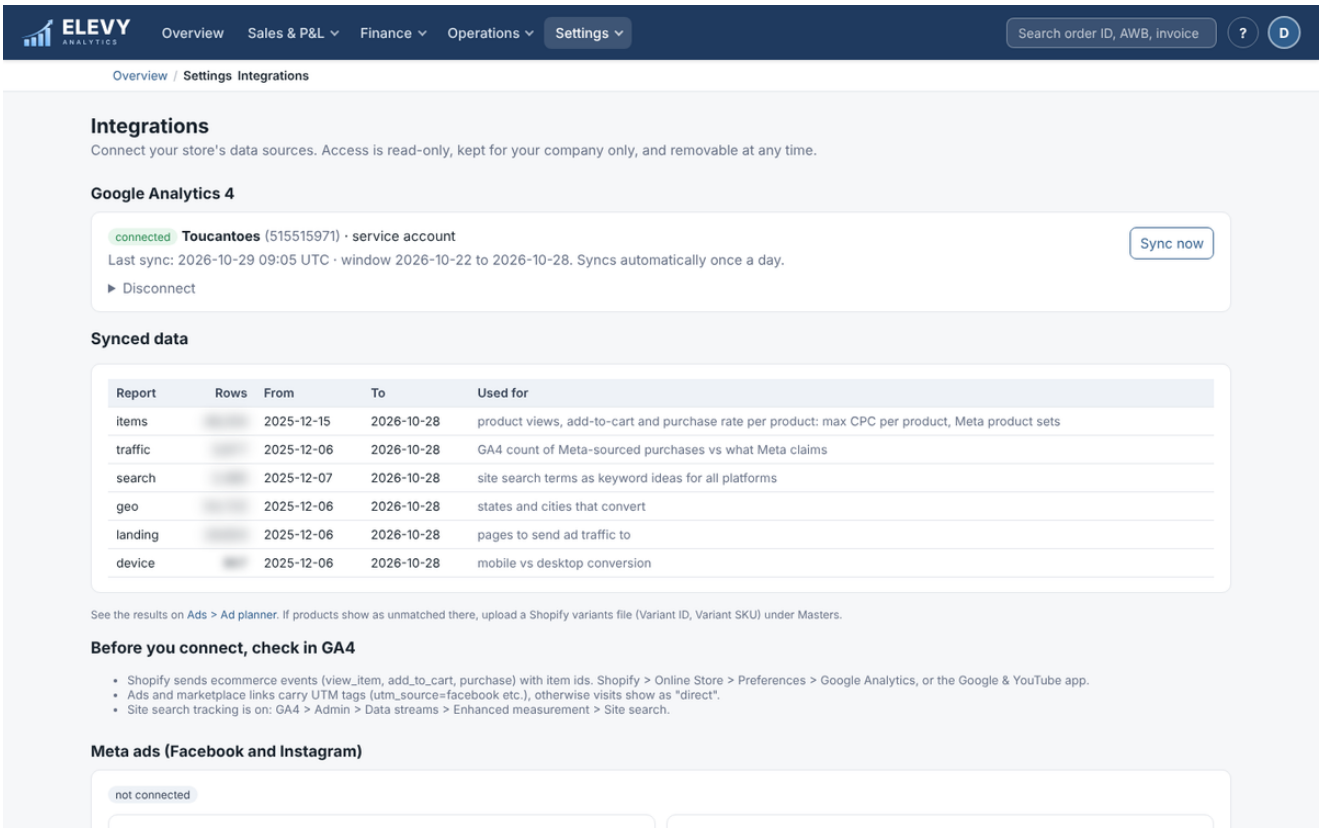
36. Connect Meta, Shopify and Google

Live data without uploads: ad spend, Shopify orders and website analytics sync every night.

1. Settings > Integrations.
2. Click Connect next to Meta, Shopify or Google Analytics and follow the sign-in.
3. Pick the ad account / store / property and save. Use Sync now for an immediate refresh.

Tip Elevy only reads data; it never changes your ads, store or analytics.

Tip Each Shopify sync also brings every order's delivery status and return status (see 'Shopify delivery and return status').



37. Shopify delivery and return status

Delivered orders and customer returns come straight from Shopify, so the P&L does not wait for a manual status sheet.

1. Settings > Integrations > Shopify > Sync now (it also runs every night). The first sync looks back 120 days.
2. Delivered in Shopify: an order still shown as pending becomes delivered and counts as a sale. An RTO or a return already known is never undone.
3. Return requested by the buyer: the order stays a delivered sale and is listed under 'return requests waiting for a decision' in the month's Shopify notes.
4. Approve or reject the request in Support > Returns. Approved, in progress or returned: the order becomes a customer return and leaves net sales. Rejected or cancelled: the sale stands.
5. Refresh data (or submit the month again) to see the change on the dashboard.

Tip When an order has several SKUs, only the SKUs in the return are reversed, if Shopify names them.

Tip Order of trust for a Shopify order: OMS export, then your Orders_ER tracker (the latest file wins), then the courier status report, then COD remittance (remitted = delivered), then Shopify itself, then your returns file.

Tip An in-transit status in an older courier report never undoes a delivered, RTO or returned status.

38. Installed from the Shopify App Store

Stores that install Elevy from Shopify are set up automatically and pay through their Shopify bill.

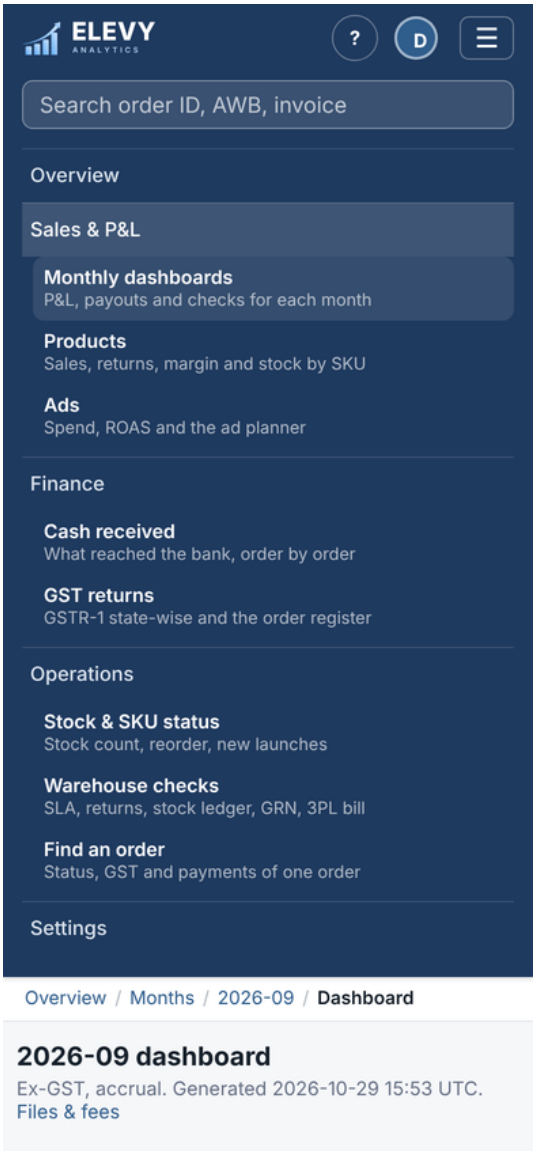
1. Install Elevy Analytics from the Shopify App Store and approve the permissions (orders, products, inventory; read only).
2. Pick a plan (5-day free trial) and approve it in Shopify. The last 60 days of orders and Shopify Cost per item are imported, so the P&L is ready in minutes.
3. Open Elevy any time from Shopify admin > Apps; you are logged in straight away.
4. Add marketplace reports (Myntra, Flipkart, Amazon, Nykaa) month by month as described above.
5. Change plan from Settings > Plan & billing; uninstalling the app stops the subscription.

Tip Charges appear on your Shopify invoice. Monthly plans add a small per-order charge above the plan's order limit, capped at the gap to the next plan.

39. Use it on your phone

Every page works on a phone.

1. Open the same address on your phone and log in.
2. Tap menu for the menu, ? for this manual and your initial for your account and Log out; tables scroll sideways.



40. Elevy Analytics app for Android

Your dashboards, customers, approvals and warehouse work from a phone, with each login seeing only what the Team page allows.

1. Install the Elevy Analytics app (your admin shares the install link). It opens on the Elevy Analytics logo and tagline, then the login. Log in with the same email and password as the website; enter the email code if login codes are on.
2. Unlock with your fingerprint or phone PIN. The app asks again after a minute in the background; turn it off in More.
3. Home: today's numbers (if your login sees the FY summary or monthly dashboards), open tickets and refunds waiting for approval, and 'Your pages': one tap to every page ticked for you on the Team page.
4. Customer Support roles also get Customers (search by order, phone, email or name and see the full order, tickets, refunds, returns and exchanges), Approvals (approve or reject refunds, returns and exchanges, mark a refund paid with its UTR, reopen with a reason) and Tickets (filter, add notes, change status).
5. Warehouse roles also get Warehouse: Pack (scan polybag, AWB and tagloop, photo, save), Orders, RTO / returns (scan, condition, photo; QC sets the final action) and Find (an AWB's full history).
6. More: every website page your login may open, inside the app, plus This phone (app lock) and Log out. Settings appear for owners only.

Tip The same app works for everyone: what each person sees follows their role and the pages ticked on the Team page.

Tip Owner and support logins stay signed in for 14 days, warehouse logins 90 days; a password change ends them at once.

Tip 'No connection' means the phone has no internet: check Wi-Fi or mobile data and tap Save again; nothing on the screen is lost. Photos are made smaller before upload.

41. Support

Email **care@elevyanalytics.com** with your company name, the page and the month, and what you expected to see. For a figure that looks wrong, attach the report you uploaded. The same manual, always up to date, is under Help in the app's menu.