Things to Consider When Setting up the Store

Last Modified on 07/07/2025 9:09 am EDT

Will you use barcodes on your inventory?

If so, purchase a barcode scanner from any wholesaler or office supply store or online. A simple/generic barcode scanner is all that is needed (some clients report it is listed as a “USB automatic barcode scanner”). This makes adding and selling inventory faster.

You might want to consider creating a barcode 'cheat sheet' to use when selling items instead of trying to scan each individual item.

Jackrabbit offers pre-set barcode (Avery 5160) labels for download. Additionally, we offer instructions for creating your own barcode labels with a free download. See the **Item Barcodes for the Store** topic for details.

How will you track sales? By family account? By general store account? Both?

When a sale is made, it is necessary to choose an account to record the sale. The sale can be recorded to a Family account or a Store account. For example, snack sales might be entered into a Store account but all other items are entered into each family’s account. You can also choose not to use the Store account and only record item sales to families.

> If you have a Store account, when you select Make a Sale from the Store menu, Jackrabbit will assume that the sale is related to the Store Account. Therefore, the cursor will be in the Item Search box. If you don’t have a Store account, the cursor will be in the Family Search box because you will need to choose a Family account for that sale.

Do you have existing inventory you'd like Jackrabbit to import into your system?

You can enter items manually or have our Imports team import the data. Items are unlimited - you may have as many as you need. You can import items using the *Gear (icon) > Set Up > Import Data*. After the import spreadsheet is completed, you can import the data yourself from the same Import Data page or contact **imports@jackrabbittech.com** for assistance.

Expand/Collapse All

Frequently Asked Questions

Q. *I don't want to use a Store account, do I have to?*

A. No, you can use only Family accounts. If you do this, we recommend changing the Store status to inactive or deleting the Store Account (*Store menu > Store Accounts* > Click on the *Trash Can* to the left side) so that the Store no longer appears in the search box. Now, when you go to *Make a Sale*, the cursor will be in the Family Search box (instead of the item search box).

Q. *Why isn't my Store account showing up in the Store Details in the Make a Sale screen?*

A. Check and make sure that the status of the Store is Active *(Store menu > Store Accounts).*

Q. *Why do I get a decline response of "Encrypted Device" when I try to use my credit card reader?*

A. Contact your merchant provider to check your account settings to allow an encrypted credit card reader.