

Overview

An **x-out** — also called a **return to vendor (RTV)**, **inventory write-off**, or **stock adjustment** — is any time you need to remove an item from your active inventory for a reason that *isn't* a normal customer sale. Most commonly it's a return to your distributor (defective, wrong model, discontinued), but it can also be damaged goods, destroyed firearms, or items that have gone missing. This guide walks through how to handle x-outs cleanly in TacticalPay POS so your stock counts stay accurate and your audit history stays intact.

Two Paths: Firearms vs. Everything Else

There are two separate workflows depending on what you're x-outing. Both preserve full history — the POS Inventory Ledger on one side, the bound book in FFLBoss on the other.

- **Non-firearm items** (ammunition, optics, apparel, accessories, parts) — adjust stock down using the **Inventory Restocking** panel inside the SKU. Every change is logged in the Inventory Ledger.
- **Serialized firearms** — log a disposition in **FFLBoss** (FFL-to-FFL Transfer for items going back to a distributor). FFLBoss syncs the status back to TacticalPay POS automatically.

Tip: Never delete a firearm or a SKU record outright. Deletion removes the audit history both ATF inspectors and your own accounting team will want to see. Both workflows below preserve that history while still zeroing out the on-hand count.

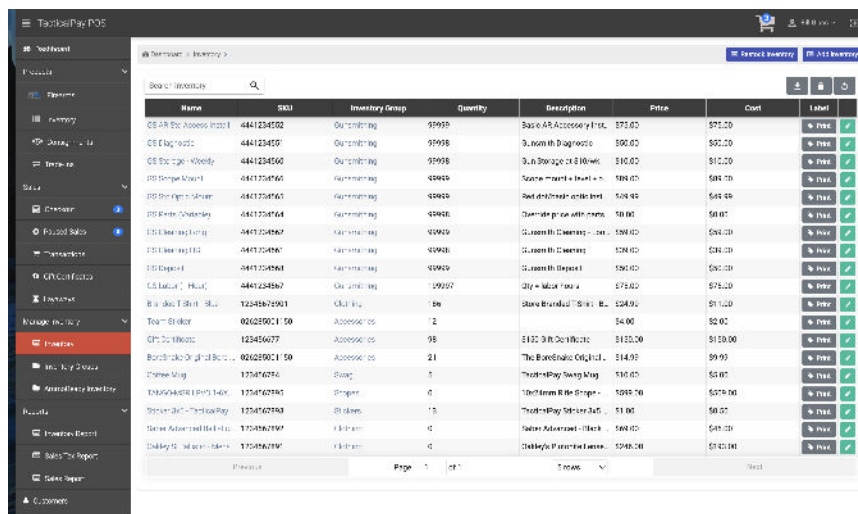
Note: Wrong tool: don't use the customer **Checkout** flow or a refund to x-out an item. Those record a sale and a returned payment — the right path for a customer-side return, but the wrong path for stock going back to your distributor or being written off internally.

X-Out a Non-Firearm Item

Use this workflow for anything *not* tracked in the bound book — ammunition, optics, apparel, cleaning supplies, parts, accessories, and so on. The Inventory Restocking panel lets you push the on-hand count down (or up) without deleting the SKU, and every adjustment is recorded in the Inventory Ledger for later reference.

1. Find the SKU

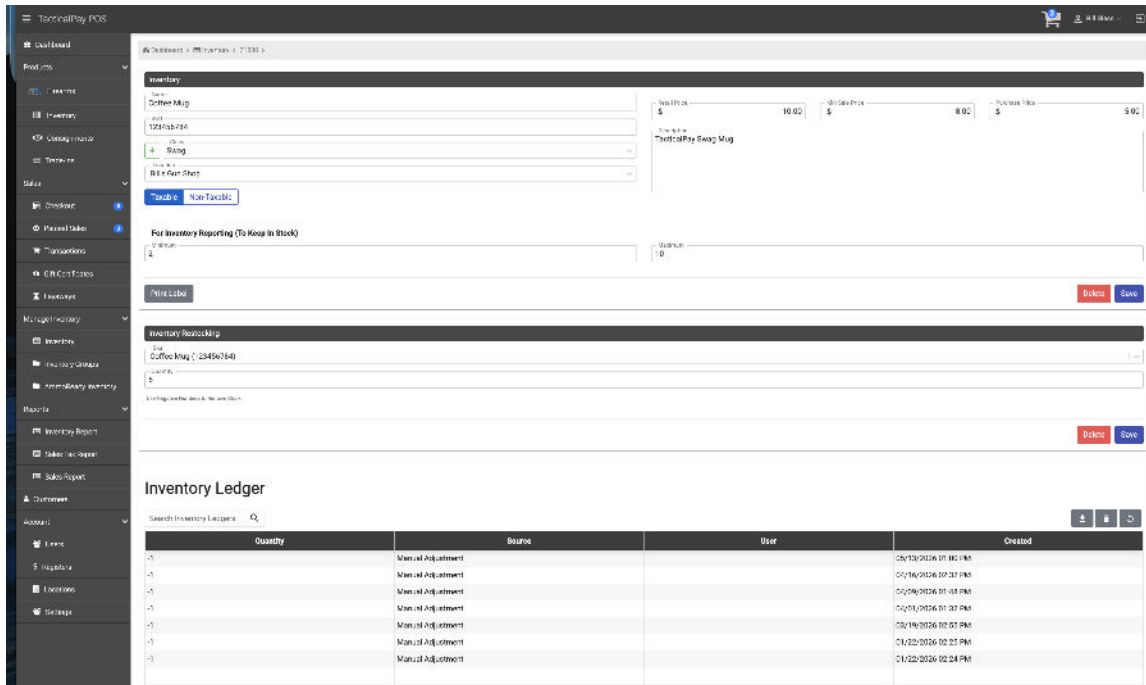
From the left sidebar, open **Manage Inventory** → **Inventory**. Use the search field to find the item, or click directly into its row to open the SKU detail page.



Manage Inventory → Inventory. Click into a SKU's row to open its detail page, or use Restock Inventory at the top right.

2. Enter a Negative Quantity in Inventory Restocking

Scroll to the **Inventory Restocking** section on the SKU page. In the **Quantity** field, enter a negative number — for example, **-1** to remove one unit, or **-3** to remove three. Click **Save**. The adjustment is immediately reflected in the on-hand count, and a new row appears in the **Inventory Ledger** below.



The *Inventory Restocking* panel adjusts stock; the *Inventory Ledger* below logs every change with quantity, source, user, and timestamp.

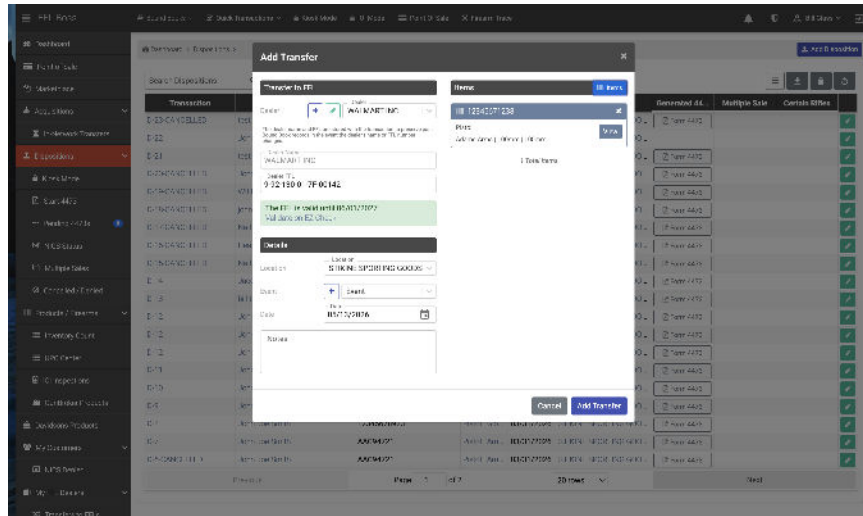
Note: The Source column will always say **Manual Adjustment** — there's no built-in reason field yet.

X-Out a Firearm

Firearms can't be removed the same way as accessories. Every acquisition and disposition has to be recorded in your bound book per ATF rules, so the workflow runs through **FFLBoss** — not the POS Restocking panel. Once the disposition is saved in FFLBoss, the firearm's Status in TacticalPay POS updates automatically.

1. Log an FFL-to-FFL Transfer in FFLBoss

For a firearm being returned to a distributor, the right path is **Dispositions** → **Add Disposition** → **Transfer to FFL**. Select the distributor as the Dealer (FFLBoss will validate their FFL via EZ Check), add the firearm in the **Items** panel, set the date, and use the **Notes** field to capture the reason (e.g., "Return — defective trigger, RMA #12345"). Click **Add Transfer**.

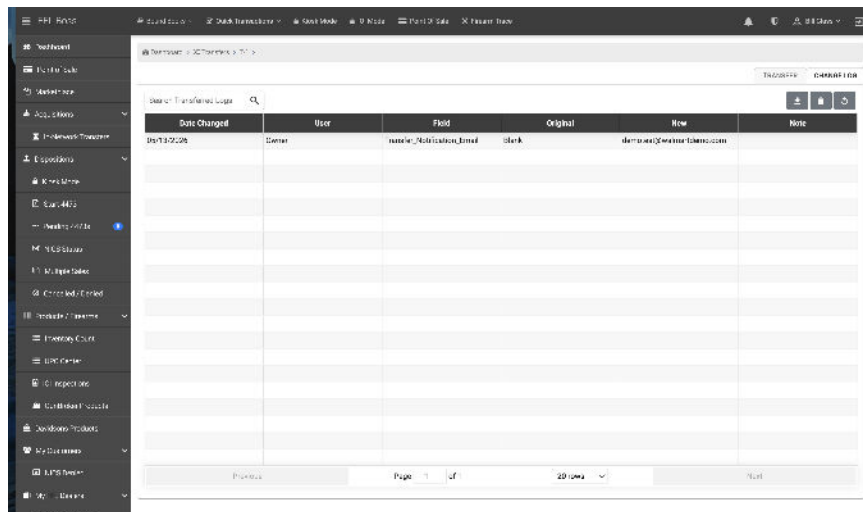


FFLBoss Add Transfer modal. Validated FFL, attached firearm, location, date, and a free-text Notes field for the reason.

Note: Quick Disposition in FFLBoss is for the in-and-out gunsmithing pattern — a customer drops off their personal firearm, you work on it, then return it to them. It's *not* the right tool for sending stock back upstream to a distributor.

2. FFLBoss Notifies the Receiving FFL and Logs the Change

After you save the transfer, FFLBoss assigns it a transfer ID (e.g., **T-1**) and emails a notification to the receiving FFL automatically. Every field change is captured in the **Change Log** tab on the transfer record — with date, user, the field that changed, the prior value, and the new value — for audit purposes.



Change Log tab on a completed transfer. Field-level audit trail (here capturing the auto-generated notification email to the receiving FFL).

After the FFLBoss Disposition: Status Syncs to the POS

Once the transfer is saved in FFLBoss, the firearm's **Status** in TacticalPay POS flips from **In Stock** to **Sold**. You don't need to take any separate action in the POS — the sync happens on its own.

Type	Manufacturer	Model	Caliber	Serial	SKU	Cost	Price	Status	Location	Label	Check	Diff
Pistol	Gaucha	800x19 Gen 2	9mm Luger	1807128		\$0.00	\$0.00	Sold	8554		WAS	
Pistol	Armscor Arms	100mm	100mm	120467201	120467202	\$1500.00	\$1494.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1194		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1194		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1196		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1196		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1196		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1204		\$250.00	\$610.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1208		\$250.00	\$610.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1202		\$250.00	\$610.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1201		\$250.00	\$610.00	In Stock	8554		WAS	
Rifle	Stoner	19	5.56mm	1200		\$250.00	\$610.00	In Stock	8554		WAS	
Rifle	Stoner	19	5.56mm	1199		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1198		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1197		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1196		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1195		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1194		\$750.00	\$670.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1193		\$250.00	\$610.00	In Stock	3554		WAS	
Rifle	Stoner	19	5.56mm	1192		\$250.00	\$610.00	In Stock	3554		WAS	

Firearms list in TacticalPay POS. Firearms with completed dispositions in FFLBoss display as Sold; everything else stays In Stock.

Note: Today the POS Status reads **Sold** regardless of whether the disposition was a true customer sale, a return to a distributor, a destruction, or another transfer. Use the FFLBoss **Notes** field on the transfer to capture the real reason until a richer status enum is available in a future release.

Tip: Make sure **both** the POS-side adjustment (for non-firearms) **or** the FFLBoss disposition (for firearms) is completed *before* the item physically leaves your store. Skipping either step creates a reconciliation mess and, in the firearm case, an ATF compliance gap.