

What you can see, and why

“ **Audience:** anyone wondering why their console looks different from a colleague's.

Two separate things decide what you get. Almost every "why can't I..." question is one of them.

	Decides	Set by
Your roles	What you can do	Whoever manages employees
Your scope	What data you can see	The same person, separately

They are independent. You can have full rights over a narrow slice of data, or read-only rights over everything.

Why a menu item is missing

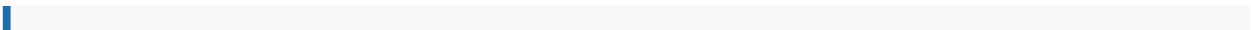
Because your roles don't include that area. The console shows what you can act on; it doesn't list things and then refuse them.

If you need an area, ask for the role that covers it — the catalogue is in [The role catalogue](#), and most real jobs are two roles combined rather than one perfect fit.

Why you see fewer rows than a colleague

Because your scope is narrower. Scope filters every screen to the brands, stores and sources you are allowed to see.

This is expected behaviour, and both of you are seeing the correct answer for yourselves. A store manager's report *should* differ from a regional manager's.



This is the single most reported "the report is wrong", and it usually isn't. See [How scope works in practice](#).

Why you can do something in one place but not another

Because permissions are granular. Being able to view orders in the Hub does not mean being able to cancel one; those are separate permissions, deliberately, so that critical actions can be given to fewer people.

[Access by section](#) is the full grid of who can reach what.

Getting something changed

You need	Ask for
A whole area you don't have	A role — The role catalogue
One specific ability	An individual exception — Individual permission exceptions
To see more data	A wider scope — Setting an employee's scope

Whoever manages employees can do all three. A brand-new role definition is rarer and goes through a request — see [Requesting a new or changed role](#).

Before you ask

Check whether it is scope rather than permission: can you see the screen but not the data, or not the screen at all? The first is scope, the second is a role. Saying which saves a round trip.