Arviticket Training Guide

Version 1.0, 2026-07-14

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Arviticket is a cashless-event payment platform. Attendees carry an NFC **token** (a wristband, card, or tag) that holds a prepaid cash **balance**. They top the token up, then simply tap it to pay for food, drinks, and goods at vendor POS devices.

This guide is the training reference for the three groups who operate the system:

- **POS operators / cashiers** — the staff on the Android POS device who take payments and load credit onto tokens. See POS operator guide.
- **Event managers** — the people who set up events, vendors, menus, and tokens in the web console and run the reports. See Event manager guide.
- **Cardholders** — the attendees themselves, using the self-service web portal to check their balance and top up online. See Cardholder guide.

Start with Core concepts for the shared vocabulary, then jump to the guide for your role. Each guide is task-oriented: it walks through what you do, step by step, with a screenshot of every screen.

Chapter 1. Core concepts

Before using any part of Arviticket, it helps to understand how money moves through the system and what the key terms mean. Everyone — cashiers, managers, and cardholders — shares this vocabulary.

1.1. How the money flows

At the centre of Arviticket is the **token**: an NFC wristband, card, or tag that an attendee carries. The token stores a cash **balance** directly on its chip, so the POS device can read and update it even with no internet connection.

The typical journey looks like this:

1. **Top up** — the attendee adds credit to their token, either at a cashier desk (cash or card) or online through a payment provider. The balance on the token goes up.
2. **Tap to pay** — at a vendor's POS device, the attendee taps their token to buy items. The sale amount is deducted and the new, lower balance is written back to the token.
3. **Cash out** — at the end, any unspent balance can be returned to the attendee. This is simply a "negative top-up": the balance on the token goes back down to zero.

Everything happens **offline on the POS device** and is **synced** to the server in the background when a connection is available. Reports, balances, and settlement between the organiser and its vendors all draw on that synced data.

> Because the authoritative balance lives **on the token**, a cashier should never restart a POS device in the middle of an NFC write. See the operator guide's failure-handling section for why.

Online and manual credit

Sometimes a top-up is created away from the POS device — an attendee pays online, or a manager grants a **manual credit** in the web console. That credit is held on the server as a pending **token credit** and moves through three states:

State	Meaning
`NEW`	The credit has been created (e.g. online payment received) but not yet loaded onto a physical token.
`REQUESTED`	A POS device has picked the credit up and is loading it onto the token.
`COMPLETE`	The credit has been written to the token. The balance now reflects it.

At the POS device the cashier uses **Fetch Token Credit** to pull a pending credit down and write it onto the attendee's token. (A credit can also end up `CANCELLED` or `FAILED`.)

1.2. The organiser hierarchy

Everything in Arviticket belongs to an **Event Organiser** — the top-level customer (for example, a festival company). The structure nests like this:

Level	What it is
Event Organiser	The tenant/client. Owns events, vendors, menus, tokens, and the reusable configuration lists. Carries the billing arrangement with the platform.
Event	A single dated occasion run by an organiser. Controls whether tokens need a PIN, whether the attendee is charged for the physical tag, commission, online payments, and the cashier PIN.
Vendor	A merchant or stall (for example, a specific bar).
Event-Vendor	The link that places a vendor *into* an event. This is where a vendor is given its **menu**, a **vendor code** (used to set up the POS device), and the payment options (sales types, top-up types, discounts) for that event.

1.3. Glossary

Term	Meaning
Token (a.k.a. **ticket**, **tag**, **wristband**)	The attendee's NFC device. Stores a cash balance on its chip. Read and written on every sale, top-up, cash-out, and balance check.
Balance / **Credit**	The money currently loaded on a token.
Top-Up	Adding credit to a token.
Cash-Out	Returning unspent credit from a token (a negative top-up).
Manual Credit / **Online Credit**	A top-up created centrally (by a manager or an online payment) and later written to the token at the POS device via **Fetch Token Credit**.
Sale	A purchase paid for from a token's balance (or by cash), made up of line items.
Sales Type (a.k.a. **payment method**)	*How a sale was paid* — for example TOKEN (from the chip balance) or CASH.
Top-Up Type	*How a top-up was funded* — for example CASH or CARD. A separate dimension from the sales type, used only for top-ups and cash-outs.
Discount	A named percentage reduction that a cashier can apply at checkout.
Member	A registered token holder with a name and a status (Active / In-Active). Shown on balance checks.
Commission / **Billing**	The platform's charge to the organiser (a percentage or a fixed amount per transaction). Some events also pass a commission on to the attendee at top-up.
Cashier	A top-up / cash-out desk, protected by an event **cashier PIN**, as distinct from a selling vendor.

Term	Meaning
Payment Provider	An external gateway used for online top-ups — PayNow, Omari, or EcoCash.
MSISDN	The attendee’s mobile phone number, used to identify them for online / mobile-money top-ups.
POS device	The Android handheld a cashier operates. Works offline and syncs to the server.

Chapter 2. POS operator guide

This guide is for cashiers and operators using the **Arviticket** Android POS device (the app shows as "Arvuti NFC-POS" on screen). It covers everything you do during an event: setting the device up, selling from the menu, taking payment, loading and returning credit, checking balances, and printing receipts.

The POS device works **offline**. Sales are stored on the device and uploaded to the server in the background, so you can keep serving even if the connection drops.

2.1. Getting started: log in and set up the device

Open the **Settings** tab (the gear icon, bottom-right of the screen).

Log in

1. If the device is not yet authenticated, Settings shows a username and password form.
2. Enter your operator username and password and tap **Authenticate**.
3. Once logged in, the form is replaced by a token-expiry line and a **Logout** button, and the configuration controls appear below.

Configure the device to your event and vendor

1. In the **Vendor code** field, type the 5-character code given to you for your stall.
2. Tap **Configure**. The POS device downloads the event settings and the full menu for that vendor and stores them on the device.
3. Use **Reload Configuration** at any time to re-pull the latest menu and settings (for example after a manager changes prices).

> Changing to a **different** vendor code wipes the local sales on the device and restarts the sale numbering. Only change the code when you intend to re-purpose the POS device.

Check status before you start (and before you finish)

Settings shows read-only status you should glance at regularly:

- **Event** and **Vendor** names — confirm the POS device is set up for the right stall.
- **Last Sync** and **Last Member Sync** times.
- **Transaction Count** and **Synced Transaction Count** — these two should match when all data has reached the server.

Other operator controls:

- **Enable Printing** — turns the built-in Bluetooth receipt printer on or off.

- **Member Sync** — manually pull the latest member list from the server.
- **Clear Synced Data** — removes already-uploaded transactions from the device.
- **Un-configure** — removes the event setup from the device.

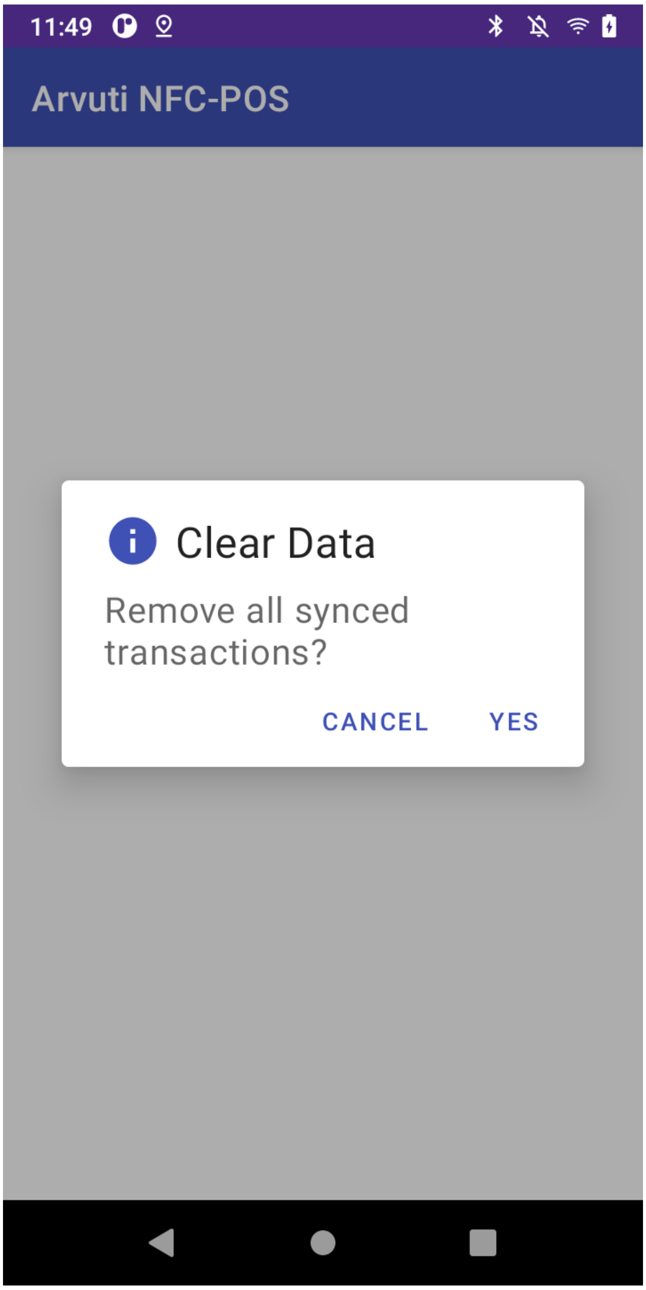


Figure 1. The "Clear Data" confirmation. Destructive actions always ask first.

Always sync before you clear or un-configure. Both **Clear Synced Data** and **Un-configure** are blocked while any transaction is still un-synced — check that **Transaction Count** equals **Synced Transaction Count** first, so no sales are lost.

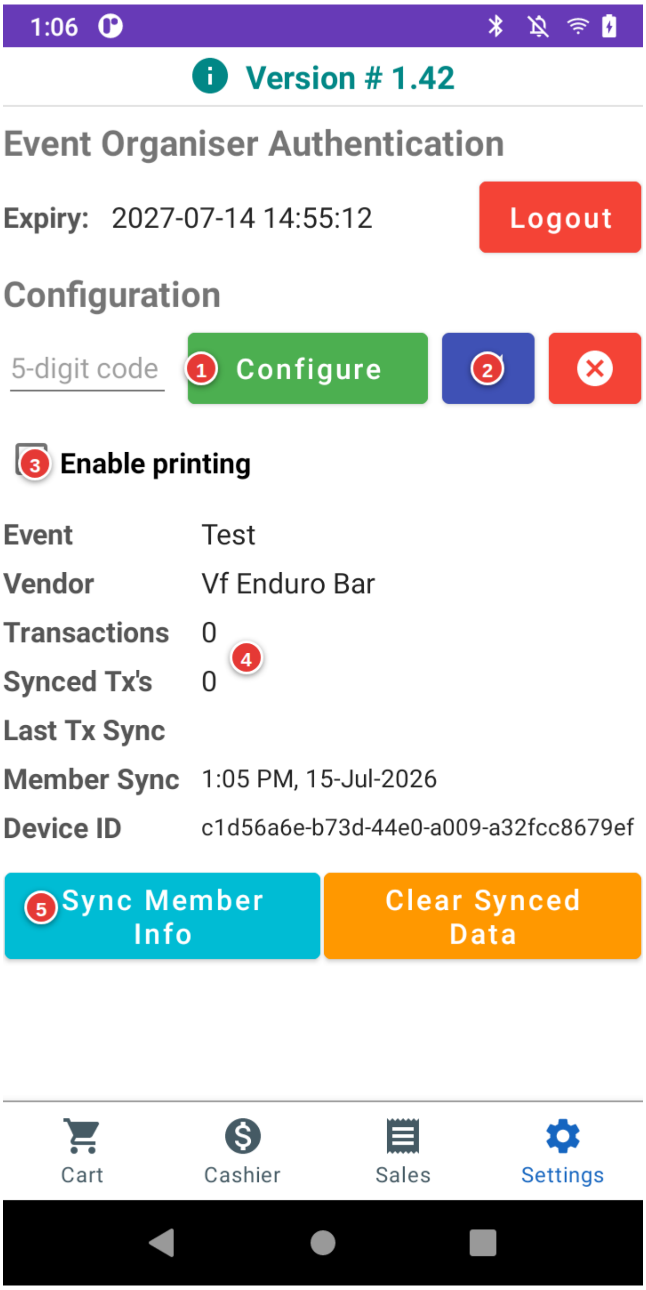


Figure 2. The Settings tab at a glance. When the device is not yet authenticated, the top of this screen instead shows a username / password form and an **Authenticate** *button.*

#	Control
1	**Vendor code** + **Configure** — type the 5-character code for your stall and tap Configure to pull the event settings and menu.
2	**Reload Configuration** — re-pull the latest menu and settings (for example after a manager changes prices).
3	**Enable printing** — turn the Bluetooth receipt printer on or off.
4	**Transactions** vs **Synced Tx's** — these two counts should match when every sale has reached the server.
5	**Sync Member Info** — pull the latest member list from the server.

2.2. The selling screen

The **Cart** tab (shopping-cart icon) is the selling screen. It shows the vendor's menu as a grid of tiles with a running-total cart strip pinned to the bottom.

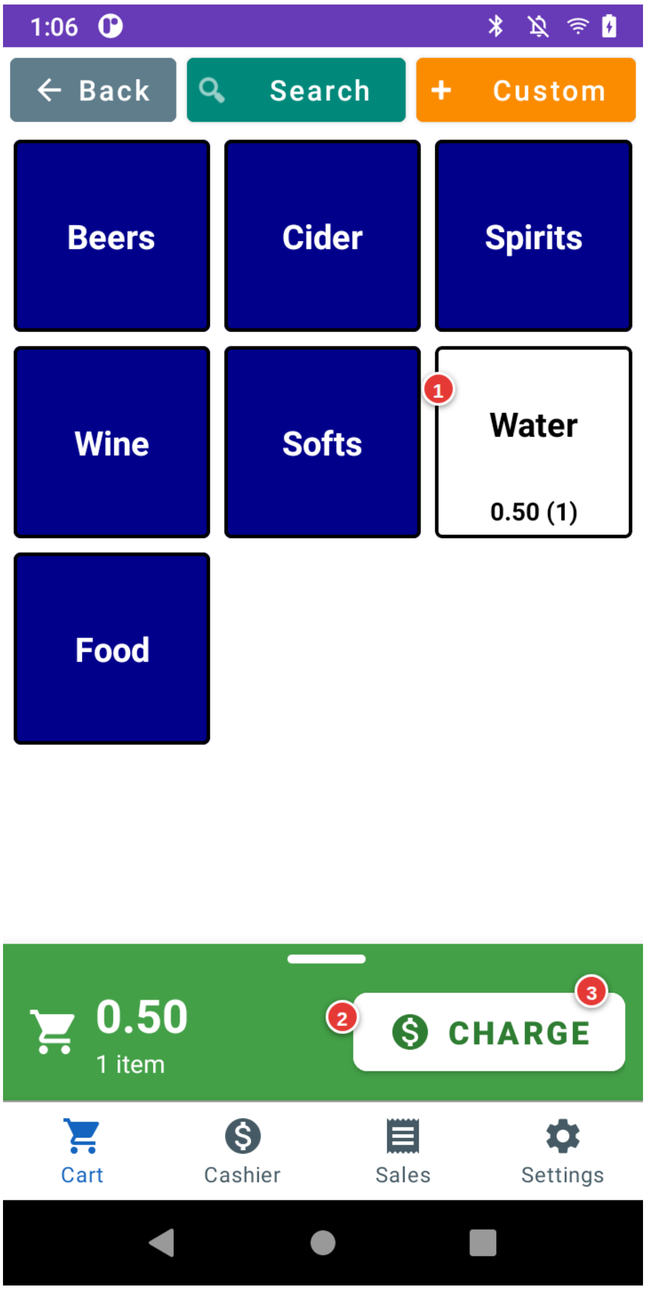


Figure 3. The selling screen with one item in the cart.

#	Control
1	**Item tile** — tap a priced tile (white, showing a price) to add one to the cart. Dark-blue tiles are folders you drill into.
2	**Running total** — the cart strip shows the current total and item count. It is grey when empty and turns **green** as soon as the cart has items.
3	**Charge** — start checkout for what's in the cart.

Navigating the menu

- **Priced item** tiles (white, showing a price) — tap to add one to the cart.
- **Folder** tiles (dark blue) — tap to drill into a sub-menu. A **breadcrumb** (for example **Menu › Drinks › Beer**) shows where you are; use the **Back** button in the header to go up a level. Back is greyed out at the top level and red when you can go up.
- Each item tile shows a live **(n)** count of how many are already in the cart.

The header row also has:

- **Search** — filter items by name (useful for large menus).
- **Custom** — add an item at an ad-hoc price (see Custom sales).

Entering a quantity

To add several of the same item at once, **long-press** the item tile and choose **Enter quantity**. A keypad dialog opens.

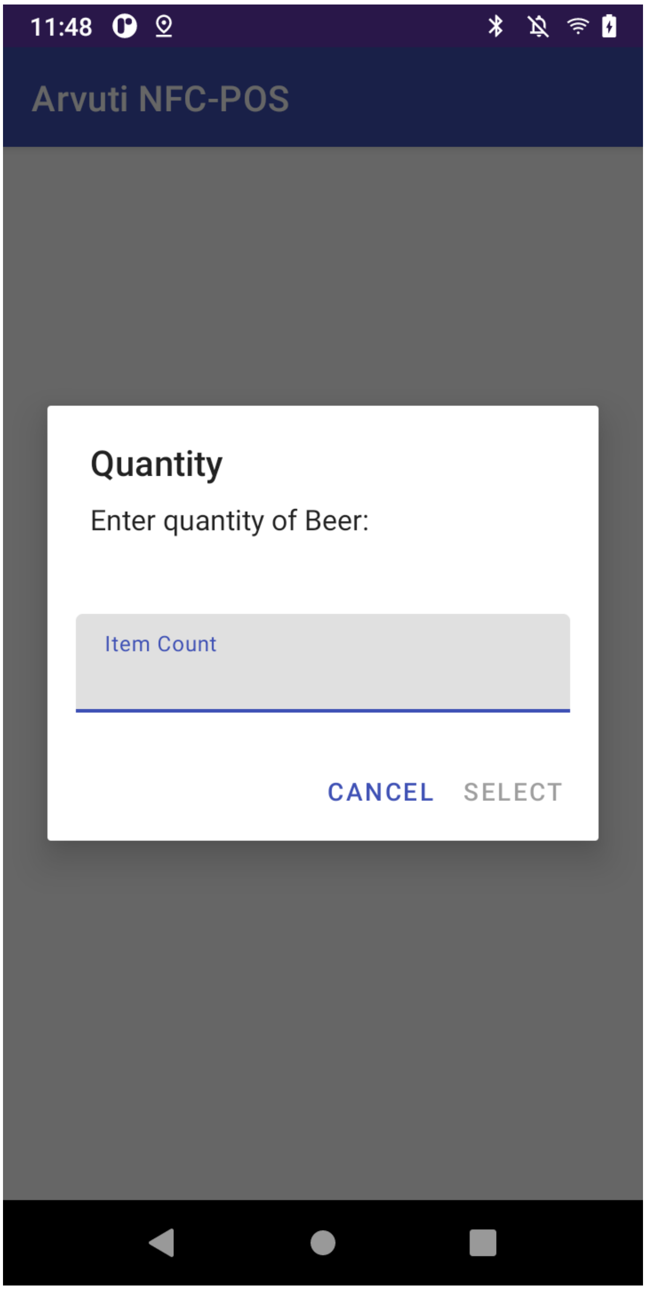


Figure 4. Entering a quantity for an item.

1. Type the number of items and tap **Select**.
2. The quantity must be a whole number greater than zero. If it is blank, zero, or not a number, the dialog shows an error and keeps the dialog open so you can correct it.

The cart strip

The bar at the bottom of the screen is the **cart strip**. Its collapsed "peek" *is* the running total.

- It is muted grey when the cart is empty, and turns **green** the moment you add an item — so **Charge** stands out as the next action.
- **Tap the strip, or drag it up**, to expand it. You then see each cart line with a green **up** arrow (add one) and a red **down** arrow (remove one) to adjust quantities, and a red **Clear** button to empty the cart.
- Tap **Charge** to start checkout.

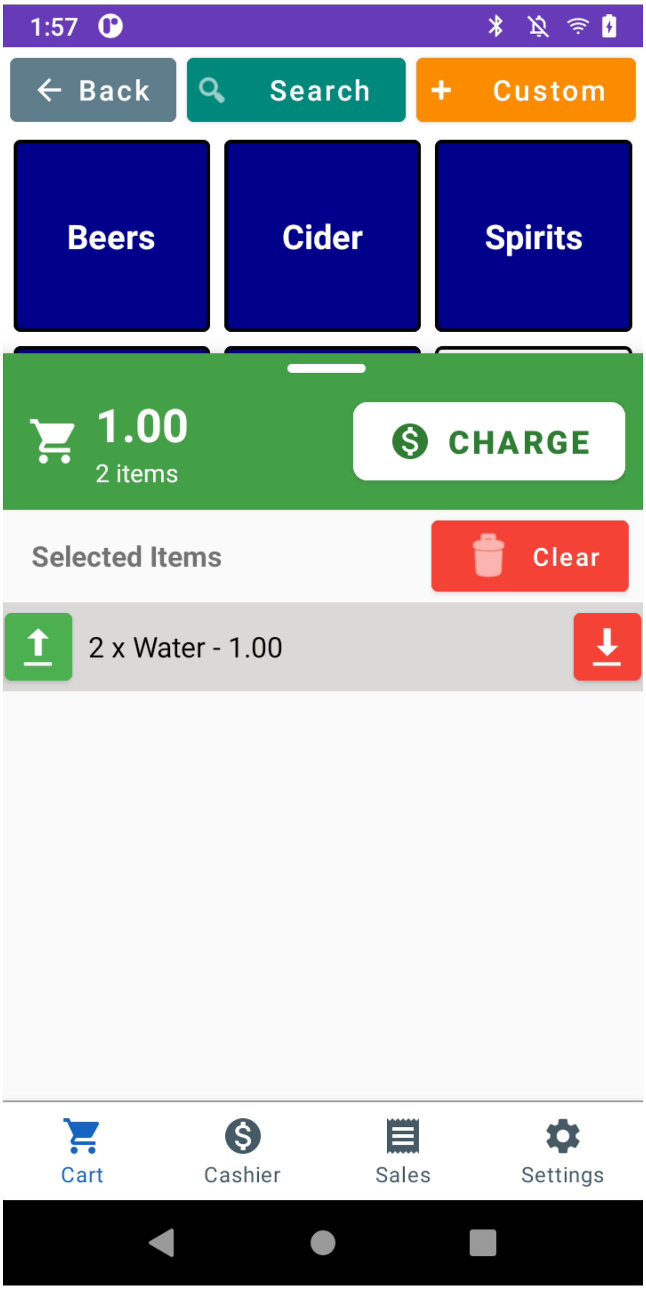


Figure 5. The cart strip expanded — tapping or dragging it open reveals the **Selected Items** *list, per-line up / down adjust arrows, and* **Clear***.*

Custom sales

Tap **Custom** in the header to sell something at a price you type in (for example a one-off item not on the menu).

1. Type the amount directly on the keypad, or tap the quick-add tiles (+1 / +5 / +10 / +20 / +50 / +100) — each tile adds to the running total. **Clear** resets it.
2. Confirm to drop one custom line into the cart. You can add several custom lines and keep selling normally before charging.

2.3. Taking payment

When you tap **Charge**, the POS device walks through a short sequence.

1. **Choose the payment method** (only if more than one is set up for the event) — for example **TOKEN** (pay from the token's chip balance) or **CASH**. If only one method is configured it is selected automatically.
2. **Choose a discount** (only if the event has discounts) — pick one, or "No Discount".
3. Then the flow depends on the method:

   Cash (or any non-token method)

   A confirmation dialog shows the amount. Tap **Confirm** to record the sale. No token tap is needed.

   Token

   If the event requires it, you are first asked for a **PIN** (you can be given the option to **Skip PIN**). Then the NFC scan dialog appears:

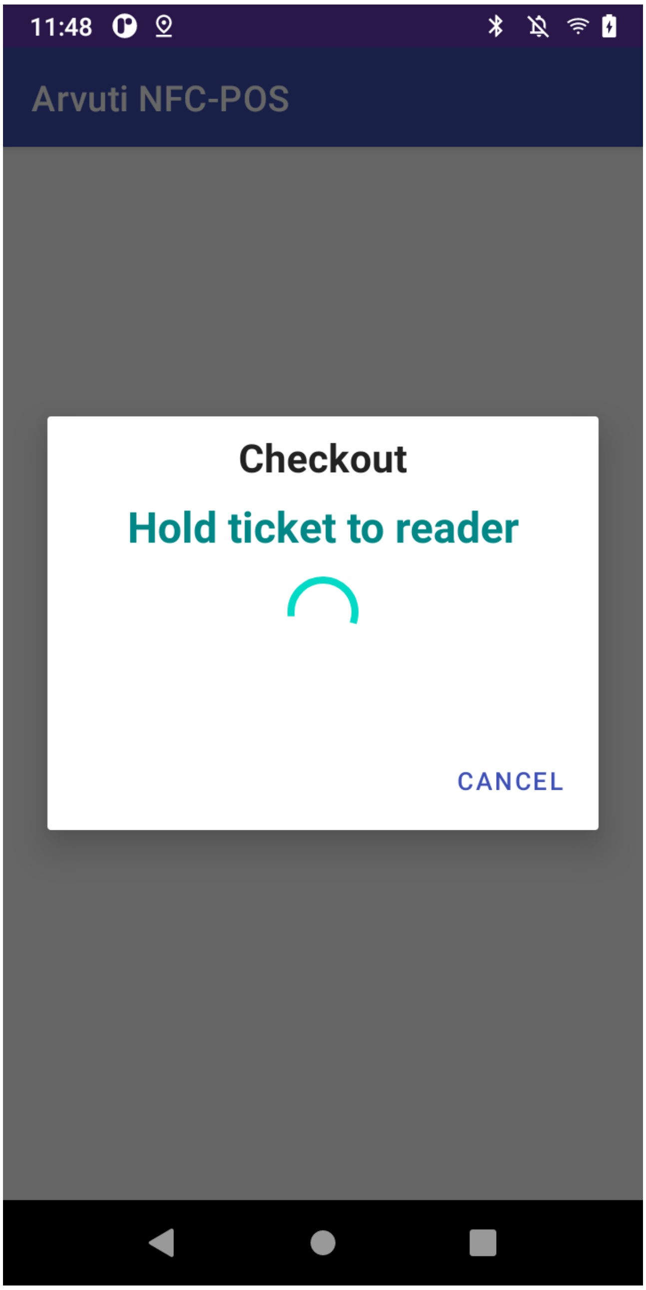


Figure 6. The customer taps their token to pay for a sale.

Ask the customer to **hold their token to the reader**. The POS device reads the token, checks it belongs to this event, verifies there is enough balance, deducts the amount, and writes the new balance back to the token.

A successful sale

On success you get a full-screen green result showing the amount charged.

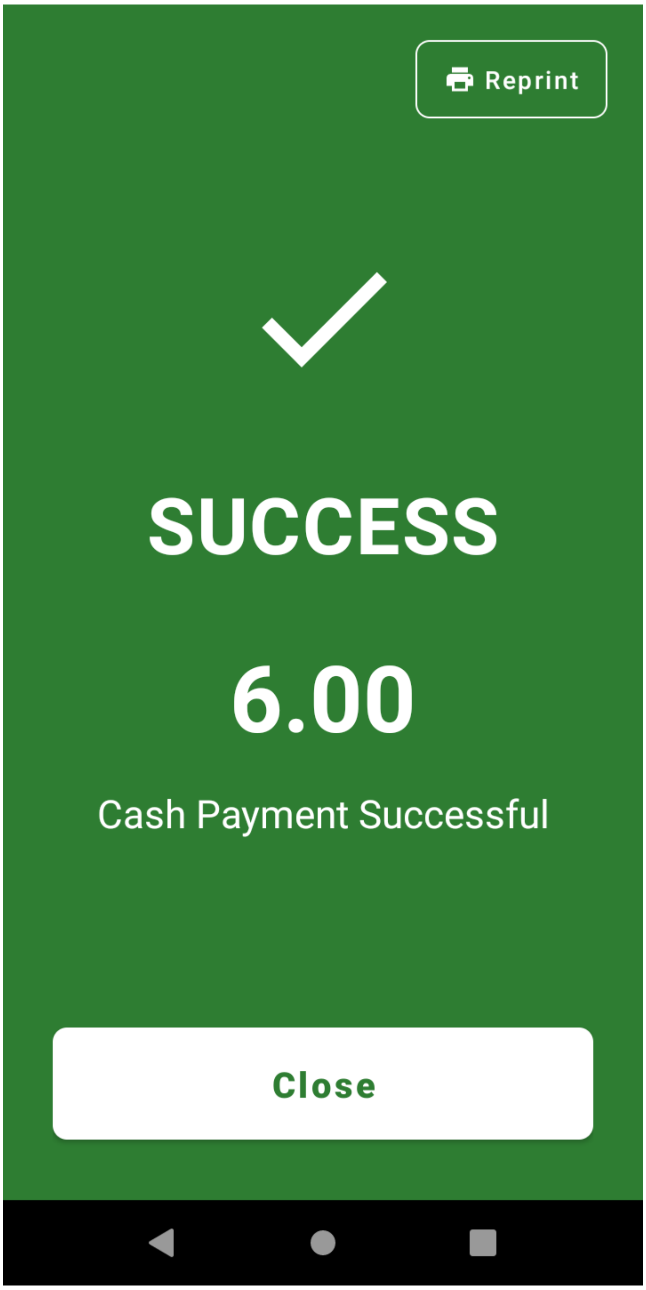


Figure 7. A successful cash sale. Tap **Reprint** *to print the receipt again, or* **Close** *to finish.*

The **Reprint** button (top-right) reprints the receipt; **Close** returns to the menu, ready for the next customer.

2.4. Reading results and handling failures

A **green** screen means success. A **red** screen means the transaction did not go through. The headline tells you, in plain language, what to do.

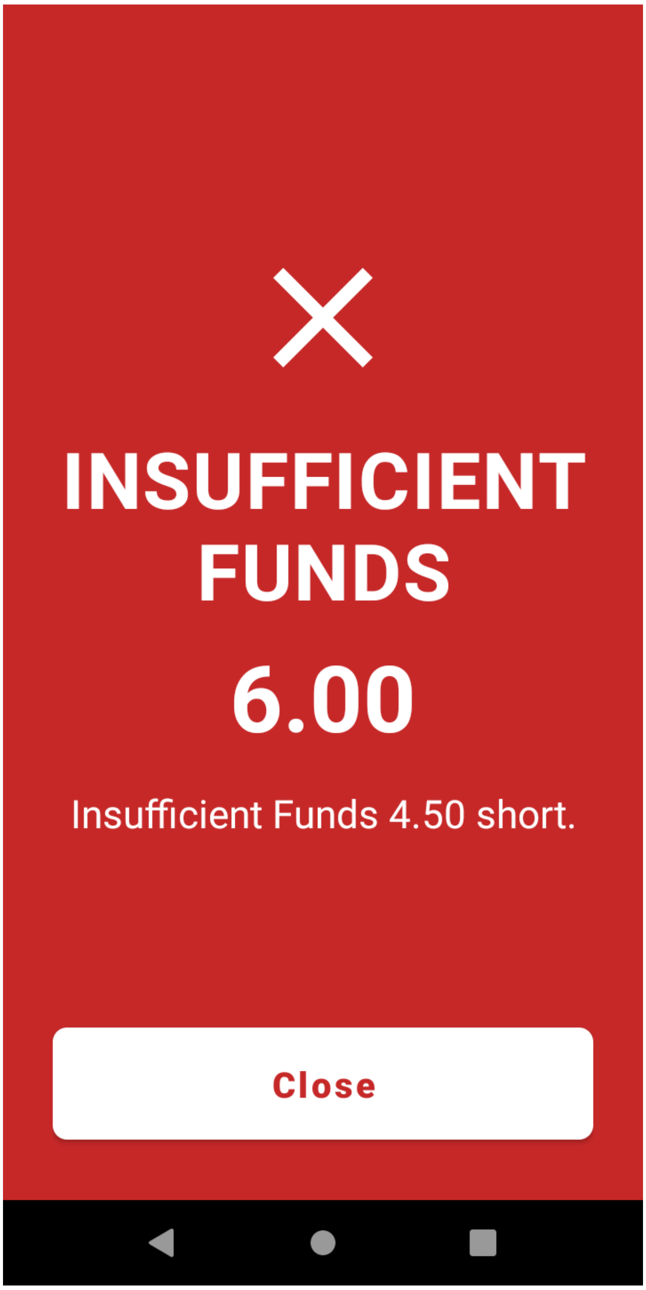


Figure 8. Not enough balance on the token for this sale.

Common red screens and what they mean:

Screen	What to do
INSUFFICIENT FUNDS	The token does not have enough balance. Ask the customer to top up, or reduce the order. (On a cash-out, close and enter a smaller amount.)
WRONG EVENT	The token was set up for a different event. Close and send the customer to the cashier.
NOT SET UP	The token is brand-new / not initialised for this event. Close and send the customer to the cashier to set it up.
CHECK TICKET	The reader couldn't read the token. Present the token again — there's no need to close the message first — making sure it is held flat against the reader.

Screen	What to do
TRY AGAIN	Something went wrong. Present the token again — there's no need to close the message first.

You don't have to tap **Close** before scanning again — the reader stays live while a red screen is showing. For a **read** error (**CHECK TICKET**, **TRY AGAIN**), just present the same token again to retry. The other red screens need a different action first (top up, a smaller amount, or send the customer to the cashier), so re-tapping the same token on its own won't clear them.

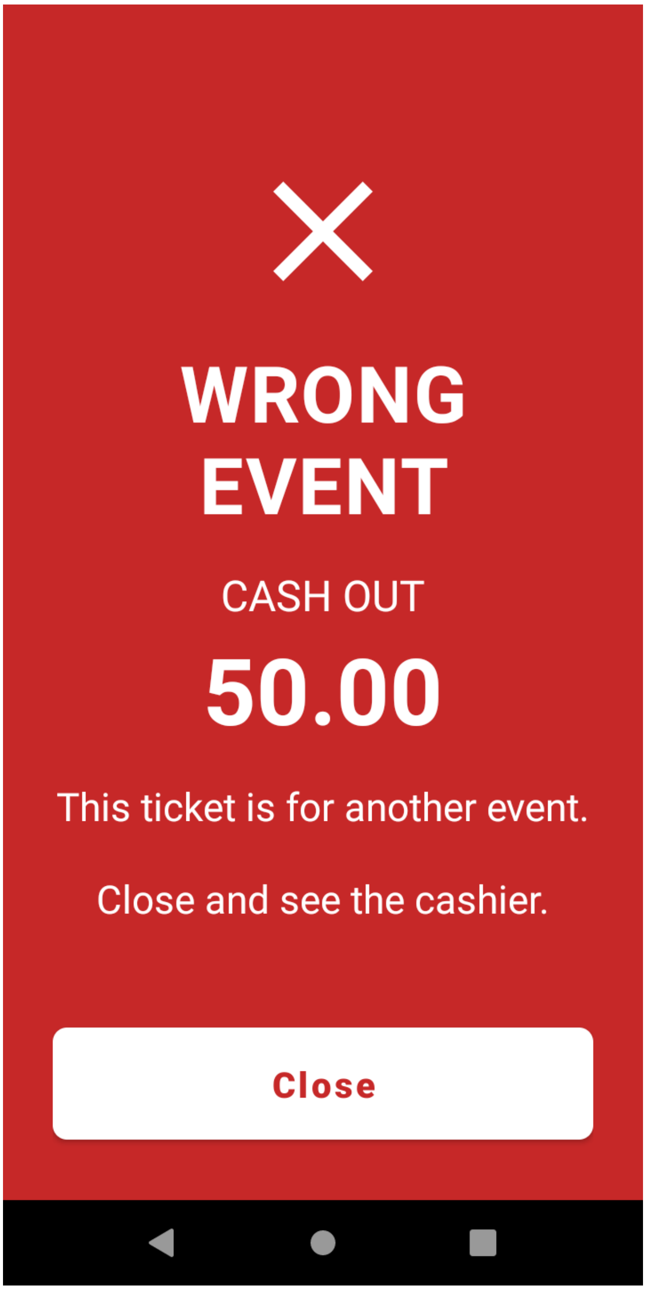


Figure 9. A "wrong event" failure — the token belongs to another event.

The "scan again" lock — do not restart the device

Occasionally a top-up or sale is interrupted mid-write (for example the customer pulls the token away too soon). To protect the balance on the chip, the scan dialog then **locks Cancel behind a**

countdown and shows a warning.

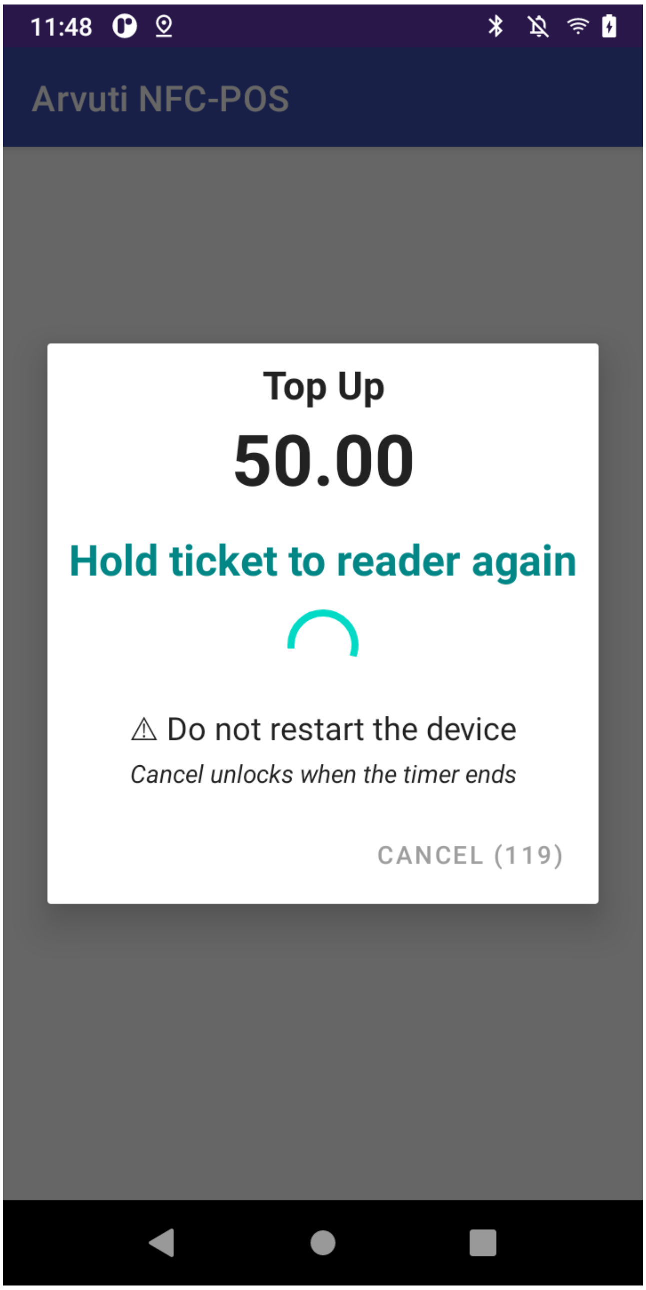


Figure 10. After an interrupted write: keep the token on the reader. Cancel unlocks only when the timer ends.

When you see **"Hold ticket to reader again"** and **"⚠ Do not restart the device"**, ask the customer to present the **same token** again and hold it steady until it succeeds. **Do not close the app or restart the POS device** — doing so during a half-written transaction can corrupt the token's balance.

2.5. Cashier: top up, cash out, and load online credit

The **Cashier** tab is where you add credit to tokens, return unspent credit, and load credit that a customer paid for online.

Every top-up and cash-out requires the **event cashier PIN** in the **Password** field.

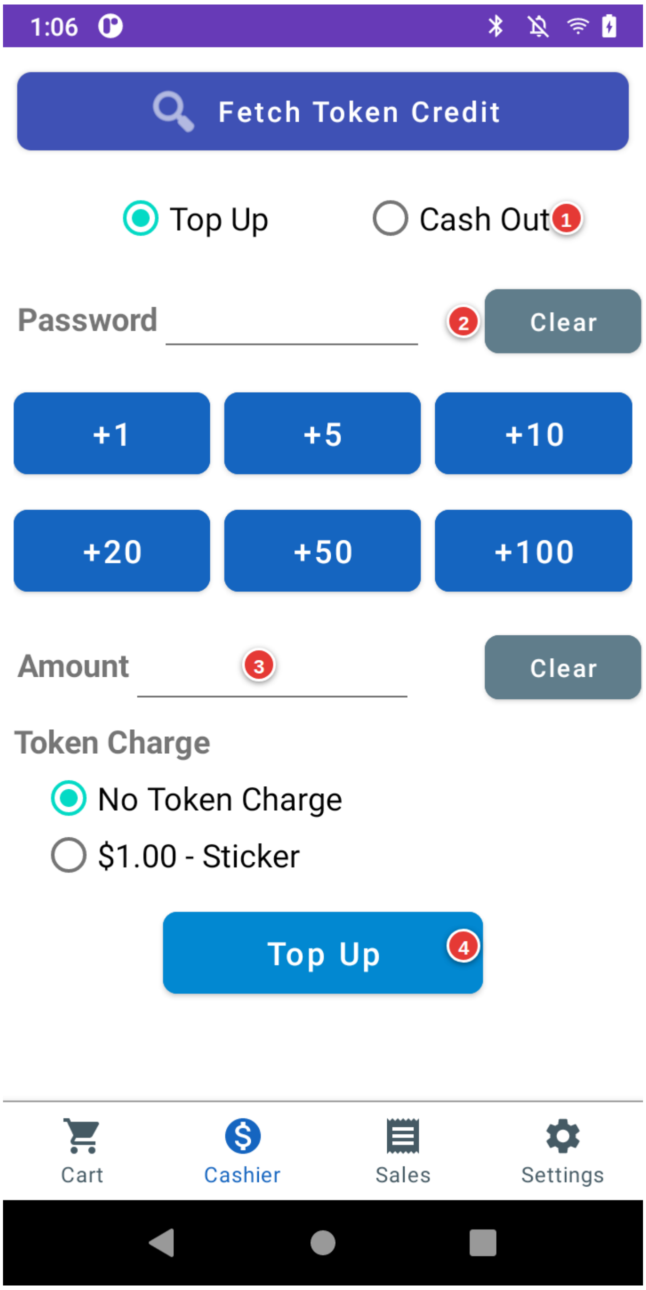


Figure 11. The Cashier tab, set to Top Up.

#	Control
1	**Top Up** / **Cash Out** — choose which you are doing.
2	**Password** — the event cashier PIN. (**Clear** wipes the field.)
3	**Amount** — type it directly, or tap the quick-add tiles above (+1 … +100); each tile adds to the running total.
4	**Top Up** / **Cash Out** button — confirm, then have the customer tap their token.

Top up a token

1. Make sure **Top Up** is selected.
2. Enter the cashier **Password** (PIN).
3. Set the amount: type it directly on the keypad, or tap the quick-add tiles (+1, +5, +10, +20, +50, +100) — each tile adds to the running total. **Clear** resets it.

4. If the event charges for a physical tag, choose a tag option under **Token Charge** (or "No Token Charge"). Its cost is added to the required amount.
5. Tap **Top Up**. If more than one top-up type is configured (for example CASH vs CARD), choose how the customer is paying.
6. The NFC dialog appears — ask the customer to hold their token to the reader.

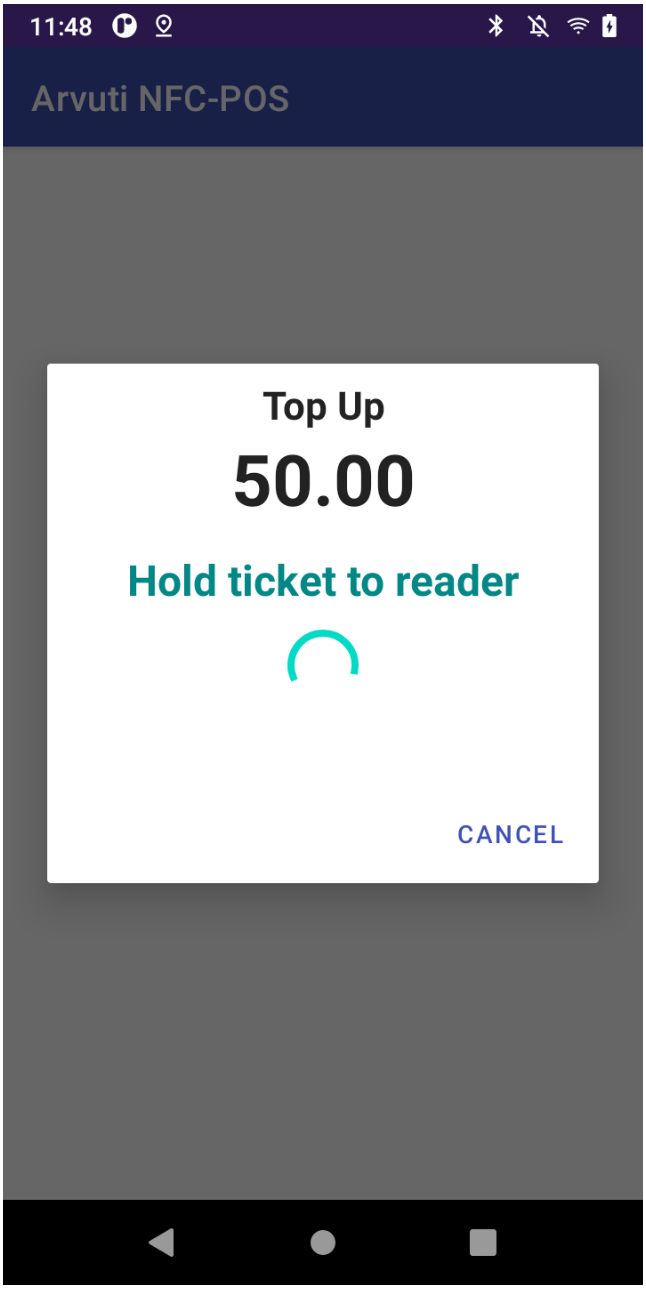


Figure 12. The customer taps to receive a top-up.

On success the green screen shows the amount added and the token's **new balance**.

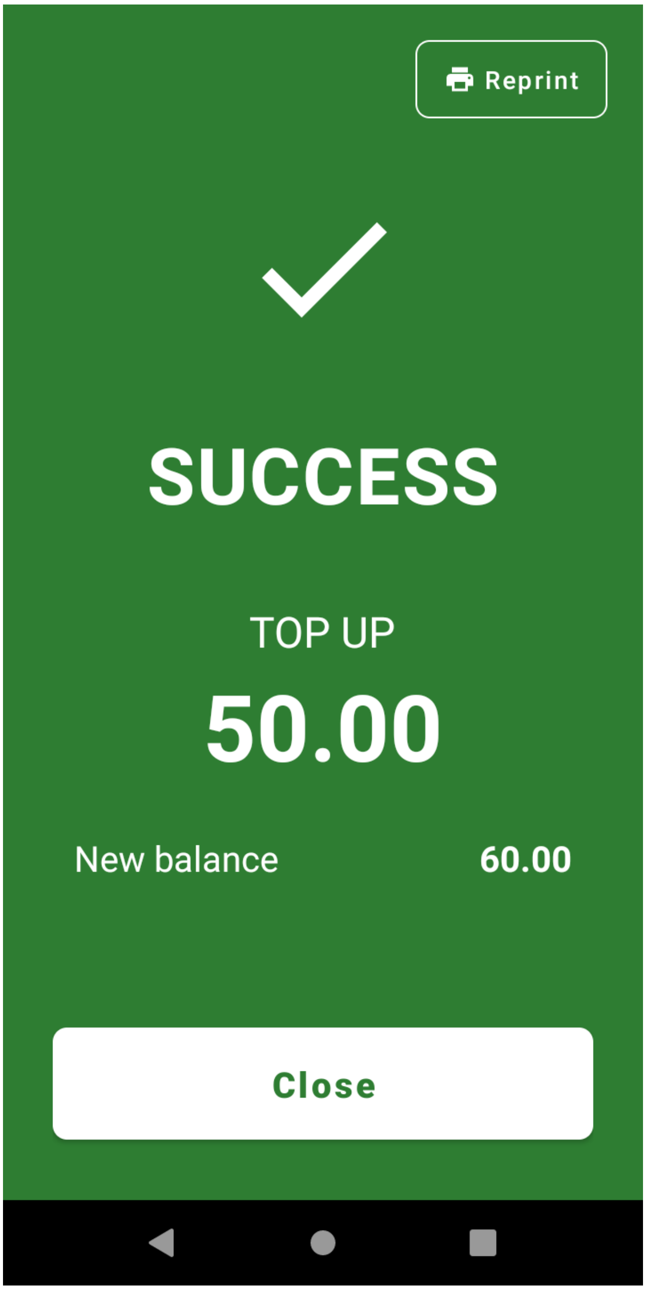


Figure 13. A successful 50.00 top-up; the new balance is shown.

If the event applies a commission charged to the customer, the top-up amount must cover the tag cost plus the commission. The POS device shows a helpful message if the amount is too low.

Cash out a token

1. Switch the toggle to **Cash Out**.
2. Enter the cashier PIN, then set the amount to return: type it directly on the keypad, or tap the quick-add tiles (+1, +5, +10, +20, +50, +100). **Clear** resets it.
3. Tap **Cash Out** and have the customer tap their token.

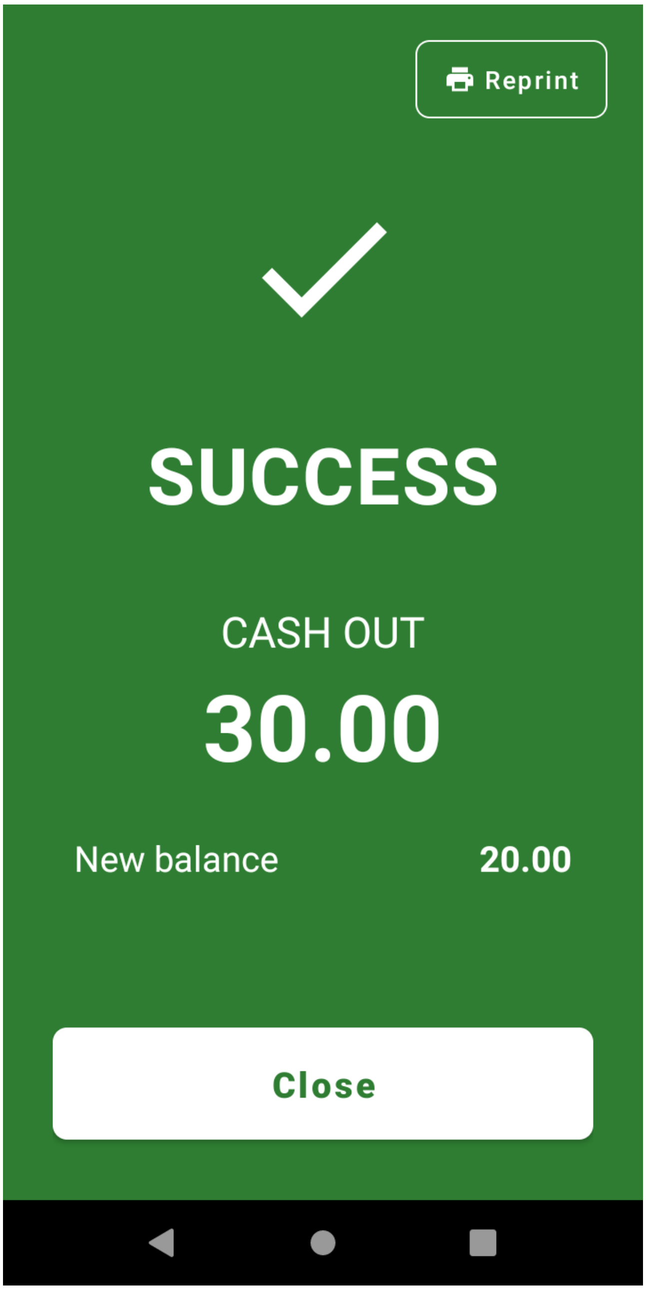


Figure 14. A successful 30.00 cash-out; the remaining balance is shown.

If you try to cash out more than the token holds, you get an **INSUFFICIENT FUNDS** screen telling you how much short it is — close and enter a smaller amount.

Fetch token credit (online top-ups)

If a customer paid for a top-up online, load it onto their token here.

1. Tap **Fetch Token Credit**.
2. Ask the customer to tap their token so the POS device can look up any pending credit.
3. If credit is found, the amount is pre-loaded as a Top Up; tap the **same token** again to write it onto the chip.
4. If there is nothing pending, you'll see a "No Credit Pending" message.

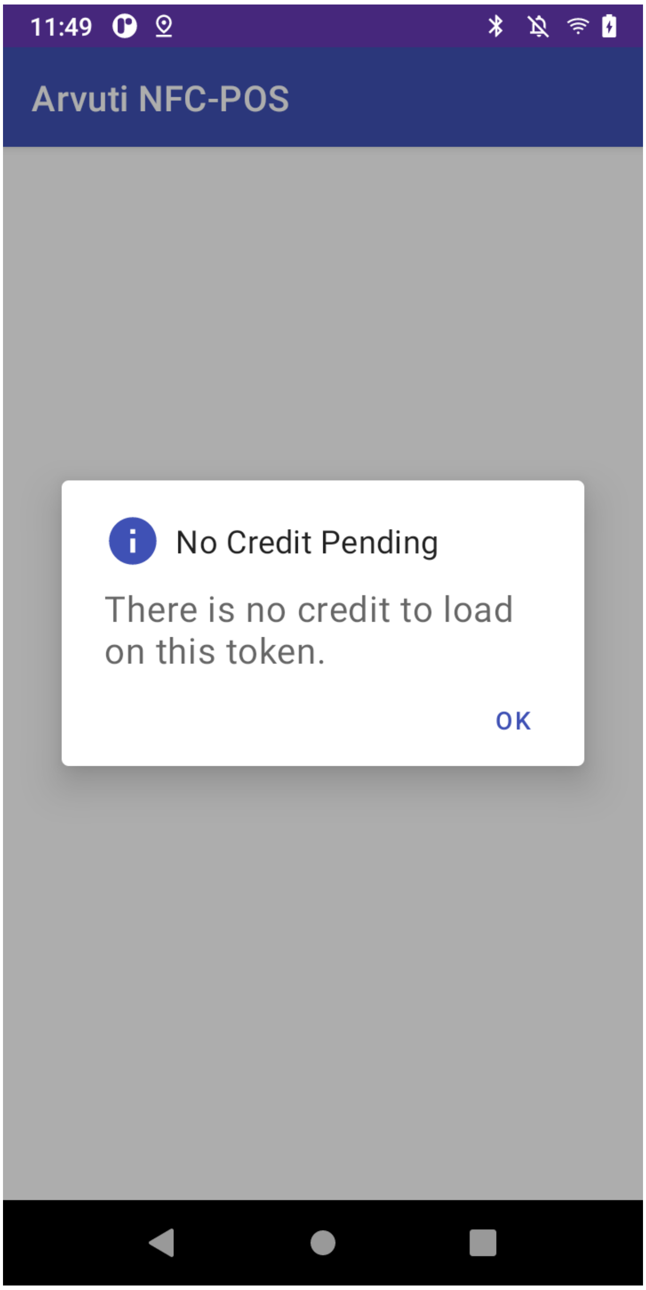
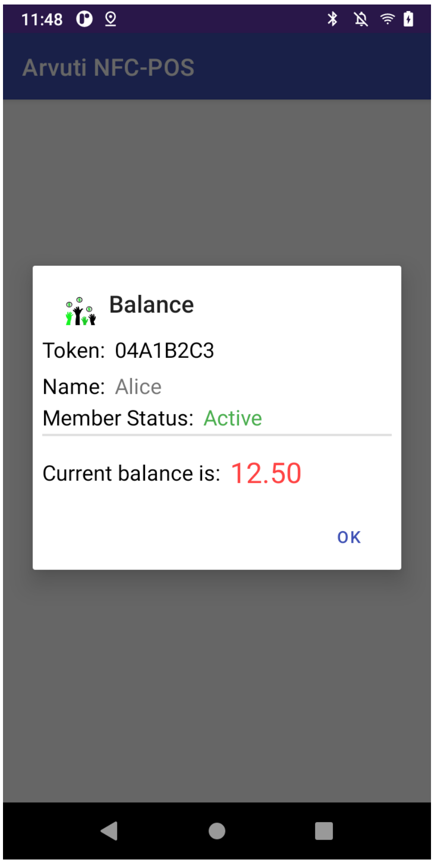
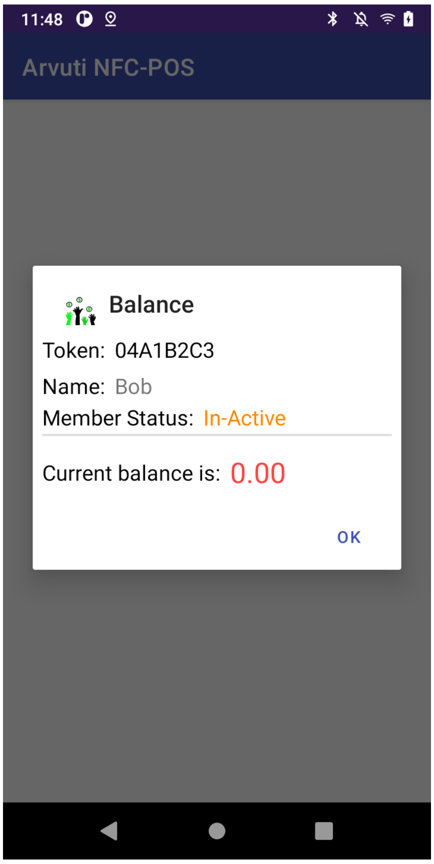
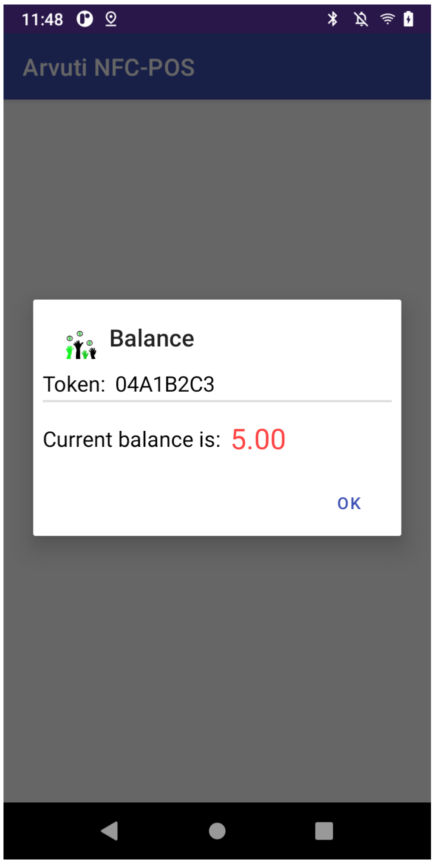


Figure 15. No pending credit was found for this token.

2.6. Checking a token’s balance

When no sale or top-up is in progress, simply tapping a token performs a **balance check**. This is read-only — it never changes the balance.

The dialog shows the token ID, the current balance, and, if the token belongs to a known member, the member’s **Name** and **Member Status**.

Active member	In-Active member	Non-member
		

A token that has been **blocked** shows a message telling you to see the event organiser.

2.7. Sales history and receipts

The **Sales** tab (receipt icon) lists the transactions made on this POS device.

- **Tap a transaction** to reprint its receipt (you'll be asked to confirm).
- **Print Sales Summary** prints an end-of-day style summary — totals broken down by payment type and top-up type.

Receipts and summaries only print if **Enable Printing** is switched on in Settings.

2.8. Do's and don'ts

Most of getting a clean, fast read comes down to how the token and the POS device are held. A few habits make almost all read failures go away:

- **Do** present **one token at a time**. Keep other tokens, cards or phones away from the reader while it scans — two tags in the field collide and the read fails.
- **Do** bring the token **straight onto the reader, lay it flat and centred, and hold it still** until the result screen appears. Don't swipe it, tilt it, or lift it away early.
- **Do** keep the POS device **and** the tokens **clear of metal surfaces** (steel counters, cash tins, metal racks). Metal detunes the reader's field and causes failed or

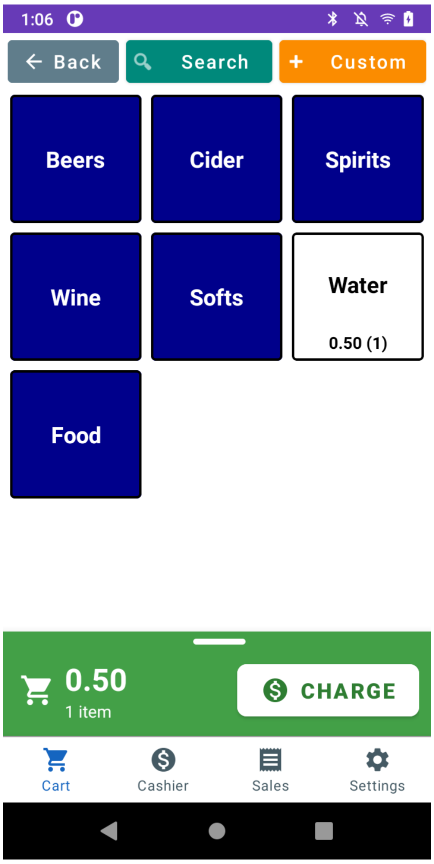
slow reads — move onto a wooden or plastic surface if reads are flaky.

- **Do** read the red-screen headline — it tells the customer exactly what to do next.
- **Don’t** restart or close the app when you see "Do not restart the device" — wait for the token to finish writing.

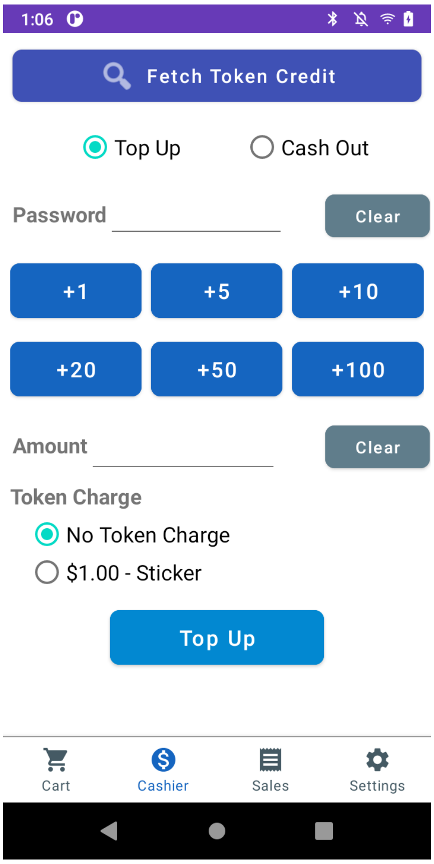
Appendix A: The main tabs at a glance

A clean, badge-free reference of the three tabs you use most. The bottom navigation bar switches between them: **Cart** (sell), **Cashier** (top up / cash out), **Sales** (history), and **Settings**.

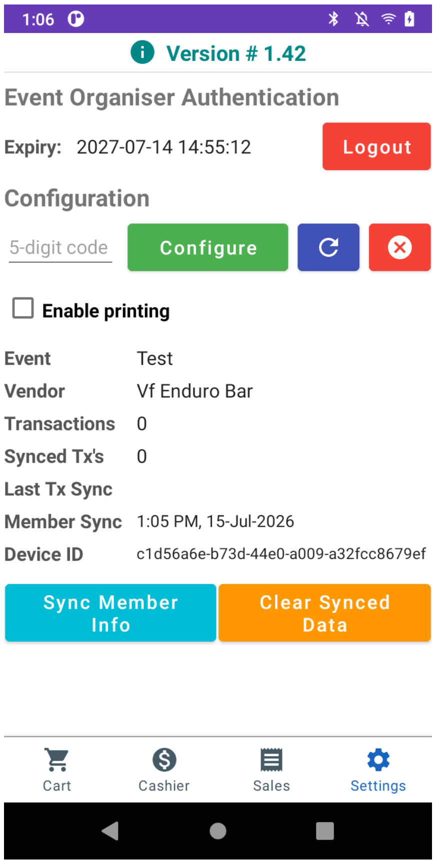
Cart (selling)



Cashier



Settings



Chapter 3. Event manager guide

This guide is for **event managers** using the Arviticket web console ("Arvi Ticket"). It covers the day-to-day setup and reporting an organiser does before, during, and after an event: creating events, placing vendors, building menus, configuring payments and tokens, managing balances, and running reports.

Open the console in a web browser and sign in with your manager account. After login you land on the **Reports** screen.

3.1. Signing in and finding your way around

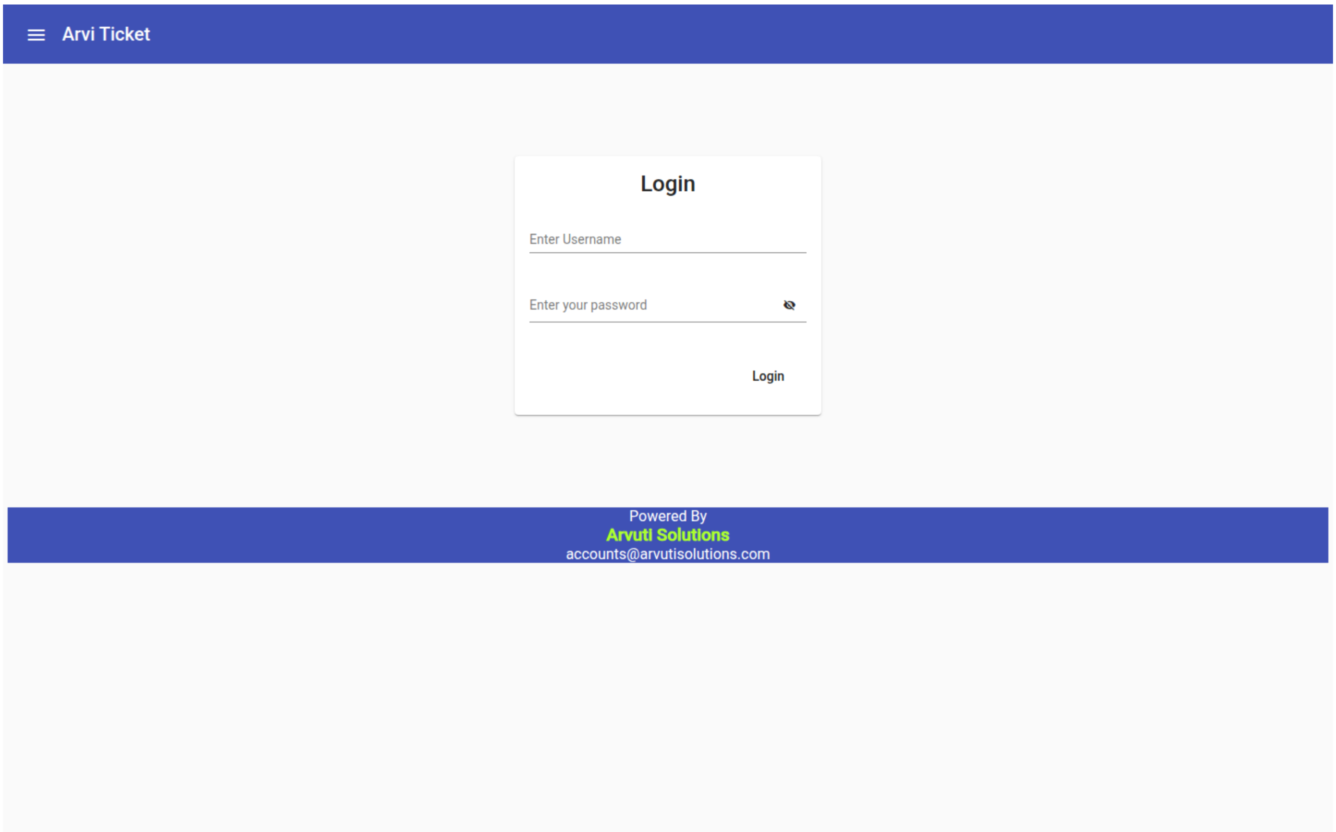


Figure 16. The Arvi Ticket sign-in screen.

The left-hand sidebar groups everything into sections. As an event manager you see:

- **Dashboards** — Reports and an **Overview** of your organiser’s account.
- **Events** — Events, Vendors, Event Vendors, Event NFC Tags, Event Payment Providers.
- **Menus & Stock** — Menus, Stock Items, Stock Transactions.
- **Payments & Tokens** — Sales Types, Top Up Types, Payment Discounts, Registered Tokens, Token Top-Ups.

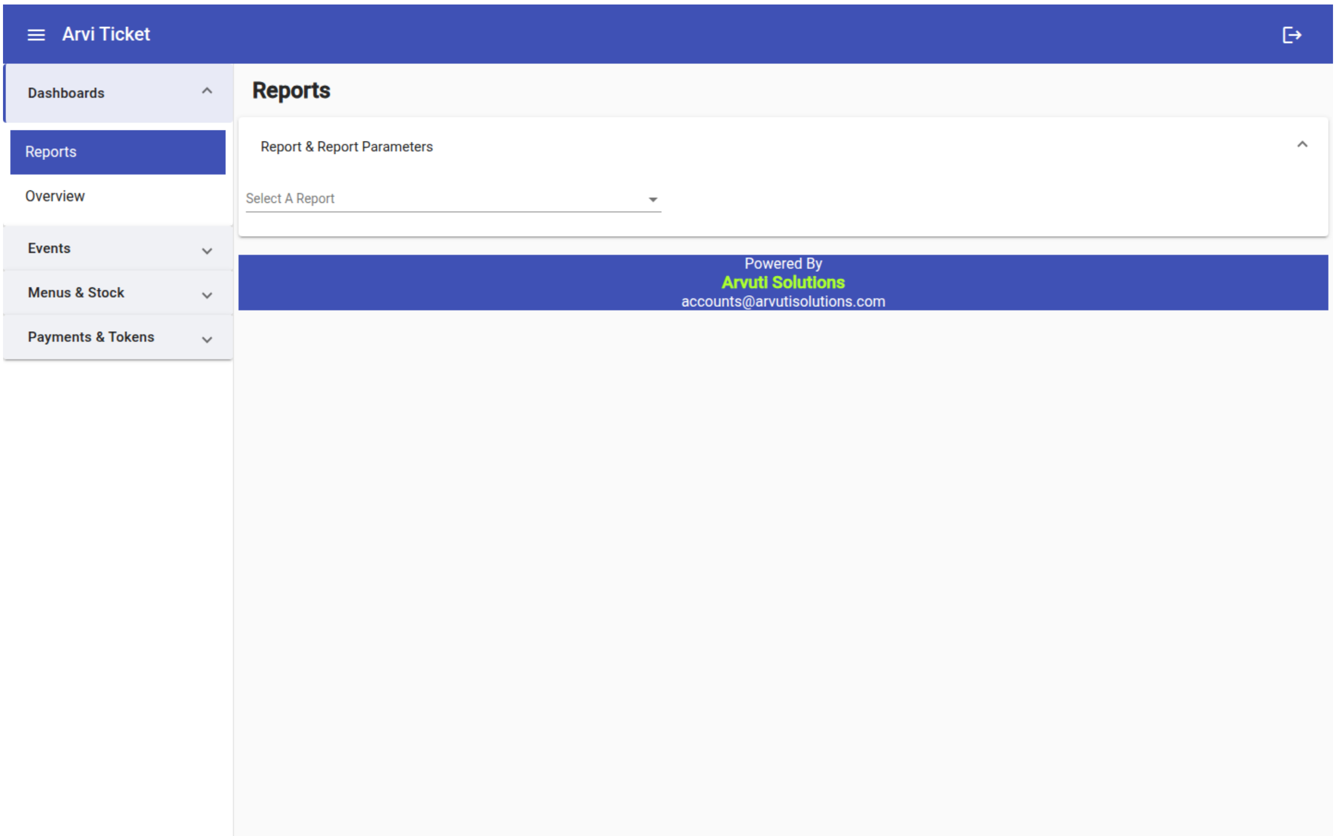


Figure 17. The sidebar navigation for an event manager.

Every list screen shares the same toolbar: **Create**, **View**, **Edit**, and **Delete** buttons above a searchable, pageable table. Select a row first, then use View / Edit / Delete. Some screens add their own extra action buttons.

Administrator-only areas (Users, Event Organisers, Devices, and Accounting) are not covered here and are not visible to event managers.

3.2. Setting up an event

Open **Events** from the sidebar.

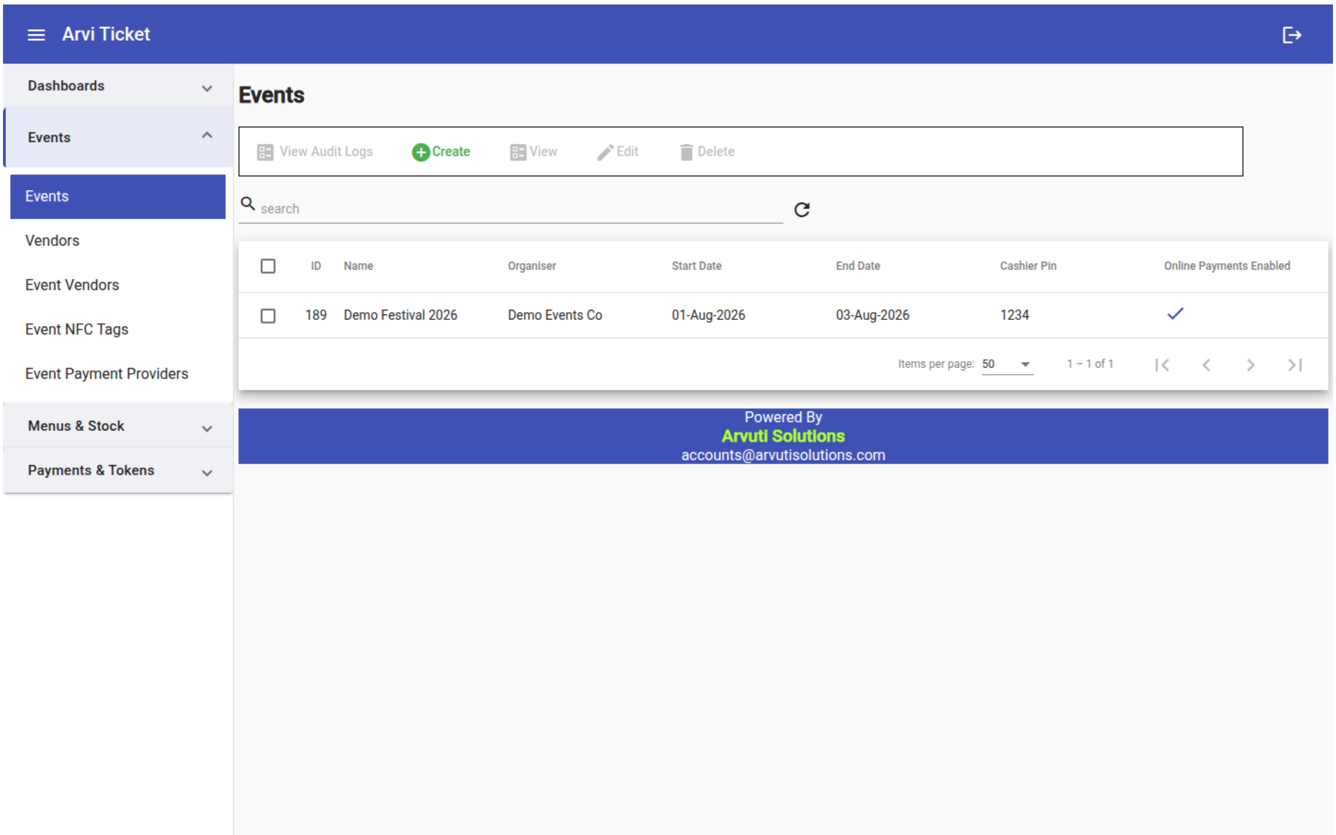


Figure 18. The Events list.

Click **Create** to add an event. The fields are:

Field	What it does
Event Organiser, Name, Start Date, End Date	Basic identity and schedule of the event.
Cashier Pin	The PIN cashiers must enter on the POS device to top up or cash out.
Token Authentication Required	If on, token sales prompt for the customer's PIN on the POS device.
NFC Tag Charged To User	If on, the attendee pays for the physical tag/wristband at top-up.
Commission % Charged To User	If on, the platform commission is passed on to the attendee at top-up (so the attendee's top-up must cover it).
Commission % Charge To User	The commission rate itself. Entered as a fraction between 0 and 1 — `0.05` means 5%.
Online Payments Enabled	Allows attendees to top up online through a payment provider.
Manual Credit Max	The largest amount allowed on a single **Manual Top-Up** for this event. Blank or 0 means no limit.

Commission % Charge To User and **Manual Credit Max** are shown to you but are **read-only** — only an administrator can change them. The **Commission % Charged To User** switch itself you *can* set. (Watch the two similar names: the

> switch is "Charg**ed** To User", the rate is "Charg**e** To User".)

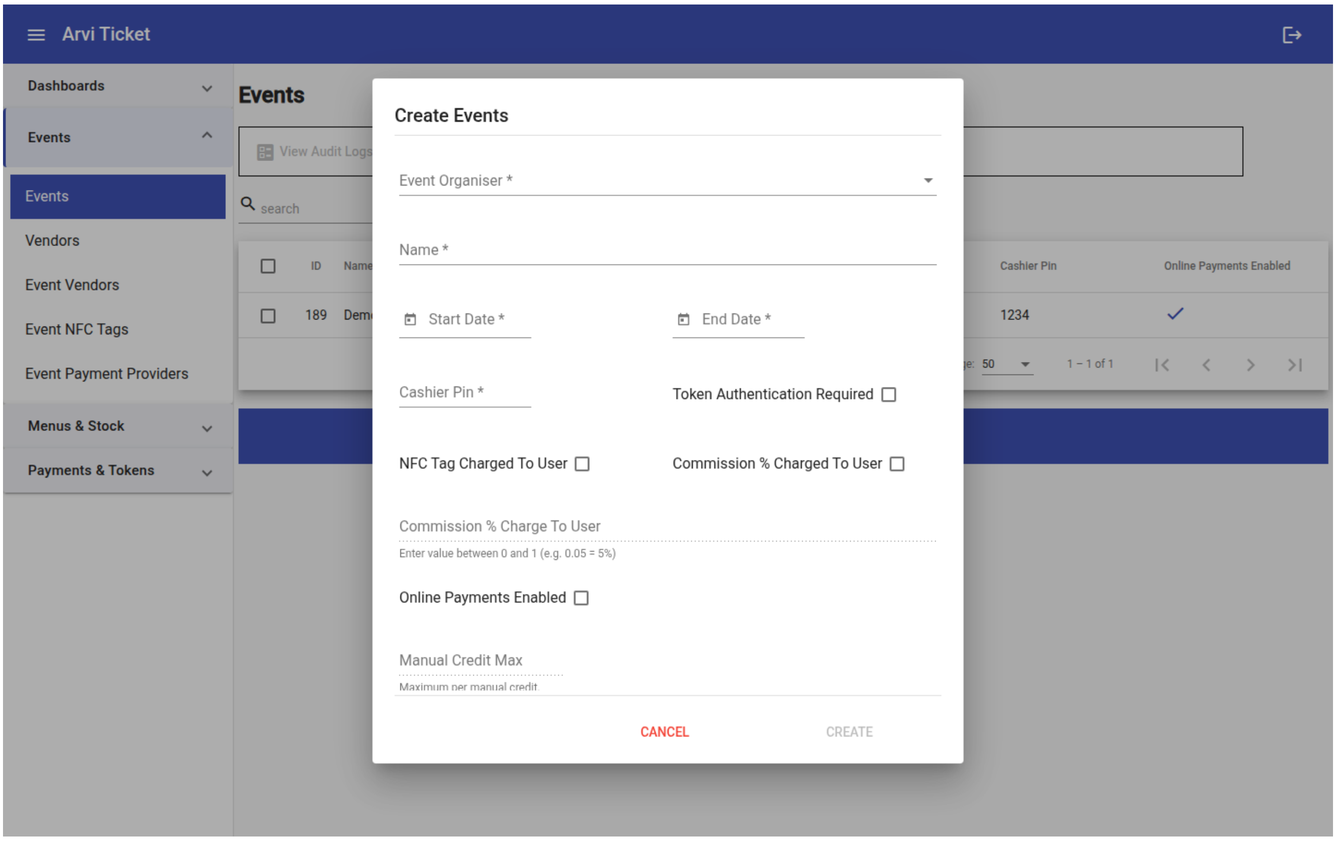


Figure 19. Creating or editing an event.

Open an event to reach its detail page, which has tabs for **Details**, **Vendors** (assign vendors to this event), and **Payment Providers**.

3.3. Vendors and Event Vendors

Vendors are your sellers (for example a specific bar). Create them under **Vendors** with a name and contact email; each vendor can own one or more menus.

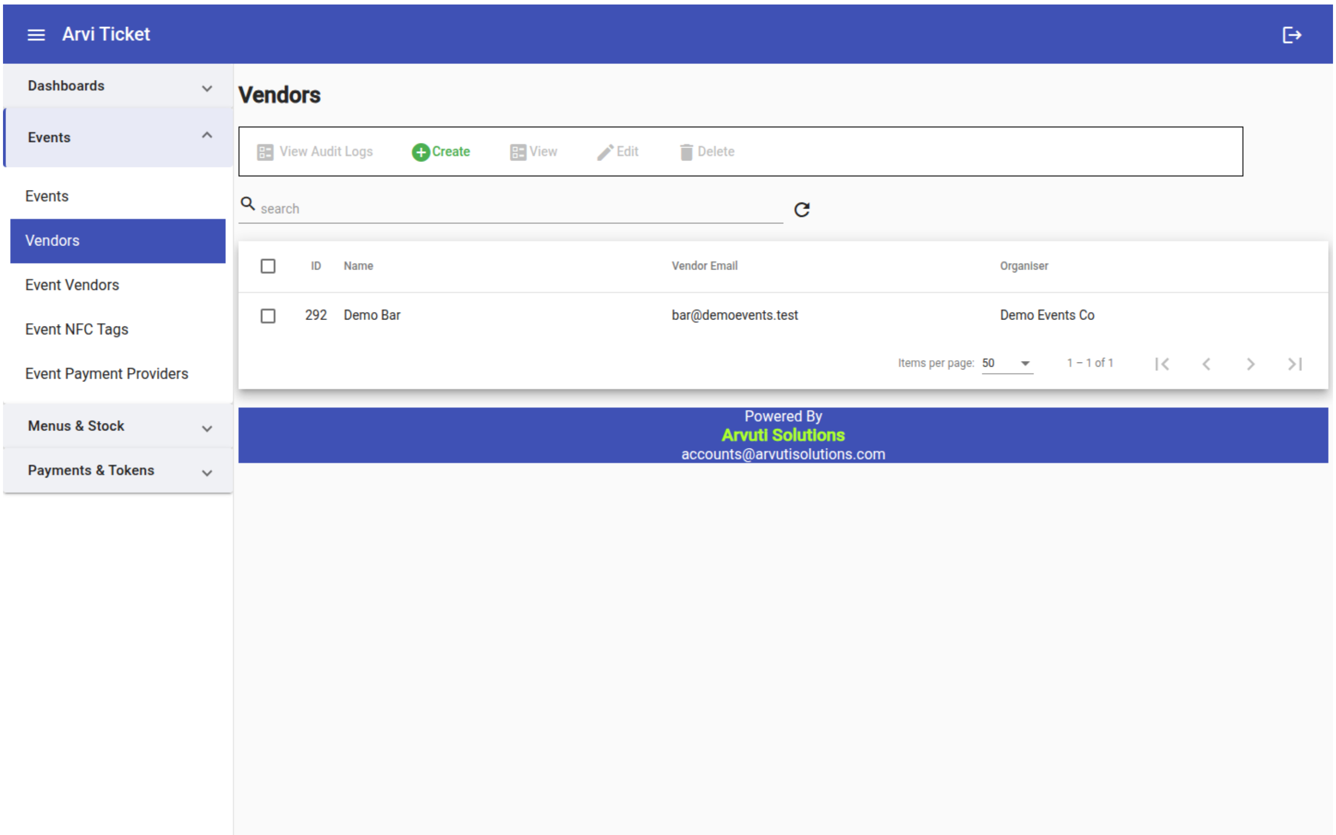


Figure 20. The Vendors list.

Event Vendors is where a vendor is actually *placed into an event* — this is the central "who sells what, where" screen.

A vendor cannot be added to an event until that vendor **already has a menu**. The **Menu** field is required, and the dropdown only offers menus belonging to the vendor you picked. So the order of work is: **create the Vendor** → **build its Menu** → **create the Event Vendor**.

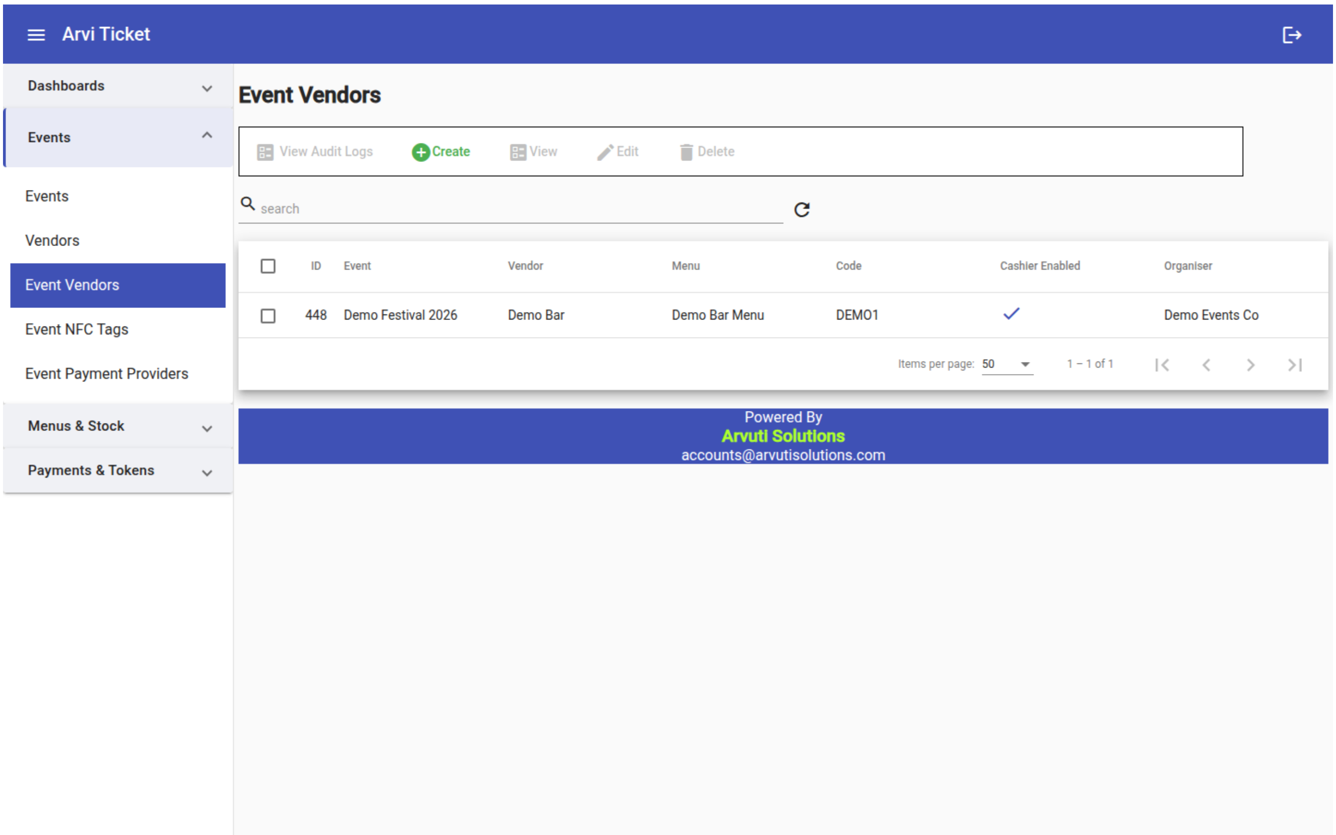


Figure 21. The Event Vendors list ties a vendor to an event with its menu and payment options.

When you create an Event Vendor you set:

- **Event** and **Vendor** — the pairing.
- **Menu** — which menu that vendor sells from at this event (required; filtered to that vendor's menus).
- **Cashier Enabled** — whether this position can also run cashier top-ups.
- **Sales Type**, **Top Up Type**, **Discounts** — the payment options available on the POS device.

The **Code** is **not** something you enter. The system generates a unique 5-character **vendor code** for each Event Vendor. Once the record is saved, read the code off the Event Vendors list and give it to the operator — it is what they type into the POS device to configure it for that stall.

3.4. Building menus

To open a menu for editing: go to **Menus**, **select the menu's row**, click **View**, then choose the **Menu Items** tab. That opens the **menu tree editor**.

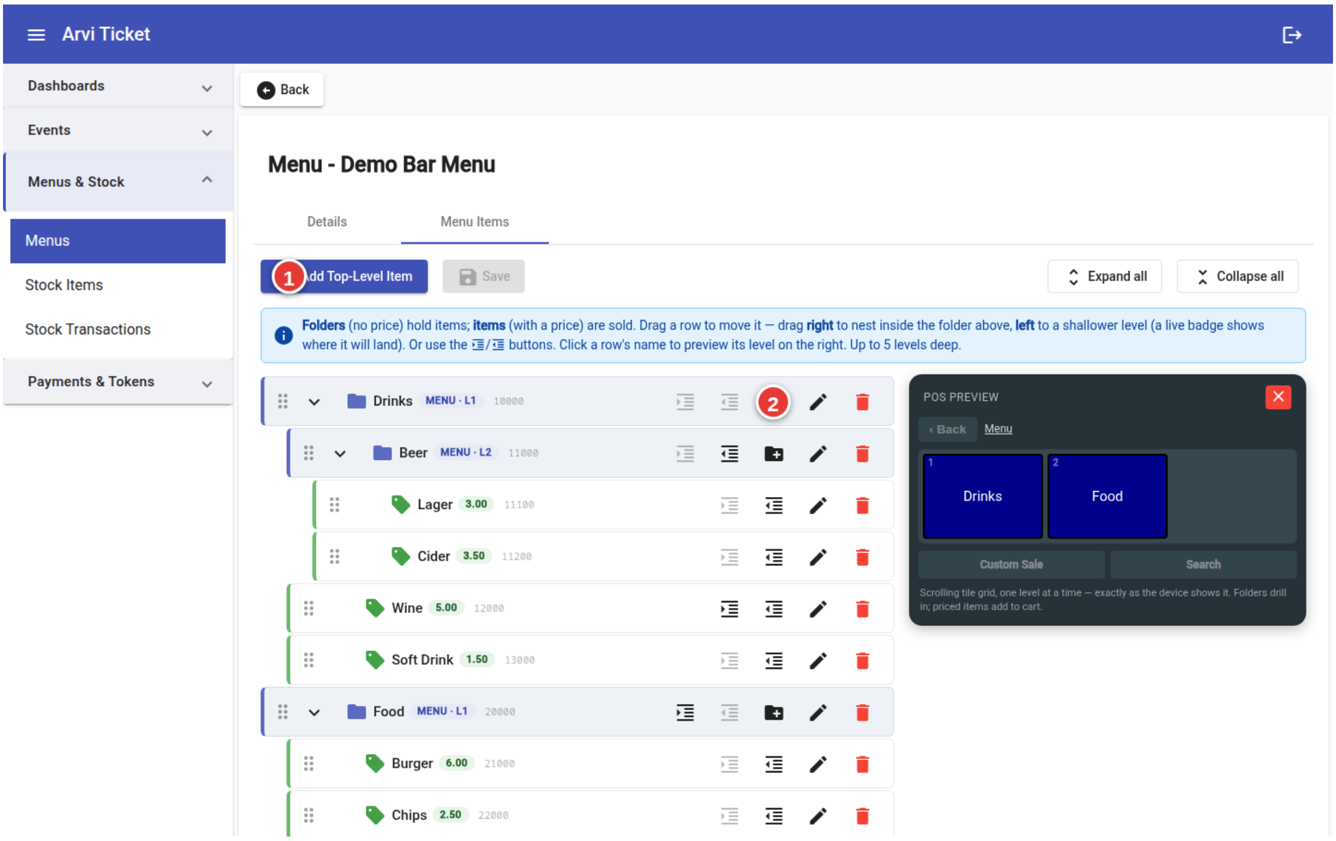


Figure 22. The menu tree editor, with a live POS preview of how it looks on the POS device. Callout **1** *is* **Add Top-Level Item** *(adds a root row); callout* **2** *is the* **folder-plus** *icon that adds a row inside that folder — see* *Adding rows*.

The menu is a **tree**:

- **Folders** have no price and group items (for example "Drinks" > "Beer").
- **Items** have a price and are what the cashier sells.

Adding rows

There are **two different add buttons**, and it matters which one you use:

Button	What it adds
Add Top-Level Item (in the toolbar)	A new row at the **root** of the menu — a top-level folder or item.
Add item inside this folder (the folder-plus icon on a row)	A new row **inside that folder**. This icon only appears on **folder** rows.

For each row you enter a **Label**, and — for a sellable item — a **Price**. Type the price in full, for example `2.00` for two dollars (the field hint says "Enter the full price (e.g. 1.50), not cents").

Arranging the tree

- Use the **indent** icon to nest a row under the folder above it, and **Move out one level** to pull it back out.

- You can also **drag** a row: drag it up/down to reorder, or right/left to change how deep it sits.
- **Expand every folder** / **Collapse every folder** show or hide the whole tree.
- **Edit** and **Delete** act on a single row.

The editor shows a live **POS preview** — the dark panel on the right of the screenshot above — that mirrors the POS device screen, so you can confirm exactly how the menu will look to the cashier before saving. Folders drill in; priced items add to the cart, just as on the device. Click a row's name to show that level in the preview.

Saving

Nothing you change in the tree editor is saved until you click Save.

There is currently **no warning if you navigate away** — switching tabs, using the sidebar, or hitting Back will silently discard every unsaved change. Always click **Save** before you leave the screen.

Additional Menu Items

Below the tree there is a separate **Additional Menu Items** card. These items sit outside the tree — they have no place in the folder layout and are **only reachable via Search** on the POS device. Use them for occasional items you don't want cluttering the menu grid. They have their own **Add additional item**, edit, and delete buttons.

3.5. Stock

If you track inventory:

- **Stock Items** — the catalogue of stock items, each with a name, unit price, and vendor.
- **Stock Transactions** — individual inventory movements (with a date, item, change amount, and reference).
- **Bulk create** — add many stock adjustments at once, sharing one date and reference.

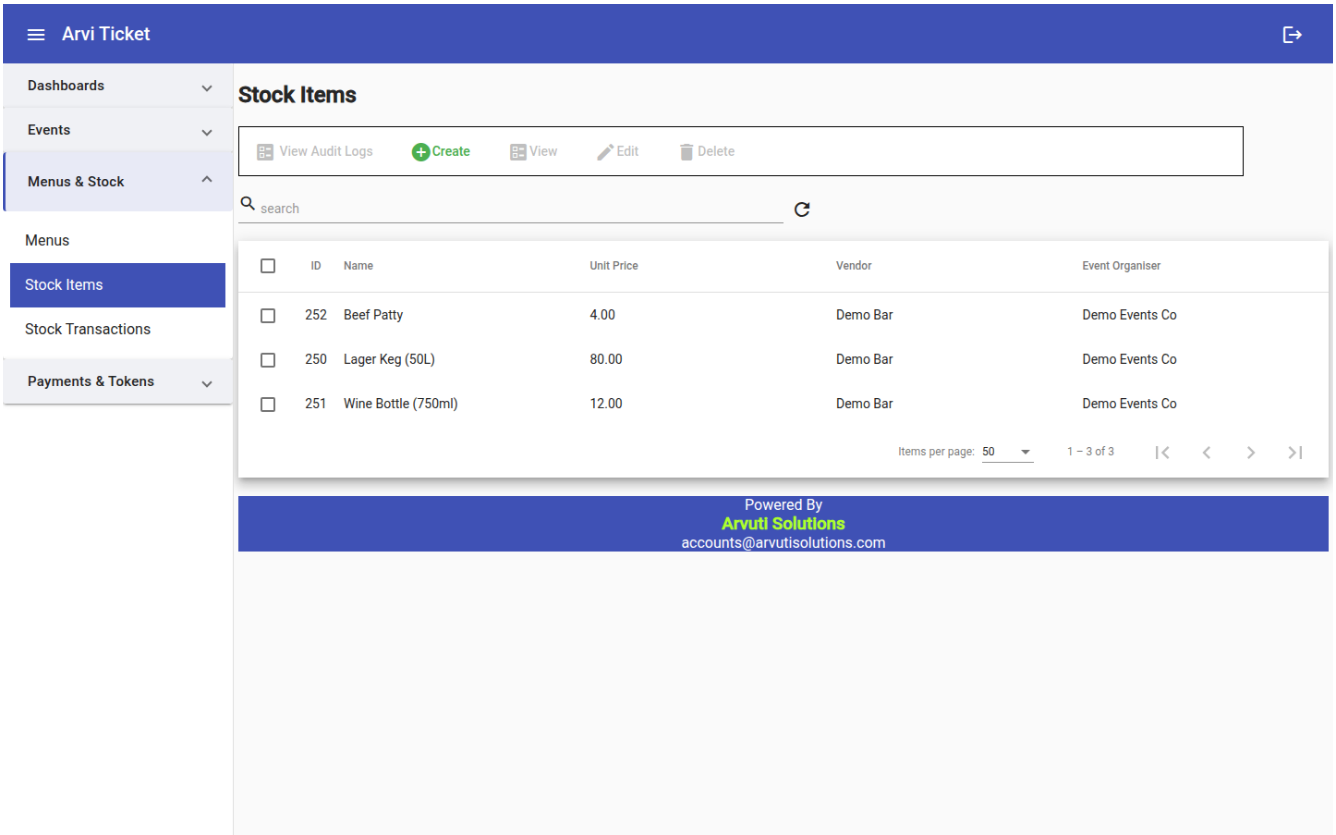


Figure 23. The Stock Items catalogue.

Multiple stock items can be linked to a single menu item to form a **recipe**: each linked stock item is deducted when one of those menu items is sold. For example, a "Burger" menu item might deduct one beef patty and one bread roll from stock on every sale.

3.6. Payments and tokens setup

Under **Payments & Tokens** you define the reusable options that appear at the POS device:

- **Sales Types** — the named ways a sale can be paid (for example CASH, TOKEN).
- **Top Up Types** — the named ways a top-up can be funded (for example CASH, CARD).
- **Payment Discounts** — named percentage discounts a cashier can apply.

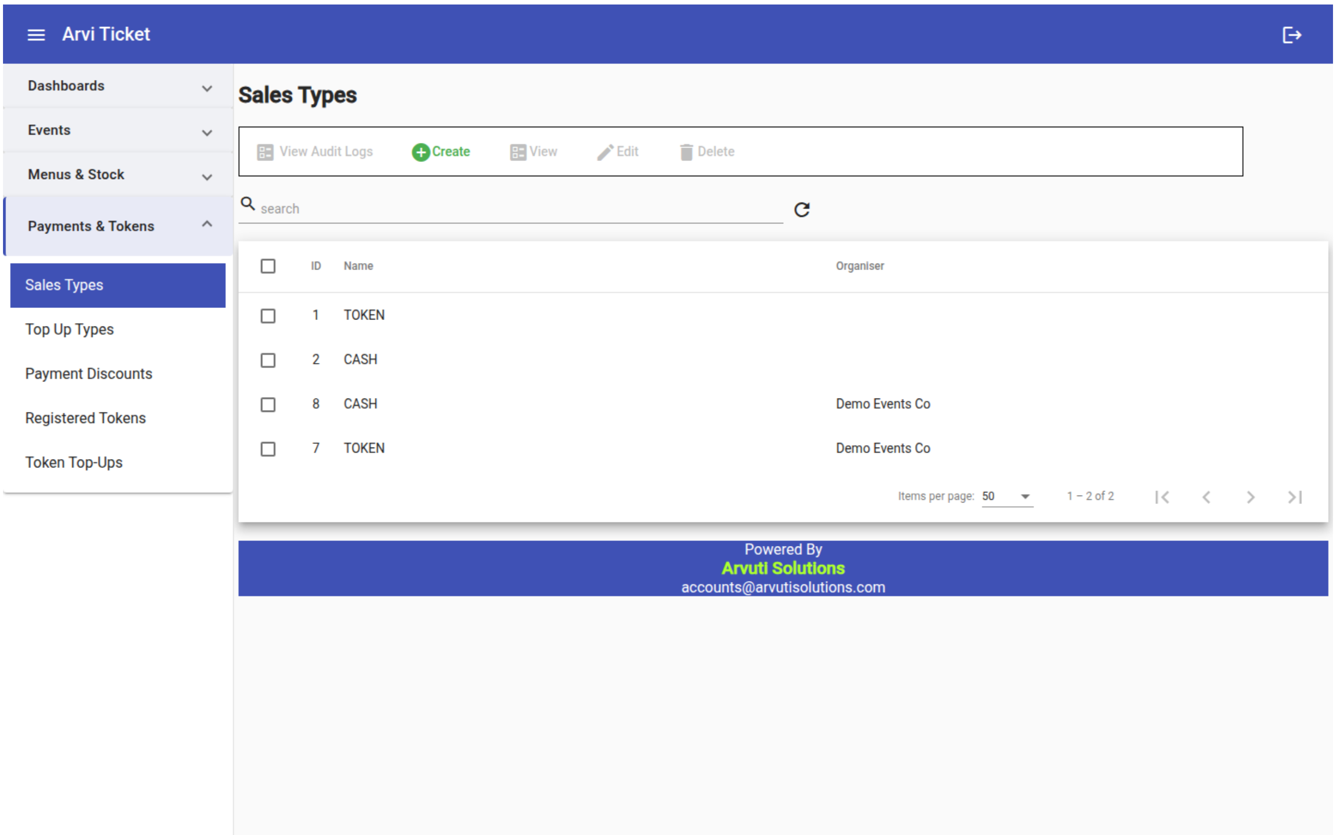


Figure 24. The Sales Types list.

Two event-scoped settings live under **Events**:

- **Event NFC Tags** — the tag types and their prices charged to attendees at top-up.
- **Event Payment Providers** — the online payment integrations (PayNow, Omari, EcoCash) enabled for an event, with their credentials.

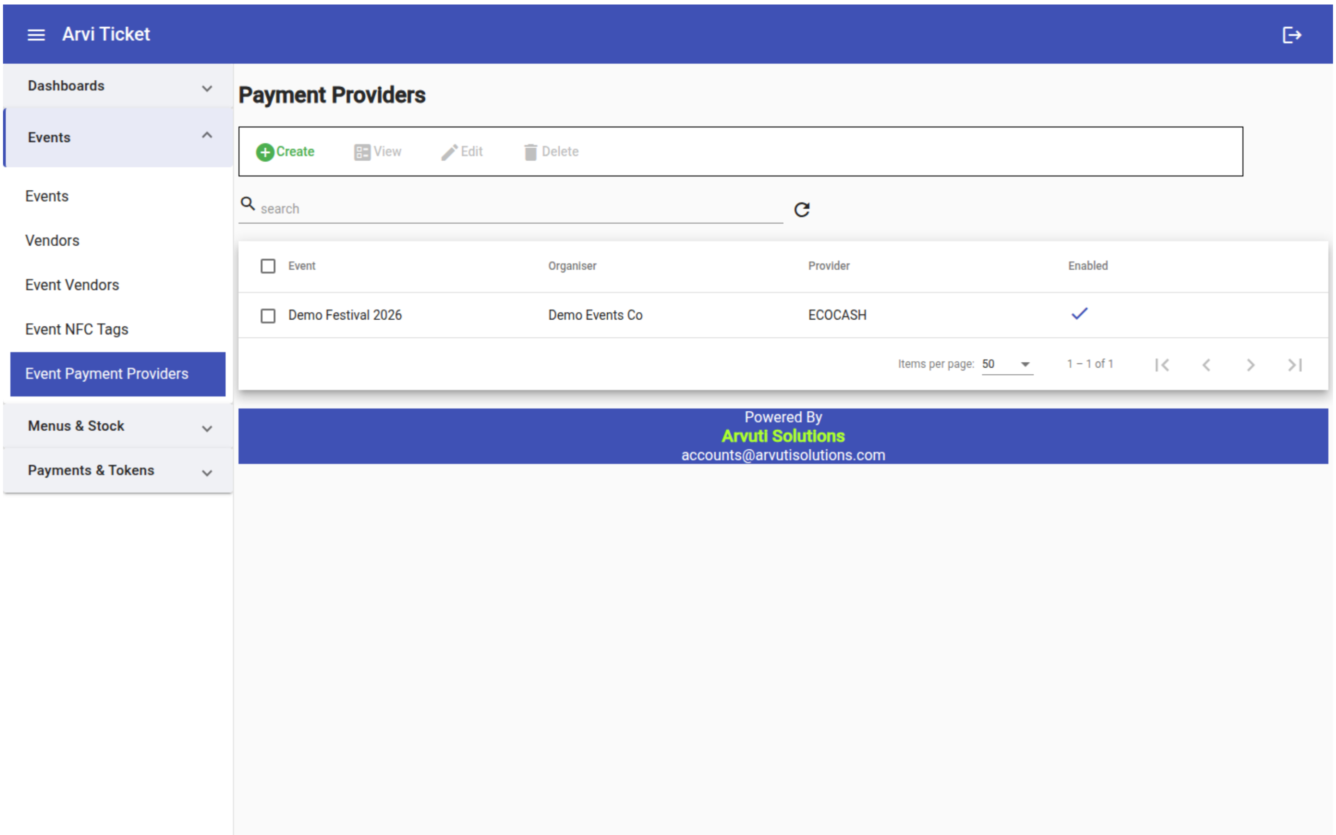


Figure 25. Configuring an online payment provider for an event.

3.7. Managing tokens

Open **Registered Tokens** to see the register of NFC tokens and their holders.

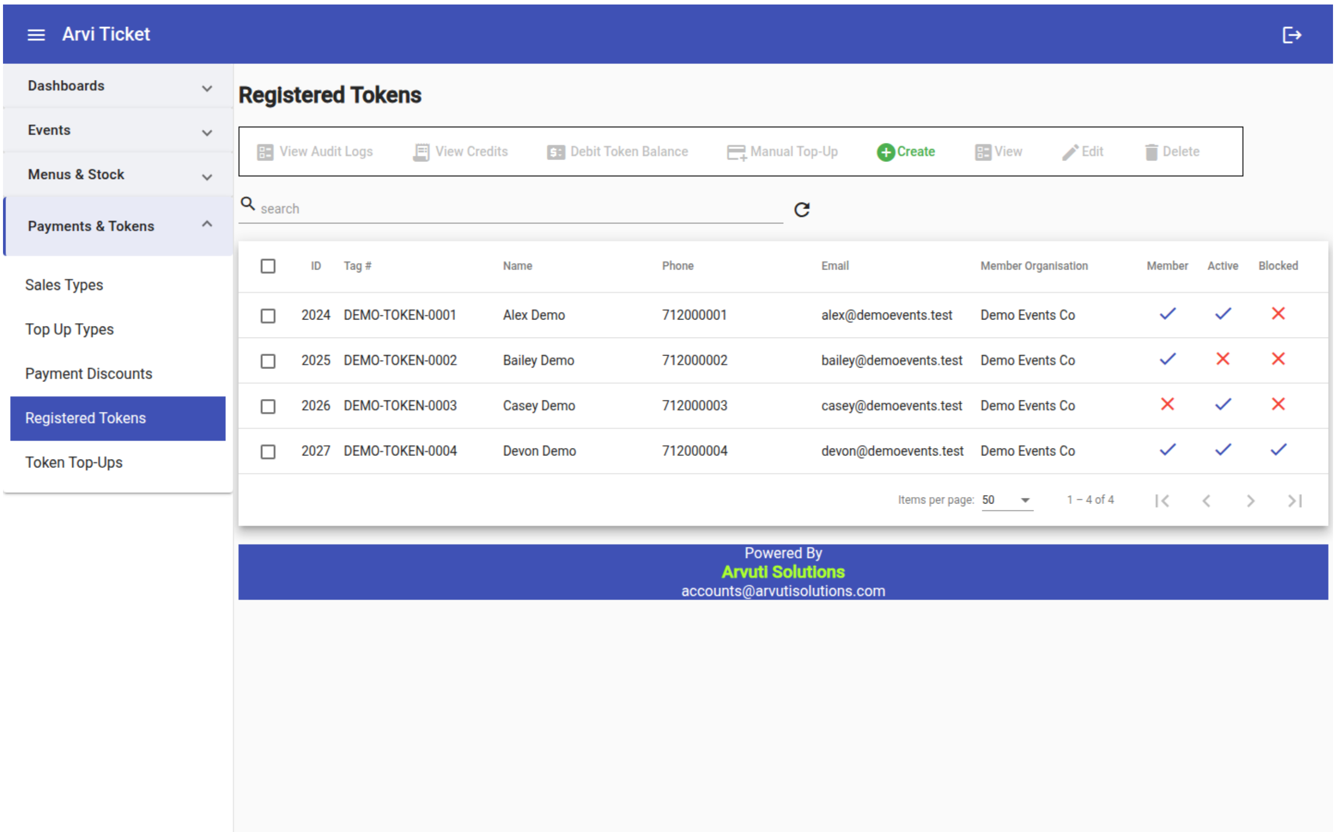


Figure 26. The Registered Tokens list.

Each token row shows the Tag #, holder name, phone, email, member organisation, and the Member / Active / Blocked flags. With a token selected you can:

- **Manual Top-Up** — queue credit for the token (see below).
- **Debit Token Balance** — post an accounting correction (see below).
- **View Credits** — see the pending/completed top-up credits for the token.
- **View Audit Logs** — see the history of changes.

Manual Top-Up

Select the token, then click **Manual Top-Up**:

1. Choose the **Event** the credit belongs to. If the organiser only has one event, it is **selected for you**.
2. Enter the **Top-Up Amount** — in full units, e.g. `1.50`. The maximum allowed comes from that event's **Manual Credit Max**.
3. Click **Confirm**.

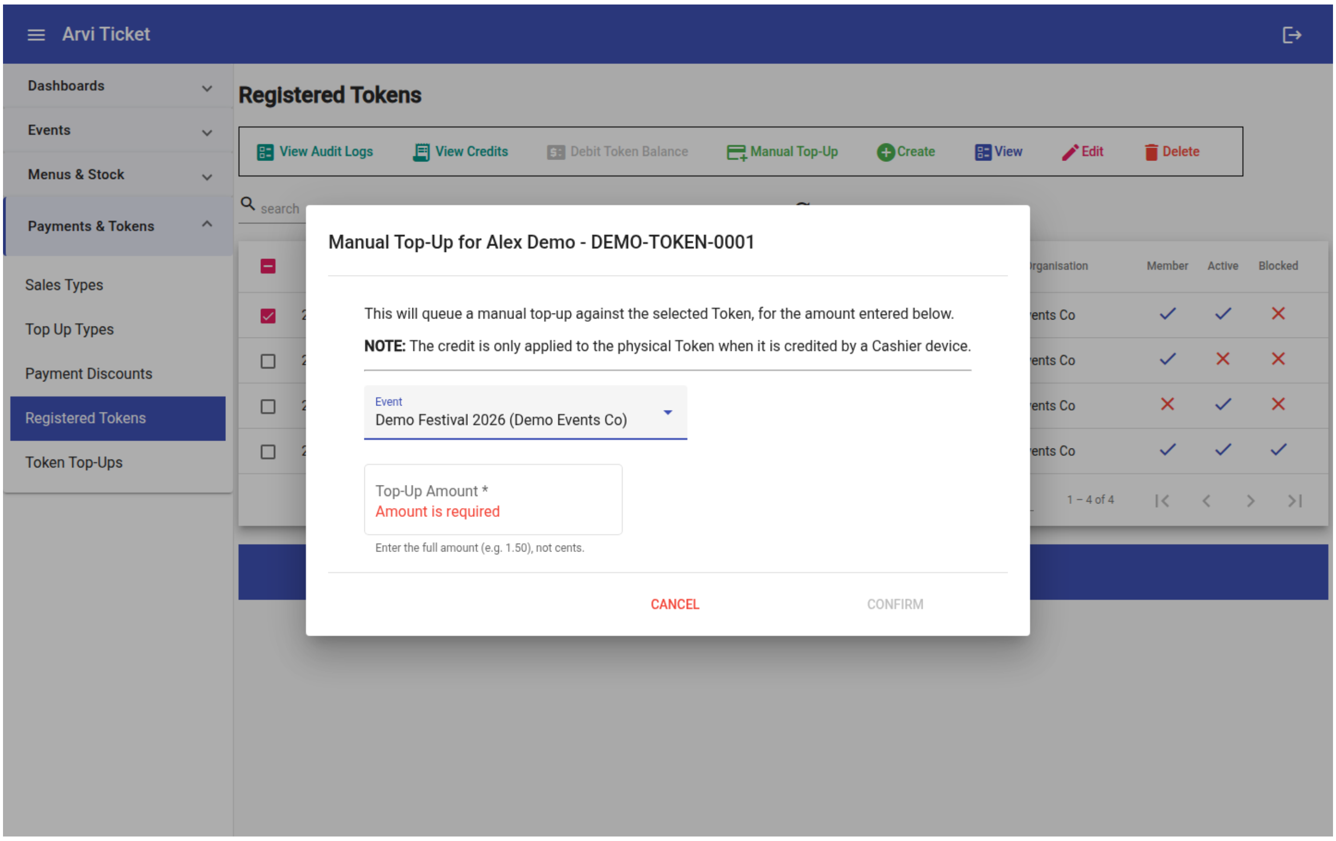


Figure 27. The Manual Top-Up dialog.

A manual top-up is only **queued**. The credit is not on the attendee's token yet — it is written to the physical token the next time it is presented to a **Cashier** POS device (via **Fetch Token Credit**).

Debit Token Balance

This does **not** take money off the physical token. It records a negative "Cash Out" transaction so the **reporting and accounting figures** can be corrected — the balance still sitting on the chip is unchanged. The dialog says as much:

> This will create a "Cash Out" Transaction against the selected Token, for the amount entered below. **NOTE:** This will **NOT** change the amount available on the physical Token! This is for correcting Reporting entries only.

The **Debit Token Balance** button stays greyed out unless the selected token is **Blocked**. Block the token first if you need to make this correction.

Token Top-Ups is the ledger of all top-up transactions — event, token, provider, status, amounts, who created it, and references. Select a pending row and use **Cancel Top-Up** to cancel it.

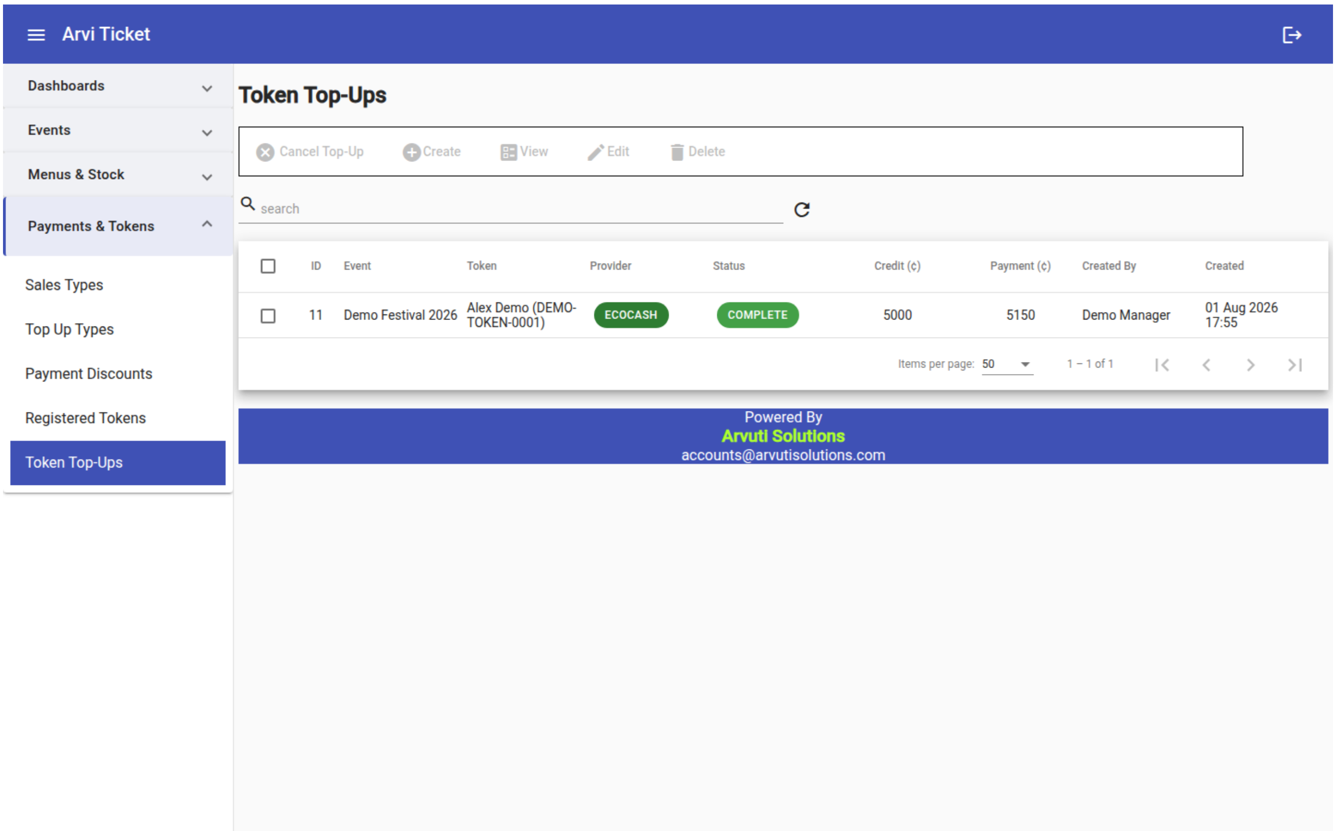


Figure 28. The Token Top-Ups ledger.

3.8. Running reports

Open **Reports**. Pick a report from the dropdown, fill in its parameters (date ranges and event / vendor filters), and load it.

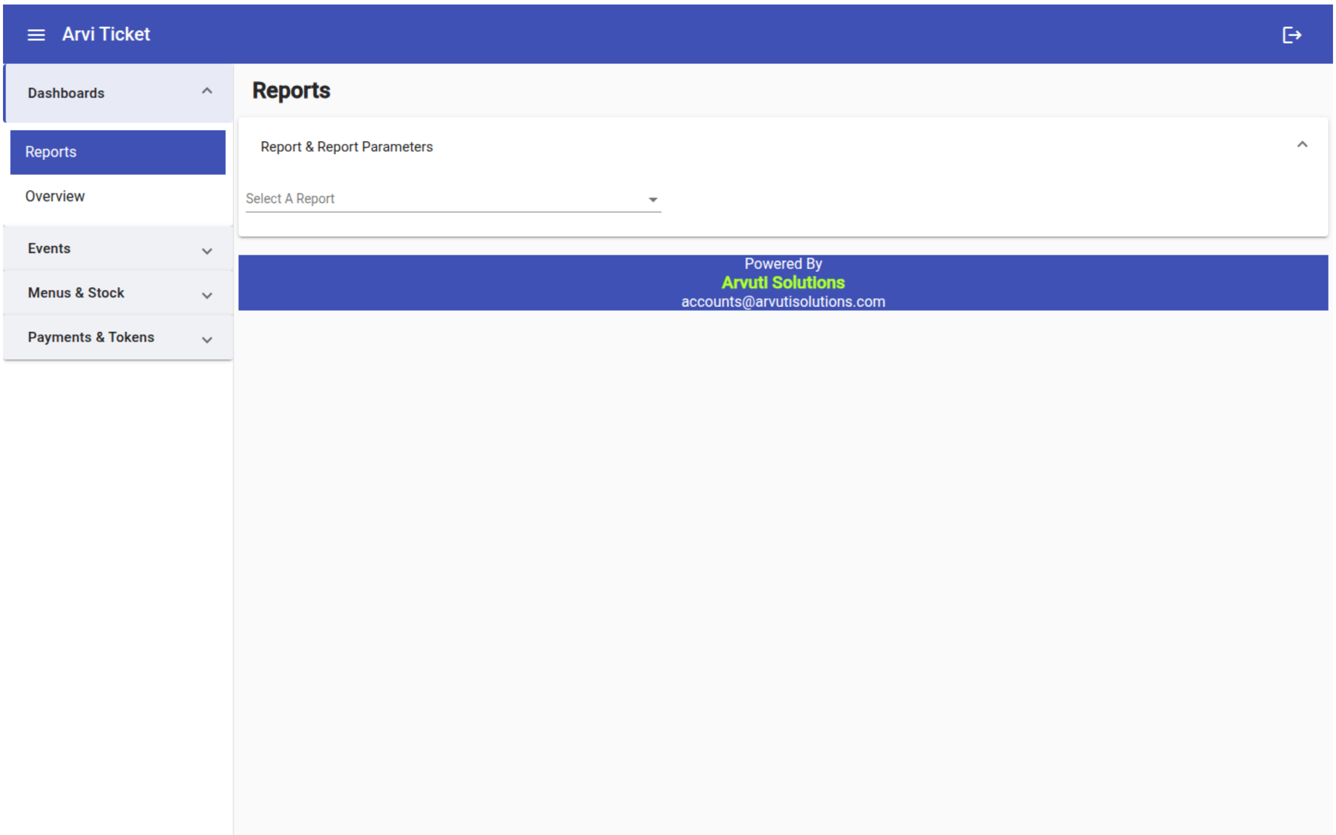


Figure 29. The Reports screen: choose a report from the dropdown.

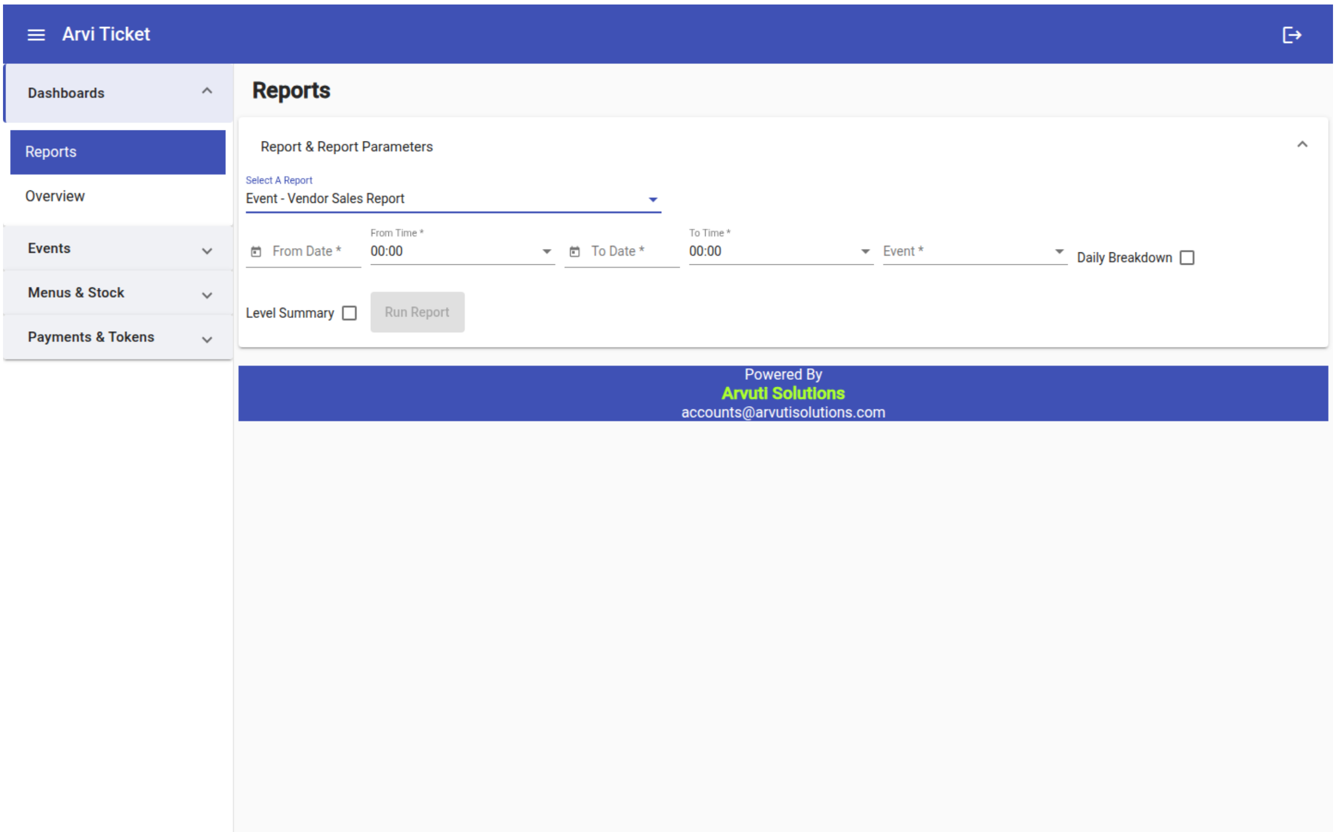


Figure 30. Each report exposes its own parameters — here the Vendor Sales report's date range and event filter.

Reports available to event managers:

Report	Shows
Event – Vendor Sales Report	Sales totals per vendor for an event.
Event – Vendor Transactions Report	Individual transactions per vendor.
Event – Cashier Transaction Report	Transactions and amounts by cashier.
Event – Token Balances Report	Outstanding balances still held on tokens.
User – Token Transaction & Balance Report	Per-token transaction history and balance.
Event – Device Sync Report	POS device sync status and activity.
Stock – Inventory Report	Current stock levels.
Stock – Inventory Transactions Report	Stock movement history.

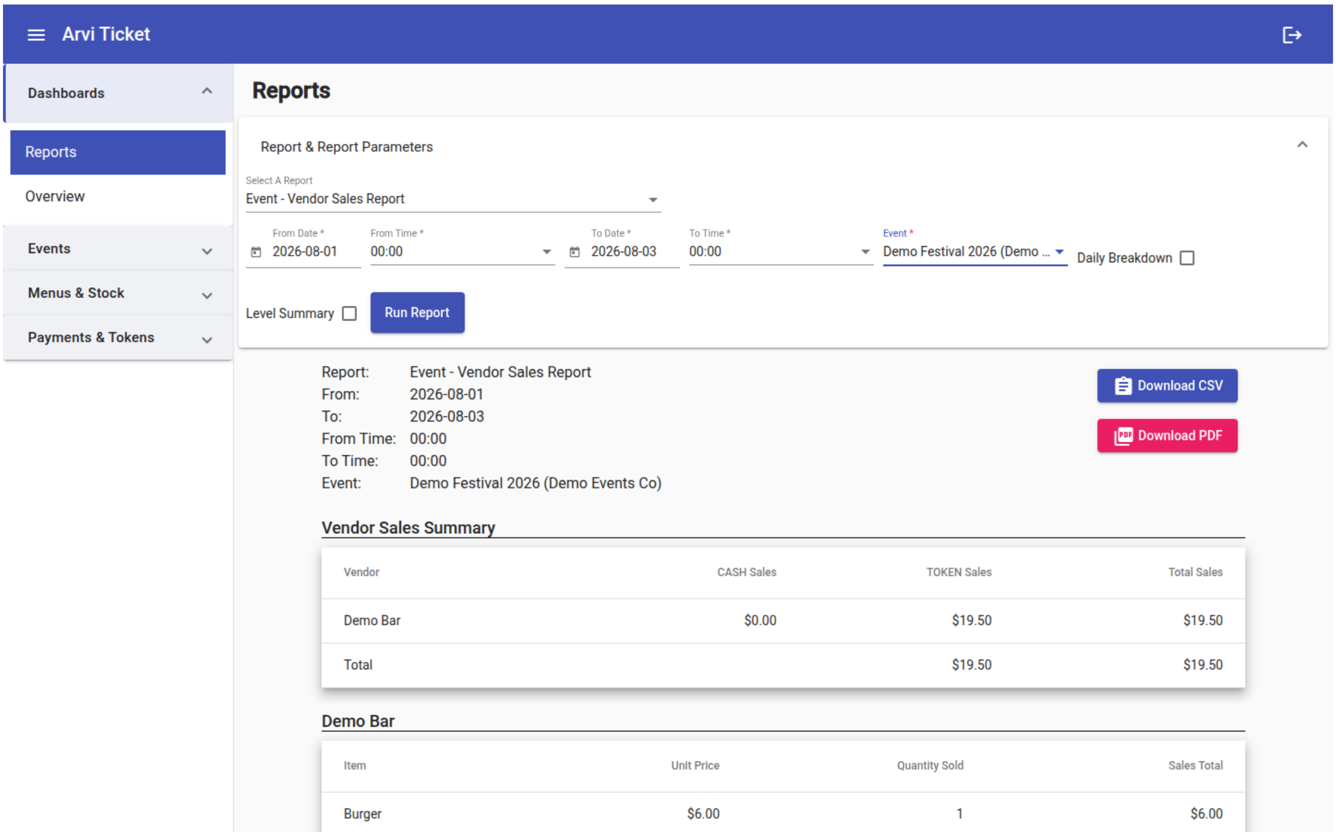


Figure 31. A loaded Vendor Sales report, ready to print.

The **Overview** dashboard lets you select your organiser and view its account **statement** over a date range.

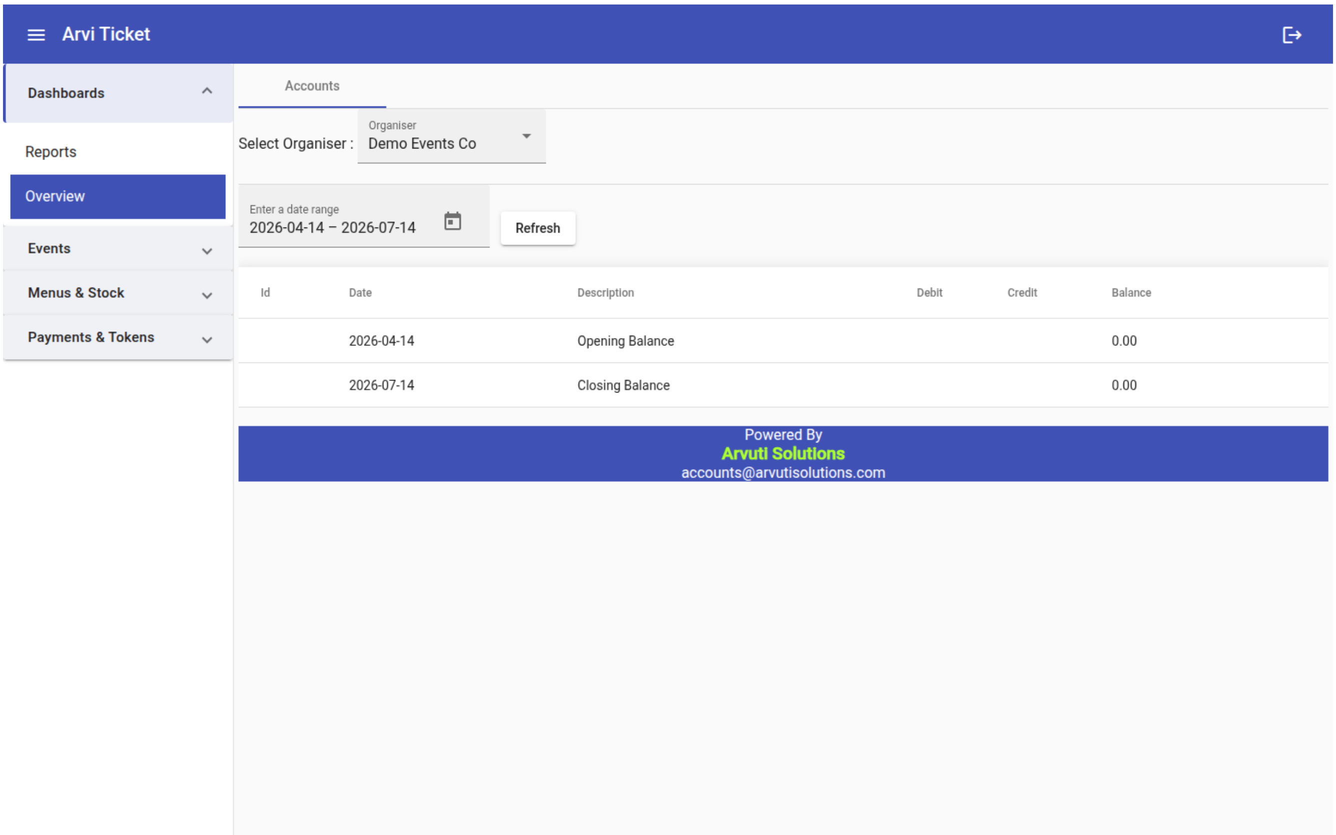


Figure 32. The organiser account statement on the Overview dashboard.

Chapter 4. Cardholder guide

This short guide is for **attendees** — the people carrying an Arviticket token. It covers the self-service web portal you reach by scanning the QR code on your token, where you can check your balance, review your purchases, register your token to yourself, and set a PIN.

> You don't log in. Each screen opens straight from the QR code / link on your token, which already identifies it — so anyone with the token can see its balance.

4.1. Checking your balance and transactions

Scan the QR code on your token (or open the link you were given). The **Balance & Transactions** screen opens.

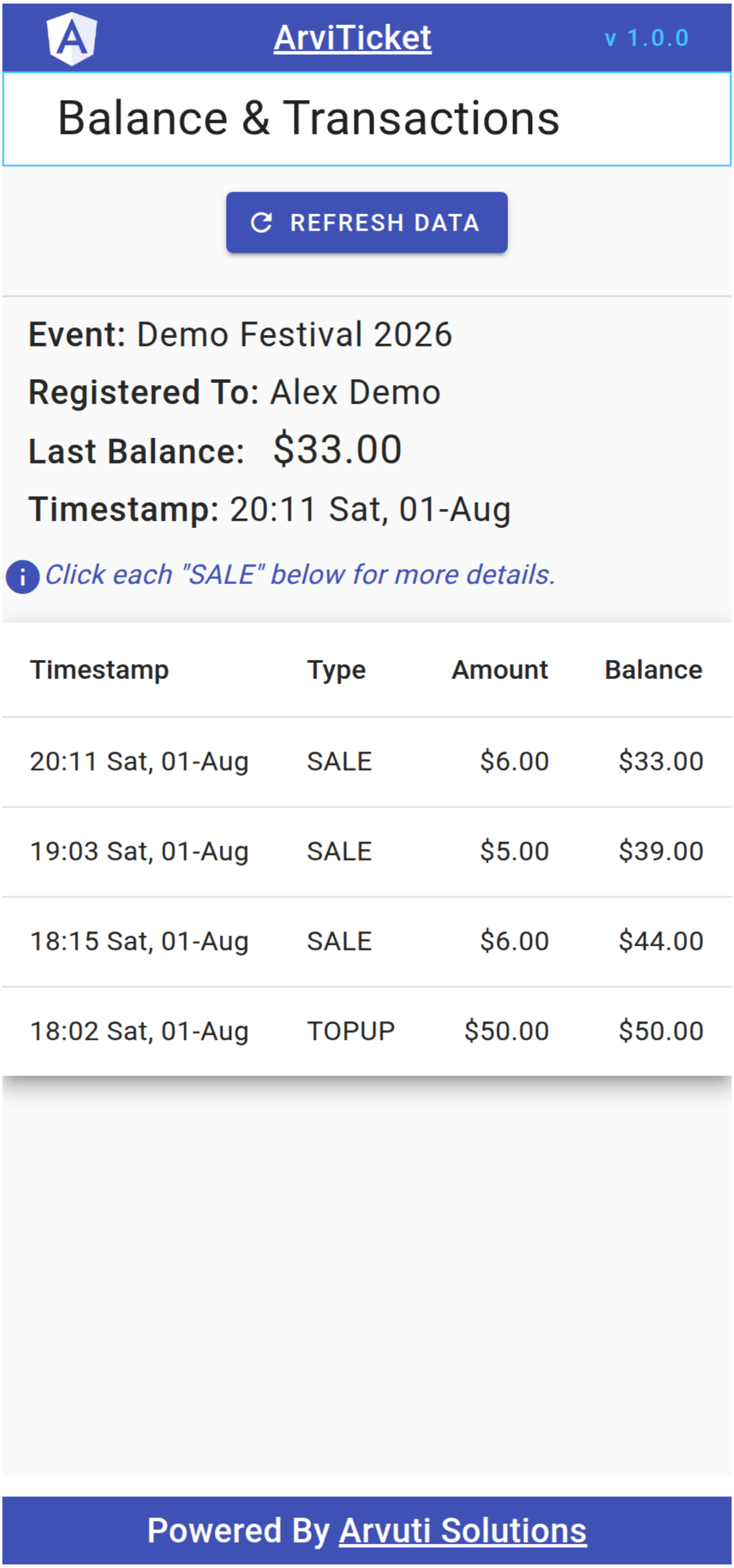


Figure 33. The Balance & Transactions screen for a token.

It shows:

- **Event** — the event your token belongs to.
- **Registered To** — your name, if the token has been registered (otherwise "n/a").
- **Last Balance** — the most recent balance recorded for the token, with its timestamp.
- A **table of transactions** — each top-up and sale, with its time, type, amount, and the running balance.

Tap **REFRESH DATA** to pull the latest figures.

Tap any **SALE** row to expand it and see the vendor and the individual items you bought.

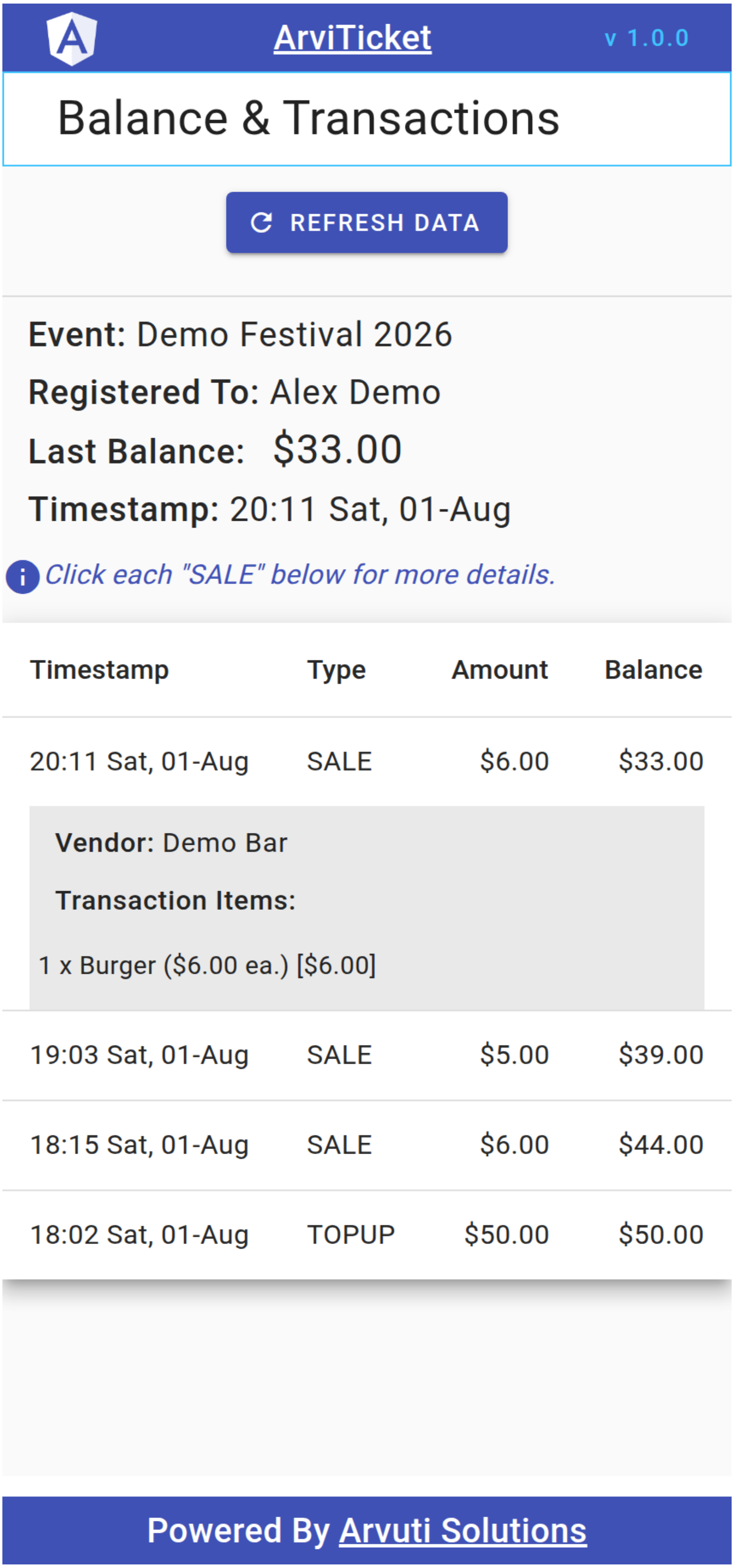


Figure 34. Expanding a sale shows the vendor and item lines.

The balance shown here is the **last balance the system recorded**. Because the authoritative balance lives on the token's chip and updates offline at the POS device, the most up-to-date figure is always the one on the token itself.

4.2. Registering your token to yourself

Registering a token links it to your name and contact details, so staff can recognise it and you can protect it with a PIN.

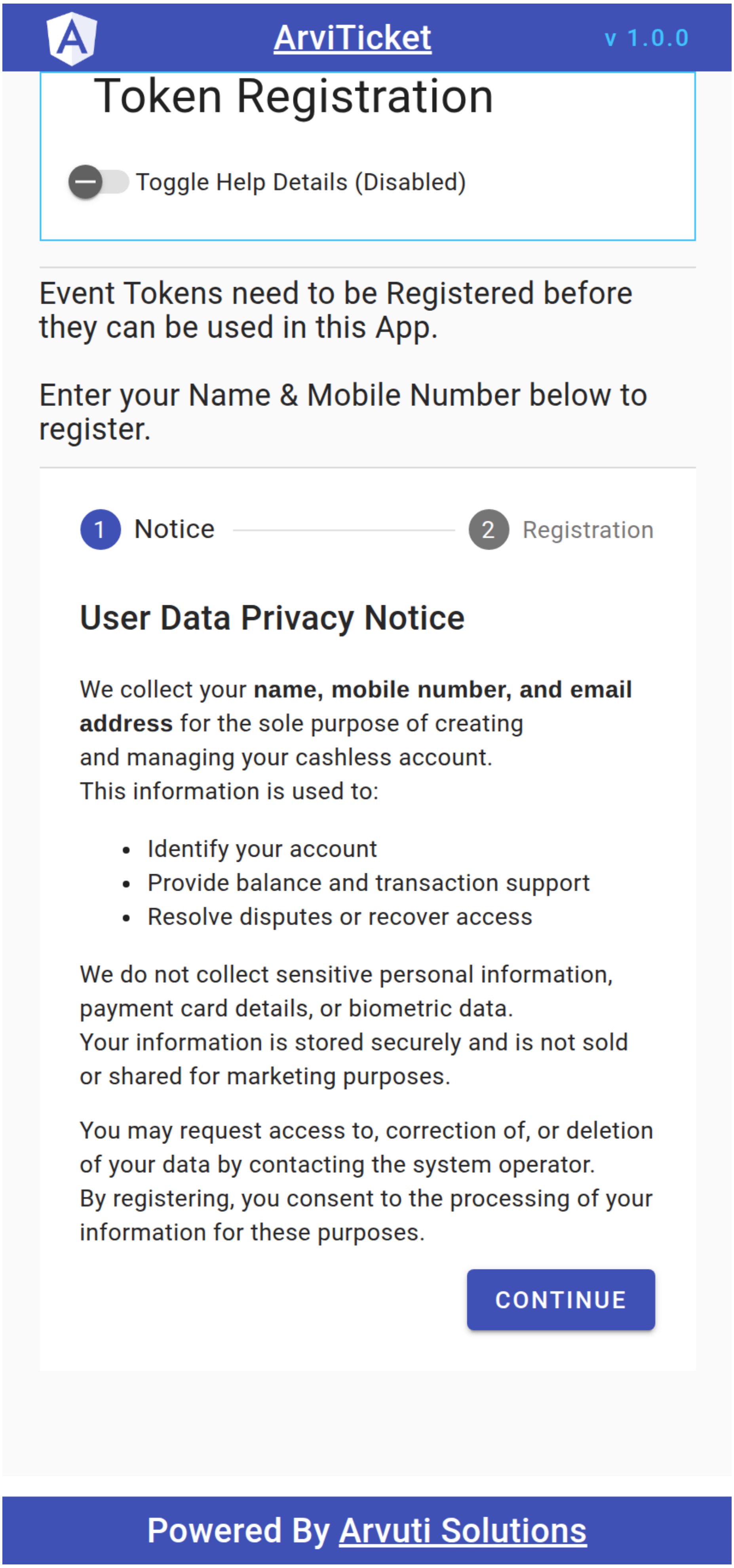


Figure 35. The token registration form.

Fill in:

- **Name**
- **Country Code** and **Mobile No.** (excluding the country code)
- **Email** (optional)
- **PIN** and **Confirm Token PIN** (optional) — set one if you want your token protected

The **Token** field is shown read-only — it's your token's ID and can't be changed.

4.3. Changing your PIN

If your token has a PIN, you can change it from the **PIN change** screen (reached from your token's link). Enter your new PIN and confirm it.

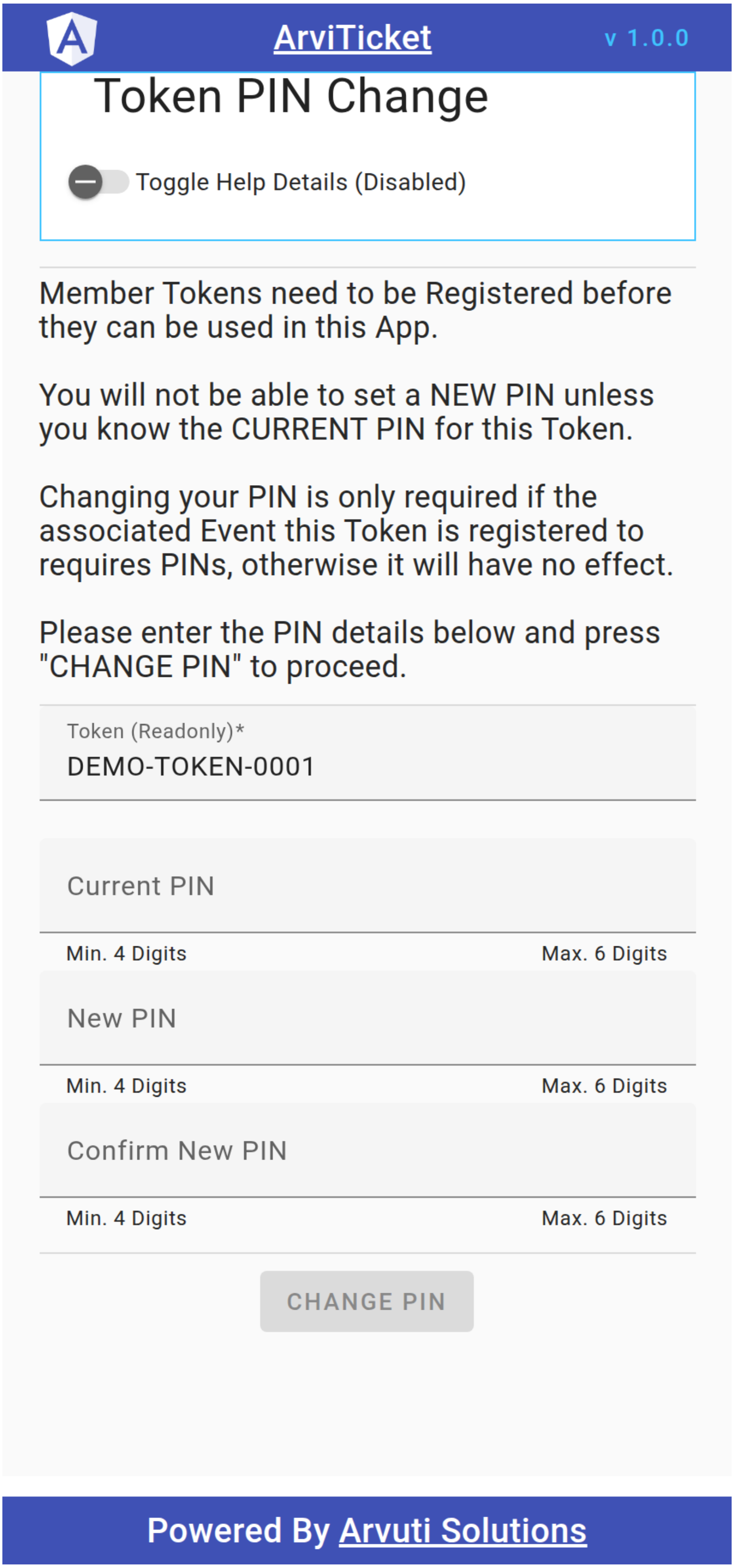


Figure 36. The PIN change screen.

4.4. Topping up

Credit is added to your token at a **cashier desk** (cash or card) or, where the event supports it, through an **online payment**. Once a top-up is loaded onto your token, it appears in your transaction list here.

> This portal is for *viewing* your token and managing your details — it does not take payments. To add credit, visit a cashier or use the online payment link provided for your event.