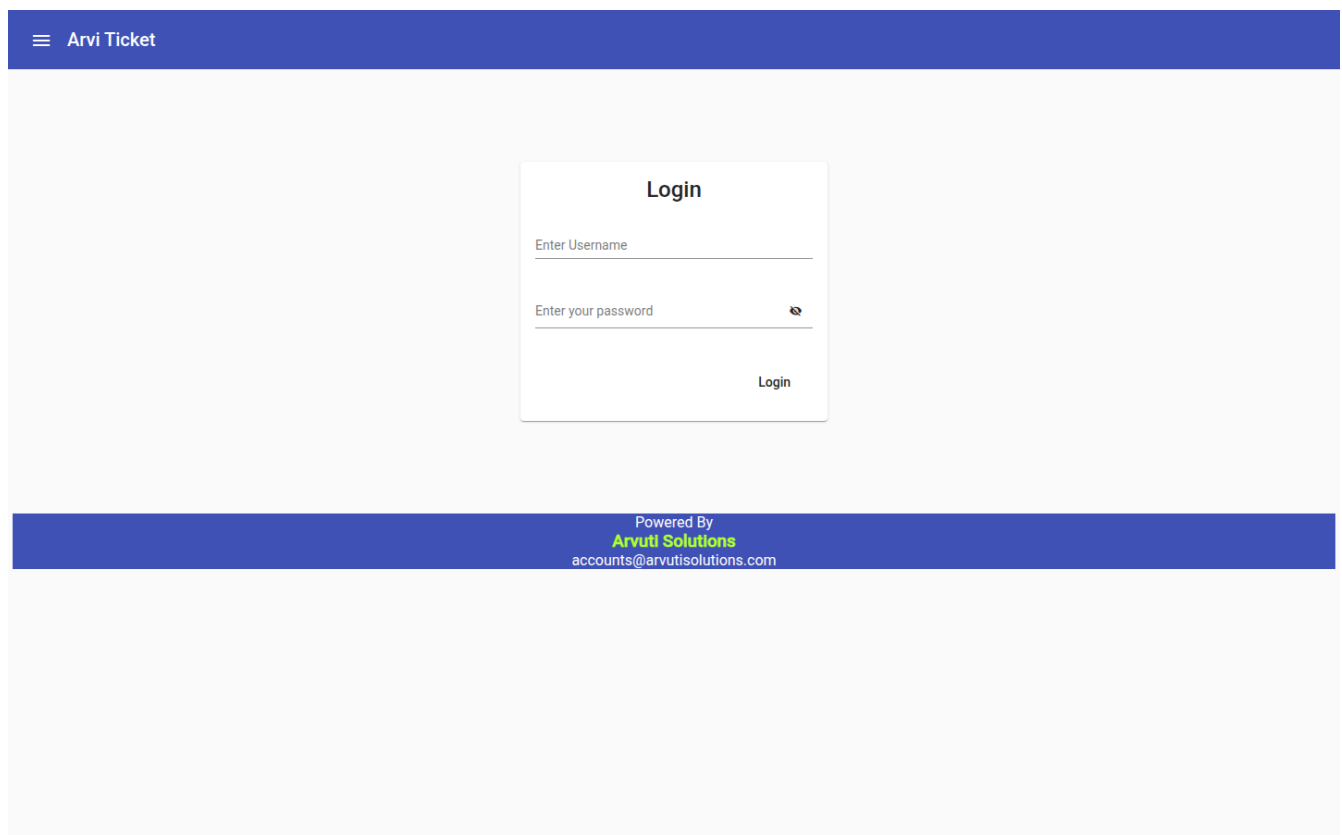


Event manager guide

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.

Signing in and finding your way around



The screenshot shows the Arvi Ticket login interface. At the top is a blue navigation bar with the text "Arvi Ticket" and a hamburger menu icon. The main body is a light gray area containing a white login form. The form is titled "Login" and includes two input fields: "Enter Username" and "Enter your password". The password field has a small eye icon to its right. Below the fields is a "Login" button. At the bottom of the page is a blue footer bar with the text "Powered By Arvuti Solutions" and the email address "accounts@arvutisolutions.com".

Figure 1. 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.

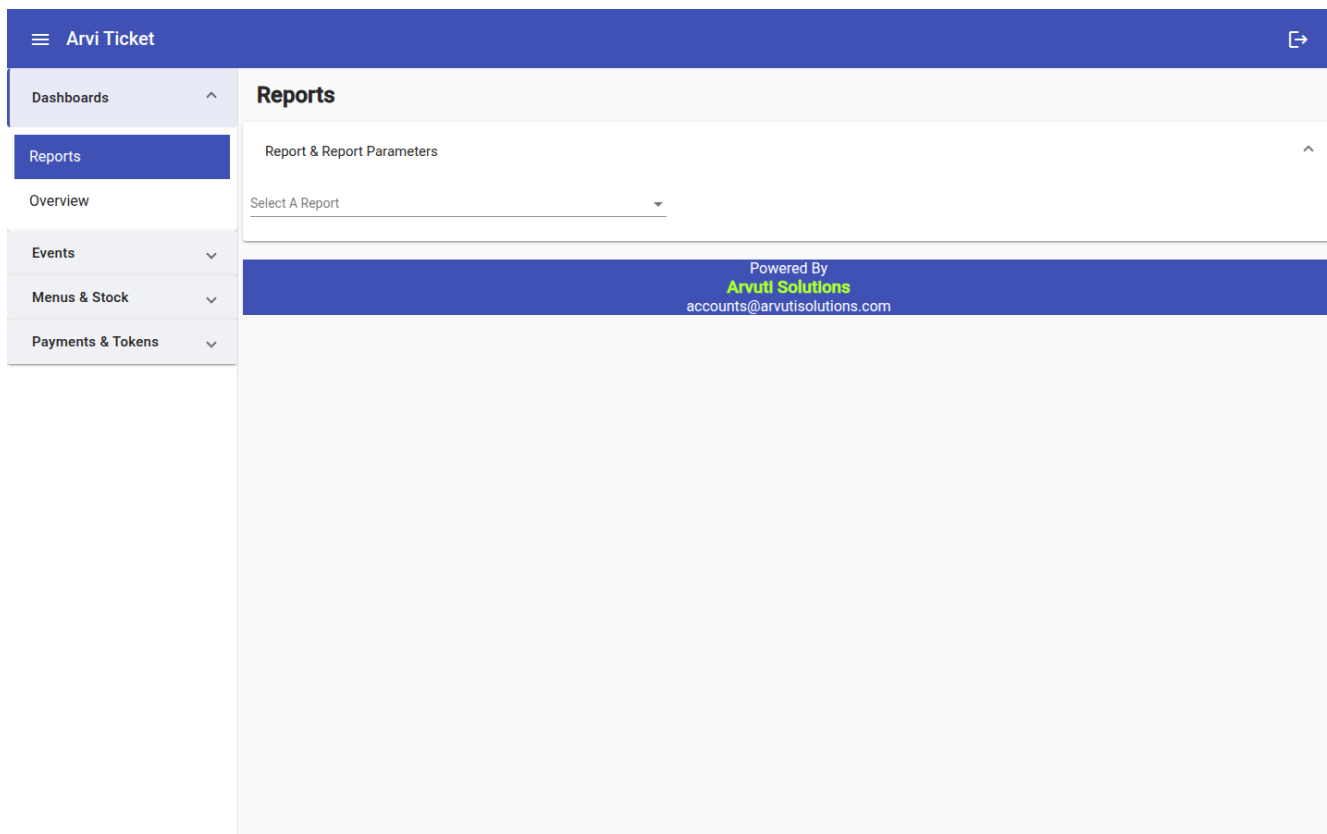


Figure 2. The sidebar navigation for an event manager.

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.

NOTE

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

Setting up an event

Open **Events** from the sidebar.

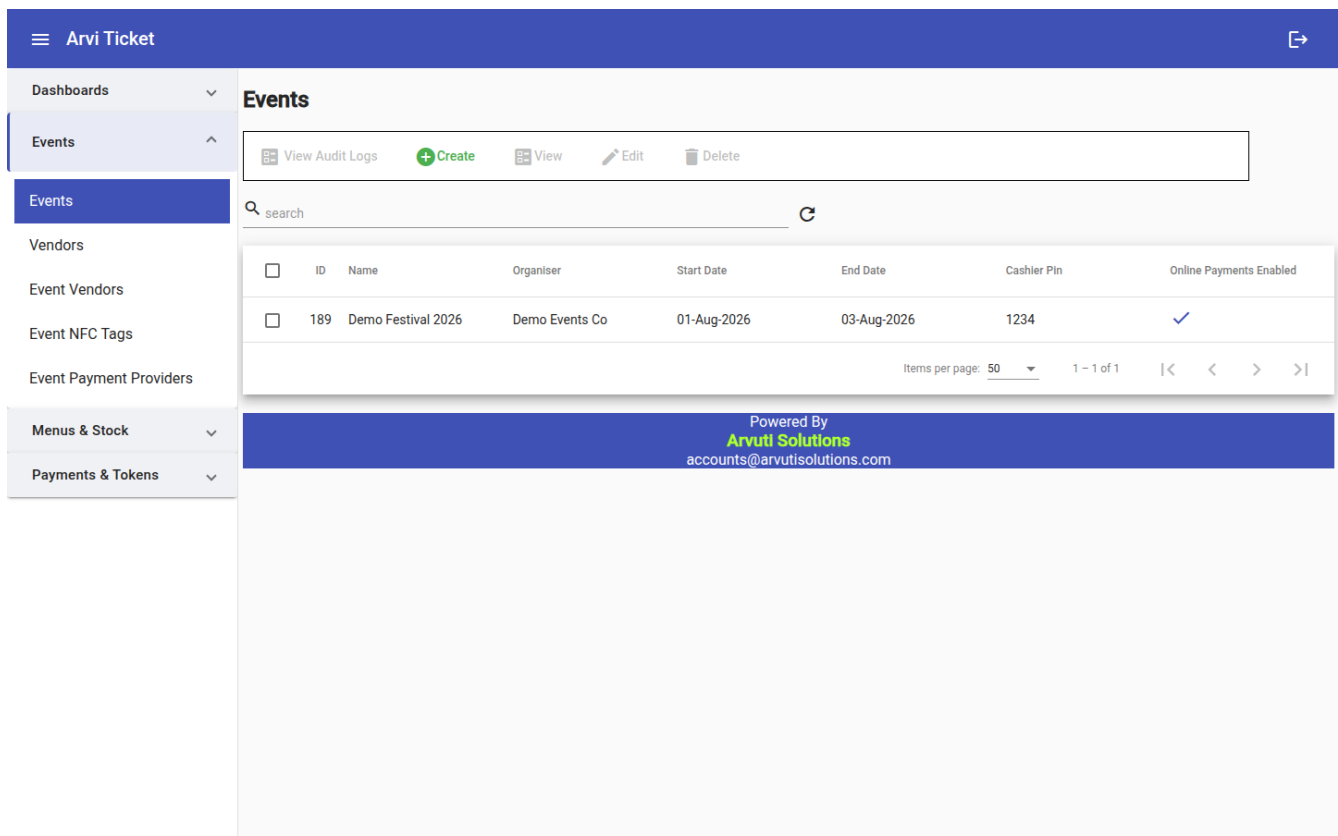


Figure 3. The Events list.

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.

NOTE

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

"Charged To User", the rate is "Charge To User".)

The screenshot displays the 'Arvi Ticket' web application interface. A modal window titled 'Create Events' is open in the center. The modal contains the following fields and options:

- Event Organiser ***: A dropdown menu.
- Name ***: A text input field.
- Start Date *** and **End Date ***: Date selection fields.
- Cashier Pin ***: A text input field.
- Token Authentication Required**: A checkbox.
- NFC Tag Charged To User**: A checkbox.
- Commission % Charged To User**: A checkbox.
- Commission % Charge To User**: A text input field with a note: 'Enter value between 0 and 1 (e.g. 0.05 = 5%)'.
- Online Payments Enabled**: A checkbox.
- Manual Credit Max**: A text input field with a note: 'Maximum per manual credit'.

At the bottom of the modal are two buttons: 'CANCEL' (in red) and 'CREATE'.

The background shows the 'Events' section of the application, with a sidebar menu on the left containing 'Dashboards', 'Events', 'Vendors', 'Event Vendors', 'Event NFC Tags', 'Event Payment Providers', 'Menus & Stock', and 'Payments & Tokens'. The main content area displays a table with columns for 'ID' and 'Name', and a 'View Audit Logs' button.

Figure 4. 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**.

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.

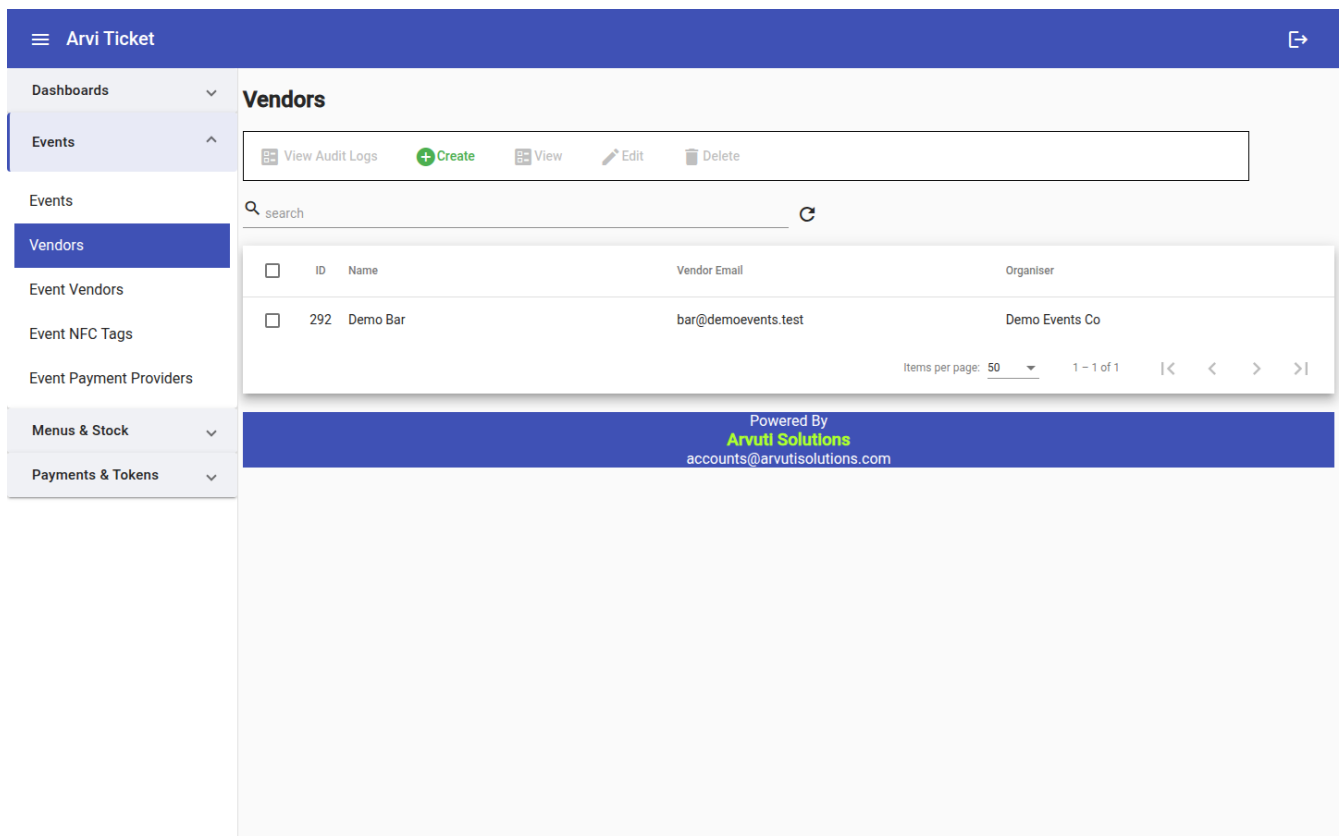


Figure 5. The Vendors list.

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

IMPORTANT

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**.

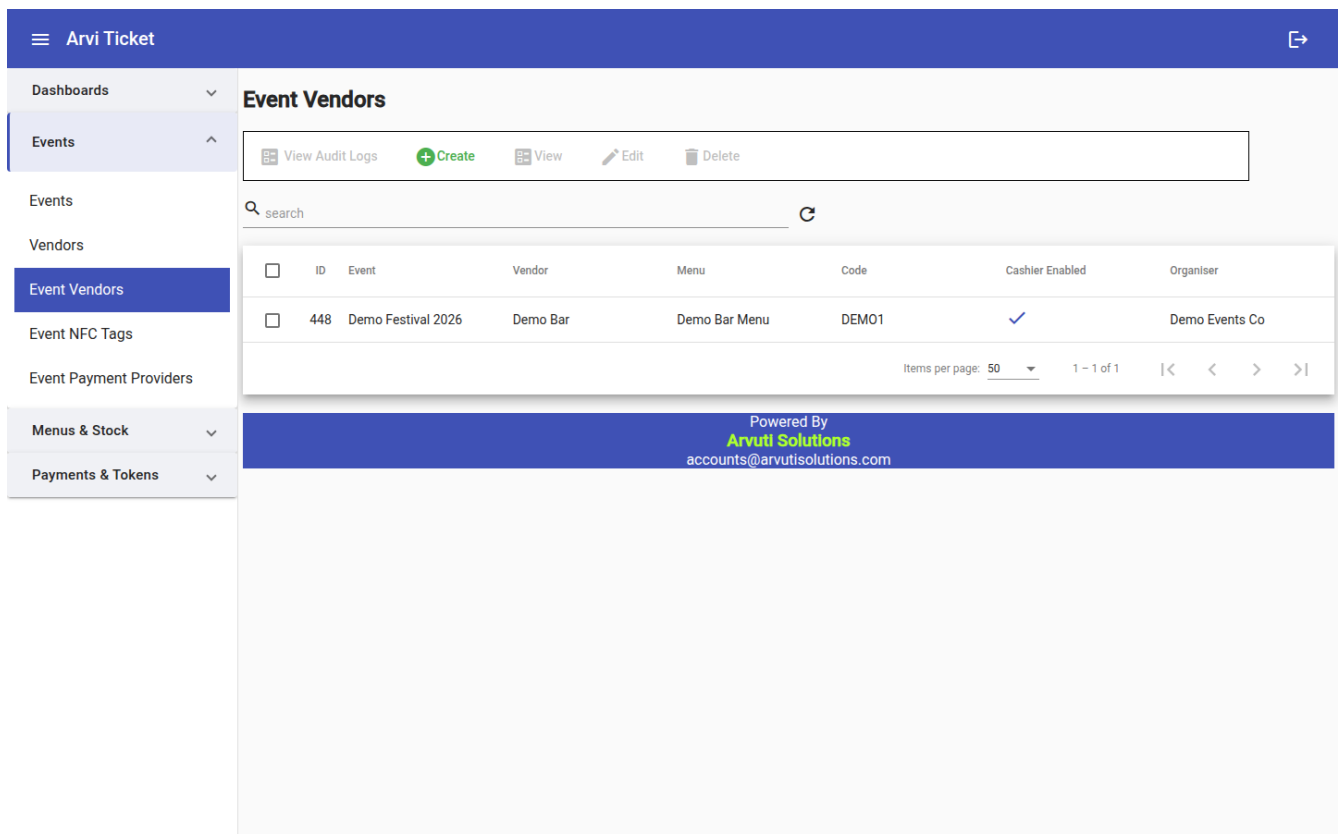


Figure 6. The Event Vendors list ties a vendor to an event with its menu and payment options.

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.

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**.

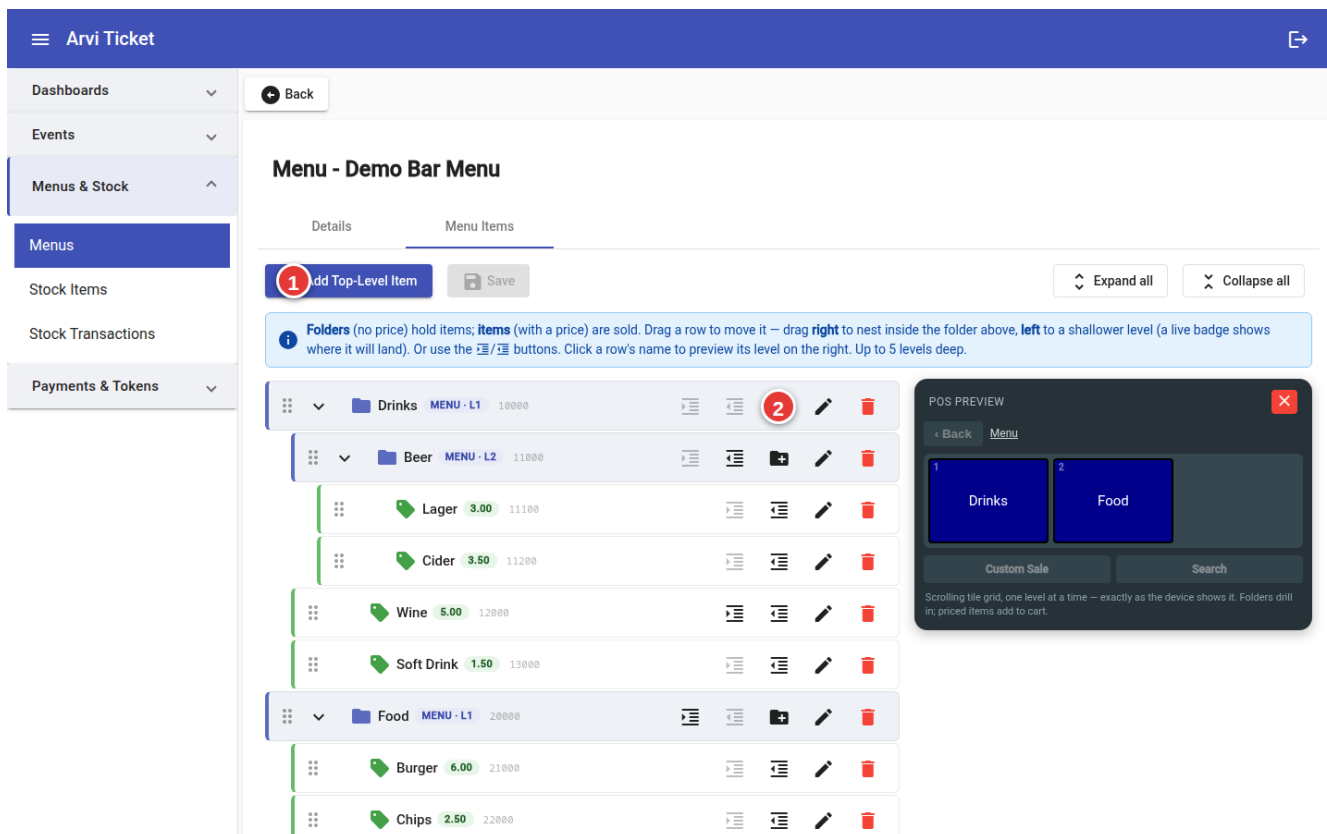


Figure 7. The menu tree editor, with a live POS preview of how it looks on the POS device. Callout 1 is **Add Top-Level Item** (adds a root row); callout 2 is the **folder-plus** icon that adds a row inside that folder — see [Adding rows](#).

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.

TIP

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

WARNING

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.

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.

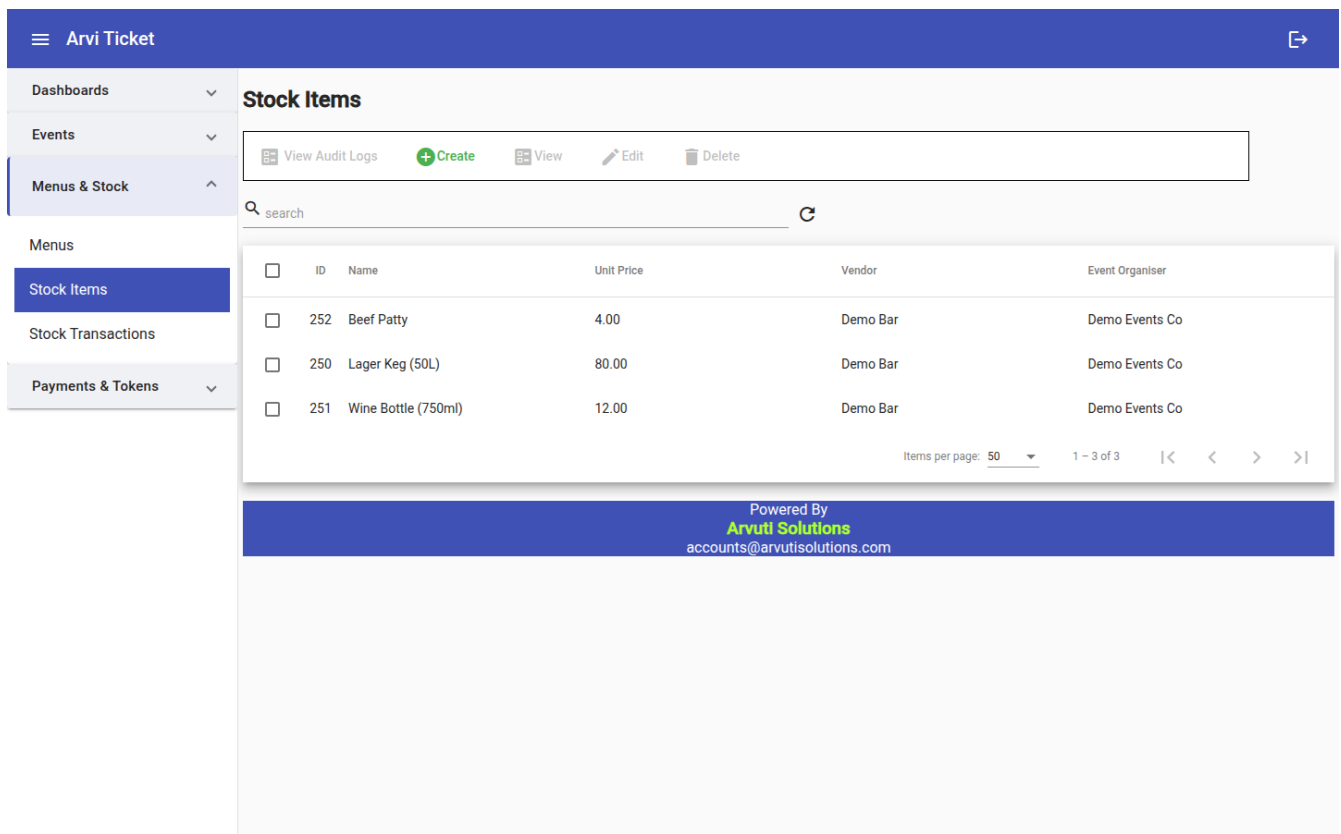


Figure 8. The Stock Items catalogue.

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.

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.

Arvi Ticket

Dashboards

Events

Menus & Stock

Payments & Tokens

Sales Types

Top Up Types

Payment Discounts

Registered Tokens

Token Top-Ups

Sales Types

View Audit Logs

Create

View

Edit

Delete

search

	ID	Name	Organiser
☐	1	TOKEN	
☐	2	CASH	
☐	8	CASH	Demo Events Co
☐	7	TOKEN	Demo Events Co

Items per page: 501 - 2 of 2

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Figure 9. 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.

Arvi Ticket

Dashboards

Events

Events

Vendors

Event Vendors

Event NFC Tags

Event Payment Providers

Menus & Stock

Payments & Tokens

Payment Providers

Create View Edit Delete

search

☐	Event	Organiser	Provider	Enabled
☐	Demo Festival 2026	Demo Events Co	ECOCASH	✓

Items per page: 50 1 - 1 of 1

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Figure 10. Configuring an online payment provider for an event.

Managing tokens

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

Arvi Ticket

Dashboards

Events

Menus & Stock

Payments & Tokens

Sales Types

Top Up Types

Payment Discounts

Registered Tokens

Token Top-Ups

Registered Tokens

View Audit Logs View Credits Debit Token Balance Manual Top-Up Create View Edit Delete

search

☐	ID	Tag #	Name	Phone	Email	Member Organisation	Member	Active	Blocked
☐	2024	DEMO-TOKEN-0001	Alex Demo	712000001	alex@demoevents.test	Demo Events Co	✓	✓	✗
☐	2025	DEMO-TOKEN-0002	Bailey Demo	712000002	bailey@demoevents.test	Demo Events Co	✓	✗	✗
☐	2026	DEMO-TOKEN-0003	Casey Demo	712000003	casey@demoevents.test	Demo Events Co	✗	✓	✗
☐	2027	DEMO-TOKEN-0004	Devon Demo	712000004	devon@demoevents.test	Demo Events Co	✓	✓	✓

Items per page: 50 1 - 4 of 4

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Figure 11. 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**.

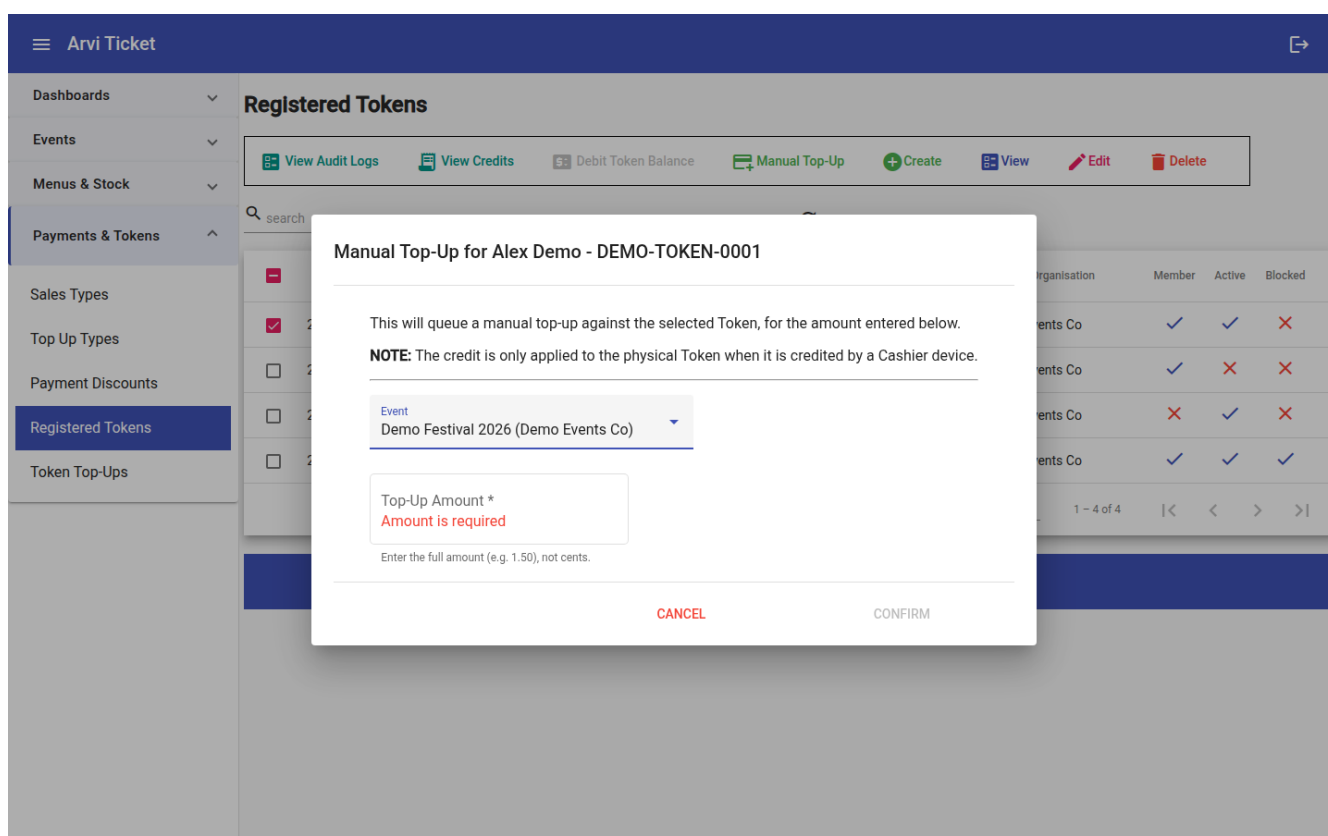


Figure 12. The Manual Top-Up dialog.

IMPORTANT

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.

NOTE

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.

Arvi Ticket	
Dashboards	Token Top-Ups
Events	Cancel Top-Up Create View Edit Delete
Menus & Stock	search
Payments & Tokens	
Sales Types	
Top Up Types	
Payment Discounts	
Registered Tokens	
Token Top-Ups	

ID	Event	Token	Provider	Status	Credit (c)	Payment (c)	Created By	Created
11	Demo Festival 2026	Alex Demo (DEMO-TOKEN-0001)	ECOCASH	COMPLETE	5000	5150	Demo Manager	01 Aug 2026 17:55

Items per page: 50 1 - 1 of 1

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Figure 13. The Token Top-Ups ledger.

Running reports

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

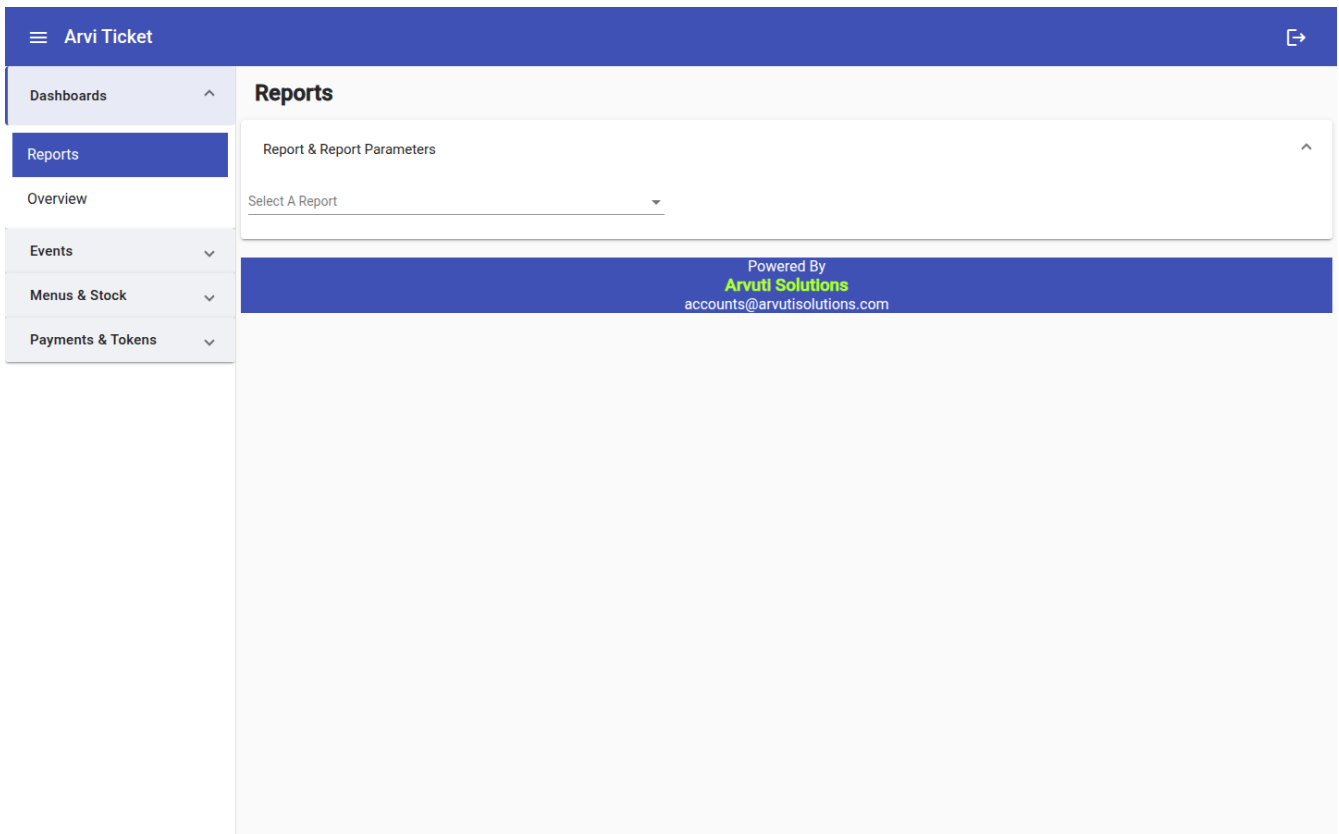


Figure 14. The Reports screen: choose a report from the dropdown.

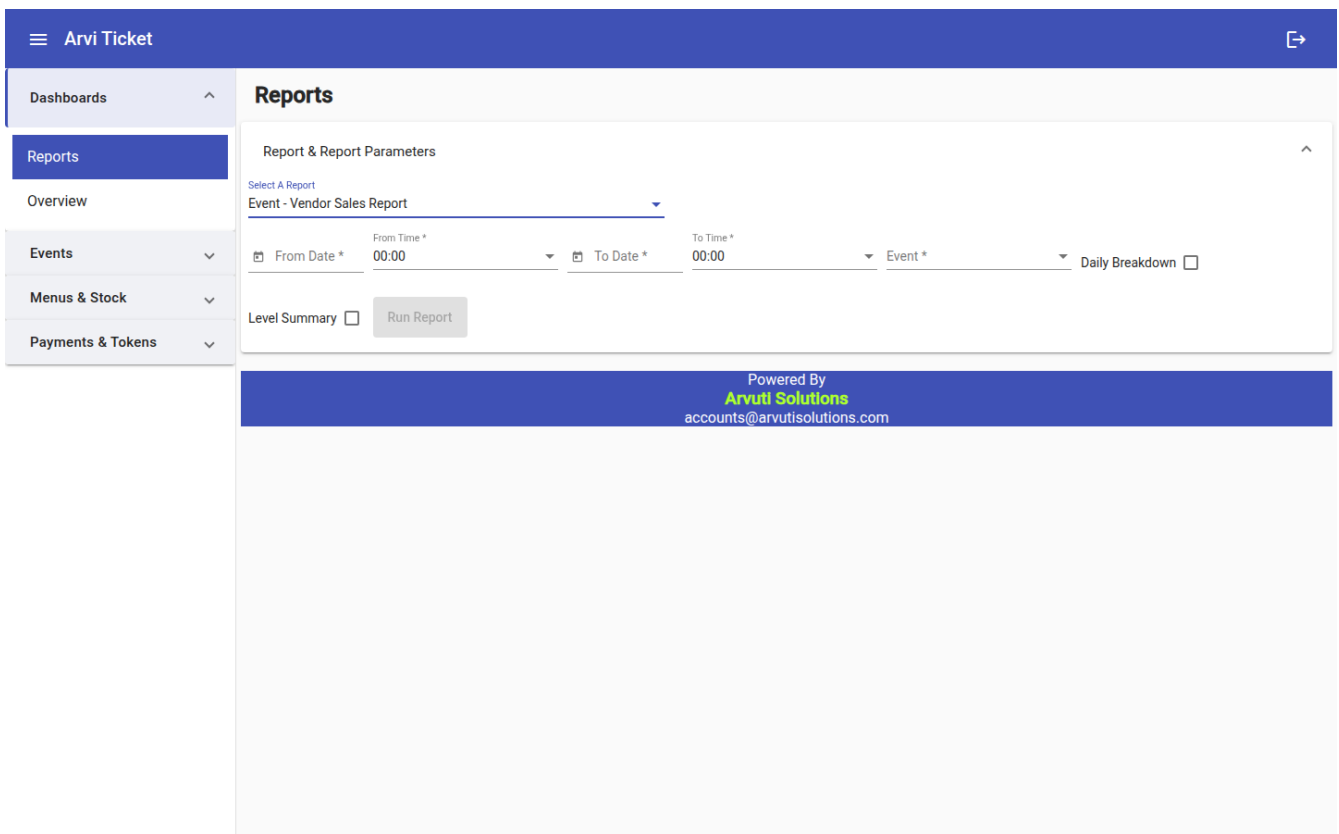


Figure 15. Each report exposes its own parameters — here the Vendor Sales report's date range and event filter.

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.

Arvi Ticket

Dashboards

Reports

Overview

Events

Menus & Stock

Payments & Tokens

Reports

Report & Report Parameters

Select A Report

Event - Vendor Sales Report

From Date *

2026-08-01

From Time *

00:00

To Date *

2026-08-03

To Time *

00:00

Event *

Demo Festival 2026 (Demo ...

Daily Breakdown

☐

Level Summary

Run Report

Report: Event - Vendor Sales Report

From: 2026-08-01

To: 2026-08-03

From Time: 00:00

To Time: 00:00

Event: Demo Festival 2026 (Demo Events Co)

Download CSV

Download PDF

Vendor Sales Summary

Vendor	CASH Sales	TOKEN Sales	Total Sales
Demo Bar	\$0.00	\$19.50	\$19.50
Total		\$19.50	\$19.50

Demo Bar

Item	Unit Price	Quantity Sold	Sales Total
Burger	\$6.00	1	\$6.00

Figure 16. 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.

Arvi Ticket

Dashboards

Reports

Overview

Events

Menus & Stock

Payments & Tokens

Accounts

Organiser

Select Organiser : Demo Events Co

Enter a date range

2026-04-14 - 2026-07-14

Refresh

Id	Date	Description	Debit	Credit	Balance
	2026-04-14	Opening Balance			0.00
	2026-07-14	Closing Balance			0.00

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Figure 17. The organiser account statement on the Overview dashboard.