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.

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).

WARNING	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.

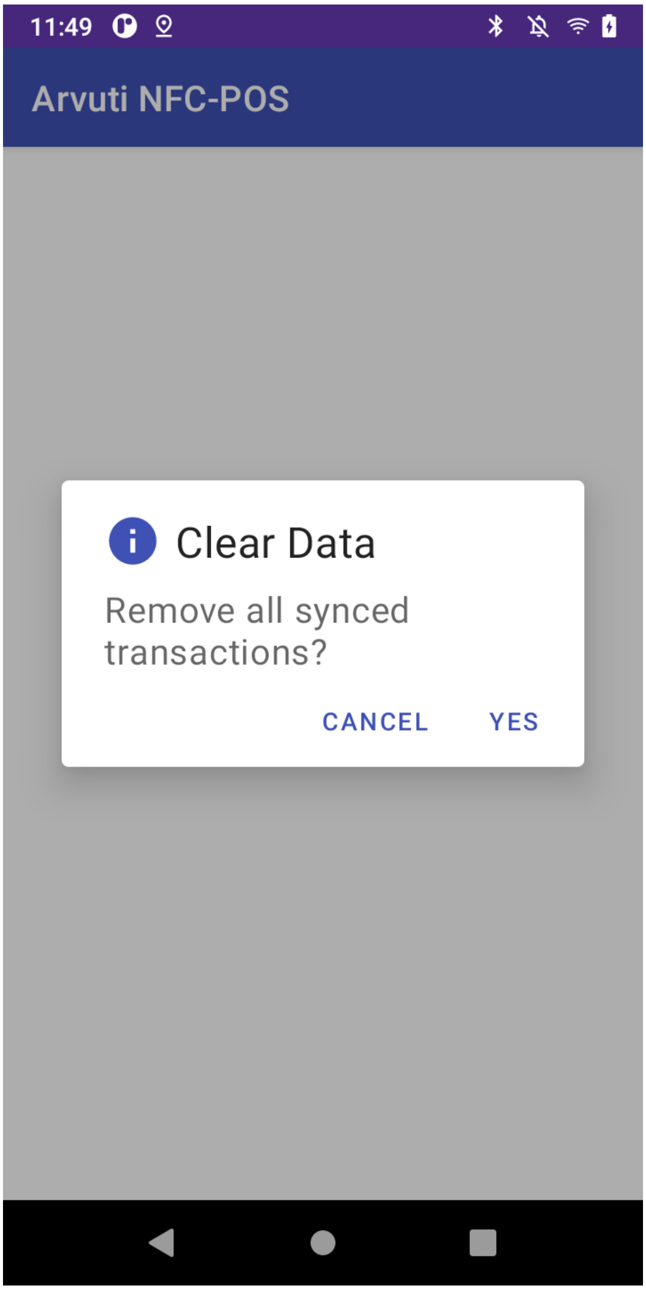


Figure 1. The "Clear Data" confirmation. Destructive actions always ask first.

WARNING	**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.

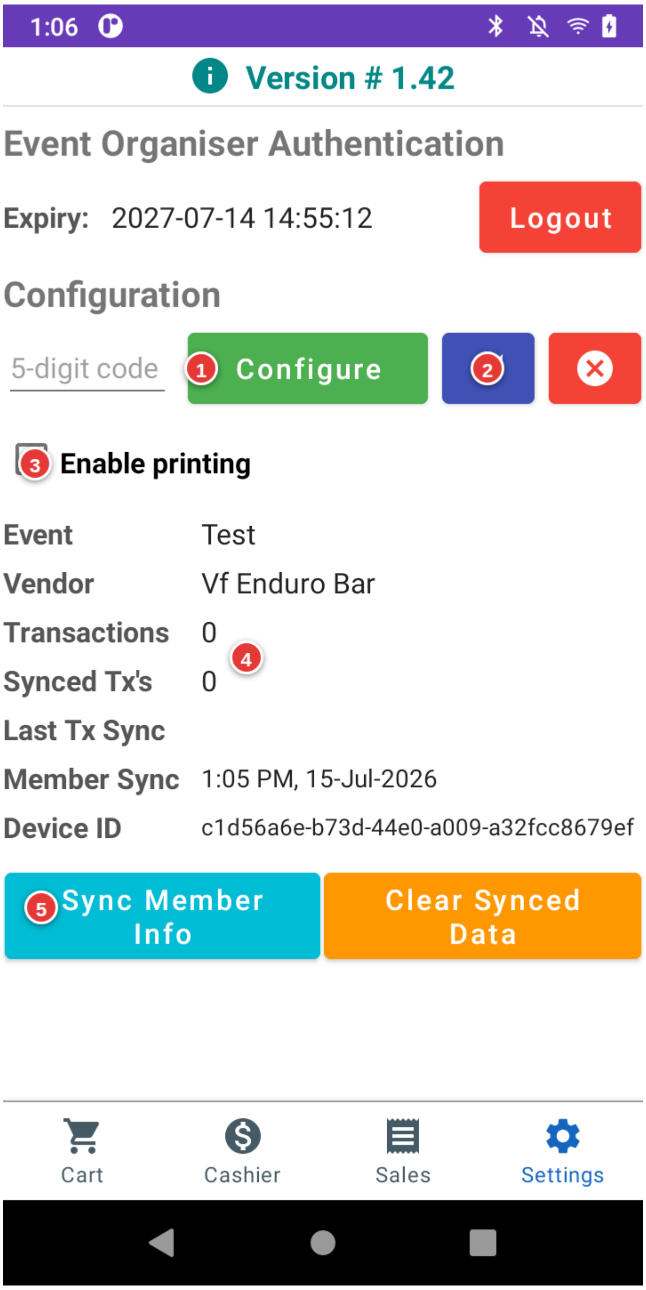


Figure 2. The Settings tab at a glance. When the device is not yet authenticated, the top of this screen instead shows a username / password form and an **Authenticate** *button.*

#	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.

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.

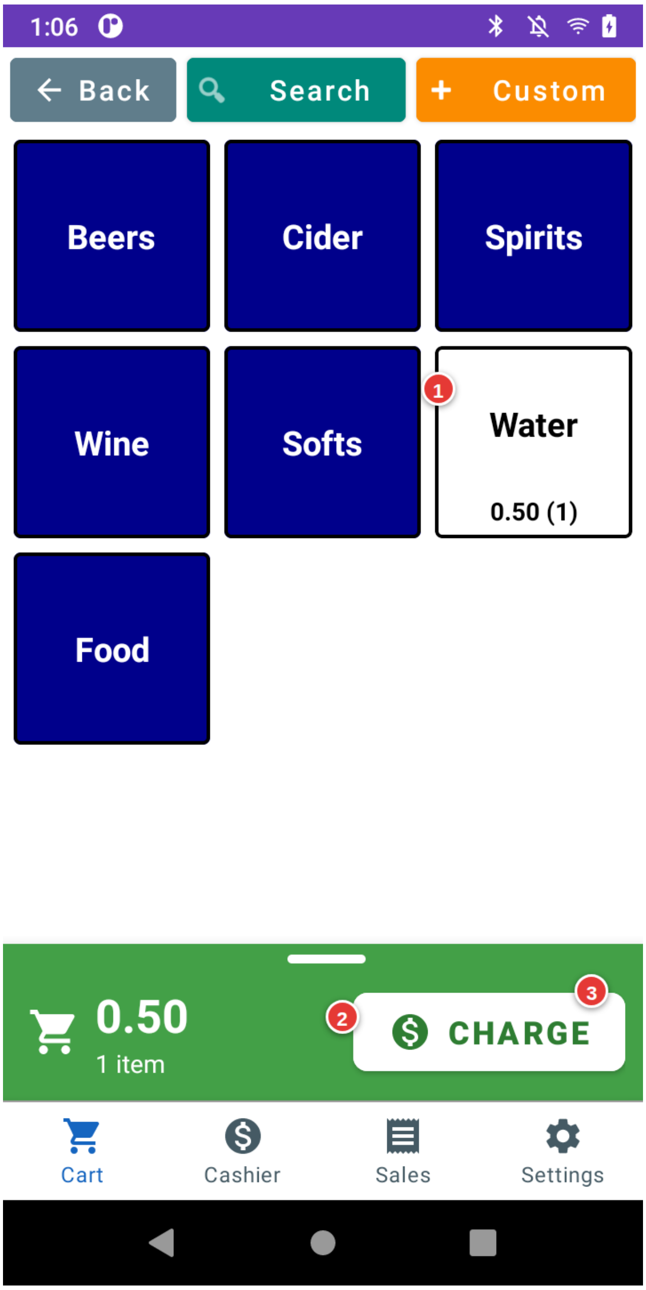


Figure 3. The selling screen with one item in the cart.

#	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.

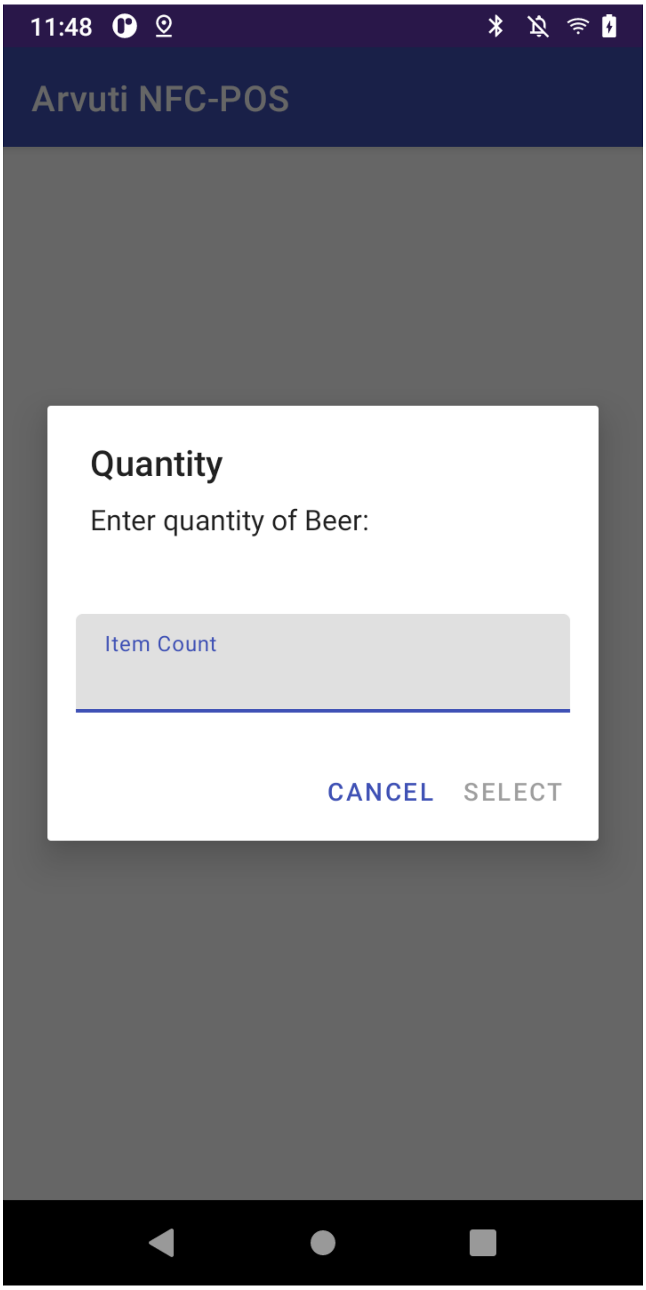


Figure 4. Entering a quantity for an item.

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.

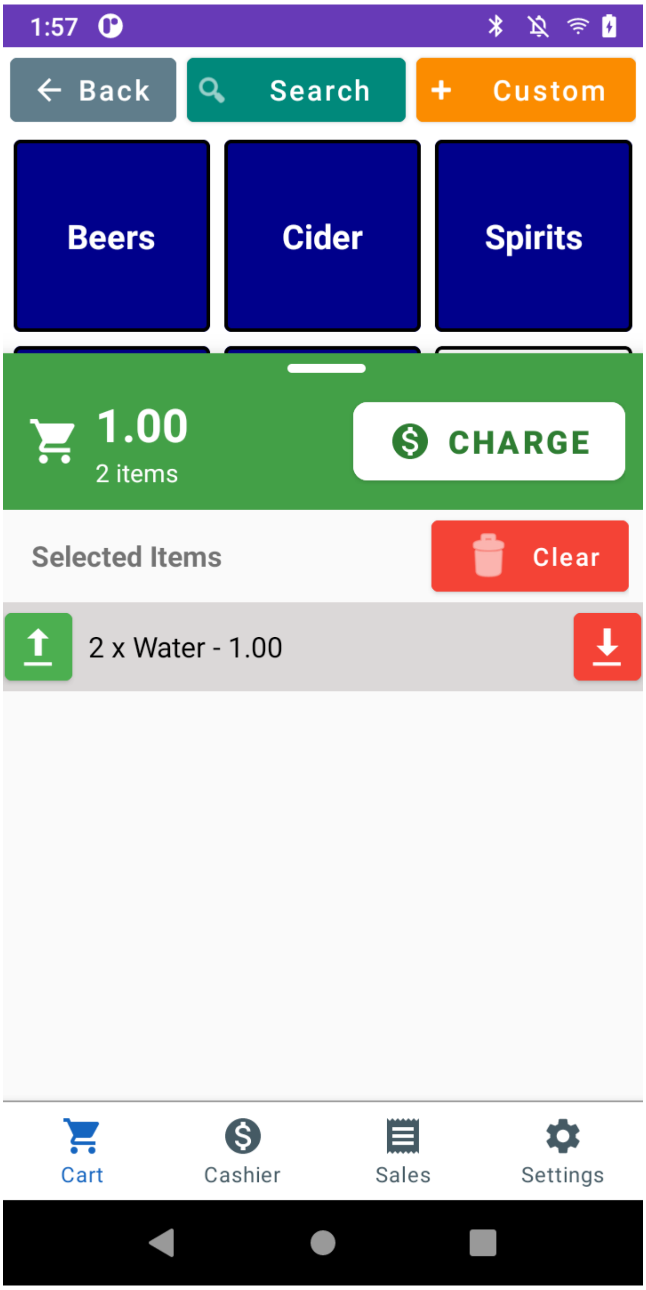


*Figure 5. The cart strip expanded — tapping or dragging it open reveals the **Selected Items** list, per-line up / down adjust arrows, and **Clear**.*

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.

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:

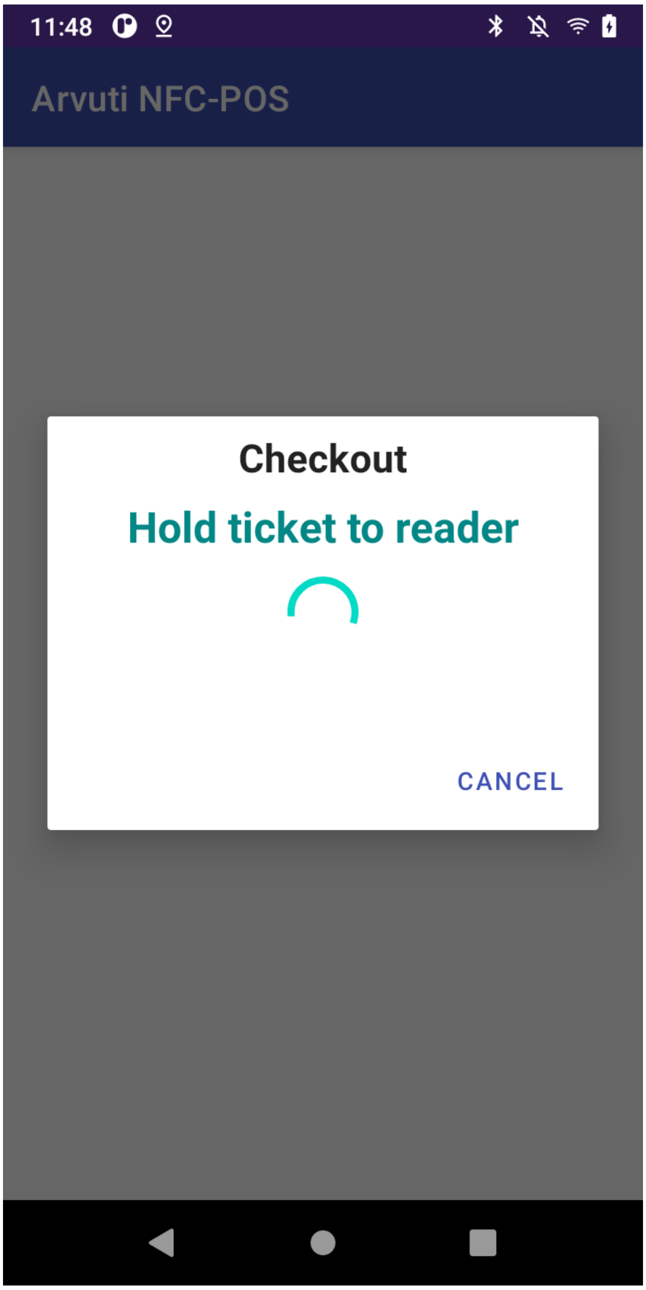


Figure 6. The customer taps their token to pay for a sale.

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.

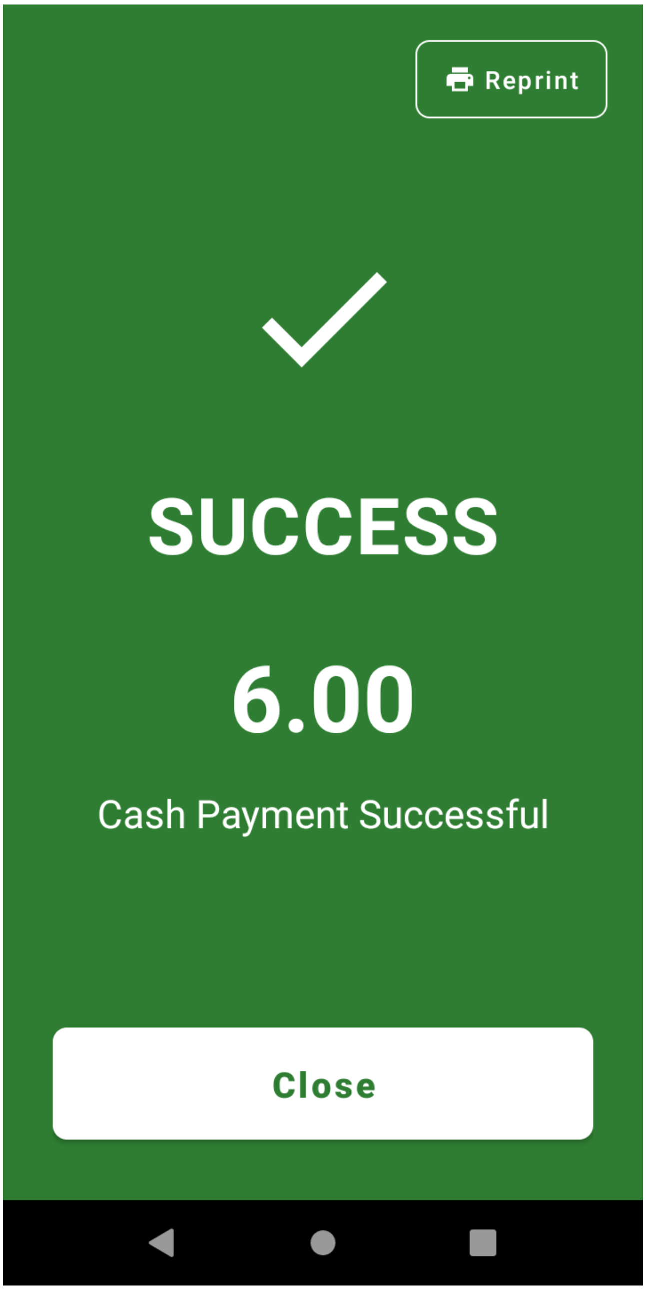


Figure 7. A successful cash sale. Tap **Reprint** *to print the receipt again, or* **Close** *to finish.*

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

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.

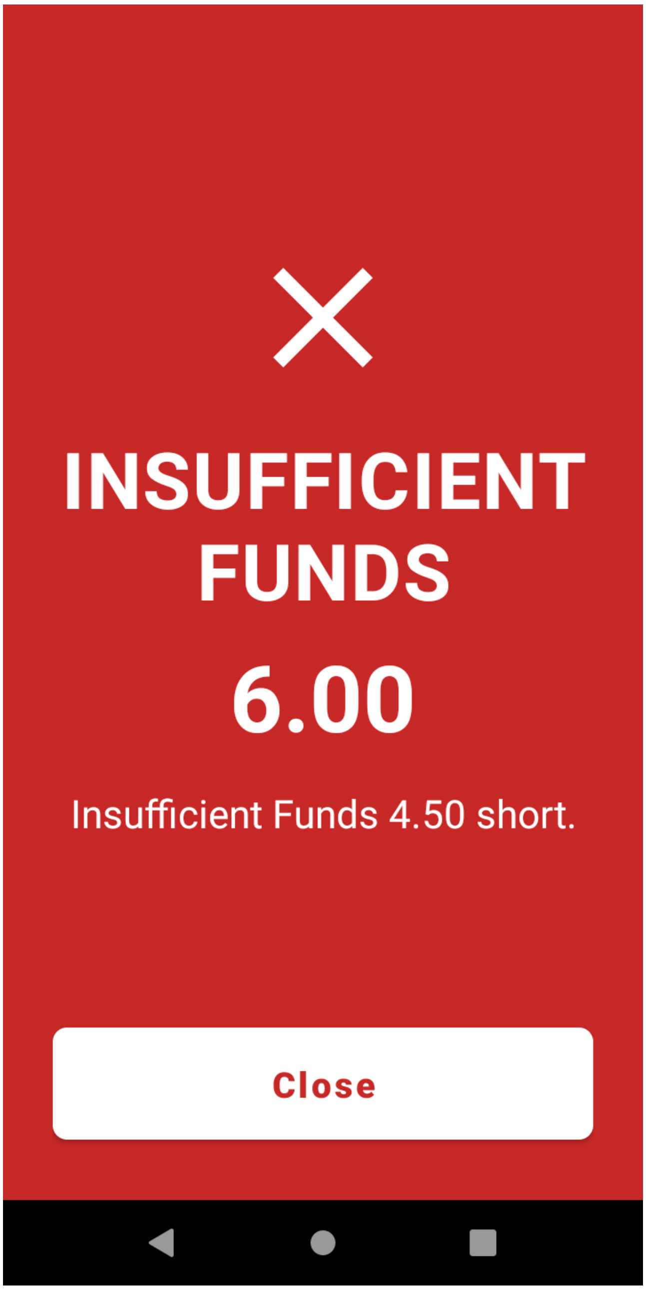


Figure 8. Not enough balance on the token for this sale.

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.

NOTE 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.

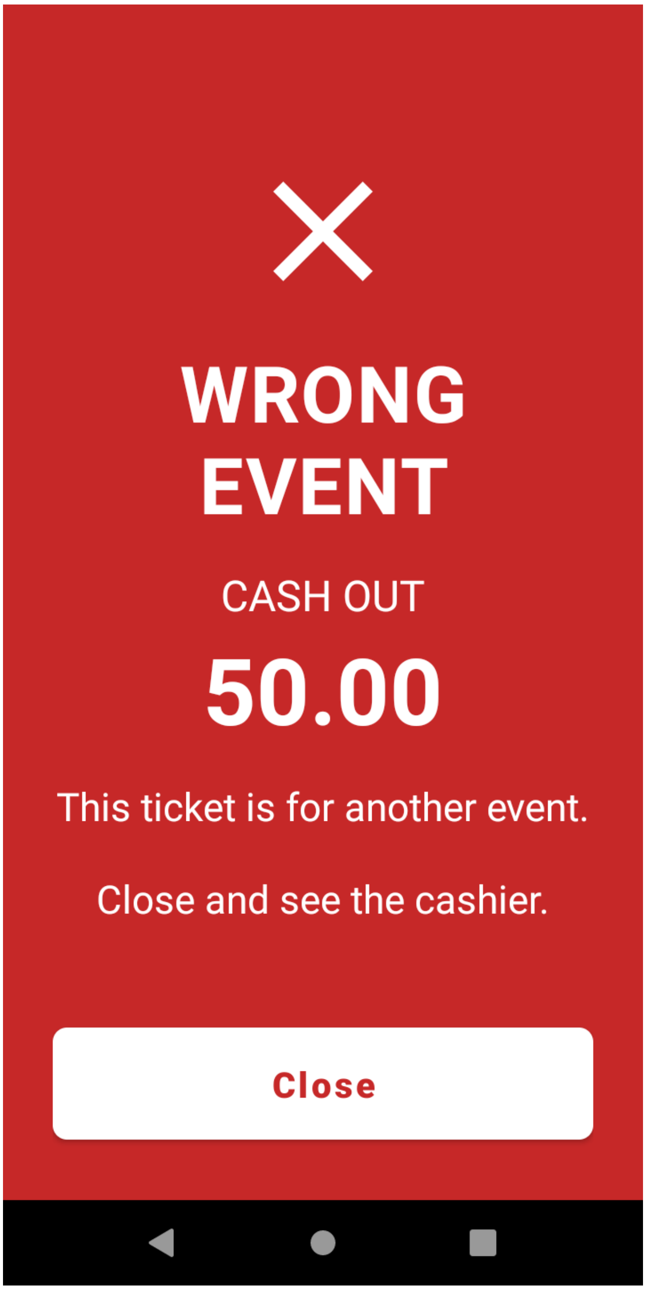


Figure 9. A "wrong event" failure — the token belongs to another event.

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.

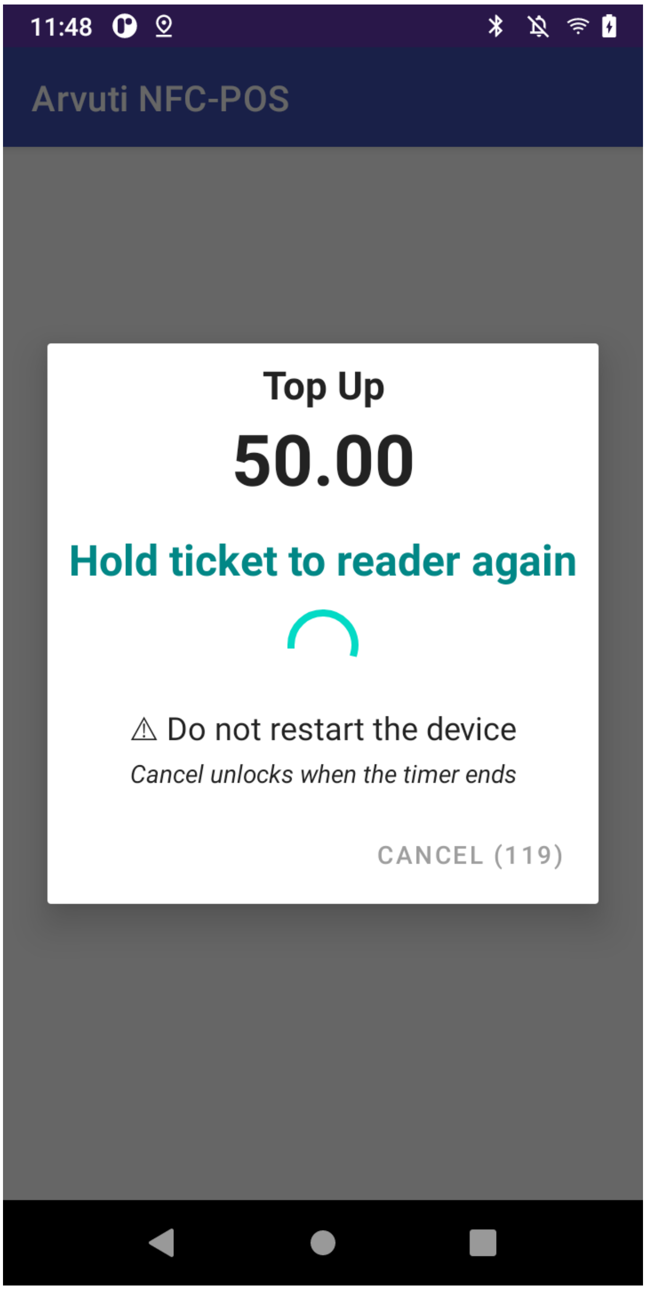


Figure 10. After an interrupted write: keep the token on the reader. Cancel unlocks only when the timer ends.

WARNING	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.

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.

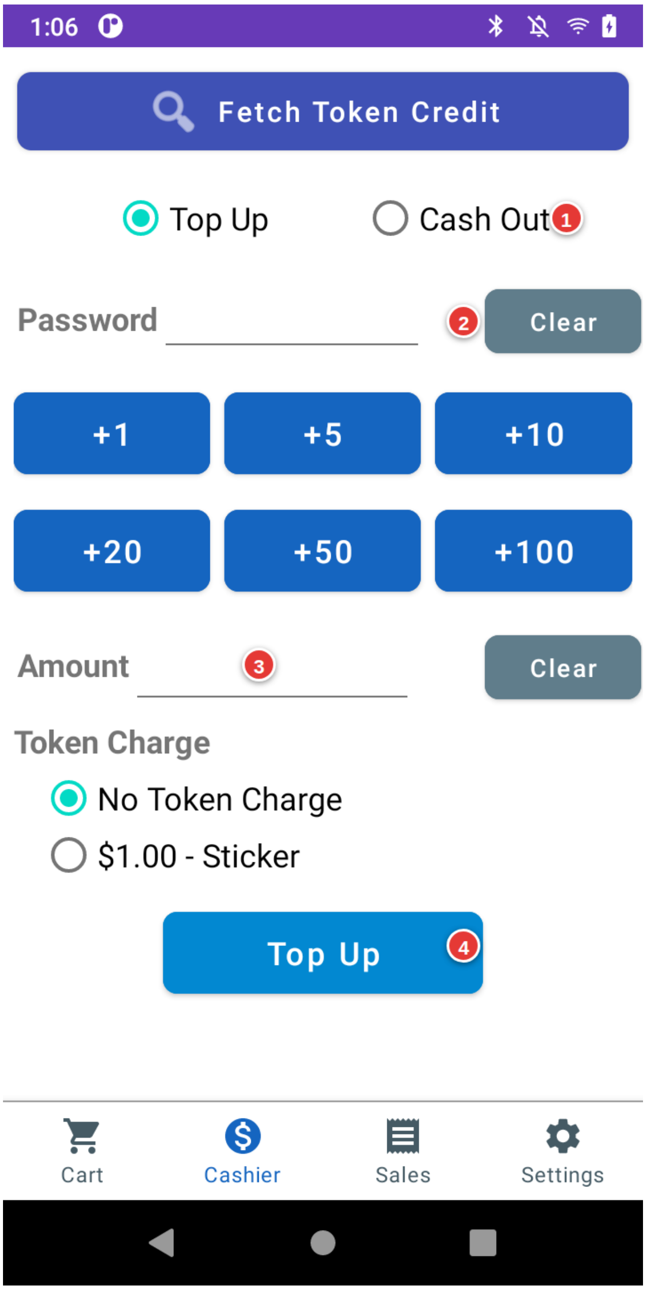


Figure 11. The Cashier tab, set to Top Up.

#	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.

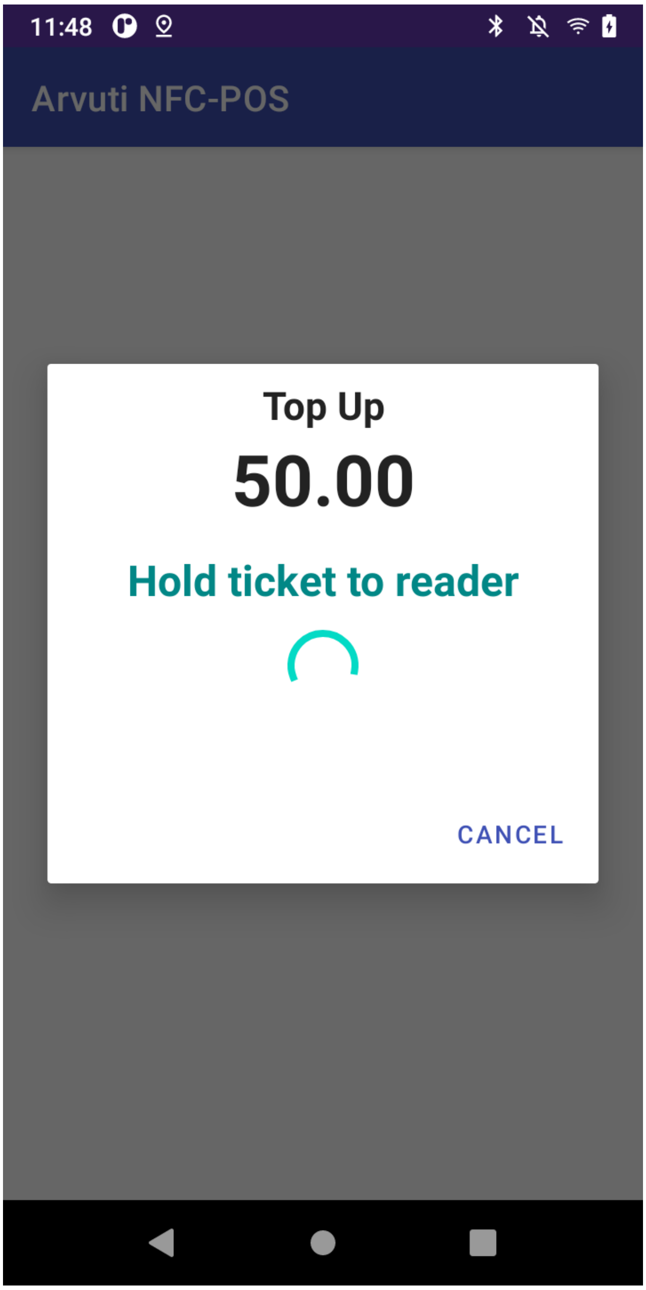


Figure 12. The customer taps to receive a top-up.

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

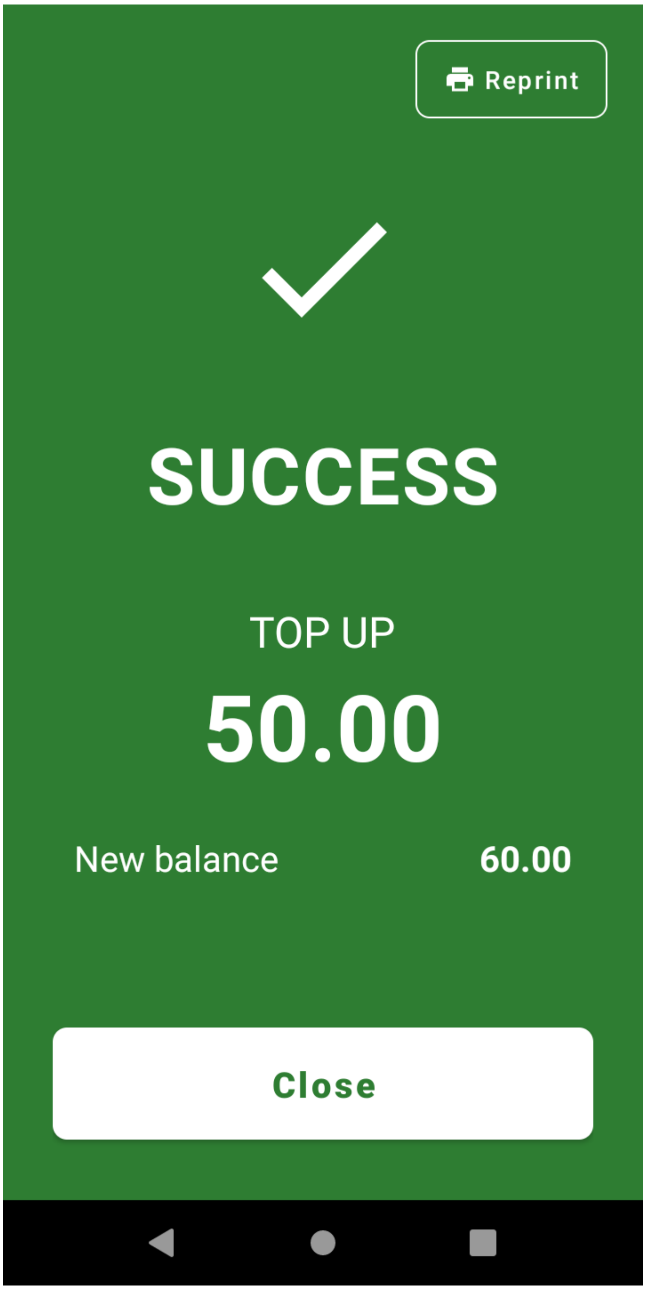


Figure 13. A successful 50.00 top-up; the new balance is shown.

NOTE	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.

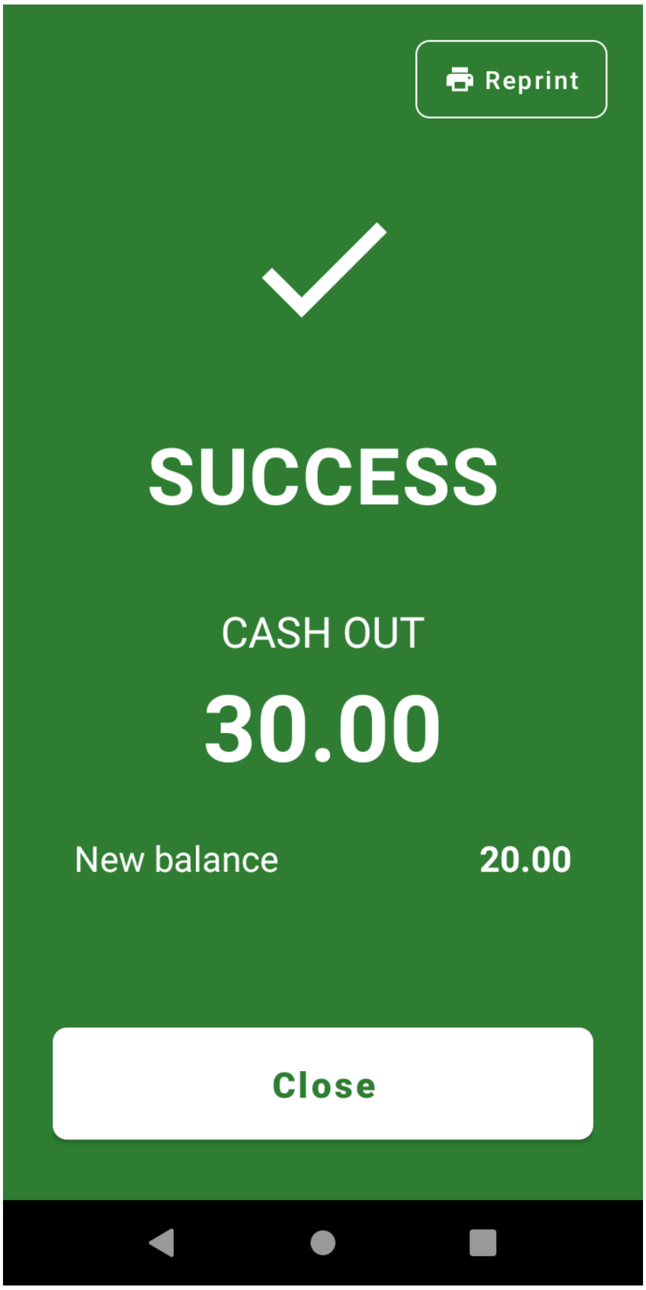


Figure 14. A successful 30.00 cash-out; the remaining balance is shown.

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.

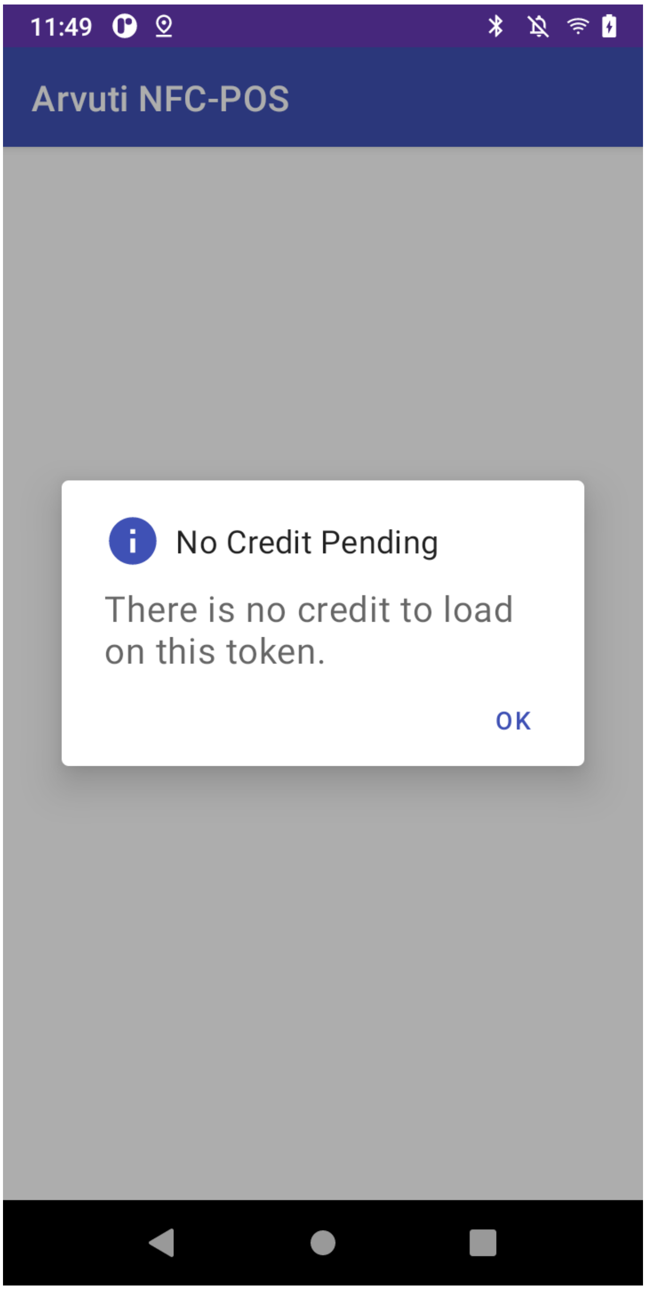
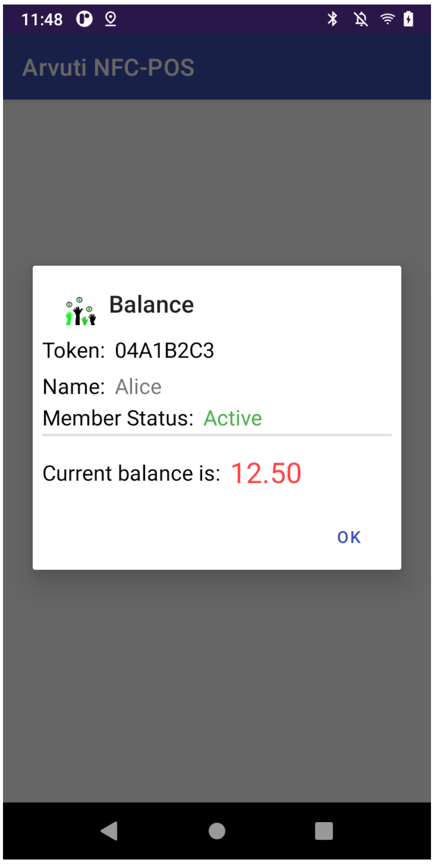
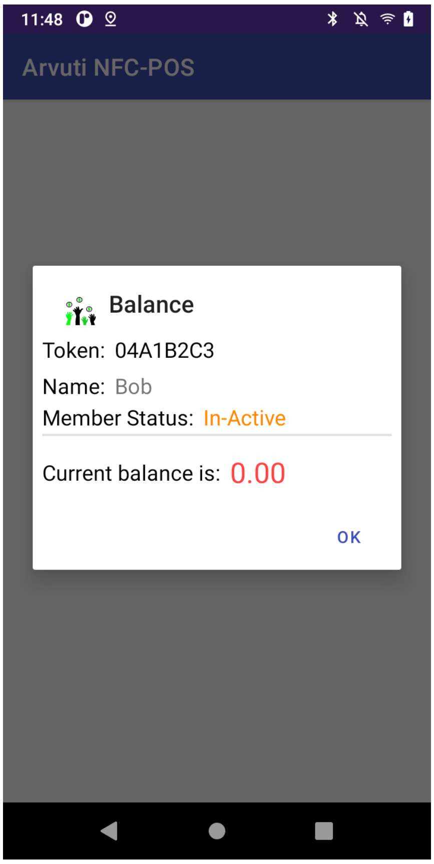
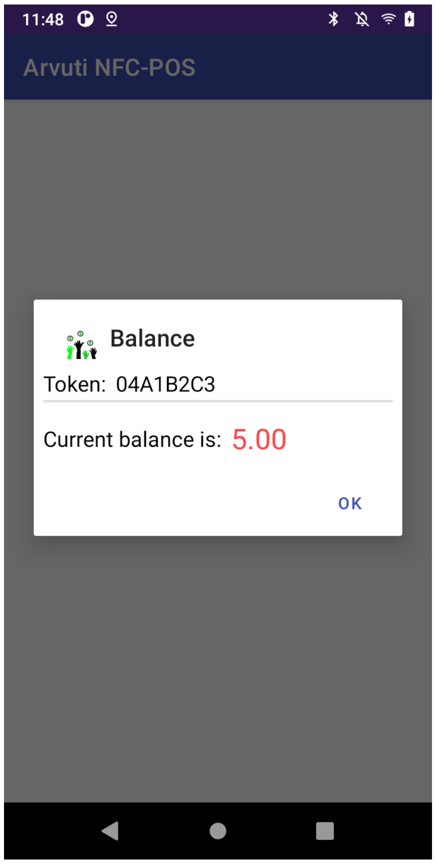


Figure 15. No pending credit was found for this token.

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**.

<table>
<tr><th>Active member</th><th>In-Active member</th><th>Non-member</th></tr>
<tr><td>
</td><td>
</td><td>
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A token that has been **blocked** shows a message telling you to see the event organiser.

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.

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

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:

TIP

- **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,

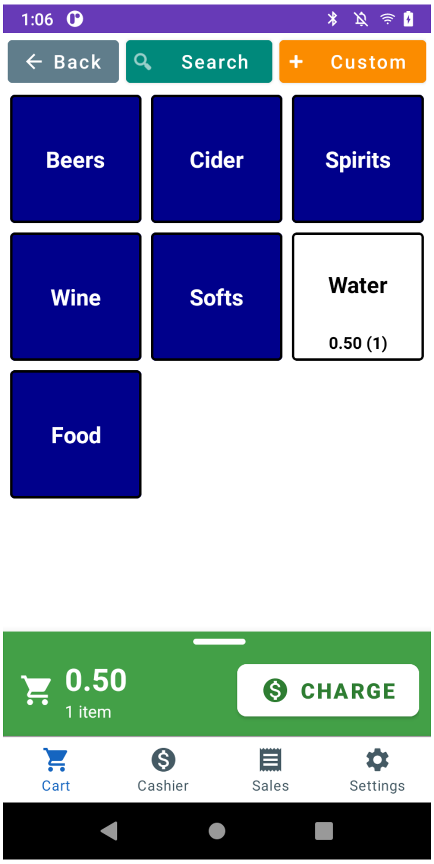
cash tins, metal racks). Metal detunes the reader's field and causes failed or slow reads — move onto a wooden or plastic surface if reads are flaky.

- **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.

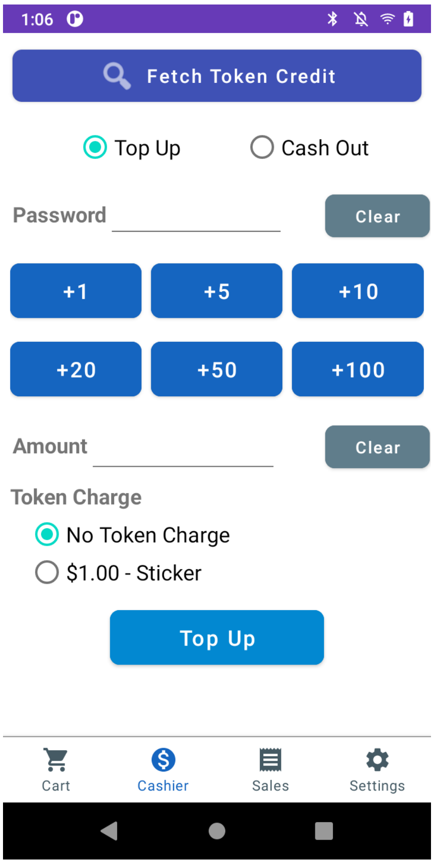
Appendix A: The main tabs at a glance

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