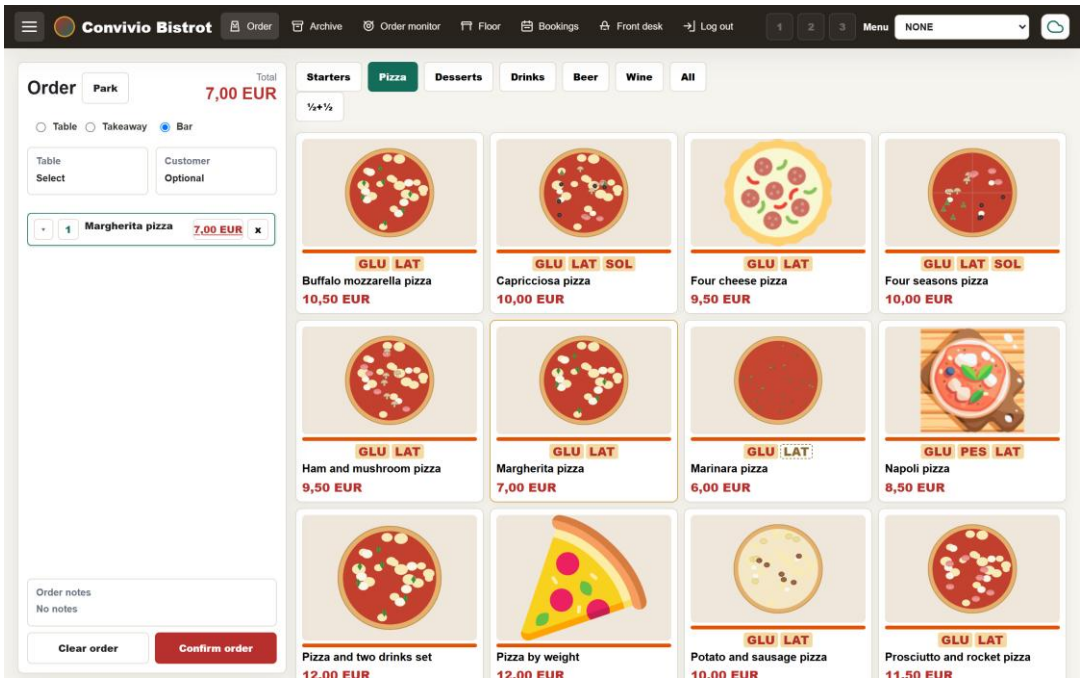
Quick start guide

ConvivioPOS | 2026 edition | Updated 14/10/2026

In about ten minutes you can sign in, select a service mode, build an order and complete it. Screenshots use demo data; names and prices may differ in your installation.



Illustrated catalogue

Examples use demonstration data. Visible functions and controls depend on operator permissions and venue settings.

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Start

Open the address supplied by the manager, enter username and password, then select Sign in. The account controls language and permissions. Do not leave an administrator session open on a shared terminal.

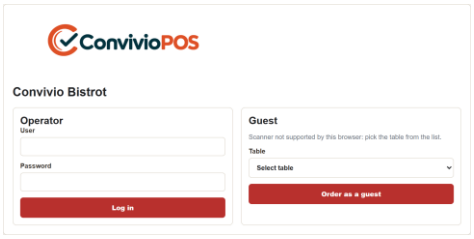


Figure 1 — Login

Sign in and choose service

1. Open the server address, enter user and password and click Log in. Verify the business name in the header; the side menu shows its icon and the smaller ConvivioPOS logo below.
2. In Order select Table, Takeaway or Bar. For table service click Table > Select, choose the table, enter covers in Number of covers and click Apply covers. Complete any required fields for takeaway or bar.

Build the order

1. Choose a menu in the top filter if the venue has different price lists. Click Pizza, then Margherita pizza; the dish appears in the Order column. Click the dish again to increase quantity, or click the quantity number on its line and enter a value.
2. Expand the line arrow to show Variants and Notes. Line Notes affect that dish; Order notes apply to the whole order. Check allergens, availability and total.

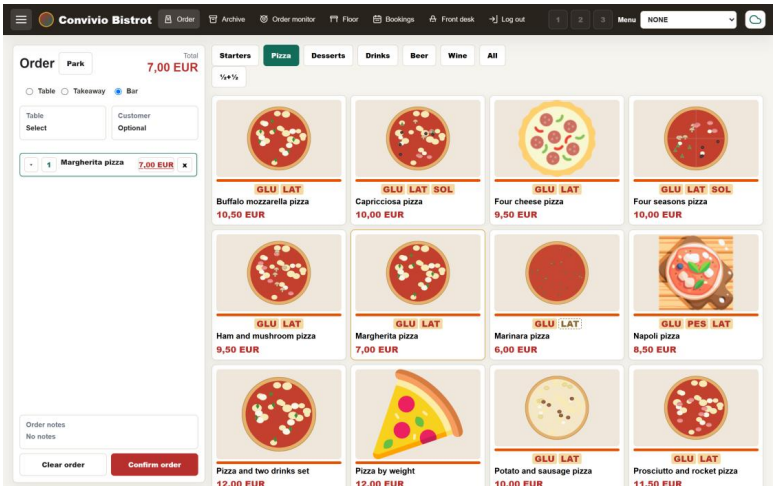


Figure 2 — Build the order

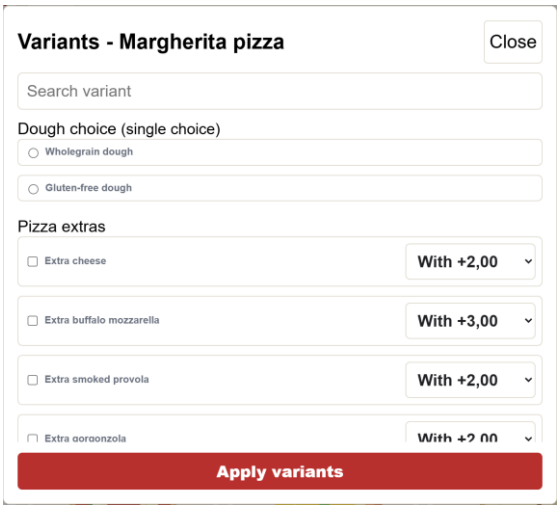
Variants and price

Add a variant

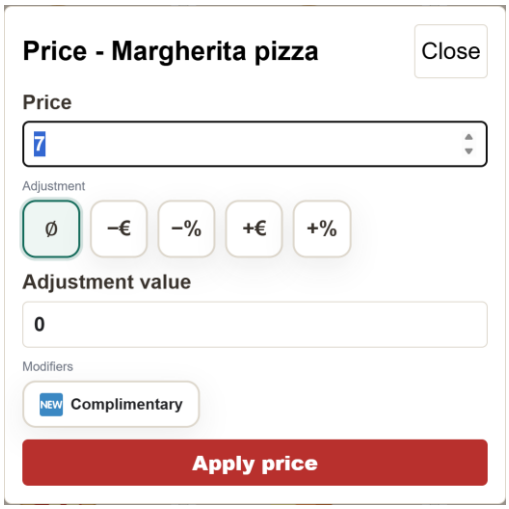
1. On the expanded line click Variants. In the dialog choose, for example, Extra cheese; where available select With or Without. A single-choice group allows only one option, such as dough type.
2. Click Apply variants. Reopen the line and confirm the variant under the dish name and the revised total. If it is missing, a manager must create it in Variants and link it to the dish or an enabled group.

Change a line price

1. Click the amount at the right of the order line, for example 9,00 EUR. In Price change that line's base price or choose −€, −%, +€ or +% and enter Adjustment value; an authorized modifier can also be selected.
2. Click Apply price and check the line amount and total. This affects only the current order. To change future dish prices use Dishes > Edit > Price > Save changes; for a specific menu use Menu and dedicated prices in the dish editor.



Add a variant



Change a line price

Confirm, save or take payment

1. When table, covers, dishes, quantities, variants, notes and total are correct, click Confirm order. The Order payment dialog offers Edit order, Save without paying (open account) and Confirm payment (take payment).
2. Select payment type, enter Amount received and check Change. For split payments enable Advanced mode and enter each share. Check Printouts enabled and, if configured, the fiscal result; never repeat an uncertain payment before checking Archive and Cash.

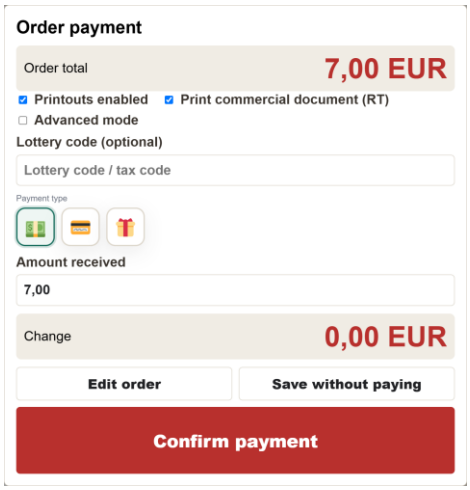


Figure 5 — Confirm, save or take payment

Opening checklist

- Server: Running and reachable
- Cloud indicator: Online with zero pending changes
- Printer test: Correct output at every station
- Fiscal printer: Connected when enabled
- Operator: Personal account and correct permissions
- Backup: Recent and recoverable

When something looks wrong

- Missing item or variant: check the selected menu and ask a manager to review availability and the variant's dish assignment. Do not replace a price-changing variant with a note.
- Unexpected price: reopen the line and check quantity, variants and adjustments. Apply price changes only this line; an authorized user changes lasting prices in Dishes or Menus.
- Uncertain slip or payment: check Order archive, print queue and Cash before repeating. Inform a manager if a fiscal document or payment already exists.

Licence and notices

ConvivioPOS is free proprietary software by Luca Mandello, provided AS IS. The licence includes no warranties, limitations of liability for lost data, revenue and failures, and an indemnity for certain third-party claims arising from user conduct. These clauses apply only to the extent permitted by law; they do not exclude intentional misconduct, gross negligence or mandatory rights. Refer to the full EULA in the legal folder and Licence and notices menu. Donations are voluntary and confer no features, support or other benefits.

The licence is accepted once during installation, together with specific approval of clauses 5 and 6.

Tax obligations

ConvivioPOS is operational management software for orders and internal organisation. It is not a certified fiscal cash register or Italian telematic register and does not replace mandatory tax obligations or the legally required recording and electronic transmission of receipts. External integrations require compliant devices, configuration and checks by the operator and, where necessary, an authorised technician.

External devices

Before using the software during service, test printers, telematic registers and other devices. A connection alone does not guarantee compatibility, compliance or successful issuance and transmission of fiscal documents.

Sales by weight

Weights and amounts calculated by ConvivioPOS are management data. For sales by weight, use instruments suitable for commercial use with the required metrological checks, and verify units, tare, price per kg and the transmitted weight. The software does not certify the scale or its measurements.

Management reports

Reports and statistics are management calculations, including when emailed. They are not fiscal documents, certified accounting or legally compliant archival storage. Check the data against official documents and systems, and keep backups of your databases.

Ingredients and allergens

Ingredients, allergens and translations depend on data entered by the operator. Check recipes, cross-contamination and information given to customers: the software does not replace the food business operator’s checks and obligations.