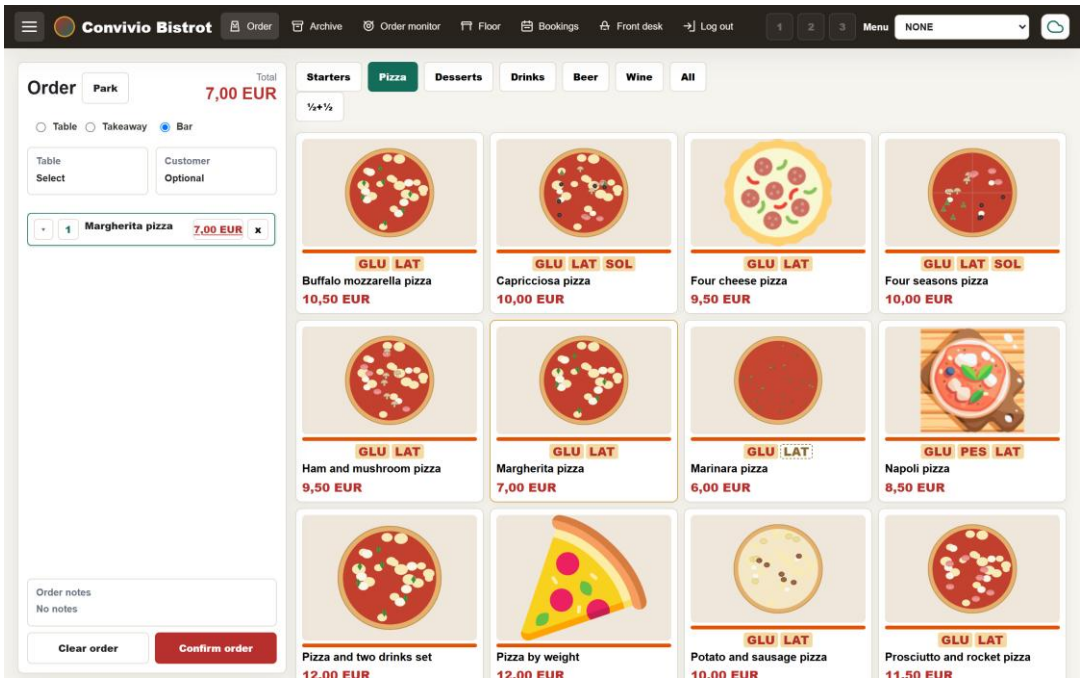
User manual

ConvivioPOS | 2026 edition | Updated 14/10/2026

This guide is for cashiers, waiters and floor managers. It explains daily work from sign-in to order completion, including room management, reservations and offline use.



Illustrated catalogue

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

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This manual follows the working path: header and order, archive/production/room, then payments and Reports. Registers, settings and printers are in the Configuration manual; the launcher is in the Installation manual.

Sign in

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.

Sign in and menu

Sign in with your own account and open the dropdown for permitted functions. Check the active business and cloud indicator before service.

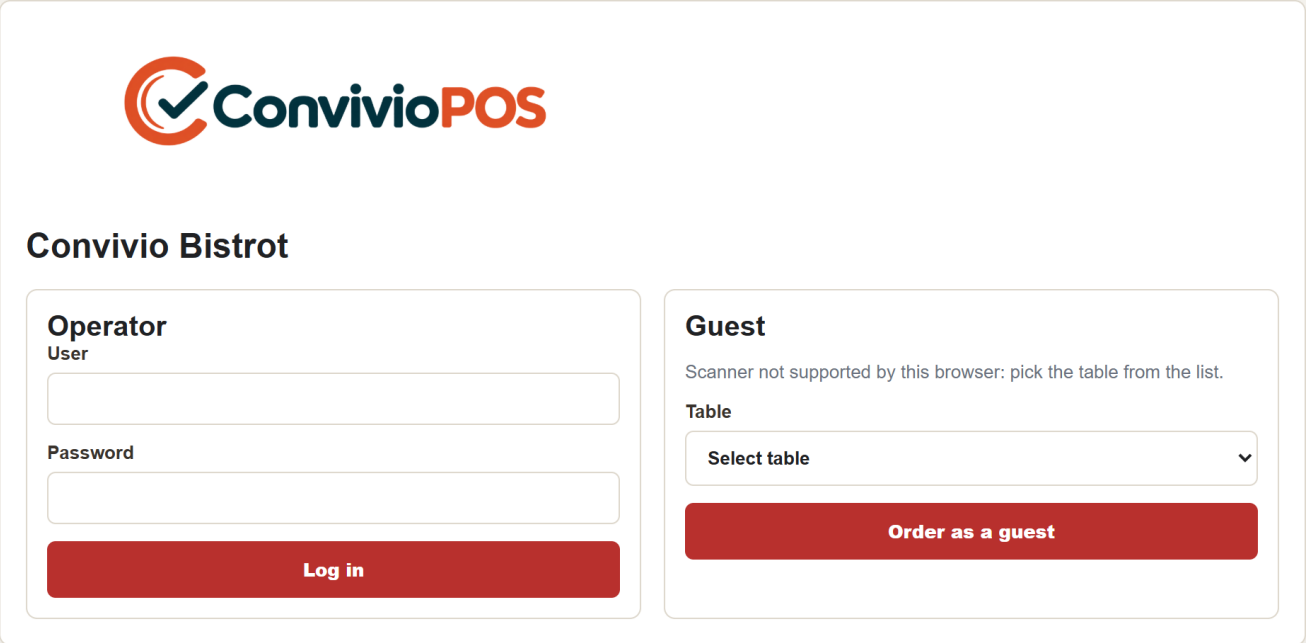


Figure — Login

Header controls, from left to right

The image shows the Order page. On narrow screens the main links move into the side menu. Permissions and configuration can hide controls.

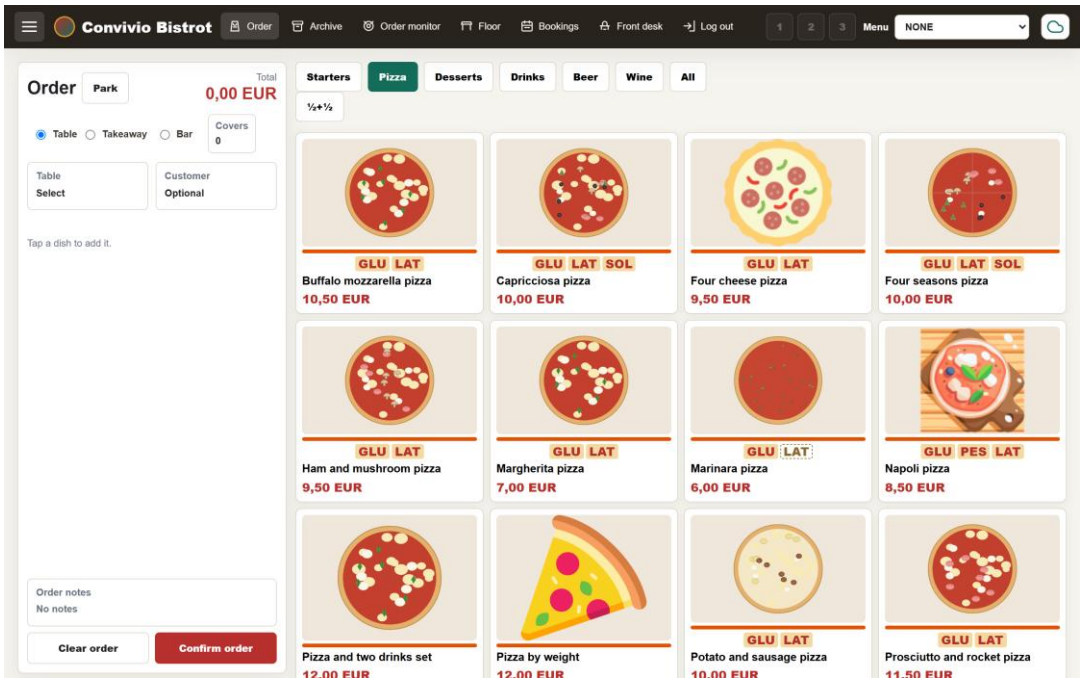


Figure — Header controls, from left to right

- 1. Menu ☰: Opens Functions, Management, Registers and Configuration as permitted; the panel shows the ConvivioPOS logo and business icon/name.
- 2. Business icon and name: Identify the selected database; click to return to Order.
- 3. Order: Build a new order.
- 4. Archive: Find existing orders and permitted detail, edits, reprints and payments.
- 5. Order monitor: Follow production and mark dishes ready.
- 6. Room: View table occupancy and bills.
- 7. Reservations: Create and find bookings.
- 8. Hospitality: Handle arrivals and table assignments.
- 9. Log out: End the session and clear the local draft; first check suspended orders and sync.
- 10. Cash drawer: On Order only, if configured: physically opens the drawer without recording a cash movement.
- 11. Suspended slots 1, 2, 3: On Order only: reopen a draft saved with Suspend; an empty slot has no order.
- 12. Menu: On Order only: filter the price list and its dedicated prices; NONE clears the filter.
- 13. Cloud: Open synchronization status and inspect the pending-operation badge before leaving an offline terminal.

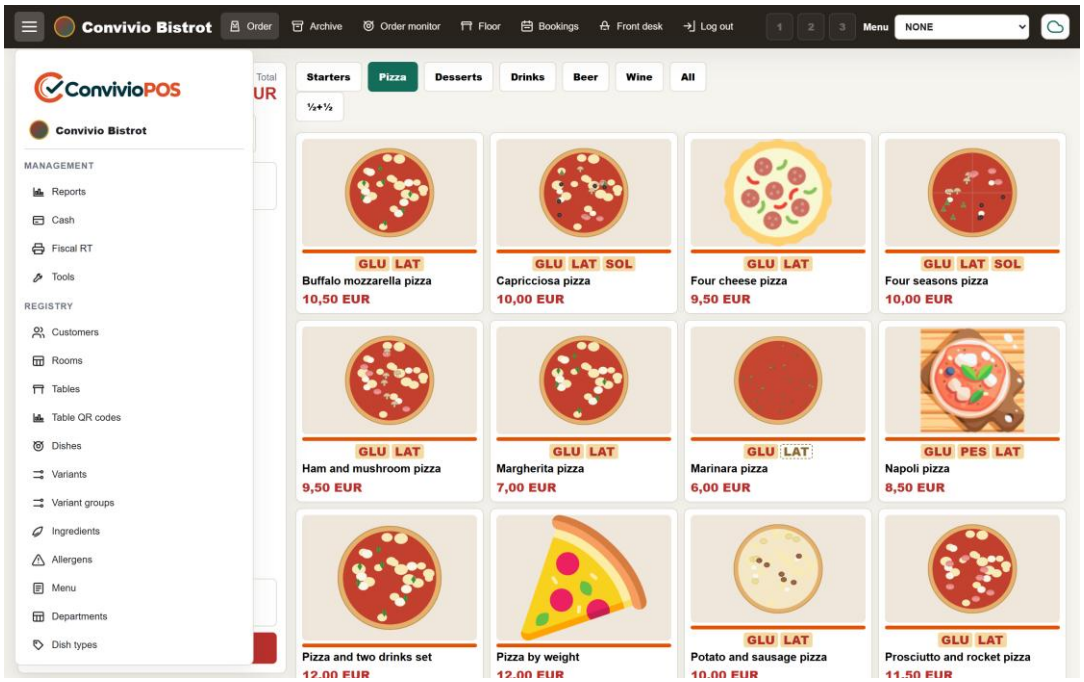


Figure — Dropdown menu

Create an order

- Choose Table/Takeaway/Bar before adding dishes; required fields depend on configuration. For takeaway set pickup date/time when requested.
- Click Covers, Table or Customer to choose and confirm values; × clears table/customer. Recheck the total when covers carry a charge.
- Select a category and illustrated dish on the right; a second click increases quantity. Images do not certify ingredients or allergens.
- On a line, the number edits Quantity, ▾ opens Variants/Notes, the amount opens Price, and × removes the line. Recheck description, course and total.
- Total updates automatically. Order notes cover the whole ticket; line notes affect one dish. Clear order discards the current draft.
- Suspend parks an unconfirmed, unprinted draft in a numbered header slot. Confirm order opens save/payment; after an uncertain result check Archive before retrying.

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.

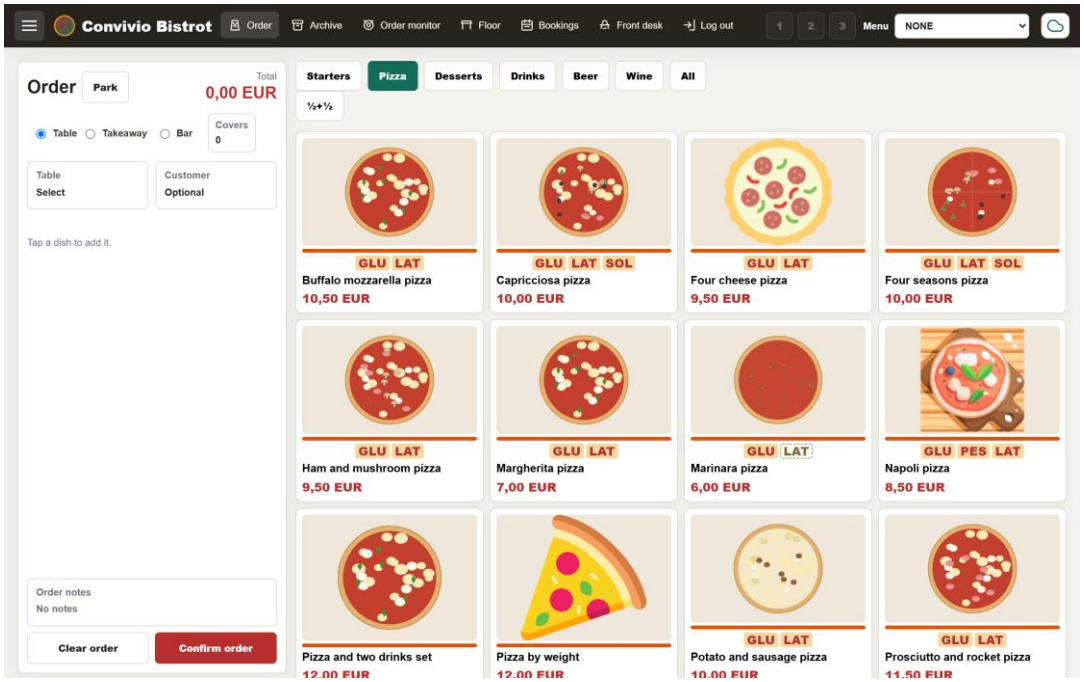


Figure 1 — Sign in and choose service

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.

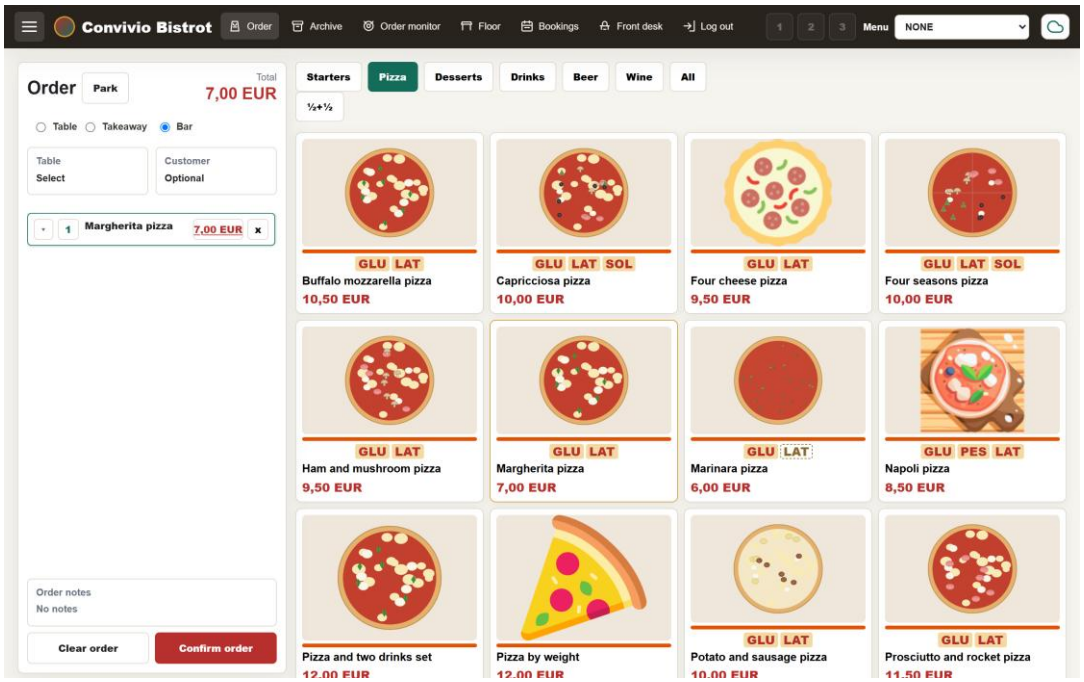


Figure 2 — Build the order

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.

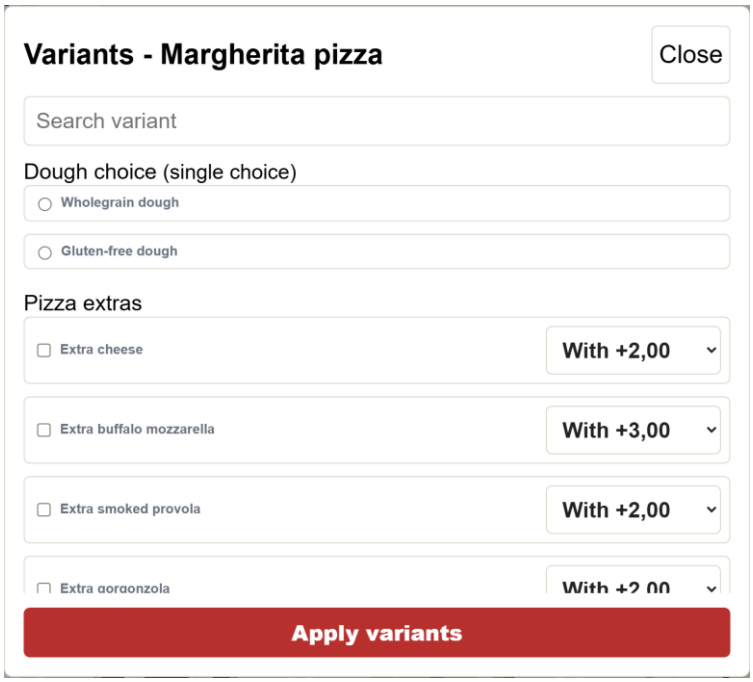


Figure 3 — Add a variant

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.

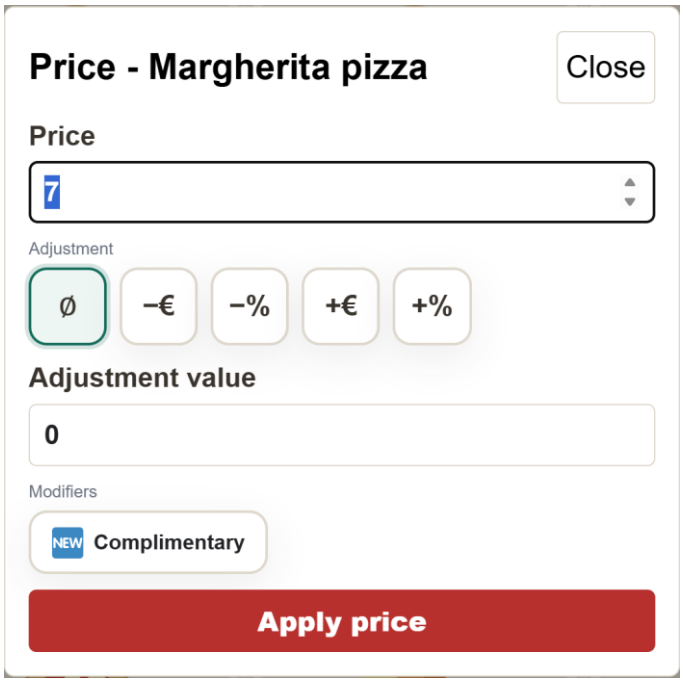


Figure 4 — Change a line price

Order: additional controls and checks

Menu and order mode

Path: /

Select the active menu and Table, Takeaway or Bar mode. Enter table, covers or customer when that mode requires them.

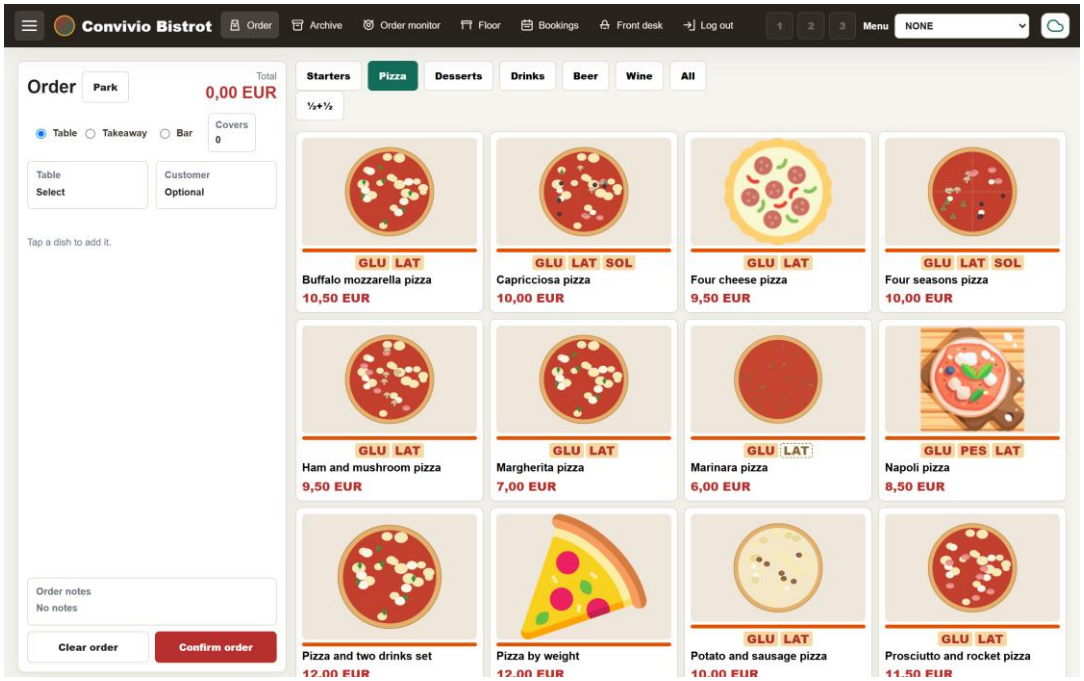


Figure 2 — Menu and order mode

Items variants and quantities

Path: /

Touch an item to add it; open the line to change quantity, variants and notes. Review menu prices, half and half pizza and composite dishes.

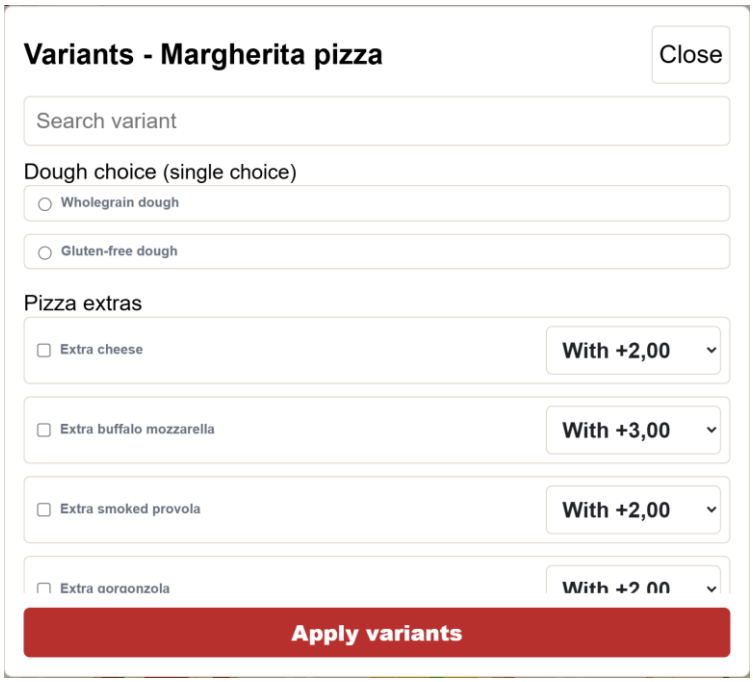


Figure 3 — Items variants and quantities

Allergens and availability

Path: /

Review allergens before confirming a customer's request. If a stock alert appears, check actual availability with the kitchen and note the change.

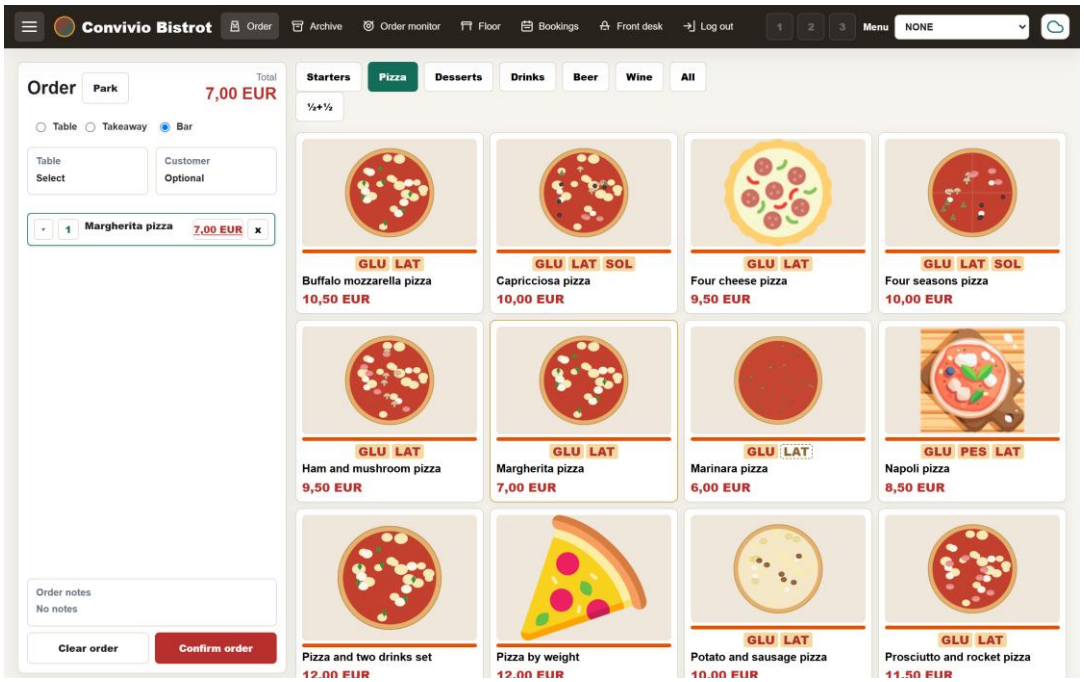


Figure 4 — Allergens and availability

Barcode scale and voice

Path: /

Scan a barcode or use the scale for weighted items; verify the weight and calculated price. If enabled, use the microphone and reread recognized text.

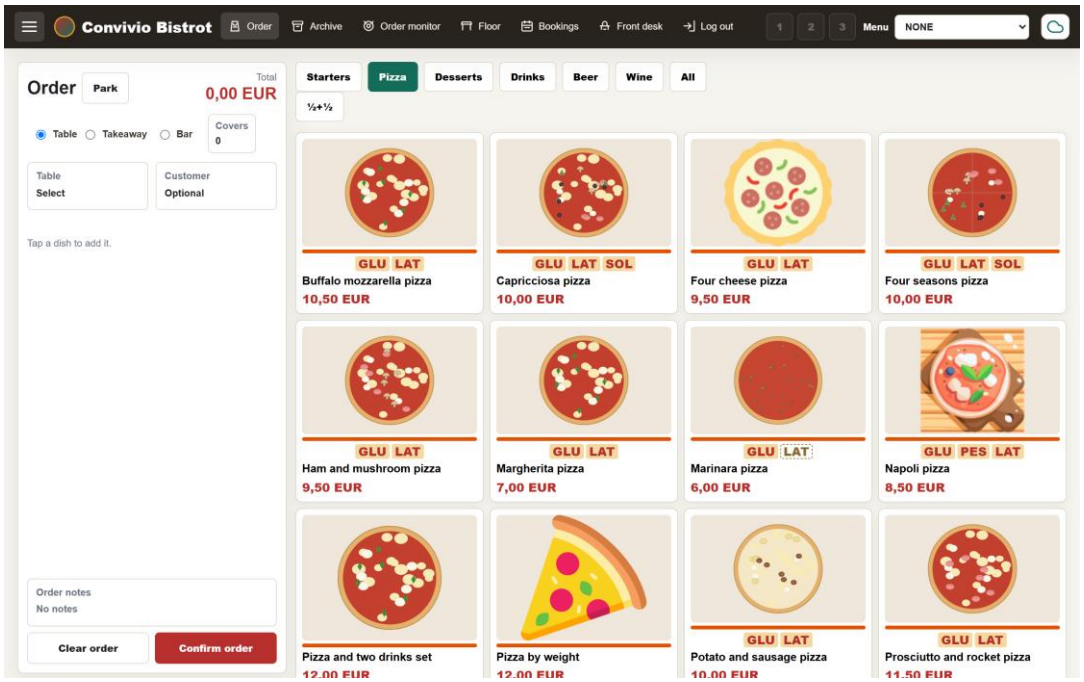


Figure 5 — Barcode scale and voice

Courses and notes

Path: /

Set the current course, add line or order notes and advance the course when ready. Verify production destination and sequence on the slip.

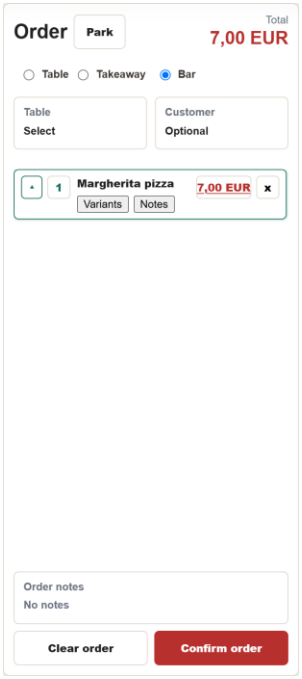


Figure 6 — Courses and notes

Suspend and resume

Path: /

Use Suspend to park a draft in an available slot and restore it from that numbered slot. Check total and table before confirmation.

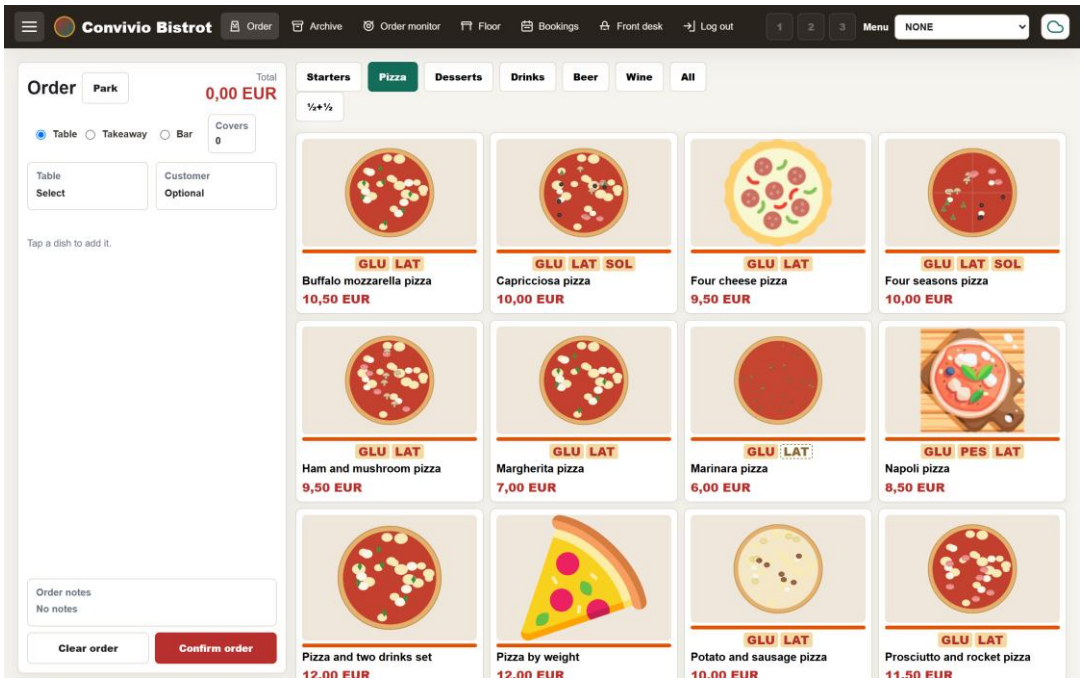


Figure 7 — Suspend and resume

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.

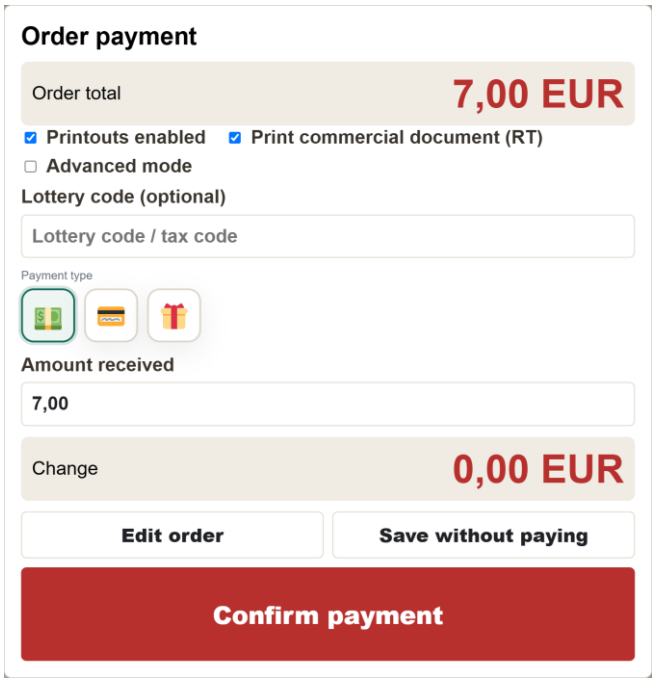


Figure 5 — Confirm, save or take payment

Confirm and print

Path: /

Press Confirm order and wait for the result. If printing fails, inspect queue status before retrying; do not create a duplicate order.

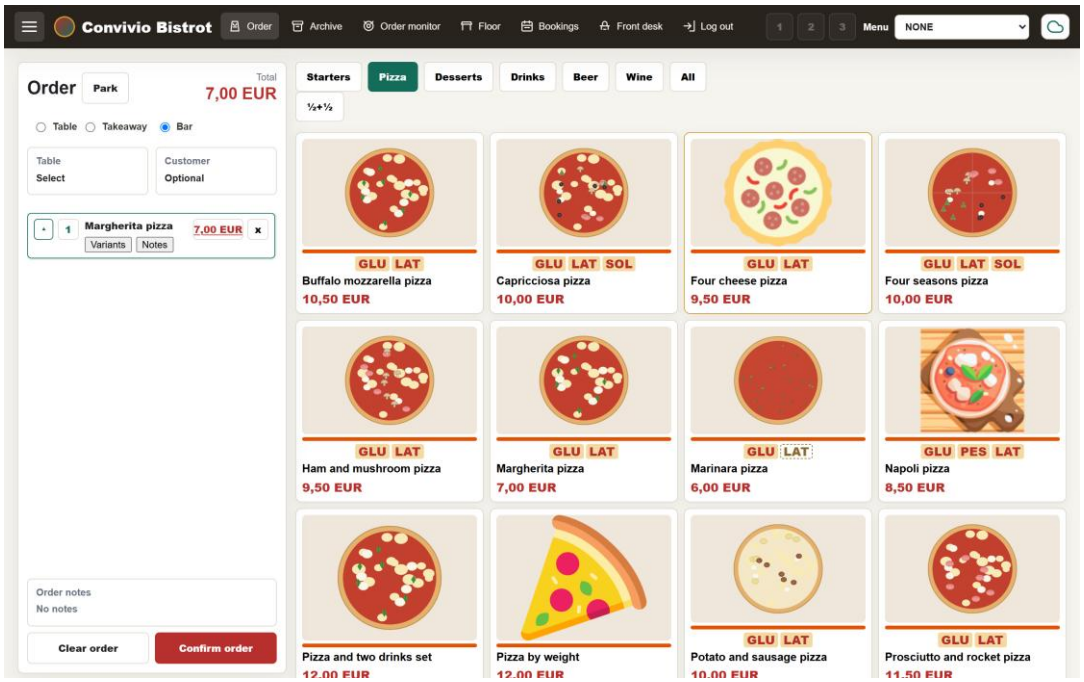


Figure 8 — Confirm and print

Archive, production and room

Room view shows availability and open bills. Reservations contain time, covers and customer contact; Hospitality supports arrival and table assignment. Keep statuses current during service.

Archive and detail

Path: /ordini

Search by date, number or table and open details for status, items and payments. Reprint, edit or cancel only with permission and after checking any fiscal document.

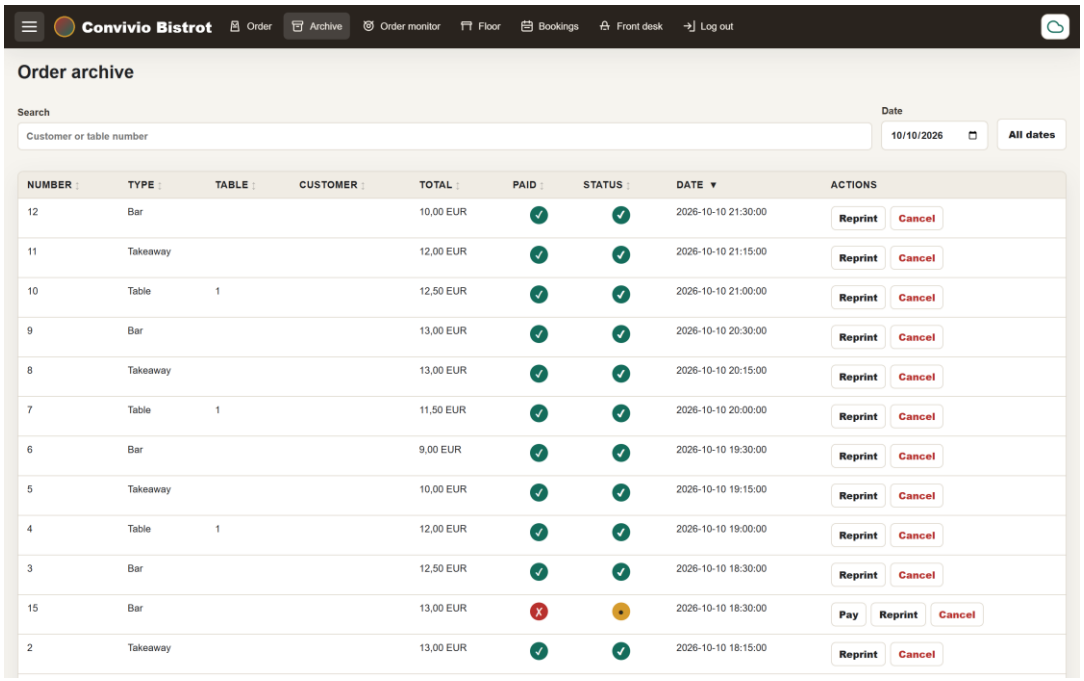


Figure 9 — Archive and detail

Kitchen monitor

Path: /monitor-ordini

View open production slips and mark dishes ready. Check course and time; ready status can update printing and the call display.

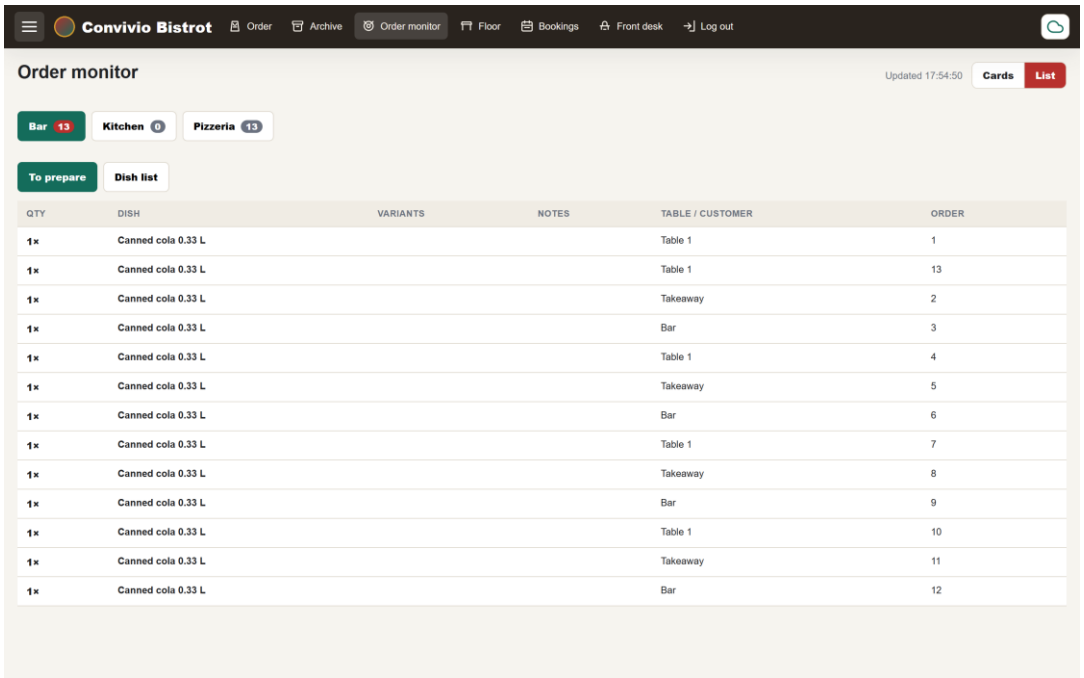


Figure 10 — Kitchen monitor

Room and bill

Path: /sala

Open a table to inspect orders and the shared bill; edit, pay, reprint or cancel according to permissions. Free the table only after checking its balance.

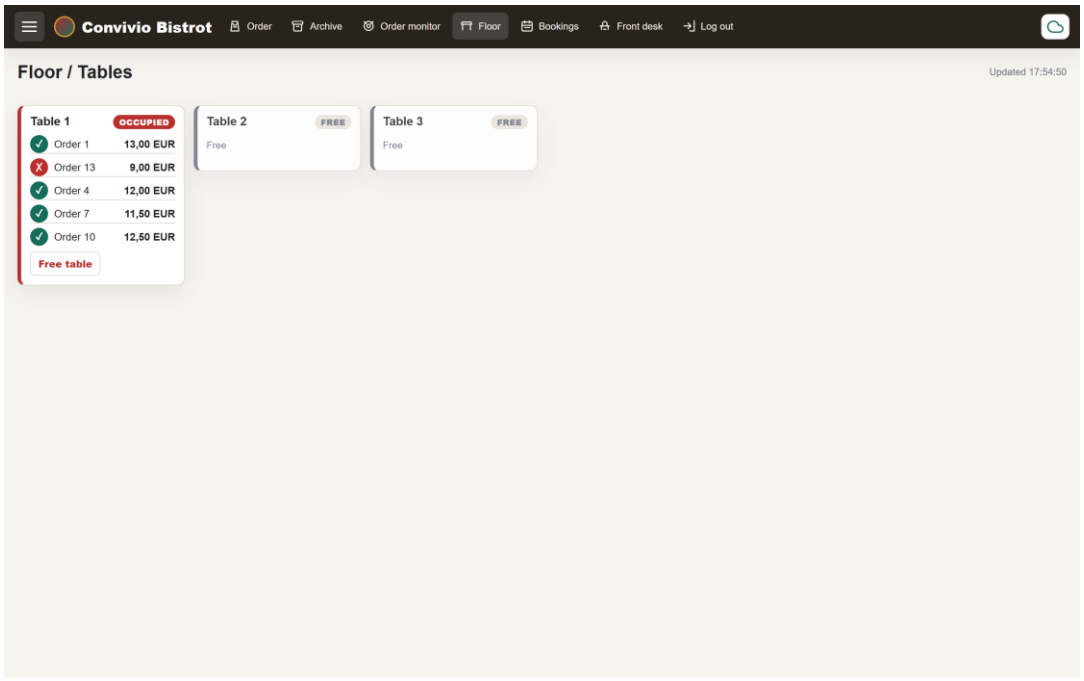


Figure 11 — Room and bill

Reservations

Path: /prenotazioni

Enter date, time, covers and customer, then check conflicts and notes. Update status or cancel the correct booking and synchronize offline changes.

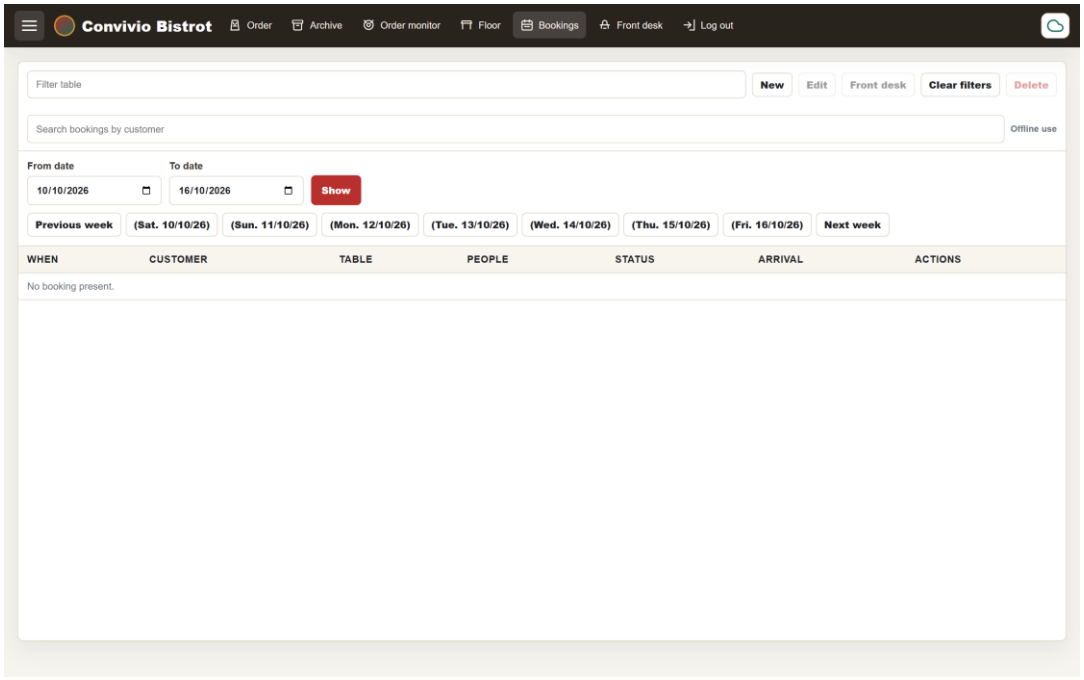


Figure 12 — Reservations

Hospitality

Path: /accoglienza

Review arrivals and availability, assign a table and mark arrival. Keep booking status and room occupancy consistent.

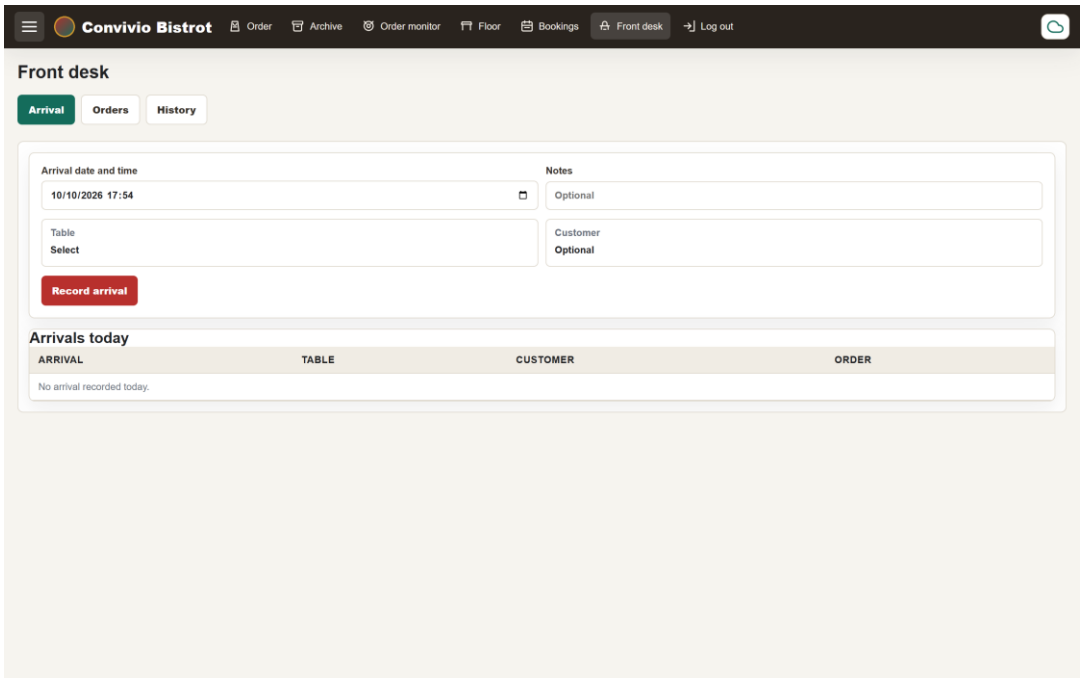


Figure 13 — Hospitality

Guest QR order

Path: /ospite/<table>

A guest scans the table QR and orders as a guest. Check that the order reaches the kitchen and is linked to the intended table.

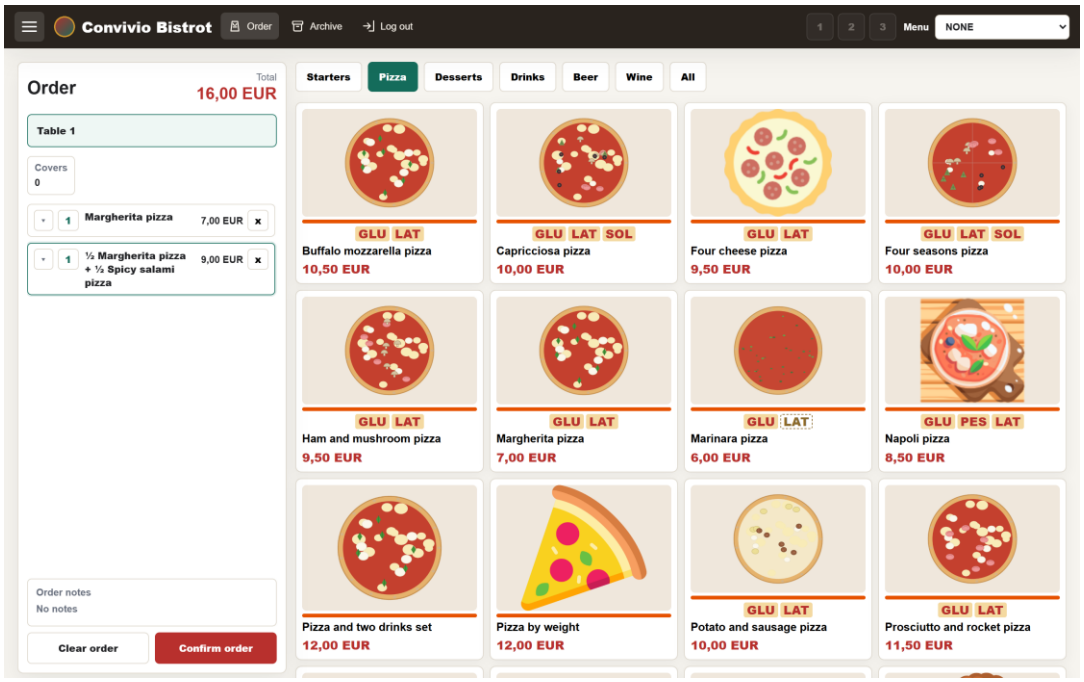


Figure 14 — Guest QR order

Pickup and display

Path: /display

Call a ready number from the monitor or display and mark pickup. Check the TV shows the right number and clears stale calls.



Figure 15 — Pickup and display

Payments, reports and end of shift

Click Confirm order to open Order payment. Choose Save without paying to leave the bill open, or select method and amount and click Confirm payment; check change and authorized discounts. When fiscal printing is enabled, wait for the commercial document result. After an error, inspect status and archive before retrying.

Payment

Path: /ordini/<order>/pagamento

Open payment and choose cash, electronic or split amounts; verify total, change and deposits. Confirm once and wait for terminal and fiscal results.

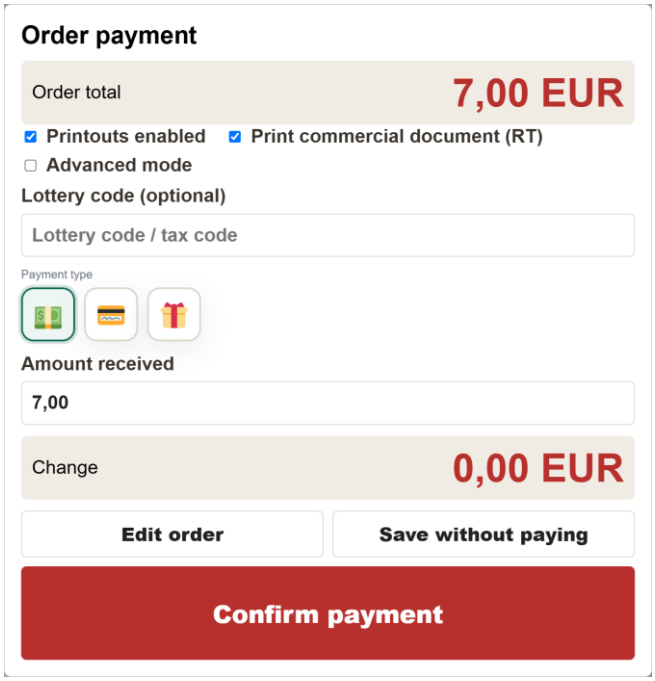


Figure 16 — Payment

Cash

Path: /cassa

Record income and expenses with reason and amount. Reconcile movements, payments and physical cash before handover.

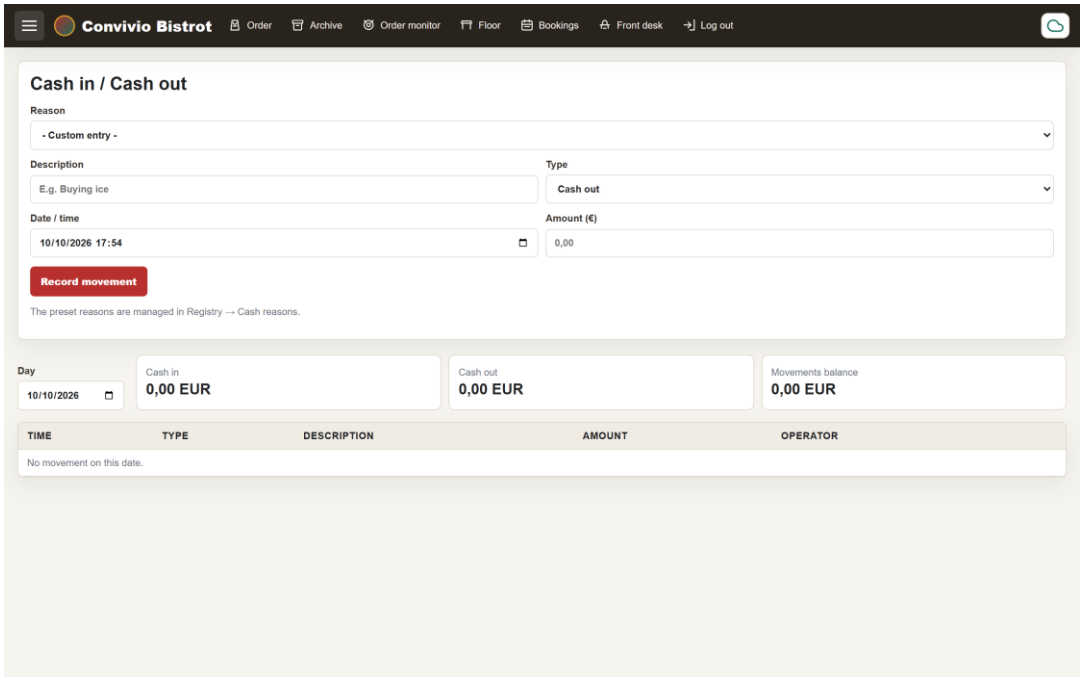


Figure 17 — Cash

Reports

Path: /resoconti

Calculate a calendar day or date range and inspect totals, payments, modes and departments. Verify the dates and figures before printing or emailing; this page has no Export command.

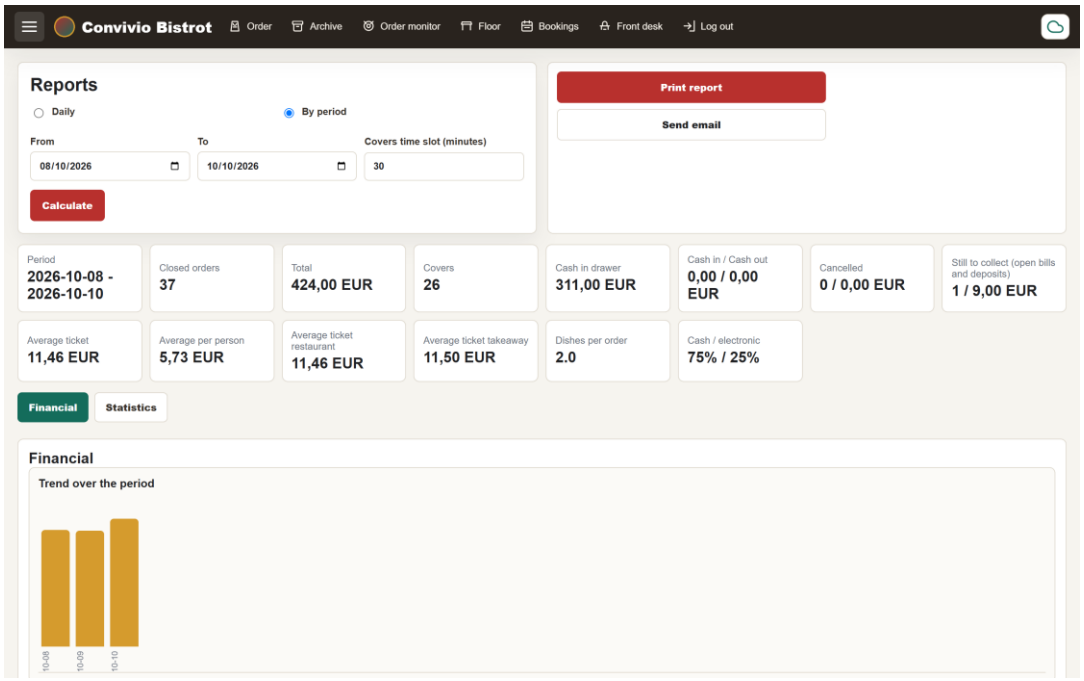


Figure 18 — Reports

1. Open the side menu > Reports with an authorized operator. Choose Daily, set Daily date and Hourly covers interval (15 to 240 minutes in 15-minute steps), then click Calculate. The date spans a calendar day from midnight to midnight, not the configured operating-day cutoff for orders.

2. For several days choose Periodic, enter From and To (both dates included), adjust the interval and click Calculate. If To precedes From, the app uses only the start date: always check Period in the summary before using the figures.

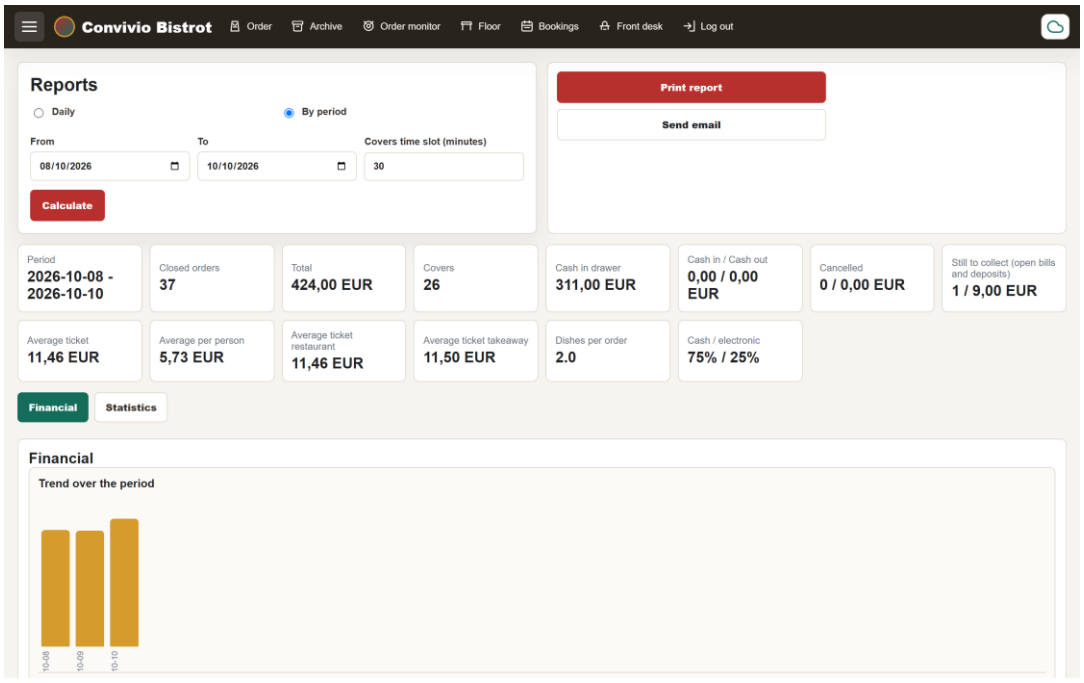


Figure 18a — Calculated summary

3. Read the summary first: Closed orders, Total, Covers, Canceled and, when shown, Outstanding. Total is the value of orders with closed status, not necessarily cash in the drawer. An order saved without payment stays open and is excluded from Total; Outstanding concerns only closed orders still unpaid or partly paid.

4. On Financial, compare payments by type, Cash income and expenses, and Cash in drawer. The displayed formula is cash takings + income − expenses; payment types marked electronic do not enter the cash drawer. Review Table/Takeaway/Bar, hourly charts and prior-period/prior-year comparison too.

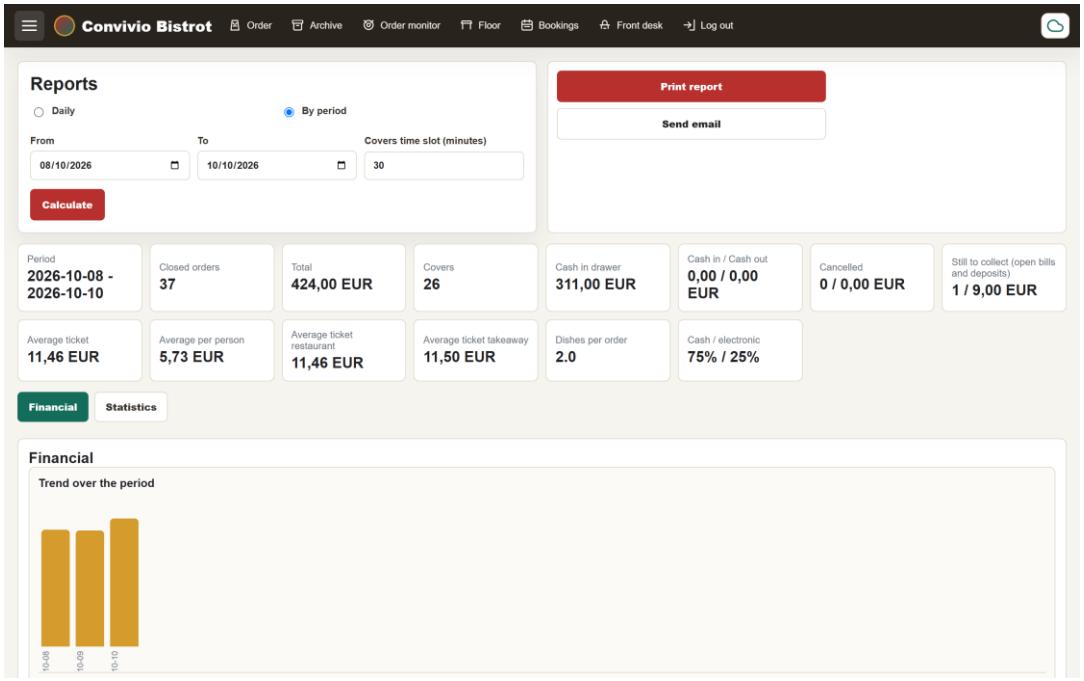


Figure 18b — Financial detail

5. Open Statistical for charts and tables by Dishes, Departments and Types. In Amount, the main figure is actual after bill adjustments; a figure in parentheses is the theoretical list price. Theoretical ingredient consumption estimates sales times recipes, not a physical stock count when recipes are incomplete.

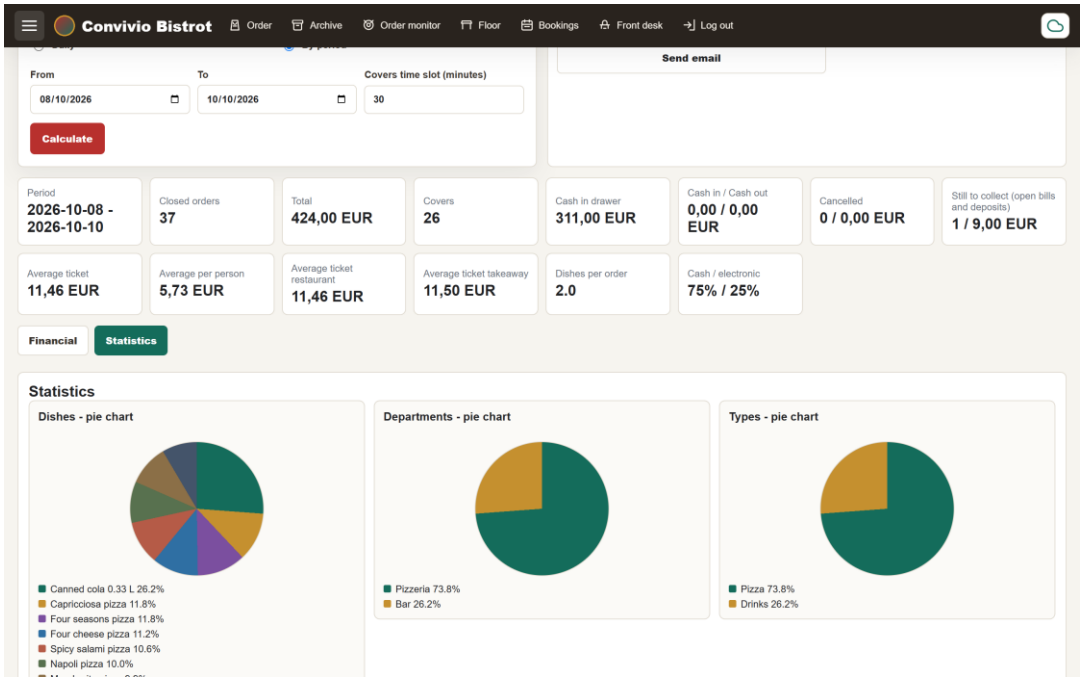


Figure 18c — Sales statistics

6. After calculating, choose Report printer and click Print report. This queues a print job, not a file export. Send email uses recipients and delivery configured in Configuration > Email; without them the app reports an error.

7. At closing, reconcile Cash in drawer against counted notes/coins and Cash movements; find Outstanding bills in Order archive and review cancellations and fiscal documents. The app report does not replace fiscal X/Z readings or the venue's legal closing procedure.

How to read every Reports chart

Financial, Period trend: each bar is one day's closed-order total; shown only in Periodic mode, not cash in drawer.

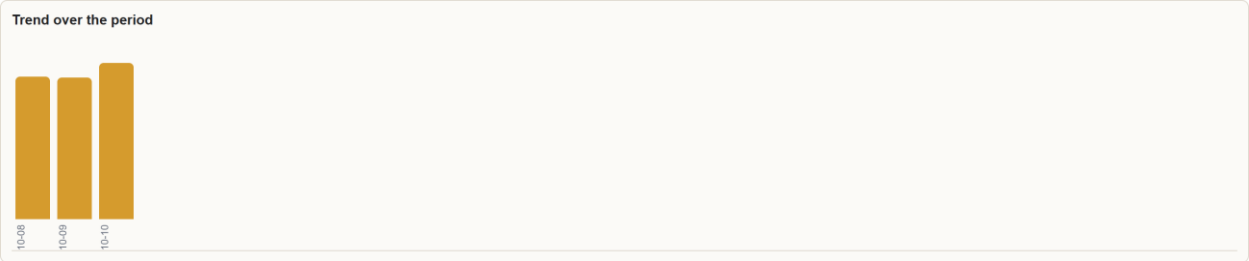


Figure — Period trend (synthetic demo sales)

Covers per day compares daily cover counts; takeaway and bar orders may have no covers.

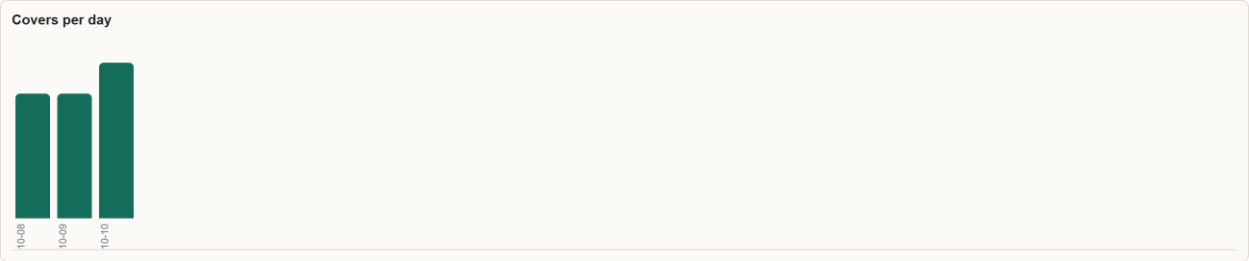


Figure — Covers per day (synthetic demo sales)

Covers by time band uses the selected 15–240 minute interval; changing it regroups covers without changing the total.



Figure — Covers by time band (synthetic demo sales)

Revenue by time band sums closed-order value by order creation time, NOT payments taken in that band; read the exact value at the right.



Figure — Revenue by time band (synthetic demo sales)

Statistical: Dishes pie shows each dish's percentage of actual sales amount, not quantity; Dishes bars show amounts. The pie legend lists only the top eight; use the full Dishes table for all items.

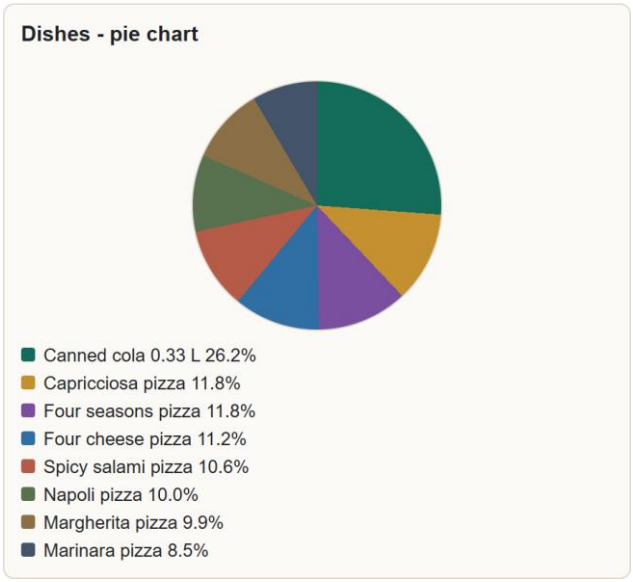


Figure — Dishes - pie (synthetic demo sales)

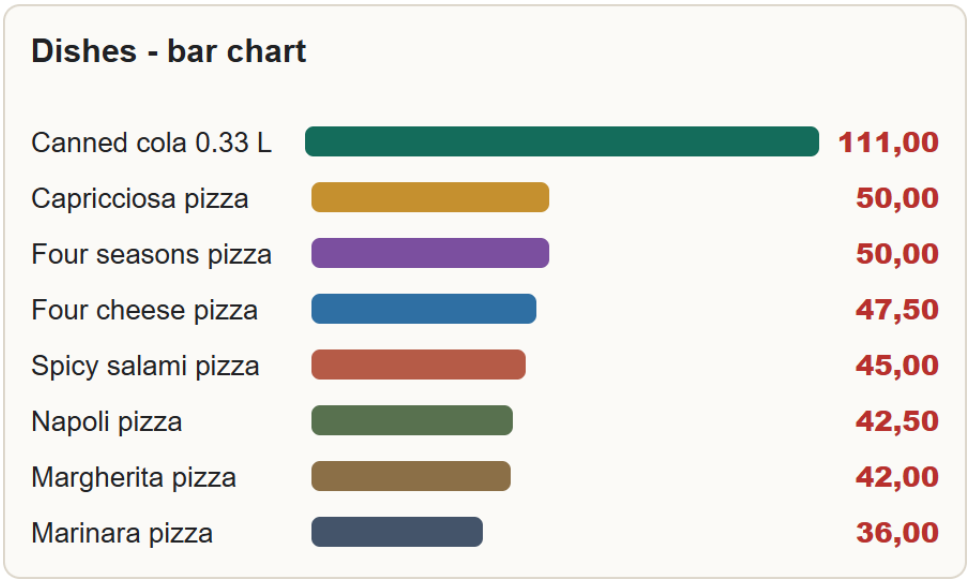


Figure — Dishes - bars (synthetic demo sales)

Departments pie/bars group by production department; check catalogue assignments if a category looks wrong.

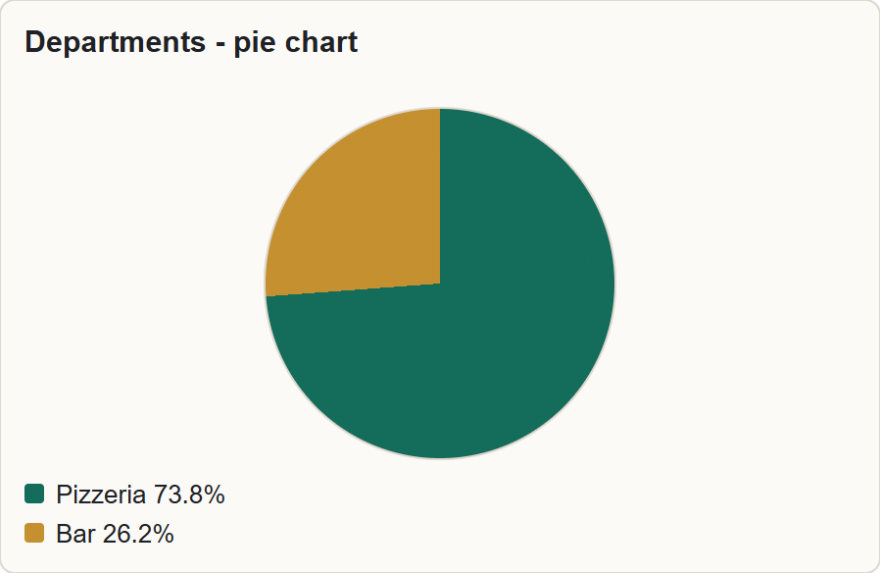


Figure — Departments - pie (synthetic demo sales)

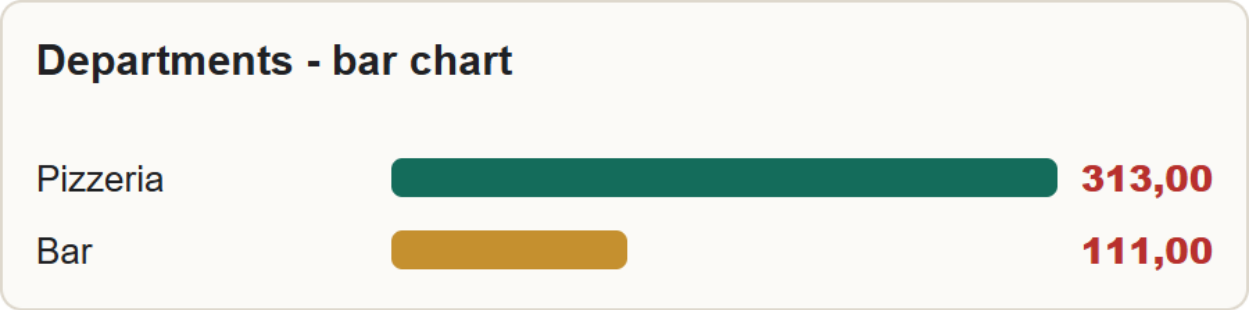


Figure — Departments - bars (synthetic demo sales)

Dish types pie/bars group by type; consult the tables for quantities and actual versus list-price amounts.

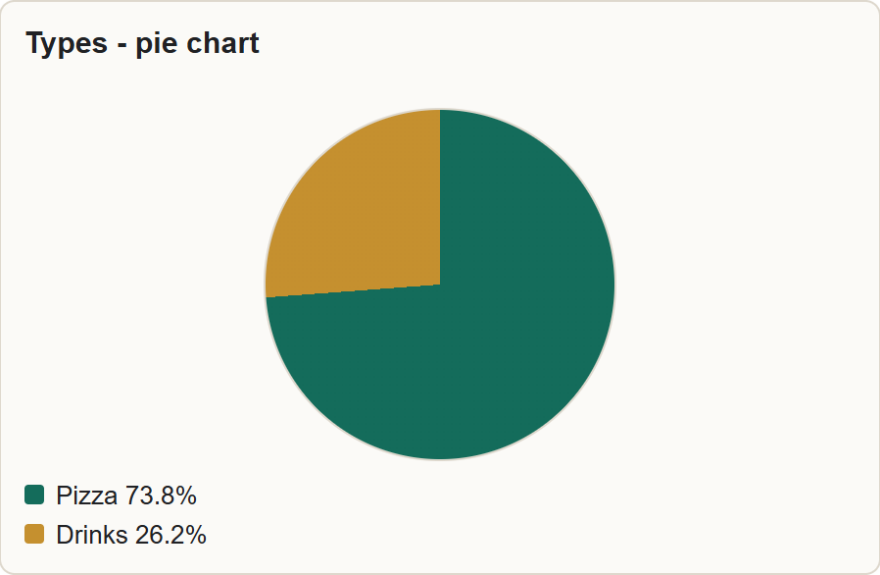


Figure — Types - pie (synthetic demo sales)

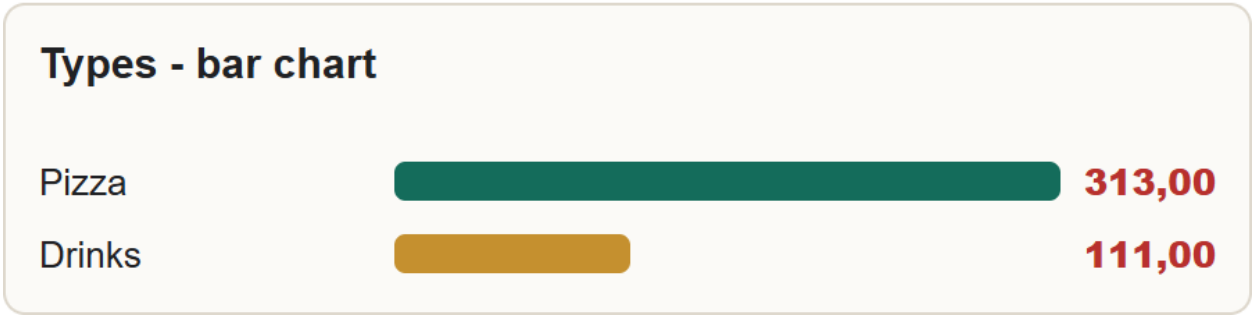


Figure — Types - bars (synthetic demo sales)

Fiscal status

Path: /fiscale-rt

Check fiscal printer status and results. On failure, record order number and message, then follow the manager's procedure before reprinting.

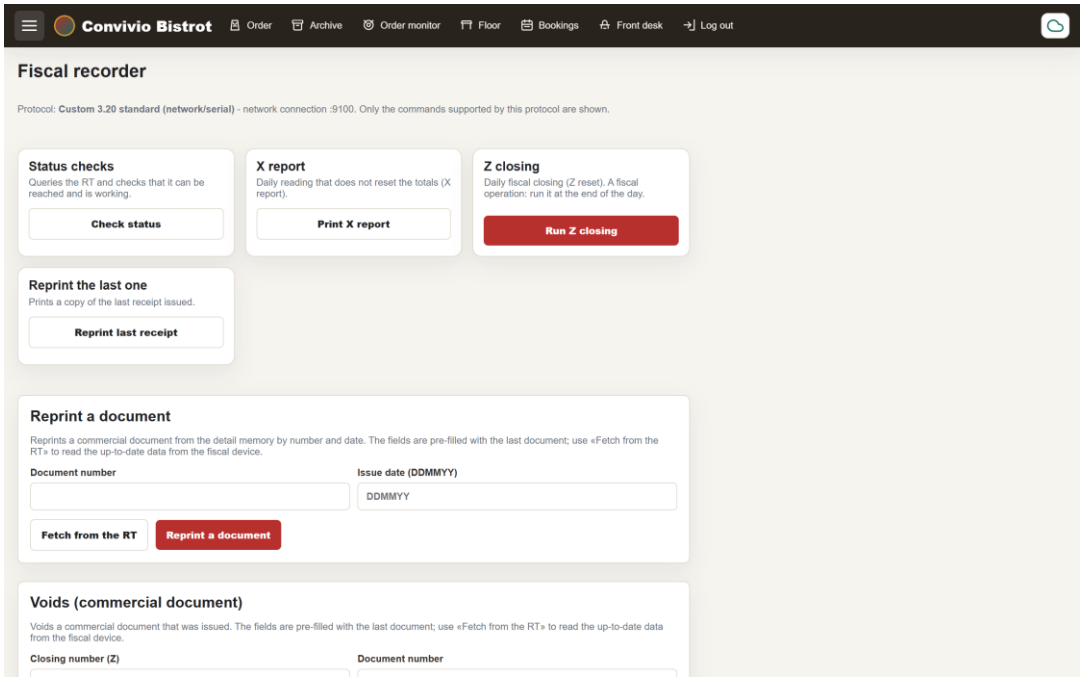


Figure 19 — Fiscal status

Offline and end of shift

Path: cloud indicator

Check pending cloud changes and wait for synchronization before leaving. Review suspended orders, print queue, cash and end of shift backup.

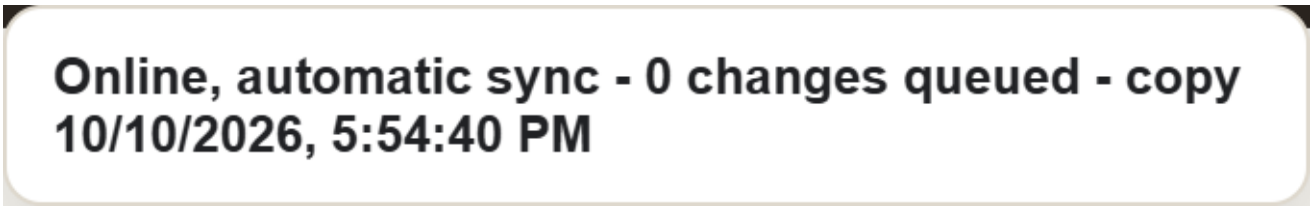


Figure 20 — Offline and end of shift

End of service checks

Check suspended orders, print queue, offline synchronization, cash movements and fiscal documents. Calculate the calendar-day report and check its stated period; sign operators out and make a backup before maintenance or updates.

- Suspended orders checked
- Print queue clear
- Offline queue synchronized
- Cash movements reconciled
- Daily report calculated and reconciled
- Backup completed

Archive and corrections

In Archive, find the order by date, table or number and inspect its detail before reprinting or editing. Available actions depend on operator permissions. If payment or a fiscal document was already issued, involve the manager so order, cash and fiscal records stay consistent.

If an item is missing, check the active menu and department. If a production slip does not print, check queue status and notify the manager; do not duplicate the order to force printing.

Advanced workflows

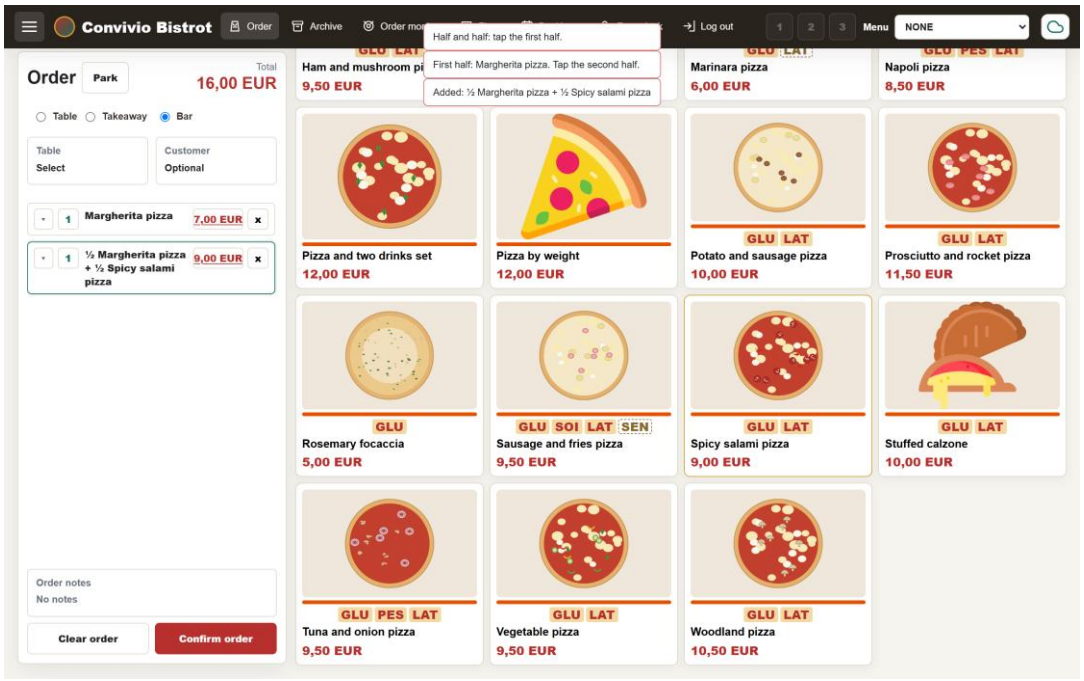
Half and half pizza

Combine two flavours in one sales line while keeping both preparations identifiable.

1. Enable sale by halves on both dishes. In Configuration select the price rule: higher price, average or sum.

2. On Order open the pizza category, press ½+½ and select both flavours. Check the line description and suggested price.

3. Apply variants and notes, check quantity and confirm. A manual line price is a unit price and applies only to this order.



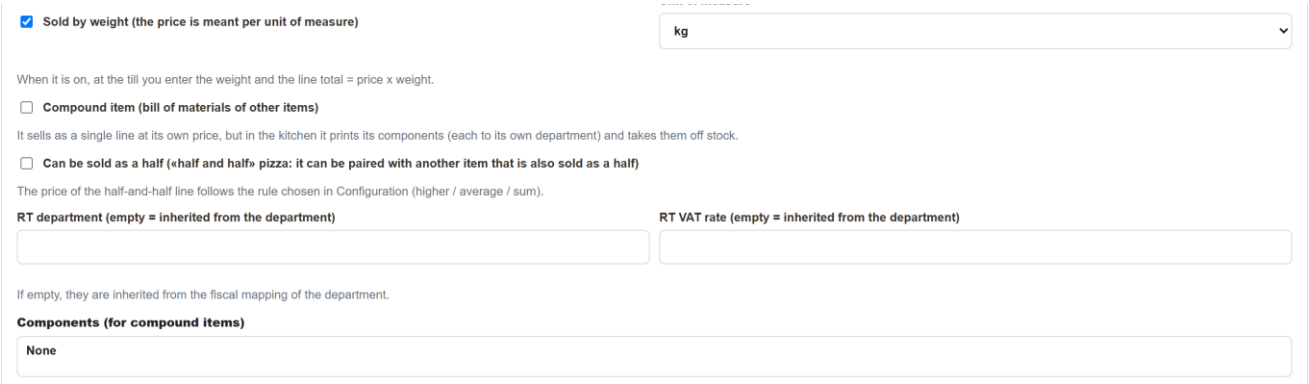
Half and half pizza

Check the result For flavours priced at 7.00 and 9.00 EUR the rules give 9.00, 8.00 and 16.00 EUR before variants and adjustments. Two pizzas manually priced at 5.00 EUR each total 10.00 EUR.

Weight sales and barcodes

Use a unit rate for deli products or pizza by weight. A barcode may identify the product or encode weight or price.

1. Enable Sold by weight on the dish, select the unit and enter its rate, for example 12.00 EUR/kg. Configure the serial scale in Scales when used.
2. Add the dish and enter the requested weight or acquire it from the scale. Check unit, tare and reading before confirmation; a missing weight blocks normal cashier entry.
3. Assign a unique product barcode. For encoded weight or price labels, enable and configure the format in Configuration and test a known label.



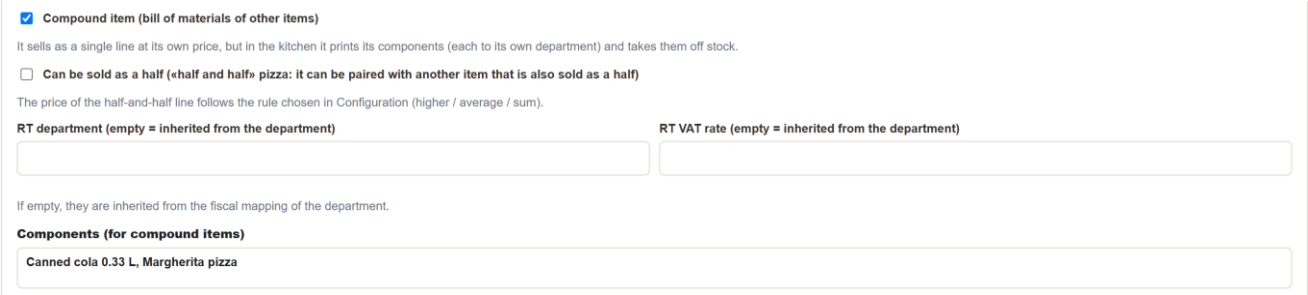
Weight sales and barcodes

Check the result 0.350 kg at 12.00 EUR/kg costs 4.20 EUR. The weight must also appear on the printed document. Keep per-kg rates distinct from per-piece prices.

Composite items and department production

Sell a set menu as one item and route its components to the departments that prepare them.

1. Create component items first, with department, printer and stock. Create the composite item and enable its composite option.
2. Open Components, select items and set quantities per unit sold, for example one pizza and two drinks. Save and check the composite selling price.
3. Place a trial order. Check the customer document, each department production slip and component stock changes.



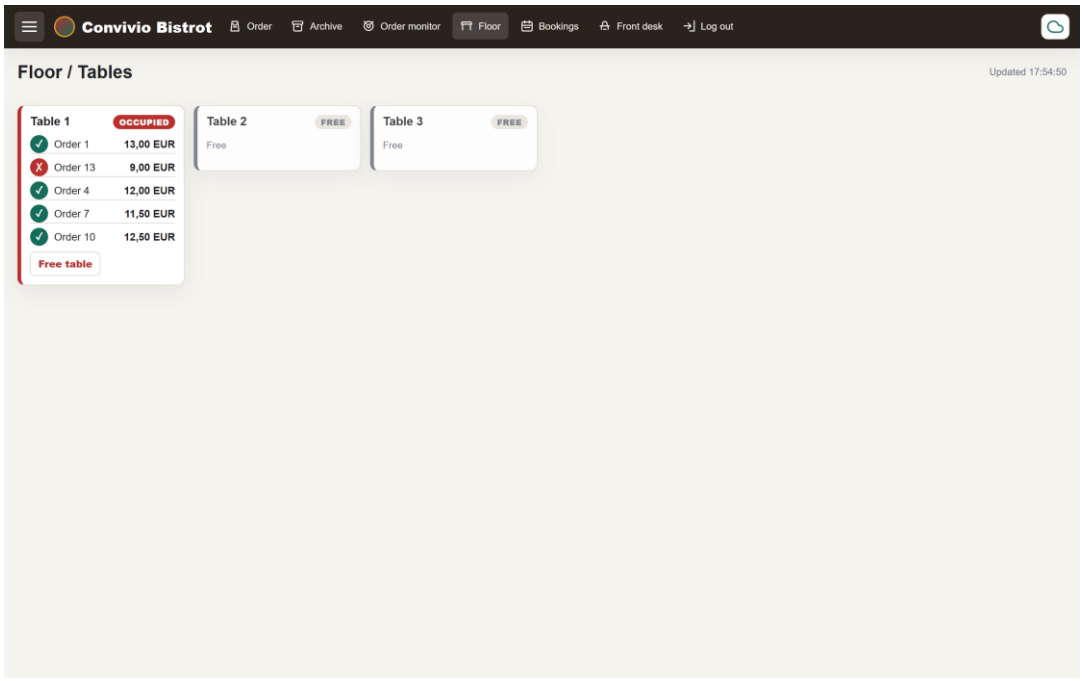
Composite items and department production

Check the result The customer sees one line at the composite price. Production receives the components at their departments, and stock follows the configured quantities.

Single table bill and deposits

The table bill collects linked orders. Recorded deposits reduce the balance still due.

1. Enable the single table bill in Configuration when this is the venue workflow. Link successive orders to the same table and review them in Floor.
2. Open the bill and check items, covers, total and existing payments. When deposits are enabled, record the partial amount with the configured methods.
3. Collect the remaining balance and check order status. For mixed payment split the balance between cash and electronic methods without entering the deposit twice.



Single table bill and deposits

Check the result A 40.00 EUR bill with a 10.00 EUR deposit has 30.00 EUR outstanding. An order with recorded payments cannot be replaced through normal order editing; use the manager's permitted correction workflow.

Table QR codes and guest ordering

QR codes connect the guest phone to the correct table. The phone must be able to reach the venue server.

1. Set up rooms and tables. Open Print table QR codes, choose heading and layout, and include guest Wi-Fi details if applicable.
2. Open the A4 preview and print. Scan a code on a phone connected to the venue network and verify the displayed table number.
3. Check menus, prices and required fields. Send a trial order and verify its appearance in the archive and production monitor.

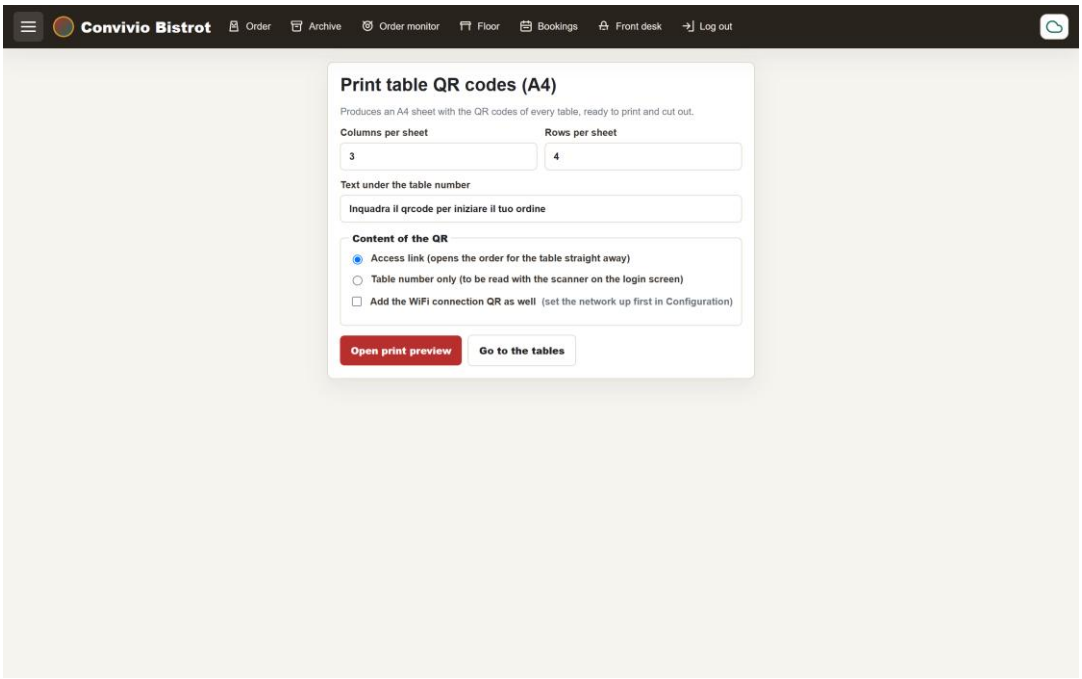


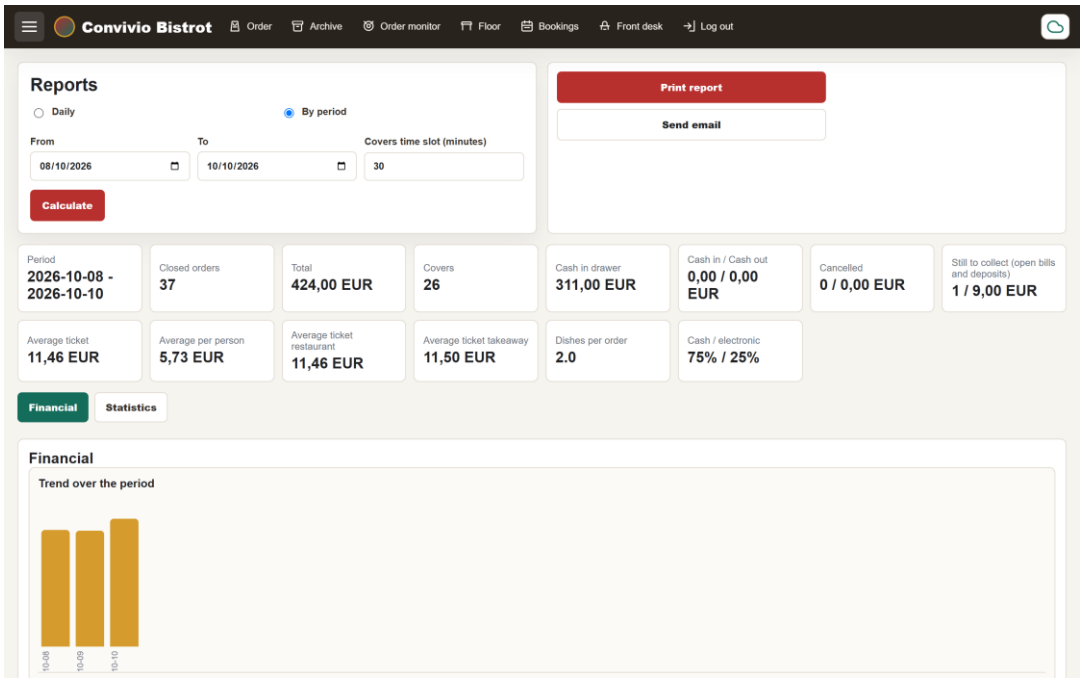
Table QR codes and guest ordering

Check the result Table 3's code must open an order for table 3. A QR address containing 127.0.0.1 cannot connect a phone to the PC; use the server network address.

Operating day and payment reconciliation

A service can continue past midnight. The operating-day cutoff keeps the same shift's transactions together.

1. Set the cutoff in Configuration. With a 04:00 cutoff, a 02:00 order belongs to the preceding operating day.
2. At shift end open Reports, select the period and calculate. Distinguish sales, cash receipts, electronic receipts, cash movements and unpaid amounts.
3. Compare the detail with Archive and Cash. Print or email the report when configured, explain differences in financial detail, and check outstanding orders.



Operating day and payment reconciliation

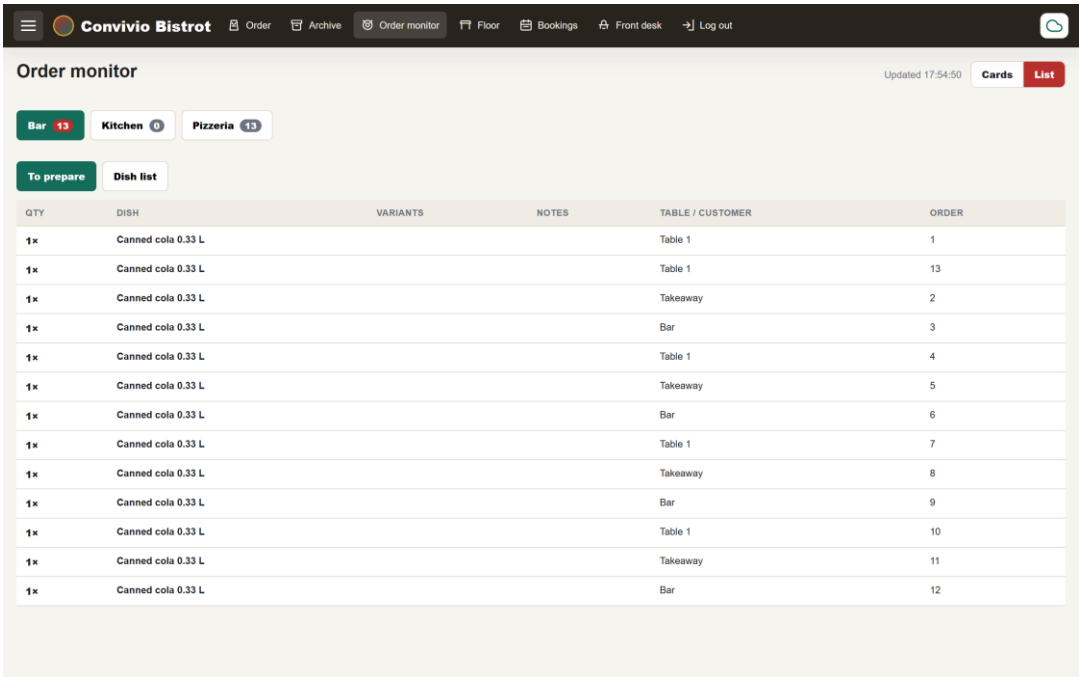
Check the result Sales need not equal cash in the drawer. Electronic receipts do not add physical cash; a cash expense reduces the drawer balance without reducing sales.

The Daily report uses calendar dates, not the operating-day cutoff. For an overnight shift select a period covering both dates and review the time detail.

Courses production monitor and pickup display

Coordinate kitchen preparation and notify guests when the order is ready.

1. When courses are enabled, choose the current course before adding dishes. Correct a line's course when needed and advance before the next group.
2. In Order monitor review department, table, time and notes. Mark each dish ready after preparation. Use the pickup timeline for takeaway when enabled.
3. In Pickups call the ready number and mark it collected after handover. Automatic calling requires the whole order to be ready. Open /display on the TV and verify updates.



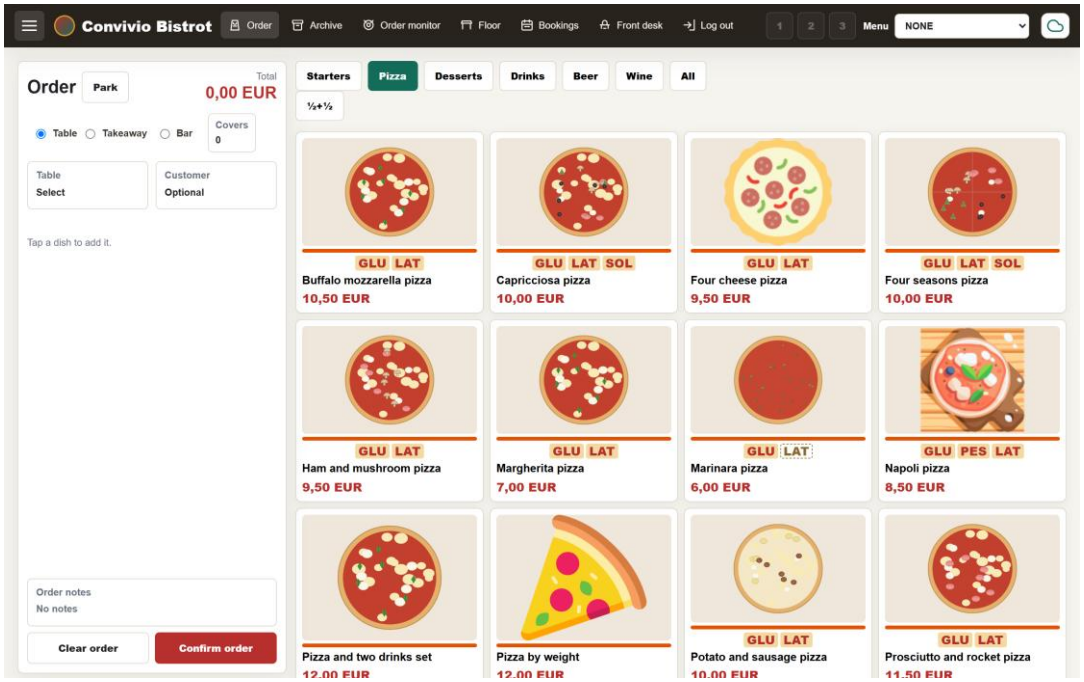
Courses production monitor and pickup display

Check the result One ready line must not call an incomplete order. Handover and payment are separate operations; check both before ending service.

Voice entry and offline work

Voice assists order entry; the local queue retains supported operations through a network interruption.

1. The manager enables the voice engine and language in Configuration. Grant microphone access in a browser over HTTPS. Check recognized dishes, quantities and variants before confirmation.
2. For offline use, open the app online at least once over HTTPS with a trusted CA. Install the PWA where applicable and verify the operations supported on the terminal.
3. Watch the cloud indicator during an outage. When the connection returns, wait for synchronization and check the order in Archive. Do not log out or clear browser storage while operations remain pending.



Voice entry and offline work

Check the result A queued local operation is not yet a server confirmation. Printing, POS and fiscal devices need their connections; offline storage does not prove successful payment or fiscal issuance.

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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.