

VECTIS

Vectis POS

User Manual

Manual version 1.1 · 14 Oct 2026 · for Vectis 2026.10.12

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01 Getting started

Vectis POS is a till that runs in a web browser. The till program itself runs as a service on the till PC in your restaurant; you open it in a browser, log in with your user name and then work with the header bar and the side menu. This chapter shows how to open the till, log in and out, how the screen is laid out and how to switch the language.

Open the till

Goal: Open the till screen in the browser.

Who can do this: All users.

1. Open the till in one of these ways:
 - **On the till PC via the shortcut:** Double-click **Open Vectis POS** on the desktop or in the Start menu (if this shortcut was created during installation).
 - **On the till PC via Vectis Manager:** Right-click the Vectis icon in the notification area of the taskbar (bottom right, next to the clock) and choose **Open POS**. Double-clicking the icon opens the Vectis Manager window, which also has an **Open POS** button.
 - **Directly in the browser:** On the till PC enter `http://localhost:10110` . On a tablet or phone in the same network enter `http://<till-IP-address>:10110` .
2. The login page appears. If you are still logged in, the home page opens straight away.

Note: The **Open POS** button in Vectis Manager is only active while the till service is running. If it is greyed out, start the service in Vectis Manager (**Start**) or contact your Vectis service partner.

Note: The **Open Vectis POS** shortcut always opens the default address `http://localhost:10110/` . If your till was set up on a different port, use **Open POS** in Vectis Manager.

Log in

Goal: Log in to the till with your own user account.

Who can do this: All users with an active user account.

1. Choose the language at the top right of the login page: **DE** or **EN**.
2. In the **Login** field enter your user name (for example `kasse`). A stored e-mail address is accepted instead of the user name.
3. In the **Password** field enter your password.
4. Tap **Log in**.

Login page with the Login and Password fields and the Log in button (outlined in red)

5. The till opens the home page. Kitchen, order display and self-checkout devices jump to their own screen automatically; a waiter on a phone or tablet jumps to the mobile view (see [Waiters on a phone](#)).

Note: There is no PIN login for till staff. Every employee logs in with user name and password. A "PIN" exists only as the password of device accounts (kitchen, order display, terminal).

Note: If the login name or password is wrong, or the account is deactivated, a red message appears: "Invalid email or password". Check your entry or ask an administrator to check your account.

Note: The login stays stored in the browser until you log out – with or without the **Remember me** tick.

The home page (Dashboard)

Goal: Check the state of the till at a glance.

Who can do this: All logged-in users.

After logging in you see the home page **Vectis POS**. You can reach it at any time via **Menu › Dashboard**.

Top of the home page for the administrator: status badges and the Kassenmeldung (ELSTER) button (outlined in red)

At the top of the home page you see:

- the heading **Vectis POS**,

- the status badges: whether the till is **Registered** or **Not Registered** with the fiscal service (green or red badge) and, next to it, short details about the fiscal service,
- for administrators and managers, the **Kassenmeldung (ELSTER)** button at the top right (it keeps its German name in the English interface; the menu entry is called **Till registration (ELSTER)**). It opens all the data you need to notify the tax office of this till.

Further down follow further technical data about the till and the TSE (only for your service partner).

Note: You do not need the technical details on the home page in daily work. If a red or yellow box appears here, tell your Vectis service partner.

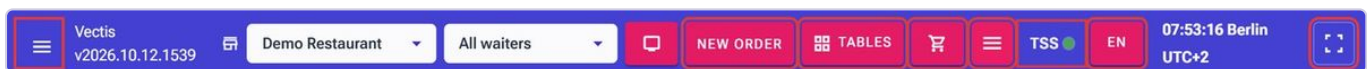
Caution: Vectis sends nothing to ELSTER. You (or your tax adviser) file the till registration yourself in the ELSTER portal.

The header bar

Goal: Know the buttons in the header bar.

Who can do this: All logged-in till users (Admin, Manager, Cashier, Waiter).

The coloured bar at the top is the same on all till pages. From left to right:



Header bar on the Orders page, the buttons are outlined in red

Element	What it does
Menu icon (three lines, far left)	Opens and closes the side menu.
Vectis v...	Shows the program version. A click opens the System Info window with version and device data and a Copy All button – useful when support asks for it.
Venue selector (shop icon)	Selects the venue (for example «Demo Restaurant»). Appears only if at least one active venue exists.
Waiter selector	Filters the list by waiter (All waiters or one name). Only on the Orders and Reservations pages and not for waiters.
Display settings	Only in the order screen (Catalog display settings) and in the floor plan (Table display settings): columns, text sizes, product photos. The settings apply to this device.
Screen icon	Opens the customer display in a new browser window.
New Order	Starts a new order (see the Orders chapter).
Tables	Opens the floor plan.
Shopping cart icon	Opens the Orders list.
Pink menu button	Opens More POS actions (see below).
TSS with a dot	Shows whether the till can sign. A click opens the home page.
DE / EN	Switches the interface language.
Clock	Till time in the time zone from Cash Register Setup (for example «02:41:58 Berlin UTC+2»).
Full screen icon	Enter fullscreen / Exit fullscreen.

The TSS dot:

- **green** (pulses slowly): TSE set up and active. All is well.

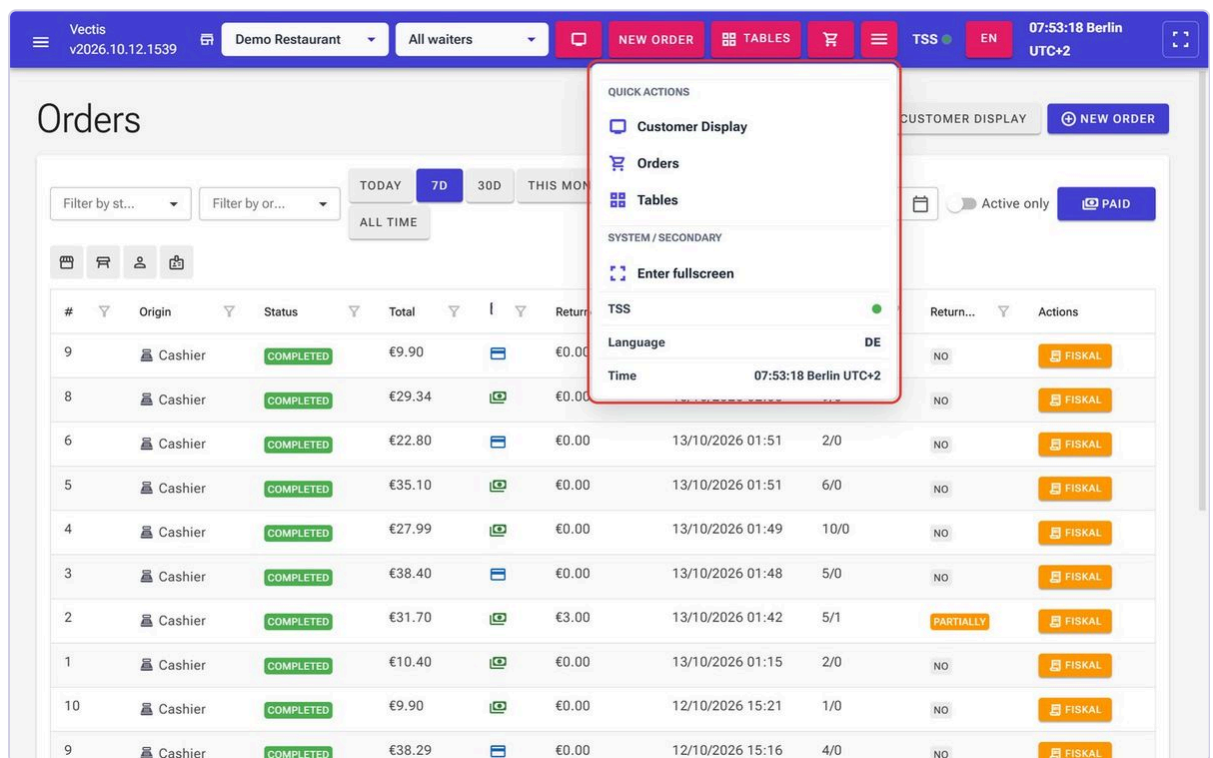
- **red:** the till cannot sign. Call your Vectis service partner or support.
- **yellow** or **grey:** there is a warning or the status is unknown. Hover over the dot to read the text and tell your service partner.

Caution: With a red TSS dot, the till cannot sign sales. The till does not block sales, but receipts may carry the **TSE-Ausfall** note. Call your Vectis service partner immediately (see chapter 14).

More POS actions

The pink menu button with the three lines (right of the shopping cart) is there on every screen. On narrower screens (tablets) the till hides some header elements; you then also find them in this menu.

1. Tap the pink button with the three lines.
2. **More POS actions** opens with:
 - **Order context:** venue and waiter (only on narrow screens),
 - **Quick actions:** **Customer Display**, **Orders**, **Tables**; in the order screen and the floor plan also the display settings,
 - **System / secondary:** **Enter fullscreen**, **TSS** with its dot, **Language** and **Time** of the till.



More POS actions on the Orders page (outlined in red)

3. Tap next to the menu to close it.

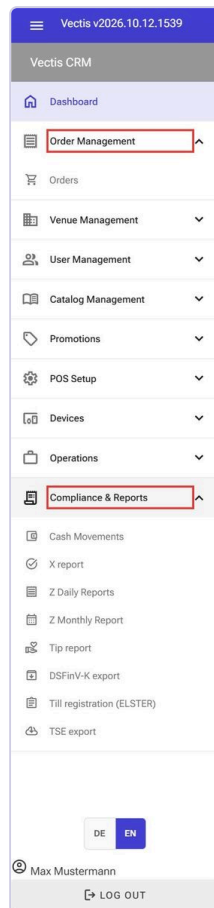
Note: The **Language** line in this menu shows the till and receipt language from Cash Register Setup (for example «DE», even when the interface is in English). It is display only. You change the language of your screen with **DE / EN**.

The side menu

Goal: Open the side menu and find the areas.

Who can do this: All logged-in till users; everyone sees only the areas of their role.

1. Tap the menu icon (three lines) on the left of the header bar.
2. The side menu slides over the page. Tap an area to expand it, then tap the entry.



Side menu as administrator, Order Management and Compliance & Reports are expanded

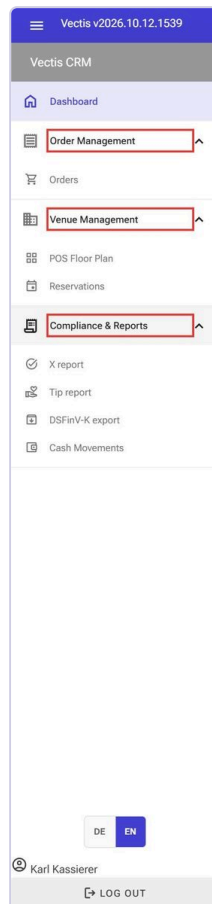
3. At the bottom of the menu you find the language switch **DE / EN**, your name and the **Log out** button.

Which areas you see depends on your role:

Menu area	Admin	Manager	Cashier	Waiter
Dashboard	yes	yes	yes	yes
Order Management › Orders	yes	yes	yes	yes
Venue Management › Venues	yes	yes	–	–
Venue Management › POS Floor Plan, Reservations	yes	yes	yes	yes
Compliance & Reports (only X report , Tip report , DSFinV-K export , Cash Movements)	–	–	yes	–
Compliance & Reports (complete, except TSE export)	yes	yes	–	–
Compliance & Reports › TSE export	yes	–	–	–
User Management › Users	yes	visible but locked ¹	–	–
Catalog Management, Promotions › Discounts	yes	yes	–	–
POS Setup, Devices, Operations	yes	yes	–	–

¹ A manager sees the **Users** entry but gets the **Access denied** page when opening it. Only the administrator manages users (see chapter 02).

Note: Waiters see the **Reservations** entry in the menu. Reservations are taken by a cashier, manager or administrator.



Side menu as cashier: Order Management, Venue Management and Compliance & Reports with X report, Tip report, DSFinV-K export and Cash Movements



Side menu as waiter: only Order Management and Venue Management

Note: The top of the side menu says "Vectis CRM". That is only the name of the menu header; you are in the till.

The complete overview of who may do what is in Appendix A "Rights matrix".

Switch the language

Goal: Switch the interface to German or English.

Who can do this: All users.

The till has two languages: German (**DE**) and English (**EN**). You can switch in three places:

1. on the login page at the top right (**DE / EN**),
2. in the header bar with the **DE** or **EN** button – one tap switches to the other language,
3. at the bottom of the side menu (**DE / EN**; the active language is highlighted).



DE / EN language switch at the bottom of the side menu (outlined in red)

Note: The language is saved in this browser on this device, not in the user account. On another device, set it there again.

Note: Some windows (for example "Create New User" in User Management) are labelled in English only, even in the German interface. The receipt language is set separately in Cash Register Setup.

Full screen

Goal: Show the till without browser bars.

Who can do this: All users.

1. Tap the full screen icon at the far right of the header bar (**Enter fullscreen**).
2. To leave, tap it again (**Exit fullscreen**) or press `Esc`.

Note: If the icon is greyed out, the browser does not support full screen.

Log out

Goal: Free the till for the next employee.

Who can do this: All users.

1. Open the side menu (menu icon at the top left).
2. Tap **Log out** at the bottom.
3. The login page appears.

Caution: Always log out at the end of your shift or when someone else takes over the till. Everything booked under your name appears under your name in the reports.

New version notice

Goal: Load the new version after an update.

Who can do this: All users.

When a new version has been installed on the till PC, a bar appears at the top with the text **A new version is available.** and two buttons: **Refresh** and **Later**.

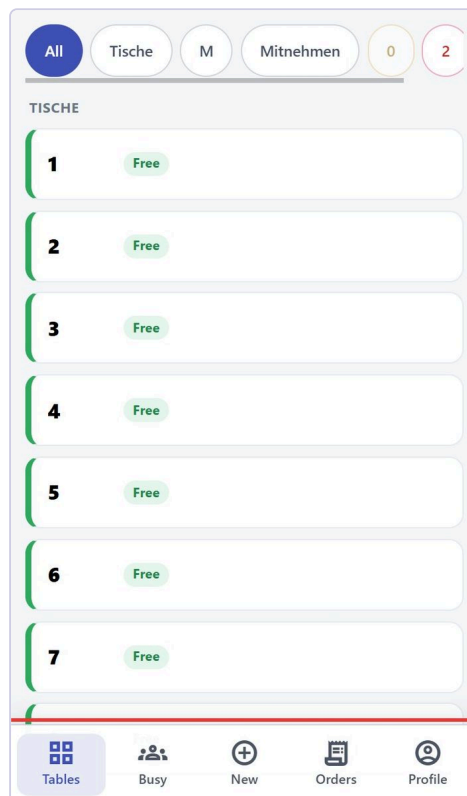
1. First finish what you are doing (for example a payment).
2. Tap **Refresh**. The page reloads with the new version.
3. If it is not a good moment, tap **Later**. The bar comes back as soon as the till detects a new version again.

Waiters on a phone (mobile view)

Goal: Work as a waiter on a phone with the mobile view.

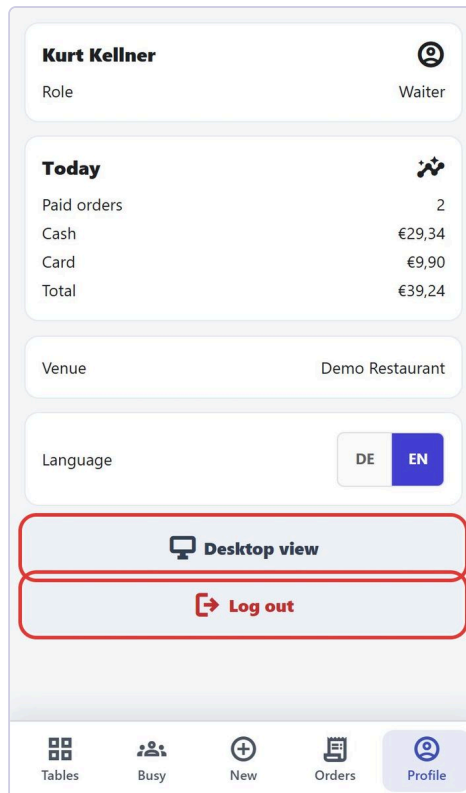
Who can do this: Waiters (automatically). Other roles can open the mobile view only via the address `/mobile/waiter/tables`.

1. On the phone open `http://<till-IP-address>:10110` and log in.
2. If your account is a **Waiter** and the device is a phone or tablet with a touch screen, the till opens the mobile table view automatically.



Mobile table view on a phone: area chips at the top, tables with their status below, the bottom bar (outlined in red)

3. At the top choose the area (**All** or for example «Tische», «M», «Mitnehmen»). At the bottom you find the bar **Tables, Busy, New, Orders** and **Profile**.
4. Under **Profile** you see your name and role, the **Today** statistics (**Paid orders, Cash, Card, Total**), the **Venue**, the **Language** and the buttons **Desktop view** and **Log out**.



Waiter's mobile profile: today 2 paid orders, cash €29,34, card €9,90, total €39,24; Desktop view and Log out are outlined in red

Note: With **Desktop view** this device stays in the normal till view permanently, even after logging in again. To get back to the mobile view, open the address <http://<till-IP-address>:10110/mobile/waiter/tables>; there is no button for it.

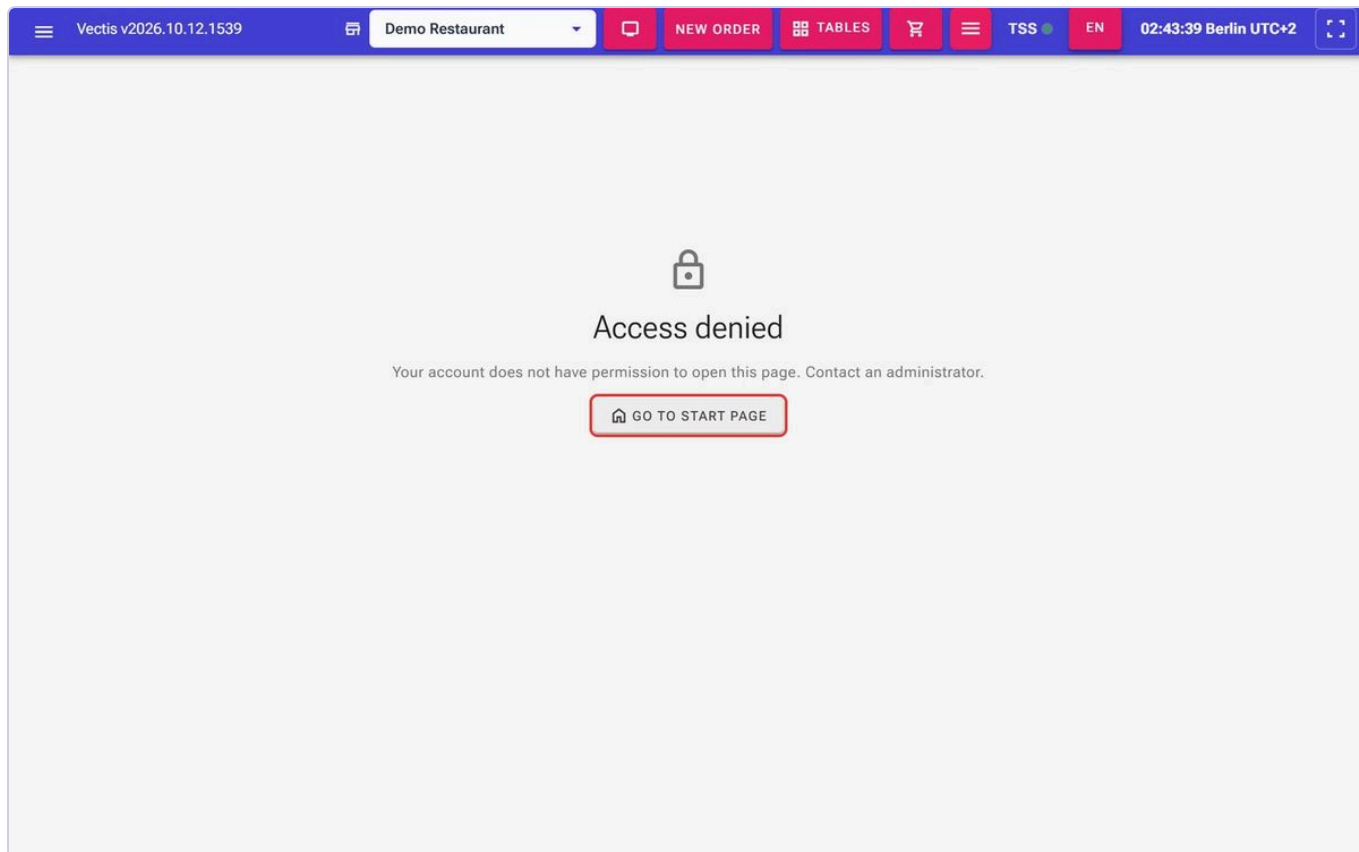
Note: The automatic redirect only applies when the home page opens. If you open a direct link (for example to an order), the till stays there.

When "Access denied" appears

Goal: Understand why a page is locked.

Who can do this: All users.

If you open a page your role may not use (for example from a bookmark), the till shows a lock and **Access denied** with the text "Your account does not have permission to open this page. Contact an administrator."



Access denied page with the Go to start page button (outlined in red)

1. Tap **Go to start page**.
2. If you need the function, ask the administrator to check your role.

Note: If you are not logged in at all (for example after a long break), the till sends you to the login page instead and, after login, back to the page you wanted.

Frequently asked questions

Q: I forgot my password. What now? An administrator sets a new password under **Menu › User Management › Users** (see chapter 02). There is no "forgot password" function.

Q: Is there a quick PIN login for waiters? No. All till users log in with user name and password.

Q: The login page says "Invalid email or password" although the password is right. A common cause: the account is deactivated. An administrator can activate it again under **Users**.

Q: The page does not load, the browser says "site can't be reached". The till service is not running or the till PC is off. Check in Vectis Manager whether the service is running (**Start POS** in the taskbar menu), or call your service partner.

Q: Why do I see fewer menu entries than my colleague? The menu shows only the areas of your role. The overview is in Appendix A "Rights matrix".

Q: I am a manager and see "Users" in the menu but get "Access denied". That is intended: only the administrator may create and change users.

Q: The TSS dot is red. May I keep taking payments? The till lets you sell, but receipts may not be signed (note **TSE-Ausfall**). Call your Vectis service partner immediately and follow chapter 14 "TSS indicator is red".

Q: Where do I see the program version? On the left of the header bar (**Vectis v...**). A click opens **System Info**.

Q: I switched the language, but the tablet still shows the old one. The language applies per device and browser. Switch it on the tablet as well.

Q: As a waiter I ended up in the normal view on my phone. Either **Desktop view** was chosen once on this device, or the device is not recognised as a touch device. Open `http://<till-IP-address>:10110/mobile/waiter/tables`.

Q: What happens to open orders when I log out? Nothing. Orders are stored in the till and stay open until they are paid or cancelled.

02 Users and roles

Every employee logs in to the till with their own user account. The role of the account decides which menus and functions they see. This chapter explains the roles, shows how the administrator creates, changes and locks users and resets passwords, and explains the storno right, the "only my orders" filter and what the **Terminals** page is for.

The roles

Goal: Know which role has which tasks.

Who can do this: Everyone (information).

Role (as shown in the user list, there in capitals)	For whom	What the role may do (short)
Admin	Owner, administrator	Everything. The only role that can create and change users and run the TSE export. May always storno. Not tied to a venue ("Global").
Manager	Restaurant management	Almost everything: orders, all reports, Z closing, cash movements, catalog, discounts, setup, terminal profiles, Kassenmeldung. Not: manage users, TSE export. Storno only with the storno right.
Cashier	Till staff	Orders and payments, X report including closing, tip report, DSFinV-K export, paying out tips. Sees only the current business day in Orders . Storno only with the storno right.
Waiter	Service staff	Orders, floor plan, payments; the mobile view on a phone. No reports and no cash movements. Storno only with the storno right.
Terminal	Self-checkout kiosk (device)	Only the self-checkout screen. Needs a terminal profile.
Kitchen	Kitchen screen (device)	Only the kitchen view.
OrderDisplay	Pick-up display for guests (device)	Only the order display.

The detailed overview per function is in Appendix A "Rights matrix".

Note: Every account has exactly one role. The device roles (Terminal, Kitchen, OrderDisplay) are meant for screens, not for people.

Open the user list

Goal: See all users of a venue.

Who can do this: Admin.

1. Open **Menu › User Management › Users**.
2. The **User Management** page shows a table with **Name**, **Login**, **Role**, **Venue** and **Actions**.

Vectis v2026.10.12.1539
Demo Restaurant
NEW ORDER
TABLES
TSS
EN
07:53:49 Berlin UTC+2

User Management

NEW USER

Name	Login	Role	Venue	Actions
Max Mustermann	admin@demo-restaurant.example	ADMIN	GLOBAL	
Erika Musterfrau	manager	MANAGER	Demo Restaurant	
Karl Kassierer	kasse	CASHIER	Demo Restaurant	
Kurt Kellner	kellner	WAITER	Demo Restaurant	
Klara Kellner	kellner2	WAITER	Demo Restaurant	

User Management with the demo users; New User and the three icons of one row are outlined in red

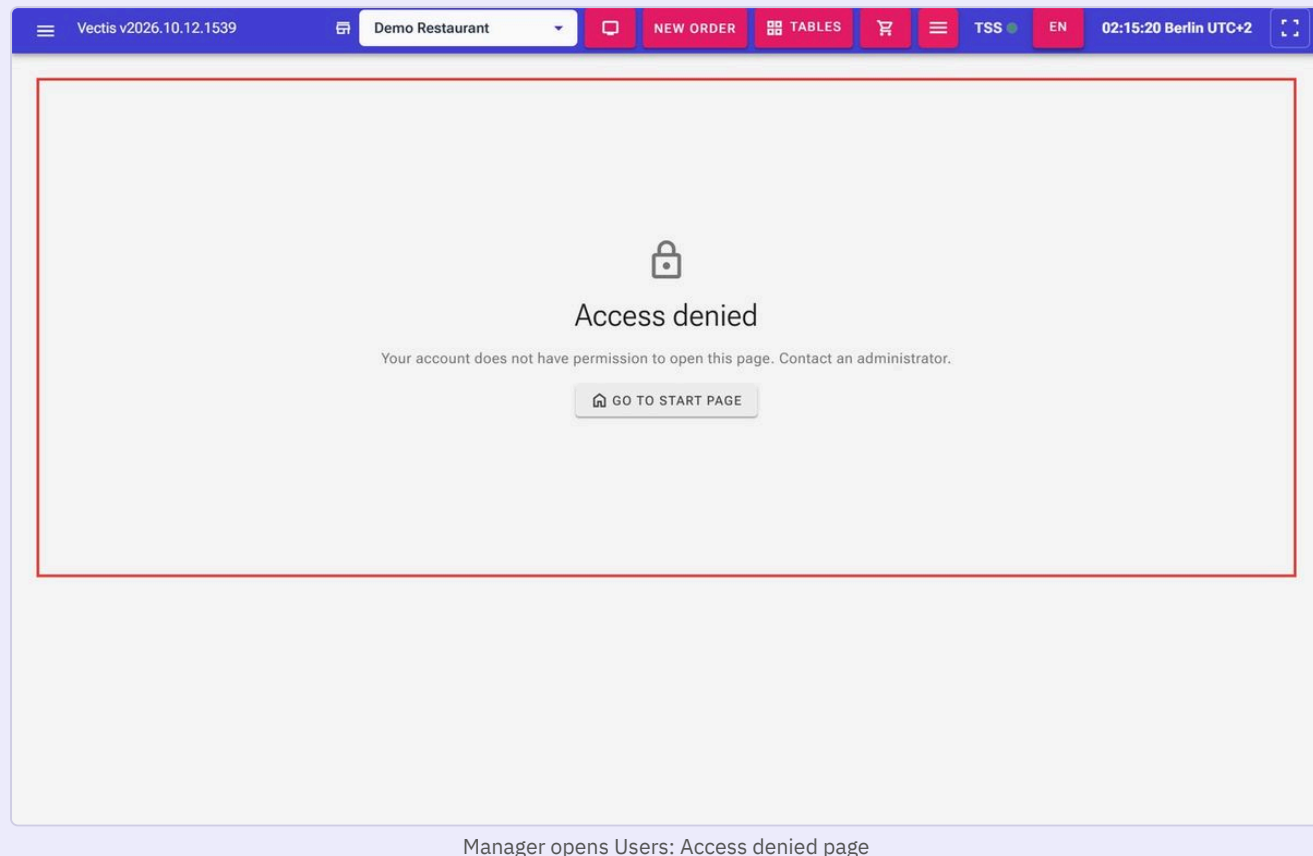
3. The list shows the users of the venue selected in the header bar (here «Demo Restaurant»), plus all administrators (venue **GLOBAL**). Select another venue at the top to see its staff.

In the **Actions** column every row has three icons:

- grey pencil: edit the user,
- red icon with a circular arrow and a lock: reset the password,
- orange "no entry" sign (crossed-out circle): deactivate the user (for inactive users a green tick instead: activate again).

Deactivated users have the red **Inactive** badge next to their name.

Note: A manager also sees the **Users** menu entry but gets **Access denied** when opening it. Only the administrator manages users.

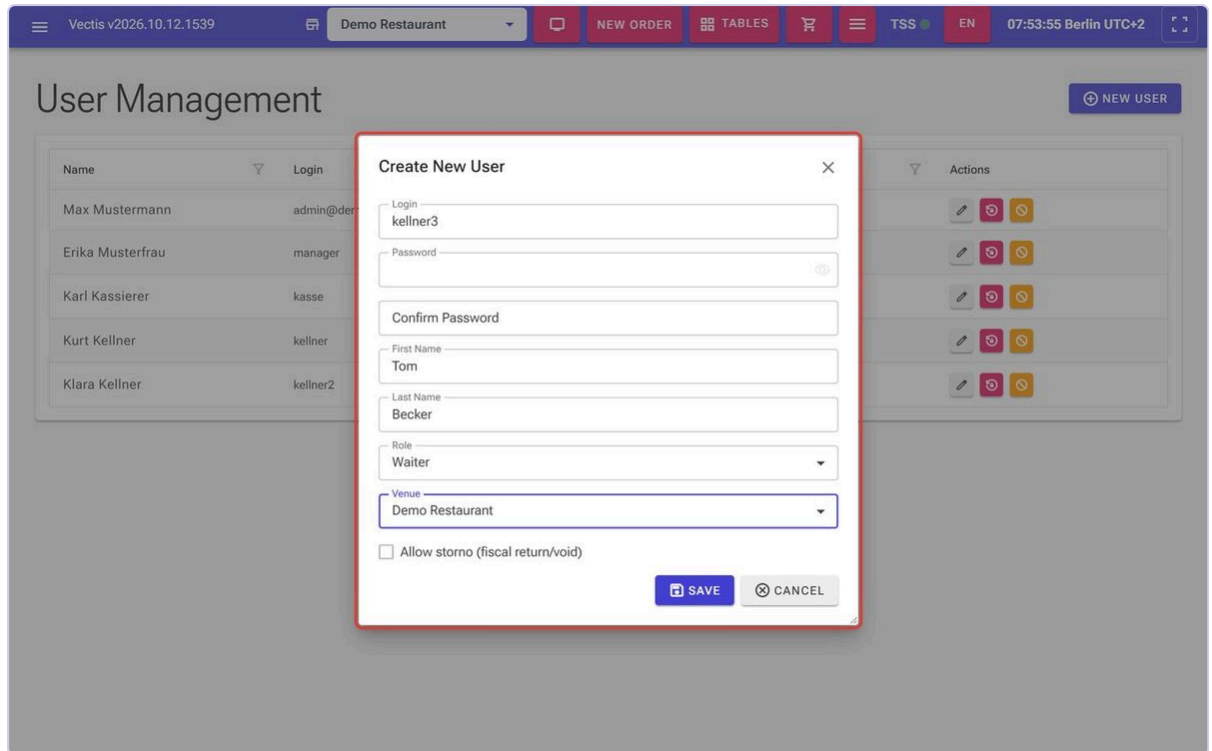


Create a new user

Goal: Give a new employee an account.

Who can do this: Admin.

1. Open **Menu > User Management > Users**.
2. Tap **New User** at the top right. The "Create New User" window opens.
3. Fill in the fields:
 - **Login:** the login name, 3 to 50 characters, only letters, digits, dot, underscore and hyphen (in the example `kellner3`). It cannot be changed later.
 - **Password** and **Confirm Password:** the first password, at least 4 characters. The eye icon shows what you typed.
 - **First Name** and **Last Name:** first and last name (in the example «Tom» and «Becker»). The name appears in lists and reports.
 - **Role:** the role (preselected: **Cashier**; in the example **Waiter**).
 - **Venue:** the venue, here «Demo Restaurant». Required for all roles except **Admin**; administrators apply to all venues.
 - **Allow storno (fiscal return/void):** tick it if this employee may storno (see [Grant the storno right](#)).



Create New User window with login kellner3, Tom Becker, role Waiter and venue Demo Restaurant

4. Tap **Save** (**Cancel** closes the window without saving).
5. "User Created" appears at the bottom right. The new user is in the list and can log in straight away.

Note: For the roles **Terminal**, **Kitchen** and **OrderDisplay** the password field is called **PIN**. It works exactly like a password.

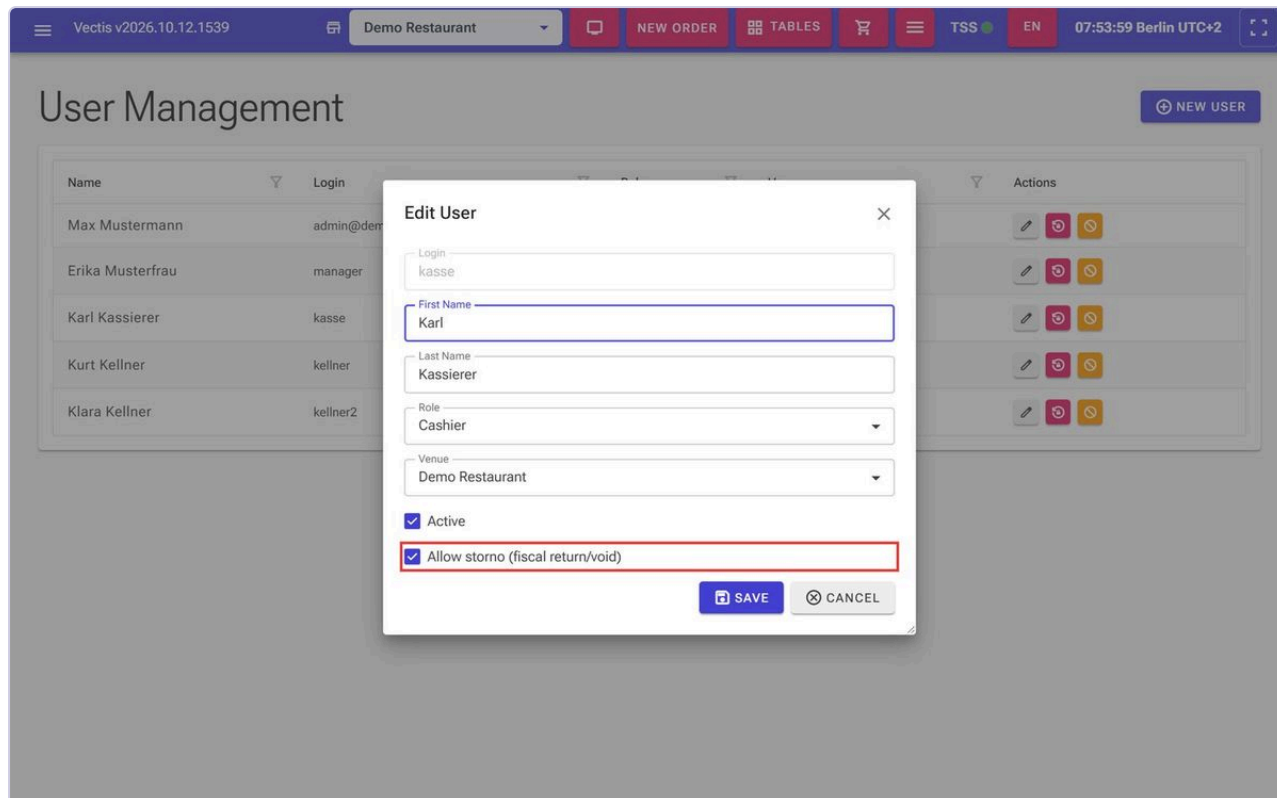
Note: Hand the first password to the employee in person. They cannot change it themselves; only the administrator can set a new password.

Change a user

Goal: Change a user's name, role, venue or storno right.

Who can do this: Admin.

1. Open **Menu > User Management > Users**.
2. Tap the pencil in the user's row. The "Edit User" window opens.
3. Change **First Name**, **Last Name**, **Role**, **Venue** or **Allow storno (fiscal return/void)**. The **Login** field is grey and cannot be changed. With the **Active** box you lock (untick) or unlock the account.



Edit User window for the cashier «kasse»: Active and Allow storno (outlined in red) are ticked

4. Tap **Save**. "User Updated" appears.

Note: Role and storno changes are saved at once. The employee's screen (menu, storno buttons) only adapts after they log out and in again.

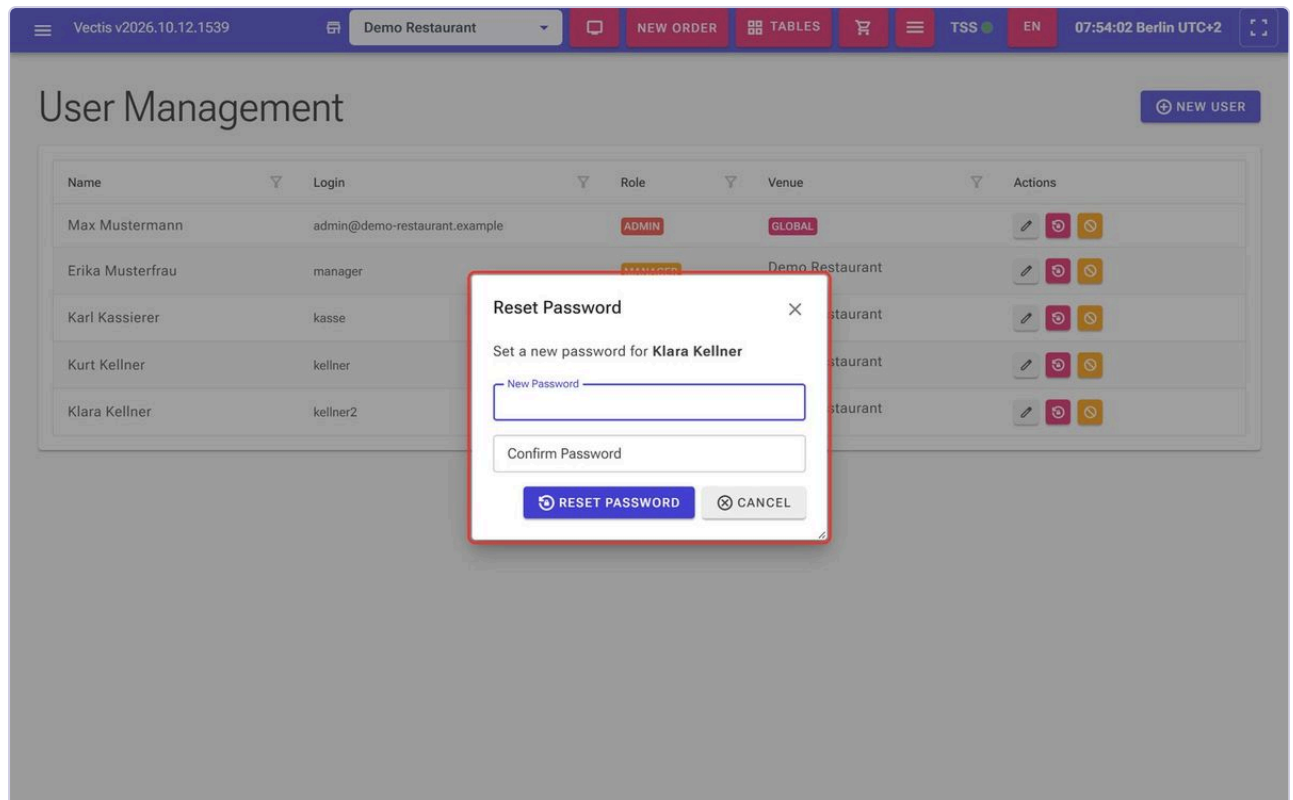
Note: If you set the role to **Admin**, the venue is removed; administrators are "Global".

Reset a password

Goal: Give an employee who forgot their password a new one.

Who can do this: Admin.

1. Open **Menu > User Management > Users**.
2. Tap the red icon with the circular arrow and lock in the user's row. The "Reset Password" window opens and names the user ("Set a new password for ...").
3. Enter the new password under **New Password** (at least 6 characters) and repeat it under **Confirm Password**.



Reset Password window for «Klara Kellner»

4. Tap **Reset Password**. "Password Reset" appears.
5. Tell the employee the new password in person.

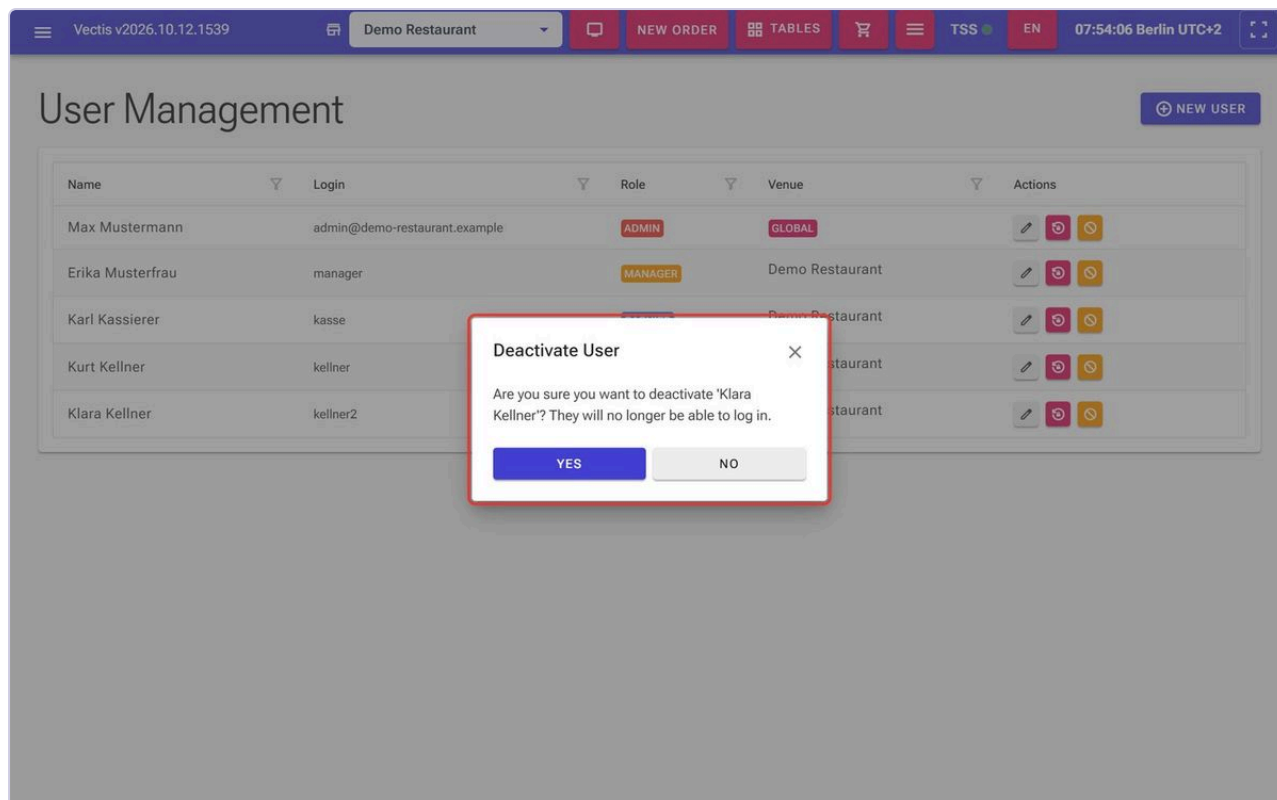
Note: Always use at least 6 characters.

Deactivate or reactivate a user

Goal: Lock out an employee who has left, without losing their data.

Who can do this: Admin.

1. Open **Menu › User Management › Users**.
2. Tap the orange "no entry" sign in the user's row.
3. The "Deactivate User" window asks "Are you sure you want to deactivate '...'? They will no longer be able to log in." Confirm with **Yes** (**No** cancels).



Deactivate User question for «Klara Kellner» with Yes and No

4. The user gets the **Inactive** badge and can no longer log in.
5. To unlock, tap the green tick in their row. The account is active again at once (no question).

Note: Users cannot be deleted, only deactivated. That way their name and orders stay in the reports and the fiscal journal.

Caution: If the employee is still logged in on a device, also log them out there.

Grant the storno right

Goal: Decide who may storno or return receipts that are already paid.

Who can do this: Admin.

A storno or return creates its own signed counter-receipt. That is why not everyone may do it.

1. Open the user as described in [Change a user](#).
2. Tick or untick **Allow storno (fiscal return/void)**.
3. Tap **Save**.
4. Ask the employee to log out and in again so that the storno buttons appear or disappear for them.

How the right works per role:

Role	Storno / return of a receipt
Admin	always allowed (box greyed out, note "Admins can always perform storno.")
Manager, Cashier, Waiter	only with the Allow storno tick
Terminal, Kitchen, OrderDisplay	never (box greyed out, note Storno is not available for this role.)

Caution: A paid receipt is signed and stored in the fiscal journal. It cannot be deleted; a storno books the amount back with a new receipt. Grant the right only to trusted employees.

Note: Cancelling an order that is not paid yet is not a fiscal storno and does not need this right.

Note: Reversing a tip payout (on **Cash Movements**) can only be done by an Admin or a Manager with the storno right, not by a cashier.

Only my orders (waiters) and past days

Goal: Understand which orders an employee sees in the list.

Who can do this: Information for all roles.

Waiters: On **Menu > Order Management > Orders** a waiter sees two buttons: **All waiters** and **Me**. When the page opens, **Me** is selected; the list then shows only their own orders. With **All waiters** they see the orders of all colleagues.

Orders

CUSTOMER DISPLAY NEW ORDER

Filter by status Filter by origin ALL WAITERS ME Active only PAID

#	Origin	Status	Total	Return...	Created	Items	Return...	Actions
9	Cashier	COMPLETED	€9.90	€0.00	13/10/2026 02:09	3/0	NO	FISKAL
8	Cashier	COMPLETED	€29.34	€0.00	13/10/2026 02:05	9/0	NO	FISKAL

Page 1 of 1 (2 items) 25 items per page

Orders as a waiter: All waiters / Me filter (outlined in red), Me is selected and shows the own orders 8 and 9

Note: **Me** is a display filter for the overview, not a lock. A waiter can also open and edit colleagues' orders, for example when taking over a table. Their statistics on the phone (**Profile**), however, always show only their own figures.

Admin, Manager and Cashier have the **Waiter** selector in the header bar instead (**All waiters** or one name).

Past days: Only Admin and Manager see the period buttons (**Today, 7d, 30d ...**) in **Orders** and can open older days. Cashiers and waiters see only the current business day, i.e. all orders since the last Z closing.

Terminals (only for self-checkout kiosks)

Note: The page **Menu > POS Setup > Terminals** is only meant for self-checkout kiosks where guests order and pay by themselves. Your Vectis service partner sets up such a kiosk. Till staff do not need a terminal profile: they simply log in with their own user account.

Frequently asked questions

Q: How many administrators should I have? At least one, better two (for example owner and deputy). Only an Admin can create users and reset passwords.

Q: Can a manager create new waiters? No. Only the Admin may create and change users. The manager sees the menu entry but gets **Access denied**.

Q: Can I delete a user? No, only deactivate. Their data stays for reports and the fiscal journal.

Q: Can employees change their own password? No. The Admin sets a new password with the lock icon in the user list.

Q: I gave a cashier the storno right, but they do not see a storno button. They need to log out and in again once.

Q: May a waiter storno? Only if the Admin has ticked **Allow storno** for them.

Q: Why don't I see all employees in the user list? The list shows only the venue selected in the header bar (plus all administrators). Select the other venue.

Q: Can an employee work at two venues? An account (except Admin) belongs to exactly one venue. If an employee works at several venues, contact your Vectis service partner.

Q: Does every cashier or waiter need a terminal profile? No. Terminal profiles exist only for self-checkout kiosks (see [Terminals](#)). Till staff log in with user name and password only.

Q: A waiter only sees their own orders in "Orders". Is that a bug? No, that is the **Me** filter. With **All waiters** they see all.

Q: Why can't our cashier see yesterday's orders? Cashiers and waiters see only the current business day. A manager or admin opens older orders.

Q: What is the PIN on kitchen accounts? The password of the device account. It is set in the **PIN** field when creating the account and reset with the lock icon like any password.

03 Products and catalog

This chapter shows how to set up what the till sells: categories, products with price and VAT rate, sizes (variants), extras, deposits, combos and open-price products. All pages are under **Menu > Catalog Management**. Your catalog may also be maintained centrally by your Vectis service partner – if so, agree with them who makes changes.

How the catalog is organised

Each venue has exactly one catalog. The catalog you are editing is the one of the venue selected in the header (field **Venue**, here "Demo Restaurant"). If you only have one venue, there is nothing to do here.

A catalog contains:

- **Categories** – the groups on the order screen, e.g. "Antipasti", "Pasta", "Birre".
- **Tax groups** – the VAT rates, e.g. 7 % and 19 %.
- **Products** – everything you sell. Every product has at least one **variant** (initially "Standard") that carries the price.
- **Ingredients** and **ingredient categories** – for fixed ingredients and paid extras.
- **Combos** – set menus with choice groups (e.g. main course + drink).
- **Deposit rules** and **tags**.

All catalog pages are visible in the menu only for the Admin and Manager roles. Waiters and cashiers only see the catalog on the order screen.

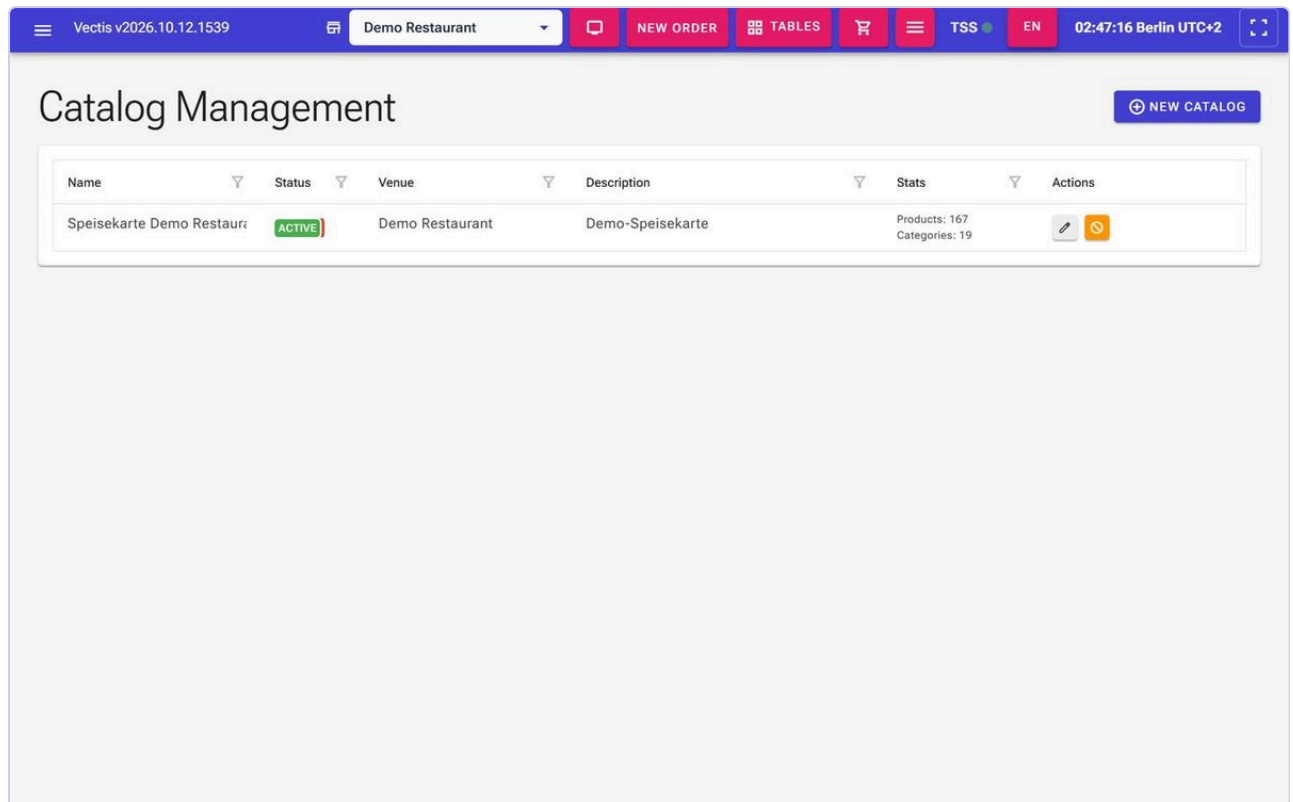
Note: Some catalog windows are labelled in English only, whatever the till language (for example the windows for catalog, categories, tax groups, ingredients, tags and the combo editor). This manual quotes the labels exactly as they appear on screen.

View the catalog

Goal: Check which catalog belongs to your venue and whether it is active.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Catalogs**. The **Catalog Management** page shows one catalog per venue with **Name**, **Status (Active / Disabled)**, **Venue**, **Description** and **Statistics** (number of products and categories). In the example this is "Speisekarte Demo Restaurant" with 167 products in 19 categories.



Catalog list with "Speisekarte Demo Restaurant", status Active and statistics

2. To change the name or description, click the pencil icon in the row (**Edit Catalog**). In the "Edit Catalog" window change **Name**, **Description** and the **Status** switch, then click **Save**.
3. If your venue has no catalog yet, click **New Catalog**, pick the **Venue**, enter a **Name** and click **Save**.

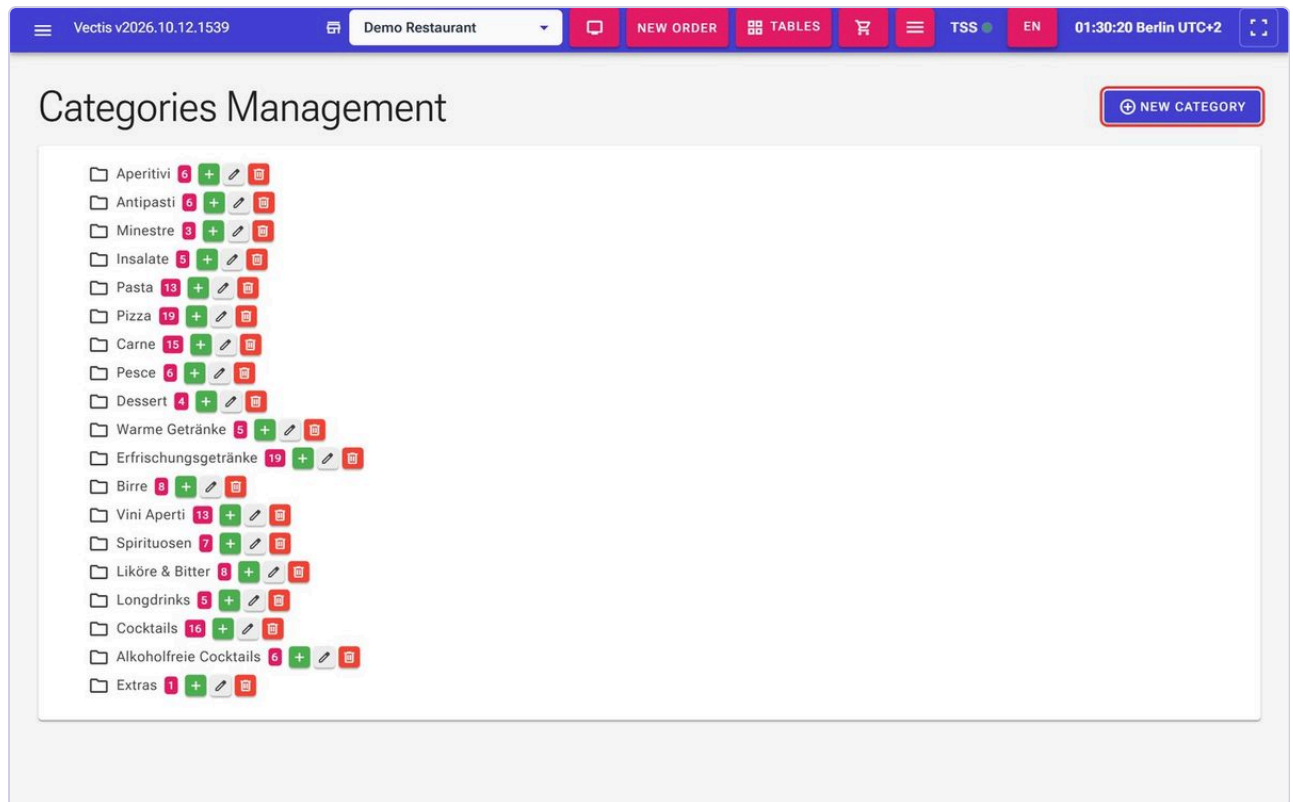
Caution: Do not deactivate the catalog during service. The orange **Deactivate** icon (circle with a bar) sets the whole catalog to **Disabled**.

Add and sort categories

Goal: Create groups for the order screen and set their order.

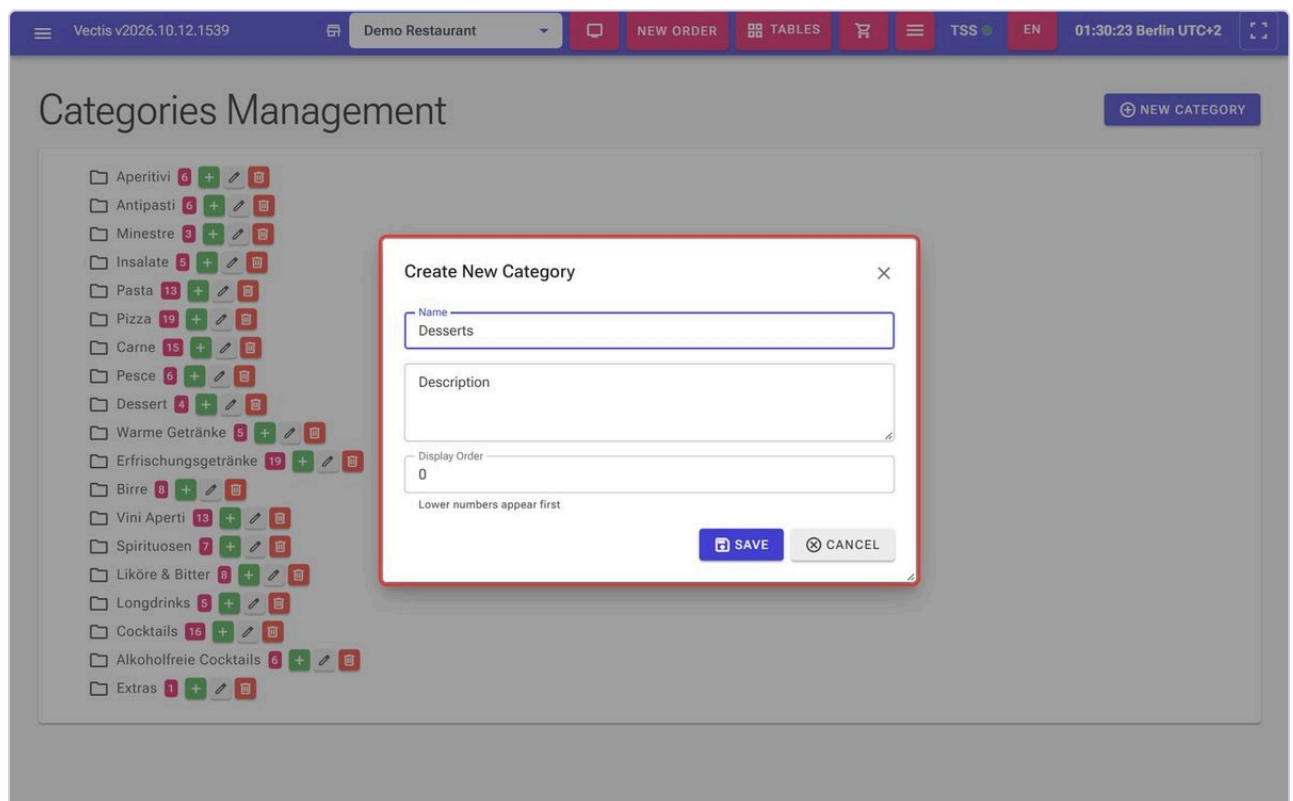
Who can do this: Admin, Manager.

1. Open **Menu › Catalog Management › Categories**. The **Categories Management** page shows all categories as a tree. The red number next to a name is its product count (e.g. "Pizza 19"). Each category has three icons: green plus, pencil and red bin.



Category tree with the "New Category" button (outlined in red)

2. Click **New Category**. The "Create New Category" window opens.
3. Enter a **Name**, e.g. "Nachspeisen" (desserts), and, optionally, a **Description**.
4. Enter a number in **Display Order**. Lower numbers appear first ("Lower numbers appear first"). Tip: number in steps of ten (10, 20, 30 ...) so you can slot a category in between later.



Create New Category window with name and display order

5. Click **Save**.

6. For a subcategory (e.g. "Red wines" under "Vini Aperti") click the green plus in the parent row (**Add Subcategory**) and fill in the window the same way.

Note: To change the order, edit a category (pencil icon) and change its **Display Order**. Drag and drop is not available.

Rename or delete a category

Goal: Change a category or remove an empty one.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Categories**.
2. To change it, click the pencil icon (**Edit**), change **Name**, **Description** or **Display Order** and click **Save**.
3. To delete it, click the red bin icon (**Delete**) and confirm **Are you sure you want to delete this category?** with **Yes**.

Note: A category can only be deleted when it is empty – no subcategories and no products. Move the products to another category first (see "Change a product"). Categories have no "deactivate" switch.

Set up tax groups

Goal: Create the VAT rates you assign to products.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Tax Groups**. The **Tax Groups Management** page shows **Name**, **Rate**, **Country**, **Tax Key**, **Description** and **Status**. In the example there are two tax groups: "Reduced VAT" at 7.00 % (tax key 2) and "Standard VAT" at 19.00 % (tax key 1). The tax group with the **Default** badge – here "Reduced VAT" – is pre-selected for new products.

Vectis v2026.10.12.1539
Demo Restaurant
NEW ORDER
TABLES
TSS
EN
01:30:31 Berlin UTC+2

Tax Groups Management

NEW TAX GROUP

Name	Rate	Country	Tax Key	Description	Status	Actions
Reduced VAT DEFAULT	7.00%	DE	2	Food and non-alcoholic category default	ACTIVE	
Standard VAT	19.00%	DE	1	Drinks and alcohol	ACTIVE	

Tax groups "Reduced VAT" (7 %, default) and "Standard VAT" (19 %)

- For another rate click **New Tax Group**. The window is pre-filled with 19 %, country "DE" and tax key "1".
- Enter a **Name**.
- Check **Tax Rate (%)**, **Country Code** (two letters, e.g. "DE") and **Tax Key Code**. The tax key is the VAT key used in the DSFinV-K export: "1" for the standard rate (19 %), "2" for the reduced rate (7 %).
- Tick **Set as default for this country** if needed and click **Save**.

Caution: Which VAT rate applies to which product (food, drinks, takeaway) is a question for your tax adviser. Vectis always uses the tax group stored on the product. There is no automatic switch between eat-in and takeaway.

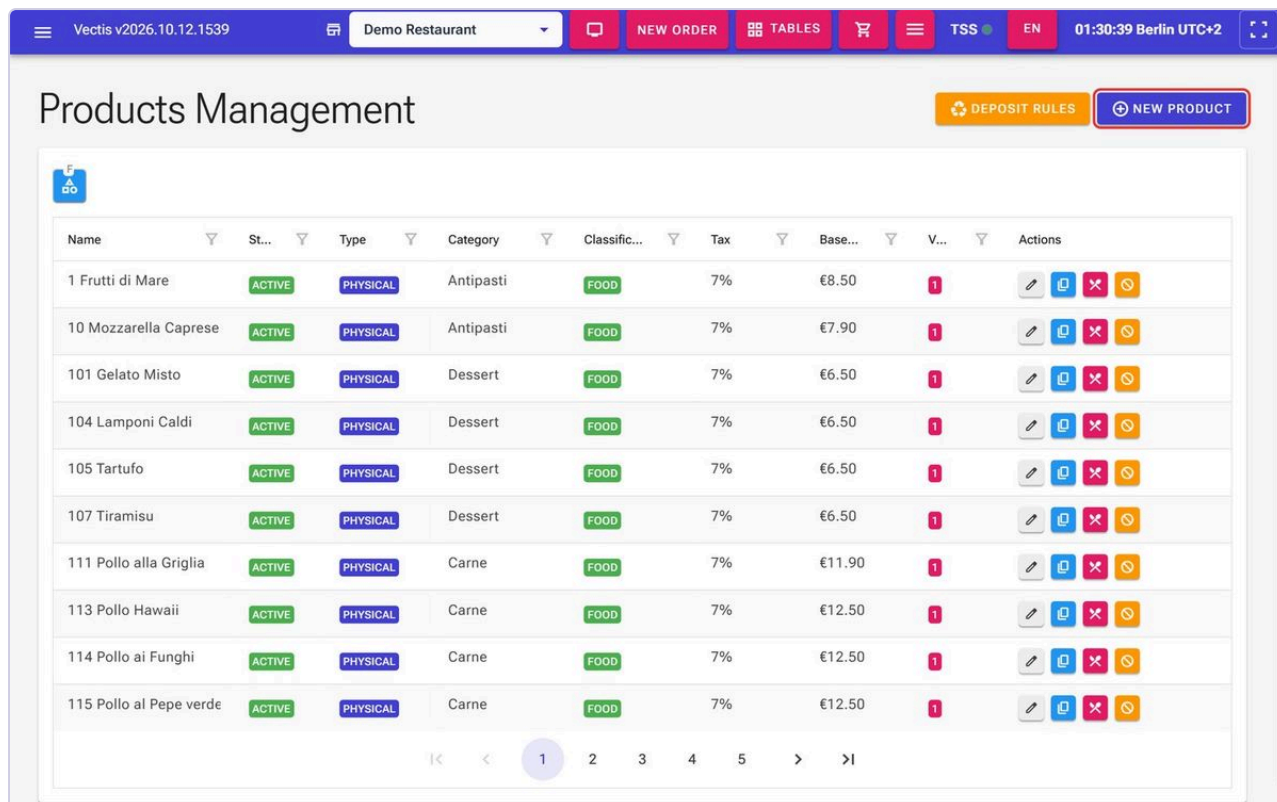
Caution: Change the rate of an existing tax group only when the law changes – the change applies to every product in that group. A tax group that is still used by products cannot be deleted.

Add a new product

Goal: Create a product with price, VAT rate and category, e.g. "Wiener Schnitzel" for €18.90.

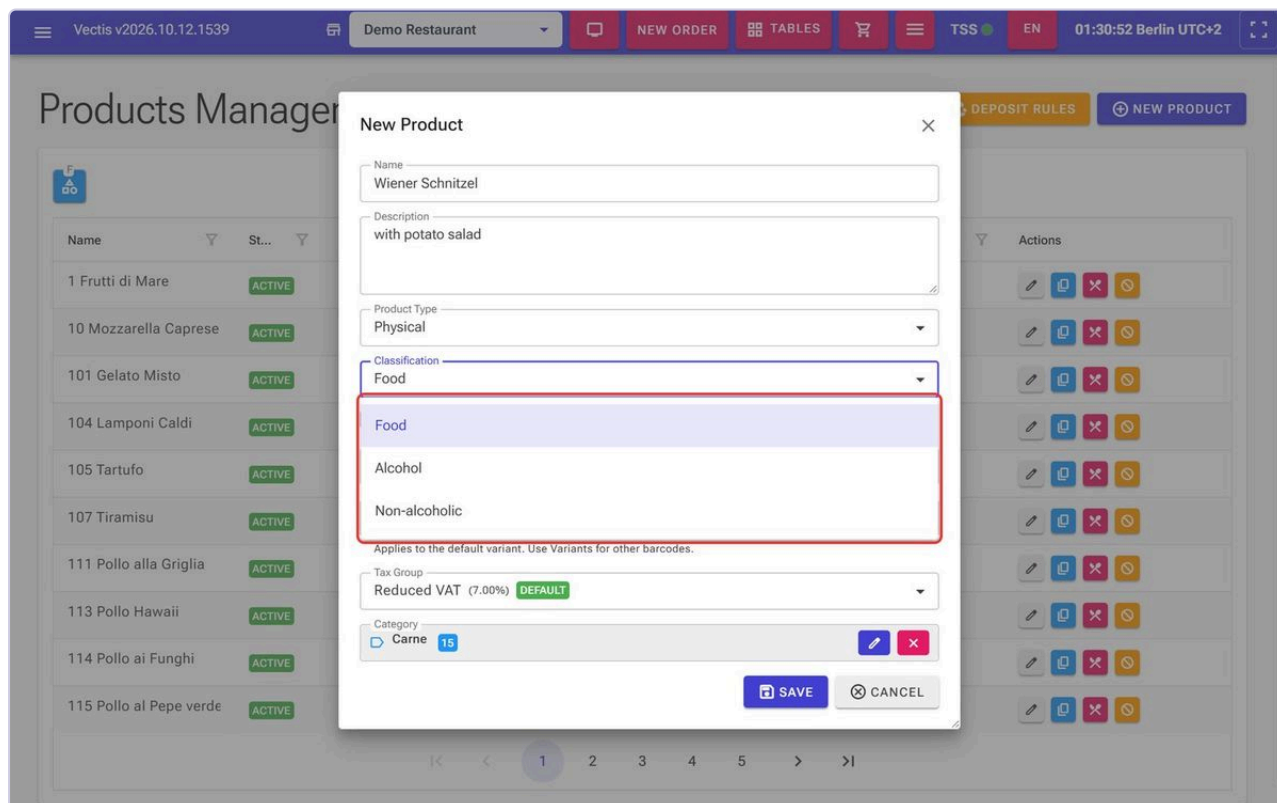
Who can do this: Admin, Manager.

- Open **Menu > Catalog Management > Products**. The **Products Management** page lists all products with **Status**, **Type**, **Category**, **Classification**, **Tax**, **Base Price** and the number of variants. Each row ends with four icons: pencil (**Edit Product**), blue two-sheets icon (**Manage Variants**), red cutlery icon (**Manage Ingredients**) and orange circle with a bar (**Deactivate**).



Product list with the "New Product" button (outlined in red)

2. Click **New Product**.
3. Enter the **Name** (e.g. "Wiener Schnitzel") and, optionally, a **Description** (e.g. "with potato salad").
4. Leave **Product Type** on **Physical** unless it is a service.
5. Pick the **Classification: Food, Alcohol** or **Non-alcoholic**. It decides on which kitchen or bar ticket the product is printed.



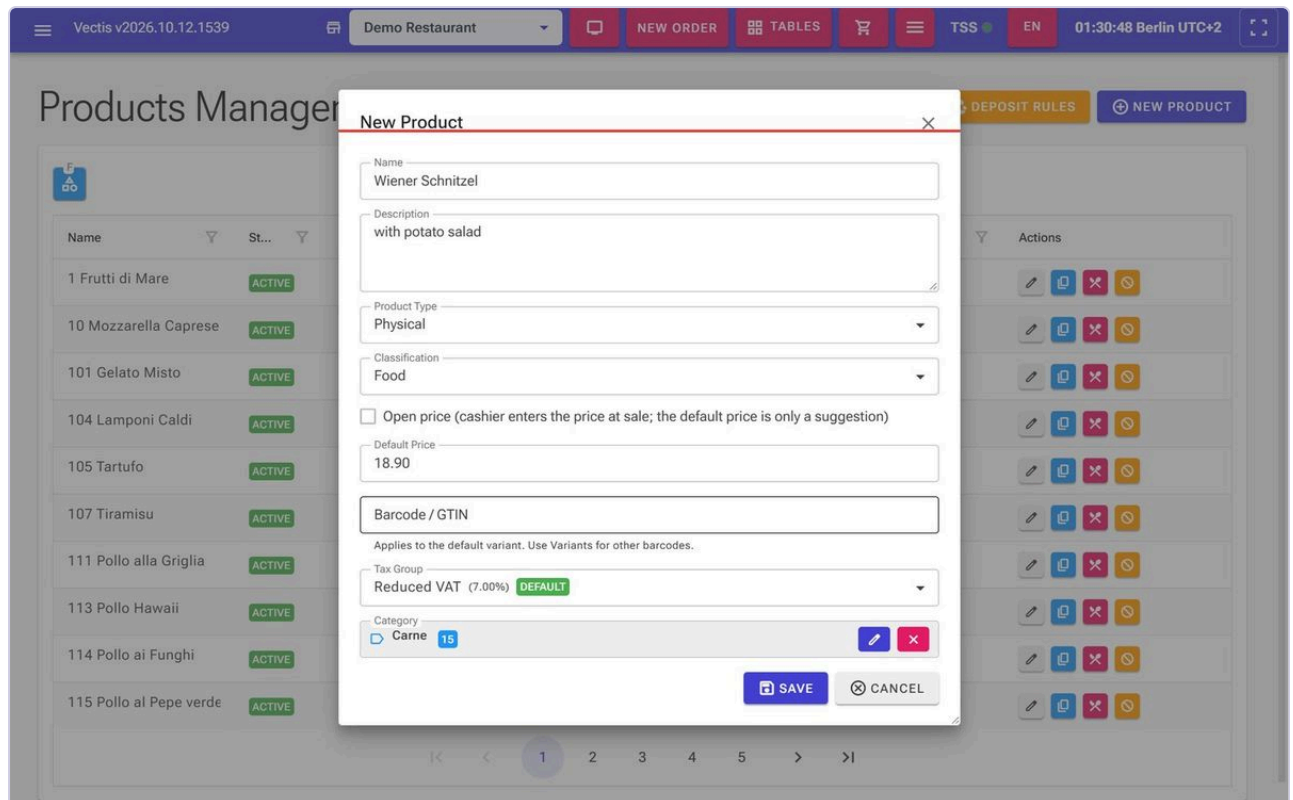
Classification list opened

6. Enter the **Default Price** including VAT, e.g. 18.90. The price must be greater than 0.
7. Optional: enter the **Barcode / GTIN** (see "Add a barcode").
8. Pick the **Tax Group**. Each entry shows its rate; the default tax group is marked. For the schnitzel the example uses "Reduced VAT (7.00%)".

The screenshot shows the 'New Product' dialog box in the Vectis POS system. The dialog is titled 'New Product' and has a close button (X) in the top right corner. It contains several input fields and a dropdown menu. The 'Name' field is filled with 'Wiener Schnitzel'. The 'Description' field is filled with 'with potato salad'. The 'Product Type' dropdown is set to 'Physical'. The 'Classification' dropdown is set to 'Food'. There is a checkbox for 'Open price (cashier enters the price at sale; the default price is only a suggestion)' which is currently unchecked. The 'Default Price' field is filled with '18.90'. The 'Barcode / GTIN' field is empty. The 'Tax Group' dropdown is open, showing a list of options: 'Reduced VAT (7.00%)' (marked as 'DEFAULT' in a green box), 'Reduced VAT (7.00%)' (also marked as 'DEFAULT' in a green box), and 'Standard VAT (19.00%)'. The background shows the 'Products Manager' interface with a list of products and their status (ACTIVE).

Tax group list opened: Reduced VAT (7.00%) and Standard VAT (19.00%)

9. Under **Category** click **Select Category...**, find the category in the **Select Category** window and click it (in the example "Carne"). The pencil next to it picks a different category, the × clears it.
10. Click **Save**. The message **Product created successfully.** appears.



Filled-in "New Product" window for the Wiener Schnitzel

Note: If you see **No tax groups configured** instead of the tax group list, first create at least one tax group under **Menu > Catalog Management > Tax Groups**.

Note: When you create a product, Vectis automatically creates a variant called "Standard" that carries the price. You can upload an image only after the product has been saved.

Change a product

Goal: Change the name, category, tax group or classification of a product.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Products**.
2. Narrow the list with the category filter (blue button at the top left above the list, **Filter by Category**) if needed, or use the filter (funnel) above the **Name** column. The list shows 10 products per page; page through at the bottom.
3. Click the pencil icon in the row (**Edit Product**).
4. Change the fields and click **Save**. The message **Product updated successfully** appears.

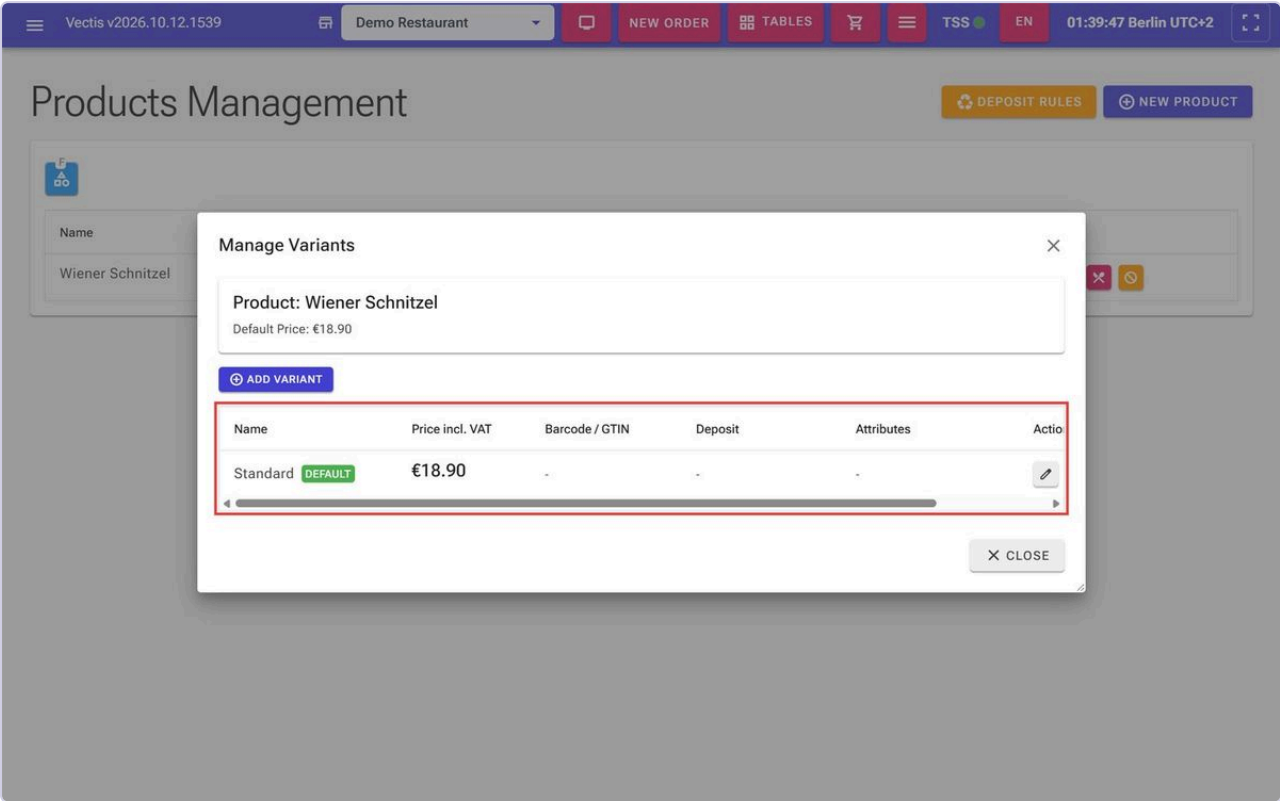
Note: In the **Edit Product** window the **Default Price** is greyed out, with the hint **Edit prices in the Variants dialog** – see the next section.

Change a price

Goal: Adjust the selling price of a product.

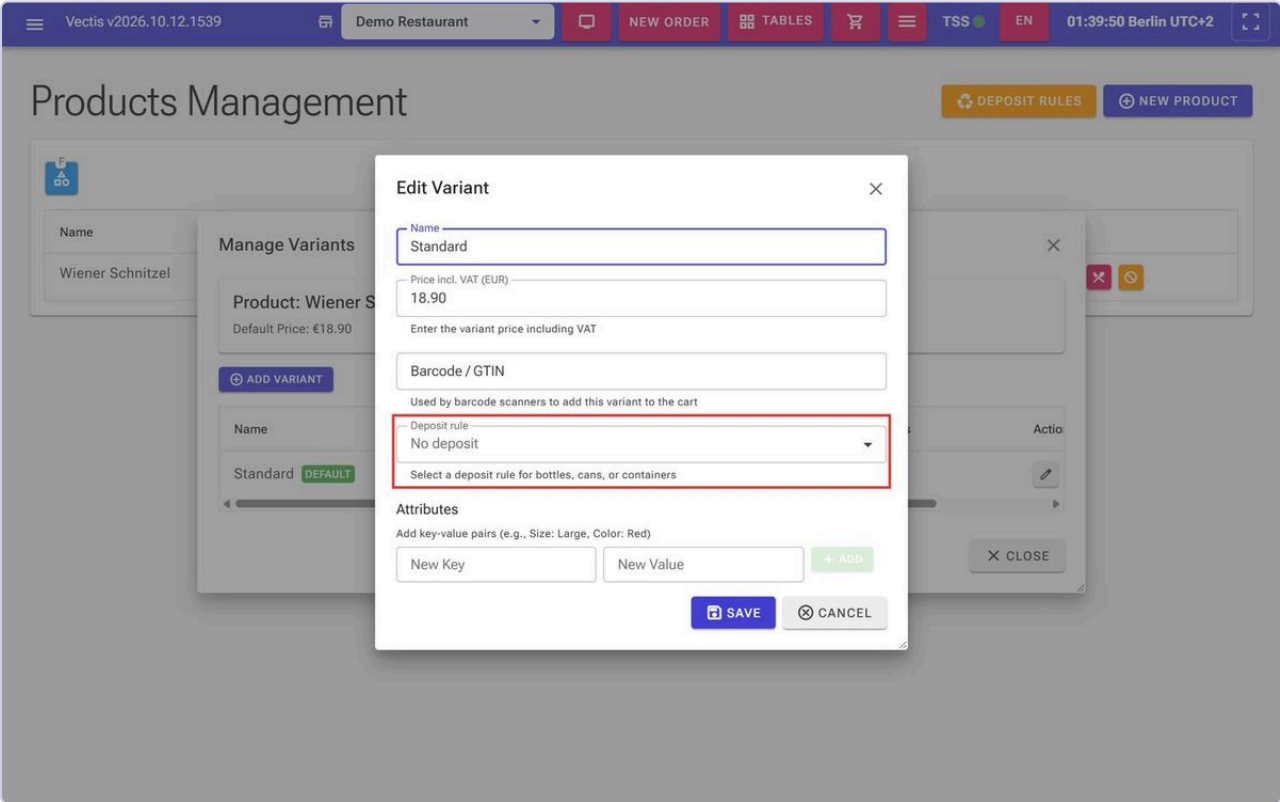
Who can do this: Admin, Manager.

- 1. Open **Menu > Catalog Management > Products**.
- 2. Click the blue icon with two sheets in the product row (**Manage Variants**). The window shows the product with its **Default Price** and all its variants. The Wiener Schnitzel has only the variant "Standard" at €18.90.



Manage Variants window for the Wiener Schnitzel with the variant "Standard"

- 3. Click the pencil icon (**Edit**) in the row of the variant. The **Edit Variant** window opens.
- 4. Enter the new price under **Price incl. VAT (EUR)** and click **Save**.



Edit Variant window with price, barcode and deposit rule

5. Close the window with **Close**.

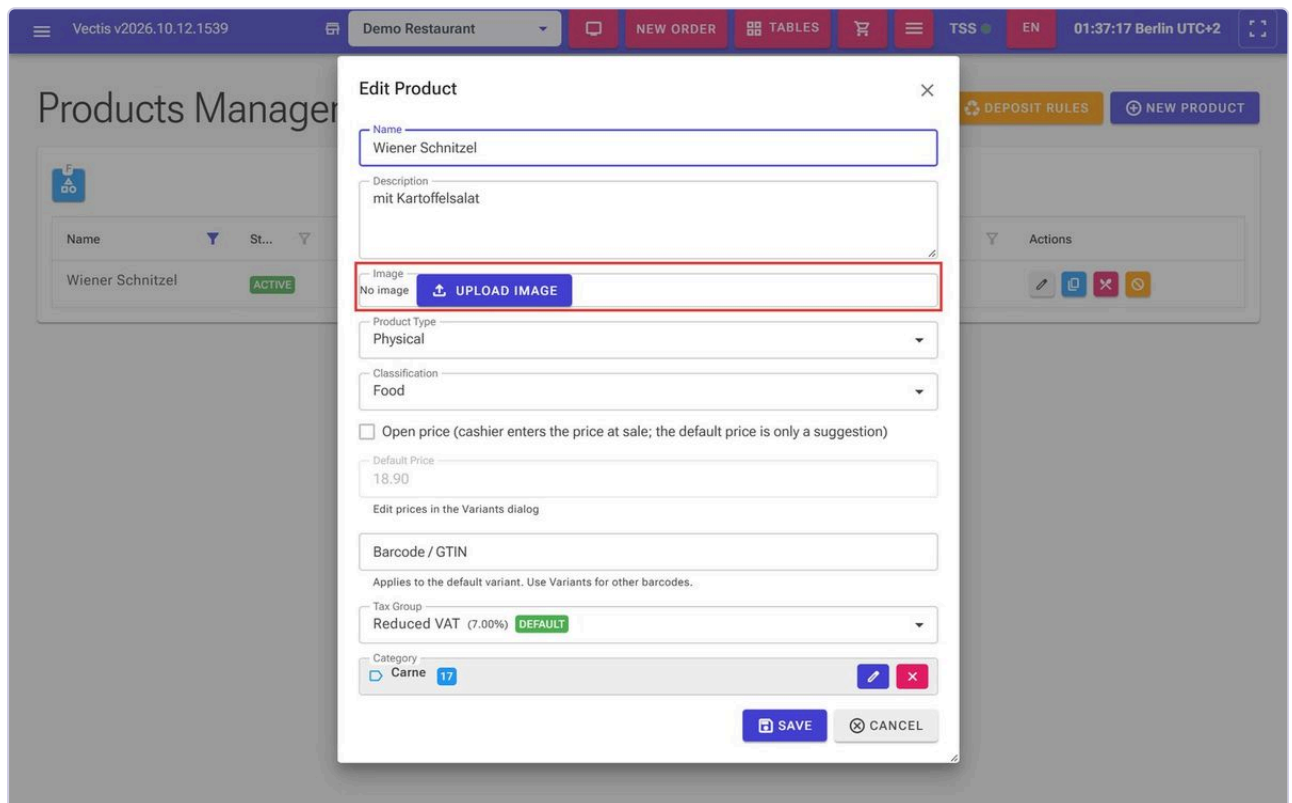
Note: The price of the variant with the **Default** badge is the **Base Price** shown in the product list. Change prices preferably outside opening hours, when no orders are open.

Upload a product image

Goal: Give a product a picture.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Products** and click the pencil icon of the product (**Edit Product**).
2. The **Image** field first shows "No image". Click **Upload image** and pick the file. JPEG, PNG, WebP and SVG up to 10 MB are allowed.



Edit Product window with the Image field and the "Upload image" button (outlined in red)

3. After the upload you see a preview. **Replace** uploads a different picture, **Remove** deletes it.

Note: The image is saved immediately when you upload it – even if you then close the window with **Cancel**. The **Image** field only appears when editing, not when creating a new product.

Add variants (sizes)

Goal: Offer a product in several sizes or versions with their own price, e.g. cola 0.3 l and 0.5 l.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Products**.
2. Click **Manage Variants** (blue icon with two sheets) in the product row. The window lists all variants with **Price incl. VAT**, **Barcode / GTIN**, **Deposit** and **Attributes** (see the picture in "Change a price").

3. Click **Add Variant**.
4. Enter a **Name** (e.g. "0.5 l") and the **Price incl. VAT (EUR)**.
5. Optional: **Barcode / GTIN**, **Deposit rule** and **Attributes (New Key and New Value**, e.g. "Size: Large", then **Add**).
6. Click **Save**.
7. To have a different variant pre-selected when ordering, click the star in its row (**Set as Default**).
8. Close the window with **Close**.

Note: The default variant cannot be deleted. Set another variant as default first. When ordering, staff pick the variant in the order line.

Note: In the demo catalog every product has only the variant "Standard". Drinks in two sizes are set up there as two separate products (e.g. "220 Coca-Cola 0,3 l").

Add a barcode

Goal: Add a product to an order with a barcode scanner.

Who can do this: Admin, Manager.

1. Open the product with the pencil icon (**Edit Product**).
2. Enter the code under **Barcode / GTIN** (up to 128 characters) and click **Save**. This field applies to the default variant ("Applies to the default variant. Use Variants for other barcodes.").
3. For other sizes, enter the barcode in the variant (**Manage Variants** > pencil icon > **Barcode / GTIN**).

You set up the scanner itself under **Menu > Devices > Barcode Scanners**: click **Identify & Save** and scan any barcode with the scanner you want to add. If this does not work, your Vectis service partner will help you set it up.

Set up deposits (Pfand)

Goal: Charge a deposit automatically for bottles, cans or containers.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Products** and click the orange **Deposit Rules** button at the top.
2. In the **Manage Deposit Rules** window click **Add Deposit Rule**.
3. Enter a **Name** (e.g. "Einwegpfand €0.25") and the **Amount**.
4. Pick the **Deposit Type** (**Einwegpfand** = one-way or **Mehrwegpfand** = reusable), the **Container Type** (**Can**, **Glass Bottle** or **Plastic Bottle**) and the **Country**. Leave **Active** ticked and click **Save**.
5. Assign the rule to the variant: **Manage Variants** > pencil icon > **Deposit rule** (initially "No deposit") > **Save**.

Note: The deposit is shown separately next to the price in the order line. If you delete a deposit rule, products using it no longer have a deposit.

Ingredients and extras

Ingredients are created once in the catalog and then assigned to products. For each product you decide whether an ingredient is a **Mandatory Ingredient** (always included) or an **Optional Ingredient** (a paid extra).

Create an ingredient

Goal: Create an ingredient, e.g. "Extra cheese".

Who can do this: Admin, Manager.

1. Open **Menu › Catalog Management › Ingredients** and click **New Ingredient**.
2. On the "Basic Info" tab fill in **Name**, optionally **Description**, **Price Per Unit** and **Measurement Unit** (e.g. Gram, Piece, Portion).
3. Optionally pick a **Category** (ingredient category) and tick **Removable**, **Allergen** or **Optional**.
4. On the "Nutritional Info" tab you can enter nutrition values per 100 g.
5. Click **Save**.

Create ingredient categories (e.g. "Cheese", "Sauces") under **Menu › Catalog Management › Ingredient Categories** with **New Ingredient Category**. To stop offering an ingredient for a while, switch it off and on again with the eye icon in the ingredient list.

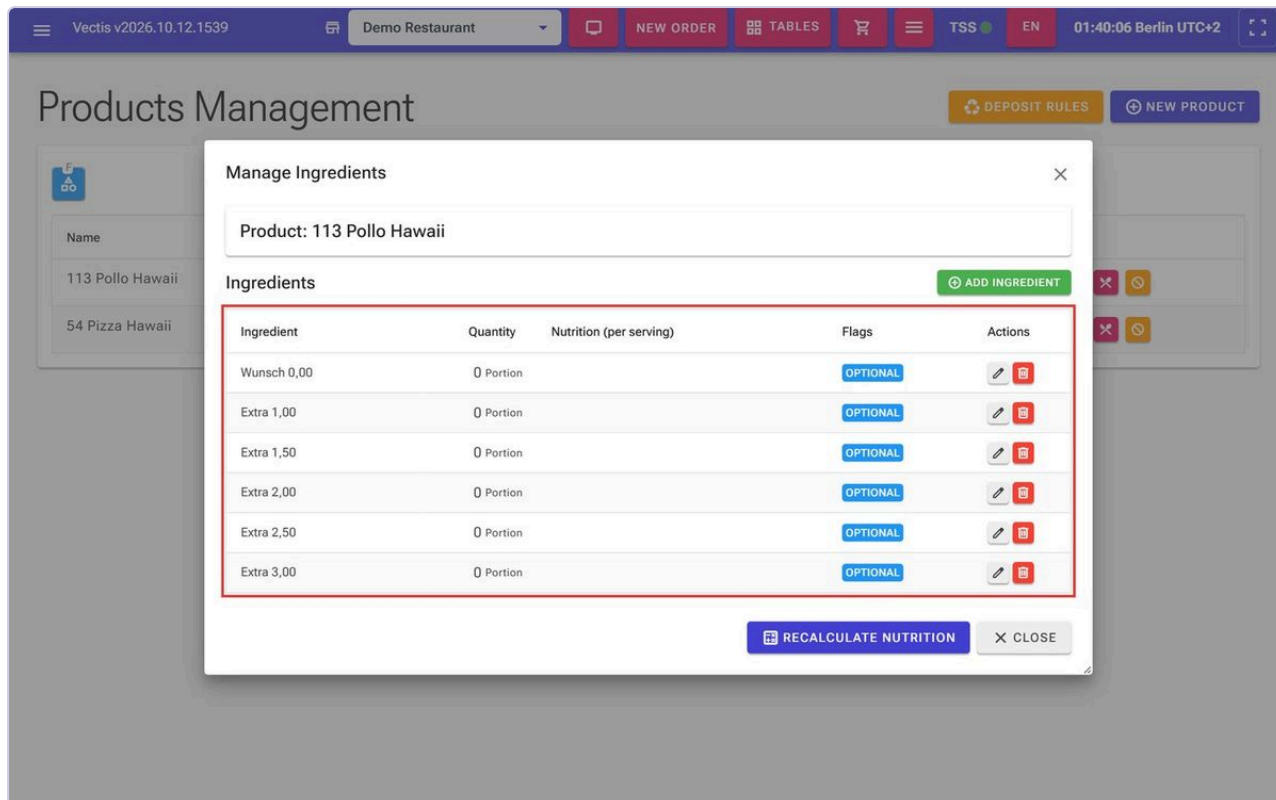
Note: The demo catalog uses generic extras with the surcharge in the name: "Extra 1,00", "Extra 1,50" ... "Extra 3,00" and "Wunsch 0,00" (a request at no charge). This saves maintaining one entry per ingredient; staff write what exactly is meant in the item note.

Assign ingredients to a product

Goal: Define what a dish contains and which extras are offered.

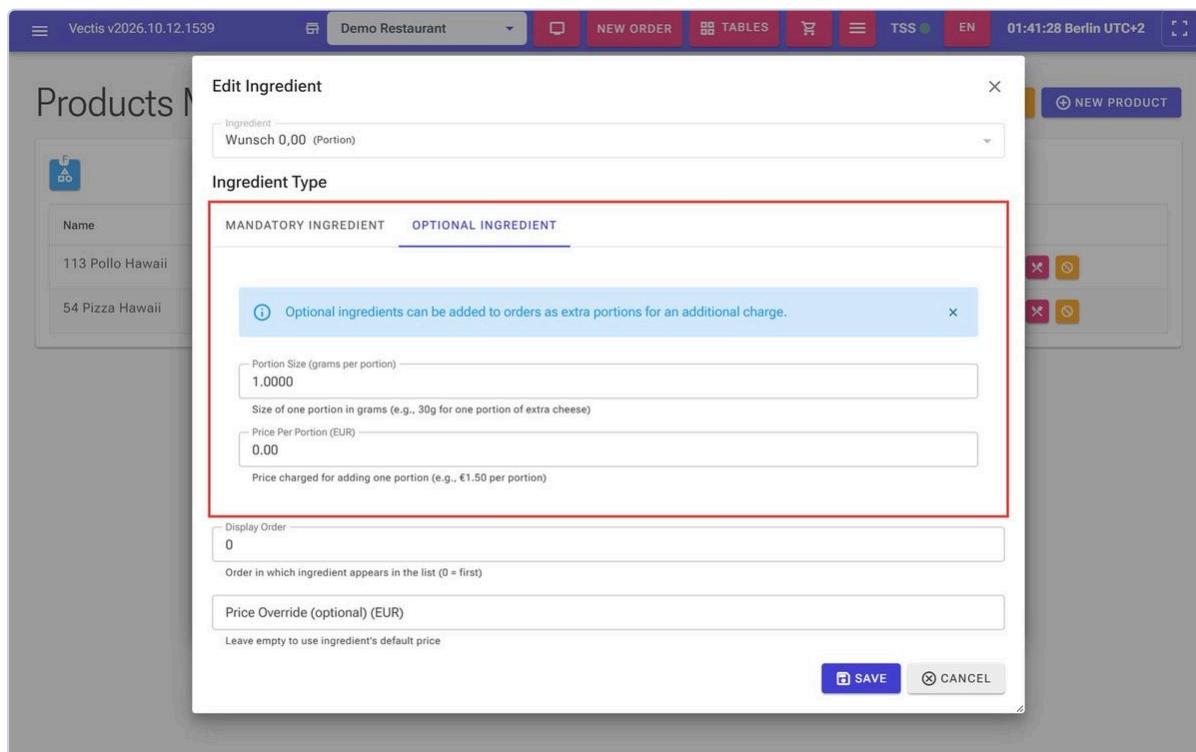
Who can do this: Admin, Manager.

1. Open **Menu › Catalog Management › Products**.
2. Click the red cutlery icon in the product row (**Manage Ingredients**). The window lists the assigned ingredients with **Quantity**, **Nutrition (per serving)** and **Flags**. In the example ("113 Pollo Hawaii") "Wunsch 0,00" and "Extra 1,00" to "Extra 3,00" are assigned as **Optional**.



Manage Ingredients window for 113 Pollo Hawaii with optional extras

- Click **Add Ingredient** and pick the ingredient under **Ingredient**. To change an assigned ingredient, click the pencil icon in its row (window **Edit Ingredient**).
- Choose the **Ingredient Type**:
 - Tab **Mandatory Ingredient**: enter the **Quantity (grams)**. Mandatory ingredients are always included.
 - Tab **Optional Ingredient**: enter the **Portion Size (grams per portion)** and the **Price Per Portion** (the charge for one extra portion, e.g. €1.50).



Optional Ingredient tab with portion size and price per portion (outlined in red)

- Optional: **Display Order** (0 = first) and **Price Override (optional)**. Leave it empty to use the ingredient's default price.
- Click **Save** and close the **Manage Ingredients** window with **Close**.

When ordering, optional ingredients appear in the order line under **Show extra ingredients**. Staff raise or lower the number of extra portions there; the extra charge is added automatically. Example: "54 Pizza Hawaii" at €4.90 with one "Extra 1,00" costs €5.90.

Note: The order screen has no separate "without ..." button to leave out an ingredient. Requests such as "no pineapple" go into the **Item note**, which is printed on the kitchen ticket.

Create combos

Goal: Create a set menu with a fixed base price and choice groups, e.g. "Lunch menu" = main course + drink.

Who can do this: Admin, Manager.

- Open **Menu > Catalog Management > Combos** and click **New Combo**. The "New Combo" page opens.
- In the "General" section fill in **Name**, optionally **Description**, the **Base price** (in EUR, before upcharges) and the **Category** (initially "No category"). Leave **Active** ticked. **Hidden in Self-Checkout** hides the combo on self-service kiosks.

The screenshot shows the 'New Combo' form in the Vectis POS system. The top bar includes navigation links for 'NEW ORDER', 'TABLES', 'TSS', and 'EN', along with a clock showing '01:38:28 Berlin UTC+2'. The form itself has a 'General' section with the following fields and options:

- Name:** A text input field.
- Description:** A larger text input field.
- Base price:** A text input field showing '0.00'.
- Category:** A dropdown menu currently set to 'No category'.
- Active:** A checked checkbox.
- Hidden in Self-Checkout:** A checked checkbox.

At the bottom of the form, there is a blue banner with the message: 'Save the combo first to add component groups.'

Empty "New Combo" page with the hint "Save the combo first to add component groups."

- Click **Save** at the top. Only then does the "Component Groups" section appear – until then the page says "Save the combo first to add component groups." and **Preview** is grey.
- Click **Add group**. Enter a **Name** (e.g. "Main course"), tick **Required** if the guest must choose here, and set **Min selections** and **Max selections**. Click **Save**.
- In the group click **Add option**, pick the **Product** and, if needed, the **Variant**, and enter an **Upcharge** (0 = included in the combo price). Click **Add**.

- Repeat steps 4–5 for every group (e.g. "Drink").
- Preview** shows how the choice looks when ordering. Finally click **Save**.

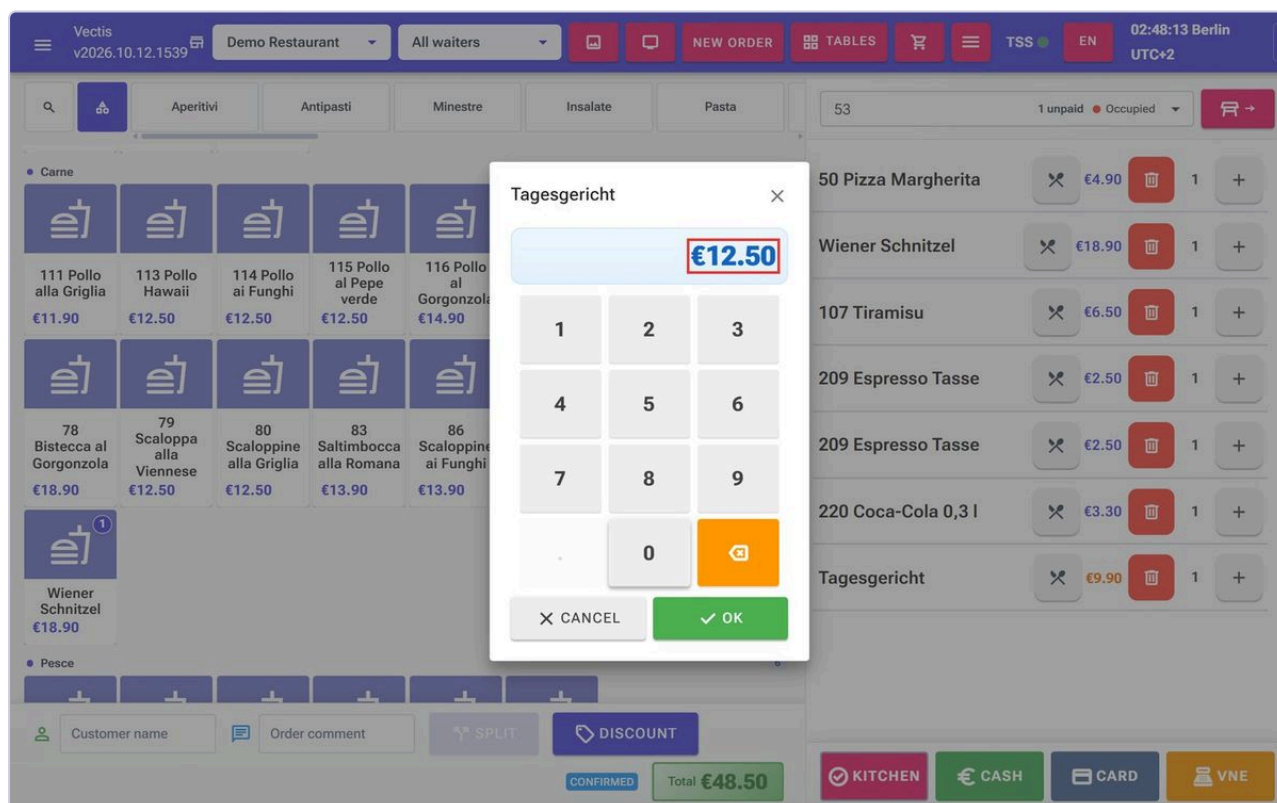
Note: For VAT, the combo price is split proportionally across the chosen products; each share is taxed at the rate of its product. Make sure the products in a combo have the correct tax group. In the combo list you switch a combo off with the **Deactivate** icon and on again with **Activate**.

Open-price products

Goal: Create a product whose price is entered at the time of sale, e.g. "Tagesgericht" (dish of the day) or "Voucher".

Who can do this: Creating: Admin, Manager. Entering the price at sale: everyone who takes orders.

- Create the product as usual (see "Add a new product") and tick **Open price (cashier enters the price at sale; the default price is only a suggestion)**.
- Enter a suggested **Default Price** (greater than 0), e.g. 9.90 for the "Tagesgericht", and click **Save**.
- At sale, staff tap the product. It is added to the order at the suggested price; the price is shown in orange.
- Staff tap the price in the order line (**Edit price**). A number pad opens with the product name as its title.
- They type the price and confirm with **OK**. Digits count as whole euros until the decimal key is tapped: for €12.50 tap **1**, **2**, decimal key, **5**, **0**. (Without the decimal key, 1, 2, 5, 0 would give €1250.00.) **Cancel** keeps the old price.



Number pad "Tagesgericht" with the entered price €12.50

Note: Open-price products have no variants and no extras at sale. Once a payment has been recorded on the order, the price can no longer be changed.

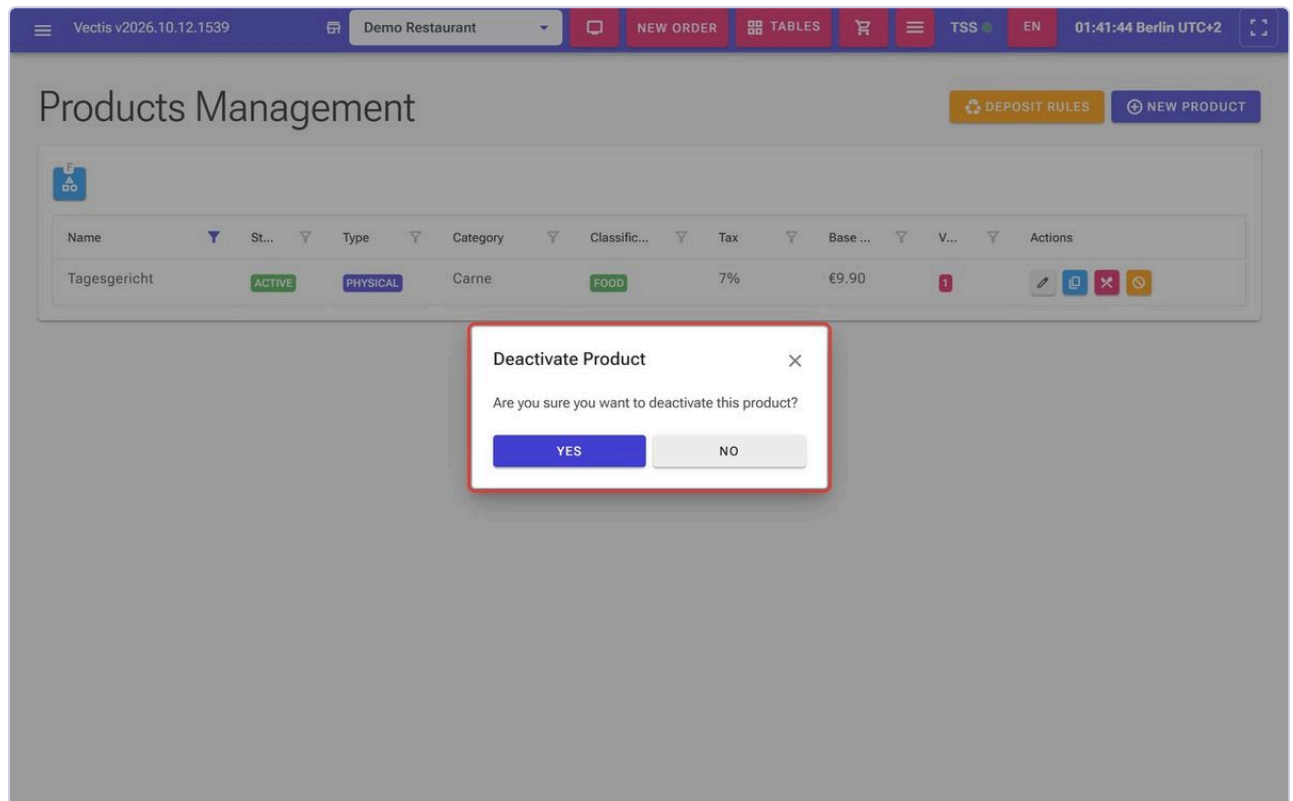
Caution: Check the amount in the display before you tap **OK** – a forgotten decimal key quickly gives a price a hundred times too high.

Deactivate a product (instead of deleting it)

Goal: Take a product off sale, e.g. a seasonal dish.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Products**.
2. Click the orange icon (circle with a bar, **Deactivate**) in the product row.
3. Confirm **Are you sure you want to deactivate this product?** with **Yes**. **No** leaves everything as it is.



Deactivate Product confirmation for the Tagesgericht with Yes and No

4. The product now shows the status **Inactive** and can no longer be sold.
5. To offer it again, click the green tick icon (**Activate**).

Caution: Products deliberately cannot be deleted at the till. A product that has ever appeared on a receipt must stay traceable for later checks (e.g. a tax inspection or the DSFinV-K export). Deactivate it instead of deleting it.

Tags

Goal: Create attributes such as "vegan" or "spicy" in the catalog.

Who can do this: Admin, Manager.

1. Open **Menu > Catalog Management > Tags** and click **New Tag**.
2. Enter **Name**, **Type** (e.g. Dietary, Allergen, Feature), **Color** and optionally **Icon Name**, then click **Save**.

Note: The product window at the till has no field for tags. If you need tags on products, contact your Vectis service partner.

Import a catalog bundle

Goal: Know what the **Catalog Bundle Import** page is for.

Who can do this: Admin and Manager can see the page. Your Vectis service partner does the import and any reset.

Under **Menu > Catalog Management > Bundle Import** a ready-made catalog (bundle file) is loaded onto the till, e.g. during first setup. Your Vectis service partner picks the bundle file in the **Or upload file** field.

Catalog Bundle Import page; the "Or upload file" field for the bundle file is outlined in red

During the import, products with the same name are overwritten with the data from the bundle (e.g. price, category, tax group). Products that are not in the bundle stay unchanged.

Caution: The **Reset Commerce Data** button and the **Reset commerce data before import** tick **permanently delete all orders and all catalogs/products**. Orders are part of the till records you must keep. Never tap this button or this tick yourself. Your Vectis service partner does the import and any reset.

Frequently asked questions

Q: Why can't I delete a product? Products that have appeared on receipts must stay traceable for the tax authorities. Deactivate the product instead; it will no longer be sold.

Q: Where do I change the price? The "Default Price" field is grey. Via **Manage Variants >** pencil icon of the variant > **Price incl. VAT (EUR)**.

Q: I can't see Catalog Management in the menu. It is only visible for the Admin and Manager roles. Log in with a suitable user.

Q: The new product window says "No tax groups configured". First create at least one tax group under **Menu › Catalog Management › Tax Groups**.

Q: The category cannot be deleted. It still contains products or subcategories. Move them first.

Q: Are there different VAT rates for eat-in and takeaway? No. The product's tax group always applies. Check the correct rates with your tax adviser.

Q: Why are the tax groups called "Reduced VAT" and "Standard VAT"? That is how they were named at setup. What matters is the rate and the tax key (7 % = 2, 19 % = 1). You can rename them with the pencil icon.

Q: What is the "Classification" (Food / Alcohol / Non-alcoholic) for? It decides on which kitchen or bar ticket the product is printed.

Q: How do I sell a drink in two sizes? Add a second variant with its own name and price (see "Add variants (sizes)") – or, as in the demo catalog, use two separate products.

Q: Why is there no image field when I create a product? You can upload an image only after the product has been saved. Open it again with the pencil icon.

Q: Can staff choose extras or a size for an open-price product? No. Open-price products have no variants and no extras at sale.

Q: I typed an open price and got €1250.00 instead of €12.50. The decimal key was missed. Tap the price again and enter **1, 2**, decimal key, **5, 0**.

Q: How do I enter "no pineapple"? Use the **Item note** on the order line. It is printed on the kitchen ticket.

Q: May I use "Reset Commerce Data" to rebuild the catalog? No – it also deletes all orders. Your Vectis service partner does the import and any reset.

Q: My catalog changes were overwritten. If your catalog is maintained centrally by your Vectis service partner or re-imported from a bundle, changes made at the till can be overwritten. Agree with your Vectis service partner where changes are made.

04 Tables and places

In this chapter you set up your venue: areas (in the example «Tische», «M» and «Mitnehmen»), tables and takeout counters. Then you get to know the floor plan your service team works with during service: it shows at a glance which table is free, occupied, settled, reserved or dirty. The last part covers reservations.

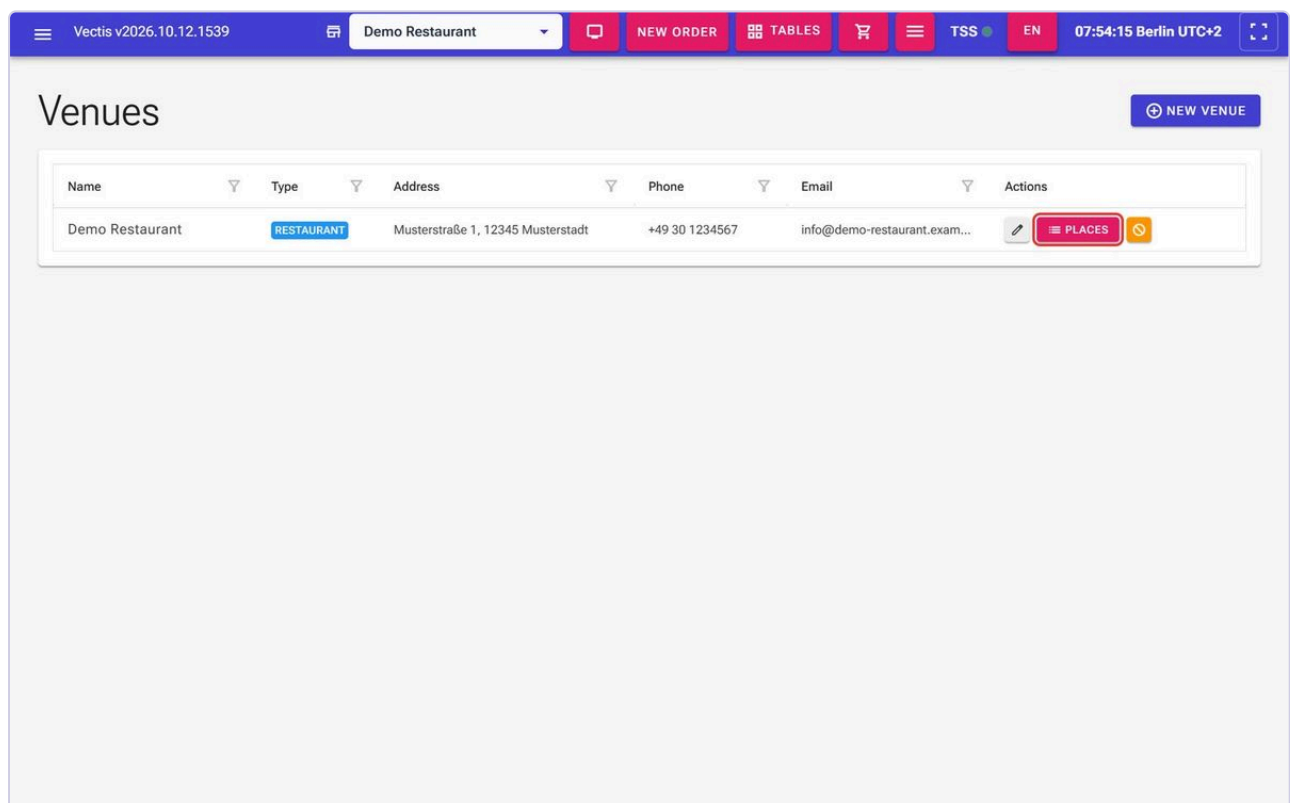
Note: The dialogs for editing venues, places and reservations are in English in both interface languages (for example **Edit Venue**, **Add Place**, **New reservation**, **Save**). This chapter quotes the labels exactly as they appear on screen. Area names such as «Tische» or «Mitnehmen» are names from the example, not interface labels.

View and edit venues

Goal: Check or change the name, address and basic settings of your venue.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager)

1. Open **Menu > Venue Management > Venues**. You see the list of your venues with **Name**, **Type**, **Address**, **Phone** and **Email**. On the right are the actions: pencil icon (edit), **Places** and the orange ban icon (deactivate). A deactivated venue carries the red **Inactive** badge.



Venue list with the «Places» button (outlined in red)

2. Click the pencil icon in the venue's row. The **Edit Venue** dialog opens.
3. Change **Name**, **Type**, **Address**, **Phone** or **Email** if needed. All of these fields are required. Leave **Default Cash Recycler** empty if you have no cash recycler.
4. Set how tables and the kitchen work:
 - **Allow kitchen to start before payment:** switch on for restaurants where guests pay at the end of the meal. When it is off, the kitchen can start an order only after it has been paid (for counters, snack bars, takeaway).

- **Free table immediately after payment:** paid orders close automatically and the table becomes free without another click. This is on for new venues.
- **Use table cleaning (Dirty/Clean):** shows the **Mark dirty** button on the floor plan. A dirty table cannot seat new guests until it has been cleaned.
- **Ready Display Seconds:** how long a ready order stays on the kitchen and pickup screens. Empty = 120 seconds.

«Edit Venue» dialog, table-cleaning option outlined in red

5. Click **Save**.

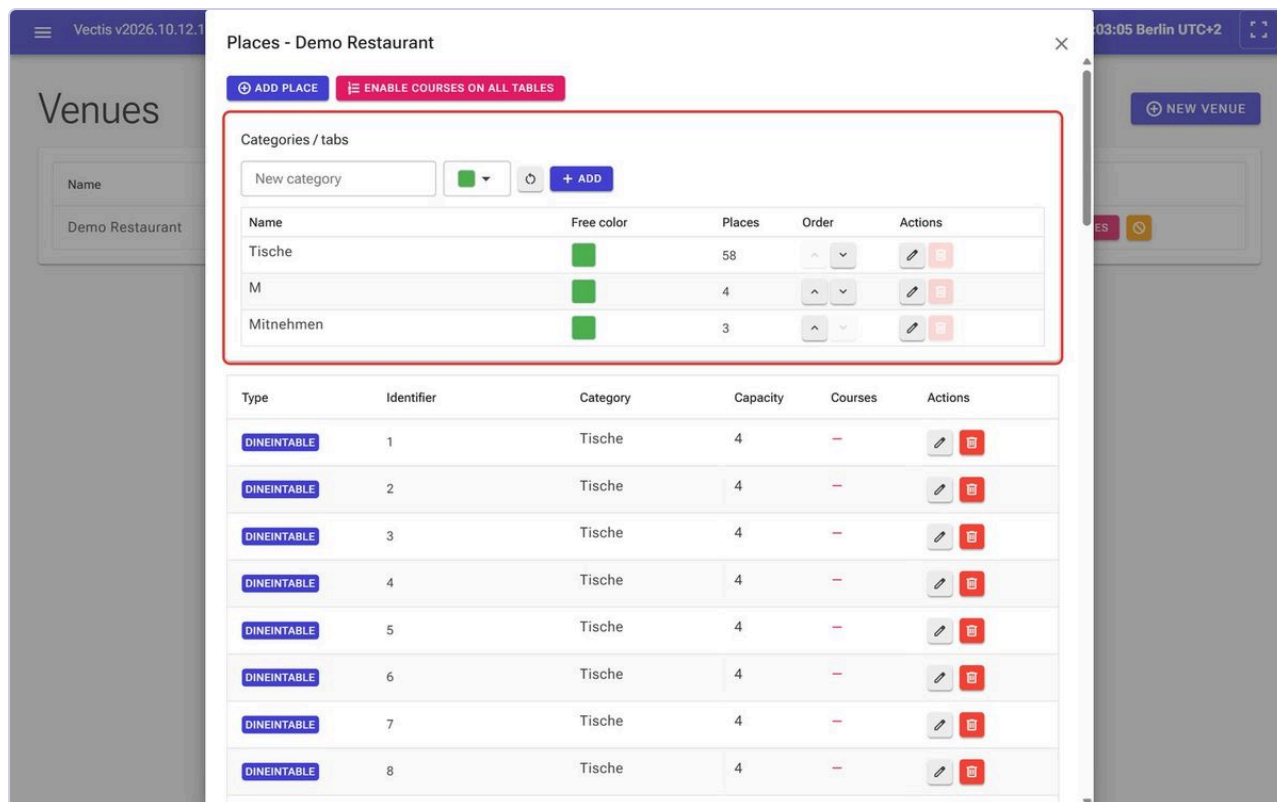
Note: The orange block icon in the list deactivates a venue (confirm with **Yes**); the green tick activates it again. No new orders can be created for a deactivated venue.

Create and rename areas

Goal: Group tables into areas, for example dining room, bar and takeaway. Each area becomes its own tab on the floor plan.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager)

1. Open **Menu > Venue Management > Venues**.
2. Click **Places** in the venue's row. The dialog «Places - Demo Restaurant» opens. At the top, the **Categories / tabs** block lists the existing areas with **Name**, **Free color**, number of **Places**, **Order** and **Actions**. In the example these are «Tische» (58 places), «M» (4) and «Mitnehmen» (3).



«Places - Demo Restaurant» dialog with the «Categories / tabs» block (outlined in red)

3. Type the name of the new area in the **New category** field, for example «Bar».
4. Optional: pick a colour with the colour field next to it. Free tables of this area are shown in this colour on the floor plan. Without a colour of their own, free tables are green. The arrow icon resets the colour.
5. Click **Add**.
6. **Rename:** click the pencil icon in the area's row, change the name or colour and save with the disk icon. The cross icon cancels.
7. **Order:** the up and down arrows in the **Order** column decide in which order the tabs appear on the floor plan.

Note: You can delete an area (red bin icon) only while no places are assigned to it. While it has places, the bin is pale and cannot be clicked. Move the tables to another area first.

Add tables and takeout counters

Goal: Add a new table or a takeout counter.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager)

1. Open the venue's **Places** dialog as described above.
2. Click **Add Place**. A form appears below the areas.
3. Under **Type** choose:
 - **DineInTable** for a table,
 - **TakeoutCounter** for a takeout counter or bar counter.
4. Under **Identifier (e.g., Table 1, Counter A)** type the name, for example «61». This name appears on the floor plan and as the headline of the kitchen ticket.
5. Under **Category / tab** choose the area, for example «Tische».

6. Tables only: enter the number of seats under **Capacity** (1 to 20). This field is required.

7. Optional:

- **Unlimited (no status tracking; for takeout counters):** the place has no status (it always stays «Free»). Useful for takeout counters with many orders at the same time.
- **Course serving (waiter can assign courses 1-4 to items):** tables only. The cart then shows a course button on each item (see chapter 05).

Name	Free color	Places	Order	Actions
Tische	■	58	▲ ▼	✎ 🗑
M	■	4	▲ ▼	✎ 🗑
Mitnehmen	■	3	▲ ▼	✎ 🗑

Type	Identifier	Category	Capacity	Courses	Actions
DINEINTABLE	1	Tische	4	—	✎ 🗑

Form for a new table «61» in the area «Tische» (outlined in red)

8. Click **Add**. The place appears in the list below (columns **Type**, **Identifier**, **Category**, **Capacity**, **Courses**, **Actions**). **Cancel** closes the form without saving.

Note: Enable courses on all tables switches courses on for every table of the venue at once. Takeout counters are not affected.

Rename, move or delete tables

Goal: Change the name, area or capacity of an existing place, or remove a place.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager)

1. Open the venue's **Places** dialog.
2. Click the pencil icon in the place's row. The form shows the current values.
3. Change **Identifier** (rename), **Category / tab** (other area), **Capacity** or the options.
4. Click **Save**.
5. To delete, click the red bin icon and confirm with **Yes**.
6. Close the dialog with the cross at the top right.

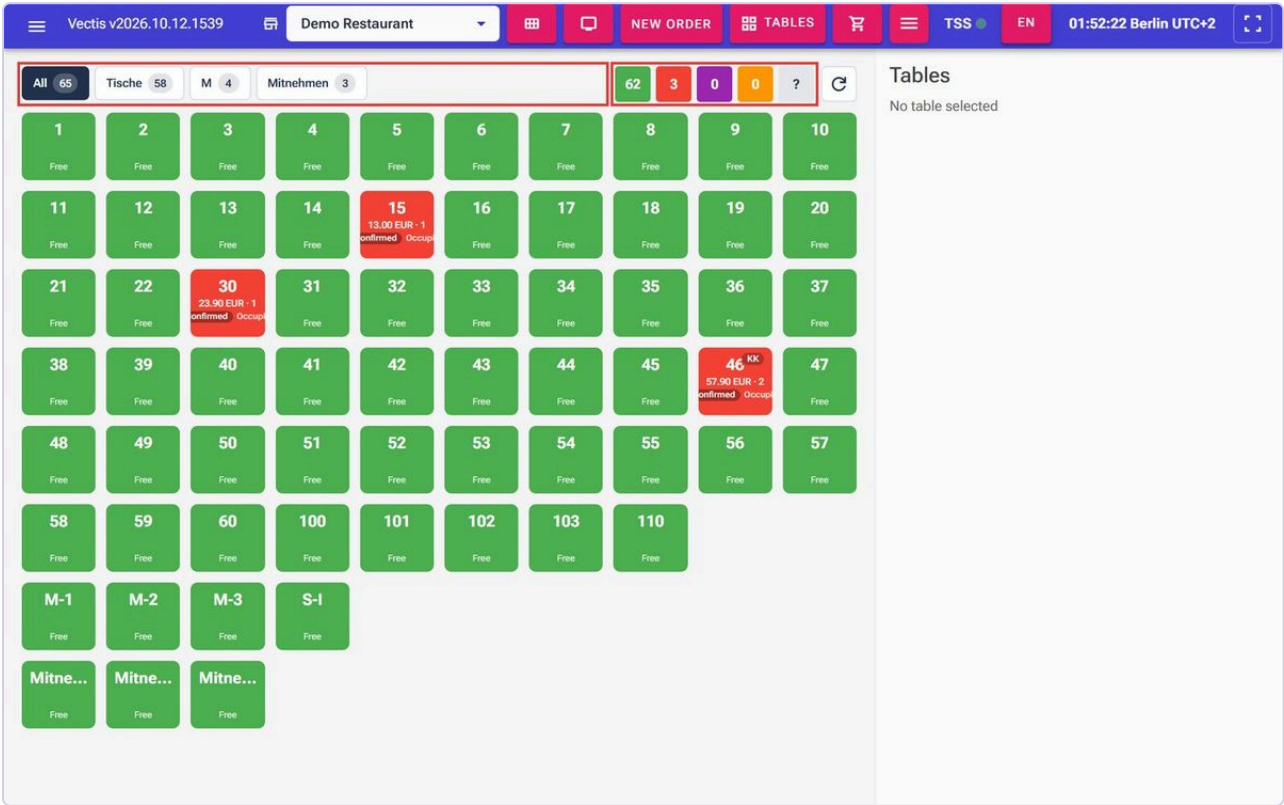
Caution: Do not delete a table that still has an open order. Close or move the order first.

Understand the floor plan

Goal: See during service which tables are free, occupied or settled.

Who can do this: Admin, Manager, Cashier, Waiter

- 1. Click **Tables** in the header bar, or open **Menu > Venue Management > POS Floor Plan**.
- 2. At the top left are the table zone tabs: **All** and your areas (in the example «Tische», «M», «Mitnehmen»), and **Without zone** if needed. The number on the tab is the number of places in that area. Tap a tab to see only that area.

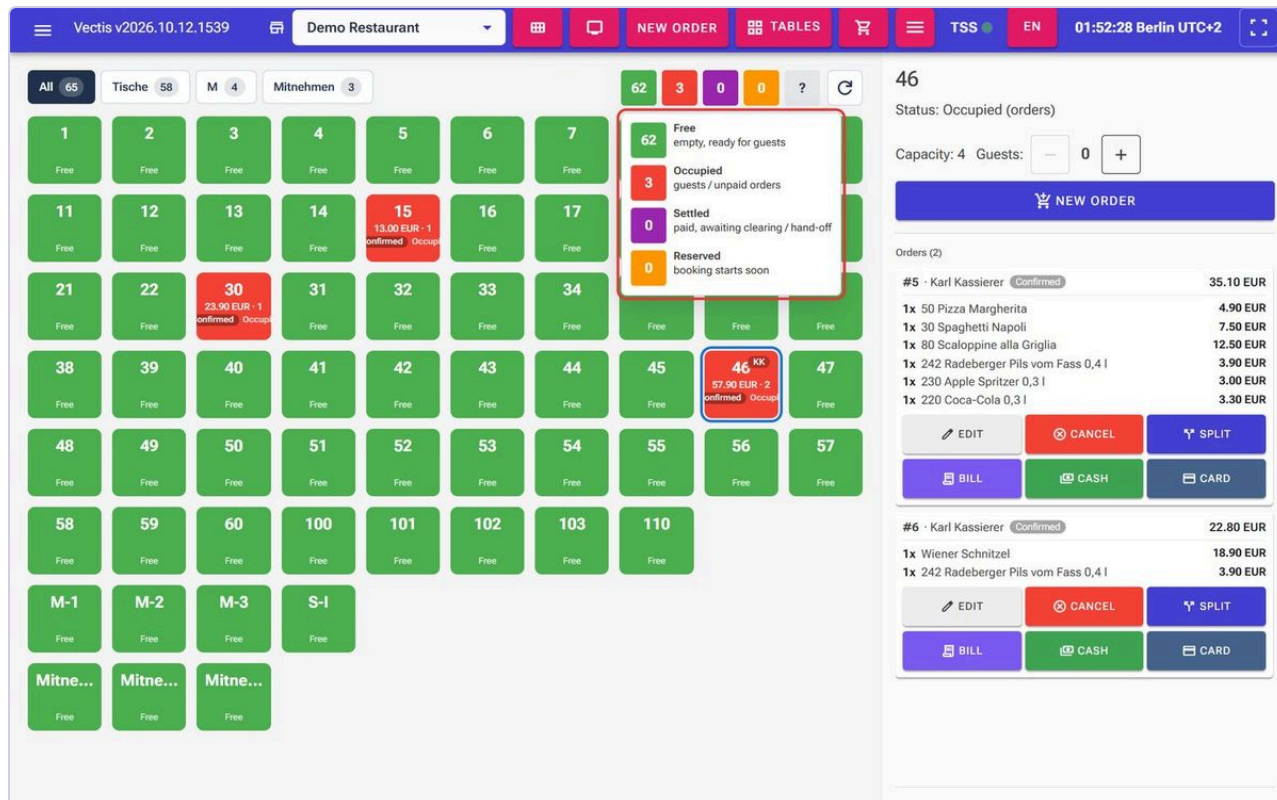


Floor plan: area tabs on the left and coloured status counters on the right (outlined in red)

- 3. Each tile is a table. Its colour shows the status:

Colour	Status	Meaning
Green (or the area colour)	Free	empty, ready for guests
Red	Occupied	guests are seated or there are unpaid orders
Purple	Settled	all orders are paid, the table is waiting to be cleared / freed
Orange	Reserved	a reservation starts soon (15 minutes before)
Grey	Dirty	marked dirty, needs cleaning (only when table cleaning is switched on)

- 4. The tile also shows: for open orders the amount and the number of orders (for example «57.90 EUR · 2»), the order status (for example **Confirmed**) and the waiter's initials; for a reservation the time and name (for example «02:15 Fa...»).
- 5. At the top right there is a coloured counter for each status (green, red, purple, orange; grey only when there are dirty tables). Clicking a counter filters the plan to that status; clicking it again removes the filter. **Clear all filters** shows everything again.
- 6. Clicking **?** shows an explanation of the colours.



Colour explanation after clicking «?» (outlined in red)

Note: The status is calculated automatically from the orders. You never set a table to «Occupied» by hand: as soon as an order with at least one item is attached to the table, it is occupied. «(orders)» after the status in the details panel means it comes from the orders; «(booking)» means it comes from a reservation.

Note: The floor plan updates itself, also when orders are taken on another device (for example a phone). The refresh icon next to the counters reloads it immediately. The number of columns and the text size of the tiles are set under **≡ > Table display settings (Table columns, Table card text)**.

How a table changes status

This is the typical flow at a table:

1. **Free** → you tap the table and choose **New order**. As soon as the first item is in the cart, the table becomes **Occupied** (red).
2. **Occupied** → all orders of the table are paid: the table becomes **Settled** (purple).
 - If the venue has **Free table immediately after payment** switched on (as in the example), the order closes automatically after payment and the table is **Free** again straight away.
 - Otherwise tap **Free** on the paid order in the details panel. The order is completed and the table becomes **Free**.
3. Optional, with table cleaning: when the guests have left, tap **Mark dirty**. The table is **Dirty** (grey). New orders and **Seat now** are blocked («Table must be cleaned first»). After cleaning, tap **Clear status** – the table is **Free** again.
4. **Reserved** appears by itself shortly before a reservation, as long as the table is not occupied.

Note: There is no separate «Cleaning» status. There is only **Dirty** and, after **Clear status**, **Free** again. If the table still has an unpaid order, it keeps showing **Occupied** after **Clear status**.

Work with a table

Goal: Select a table and order, pay or free it from there.

Who can do this: Admin, Manager, Cashier, Waiter

1. Tap the tile on the floor plan. It gets a blue outline and the details panel on the right shows the table name, **Status** (for example «Occupied (orders)»), **Capacity** and **Guests**.
2. Use – and + next to **Guests**: to enter the number of guests.
3. **New order** opens the order screen for this table (chapter 05).
4. Under **Orders (...)** you see every open order of the table with its number (for example «#5»), waiter, status, amount and items including extras. Depending on the situation, these buttons appear:
 - **Kitchen:** appears only when new or changed items have not been sent to the kitchen yet, and sends them.
 - **Edit:** opens the order in the order screen.
 - **Cancel:** cancels the whole unpaid order (question «Cancel order ...?», answer **Yes**). Only possible while no payment has been recorded.
 - **Split:** splits the bill (chapter 05).
 - **Bill:** prints an interim bill for the guest (only before payment).
 - **Cash / Card:** opens the payment with that method preselected (chapter 06).
 - **Free:** appears on orders that are already paid and completes them; the table then becomes free.

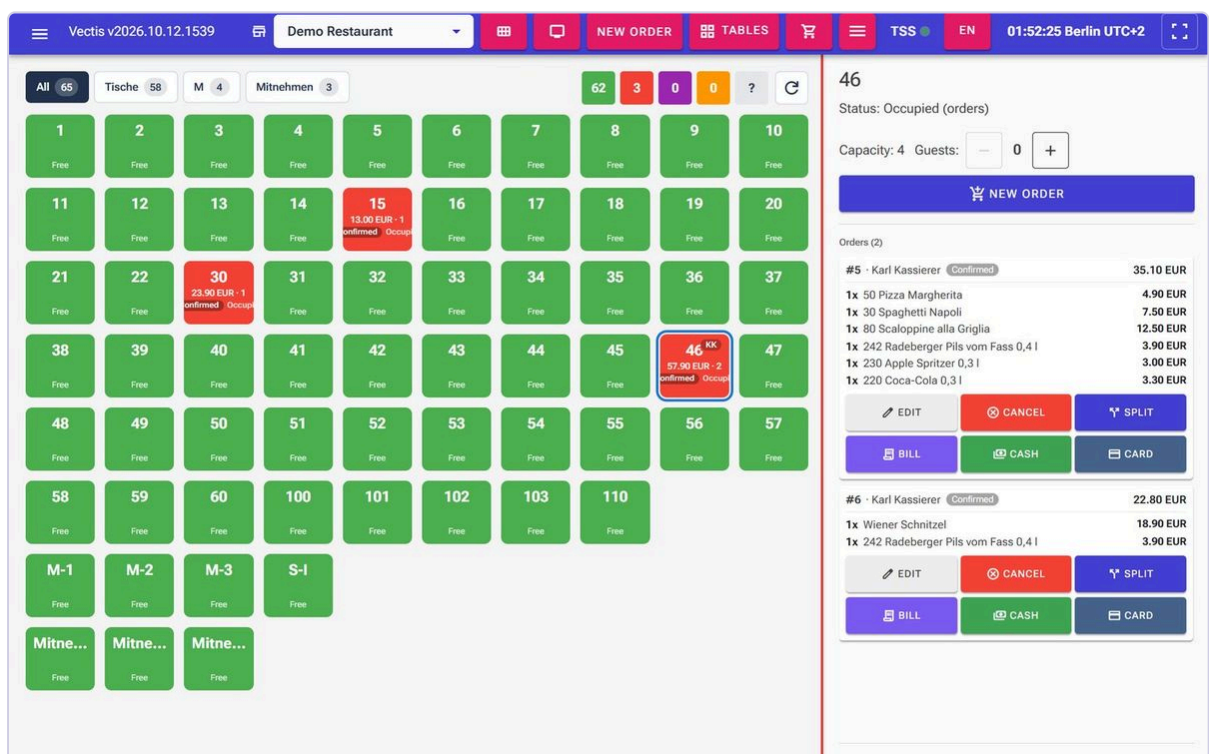
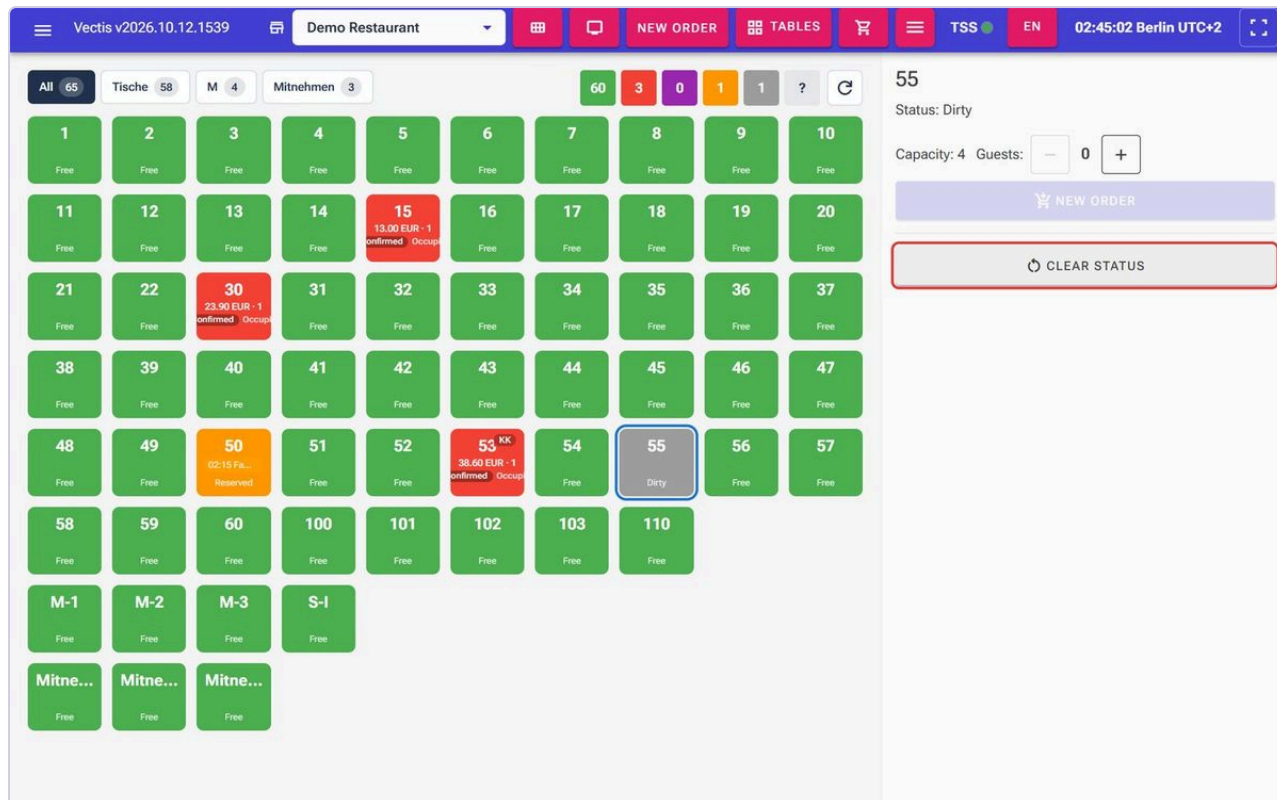


Table 46 selected: details panel with orders #5 and #6 and their buttons

5. With table cleaning switched on, a free table also offers **Mark dirty**. On a dirty table **New order** is greyed out and only **Clear status** is offered.



Dirty table 55 with «Clear status» (outlined in red)

Manage reservations

Goal: Create, change, reschedule or cancel a table reservation.

Who can do this: Admin, Manager, Cashier. Waiters see the menu entry but cannot view, create, change or cancel reservations.

1. Open **Menu > Venue Management > Reservations**.
2. At the top, filter by period (**From, To**) and table (**Place**). The default is today plus seven days. **Refresh** reloads the list. The tabs **Upcoming**, **Seated**, **Cancelled** and **Expired** separate reservations by state. The list shows **Date**, **Time**, **Place**, **Guest**, **Phone**, **Party**, **Status** and **Actions**.

Vectis v2026.10.12.1539 Demo Restaurant All waiters NEW ORDER TABLES TSS EN 02:04:34 Berlin UTC+2

From 2026-10-13 To 2026-10-20 Place + NEW RESERVATION REFRESH

UPCOMING SEATED CANCELLED EXPIRED

Date	Time	Place	Guest	Phone	Party	Status	Actions
2026-10-13	02:15 - 04:15	50	Familie Weber	030 555 0123	4	Active	

Reservation list with the reservation «Familie Weber» at table 50; «New reservation» outlined in red

- Click **New reservation**.
- Fill in the **New reservation** dialog: **Place** (table), **Guest name**, optionally **Phone (optional)**, **Party size**, **Date**, **From** and **To** (in 15-minute steps), optionally **Notes (optional)**. Example: table 50, «Familie Weber», 4 guests, 02:15–04:15, note «Kinderstuhl» (high chair).

Vectis v2026.10.12.1539 Demo Restaurant All waiters NEW ORDER TABLES TSS EN 02:04:39 Berlin UTC+2

From 2026-10-13 To 2026-10-20 Place + NEW RESERVATION REFRESH

UPCOMING SEATED CANCELLED EXPIRED

Date	Time	Place	Guest	Phone	Party	Status	Actions
2026-10-13	02:15 - 04:15	50				Active	

New reservation

Place 50

Guest name Smith family

Phone (optional)

Party size 4

Date 2026-10-13

From 03:00 To 05:00

Notes (optional) High chair

CANCEL SAVE

«New reservation» dialog filled in for Familie Weber

- Click **Save**.

- If the time overlaps another reservation on the same table, the dialog shows in red «Conflicts with reservation by ...». Choose another time or table.
 - If there are more guests than seats, the orange hint «Party size exceeds the place capacity.» appears.
6. In the list, change an upcoming reservation with the pencil icon (name, phone, party size, notes), reschedule it with the clock icon (date and time) or cancel it with the red icon (confirm the question).

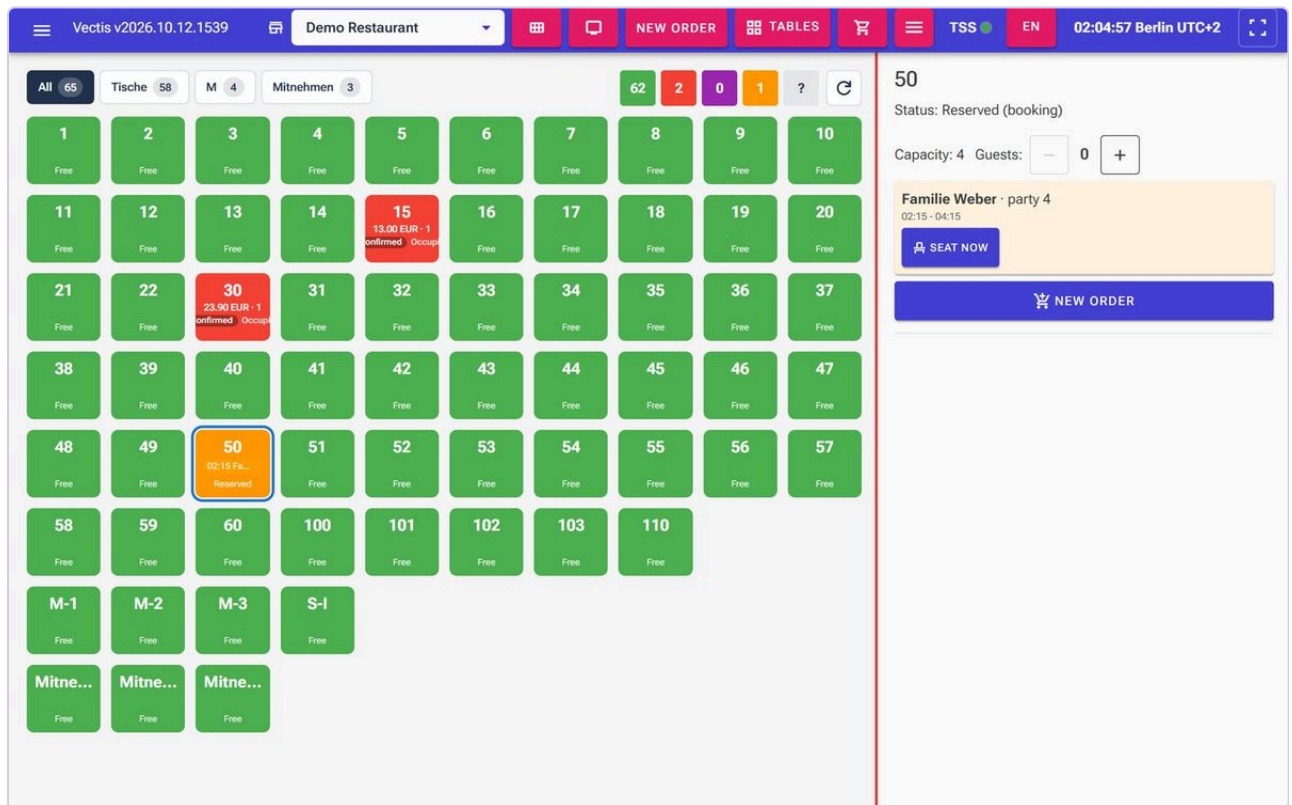
Note: The **Status** column shows «Active» for a valid reservation (in English also in the German interface).

Seat guests with a reservation

Goal: Seat arriving guests who have a reservation.

Who can do this: Admin, Manager, Cashier. If a waiter taps **Seat now**, the till refuses; the waiter starts with **New order** instead.

1. Open the floor plan. A table with an upcoming reservation turns orange shortly before and shows the time, name and **Reserved** on the tile.
2. Tap the table. The details panel shows «Status: Reserved (booking)» and a light orange box with name, party size and time (in the example: Familie Weber, 4 guests, 02:15 - 04:15).
3. Tap **Seat now**. The reservation counts as seated and the order screen for this table opens.



Reserved table 50 with the «Familie Weber» box and «Seat now»

Note: If the table is marked dirty, **Seat now** is blocked. Clean the table first (**Clear status**).

Frequently asked questions

Q: I cannot see the «Venues» menu item. Only Admin and Manager may set up venues, areas and tables. Cashiers see the floor plan and reservations, waiters can only use the floor plan.

Q: The floor plan says «No places configured for this venue». The selected venue has no tables yet. Add them under **Venues › Places**.

Q: Why is a table red although nobody is sitting there? The table still has an unpaid order with items. Open the table and pay, move or cancel the order.

Q: The table is purple. What do I do? All orders are paid. Tap **Free** on the order and the table is free again. To have this happen automatically, switch on **Free table immediately after payment** for the venue.

Q: I cannot create a new order for a table – «Table must be cleaned first». The table is marked dirty. Tap **Clear status** once it is clean.

Q: I cannot find the «Mark dirty» button. It appears only when **Use table cleaning (Dirty/Clean)** is switched on for the venue.

Q: How do I rename a table? **Venues › Places**, pencil icon on the table, change **Identifier**, **Save**.

Q: Can I arrange the tables freely on a floor drawing? No. The floor plan shows the tables as a grid, sorted by area and name. You set the number of columns under **≡ › Table display settings**.

Q: When does a reserved table turn orange? Shortly before the reservation starts (15 minutes before), provided the table is not occupied then.

Q: What is a «TakeoutCounter»? A place for takeaway or counter orders. With **Unlimited** it has no status and always stays free.

Q: Why are some dialogs in English? Some administration dialogs are labelled in English only. They work the same way.

05 Orders

This chapter shows how to take an order at the till, send it to the kitchen, change it, move it to another table and split the bill. You also get to know the order list and its filters, plus a short overview of the kitchen display, the pickup display and the customer display. How to pay an order is described in chapter 06.

The example is an order at table 43: «Wiener Schnitzel», «242 Radeberger Pils vom Fass 0,4 l», «54 Pizza Hawaii» with an extra and the wish «no pineapple», and «230 Apple Spritzer 0,3 l».

The order list

Goal: See all orders of a period and continue working from there.

Who can do this: Admin, Manager, Cashier, Waiter

1. Open **Menu > Order Management > Orders**, or click the cart icon (**Orders**) in the header bar.
2. For each order the table shows the daily number (#), **Origin** (for example **Cashier**), **Status**, **Total**, an icon for the payment method (banknote = cash, card = card payment), **Returned amount**, **Created**, **Items** (sold / returned, for example «5/1») and **Returned** (**No** or **Partially**). The newest orders are at the top.

Vectis
v2026.10.12.1539

Demo Restaurant

All waiters

NEW ORDER

TABLES

TSS

EN

02:12:14 Berlin
UTC+2

Orders

CUSTOMER DISPLAY

NEW ORDER

Filter by status

Filter by origin

Active only

PAID

#	Origin	Status	Total		Return...	Created	Items	Return...	Actions
9	Cashier	COMPLETED	€9.90		€0.00	13/10/2026 02:09	3/0	NO	FISKAL
8	Cashier	COMPLETED	€29.34		€0.00	13/10/2026 02:05	9/0	NO	FISKAL
6	Cashier	COMPLETED	€22.80		€0.00	13/10/2026 01:51	2/0	NO	FISKAL
5	Cashier	COMPLETED	€35.10		€0.00	13/10/2026 01:51	6/0	NO	FISKAL
4	Cashier	COMPLETED	€27.99		€0.00	13/10/2026 01:49	10/0	NO	FISKAL
3	Cashier	COMPLETED	€38.40		€0.00	13/10/2026 01:48	5/0	NO	FISKAL
2	Cashier	COMPLETED	€31.70		€3.00	13/10/2026 01:42	5/1	PARTIALLY	FISKAL
1	Cashier	COMPLETED	€10.40		€0.00	13/10/2026 01:15	2/0	NO	FISKAL

Page 1 of 1 (8 items)

<

<

1

>

>

25

items per page

Order list with the filter bar (outlined in red)

3. Filter if needed:
 - **Filter by status** and **Filter by origin** (for example **Cashier** or **Self-checkout**).
 - **Active only** hides completed and cancelled orders.
 - The payment filter switches on each click between **Paid**, **Unpaid** and **All**. When you first open the page it is set to **Paid**.
 - The four icons next to it (venue, table, person, badge) show or hide the columns venue, place, customer and employee. They are hidden at first.
4. The **Actions** column shows, depending on the state:

- **Edit:** opens the order screen (unpaid orders only).
- **Confirm:** sends an order that has not been sent yet (draft) to the kitchen.
- **Pay:** opens the payment (chapter 06).
- **Fiskal:** opens the receipt of a paid order (chapter 06).
- **Complete:** marks a paid order as handed over / done.
- Red cross icon: cancels an unpaid order.
- **Split:** splits the bill (see below).

Note: At the top right of the page you also find **Customer Display** and **New Order**.

Choose a period (Admin and Manager only)

Goal: View orders from earlier days.

Who can do this: Admin, Manager

1. At the top choose one of the periods **Today**, **7d**, **30d**, **This month** or **All time**.
2. Or set your own period with the two date fields next to them (from – to).

The screenshot shows the 'Orders' screen in the Vectis POS system. At the top, there's a navigation bar with 'Demo Restaurant' and 'All waiters' selected. Below this, the 'Orders' section has a filter area. The filter area includes 'Filter by st...' and 'Filter by or...' dropdowns. To the right of these are period selection buttons: 'TODAY', '7D', '30D', 'THIS MONTH', and 'ALL TIME'. The '7D' button is highlighted with a red outline. To the right of these buttons are date fields for '2026-10-06' and '2026-10-13', an 'Active only' toggle, and a 'PAID' button. Below the filters is a table of orders with columns: #, Origin, Status, Total, Return..., Created, Items, Return..., and Actions. The table shows 10 orders, all with a status of 'COMPLETED' and a 'FISKAL' button in the Actions column.

Period buttons for Admin and Manager (outlined in red)

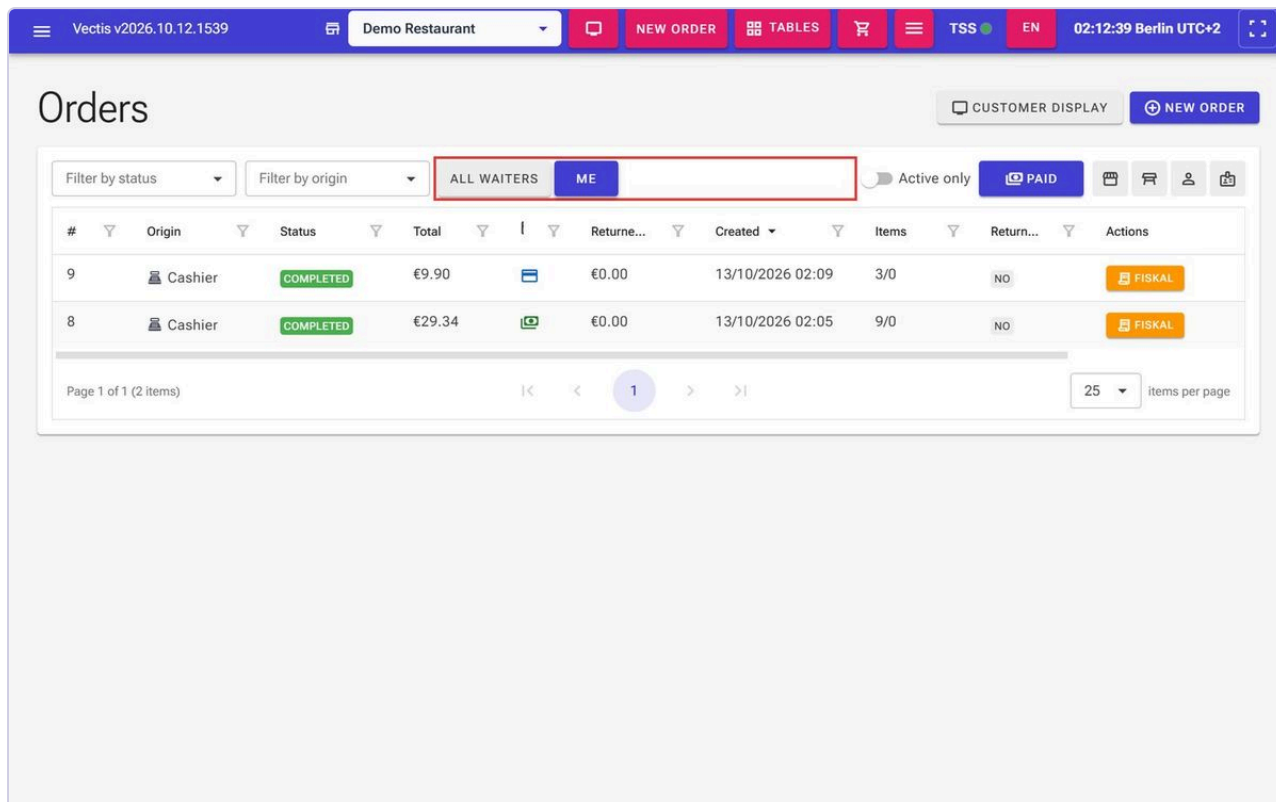
Note: Cashiers and waiters do not see the period buttons. They always see only the current business day, that is everything since the last Z closing. Tables that stayed open across the Z closing remain visible.

Only my orders (waiters)

Goal: As a waiter, see only your own orders.

Who can do this: Waiter

1. Tap **Me** in the order list. The list shows only orders assigned to you.
2. **All waiters** shows all orders of the business day again.



Waiter filter «All waiters» / «Me» (outlined in red)

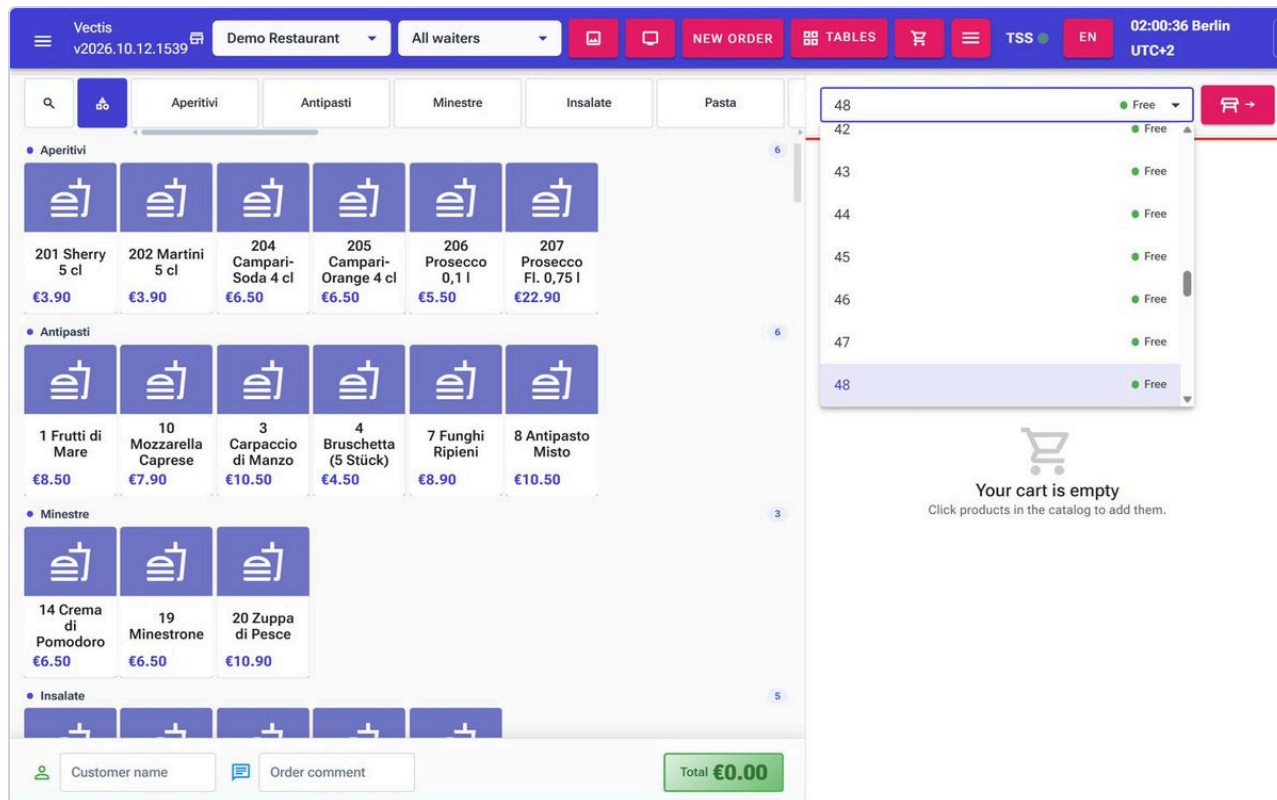
Start a new order

Goal: Create an order for a table or for takeaway.

Who can do this: Admin, Manager, Cashier, Waiter

There are three ways:

- **From the floor plan (recommended):** tap the table, then **New order** (chapter 04). The table is already filled in.
 - **From the header bar: New Order** (on narrow screens **New**). If there is already an empty order that has not been sent, Vectis opens it instead of creating a second one.
 - **From the order list: New Order.** If you have several venues and none is selected, the **New Order** dialog first asks for the **Venue**; confirm with **Create order**.
1. The order screen opens: the product catalog on the left, the cart on the right («Your cart is empty»), and at the bottom the fields **Customer name** and **Order comment** and the **Total**.
 2. Check the place at the top of the cart. If none is selected, the field has a red border and shows **Select table/counter ***. Click it and choose a table or a takeout counter. Each place shows its status (for example **Free** or «1 unpaid · Occupied»).



Order screen with the place list open, table 47 selected

Note: Without a place you can neither send the order to the kitchen nor pay it. For takeaway orders choose a takeout counter (place type «TakeoutCounter», see chapter 04).

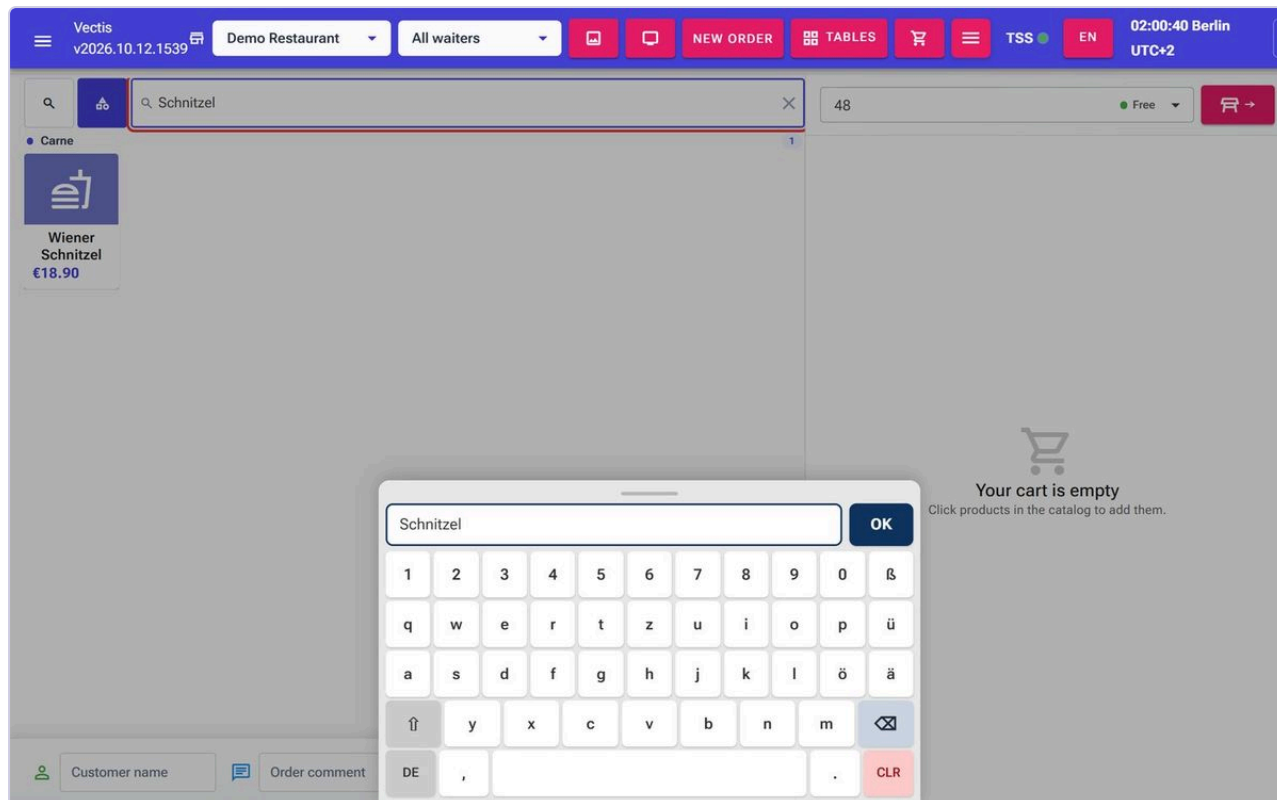
Note: Above the catalog, the orders of this venue that have not been sent yet are shown as tabs (number and time). Click a tab to switch to that order.

Add products

Goal: Put dishes and drinks into the cart.

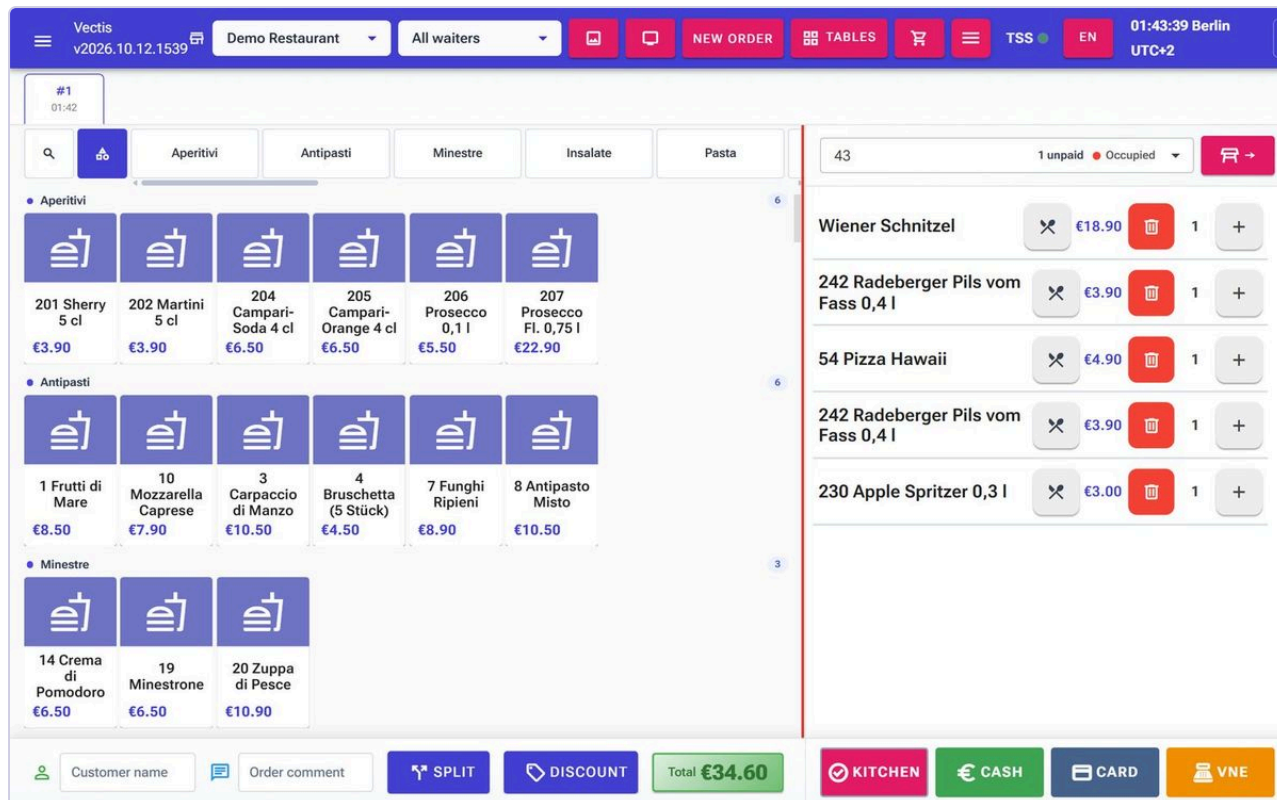
Who can do this: Admin, Manager, Cashier, Waiter

1. Choose a category at the top of the catalog (for example «Aperitivi», «Antipasti», «Pasta»), or tap the icon to the left of them for all categories. With the magnifier (**Search**) you search by name: type the term on the on-screen keyboard, for example «Schnitzel», and confirm with **OK**.



Search for «Schnitzel» with the on-screen keyboard; result «Wiener Schnitzel» in «Carne»

2. Tap a product, for example «Wiener Schnitzel». It appears in the cart. The number on the product card shows how often the product is already in the cart.
3. Each further tap on the same product card adds another separate line with quantity 1 (in the example two lines «242 Radeberger Pils vom Fass 0,4 l»). If you prefer one line with quantity 2, raise the quantity in the cart with +.
4. Each cart line has: the cutlery icon (extras and note), the price, the red bin (**Remove from cart**), the quantity and +. From quantity 2 on, – appears instead of the bin.



Cart at table 43 with five lines, total €34.60

5. If a product has variants (for example sizes), the default variant is selected. Tap another variant in the cart if needed.
6. Open-price products (for example a «Tagesgericht», dish of the day) are added at their base price first. Tap the price on the line and enter the amount on the keypad. Careful: digits count as whole euros until you tap the comma – for €12.50 tap 1, 2, «,», 5, 0 and then **OK**.

Note: There is no save button. Every change is saved automatically. From the first item on, the table shows as **Occupied** on the floor plan.

Combos (set menus)

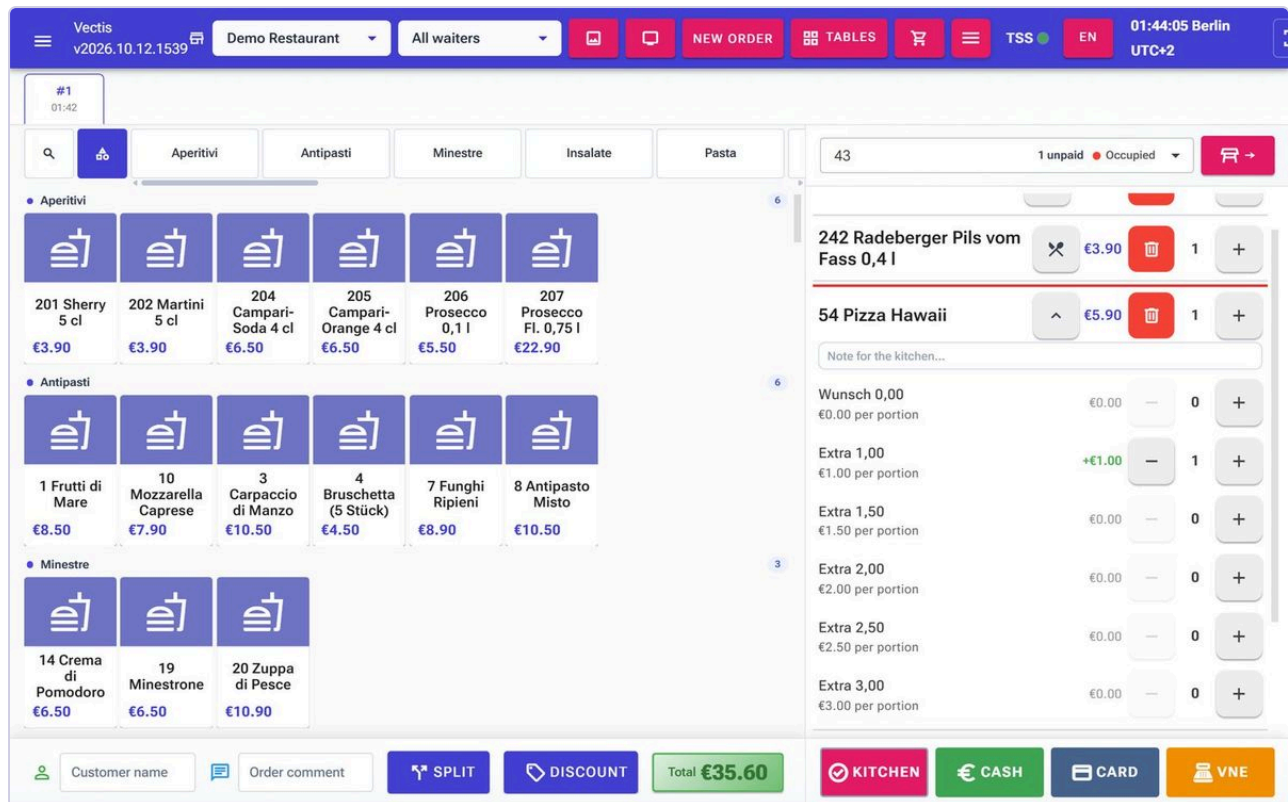
If your menu has combos set up, their product cards carry the **COMBO** badge. Tap one, make your choice in every group (required groups are marked **required**, surcharges with «+») and tap **Add to cart - ...**. The combo appears in the cart as one block. The pencil icon on the block changes the choice (**Edit selections**), the bin removes the combo (**Remove combo**).

Extras, notes and courses

Goal: Record the guest's special wishes so the kitchen sees them.

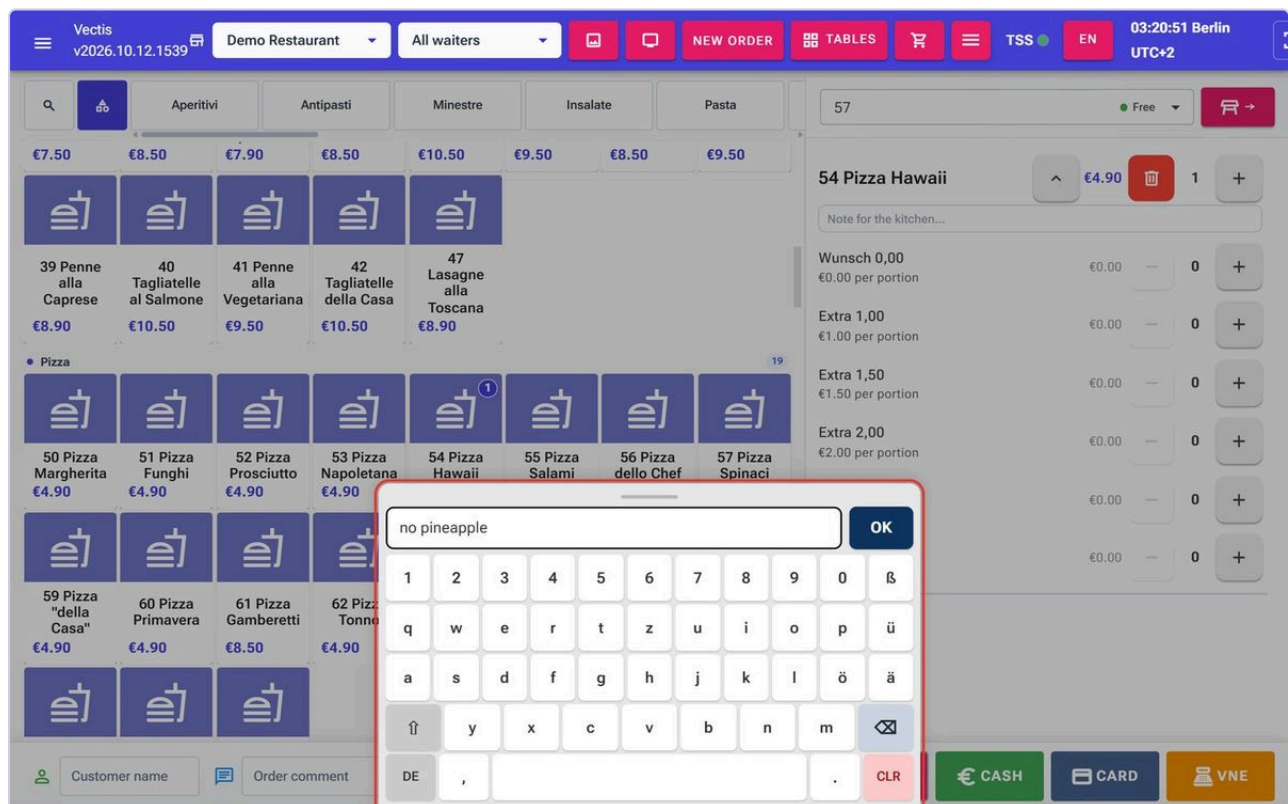
Who can do this: Admin, Manager, Cashier, Waiter

1. Tap the cutlery icon on the line (**Show extra ingredients**). The field **Note for the kitchen...** and the list of available extras with their surcharge «... per portion» open below.
2. Increase an extra with **+**, for example «Extra 1,00» on the «54 Pizza Hawaii». The surcharge is added to the line (in the example €4.90 + €1.00 = €5.90).



Extras open on the «54 Pizza Hawaii»: «Extra 1,00» chosen once

3. Tap the field **Note for the kitchen...** and type the wish on the on-screen keyboard, for example «no pineapple». Tap **OK**. **CLR** clears the input, the **DE** key switches the keyboard layout.



On-screen keyboard with the note «no pineapple»

4. Tap the icon again (**Hide extra ingredients**). The note stays visible as a yellow line under the item, followed by the chosen extras (for example «Extra 1,00 x1 (+€1.00)»).

- For the whole order there are the fields **Customer name** and **Order comment** at the bottom left. Tap them and type on the on-screen keyboard.

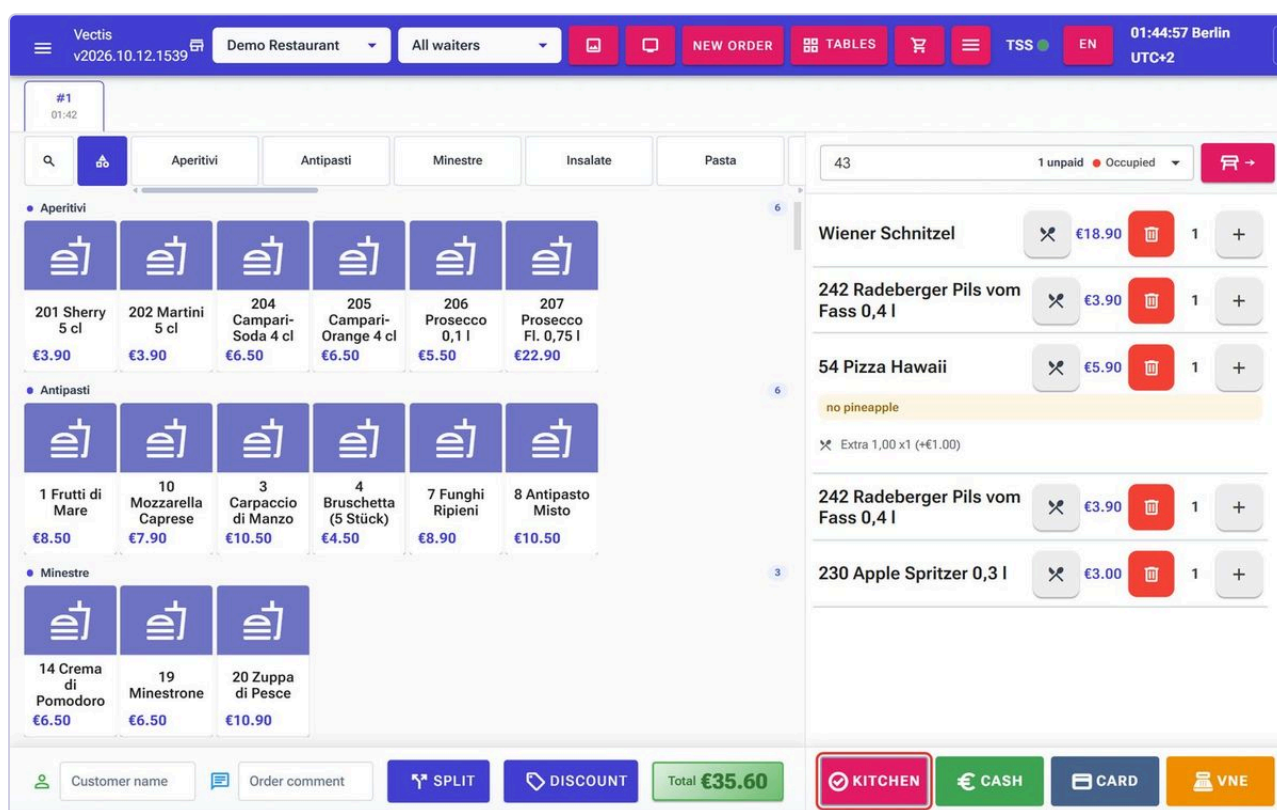
Note: The item note is printed on the kitchen ticket directly under the item. Courses: if course serving is switched on for the table (chapter 04), each item starts with a course button. Each tap counts on: 0 → 1 → 2 → 3 → 4 → 0 (0 = no course). The kitchen sees the items sorted by course.

Send to the kitchen

Goal: Send the order to the kitchen and bar.

Who can do this: Admin, Manager, Cashier, Waiter

- Check the place and the items.
- Tap **Kitchen** at the bottom right.



The «Kitchen» button (outlined in red); pizza with note and extra

- On the first send the order becomes **Confirmed** (badge next to the **Total**) and gets its daily number. The kitchen sees it immediately on the kitchen display; depending on the printer setup a kitchen ticket is printed. The ticket shows the table and number in large print at the top, for example «Tisch 43 #2».
- If you add more items later, **Kitchen** becomes active again. Another tap sends only the new or changed items.

Note: Which items go to which printer is set per printer in the receipt options (for example only **Food**, not **Alcohol** and **Non-alcoholic**). That is why drinks normally do not go to the kitchen printer. The same place decides whether kitchen tickets print **On confirmation**, **After payment** or not at all.

Note: **Kitchen** is greyed out when no place is selected or there is nothing new to send. You can also tap **Kitchen** directly on the order in the floor plan.

Change an order

Goal: Add to or correct an open order.

Who can do this: Admin, Manager, Cashier, Waiter

1. Open the order: tap the table on the floor plan, then **Edit** – or **Edit** in the order list.
2. Add products, change quantities, extras or notes as described above.
3. Tap **Kitchen** so the kitchen receives the changes.

Note: On an item that has already been sent to the kitchen you can no longer change extras, note, course or price. Vectis refuses with the message «Kitchen-visible details cannot be changed after send...». Remove the item (see below) and add it again with the right wish. You can still change the quantity.

Caution: As soon as a payment is recorded for an order, its items are locked. The cart then shows «Items can no longer be changed once a payment has been recorded.» A fully paid order cannot be edited at all («Paid orders cannot be edited.»). Mistakes on a paid, fiscalized receipt can only be corrected with a return (chapter 06); this keeps the till records complete for the tax office.

Remove or cancel items

Goal: Take an item off the order again.

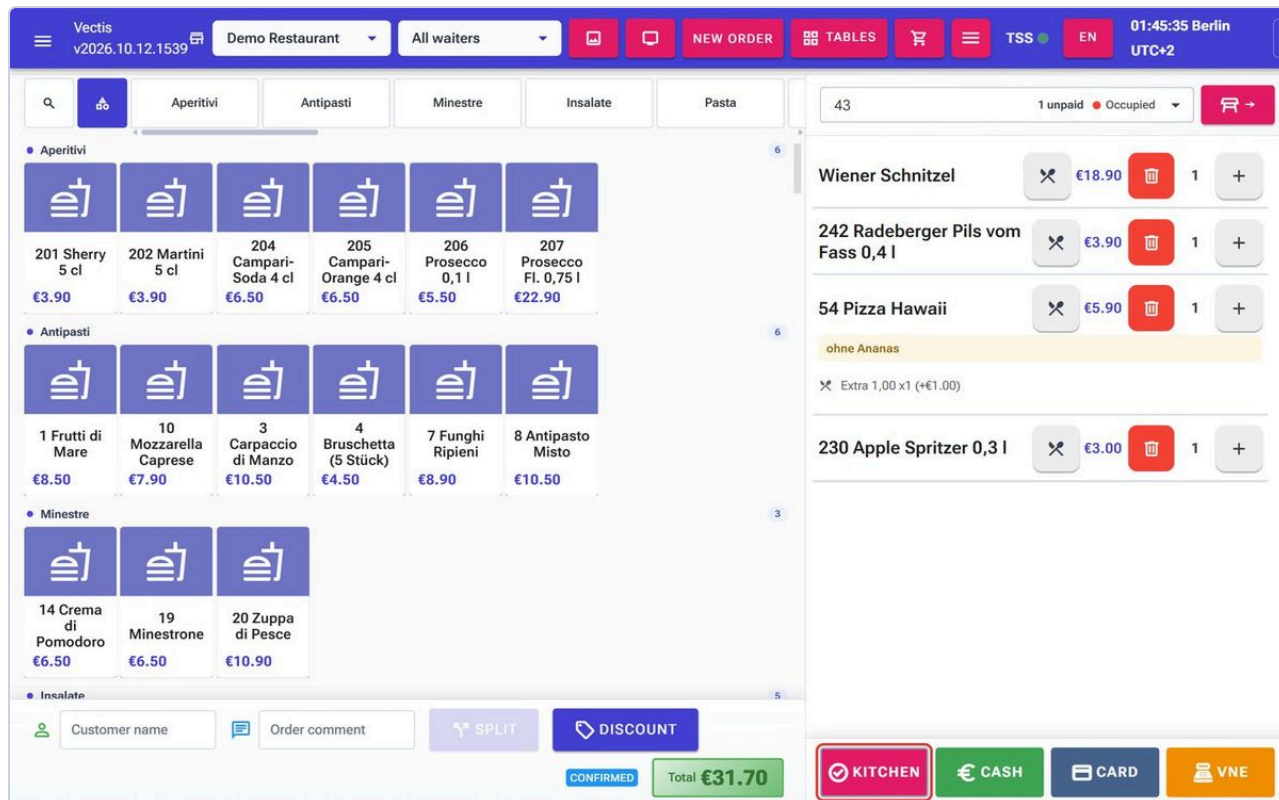
Who can do this: Admin, Manager, Cashier, Waiter

Not yet sent to the kitchen:

1. Reduce the quantity with –, or at quantity 1 tap the red bin.
2. The item is simply removed; it does not appear on the kitchen ticket.

Already sent to the kitchen:

1. Reduce the quantity or remove the item in the same way. There is no confirmation question.
2. The **Kitchen** button becomes active again; **Split** is greyed out until the change has been sent.



Second Pils removed: «Kitchen» active again (outlined in red), total €31.70

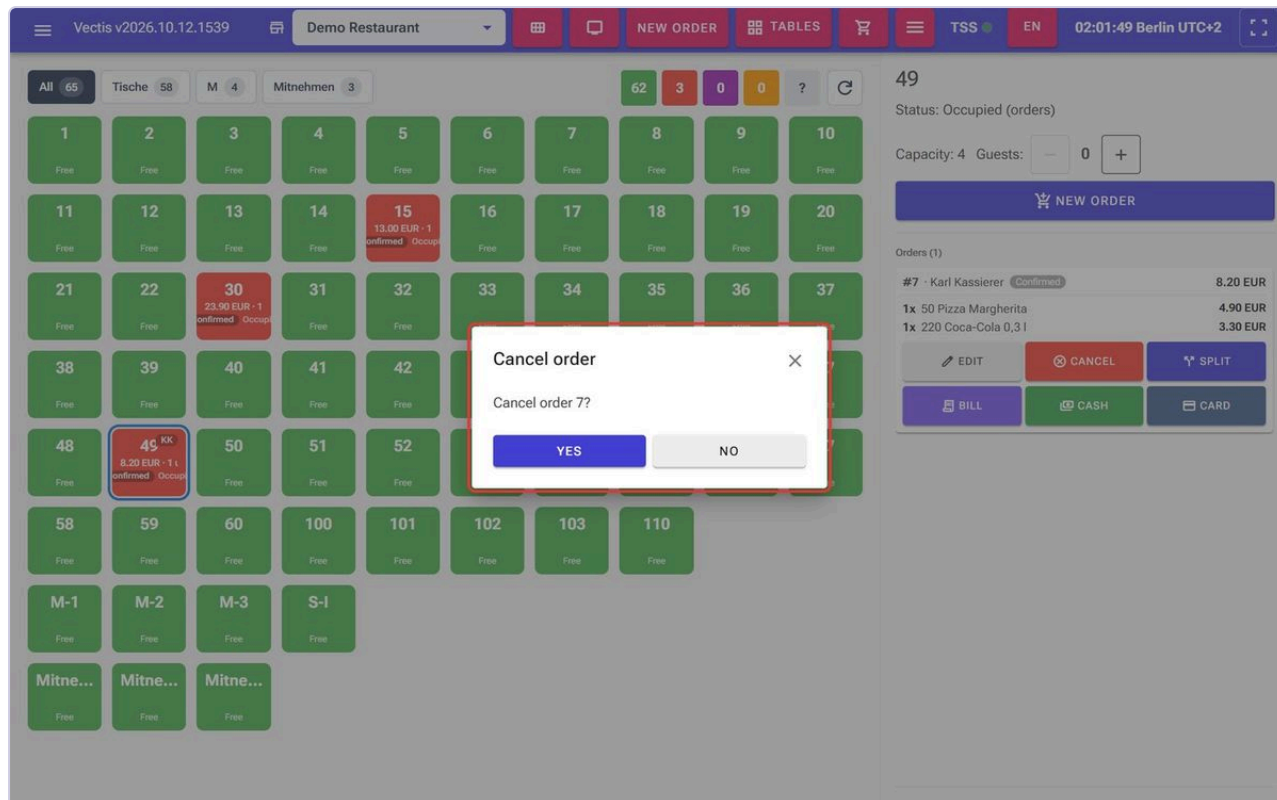
3. Tap **Kitchen**. The kitchen receives the cancellation: the kitchen display shows a **STORNO • #...** notice at the top.

Caution: As long as a cancellation or change has not been sent to the kitchen, the order cannot be paid («Send all pending kitchen changes before starting payment»). Tap **Kitchen** first.

Note: Removing items before payment does not need the storno right. The storno right only concerns paid, fiscalized receipts (chapter 06).

Cancel a whole order

1. Tap **Cancel** on the order in the floor plan, or the red cross icon in the order list.
2. The **Cancel order** dialog asks «Cancel order ...?». Answer **Yes** (No aborts).



Question «Cancel order 7?» with «Yes» and «No»

3. If something has already been sent to the kitchen, the cancellation goes to the kitchen. Only then is the order **Cancelled**.

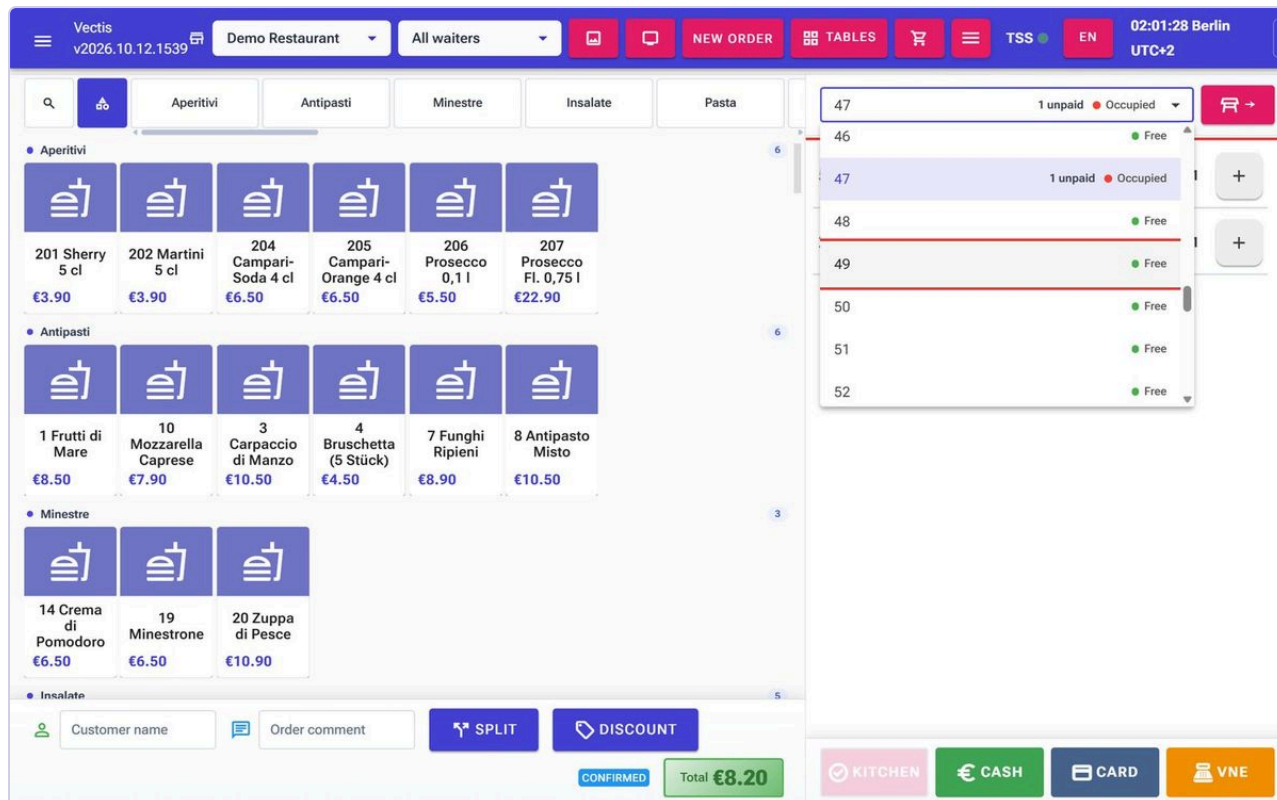
Note: Cancelling is only possible while no payment has been recorded for the order.

Move an order to another table

Goal: The guests change tables – the order should move with them.

Who can do this: Admin, Manager, Cashier, Waiter

1. Open the order (**Edit** on the floor plan or in the list).
2. Click the place field at the top of the cart (for example «47 · 1 unpaid · Occupied») and choose the new table, for example «49».



Place list open, new table 49 outlined in red

3. The order is attached to the new table straight away. On the floor plan the old table becomes free (if nothing else is open there) and the new one occupied.
4. The button next to the place field (table icon →) takes you to the floor plan with the new table selected.

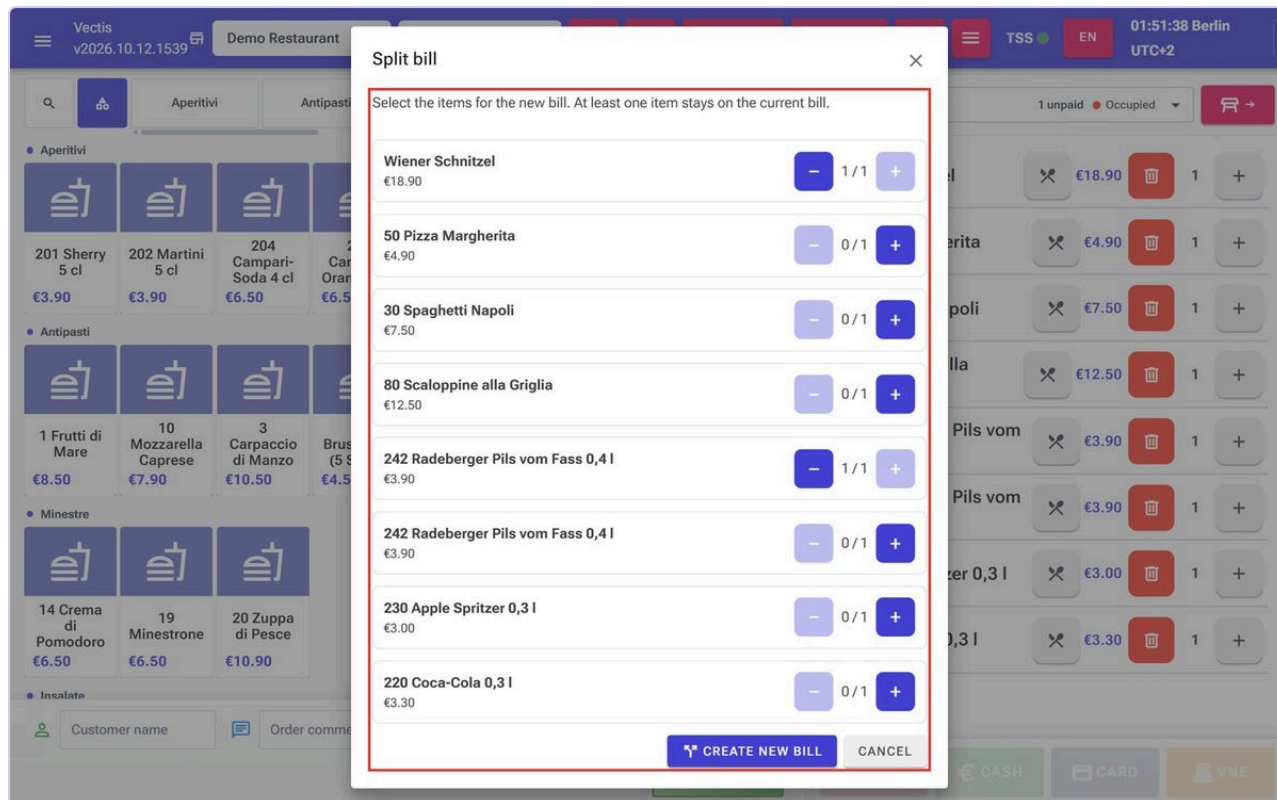
Note: Moving is no longer possible once a payment has started. You cannot choose a table marked dirty as the target. If moving fails, the reason is shown in a red box under the place field.

Split the bill

Goal: Put some of the items on a bill of their own, for example when two guests pay separately.

Who can do this: Admin, Manager, Cashier, Waiter

1. Tap **Split** at the bottom of the order screen (or **Split** on the order in the floor plan).
2. The **Split bill** dialog lists all items. Use **+** and **-** to choose how many pieces of each item go to the new bill. «1 / 1» means: 1 of 1 piece goes to the new bill.



«Split bill» dialog: «Wiener Schnitzel» and one Pils go to the new bill

3. Tap **Create new bill** (**Cancel** closes the dialog).
4. A second order is created at the same table with the chosen items; the order screen switches to it. You pay each order separately (chapter 06). In the example, table 46 then has orders #5 (€35.10) and #6 (€22.80).

Note: At least one item always stays on the original bill. These cannot be split: items with a catalog promotion (chapter 07), parts of a combo and custom items (message «This item cannot be split.»). A bill discount does not prevent splitting; the new bill gets the same discount. Splitting is only possible before the first kitchen send or when all changes have been sent – tap **Kitchen** first if needed.

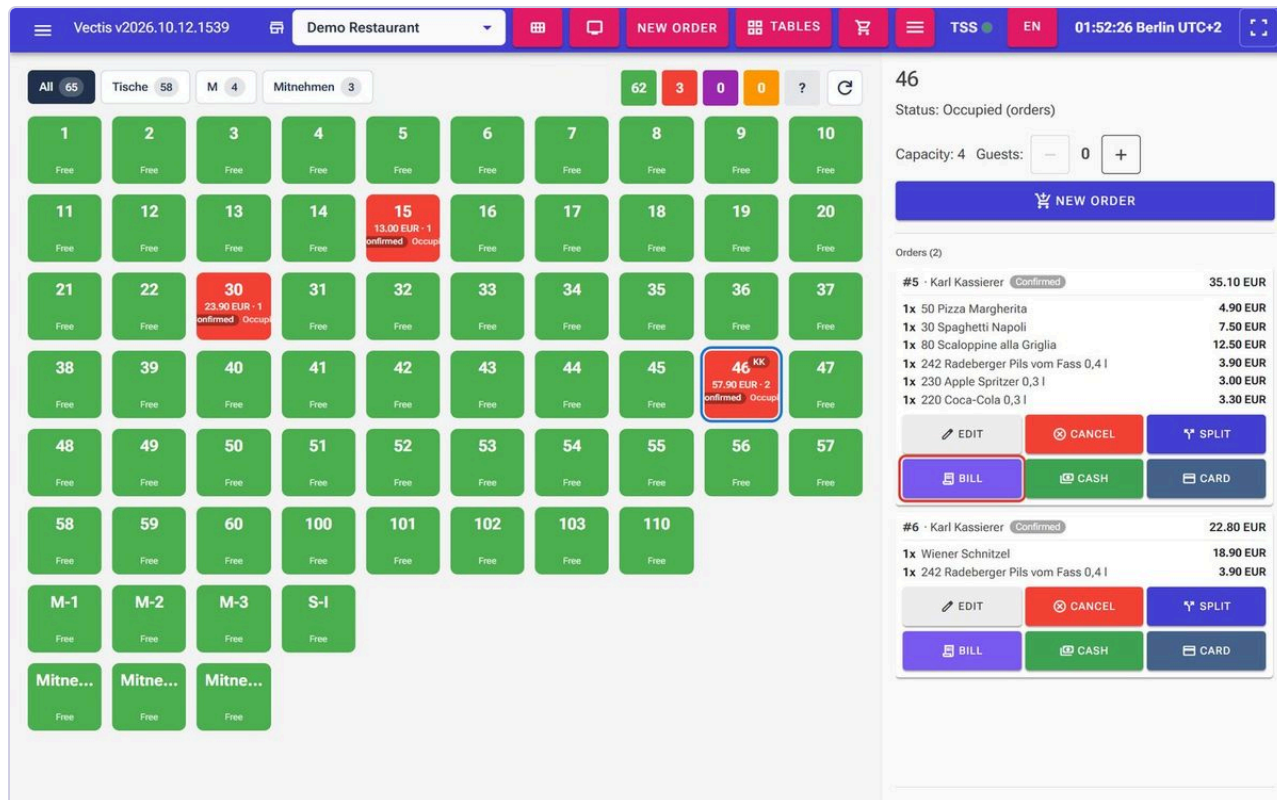
Note: «Split» creates separate bills. Paying one bill partly in cash and partly by card is not possible.

Print an interim bill

Goal: Give the guest an overview of the order before paying.

Who can do this: Admin, Manager, Cashier, Waiter

1. Open the floor plan and tap the table.
2. Tap **Bill** on the order. The interim bill is printed on the receipt printer.



The «Bill» button on order #5 in the floor plan (outlined in red)

Note: Bill is only offered for unpaid orders with an amount above 0. The interim bill is not a fiscal receipt; the guest gets the receipt with TSE data after paying. If printing fails, «Failed to print bill.» appears.

Discount and payment

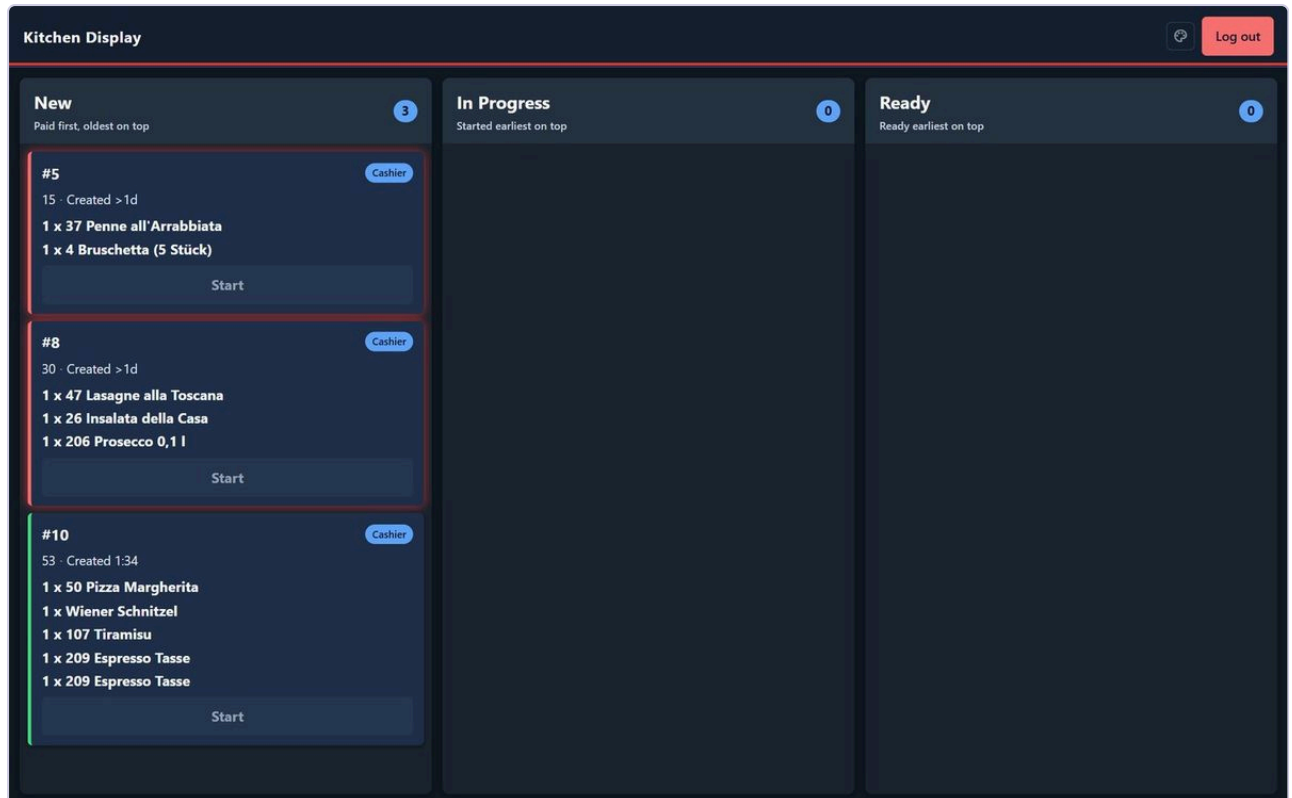
At the bottom of the order screen you also find **Discount** (a discount on the whole bill) and the payment buttons **Cash**, **Card** and, if present, **VNE** (cash recycler). Chapter 06 explains how to use them.

Kitchen display

Goal: Work through the orders on a screen in the kitchen.

Who can do this: kitchen device (role Kitchen), Admin, Manager

1. Log in on the kitchen device; the kitchen view opens automatically. Tap **Tap to start kitchen display** once (so that sounds may play).
2. The **Kitchen Display** has three columns: **New** («Paid first, oldest on top»), **In Progress** and **Ready**. Each card shows the number (for example «#10»), the origin (for example **Cashier**), table and age («53 · Created 1:34»), the items with extras, notes and, if used, **Course 1** etc.
3. Tap **Start** when you begin an order, **Ready** when it is done and **Clear** when it has been handed out.
4. Cancellations from the service appear at the top as **STORNO · #...** **Log out** at the top right logs the device out.



Kitchen display with three orders in the «New» column (two older orders from the previous day, one current #10 at table 53)

Note: If **Start** is greyed out (hint «Waiting for payment»), the order must be paid first. This is the case when **Allow kitchen to start before payment** is switched off for the venue (chapter 04), as in the example.

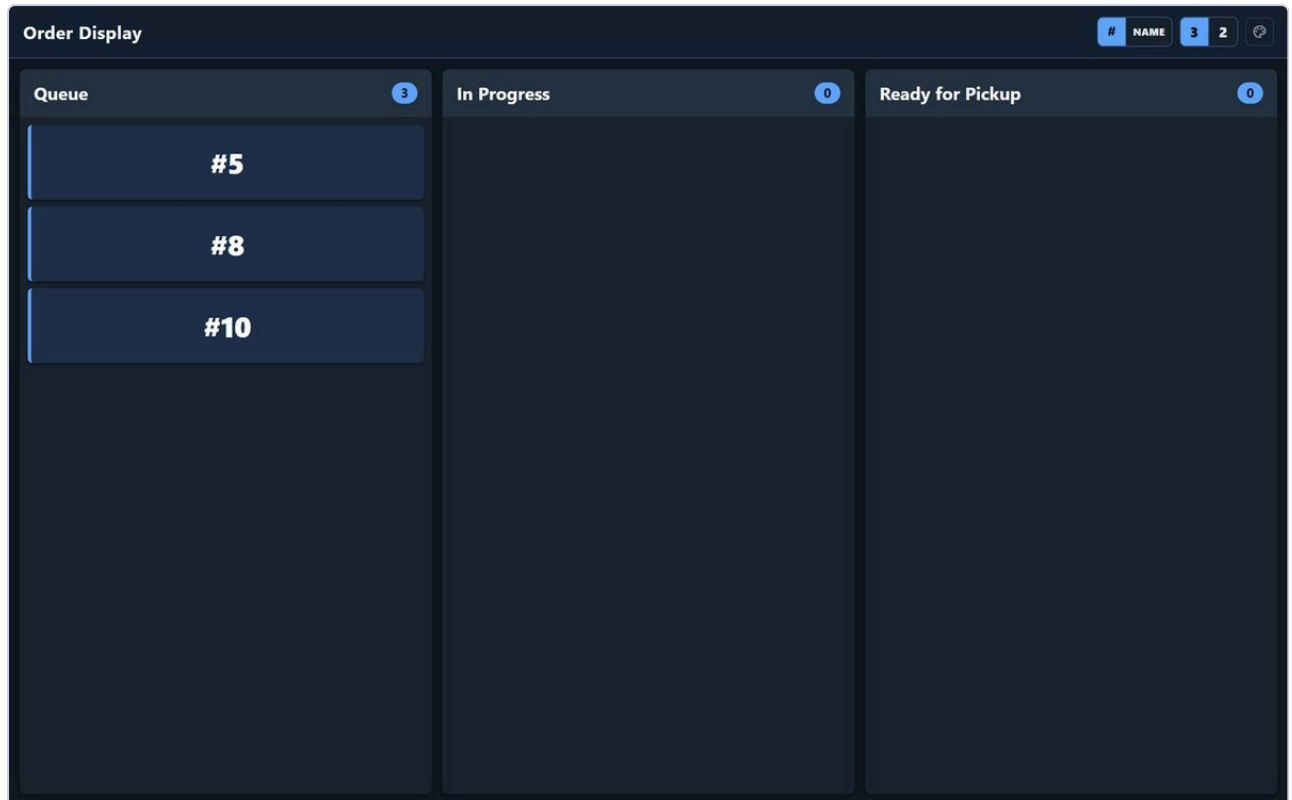
Note: The kitchen display shows all items of the order, drinks included. Which items go to the kitchen printer is set separately in the receipt options.

Pickup display (order display)

Goal: Show guests at the counter which orders are being prepared and which are ready.

Who can do this: display device (role OrderDisplay), kitchen device, Admin, Manager

1. Log in on the display device; the order display opens automatically.
2. The **Order Display** shows the columns **Queue**, **In Progress** and **Ready for Pickup** with large order numbers.
3. At the top right choose with **# / NAME** whether only numbers or also customer names are shown, and with **3 / 2** whether three or two columns are used.



Order display with numbers #5, #8 and #10 in the queue

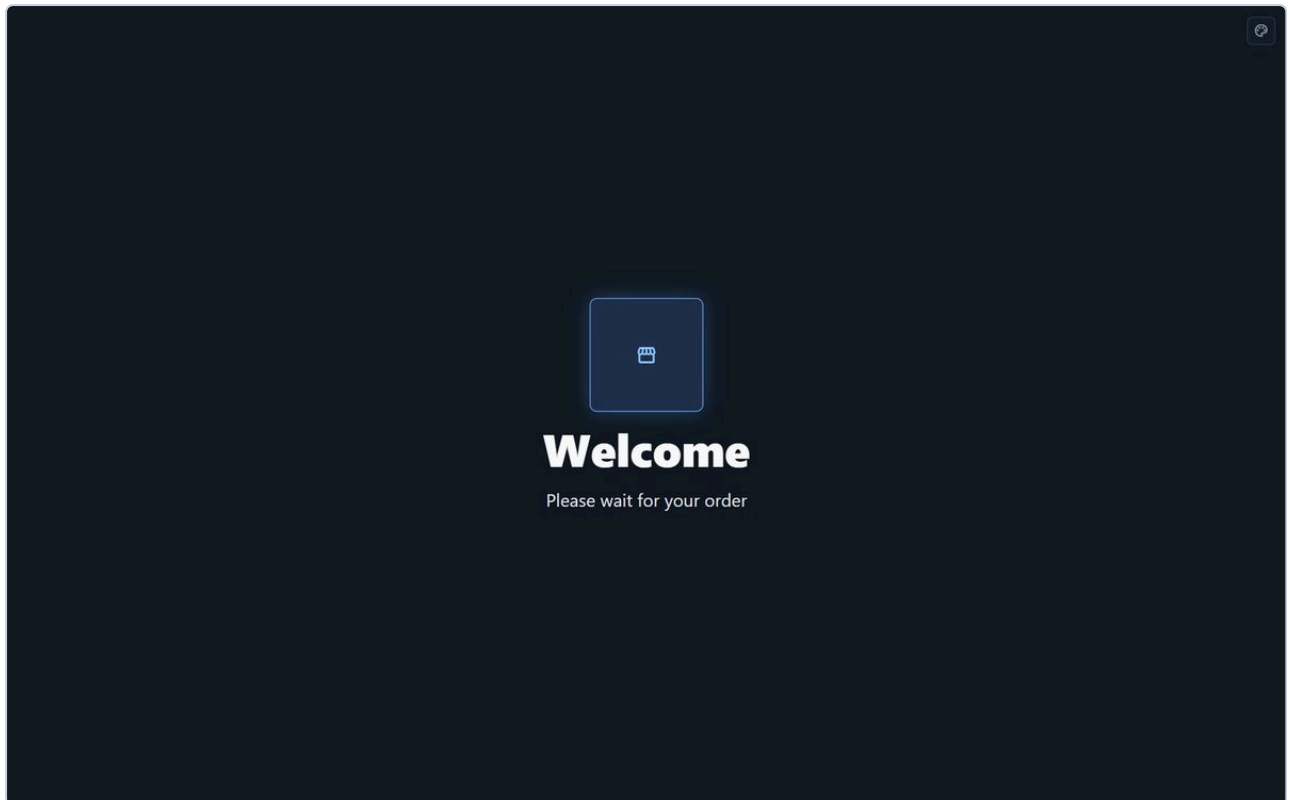
Note: A ready order stays on screen as long as set for the venue under **Ready Display Seconds** (default 120 seconds).

Customer display

Goal: Show the guest the current order and amount on a second screen.

Who can do this: Admin, Manager, Cashier, Waiter

1. Click **Customer Display** in the order list, or **≡ › Customer Display** in the header bar. A new window of the same browser opens.
2. Drag the window to the customer screen and switch it to full screen.
3. While an order is being edited at the till, the customer display shows «Welcome – Please wait for your order». As soon as the order is on the payment page, the guest sees the items, the table, **Payment**, the number of items, **Paid** and the remaining amount. After payment **Thank You** appears.



Customer display waiting: «Welcome»

Frequently asked questions

Q: I cannot find a save button. The order is saved automatically as soon as you change something.

Q: «Kitchen» is grey. No place is selected yet, or there is nothing new to send.

Q: Why does the kitchen not print my drinks? Drinks normally do not go to the kitchen printer. This is set per printer in the receipt options.

Q: How do I write «no pineapple» for the kitchen? Cutlery icon on the line, then tap **Note for the kitchen...**, type and confirm with **OK**.

Q: I tapped a product twice and now have two lines. That is normal: each tap adds a line of its own. You can remove the second line with the bin and raise the quantity of the first line with **+** instead.

Q: I ordered one item too many and it is already in the kitchen. Reduce the quantity or remove the item, then tap **Kitchen**. The kitchen receives a cancellation.

Q: Why can I no longer change an item? A payment has already been recorded for the order. After that the items are locked.

Q: The guests changed tables. Open the order and choose the new table at the top of the cart.

Q: Two guests want to pay separately. Choose **Split**, put the second guest's items on the new bill and pay both bills separately.

Q: «Split» is greyed out. The order has only one item, none of the items can be split, or there are kitchen changes that have not been sent yet.

Q: As a cashier I cannot see yesterday's orders. Cashiers and waiters see only the current business day since the last Z closing. An Admin or Manager can see older orders.

Q: Is there an interim bill? Yes: **Bill** on the order in the floor plan.

Q: The kitchen cannot start an order – «Waiting for payment». The venue does not allow the kitchen to start before payment. An Admin or Manager can switch on **Allow kitchen to start before payment**.

Q: What is the difference between «Cancel» on the floor plan and the storno right? **Cancel** on the floor plan cancels an order that has not been paid yet. The storno right is needed to correct paid, fiscalized receipts.

06 Payment

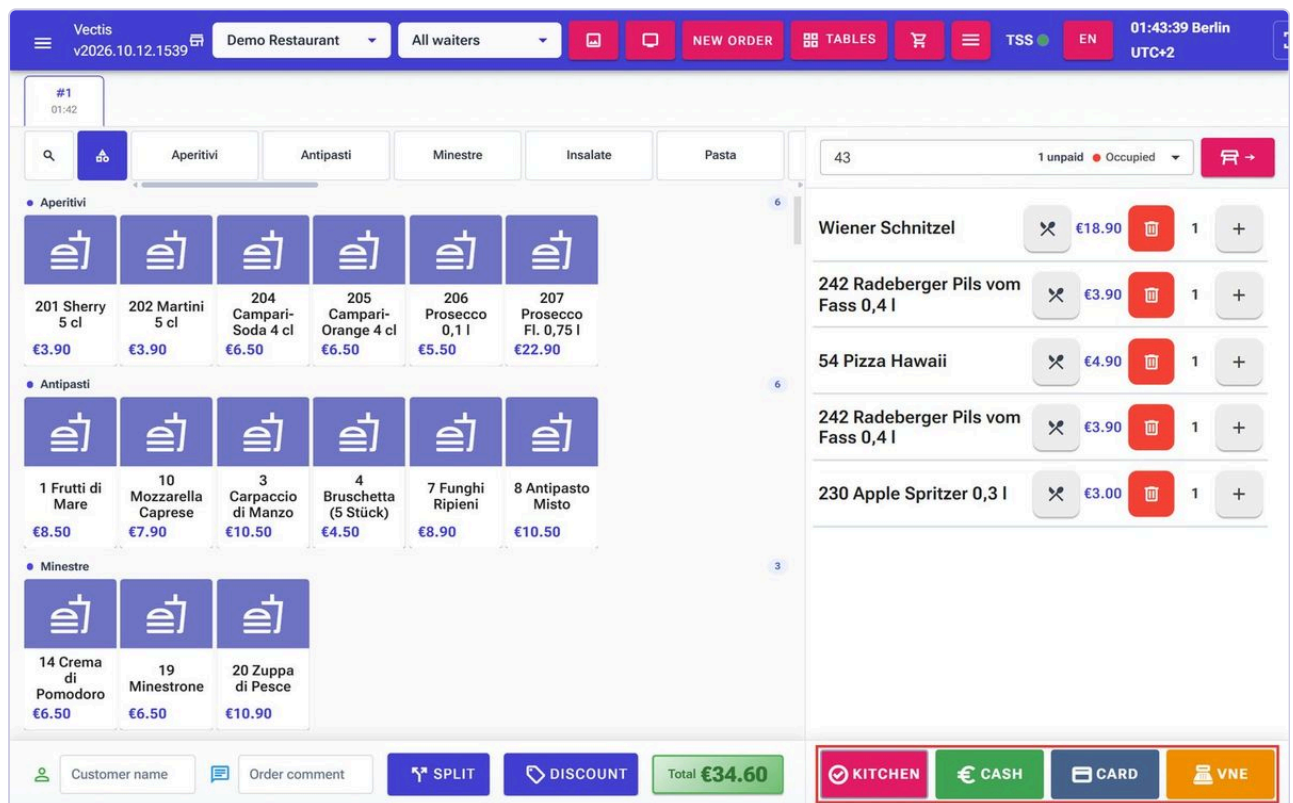
In this chapter you take payment for an order: in cash with change, by card (with or without a tip) or through the cash recycler (VNE). You learn how to split a bill between guests, how to reprint a receipt and how to book a return after payment. Finally you find out what can no longer be changed after payment, and why.

Overview: getting to the payment

Goal: Know where to start a payment and what the payment page shows.

Who can do this: Admin, Manager, Cashier, Waiter.

1. Open the order (for example from the floor plan, or from **Menu > Order Management > Orders** and then **Edit**).
2. Below the cart on the right, next to **Kitchen**, you see the payment buttons **Cash**, **Card** and **VNE** (VNE = the cash recycler, the cash machine). They are active only when the order has at least one item and a table.



Order at table 43 with the Kitchen, Cash, Card and VNE buttons (outlined in red)

3. Tap **Cash** or **Card**. The till saves the order, opens the page **Pay Order #...** and immediately opens the matching entry window.
4. If you close the entry window with **Cancel**, you stay on the payment page. It shows:
 - on the left the **Order Summary** with all items (extras on a line of their own, for example "+ Extra 1,00"), discounts, deposit and the **TOTAL**,
 - on the right the **Payment** box with **Order Total**, **Payments Received**, **Total Paid**, **Remaining** and, under **Add Payment**, the buttons **Cash**, **Card** and **VNE**.

Order Summary

Item	Price	Qty	Total
Wiener Schnitzel	€18.90	1	€18.90
242 Radeberger Pils vom Fass 0,4l	€3.90	1	€3.90
54 Pizza Hawaii	€4.90	1	€5.90
+ Extra 1,00 x1	€1.00		€1.00
230 Apple Spritzer 0,3l	€3.00	1	€3.00
Subtotal:			€31.70
TOTAL:			€31.70

Cash Recycler
Select Terminal
Choose a device

Payment

Order Total: €31.70

Payments Received:
No payments yet. Add a payment below.

Total Paid: €0.00
Remaining: €31.70
0% paid

Add Payment:
€ CASH CARD VNE

Payment page of order #2 (€31.70), no payment recorded yet

5. **Back to Edit** takes you back to the order, **Table** to the floor plan.

Note: You can also reach the payment page from **Menu > Order Management > Orders** with the **Pay** button in the order's row.

Note: As soon as the order is fully paid, the till completes the payment automatically, prints the receipt (depending on the settings, see [Printing the receipt](#)) and immediately opens a new, empty order. If you came from the floor plan, the till returns to the floor plan.

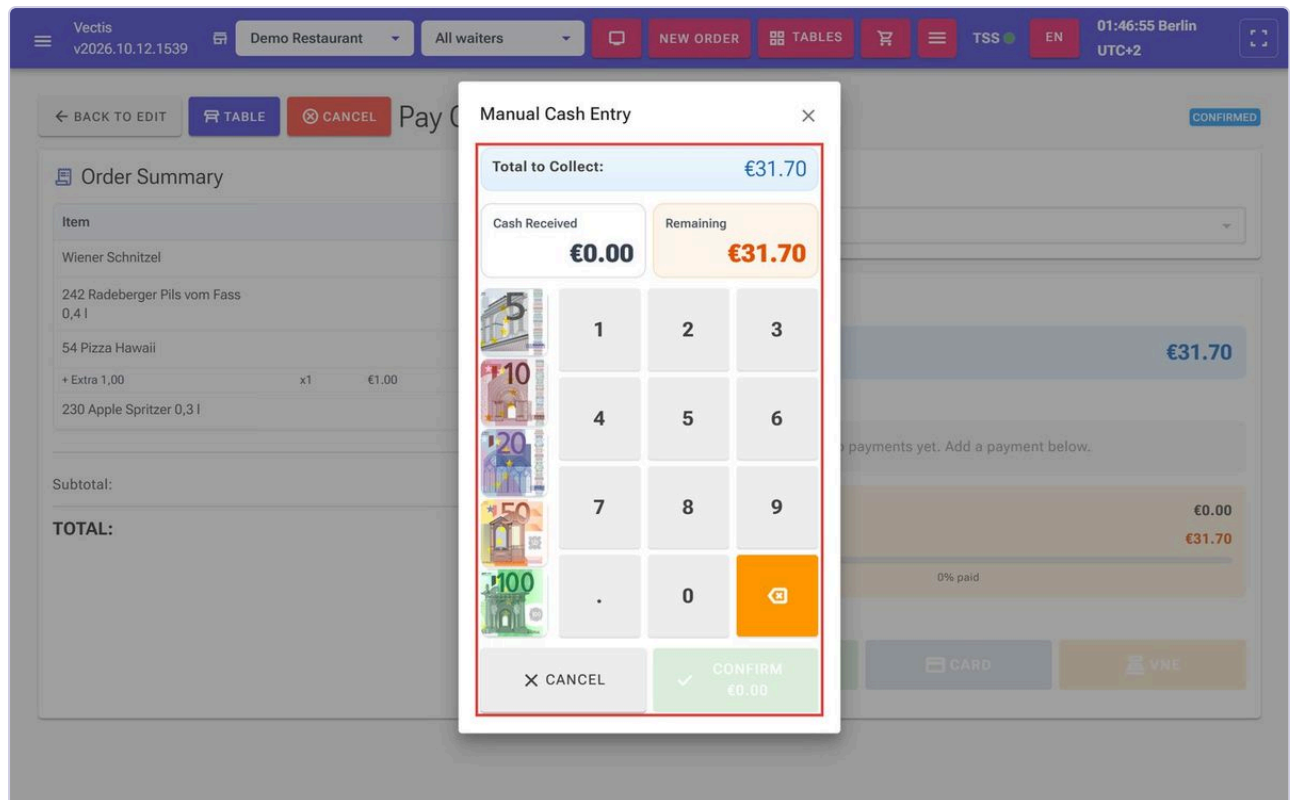
Note: While no payment is recorded yet, the payment page also shows **Cancel** at the top. It cancels the whole (still unpaid) order after the question **Cancel order (Yes / No)**; the till then creates a new, empty order for the same table. After the first recorded payment **Cancel** is gone.

Taking cash and giving change

Goal: Take cash for an order and give the right change. Example: order #2 at table 43 for €31.70, the guest hands you €50.

Who can do this: Admin, Manager, Cashier, Waiter.

1. Tap **Cash** in the order (or **Cash** under **Add Payment** on the payment page).
2. The window **Manual Cash Entry** opens. At the top it says **Total to Collect: €31.70**, below it the tiles **Cash Received** (€0.00) and **Remaining** (€31.70).

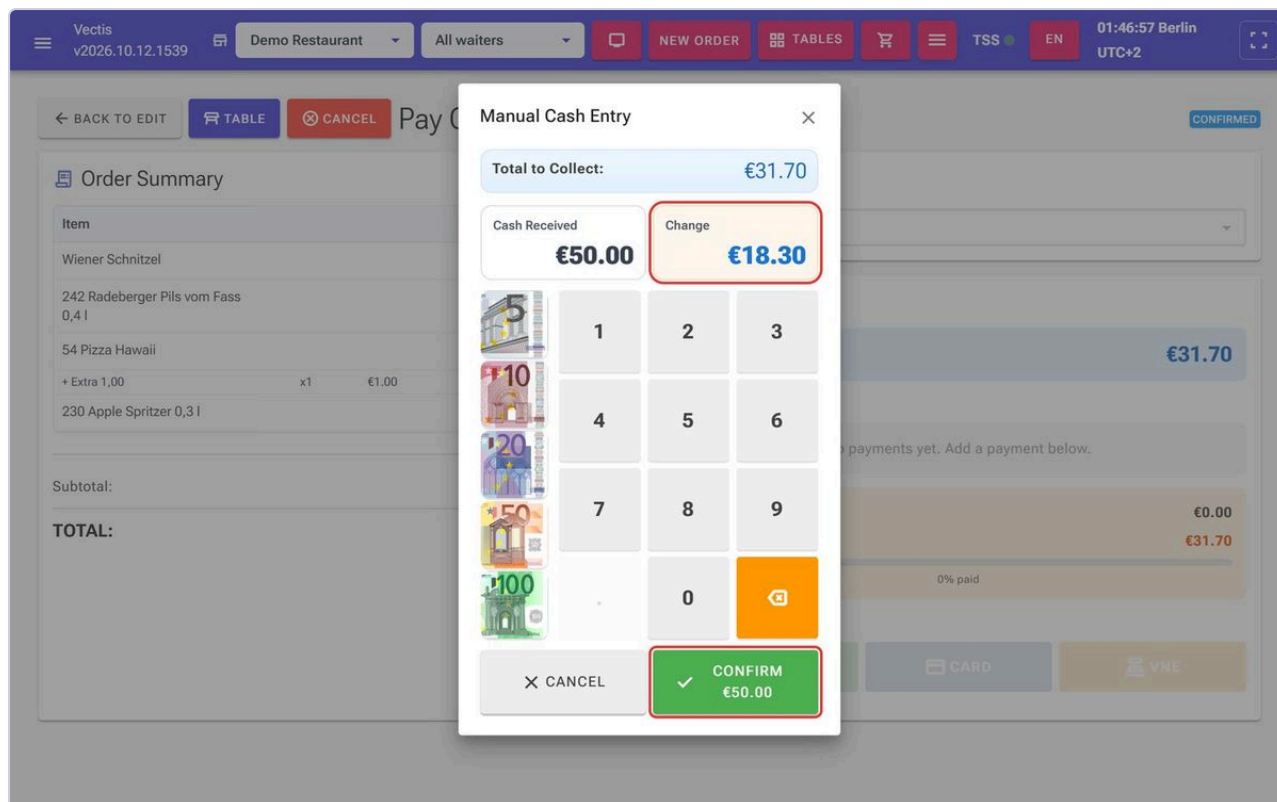


Manual Cash Entry window, no amount entered yet

3. Enter the amount the guest gives you:

- **Quick amounts:** tap a banknote (5, 10, 20, 50 or 100 €). Each tap **adds** the note, so tapping 20 € twice gives 40 €.
- **Keypad:** type the amount with the digits, the decimal key for cents. deletes the last digit; holding clears everything.

4. The tile **Cash Received** shows the amount entered. The second tile shows the **Change** (€18.30 in the example) or, if the amount is not enough yet, the **Remaining** amount.



€50 received, change €18.30 (outlined in red)

5. Read the change and tap **Confirm €50.00** (the button always shows the amount entered).
6. The till books the payment, completes the order, prints the receipt and jumps straight to a new, empty order. Hand the change to the guest.

Caution: Note the change **before** you confirm. When the amount is fully paid, the till completes the payment at once and moves on to the next order.

Note: There are no cash tips in the till. If the guest leaves a cash tip ("keep the change"), enter only the bill amount or hand out the full change. Tips are recorded only with card payments.

Paying part of the bill in cash

Goal: A guest first pays only part in cash; the rest follows (also in cash).

Who can do this: Admin, Manager, Cashier, Waiter.

1. In the **Manual Cash Entry** window enter the partial amount (for example €20) and confirm.
2. On the payment page, **Payments Received** now lists **Manual Cash €20.00** with a red ✕. Below it you see **Total Paid** (€20.00), **Remaining** (€11.70 in the example) and a progress bar ("63% paid").

Order Summary

Item	Price	Qty	Total
Wiener Schnitzel	€18.90	1	€18.90
242 Radeberger Pils vom Fass 0,4 l	€3.90	1	€3.90
54 Pizza Hawaii	€4.90	1	€5.90
+ Extra 1,00 x1	€1.00		€1.00
230 Apple Spritzer 0,3 l	€3.00	1	€3.00
Subtotal:			€31.70
TOTAL:			€31.70

Payment

Order Total: €31.70

Payments Received:

- Manual Cash €20.00

Total Paid: €20.00

Remaining: €11.70

63% paid

Add Payment:

CASH CARD VNE

Partial cash payment of €20, €11.70 still open

3. Tap **Cash** again and collect the rest. The window now shows only the open amount as **Total to Collect**.

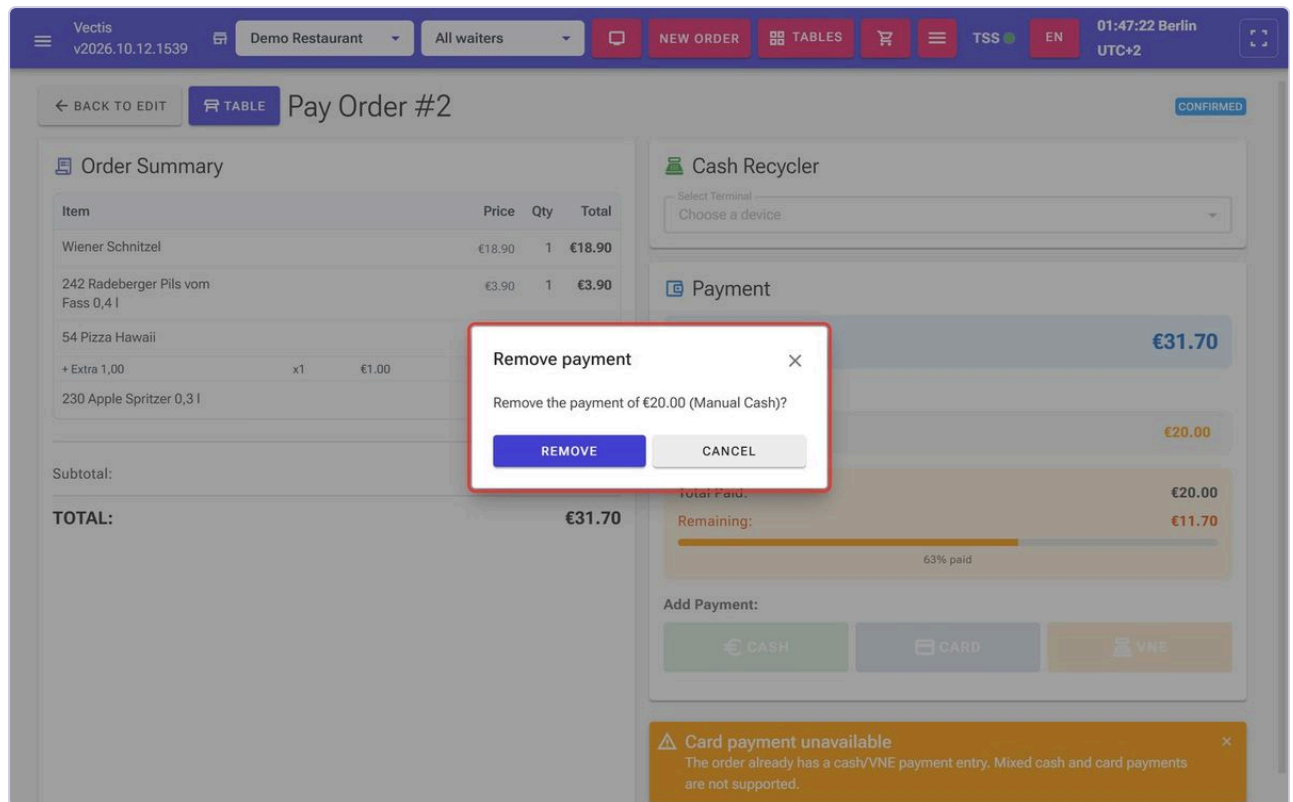
Caution: After the first recorded payment the order is locked: you cannot add, change or delete items, give a discount (the **Discount** button is grey) or split the bill any more. If you still need a change, remove the payment first (see below).

Removing a payment

Goal: Remove a payment recorded by mistake, as long as the order is not completed yet.

Who can do this: Admin, Manager, Cashier, Waiter.

1. On the payment page, under **Payments Received**, tap the red **x** in the payment's row (tooltip **Remove payment**).
2. A question **Remove payment** appears, for example "Remove the payment of €20.00 (Manual Cash)?".



Remove payment question

3. Tap **Remove**. **Cancel** leaves everything as it was.
4. Give the money back to the guest if it is already in the drawer.

Note: The ✕ is missing when the order is already paid, and for cash recycler (VNE) payments: these are final.
Note: As soon as no payment is recorded any more, you can edit the order again.

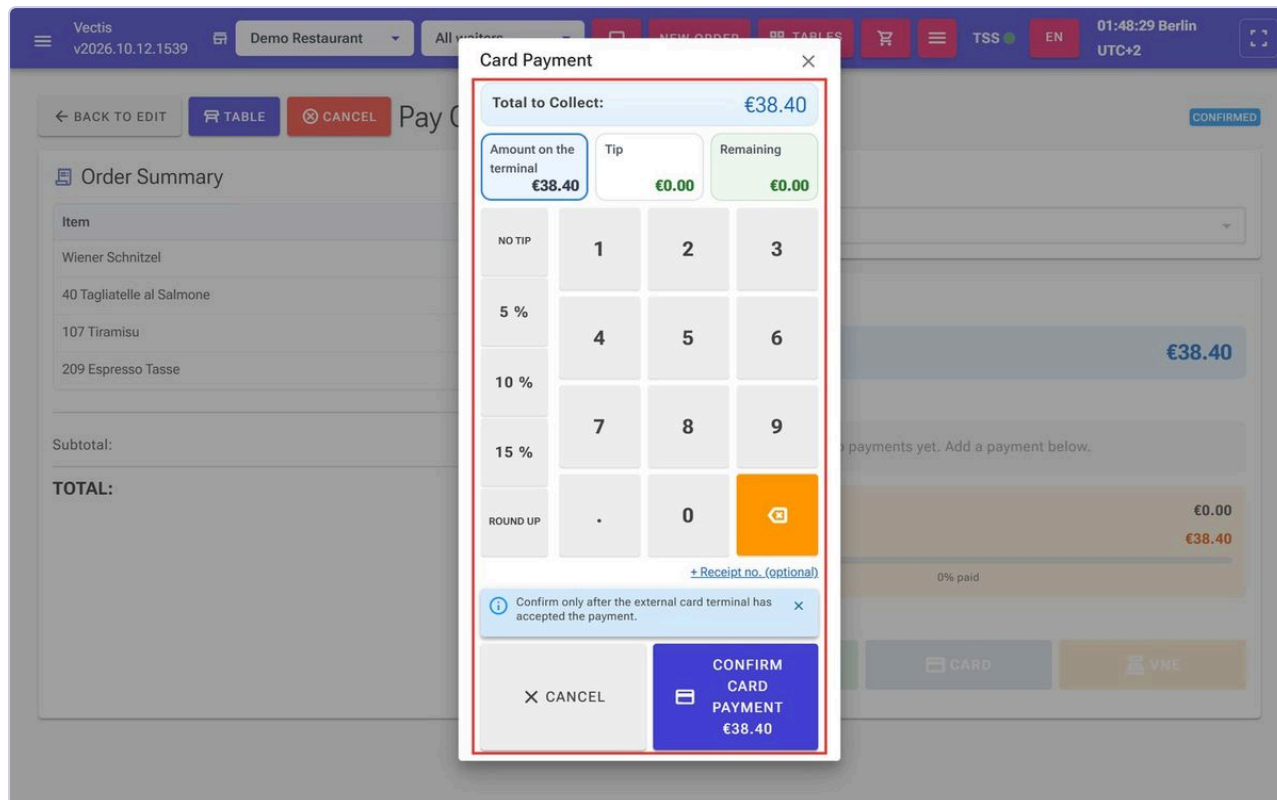
Paying by card

Vectis is **not** connected to any card terminal. The card terminal works on its own: you type the amount into the terminal, the guest pays there, and **only afterwards** you confirm the card payment in the till by hand. The till does not check by itself whether the terminal accepted the payment. In the list of payments the card payment appears as **Card Terminal**.

Goal: Take a card payment with a tip. Example: order #3 at table 44 for €38.40, the guest gives a 10 % tip.

Who can do this: Admin, Manager, Cashier, Waiter.

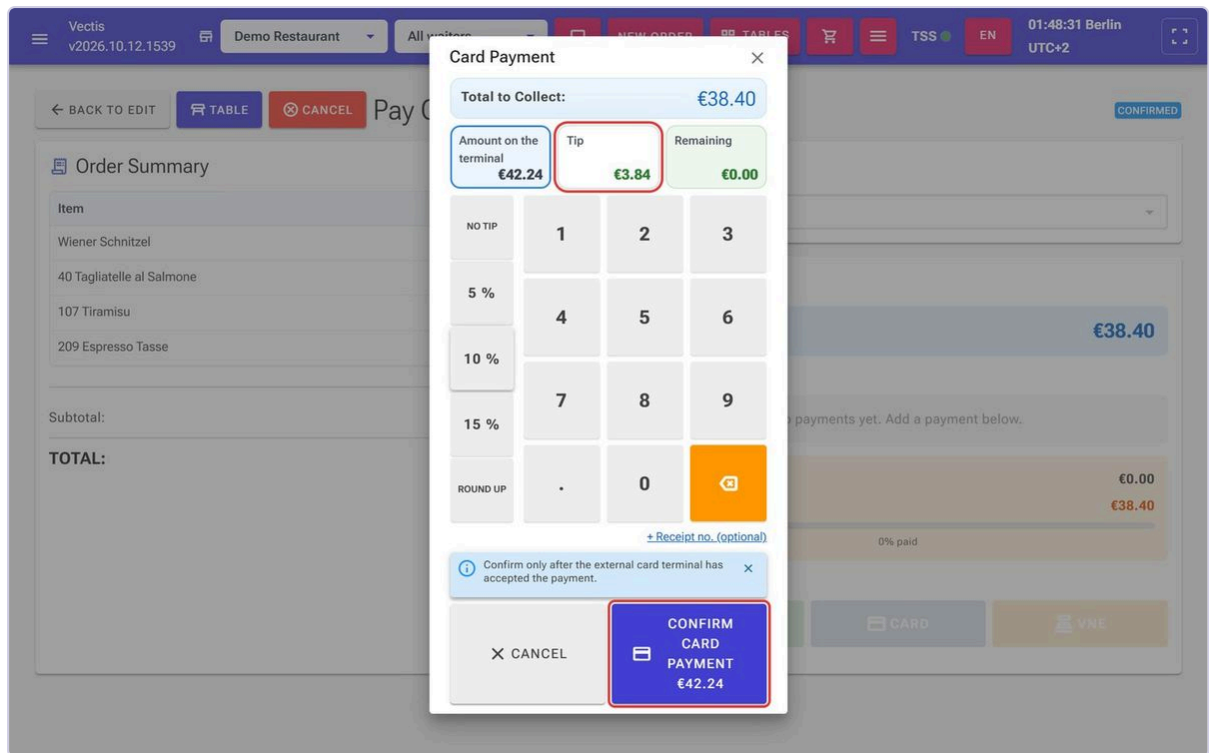
1. Tap **Card** in the order (or **Card** on the payment page).
2. The window **Card Payment** opens. At the top it says **Total to Collect: €38.40**. Below it there are three tiles: **Amount on the terminal**, **Tip** and **Remaining**.



Card Payment window for €38.40, no tip yet

3. Choose the tip with the buttons on the left:

- **No tip** – the amount on the terminal is exactly the bill.
- **5 %, 10 %, 15 %** – the till calculates the tip to the cent. In the example: 10 % of €38.40 = €3.84, **Amount on the terminal** €42.24.
- **Round up** – rounds the amount on the terminal up to the next whole euro (for example €38.40 to €39.00; the tip is then €0.60).
- Or type it yourself: tap the tile **Amount on the terminal** or **Tip** and enter the amount on the keypad. The other tile follows automatically.



10 % tip: tip €3.84, amount on the terminal €42.24

4. Enter the **Amount on the terminal** (€42.24 in the example) on the card terminal and let the guest pay.
5. Optional: tap **+ Receipt no. (optional)** and enter the number from the terminal slip. It later appears in the payment list as "Receipt no. ...".
6. Only when the terminal has **accepted** the payment: tap **Confirm card payment €42.24** in the till (the button always shows the amount on the terminal).
7. The till books the payment and the tip, completes the order and prints the receipt.

Caution: Confirm only after the external card terminal has accepted the payment. The window shows this as a hint, too: "Confirm only after the external card terminal has accepted the payment."

Note: The card always pays the **whole** open amount. If the amount on the terminal is below the amount due, the confirm button stays grey and the **Remaining** tile is orange.

Note: If the tip is higher than the bill, the till asks: **Check the tip** – "The tip ... is higher than the bill ... Is the terminal amount right?". Tap **Yes, book it** if it is right, otherwise **Correct it**.

When something goes wrong with a card payment

Goal: React correctly when the till could not book a card payment after you confirmed it.

Who can do this: Admin, Manager, Cashier, Waiter.

After any error the till checks by itself whether the card was booked and shows a window that you close with **OK**. Follow its text:

1. **Card payment not booked** – "Please press «Card» again – do NOT charge the terminal again." Tap **Card**; the window starts with the amount already charged. Confirm again **without** letting the guest pay again.
2. **Void the card payment** – for example "The order is already paid – void this card payment on the terminal." Void the payment on the card terminal; the guest gets the money back there.
3. **No connection** – "No connection to the till – do nothing on the terminal and try again once the connection is back."

4. **Card payment booked** – "Card payment booked – the order is not completed yet. Please press «Complete Payment»." Tap **Complete Payment** on the payment page.

Note: The till never books more than the open amount. Even if you press **Card** again, a card is never booked twice.

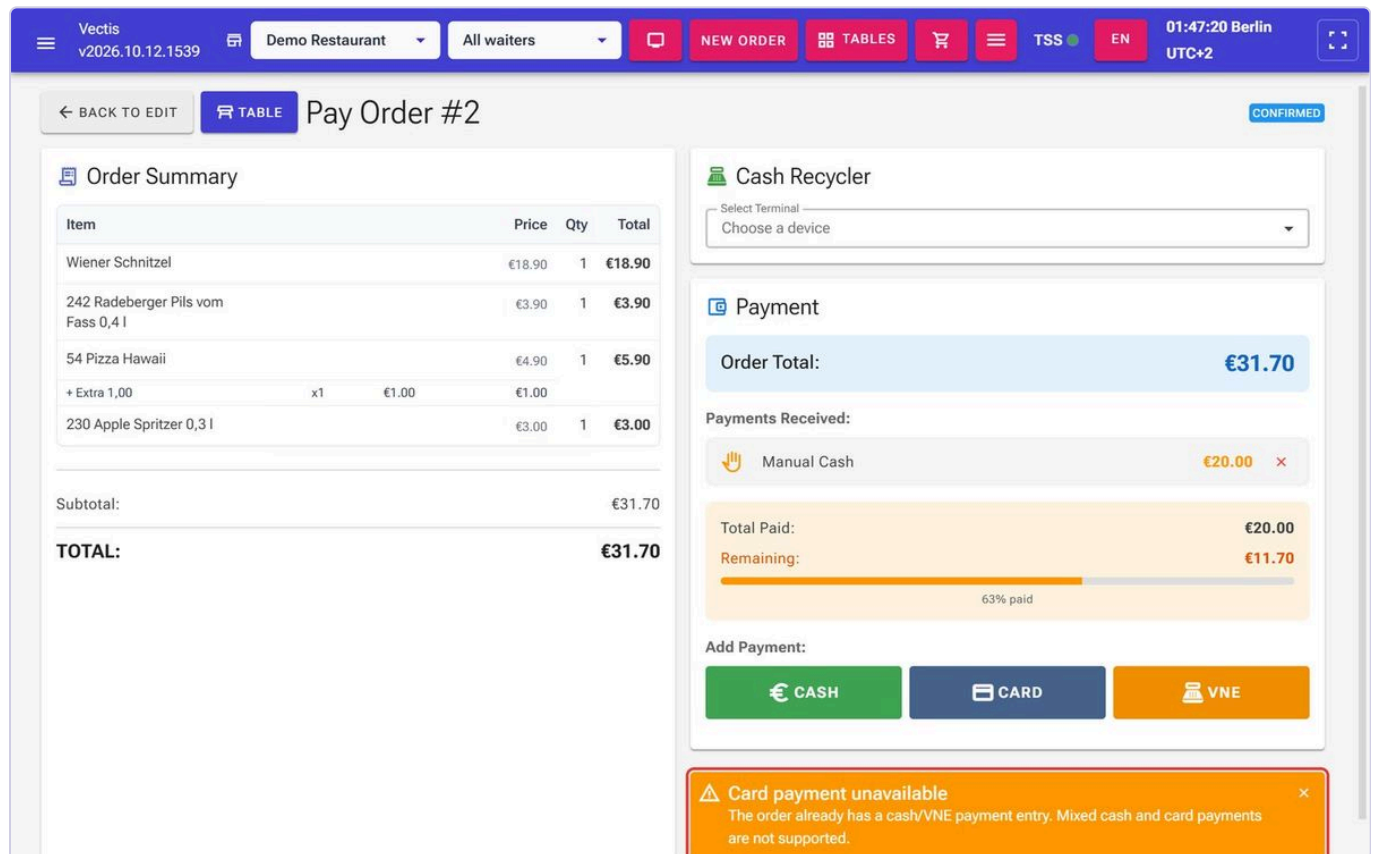
Cash and card mixed? Not possible – split the bill

Goal: Understand why an order cannot be paid partly in cash and partly by card, and what to do instead.

Who can do this: Admin, Manager, Cashier, Waiter.

An order is paid **either** in cash **or** by card. If you have already taken part of it in cash and then tap **Card**, an orange notice appears at the bottom of the payment page:

Card payment unavailable – "The order already has a cash/VNE payment entry. Mixed cash and card payments are not supported."



The screenshot shows the Vectis POS interface for a restaurant. The top bar includes the restaurant name 'Demo Restaurant', a list of waiters, and buttons for 'NEW ORDER', 'TABLES', and 'TSS'. The main screen is titled 'Pay Order #2' and shows an 'Order Summary' on the left and a 'Payment' section on the right. The order summary lists items: Wiener Schnitzel (€18.90), 242 Radeberger Pils vom Fass 0,4 l (€3.90), 54 Pizza Hawaii (€4.90), + Extra 1,00 (€1.00), and 230 Apple Spritzer 0,3 l (€3.00). The subtotal is €31.70. The payment section shows the 'Order Total' as €31.70. Under 'Payments Received', a 'Manual Cash' payment of €20.00 is listed. The 'Total Paid' is €20.00, and the 'Remaining' balance is €11.70. A progress bar indicates that 63% of the order has been paid. At the bottom, there are three buttons: 'CASH' (green), 'CARD' (blue), and 'VNE' (orange). An orange error message at the bottom states: 'Card payment unavailable. The order already has a cash/VNE payment entry. Mixed cash and card payments are not supported.'

Card payment unavailable notice after a €20 partial cash payment

The other way round (card first, then cash) the notice reads **Cash payment unavailable** – "The order already has a card payment entry. Mixed cash and card payments are not supported."

How to solve it:

1. If the guest wants to pay everything by card after all: remove the cash payment (see [Removing a payment](#)), hand the cash back and take the payment with **Card**.
2. If several guests want to pay differently: **split** the bill by items **before** the first payment (see the next section). Then pay each part bill in cash or by card.

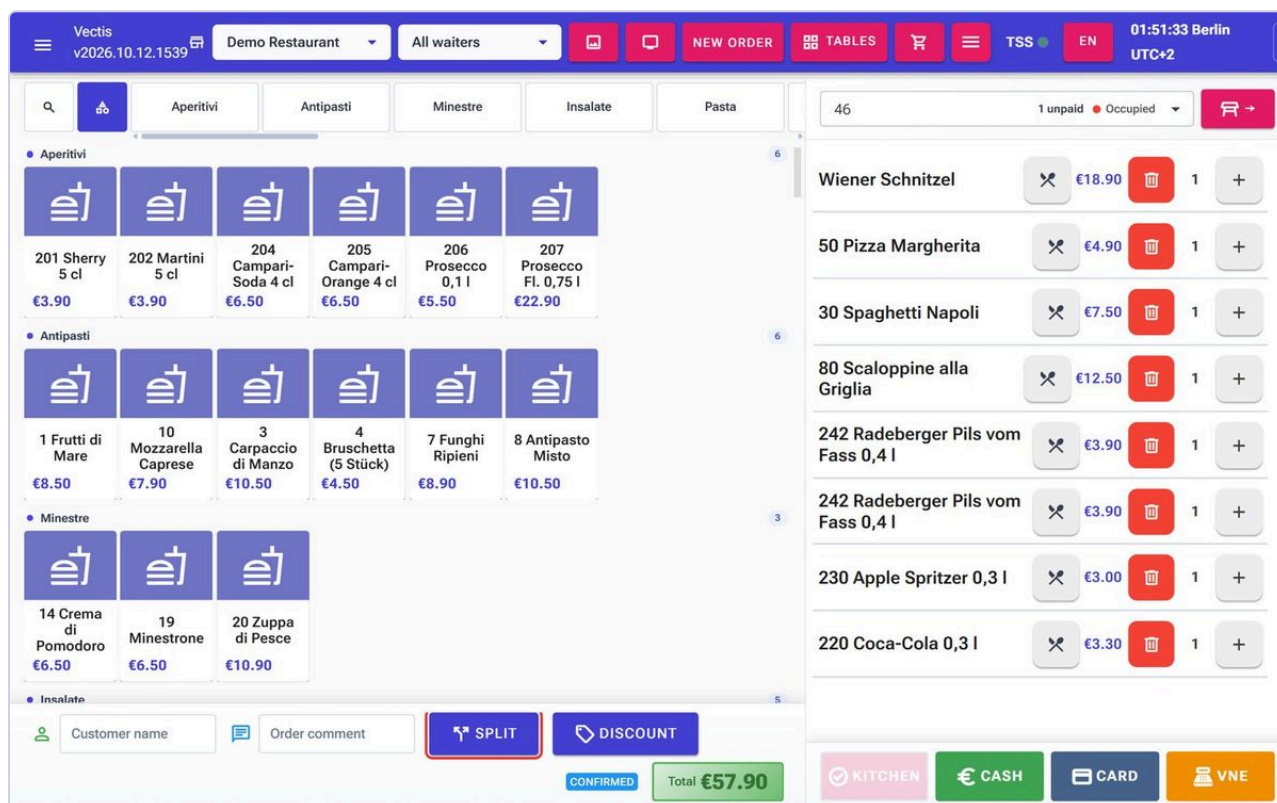
Note: Tips are card-only. If an order already has a tip stored and you choose **Cash**, the till asks **Tips by card only** – "A tip of ... is only possible with a card payment. Remove the tip and take cash?". **Remove and take cash** deletes the tip and you take cash.

Splitting the bill (paying separately)

Goal: Guests at one table want to pay separately. You move one guest's items to a bill of their own. Example: table 46 with 8 items for €57.90; one guest pays his Wiener Schnitzel and one beer himself.

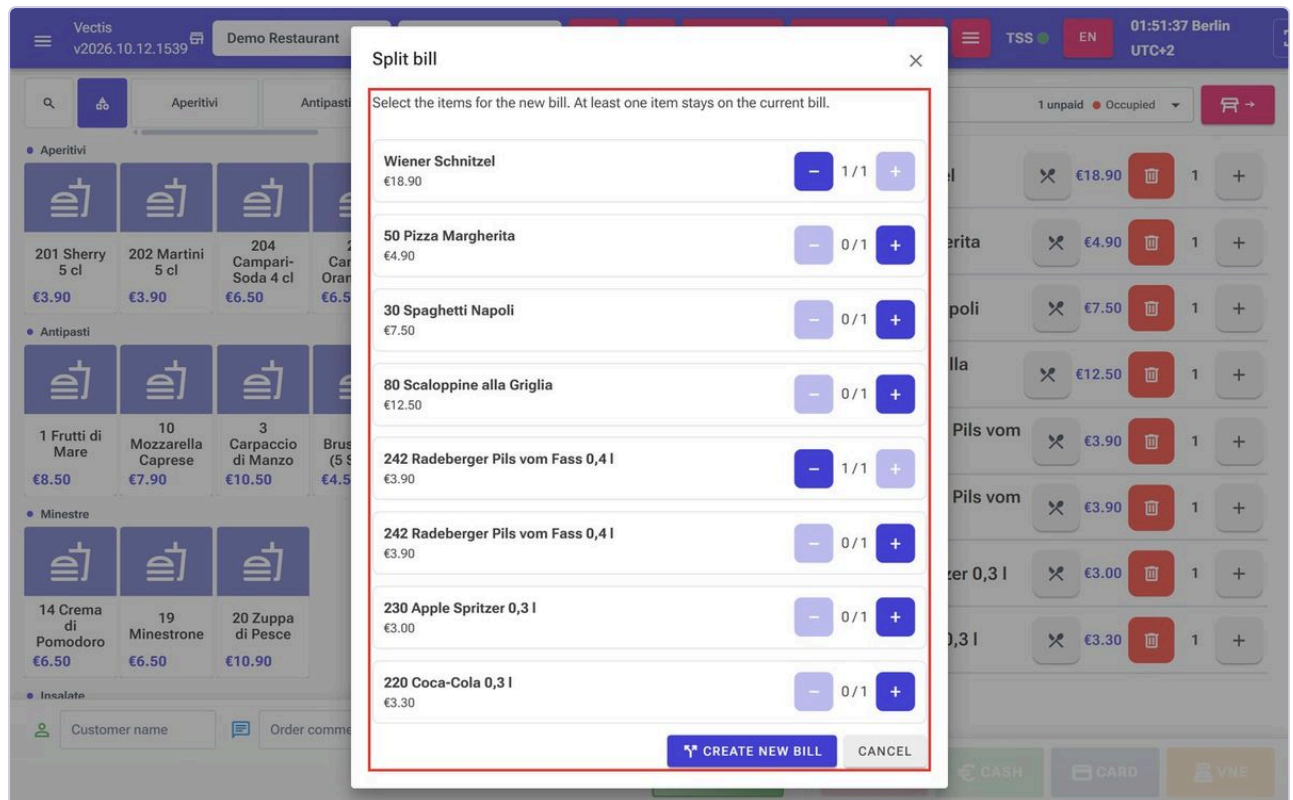
Who can do this: Admin, Manager, Cashier, Waiter.

1. Open the table's order. Make sure all changes have been sent to the kitchen (button **Kitchen**).
2. Tap **Split** in the bar below the products.



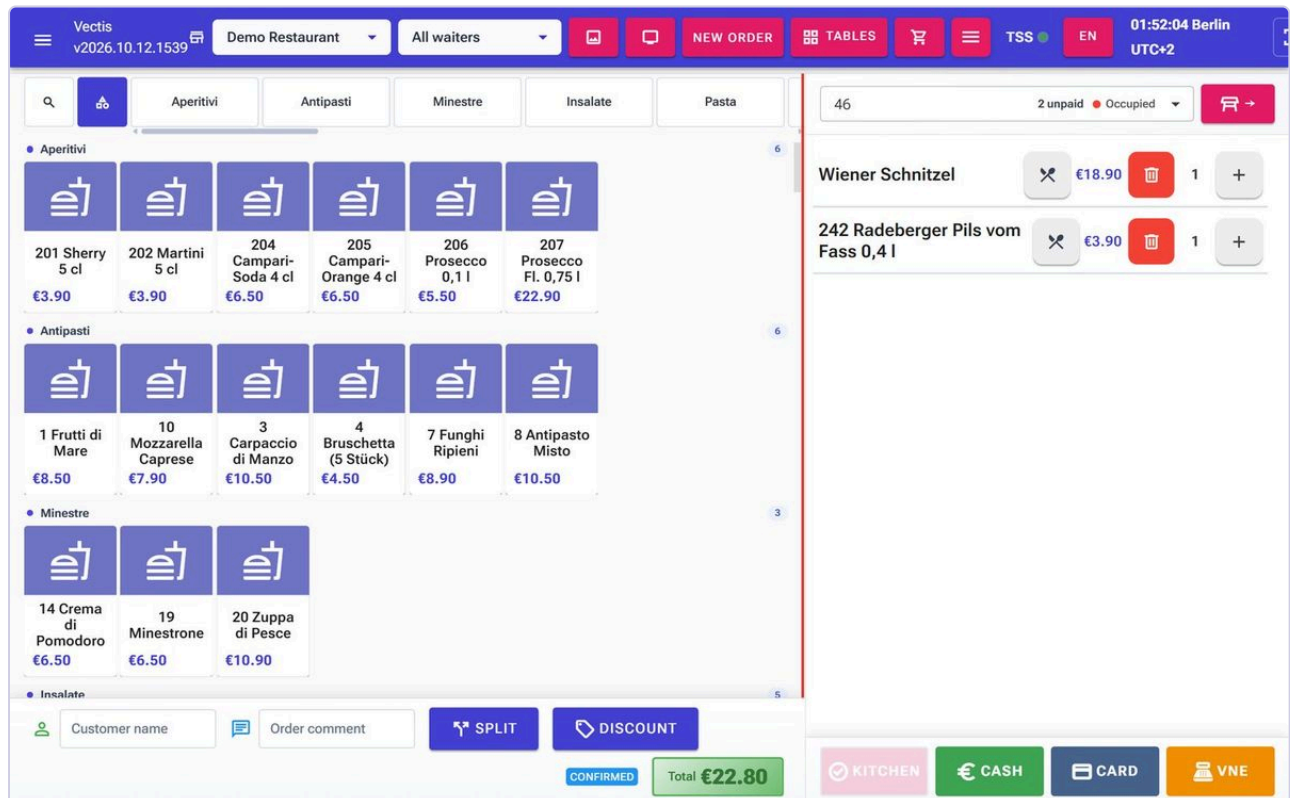
Order at table 46 (€57.90) with the Split button (outlined in red)

3. The window **Split bill** opens: "Select the items for the new bill. At least one item stays on the current bill."
4. With + and – choose for each item how many go on the new bill. "1 / 1" means: 1 of 1 goes on the new bill.



Split bill window: Wiener Schnitzel and one beer selected

5. Tap **Create new bill**.
6. The till opens the new bill at once (in the example Wiener Schnitzel and beer, €22.80). Take payment with **Cash** or **Card**.



New part bill of €22.80 after splitting

7. The original order stays open at the table with the rest (€35.10 in the example). Take payment for it from the floor plan, or split again with **Split** for the next guest. The last guest pays the original order.

Note: **Split** is not possible when a payment is already recorded, when the order has a tip, when kitchen changes have not been sent yet, or when only one item is left. Greyed out ("This item cannot be split.") are custom items, combos, items with a catalog promotion and items that were sent to the kitchen only partly.

Note: A bill discount (for example 10 %) also applies to the new part bill.

Paying with the cash recycler (VNE)

Goal: Let the guest insert the cash into the cash recycler. The device gives the change itself.

Who can do this: Admin, Manager, Cashier, Waiter.

1. Tap **VNE** in the order. If only one device is set up, it is selected automatically; otherwise choose it on the payment page in the **Cash Recycler** box under **Select Terminal**.
2. The window **Bill Acceptor Active** shows **Requested**, **Inserted** and **Returned**. The guest inserts the money into the device.
3. When enough has been inserted, the till books the payment and completes the order.
4. If the guest wants to stop, tap **Cancel Payment**; the device returns the inserted money.

Note: If no cash recycler is connected, use **Cash**.

Note: If the device reports a problem (for example **Insufficient Change**), follow the text in the window or call a manager.

Printing the receipt after payment

Goal: Know when the receipt prints automatically, and reprint a receipt.

Who can do this: Admin, Manager, Cashier, Waiter (cashiers and waiters see only the current business day in **Orders**).

After payment the till prints the full fiscal receipt automatically if this is set in **Menu > POS Setup > Receipt Options (Automatic fiscal receipt after cash payments / Automatic fiscal receipt after card payments)**. An Admin or Manager makes this setting.

To reprint a receipt:

1. Open **Menu > Order Management > Orders**.
2. Set the filter to **Paid** and find the order (column #, status **Completed**).
3. Tap **Fiskal** in the row.

#	Origin	Status	Total	Return...	Created	Items	Return...	Actions
6	Cashier	COMPLETED	€22.80	€0.00	13/10/2026 01:51	2/0	NO	FISKAL
5	Cashier	COMPLETED	€35.10	€0.00	13/10/2026 01:51	6/0	NO	FISKAL
4	Cashier	COMPLETED	€27.99	€0.00	13/10/2026 01:49	10/0	NO	FISKAL
3	Cashier	COMPLETED	€38.40	€0.00	13/10/2026 01:48	5/0	NO	FISKAL
2	Cashier	COMPLETED	€31.70	€0.00	13/10/2026 01:42	5/0	NO	FISKAL
1	Cashier	COMPLETED	€10.40	€0.00	13/10/2026 01:15	2/0	NO	FISKAL
10	Cashier	COMPLETED	€9.90	€0.00	12/10/2026 15:21	1/0	NO	FISKAL
9	Cashier	COMPLETED	€38.29	€0.00	12/10/2026 15:16	4/0	NO	FISKAL
7	Cashier	COMPLETED	€12.00	€0.00	12/10/2026 00:38	3/0	NO	FISKAL
6	Cashier	COMPLETED	€16.56	€0.00	12/10/2026 00:36	2/0	NO	FISKAL

Orders list with the Fiskal button in every row

4. The window **Order ...** ("Order 2" in the example) opens with the section **Fiscal receipt**: Bon ID, origin, employee, total amount, items, status, place (table), payment method and returned amount. Choose:

- **Print receipt** – print the full fiscal receipt again,
- **Print short receipt** – send a short receipt without prices to the kitchen printers,
- **Print with hospitality form** – print the receipt with the form for a business-meal receipt (Bewirtungsbeleg: occasion, guests, signature).

Order 2

Fiscal receipt

BON ID

2

STATUS

Completed

ORIGIN

Cashier

PLACE

43

EMPLOYEE

Karl Kassierer

PAYMENT METHOD

Cash

TOTAL AMOUNT

€31.70

RETURNED AMOUNT

€0.00

ITEMS

5/0

PRINT RECEIPT

PRINT SHORT RECEIPT

RECEIPT INFO

PRINT WITH HOSPITALITY FORM

Item	Price	Qty	Total
Wiener Schnitzel	€18.90	1	€18.90
242 Radeberger Pils vom Fass 0,4 l	€3.90	1	€3.90
54 Pizza Hawaii	€4.90	1	€5.90
+ Extra 1,00	€1.00	x1	€1.00
230 Apple Spritzer 0,3 l	€3.00	1	€3.00

Return receipts

No return receipts yet.

Select the items and quantities to return, or return the full remaining amount.

SELECT ALL

DESELECT ALL

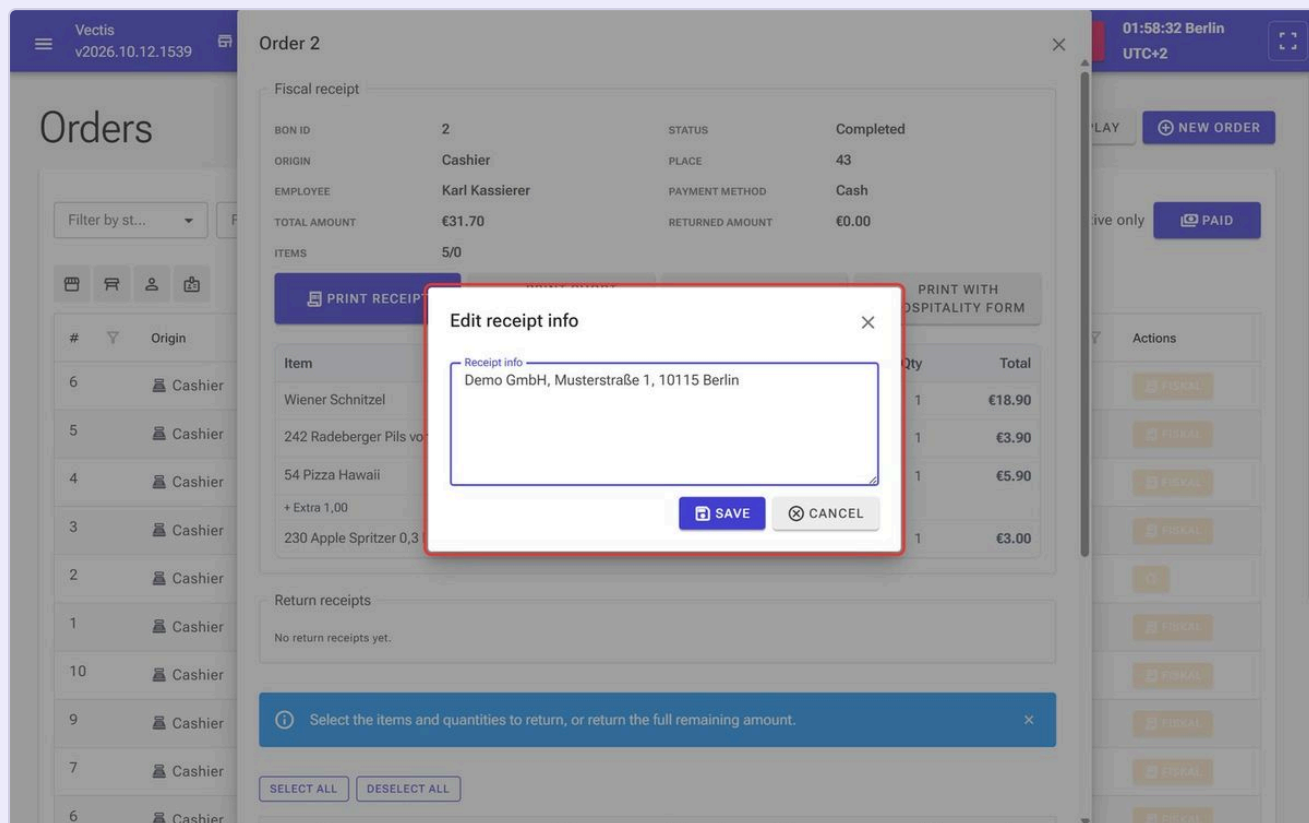
Order 2 window with the Fiscal receipt section and the print buttons

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5. Close the window with **Close** (at the very bottom) or the **x** at the top right.

Note: Receipt info stores a short text for the order (up to 500 characters), for example a guest's company name and address. Tap **Receipt info**, type the text in the window **Edit receipt info** and tap **Save**.



Edit receipt info window with a sample address

Note: The fiscal receipt shows the TSE data and, depending on the receipt options, a QR code. Vectis has no digital receipt by e-mail.

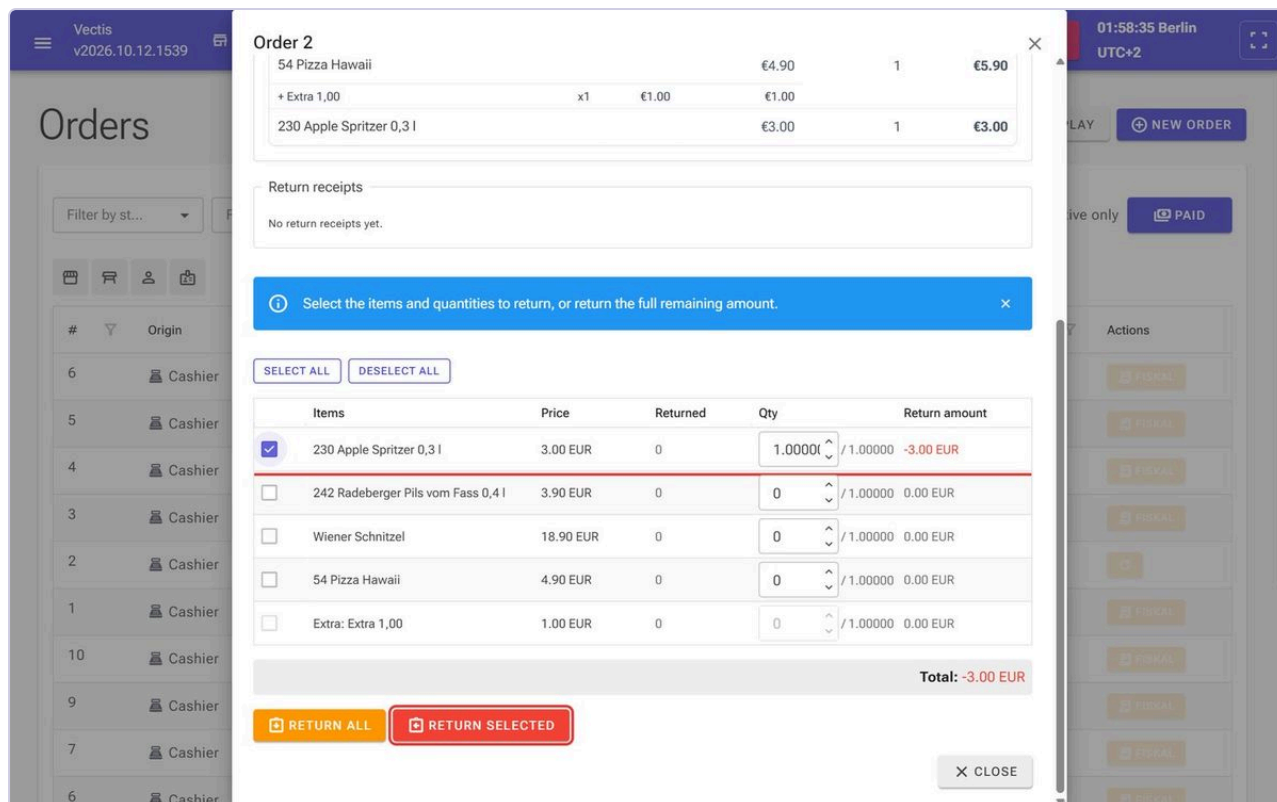
Note: If an order still has no fiscal transaction (for example after a TSE fault), **Fiskal** first tries to sign the order afterwards. Only then does the window open.

Booking a return (partial or full)

Goal: Take back an item after payment, for example a drink that was not right. Example: returning the "230 Apple Spritzer 0,3 l" (€3.00) from the paid order #2.

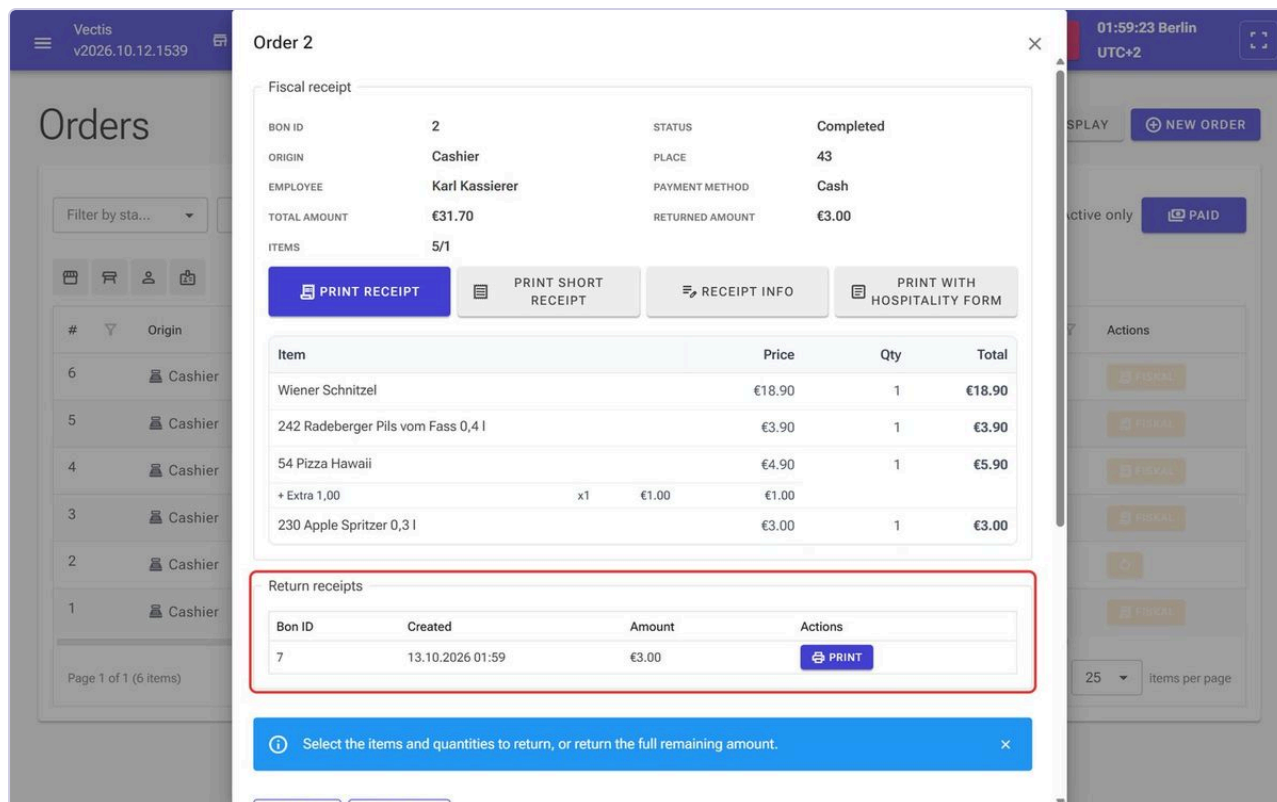
Who can do this: Admin always; other users only if the administrator ticked **Allow storno (fiscal return/void)** for their user.

1. Open **Menu > Order Management > Orders**, filter **Paid**.
2. Tap **Fiskal** in the order's row.
3. Scroll down in the window. Below the hint "Select the items and quantities to return, or return the full remaining amount." you see all items with **Price**, **Returned**, **Qty** and **Return amount**. **Select all / Deselect all** tick or untick all items at once.
4. Tick the item ("230 Apple Spritzer 0,3 l" in the example). The quantity is set to the whole quantity still open; change it in the **Qty** column if needed.
5. Check the **Return amount** and **Total** at the bottom (a negative amount, -3.00 EUR in the example).



Apple Spritzer selected for return, total -3.00 EUR, Return selected button (outlined in red)

6. Tap **Return selected**. For a full return tap **Return all** instead. The return is booked **at once** – there is no confirmation question.
7. The till books the return as a separate, signed fiscal transaction with its own Bon ID (7 in the example) and prints the return receipt. It appears in the section **Return receipts** with Bon ID, created time and amount (shown without a minus sign in the list, €3.00 in the example). **Print** prints it again. The **Returned** column now shows the returned quantity; in the **Fiscal receipt** section you see **Returned amount** €3.00 and **Items** 5/1.



Return receipt Bon ID 7 for €3.00 in the Return receipts list

8. Pay the amount back to the guest.

Caution: A return cannot be undone. Check item and quantity before you tap **Return selected** or **Return all** – the till does not ask again.

Note: The return receipt is a storno receipt with negative amounts. Depending on the receipt options it shows the title STORNO and details of the original receipt (original receipt, original BON_ID, original date, original TSE transaction).

Note: Without the storno right, **Return all** and **Return selected** are grey. The tooltip reads "Storno is not allowed for this account. ..."

Note: Ingredient surcharges (for example "Extra: Extra 1,00") cannot be ticked on their own – their box is grey; they belong to their item. If the tips of an order were already paid out, **Return all** warns with **Tip already paid out**.

Note: Cashiers and waiters see only the current business day in **Orders**. For returns from earlier days ask a manager or admin.

What is no longer possible after payment – and why

Goal: Understand which changes are locked after payment.

Who can do this: Everyone.

As soon as an order is paid, the till signs the sale with the TSE (technical security device). Under the German KassenSichV a signed sale must not be changed or deleted. That is why:

- A paid order can no longer be edited ("Paid orders cannot be edited.").
- It cannot be cancelled, split or discounted.
- Payments can no longer be removed.

- Corrections are only possible through a **return** (see above). The return is a separate, also signed receipt that offsets the original receipt.

Even **before** completion: after the first recorded payment the items, the discount and splitting are locked until the payment is removed.

Caution: A mistake on a paid bill is never "overwritten"; it is always offset by a return. Both receipts appear in the Z report and in the DSFinV-K export.

Paying when the TSE is not signing (TSS red)

Goal: Know what happens when the TSE cannot sign right now.

Who can do this: Everyone.

At the top right of the header, the dot next to **TSS** shows the signing state: **green** = TSE set up and active; **red** (blinking) = nothing is being signed right now.



TSS indicator with a green dot in the header

1. You can take payments even when it is red. The payment is booked and the order is completed as paid.
2. Inform your Vectis service partner or support.
3. Once the problem is fixed, open **Menu > Order Management > Orders**, filter **Paid**, and tap **Fiskal** for the affected orders. The till signs the order afterwards; then you can print the receipt with **Print receipt**.

Caution: Returns are only possible while the till can sign.

Customer display

Goal: Show the guest the order and the payment progress on a second screen.

Who can do this: Admin, Manager, Cashier, Waiter.

1. Open **Menu > Order Management > Orders** and tap **Customer Display** at the top right. The customer display opens in a new window of the same browser; drag it to the customer screen.
2. While you are still editing the order, the customer display shows **Welcome** – "Please wait for your order".
3. As soon as you open the payment page, it shows the items and, at the bottom, the table, **Payment**, the number of items, **Paid**, **Remaining** and **Total**. After completion it shows **Thank You**.

1 x 50 Pizza Margherita	4.90 EUR
1 x Wiener Schnitzel	18.90 EUR
1 x 107 Tiramisu	6.50 EUR
1 x 209 Espresso Tasse	2.50 EUR
1 x 209 Espresso Tasse	2.50 EUR
1 x 220 Coca-Cola 0,3 l	3.30 EUR
53 Payment 6 items 6 total quantity Paid 0.00 EUR Remaining 38.60 EUR Total 38.60 EUR	

Customer display during payment: table 53, 6 items, remaining 38.60 EUR

Note: With a discount the customer display also shows the **Discount savings**.

Frequently asked questions

Q: Can a guest pay part in cash and the rest by card? No. An order is paid either in cash or by card. Split the bill by items first (**Split**) and take payment for each part bill separately.

Q: Is the till connected to our card terminal? No. You enter the amount on the terminal and confirm the payment in the till by hand only afterwards.

Q: How do I book a tip with a cash payment? You don't. Tips are recorded only with card payments. Cash tips stay outside the till.

Q: I confirmed a wrong cash amount by mistake. What now? If the order is still open, remove the payment with **x** and take it again. If it is already completed, book a return and take payment for the order again.

Q: Why can't I add items any more? Because a payment is already recorded. Remove the payment or start a new order for the new items.

Q: The terminal charged the card, but the till says "Card payment not booked". Does the guest have to pay again? No. Tap **Card** again and confirm without charging the terminal again.

Q: Where do I reprint a receipt? Menu > **Order Management** > **Orders**, filter **Paid**, **Fiskal**, then **Print receipt**.

Q: Can I print a business-meal receipt (Bewirtungsbeleg)? Yes, in the same window with **Print with hospitality form**.

Q: Can I cancel a paid order? No, only return it (**Return all**). You need the storno right for that.

Q: Why are the return buttons grey? Either nothing is ticked (then only **Return selected** is grey), or your user has no storno right. An administrator can grant it under **Menu › User Management › Users**; then log out and in again (see chapter 02).

Q: Can I undo a return? No. Ring the item up in a new order if the guest keeps it after all.

Q: Is there a receipt by e-mail? No. The receipt is printed, with a QR code depending on the settings.

Q: The TSS indicator is red. May I keep taking payments? Yes, the till books the payments. Inform your Vectis service partner at once and discuss with them what to do with the affected receipts.

Q: Why can't I see the change any more after a cash payment? The till completes a fully paid order at once and opens a new order. Read the change in the **Manual Cash Entry** window before you confirm.

07 Discounts

Vectis has two kinds of discount: the **bill discount**, which you give at the till for a whole order (for example 10 % for a regular guest), and **catalog discounts (promotions)**, which a manager sets up in advance for products, variants or categories and which the till applies automatically. This chapter shows both and explains how discounts appear on the payment page and on the receipt.

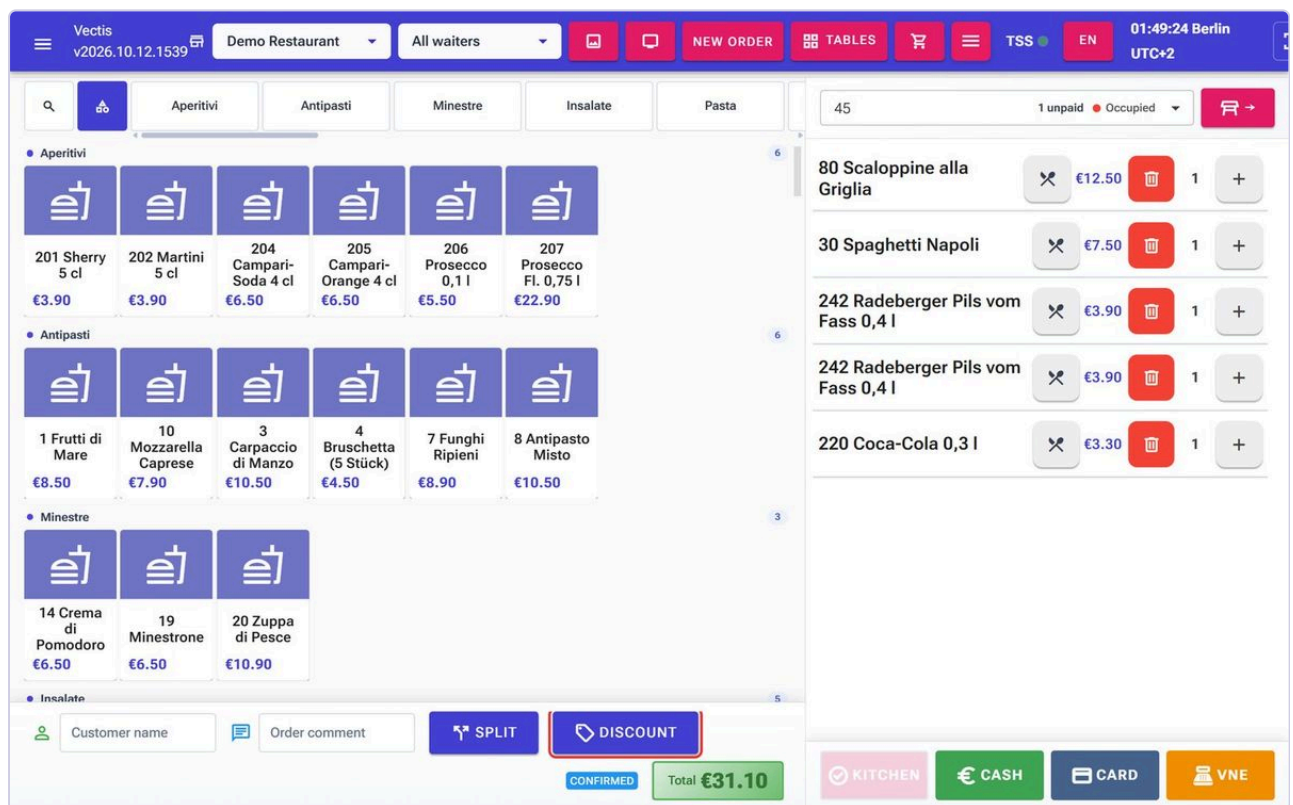
The example in this chapter is an order at table 45: "80 Scaloppine alla Griglia" (€12.50), "30 Spaghetti Napoli" (€7.50), two "242 Radeberger Pils vom Fass 0,4 l" (€3.90 each) and "220 Coca-Cola 0,3 l" (€3.30) – €31.10 in total.

Give a bill discount

Goal: Give a whole order a percentage discount. Example: 10 % off the bill.

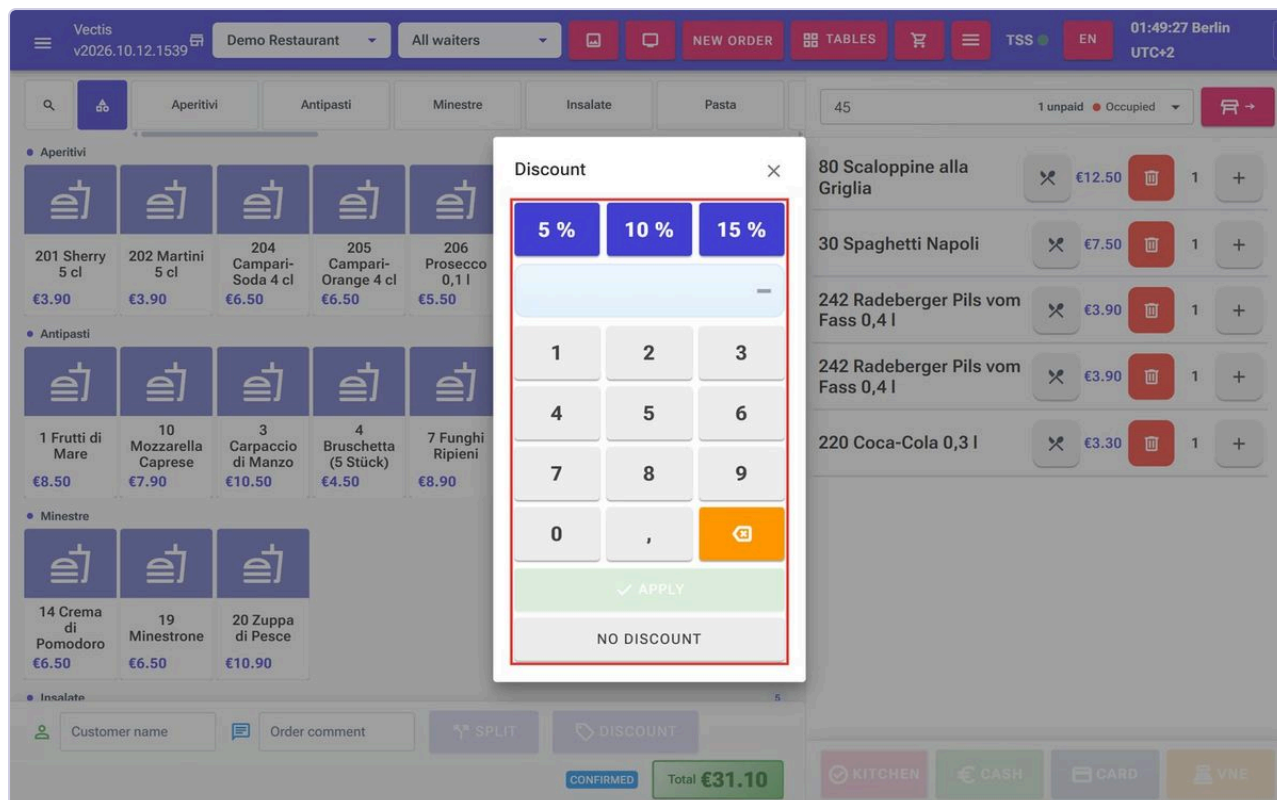
Who can do this: Every user who edits orders: Admin, Manager, Cashier, Waiter (also in the mobile waiter view). There is no separate discount right.

1. Open the order. It must have at least one item and a table, and no payment may be recorded yet.
2. Tap **Discount** in the bottom bar (next to **Split**).



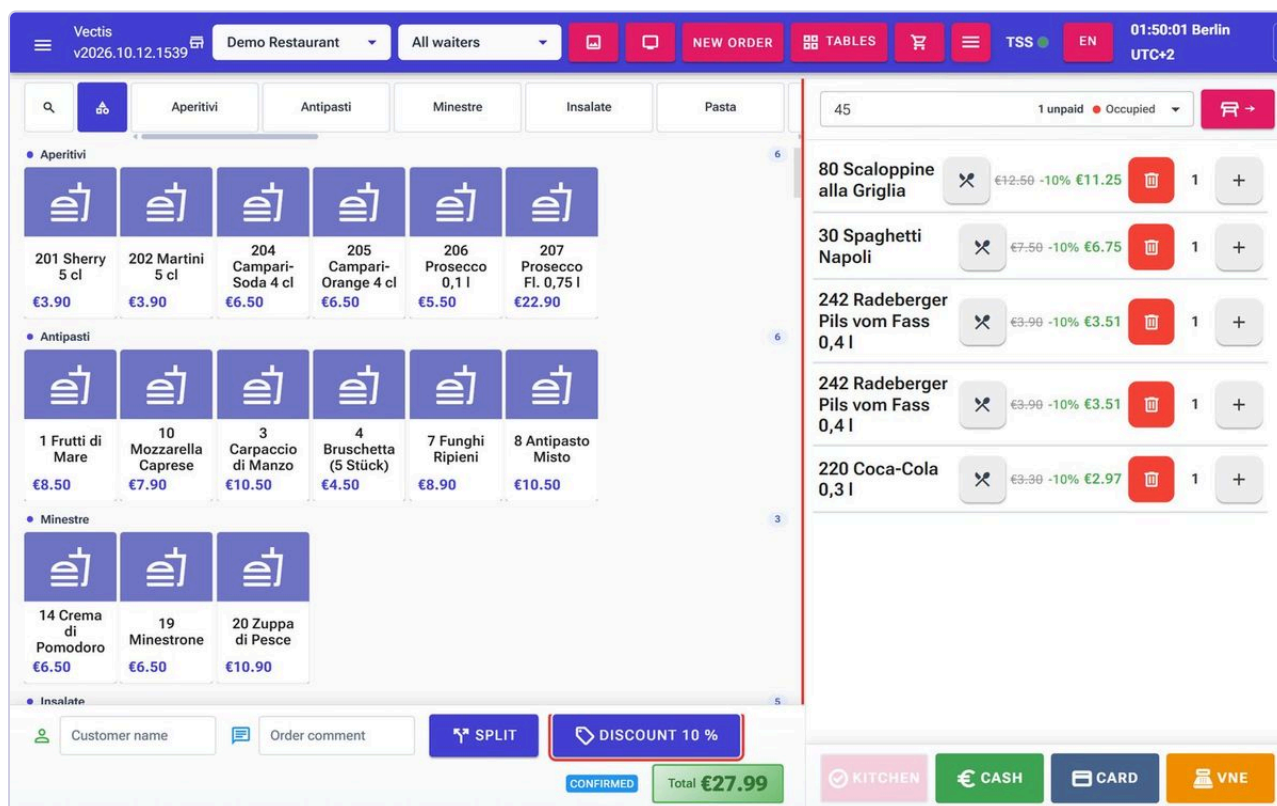
Order at table 45 (total €31.10) with the Discount button (outlined in red)

3. The **Discount** window opens. Tap one of the quick buttons **5 %**, **10 %** or **15 %**. The discount applies at once and the window closes.



Discount window with quick buttons, keypad, Apply and No discount

4. The button now reads **Discount 10 %**. In the cart each item shows the old price struck through, a green "-10%" and the new price (e.g. ~~€12.50~~ -10% €11.25). The **Total** drops from €31.10 to €27.99.

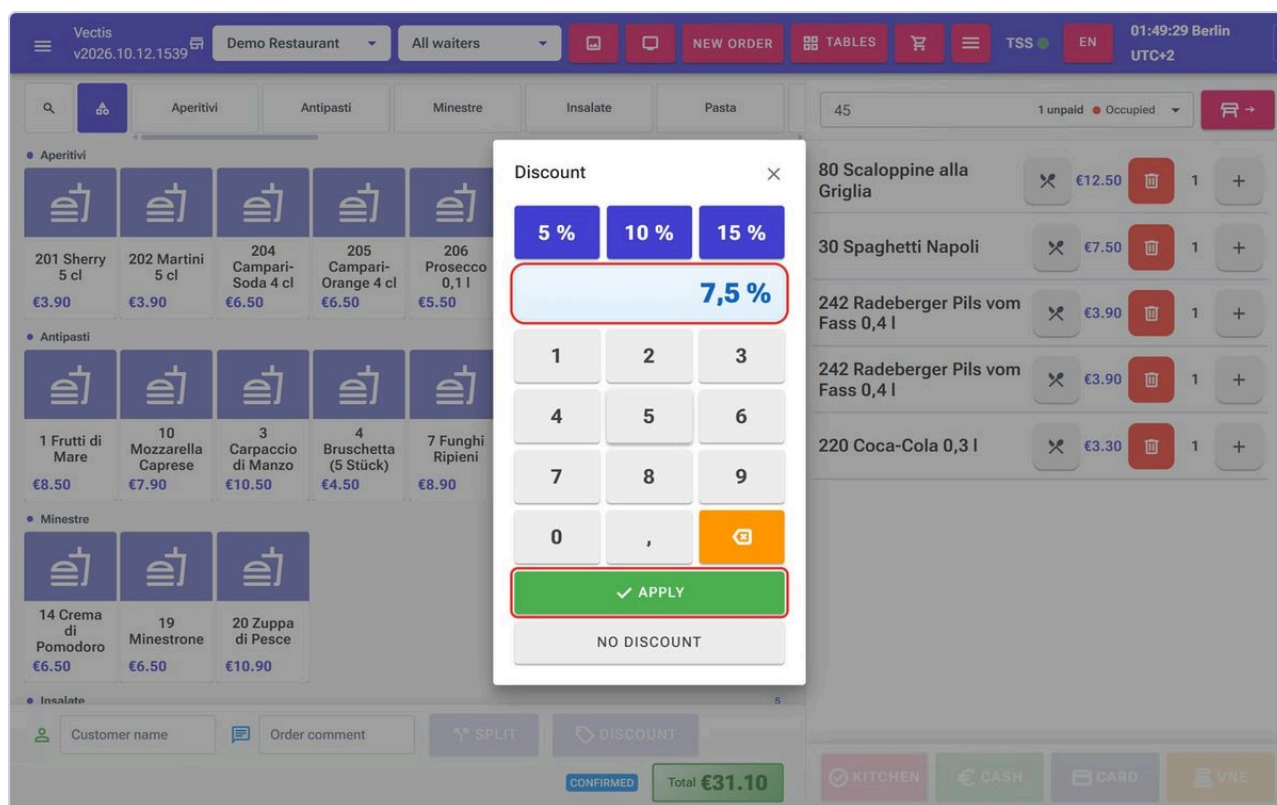


Order with a 10 % bill discount, total €27.99

Enter a different percentage

1. Tap **Discount**.

2. Type the percentage on the keypad: at most two digits before the comma and one after it, for example **7, ,** and **5** for 7.5 %. The display above the keypad shows what you typed ("7,5 %" – the keypad uses the German comma). The orange backspace key  deletes the last digit.



Entering 7.5 % on the keypad, Apply is now green

3. Tap **Apply**.

Note: You can enter 1 % to 99 % with at most one decimal place. While nothing or an invalid value (for example 0.5 %) is entered, **Apply** stays pale and cannot be tapped.

Note: When it opens, the window shows the current discount (a "-" if there is none). The first digit you type replaces it.

Remove or change the discount

1. Tap **Discount ...** (for example **Discount 10 %**).
2. Tap **No discount** to remove the discount, or choose a different percentage.

Note: If you close the window without choosing anything (with the ×), nothing changes.

How the bill discount is calculated

Goal: Understand what the bill discount applies to.

Who can do this: Everyone.

- The discount is calculated per item (per unit, rounded to the cent). In the example: 10 % of €12.50 = €1.25, of €3.90 = €0.39, of €3.30 = €0.33; €3.11 altogether. Paid extras (for example ingredient surcharges) are discounted too, the **deposit (Pfand) never**.

- If an item already has a catalog promotion, **the larger** of the two discounts applies. Discounts are **not added up**. If both are equal, the catalog promotion stays.
- **Custom items** (free-text items) get no bill discount.
- After the discount an item always costs at least €0.01. If the discount would bring the whole bill to €0.00, the till refuses: "With this discount nothing would be left to pay."
- When the bill is split, the new part bill gets the same bill discount.

The discount on the payment page and on the receipt

Goal: Check how the discount is shown to the guest.

Who can do this: Everyone.

1. Tap **Cash** or **Card** in the order. An entry window opens; close it with **Cancel** inside the window (not the red **Cancel** at the top of the page – that cancels the order). You now see the payment page (title for example "Pay Order #4").
2. In the **Order Summary**, below each discounted item there is a line **Discount: 10 %** with the deduction (for example -€1.25 for the scaloppine). For a catalog promotion it shows its name, for example **Discount: Happy Hour**.
3. Below that you see **Subtotal before discount** (€31.10), **Discount** (the sum of all deductions, -€3.11), the **Deposit (Pfand)** if any, and **TOTAL** (€27.99). On the right the same amount appears as **Order Total**.

The screenshot shows the Vectis POS interface for a restaurant. At the top, there's a header with 'Vectis v2026.10.12.1539', 'Demo Restaurant', 'All waiters', and buttons for 'NEW ORDER', 'TABLES', and a menu icon. The main title is 'Pay Order #4'. Below this, there's an 'Order Summary' table with columns 'Item', 'Price', 'Qty', and 'Total'. The table lists several items with 10% discounts. At the bottom of the summary, 'Subtotal before discount' is €31.10, 'Discount' is -€3.11, and 'TOTAL' is €27.99. To the right, the 'Payment' section shows 'Order Total: €27.99' and 'Payments Received: No payments yet. Add a payment below.' Below this, 'Total Paid' is €0.00 and 'Remaining' is €27.99. At the bottom, there are buttons for 'CASH', 'CARD', and 'VNE'.

Item	Price	Qty	Total
80 Scaloppine alla Griglia	€12.50	1	€11.25
Discount: 10 %	-€1.25		
30 Spaghetti Napoli	€7.50	1	€6.75
Discount: 10 %	-€0.75		
242 Radeberger Pils vom Fass 0,4 l	€3.90	1	€3.51
Discount: 10 %	-€0.39		
242 Radeberger Pils vom Fass 0,4 l	€3.90	1	€3.51
Discount: 10 %	-€0.39		
220 Coca-Cola 0,3 l	€3.30	1	€2.97
Discount: 10 %	-€0.33		
Subtotal before discount:			€31.10
Discount:			-€3.11
TOTAL:			€27.99

Payment page with "Subtotal before discount" and "Discount" (outlined in red) and TOTAL €27.99

4. The fiscal receipt shows the discount lines the same way below the items ("Rabatt: 10 %") plus a line "Rabatt gesamt" (total discount).

Note: On the customer display the guest sees the **Discount savings**.

When the discount is locked

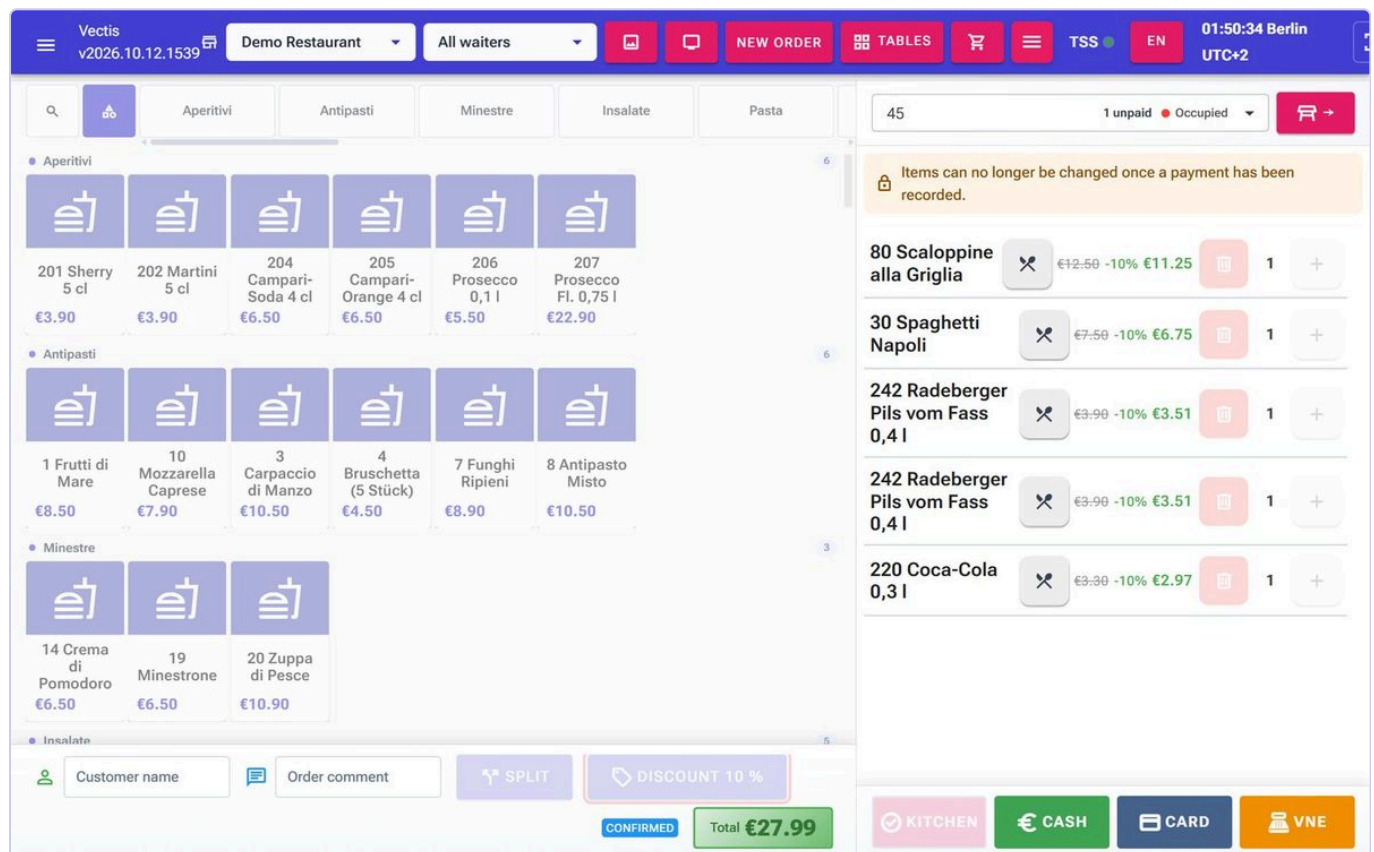
Goal: Know when you can no longer change the discount.

Who can do this: Everyone.

The **Discount** button is grey

- as soon as a payment is recorded for the order or a VNE payment is running,
- when the order has no item or no table,
- when the order is paid, completed or cancelled.

In the example a partial cash payment of €10 was recorded. After that **Discount 10 %**, **Split** and the line buttons are grey, and the top of the cart says: "Items can no longer be changed once a payment has been recorded."



Order after a partial payment: "Discount 10 %" is locked, notice at the top of the cart

Caution: Give the discount **before** the first payment. Once the order is fully paid, the sale is signed with the TSE and can no longer be changed. A discount afterwards is then only possible as a return (see chapter 06 Payment).

Note: If only a partial payment is recorded, you can remove the payment (see chapter 06 Payment); then **Discount** is active again.

Manage catalog discounts (promotions)

Goal: Create a discount that is applied automatically to certain products, variants or a category. Example: "Happy Hour" with 20 % off "344 Mojito".

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Choose the right venue in the header at the top.
2. Open **Menu > Promotions > Discounts**. The page **Discounts Management** lists all discounts of this venue's catalog with **Name, Type, Value, Target, Target Name** and **Validity**. There is a filter row above the list. While there are no discounts it says "No discounts yet. Create your first discount."

Name	Type	Value	Target	Target Name	Validity	Actions
Happy Hour	PERCENTAGE	20%	PRODUCT	344 Mojito	ALWAYS	[Edit] [Delete]

Discounts Management page with the promotion "Happy Hour" (20 %, 344 Mojito, Always)

3. Tap **New Discount**. The "Create New Discount" window opens.
4. Fill in the window:
 - o section "Basic Information": **Name** (required) – appears on the receipt as "Rabatt: ", e.g. "Happy Hour"; **Description** – optional, e.g. "20 % auf Mojito",
 - o section "Discount Value": **Percentage (%)** – 1 to 100, whole numbers (unlike the bill discount: no decimal place), e.g. 20,
 - o section "Apply To": **Target Type** – **Product (all variants)**, **Specific Variant** or **Category**; then pick the product, the variant or the category in the field next to it (in the example **Product** = "344 Mojito"),
 - o section "Validity Period (optional)": **Valid From / Valid To** – empty means "Always".

Create New Discount window for "Happy Hour", 20 %, product "344 Mojito"

5. Tap **Create**. **Cancel** closes the window without saving.

Working with the list (icons in the **Actions** column):

- **Deactivate** (orange pause icon) pauses a discount; it gets the badge **Inactive** and is no longer applied. **Activate** (play icon) switches it on again.
- **Edit** (pencil) changes name, description and validity. Percentage and target cannot be changed after creation ("Value cannot be changed after creation."). Create a new discount instead and deactivate the old one.
- **Delete** (red bin) removes the discount after the question **Delete Discount** ("Are you sure you want to delete this discount? This action cannot be undone.").

Note: Catalog discounts work **automatically**: the product tile on the order screen already shows a green "-20%" badge, the old price struck through and the new price (€4.90 → €3.92). When you add the product to the order, the line in the cart shows the reduced price "~~€4.90~~ -20% €3.92". For variants, the discounted variant is highlighted in green. You do not have to pick the promotion by hand. Check on the payment page that **Discount:** appears below the item.

The screenshot displays the Vectis POS interface for a restaurant named 'Demo Restaurant'. The top bar shows the user 'Kurt Kellner' and the time '02:38:06 Berlin UTC+2'. The main menu is organized into categories: Aperitivi, Antipasti, Minestre, Insalate, and Pasta. Under 'Aperitivi', items like '201 Sherry 5 cl' (€3.90) and '202 Martini 5 cl' (€3.90) are listed. Under 'Antipasti', items like '1 Frutti di Mare' (€8.50) and '10 Mozzarella Caprese' (€7.90) are shown. Under 'Minestre', items like '14 Crema di Pomodoro' (€6.50) and '19 Minestrone' (€6.50) are listed. A specific item '344 Mojito' is highlighted in the cart with a -20% discount applied, showing the original price of €4.90 and the discounted price of €3.92. The bottom bar includes a 'DISCOUNT' button, a 'Total €4.90' display, and payment options: KITCHEN, CASH, CARD, and VNE.

Order at table 54: "344 Mojito" with the promotion -20 % applied automatically

Note: If several promotions match one item (for example one for the product and one for its category), the one with the biggest saving applies. Promotions do not apply to custom items or to items with a typed-in (open) price.

Note: An item with a catalog promotion cannot be moved to a new bill when you **split** the bill.

Frequently asked questions

Q: Can I give a discount in euros instead of percent? No. Bill discounts and catalog discounts are always percentages.

Q: Can I give a discount on a single item only? Not at the till. The bill discount applies to the whole order. For single items a manager creates a catalog promotion.

Q: Are a catalog promotion and the bill discount added up? No. For each item the larger of the two applies.

Q: Why is the Discount button grey? A payment is already recorded, or the order has no item or no table.

Q: I forgot the discount and the order is already paid. What now? Book a return of the items concerned or of the whole order and take payment again with the discount (see chapter 06 Payment). This needs the storno right.

Q: May every employee give a discount? Yes, everyone who may edit orders. There is no separate right for it.

Q: How do I give 12.5 %? Tap **Discount**, then **1, 2, ,, 5** and **Apply**.

Q: Does the discount also apply to the deposit? No. The deposit (Pfand) is never discounted.

Q: How do I stop a promotion for a while, e.g. after happy hour? In **Discounts Management** tap the pause icon (**Deactivate**). The promotion then shows **Inactive** in the list. The play icon (**Activate**) switches it on again.

Q: Why is my new promotion not working? Check that it is **active** (not **Inactive**), that today is within **Valid From / Valid To**, and that it was created for the right venue (catalog).

Q: What does the receipt show? Below each discounted item a line "Rabatt: 10 %" or "Rabatt: ", and "Rabatt gesamt" at the end.

08 Mobile waiter (phone)

With a phone, waiters take orders right at the table, send them to the kitchen and take payment at the table – cash or card. The phone needs no app: it opens the till in the browser and automatically shows its own, simple phone view. This chapter covers the setup and every step from logging in to freeing the table.

Connect the phone to the till

Goal: Reach the till from the phone.

Who can do this: setup by an Admin or your Vectis service partner; after that every waiter

1. The phone must be on the **same Wi-Fi** as the till PC.
2. Find out the till PC's IP address on the network. Ask your Vectis service partner if unsure.
3. Open the browser on the phone (Safari or Chrome) and enter `http://<till-IP-address>:10110`.
4. Tip: save the page as a bookmark or add it to the home screen.

Caution: The Windows firewall on the till PC must allow incoming connections on **TCP port 10110**. The Vectis installer does not create this firewall rule itself. If the page does not load on the phone while it works on the till PC at `http://localhost:10110`, this rule is usually missing. Ask your Vectis service partner or IT support to add it.

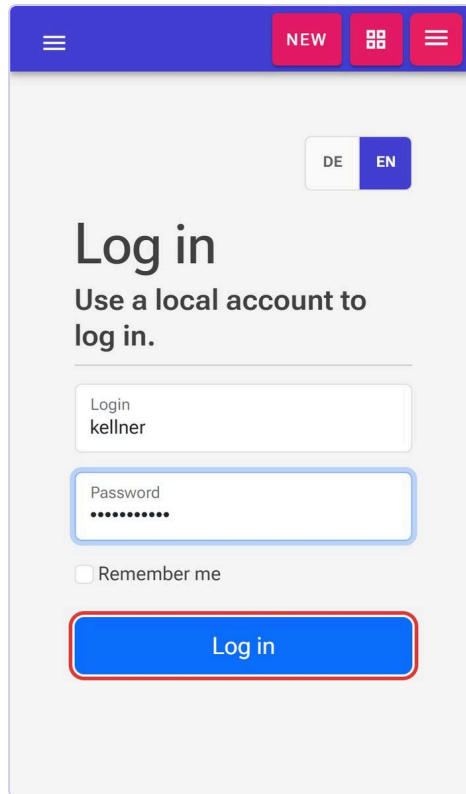
Note: The connection is a plain `http` connection inside your own network. The phone works only while it is on the restaurant's Wi-Fi and the till PC is running.

Log in on the phone

Goal: Log in as a waiter and land directly in the phone view.

Who can do this: Waiter (for Admin, Manager and Cashier see the note)

1. Open the till address (see above). The **Log in** page appears. At the top right choose the language if needed (**DE / EN**).
2. Enter your user name under **Login**, for example «kellner», and your **Password**.
3. Tap **Log in**.



Logging in on the phone as «kellner», Log in button (outlined in red)

4. Vectis recognises the phone and opens the phone view with the table list.

Note: The automatic switch applies only to users with the **Waiter** role and only on touch-screen devices (phone, tablet). Admin, Manager and Cashier see the normal till view on a phone too. They can still open the phone view directly: <http://<till-IP-address>:10110/mobile/waiter/tables>.

Note: If you chose **Desktop view** in the profile, the phone remembers this – even after logging out. To get back to the phone view, open the address .../mobile/waiter/tables.

The phone view at a glance

The navigation bar with five tabs is always at the bottom of the screen:

Tab	What it shows
Tables	all tables
Busy	only occupied tables
New	only free tables, to start a new order
Orders	your own orders of today
Profile	your daily statistics, language, log out

The table list

Goal: See which tables are free or occupied and choose a table.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Tables** at the bottom.

2. Each row is a table: on the left the table number, in the middle the status and the waiter's initials, on the right – for open orders – the amount and two numbers «Total | unpaid».

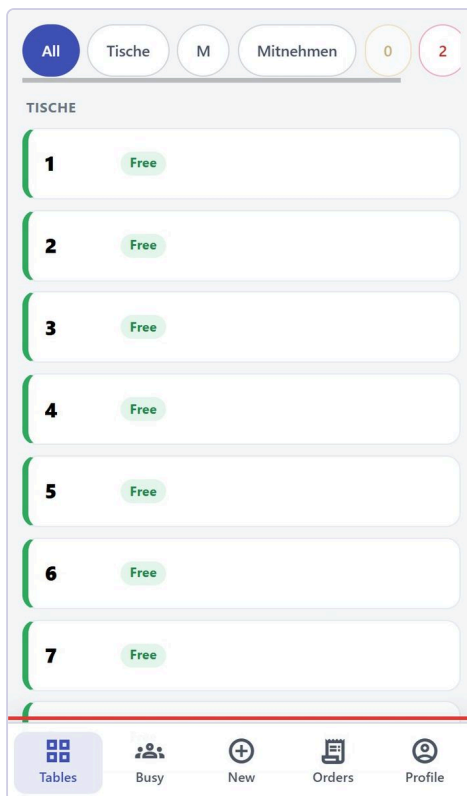


Table list on the phone with area filters at the top and the navigation bar at the bottom

3. The coloured edge on the left shows the status:

- **Free** – green (or the area colour),
- **Busy** – red,
- **Settled** – blue (everything paid, table not freed yet; on the till the same state is shown in purple),
- **Reserved** – orange,
- **Dirty** – grey.

4. Filters at the top:

- **All** and one button per area (for example «Tische», «M», «Mitnehmen») when there are several areas.
- An orange number: tables with **your** open orders (**My busy**).
- A red number: all occupied tables (**All busy**).
- A green number: all free tables.

5. Tap a table to open it.

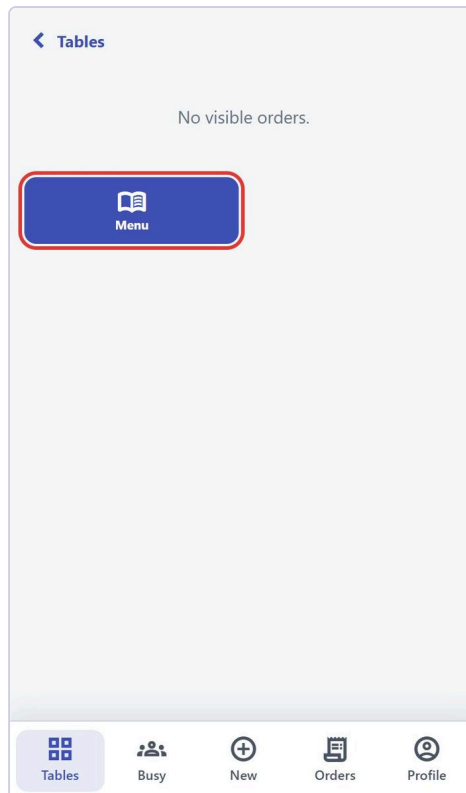
Note: The list updates itself when orders are taken at the till or on another phone.

Take an order

Goal: Order dishes and drinks for a table.

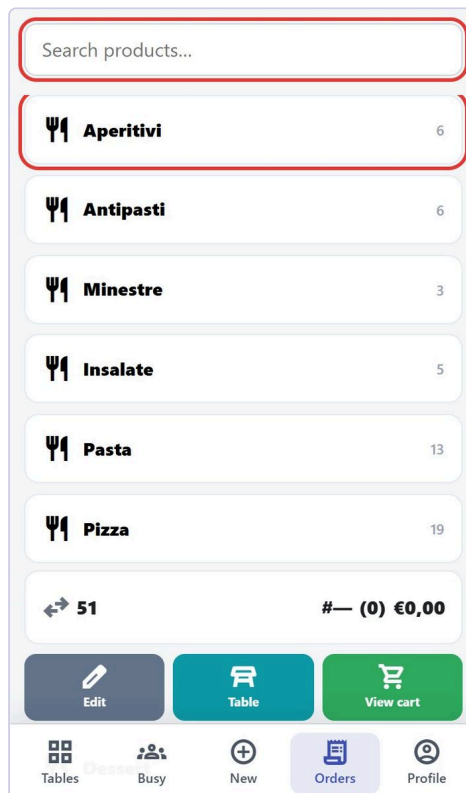
Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **New** at the bottom (shows only free tables) or **Tables**, and choose the table, for example «51».
2. A free table shows «No visible orders.» and the big **Menu** button. Tap **Menu**.



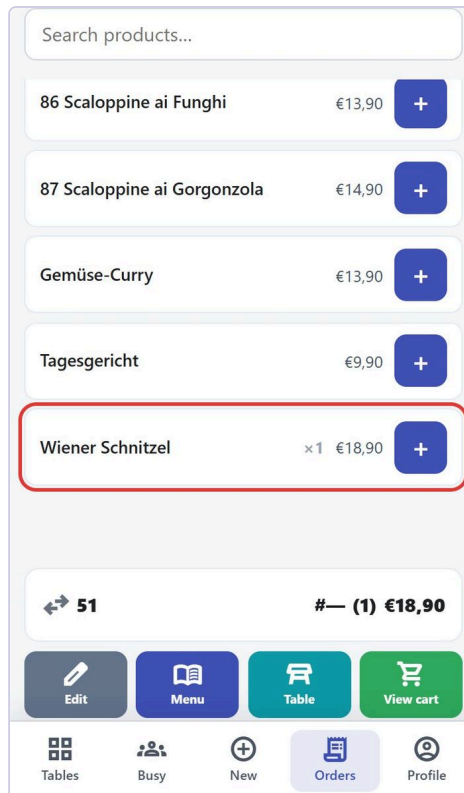
Free table with the Menu button (outlined in red)

- The categories appear (for example «Aperitivi», «Antipasti», «Pasta», «Pizza»), each with its number of products on the right. Tap a category, for example «Carne». The **Search products...** field searches the whole menu. At the bottom a bar shows the table («51»), the order number («#—» until the order has gone to the kitchen), the number of items and the total, with the buttons **Edit**, **Table** and **View cart** below it.



Categories with the search field and the category «Aperitivi» (outlined in red)

- Tap a product or +, for example «Wiener Schnitzel». It is added once; «x1» shows the number in the order. Each further tap adds another portion.



Product list: Wiener Schnitzel x1 added, total €18.90

5. **Menu** at the bottom takes you back to the categories, for example for «Pizza» («54 Pizza Hawaii») and «Birre» («242 Radeberger Pils vom Fass 0,4 l»).

6. Tap **View cart** to check the order.

Note: Products with several variants or required options show a slider icon instead of +. They cannot be ordered on the phone: the message «This product has variants/options — please edit on desktop/tablet.» appears. Take such products at the till.

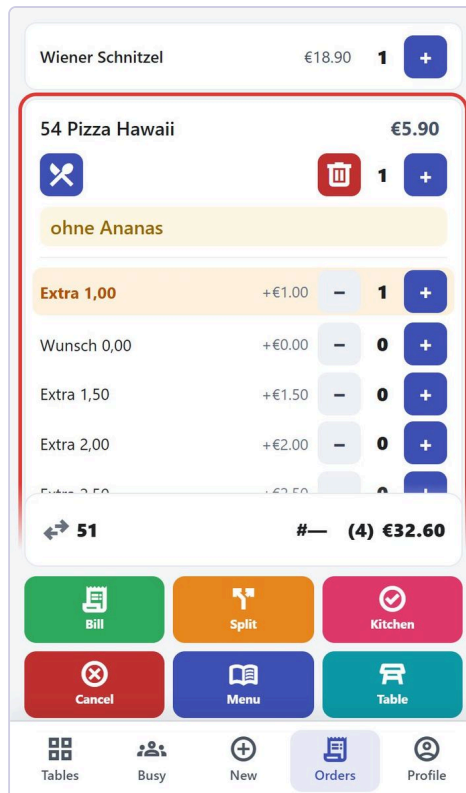
Note: There is no save button. Everything is saved immediately. As soon as the first item is ordered, the table is **Busy**.

Cart: quantity, extras, note

Goal: Check the order and record special wishes.

Who can do this: Waiter, Admin, Manager, Cashier

1. The cart lists each item with quantity and price.
2. Change the quantity with + and -. At quantity 1, - turns into a bin: tapping it removes the item.
3. Tap the item's name. The item expands and shows the field **Note for the kitchen....** Type the wish, for example «ohne Ananas» (no pineapple). The note is saved as soon as you leave the field and then shows on the card with a yellow background.
4. If the product has extras, tap the cutlery icon (**Extras**) and increase an extra with +, for example «Extra 1,00». A chosen extra is highlighted and shows its count; the item's price goes up (in the example «54 Pizza Hawaii» from €4.90 to €5.90).



Cart: 54 Pizza Hawaii with the note «ohne Ananas» and Extra 1,00

5. If course serving is switched on for the table, each item starts with a course button. Each tap counts on: 0 → 1 → 2 → 3 → 4 → 0. Shortly afterwards the list re-sorts by course.

Note: On the phone you can only add extras. Write «without ...» into the note. There is no note for the whole order on the phone.

Note: If an order contains custom items or combos, it can only be viewed on the phone. The message «This order contains custom items — please edit on desktop/tablet.» appears.

Send to the kitchen

Goal: Send the order to the kitchen and bar.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Kitchen** in the cart (or on the order card at the table).
2. The order becomes **Confirmed** and gets its number, for example «#8». The kitchen sees it immediately; depending on the printer setup a kitchen ticket is printed. Drinks normally do not go to the kitchen printer.
3. If you add more later, tap **Kitchen** again. Only the new or changed items are sent.

Note: After sending, you can no longer change extras, note, course or price of an item (message «Kitchen-visible details cannot be changed after send...»). Remove the item and order it again. You can still change the quantity.

View the table

Goal: See all open orders of a table and continue working.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap the table in the table list. Each order has a card with table, number, status (for example **Confirmed**, **In progress**, **Ready**), number of items, total, **Waiter** and the items.

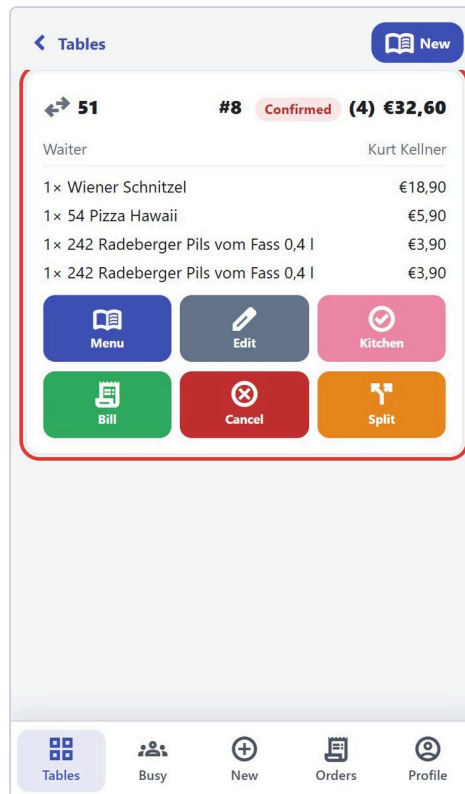


Table 51 with order #8: Confirmed, 4 items, €32.60

2. The card has these buttons:

- **Menu**: order more items.
- **Edit**: open the cart.
- **Kitchen**: send new or changed items to the kitchen.
- **Bill**: open the bill (interim bill and payment).
- **Cancel**: cancel the whole unpaid order (question «Really cancel this order?»).
- **Split**: split the bill.
- **Free**: appears instead of **Kitchen** when the order is paid; frees the table.
- **Dirty / Clean**: only when table cleaning is switched on for the venue.

3. At the top there is **Tables** (back) and, if the table already has an order, **New** for a second, separate order at the same table.

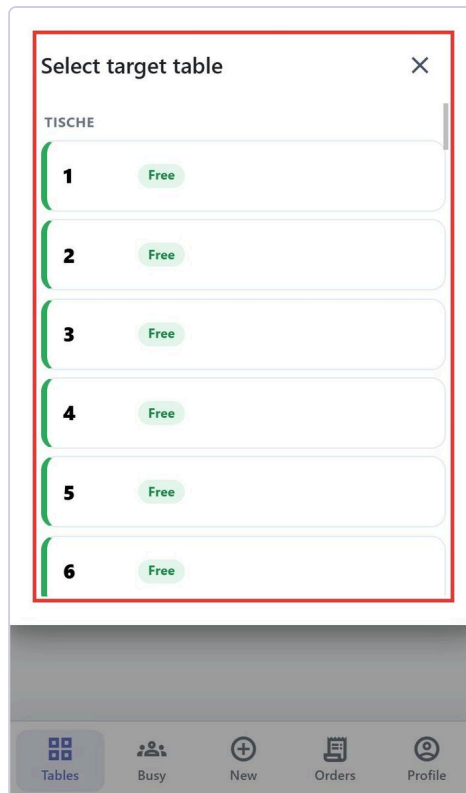
Note: If you cancelled something that was already in the kitchen, the cancellation only takes effect when you tap **Kitchen**.

Move an order to another table

Goal: The guests change tables and the order should move with them.

Who can do this: Waiter, Admin, Manager, Cashier

1. On the order card (or at the top of the cart or the bill), tap the table name with the arrow icon.
2. The **Select target table** dialog lists all tables by area. The current table is marked **Current**.
3. Tap the new table. «Order moved to» appears.



Select target table dialog with the tables of the «Tische» area

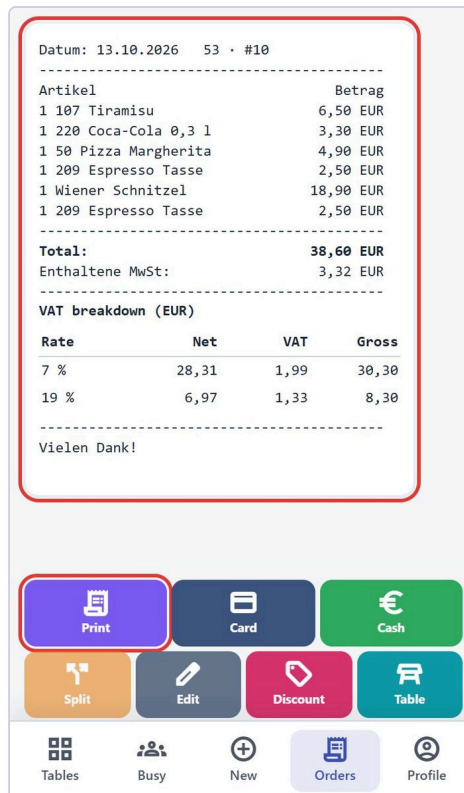
Note: Once a payment has started, the order can no longer be moved («This order can no longer be moved.»).

Bill and interim bill

Goal: Show the guest the bill or print it.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Bill** at the table. The bill opens. It looks like the printed receipt: date, table and number (for example «51 · #8»), items with extras, **Total**, included VAT and the **VAT breakdown** by tax rate. The bill text itself stays German even in the English view.
2. Tap **Print** to print an interim bill on the till's receipt printer.



Bill for table 51, order #8 for €32.60, Print button (outlined in red)

3. Below the bill you find the buttons **Print**, **Card**, **Cash**, **Split**, **Edit**, **Discount** and **Table**.

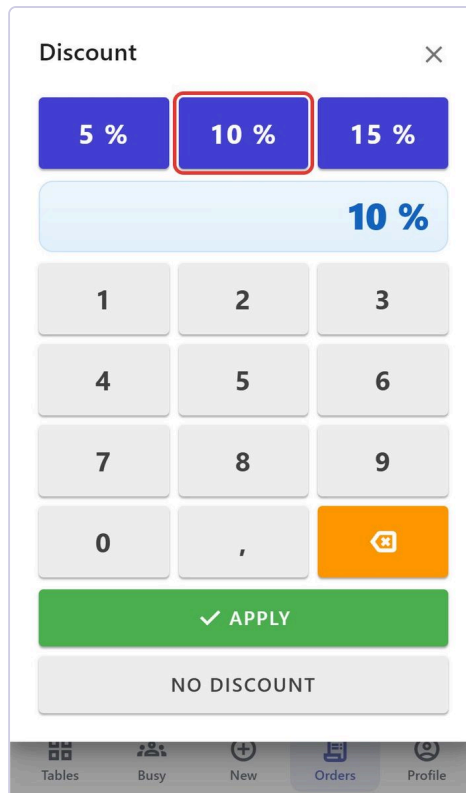
Note: The interim bill is not a fiscal receipt. Vectis prints the receipt with TSE data after payment.

Give a discount

Goal: Give a discount on the whole bill.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Discount** in the bill. The **Discount** window opens.
2. Tap **5 %**, **10 %** or **15 %**. The discount applies at once and the window closes.



Discount window with the quick buttons 5 %, 10 % (outlined in red) and 15 %

3. For another value, type it on the keypad (1 to 99 %, also with a decimal, for example 7,5) and then tap **Apply**. **No discount** removes a discount again.
4. The bill now shows the total discount and the new **Total** (in the example 10 % of €32.60 = –€3.26, total €29.34). The **Discount** button shows the chosen rate, for example «10 %».

Note: A discount is only possible before any payment has started. There is no discount on single items on the phone.

Take cash at the table

Goal: Pay the bill in cash and let Vectis calculate the change.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Cash** in the bill. The **Cash** dialog opens.
2. **Amount due** shows the amount. The **Given** field is pre-filled with exactly this amount.
3. If the guest hands over more, tap **Given** and enter the amount received, for example 50. **Change** shows the change immediately (in the example: due €29.34, given €50, change €20.66).

Cash

Amount due

€29.34

Given

50

Change

€20.66

Back

Complete payment

Rabatt gesamt:

-3,26 EUR

Total:

29,34 EUR

Enthaltene MwSt:

2,59 EUR

VAT breakdown (EUR)

Rate	Net	VAT	Gross
7%	20.85	1.47	22.32
19%	5.90	1.12	7.02

Vielen Dank!

Print

Card

Cash

Split

Edit

10 % Discount

Table

Tables

Busy

New

Orders

Profile

Cash window: due €29.34, given 50, change €20.66

- Tap **Complete payment**. The button is disabled while **Given** is less than the amount due. **Back** closes the window without taking payment.
- Paid** appears with a green tick and the summary: items (with a discount, at their discounted amounts), VAT breakdown, net, VAT, total and **Paid**. **Table** opens the table, **Back to tables** the table list.

Paid

✓

51

#8 (4) €29,34

Waiter

Kurt Kellner

1x 54 Pizza Hawaii

€4,41

1x Extra: Extra 1,00

€0,90

1x 242 Radeberger Pils vom Fass 0,4 l

€3,51

1x Wiener Schnitzel

€17,01

1x 242 Radeberger Pils vom Fass 0,4 l

€3,51

VAT breakdown (EUR)

Rate	Net	VAT	Gross
7 %	20,85	1,47	22,32
19 %	5,90	1,12	7,02
Net			€26,75
VAT			€2,59

(4) €29,34

Paid

€29,34

Table

Back to tables

Tables

Busy

New

Orders

Profile

Paid: table 51, order #8, €29.34

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Note: If a tip is already recorded on the order, cash is not possible: «Tips are only possible with a card payment – pay by card or remove the tip at the till.»

Take a card payment at the table (with tip)

Goal: Record a card payment that the guest has made on the card terminal.

Who can do this: Waiter, Admin, Manager, Cashier

Vectis is **not** connected to any card terminal. The guest pays on the external terminal, and afterwards you confirm the card payment on the phone by hand. Example: order #9 at table 52 for €9.90, 10 % tip.

1. Tap **Card** in the bill. The **Card** dialog shows the **Amount due** (€9.90 in the example).
2. Choose the tip:
 - **No tip**,
 - **5 %**, **10 %** or **15 %** (in the example 10 %: **of which tip** 0.99, **Amount on the terminal** 10.89),
 - **Round up** (to the next full euro),
 - or enter the amount directly: **Amount on the terminal** (what the guest pays in total) or **of which tip**. The two fields convert into each other.

Card window: due €9.90, amount on the terminal 10.89, of which tip 0.99

3. Enter the **Amount on the terminal** on the external card terminal and let the guest pay there.
4. Optionally enter a **Payment reference** from the terminal slip.
5. Tap **Complete payment** – only after the terminal has accepted the payment. The window says so too: «Confirm only after the external card terminal has accepted the payment.» **Back** closes the window without booking.
6. **Paid** appears with a green tick and the summary (as for a cash payment, see above).

Caution: If «The card payment was not booked. Please press «Card» again – do NOT charge the terminal again.» appears, tap **Card** again, but do **not** charge the card a second time. If the tip is higher than the bill, Vectis asks (**Check the tip: Yes, book it** or **Correct it**).

Note: On the phone the whole amount is always paid with one method. Part cash, part card is not possible. If guests want to pay separately, tap **Split** first and take payment for each bill on its own. If a partial payment has already been started at the till, the phone shows «Partial payment active» – finish the payment at the till.

Note: After payment, the receipt is printed automatically on the till's receipt printer if the receipt settings say so. If «Fiscalization failed» appears, no receipt is printed – tell the cashier.

Free the table

Goal: Report the table as free again after payment.

Who can do this: Waiter, Admin, Manager, Cashier

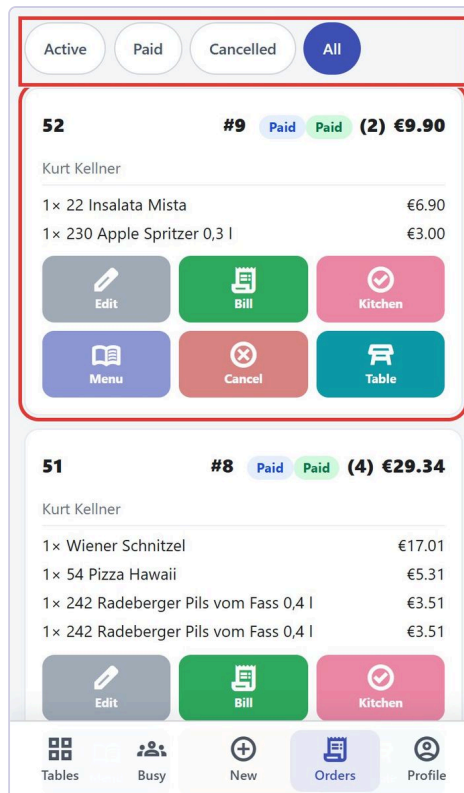
1. If **Free table immediately after payment** is switched on for the venue (the default), the table is **Free** automatically after payment. Tap **Back to tables**.
2. If the setting is off, the table shows **Settled** (blue). Open the table and tap **Free** on the order card.
3. With table cleaning: tap **Dirty** when the guests have left, and **Clean** when the table has been cleared. A dirty table cannot get a new order («Table must be cleaned first»).

My orders

Goal: See your own orders of today.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Orders** at the bottom. The **My Orders** page shows your orders of today, newest first.
2. Filter with **Active** (default), **Paid**, **Cancelled** or **All**.
3. Each card shows table, number, status, number of items, total, the waiter and the items. Below are the buttons **Edit**, **Bill**, **Kitchen**, **Menu**, **Cancel** and **Table**. For paid orders most of them are pale (locked).



My orders, filter All: two paid orders #9 and #8

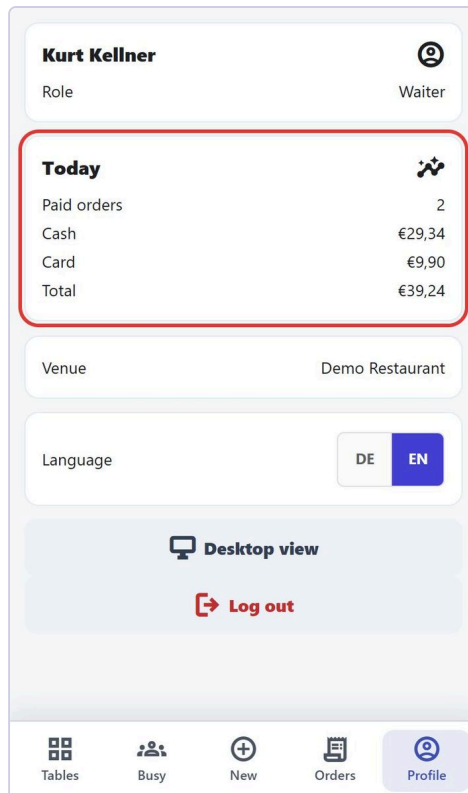
Note: Only orders assigned to you appear.

Profile, daily statistics and logging out

Goal: See your own sales of the day and log out.

Who can do this: Waiter, Admin, Manager, Cashier

1. Tap **Profile** at the bottom.
2. At the top you see your name (for example «Kurt Kellner») and **Role**.
3. Under **Today** you see your **Paid orders** and the amounts **Cash**, **Card** and **Total** of the day (without tips). You see only your own figures. In the example: 2 paid orders, cash €29.34, card €9.90, total €39.24 – the €0.99 tip is not included.



Profile with the Today statistics (outlined in red)

4. **Venue** shows your venue. Under **Language** switch between **DE** and **EN**. If there are several venues, switch under **Switch venue**.
5. Tap **Log out** when your shift ends.

Note: **Desktop view** opens the normal till view and stays saved on this phone. The only way back is the address `.../mobile/waiter/tables`.

Frequently asked questions

Q: The page does not load on the phone. Check that the phone is on the restaurant's Wi-Fi, that the IP address is right and that the till PC is running. If it works on the PC at `http://localhost:10110` but not on the phone, have the firewall rule for port 10110 checked (see above).

Q: The phone shows the normal till instead of the phone view. The phone view opens automatically only for waiters. Or **Desktop view** was chosen. Open `.../mobile/waiter/tables`.

Q: A product has no «+», only a slider icon. It has variants or required options and must be ordered at the till.

Q: How do I order «no pineapple»? Tap the item in the cart and write the wish in **Note for the kitchen...**

Q: I cannot change the note after sending. That is intended, the kitchen already has the item. Remove the item, order it again and tap **Kitchen**.

Q: Payment does not work – there is a message about kitchen changes. There are unsent changes or a cancellation. Tap **Kitchen** first.

Q: Can a guest pay partly in cash and partly by card? No. Split the bill with **Split** and take each bill with one payment method.

Q: Cash is refused – «Tips are only possible with a card payment». A tip is already recorded on the order. Pay by card or remove the tip at the till.

Q: The card payment was not booked. Does the guest have to pay again? No. Tap **Card** again, but do not charge the terminal again.

Q: The table stays blue («Settled») after payment. Automatic freeing is switched off for the venue. Open the table and tap **Free**.

Q: My orders and my statistics are empty although I took orders. Contact your Vectis service partner.

Q: Can I see my colleagues' sales? No. The profile shows only your own figures.

Q: I see «Access denied». Your account has no permission for this page (for example a kitchen or display device account). Log in with a waiter account.

09 Printers

Vectis prints receipts, kitchen tickets, interim bills and reports in the background on the printers that are set up in Windows on the till PC. You decide which printer prints what on the **Receipt Options** page. This chapter shows how to set up a printer, how to split kitchen and bar printing, what a kitchen ticket looks like, and what to do when nothing prints.

Set up the printer in Windows first

Goal: Install the receipt printer in Windows so that Vectis can find it.

Who can do this: Whoever has Windows administrator rights on the till PC (usually your Vectis service partner).

1. Connect the printer (USB or network) and switch it on.
2. Install the manufacturer's driver, following the printer's instructions.
3. In Windows, open **Settings > Bluetooth & devices > Printers & scanners** and check that the printer is listed.
4. Print a Windows test page from there. If the test page does not come out, the problem is the printer or its driver, not Vectis.
5. Give the printer a clear name, for example "Kitchen" or "Bar". You will see this name in Vectis.

Note: Vectis only lists the printers that the Vectis service on the till PC can see ("Listed printers come from the Vectis Windows service context used for background printing."). Set the printer up directly on the till PC.

Caution: Vectis cannot use "Microsoft Print to PDF", because that printer asks for a file name. If it is the Windows default printer and Vectis is set to **System default printer**, nothing prints. Always select your real receipt printer in Vectis.

Open Receipt Options

Goal: Open the page with all print settings.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu > POS Setup > Receipt Options**.
2. A blue badge at the top right shows when the settings were last saved (**Updated ...**). A red **Not saved** means the receipt options have never been saved.

Receipt Options page with the card Printer 1

Below the printer card you see which printer is the Vectis service's default (**Service default printer: ...**).

The page has these sections: **General** (printers and receipt header), **Merchant identifiers (optional)**, **Payments (optional)**, **Fiscal data (TSE / KassenSichV)**, **Storno**, and **Actions** with **Save** and **Refresh**.

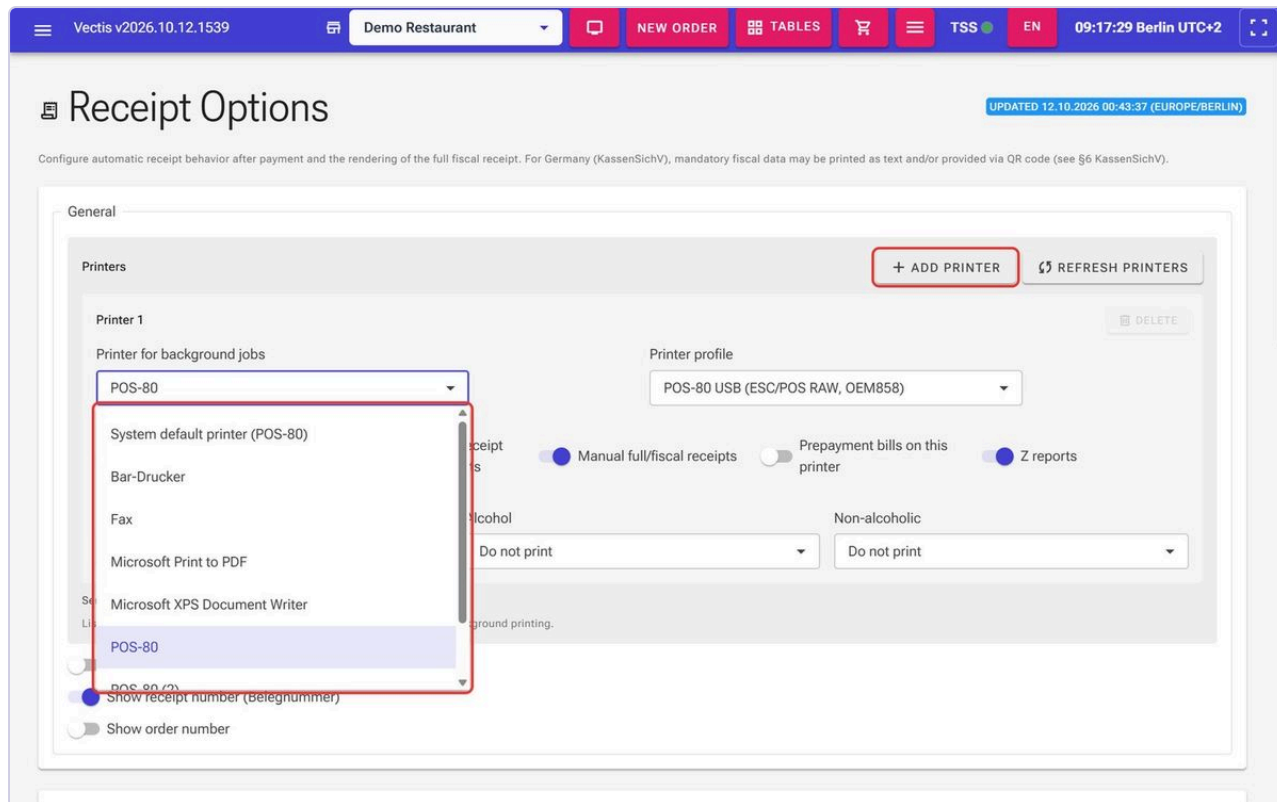
Note: Changes only take effect when you tap **Save** at the bottom. **Refresh** reloads the saved values and discards your changes.

Choose the receipt printer

Goal: Choose which Windows printer Vectis prints on.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu > POS Setup > Receipt Options**.
2. Under **General > Printers** you see a card **Printer 1**.
3. If you have just installed a printer in Windows, tap **Refresh printers**.
4. In **Printer for background jobs**, select your printer. The list contains all Windows printers and the entry **System default printer (...)** with the name of the current Windows default printer.



Printer list open, with System default printer (POS-80) and all Windows printers

5. In **Printer profile**, choose:

- **POS-80 USB (ESC/POS RAW, OEM858)** or **Partner RP-700 USB (ESC/POS RAW, OEM858)** for these 80 mm receipt printers,
- **Generic printer** for any other printer.

6. Only for **Generic printer** more fields appear:

- **Background print engine: WinSpool (TEXT / RAW)** or **Windows driver raster (auto-fit width)**.
- With WinSpool: **Spool data type (RAW (as-is) or TEXT (driver text mode))**.
- With raster: **Reference layout width (80 mm (recommended baseline) or 60 mm (narrow baseline))**. This is the only paper-width setting.

Printer card with the Generic printer profile: extra fields Background print engine and Spool data type

7. Set the print roles (next section) and tap **Save**.

Note: If the printer list cannot be loaded, a text field **Enter exact printer name** appears instead. Type the name exactly as Windows shows it.

Note: Your Vectis service partner normally sets the printer profile, print engine and spool data type. Only change them if receipts are cut off or unreadable.

Note: There is no separate "test print" button. Check the printer with the Windows test page and then with a real receipt (for example **Print receipt** on a paid order).

Set the print roles

Goal: Decide which documents come out of this printer.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu > POS Setup > Receipt Options**.
2. In the printer card, under **Print roles on this printer**, switch on what you need:
 - **Automatic fiscal receipt after cash payments:** the full receipt prints automatically after every cash payment. Default: off.
 - **Automatic fiscal receipt after card payments:** the same after card payments. Default: off.
 - **Manual full/fiscal receipts:** receipts someone requests with **Print receipt**. Default: on.
 - **Prepayment bills on this printer:** interim bills before payment. Default: off.
 - **Z reports:** the X report and Z reports when you tap **Print** there. Default: on.
3. Under **Production receipt timing by product group**, choose for **Food**, **Alcohol** and **Non-alcoholic**:
 - **Do not print** – these items never print as a kitchen ticket on this printer,
 - **On confirmation** – the kitchen ticket prints as soon as the order is confirmed / sent to the kitchen,
 - **After payment** – the kitchen ticket prints only once the order is paid.

Receipt Options

Configure automatic receipt behavior after payment and the rendering of the full fiscal receipt. For Germany (KassenSichV), mandatory fiscal data may be printed as text and/or provided via QR code (see §6 KassenSichV).

General

Printers + ADD PRINTER REFRESH PRINTERS

Printer 1 DELETE

Printer for background jobs: POS-80

Printer profile: POS-80 USB (ESC/POS RAW, OEM858)

Print roles on this printer

☐ Automatic fiscal receipt after cash payments
 ☐ Automatic fiscal receipt after card payments
 ☒ Manual full/fiscal receipts
 ☐ Prepayment bills on this printer
 ☒ Z reports

Production receipt timing by product group

Food: On confirmation
 Alcohol: Do not print
 Non-alcoholic: Do not print

Service default printer: POS-80
Listed printers come from the Vectis Windows service context used for background printing.

☐ Show receipt title (Beleg)
☒ Show receipt number (Belegnummer)
☐ Show order number

Print roles (outlined in red) and kitchen ticket timing; here Food is set to On confirmation

4. Tap **Save**. The badge **Updated ...** at the top right shows the new time. That tells you the settings were saved.

Note: Out of the box, **Food** is set to **On confirmation** and **Alcohol** and **Non-alcoholic** to **Do not print**. That is why drinks do not go to the kitchen.

Note: If both "Automatic fiscal receipt ..." switches are off, the till prints no receipt by itself after payment. You can still print it at any time with **Print receipt**.

Separate kitchen and bar printers

Goal: Send food to the kitchen printer and drinks to the bar printer.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

Vectis does not route kitchen tickets by category but by each product's **Classification: Food, Alcohol** or **Non-alcoholic**. You set the classification on the product (**Menu > Catalog Management > Products**, field **Classification**).

Vectis v2026.10.12.1539									
Demo Restaurant									
NEW ORDER									
TABLES									
TSS									
EN									
02:17:08 Berlin UTC+2									

Products Management

DEPOSIT RULES
NEW PRODUCT

Name	St...	Type	Category	Classific...	Tax	Base...	V...	Actions
1 Frutti di Mare	ACTIVE	PHYSICAL	Antipasti	FOOD	7%	€8.50	1	
10 Mozzarella Caprese	ACTIVE	PHYSICAL	Antipasti	FOOD	7%	€7.90	1	
101 Gelato Misto	ACTIVE	PHYSICAL	Dessert	FOOD	7%	€6.50	1	
104 Lamponi Caldi	ACTIVE	PHYSICAL	Dessert	FOOD	7%	€6.50	1	
105 Tartufo	ACTIVE	PHYSICAL	Dessert	FOOD	7%	€6.50	1	
107 Tiramisu	ACTIVE	PHYSICAL	Dessert	FOOD	7%	€6.50	1	
111 Pollo alla Griglia	ACTIVE	PHYSICAL	Carne	FOOD	7%	€11.90	1	
113 Pollo Hawaii	ACTIVE	PHYSICAL	Carne	FOOD	7%	€12.50	1	
114 Pollo ai Funghi	ACTIVE	PHYSICAL	Carne	FOOD	7%	€12.50	1	
115 Pollo al Pepe verde	ACTIVE	PHYSICAL	Carne	FOOD	7%	€12.50	1	

1
2
3
4
5

Products list with the Classification column (outlined in red), here all FOOD

1. Open **Menu > POS Setup > Receipt Options**.
2. **Printer 1** is your kitchen printer: select the kitchen printer. Set **Food** to **On confirmation**, **Alcohol** and **Non-alcoholic** to **Do not print**.
3. At the top of the **Printers** area, tap **Add printer**. A card **Printer 2** appears below the first one, with its own **Delete** button.
4. Select the bar printer there. Set **Food** to **Do not print**, **Alcohol** and **Non-alcoholic** to **On confirmation**.
5. On each card, switch on only the print roles this printer really needs (for example customer receipts only at the till).
6. Tap **Save**.

Note: An order with food and drinks is split automatically: each printer gets only the items of its product groups.

Note: Two cards may use the same printer only with different roles. Otherwise a red message "Two printer cards use the same printer with the same print roles. ..." appears at the top when you save, and nothing is saved. **Delete** removes a card; the last card cannot be deleted.

Note: If a card has no printer selected, the red message "Select a printer or use the system default printer option." appears when you save, and nothing is saved.

Receipt header and fiscal data

Goal: Decide what is printed on the customer receipt.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu > POS Setup > Receipt Options**.

2. Under **General**, switch **Show receipt title (Beleg)**, **Show receipt number (Belegnummer)** and **Show order number** on or off.
3. Under **Merchant identifiers (optional)**, choose **Show Steuernummer** and **Show USt-IdNr only when no tax number is present**.
4. Under **Payments (optional)**, switch **Show payment method section** on or off.
5. Under **Fiscal data (TSE / KassenSichV)**, keep **Print QR code (recommended)** switched on.

Fiscal data (TSE / KassenSichV) section with mandatory fields and optional details

6. Tap **Save**.

Note: The name and address in the receipt header come from **Menu > POS Setup > Legal Entity Setup**. Custom header or footer texts and a logo cannot be set.

Caution: The TSE data on the receipt is required by law (§ 6 KassenSichV). If you switch the QR code off, Vectis prints all mandatory fields as text. The mandatory fields can only be hidden while the QR code is printed.

Note: Storno receipts use the same settings. Under **Storno** you only choose which details of the original receipt are printed in addition.

What a kitchen ticket looks like

A kitchen ticket is made for the kitchen and has no prices:

- **At the top, large:** the table and the order number, for example "Tisch 5 #42". The cook sees at a glance where the food goes.
- Below it the time: "Zeit: 19:42:10".
- With courses, one heading per course, for example "=== Gang 1 ===" ("=== Course 1 ===" when the till runs in English).
- If one ticket has items from several product groups, each group gets a heading (**Food, Alcohol, Non-alcoholic**).

- One line per item with quantity and name, for example "2 Schnitzel". Add-ons are indented below.
- Notes from the waiter are indented with a star: "* no onions".
- A comment for the whole order is printed at the end.
- If items are removed later, the till prints "*** STORNO KÜCHE ***" and the lines with "STORNO", for example "STORNO 1 Schnitzel".

Note: When the guest orders more, the kitchen gets a new ticket with the new items.

Print a kitchen ticket again

Goal: Reprint a lost kitchen ticket.

Who can do this: Admin, Manager, Cashier, Waiter (cashiers and waiters see only the current business day in Orders).

1. Open **Menu > Order Management > Orders**.
2. In the order's row, tap **Fiskal**. This button exists only for paid orders. The dialog **Order ...** opens.
3. Tap **Print short receipt**. The ticket goes to every printer that prints kitchen tickets – each one gets only its product groups.

When the printer does not print

Goal: Find and fix print problems yourself.

Who can do this: Admin, Manager (settings); checks at the printer: everyone.

Kitchen tickets are not lost. If a kitchen ticket cannot be handed to Windows, Vectis retries automatically until Windows accepts the job. Once Windows has accepted it and the printer is off, the job waits in the Windows print queue.

Customer receipts and reports are not retried automatically. Print them again after the problem is fixed (**Print receipt** or **Print** in the report).

1. Check the printer: power, paper, cover closed, cable or network.
2. Open the printer's queue in Windows. If jobs are stuck, switch the printer off and on again.
3. Open **Menu > POS Setup > Receipt Options** and check that every card has the right printer.
4. If a card says **System default printer**, check the name in brackets. If it is "Microsoft Print to PDF" or another wrong printer, select your receipt printer directly and tap **Save**.
5. If the printer was renamed or reinstalled in Windows, tap **Refresh printers**, select it again and save. A printer name that Windows no longer knows is rejected.
6. If this does not help, contact your Vectis service partner.

Frequently asked questions

Q: Why do drinks not arrive in the kitchen? Because out of the box only **Food** goes to the kitchen printer. **Alcohol** and **Non-alcoholic** are set to **Do not print**. For a bar printer, add a second printer card.

Q: A drink prints in the kitchen. What is wrong? Check the product's classification. If it is **Food**, change it to **Alcohol** or **Non-alcoholic**.

Q: Can I route kitchen tickets by category (for example "Pizza" to the pizza oven)? No. Vectis routes only by the three product groups **Food**, **Alcohol** and **Non-alcoholic**.

Q: My new printer is missing from the list. Tap **Refresh printers**. If it is still missing, the Vectis service cannot see it – have it set up on the till PC.

Q: Why is no receipt printed after payment? The switches **Automatic fiscal receipt after cash payments / ... after card payments** are off. Switch them on, or print with **Print receipt**.

Q: Where do I set a header, footer or logo? Not possible. The name and address come from **Legal Entity Setup**.

Q: Where do I set the paper width? Only with the **Generic printer** profile and **Windows driver raster**: field **Reference layout width** (80 mm or 60 mm). The POS-80 and RP-700 profiles are made for 80 mm.

Q: The printer was off for a moment. Are the kitchen tickets lost? No. Vectis retries kitchen tickets automatically until Windows accepts them.

Q: Can I leave the QR code off the receipt? Yes, but then Vectis prints all mandatory TSE data as text, and the receipt gets longer.

Q: Who can change the print settings? Only Admin and Manager. Cashiers and waiters do not see **Receipt Options** in the menu.

10 Cash and cash movements

Cash that does not come from a sale is booked on the **Cash Movements** page (page title **Cash Movements (drawer)**): putting change into the till, taking money to the bank, paying an expense from the drawer, or paying out tips to staff. Every cash movement is signed by the TSE just like a sale and appears on the X and Z reports. At the end of the chapter you learn how a payment with a cash recycler (cash machine) works.

Who sees what?

Role	What appears on the Cash Movements page
Admin, Manager	all tiles, the Now tile, Recent tip payouts , the Cash movement history and the period picker
Cashier	only the Pay out tips tile, the Now tile and Recent tip payouts
Waiter	no access (Access denied)

Admins and managers find the page under **Menu > Compliance & Reports > Cash Movements**; cashiers find it under the same menu item **Compliance & Reports**.

Read the cash balance and open tips

Goal: See how much cash should be in the drawer according to the till.

Who can do this: Admin, Manager, Cashier.

1. Open **Menu > Compliance & Reports > Cash Movements**.
2. The **Now** tile shows two values:
 - **Cash balance:** the cash that should be in the drawer right now,
 - **Open tips:** card tips from guests that have not yet been paid out to staff. This is not cash in the drawer but what the till owes the employees.

Cash movement tiles (outlined in red); bottom right the Now tile with the cash balance and open tips

Note: If a value cannot be loaded, it shows **Unavailable**. Reload the page.

Note: Vectis has no counting aid (count sheet by coins and notes). Count the drawer by hand and compare with the **Cash balance**.

Put cash in or take cash out

Goal: Book a cash movement, for example change at the start of a shift or money to the bank.

Who can do this: Admin, Manager.

The tiles carry the names of the DSFinV-K business cases (German terms, also in the English UI). Under the icon it says **Inflow** (money comes into the till) or **Outflow** (money leaves the till):

Tile	Use it for
Geldtransit (Inflow)	cash from the safe or bank into the drawer, for example the change at the start of a shift
Geldtransit (Outflow)	cash from the drawer to the safe or the bank
Privateinlage (Inflow)	the owner puts private cash into the till
Privatentnahme (Outflow)	the owner takes cash out of the till privately
Einzahlung (Inflow)	other cash coming into the till that is not revenue
Auszahlung (Outflow)	paying a business expense from the drawer, for example a purchase
Pay out tips (Outflow)	see Pay out tips

1. Open **Menu > Compliance & Reports > Cash Movements**.
2. Tap the right tile, for example **Geldtransit** with **Inflow**. The tile gets a green frame.
3. In **Description / note**, write what it is for, for example "Change from safe" or "Office supplies receipt 12345".
4. Enter the **Gross amount**, for example 150 (always positive; the direction comes from the tile).
5. Under **VAT / input VAT**, choose the rate: **19% Allgemeiner Steuersatz**, **7% Ermäßigter Steuersatz**, **0% Steuerfrei** or **0% Nicht steuerbar**. Below you see the calculated **Net amount** and **VAT amount**.

Vectis v2026.10.12.1539 Demo Restaurant NEW ORDER TABLES TSS EN 02:19:10 Berlin UTC+2

Cash Movements (drawer)

TODAY YESTERDAY THIS WEEK LAST WEEK THIS MONTH From To

CLEAR

Geldtransit (Inflow) Geldtransit (Outflow) Privateinlage (Inflow) Privatentnahme (Outflow)

Einzahlung (Inflow) Auszahlung (Outflow) Pay out tips (Outflow) Cash balance 181,23 EUR Open tips 17,67 EUR

Description / note: Change float from the safe Gross amount: 150 VAT / input VAT: 0% Nicht steuerbar Net amount: 150 VAT amount: 0 + DONE

Recent tip payouts: No tip payouts yet.

Cash movement history: No records to display.

Filled-in cash movement: Geldtransit inflow, 150, 0% Nicht steuerbar

6. Tap **Done**.

7. The window **Confirm cash movement** shows GV_TYP, gross, net, rate and tax. Check the values and tap **Done**. **Cancel** books nothing.

Vectis v2026.10.12.1539 Demo Restaurant NEW ORDER TABLES TSS EN 02:19:12 Berlin UTC+2

Cash Movements (drawer)

TODAY YESTERDAY THIS WEEK LAST WEEK THIS MONTH From To

CLEAR

Geldtransit (Inflow) Geldtransit (Outflow) Privateinlage (Inflow) Privatentnahme (Outflow)

Einzahlung (Inflow) Auszahlung (Outflow) Pay out tips (Outflow) Cash balance 181,23 EUR Open tips 17,67 EUR

Description / note: Change float from the safe Gross amount: 150 VAT / input VAT: 0% Nicht steuerbar Net amount: 150 VAT amount: 0 + DONE

Recent tip payouts: No tip payouts yet.

Cash movement history: No records to display.

Confirm cash movement

GV_TYP: Geldtransit Gross amount: 150,00 EUR Net amount: 150,00 EUR VAT amount: 0,00 EUR VAT: 0%

DONE CANCEL

Confirm cash movement window: Geldtransit, 150.00 EUR, 0% VAT

8. The fields are cleared, the **Cash balance** changes (in the example from 181.23 EUR to 331.23 EUR) and the booking appears in the **Cash movement history**. Check this – the page shows no success message.

Note: For Geldtransit, Privateinlage and Privatentnahme, **0% Nicht steuerbar** is usually right. For an **Auszahlung** for a purchase, use the VAT rate of the purchase receipt. If in doubt, ask your tax adviser.

Caution: A cash movement is signed by the TSE and cannot be deleted. If you made a mistake, book a counter-movement (for example **Geldtransit** Inflow against a wrong **Geldtransit** Outflow) and write the reason in the description.

Note: There is no separate "opening balance" action on this page. Book the change at the start of a shift as **Geldtransit** (Inflow) from the safe.

Note: Vectis prints no receipt for normal cash movements. Receipts exist only for tip payouts.

View the cash movement history

Goal: Check which cash movements were booked in a period.

Who can do this: Admin, Manager.

1. Open **Menu > Compliance & Reports > Cash Movements**.
2. At the top right, choose the period: **Today**, **Yesterday**, **This week**, **Last week**, **This month**, or your own dates in the two date fields. The clear button resets the dates; the arrow button reloads.
3. At the bottom, **Cash movement history** shows for each booking the GV_TYP, amount, **Net amount**, **VAT amount**, rate, **Description / receipt text** and, on the right, the date. To see the fiscal ID, scroll the table to the right.

GV_TYP	Amount	Net amount	VAT amount	VAT	Description / receipt text	Date (Europe/Berlin)
TrinkgeldAN (Cash)	-3,00 EUR	-3,00 EUR	0,00 EUR	0%	Team, Oktober	13.10.2026 02:21:05
Geldtransit	150,00 EUR	150,00 EUR	0,00 EUR	0%	Wechselgeld aus Tresor	13.10.2026 02:19:43

Cash movement history (outlined in red) with the booking Geldtransit 150.00 EUR "Wechselgeld aus Tresor"

Pay out tips

Goal: Pay card tips out to an employee and document it.

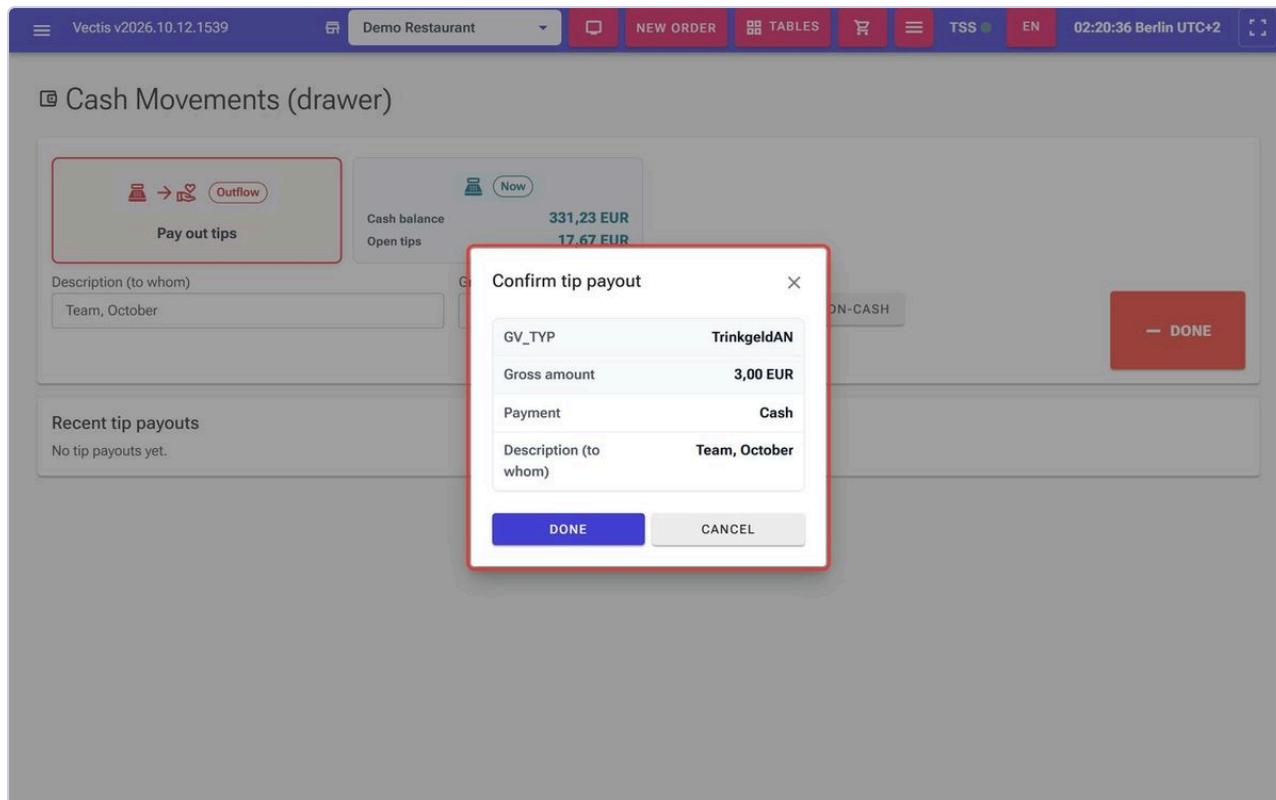
Who can do this: Admin, Manager, Cashier.

Guests often tip by card. This money belongs to the staff and is not revenue. Vectis collects it as **Open tips** until you pay it out.

1. Open **Menu > Compliance & Reports > Cash Movements**. For a cashier, the **Pay out tips** tile is already selected.

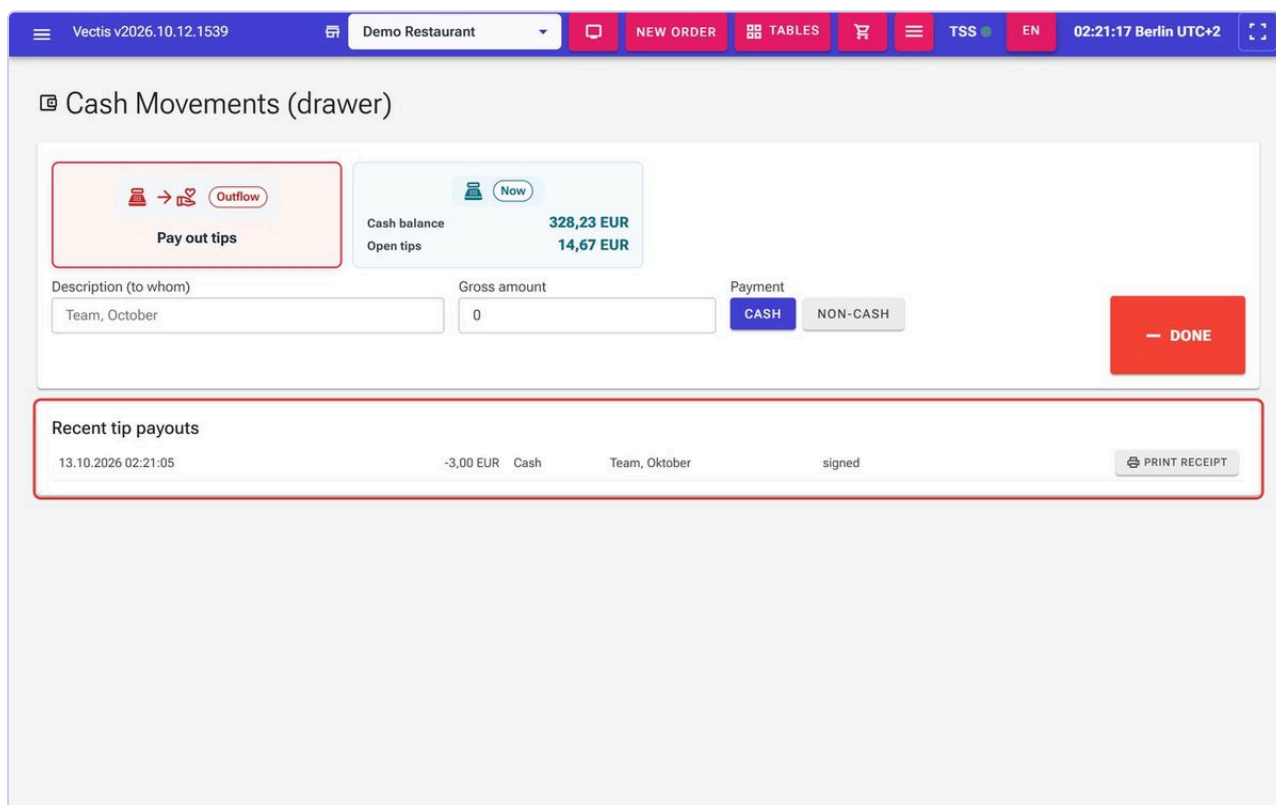
Cashier view: only the Pay out tips tile and the Now tile

2. (Admin or manager) tap **Pay out tips**.
3. In **Description (to whom)**, write who gets the money, for example "Team, October". Only letters, digits and punctuation are allowed.
4. Enter the **Gross amount**. It must not be higher than the **Open tips**.
5. Choose the **Payment** (**Cash** is preselected):
 - **Cash** – you pay the money out of the drawer; the **Cash balance** goes down.
 - **Non-cash** – the money goes by bank transfer or payroll; the **Cash balance** stays the same.
6. Tap **Done**. In the window **Confirm tip payout**, check the values and tap **Done** again.



Confirm tip payout window: TrinkgeldAN, 3.00 EUR, cash, "Team, October"

7. A green message appears at the top, for example "Tip payout 3.00 EUR (cash) is booked – hand out the cash and have the employee sign the receipt." The receipt prints automatically; below it, "Receipt sent to the printer." appears in blue. The **Cash balance** and **Open tips** go down by the amount (in the example to 328.23 EUR and 14.67 EUR).
8. Hand out the money and have the employee sign the receipt. Keep the receipt.



New row under Recent tip payouts (–3,00 EUR, Cash, signed, Print receipt)

Note: Recent tip payouts lists the latest payouts with the state **signed**, **signature pending** or **TSE outage**. **Print receipt** prints a receipt again.

Note: signature pending means the payout is booked but not yet signed by the TSE. Tap **Complete signature** – nothing is booked twice. The receipt prints afterwards.

Caution: If you see "Outcome unknown ... Do not pay out anything yet", do not hand out any money yet. Tap **Done** again until the booking is confirmed. Vectis does not book twice.

Note: Messages that stop a payout: **Amount exceeds the open tips**, **Not enough cash in the drawer**. (only with **Cash**) and "Open tips are negative ..." – then no payout is possible until new card tips come in.

Reverse a tip payout

Goal: Undo a wrong tip payout.

Who can do this: Admin, Manager with the storno right.

1. Open **Menu > Compliance & Reports > Cash Movements**.
2. Find the payout in the **Cash movement history**.
3. Tap **Storno** in its row and confirm the question.
4. Vectis prints a storno receipt. The amount goes back to the **Open tips**, and for **Cash** also to the **Cash balance**. The row then shows **reversed**.

Open the cash drawer

Vectis has no "open drawer" button of its own. Ask your Vectis service partner how the cash drawer opens at your till.

Paying with a cash recycler

Some restaurants have a cash recycler: a machine into which the guest inserts notes and coins and which gives the change by itself. In Vectis this payment type is called **VNE**.

Cash recyclers in the device list

Goal: See which machines are set up, and switch a machine on or off.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu > Devices > Cash Recyclers**.
2. At the bottom of the page, the list shows each machine with name, vendor, model and the status **Active** or **Inactive**.
3. Use the switch in the status column to switch a machine off, for example when it is faulty, and on again later.

Note: Adding a machine (the form at the top of the page) and changing its connection data is done by your Vectis service partner. Do not change anything there yourself.

Take cash through the cash recycler

Goal: Let the guest pay an order at the machine.

Who can do this: Everyone who takes payments (Admin, Manager, Cashier, Waiter). **Detach Session** only Admin.

1. Open the payment page **Pay Order** for the order.
2. In the **Cash Recycler** card, check in **Select Terminal** that the right machine is selected.

Payment page: Cash Recycler card with Select Terminal (outlined in red) and the Cash, Card and VNE buttons below

3. Under **Add Payment**, tap **VNE**.
4. The window **Bill Acceptor Active** opens. It shows **Requested** (the amount to pay), **Inserted** and **Returned** (change).
5. The guest puts the money into the machine. At the bottom it says "Waiting for cash insertion...".
6. Once enough money is inserted, the machine pays out the change and the payment is taken over.
7. Tap **Complete Payment**.

Buttons in the window:

- **Cancel Payment** – the machine returns the inserted money.
- **Accept Current** – the money inserted so far is taken as payment.
- **Detach Session** – Admin only; releases a stuck connection to the machine.

Note: If the machine reports a problem, it is shown in the window, for example **Insufficient Change**, **Recycler Attention Needed** or **Return Incomplete**. Then **Retry Return** or **Accept Partial** appear, plus **Orders** and **New Order** so you can carry on. With **Insufficient Change**, keep the order open until the machine is refilled; the same payment then continues.

Note: Pending means the machine is still finishing the payment or the return. Wait – the screen updates by itself.

Note: Cash and card cannot be mixed on one order. Once cash has been accepted, **Card** is blocked – and the other way round.

Frequently asked questions

Q: How do I book the change at the start of a shift? As **Geldtransit** (Inflow) with **0% Nicht steuerbar**, description for example "Change from safe".

Q: Why does the cashier only see the "Pay out tips" tile? Other cash movements and the history are reserved for Admin and Manager. The cashier only pays out tips.

Q: I booked a cash movement by mistake. Can I delete it? No. Book a counter-movement with the same amount and write the reason in the description.

Q: Why does the cashier's X report show no cash balance, while the Cash Movements page shows one? On the X report the cashier only sees **Cash taken today**. The current **Cash balance** is shown to the cashier only in the **Now** tile on **Cash Movements**.

Q: What are "Open tips"? Card tips from guests minus tips already paid out. It is not cash in the drawer.

Q: Can I pay out more tips than are open? No. The till refuses it.

Q: What is the difference between "Cash" and "Non-cash" for tips? **Cash** takes the money from the drawer. **Non-cash** only books the payout (for example via payroll); the drawer stays the same.

Q: The tip receipt did not print. The booking is still valid. Tap **Print receipt** under **Recent tip payouts**.

Q: How do I open the drawer without a sale? Vectis has no button for that.

Q: The cash recycler stopped responding. Tap **Cancel Payment**. If that does not help, an admin can use **Detach Session**. Then inform your Vectis service partner.

Q: Where do I see all tip payouts of a month? In the **Tip report**, see chapter [11 Closing and reports](#).

11 Closing and reports

At the end of every business day you close the till with a Z closing. Before that you can check at any time with the X report what has been sold since the last closing. This chapter explains the X report, the Z closing (by hand and automatic), the Z daily and Z monthly reports, and the tip report.

Why a Z closing is needed

Under the German Cash Register Security Regulation (KassenSichV) and the DSFinV-K, a till must end every business day with a cash closing. The Z closing sums up all signed receipts since the last closing and gets a running Z number. Only closed days can later be exported for the tax office (see chapter [12 Exports and authorities](#)).

Caution: A Z closing cannot be undone or deleted. If a business day has no Z closing, that day is also missing from the DSFinV-K export. So close every day – by hand or automatically.

	X report	Z closing
What	interim figures since the last Z	closing of the business day
Changes anything?	No, display only	Yes, creates a Z closing with a Z number
How often	as often as you like	once per business day

View the X report

Goal: Check sales since the last Z closing without closing anything.

Who can do this: Admin, Manager, Cashier.

1. Open **Menu > Compliance & Reports > X report**.
2. The active **binding** is already selected at the top left. On the left you see all receipts since the last Z with **#**, **GV_TYP**, **To date**, **Gross turnover**, **Discount**, **Total amount** and **User name**; more columns (**Cash**, **Card**, **Other**, Storno) appear when you scroll the table to the right.

X report for a manager: button bar (outlined in red), receipt list on the left, preview on the right

Preview of the X report (outlined in red)

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- **Sales / returns detail** – sales and stornos separately,
- **Cash split** and **Card split** – payments split into sales and returns,
- **Show tips** – card tips and tip payouts,
- Admin and Manager only: **Cash balance on/Cash balance off** and the cash movement button (**Movements off** > **Movement balance** > **Movements +/-** > **Details +/-**; each tap moves on).

5. The circular-arrow icon (**Refresh**) loads new receipts.

6. Tap **Print** to print the X report on the printer with the **Z reports** role.

Note: A cashier sees no **Cash balance** and no cash movements (for example the change put into the drawer) on the X report. Instead, the cashier sees **Cash taken today** – the cash guests paid during this shift.

#	GV_TYP	To date	Gross turnover	Disc...	Total amount	User name
17	Umsatz	13.10.2026 02:10	9,90		9,90	Kurt Kellner
16	Rabatt / Aufschlag / ...	13.10.2026 02:09	32,60	3,26	29,34	Kurt Kellner
15	Umsatz	13.10.2026 01:59	-3,00		-3,00	Erika Musterfrau
14	Umsatz	13.10.2026 01:52	35,10		35,10	Karl Kassierer
13	Umsatz	13.10.2026 01:52	22,80		22,80	Karl Kassierer
12	Umsatz / Rabatt	13.10.2026 01:50	31,10	3,11	27,99	Karl Kassierer
11	Umsatz	13.10.2026 01:48	38,40		38,40	Karl Kassierer
10	Umsatz / Aufschlag	13.10.2026 01:47	31,70		31,70	Karl Kassierer
9	Umsatz	13.10.2026 01:15	10,40		10,40	Max Mustermann
8	Umsatz	12.10.2026 15:21	9,90		9,90	-
7	Umsatz / Rabatt	12.10.2026 15:20	41,40	3,11	38,29	-
6	Umsatz	12.10.2026 00:39	12,00		12,00	-
5	Umsatz / Rabatt	12.10.2026 00:38	18,40	1,84	16,56	-
4	Umsatz	12.10.2026 00:29	14,40		14,40	-
3	Umsatz / Rabatt	12.10.2026 00:26	41,40	3,11	38,29	-
2	Umsatz	12.10.2026 00:21	24,80		24,80	-

Page 1 of 2 (17 items)

Summary:

- Total VAT: 16,94
- Cash returns: -3,00
- Net sum: -2,52
- Gross 7%: 0,00
- VAT 7%: 0,00
- Gross 19%: -3,00
- VAT 19%: -0,48
- Total VAT: -0,48
- Card turnover sales: 189,04
- Net sum: 173,04
- Gross 7%: 151,12
- VAT 7%: 9,94
- Gross 19%: 37,92
- VAT 19%: 6,06
- Total VAT: 16,00
- Card turnover returns: 0,00
- Net sum: 0,00
- Gross 7%: 0,00
- VAT 7%: 0,00
- Gross 19%: 0,00
- VAT 19%: 0,00
- Total VAT: 0,00
- Cash taken today: 181,23**

* all amounts in EUR *

X report for a cashier: no movement or cash balance buttons; Cash taken today at the bottom of the report (outlined in red)

Note: The browser remembers the button settings. A cashier never sees the cash balance or cash movements, even if a manager switched them on earlier on the same device.

Run the daily closing (Z) by hand

Goal: Close the business day for fiscal purposes.

Who can do this: Admin, Manager, Cashier.

1. Take payment for all orders that should be closed today. Open tables may stay open (see next section).
2. Open **Menu > Compliance & Reports > X report**.
3. Check the figures. Count the drawer and compare (Admin/Manager: **Cash balance**).
4. Tap **Print** if you need the report on paper. See the note below.
5. Tap the green **Close** button in the button bar.

X report: the green Close button is at the right end of the button bar

Vectis v2026.10.12.1539

Demo Restaurant

NEW ORDER

TABLES

TSS

EN

07:58:39 Berlin UTC+2

FiskalyApi: 0000000...

SALES / RETURNS DETAIL

CASH SPLIT

CARD SPLIT

MOVEMENTS OFF

CASH BALANCE ON

SHOW TIPS

CLOSE

PRINT

#	GV_TYP	To date	Gross turnover	Disc...	Total amount	User name
No records to display.						

X report

Demo Restaurant Mitte

Tax number: 12/345/67890

Cash register: SN00000000000000000000000000000001

Cash register ID: 00000000-0000-4000-8000-000000000005

Next Z number: 2

FROM date: 13.10.2026 02:26

TO date: 13.10.2026 07:58

TURNOVER INCL. RETURNS & STORNO

GROSS TURNOVER: 0,00

Net sum: 0,00

Gross 7%: 0,00

VAT 7%: 0,00

Gross 19%: 0,00

VAT 19%: 0,00

Total VAT: 0,00

SALES EXCL. RETURNS & STORNO

GROSS TURNOVER: 0,00

Net sum: 0,00

Gross 7%: 0,00

VAT 7%: 0,00

Gross 19%: 0,00

VAT 19%: 0,00

Total VAT: 0,00

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Caution: Close does not ask again. The Z closing is created at once and cannot be undone.

Note: The page shows no success message after closing; it only reloads. If **Next Z number** stays the same, the closing failed: reload the page and check under **Z Daily Reports** or **DSFinV-K export** whether the closing is in the list.

Note: The Z report is not printed automatically when you close. Admins and managers print it afterwards under **Z Daily Reports**. A cashier has no access to the Z daily report – so as a cashier, print the X report **before** you close; it has the same figures.

What happens to open tables?

A Z closing contains only paid, signed receipts. Open orders do not block the closing and stay open:

- If an open table is paid after the Z, its receipt is on the new X report and in the next Z closing.
- Cashiers and waiters see the current business day in **Orders**: everything since the last Z closing plus open tables carried over the closing.
- Open orders created at most 24 hours before the Z are carried over. Cashiers and waiters no longer see older open orders; admins and managers find them with the date filter in **Orders**.

Note: Without any Z closing, the business day for cashiers and waiters starts at midnight.

Set up the automatic Z closing

Goal: Let the till close itself every day at the same time.

Who can do this: Admin, Manager (the menu item is shown only to Admin and Manager).

1. Open **Menu › Operations › Z Closing Automation**.
2. Switch on **Enable daily Z closing**.
3. Under **Time (local)**, choose the time, for example 23:59. Next to it you see the till's time zone.
4. Tap **Save**.
5. Under **Status** you see **Next scheduled** (local time and UTC), **Last closing**, **Last Z number** and the **Active binding (Client ID)**. **Reload** brings back the saved values.

Z closing automation page: Schedule section (outlined in red), still switched off, time 23:59

Note: You see the latest Z closing in **Z Daily Reports**.

Note: The business date of an automatic closing is the calendar day of the set time. With 03:00, the closing gets the date of the new day.

Note: If the till PC was off at the set time, Vectis catches up the missing closings as soon as the till runs again – one Z closing for each missed day.

Note: The automatic closing prints nothing either. Print the Z report under **Z Daily Reports** when you need it.

Note: You can still close by hand at any time. If the manual closing is before the set time, the automation creates another closing at the set time for the receipts after it.

View and print the Z daily report

Goal: Check and print an earlier Z closing.

Who can do this: Admin, Manager.

1. Open **Menu > Compliance & Reports > Z Daily Reports**.
2. At the top, choose the binding (or **All cash register bindings**) and the month (for example **10.2026**).
3. The list shows each Z closing with **Z number**, **From date**, **To date**, **Gross turnover** and **Cash balance**. In the example: Z number 1, gross turnover 370.27 EUR, cash balance 328.23 EUR.
4. Tap a row. Below it **Receipts in Z closing** appears (with an icon for the payment type, user name, GV_TYP, date, total and storno yes/no), and on the right the **Z report**.

Vectis v2026.10.12.1539

Demo Restaurant

NEW ORDER

TABLES

TSS

EN

07:58:53 Berlin UTC+2

All cash register bind...

10.2026

SALES / RETURNS DETAIL

CASH SPLIT

CARD SPLIT

MOVEMENTS OFF

CASH BALANCE ON

SHOW TIPS

PRINT

☐	Z number	From date	To date	Gross turnover	Cash balance
☒	1	13.10.2026 01:15	13.10.2026 02:26	370,27 EUR	328,23 EUR

Receipts in Z closing

#	Payme...	User name	GV_TYP	To date	Total amount	Sorno
1		-	Umsatz	12.10.2026 00:14	13,40	NO
2		-	Umsatz	12.10.2026 00:21	24,80	NO
3		-	Umsatz / Rabatt	12.10.2026 00:26	38,29	NO
4		-	Umsatz	12.10.2026 00:29	14,40	NO
5		-	Umsatz / Rabatt	12.10.2026 00:38	16,56	NO
6		-	Umsatz	12.10.2026 00:39	12,00	NO
7		-	Umsatz / Rabatt	12.10.2026 15:20	38,29	NO
8		-	Umsatz	12.10.2026 15:21	9,90	NO
9		Max Mustermann	Umsatz	13.10.2026 01:15	10,40	NO
10		Karl Kassierer	Umsatz / Aufschlag	13.10.2026 01:47	31,70	NO
11		Karl Kassierer	Umsatz	13.10.2026 01:48	38,40	NO
12		Karl Kassierer	Umsatz / Rabatt	13.10.2026 01:50	27,99	NO

Page 1 of 2 (18 items)

1 2

Z report

Demo Restaurant Mitte

Tax number: 12/345/67890

Cash register: SN00000000000000000000000000000001

Cash register: 00000000-0000-4000-8000-000000000005

ID:

Z number: 1

FROM date: 12.10.2026 00:14

TO date: 13.10.2026 02:26

TURNOVER INCL. RETURNS & STORNO

GROSS TURNOVER: 370,27

Net sum: 337,81

Gross 7%: 283,74

VAT 7%: 18,64

Gross 19%: 86,53

VAT 19%: 13,82

Total VAT: 32,46

SALES EXCL. RETURNS & STORNO

GROSS TURNOVER: 373,27

Net sum: 340,33

Gross 7%: 283,74

VAT 7%: 18,64

Gross 19%: 89,53

VAT 19%: 14,30

Total VAT: 32,94

Z daily report: selected Z closing 1 (outlined in red), its receipts below, the Z report on the right

5. Tap **Print**.

Note: To print several Z reports at once, tick each closing you want in the first column (the box in the column header selects all) and tap **Print**.

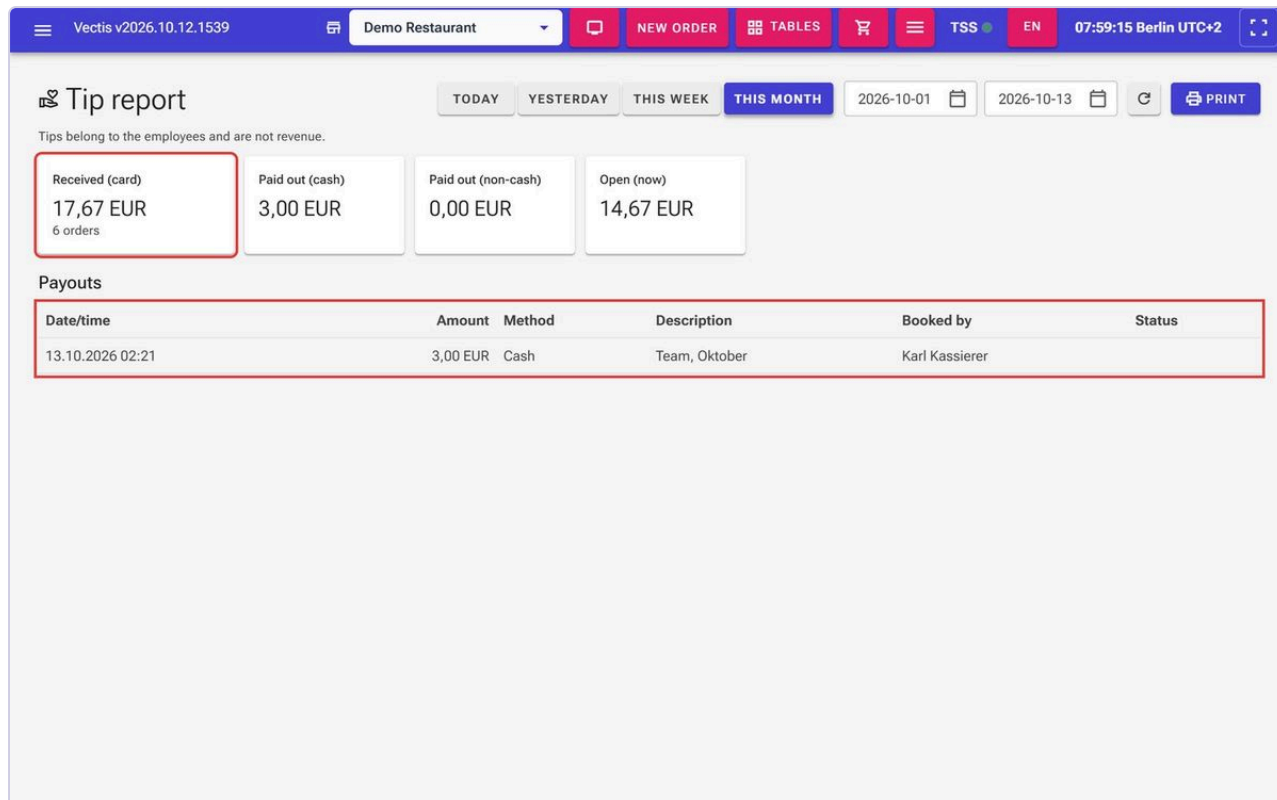
Note: The same buttons as on the X report are available (**Sales / returns detail**, **Cash split**, **Card split**, **Cash balance on/off**, cash movements, **Show tips**).

View and print the Z monthly report

Goal: See the totals of a whole month.

Who can do this: Admin, Manager.

1. Open **Menu > Compliance & Reports > Z Monthly Report**.
2. Choose the binding and the month.
3. The list shows all Z closings of the month with **Z number**, **From date**, **Gross turnover**, **Cash balance**, storno and discount totals. The **Monthly report** is on the right.



Tip report for This month: four tiles and the payout "Team, Oktober"

5. Tap **Print** at the top right to print the report.

Note: Tips belong to the employees and are not revenue. That is why they are not in the sales figures of the X or Z report, but only here and – with **Show tips** – as a separate block on the X/Z report.

Frequently asked questions

Q: What is the difference between the X report and the Z closing? The X report only shows interim figures. The Z closing closes the business day for good.

Q: Can I undo a Z closing? No. A Z closing is final.

Q: Do I need a Z closing every day? Yes, on every business day. The easiest way is the **Z Closing Automation**.

Q: May I close while tables are still open? Yes. Open orders stay open and land in the next closing once paid.

Q: I tapped "Close" twice by mistake. Then there are two Z closings; the second contains only the receipts in between (often none). This is allowed, but it cannot be deleted.

Q: Why does the cashier not see the cash balance? That is intended: on the X report a cashier only sees **Cash taken today**, not the money in the drawer.

Q: Is the Z report printed automatically? No – neither when closing by hand nor with the automation. Print it under **Z Daily Reports**.

Q: The PC was off overnight. Is a closing missing now? Not if the automation is on: Vectis catches up missed closings as soon as the till runs again.

Q: Which printer prints the X and Z reports? Every printer that has the **Z reports** role switched on in **Receipt Options**.

12 Exports and authorities

During a cash register inspection (Kassen-Nachschau) or a tax audit, the tax office can ask for your till data. Vectis offers two exports for this: the DSFinV-K export (the till data of closed days) and the TSE export (the signature data of the security device). In addition, the **Till registration (ELSTER)** page collects everything you have to report about your till to the tax office via ELSTER.

What	Menu	Who can do this
DSFinV-K export	Menu > Compliance & Reports > DSFinV-K export	Admin, Manager, Cashier
TSE export	Menu > Compliance & Reports > TSE export	Admin only
Till registration	Menu > Compliance & Reports > Till registration (ELSTER)	Admin, Manager

Caution: Vectis sends no data to the tax office and nothing to ELSTER. You download every export as a file and hand it over yourself. You (or your tax adviser) file the till registration yourself in Mein ELSTER.

Download the DSFinV-K export for a period

Goal: Save the till data of several days as a ZIP file for the tax office or your tax adviser.

Who can do this: Admin, Manager, Cashier.

1. Open **Menu > Compliance & Reports > DSFinV-K export**.
2. Choose **From (business date)** and **To (business date)**. The current month up to today is preset (in the picture 2026-10-01 to 2026-10-13).
3. Tap **Export period**. A reminder below says that only closed days (Z closing) are exported.

DSFinV-K export page with the period and the Export period button (outlined in red)

4. The browser saves a ZIP file, usually in the "Downloads" folder.

5. Hand the ZIP file over unchanged to the tax office or your tax adviser, for example on a USB stick.

Caution: Only closed days (Z closing) are exported. A day without a Z closing is missing from the export. So close every day (see chapter [11 Closing and reports](#)).

Note: If the period has no closed day or the date is wrong, a red box **Download failed:** shows the reason.

Export single Z closings

Goal: Download only specific Z closings as a ZIP file.

Who can do this: Admin, Manager, Cashier.

1. Open **Menu > Compliance & Reports > DSFinV-K export**.
2. If needed, choose a binding above the list (default: **All bindings**).
3. The list shows each Z closing with **Z#**, **Binding**, **Business Date**, number of receipts (**Tx**), **Gross Total**, start, end, **First BON_ID** and **Last BON_ID**. Admins and managers also see **Opening Cash** and **Closing Cash**.
4. Tick the box in the first column for each Z closing you want. Only then can you tap **Download DSFinV-K ZIP**. Column headers are often shortened; scroll the table to the right for more columns.
5. Tap **Download DSFinV-K ZIP**.

Z	Binding	Business...	Tx	Gross T...	Start (Europe/B...	End (Europe/Be...	First ...	Last ...	
☒	1	FiskalyApi: 00000000-0000...	10/13/2026	11	202.63 EUR	2026-10-13 01:15	2026-10-13 02:26	1	11

Z closing 1 ticked, Download DSFinV-K ZIP button (outlined in red)

Note: Refresh next to the button reloads the list, for example right after a Z closing.

Note: For longer periods (for example a whole year), use **Export period**.

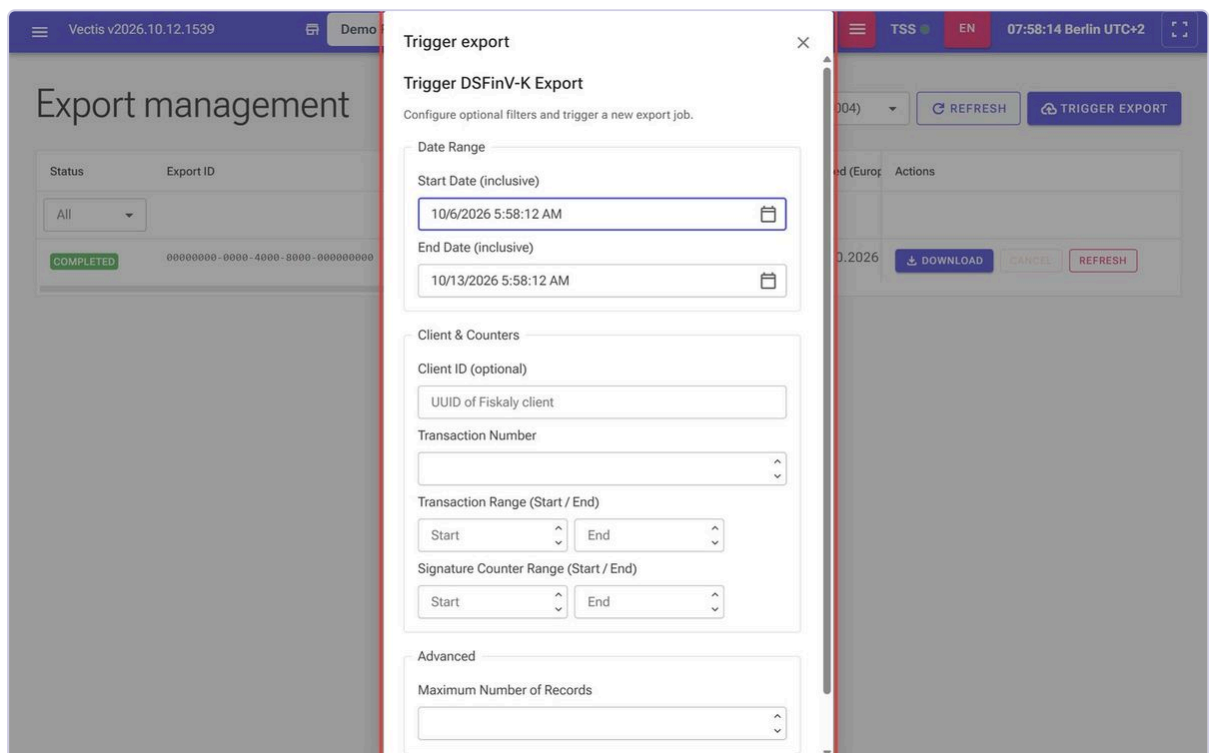
Request and download the TSE export

Goal: Download the TSE signature data (TAR file) for the tax office.

Who can do this: Admin.

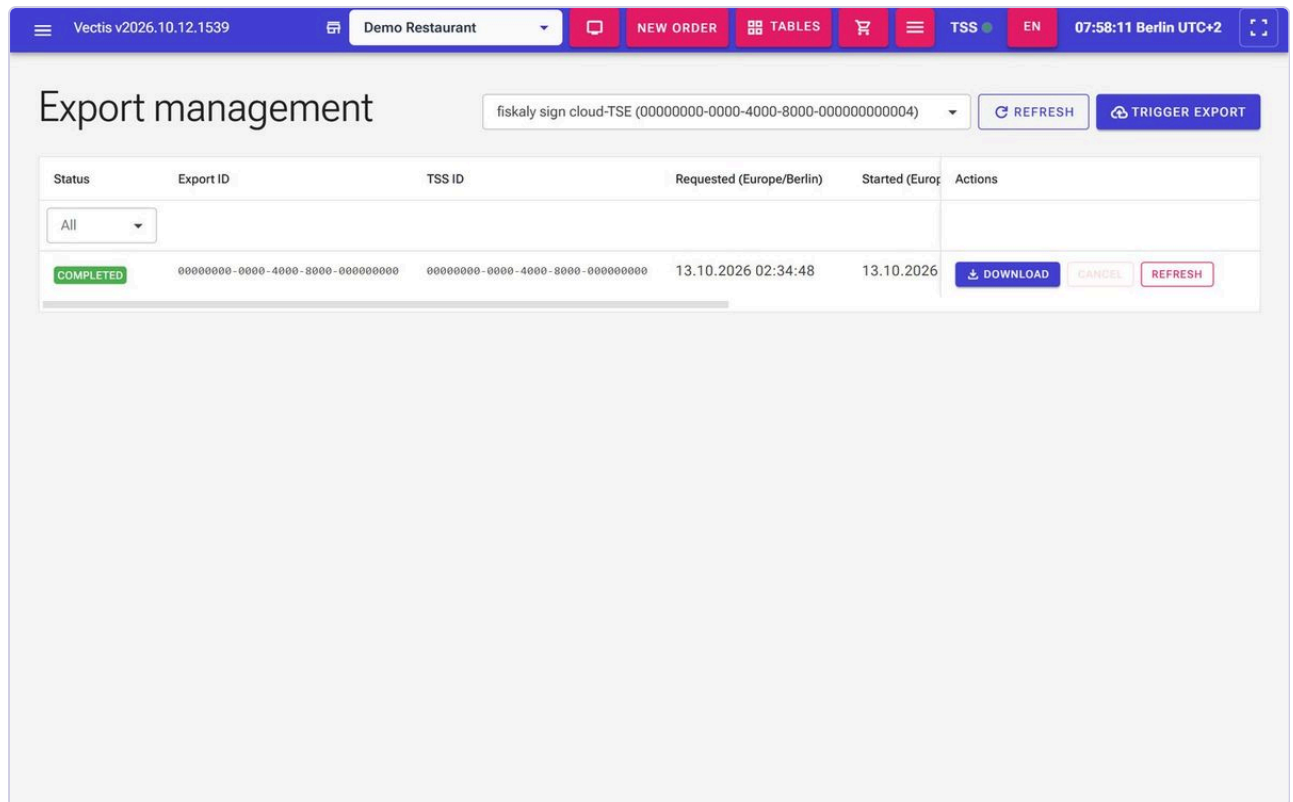
The TSE stores every signature. This data is kept by the TSE provider. A TSE export is created there and can take some time.

1. Open **Menu > Compliance & Reports > TSE export**. The page is called **Export management**.
2. In **Filter by TSS** at the top, choose your TSE, for example "fiskaly sign cloud-TSE (...)". With **All TSS**, **Trigger export** is disabled ("Select a TSS before triggering export.").
3. Tap **Trigger export** at the top right.
4. The **Trigger export** window opens. All fields are optional:
 - **Date Range:** **Start Date (inclusive)** and **End Date (inclusive)** – preset to the last seven days up to now,
 - **Client & Counters:** **Client ID (optional)**, **Transaction Number**, **Transaction Range (Start / End)** and **Signature Counter Range (Start / End)** – only if the tax office explicitly asks for it,
 - **Advanced:** **Maximum Number of Records**.



Trigger export window with Date Range, Client & Counters and Advanced

5. Tap **Trigger Export** at the bottom of the window. The message "Export triggered: Export ... is PENDING." appears, and the export appears in the list with the status **PENDING** or **WORKING**.
6. Wait until the status shows **COMPLETED**. **Refresh** in the row asks for the latest state.
7. In the **Actions** column, tap **Download**. The browser saves a TAR file.



Export management: export with status COMPLETED and the Download, Cancel (disabled) and Refresh buttons

Note: The **All** field in the **Status** column filters the list by status.

Note: The **Expires** column shows until when the finished export can be downloaded. Download it before then; afterwards, request a new one.

Note: A running export (**PENDING, WORKING**) can be stopped with **Cancel**. **ERROR** means the export failed – start it again or contact your Vectis service partner.

Note: Despite the heading "Trigger DSFinV-K Export" inside it, this window creates the TSE export. The DSFinV-K export of the till data is on the **DSFinV-K export** page.

Prepare the till registration (ELSTER)

Goal: Collect all data for notifying the tax office of your till under § 146a (4) AO.

Who can do this: Admin, Manager.

Since 2025, businesses in Germany must report their electronic tills to the tax office. You file this notice in Mein ELSTER. Vectis prefills the **Till registration** page with the data from the till, so you only have to copy the values.

1. Open **Menu > Compliance & Reports > Till registration (ELSTER)**. The home page also has a **Kassenmeldung (ELSTER)** button for it. The page is called **Till registration under § 146a (4) AO (ELSTER "Kassenmeldung")**; at the top are **Reload** and **Print / PDF**.
2. Below it says: "Vectis sends nothing to ELSTER – copy the values into Mein ELSTER with "Copy"."
3. Below, a box shows the state:
 - **Ready to submit** – all data is there,
 - **Missing:** – a list of missing data,
 - **Please check:** – values that Vectis suggested and that you should confirm (in the picture, for example, the name and address of the business location and the commissioning dates of the till and the TSE).

Vectis v2026.10.12.1539 Demo Restaurant NEW ORDER TABLES TSS EN 07:59:53 Berlin UTC+2

Till registration under § 146a (4) AO (ELSTER "Kassenmeldung")

RELOAD PRINT / PDF

Vectis sends nothing to ELSTER – copy the values into Mein ELSTER with "Copy".

Please check:

- Bezeichnung Betriebsstätte, Straße, Hausnummer, Anschriftenzusatz, Postleitzahl, Ort (Demo Restaurant Mitte)
- Inbetriebnahme des eAs, Inbetriebnahme / Aktivierung der TSE (Kasse 1)

1 – Angaben zum Steuerpflichtigen (taxpayer / company) [EDIT]

Name / Firma des Steuerpflichtigen taxpayer name / company	Demo Restaurant GmbH	[COPY]
Steuernummer tax number	12/345/67890	[COPY]
Straße, Hausnummer street, house number	Musterstraße 1	[COPY]
Postleitzahl postal code	12345	[COPY]
Ort city	Musterstadt	[COPY]

2 – Betriebsstätte (business location): Demo Restaurant Mitte [EDIT]

please check: name and address are prefilled from the legal entity – confirm or correct them with "Edit".

Bezeichnung Betriebsstätte location name	Demo Restaurant GmbH please check ⓘ	[COPY]
Anzahl der zugeordneten elektronischen Aufzeichnungssysteme (eAs) number of recording systems	1 ⓘ	[COPY]

Till registration page: note "Vectis sends nothing to ELSTER" and the Please check box (outlined in red)

4. The page follows the ELSTER form:

- **1 – Angaben zum Steuerpflichtigen (taxpayer / company),**
- **2 – Betriebsstätte (business location): ...,**
- **Angaben zum elektronischen Aufzeichnungssystem (eAs, recording system): ...** (your till),
- **Angaben zur technischen Sicherheitseinrichtung (TSE).**

5. Each row shows the German field name as in ELSTER, an English translation and the value. Instead of a value it may say **missing**, **leave empty** or **please check**. The **Note** icon (i) explains where a value comes from. If data was prefilled from the company, a red line above the section says so, for example "please check: name and address are prefilled from the legal entity – confirm or correct them with "Edit".

Note: Name, address and tax number come from **Menu > POS Setup > Legal Entity Setup**, the till data from the cash point settings. If the till record is missing entirely, the page shows **Till (cash point record): missing** – then contact your Vectis service partner.

Add missing data with "Edit"

Goal: Enter data that Vectis cannot know (for example the acquisition date).

Who can do this: Admin, Manager.

1. In the section concerned, tap **Edit**.
2. Fill in the fields:
 - taxpayer: tick "The taxpayer is a natural person ...", then **Date of birth** and **Tax identification number**,
 - business location: name, street, house number, postal code, city and – only when the location is given up – the closing date,
 - till (eAs): **Acquired on** (date of the invoice or delivery note), **Put into operation on**, if needed **not in operation yet**, **Taken out of service on** with **Reason** and **Remarks**,

- TSE: **Commissioning / activation of the TSE.**

Section 1 (taxpayer) after Edit: "natural person" tick box, Save and Cancel

3. If Vectis suggests a date, you can enter it with **Use suggestion**. It only counts after saving.
4. Tap **Save**. **Saved** appears next to the button. **Cancel** discards your input.

Note: Dates in the future are rejected, as is a commissioning date before the acquisition. The error message appears right in the form.

Copy the values into ELSTER

Goal: Fill in the notice in Mein ELSTER.

Who can do this: Owner or tax adviser (in ELSTER); Admin and Manager see the values on the page.

1. In a second browser window, open Mein ELSTER and the form for the notice under § 146a (4) AO.
2. In Vectis, tap **Copy** in the row of the field. The button briefly shows **Copied**, and "Copied to the clipboard" appears in green below the value.

Vectis v2026.10.12.1539 Demo Restaurant NEW ORDER TABLES TSS EN 08:00:08 Berlin UTC+2

Till registration under § 146a (4) AO (ELSTER "Kassenmeldung")

RELOAD PRINT / PDF

Vectis sends nothing to ELSTER – copy the values into Mein ELSTER with "Copy".

Please check:

- Bezeichnung Betriebsstätte, Straße, Hausnummer, Anschriftenzusatz, Postleitzahl, Ort (Demo Restaurant Mitte)
- Inbetriebnahme des eAs, Inbetriebnahme / Aktivierung der TSE (Kasse 1)

1 – Angaben zum Steuerpflichtigen (taxpayer / company) EDIT

Name / Firma des Steuerpflichtigen taxpayer name / company	Demo Restaurant GmbH Copied to the clipboard	COPIED
Steuernummer tax number	12/345/67890	COPY
Straße, Hausnummer street, house number	Musterstraße 1	COPY
Postleitzahl postal code	12345	COPY
Ort city	Musterstadt	COPY

2 – Betriebsstätte (business location): Demo Restaurant Mitte EDIT

please check: name and address are prefilled from the legal entity – confirm or correct them with "Edit".

Bezeichnung Betriebsstätte location name	Demo Restaurant GmbH please check ⓘ	COPY
Anzahl der zugeordneten elektronischen Aufzeichnungssysteme (eAs) number of recording systems	1 ⓘ	COPY

Row taxpayer name / company after Copy (outlined in red)

3. Paste the value into the field with the same name in ELSTER (Ctrl+V).
4. Repeat for all fields. Do not fill in fields marked **leave empty** in ELSTER.
5. Submit the notice in ELSTER.

Note: If copying does not work, you see "Could not copy – please select the value and press Ctrl+C."

Print the till registration or save it as PDF

Goal: Keep the data on paper or as a PDF, for example for your tax adviser.

Who can do this: Admin, Manager.

1. Tap **Print / PDF** at the top.
2. The browser's print dialog opens. Choose your printer or **Save as PDF**.
3. The printout shows "As of:" with date and time at the top.

Note: This printout goes through the browser, not through the receipt printer.

Caution: If the till is finally taken out of service or moves to another business location, enter the out-of-service date and report it in ELSTER (according to the hint on the page, within one month). Ask your tax adviser for the exact deadlines.

Frequently asked questions

Q: Does Vectis send my data to the tax office automatically? No. Vectis sends nothing to the tax office and nothing to ELSTER.

Q: What do I hand over during a cash register inspection? Usually the DSFinV-K export (ZIP) for the requested period and, if asked, the TSE export (TAR). Ask the inspector what is needed.

Q: Why is a day missing from the DSFinV-K export? That day has no Z closing. Only closed days are exported.

Q: May a cashier download the DSFinV-K export? Yes, but the cashier does not see the opening and closing cash.

Q: Why don't I see the TSE export menu item? The TSE export is for Admin only.

Q: The TSE export has been on WORKING for minutes. That is normal; the export is created by the TSE provider. Tap **Refresh** later.

Q: My finished TSE export can no longer be downloaded. It has expired (column **Expires**). Trigger a new export.

Q: What does "Ready to submit" mean on the till registration? All data is present. You can now copy the values into ELSTER and submit the notice.

Q: Where do I find the till's acquisition date? On the invoice or delivery note; for rent or leasing, the start of the provision counts.

Q: Do I have to report the TSE as well? Yes, the TSE data is part of the notice. Vectis prefills it in the TSE section.

13 Vectis Manager (Windows app)

Vectis Manager is a small Windows program on the till PC. It shows whether the till service and the update service are running, and it installs new versions. In daily work you rarely need it: the till starts by itself and updates at night. Open the Manager when the till cannot be reached, when you want to install an update right away, or when your Vectis service partner asks you for log files.

Note: Vectis Manager is available in **English only**. The labels in this chapter are quoted exactly as the program shows them, e.g. **Open POS** or **Export Logs**.

Open Vectis Manager

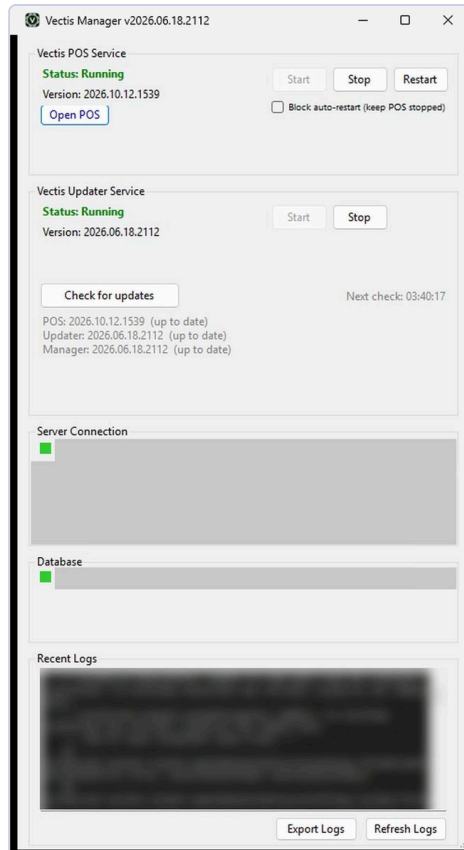
Goal: Open the Vectis Manager window.

Who can do this: Anyone with access to the till PC. Windows asks for administrator rights when the program starts.

The Manager runs in the background as an **icon in the notification area** of the taskbar (bottom right, next to the clock). The icon is a coloured dot:

Colour	Meaning (text when you hover over it)
Green	Till is running – "Vectis POS: Running"
Red	Till is stopped – "Vectis POS: Stopped"
Orange	Till is starting or stopping – "Vectis POS: Starting..." / "Vectis POS: Stopping..."
Grey	State unknown (e.g. service not installed) – "Vectis POS: Unknown"

1. If the icon is hidden, click the small arrow **^** at the bottom right of the taskbar.
2. Double-click the coloured dot. Or right-click it and choose **Open Vectis Manager** at the top of the context menu.
3. The window **Vectis Manager v...** opens. The title shows the version of the Manager itself, in the example `v2026.06.18.2112`.



Vectis Manager window with all sections; the contents of Server Connection and Database are covered, only the coloured square stays visible

Note: The Manager has its own version number. It is usually older than the till's: in the picture the Manager is 2026.06.18.2112 and the till 2026.10.12.1539. This is normal. The till version is shown in the **Vectis POS Service** section after "Version:".

You can also start the Manager with the desktop shortcut **Vectis Manager** or from the Windows Start menu (search for "Vectis Manager"). If it is already running, no second copy opens.

Note: The **X** at the top right does not really close the program – the Manager keeps running in the notification area. To quit it completely, right-click the icon and choose **Exit**. The till itself keeps running without the Manager.

The icon's context menu (right-click) offers, from top to bottom:

- **Open Vectis Manager** – opens the window,
- **Open POS** – opens the till in the browser,
- **Start POS, Stop POS, Restart POS** – starts, stops or restarts the till service,
- **Exit** – quits the Manager (not the till).

The window at a glance

Goal: Understand what the parts of the window show.

Who can do this: Anyone with access to the till PC.

The window has five sections from top to bottom and a status line at the very bottom:

Section	What it shows
Vectis POS Service	State and version of the till, buttons Start , Stop , Restart , Open POS and the check box Block auto-restart (keep POS stopped) . When a new till version is ready, the wide button Update POS to ... (bold green text) appears here below Open POS .
Vectis Updater Service	State and version of the update service, buttons Start and Stop , Check for updates , time of the next check ("Next check: ...") and a version overview.
Server Connection	Connection to your service partner's server. Updates arrive through it, and the till sends its data to it. See Areas for your service partner .
Database	State of the till's database. See Areas for your service partner .
Recent Logs	The last lines of the update service log, buttons Export Logs and Refresh Logs .
Status line	Message about the last action, e.g. "Ready" or "Working..."

The value after "Status:" means:

- **Running** (green) – the service is running.
- **Stopped** (red) – the service is stopped.
- **Starting / Stopping** (orange) – the service is starting or stopping.
- **Unknown** (grey) – the state cannot be read, e.g. because the service is not installed.

"Version:" shows the installed version, in the picture 2026.10.12.1539 for the till and 2026.06.18.2112 for the update service. "Not installed" means the service is not yet installed on this PC.

The window refreshes the display automatically.

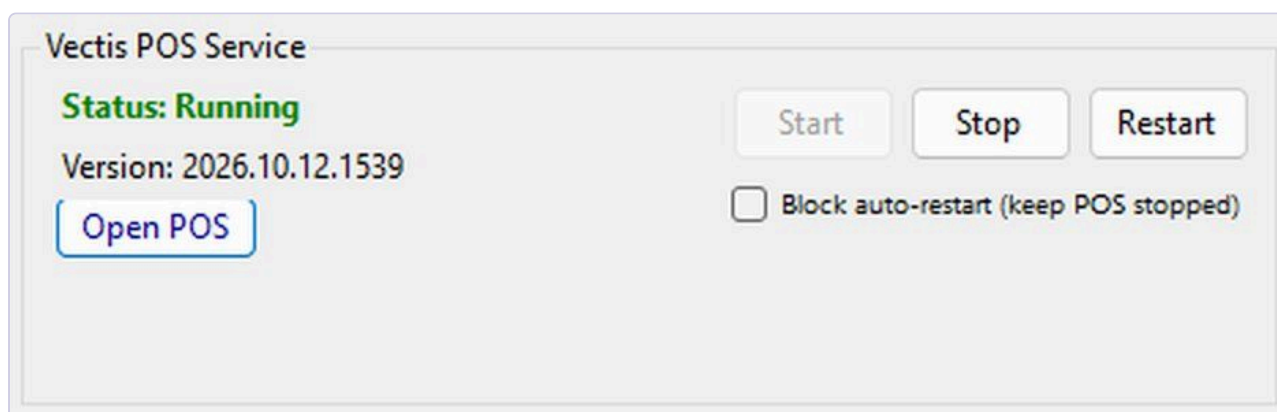
Caution: Do not stop the **Vectis Updater Service**. Without it no updates arrive, and a stopped till is no longer restarted automatically.

Open the till in the browser

Goal: Open the till screen on this PC in the browser.

Who can do this: Anyone with access to the till PC.

1. Open Vectis Manager.
2. In the **Vectis POS Service** section, click **Open POS**.



Vectis POS Service section: Status Running, Version 2026.10.12.1539, Open POS button

3. Your default browser opens the till (normally <http://localhost:10110>). Log in as usual.

Note: **Open POS** can only be clicked while the till is running (status **Running**). A quicker way is the desktop shortcut **Open Vectis POS** or **Open POS** in the icon's context menu.

Restart the till service

Goal: Restart the till when it does not respond or cannot be reached.

Who can do this: Anyone with access to the till PC (Windows asks for administrator rights).

1. Open Vectis Manager.
2. In the **Vectis POS Service** section, click **Restart**.
3. The status line shows "Working...". Wait until the status is **Running** (green) again.
4. Reload the till in the browser (**F5**) or open it with **Open POS**.

If the till is stopped (status **Stopped**), click **Start** instead.

Caution: During the restart the till cannot be reached on any device (including the waiters' phones) for a short time. Do not restart it in the middle of a payment. Orders that are already saved are kept.

Note: The update service regularly checks whether the till is running. If it is stopped, the service starts it again by itself. If you want the till to stay stopped on purpose (e.g. for maintenance), tick **Block auto-restart (keep POS stopped)** before you click **Stop**. **Start** removes this tick again automatically.

If the till stops unexpectedly, Windows shows the message "Vectis POS Stopped" at the icon.

How updates work

Goal: Understand when a new till version is installed.

Who can do this: – (runs automatically)

The update service works without your help:

1. **Check and download:** About once an hour it asks for a new till version. It downloads a new version right away and keeps it ready.
2. **Install at night:** The prepared version is installed in the **update window from 02:00 to 05:00** (local time of the till PC). The PC must be switched on.
3. **Install after switching on in the morning:** If the PC was off for more than **4 hours** (e.g. switched off overnight), a new version is also installed shortly after switch-on – outside the night window.
4. **What happens during installation:** The service stops the till, backs up the old version, installs the new one and starts the till again. The till cannot be reached during this time. The Manager shows a progress bar with "Downloading ... %", "Installing...", "Starting..." and finally "Installed!".
5. **Safety net:** If the new version crashes repeatedly after the update, the service automatically restores the previous version.

Note: If you switch the PC off every night, updates are usually installed in the morning shortly after you switch it on. Allow a few minutes before opening – or install the update yourself at a quiet time with **Update POS to ...** (see below).

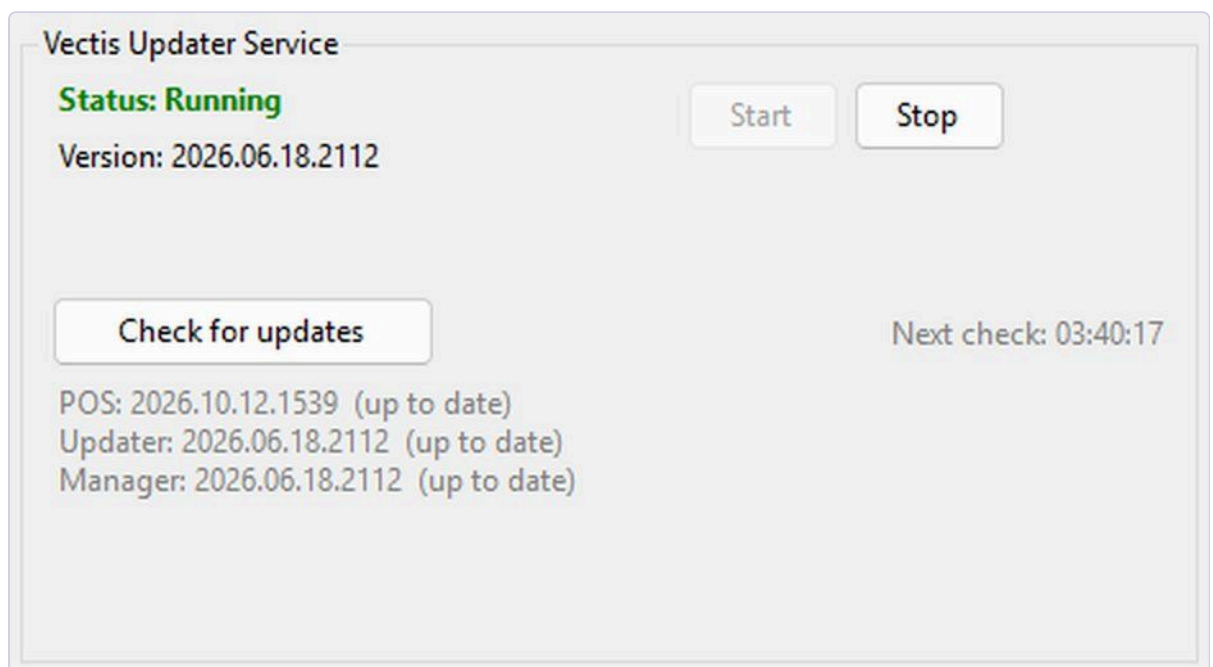
The update service and Vectis Manager also keep themselves up to date automatically.

Check for updates

Goal: Check right now whether new versions exist.

Who can do this: Anyone with access to the till PC.

1. Open Vectis Manager.
2. In the **Vectis Updater Service** section, click **Check for updates**.
3. The status line shows "Checking for updates...". Then the section shows one line per component below the button – in the picture everything is current:
 - "POS: 2026.10.12.1539 (up to date)" – the till is current.
 - "Updater: 2026.06.18.2112 (up to date)" and "Manager: 2026.06.18.2112 (up to date)" – update service and Manager are current.
 - "POS: ... -> ... (update available, installs 02:00-05:00 or after an overnight power-off)" – a new version is there and will be installed in the night window or after the PC is switched on in the morning.
 - "(could not check)" – the check was not possible, e.g. without internet.



Version overview after Check for updates: POS, Updater and Manager "up to date"

4. Finally the status line shows "All components up to date" or "Update available".

Note: **Check for updates** only downloads a new till version. It is installed in the night window, after switching on in the morning, or when you click **Update POS to**

Install an update now

Goal: Install a new till version that is ready, instead of waiting for the night.

Who can do this: Anyone with access to the till PC. Best done by the owner or shift lead at a quiet time.

1. Finish running payments. Tell the team that the till will be unavailable for a few minutes.
2. Open Vectis Manager.

3. In the **Vectis POS Service** section, click the wide button **Update POS to ...** with the new version number (bold green text, below **Open POS**).
4. The status line shows "Update will be applied shortly...". A progress bar in the same section shows, one after the other, "Starting update...", "Downloading ... %", "Installing...", "Starting..." and finally "Installed!".
5. When "Version:" shows the new number and the status is **Running**, reload the till in the browser (**F5**).

Note: The button is called **Update POS to ...** – there is no "Install now" button in the Manager. It only appears when a version newer than the installed one is ready. If you do not see it, click **Check for updates** first and wait about a minute.

Note: If the progress shows "Failed: ...", the old version stays installed. Export the logs (see below) and contact your Vectis service partner.

Update Vectis Manager

Goal: Take over a new version of Vectis Manager.

Who can do this: Anyone with access to the till PC.

The Manager downloads new versions of itself in the background. When one is ready, Windows shows the message "Vectis Manager update ready" at the icon.

1. Open Vectis Manager.
2. In the **Vectis Updater Service** section, click **Restart to update ...** (with the new version number). The button only appears when a new Manager version is ready.
3. The Manager closes briefly and starts again in the new version.

Note: You do not have to do anything: when the Manager window is closed, the Manager takes over the new version by itself. The till keeps running without interruption.

Areas for your service partner

Goal: Understand what the **Server Connection** and **Database** sections show.

Who can do this: Anyone with access to the till PC may look at them. Only your Vectis service partner sets them up and changes them.

Your Vectis service partner sets up the **Server Connection** and **Database** sections and uses them for maintenance. For you, only the coloured square matters:

- **Green** – the connection or the database is fine.
- **Red** – there is a problem.
- **Grey** – the check is running or the section has not been set up yet. If the square stays grey, call your Vectis service partner.

If **Server Connection** is red, the till keeps selling on the till PC. Updates do not arrive, and data for your service partner is sent later. Check the internet. If it is down, chapter 14, "No internet or no network", also applies. If **Database** is red, the till cannot work. Restart the PC once.

If a section stays red, call your Vectis service partner.

Caution: Do not change anything in these sections. Only your Vectis service partner does that.

Export logs

Goal: Save log files for support as a ZIP file.

Who can do this: Anyone with access to the till PC.

1. Open Vectis Manager.
2. In the **Recent Logs** section, click **Export Logs**.
3. The Manager creates a file `VectisLogs_YYYY-MM-DD_hh-mm-ss.zip` on the **desktop** (e.g. `VectisLogs_2026-10-13_14-05-00.zip`). The status line shows "Logs exported to Desktop: ..." and Windows Explorer opens with the file selected.
4. Send the file only to your Vectis service partner.

The ZIP file contains the logs of the till and the update service plus their settings.

Caution: The ZIP file contains confidential settings of the till. Give it only to your Vectis service partner and delete it from the desktop afterwards.

Refresh Logs reloads the **Recent Logs** view. It shows the last 50 lines of the update service log.

Desktop shortcuts

Goal: Know which icons the installation creates.

Who can do this: – (chosen during installation)

During installation your service partner can create these shortcuts (all are ticked by default):

Shortcut	Where	What it does
Vectis Manager	Desktop (optional) and Start menu (always)	Opens Vectis Manager.
Open Vectis POS	Desktop and Start menu (each optional)	Opens the till in the browser at <code>http://localhost:10110/</code> .

Note: The **Open Vectis POS** shortcut always uses the default port 10110. If your till runs on a different port, use **Open POS** in the Manager – it reads the correct port from the settings.

If the Vectis icon does not appear in the notification area after you sign in to Windows, contact your Vectis service partner.

Frequently asked questions

Q: I cannot see the coloured icon at the bottom right. Is the till still running? Yes. The till is a Windows service and runs without the Manager. Start the Manager with the desktop shortcut **Vectis Manager** or from the Start menu when you need it.

Q: Is the Manager available in German? No. Vectis Manager is English only. The till itself can be used in German or English.

Q: The title shows an older version than the till. Is that a mistake? No. Manager, update service and till have their own version numbers. What matters is that after **Check for updates** every line shows "(up to date)".

Q: When is an update installed? At night between 02:00 and 05:00 if the PC is on. If the PC was off for more than 4 hours, also shortly after you switch it on in the morning. Or immediately when you click **Update POS to ...** in the Manager.

Q: Where is the "Install now" button? In the Manager it is called **Update POS to ...** and appears in the **Vectis POS Service** section as soon as a new version is ready.

Q: What happens to open orders during an update or restart? They stay saved. The till is only unavailable for a few minutes. Reload the page in the browser afterwards.

Q: I stopped the till with Stop, but it is running again after a few minutes. The update service restarts a stopped till automatically. Tick **Block auto-restart (keep POS stopped)** if it should stay stopped.

Q: I closed the window with X. Has the Manager quit? No, it keeps running in the notification area. Only **Exit** in the icon's context menu quits it.

Q: Where does "Export Logs" save the file? On the desktop of the signed-in Windows user, as `VectisLogs_<date>_<time>.zip`.

Q: The Server Connection section is red. Can I keep selling? Yes. The till keeps selling. Updates do not arrive, and data for your service partner is sent later. Check the internet; if it is down, chapter 14, "No internet or no network", also applies. If the section stays red, call your Vectis service partner.

Q: The Database section is red. What now? The till cannot work then. Restart the PC. If the section stays red, export the logs and call your Vectis service partner.

14 Troubleshooting and FAQ

This chapter collects problems that really happen in daily restaurant work. For each problem you find the sign (symptom), the cause and the steps you can take yourself. If nothing helps, contact your Vectis service partner (see [Reach support](#)).

Note: On the PC the till shows errors directly on the page or in the dialog, not as short pop-up messages. After an action, read the text on the page.

TSS indicator is red

Goal: Understand the TSS indicator and react correctly.

Who can do this: All users (indicator); fixing it only by your Vectis service partner.

Symptom: The header shows **TSS** with a coloured dot. The dot is red (or grey) instead of green.



TSS indicator in the header, here with a green dot (TSE set up and active)

What the colours mean:

Colour	Meaning
Green	The TSE (technical security device) is set up and active – bookings are signed.
Yellow	Notice for your service partner (e.g. a new TSE version is available). You can keep working normally.
Red	No active TSE is set up – bookings are not signed.
Grey	The state could not be read.

Hover the mouse over the indicator to see a short reason. On narrow screens the indicator is in the ☰ menu at the top right.

What to do:

1. Reload the page (**F5**). The indicator is checked again when the page loads.
2. If the dot stays red or grey, call your Vectis service partner straight away.

What the till does meanwhile: The till does not block sales. Payments are booked and the order is completed as paid. If a booking cannot be signed (e.g. because the TSE cannot be reached), then – depending on the error – either a receipt with the note **TSE-Ausfall** (TSE outage) and the reason (e.g. "SIGNATURFEHLER") is printed, or no fiscal receipt at all (see chapter 06, "Paying when the TSE is not signing"). The till shows no separate message.

Once the problem is fixed, open **Menu > Order Management > Orders**, filter **Paid**, and tap **Fiskal** for orders without a fiscal receipt. The till then signs the order afterwards (see chapter 06).

Caution: Receipts with the **TSE-Ausfall** note are not signed. Report a TSE outage to your service partner immediately – they will clarify with you what has to be done for tax purposes.

No internet or no network

Goal: Keep working when the internet is down.

Who can do this: All users.

Symptom: The restaurant's internet is down. In Vectis Manager, **Server Connection** is red ("Unavailable").

Cause: The till runs on the till PC with its own database. It needs the internet only for TSE signing (with a cloud TSE), for updates and for sending data to your service partner.

What to do:

1. Keep working normally on the till PC. Orders and payments are saved locally.
2. Expect receipts during this time to carry the **TSE-Ausfall** note, or no fiscal receipt to be printed (see above).
3. Get the internet back (restart the router) and report longer outages to your service partner.

Note: Data meant for your service partner (orders, fiscal transactions, cash point closings) is collected by the till and sent automatically as soon as the connection is back. You do not need to do anything.

Note: If the **local** network (restaurant Wi-Fi) fails, the waiters' phones can no longer reach the till. On the till PC itself the till keeps working. There is no separate "offline" indicator.

Printer does not print

Goal: Get receipt printing working again.

Who can do this: All users (check the printer); Admin, Manager (printer settings).

Symptom: No receipt after payment. The page shows e.g. "Failed to print receipt."

What to do:

1. Check the printer: switched on, paper loaded, cover closed, no red light, cable or network connected.
2. Check the Windows print queue (**Settings > Bluetooth & devices > Printers & scanners > printer > Open print queue**). Delete stuck jobs and resume the printer if it is paused.
3. Under **Menu > POS Setup > Receipt Options**, check that the right printer is chosen (**Select printer** or **Use system default printer**). For a new printer click **Refresh printers**.
4. Reprint the receipt: **Menu > Order Management > Orders**, filter **Paid, Fiskal** in the order's row, then **Print receipt** (see chapter 06).

Caution: If **Use system default printer** is set and "Microsoft Print to PDF" is the Windows default printer, the till does not print on paper. That printer opens a save window and is rejected for silent background printing (message: "Printer '...' is interactive and not supported for silent background printing."). Choose the receipt printer explicitly or make it the Windows default printer.

Kitchen ticket missing

Goal: Find out why a kitchen ticket was not printed.

Who can do this: All users (check the printer); Admin, Manager (settings).

Symptom: The order is booked, but no ticket arrives in the kitchen.

Cause: Possible reasons: - The order contained only drinks. Drinks do not go to the kitchen when **Alcohol** and **Non-alcoholic** are set to "Do not print". - The kitchen ticket is printed only **After payment** (setting per printer), but the order is not paid yet. - The kitchen printer is off, out of paper or cannot be reached.

What to do:

1. Check the kitchen printer (power, paper, network, Windows queue as above).
2. Under **Menu > POS Setup > Receipt Options**, check the kitchen printer's setting **Production receipt timing by product group** for **Food, Alcohol and Non-alcoholic (Do not print, On confirmation, After payment)**.
3. If the order is already paid, you can send the ticket to the kitchen printers again: **Menu > Order Management > Orders**, filter **Paid, Fiskal**, then **Print short receipt** (see chapter 09).
4. If the order is still open, tell the kitchen about the missing order in person.

Note: If kitchen printing fails, the till shows **no** error message. It retries automatically in the background until Windows accepts the job (see chapter 09) – once the printer is ready again, the ticket may arrive late. So do not reprint too quickly, or the kitchen gets the ticket twice.

Note: "Microsoft Print to PDF" cannot be used as a kitchen printer.

Wrong amount or wrong item booked

Goal: Correct a mistake in an order.

Who can do this: Before payment: everyone allowed to edit the order. After payment: Admin and users with the storno right (**Allow storno (fiscal return/void)**, see chapter 02).

Before payment:

1. Open the order and change the items (change the quantity, remove the item, add the right item).

After a first partial payment, before completion: The items are locked ("Items can no longer be changed once a payment has been recorded."). Remove the payment first (see the next section); then you can change the order again.

After completion (order paid):

1. Open **Menu > Order Management > Orders**, filter **Paid**, and tap **Fiskal** in the order's row.
2. Tick the wrong items at the bottom and tap **Return selected** – or **Return all** for the whole order (see chapter 06, "Booking a return").
3. Book the correct order again.

Caution: **Return selected** and **Return all** are executed immediately, without a confirmation question. Check your selection carefully first. A paid order is fiscalized and cannot simply be deleted – that is why a return is needed, which is signed as a booking of its own.

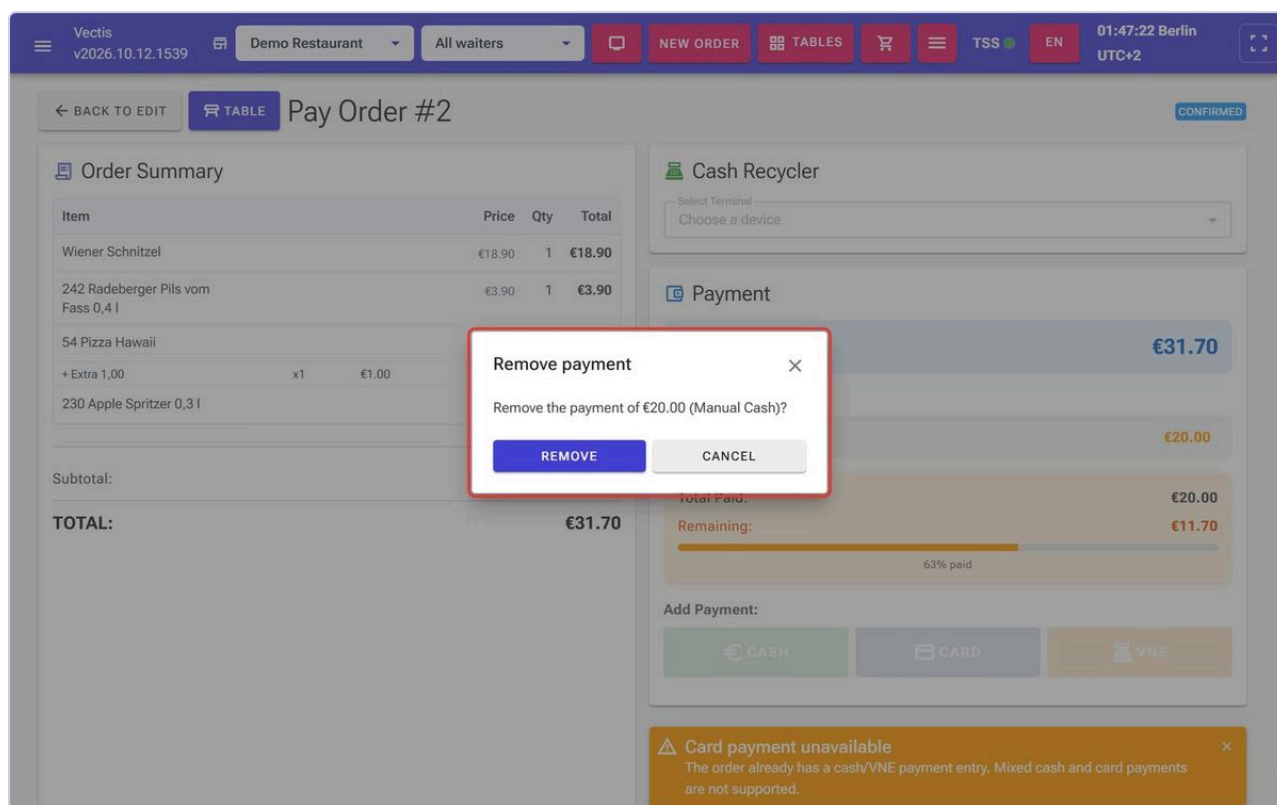
Payment booked with the wrong payment method

Goal: Correct a payment that was recorded e.g. as cash instead of card.

Who can do this: Before the order is completed: everyone allowed to take payments. After completion: Admin and users with the storno right.

There is no "change payment method" function.

1. **While the order is not fully paid yet:** On the payment page, under **Payments Received**, tap the red ✕ in the row of the wrong payment. The till asks, e.g. "Remove the payment of €20.00 (Manual Cash)?". Tap **Remove** and then record the correct payment (see chapter 06, "Removing a payment").

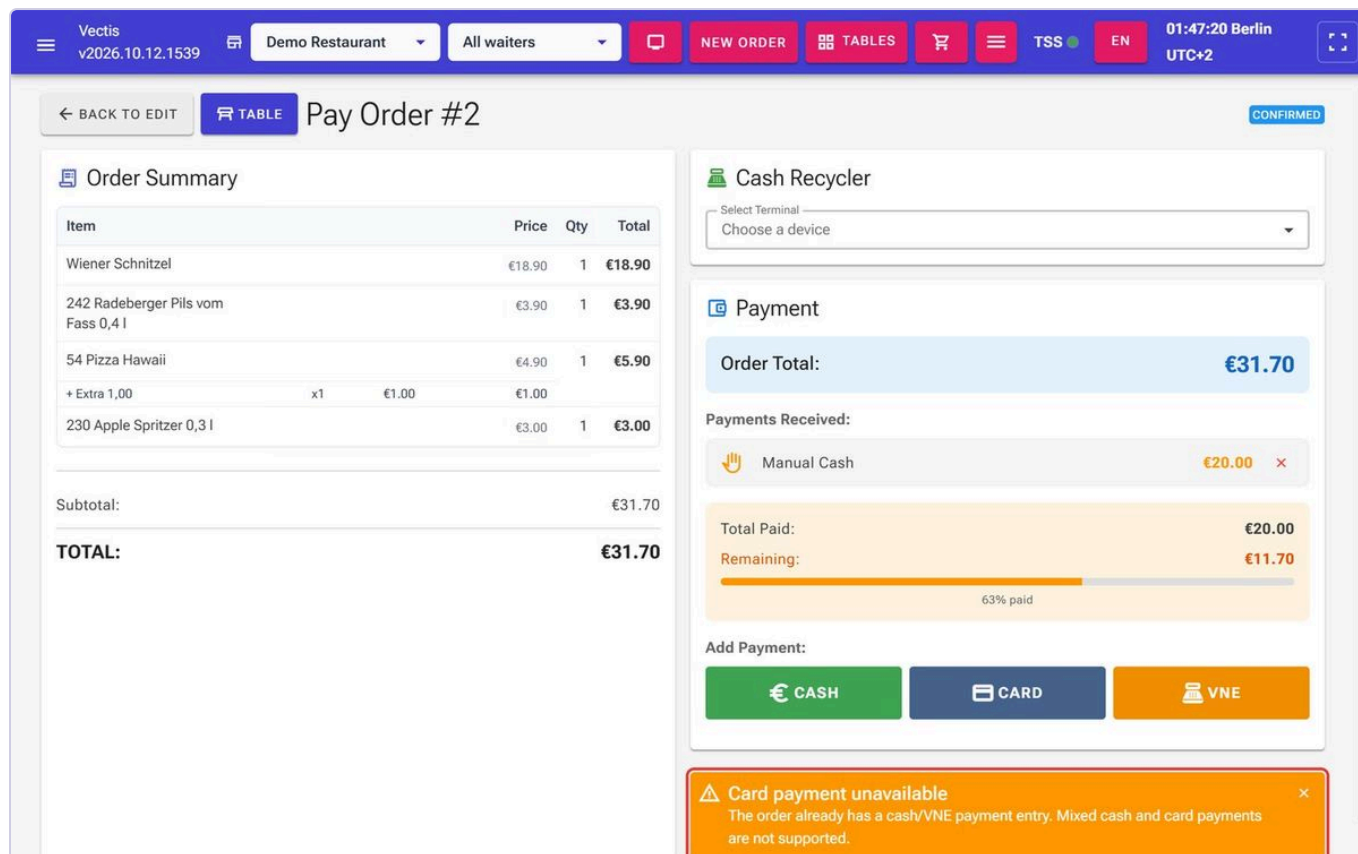


Remove payment question with Remove and Cancel (outlined in red)

The ✕ is missing for payments through the cash recycler (VNE) and for orders that are already paid.

2. **After completion:** Return the order (**Return all**, see above) and take payment again with the correct method.

Note: Cash and card together on one order is not possible. If a cash payment is already recorded, card is blocked: "Card payment unavailable – The order already has a cash/VNE payment entry. Mixed cash and card payments are not supported."



Card payment unavailable notice after a cash payment of €20.00 (outlined in red)

Card terminal does not respond

Goal: Keep taking payments when the card terminal fails.

Who can do this: All users allowed to take payments.

Cause: The card terminal is a separate device and is not connected to Vectis. With **Card** in Vectis you only confirm that the terminal has accepted the payment.

What to do:

1. Restart the card terminal or check its connection (see the terminal provider's instructions).
2. If it still does not work, ask the guest for another payment method (e.g. cash).
3. Only confirm the card payment in Vectis when the terminal has really accepted the payment.

Caution: If you see "The card payment was not booked. Please press «Card» again – do NOT charge the terminal again.", the terminal has already charged the card; only Vectis has not booked it yet. Press **Card** again, but do not charge the card on the terminal a second time. "No connection to the till – do nothing on the terminal and try again once the connection is back." means the connection to the till PC is missing.

Note: The **Terminals** page under **POS Setup** is only for self-checkout kiosks, not for card terminals.

Forgotten password

Goal: Be able to log in again.

Who can do this: Only an Admin sets a new password.

Symptom: Login shows "Invalid email or password".

1. Ask an Admin to tap the lock-with-arrow icon in your account's row under **Menu › User Management › Users** and set a new password. The dialog **Reset Password** opens with the fields **New Password** and **Confirm Password** (at least 6 characters) and the button **Reset Password** (see chapter 02).
2. Log in with the new password.

There is no "forgot password" function. If the Admin has forgotten their own password, your Vectis service partner helps.

User cannot log in (deactivated)

Goal: Find out why an account does not work.

Who can do this: Admin.

Symptom: "Invalid email or password" although the password is correct.

Cause: The account is deactivated. The till shows the same message as for a wrong password. There is no automatic lock after several failed attempts.

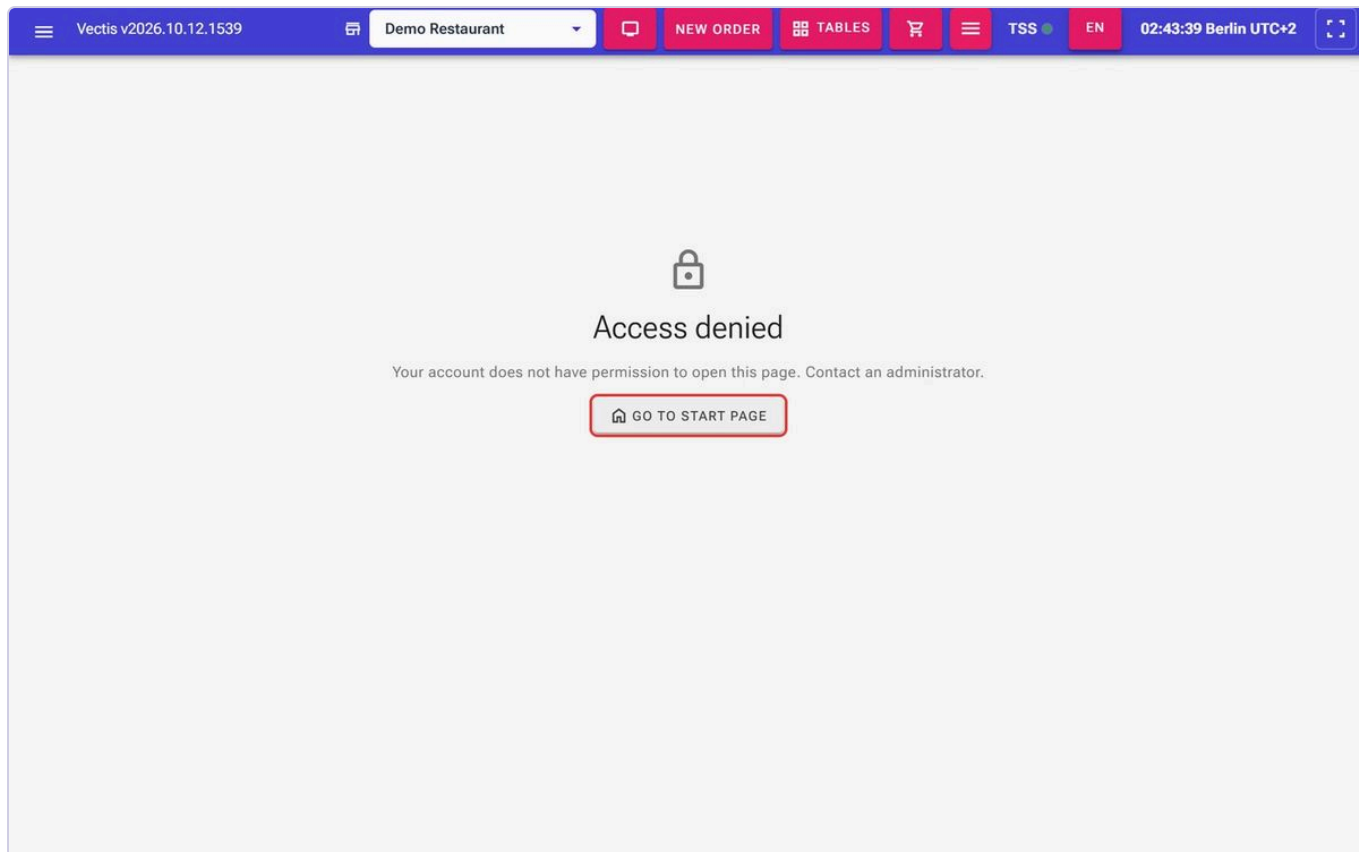
1. The Admin checks under **Menu › User Management › Users** whether the account is active and activates it if needed (see chapter 02).
2. If that does not help, the Admin sets a new password (see above).

"Access denied"

Goal: Understand why a page is blocked.

Who can do this: All users.

Symptom: Instead of the page you see **Access denied** – "Your account does not have permission to open this page. Contact an administrator."



Access denied page

Cause: Your role may not open this page (e.g. a waiter the cash or report menus, a manager the user management).

1. Tap **Go to start page**.
2. If you really need the function, ask an Admin to do the task or to adjust your role.

Z closing fails

Goal: Complete the daily closing anyway.

Who can do this: Admin, Manager, Cashier.

Symptom: You tapped **Close** under **Menu > Compliance & Reports > X report**, but the receipt list is not empty and **Next Z number** has not changed. The till on the PC shows no error message in this case (see chapter 11).

What to do:

1. Reload the page (**F5**) and check that a **binding** is selected at the top.
2. Check under **DSFinV-K export** whether the closing was created after all – if so, do not close again.
3. If it is missing, check the internet connection and tap **Close** again after a few minutes.
4. If it still fails, write down the time and the user and call your service partner.

Caution: The Z closing is required by the tax office. Repeat a failed closing as soon as possible – not days later.

Orders from yesterday are still open

Goal: Close open orders from the previous day properly.

Who can do this: Admin, Manager (cashiers and waiters see only the current business day in **Orders**).

Symptom: **Menu > Order Management > Orders** still lists open orders from the previous day. The till does not warn about this specifically.

1. Open each open order.
2. If the guest paid but the payment was not recorded: take the payment now. If it was never paid (e.g. test order, guest left): cancel it (only possible while it is not fiscalized).

Note: Open orders do not block the Z closing. If an open order is paid after the Z, its receipt is in the next Z closing. Cashiers and waiters no longer see open orders created more than 24 hours before the last Z (see chapter 11, "What happens to open tables?").

Screen frozen or showing an error

Goal: Make the till usable again.

Who can do this: All users.

Symptom: Buttons do not react, or a light-yellow bar appears at the bottom: "An unhandled error has occurred. Reload X".

1. Click **Reload** in the yellow bar or press **F5**.
2. If that does not help, close the browser and open the till again.
3. If the till hangs on all devices, restart the till service in Vectis Manager with **Restart** (see chapter 13).

Note: If the message "A new version is available." appears at the top, tap **Refresh** when convenient (or **Later**). The till then loads the new version.

Parts of the screen are German instead of English after a reload

Goal: Restore the chosen language.

Who can do this: All users.

Symptom: You work in English. After reloading the page (F5), some pages (e.g. Products, Categories, Tax groups, "Access denied") show German texts again. The header and the menu stay English.

1. Use the language button in the header to switch the language once and back to **EN**. The interface is fully English again.

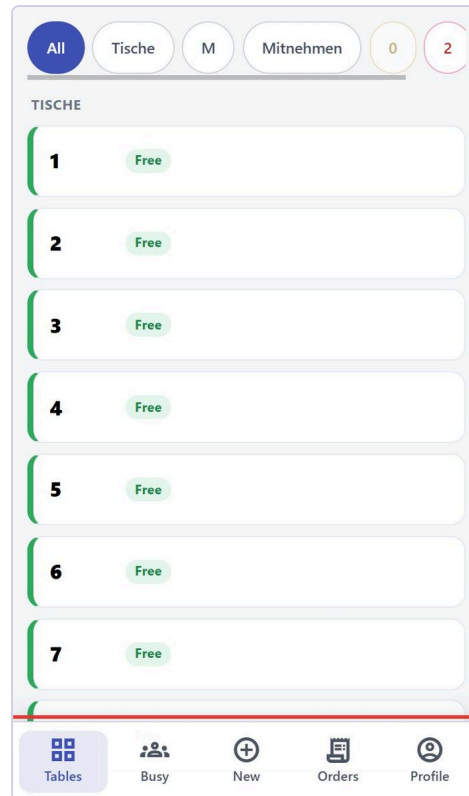
Phone cannot connect to the till

Goal: Open the waiter view on a phone.

Who can do this: All users (firewall: your service partner or IT support).

Symptom: On the phone, `http://<till-IP-address>:10110` does not load.

1. Connect the phone to the **same Wi-Fi** as the till PC (not the guest Wi-Fi, not mobile data).
2. Check the till PC's IP address (in Windows: **Settings > Network & internet > connection properties**, "IPv4 address"). Enter exactly this address with **:10110** on the phone.
3. Check that the till runs on the PC itself (Vectis Manager: status **Running**).
4. The Windows firewall on the till PC must allow incoming connections on **TCP port 10110**. The installation does **not** create this rule. Have your service partner or IT support set it up.



Waiter view on the phone

Note: If the PC's IP address changes (e.g. after a router restart), the saved bookmark no longer works. Ask your IT support to give the till PC a fixed IP address.

Clock is wrong

Goal: Show the correct time on the till.

Who can do this: Admin, Manager (time zone); Windows administrator (PC clock).

Symptom: The clock in the header or the times on receipts are off.

1. Under **Menu > POS Setup > Cash Register Setup**, check the field **Cash register time zone** (for Germany "Europe/Berlin"). If no time zone is set, the till shows UTC.
2. Check the Windows clock on the till PC (**Settings > Time & language > Date & time**, switch on "Set time automatically").

Note: The PC time also defines the nightly update window (02:00–05:00, see chapter 13).

Update was not installed

Goal: Get a new version onto the till.

Who can do this: Anyone with access to the till PC.

Cause: Updates are installed only between 02:00 and 05:00 while the PC is on, or shortly after switch-on if the PC was off for more than 4 hours. Without internet the update does not arrive at all.

1. Open Vectis Manager and click **Check for updates**.
2. If it then shows "POS: ... -> ... (update available ...)" and the button **Update POS to ...** appears in the **Vectis POS Service** section, click it at a quiet time (see chapter 13). "(up to date)" means the till is already current.
3. If **Server Connection** is red ("Unavailable"), check the internet.
4. If it shows "Failed: ...", export the logs and call your service partner.

Reach support

Goal: Get the right help quickly.

Who can do this: All users.

The till itself shows no support contact details. Your contact is your **Vectis service partner** (phone and email from your contract).

1. Write down what happened: time, device, user, exact error text (photo of the screen).
2. Write down the version (Vectis Manager, "Version:" in the **Vectis POS Service** section).
3. Export the logs in Vectis Manager with **Export Logs** (file on the desktop, see chapter 13) and send them only to your service partner.

Frequently asked questions

Q: May I keep selling when the TSS indicator is red? The till does not block sales; receipts may then carry the TSE-Ausfall note. Call your service partner immediately.

Q: Does the till work without internet? Yes, on the till PC. Only signing, updates and data transfer need the internet; the transfer catches up later.

Q: Can I delete a product we no longer sell? No. Products can only be deactivated, not deleted.

Q: Can I change a paid order? No. After the first payment the items are locked. Correct it with a return.

Q: Can I mix cash and card on one order? No. The till blocks the second payment method with a message.

Q: Who resets my password? Only an Admin, under **Menu > User Management > Users**.

Q: Is an account locked after several wrong passwords? No. There is no automatic lock.

Q: Where do I reprint a receipt? In **Menu > Order Management > Orders**, filter **Paid**, **Fiskal**, then **Print receipt**.

Q: Can I reprint a kitchen ticket? For paid orders yes: **Fiskal > Print short receipt** sends the ticket to the kitchen printers. For open orders no – tell the kitchen about the order.

Q: Why is there no error message when the kitchen printer is off? The till retries kitchen printing silently in the background. Check the printer when a ticket is missing.

Q: The till is gone on all devices. What first? On the till PC, open Vectis Manager, check the status, and use **Restart** or **Start** if needed.

Q: When are updates installed? At night 02:00–05:00 with the PC on, shortly after switch-on after a longer power-off, or immediately with **Update POS to ...** in Vectis Manager.

Appendix A: Rights matrix

This overview shows which role can use which till function. It describes version 2026.10.12. How to assign roles and the storno right is explained in chapter 02.

Legend

- **yes** – the role finds the function in the menu or on the page and can use it.
- **no** – the role cannot use the function in the till (no menu entry, or the button is missing).
- **storno right** – only if **Allow storno (fiscal return/void)** is ticked for the user.
- **limited** – the role sees the page, but not all parts of it (see footnote).

Roles: **Admin, Manager, Cashier, Waiter.**

Ordering and taking payments

Function	Where	Admin	Manager	Cashier	Waiter
Log in, Dashboard	Menu › Dashboard	yes	yes	yes	yes
Kassenmeldung (ELSTER) button on the Dashboard	Dashboard	yes	yes	no	no
View, create, edit orders	Menu › Order Management › Orders, New Order	yes	yes	yes	yes
View orders of past days	Orders (period buttons)	yes	yes	no ¹	no ¹
All waiters / Me filter	Orders	no	no	no	yes
Waiter selector in the header bar	Orders, Reservations	yes	yes	yes	no
Pay (cash, card), split the bill, tips	order screen	yes	yes	yes	yes
Bill discount	order screen	yes	yes	yes	yes
Cancel an unpaid order	order screen / Orders	yes	yes	yes	yes
Storno / return of a paid receipt	Orders › fiscal window	yes	storno right	storno right	storno right
Use the floor plan	Menu › Venue Management › POS Floor Plan, Tables	yes	yes	yes	yes
Reservations	Menu › Venue Management › Reservations	yes	yes	yes	no ²
Seat guests with a reservation (Seat now)	floor plan	yes	yes	yes	no ²
Mobile view on a phone	automatic for waiters	limited ³	limited ³	limited ³	yes

¹ Cashiers and waiters see only the current business day (since the last Z closing). ² Waiters see the **Reservations** menu entry but cannot use reservations. Reservations and reserved guests are handled by a cashier, manager or admin; the waiter starts at the table with **New Order**. The **Seat now** button is visible for waiters but cannot be used. ³ Not automatic; only via the address `http://<till-IP-address>:10110/mobile/waiter/tables` (see chapter 08).

Cash, reports and closing

Function	Where	Admin	Manager	Cashier	Waiter
Cash movements: deposit, withdrawal, private withdrawal	Menu › Compliance & Reports › Cash Movements	yes	yes	no	no
Pay out tips	Cash Movements (tile Pay out tips)	yes	yes	yes ⁴	no
Reverse a tip payout	Cash Movements	yes	storno right	no	no
X report	Menu › Compliance & Reports › X report	yes	yes	limited ⁵	no
Z closing (Close button in the X report)	X report	yes	yes	yes	no
Z daily report	Menu › Compliance & Reports › Z Daily Reports	yes	yes	no	no
Z monthly report	Menu › Compliance & Reports › Z Monthly Report	yes	yes	no	no
Tip report	Menu › Compliance & Reports › Tip report	yes	yes	yes	no
DSFinV-K export	Menu › Compliance & Reports › DSFinV-K export	yes	yes	limited ⁶	no
TSE export	Menu › Compliance & Reports › TSE export	yes	no	no	no
Till registration (ELSTER)	Menu › Compliance & Reports › Till registration (ELSTER)	yes	yes	no	no
Z closing automation	Menu › Operations › Z Closing Automation	yes	yes	no	no

⁴ On **Cash Movements** the cashier sees only the cash balance, open tips and the **Pay out tips** tile – no other movements and no history. ⁵ Without cash balance and without cash movements; the **Show tips** button is available. ⁶ Without the opening and closing cash columns.

Caution: The Z closing closes the business day fiscally and cannot be undone. The cashier can also trigger it in the X report with **Close**. Decide in your business who does the daily closing.

Master data and setup

Function	Where	Admin	Manager	Cashier	Waiter
Create and change users, set passwords, deactivate	Menu › User Management › Users	yes	no ⁷	no	no
Set up venues and their tables/places	Menu › Venue Management › Venues	yes	yes	no	no
Catalogs, categories, products, ingredients, tags, tax groups	Menu › Catalog Management	yes	yes	no	no
Combos, bundle import	Menu › Catalog Management	yes	yes	no	no
Manage discounts	Menu › Promotions › Discounts	yes	yes	no	no
Legal entity setup, cash register setup, cash points	Menu › POS Setup	yes	yes	no	no
Receipt options and printers	Menu › POS Setup › Receipt Options	yes	yes	no	no

Function	Where	Admin	Manager	Cashier	Waiter
Terminal profiles (only for self-checkout kiosks; till staff do not need one)	Menu › POS Setup › Terminals	yes	yes	no	no
Barcode scanners	Menu › Devices › Barcode Scanners	yes	yes	no	no
Cash recyclers	Menu › Devices › Cash Recyclers	yes	yes	no	no

⁷ Menu entry visible, page not accessible.

Device roles

These roles are meant for screens. After login the till jumps straight to the matching view; there is no menu or header bar there.

Role	View	Storno
Kitchen	kitchen view	never
OrderDisplay	order display for guests	never
Terminal	self-checkout kiosk, needs a terminal profile	never

Frequently asked questions

Q: Which role should my shift lead get? Usually **Manager**: all reports, closing and setup, but no user management.

Q: May a cashier do the daily closing? Yes, via **X report › Close**. They do not see the Z daily and monthly reports.

Q: Why doesn't the cashier see the cash balance in the X report? That is intended. Admin and Manager see the cash balance.

Q: May a waiter book cash movements? No. Waiters have no cash or report menus.

Q: Who may pay out tips? Admin, Manager and Cashier, on **Cash Movements**.

Q: Can I grant the storno right to a whole role? No, only per user (chapter 02). Admins may always storno.

Q: Who may start the TSE export? Only the Admin.

Q: A manager needs an account for a new colleague. What now? The Admin creates it. Managers cannot create users.

Appendix B: Glossary

The most important terms of the till screen with their English and German labels. The labels come straight from the till (version 2026.10.12). Some windows are labelled in English only; those terms are the same in both columns.

English (screen)	German (screen)	Meaning
Access denied	Zugriff verweigert	Page is locked for your role.
All waiters	Alle Kellner	Filter for waiters: show the orders of all colleagues.
Allow storno (fiscal return/void)	Allow storno (fiscal return/void)	A user's storno right (tick in the user window).
Business Date	Geschäftsdatum	The day sales are counted to until the Z closing.
Card	Karte	Card payment method (debit or credit card at the terminal).
Cash	Bar	Cash payment method.
Cash balance	Kassenstand	Current cash in the drawer according to the system.
Cash Movements	Kassenbewegungen	Pay cash in and out, pay out tips (with receipt).
Cash Points	Kassenstandorte	Till master data for the fiscal service; usually set up by the service partner.
Cash Register Setup	Kasse einrichten	Basic till settings, for example time zone and receipt language.
Cashier	Kassierer	Role for till staff (shown as "Cashier" in the user list).
Catalog Management	Katalogverwaltung	Menu area for the menu card and items.
Catalogs	Kataloge	The menu card of a venue.
Categories	Kategorien	Groups of items (for example drinks, food).
Change to Give	Wechselgeld	Amount the guest gets back when paying cash.
Close	Abschließen	Button in the X report that runs the Z closing.
Combos	Menü-Kombis	Set menus made of several items.
Compliance & Reports	Compliance & Berichte	Menu area for cash movements, reports and exports.
Custom item	Freier Artikel	Item with a freely entered name and price.
Customer Display	Kundendisplay	Second screen where the guest sees the order.
Dashboard	Dashboard	Home page showing the state of the till and the TSE.
Deposit	Pfand	Deposit on bottles or containers; shown separately.
Desktop view	Desktop-Ansicht	Keeps a phone permanently in the normal till view.
Devices	Geräte	Menu area for barcode scanners and cash recyclers.
Dirty	Schmutzig	Table needs cleaning.
Discount	Rabatt	Reduction on the whole bill (5/10/15 % or custom).
Discounts	Rabatte	Manage prepared discounts in the catalog.
DSFinV-K export	DSFinV-K-Export	Data export for tax audits (DSFinV-K format).
Enter fullscreen	Vollbild öffnen	Shows the till without browser bars.
Fiscal receipt	Kassenbon	Signed receipt with TSE data.

English (screen)	German (screen)	Meaning
Fiscalized	Fiskalisiert	The transaction has been signed by the TSE.
Free	Frei	Table is empty and ready for guests.
Global	Global	User without a fixed venue (administrators).
Inactive	Inaktiv	Badge of a deactivated user; they cannot log in.
Ingredients	Zutaten	Ingredients and extras that can be added to an item.
Kitchen	Küche	Sends the items to the kitchen or kitchen printer.
Later	Später	Hides the new-version notice for now.
Legal Entity Setup	Unternehmen einrichten	Company data of the operator (name, tax number).
Log in	Anmelden	Sign in to the till with user name and password.
Log out	Abmelden	Free the till for the next employee (bottom of the side menu).
Me	Ich	Filter for waiters: show only their own orders.
More POS actions	Weitere POS-Aktionen	Pink menu on the right of the header bar: quick actions, TSS, language, time; on tablets also the header elements that are hidden there.
New Order	Neue Bestellung	Starts a new order.
New User	Neuer Benutzer	Creates a new user account.
No tip	Ohne Trinkgeld	Card payment without a tip.
Occupied	Belegt	Table has guests or unpaid orders.
Order Management	Bestellverwaltung	Menu area for the order list.
Orders	Bestellungen	List of the business day's orders (Admin/Manager also earlier days).
Pay	Bezahlen	Opens the payment of an order.
Pay out tips	Trinkgeld auszahlen	Pay collected card tips out to the staff.
POS Floor Plan	POS-Tischplan	Overview of the tables and their status.
POS Setup	POS-Einrichtung	Menu area for setting up the till.
Print interim bill	Zwischenrechnung drucken	Bill for the guest to look at before paying.
Print receipt	Bon drucken	Prints the full receipt.
Print short receipt	Kurzbeleg drucken	Sends a short receipt without prices to the kitchen printers.
Print with hospitality form	Mit Bewirtungsblock drucken	Receipt with fields for a business-entertainment form (occasion, guests).
Products	Artikel	Single sellable items; can only be deactivated, not deleted.
Receipt info	Beleginfo	Extra text printed on the receipt.
Receipt Options	Belegoptionen	Settings for receipts and printers.
Remaining	Restbetrag	Amount of the order still open.
Remember me	Angemeldet bleiben	Box on the login page. The login stays stored until you log out.
Reservations	Reservierungen	Manage table reservations.
Reserved	Reserviert	A reservation starts soon.
Return	Rückgabe	Full or partial return of a paid receipt (with a new receipt).

English (screen)	German (screen)	Meaning
Role	Rolle	Decides which menus and functions a user sees (Admin, Manager, Cashier, Waiter, device roles).
Round up	Aufrunden	Rounds the card amount up; the difference becomes a tip.
Split bill	Rechnung teilen	Split one order into several bills.
Storno	Storno	Storno right (Allow storno): needed for returns of paid receipts (see Return) and for reversing tip payouts. An order that has not been paid yet is cancelled with Cancel – no storno right is needed for this.
System Info	Systeminfo	Window with version and device data for support (click "Vectis v...").
Tables	Tische	Opens the floor plan.
Tax Groups	Steuergruppen	VAT rates for items.
Terminals	Terminals	Profiles for self-checkout kiosks; till staff do not need a terminal profile.
Till registration (ELSTER)	Kassenmeldung (ELSTER)	Data for notifying the tax office of the till; Vectis sends nothing to ELSTER.
Tip	Trinkgeld	Voluntary amount from the guest for the staff.
Tip report	Trinkgeld-Bericht	Overview of tips received and paid out.
TSE / TSS	TSE / TSS	Technical security device that signs every sale. TSS chip in the header bar: green = TSE set up and active.
TSE export	TSE-Export	Export of the TSE signature data (Admin only).
User Management	Benutzerverwaltung	Menu area for user accounts (Admin only).
Venue	Standort	A restaurant or branch with its own tables and staff.
Venue Management	Standortverwaltung	Menu area for venues, floor plan and reservations.
Waiter	Kellner	Role for service staff (shown as "Waiter" in the user list).
Waiter	Servicekraft	Employee who owns an order; selector in the header bar.
X report	X-Bericht	Interim figures of the current business day; the closing is also done here.
Z Closing Automation	Z-Abschluss-Automatik	Automatic daily Z closing at a set time.
Z Daily Reports	Z-Tagesbericht	Report of saved Z closings of a day.
Z Monthly Report	Z-Monatsbericht	Summary of a month's Z closings.
Z-Closing	Z-Abschluss	Fiscal end-of-day closing; ends the business day, cannot be undone.

Frequently asked questions

Q: Why is a term in the menu different from the manual? The manual uses the till's labels. If they differ, the till has been updated; the label on your screen is what counts.

Q: What is the difference between the X report and the Z closing? The X report shows interim figures and changes nothing. The Z closing ends the business day fiscally.

Q: What is the difference between storno and return? The **Cancel** button cancels an order that has not been paid yet; no storno right is needed for this. A paid order is not cancelled but returned – in full or in part, with a new, signed receipt. The return needs the storno right (**Allow storno**).

Q: Why are some windows in English although the till is set to German? Some windows (for example "Create New User" in User Management, or the venue and reservation windows) are labelled in English only.

Q: What does "Global" mean in the user list? The user (an administrator) belongs to no specific venue and applies to all.