

User Guide - PosFix (Windows)

Welcome to the user guide for the **PosFix** Windows platform!

About PosFix (Windows)

PosFix for Windows is a modern **Point of Sale (POS)** application designed for managing sales, payments, and cash register operations. The platform is certified for use in the Republic of Moldova and fully complies with all fiscal requirements.

Main Features

Category	Features
Sales	Quick registration, barcodes, product search
Payments	Cash, card, voucher, TME (meal ticket), combined
Reports	X Report, Z Report, periodic reports
Sync	Automatic cloud synchronization

Documentation Structure

1. [System Requirements](#) - Hardware and software requirements
2. [Installation](#) - Step-by-step installation process
3. [Licensing](#) - Activation and licensing
4. [Authentication](#) - System login
5. [POS Interface](#) - Interface overview
6. [Cash Operations](#) - Payments and collections

7. **Products and Prices** - Product management
8. **Records and Calculations** - Totals and change
9. **Special Operations** - Cancellations and corrections
10. **Cash Management** - Cash in/Cash out
11. **Pending Orders** - Hold/Retrieve
12. **Settings** - System configuration
13. **Manager Functions** - Administration
14. **ECC Compliance** - Fiscal certification
15. **Support** - Technical support

Assistance

For technical support:

- **Email:** info@m-373.com
- **Phone:** +373 60 100 698

System Requirements and Minimum Platform

Minimum Hardware Requirements

Component	Minimum Requirement	Recommended
Processor	x64 (64-bit) compatible	1 GHz or higher
RAM Memory	2 GB	4 GB or more
Disk Space	500 MB available	1 GB or more
Screen Resolution	1024 x 768	1920 x 1080 (Full HD)
Internet Connection	Required for activation	Stable connection

Software Requirements

Software	Version	Remarks
Operating System	Windows 8/10/11 (64-bit)	None
.NET Runtime	.NET 8.0 Desktop Runtime	Installed automatically
Visual C++	2015-2022 (x64)	Installed automatically

Optional Supported Equipment (peripherals)

Equipment	Connection	Remarks
Thermal Printer	USB / Serial / Network	ESC/POS; TSPL protocol
Electronic Scale	Serial (COM port)/ USB	Standard protocol
Barcode Scanner	USB (keyboard mode)	Any USB HID scanner
Cash Drawer	Through printer	Automatic trigger

Network Requirements

Requirement	Details
HTTPS Port	443 (outbound)
Firewall	Allow outbound HTTPS connections

NOTE

The application requires an internet connection for initial activation and data synchronization.

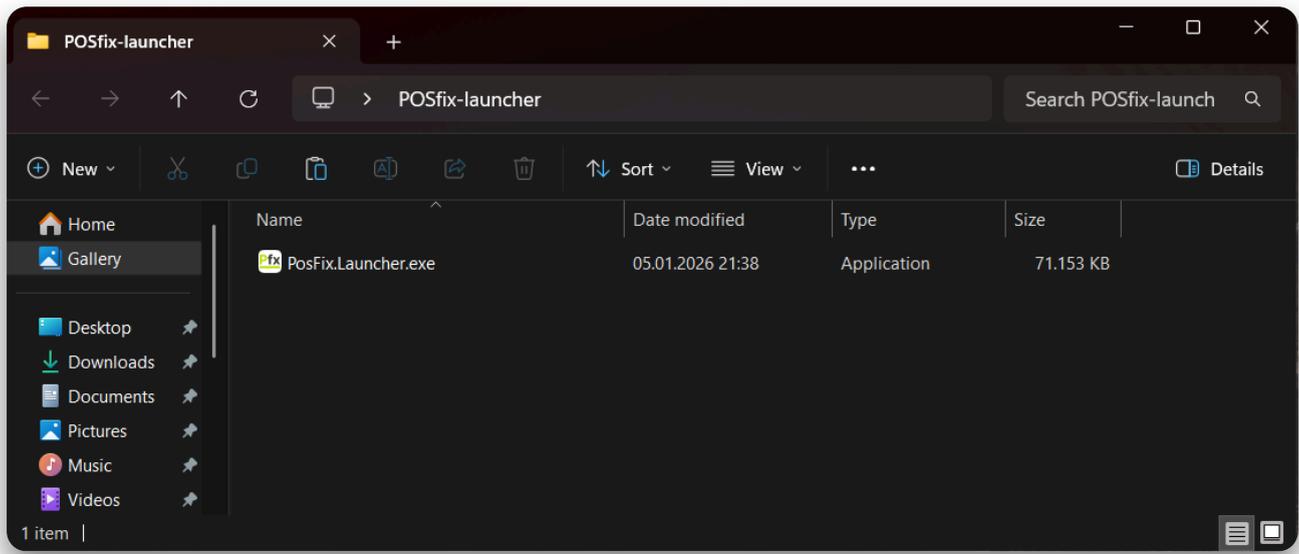
IMPORTANT

An active internet connection is required to register sales and automatically report them to MEV (Electronic Sales Monitoring).

Installation

Downloading the Application

1. Download the **PosFix.Launcher.exe** file from the provider
2. Save the file to an accessible location (e.g., Desktop)



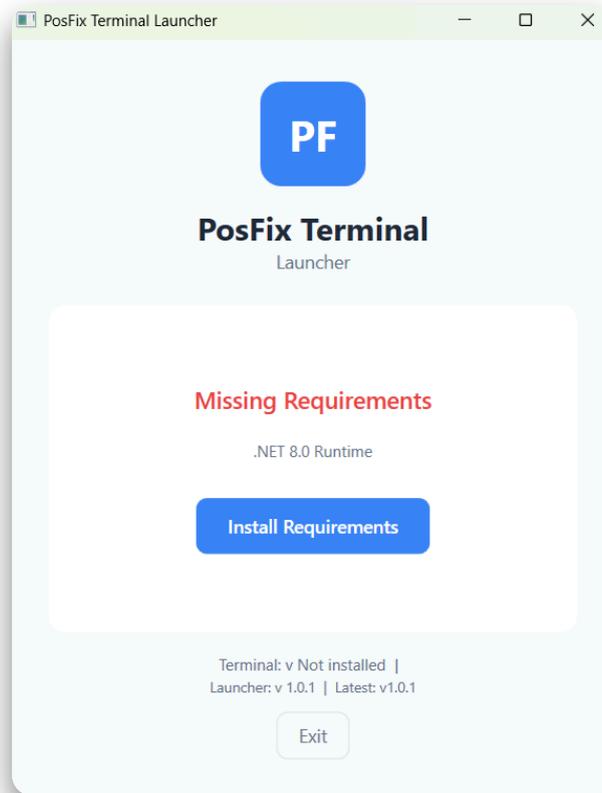
Starting the Launcher

1. **Double-click** on the `PosFix.Launcher.exe` file
2. If the Windows SmartScreen warning appears, click **More info** → **Run anyway**



System Requirements Check

The Launcher automatically verifies your system compatibility on its first run:

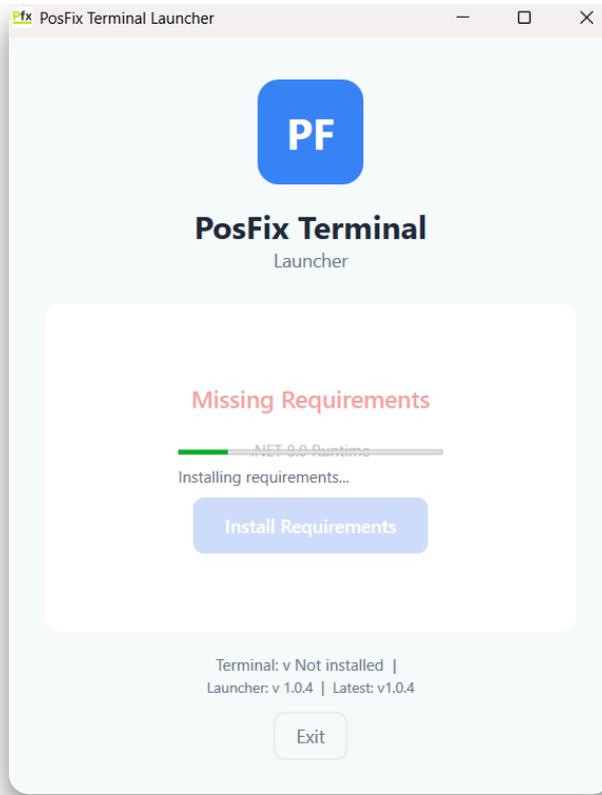


Status	Meaning	Action
✓ Green	Requirement met	No action required
✗ Red	Requirement failed	Automatic installation

Installing Missing Components

If components are missing, click "**Install Requirements**":

1. Grant administrator permissions
2. Wait for **.NET 8.0 Runtime** installation
3. Wait for **Visual C++ Redistributable** installation
4. The system automatically re-verifies requirements



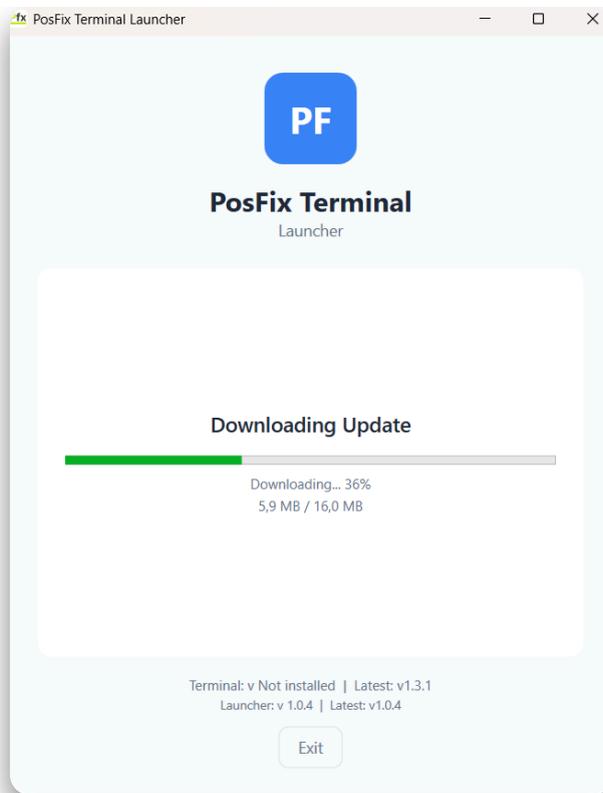
ATTENTION

Installing the requirements may require a computer restart.

Application Download

After the requirements are verified, the application is downloaded automatically:

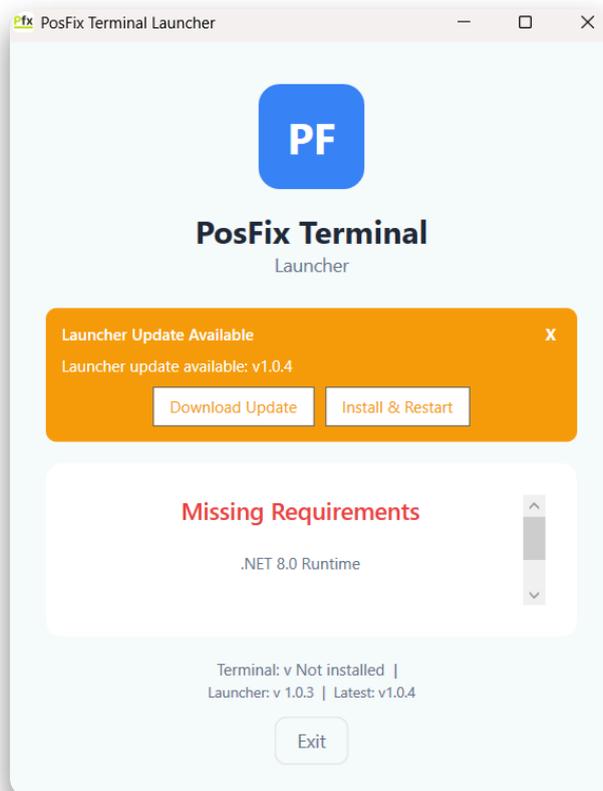
1. Download progress is displayed
2. File integrity is verified
3. The application is installed



Automatic Updates

The system automatically checks for updates at each startup:

- **Optional updates** - Can be postponed
- **Mandatory updates** - Must be installed



Licensing and Activation

License Types

License Type	Description	Validity
Standard License	For a single terminal	According to the signed contract

Obtaining the Activation Key

1. Contact the provider for purchase (**M373 SRL** +373 60 100 698)
2. Provide company details or create an account at posfix.md
3. Receive the activation key via email

Key format: An 8-character alphanumeric code (e.g., `ETHP-9WV5`)

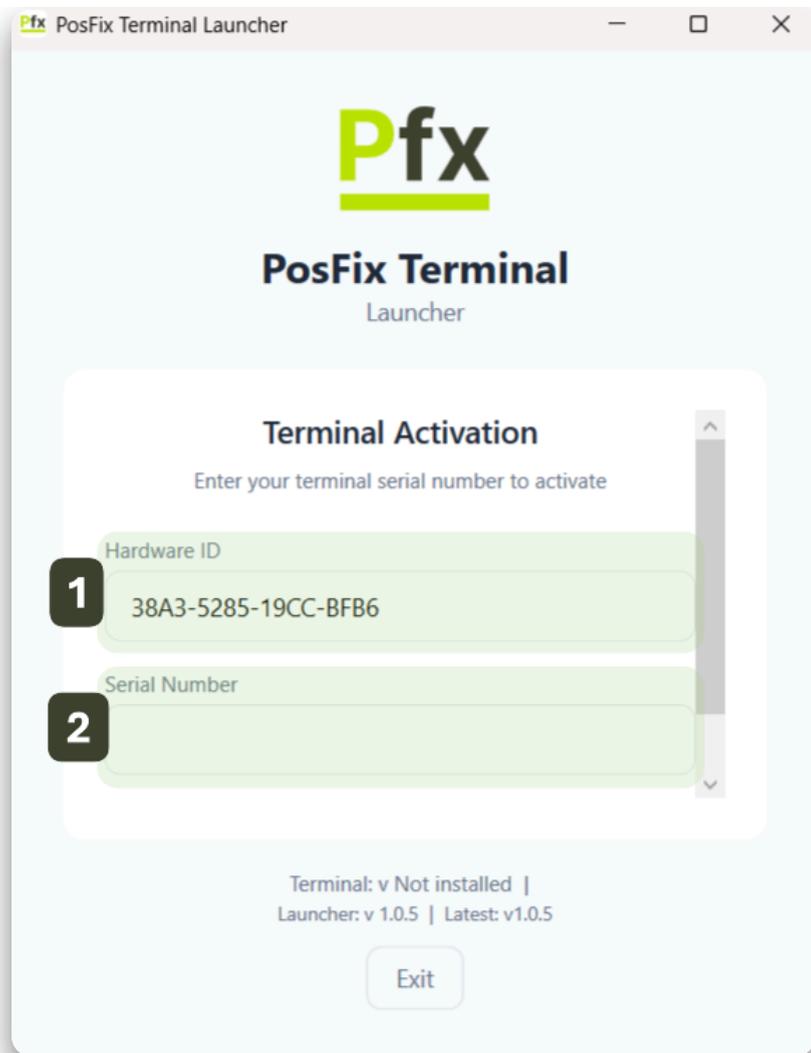
ⓘ NOTE

You will receive the activation key by email. Save this code for the next step.

Activation Process

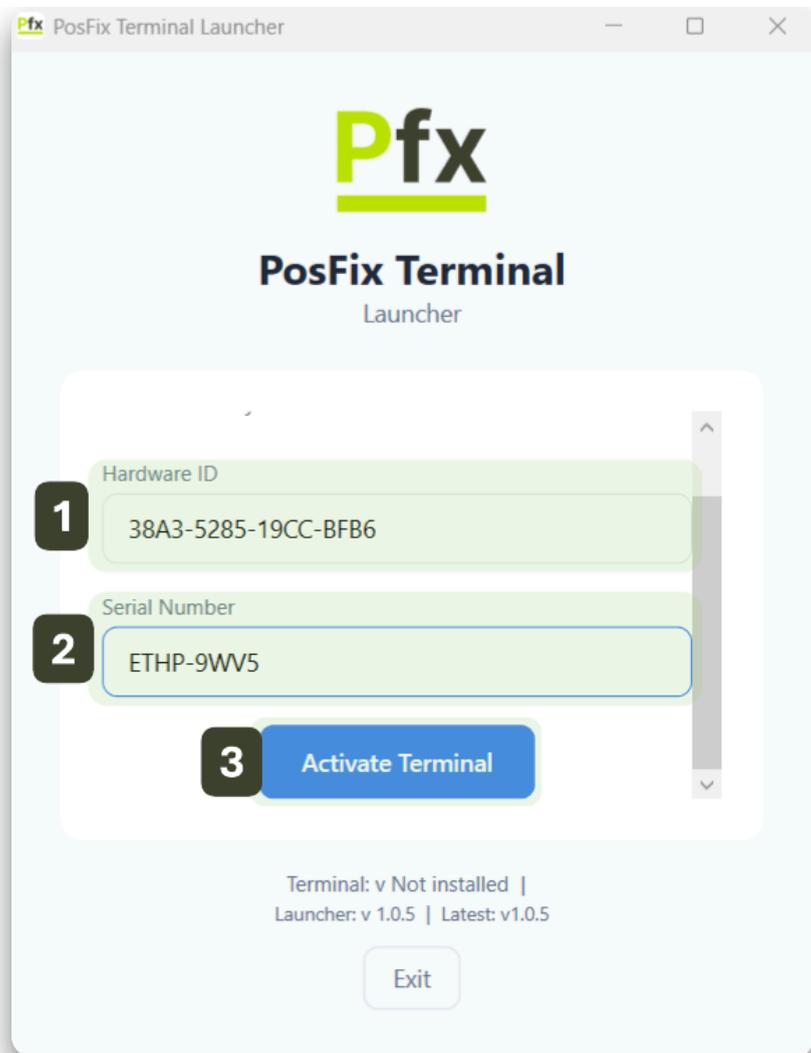
When launching the application for the first time, ensure you have an active internet connection. Activation cannot be performed Offline. The image below illustrates the screen you will see during application activation. Here is what each field represents:

1. **Hardware ID (Unique Identifier):** A system-generated code that is unique to your computer. **Do not modify anything here.** This code is the "fingerprint" that you will provide to the provider only if performing activation over the phone.
2. **Serial Number (Activation Key):** The field where you must enter the received code.



Activation steps:

1. Verify the hardware code automatically displayed in **Hardware ID**
2. Enter the **Activation Key** in the dedicated field
3. Press the **Activate Terminal** button



Activation Information

After activation, the system displays:

Information	Description
Terminal ID	Unique identifier (e.g., T-001234)
Merchant Name	Name of the licensed company
Activation Date	The date the activation was performed
Status	Active / Expired / Suspended

License Restrictions

- **One license = One physical terminal**
- The license is tied to specific hardware
- License transfer requires contacting the provider
- Changing major components may require reactivation

⚠ IMPORTANT

In case of operating system reinstallation or hardware component changes, contact the **Technical Support** department. License reactivation requires operator assistance.

Common Issues

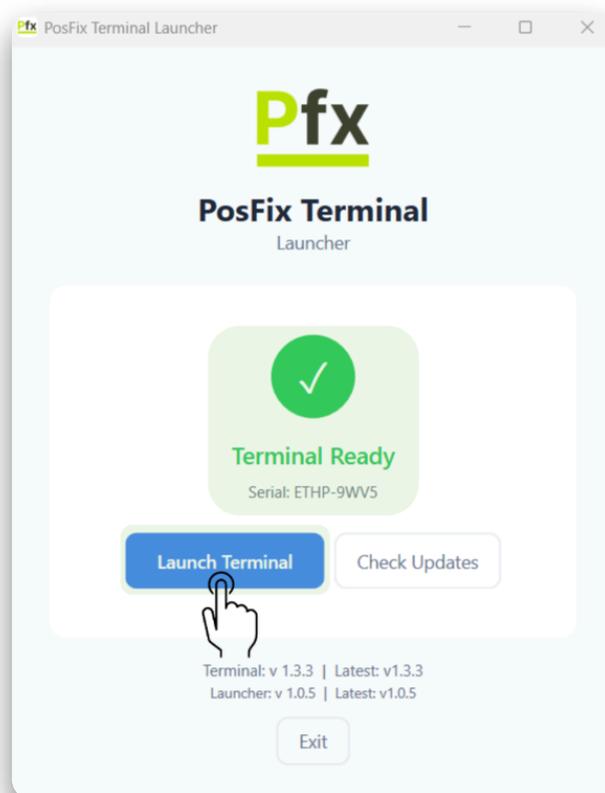
Issue	Cause	Solution
"Invalid key"	Key entered incorrectly	Verify and re-enter
"Key already in use"	License activated on another device	Contact the provider
"Connection error"	No internet access	Check your connection
"Unauthorized terminal"	Hardware has been modified	Request reactivation

Launch & Authentication

Startup Screen

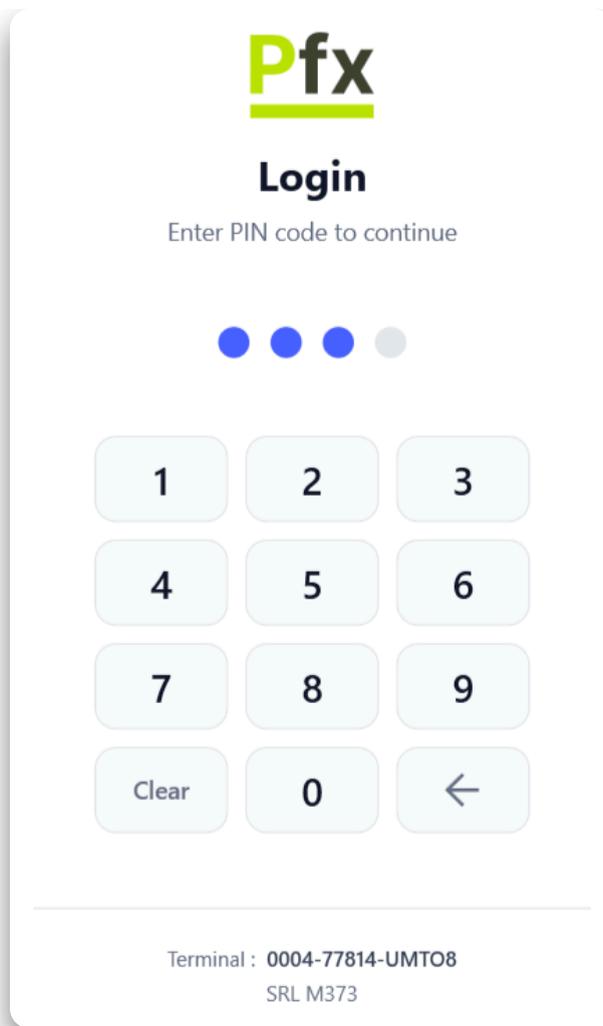
When opening the application, you will be greeted by the **PosFix Terminal Launcher** window, which verifies system integrity and checks for updates.

Terminal Initialization – Ensure that the status message displays *Terminal Ready*, then click the **Launch Terminal** button to proceed to the login interface.



Authentication Steps

1. **Enter PIN code** - Type the 4-digit PIN code
2. **Confirm** - Press the "Authentication" button



User Roles

Role	Permissions
Cashier	Sales, payments, fiscal reporting
Manager	Cashier permissions + product management, settings

Switching Users

To switch the user during an active session:

1. Click on the **User Icon**
2. Select **Log Out**
3. Return to the authentication screen



Operator #2
0004-77814-UMTO8



Cart 0

1

Operator #2

0004-77814-UMTO8



Theme

Light



Display

Modern



Auto logoff



Virtual keyboard



Settings



Help



Logout

2

3



Login

Enter PIN code to continue



1	2	3
4	5	6
7	8	9
Clear	0	←

Terminal : 0004-77814-UMTO8

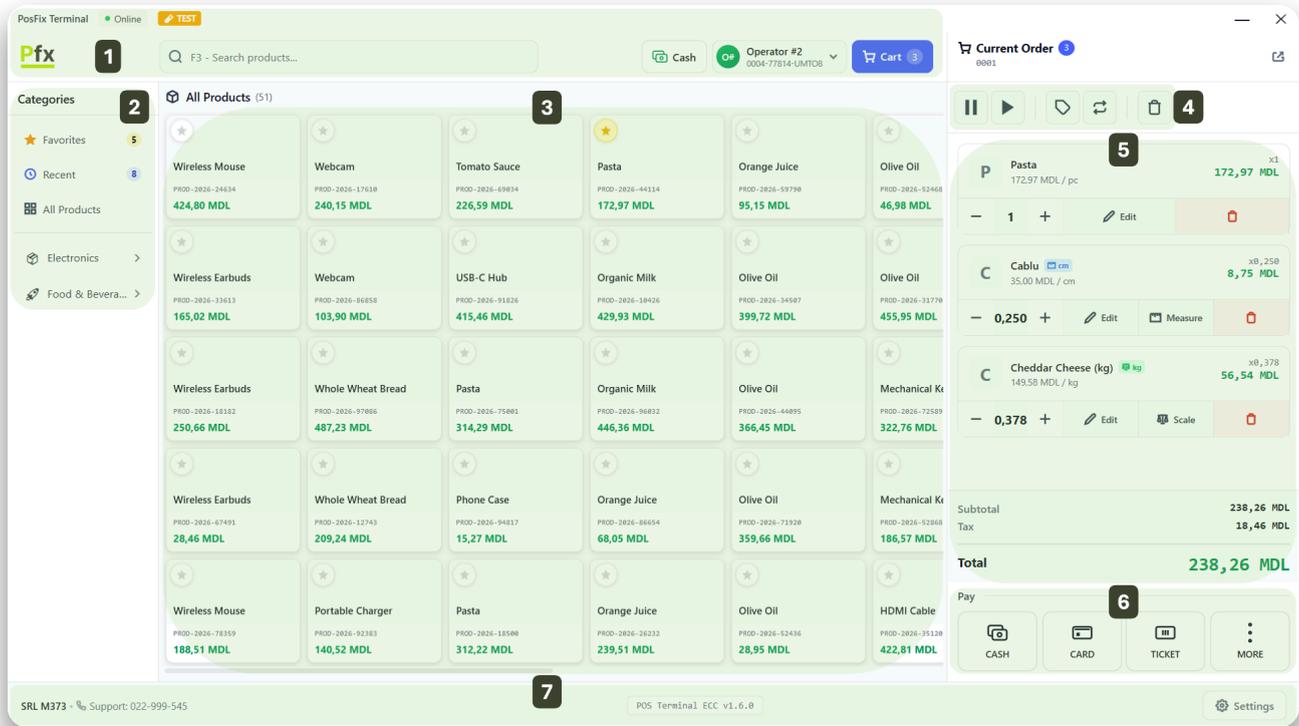
SRL M373

Authentication Issues

Issue	Solution
Forgotten PIN	Contact manager for a reset
Non-existent user	Check connection and synchronize
Authentication error	Verify that the PIN is correct

Main Interface (POS)

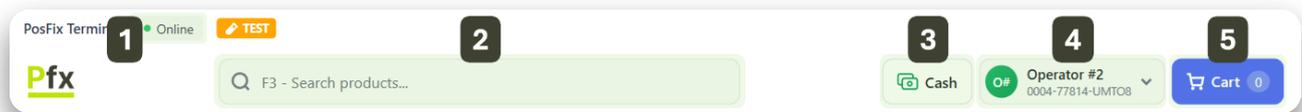
After authentication, you will access the main sales interface.



Interface Components

Zone	Description
1. Header	Main navigation and user profile settings
2. Categories Panel	List of product groups displayed in the central area
3. Product Grid	Individual items from the selected category (center)
4. Order Controls	Actions applied to the entire selection of products
5. Shopping Cart	Items added for the current sale (right sidebar)
6. Payment Methods	Transaction finalization and checkout options
7. Footer Bar	Technical status and access to system configuration

Application Header



Zone	Description
1. Online/Offline Indicator	Green = connected, Red = disconnected
2. Search Bar	Identify items by name or barcode
3. Cash	Cash operations (Cash-In, Cash-Out, etc.)
4. User Icon	Displays the user profile menu
5. Shopping Cart	Summary of items selected for the current sale

Navigating Between Categories

1. Click on a category from the left panel
2. Items will appear in the grid
3. Subcategories (if any) appear under the main category

Adding Products to Cart

1. **Single click** on a product – Adds 1 unit to the shopping cart
2. **Repeated clicks** – Increases the quantity of the same item
3. **Barcode scanning** – Automatically identifies and adds the product to the list

Shopping Cart

The cart displays:

- List of added products
- Quantity for each item

- Price per item
- Subtotal and Total
- Payment method



TIP

Use the + and - buttons within the cart to quickly adjust quantities.

Cash Register Operations

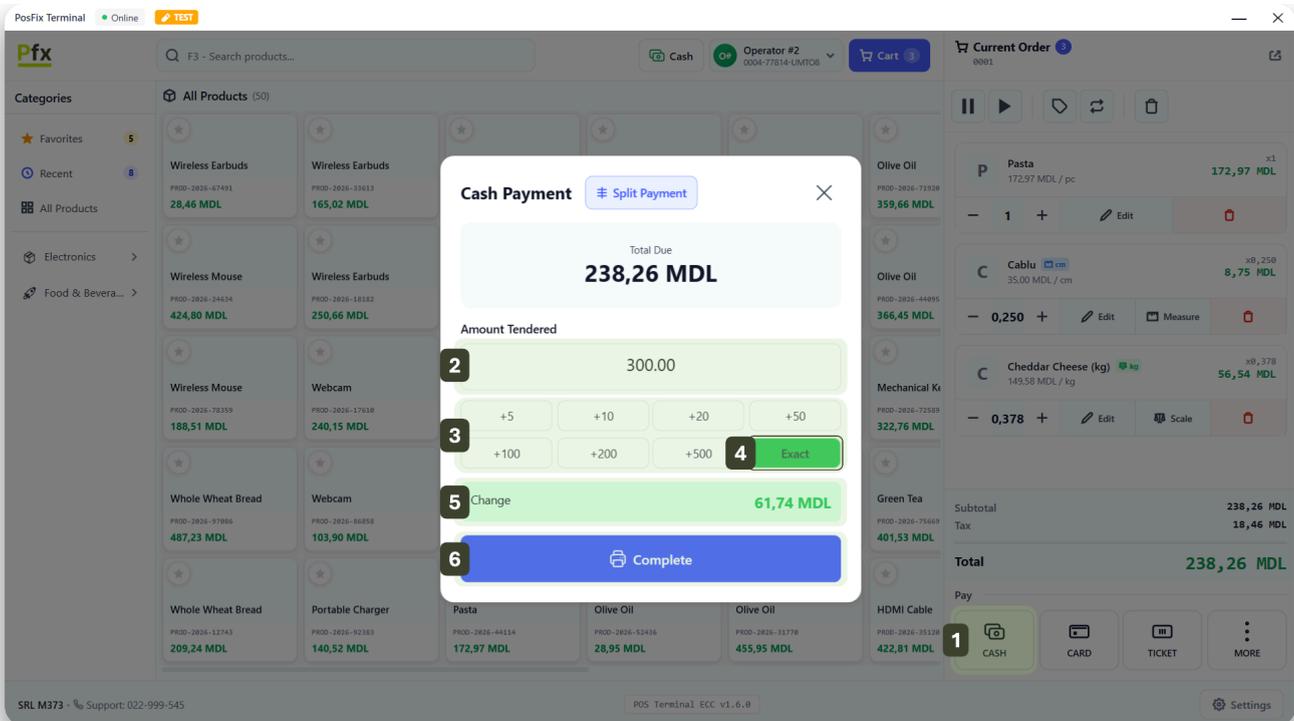
Recording Payments

The PosFix system supports multiple payment methods. This section guides the operator through the process of transforming the product cart into a finalized transaction, explaining how to use the payment interface. You will find clear instructions for managing various accepted financial instruments (cash, bank card, meal tickets, or mixed methods), as well as automatic system functions such as change calculation and fiscal receipt issuance.

Cash Payment

Cash payment is the most frequent operation at the cash register. The PosFix interface is optimized to process these transactions at maximum speed, providing the operator with assistive tools for quick amount entry (through preset buttons) and automatic change calculation, effectively eliminating human errors.

1. Once products are scanned or selected, press the **Cash** button from the payment methods list.
2. Enter the actual **received amount** from the customer using the numeric keypad.
3. For increased speed, use the preset buttons (**+5, +10, +20, +50, +100, +200, +500 MDL**) to compose the received sum.
4. Alternatively, press the **Exact** button if the customer provided the exact amount (change 0.00 MDL).
5. Check the **Change** field – it is calculated automatically by the system.
6. Press **Complete** to print the fiscal receipt and trigger the cash drawer to open.



⚠️ ATTENTION

Double-check the entered amount before pressing the **Complete** button. Once the fiscal receipt has been printed, the transaction is recorded in the fiscal memory and can no longer be cancelled from the sales interface (requires administrative cancellation/storno procedures).

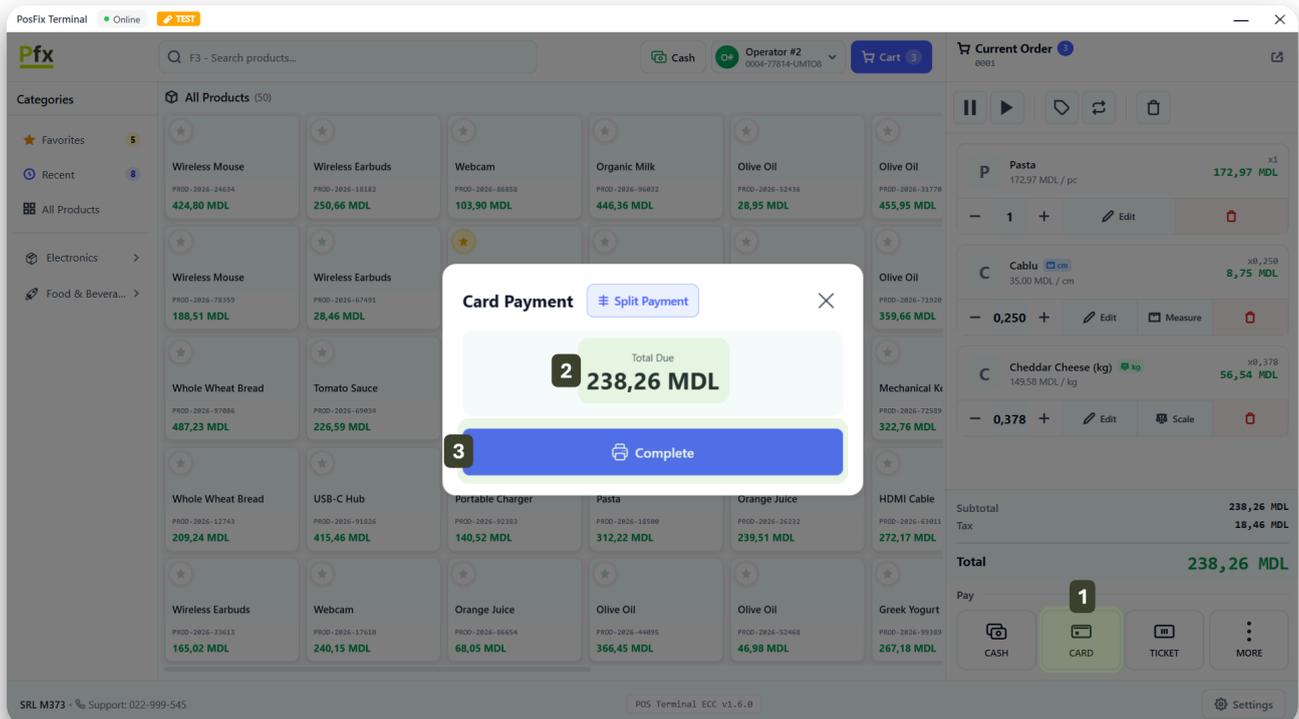
💡 RECOMMENDATION

If the customer offers the exact amount (no change needed), always use the **Exact** button. This reduces transaction time by a few seconds, eliminating the need to manually type the amount.

Card Payment

1. Press the **Card** button from the payment methods list
2. Verify the amount displayed on the screen (it is automatically pre-filled with the receipt total)
 - **If the bank terminal is integrated:** The amount is automatically transmitted to the bank POS. Invite the customer to tap their card/phone.
 - **If the bank terminal is NOT integrated:** Enter the amount on the external terminal, invite the customer to tap their card and wait for the receipt confirming **Transaction Approved**

3. As soon as you have bank confirmation, press the **Complete** button in the PosFix application to issue the fiscal receipt



⚠️ ATTENTION

Order of Operations: Do not press "Complete" in the application before seeing the "Success" message on the bank terminal, to avoid accidental printing of a fiscal receipt without a confirmed payment.

Amount Verification: For non-integrated terminals, double-check the amount typed on the bank POS before presenting it to the customer. A single wrong digit can lead to an incorrect charge.

ⓘ NOTE

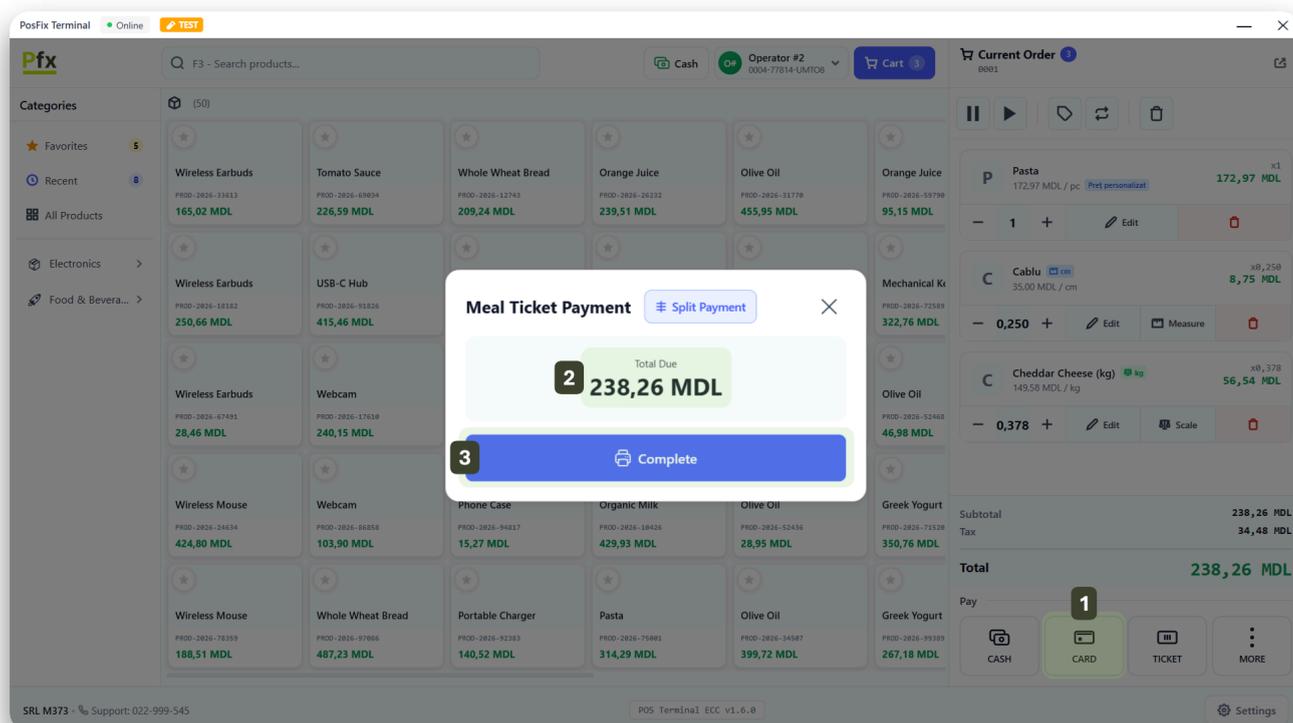
Two Receipts: The customer should generally receive two documents: the Fiscal Receipt (issued by PosFix) and the Payment Receipt (issued by the bank terminal).

Meal Ticket Payment

Payment with Electronic Meal Tickets **TME** is a method strictly intended for the purchase of food products. The PosFix interface manages these payments similarly to bank payments but applies specific restrictions to comply with current legislation (no cash change is given).

1. Press the **TICKET** button from the payment methods list

2. Verify the amount displayed on the screen (it is automatically pre-filled with the receipt total)
 - **If the bank terminal is integrated:** The amount is automatically transmitted to the bank POS. Invite the customer to tap their card.
 - **If the bank terminal is NOT integrated:** Enter the amount on the external terminal, invite the customer to tap their card and wait for the receipt confirming **Transaction Approved**
3. As soon as you have bank confirmation, press the **Complete** button in the PosFix application to issue the fiscal receipt



⚠️ ATTENTION

Giving Change: According to the law, when paying with meal tickets, **no cash change is given.**

💡 RECOMMENDATION

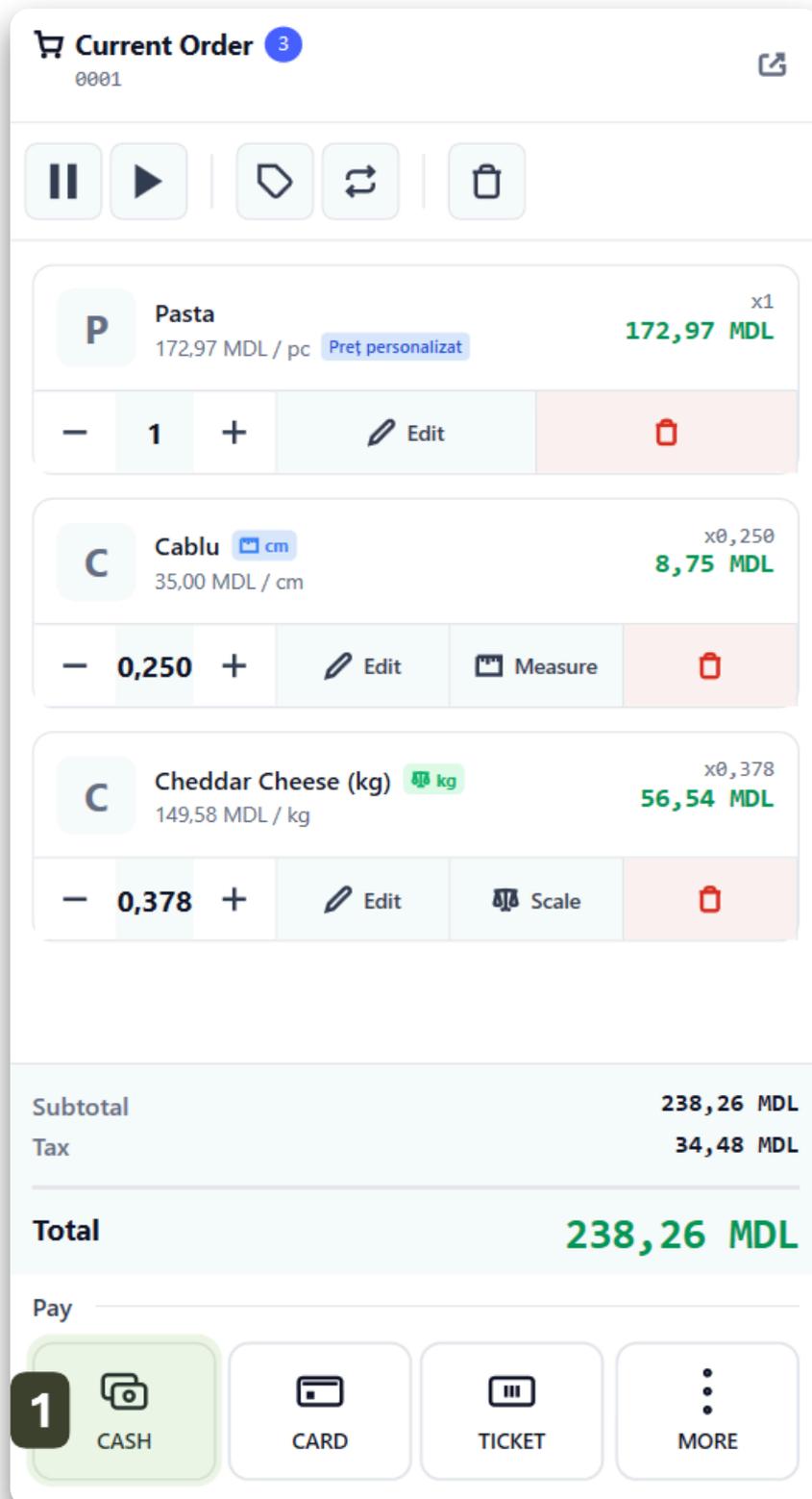
If the meal card has insufficient funds to cover the full amount, use the **Split Payment** (Mixed Payment) feature.

Split Payment (Mixed)

A split payment is used when a customer wishes to pay the receipt value using multiple payment methods simultaneously (e.g., part Cash and the rest Card). The PosFix interface

allows managing these payments by adding payments sequentially.

1. Select an initial payment method (e.g., **CASH**)
2. The payment window will open. Press the **Split Payment** button



Cash Payment Split Payment **2** ×

Total Due
238,26 MDL

Amount Tendered

+5 +10 +20 +50

+100 +200 +500 **Exact**

Complete

3. Select the first payment method **CASH**

4. Manually enter the partial amount you are receiving (before entering, delete the total amount displayed by default)

5. Click the **+ Add Payment** button

Cash Payment Single Payment ×

Total Due **238,26 MDL** | Remaining **238,26 MDL**

Select payment method

3 CASH CARD TICKET Other

Complete

Cash Payment Single Payment ×

Total Due **238,26 MDL** | Remaining **238,26 MDL**

× **Cash** 50.00 +

+5 +10 +20 +50

+100 +200 +500 **Exact**

🖨️ Complete

NOTE

The system will confirm the first payment and the **Remaining** field will automatically update, indicating the remaining difference to pay.

6. Select the second payment method for the remaining amount. Press the **CARD** button

7. The system will automatically fill in the remaining amount. Press the **+ Add Payment** button to confirm this amount as well

Cash Payment Single Payment ×

Total Due **238,26 MDL** | Remaining **188,26 MDL**

Cash 50.00 ×

Select payment method **6**

CASH **CARD** TICKET Other

🖨️ Complete

Cash Payment Single Payment ×

Total Due **238,26 MDL** | Remaining **188,26 MDL**

Cash 50.00 ×

× Card 188.26 7 +

+5 +10 +20 +50

+100 +200 +500 **Exact**

🖨️ Complete

8. Press **Complete** to print the fiscal receipt and close the order

Cash Payment Single Payment ×

Total Due **238,26 MDL** | Remaining **0,00 MDL**

Cash 50.00 × Card 188.26 ×

Select payment method

CASH CARD TICKET Other

🖨️ Complete 8

NOTE

If for the last payment method (e.g., **Cash**) the customer provides a banknote with a value higher than the remaining difference, the system will calculate the change as usual for that specific amount.

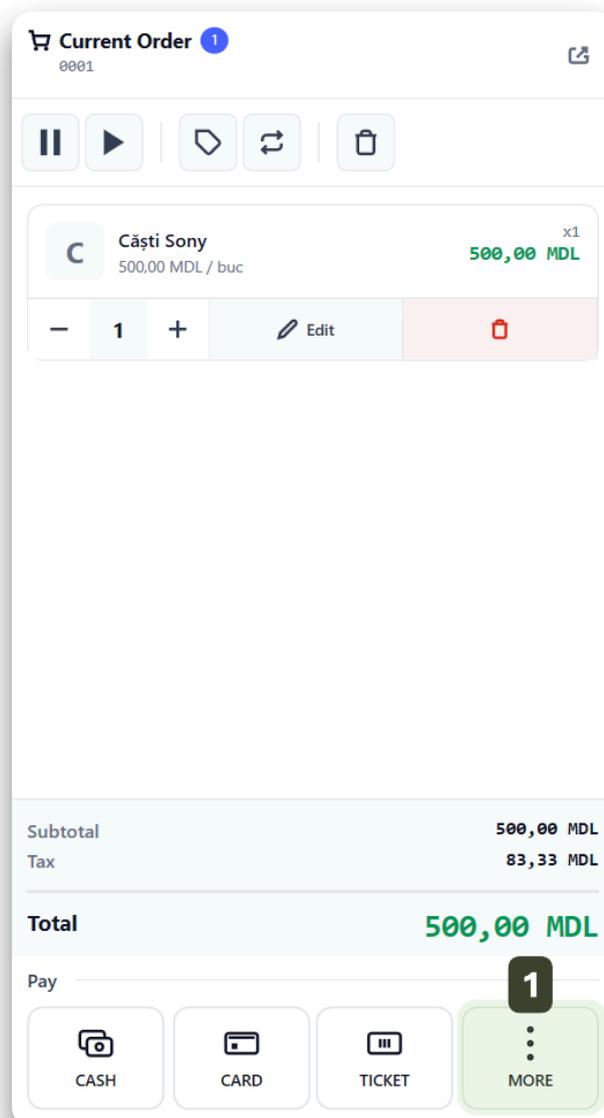
Voucher Payment

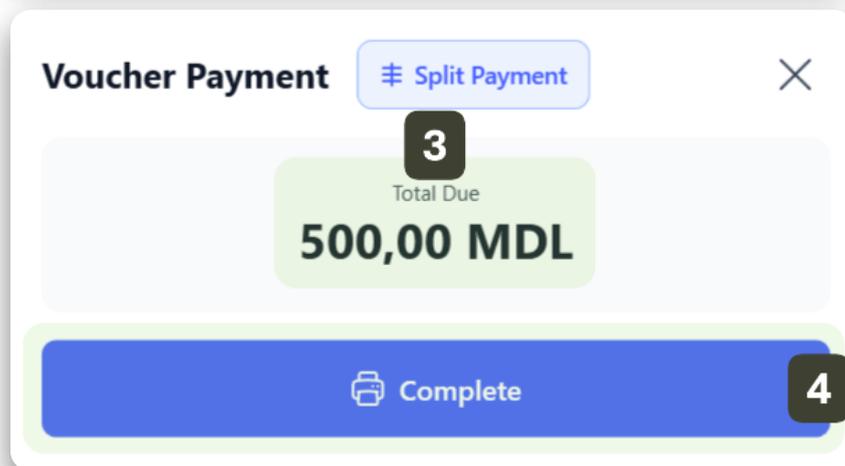
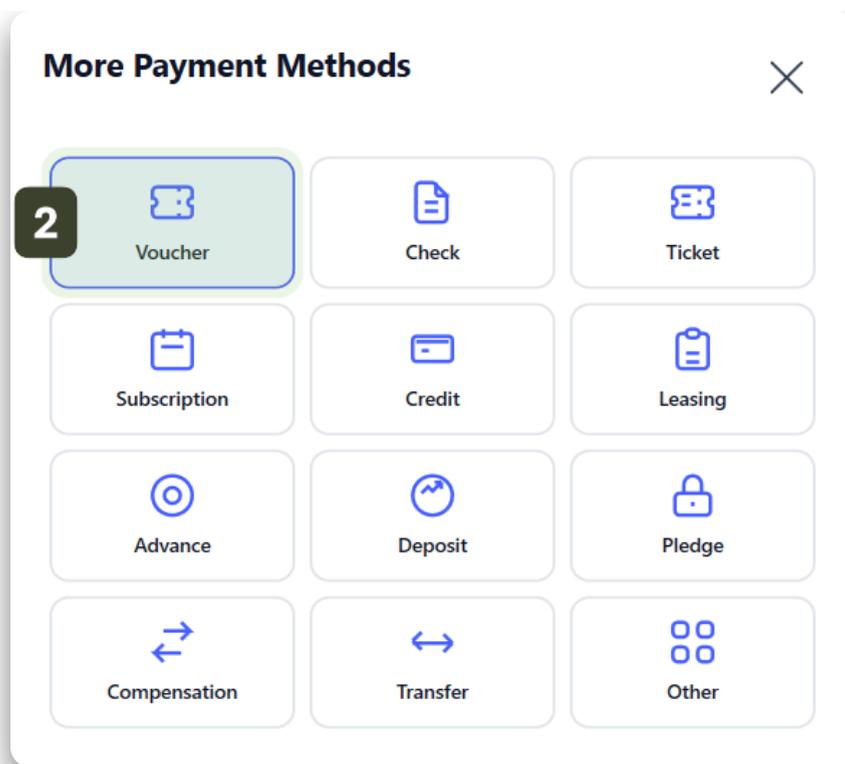
This method is used for transactions involving prepaid payment instruments (Gift Cards, Discount Vouchers).

Full Payment

Use this method if the voucher covers the full receipt total:

1. In the payment methods area, press the **MORE** button
2. The *More Payment Methods* window will open. From the options grid, select **Voucher**
3. The system will automatically register the total amount of the receipt as being paid through this method
 - Depending on the store configuration, you may be asked to scan the customer's voucher for validation
4. Press **Complete** to print the fiscal receipt and close the order





Partial Payment

When the voucher does not cover the full amount due, use the **Split Payment** function:

1. Select an initial payment method (e.g., **CASH**)
2. The payment window will open. Press the **Split Payment** button



C Căști Sony x1
500,00 MDL / buc 500,00 MDL

- 1 + ✎ Edit 🗑

C Cablu cm x0,590
35,00 MDL / cm 20,65 MDL

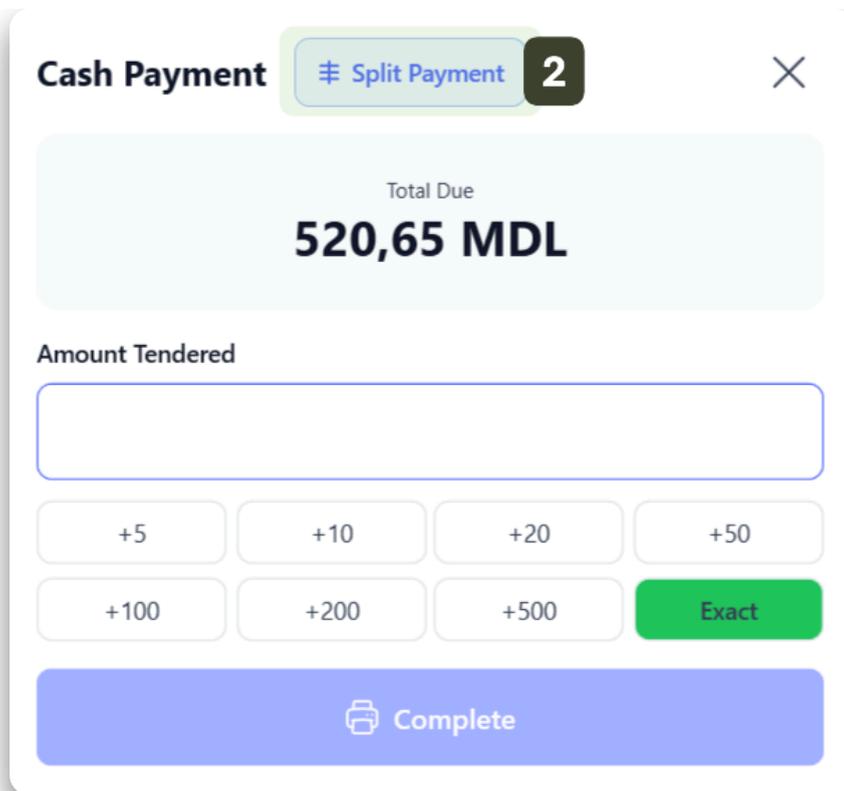
- 0,590 + ✎ Edit 📏 Measure 🗑

Subtotal 520,65 MDL
Tax 86,77 MDL

Total 520,65 MDL

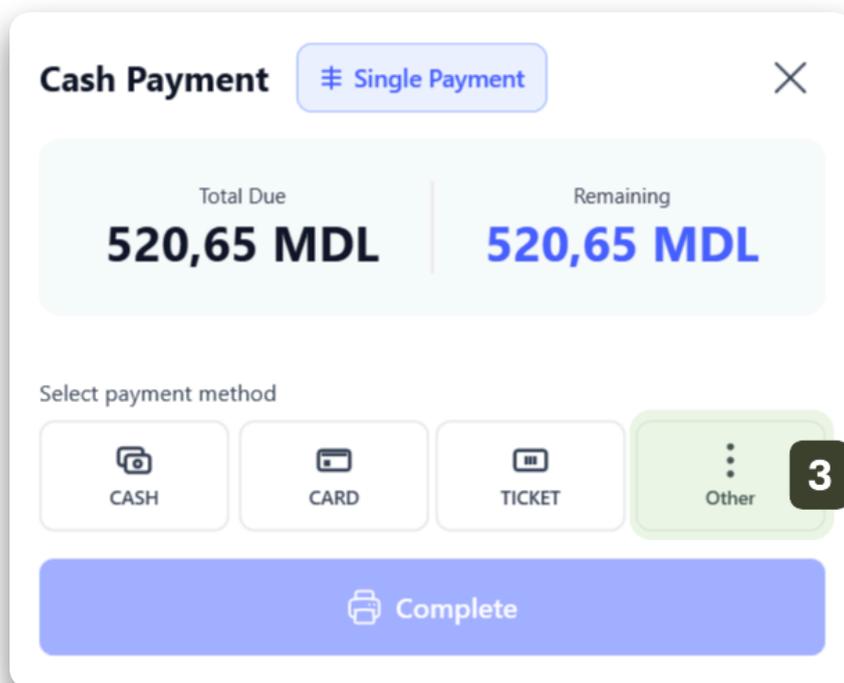
Pay _____

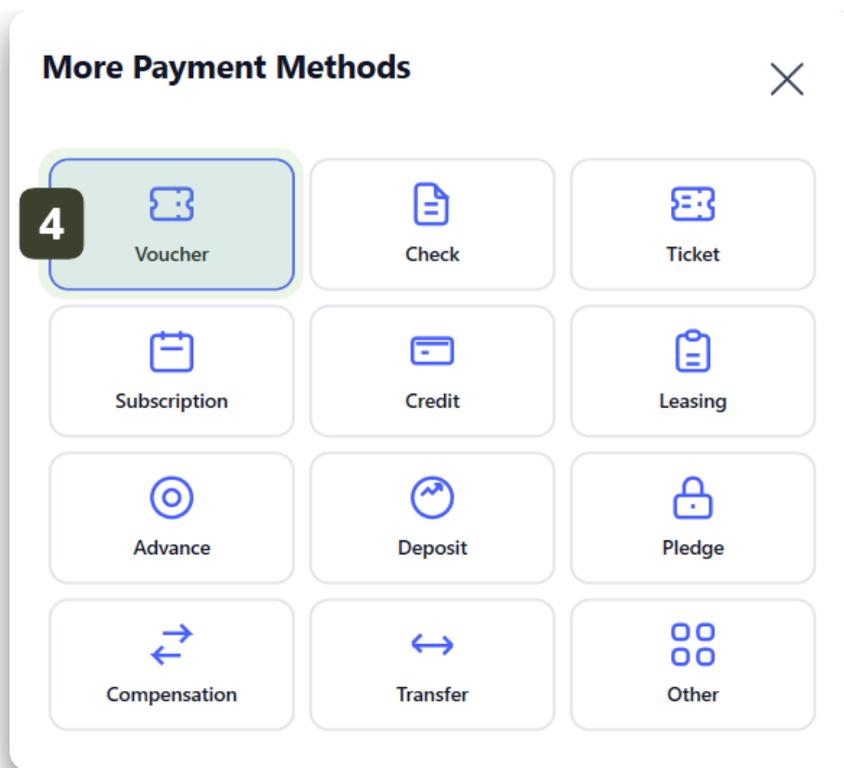
1 CASH CARD TICKET MORE



3. Press the **MORE** button

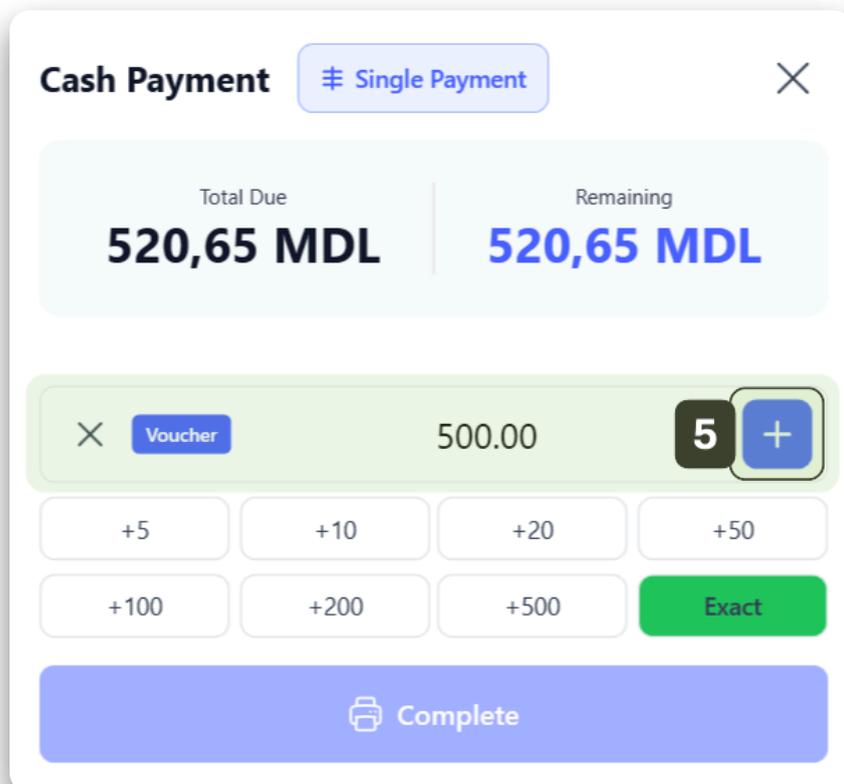
4. In the *More Payment Methods* window, select the **Voucher** option





5. Manually enter the voucher value. Click the **+** **Add Payment** button

6. Select the second payment method for the remaining amount. Press the **CARD** button



Cash Payment Single Payment ×

Total Due **520,65 MDL**

Remaining **20,65 MDL**

Voucher 500.00 ×

Select payment method **6**

CASH CARD TICKET Other

Complete

NOTE

The system will confirm the first payment and the **Remaining** field will automatically update, indicating the remaining difference to pay.

- The system will automatically fill in the remaining amount. Click the **+ Add Payment** button to confirm this amount as well
- Press **Complete** to print the fiscal receipt and close the order

Cash Payment Single Payment ×

Total Due **520,65 MDL** Remaining **20,65 MDL**

Voucher 500.00 ×

× Card 20.65 7 +

+5 +10 +20 +50

+100 +200 +500 **Exact**

🖨️ Complete

Cash Payment Single Payment ×

Total Due **520,65 MDL** Remaining **0,00 MDL**

Voucher 500.00 × Card 20.65 ×

Select payment method

CASH CARD TICKET Other

🖨️ Complete 8

⚠️ ATTENTION

1. **No Cash Change:** According to Republic of Moldova legislation, **it is strictly forbidden to provide cash change** for transactions paid via vouchers or gift cards.
2. **Validation:** Ensure the voucher is valid and all security features are intact before processing the payment.

3. **Fiscalization:** On the final fiscal receipt, this amount will be highlighted separately under the **VOUCHER** category.

ⓘ **NOTE**

If the voucher value is less than the total due, the system will automatically display the difference in the **Remaining** field. You will need to select a second method (e.g., **Cash** or **Card**) to collect the difference and close the receipt.

Subscription Payment

This method is used for loyal customers who have an active membership or subscription. Use this option to deduct the value of products from the customer's subscription balance, without collecting cash at the time of sale.

Full Payment

1. In the payment methods area, press the **MORE** button
2. The *Other Payment Methods* window will open. From the options grid, select **Subscription**
3. The system will automatically register the total amount of the receipt as being paid through this method
 - Depending on the store configuration, you may be asked to scan the customer's subscription for validation.
4. Press **Complete** to print the fiscal receipt and close the order

Current Order 1
0001

|| ▶ ◀ ↺ 🗑

C **Cafea Espresso** x1
25,00 MDL / buc **25,00 MDL**

- 1 + Edit 🗑

Subtotal 25,00 MDL
Tax 4,17 MDL

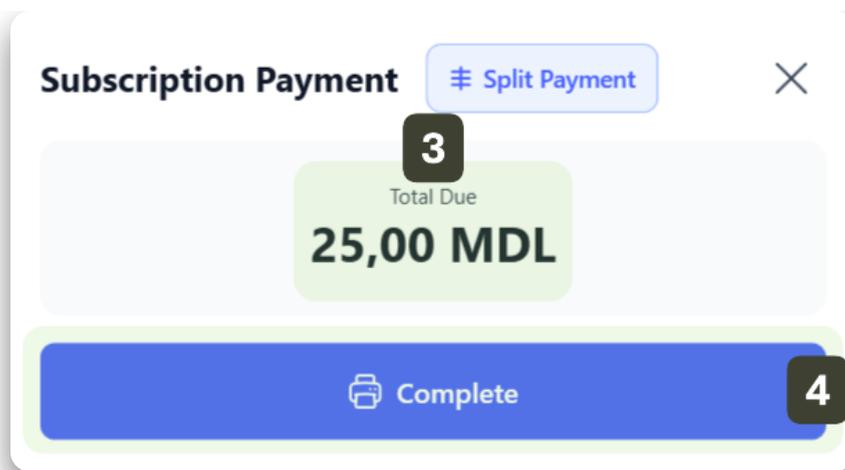
Total 25,00 MDL

Pay

CASH CARD TICKET **MORE** 1

More Payment Methods ✕

 Voucher	 Check	 Ticket
2  Subscription	 Credit	 Leasing
 Advance	 Deposit	 Pledge
 Compensation	 Transfer	 Other



Partial Payment

When the subscription includes a limited number of products or services and does not fully cover the entire receipt, use the **Split Payment** function:

1. Select an initial payment method (e.g., **CASH**)
2. The payment window will open. Press the **Split Payment** button



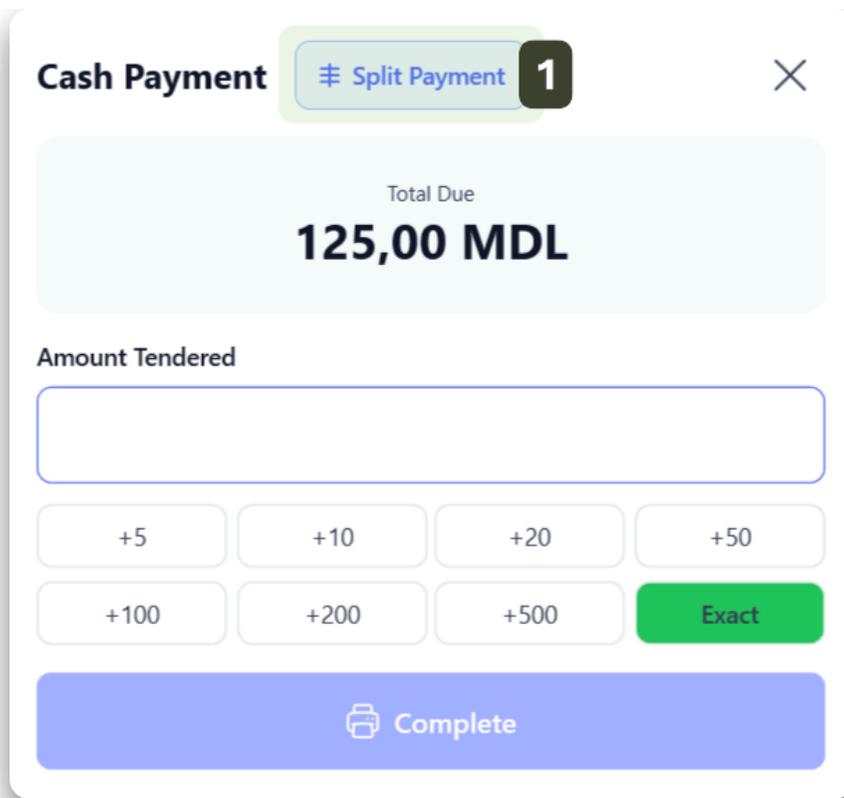
C	Cafea Espresso 25,00 MDL / buc	x5 125,00 MDL
-	5	+
✎ Edit		
🗑️		

Subtotal	125,00 MDL
Tax	20,83 MDL

Total **125,00 MDL**

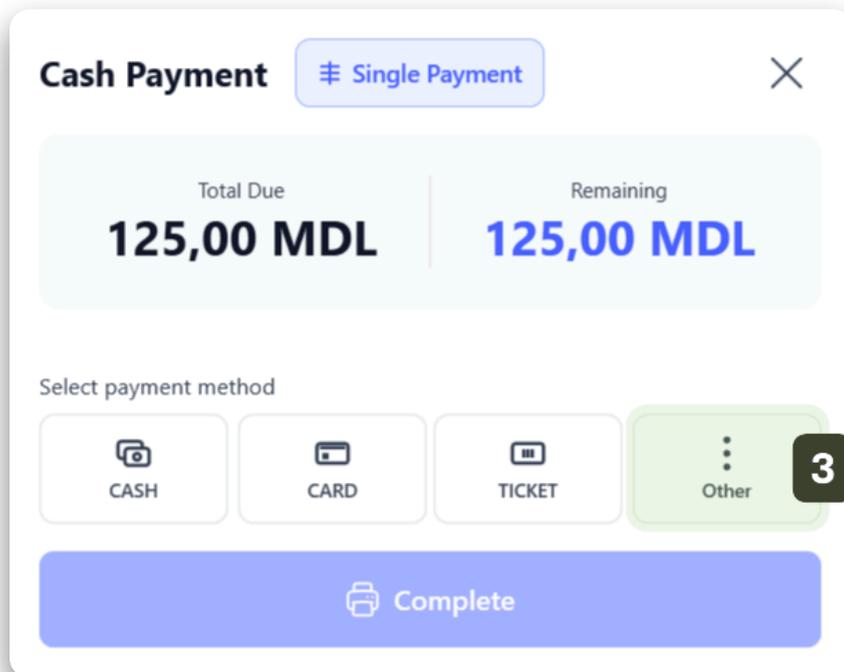
Pay _____

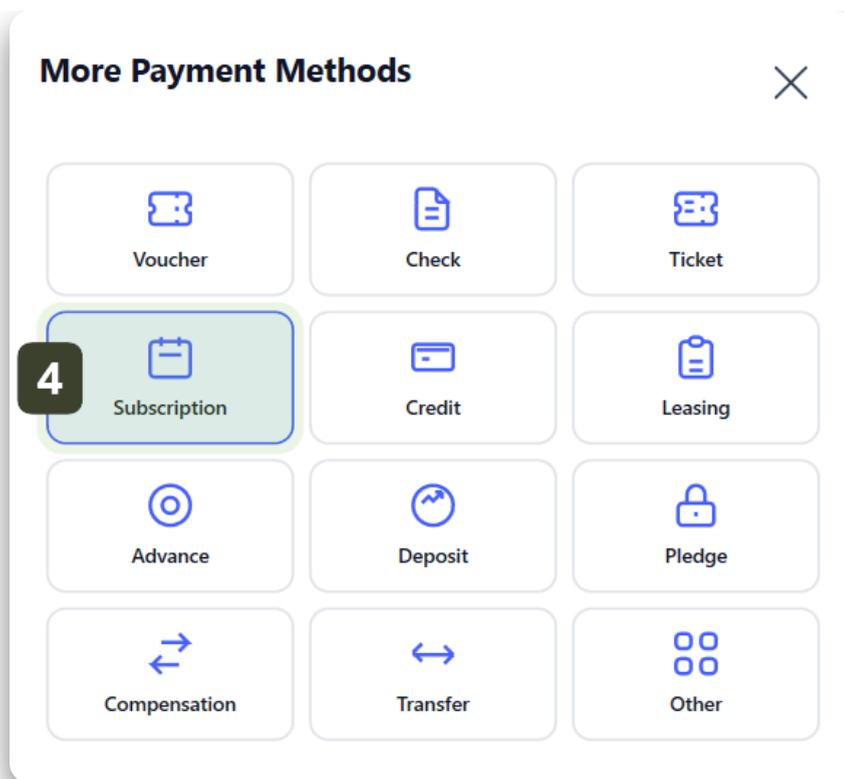
1 📄 CASH	🗳️ CARD	🎫 TICKET	⋮ MORE
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3. Press the **MORE** button

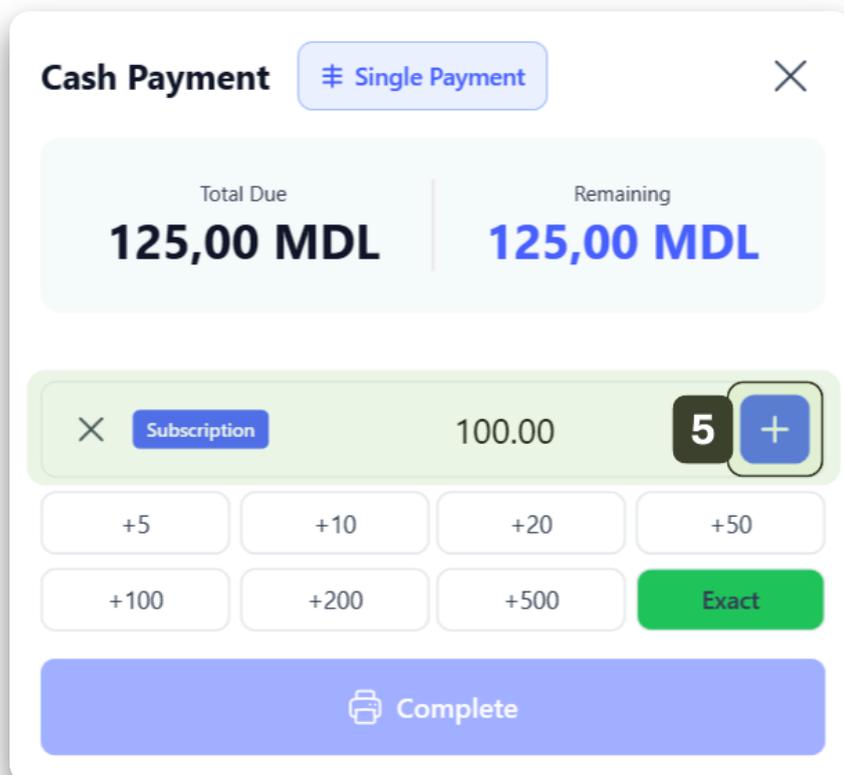
4. In the *More Payment Methods* window, select the **Subscription** option





5. Manually enter the subscription value. Press the **+** **Add Payment** button

6. Select the second payment method for the remaining amount. Press the **CASH** button



Cash Payment Single Payment ×

Total Due **125,00 MDL**

Remaining **25,00 MDL**

Subscription 100.00 ×

Select payment method

6 CASH CARD TICKET Other

🖨️ Complete

NOTE

The system will confirm the first payment and the **Remaining** field will automatically update, indicating the remaining difference to pay.

7. Enter the amount received from the customer. Press the **+ Add Payment** button to confirm this amount as well
8. Press **Complete** to print the fiscal receipt and close the order

Cash Payment Single Payment ×

Total Due **125,00 MDL** Remaining **25,00 MDL**

Subscription 100.00 ×

× Cash 7 +

+5 +10 +20 +50

+100 +200 +500 **Exact**

🖨️ Complete

Cash Payment Single Payment ×

Total Due **125,00 MDL** Remaining **0,00 MDL**

Subscription 100.00 × Cash 25.00 ×

Select payment method

CASH CARD TICKET Other

🖨️ Complete 8

⚠️ ATTENTION

1. **Balance Check:** Before processing the payment, make sure the customer's subscription is active and has sufficient balance to cover the consumption.
2. **Identification:** If the subscription is registered to a name, ask the customer for an identification document or the physical membership card.

3. **Fiscalization:** On the final fiscal receipt, this amount will be highlighted separately under the **SUBSCRIPTION** category.

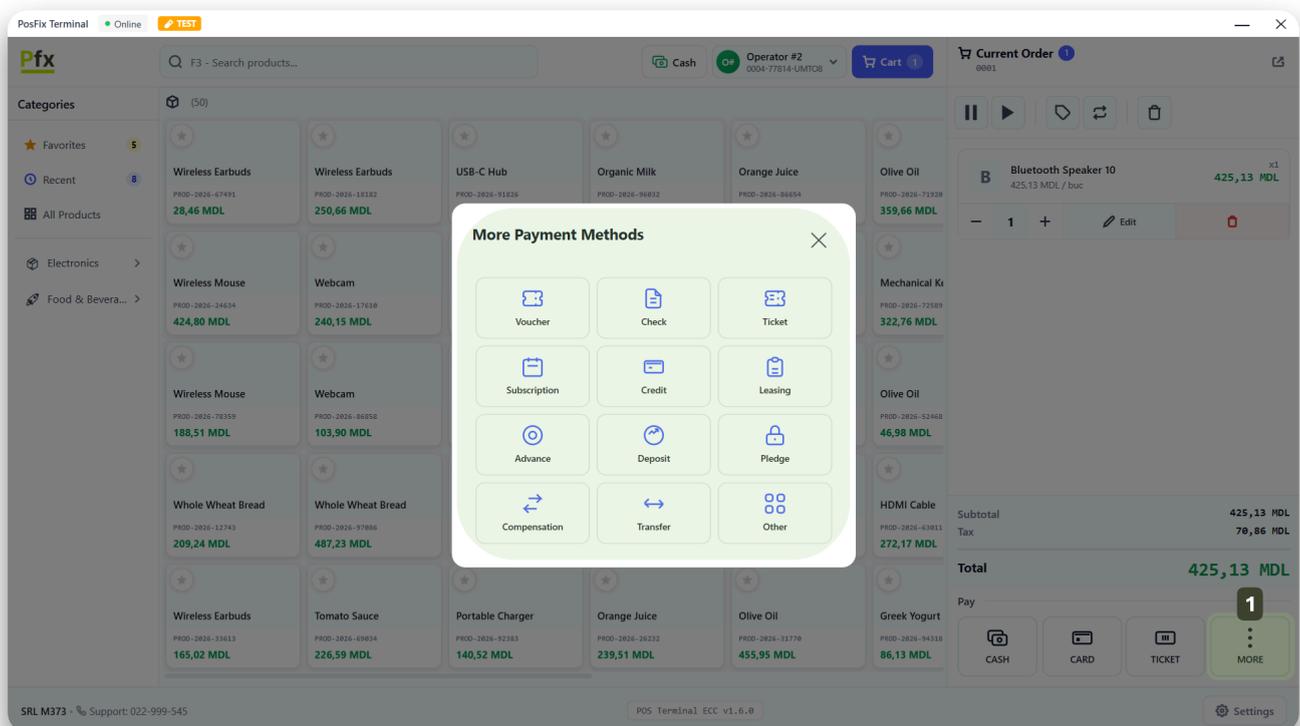
NOTE

It is important to mention that, from an accounting perspective, the **actual cash collection** (and the issuance of the fiscal receipt with VAT) usually takes place at the time of **selling the subscription**. Using the **Subscription** button at the time of consumption serves as **inventory management** (reduces stock), but the payment value at that moment is zero.

Other Payment Methods

PosFix supports complex payment forms, usually used in transactions with legal entities (companies) or for specific financial operations.

1. In the payment methods area, press the **MORE** button
2. The *More Payment Methods* window will open, displaying all available options



Payment Method	Description and Usage
Check	Bank Instruments. The customer pays with a CHECK that will be cleared at the bank.
Ticket	Meal Tickets. Payment with meal vouchers on paper (if the store accepts them).
Credit	Customer Credit. The goods are delivered now, payment is made at the contractually established term.
Leasing	Installment Sales. Used for high-value goods (appliances, furniture) purchased through leasing contract or external credit.
Advance	Reservations. Collecting a partial amount for a future order or closing a receipt using a previously paid advance.
Deposit	Cash Guarantees. Collecting an amount as a returnable guarantee (e.g., for packaging, equipment rental) or funding a customer account.
Pledge	Pawn / Collateral. Specific to pawn shops (Lombard). Used when the transaction involves an item left as material guarantee.
Offset	Debt Settlement. Exchange of goods/services between two companies without money transfer (barter), to settle a mutual debt.
Transfer	B2B Sales. The customer (company) pays later by payment order (bank transfer) based on the invoice. The receipt is issued for stock reduction.
Other	Various. Internal payment methods that do not fall into the standard categories above.

Finalizing the Sale

Immediately after the payment is processed, the system displays the **Sale Completed** screen. This is the moment when the transaction is officially saved in the fiscal memory.

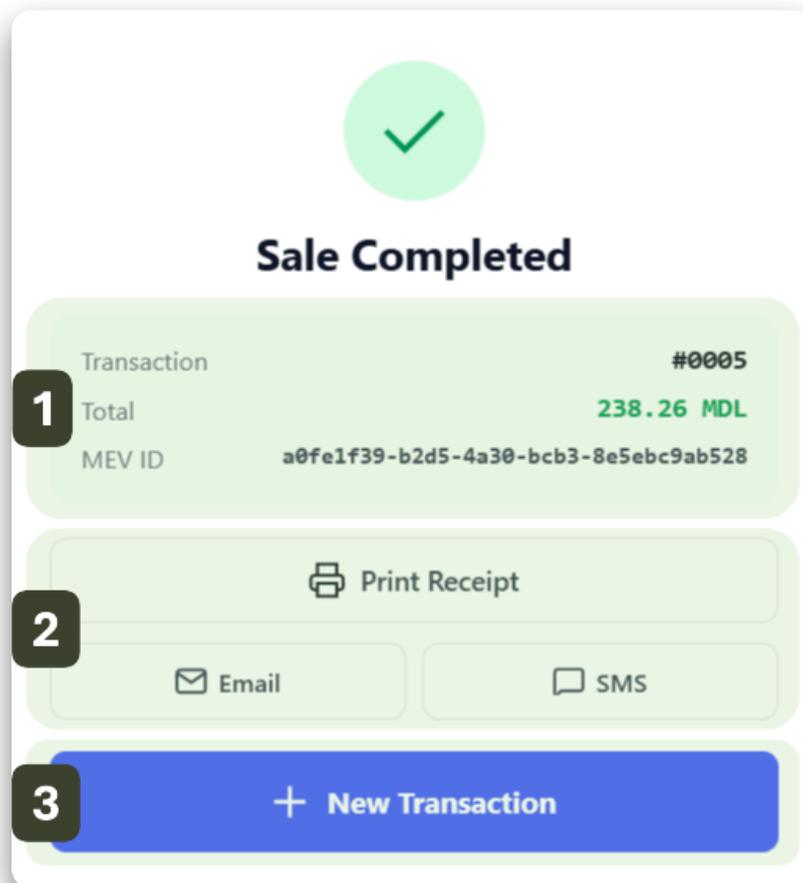
1. Transaction Details:

- **Transaction:** Unique receipt number
- **Total:** Final collected amount
- **MEV ID:** This is the Unique Fiscal Identifier (Electronic Sales Monitoring)

2. Receipt Options (Post-Sale):

- **Print Receipt:** Reprint the physical receipt
- **Email:** Send digital receipt
- **SMS:** Send link to electronic receipt via text message

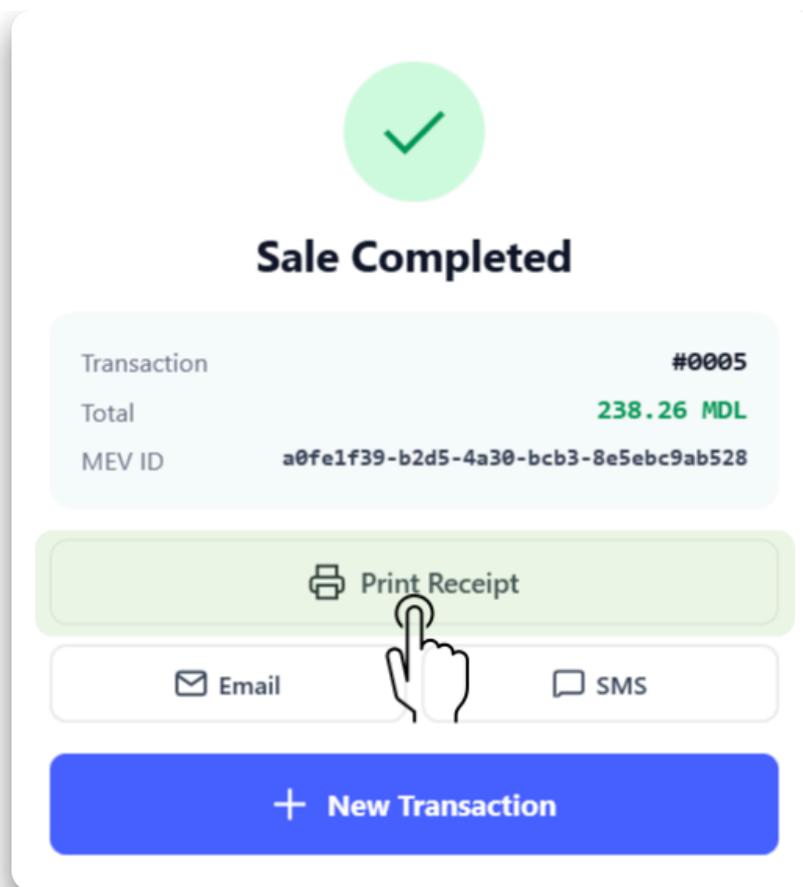
3. Press the **+** **New Transaction** button to return to the main screen and serve the next customer



Print Receipt

Although the system is usually configured to print automatically, this button is essential in exceptional situations. This function manually commands the printer to issue the paper receipt for the transaction that was just finalized.

To reprint the receipt, on the *Sale Completed* screen, press the **Print Receipt** button.



RECOMMENDATION

Use this option if the paper roll ran out during automatic printing. After replacing the paper, press **Print Receipt** to reprint the receipt.

Send by Email

This option is ideal for customers who want a digital record of their expenses or to save paper (Eco-Friendly solution).

1. On the *Sale Completed* screen, press the **Email** button
2. In the new field labeled **Email Address** enter the address provided by the customer
3. Press **Send**



Sale Completed

Transaction	#0008
Total	238.26 MDL
MEV ID	a0fe2e89-da13-470a-bbca-c38d07a714c1

 Print Receipt

1  Email

 SMS

Email Address **2**

info@m-373.com

3
Send

+ New Transaction

 **RECOMMENDATION**

Remind customers to check their Spam/Junk folder if they don't receive the receipt within a few minutes.

Send by SMS

This function allows sending a secure link to the fiscal receipt directly to the customer's mobile phone.

1. On the *Sale Completed* screen, press the **SMS** button
2. In the new field labeled **Phone Number** enter the customer's mobile number
3. Press **Send**



Sale Completed

Transaction #0008
Total 238.26 MDL
MEV ID a0fe2e89-da13-470a-bbca-c38d07a714c1

 Print Receipt

 Email

1

 SMS

Phone Number

2

+373 60 100 698

3

Send

 New Transaction

ATTENTION

Enter only the **8 digits** of the mobile number, **excluding the first zero**. Start directly with digit 6 or 7 and avoid doubling the country prefix.

NOTE

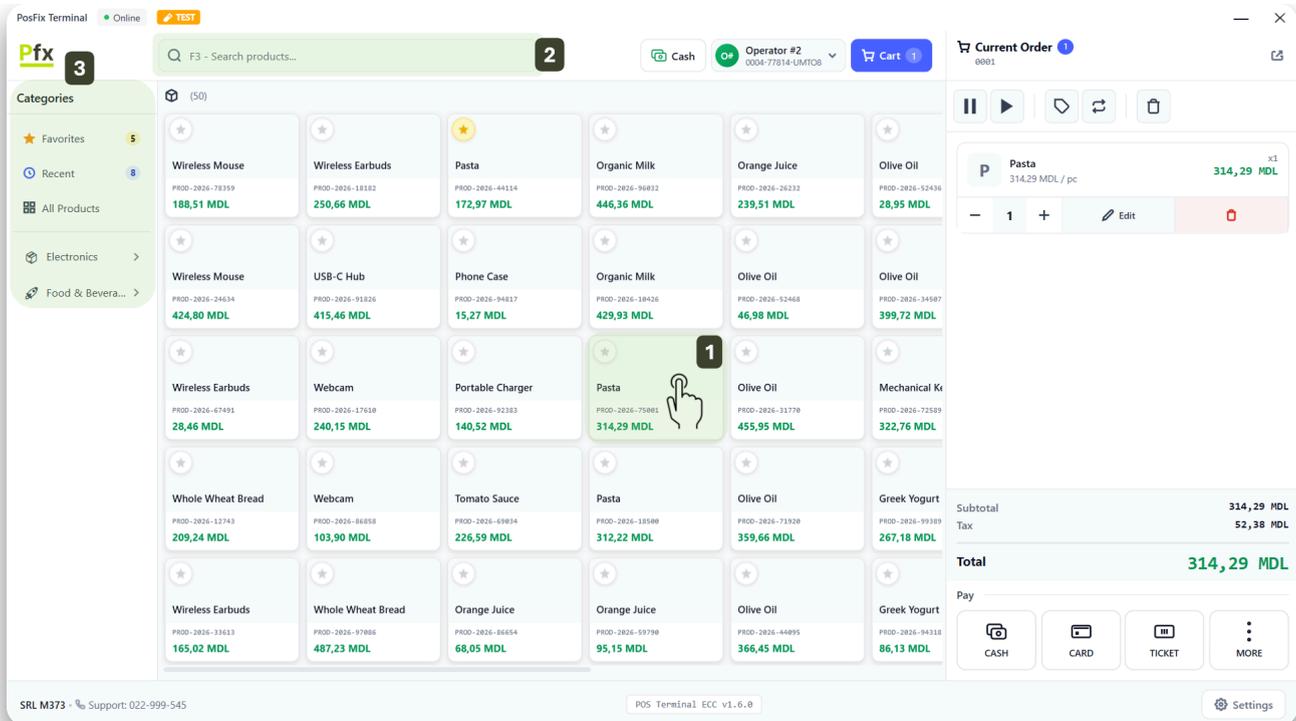
The SMS contains a link to the electronic receipt on the fiscal portal. To view the details, click on the link.

Working with Products and Prices

Adding Products

The system offers several quick ways to add items to the sales list, adapted to your workflow.

1. **Grid Selection** - this is the visual method, ideal for products without a barcode.
 - **Adding:** Tap once on the desired product card from the central list. The product will instantly appear in the shopping cart
 - **Quick Multiplication:** Tap repeatedly on the same product to increase the quantity (Ex: 3 clicks = 3 units)
2. **Search by Name / Code** - if you cannot find the product visually, use the search bar at the top of the screen.
 - **How it works:** Enter the first letters of the name or type the code manually
 - **Shortcut:** You can press the **F3** key on the physical keyboard to quickly access the search bar
3. **Quick Navigation** - to find products in the grid more easily, use the menu on the left side.
 - **Favorites:** Here you find the best-selling products, for instant access
 - **Recent:** Shows the last used products
 - **Categories:** Explore all products
4. **Barcode Scanning** - this is the fastest method.
 - **Action:** Scan the product label using the connected scanner.
 - **Result:** The product is automatically added to the list with quantity 1. For more units, scan the product multiple times.



💡 RECOMMENDATION

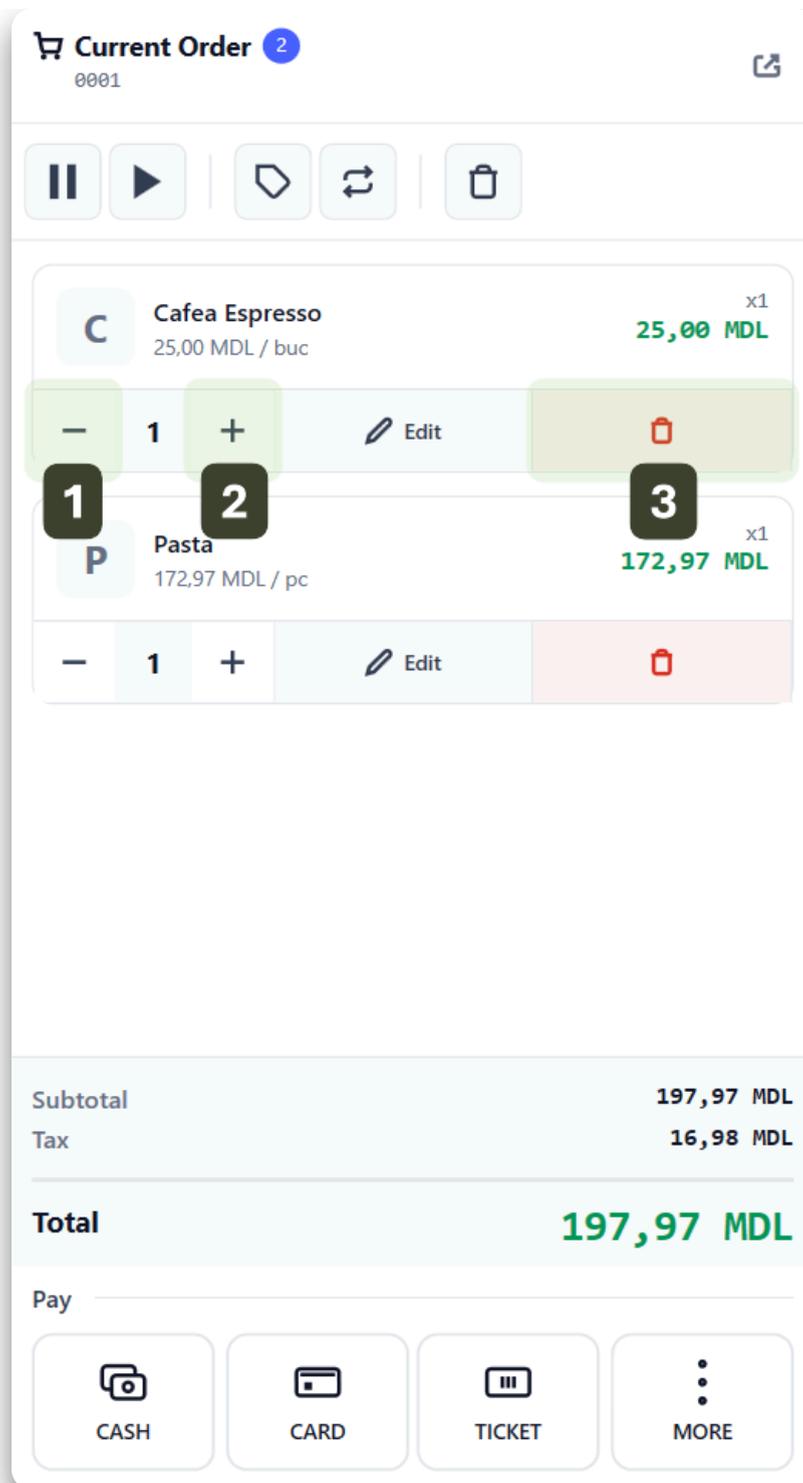
Add frequently used products that don't have a barcode to the **Favorites** category. This ensures quick access for the cashier, eliminating manual searches for each customer.

Modifying Quantity

After adding a product, you have two methods to adjust the quantity, depending on your needs.

Quick Adjustment

1. **Increase:** Press the **[+]** button to add one unit
2. **Decrease:** Press the **[-]** button to subtract one unit
3. **Delete:** Press the **Trash Bin** icon to completely remove the product



Manual Entry

1. Press the **Edit** button
2. A detailed window will open. In the **Quantity** field, enter the desired number using the numeric keypad
3. Press the **Done** button to save the change

🛒 Current Order 2

0001



C **Cafea Espresso** x1
25,00 MDL / buc **25,00 MDL**

1

- **1** + Edit 🗑️

P **Pasta** x1
172,97 MDL / pc **172,97 MDL**

- **1** + Edit 🗑️

Subtotal **197,97 MDL**

Tax **16,98 MDL**

Total **197,97 MDL**

Pay _____



C **Cafea Espresso** ✕
 25,00 MDL/buc
 VAT: 20%

Quantity: – 15 + **2** Unit Price (MDL): 25,00

Adjust Price

- Discount + Markup

Percent (%) Fixed Amount (MDL)

0 %

5% 10% 15% 20% 25% 50%

Subtotal	375,00 MDL
VAT	62,50 MDL
Total	375,00 MDL

Cancel
3 ✓ Done

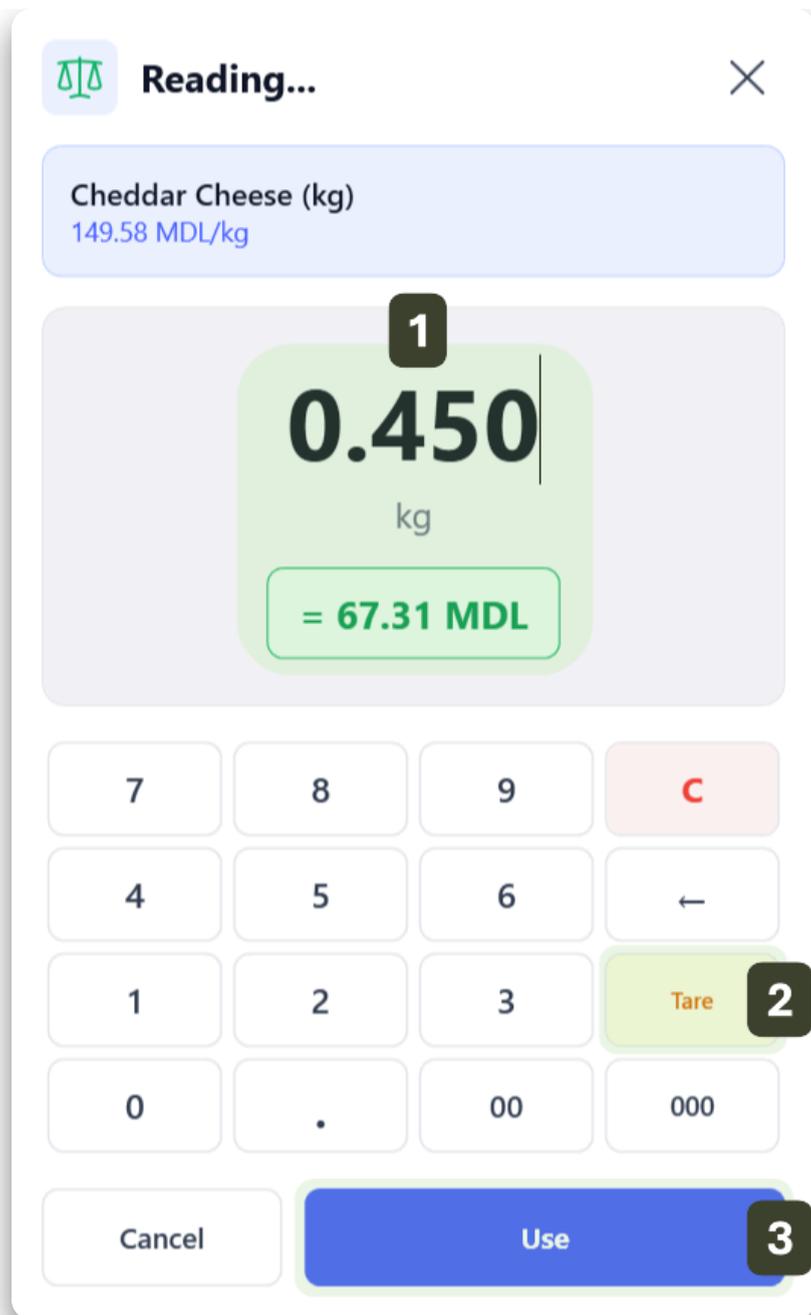
Fractional Quantities

The PosFix system is configured to automatically detect products that require precise measurement (products sold by weight, length, or volume). Unlike standard products (by unit), these are not added directly to the receipt, but open an intermediate measurement screen. The system supports quantities with up to 3 decimal places (e.g., 1.500 kg or 0.450 m).

Entering Fractional Quantity

When you press on a product configured with a fractional unit of measure, the **Quantity Entry** window opens automatically

1. Enter the measured quantity (e.g., for 450 grams, type 0.450)
2. Use the **Tare** button to deduct the packaging weight (if an electronic scale is connected)
3. Press the **Use** button to confirm the quantity



Later Modification

If you entered the wrong quantity after adding the product to the receipt:

1. Press the **Edit** button on the product in the list
2. Modify the value in the **Quantity** field (e.g., from 0.450 to 0.500)
3. Press **Done**

 **Current Order** 3
0001



C	Cafea Espresso 25,00 MDL / buc	x1 25,00 MDL
-	1	+
Edit		

P	Pasta 172,97 MDL / pc	x1 172,97 MDL
-	1	+
Edit		

C	Cheddar Cheese (kg) 0,450 kg 149,58 MDL / kg	x0,450 67,31 MDL
-	0,450	+
Edit		Scale

1

Subtotal	265,28 MDL
Tax	21,97 MDL

Total **265,28 MDL**

Pay _____

 CASH	 CARD	 TICKET	 MORE
----------	----------	------------	----------

C

Cheddar Cheese (kg)

149,58 MDL/kg

VAT: 8%

×

Quantity

Unit Price (MDL)

0.500

2

149,58

Adjust Price

- Discount

+ Markup

Percent (%)

Fixed Amount (MDL)

0

%

5%

10%

15%

20%

25%

50%

Subtotal	74,79 MDL
VAT	5,54 MDL
Total	74,79 MDL

Cancel

3

✓ Done

Calculation examples:

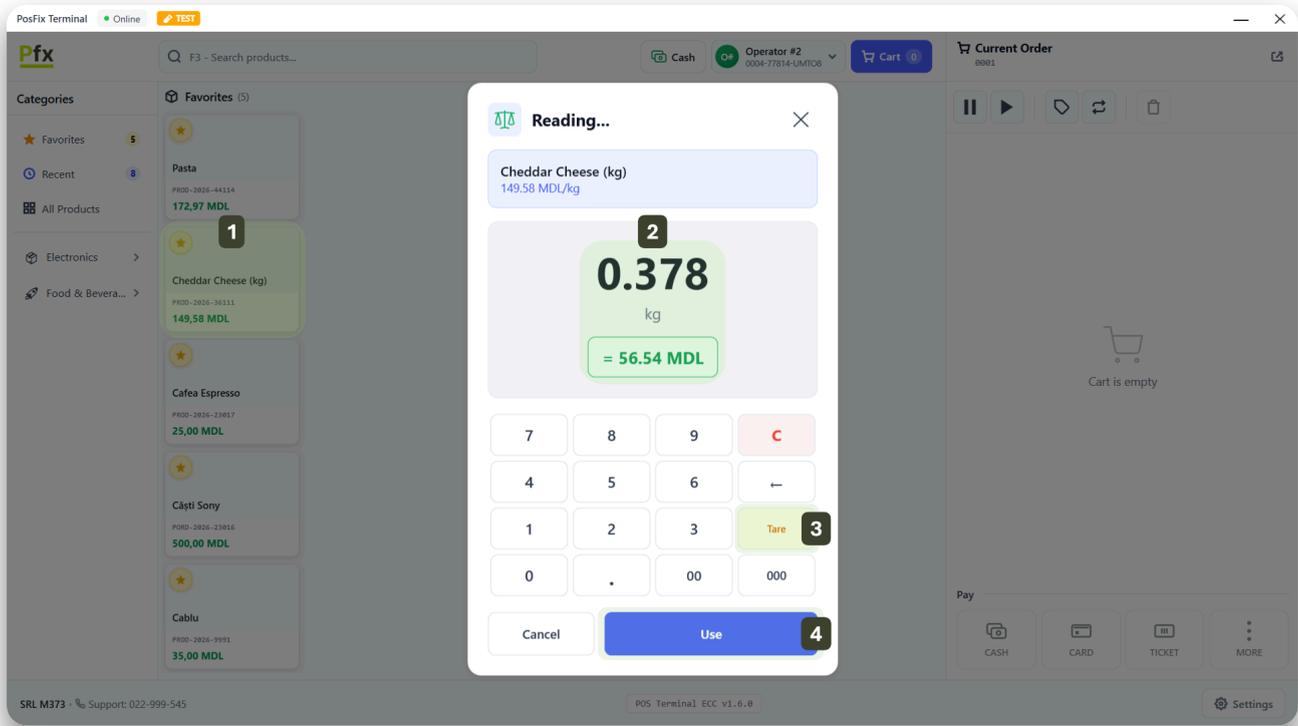
Product	Price/kg	Quantity	Total
Apples	15.00 MDL	1.500 kg	22.50 MDL
Cheese	85.00 MDL	0.350 kg	29.75 MDL
Meat	120.00 MDL	2.175 kg	261.00 MDL

Using the Electronic Scale

This process automates sales, eliminating weight typing errors.

This feature is available if you have an electronic scale connected. The system takes the weight directly from the device, ensuring maximum precision.

1. Select the product from the sales list
2. The **Measurement Screen** opens automatically. Place the product on the scale platform, the quantity will update automatically
3. Use the **Tare** button to deduct the packaging weight
4. Press **Use**

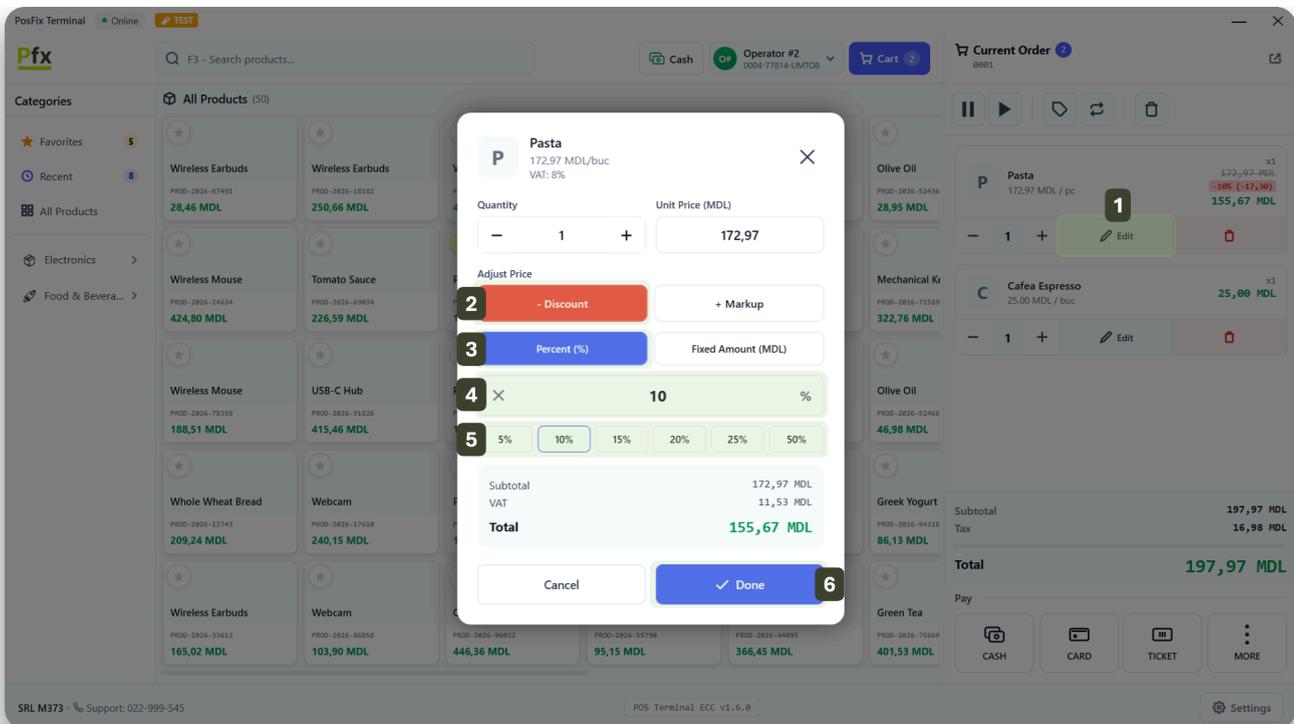


Applying Discounts

You can offer specific discounts for a particular product directly from the sales interface.

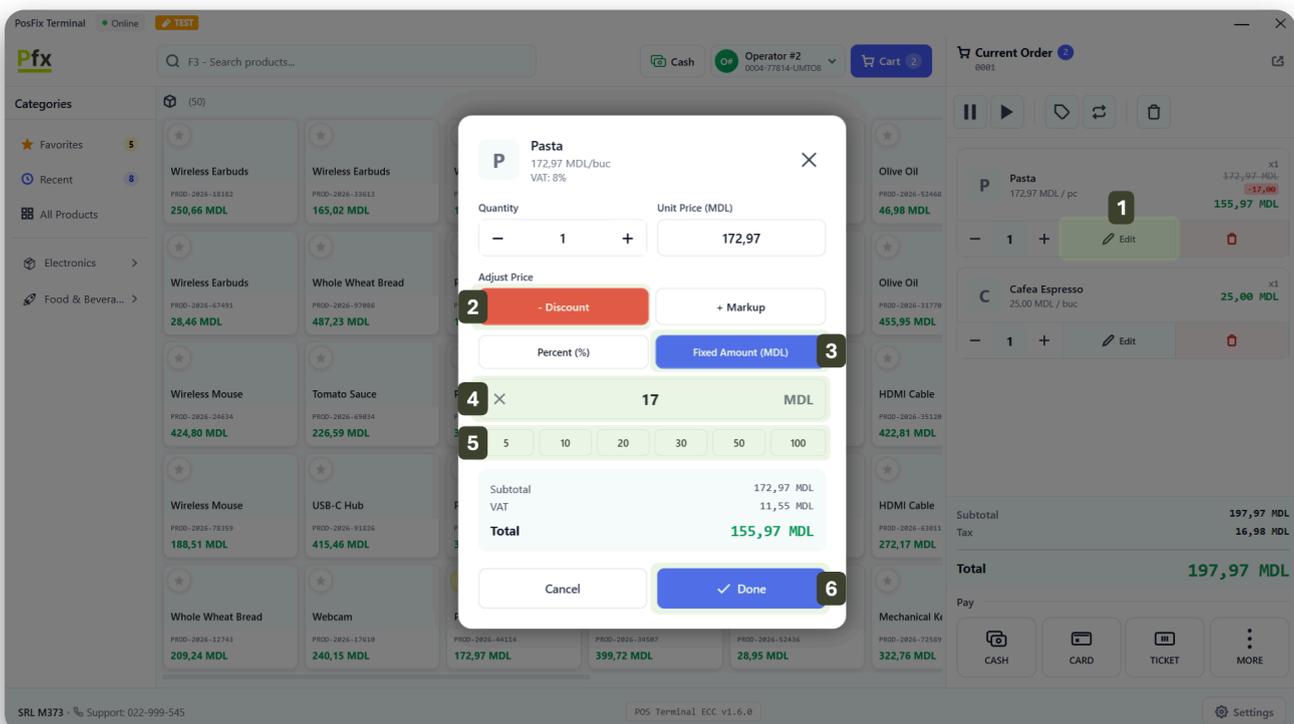
Item Discount - Percentage (%)

1. Select the item from the cart to which you want to apply the discount and press the **Edit** button
2. In the product details window, select - **Discount**
3. Then select **Percentage (%)**
4. Enter a custom discount value
5. Or choose from the preset quick buttons
6. Confirm with the **Done** button



Item Discount - Fixed Amount

1. Select the item from the cart to which you want to apply the discount and press the **Edit** button
2. In the product details window, select **- Discount**
3. Then select **Fixed Amount (MDL)**
4. Enter the discount value
5. Or choose from the preset quick buttons
6. Confirm with the **Done** button



Formula:

$$\text{Discount} = \text{Price} \times \text{Percentage} / 100$$
$$\text{Final Price} = \text{Price} - \text{Discount}$$

Example: Product 100 MDL with 15% discount

- Discount = $100 \times 15 / 100 = 15$ MDL
- Final Price = 85 MDL

Applying Markups

This function allows increasing the price of a product by a specific value.

Item Markup - Percentage (%)

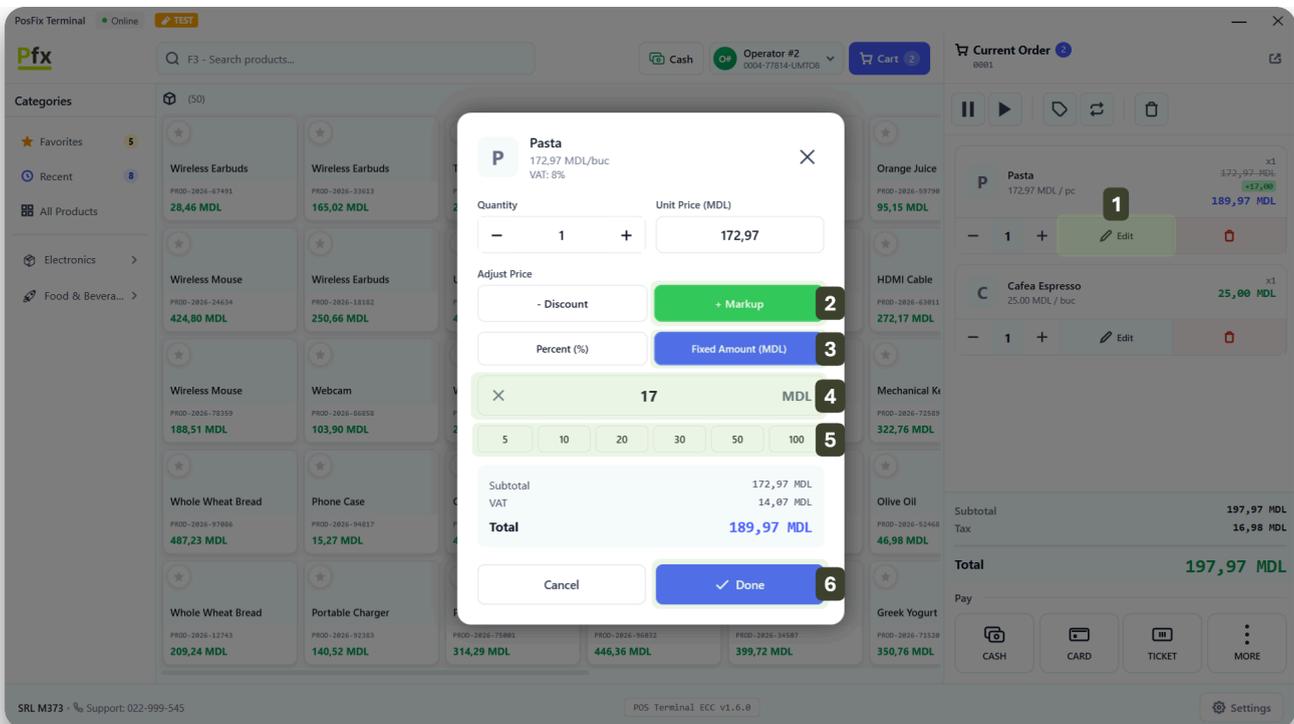
1. Select the item from the cart to which you want to apply the markup and press the **Edit** button
2. In the product details window, select **+ Markup**
3. Then select **Percentage (%)**
4. Enter a custom value
5. Or choose from the preset quick buttons
6. Confirm with the **Done** button



Item Markup Percentage %

Item Markup - Fixed Amount

1. Select the item from the cart to which you want to apply the markup and press the **Edit** button
2. In the product details window, select **+ Markup**
3. Then select **Fixed Amount (MDL)**
4. Enter markup value
5. Or choose from the preset quick buttons
6. Confirm with the **Done** button



Formula:

$$\text{Markup} = \text{Price} \times \text{Percentage} / 100$$

$$\text{Final Price} = \text{Price} + \text{Markup}$$

Applying Adjustments to the Entire Order

This is a very useful feature for general promotions. Use this option when you want to modify the final price of the entire order without editing each product individually.

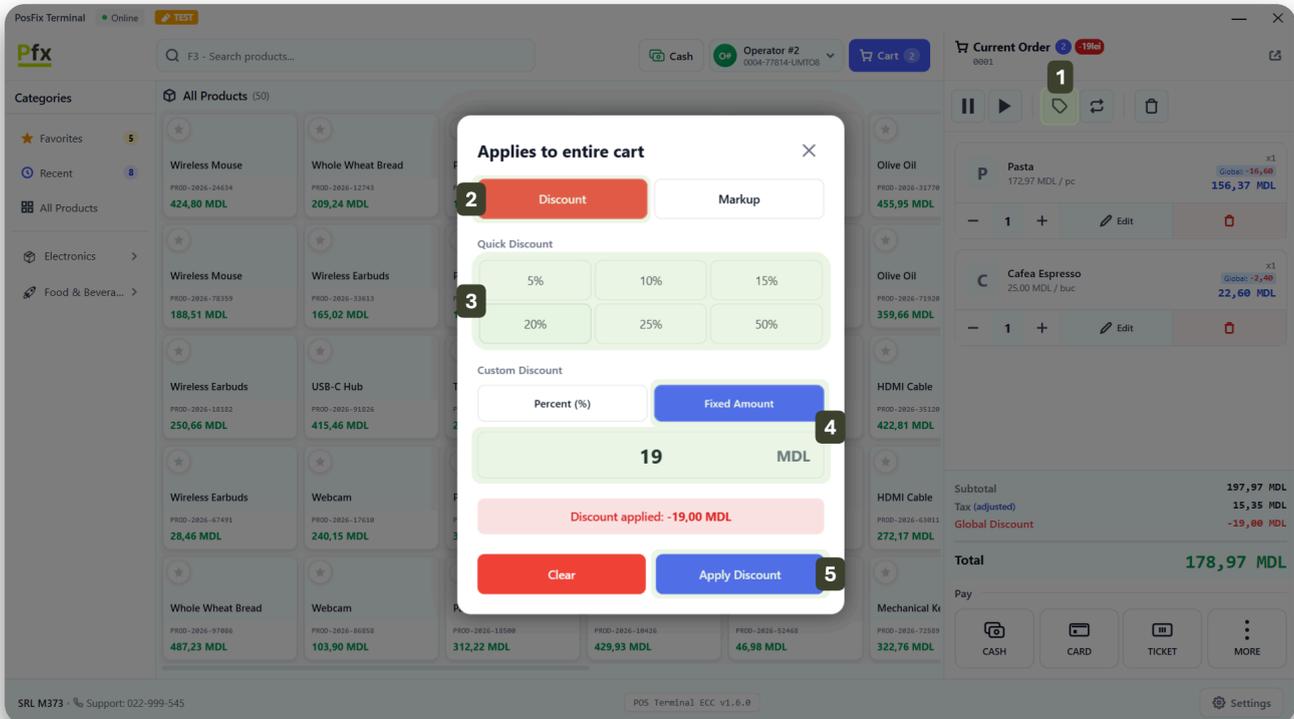
Order Discount - Percentage (%)

1. In the order controls bar of the shopping cart, press the **Price Adjustment** button
2. In the *Applies to entire cart* window, select **Discount**
3. Choose from the preset quick buttons
4. Or enter a custom value by selecting **Percentage (%)**
5. Confirm with the **Apply Discount** button

 Order Discount - Percentage

Order Discount - Fixed Amount

1. In the order controls bar of the shopping cart, press the **Price Adjustment** button
2. In the *Applies to entire cart* window, select **Discount**
3. Choose from the preset quick buttons
4. Or enter a custom value by selecting **Fixed Amount**
5. Confirm with the **Apply Discount** button



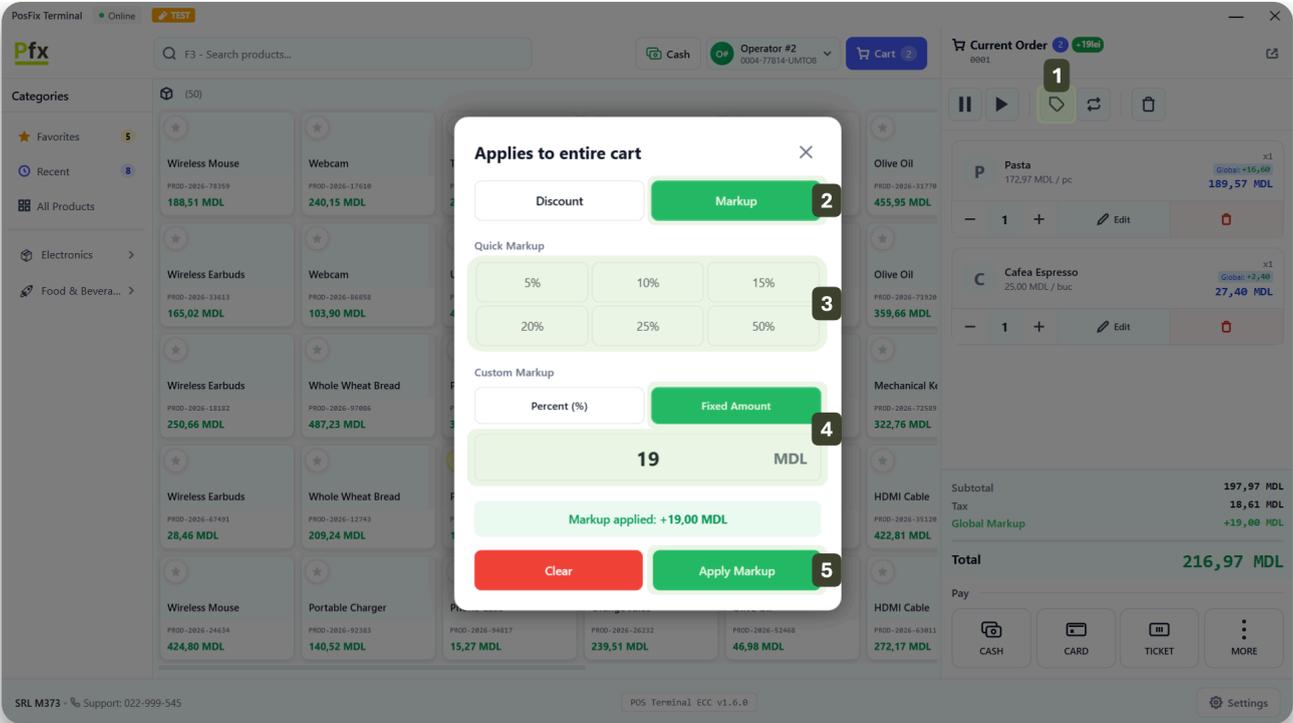
Order Markup - Percentage (%)

1. In the order controls bar of the shopping cart, press the **Price Adjustment** button
2. In the *Applies to entire cart* window, select **Markup**
3. Choose from the preset quick buttons
4. Or enter a custom value by selecting **Percentage (%)**
5. Confirm with the **Apply Markup** button

 Order-Wide Markup - Percentage

Order Markup - Fixed Amount

1. In the order controls bar of the shopping cart, press the **Price Adjustment** button
2. In the *Applies to entire cart* window, select **Markup**
3. Choose from the preset quick buttons
4. Or enter a custom value by selecting **Fixed Amount**
5. Confirm with the **Apply Markup** button



Records and Calculations

The system automatically maintains records of monetary amounts for all types of operations performed. This ensures complete transparency of the financial flow.

Monetary Tracking

Monitored categories:

- **Daily sales** - Represents the total sales made in a working day
- **Cash receipts** - Total physical amounts (cash) received from customers
- **Card receipts** - Total electronically processed payments (bank POS)
- **Other receipts** - Amounts from alternative payment methods (vouchers, meal tickets, subscriptions, etc.)

This data is centralized and can be accessed in:

- **Cash management panel** - Accessible to users with administrator rights
- **Fiscal Reports** - Detailed in X Report (verification) and Z Report (daily fiscal closure)

Goods and Services Records

The system maintains detailed and separate records of data for each item or service sold. This information is essential for inventory management and fiscal reporting.

Information	Description
Product name	The exact name of the item or service as it appears on the receipt
Category	The category or department the product belongs to
Quantity sold	The total number of units sold in the transaction
Unit price	The selling price per unit (piece, kg, etc.)

Information	Description
Applicable VAT	The associated Value Added Tax rate (e.g.: A, B, C)
Total per item	The value resulting from automatic calculation: Quantity x Unit price

Cost Calculation

The system automates the calculation process to ensure transaction accuracy. For each item added, the value is determined instantly.

Calculation formula: The system applies the following rule for each product line: $\text{Total} = \text{Price} \times \text{Quantity}$

This calculation updates in real-time if the user modifies the unit price or quantity of the selected product.

Change Calculation

This feature activates automatically once the **Cash** payment method is selected. The system handles the mathematical task to eliminate human error and ensure financial precision.

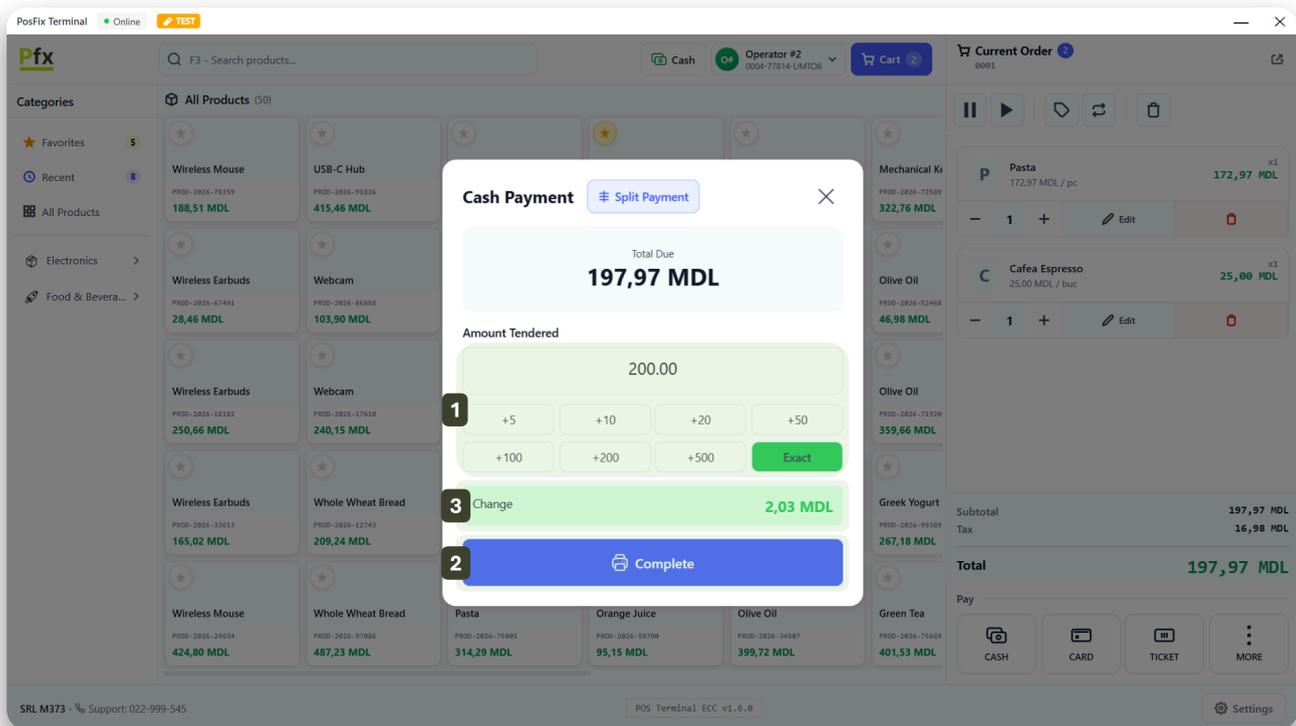
How it works: When entering the amount offered by the customer, the system instantly determines the amount to be returned using the logic: $\text{Change} = \text{Amount Received} - \text{Total to Pay}$.

The operator views the exact change amount on screen before closing the receipt, thus reducing the risk of cash discrepancies at the end of the day.

Steps for calculating change:

1. Enter the amount received from the customer (using the numeric keypad or **Quick Buttons** for fixed amounts)
2. The change is automatically displayed in **green** in the **Change** field (prepare the change for the customer)

3. Press the **Complete** button



RECOMMENDATION

If the customer provides the exact amount (no change), press the **Exact** button (the amount will be filled in automatically).

EXAMPLE

- Total to pay: 197.97 lei
- Amount received: 200.00 lei
- Change to give: 2.03 lei

Quick buttons for amount received:

Button	Function
+5	Adds 5 lei to the entered amount
+10	Adds 10 lei to the current amount
+20	Adds 20 lei to the current amount
+50	Adds 50 lei to the current amount

Button	Function
+100	Adds 100 lei to the current amount
+200	Adds 200 lei to the current amount
+500	Adds 500 lei to the current amount
Exact	Automatically fills in the field with the value matching the Total Due amount

ⓘ NOTE

Values accumulate through multiple presses, including when combining different amounts.

Example 1: Pressing the **+200** button 3 times, the amount becomes **600 lei**.

Example 2: Pressing successively **+10**, **+100** and **+200**, the total becomes **310 lei**.

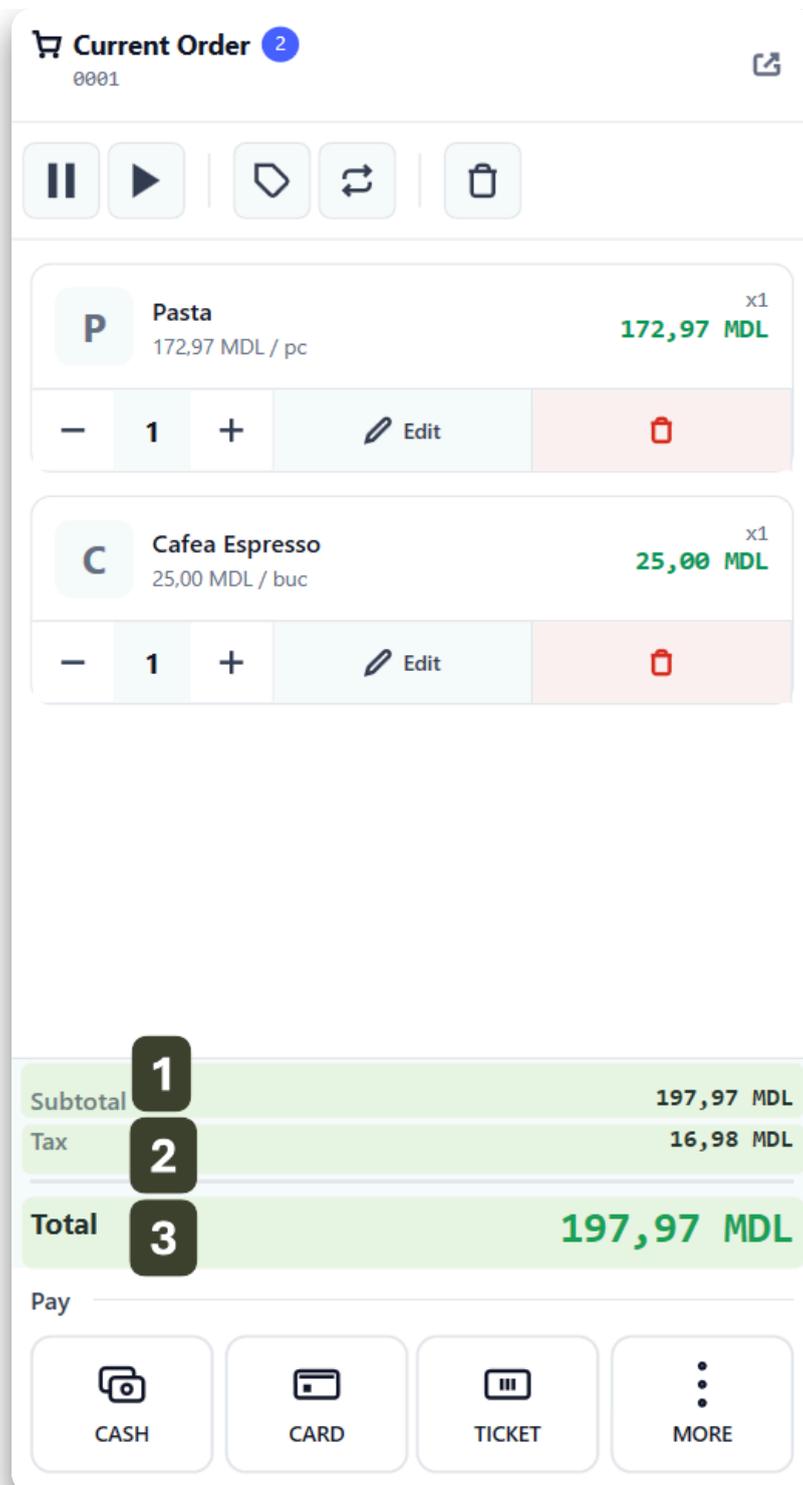
Intermediate and General Totals

The panel on the right side of the screen, titled "Cart", functions as a virtual fiscal receipt, updating instantly with each scanned or selected product.

Calculating Intermediate Totals

The system displays three essential financial indicators at the bottom of the product list:

1. **Subtotal** - Shows the cumulative value of items in the cart without adjustments. Use this indicator to verify along the process if prices were recorded correctly.
2. **VAT (Value Added Tax)** - Indicates the portion of the amount that represents the tax to the state. The system automatically applies the correct rate (e.g.: 20%, 8%), so you don't need to calculate anything manually.
3. **TOTAL (To Pay)** - This is the final, clearly highlighted amount the customer must pay.



 **RECOMMENDATION**

TOTAL (To Pay) - verbally communicate this amount to the customer ("**You have to pay 197.97 lei**") before proceeding to payment.

Grand Total Calculation

At the moment of completing the order, the system performs a final arithmetic verification to determine the exact amount to collect. This operation takes place automatically,

ensuring the correct application of all financial adjustments.

Calculation Formula: The system determines the final value using the following logic:

$$\text{Grand Total} = \text{Subtotal} - \text{Discounts} + \text{Markups}$$

Formula Components:

- **Subtotal:** The initial sum of all products and services added to the receipt
- **Discounts:** Applied discounts that reduce the total value
- **Markups:** Additional costs that increase the total value

VAT breakdown by rates:

Rate	Percent	Base	VAT
A (standard VAT)	20%	100.00	20.00
B (reduced VAT)	8%	50.00	4.00
C (VAT-exempt products)	0%	30.00	0.00

Special Operations

Repeating the Previous Order

To repeat the last order:

1. Immediately after completing the receipt for the first customer, press the **Repeat** button from the order controls bar
2. The system will automatically add **all products from the previous receipt** to the current cart, with the same quantities and prices
3. Verify the order and finalize with **Payment Method**

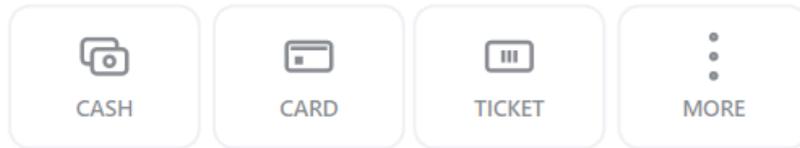


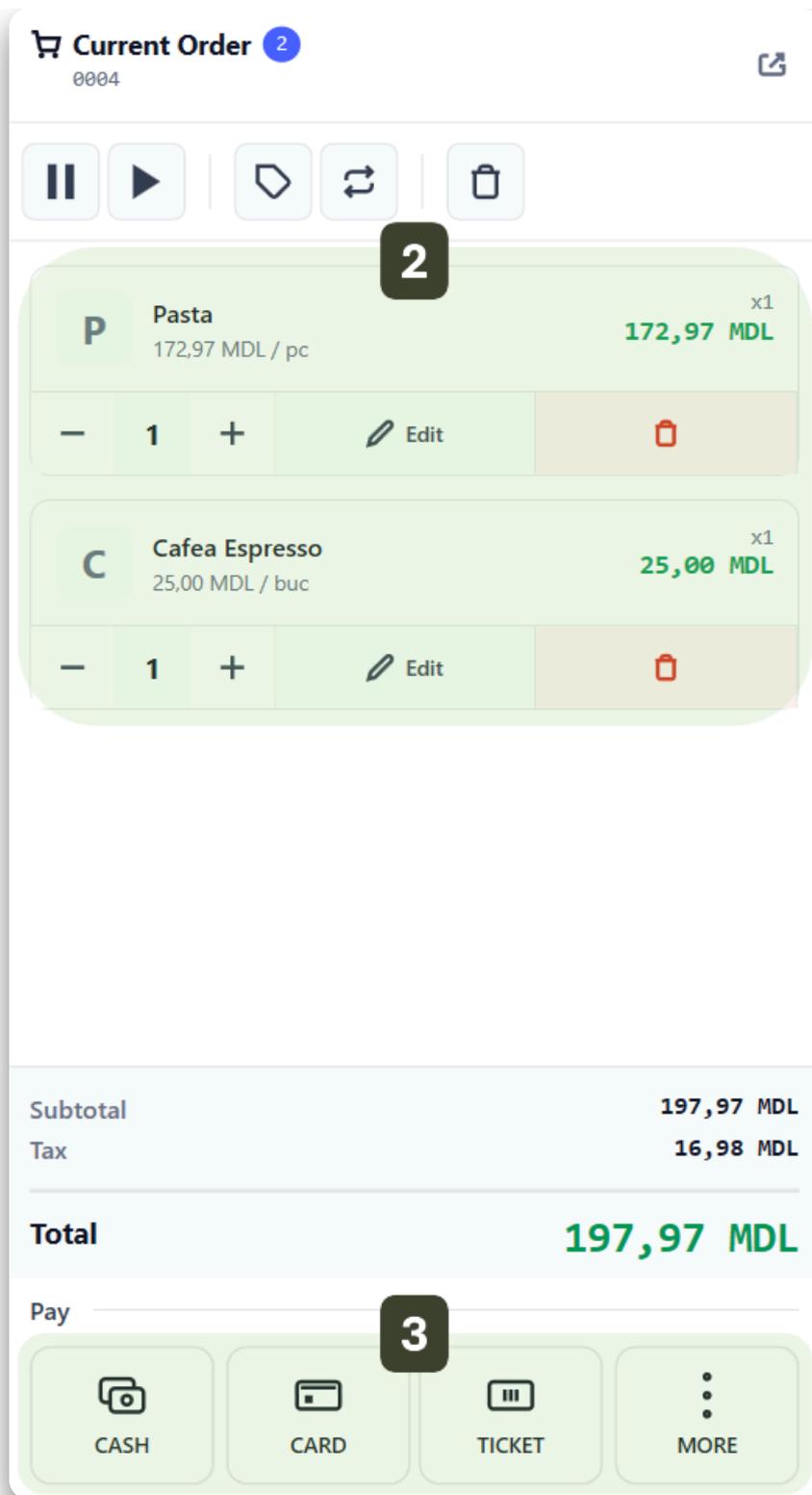
1



Cart is empty

Pay





ⓘ NOTE

Adjustment (Optional):

- If Customer B wants something extra, you can add a new product.
- If they want one item less, you can delete it.

💡 QUICK USE

This function is a speed tool, designed to eliminate repetitive scanning of products when you have customers who want exactly the same products as the previously served customer.

Usage scenarios:

Use Case	Action
Customer A bought: 1 Coffee, 1 Croissant and 1 Still Water	Issue the receipt
Customer B (standing in line behind them) wants exactly the same 3 products	Press Repeat
Repeat with different quantity	Manually add or delete products

Cart Correction and Cancellation

Deleting a Product from the Cart

If you scanned a wrong product or the customer no longer wants it:

1. Visually identify the wrong product in the current list (Shopping Cart)
2. Press the **Delete** button (directly on the trash bin icon)
3. The item is removed, and the **Total** updates automatically



P Pasta x1
172,97 MDL / pc **172,97 MDL**

- 1 + Edit

C Cafea Espresso x1
25,00 MDL / buc **25,00 MDL**

- 1 + Edit

1 **C** Cheddar Cheese (kg) kg x0,378
149,58 MDL / kg **56,54 MDL**

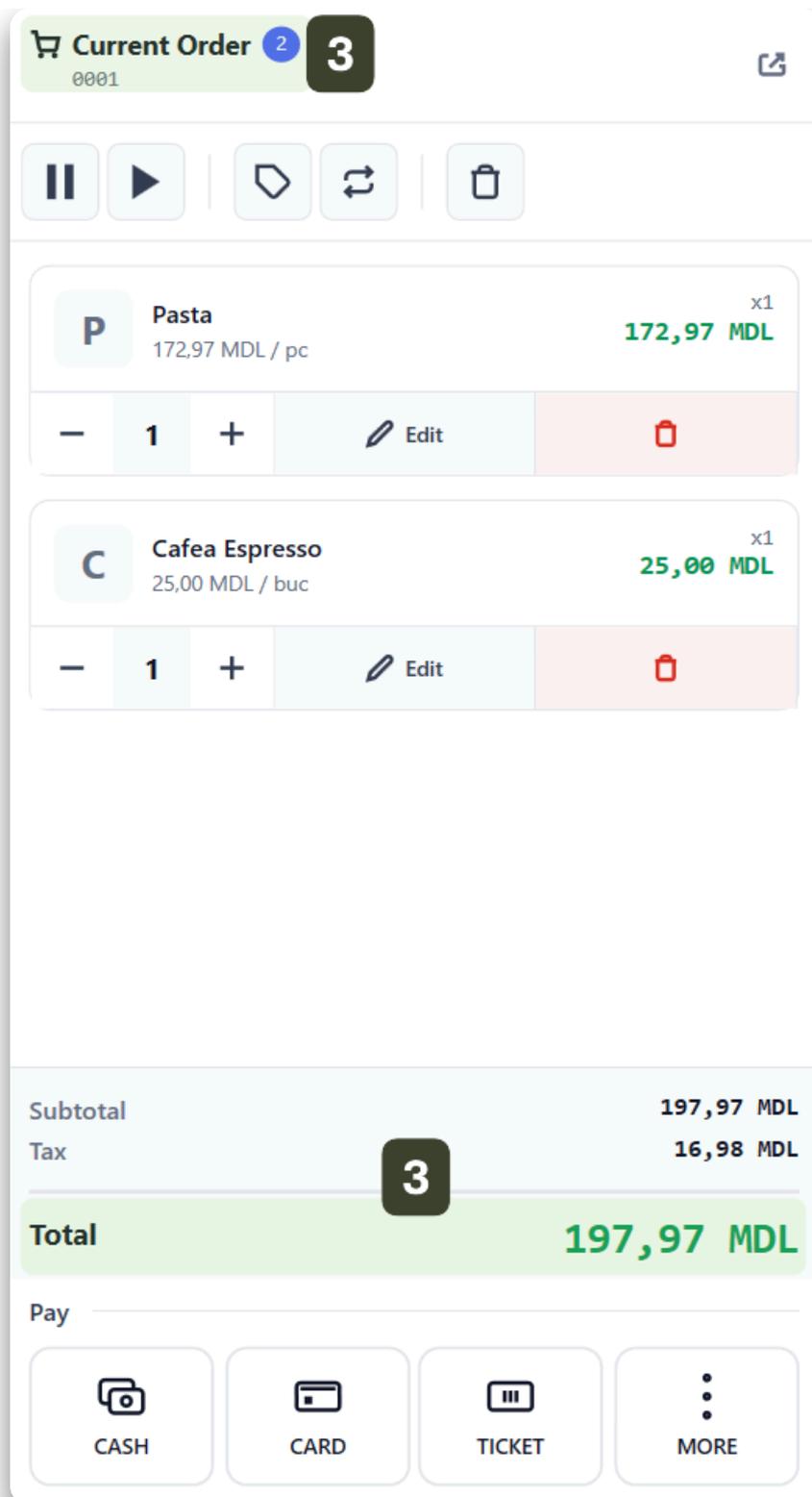
- 0,378 + Edit Scale **2**

Subtotal **254,51 MDL**
Tax **21,17 MDL**

Total **254,51 MDL**

Pay _____

CASH CARD TICKET MORE

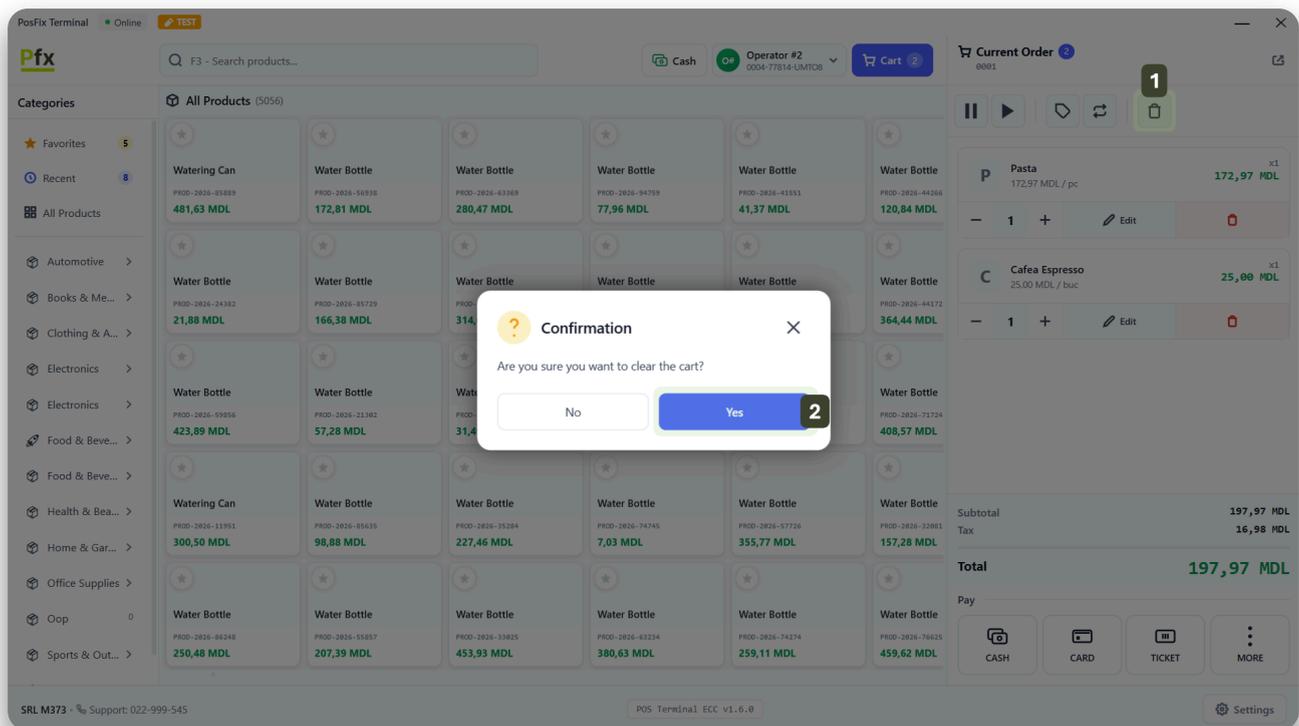


Canceling the Current Order (Clear Cart)

Use this function if the customer decides not to proceed with the purchase **before** making the payment or if you want to quickly delete all scanned items to start a new sale.

1. Press the **Clear Cart** button
2. **Confirmation:** The system will ask: *Are you sure you want to empty the cart?* Select **YES**

The cart empties completely instantly, and the application is ready for the next customer.



ATTENTION

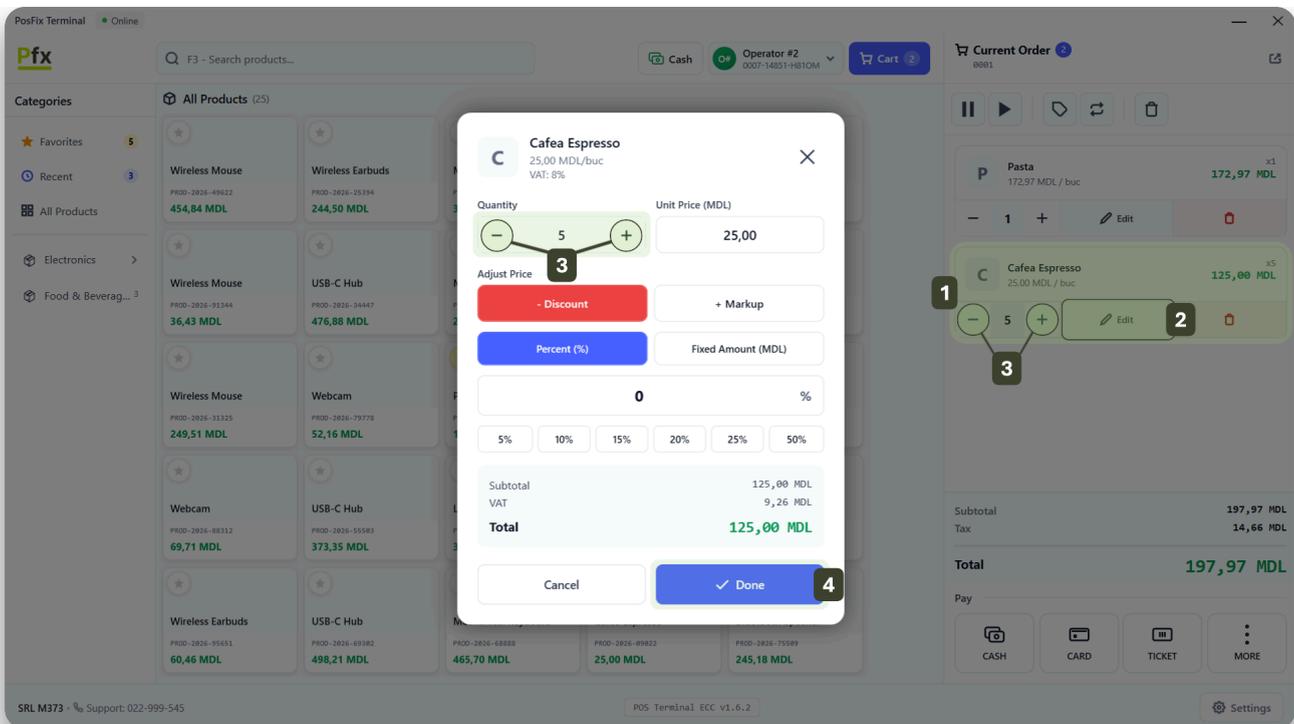
Canceling the current order deletes **ALL** items from the cart. This action is **irreversible**.

Editing and Adjusting the Cart

Modifying the Quantity

If you want to change the number of items (e.g., the customer wants 5 pieces of the same product):

1. Identify the product in the shopping list
2. Press the **Edit** button (directly on the icon)
3. Adjust the new quantity using the **numeric keypad** or use the **[+]** and **[-]** buttons for fine adjustments
4. Confirm the modification by pressing the **Done** button



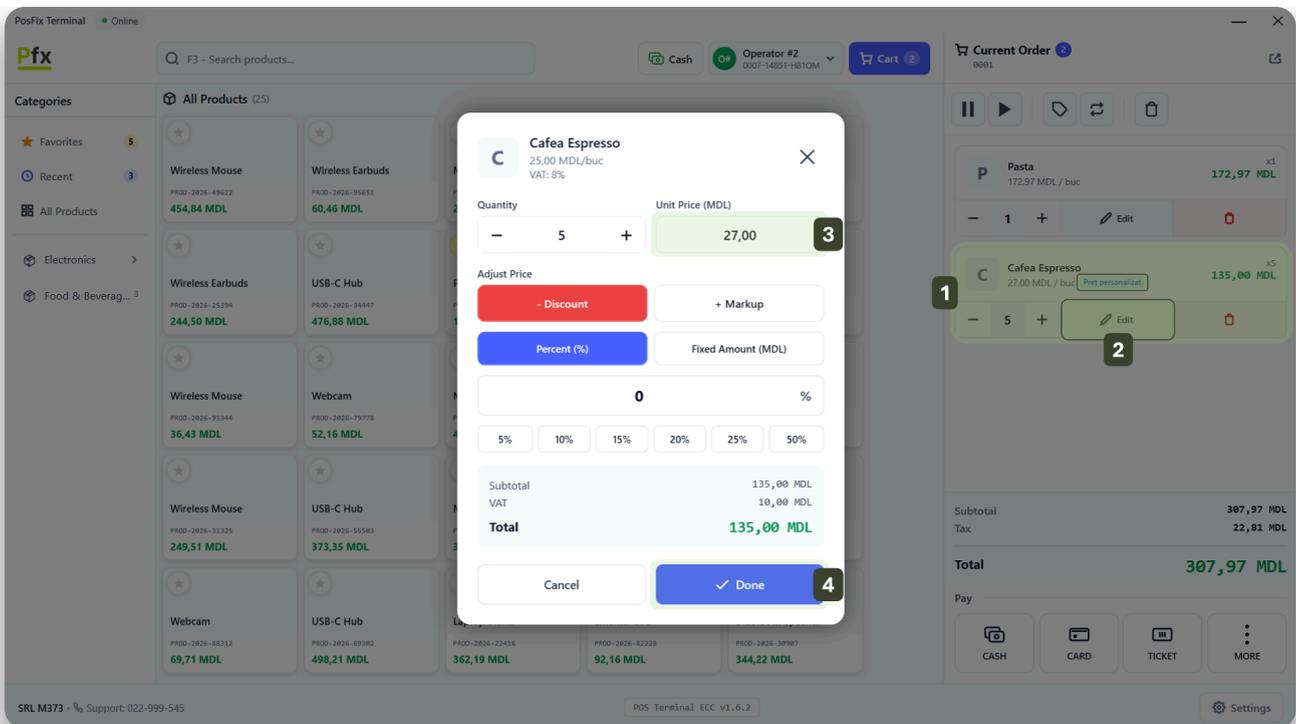
💡 QUICK USE

Quick Method: You can increase the quantity by scanning the product's barcode multiple times consecutively. Each scan adds +1 to the quantity.

Manual Price Modification (Manager Access)

This function allows changing the unit price for the current transaction. Requires Administrator rights.

1. Identify the product in the shopping cart
2. Press the **Edit** icon
3. In the product details window, enter the new price
 - The product appears in the cart with the updated price and the *Custom Price* label
4. Press the **Done** button



⚠ RESTRICTION

Price modification requires manager authorization and is recorded in the audit log.

Error Types and Solutions

Error	Solution
Wrong product	Press the Delete button (trash bin) and add the correct item
Wrong quantity	Press Edit -> Modify quantity
Wrong price	Press Edit -> Modify price (requires administrator rights)
Wrong discount	Press Edit -> Delete discount and reapply
Purchase refusal	Press Clear Cart

Correction Flow

Step 1: Visually identify the product that needs modification in the shopping cart

Step 2: Depending on the desired action, press the corresponding icon:

- To Delete: Press the **Delete** button (trash bin)
- For Quantity / Price / Discount / Markup: Access **Edit**

Step 3: Apply the modification:

- For quantity: use the **[+]** and **[-]** buttons
- To delete: press the **Delete** button (trash bin)
- For discount: press - **Discount** then **Percent (%)** and modify
- For markup: press + **Markup** then **Percent (%)** and modify
- Press **Done** to save

Step 4: Verify that the **Total** has been updated accordingly

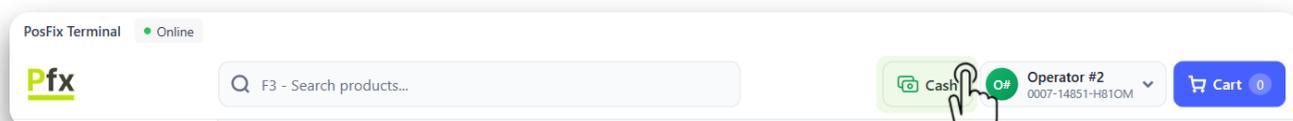
Step 5: Continue with processing the transaction

Cash Management

This function allows you to add change money at the beginning of the day or withdraw money from the drawer for deposit, without issuing fiscal sales receipts.

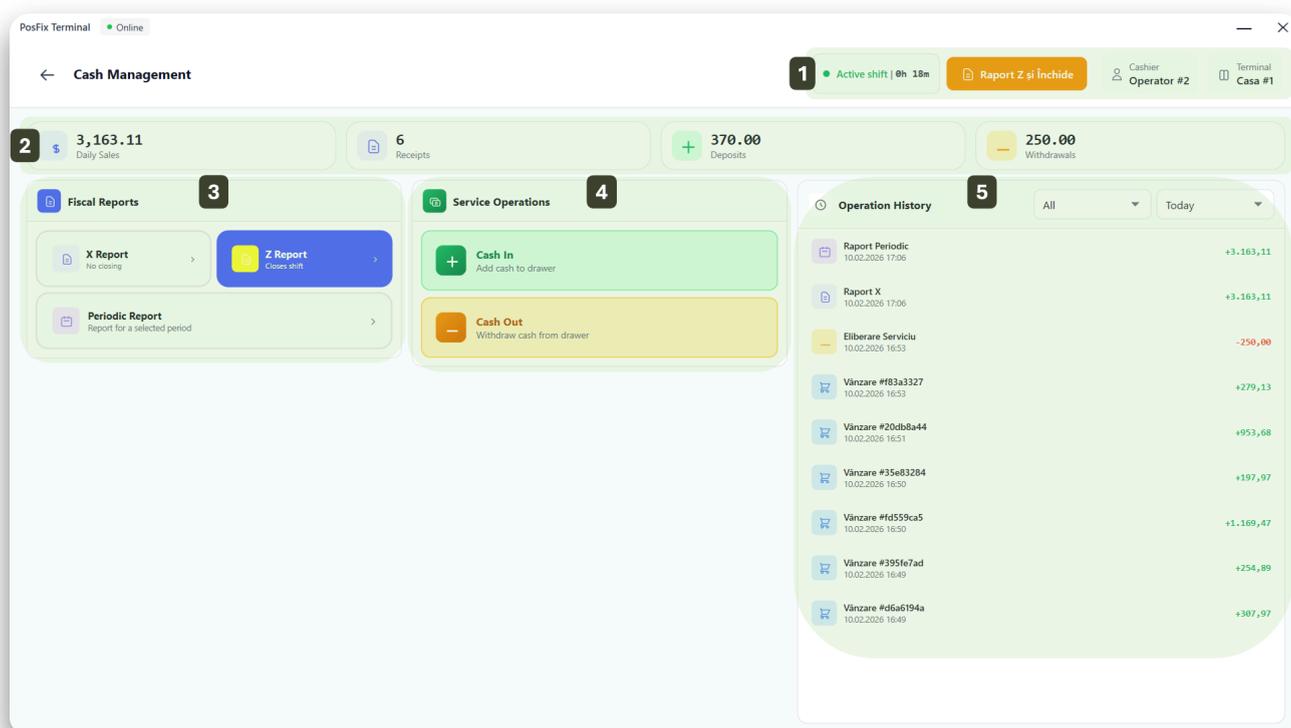
Accessing the Cash Management Panel

From the main sales screen, press the **Cash** button, located in the top menu bar.



Once accessed, the **Cash Management** control panel opens. It is divided into 5 main sections:

1. Status Bar
2. Performance Indicators
3. Fiscal Reports
4. Service Operations
5. Operations History



Status Bar

- **Active Shift** indicates the duration of the current shift
- **Z Report and Close** a shortcut to close the shift
- **Cashier** displays the name of the logged-in user
- **Terminal** displays the number or name of the physical cash register



Performance Indicators

- **Daily Sales:** The total amount of fiscal revenue generated today
- **Receipts:** Number of completed fiscal transactions
- **Deposits:** Total cash added to the drawer as "Cash Balance" or supplements
- **Withdrawals:** Total cash removed from the drawer (handed to manager) during the day.



Fiscal Reports

Here you will find critical functions for communicating with the (MEV):

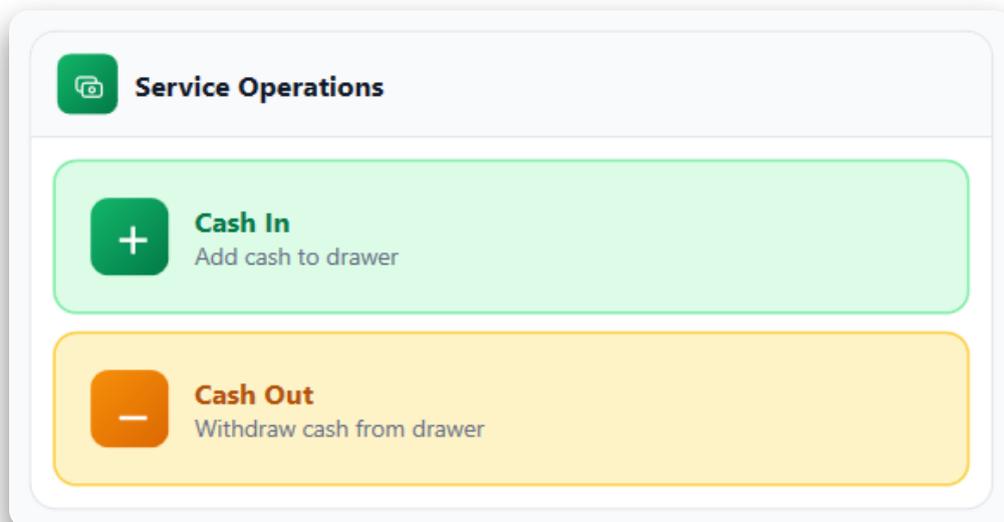
- **X Report:** Generates an informative verification report. *When to use: Use this anytime during the day to check the expected cash balance in the drawer without closing the fiscal day.*
- **Z Report:** The final command to close the day. *Action: Clears the operational memory, prints the long end-of-day receipt and transmits data to MEV (Electronic Sales Monitoring).*
- **Periodic Report:** Allows extracting fiscal history for a selected period (e.g.: last month), useful for audits or accounting purposes.



Service Operations

These are the main buttons for the physical management of cash in the drawer (non-fiscal operations).

- **Cash In:** Use this button to add change money at the beginning of the workday.
- **Cash Out:** Use this button to withdraw money from the drawer.



Operations History

A chronological list of all cash movements.

- Allows you to quickly view sales, reports, cash-ins, and cash-outs.
- You can filter the list by operations and periods.

Operation History		All	Today
	Raport Periodic 10.02.2026 17:06		+3.163,11
	Raport X 10.02.2026 17:06		+3.163,11
	Eliberare Serviciu 10.02.2026 16:53		-250,00
	Vânzare #f83a3327 10.02.2026 16:53		+279,13
	Vânzare #20db8a44 10.02.2026 16:51		+953,68
	Vânzare #35e83284 10.02.2026 16:50		+197,97
	Vânzare #fd559ca5 10.02.2026 16:50		+1.169,47
	Vânzare #395fe7ad 10.02.2026 16:49		+254,89
	Vânzare #d6a6194a 10.02.2026 16:49		+307,97

Reporting Operations

Managing documents issued by the cash register and control equipment (ECC) for querying fiscal memory, transmitting data to the MEV system and generating periodic reports required for accounting records.

X Report

1. In the *Fiscal Reports* section, press the **X Report** button
2. A window will open displaying the main indicators, for visual verification before printing. Press the **Print Report** button
3. The **X Report** is printing

Fiscal Reports

1 **X Report**
No closing

Z Report
Closes shift

Periodic Report
Report for a selected period

Report X

Daily Sales	3,163.11 Lei
Receipts	6
Deposits	370.00 Lei
Withdrawals	250.00 Lei

2 Print Report

3**SRL M373**

IDNO: 1014600018610
mun. Chişinău, sec. Botanica, str.
Sarmizegetusa, 94/5, ap.(of.) 45
0010

RAPORT X 0002

10.02.2026 17:56:03
AB0101039227 POSFIX-M373-2025-01
Operator #2

CIRCULATIA CURENTA

Bonuri emise: 6
Ultimul bon: 0006

DEFALCARE TVA

A (20%)	1303,83	217,30
B (8%)	1859,28	137,72
C (0%)	0,00	0,00
Total TVA curent:		355,02 MDL

MODURI DE PLATA

NUMERAR (1): 1540,78 MDL
CARD (2): 1424,36 MDL
TME (5): 197,97 MDL

TOTAL: 3163,11 MDL

OPERATIUNI DE SERVICIU

Incasari: +370,00 MDL
Extrageri: -250,00 MDL
Sold numerar: 1660,78 MDL

CUMULATIV AN GESTIUNE

Total vanzari: 3163,11 MDL
Total TVA: 355,02 MDL

Bonuri transmise: 6
ID: a10c3aae-fcfd-4b41-b61f-97b63584bb88

www.PosFix.md

**RECOMMENDATION**

Print an X Report before shift handover or before the Z Report, to ensure that the **cash in the drawer matches the exact amount recorded in the system**. If there are differences, now is the time to identify and justify them.

Z Report

1. In the *Fiscal Reports* section, press the **Z Report** button
2. A window will open displaying the main indicators, for visual verification before printing. Press the **Print Report** button
3. The **Z Report** is printing

Fiscal Reports

X Report
No closing

Z Report
Closes shift

Periodic Report
Report for a selected period

Report Z

Shift will be closed automatically. Check the data and confirm to send to MEV.

Daily Sales	3,163.11 Lei
Receipts	6
Deposits	370.00 Lei
Withdrawals	250.00 Lei

⚠ Shift will be closed automatically. Check the data and confirm to send to MEV.

Confirm Z-Report

3**SRL M373**

IDNO: 1014600018610
mun. Chişinău, sec. Botanica, str.
Sarmizegetusa, 94/5, ap.(of.) 45
0010

RAPORT Z 0002

10.02.2026 19:21:50
AB0101039227 POSFIX-M373-2025-01
Operator #2

CIRCULATIA ZILNICA

Bonuri emise: 6
Ultimul bon: 0006

DEFALCARE TVA

A (20%)	1303,83	217,30
B (8%)	1859,28	137,72
C (0%)	0,00	0,00
Total TVA zilnic:		355,02 MDL

MODURI DE PLATA

NUMERAR (1): 1540,78 MDL
CARD (2): 1424,36 MDL
TME (5): 197,97 MDL

TOTAL: 3163,11 MDL

OPERATIUNI DE SERVICIU

Incasari: +370,00 MDL
Extrageri: -250,00 MDL
Sold numerar: 1660,78 MDL

CUMULATIV AN GESTIUNE

Total vanzari: 3163,11 MDL
Total TVA: 355,02 MDL

Bonuri transmise: 6
ID: a10c595e-12d9-49c4-868a-aeff354b3da8

www.PosFix.md

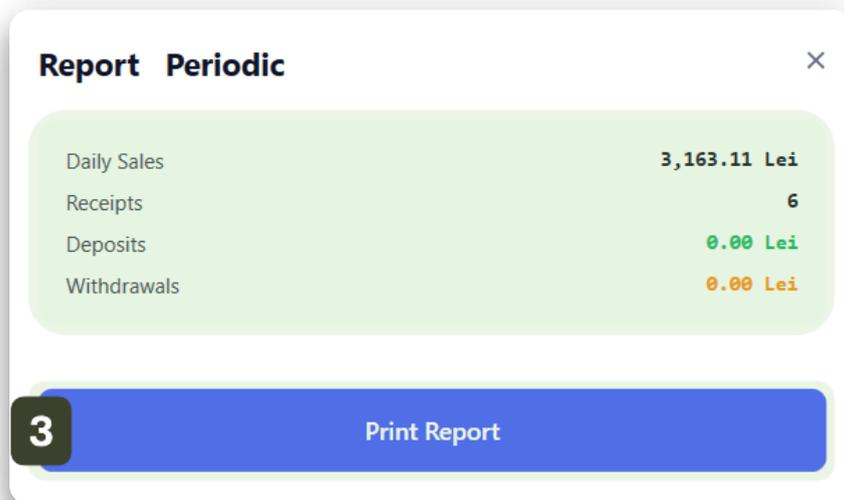
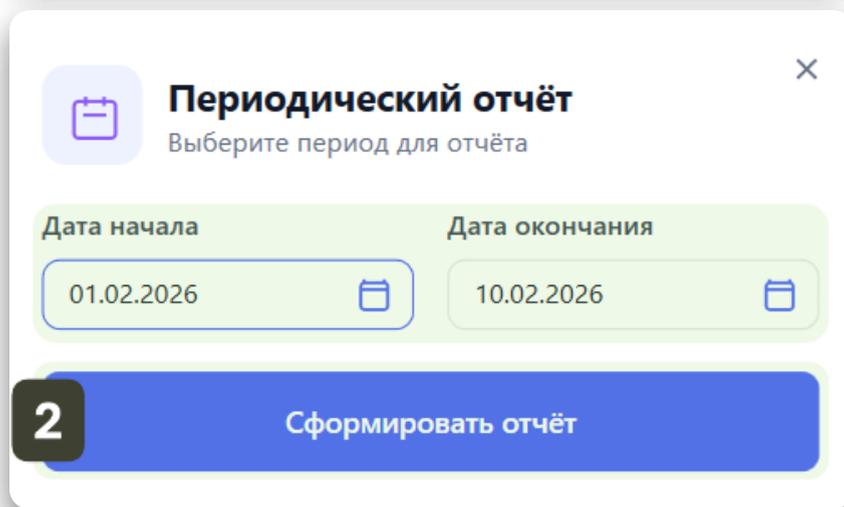
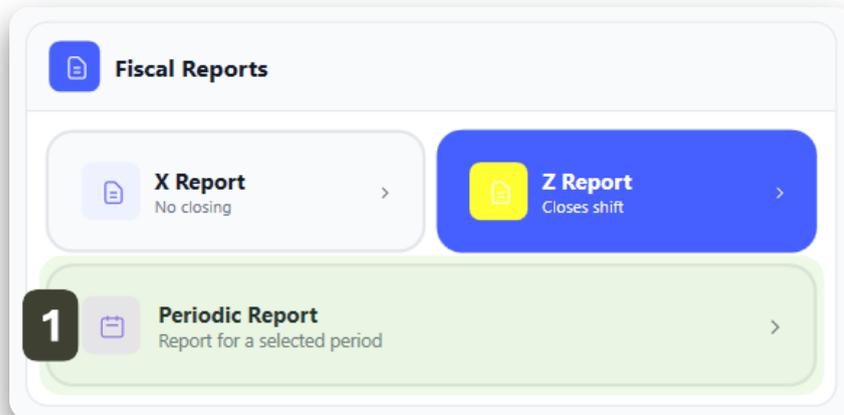
 WARNING

1. **Once a day only:** Do not print the Z Report at lunch or at shift change (unless the store is closing). Use the **X-Report** exclusively for verifications.
2. **Irrevocable:** Once you press the *Confirm Z Report* button, the sales counter resets to zero. You can no longer issue fiscal receipts for that day.

Periodic Report

1. In the *Fiscal Reports* section, press the **Periodic Report** button
2. A configuration window will open where you need to define the desired period. After setting the period, press the **Generate Report** button

- The system will first display a summary on screen to verify if data exists for that period.
If the figures appear correct, press the **Print Report** button
- The **Periodic Report** is printing



4**SRL M373**

IDNO 1014600018610

mun. Chişinău, sec. Botanica, str.
Sarmizegetusa, 94/5, ap.(of.) 45
0004.....
RAPORT PERIODIC SUMAR
.....DE LA 26.01.2026
PINA LA 26.01.2026-----
PRIMUL RAPORT Z 0015
ULTIMUL RAPORT Z 0015
-----ECC AB0101039227
FISCALIZAT 16.01.2026 18:43
DATA 26.01.2026 18:32

=====

COTE TVA
TVA A 20,00% 21.01.2026 15:47:42
TVA B 8,00% 21.01.2026 15:47:42
TVA C 0,00% 21.01.2026 15:47:42

TOTAL PENTRU PERIOADA

NUMAR BONURI 6

VANZARI

BRUT A 0,00
BRUT B 0,00
BRUT C 0,00
TOTAL VANZARI 2403,16
TVA A 1,46
TVA B 17,00
TVA C 0,00
TOTAL TVA 18,46

=====

MODURI DE PLATA

NUMERAR (1) 1536,28
CARD (2) 322,97
VAUCHER (3.1) 0,00
CEC (3.2) 0,00
TICHET (3.3) 0,00
TME (5) 543,91
ABONAMENT (6) 0,00
ALTUL (7) 0,00
CREDIT (8.1) 0,00
LEASING (8.2) 0,00

LEASING (8.2)	0,00
AVANS (8.3)	0,00
ARVUNA (8.4)	0,00
GAJ (8.5)	0,00
COMPENSARE (8.8)	0,00
ALT MOD (8.9)	0,00

=====

OPERATIUNI DE SERVICIU

Incasari	+370,00
Extrageri	-0,00
Sold numerar	1906,28

RAPOARTE GENERATE

Rapoarte X	5
Rapoarte Z	1

=====

26.01.2026 18:33:31

BON DE SERVICIU

NR. SEN	AB0101039227
NR. INR	POSFIX-M373-2025-01

=====

ⓘ NOTE

Usually, the accountant will request this report at the beginning of each month (for the previous month) to verify if the sum of daily Z Reports matches the fiscal memory of the equipment.

Cash-In (Deposit)

The Cash cash-in function is used for:

- Starting balance at the beginning of the day
- Adding cash during working hours (top-ups)
- Recording non-fiscal receipts

Steps for Cash-In

1. In the *Service Operations* section, press the **Cash In** button
2. Enter the exact amount you are placing in the drawer
3. Optional: add an explanatory note in the **Reason** field

- Starting balance
- Change top-up
- Manager's deposit
- Other

4. Press the **Confirm** button

The screenshot shows the 'Service Operations' screen with two main options: 'Cash In' (Add cash to drawer) and 'Cash Out' (Withdraw cash from drawer). The 'Cash In' option is highlighted with a '1' in a black box. Below it, the 'Cash In' screen is shown with a '2' in a black box next to the 'Amount' input field containing '370'. The 'Reason' dropdown menu is open, showing 'Starting balance' with a '3' in a black box. At the bottom, the 'Confirm' button is highlighted with a '4' in a black box.

 **RECOMMENDATION**

Ensure you have a **starting balance** when opening the day. Use the **Cash In** function to record the money prepared for change before starting any sales.

Suggested amounts for the starting balance:

Banknote/Coin	Quantity	Total
1 leu	20 pcs	20 lei
5 lei	10 pcs	50 lei
10 lei	10 pcs	100 lei
20 lei	5 pcs	100 lei
50 lei	2 pcs	100 lei
Total		370 lei

Cash Out (Withdrawal)

Cash out is used for:

- Excess cash pickup
- Supplier payments
- End of shift

Steps for Cash Out

1. In the *Service Operations* section, press the **Cash Out** button
2. Enter the exact amount you are physically removing from the drawer
3. Optional: add an explanatory note in the **Reason** field
 - Excess cash pickup
 - Supplier payment
 - End of shift
 - Manager collection
 - Other
4. Press the **Confirm** button

 **Service Operations**

 **Cash In**
Add cash to drawer

1  **Cash Out**
Withdraw cash from drawer

Cash Out

Amount

250 **2**

Reason

Excess cash pickup **3**

Cancel **4** Confirm

⚠ IMPORTANT

Never use this function to provide change to customers during a regular sale! This function is strictly for internal cash management.

⚠ WARNING

You cannot withdraw more than the available balance in the register. The system will display an error if you try.

Closing the Shift (Ending the Workday)

Closing the shift is the final and mandatory procedure performed at the end of the workday. Its purpose is to finalize the day's receipts, transmit data to the fiscal server (MEV)

and reset the cash register for the next working day.

1. From the *Status Bar*, press the **Z Report and Close** button
2. An alert window will open with the day's summary. Press the **Confirm Z Report** button
3. The shift will be closed and the **Z Report** will be printed

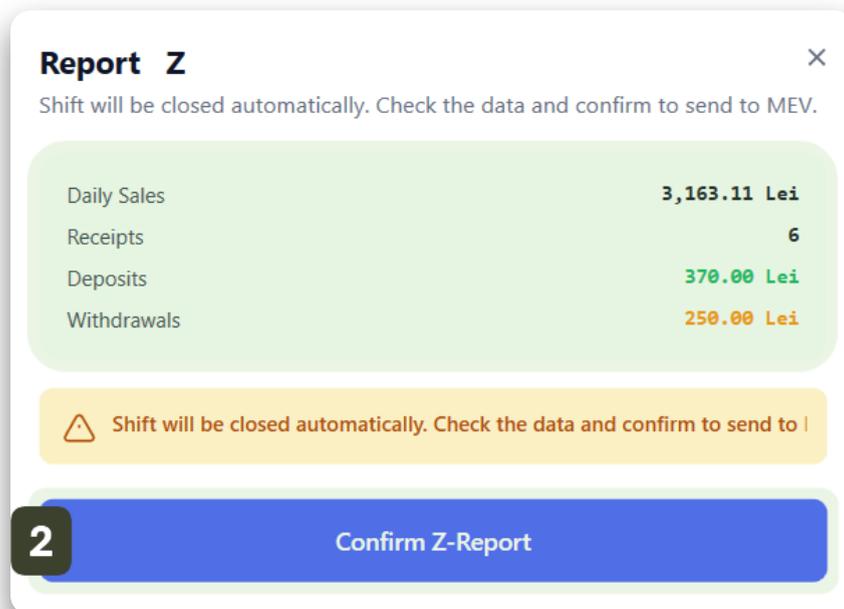


● Active shift | 0h 18m

📄 Raport Z și Închide **1**

👤 Cashier
Operator #2

📄 Terminal
Casa #1



Report Z

Shift will be closed automatically. Check the data and confirm to send to MEV.

Daily Sales	3,163.11 Lei
Receipts	6
Deposits	370.00 Lei
Withdrawals	250.00 Lei

⚠ Shift will be closed automatically. Check the data and confirm to send to MEV.

2 Confirm Z-Report

3**SRL M373**

IDNO: 1014600018610
mun. Chişinău, sec. Botanica, str.
Sarmizegetusa, 94/5, ap.(of.) 45
0010

RAPORT Z 0002

10.02.2026 19:21:50
AB0101039227 POSFIX-M373-2025-01
Operator #2

CIRCULATIA ZILNICA

Bonuri emise: 6
Ultimul bon: 0006

DEFALCARE TVA

A (20%)	1303,83	217,30
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C (0%)	0,00	0,00
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OPERATIUNI DE SERVICIU

Incasari: +370,00 MDL
Extrageri: -250,00 MDL
Sold numerar: 1660,78 MDL

CUMULATIV AN GESTIUNE

Total vanzari: 3163,11 MDL
Total TVA: 355,02 MDL

Bonuri transmise: 6
ID: a10c595e-12d9-49c4-868a-aeff354b3da8

www.PosFix.md

**RECOMMENDATION**

Before pressing the final button, go through these quick steps to avoid errors:

- **✓ Verify Cash:** Make sure the money in the drawer matches the app's totals (using an X Report).
- **✓ Process Withdrawals:** If company policy requires not leaving money in the register overnight, perform **Cash Out** to pickup cash.
- **✓ Check for Open Receipts:** Make sure no orders are left unfinished or "on hold."

Cash Verification at Shift Close

At the end of the shift, perform reconciliation:

1. Physically count the money in the drawer
2. Compare with the balance displayed in the system
3. In case of difference:
 - Positive difference -> Surplus (to be investigated)
 - Negative difference -> Shortage (to be reported)

 **IMPORTANT**

All differences must be documented and reported to the manager before generating the Z Report.

Security and Audit

All cash operations are:

- **Recorded** with date and time stamps
- **Synchronized** with the central server
- **Included** in X, Z and periodic reports
- **Available** for audit

Suspended Orders

Suspending an Order

The suspend function allows putting the current transaction on hold to serve another customer, without losing the items already scanned.

When to Use?

- The customer forgot their wallet or is looking for cash
- The customer wants to go back to the store to add more items
- You need to serve another customer urgently
- Waiting for price or stock verification

Steps to Hold an Order:

1. With products in the cart, press the **Hold Order** button
2. The shopping cart will clear automatically, and the order is saved in **Held Orders**

The interface is immediately ready for a new sale.



1

C

Cafea Espresso

25,00 MDL / buc

x1

25,00 MDL

-

1

+



Edit



P

Pasta

172,97 MDL / buc

x1

172,97 MDL

-

1

+



Edit



Subtotal

197,97 MDL

Tax

14,66 MDL

Total

197,97 MDL

Pay



CASH



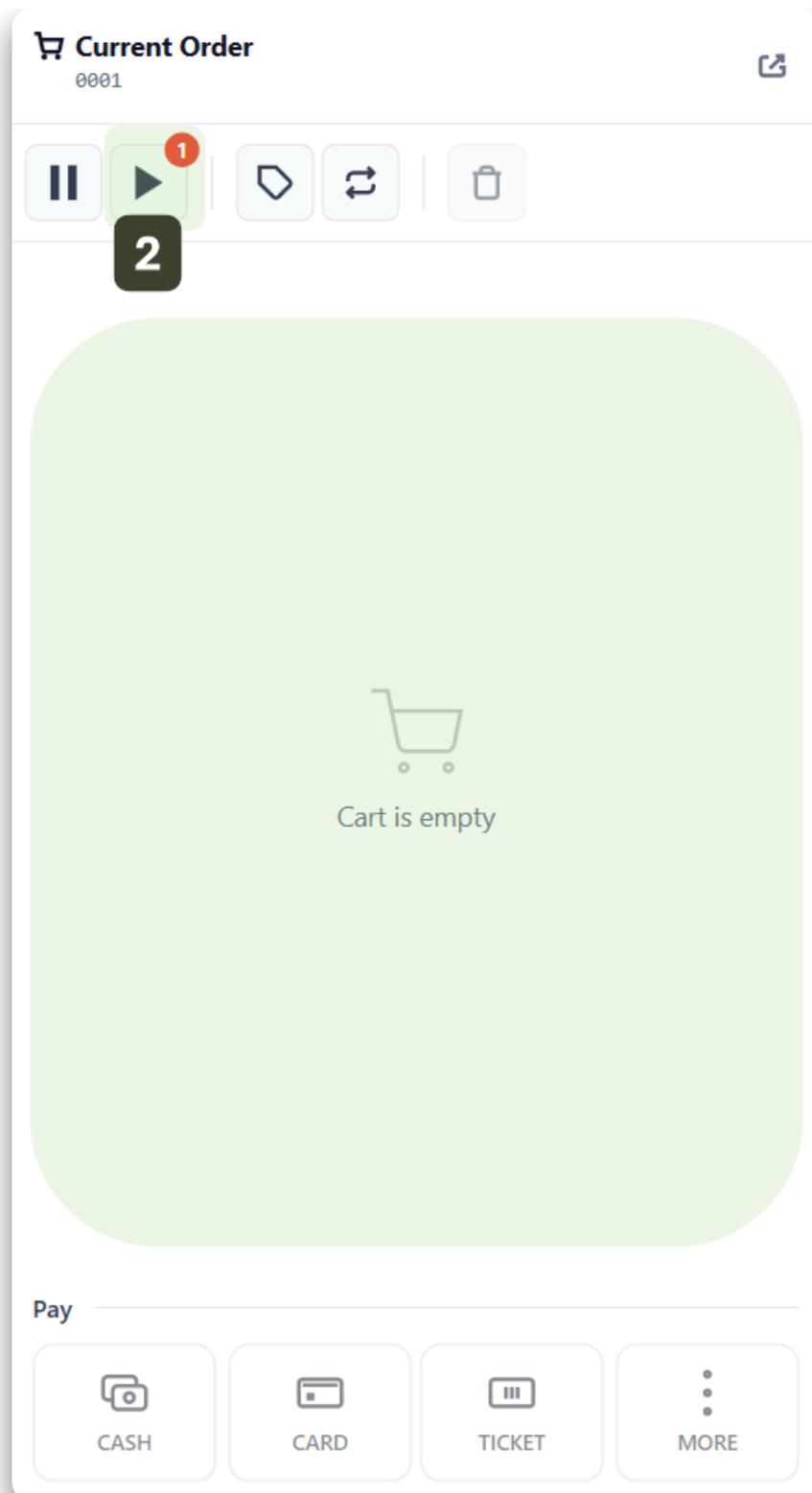
CARD



TICKET



MORE



Managing Suspended Orders

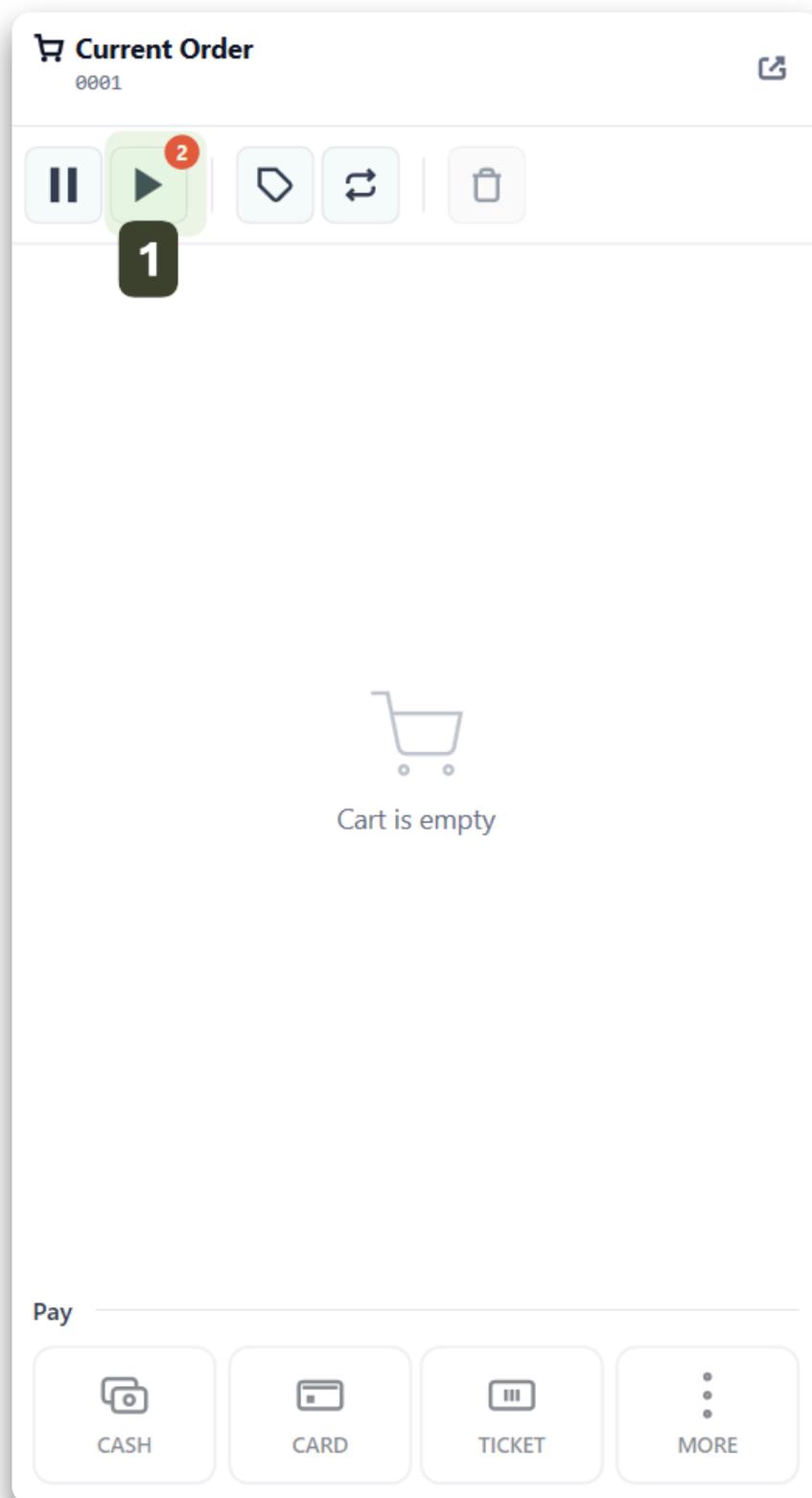
This function allows you to access the list of customers put on hold and bring their products back to the cart to complete the checkout.

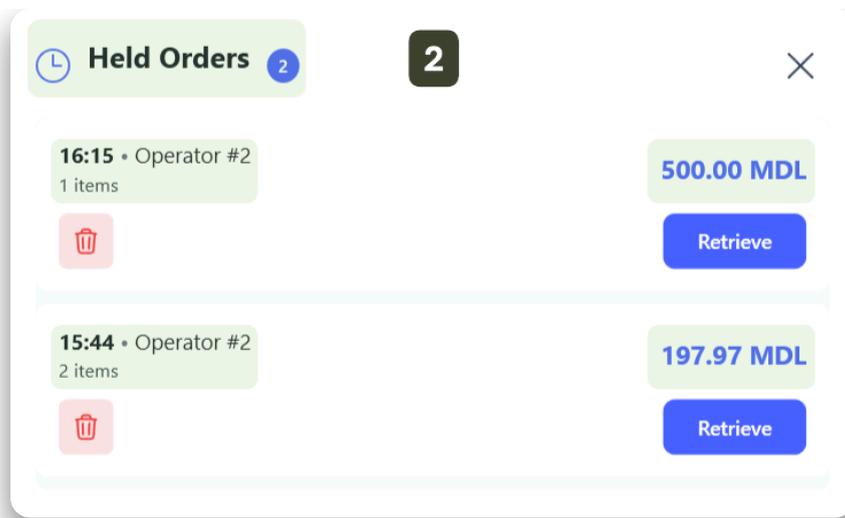
Viewing Suspended Orders

1. Press the **Held Orders** button to open the list

2. The **Held Orders** window will open, where each order is displayed with essential details to recognize the customer:

- Number of held orders
- Time of suspension and who saved the order
- Number of items
- Total value





Resuming a Suspended Order

1. Press the **Held Orders** button to open the list
2. Locate the correct order in the list (check the time or amount to be sure)
3. Press the **Retrieve** button

The window closes, and all items are automatically restored to the current cart. Now you can scan new products or proceed directly to payment.



1



Cart is empty

Pay



CASH



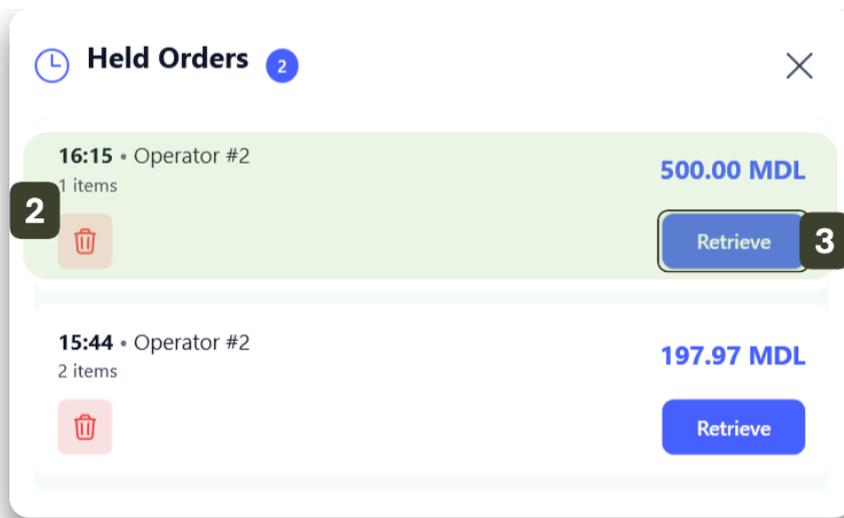
CARD



TICKET



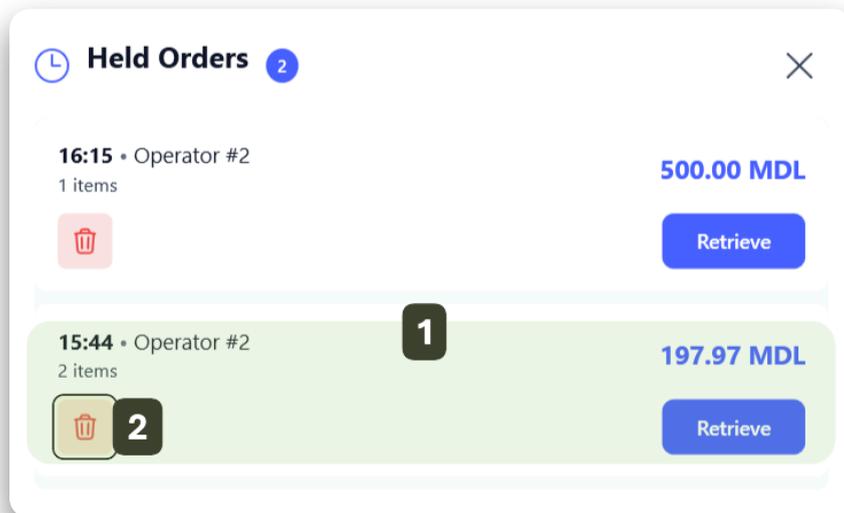
MORE

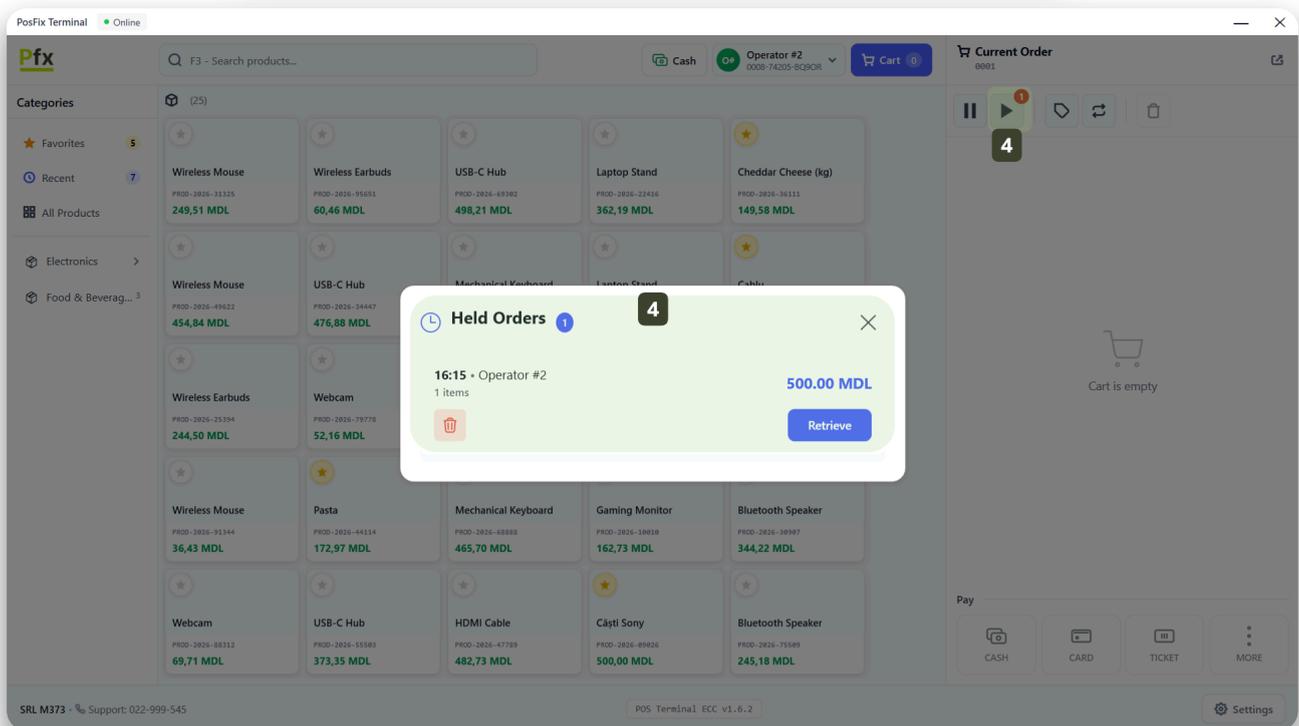
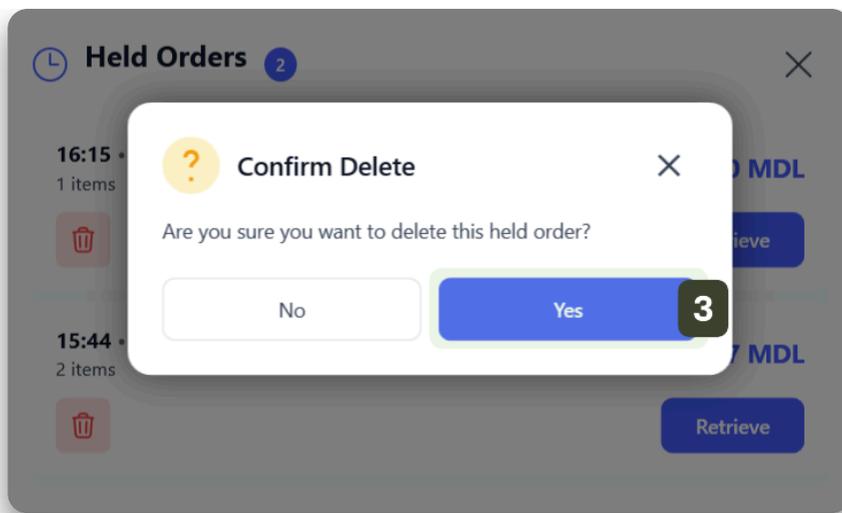


Deleting a Suspended Order

Use this option only if the customer has canceled their purchase and will not return to the checkout.

1. In the **Held Orders** window, locate the order you want to delete (check the time or amount for safety)
2. Press **Delete** (trash bin)
3. A warning window will appear to validate the action. Press the **Yes** button to confirm
4. The order will immediately disappear from the list





WARNING

This action is irreversible. If you deleted the order by mistake, you will need to scan the products again.

Limits and Restrictions

Parameter	Value
Maximum number of suspended orders	20 orders simultaneously
Maximum retention period	24 hours (then automatically deleted)

WARNING

If the limit is exceeded or the retention time (24h) expires, **the oldest orders will be automatically deleted** from memory and can no longer be recovered.

Practical Use Case

Retail Scenario

1. **Situation:** The customer reaches the checkout, products are scanned, but they realize they forgot to weigh the vegetables or forgot their wallet in the car.
2. **Action:** The cashier presses the **Hold Order** button. The cart clears, and the cashier can immediately serve the next customer waiting in line.
3. **Resolution:** When the first customer returns, the cashier opens the list, presses **Retrieve**, adds any missing items, and completes the payment.

Monitoring

Suspended orders are not just "hidden", they are actively tracked to ensure financial security:

- **Manager Dashboard** - Allows real-time monitoring of unfinalized transactions
- **Alert** - The system will highlight orders that have been "forgotten" for more than **2 hours**, to prevent stock errors

System Settings

The **Settings** menu serves as the application's configuration hub. It allows operators and managers to adapt the application's behavior to the specific needs of the point of sale, without requiring technical team intervention for common modifications.

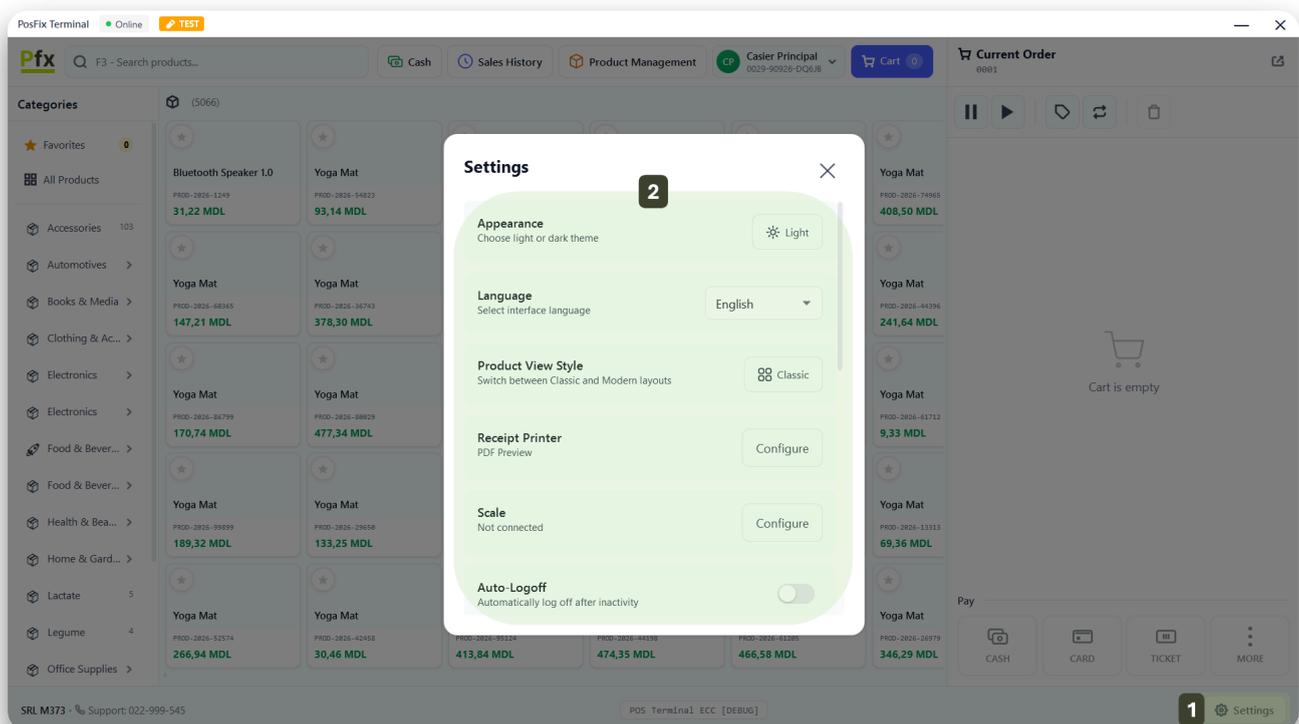
The interface provides quick access to two major types of functionality:

1. **Visual Customization:** Options for operator comfort, such as theme switching (day/night mode), display language, or product layout preferences
2. **Technical Configuration:** Essential tools for connecting peripheral equipment (receipt printers, electronic scales), synchronizing data with the central server, and managing the work mode

Accessing the Settings Menu

To modify the application configuration or connect new hardware, you must open the administrative panel.

1. On the main sales screen, in the **Footer Bar**, press the **Settings** button
2. A window will open, displaying the full list of available configuration options



ⓘ NOTE

Changes made here apply only at the local level, not to the entire store network.

ⓘ PERMISSIONS

Certain settings require **Manager** rights to modify.

Appearance

This setting allows you to change the color palette of the entire application to protect the operator's vision depending on the ambient light in the location. Next to the **Appearance** section, you will find a button indicating the current mode. Press this button to instantly switch between the two modes:

☀️ **Light (Day Mode):** Interface with white background and black text.

Ideal for supermarkets, stores with large windows, and brightly lit environments.

🌙 **Dark (Night Mode):** Interface with dark background (black/gray) and white text.

Ideal for restaurants, bars, cafes, or evening shifts to reduce eye strain.

Settings ✕

Appearance
Choose light or dark theme ☀ Light

Language
Select interface language English ▾

Product View Style
Switch between Classic and Modern layouts 🗪 Classic

Receipt Printer
PDF Preview Configure

Scale
Not connected Configure

Auto-Logoff
Automatically log off after inactivity

Settings ✕

Appearance
Choose light or dark theme 🌙 Dark

Language
Select interface language English ▾

Product View Style
Switch between Classic and Modern layouts 🗪 Classic

Receipt Printer
PDF Preview Configure

Scale
Not connected Configure

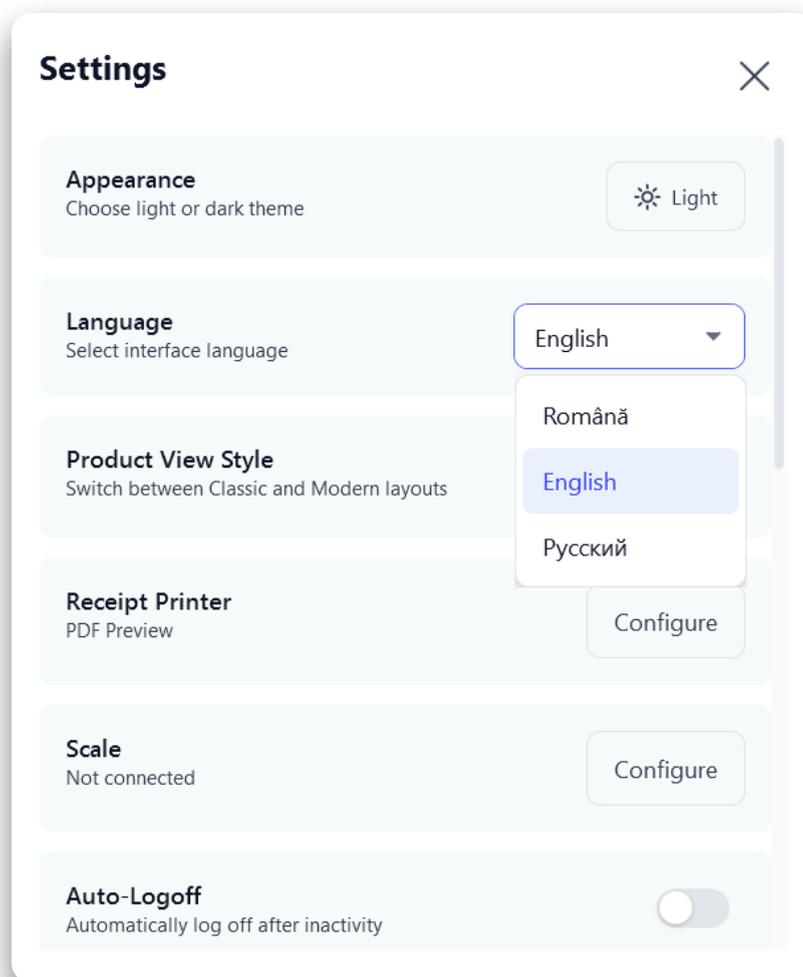
Auto-Logoff
Automatically log off after inactivity

Language (Interface Language Selection)

This setting allows adapting the application texts to be easily used by speakers of different languages. Press the box on the right (where the current language is indicated, e.g.: **English**). A dropdown list of available languages will appear. Choose one of the supported options:

- **Română** (Romanian - Default)
- **English**
- **Русский** (Russian)

Once selected, the interface will automatically update to the chosen language. If you do not notice the change, exit the app and restart it.

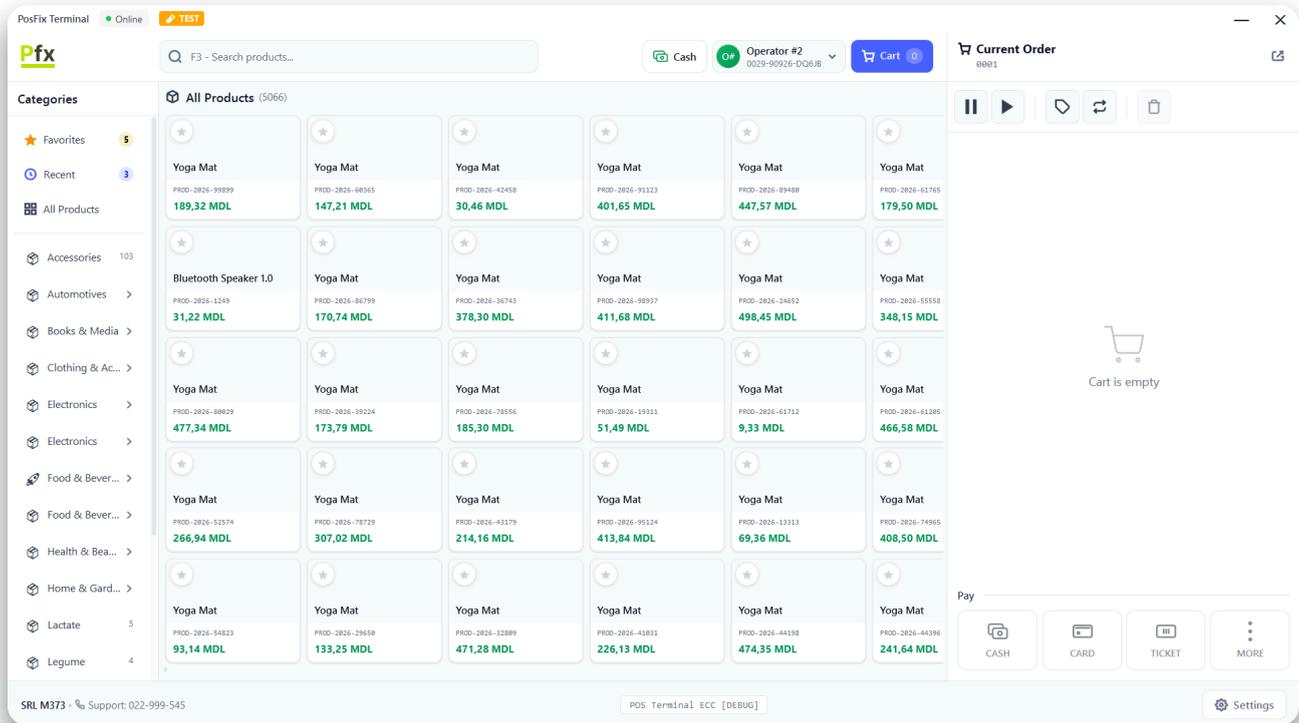


Product View Style (Layout Mode)

This setting modifies the sales screen structure, changing where product categories and subcategories are displayed, to match the cashier's workflow. Press the button on the right to switch between the two display modes:

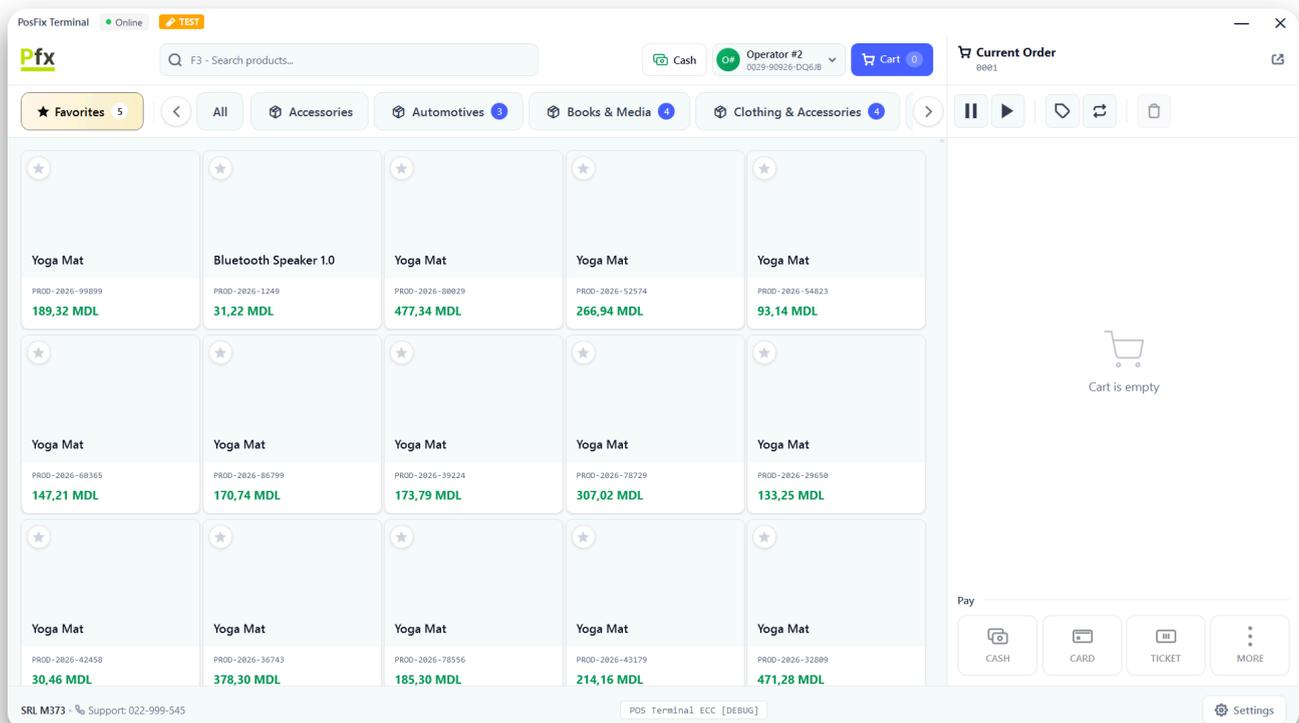
Classic

Side Menu Left - Categories are displayed only in the left column of the screen, providing more vertical space for the product list.



Modern

Top Menu Horizontal - Main categories appear as buttons at the top of the product grid, ideal for operators accustomed to "tab-style" interfaces.

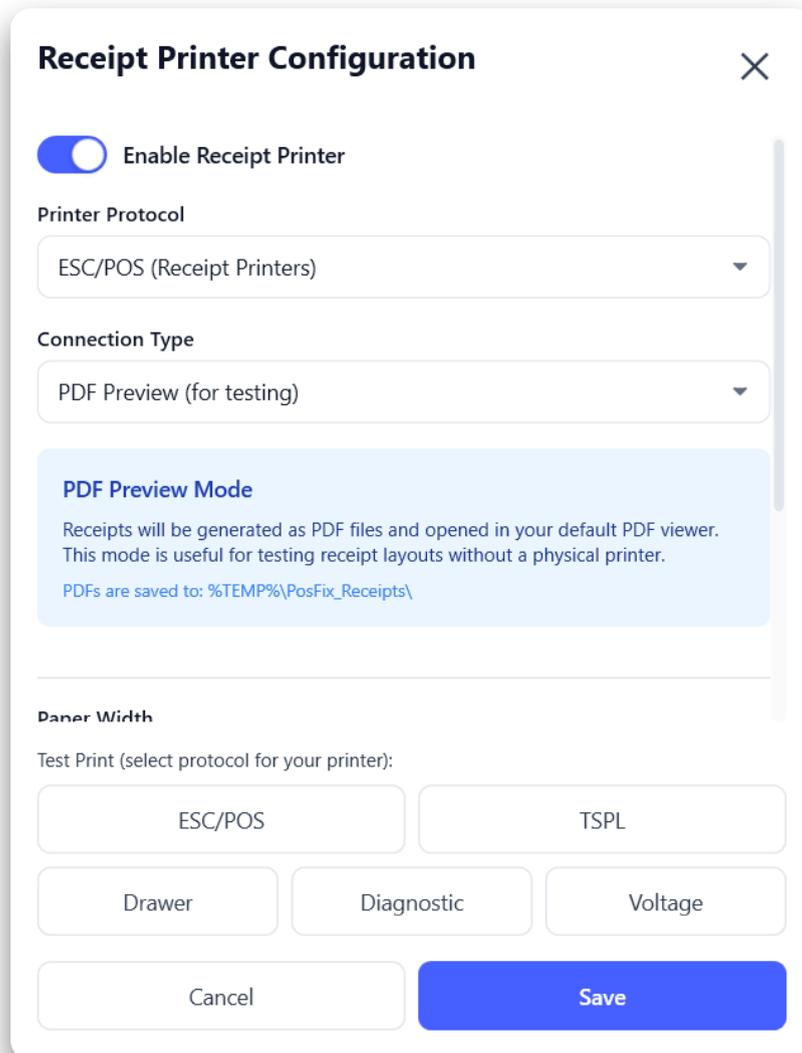


Receipt Printer

This section allows you to connect a physical thermal printer and define the automatic behavior of the cash register (paper cutting, drawer opening).

Accessing Configuration

In the main **Settings** menu, press the **Configure** button next to the *Receipt Printer* option. Make sure the first switch **Enable Receipt Printer** is **Enabled**



The screenshot shows a configuration dialog titled "Receipt Printer Configuration" with a close button (X) in the top right corner. The dialog contains the following elements:

- A toggle switch labeled "Enable Receipt Printer" which is currently turned on (blue).
- A "Printer Protocol" dropdown menu set to "ESC/POS (Receipt Printers)".
- A "Connection Type" dropdown menu set to "PDF Preview (for testing)".
- A light blue informational box titled "PDF Preview Mode" containing the text: "Receipts will be generated as PDF files and opened in your default PDF viewer. This mode is useful for testing receipt layouts without a physical printer. PDFs are saved to: %TEMP%\PosFix_Receipts\".
- A "Paper Width" section with a label "Test Print (select protocol for your printer):" and six buttons: "ESC/POS", "TSPL", "Drawer", "Diagnostic", and "Voltage".
- At the bottom, there are two buttons: "Cancel" and "Save".

Supported Protocols

ESC/POS - For thermal receipts:

- Compatible with most printers
- Supports text, barcodes, QR
- Romanian diacritics (ă, â, î, ș, ț)

TSPL - For labels:

- TSC label printers
- Customizable formats
- Various barcodes

Connection Types

Type	Description	Usage
USB	Direct USB connection	Local printers
Network	IP/Port connection	Shared printers
Bluetooth	Wireless connection	Mobile printers
Serial	COM Port	Legacy equipment

USB Printer Configuration

1. Select **Connection type: USB**
2. Choose the printer from the device list
3. Set the paper width (58mm / 80mm)
4. Press **Test Print** to verify

Network Printer Configuration

1. Select **Connection type: Network**
2. Enter the printer's **IP Address**
3. Enter the **Port** (default: 9100)
4. Press **Test Connection**

Advanced Printer Settings

Setting	Description	Default Value
Paper width	58mm or 80mm	80mm
Characters per line	Depends on width	48 (80mm)
Font Size	Text size	Normal
Auto-print receipt after sale	Print mode	Enabled/Disabled
Cut Mode	Cutting mode	Partial Cut
Cash Drawer	Opens drawer	After print

Cash Drawer

Connections

The cash drawer connects via:

- **RJ11** - 4-wire telephone cable
- **RJ12** - 6-wire telephone cable

The cash drawer connects to the dedicated port on the thermal printer.

Testing

The test function verifies:

- **ESC/POS** - Sends a short test receipt to verify text printing
- **Drawer** - Tests only the cash drawer opening (without printing)
- **Diagnostic / Voltage** - For advanced technical checks

ATTENTION

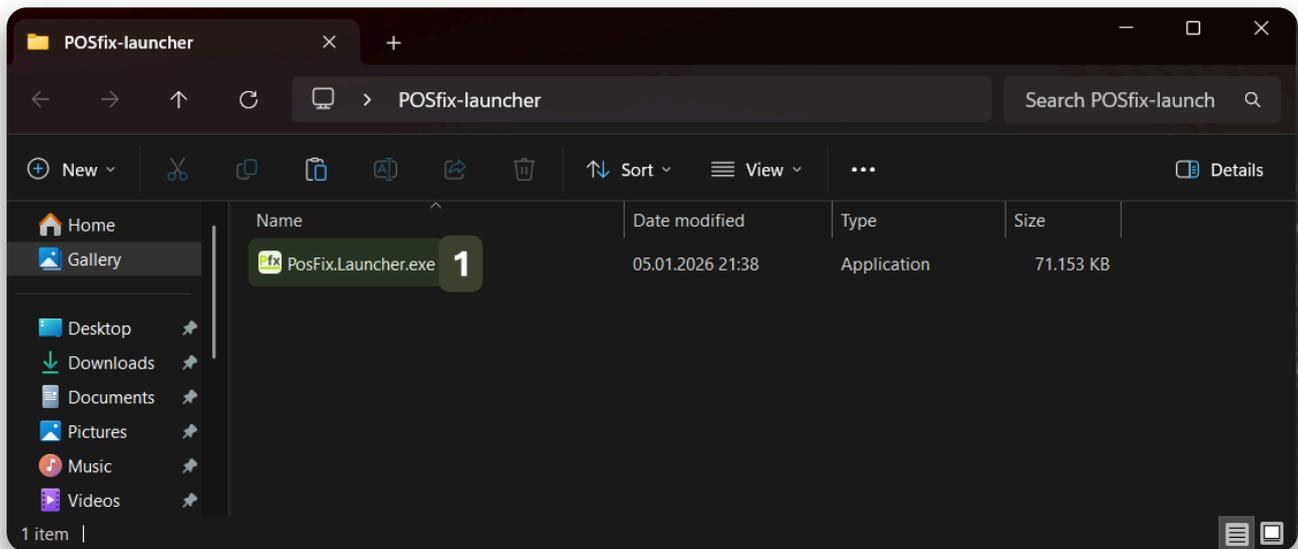
Not all printers support cash drawers. Check compatibility before purchase.

Manager Features

Accessing Manager Mode

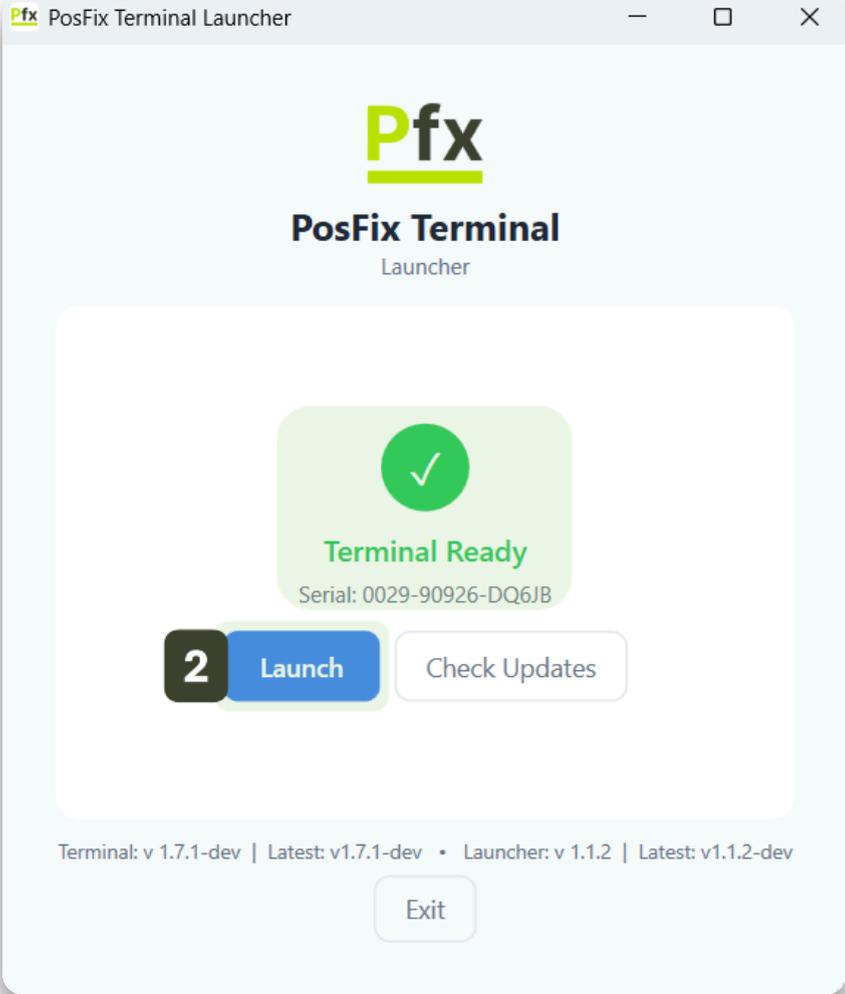
To modify settings, access financial reports, or manage inventory, administrator authentication is required.

1. Launch the `PosFix Launcher.exe` application



2. Make sure the displayed message is *Terminal Ready*, then press the **Launch** button to open the identification interface.
3. On the login screen, enter the 4-digit PIN code associated with the Manager account using the numeric keypad.

Access to the system is automatic after entering the last digit, without requiring additional confirmation.



Pfx PosFix Terminal Launcher



PosFix Terminal

Launcher



Terminal Ready

Serial: 0029-90926-DQ6JB

2 Launch

Check Updates

Terminal: v 1.7.1-dev | Latest: v1.7.1-dev • Launcher: v 1.1.2 | Latest: v1.1.2-dev

Exit



Login

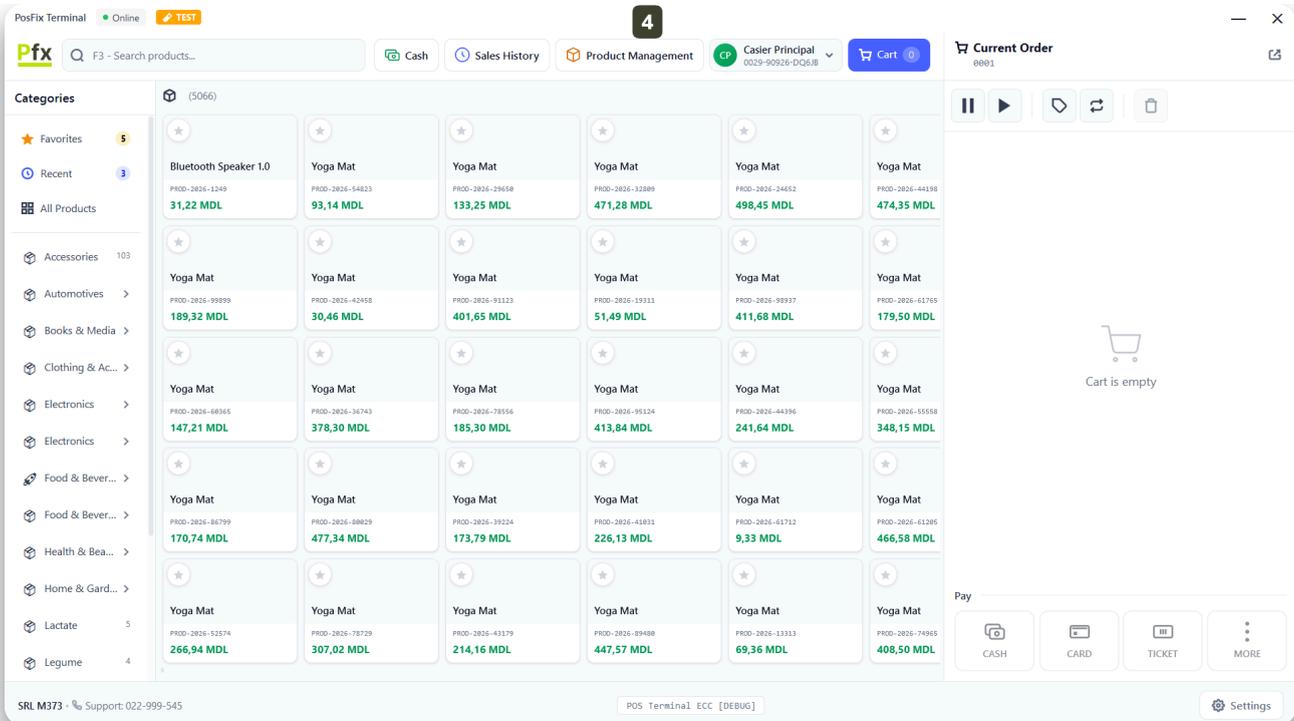
Enter PIN code to continue

A light green numeric keypad with rounded corners. It contains buttons for digits 1-9, 0, a 'Clear' button, and a back arrow button. A black square callout with the white number '3' is positioned to the left of the keypad, pointing towards the '3' button.

1	2	3
4	5	6
7	8	9
Clear	0	←

Terminal : 0029-90926-DQ6JB
SRL M373

4. The application will open in **Manager Mode**.

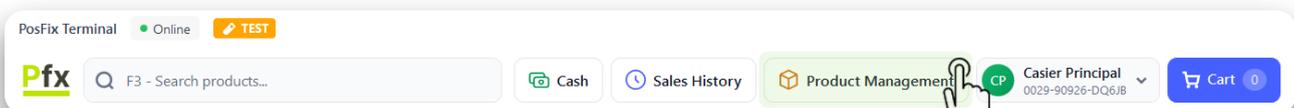


⚠ SECURITY NOTE

The Manager PIN code provides full control over the cash register. **Do not disclose this code to operators (cashiers)** to prevent unauthorized modifications or receipt cancellations without supervision.

Accessing Product Management

In this module you can check prices, stocks and organize the product catalog without exiting the sales application. By pressing the **Product Management** button in the top bar, the product management interface will open.

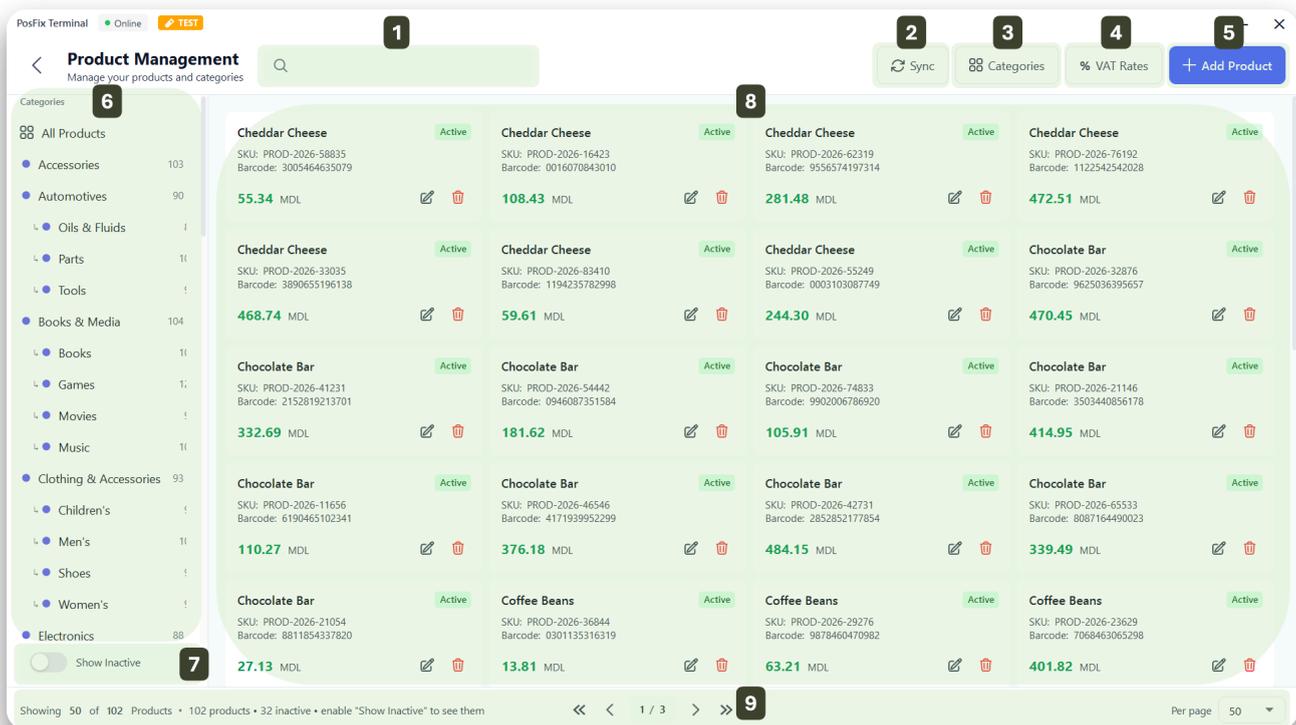


Product Management Interface

The Product Management module is the inventory control panel, accessible directly from the computer. It is designed to provide managers with complete autonomy over the product catalog through functionalities such as:

- **Centralization:** View the entire product nomenclature, structured by categories.

- **Update:** Ability to manually synchronize data with the server.
- **Administration:** Add, edit or deactivate products directly from the cash register.



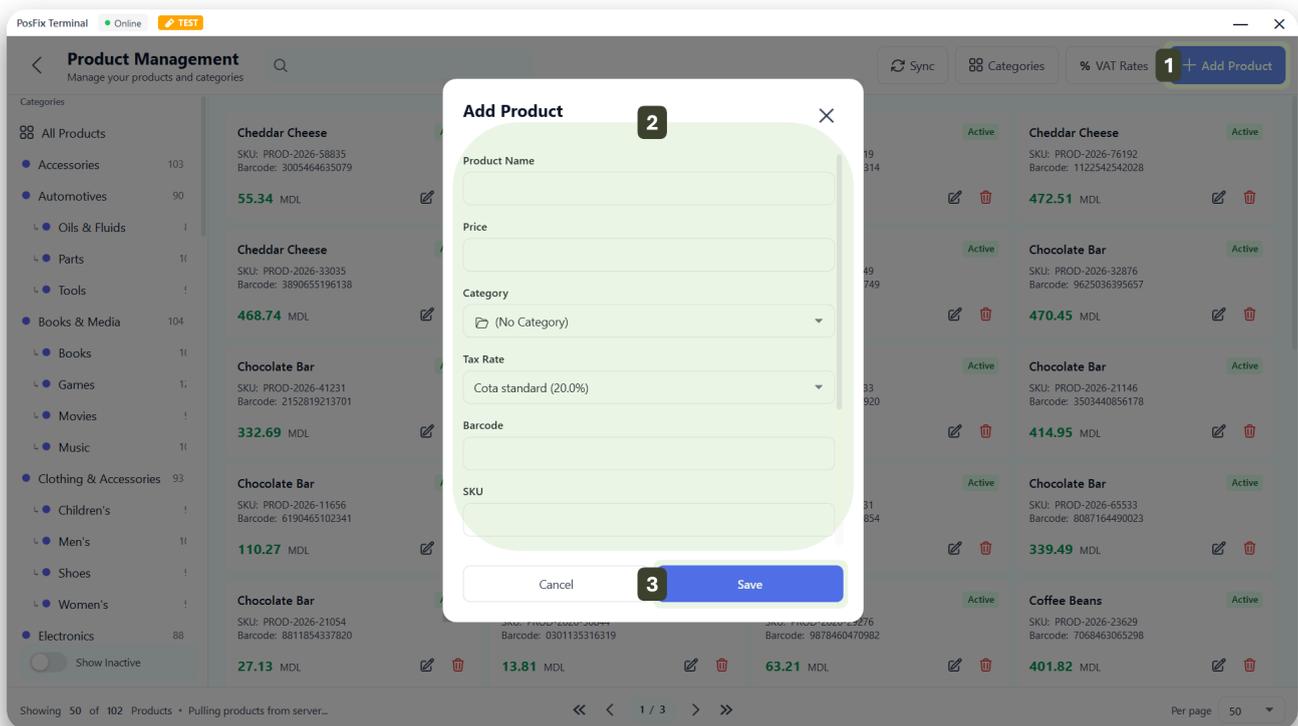
1. **Search Bar:** Enter the product name or code to find it instantly
2. **Sync:** Press this button to manually synchronize the latest changes from the server
3. **Categories:** Opens the category configuration menu (allows you to create, rename or delete product groups)
4. **% VAT Rates:** Add, edit, or modify VAT rates
5. **+ Add Product:** Add a new item to the nomenclature
6. **Categories:** Here you can filter products by selecting a specific category or view everything by pressing **All Products**
7. **Show Inactive:** Displays products that have been temporarily removed from sale
8. **Product Grid:** Each product is displayed as a detailed card containing:
 - Product name
 - Internal code and Barcode
 - Current price
 - Status (e.g.: green "Active" label)
9. **Page Navigation:** If you have many products, they are divided into pages. Use the bottom bar to navigate:
 - Quickly see the total
 - Use the < > arrows to change pages

Product Management

Adding a New Product

This feature allows you to quickly add a new item to the nomenclature.

1. Press the **+ Add Product** button
2. Fill in the fields with the item's details
3. Press the **Save** button



Here is the explanation of each field to ensure correct configuration:

Field	Type	Description and Recommendations
Product Name	Required	The name that will appear on the receipt and in the menu
Price	Required	Final selling price (including VAT). Enter only numbers
Category	Required	The group to which the product belongs
VAT Rate	Required	Select the correct tax rate A (20%), B (8%), C (0%)

Field	Type	Description and Recommendations
Barcode	Optional	Scan or type the EAN/UPC code for scanner sales
Code	Optional	Short internal code (PLU/SKU). Useful for quick manual identification
Description	Optional	Additional details (technical specifications, origin and manufacturer, ingredients, allergens, etc.)
Unit	Required	Unit of measurement for reporting (e.g.: pcs, kg, cm, mg, etc.)
Status	Active/Inactive	Enable or disable product availability in the cashier's list

WARNING

Make sure you always select the correct **VAT Rate** for each product, in accordance with current legislation. An incorrect selection here (e.g.: 8% instead of 20%) will result in erroneous fiscal receipts, which can only be corrected later through complex accounting procedures.

RECOMMENDATION

When filling in the Barcode field, do not type the numbers manually. Place the cursor in the field and scan the product with the barcode reader. This eliminates the risk of mistyping a digit and ensures the product will be recognized instantly at checkout.

Modifying a Product (Editing)

Use this feature to update prices, correct names or change the category of an existing product.

1. Identify the product in the list that you want to modify
2. Press **Edit**
3. Modify the desired fields
4. Press the **Save** button to apply the modification

PosFix Terminal Online TEST

Product Management

Manage your products and categories

Sync Categories % VAT Rates Add Product

Categories

- All Products
- Accessories 103
- Automotives 90
 - Oils & Fluids
 - Parts
 - Tools
- Books & Media 104
 - Books
 - Games
 - Movies
 - Music
- Clothing & Accessories 93
 - Children's
 - Men's
 - Shoes
 - Women's
- Electronics 88
 - Show Inactive

Cablu Active SKU: PROD-2026-9991 Barcode: 9999999999999 35.00 MDL <div style="position: absolute; top: 0; right: 0;">1</div> <div style="position: absolute; top: 10px; left: 10px;">2</div>	Căști Sony Active SKU: PROD-2026-23016 Barcode: 123456123456 500.00 MDL	External SSD Active SKU: PROD-2026-57064 Barcode: 5803871772459 470.63 MDL	External SSD Active SKU: PROD-2026-52517 Barcode: 4261823320636 463.59 MDL
Gaming Monitor Active SKU: PROD-2026-61945 Barcode: 8323686326328 148.79 MDL	Gaming Monitor Active SKU: PROD-2026-72515 Barcode: 4252664385795 40.73 MDL	HDMI Cable Active SKU: PROD-2026-35120 Barcode: 7139548903962 422.81 MDL	Test flutter Active SKU: Barcode: 12.00 MDL
Webcam Active SKU: PROD-2026-17610 Barcode: 3318190562008 240.15 MDL	Wireless Earbuds Active SKU: PROD-2026-67491 Barcode: 9927880771893 28.46 MDL		

Showing 10 of 10 Products • 10 products • 32 inactive • enable "Show Inactive" to see them

Per page 50

Edit Product

Product Name

Cablu

Price

35.00

Category

Accessories

Tax Rate

Cota redusă (8.0%)

Barcode

9999999999999

SKU

PROD-2026-9991

Cancel Save

Edit Product 3 ×

Product Name
Cablu FTP

Price
50.00

Category
Accessories

Tax Rate
Cota standard (20.0%)

Barcode
999999999999

SKU
PROD-2026-9991

Cancel 4 Save

NOTE

Price changes are applied immediately for new sales. Already issued receipts keep the original price.

RECOMMENDATION

Use the top search bar to identify the product.

Product Deactivation

Use this function to temporarily hide a product from sale (e.g.: seasonal products or out of stock), while keeping it in the database for the future.

1. Identify the product in the list that you want to deactivate
2. Press **Edit**

3. In the window that opens, scroll down to the bottom of the form. Press the **Active** toggle to deactivate it

4. Press the **Save** button to apply the modification

The screenshot shows the 'Product Management' interface in PosFix Terminal. The interface includes a sidebar with categories, a main grid of product cards, and a top navigation bar. The 'Cablú' product card is highlighted in green and has two annotations: a '1' in a black circle pointing to the 'Active' toggle and a '2' in a black circle pointing to the edit icon. The bottom status bar shows 'Showing 10 of 10 Products • 10 products • 32 inactive • enable "Show Inactive" to see them' and 'Per page 50'.

Product Name	SKU	Barcode	Price (MDL)	Status
Cablú	PROD-2026-9991	9999999999999	35.00	Active
Caști Sony	PROD-2026-23016	123456123456	500.00	Active
External SSD	PROD-2026-57064	5803871772459	470.63	Active
External SSD	PROD-2026-52517	4261825320636	463.59	Active
Gaming Monitor	PROD-2026-61945	8323686326328	148.79	Active
Gaming Monitor	PROD-2026-72515	4252664385795	40.73	Active
HDMI Cable	PROD-2026-35120	7139548903962	422.81	Active
Test flutter	PROD-2026-35120	7139548903962	12.00	Active
Webcam	PROD-2026-17610	3318190562008	240.15	Active
Wireless Earbuds	PROD-2026-67491	9927880771893	28.46	Active

Edit Product



Tax Rate

Cota standard (20.0%)

Barcode

9999999999999

SKU

PROD-2026-9991

Description

Unit

cm - Centimetru



Active

Cancel

Save

Edit Product ✕

Tax Rate
Cota standard (20.0%)

Barcode
999999999999

SKU
PROD-2026-9991

Description

Unit
cm - Centimetru 

Active **3**

Cancel **4** Save

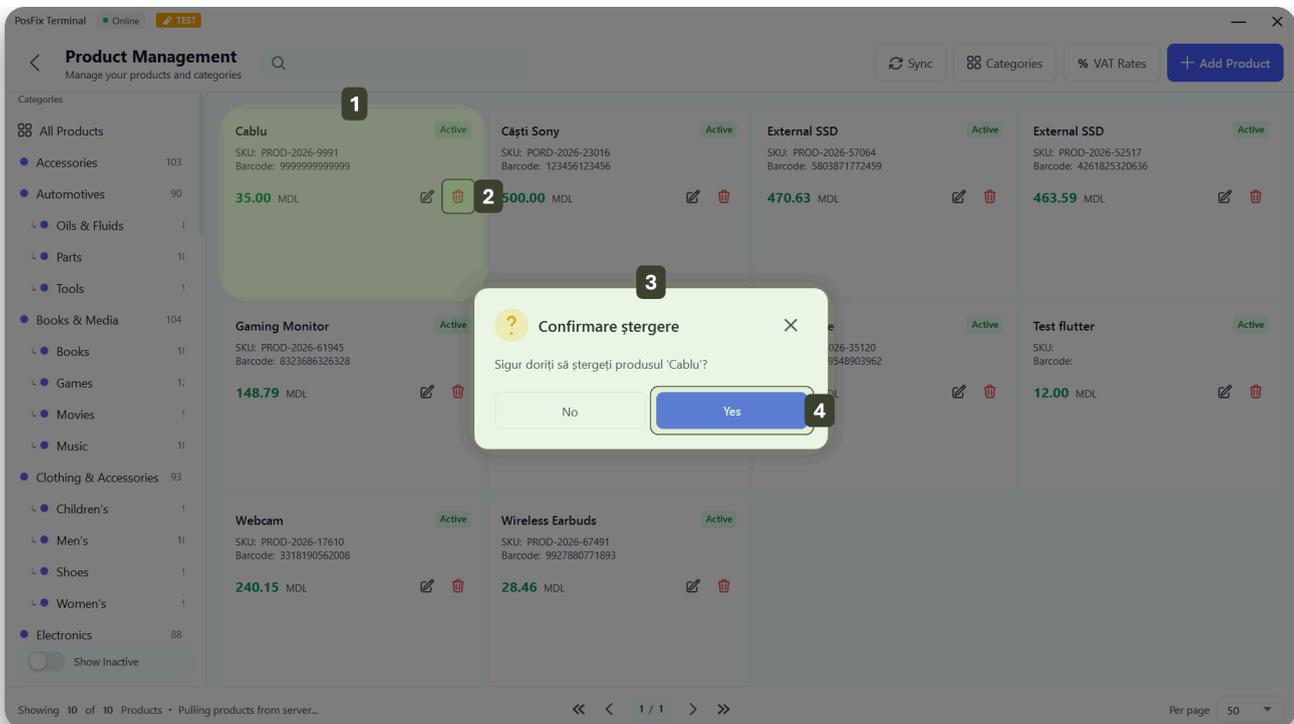
NOTE

Once deactivated, the product will disappear from the main list. To see it again, you need to enable the **Show Inactive** option.

Deleting a Product

Use this option only for products created by mistake or those that will never be sold again.

1. Identify the product in the list that you want to delete
2. Press **Trash Can**
3. The system will request confirmation to prevent accidental deletions.
4. Press the **YES** button to apply the modification



⚠ ATTENTION

Locally Irreversible Action: Once confirmed, the deletion removes the product from the application interface.

❗ NOTE

The deleted product remains archived in the control panel (Dashboard) on the server, even if it is no longer visible in the application. In case a product needs to be restored to the catalog, this operation can be performed **only by an Administrator** from the web management interface.

Category Management

This module allows you to create the store's organizational structure (e.g.: departments, product lines) and define hierarchies (Main Categories and Subcategories).

Adding a Category/Subcategory

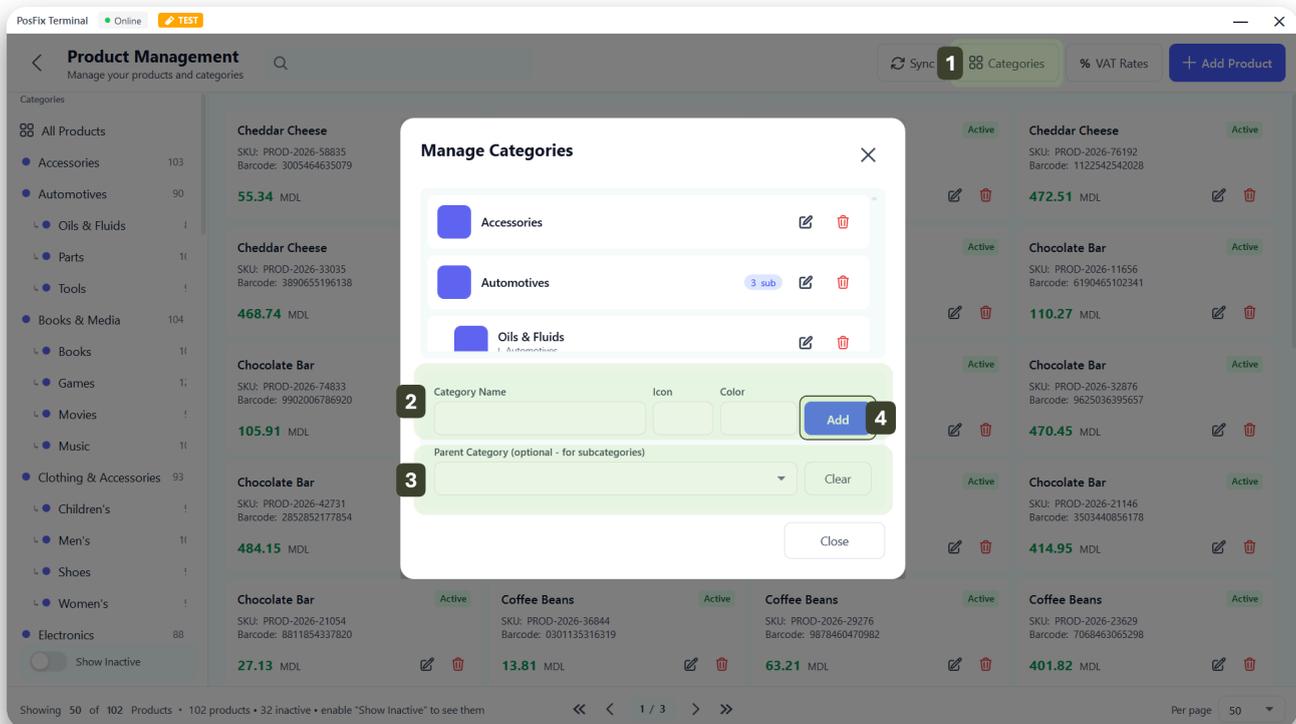
1. Press the **Categories** button
2. In the **Manage Categories** window, use the form to define a new group:
 - **Category Name:** Enter the name that will appear on the screen
 - **Icon:** Select a representative icon (optional)

- **Color:** Choose a background color for the category button (optional)
- **Parent Category:** Leave this field empty if you are creating a main category

3. Adding a Subcategory

- Fill in the name and visual details as above
- In the **Parent Category** field, open the list and select the "parent" category

4. Press **Add**



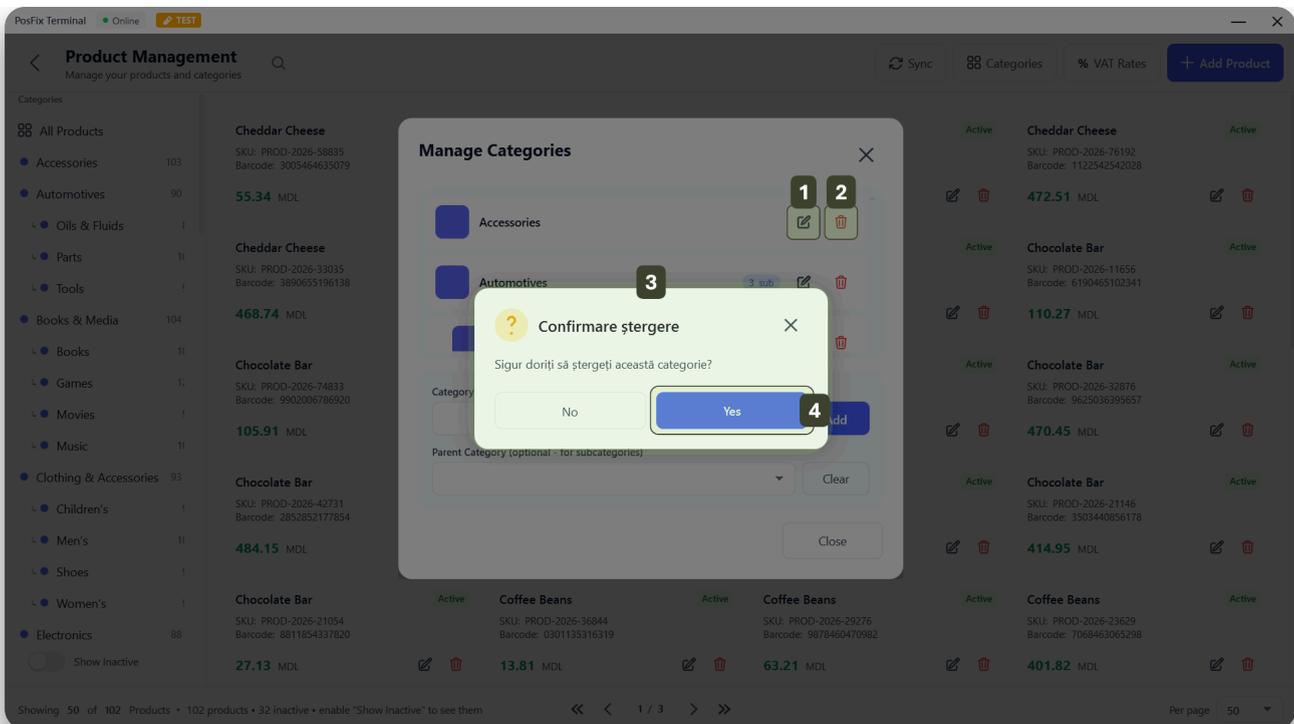
! USEFUL

Next to parent categories, you can see a label (e.g.: 3 sub) indicating the number of subcategories contained.

Modifying and Deleting a Category/Subcategory

In the list at the top of the window, you have administrative options for each existing line:

1. **Edit:** Allows you to edit (name, icon, color, etc.)
2. **Delete:** Allows you to remove a category or subcategory
3. The system will request confirmation to prevent accidental deletions.
4. Press the **YES** button to apply the modification



RECOMMENDATION

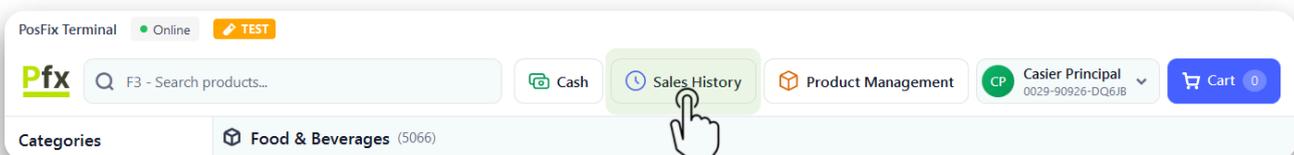
Before pressing the delete button, go to the product list and move the items to other categories, leaving the old category empty, if necessary.

Sales History

This section functions as a digital archive of all transactions made through the terminal. Here you can search for old receipts, check amounts collected in a certain period and issue duplicates.

Accessing History

From the main sales screen, press the **Sales History** button



Sales History Interface

The screen is intuitively organized into four functional zones, allowing quick identification of transactions and management of fiscal documents.

1. **Period Filter** This zone allows you to narrow down the list of results
2. **Transaction List** The left column displays the summary of sales for the selected period
3. **Detailed View** The central zone displays the digital copy of the selected fiscal receipt
4. **Receipt Options** Provides tools for interacting with the selected receipt

The screenshot displays the PosFix Terminal interface. At the top, there are navigation buttons for 'Azi', 'Ieri', 'Săptămâna', and 'Luna', along with date selection fields for 'De la: 21.01.2026' and 'Până la: 21.01.2026', and an 'Aplică' button. The main area is divided into two columns. The left column, labeled 'Istoric Vânzări', shows a list of transactions with details like transaction ID, date, time, number of items, and total amount in MDL. The right column shows a detailed view of a selected fiscal receipt (SRL M373) with a QR code and verification information. A summary bar at the bottom left shows '5 vânzări 21.01.2026 - 21.01.2026 3,031.34 MDL'.

RECOMMENDATION

In the bottom left corner of the screen, you can quickly see the **Total Sales** for the selected period

Period Filtering

At the top of the window, you have tools to select the desired time interval:

1. **Quick Filters:** Buttons for **Today**, **Yesterday**, **Week** current or **Month**
2. **Custom Interval:** Manually select dates in the **From** and **To** fields
3. **Activation:** After selecting the period, press the **Apply** button to update the list

The screenshot displays the 'Istoric Vânzări' (Sales History) interface in the PosFix Terminal. The interface is divided into two main sections: a list of transactions on the left and a detailed receipt view on the right.

Transaction List (Left Column):

Receipt #	Date/Time	Items	Payment Method	Total Value (MDL)	Sync Status
#0005	21.01.2026 10:28	5 articole	TME	1,218.00	Cloud icon
#0004	21.01.2026 10:17	3 articole	NUMERAR / CARD	369.83	Cloud icon
#0003	21.01.2026 09:56	3 articole	TME	847.44	Cloud icon
#0002	21.01.2026 09:55	2 articole	CARD	63.44	Cloud icon
#0001	21.01.2026 09:55	2 articole	NUMERAR	532.63	Cloud icon
#0013	16.01.2026 17:29	3 articole	CARD	257.02	Cloud icon
#0012	16.01.2026 17:26	3 articole	TICHET	416.40	Cloud icon
#0011	16.01.2026 17:26	3 articole	CARD	932.21	Cloud icon
#0010	16.01.2026 17:25	4 articole	NUMERAR	490.07	Cloud icon
#0009	16.01.2026 15:37	2 articole	NUMERAR	455.11	Cloud icon
16 vânzări 01.01.2026 - 21.01.2026				10,055.26 MDL	

Detailed Receipt View (Right Column):

The detailed receipt for receipt #0011 shows the following information:

- SRL H373** (IDNO: 181660001818)
- mun. Chişinău, sec. Botanica, str. Sarmizegetusa, 94/5, ap. (P) 45
- BON FISCAL 0011**
- 16.01.2026 17:26:06
- AB021930227 0004-77814-UM708
- Casier Principal
- DUPLICAT**
- organic H14 1 X 446.36 A 446.36 A
- olive oil 1 X 399.72 399.72 A
- Greek Yogurt 1 X 86.13 86.13 C
- Subtotal: 932.21 MDL
- TVA A (20%): 141.81 MDL
- TVA C (0%): 0.00 MDL
- TOTAL TVA: 141.81 MDL
- TOTAL: 932.21 MDL**
- CARD: 932.21 MDL
- QR code for verification
- Verifica bonul: mev.sfs.md
- ID: a80e5e0-7160-47a2-058e-532a3c507616
- Ve multumim pentru cumparaturi!
- www.posfix.md

Transaction List

In the left column, all receipts from the selected period are displayed, sorted chronologically (most recent at top). Each transaction card quickly displays:

1. **Receipt number** (e.g.: #0004) and **Date/Time**
2. **Number of items** and **Payment method** (labels: CASH, CARD, TME)
3. **Total value**
4. **Sync Status** a small icon (cloud) indicates whether the receipt has been saved to the server



Înapoi

Istoric Vânzări

Vizualizare bonuri și detalii vânzări

0005 21.01.2026 10:28 **1,218.00 MDL**

5 articole

TME

# 0004 21.01.2026 10:17 **369.83 MDL**

3 articole

NUMERAR

CARD

# 0003 21.01.2026 09:56 **847.44 MDL**

3 articole

TME

# 0002 21.01.2026 09:55 **63.44 MDL**

2 articole

CARD

# 0001 21.01.2026 09:55 **532.63 MDL**

2 articole

NUMERAR

# 0013 16.01.2026 17:29 **257.02 MDL**

3 articole

CARD

# 0012 16.01.2026 17:26 **416.40 MDL**

3 articole

TICHET

# 0011 16.01.2026 17:26 **932.21 MDL**

3 articole

CARD

# 0010 16.01.2026 17:25 **490.07 MDL**

4 articole

NUMERAR

# 0009 16.01.2026 15:37 **455.11 MDL**

2 articole

NUMERAR



16 vânzări 01.01.2026 - 21.01.2026

10,055.26 MDL



Detailed View

By selecting a transaction from the left, the preview of the digital fiscal receipt will be displayed in the central area. It contains all legal fiscal elements:

1. **Company header** and **IDNO** (Tax ID)
2. **List of sold products** and **VAT rates**
3. **Payment breakdown** (e.g.: Cash: 200.00, Card: 169.83)
4. **QR code** and **verification link** for SFS (State Fiscal Service)

The screenshot shows the 'Istoric Vanzari' (Transaction History) screen. On the left, a list of transactions is displayed, with the selected transaction #0004 highlighted. The right side shows a detailed preview of the digital fiscal receipt for transaction #0004. The receipt includes the following information:

- Company Header:** SRL M373, IDNO: 181400018418, mun. Chisinau, sec. Botanica, str. SamiLegetusa, 94/5, ap. (of.) 45.
- BON FISCAL 0004**
- Transaction Details:** 21.01.2026, 10:17:24, AB8181839227, 0004-77814-UMT08, Casier Principal.
- DUPLICAT**
- Items:**
 - Wireless Earbuds: 1 x 258.66, 258.66 C
 - Phone Case: 1 x 15.27, 15.27 B
 - Meccan: 1 x 103.90, 103.90 B
- Subtotal:** 369.83 MDL
- TVA B (8%):** 8.83 MDL
- TVA C (0%):** 0.00 MDL
- Total TVA:** 8.83 MDL
- TOTAL:** 369.83 MDL
- Payment Breakdown:** NUMERAR: 200.00 MDL, CARD: 169.83 MDL
- QR Code:** A QR code for verification.
- Verification Link:** Verifica bonul: mev.sfs.md, ID: abe35afa-9a83-49ba-a3f2-7bd44680d3af
- Footer:** Va multumim pentru comparaturi! www.PosFix.md

Receipt Options (Send and Print)

Above the receipt preview, in the top right corner, you have three buttons dedicated to managing the selected document:

1. **Send Email:** Opens the window for entering the customer's email address, where the digital receipt will be sent
2. **Send SMS:** Allows entering the phone number to send the customer a link to the fiscal receipt (eco-friendly solution)
3. **Print:** Instantly prints a physical copy of the receipt to the printer

PosFix Terminal Online

← Înapoi **Istoric Vanzări**
Vizualizare bonuri și detalii vânzări

Azi Ieri Săptămâna Luna De la: 01.01.2026 Până la: 21.01.2026 Aplica

# 0005	21.01.2026 10:28	1,218.00 MDL
5 articole	TME	
# 0004	21.01.2026 10:17	369.83 MDL
3 articole	NUMERAR CARD	
# 0003	21.01.2026 09:56	847.44 MDL
3 articole	TME	
# 0002	21.01.2026 09:55	63.44 MDL
2 articole	CARD	
# 0001	21.01.2026 09:55	532.63 MDL
2 articole	NUMERAR	
# 0013	16.01.2026 17:29	257.02 MDL
3 articole	CARD	
# 0012	16.01.2026 17:26	416.40 MDL
3 articole	TICHET	
# 0011	16.01.2026 17:26	932.21 MDL
3 articole	CARD	
# 0010	16.01.2026 17:25	490.07 MDL
4 articole	NUMERAR	
# 0009	16.01.2026 15:37	455.11 MDL
2 articole	NUMERAR	
16 vânzări	01.01.2026 - 21.01.2026	10,055.26 MDL

SRL H373
 IDNO: 101660001010
 mun. Chișinău, sec. Botanica, str. Sarmizegetusa, 94/5, ap. (OF.) 45

BON FISCAL 0004

21.01.2026 10:17:24
 A80E9303227 0004-77014-UM708
 Casier Principal

DUPLICAT

Wireless Earbuds	1 X 250.00	250.00 C
Phone Case	1 X 15.27	15.27 B
Webcam	1 X 103.90	103.90 B
Subtotal:		369.83 MDL
TVA B (8%):		6.83 MDL
TVA C (4%):		6.80 MDL
TOTAL TVA:		6.83 MDL
TOTAL:		369.83 MDL
NUMERAR:		200.00 MDL
CARD:		169.83 MDL



Verifica bonul: mev-iffi.md
 ID: a8e15fa-1a51-481a-93f2-7054400b030f
 Va multumim pentru cumparaturi!
 www.PosFix.md

NOTE

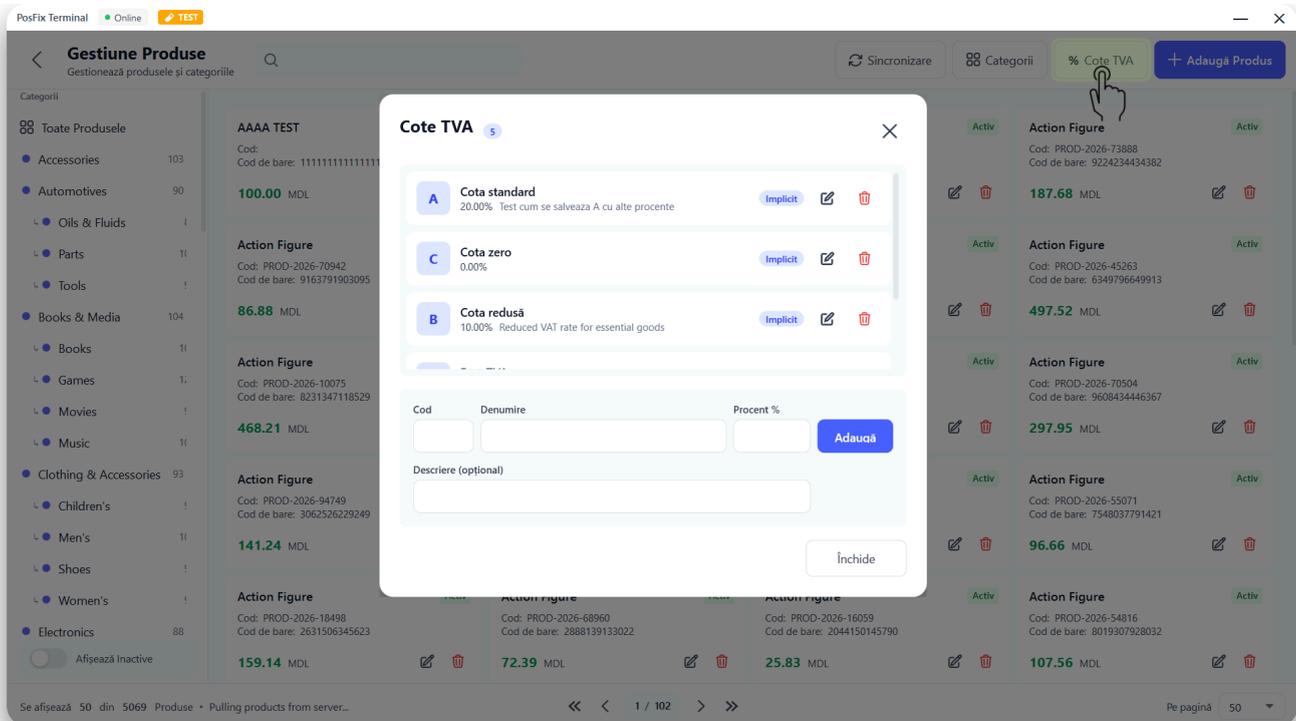
Note that the **Print** function from history generates a Duplicate, not an original fiscal receipt. The paper will visibly show **DUPLICATE**. This is valid for records, but the customer should be informed that it is not the primary receipt.

VAT Rates Management

The VAT rates management module allows for the configuration and administration of fiscal taxes applied to products, ensuring their synchronization across all sales terminals.

Accessing VAT Rates

From the **Product Management** panel, in the top bar, press the **% VAT Rates** button.



Viewing VAT Rates

The **VAT Rates** window displays a list of all available taxes:

- **Identifier (Code):** The letter assigned to the rate (e.g., A, C, B).
- **Details:** The name of the rate and the applied percentage.
- **"Default" Label:** Indicates the system's standard rates (e.g., Standard rate 20% or Zero rate 0%).
- **Actions:** Icons for editing and deleting.

Cote TVA 4 ×

- A** Cota standard
20.00% Implicit ✎ 🗑️
- C** Cota zero
0.00% Implicit ✎ 🗑️
- B** Cota redusă
10.00% Reduced VAT rate for essential goods Implicit ✎ 🗑️

Cod	Denumire	Procent %	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Adaugă
Descriere (opțional)			
<input type="text"/>			

Închide

Adding a VAT Rate

The add form is integrated at the bottom of the list:

1. **Code:** Enter the identifier letter
2. **Name:** Enter the tax name
3. **Percentage %:** Enter the value
4. **Description:** Add optional details about its use
5. **Completion:** Press the **Add** button

Cota TVA 4
✕

A

Cota standard

20.00%

Implicit
✎
🗑

C

Cota zero

0.00%

Implicit
✎
🗑

B

Cota redusă

10.00% Reduced VAT rate for essential goods

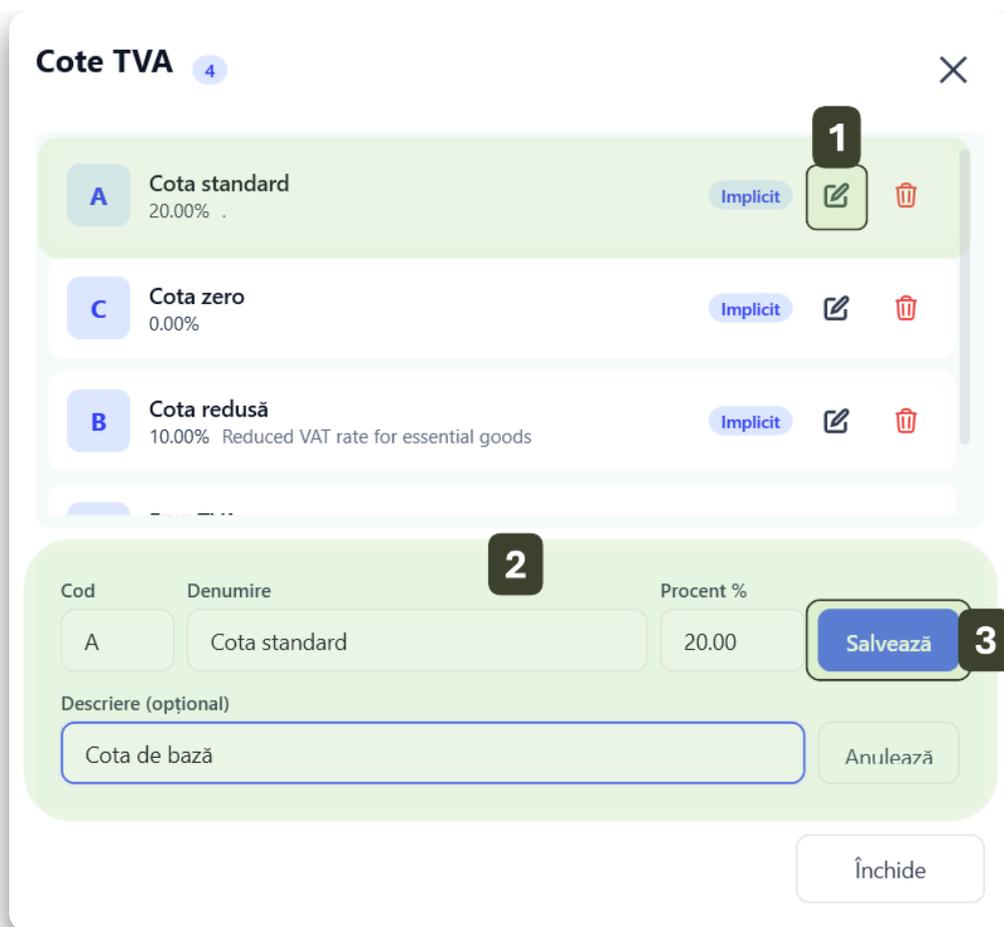
Implicit
✎
🗑

Cod	Denumire	Procent %	
H 1	Cota redusă 2	5 3	Adaugă 5
Descriere (opțional)			
Medicamente 4			

Închide

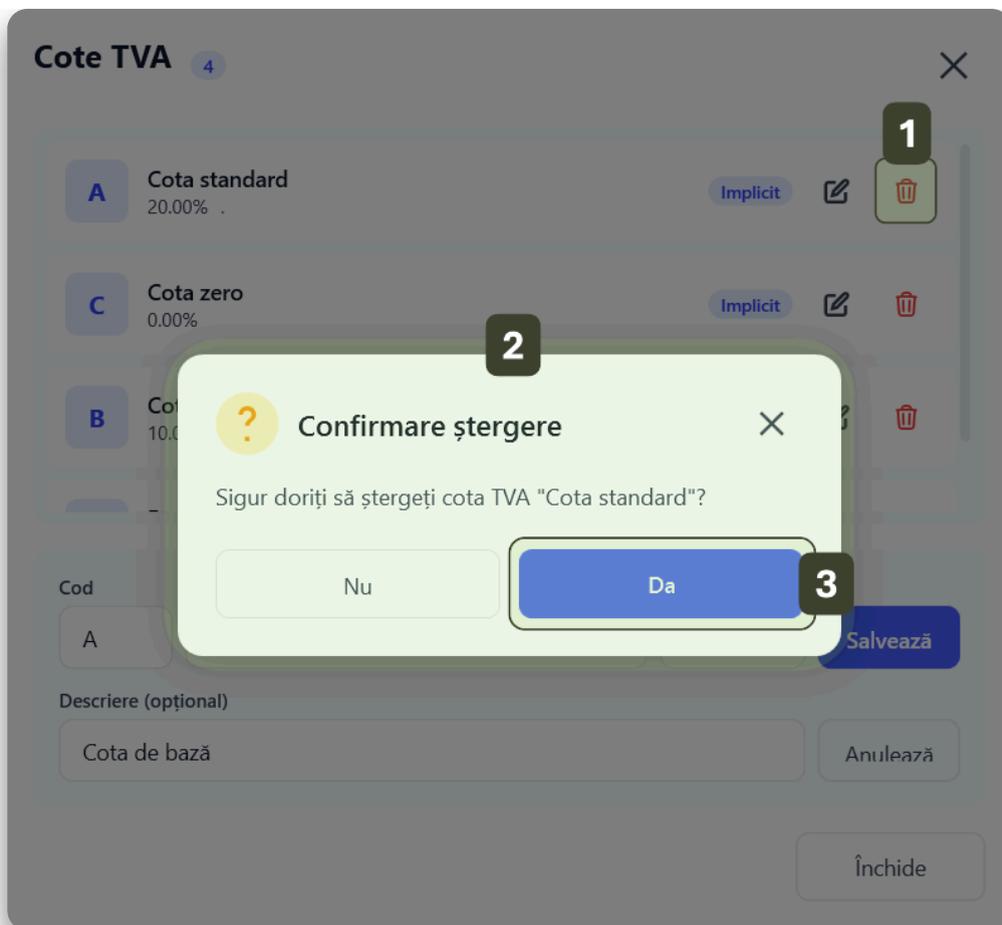
Editing a VAT Rate

1. Press the **Edit** button next to a rate
The data will be loaded into the fields at the bottom.
2. Modify the desired values
3. Press the **Save** button



Deleting a VAT Rate

1. Press the **Delete** button (trash bin)
2. The system will display a **Delete Confirmation** window
3. Press the **Yes** button to finalize the action



ATTENTION

The rate code (letter) cannot be modified later because it is linked to the transaction history.

Synchronization and Permissions

- **Synchronization:** Any modification (Add/Edit/Delete) is marked locally and automatically transmitted to the server to be visible on all terminals.
- **Permissions:** Only users with an Administrator profile can make changes in this module.

Compliance with ECC Requirements

Compliance Table

This table outlines the compliance of the PosFix platform with the requirements of **Table No. 4** of the ECC (Cash Register and Control Equipment) module specifications.

No.	ECC Requirement	Compliance	Reference
1	Processing payments in cash	✓ YES	Cash Payment
2	Processing payments via bank card	✓ YES	Card Payment
3	Processing payments via value voucher	✓ YES	Voucher Payment
4	Processing payments via meal ticket	✓ YES	Meal Ticket
5	Processing payments via subscription	✓ YES	Subscription
6	Processing combined payments	✓ YES	Mixed Payment
7	Calculating costs according to the price x quantity formula	✓ YES	Cost Calculation
8	Multiplication with fractional quantities (3 decimals)	✓ YES	Quantities
9	Applying percentage discounts	✓ YES	Discounts
10	Applying fixed amount discounts	✓ YES	Discounts
11	Applying percentage markups	✓ YES	Markups

No.	ECC Requirement	Compliance	Reference
12	Applying fixed amount markups	✓ YES	Markups
13	Monetary amounts tracking	✓ YES	Amount Tracking
14	Goods/services tracking separately	✓ YES	Goods Tracking
15	Calculating change	✓ YES	Change Calculation
16	Performing operation repeat	✓ YES	Repeat
17	Performing operation cancellation	✓ YES	Cancellation
18	Performing error correction	✓ YES	Correction
19	Calculating subtotals	✓ YES	Subtotals
20	Calculating grand totals	✓ YES	Grand Total
21	Cash drawer deposit operations (Cash-In)	✓ YES	Cash-In
22	Cash withdrawal operations (Cash-Out)	✓ YES	Cash-Out

Implementation Details

Supported Payment Types

Category	Methods
Cash	Cash, Change
Card	Debit, Credit, Contactless
Electronic	Voucher, Meal ticket, Subscription, Transfer

Category	Methods
Combined	Any combination of the above methods

ACPS Codes for Payment Types

Payment Type	ACPS Code	Romanian Name
Cash	0	Numerar
Card	1	Card bancar
BankTransfer	2	Transfer bancar
Credit	3	Credit client
Voucher	4	Bon valoric
Advance	5	Avans
Other	6	Altele

VAT Rates

Rate	Percentage	Usage
A	20%	Standard rate
B	8%	Reduced rate
C	0%	VAT exempt
D	0%	Non-taxable

Calculation Precision

Element	Precision
Quantities	3 decimals (0.001)
Prices	2 decimals (0.01)
Totals	2 decimals (0.01)
Percentages	2 decimals (0.01%)

Fiscal Reports

X Report (Intermediate)

- Can be generated at any time
- Does not reset counters
- Displays current status

Z Report (Closing)

- Mandatory daily
- Resets counters
- Automatically transmitted to SFS

Periodic Report

- Custom interval
- Aggregation by days/months
- Export in multiple formats

SFS Moldova Compliance

PosFix is **certified** for use in the Republic of Moldova and complies with:

-  Government Decision No. 141/2019

- SFS Order regarding ECCs
- ACPS (Automated Cash Payment System) requirements
- Electronic transmission of fiscal receipts

CERTIFICATION

The compliance certificate number and technical details are available upon request from the authorized supplier.

Audit Trail

All operations are recorded for audit:

Information	Storage
Date/Time	Precise timestamp
User	Cashier ID and name
Operation	Type and details
Values	Before and after
Terminal	Unique identifier

Technical Support

Support Contacts

For technical assistance, contact the support team:

Channel	Details	Schedule
Phone	+373 22 999 545	Mon-Fri: 08:00-18:00
Email	suport@posfix.md	24/7 (answer in 24h)
WhatsApp	+373 60 100 698	Mon-Fri: 09:00-17:00

EMERGENCIES

For urgent fiscal issues (SFS, receipt transmission), support team is available during weekends as well.

Common Problems

Printer Not Printing

1. Check the USB/network connection
2. Check if it has paper
3. Restart the printer
4. In Settings → Receipt Printer → Test Print
5. If the issue persists, reinstall the driver

SFS Connection Error

1. Check internet connection
2. Check if the indicator shows Online
3. Wait 1-2 minutes and try again

4. If the error persists, contact support

Application Frozen

1. Press `Ctrl + Alt + Delete`
2. Select "Task Manager"
3. Force close PosFix Terminal
4. Restart the application

Authentication Error

1. Verify that you are entering the correct PIN
2. Check internet connection
3. Try another user
4. If it persists, reset the PIN from manager

Updates

The application updates automatically through PosFix Launcher. For manual update:

1. Close the PosFix application
2. Open PosFix Launcher
3. At startup, the Launcher automatically checks the server. If there is a new version, the **Download updates** button will appear visibly.
4. Press the **Download updates** button. The system will automatically download and install the required package without additional steps.

Backup and Recovery

Automatic Backup

Local data is automatically saved to the cloud at each synchronization.

Data Recovery

In case of local data loss:

1. Reinstall the application
2. Authenticate with the same account
3. Data synchronizes automatically

 **ATTENTION**

Do not manually delete files from `%LOCALAPPDATA%\PosFix\` without instructions from support.

Version and Information

The system is designed for transparency, displaying essential technical information directly on the main screen in the *Footer Bar*

Here you will find critical details about version and support:

- **Application Version:** Displayed centrally, indicates the current software package. Communicate this number to the support team when reporting errors.
- **Identification Information:** In the bottom left appears the name of the fiscal entity
- **Support Contact:** The phone number for technical assistance is permanently visible next to the company name