

Q2 — Product User Manual

VSMS Connect — Code 200 Solutions

VSMS Connect is the Code 200 Solutions Vanuatu fiscalisation platform. This manual covers day-to-day operator usage: signing in, finding invoices, understanding statuses, fiscalising payments, requesting Copy or Refund receipts, resolving blocked invoices, and surfacing the data an inspector needs during a local or remote audit.

Audience — This document is written for end users who run the till every day. The technical setup is covered in Q3 (Installation Guide); the one-time administrator configuration is covered in Q4 (Configuration Manual).

1. Signing in

Open the VSMS Connect web application or launch the mobile app from your home screen. The welcome screen prompts you to either get started (first time) or sign in (returning user).

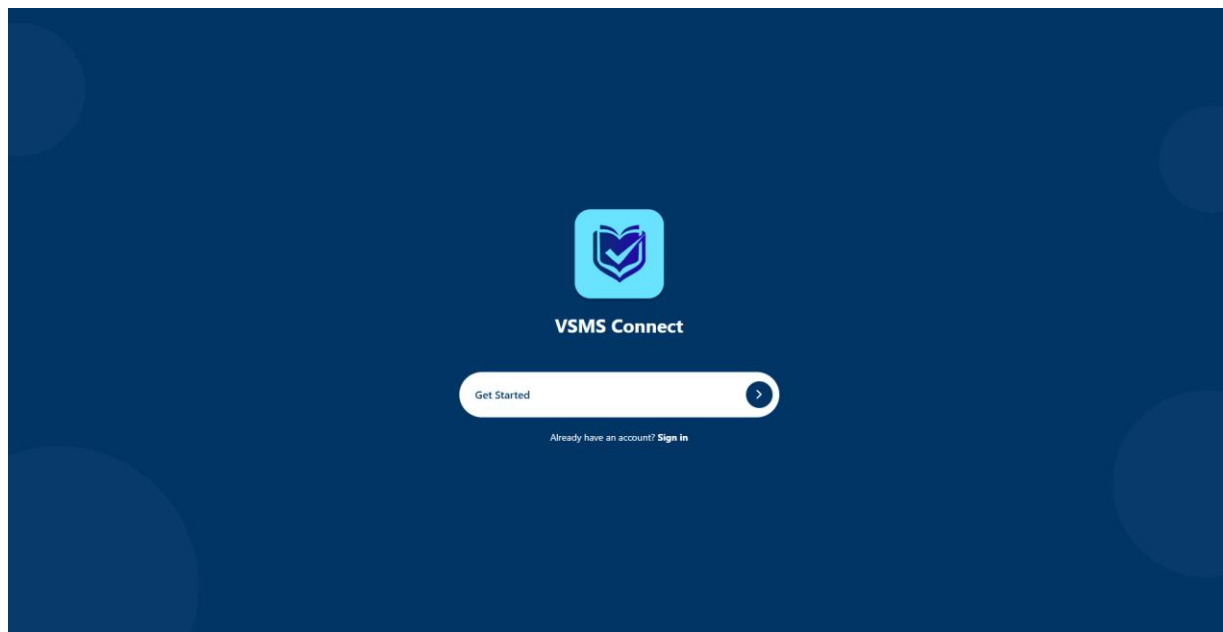


Figure 1 — Welcome screen on first launch.

Press the **Sign in** link if you already have an account. Enter the email and password your administrator gave you and press **Login**. If the credentials are correct the app routes you to the dashboard; if not, you will see “Invalid credentials” — wait a moment and try again or use the **Forgot password** link to receive a six-digit reset code by email.

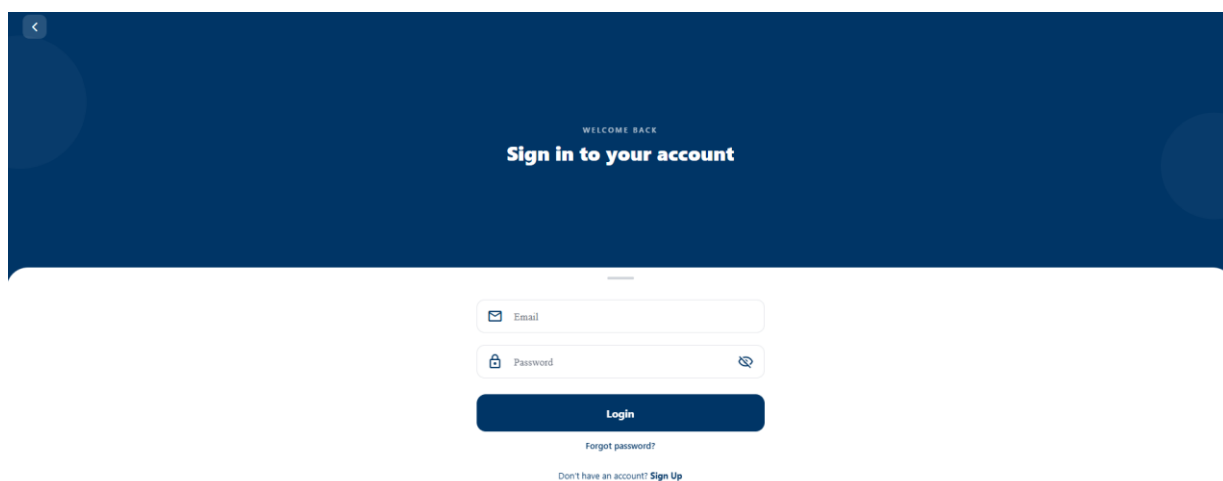


Figure 2 — Sign-in screen.

2. Navigating the dashboard

Once authenticated, the home screen lists every invoice imported from your connected accounting provider (Xero, Sage, or MYOB) or uploaded via CSV. The left-hand sidebar (web) or slide-out drawer (mobile) gives access to the main areas: Home, Businesses, Integrations, Users, Profile, and Audit. Items appear only if your role allows them — Audit is hidden unless you have the View Audit permission, for example.

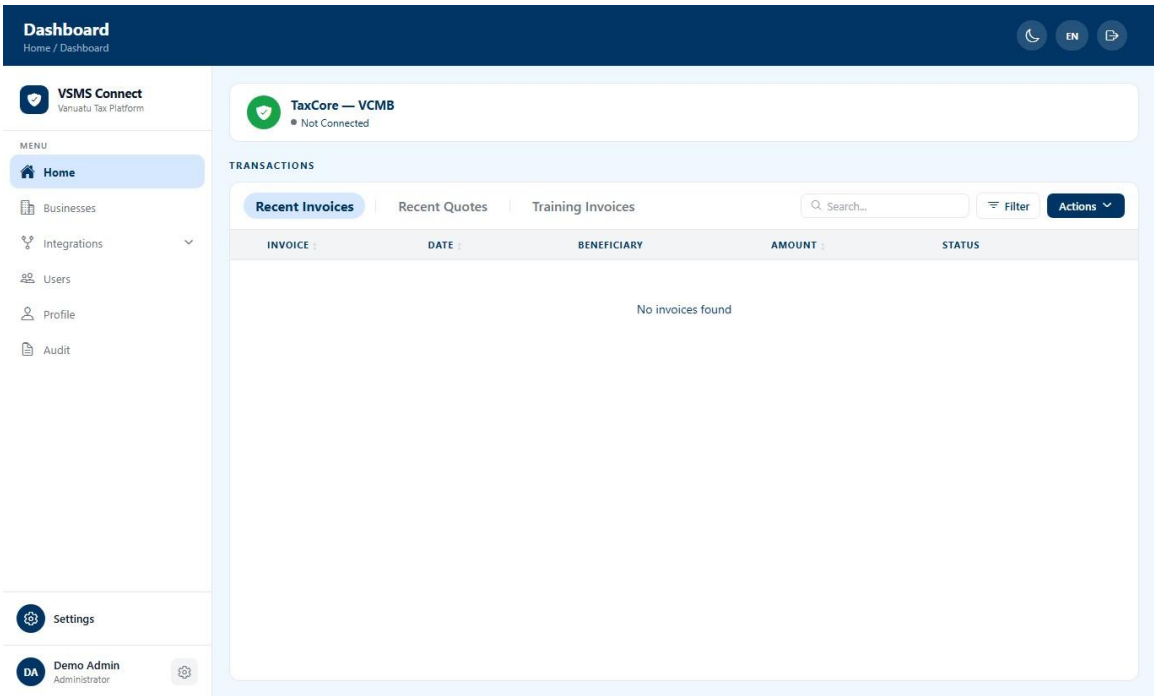


Figure 3 — Home dashboard. The sidebar lists every section available to your role; the main panel shows the invoice table grouped into Recent Invoices, Recent Quotes, and Training Invoices.

Three tabs along the top of the table partition the data: **Recent Invoices** (everything except quotes and training submissions), **Recent Quotes** (Proforma documents only), and **Training Invoices** (used for V-SDC training mode submissions). Switching tabs resets search, pagination, and selection so each view is independent.

Use the search bar to filter by invoice number, contact name, or amount. Press the **Filter** button to expose date and provider chips so you can scope to a single day, week, month, custom range, or a specific accounting source.

3. Understanding invoice statuses

Every invoice carries a status pill showing where it is in the fiscalisation lifecycle. The table below lists every possible status and what action, if any, you can take.

Status	Meaning	What to do
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Imported / Pending	Invoice loaded from your accounting system but not yet sent to TaxCore.	No action required if auto-fiscalise is enabled. Otherwise press Fiscalise.
Fiscalised	TaxCore has signed the invoice; a fiscal receipt and verification URL are available.	Print, share, or open Copy / Refund as needed.
Status	Meaning	What to do
Processing	Currently being sent to TaxCore for signing.	Wait — clears automatically once TaxCore responds.
Failed	V-SDC rejected the submission. The error message is shown under the status pill.	Correct the underlying issue and re-fiscalise. If the cause is unclear, escalate to your administrator.
Blocked	A precondition is not met (missing tax mapping, missing referent document, currency mismatch, etc.).	Resolve the reason shown under the pill. Most blocks need an administrator to map a tax code or link an invoice.
Cancelled	The invoice has been cancelled in TaxCore and a cancellation receipt is paired with the original.	No further action; the cancellation is final.
Unmapped	The invoice contains a tax code that has not been mapped to a V-SDC label.	An administrator must configure the tax mapping before this invoice can be fiscalised.

4. How fiscalisation works

Fiscalisation submits an invoice to the V-SDC (Virtual Secure Digital Device) which signs it and returns a fiscal invoice number, a verification URL, and a QR code. Two paths trigger fiscalisation:

- **Auto-fiscalisation** — when an administrator has switched the Auto-fiscalise toggle on (the default for new businesses), every eligible paid invoice arriving via Sync Now, webhook, or the 15-minute polling job is dispatched automatically.
- **Manual fiscalisation** — you can still trigger it yourself for any eligible invoice, either one at a time from the detail screen or in batches of up to ten from the home table.

The two paths are not mutually exclusive: auto-fiscalisation handles the common case, manual fiscalisation handles retries and any invoices that were temporarily blocked and have just become eligible.

Post-fiscalisation data

After fiscalisation, each invoice stores:

- **Fiscal Invoice Number** — TaxCore-assigned unique identifier for the receipt.
- **QR Code** — printable on receipts; links directly to the verification URL.
- **Verification URL** — for customer self-verification via the TaxCore portal.
- **Fiscal Timestamp** — date and time of signing as recorded by TaxCore.
- **Raw V-SDC Response** — the full JSON payload returned by the V-SDC.

5. Triggering manual fiscalisation

1. On the home screen, tick the checkbox at the start of each invoice row you want to fiscalise. The action bar shows the running count.
2. Press **Actions** → **Fiscalise**. The button stays disabled if more than ten rows are selected — the batch cap is enforced server-side too.
3. A confirmation toast appears once the V-SDC has signed every invoice in the batch. Rows refresh automatically and flip to the Fiscalised status.

To fiscalise a single invoice without leaving the detail screen, open the invoice from the home table and press **Fiscalise** on the payment row.

6. Requesting a Copy or Refund

After a payment has been fiscalised you can issue two follow-up receipts: a **Copy** (duplicate of the original, useful when the buyer has lost their first copy) or a **Refund** (reverses the original sale in TaxCore).

1. Open the fiscalised invoice from the home screen. The Payments section shows every payment for the invoice.
2. Expand the payment row. The kebab (■) menu and the action button strip both offer Copy and Refund.
3. Select the action. A new invoice is created — Copy keeps the transaction type, Refund flips it. The new invoice is fiscalised immediately and appears under Linked Invoices on the original.

One refund per payment — Each source payment can be refunded once. If you need to refund a payment again, escalate to your administrator — they can use the cancellation flow instead.

***Note:** Standard invoices permit one refund per payment. Amicus on-premise invoices support multiple refunds per sale.*

Supported Payment Types

VSMS Connect supports the following payment methods: Cash, Card, Check, Wire Transfer, Voucher, Mobile Money, Other. Split-tender is also supported — a single invoice can be paid across multiple payment types (for example, part Cash and part Card).

7. Handling blocked invoices and errors

A blocked invoice shows the block reason directly under the status pill so you can see what is wrong without opening the invoice. The most common reasons and their recovery paths are:

Reason	Recovery
Missing tax mapping	An administrator must map the provider tax code to a V-SDC label on the Integrations screen. After the mapping is confirmed the blocked invoices unlock automatically.
Referent document missing	The credit note has no linked original invoice. Link it in your accounting system and re-sync.
Referent not fiscalised	The original invoice this refund references has not been fiscalised yet. Fiscalise the original first; the refund will become eligible automatically.
Currency mismatch	The invoice was issued in a currency other than the business currency. Re-issue in the business currency.
Total mismatch	The sum of line items does not match the invoice total. Correct the invoice at the source and re-sync.

Failed invoices include the V-SDC error message in the same place. Common causes are connectivity issues to V-SDC and certificate problems — retry once after a minute; if the failure persists, escalate to your administrator.

8. Local audit instructions

Inspectors can review every action performed in VSMS Connect by opening the **Audit** screen from the sidebar. The screen lists each event with its type, the actor (the user who performed it), the IP address and user agent at the time, and the full payload.

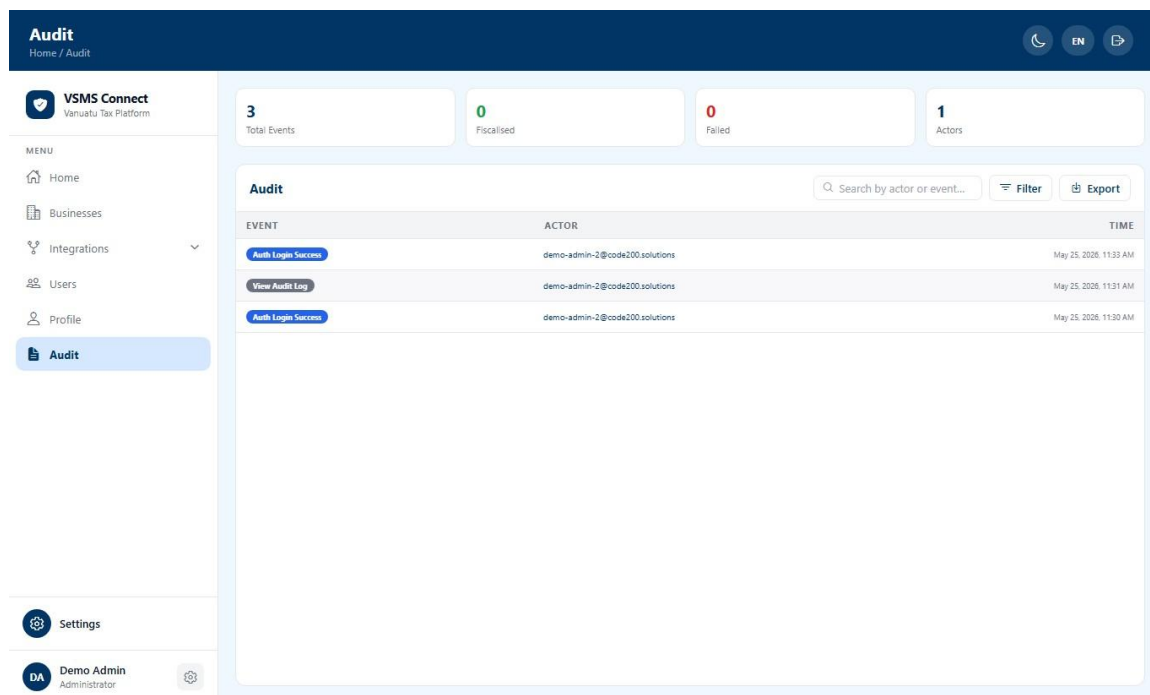


Figure 4 — Audit log. Filters expose Today / This Week / This Month / Custom ranges and category chips (Auth, Fiscal, Invoice, User).

1. Use the **date filter** to scope to a single day, week, month, or custom range.
2. Use the **category filter** to narrow to auth events, fiscal events, invoice events, or user events.
3. Tap any row to open the event detail sheet which shows the JSON payload and lets you copy it to the clipboard.

Administrators can export the visible events to CSV via the **Export** button. The CSV uses the same date and category filters that are currently active on screen.

9. Remote audit instructions

Remote inspection is performed against the TaxCore central portal using the verification URL embedded in each fiscalised invoice. Every fiscal receipt carries a QR code that resolves to the same URL — an inspector can scan it with any smartphone camera and open the verification page in their browser without needing to type anything.

1. Open any fiscalised invoice and locate the **Verification URL** field, or ask the customer to scan the QR code printed on their receipt.
2. The TaxCore portal displays the signed receipt details, confirming authenticity.

The Profile → About card (open Profile from the sidebar) surfaces three identifiers an inspector may ask for: **Manufacturer** (Code 200 Solutions), **Serial Number** (the unique installation ID), and **Software Version**. These let the inspector match the running app to the accredited build.

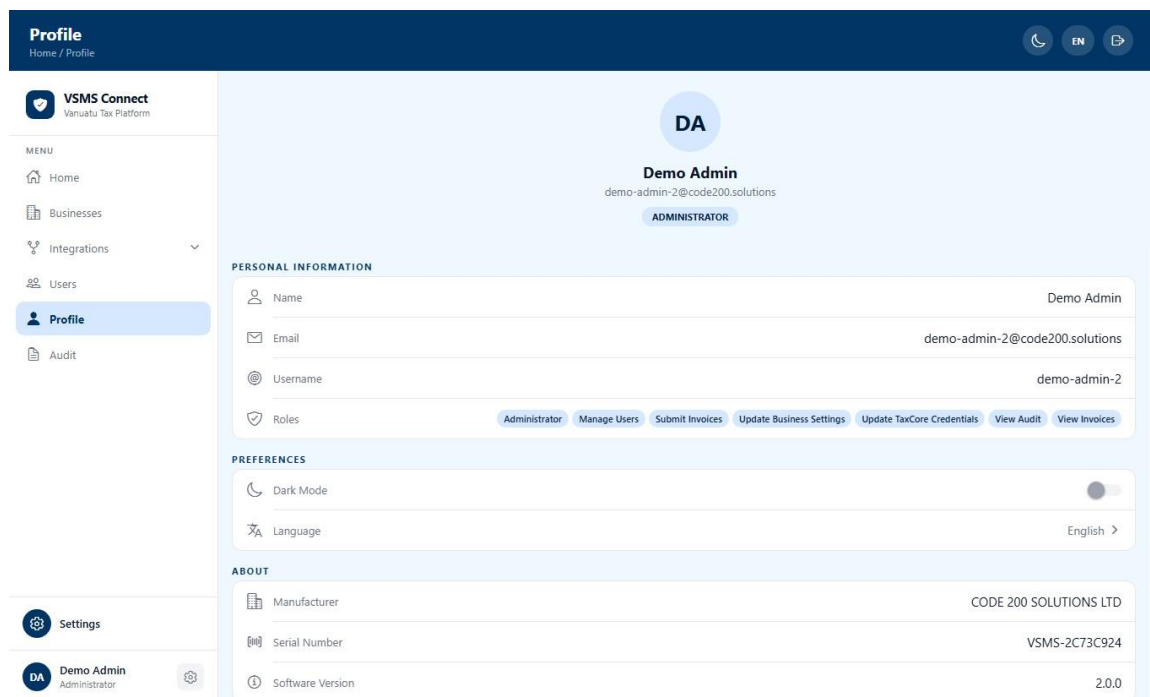


Figure 5 — Profile screen. The About card at the bottom of the page identifies the installation for remote inspection.

10. Switching language

1. Press the language selector (**EN / FR / BI**) in the top-right header at any time.
2. The choice is remembered across restarts and applies on both web and mobile.

VSMS Connect supports English, French, and Bislama.

11. Viewing the Daily Fiscal Report

1. Open the **Reports** section from the sidebar.
2. Select a date or range using the date picker at the top.
3. The report groups totals by invoice type (Standard, Proforma, Training), transaction type (Sale, Refund), and payment type (Cash, Card, Split).
4. Use the **Export** button to download the report as CSV.

12. Managing Locations

If your business operates from more than one site, each site appears as a separate Location. You can view your locations from the sidebar under **Businesses**. Each location shows its name, address, and the certificate currently assigned to it. You cannot create or delete locations yourself — contact your administrator for location changes.

1. Navigate to **Businesses** in the sidebar.
2. Select the location you want to inspect.
3. Review the assigned certificate and address details.

13. Receipt Printers

Each till has a receipt printer registered to it. When an invoice is fiscalised, the signed receipt is automatically sent to the printer paired with that till. If a print job fails it will appear in the **Failed Print Jobs** list on the Receipt Printers screen (accessible from the sidebar). Tap **Retry** to resend it. You do not need to pair or configure printers — your administrator handles that.

1. Open **Receipt Printers** from the sidebar.
2. If any failed print jobs appear, tap **Retry** to resend them.

Electronic Receipt Sharing

Fiscalised receipts can be shared electronically. From the invoice detail screen, tap the **Print / Share** button to save the signed receipt as a PDF and share via email or any other platform. Alternatively, tap **Email Receipt** to share a link to the TaxCore verification page directly.

Supported Paper Size

Supported Paper Documents can be printed on A4 paper. Thermal receipt printers support paper roll widths from 57mm to 80mm.