

Guide for guests

How to order from your table with your phone, see your check and pay. You don't need to install any app.

Before you start: what you need

For this to work you need two things: one is the restaurant's and the other is yours.

The restaurant's:

- It needs working **internet**.
- It needs the Mesero Virtual **Board** screen open. That's where orders come in. If nobody has that screen open, your order reaches the system but nobody may see it in time.
- The table needs its **QR code** stuck on it (that square of black and white dots).

Yours:

- A **phone with internet**. The restaurant's wi-fi or your own data both work. Either one.
- Your phone's **camera**. That's it.

■ You don't have to download any app, sign up or give your email. Everything happens on the page that opens by itself.

Step by step: how to place your order

1. Open your phone's **camera** and point it at your table's QR code. You don't have to take a picture: just point and wait a second.
2. A notice with a link will pop up on the screen. **Tap it**.
3. The restaurant's menu opens. At the top you'll see the restaurant's name and your table number.
Check that it's your table: if it says another one, you're scanning the wrong QR.
4. The menu comes in groups: Drinks, Main dishes, Desserts... **Tap a group** to open it.
5. Tap the dish you want. If it has a photo and a description, you'll see them there.
6. Choose **how many** you want with the **+** and **–** buttons.
7. If you want something special (*no onion, medium, no ice*), type it in that dish's note box. The kitchen sees it exactly as you wrote it.

8. When you have everything, type **your name**. This is important: if several people at the table order, the name is what lets each person be charged for their own items later.
9. Tap the **send order** button.

✓ Done. Your order reached the kitchen that very moment. You don't have to call anyone or wait for a server to come by your table.

What if I want to order something else later?

Very easy, and you don't lose what you already ordered.

1. Scan your table's QR again (or open the page again if you left it open).
2. Build the new order just like the first time.
3. Send it.

The new items are **added** to your table's same check. At the end you pay it all together, or each person pays their own.

I need a server

Sometimes you need a person: you dropped a fork, you need a napkin, you want to ask something.

1. On the same menu screen, look for the **Call your server** button.
2. Tap it once.

An alert sounds on the restaurant's board and your table shows up highlighted. Someone is on the way.

■ **Once is enough. Tapping it ten times won't make them come faster: the alert is already on.**

Checking how my check is going

You can look at your check whenever you want, without asking for it or waiting for anyone.

1. On the menu screen, tap **View my check**.
2. It shows everything that's been ordered at your table, line by line, and the total.

If several people at the table ordered, the check comes **split by person**. That's why typing your name when ordering mattered. Each person sees their own items and what they add up to.

✓ This screen updates by itself. If someone at the table just ordered something, it shows up there.

How to pay

You have three options. The restaurant decides which ones are turned on, so you may not see all of them.

1. Pay at the cashier, the usual way.

- Go up to the cashier, or tell your server you want the check.
- There's also a button on the screen to **let them know you asked for the check**: the cashier sees it right away and gets your payment ready.

2. Pay online from your phone (credit or debit card, PSE, Nequi, Bancolombia).

1. Go to **View my check**.
2. Tap **Pay online**.
3. The payment page opens. Choose your method and pay like any online purchase.
4. When the payment is approved, the restaurant gets the notice **automatically** and your table is freed up. You don't have to show anything to anyone.

3. Pay by bank transfer (Nequi, Bancolombia, Bre-B).

1. Go to **View my check** and look for the option to pay by bank transfer.
2. It shows the restaurant's details: the key, the account number and, if they have one, a **QR code** you can scan from your bank's app.
3. Make the transfer from your bank.
4. Go back to the screen, **attach the photo of the payment receipt** and tap **I paid**.

■ **The restaurant sees your payment receipt and confirms. Until they check that the money came in, your check stays open: it's not distrust, it's that a photo isn't a payment until it shows up in the account.**

I want to pay part one way and the rest another

You can, and there are two ways depending on who does it.

If there are several of you at the table and each person pays their own:

1. Go to **View my check**.
2. You'll see the check split by person, with each person's name.
3. **Check off the orders you're going to pay** (yours, or yours and a companion's).

4. Pay just that, online or by bank transfer.

What you paid stays marked and the check stays open with what's left, so the next person can pay their own however they want.

If you want to pay one check with two methods (for example \$50,000 in cash and the rest by card):

- The **cashier** does that for you. Just say: "■".
- They have a **Split payment** button where they divide the total among the methods you tell them, and the system won't let them close it until the parts add up exactly.

✓ You'll never pay too much or too little: the system matches the parts against the total before closing the check.

Ordering delivery from home or the office

If the restaurant has its delivery page, they'll send you a link on WhatsApp or you'll see it on their social media. It ends in **/pedir/** and the restaurant's name.

1. Open the link. You'll see the restaurant's menu with photos and prices.
2. Tap a colored **category**, or use the search box if you already know what you want.
3. Tap the dishes to add them. At the bottom your order builds up with the total and the delivery fee.
4. Tap **Continue**.
5. Type your **phone number** and tap **Search**: if you've ordered before, your name and address show up filled in. Just check that they're still right.
6. If it's your first time, type your name, address and directions (building, apartment, a nearby landmark).
7. Choose **how you're going to pay**.
8. Tap **Send order**.

Ways to pay for delivery:

- **Cash to the driver**: you pay when it arrives. Have the exact amount ready.
- **Bank transfer**: the QR and the account details show up right there. You transfer, and then you type **who made the transfer** and attach the photo of the payment receipt **or** the transaction number.
- **Card or PSE**: shows up in gray when the restaurant hasn't turned it on yet.

■ **The send button stays off until you choose a payment method and fill it in completely. If it's off, read the red notice next to it: it tells you what's missing.**

After you send it, you land on a **tracking page**. Save it: there you'll see if the restaurant already confirmed your order, if it's in the kitchen and when it left for your place. It updates by itself.

■ **Your order first shows as pending confirmation. The restaurant reviews it and accepts it before cooking it. If they can't deliver it, they'll tell you why on that same page.**

Questions that always come up

What if my phone dies after I order? No problem: the order is already in the kitchen. Your check stays with the table.

Do I have to give my information? To order at the table, just your name. For delivery, your phone number and address: they're needed to bring you the food.

Will I get ads or messages? No. Your information belongs to the restaurant and is only used for your order.

What if I made a mistake when ordering? Tell your server right away. As long as the dish hasn't left the kitchen, it can be canceled in the system.

Does it work on any phone? Yes, on Android and iPhone. Nothing gets installed.