

Owner's guide

Set up your restaurant in Mesero Virtual: menu, tables with QR codes, kitchen, cashier and reports. Step by step, from scratch.

What you get with your plan

- **QR ordering:** your guests order from the table with their phone.
- **Kitchen Board:** orders show up on a screen and move across columns.
- **Cashier:** you charge by table, by person or with several payment methods.
- **Menu:** your groups, your dishes, your prices and your photos.
- **Tables:** each one with its own QR code to print.
- **Reports:** how much you sold, what you sold and how people paid. With export to Excel and PDF.
- **Guest payments:** card, PSE, Nequi and bank transfer with payment receipt.

There's a separate module —**Management**— that adds inventory, cost per dish, delivery, your own website and multiple cashiers. If you're interested, just ask: it has its own guide.

The first 30 minutes

This is the order that saves you the most hassle:

1. **Build your menu.** No menu, nothing to order.
2. **Check your tables** and print the QR codes.
3. **Stick the QR codes** on the tables.
4. **Place a test order** yourself, from your phone, and watch it show up on the Board.
5. **Charge it** at the Cashier to see the full loop.

✓ Take your time and do it on a quiet day, not in the middle of the lunch rush. It's all set up in half an hour.

Building the menu

1. Go to **Menu** in the top bar.

2. The **groups** (Drinks, Main dishes, Desserts...) are already set up. Only the ones with dishes are shown.
3. Tap to add an item: name, price, description and the group it belongs to.
4. Upload a **photo** if you have one. A menu with photos sells more — guests order with their eyes.
5. Save and repeat.

When you run out of a dish, don't delete it: turn it off with the Available switch. It disappears from the guest's menu and comes back with one tap when you have it again.

You can **reorder** dishes by dragging them. Put what you most want to sell at the top.

■ **The price you set is what the guest is charged. Double-check it.**

Tables and QR codes

1. Go to **Tables**.
2. Add any you're missing, with the name or number you really use: "5", "Patio 2", "Bar".
3. Each table shows its **QR code**. Tap it to see it large and print it.
4. Print them and stick one on each table. If you can, laminate them or put them in an acrylic stand: they'll have to put up with grease and daily cleaning.

■ **Each table's QR code is unique. Don't photocopy the same one for every table: if you do, all the orders will land on the same table and you won't know what belongs to whom.**

The kitchen Board

Keep a screen open on the **Board**: an old computer, a tablet or even a phone will do.

- Orders show up on their own, no need to refresh.
- An alert sounds when something new comes in.
- You can **print the kitchen ticket** by area (kitchen, bar) if you have a printer.
- From there you can also cancel a dish that went wrong or that the guest sent back.

■ **If nobody has this screen open, orders get into the system but nobody sees them. It's the most important screen during service.**

You can also turn on **phone notifications**: they reach you even when your screen is locked.

Charging and closing tables

In **Cashier** you only see the tables that owe money. Tap one and charge it.

- Charge everything together, or each person for their own.
- Cash with change calculation, card, bank transfer.
- **Split payment**: part one way, part another.
- Tip, if you use tips.
- Print the pre-check and the receipt.

Once you charge, the table is free for the next guest.

Let your guests pay you from their phone

This is optional, but it's what speeds up closing tables the most.

Bank transfer: open your restaurant's menu (top right) → **Bank transfer details**. Enter your Bre-B or Nequi key, your bank account and, if you have one, the photo of your **payment QR code**.

■ **Check that account number very carefully. One wrong digit sends your guests' money to a stranger, and the system has no way of knowing.**

Card and PSE: this is done with Wompi. Ask for it and we'll help you set it up.

Reports: knowing how the business is doing

1. Go to **Reports**.
2. Pick the date range, or use the shortcuts: today, yesterday, last 7 days, this month.
3. You see the total sold, how many checks, sales by day and the breakdown by payment method.
4. Below, the detail check by check, with a link to the receipt.

With the **Excel** and **PDF** buttons you take it with you: the Excel for your accountant (money is saved as numbers, so they can add and filter) and the PDF to print or send.

✓ Look at it once a week, not just at the end of the month. A slow Tuesday can be fixed on Wednesday; a bad month can't.

Your account and your subscription

- **Restaurant info:** name, phone and address. It's what your guests see.
- **Payments:** the status of your subscription and how to pay it.

You get **15 free days** to try it. After that you're charged per billing cycle, based on the tables in your plan. If you create more tables, the plan goes up on its own and lets you know; if you delete tables, it goes down.