



• STEP-BY-STEP MANUAL

Your VIP table with its own concierge

A permanent QR on every table: guests ask for service, see the menu and their tab without leaving their seat, and your team attends them from any terminal — all in real time, with no apps to install.

PERMANENT QR

NO GUEST LOGIN

CALL QUEUE

TABLE TAB

01 What GV Mesa is

GV Mesa is 🍸 **GVenue Concierge**: VIP table service by QR. You print and laminate one QR per table —just once—; the guest scans it with their phone (nothing to install, no login) and from there asks for service, sees the menu, and, if you have the table tab turned on, orders drinks and follows their spending live. Your team handles those calls from **any** terminal on the floor, and a runner who scans the same QR while logged in at `/ops` opens the table, adds companions and sends orders to the same order screen that GV Barra uses.

● **This is NOT the general "Mapa del salón" (Floor map)**

GVenue has **another**, broader module called **Mapa del salón / mesas** (Floor map / tables), where you load your table inventory, the floor plan and —optionally— sell tables or numbered seats at checkout. That module is a prerequisite for this manual —you need tables loaded there before you can generate a QR— but **this manual does not cover it**: it is a bigger piece with its own scope. **GV Mesa/Concierge is specifically the table QR, live service and the tab** — the premium experience of "I don't have to shout to get anyone's attention."

What this manual DOES cover

Generating a table's permanent QR, what the guest sees when scanning it, how your runner opens the table and handles calls, the "Atención de mesas" (Table service) queue on any terminal, and the table tab (credits, payment, and what happens if an order goes over).

What it does NOT cover

Loading the table inventory and floor plan (**Mapa del salón**, a prerequisite with its own scope), à la carte sales from the bar (**GV Barra**), adding staff (**GV Puerta**) and selling numbered tables at online checkout.

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Every screen in this manual is real

The screenshots come from the live system, not mockups. The data (the table, the *Noche de Mesa* event, the holder's name, the amounts loaded) are examples; your Concierge looks the same with your own information.

How to read the screenshots

When you need to **tap something**, the screenshot marks it with a **box**, an **arrow** and a **numbered circle** (①②③). The caption under the picture tells you, in that order, what to tap: «① Tap “Cobrar” (Charge)». The number is what matters: you don't need to tell colors apart.

02 Requirements: the three layers

Unlike the rest of the series (a single checkbox), the table QR sheet ([/panel/mesas_qr.php](/panel/mesas_qr.php)) requires **three conditions at once**. If any of the three is missing, you can't get to printing the QR:

#	LAYER	WHO CONTROLS IT	IF IT'S MISSING
1	<code>mapa</code> permission on your user	You (Equipo → each person's permissions) (Team)	Redirects to the panel with a permission error.
2	<code>concierge</code> entitlement	GVenue, according to your plan	A short screen: "  not included in your plan".
3	 GVenue Concierge module turned on	You, in Configuración → Módulos (Settings → Modules)	The sheet DOES show, but warns that the QRs will display "service not active" until you turn it on.

Layers 2 and 3 are **different on purpose**: layer 2 is a hard lock in the code (if you haven't contracted it, you don't even see the screen); layer 3 is your own switch, so you can turn Concierge on **the day you print the QRs**, not before. **Concierge starts OFF** by default (just like the self-service kiosk) — it's not an oversight, it's the same logic: it's a physical device that the venue sets up on purpose.

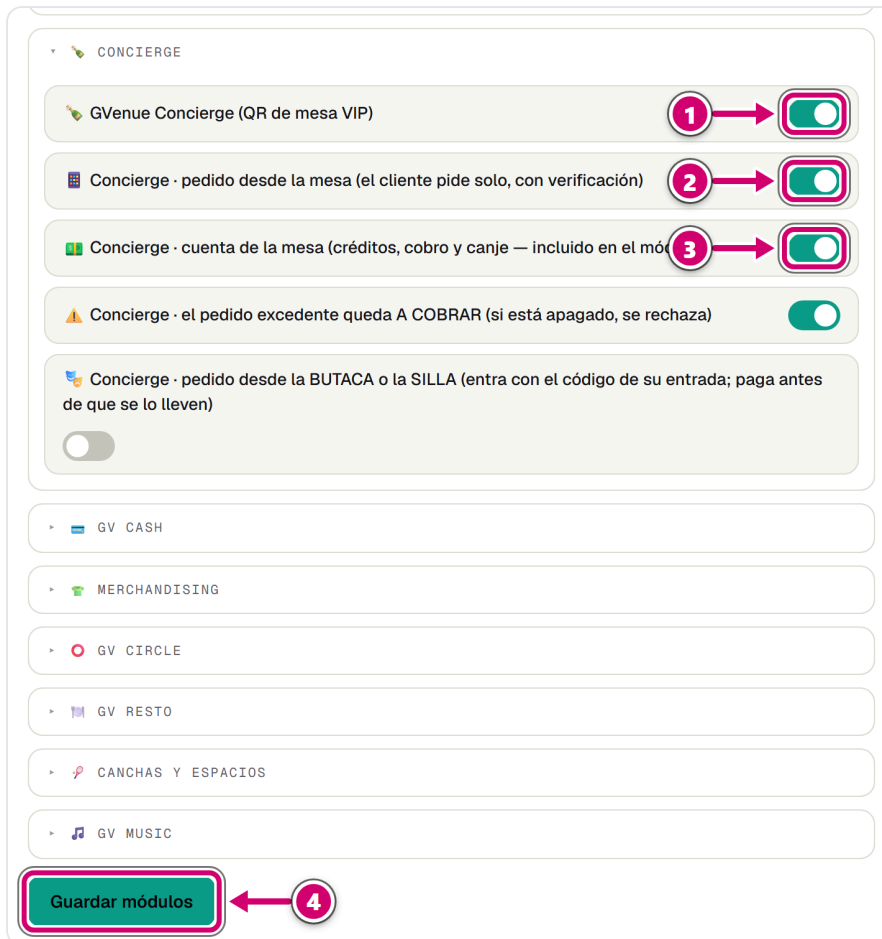


Fig. 1 · Configuración → Módulos del club (Settings → Club modules) → 🍷 **Concierge** family. 🍷 **GVenue Concierge** is the master switch; below it, its sub-toggles (the overage one and the seats one are explained in §07 and stay as you choose them).

① Turn on «GVenue Concierge» · ② «pedido desde la mesa» (order from the table) · ③ «cuenta de la mesa» (table tab) · ④ Tap «Guardar módulos» (Save modules).

The three Concierge sub-toggles

SUB-TOGGLE	WHAT IT TURNS ON	DEFAULT
Order from the table	The guest orders drinks straight from their phone, without calling anyone (with ID verification).	OFF
Table tab	Credits, payment and redemption — included in the module , at no extra charge.	OFF
Overage TO BE CHARGED	If an order exceeds what's available, is the difference charged or is the order rejected? See §07.	OFF (rejects)

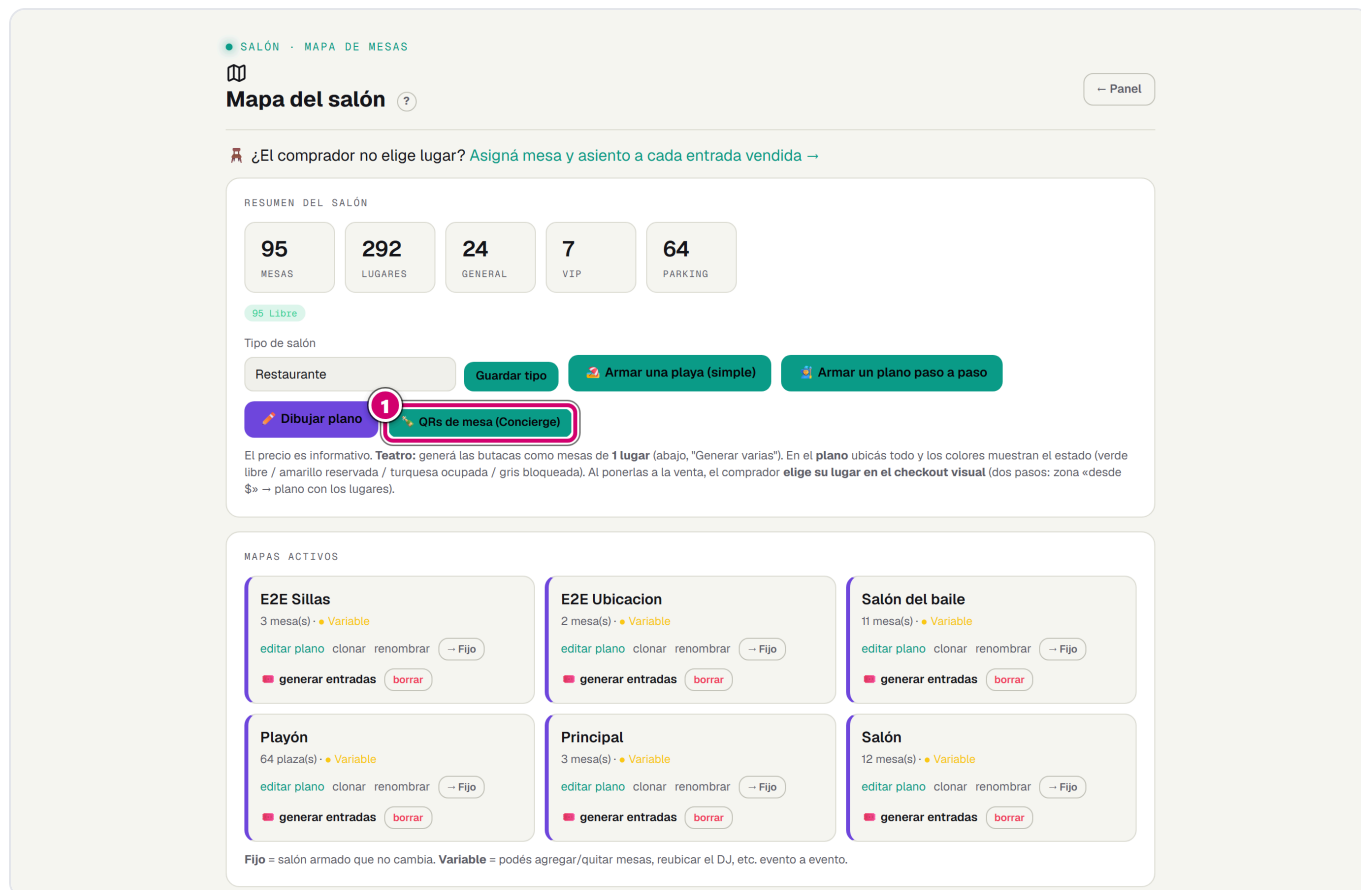


Fig. 1b · Mapa del salón

① Tap « QRs de mesa (Concierge)» (Table QRs), next to «Dibujar plano» (Draw floor plan).

Access lives inside Mapa del salón

There is no separate "GV Mesa" screen in the menu: the **QRs de mesa (Concierge)** button appears inside **Mapa del salón** —at the top, next to "Dibujar plano", and on each table row— **only if you have the entitlement** (layer 2). If you don't see it there, write to us.

03 Generate the table QR

With at least one table loaded in [Mapa del salón](#) (label, section, capacity — that's a prerequisite, not part of this manual), go to 📄 **QRs de mesa (Concierge)**. You'll see one card per table, ready to print: logo, club name, table label, capacity, and the QR.

1 Print, cut out and laminate

Each card has its own  **Descargar tarjeta** (Download card) button (a clean image, composed in the browser) in case you'd rather send it to print separately instead of printing the whole sheet.

2 The QR is PERMANENT

It is generated **only once** per table (it doesn't expire and isn't regenerated per event): the same laminated card works **every night**. Each date's session (who is seated, what they ordered) opens by itself when someone uses it.

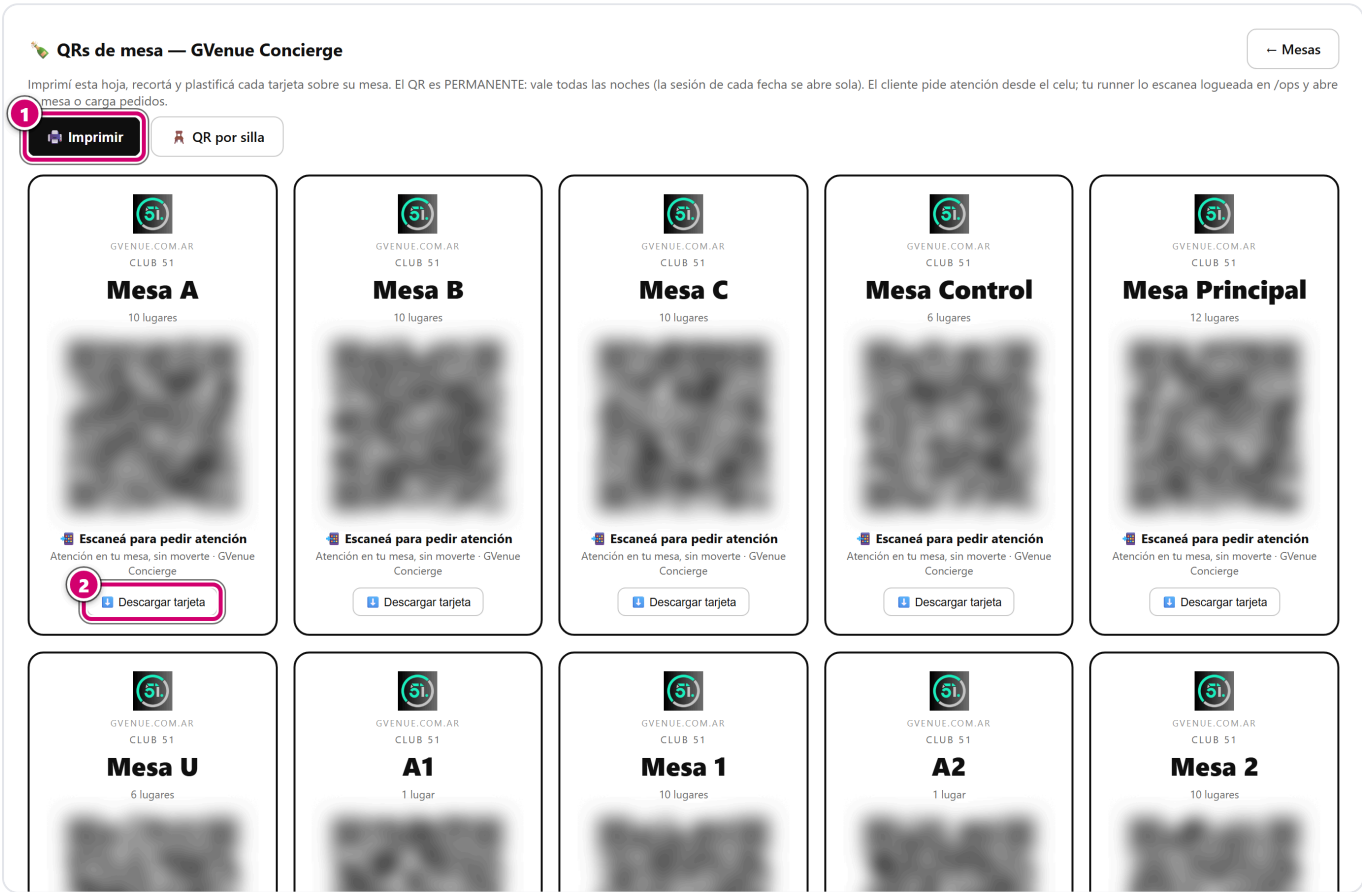


Fig. 2 · [/panel/mesas_qr.php](#) . One card per table. The QRs are blurred in this figure: see the callout below.

① « Imprimir» (Print) prints the whole sheet · ② « Descargar tarjeta» downloads that table's card on its own.

The table QR is a key — we blur it in the manual

Unlike an event's sales QR (public, meant to travel far and sell on its own), this QR triggers real actions **without asking for a login**: anyone who scans it can ask for service, see the menu and —if the tab is on— load credits or place orders by verifying with 4 digits. Since it **never expires**, a QR leaked in a PDF that gets passed around would still be valid a year from now. That's why we blur it: it's not a whim, it's the same rule GV Ticket applies to the «Mi panel» (My panel) link, with a different key.

If the module is off, the QR still prints

The sheet lets you generate and print the QRs even if **Concierge** (layer 3, §02) is still off — with a notice at the top. This is useful for getting the tables ready ahead of time and turning the module on only on the day of the event.

04 What your guest sees

The guest scans the QR with their phone camera and lands on `gvenue.com.ar/m/` — no login, nothing to install. They see their table's name and up to four buttons, depending on which sub-toggles you have on (§02).

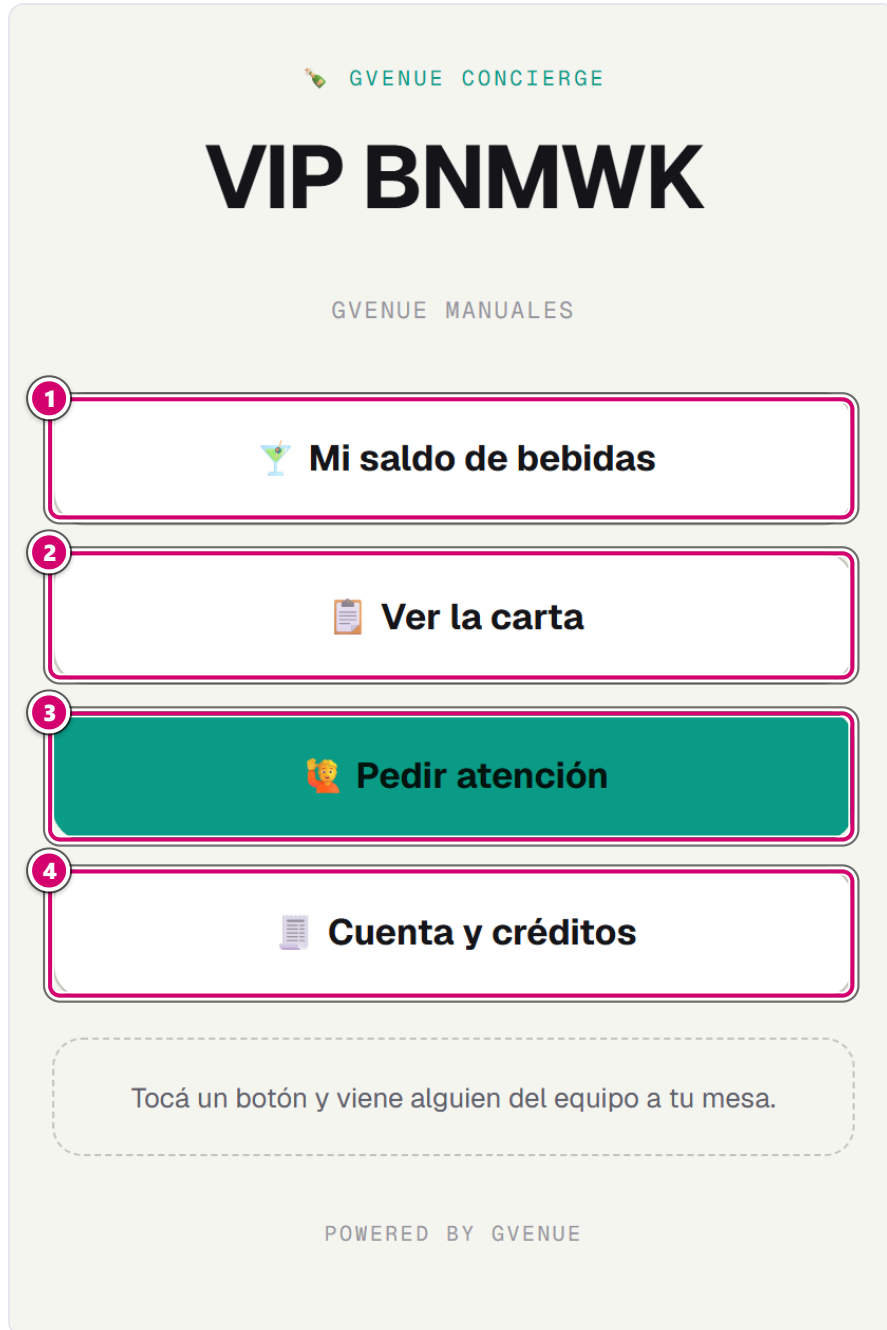


Fig. 3 · `/m/?t=...` — guest view. With all three sub-toggles on, the four buttons appear; with **Table tab** off, the fourth simply becomes "  Pedir la cuenta" (Ask for the check) (a call, with no credits panel).

① «Mi saldo de bebidas» (My drink balance) · ② «Ver la carta» (See the menu) · ③ «Pedir atención» (Ask for service) · ④ «Cuenta y créditos» (Tab and credits) (details in the table).

 Mi saldo de bebidas	Drinks owed from a ticket linked to the table (if there is one) + access to the tab. Asks for verification the first time.
 Ver la carta	The LIVE menu for the section (what's available that night, with prices) — public, no verification.
 Pedir atención	Immediate call: your team sees it in Atención de mesas (\$06) instantly, on any terminal.
 Cuenta y créditos	Balance, spending and transaction history, load credits, leave an email for the summary, ask for the check with a suggested tip.

Verification is light: 4 digits, once per night

To order drinks or see the tab, the guest's phone is verified with the **last 4 digits of the ID number (DNI)** of someone loaded on the table (the holder or a companion the runner has added) — no password, no sign-up. It stays "remembered" for that night's session; if the runner **reopens** the table with a different holder, the phones verified by the previous group stop working on their own.

With no event in progress, the QR tells you so instead of failing

The QR is permanent, but the table only "lives" while there is a published event with an active date. Outside that window, scanning it shows *"Ahora mismo no hay un evento en curso"* (*There is no event in progress right now*) instead of an error — honest behavior, not a bug.

05 How your team handles it

The runner (any operator with the post **Barra, Caja, Point or VIP** (Bar, Cashier, Point or VIP) — see the GV Puerta manual for adding staff) goes to `/ops/` with their ID number and password, and scans the **same physical QR** as the guest. Since they're logged in and their post handles tables, the system sends them straight to the **runner** view instead of the public one — it's the same QR, two different faces depending on who scans it.

La mesa pidió atención hace menos de 1 min — marcala atendida desde Atención de mesas.

Abrir mesa — ¿quién es el responsable?

DNI (AUTOCOMPLETA EL NOMBRE)

1 sin puntos

NOMBRE (SI EL DNI NO ESTÁ EN LA BASE, CARGALO A MANO)

2 nombre y apellido

3 **Abrir mesa**

Fig. 4 · `/ops/mesa.php?t=...`, dark theme (floor screen, like the rest of `/ops/`). At the top, the amber banner says that the table already asked for service —the guest tapped 🍷 before the runner scanned—; below, the form to open the table: ID number (fills in the name if it's in the database) or a name typed by hand.

① Responsible person's ID number (fills in the name) · ② or their name · ③ Tap «Abrir mesa» (Open table).

1 Open the table with the responsible person

An ID number and/or a name is enough. If that table had a ticket linked through advance sales, the session would have opened **by itself** with the buyer as holder — here the runner opens it by hand, as with a walk-in.

2 Add companions, throughout the night

+ **Sumar persona a la mesa** (Add person to the table) stays available all night — each new ID number/name expands the whitelist against which that table's phones are verified.



Fig. 5 · Table already open: the holder with their 👑 chip, the table tab (\$07, at \$0 right after opening) and the Pedido (Order) grid – with the tab on, it's the entire menu for the section, not just what can be redeemed with drinks owed.

- ① «+ Sumar persona a la mesa» · ② «Cargar créditos» (Load credits) (\$07) · ③ «+» adds that product to the order.

🔄 Changing the holder ≠ deleting the table

"Cambiar titular" (Change holder) reopens the session with a DIFFERENT responsible person (the buyer didn't show up, or a mistake) — it resets the people loaded and releases the linked ticket. **If the tab has a balance or a debt**, the system blocks the change until it's resolved: you don't want to hand credits that belong to someone else to the new group, or lose track of a pending debt.

06 Table service

Besides the banner inside each table (Fig. 4), GVenue has its own screen — `/ops/atencion.php`, "Atención de mesas" — with **all** the pending calls on the floor: who is asking for what, how long ago, with a waiting-time indicator (yellow after 3 minutes, red after 6). Any terminal logged in with a post that handles tables can open it.

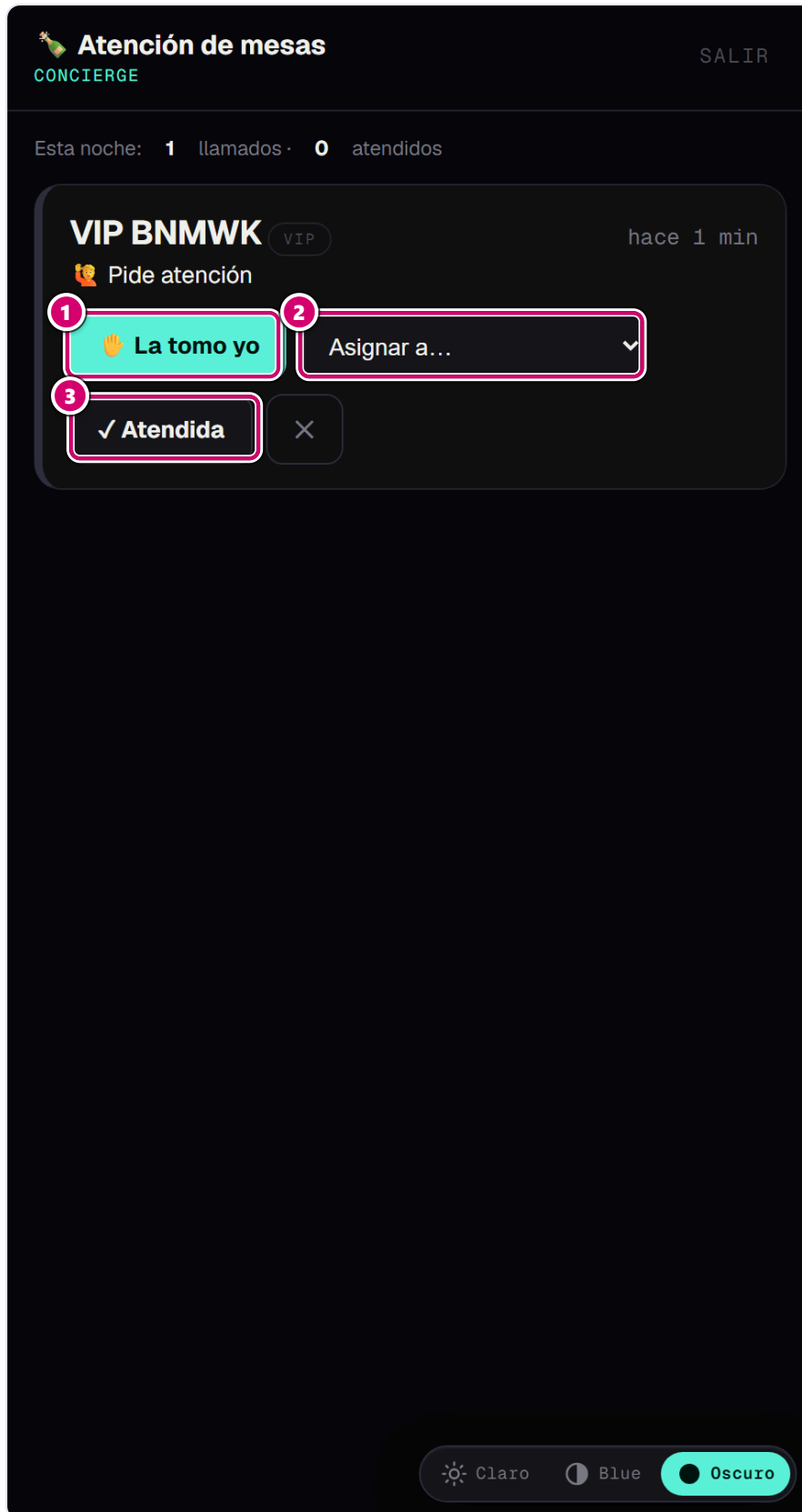


Fig. 6 · `/ops/atencion.php` . One card per call: 🖐️ **La tomo yo** (I'll take it – assigns it to yourself), **Asignar a...** (Assign to... – assigns it to another team member by name) or **✓ Atendida** (Handled) to close it.

① «La tomo yo» · ② «Asignar a...» · ③ «✓ Atendida».

The cross-screen banner shows up on ANY terminal

You don't need to have `/ops/atencion.php` open to find out: as long as a cashier or waiter is logged in on any `/ops/` screen, a new call appears as a floating notice at the bottom, with 🖐️ **La tomo yo** one tap away — if the person closest to that table is busy, anyone else can take over without changing screens.

Possible reasons in the queue: `👤 atención` (service) · `📄 carta` (menu) · `📄 cuenta` (check) · `💳 cargar créditos` (load credits) — and, if the guest ordered drinks from their phone (the "Pedido desde la mesa" sub-toggle), a `🍹 PEDIDO LISTO para llevar` (ORDER READY to bring over) card also appears when the order screen finishes it.

07 The table tab

With the **Table tab** sub-toggle on (\$02, included at no extra charge with the module), the table has its own credit balance: credits are loaded in cash or by card terminal, deducted automatically when ordering from the menu, and any drinks owed that are left over can be **redeemed** for credits (never returned as cash — a hard GVenue billing rule).

1 Load credits

 **Cargar créditos**, an amount, and  **Cobré en EFECTIVO** (I collected CASH) (or send it to a connected card terminal) — the balance goes up right away, and the guest sees it reflected on their phone.

2 An order can exceed the balance — and by default, it is REJECTED

The order goes through the cascade **drinks owed** → **credits** → **overage**. If what's missing exceeds what's available, the sub-toggle "**el pedido excedente queda A COBRAR**" (the excess order is left TO BE CHARGED) decides what happens: **off (default)** = it's rejected, with the exact reason on screen; **on** = the order goes through anyway and the difference is recorded as "to be charged" on the tab.

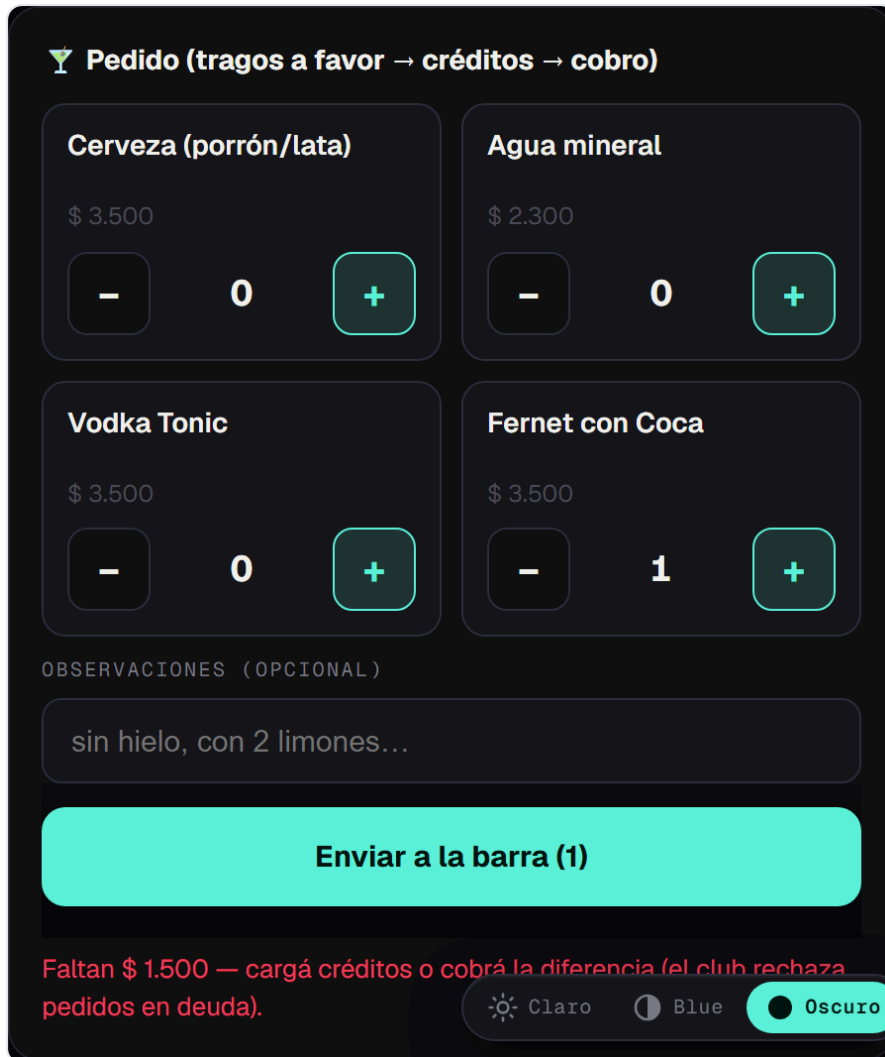


Fig. 7 · With \$2.000 loaded, a \$3.500 Fernet with Coke doesn't go through: the club in this manual has the overage sub-toggle off (default), so the system really rejects it –it's not an invented message, it's the actual API result– instead of letting it through on debt.

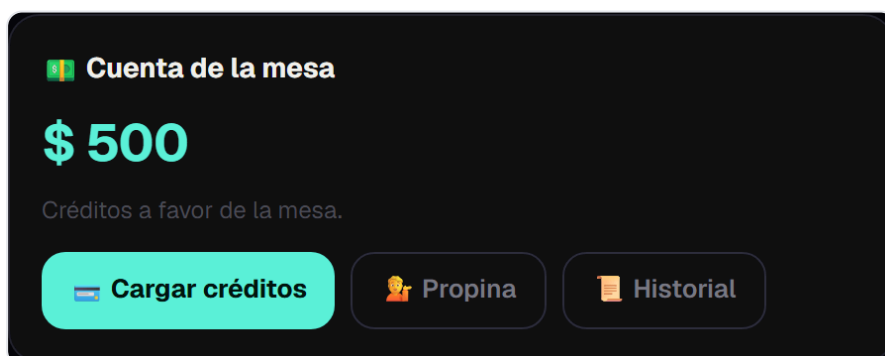


Fig. 8 · After loading \$2.000 more (\$4.000 total) and retrying the same order, it goes through and \$3.500 is deducted: \$500 remain in the table's favor. The guest sees this same balance on their phone (Fig. 9).

VIP BNMWK

Mesa de Mesa de prueba · manual

GVENUE MANUALES

 **Mi saldo de bebidas**

 **Ver la carta**

 **Pedir atención**

 **Cuenta y créditos**

 **¡Llamado enviado!**

El equipo ya lo ve en pantalla. No hace falta repetirlo.

 **Tu cuenta**

Créditos disponibles: **\$ 500**

 **Cargar \$ 10.000**

 **Cargar \$ 20.000**

 **Cargar \$ 50.000**

Otro monto

TU CONSUMO

03:12 · #1 · Fernet con Coca

MOVIMIENTOS

 **Claro**

 Blue

 Oscuro

Consumo · pedido barra

03:12 · \$ 3.500

Carga · carga efectivo

03:12 · \$ 2.000

Carga · carga efectivo

03:12 · \$ 2.000

Recibí tu consumo por mail

Dejanos tu mail y al cierre te llega el detalle completo:

tu@email.com

Guardar

Si no lo pedís, no te mandamos nada — tu consumo queda igual en tu historial de la noche.

Pedir la cuenta

Propina para el equipo (opcional):

\$

Cerrar

POWERED BY GVENUE

Fig. 9 · The guest verifies with the last 4 digits of their ID and sees the same tab live: the Fernet with Coke under "Tu consumo" (Your spending), and the three transactions (one debit + the two loads) under "Movimientos" (Transactions) – the same source of truth on both sides.

Why is "reject" the default instead of "charge the difference"?

Letting any order go through "to be charged" is convenient for the guest, but it creates floating debt that someone has to chase at closing. That's why GVenue starts out **rejecting** the overage: the runner sees the exact reason ("Faltan \$X" — \$X short) and decides on the spot —collects the difference in cash/card, or the guest orders something cheaper— instead of discovering the debt hours later.

08 Frequently asked questions

Do I need the "Mapa del salón" module to use Concierge?

Yes. First you load your tables there (label, section, capacity); only then can you generate the Concierge QR for each one. They are separate modules, but one is a prerequisite for the other.

Does each table's QR change every night?

No. It's permanent: you print and laminate it once, and it works forever. Each night's "session" (who is seated, what they ordered) opens and closes by itself with each date.

What does someone see if they scan the QR outside of hours, with no active event?

An honest message: "Ahora mismo no hay un evento en curso" (There is no event in progress right now). It's not an error — the QR simply has no active night to open a table against.

Does the guest need to log in or install anything?

No. They scan and that's it. To order drinks or see their tab, they verify once per night with the last 4 digits of an ID number loaded on the table — no password or account.

An order exceeds the available credits. What happens?

By default, it's REJECTED with the exact reason ("Faltan \$X" — \$X short). If you'd rather have the overage recorded as "to be charged" on the tab instead of rejected, turn on the corresponding sub-toggle in Configuración → Módulos.

Can any waiter handle any table?

Yes, as long as their post is Barra, Caja, Point or VIP. No prior assignment is needed: any of them can scan the QR of any table in the club and see the pending calls in Atención de mesas from any terminal.

Do table orders go to the same order screen as GV Barra?

Yes, it's the same engine. Concierge has no separate kitchen/order screen: table orders arrive labeled "Mesa X · Fulano" (Table X · Name) on the same screen your bar team uses.

Can I turn on Concierge without "order from the table" or "table tab"?

Yes, they are independent sub-toggles. With only the master module, the guest can ask for service and see the menu, and your runner can open the table — but there are no credits or direct ordering from the customer's phone.

I reopened the table with another holder by mistake. Is everything lost?

The people loaded are reset and the linked ticket is released, but if there was a balance or debt on the tab, the system does NOT let you reopen until it's resolved —so a debt isn't lost sight of and credits aren't handed to the next group.

09 Support

If something doesn't add up, write to us. The more specific you are, the faster we can solve it.

 **somos@gvenue.com.ar**

Tell us **which club**, **which table** and **which screen** you were looking at. If you can, send a screenshot.

 **From your panel**

The **¿Necesitás ayuda?** (Need help?) button (bottom left) opens the assistant without leaving the screen you're on.

If a table's tab doesn't match what was collected, write to us before touching anything else

If you have any doubt about a table's **balances, loads or debts**, let us know **before** reopening or changing anything. It's much easier to help you with fresh data than to reconstruct it afterward.



GVenue · GV Mesa — Step-by-step manual · October 2026 · v2

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