GVenue · GV Resto

STEP-BY-STEP MANUAL · FROM DAY ONE TO CLOSING TIME

Your restaurant, from the table to the register

You enter your hours once and the day opens by itself. The waiter logs in and sees the floor. Each order is split between kitchen and bar without anyone sorting it out. The check is divided, paid and closed. No creating an event for every day, no scanning tickets.

- THE SHIFT OPENS BY ITSELF
- KITCHEN / BAR TICKETS
- WAITERS WITH THEIR OWN TABLES
- SPLIT THE CHECK
- TABLES THAT MOVE AND COMBINE

Prepared for
your venue

OCTOBER 2026 · V2 · GOZZI.DEV

00 How to read this manual

It follows the order things happen in real life, and it has **three parts**. The first you do **only once**, when you get started. The second is **every day** and takes five minutes. The third is **the service**, where the system does the work on its own.

🧱 Only once · §01 to §09

Turn on the module, draw the floor, enter your hours, your menu, where each item goes, your team and your tax details. It's the afternoon you set aside at the beginning.

🌅 Every day · §10 to §12

The day opens by itself. You assign tables to the waiters —or copy yesterday's assignment with one button— and open the register.

🍽️ The service · §13 to §20

The waiter logs in and sees the floor, opens tables, takes orders and, when needed, moves, renumbers and combines tables without slowing down service. The ticket splits itself between kitchen and bar. The check is divided, paid, the invoice is recorded and the day is closed.

📖 How the steps are written

Each step tells you **where you are** (the screen), **what to tap** and **what should happen**. If what happens isn't what it says here, don't keep going: something is set up wrong further up, and the manual tells you where to look.

01 What GV Resto is

GV Resto is GVenue working as a restaurant's system instead of a nightclub's. It isn't a separate product or another site: it's **the same system in restaurant mode**. All the machinery you already know —register, bar, stock, recipes, cash count, reports, team— is exactly the same. What changes is the **front door** and the **vocabulary**.

> 🔑 **The difference that matters**
>
> A nightclub opens **some nights**, and each one is an **event** that someone sets up by hand: name, date, tickets, prices. A restaurant opens **every day** and nobody is going to create 365 events a year. That's why in GV Resto **the day opens by itself** from the hours you entered once, and the word «evento» (event) doesn't appear on any screen your team uses.

Behind the scenes, each day is still an **accounting period**: the unit that the cash count, the stock count and the report close against. Every restaurant system has this concept —usually called a *shift* or *business day*—. The difference is that here **it's created by itself and nobody sees it**.

> 🔴 **You can still rent out your dining room**
>
> A restaurant that rents its dining room for a birthday party with tickets **needs** the events machinery. GV Resto doesn't remove it: it **hides it from everyday view**. The party you did set up still shows in your calendar, sells with tickets, and gets scanned at the door as always. Both worlds live side by side in the same venue.

What you get, specifically

PIECE	WHAT IT SOLVES
Automatic shift	The day opens by itself based on your hours. Nobody enters anything.
The floor	The waiter logs in and sees the map of their tables. They tap one and go into its check.
Ticket by destination	An order with a milanesa and a beer arrives split: the milanesa to the kitchen, the beer to the bar.
Waiter with their own tables	Each one sees theirs, not everyone's. Sales are credited to the table; the tip, to whoever received it.
Split the check	«There are four of us» → the receipt comes out with the split and the leftover cent, so the cash count balances.
Invoicing	You record the invoice you issued and it's tied to the table and the day.

> 🔴 **GVenue does not issue the invoice**
>
> You issue the invoice **yourself, with your tax ID (CUIT)**, in ARCA or in whatever invoicing tool you use. GVenue **records** the one you already issued and ties it to the table and the day, so the report balances and the waiter can tell the guest «your invoice is B 0003-00001234». See §19.

02 Before you start: the three keys

GV Resto is switched on by **three different things**, and all three have to be in place. If one is missing, you won't see an error: you'll see the system as always, without restaurant mode. That's why they come first.

KEY	WHO SETS IT	WHAT HAPPENS IF IT'S MISSING
The plan `resto`	GVenue, when you sign up	Restaurant mode doesn't exist for your venue.
The module `mod_resto`	GVenue, together with the plan	Same as above. They always come as a pair.
The venue type `restaurante`	GVenue, on your record	You have the features but the panel keeps talking about events and tickets.

🔴 **Why you don't turn it on yourself**

This feature **creates data on its own**: it opens one shift per day in your venue. Something that writes to the database without anyone asking can't depend on a checkbox that gets ticked by mistake. It's turned on from GVenue's side, with all three keys set by hand and verified. If you signed up and don't see it, write to us: there's nothing you can change yourself to fix it.

How you know it's on

You log in to your panel and the **first tab** no longer says «Mis eventos» (My events): it says **«Mi salón»** (My floor), and that's where you land. If you still see the list of events as the first screen, one of the three keys is missing.

💡 **What also disappears**

With the mode on, the panel stops announcing **«cargamos 15% por servicio»** (we charge 15% for service) on the first line. That percentage is the fee on **tickets**, and a restaurant sells none. Your relationship with GVenue is the **subscription**, and **consumption is never charged a fee**. If you rent out the dining room and sell tickets for a party, the percentage still lives where it always has: in the event and at checkout.

03 Draw your floor

This is the first thing you do, because almost everything else hangs from it: waiters are assigned **to tables**, the check lives **on a table**, and the map is the screen where your team works.

1. Panel → **Mi salón** (My floor) → `Mesas y plano del salón` (Tables and floor plan).

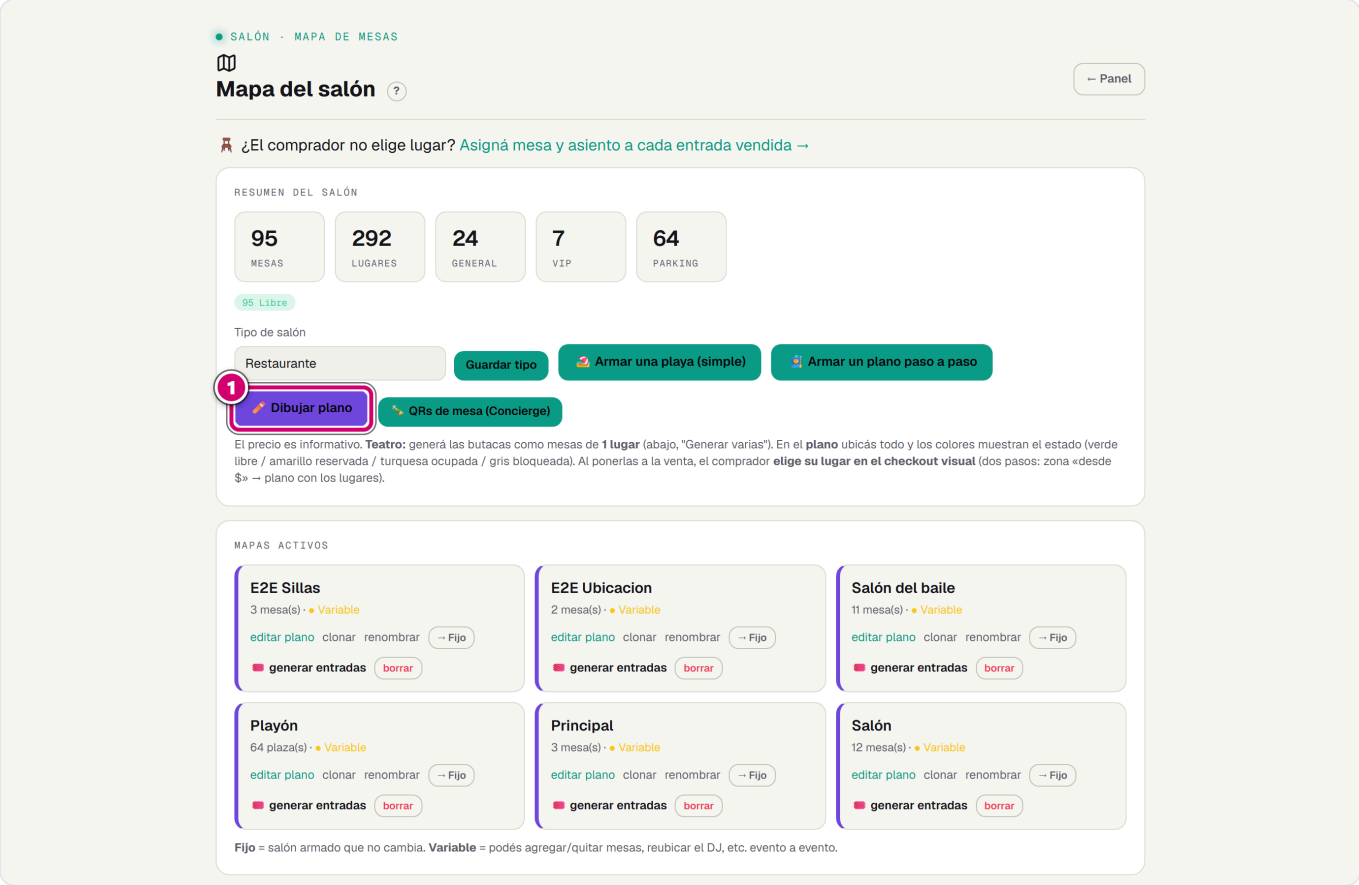


Fig. 1 · `Mesas y plano del salón`.

① «🖍️ Dibujar plano» (Draw floor plan) opens the floor plan editor.

2. Enter each table with its **label** (M1, M2, Terraza 3…), its **capacity** and its **shape** (round, square, rectangular).

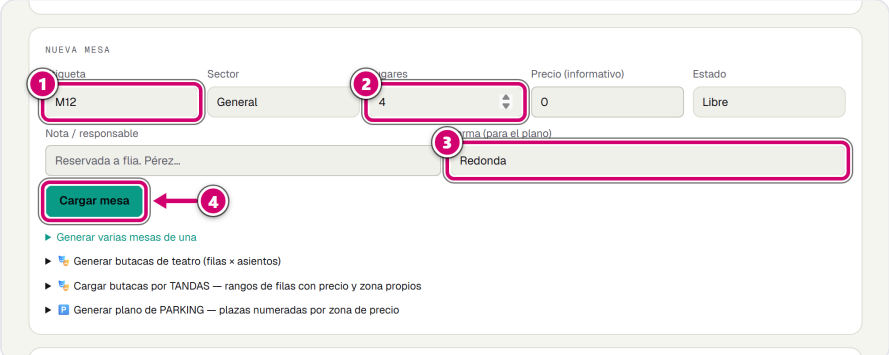


Fig. 2 · The **Nueva mesa** (New table) card, with sample data (M12, 4 seats).

① Label · ② Seats · ③ Shape on the map · ④ Tap «Cargar mesa» (Add table).

3. If you have different areas —dining room, terrace, patio— use the **plano** (plan) field: each one is drawn separately and your team switches between them with a tab.

4. **Drag the tables to their real positions.** This is the step that makes the map useful: a waiter looks at the screen and has to recognize their dining room at a glance.

5. If you have a **long table** where different groups sit, each with their own check, use **+ Comunal** (+ Shared). It asks for a name (for example «12») and how many seats it has, and uses the capacity in the neighboring field as people per seat. They're created side by side in a row —12-A, 12-B, 12-C…— and from then on they're drawn and moved **together**, with a dotted frame and the table's name on top.

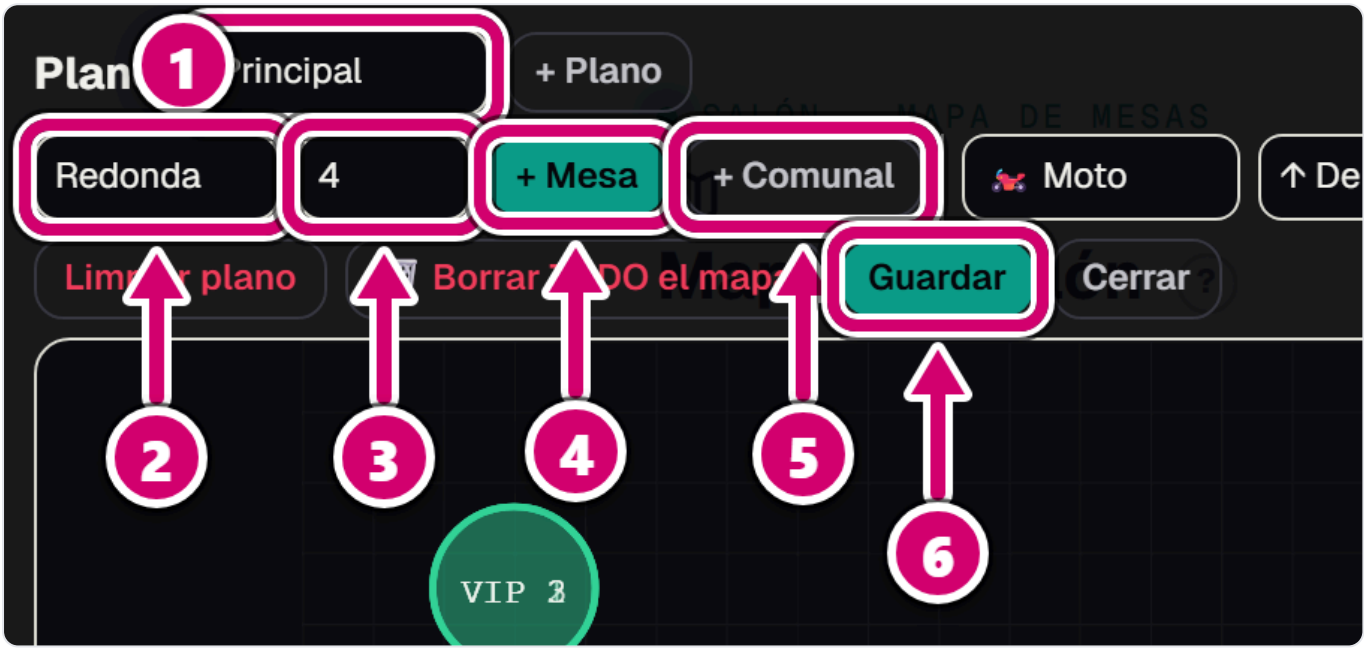


Fig. 3 · The floor plan editor (at the very top). Tables are dragged with your finger or the mouse to their place.

① Pick the plan (dining room, terrace…) or create another with «+ Plano» (+ Plan) · ② Shape and ③ capacity of the new table · ④ «+ Mesa» (+ Table) · ⑤ «+ Comunal» · ⑥ «Guardar» (Save) when you're done arranging.

Two similar things that aren't the same

	SHARED TABLE (COMUNAL)	COMBINED TABLES (§14.3)
What it's for	A long table where **different groups** sit	Several tables put together for **a single group**
Checks	**One per seat** (12-A, 12-B…)	**Just one**, the main table's
When it's set up	Once, when drawing the floor	On the spot, during service
How long it lasts	It's part of the floor plan	Only that night

Each seat of a shared table is a regular table: it's opened, ordered on, paid and cleared separately, with its own QR and its own waiter.

🔴 **Two tables can't be in the same place**

If two tables are saved in the **same position**, one covers the other and disappears from view. The system detects it: when it happens, it **arranges the whole floor plan in an even grid** and warns you at the top —*«hay N mesas guardadas en la misma posición que otra… no es la ubicación real» (N tables are saved in the same position as another… this is not the real location)*— until you separate them. It prefers to show you all of them misplaced rather than hide one from you: **a waiter can't tap what they can't see**.

⚠️ **If you never placed them**

You can start without drawing: the system puts them in a tidy grid and tells you so. Everything works the same. But the map only becomes **really useful** when it reflects your dining room — it's the difference between a list of tables and a map.

04 Your opening hours · the key piece

This is **the most important step in the whole manual**. Each day's shift is born from here. With no hours entered, GV Resto opens nothing and everything else stays inert.

1. Panel → **Mi salón** → `Horario, estaciones y mozos` (Hours, stations and waiters).
2. For each day of the week, check whether you're **open** and set **from** and **to**.
3. Save. The system confirms how many days were left open.

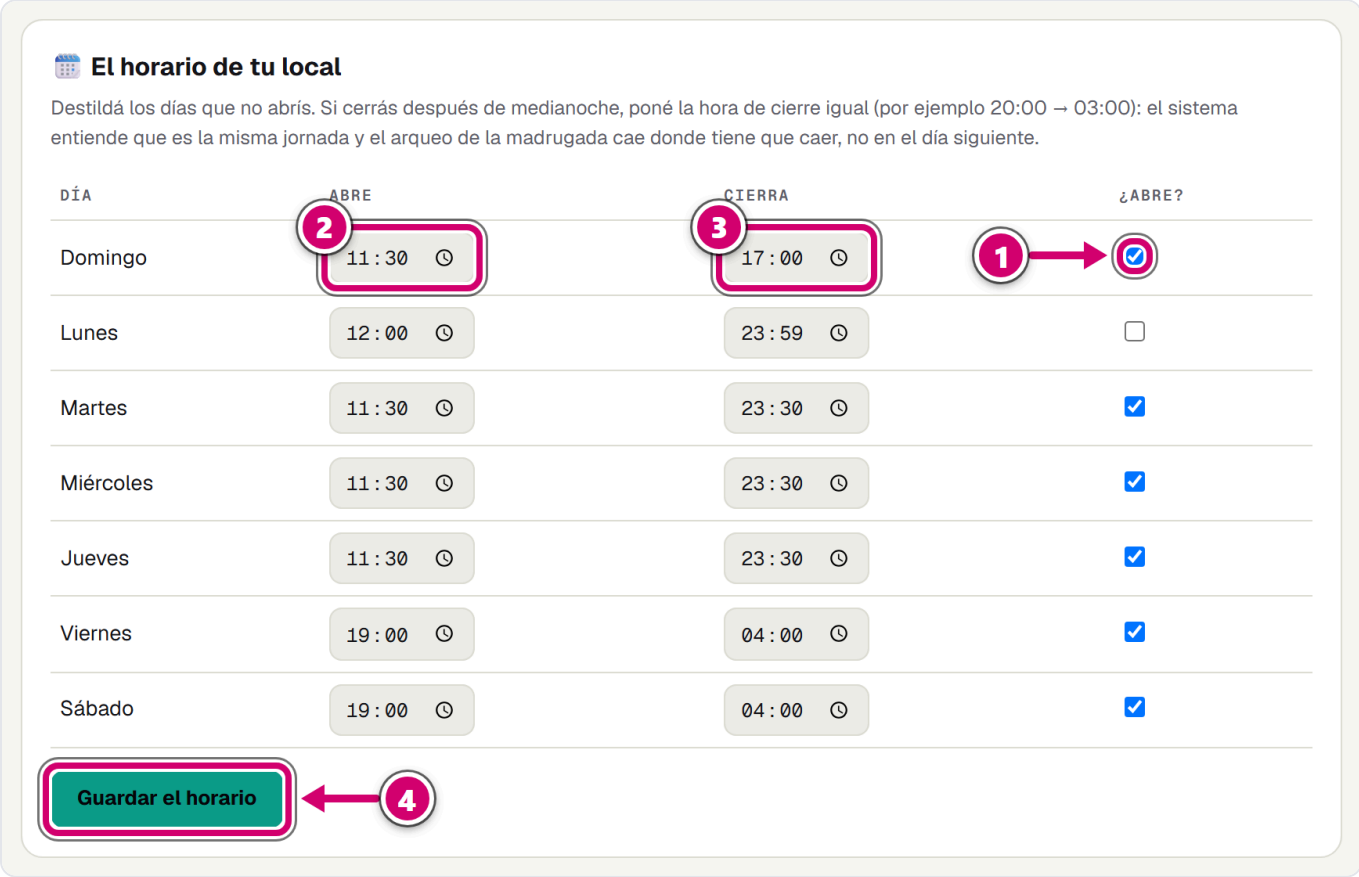


Fig. 4 · Restaurant settings → **El horario de tu local** (Your venue's hours), from the sample venue. ① Check «¿Abre?» (Open?) on each day you open · ② from · ③ to · ④ Tap «Guardar el horario» (Save the hours).

> 🌙 **If you close after midnight**
>
> Enter your real hours: **19:00 to 04:00**. The system understands that closing falls on the next day and **doesn't split the shift in two**. A table opened at 23:50 is still part of the same night at 00:30, with the same cash count and the same stock count.

> ⏰ **The shift opens one hour EARLY**
>
> If you open at 12:00, the shift is born at **11:00**. This is on purpose: the team arrives early, turns on the screens, sets up the floor and assigns tables. If it were born at exactly 12:00, at 11:40 nobody could do anything.

> ⚠️ **Close the days you're not open**
>
> An unchecked day does **not** create a shift. If you're closed on Mondays and leave it checked, you'll have an open Monday with zero transactions cluttering all your reports. Uncheck it.

What should happen

On a day you're open, without anyone touching anything, the shift appears with the name `Servicio · Jueves 27/08`. The first person to enter the register, the ticket screen or a table brings it to life. There's no «open the day» button and none is needed.

05 Your menu and your prices

The menu is **what can be ordered and at what price**. In GVenue it lives in the same place as a nightclub's bar, because it's the same machine: products, categories, prices and —if you use them— recipes and stock.

1. Panel → **Mi salón** → `Mi carta` (My menu).
2. Create your **categories**: Starters, Mains, Desserts, Wines, Beers, Café… This step looks cosmetic and **it isn't**: in §06 the category decides which station each item goes to.
3. Enter the **products** with their price, each in its category.

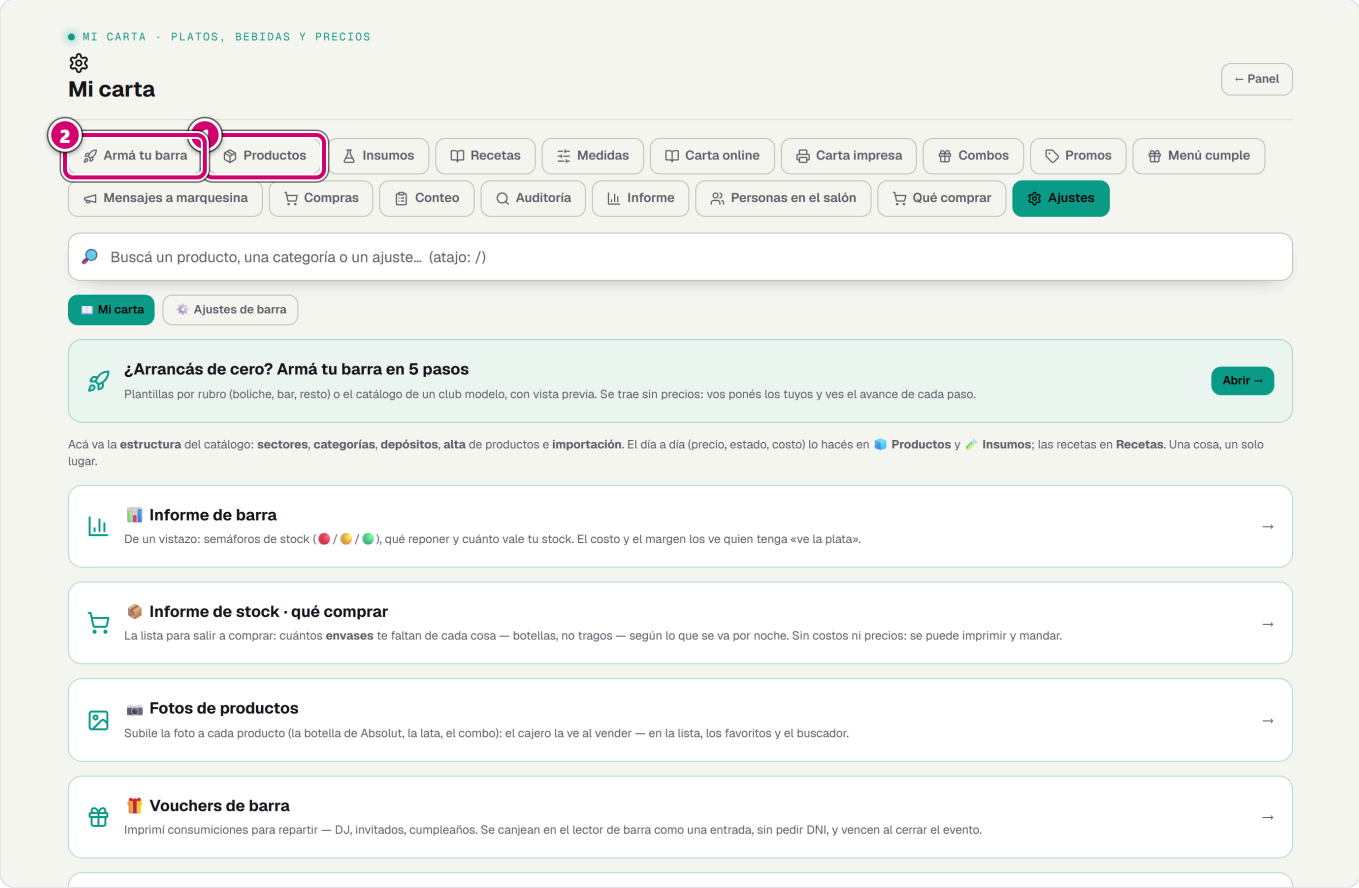


Fig. 5 · Mi carta.

① «Productos» (Products): the menu with its prices · ② «Armá tu barra» (Build your bar): the 5-step assistant, with a **Restaurant** template to get started (see the GV Barra manual).

> 🔴 **A product with no price can't be sold**
>
> If a dish is left at $0 or with no price at the station that charges, the order **bounces** in the middle of service. Check that everything on the menu has a price before the first night.

If you also track stock and recipes

They're separate modules —part of the **PRO** plan— and aren't needed to operate. If you use them, each dish deducts its ingredients when sold and the close tells you the shrinkage. Two warnings that cost a lot:

🔴 The recipe has to match the container

If a 330 ml bottle is entered as a 473 ml container, every beer sold deducts 143 ml too much and the shrinkage comes out **smaller than the real one**: the report hides the shortage from you. Enter the real contents of the container and the real size of the pour.

🔴 Count when you OPEN, not just when you close

An opening count of zero with goods at closing creates a **phantom negative shrinkage** that also **hides the real shrinkage** of all the other ingredients in the same total. It's the most common mistake and the most expensive: if you don't count at opening, the closing number means nothing.

06 Where each item goes: kitchen or bar

This is where GV Resto parts ways with a nightclub. In a nightclub the whole order goes to the bar. In a restaurant, a table orders a milanesa and a beer, and those two things are prepared by **different people in different places**.

1. Create your **stations** —in GVenue they're called *bar sectors*—: **Cocina** (Kitchen), **Barra** (Bar), and any others you have: Grill, Desserts, Café.
2. Panel → **Mi salón** → `Horario, estaciones y mozos`, **destinations** section.
3. For each **category** on your menu, choose which station it dispatches to. Mains → Kitchen. Beers → Bar. Desserts → Kitchen or Desserts.

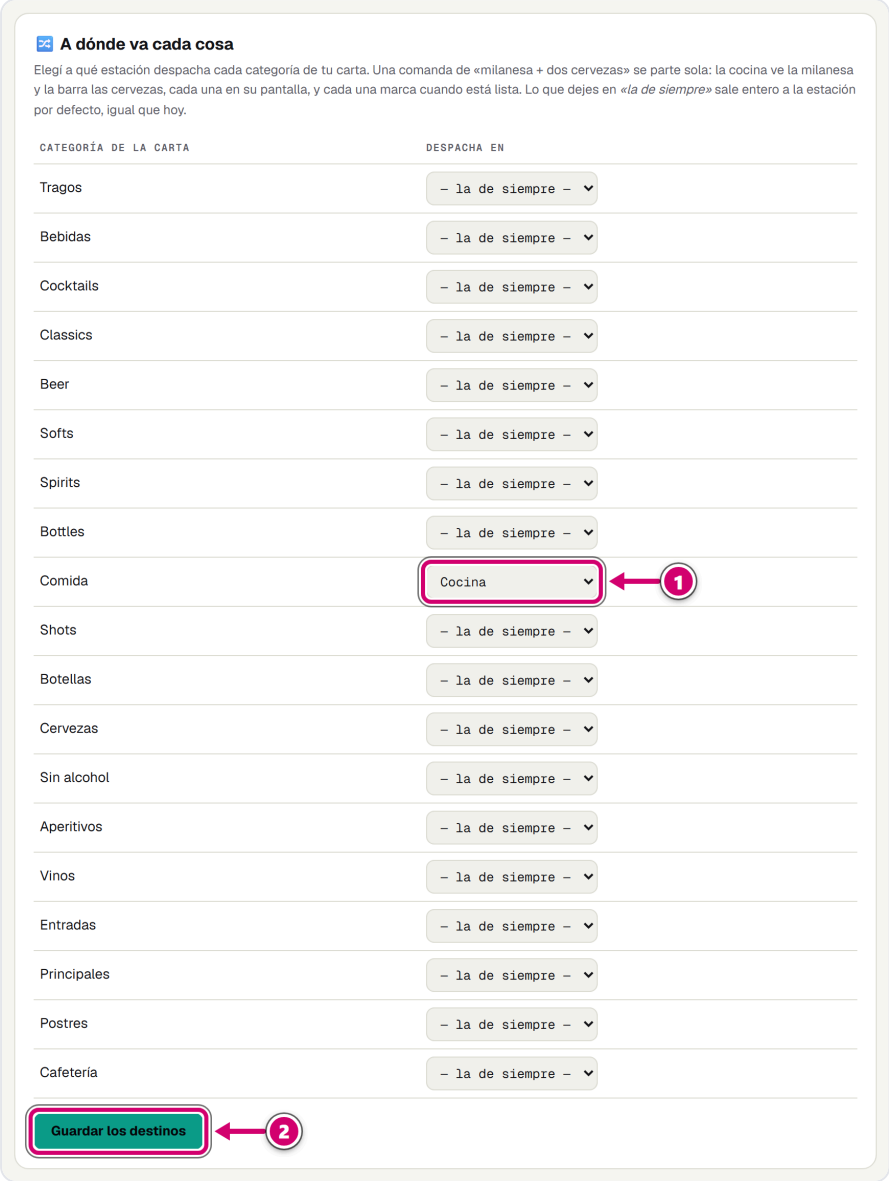


Fig. 6 · **A dónde va cada cosa** (Where each item goes). In the sample venue, «Comida» (Food) dispatches to the Kitchen and everything else goes out through the usual station.

① Choose the station for each category · ② Tap «Guardar los destinos» (Save the destinations).

> 💡 **Routing is by CATEGORY, not by product**
>
> This is on purpose. If you had to decide product by product, every new dish would be one more decision someone forgets to make. With the category, a new dish **inherits its destination** the day you enter it.

What should happen

The waiter sends **one** order. The kitchen sees **only the milanesa** and the bar sees **only the beer**. Each station marks its own as ready without stepping on the other's work. For the waiter and for the check, it's still a single order.

> ⚠️ **If you don't set any destination**
>
> Nothing breaks: the ticket goes out **whole** to your usual station, just like a nightclub. You can start that way and split it later, once you're clear on what each person prepares.

07 Which station charges the tables

A small step with money consequences. Each station can have **its own price list** —a beer can cost something different at the patio bar than at the dining-room bar—. This setting decides **which of those lists a table is charged by**.

1. Panel → **Mi salón** → `Horario, estaciones y mozos` **, station that charges the tables.**
2. Choose the station. If you leave it empty, the first one on your list is used.

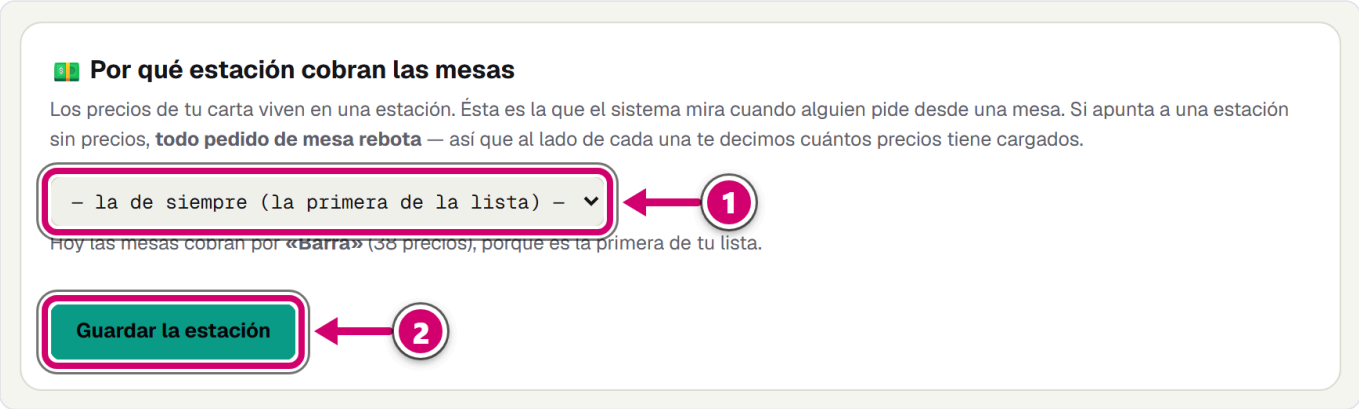


Fig. 7 · **Por qué estación cobran las mesas** (Which station charges the tables). Below the dropdown it tells you how many prices that station has loaded.

① Choose the station · ② Tap «Guardar la estación» (Save the station).

> **Choosing wrong here changes what people pay**
>
> That's why this setting requires a different permission from the rest of the screen: touching it means touching prices. And if you point it at a station **with no prices loaded**, **every** table order bounces — the system warns you right away when you save, counting how many prices it found.

08 Your team

Everyone who works logs in with **their own ID number (DNI) and password**. There's no shared user, and that isn't bureaucracy: it's what makes the tip reach whoever received it and gives a cash shortage a name.

1. Panel → **Equipo** (Team). Enter each person with their **DNI**, their **name** and their **role**.
2. Give them a **password or PIN**. It's what they use to enter the work screens.

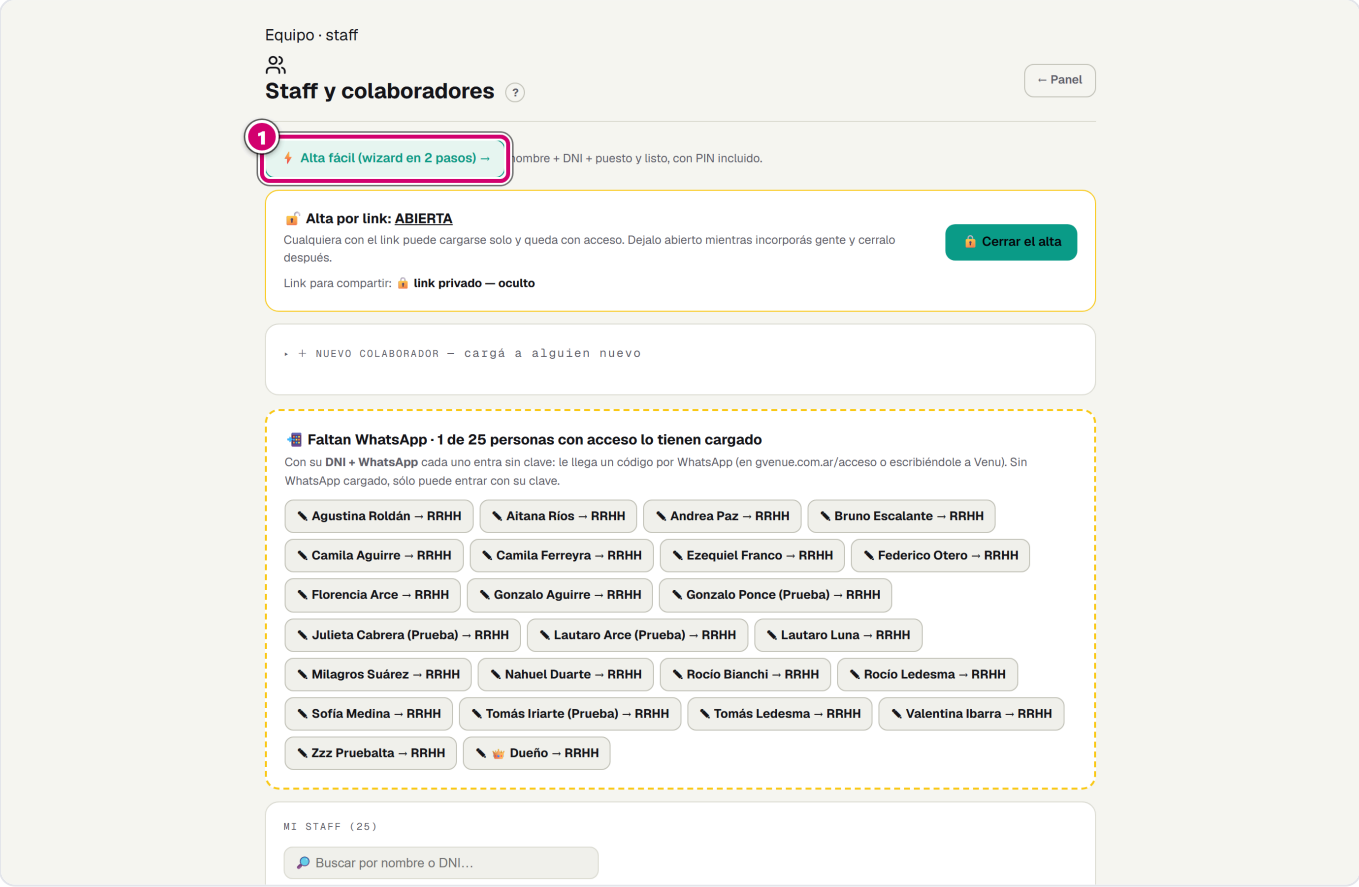


Fig. 8 · **Equipo**. The «Alta por link» (Sign-up by link) link is hidden in the photo: it lets anyone who has it add themselves.

① « Alta fácil» (Easy sign-up): name, DNI, role and password in two steps (the same assistant as in the GV Barra manual; for a waiter, pick the tables role card).

Which role fits each person

PERSON	ROLE	WHERE THEY LAND WHEN THEY LOG IN
Waiter	`vip`	Straight to the **floor**, with the map of their tables.
Cashier	`caja`	To the **register**. From the roles strip they can also reach the floor.
Kitchen / bar	`barra`	To the **ticket screen** for their station.
Manager / owner	whichever they have	Wherever their role takes them, and to the floor from the roles strip.

💡 **Why the waiter role is called «vip»**

It's the internal name it has had since table service existed in GVenue. **Your team never sees it**: on your screens it says «mozo» (waiter). We didn't rename it because changing an internal value in a system that is running with real money, just for a label, would be moving money around over a name tag.

🔴 **Each person's code is a credential**

Don't share it over chat or stick it on the wall. If someone leaves the team, **deactivate them** in the panel: their access ends right away, without waiting for anything to expire. Simply no longer assigning them tables isn't enough — they can still log in.

09 Your tax details

1. Panel → **Mi salón** → `Facturación` (Invoicing).
2. Enter your **legal name**, your **CUIT** (tax ID) and your **point of sale**.



Fig. 9 · Restaurant invoicing → **Tus datos fiscales** (Your tax details), fictional, from the sample venue.

① Legal name · ② CUIT · fill in the rest and ③ tap «Guardar los datos fiscales» (Save the tax details).

> 🔴 **This does not connect to ARCA**
>
> These are the details used to **label** what you record. GVenue **doesn't request the CAE, doesn't issue, and doesn't charge any fee on any of this.** You issue on your own and here you note the number so it stays tied to the table and the day.

> ⚠️ **Changing the CUIT requires a separate permission**
>
> Recording an invoice can be done by whoever is at the register. Changing the tax details can't: that belongs to the owner or whoever handles finances. This is on purpose.

10 The day starts by itself

The setup is done. From here on, **almost everything happens without anyone asking**.

One hour before your opening time, the day's shift is ready to be born. The first person to enter the register, the ticket screen or a table brings it to life. There's no button, no «open the day» screen, and the word «evento» (event) appears nowhere in your operation.

> ✅ **How you check it's working**
>
> You log in to the panel during opening hours and the card at the top says **«HOY · 0 de 12 mesas ocupadas»** (TODAY · 0 of 12 tables occupied). That number comes from the same engine as the map the waiter sees, so you and they **never see different numbers for the same dining room**.

> ⚠️ **If it says «El local está cerrado ahora» (The venue is closed right now)**
>
> That's correct and not an error: you're outside your hours, or in the gap between two services. The system prefers to tell you «closed» rather than show you yesterday's tables and money under a TODAY label. If you see it **during opening hours**, check §04: that day is probably unchecked.

And your calendar doesn't fill up with junk

365 shifts a year would bury your real events. That's why the calendar **hides them**: you see your parties and your rentals, not the 365 service days. They aren't banned or deleted —they can be shown when you need them—, they simply don't compete with what you do want to see.

11 Who serves each table

This is the only thing you do by hand every day, and it takes two minutes.

1. Panel → **Mi salón** → `Horario, estaciones y mozos`.
2. Below you have the list of your tables with a dropdown next to each one. Choose who serves each one.
3. Save. Each waiter now sees **only their own** on their screen.

> ⚡ **The button that saves you the work**
>
> If you start the day with nobody assigned, above the list you'll see **«Copiar la asignación del 26/08»** (Copy the assignment from 26/08), with the day and how many tables it brings. One tap and they're assigned just like last time. Then you adjust whatever changed.

> 🔴 **Copying and NOT reviewing is worse than not copying**
>
> The button brings yesterday's assignment, but it **doesn't know who showed up today**. If Delfina isn't working today, her six tables stay hanging on someone who isn't there: the waiter who did come sees them as someone else's, and those tables end up with nobody. **Copy, then remove whoever didn't come.** A table assigned to someone absent is worse than a table with nobody: the empty one is obvious, the lying one isn't.

> 💡 **What the button does look after on its own**
>
> It never overwrites what you've already assigned today: it only fills the empty tables. And anyone who no longer works at the venue is **skipped and named**, instead of silently being given tables.

> ⚠️ **Assignment is per DAY, on purpose**
>
> Whoever works the dining room on Tuesday may work the terrace on Saturday. That's why the assignment doesn't carry over by itself: **last night's shift doesn't decide today's**. The copy button exists precisely so that this doesn't turn into repeated work.

12 Open the register

Before the first payment, someone opens the register by declaring **how much money is in it** to make change.

1. The cashier logs in to their station with their DNI and password.
2. They declare the **opening amount**: the money they counted, not what there should be.

> **What gets recorded is what was COUNTED**
>
> If the change fund was supposed to be $50.000 and there's $47.300, enter **$47.300**. Putting in the round number «because it'll be fixed later» turns the closing cash count into an invented number, and the day money is really missing, nobody will be able to tell a shortage from a badly declared fund.

13 The waiter logs in and sees their floor

1. They open `/ops` on their phone or tablet.
2. They enter their **DNI** and their **password**.
3. They land straight on **the floor**: the map, with their tables.

> 🍽 **Why this matters more than it seems**
>
> Before, a waiter would log in and get the **ticket scanner** with the camera on — a nightclub screen, useless to them. Now they open and see their floor. No picking a shift, no scanning anything.

If they have more than one role —for example someone who is sometimes at the register— they have the **Mis puestos** (My roles) strip at the top to jump between screens, and 🍽 **Salón** (Floor) is one of them.

What they see on the map

ON THE TABLE	WHAT IT MEANS
Free	Nobody seated. Tap it to open it.
Occupied	There's an open check. Tap it to go in.
With an amount	What has been consumed so far.
Calling	The guest asked for attention from their phone (§17).

> 💡 **«Sólo mis mesas» (Only my tables)**
>
> The waiter can filter the map to see only their own. In a dining room of sixty tables, it's the difference between a useful screen and a map you have to search.

14 Rearranging the floor during service

A real dining room doesn't stand still: a table gets pushed aside to make room, a big group gets put together, a number gets changed because «5 is now 8». All of this is done **from the waiter's phone or tablet, with the venue full**. There's no need to go into the panel or slow down service.

1. Open 🍽️ **El salón** (The floor).
2. Tap 🖍️ **Acomodar salón** (Rearrange floor). The button changes to ✅ **Listo, cerrar** (Done, close) and a bar appears with what you can do.
3. Do what you need (§14.1 to §14.4) and tap ✅ **Listo, cerrar** to go back to service.

> 🔒 **It's a lock, on purpose**
> With the floor in normal mode, tapping a table **opens its check** and a resting finger moves nothing. Only when you press 🖍️ **Acomodar salón** do the tables become draggable. While it's on, tapping a table **selects** it (double ring and a ✓ on top) instead of opening it. That way nobody moves a table by accident at the peak of the rush.

14.1 · Moving a table

Drag it with your finger to its new place and let go. It saves by itself when you release, and the other phones see it in its new place within a few seconds.

IF YOU DRAG…	WHAT MOVES…
a single table	just that one
a table **combined** with others (§14.3)	all the combined ones together, as if they were one
a seat of a **shared table** (§03)	the whole long table, with all its seats

Moving a table **doesn't touch its check**: if it has people seated and consumption, everything stays the same, it just changed place on the map.

14.2 · Renumbering

1. With 🖍️ **Acomodar salón** on, tap the table to select it.
2. Tap 🖍️ **Cambiar número** (Change number), type the new number or name and accept.

SITUATION	WHAT YOU DO
A table changes number	🖍️ **Cambiar número**.
Two tables swap numbers («5 is 8 and 8 is 5»)	Select one, tap 🔀 **Cambiar con otra** (Swap with another) and tap the second. They're swapped in a single step.
A shared table is called «12» and is now «14»	Select one of its seats and tap 🖍️ **Renumerar la comunal** (Renumber the shared table). The seats take the new number: 12-A becomes 14-A, 12-B becomes 14-B. A seat you named by hand keeps its own name.

🔴 **One number, one table**

There can't be two tables with the same number in your venue, and it doesn't matter whether one is in capitals and the other isn't («zz2» and «ZZ2» are the same). If you try to repeat it, the system tells you which one already has it. To swap two numbers use 🔀 **Cambiar con otra**: doing it with two «Cambiar número» in a row would collide in the middle.

💡 **You can do it with the check open**

The table is the same even if its number changes: its check, its QR, its waiter and its ticket stay tied to it. The only thing that changes is what the sign says. If a table has its QR printed with the old number, the QR **keeps working**: it opens the same table.

14.3 · Combining tables (a big group, a single check)

1. Tap the **main** table —the one that will carry the check—.
2. Tap 🔗 **Unir con otras** (Combine with others).
3. Tap each table being added: they get marked with a double ring and ✓. You can add up to seven.
4. Tap ✅ **Unir (N)** (Combine (N)).

What should happen: the added tables are joined to the main one by a dotted line, with the text **«↔ 12»** (the main table's number). The main table shows the **total capacity** and who was added to it.

WHAT HAPPENS WITH…	HOW IT ENDS UP
The check	**Just one**: the main table's. Combined tables have no check of their own.
Tapping a combined table	You go into the main table's check.
The QR of a combined table	The guest lands on the main table's check.
The totals at the top («ocupadas», «en mesa»)	They count **once**. The same check isn't added once per table sharing it.
Moving a combined table	They all move together (§14.1).

> 🔴 **A table with an open check can't be combined**
>
> If one of the tables you want to add has an open check —or was left with a balance from a previous check— the system **won't combine it** and tells you which one it is. Collect payment and clear it first, then combine it. If the system let it be combined, that money would be hidden behind the main table and nobody would see it.

Other rules: the tables have to be on **the same floor plan**; a table can't be combined with two main tables at once; a table that's already combined can't be the main table for others (separate it first).

14.4 · Separating

1. Tap any of the combined tables.
2. Tap 🎀 **Separar** (Separate) and confirm.

If you picked a **combined** one, only that one is separated. If you picked the **main** one, all of them are separated. The check **always stays with the main table**: separating doesn't split it or move it.

> 🌙 **They separate by themselves**
>
> When you clear the main table's check (because you've collected payment), the tables that were combined with it **become free by themselves** and can receive another group. Also, the combination is **for the night**: tomorrow all the tables start out separate.

14.5 · If the group has a reservation

For a group that doesn't fit at one table: **combine the tables first** and then **seat the reservation at the main table**. A reservation assigned to a table that ended up **combined** with another can't be seated: the system tells you the table is combined; separate it, or move it to another free table from the reservations panel.

> ⚠️ **Who can do it and what gets recorded**
>
> Anyone with a tables role (waiter, register, bar) can rearrange the floor. Every important move —combine, separate, renumber, swap— is **logged in the venue's record with who did it** and what changed, so the manager can later see why 5 is now 8.

> 👁️ **Readable without looking at color**
>
> Everything this manual explains is told apart by **shape and text**, not color: the selected table has a double ring and a ✓; the combined one has the dotted line and the «↔ 12»; the shared table has its dotted frame with the name on top.

15 Opening a table and taking the order

1. The waiter taps the table on the map.
2. If it's free: **Abrir mesa** (Open table). They can enter a main guest —by DNI or name— or leave it unnamed.
3. ➕ **Sumar persona** (Add person) as people arrive. This can be done all night.
4. They pick the products from the menu, build the order and tap **Enviar** (Send).

> ✅ **What happens at that moment**
>
> The order splits by itself according to §06 and appears **at each station separately**. The consumption is posted to the table's check. The waiter doesn't distribute anything or notify anyone.

> ⚠️ **Consumption is credited to the TABLE, not to whoever entered it**
>
> If a waiter enters an order on another waiter's table because they were nearby, that consumption belongs to the table and to whoever serves it. **The tip does belong to whoever received it.** They are two different things on purpose: one belongs to the floor, the other to the person.

16 The ticket screen: kitchen and bar, each with their own

Each station has its own screen —a tablet or a wall-mounted monitor— with the queue of its own items.

1. The cook or bartender logs in to the **comandera** (ticket screen) with their DNI and password.
2. They see the orders in order of arrival, with the table and the waiting time.
3. When they finish their part, they mark **Listo** (Ready).

> 🔪 **Kitchen and bar don't step on each other**
>
> The kitchen marks **the milanesa** as ready and the bar marks **the beer** as ready. Neither of them can close the whole order by accident: each station touches only its own part.

> ⚠️ **If you assigned someone a fixed station**
>
> Their screen always opens on that station and the dropdown doesn't change it. That's correct: someone standing at the grill shouldn't have to choose where they are every time they log in.

If you also have a screen in view of the dining room, **Listos para retirar** (Ready for pickup) shows what's ready, so the waiter can see it from afar without having to go ask.

17 The guest from their own phone

Optional, and it changes the dynamic of the dining room. Each table can have a **QR stuck on it**. The guest scans it with their camera —nothing to install, no sign-up— and from there they can **ask for attention**, **see the menu** and, if you enable it, **see their check** and **place an order**.

1. Panel → `Mesas y plano del salón` → **QR** sheet. Print, laminate and stick one on each table.
2. When someone taps 🙋 **pedir atención** (ask for attention), the table lights up on the waiter's map and shows in the **Atención de mesas** (Table attention) queue.
3. The waiter takes the call —«I'll take it»— and the guest sees on their phone **who is on the way**.

> ⏱️ **The queue has a traffic light**
>
> A call that waits more than 3 minutes turns amber and after 6 it turns red, **with the time written next to it**. It's not only the color: the number is always there, so it reads the same on any screen and from any distance.

> 🔴 **The table's QR is a permanent key**
>
> It doesn't expire. Anyone who has it can ask for attention from outside the venue. If you take photos of your tables for social media, **make sure the QR doesn't show**. If one peels off and shows up somewhere else, deactivate it from the panel and print it again.

18 Splitting the check and collecting payment

1. The waiter goes into the table from the map.
2. If they ask to split: 🧾 **Dividir** (Split) and enter how many parts.
3. Collect payment: 💵 **Cobré en EFECTIVO** (I collected in CASH), or whichever method applies.
4. If they left a tip, 💁 **Propina** (Tip) — it's credited to whoever received it and doesn't touch the table's total.

> 🧮 **The leftover cent is written down**
>
> $10.000 split in 3 doesn't give three equal numbers: it gives 3.333,33 and **one cent is left over**. The receipt says how much each one pays **and how much the remainder is**. If it didn't say so, the cash count would show a difference every night and nobody would know why.

> ⚠️ **Splitting is a label on the receipt, not a partition of the check**
>
> The table's check is still a single one and the balance is the only source of truth. Splitting does **not** create three separate checks or move money: it says how it's divided when printing. This is on purpose — two rounded numbers living alongside the real balance is a guaranteed argument at the register.

19 Recording the invoice

The guest asks for an invoice. You issue it **yourself, with your CUIT**, in ARCA or in your invoicing tool. Then you note it here so it stays tied to the table and the day.

1. Panel → **Mi salón** → `Facturación`.

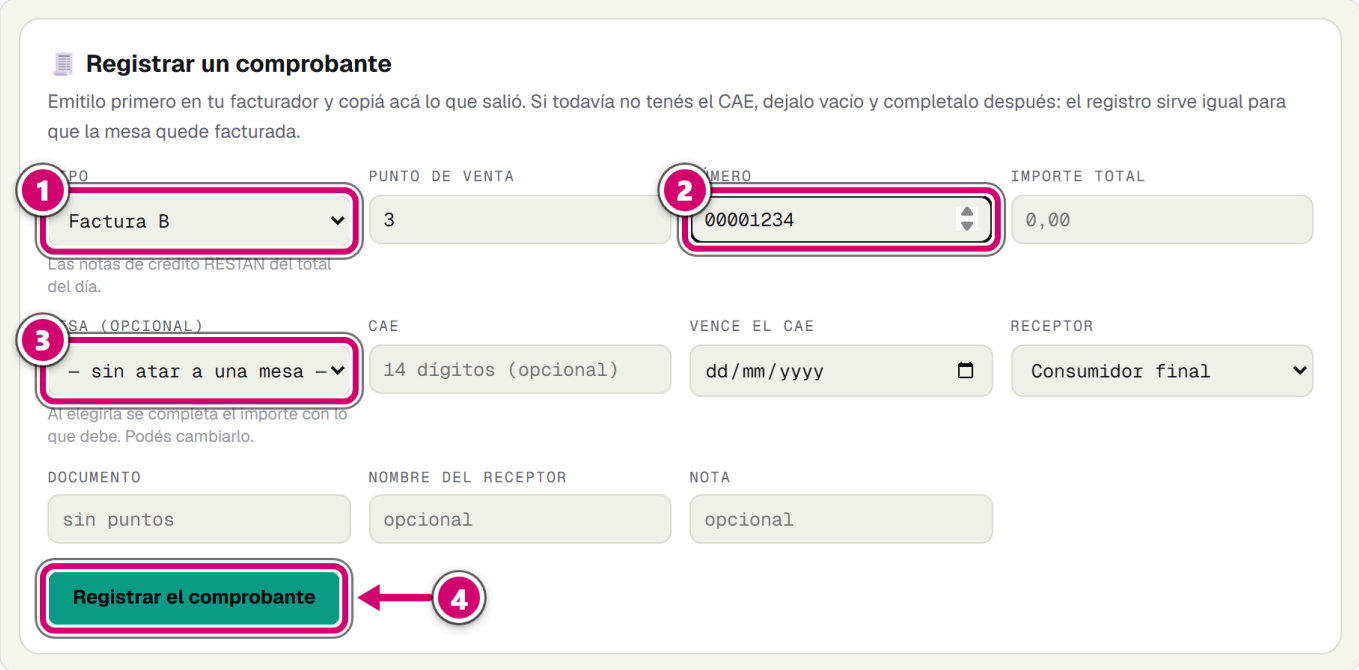


Fig. 10 · Restaurant invoicing → **Registrar un comprobante** (Record an invoice).

① Type · ② Number (the one your invoicing tool gave you) · ③ the table, if you want to tie it · ④ Tap «Registrar el comprobante» (Record the invoice).

2. Enter the **type** (A, B, C), **point of sale**, **number** and **amount**. If you like, tie it to the table.
3. Below you see everything invoiced for the shift, so the day closes against what was issued.

SITUATION	WHAT THE SYSTEM DOES
Entering the same number twice	It rejects it. An invoice is unique per type and point of sale.
Invoice A without the customer's CUIT	It rejects it. An A without a CUIT doesn't exist.
Credit note	It **subtracts** from the total invoiced.
Voided invoice	It doesn't add to the total, and it stays on record.

> 💡 **What the waiter sees is the INVOICE, not the credit note**
>
> If you issued an invoice for a table and then a credit note to correct it, the waiter still sees **the invoice**. The credit note is the correction, not the document the guest asked for.

20 Closing the day

1. If you track stock: **count**. Counting is done from the phone, with the scanner.
2. **Register cash count** (arqueo): the money is counted and the counted amount is declared. The system compares it with what was expected and shows the difference.
3. **Close the shift.**

🔒 **CASH CLOSE · in this order, always**

1. Collect payment on all the tables. **2.** Count **ALL** the money in the drawer **before paying out or taking anything** (bills, coins, the fund and the table money) and write down that total. **3.** Only then record each **payout** with its name (salaries, supplier, the money the owner takes). The system subtracts them by itself. **4.** Look at the sign: ✓ CUADRA (balanced), ⬆ SOBRAN (over) or ⬇ FALTAN (short). If there's a difference, count again and explain it in the note.

Example: there's $162.000 in the drawer and Fabrizio takes $70.000. You enter **162000** and the payout **70000 · Fabrizio**. Don't subtract anything by hand. **All** money leaving the drawer goes in as a named payout: money that leaves without being recorded shows up as a shortage.

🔴 **The count IMPOSES the stock**

What you counted **is** what there is: it overwrites the theoretical number. That's why counting badly is worse than not counting — a rushed count becomes the system's truth and drags along tomorrow's calculation.

🌙 **If you close in the early hours, you have time**

The close happens **after** closing time and the system knows it: there's a grace window to do the cash count without the shift having slipped away. Without that, the cash count of a night ending at 04:00 would get skipped on its own.

⚠️ **You can require the cash count to close**

It's configurable: if you turn it on, nobody closes the day without having done the cash count. It's worth it in a venue with several register shifts — closing without counting means losing forever the only snapshot of that money.

21 Frequently asked questions

Do I have to enter anything every day?
No. The day opens by itself. The only things you do by hand are assign tables to the waiters (§11) and open the register (§12).

We're closed on a Monday for a holiday. What do I do?
Nothing. If nobody enters any screen, the shift never gets born. If you'd rather make sure, uncheck that day in the hours and check it again afterwards.

I changed the hours mid-week. Does it affect what already happened?
No. The hours decide when **the next** shift is born. The ones that already exist —with their cash count and their stock— aren't touched.

Can I rent the dining room for a party with tickets?
Yes, and it's one of the reasons GV Resto isn't a separate system. You create the event as always, it sells with tickets and they're scanned at the door. It lives alongside your shifts.

A waiter sees «Mis mesas» (My tables) empty and does have tables.
Almost always it's §11: nobody assigned them tables **today**. Assignment is per day. Check whether yesterday's assignment was left uncopied.

I opened a table screen and it says «Entraste sin una mesa» (You came in without a table).
You arrived through a loose link. That screen opens by **tapping a table on the map** or by scanning the QR stuck on it. The «Volver al salón» (Back to the floor) button takes you there.

The panel says «El local está cerrado ahora» in the middle of service.
That day is unchecked in the hours, or the times are reversed. Check §04.

Does the ticket screen need internet?
Yes. It's a live queue between several screens.

How much do you charge me for consumption?
Nothing. Your relationship with GVenue is the **subscription**. Dining-room consumption is **never charged a fee**. The percentage you see in an events venue is the fee on **tickets**, and a restaurant sells none.

A group of twelve is coming tomorrow and I have tables for four. What do I do?
Pick one table as the main one, combine two others (§14.3) and seat the group there. They have a single check and, when you collect payment and clear it, the three tables become free by themselves.

I combined two tables and it says one has an open check.
That's expected: a table with consumption can't be added to another without hiding that money. Collect payment and clear it (§18), then combine it.

I changed a table's number and the stuck-on QR shows the old one. Does it work?
Yes. The QR identifies the table, not its number. It opens the same table with the new number.

I moved a table and on another waiter's phone it's still in the old place.
It takes a few seconds to update. If it takes more than a minute, check that the phone has internet.

Can I rearrange the floor with the venue closed?
Not from the floor screen: with the venue closed according to your hours, that screen doesn't load. To move or renumber before opening, use the panel's floor plan (§03). And combining tables can only be done with the venue open: the combination is for the night.

I tapped «Acomodar salón» and now I can't open a table's check.
That's the lock: while it's on, tapping a table selects it instead of opening it. Tap ✅ **Listo, cerrar** and it works as usual again.

Can I try it without touching my real venue?
Yes, there's a demo restaurant with a full menu and the floor already drawn. Ask us for it and we'll send you access.

> **How to read the screenshots**
> When there's something to **tap**, the screenshot marks it with a **box**, an **arrow** and a **numbered circle** (①②③). The caption under the photo says, in that order, what to tap: «① Tap “Cobrar” (Collect payment)». The number is what matters: you don't need to tell colors apart.