Take an order

Sign in, add items with their options, check the order and send it to the kitchen.

For Cashiers, waiters, managers · **Takes** 1 minute

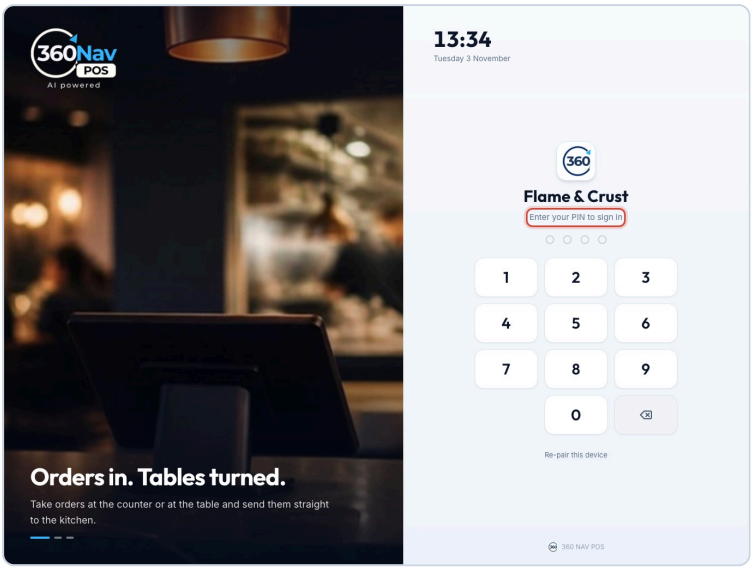
Watch the video
360navtech.com/pos/help/v/take-an-order

Before you start

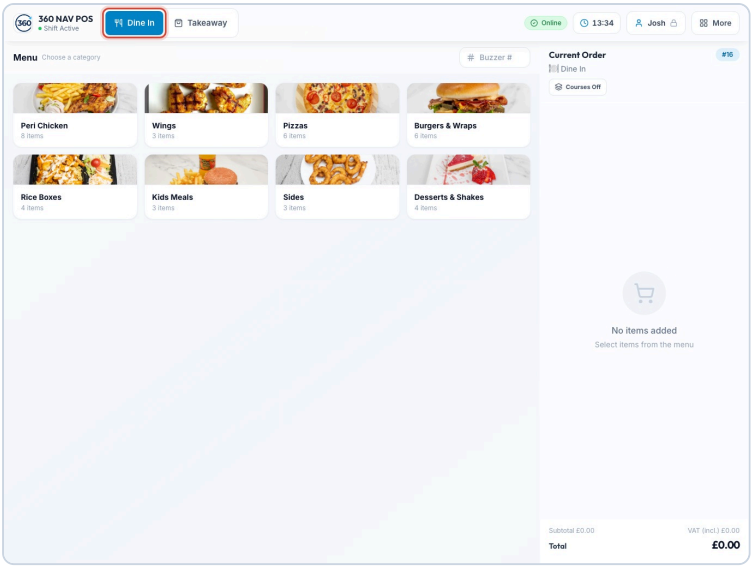
A shift must be open on the till. If the till says **Shift Not Started**, ask a manager to tap **Start Shift**.

Steps

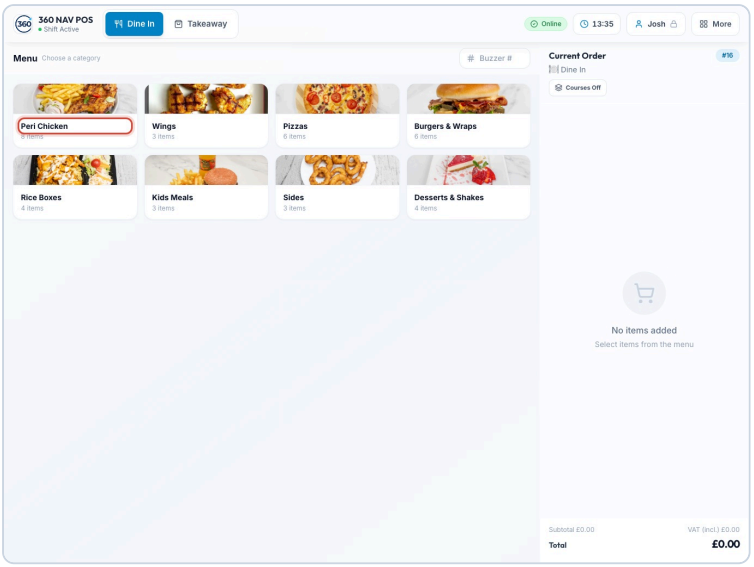
1. **Sign in with your PIN.** Type your 4-digit staff PIN on the sign-in screen. Your name shows at the top right once you are in.



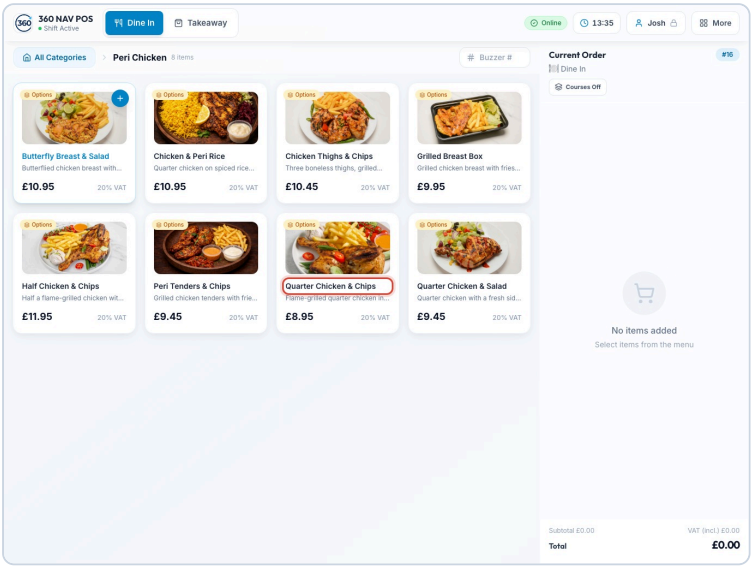
2 **Choose Dine In or Takeaway.** Use the switch at the top of the screen. Takeaway can change the VAT on some items, so pick it before you add them.



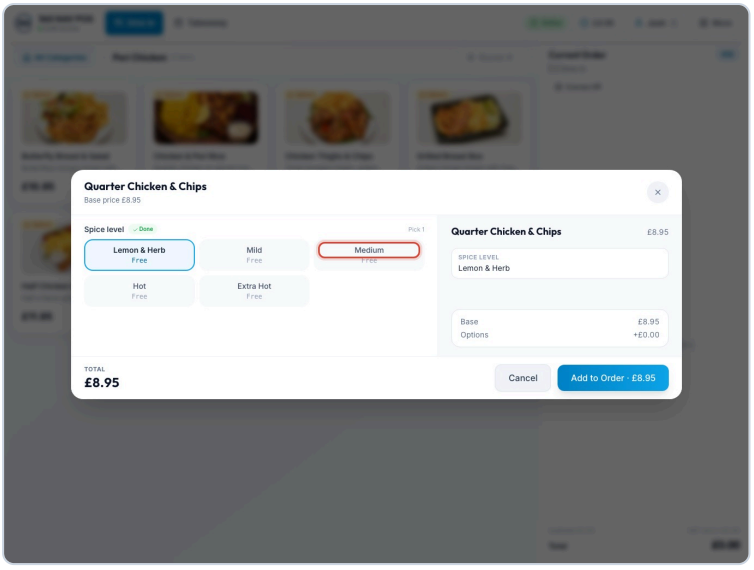
3 **Open a category.** Tap a category tile, such as **Peri Chicken**, to see its items.



4 **Tap an item to add it.** Each tap adds one. Tap again to add another.

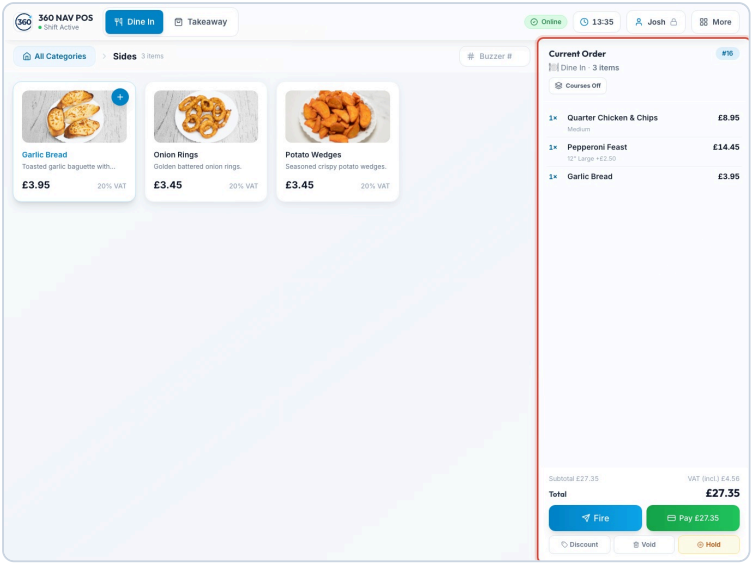


5 **Pick any options.** If the item has options, such as how spicy or what size, a window opens. Tap the options the customer wants, then tap **Add to Order**. The price updates as you go.

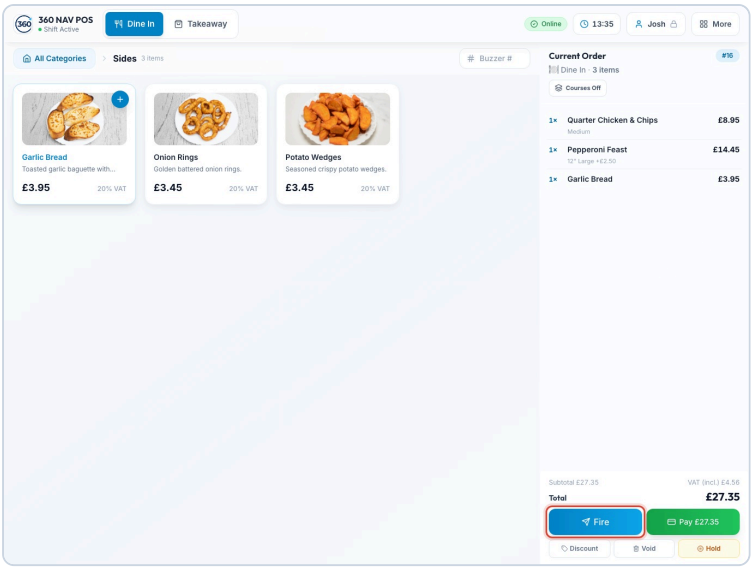


6 **Add the rest of the order.** Tap **All Categories** to go back, then add more items the same way.

7 **Check the order.** The right-hand panel lists every item, its options and the total including VAT.



8 **Send it to the kitchen.** Tap **Fire**. The till shows **Order sent to kitchen**, and the items print on the kitchen printer or show on the kitchen screen. If you add more items later, tap **Send New** to send just those.



Tips

- To take an item off before firing, swipe it or tap it in the order panel.
- **Hold** parks the order so you can start another; open it again later from the held orders list.
- Nothing is charged until you take the payment. See **Take a payment**.

If something goes wrong

- **"This order is in use"**: the order is open on another till or phone. It unlocks when they leave it.
- **An item is missing**: new menu items reach the till within a minute of being saved in the dashboard.