Take orders on a phone (Serve)

Pair a phone as a waiter device and take table orders that go straight to the kitchen.

For Waiters, managers · **Takes** 2 minutes

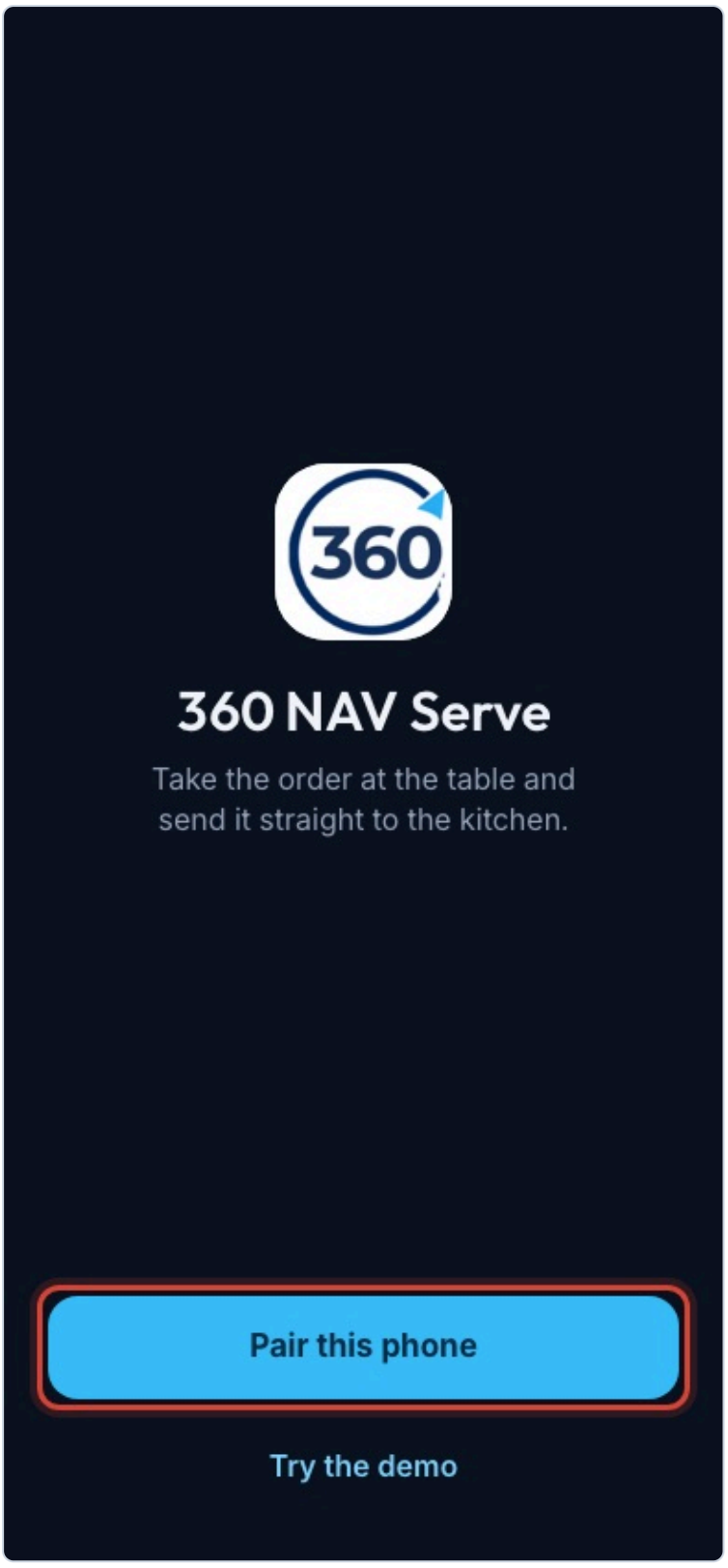
Watch the video
360navtech.com/pos/help/v/take-orders-on-serve

Before you start

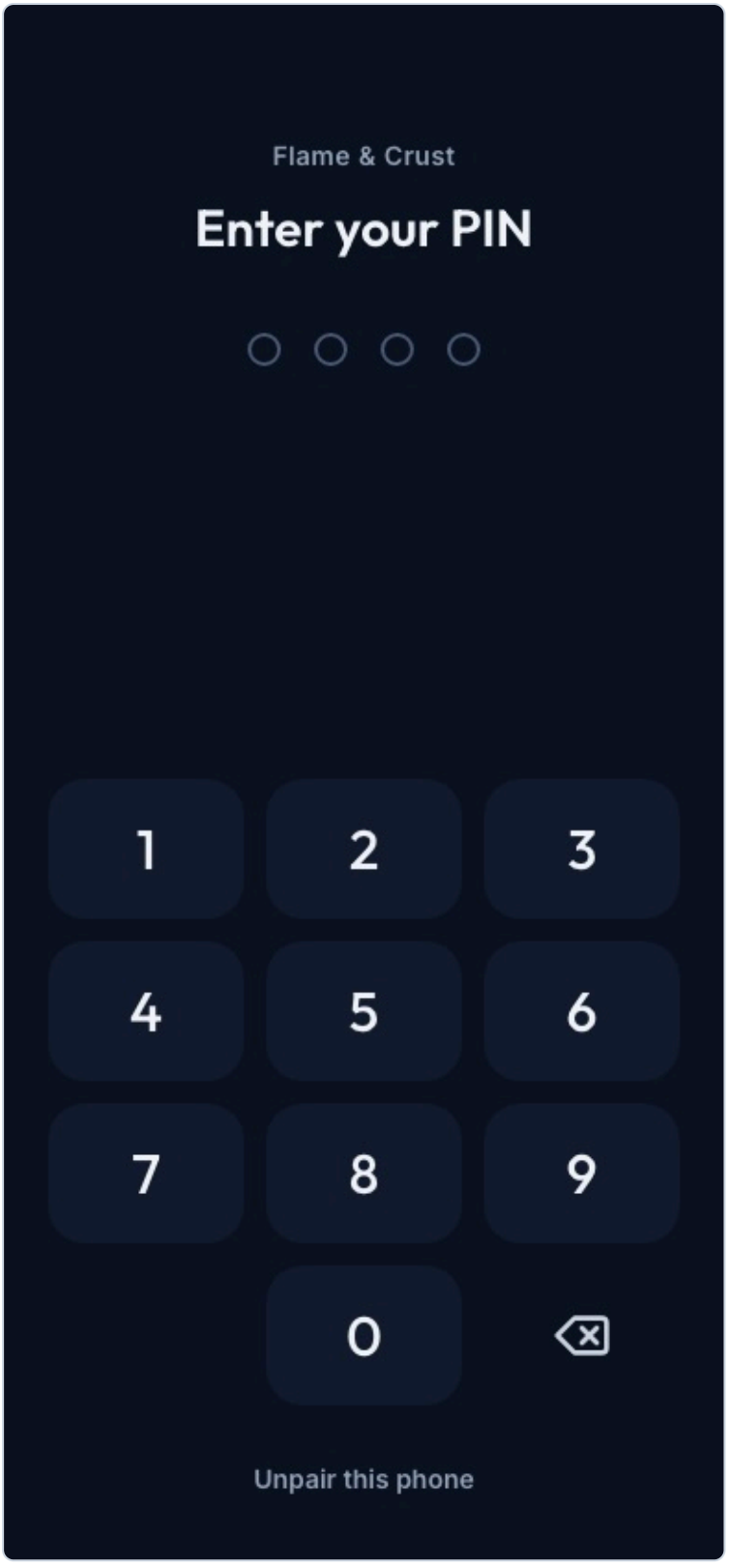
Your store needs a floor plan with tables, and the waiter add-on on your plan.

Steps

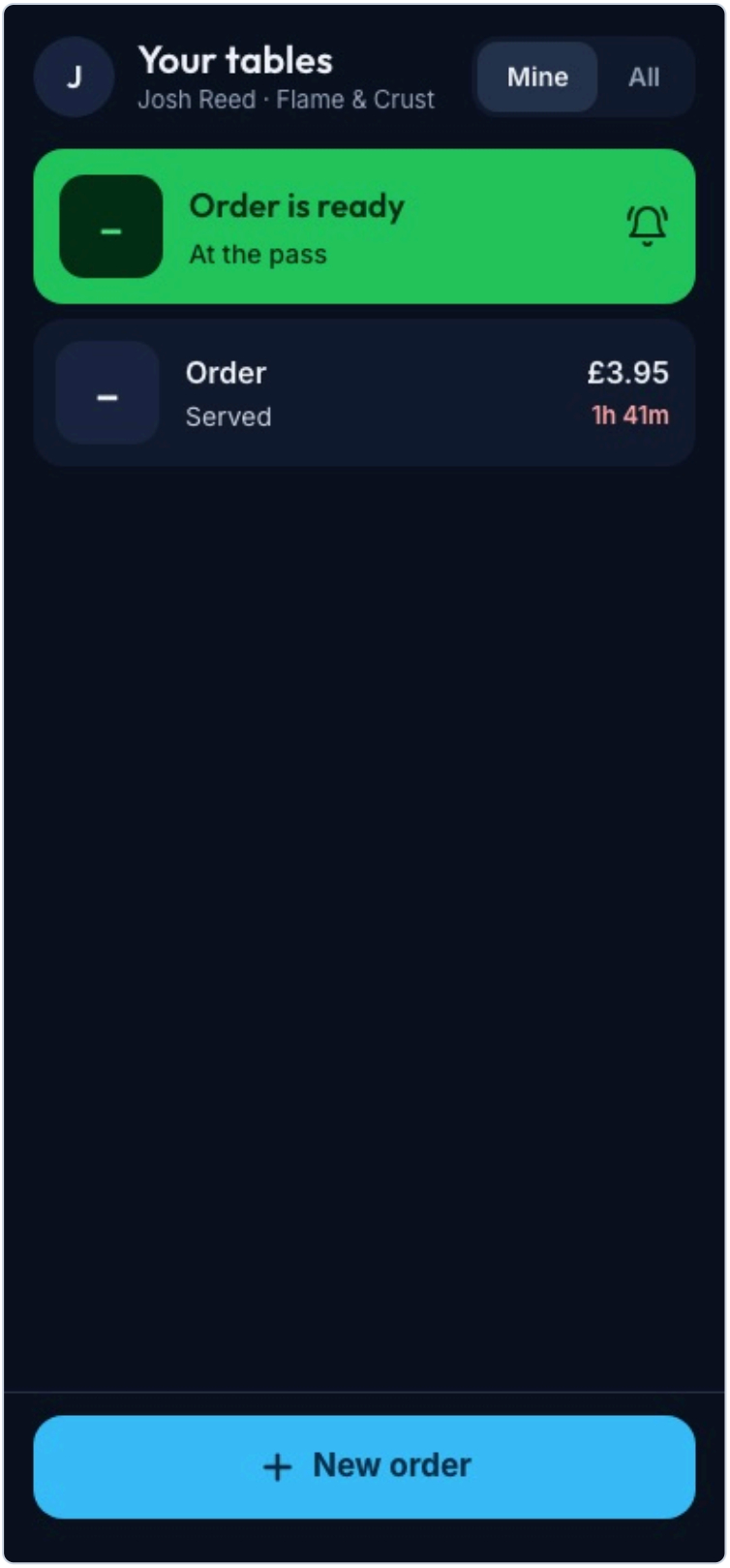
1. **Open Serve on the phone** and tap **Pair this phone**.



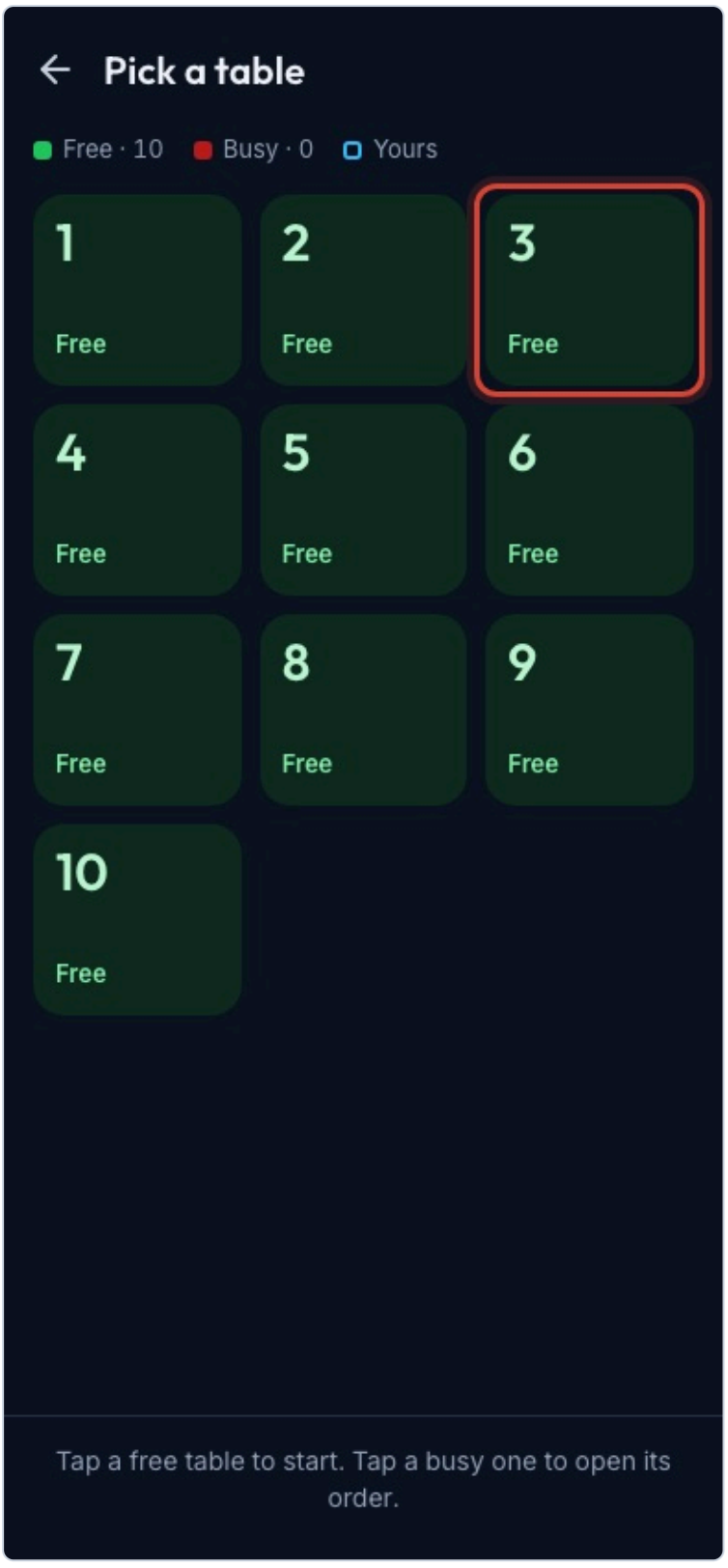
2 **Enter the pairing code.** In the dashboard, open **Stores**, your store, then **Waiter phones → Manage**. Scan the QR code or type the 6-character code; the phone pairs by itself.

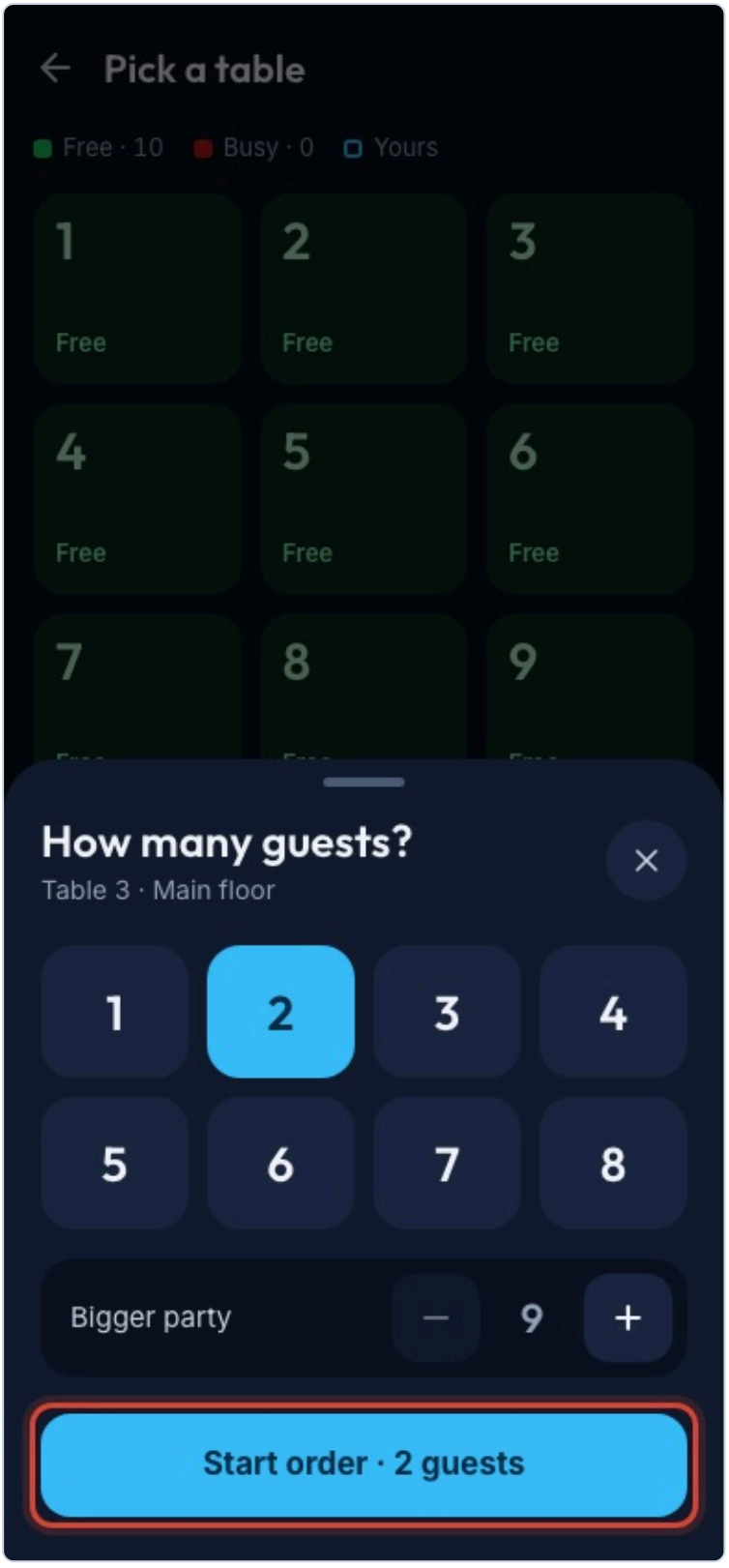


3 **Sign in with your PIN.** Any waiter can sign in on any paired phone.

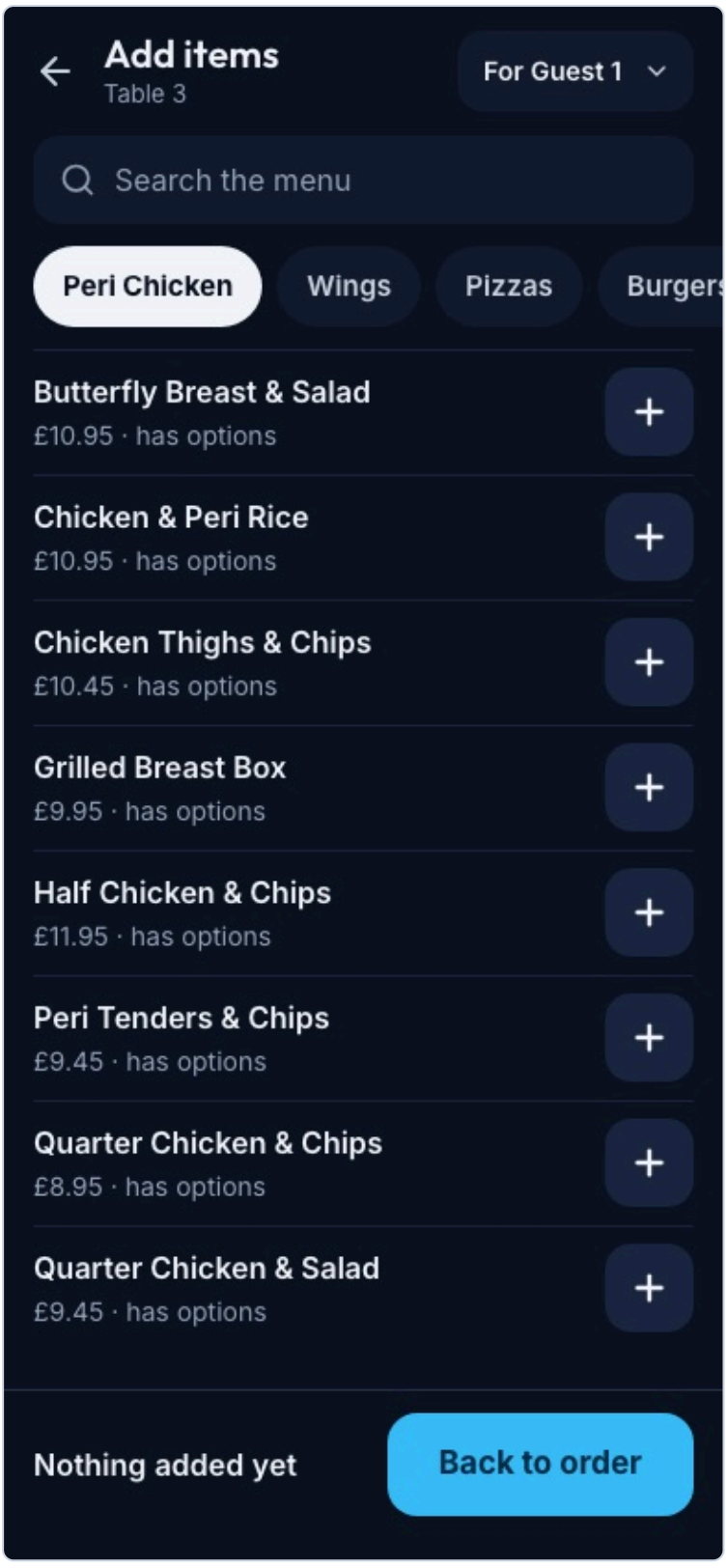


4 **Start an order and pick the table.** Tap **New order**, a free table, then the number of guests, and **Start order**.

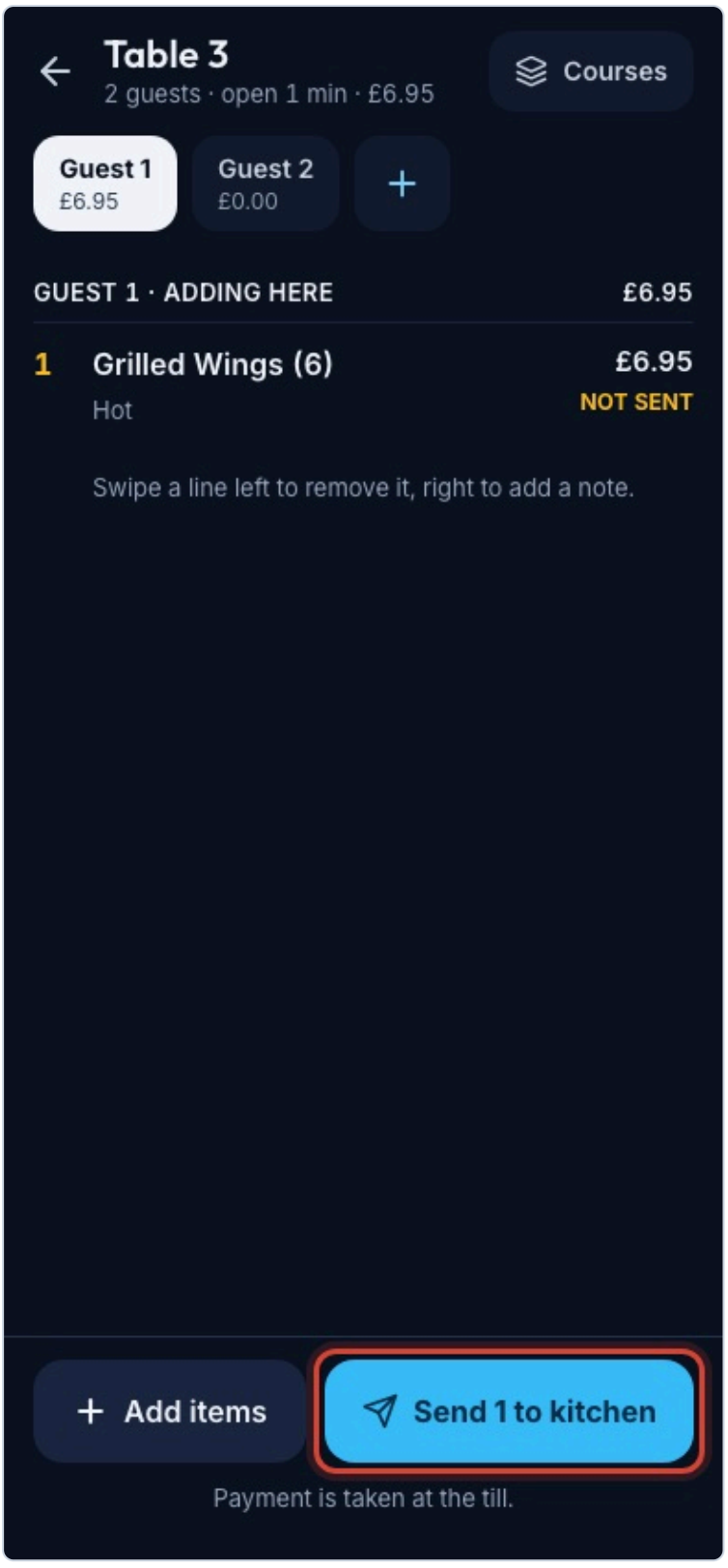



Pick a table
Free · 10
Busy · 0
Yours
1
Free
2
Free
3
Free
4
Free
5
Free
6
Free
7
8
9
How many guests?
Table 3 · Main floor
1
2
3
4
5
6
7
8
Bigger party
9
Start order · 2 guests

5 **Add items.** Tap **Add items**, pick a category and an item, choose any options, then **Add**. Each guest has their own tab, so you can split by seat later.



6 **Send it to the kitchen.** Tap **Send to kitchen**. The order shows on the till and the kitchen screen straight away.



Tips

- On iPhone, use **Share** → **Add to Home Screen** so Serve opens like an app.
- The pairing code expires after 10 minutes. Make a new one if needed.