

The Order Ready Board

How to show customers when their order is ready to collect, and how to set the board up for your counter.

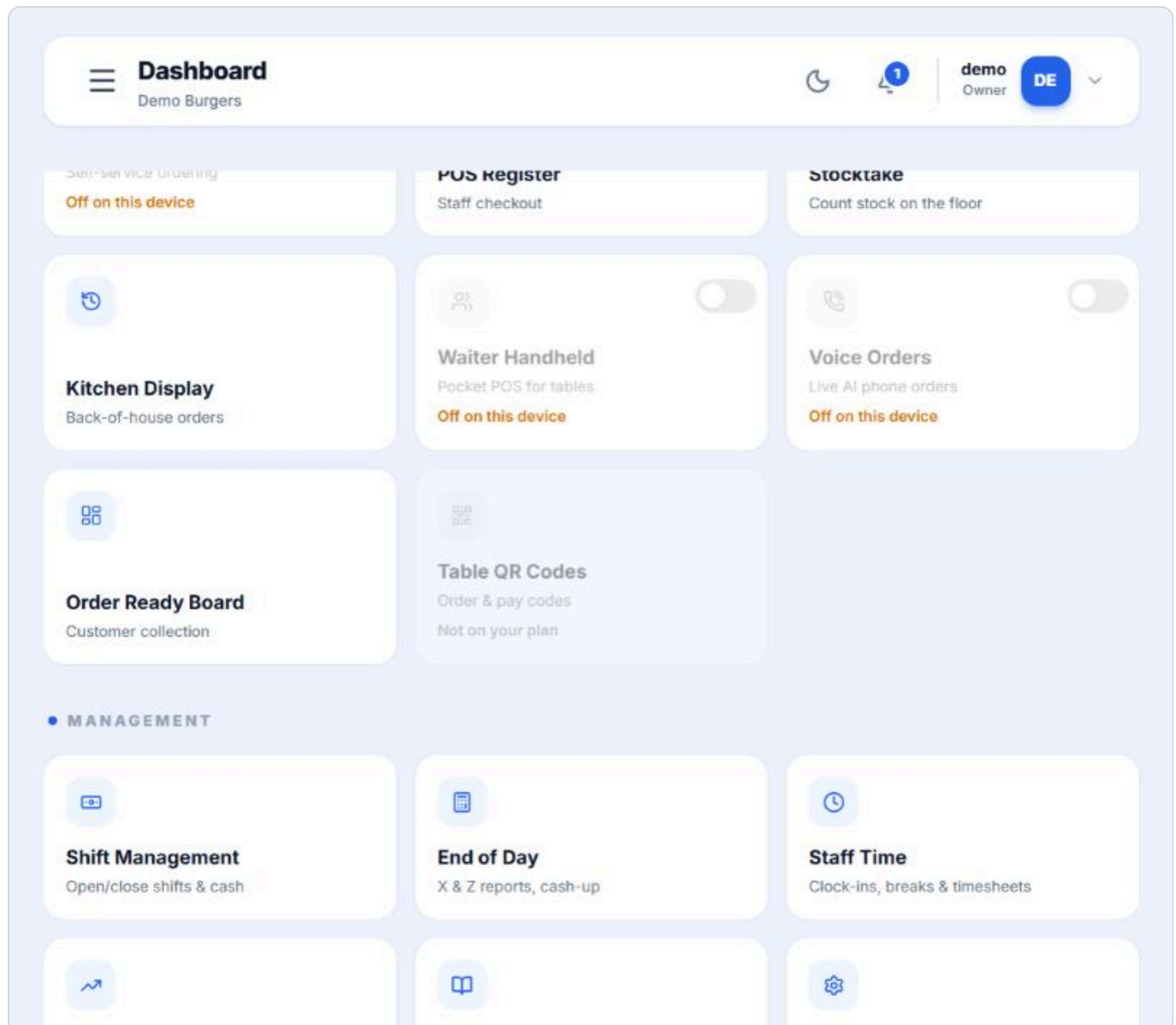
Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

- On the **Dashboard**, tap **Order Ready Board**.
- Orders show under **Preparing order**, then move to **Order ready to collect**.
- Tap the gear at the top right to choose which tills it shows and how it looks, then **APPLY CHANGES**.

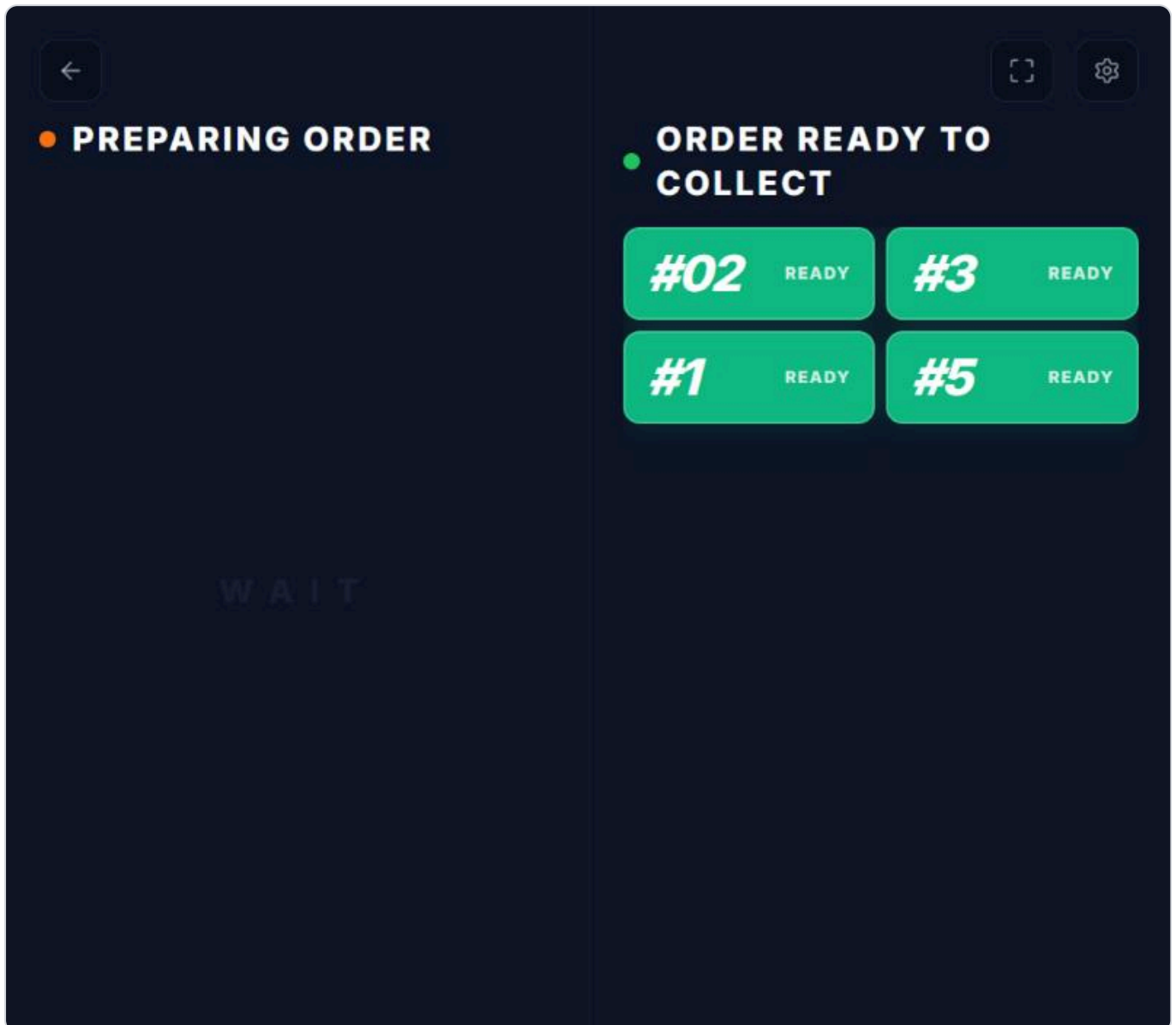
1 Open the board

On the Dashboard, under **Terminals**, tap **Order Ready Board**. Open it on the screen customers will see, such as a TV above the collection point.



2 What customers see

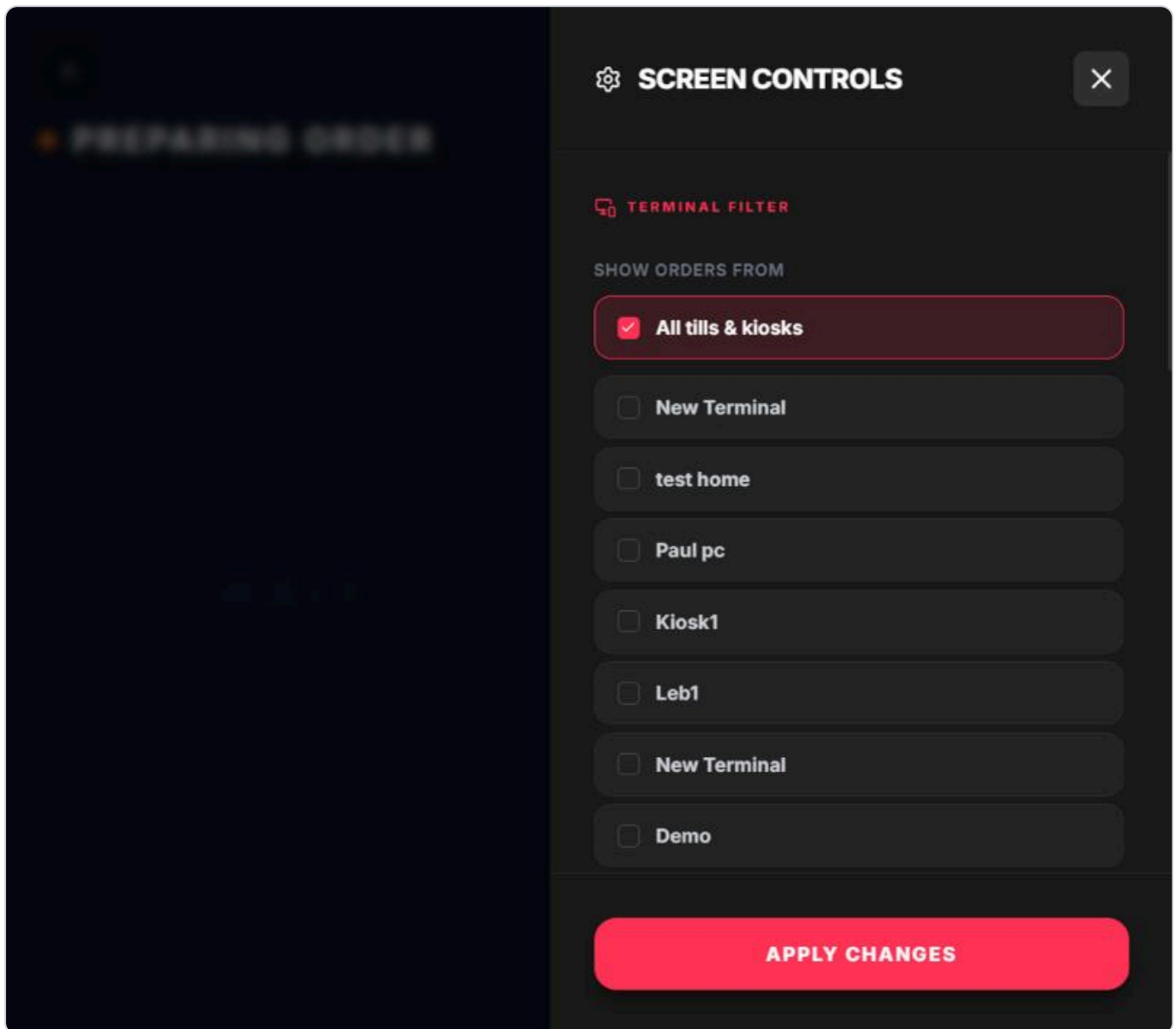
The board has two sides. **Preparing order** on the left shows orders the kitchen is working on. **Order ready to collect** on the right shows order numbers in green with **Ready**, so customers know to come up.



The square button at the top right makes the board full screen. The arrow at the top left leaves the board.

3 Choose which tills it shows

Tap the gear at the top right. **Screen Controls** opens. Under **Terminal filter**, choose **All tills & kiosks**, or tick only the tills and kiosks whose orders should show on this screen. Tick **Online / No Till** to include online orders.



These settings are saved on this screen only, so two boards at two counters can show different tills.

4 Set the layout and look

- **Board density:** how many orders fit in each column before it scrolls. Each side shows two columns.
- **Text labels:** change the words for the Preparing and Ready status.
- **Visual style:** the background, text and accent colours.
- **Advertising (split):** turn on **Split Screen Mode** to keep a third of the screen for adverts.

Tap **APPLY CHANGES**.

If something is not right

Some orders never appear on the board

Open the gear and check **Terminal filter**. Tick the till or kiosk, or **Online / No Till** for online orders.

The board shows orders from the wrong counter

Untick **All tills & kiosks** and tick only the tills for this counter.

Too many orders fit on the screen

Lower **Orders per column** in **Board density**.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.