TOPGRADE SOFTWARE HOUSE

RestroByte

CUSTOMER FEATURE GUIDE

Reference	Details
Edition	2026.10 | 08 October 2026
Audience	Restaurant owners, managers, counter staff, kitchen and delivery teams
Core scope	Dine-in, takeaway, delivery, POS, kitchen and customer ordering
Optional scope	Stock, recipes, loyalty, reports and configured providers

Your restaurant. Digitally connected.

Customer-facing feature inventory based on the current application and product documentation. Optional modules and integrations require the agreed configuration.

Explore the restaurant platform

Order workflows first, followed by stock, customers, reports and rollout planning.

01. Branches, roles and staff access 3
02. Dashboard and daily management 4
03. Categories, products and menu setup 5
04. Add-ons, deals and channel prices 6
05. Counter POS and customer lookup 7
06. Dine-in tables and serving handoff 8
07. Takeaway and collection orders 9
08. Kitchen display and preparation 10
09. Cashier settlement and billing adjustments 11
10. Receipts, invoices and print stations 12
11. Customer web shop and checkout 13
12. Branch and table QR ordering 14
13. Live, scheduled and detailed order review 15
14. Dispatch board and delivery areas 16
15. Rider portal and customer tracking 17
16. Shift records, cash review and rider commissions 18
17. Customers and loyalty rewards 19
18. Vouchers, CRM and campaigns 20
19. Reviews, feedback and public testimonials 21
20. Ingredients, recipes and food-cost context 22
21. Inventory batches, FEFO and wastage 23
22. Suppliers, purchase orders and assets 24
23. Staff rota and business-day operations 25
24. Reports, financial review and display tools 26
25. Payments, messaging and channel configuration 27
26. Deployment scope and demonstration checklist 28

RESTAURANT OPERATIONS

Branches, roles and staff access

Give each person a workspace for their responsibility.

Feature	What the customer can do
Branch records	Maintain restaurant locations and permitted branch context.
Owner and manager	Access authorized administration, menu, reporting and operational controls.
Order taker	Record orders and follow permitted serving actions.
Cashier and kitchen	Separate permitted billing work from food preparation.
Rider access	Give delivery staff their assigned order workspace.
Permissions	Control operational actions through the supported role and permission rules.

Example workflow

Create the location and staff responsibilities, then confirm access with each role.

Setup / availability: Enabled modules, branch assignment and permissions determine available actions.

RESTAURANT OPERATIONS

Dashboard and daily management

Bring recorded business activity into one review.

Feature	What the customer can do
Overview	Review available sales, order and operational summaries.
Branch context	Select the permitted location scope.
Order visibility	Open the related live or scheduled order workspace.
Financial context	Inspect recorded paid and outstanding amounts.
Management review	Investigate summary figures through available records and reports.

Example workflow

Review a representative trading day and investigate the supporting order or report.

Setup / availability: Dashboard accuracy depends on recorded transactions and selected filters.

RESTAURANT OPERATIONS

Categories, products and menu setup

Build a menu that matches your restaurant.

Feature	What the customer can do
Categories	Organize products into the available menu categories.
Product records	Maintain item names, descriptions and supported images.
Variants	Configure supported product sizes or variants.
Availability	Control available items and eligible branch choices.
Pricing	Set the supported product and variant selling prices.
Menu review	Inspect the customer and staff menu after configuration.

Example workflow

Create a category, item and variant, then review the orderable menu.

RESTAURANT OPERATIONS

Add-ons, deals and channel prices

Make the order reflect the customer choices.

Feature	What the customer can do
Add-on groups	Create supported modifier or add-on groups.
Item choices	Associate eligible add-on selections with menu items.
Promotions and deals	Configure supported offers and deal choices.
Channel prices	Maintain eligible channel-specific price overrides.
Price preview	Review the calculated order quote before confirmation.

Example workflow

Configure a representative item with an add-on and deal, then compare its quote.

Setup / availability: Eligibility, combinations, discounts and rounding follow the configured pricing rules.

RESTAURANT OPERATIONS

Counter POS and customer lookup

Give the counter a practical order-entry routine.

Feature	What the customer can do
Product selection	Find menu items and add supported choices to an order.
Customer lookup	Search customer records using permitted identifying details.
Customer creation	Record supported customer information at the counter.
Order quote	Review item totals and applicable charges or discounts.
Parked orders	Use the available parked-order tools where enabled.
Counter order	Create the permitted dine-in, takeaway or delivery order.

Example workflow

Select items, confirm the customer and order type, review the quote and submit.

RESTAURANT OPERATIONS

Dine-in tables and serving handoff

Connect the table order with preparation and billing.

Feature	What the customer can do
Table setup	Maintain supported restaurant-table records.
Table context	Associate an eligible dine-in order with its table.
Order additions	Append permitted items to an existing order.
Item amendments	Use the authorized amendment workflow.
Serving handoff	Mark eligible prepared food as served.
Unpaid tables	Review table orders awaiting cashier settlement.

Example workflow

Take a table order, prepare and serve it, then follow it to cashier settlement.

Setup / availability: Serving, occupancy and payment follow the permitted order-state rules.

RESTAURANT OPERATIONS

Takeaway and collection orders

Support customers collecting food from the outlet.

Feature	What the customer can do
Takeaway entry	Create eligible collection orders through the supported staff or customer channel.
Customer detail	Maintain available contact information for the order.
Kitchen preparation	Carry the order into the preparation workflow.
Ready queue	Review eligible ready takeaway orders.
Payment and handover	Follow the permitted billing and collection actions.

Example workflow

Record a takeaway, prepare the items and confirm the required payment and handover.

RESTAURANT OPERATIONS

Kitchen display and preparation

Keep the preparation team close to incoming orders.

Feature	What the customer can do
Kitchen feed	Review the supported live preparation feed.
Order items	Inspect item quantities, choices and preparation detail.
Preparation status	Follow the available order or item status.
Ready action	Use the eligible bump or ready control.
Cancellation	Apply permitted cancellation handling.
Preparation review	Use available timing or kitchen-analysis information.

Example workflow

Send a representative order to the kitchen and confirm its eligible ready handoff.

Setup / availability: Station setup, screen refresh behavior and kitchen practices are agreed during rollout.

RESTAURANT OPERATIONS

Cashier settlement and billing adjustments

Close the order with a reviewable payment record.

Feature	What the customer can do
Cashier desk	Review unpaid tables and ready takeaway orders.
Billing preview	Inspect the current amount before settlement.
Billing adjustments	Apply authorized supported adjustments.
Payment entries	Record available payment-method information.
Settlement	Complete the permitted order-settlement action.
Receipts	Review the resulting cashier receipt and order balance.

Example workflow

Open an unpaid order, inspect the bill and authorized adjustments, then settle it.

Setup / availability: A recorded payment is distinct from independently confirmed processor or bank settlement.

RESTAURANT OPERATIONS

Receipts, invoices and print stations

Give staff and customers useful transaction documents.

Feature	What the customer can do
Kitchen receipt	Open the supported preparation ticket.
Cashier receipt	Review the available billing receipt.
Order PDF	Download the supported order document.
Invoice PDF	Generate the available customer invoice.
Print jobs	Review eligible jobs, acknowledgements and retry actions.
Print station	Use permitted pause or issue-resolution tools.

Example workflow

Generate an order document and test receipt printing on the intended equipment.

Setup / availability: Printer format, browser, station connectivity and actual hardware require validation.

RESTAURANT OPERATIONS

Customer web shop and checkout

Let customers order through your own online menu.

Feature	What the customer can do
Web menu	Browse the available categories, products and options.
Product detail	Inspect supported item information and choices.
Cart	Add, change or remove eligible cart items.
Checkout quote	Review supported charges and order total.
Order placement	Submit the eligible customer order.
Confirmation	Open the resulting order confirmation.

Example workflow

Browse the menu, build a cart, confirm fulfillment choices and place a test order.

Setup / availability: Payment processing, messaging and hosting fees remain subject to the agreed providers and plan.

RESTAURANT OPERATIONS

Branch and table QR ordering

Bring the digital menu to the customer.

Feature	What the customer can do
Branch menu QR	Open the supported branch menu.
Table ordering	Use the eligible table-linked ordering path.
Takeaway choice	Start a supported collection order.
Delivery choice	Start a supported delivery order.
QR order review	Inspect the permitted QR-menu orders workspace.
Menu PDF	Generate the supported menu PDF and QR material.

Example workflow

Scan the branch or table QR, build a test order and confirm the staff-side record.

Setup / availability: Public links, table mapping, branch availability and device connectivity require setup.

RESTAURANT OPERATIONS

Live, scheduled and detailed order review

Follow orders across supported operational states.

Feature	What the customer can do
Live orders	Review current orders and available filters.
Scheduled orders	Inspect eligible future or scheduled orders.
Order queue	Use the permitted order-taker queue.
Order detail	Open recorded items, customer and fulfillment context.
Status review	Follow the supported preparation, delivery and payment status.
Document links	Open applicable receipt or PDF actions.

Example workflow

Find an order by its reference and follow the related operational and billing detail.

RESTAURANT OPERATIONS

Dispatch board and delivery areas

Organize delivery responsibility from a central workspace.

Feature	What the customer can do
Delivery towns	Maintain supported delivery-area reference records.
Rider records	Create and maintain permitted driver information.
Dispatch board	Inspect eligible delivery orders and rider context.
Assignments	Use supported rider-assignment actions.
Map context	Review available recorded location information.
Delivery review	Follow the assigned order through its permitted states.

Example workflow

Prepare an area and rider, assign a representative delivery and inspect the result.

Setup / availability: Assignment rules and map providers require configuration; traffic-aware optimal routing is not promised.

RESTAURANT OPERATIONS

Rider portal and customer tracking

Keep delivery staff and customers informed.

Feature	What the customer can do
Rider feed	Review assigned delivery work in the supported rider workspace.
Availability	Use the permitted availability control.
Accept or reject	Respond to an eligible assignment.
Pickup and delivery	Record the supported pickup and delivered states.
Customer tracker	Open the supported order-tracking page.
Location context	Show available actual rider or order-location information.

Example workflow

Follow an assigned delivery from rider response to pickup and final status.

Setup / availability: Tracking depends on actual location updates, device permission, connectivity and provider setup.

RESTAURANT OPERATIONS

Shift records, cash review and rider commissions

Review the money associated with daily staff activity.

Feature	What the customer can do
Shift workspace	Inspect the supported shift and cash-session records.
Shift audit	Review recorded totals and available discrepancy information.
Rider commission	Maintain eligible commission configuration or records.
Cash collection	Inspect available rider collection or settlement context.
Management review	Investigate the supporting orders and payments.

Example workflow

Review a representative shift and delivery, then reconcile recorded amounts.

Setup / availability: Payroll, payout policy and actual money transfer are agreed separately.

RESTAURANT OPERATIONS

Customers and loyalty rewards

Keep customer relationships beyond one order.

Feature	What the customer can do
Customer records	Maintain supported identity and contact information.
Order history	Inspect available related customer orders.
Reward configuration	Set supported loyalty and redemption rules.
Reward records	Review eligible points or reward-card information.
Counter enrollment	Use supported customer or loyalty enrollment tools.

Example workflow

Create a customer, inspect an eligible order and test the configured reward rule.

Setup / availability: Rewards follow eligibility and configured rules; repeat sales are not guaranteed.

RESTAURANT OPERATIONS

Vouchers, CRM and campaigns

Give marketing a structured customer record.

Feature	What the customer can do
Voucher setup	Create supported discount-code records and restrictions.
Voucher application	Apply eligible vouchers through the available quote workflow.
CRM workspace	Review supported customer and segmentation information.
Customer scoring	Use available rule-based customer activity indicators.
Campaign records	Prepare the supported marketing audience and message context.

Example workflow

Configure an offer, inspect the intended audience and validate an eligible order.

Setup / availability: Segmentation is based on recorded activity. Messaging requires consent, provider setup and agreed limits.

RESTAURANT OPERATIONS

Reviews, feedback and public testimonials

Collect feedback through the supported customer journey.

Feature	What the customer can do
Order review link	Open the eligible token-based review page.
Branch feedback	Use supported branch feedback and QR links.
Social feedback	Configure the eligible Google verification path where required.
Moderation	Review and manage supported customer feedback records.
Analytics	Inspect available feedback summaries.
Testimonials	Publish eligible approved and consented reviews.

Example workflow

Submit test feedback, review it and confirm the agreed public visibility.

Setup / availability: Identity providers, consent and moderation rules require setup; ratings are not independently certified.

RESTAURANT OPERATIONS

Ingredients, recipes and food-cost context

Connect menu items with their ingredient records.

Feature	What the customer can do
Ingredient recipes	Maintain supported product-to-ingredient relationships.
Quantities	Record the configured ingredient quantities.
Ingredient costs	Use available recorded purchasing and stock-cost data.
Cost review	Inspect supported recipe or margin information.
Menu decisions	Compare the recorded food-cost context with selling prices.

Example workflow

Define a representative recipe and review its recorded cost context.

Setup / availability: Cost accuracy depends on units, yields, purchasing data and the configured consumption policy.

RESTAURANT OPERATIONS

Inventory batches, FEFO and wastage

Give stock and expiry records a useful operating role.

Feature	What the customer can do
Inventory position	Inspect the available recorded stock.
Batch records	Maintain supported batch and expiry information.
FEFO context	Use the supported earliest-expiry stock workflow.
Wastage	Record permitted waste adjustments and reasons.
Stock report	Review available inventory reporting.
Availability snooze	Use eligible temporary out-of-stock or snooze controls.

Example workflow

Record a representative stock batch, review expiry context and inspect a waste entry.

Setup / availability: Automatic consumption and item availability depend on configured recipes and supported workflows.

RESTAURANT OPERATIONS

Suppliers, purchase orders and assets

Keep the supporting restaurant records connected.

Feature	What the customer can do
Supplier records	Maintain supported supplier and partner information.
Purchase orders	Prepare and review eligible purchase-order records.
Receiving context	Follow the available receiving and inventory relationship.
Corporate accounts	Maintain supported corporate-customer information.
Fixed assets	Review the available restaurant asset ledger.

Example workflow

Create a supplier and representative purchase record, then inspect the stock context.

Setup / availability: These modules do not imply a full statutory accounting or enterprise procurement system.

RESTAURANT OPERATIONS

Staff rota and business-day operations

Prepare the team and daily operating context.

Feature	What the customer can do
Staff records	Maintain permitted staff information.
Rota	Create and review the supported staff schedule.
Availability	Use eligible availability and shift context.
Business days	Inspect supported operational-day records.
Daily control	Confirm the selected branch, shift and permissions.

Example workflow

Prepare a representative rota and inspect the related business-day or shift view.

Setup / availability: Advanced HR, statutory payroll and biometric-device integrations are outside this stated scope.

RESTAURANT OPERATIONS

Reports, financial review and display tools

Turn recorded orders into practical management information.

Feature	What the customer can do
Sales and menu reports	Review sales, order, product, category and type-split information.
Payment and delivery reports	Inspect recorded payments, deliveries and delivery metrics.
Customer and voucher reports	Review available customer and promotion reporting.
Operational reports	Inspect inventory, shift, staff-cost and kitchen analytics.
Tax and financial review	Review supported VAT or tax summaries and financial-auditing views.
Digital signage and CFD	Configure available menu boards and customer-facing display tools.

Example workflow

Select the branch and period, inspect a report and test the intended display.

Setup / availability: Report definitions, complete records and tax configuration require review; no statutory filing or hardware certification is implied.

RESTAURANT OPERATIONS

Payments, messaging and channel configuration

Choose the external services for your rollout.

Feature	What the customer can do
Online payments	Configure an available payment driver and permitted checkout workflow.
Processor confirmation	Validate the selected processor return and payment status.
WhatsApp tools	Use supported inbox, cart-link or messaging workflows.
SMS and email	Configure available providers, templates and test-message tools.
Sales channels	Maintain available delivery-channel configuration and webhook mapping.
Audit logs	Review available recorded system activity.

Example workflow

Test the selected provider in its approved test environment before enabling production.

Setup / availability: External accounts, credentials and fees apply. Channel Sync Now is a local trigger; universal live marketplace synchronization is not promised. Demo payments do not represent real collection.

RESTAURANT OPERATIONS

Deployment scope and demonstration checklist

Agree the operating setup before a customer rollout.

Feature	What the customer can do
Order journey	Test dine-in, takeaway and delivery from entry to settlement.
Device setup	Validate staff screens, QR links, printers and intended displays.
Data setup	Confirm menu, prices, customer records and opening stock.
Connectivity	Review installed PWA behavior and network requirements.
Provider checks	Validate payments, actual tracking and selected messaging.
Rollout agreement	Agree migration, access, training, hosting, backups, pricing and support.

Example workflow

Demonstrate one order of each fulfillment type and confirm the agreed rollout scope.

Setup / availability: The current service worker caches selected GET content and an offline page. Full offline order entry, kitchen synchronization or payment processing is not claimed.