BIZA · POINT OF SALE

CAFE & QUICK SERVICE

A queue that never waits for the software

For **cafes, coffee shops, quick service and food-court counters** · September 2026

> Nine in the morning. Fourteen people in line, one card machine, and a flat white that has to be made before the next order can be taken. Anything the software asks for now is a minute you do not have.

So the counter asks for as little as possible: tap, options, pay, next. The kitchen screen has the order before the cup is picked up.

Under a minute

Tap, choose the options, take payment, print — the whole loop

Self-checkout

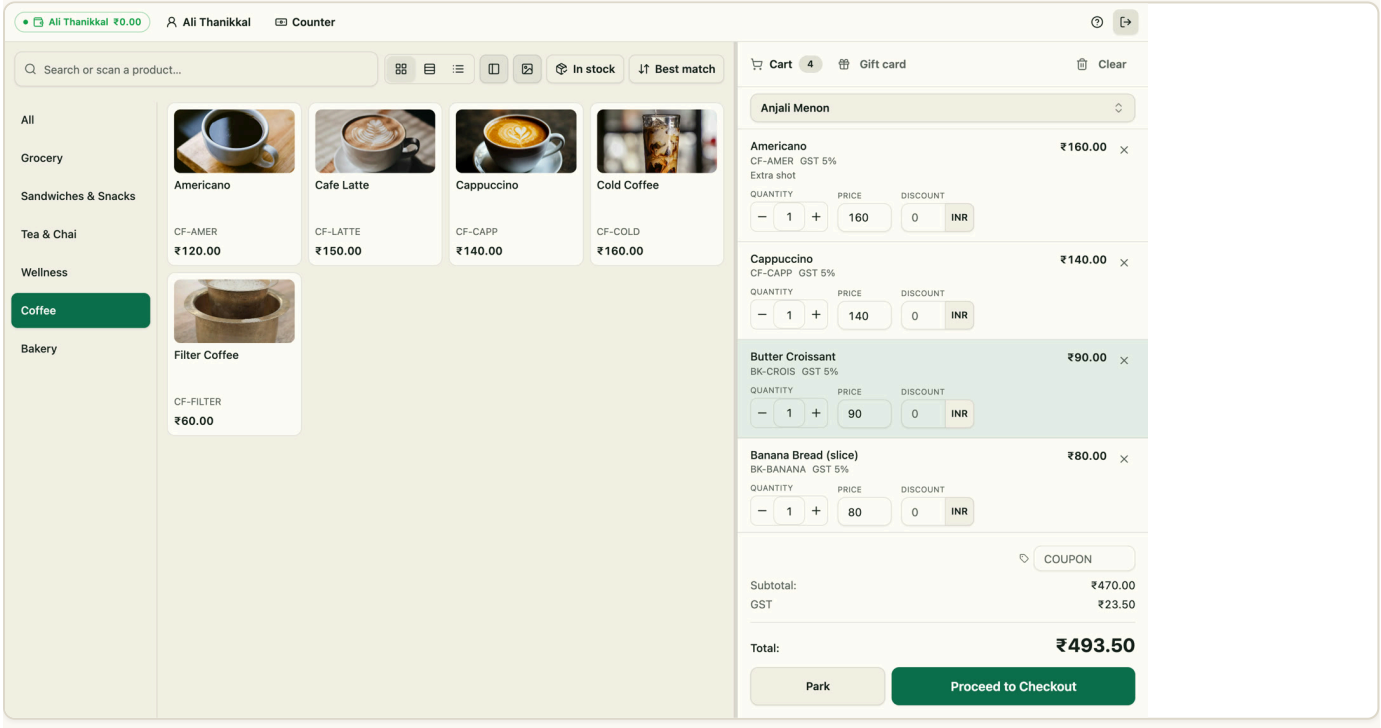
A tablet lane takes the overflow, approved by a staff PIN

Offline

The rush does not stop because the router did

Same books

Every cup is an invoice and a journal entry, not a day-end total



The counter: a named regular, options priced on the line, GST worked out as the cart fills.

WHAT A BUSY COUNTER NEEDS

01 Walk-up orders, without a table in sight

Most cafe orders belong to a person, not a table. A walk-up order behaves exactly like a table order — it can be sent to the kitchen, added to, split and billed — but it lives in a list rather than on a floor plan. If you do put tables in, both work side by side.

- Walk-up orders alongside any tables you have
- Add to an order while the first round is being made
- Close an order without a bill, with a reason
- Send to the kitchen in rounds
- Name or number the order for collection
- Any device can pick up any order

02 Options without slowing the line

Size, milk, shots, syrup and temperature are option groups with their own price differences and minimum or maximum choices. They appear the moment the product is tapped, apply on the device and are re-applied on the server, so a large oat latte cannot be sold at the small price.

- Option groups per product
- Minimum and maximum choices enforced
- Same options on the self-checkout kiosk
- Price difference per option
- Printed on the kitchen or bar ticket
- Re-checked server-side on every sale

03 The bar screen keeps the order

Send to kitchen puts the drink on the bar screen and the food on the kitchen screen, each with its own ticket number and the order name. Start and Done move it along; a ticket bumped by mistake is brought back in one tap.

- A station per category, with an optional ticket printer
- Ticket number and order name on every ticket
- Tickets print and appear on screen at the same time
- Start, Done and bring back
- Course and seat when you use them
- A printer fault never blocks a sale

04 A self-checkout lane for the overflow

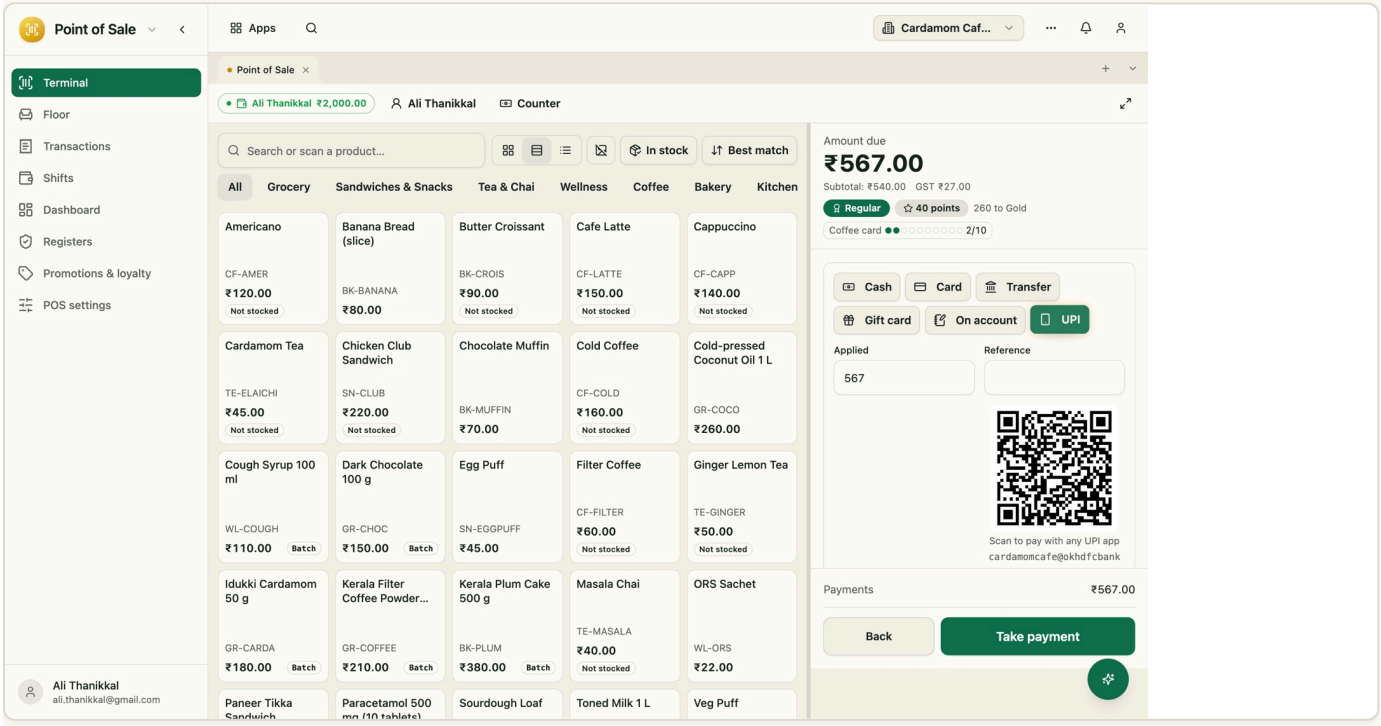
Turn a spare tablet into an unattended lane: the customer scans, pays by card on the terminal beside it, and a member of staff confirms with their PIN. The receipt prints and the screen resets. Items needing a serial or batch, out-of-stock items and unknown codes ask for staff.

- Scan, basket, pay — no login for the customer
- Per-kiosk lockout after repeated wrong PINs
- Idle reset between customers
- Staff approve the card payment with a PIN
- Prints on the kiosk printer
- Assistance events recorded for the manager

05 Regulars, points and gift cards

Points are earned on the goods total and redeemed as a tender, with the balance printed on the receipt. Gift cards are sold from the cart, post to a liability rather than revenue, and are redeemed by code. Both are ordinary tenders at the counter, so the queue does not notice them.

- Points earned, redeemed and printed on the slip
- Store credit issued on a return
- Happy-hour promotions on a time window
- Gift cards sold, reloaded, voided and redeemed
- Customer groups for staff or student pricing
- Bundles such as coffee and a pastry for one price

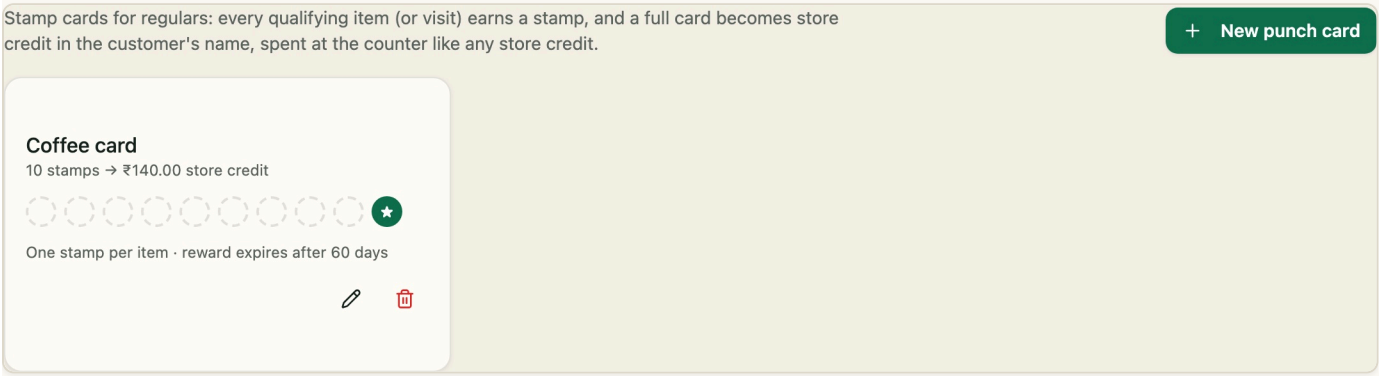


Paying by UPI: the QR carries the amount, and the regular's tier, points and coffee card sit above the tenders.

A MORNING RUSH

06:45 Open the counter with a float. Yesterday closed itself into the ledger.

07:05	The queue builds. Tap, options, pay, print — the bar screen already has the first four drinks.
08:10	The kiosk lane takes the pastry-and-coffee crowd; a barista approves each card payment with a PIN.
09:30	The connection drops. Nothing changes at the counter; sixteen sales queue and post when it returns.
10:15	A regular redeems 300 points against a flat white; the balance prints on their slip.
14:00	Shift handover: the next barista signs in with a PIN on the same open drawer.
18:30	Close the counter. Blind count, Z report, tips report for the jar.



A coffee card: ten stamps, then store credit for a drink in the regular's name.

WHAT THE BOOKS GET

A 27.00 order — a large latte with an extra shot and a croissant — with 15% VAT, paid by card:

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 Dr  Bank – card acquirer              31.05
     Cr  Beverage revenue                      18.00
     Cr  Food revenue                           9.00
     Cr  VAT output                             4.05
Kitchen  bar ticket #142 (1 latte, +1 shot)  .  kitchen ticket #143 (1 croissant)
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SPECIFICATION

Counter	Walk-up orders and optional tables; modifiers; kitchen and bar stations with tickets and displays; self-checkout kiosk; phone layout; quick-tender chips and a numeric keypad
Devices	Windows, macOS and Linux desktop app; iPad and Android tablet; phone; any browser, installable as a web app
Printing	ESC/POS thermal printers over the network, or USB / serial / Bluetooth through the computer's print queue; 58 mm and 80 mm; cash drawer opens on cash sales

Tenders	Cash, card, bank transfer, gift card, store credit, loyalty points and **on account** (the balance stays on the customer's receivable); mada in Saudi Arabia, UPI with a scan-to-pay QR in India; split across any number, each banked to the account you choose
Cash control	Shifts per counter with a counted float, cash in / out with reasons, blind count at close, X and Z reports, variance, cashier PIN switch, audited drawer opens
Offline	Every sale, return and cash movement queues on the device and posts exactly once when the connection returns
Compliance	ZATCA Phase 1 QR and Phase 2 clearance (Saudi Arabia), GSTIN with HSN/SAC and a UPI QR (India), TRN (UAE), plain receipts elsewhere
New	Recipes per drink and per option; punch cards and tiers; order-ahead pickup; delivery orders with contact and address; comps and staff meals with a daily limit; kitchen log; one-tap store credit

NEW AT THIS COUNTER

What the cafe counter now has:

- **Recipes that deduct the milk and the beans.** Every latte takes its 18 g and 200 ml off the shelf; an extra shot takes 9 g more. Food cost per drink, shortfalls on the dashboard.
- **Punch cards.** Buy nine, the tenth is on us — stamps per cup or per visit, and a full card becomes store credit in the regular's name, booked as a liability the moment it exists.
- **Loyalty tiers.** Silver, Gold, whatever you call them: tier by lifetime points, with a points multiplier, printed on the receipt when a regular moves up.
- **Order ahead for pickup.** A link or a QR at the door; the customer picks a collection slot and pays when they arrive.
- **Delivery orders at the counter.** Take a phone order for delivery with the customer's contact and address, or for pickup, and it goes to the bar and kitchen like any other. The delivery charge is added for you.
- **A pickup menu you choose.** Show guests the drinks and food, not the beans and mugs on the retail shelf.
- **Comps and staff meals, kept honest.** A free coffee needs a reason and carries a name; a daily limit per person asks for a manager's PIN past it; staff meals are booked as an expense, and a report shows who gave what away.
- **A kitchen log.** Every ticket of the day with how long it took; reprint one, or cancel one not yet started.
- **One-tap store credit at checkout.** The counter shows a regular's tier, points, stamps and any credit they can spend right now.

Integrations on request: delivery apps, and card terminals from your country's acquirer (Geidea and mada in Saudi Arabia, Pine Labs and Razorpay in India, Stripe elsewhere).

THE WHOLE COUNTER

Everything above sits on one product. This is all of it, the same in every edition, whether or not your counter needs each part on day one.

SELLING

- Search by name, SKU or barcode; category chips; sort by best-selling or recently sold
- Variants on one card, with a picker; a variant barcode adds that variant directly
- USB and Bluetooth scanners with no setup; camera scanning in the mobile app
- Keyboard shortcuts: F2 search, F4 pay, F6 park, F8 returns, F9 exact cash
- Line and cart discounts, and price overrides, each behind its own permission
- Sold by the piece, kg, metre or litre; weight and price labels from scales
- Options with minimum and maximum choices, priced on the line
- Park a cart with a note and resume it on any counter
- A second screen for the customer; a self-checkout kiosk
- Full-screen register mode; phone and tablet layouts built for touch

PAYMENTS

- Cash with quick-amount chips, a keypad and exact cash; change worked out
- Card and bank transfer with a reference, banked to the account you choose
- Gift cards, store credit and loyalty points as tenders
- On account, within the customer's credit limit
- mada in Saudi Arabia; UPI with a scan-to-pay QR in India
- Split one bill across any number of tenders
- Tips to a liability, never revenue; a service charge by percentage
- Account payments at the counter, oldest invoice first
- Trade-ins and charge-to-room, where the counter uses them

RECEIPTS

- 58 mm and 80 mm thermal slips, printed as an image so every script prints as shown
- Auto-print, and the drawer opens on cash sales
- Email with the invoice PDF attached; WhatsApp with a link to it
- Reprint any sale from Transactions
- The receipt title, tax number and fiscal QR your country requires
- Serial, batch, expiry and HSN on the lines that need them

CUSTOMERS AND LOYALTY

- Walk-in by default; any customer from the address book in one search
- Customer groups, with their own promotions and price lists
- Price lists with quantity breaks, by group or by counter
- Promotions: percent off, amount off, fixed price, buy X get Y, N for X
- Schedules, days, hours, limits and coupon codes that say why they did not apply
- Points, tiers with multipliers, and punch cards that pay out as store credit
- Gift cards sold, reloaded and voided, booked as a liability

STOCK

- Each counter sells from its own location, with live on-hand on every card
- Low stock, out of stock, not stocked here and backorder, per product
- Serial numbers and batches with expiry, soonest-expiry first
- Returns put back the exact unit or batch that came back
- Recipes that take ingredients off the shelf, costed first-in-first-out
- Transfer stock between locations from the counter
- Price and product changes reach open counters without a reload

CASH AND TRUST

- Shifts per counter with a counted float
- Cash in and out with reasons; a mistake is voided with a reversing entry
- Blind count at close, X and Z reports, and the variance
- Every cashier is a real user; switch by PIN, lock the counter to step away
- Permissions checked by the database, not just the screen
- Voids, no-sale drawer opens and sign-ins recorded with a name

RETURNS

- Return any line or all of them, against the original sale
- Refund in cash, as a credit on the account, or as store credit
- A credit note every time, with its own number
- Returns work offline against the counter's own copy of the sale

TABLES AND KITCHEN

- Floors and tables with seats; table states: free, seated, not sent, bill printed
- Move or merge tables, or move some items onto another table's bill; the kitchen gets a slip
- Kitchen tickets per station, printed and on a kitchen screen, in rounds
- A kitchen log with time to plate, reprints and cancelled tickets
- Courses and seats; split by item or seat; print the bill before paying
- Comps with a reason, a daily limit per person, a manager PIN past it, and a report
- Guests order from the table by QR, from the categories you choose
- Pickup and delivery orders, with a delivery charge added for you
- Reservations and a waitlist; tips paid out to each server

OFFLINE

- Sales, returns, cash movements and shift open and close all work offline
- Everything queues on the device and posts exactly once when the line returns
- Anything the server refuses stays visible, with the reason, until someone acts

OVERSIGHT

- A live dashboard of every counter and outlet, refreshed every 15 seconds
- Sales by hour, tender mix and top items
- Attention flags at thresholds you set: variance, voids, refunds, discounts, no-sales
- Reconciliation: what the counters took against the ledger and the journal
- Reports for tips, comps and ingredient shortfalls

COMPLIANCE

- ZATCA Phase 1 QR and Phase 2 clearance in Saudi Arabia
- GSTIN with HSN/SAC in India; TRN in the UAE; VAT numbers elsewhere
- Age checks and prescriptions before the line goes on the bill
- A controlled-drug register, batch recalls and warranty checks by serial

DEVICES AND HARDWARE

- Desktop app for Windows, macOS and Linux
- iPad and Android tablets, and phones; or any browser, installable
- ESC/POS printers on the network, or USB, serial and Bluetooth through the computer
- Cash drawers on the printer's port; ticket printers per kitchen station

Screens from a demo workspace, "Cardamom Cafe & Store" in Kochi.

See it on your own counter

Start a free trial at **my.biza.app**, or ask for a walkthrough on your own menu, with your own options and a real bar printer. The POS guides are at **biza.app/docs**.