BIZA · POINT OF SALE

HOTEL F&B AND RETAIL OUTLETS

The restaurant, the pool bar and the same ledger as the rooms

For **hotels, resorts and serviced apartments with food, beverage and retail outlets** · September 2026

> The property management system knows the rooms. The restaurant has its own point of sale, the pool bar has a notebook, and the gift shop has a calculator. At month end, three sets of numbers arrive at one accountant.

In BIZA the outlets and the rooms are the same system: the PMS runs the stay, the counters run the outlets, and both post into one ledger.

One ledger

Rooms, outlets, purchases and payroll in the same books

Per outlet

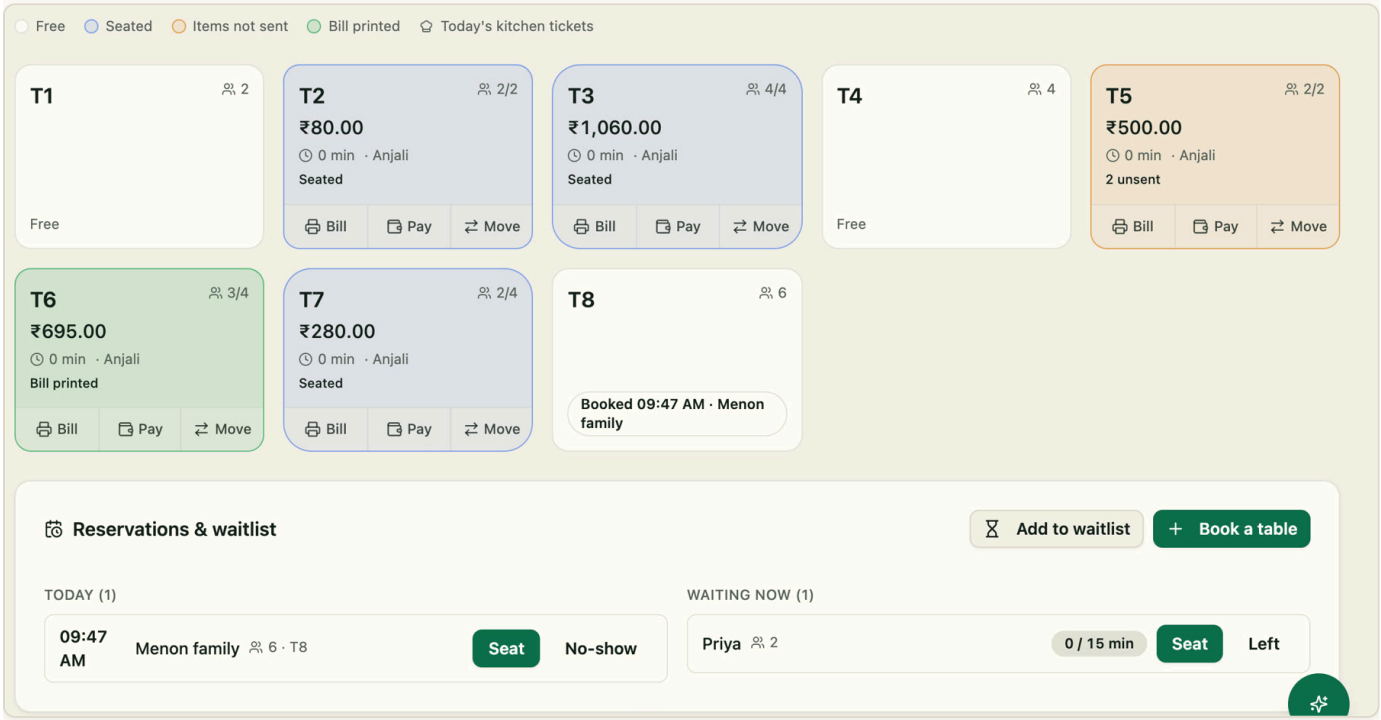
A counter, a shift and a drawer for each one

Service charge

Its own revenue account, taxed as you decide

Tips payable

A liability with a report of who is owed what



The floor: every table in its state — seated, items not sent, bill printed — with Bill, Pay and Move on the table, a booking on T8 and a party on the waitlist.

WHAT A PROPERTY WITH OUTLETS NEEDS

01 A PMS that runs the stay

BIZA includes a property management system: room types and rate plans, reservations including groups, arrivals and departures, in-house guests, folios, housekeeping, a rate calendar and tape chart, the night audit, and OTA channel distribution with the reports a general manager reads.

- Reservations, groups, arrivals, departures, in-house
- Housekeeping status that keeps up with checkout
- OTA channels without double bookings
- Folios and the end-of-day night audit
- Rate calendar, tape chart and rate plans
- Occupancy, ADR and RevPAR on live data

02 A counter for every outlet

Each outlet is a counter with its own stock location, printer, shift and drawer: the restaurant with tables and a kitchen display, the bar with walk-up orders, the gift shop with ordinary retail. They are all the same system, so a manager sees them side by side.

- A terminal per outlet with its own printer
- Walk-up orders for bars and poolside
- Shift and blind count per outlet
- Tables, modifiers and kitchen tickets where they apply
- Retail lines for the gift shop, by barcode
- One dashboard across every outlet, live

03 Service charge and tips, handled the way F&B expects

A service charge is a configurable percentage with its own revenue account, taxed or not as you decide, and optionally dine-in only so a takeaway coffee does not carry it. A tip posts to Tips Payable and never touches revenue, with a report by server and by tender at the end of the night.

- Service charge percentage, taxable flag, dine-in only
- Tip presets, no tip, or a typed amount
- Tips report by server and by tender
- Removable per bill by a cashier with the right
- Tips posted to a liability, not to revenue
- Split the bill by item or by seat

04 Stock that the executive chef and the accountant share

Outlet stock sits in the same inventory as everything else: purchase orders to suppliers, landed costs, transfers between the store and the outlets, batch and expiry on perishables, and a margin report per outlet.

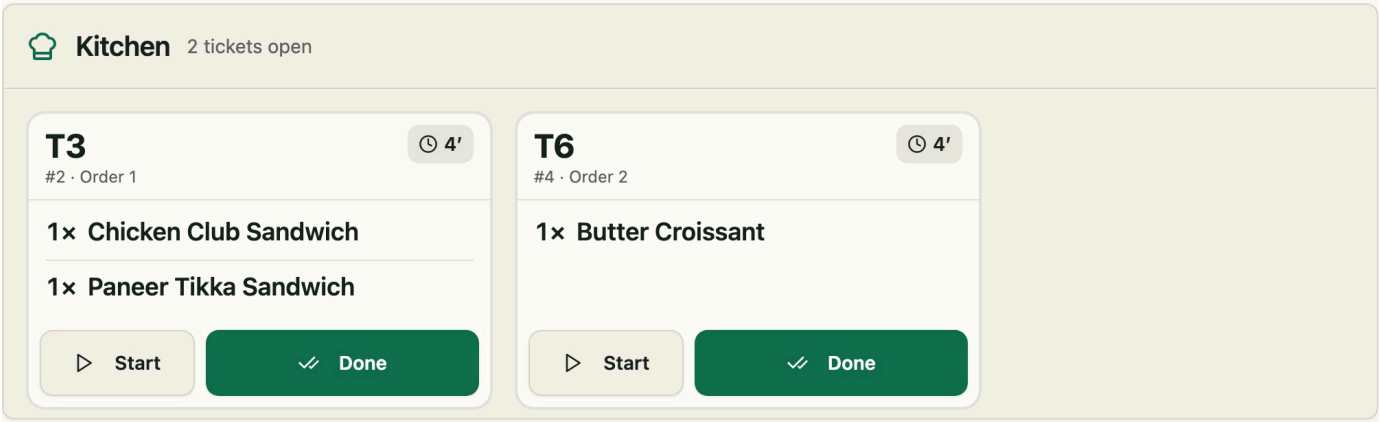
- A stock location per outlet and per store
- Transfers from the main store to an outlet

- Batch and expiry with soonest-out-first picking
- Stock value and margin per outlet
- Purchase orders, supplier invoices, landed costs
- Write-offs recorded against the batch

05 One close, not three

Because the counters post invoices and journal entries as they go, the outlets are already in the ledger when the night audit runs. VAT, statements, payroll and the bank reconciliation all read the same data.

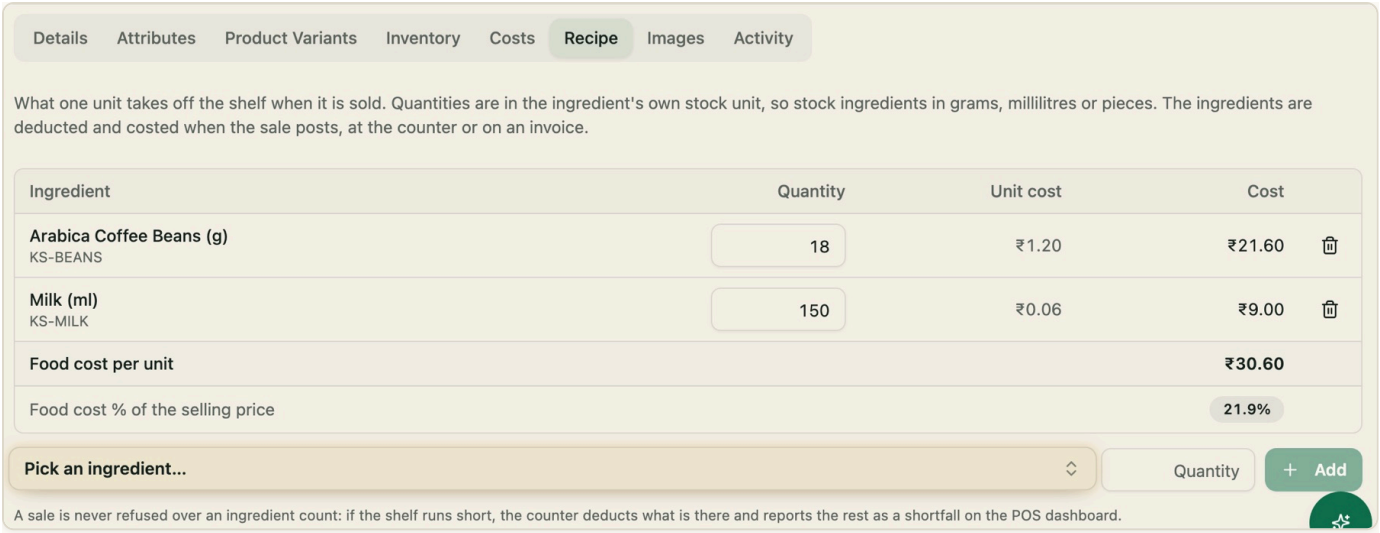
- Outlet sales posted as they happen
- VAT or GST returns across rooms and outlets
- Payroll and HR in the same system
- Shift totals reconcile to the ledger by construction
- Statements computed in SQL
- Ask the assistant how an outlet did last night



The kitchen screen, one ticket per table, routed by station.

A DAY ACROSS THE PROPERTY

07:00	Breakfast opens its counter with a float; the kitchen display has the first orders.
11:30	The pool bar opens a walk-up counter on a tablet, printing to its own printer.
13:40	A table splits its bill by seat; one guest adds a 10% tip, and the service charge applies to both.
16:00	The gift shop sells sunscreen and a hat by barcode on the same catalogue.
19:00	Shift change in the restaurant: PIN, same open drawer.
23:15	Each outlet closes with a blind count; the tips report says who is owed what.
23:40	The night audit runs on rooms; outlet revenue is already in the ledger beside it.



A recipe: what one cappuccino takes off the shelf, and its food cost against the price.

WHAT THE BOOKS GET

A 320.00 restaurant bill with 15% VAT, a 10% service charge and a 30.00 tip, paid by card:

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Dr  Bank — card acquirer            436.80
    Cr  F&B revenue                          320.00
    Cr  Service charge revenue                32.00
    Cr  VAT output                            52.80
    Cr  Tips payable                          30.00
Outlet  Main restaurant (own stock location, own shift)
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SPECIFICATION

Property	Rooms, rate plans, reservations and groups, arrivals and departures, folios, housekeeping, rate calendar, tape chart, night audit, OTA channels, occupancy / ADR / RevPAR reporting
Outlets	A counter per outlet with its own stock location, printer, shift and drawer; tables, modifiers and kitchen displays where they apply; service charge and tips; split bills
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	Charge to room from any outlet (restaurant, minibar, room service), never invoiced twice; recipes; outlet reservations; tips paid out; move and merge tables; comps with a daily limit; staff meals; printed bill

NEW AT THIS COUNTER

What the outlets now do with the stay:

- ✓ **Charge to room from any outlet.** The restaurant, the pool bar, the minibar and room service tender a sale to the in-house guest; it goes on their folio linked to its own tax invoice, and the checkout bill does not repeat it.
- ✓ **Recipes that deduct ingredients** in the kitchens, costed and reported with shortfalls.
- ✓ **Restaurant reservations and a waitlist** on the outlet floor.
- ✓ **Tips paid out** in cash or by bank, with what is owed to each server.
- ✓ **Tables that move and merge.** A party moves from the restaurant to the terrace with its order and open kitchen tickets, two tables join into one bill, or a few items move to another table's bill.
- ✓ **Comps with a limit and a report.** A reason and a name on every item on the house, a daily limit with a manager PIN past it, staff meals booked as an expense.
- ✓ **The bill before the payment** printed for the table, then charged to the room or paid.

Integrations on request: 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 of the PMS and an outlet counter together, on your own rate plans and menu. The guides are at **biza.app/docs**.