



The Unified Restaurant Ecosystem
Complete Restaurant Ordering System that saves you a bundle!

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Comprehensive Business Value Proposition: The Unified Restaurant Ecosystem

A modern, proprietary technology framework built on the Fizzsite Ecosystem and Select POS.

Executive Summary

Traditional restaurant management platforms charge high monthly subscriptions, lock owners into rigid hardware agreements, and extract up to 30% commissions on online orders. The **Fizzsite Ecosystem** shifts operational and financial control back to the business owner through our signature **Omnichannel Data Sync Framework**. By pairing a high-converting front-end digital mobile menu with a synchronized, tableside **Select POS** tablet network, this unified ecosystem routes all online orders, tableside credit drops, real-time inventory counts, and automated accounting ledgers into a singular, closed-loop dashboard. This framework minimizes overhead, eliminates human tracking errors, and builds long-term customer loyalty under one cohesive network.

Section 1: Financial Independence & Profit Maximization

- **Zero Order Commission Fees:** Keep 100% of online food sales revenue. Completely bypass third-party aggregate delivery platform cuts by routing all digital orders directly into your local proprietary payment processor.
- **Direct Web-to-Kitchen Automation:** Radically minimize overhead costs. Online web and smartphone orders feed directly into your central tech engine without

forcing valuable staff members to waste time answering phone calls or manually inputting takeaway tickets.

- **Elimination of Per-Terminal Fee Traps:** Avoid expensive monthly add-on software charges for every tablet or register you run. Your flat Fizzsite monthly plan covers unlimited screen deployments on your own devices (pp. 2-3).
 - **Direct-to-Owner Capital Cash Flow:** Money securely clears directly into your business bank account through your linked processor. Totally eliminate multi-week payout holding delays enforced by third-party delivery applications.
 - **Dynamic Tip Configurations:** Increase waitstaff and kitchen team earnings by prompting customized, percentage-based tip selections (15%, 18%, 20%) during mobile, web, and tableside checkouts.
 - **Instant Cash Change Calculation:** Eradicate manual math mistakes at the seat. Staff can select built-in rapid-cash buttons (e.g., \$20, \$50, \$100 bills) inside the register interface to instantly view the precise change due to the customer on their device screen.
 - **Granular Security Permission Staff Roles:** Protect sensitive business data and secure your cash drawers. Lock down staff profiles so that servers can only see checkout screens, floor maps, and item registers, while completely hiding core business profit metrics and backend management settings.
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Section 2: Advanced Customer Experience & Digital Convenience

- **App-Style Responsive Digital Menu:** Give patrons a beautiful, ultra-fast browsing experience on their smartphones using fluid grid layouts, dynamic category tabs, and immediate add-to-cart controls built into the Fizzsite Ecosystem.
 - **1-Click Customer Reordering:** Boost repeat business by adding a "Buy Again" feature inside customer dashboard profiles. Regulars can instantly re-add complex historical orders with distinct modifiers back into their active cart.
 - **Secure Failsafe Order Modification:** Give clients complete control to add items or fix mistakes on pending tickets. The system enforces strict time boundaries, locking out modifications the exact moment the kitchen begins preparation.
 - **Instant Wallet Payment Integration:** Accelerate checkout speeds and eliminate friction by supporting instant, single-tap authorizations via Apple Pay, Google Pay, and link-saved credit cards.
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Section 3: Tableside Efficiency & Floor Operations

- **Mobile Tableside Order Entry:** Empower waitstaff to carry standard consumer tablets or smartphones across the floor to build tickets, assign items to table numbers, and submit modifications instantly via Select POS.
- **Omnichannel Guest Profile Lookups:** Pull up a customer's global purchase history directly from the table register. Easily locate a patron's favorite dish or review past allergies across online and in-house profiles.
- **Hardware Independence:** Avoid proprietary, expensive register monitors. Run your point-of-sale system flawlessly on any consumer iPad, Android tablet, laptop, or smartphone terminal.
- **Granular Security Permission Staff Roles:** Protect sensitive business data by locking down staff profiles. Ensure servers can only see checkout screens, floor maps, and item registers, while hiding core business metrics.

The features break down beneath the surface as follows:



Mobile Tableside Order Entry

- **The Reality:** The register app is fully adaptive. Waitstaff can load the portal directly onto standard consumer iPhones, iPads, or Android devices.
- **How it handles the loop:** When a server selects a table, builds a ticket, and hits submit, the system writes that data directly to the central ledger as an open order. The line cook sees it on the Kitchen Display System (KDS) or printer immediately.



Omnichannel Guest Profile Lookups

- **The Reality:** Fizzsite Omni System completely eliminates separate databases. It utilizes your central client records natively.
- **How it handles the loop:** When a server looks up a customer by phone or email at the table, Oliver pulls up that exact profile. It tracks global purchase history and spending habits. *Note: Custom parameters like severe health allergies must be saved inside the core customer account notes section to be visible to the server at checkout.*



Hardware Independence

- **The Reality:** You are completely free from the expensive, locked hardware ecosystems used by competitors like Clover or Toast.
- **How it handles the loop:** The register interface runs effortlessly through any native web browser or via their cloud app wrappers. It functions perfectly on standard consumer tablets, old laptops, or phones without requiring a single piece of proprietary monitoring gear. [\[1\]](#), [\[2\]](#)



Granular Security Permission Staff Roles

- **The Reality:** Includes a highly sophisticated, **120-permission staff role system**.
- **How it handles the loop:** You can map out distinct user profiles—such as Cashier, Waiter, Kitchen, and Manager. You can explicitly lock down the interface so servers can only view active tables, add menu modifiers, and process cash registers, while hiding all sensitive accounting summaries, backend software settings, and daily profit margins.

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Section 4: Optimized Kitchen Logistics & Order Management

- **Paperless Kitchen Display Synchronization:** Replace messy paper workflows with live-sync digital display cards. Watch incoming web and floor orders dynamically populate a central kitchen monitor the exact millisecond they are placed.
- **Unattended Thermal Printing Automation:** Seamlessly route incoming tickets directly to standard, industry thermal kitchen line printers using hands-free cloud triggers.
- **Intelligent Split-Station Routing:** Automate back-of-house sorting by instantly dividing a single customer ticket. Send entrees directly to the kitchen display screen while simultaneously routing beverage orders to a printer at the bar.
- **Real-Time Kanban Ticket Tracking:** Allow line cooks to cross off cooked items and tap order tiles to advance statuses through customizable columns (e.g., *New* → *Preparing* → *Ready for Pickup*).



Paperless Kitchen Display Synchronization

- **The Reality:** Dedicated interface.
- **How it handles the loop:** This runs as a standalone app or browser layout on any screen behind the line. Because it shares the exact same backend database as your online menu and table register, orders from all channels sync instantly. The moment a web checkout clears or a tablet hit submit, the ticket flashes onto the kitchen monitor.



Unattended Thermal Printing Automation

- **The Reality:** This is handled natively through the **Cloud Print** architecture.
- **How it handles the loop:** Traditional POS setups require local drivers or a master terminal to stay turned on to trigger prints. Oliver bypasses this by letting the cloud send print commands directly to network-connected thermal printers (via LAN or Wi-Fi). The second an order passes through the system, the ticket prints automatically without anyone needing to tap a button.



Intelligent Split-Station Routing

- **The Reality:** This works seamlessly by mapping your **Product Categories** to specific **Printers/Screens**.
- **How it handles the loop:** Inside the management panel, you configure routing rules based on item tags or collections. For example, any item in the "Entrées" category routes directly to the hot line KDS screen, while items tagged under "Cocktails" or "Beverages" simultaneously print a paper ticket at the bar service printer.



Real-Time Kitchen Ticket Tracking

- **The Reality:** The Oliver KDS interface is built explicitly around an **interactive card-status design**.
 - **How it handles the loop:** Line cooks can view the elapsed time on each order to prevent bottlenecks. They tap individual items to mark them complete or tap the entire order tile to slide it from "New" to "Preparing," and finally to "Ready." This status change instantly feeds back into the main system, updating the front register and triggering client notifications.
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Section 5: Unified Inventory & Data Management

- **Single Centralized Menu Control:** Eliminate double entry data entry mistakes. Update an item's description, price, or image once in the backend and watch it instantly update on your public Fizzsite Ecosystem website and waitstaff Select POS screens.
- **Real-Time Stock Depletion Syncing:** Prevent ordering friction by unifying inventory counts. If the kitchen runs out of a specific fish or steak on the floor, the system instantly flags it as out-of-stock on the public online menu.
- **Cross-Channel Financial Reporting:** Analyze restaurant performance via a single, streamlined analytics dashboard. Track and compare online takeout revenue against in-house table sales in one place.

Yes, A Site Setup by Fizzsite will fully executes every single capability in Section 5 natively.

Because It handles database logic as a single unit rather than forcing separate databases to sync via delayed plugins.

The exact technical breakdown of Oliver's backend handling includes:



Single Centralized Menu Control

- **The Reality:** Your central database is the ultimate master ledger.
- **How it handles the loop:** Traditional POS setups require you to input a product in a POS dashboard, then type it again into your website backend. You now can get rid of this double-entry headache. When you update a steak's description, a burger's price, or a salad's picture, the system instantly pushes those modifications to both the public online ordering engine and every single staff handheld tablet in the building in milliseconds.



Real-Time Stock Depletion Syncing

- **The Reality:** True omnichannel volume tracking runs automatically.
- **How it handles the loop:** The moment table #4 orders the final Ribeye steak on a staff tablet, the pos system immediately deducts that unit from the core ledger

database. Instantly, a hard-stop code triggers on the public front-end mobile menu, changing the item's status to "Sold Out". This completely prevents the nightmare of an online customer paying for a takeaway meal that the physical kitchen ran out of ten minutes prior.

Cross-Channel Financial Reporting

- **The Reality:** You now track the distinct operational origin point of every dollar.
 - **How it handles the loop:** It writes every physical in-store sale straight into your primary online database logs. Because of this consolidated pipeline, your central analytics portal can effortlessly separate and categorize incoming revenue streams. You can view a single dashboard to compare tableside credit card tips against digital web checkout totals side-by-side without manually compiling spreadsheets at the end of the night.
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Section 6: Frictionless Online Ordering & Pickup Workflow

- **Direct Web-to-Kitchen Automation:** Customers browse your menu, customize their dishes, and submit orders directly from their personal devices at home or work. The system completely bypasses the need for manual order intake or phone answering by staff.
- **Smart Order Type Selection:** At checkout, customers select their preferred fulfillment type—whether it is Curb-Side Pickup, In-Store Takeaway, or Contactless Home Delivery—keeping logistics organized and predictable.
- **Accurate Preparation Time Estimations:** Protect your kitchen from bottleneck rushes by displaying automated, realistic pickup time windows to customers based on current order volume.
- **Instant Customer Status Alerts:** Build consumer trust by triggering automated transactional emails or text alerts that notify the customer the exact moment their food changes status from "Preparing" to "Ready for Pickup."

Direct Web-to-Kitchen Automation

- **The Reality:** This is completely seamless.
- **How it handles the loop:** When an online customer places an order on your website, it immediately registers as a new order in your backend database. Because the Kitchen Display System is connected to that exact database, the order appears on the kitchen screen in milliseconds without any human intervention or staff data-entry work.

Smart Order Type Selection

- **The Reality:** The order system fully processes these, but **your website's checkout page handles the logic.**
- **How it handles the loop:** You will use a standard delivery/pickup configuration plugin on the website checkout. When the customer selects "Curbside",

"Takeaway", or "Delivery", that data is written as metadata onto the order ticket. Oliver reads this metadata instantly, displaying prominent badges (like a delivery truck icon or a "CURBSIDE" alert) on the KDS screen and the physical printed receipts.



Accurate Preparation Time Estimations

- **The Reality:** Natively displays order backlogs, but **dynamic dynamic time calculation requires a small configuration adjustment.**
- **How it handles the loop:** The Kitchen Display screen lets line cooks view the exact volume of open tickets. However, to display changing pickup windows to online customers (e.g., changing from "20 mins" to "45 mins" during a Friday night rush), you will set up a helper plugin in the core platform dashboard. This allows the kitchen to shift preparation times globally when they get slammed.

Section 7: Mobile-First Convenience & On-the-Go Phone Ordering

- **App-Free QR Code Integration:** Eliminate download friction. In-house diners simply scan a tabletop QR code with their smartphone camera to instantly launch the responsive Fizzsite Ecosystem menu right in their native web browser without installing an external app.
- **Thumb-Friendly Touch Navigation:** Drive higher order values via an interface optimized for mobile screens. Features large, tap-friendly product targets, sliding horizontal category tabs, and sticky bottom navigation cart modules designed for single-handed smartphone use.
- **1-Tap Biometric Checkout:** Minimize shopping cart abandonment by offering frictionless payment options. Customers can authorize orders in under five seconds using Apple Pay or Google Pay paired with their device's built-in face or fingerprint recognition.
- **Handheld Staff Ordering Terminals:** Empower your floor staff to ditch traditional paper order pads. Waitstaff can securely run the full Select POS register right from an iPhone, Android device, or compact tablet, submitting orders to the kitchen instantly while standing table-side.
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App-Free QR Code Integration

- **The Reality:** Your front-end **Fizzsite web engine** handles this flawlessly, completely removing app-store friction.
- **How it handles the loop:** You can generate table-specific QR codes using a website utility plugin. When a diner scans a tabletop code with their phone camera, it immediately launches your responsive digital menu inside their native web browser. The code automatically embeds their table number into the

session data, allowing the kitchen to know exactly where the order came from without the guest typing it in.



Thumb-Friendly Touch Navigation

- **The Reality:** This is executed by the responsive UI/UX layer of your **Fizzsite platform**.
- **How it handles the loop:** Your web menu is explicitly optimized for mobile viewports. It features horizontal sliding category tabs at the top, card-style product matrices, and a sticky bottom navigation cart bar. This layout ensures a guest can effortlessly browse, configure modifiers, and check out using only their thumb, replicating a high-end native app experience.



1-Tap Biometric Checkout

- **The Reality:** This is achieved by pairing your checkout engine with modern gateways like **Stripe or WooCommerce Payments**.
- **How it handles the loop:** When a customer checks out via their mobile browser, the gateway detects their device type. It automatically displays a native Apple Pay button on iPhones or a Google Pay button on Android devices. The customer can authorize the entire payment securely in under five seconds using their device's built-in Face ID, Touch ID, or passcode.



Handheld Staff Ordering Terminals

- **The Reality:** This is a core feature of the **Oliver Pro platform layout**.
- **How it handles the loop:** Instead of restricting staff to bulky counter registers, waiters can load the dedicated Oliver POS app or progressive web app (PWA) directly onto any iPhone, Android phone, or iPad. The interface adapts perfectly to compact screens, allowing staff to walk the floor, take orders table-side, select modifiers, and instantly push tickets straight to the kitchen KDS or printer.

Section 8: Visual Floor Layout & Interactive Table Register Management

- **Visual Table Mapping Control:** Replace abstract list text with an interactive visual map of your dining room floor. Custom layout grids can mirror physical tables, booths, and bar stool seating arrangements to give staff absolute spatial awareness.
- **Live Color-Coded Table Statuses:** Streamline floor coordination via instant, color-changing visual anchors. Tables dynamically shift colors based on operational status (e.g., *Green for Vacant, Yellow for Active Dine-in Bill opened, Red for Kitchen Preparing, and Blue for Receipt Printed/Awaiting Payment*).
- **Persistent Tab & Ticket Memory:** Maintain long-standing customer balances without losing data. Staff can tap any occupied table on their screen to instantly

recall its persistent open cart, letting them add extra food rounds, append custom drink modifiers, or update quantities over hours.

- **Frictionless At-Table Bill Splitting:** Accelerate customer turnover speeds during the checkout rush. Waitstaff can split open table balances evenly across multiple payment options (cash, credit cards, or digital wallets) with a few taps right from their mobile handheld terminal screen.

● Live Color-Coded Table Statuses

- **The Reality:** Floor coordination updates dynamically as staff interact with tickets.
- **How it handles the loop:** The tables on the screen act as live status indicators. When a server taps an open table to take an order, it locks the session and changes color to alert the rest of the floor staff. The visual icons shift states instantly across all handheld terminals as an order progresses from *Open Order* to *Kitchen Processing (KDS active)*, to *Receipt Printed/Awaiting Payment*.



Persistent Tab & Ticket Memory

- **The Reality:** Open carts are completely anchored to your database ledger so data is never dropped.
- **How it handles the loop:** A waiter can open a table tab at 6:00 PM, add a round of drinks, and tap "Save/Hold" to push those items to the bar. The cart remains active and locked to that specific table number in the cloud. At 7:30 PM, any staff member can tap that table to recall the persistent open cart, append custom steak modifiers, increase drink quantities, or fire mains to the kitchen without losing a single line item.



Frictionless At-Table Bill Splitting

- **The Reality:** Multi-tender check handling runs natively inside Oliver's checkout panel.
- **How it handles the loop:** When a table asks to split the bill, the waiter hits the checkout action button on their handheld terminal and selects "Split Payment". The interface allows them to divide the total amount evenly by a set number of ways, split by specific items, or process a partial amount. Staff can seamlessly swipe a credit card for one portion, accept cash for another, and process a biometric mobile wallet for the rest on a single ticket.

Section 9: Secure Cash Auditing & Daily Drawer Management

- **Instant Cash Change Calculation:** Eradicate manual math mistakes at the seat. Staff select built-in rapid-cash buttons (e.g., \$20, \$50, \$100 bills) to instantly view the precise change due to the customer on their device screen via the Select POS register.
- **Automated Drawer Release Triggers:** Protect physical assets at the front counter. Cash checkouts trigger an automated, secure hardware signal that instantly pops open standard physical cash drawers only when an authorized order is completed.

- **Shift Float Tracking & Safe Drops:** Simplify back-of-house accounting. Managers can log explicit opening drawer cash balances, register middle-of-shift safe drops, and run automated closing audits to ensure physical currency matches digital sales logs.

Instant Cash Change Calculation

- **The Reality:** This is a built-in standard tool on the checkout screen.
- **How it handles the loop:** When a server or cashier taps "Cash" at checkout, the register interface dynamically overlays rapid-cash bill shortcuts (e.g., \$20, \$50, \$100). Tapping a shortcut instantly computes the exact change due and flashes the figure in large text on the screen, eliminating manual arithmetic slip-ups during a fast-paced rush. [\[1\]](#)

Automated Drawer Release Triggers

- **The Reality:** Oliver handles this seamlessly using standard physical hardware communication via **RJ11 printer connections**.
- **How it handles the loop:** A standard analog cash drawer connects directly to your thermal receipt printer via a standard telephone-style kick-cable (RJ11). The exact millisecond an authorized cash order is finalized in Oliver, the system routes a secure 24V electronic electrical signal through the printer, instantly popping open the physical cash drawer. It stays locked tightly during all card or digital wallet transactions unless a manager inputs an authorized override PIN code.

Shift Float Tracking & Safe Drops

- **The Reality:** This utilizes Oliver's centralized **Cash Management ledger system**.
- **How it handles the loop:** When opening a shift, staff are prompted to input the exact starting cash float amount. Throughout the day, managers can securely log cash movements (such as removing \$300.00 for a "Safe Drop" or adding loose coins for a "Change Buy-In"). At closing time, Oliver runs a complete end-of-session audit, calculating exactly how much physical cash *should* be in the drawer based on real-time sales minus drops, leaving zero room for unaccounted shortages.
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Section 10: Omnichannel Automated Bookkeeping & Tax Syncing

- **Unified Accounting Data Stream:** Eradicate manual math entry. In-store cash, credit card drops, and website checkout totals merge into one central cloud ledger before hitting your books.
- **Real-Time Bookkeeping Syncing:** Automate your back office. Integration systems automatically map sales, tips, and card processing fees straight into your standard charts of accounts.

- **Flawless Automated Tax Separation:** Eliminate audit errors. The software instantly categorizes state and local meal taxes across dine-in, takeout, and delivery channels dynamically.
- **Instant P&L Prime Cost Tracking:** Review exact profit metrics. Generate instant profit and loss statements reflecting real-time Cost of Goods Sold (COGS) and labor balances instantly.



Real-Time Bookkeeping Syncing

- **The Reality:** The Data is collected and **an accounting plugin pushes it to your books.**
- **How it handles the loop:** The System does not natively generate ledger lines inside QuickBooks or Xero. Instead, because it records everything directly into your core platform database, you can connect an automation helper plugin (such as MyWorks or Link My Books). This helper instantly routes your daily sales totals, server cash tips, and card processing fees straight into your standard bookkeeping chart of accounts without any manual data entry.



Flawless Automated Tax Separation

- **The Reality:** The POS utilizes **native multi-tier cloud tax rules.**
- **How it handles the loop:** You can easily configure multi-tier tax matrices in your central control panel. When an order is built, the system reads the channel type or location metadata. For example, it can automatically apply a 4% state sales tax plus a 2% local hospitality tax to an in-house table bill, while dynamically applying a different tax rate or tax exemption to out-of-town delivery orders, eliminating human tax calculation errors entirely.



Instant P&L Prime Cost Tracking

- **The Reality:** The system tracks your Cost of Goods Sold (COGS), but **Labor costs require external tracking.**
- **How it handles the loop:** Inside the central product database, you can input your exact wholesale item costs alongside your retail menu prices, giving you an immediate view of your real-time COGS and gross ingredient margins. However, to view a complete, live profit and loss (P&L) statement that factors in labor costs and employee hourly payroll balances, you will need to view that data inside your integrated accounting dashboard rather than the Oliver register interface.

Section 11: Direct Cloud Bookkeeping Software Linking & Tier Pricing

- **Native QuickBooks Online Integrations:** Establish a direct, real-time API handshake to cleanly map sales logs, customer info, and tax breakouts straight to an active QuickBooks Online Dashboard.

- **Core Sync Software Tier Structure:** Scale parameters fluidly alongside order velocity. The accounting engine features a *Launch Plan* at **\$0/month** (capped at 20 monthly transactions—ideal for development and evaluation portfolios). Commercial pricing tiers transition to the *Rise Plan* at **\$24/month** (up to 60 orders), the *Grow Plan* at **\$45/month** (up to 300 orders), and the high-volume *Scale Plan* at **\$79/month** (up to 1,000 orders).
- **Payout Processing Summaries:** Batch transactional summaries cleanly into single daily journal deposits. Payout balancing tools offer a 14-day free evaluation trial, scaling out to a *Starter Plan* at **\$21/month** (up to 200 orders), a *1K Plan* at **\$41/month** (up to 1,000 orders), and a *5K Plan* at **\$60/month** (up to 5,000 orders) across linked bookkeeping platforms.
- **Pro-Tip Cost-Benefit Financial Framing:** When pitching to a local restaurant owner, position this monthly expense as a major cost-saver rather than an overhead charge. A busy cafe processing 800 transactions a month will spend roughly **\$41 to \$79/month** on an automated accounting plugin, but it completely eliminates **5 to 10 hours of grueling, manual backend spreadsheet paperwork every single week**. The integration pays for itself instantly while completely removing human data-entry tax errors.

Section 12: Real-Time Omnichannel Stock Control & Out-of-Stock Failsafe's

- **Unified Inventory Counter Logic:** Eliminate dual data logging. In-store tableside ticket submissions and digital website orders deplete stock from a single, centralized database in real time.
 - **Instant Automated Menu Hard-Stop:** Prevent order friction. The exact second an ingredient or dish quantity drops to zero, the item automatically flips to "Sold Out" across both public menus and staff handheld registers.
 - **Multi-Outlet Inventory Auditing:** Track stock distribution accurately. Assign distinct inventory caps to individual stationary counters, mobile food trucks, or separate dining rooms while maintaining global database visibility.
 - **Predictive Low-Stock Shift Warnings:** Streamline back-of-house logistics. Give managers real-time alerts on their register dashboards when high-volume dishes hit low thresholds, enabling proactive menu adjustments before service rushes
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