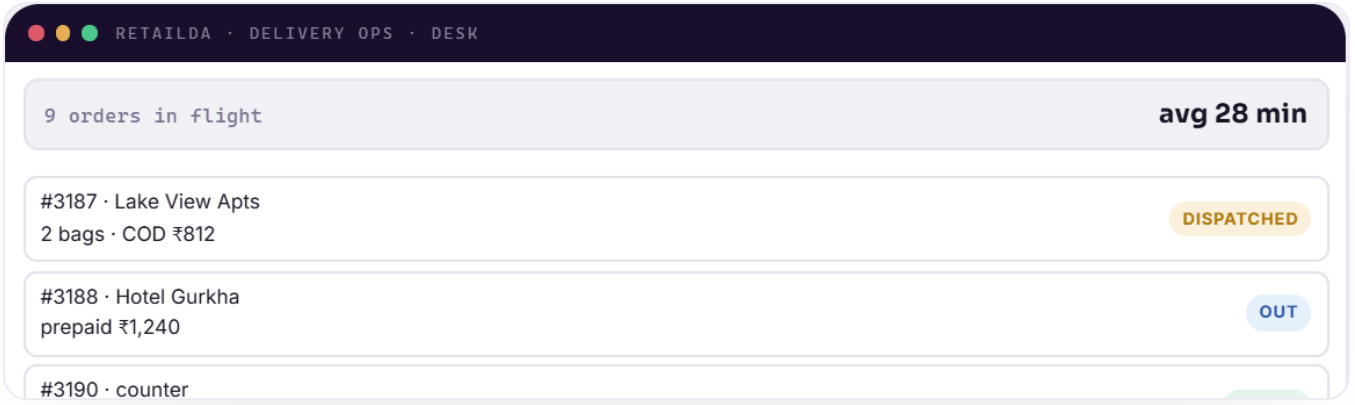
PRODUCT DATASHEET · RESTAURANTS & KDS

Service & Delivery Ops

Your own delivery operation — not rented rails.

Takeaway, delivery and room-service flows with waiter locking, driver assignment, a driver mobile app and payout tracking — plus an open-network (ONDC) order rail now in testing. Built for restaurants that own their customers.



97
terminals live on one deployment

5 yrs
production on the original build

Air-gap
proven at defence sites

₹20L
lost in 48h — none since

WHAT IT CHANGES ON THE FLOOR

Driver dispatch & app

Assign runs to your own drivers — geo-zone auto-assignment, push alerts on assign, cancel & refund, map navigation to store or customer, and offline mode that keeps deliveries moving in a dead zone.

Branded customer & manager apps

Customers order on your own branded app — wishlist, multi-currency, COD + gateway payments, push offers; managers assign drivers, edit products & sale dates and read sales graphs from the manager console.

One app, or three

Customer, manager and driver apps ship standalone — or merge into a single native build, single-store or multi-vendor. Your logo, your store listing.

Everything a storefront does

Wishlist, re-order, wallet, points & rewards, sale countdowns, barcode/QR product & order scanning, file-upload on products (prescriptions too), live search and smart chat — native, not webview.

Waiter locking

Orders lock to the server who opened them until handover.

Separate queues

Counter, pickup, delivery and room service each run their own lane.

In production since 2021 — retail, defence, education, manufacturing & hospitality

AVAILABILITY

Included on Scale · part of the Restaurant & KDS Suite

RUNS ON

Any device · offline-first · your infrastructure or ours

COMPLETE CAPABILITY SET — 18 FEATURES

- ✓ Own driver fleet with a driver mobile app
- ✓ Driver geo-zone auto-assignment + available/busy toggle
- ✓ Offline-capable driver app — delivers in dead zones
- ✓ One merged app — customer, manager & driver in a single native build
- ✓ Re-order, wallet, points/rewards, coupons & sale countdowns built in
- ✓ Per-run & per-day driver payout settlement
- ✓ GPS-verified delivery confirmation
- ✓ ONDC open-network order rail — in testing
- ✓ Delivery zones & charge rules
- ✓ Branded customer ordering app & manager console
- ✓ Driver push alerts — assign, cancel & refund
- ✓ Manager console — product edit, sale dates, store hours & sales graphs on phone
- ✓ Product barcode/QR scanning & file-upload-on-product in the customer app
- ✓ Dispatch board with assignment
- ✓ Separate lanes — takeaway, pickup, delivery, room service
- ✓ Direct-order channel on your own site & QR
- ✓ Customer-facing order tracking
- ✓ COD settlement

BUILT FOR

Restaurants · Cloud kitchens · Hotels

THE ECONOMICS

	RETAILDA™	PER-SEAT SAAS PATTERN
Pricing unit	Per site — staff accounts unlimited	Per user — every hire compounds the bill
Modules	Toggle on what you need, priced like apps	Per-module add-ons stacked on per-seat tiers
Connectivity	Runs fully offline — forever, if you want	No link, no sale
Data	One database per client — export anytime	Multi-tenant pool, export rituals

How Service & Delivery Ops compares

Verified against current competitor pricing and feature documentation — retailda.com/compare#delivery-ops

ALTERNATIVE	WHERE RETAILDA™ WINS
Petpooja + aggregator lock	Own your delivery: driver app, dispatch and payouts on your rails — plus ONDC open-network orders in testing, the channel they structurally can't offer.
Third-party delivery apps	Commission-free direct ordering with COD settlement and zone pricing.
Delivery aggregators	25–30% commission vs a channel you own outright — the maths decides itself.

DEPLOYMENT MODELS

MODEL	WHAT IT MEANS
Shared cloud	Fastest start — provisioned, patched and monitored for you. Per-site pricing, unlimited staff.
Private cloud	Your own isolated instance — one client, one database. No multi-tenant pooling.
TolsTek Host	On-premise enterprise server — ECC memory, power-loss-protected NVMe, hardware RAID. Also runs the local AI daemons.
Air-gapped	Zero external calls, permanently — proven at defence installations where isolation is mandatory.

WORKS WITH — the platform fabric

UPI & QR · EMV terminals · ESC/POS & thermal · LoRaWAN · Zigbee · MAVLink · MCP agents · ONDC (testing) · WhatsApp Business · Excel/CSV · CloudPRNT · OTAs via channel pipeline

RUNS WITH

Omni Digital Kitchen · Kitchen Display System

Deployment & rollout

What a Service & Delivery Ops deployment actually looks like — bring this page to whoever signs off.

ROLLOUT

01 **Sandbox first**
Your catalogue, opening stock and flows run in a sandbox before anything touches production.

02 **Guided migration**
Bulk import of items, barcodes, suppliers and opening stock — Excel/CSV in one pass.

03 **Pilot site**
One counter or one site goes live first — measured against your old process, not promises.

04 **Staged rollout**
Remaining sites switch over on your schedule — staged, sandbox-first cutover.

COMMERCIAL MODEL

Pricing	Included on Scale · part of the Restaurant & KDS Suite — priced per site, never per user. Staff accounts are unlimited.
Ownership	Your data, your keys, your export — leave with everything. No data lock-in.
Support	Real engineers, ticket-based. Feature unlocks are toggles, not projects.

Included on Scale · part of the Restaurant & KDS Suite

Sign up today — retailda.com/signup · no card required to start

Talk to an engineer

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Shiprocket · DUNZO · Meta · Google