Syrve — Full System Lifecycle

from setup and procurement to fiscal receipt, delivery and refunds

0. SYSTEM SETUP (BACKOFFICE)

- **Sales Points** — legal entities, halls, tables
- **Menu / Recipes** — dishes, modifiers, VAT
- **Staff / Roles** — permissions, PIN codes
- **Discounts / Promos** — loyalty programs
- **Receipt Templates** — Razor .cshtml, fiscalization

1. ORDER CREATION (CHANNELS)

- **POS Terminal** — waiter / cashier — dine-in service
- **Self-Service / Kiosk** — self-order terminal — fast food, QSR
- **Call Center** — phone / WhatsApp — operator entry
- **Website / App** — iiko CRM / widget — online payment
- **Aggregators** — Yandex Eda, Delivery — API integration
- **BackOffice** — administrator — manual entry

dine-in

delivery

2. OPEN ORDER (DINE-IN)

- **Table / Guests** — floor plan binding
- **Items / Modifiers** — add, remove, change
- **Order → New / Opened** — persisted to DB
- **Guest / Loyalty** — customer card

2B. DELIVERY ORDER

- **Map / Address** — geocoding, zone check
- **Type / Time / Pay** — delivery or pickup

3. KITCHEN (KDS)

- **Service Print** — auto-print by station
- **KDS Screen** — queue, timer, color
- **Cooking** — inventory write-off
- **Bump / Ready** — handover / pack
- **Packaging** — thermal bag, label

4. SERVICE / HAND-OVER

- **Served by Waiter** — courses as ready
- **Pickup** — guest picks up
- **Courier: route + GPS** — Delivery / aggregator
- **Delivered / Confirmed** — photo, signature, OTP

5. PRECHECK / BILL

- **Razor Precheck** — precheck.cshtml
- **Discounts / Surcharges** — promo, taxes, tips
- **Split Bill** — by guest / by item
- **TOTAL**

5B. DELIVERY CHECKOUT

- **Online Payment** — before dispatch
- **Cash on Delivery** — courier terminal

6. PAYMENT

- **Cash** — change
- **Bank Card** — Visa / MC / MIR
- **SBP / QR** — no terminal needed
- **Voucher / Deposit** — gift cards

7. FISCAL RECEIPT & ORDER CLOSED

- **Razor Receipt + Data Transfer** — receipt.cshtml → cash module
- **Order Closed** — status = Closed
- **OLAP Reporting** — revenue, write-offs, Z-report

8. WAREHOUSE (AUTO WRITE-OFF)

- **Ingredient Write-Off** — via recipe cards
- **Stock / Write-off Acts** — stocktake

9. CANCEL / REFUND (ALTERNATIVE FLOW)

- **Cancel** — before payment
- **Refund** — after payment
- **Return to Stock** — storno ingredients

10. ANALYTICS & MANAGEMENT

- **OLAP Cubes** — sales, checks, avg
- **Revenue / COGS** — P&L by outlet
- **ABC / XYZ Analysis** — menu, customers
- **Management Reports** — shifts, staff
- **Integrations** — CRM, Power BI, API

Full lifecycle: 10 stages — from setup and order channels to analytics and alternative flows (cancel / refund)

Syrve · BackOffice + POS + KDS + Delivery · Razor templates for receipts · fiscalization

cancel/refund → updates stock and OLAP