



Kitchen Display System

Last Updated: June 12, 2023

KDS Overview

What is a KDS?

An employee-facing device that displays order management software connecting the front-of-house & online ordering platforms to the kitchen staff.

KDS is used where food and beverage orders are prepared in place of paper tickets (printer or pen & paper).

It typically sits in a kitchen but can also be used in the front-of-house if orders are prepared at the counter.



Becoming the market leader in SMB restaurants

Why are we building this?

KDS delivers on our promise of supporting restaurants, opens up new sales channels and delivers on strategic goals:

- Enable vertical expansion in restaurants
 - QSR: continue growth
 - FSR: grow up-market (more sophisticated operators)
- Grow VAS (SaaS) revenue and ARPU
- Strengthen the Clover brand in the hospitality space overall

Why does it matter to operators?

KDS can provide an end-to-end, on-prem and off-prem order management solution that delivers streamlined operations and excellent diner experience.

One source of truth for all order channels:

- Reduce risk of operational mistakes for on-premise orders
- Consolidate order channels: BentoBox online ordering, 3rd party aggregators all in one place



Why KDS is important for Clover

Improving Restaurant Ops End-to-End Order Management

A Clover-built and branded KDS solution brings us one step closer to a **complete restaurant solution**.

This **brings back of house and front of house closer together**, helping to avoid human error and lost tickets.

Building to Compete Solutions Built for the Kitchen

As competitors continue to build for restaurants, KDS keeps Clover competitive by offering packages that are more and more **purpose-built for Foodservice**.

Creating New Opportunities Unlocking Additional Revenue Streams

KDS **improves diner experience** by speeding up service without losing order accuracy.

Improves service efficiency that supports **more orders and more revenue**.



Merchants' pain points

Merchant Need/Pain Points

- “Paper tickets can easily get lost or destroyed by steam or messy hands...hard to read and don't give table-status. I have to do a lot of mental gymnastics to stay on top of all the components to an order.”
- “I think we achieve more revenue through operational efficiency and technology that allows us to handle more volume.”
- “My BOH and FOH staff could have better communication and I want to replace paper tickets to avoid rework on my part to make things right for my customers.”



KDS Solution

- KDS will be the one source of truth and remove risk of lost/destroyed tickets and provide more robust information such as ticket time, order status and support FIFO and complex firing
- KDS streamlines omni-channel orders and supports high volume, fast-paced kitchens
- KDS removes the need for rework (entering lost orders, adjusting orders, issuing refunds) and apologizing to customers



Clover KDS Highlights – Purposefully designed for Kitchens

Compatibility:

- ❖ Supported for Register, CSR and TSR SaaS plans
- ❖ For use with Clover Station, Flex or Mini
- ❖ Consolidated order channels: on-premise or off-premise, from BentoBox Online Ordering to 3rd party aggregators, it's all in one place

Specifications:

- ❖ 14" Screen – larger than many options in market
- ❖ 1920 x 1080 Resolution
- ❖ Heat resistant – up to 50° C/ 122° F
- ❖ Screen protects from water and dust
- ❖ Supports WiFi and Ethernet
- ❖ Wall Mount or Counter Stand available for purchase separately
- ❖ Compatible with 3rd part mounting hardware (VESA)



Additional Competitive Advantages

Hardware

- Only screen that can withstand 122F degrees
- Ingress protection - steam/water resistant
- Most other competitors only provide ELO devices (Toast white labels ELO) or BYOD (iPad)
- Lower cost, 30-40% lower than ELO
- Lower cost than iPad
- Power over Ethernet (PoE) capability
- All-in-one so operator doesn't have to worry about investigating the right device

Software

- Seamlessly works with Clover hardware
- Purposefully designed and built for high volume kitchens

Combination

- Competitively priced compared to legacy systems, Square and Toast



Target Audience

14" KDS

Merchants who want a **'lightweight'** KDS solution (eg cafe or coffee shop)

- Countertop or mounted
- Touchscreen
- Price sensitive and don't mind the smaller size screen

23.8" KDS (Coming in H1 2024)

Merchants will require a more **'heavy-duty'** KDS (eg bar and grill)

- Much more likely to be mounted
- Will support Bump-bar
- Larger screen size (~20"+)
- Quality > Price



When To Sell and When To Avoid Selling KDS

QSR and FSR Merchants looking to streamline order management while syncing the kitchen and front-of-house.



Merchants who do not have kitchens.
KDS is specifically built as part of an end-to-end solution to help merchants run their kitchens effectively & efficiently.

Merchants using Healthcare/ HIPAA plans.

If a healthcare facility has a restaurant, the SaaS and devices should be setup separate from any HIPAA approved plans.

Merchants who do not use Clover processing devices.

These merchants would rarely connect to such an order management system. This includes merchants with:

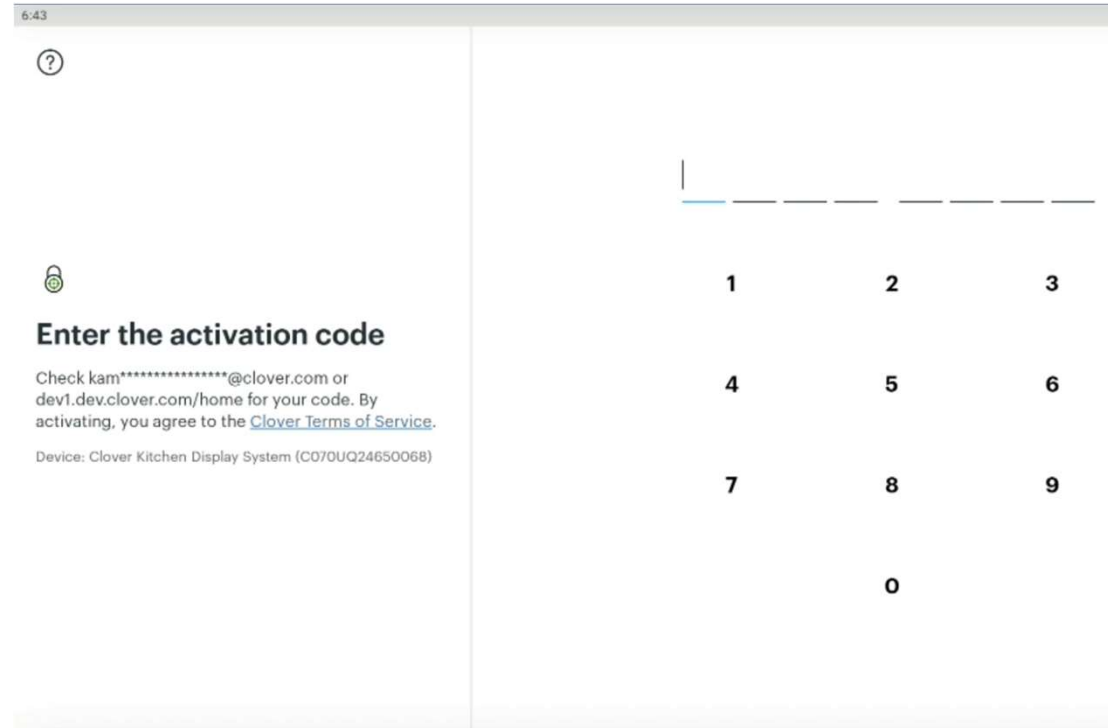
- Clover Go Readers
- Clover Virtual Terminal/Clover Account



KDS Setup

Clover KDS will follow a similar activation process to other Clover Devices:

1. Connect to internet (Ethernet and WiFi supported)
2. Enter Activation Codes
3. Apps will install
4. Confirm SaaS plan & agree to billing terms [*See Service Plans Updates*]
5. Customize KDS Settings within app (e.g., Inventory, Firing labels, etc)



Service Plans Updates

Clover Dashboard:

Service plan

i The bank account associated with your merchant processing agreement will be debited monthly.

Features	YOUR PLAN		
	Register	Counter Service Restaurant	Table Service Restaurant
	\$49.95/month for 1 device. Additional devices \$14.95/month. Each Kitchen Display System \$25.00/month.	\$54.95/month for 1 device. Additional devices \$14.95/month. Each Kitchen Display System \$25.00/month.	\$84.95/month for 1 device. Additional devices \$14.95/month. Each Kitchen Display System \$25.00/month.
	Change plan	Change plan	
Payments Acceptance	✓	✓	✓
Mobile Payments with Clover Go	✓	✓	✓
Virtual Terminal with Invoicing	✓	✓	✓
Transaction Reports	✓	✓	✓
Order Management	✓	✓	✓
Customer Management	✓	✓	✓
Basic Inventory Management and Reporting	✓	✓	✓
Advanced Inventory Management and Reporting	✓	✓	✓
Online Ordering		✓	✓
Table Mapping and Tableside Ordering/Firing (requires Mini or Station)			✓



KDS Screen:

Confirm your plan

i The bank account associated with your merchant processing agreement will be debited monthly.

Register	CURRENT PLAN Counter Service Restaurant	Table Service Restaurant
<p>First device \$44.95 per month. Each additional device \$9.95 per month. Each Kitchen Display System \$25.00 per month.</p> <p>Change Plan</p> <p>Includes:</p> <ul style="list-style-type: none"> ✓ Payments Acceptance ✓ Mobile Payments with Clover Go ✓ Virtual Terminal with Invoicing ✓ Transaction Reports ✓ Order Management ✓ Customer Management ✓ Basic Inventory Management and Reporting Advanced Inventory Management and Reporting 	<p>First device \$44.95 per month. Each additional device \$9.95 per month. Each Kitchen Display System \$25.00 per month.</p> <p>Continue</p> <p>Everything in Register, plus:</p> <ul style="list-style-type: none"> ✓ Online Ordering 	<p>First device \$74.95 per month. Each additional device \$9.95 per month. Each Kitchen Display System \$25.00 per month.</p> <p>Change Plan</p> <p>Everything in Counter Service Restaurant, plus:</p> <ul style="list-style-type: none"> ✓ Table Mapping and Tableside Ordering/Firing (requires Mini or Station)

KDS Setup (continued)

12:23

Inventory and firing labels

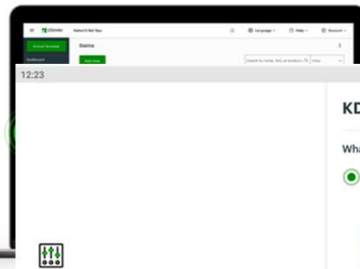
Set up your Kitchen Display preferences to ensure items are fired correctly.

Inventory has not been set up

You'll need to go to your Clover web dashboard to set this up. Check merchant@email.com for instructions on how to set up your inventory and firing labels. Once you've completed these instructions, return to this device and select "Update".

[SEND INSTRUCTIONS TO A DIFFERENT EMAIL ADDRESS](#)

[Back](#)



Customize your KDS

Determine how this Kitchen Display will be used. You can always change your selections in Settings on your Kitchen Display.

12:23

KDS mode and firing labels

What mode would you like this KDS to run on?

Kitchen mode
Choose from your existing printer firing labels to determine what will be shown on this KDS.

Expo mode

Show

Ticket layer

Best fi

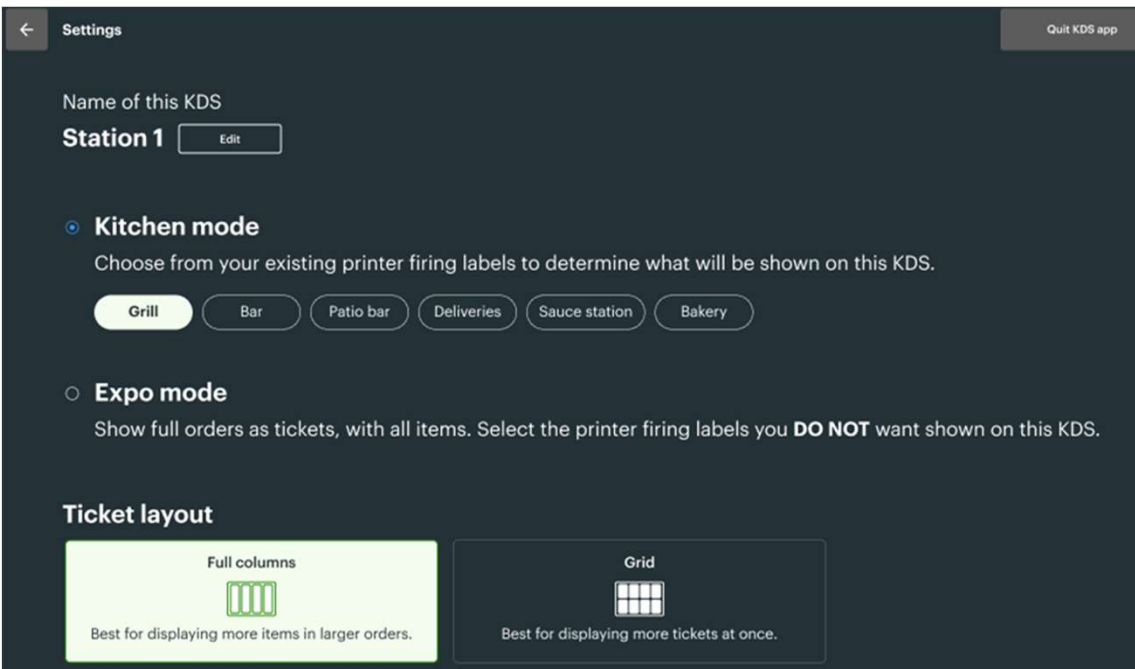
KDS setup is complete

New tickets will appear here when orders are fired to the kitchen.

[OK](#)



KDS Settings Options



Settings


Quit KDS app


Name of this KDS
Station 1

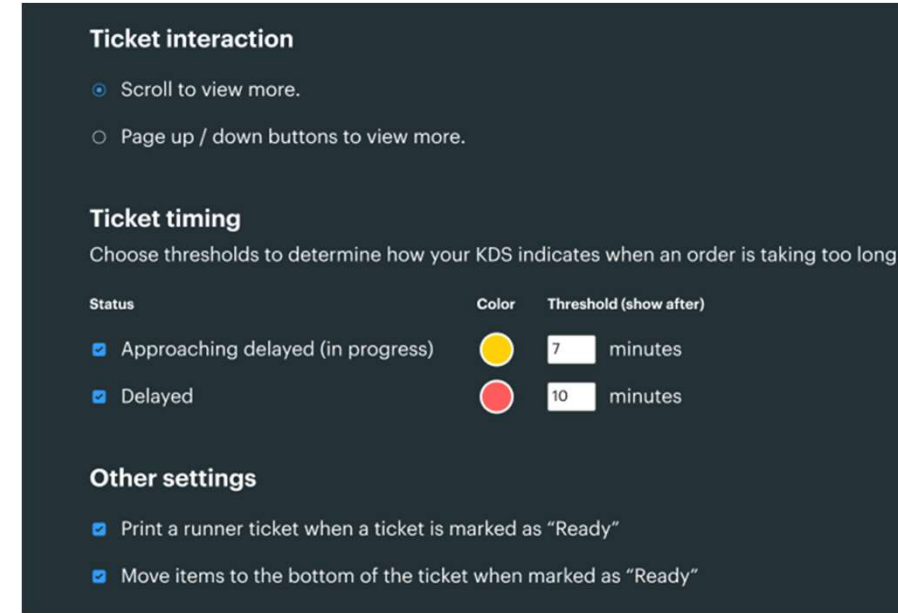
Kitchen mode
Choose from your existing printer firing labels to determine what will be shown on this KDS.

Expo mode
Show full orders as tickets, with all items. Select the printer firing labels you **DO NOT** want shown on this KDS.

Ticket layout

Full columns

Best for displaying more items in larger orders.

Grid

Best for displaying more tickets at once.





Ticket interaction

Scroll to view more.

Page up / down buttons to view more.

Ticket timing
Choose thresholds to determine how your KDS indicates when an order is taking too long

Status	Color	Threshold (show after)
<input checked="" type="checkbox"/> Approaching delayed (in progress)		<input type="text" value="7"/> minutes
<input checked="" type="checkbox"/> Delayed		<input type="text" value="10"/> minutes

Other settings

Print a runner ticket when a ticket is marked as "Ready"

Move items to the bottom of the ticket when marked as "Ready"

Key Settings:

- Select the labels to appear on each KDS (similar to how kitchen printers function today)
- Support for Full Columns for merchants w/ larger orders
- Color Coding for ticket timing



KDS Screenshots

GRILL - Active tickets
2 Tickets
Ready tickets

Curbside #495
Clover online • Chaz B.

*Could you please add some extra habañ...

- 10 Special
- 3 Fish Taco
 - No cabbage

Pickup
Grubhub • Cam H.

- 1 Cheeseburger
 - Extra cheese
 - Medium
- 1 Grilled Cheese
- 1 Bison Sliders
 - Medium well

EXPO - Active tickets
10 Tickets
Completed orders

Pickup #494
Grubhub • Cam H.

- 1 California Burrito
- 1 Chicken Chimichonga
- 3 Fish Taco
 - No cabbage
- 3 Margarita
 - Blended

Curbside #495
Clover online • Chaz B.

*Silver Tesla Model 3. Could you please a...

- 10 Special
- 1 Chips & Guacamole
- 3 Fish Taco
 - No cabbage
- 3 Margarita
 - Blended

Delivery #496
Grubhub • Srushti K.

- 1 California Burrito
 - Extra cheese
 - Extra sour cream
- 1 Chicken Chimichonga
- 3 Fish Taco
 - No cabbage
- 1 Chips & Guacamole

Dine in #497
Table 7

- 2 Fish Taco
 - Extra cabbage
 - Extra salsa
- 1 Chicken Molé
- 4 Birria Taco
 - Extra consome
- 1 Al Pastor Taco
- 1 Chips & Guacamole

Delivery #498
Clover online • Samantha G.

- 1 Special
- 3 Quesadilla
 - Kids
- 1 116 Burger
 - Fries
- 1 PB&J
- 4 Granola
 - Kids

Dine in #499
In-store

- 5 Al Pastor Taco

Pickup #500
Grubhub • Tatiana G.

- 1 Special
- 2 Quesadilla
 - Kids
- 1 PB&J

Delivery #501
Grubhub • Julianna S.

- 1 Special
- 2 Quesadilla
 - Kids
- 1 PB&J
- 4 Granola
 - Kids

Dine in #502
Table 6

- 1 Al Pastor Burrito
 - Extra cheese
 - Extra sour cream
- 3 Fish Taco
 - No cabbage

Pickup #503
Clover online • Frank S.

- 20 Al Pastor Taco



