J.9 Point of Sale Requirements

Feature	Required
POS Capabilities	
Common Platform/POS (redundancy reduction & eliminating use of separate technologies that do not integrate)	X
Detailed POS dashboard (Business Analytics)	X
Integration with Operator programs (such as health & wellness)	X
Catering program integration	X
Ordering and Associated features	
Cashierless transaction	X
Credit Card	X
Badge Pay or replacement technology	X
Kiosk Ordering (order ahead) (Note: kiosks may be replaced by mobile ordering only in the future)	X
Online Ordering (order ahead)	X
Smart phone ordering (order ahead)	X
Easy order modification	X
Cross-platform access to menu	X
Order pick-up information and confirmation	X
Order completion information	X
Location tracking	X
Payment Capabilities	
Self-checkout	X
Bar-coding	X
Meal vouchers/gift certificates	X
BOH/FOH integrations	
Estimated wait times	X
Dish count/”86” notification	X
Kitchen order display system (KDS)	X
Agile interface screen programming	X
Digital Menu Boards	
Digital menu boards – avoidance of frequent hardware & software malfunctions	X
Improved technical support systems	X
Ease of inputting and changing menu content – no manual entry	X
Customer Experience Elements	
Loyalty Program	X
Customers access to daily menus	X
Dining Website (reservation system)	X
Social Media	X
Customer feedback	X
Adjacent Features and Technologies	
Mobile pop-up stations	X
Catering website/ ordering user experience	X
Workplace app integration	X