Functional Description

Start Simple. Scale Naturally.

Version 0.1 Draft

May 12, 2026

Executive Overview

nexdUP is a modern guest service ecosystem that allows customers to electronically request service from their waiter or waitress using their own Smartphone. No more waiting and wondering whether you have been noticed when you are ready to order. Simply press the Service Bell on your phone and you are automatically placed into the server's service queue. Then relax and continue enjoying your dining experience.

Customers access nexdUP by scanning a small QR code labeled "Scan for Service" located at their seat or table using their own smartphone. From that point forward, customers take control of their dining experience by requesting service, placing orders, reviewing their check, and making payments without scanning the QR code again.

After the customer presses the Service Bell, the system automatically routes the request to the appropriate service zone and places them in the service queue. Customers are served on a first come, first served basis - not loudest come, first served. Customers can monitor the status of their requests and orders from beginning to end if they desire.

Servers are presented with a clear, prioritized display and simply select the next request in the queue. They don't need to try and keep track of 'who's next' as the system automatically, and fairly, takes care of that. Servers simply touch the nexdUP request from the dashboard display and advance the orders through PREPARE, READY TO SERVE, SERVING and SERVED states.

At its core, the Service Bell is the heart and soul of the nexdUP system, allowing customers to quickly request waiter attention for virtually any need. Customers who wish to go further can request specific items such as salt, ketchup, hot sauce, napkins, or refills directly from their smartphones. The server sees exactly what is needed and returns to the table prepared with the requested item, often cutting the number of server trips to the table in half. Reccuing 'trips to table' is a core design goal for the nexdUP system as it quickly improves efficiency for the staff and improves the customer's experience.

As customers become more comfortable using the system on their own smartphones, they can order drinks, appetizers, a full meal, and yes - dessert too. Each order is automatically routed to the appropriate preparation station within the facility. Drink orders appear on the bartender's dashboard, the chef sees the steaks, and the pastry chef gets the order to slice up the cake.

Once a request has been submitted, customers can relax knowing they will be served when it is their turn - when they are nexdUP.

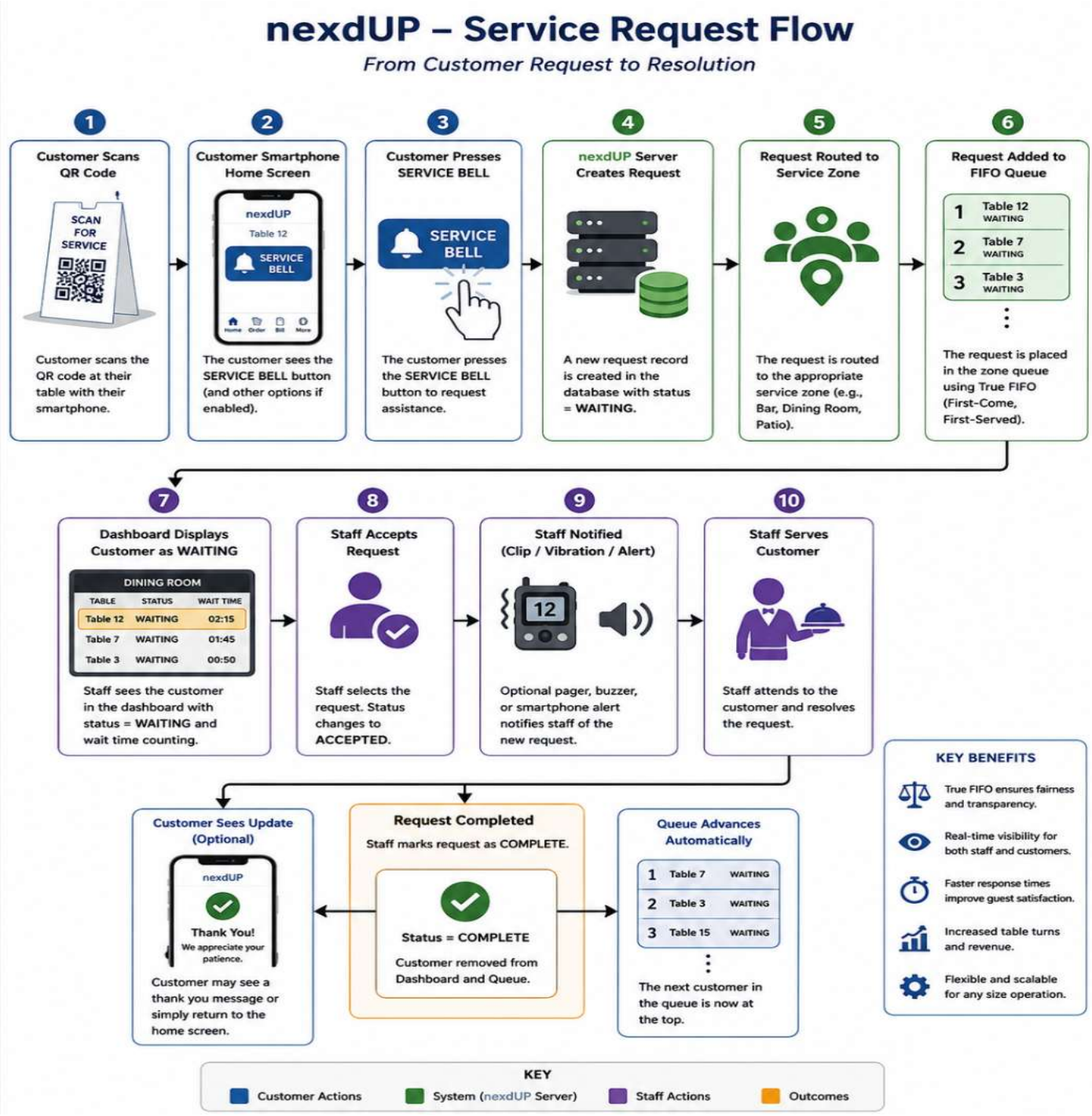
Available menu options can be tailored to each seating location. For example, bar guests may see only drinks and appetizers, while table-seated customers may have access to the full menu.

Guests who prefer traditional table service can continue to be served in the usual manner, while servers use the same system to enter requests and orders on the customer's behalf. Servers use a tablet with an easy SEAT selector so their orders are assigned to the right location. Many younger guests are likely to embrace the system immediately, while other customers can be introduced gradually with coaching and encouragement from staff.

Orders are displayed directly on kitchen and bar monitors, eliminating handwritten tickets and reducing verbal order communication between staff members. Team members simply touch order cards to advance them through each stage of preparation and delivery, providing real-time visibility into progress for servers, runners, managers, and if desired, customers.

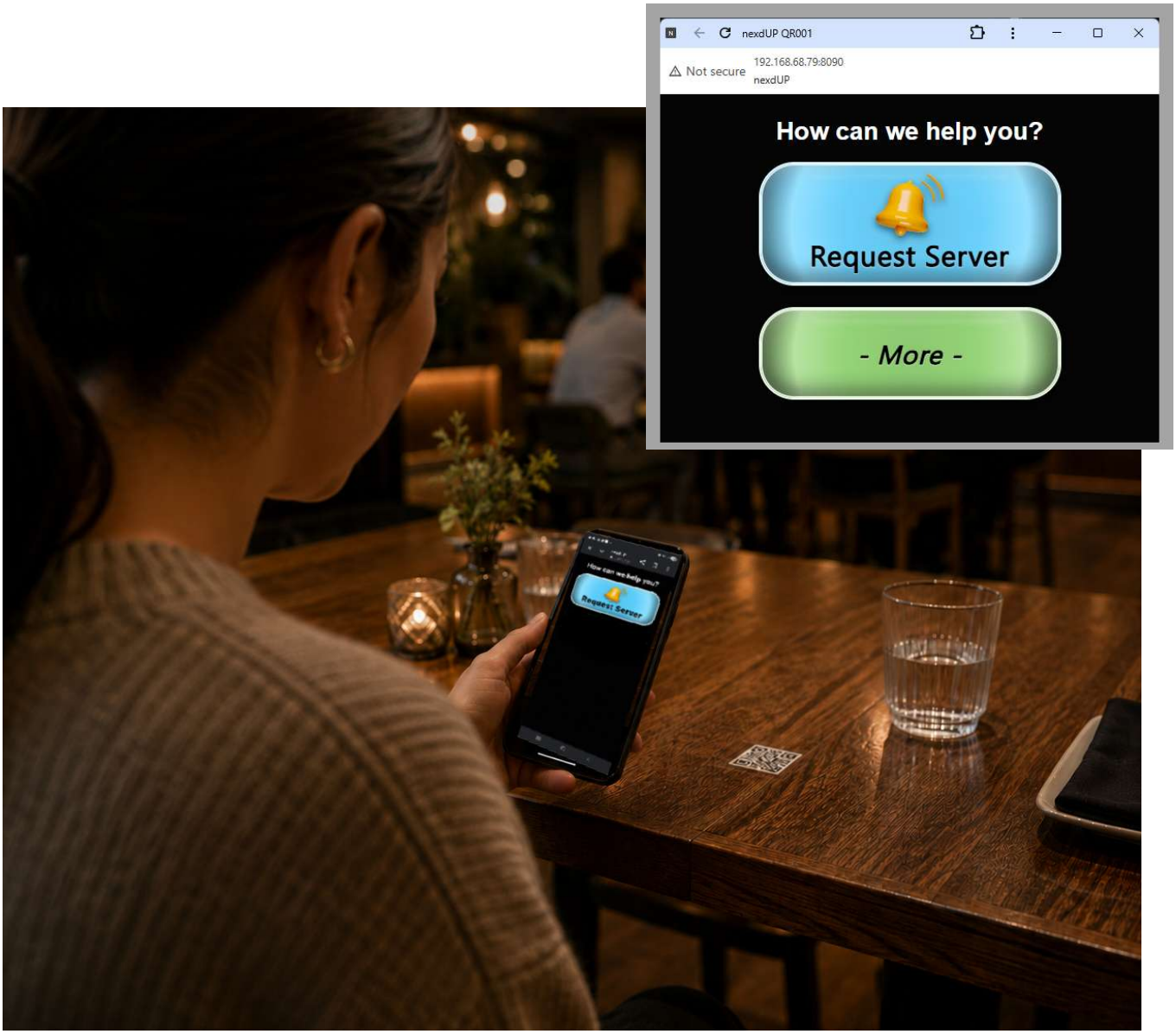
nexdUP helps keep glasses full, keeping customers happy while increasing beverage sales opportunities. nexdUP can operate as a standalone system or alongside an existing POS system, allowing restaurants to adopt only the features they need without replacing current investments.

Businesses can adopt nexdUP incrementally at low entry costs using standard Windows PCs and affordable off-the-shelf devices such as tablets, smartphones, monitors, Smart TVs, and optional pager buzzers. The platform is ideally suited for restaurants, bars, breweries, clubs, resorts, food halls, and many other hospitality environments.



Customer Service Bell

The Service Bell Request Button is the simplest and most fundamental of the nexdUP platform. After scanning the QR code labeled "Scan for Service," the customer enters the system and is presented with a Service Bell button on their smartphone. When ready, pressing the request bell will then automatically routes the request to the appropriate server or prep station and places it into the service queue. If enabled, a -More- button opens up additional ordering capabilities.



Customer scans the QR code at each seat/table and immediately has access to the system.

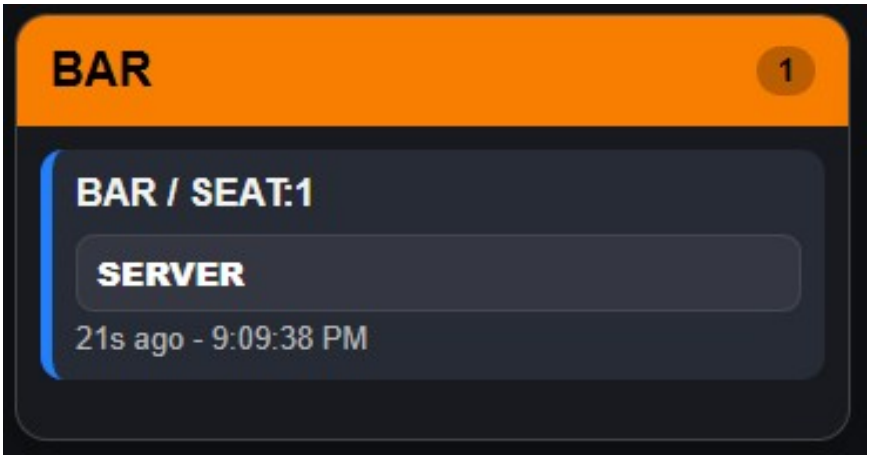
Many restaurants may find that the simple Service Bell feature alone provides enough operational value to justify deployment, with additional capabilities enabled later as business needs evolve.

Requests are processed on a true first come, first served basis, ensuring that customers receive attention fairly and consistently rather than competing to attract staff attention.

Servers view pending requests on a clear, prioritized dashboard and simply select the next customer in the queue. Multiple servers can monitor and process the same queue from one or more dashboard displays.

Customers can relax knowing their request has been received and that they will be served when it is their turn - when they are nexdUP.

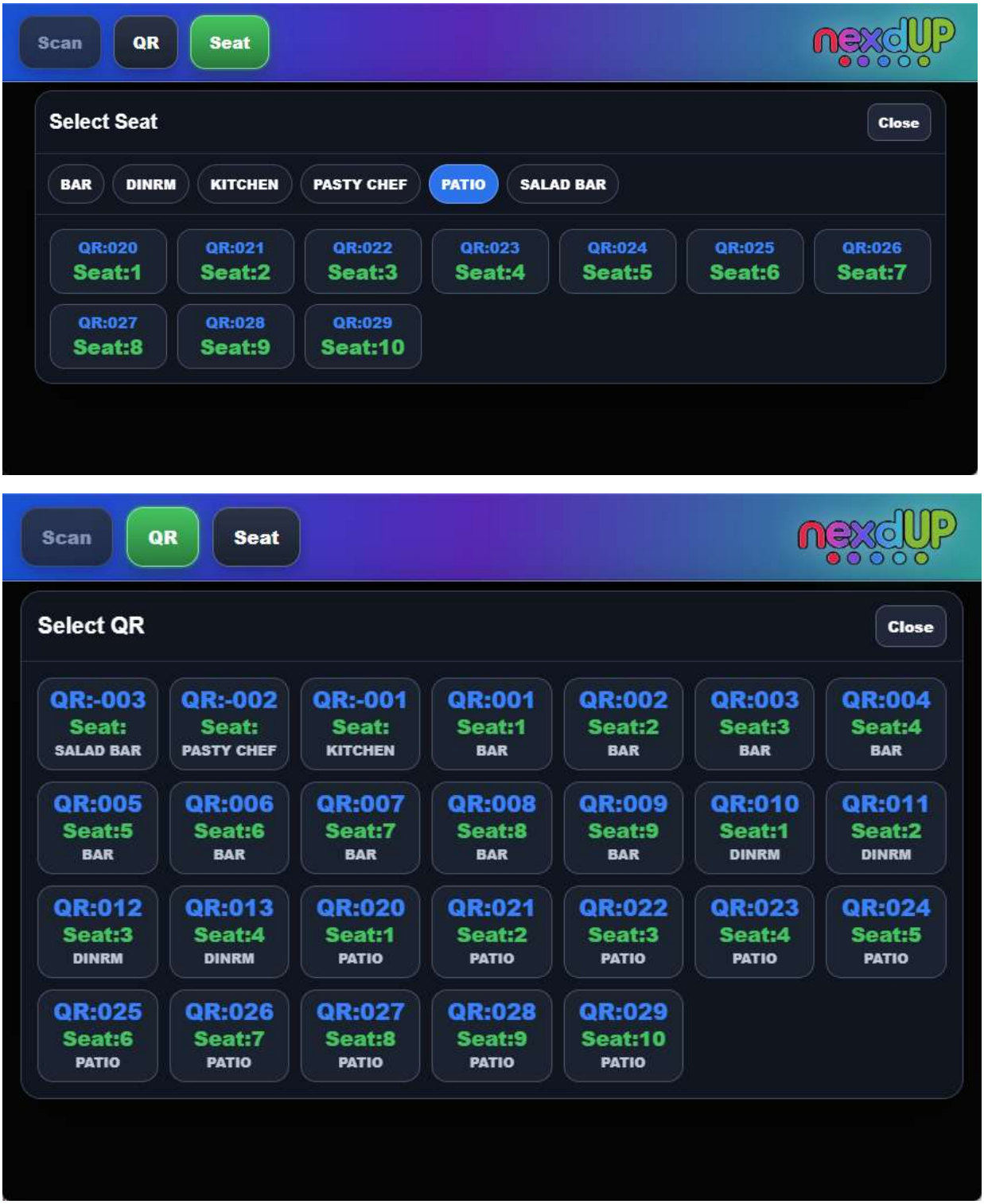
This simple feature alone can significantly improve service consistency, reduce customer frustration, and provide immediate operational benefits with minimal implementation cost.



Server view for the Bartender zone, showing a request for a 'Server' from the Bar Seat #1 is active. This is generated when a customer presses the BELL button on his phone.

Staff assisted ordering

While the system is evolving, customers may be initially reluctant to use the system. Servers therefore can be armed with tablets to order into the system for the customers via a quick 'Seat Finder' process to assign the order to the right customer seat.



Server control to quickly assign a Seat ID while taking the customer's order for them.

Server can use the nexdUP system to enter orders for the customers and/or quickly show them how it works so they can do it themselves from their own smartphone.

Benefits to Owners

- Improves service consistency.
- Reduces customer frustration.
- Requires minimal hardware and implementation cost.
- Can be deployed as a standalone solution.
- Provides an immediate and visible improvement in guest service.
- Supports incremental expansion as business needs evolve.

Benefits to Servers

- Clear and prioritized queue of pending requests.
- No guesswork about which customer needs attention next.
- Fair first come, first served request handling.
- Ability to share responsibility across multiple dashboards.
- Less pressure from customers competing for attention.

Benefits to Customers

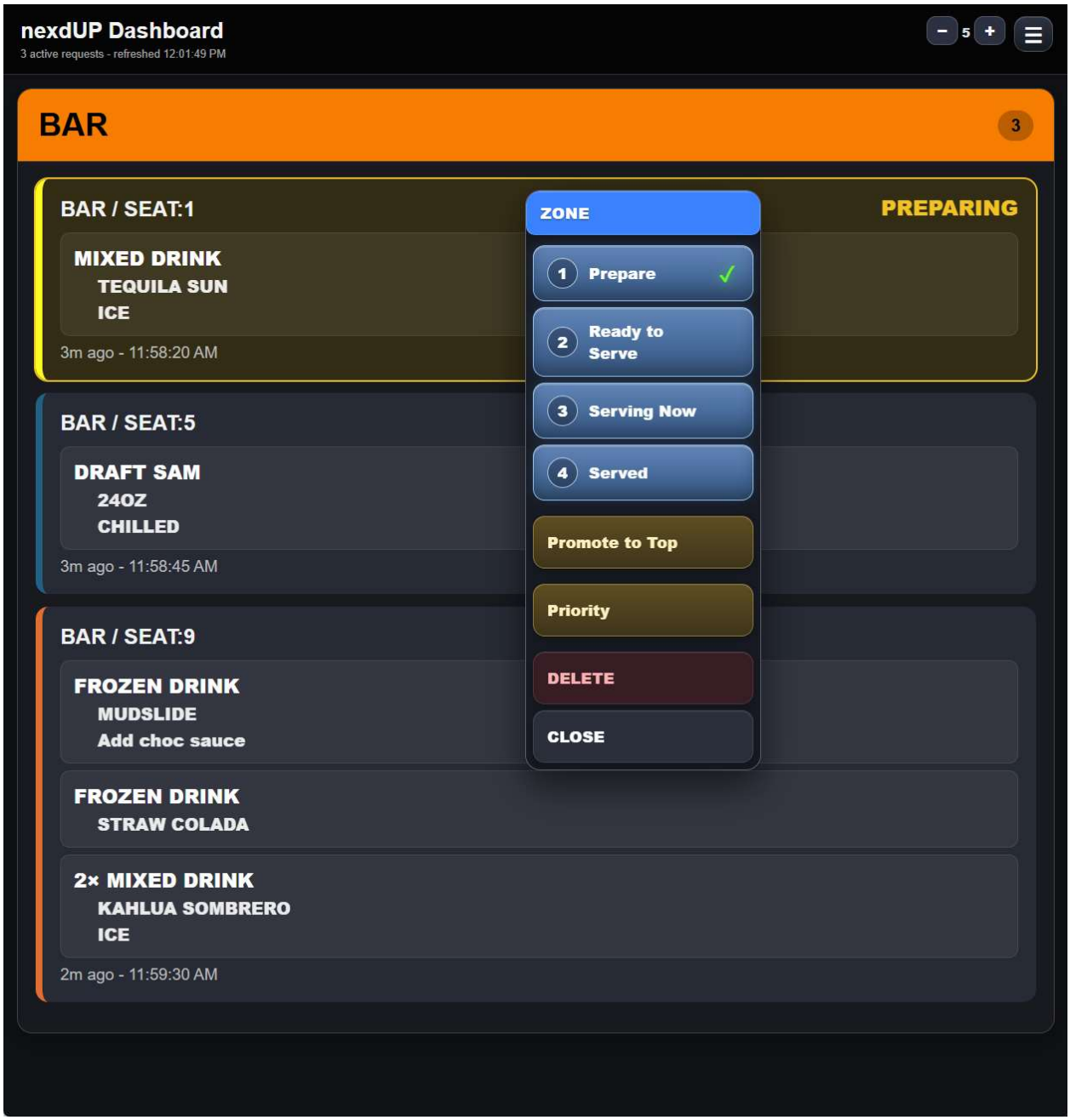
- No more waiting and wondering whether they have been noticed.
- No need to wave or compete for attention.
- Fair first come, first served service.
- Confidence that their request has been received and queued automatically.
- More relaxed dining experience.

Dashboard Overview

The nexdUP dashboard provides staff with a clear, real-time view of all pending service requests and orders in the system. Servers simply select the next request at the top of the queue, which has already been prioritized by the system as nexdUP. A touch on any order displays a list of processing actions that allow staff to quickly advance the order through each stage from ***PREPARE*** … ***SERVED***.

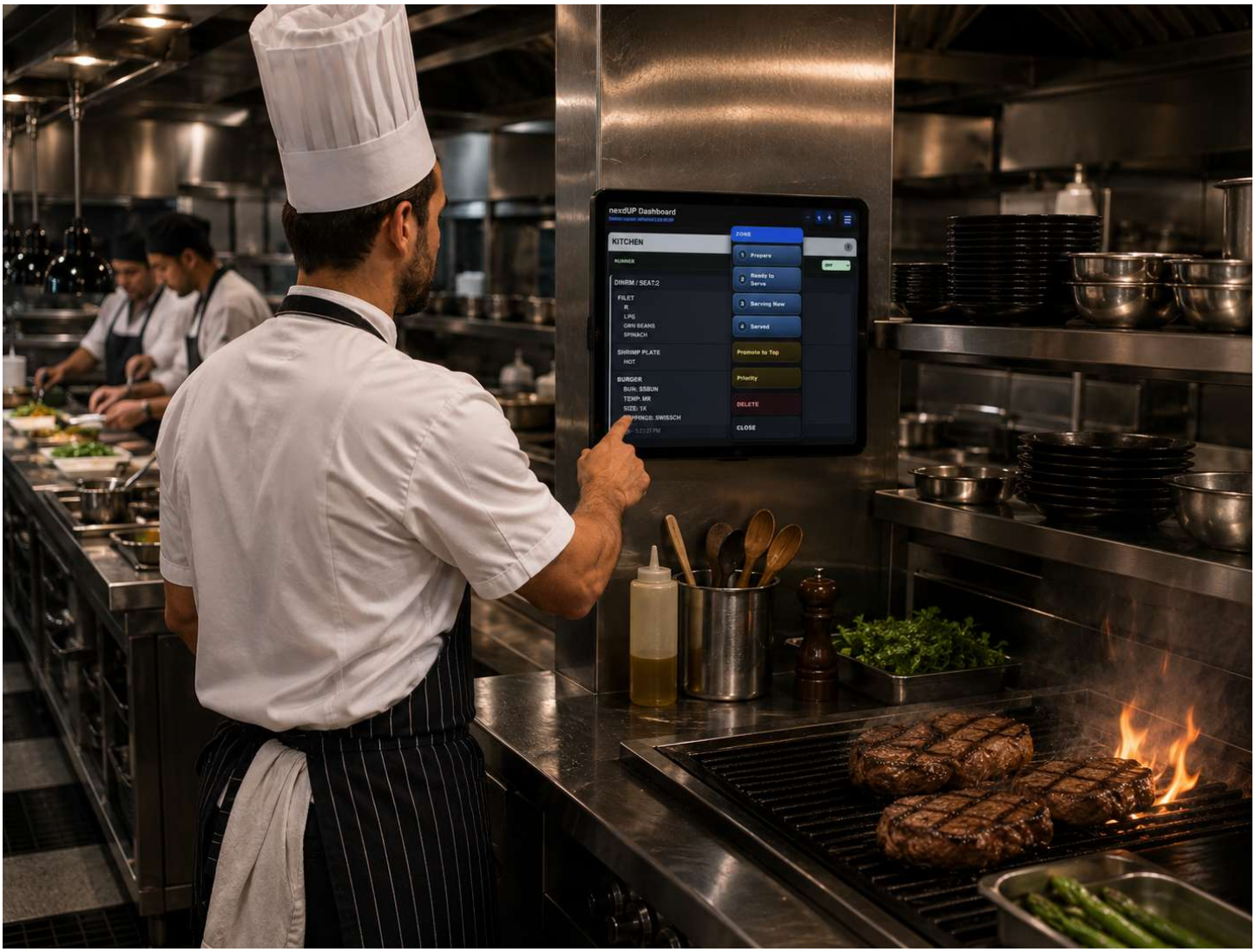
Bartender processes his next request at the nexdUP stations.

Dashboards can show a single zone, selected zones, or the entire facility including all zones. They can run on multiple tablet displays and even Smart TVs when a larger display is desired for staff monitoring or for customers to view queue positions and order progress.

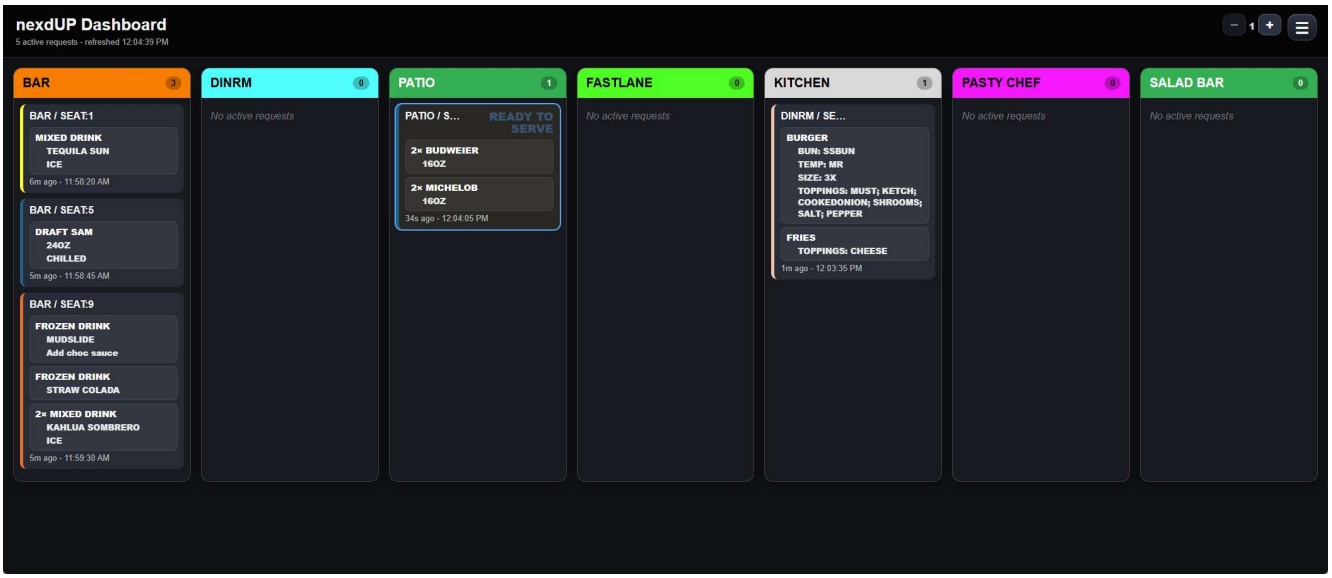


Each request or order appears as a clearly labeled item showing the customer location, the request details, and the current status. This eliminates handwritten tickets and reduces verbal order communication between staff members. Orders are extracted directly from the display, and status updates provide immediate visibility into preparation progress across all monitoring displays. The order selected by the customer is preserved exactly as entered from placement to table.

The system overrides the normal queue of new orders when items are ready to serve, ensuring that hot meals and chilled martinis stay that way for the customer. No more asking, "Where is my food?" and hearing, "Let me check," which can mean your meal has probably been waiting unnoticed for 10-15 minutes while other server tasks took priority. No more cold steak or warm martinis with nexdUP!



The chef gets orders directly on his monitor tablet and touches them to advance status from PREPARING to READY. When ready is selected, the order is forwarded to the assigned station to pickup and deliver the order to the customer seat.

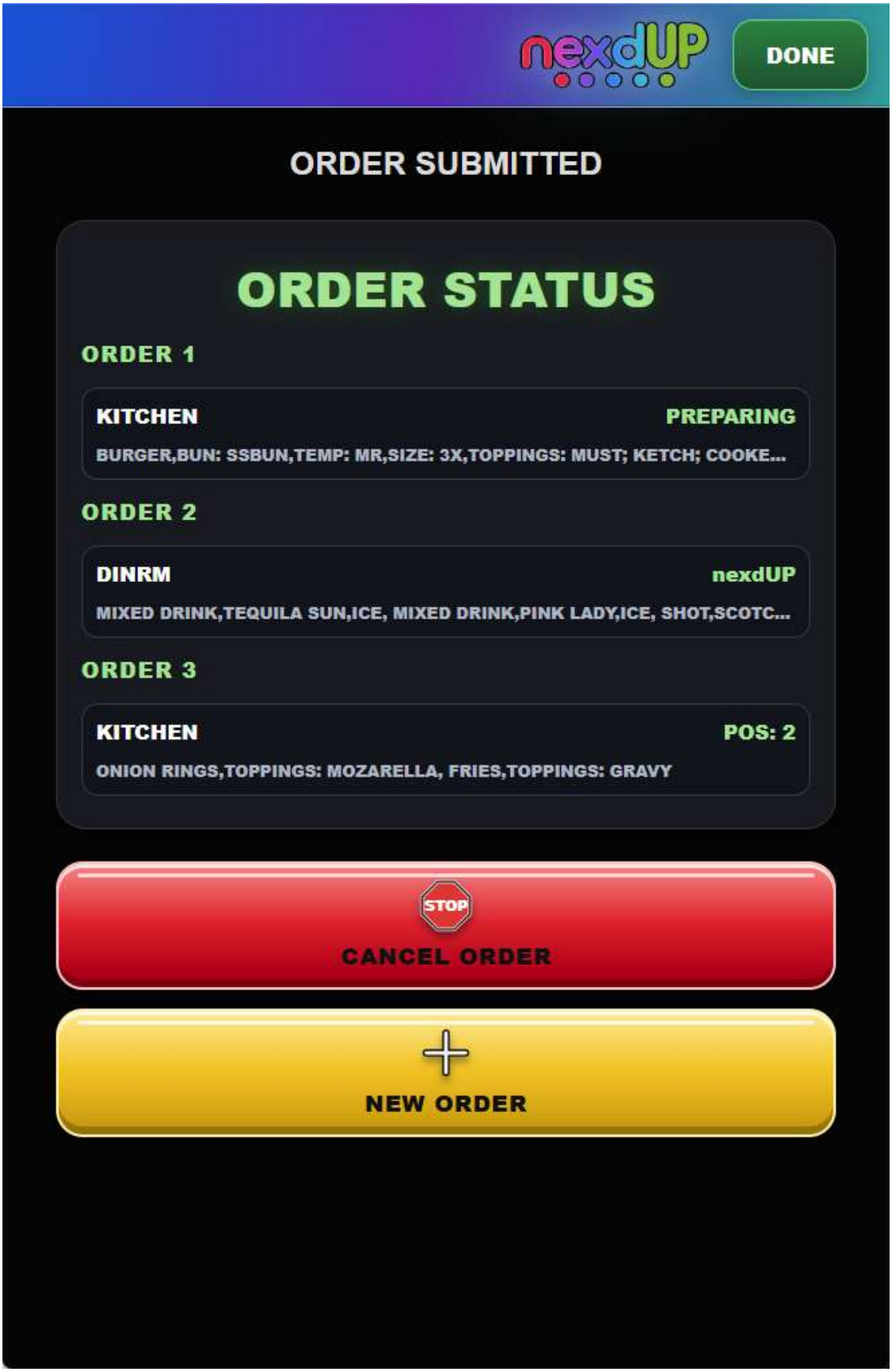


Dashboard view showing multiple zones enabled

Specialized dashboards can be configured for different operational roles, including manager dashboards showing the overall system status, kitchen dashboards displaying food orders, bar dashboards displaying drink orders, runner dashboards identifying items ready for pickup and delivery, and optional customer displays showing queue positions and order progress.

Customers may monitor the status of their requests and orders from beginning to end from their own smartphone whenever they wish.

Multiple staff members can monitor and process the same queue from multiple displays, allowing multiple servers to work together in a zone, maybe you bar is large enough for 4 bartenders to handle the load? This improves teamwork and reduces the risk of missed requests, keeping glasses full and revenue rolling.



Customers can monitor the status of their order(s) if they desire

Benefits to Owners

- Real-time visibility into all service activity.
- Improved communication between departments.
- Reduced delays and fewer missed orders.
- Better oversight of staff performance and operational bottlenecks.
- Improved food and beverage quality through timely delivery.
- Improved order accuracy from placement to table.
- Reduced food waste and fewer remakes caused by order errors.
- Better utilization of kitchen, bar, and runner resources.
- Uses affordable off-the-shelf hardware.

Benefits to Staff

- Clear and prioritized view of pending work.
- Simple touch-based status updates.
- Reduced verbal order communication and paperwork.
- Improved coordination between servers, kitchen staff, bartenders, and runners.
- Multiple staff can work from the same queue.
- Orders are preserved exactly as entered by the customer.
- Less "Where is my order?" questions.
- Reduced stress during peak service periods.
- Full authority to override priorities when ready-to-serve items require immediate delivery.

Benefits to Customers

- Greater confidence that requests and orders are being processed.
- Ability to monitor queue position and order progress in real time from their own smartphone.
- Orders are delivered exactly as requested.
- Reduced risk of order misunderstandings.
- Less need to ask staff for status updates.
- Hot meals and cold drinks delivered as intended.
- Faster and more accurate service.
- Improved communication and fewer delays.

FASTLANE Overflow Seating

The nexdUP FASTLANE is designed for those busy times when the bar gets "three deep" in thirsty customers. During these peak periods, customers typically have no assigned seat and are treated by the system as "floaters," allowing them to join the service queue and monitor their position from anywhere in the venue.

Instead of competing for the bartender's attention, customers simply join the FASTLANE queue by scanning a common QR code placed in the FASTLANE or other conspicuous locations throughout the standing area. Their place in line is securely held on a first come, first served basis while they return to fraternizing with their friends rather than screaming at the bartender for attention.

Customers waiting on the floor get in line using the REQUEST SERVER button on their phones and are informed of their position as they advance closer and closer to their turn. They are instructed to get in the FastLane as they reach position 3 so that the lane stays short and easy to manage while they enjoy their experience instead of trying to flag down a bartender. A credit-card reader is conveniently placed to take quick and easy payments.

Wait with friends, not at the bar.

FastLane customers can monitor their queue position in real time from their own smartphone.

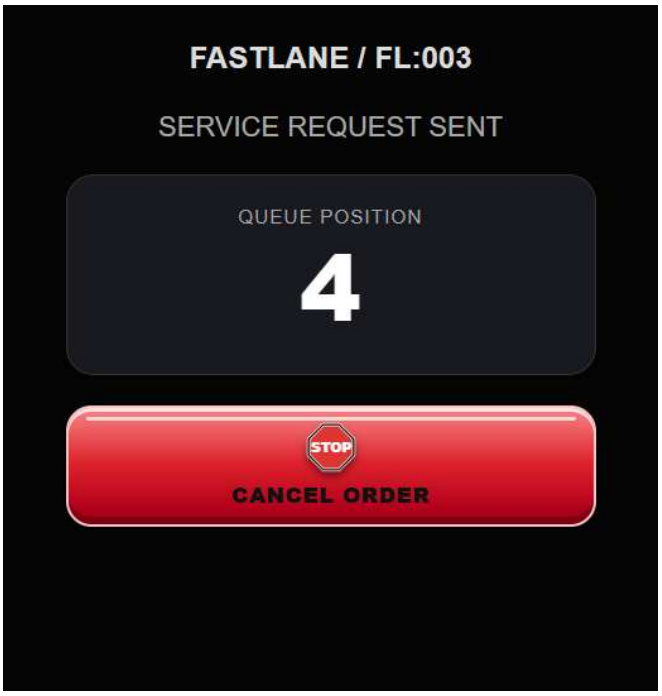
As customers move closer to the front of the queue, nexdUP alerts them when it is time to head to the designated FASTLANE service point. Android users receive vibration cues: three vibrations when third in line, two when second, and one when they are next.

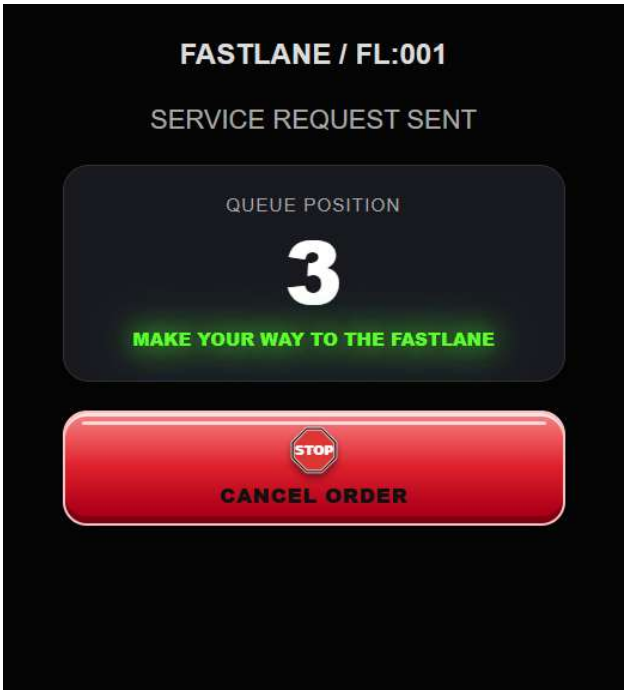
Customers may place drink orders while waiting, allowing bartenders to prepare drinks in advance whenever possible. By the time the customer reaches the FASTLANE station, their order may already be prepared and ready for pickup.

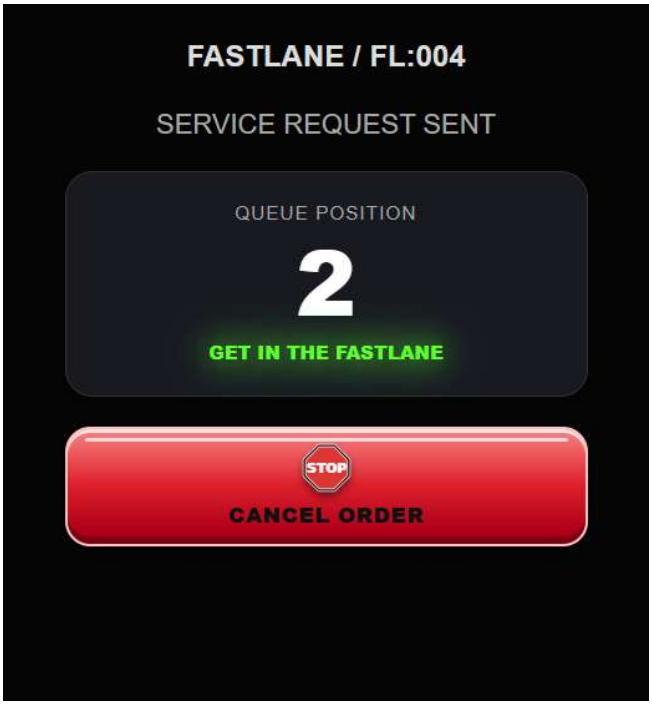
Because customers are called forward only when it is nearly their turn, the physical line at the service point typically remains only two or three people deep, even when dozens of customers are waiting in the virtual queue. Those waiting and those seated appreciate this 'space'.

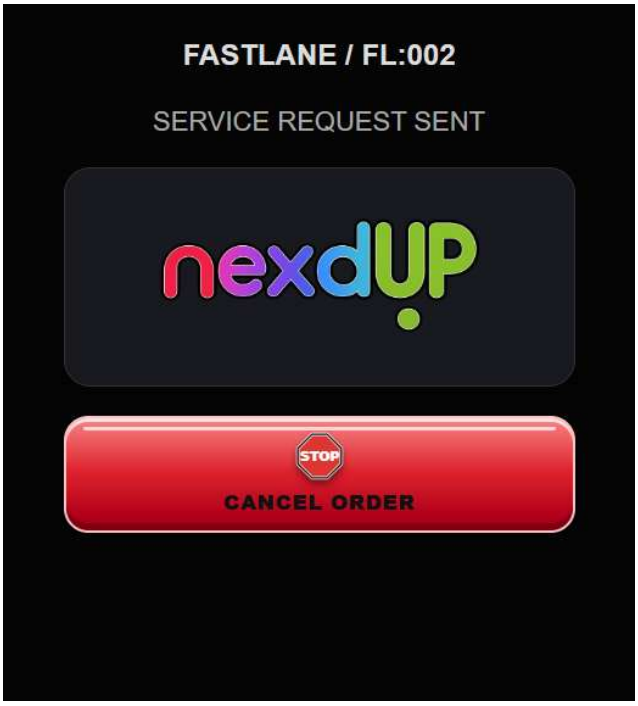
Bartenders benefit from a dedicated service point where customers stand directly in front of them rather than behind a row of bar stools, making orders easier to hear and process. Credit card readers, receipt printers, beer taps, and other equipment can be positioned conveniently at the FASTLANE station.

Owners benefit from fewer walk-aways because customers can be asked to pay before leaving the service point with their drinks quickly and easily.









Benefits to Owners

- Generates additional revenue without adding seating or staff.
- Captures revenue from standing-room and overflow customers.
- Reduces customer walk-aways during busy periods.
- Improves crowd management and reduces bar congestion.
- Increases beverage sales by helping keep glasses full.
- Speeds payment collection and reduces unpaid walk-offs.
- Enhances customer satisfaction and loyalty.
- Provides a significant competitive advantage during peak periods.

Benefits to Bartenders and Staff

- Clear first come, first served queue.
- No more guessing who is next.
- Easier to hear orders at a designated service point.
- Ability to prepare drinks in advance while customers wait.
- Shorter physical lines at the bar.
- More organized and predictable workflow.
- Convenient access to payment and dispensing equipment.
- Faster payment collection before customers leave with drinks.
- More time to focus on making drinks instead of managing crowds.

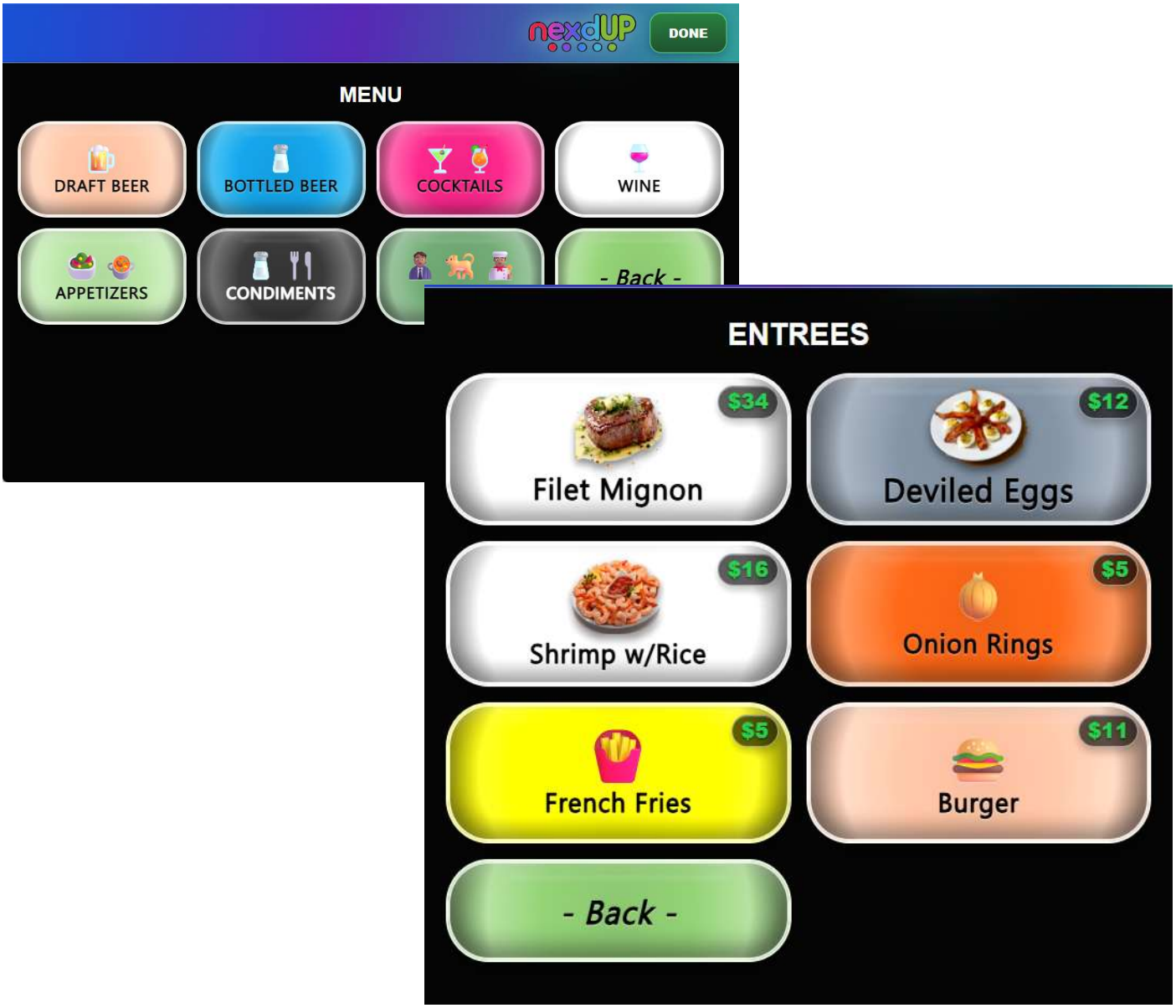
Benefits to Customers

- Reserve a place in line without standing at the bar.
- Monitor queue position in real time from their own smartphone.
- Continue socializing while waiting.
- No waving, shouting, or screaming for attention.
- Receive a prompt when it is time to head to the FASTLANE.
- Place drink orders in advance.
- Drinks may be ready by the time they reach the service point.
- Faster, fairer, and more predictable service.
- More time with friends and less time waiting in crowded lines.
- Guests already seated at the bar can continue enjoying their margaritas without "floaters" squeezing between them to get the bartender's attention.

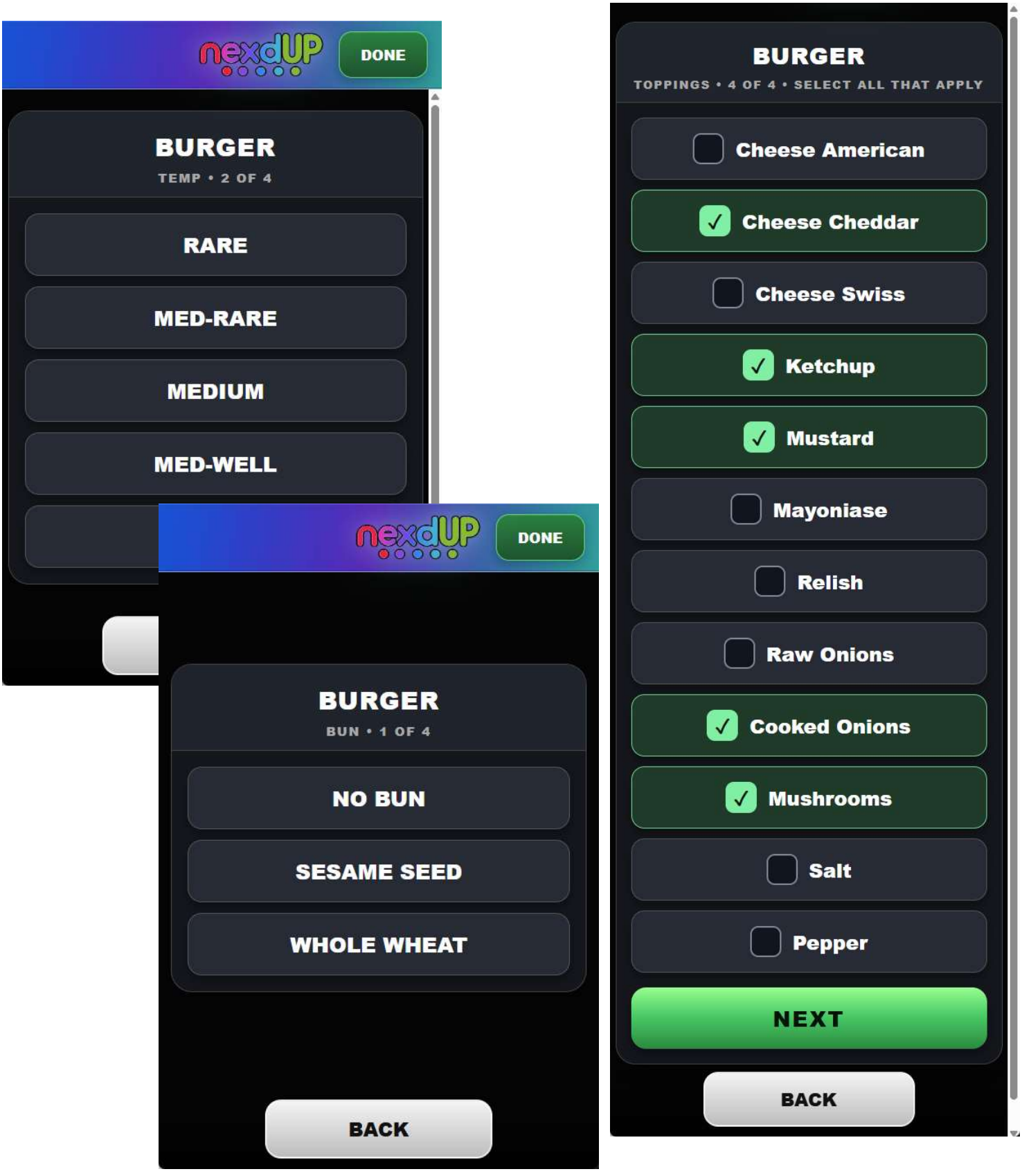
Expanded Service Requests

nexdUP allows customers to order drinks, appetizers, entrees, and desserts directly from their own smartphones. Orders are transmitted electronically to the appropriate preparation station, improving accuracy and streamlining process flow while preserving existing billing and payment procedures.

Available menu options can be customized by seating location. For example, guests seated at the bar may see only drinks and appetizers, while table-seated customers may have access to the full menu. Prices may be displayed or hidden depending on the establishment's preferred service model.



Typical menu select displays can run on customer Smartphones or server tablets



Every item can be customed easily to include options that are relayed directly to the preparing zone. This saves time, confusion, errors and automates the process from order and back to the table.

Benefits to Owners

- Reduced labor through fewer unnecessary trips.
- Faster response to common requests.
- Improved customer satisfaction.
- Increased beverage sales.
- Faster table turnover.
- Lower risk of missed or forgotten requests.

Benefits to Servers

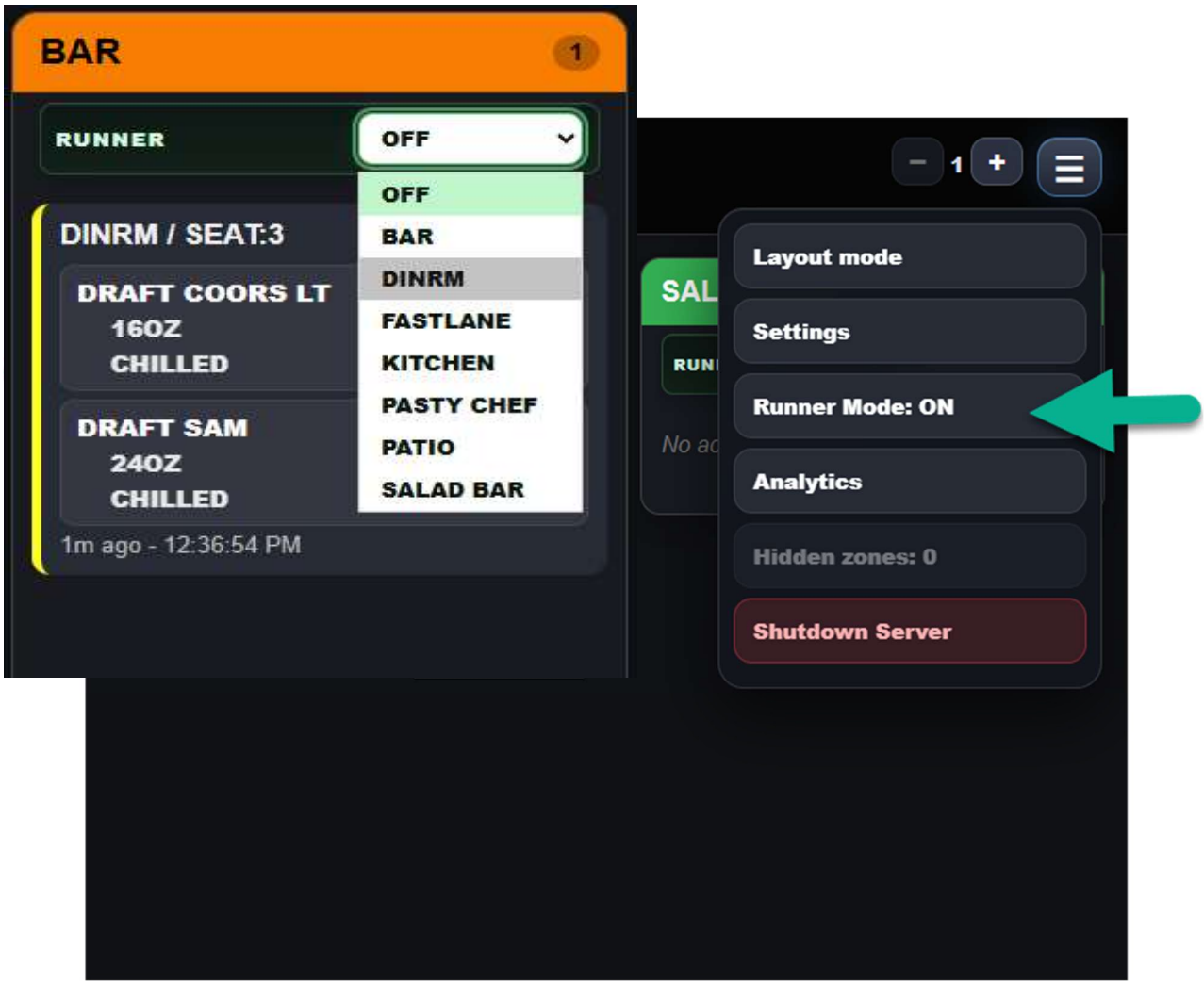
- Know exactly what to bring before approaching the table.
- Fewer repeat trips to the same table.
- Better prioritization of customer needs.
- Less guesswork.
- Less interruption during busy service periods.

Benefits to Customers

- Faster fulfillment of common requests.
- No need to wait to ask for simple items.
- Fewer interruptions.
- Greater control over the dining experience.
- Less time waiting for condiments, refills, or the check.

Order Runners

nexdUP supports ‘runners’ to move food/drinks from their preparation place to the customer seat, without involving the normal servers. Runner mode is selectable quickly and easily so it can be activated on-demand, off when slow and on when slammed.



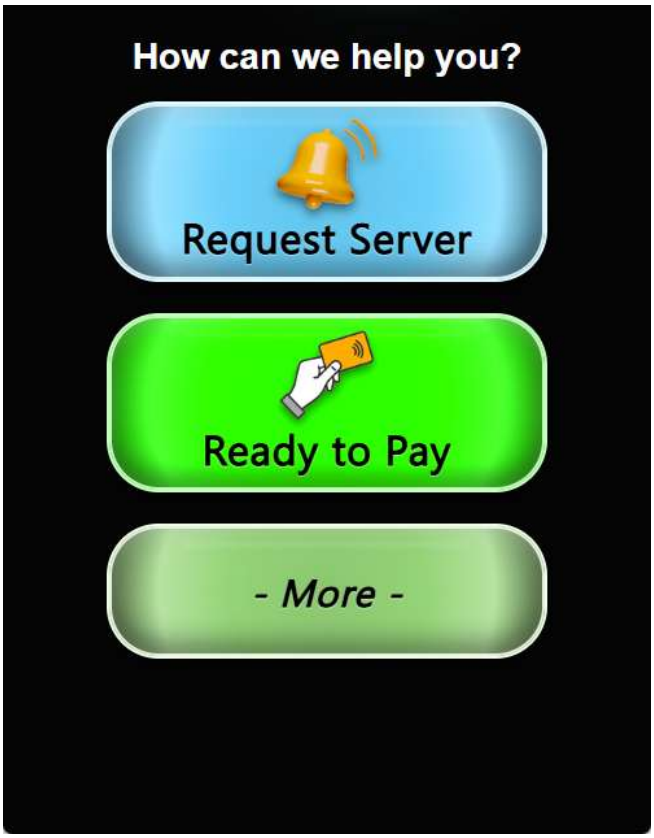
With ‘Runner Mode’ enabled, the system can assign servers to pickup meals when they are READY in the kitchen or use the dining server to grab the drinks at the bar.

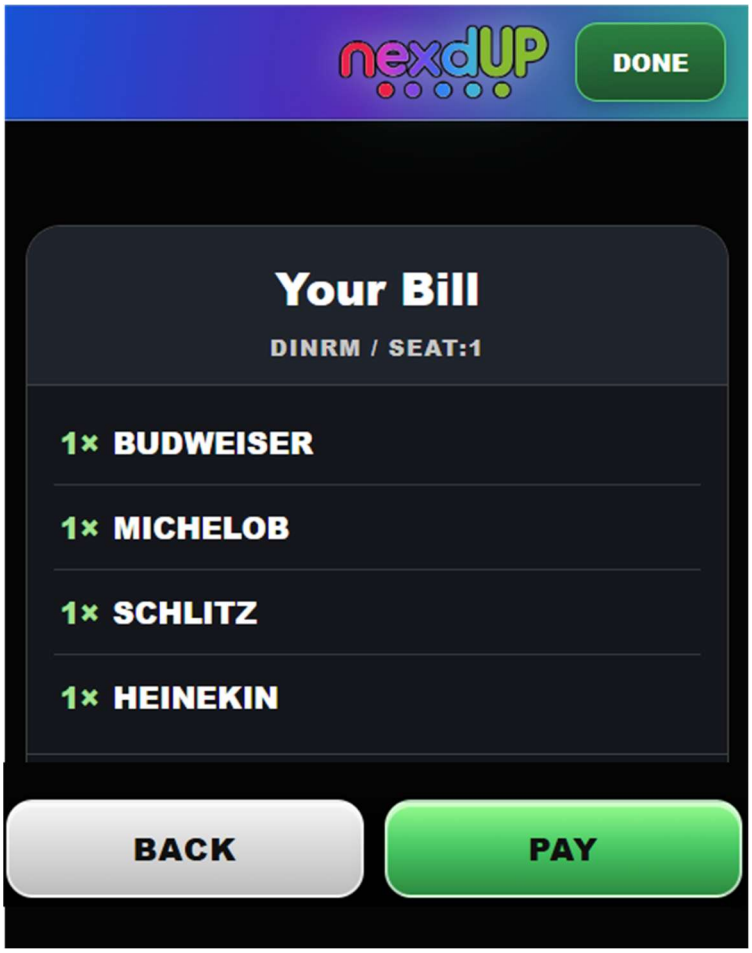
Menu Ordering Without Payment

Guests who prefer traditional service can continue to place orders through their server, who uses the same system to enter orders on the customer's behalf.

Because orders are entered electronically, the exact selections made by the customer are preserved from placement to table, reducing misunderstandings and minimizing order errors.

After any order has been processed, the customer sees a 'Ready to pay' button available for when he is ready. Then, he can see what has been ordered and the server has the full list too (without tracking paper order slips!).





Benefits to Owners

- Improved order accuracy.
- Reduced order errors and remakes.
- Increased beverage sales.
- Faster order submission.
- Flexible menu presentation by seating location.
- Supports both self-service and traditional ordering.
- Works with or without an existing POS system.

Benefits to Staff

- Orders are transmitted directly to the proper preparation station.
- Reduced verbal communication and handwriting errors.
- Ability to enter orders for customers who prefer traditional service.
- Faster beverage reorders.
- Clear visibility into all pending orders.
- Less time spent rewriting or re-entering customer orders.

Benefits to Customers

- Order whenever they are ready.
- Review selections before submitting.
- Orders are delivered exactly as entered.
- Faster and more accurate service.
- Easier beverage reorders.
- Greater control over the dining experience.

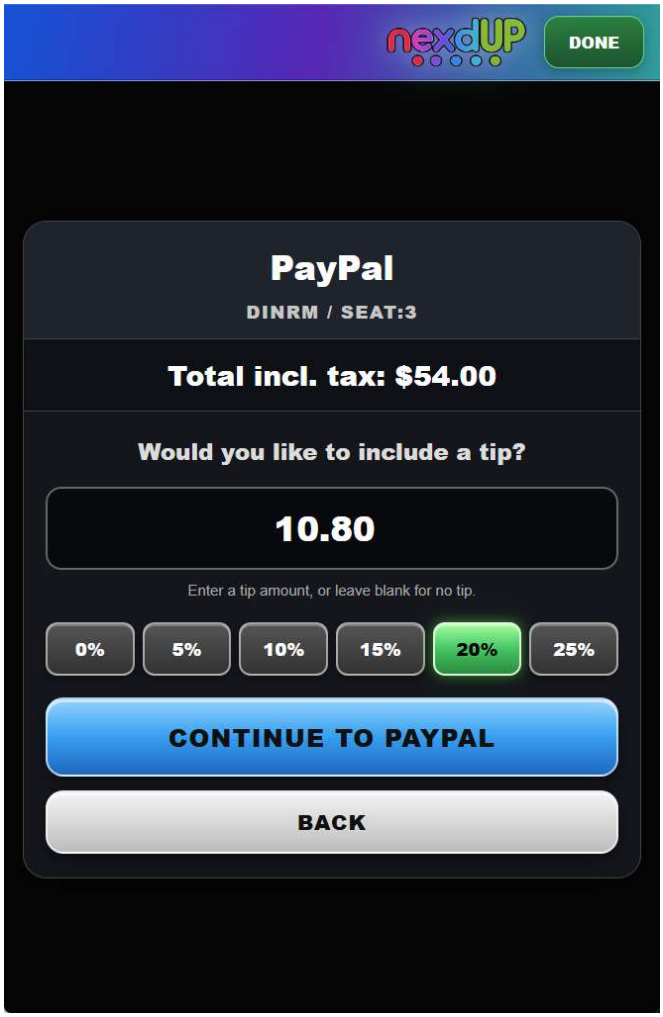
Pricing, Billing, and Customer Check Management

When pricing control is not desired, nexdUP can still maintain a complete list of the items ordered by each customer, reducing reliance on memory and minimizing billing errors when it is time to present the check. This is especially valuable for restaurants that already use an existing POS system to handle billing, replacing handwritten order slips with an accurate electronic record of everything the customer has ordered.
When pricing is enabled, nexdUP automatically builds a detailed customer check as food and beverages are ordered. Customers can review their check in real time from their own smartphones and verify charges whenever they wish.

When ready to leave, customers may request the check to be presented in the traditional manner by their server. Because the customer has already reviewed the charges, the server typically needs to make only one trip to the table instead of two.

Optional taxes and gratuities can be calculated automatically, providing an up-to-date total throughout the dining experience.

By reducing checkout delays, nexdUP helps restaurants turn tables faster and seat the next revenue-generating customer sooner.



Benefits to Owners

- Faster checkout and table turnover.
- Generates value even when an existing POS system handles billing.
- Eliminates handwritten order slips.
- Reduces billing errors and customer disputes.
- Earlier visibility into the customer's total.
- Reduced server trips during checkout.
- Increased seating capacity through quicker table turns.
- Supports both priced and non-priced operation.
- Works with or without online payment.
- Supports traditional server-presented checkout.

Benefits to Servers

- Accurate electronic record of all customer orders.
- Reduced reliance on memory.
- Fewer billing mistakes.
- Fewer trips required to complete checkout.
- Customers review charges before requesting the check.
- Reduced questions about billing details.
- Faster payment processing.
- Preserves familiar checkout procedures.
- Less time preparing and reconciling checks manually.

Benefits to Customers

- Review charges at any time from their own smartphone.
- Greater confidence in billing accuracy.
- Opportunity to spot discrepancies before requesting the check.
- Traditional server-presented checkout remains available.
- Faster and more convenient checkout.
- Less waiting when ready to leave.
- Reduced risk of billing errors.
- More control over the checkout process.

Online Payment Integration

nexdUP can optionally integrate with secure online payment services, allowing customers to pay their checks directly from their own smartphones whenever they are ready to leave.
Customers who prefer traditional payment methods may continue to pay their server using cash or a credit card exactly as they do today.

Because customers can review their charges and submit payment immediately, checkout delays are reduced and tables can be turned more quickly.

Electronic payment confirmation is recorded automatically, providing a clear and accurate record of completed transactions.

Online payment is entirely optional and can be enabled only when and where it makes sense for the business.

Benefits to Owners

- Faster checkout and table turnover.
- Reduced waiting for payment processing.
- Improved cash flow.
- Lower labor requirements during checkout.
- Supports both self-payment and traditional payment methods.
- Can be enabled selectively by location or service area.
- Provides an additional convenience feature for customers.

Benefits to Servers

- Less time handling payment transactions.
- Reduced trips to the table.
- Fewer delays waiting for credit card processing.
- Automatic confirmation of completed payments.
- Traditional payment methods remain fully supported.

Benefits to Customers

- Pay immediately from their own smartphone.
- Avoid waiting for the server to process payment.
- Review charges before submitting payment.
- Receive immediate confirmation of payment.
- Continue using traditional payment methods if preferred.
- Faster and more convenient checkout.

Pager and Buzzer Integration

Optional (low cost) wireless pager buzzers can alert staff whenever the system receives a new order. When the queue in the server's assigned zone is empty, they are free to attend to other duties or take a short break. As soon as a new customer request is submitted, the pager buzzer alerts them to return and begin processing the queue. Once alerted, staff are expected to continue working through all pending requests and orders until the queue is empty again. Wireless alerts are used only to announce that new work is waiting. Staff then consult the dashboard displays for complete details and current priorities.

Because the queue can be monitored and processed by multiple staff members from multiple dashboard displays, multiple pagers can bee assigned to the same zone and responsibilities can be shared easily during busy periods.

Customers can monitor the status of their requests and orders from beginning to end from their own smartphones whenever they wish, reducing the need to ask for updates.

For FASTLANE customers using Android phones, vibration alerts can be generated automatically as they move closer to the front of the queue.

Benefits to Owners

- Staff can be productive elsewhere when no requests are pending.
- Immediate notification when new work arrives.
- Reduced risk of missed requests.
- Improved labor utilization.
- Faster response times.
- Supports one or more staff members processing the same queue.
- Helps ensure queues are not forgotten during slower periods.

Benefits to Staff

- Freedom to step away when the queue is empty.
- Immediate notification when attention is required.
- No need to constantly monitor the dashboard.
- Shared responsibility across multiple displays.
- Reduced stress and improved workflow.
- Ability to attend to side work or short breaks without missing new work.

Benefits to Customers

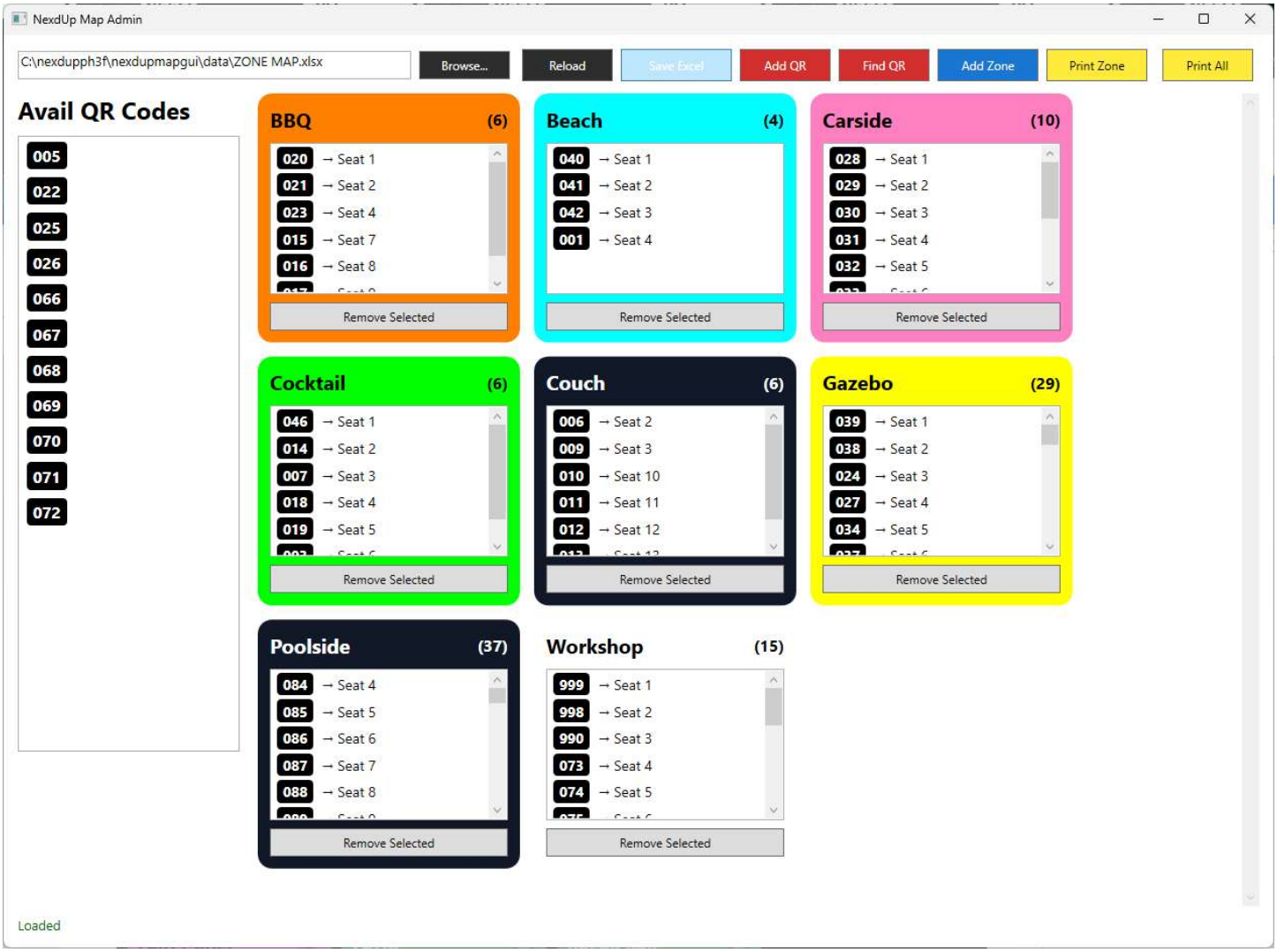
- Faster response when new requests are submitted.
- Greater confidence that requests will not be overlooked.
- Ability to monitor progress from their own smartphone.
- Reduced need to ask for status updates.
- More reliable and predictable service.

Management Analytics

Numerous management analytic data is available for viewing, printing and exporting to spreadsheets. Customizations are also available for special requirements.

Building your zone map

A simple management tool called ZONE CONFIGURATION GUI is provided to create your restaurant zone types and names and assign QR codes to seats. This is also where the FASTLANE is created and RUNNER ZONES established. Configuration is simple and fast with this tool including drag-n-drop QR codes into any desired zone.



Setting up the zones is simple using the Zone Configurator GUI. Unique QR codes are assigned to Seats and seats are placed in zones. Zone names and color coding is applied here and print options are available

Customization and Configuration

nexdUP is highly configurable and can be tailored to the specific needs of each venue in most cases without modifying the software itself. Most configuration setup is performed through simple spreadsheet-based settings that define menus, prices, zone names, seating layouts, branding, colors, logos, queue behavior, and alert options. Available menu items can be customized by seating location. For example, guests seated at the bar may see only drinks and appetizers, while table-seated customers may have access to the full menu. Prices can be displayed or hidden depending on the preferred service model.

Dashboards can be configured to display a single zone, selected zones, or the entire facility.

Wireless alerts, online payments, customer check review, FASTLANE, and other features can be enabled or disabled independently, allowing each business to adopt only the functions it needs.

Because configuration changes are data-driven rather than program changes, menus, prices, and operational settings can be updated quickly and easily as business requirements evolve.

The same software can operate as a simple Service Bell, a complete ordering and billing system, or anything in between.

Benefits to Owners

- Tailors the system to existing operating procedures.
- Enables gradual adoption of features.
- Avoids software modification costs.
- Simplifies menu and price updates.
- Supports branding with custom colors and logos.
- Adapts easily as business needs evolve.
- Works across a wide variety of hospitality environments.

Benefits to Staff

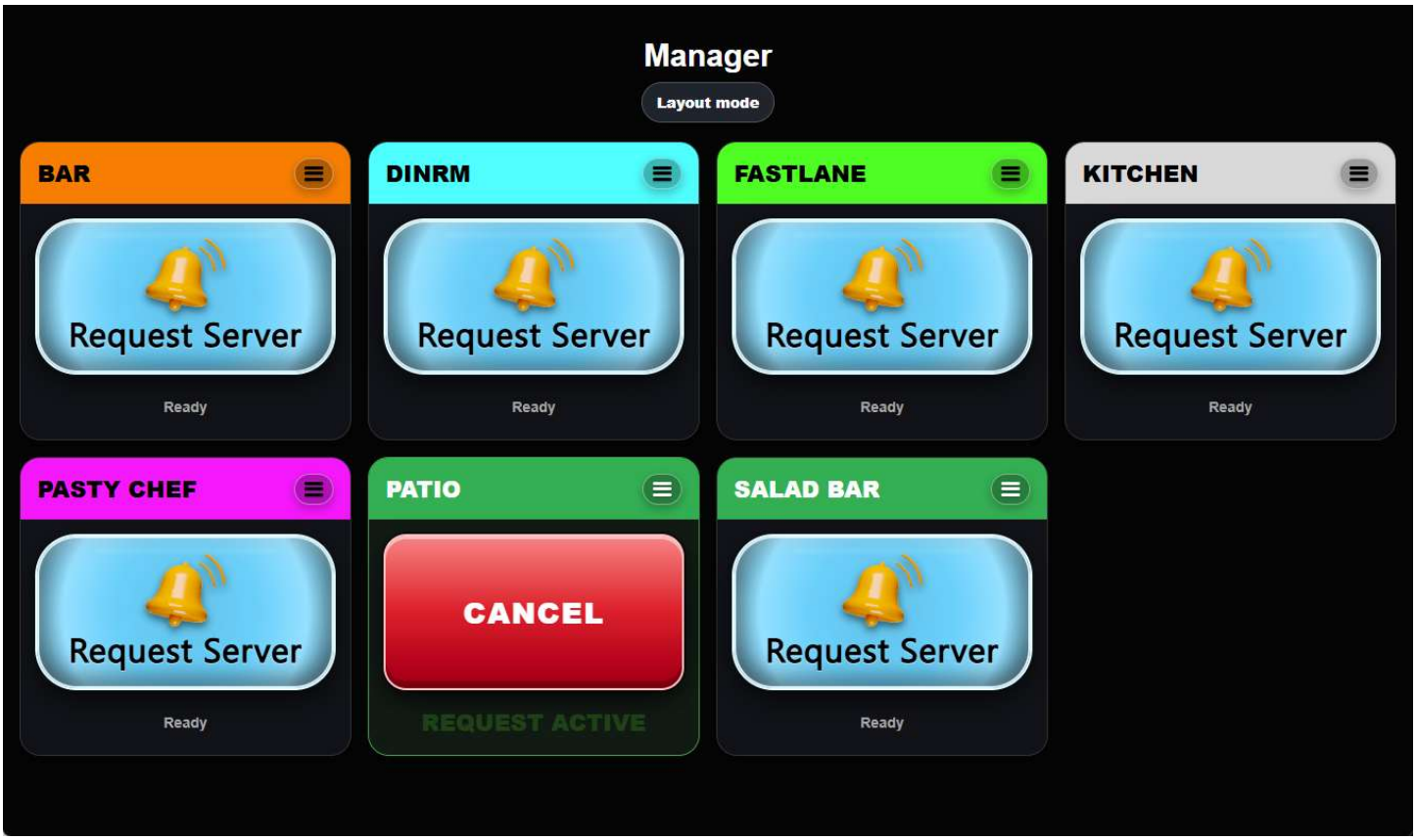
- Screens and workflows can be customized to match operational responsibilities.
- Menu and pricing updates can be made quickly.
- Only relevant features are enabled.
- Familiar operating procedures can be preserved.
- Staff terminology can match the language already used in the venue.

Benefits to Customers

- Menus and features are tailored to the specific service environment.
- Consistent and intuitive experience.
- Access only to options appropriate for their location.
- Flexible checkout and payment choices.
- Branding and labels can match the venue experience.

Other, miscellaneous

nexdUP supports special stations where you can easily summons a server from any of the available zones. This is handy for a Manager station, perhaps in the kitchen to inform the Patio server that food is ready, and many other purposes. These requests are placed in the top priority position for the associated zone.



Manager station to summons servers without leaving their office

Contact Information

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nexdUP - Start Simple. Scale Naturally.

nexdUP provides a practical and affordable path to modernize guest service, reduce labor, improve order accuracy, and increase revenue using standard off-the-shelf hardware and the customer's own smartphone.

Whether deployed as a simple Service Bell or as a complete ordering, billing, and payment platform, nexdUP helps restaurants and bars deliver faster, smarter, and more profitable service.

When your customers are ready for service, they are nexdUP.