

Restaurant Operating System

Pricing

Our pricing structure is quite flexible accommodating both small and large restaurants with tailored options, offering a \$0 starting point for all. This benefits all restaurants to try out our services without financial risk, while still providing all necessary features. The option to customize and add additional hardware and services for small or larger restaurants ensures that you can scale your business according to your needs without paying for unnecessary services.

Introduction

Welcome to our comprehensive [Restaurant Operating System](#). Our goal is to provide a complete solution for small businesses at no or the lowest possible cost. Our platform is designed to consolidate all your restaurant management needs in one place.

Please take a moment to review our pricing model below to determine which option best suits your business needs. Please note that no two restaurants pay the same amount.

Online Kitchen Platform

This is a 100% commission-free platform. By default, restaurants incur no charges unless they opt for payment-related services.

- **Guest Order:**
 - 100% of the guest orders are free for restaurants as well as customers.
 - The customer places an order online and pays directly to the restaurant during pick up at the restaurant.

- **Paid Online Orders:**

- **Platform Fees/Service Charges (Paid by Customer):**

- The Customer pays a 5% additional fee (platform fee/service charge) that directly goes to the Online Kitchen Platform. Sometimes this 5% fee may vary depending on the customer's geographic location, customer agreement, and other factors.
 - Additionally, a pickup fee, dine-in fee, or delivery fee can be applied to the customer to cover text, email, or push notification services as well as delivery services where delivery service was utilized by the customer.

- **Processing Fees (Paid by Restaurant):**

- A standard processing fee of 2.99% + 30 cents per transaction on each online order total will be applied to the restaurant. This fee may be subject to change based on the market and Stripe's policies.

- **Branded Website and App:**

- While every customer may not require or request branded websites and mobile apps for online ordering customers can place orders directly from the online kitchen platform profile. But in case where needs them:

- **Website:**

- \$299 or \$90 if eligible for a discount will be a one-time setup fee which includes domain, hosting, menu setup, and initial profile setup.
 - A \$49 per year domain renewal fee will be applied every year after the first year.

- **Mobile App (iOS):**

- \$1,199 or \$360 if eligible for a discount will be a one-time setup fee which includes the app logo, apple store release, menu setup, and initial profile setup.
 - A \$49 per year app maintenance fee will be applied every year after the first year.

- If you wish to update the existing app with updated features and functionality \$75 will be applied per release.

Point of Sale (POS) System

Optimize restaurant operations with our intuitive POS system for seamless order management and inventory tracking.

- **Mobile POS:**
 - Free of charge. Transform your device into a mobile POS with our free Mobile POS. Use your device at no cost, turning it into a mobile POS for managing transactions on the go.
- **First Register:**
 - Free of charge.
- **Any Additional Register:**
 - \$75 per month per register.
- **Processing Fees:**
 - Integrated Software Provider (ISP): We are an ISP and our pricing depends on the payment processor.
 - **Stripe Fees:**
 - Manual Card Payment: 2.99% + 30 cents
 - Card Swipe Payment: 2.70% + 5 cents

Order & Pay At Table

Transform dining experiences by enabling customers to conveniently browse menus, place orders, and settle bills directly from their table using our service.

- \$10 per month per device

Self-Ordering Kiosk

Enhance customer convenience and reduce wait times with our self-ordering kiosks, empowering patrons to customize orders and make payments effortlessly.

- \$29 per month per device

Kitchen Display System

Improve kitchen efficiency and order accuracy with our display system, facilitating real-time order updates and streamlined communication between front-of-house and kitchen staff.

- \$29 per month per screen

Digital Menu Display System

Captivate diners and drive sales with our digital menu displays, featuring vibrant visuals and dynamic updates to showcase your offerings in an engaging and informative manner.

- **Free Usage:**
 - Up to 2 screens for new customers.
 - Up to 4 screens for existing customers.
- **Additional Screens:** \$9.99 per screen per month.

Employee App

Stay organized and connected with your employees using our Employee App, making it easy for staff to manage schedules.

- **Free Usage:**
 - Up to 4 employee

- **Additional Employees:** \$5 per user per month.

Reporting App

Get insights at your fingertips with our Reporting App, providing easy-to-understand analytics to track performance and make informed decisions.

- **Free Usage:**
 - Up to 2 users per location
- **Additional Users:** \$5 per user per month.

Hardware

All hardware and related devices must be purchased by the restaurant/business. We do not provide any free hardware or devices.

- **Hardware for Use:**
 - We don't provide any free hardware, but in certain circumstances, some businesses/restaurants may be provided with hardware for use. All this hardware remains our property and must be returned after the restaurant stops using our software either by closing the account or selling of business. In case the account is transferred from the old owner to the new business owner, hardware liability will be transferred to the new owner.
- **Hardware Return Policy:**
 - Once you stop using our service, or you officially close your account with us, in either case, all provided hardware for use must be returned within 30 days of the last service used to date or the date the account closing request was made. Failure to return hardware within 30 days will result in a late fee fine of \$500 and an additional \$50 daily accrued fees until the hardware is returned. This applies to both the original account owner and the transferred owner.

Customer Support

- **Request Free Customer Support:**
 - Customers can submit support requests through our ticketing system from the Restaurant POS System.
- **Direct Support with Live Person:**
 - For direct support from a live person, an annual fee of \$99 is applicable.
- **Per Call Support:**
 - If immediate support is needed and not covered by the annual fee, per-call support is available for \$35.

Account Transfer

Account transfers are applicable in situations where an existing account owner or management group transfers the business ownership or management to new owners or management.

- **Fee Applicability:**
 - All past unpaid or uncollected fees, current fees, and future fees including any other fees applied to the business will apply to the new owner or management taking over the business.

Account Closing

- **Fee Settlement:**
 - When closing your account, please note that all fees incurred until the account closure date must be paid in full within 30 days of the closing date. A \$50 daily late fee will be added until paid in full after the 30th day of the account closing requested.

Chargeback

When a chargeback occurs, there are various costs associated with handling the process:

- **Payment Processor Fee:**
 - This is the fee charged by the payment processor (e.g., Stripe) for processing the chargeback.
- **\$25 Administrative Fee:**
 - In addition to the Payment Processor fee, there is an additional administrative fee of \$25.
- **Processing Fee:**
 - Any applicable processing fees associated with the transaction.

Cash Discount Program

- The Cash Discount Program, as referred to, entails a unique offering wherein the processing fee is shifted to the customer when activated. Under this program, the total fee comprises the standard processing fee along with an additional charge of up to 1%.

General Agreement

- **No Contract:**
 - There is no formal termed contract for using the services and their applicable fees. All fees are month-to-month basis.
- **Fees & Payments:**
 - Fees may be collected monthly basis if the user has a card on file or payment information on file. Payment may be made via digital check or paper check. In case fees are not collected monthly, all dues and fees may be charged at once at the time of closing the account. See the [Account Closing](#) section for late fees and how they apply.
- **Pro-rate Policy:**

- Pro-rates are not applicable, all monthly fees must be applied for full month usage even if the restaurant/business uses the software the single day in that month.
- **Fee Waiver:**
 - Unless separately agreed upon, none of the fees will be waived.
- **Refund Policy:**
 - All fees collected on Online Orders are non-refundable.
 - All monthly fees, hardware fees, setup fees, or any other fees are non-refundable.

Disclaimers

- **Pricing Changes:**
 - All prices listed are subject to change without prior notice. We reserve the right to adjust fees, charges, and costs at any time based on market conditions and internal policies.
- **Third-Party Fees:**
 - Additional fees may be imposed by third-party providers such as payment processors (e.g., Stripe). These fees are beyond our control and may vary based on the terms set by the third-party providers.
- **Fee Recollection Policy:**
 - We reserve the right to collect and charge late fees as discussed above for any unpaid fees and dues at any time during the service period or after the termination of the service period or closing of the account.
- **Location-Based Charges:**
 - Additional charges may apply based on your location, country, or specific circumstances.
- **Maintenance Fees:**
 - Branded websites and apps may incur annual maintenance fees.

Should you have any questions or require further clarifications, contact:

For Support: support@anbetechsolutions.com

For Sales: sales@anbetechsolutions.com

If you are using Restaurant POS, request support from the Restaurant POS system.

**Guest order: The order placed by a customer from the online ordering platform without creating an account.*

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