

Restaurant Order System

PWA Online Ordering · WhatsApp Commerce · Multi-Branch Restaurant Platform

Baladi Order is a comprehensive, PWA-ready online ordering and restaurant management platform developed for **Baladi Restaurant LLC**. The system enables customers to browse menus, customize items with variations and add-ons, place orders via WhatsApp or directly through the progressive web app, and track delivery in real-time. On the operations side, it unifies POS, Kitchen Display System (KDS), Order Status Screen (OSS), delivery boy management, multi-branch control, coupon & offer management, and comprehensive sales analytics — all within a single, role-based admin panel with full WhatsApp Commerce integration.

SIGNATURE FEATURES



PWA Mobile Experience

Installable Progressive Web App — customers add the restaurant to their home screen. Full offline support, push notifications for order updates, native app-like experience without App Store download. Separate PWA manifest and service worker for admin panel.



WhatsApp Commerce Engine

Complete WhatsApp ordering pipeline — customers browse menu via WhatsApp, place orders with item customization, receive automated order confirmations and status updates. Multi-branch WhatsApp setup with dedicated numbers per location.



Kitchen Display System (KDS)

Real-time order display for kitchen staff — orders appear instantly with item details, variations, add-ons, and special instructions. Status updates flow from kitchen → ready → delivered. Reduces paper waste and improves order accuracy.



Multi-Branch & Role Management

Unlimited branches with individual menus, time slots, delivery zones, and WhatsApp setups. Granular role-based access: Admin, Branch Manager, Chef, Waiter, Delivery Boy, Employee — each with custom permissions and branch assignments.

ORDER JOURNEY — PWA & WHATSAPP FLOW



PLATFORM MODULES

 PWA Installable app, push notifications, offline support, admin PWA.	 WhatsApp Orders Multi-branch WhatsApp setup, automated order flow.	 KDS Kitchen Display System, real-time order items, status flow.	 OSS Order Status Screen, live order tracking, popular items.
 POS Point of Sale for in-store orders, category-based layout.	 Menu Builder Items, variations, extras, add-ons, categories, attributes.	 Offers & Coupons Promotional offers, discount coupons, validity periods.	 Delivery Boys Assign orders, track deliveries, order history, addresses.
 Multi-Branch Unlimited branches, zones, time slots, individual menus.	 Role Management Admin, Manager, Chef, Waiter, Delivery Boy, Employee roles.	 Analytics Sales reports, items reports, credit balance, order statistics.	 Push Alerts Notification alerts, push campaigns, device token management.
 Multi-Language Translation manager, RTL support, file-based language system.	 Payments Multi-gateway: Stripe, Paytm, SSL Commerz, PayStack, more.	 Subscribers Email subscribers, bulk email campaigns, CSV export.	 Settings Company, site, mail, tax, currency, timezone, cookies, OTP.

TECHNOLOGY STACK



Baladi Order transforms restaurant operations into a fully digital experience — PWA ordering, WhatsApp commerce, real-time KDS kitchen display, delivery management, and multi-branch control unified in a single platform purpose-built for restaurant chains.