
**Add-On Feature Requirements Summary

For Café Integrated CRM + Billing + Inventory System**

As discussed, here is the detailed breakdown of the additional features requested for your café management system. These points will be integrated into the upcoming build.

1. Loyalty Points Wallet + Customer Dashboard

1.1 Wallet Top-Up via Loyalty Points

- Customers can convert earned loyalty points into wallet balance.
- Wallet balance can be used to pay for orders placed via QR or cashier.
- Auto-sync with CRM and customer profile.

1.2 Loyalty Points Dashboard

- A complete dashboard inside the customer profile showing:
 - Total loyalty points
 - Earned vs redeemed history
 - Wallet top-ups
 - Expiry dates
 - Points earned per purchase
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2. Cashier Controls & Table Management

2.1 Paid / Unpaid Table Visibility

- Cashier dashboard will clearly show:
 - **Paid tables**
 - **Unpaid tables**
 - Table-wise billing status
- Helps cashier manage dine-in efficiently without confusion.

2.2 Mandatory Payment for Cashier-Placed Orders

- When cashier places an order on behalf of a customer:
 - Payment must be taken **immediately** (UPI/Card/Cash/Wallet).
 - Order will not be processed until payment is confirmed.
 - System prevents “order without payment” misuse.

2.3 Manual Payment Flagging (Card Machine Integration)

- If card swiping machine is used:
 - Cashier can manually mark customer as **Paid (Card)**.
 - System will log the manual payment event with:
 - Time
 - Customer name
 - Contact number
 - Ensures transparency & auditability.
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3. Refund Management

3.1 Refund Process Exclusively for Manager

- Full refund access will be given **only to the Manager**, not cashier.
 - Manager dashboard will have:
 - Refund request section
 - Approval/decline option
 - Mandatory reason selection
 - Refund log history with timestamps
 - Prevents misuse and ensures accountability.
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4. Customization Options (Mandatory UI Section)

4.1 Customer Order Customization

- Every menu item will include a “**Customizations**” section.
- Customer can select:
 - Sugar level
 - Milk preference
 - Add-ons (flavors, extra shot, toppings, etc.)
 - Temperature (hot/iced)

- Custom instructions sent directly to kitchen in real time.
 - Mandatory to implement across all ordering flows (QR + cashier).
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5. Reporting System

5.1 Daily/Weekly/Monthly Reports

Reports will include:

- Revenue summary
- Paid vs unpaid tables
- Cash, UPI, Card, Wallet payments
- Refund logs
- Loyalty points earned/redeemed
- Pending/approved wallet top-ups
- Customization usage trends

5.2 Export Options

- PDF, Excel, and Dashboard view
 - Auto-email summary (optional)
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6. Summary of All Newly Added Features

1. Customer wallet top-up using loyalty points
 2. Full loyalty point history dashboard
 3. Cashier can view **paid/unpaid tables**
 4. **Refund access only for Manager**
 5. Mandatory **customizations section** for every order
 6. Cashier order requires **mandatory immediate payment**
 7. -swiping manual “Paid” flag + payment logging
 8. Full reporting system with exports and logs
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