



Key Features to Look for in a Restaurant Delivery System





Whether you're part of a large, multi-location pizza franchise or own an independent, family-owned restaurant, a truly top-of-the-line delivery system will take your business to the next level. Nearly **half of consumers** pick up takeout each week, more than a third order delivery at least once a week, and 25% say they spend more on off-premise orders than on a regular dine-in experience. Delivery has become a major revenue source. It's worth investing the time to research your options so you can feel confident that you're choosing a system that meets your business needs.



There are many on-demand delivery management platforms available at a wide range of prices and it can be overwhelming to know where to begin. Save time and reduce stress by starting your search with your "must-have" features.

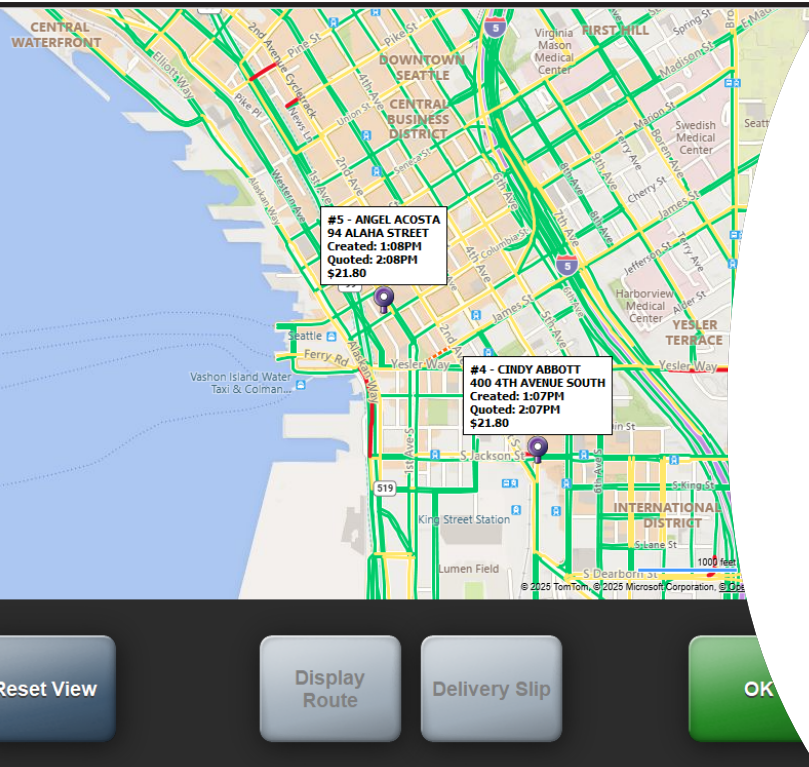
What are the top features to look for in a delivery system? Read on to discover the most common must-have features for delivery restaurants.

By choosing a system that includes these features, you'll make delivery intuitive and easy for your customers, streamlined and practical for your staff, and ultimately help increase your sales.



Feature 1: Dispatch Management

Your team needs an efficient way to dispatch delivery orders to available drivers.



Dispatch Must-Haves:

Look for a system that displays:

- Drivers who are currently on shift
- Drivers who are out on a delivery
- Orders assigned to each driver
- The status of each order in the delivery process
- The number of deliveries on the dispatch list
- Estimated driver return times

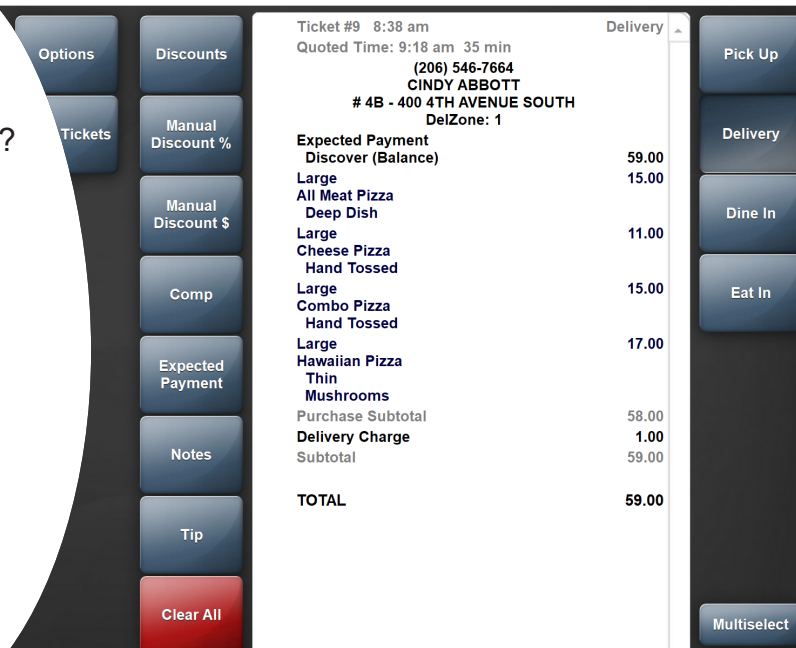
Additionally, look for a system that:

- Assigns orders to drivers quickly and accurately
- Sends automatic order confirmations
- Sends automatic customer updates
- Automatically assigns delivery zones to orders

Dispatching Nice-to-Haves:

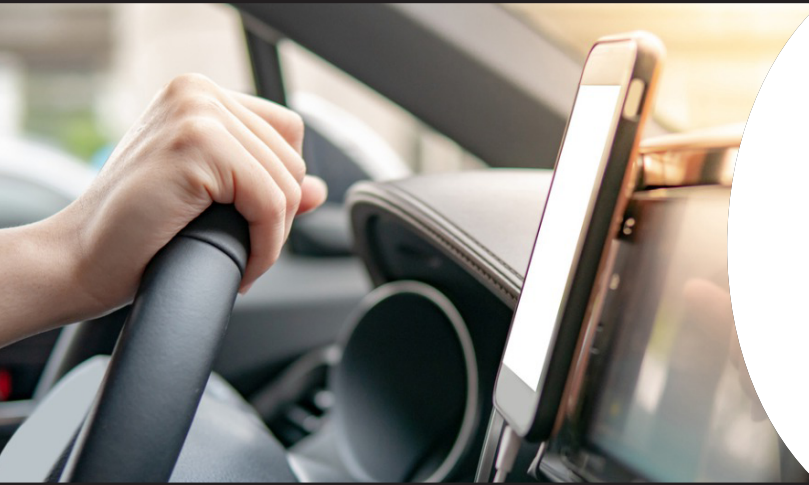
What would make the dispatching process even better?
The ability to:

- Group deliveries by selecting pins on a map instead of from an arbitrary list of orders
- See accurate driver return times that are based on a mapped route and traffic conditions
- Set up a dedicated dispatch station with a delivery map on a second screen
- Display a digital wall map in the kitchen so staff can see where deliveries are located



Feature 2: Navigation

Drivers should have all the information they need to deliver the correct order to the correct address on time. A reliable delivery system should help even your newest delivery drivers find their destinations without getting lost.



Navigation Must-Haves:

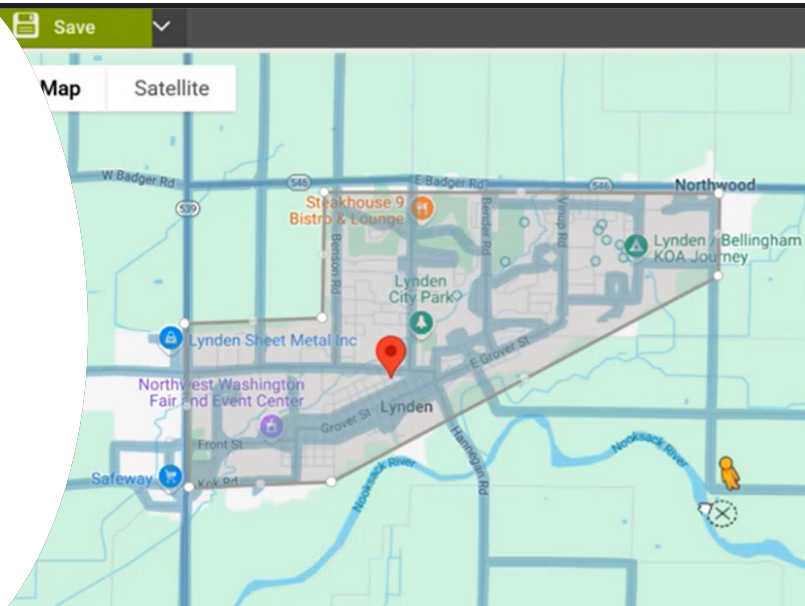
- Ticket information sent instantly to the driver's phone at dispatch
- The option to pay drivers based on an optimal route instead of self-reported mileage
- Integrated navigation support or a link to launch the driver's preferred navigation app for turn-by-turn guidance

Feature 3: Delivery Zones

Delivery zones allow you to divide your delivery area into sections and charge different rates for each zone. This is especially useful when certain zones are farther away or have a lower population density.

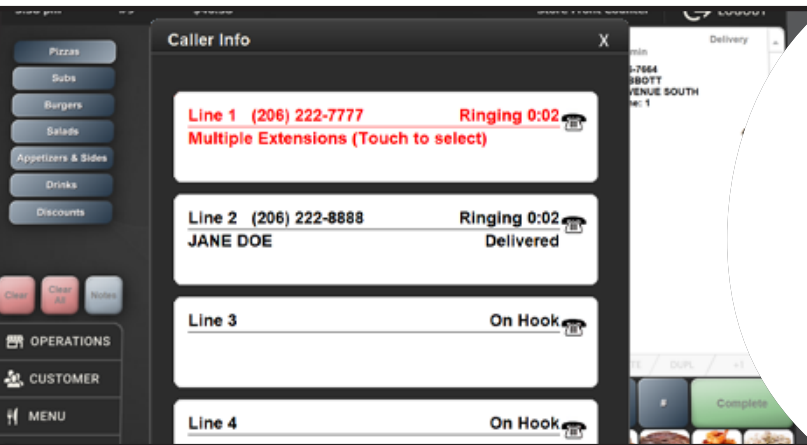
Delivery Zones - Must-Haves:

- Automatically assigned zones based on the customer's address
- Custom delivery zone boundaries that can be adjusted at any time
- Delivery charges, driver fees, and taxes determined by each delivery zone
- Minimum charges and quoted times that can be customized for individual zones
- The ability to restrict deliveries to specific zones during certain times



Feature 4: Integrated Caller ID

Integrating Caller ID with your POS helps staff consistently provide fast, personalized customer service. Instead of picking up the phone and asking for the customer's information, staff can greet them by name, ask if they'd like to reorder a previous order, or quickly check the status of their current order.



Integrated Caller ID Must-Haves:

Instant access to:

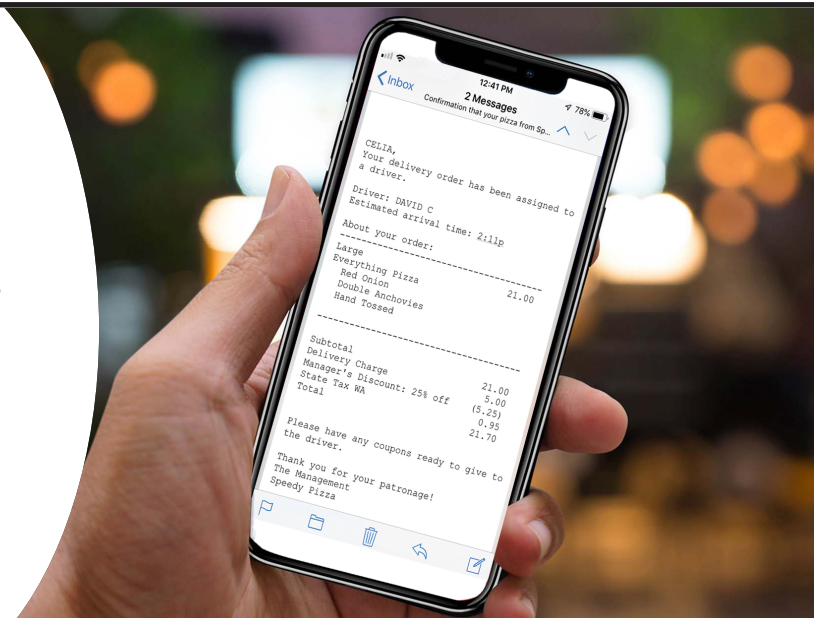
- A customer's previous orders
- Customer loyalty details
- A customer record when the call is answered
- Active orders when a customer calls to check on their order.

Feature 5: Real-Time Updates

With the average person receiving **146 notifications per day**, customers expect to be notified immediately when their food is on the way. Keep them in the loop by sending a quick message confirming that their order is out for delivery.

Real-Time Updates Must-Haves:

- Accurate promise times
- ETA times updated automatically based on kitchen volume
- ETA times based on intelligently mapped routes and current traffic conditions
- Instant alerts when a driver is running late or a delivery is taking too long
- Automatic delivery confirmation messages with an updated ETA once a customer's order has been dispatched



Feature 6: Integration Options

POS systems that integrate with third-party delivery services reduce the number of devices you have to manage and help minimize errors.



Integration Must-Haves:

- The ability to funnel third-party delivery orders and online orders directly into your POS
- A seamless connection between your POS and your online ordering site
- The ability to include third-party orders when displayed or printed in the kitchen
- Synchronization between online and in-store pricing, including coupons and promotions

Integration Nice-To-Haves:

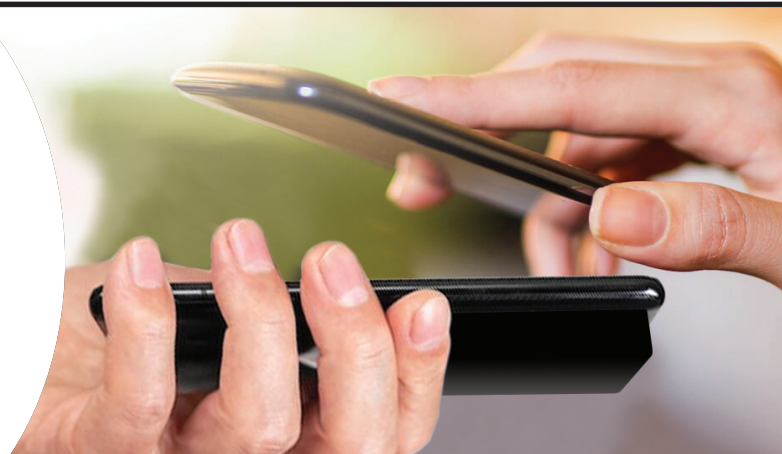
- Synchronization between items marked as out of stock in the store and items available online

Feature 7: Payment Options

The ability to accept a wide variety of payment methods is essential. Customers appreciate the security, practicality, and convenience of having multiple ways to pay for their deliveries.

Payment Options Must-Haves:

- Payments accepted on the ordering site
- Secure payments accepted at the door
- Contactless payment options
- Gift cards accepted for deliveries
- Delivery coupons and promotions
- Encrypted, secure payment processing



Feature 8: Reporting & Analytics

Collecting and analyzing your delivery data is a critical part of the process. This data helps you quickly identify pain points, address them, and improve your delivery operations. Your delivery management software should allow you to analyze a wide range of data to support informed decision-making.

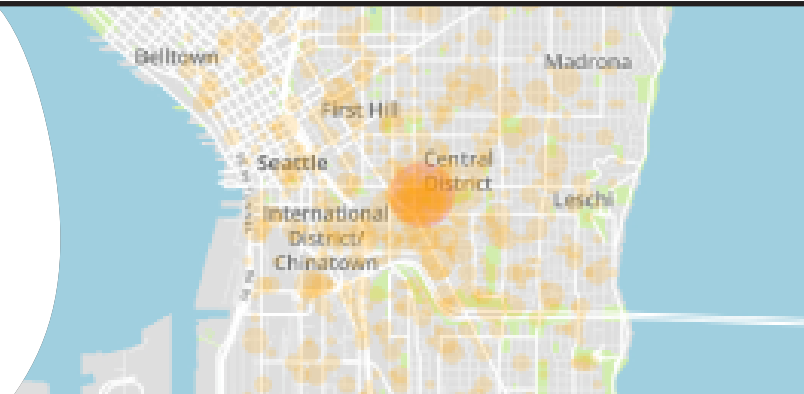


Reporting & Analytics Must-Haves:

- Average deliveries per day, week, and so on
- Average delivery times
- Total distance traveled
- Highest-performing drivers
- Busiest delivery times
- Tools to analyze delivery operations over time
- Driver out-the-door time
- Driver on-the-road time
- Percentage of on-time deliveries
- Driver wait time between runs
- Total tips earned per driver and per shift
- Detailed ticket-level summary of deliveries
- Delivery performance metrics to identify operational trends
- Driver fees and mileage tracked by odometer or suggested route

Reporting & Analytics Nice-To-Haves:

- Tracking of driver credentials and vehicle insurance
- Head-office reporting based on delivery data from each location





Selecting the Right Restaurant Delivery Management System



Choosing a delivery system is a significant business decision. The right platform streamlines your entire operation by managing orders and dispatching drivers while providing live updates to your customers. This helps ensure that food arrives hot and fresh every time. However, navigating the many available options can feel overwhelming without clear selection criteria.

The best delivery systems include most of the key features on your checklist, so keep this guide handy as you compare options.

Most importantly, choose a delivery system that fits your restaurant's needs. The right system should feel intuitive for your staff, seamless for your customers, and aligned with your business goals.

Here's another guide to help you understand the key requirements of a pizza POS before you buy, so you can avoid costly mistakes.

[Download the guide](#)

