The Best Online Ordering Systems for Cafes in 2026

CRAVER

TABLE OF CONTENTS

On the hunt for the best online ordering system for your cafe? We've put together a no-nonsense guide to five of the best platforms out there. Ready to find your perfect match? Let's get started.

www.craverapp.com

Craver

Best Overall User Experience.

Overview

Custom-branded mobile app and web ordering, tailor-made to match your brand.

Pros:
- Zero commissions, fees, set-up costs, or contracts.
- Seamless user experience for guests and staff.
- Excellent guest engagement tools like loyalty, one-tap reordering, and order customizations.
- No need to set up/pay for Apple/Google developer accounts.

Cons:
- Not the cheapest option on the market.
- Only integrates directly with Square and Toast—additional tablet required to work with other POS systems.
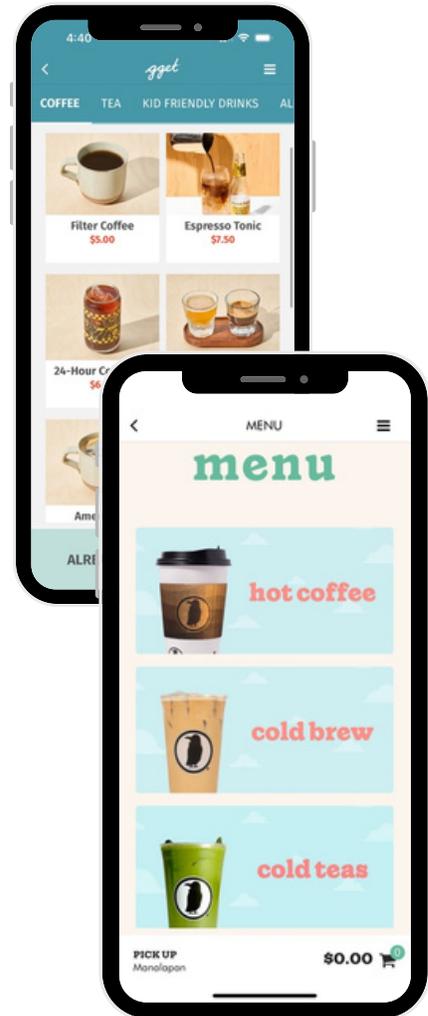
Pricing

Craver offers a tiered pricing model, with fixed costs starting in the mid-range area. Although it's not the cheapest option available, Craver's pricing is fully transparent and predictable. All plans are 100% commission-free with no setup fees or hidden charges. Monthly plans can be cancelled at any time, or save 15% with an annual plan. See the full pricing breakdown here.

	Monthly contract	Year contract	One-time setup costs	Credit card processing
Mobile App & Web Ordering	From $249 / month	From $212 / month	$0	$0

Craver

Integrations

Craver has good all-round integrations with major POS providers, delivery companies and payment processors.


- **POS:** Integrates directly with Square and Toast. All mobile and web orders are sent directly to your POS and can be sent to any printer set up with your POS. Even if Craver doesn't integrate directly with your POS, you can still receive and manage app orders on any tablet by downloading the Craver for Restaurants app and you'll be notified when a new order is received.
- **Payments:** Integrates with Square and Toast.
- **Delivery:** DoorDash and Uber Direct integrations give you access to two huge delivery networks with zero commission charges and fixed delivery fees. Craver can also integrate with Relay if it operates in your area.

Feature Highlights

Craver apps have an impressive 4.8-star average rating in the App Store and Google Play Store.

- **Menu Sync:** Set your menu to auto-sync with your POS system. Or, manage them independently in the Admin Panel.
- **Inventory Sync:** Sync your ordering channels with your POS to ensure all systems have an accurate inventory count. If you mark something as out of stock in your POS, it will prevent customers from ordering it on your website or app. Schedule when an item or modifier will be back in stock by selecting "auto-restock".
- **Order Throttling:** Limit the number of orders that can be placed in a given timeframe, ensuring the kitchen can manage the workload efficiently.
- **Easy Payments:** Apple and Google Pay, saved credit cards, and gift cards.
- **One-Tap Reordering:** Past orders are saved in the app for quick and easy reordering.
- **Loyalty & Rewards:** Tailor your loyalty program with rewards to suit your guests. Points can be redeemed online or in-store.
- **Coupons:** Create customizable offers and discounts to reward customers and boost sales.
- **Memberships & Subscriptions**: Offer exclusive subscription plans with tailored perks—like discounts or freebies—available for a recurring fee.

Craver

- **Order Status Notifications:** Set up automated notifications to let users know when their order is ready.
- **Order Personalization:** Order modifiers and "Build-Your-Own" features mean users can personalize their orders.
- **Push Notifications:** Nudge them to reorder by telling them about new deals.
- **Upsell:** Recommend drinks, sides, or desserts.
- **Guest Checkout:** Users can order without creating an account, for a quicker and more convenient checkout experience.
- **Refer a Friend:** Customers can share their referral code with friends and family. If they sign up, both get a reward.
- **E-gift Cards**: Guests pay with gift cards at checkout — and with Square, they can also buy and send gift cards in your mobile app.
- **Deep Links:** Use in your emails, social media posts, or QR codes to take guests straight to a specific item in the app.
- **Smart Tipping:** Suggest tip amounts based on service quality or order size, like a fixed $2 tip for smaller orders.
- **Reporting & Analytics:** Get insights into when, how, and what your customers order most.
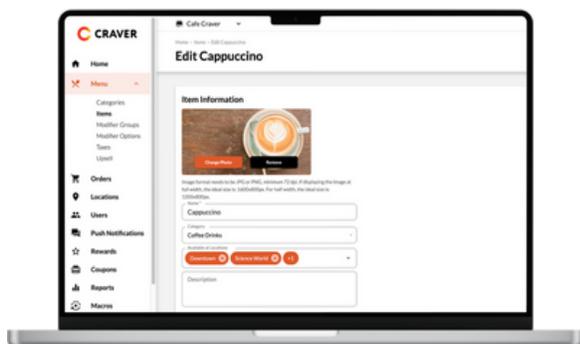
Customer Support

Access to a dedicated onboarding manager and support team. Additional marketing support is available on request.

- **Onboarding:** Your app can be built within 4 weeks with good communication. Check out the full process here.
- **Marketing:** Provides A4 posters, business cards, flyers, table tents, landing page, and additional support on request.
- **Support:** Support team available from Mon-Fri EST and PST business hours. Support team on call on weekends for high-priority issues

Customer Reviews

"Today, Craver enables more than 60% of Rook Coffee's total orders." Brandon Purcelly, Rook Coffee Director of Operations

"The layout of our previous app wasn't pretty like Craver's and wasn't as effective. Now, the customer experience is very good." Lou Rubin, Hometown Juice & Coffee Co-founder

"There are a lot of other players in the space, but Craver stands out because of its complete integrations with Square." Aaron Davis, GGET Director of Tecnology
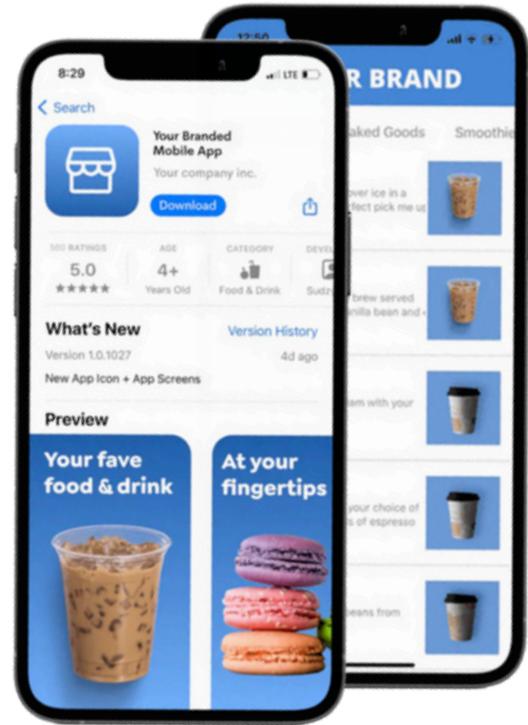
Orda

Best Price.

Overview

A super quick and cheap Square integration for mobile app and online ordering.

Pros:
- Quick and cheap Square integration.
- Straightforward and intuitive platform.
- Super quick launch time (2-3 days).
- Also offer a branded website service.

Cons:
- Only integrates with Square.
- Lots of extra charges like fees and commissions.
- Feature set is basic.

Pricing

Orda claims it's the cheapest option on the market and hasn't changed its pricing in over three years. Their monthly plans can be cancelled at any time, or you can save 20% with an annual contract. An Apple and Google developer account is required upon initial setup, for a fee of $124. You'll also need to pay for Square Loyalty, starting at $60/month per location.

	Starter	Pro	Enterprise
Mobile App & Web Ordering	$59 / month per location	$129 / month per location	Custom Pricing
Extra Charges	+$0.25 commission fee	Additional fees apply to certain features depending on usage.	$4,000 Setup fee
Custom Website	$29 /month with a $750 setup fee.		

Orda

Integrations

Orda is built solely for Square so it lacks diverse integrations.

- **POS:** Integrates with Square POS only.
- **Payments:** Connects with Square payments.
- **Delivery:** Integrates with DoorDash for a flat fee which can be passed to your customers. Covers a 5-mile delivery radius.
- **Instagram:** Generate a shareable link that makes it easy for customers to find your stores on a map and order from you on Instagram.
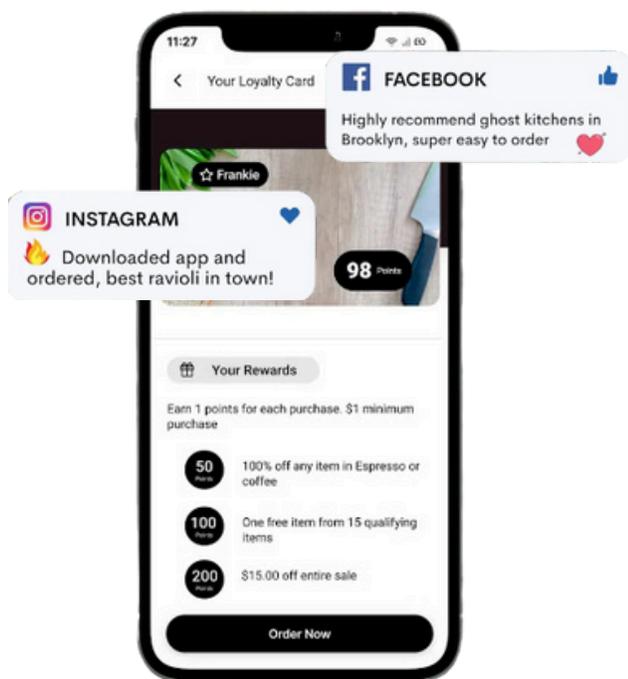
Feature Highlights

Many features come at an extra charge and require Square integrations.

- **Orda WebXP:** Orda's designers can build you a custom website in 2-4 weeks. Choose from dozens of templates with your brand colours, fonts and logo.
- **Self-Ordering Kiosk:** Pro & Enterprise plans include a self-ordering kiosk. Extra charges may apply depending on usage.
- **Menu Sync:** Real-time Square menu integration that auto-updates if something is out of stock.
- **Inventory Sync:** Syncs with your Square POS to keep inventory up to date.
- **Square Loyalty:** Uses existing Square Loyalty functionality so customers earn points and redeem rewards. Square Loyalty starts at $60/month per location.
- **Gift Cards:** Preloaded cards and gift cards are available in the app.
- **Automated Marketing:** 20+ automatic marketing tools including SMS/email/push notifications features.
- **AI:** AI suggestions to help increase average spend per customer.
- **Link in Bio:** Designed for Square (now Block), Orda's Bio Link tool easily links customers to your rewards and locations.

Orda

Customer Support

Quick onboarding process and solid customer support.

- **Onboarding:** 2-3 business days for your app to go live.
- **Free Marketing Support:** This includes a free targeted marketing campaign to get people in your area to download the app. You'll also receive a free marketing plan 2 weeks after your app goes live.
- **Paid Marketing Package:** Orda offers a launch package for a fee of $289, including in-store signage, QR code, custom app screens, 10 product photos, 3 email campaigns, 3 Instagram posts, and 3 push notifications.
- **Support:** Schedule a call with their support team between 9 am and 5 pm EST.
- **App Updates:** Orda will process any major app updates through the app store, which usually requires from 24 to 48 hours for approval. Minor updates to items or pricing can be made from your Square dashboard.
- **Community:** Get access to Orda's community platform where you can see their roadmap, get answers to FAQ's, and suggest new features.

Customer Reviews

"My app is a turnkey solution because my customers place orders easily every day and discover new items so my revenue is increased "
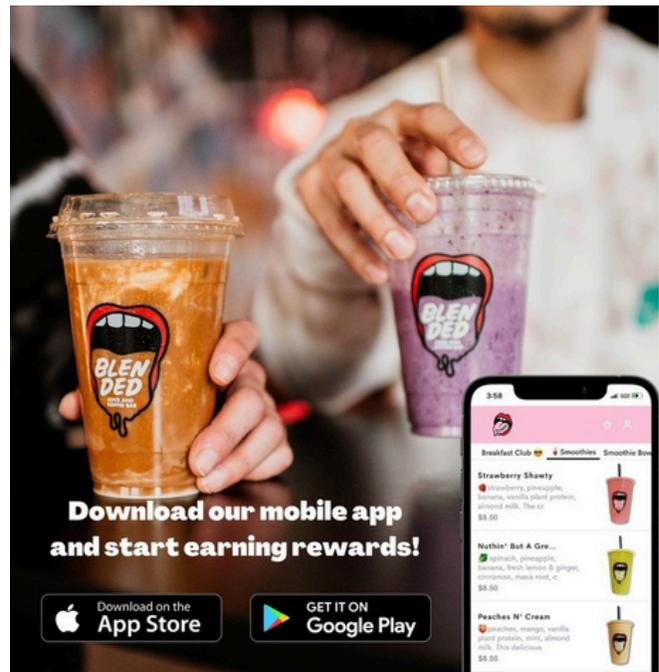Austin, Dev's Coffee

"Mobile ordering is now 60% of my customers' preference so this is a critical tool for me."
Parviz, Poetica Coffee

"Using a mobile app for our marketing effort was a key component for growth"
Gary, Keva Juice

Lunchbox

## Best Features and Integrations.

Overview

A scalable enterprise order management system that enables B2B catering, multi-channel ordering, and guest engagement in a single platform.

Pros:
- Excellent feature set and integration options.
- Offers advanced catering features.
- Good for medium/large chains looking to expand.

Cons:
- Premium pricing with extra charges for many features.
- May be too complex for independent coffee shops to manage and derive value from.
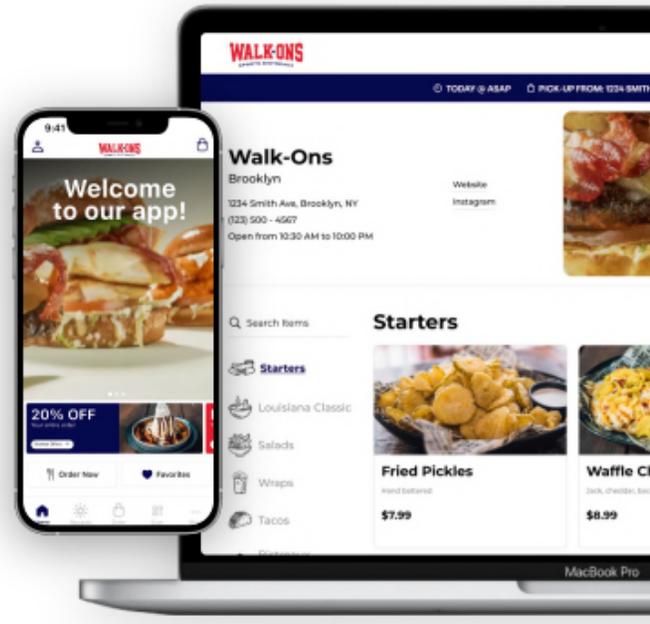
Pricing

Lunchbox's pricing structure isn't budget-friendly for some smaller coffee shops, especially with its high setup costs and extra recurring charges for additional features. Marketing is included with all products.

	Web Ordering	Mobile App	Catering	Order Aggregator	Loyalty	Gift Cards
Monthly Fee per Location	$100 / month	$80 / month	$75 / month	$75 / month	$75 / month	$35 / month
One-Time Setup Fee	$3,000	$5,000	$3,000	$3,000	$3,000	$3,000

Lunchbox

Integrations

Rich integrations, with over 100 different options available.

- **POS:** Integrates with every major POS system.
- **Payment:** Integrates with most major payment processors. Offers a payment gateway solution with Authorize.net.
- **Delivery:** Integrates with DoorDash, Uber, Skip the Dishes, Grubhub, and more.
- **Marketing:** Offers integrations with CRM platforms, messaging platforms, loyalty platforms, and customer feedback platforms.
- **Analytics:** Integrates with Google Analytics.
- **Order Aggregation:** Integrates with DoorDash, Grubhub, ezCater, UberEats, Postmates, and SkipTheDishes.
- **Catering:** Innovative integrations like Delivery Dispatch, DeliverThat, Marketing CRM, and Call Center.
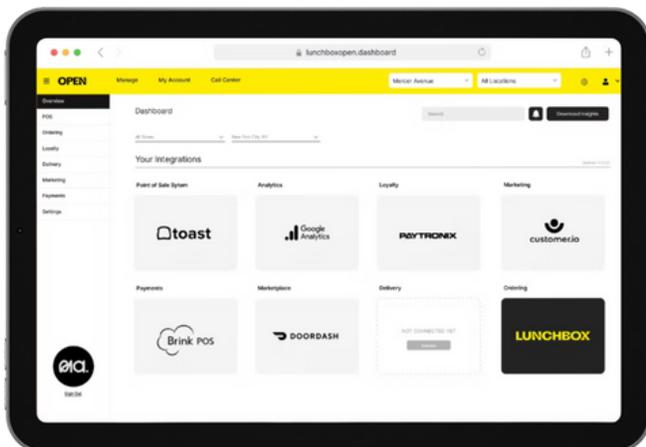
Feature Highlights

Focuses on creating a brand-centric online ordering experience.

- **Mobile App & Web Ordering:** Lunchbox's sophisticated feature set includes easy reordering, push notifications, scan to pay, location integration, single sign-on, upsell, easy checkout, order tracking, group ordering, nutrition calculator, customer credit, and more.
- **Real-Time Menu Updates:** Consolidates all orders across all platforms and sends them directly to your POS, where you can make real-time menu edits, update lead and order throttle times, specify delivery zones, and 86 items in real-time.
- **Catering:** Manage catering orders from the same system as your everyday orders. Features include catering dispatch to location, quotes with links, editable orders, production sheets, house accounts, and customizable menus.
- **Order Aggregator:** Consolidate all of your in-house and third-party marketplace orders and pull all order info into your coffee shop's POS system in real time. Features include throttling, smart menu structure, dynamic pricing, real-time sync, and analytics.
- **Open API:** Tailor your tech stack with bespoke integrations, access real-time data, and customize your guest experience.

Lunchbox

- **Loyalty:** Lunchbox's custom loyalty program includes features like spend X get Y, tiered loyalty, bank loyalty, anniversary campaigns, in-store loyalty, and bring your own.
- **Gift Cards:** Saved card on file, gift card reloads, e-gift cards, gift card promotions, and mobile wallet integrations.
- **Marketing:** Marketing tools include email, SMS, push notifications, segmentation, tracking conversion, behavior-based campaigns, Google and Facebook ads, and campaign automation. Segment your customers using over 40 data points and deliver personalized messages.
- **Reporting:** Lunchbox provides over 40 data points and attributes on each individual guest order. These data points can then be used to create granular customer segments for re-marketing.

Customer Support

Slow onboarding process and minimal support compared to other alternatives.

- **Onboarding:** The onboarding timeline is unclear.
- **Support:** No phone support. Email and chatbot are support available 7 days a week from 8 am to 10 pm EST. FAQs are answered in the Help Centre. Check out new releases and log feature requests on their website.
- **LunchBox Studio:** Their in-house team will help you with branding and design if you need it. (More info [here](#).)

Customer Reviews

"One of the reasons we chose Lunchbox is because I felt that there was good synergy in terms of how we approach work – responsive, quick, smart. "
Brian Helfrich, Summit Coffee CEO

"Accessing our own customer data is so valuable. We're able to understand our guests and ultimately keep them engaged and coming back for more."
Landon Eckles, Clean Juice CEO

Incentivio

Best Toast Integration.

Overview

Intelligence-driven guest engagement platform for restaurants and virtual kitchens.

Pros:
- Best Toast integration on the market.
- Advanced AI and machine learning capabilities.
- Data-driven marketing & CRM capabilities.

Cons:
- Set-up costs, transaction fees, and other extra charges.
- 12-month minimum contract.
- Its complex feature set means a steeper learning curve when training staff to use the platform.
- May feel like poor value for money if you're not using the platform's full functionality.

Pricing

At first glance, it appears Incentivio sits in the mid-range pricing bracket, offering a single plan on a 12-month contract. Like Craver, they also offer a fixed monthly price. However, Incentivio charges an additional fee on every transaction—meaning the more you sell, the more you pay.

	Monthly contract	Gateway Transaction Fee	Marketing SMS fee	One-Time Setup Costs	Location Setup Costs
Mobile App & Web Ordering	From $249 / month	$0.20	$0.03	$3,000	$200

*12-month minimum contract.

Incentivio

Integrations

Incentivio's strong suit is its rich Toast integration. Its additional marketing and social platform integrations also make it a versatile choice.

- **Toast POS:** Incentivio works best with Toast, utilizing the latest Toast APIs to provide a seamless experience. When a customer orders through the app or online ordering, their order fires directly to your Toast POS printers and/or KDS screens. 86 items in Toast and have them reflected on the Incentivio mobile app and web ordering in real-time. Void, refund, or edit digital orders on the Toast POS/admin portal at any time.
- **Other POS Systems:** Incentivio also integrates with other leading POS systems like Square, and with any Android-based tablet for extra flexibility.
- **Payments:** Integrates with leading payment providers like Square Payments, Stripe, Braintree, WorldPay, Authorize.net, and a few others.
- **Delivery:** Pick between Uber Direct and DoorDash Drive, but you can only choose one for each location. Uber Eats and DoorDash Drive deliveries are priced at flat rates of $6.49 and $7.49, respectively. This cost can either be absorbed by the coffee shop or passed to the customer.

- **Additional Integrations:** Incentivio goes a step further by integrating with marketing platforms like Google Ads and HubSpot, and even social platforms like Twitter. It also partners with aggregators like EatOkra & Otter.

Feature Highlights

Incentivio offers a complex feature set that will require training.

- **Loyalty:** Guests can earn points in-store, in the app, or online. Offer customized punch or points-based loyalty programs, send out limited-time offers, birthday offers, and sign-up bonuses.
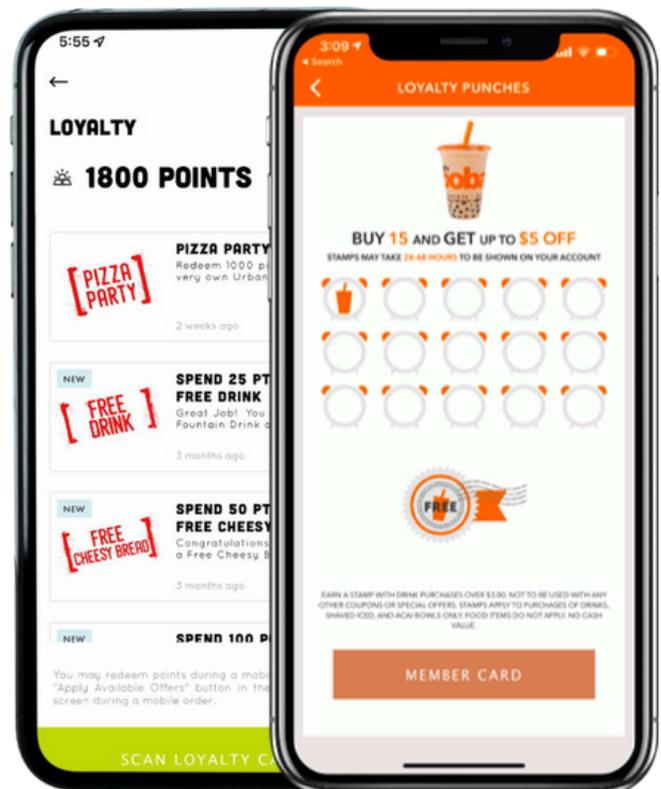
Incentivio

- **Flexible Payments:** Guests can purchase and pay with digital gift cards directly in the app or pay at checkout with a credit card or Apple/Google Pay.
- **Easy App Setup:** Send photos, and Incentivio will build out your app and menu (for a mandatory $3k setup fee).
- **Intuitive Menu Setup:** The menu groups on Incentivio are set up similarly to Square, which should be familiar to many users.
- **Integrated Gift Cards:** Guests can buy and reload gift cards in the app. This can be used to trigger marketing campaigns, surveys, free items, or loyalty bonuses.
- **Marketing Tool:** The platform offers email, push notifications, and SMS marketing. Create personalized loyalty offers and promo codes by segmenting customers based on different data points. View performance reports and save successful campaigns as templates for future use.
- **360 CRM & Analytics:** Use metrics like same-store sales lift, conversions, and average basket value to understand your customers and make data-driven decisions.
- **AI & Machine Learning:** Their AI engine can predict which guests are likely to churn. Create campaigns that work with artificial intelligence to automatically target the right guests at the right time.

Customer Support

Provides one-to-one support during onboarding and basic support thereafter.

- **Onboarding:** 5-7 weeks launch time.
- **Marketing:** Incentivio doesn't offer any direct marketing services but their team will help you build a launch plan for your new app.
- **Support:** You'll be given a dedicated onboarding manager for the first 60 days. There's a full support team available for email/phone support thereafter.

Customer Reviews

"Simply by turning on the upsell feature, we saw an 8.7% take-rate by guests and instantly increased our digital revenue by nearly 4% without having to lift a finger. " Justin Egan, CMO & Co-founder of Wing It On!

"While we still use some 3rd party delivery sites, Incentivio drives 80% of our digital orders while also saving us the 30% commission fees the 3rd party sites charge." Joe Mendlowitz, Owner of Hava Java

TapMango

## Best Loyalty & Rewards.

Overview

A loyalty and acquisition platform that can also extend to a website and mobile app across different industries.

Pros:
- Rich loyalty and rewards features.
- Mix and match features to customize your platform.

Cons:
- 12-month minimum contract.
- Everything on top of loyalty costs extra.
- Requires a significant time investment to learn how to use the platform's full functionality.
- Basic app and web ordering functionality.
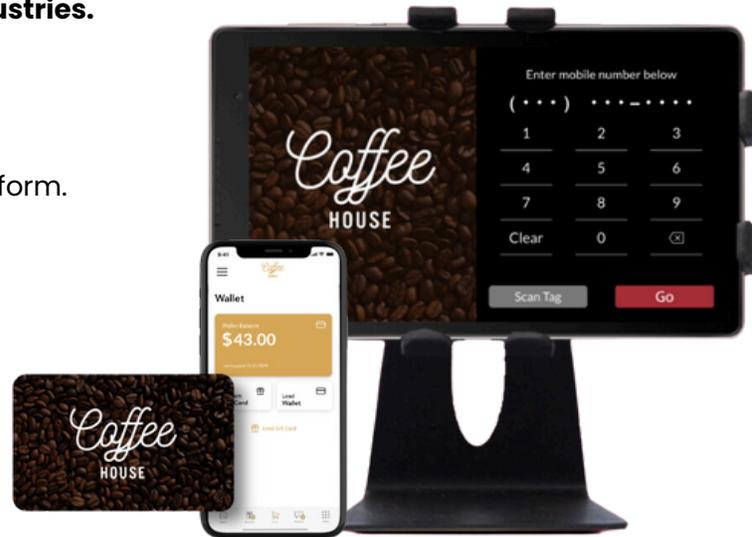
Pricing

TapMango's core loyalty platform requires a 12-month contract. Everything else on top of loyalty is an additional cost, but there may be bundling discount opportunities. You'll also need an Apple developer account for the mobile app which costs $99/year.

Core Loyalty	Customer Aquisition Pro	Mobile App	Online Ordering	Additional SMS	Addititional SMS a la carte	Setup Costs
$189 / month	$89 / month	$99 / month	$189 / month	$15 / month	$0.02 / message	$500
1,000 SMS + 2,000 email / month	2,000 SMS + 10,000 email / month plus extra features	Enables Push Notifications		Additional 1,000 SMS		

TapMango

Integrations

Integrations are limited since loyalty is TapMango's main service.

- **POS:** Direct integration with Square but doesn't offer auto menu sync. Also integrates with Lightspeed, Clover, Shopify, and Toast.
- **Delivery:** Partnership with DoorDash Drive, covering a 3-5 mile delivery radius. Charges a flat fee that can be paid by the c or the guest.
- **Facebook Integration:** Available with the Customer Acquisition Pro package.
- **Custom Integrations:** Can build your own integrations with Open API.

Feature Highlights

TapMango boasts an extensive rewards program that's highly customizable.

- **Online Ordering:** Offers custom-branded app and web platform with rewards and some other basic ordering features.
- **Points & Rewards:** Choose from points per dollar spent, tiered rewards, points promos on certain items, extra points for VIPs, etc. Guests do not need the mobile app to join the rewards program.
- **Easy Enrolment:** Customers can register via in-store tablet, SMS, app, or web. Web orders will be prompted to sign up.
- **CRM:** Group guests based on buying behaviour, spending or identity.

- **Marketing Tools:** Offers SMS, MMS (add-on), templated emails, push notifications, and promo codes.
- **TapMango AI:** Tracks the time of day most customers are opening promos to predict the best send-time.
- **Automated Campaigns:** Set up automated campaigns like birthday specials, "miss you" promos, upsell campaigns, streak rewards, and more.
- **Curated Campaigns:** Set up special offers or newsletter campaigns.
- **Gift Cards:** Keep square gift cards or Tapmango offers gift cards for in-store redemption only.
- **Memberships:** Set up a paid membership program that gives your guests access to exclusive benefits.
- **Reporting:** Dashboards to give you a birds-eye view of performance.
- **Customer Acquisition Pro Package:** This paid package includes additional features such as customer surveys, refer-a-friend, Facebook integration, and sweepstakes competitions.

TapMango

Customer Support

Extra support and training may be required to master the platform's full functionality.

- **Onboarding:** You'll be paired with a customer success manager who'll take care of the onboarding process. The go-live time for an app is approx 3 weeks.
- **Support:** Post-launch, their customer success team will schedule monthly check-ins, which will eventually become quarterly. They offer a chatbot, email, and phone line for additional support.
- **Marketing Support:** TapMango supplies marketing materials like branded posters, table tents, etc to help generate sign-ups. They can also recommend strategies and share examples from other customers during the onboarding phase.
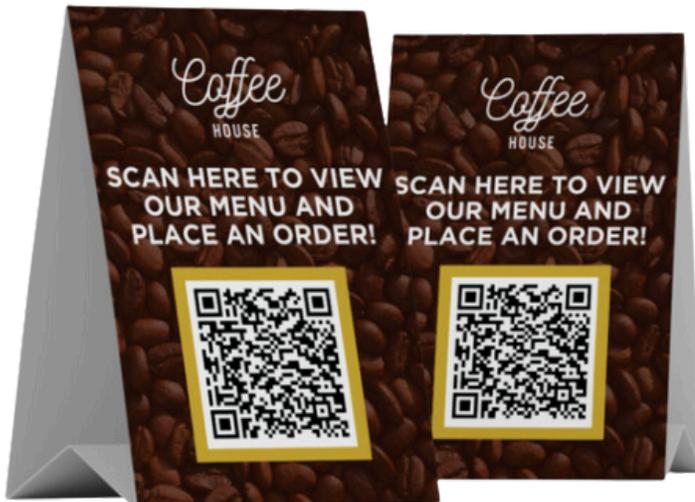
Customer Reviews

"We have been clients for two years and it was one of the best moves I made with our business. They are always updating the platform. Very responsive! We never would have survived COVID without them!"
Chris Wilson, Chocolattés Coffee and Roasting

"TapMango has been amazing for our Nutrition Cafes. Helps generate new business as well as keep current customers coming back in. Also, support has been great. They fix/change things for us very quickly and are always trying to help us grow."
Ken Fearer, Nourish

"TapMango has helped us improve our loyalty and rewards program hands down! The features allow us to market our business in a variety of new ways that weren't available through our prior provider. Our rep Faiyaz is always responsive and eager to help."
Jamie Bowman, Blended Smoothie & Juice Bar

CRAVER

If you're interested in learning more about **Craver**, scan or **click here** to book a demo.