Flow product logic

This document explains each of the ten kiosk flows: what the flow is for, how a guest moves through it, the rules that decide what they see, and what happens when something goes wrong. Each flow takes one or two pages.

The journey end to end

Flow	Name	The guest…	Next
F1	Start	Taps the attract screen and chooses eat in or takeaway	F2
F2	Menu	Browses categories, searches and filters	F3
F3	Product	Chooses options and adds an item	F2, or F4 for meals
F4	Meals	Turns an item into a meal: side, drink, review	F2
F5	Basket	Reviews, edits and removes lines; may swap to a meal	F6, or F9 if ID is needed
F6	Payment	Sees one cross-sell, gives a name, pays	F7
F7	Confirmation	Gets an order number and collection instructions	F1
F8	Help and edge cases	Gets help, cancels, times out, or meets a failure	Back to the step, or F1
F9	Age-restricted checkout	Buys an item that needs an ID check	Counter, or F6 after staff approval
F10	Upsell offers	Sees at most one offer per slot, as the venue configures	Stays in the current flow

Rules that hold everywhere

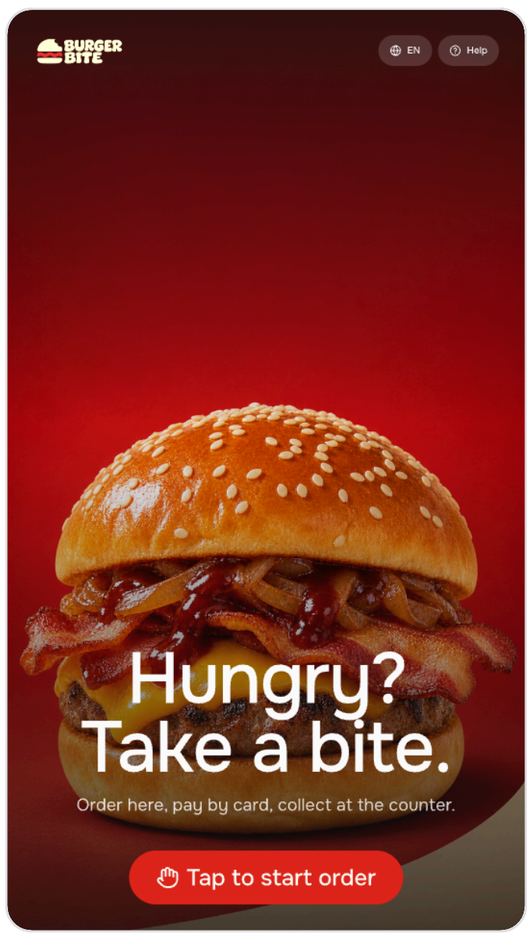
- The order is never lost by accident. Errors keep the basket. Only Cancel order, an inactivity timeout or a finished order clears it.
- Money is never taken twice. If a payment outcome is unknown, the kiosk never offers Try again. Staff are called instead.
- Paid and not paid are never confused. Unpaid handoffs carry a badge with icon and text: NOT PAID YET at the counter handoff (F7), NOT PAID on age-check tickets (F9).
- One primary action per screen, named for what it does: Add to order, Continue to payment, Print counter ticket.
- Every session ends clean. Basket, name and any email are deleted when the kiosk returns to attract.

FOR DEVELOPERS

Screen frames in kiosk-flows.pen are named "F<n> · <step> <title> / <Portrait|Landscape|Compact>" and carry metadata { type: "screen", flow, step, title, breakpoint, status }. Thumbnails here show the portrait screen unless stated. Search the ID shown under a thumbnail to open the live frame.

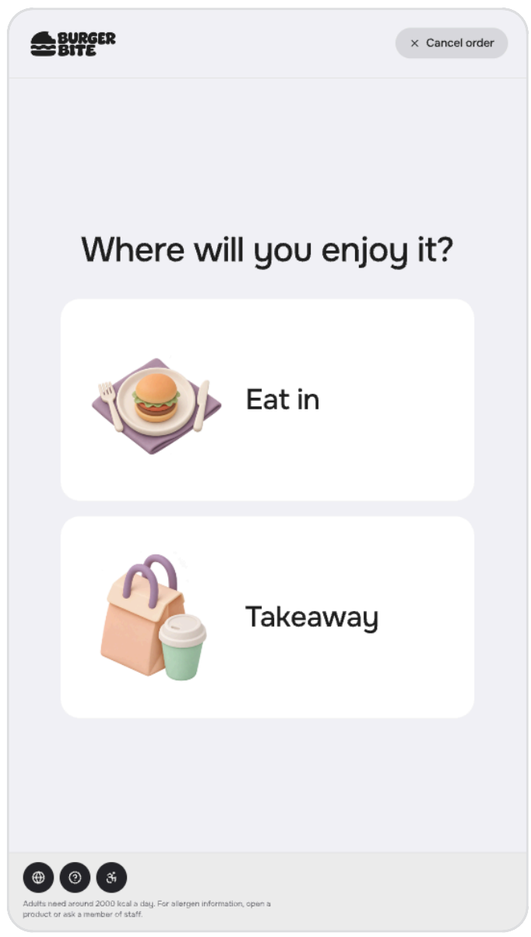
F1 · Start

What it's for. Invite a passer-by to start an order, and set the service mode before they see prices.



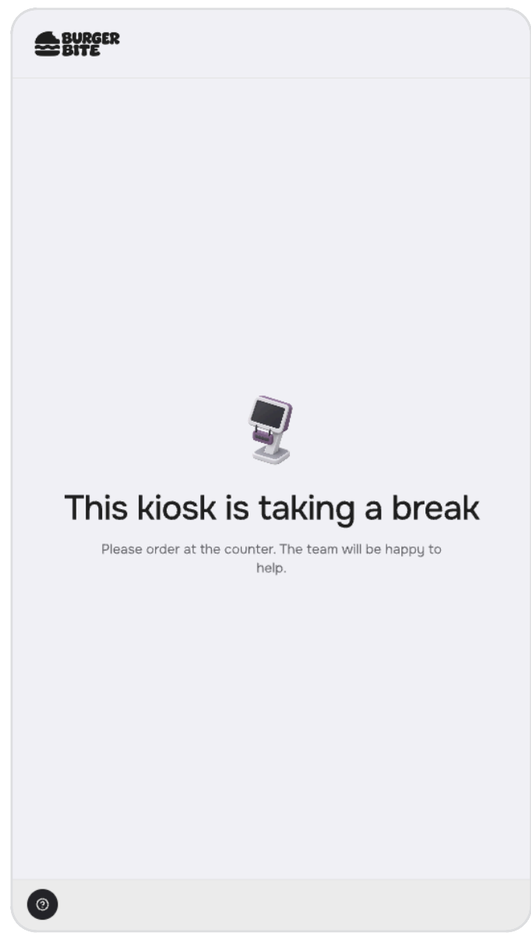
1.1 Attract

portrait · glr4v



1.2 Eat in or takeaway

portrait · rJX7S



8.8 Kiosk unavailable

portrait · iRS57

How it works

1. The attract screen shows the vendor's artwork and a single invitation. The whole screen is one button.
2. Tapping anywhere opens Eat in or takeaway. Choosing one starts a fresh session and opens the menu.
3. Back on the service choice returns to attract.
4. If the kiosk cannot take orders (offline, menu sync, printer jam), Kiosk unavailable replaces attract and points the guest to the counter.

Rules

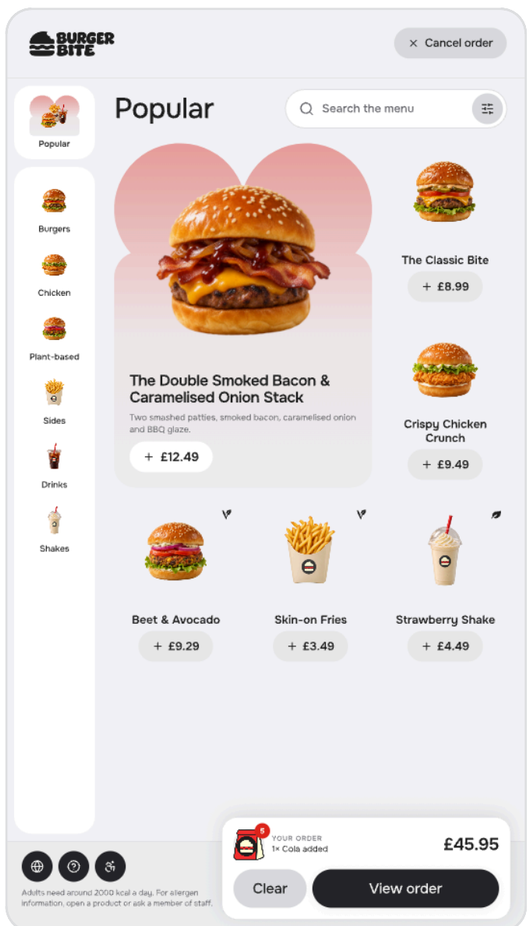
- Language and Help work without starting an order.
- Tap to start pulses gently (2.4 s cycle). The pulse stops when the device asks for reduced motion.
- Choosing a mode always resets any previous session, so a guest never inherits someone else's basket.
- With the Full upsell preset, attract can carry a deal of the day instead (see F10).

FOR DEVELOPERS

Screens 1.1 Attract (glr4v / WcHDr / i1rOX), 1.2 Eat in or takeaway (rJX7S / izM37 / pTK8y), 8.8 Kiosk unavailable (iRS57). Attract artwork is AttractBackdrop, fed by vendor.attract.portrait or vendor.attract.landscape. Service-mode art: StateArtwork/eat-in and StateArtwork/takeaway. The attract screen has role=button.

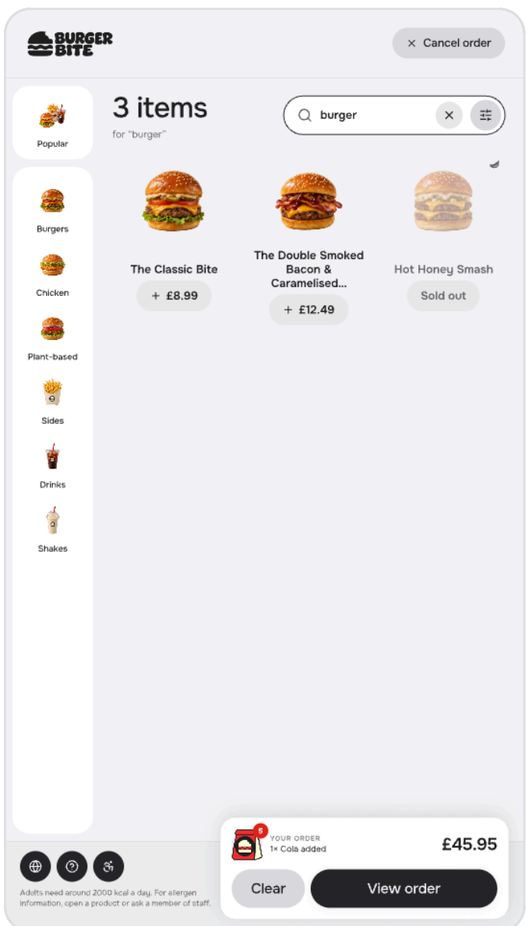
F2 · Menu

What it's for. Help the guest find something they want quickly, with allergens and dietary needs easy to check.



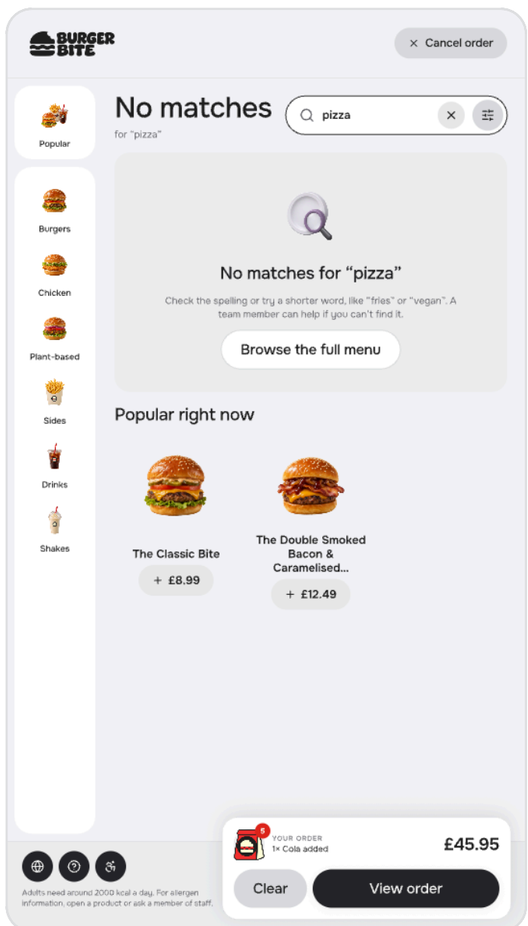
2.1 Menu, empty basket

portrait · NVYoV



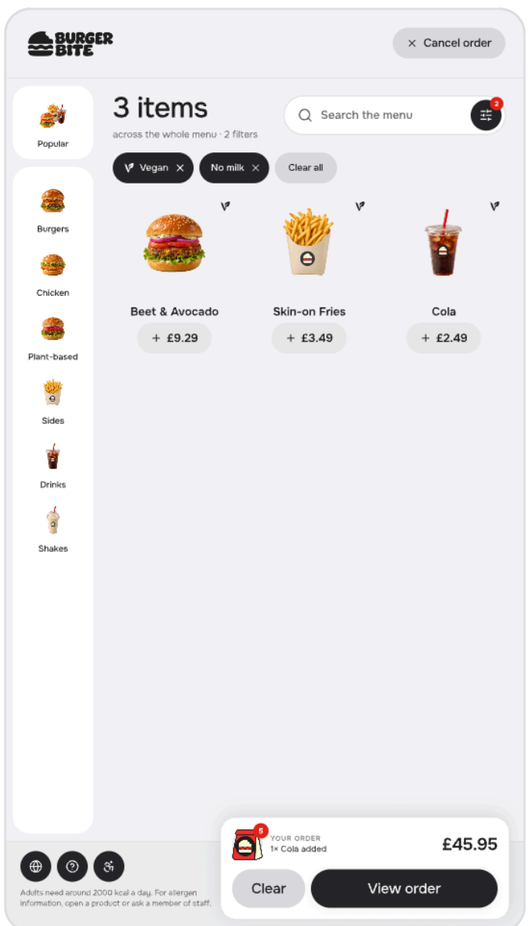
2.3 Search results

portrait · H0JB1v



2.4 Search, no matches

portrait · UPXgx



2.7 Filters applied

portrait · Eu6xR

Rules

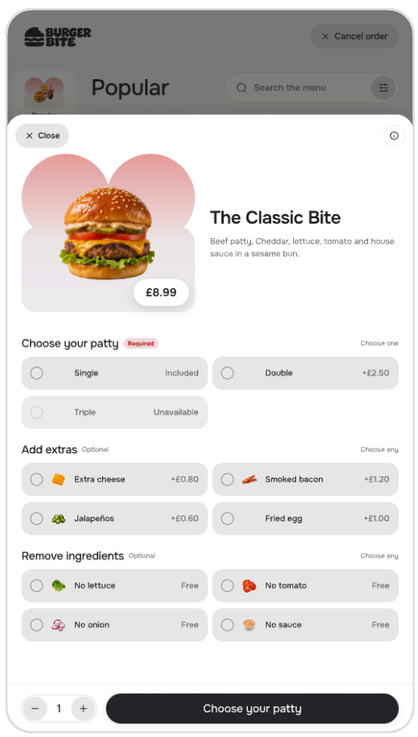
- Category, search and filters work as one model. Tapping a category clears search and filters. Typing a search deselects the category and searches the whole menu.
- Filters are a draft until applied. The guest picks dietary needs and allergens to exclude, then taps Show N items. Applied filters appear as chips under search; tapping a chip removes it.
- Sold-out items stay visible, greyed and not tappable, so regulars are not left wondering where an item went.
- No matches always offers a way out: clear the search or browse the full menu.
- In portrait, sheets slide up from the bottom. In landscape and compact they open in the centre.
- Allergen information opens from the Allergens tool and from the info button on any product.

FOR DEVELOPERS

2.1 NVYoV, 2.2 h1KqUE, 2.3 H0JB1v, 2.4 UPXgx, 2.5 UZzQa, 2.6 TmPp9, 2.7 Eu6xR (portrait). Components: SearchField, CategoryRail, ProductCard, ProductCard/Featured (one per category, venue-chosen), FilterChip, AppliedChip, BasketCard. Product photos are per-item CMS images (product.image, category.image).

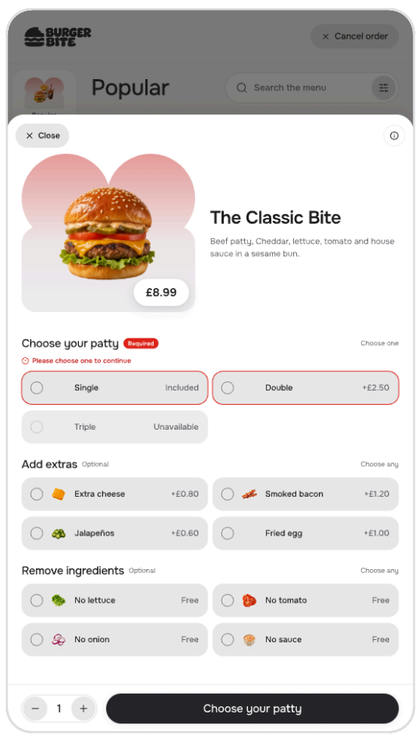
F3 · Product

What it's for. Let the guest customise an item with confidence: required choices are clear, price changes are visible, and nothing is added by mistake.



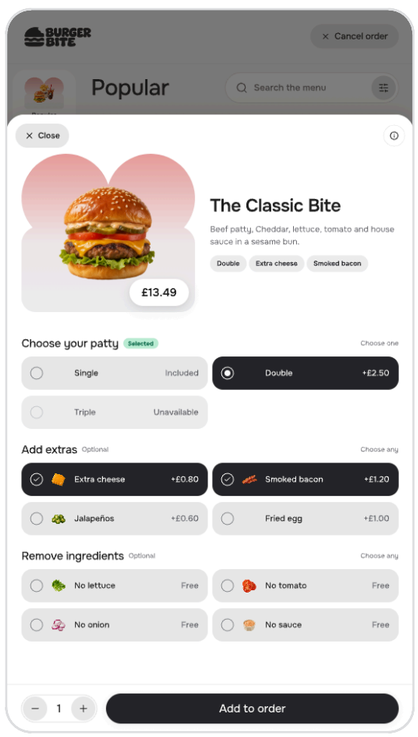
3.1 Product, nothing chosen

portrait · pCsq0



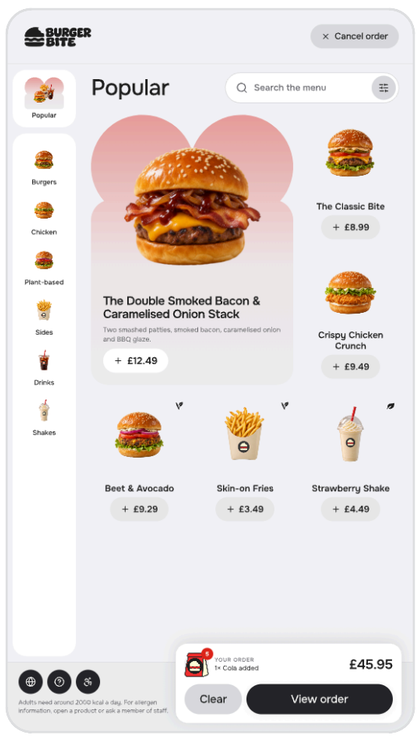
3.2 Required choice missing

portrait · WS27P



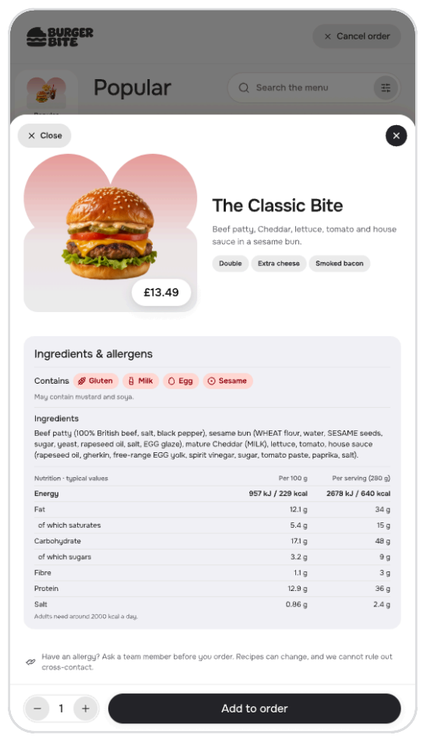
3.3 Choices made

portrait · tH4F4



3.4 Added to order

portrait · xBv8d



3.5 Product info

portrait · oVizz

How it works

1. Tapping a product opens its sheet: photo, options, and a full-colour button at the bottom.
2. Until required choices are made, the button names what is missing ("Choose your patty"). Tapping it scrolls to that group and marks it with a red ring and a short message.
3. Once everything required is chosen, the button reads Add to order · £x.
4. After adding, the sheet closes. The basket count and total pop, and the basket card names the item just added.

Rules

- Unavailable options stay visible and read "Unavailable today".
- Close (top left) or tapping outside the sheet discards edits. Nothing is added.
- The info button opens 3.5 Product info: allergens, ingredients and nutrition in one label. The info button turns into a close cross; closing it returns to the options with choices kept. Add to order still works from the info view.
- Items with a meal option branch to F4.

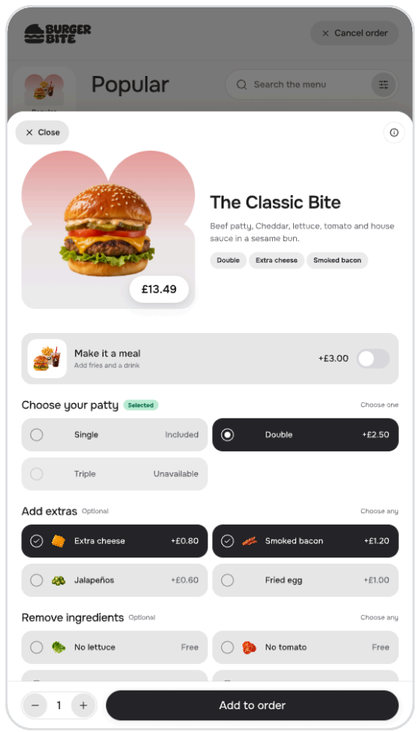
FOR DEVELOPERS

3.1 pCsq0, 3.2 WS27P, 3.3 tH4F4, 3.4 xBv8d, 3.5 oVizz. Components: SheetClose, OptionRow/Radio, OptionRow/Check, StatusPill, KButton/Primary. The add confirmation pop lasts 450 ms. A required group missing on Add sets StatusPill/Missing and a 2px accent stroke on each row.

F4 · Meals

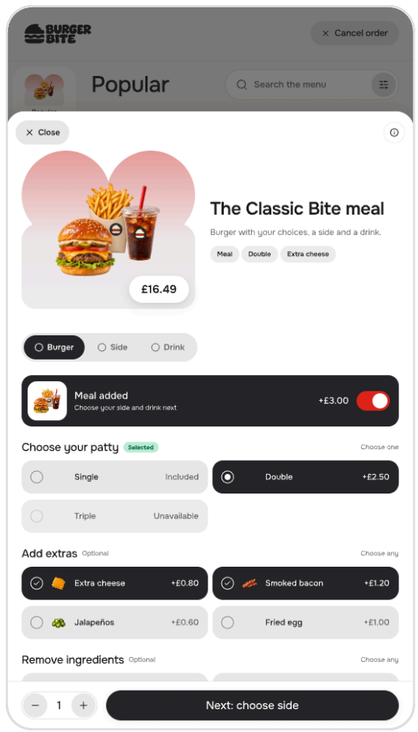
What it's for. Offer a meal at the right moment without trapping the guest in a long upsell.

The venue chooses one of two styles. 4A Inline (the default) puts a meal switch inside the product sheet. 4B Interstitial asks "Make it a meal?" once, after Add to order.



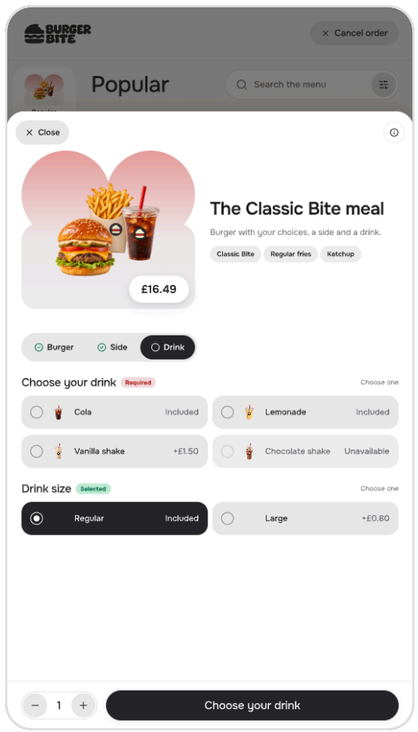
4A.1 Meal offer (off)

portrait · SbNeD



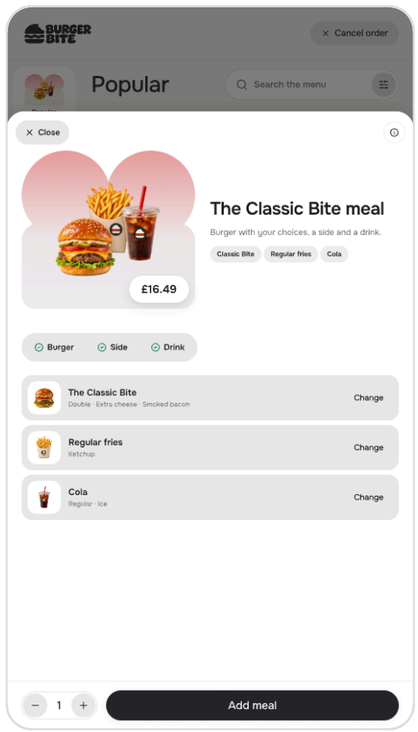
4A.2 Meal on — burger step

portrait · jGA2B



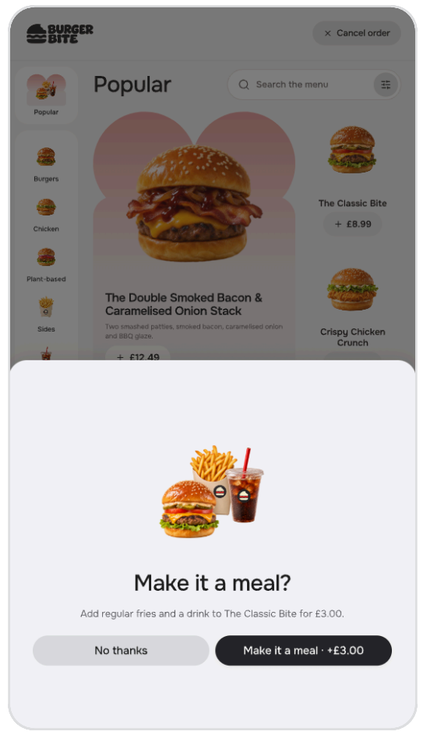
4A.4 Drink step, nothing chosen

portrait · E6vpKW



4A.5 Meal review

portrait · p7SNi



4B.1 Make it a meal

portrait · qEdiq

Rules

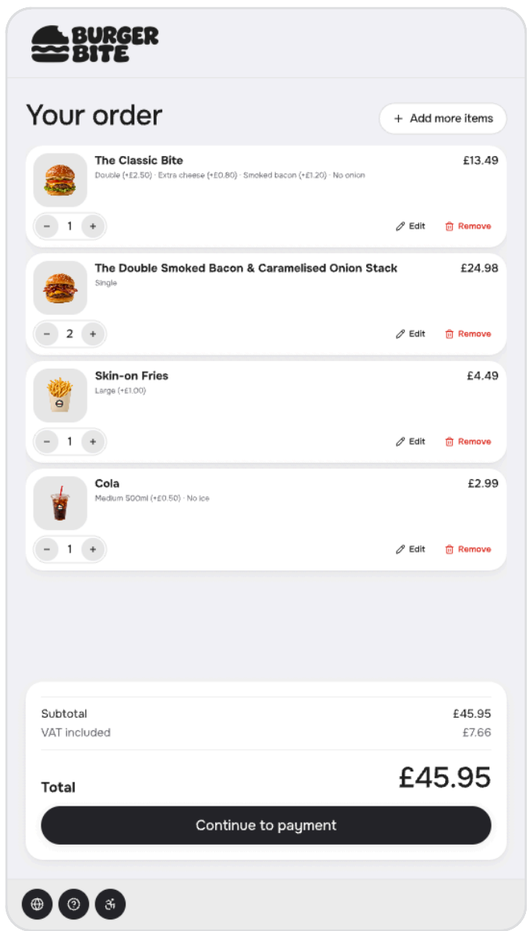
- An add-on changes an item (extra cheese). A meal groups items (burger, side, drink).
- Step tabs show done, current and next. Tapping a done step jumps back without clearing choices.
- The drink step blocks Add meal until a drink is chosen; the button reads Choose your drink.
- Size upgrades replace, they do not add: Large fries +£0.80.
- Dips appear only for fries and clear if the side changes to something incompatible.
- No thanks sits first and is the same size as the upgrade. Tapping outside the 4B prompt means No thanks; the item is still added.
- Editing a meal from the basket reopens it at its review step with every choice kept. The button reads Save changes.

FOR DEVELOPERS

4A.1 SbNeD, 4A.2 jGA2B, 4A.3 V42Sqs, 4A.4 E6vpKW, 4A.5 p7SNi, 4B.1 qEdiq (4B.2–4B.4: nkBZZ, O4Bdc3, yDGEv), 4.9 st3yR. Components: MealOfferRow, StepTabs. The 4A/4B choice is a venue setting (see CMS & venue configuration).

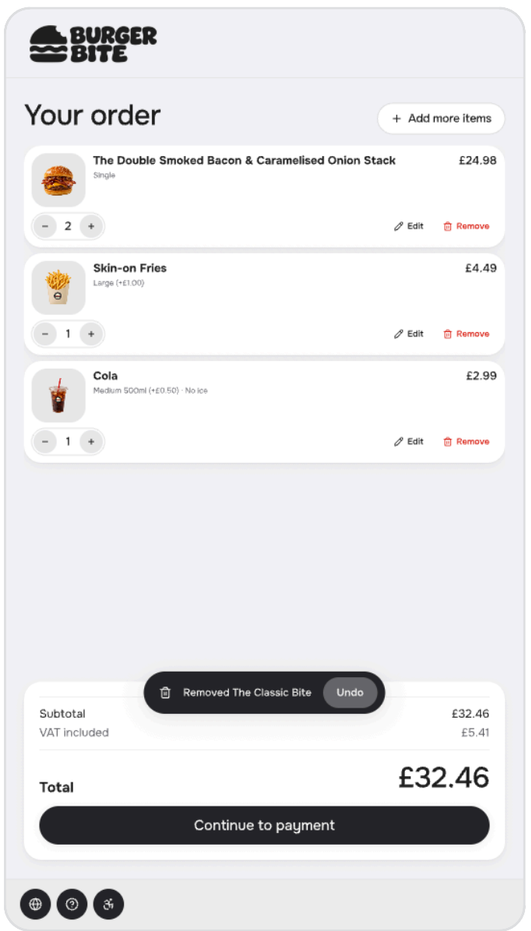
F5 · Basket

What it's for. Let the guest check and correct the order before paying, and show the one best saving if there is one.



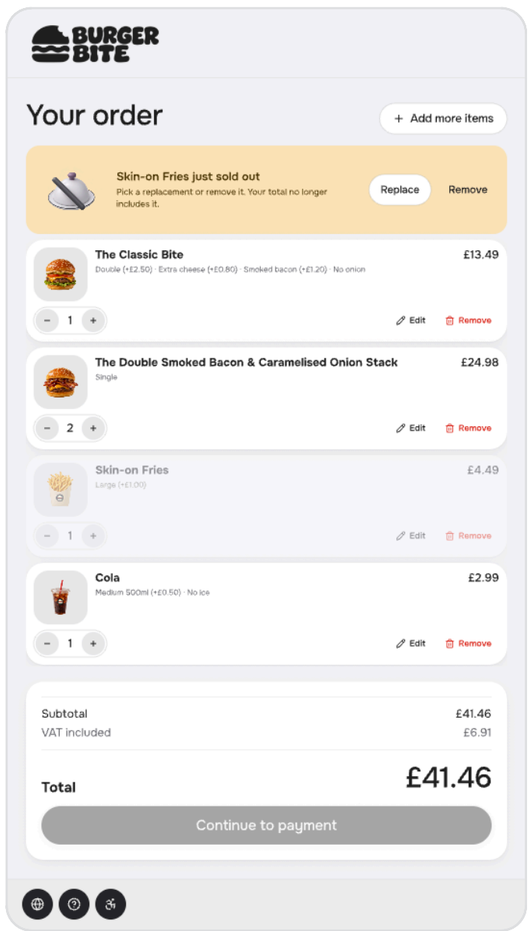
5.2 Basket

portrait · pMgAb



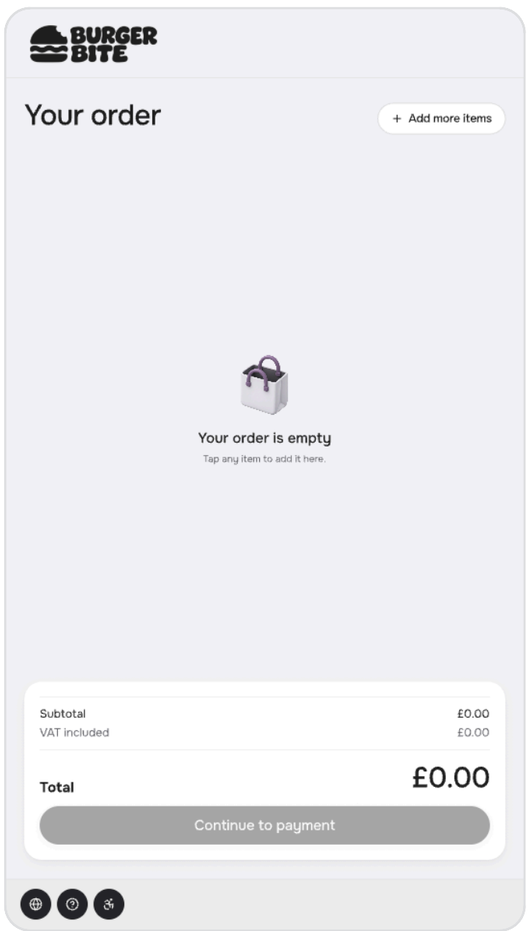
5.4 Line removed

portrait · GN7l1



5.5 Item unavailable

portrait · X6foEM



5.6 Basket empty

portrait · MfRhd

Rules

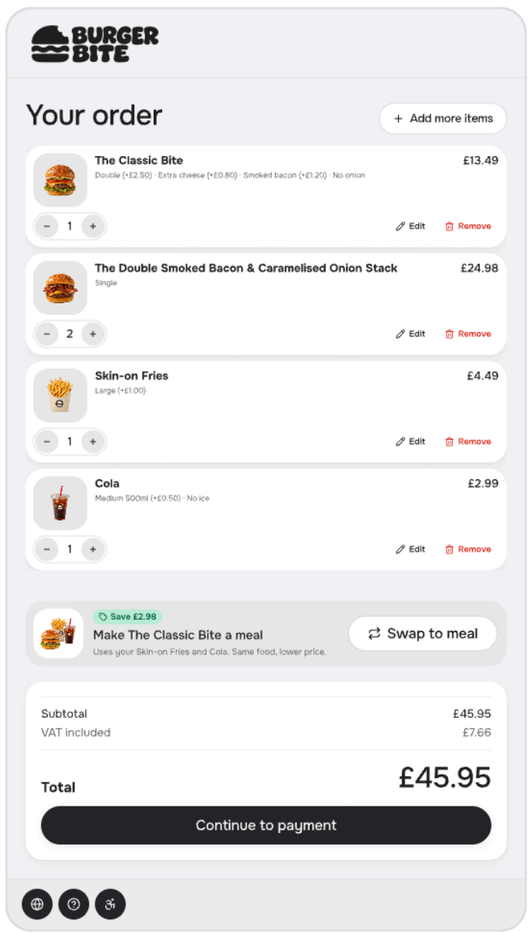
- Remove is instant and reversible. No confirmation dialog. An Undo toast stays for 6 seconds (longer than usual, because kiosk guests look away) and restores the line with its choices and quantity.
- Sold out after adding. If the kitchen marks an item sold out, its line stays visible, is excluded from the total, and blocks Continue until the guest replaces or removes it. Availability is checked again on Continue to payment.
- Continue to payment is disabled when the basket is empty or no service mode is set ("Choose eat in or takeaway first").
- The order summary stays visible while lines scroll: at the bottom in portrait, in the right column in landscape and compact.

FOR DEVELOPERS

5.1 hsS8K, 5.2 pMgAb, 5.3 Z1PBv, 5.4 GN7l1, 5.5 X6foEM, 5.6 MfRhd. Components: BasketLine, Toast (6 s), CheckoutFooter/Compact, BasketCard. Empty-basket art is the vendor.graphic.emptyBasket slot.

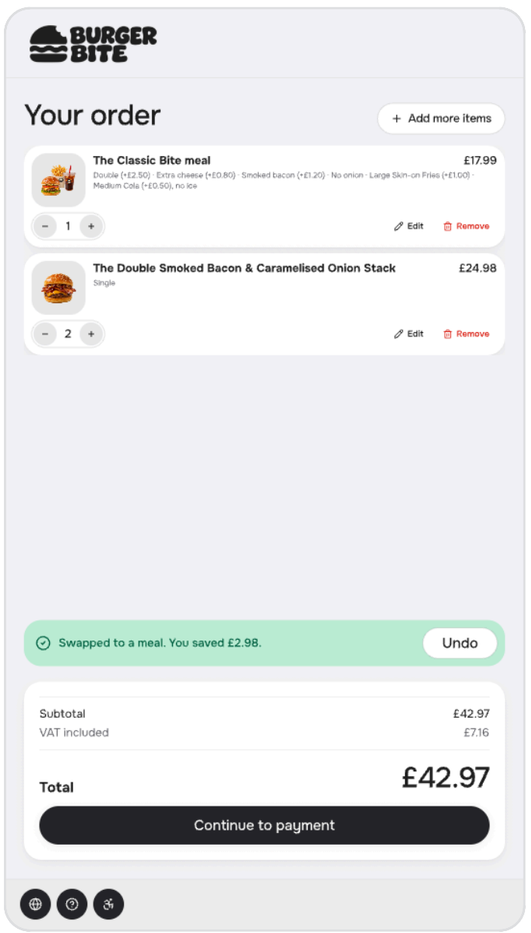
F5 · Meal swap on review

What it's for. If the guest built a meal by hand (burger, side and drink as separate lines) and the meal costs less, offer to swap. They keep the same food and pay less.



5.2S-A Review, meal swap offered

portrait · wayKV



5.2S-B Meal swap applied

portrait · f0v5u5

Rules

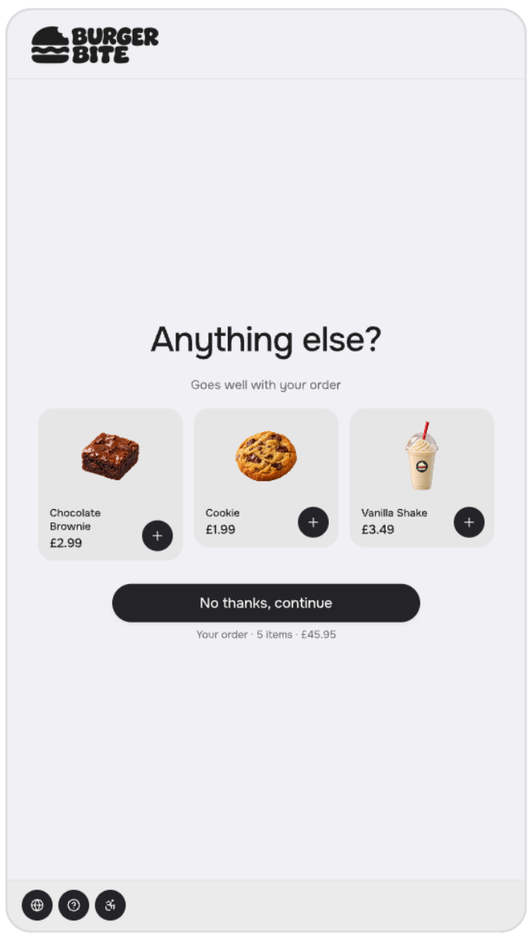
- The offer appears only when a burger, a side and a drink sit as separate lines and the meal price is lower. Otherwise the slot is hidden; there is no empty state.
- Swap to meal merges the three lines into one meal line and keeps every modifier. The total pops.
- The offer turns into a confirmation with Undo, which restores the three lines exactly.
- One offer per visit. After a swap or an Undo, the slot stays empty.
- The review screen never scrolls. Single-row basket lines make room: portrait fits 4 lines, landscape 6, compact 4.
- The meal swap is the top-priority offer for the review slot (F10 slot S6).

FOR DEVELOPERS

5.2S-A wayKV / iXn9b / rVCjw, 5.2S-B f0v5u5 / UUZNC / p2qgxu. Component: MealSwapOffer(saving:, onSwap:), then Offer/Row/Applied. Analytics: kiosk.mealswap.view {saving}, kiosk.mealswap.accept, kiosk.mealswap.undo. Open: what to do when the basket exceeds the no-scroll capacity (see Integrations & open decisions).

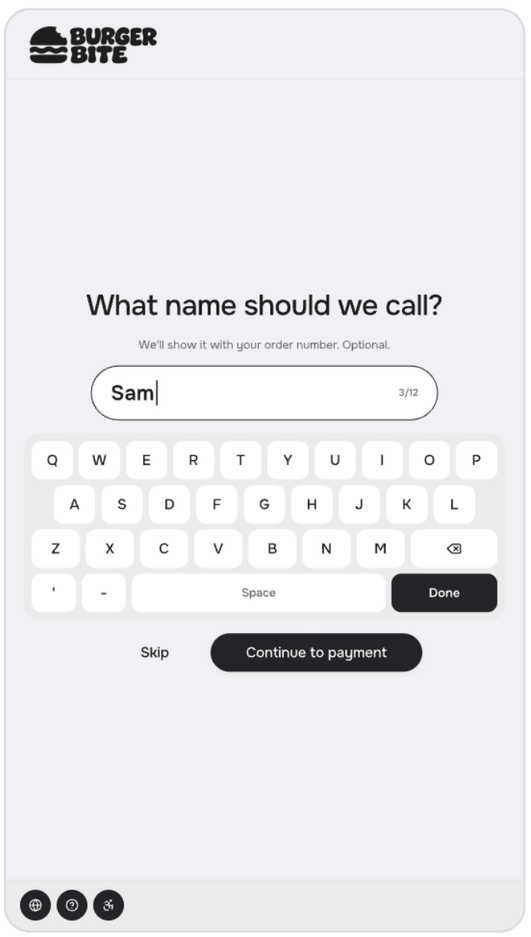
F6 · Payment

What it's for. Take payment safely, and make every outcome unmistakable: paid, declined, cancelled or unknown.



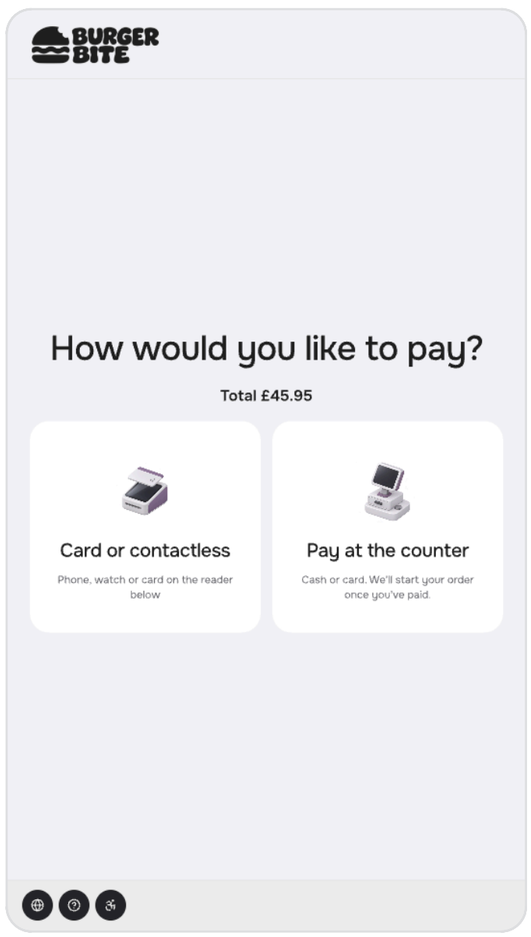
6.1 Anything else

portrait · A6ZQ7t



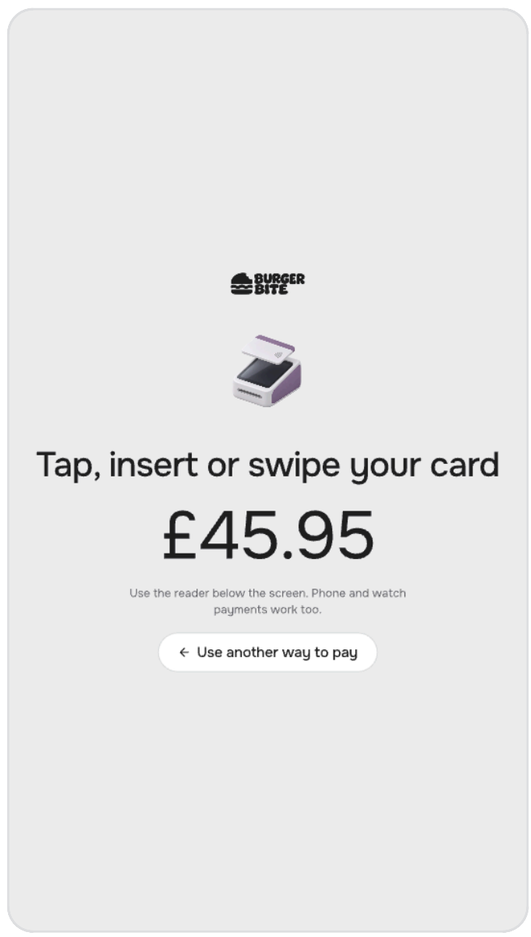
6.2 Name for collection

portrait · n9Tbn



6.3 Payment method

portrait · fMZ9F



6.4 Tap your card

portrait · AgIR3

How it works

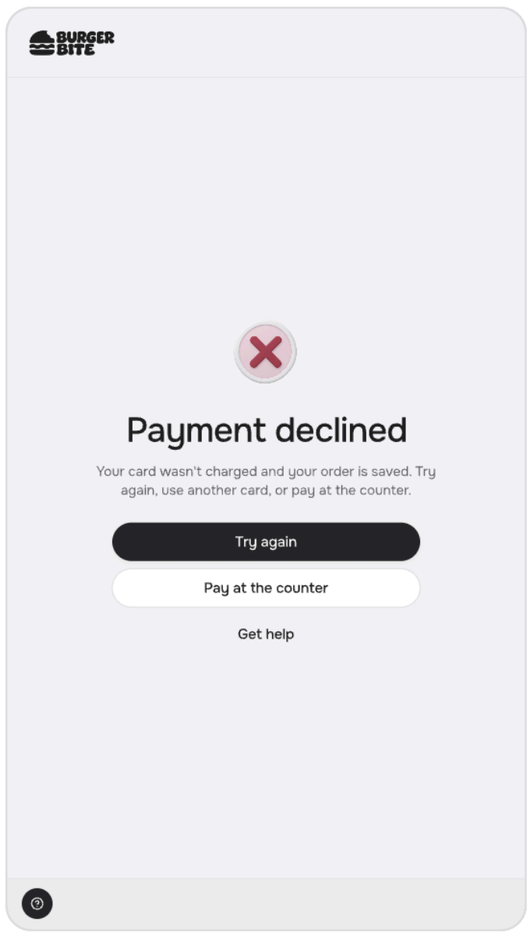
1. Anything else? One cross-sell screen, at most 3 items, none already in the basket, ranked by how often they are bought together. No thanks, continue is the main action.
2. Name for collection (optional). Letters, space, hyphen and apostrophe; up to 12 characters. Skip keeps the order number only.
3. Payment method. Card or contactless, and Pay at the counter if the venue enables it. With one route, this screen is skipped.
4. Tap your card. The amount is the basket total. Use another way to pay cancels the reader request and goes back.
5. Processing. No actions; taps are ignored until the reader responds.

Errors say what happened, that nothing extra was charged, and what to do next. While the outcome is unknown, the kiosk never says Try again.

FOR DEVELOPERS

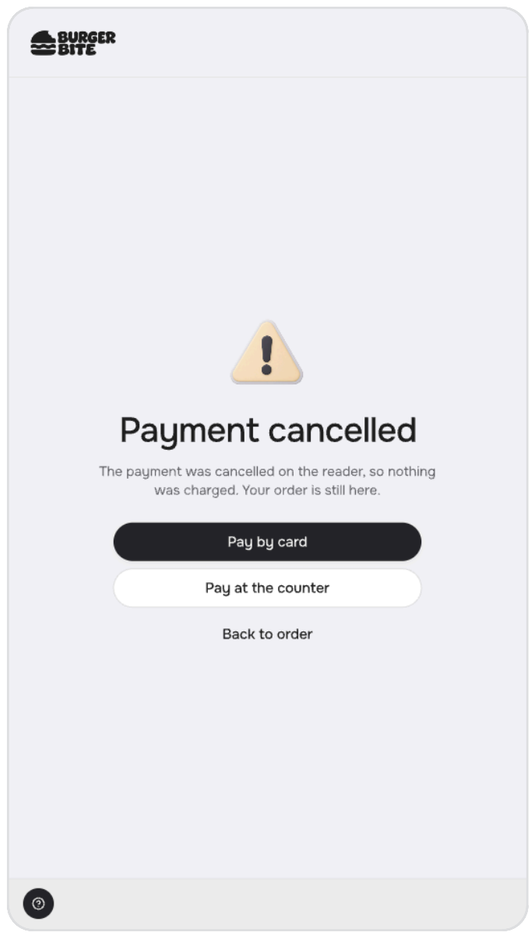
6.1 A6ZQ7t, 6.2 n9Tbn, 6.3 fMZ9F, 6.4 AgIR3, 6.5 QNB18. Components: CrossSellTile, OnScreenKeyboard (80px keys), PaymentMethodCard, StatusPanel. Pay at the counter sends the order as UNPAID and ends at 7.2.

F6 · Payment outcomes



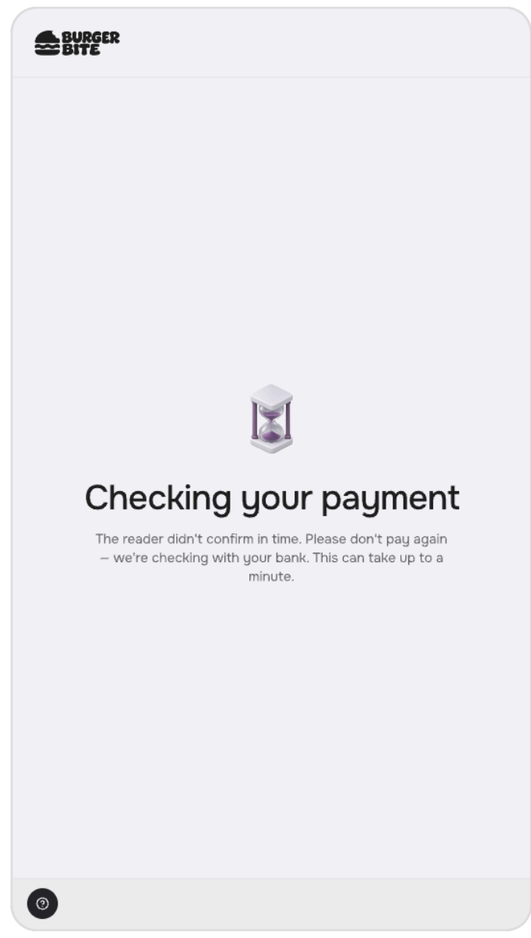
6.6 Payment declined

portrait · q7pHK



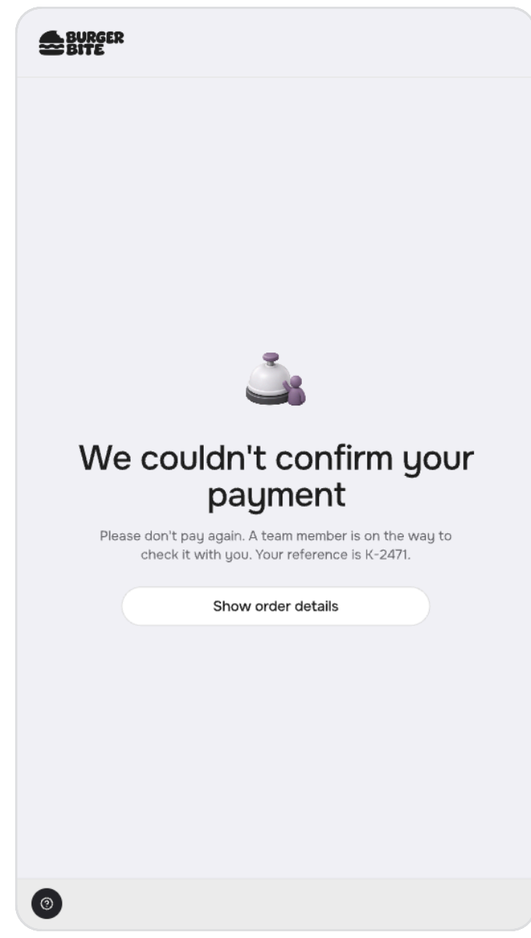
6.7 Cancelled at the reader

portrait · BifGu



6.8 Checking payment (unknown)

portrait · AZsBK



6.9 Still unknown → staff

portrait · CFmhg

Outcome	What the guest sees	What they can do
Paid	Confirmation (F7)	Done
Declined by bank or reader	Payment declined; basket kept	Try again, or pay at the counter
Cancelled at the reader	Cancelled; nothing charged	Try again, or pay at the counter
Unknown (no clear answer)	Checking payment	Nothing. The kiosk polls the provider.
Still unknown after the time limit	Staff called automatically, with a reference	Wait for staff. No second payment is possible.

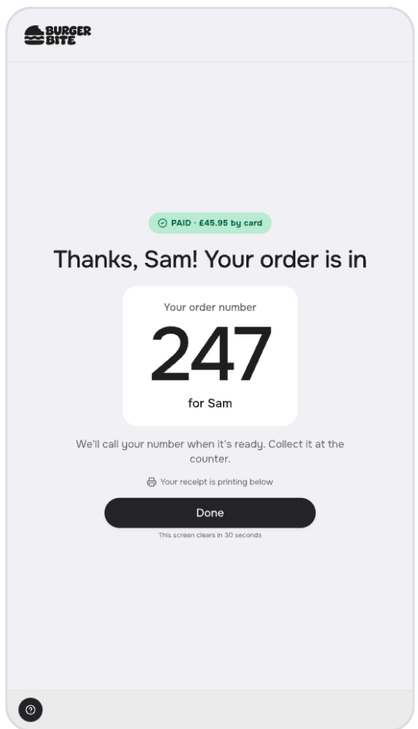
Why unknown is special. A lost network message can mean the card was charged. Offering Try again could charge twice. The kiosk keeps asking the provider and resolves to paid, declined or still unknown.

FOR DEVELOPERS

6.6 q7pHK, 6.7 BifGu, 6.8 AZsBK, 6.9 CFmhg. 6.8 resolves to 7.1, 6.6 or 6.9. During payment, inactivity never clears the session (8.6). The provider must report distinct declined, cancelled and unknown outcomes, and support status polling; see Integrations & open decisions.

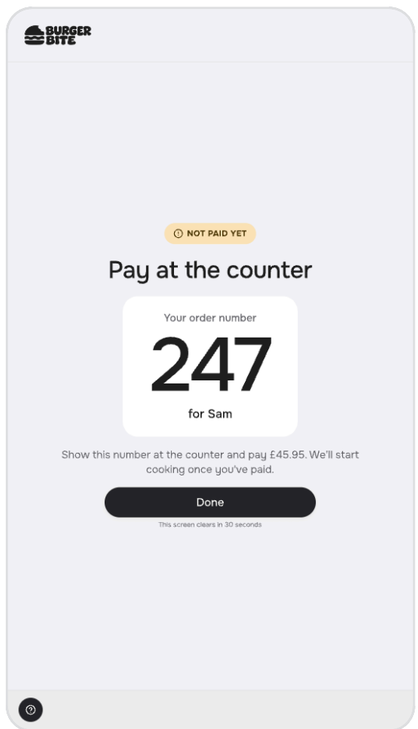
F7 · Confirmation

What it's for. Tell the guest, at a glance, that the order is in, what their number is and where to go.



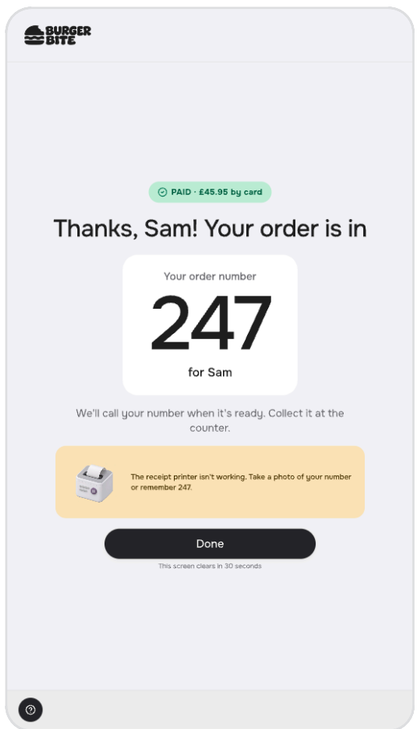
7.1 Paid confirmation

portrait · Uu0MM



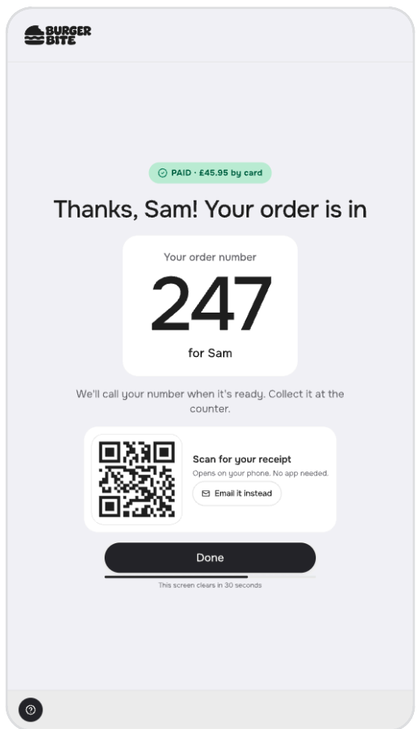
7.2 Unpaid handoff

portrait · brCAZ



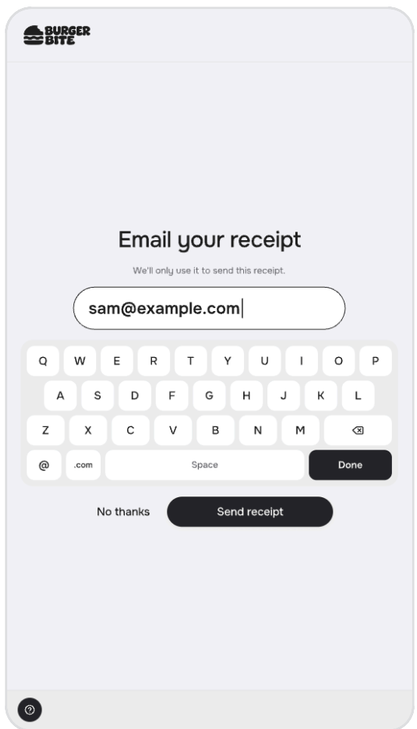
7.3 Receipt unavailable

portrait · rtq0q



7B.1 Paid, QR receipt

portrait · qTYVr



7B.2 Email receipt

portrait · CU7mS

Rules

- The order number dominates the screen (tabular figures, 200px). The name shows if given. The collection instruction is one sentence.
- Unpaid handoff (pay at counter) shows a NOT PAID YET badge with icon and text, and never says "thanks, your order is in". The kitchen starts only after payment at the counter.
- Receipt unavailable. If the printer fails after a successful payment, the confirmation still stands and the number is the receipt. The guest is never asked to wait for a reprint.
- Done, or 30 seconds, shows a short goodbye, then returns to attract after 5 seconds with basket and name cleared.

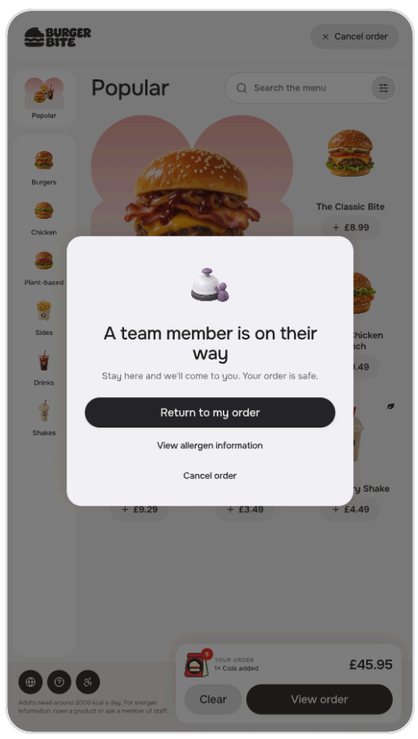
QR receipt (venue option). Instead of printing, the screen shows a QR code for a digital receipt, with Email it to me instead. The email address is used once to send that receipt, then deleted.

FOR DEVELOPERS

7.1 Uu0MM, 7.2 brCAZ, 7.3 rtq0q, 7.4 AQryW, 7B.1 qTYVr, 7B.2 CU7mS, 7B.3 r8xC41. Components: OrderNumber, QRCode (one-time receipt URL, expires after 24 h), OnScreenKeyboard. Email format is checked on Send; an invalid address shows an inline error under the field.

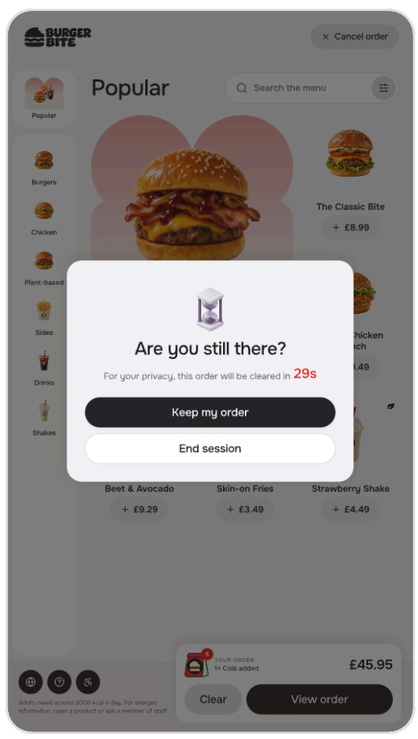
F8 · Help and edge cases

What it's for. Make sure the guest is never stuck, and that a failure after payment never costs them money.



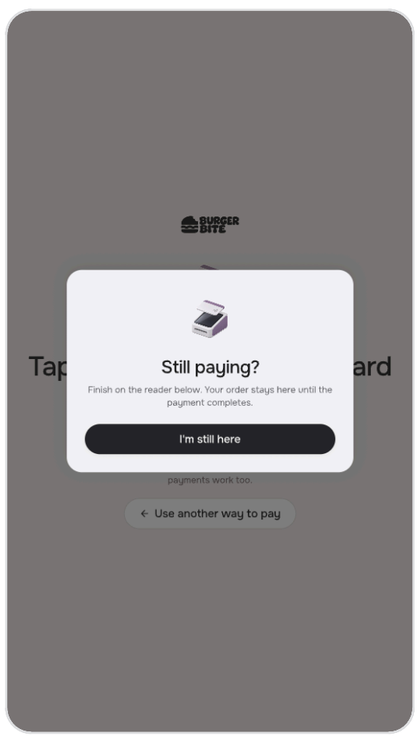
8.1 Help

portrait · iQw33



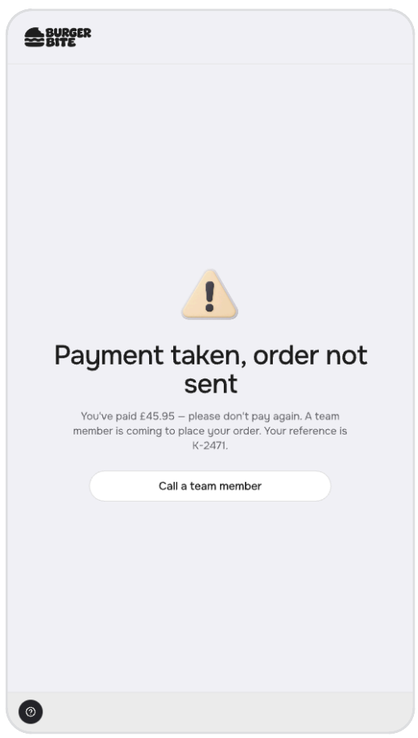
8.3 Inactivity

portrait · ac8nD



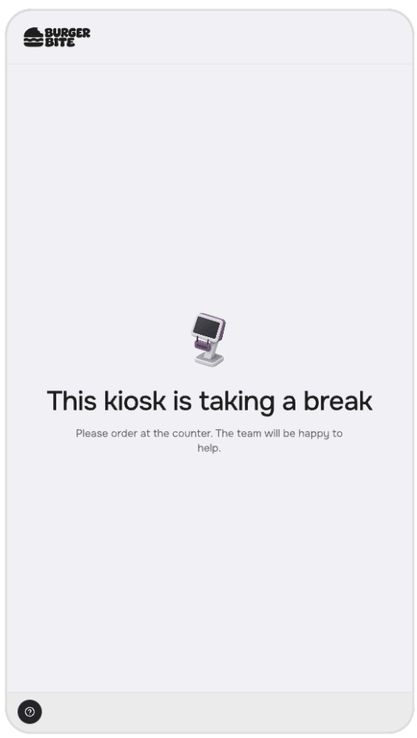
8.6 Inactivity during payment

portrait · i2EGf7



8.7 Paid, order not sent

portrait · FWbqR



8.8 Kiosk unavailable

portrait · iRS57

Situation	What happens
Help	A help dialog with ways to get a team member, and a way back to the order
Cancel order	Confirms, then clears the basket and returns to attract
Inactivity	After 60 s idle, a 30 s countdown with Keep my order. Timeout clears the session.
Inactivity during payment	Never clears; money may be in flight. Asks the guest to finish on the reader; staff alerted after 2 minutes.
Paid, order not sent	Payment worked but the kitchen did not get the order. Staff alerted automatically, reference shown, never asks to pay again.
Kiosk unavailable	Replaces attract when the kiosk cannot take orders. Points to the counter.
Language	English only in this release. The tool row says so for 2.5 s.
Accessibility	Accessibility mode is coming. The tool row says so for 2.5 s.

FOR DEVELOPERS

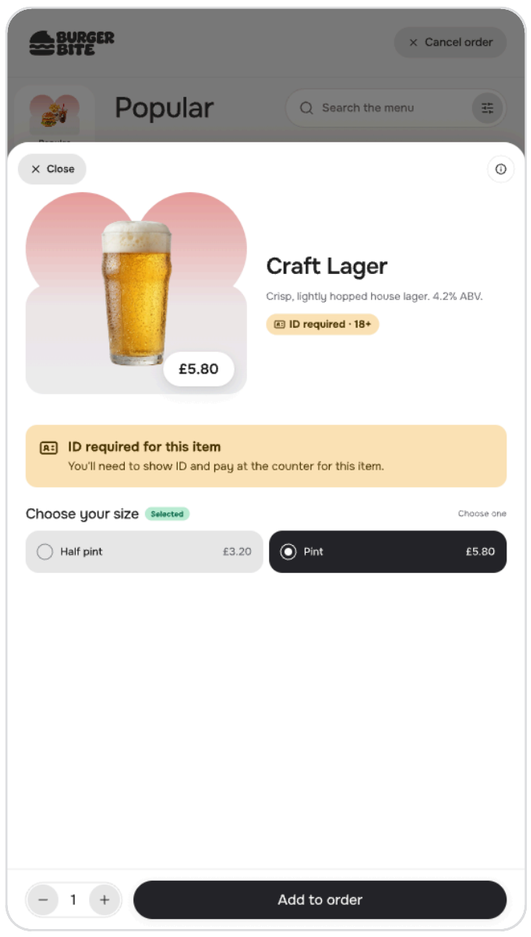
8.1 iQw33, 8.2 vJ1hW, 8.3 ac8nD, 8.4 XrRQu, 8.5 vUQxM, 8.6 i2EGf7, 8.7 FWbqR, 8.8 iRS57. Help, Cancel and Inactivity use DialogCard; 8.6 to 8.8 use StatusPanel. Language and Accessibility feedback replaces the ToolRow note line; there is no overlay.

F9 · Age-restricted checkout

What it's for. Sell items that need an ID check without slowing food-only orders, and keep three facts separate: basket saved, age verified, payment confirmed.

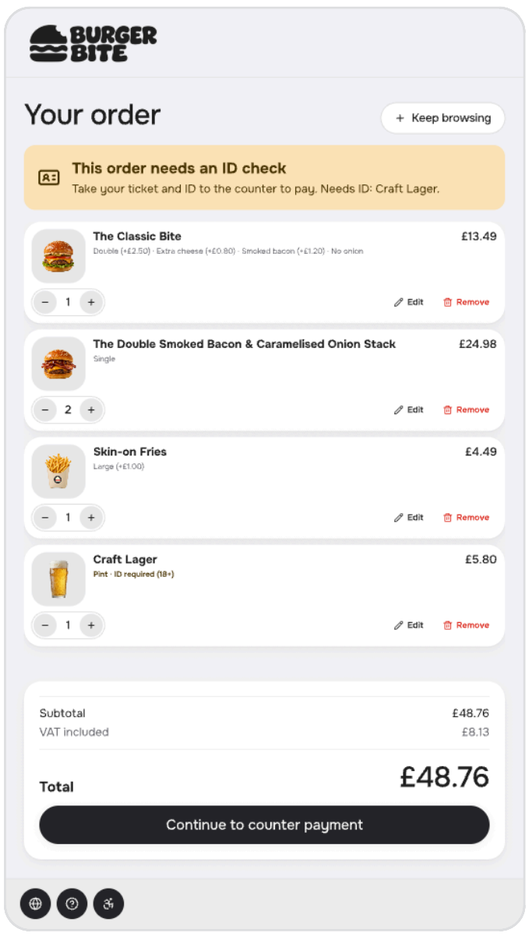
The venue configures one route. The guest never chooses.

- 9A Check ID and pay at the counter (default for hospitality, where counter lookup and printer reporting work). The kiosk prints a ticket; the guest takes it and their ID to the counter.
- 9B Staff approval at the kiosk. A team member comes to the kiosk, signs in and approves, then the guest pays at the kiosk as normal.



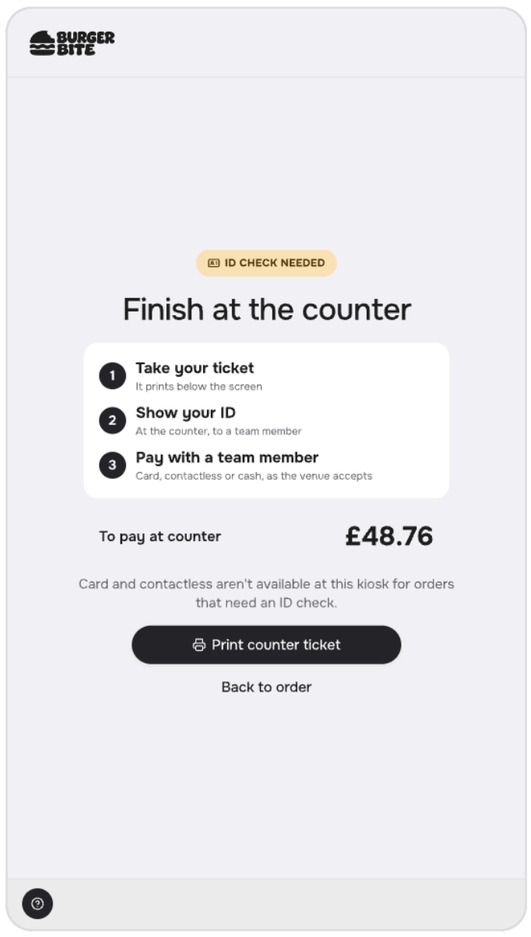
AV-01 Restricted product

portrait · BEtED



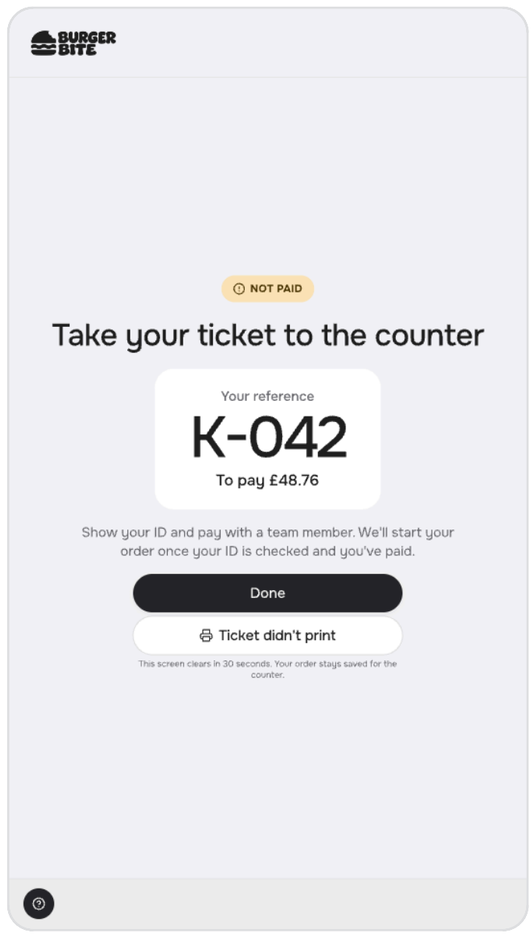
AV-02 Review basket, ID check needed

portrait · Xf3Yv



AV-03 Finish at the counter

portrait · nOzvZ



AV-05 Take ticket and ID

portrait · oVfJW

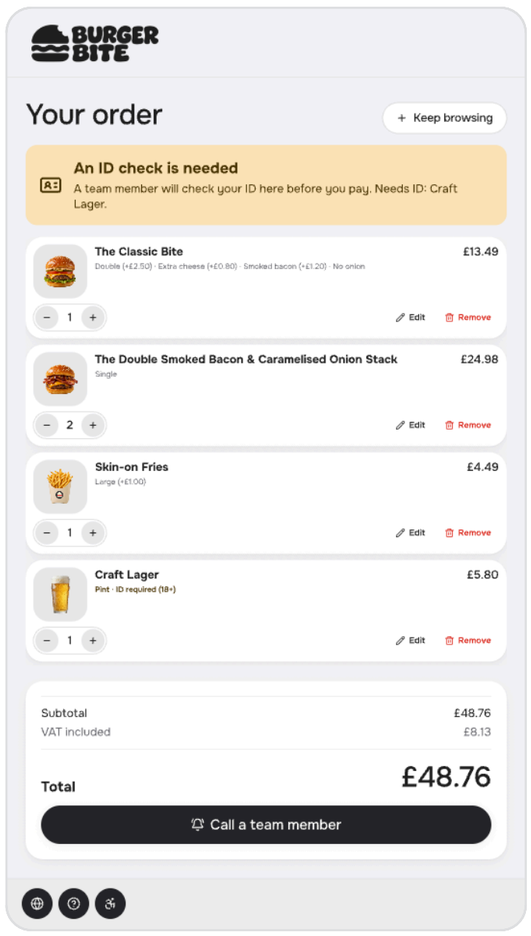
9A step by step

1. A restricted product says so up front. There is no blocking age pop-up; Add to order works normally.
2. While a restricted line is in the basket, Continue to payment becomes Continue to counter payment.
3. Finish at the counter explains the route before anything is saved. Print counter ticket saves one unpaid basket and prints its ticket.
4. The kiosk shows Printing your ticket only once the save is confirmed, and moves on only when the printer reports success.
5. Take ticket and ID shows the counter as the destination and a NOT PAID badge. Done returns to attract; the saved counter order is not cancelled.

FOR DEVELOPERS

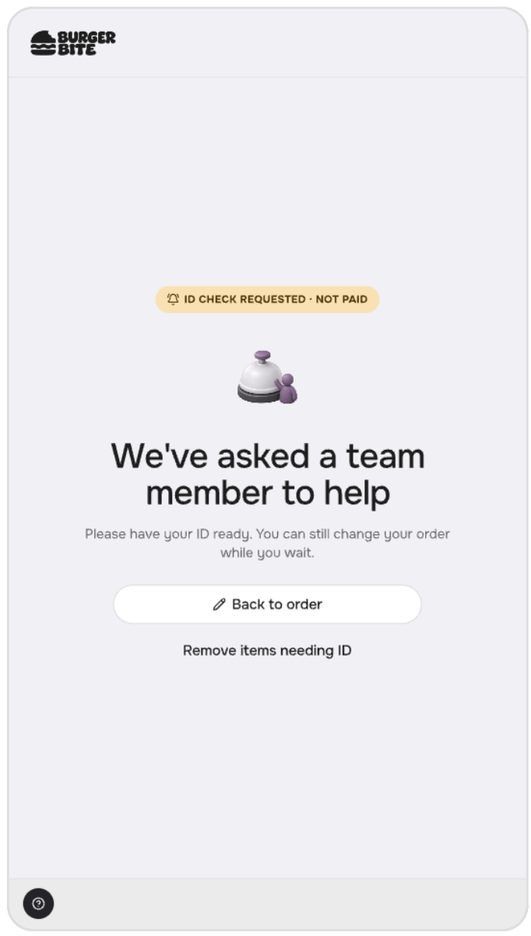
AV-01 BEtED, AV-02 Xf3Yv, AV-03 nOzvZ, AV-04 MWTUW, AV-04b hQPYq, AV-05 oVfJW. Full spec, in the repo outside this package: docs/overview/kiosk-age-verification-journey.md. The 18+ threshold and accepted ID are venue and country configuration; never hard-code them.

F9 · Staff approval and recovery



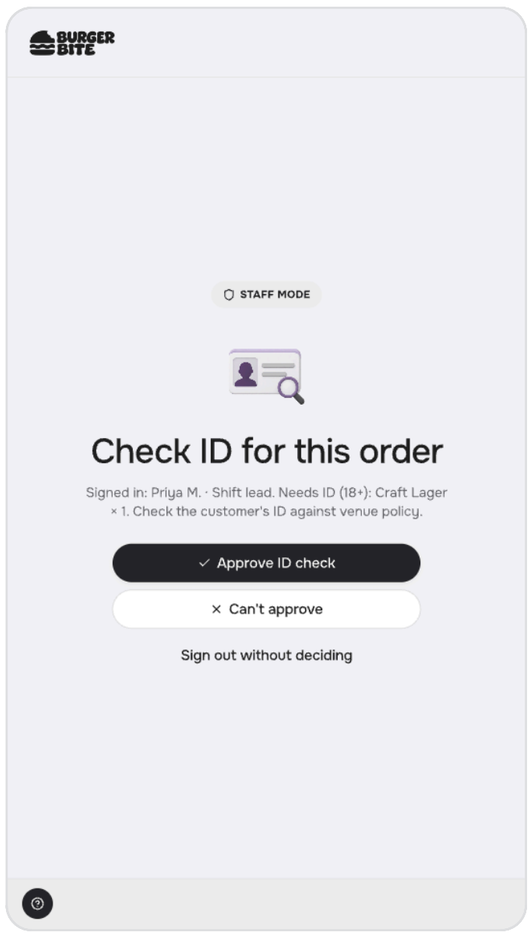
AV-A1 Review basket, staff check

portrait · bzJV7



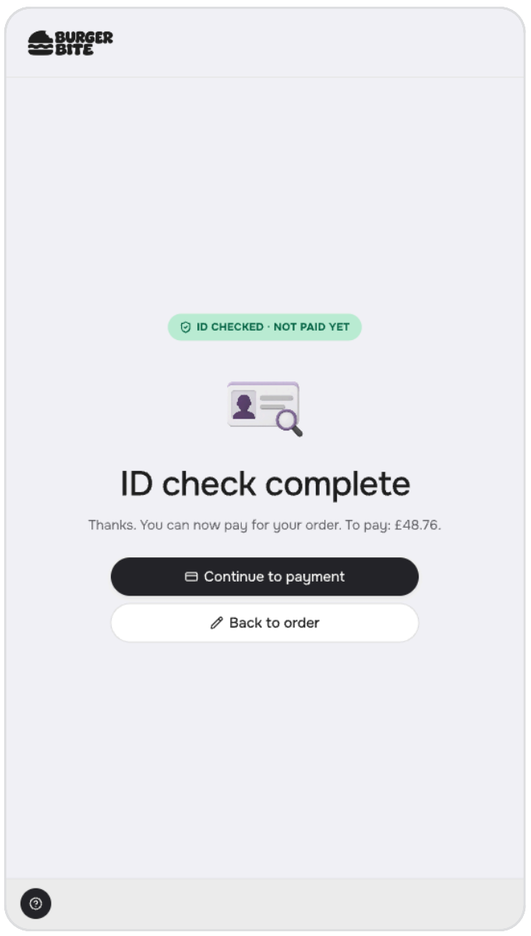
AV-A2 Request delivered

portrait · K6eSt



AV-A3b Staff decision

portrait · b0C9v5



AV-A4 Approved

portrait · sxXuu

9B rules

- Call a team member sends an alert. The kiosk says the request is delivered only when delivery is confirmed, and promises arrival only if a team member acknowledges it.
- Staff approve from a hidden staff control. Signing in alone approves nothing, and there is no default or timeout approval.
- Approval belongs to this session and this basket. Adding a restricted line, cancelling or starting a new session invalidates it.
- Approved is not paid. The guest continues to the normal payment flow (F6).
- If staff refuse, no reason is shown on screen. The guest can remove the items or cancel. Changing route cannot bypass a refusal.

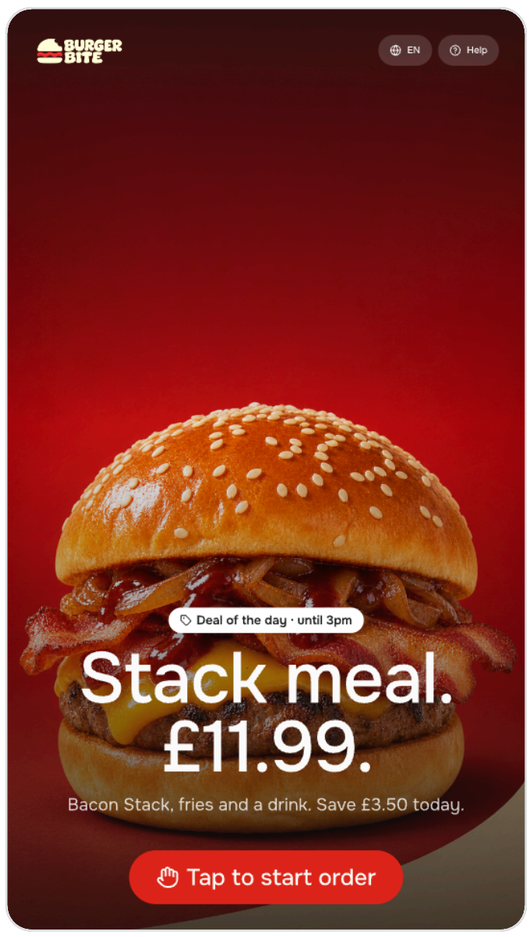
Problem	Recovery (9E screens)
Ticket did not print	Reprint the same basket and reference. The basket is never deleted.
Basket not saved	Nothing reached the counter. Try again; never show an invented reference.
Save outcome unknown	Check status before any retry, to avoid duplicate baskets
Staff request failed or unanswered	Try again, remove the items needing ID, or finish at the counter where supported
Guest removes all restricted items	Ordinary checkout returns; totals and meal offers are recalculated
Inactivity	Before handoff: 30 s countdown, then the basket and any staff request are cleared. After handoff: the kiosk resets and the counter order stays.

FOR DEVELOPERS

9B approval screens: AV-A1 bzJV7, A1s lyCS5, A2 K6eSt, A2b ZHQLt, A3a X1ayZZ, A3b b0C9v5, A4 sxXuu, A5 VSWEt. 9E recovery screens: E1 y0v11, E2a YesNn, E2b P24Fy, E3a JYgKZ, E3b e4Phjx, E4a zIDyw, E4b OnK54, E6a lK5NW, E6b XPofa.

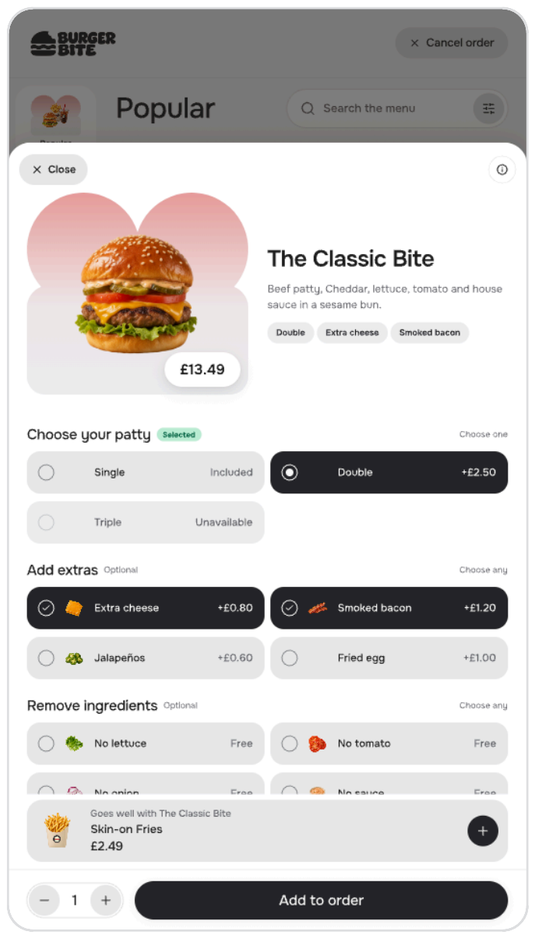
F10 · Upsell offers

What it's for. Raise order value with offers that feel like help, not pressure. One offer system, seven places it can appear, and strict limits.



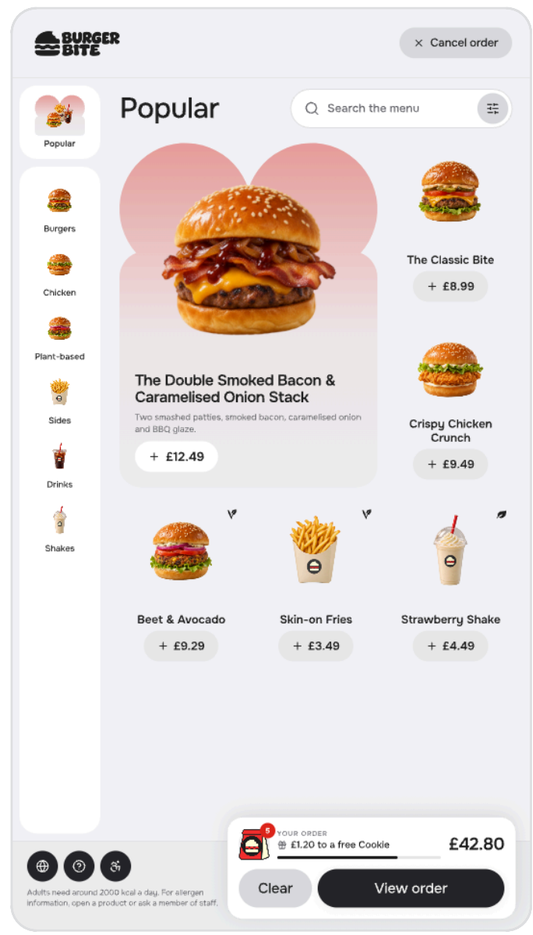
10.1 Attract, deal of the day

portrait · KjTGH



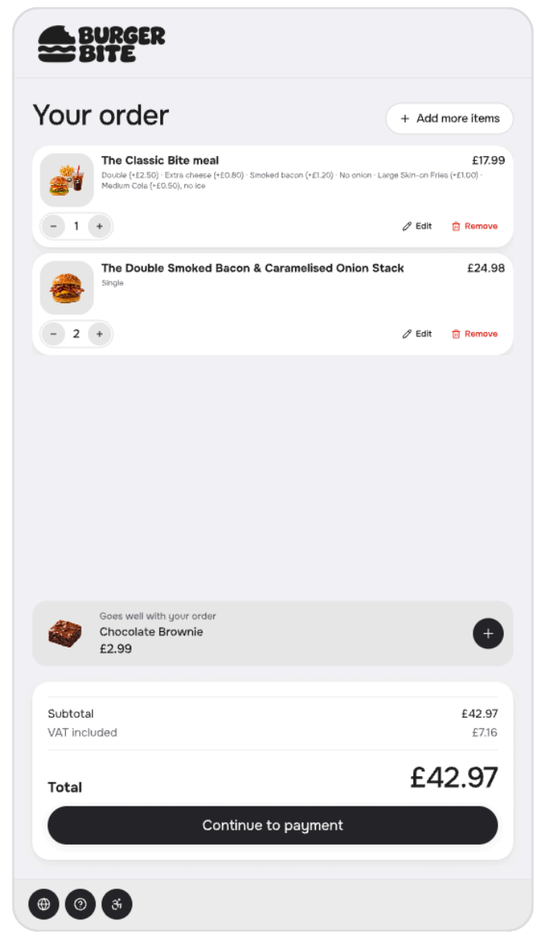
10.2 Product sheet, pairing at the decision

portrait · Z0XHVU



10.4 Menu, spend threshold in the basket bar

portrait · Ck9G4



10.5 Review, pairing offered

portrait · DqY1k

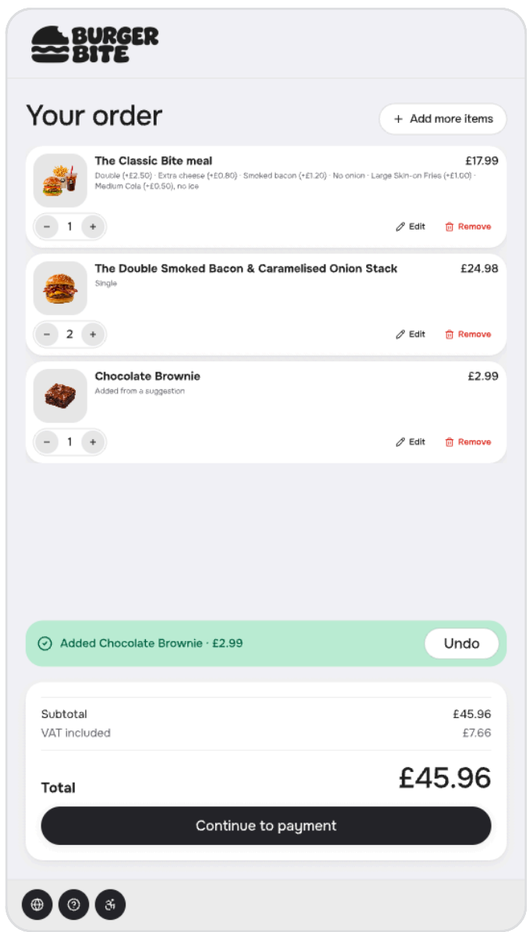
Slot	Where	Light	Balanced (default)	Full
S1	Attract: deal of the day	Off	Off	Deal hero
S2	Menu: deal pinned first	Off	Off	Deal tile
S3	Product sheet, above the button	Meal upgrade	Upgrade or pairing	Upgrade or pairing
S4	After add: Make it a meal? (blocking)	Off	Off	Meal sheet
S5	Basket bar: spend meter	Off	Meter	Meter
S6	Basket review: one offer slot	Upgrade only	All types	All types
S7	Anything else? before payment (blocking)	Off	Off	Shelf

Payment, confirmation, the F9 age check, help, errors and inactivity never show offers, in any preset.

FOR DEVELOPERS

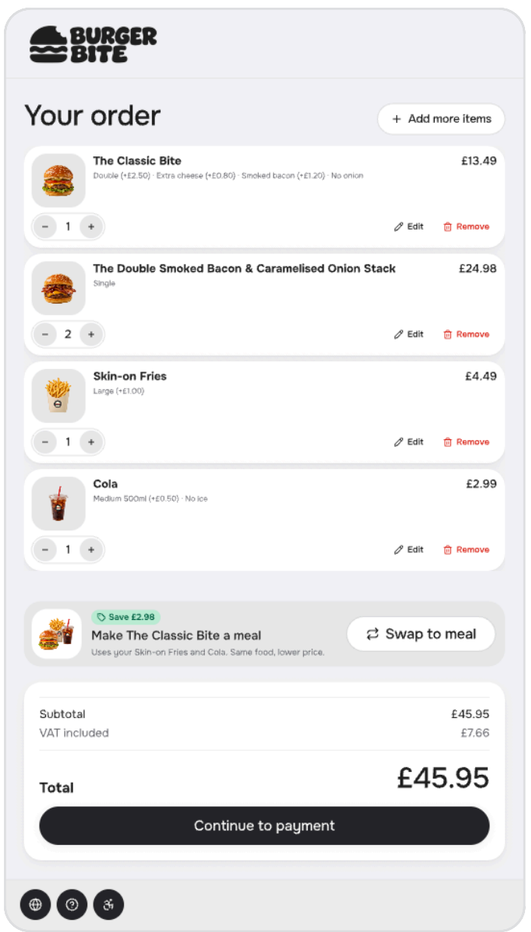
10.1 KjTGH, 10.2 Z0XHVU, 10.3 ZRMMK, 10.4 Ck9G4, 10.5 DqY1k, 10.6 LTnXS, 10.7 Hp94l, 10.8 tOHAf, 10.9 LlzW5. Components: Offer/Row/Pairing, Offer/Row/Threshold, Offer/Row/Applied, Offer/ThresholdMeter, MealSwapOffer, CrossSellTile. Slots per preset follow the Flow 10 placement map in kiosk-flows.pen.

F10 · How an offer is chosen



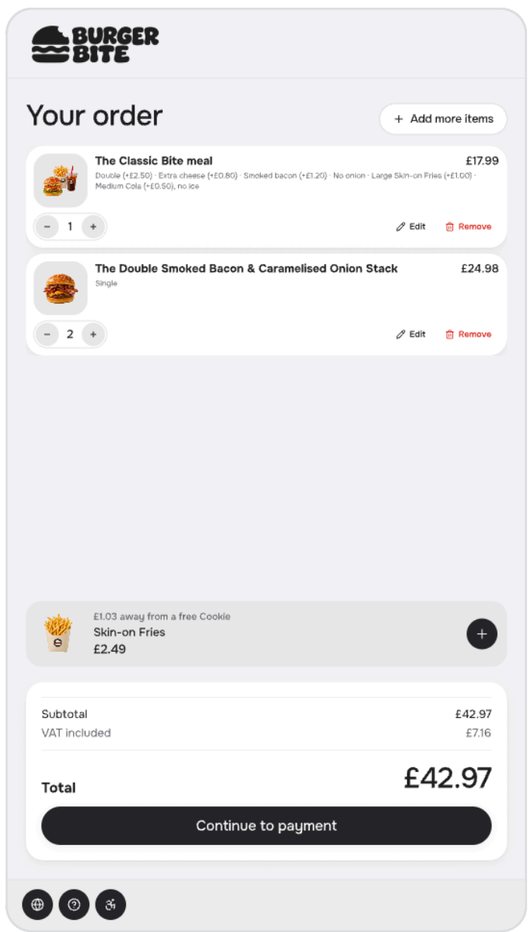
10.6 Review, pairing added

portrait · LTnXS



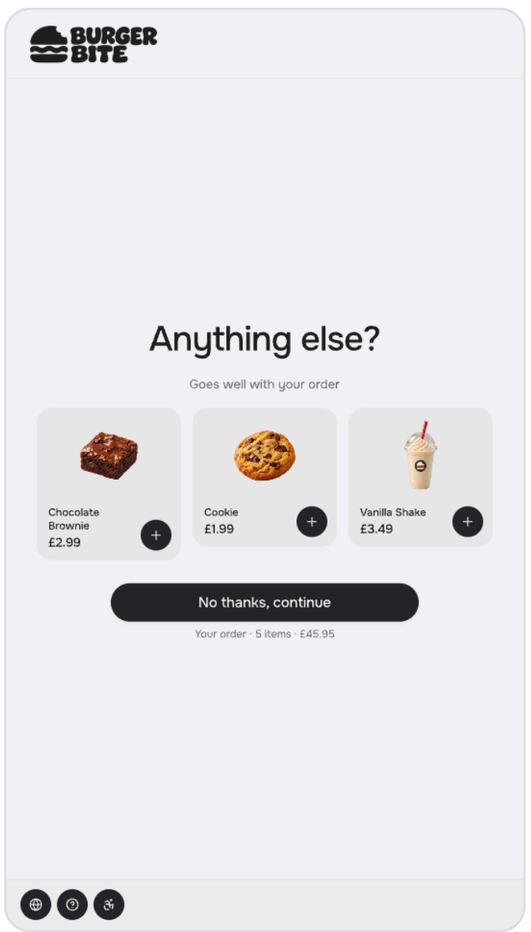
10.7 Review, meal swap wins the slot

portrait · Hp94l



10.8 Review, spend threshold in reach

portrait · tOHAf



10.9 Anything else?

portrait · LIzW5

Eligibility, checked per slot in this order

1. The venue has the slot switched on.
2. The screen is not a no-offer zone: payment, the F9 age check, help, errors, inactivity or accessibility pause.
3. A blocking slot (S4, S7) only fires if the visit's single interruption is unused.
4. Candidates: pairings the venue pinned to items in the basket, then gaps (no drink, no side, no dessert).
5. Drop anything already in the basket, declined this visit, sold out, age-restricted or outside the guest's dietary filters.
6. On the review slot, priority is: a meal swap that saves money, then a spend threshold within £2, then a pinned pairing, then a gap pairing.
7. If nothing is left, the slot collapses. There is no empty state.

Behaviour

- Add or Swap turns the offer into Applied with Undo, in the same place. Undo removes exactly what was added, and the slot stays empty for the rest of the visit.
- The threshold meter is display only: hidden beyond £2, "Free Cookie unlocked" at £0, never tappable.
- At most one blocking offer per visit. If S4 fired, S7 is skipped.

FOR DEVELOPERS

Analytics: kiosk.offer.view {slot, type, itemId, source, preset}, kiosk.offer.accept {slot, type, itemId, priceDelta}, kiosk.offer.dismiss, kiosk.offer.undo. Venue settings are listed in CMS & venue configuration. Accessibility and language rules are in Accessibility & i18n.