



GUIDE FOR RESTAURANTS

HOW FOXI.FOOD WORKS

Foxi.food is a technology platform: it gives your restaurant its own ordering website, QR ordering at the table and online payments. You stay the seller — this guide explains what that means in practice.



www.foxifood.com/help/

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WHAT FOXI.FOOD IS — AND WHAT IT IS NOT

What exactly am I getting?

Your own ordering website, QR ordering at the table, online card payments and an administration at <https://www.foxi.food/en/login/restaurant>. It is software you run yourself, not a sales channel you join. Foxi.food is not a marketplace or intermediary, does not deliver food, employ couriers or answer your guests, and gives no tax, accounting, legal or food-safety advice. There is no monthly fee and no setup fee. Its fees appear below, under “What it costs”. Setup steps are in </help/getting-started/>.

Who are the parties in this?

Four, and only one sells food.

- **You** — the merchant and seller: every order is your contract with your customer, so the terms, complaints (30 days), allergen and price information and the receipt are yours.
- **Your customers** — they buy from you; their FOXI ID account runs on the FOXI ID Terms of Use and Privacy Notice.
- **Foxi.food** — the technology provider, Elite Digital Services, LLC (Dover, Delaware, USA), with an EU GDPR representative in Budapest.
- **Stripe** — the card-payment provider, on an account in your restaurant’s name.

HOW YOUR CUSTOMERS ORDER

Where do my orders come from?

All four routes feed the same order list:

- your own ordering website;
- the Foxi.food customer app, if your guest already has it installed;
- a QR code at the table;
- phone or counter orders your staff types in.

Delivery and pickup run on the website, in the app and on staff-entered orders. Dine-in runs on the QR channel.

How do I switch a channel on or off?

Settings → **General** → **Settings** has an **Order channels** block with three switches: **Courier delivery**, **Pickup** and **Table orders (QR)**. A switched-off channel disappears from checkout at once; the website, the app and staff-entered orders have no separate switch. The top bar’s **Accepting orders** switch pauses everything, including orders your staff types in.



Can guests order and pay at the table?

Yes, on the QR channel; the code opens the app if the guest has it, your ordering page otherwise. Each round goes to the kitchen on one open bill; the guest then pays by phone or with your staff. Phone payment needs an active Stripe account and **Online card payment** switched on for **Dine-in (table ordering)**. Find it under **Settings → General → Settings**, tab **Payments**, section **On-site payments**; the delivery and pickup switches are separate. Your kitchen or staff accept each QR table order.

What is the shared customer app for?

Foxi.food publishes one customer app for all its restaurants. A guest who has it installed sees your menu in their own language and orders from you; those orders reach your admin like web orders. Each restaurant has its own ordering website under its own domain or subdomain. The only data crossing between restaurants is contact details for pre-filling checkout.

WHAT YOU GET IN THE ADMINISTRATION

What can my team do in there?

Orders arrive with sound, a notification and an optional printed ticket; you accept them with a preparation time. The dashboard's **Kitchen Display** and **Service Mode** buttons open the tablet screens. Everyone gets a sign-in and a **Role**: accounting, settings, appearance, domain, delivery pricing, payouts and campaigns are owner-only, and only an operations manager or shift lead also sees revenue.

What is there beyond taking orders?

In the same admin:

- **Menu** — categories, items, option groups, a **Weekly menu** and editable AI translations into 24 languages.
- **Delivery** — couriers, zones, distance bands and payout sheets under **Operations → Delivery**.
- **Marketing** — promo codes, **Loyalty program**, gift cards, **Last-call deals**.
- **Customers** — the customer list and **Notifications**, which e-mail guests who gave marketing consent when ordering.
- **Finance** — **Revenue & statistics**, the **Monthly statement** under **Accounting → Invoices & receipts**, and CSV or JSON exports.

Does it connect to my cash register or my accounting software?

Not by itself today. The **Settings → Integrations** catalogue lists POS, fiscal, accounting and delivery systems, all marked **Coming soon**. Only **Foxi API & Webhooks** and Stripe work today, so nothing reaches your cash register or accounting software automatically. Which orders to register there, when, and how to mark an online card payment are questions for your accountant. A programmer or POS vendor can pull orders through **API keys** and **Webhooks**.

WHAT IT COSTS, AND WHO TAKES THE PAYMENT

What does Foxi.food cost?

Web and app orders carry Foxi.food's processing fee of 0.45 EUR, paid by your customer as its own checkout line, on card and cash alike. The platform configures any exception. Outside the euro area the fee is a fixed local equivalent, not a conversion — 11.50 CZK, 1.90 PLN, 180 HUF (/help/payments-and-fees/). QR table orders and staff-entered phone



orders carry no processing fee. On card orders it is deducted automatically; on a cash order you collect it. Your **Monthly statement** under **Finance → Accounting → Invoices & receipts** then records it in the **Foxi fees** column as owed to the platform. The platform tells you how and when to settle it. The card-payment discount, 5 % by default, is funded by you.

What do courier orders cost?

The current fee overview in the admin Manual and your monthly statement show a platform delivery fee on courier orders (currently 10 %); see </help/payments-and-fees/>. If a figure in the **Foxi fees** column surprises you, write to support@foxi.food with the month and order number. The delivery fee and service fee you set are your own revenue when your own couriers deliver. An external provider (Wolt Drive, Uber Direct) charges you separately, under your own contract.

Who gets the tip?

Your restaurant. A tip is charged with the order and lands in your own Stripe account; when your own courier delivers, it is credited to that courier instead. On courier orders the platform delivery fee is calculated on items plus tip minus discounts; no processing fee is added on a tip. At a QR table the whole bill and the tip stay with you. For your books and payroll, ask your accountant. Paid extras are separate: a domain, ad campaigns (media budget plus a 10 % service fee) and influencer promotion (from 5 % commission).

Do I have a contract with Stripe as well?

In effect, yes. During activation you open a Stripe account in your restaurant's name and accept Stripe's agreement. That makes your restaurant the seller on the payment side too, and the card statement shows your restaurant's name. Money lands there directly and Foxi.food never holds your revenue. Stripe charges its own card fee, typically 1.5 % to 2 %, plus 0.25 EUR per transaction, under its own terms. Your Stripe dashboard shows the rates that apply to your account. Refunds, payouts and disputes happen in Stripe — see </help/payments/stripe/>.

WHAT YOUR CUSTOMERS SEE

What does the ordering page look like to them?

Yours. Logo, images and colours come from **Business → Website → Appearance**, and the address is your own subdomain or your own domain. Checkout works without an account. The cart lists every price line before the guest pays — your prices, the fees, tips and any discount.

Whose terms and conditions do my guests see?

Yours, on the </terms> page of your ordering address, generated at registration. They say the contract forms when you confirm the order, and that you resolve complaints within 30 days. To review them:

1. Open **Settings → General → Settings**, tab **Terms & Policies**.
2. Read **Terms & Conditions (HTML)** — plain text works.
3. Check the cancellation wording: the template allows cancellation only before you confirm; the system currently allows it until the order is marked ready.
4. Click **Preview** and save.

It is your contract with your customer, so have your own lawyer check it.



What is FOXI ID, and what does it mean for me?

FOXI ID is the shared customer account: one e-mail and password works on every Foxi.food ordering site, pre-filling the guest's details at your checkout. The Terms ask two things in return. Tell your customers that the ordering system runs on FoxiFood technology and that login goes through FOXI ID. And keep the FOXI ID Terms of Use and Privacy Notice on your page, as supplied and unchanged — the **Terms & Conditions (HTML)** field is the simplest place.

Who issues the receipt — me or the system?

You do. You are the seller, so the fiscal or cash-register document is yours to issue. In your name the platform sends order confirmations, ready notices and a receipt e-mail — proof of payment with a VAT breakdown, not a fiscal document. Your Country-Specific Terms name your country's fiscal system where it has one: eKasa in Slovakia, the online cash registers and NAV Online Invoice in Hungary. Which duties apply to you, and how, is a question for your accountant.

How do company accounts get invoiced?

You invoice the company yourself. Under **Finance → Accounting → Company accounts** each account has a monthly **Statement**, and you issue the invoice from it — Foxi.food issues nothing to your corporate customers. Company-account orders are placed as cash orders, so no card-payment discount applies; the cash fee rules above hold.

SUPPORT: WHO ANSWERS WHOM

Who looks after my customers?

You do. Foxi.food provides no consumer support: its support page and customer e-mails send guests back to you. Your tools sit in the order itself: a chat with the customer, and **Propose substitution** when an item runs out. Complaints about food, missing items or a late delivery are yours. One exception: a guest's FOXI ID account, where login and deletion questions go to support@foxi.food.

What does Foxi.food's own support cover?

The software, not your guests. Support is by e-mail; you may write in your own language, though the Terms make English authoritative. You can report a critical outage at any time, and the documents say it will be addressed as soon as possible. The measured response time starts when support acknowledges it, Monday to Friday, 9:00–17:00 CET. Expect an hour for a service that is down, four hours for failing payments. Those are response times, not fix times.

What happens if the service goes down?

Foxi.food targets 99.5 % uptime a month, but that is a target: missing it alone gives you no credit. A pro-rata credit may be issued for a continuous outage longer than 72 hours in a billing month (/legal/refund-policy/). Announced maintenance does not count. Nor do events outside the provider's control — force majeure, DDoS, outages at Stripe, DNS providers, registrars or the hosting provider. Nor anything caused on your side, such as a lapsed domain. Beta features are excluded (/legal/service-level-agreement/).

YOUR DATA AND YOUR CUSTOMERS

Who owns the data?

You do. The Terms say you retain all rights to your data, and customer data collected through your ordering website “belongs exclusively to the restaurant partner operating that website”. Export any time: **Finance → Accounting → Data export** gives transactions, orders or courier payouts as CSV or JSON (max 10,000 records). **Settings → Security & data → Data & export** is the GDPR-portability JSON export.



Good to know: the platform is not your accounting archive. The Terms make backups your job: export monthly, and before switching on GDPR strict-mode deletion. Ask your accountant how long to keep the records.

Who is the data controller?

You decide what happens to your customers' order data. You are the controller, and Elite Digital Services, LLC processes it for you under the Data Processing Agreement. For FOXI ID account data — login credentials, authentication sessions and the checkout pre-fill details — the Terms make Elite Digital Services the data controller. Name that split in the privacy information you publish (</legal/foxi-id-privacy-notice/>). The Agreement is part of the Terms; Stripe, DigitalOcean and Brevo are its sub-processors. Your own duties stay yours: privacy information, cookie consent, customer data requests, and breach reports to Foxi.food within 24 hours and your supervisory authority within 72 hours.

COUNTRIES AND THE AGREEMENT

Which countries can register?

Restaurants in the 70 countries listed under </legal/country-terms/> can register, each with an addendum in the local language; those Country-Specific Terms prevail over the general Terms. Restaurants in other countries Stripe supports can currently register too, on the general Terms. In some countries the platform reviews your registration before your page goes public, usually within 24–48 hours. Register at <https://www.foxi.food/en/register/restaurant>. The service is for businesses only, sole traders included.

What am I actually agreeing to?

One agreement, assembled from the documents listed below. The core is the Terms of Service, the price list on the website and your Country-Specific Terms. It starts when your registration succeeds and runs month to month. Delaware law governs it, EU and EEA restaurants can also go to a Budapest court, and mandatory local law still applies. US restaurants arbitrate instead, under section 19.

How do I end it?

Cancel in your account settings or by writing to support@foxi.food; it takes effect on the last day of the current calendar month, and outstanding fees remain due. Foxi.food gives at least 30 days' notice when it ends the agreement without a reason, and the same before a price or terms change. But it can end the agreement immediately for a serious breach of the Terms, insolvency, or conduct that exposes it to regulatory action (Terms §16.3, §17.3). You then have 30 calendar days to export your data, unless the account was blocked.

WHERE TO FIND HELP

Whom do I ask, and about what?

- **Foxi.food support** — support@foxi.food, Mon–Fri 9:00–17:00 CET. Include your account e-mail, restaurant name and what you expected.
- **In the admin** — **Manual** in the left menu, the **Guide** button on each page, **Ask Foxi** bottom right.
- **Your accountant** — VAT, fiscal registration and bookkeeping.
- **Other guides** — </help/getting-started/>, </help/payments-and-fees/>, </help/payments/stripe/>.

Which documents govern this topic?

- Terms of Service, Country-Specific Terms, Pricing — </legal/terms-of-service/>, </legal/country-terms/>, </pricing/>



- Privacy, Data Processing, GDPR, Cookies — </legal/privacy-policy/>, </legal/data-processing-agreement/>, </legal/gdpr/>, </legal/cookies/>
- Acceptable Use, Refunds, Service Level — </legal/acceptable-use-policy/>, </legal/refund-policy/>, </legal/service-level-agreement/>
- FOXI ID Terms of Use and Privacy Notice — </legal/foxi-id-terms-of-use/>, </legal/foxi-id-privacy-notice/> — publish both on your own ordering page

STILL HAVE QUESTIONS?

Technical support for restaurants is available by e-mail. Include the name of your restaurant and, where relevant, the order number.

support@foxi.food
www.foxifood.com/help/



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