01 · B2B SAAS · POS & PAYMENTS

CAKE OrderPad redesign

Clearer food choices and a payment workflow built around settlement

At Sysco, I led a seven-month redesign with a team of three. I owned research and the payment pathway, including split payment.

Reported average counter-service order time: 4:26 → 3:44. That is 42 seconds less per order, or approximately 16%.

ROLE

Product Designer and project lead

TEAM

Three

DURATION

Seven months

PRODUCT

OrderPad on iPad

Live prototype. Tap through ordering and payment the way a server would — go ahead and try it.

OPEN PROTOTYPE IN A NEW TAB ↗ — https://module-double-53403650.figma.site

01

My contribution

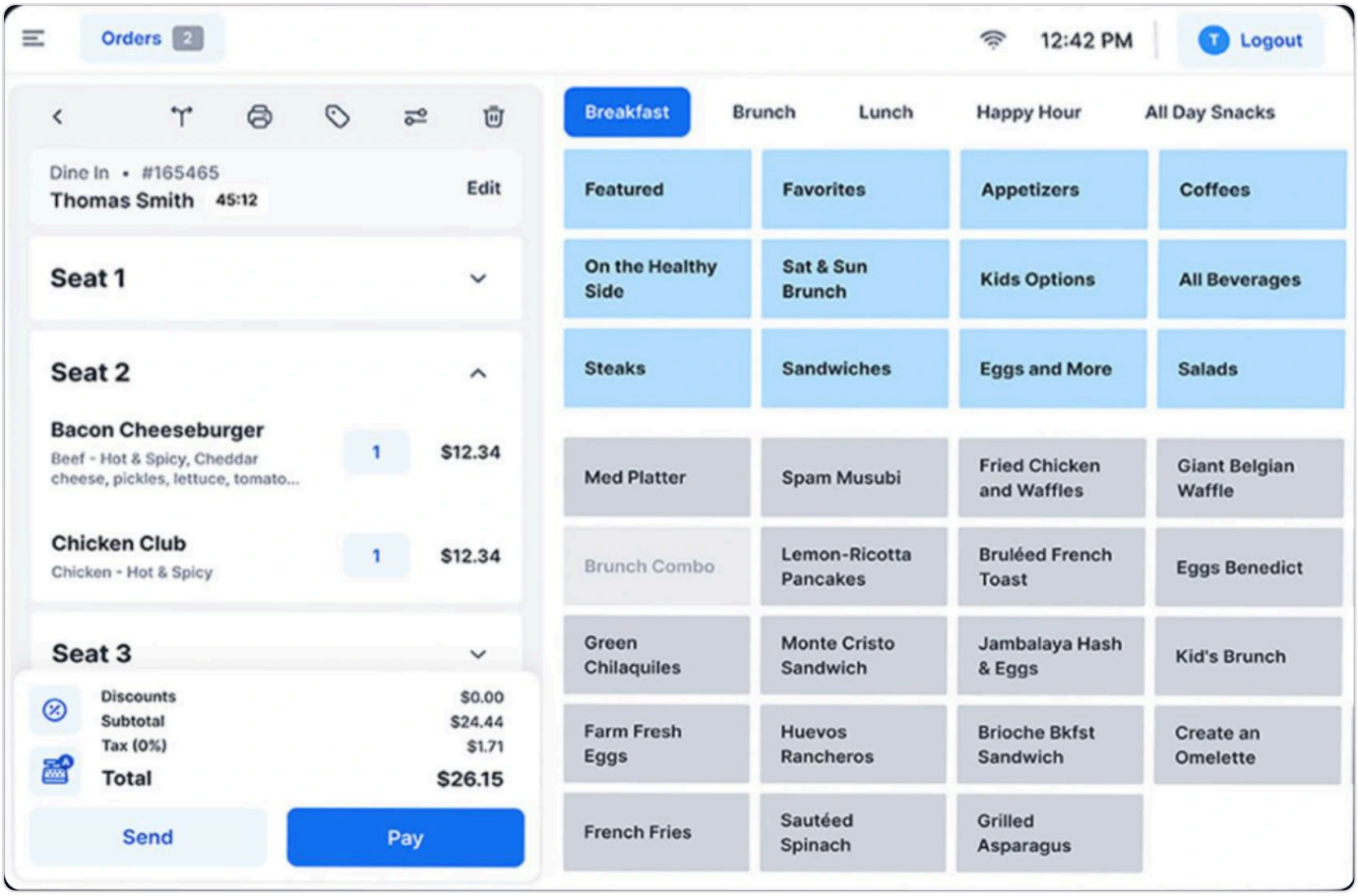
I led user research, maintained the design system, and reviewed its quality. I fully designed payment, split allocation, confirmation, and receipt choice. Ordering screens were a shared team contribution.

02

Food uncertainty slowed the conversation

OrderPad helped staff take orders and collect payments. The original text-based menu left customers unsure what unfamiliar dishes looked like or included, prompting questions to servers.

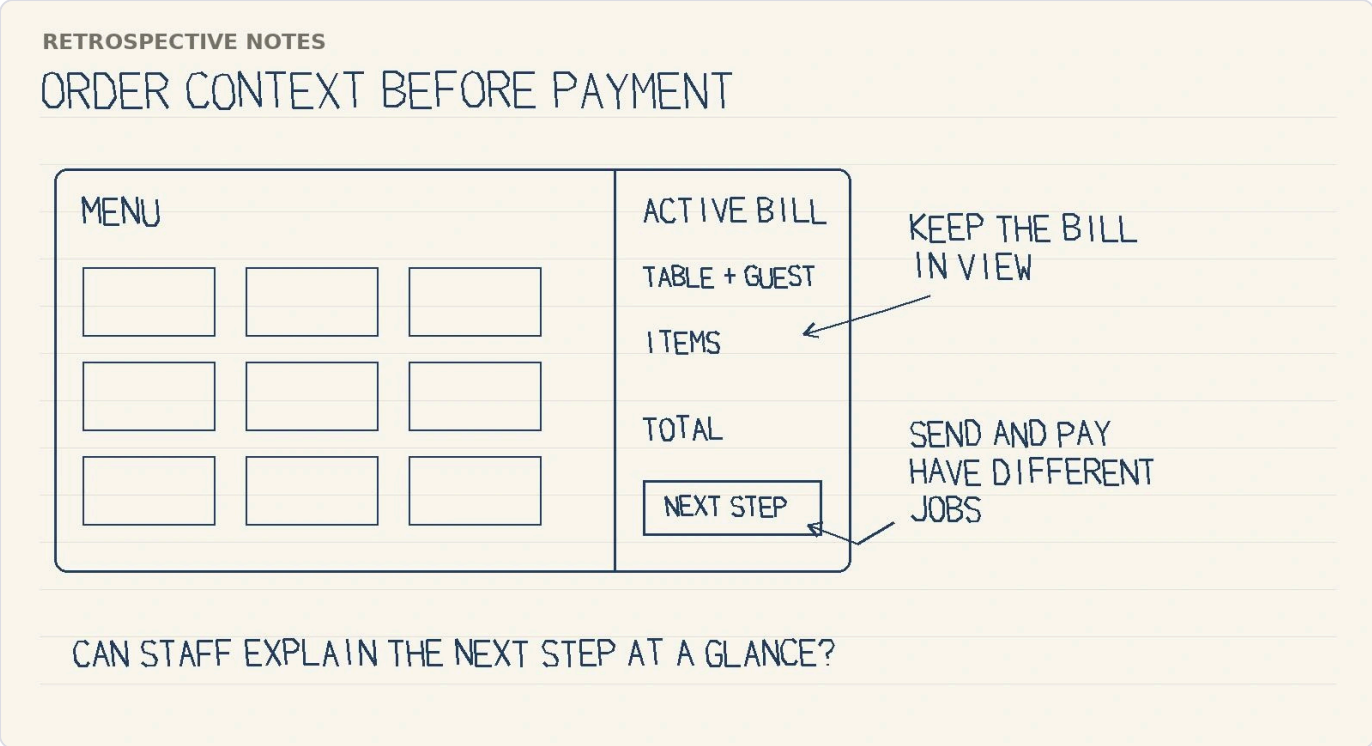
The order pane sat on the left. Split payment appeared above selected items, with bill tools available while staff were still choosing food. We addressed missing food context and the placement of order and settlement actions.



03

Research shaped the direction

I interviewed servers and customers and explored ideas on paper. Food uncertainty pointed toward imagery beside names and prices. We organized controls around order building and settlement, keeping the active bill visible.



Turn a misunderstanding into a revision

A customer assumed fries pictured beside a burger were included. I kept representative photography, added an inclusion label, and made optional sides explicit. We repeated the choice task and asked what meal the customer expected, checking understanding rather than visual preference.

04

Leadership and design quality

Coordinate a settlement decision

When a review proposed every split method on the ordering toolbar, I compared the shortcut with Bill Review, documented discoverability risk, and tested the contextual entry. The ordering designer owned the transition into settlement; I owned allocation and payment states. Engineering and QA reviewed cancellation and return paths.

Reuse payment states

I specified Total bill, Paid, and Remaining consistently; payment rows retained amount, method, and status. I defined how uncertain results needed to be resolved before retry. Reviews covered full,

partial, declined, and completed payments.

05

Three changes to ordering

1 Move the order pane to the right

We moved the order summary and actions right, grouping items, total, and the next action. The goal was easier reach without covering the menu. Fitts's Law explains why distance and target size matter; right-side placement is not universally faster. Handedness, docking, and relearning the old layout remain trade-offs.

2 Bring bill tools into settlement

We moved Split Bill and Print Bill into payment, applying progressive disclosure: make settlement tools available when staff need them. The cost is discoverability. Splitting must be easy to find before collection, while Print Bill must remain distinct from the post-payment Print Receipt.

3 Give menu items visual context

We added photographs beside names and prices to help customers recognize unfamiliar food. Images offered context but reduced menu density, potentially slowing experienced servers' scanning. Photos must match the actual dish. Fewer clarification questions was the intended benefit; a separate measured reduction is not established.

DESIGN INTENT

Move bill tools to settlement

Compare the placement, then follow the successful-payment path.

BEFORE

Main ordering screen

Split Bill and Print Bill visible

AFTER

Main ordering screen

Bill tools moved into settlement

INTENDED SETTLEMENT SEQUENCE

1. Build and review order	Choose food and check the order.
2. Prepare bill Split Bill / Print Bill - optional	**Use either, both, or neither.** Finish bill preparation before paying.
3. Collect payment	Use the prepared bill amount.
4. Confirm payment result	Continue after successful payment.
5. Choose receipt option	Print, email, text, or no receipt.

Print Bill: before payment. Print Receipt: after confirmed payment.

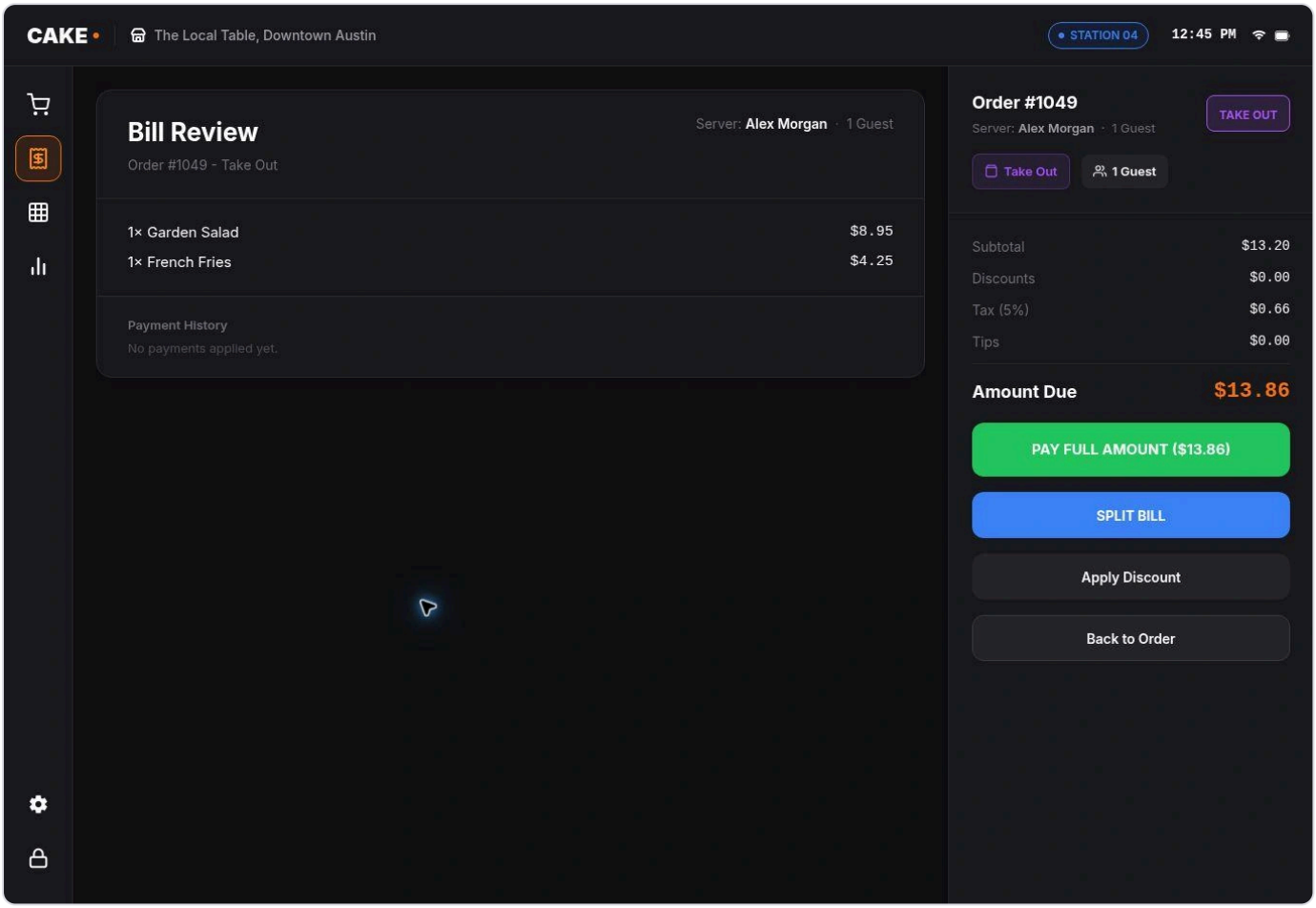
Split Bill is shown in Bill Review; Print Bill is not demonstrated.

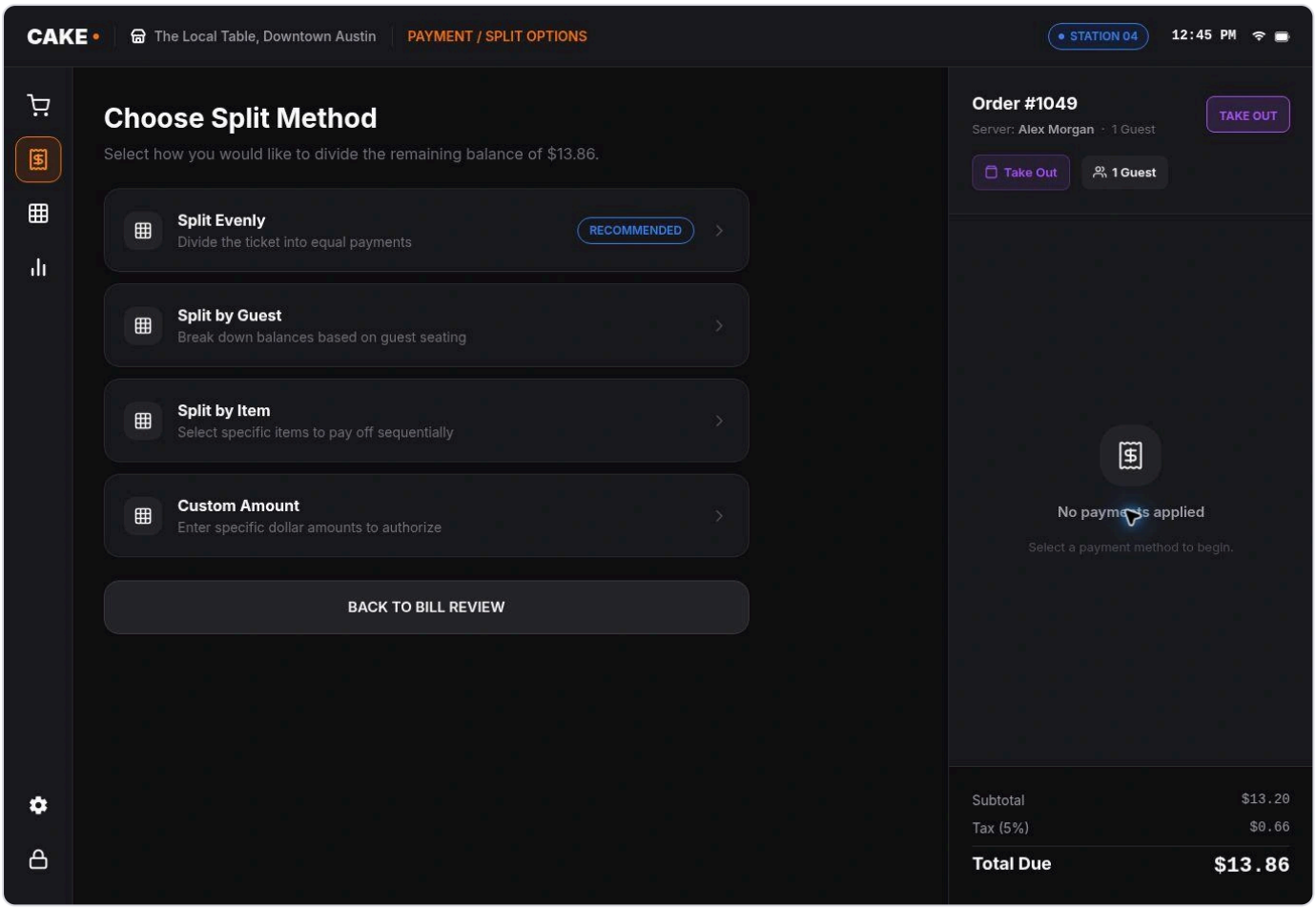
06

My payment design including splits

I moved split payment from above selected items into bill review. Staff could review the amount due, then choose full payment or allocation before collecting money.

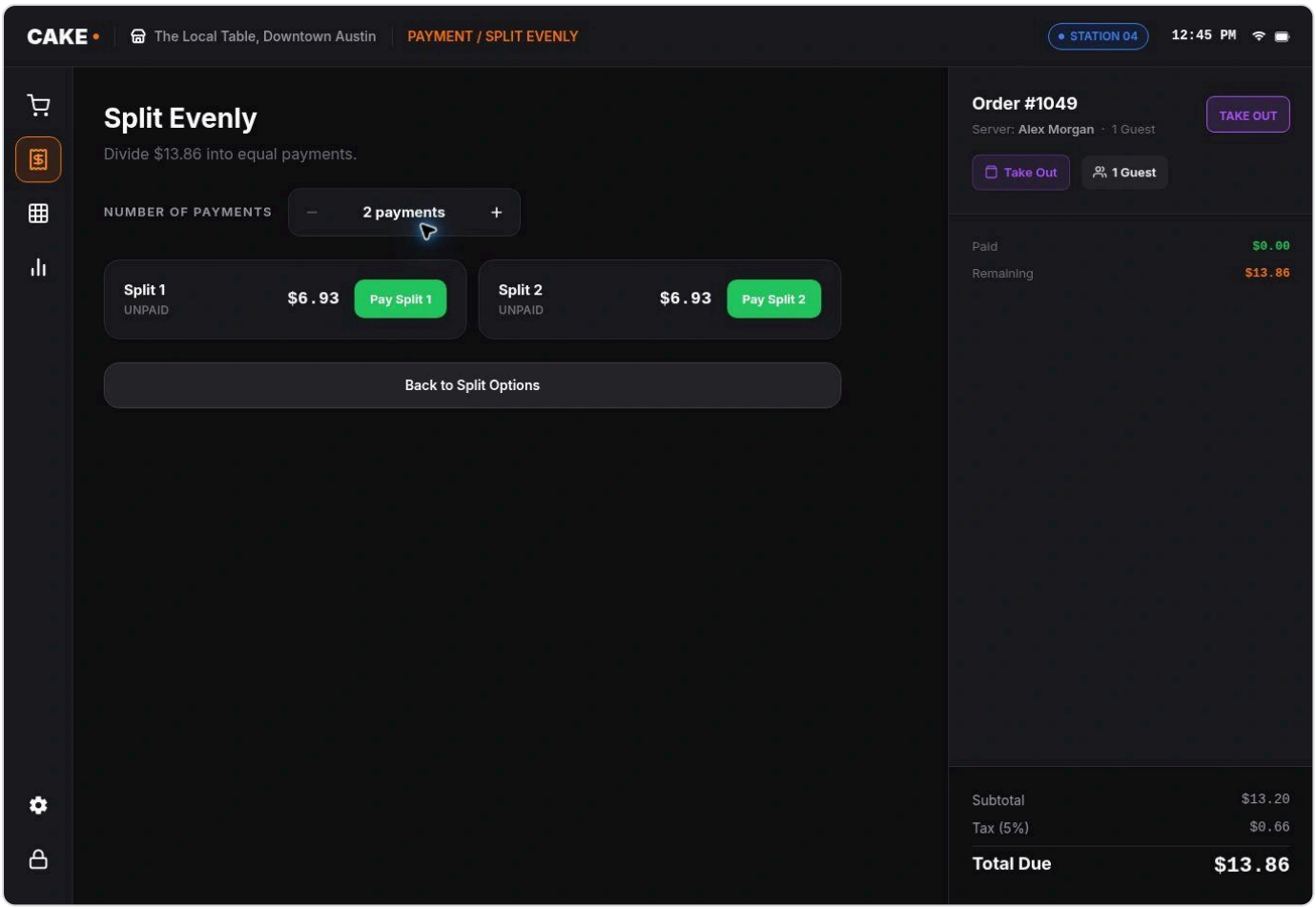
Choose how to settle the bill

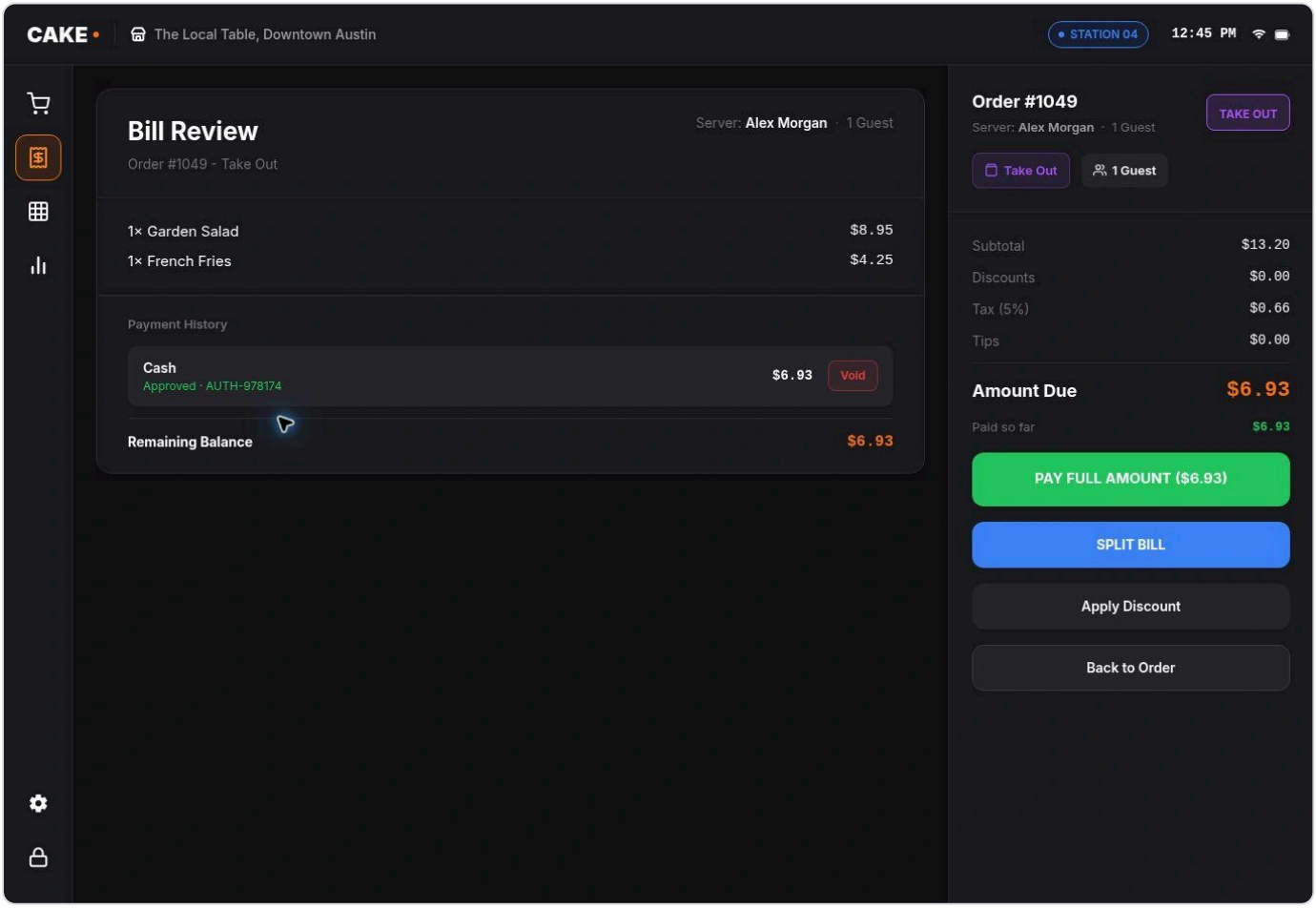




Keep completed payments and remaining amounts visible

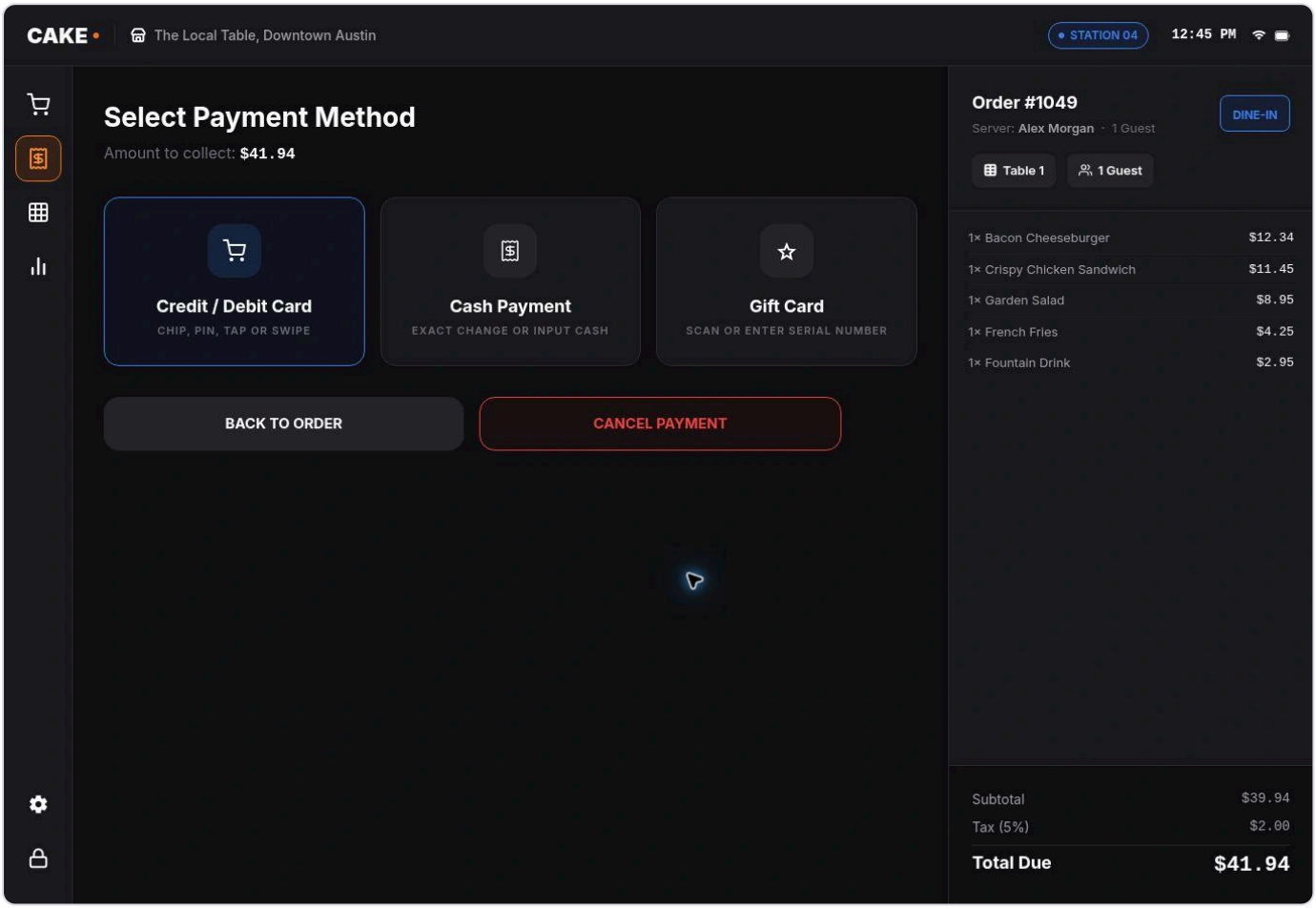
The equal split creates two $6.93 portions. A current prototype walkthrough applied one in simulated cash. Bill Review then recorded that payment, showed $6.93 paid and $6.93 remaining, and updated the collection action.

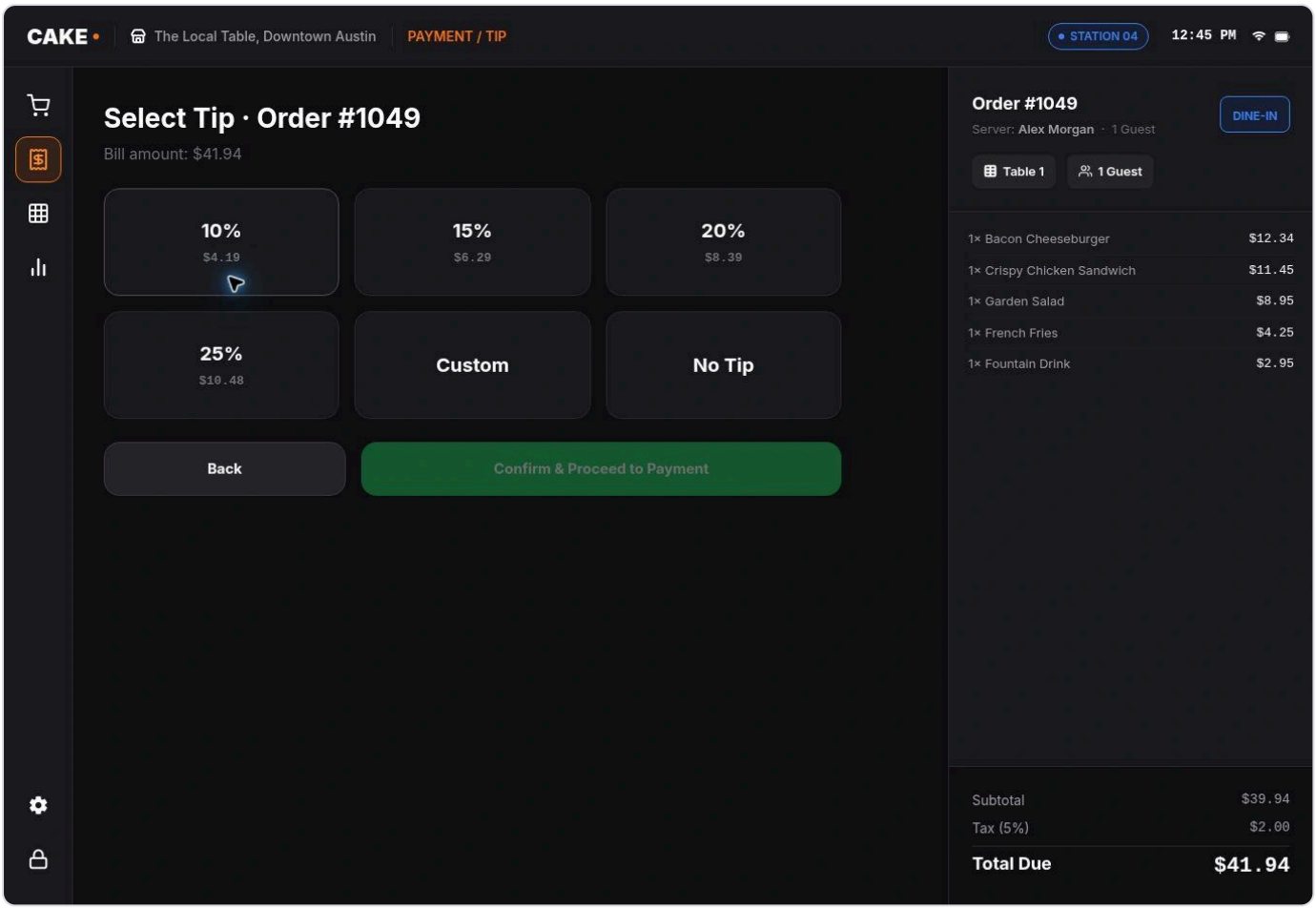

CAKE
The Local Table, Downtown Austin
PAYMENT / SPLIT EVENLY
STATION 04
12:45 PM
Split Evenly
Divide $13.86 into equal payments.
NUMBER OF PAYMENTS
2 payments
Split 1
UNPAID
$6.93
Pay Split 1
Split 2
UNPAID
$6.93
Pay Split 2
Back to Split Options
Order #1049
Server: Alex Morgan · 1 Guest
TAKE OUT
Take Out
1 Guest
Paid
$0.00
Remaining
$13.86
Subtotal
$13.20
Tax (5%)
$0.66
Total Due
$13.86


CAKE
The Local Table, Downtown Austin
STATION 04
12:45 PM
Bill Review
Order #1049 - Take Out
Server: Alex Morgan · 1 Guest
1× Garden Salad
$8.95
1× French Fries
$4.25
Payment History
Cash
Approved · AUTH-978174
$6.93
Void
Remaining Balance
$6.93
Order #1049
Server: Alex Morgan · 1 Guest
TAKE OUT
Take Out
1 Guest
Subtotal
$13.20
Discounts
$0.00
Tax (5%)
$0.66
Tips
$0.00
Amount Due
$6.93
Paid so far
$6.93
PAY FULL AMOUNT ($6.93)
SPLIT BILL
Apply Discount
Back to Order

Select a method then confirm the result

Method selection and tip entry retain the bill beside the task. The card flow includes No Tip as well as preset and custom amounts.

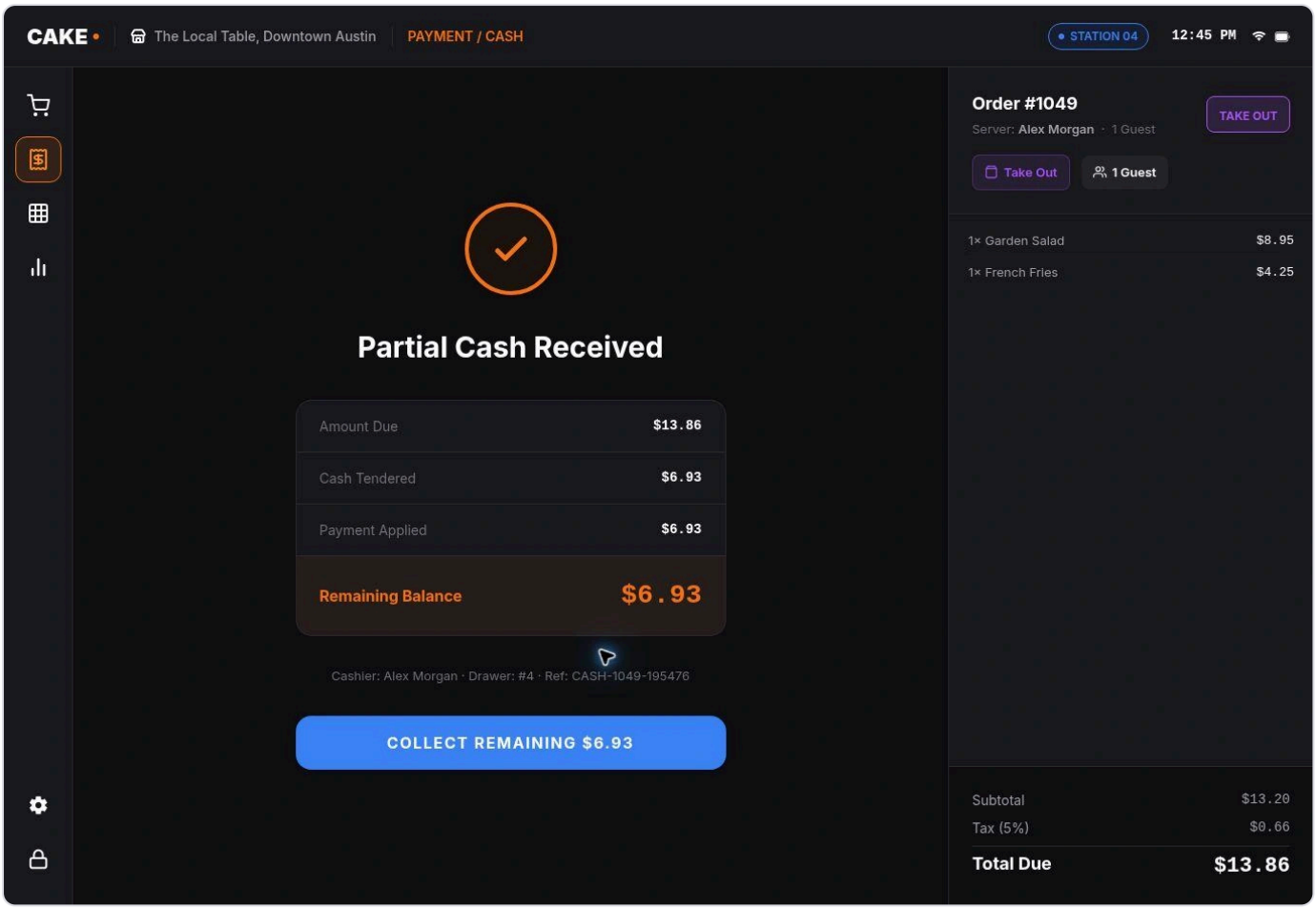


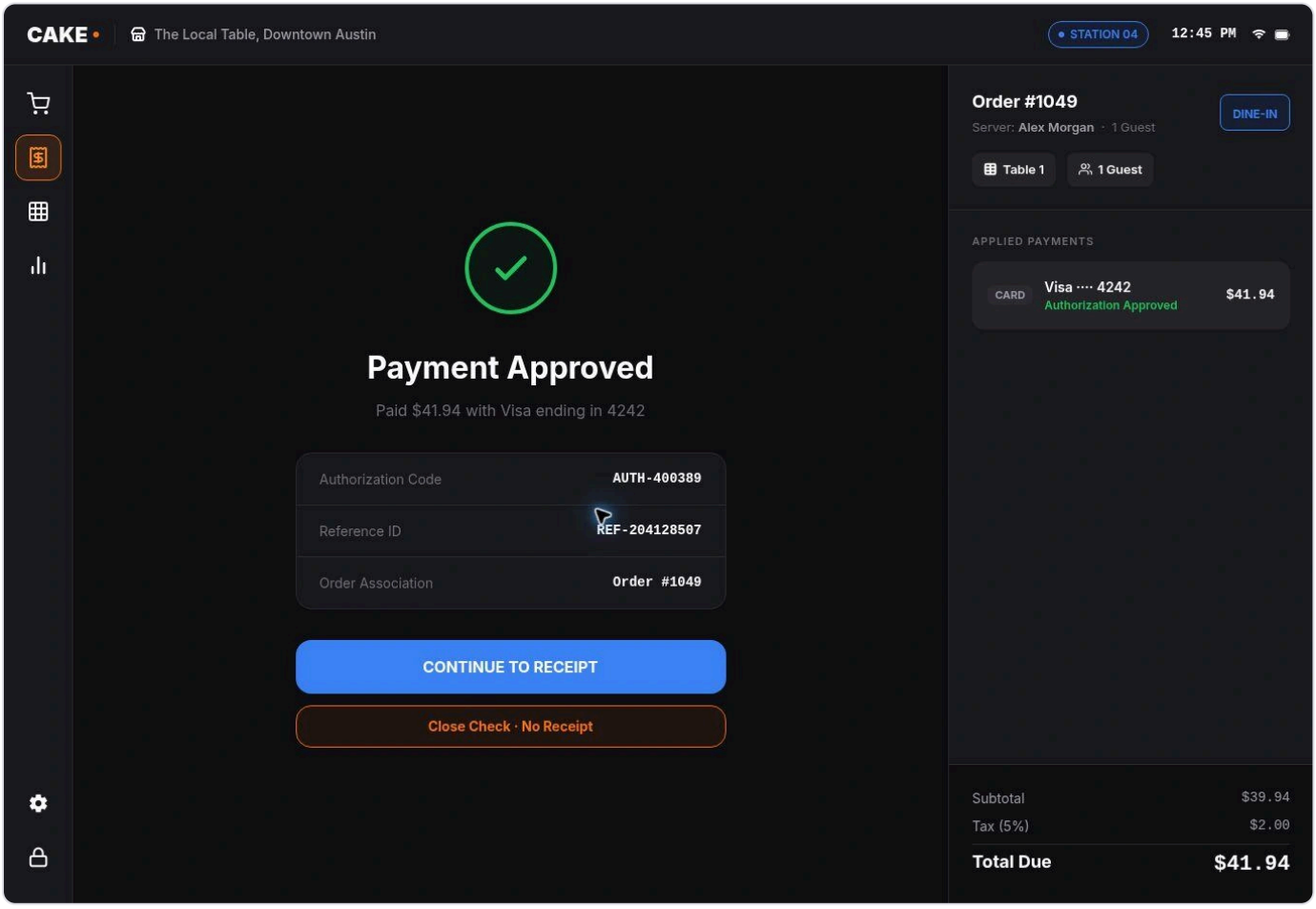


07

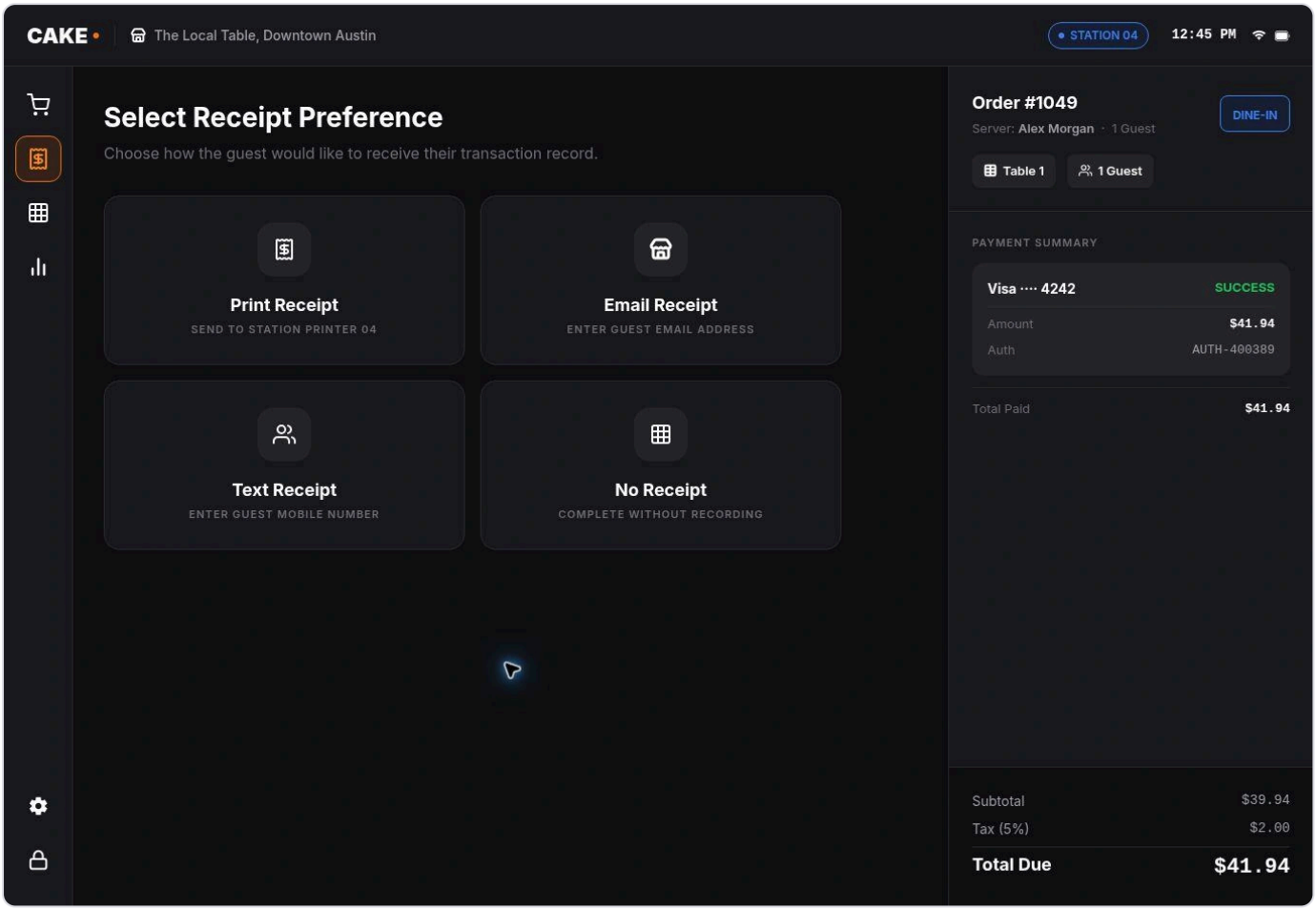
Confirm partial and full payment

Partial payment confirms what was applied and what remains. Full-card approval identifies the paid amount and masked card details.


CAKE
The Local Table, Downtown Austin
PAYMENT / CASH
STATION 04
12:45 PM
Partial Cash Received
Amount Due
$13.86
Cash Tendered
$6.93
Payment Applied
$6.93
Remaining Balance
$6.93
Cashier: Alex Morgan · Drawer: #4 · Ref: CASH-1049-195476
COLLECT REMAINING $6.93
Order #1049
Server: Alex Morgan · 1 Guest
TAKE OUT
Take Out
1 Guest
1× Garden Salad
$8.95
1× French Fries
$4.25
Subtotal
$13.20
Tax (5%)
$0.66
Total Due
$13.86


CAKE
The Local Table, Downtown Austin
STATION 04
12:45 PM
Payment Approved
Paid $41.94 with Visa ending in 4242
Authorization Code
AUTH-400389
Reference ID
REF-204128507
Order Association
Order #1049
CONTINUE TO RECEIPT
Close Check · No Receipt
Order #1049
Server: Alex Morgan · 1 Guest
DINE-IN
Table 1
1 Guest
APPLIED PAYMENTS
CARD
Visa ···· 4242
Authorization Approved
$41.94
Subtotal
$39.94
Tax (5%)
$2.00
Total Due
$41.94

Receipt delivery follows confirmation, with print, email, text, or no receipt choices.



08

How we evaluated it

TESTING METHODS AND RESULTS

We completed an evaluation round with two expert reviewers, eight servers, and six customers. Servers built and corrected orders, located bill tools, split payment across methods, and recovered from a simulated decline. Customers chose unfamiliar dishes and explained what they expected.

We compared matched old and new tasks, counterbalanced layout order, and included left- and right-handed staff in handheld and docked use. Think-aloud and quiet timed tasks ran separately. We recorded completion, errors, assistance, reach, clarification questions, and task-time variation; ordering, payment, and receipts had separate timing boundaries.

Focus groups explored expectations afterward. Seven of eight servers found settlement tools unaided. We observed no wrong-amount or repeat-payment errors during these sessions.

09

42 seconds less per order

Reported average counter-service order completion fell from 4:26 to 3:44: a 15.8% reduction. This relates to the wider redesign. Retained sample size and timing boundaries are unavailable, so individual changes cannot be credited with a measured share of the improvement.

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