bite.je

PLATFORM CAPABILITIES · 2026

The smarter food platform for Jersey.

Lower commission. Better tools. Local support. Built from the ground up for restaurants and customers who want more from a delivery platform than the legacy player offers.

5%	1%	£0	100%
COMMISSION	CUSTOMER CASHBACK	HARDWARE COST	JERSEY-BASED

PREPARED FOR RESTAURANT PARTNERS AND CUSTOMER LAUNCH

Why bite.je exists

Jersey's existing delivery platform charges 8% per order, gives nothing back to the customer, and runs on legacy hardware and support models. bite.je is rebuilt from scratch for the local market — lower fees, modern technology, real loyalty for customers, and on-island support every restaurant deserves.

01

PRICING

5% commission, not 8%

Every order on bite.je costs the restaurant 5% in platform commission — flat, transparent, no tiers. Compare with the 8% standard rate on food.je. For a restaurant doing £20,000/month in delivery, that's a saving of **£600 every month, £7,200 a year**, dropping straight to the bottom line.

- No setup fee, no monthly minimum, no exit fee
- Same rate whether you sell £500 or £50,000 a month
- 5% includes payment processing — no extra card fees

02

CUSTOMER LOYALTY

1% loyalty cashback on every order

Customers earn 1% in bite credit on every completed order, automatically. No sign-ups, no codes, no expiring points schemes. Credit applies to future orders at any restaurant on the platform.

- Drives repeat orders — typical customer comes back 38% more often
- Funded by the platform, not the restaurant
- Bonus events (double credit weekends) further lift repeat spend

03

LAUNCH BOOST

5% revenue share back on your first 40 orders

To get every new partner off the ground, bite.je shares 5% of platform revenue back on your first 40 orders. The credit lands in your next weekly payout — a real launch subsidy, not a marketing line.

Operations & day-to-day tools

The dashboard is built around how a kitchen actually runs — fast, clear, mobile-first, and forgiving when service gets busy.

04

LIVE TRACKING

Real-time order tracking for customer and kitchen

Every order moves through five visible stages — Received, Accepted, Preparing, On the way, Delivered. Customers see a live driver map; the kitchen sees ETAs counting down. Fewer "where's my order?" calls, more orders completed cleanly.

05

DRIVER LOGISTICS

Multi-stop driver maps and intelligent routing

The driver app combines up to four nearby orders into one optimised route. Restaurants using multi-stop routing average **28% more deliveries per driver-hour**. Live map, per-stop ETAs, photo proof of delivery, auto-assign by proximity and current load.

- Works with your own drivers or the bite.je fleet
- Live driver pool — see who's free, on a run, or signed off
- Customer and kitchen both see the same live map

06

MENU AUTOMATION

Automated menu uploads — OCR plus done-for-you

Send your menu in any format — photo, PDF, Word, printed sheet, even a link. Our OCR plus menu-builder structures it into categories, items, options, and modifiers. You review the draft; we go live. No data entry on the restaurant side.

07

MENU CONTROL

Easy menu updates, hours, and closures

Change a price, add a dish, mark an item sold out — live within seconds across web, app, and in-restaurant tablet. Set standard hours, break times, one-off closures, and the one-tap Emergency Close for when service gets overwhelmed. Auto-pause when the queue exceeds a threshold you set.

Money, marketing, and insight

Tools that help you make more money, spend less time on admin, and understand your customers — not just process orders.

08

REPORTING

Full reporting suite, export-ready

Sales, best-sellers, hour-by-hour demand, repeat-customer share, average order value, driver performance, refund root-causes, and quarterly VAT export. CSV or PDF download, weekly summary scheduled to your accountant if you want it.

09

TIP ORGANISATION

Tip handling sorted, end-to-end

Customer tips reach the driver in full — 100%, never a commission deducted. In-store tip-jar mode pools across staff via the payment screen. Monthly tip reports break down who received what, ready for payroll.

10

CUSTOM PROMOTIONS

Build any promotion you can think of, in minutes

Percentage off, fixed-amount off, BOGOF, free-delivery thresholds, bundles, happy-hour windows, new-customer offers, loyalty boosts. Each promo has live preview, usage caps, and built-in reporting versus baseline so you can prove the uplift.

11

MARKETING

Marketing handled for you, locally

Featured rotation on the homepage during launch month. Cross-promotion through email and push. Social-media features on Instagram and TikTok. Jersey-press and local-events tie-ins run by the bite team. You cook — we promote.

Technology, hardware & support

Modern software, free hardware, and a Jersey-based team that can be in your restaurant the same day.

12

HARDWARE & IT

Hardware installed, IT support remote or in person

Tablet provided and pre-configured free of charge, with a 4G fallback SIM if your Wi-Fi drops. Remote screen-share support during opening hours, and an on-island team that turns up in person when needed. Backup-tablet swap overnight if anything breaks.

13

MODERN UI/UX

Modern, mobile-first interfaces — for everyone

Customer app and website built on the current Next.js stack with Apple Pay, Google Pay, allergen filtering, dietary preferences, accessibility-tested flows, and a clean dark/light mode. The restaurant dashboard works on tablet, phone, or laptop with role-based access for owner, manager, kitchen, and front-of-house.

14

BRANDED WEBSITE

Your own branded website — optional, low cost

Want your own site? We build a simple, clean, professional branded website that plugs directly into your bite.je menu and orders. £100 one-off setup + £10/month — no separate menu to maintain. Live example: *The Slip* beach bistro — own domain, own brand, orders flow through bite.je.

15

PLUS

Everything else worth mentioning

- **No exclusivity contracts** — list on other platforms if you want; we earn your business with tools and rates, not lock-ins
- **Daily or weekly payouts** — your choice, with a reconciliation email every time
- **PCI-DSS payment processing** — card data never touches our servers
- **Allergen + dietary metadata** — built into the menu schema so customers filter safely
- **Staff role-based access** — owner, manager, kitchen, front-of-house, with activity log
- **Data export anytime** — your menus, customers, and history are yours to take
- **Local Jersey ownership** — decisions made on-island, not in a London call centre
- **Photography service** — free hero-dish and cover shoot for the first 40 partner restaurants
- **Referral programme** — customers refer friends; both sides earn £5 credit
- **Collection orders** — supported with ready-time, no delivery fee for the customer

bite.je vs food.je at a glance

Like-for-like comparison on the things restaurants and customers actually care about.

FEATURE	BITE.JE	FOOD.JE (TYPICAL)
Commission per order	**5% — flat**	8%
Customer loyalty	**1% cashback, every order**	None
Launch revenue share	**5% back on first 40 orders**	None
Hardware (tablet)	**Free, installed**	Often charged
Menu uploads	**OCR + done-for-you**	Manual entry
Multi-stop driver routing	**Built-in, live ETAs**	Limited
Custom promotions builder	**Self-service, any rule**	Restricted templates
Reporting	**Full suite + CSV/PDF export**	Basic
Tip handling	**100% to driver, payroll-ready**	Limited
Branded restaurant website	**£100 setup + £10/month**	Not offered
Support	**Jersey-based, in-person + remote**	Phone-only
Exclusivity required	**No**	Encouraged
UI / UX	**Modern Next.js stack, Apple/Google Pay**	Legacy

FEATURE	BITE.JE	FOOD.JE (TYPICAL)
Customer referral programme	**£5 both sides**	None

What 3% commission saving actually means

Example: a restaurant doing £20,000/month in platform orders.

ON FOOD.JE @ 8%

£1,600

commission per month

→

ON BITE.JE @ 5%

£1,000

commission per month

=

YOU KEEP

£7,200/yr

straight to bottom line

Plus £400+ in launch revenue share back on your first 40 orders. Plus free hardware and on-island support. Plus 1% loyalty driving more repeat orders — typical lift 38% on repeat frequency.

Ready to switch on bite.je?

It takes under a week from first conversation to live orders. We handle the menu, the hardware, the photography, and the launch marketing. You handle the food.

Want to see it in action? Ask for a 20-minute demo in your kitchen — we come to you with a working tablet and walk you through a real order, end to end.

RESTAURANT PARTNERSHIPS

partners@bite.je

CUSTOMER HELP

help@bite.je

ONLINE

bite.je