

# Point of Sale White Paper

**COMPARISON**  
Odoo, Sapaad & Foodics

odoo

Sapaad®

FOODICS

2024

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# Introduction

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## **A good POS system is crucial for delivering an exceptional customer experience.**

In today's dynamic business landscape, selecting the right Point of Sale (POS) system is crucial for businesses in the retail and food service industries.

With an array of options available making an informed decision requires a comprehensive understanding of the platform's capabilities, features, and suitability for different business models.

This white paper aims to provide an in-depth comparison of the POS systems offered by Odoo, Foodics, and Sapaad. By evaluating key criteria such as features and functionality, pricing structures, user experience, and support services, this analysis seeks to assist businesses, entrepreneurs, and decision-makers in choosing the POS solution that best aligns with their operational needs, industry requirements, and growth objectives.

Through a systematic examination of these three leading POS systems in the region, this white paper intends to offer valuable insights, unbiased assessments, and actionable recommendations to empower businesses to make informed decisions regarding their POS technology investments.

*But first, let's discover  
the different solutions* 



# Point of Sale Software

## Odoo

Odoo is designed to revolutionize enterprise software by offering a solution that addresses complex needs with simplicity. It has emerged as a popular choice for businesses of all sizes, providing over 82 fully integrated business apps and thousands of community modules. This open-source software covers various sectors, making it a significant player in the market. Odoo is the only all-in-one solution in the F&B industry, offering a PoS with a full backend covering Inventory management, Accounting, Procurement, CRM, HRMS, Marketing & more. This robust integration helps businesses streamline operations and maintain accurate stock levels. With more than 20,000 downloads per day, Odoo competes with regional players like Foodics and Sapaad.

“

Amazing employees deserve  
amazing software.

”



**12+**

million users



**1 to 6 weeks**

to be implemented



**44,000+**

integrated apps



**3,000+**

employees



## Sapaad

Sapaad is cloud-based POS system tailored for the food and beverage industry, known for its simplicity and efficiency. It streamlines order-taking and management with an intuitive interface, allowing staff to focus on customer service. Sapaad provides real-time inventory tracking to maintain optimal stock levels and minimize costs. The system also includes delivery management features, ensuring accurate and timely service. Sapaad's robust analytics and reporting tools offer insights into sales trends and operational performance. With support for multiple outlets, Sapaad is ideal for businesses with several locations, offering centralized control and reporting. Its cloud-based model eliminates the need for expensive hardware and maintenance, providing a cost-effective solution for small to medium-sized businesses.

“

An integrated POS system connects all facets of your retail operations, driving efficiency and cohesion.

”



**2,000**  
users



**2 to 7 days**  
to be implemented



**30 +**  
integrated apps



**200 +**  
employees

## Foodics

Foodics is another cloud-based POS system specifically designed for the food and beverage industry. It offers comprehensive tools for managing menu items, tables, and orders, enhancing the efficiency of restaurant operations. Foodics also excels in inventory control, tracking ingredient usage and stock levels to reduce waste. Detailed reporting and analytics enable data-driven decision-making, while built-in CRM tools help businesses engage customers through loyalty programs and personalized promotions. Foodics integrates with various third-party applications, such as accounting software and online ordering platforms, ensuring a cohesive operational ecosystem. Its cloud-based nature allows for mobile accessibility, making it a flexible solution for business owners.

“

A good POS system is crucial for delivering an exceptional customer experience.

”



**22,500**

Users



**5 to 15 days**

to be implemented



**100 +**

integrated apps



**1,000 +**

employees



# Payments & Checkout

## Feature Comparison

A flawless checkout experience hinges on efficient and reliable payment solutions.

## Payment Handling

Cash Handling	✓	✓	✓
Credit/Debit Card	✓	✓	✓
Mobile Payment	✓	✓	✓
Digital Wallet	✓	✗	✓
Gift Card	✓	✗	✓
Contactless/NFC Payments	✓	✓	✓
Scan to Pay (QR on Display)	✓	✓	✓
Tap to pay	✓	✓	✓
Deposit/Layaway	✓	✓	✓
Buy Now, Pay Later	✓	✓	✓
Multi-Currency Support	✓	✓	✓
Currency Conversion	✓	✓	✓
Currency Rounding	✓	✓	✓

## Invoicing & Order Handling

Invoicing Capabilities	✓	✓	✓
Late Invoicing	✓	✓	✗
Invoice Customer Generation	✓	✗	✗
Parallel Order	✓	✗	✗
Sell on the Move	✓	✗	✓
Counter-Scale Integration	✓	✓	✗
Subscriptions Support	✓	✓	✓
Cross-session Selling	✓	✓	✓



Odoo

Sapaad

Foodics

## Receipt & Customer Interaction

Digital and Physical Receipt	✓	✓	✓
Customizable Receipts	✓	✓	✓
Split Tender	✓	✓	✓
Tips Management	✓	✓	✓
Discount Management	✓	✓	✓
Cross-Selling and Upselling	✓	✓	✓

## Accounting

Accounting Integration	✓	✓	✓
Customer Account Balance	✓	✓	✓
Support for Compound Taxes	✓	✗	✗
Support for Eco-taxes	✓	✗	✗
Support for Recupel	✓	✗	✗
Support for BEBAT	✓	✗	✗
Tax Reporting Capability	✓	✓	✗
Detailed Tax Statement	✓	✗	✗
Integrated Tax Calculations	✓	✗	✗
Tax Exemption	✓	✗	✗
Tax Reconciliation	✓	✗	✗
Real Time Consolidation	✓	✓	✗
Fiscal Positions	✓	✗	✗



# *Products*

## Feature Comparison

Keeping product information up-to-date enhances accuracy and customer trust.

## Product Information & Organization

Product Category	✓	✓	
Product Search and Filter	✓	✓	✓
Product Attribute/Variant	✓	✓	✓
Unit of Measurement	✓	✓	✓
Large Product Range	✓	✓	✓
Product Image and Gallery	✓	✓	✓
Import/Export of Product Data	✓	✓	✓
Bulk Product Editing/Updating	✓	✓	✓
Barcode Generation	✓	✓	✓
Barcode Scanning	✓	✓	✓
Dynamic Barcodes	✓	✓	✓
Seasonal Inventory	✓	✓	✓
Kits Management	✓	✓	✓
Multi-location pricing	✓	✓	✓
Product Configurator	✓	✓	✓

## Pricing and Promotions

Price List	✓	✓	✓
Discount/ Promotional Pricing	✓	✓	✓
Bundle Pricing	✓	✓	✓

Odoo

Sapaad

Foodics

## Inventory Management

Inventory Tracking and Status	✓	✓	✓
Automated Inventory	✓	✓	✓
Multi-warehouse Inventory	✓	✓	✓
Lots / Serial Numbers	✓	✓	✓
SKU (Stock Keeping Unit)	✓	✓	✓
Inventory Transfer and Allocation	✓	✓	✓
Low Inventory Alert System	✓	✓	✓
Stock Replenishment Alerts	✓	✓	✓
Procurement Management	✓	✓	✓
Procurement Visibility	✓	✓	✗



# Employee Management

## Feature Comparison

Efficient employee management leads to a motivated and well-coordinated team, benefiting both customers and the business.

### Attendance & Time Management

Employee Time Clock	✓	✗	✓
Scheduling & Roster	✓	✗	✗
Switch Employee Session	✓	✓	✗

### Access & Permissions

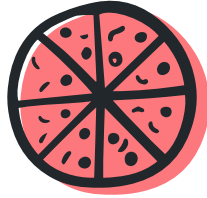
Role-Based Access Control	✓	✓	✓
Employee Access Control	✓	✓	✓

### Performance & Target Setting

Sales Targets Management	✓	✓	✓
Employee Performance Metrics	✓	✓	✓

### Additional Features

Session History	✓	✗	✗
Task Assignment	✓	✗	✗
Chatter	✓	✗	✗
Employee Training	✓	✗	✗
Sales Commission	✓	✗	✗
Payroll Integration	✓	✗	✗
HR Integration	✓	✗	✓



# Restaurant Management

## Feature Comparison

A robust POS system is the backbone of effective restaurant management, enhancing both service and satisfaction.

### Table Management

Floor plans	✓	✓	✓
Table Transfer	✓	✓	✗
Online Table Booking	✓	✓	✓
Wait List Management	✓	✓	✗
Table Status Tracking	✓	✓	✓
Split Bill Capability	✓	✓	✓

### Order Management

Delayed Order Processing	✓	✗	
Takeout & Delivery	✓	✓	✓
Online Ordering System	✓	✓	✓
Order Status Updates	✓	✓	✓
Bar Tabs	✓	✗	✓
Order Queues	✓	✓	✓
Kitchen Order Tickets	✓	✓	✓
Preparation Status Display	✓	✓	✓

### Menu Management

Digital Menu Management	✓	✓	✓
Customizable Menu	✓	✓	✓
QR Code Menu	✓	✓	✓
Menu Deals	✓	✓	✓
Seasonal Menu Rotation	✓	✓	✓



Odoo

Sapaad

Foodics

**Kitchen Management**

Kitchen Printing System	✓	✓	✓
Kitchen Display	✓	✓	✓
Ingredient Tracking	✓	✓	✓

**Customer Self-service**

Self-Order Kiosks	✓	✓	✓
Self Order at Table	✓	✓	✓
Self Payment at Table	✓	✓	✓

**Additional Features**

Food Allergen Alerts	✗	✓	✗
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# Customer & Loyalty

## Feature Comparison

Effortless transactions and smooth interactions  
create a delightful customer journey that keeps them  
coming back for more.

## Customer Management

Customer Details Management	✓	✓	✓
Customer Interaction History	✓	✓	✓
Business Customer Handling	✓	✓	✓
Customer Contact Tools	✓	✓	✓
Customer Tagging	✓	✓	✓
Customer Receivable/Credit Limit	✓	✓	✓
Pop-Up Notes (Customer Details)	✓	✓	✓
Marketing Preference	✓	✓	✓

## Customer Engagement and Communication

Custom Promotional Messaging	✓	✓	✓
Customer Insight & Analytics	✓	✓	✓
Customer Segmentation	✓	✓	✓
Personalized Campaigns	✓	✓	✓
Birthday Reminders/Discount	✓	✗	✗
Omnichannel Experience	✓	✓	✓
Feedback Collection	✓	✓	✓
Customer Satisfaction Tracking	✓	✓	✓

Odoo

Sapaad

Foodics

**Loyalty & Rewards Programs**

Loyalty Card Management	✓	✗	✓
VIP or Membership Programs	✓	✓	✓
Loyalty and Discount Program	✓	✓	✓
Coupon Management	✓	✓	✓
Loyalty/Discount Usage Limit	✓	✓	✓
Discount Validity Period	✓	✓	✓



# Reporting & Analytics

## Feature Comparison

Access insightful reports and analytics to make datadriven decisions and enhance your business strategy.

### Sales & Revenue Reporting

Real-Time Sales Data	✓	✓	✓
Sales Reports	✓	✓	✓
Cash Flow Reports	✓	✓	✓
Revenue Trend Analysis	✓	✓	✓
Time-Based Sales Reports	✓	✓	✓
Gross Margin Reports	✓	✓	✓

### Inventory & Product Analytics

Inventory Reports	✓	✓	✓
Product Performance Reports	✓	✓	✓
Inventory Turnover Reports	✓	✓	✓
Category-Wise Sales Reports	✓	✓	✓

### Transactional Reporting

Session Reports	✓	✓	✓
Discount Reports	✓	✓	✓
Refund & Returns Reports	✓	✓	✓

### Operational Analytics

Cash Control Reports	✓	✗	✓
Employee Performance Reports	✓	✓	✓
Peak Hours Identification	✗	✗	

Odoo

Sapaad

Foodics

### Dashboard & Customization

Dashboard Overview	✓	✓	✓
Custom Reports	✓	✓	✓
KPI Tracking	✓	✓	✓
Predictive Analytics	✗	✓	✓
Data Export/Import Capability	✓	✓	

### Customer Insights

Customer Behavior Reports	✓	✓	✓
Customer Segmentation Reports	✓	✓	✓
Loyalty Program Reports	✓	✗	✓



# Hardware Integration

## Feature Comparison

Robust hardware integration in POS systems drives better data management and operational success.



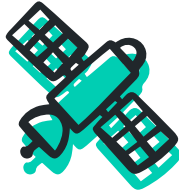
### Device Compatibility

Desktop Support	✓	✓	✓
Tablet Support	✓	✓	✓ <sup>1</sup>
Mobile Device Support	✓	✓	✓
Touch Screen Compatibility	✓	✓	✓

### Peripheral Integration

Barcode Scanner Support	✓	✓	✓
Receipt Printer Integration	✓	✓	✓
Cash Drawer Integration	✓	✓	✓
Customer Display	✓	✓	✓
Card Reader/EMV Reader	✓	✓	✓
Mobile Card Reader Support	✓	✓	✓
Weighing Scale Integration	✓	✗	✗
Kitchen Printer	✓	✓	✓
Employee Login Card/RFID Tag	✓	✓	✓

1. Only works w/ iOS not android.



# *Integration Ecosystem*

## Feature Comparison

A well-integrated ecosystem ensures seamless connectivity and efficient operations.

Odoo

Sapaad

Foodics

## Ordering & Delivery

Deliveroo	✓	✗	✓
Talabat	✓	✗	✗
Urban	✓	✓	✓
Deliverect	✓	✓	✗



# *Pricing & Conditions*

**Feature Comparison**

Odoo

Sapaad

Foodics

## Pricing & Condition

Pricing	<i>Free<sup>1</sup></i>	<i>Free<sup>2</sup></i>	<i>2,560 AED+VAT / Year</i>
Free Plan	✓	✓	✗
Free Trial	✓	✓	✓
Open Source	✓	✗	✗
Hosting.Mode	<i>On Premise/Cloud</i>	<i>On Premise/Cloud</i>	<i>On Premise/Cloud</i>

1. Odoo is free for unlimited users, as long as you use solely one app. 25.5 USD per user/per month.

2. Free setup with a 2.1% charge per transaction.

# User Interface



When comparing the user interface (UI) we need to focus on how intuitive, efficient, and user-centric it is, while ensuring an optimal user experience.

The user interface (UI) is a critical component that directly influences user experience and overall usability. A well-designed UI is intuitive, user-friendly, and accessible, allowing users to interact with the platform seamlessly and efficiently. Key elements of a successful UI include a clear and consistent layout, responsive design, and effective navigation.

A dashboard typically serves as the central hub, providing users with an overview of their activities and key metrics. Accessibility is a crucial aspect of UI design, ensuring that the platform is usable by all individuals. A responsive design ensures that the UI adapts smoothly to various devices and screen sizes, providing a consistent experience across desktops, tablets, and smartphones.

To delve deeper into this matter, let's discover the back-end world of Odoo POS, Foodics, and Sapaad. We'll observe their interface designs to evaluate their usability and efficiency.

Odoo

odoo

BACK

Mitchell Admin

Pasta 4 formaggi

1.00 Units x \$ 6.33 / Units

\$ 6.33

Vegetarian

1.00 Units x \$ 8.05 / Units

\$ 8.05

No pepper on pizza

Ice Tea

1.00 Units x \$ 2.53 / Units

\$ 2.53

Total: \$ 25.54

Taxes: \$ 3.34

Refund

Alexa Laza

Customer Note

Internal Note

Bill

Split

2 Dine-in Guests

Transfer

Enter Code

Reward

Quotation/Order

Payment

Order

Drinks 1 | Food

3

Food

Search product

Bacon Burger

\$ 8.63

Cheese Burger

\$ 8.05

Chicken Curry Sandwich

\$ 3.45

Club Sandwich

\$ 3.91

Funghi

\$ 8.05

Lunch Maki 18pc

\$ 13.80

Lunch Salmon 20pc

\$ 15.87

Lunch Temaki mix 3pc

\$ 16.10

Margherita

\$ 8.05

Mozzarella Sandwich

\$ 4.49

Pasta 4 formaggi

\$ 6.33

Pasta Bolognese

\$ 5.18

Salmon and Avocado

\$ 10.64

Spicy Tuna Sandwich

\$ 3.45

Vegetarian

\$ 8.05

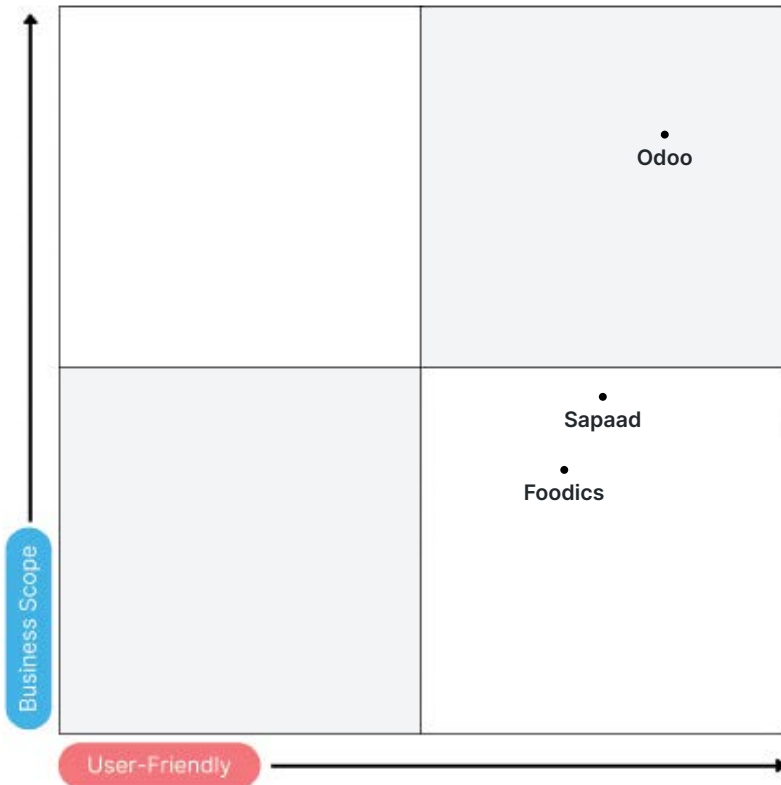




# *Different solutions, Different needs*

When choosing the right software for your business, it is important to assess several criteria based on your specific needs.

## *Business Scope and User-friendliness*





**Business Scope** evaluates the software functions, specifications, usability, customization capability, and integrations with other tools for your business growth.

**User-friendliness** measures how easy it is to use the software and whether it is adaptable to the business according to its tailored needs. It evaluates how simple it is to install the software along with the effort required to understand & avoid time-consuming training and procedures.

**Odoo** is an integrated platform offering a wide range of applications covering various business functions such as sales, CRM, project management, inventory, manufacturing, accounting, human resources, and more. In comparison to its competitors, who lack some important features, Odoo offers both high-quality restaurant and retail store management features.

**Foodics** is a specialized POS system that enables users to efficiently and reliably manage a restaurant's front-end operations. While it excels in ease of use, there is room for improvement in its back-end management capabilities. Foodics is an ideal choice for single-branch restaurants or small businesses looking to get started until they transition to a more robust and mature solution.

**Sapaad** stands out as a more advanced solution than Foodics, providing extensive integrations and a robust restaurant management system for front-end and back-end operations. However, it falls short in addressing all of a business's requirements, such as central kitchen production management, HR functionalities, and online order handling. Additionally, its commission-based pricing model on each order can significantly impact a business's profitability, especially when operating with narrow profit margins.

# Conclusion

**Odoo, Foodics, and Sapaad** each bring a unique approach to the F&B industry and POS software market, however, if you are looking for a complete all-in-one solution covering every aspect of restaurant management, Odoo emerges as the clear winner. Its extensive range of features, from POS to Supply Chain, Accounting, and HRMS, is included and readily integrated. This advantage makes Odoo the most versatile and scalable option for restaurants looking to manage all operations without external integrations or the additional cost of third-party solutions.

# Curious about another app?

Discover Odoo's available White papers!



This comparison was compiled by Odoo SA. We did our best to make it objective and fair based on the information available online. If you find mistakes or missing features, please report it to [whitepapers@odoo.com](mailto:whitepapers@odoo.com) and we will update the online version. Our goal is to have a continuously updated comparison of the main competitors to be as accurate as possible.