Curbit Kitchen Integration

Setup Guide

Document Details

Document #: 160_SG-CurbitKitchenIngegration_260821

Version Release Date: August 2026

System Requirements

- CT Kitchen Version 2024.6 or higher.
- Software upgrade must be completed PRIOR to onboarding Curbit.
- Display Client Version for Windows and Android devices that supports Edge Browser.
- Partner Agreement in place prior to onboarding with Curbit.
- Crunchtime Teams will enable and configure API and Event Services required.

Overview

This document explains how to enable the Curbit CrunchtimeK Kitchen integration. To get started reach out to your Customer Success Manager. .

Download the latest version of this document here:
https://links.crunchtime.com/SG-CurbitKitchenIntegration

… or scan the QR code to the left.

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SETUP GUIDE

Curbit and Crunchtime Kitchen

Why Curbit

Integrating Curbit with Crunchtime Kitchen uses AI to act as an "intelligent traffic controller," bridging back-of-house operations and digital guest experience in real time.

- Smarter Order Quoting & Tracking:
  - Uses machine learning and Kitchen Display System (KDS) data to automate capacity management, order quoting, and real-time tracking.
- Seamless Communication:
  - Delivers precise order timing and status updates across dine-in, takeout, and delivery for guests, vendors, and drivers.
- Higher ROI & Efficiency:
  - Eliminates kitchen chaos, improves promise-time accuracy, elevates guest sentiment, and increases digital order sales capacity.

There are several key features with Curbit and each restaurant may have specific needs for one or all available features. End users should work with Curbit on which features best server their operations.

Key Features

Order Tracking for any POS or eCommerce Integration

When an order is sent to Kitchen from any source (e.g., Olo or the local restaurant POS), Curbit uses Kitchen event and API Services to identify these orders, identify any unique vendor Order ID, and allow guests to track the status of their orders.

Machine Learning Logic for calculating accurate customer facing order ready times

Curbit uses the same integrated technology to dynamically calculate expected order ready times based on current kitchen volume and performance. The dynamic nature of these calculations allows for better management of real-time order demand.

Adding Information to existing checks

Curbit collects curbside and delivery order details after the order is initially displayed and adds it to the existing check data in Kitchen using Kitchen API services to enhance the information available to restaurant staff. Additional information includes:

- Vehicle Information
- Other new data received from end users

Promise Time updates to existing checks

Curbit generates a promise time based on proprietary machine-learning logic. These Curbit calculated values are communicated to the guest via SMS. Curbit uses Kitchen API services to update Pickup Times on the KDS, so restaurant staff are on the same page with guest expectations, aligning guest messaging with information in Kitchen.

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Guest name updates for PII concerns

Guest names can be displayed on customer-facing Order Ready views in Kitchen. In cases where the POS or digital ordering vendor provides guests' full names, Curbit validates guest name content and formatting and uses Kitchen API services to truncate name content to ensure full names are not exposed and Personal Identifiable Information (PII) standards are maintained.

Guest Arrival updates for Curbside Orders

Curbit can track the guest journey and understand when the curbside guest is close to or at the restaurant. Curbit optionally uses Kitchen API services to update the order in Kitchen as "Arrived." That Arrived status can be used to trigger orders to display on Kitchen views or change display properties on Kitchen views to alert restaurant staff that the guest has arrived.

Vitals @ Expo dashboard displayed on Kitchen Views

Curbit offers a dashboard for status and performance analytics. This "Vitals @ Expo" dashboard can be displayed locally at Kitchen stations using a Web View, so the information is readily available to restaurant management or staff.

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Kitchen Configuration Settings

Curbit tracks granular order status based on View Roles assigned to Stations and Views in Kitchen, providing flexibility for unique operational workflows.

Displaying POS updates—such as vehicle descriptor and pickup times—may require additional configuration in Kitchen.

Notable Settings in Kitchen to optimize Curbit

- Vehicle Descriptor display settings in Kitchen Builder Pro (Kitchen | View Settings | Order View Templates | State Descriptors | Vehicle Descriptor Line)
- Order View Grid Header Template display settings for Pickup Time in Kitchen Builder Pro (Kitchen | View Settings | Grid Header Templates)
- Customer-facing Order Ready View configuration in Kitchen Builder Pro (Kitchen | View Settings | Order View Templates)
- Assignment of View Roles for Views included in Curbit order tracking (Activity Levels | Kitchen Stations | *select view* | *right click* | Edit | General | View Role)
- Assignment of View IDs for Views not included in Curbit order tracking within 7500-7999 range (Activity Levels | Kitchen Stations | *select view* | *right click* | Edit | General | View ID)
- Arrived status related settings in Kitchen Builder Pro:
- Routing on Arrived (Kitchen | Order View Templates | Routing | Routing Mode)
- Assignment of the priority of Arrived status on order views (Kitchen | Order View Status Priority Templates)
- Display properties for Arrived status (Kitchen | GRDS Color Schemes | Grid Display)
- Web View setup for Vitals @ Expo dashboard (Activity Levels | Kitchen Stations | *select station* or *select click to add station* | … | Layout tab | *select and pull "Web" from Views to the new view in Station Builder* | *double click to edit* | *configure View Settings to use URL provided by Curbit*)

Note: The Dashboard setup and access require the URL with GUID key and 4-digit PIN provided by Curbit.

View Configuration for Order Tracking

End user configurations need to include Views with View Roles assigned as:

- Prep
- Assembler
- Expediter

The number of each will vary between end user configurations but should logically follow order and item routing in Kitchen to track the progress of the order as the items and order are bumped from views.

View Roles are assigned in Kitchen Builder Pro (Activity Levels | Kitchen Stations | *select view* | *right click* | Edit > General > View Role).

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Alert: Assemblers may not be required in all configurations but are preferred for Cubit. The use of Assembler for Curbit is to determine when an order has been delivered to the guest. In other words, a Bump off an Assembler should be the LAST BUMP for the order AFTER bumping off the Expediter.

There may be Views that are not part of the order tracking flow. Those Views should be ignored by Curbit. Any Views that should be ignored for order tracking purposes need to have View IDs assigned within a defined range: **7500 – 7999**. Any View IDs within that range will not be part of Curbit's order tracking and timing calculations.

For example, if the end user needs orders to be bumped off the Assembler PRIOR to bumping off the Expediter, the Assembler view should be assigned a View ID in the 7500 – 7999 range so it does not impact Curbit.

View IDs are assigned in Kitchen Builder Pro (Activity Levels | Kitchen Stations | *select view* | *right click* | Edit | General | View ID).

Alert: For existing Kitchen Configurations, changes to existing View IDs can affect bump to and bump from settings in Activity Levels > Kitchen Stations > select View > Right Click > Edit > Bumping (if applicable.) After configuration updates are completed, local Kitchen Server Restart of End of Day processing is required for changes to take effect.

Curbit Pilot Program

When onboarding new restaurant brands, Curbit asks for a minimum of **six pilot sites**, preferably with this breakdown:

- Two low volume
- Two medium volume
- Two high volume

Once Curbit has collected and analyzed seven days of data from pilot sites, Curbit provides two reports:

- Assessment of how kitchen capacity is managed, which highlights premature throttling, turning off digital unnecessarily and speed of service variability
- ROI analysis of how Curbit adoption will increase revenue

Then after 30 days in the pilot program, the expectation is the brand will transition to a broader rollout.

During this process, coordination with the CSM, Channel Manager, or Partner Success Manager may be required to ensure SaaS subscription requirements are met prior to activating the Curbit integration.

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Curbit Contacts

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