

RESTAURANT TECHNOLOGY & INNOVATION

Table Talk

Insights, features & stories from NX Restaurant & Sync

MONTHLY DIGEST · JULY 2026

★ CUSTOMER SPOTLIGHT



A VALUED SYNC CUSTOMER SINCE 2026

HOBO'S FAMILY GRILL

Tableside Ordering

AI Report Summaries

Cash Discount



"Opening a new restaurant is a huge undertaking, and the team at Sync Payments made the NX POS side of the process far easier than we ever expected. From day one, they took the time to understand how we wanted to operate and tailored the system to fit our restaurant instead of forcing us to adapt to the software."

— JOHN CASTLES · HOBO'S FAMILY GRILL

◆ FEATURE OF THE MONTH

INCLUDED · NX ECOSYSTEM

NX PLATFORM

Shifts

A new addition to the NX app — employee scheduling built directly into the platform your team already uses, at no additional cost.

\$0

No additional cost. Ever.

Shifts is included as part of the NX ecosystem — no extra software fee.

Employee Mobile App

Staff can view their schedules anytime, right from their phone.

Forecast & Alerts

View forecasted sales, labor %, and coverage score; get coverage gap and publish/shift-change notifications.

Server/Manager	+ Add	LeAnn		LeAnn		LeAnn		LeAnn		LeAnn		LeAnn	
		🕒 11:00 AM - 9:00 PM	10h 0m	🕒 10:30 AM - 8:00 PM	9h 30m	🕒 11:00 AM - 8:00 PM	9h 0m	🕒 11:00 AM - 7:30 PM	8h 30m	🕒 11:00 AM - 7:30 PM	8h 30m	🕒 11:00 AM - 2:00 PM	3h 0m
	+ Add	+ Add		+ Add		+ Add		+ Add		+ Add		+ Add	
Training	+ Add	+ Add		+ Add		+ Add		+ Add		+ Add		+ Add	
Daily Totals	0h \$0.00 0% labor	4620h \$760.63 20% labor	5235h \$871.00 22% labor	5445h \$933.75 21% labor	7080h \$1,120.88 17% labor	6825h \$1,268.00 21% labor	5535h \$1,101.75 23% labor						

Nexy
NX BUILT-IN AI

AI Summaries — Now on Every Report

Nexy now generates a plain-English summary at the top of every report in NX — sales, labor, and beyond — so you get the key takeaways before you dig into the numbers.

- ✓ Available automatically on all report types
- ✓ Highlights trends, outliers, and opportunities in plain language
- ✓ No setup required — it's already live in your NX account

Deletes

Nexy Summary

Hi there! Here's a quick breakdown of your Deletes Report for the week of June 29 – July 5:

Key Totals & Trends

- **Total Deletions:** **\$267.57** across all categories.
- **Primary Driver:** "Incorrect Order" accounted for **\$143.16** (53% of total losses).
- **Peak Day:** July 5th saw the highest loss due to a single large error on Order #48 (\$65.34 for two pizzas and a salad).

Notable Observations

- **Approval Anomaly:** Employee **LeAnn B.** is frequently approving her own deletions (Orders #97, #35, and #46). You may want to review your POS permissions to ensure a secondary manager approval is required for voids.
- **Order Entry:** **Gwen N.** and **Addison L.** were responsible for the largest "Guest Changed Mind" and "Incorrect Order" amounts.
- **Minimal Waste:** "Kitchen Error" was negligible at only \$1.58, suggesting the back-of-house is performing accurately.

Actionable Takeaways

- **Training:** Conduct a quick order-entry refresher with Gwen N., specifically regarding complex pizza modifications, to prevent large multi-item errors like the one on July 5th.
- **Policy Check:** Review the "self-approval" instances with LeAnn B. to ensure these deletions were legitimate and follow house policy.

Get the most out of your NX system

Step-by-step guides, how-to articles, and tips on every NX feature — all in one place.

[Visit help.joinnx.com →](https://help.joinnx.com)

○ INDUSTRY QUICK READ

AI

Restaurants lean on AI for back-office work, not just the front counter

Operators are increasingly turning AI tools toward sales trend analysis, labor forecasting, and pricing decisions — shifting AI's role from a customer-facing novelty to a daily back-office habit.

SELF-SERVICE

Self-order kiosks keep gaining ground in-store

More quick-service and fast-casual operators are adding self-order kiosks at the counter, citing shorter lines, more consistent upsell prompts, and staff freed up for food prep and expo instead of order-taking.

DELIVERY

Operators keep pushing guests toward direct ordering

With third-party marketplace commissions still elevated, restaurants are investing in loyalty perks and easier direct-ordering experiences to bring repeat guests back to house-owned channels.

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