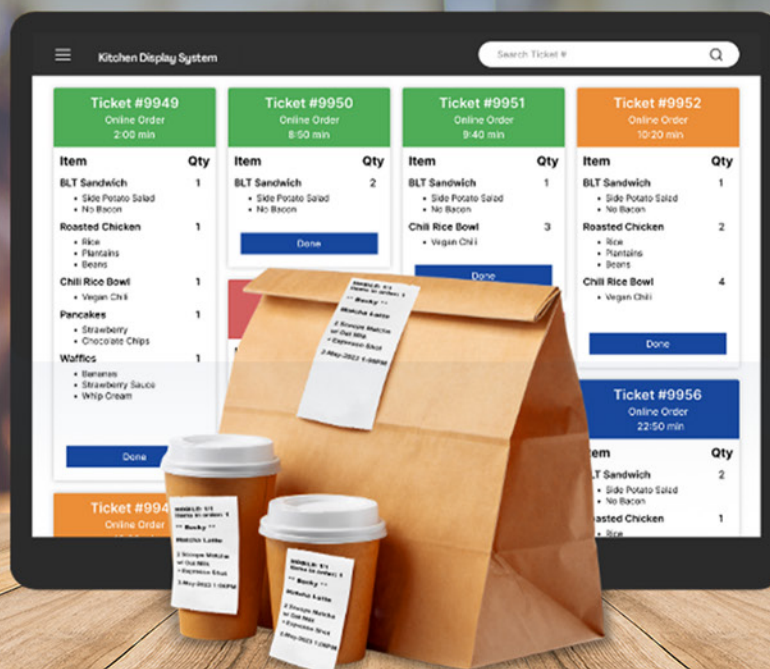




EBOOK

The Missing Link in KDS-Driven Restaurant Workflows: Order Labels

How Labeling Bridges the Gap Between the Screen and the Customer



KDS Has Changed the Kitchen — But Something's Still Missing

Every second counts in a restaurant kitchen. Orders pour in from the counter, mobile apps, kiosks, and third-party platforms, and teams rely on kitchen display systems (KDS) to keep it all organized. These systems have transformed how restaurants prioritize, prepare, and track meals across stations. Yet even with advanced displays, the final moments before bagging and handoff still rely heavily on human memory and verbal checks. A missing modifier, a swapped drink, or an unlabeled container can still cause costly mistakes.

Labels bring visibility and clarity to the last stage of the workflow. They extend the accuracy of the KDS from the screen to the bag, giving staff and customers confidence that every order is right. By combining intelligent labeling with existing KDS technology, restaurants can achieve a true end-to-end workflow built for the pace of modern service.





Why a Kitchen Display System Alone Can't Guarantee Accuracy

Restaurants often see an improvement in efficiency metrics after implementing a kitchen display system. Food prep stations receive information clearly on a screen, rather than sorting through paper chits. Each member of the kitchen staff clearly sees their responsibilities in order of priority. However, relying on verbal confirmation or memory at handoff can introduce errors into restaurant workflows.

Order labels allow staff to identify menu items as they move throughout the food preparation process. When items are wrapped or packaged, it's not possible to visually confirm what's inside. At the bagging or expeditor station, labels eliminate guesswork or the need for verbal communication. Furthermore, if the customer requested a modifier or preparation to avoid allergens, labels confirm that the kitchen followed those instructions.

Order labels also help the expeditor understand whether the customer is waiting at the counter, in the drive-thru, at order pickup, or at their own front door for delivery. Additionally, labels are a safety net when disruptions occur. Labels confirm how the staff prepared each item and the associated order number, ensuring accuracy.

A [Chatmeter survey](#) conducted before the 2025 Super Bowl found that about one-third of consumers planned to order takeout or delivery before the game. However, 44% of the people surveyed said they had received an order with missing items, and more than half rated service negatively. That research also found that negative experiences affected whether customers would order from the restaurant again, underscoring the importance of accuracy as a top business priority.

Labels Bridge the Gap Between Kitchen and Customer

Order labels are a simple and effective solution to ensuring orders are complete and accurate.

Identify Every Item in Real Time

Kitchen staff and the expeditor can print labels with item names, modifiers, order number, and customer information. This information results in accurate bagging and efficient restaurant workflows.

Enhance Visibility Across the Workflow

Labels create visual anchors for team communication, helping the front-of-house and expeditor stations sort and fill orders faster. Order labels are the final word if confusion arises in high-volume environments.

Seal and Secure the Bag

Once staff accurately seal a bag or container for delivery, tamper-evident labels confirm that the package arrives as the restaurant prepared it and that the driver didn't open it en route. Tamper-evident labels also increase trust, assuring customers of food safety.

Additionally, labels that seal the bag or box can include customer and order information, helping third-party delivery service drivers ensure the correct package reaches the right location.



One Printer Per Station: The Case for mC-Label2 and mC-Label3

Labels used for restaurant workflows, handoffs, bagging, and delivery are typically different sizes. They also use different types of adhesives, e.g., a repositionable, linerless label for item prep vs. a permanent, tamper-evident label. Restaurants can operate more efficiently with multifunction printers that can handle it all.

Star offers the mC-Label series of cloud-ready printers for receipts, die-cut, and linerless labels to enhance KDS workflows. Choosing a multifunction printer from the mC-Label series reduces hardware SKU clutter by addressing all use cases with a single model. It also standardizes printers across the restaurant operation, and lowers the total cost of ownership by simplifying supplies and maintenance. Restaurants can choose from options including:

mC-Label2

This 300 dpi multifunction label printer is ideal for tight spaces and item-level labeling.

mC-Label3

This multifunction printer supports paper widths from 25 mm to 80 mm for full bag labeling and multimedia support.



The Benefits for ISVs & KDS Developers

For ISVs, middleware providers, and developers, adding labeling capability to a KDS platform creates measurable value. Labeling increases stickiness for your software by reducing downstream errors that lead to support calls, refunds, or lost restaurant accounts. It also opens new integration opportunities with cloud printing and IoT peripherals, expanding your solution's scope without added server maintenance. Developers can use Star's APIs and SDKs to deliver a complete, future-ready system that combines visual order management with physical order verification.

Add Data, Not Just Ink: Weighment and Smart Print Control

Solutions providers and restaurants building a total order accuracy solution can complement a kitchen display system and restaurant labeling system with scales and cloud printing tools. Star Micronics' portfolio includes these products ideal for restaurants:

mG-T Scale Series:

Weighing orders is an added quality control measure for confirming order completeness. Before sending a bag for service, pickup, or delivery, the expeditor can use a scale to ensure the package's weight matches the weight on the items in the order. Scales are part of an efficient "pack-and-confirm" workflow at handoff stations. The mG-T Series scales also pair seamlessly with the mC-Label series and other Star printers.



Cloud Printing Tools:

Solution providers and restaurant enterprises can have centralized control of printing, templated labeling, and real-time visibility into print operations. Star Micronics offers **StarIO.Online**, a fully managed cloud printing service, and **CloudPRNT Next** (self-managed) support for remote print job routing and monitoring.



StarIO.🌐online

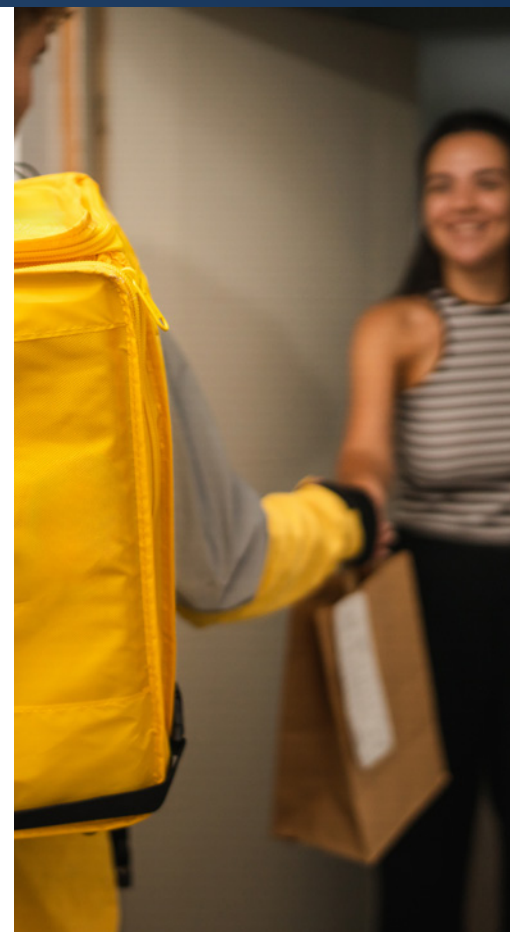
star  **cloudPRNT^{NEXT}**

Final Word: Labeling Is the Missing Layer for True Accuracy

Kitchen display system and online ordering technology providers should evaluate the solutions they currently offer against their restaurants' accuracy statistics. Solution providers who can help restaurants decrease errors, food waste, and chargebacks and increase customer satisfaction will build their businesses by solving these challenges.

Labeling for restaurant workflows and online order fulfillment should be a part of the core offering, not an afterthought. Solutions providers should also work with restaurants to understand their processes and unique challenges, and to suggest scale and cloud services that tailor the solution to each restaurant.

With Star's solutions, KDS and restaurant technology providers can easily incorporate high-performance labeling and order accuracy hardware to stand out in a crowded tech marketplace.



Partner with Star for End-to-End Restaurant Labeling & Accuracy Solutions

Ready to power your KDS solution with labeling, scales, and cloud printing? Star Micronics helps ISVs, middleware providers, and restaurant technology developers deliver complete order accuracy from prep to pickup. [Schedule a demo or discovery call](#) to see how Star's mC-Label series, mG-T scales, and StarIO.Online cloud printing can power your next innovation.

About Star Micronics

Star Micronics is a global leader in POS technology, delivering innovative solutions for printing, labeling, cash management, and self-service. With over 60 years of industry experience, Star remains at the forefront of cloud-based printing, mobile connectivity, and smart peripherals. Visit starmicronics.com or follow us on [LinkedIn](#), [X](#), [Facebook](#), [Instagram](#), and [YouTube](#) to learn more.