

PodPlay Integration Guide

F&B mobile ordering integration for recreational venues · Certified — web flow live

Who is PodPlay?

PodPlay Technologies is the operating system for modern, tech-forward recreational/pickleball/padel venues. The platform brings together reservations, event management, coach connect, analytics, and payments software with hardware-enabled features like scoreboards, customer-initiated replays, door access, and 24/7 remote security monitoring.

The GoTab integration covers the mobile food & beverage ordering piece of that platform: members browse the venue's menu from their phone, add items to a cart, and check out with a card on file — the same flow as a Seamless or UberEats order. Every PodPlay order is created directly as a GoTab order/tab, so F&B revenue reports alongside every other order channel at the venue instead of living in a separate system.

Why sell it

- Phone-first ordering for members and players. No POS interaction required to order food and drinks — fits naturally alongside PodPlay's reservations, coach connect, and scoreboard features.
- One reporting surface. PodPlay orders land in GoTab as tabs — no manual entry, no separate revenue reconciliation.
- Existing pricing and tax honored. GoTab item pricing and taxes carry over as-is; PodPlay doesn't try to reinvent them.
- Built-in tipping. Default tip is configurable, with the option for members to enter a custom amount.
- A discounting path that's already built. PodPlay can calculate a member discount and push the aggregate amount to the tab today (built, heading into QA); a deeper GoTab-native membership sync is being scoped jointly as a next step.

Best-fit customers

Strong fit	Possible fit	Not a fit (today)
• Private/racquet clubs with member-based F&B (e.g., pickleball, tennis clubs) • Single pickup/delivery location venues • Clubs already comfortable managing member discounts operationally • Multi-location clubs (manual, one-at-a-time authorization for now)	• Venues wanting automated membership-discount sync • Venues that batch-settle payments and can tolerate a short delay before tab shows paid	• Venues needing automatic multi-location authorization (not yet scoped) • Venues needing partial refunds (full-refund only today) • Venues needing real-time order edits after submission

How it works — guest experience

- 1 Browse & order** — Member opens PodPlay, browses the venue's menu, and adds items to their cart.
- 2 Pick a spot** — Member selects where to have their order delivered or picked up. The two platforms' location hierarchies map directly: GoTab Location → PodPlay Venue, GoTab Zone → PodPlay Pod, GoTab Spot → PodPlay Court. One exception for pickup/takeout: PodPlay maps an entire GoTab Zone as a "Pickup Zone," so every spot configured within that zone becomes a pickup option when the member selects it.
- 3 Checkout** — Existing GoTab taxes apply automatically, plus a fixed mobile ordering fee and a default (or custom) tip. Member pays with the card on file.
- 4 Payment settles in a batch** — PodPlay bundles payments in 30-minute intervals across all their orders (not just GoTab ones) rather than processing each one in real time. From GoTab's side, that means a tab can show a balance due for up to 30 minutes before it's marked paid, and the tip amount only appears once payment is marked complete.
- 5 Tab closes** — Once payment is confirmed, the order closes out in GoTab automatically — no separate step for staff.

Current limitation: tab sync only runs PodPlay → GoTab today. A tab created on the GoTab side cannot be closed out from within PodPlay.

In progress: PodPlay has already built the logic to cancel tabs on GoTab's side, and is now working through their payments core to support GoTab refunds — so this is expected to close soon rather than being a long-term gap. Until it ships, a PodPlay-side refund still needs to be mirrored manually on the GoTab tab, and only full refunds are supported (no partial refunds yet on either side).

Launch scope (current)

For launch, scope is intentionally limited to:

- Customers browse a menu and place an order, which PodPlay sends to GoTab.
- PodPlay bundles that order with the customer's reservation and processes payment together — this reservation-bundled flow is the primary path for Dinx, distinct from DTL Sports' per-order checkout.
- Customers can also place an order without a current reservation.
- If the customer is a member, PodPlay may apply a discount to the order, and that discount is reflected on the GoTab side too, so there's a record of it there (this is Approach 1 under Discounts, below).

That's the full scope for now — closing out a GoTab-originated tab from PodPlay, and full membership/discount sync, are not yet part of the live integration (see Approach 2 under Discounts).

Integration specs (for onboarding)

Location mapping	One GoTab location maps to one PodPlay venue. No support today for a single PodPlay login spanning multiple GoTab locations.
Authorization	Manual today. Once the club owner sends the email approving PodPlay's access, GoTab's main action item is to get PodPlay a location UUID for that venue — that's the piece that lets the integration move forward on their side.
Multi-location authorization	Not yet discussed or scoped — PodPlay doesn't currently have the context on how to implement this and is looking to sync with GoTab's team on it. The direction they'd like to explore is automatic authorization of users/locations rather than the current one-at-a-time manual process.
Location / Zone / Spot mapping	GoTab's hierarchy maps directly to PodPlay's: GoTab Location → PodPlay Venue, GoTab Zone → PodPlay Pod, GoTab Spot → PodPlay Court. Exception for delivery: PodPlay maps an entire GoTab Zone as a "Pickup Zone" — every spot configured within that zone becomes a pickup/takeout option for the member, rather than each spot mapping 1:1.
Item posting & pricing	Orders post using existing GoTab item pricing (fixed price, unless it's an open product); GoTab taxes apply as configured — no separate tax logic on PodPlay's side.
Mobile ordering fee & tipping	PodPlay adds a fixed mobile ordering fee; tip defaults to a configurable amount with a custom-tip option for members.
Payment settlement cadence	PodPlay bundles payment capture into 30-minute intervals across all of a customer's orders, not just GoTab ones, rather than charging instantly. That means a maximum ~30-minute delay from GoTab's perspective before a tab shows as completed/closed.
Discounts — Approach 1 (discount at PodPlay) — built, QA starting	PodPlay applies the club's discount business logic itself (e.g., a membership % applied to all products except excluded-tag items like alcohol), then pushes the aggregate discount amount to the tab via POST /loc/{location}/tabs/{tab}/open-discount. It shows at the tab level in the GoTab Manager UI, with the per-order/per-product breakdown staying in PodPlay under Customer → Purchases → Order detail. Built and heading into QA imminently — not yet certified for general release.
Discounts — Approach 2 (discount at GoTab) — to be planned jointly	Not yet built or scoped. PodPlay and GoTab plan to work out the implementation together rather than PodPlay building it independently. Directionally: PodPlay would sync customers and membership info to GoTab, with membership creation and discount configuration happening on GoTab's side.
Alcohol vs. food distinction	Handled via GoTab's existing product type / product tag field (e.g., beverage vs. alcoholic beverage) rather than requiring new tagging on PodPlay's side — this is the "excluded tag" PodPlay checks for under Approach 1.
Refunds	In progress. PodPlay has already built the logic to cancel tabs on GoTab's side; they still need to do work in their payments core before GoTab refunds are supported. Until that

	ships, a PodPlay-side refund must be mirrored manually on GoTab, and only full refunds are supported (no partial refunds yet).
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Sales talk track

The 30-second pitch

Say it like this:

"If your members are ordering food and drinks from their phones through PodPlay, we can have every one of those orders land directly in GoTab as a tab — no manual entry, no separate reconciliation. Members check out with their card on file in the app, and the order and revenue show up in your GoTab reporting alongside everything else."

Discovery questions

- Do you have — or are you considering — mobile/app-based ordering for members today?
- Do you offer member discounts on food, drinks, or both? How is alcohol distinguished from food in your menu setup today?
- Is this a single pickup/delivery location, or multiple spots/zones?
- How would your team feel about handling refunds on both systems during the beta period?

FAQ & objection handling

Can PodPlay automatically sync member discounts?

Via Approach 1, yes: PodPlay calculates the discount itself and pushes the aggregate amount to the GoTab tab (visible at the tab level in Manager, with line-item detail staying in PodPlay). It's built and heading into QA imminently, so treat it as pending certification rather than fully live. Approach 2 — syncing memberships so the discount lives and is configured inside GoTab — isn't scoped yet; PodPlay and GoTab plan to work out that implementation together.

What happens if a member is refunded in PodPlay?

That refund doesn't automatically flow to the GoTab tab yet — staff need to refund on both sides for now. This is actively being worked on: PodPlay has already built the tab-cancellation logic on GoTab's side and just needs to finish work in their payments core to support GoTab refunds. Partial refunds aren't supported on either system yet, only full refunds.

How quickly does a tab show as paid?

PodPlay bundles payment capture into 30-minute intervals across all of a customer's orders (not just GoTab ones), so from GoTab's side there's a maximum ~30-minute delay before a tab shows as completed/closed, and the tip amount appears only once payment is marked complete.

Can we run this across multiple locations under one login?

Not yet — this hasn't been scoped between the teams. PodPlay doesn't currently have the context on how to implement it and wants to sync with GoTab on the approach, ideally toward automatic authorization rather than today's manual, one-location-at-a-time process.

Does PodPlay work as a standalone ordering app without GoTab?

Yes — the GoTab integration is what unifies the order into the venue's existing tab and reporting rather than leaving it in a separate system.

Pilot customers

Jenny — DTL Sports (Annandale)

PodPlay's first GoTab-integrated club, and the relationship that shaped the initial build. A single pickup location kept the first rollout simple, and the venue's existing use of GoTab product tags (non-alcoholic vs. alcoholic) is what unblocked the member food-discount rule.

Dinx

The other account currently piloting the integration, and a useful gauge of today's launch scope — see "Launch scope (current)" above. Dinx's flow centers on bundling orders with an existing reservation and processing payment together, with an option to order without a reservation.

Handoff & contacts

Integration owner (GoTab)	Austin Douse
Sales & partner support (GoTab)	Hannah Wolfrey
Product / technical contact (PodPlay)	Jonatan Bravo
Partner lead (PodPlay)	Ben Borton
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