

Australian Startup ScanQueue Launches QR Based Virtual Queue and SMS Notification Platform for Service Businesses

New no hardware queue system helps restaurants, clinics and pharmacies reduce wait times and improve customer experience using simple QR check in

Melbourne, Australia Feb 13, 2026 (IssueWire.com) - Gold Coast, Australia, ScanQueue today announced the launch of its QR-based virtual queue and customer notification platform, designed to help service businesses manage walk-ins, reduce congestion, and improve customer flow without new hardware or complex installations.

ScanQueue allows customers to join a queue by scanning a QR code with their phone and submitting their details through a secure mobile page. Businesses manage the queue through a live dashboard and notify customers by SMS when it is their turn. The system works with existing devices and Australian phone numbers, removing the need for pagers, ticket printers, or dedicated kiosks.

The platform is built for high-traffic, service-driven environments, including restaurants, cafes, medical clinics, pharmacies, barbers, and specialty retail. Businesses can customise intake forms, add screening questions, and capture structured customer information before service begins.

According to the company, one of the main goals is to reduce walk-away customers and improve the waiting experience. Instead of standing in line, customers are free to wait comfortably nearby and receive a message when called.

ScanQueue also supports sector-specific use cases such as pharmacy script intake and clinic pre-visit questionnaires. QR check in pages can be branded and adapted to each business workflow, supporting both simple waitlists and more advanced triage flows.

The company reports growing interest from healthcare and hospitality operators looking for lightweight digital tools that can be deployed quickly and scaled across multiple locations.

ScanQueue is available now across Australia, with pilot programs and partner rollouts planned through 2026.

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