Offline Mode Manager Checklist

toast

If your restaurant's internet is down or Toast service is disrupted, devices will enter a state called Offline Mode. This means that you can continue service to your guests, but certain Toast operations may be affected until the internet connections are restored.

How do I know if a device is offline?

- A yellow or orange banner will display on the device screen.

Communicate with your Team

- DO NOT clock in or clock out on separate devices.
- DO NOT log out of the Toast app.
- DO NOT share orders between Toast devices.

What CAN Toast do in Offline Mode?

- Place orders (do not use multiple devices, you must use the same device to place and update orders, choose one device and stick with it until the system is back online).
- Take cash and credit card payments.
- Send orders to kitchen printers.
- Print customer receipts at terminals.
- Open cash drawers.
- Enter credit card or non-cash tips onto payments.

What CAN'T Toast do in Offline Mode?

- Access or complete Employee Shift Reviews.
- Sell or process gift card sales as a method of payment.
- Display and share orders on Kitchen Display Screens (KDS).
- Access saved customer information for Takeout and Delivery orders.
- Receive orders from Toast Online Ordering, or other third-party online ordering and delivery services.
- Dispatch DoorDash drivers for orders.
- Accrue or redeem Toast Loyalty points on orders.

Offline Mode DO'S

- Choose one device to manage and edit orders.
- Save all order receipts for cash-out purposes.
- Save the merchant copy of all credit card transactions just in case those transactions have difficulty processing while offline.

Offline Mode DON'TS

- DO NOT unplug any ethernet cables or turn your device off. This may disable your ability to print tickets and receipts.
- DO NOT uninstall and reinstall the Toast app. This permanently removes all stored data and payments from the device, resulting in a loss of information and income.

Restaurant Specific Instructions

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Want to learn more?

Scan the QR code to reach our offline mode hub.

toast.help/offline