



Reporting & Analytics

REFERENCE GUIDE

NAVIGATING THE GUIDE

WELCOME

Toast Analytics & Reports presents a gold mine of information available in your point of sale system. By using these reports, you will be able to get a clearer idea of your restaurant's performance. They are accessible anytime, anywhere, and will help you turn data into increased profits.

FIND YOUR REPORT

From the Table of Contents, select the category or report you wish to view. The page will automatically refresh to display the corresponding selection.

To return to the Table of Contents, select the *Back to Top* icon in the bottom-left corner of the page.



Once selected, the page will refresh with the Table of Contents.

PRINT IT OUT

The Analytics & Report Reference Guide can be printed in its entirety or by the page. If viewing the guide on a computer, select the printer icon in the top-right side of your screen. If viewing the guide on an tablet or other mobile device, select the icon resembling three dots in the top-right corner of your screen.

That's it! Scroll down get started.

TABLE OF CONTENTS

GETTING STARTED 6

Types of Toast Reports	6
Accessing Reports	7
Filtering Reports	7
Exporting Reports	9

SALES SUMMARY 12

LOCATIONS REPORT 21

SALES REPORTS 23

Sales Overview	24
Breakdown	30
Sales Exceptions	31
Payments	38
Orders	39
Group Sales Overview	39
Order Details	40
Shifts Report	40

MENU REPORTS 41

Menu Breakdown	42
Product Mix	43
Product Mix Compare	44
Item Details	44
Modifier Details	44
Top Groups	45
Top Items	45
Top Modifiers	45
86 Report	46

LABOR REPORTS 46

Hourly Sales Report	47
Summary	47
Time Entries	48
Break Entries	49
Employee Productivity	49
Pooled Tips	50
Swiped Card Log	50
Time Entries Audit	50

ACCOUNTING REPORTS 51

Accounting Overview	52
Accounting By Location	57
Accounting By Day	57
House Accounts	57

CASH REPORTS 58

Drawer History	59
Drawer Overview	62
Activity Audit	62

GUEST LOYALTY REPORTS 63

Summary	64
Guest Information	65
Guest Feedback	66
Guest Credits	67
Gift Card Balance	67
Gift Card Transactions	68
Gift Card Liabilities	68
Failed E-Gift Delivery	70
Inactive Gift Cards	70

Rewards Accounts	71
Rewards Transactions	71

KITCHEN REPORTS 72

Tickets by Hour	73
Tickets by Fulfillment	73
Ticket Details	74

FINANCE REPORTS 75

Deposit Total Overview	76
Settled Deposit Overview	76
Daily Credit Card Activity	77
Credit Card Statements	78
Chargebacks	78
Daily Billing Activity	78
Invoices	78

Getting Started

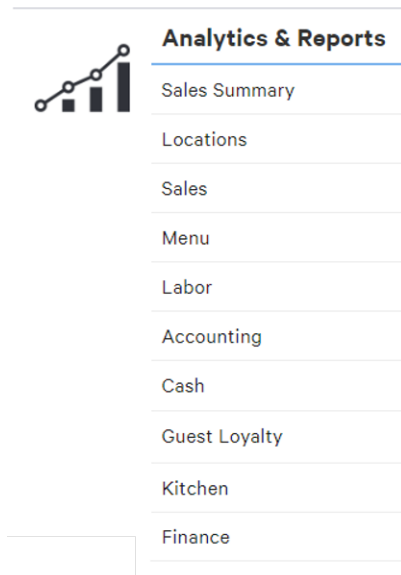
Toast gives you access to robust, real-time reporting on your business. Continue reading to learn about the different types of reports and how to navigate them.

Types of Reports

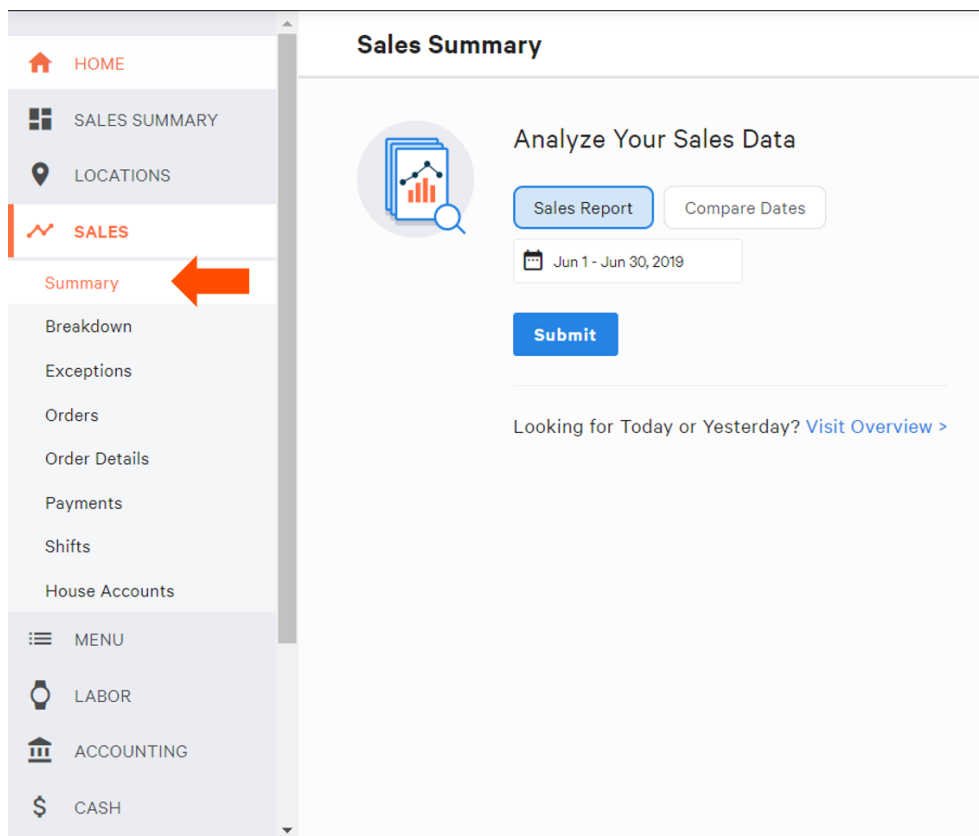
Report Category	Description	Uses
Sales Summary Report	Get today and yesterday's sales information in real time.	<ul style="list-style-type: none"> • What were my net sales for today? • What were my top performing sales categories yesterday? • What payments and refunds did I receive yesterday?
Sales Reports	Breakdown of sales, exceptions and payment information including location and sales comparisons.	<ul style="list-style-type: none"> • What orders or payments were voided? • What payments did I take offline? • What were the reasons for my refunds? • How did I compare this month versus last month?
Menu Reports	Details about what items you've sold and what modifications were applied.	<ul style="list-style-type: none"> • What items were sold today? • How many times were modifiers applied to an item? • What items do not have a sales category?
Labor Reports	All labor related items including hours worked, pay, tips and time entries.	<ul style="list-style-type: none"> • What hours did individual employees work? • What are my total overtime hours? • What is my labor cost percentage today?
Accounting Reports	Summary of sales data for reporting and general ledger codes.	<ul style="list-style-type: none"> • What items were collected without tax that were not tax exempt? • What percentage of business is third party delivery? • What percentage of business is dine-in versus takeout? • How much tax did I pay for each tax rate?
Cash Reports	Detailed view of all cash activity.	<ul style="list-style-type: none"> • What is my expected deposit for today? • What was my starting cash balance? • How much did I tip out at the end of the day?
Guest Loyalty Reports	Provides information about customers that have visited your restaurant, contact information via digital receipts, rewards activity and gift card activity.	<ul style="list-style-type: none"> • What feedback have I received from my diners? • What is my outstanding liability on gift cards? • How many rewards customers do I have?
Kitchen Reports	If you have a Kitchen Display Screen, use these reports to see the amount of time it takes to fulfill orders, which prep stations take the most time or get the most traffic, and detailed information about all kitchen tickets.	<ul style="list-style-type: none"> • Net sales and ticket fulfillment by hour. • Compare rate of ticket fulfillment by prep station. • Detailed information for all kitchen tickets.
Finance Reports	View Bank deposits, credit card processing and Toast billing related information.	<ul style="list-style-type: none"> • What credit card fees did I receive today? • How many pending settlement batches do I have? • Pull Toast software and hardware invoices, including any debits or credits.

Accessing Reports

All reports can be found in the Analytics & Reports section of Toast's back-end. Select any of the listed reports to view the related data.



After selecting a report type, choose the desired report from within the category by using the navigation bar on the left side of the screen.

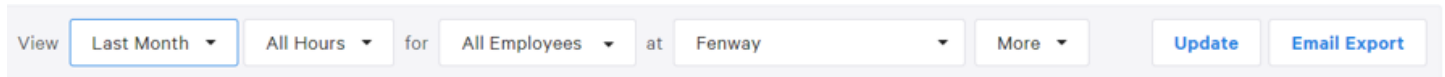


Filtering Reports

Toast reports can compare data across locations, view custom date ranges and filter by service area, employee and more. See the next page for examples of each report filter.

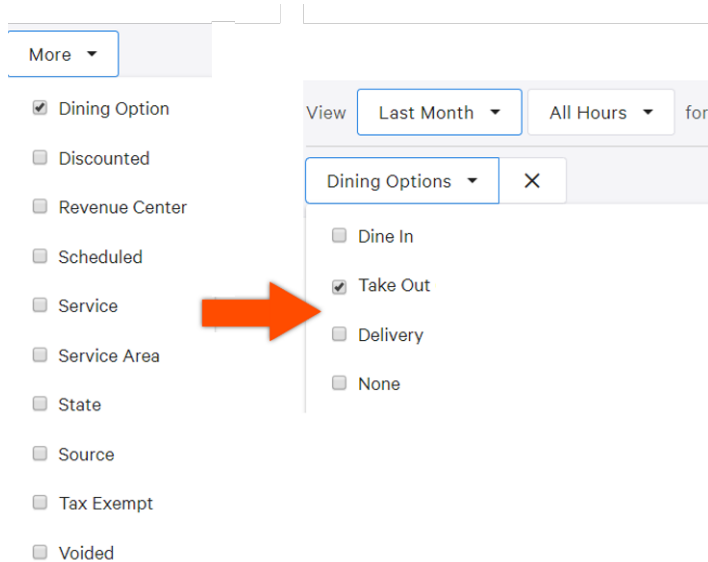


The first type of filter customizes date, time, employee and/or location in your report.



View Last Month All Hours for All Employees at Fenway More Update Email Export

- **Time Frame** - By day, week, month, or a custom date range.
- **Hours** - By pre-set time frames or a customer hour range.
- **Employees** - Run reports by all employees or select a specific individual.
- **Location** - If you have more than one location, you can select one or multiple locations to run a report.
- **More** - Use this dropdown to open additional filters in your report. Select a value for the filter in order to apply it to your report. In the example below, we've decided to only view sales for orders placed last month for TakeOut.



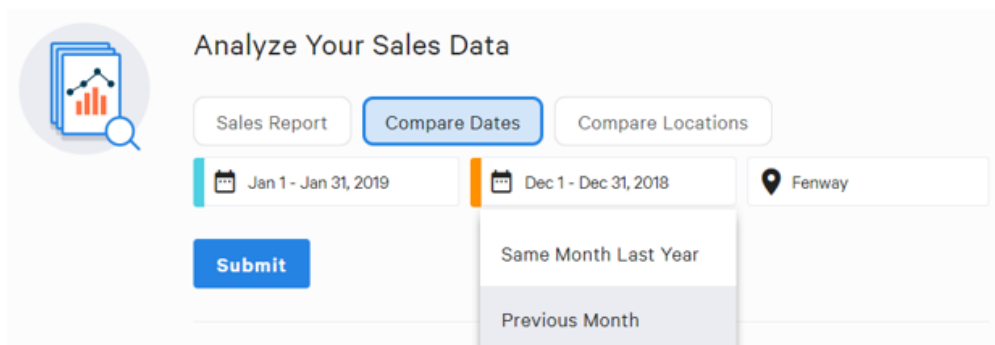
More ▼

- Dining Option
- Discounted
- Revenue Center
- Scheduled
- Service
- Service Area
- State
- Source
- Tax Exempt
- Voided

View Last Month All Hours for Dining Options ×

- Dine In
- Take Out
- Delivery
- None

The second filter provides high-level insight into your data and compares date ranges / locations. Set the first date range and either compare it to the same time frame from the previous year, or the previous period (i.e. if you're running a report on this month's sales versus last month's sales).



Analyze Your Sales Data

Sales Report Compare Dates Compare Locations

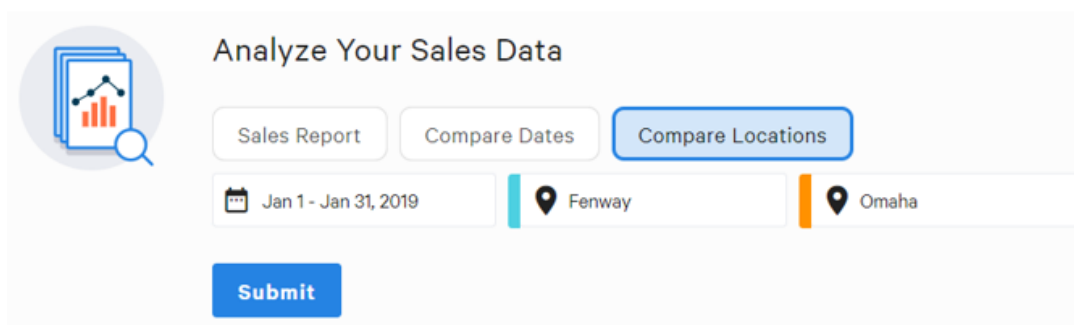
Jan 1 - Jan 31, 2019 Dec 1 - Dec 31, 2018 Fenway

Submit

Same Month Last Year

Previous Month

To compare locations, select a single time range and compare the performance of different locations or restaurant groups.



Analyze Your Sales Data

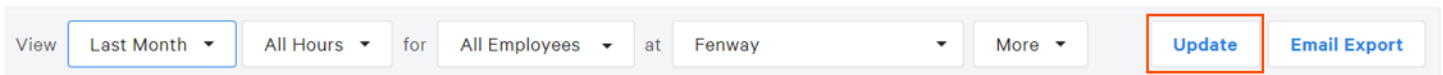
Sales Report Compare Dates Compare Locations

Jan 1 - Jan 31, 2019 Fenway Omaha

Submit



After making changes to a report filter, select *Update*. This will refresh the report with the new settings applied.



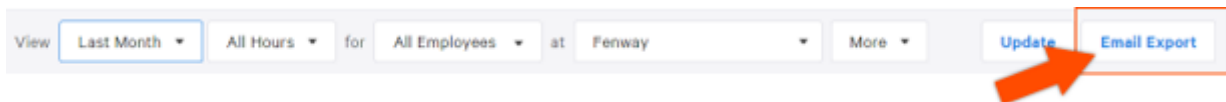
Note that all comparative charts are color coded. The first date range or location is blue and the second date range or location is orange.

Exporting Reports

Reports can be exported to share or save data. Depending on the report, you can either download the data or email it as an attached file.

Email Exports

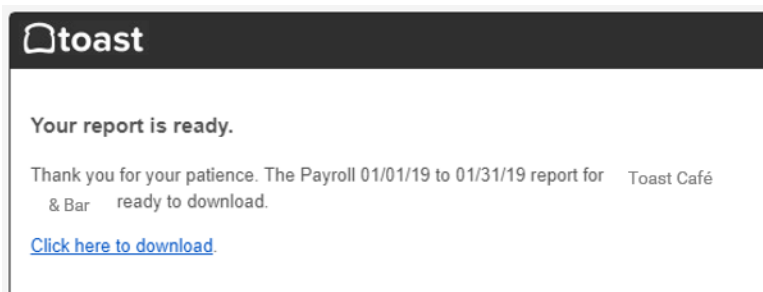
For reports that allow you to email a report file, select the *Email Export* button in the top right corner of the report.



Enter email addresses needed to receive a copy of the report. Separate each email address by comma when typing them in.

A screenshot of a form titled 'Please enter recipient email addresses'. It contains a text input field with the email address 'wendywaffle@toasttab.com'. Below the input field, it says 'Multiple emails can be separated by comma'. At the bottom right of the form are two buttons: 'Cancel' and 'Submit'.

The recipient will get an email with a download link for the report. The file will download as a .csv.



Direct Downloads

Downloadable reports have a green download icon in the top right corner. After selecting the icon, the file will download as a .csv, which can be opened in Excel or imported into your preferred accounting software. See the example image on the next page.



Net Sales by Date

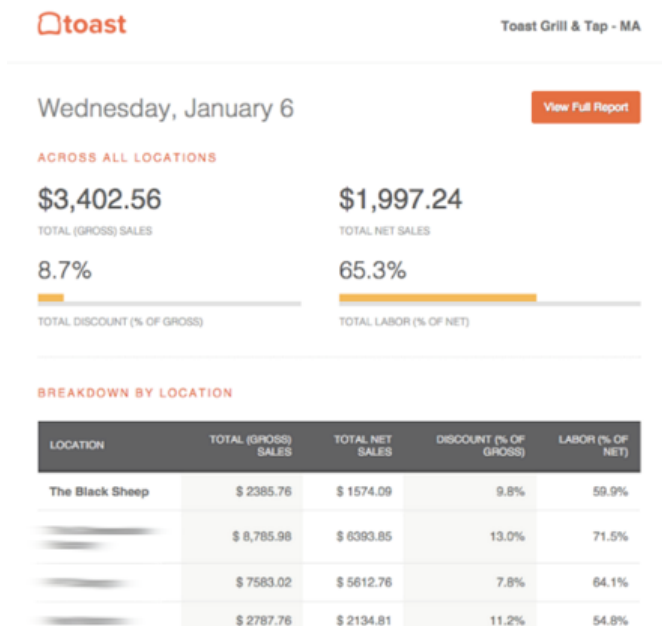


Receiving a Nightly Summary

In Toast's back-end, you can create an email list for all users who need to receive a Nightly Summary. This includes:

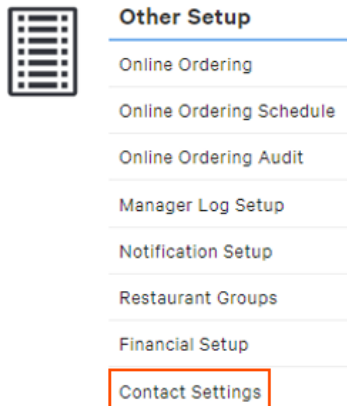
- Location, total sales, number of orders, number of guests and the average sales amount per order and per guest.
- Manager Logbook Entries for each location.
- Overview of discount and labor percentages according to your gross and net sales.

The email is automatically sent out at **9:00 AM Eastern Time** and **cannot be rescheduled**. See an Example of the Nightly Summary pictured below:



To create and assign your email list, follow the steps below:

1. Under *Other Setup* in Toast's back-end, select *Contact Settings*.



2. Use the *+ Create Email List* button to name and create a new email list. Select *Add Users* to select employees.
3. Use the dropdown next to *Nightly Summary* to select which list should receive the email.
4. *Save* and *Publish* your changes!

Home / Contact Settings Save

Email Contact Settings

Nightly Summary: Managers

Release Notes: Managers

Incoming Orders: Managers Notification for new toast online orders.

Delivery Orders:
 No List Selected
 Finance
Managers
 Shift Leaders
 Notification for new delivery orders.

Finance Emails: Managers

Email Lists

List Name	Members				
Finance	Manage Members Manage Settings	Please contact Toast to change this list			
Managers	Manage Members Manage Settings	add users	add external email		
Shift Leaders	Manage Members Manage Settings Sally O'Malley ✕	add users	external email		

+ Create Email List

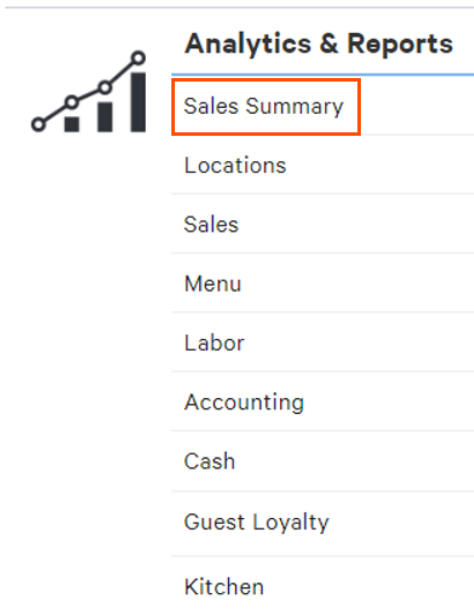
Note that users must have *Restaurant Access* and *Sales Report User Permissions* in addition to being added to the email list in order to view the Nightly Summary. The steps above can also be utilized to receive new feature updates, incoming orders, delivery orders and finance emails as needed.



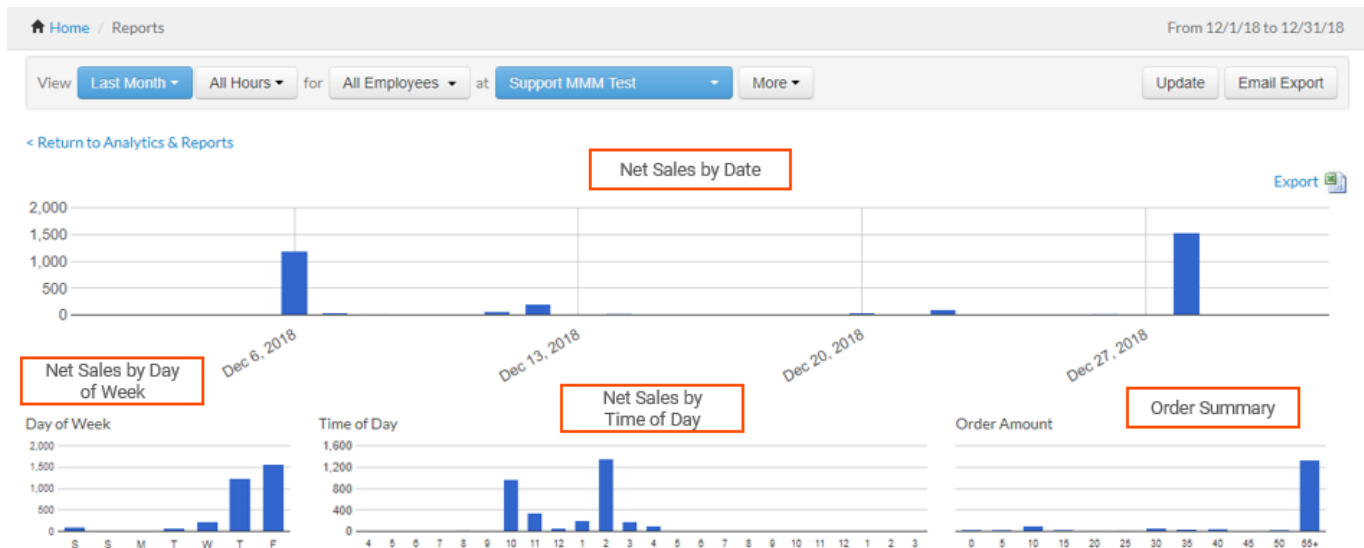
Sales Summary Report

The Sales Summary report has multiple tables which display sales data from a selected date range. This is commonly the most utilized report because it pertains to the day-to-day financial picture of your business.

In Toast's back-end, access the Sales Summary report by navigating to Analytics & Reports and selecting *Sales Summary*.



The report will load as shown below. Each section will be explained on the following pages.



See the rest of the report on the following page.

Net Sales		\$3,244.58
Gratuity		\$28.52
Tax Amount	Revenue Summary	\$242.04
Tips		\$87.50
Deferred (House Accounts)		\$20.00
Paid In Total (see detail)		\$35.58
Total Amount		\$3,668.52
Unpaid Amount	Unpaid Orders Summary	\$420.62
View Unpaid Orders		
Sales Category (Invoiced)		
Food	112	\$1,215.48
Liquor	95	\$287.14
NAWOO'S DRINKS	4	\$5.00
No Category	42.62	\$798.51
Non-Get Six Charge	1	\$28.48
Revenue Centers		
No Revenue Center	252.62	\$1,244.58
Dining Option		
Delivery	8	\$22.00
Dine In	1	\$0.00
Take Out	11	\$122.00
None	50	\$2,029.58
Dining Option Summary		
Tax Rate		
Excise Tax	\$22.26	\$22.49
Liquor Tax	\$0.15	\$3.00
Local Tax	\$4.98	\$64.51
State	\$14.22	\$157.96
State Master	\$101.56	\$677.01
State Tax	\$42.89	\$486.26
Test Tax	\$1.98	\$99.00
Non Taxable	N/A	\$2,017.25
Tax Summary		
Service Charge		
entering charge	1	\$216.48
Delivery Fee	1	\$2.00
delivery	1	\$5.00
Gratuities 18	1	\$18.99
Private Bar SF	4	\$11.54
Total	8	\$267.01
Service Charge Summary		
Discount		
Discount	2	\$1.48
Customer Credit	1	\$105.50
Discount Total	3	\$106.98
Discount Summary		
Gross Sales		
Sales	Gross Amt	Net
	\$3,251.52	\$3,244.58
Deferred (House Accounts)	\$30.00	\$0.00
Gross Sales		
Service		
Lunch	22	\$2,082.10
Dinner	2	\$27.50
Breakfast	9	\$940.99
Late Night	0	\$0.00
No Service	19	\$192.99
Dining Service Summary		
Void Amount		
Void Order Count		7
Void Item Count		24
Void Percent		4.4%
Void Summary		

Expected Closedout Cash	\$18,194.40
Actual Closedout Cash	\$18,194.40
Cash Over/Shortage	\$0.00
Expected Deposit	-\$405.90
Actual Deposit	N/A
Deposit Over/Shortage	N/A
Total Cash Payments	
	\$1,819.26
- Cash adjustments (see detail)	
	-\$800.00
Cash before Tipouts	
	\$1,019.26
- Cash gratuity	
	-\$9.59
- Credits/Non-Cash gratuity	
	-\$28.94
- Credits/Non-Cash tips	
	-\$61.50
Total Cash	\$919.23

	Count	Amount	Tax	Grat	Tips/Grat %	Total
Credit	0	\$0.00	\$0.00	\$0.00	0.0%	\$0.00
Gift Card		\$0.00	\$0.00	\$0.00	0.0%	\$0.00
House Account		\$60.00	\$0.00	\$0.00	7.1%	\$1,072.15
Cash	29	\$1,209.67	\$0.00	\$9.59	1.0%	\$1,827.26
Other	12	\$215.05	\$1.50	\$28.94	7.4%	\$345.49
CC	7	\$899.08	\$1.00	\$18.99	6.6%	\$919.07
Check/MP	1	\$91.25	\$0.00	\$6.00	3.0%	\$97.25
Gift Certificate	4	\$14.00	\$0.00	\$1.10	12.1%	\$15.10
TOTAL	53	\$2,127.97	\$87.50	\$28.52	7.2%	\$3,248.90

	TOTAL	Quick Service	Table Service
Net Sales	\$3,244.58	\$2,092.29	\$1,151.19
% of Total:		64.5%	35.5%
Total Guests:	62	10	52
% of Total:		16.1%	83.9%
Avg Guest:	\$45.06	\$49.89	\$15.12
Total Payments:	52	45	7
% of Total:		86.5%	13.5%
Avg Payment:	\$59.65	\$65.55	\$21.68
Total Orders:	62	59	4
% of Total:		92.5%	6.5%
Avg Order:	\$52.22	\$52.22	\$27.80
Turn Time:	4:09:22	5:06:12	2:10

Revenue Summary

The Revenue Summary section provides an overview of key numbers that would appear on a Profit & Loss statement. This table shows:

Net Sales	Total Sales Amount - (Tax + Gratuity + Tips + Deferred Amounts)
Gratuity	The total amount of gratuity earned in the set time range. This includes service charges like eighteen percent gratuity on parties of six or more.
Tax Amount	The total amount of tax collected in the set time range.
Tips	The total amount of collected tips in the set time range. This includes cash and credit card tips servers earn while attending to guests.
Deferred (Other)	The total amount of deferred sales collected in the set time range.
Total Amount	The sum of all the above numbers in the table.



Net Sales	\$1,502.70
Gratuity	\$0.00
Tax Amount	\$2.31
Tips	\$0.00
Tips Withheld	\$0.00
Deferred Amount	\$0.00
Total Amount	\$1,505.01

Note: To calculate total Gross Sales, add together Net Sales and Discounts.

Cash Summary

The Cash Summary section shows a breakdown of cash totals within the selected report range. Total Cash is, in theory, the total cash deposit amount. In this example, the total cash deposit amount is \$222.10.

Expected Closeout Cash ⓘ	\$3,406.40
Actual Closeout Cash ⓘ	\$3,661.40
Cash Overage/Shortage	\$255.00
Expected Deposit ⓘ	● \$61.40
Actual Deposit ⓘ	\$50.00
Deposit Overage/Shortage	-\$11.40

Total Cash Payments	\$167.10
+ Cash adjustments (see detail) (Excludes tip outs and cash collected)	\$55.00
Cash before Tipouts	\$222.10
- Cash gratuity	\$0.00
- Credit/Non-Cash gratuity	\$0.00
- Credit/Non-Cash tips	\$0.00
Total Cash	\$222.10

Expected Closeout Cash	Theoretical amount of cash after Toast has monitored all transactions for the day.
Actual Closeout Cash	This number is manually entered after closing out the day.



Cash Overage/Shortage	Shows any discrepancy between Toast's expected cash and the number entered.
Expected Deposit	Amount Toast expects you to bring to the bank based on actual closeout cash.
Actual Deposit	Amount manually entered as your deposit. Ideally, your Expected Deposit and Actual Deposit amounts should match.
Deposit Overage/Shortage	The difference between your Expected Deposit and Actual Deposit amounts.
Total Cash Payments	Total amount of cash used for payment within the report range.
Cash Adjustments	Totals all pay-outs and cash events that exclude tip outs and cash collected from shift reviews.
Cash before Tipouts	Calculated by subtracting Cash Adjustments from Total Cash Payments.
Cash gratuity	Total service charges paid in cash during the report range.
Credit/Non-cash gratuity	Total service charges paid without cash within the report range.
Credit/Non-Cash tips	All non-cash tips within the report range.
Total Cash	Total Cash Payments - (Cash Adjustments + Gratuities + Tips)

Payments Summary

The Payments Summary breaks down sales based on payment methods utilized within the selected report range. Use this information to gain insight your guests' preferred checkout method and evaluate if there are any payment methods that should no longer be offered.

	Count	Amount	Tips	Grat	Tips/Grat %	Total
Credit	3,442	\$171,200.79	\$26,453.38	\$5,851.79	21.6%	\$203,505.96
Amex	404	\$29,013.92	\$4,350.09	\$1,260.06	21.9%	\$34,624.07
Discover	90	\$3,613.65	\$637.62	\$21.65	20.9%	\$4,272.92
Mastercard	763	\$43,781.37	\$5,605.19	\$2,493.00	21.2%	\$51,879.56
Visa	2,185	\$94,791.85	\$15,860.48	\$2,077.08	21.6%	\$112,729.41
Gift Card	20	\$779.52	\$42.60	\$0.00	6.1%	\$822.12
Cash	504	\$11,870.50 ⓘ	\$0.00	\$125.47	1.2%	\$11,995.97
Other	12	\$6,939.44	\$0.00	\$56.11	0.9%	\$6,995.55
Toast TakeOut	12	\$6,939.44	\$0.00	\$56.11	0.9%	\$6,995.55
Subtotal	3,978	\$190,790.25	\$26,495.98	\$6,033.37	20.7%	\$223,319.60
				Refunds (see detail)		-\$160.92
				Refunds In Range		-\$128.92
				Total Payments		\$223,158.68

The *Refunds in Range* on the Sales Summary Report identifies refunds that were processed within your report range. For example, use the "Last Month" filter for refunds that were processed during that time. *Refunds* are the dollar amount of refunds processed in the date range. *Refunds in Range*, as shown in the orange box, are orders from that date range that have been refunded.



Service Mode Summary

This section shows a breakdown of net sales, total number of guests, total payments, total orders and turn time by service mode. Service mode is reported as Quick Service or Table Service.

	TOTAL	Quick Service	Table Service
Net Sales:	\$3,244.58	\$3,093.39	\$151.19
% of Total:		95.34%	4.66%
Total Guests:	72	62	10
% of Total:		86.11%	13.89%
Avg/Guest:	\$45.06	\$49.89	\$15.12
Total Payments:	52	45	7
% of Total:		86.54%	13.46%
Avg/Payment:	\$59.65	\$65.56	\$21.68
Total Orders:	62	58	4
% of Total:		93.55%	6.45%
Avg/Order:	\$52.33	\$53.33	\$37.80
Turn Time:	4:39:22	5:06:12	31:06

Tip Breakdown

These fields show the total amount of cash tips declared by employees during Shift Review. The field between "Net Sales" and the breakdown should now cross check and remain the same unless there are refunds or unpaid accounts (in which case they will not match).

1. Total Gratuity Received
2. Total Tips received including cash
3. Total Amount (Total Sales)

Net Sales	\$419.25
Gratuity	\$1.22 1
Tax Amount	\$42.06
Tips	\$94.10 2
Deferred Amount	\$0.00
Total Amount	\$556.63 3

Tax Rate	Tax Amount	Net Sales
State Tax	\$42.05	\$420.47
Local Tax	\$0.01	\$1.22
Non Taxable	N/A	\$0.00

Service Charge	Count	Amount
Parties of 6 or more	1	\$1.22
Total	1	\$1.22

	Count	Amount	Tips	Grat	Tips/Grat %	Total
Credit	4	\$348.15	\$64.10	\$0.00	20.3%	\$412.25
Visa	4	\$348.15	\$64.10	\$0.00	20.3%	\$412.25
Gift Card	0	\$0.00	\$0.00	\$0.00	0.0%	\$0.00
House Account	0	\$0.00	\$0.00	\$0.00	0.0%	\$0.00
Cash	2	\$113.16	\$30.00	\$1.22 1	30.4%	\$144.38
Other	0	\$0.00	\$0.00	\$0.00	0.0%	\$0.00 3
TOTAL	6	\$461.31	\$94.10 2	\$1.22	20.3%	\$556.63



Unpaid Order Summary

Displays sales amounts of unpaid orders within the report range. This number is included in the Net Sales figure in the Revenue Summary even though the items have technically not been paid for yet.

Unpaid Amount	\$815.26
View Unpaid Orders	

Sales Category Summary

The Sales Category Summary breaks down the item quantities sold and Net Sales amounts based on Sales Category.

Sales Category (more)	Items	Net Sales
Food	3	\$74.98
Liquor	40	\$281.00
No Category	13.63	\$150.00

Select *More* to view discounts and taxes applied to each Sales Category.

Sales Category Details ×

Sales Category	Items	Gross Amt	Discounts	Net	Tax
Food	298	\$1,442.17	\$11.81	\$1,430.36	\$100.13
Drinks	395	\$1,350.00	\$16.43	\$1,333.57	\$93.26
Retail	5	\$74.50	\$0.00	\$74.50	\$0.00
Total	698	\$2,866.67	\$28.24	\$2,838.43	\$193.39

Revenue Center Summary

This section reports item quantities sold and Net Sales amounts based on Revenue Center. Use this section to view net sales of your bar versus dining room, or your dining room versus outdoor patio.

Revenue Centers	Items	Net Sales
Dining Room	143	\$1,611.99
Bars	60	\$491.28
No Revenue Center	416	\$3,313.56



Dining Option Summary

This section reports net sales based on whether guests are dining in, eating out or another configured Dining Option. The total number of orders placed as well as total net sales for the report range are shown within the table.

Dining Option	Orders	Net Sales
Take Out	8	\$96.00
None	23	\$409.98

Tax Summary

If you have multiple tax types configured, use the Tax Summary to view how much of each tax is collected as well as the net sales that have the tax applied.

Tax Rate	Tax Amount	Net Sales
Local Tax (0.75%)	\$0.83	\$111.00
soft drink tax (3%)	\$36.39	\$1,213.55
State Tax (6.25%)	\$74.63	\$1,194.26
tax exempt (0%)	\$0.01	\$63.00
Test Tax (10%)	\$356.62	\$3,565.99
Non Taxable	N/A	\$546.79

Service Charge Summary

If you have any service charges configured, use this section to view how many times each service charge was applied in the set time frame and how much revenue was earned from that charge.

Service Charge	Count	Amount
catering charge	1	\$268.48
Delivery Fee	1	\$3.00
delviery	1	\$5.00
Gratuity18	1	\$18.99
Private Bar SF	4	\$11.54
Total	8	\$307.01

Discount Summary

Reports the number of each discount used during the set date range. You can also view the total discounted amount for each discount type. If you want a more in-depth view of your discount data, you may view the entire Discount Report by clicking the *See Detail* link. See the example image on the next page.



Discount Name	Count	Amount
Rewards Card	1	\$6.00
Owner discount	1	\$23.19
Open %	1	\$4.97
Employee Discount	1	\$1.25
Comp Check	3	\$23.25
Open %	1	\$7.50
see detail		

See the Sales Exceptions section of this document for a more detailed breakdown of the Discount Report.

Gross Sales Summary

The Gross Sales Summary breaks down Sales and Deferred (House Accounts) sales. This information is then broken into Gross Amount, Discounts and Net sales.

	Gross Amt	Discounts	Net
Sales	\$3,351.53	\$106.95	\$3,244.58
Deferred (House Accounts)	\$30.00	\$0.00	\$30.00

Dining Service Summary

To track performance of different dining services, use this section view how many orders were placed and total net sales for each dining service. To create Dining Services, select *Hours / Services* in the Marketing section of Toast's back-end.

Service	Orders	Net Sales
Lunch	86	\$1,455.88
Dinner	135	\$2,437.05
Breakfast	21	\$311.39
No Service	48	\$1,212.51

Void Summary

Reports the total amount voided in the report range as well as the number of whole orders, individual items and the percent of total orders that were voided. View the entire void report by using the *See Detail* link. A more detailed breakdown of this report is included in the Sales Exceptions section.

Void Amount	\$709.16
Void Order Count	32
Void Item Count	66
Void Percent	13.1%
see detail	



Understanding Sales Numbers:

While viewing the Sales Summary report, you'll notice three main sales numbers:

- **Net Sales** - This can be calculated by taking your total sales and subtracting tax, tips, gratuity and any deferred amounts.
- **Gross Sales** - This can be calculated by adding together your net sales and discounts.
- **Total Amount (Total Sales)** - This figure is the sum of your net sales, gratuity, tax, tips and deferred sales.

Net Sales	\$45,549.43
Gratuity	\$0.00
Tax Amount	\$2,679.64
Tips	\$882.45
Deferred (Gift Cards)	\$195.00
Total Amount	\$49,306.52

To view Gross Sales, select the *More* link on the Sales Category breakdown. This will open a pop up window that breaks down sales by Sales Category and reports Gross Sales, Discounts, Tax and Net Sales. Grand totals are listed at the bottom.

Sales Category (more)	Items	Net Sales
Catering	25	\$190.00
Retail	83.79	\$707.73
Beverages	4,497	\$12,384.93
Food	5,348	\$32,266.77
No Category	1,602	\$0.00

Revenue Centers	Items	Net Sales
No Revenue Centers have been setup		



Sales Category Details					
Sales Category	Items	Gross Amt	Discounts	Net	Tax
Catering	25	\$190.00	\$0.00	\$190.00	\$12.07
Retail	83.79	\$709.27	\$1.54	\$707.73	\$21.92
Beverages	4,497	\$12,417.87	\$32.94	\$12,384.93	\$785.31
Food	5,348	\$32,429.87	\$163.10	\$32,266.77	\$1,860.34
No Category	1,602	\$0.00	\$0.00	\$0.00	\$0.00
Total	11,555.79	\$45,747.01	\$197.58	\$45,549.43	\$2,679.64

These figures are also given to you when exporting the Sales Summary to Excel.

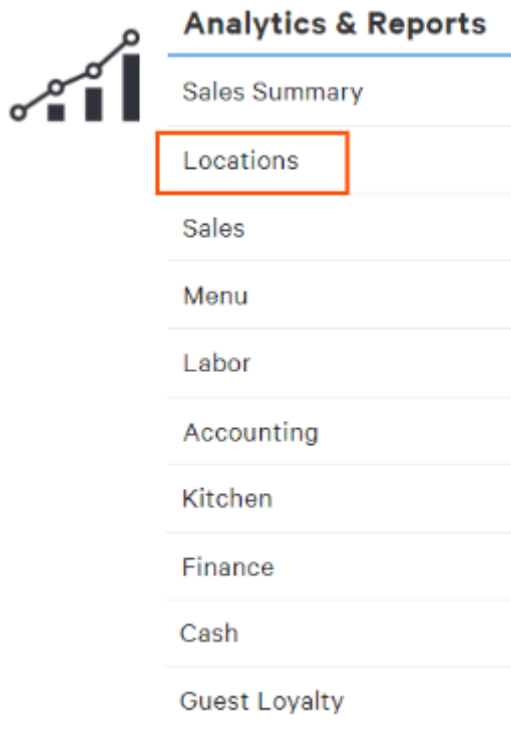
Sales Categories	Category	Order Count	Gross Amt	Discount	Net	Tax
	Catering	4	\$190.00	\$0.00	\$190.00	\$12.07
	Retail	71	\$709.27	\$1.54	\$707.73	\$21.92
	Beverages	3,292	\$12,417.87	\$32.94	\$12,384.93	\$785.31
	Food	3,019	\$32,429.87	\$163.10	\$32,266.77	\$1,860.34
	No Category	1,480	\$0.00	\$0.00	\$0.00	\$0.00
	Total		\$45,747.01	\$197.58	\$45,549.43	\$2,679.64



Locations Reports

Locations reports are useful for comparing sales growth and labor cost among multiple locations and/or across different date and time ranges.

In Toast's back-end, access the Locations reports by navigating to Analytics & Reports and selecting *Locations*.



The following Locations report is available:

Available Reports	Description	Key Takeaways
Overview Report	The report is used for both single location and multi-location restaurants that would like to compare/analyze sales growth and labor costs by location or in set time frames.	Use this report to compare data between locations or drill down and analyze your sales data and labor costs by day or hour.

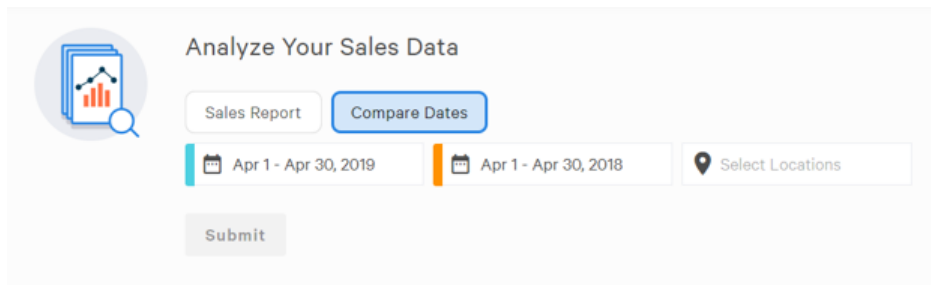
Overview Report

The Locations Overview Report is essential for anyone who wishes to analyze their sales growth and labor costs year-over-year or month-over-month, or compare the sales and labor data of various locations at once.

After navigating to the Locations Overview Report, select one of the following tabs:

- **Sales Report** - This will generate the report for one date range.
- **Compare Dates** - Use this tab to compare year-over-year, month-over-month, or another custom time frame among one or multiple locations.

See the image on the following page.



Analyze Your Sales Data

Sales Report Compare Dates

Apr 1 - Apr 30, 2019 Apr 1 - Apr 30, 2018 Select Locations

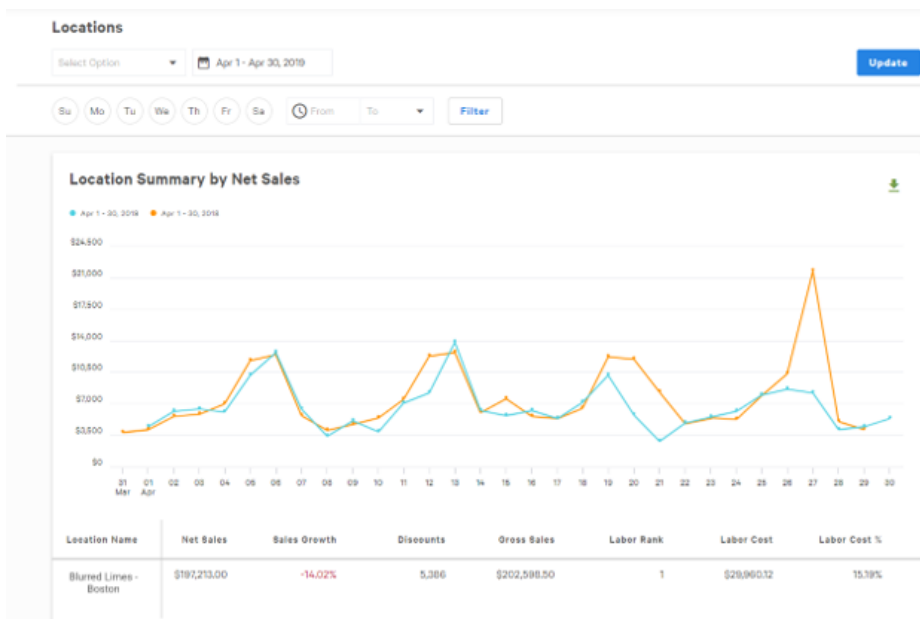
Submit

If you have more than one restaurant location, you'll also see a field to Select Locations. Using this field with Sales Report or Compare Dates will generate the sales data to compare multiple locations' performance.

After selecting Submit to run the report, you will see the following for each location selected:

- Sales Rank
- Net Sales
- Discounts
- Gross Sales
- Labor Rank
- Labor Cost
- Labor Cost Percentage
- Check Count
- Average Check
- Guest Count
- Per-person Average

You will also see a graph showing sales over the date range selected. This graph can be filtered by time of day, day of week, or both. Note: this report will display information 48 hours before the time the report was run. To compare the most recent sales data between today and yesterday, see the Overview Report.



All data reflected in the table will be for the most recent data in your time comparison. Notice in the example on the previous page, all numbers reflected are April 2019 numbers.

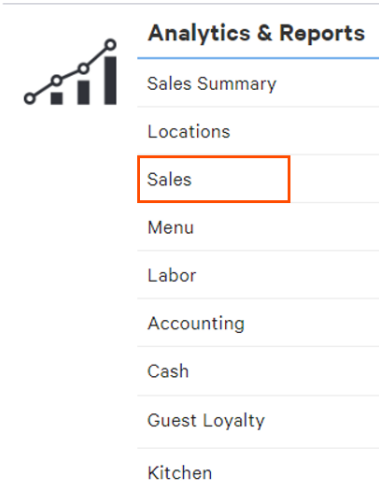
The comparison of dates is reflected in the sales growth column. You can see growth decreased by 14% in April 2019 compared to April 2018.



Sales Reports

Restaurant Sales are the cornerstone of your business. Toast offers real-time data in the following Sales reports including net sales, gratuity, tips, total guests, table turn time, breakdowns of service types, payment methods and more.

To access Sales Reports, navigate to Analytics & Reports and select *Sales*.



The following reports are available:

Available Reports	Description	Key Takeaways
Overview Report	Provides several charts to quickly review top numbers, net sales by date, day of week, time of day, a payment summary and top five sales categories.	View and compare sales trends of the business across day of the week and hour of the day.
Breakdown Report	Dive deeper into your business by comparing sales metrics against each other.	See the breakout by comparing the make up of dining options, revenue center, sales categories, server and discount.
Exceptions Report	Review all voided orders, removed items, discounts, refunds, unpaid orders and more.	See a summary of voided payments and unpaid order details.
Payments Report	Catalogs all paid orders across locations.	Great for searching for a specific payments or check status. Use this to export filter data by cash drawer or server.
Orders Report	Displays all orders in an itemized list that occurred within the report range.	This is helpful when tracking down orders from integration partners, or looking for specific take out orders.
Group Sales Overview	Compare Sales between locations and view all Franchise Fee percentages in one report.	See what stores are leading for sales and compare profits.
Order Details Report	Shows Item Quantity and Net Sales for each menu item across locations.	Compare item quantity and their associated sales by location.
Shifts Report	View closed and open shifts across multiple locations.	View all open and closed shifts across multiple locations.



Overview Report

The Overview report generates useful data that can be accessed quickly to analyze and share sales-related information. The charts provide the ability to hover over individual times to get more information for that point in time. The content provided on the Sales Summary report is:

- Top Numbers
- Net Sales by Date
- Net Sales by Time of Day
- Net Sales by Day of Week
- Payment Summary
- Top 5 Sales Categories

Note: While dollar values are rounded up to the nearest dollar within the charts on screen, dollar amounts will display two decimal places once exported as a CSV file. This report excludes data collected in the 48 hours before the report was run. To compare the most recent sales data between today and yesterday, see the Overview Report.

Top Numbers

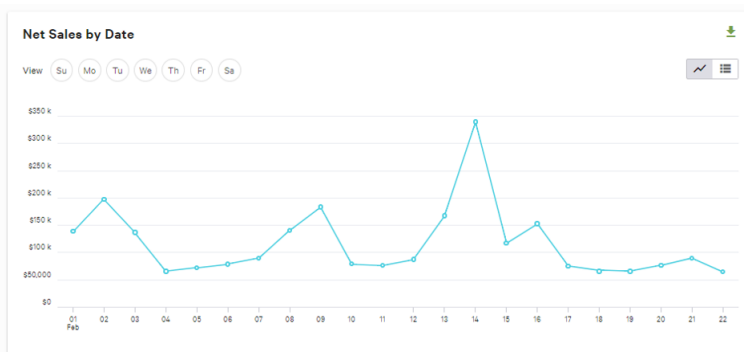
At the top of the Sales Summary report, Toast automatically identifies key sales metrics for the selected dates and locations.

Top Numbers								
Net Sales	Discounts	Gross Sales	Tax Amount	Gratuity	Tips	Void Amount	Refund Amount	Deferred Amount
\$2,517,202.43	\$75,334.21	\$2,592,536.64	\$10,202.99	\$0.00	\$68,277.71	\$73,294.70	\$9,800.80	\$3,930.26

Net Sales	Item Price x Quantity Sold.
Discounts	Total of item and check level discounts.
Gross Sales	Net Sales + Discount.
Tax	Tax applied to orders including non-gratuity service charge taxes.
Gratuity	Forced tips on orders.
Tips	Declared cash and credit card tips.
Void Amount	Total amount of voided items during the selected period.
Refund Amount	Total Amount of voided items during the selected period.
Deferred	Store credit extended to a customer to be redeemed later. This is excluded from Net Sales.

Summary

Charts net sales over the selected date range via a line graph with net sales, orders and guests provided if you hover over an individual date.



Net Sales by Time of Day & Day of Week

The following charts break down net sales by the time of day and day of the week, each visualized as a bar graph. Similar to the Net Sales by Date chart, net sales, orders and guests are provided if you hover over an individual date.



Payment Type

Payment Type provides an overview of all payments made during the report range broken down by payment type. Payment types included are Cash, Credit, LevelUp, Gift Cards, House Accounts and Other, a relatively small category for any unclassified payments. Note that declared cash tips are not included in this report.

Type	Transactions	Avg. Payment	Amount	Non-Cash Tips	Total Amount	% Total Amount
Refunds	141	-\$69.51	-\$9,762.81	-\$37.99	-\$9,800.80	-0.35%
Future Order Payments	2,181	\$95.95	\$207,487.87	\$1,776.98	\$209,264.85	7.56%
Credit	62,636	\$29.67	\$1,792,072.70	\$66,211.57	\$1,858,284.27	67.15%
House Account	4,210	\$31.80	\$133,402.80	\$480.11	\$133,882.91	4.84%
Cash	17,501	\$13.40	\$232,881.15	\$1,617.76	\$234,498.91	8.47%
Paper Gift Certificates	24	\$46.91	\$1,125.73	\$0.00	\$1,125.73	0.04%
Gift Card	443	\$16.76	\$7,416.91	\$6.77	\$7,423.68	0.27%
Takeouttech Payments	5,376	\$61.88	\$332,646.15	\$0.00	\$332,646.15	12.02%
Total	92,512	-	\$2,697,270.50	\$70,055.20	\$2,767,325.70	-

Sales Categories


This section provides a list of top performing sales categories, ranked by net sales. Categories are based on your restaurant's back-end configuration.

Sales Category	Item Qty	Check Average	Net Sales	Discounts	Gross Sales	% Net Sales
No Sales Category	121	\$34.07	\$4,122.85	\$8.65	\$4,131.50	66%
Liquor	109	\$9.28	\$1,011.01	\$452.17	\$1,463.18	16%
Retail	4	\$3.00	\$12.00	\$0.00	\$12.00	0%
Food	32	\$34.56	\$1,105.94	\$140.99	\$1,246.93	18%
Non-Grat Svc Charges	1	\$23.50	\$23.50	\$0.00	\$23.50	0%
Total	267	-	\$6,275.30	\$601.81	\$6,877.11	-




Revenue Centers

The Revenue Centers table breaks down key financial information (net sales, number of checks, discounts, gross sales, taxes, etc.) based on revenue center. Note this is a combined view of all locations selected in the location picker at the top of the page. All data is sorted by percentage of gross sales by default.

Revenue Centers 							
Type	Guest Count	Guest Average	Check Average	Net Sales	Discounts	Gross Sales	% Net Sales
No Revenue Center	140	\$44.82	\$51.02	\$6,275.30	\$601.81	\$6,877.11	100%
Total	140	-	-	\$6,275.30	\$601.81	\$6,877.11	-


Dining Options

The Dining Options table breaks down key financial information (net sales, number of checks, discounts, gross sales, taxes, etc.) based on dining option. Note this is a combined view of all locations selected in the location picker at the top of the page. All data is sorted by percentage of gross sales by default.

Dining Options 							
Type	Guest Count	Guest Average	Check Average	Net Sales	Discounts	Gross Sales	% Net Sales
Take Out	6	\$12.67	\$15.20	\$75.99	\$0.00	\$75.99	1%
Delivery	5	\$22.20	\$22.20	\$110.99	\$0.00	\$110.99	2%
Dine In	17	\$111.16	\$111.16	\$1,889.74	\$32.50	\$1,922.24	30%
No Dining Option	112	\$37.49	\$43.74	\$4,198.58	\$569.31	\$4,767.89	67%
Total	140	-	-	\$6,275.30	\$601.81	\$6,877.11	-

Discounts

This section breaks down the total discount amounts that are on a check and item level. Discount quantity is the number of times the discount was applied. All values represented are for discounts only.

Discounts 						
Type	Discount Qty	Disc. Net Sales	Discounts	Disc. Gross Sales	% Disc. Net Sales	
Family 10%	746	\$42,440.47	\$7,418.00	\$49,858.47	16%	
Marketing 30%	2,215	\$0.00	\$9,561.05	\$9,561.05	0%	
March Promo	53	\$9.85	\$303.60	\$313.45	0%	
FOH 10%	4	\$331.43	\$12.00	\$343.43	0%	
Manager 100%	304	\$847.31	\$848.44	\$1,695.75	0%	

Use this report to gauge the performance of certain discounts or customer campaigns. In the example above, the Family 10% discount was used almost fifteen times more than the March Promo in this report range. Given this information, to increase adoption of the March Promo deal, one might consider creating in-store marketing materials to push the March Promo, adding a graphic or insert into current menus as well as training staff to recommend the deal to customers.



Filtering the Sales Summary Report

View net sales, guest and order counts of the days that matter to you via the Day of Week Filter. You may find this useful for:

- Viewing your restaurant's performance for a single day of the week.
- Reviewing a group of days against each other.

Answer questions like:

- How do my sales compare for the last four Fridays?
- How does location A compare to location B on Thursdays?
- Are my sales increasing on Fridays this month versus last month?

Using the Day of Week Filter

Once you've run the report, Day of Week filters will be available for selection in the Net Sales by Date report.



Select the day(s) you'd like to filter in the report. In this example, we've selected Monday. The report will update immediately to reflect your filter selection.

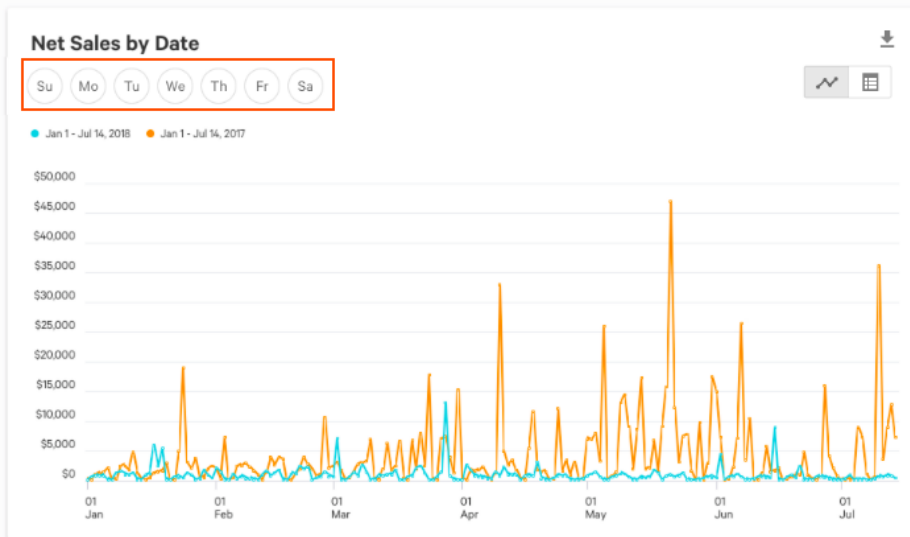
In the example below, the results are displayed for every Monday in a 7-month time span.



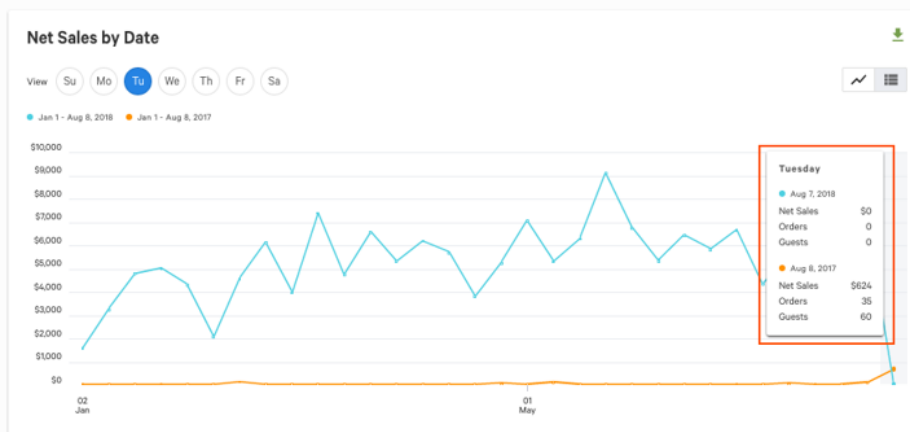
Additional information is provided if you hover over an individual date.



Use the Day of Week filters when running comparative reporting. Select the day(s) you'd like to filter by and the report will adjust to show both comparative groups within the Net Sales by Date report.



Additional information is provided if you hover over an individual data points.



View net sales numbers by week and day of week via the table toggle. Use this functionality to switch views between a line graph and data table.

Answer questions like:

- How do my sales compare for the last Mondays?
- Did my sales increase/decrease over the week?
- Did my promotion in week 11 cause an increase in my sales?



Using the Table Toggle

After running a report, the table toggle, located in the top-right corner of the Net Sales by Date report, is available for use.

Toggled to Line Graph



Toggled to Data Table

Net Sales by Date

View: Su Mo Tu We Th Fr Sa

Expand All Collapse All


Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Grand Total
▼ January 2019	\$253,194.43	\$241,761.36	\$246,279.85	\$325,130.71	\$381,689.19	\$439,581.72	\$605,756.48	\$2,493,393.74
Week 1	-	-	\$418.20	\$47,129.17	\$54,300.06	\$83,066.66	\$120,183.13	\$305,097.22
Week 2	\$53,924.85	\$58,068.75	\$55,377.35	\$61,877.07	\$74,308.04	\$116,445.51	\$166,190.41	\$586,191.98
Week 3	\$62,942.84	\$57,755.08	\$61,315.63	\$69,276.80	\$78,424.41	\$114,964.02	\$149,985.68	\$594,664.46
Week 4	\$70,793.60	\$65,960.46	\$62,278.30	\$72,696.30	\$79,271.79	\$125,105.53	\$169,397.26	\$645,503.24
Week 5	\$65,533.14	\$59,977.07	\$66,890.37	\$74,151.37	\$95,384.89	-	-	\$361,936.84
> February 2019	\$374,611.99	\$268,236.42	\$292,825.63	\$400,705.26	\$616,002.39	\$520,353.44	\$711,755.97	\$3,184,491.10
> March 2019	-	-	-	-	-	\$64,133.14	-	\$64,133.14



Sales Breakdown Report

The Sales Breakdown report compares two metrics against each other. The comparable metrics are:

- Sales Category
- Dining Option
- Revenue Center
- Discount (includes check and item level discounts but does not include discounts on deferred items)
- Service Type
- Server

Sales by Sales Category 

Non-gratuity service charges are not included in the totals.

You are viewing:


Sales Category by Dining Option

Sales Category, Dining Option	Item Qty	Net Sales	Discount Amount (Excl. Deferred)	Gross Sales	Tax Amount
> Deli Sandwiches	30,233	\$190,900.38	\$10,116.62	\$201,017.00	\$0.00
> Burgers	14,796	\$655,538.68	\$11,524.32	\$667,063.00	\$0.00
> Appetizers	175,438	\$656,702.16	\$27,241.09	\$683,943.25	\$0.00
> Non-Alcoholic Beverages	43,366	\$117,729.38	\$1,142.40	\$118,871.78	\$0.00

For example, you may want to compare your Sales Categories by Revenue Center if you are looking to review your food sales on your outdoor patio. Or, you can compare Sales Categories by Dining Option to see which part of your menu is most popular for Take Out. Note: Non-gratuity service charges are not included in the totals.

Updating your View:

1. Underneath the *You are viewing:* section, select the first dropdown to decide how to group your report. For example, "Discount Name" or "Service Type."
2. Select the second dropdown to choose the second grouping you'd like to view. For example: Dining Option or Server.
3. Select *Update*.

Sales by Sales Category 

Non-gratuity service charges are not included in the totals.

You are viewing:

1 Sales Category by 2 Dining Option 3

Sales Category, Dining Option	Item Qty	Net Sales	Discount Amount (Excl. Deferred)	Gross Sales	Tax Amount
> Deli Sandwiches	30,233	\$190,900.38	\$10,116.62	\$201,017.00	\$0.00
> Burgers	14,796	\$655,538.68	\$11,524.32	\$667,063.00	\$0.00
> Appetizers	175,438	\$656,702.16	\$27,241.09	\$683,943.25	\$0.00
> Non-Alcoholic Beverages	43,366	\$117,729.38	\$1,142.40	\$118,871.78	\$0.00
> Cupcake Miniatures	267,823	\$562,775.52	\$12,191.38	\$574,966.90	\$0.00
> Pies	5,265	\$73,131.31	\$1,806.94	\$74,938.25	\$0.00

Running a report less than or equal to 7 days will yield Sale Date and Item Name as fields.

Note, this report excludes data collected in the 48 hours before the report was run. To compare the most recent sales data between today and yesterday, see the Overview Report.



Sales Exceptions Report

Displays all voided orders, removed items, discounts, no sale transactions, unpaid orders, refunds, voided payments, paid in total orders and more in one easy to use report. See each tab outlined below.

View Days through All Hours for at More

[Return to Analytics & Reports](#)

- Voided Orders**
- Removed Items
- Discounts
- No Sale
- Unpaid Orders
- Refunds
- Voided Payments
- Tax Exempt
- Offline Payments
- End of Day
- Paid In Total
- Deposit Sales Collected
- Check

Summary

Void Reason	Void Order Count	Void Item Count	Total Void Amount	Void Percent
Cancellation	13	96	\$990.18	0.5%
CUSTOMER ERROR	11	73	\$467.50	0.2%
KITCHEN ERROR	7	25	\$173.80	0.1%
NOT MADE	73	1,713	\$11,155.46	5.3%
SERVICE ERROR	16	121	\$491.70	0.2%

Voids by Server

Server	Void Order Count	Void Item Count	Total Void Amount	Void Percent
Wendy Waffle	14	1,244	\$8,959.30	42.1%
Bridget Breadcrumb	3	11	\$172.50	1.4%

Note: Some configuration may be required to collect data in these reports. To audit removed items, be sure *Audit Removed Items* is enabled in UI Options under the *Other Setup* section in Toast's back-end.

Voided Orders

This tab provides all voided orders within the reported range including Void Reason (if configured), order count, voided item count, total void amount (\$) and percentage.

View Days through All Hours for at More

[Return to Analytics & Reports](#)

- Voided Orders**
- Removed Items
- Discounts
- No Sale
- Unpaid Orders
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- Tax Exempt
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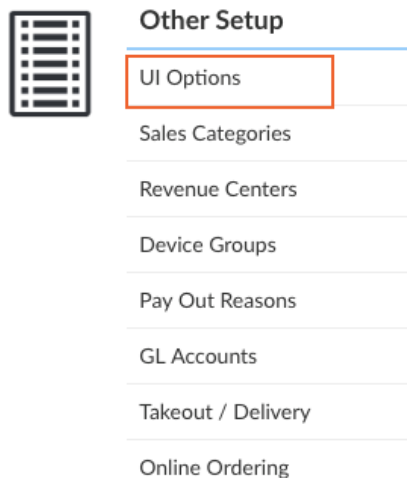
Removed Items

Removed Items audits all removed menu items by server, number removed and total value. Items are considered removed under two conditions:

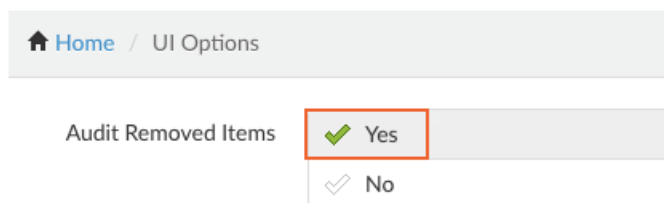
- Navigating out of the order screen before an order is sent.
- Selecting Cancel.

In order to view discarded items in the Sales Exceptions report, it must be enabled in *UI Options* under Other Setup in Toast's back-end.

1. Navigate to *UI Options* and scroll to the Shift Review/Closeout section.

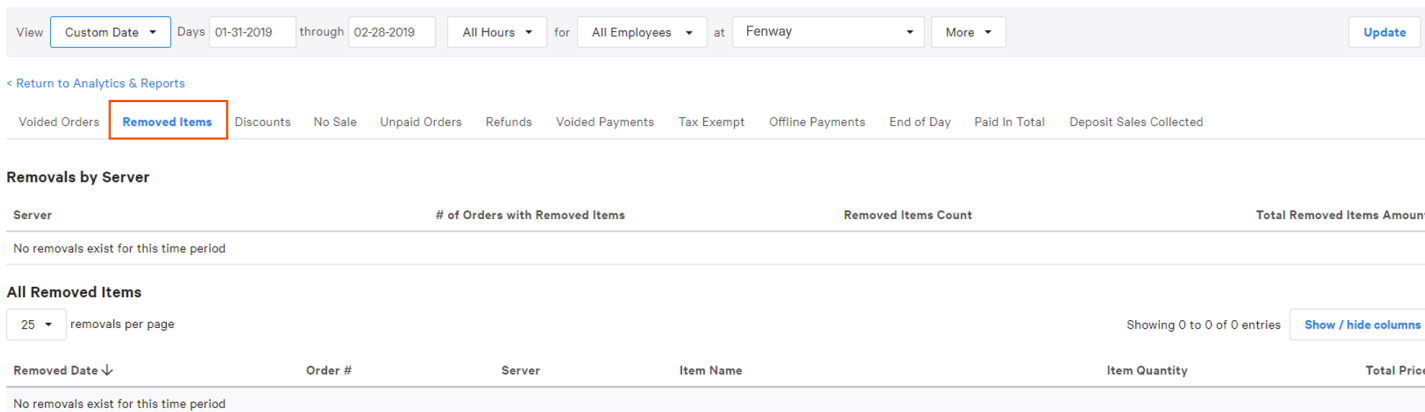


2. Select Yes to Audit Removed Items.



3. Save and *Publish* your changes.

On the report, enter the date, time and employee you'd like to view and select *Update*. You can view the report by individual employee or all employees.

A screenshot of the 'Removed Items' report interface. At the top, there are filters for View (Custom Date), Days (01-31-2019 through 02-28-2019), All Hours, for All Employees, at Fenway, and More. An Update button is on the right. Below the filters, there are navigation links: < Return to Analytics & Reports, Voiced Orders, Removed Items (highlighted with a red box), Discounts, No Sale, Unpaid Orders, Refunds, Voided Payments, Tax Exempt, Offline Payments, End of Day, Paid In Total, and Deposit Sales Collected. The main content area is titled 'Removals by Server' and shows a table with columns: Server, # of Orders with Removed Items, Removed Items Count, and Total Removed Items Amount. Below this, it says 'No removals exist for this time period'. The 'All Removed Items' section has a dropdown for '25 removals per page' and a 'Showing 0 to 0 of 0 entries' message with a 'Show / hide columns' button. Below this is another table with columns: Removed Date, Order #, Server, Item Name, Item Quantity, and Total Price. It also says 'No removals exist for this time period'.

The report generated will show the following information by employee:

- Name of employee that removed the order
- Number of orders containing removed items
- How many items were removed
- Dollar amount of removed items

View Last 7 Days All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

[Voided Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
[Voided Payments](#)
[Tax Exempt](#)
[Offline Payments](#)
[End of Day](#)
[Paid In Total](#)
[Deposit Sales Collected](#)
[Check Sequence Log](#)

Removals by Server

Server	# of Orders with Removed Items	Removed Items Count	Total Removed Items Amount
Wendy Waffle	44	56	\$124.65

In the example above, a server, Wendy Waffle, appears to have the highest number of removals by server in the last seven days. Wendy has removed 56 items across 44 checks adding up to a grand total of \$124.65 of removed revenue. When faced with high numbers of item removals, it may be helpful to check in with the server to ensure they are not removing orders on accident by navigating out of the order screen before an order is sent to the kitchen.

In addition to server error, a high count of removed items in a fast-casual environment can illuminate instances of theft if orders can be sent to the kitchen without payment being submitted. In this scenario, a guest can order their meal and submit cash payment without knowing that their order was wasn't sent and their payment is being pocketed instead.

The report will show the following data on the item level:

- Date the items were removed
- Order number containing the removed items
- Name of the employee responsible for removing the items
- Specific item names
- Quantity of the removed items
- Dollar amount of removed items

Discounts

View net sales from discounted checks to understand which discounts are more effective and your return on investment for marketing campaigns. The total amount reflects the net sale (as opposed to the gross sale amount) since a portion of the check was discounted.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

[Voided Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
[Voided Payments](#)
[Tax Exempt](#)
[Offline Payments](#)
[End of Day](#)
[Paid In Total](#)
[Deposit Sales Collected](#)

Discount Summary

Discount Name	Count	Discount Amount	Profitability	Percent of Total Sales
100% Item	1	\$39.00	\$0.00	0.0%
EMPLOYEE DISCOUNT	22	\$116.56	\$134.63	0.1%
FAV BDAY Slice	20	\$130.00	\$83.12	0.1%
Kid's Under 5	112	\$497.60	\$690.97	0.2%
Corporate	4	\$23.25	\$157.30	0.0%
Marketing Promo	15	\$177.64	\$954.90	0.1%



No Sale

No Sale opens the cash drawer without the occurrence of a cash transaction. It is often used to make change for customers or count cash at any given time. When a user opens a cash drawer using the No Sale function, it is logged in the Sales Exceptions report for tracking and auditing.

In the No Sales tab, each drawer opening can be viewed by reason, by user, by approving manager or as an overall summary.

View Days through for at

[Return to Analytics & Reports](#)

Voiced Orders Removed Items Discounts **No Sale** Unpaid Orders Refunds Voiced Payments Tax Exempt Offline Payments End of Day Paid In Total Deposit Sales Collected

Summary

No Sale Reason	No Sale Count
No Sale Without Reason	48

No Sale by Server

Server	No Sale Count
Wendy Waffle	3
Tyler Taco	4
Sammy Sushi	2

Unpaid Orders

This tab of the Sales Exceptions report will show you all current unpaid (open) orders in your restaurant in a current date range. This can also be filtered to view by all employees / locations or specific individuals or restaurant locations.

View Days through for at

[Return to Analytics & Reports](#)

Voiced Orders Removed Items Discounts No Sale **Unpaid Orders** Refunds Voiced Payments Tax Exempt Offline Payments End of Day Paid In Total Deposit Sales Collected

25 orders per page Showing 1 to 25 of 150 orders

Location	Order #	Opened	# of Guests	Server	Table	Total	Total Paid	Amount Due
Fenway	5384800	2/8/19 1:30 PM	1			66.25	66.24	0.01
Fenway	96	2/8/19 1:47 PM	1	Tyler Taco		42.91	0.00	42.91
Fenway	193	2/10/19 3:14 PM	1	Wendy Waffle		57.21	0.00	57.21
Fenway	5385246	2/11/19 10:00 AM	1			72.55	72.54	0.01

Refunds

Reports all issued refunds for the date and location(s) selected. This report includes the date, card receiving the refund, amount, recipient, original payment information and a reason if configured.

View Days through for at

[Return to Analytics & Reports](#)

Voiced Orders Removed Items Discounts No Sale Unpaid Orders **Refunds** Voiced Payments Tax Exempt Offline Payments End of Day Paid In Total Deposit Sales Collected

25 refunds per page Showing 1 to 13 of 13 refunds

Date ↓	To	Amount	User	Original Payment	Reason
2/15/19 5:11 PM	Amex 2006	45.98	Chad P. Chip	Amex 2006 for \$45.98	
2/13/19 2:54 PM	Amex 4011	84.29	Ollie Orange	Amex 4011 for \$439.35	
2/13/19 11:01 AM	Visa 3935	29.83	Molly Muffin	Visa 3935 for \$29.83	
2/13/19 10:57 AM	Amex 3037	55.80	Fred Fruitsnack	Amex 3037 for \$103.00	



Select an entry on the Refund report to view Order Details.

Order Details

Order #407 (Closed) [send to devices](#)

Created by [Asst General Mgr]: Laima Zilinskas
 ID: 5740003618468926 [View Update History](#)
 GUID: 7c2e0206-3ed6-4dd6-a8b8-aa29d8e1aba1

Guests: 1 **Checks:** 1 **Source:** In Store
Origin Device: 4fd0019ae47ae1bd **Most Recent Device:** 4fd0019ae47ae1bd

Check #407 (Closed) [re-open check](#)

ID: 5740003618468923
 GUID: 05a35794-2d70-4926-8806-e40d85b44a8d

Time Opened:	2/14/19 4:42 PM	Discounts:	\$0.00	TOTAL:	\$45.98
Server:	Ollie Orange	Credits:	\$0.00	Balance Due:	\$0.00
Opened by Server:	Ollie Orange	Subtotal:	\$45.90	Tip:	\$0.00
Shift:	Ollie Orange	Tax:	\$0.08		

For refunds to appear within the Sales Exception report, both the order's original transaction date and issued refund date must be within the date range.

If the order's original transaction date is outside of the range but the issued refund is within the range, it will still contribute to the total refunds processed in the Sales Summary. Be aware that the entire life cycle of a ticket will need to be entered for the refund to appear in this report.

Voided Payments

The Voided Payments report lists all voided payments within the report range.

Note that a receipt of each voided payment can be viewed, emailed or texted to a guest by using the Receipt dropdown on the right side of the payment type.

View Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway [Update](#)

[Return to Analytics & Reports](#)

[Voided Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
Voided Payments
[Tax Exempt](#)
[Offline Payments](#)
[End of Day](#)
[Paid In Total](#)
[Deposit Sales Collected](#)

25 payments per page Showing 1 to 25 of 32 payments [Show / hide columns](#)

Location	Order #	Order Date	Amount	Tip	Gratuity	Total	Void User	Void Approver	Void Date ↓	Type	Receipt
Fenway	52	2/27/19 9:59 AM	42.91	0.00	0.00	42.91	Sammy Sushi	Molly Muffin	2/22/2019 11:57 AM	Cash	Receipt
Fenway	42	2/22/19 11:27 AM	2.81	0.00	0.00	2.81	Bridget Breadcrumb	Ollie Orange	2/22/2019 11:27 AM	Cash	Receipt
Fenway	235	2/21/19 6:55 PM	6.64	0.00	0.00	6.64	Tyler Taco	Molly Muffin	2/21/2019 6:55 PM	Cash	Receipt
Fenway	111	2/24/19 10:58 AM	0.04	0.00	0.00	0.04	Bridget Breadcrumb	Brendan Burrito	2/21/2019 2:43 PM	Credit	Receipt



Tax Exempt

This section lists all tax-excluded checks within a date range either for all employees across multiple locations or for singular individuals/locations.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update Email Export

[Return to Analytics & Reports](#)

[Voiled Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
[Voiled Payments](#)
Tax Exempt
[Offline Payments](#)
[End of Day](#)
[Paid In Total](#)
[Deposit Sales Collected](#)

25 checks per page Showing 1 to 1 of 1 checks [Show / hide columns](#)

Location	Check #	Tax Exemption Number	Opened	Server	Table	Discount Amount	Amount	Tip	Gratuity
Fenway	5388993		2/20/19 11:00 AM			0.00	44.40	0.00	0.00

When you change a check to become Tax Exempt, Toast will prompt for the Tax Exempt ID.

Employees without the Tax Exempt permission will require a manager's passcode before entering a tax exemption number on a check. To ensure that only managers can apply a tax exemption number to a check, enable the Manager Permission labeled Tax Exempt on the individual employee level.

Tax Exempt

Inherit

Override



This number will appear in your reporting. Enter the name of the customer or organization that is tax exempt so your reports will show a name alongside the Tax ID number.

Offline Payments

Offline Payments catalogs the number of offline payments and rejected payments taken while a device is offline. There is a risk associated with taking payments while offline since they cannot be authorized until the internet connection is restored. Keep in mind that you are responsible for any declined, expired or disputed payments taken while in Offline Mode. Note this means that you will not be notified of rejected payments until your system is back online.

Below, you will see an overall summary that shows the total number of rejected offline payments and the sum amount. You can also see an itemized list of each of the rejected payments taken while in offline mode.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

[Voiled Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
[Voiled Payments](#)
[Tax Exempt](#)
Offline Payments
[End of Day](#)
[Paid In Total](#)
[Deposit Sales Collected](#)

Offline Rejected Summary

Offline Reason	Payments	Amount
Device Offline	0	\$0.00
Processor Unavailable	0	\$0.00
Total	0	\$0.00

Offline Rejected Payments

10 payments per page Showing 0 to 0 of 0 entries [Show / hide columns](#)

Location	Order #	Paid Date	Order Date	Amount	Tip	Gratuity	Total	Refunded	Void User	Void Approver	Void Date	Status	Type	Receipt
No rejected offline payments during this time period														



End of Day

The End of Day report lists all manual entries that have a monetary value associated with them. This includes:

- Cash Collected
- Tips Paid
- Cash In
- Cash Out
- Paid Outs
- Cash Drawer Balance
- All Order Payments

View Days through for at

[Return to Analytics & Reports](#)

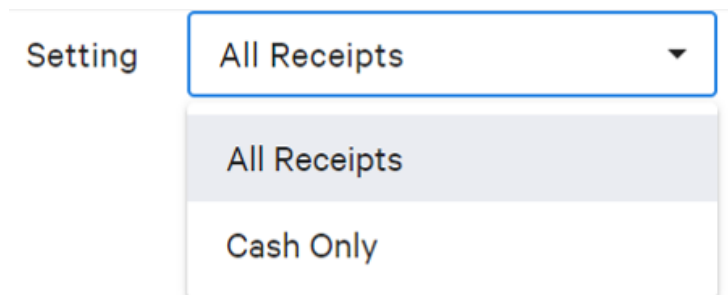
Voiced Orders Removed Items Discounts No Sale Unpaid Orders Refunds Voiced Payments Tax Exempt Offline Payments **End of Day** Paid In Total Deposit Sales Collected

Setting

Showing 1 to 5,671 of 5,671 orders [Show / hide columns](#)

Payment Id	Check Id	Check #	Table	Payment Type	Server	Cashier	Tip	Amount	Cash Drawer	Date	Opened Date
5740003556237125	5740003556181787	5345714		TakeOut			0.00	69.00		1/31/19 6:59 AM	2/3/19 4:00 PM
5740003556306186	5740003556306185	2		CREDIT			0.00	20.00		1/31/19 8:22 AM	1/31/19 8:22 AM
5740003556739904	5740003556684482	5348044		TakeOut			0.00	32.85		1/31/19 8:59 AM	1/31/19 11:30 AM
5740003557232589	5740003557231793	3		CREDIT	Bridget	Bridget	0.00	34.59		1/31/19 10:02 AM	1/31/19 10:02 AM
5740003557257174	5740003557253304	4		CREDIT	John	John	0.00	22.38		1/31/19 10:06 AM	1/31/19 10:05 AM
5740003557315871	5740003557315298	5		CASH	Brendan	Brendan	0.00	6.64	Receipt 2 (171)	1/31/19 10:14 AM	1/31/19 10:14 AM

Filter the report to only show cash transactions, which will separate out credit and other payment transactions. Select the *Setting* dropdown and choose *Cash Only*.



Paid in Total

Paid in Total means that a payment was accepted during the report range of time you are viewing for an order that is for a date outside the same report range. In other words, this refers to an order that has already been paid for but will be picked up at a later date.

For example, if you have an order for a cake two weeks out and you pull your report at the end of the week, the cake order will appear under *Paid in Total*. Think of this as a deposit, since you have not actually delivered any goods yet but have collected money for a later date.

See the example image on the next page.



View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

25 payments per page Showing 1 to 25 of 5,599 payments Show / hide columns

Location	Order #	Order Date	Amount	Tip	Gratuity	Total	Void User	Void Approver	Void Date	Type	Receipt
Fenway	57	2/24/19 3:59 PM	48.02	0.00	0.00	48.02				Credit	Receipt
Fenway	56	2/22/19 12:04 PM	117.91	0.00	0.00	117.91				Credit	Receipt
Fenway	55	2/22/19 12:01 PM	6.84	1.30	0.00	7.94				Credit	Receipt
Fenway	54	2/28/19 9:59 AM	291.56	0.00	0.00	291.56				Credit	Receipt
Fenway	53	3/2/19 9:59 AM	57.21	0.00	0.00	57.21				Credit	Receipt

Note: If using Paid in Total and Deposit Sales Collected, you will have to update your Accounting reports. Paid in Total is a liability credit, and Deposit Sales collected is a Debit. Feel free to add labels such as "Deposits Placed" or "Deposits Redeemed."

Deposit Sales Collected

Deposit Sales Collected means that someone has already paid for an item that they are now coming to pick up. To use our previous example, this entry is created on Friday when someone comes in to pick up their cake order they paid for two weeks earlier. The deposit you accepted in advance is now realized as revenue because the day has come to deliver service or goods.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

[Voiced Orders](#)
[Removed Items](#)
[Discounts](#)
[No Sale](#)
[Unpaid Orders](#)
[Refunds](#)
[Voiced Payments](#)
[Tax Exempt](#)
[Offline Payments](#)
[End of Day](#)
[Paid In Total](#)
Deposit Sales Collected

Payments collected outside the date range for orders in the date range

25 payments per page Showing 1 to 25 of 149 payments Show / hide columns

Location	Order #	Paid Date ↓	Amount	Tip	Gratuity	Total	Refunded	Status	Type	Receipt
Fenway	5345476	1/30/19 9:47 PM	130.00	0.00	0.00	130.00	No	CAPTURED	Other	Receipt
Fenway	5345462	1/30/19 9:01 PM	117.60	0.00	0.00	117.60	No	CAPTURED	Other	Receipt
Fenway	5345438	1/30/19 8:08 PM	37.59	0.00	0.00	37.59	No	CAPTURED	Other	Receipt
Fenway	5345422	1/30/19 7:42 PM	39.00	0.00	0.00	39.00	No	CAPTURED	Other	Receipt

Payments Report

The Payments report catalogs all paid orders across multiple locations. This report can be filtered by order number, order date, paid date, server, table and more. Note that a receipt for the order may be texted, emailed or printed for a guest using the Receipt dropdown on the right side of each entry.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

25 payments per page Showing 1 to 25 of 5,599 payments Show / hide columns

Location	Order #	Order Date	Amount	Tip	Gratuity	Total	Void User	Void Approver	Void Date	Type	Receipt
Fenway	57	2/24/19 3:59 PM	48.02	0.00	0.00	48.02				Credit	Receipt
Fenway	56	2/22/19 12:04 PM	117.91	0.00	0.00	117.91				Credit	Receipt
Fenway	55	2/22/19 12:01 PM	6.84	1.30	0.00	7.94				Credit	Receipt
Fenway	54	2/28/19 9:59 AM	291.56	0.00	0.00	291.56				Credit	Receipt



Orders Report

Displays all open, paid and closed orders within the report range as an itemized list. It includes:

Location	If applicable, this will show at which location the order was placed.
Order Number	This is the check number.
Opened	The date and time the check was opened.
Number of Guests	If servers are prompted to enter how many guests are on a check, it is shown here.
Server	Name of the owner of the check.
Table	If your restaurant uses tables, you'll be able to see where the guests were seated.
Discount Amount	If the check was discounted, you can see by how much.
Amount	The total amount due.
Tax	How much tax was applied to the order.
Tip	How much tip was given at payment.
Gratuity	How much gratuity was paid.

Filter orders by source using the *More* dropdown and selecting *Source*. Then, use the source dropdown to select the order sources you'd like to view in your report.

View Days 01-31-2019 through 02-28-2019 for at Fenway

[Return to Analytics & Reports](#)

25 orders per page Showing 1 to 25 of 5,780 orders [Show / hide columns](#)

Location	Order #	Opened ↓	# of Guests	Server	Table	Discount Amount	Amount	Tax	Tip	Gratuity
Fenway	5389147	2/28/19 6:00 PM	1			0.00	56.00	0.00	0.00	0.00
Fenway	113	2/28/19 4:59 PM	1	Franny Fajita		0.00	52.33	0.09	0.00	0.00
Fenway	5386943	2/28/19 3:30 PM	1			0.00	45.10	0.10	0.00	0.00
Fenway	5381376	2/28/19 12:00 PM	1			0.00	56.50	0.05	0.00	0.00
Fenway	227	2/28/19 11:58 AM	1	Ben Burrito		0.00	125.46	0.21	0.00	0.00

Group Sales Overview Report

This overview compares sales between locations and shows franchise fee percentages in one report. Use this report to compare the following across locations:

- Net Sales
- Total # of orders
- Average price per order
- Total number of guests
- Average price per person

View Days 01-31-2019 through 02-28-2019 for at Fenway

[Return to Analytics & Reports](#)

Location ↑	Net Sales	Total Orders	Avg/Order	Total Guests	Avg/Guest
Fenway	\$212,317.66	5,713	\$37.16	5,713	\$37.16
Omaha	\$80,912.83	572	\$141.46	572	\$141.46
Nashville	\$83,577.27	2,540	\$32.90	2,540	\$32.90
Manchester	\$61,785.50	2,392	\$25.83	2,392	\$25.83
Providence	\$202,854.11	8,176	\$24.81	8,176	\$24.81
Bangor	\$113,341.23	4,014	\$28.24	4,014	\$28.24



Order Details Report

Filter the Order Details report to view orders that were placed in the past, present or to be made on a future date. This is useful for viewing catering orders ahead of time for preparation purposes. This report shows an aggregated view of all items across locations in a table at the top, so you can begin working on large batch items together, without having to look through each order.

1. Choose the appropriate time frame for the orders you wish to view. If your restaurant allows for scheduled ordering (online orders, for example), select the *More* dropdown and click on the checkbox next to *Scheduled Orders*. Select *Update*.

View Custom Date Days 01-31-2019 through 02-28-2019 All Hours for All Employees at Fenway More Update

[Return to Analytics & Reports](#)

Menu Item Summary

25 Items per page Showing 1 to 25 of 170 [Show / hide columns](#)

Menu Item	Menu Group	Menu	Item Qty ↓	Net Amount
Vanilla Mini Cupcake **	Mini Cupcakes Per	Cupcakes	2,995	\$6,189.30
Red Velvet Cupcake **	Cupcakes Per	Cupcakes	2,730	\$9,640.15
Chocolate Mini Cupcake **	Mini Cupcakes Per	Cupcakes	2,578	\$5,321.32
Red Velvet Mini Cupcake **	Mini Cupcakes Per	Cupcakes	2,376	\$4,916.01
Frosted Sugar Cookies	Cookies & Bars	Cookies & Bars	2,315	\$10,042.58
Inscription Cupcake	Inscriptions Decor	Inscriptions Decor	2,149	\$2,128.96

2. A list of orders will appear with the details of the check including payment status (open, paid or closed), customer's contact details, the employee that opened the check, expected time for the order to be ready and an itemized list of the order.

3. Print the orders as needed from this report. Each order will print on its own page.

Shifts Report

Use this report to view information about open or closed shifts. From here, view employee, clock in and out date / time, declared cash tip, tip on hand, non-cash tips, and if the employee's cash on hand was collected and they were tipped out. Use the show / hide column drop down menu to view additional filters.

View Custom Date Days 11-01-2018 through 11-30-2018 All Hours for All Employees at Fenway More Update Email Export

[Return to Analytics & Reports](#)

Mark Cash Collected

Mark Tips Paid

Closed Shifts

25 shifts per page Showing 1 to 25 of 465 shifts [Show / hide columns](#)

<input type="checkbox"/>	Location	Employee	In Date ↓	Shift Closed Date	Out Date	Cash Tips Decl.	Cash on Hand	Non-Cash Tips	Cash Collected?	Tips Paid?
<input type="checkbox"/>	Fenway	Waffle, Wendy	11/30/18 2:35 PM	11/30/18 7:56 PM	11/30/18 7:57 PM	0.00	0.00	8.95	yes	yes

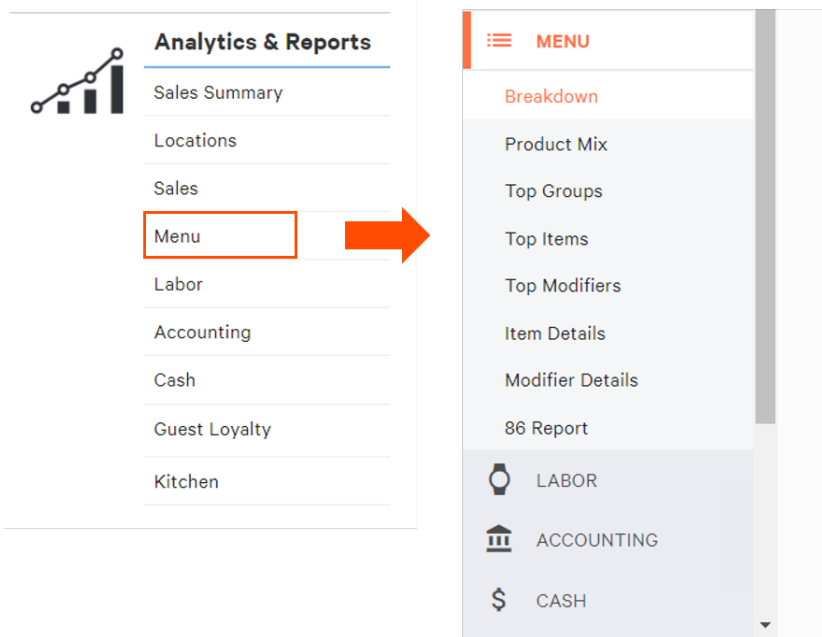
This report is useful if you notice a difference between the Expected Deposit section of your Cash Drawer Report and the Total Cash section of your Sales Report Summary. If your Total Cash is higher than your Expected Deposit, the likeliest cause is a payment being collected as Cash on Hand instead of Cash in Drawer. The Shifts Report will show you if an employee took a payment as Cash on Hand without completing their shift review. Without a shift review, that employee's Cash on Hand will never be accounted for in a cash drawer.



Menu Reports

Toast's Menu reports provide an in-depth look into how your menu is performing. You can view your top sellers and break down your sales by menu, group, item and more.

In Toast's back-end under Analytics and Reports, select *Menu*. You'll see a list of available menu reports.



The following reports are available:

Available Reports	Description
Menu Breakdown	View your menu the way you want, either via the menu hierarchy or by sales category and what modifications were made to your menu. This includes modifiers.
Product Mix (PMIX)	Day-to-day breakdown of menu items sold including item tag filtering.
Product Mix Compare	Compare menu, group and item performance across multiple locations.
Item Details	Detailed view of menu items sales.
Modifier Details	Detailed view of modifiers (no sales data).
Top Groups	View top performing groups.
Top Items	View top performing items.
Top Modifiers	View top performing modifiers.
86 Report	Quick look at what items are marked out of stock.



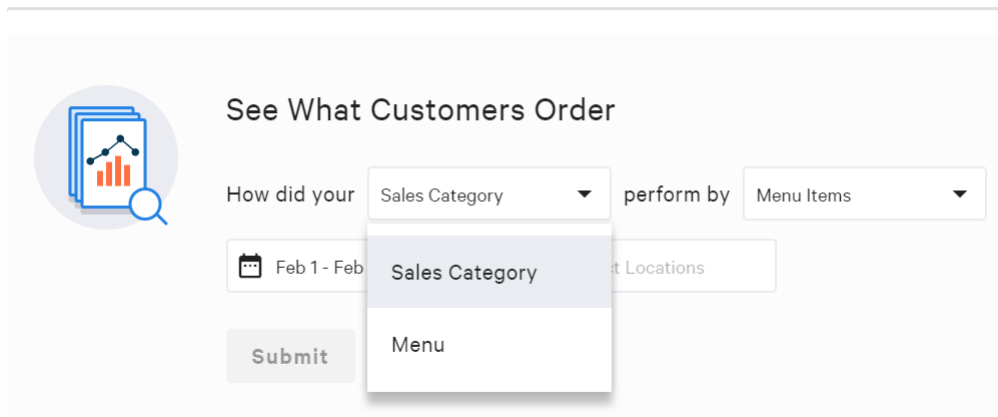
Menu Breakdown Report

This report provides a quick view of your top performing menu groups, items and modifiers as well as a product mix breakdown. Select a date range, what you want to report on and location. You can either run the report based on sales categories or menu to check performance.

Before viewing the report, select *Sales Category* or *Menu* under the first dropdown. In the second dropdown, choose what parts of your menu or sales categories you want to report on.

The benefit of reporting by Sales Category is that instead of checking your holistic menu, you can track menu performance specifically by configured categories. The benefit of reporting by Menu is that you can explore your menu's performance at the group, item and modifier level.

Menu Breakdown



See What Customers Order

How did your perform by

The report will populate data for each of the topics you have selected.

- **Top Groups, Top Items, and Top Modifiers** - Automatically identify the top 5 menu groups, items and modifiers based on the quantity sold for the dates, locations and menu types selected in an aggregated view. For example, if a cheeseburger appears across four different menus then it will show the grand total for all cheeseburgers regardless of which menu it is in.
- **Product Mix Breakdown (PMIX) by Menu or Sales Category** - If menu was selected, this table allows you to explore your menu's performance at the group, item and modifier level. Have more than one location? There may be duplicate names displayed in the PMIX Breakdown, as the report depends on your menu setup in Toast. If sales category was selected, this table allows you to explore your sales category performance at the group, item, and modifier level. This is visible if you run the report to check on Sales Category performance.

The PMIX Breakdown includes several columns of data:

- **Avg Price** - The average price of the line item. This average price includes the menu item price and the price of all modifications made to that item.
- **Item Qty** - The number of line items sold. Note that modifier counts may not add up to the Item Quantity displayed for the menu item.
- **Gross Amount** - Reports net sales + discounts.
- **Discount Amount** - Reports total amount of discounts applied.
- **Net Amount** - Reports net sales minus discounts. Note that any modifications made to open items are not visible.

Expand All and *Collapse All* are buttons that allow for quick search through the hierarchies of menu.



Top Sales Categories		
Sales Category	Qty	Net Sales
Cupcakes	61,368	\$222,732.01
Cupcake Miniatures	42,088	\$87,259.85
Frosting To Go	29,815	\$110,416.99
Birthday Cakes	18,651	\$49,172.40
Cakes Slices	10,637	\$66,779.19

Top Items		
Item	Qty	Net Sales
Unicorn Sprinkle Mini Cupcake	13,026	\$26,623.79
Fall Maple Harvest Cupcake	12,070	\$24,772.66
Strawberry Cheesecake Bites	11,575	\$40,395.08
Chocolate Mini Cupcake **	10,807	\$22,173.19
Inscription Cupcake	10,422	\$10,322.42

Top Modifiers

You don't have modifiers selected in your filters. Include them in your filters to see your top modifiers.

Product Mix Breakdown by Sales Category ↓

Expand All Collapse All

Sales Category	Avg Price	Item Qty	Gross Amount	Discount Amount	Net Amount
> Cupcakes	\$3.79	61,368	\$232,591.85	\$9,859.84	\$222,732.01
> Specialty Cakes	\$45.25	5,632	\$254,823.00	\$4,243.67	\$250,579.33
> Specialty Item Misc	\$59.38	153	\$9,085.00	\$551.42	\$8,533.58
> Retail	\$5.12	4,877	\$24,974.80	\$142.97	\$24,831.83
> Cookies and Bars	\$3.79	29,815	\$112,974.95	\$2,557.96	\$110,416.99
> Beverages	\$2.09	689	\$1,441.95	\$21.90	\$1,420.05
> Custom Layer Cakes	\$92.32	354	\$32,683.00	\$885.34	\$31,797.66

Note: The gross and net amounts for modifiers are shown including the discount amount.

This report excludes data collected in the 48 hours before the report was run. To compare the most recent sales data between today and yesterday, see the Overview Report.

Product Mix (PMIX) Report

The Product Mix (PMIX) tab breaks down sales for the range selected by Menu, Menu Group and Menu Item.

Note that you can deselect *Show menus / groups* to only view menu items. You can also deselect *Show items* with no sales to view only items that have been sold for the selected date range.

Show items with no sales Show menus/groups Show / hide columns ↓

	Avg Price	Item Qty	Gross Amount	Discount Amount	Net Amount	Pct Quantity			Pct Net \$\$		
						% Qty (Group)	% Qty (Menu)	% Qty (All)	% Net Amt (Group)	% Net Amt (Menu)	% Net Amt (All)
ALL MENUS	\$5.62	390	\$2,190.02	\$20.00	\$2,170.02						
Cakes	\$44.00	4	\$176.00	\$8.36	\$167.64			1.03%			7.73%
Specialty Cakes	\$46.00	2	\$92.00	\$8.36	\$83.64	50.00%	0.51%		49.89%		3.85%
Tropical Coconut Cake	\$53.00	1	\$53.00	\$8.36	\$44.64	50.00%	0.26%		53.37%		2.06%



Product Mix (PMIX) Compare Report

The PMIX Compare report is available for restaurants with more than one location. Select locations you'd like to compare and select *Update*. The report will populate breakdown of sales in a selected date range.

	Toast Trattoria - Fenway		Toast Trattoria - Portland	
	Item Qty	% Qty (Group)	Item Qty	% Qty (Group)
ALL MENUS	444		390	
Cakes	2		4	
Cake Slices	0		0	
Carrot Cake Slice	0	0.00%	0	0.00%
Celebration Cake Slice	0	0.00%	0	0.00%

Item Details Report

Item Details provides specific data points about each item ordered through Toast within the report range. This report differs from the other Menu report tabs in terms of what data can be viewed because not all categories are sales figure related.

Select the column header that you want to sort by (i.e. Menu Item or Sales Category) to sort by ascending or descending order.

All Menu Item Selections for the current time period

items per page

Showing 1 to 25 of 196 items

Location	Order #	Sent Date	Menu Item	Menu Group	Menu	Sales Category ↑	Net Price	Qty	Void?
Fenway	128	2/18/19 4:05 PM	Specialty Cake	Inscriptions Decor	Inscriptions Decor	Inscription	51.60	1	false
Fenway	128	2/18/19 4:05 PM	Inscription	Inscriptions Decor	Inscriptions Decor	Inscription	3.00	1	false
Fenway	173	2/9/19 3:37 PM	Inscription	Inscriptions Decor	Inscriptions Decor	Inscription	3.00	1	false

Modifier Details Report

Modifier Details provides specific data points about each modifier ordered through Toast within the report range. This report differs from other Menu report tabs in terms of what data can be viewed because not all categories are sales figure related.

Select the column header that you want to sort by (i.e. Sent Date or Options Group Name) ascending or descending order.

modifiers per page

Showing 1 to 20 of 20 modifiers

Location	Order #	Sent Date ↑	Modifier	Option Group Name	Parent Menu Selection	Discnt	Net Price	Qty	Void?	Void Reason
Fenway	255	1/26/19 6:25 PM	Confetti Vanilla	Flavor	Custom Cake 4"	0.00	0.00	1	false	
Fenway	255	1/26/19 6:25 PM	Vanilla Color In	In	Custom Cake 4"	0.00	0.00	1	false	
Fenway	255	1/26/19 6:25 PM	Vanilla Color Out	Out	Custom Cake 4"	0.00	0.00	1	false	
Fenway	5355624	2/4/19 9:41 AM	Yes Cake Writing	Cake Writing	Red Velvet 9"	0.00	3.00	1	false	




Top Groups Report

Top Groups shows detailed performance data at the group level. View which groups of food are most popular or highest-earning. Select the column header that you want to sort by (i.e. Avg Price or Item Qty) to sort by ascending or descending order.

Menu Groups ordered in the current time period

25 groups per page

Showing 1 to 6 of 6 [Show / hide columns](#) 

Menu Group	Menu	Avg Price	Item Qty ↓	Gross Amount	Discount Amount	Net Amount
Cupcakes Per	Cupcakes	\$3.65	30	\$109.50	\$0.00	\$109.50
Inscriptions Decor	Inscriptions Decor	\$25.75	6	\$154.52	\$11.64	\$142.88
Custom Cakes	Cakes	\$42.00	2	\$84.00	\$0.00	\$84.00
Tropical Coconut Cake	Cakes	\$53.00	1	\$53.00	\$8.36	\$44.64

Top Items Report

Top Items shows detailed performance data at the item level. View the number of each item ordered, gross amount earned from those sales, amount (if any) that was discounted, and net amount made after discounts.

Select the column header that you want to sort by (i.e. Avg Price or Item Qty) ascending or descending order.

Menu Items ordered in the current time period

25 items per page

Showing 1 to 11 of 11 [Show / hide columns](#) 

Menu Item ↓	Avg Price	Item Qty	Gross Amount	Discount Amount	Net Amount
Vanilla Pink Cupcake **	\$3.65	10	\$36.50	\$0.00	\$36.50
Vanilla Blue Cupcake **	\$3.65	10	\$36.50	\$0.00	\$36.50
Tropical 9"	\$53.00	1	\$53.00	\$8.36	\$44.64
Inscription Specialty Cake	\$3.00	1	\$3.00	\$0.00	\$3.00


Top Modifiers Report

Top Modifiers shows detailed performance data on modifier options for a chosen time period. View the number of each modifier ordered, gross amount earned from those sales, amount (if any) that was discounted, and net amount made after discounts.

Select the column header that you want to sort by (i.e. Avg Price or Item Qty) ascending or descending order.

Menu Item Modifiers ordered in the current time period

25 modifiers per page

Showing 1 to 25 of 129 [Show / hide columns](#) 

Modifier	Avg Price	Item Qty	Gross Amount	Discount Amount	Net Amount
Grilled Chicken	\$6.00	18	\$108.00	\$0.00	\$108.00
Salmon	\$9.00	10	\$90.00	\$0.00	\$90.00
Grilled Shrimp	\$8.00	7	\$56.00	\$0.00	\$56.00
Grilled Filet Mignon	\$11.00	3	\$33.00	\$0.00	\$33.00




86 Report

The 86 report lists all items that are out of stock or unavailable at your restaurant. Change the Threshold Value to see items that may be running low (i.e. only 5 Prime Rib medium rares remaining). Below you can see three items that are completely out of stock.

View Today ▾ All Hours ▾ for All Employees ▾ at Fenway ▾ More ▾ [Update](#)

[< Return to Analytics & Reports](#)

Threshold Value: [Submit](#)

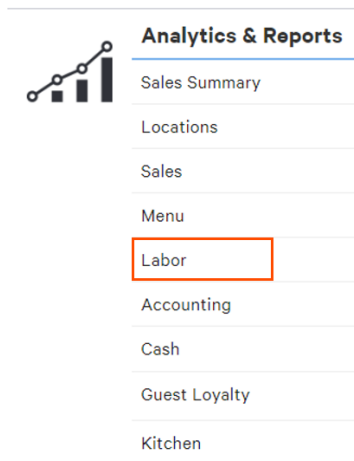
Showing 1 to 3 of 3 entries [Show / hide columns](#) 

Menu Name	Group Name	Item Name	Quantity Remaining
Main Menu	Bakery	Pumpkin Pie Trifle - Pumpkin pie pieces layered with honey + coconut cream	0

Labor Reports

Toast's Labor reports provide vital information on all labor related items including hours worked, pay, tips and time entries. Labor reports can be customized based on dates, shift hours and all employees or individual employees.

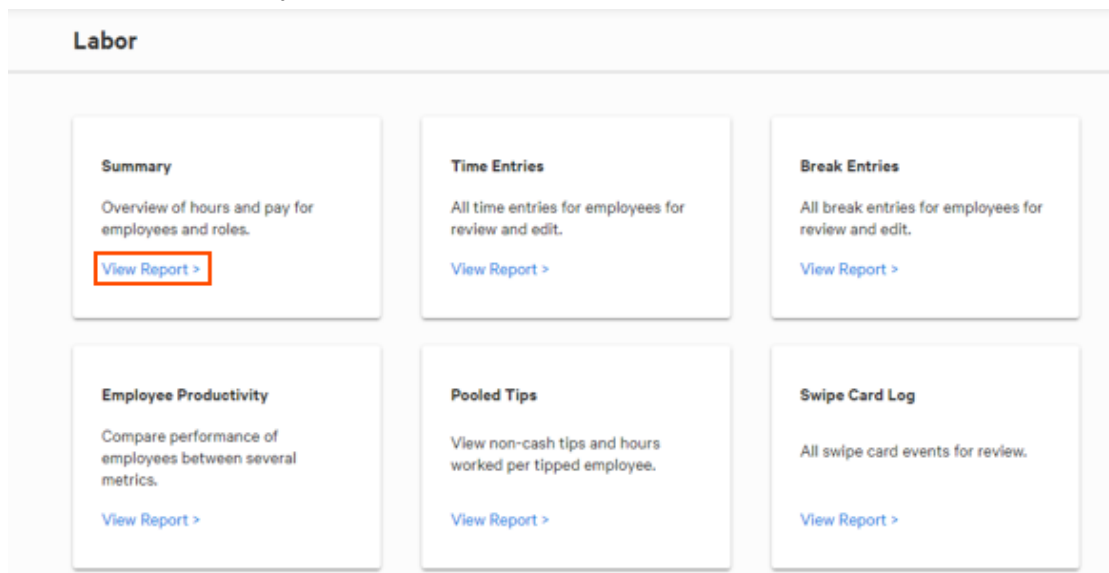
In Toast's back-end under Analytics and Reports, select *Labor*.



Analytics & Reports

- Sales Summary
- Locations
- Sales
- Menu
- Labor**
- Accounting
- Cash
- Guest Loyalty
- Kitchen

Then, navigate to the report you wish to view and select *View Report*.



Labor

- Summary**
Overview of hours and pay for employees and roles.
[View Report >](#)
- Time Entries**
All time entries for employees for review and edit.
[View Report >](#)
- Break Entries**
All break entries for employees for review and edit.
[View Report >](#)
- Employee Productivity**
Compare performance of employees between several metrics.
[View Report >](#)
- Pooled Tips**
View non-cash tips and hours worked per tipped employee.
[View Report >](#)
- Swipe Card Log**
All swipe card events for review.
[View Report >](#)

Within Labor reports, the following options are available:

Available Reports	Description	Key Takeaways
Hourly Sales Report	Sales breakdown in time increments as granular as 15 minutes.	Assist in-the-moment staffing decisions. Use the hourly sales breakdown to inform in-the-moment staffing decisions.
Labor Summary	Overview of hours and pay for employees and roles.	Easily calculate labor cost.
Time Entries	All time entries for employees for review and edit.	Add / Edit Employee Time Entries.
Break Entries	All break entries for employees for review and edit.	View required breaks not taken.
Employee Productivity	Compare performance of employees between several metrics.	Data for Employee Evaluation.
Pooled Tips	View non-cash tips and hours worked per tipped employee.	Calculate Pooled Tip Percentage.
Swipe Card Log	All swipe card events for review.	See all manager cards created, activated or removed.
Time Entries Audit	Time entries activity detail for auditing purposes.	View alterations to employee time entries.

Hourly Sales Report

The Hourly Sales Report provides Managers / Administrators a breakdown of sales in 15 minute intervals. Use it to inform staffing decisions by viewing labor costs as a percentage of your net sales in real time.

View Custom Date ▾ Days 01-31-2019 through 02-28-2019 All Hours ▾ for All Employees ▾ at Fenway ▾ Update

[← Return to Analytics & Reports](#)

Start Time	Net Sales	Checks	Check Avg	Labor Hrs	Labor \$	Labor \$/Net
1/31/19 12:00 AM	0.00	0	0.00	0.00	0.00	0.0%
1/31/19 12:15 AM	0.00	0	0.00	0.00	0.00	0.0%
1/31/19 12:30 AM	0.00	0	0.00	0.00	0.00	0.0%
1/31/19 12:45 AM	0.00	0	0.00	0.00	0.00	0.0%
1/31/19 1:00 AM	0.00	0	0.00	0.00	0.00	0.0%
1/31/19 1:15 AM	0.00	0	0.00	0.00	0.00	0.0%

Labor Summary Report

The Restaurant Summary report provides an overview of hours and pay based on all jobs that have been added to the restaurant, such as cashier, server or bartender. The calculation is based on the number of hours the job has been clocked-in for and the default pay that has been set for each job.

When creating jobs, the *Reporting* setting allows you to include or exclude that job's labor hours and cost from reporting. Though all roles default to being included, excluding certain jobs may help when calculating revenue per employee hour and labor cost as a percentage of net sales.



This setting is essential for excluding any jobs that are:

- Marked hourly but considered fixed costs, such as hourly managers.
- General logins, such as AM/PM Bar, Takeout, or Cashier. These are logins that multiple employees might use at the same time, but shouldn't be factored in as hourly labor costs.

Home / Reports

View Days through All Hours for at

[Return to Analytics & Reports](#)

Restaurant Summary

Job Title	Regular Hours	Overtime Hours	Regular Pay	Overtime Pay	Total Pay
Asst General Mgr	637.78	62.45	\$12,054.55	\$1,765.91	\$13,820.46
Asst Head Baker	620.01	113.33	\$9,227.06	\$2,155.28	\$11,382.34
Celebration Specialist	252.13	17.91	\$5,420.76	\$577.67	\$5,998.43
Culinary	2206.68	159.61	\$37,129.71	\$4,086.15	\$41,215.86
Culinary Training	17.99	1.40	\$332.88	\$40.03	\$372.91

How to Calculate Labor Cost

1. Start by adding up the cost of all of your hourly employee wages.
2. Then, add the weekly salary for any salaried managers by dividing their annual salary by 52. Next, add in any sick or vacation hours taken by your employees.
3. Multiply their sick or vacation hours taken by their pay rate.
4. Lastly, add the amounts for any payroll taxes or health care benefits paid out weekly.

To learn more about calculating labor cost, check out this [article](#) on our blog. It even includes a free labor cost calculator!

Time Entries Report

The Time Entries tab details each shift and its related labor data. This is an essential report when adjusting an employee's shift data.

View All Hours for at

[Return to Analytics & Reports](#)

25 entries per page Showing 1 to 25 of 258 entries [Show / hide columns](#) ↓

Location	Employee	Job Title	In Date ↑	Out Date	Total Hours	Unpaid Break Time	Paid Break Time	Payable Hours
Fenway	Crouton, Kelly	Culinary	2/1/19 2:41 AM	2/1/19 10:40 AM	7.98	0.50	0.00	7.48
Fenway	Waffle, Wendy	Culinary	2/1/19 3:59 AM	2/1/19 12:29 PM	8.49	0.54	0.00	7.95
Fenway	Breadcrumb, Bridget	Asst Head Baker	2/1/19 5:34 AM	2/1/19 2:16 PM	8.70	0.53	0.00	8.17

By selecting any time entry from the table, you can adjust:

- Job
- In Date/Time
- Out Date/Time
- Declared cash tips

See [Editing Employee Time Clock Entries](#) for step-by-step instructions for doing this.



Break Entries Report

Displays detailed information about employee breaks during the report range.

Home / Reports From 2/1/19 to 2/28/19

View Last Month All Hours for All Employees at Brentwood Update

[Return to Analytics & Reports](#)

25 entries per page Showing 1 to 25 of 315 entries [Show / hide columns](#)

Location	Employee	Break Name	Start Time ↑	End Time	Duration	Shift Detail	Taken	Audit Response
Brentwood	Cruz, Veronica	Unpaid Break	2/1/19 6:40 AM	2/1/19 7:10 AM	0.50	View Details	Yes	-
Brentwood	Melgar, Victor	Unpaid Break	2/1/19 7:11 AM	2/1/19 7:42 AM	0.52	View Details	Yes	-
Brentwood	Acal, Lyd	Unpaid Break	2/1/19 8:59 AM	2/1/19 9:30 AM	0.51	View Details	Yes	-
Brentwood	Johnson- Mikell, Victoria	Unpaid Break	2/1/19 9:37 AM	2/1/19 10:09 AM	0.54	View Details	Yes	-

If you have chosen to track breaks that employees miss, both missed and taken breaks appear in the report (if you have not enabled missed break tracking, only taken breaks appear in the report). The report includes the following information for each break:

- The location and employee associated with the break.
- The name of the break.
- For taken breaks, the start time, end time, duration and whether or not the break was paid or unpaid. (To see if a break was paid or unpaid, click the Show / Hide columns button and add the Type column to the report.)
- If you have enabled missed break tracking, whether the break was taken or missed.
- If you have enabled break acknowledgements, the employees response when asked if their manager asked them to take the break will show.

By enabling both missed break tracking and break acknowledgements as well as viewing this report, you can quickly see breaks that were missed and whether or not an employee was asked to take the missed break. This information helps you make sure your restaurant is in compliance with your state's labor laws.

Employee Productivity

Employee productivity takes into account sales data within the selected range to provide an overview of productivity by employee. Use this report to compare the productivity of two employees and determine opportunities for improvement or overall productivity for a specific time frame.

Home / Reports From 2/1/19 to 2/28/19

View Last Month All Hours for All Employees at Fenway Update

[Return to Analytics & Reports](#)

Employee Name ↑	Order Count	Order Total	Avg Order Value	Avg Turn Time	Non-Cash Tip %	Item Voids	Void Amount
Crouton, Kelly	26	\$2,416.86	\$92.96	-17:0-45	0.3%	7	\$134.40
Foccacia, Fran	434	\$10,384.22	\$23.93	1:23	3.4%	7	\$41.55



Pooled Tips Report

This report provides an itemized view of recorded non-cash tips divided by tipped hours worked per tipped employee. This establishes a common rate of Non-Cash Tips/Hour = Tip Rate in a given range of time and then multiplies the rate by hours worked to give you a tip share for each employee.

Home / Reports From 2/22/19 to 3/1/19

View for at

[< Return to Analytics & Reports](#)

This report is filtered to your current location - **Brentwood**

Employee Name	Credit Card/Other Tips	Total Hours
Arimboanga, Christina	\$51.08	0.00
Cruz Vazquez, Jacqueline	\$51.08	0.00

Swipe Card Log

Lists each instance where a manager swipe card was registered, replaced or revoked including employee name, approving employee, transaction type and the date.

Home / Reports From 2/1/19 to 2/28/19

View for for at

Summary Time Entries Break Entries Hourly Sales Report Employee Productivity Pooled Tips **Swipe Card Log** Time Entries Audit ?

Show entries Showing 1 to 3 of 3 entries

Location	Employee	Approver	Transaction	Date ↓
Fenway	Waffle, Wendy	Breadcrumb, Bridget	REGISTER	2/8/19 11:53 AM
Fenway	Crouton, Kelly	Breadcrumb, Bridget	REGISTER	2/7/19 1:10 PM

Time Entries Audit

The Time Entries audit shows all modified, deleted and created time entries for the report range. This report includes employee name, job and the approving manager. This report is for auditing purposes performed by an accountant or payroll expert only. All other time entry information and interaction can be done in the Time Entries report.

Home / Reports From 2/22/19 to 3/1/19

View for at

[< Return to Analytics & Reports](#)

entries per page Showing 1 to 2 of 2 entries

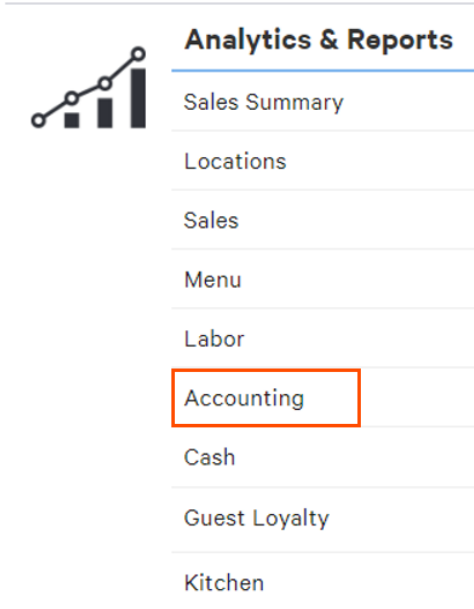
Location	Employee	Job Title	In Date	Out Date	Manager	Change	↑ Entry Id
Fenway	Crouton, Kelly	Culinary	2/22/19 4:37 AM	2/22/19 8:38 AM		CREATE	5740003649884392
Fenway	Foccacia, Fran	Culinary	2/22/19 12:00 AM	2/22/19 8:38 AM	Breadcrumb, Bridget	MODIFY	5740003649884392



Accounting Reports

Toast's Accounting Reports provide an overview of all key financial information as well as 3rd party delivery payment types, general ledger codes and outstanding account values.

In Toast's back-end under Analytics and Reports, select *Accounting*.



Within the Accounting Reports, the following options are available:

Available Reports	Description	Key Takeaways
Accounting Overview	View and print an overview of all key financial information (includes 3rd party delivery payment types).	Ideal for end-of-year review.
Accounting by Location	If you use general ledger codes, use this report for an exportable file for your accounting software.	This report is only available for multi-location restaurants.
Accounting by Day	If you use general ledger codes, use this report for an exportable file for your accounting software.	Only use this report if you utilize general ledger (GL) codes.
House Accounts	View summary of house account details and totals.	Helpful to view the house outstanding balance.

Overview Report

The Accounting Overview report allows you to easily view and print a summary of your key financial information. This report offers a high-level aggregated view of different dimensions of your restaurant which are especially helpful for end of year reporting.

This report is helpful in answering the following questions:

- What items collected no tax that were not tax exempt?
- What percentage of business is third party delivery?
- What percentage of business is dine in vs takeout?
- How much tax did I pay for each tax rate?
- How do I see a breakout of each discount and what percentage each adds up to?

Sales Summary

Sales Summary		Revenue Centers	Dining Options	Discounts	Taxes	Payment Summary	Service Charges	
Top Numbers								
Net Sales	Discounts	Gross Sales ☺	Taxes	Auto Gratuity	Tips	Refunds	Voids	
\$5,184,491.10	\$98,145.62	\$3,283,636.72	\$13,202.15	\$0.00	\$87,122.20	\$12,531.24	\$87,891.18	
Sales Categories								
Type	Item Qty	Net Sales	Discounts	Gross Sales ☺	Taxes	% Qty	% Net Sales	% Gross Sales
Specialty Cakes	19,036	\$843,613.07	\$15,304.93	\$858,918.00	\$0.00	2.68%	26.49%	26.23%
Cupcakes	219,188	\$817,105.21	\$32,875.94	\$849,981.15	\$0.00	30.90%	25.66%	25.96%
Cookies and Bars	103,488	\$384,288.55	\$11,816.66	\$396,105.21	\$0.00	14.59%	12.07%	12.10%
Cupcake Miniatures	150,077	\$313,700.38	\$8,065.27	\$321,765.65	\$0.00	21.16%	9.85%	9.83%
Cakes Slices	39,127	\$247,883.24	\$12,324.26	\$260,207.50	\$0.00	5.52%	7.78%	7.95%
ArtTime Inscriptions	51,043	\$145,854.89	\$1,702.86	\$147,557.75	\$0.00	7.20%	4.58%	4.51%
Custom Layer Cakes	1,212	\$110,263.08	\$2,686.92	\$112,950.00	\$0.00	0.17%	3.46%	3.45%
Non-Grat Svc Charges	93,444	\$111,689.24	\$0.00	\$111,689.24	\$4,721.87	13.17%	3.51%	3.41%
Retail	21,035	\$89,806.20	\$2,029.70	\$91,835.90	\$8,066.42	2.97%	2.82%	2.80%
Specialty Item Misc	670	\$39,638.49	\$1,831.51	\$41,470.00	\$0.00	0.09%	1.24%	1.27%
Pies	2,621	\$36,415.35	\$789.05	\$37,204.40	\$0.00	0.37%	1.14%	1.14%
Cheesecake	2,451	\$16,966.53	\$336.47	\$17,303.00	\$0.00	0.35%	0.53%	0.53%
Pudding	2,289	\$15,569.26	\$275.99	\$15,845.25	\$0.00	0.32%	0.49%	0.48%
Beverages	2,579	\$5,290.83	\$100.07	\$5,390.90	\$435.93	0.36%	0.17%	0.16%
Other	513	\$4,583.62	\$0.88	\$4,584.50	\$0.00	0.07%	0.14%	0.14%
Bakery Other	502	\$1,823.16	\$10.15	\$1,833.31	\$0.00	0.07%	0.06%	0.06%
Grand Total	709,275	\$3,184,491.10	\$90,150.66	\$3,274,641.76	\$13,224.22	-	-	-
Deferred Sales								
Type	Item Qty	Net Sales	Discounts	Gross Sales				
Deferred (Giftcards)	459	\$5,166.78	\$8,994.96	\$14,161.74				
Grand Total	459	\$5,166.78	\$8,994.96	\$14,161.74				

- **Top Numbers** - At the top of the Sales Summary report Toast automatically identifies key sales metrics for the dates and location selected and provides these in Top Numbers. It includes:
 - **Net Sales** - Item Price x Quantity sold
 - **Discounts** - Total of item and check level discounts. The analytics platform includes discounts in deferred revenue in the discount amount.



- **Gross Sales** - Net Sales + Discount
- **Tax** - Tax applied to orders including non-gratuity service charge taxes
- **Gratuity** - Forced tips on orders
- **Tips** - Declared cash and credit card tips
- **Void Amount** - Total amount of voided items during the selected period
- **Refund Amount** - Total amount of refund items during the selected period
- **Deferred** - Store-credit that has been extended to a customer, to be redeemed later. This is excluded from Net Sales.

- **Sales Categories** - These tabs will break down the financials based on the sales categories configured in Toast (net sales, item quantity, discounts, gross sales, taxes, etc). All data is sorted by percent of gross sales by default.
- **Deferred Sales** - A Deferred Amount on the Sales Summary is a sale that is excluded from Net Sales. In most cases, this figure would indicate that a gift card(s) was sold or value was added, as it is merely store-credit being extended to a customer to be redeemed later. It is not actual revenue.

Note, this report excludes data collected in the 48 hours before the report was run. To compare the most recent sales data between today and yesterday, see the Overview Report.

Revenue Centers

Breaks down key financial information (net sales, number of checks, discounts, gross sales, taxes, etc.) based on revenue center. Note this is a combined view of all locations selected at the top of the page. All data is sorted by percentage of gross sales by default.

Revenue Centers									
Type	Check Qty	Net Sales	Discounts	Gross Sales ⓘ	Taxes	% Qty	% Net Sales	% Gross Sales	
No Revenue Center	11,323	\$341,612.35	\$10,619.54	\$352,231.89	\$1,128.12	100.00%	100.00%	100.00%	
Grand Total	11,323	\$341,612.35	\$10,619.54	\$352,231.89	\$1,128.12	-	-	-	

Dining Options

Breaks down key financial information (net sales, number of checks, discounts, gross sales, taxes, etc.) based on dining option. Note this is a combined view of all locations selected in the location picker at the top of the page. All data is sorted by percentage of gross sales by default.

Dining Options									
Type	Check Qty	Net Sales	Discounts	Gross Sales ⓘ	Taxes	% Qty	% Net Sales	% Gross Sales	
A La Carte - To Go	9,423	\$212,895.55	\$9,068.89	\$221,964.44	\$915.26	83.22%	62.32%	63.02%	
Future Orders	734	\$68,530.80	\$1,396.94	\$69,927.74	\$155.84	6.48%	20.06%	19.85%	
TOT - Future Orders	577	\$30,478.42	\$0.00	\$30,478.42	\$6.50	5.10%	8.92%	8.65%	
TOT - Delivery	170	\$18,948.34	\$0.00	\$18,948.34	\$10.64	1.50%	5.55%	5.38%	
A La Carte - Dine In	404	\$7,802.28	\$87.71	\$7,889.99	\$35.14	3.57%	2.28%	2.24%	



Discounts

Displays all discount amounts on a check and item level. Discount quantity is the number of times a discount was applied. All values represented are for discounts only.

Accounting Overview

Feb 1 - Feb 22, 2019

3 selected

Update



Sales Summary

Revenue Centers

Dining Options

Discounts

Taxes

Payment Summary

Service Charges

Discounts

Type	Discount Qty	Disc. Net Sales	Discounts	Disc. Gross Sales [?]	Taxes	% Qty	% Disc. Net Sales	% Disc.
DOOR DASH 20%	527	\$25,180.89	\$6,231.10	\$31,411.99	\$34.32	44.06%	63.79%	55.51%
FAV 10 Off	80	\$4,494.77	\$800.00	\$5,294.77	\$14.54	6.69%	11.39%	7.13%
FAV Signup 2 CC	178	\$0.00	\$791.50	\$791.50	\$0.00	14.88%	0.00%	7.05%

Taxes

This tab itemizes the amount paid per configured tax rate. This can help ensure all of your non-taxed items are set up correctly.

Sales Summary

Revenue Centers

Dining Options

Discounts

Taxes

Payment Summary

Service Charges

Taxes

Type	Net Sales (Excl. Deferred)	Discounts	Gross Sales [?]	Taxes	Avg. Tax Rate	% Gross Sales	% Total Tax
State Tax	\$13,017.70	\$90.56	\$13,108.26	\$977.41	7.51%	3.68%	86.69%
Local Tax	\$11,748.90	\$90.56	\$11,839.46	\$150.08	1.28%	3.32%	13.31%
Non Taxable	\$320,971.55	\$10,528.98	\$331,500.53	\$0.00	0.00%	93.00%	0.00%
Grand Total	-	-	-	\$1,127.49	-	-	-



Payment Summary

Trying to decide if you want to stay on a local college's meal plan or if your third party online ordering platform is worth the money? The Payment Summary breaks down each payment method used at your restaurant by number of transactions, total payment amount and percentage of total revenue.

Sales Summary	Revenue Centers	Dining Options	Discounts	Taxes	Payment Summary	Service Charges
Payment Summary						
Type	Transactions	Payment Amount	Tips	Auto Gratuity	Total Payment	% Total Payments
CREDIT	7,689	\$230,815.46	\$8,635.79	\$0.00	\$239,451.25	63.98%
TakeOutTech Payments	716	\$47,568.14	\$0.00	\$0.00	\$47,568.14	12.71%
HOUSE_ACCOUNT	657	\$31,321.90	\$0.00	\$0.00	\$31,321.90	8.37%
CASH	2,162	\$28,548.43	\$266.62	\$0.00	\$28,815.05	7.70%
Future Order Payments	310	\$27,389.83	\$255.64	\$0.00	\$27,645.47	7.39%

Service Charges

This tab gives you an overall look at all of your configured service charges, whether or not they're set as gratuity or taxable, how many checks have had this service charge in your set time frame, and how much total net sales each service charge has brought in.

Jan 1 - Jan 31, 2019

3 selected

Update



Sales Summary

Revenue Centers

Dining Options

Discounts

Taxes

Payment Summary

Service Charges

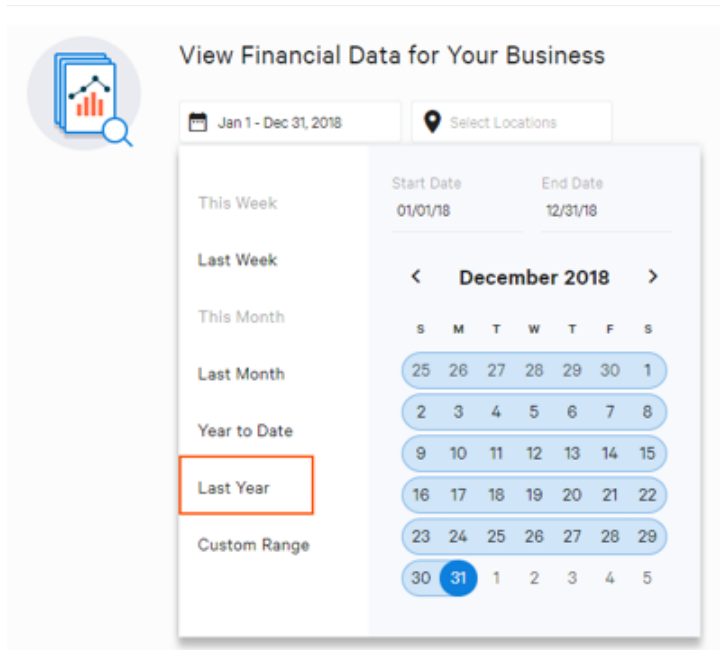
Service Charges				
Type	Gratuity	Taxable	Check Qty	Net Sales
Gratuity18	Yes	No	2	\$54.00
Delivery	Yes	No	5	\$25.00
catering charge	No	No	1	\$23.50
Delivery Fee	Yes	No	5	\$15.00
Private Bar SF	Yes	No	2	\$8.55
Grand Total	-	-	15	\$126.05



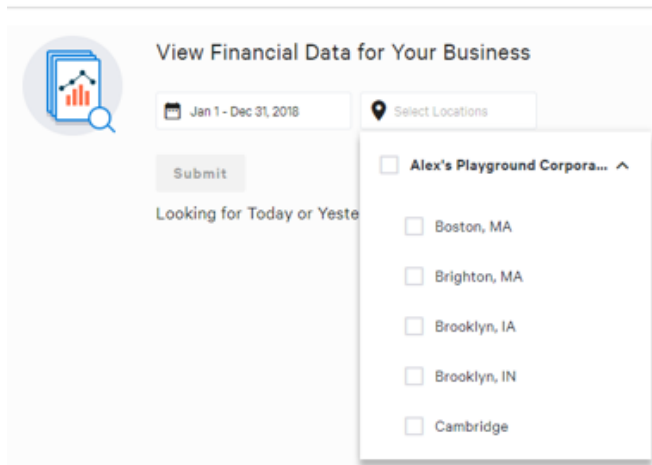
End of Year Reporting

Looking back on your restaurant's performance for the past year, follow the instructions below to get your End of Year data from the Accounting Overview.

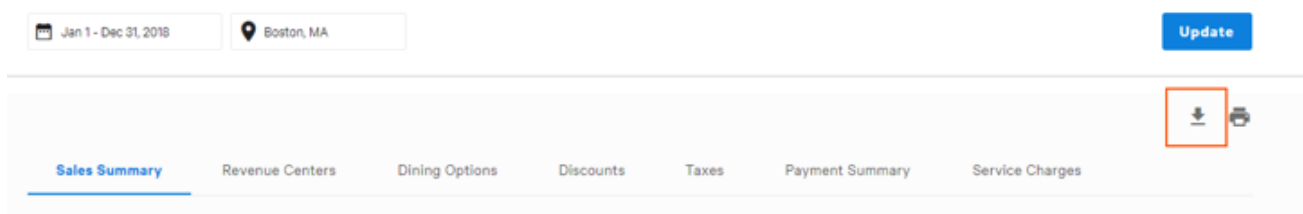
Begin by setting the date range to *Last Year*.



If you're reporting on more than one restaurant location, you can select which locations you'd like to report on as well.



Once the report page has loaded, you can download all data into a csv file by clicking the download icon located in the top-right corner.



Accounting By Location

If you use General Ledger Codes, use this report for an exportable file for your accounting software.

The Accounting By Location report will run in the order GL Codes are listed using the entity's programmed Credit or Debit property. By default, this report will aggregate all figures for each code based on the timeframe request. If there are codes that are unmapped, it will map to the Over/Short line at the bottom of the report.

Home / Reports

View at

[Return to Analytics & Reports](#)

Location	GL Code	Description	Amount	Export
Fenway	Pay- Outs		\$0.00	
Fenway	Cash		\$3,415.88	
Fenway	Expected Cash Deposit		\$0.00	
Fenway		Over / Short	-\$3,415.88	

[Map GL Codes](#)

Accounting By Day

This report functions similarly to Accounting by Location. Accounting by Day provides a breakdown of revenue by General Ledger codes for the day selected.

Home / Reports

View at

[Return to Analytics & Reports](#)

Date	Location	GL Code	Description	Amount	Export
2/5/2019	Fenway	Pay- Outs		\$0.00	
2/5/2019	Fenway	Cash		\$0.00	

House Accounts

Breaks down of all house account details and a summary of outstanding balances within the report range.

View Days through for at

[Return to Analytics & Reports](#)

Total Sales \$406.09

entries per page Showing 1 to 3 of 3 entries [Show / hide columns](#)

Location ↓	PosCustomer#	Name	(Invoice) Total	(Pre-paid) Total	Total
Fenway	2	Toast Testing	108.09	0.00	108.09
Fenway	9	Matt Test	100.00	0.00	100.00
Fenway	10	Loro Test	200.00	0.00	200.00

Select an account to view a detailed report of all payments, transactions and invoices connected to that account. Each transaction can then be selected to review order details.



ToastU

Edit

education@toasttab.com

GUID: e4b8

Account #: 123456789

Address:

401 Park Drive,
Boston, MA 02466

Outstanding Balance:

\$8,059.49

New Invoice

View Last Month at Fenway

Update

Return to Analytics & Reports

Payments Transactions Invoices

25 payments per page

Showing 1 to 3 of 3

Show / hide columns

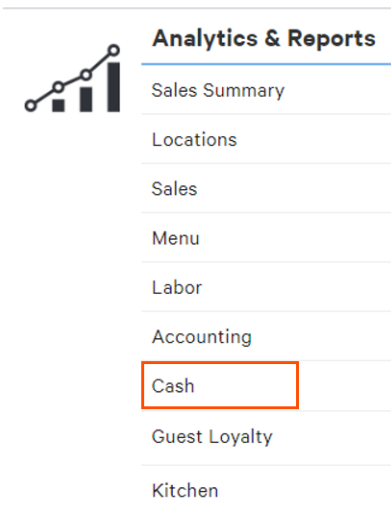


Order #	Created Date	Opened Date	Fulfillment Date	Charge Date	Amount	Tip	Gratuity	Total	Payment Type	Status	Receipt
170	2/12/19 4:43 PM	2/14/19 12:59 PM	2/14/19 1:00 PM	2/12/19 4:43 PM	103.40	0.00	0.00	\$103.40	House Account	NON-INVOICED	Receipt

Cash Reports

The Cash reports provide a summary of all cash activity on a single day. If you have multiple locations, you can view cash activity across all locations on a single day. If you want to see a total overview of cash in a certain time period, use the Activity Audit.

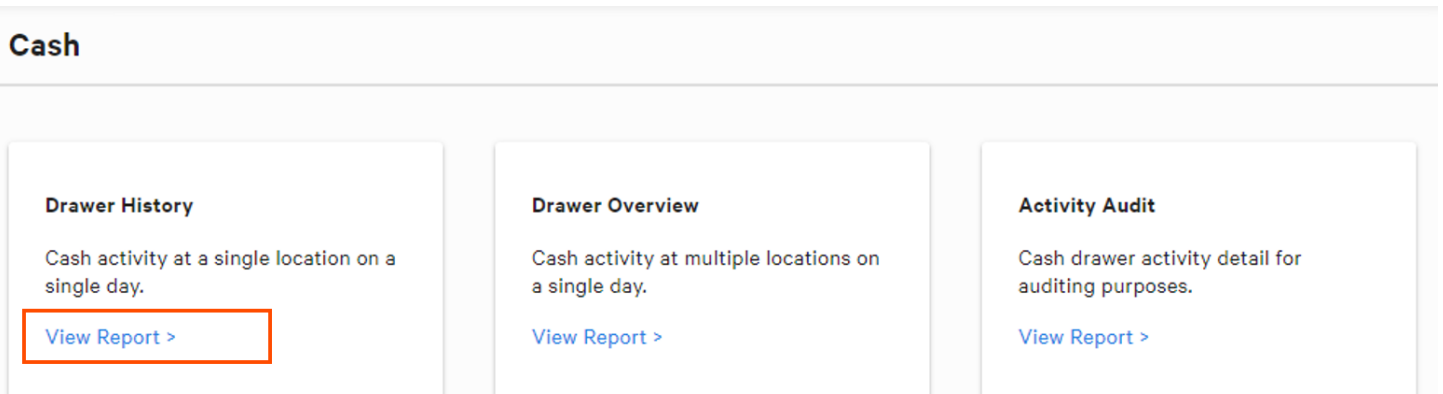
In Toast's back-end under Analytics and Reports, select *Cash*.



Analytics & Reports

- Sales Summary
- Locations
- Sales
- Menu
- Labor
- Accounting
- Cash**
- Guest Loyalty
- Kitchen

Then, navigate to the report you wish to view and select *View Report*.



Cash

Drawer History

Cash activity at a single location on a single day.

[View Report >](#)

Drawer Overview

Cash activity at multiple locations on a single day.

[View Report >](#)

Activity Audit

Cash drawer activity detail for auditing purposes.

[View Report >](#)

Within Cash Reports, the following reports are available:

Available Reports	Description
Drawer History	Cash activity at a single location on a single day.
Drawer Overview	Cash activity at multiple locations on a single day.
Activity Audit	Cash drawer activity detail for auditing purposes.

Drawer History Report

The Cash Drawers report provides an overview of cash activity at a single location on a single day.

Each column is a summary of either a physical cash drawer, the “House,” or an individual server. Each cash drawer column is labeled according to the name of the receipt printer connected to the drawer. The Total column will sum numbers for cash collected into all cash drawers and the “House.”

The reports also mark the name of the employee or manager who closed the drawer and the time it was closed. If a drawer is not closed, it will be highlighted in red and listed as Opened.

Using the Show / Hide Column function allows you to customize how your report is viewed on Toast’s back end. Each report is exportable in .csv format.

Report Figures:

Starting Cash (+)	The amount of cash used to start the drawer at the beginning of the day before any sales occurred.
Cash Payments (+)	Total cash payments taken at a terminal and put into a cash drawer (not employee).
Cash in Hand (+)	Total amount of server cash sales kept in hand (server).
Total Cash Payments (+)	Total amount of both cash drawer sales and server cash in hand sales .
Cash Collected (+)	Total of all employee cash in hand collected into a cash drawer or to the house.
Cash In/Pay In (+)	Positive adjustment of cash added to a cash drawer.
Tips Paid (-)	Negative cash adjustment representing Non-Cash Tips paid to a server at the end of a shift, including fees and gratuity .
Cash Out/Pay Out (-)	Negative adjustment of cash leaving a cash drawer.
Cash Drop (-)	Negative adjustment of cash leaving the drawer, but keeps the cash within the cash management system by transferring the amount from one cash drawer to another location—usually a safe (the house balance). Different from a cash out.
Expected Closeout Cash	The amount of cash expected based on the sum of the figures listed above including starting balances of cash drawers, sales into cash drawers, and server cash sales (+ and -).
Actual Closeout Cash	The amount of cash physically counted and recorded via the Cash Management
Cash Overage/Shortage	The variance between Expected Closeout Cash and Actual Closeout Cash (Over or Under).
Expected Deposit	The Expected Closeout Cash minus the Starting Cash from a Cash Drawer.
Actual Deposit	Total cash deposit that you have added using the Deposit function.
Deposit Overage / Shortage	The variance between Expected Deposit and Actual Deposit (Over or Under).



Columns in the Report

- **Total** - A sum of each figure from each row for the Cash Drawer and House Column.
- **Cash Drawer** - A physical cash register/till in the location and the figures are a record of the activity for that till during a single day.
- **House** - A theoretical drawer where cash collected by the house and tips paid out by the house without the use of one of the physical drawers are both recorded.
- **Server** - Includes daily totals for server Cash Payments (Cash in Hand), Cash Collected from servers during Shift Review, and Tips Paid to servers.

Home / Reports From 2/4/19 to 2/4/19

View Yesterday All Hours for All Employees at Fenway More Update Email Export

Cash Drawers	Total	Cash Drawers						House	Servers	Servers			
		1st Floor Concession 169	1st Floor Concession 170	1st Floor Concession 171	2nd Floor Concession 173	2nd Floor Concession 172	3rd Floor Concession .174	Bridget Breadcrumb		Betty Burger	Sam Salmon	Tom Tomato	
Cash Drawers + House		Closed	Closed	Closed	Closed	Closed	Closed	Closed		Closed	Closed	Closed	Closed
Status		9:59 PM	9:27 PM	10:00 PM	9:27 PM	9:28 PM	9:24 PM			9:54 PM	9:54 PM	9:27 PM	9:55 F
Time Opened/Closed													
Locked To													
Closed by		Wendy Waffle	Wendy Waffle	Wendy Waffle	Wendy Waffle	Wendy Waffle	Wendy Waffle			Wendy Waffle	Wendy Waffle	Wendy Waffle	Wendy Waffle
Starting Cash	\$1,200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$0.00					
Cash Payments	\$2,076.00	\$0.00	\$0.00	\$0.00	\$675.00	\$798.00	\$603.00	\$0.00					
Cash in Hand	\$850.00								Cash in Hand	\$225.00	\$163.00	\$0.00	\$127.00
Total Cash Payments	\$2,926.00												
Cash Collected	\$850.00	\$0.00	\$0.00	\$850.00	\$0.00	\$0.00	\$0.00	\$0.00	Cash Collected	\$225.00	\$163.00	\$0.00	\$127.00
Cash In	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					
Tips Paid	-\$987.26	\$0.00	\$0.00	-\$766.60	-\$66.90	-\$73.20	-\$80.56	\$0.00	Tips Paid	-\$223.15	-\$178.89	-\$66.90	-\$170.00
Cash Out	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					
Pay Out	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					
Cash Drop		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					
Expected Closeout Cash	\$3,138.74	\$200.00	\$200.00	\$283.40	\$808.10	\$924.80	\$722.44	\$0.00					
Actual Closeout Cash	\$3,143.00	\$200.00	\$200.00	\$283.00	\$813.00	\$925.00	\$722.00	\$0.00					
Cash Overage/Shortage	\$4.26	\$0.00	\$0.00	-\$0.40	\$4.90	\$0.20	-\$0.44	N/A					
Expected Deposit	\$1,938.74	\$0.00	\$0.00	\$83.40	\$608.10	\$724.80	\$522.44	\$0.00	Net Amount	\$1.85	-\$15.89	-\$66.90	-\$43.00
Actual Deposit	N/A												
Deposit Overage/Shortage	N/A												
Cash Entries	View	View	View	View	View	View	View	View					

Cash Drawer Columns

These columns break down each individual cash drawer showing their starting balance and all payments taken into the cash drawer for that business day, including: Cash Collected from servers, Cash In/Cash Outs, Tips Paid out to servers, Pay Outs, and Cash Drops.

House Column

This column of the Cash Drawer report tracks cash functions that are recorded as into the "house" or a hypothetical safe. These functions are not linked to a Cash Drawer. This means when conducting Cash Ins, Cash Outs, and Pay Outs, Cash Drops (cash drawer functions) and Cash Collected and Tips Paid (shift review), rather than choosing a specific cash drawer to receive/remove the cash, no cash drawer is selected and it is recorded as being received/removed from the house.

Individual Server

Each server who accepts Cash in Hand will have their own column that includes their Cash in Hand (total cash sales), amount of Cash Collected from the server in their Shift Review, amount of Tips Paid to the server (this amount includes their non-cash tips, gratuities/fees), and Net Amount (Cash Collected by the restaurant + Tips Paid to server). The Tips Paid amount is expressed as a negative amount to represent that it's cash being paid from the restaurant to the server.



Cash Drawer and House Detailed View

To view itemized details for each cash drawer or the house, select *View* at the bottom of any column and scroll down to expand the drawer's details. Note that cash details for individual employees are not provided on the cash drawer report.

Expected Deposit ⓘ	\$1,938.74	\$0.00	\$0.00	\$83.40
Actual Deposit ⓘ	N/A			
Deposit Overage/Shortage	N/A			
Cash Entries	View	View	View	View

The cash drawer view will list all Cash In, Cash Out, Pay Out, Cash Drop, and No Sale occurrences. Any Cash Collected or Tips Paid instances that occurred through shift review will also be listed in detail. This view will also show any adjustments made to a cash drawer's starting balance.

A user can also add Cash In entries, add Cash Out entries, or close the cash drawer directly from this view and it will be accurately reflected in reporting.

Cash entries for 1st Floor Concession

25 entries per page

Showing 1 to 25 of 26 entries

[Show / hide columns](#)

Created Date	Action	Amount	Cash Drawer	Payout Reason	No Sale Reason	Comment	Employee	Employee 2	Undo
8/9/17 10:00 PM	Closeout Shortages	-0.40	1st Floor Concession 171			Close out balance is short	Bridget Breadcrumb		
8/9/17 9:58 PM	Tip Out	-69.74	1st Floor Concession 171			Tips paid out from shift review.	Bridget Breadcrumb	Bernie Bagel	
8/9/17 9:58 PM	Cash Collected	142.00	1st Floor Concession 171			Cash revenue collected from shift review.	Bridget Breadcrumb	Bernie Bagel	
8/9/17 9:57 PM	Tip Out	-123.94	1st Floor Concession 171			Tips paid out from shift review.	Bridget Breadcrumb	Tommy Tuna	
8/9/17 9:57 PM	Cash Collected	193.00	1st Floor Concession 171			Cash revenue collected from shift review.	Bridget Breadcrumb	Tommy Tuna	

The house view shows details for all Cash In, Cash Out, Tips Paid, and Pay Outs occurrences that have been added to the house (no cash drawer selected). Any Cash Collected or Tips Paid instances that were paid to the house during shift review will also be listed in detail.

Cash entries for House

25 entries per page

Showing 1 to 3 of 3 entries

[Show / hide columns](#)

Created Date	Action	Amount	Cash Drawer	Payout Reason	No Sale Reason	Comment	Employee	Employee 2	Undo
8/9/17 10:04 PM	Tip Out	-72.58				Tips paid out from shift review.	Doris Nelson	Patricia Perry	
8/9/17 10:04 PM	Cash Collected	168.15				Cash revenue collected from shift review.	Doris Nelson	Patricia Perry	
8/9/17 1:56 PM	Cash Drop	100.00	POS Receipt 1*				Doris Nelson		




The view total column shows Actual Deposits made using the Add Deposit feature.

Deposits

[Add Deposit](#)

25 ▾ deposits per page Showing 1 to 1 of 1 deposits [Show / hide columns](#) 

Created Date ↓	Action	Amount	Comment	User	Undo
2/26/19 1:00 AM	Deposit	50.00		Manager Matt	

Drawer Overview Report

The Drawer Overview report shows multi-location restaurants cash activity for their other locations. This is especially useful for managing restaurant groups. For example, as the COO of a restaurant management group, you may want to be able to view cash variances across the entire restaurant group, in a single report.

Note: This report is available for Master Menu Management Customers only.

Home / Reports From 2/3/19 to 2/3/19

View [Yesterday ▾](#) [All Hours ▾](#) for [All Employees ▾](#) at [Fenway ▾](#) [More ▾](#) [Update](#)

[Return to Analytics & Reports](#)

Location ↑	Drawer Over/Short ▾	# Deposits ▾	Expected Deposit ▾	Actual Deposit ▾	Deposit Over/Short ▾
Fenway	N/A	0	\$0.00	N/A	N/A
Network Lab	N/A	0	\$0.00	N/A	N/A
Omaha	N/A	0	\$0.00	N/A	N/A
Oregon	N/A	0	\$0.00	N/A	N/A
Rich	N/A	0	\$0.00	N/A	N/A
Total	N/A	0	\$0.00	N/A	N/A

- **Drawer Over/Short** - Adds all cash drawer variances across restaurant location (Variance = Actual Closeout Cash - Expected Closeout Cash per Drawer)
- **# Deposits** - Count of deposit entries for restaurant location
- **Expected Deposit** - Total expected deposit for restaurant location
- **Actual Deposit** - Total value of day's deposit entry for restaurant location. If there are no deposits to report, N/A will appear.
- **Deposit Over/Short** - Total deposit variance for restaurant location (Variance = Actual Deposit - Expected Deposit). If there are no deposits to report, N/A will appear.

Note: The Drawer Overview Report shows single days only, not multiple days or date ranges, in the same manner as the Drawer History Report. Exports are unavailable for this report.

Activity Audit

Use the Activity Audit to view cash activity over a date range. Your primary use case for this report will be to share any cash-specific reports over a range of time with an accountant.

See the example image on the next page.



View Custom Date Days 02-01-2019 through 02-28-2019 All Hours for All Employees at Fenway

More Update Email Export

[Return to Analytics & Reports](#)

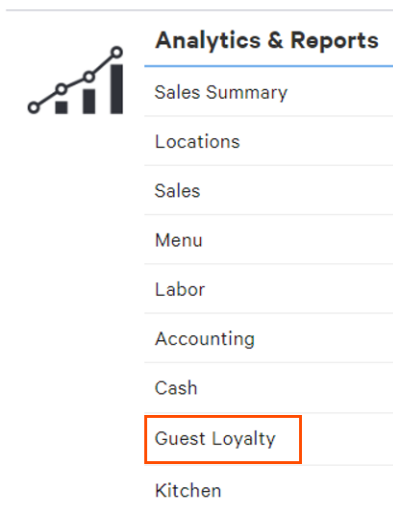
25 entries per page Showing 1 to 3 of 3 entries Show / hide columns

Location	Created Date ↑	Action	Amount	Cash Drawer ↑	Payout Reason	No Sale Reason	Comment	Employee	Employee 2
Fenway	2/1/19 1:28 PM	Cash In	20.00	Fenway Printer 1			Extra 1's	Katherine DiFronzo	
Fenway	2/1/19 1:30 PM	Tip Out	-30.00	Fenway Printer 1			Tips paid	Katherine DiFronzo	Katherine DiFronzo
Fenway	2/1/19 1:31 PM	Closeout Exact	0.00	Fenway Printer 1			Close out balance matches expected balance	Katherine DiFronzo	

Guest Loyalty Reports

Guest Loyalty Reports provide information about customers that have visited your restaurant, contact information via digital receipts, rewards activity and gift card activity. This data will allow you to manage a more direct marketing strategy with your customer base and view who your most loyal customers are.

To view your guest loyalty reports, go to Analytics & Reports and select *Guest Loyalty*.



Within Guest Loyalty Reports, the following reports are available:

Available Reports	Description
Summary	Totals for all gift cards, rewards accounts and guest credits.
Guest Information	Provides info about customers that have visited your restaurant.
Guest Feedback	Feedback from guests from digital receipts.
Guest Credits	Saved credits to accounts that can be redeemed when paying.
Gift Card Balance	An exportable report of all gift cards and their current cash balances.

Available Reports	Description
Gift Card Transactions	A real-time report of gift card transactions.
Gift Card Liabilities	Determines the liability transfer that is occurring within the organization.
Failed E-Gift Delivery	Errors for E-Gift Cards purchased via the POS app with failed emails.
Inactive Gift Card	An exportable report of all unsold gift card numbers.
Inactive Gift Card	An exportable report of all unsold gift card numbers.
Rewards Accounts	An exportable report of all Rewards Accounts and their current points. You can also adjust rewards points and see which guests are highest accruing.
Rewards Transactions	A real-time report of Rewards transactions that are occurring.

Summary Report

This report provides totals for all gift cards, rewards accounts and guest credits.

Home / Reports

View Days through All Hours at

[Return to Analytics & Reports](#)

Card Counts*

Gift Cards	171
Classic Gift Cards	0
eGift Cards	40
Imported Cards	131
Inactive Cards	1
Rewards Accounts	26

Gift Card Transactions

	Number of Trans.	Amount (\$)
Total Sales		\$2,042.28
Added Value	63	\$2,142.28
Voided Add Value	0	\$0.00
Adjust Balance	1	-\$100.00
Total Redemptions		-\$351.64
Redemptions	19	-\$351.64
Voided Redemptions	0	\$0.00
Net Liability Change		\$1,690.64
Starting Liability		\$139,045.10
Ending Liability		\$140,735.74

Rewards Transactions

	Number of Trans.	Amount (pts)
Total Points Earned		0
Added Value	0	0
Voided Add Value	0	0
Signup Bonuses	0	0
Add Points	0	0
Adjust Points	0	0
Total Points Redeemed		0
Redemptions	0	0
Voided Redemptions	0	0
Net Liability Change		0
Starting Liability		2,508,050
Ending Liability		2,508,050



Guest Information Report

Use this report to gather information about customers that have visited your restaurant.

Customers

Segment All Customers in All TIME Last Visit Any TIME

25 customers per page Showing 1 to 25 of 59 customers [Show / hide columns](#)

First Name	Last Name	Email	Phone	# of Visits	Gross Amount
Toast	Test	toasttest@toast.com	222-222-2222	32	\$2762.33
Wendy	Waffle	wwaffle@gmail.com	123-456-7890	9	\$591.52
Rich	Eliodor	-	222-222-2224	9	\$567.85

Select a customer name to see a breakout window of Customer Details. On this page, the following information is available for each customer:

- **Customer Info**
 - Contact Information
 - Total number of visits
 - Reward/Loyalty Program member status
 - Rewards/Loyalty Account point balance
- **Activity Overview**
 - Total spend
 - Average spend
 - Number of visits
 - Days since their last visit
 - Date of last visit
- **Visit Details**
 - Visit Date, Check Total, Tip Percentage, Server, and Visit Duration for each of their checks
- **Top Items**
 - Most frequently bought items, Total Amount spent on the item, and Quantity ordered

Customer Details

Customer Summary

Email: [Redacted]
 Phone: [Redacted]
 # of Visits: 133
 Rewards: [Redacted] [View](#)
 Total Points Accrued: 1,843

Total Spend	\$1,318.88
Average	\$9.92
# of Visits	133
Days Since	2
Last Visit	4/13/2015

Visit Details:

Visit Date	Total	Tip	Server	Duration
4/13/2015 1:17 PM	\$6.99	0.0%	AM Bakery AM Bakery	0m
4/8/2015 2:07 PM	\$0.00	-	AM Bakery AM Bakery	0m
4/7/2015 12:51 PM	\$10.99	0.0%	AM Bakery AM Bakery	0m
4/3/2015 12:19 PM	\$7.99	0.0%	AM Bakery AM Bakery	0m
3/25/2015 12:21 PM	\$11.18	0.0%	AM Bakery AM Bakery	1m

Top Items	Amount	Quantity
Fresh Mozzarella	\$163.36	24
BLT	\$117.78	18



Note: Customer records will only include information that is provided / available at the time of purchase, so all fields of data may not be included. For example, a record for a customer that pays with cash and prefers no receipt or even just a printed receipt, will not include much, if any, customer-specific information. However, a record for a customer that placed an order online will include far more information, like email, name, and phone number.

You will also need the *Customer Credits & Reports* permission to access Customer Reports.

Edit Historical Data	Inherit	Override	<input checked="" type="checkbox"/>
Customer Credits & Reports (i)	Gives user the ability to issue a credit/comp to a customer and view customer reports.		<input checked="" type="checkbox"/>
Local Menu Edit	Inherit	Override	<input checked="" type="checkbox"/>

Customer Segments

- **Frequent Visitors** - This segment is calculated by the number of days since they have become a customer and their total number of visits. With this feature, you may find you have customers who have visited 15 times over the course of 3 years. You may also have those who have visited 4 times, but has only been a customer for 4 months. Think of these customers as high rate of visits.
- **Big Spenders** - This segment is based on the average ticket size of the customer. The same principle applies from above. A customer who has spent \$1,000 over 200 visits is different from the customer who has only spent \$400, but has visited 8 times. Think of these customers as high rate per visits.

Marketing to Customers

Select the small Excel icon located beside the *Show / Hide columns* button to export your report. From here, you can upload customer information into a marketing site such as MailChimp or Constant Contact.

Guest Feedback Report

If you are utilizing the [Guest Feedback](#) feature in Toast, you can track all guest feedback provided from digital receipts in this report.

View Last Month All Hours for All Employees at Fenway Update

[< Return to Analytics & Reports](#)

Guest Feedback

25 feedback per page Showing 0 to 0 of 0 entries Show / hide columns

Location	Date & Time	Check #	Server	Table #	Rating	Reasons	Guest Name	Contact?	Guest Phone	Guest Email	Comments	Status	Notes	Action
----------	-------------	---------	--------	---------	--------	---------	------------	----------	-------------	-------------	----------	--------	-------	--------

This report contains:

- **Location** - The restaurant location where the check was opened
- **Order #** - The order number associated with the feedback
- **Date/Time** - The date and time feedback was received
- **Server Name** - The original server who opened the check



- **Table #** - If applicable, the original table associated with the check
- **Rating** - Positive or negative
- **Reason** - If entered, reasons could include items such as food quality or wait time
- **Guest Name** - If applicable, the name associated with the credit card used for payment
- **Contact?** - The guest's opt-in response of Yes or No
- **Guest Phone Number** - If applicable
- **Guest Email Address** - If applicable

Use the Show / hide columns button to customize which columns appear on the report.

By selecting *Respond* under the Action column, managers can set a status on the feedback submission as well as add notes in an open text field.

View for at

[< Return to Analytics & Reports](#)

Guest Feedback

feedback per page Showing 0 to 0 of 0 entries

Location	Date & Time	Check #	Server	Table #	Rating	Reasons	Guest Name	Contact?	Guest Phone	Guest Email	Comments	Status	Notes	Action
----------	-------------	---------	--------	---------	--------	---------	------------	----------	-------------	-------------	----------	--------	-------	--------

Guest Credits Reports

When mistakes happen, it's common for restaurants to want to "make it right" for the customer by offering them credits that can be applied as payment. Toast allows you to apply credits to customer accounts that can be redeemed by the customer when paying for their check.

Note: credits are different than loyalty points.

To learn more about Guest credits, view [Customer Credits](#).

The guest credits report will provide you with an aggregated list of all credits issued or redeemed within the selected time frame.

Customer Credit Reports

Start Date: End Date:

Credits Issued Details

Date	Amount	Expiration	Guest Details	Employee	Manager	Notes
01/06/2019	\$-100		Rich Eliodor 222222224			Expiring -100.00 \$ of remaining credit from transaction d5ca4579-52a0-4637-bec4-e50d669c55b1

Gift Card Balance Report

This report includes all gift cards and their current cash balances. You can also view/edit details about each card and manually adjust gift / reward balances from this report.

See the example image on the next page.



View Last Month at Fenway Update

[Return to Analytics & Reports](#)

25 cards per page Showing 1 to 25 of 171 cards* Show / hide columns

Location	Card Number	First Trans. Date	Initial Amount (\$)	Last Trans. Date	Current Balance (\$)
Fenway	8627 3843 1784 1801	10/22/2018 6:04 PM	20.00	10/22/2018 6:09 PM	2.66
Fenway	8627 7681 3360 6697	9/28/2018 12:12 PM	30.00	9/28/2018 12:12 PM	30.00
Fenway	8627 0755 4978 5028	9/28/2018 11:43 AM	20.00	9/28/2018 11:48 AM	0.00

Gift Card Transactions Report

Use this report to see real-time gift card transactions occurring in the restaurant. It includes *Add Values* and *Redemptions*.

View Last Month All Hours at Fenway Update

[Return to Analytics & Reports](#)

25 transactions per page Showing 0 to 0 of 0 entries Show / hide columns

Location	Account ID	Date	Server	Type	Amount (\$)	Balance (\$)
No transactions exist for this time period						

Gift Card Liabilities Report

This report is essential for multi-location restaurant groups that want to keep track of who is selling and redeeming gift cards.

Gift Card Liabilities determines what Liability Transfer is occurring within the organization between locations as Gift Cards are redeemed at stores that do not own that liability. Note that the Redemption Store is always owed the amount for accepting the Original Store's gift card and honoring that liability.

View Last Month All Hours at Fenway Update Email Export

[Return to Analytics & Reports](#)

25 transactions per page Showing 0 to 0 of 0 entries Show / hide columns

Affected Store	Original Account ID	Current Account ID	Date	OriginalPurchase/Add Value Store	Debit (\$)	Credit (\$)	Redemption Store
No transactions exist for this time period							



The Gift Card Liabilities report can be exported as one long list, and then imported into a third party spreadsheet like Microsoft Excel, Google Sheets, or Apache Open Office. See the table below for the columns included within the report:

Affected Store	Allows you to sort by location to see how much outstanding liability there is at a given time for that store.
Account ID	Gift card number.
Date	Transaction date. There can and often will be several dates for each Account ID.
Original Purchase / Add Value Store	This is the store in the restaurant group that originally accepted payment for the card. This would be the store that owes the redemption location.
Debit (\$)	This is the amount that is owed by the affected store. You will see a debit when the affected store is the same as the redemption store.
Credit (\$)	This is the amount that is owed to the affected store. You will see a credit when the affected store is the same as the redemption store.
Redemption Store	The store where the value on the gift card was actually redeemed to purchase an item.

Interpreting Data:

There are two ways to look at the data. The first is across the entire restaurant group. Since this is a list of transactions the best thing to do is export and aggregate them later. The other way to export the data is by an individual location. When a single store is selected, like in the case of only having a single franchise store, it is easy to sum the debits and credits. The debits will be how much is owed by the franchise, and the credits are how much your corporate stores will owe the store.

Sort Liability Spreadsheet:

The easiest way to get the data in summary form is to use a pivot table. Below is a sample pivot table using the .xlsx file format, popularized by Microsoft Office.

1. Select the time frame that you are looking to export.
2. Select the *Export* button.
3. Open this export in whichever spreadsheet system you are most comfortable using. The example below is a commonly used pivot table sample:

	SUM of Debit (s)	SUM of Credit (S)
Downtown	1532.75	781.9
Greenville	374.15	667.62
Main Street	938.11	1014.4
Meadowbrook	232.59	145.24
Southside	177.75	170.4
Uptown	173.18	648.97
Grand Total	3428.53	3428.53

Read the data left to right. The money within the pivot table is the money that is owed by the location on the left (the rows) to the location on the right (the columns). Next, create a pivot table. The Rows should be the Original Purchase/ Add Value Store, the columns should be Redemptions store, and the data should be Credits.

FAQ

What about when a gift card is redeemed at the same location that it was purchased?

These transactions are filtered out of this report. You will only see transactions from one location to another.



What if it was bought at one location, more value was added at a second location, and redeemed at a third location?

Toast tracks each of those values separately. So the first location will owe the third location only the amount that was purchased at the first location, and the second location will owe the amount that was purchased at the second location.

What time frame will the Gift Card Report Cover?

It is completely retroactive. Part of this process is a database migration, which are rolling out over the upcoming weeks.

Failed E-Gift Deliveries Report

This report provides information about what caused E-Gift Cards not to send. Failed delivery notifications are sent automatically to your Manager Contact List (Contact Settings).

Home / Reports From 1/1/19 to 1/31/19

View at

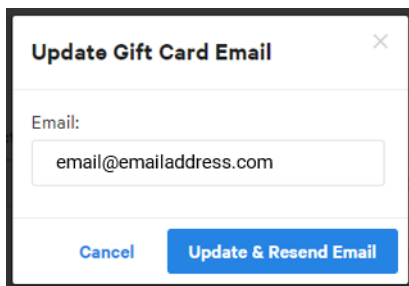
[< Return to Analytics & Reports](#)

Showing 1 to 4 of 4*

Location	Email	Purchaser Contact Info	Card Amount	Delivery Attempted	Failure Reason
Fenway			50.00	11/25/2018 11:37 AM	550 No Such User Here
Fenway	fbghfyftjyyfy@toasttab.com		0.00	10/2/2017 12:52 PM	550 Invalid Recipient - https://community.mimecast.com/docs/DOC-1369#550
Fenway	optout@toast.com		5.00	6/21/2017 10:44 AM	550 5.1.1 <optout@toast.com>... User unknown 7rDR59e+Q6mfMIs7lcGClw - nsmtpt
Fenway			11.62	4/5/2017 3:00 PM	Invalid email address

* This table contains real-time values. It ignores the date range filter.

Select the failed delivery that you would like to resend and select *Update & Resend Email*.



Inactive Gift Cards Report

This report includes all unsold gift card numbers. In this report you can:

- View/edit details about each card
- Manually activate an inactive gift card

You can also use this report to see the number of available gift cards you have left and evaluate if you need to purchase more. See an example image on the next page.



View Last Month All Hours at Fenway Update

[Return to Analytics & Reports](#)

25 cards per page Showing 1 to 1 of 1 cards* Show / hide columns Search

Location	Card Number	Created Date
Fenway	8627 9263 2585 2012	1/23/2019 4:03 PM

* This table contains real-time values. It ignores the date range filter.

Rewards Accounts Report

Similar to the Gift Card Balances report, this page includes all Rewards Accounts and their current points balances. You can also view/edit details about each card and manually adjust gift card/rewards points balances from this report.

Select a rewards balance to make changes.

[Return to Analytics & Reports](#)

25 cards per page Showing 1 to 25 of 26 cards* Show / hide columns Search

Location	Email	Card Number	First Trans. Date	# Accrue Trans.	# Redeem Trans.	Last Trans. Date	Balance (pts)
Fenway	luzfranco@hotmail.com	8627 7831 4940 5182	10/1/2018 12:53 PM	2	0	10/16/2018 10:56 AM	330
Fenway	luzfranco@gmail.com	8627 7984 2393 6249	10/1/2018 12:46 PM	8	0	10/1/2018 1:27 PM	540
Fenway	juan.patino@toasttab.com	8627 3790 1514 2072	9/28/2018 2:15 PM	5	1	9/28/2018 3:04 PM	46

Rewards Transactions Report

Use this report to see real-time Rewards transactions that have occurred in the restaurant within the report range. This includes *Add Values* and *Redemptions*.

View Last Month All Hours at Fenway Update

[Return to Analytics & Reports](#)

25 transactions per page Showing 0 to 0 of 0 entries Show / hide columns Search Account ID

Location	Account ID	Date	Server	Type	Amount (\$)	Balance (\$)
----------	------------	------	--------	------	-------------	--------------

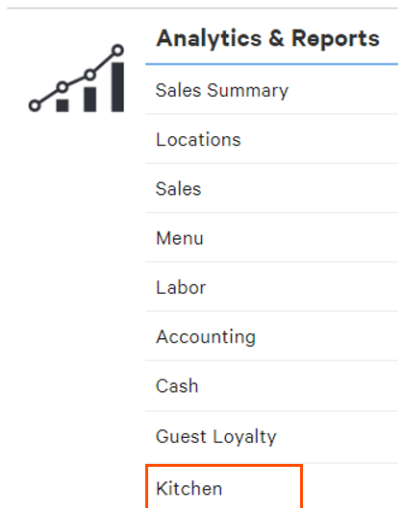


Kitchen Reports

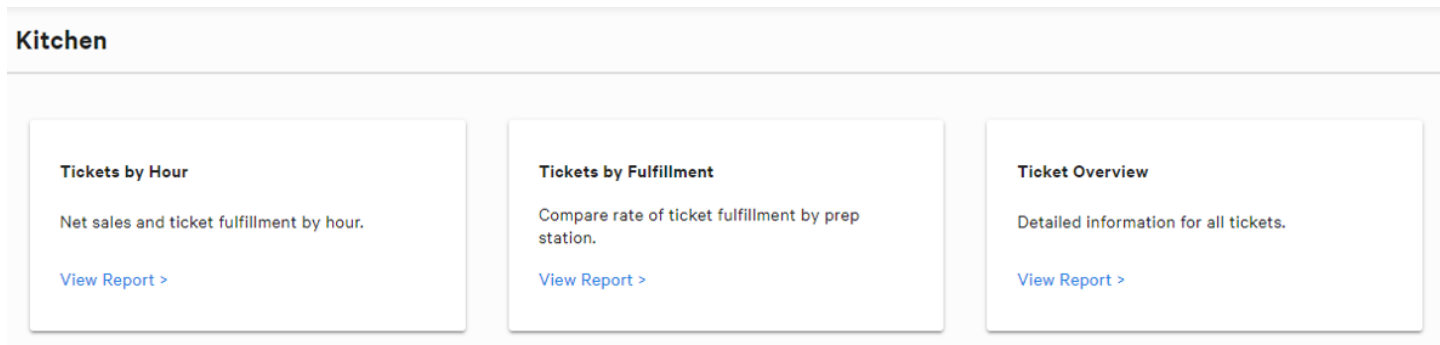
The Kitchen reports provide a breakdown on the volume of tickets that come through your kitchen and how long it takes to complete each ticket.

Note that this report is for customers with Kitchen Display Screens only. If your kitchen operates using printed tickets, this report will have no data.

In the Analytics & Reports section of Toast's back-end, select *Kitchen*.



From here, the following reports are available as shown below. Select each tile to view the reports.



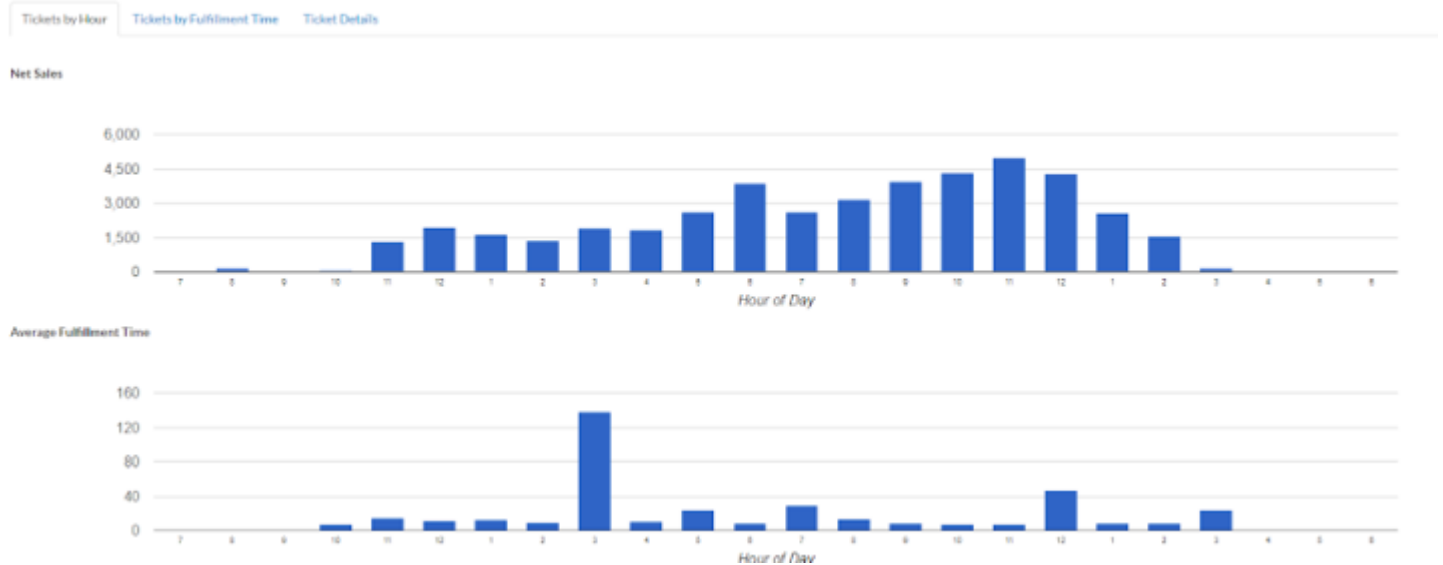
Available Reports	Description	Key Takeaways
Tickets by Hour	Provides a high level view of the number of tickets fulfilled in a given hour and the average time taken to complete those tickets.	A good measure of how busy the kitchen is.
Tickets by Fulfillment Hour	Breaks down how many tickets were fulfilled by each station within a set time interval.	Helps provide insight into how your kitchen is handling the workload within a specific amount of time. Measures ticket turn around time.
Ticket Details	Deep dive breakdown of the details of each individual kitchen ticket.	Shows what happened on a specific ticket and when (from the kitchen's point of view).

Tickets by Hour Report

This report provides a deep dive into your kitchen tickets, including:

- An hour-by-hour readout of net sales
- The number of tickets fulfilled in a given hour
- The average time taken to complete those tickets

The date, time, and the user or employee that fulfilled the tickets can be adjusted using the dropdown menus. Use the *more* dropdown to filter the data even further.



The first bar graph in this report will show the amount of net sales per each hour of service. Hover over any blue bar to see the exact sales total for that single hour.



The second graph will show the average ticket fulfillment time per each hour of service. Hovering over a blue bar will tell you the total number of completed tickets and the average time it took to fulfill all tickets within that hour.

Tickets by Fulfillment Time Report

Use this report to see how many tickets were fulfilled by each station within a set time interval.

Use the *Group by Time Interval* dropdown to set the minute range you want to track for ticket completion. The minutes scale along the bottom of the graph will jump in groups of 1 – 5 minutes.

See the following page for this dropdown menu.



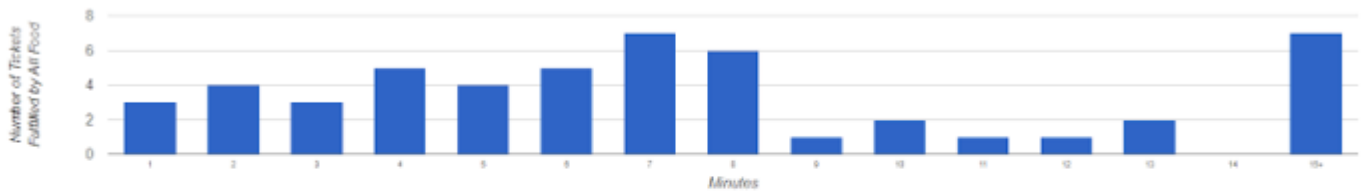
Group By Time Interval

1 minute

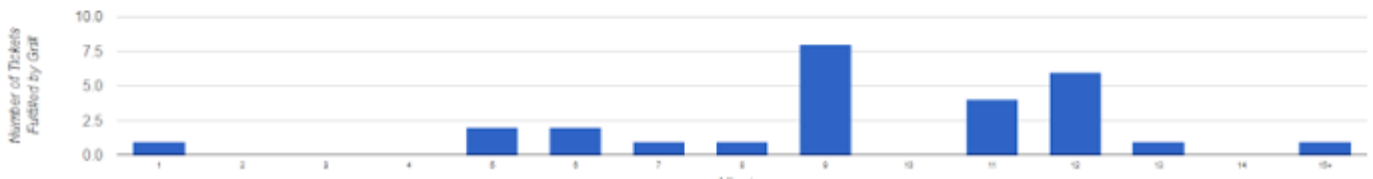
- 1 minute
- 2 minutes
- 3 minutes
- 4 minutes
- 5 minutes

In the example below, you can see that 7 food tickets were fulfilled within 7 – 8 minutes, but only one of them was fulfilled by the grill station.

Fulfillment Time: All Food



Fulfillment Time: Grill



Ticket Details Report

Use this report to view more detailed information for individual kitchen tickets. Customize what data appears in the report by selecting options from the Show/Hide columns.

This report can be exported as a .csv file if needed.

Tickets by Hour Tickets by Fulfillment Time **Ticket Details**

25 items per page Showing 1 to 25 of 713 items show / hide columns

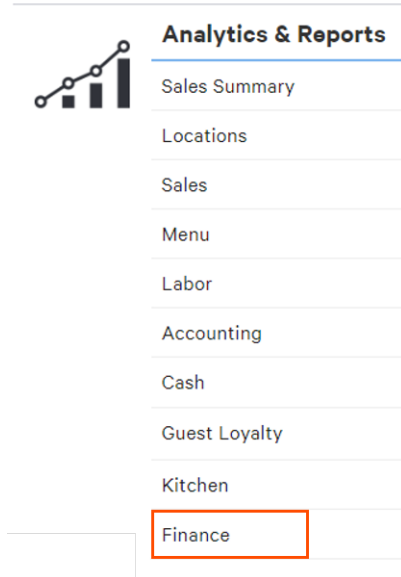
Location	Server	Check #	Table	Station	Expediter Level	Fired Date	Fulfilled Date	Fulfillment Time	Fulfilled By
Fort Collins	Counter 11	108			2	1/25/19 2:28 AM	1/25/19 2:36 AM	7 minutes and 57 seconds	KDS KDS
Fort Collins	Counter 11	107			2	1/25/19 2:16 AM	1/25/19 2:17 AM	50 seconds	KDS KDS
Fort Collins	Counter 11	105			2	1/25/19 2:14 AM	1/25/19 2:16 AM	1 minute and 46 seconds	KDS KDS
Fort Collins	Counter 11	104			2	1/25/19 2:14 AM	1/25/19 2:16 AM	1 minute and 49 seconds	KDS KDS



Finance Reports

The Finance Reports provide a summary of bank deposits, credit card processing and Toast billing related information.

In the Analytics & Reports section of Toast's back-end, select *Finance*.



From here, the following reports are available as shown below. Select each tile to view the reports.

Available Reports	Description
Deposit Totals Overview	View totals of settled and pending batches of credit card deposits.
Settled Deposit Overview	View settled batches of credit card deposits by location.
Daily Credit Card Activity	View credit card fees, settlements and bank account transfer activity by day.
Credit Card Statements	Shows monthly credit card processing statements.
Chargebacks	Pulls up disputed credit card transactions and response deadlines.
Daily Billing Activity	Shows Toast monthly fees, adjustments, and bank account transfer activity by day.
Invoices	Provides monthly invoices for Toast software and hardware, including any debits or credits.

Deposit Totals Overview

The Deposit Totals Overview displays settled credit card totals for the date range, a view into the processing rates and fees for Visa/MasterCard/Discover and American Express, as well as any pending batches (this section generally shows the most recent batch captured that has not yet settled).

If you use OptBlue to process all of your credit card payments (that is, Toast handles American Express transactions in addition to Visa, MasterCard, and Discover), the report gives a consolidated overview of these payments.

Overview										
Settled Totals										
Location	Payments		Refunds		Fees		V/MC/D Net (Dep)	Amex Settled		
Fenway	366	\$20,839.20	1	\$128.92	\$419.85	\$15,386.49	\$4,903.94			
Visa / MasterCard / Discover										
Location	Type	Rate	Payments	Refunds		Fees Collected	V/MC/D Net (Dep)			
Fenway	V/MC/D	2.3776% + 0.15	294	\$15,806.34	0	\$0.00	\$419.85	\$15,386.49		
			Total	294	\$15,806.34	0	\$0.00	\$419.85	\$15,386.49	
American Express										
Location	Type	Processing Fee Rate			Payments	Refunds	Fees			
Fenway	Amex	0.15% + 0.07			72	\$5,032.86	1	\$128.92	\$12.59	
<small>Deposits handled by American Express. Fees listed are Toast processing fees only and do not include American Express fees</small>										
Pending Batches*										
Restaurant	First Tx Date	Last Tx Date	Batch Submitted		Processor	Payments	Refunds			
Fenway	2/28 7:25 AM	3/1 12:51 AM	3/1 4:41 AM		Tandem Prod	448	\$26,293.65	0	\$0.00	

If the restaurant is an American Express direct merchant, Visa/MasterCard/Discover are processed and reported separately from American Express.

Overview										
Settled Totals										
Location	Payments		Refunds		Fees		V/MC/D Net (Dep)	Amex Settled		
Fenway	366	\$20,839.20	1	\$128.92	\$419.85	\$15,386.49	\$4,903.94			
Visa / MasterCard / Discover										
Location	Type	Rate	Payments	Refunds		Fees Collected	V/MC/D Net (Dep)			
Fenway	V/MC/D	2.3776% + 0.15	294	\$15,806.34	0	\$0.00	\$419.85	\$15,386.49		
			Total	294	\$15,806.34	0	\$0.00	\$419.85	\$15,386.49	
American Express										
Location	Type	Processing Fee Rate			Payments	Refunds	Fees			
Fenway	Amex	0.15% + 0.07			72	\$5,032.86	1	\$128.92	\$12.59	
<small>Deposits handled by American Express. Fees listed are Toast processing fees only and do not include American Express fees</small>										
Pending Batches*										
Restaurant	First Tx Date	Last Tx Date	Batch Submitted		Processor	Payments	Refunds			
Fenway	2/28 7:25 AM	3/1 12:51 AM	3/1 4:41 AM		Tandem Prod	448	\$26,293.65	0	\$0.00	

To learn more about processing American Express with OptBlue or an individual Merchant ID, see this [article](#).

Settled Deposit Overview

The Settled Deposit Overview provides an itemized list of any credit card batches that were settled within the viewed range of the report. If you use OptBlue, the report totals payments, refunds, fees, and net deposit amounts for all of the credit cards.

Summary by Day

10 entries per page

Showing 1 to 7 of 7 entries [Show / hide columns](#)

Location	Settled Date	Sales Date(s)	Total Payments	Total Refunds	Fees	Net Deposits



If you are an American Express direct merchant, the report includes separate columns for Visa/MasterCard/Discover payments, refunds, fees, and net deposit amounts, in addition to American Express payments and refunds.

Summary by Day

10 entries per page

Showing 1 to 7 of 7 entries

Show / hide columns

Location	Settled Date	Sales Date(s)	V/MC/D Payments	V/MC/D Refunds	V/MC/D	V/MC/D Net (Dep)	Amex Payments	Amex Refunds
----------	--------------	---------------	-----------------	----------------	--------	------------------	---------------	--------------

There are several columns that show by default when viewing the Settled Deposit Overview as a direct merchant:

Settled Date	The date on which the credit card batch finalized and in some cases, deposited into the user's bank account.
Sales Date	The date on which the sales occurred for the deposit. (The user can use this date to refer to the same day's Sales Report to compare figures).
V/MC/D Payment	Total Sales for Visa, Mastercard and Discover in the report range.
V/MC/D Refunds	Total amount of Visa, Mastercard and Discover refunds included in the batch.
V/MC/D Fees	Total processing fees for Visa, Mastercard and Discover that were deducted from this batch before being deposited into the user's bank account.

At present, Toast operates on a schedule which deducts the processing fees on a daily basis before depositing as opposed to a more commonly used schedule where all fees are deducted once a month.

- V/MC/D Net (Dep) - Net Deposit into the user's bank account for Visa, MasterCard, Discover. This number should be used to reconcile against bank records for deposits.
- Amex Sales - American Express amount processed on this Sales Date.
- Amex Refunds - Amount of any Amex refunds included in this batch.

Note that the Show/Hide Columns drop-down menu can be used to further customize the information that is shown.

Daily Credit Card Activity Report

Use this report to view all financial activity in a user's internal Toast account. This includes credit card deposits and fees as well as ACH payments into and out of the user's bank account. These ACH transactions could be one time charges for hardware, regular monthly software fees, or other types of adjustments.

Daily Credit Card Activity

Show 25 entries

Showing 1 to 25 of 356 transactions

Show / hide columns

Date	Type	Note	Debit	Credit	Balance
8/10/2018	Toast ACH Transfer				
8/10/2018	Card Fees				
8/10/2018	Amex Settlement*				
8/10/2018	Discover ACH Transfer	BANKCARD to account			
8/10/2018	V/MC ACH Transfer	BANKCARD to account			
8/10/2018	Customer Payments / Refunds				



Credit Card Statements

Customers are invoiced monthly for their software fees and any other debits or credits that were incurred over the billing cycle. The statements page provides the user with a history of all of their monthly invoices which the user can download as a .PDF file for their records.

View Days through at

[Return to Analytics & Reports](#)

This report shows data as of the day the payments settle, usually 1-2 business days after they were processed.

Show entries Showing 1 to 9 of 9 statements [Show / hide columns](#)

	Location	Statement Date ↓	Period Start	Period End	Total Balance
↓	Fenway	1/31/2019	1/1/2019	1/31/2019	0.00
↓	Omaha	1/31/2019	1/1/2019	1/31/2019	0.00
↓	Oregon	1/31/2019	1/1/2019	1/31/2019	0.00

Chargebacks Report

This report provides status of all chargeback disputes and draft retrieval notifications within the report range.


Chargebacks

Show entries Showing 0 to 0 of 0 entries [Show / hide columns](#)

Statement	Restaurant	Report Date ↓	Received Date	Transaction Date	Notification Type	Reason Code	Amount	Check Number	Dispute Deadline	Receipt Code
No chargebacks exist for this time period										

Daily Billing Activity

View all Toast monthly fees, adjustments and bank account transfer activity by day.

Show entries Showing 1 to 2 of 2 transactions [Show / hide columns](#) 

Date	Type	Note	Debit	Credit	Balance	Acct Last 4	Status
4/30/2017	Toast Monthly Fee Tax	MASSACHUSETTS	7.81		-132.81		
4/30/2017	Toast Monthly Fee		125.00		-125.00		

Invoices

Use this report to see monthly invoices for Toast software and hardware, including any debits or credits.

Show entries Showing 1 to 2 of 2 invoices [Show / hide columns](#)

Invoice	Invoice Date ↓	Amount	Status
↓ INV121727	1/31/2019	245.00	Open
↓ INV114642	1/23/2019	66.44	Paid In Full



We empower
the restaurant community
to delight guests
do what they love
and *thrive.*



Powering successful restaurants.

| pos.toasttab.com