



Toast Classroom

Online Ordering

Thank you for joining Toast Classroom today! Below is a summary of the topics discussed with links to additional content you can use.

Agenda Topics:

- [How should I set up my online ordering menu?](#)
 - Use Current Menu - Set as Visible To on Menus and Items
 - Use Advanced Properties (Show/Hide Visibility and Visible To)
 - Use Separate Online Ordering Menu
 - It will show on the POS, so change POS Name field to DO NOT USE
- [Toast Now](#) vs. [Toast POS](#)
- [Online Order Setup \(Toast Web\)](#)
 - Add Photos and [Descriptions to Items](#)
 - [Spotlight Feature](#)
 - [Approval Mode](#)
 - Approve Manually
 - Send Orders Directly to the Kitchen (Most Common)
 - Use Rules (Cash Threshold, Credit Minimum, Delivery Minimum, Total Amount)
 - [Dining Options](#)
 - Set default and any special messaging like where to retrieve orders.
 - [Server Selection](#) (Create Generic User, otherwise, it's whomever does the logging in next to the auto-firer)
 - [Revenue Center](#) (...you may need to create Online Ordering)
 - [Special Requests](#) (On or Off, Customize Message)
 - [Payment Options](#)
 - [Auto-Fire](#) (One Device Only) (...this can be done from ToastWeb now)

Agenda Topics (Continued):

- [Online Ordering Schedule](#)
- [TakeOut / Delivery Configuration \(...using your own drivers\)](#)
- [Toast Delivery Services](#)
- [Delivery Fees](#)
- [Throttle Orders](#) (Managing Order Volume) POS Application and ToastWeb
 - [Accept, Snooze, Don't Accept](#)
- [Using Lead Times](#)
- [Using Prep Times](#)
- [Online Ordering Hours](#) (...different than Restaurant Hours)
 - Set up hours for two tabs (Delivery and Takeout, often stop an hour before location closes)
 - You can add intervals
- [What can I customize?](#)
 - Restaurant Info
 - [Link \(toasttab.com/youcanchangethispart\)](#)
 - Online Ordering
 - Buy E-Gift Cards
 - E-Gift Card Lookup
 - Images & Descriptions of Items
- [Pending Orders](#)
 - Needs Approval
 - Future Orders
 - Sales > Exceptions > Paid in Total / Deposit Sales Collected ([Page 37 & 38 of Toast Reporting Guide](#))
- Set up E-Mail Notifications
 - [Contact Settings](#)
- [Pay at the Table](#)

Using Toast Central for Information:

- [Getting Started with Online Ordering](#)
- [Online Ordering Best Practices](#)
- Would you prefer a printed guide to Online Ordering setup? [Download it here.](#)
- [Advanced Online Ordering Settings Guide](#)





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Tips & Tricks:

- Catering Menu often set as Online Ordering
- You can include text on images such as “Step 1: Select a Base”
- [Image Size and Type Recommendations](#) (.png).
- It is not possible to make specific items available depending on the time of day, however, you can make menus available depending on the time of day / day of week
- [Discounts in Online Ordering](#)
 - Time based discounts can be time based as long as the order and the pickup are within the frame
 - Promo Code Discounts
- Popular Items are based on a 30 day activity and does not require any special setup
- Guests can save a credit card to record when they create an account
- New Feature: [Curbside Pickup](#) = Contactless Pickup
- [Facebook, Twitter and Instagram](#)
- [Enable and Opt-In to the Toast TakeOut App](#)
- [Adding Digital Order Buttons](#)
- [QR Code](#) Menu Hack

Q&A:

Q: Can you use a gift card option?

A: Yes, you can use Pay with Gift Card on Toast Online Ordering Version 3. [Check out this article for more information.](#)

Q: Can the guest use a promo code / discount for future orders when we are not open?

A: Yes, you can use Promo Codes for Online Ordering as long as both pieces have time requirements set and met. [Check out this article for more information.](#)

Q: What are the best practices when assigning a generic person for the auto-fire functionality?

A: Truly best practice would be not to use generic users, but we commonly see this used when someone needs an easier way than adding up employees tips to redistribute evenly and they go with using one generic user.

Q: Do you have a way for guests to pre-order for a special day without being able to order the food for another day. IE: mother's day specials.. we wanted them to be able to pre-order for sunday, but there was no way for the items not to be ordered on friday and saturday.”

A: Not currently, but this is a common feature request. What we've seen people do is create a separate menu called “MOTHERS DAY SPECIAL”. And use the description field to indicate this it's only available for pickup on Mothers day or whatever the holiday may be.”

Q: For future orders, when does the order fire to the kitchen? I saw some options in another screen but it looks like the soonest is 1 hour before the order is to be picked up.”

A: Orders fire to the kitchen based on prep time. Under Other Setup > Prep/Delivery Times > You can set up prep time and delivery time (which are cumulative). It has to be in increments of 5 minutes but there is no limit that I'm aware of.