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Toast University

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schedules, customizing order prep times, to

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Toast's Online Ordering feature can be configured to your meet your restaurant's needs by accessing the Online Ordering section of Toast's administration back-end. The following sections explain the key elements available that allow you to modify how online orders behave.

For a printable version of this guide, [click here](#), or select the image below.



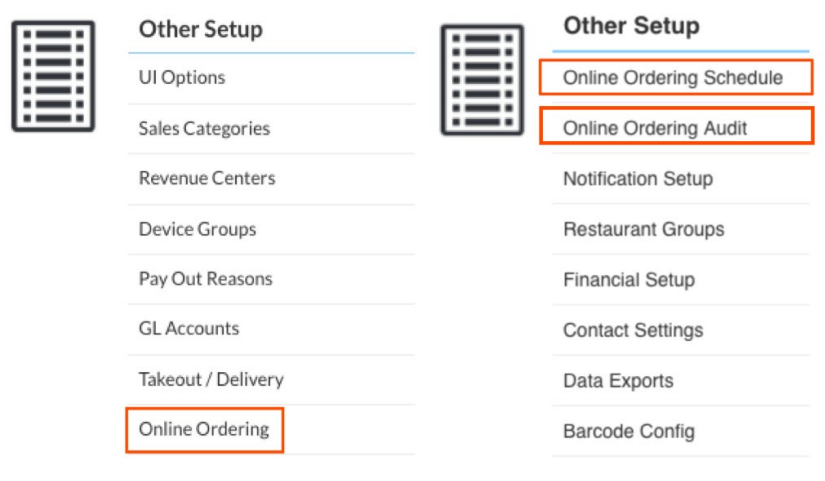
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Pro Tip: Toast recommends reviewing the Online Orders section in tandem with the [Takeout and Delivery Setup Options](#) to properly configure all aspects of Toast's online ordering system.

The Online Ordering sections can be found within the *Other Setup* section of Toast's administration back-end.



Online Ordering Schedule

You have the ability to customize when your guests can start and stop placing orders according to the hours of service you've configured for Online Ordering. To set hours of service for Online Ordering:

1. Select the *Online Ordering Schedule* option from *Other Setup*. Your existing restaurant hours will automatically migrate over, setting the same hours for Online Ordering, by default.
2. The *Online Ordering Schedule* functions separately from the restaurant's hours set in the administration back-end. To set or update hours, navigate to *Set Online Ordering Hours*
3. Select *Edit* for the day you'd like to change.

toast Cafe UX - Boston Switch Restaurant Toast Restaurant

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Online Ordering Schedule

Set Online Ordering Hours

Set your online ordering hours for Take out and Delivery. These hours can operate separately from your POS hours. If you want to set your POS hours, go to [Hours/Services](#). To enable delivery, see your [Takeout/Delivery settings](#).

Day	Hours	Edit
Sunday	Closed all day	Edit
Monday	8:00 am - 3:00 pm 5:00 pm - 10:00 pm	Edit
Tuesday	8:00 am - 3:00 pm 5:00 pm - 10:00 pm	Edit
Wednesday	8:00 am - 3:00 pm 5:00 pm - 10:00 pm	Edit
Thursday	8:00 am - 3:00 pm 5:00 pm - 10:00 pm	Edit
Friday	8:00 am - 3:00 pm 5:00 pm - 10:00 pm	Edit
Saturday	Closed all day	Edit

Note: It is recommended to review both the restaurant and Online Ordering schedules to ensure the times are not conflicting with one another.

4. You can add time intervals to accommodate for meal shifts, by selecting **+Add Interval**. Use the dropdown menus to select minutes and am/pm, and manually input hours, using 15 minute increments and a seven day schedule.

Set Hours for: Sundays

Open: 8 : 00 am to 3 : 00 pm Clear

5 : 00 pm to 10 : 00 pm Clear

+ ADD INTERVAL

Apply hours to:

Su Mo Tu We Th Fr Sa

Apply hours and days to takeout

CANCEL SAVE

5. To apply the same hours to other days of the week, select the day(s) under **Apply hours to**, for any applicable days.

Set Hours for: Sundays

Open 8 : 00 am to Close 3 : 30 pm [Clear](#)

5 : 00 pm to 10 : 00 pm [Clear](#)

[+ ADD INTERVAL](#) Closed all day

Apply hours to:

Su Mo Tu We Th Fr Sa

Apply hours and days to takeout

CANCEL [SAVE](#)

6. Schedules can also be edited to include days that are closed all day by selecting the *Closed all day* box. Of course, be sure to save your schedule when you're finished!

Set Hours for: Sundays

[+ ADD INTERVAL](#) Closed all day

Apply hours to:

Su Mo Tu We Th Fr Sa

Apply hours and days to takeout

CANCEL [SAVE](#)

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[Schedule Overrides](#)


This feature allows you to change your Online Ordering schedule to be independent of your restaurant's standard hours of operation. With *Schedule Overrides*, you can set black out dates, limited hours, or extended hours to accommodate holidays, staff meetings, private parties, and more.





To customize your hours for Online Ordering:

1. Select **+Add Override** in the Schedule Overrides section of the *Online Ordering Schedule* page.
2. A similar window, as seen when setting your *Online Ordering Schedule*, will appear. Times must be set in increments of 15 minutes.
3. Be sure to Save and Publish your updates!

Schedule Overrides

Customize your hours for specific dates. Hours must be in increments of 15 minutes.

[+ ADD OVERRIDE](#) 

DATE	HOURS	FOR DINING OPTION	DESCRIPTION	
11/23/17	8:00 am - 1:00 pm 4:00 pm - 8:00 pm	Both	Day before Thanksgiving	Edit 
12/25/2017	8:00 am - 4:00 pm	Both	Christmas	Edit 
1/2/2017	8:00 am - 4:00 pm 5:00 pm - 10:00 pm	Take out	New Year Staff Meeting	Edit 
1/24/2017	closed all day	Both	Staff Holiday Party	Edit 

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Approval Mode Options

The Approval section is where you can set the behavior for incoming online orders and how they are received in Toast POS.

- **Approve manually:** This pushes all incoming orders into the Pending Orders Mode. All orders will need to be manually approved, before they order is submitted to the kitchen.
- **Send orders directly to the kitchen:** This pushes all incoming orders directly to the kitchen printer when it is ready to be prepared. This mode does not require you to manually approve or intervene with any online orders.
 - This mode requires Order Auto Firing to be enabled at exactly one Toast device. See this article: [Ensuring that Scheduled Orders and Online Orders Fire to the Kitchen Automatically](#)
- **Use Rules:** This mode will use pre-set rules to determine if the order should be sent directly to the kitchen, require approval through the Pending Orders Mode or be automatically rejected.
 - This mode requires Order Auto Firing to be enabled at exactly one Toast device. See this article: [Ensuring that Scheduled Orders and Online Orders Fire to the Kitchen Automatically](#)

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Approval Rules

You will be able to configure the Approval Rules by selecting the *Use Rules* approval option.

You can choose to enable the following rules:

- **Cash Threshold:** Online cash orders over the specified trigger amount can be set to require manual approval or set to be automatically rejected.
 - Useful for locations that don't allow their drivers to carry more than a specific amount of cash during their shift.
- **Credit Minimum:** Online credit card orders under the specified trigger amount can be set to require manual approval or set to be automatically rejected.
 - This option may be useful for locations that do not accept small online orders paid with credit cards.
- **Delivery Minimum:** Use to automatically prevent any online orders from being placed unless they reach a minimum total.
 - Applies to all cash and credit card orders, can be used alone or with the other two options.

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Future Orders

If you'd like your guests to have the ability to schedule their online order for a future date or time, choose *Yes, guests may schedule orders* from the **Online Ordering Scheduling Settings** section of the Online Ordering Schedule page. Your guests will be able to order ahead by 14 days, by default.

Online Ordering Scheduling Settings

Enable Scheduling Controls whether guests can schedule orders online. For example, a guest may create an order at 4am that is to be delivered at 12 noon. An Order Auto-Firing device is required if enabled.

Yes, guests may schedule orders

No, all orders will be fulfilled as soon as possible

Max Future Scheduled Order Date (days) Allow guests to order ahead by either 14 days (default) or further out in the calendar year.

Default Date Range

Custom Date Range

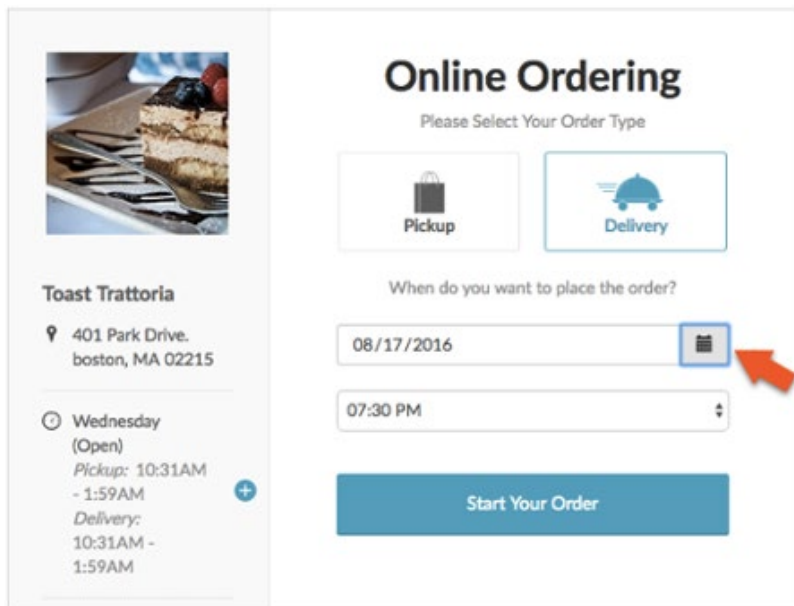
This only affects online orders and is separate from your Max Future Scheduled Order Date set for POS, which is set to 365 days. View your [POS Scheduling Settings](#).

A customized limit can be set in **Max Future Scheduled Order Date (days)** by selecting **Custom Date Range** and entering the number of days you'd like your guests to be able to schedule orders out. For example, if you'd like to allow your guests to schedule orders up to a year in advance, you would enter 365 in the blank field.

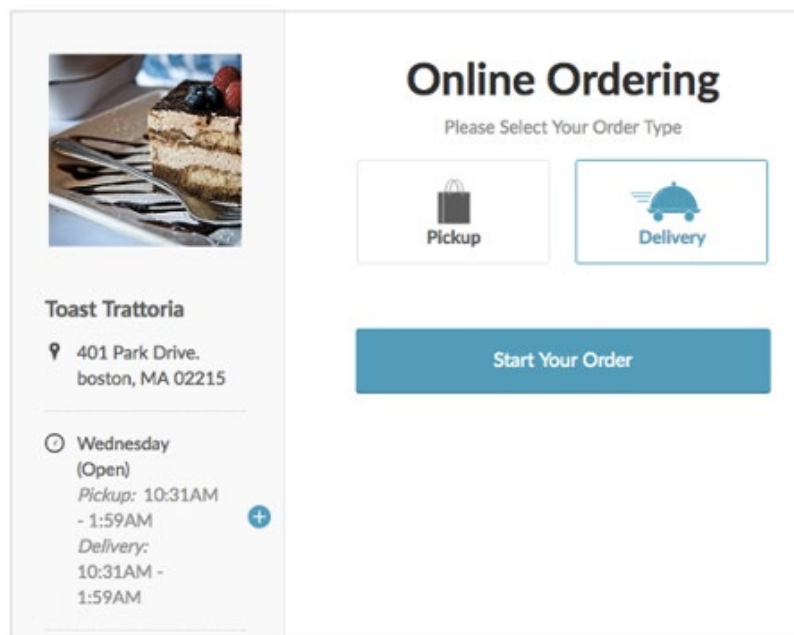
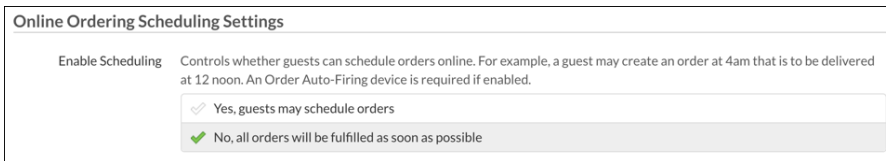
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Turning off Placing a Future Order

If Future Ordering is enabled, the guest will see a calendar option to choose the order date and a dropdown to choose the time of day.



By selecting *No*, all orders will be fulfilled as soon as possible, the guest will not see an option to choose a date--indicating that the order will be fulfilled ASAP.



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Minimum Lead Time for Future Orders

***This feature is in beta with select customers. If you do not yet see this feature, expect to receive it in the near future.**

Configure the amount of hours after which orders will be accepted. Keep in mind, hours are measured contiguously, regardless of service gaps. For example, if you have set the limit to 6 hours, a guest cannot place an order for a time earlier than six hours from the time the order is placed.

Note: This feature is intended for restaurants that use the Toast Online Ordering website for catering. It is recommended that you review all submitted orders for the day, at the start of business.

To set a minimum time before an order will be accepted, begin by navigating to the *Online Ordering* option of the *Other Setup* section of Toast's back-end. From the Online Ordering page, navigate to the *Minimum Lead Time Settings* section.

Enter the number of hours for the *Takeout Minimum Lead Time (hours)* and/or the *Delivery Minimum Lead Time (hours)* settings, using the text field.

Minimum Lead Time Settings

Takeout Minimum Lead Time (hours)	<input type="text" value="0"/>	Explicitly limit how soon you will accept a takeout order, in hours.
Delivery Minimum Lead Time (hours)	<input type="text" value="0"/>	Explicitly limit how soon you will accept a delivery order, in hours.

If Prep Times are configured, they will be factored in when calculating first available Fulfillment Times. Say the Minimum Lead Time is 6 hours, a 30 minute Prep Time is configured, and the restaurant opens at 9:00 AM. To calculate the Fulfillment Time, we'll add the Minimum Lead Time and the Prep Time, 6 hours + 30 minutes, resulting in the Prep Time of 3:30 PM.

Now, if the restaurant is closed, the order would automatically bump the fulfillment time to the next day, at 9:30 AM (Opening time +30 minute prep time), assuming there are more than 6 hours before the restaurant opens.

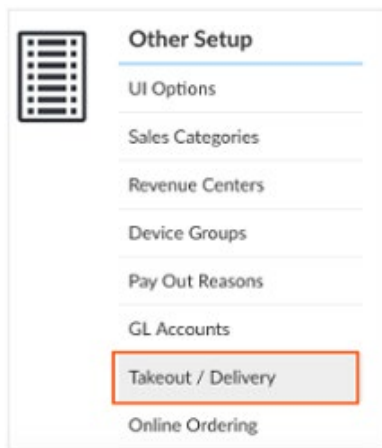
Note: Minimum Lead Time DOES NOT affect order firing. Orders will fire to the kitchen at Fulfillment Time minus Prep Time. For example, for an order placed at 10:00 AM, with a Minimum Lead Time of 6 hours and a Prep Time of 30 minutes, the order will fire at 4:00 PM.

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Order Prep Time

The time that you set for **Default Preparation Time** effects what your guest will see on your online ordering website. For example, if your default delivery prep time is set for 90 minutes, it means that the time it takes to *prepare and deliver* the order will be an hour and a half total. On your online ordering website, the guest will be shown when the order should arrive before placing their order. Similarly, setting a prep time for *takeout* orders will show the guest when the order will be ready to be picked up.

To do this, navigate to *Takeout / Delivery* in the *Other Setup* section of Toast's back-end and set the Default Preparations Times.



Default Preparation Time

Set the default preparation time for delivery and takeout orders, in minutes. Must be an increment of 5 minutes. This can be overridden for individual orders.

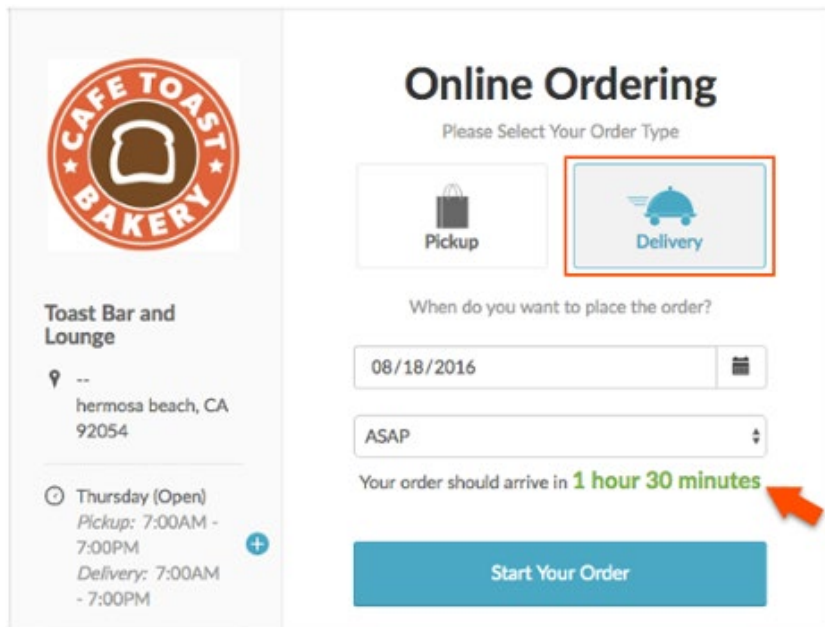
Takeout Prep Time minutes to prepare order

The first ASAP order can be accepted at 7:00 AM for today's hours
The last ASAP order can be accepted at 6:15 PM for today's hours

Delivery Prep Time minutes to prepare and deliver order

The first ASAP order can be accepted at 7:00 AM for today's hours
The last ASAP order can be accepted at 5:30 PM for today's hours

Your guests will see the estimated arrival time:



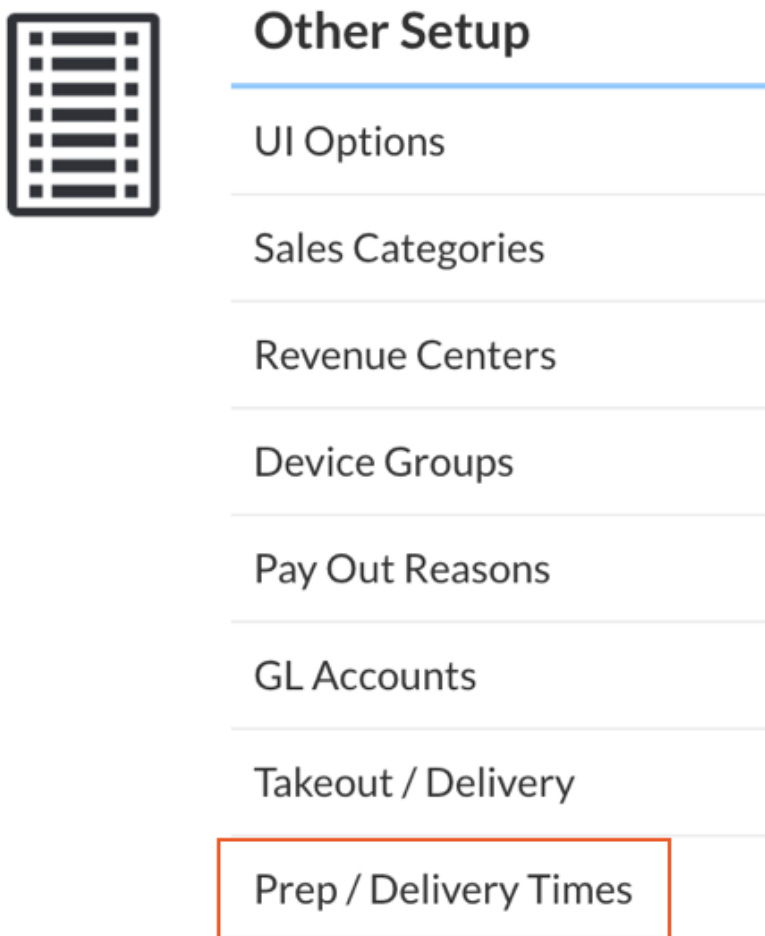
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Prep Time Thresholds

Prep Time Thresholds can be set for Online Orders based on the size of the order. If set, thresholds will override the default prep times set for Online Orders. For example, if you'd like online orders over \$50 to have a prep time of 45 minutes, instead of the default 30 minute prep time for any order placed online, Prep Time Thresholds will allow you make these customizations.

To customize Prep Time Thresholds:

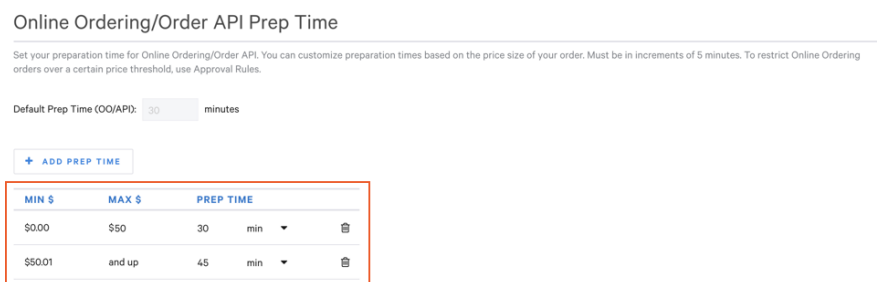
1. Begin by navigating to the **Other Setup** section of Toast's back-end. Select **Prep/Delivery Times**.



2. In the **Online Ordering/Order API Prep Time** section, select **+Add Prep Time**.



3. Enter the minimum and maximum order totals along with the new prep time for the threshold. There is no limit on the number of thresholds you can create.



Note: Times must be set in 5 minute increments.

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Dining Options

This section allows you to configure the dining option behavior, custom messaging to your guests, and reporting for online orders. This is useful if you have created custom dining options to account for different types of takeout or delivery methods.

In the example below, we want to make sure the online Take Out function is assigned to the Take Out dining option. We have already created a custom dining option for Take Out Call In to separate take out orders from online and by phone. This will appear under the sales summary for Dining Options to provide a better understanding of net sales and number of orders as separate forms of take out.

To learn more about custom dining options, view this article: [Configuring Custom Dining Options](#)

Dining Option	Orders	Net Sales
Take Out	1	\$62.50
Take Out Call In	2	\$85.75

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Custom Messaging by Dining Option

You can select to provide instructions to your guest on how to collect their food when they arrive to your restaurant. This message will be seen on the order confirmation page and in the digital receipt.

1. To add custom messaging, begin by navigating to the *Delivery Option* section of the *Online Ordering* page, in Toast's back-end.
2. Select *Add Instructions*, to enable this feature.
3. Use the corresponding text fields to enter your custom messaging.

For example, you may choose to provide instructions for guests picking up orders or communicate that a delivery driver will call the guest upon arrival.

Pro Tip: Each dining option should have it's own message.

Once configured, the custom messaging will appear on the guest's Order Completion screen and E-Receipt.

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Payment Options

Choose which payment methods you want to accept for online orders from the following options:

- Accept credit card payments only.
- Accept cash payments only.
- Accept credit card *and* cash payments.

Note: You cannot disable both credit card and cash payments. At this time, only cash and credit card are accepted for online

orders.

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Server Selection Options

Online orders can either be assigned to a specific employee or they can be assigned by the order auto-firing tablet. If *Assigned by auto-firing tablet* is selected, the check will always be assigned to the **next employee to enter their passcode and sign in to the order auto-firing device**. Note: The orders will be assigned to the last employee to enter their passcode on the auto-firing device, even if that employee is now clocked out.

If the *Assigned by auto-firing tablet* setting is configured, recall that one and *only* one terminal should be configured to auto-fire orders. Choose the one terminal or handheld device that will auto-fire, and navigate to *Device Setup* and make sure that *Order Auto-Fire* is set to *Yes*. Make sure that this setting is set to *No* on all other devices or you will notice orders won't make it to the kitchen.

Pro Tip: Create an employee to be used specifically for Online Orders and select them as the **Online Order Server**. This will automatically assign them all online orders, regardless of who logs into the auto-firing device.

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Assign Revenue Centers to Online Orders

Orders placed through your online ordering platform can be mapped to a new or existing revenue center. This is useful if you'd like any orders placed through your online ordering platform to be reported independently from other areas of revenue generation.

In order to map online orders to their own revenue center, you must first [Creating and Assigning Revenue Centers](#) for online orders.

The screenshot shows a web interface for 'Online Ordering' setup. At the top, there is a breadcrumb 'Home / Online Ordering' and a green 'Save' button. Below this is a section titled 'Server Selection'. Under 'Server Selection', there is a label 'Online Order Server' and a dropdown menu currently set to 'Assigned by auto-firing tablet'. Below that is a section titled 'Revenue Center'. Under 'Revenue Center', there is a label 'Revenue Center Mapping' and a dropdown menu currently set to 'Online Orders'. A red rectangular box highlights the 'Revenue Center Mapping' dropdown menu.

Online orders can also be mapped to existing revenue centers. For example, if you already have a revenue center for takeout/delivery orders and you'd like online ordering to be within that revenue center, you can do so by mapping your online orders to it as well.

Once a revenue center has been created:

1. In Toast's back-end, navigate to **Other Setup** and select **Online Ordering**.
2. Scroll to **Revenue Centers** and configure the **Revenue Center Mapping** setting to match the revenue center for which all online orders should be assigned.

3. Save and publish your changes!


In your sales reports, all online orders will appear in the revenue center designated for online orders.

Home / Reports

Sales Category (more)	Items	Net Sales
Food and Non-Alcoholic Drinks	15	\$156.99
Alcohol	9	\$76.50

Revenue Centers	Items	Net Sales
Online Orders	7	\$77.00
Dining Room	17	\$156.49

Dining Option	Orders	Net Sales
Dine In	4	\$156.49
Take Out	1	\$77.00



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