

# New Toast Features

January 2019

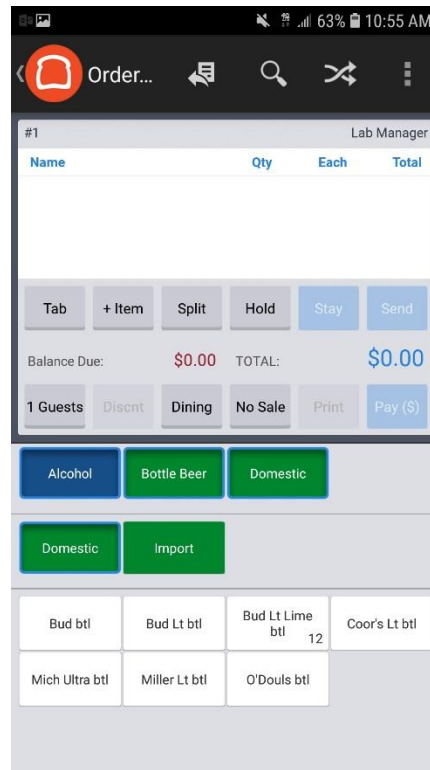
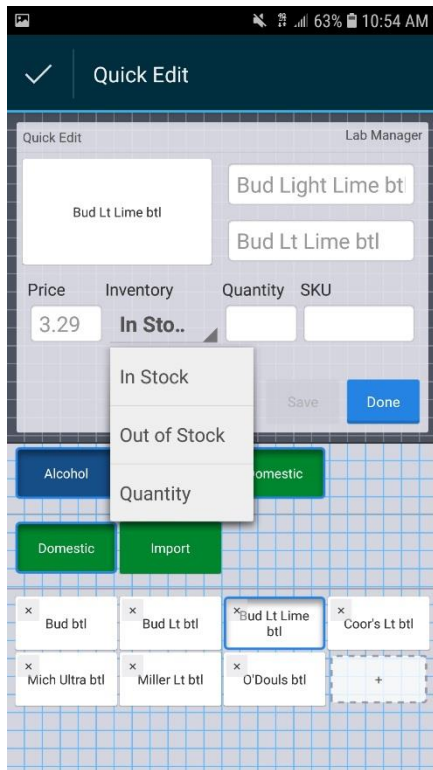
## Ability to mark an item out of stock (86) or set inventory count

You can now mark an item out of stock or add inventory counts to items. For a video tutorial, visit <https://vimeo.com/310601847/e0671ac640>.

*Home office will enable all Manager level job roles to have this ability. If you want to remove or add a job role to have this permission, please submit an IT ticket located on the resource center.*

How To Steps:

Navigate to the item you wish to 86 or add an inventory count on. Hold down the button and go into Quick Edit mode. Select the "Inventory" drop down. From there you can choose "Quantity" to apply a current inventory count or select "Out of Stock". If you select Out of Stock, the item/button will turn grey so that it can't be added onto an order until you go back and place it "In Stock". If you select "Quantity" and enter a quantity, the quantity will display on the button and will deplete each time it is sold. Once the quantity hits zero, the item/button will be greyed out so that it won't be able to be added to an order. You will have to mark it "In Stock" to enable the button or add more quantity.



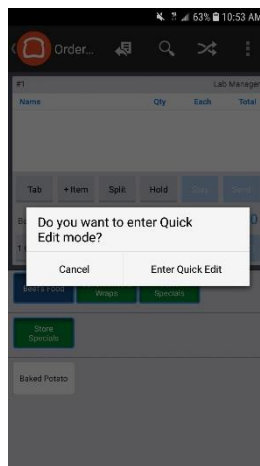
## Ability to Add/Remove Items quickly

You can now add/remove items from the Toast POS or Toast handheld instead of going through the back-end. For a video tutorial, visit <https://vimeo.com/310601847/e0671ac640>.

*Home office will enable all Manager level job roles to have this ability. If you want to remove or add a job role to have this permission, please submit an IT ticket located on the resource center.*

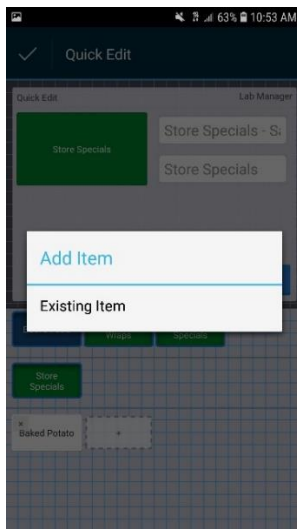
How To Steps:

Go to the Store Specials or Alcohol group that you want to edit and touch one of the items in the group, holding your finger down until the prompt in the image below appears:

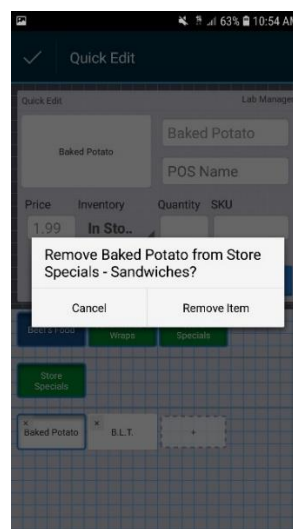


Once you select "Enter Quick Edit", you can either add an item to the group by selecting the button with the "+" symbol or remove an item by selecting the "x" in the top left corner of existing items.

### Add Item in Database



### Remove Item



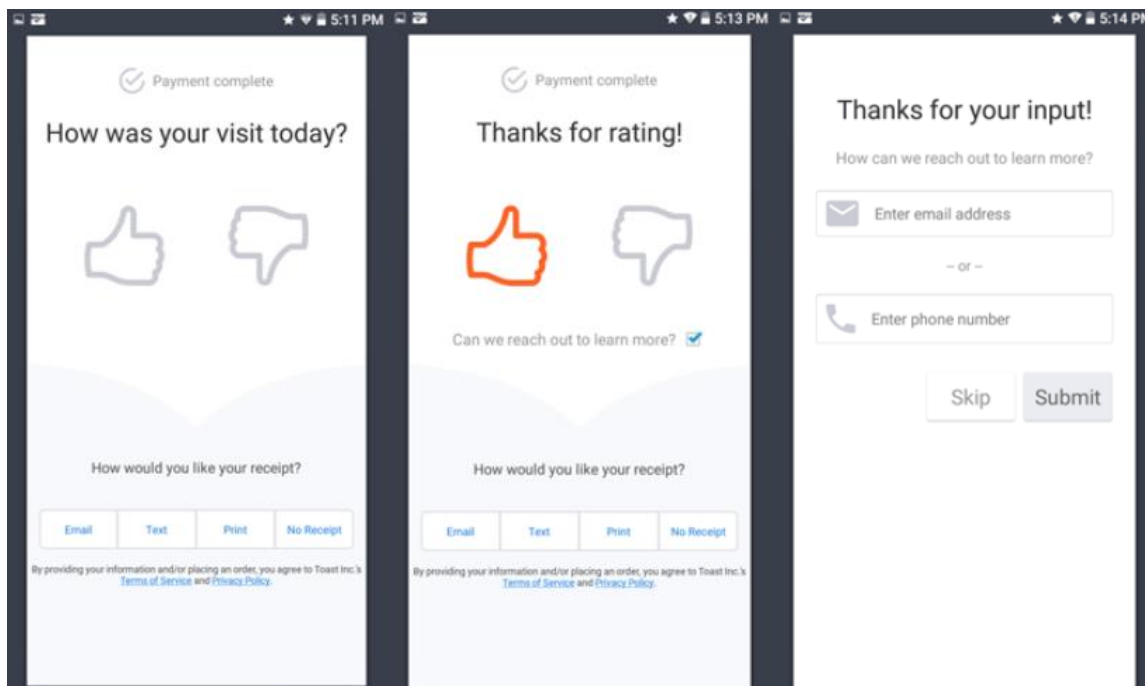
## Guest Feedback

Guest Feedback now uses a "thumbs up/thumbs down" rating system to gauge your customer's experience in the restaurant. Each feedback submission can be reviewed and follow up on through the Guest Feedback report or via text message.

*If you would like to enable Guest Feedback, please submit a request using the ticket system located on the resource center under IT Support.*

Guest Feedback provides guests with the ability to provide feedback directly from the Toast Go™ and Samsung handheld devices. Once enabled, restaurants can:

- Report on negative experiences.
- Address negative experiences before disgruntled guests air their frustrations on Yelp.
- See feedback in real-time.
- Offer disgruntled guests an incentive to come back and give your restaurant another shot.



Once Guest Feedback has been enabled in Toast's back-end, it must be configured on the devices you want to display the Guest Feedback workflow.

1. Begin by navigating to the **Device Menu** by selecting the Toast icon in the top-left corner of the screen.
2. Navigate to the **Setup** section and select **Device Setup**.

Setup	
Menu	Tables
Labor	Disable Test Mode
Other Setup	Device Setup

3. Select **Guest Feedback Options**.

TEST MODE - Device Setup

DEVICE SETUP

Device Name  
ux

Primary Mode  
Quick Order

Screen Timeout  
5 minutes 0 seconds

Receipt Printer

Digital Receipts  
Yes

**Guest Feedback Options**  
Yes

Cash Receipt Options  
Default (Use restaurant configuration)

Open Cash Drawer  
Open Cash Drawer for cash payments: No

Re-enabled Hidden Menus  
None

Order Auto-Firing  
No

Revenue Center

4. Depending on how you'd like to configure the device, select:

- **Yes** to enable Guest Feedback on the device. The new feedback screen will then appear following the payment workflow; guests will also select their receipt choice on this screen.
- **No** to disable Guest Feedback on the device. The guest will then see the standard Payment/Tipping workflow and receipt selection screen only.

### Accessing Guest Feedback Submissions

Use the **Guest Feedback Report** to review the details on any feedback that has been received, including the check associated with the feedback.

Home / Reports From 4/5/18 to 4/5/18

View  Guest Feedback for **Yesterday** All Hours for All Employees at Toast Bar and Lounge More Update Email Export

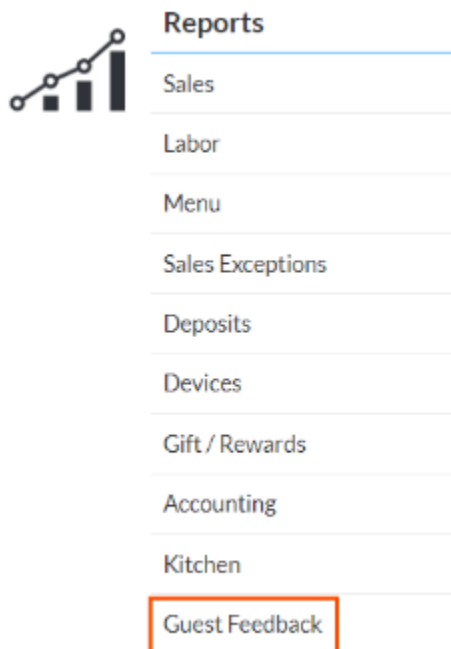
25 ratings per page Showing 1 to 6 of 6 ratings Show / hide columns

Guest Feedback Details

Location	Order #	Date & Time	Manager	Server	Table #	Rating	Reason	Opt-in?	Guest Phone	Guest Email	Status	Notes
Toast Bar and Lounge	43	4/5/18 12:24 PM	Mandy Manager	Susie Server	12	Negative	Atmosphere	No		guest@gmail.com	Open	-
Toast Bar and Lounge	52	4/5/18 12:24 PM	Mandy Manager	Susie Server	43	Positive	Wait time	Yes	123-456-0978	guest@gmail.com	Open	Min...
Toast Bar and Lounge	102	4/5/18 12:24 PM	Mandy Manager	Susie Server	21	Negative	Food quality	No		guest@gmail.com	Open	-
Toast Bar and Lounge	134	4/5/18 12:24 PM	Mandy Manager	Susie Server	15	Positive	Service	Yes	123-456-0978	guest@gmail.com	Resolved	Call...
Toast Bar and Lounge	102	4/5/18 12:24 PM	Mandy Manager	Susie Server	67	Negative	Food quality	No		guest@gmail.com	Open	-
Toast Bar and Lounge	76	4/5/18 12:24 PM	Mandy Manager	Susie Server	21	Negative	Other	Yes	123-456-0978	guest@gmail.com	Contacted	Min...

1. To view the **Guest Feedback Report**, navigate to the **Reports** section, found in Toast's back-end.

2. Select **Guest Feedback**.



## Manager Follow Up Actions

From your Guest Feedback Report or link in your SMS Manager Notification, you can select a feedback submission to follow up on.

### Follow Up from Guest Feedback Report

By selecting **Respond** next to the submission in your report, managers can set a status on the feedback submission as well as add notes in an open text field.

View **Guest Feedback** for **Today** **All Hours** for **All Employees** at **Trade Show**

Guest Feedback

25 feedback per page Showing 1 to 1 of 1 feedback

Location	Date & Time	Check #	Server	Table #	Rating	Reasons	Guest Name	Contact?	Guest Phone	Guest Email	Comments	Status	Notes	Action
Toast Marketing	5/20/18 11:08 AM	40	Pizza Server		Positive			Yes				Open		<a href="#">Respond</a>

## Follow Up from SMS Notification

By selecting the link provided in the SMS notification, managers can set a status on the feedback submission as well as add notes in an open text field.

## Tax Tables

Tax tables are charts that dictate **how much sales tax is due based on price**. Most states utilize rounding rules to establish how much tax is owed. If your state utilizes tax tables to calculate sales tax, **please submit a request using the ticket system located on the resource center under IT Support. Consult a tax expert if you are unsure how your state calculates sales tax.**

## Adding a Promotional Area to Receipts

If you're running a promotion or want to communicate a message, you can now customize your digital and printed receipts with a promotional area.

To add a custom promotional message in the footer of printed and digital receipts, look under the Marketing section of Toast's back-end, select **Receipt Setup**. Scroll down until you see the following:



Under **Promo Area**, enter your promotional message in the space provided. Note that there is a character limit for width but no vertical limit. The character limit will vary based on your restaurant's configured printer. The length will continue to extend based on your message. This feature functions similarly to the custom header texts on receipts.

### **Voided Payment Reversal (Rekey)**

If a server forgets to add a tip or accidentally voided a payment off a check after it's been batched and captured, managers may now perform a rekey or void reversal in Toast's back-end. Note that changes to checks can only be completed within 14 days after the original transaction.