

Offline Mode Readiness

Steps to confirm a Restaurant is set up for offline mode in case of an internet issue or outage.

1. Confirm you have has added a Service & Maintenance Contact in Toast Web ([Click here for more details](#))
 - Navigate to the **Toast Account** section using the left-hand navigation
 - Scroll to **Notifications & alerts** and select **Communication preferences**
 - After entering the Communication preferences page, you will see who is currently assigned as the Service & Maintenance contact. This contact will receive updates on disruptions or product maintenance for this location.
 - If no one is assigned, select the blue button labeled *Assign contacts* to add a Service & Maintenance Contact.
2. Head to the [Payments Section](#), then [Payment Options](#) and ensure that **Background Processing of Transactions** is set to **Offline Mode**.
 - It should be by default, but ensure the setting has not been changed by accident!
 - You can also set a transaction limit for manager approval if needed.*

Card authorization during payment disruptions Last edited by Nicole Olando on 10-10-2023

During payment disruptions when card network authorization is not available in real-time, would you like to:

Choose one **Continue accepting card payments without waiting for authorization (recommended)**
Payments will be stored in the background and submitted when the issue is resolved. There is a risk cards could be declined after guests leave.*

Optional: transaction limit

Backgrounded transactions above this amount will not be permitted (manager override available on POS only). If left blank, there is no limit.

Does not include tips on POS

*If you are going to put a transaction limit in place, at least one or more [jobs](#) needs the permission to override.

2. If you are planning on using KDS, head to [Prep Station Config](#) to set up a [backup printer](#) for any prep stations that flow to the KDS. **Always Print Tickets** does not need to be checked if you are only using the screen, but a Printer must be assigned.

Prep Stations [Need help with prep stations?](#)

Number	Station Name	Send to Expediter <small>(i)</small>	Other Stations	Ticket Printer	Always Print Tickets <small>(i)</small>
100000003532641737	Bartender KDS	<input type="checkbox"/>	Nothing sele ▾	Bar Drinks P ▾	<input type="checkbox"/>

3. Subscribe to [Toast System Status Updates](#)
4. Check out the [Offline Mode Guide](#) on Toast Central for future reference