



Thank you for Subscribing to

JTECH HostConcepts[®]
Curbside and To Go Carryout Management

*The Attached Document has further information on what you need to do to
setup HostConcepts[®] for Curbside and To Go Operations.*

Please contact us with any questions!

800.321.6221

www.jtech.com | wecare@jtech.com

1400 Northbrook Parkway, Suite 320, Suwanee, GA 30024, USA | International +1 770.925.8630

HostConcepts®

Carryout Management Custom Message Set-Up

1. Log in at www.hostconcepts.com
2. Enter your client ID and Password to access the administrative panel
3. Go to SETTINGS
4. Select CUSTOMIZATION
5. Substitute your WAIT LIST ADD GUEST default message with a customized "Carryout" message*. This is the message that your guests will receive when they are added to the list.

Suggested Message:

Text us when you arrive with a brief description of your car.

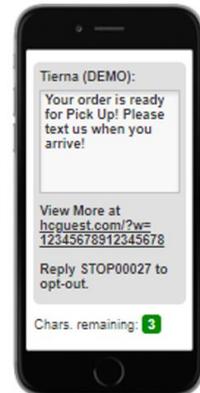
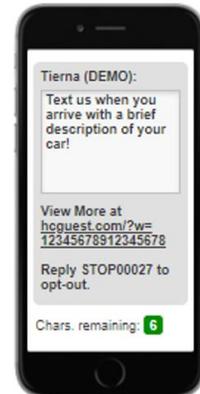
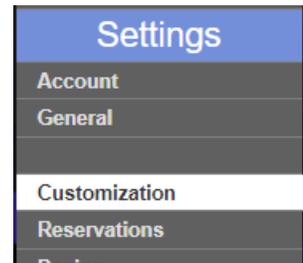
6. Substitute your PAGE GUEST default message with your customized "Carryout Ready" message*. This is the text notification you will send if you have an order ready and your guest has not arrived or checked-in for pick-up.

Suggested Message:

Your order is ready for Pick Up! Please text us when you arrive.

7. Be sure to click Save

Save Settings

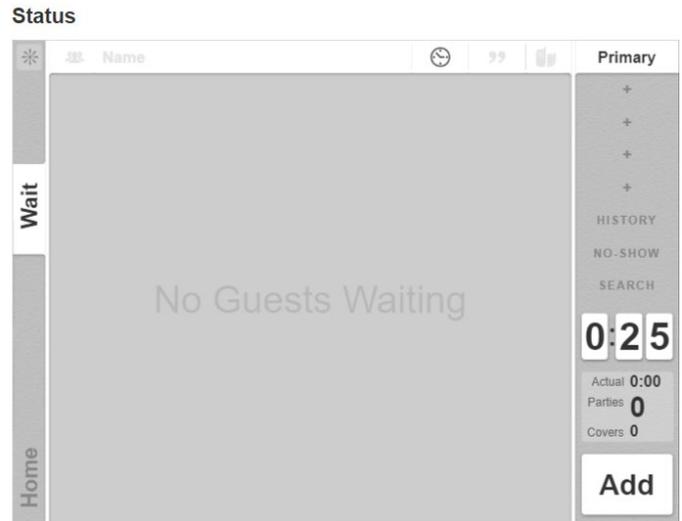


*Custom messages must be within the available character limits. See bottom of screen for the number of characters remaining when creating your custom message.

Carryout Management User Instructions

Start the Carryout Order

1. Select Wait Tab
2. Set Pick Up Time
This is the estimated time the kitchen needs to prepare the order.
3. Click "Add" to add the Guest information

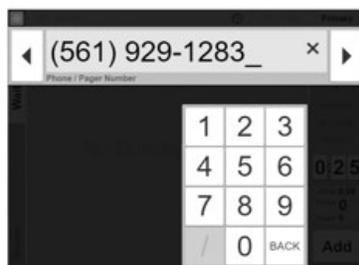


Add Guest Information:

4. Add Number in Party (you can choose to track the number of Carryout orders or number of covers)
5. Enter Cell Number
6. Enter Guests Name
7. Enter the Carryout Order Associated with this Guest



Step 4



Step 5



Step 6



Step 7

You and your guest are now set to receive notifications for the carryout order!

Guest Text Notifications

- Guests will receive your customized carryout text message with pick-up instructions and how to identify themselves upon arrival.
- Staff may also send a text to a guest that is not showing checked in as “arrived” when their order is ready.

Carryout Order Tracking & Staff Notifications:

- Easily Identify when your kitchen is approaching a quoted pick up time (yellow)
- Easily Identify when your kitchen has exceeded a quoted pick up time (red)
- Staff receives notification when the Guest has arrived to pick up

Order is Complete

8. Once your guest has arrived and the order has been delivered, click the green arrow.
9. Select “Complete” to clear the guest from the list and send the entry to history

