

## HostConcepts<sup>®</sup> Carryout Management Custom Message Set-Up

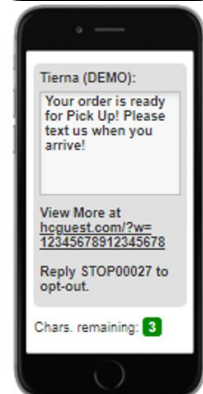
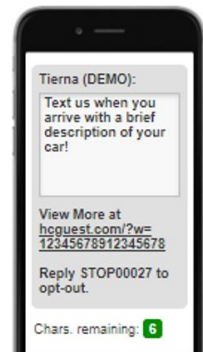
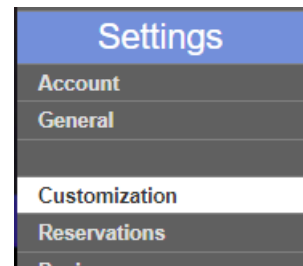
1. Log in at [www.hostconcepts.com](http://www.hostconcepts.com)
2. Enter your client ID and Password to access the administrative panel. *New HostConcepts users' password and client ID are the same. After logging in you can reset your password in settings.*
3. HostConcepts' default text messages and your company name are activated when you sign up. If you would like to create custom text messages, please follow the steps below:
  - a. Go to SETTINGS and select CUSTOMIZATION
  - b. Substitute WAIT LIST ADD GUEST default message with your custom "Order" message. This is the message that your guests will receive when they are added to the list.

Default Message:  
*Thank you for your order. Please text us when you arrive for pick up with a brief description of your vehicle.*
  - c. Substitute your PAGE GUEST default message with your custom "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.

Default Message:  
*Your order is ready for Pick Up! Please text us when you arrive with a brief description of your vehicle.*

4. Be sure to click Save

**Save Settings**



800.321.6221

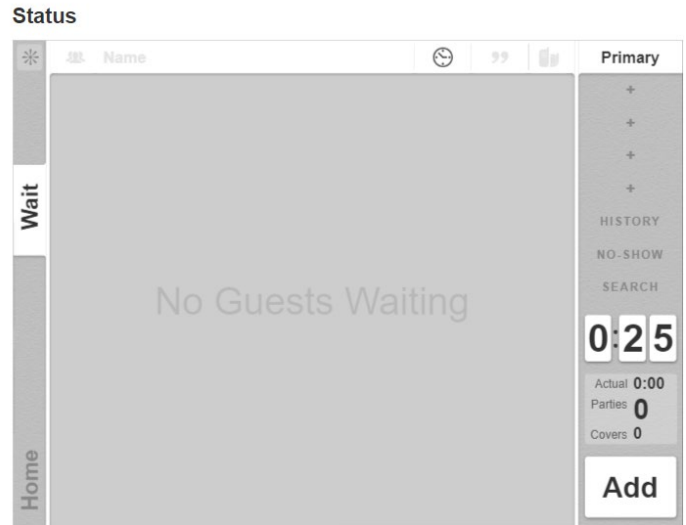
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# Carryout Management User Instructions

## 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

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

Name	Status	Time	Primary
1 Melissa • 561-674-8982 Order 123	Running late in my	0:40	+ + + +
1 Tom • 561-472-3658 Order 7890		0:04	HISTORY
1 Don • 561-251-7748 Order 2345	Arrived, black Ford	0:03	NO-SHOW
1 Ken • 772-415-8056 Order 9876		0:01	SEARCH

0:05  
Actual 0:00  
Parties 4  
Covers 4  
Add