

Email Invoice Ingestion Pilot

Overview

Email Invoice Ingestion enables invoices to be received directly through a dedicated location email address, eliminating manual uploads and simplifying invoice processing.

Business Benefits

- Eliminates manual invoice uploads
- Supports direct vendor email delivery
- Works with scanner-to-email workflows
- Provides visibility into received emails and processed attachments
- Simplifies invoice intake for distributed restaurant operations

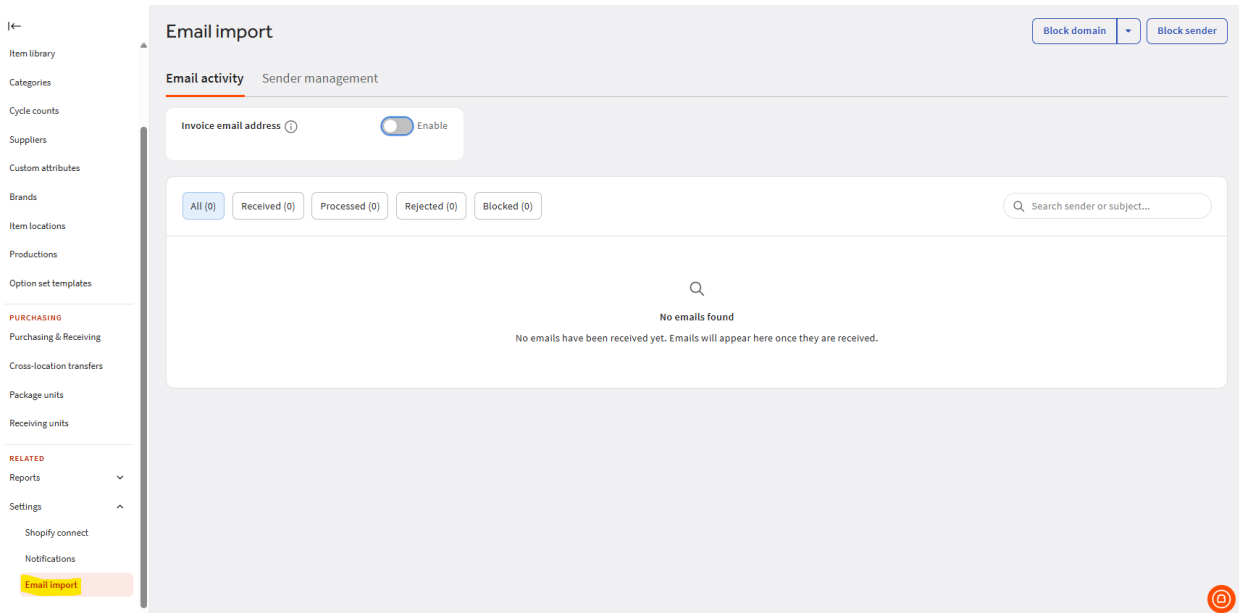
Common Use Cases

- Suppliers send invoices directly to Toast.
- Users automatically forward invoices from Outlook or Gmail.
- Multi-function printers scan invoices directly to the ingestion mailbox.

Getting Started

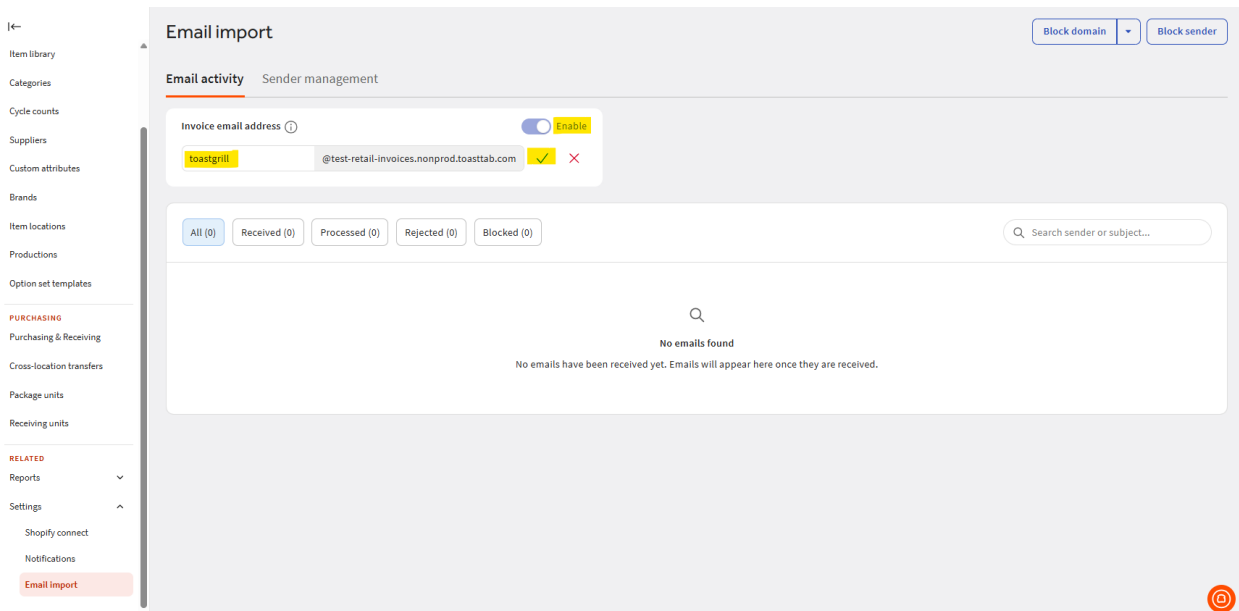
Step 1: Open Email Import

Navigate to Settings → Email Import.



Step 2: Enable Email Import

Enable Email Import and generate a dedicated email address for your location.



Step 2: Share Email

Use the copy function next to the email address and share your location's email with suppliers, users & systems that can email invoices.

Supported Documents

- PDF attachments only.
- Multiple invoices within a single PDF are not currently supported.

Frequently Asked Questions

1. Do I need to register a sender before receiving emails?

No. By default, Toast accepts emails from most business domains. Emails from public domains (such as Gmail and Yahoo) are blocked by default. When the first email is received from a new sender, you can choose to allow or block that sender or domain.

2. Can I control who is allowed to send emails?

Yes. You can manage sender eligibility at both the individual user and domain levels.

3. Can I scan multiple invoices into a single PDF and email it?

Not. This capability is planned for a future release.

4. Can I track received emails and their processed attachments?

Yes. Toast provides tracking for received emails and their processed attachments.

5. Will I receive email notifications if processing fails?

No. Failure notifications are not sent by email because most vendor messages originate from no-reply addresses and customers prefer fewer notifications. Processing failures can be monitored directly within Toast.

6. What happens if an email is sent to an incorrect or misspelled address?

Toast cannot detect or recover emails sent to an incorrect address.

7. Can I update my email address if it was created incorrectly?

Yes, provided the new email address is available.

8. Can I share my location's email address with suppliers from within Toast?

No. Toast provides a Copy option so you can easily share the correct address through your preferred communication channel.

9. Do I need to take additional steps after sharing the address with a sender?

Usually no. Business domains are processed automatically. However, senders from public domains (such as Gmail) must be manually allowed before their emails will be accepted.

10 . What are the supported attachment types via email?

PDF only. Why? Emails often include signatures, logos, and other embedded images (such as PNG files) that are not invoices and should not be processed. We are exploring options to support additional image formats in the future while ensuring that only relevant invoice images are processed.

Known Limitations

- PDF attachments only.
- Multi-invoice PDFs are not yet supported.
- No automatic failure notification emails.