PixelPoint®

ResDiary

Publication Details

Revision History
07/13/2015 - Revision 0
Initial Release
03/24/2016 – Revision 1
Updated Content
04/28/2017- Revision 2
Updated DLL & note regarding moving tables

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ResDiary

04/28/2017

Overview

ResDiary is an online reservation management system which allows potential customers to make reservations using a PC, tablet or other mobile device, and allows restaurants to view and manage reservations from a local terminal. This document will describe the integration of ResDiary with the PixelPoint POS and available features.

Requirements

- All stations must have .NET 4.0 installed
- OAuth 3 DLLs will be registered automatically:
  - DotNetOpenAuth.Core.dll
  - DotNetOpenAuth.OAuth.dll
  - DotNetOpenAuth.OAuth.Consumer.dll
- PixelResDiary.dll (version 12.3.12.2)
- PixelPointPOS.exe (version 12.3.6.1242)
- Systemset.exe (version 12.3.6.1242)

ResDiary requires a PixelPoint license module added to your license key in order to function

Note: Quick Orders do not interface to the ResDiary web service or website

Integration

In BackOffice, create a Payment Method called ResDiary. Set to 'No Authorization,' and on the advanced tab check 'Do not show in POS payment list'.

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Enable the policy 'GetThirdPartyReservations'.
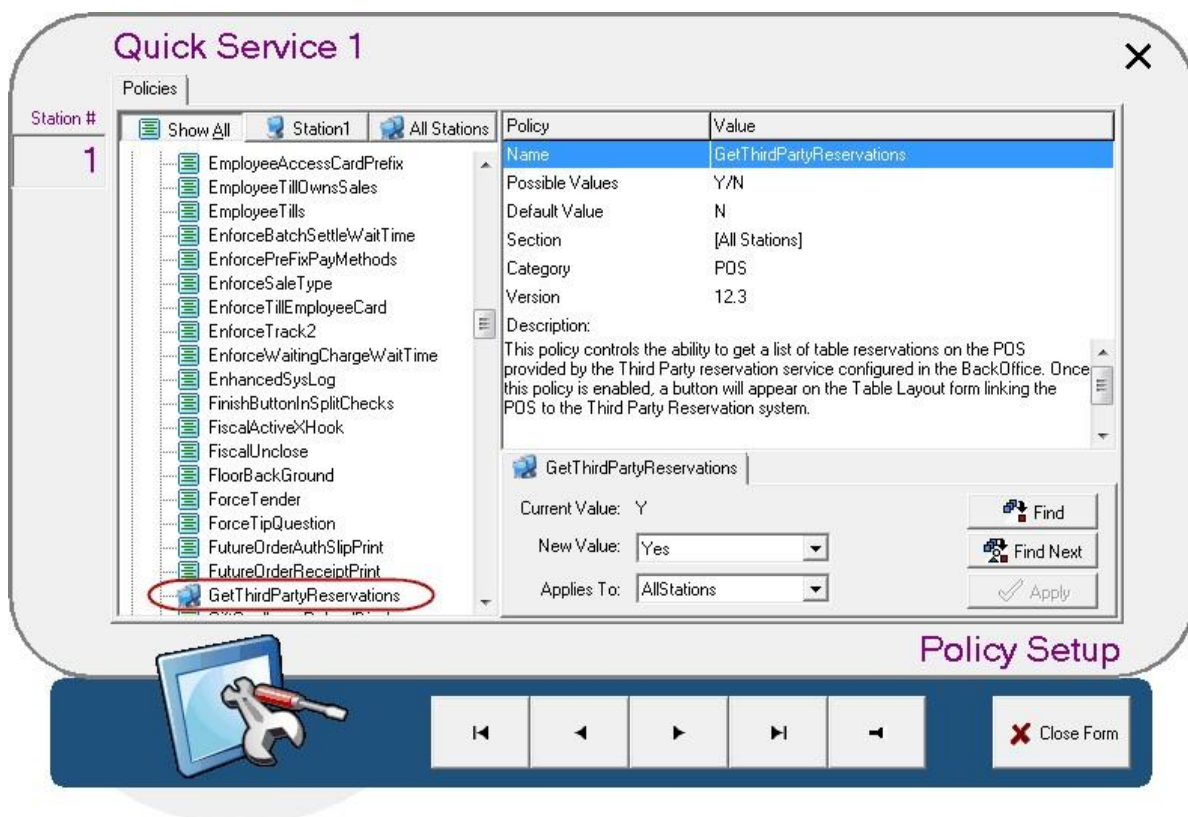
Turning this policy on will make the *ResDiary* button visible on the floor plan screen.

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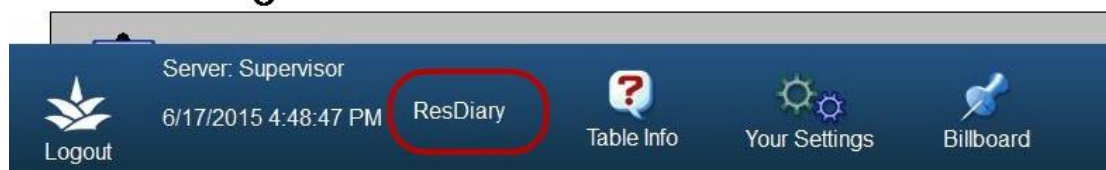
Enable the policy '*PushThirdPartyReservations'.* This will allow PixelPoint to send ResDiary information on any walk-in table created on the POS.

Assign the PixelResDiary.DLL in BackOffice, and save by clicking the checkmark [✓] button.

Note: The POS must be restarted for newly enabled policies to take effect.

Click the [Setup] button and configure the values in the resulting screen.

The Button Description field determines what text is displayed in the button on the table layout form. Set Method of Payment to the ResDiary payment method created earlier.

The Course Mapping values should be obtained from BackOffice Course Prefex. These values must be set in order to support course firing.

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The ResDiary Web Service Configuration section values are unique to each user and should be obtained from ResDiary.

The Reservation List Timing dictates how far ahead and behind the current time the Reservation List Window will display reservations.

The Reservation Default Duration dictates the length of a walk-in reservation. This will be used to determine how long before a reservation a walk-in can be sat at the same table.

The Show Messages section controls what type of messages from ResDiary will be displayed to users on the POS. The suggested configuration is shown below. Click [Ok] when finished.

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Reservations

When interfacing with ResDiary, PixelPoint makes use of local database reservation tables. The POS will download the latest reservation list from the ResDiary site regularly, in 5-minute intervals, and populate the local reservation tables. Once the tables are populated, the option to use some of the local reservation functionality is available, provided the policies are enabled.

In BackOffice>System Setup, enable 'Use Reservations' to show the Reservation indicator on the table.

The following policies can be enabled and configured to the desired settings of the user. The default settings are shown below.
'**TableReservationApproachTime**' –15 Minutes.
'**TableReservationIndicator**' - Yes. See below example.
'**TableReservationStatsMaxTime**' –60 Minutes.
'**TableReservationStatsMinTime**' – <15 Minutes.
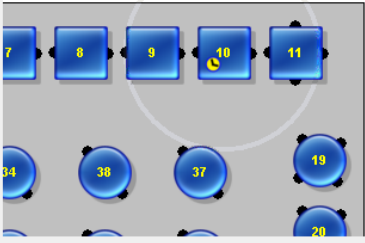
Reservation Indicator on Table 10.

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To see the details of the Reservations.

Table Number : 10

Info	Reservations	All Reservations

#10   Varshinie 24/02/2016 11:00 AM ... 24/02/2016 12:00 PM

Number of Checks:	0
Number of Customers:	0
Table Seating Capacity:	2
Is it my table?	No
Status:	Available

Use Check   Back

To see all the reservations.

Info	Reservations	**All Reservations**

#10   Varshinie 24/02/2016 11:00 AM ... 24/02/2016 12:00 PM

#14   Sasi 24/02/2016 12:15 PM ... 24/02/2016 1:15 PM

Poolside

Courtyard

In Use

Available

Your Table

Done Soon

Transaction View

Send Command

Detail Info

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Supported Features

Creating a Walk-In Reservation

Create a Walk-In Reservation as usual, by opening a table on POS. The POS will show which tables are free and which are in use. ResDiary Reservations and Walk-Ins are shown as in-use on the Table Form. PixelPoint will check if a table is free in ResDiary when a table is opened in the POS. Users can also click the [ResDiary] button at any time to update the Table Form directly from the ResDiary servers.

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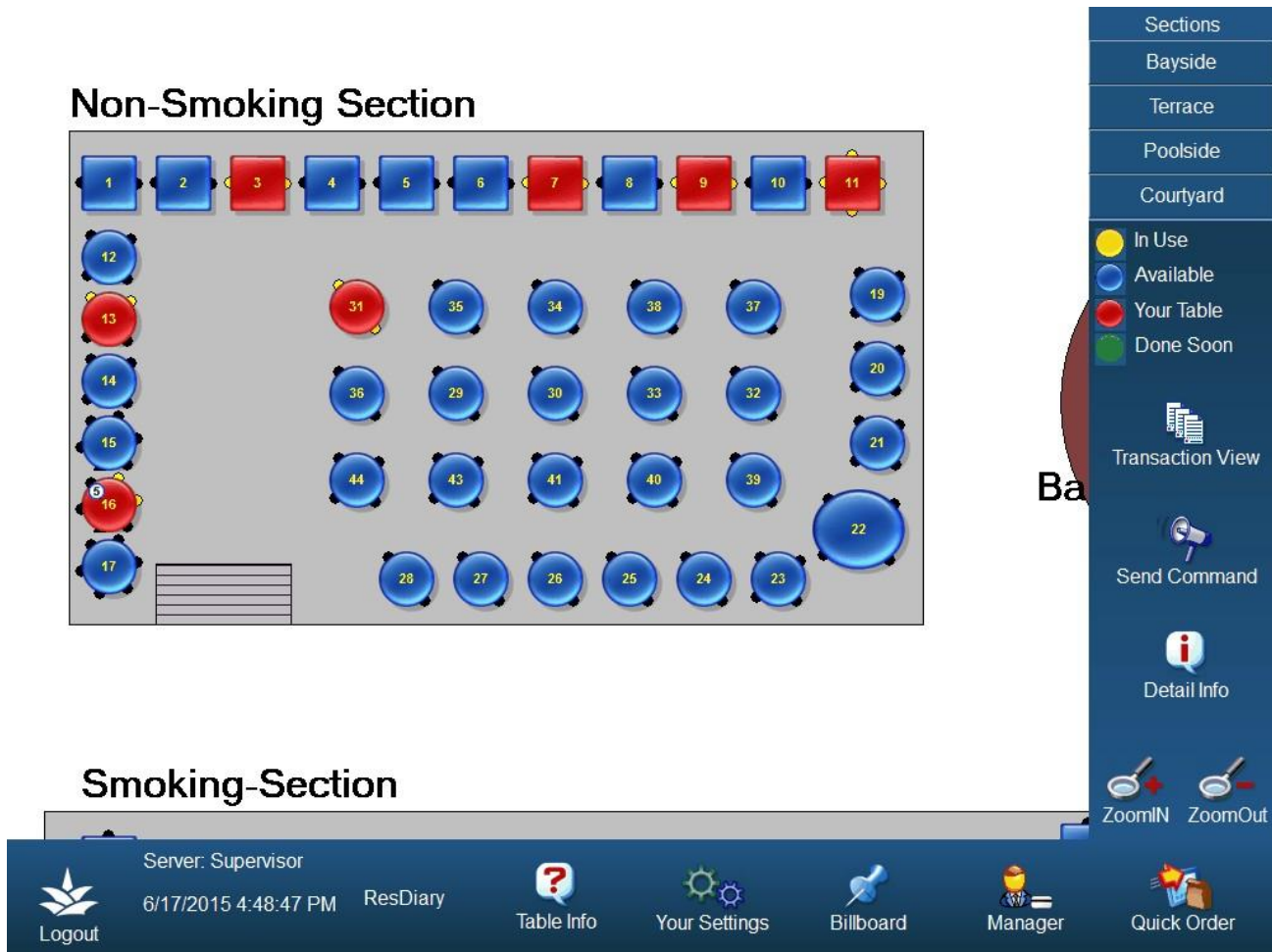
A reservation can be opened from the View Form in ResDiary and updated into the POS. When a User clicks the [ResDiary] Button the POS will attempt to communicate with ResDiary.

After the POS has established a connection, the available reservations will display. Reservation details appear in the General tab. If the reservation belongs to a VIP member, the details of the reservation will display a highly visible VIP notation. To seat a reservation, select the reservation and click the [Open Table] button.

The POS will update the Arrival Status of a Reservation on the ResDiary website when a user opens the table.

Note: Once a reservation has been opened in the POS, users should not attempt to move tables for that reservation in ResDiary. Doing so may cause unpredictable behavior in the ResDiary interface. In these circumstances, all table moves should be completed within the POS.

PixelPoint does not currently support merging tables with the ResDiary integration.

Deposits

Any deposit paid through the ResDiary website will transfer to the POS and display in the ResDiary field on the payment screen, as seen below.

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Promotions

To view any promotions which may apply to the reservation click the Reservations tab.

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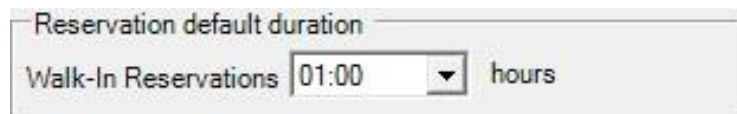
Squeezing in a Reservation

In situations where a pre-booked reservation is approaching and a party walks-in wanting to sit at that same table, management may decide that there is enough time to sit the walk-in party before the booked reservation begins. This is referred to as 'squeezing' a reservation.

This section describes the operational methods to squeeze in a walk-in reservation, meeting both PixelPoint and ResDiary's requirements.

Scenario #1: Time to Fit the Reservation
During initial setup of ResDiary from within BackOffice, one of the settings to be configured is the Reservation Default Duration.

This setting will create ResDiary reservations in the POS with the specified duration, and is also used to determine if there is sufficient time for a walk-in reservation. If, when opening a table in PixelPoint, the difference between the current time and that of the reservation is equal to or greater than the walk-in reservation duration, PixelPoint will open the table and create a walk-in on the ResDiary website. The setting shown above will allow for a walk-in on a reserved table, provided the reservation is at least 1 hour away.

Scenario #2: Not Enough Time but Try Anyway
If there is not enough time to squeeze in a walk-in reservation based on the settings, one can still be opened. For example, if the Reservation Duration is set to 2 hours, Table 11 is reserved for 3:30 PM and a party arrives at 1:45 PM, the walk-in party can still be sat at the reserved table.

A squeeze in can be performed by following the below process:
1. Sit the party and open a table.
2. Upon opening the table for the first time the server will be presented with a dialog box (as seen below).
3. Since, the walk-in is not the specified reservation, the server selects [No] and can continue ordering. This will <u>not</u> create a walk-in reservation on the ResDiary site.
4. When time permits, the manager/host(ess) can manually create a walk in reservation on the ResDiary site. Note that this step is not necessary for the process, but may be preferred to keep accurate metrics on the ResDiary site.

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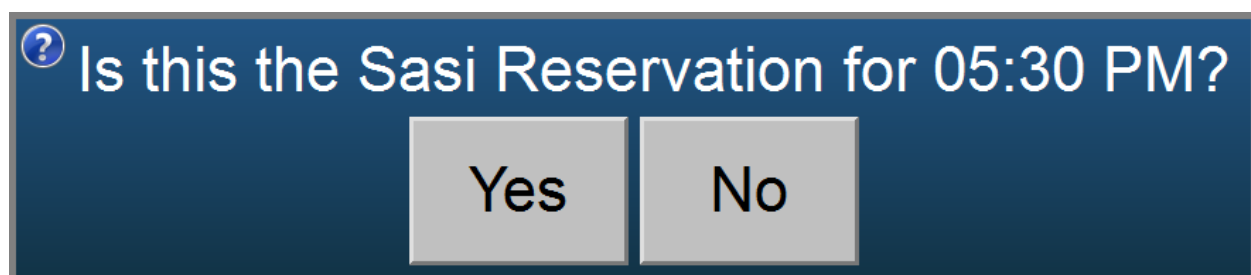
Reservation Work Flow

When opening a table that has a reservation that falls within the set Walk-In Duration time, the following message appears:
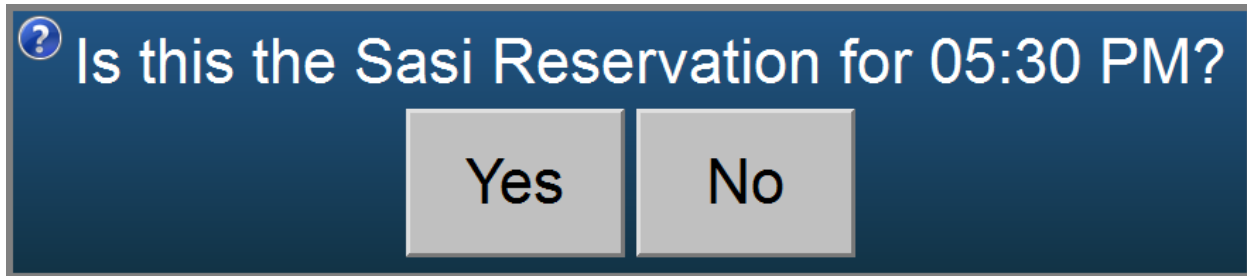
If the user selects [Yes], the POS will update the Arrival Status on the ResDiary website and any Deposit will be applied and confirmed with the following message:
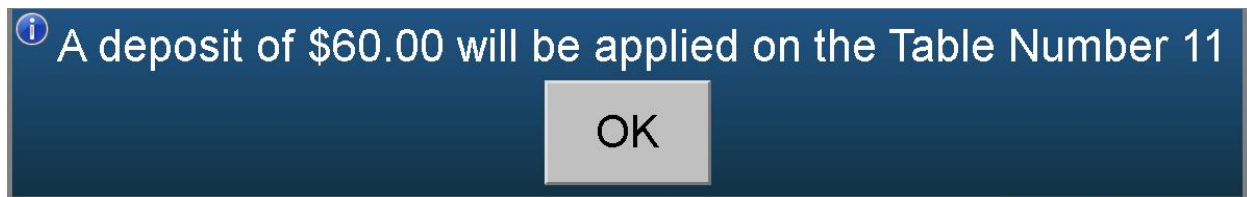
If [No] is selected, the POS will ask whether to squeeze a walk-in or not.
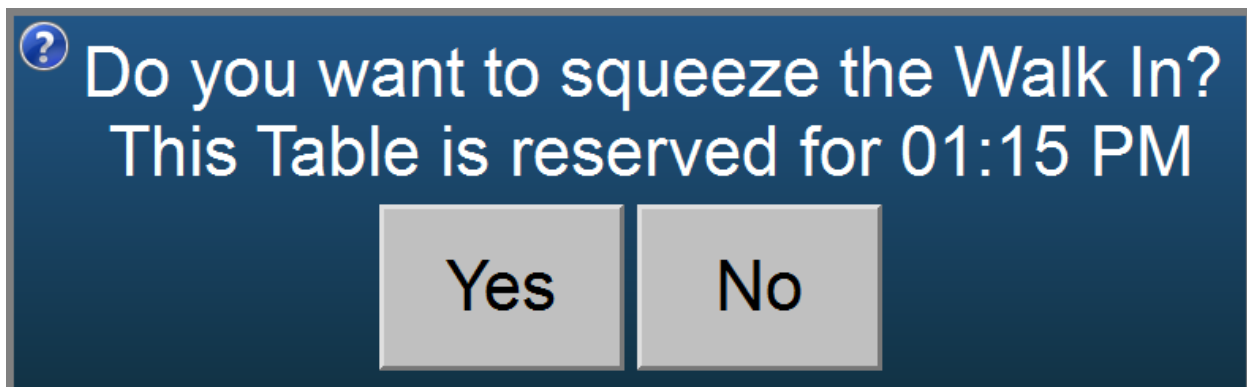
If [No] is selected, the table will not be opened. If [Yes] is selected, the POS will open the table and attempt to create a walk-in on the ResDiary website. This will likely return the below error response to POS, as the walk-in reservation does not conform to the ResDiary settings. Click [Ok] to acknowledge the error.
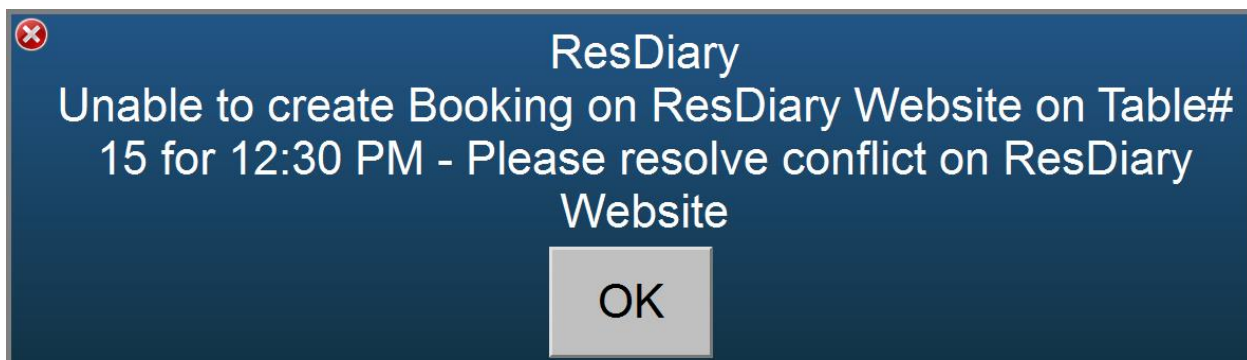
Moving a table

A table can be moved only to an empty table in POS. Moving a table in POS to another opened table is not supported for ResDiary. Attempting to do so will prompt the following message:

> ⓘ Table Join is not supported by Third Party Reservation System
>
> OK
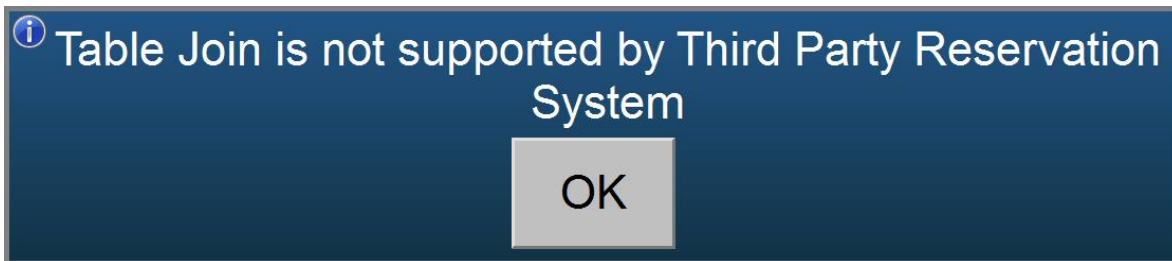
If the empty table has a Reservation that falls within the allotted Walk-In Duration setting, it will <u>not</u> allow the move and POS will display the following message:

> ⓘ Table 13 is Reserved
>
> OK
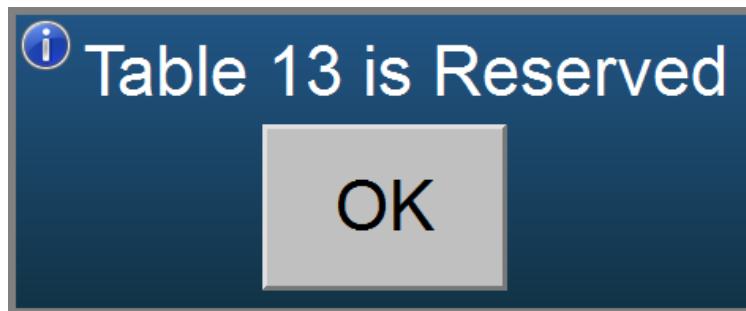
In this case, a different table will need to be selected.

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Meal Status

Meal Status on the ResDiary site can be updated from the POS using the [Fire Order] button in PixelPoint. Once a course has been fired, ResDiary will display an icon on the ResDiary Reservation form indicating which course the table is on. The below example shows that the table is on their dessert course.

When a check is closed, PixelPoint will send the check details after the OnFinish process is completed

Service Interruption

If communication with the ResDiary servers cannot be established, the POS will not load any new reservations. If a connection cannot be re-established within the allotted time, any further connection attempts will be discontinued for the remainder of the day.

The default time for re-establishing a connection is the user-set Walk-In Duration, plus an additional 15 minutes. For example, if the Walk-In Duration is set to 45 minutes, the ResDiary service will be discontinued for the day if service is out for longer than 1 hour.

After service has been discontinued due to a failed connection, no further connection attempts will be made until after an End of Day is completed. At this time, service may be re-established if a connection is successful.

A prompt will appear when service has been restored.

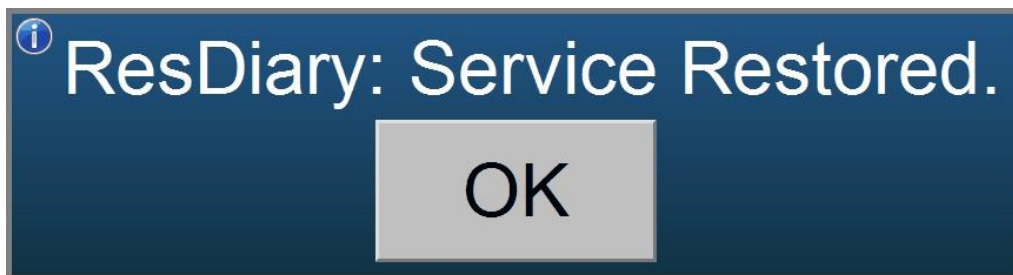## Reservation and Walk-in Conflicts During a Service Outage

The POS will attempt to merge any tables that were sat during a service outage, which were also reserved in ResDiary by another party. A prompt will appear asking if the walk-in table is the party who holds the reservation on the Resdiary website. If not, press [No] and move the reservation to a different open table.

> **Note:** Once this prompt appears, the check for the walk-in reservation cannot be modified or closed until the other reservation has been moved

Sample XML

```xml
<?xml version="1.0"?>
<Receipt>
  <TransNum>2009</TransNum>
  <Table>10</Table>
  <Reference>BT3M6PR</Reference>
  <NumCustomer>8</NumCustomer>
  <Amount>12.6</Amount>
  <items>
      <Item>
            <Description>Pizza</Description>
            <Quantity>1</Quantity>
            <Price>2</Price>
      </Item>
      <Item>
            <Description>Shoes</Description>
            <Quantity>1</Quantity>
            <Price>2.5</Price>
      </Item>
      <Item>
            <Description>Burger</Description>
            <Quantity>1</Quantity>
            <Price>2</Price>
      </Item>
      <Item>
            <Description>Juice</Description>
            <Quantity>1</Quantity>
            <Price>1.2</Price>
      </Item>
      <Item>
            <Description>Rolls</Description>
            <Quantity>1</Quantity>
            <Price>1.4</Price>
      </Item>
      <Item>
            <Description>Rice Curry</Description>
            <Quantity>1</Quantity>
            <Price>3.5</Price>
      </Item>
  </items>
</Receipt>
```

Note: On close of transactions with no items ordered, zero value, and zero guests, PixelPoint POS will send a request to cancel the walk-in Reservation to ResDiary

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Notes