

toptable connect

USER MANUAL

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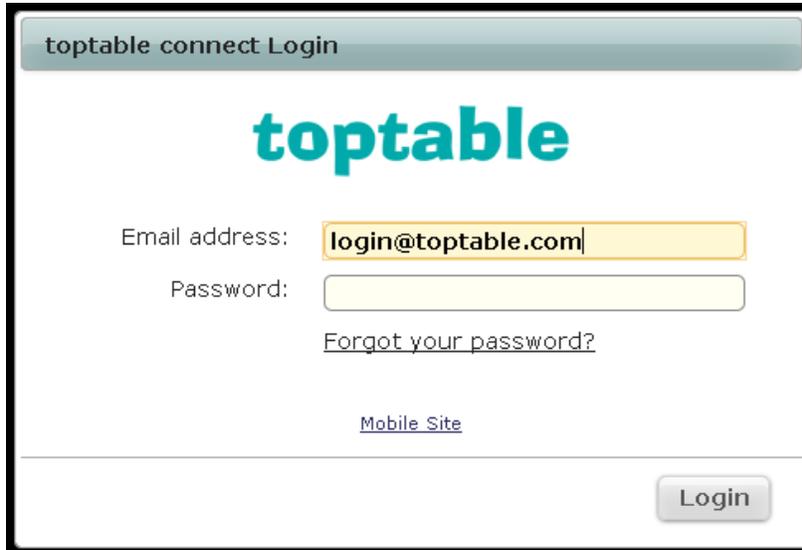
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INTRODUCTION

Welcome to toptable connect! This user manual will guide you through the initial setup and day to day use of the toptable connect product.

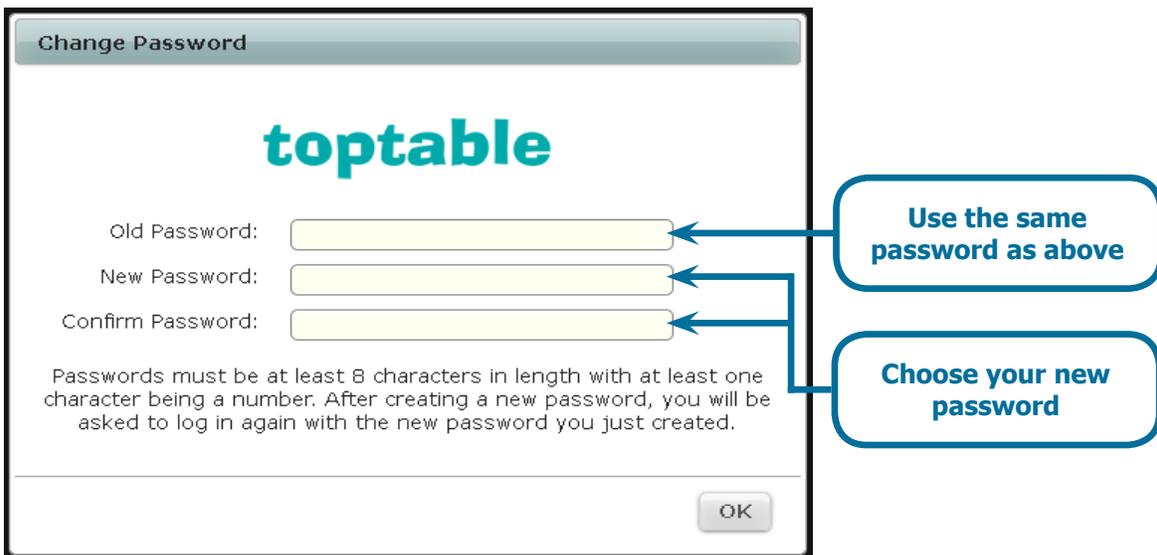
LOGGING IN TO YOUR TOPTABLE CONNECT ACCOUNT

1 - Login to connect.toptable.com - Use the credentials that your project coordinator provided to you in the Step 2 email.



If you do not have the email containing your credentials, please contact your Project Coordinator

2 - Create your own unique password - Upon your first log-in, you will be asked to create a new password. Your new password must contain eight (8) characters with at least one (1) number.



Once you have created your new Password, the system will require you to login using the new password you just created.

EDITING YOUR AVAILABILITY

Bookings Dashboard

Each time you log in to your toptable connect account, you will be directed to the Bookings Dashboard where you can see an overview of the month's shifts.

The screenshot shows the 'toptable connect' interface for 'TTC Bistro - Logout'. It features a 'Bookings Dashboard' with a calendar for June 2011. Callouts on the right side provide instructions: 'Select Monthly or Daily View' points to the view toggle buttons; 'Change the date range' points to the month/year navigation arrows; and 'Click on a day to view further details' points to a specific day in the calendar grid.

The Monthly View of the Bookings Dashboard is also where you can see which shifts have bookings, as well as any shifts you have closed or locked.

This screenshot shows the same dashboard with a popup window over Thursday, 17 June 2011. The popup displays: 'Lunch: 0/30 covers booked' and 'Dinner: 3/30 covers booked'. Callouts on the right explain: 'Mouse over a day to get a booking summary' points to the popup; 'The lunch shift on this day has been closed' points to a red 'X' icon over the lunch shift on Friday; and 'Bookings for the dinner shift on this day have been stopped' points to a green lock icon over the dinner shift on Sunday.

Daily View

The Daily View is where you can view a list of the bookings that have been made for a given day. Bookings are displayed in the shift for which they were made.

toptable connect TTC Bistro - Logout

Monthly View Daily View

Bookings Dashboard Tuesday, 10 May, 2011

Total: 3 Bookings / 8 Covers

Modify Schedule Print

Lunch 11:00 - 14:00 1 Booking / 2 Covers Covers available: 38

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
13:00	Diner, Joe	2	07700 900179	I'll be celebrating my birthday.	06/05	50% off food	

Stop Bookings Close Shift

Dinner 17:00 - 22:00 2 Bookings / 6 Covers Covers available: 34

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
19:30	Cartal, Andy	2	07700 900789		06/05		
20:00	Jones, David	4	07700 900179		06/05		

Block Time Stop Bookings Close Shift

The remaining covers available for the shift are displayed here

Click the name to view booking details

Clicking on the booking name will display the Booking Details pop-up, where you can see booking notes, phone number, & email (if customer opted to provide it). You will also be able to see any offer the diner may have selected when booking the reservation.

Changes to the time, date and party size for the booking can be made through the Booking Details pop-up.

Booking Details

Booking on Tuesday 10/05/2011 13:00

Last Name: Diner First Name: Kate Covers: 2

Phone Type: Mobile Phone: 07700 900502 Email:

Booking Notes: I'm bringing a bottle of wine. Offer: 50% off food

Redemption:

Cancel Booking Mark as No-Show Date Made: 06/05/2011

Save Close

Adjust the time and date of the booking

Adjust the party size

Offers the customer has selected for the booking

In the Booking Details pop-up you can also Cancel or No-Show bookings. The No-Show button will remain inactive until the time of the booking, at which point it will become active and you can use it to no-show bookings.

The screenshot shows a 'Booking Details' window with the following fields and controls:

- Booking on Tuesday 10/05/2011 13:00
- Last Name: Diner, First Name: Kate, Covers: 2
- Phone Type: Mobile, Phone: 07700 900502, Email: (empty)
- Booking Notes: I'm bringing a bottle of wine.
- Offer: 50% off food
- Redemption: (empty)
- Buttons: Cancel Booking, Mark as No-Show, Save, Close
- Date Made: 06/05/2011

Two callouts are present:

- A blue rounded rectangle labeled 'Cancel the booking' with an arrow pointing to the 'Cancel Booking' button.
- A blue rounded rectangle labeled 'Mark the booking as a no-show' with an arrow pointing to the 'Mark as No-Show' button.

! You have **up to 48 hours** after the booking time to no-show a booking or to change the party size to reflect the number of guests that actually arrived at your restaurant.

(Continued on page 5)

Making Changes to Shifts from the Daily View

In the Daily View, click Open Shift, Close Shift or Stop Bookings at the bottom of each shift to modify that shift. Using these controls will only affect the shift you have selected and will not alter any other days. Closing a shift for instance will only close the shift for the modified day and will not apply to the same date in the future.

Click Open Shift to open the shift for the selected day

Click Close Shift to close the shift for the selected day

Click Stop Bookings to disable online bookings for the shift

You can also click the Modify Schedule button to make changes to your schedule, as well as adjust online availability.

On days that have a modified schedule, the Modify Schedule button will have a purple background.

Click Modify Schedule to modify the schedule and availability for the selected day

In the Modify Schedule menu, you can open or close shifts, change shift start or end times, and adjust the maximum number of covers available to be booked online. Similarly to making changes to shifts in the Daily View, changes made in the Modify Schedule Menu will only be applied to the selected day.

Modify Schedule

Update your shift settings below to create a custom shift.
 Note: these changes will only apply to **Friday, 17 June, 2011**. To make changes to your default schedule go to Shift Setup in Settings.

Breakfast Closed ← **Use the Open/Closed drop-down to open or close a shift**

First Seating: 08:00
 Last Seating: 10:30
 Maximum Covers: 40

Lunch Open ← **Use the First/Last Seating drop-downs to set first and last seating times**

First Seating: 11:00
 Last Seating: 14:30
 Maximum Covers: 30

Dinner Open ← **Edit the Maximum Covers field to adjust online availability**

First Seating: 17:00
 Last Seating: 22:00
 Maximum Covers: 30

Dinner shifts currently have a pacing limit of 15 covers in any 15 minutes.

Update Shift Close

! If your restaurant is closed for any reason, be sure to close that shift/day in the toptable connect system. **Failure to do so could result in one of your diners arriving to a closed door!**

Block Times for the Current Shift

In the Daily View, click Block Time at the bottom of a shift to prevent additional bookings from being made for a particular time within that shift.

toptable connect TTC Bistro - Logout

Monthly View Daily View

Bookings Dashboard Friday, 17 June, 2011

Total: 0 Bookings / 0 Covers

Modify Schedule Print

Lunch 11:00 - 14:30 0 Bookings / 0 Covers Covers available: 30

No bookings have been made for this shift.

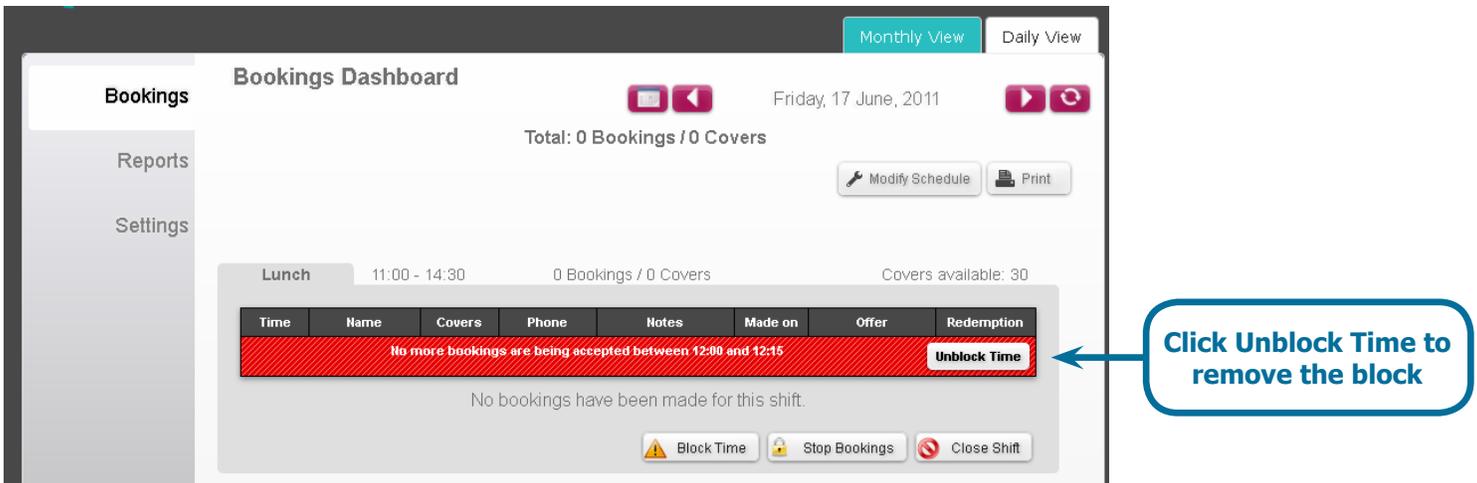
Block Time Stop Bookings Close Shift

Click Block Time to prevent bookings at a particular time

In the Add a Closure dialogue, select the time from the drop-down that you would like to block and click Save.



The time you selected will now be blocked and will no longer be available to be booked online. Times which already have bookings can also be blocked without affecting those existing bookings. You can unblock a time by clicking on the Unblock Time button next to the time you wish to unblock.



REPORTS

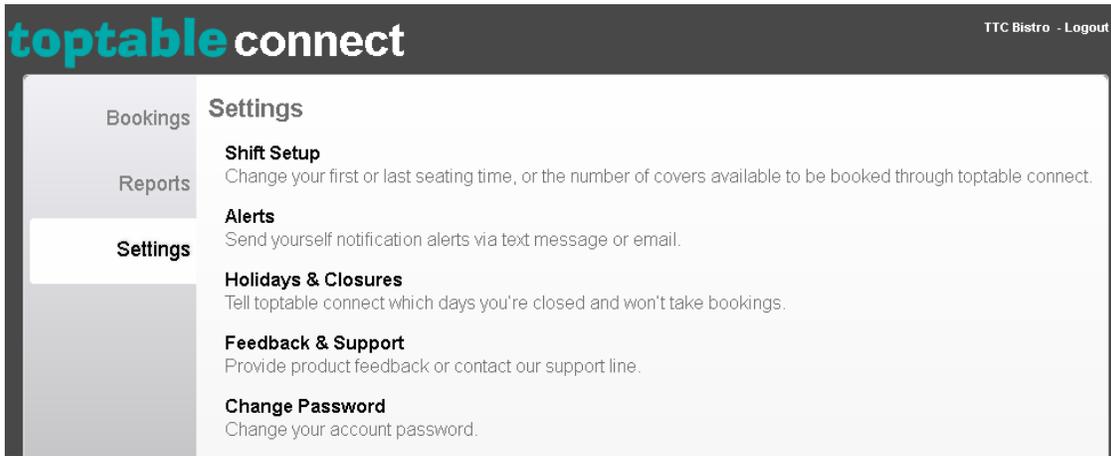
Booking & Cancellation

In the Booking & Cancellation section of the Reports menu, you can run reports on the number of bookings, cancellations and no-shows for a specific day or a date range.



MODIFY YOUR TOPTABLE CONNECT SETTINGS

The settings for your toptable connect account can be adjusted in the Settings menu.



Shift Setup

The Shift Setup menu is where you can make changes to your default schedule which will be applied to all future days. Set which shifts are open on which days of the week and when each shift starts or ends. This is also where you can set your pacing, which is the maximum number of covers available to be booked online per 15 or 30 minute period.

1 Which of the following shifts does your restaurant normally have? (Check all that apply)

Breakfast Lunch Dinner

2 Which days of the week are you normally open for the following shifts?

Shift	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open?	Open	Closed	Open	Open	Open	Open	Open
First Seating:	11:00	11:00	11:00	11:00	11:00	11:00	11:00
Last Seating:	14:30	14:30	14:30	14:30	14:30	14:30	14:30
Maximum Covers:	30	30	30	30	30	40	40

Pacing Limit: For my Lunch shift, limit bookings to no more than 20 covers in any 15 minute range. [What's this?](#)

Shift	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open?	Closed	Open	Open	Open	Open	Open	Closed
First Seating:	17:00	17:00	17:00	17:00	17:00	17:00	17:00
Last Seating:	22:00	22:00	22:00	22:00	22:00	22:00	22:00
Maximum Covers:	40	40	40	40	30	30	40

Pacing Limit: For my Dinner shift, limit bookings to no more than 15 covers in any 15 minute range. [What's this?](#)

3 What is the largest party size you can accommodate for a single booking?

12 people

Save Cancel

Select the shifts your business is open for

Adjust the details of each shift per day of the week

Check the box to use pacing and set a pacing limit

Set the largest party size

Alerts

Set up notifications to receive text messages or emails each time you get a new booking. You can choose to get notifications at up to 5 text **and/or** email accounts. You can check the box next to Text Message to set up text message alerts, the box next to Email to get email alerts, or check both boxes to receive both types of notifications.

To configure email notifications:

The screenshot shows the 'Alerts' configuration page with the 'Text Message' option selected. The interface includes a sidebar with 'Introduction', 'Shift Setup', 'Alerts', 'Holidays', and 'Review'. The main content area has a heading 'Alerts' and a sub-heading 'How would you like to be notified of bookings? You must choose at least one option.' Below this, there are two main sections: 'Text Message' (checked) and 'Email' (unchecked). The 'Text Message' section contains a 'Mobile number' field with a dropdown for country code (+44) and a text input (07700 900502), a 'Send Test SMS' button, and an 'Add Another Number' button. Below this is a note: '*Your mobile phone provider's standard text messaging rates apply.' The second section contains two checkboxes: 'Send a shift summary' (checked) and 'Send a daily summary' (checked). Each has a dropdown menu for frequency (e.g., '1 hour', 'every shift', '1 day', 'every day'). At the bottom right are 'Previous' and 'Next >' buttons. Two blue callout boxes on the right point to the 'Send Test SMS' button and the 'Send a shift summary' dropdown, with the text 'Enter a mobile phone number' and 'Configure text message summaries of your upcoming bookings' respectively.

To configure text message notifications:

The screenshot shows the 'Alerts' configuration page with the 'Email' option selected. The interface is similar to the previous screenshot, but the 'Text Message' option is unchecked and the 'Email' option is checked. The 'Email' section contains an 'Email Address' field with a dropdown for domain (login@toptable.com) and a text input, a 'Send Test Email' button, and an 'Add Another Address' button. Below this is a note: 'An email will be sent when every booking is made, changed, or cancelled.' The second section contains three checkboxes: 'Send a shift summary' (checked), 'Send a daily summary' (checked), and 'Send a summary of the upcoming week every Sunday' (checked). Each has a dropdown menu for frequency (e.g., '1 hour', 'every shift', '1 day', 'every day', 'every week'). At the bottom right are 'Previous' and 'Next >' buttons. Two blue callout boxes on the right point to the 'Send Test Email' button and the 'Send a summary of the upcoming week every Sunday' dropdown, with the text 'Enter email address' and 'Configure email summaries of your upcoming bookings' respectively.

Holidays and Closures

By default toptable connect comes preconfigured with major holidays closed. You can choose to set these holidays to open in order to take online bookings for those days.

The screenshot shows the 'Holidays & Closures' settings page in the toptable connect interface. The page title is 'Holidays & Closures' with a wrench icon. Below the title, there is a message: 'Please confirm the following dates as holidays in which your restaurant will be closed. Diners will NOT be able to make a booking on these dates:'. A table lists five holidays with columns for 'Holiday', 'Day of Year', 'Open', and 'Closed'. The 'Open' column has a green header and the 'Closed' column has a red header. Each row contains radio buttons for both 'Open' and 'Closed' options. Callouts with arrows point to the radio buttons for 'Valentine's Day' and 'Mother's Day', and to the 'Add Another Closed Day' link below the table. At the bottom right, there are 'Save' and 'Cancel' buttons.

Holiday	Day of Year	Open	Closed
New Year's Day	1 January	<input type="radio"/>	<input checked="" type="radio"/>
Valentine's Day	14 February	<input checked="" type="radio"/>	<input type="radio"/>
Mother's Day	Middle Sunday in Lent	<input checked="" type="radio"/>	<input type="radio"/>
Christmas Day	25 December	<input type="radio"/>	<input checked="" type="radio"/>
Boxing Day	26 December or thereabouts	<input type="radio"/>	<input checked="" type="radio"/>

Please list out any additional dates you will be closed below. No shifts will be open for booking.

[+ Add Another Closed Day](#)

Save Cancel

ADDITIONAL TOPTABLE CONNECT DETAILS

Shift Times

If a lunch shift is offered, the times between 12:00 – 13:00 must be available for online bookings. If a dinner shift is offered, the times between 19:00 – 21:00 must be available for online bookings

Cancellations, No-Shows, and Party Size Changes

Restaurants must mark a booking as cancelled or no-show or change the party size within 48 hours after the booking day and time. After that, the diners are assumed to have been seated and honored the booking.

Day of Week Availability

For each shift that has been selected (breakfast, lunch, dinner), at least one day of the week must be open and available for online bookings.

Inventory Availability

Each open shift is set to accept up to 40 covers by default during the shift.

Maximum Party Size

Each restaurant is set to accept parties up to 20 people by default for any open shifts.

Alert Options

Restaurants can receive booking alerts via text message or email. An alert will automatically be sent every time a booking is made, changed, or cancelled.