



# Now Book It Reservation Functionality Guide

31/01/2022

V1.0

## Table of Contents

Introduction .....	3
Functionality Supported .....	3
Functionality .....	4
Function Keys .....	4
IBookings Screen .....	4
IBookings Walk In.....	4
Add IBooking.....	4
IBooking Information .....	5
Customer History .....	5
Table Availability.....	6
Table Statuses .....	6
Automatic Functionality.....	6

## Introduction

This document describes the integration between Tevalis and Now Book It. Included in this documentation is a description of the functionality provided by the integration.

Now Book It is a Table Reservation system, which allows customers to book a reservation in advance and allows the staff to manage bookings. The Now Book It integration also allows the user to see a customer purchase history which allows them to establish the patterns of their customers.

## Functionality Supported

Now Book It integration uses the ITevalisBooking structure, which is a central point for all Table Reservation integration. Below is a summary of what Now Book It supports.

Functionality	Supported/Notes
Realtime Updates	Actions performed online are immediately communicated with the epos. This includes seating reservations, updating table status's and performing table transfers.
Pre-Booking Of The Floorplan	Pre-Booked reservations can be set to appear on the floorplan before they are seated.
Transaction Information	We send final transaction updates to Now Book It every time the transaction is closed on the epos.
Transfer Table	Transferring the table in Now Book It or via the epos will attempt to transfer the table in the other system.
Merging/Un-merging tables	This must be done in Open Table. Open Table does not allow this functionality to be done from the epos.
Table Statuses	Pos Statuses can be mapped to table statuses in Now Book It. Table status's work both ways and will update if changed from the epos or Now Book It.
Pre Orders / Deposits	Now Book It does not support Pre-Orders & Pre-Payments created in the reservation system and these will not be created on the epos automatically.
Seating Bookings	This must be done in Now Book It. Now Book It does not allow this functionality to be done from the epos.
Creating Bookings	Creating booking through the epos is not supported by Now Book It.
Creating Walk In Bookings	Creating walk in bookings through the epos is not supported by Now Book It.
Update Covers	Covers can be updated on the epos and this will feed into Now Book It and update the pax number on a specific booking

## Functionality

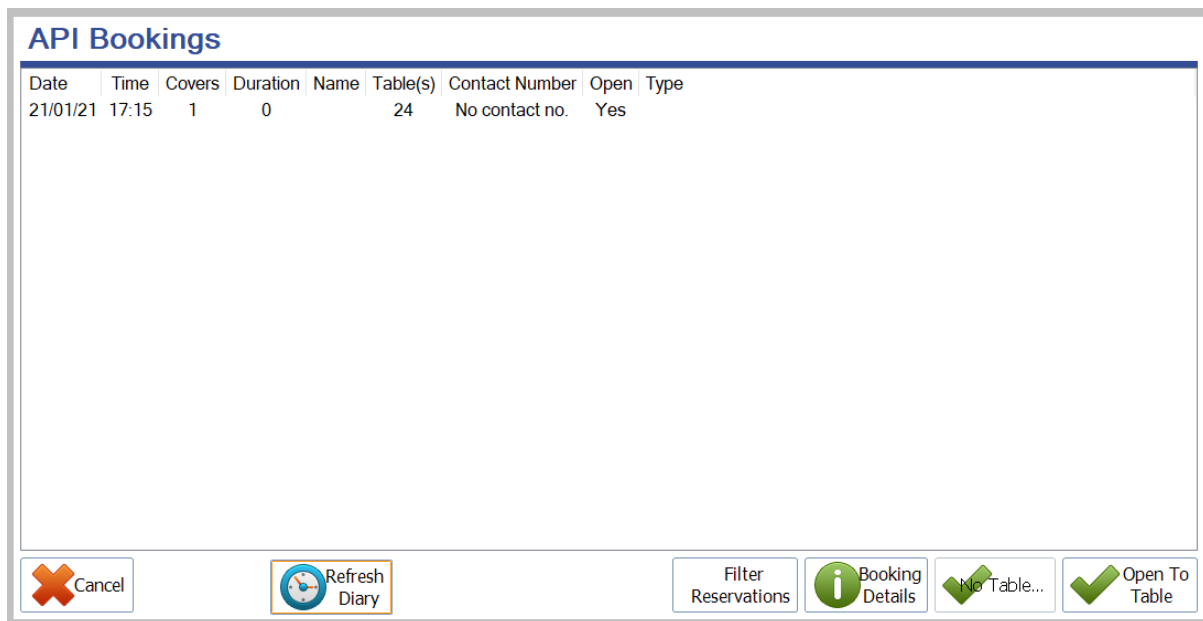
### Function Keys

#### IBookings Screen

This function opens the Now Book It Bookings screen. This screen should only be rarely used as bookings are automatically opened to the epos.

This screen allows you to:

- View Upcoming Bookings
- Search For A Booking (By Customer Name)
- View Bookings Details (please see IBooking Information for more details)



The screenshot shows a window titled "API Bookings" containing a table with the following data:

Date	Time	Covers	Duration	Name	Table(s)	Contact Number	Open	Type
21/01/21	17:15	1	0		24	No contact no.	Yes	

Below the table is a toolbar with the following buttons from left to right: "Cancel" (red X icon), "Refresh Diary" (clock icon), "Filter Reservations" (filter icon), "Booking Details" (info icon), "No Table..." (checkmark icon), and "Open To Table" (checkmark icon).

Screenshot of the Bookings screen

#### IBookings Walk In

This function is not supported by Now Book It.

#### Add IBooking

This function is not supported by Now Book It.

### Booking Information

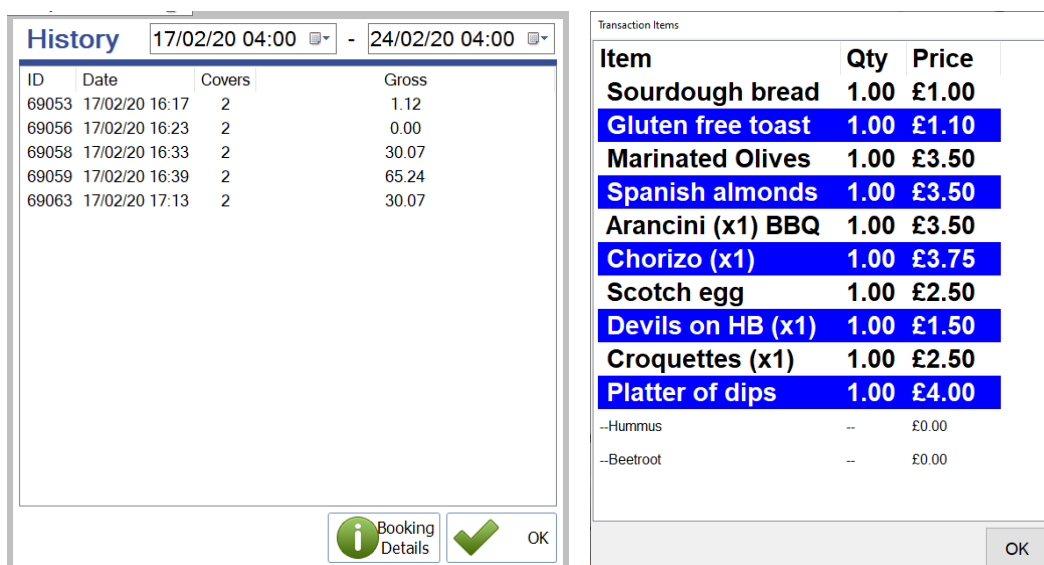
This function is used to view the booking details of the booking that is currently opened. Within this any tags against the button are shown within Extras. You can also search for the customers purchase history within Now Book It. Customer Comments are populated from the Guestbook notes and the Reservation Comments are populated from the visit notes.



Screenshot of the Booking Details screen

### Customer History

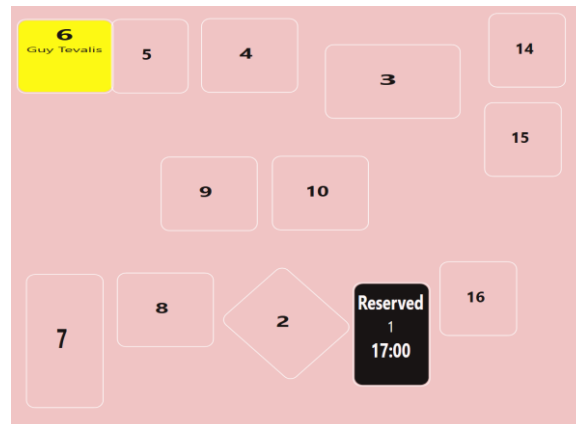
The show history button shows all bills for that customer. From here the user can view a transaction and the items ordered on that transaction.



## Customer History/Transaction Items Screens

### Table Availability

The floorplan can show if a table is confirmed in advanced.



Floorplan with a reserved table

### Table Statuses

With the Now Book It integration the table statuses must be configured manually in the Tevalis custom table status page for the updating of table status to work seamlessly. The statuses must match in both the Tevalis and Now Book It side exactly as there is no auto matching statuses other than the initial booking being created.

### Automatic Functionality

The following functionality occurs automatically when triggered by the epos and an update will be pushed to the reservation system in real-time. The below functionality is subject to the reservation system offering the functionality through their integration.

- Opening a table in Now Book It will automatically open the table and create a transaction on the floorplan.
- Changing the table status in Now Book It will automatically set the table status on the epos if it is mapped to a pos status. This will trigger the relevant away item to be added to the bill and will be sent to the kitchen/kms as per the function being used on the epos.
- When changing the status of the table (through the many functions on the pos), the status will be relayed to Now Book It providing that the status is mapped.
- All bills are posted to Now Book It, regardless of whether they are linked to a booking.