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# ResyOS User Guide

## Releases 2.0, 2.0.1, 2.0.2, 2.0.3

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January 2017

## Guest Profile



1 New guest stats include Total Visits (Reservations + Walk-Ins + Invites), Invites and Notifies.

2 The number of guest profiles associated with the reservation is indicated next to "Guests".

3 Access all profiles of Invited Guests for the reservation.

4 Access the guest history and message history for Invited Guests by tapping on the action menu to the right of the Invited Guest's name.

5 Tapping on the Status Icon at the very top of the Guest Profile changes the reservation status. The status of unbooked reservations will be either "Available" or "Unavailable".

## Alert Bar

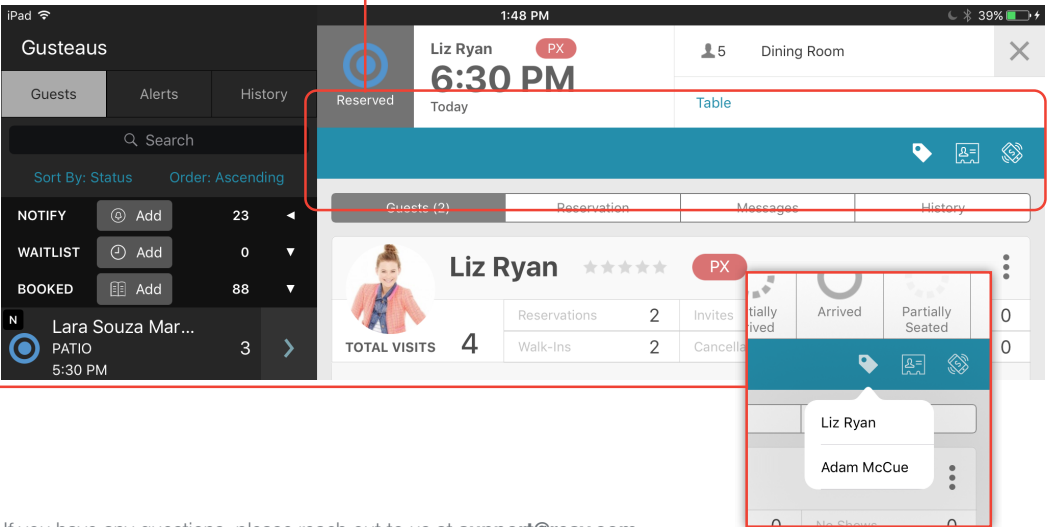
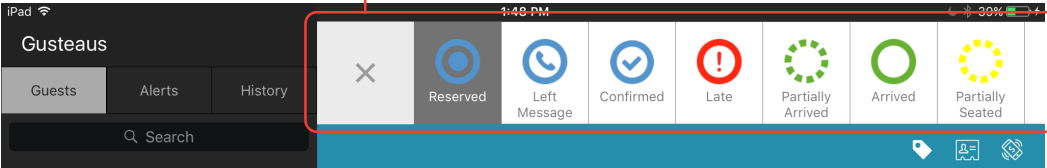
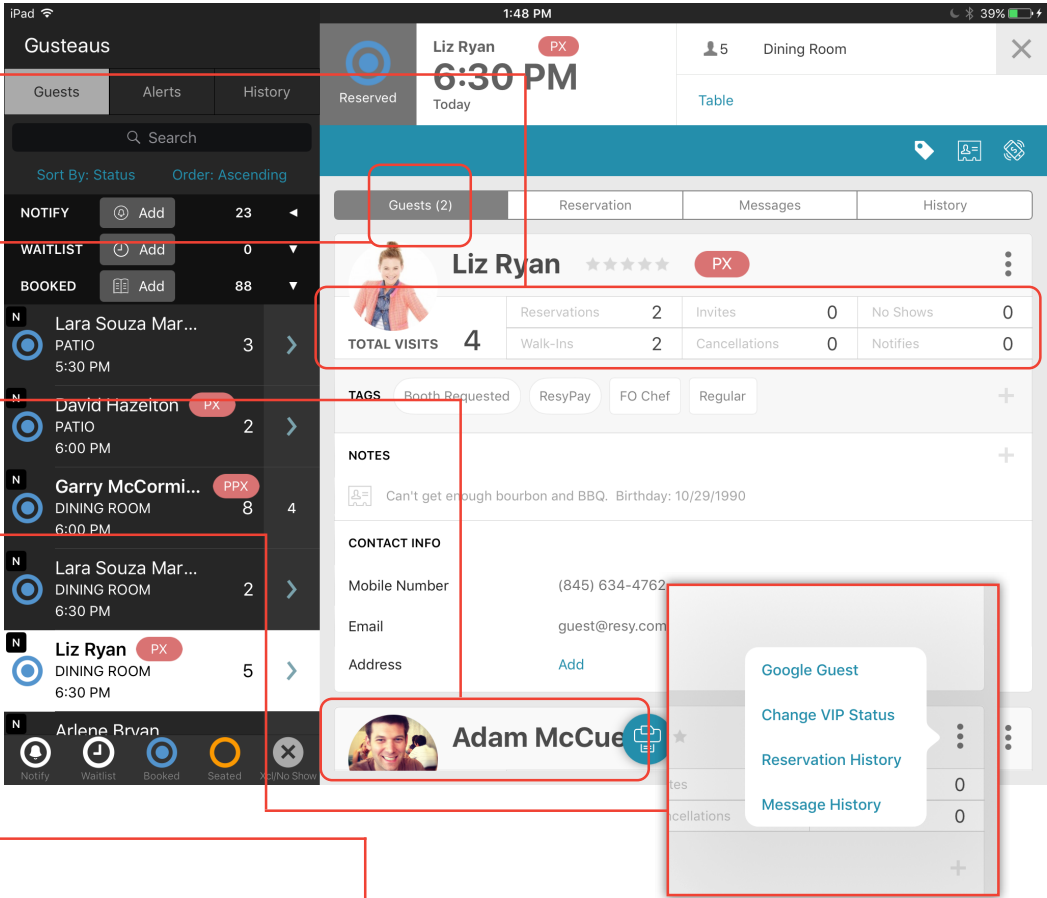


6 Icons display the following items when present:

- Guest Notes
  - Message
  - Vist Notes
  - ResyPay\*
  - Tags
  - Cancellation fee
- \*Coming Soon

7 Tapping on these icons will jump you to the relevant section of the guest profile.

8 If multiple occurrences of an icon exist, a dropdown menu will appear when you tap the icon for easy navigation.



## Tags



9 Tags can be visit specific or guest specific and they are shared amongst your restaurant group.

10 Guest tags can have the following attributes.

- **Allergy:** appear with a red outline.
- **Channel:** only guests with a channeled tag will have access to reservations in that channel (an allergy tag cannot be a channel).

11 Visit tags can have an Occasion attribute.



12 Tags are sorted alphabetically with allergies first.

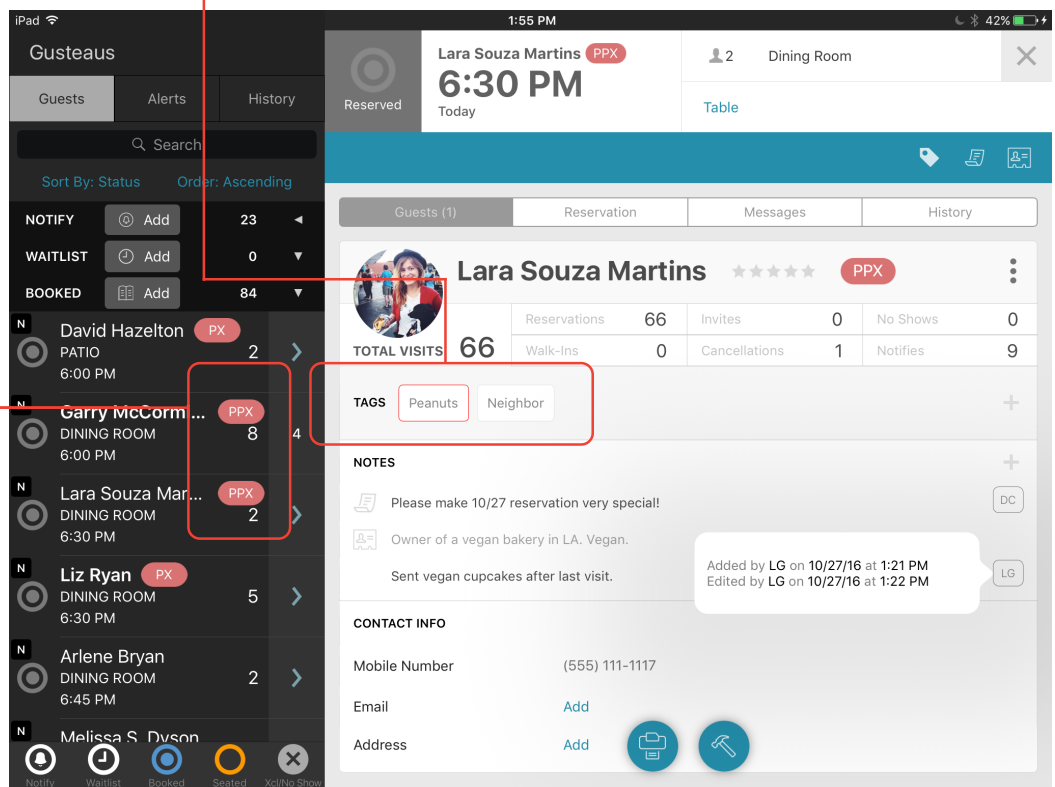
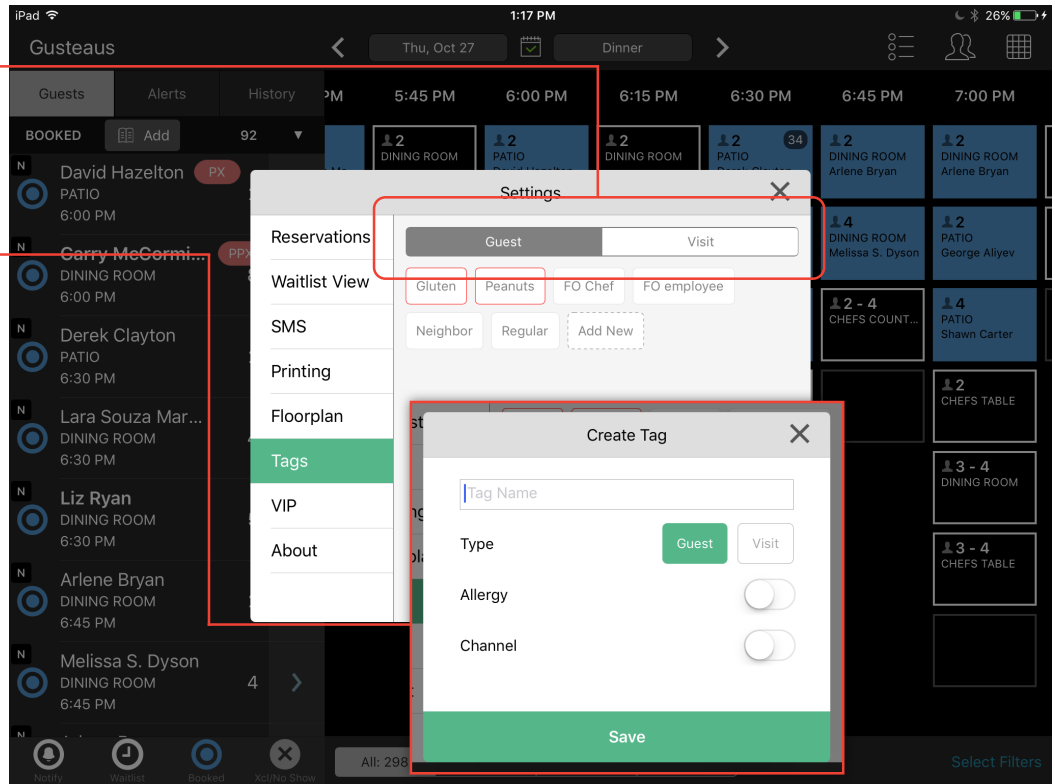
13 A ResyPay\* Tag appears dynamically when a guest turns on ResyPay.

\*Coming Soon

## VIP

14 VIP names are limited to four characters so they fit within the red circle which indicates VIP.

15 All VIP tags are channels. If you edit the channel of a reservation, only the guests in that channel will have access to that reservation.

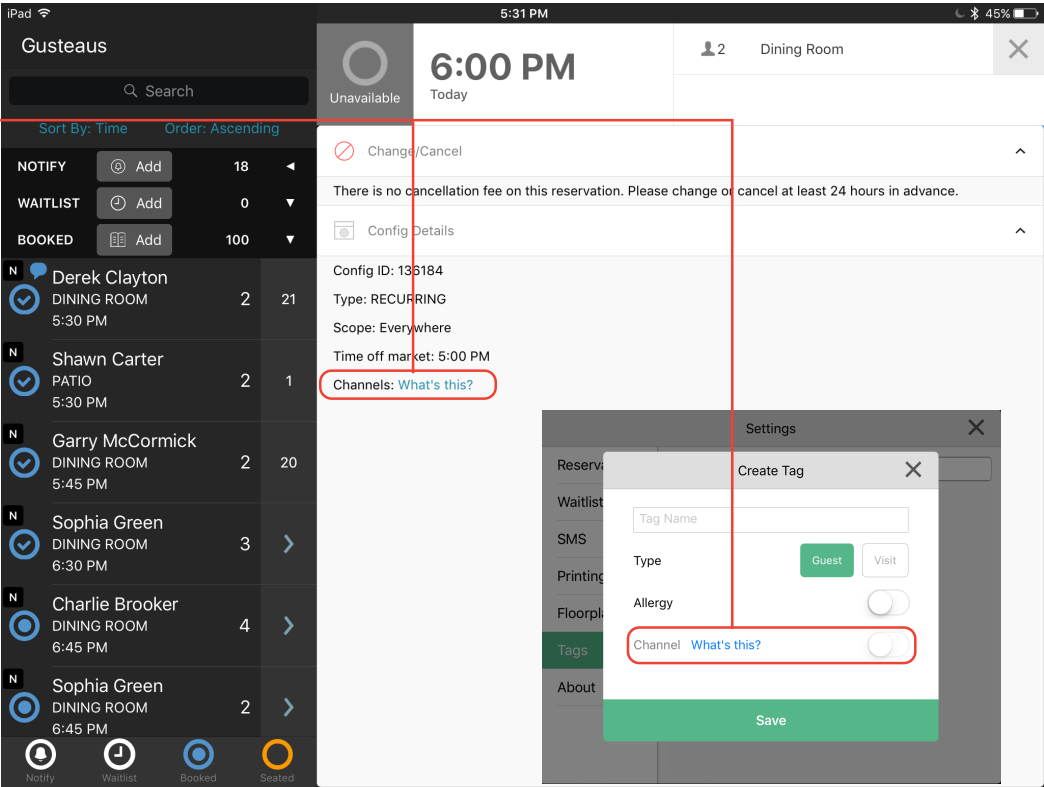


## Channels Permission



16

As you now know, Channels allow you to build loyalty with your best guests bby giving them exclusive access to certain reservations. To enable and configure this feature, please contact support@resy.com.



## Waitlist

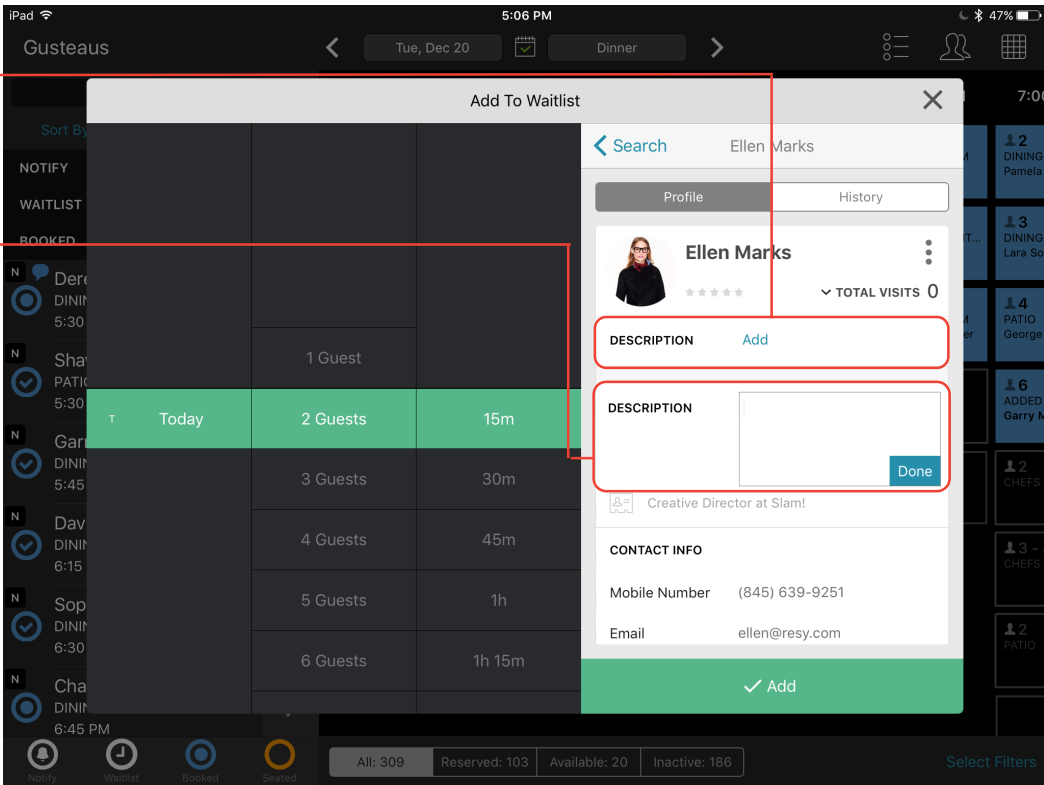


17

The Description field allows you to quickly add notes to a guest on the Waitlist.

18

Simply tap in the text box and begin typing. There's no need to tag a user to add the guest to the Waitlist.

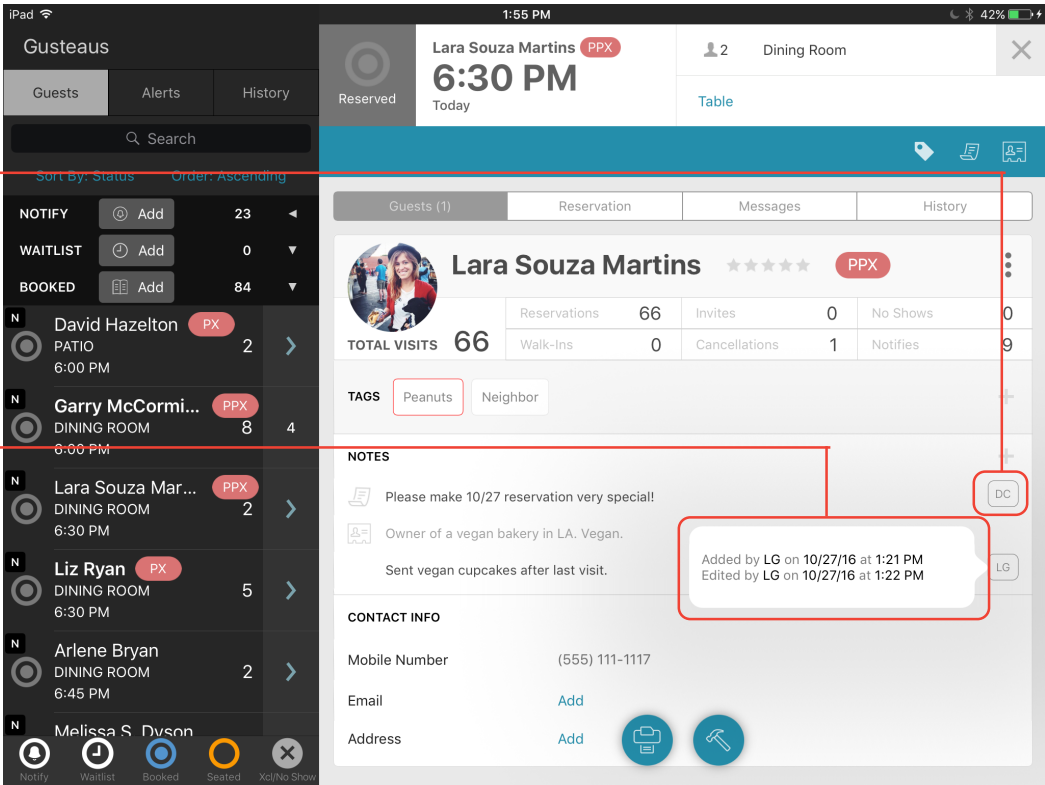


Notes



Notes are tracked using the user's name and date/time added. This information can be found by single tapping on the user's name to the right of the note.

When a note is edited, the original creator and date/time created will be listed along with the user name and date/time of the last edit.



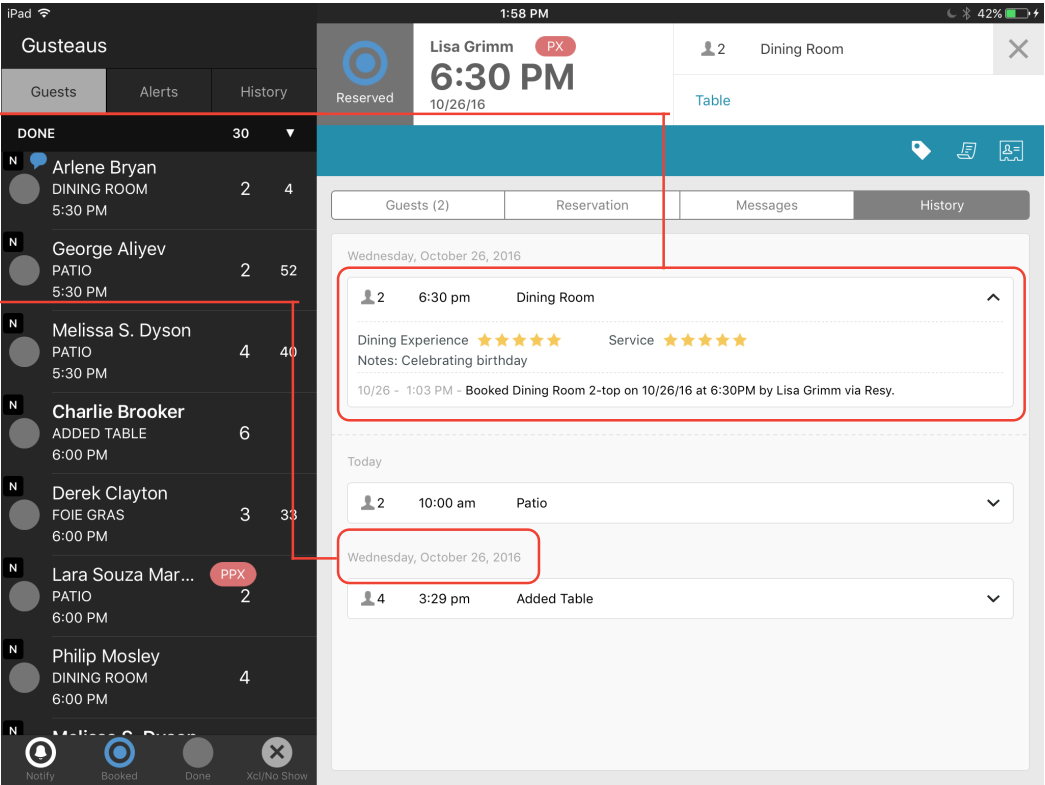
History Tab



Guest added star rating and comments are accessible in each guest's reservation history.

Year is newly displayed in reservation history.

Reservation history reflects when a reservation was imported versus created within the Resy network.



# Reservation Lock

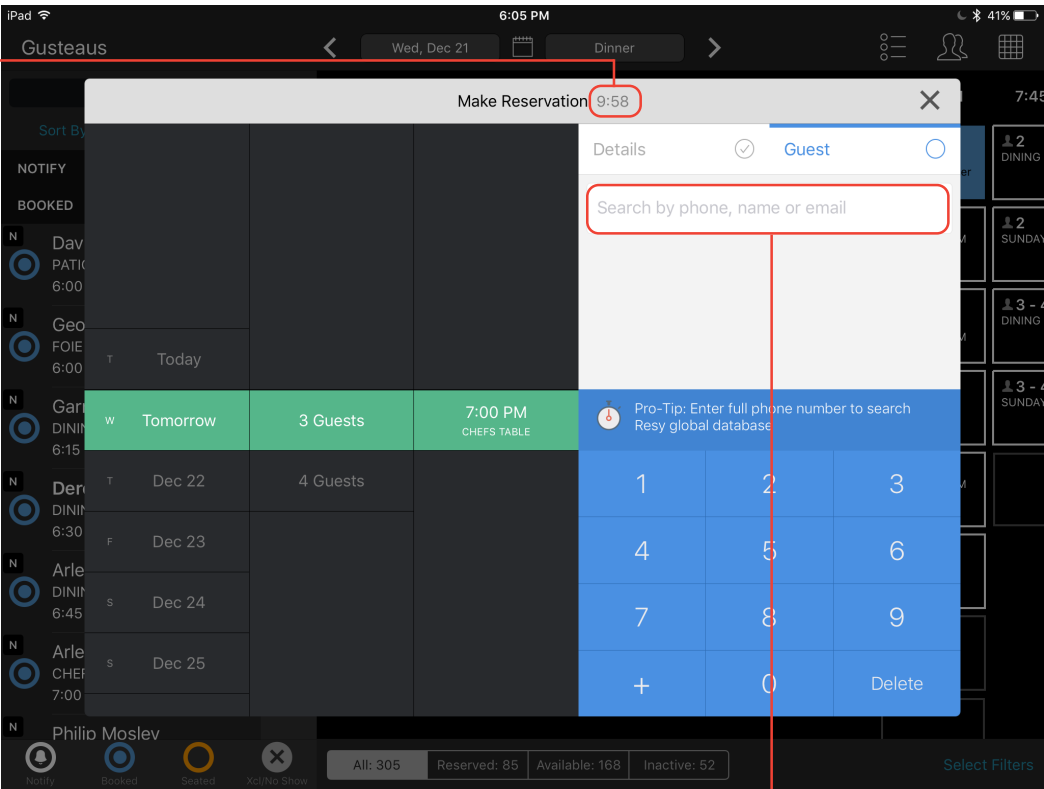


24

A reservation will be locked when a user within ResyOS opens the booking modal.

It will be unlocked when the booking modal is closed or 10 minutes after the booking modal has been opened.

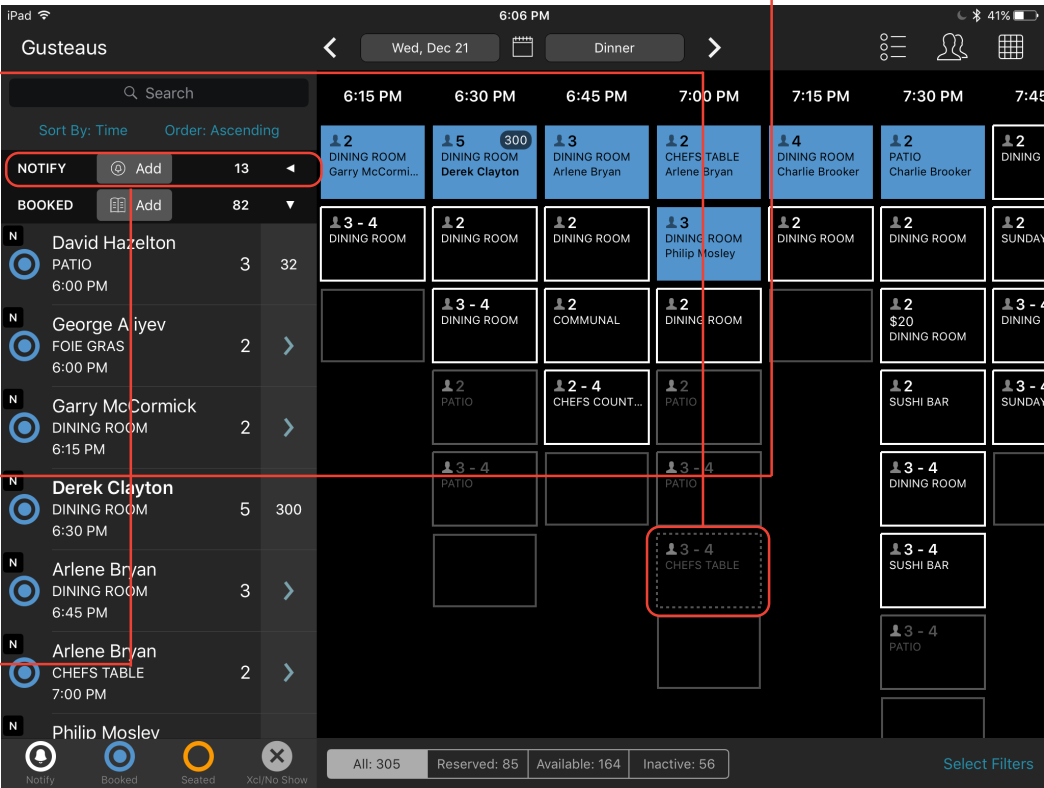
When a user attempts to book a reservation, a clock counting down from 10 minutes will appear within the title bar so the user knows how long they have to book the reservation before it is unlocked.



25

A locked reservation appears with a dotted border on the inventory view. A ResyOS can tap on a locked reservation but they will not be able to book the reservation until it is unlocked.

A reservation is only blocked when a ResyOS user views the reservation, not when it is viewed on the Resy App or widget.



26

All search fields will search guest name, phone number, and email address.

27

Notify is collapsed when opening a new day

## Resy Global Database



28

When you enter an email address, it will be checked against the Resy database so if it matches another account you will have the option of booking the reservation under that account or editing the email address.

29

Within the guestbook, entering a new phone number will check the Resy database.

Details

Guest

Search

New Guest

NAME

Liz Ryan

TAGS

+

NOTES

+

CONTACT INFO

Mobile Number

(555) 555-1214

Email

ellen@resy.com

!

Address

Add

✓ Reserve

New Guest

×

NAME

Jennifer Tanner

TAGS

+

NOTES

+

CONTACT INFO

Mobile Number

(845) 639-9251

!

Email

Add

Address

Add

Add Guest

## Channels



30

When a config is permanently channeled, the channel appears as “Recurring, Channel Name” on the reservation detail screen.

iPad

7:00 PM

Today

2 Dining Room

×

Gusteaus

Search

Sort By: Time

Order: Ascending

NOTIFY

⊕ Add

13

WAITLIST

⊖ Add

2

BOOKED

📅 Add

91

N

Lara Souza Mar...

PATIO

6:00 PM

2

➔

N

Melissa S. Dyson

PATIO

6:00 PM

3

7+

N

Pamela Noyes

FOIE GRAS

6:00 PM

2

➔

N

Garry McCormick

DINING ROOM

6:15 PM

4

➔

N

Charlie Brooker

DINING ROOM

6:30 PM

2

➔

N

Shawn Carter

PATIO

6:30 PM

4

➔

🔔

🕒

📅

👤

✕

Available

7:00 PM

Today

Change/Cancel

There is no cancellation fee on this reservation. Please change or cancel at least 24 hours in advance.

Config Details

Config ID: 136182

Type: RECURRING

Scope: Everywhere

Time off market: 5:00 PM

Recurring Channels: PX

🔧

## Miscellaneous

31 "About" Category in Settings shows release and build number, iOS version running on the device, device model number, available disc space, login currently in use and the download link for ResyOS.

32 Tap on floorplan cover counter to switch between incremental and cumulative cover counts.

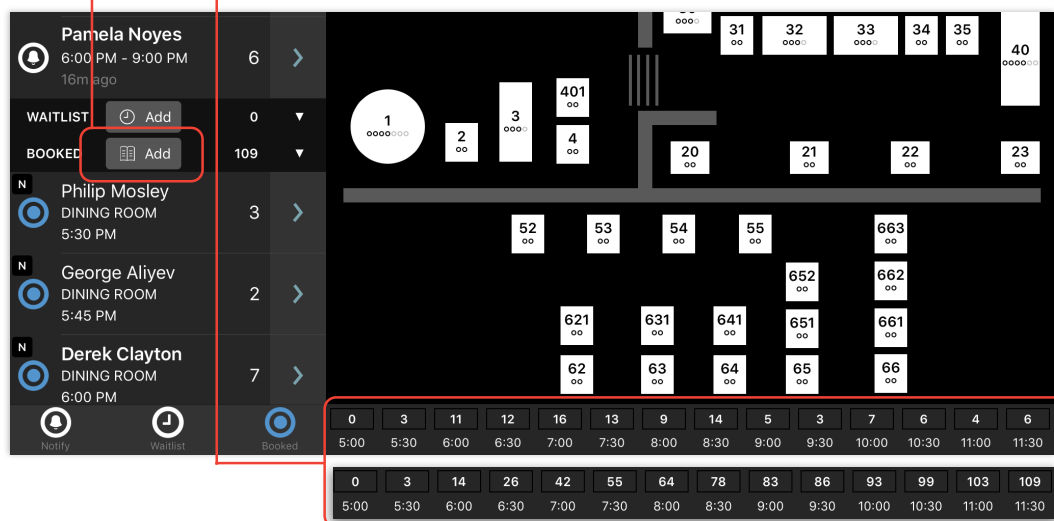
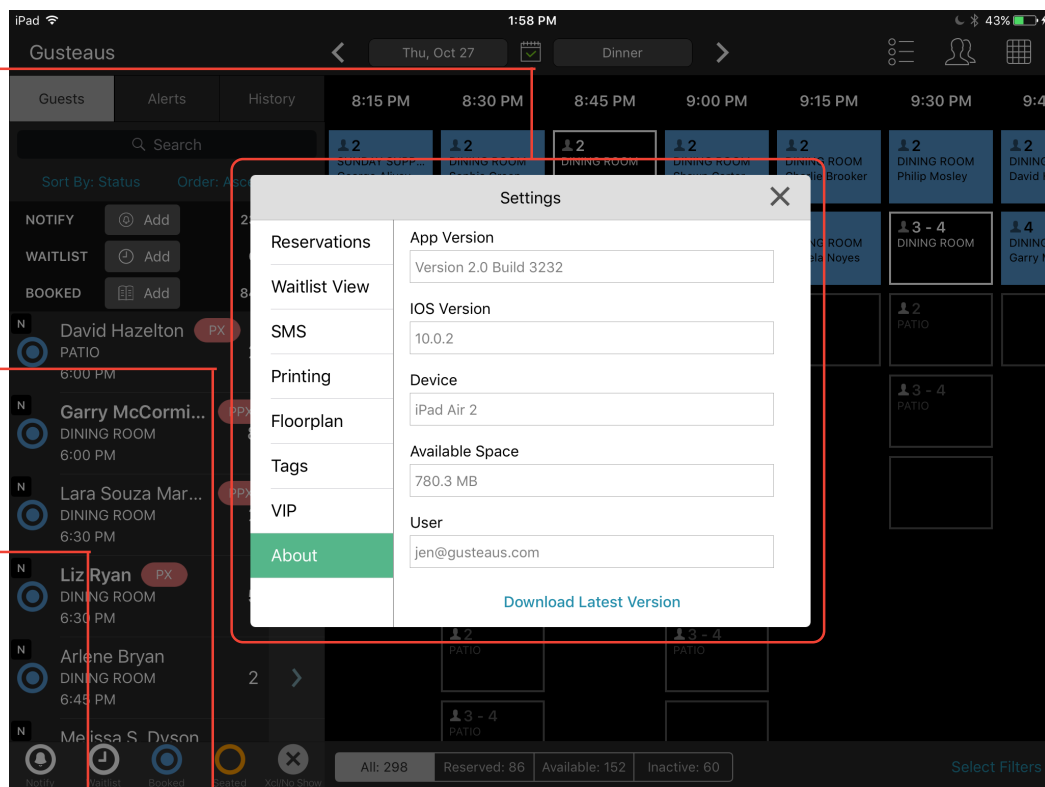
33 To book a reservation from the floorplan, tap the Add Reservation button on the "Booked" heading.

34 History tab loads more quickly

35 Check subtotal have been added to the Ratings Email when POS connection is present

36 Reservations with a "Booked" category status will be changed to status "Finished" at 4am daily

37 More space has been added to the top of the chart





## Bug Fixes

- ✓ Reservation tab was blank on a cancelled reservation.
- ✓ When a Notify became a reservation, visit notes disappeared.
- ✓ Special Requests and Occasions input on the Resy app appeared as Guest Notes within ResyOS.
- ✓ Notes were ordered improperly within the guest profile. Now when you add a new Guest Note or Visit Note it consistently appears underneath an existing Guest Note or Visit Note.