



Spize Reservation System

Prepared by Hoi.US Pte Ltd

Revision History

Author	Date	Remarks
Calixto Tay	12/1/2017	First draft – modified from original proposal submission

Table of Contents

Prepared by Hoi.US Pte Ltd	0
1.1 iResource Mobile App	Error! Bookmark not defined.
1.1.1 Account Access.....	Error! Bookmark not defined.
1.1.2 Mobile Application Security.....	Error! Bookmark not defined.
1.1.3 Native URL & App Support.....	Error! Bookmark not defined.
1.1.4 App Tracking.....	Error! Bookmark not defined.
1.1.5 App Version Control & Update Distribution	Error! Bookmark not defined.
1.1.6 Home Screen	Error! Bookmark not defined.
1.1.7 User Groups & Group Policies (Multi-Channel Content Control)	Error! Bookmark not defined.
1.1.8 Documents	Error! Bookmark not defined.
1.1.9 Modules & Sub-Modules	Error! Bookmark not defined.
1.1.10 Document Tagging	Error! Bookmark not defined.
1.1.11 Document Search.....	Error! Bookmark not defined.
1.1.12 Presenter.....	Error! Bookmark not defined.
1.1.13 Document Bookmark Support	Error! Bookmark not defined.
1.1.14 Announcement Center & Push Notifications.....	Error! Bookmark not defined.
1.1.15 iResource Synchronization with CMS	Error! Bookmark not defined.
1.1.16 Newsletters	Error! Bookmark not defined.
1.1.17 ECM Module.....	Error! Bookmark not defined.
1.2 iResource Content Management System	Error! Bookmark not defined.
1.2.1 Security	Error! Bookmark not defined.
1.2.2 Administrator Management	Error! Bookmark not defined.
1.2.3 Announcement Center.....	Error! Bookmark not defined.
1.2.4 Announcement Push Notification Area	Error! Bookmark not defined.
1.2.5 Module Management	Error! Bookmark not defined.
1.2.6 Sub-Module Management.....	Error! Bookmark not defined.
1.2.7 Tag Management	Error! Bookmark not defined.
5.2.8 Document Management.....	Error! Bookmark not defined.
1.2.8 User Groups	Error! Bookmark not defined.

1.2.9	Audit Trail.....	Error! Bookmark not defined.
-------	------------------	-------------------------------------

1. Spize Reservation System

This document outlines features to be developed as part of this proposal. This scope of work covers two areas, the customer-facing microsite module (1.1) as well as the Content Management Systems (1.2) module used by call centre and outlet staff.

1.1 Customer-Facing Reservation Site

The purpose of this customer facing reservation site is to allow customers to make reservations through the Spize website.

1.1.1 Accessing the reservation form

Spize customers may access the online reservation via the existing spize website. The Spize reservation form lives in an iframe within the official Spize website.

RESERVATION

Select Location ▼

Adults 5 ▼ Children 0 ▼

< January 2017 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Today

Jan 16 2017

N/A ▼

Next

1.1.2 Making A Reservation

1. User pick an outlet location
2. User pick number of adults and number of children to book
3. System queries dates available for booking and display to users
4. User pick a date
5. System refreshes and displays time slots available for that date
6. User tap next
7. If table is available for the booking, reservation form prompts user to enter further details. All fields are compulsory
 - a. Salutation, First Name, Surname
 - b. Email Address
 - c. Phone Country Code, Phone Number
 - d. Custom Message
8. Upon submission, a confirmation page is displayed with an assigned confirmation code.
9. Customer receive an automated SMS confirmation with their order details.

RESERVATION

Reservation at
Spize (Bedok)

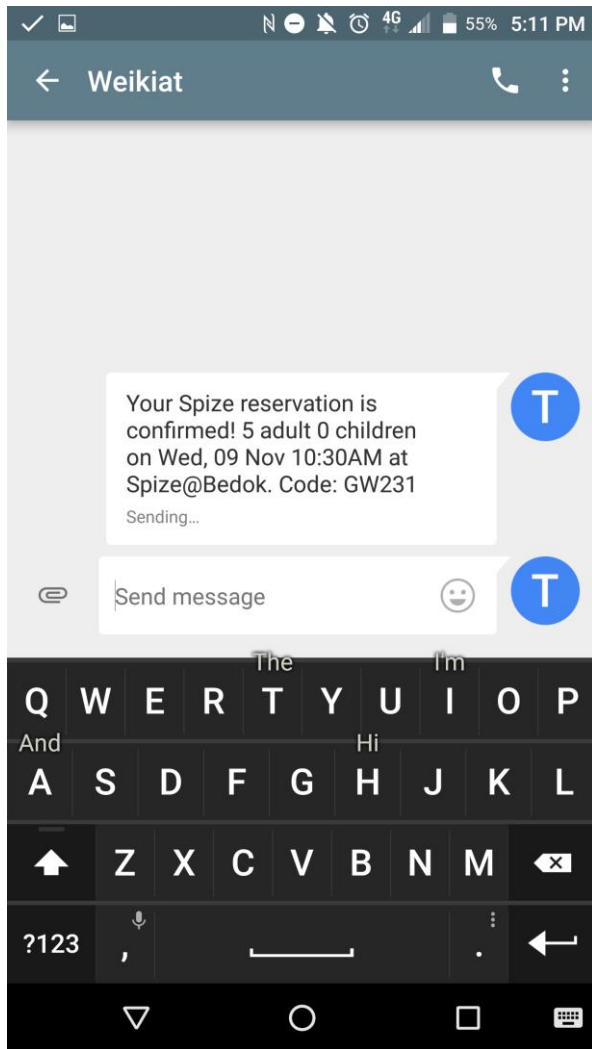
Your reservation has been made!
A confirmation email has been sent.

Your Reservation Information

Date & Time:	17 January 2017, 6:30pm
People:	5 Adults
Confirmation ID:	12L55
Name:	Test Testing
Phone Number:	+65 81282904
Email:	calixto@holpos.com
Special Request:	TEST

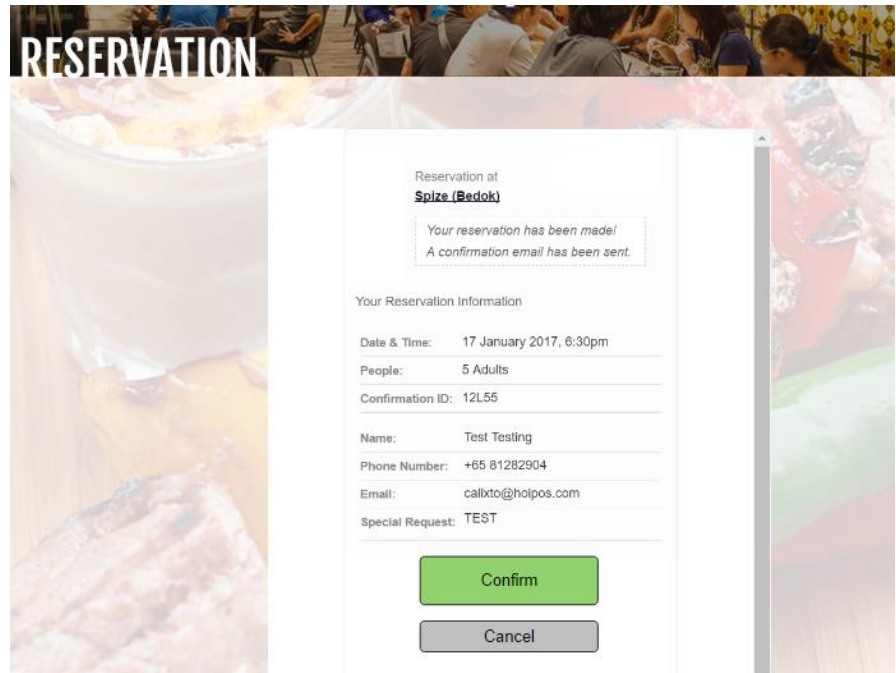
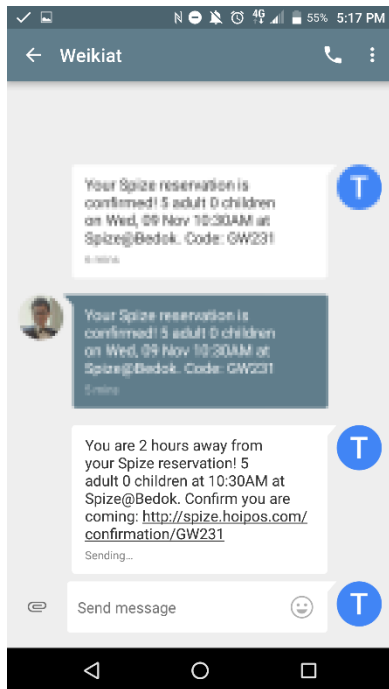
Handwritten blue notes on the right side of the screenshot:

- không có (interval)
- State hiển
- IN XONG
- ↳ update



1.1.3 X Hours Before Reserved Slot

At a predefined X hours before a customer's reserved slot, reservation system will automatically send an SMS to customer to confirm if they are coming. The SMS contains a URL that brings users to a confirmation page when clicked.

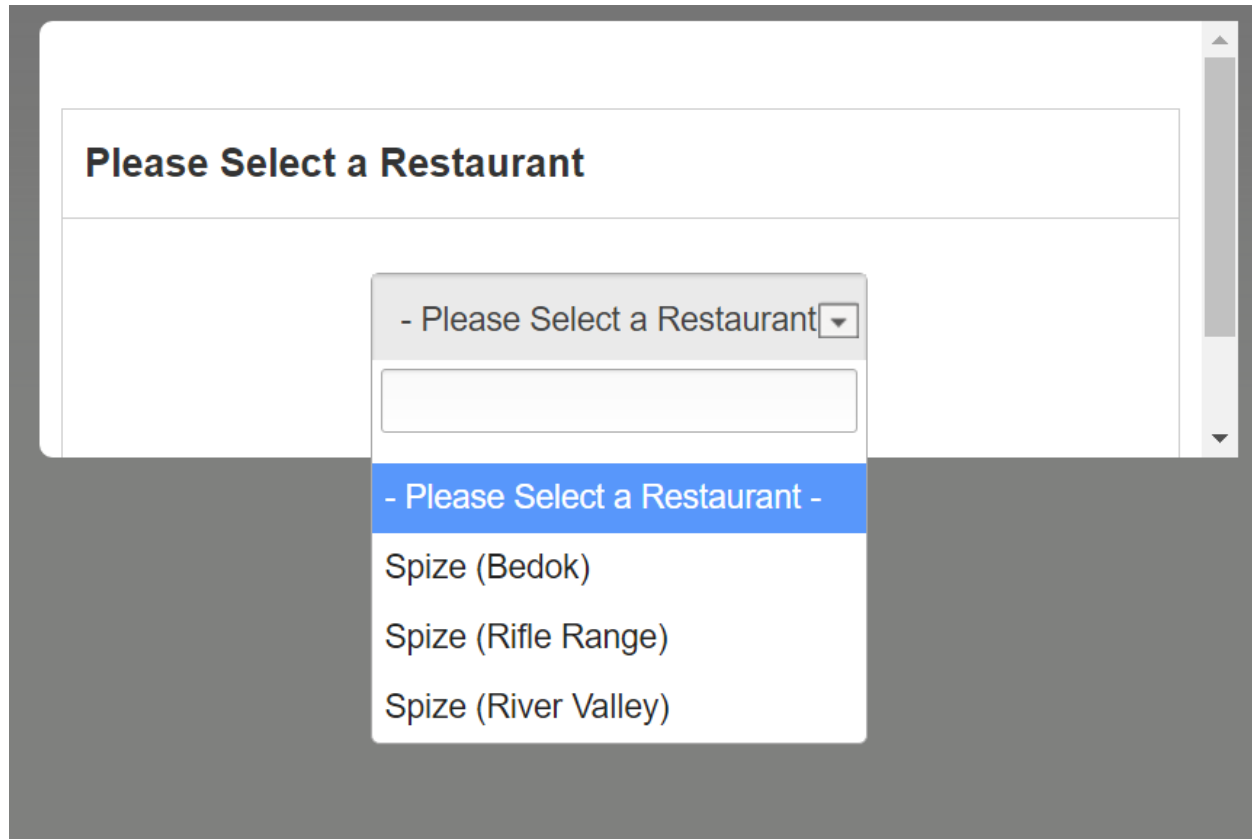


1.2 Content Management System

The Content Management System (CMS) for Spize administrator and outlet managers to manage reservation slots as well as customer's reservations.

1.2.1 Administrator Login Flow

Upon login, user will be prompted to select outlet to manage.



The screenshot shows a web interface with a title "Please Select a Restaurant". Below the title is a dropdown menu. The dropdown menu is open, showing a search bar and a list of restaurant options. The first option is "- Please Select a Restaurant -" (highlighted in blue), followed by "Spize (Bedok)", "Spize (Rifle Range)", and "Spize (River Valley)".

1.2.2 Settings

The settings page allows restaurant owner to configure different aspects of the reservation

1.2.2.1 Weekly Sessions Overview

The screenshot shows a web application interface for managing weekly sessions. It includes a sidebar with navigation options like 'Weekly Sessions', 'Special Sessions', 'Exceptions', 'Buffer', and 'Password'. The main content area displays a table of sessions for Monday and Tuesday. Each session is defined by its name, arrival times, capacities for different group sizes, and whether children are allowed. A detailed view at the bottom shows individual session settings with toggle switches and checkboxes.

The weekly session page allows restaurant owner to edit available sessions for every day of the week.

Each day may have 1 or more sessions. Each sessions may contain 1 or many timings, and each timing consists of its own first and last arrival time, interval, sitting capacity and whether children is allowed.

1.2.2.2 Adding A Weekly Session

User add a new session by tapping on the “New Session” button.

The 'Add New Session' form is designed to allow users to create new sessions. It features a text input for the session name, a set of checkboxes to select applicable days of the week, and a table to define multiple timings for each session. Each timing entry includes fields for arrival times, interval, and capacities for various group sizes. The form also includes a 'Children Allowed' checkbox and buttons to manage the timings and save the session.

User may define one or more timing for each session with its own capacity information.

Each session created may be tagged to one or more day of the week.

Multiple sessions may be created for each day.

Upon creation, the sessions are duplicated for each day (e.g. editing the timing for Session A on Monday does not affect the timing for Session A on Tuesday).

1.2.2.3 Editing Weekly Sessions

User tap on any session to edit details of the session. User may add or remove timing to session.

Note that edits to each session does not affect the same session on other days of the week.

1.2.2.4 Enabling and Disabling Timings

User may easily enable or disable timing by using the toggle button beside each timing.

Session	Name	First Arrival	Last Arrival	1 Sitter Capacity	2 Sitter Capacity	3-4 Sitter Capacity	5-6 Sitter Capacity	7-X Sitter Capacity	Max Table Size	Children Allowed	Options
1	Lunch Hours	11:00AM	2:00PM	2	6	10	2	1	1		
2	Dinner Hours	5:00PM	9:30PM	4	8	10	2	1	1		

	First Arrival	Last Arrival	Interval	1 Sitter Capacity	2 Sitter Capacity	3-4 Sitter Capacity	5-6 Sitter Capacity	7-X Sitter Capacity	Max Table Size	Children Allowed
<input checked="" type="checkbox"/>	5:00PM	7:00PM	30min	0	2	6	8	0	6	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	7:00PM	9:00PM	30min	0	2	6	5	0	6	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	9:00PM	9:30PM	30min	0	2	2	0	0	6	<input checked="" type="checkbox"/>

1.2.2.5 Special Sessions

Special session allows user to configure special session timing for specific dates. Special session configuration overwrites that of weekly sessions on the specified dates if the timing overlaps with those defined in Weekly Sessions.

The screenshot shows the 'Special Sessions' configuration page in the Spize Reservations system. The interface includes a sidebar with navigation options: Weekly Sessions, Special Sessions (selected), Exceptions, Buffer, and Password. The main content area displays two dates: 18 Jan 2017 and 20 Jan 2017. For each date, there are two sessions: 1 (Lunch Hours) and 2 (Dinner Hours). Each session has a table of capacity settings for different table sizes (1 Sitter, 2 Sitter, 3-4 Sitter, 5-6 Sitter, 7-X Sitter, Max Table Size) and a 'Children Allowed' checkbox. A 'Remove' button is next to each session. Below the session tables, there is a detailed table for session 2 on 20 Jan 2017, showing specific time slots and their capacities.

Session	Name	First Arrival	Last Arrival	1 Sitter Capacity	2 Sitter Capacity	3-4 Sitter Capacity	5-6 Sitter Capacity	7-X Sitter Capacity	Max Table Size	Children Allowed	Options	Remove
1	Lunch Hours	11:00 AM	2:00 PM	2	6	10	2	1	1			
2	Dinner Hours	5:00 PM	9:30 PM	4	8	10	2	1	1			

First Arrival	Last Arrival	Interval	1 Sitter Capacity	2 Sitter Capacity	3-4 Sitter Capacity	5-6 Sitter Capacity	7-X Sitter Capacity	Max Table Size	Children Allowed
5:00 PM	7:00 PM	30min	0	2	6	8	0	6	<input checked="" type="checkbox"/>
7:00 PM	9:00 PM	30min	0	2	6	5	0	6	<input checked="" type="checkbox"/>
9:00 PM	9:30 PM	30min	0	2	2	0	0	6	<input checked="" type="checkbox"/>

This feature also supports the ability to disable reservation for specific dates or timing. To disable reservation for specific dates or timing, define a new session and set all capacity to 0 or create a new special session and turn off reservation for all timings in that special session.

hard to review

more of

can be easily fixed

1.2.2.6 Buffers

The screenshot shows a web browser window with the URL <http://reservations.hoi-pos.com/spize>. The page title is "Buffers". On the left, there is a sidebar with a menu containing "Weekly Sessions", "Special Sessions", "Buffer" (which is highlighted), "Notification", and "Settings". The main content area has three input fields, each with the value "2":

- Max number of days in advance:
- Min hours in advance prior to a reservation time:
- Min hours in advance prior to a session:

At the bottom of the form is a "Save" button.

Max number of days in advance – The maximum number of days in advance a customer may make a reservation.

Min hours in advance prior to a reservation time – The minimum number of hours buffer before a reservation timing is no longer available for booking.

Min hours in advance prior to a session – The minimum number of hours buffer before a reservation session is no longer available for booking. The session's start timing is defined as the earliest time within that session.

→ to do book ←

1.2.2.7 Notifications

The notification settings screen allows Spize administrator to turn on or off SMS and email notifications that are sent to customers.

If enabled, the send sms/email to confirm reservation feature will automatically trigger an SMS sent to customers to confirm their reservation X hours before their reserved slot. For customer flow, refer to 1.1.3 above.

Yellow customer
notification
will be
sent to
customer
2 hours
before
reservation
slot

1.2.2.8 Settings

Notification Email

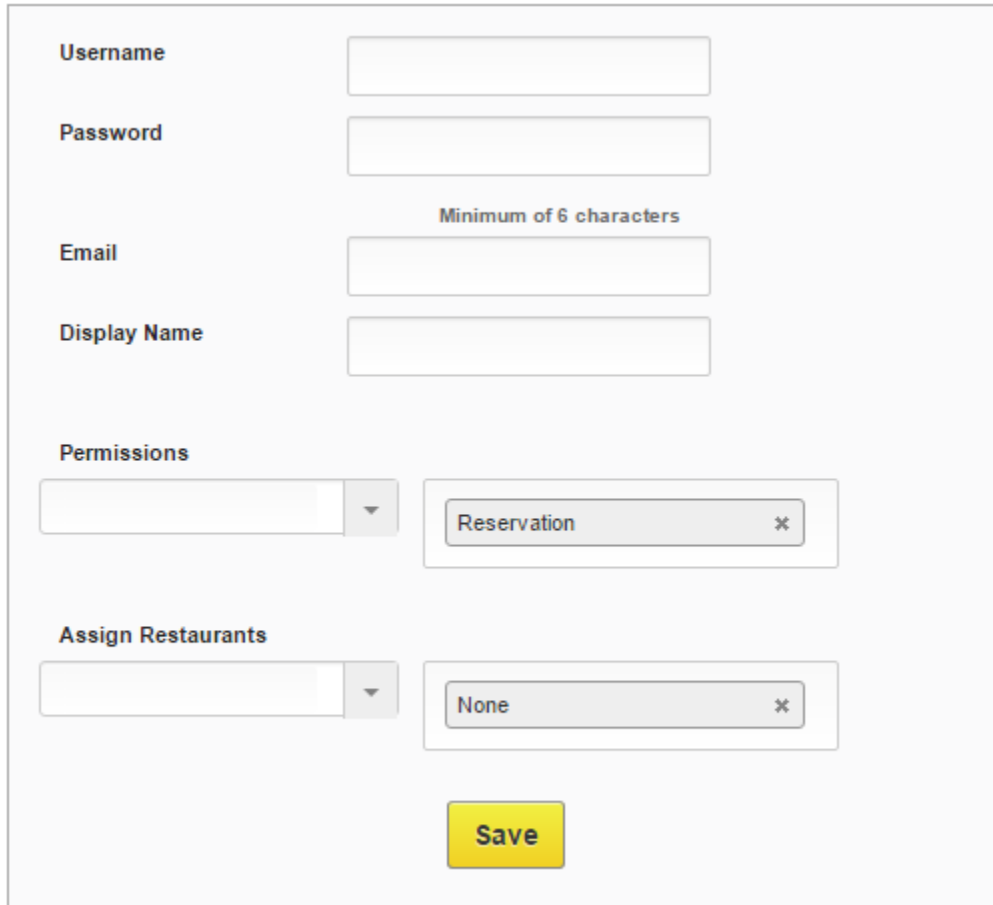
Reply-To Email

User List

Name	Password	Email	Permissions	Restaurants	Date Created	Last Login	Options
asd	*****	i@weik.at.net	Reservation	Spize (Rifle Range)	2017-01-19 16:23:27		

The settings screen allows Spize administrator to define the email address as well as reply-to email address. Additionally, the settings screen allows the main administrator to create additional limited access user accounts for accessing Spize Reservations module.

When adding or editing a new user, the following dialog appears which allows Spize administrator to assign the permission of users as well as outlets that the user has access to.



A user profile form with the following fields and controls:

- Username**: Text input field.
- Password**: Text input field.
- Email**: Text input field with a note "Minimum of 6 characters" above it.
- Display Name**: Text input field.
- Permissions**: A dropdown menu and a tag labeled "Reservation" with a close button (x).
- Assign Restaurants**: A dropdown menu and a tag labeled "None" with a close button (x).
- Save**: A yellow button at the bottom.

The following permission tiers are available:

- Full Administrator Access
- Reservations Only

Handwritten signature

1.2.3 Reservations

The reservation views allows the administrative user or outlet staff to manage upcoming reservations

Status	ID	Date & Time	Type	Table	Diner Info	Pax	Seating	Notes
Edited Viewed	113ZR	20 Jan 2017 11:00 AM	All Day Dining	16-23+29	Ms. Aishah - +65 92252715 nur_aishah_nurman@spz.gov.sg	18+0	?	
Edited Viewed	128S5	20 Jan 2017 1:30 AM		1-2	Ms. Shazlina Sahlan +65 81120642 shazlina@unisalm.edu.sg	10+0		
Edited Viewed	128JU	20 Jan 2017 1:30 AM		26-28	Ms. Nur Aisyah +65 900/94/4 nuraisyah_noor@canon.com.sg	20+0		
Edited Viewed	ZX1L	20 Jan 2017 12:30 PM	All Day Dining	40-42,31-32	Ms. zarisah siran 93693910 zarisah@modulacorp.com.sg	30+0		
New Not Yet Viewed	12SRD	20 Jan 2017 05:00 PM	All Day Dining		Mr. alvin tan +65 81866541 tpbalvin@gmail.com	8+0		
New Not Yet Viewed	118ZE	20 Jan 2017 06:00 PM			Mr. Aloysius Phang +65 97953121 aloyusius.phang@etdqs.com	10+0		
New Not Yet Viewed	12JKU	20 Jan 2017 06:30 PM			Mr. Benedict Luo +65 96943687 benlzc@gmail.com	6+0		
New Not Yet Viewed	12TV4	20 Jan 2017 06:30 PM	All Day Dining		Mr. Lam - +65 93827738	9+0		
New Not Yet Viewed	12WUM	20 Jan 2017 06:30 PM	All Day Dining		Mr. Kha Heng Tan +65 91901392	22+0		
New Not Yet Viewed	12YEV	20 Jan 2017 06:30 PM	All Day Dining		Mr. jared tan +65 96388281	8+0		

Grouping

- Reservations are grouped by sessions

Filters

- User may filter reservations by “Reservation Date” or “Created Date”
- Date options includes
 - Today
 - All
 - Last 7 Days
 - Last 30 Days
 - Next 7 Days
 - Next 30 Days
- User may pick a checkbox to hide all no-show/cancelled reservations

Sorting

- Reservations are automatically sorted in chronological order ?

Actions

- User may mark one or many reservations as Seated, No Show, or Cancelled.

Information provided in this document is for the sole purpose of Spize Service Improvement Project and may not be reproduced, distributed or communicated in any way for any other purposes.

- User may tap on the "Table" field to assign table to the reservation via free text
- User may tap on the "Note" button to quickly view notes related to the reservation

none doing

All Day Dining, 20 January 2017				Total Reservations: 23		Total Pax: 263	
				111ZR	20 Jan 2017 11:00 AM	All Day Dining	16-23+29
				Ms. Aishah - +65 92252715 nur_aishah_azman@spf.gov.sg		18+0	
Special Requests No Request				Diner Notes		Staff Notes N/A	

Status

- Each reservation has the following status:
 - Reserved
 - Confirmed (by User) *x hour*
 - Seated
 - No Show
 - Cancelled
- Additionally, each reservation also have a Read/Unread indicated below the status indicator

Edit Reservation

User may tap on the pencil button to edit reservation details. User may modify the reservation party size, change the reservation timing or date, as well as modifier customer details and add additional remarks.

USE

Wed 17 Jan 2017 11:00 AM

▼ Date and Time

Diner Profile

Reservation Date: 20 January 2017
 Reservation Time: Timing 1 11:00 AM
 Party: 18

Save

✕

January 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 event	2 event	3	4	5	6 event	7 event
8 event	9	10	11	12	13 event	14 event
15 event	16	17	18 event	19	20 event	21 event
22	23	24	25	26	27	28
29	30	31				
Today						

Party Size

Adults 18

Children 0

Available Sessions for this Day

All Day Dining (0)	08:00 AM - 09:30 AM
Timing 1 (78)	10:00 AM - 12:30 PM
Timing 2 (0)	01:00 PM - 02:30 PM
Timing 3 (0)	03:00 PM - 04:30 PM
Timing 4 (66)	05:00 PM - 06:30 PM
Timing 5 (83)	07:00 PM - 08:30 PM
Timing 6 (10)	09:00 PM - 10:30 PM
All Times	




☰ Date and Time

▼ Diner Profile

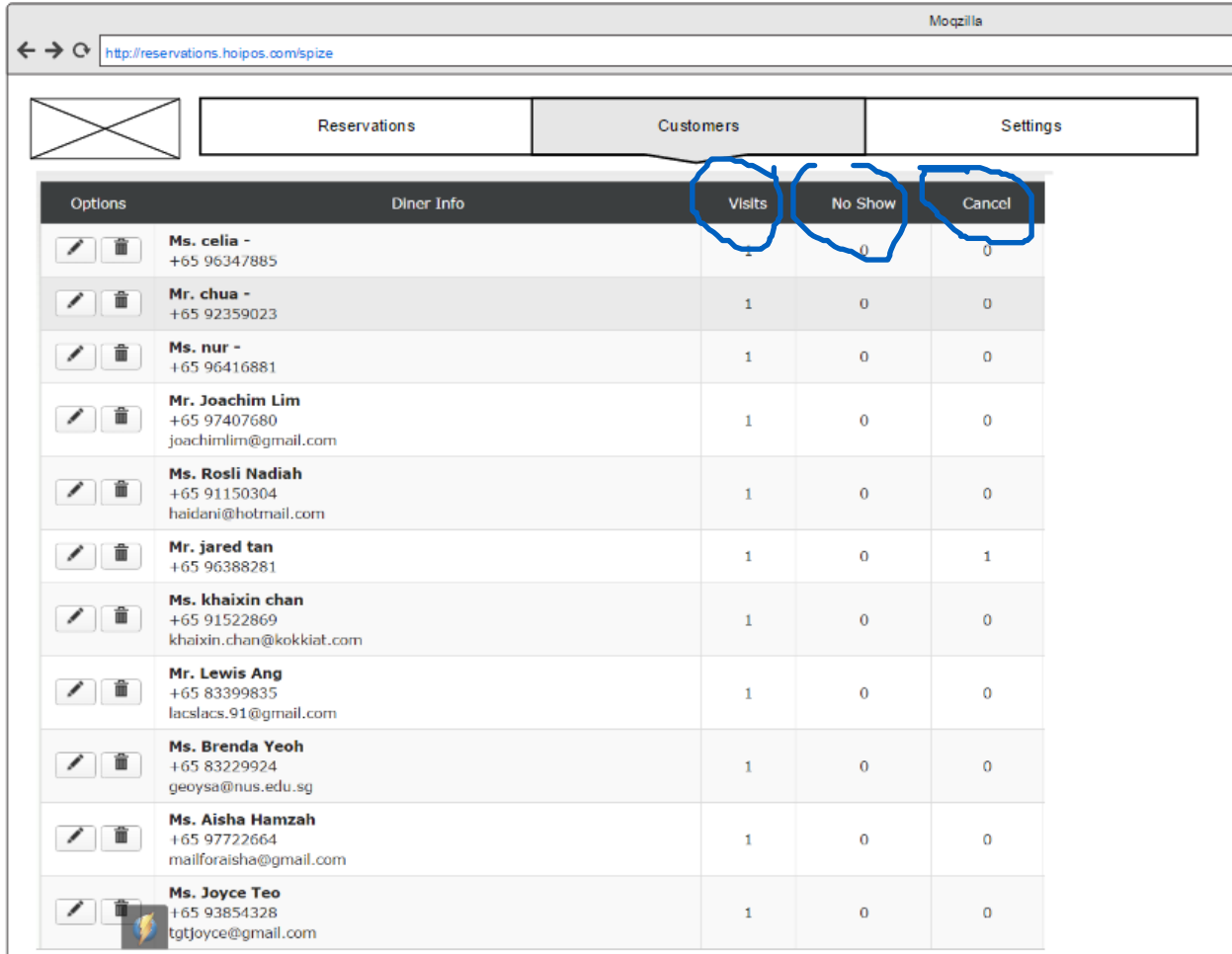
Reservation Date: 20 January 2017
 Reservation Time: Timing 1 11:00 AM
 Party: 18























Save

✕

<p>Name <input type="text" value="Ms."/> <input type="text" value="Aishah"/> <input type="text" value="-"/></p> <p>Phone Number <input type="text" value="65"/> <input type="text" value="92252715"/></p> <p>Email <input type="text" value="nur_aisah_azman@spf.gov.sg"/></p> <p><input checked="" type="checkbox"/> Send Confirmation Email</p> <p>Diner Tags <input type="text" value="Type or click here"/></p>	<p>Diner Notes</p> <p></p>
<p>Special Requests</p> <p>Diner Special Requests </p> <p><input type="radio"/> Indoor</p> <p><input type="radio"/> Outdoor</p>	<p>Staff Notes</p> <p>Staff Notes </p>

1.2.4 Customers



Options	Diner Info	Visits	No Show	Cancel
 	Ms. celia - +65 96347885	1	0	0
 	Mr. chua - +65 92359023	1	0	0
 	Ms. nur - +65 96416881	1	0	0
 	Mr. Joachim Lim +65 97407680 joachimlim@gmail.com	1	0	0
 	Ms. Rosli Nadiyah +65 91150304 haidani@hotmail.com	1	0	0
 	Mr. jared tan +65 96388281	1	0	1
 	Ms. khaixin chan +65 91522869 khaixin.chan@kokkiat.com	1	0	0
 	Mr. Lewis Ang +65 83399835 lacsacs.91@gmail.com	1	0	0
 	Ms. Brenda Yeoh +65 83229924 geosya@nus.edu.sg	1	0	0
 	Ms. Aisha Hamzah +65 97722664 mailforaisha@gmail.com	1	0	0
 	Ms. Joyce Teo +65 93854328 tgtjoyce@gmail.com	1	0	0

The Customers tab displays details of all customers who have placed reservations with Spize before. The number of visits, no-shows and cancellations are also indicated along customer information.