



# **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

<b>Prepared by Hoi.US Pte Ltd .....</b>	<b>0</b>
<b>1.1 iResource Mobile App .....</b>	<b>Error! Bookmark not defined.</b>
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.
<b>1.2 iResource Content Management System .....</b>	<b>Error! Bookmark not defined.</b>
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.....	<b>Error! Bookmark not defined.</b>
-------	------------------	-------------------------------------

## 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.

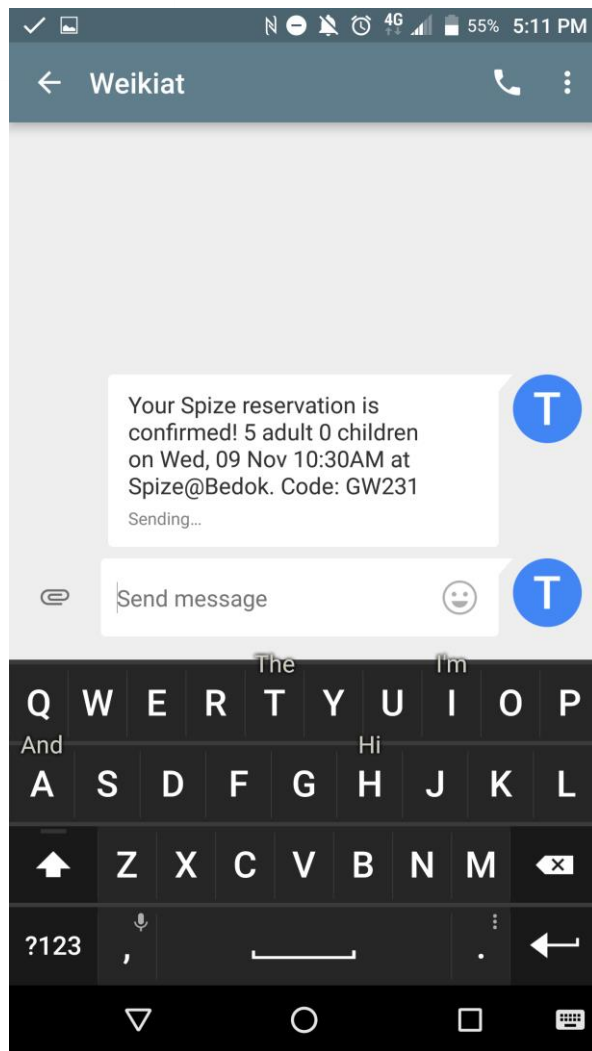
**RESERVATION**

Reservation at  
**Spize (Bedok)**

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

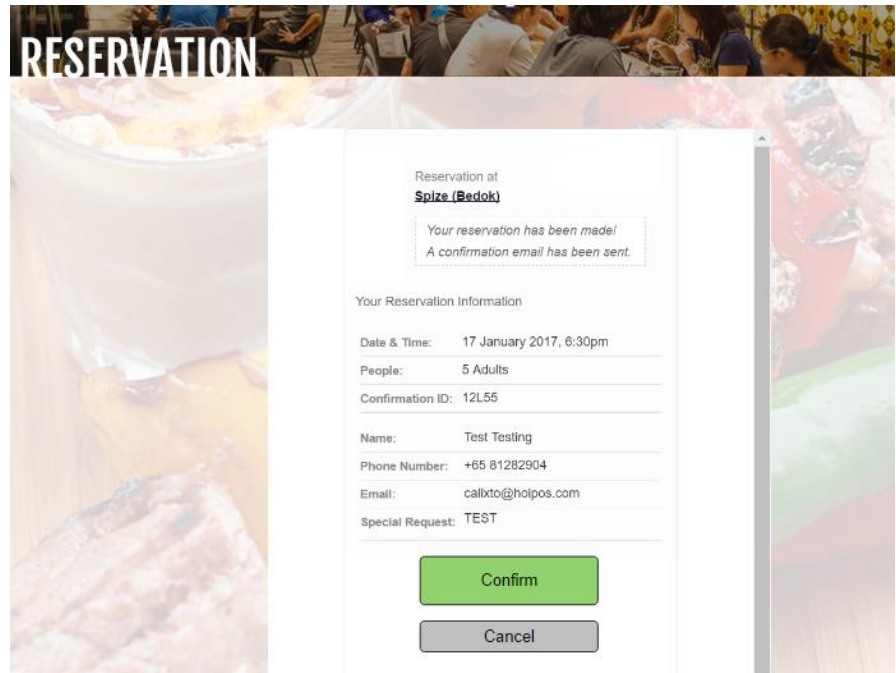
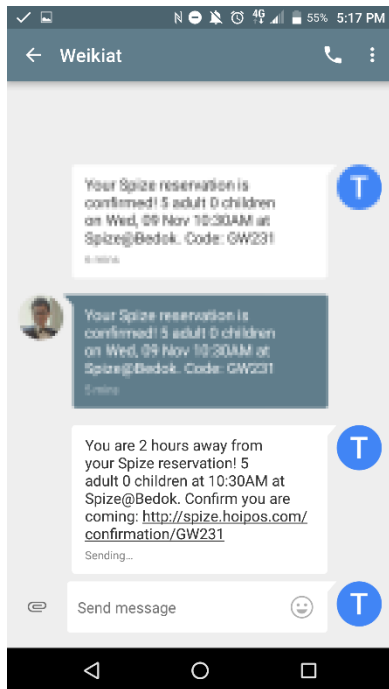
Your Reservation Information

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



### 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.



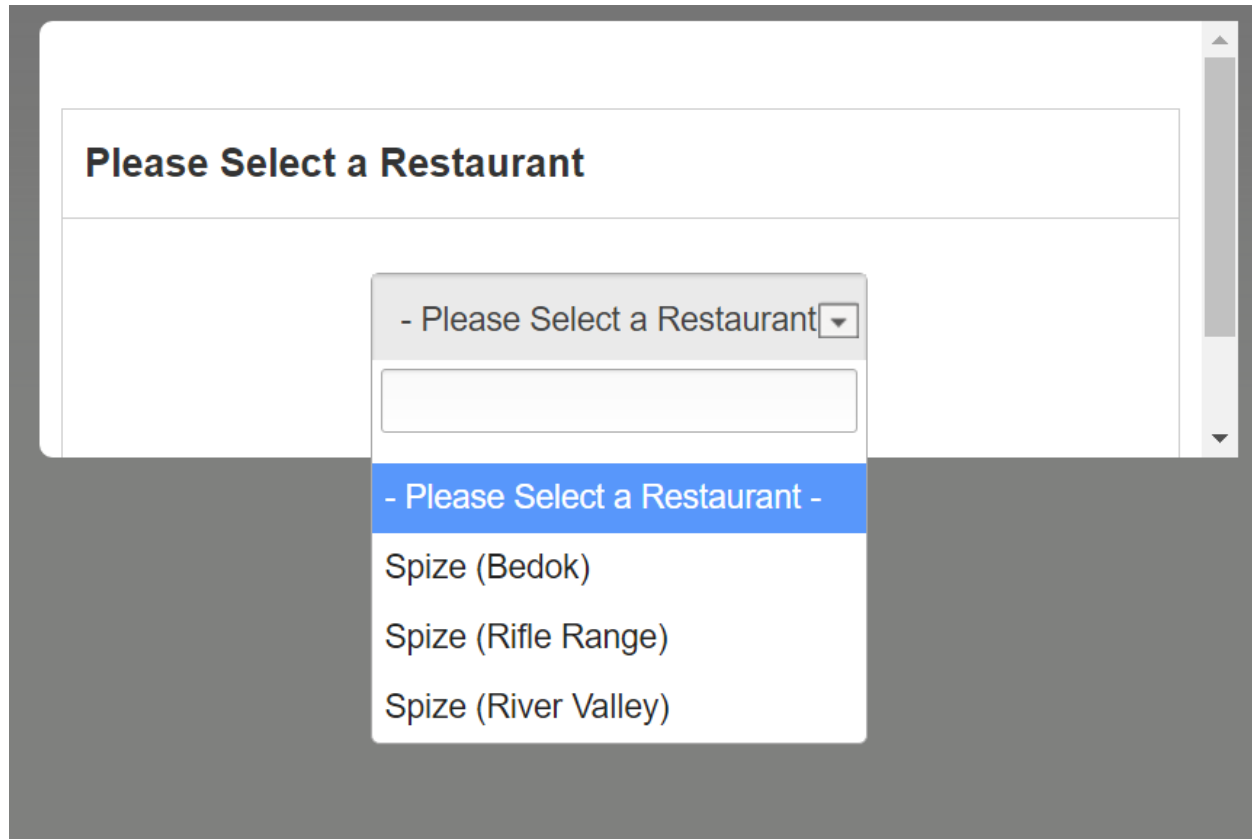


## 1.2 Content Management System

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 input field and a list of restaurant options. The first option, "- Please Select a Restaurant -", is highlighted in blue. The other options are "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. The main content area displays a table of sessions for Monday and Tuesday. Each session is defined by its name, first and last arrival times, and various capacity options (1 Sitter, 2 Sitter, 3-4 Sitter, 5-6 Sitter, 7-X Sitter). There are also checkboxes for 'Children Allowed' and 'Options'. A 'New Session' button is visible at the top. A sidebar on the left contains links for 'Weekly Sessions', 'Special Sessions', 'Exceptions', 'Buffer', and 'Password'.

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 screenshot shows the 'Add New Session' form. The form includes a 'Session Name' field, 'Applicable Days' (Monday through Sunday), and a table for adding multiple timings. Each timing row has fields for Name, First Arrival, Last Arrival, Interval, and various capacity options (1 Sitter, 2 Sitter, 3-4 Sitter, 5-6 Sitter, 7-X Sitter). There are also checkboxes for 'Children Allowed' and buttons for 'Remove' and 'Add Timing'. 'Cancel' and 'Save' buttons are at the bottom.

User may define one or more timings 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 present for 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 done

## 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 number "2" entered:

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

Below these fields is a "Save" button. At the top of the page, there is a navigation bar with three tabs: "Reservations", "Customers", and "Settings".

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

Notifications

Send email upon booking ☒

Send email to confirm reservation ☒

Hours before reservation timing to send confirmation email

Send SMS upon booking ☒

Send SMS to confirm reservation ☒

Hours before reservation timing to send confirmation SMS

Save

Emails 500 credits remaining

SMSes 52 credits remaining

You are running low on SMS credits, please recharge ASAP to prevent service interruption!

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

Arrival 15-15 by 1500

## 1.2.2.8 Settings

Settings

Notification Email

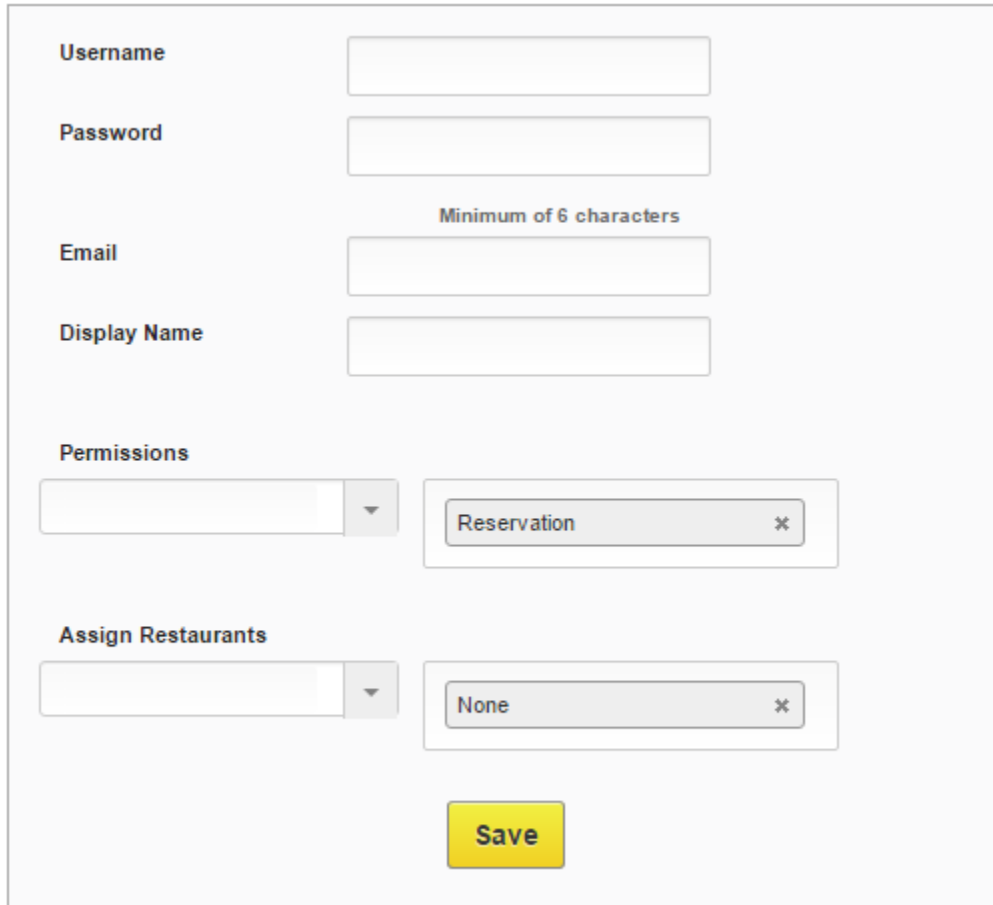
Reply-To Email

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 benluc@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

All Day Dining, 20 January 2017				Total Reservations: 23				Total Pax: 263	
			<b>Edited</b>	11JZR	20 Jan 2017 11:00 AM	All Day Dining	16-23+29 Ms. Aishah - +65 92252715 <a href="mailto:nur_aishah_azman@spf.gov.sg">nur_aishah_azman@spf.gov.sg</a>	18+0	
<b>Special Requests</b> No Request			<b>Diner Notes</b>			<b>Staff Notes</b> N/A			

## Status

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

## Exit Reservation

User may click 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.

Handwritten text:  $V_{S1}$

## ▼ 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

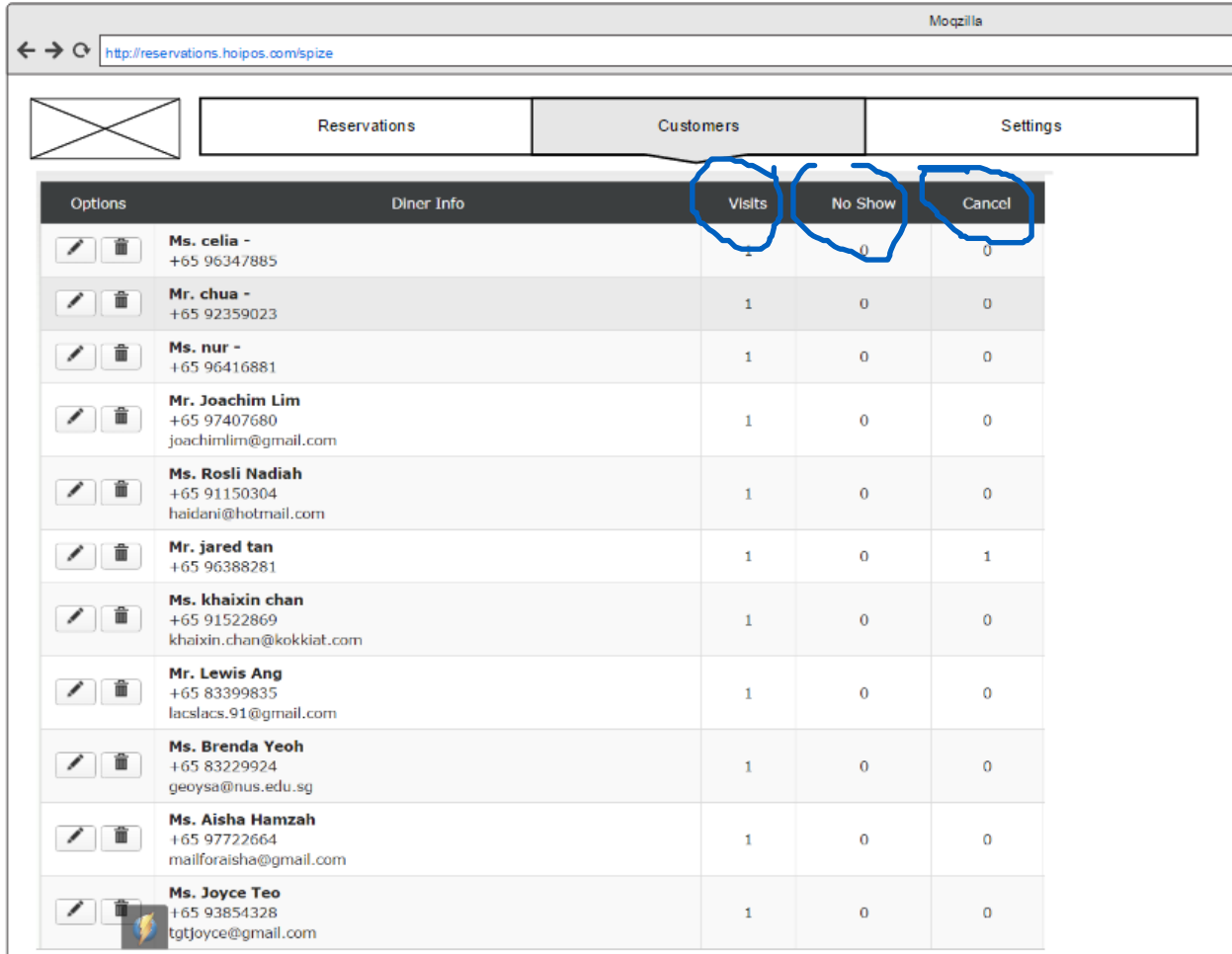
Reservation Date: 20 January 2017  
 Reservation Time: Timing 1 11:00 AM  
 Party: 18























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><b>Diner Notes</b></p> <p></p>
<p><b>Special Requests</b></p> <p>Diner Special Requests </p> <p><input type="radio"/> Indoor</p> <p><input type="radio"/> Outdoor</p>	<p><b>Staff Notes</b></p> <p>Staff Notes </p>

## 1.2.4 Customers



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