TEST PLAN FOR OPENTABLE RESERVATIONS SOLUTION

Thanks for adding an OpenTable Reservation solution to your website! Please complete the following test plan to ensure the booking feature functions properly on your website.

The troubleshooting section below can help you diagnose and fix most issues you might encounter. If you need more assistance, please email us at: reservationlinks@opentable.com.

Test the functionality and display on your website:

1. View the pages that include a reservation solution in each of the commonly used web browsers including Internet Explorer, Firefox, Chrome, Safari.
2. Make sure the reservation solution displays correctly.
3. Check each drop-down to ensure you can select a value and perform a reservation search based on your selection.
4. If you enabled the window overlay option, ensure the window overlay opens, displays in the center of your browser and allows the diner to complete a reservation.
5. Check the content carefully to ensure that the reservation search is looking for tables at your restaurant.
6. Make a test reservation and, if possible, check to ensure that it appears in your reservation system. Be sure to cancel your test reservation once you've completed it.

Test the special discounted pricing*:

Email reservationlinks@opentable.com with a link to your website and we will ensure the discounted pricing is applied to the code you posted on your website

* We offer special discounted pricing for reservations booked directly through your restaurant website. To get this special pricing, you must use our code as it is generated via reservationlinks.opentable.com or one of our published instruction documents.

TROUBLESHOOTING THE RESERVATION WIDGET

Issue: Your Reservation Widget looks like this when viewed in Internet Explorer (or another browser).

Solution: A complete DOCTYPE must be declared in the code at the top of the page in which your Reservation Widget is loaded. This helps the browser determine how to display the contents of the web page.
Add a DOCTYPE (you can use the one below) **above the <html> tag** in the web page code. Not referencing a DOCTYPE will cause the widget to display poorly in Internet Explorer.

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
```

Next solution: If adding a DOCTYPE doesn't work or if you are unable to load a DOCTYPE for your website, then we recommend using our Search Module rather than the Reservation Widget. Please visit http://www.otrestaurant.com/marketing/ReservationWidget, select your restaurant in the drop-downs, click **Next** and click **More Options** at the bottom of the "Our Top Performing Reservation Widgets" page. Select one of the standard, tall, or wide module options.

Issue: The drop-downs appearing outside of the box

Solution: There may be styles in your website affecting the Reservation Widget's display. Check your website styles to see if they are affecting our widget. You may need to either delete the offending styles (if possible) or embed styles into our HTML. Contact us at: reservationlinks@opentable.com if you need assistance with this process.

Issue: The "Make a Reservation" and/or "POWERED BY OPENTABLE" text displays too large for the widget.

TROUBLESHOOTING THE INTEGRATED SEARCH MODULE

Issue: Your Integrated Search module displays with a large white pace between the date and time drop-downs, like below.

Book a Table

Party Size:

2

Date:

07/28/2011

mm/dd/yyyy

Time:

7:00 PM

Find a Table

Solution: This occurs when our style sheet is not loading on the website. The style sheet must be referenced in this code in order for the drop-downs to display correctly. Please generate the code via http://www.otrestaurant.com/marketing/ReservationWidget to ensure the CSS is properly referenced in the code. The first line of code in the snippet is our style sheet reference. You will notice that the link ends in .css. Repost this code to your website. If that still doesn't fix the display, then your website editor is most likely not set to allow third-party style sheets. We recommend using our Reservation Widget option if that is the case. Contact us at: reservationlinks@opentable.com if you need assistance with this process.

Module/ Widget will not display on your website

Issue: After loading the Integrated Search Module or Reservation Widget on your website, the module does not display. You only see a text link "[Restaurant Name] Reservations" and the OpenTable logo on the restaurant's website.

Solution: There are two possible causes. The first being that the restaurant OpenTable ID number you are using is not an active ID number. Click on the "[Restaurant Name] Reservations" link that displays on your website. If you arrive at an error page on the OpenTable website, then this is the issue. In this case call 1-800-OPENTABLE to check on the status of the ID number.

The second issue possible cause is that the OpenTable JavaScript is not loading on the restaurant website. Try loading the OpenTable code as JavaScript in your website editing tool. If you don't have this option or it does not work, then you will want to try loading our code in an iframe on the website. For help with this, you can email reservationlinks@opentable.com.

TROUBLESHOOTING THE WINDOW OVERLAY

The window overlay should look like this on your website.
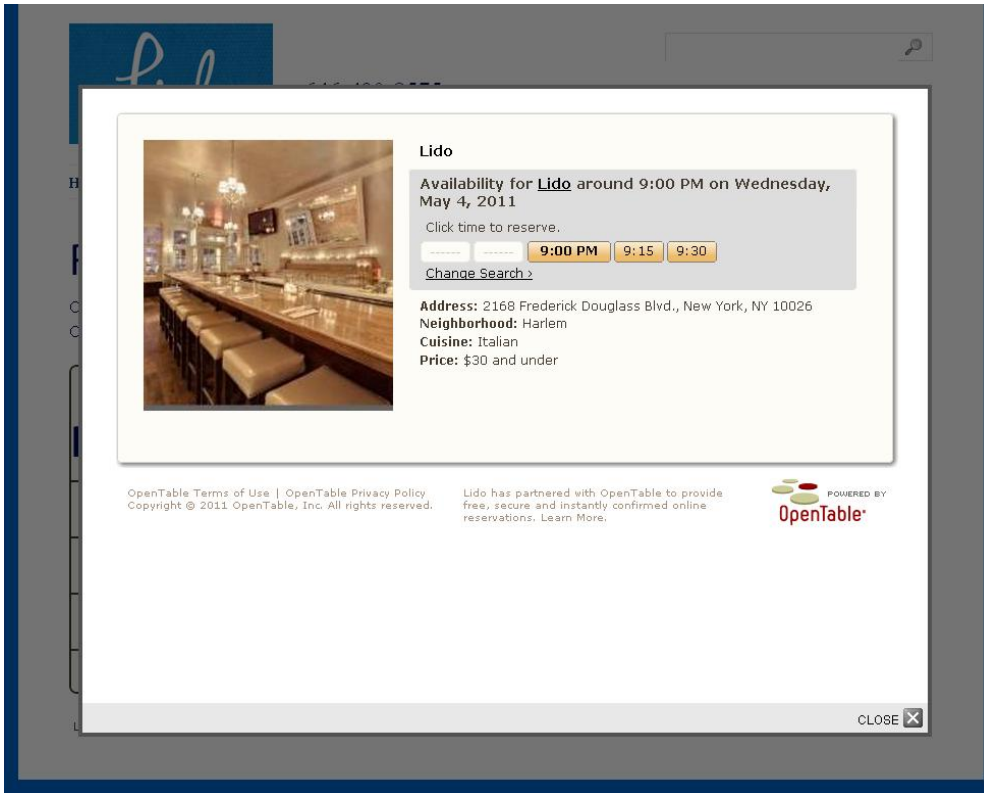
Issue: The window overlay won't launch or launches behind my site content.

Solution: Some types of websites are not compatible with the window overlay treatment. If you experience any issue with launching the window overlay, we recommend removing "&hover=1" from the code.