What’s New in OpenTable Software v6.0
Upgrading from v5.0 to v6.0

Overview
The v6.0 release of the OpenTable Restaurant and Guest Management Software has several new features:
• Change sort order in multiple views
• Insert and configure empty slots “on the fly”
• Configure Manager slots to “expire” and turn into Standard slots
• Send HTML Marketing E-Mails and E-Mail attachments
• Include a restaurant logo in phone reservation E-Mails
• Run the new Cancellation and No Show reports
• Integrate with the Aloha Point of Sale (POS) system

General
Terminology and Cosmetic Changes
There are several terminology and cosmetic changes that are different in v6.0:
• The term “Customer” in the OpenTable system has been changed to “Guest” (i.e. Guest Codes, Guest Recognition, etc.)
• “In-House Waitlist” button (side navigation bar) is now called “Waitlist”
• “Future Wait” button (side navigation bar) is now called “Future”
• Cosmetic changes include bigger buttons and more succinct text labels

Walk-In Counts
In addition to reservation, cancellation, and no show counts, walk-in counts for guests are displayed in the Guests View and Make a Reservation Dialog. Walk-In counts are updated only if the guest was selected from the guest database.

Sort by Column Heading
On the Sheet, Book, and Floor Views, tapping a column heading will sort the view by that column in ascending order. Tapping the column again will sort the view by that column in descending order. Tapping the “Time” column (to sort by time in ascending order) resets the view to the default sort order.

Ending Windows NT 4.0 Support
Beginning with v6.0, the OpenTable Restaurant and Guest Management Software will no longer be supported on the Windows NT 4.0 operating system. For more detailed information, please contact OpenTable customer support.

Reservation Book Configuration
Insert an Empty Standard Slot
Users can insert an empty Standard slot into any current or future shift from within the OpenTable system without using the Configuration Tool. Create one or several empty slots quickly, or create an empty slot and immediately make a reservation into the slot. Slots are created for that shift only and are available for booking by restaurant users and Web diners.

Configure an Empty Slot
Users can configure any empty slot (including Manager slots) on a current or future shift within the OpenTable system without using the Configuration Tool. Users configure the time, party size minimum and maximum, and table number without having to make a reservation in the slot. All empty expired Manager slots are available for booking by restaurant users and Web diners.
**Expanding Manager Slots – Single Shift**

Users can configure expiration times for Manager slots on a current or future shift from within the OpenTable system. This allows empty Manager slots to automatically “expire” and become Standard slots hours or days before they are scheduled to take place. Users can also immediately “expire” any of their empty Manager slots and turn them into Standard slots. Slots are available for booking by restaurant users and Web diners.

**E-Mail**

OpenTable E-Mails are HTML-based and support graphics and restaurant logos.

**HTML E-Mail Support**

The OpenTable E-Mail editor supports HTML-based Marketing E-Mails. You will be able to add graphics to your E-Mails or import HTML E-Mails that you have created using another software package.

**E-Mail Attachments**

You can attach up to three documents (menus, contracts, and other documents) to your OpenTable Marketing E-Mails.

**Phone Reservation E-Mails**

All phone reservation confirmation and reminder E-Mails are HTML-based and can support the display of a restaurant logo at the top of the E-Mail.

**Configuration Tool**

**Expanding Manager Slots – Multi-Shift**

Users can configure expiration times for Manager slots on reservation sheets using the Configuration Tool. All sheet changes made using the Configuration Tool will be applied to all shifts that the reservation sheet is assigned to.

**Password Protecting Features**

Users can configure the system to prompt for a password before allowing users to perform the following actions:

- Insert Standard Slots
- Delete Inserted Slots
- Configure Standard Slots
- Configure Manager Slots
- Cancel Reservations
- Decrease (Reservation) Party Size *
- Increase (Reservation) Party Size *
- Configure E-Mail

* In older versions of the OpenTable system, users only had one setting to password protect all party size changes.

**Admin View**

**Configure Chit Printing and Guest Cards**

Users can configure Guest Codes to print or not print on chits and guest cards.

**Configure E-Mail Settings**

All E-Mail Settings have been moved to a separate E-Mail Configuration Dialog. Access the dialog by tapping the “E-Mail Settings” button at the bottom of the Admin View / Customization Tab. Access to E-Mail Settings can be password protected in the Configuration Tool.

**Import Restaurant Logo**

Import a restaurant logo into the OpenTable system for inclusion at the top of all phone reservation confirmation and reminder E-Mails. The graphics file containing the logo must be a GIF file (Graphics Interface Format). To import a logo, navigate to the the Admin View / Customization Tab and tap the “E-Mail Settings” button at the bottom.
Reports View
The new Cancellation and No Show reports can be accessed by tapping the “Reservation & Cancellation” button on the Reports View. From there, you can select the desired Report Type (Reservations, Cancellations, or No Shows).

Cancellation Report
The new Cancellation Report lists all cancelled reservations that were scheduled to take place for a specific shift. You will be able to filter on date, shift, reservation and guest codes, and cancellation date (the date the reservation was actually cancelled).

No Show Report
The new No Show Report lists all reservations that have been marked as “No Show”. You will be able to filter on date, shift, and reservation and guest codes.

Aloha POS Integration
OpenTable has integrated with the Aloha POS system to enable automated party status changes and to capture check total information for reservations in the OpenTable system. POS Integration is a separate module – please contact OpenTable for pricing, minimum requirements, and more detailed information.

Capture Table / Party Status Changes
When activated and configured, the party status of seated parties in the OpenTable system is updated based on events that occur in the POS system. Pertinent POS events include when servers or wait staff order entrees / desserts and process payments / close checks in the POS system.

Capture Check Total Information
When the server or wait staff processes the check payment in the POS system, the OpenTable system captures the check total from the POS system and saves it as part of the reservation information. The check total includes tax and gratuity.

Display Guest Spend Information
If POS Integration is activated, the Guest View displays total and average guest spend information. The Make a Reservation and Guest History Dialogs display check totals and POS Check IDs.

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