



TABLE PLUS

## User Guide for Promotion Loading

An instructional document on how to load promotions in ResDiary that are bookable on your Table Plus widget

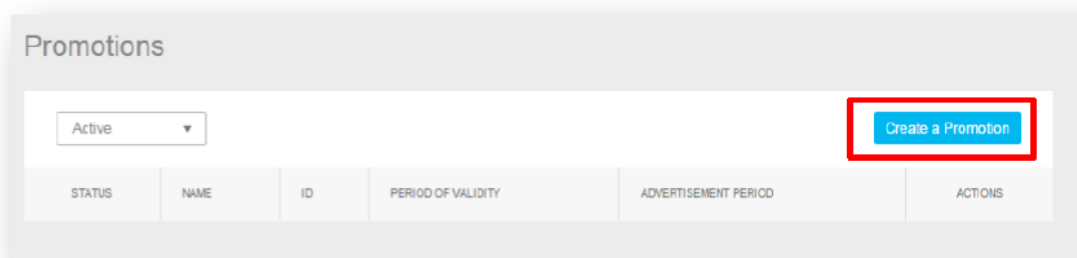
December 2019

The following steps will guide you on how to create your promotions/dining offers in ResDiary.

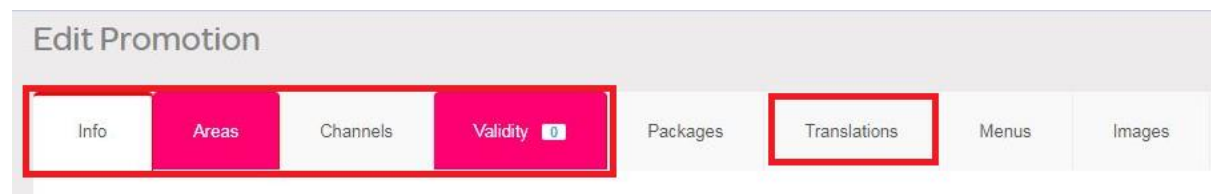
1. Go to Promote



2. Promote > Promotions > Create a Promotion



3. There are 4 main tabs to fill in. These are highlighted as per the image below and cannot be left blank.



- Info
- Areas
- Channels
- Validity
- Translations (optional)
- Menu(optional)

4. Start with the 'Info' tab.

Make sure to fill in the following required fields outlined in red:  
**Name** = Name of the promotion

Name

Weekend Seafood Buffet

22 of 50 characters.

**Description** = Describe the offer and include the following:

- Description of the Offer
- Price: Public Price & Accor Plus Member Price
- Availability:
  - Date
  - Day's - EG Saturday & Sunday
  - Times
- Terms and Conditions
  - Ensure to include any restrictions and payment requirements

If it is a member exclusive event, ensure to place in the Members Price only and in the Terms and Conditions:

- This offer is exclusive to Accor Plus Members
- Must present Accor Plus Card on Arrival

Description

Come dine and enjoy our lovely seafood buffet night.  
Price: \$99 per person  
Accor Plus Price: \$89 per person

107 of 2000 characters.

**Advertisement Period** = Start and End Date. This indicates when the promotion will be displayed online. This could be different from the "validity period".

#### Advertisement Period

Start Date

Sat, 1 Jun 2019

End Date

Sun, 22 Dec 2019

The 'Full Price' field is seen on our upgraded Table Plus widget, so where there is only one price point, please note it here. Otherwise, price should be included in the description of the promotion.

\*\* Other fields on the right-hand side of the screen are not mandatory, but available if you wish to place some limitations on the booking.

\*\* Please note that payments are currently only available in some countries (Australia, Hong Kong, Japan, New Zealand, Singapore) and you must have Stripe Payments connected to your ResDiary. Contact our support team if you are one of these countries and wish to connect payments: [support.tableplus@accorplus.com](mailto:support.tableplus@accorplus.com)

4. Next edit the 'Areas' tab to attach the areas of the restaurant that can be booked for this promotion. Please select under the "Available" column which areas within this restaurant the offer is bookable.

Areas	Available	Required
All Areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bar(Normal)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Restaurant(Normal)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Note: If your promotion is the ONLY offer available for booking, then you will need to tick your areas as 'Required'. This will prevent standard dining and other promotions from being booked for the validity period of your promotion.

E.g. Valentine's Day Set Menu is the only offering for 14 February from 6pm to 11pm. I will then select all my Areas as 'Required' to block normal bookings for the night:

Areas	Available	Required
All Areas	<input type="checkbox"/>	<input type="checkbox"/>
Bar(Normal Operations)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor Terrace(Normal Operations)	<input type="checkbox"/>	<input type="checkbox"/>
PDR(Normal Operations)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Restaurant(Normal Operations)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

5. Next select the 'Channels' tab to allocate which channels you would like bookings from (internal &/or online). You will notice that the left hand side channels are automatically selected, these are the ResDiary channels (you can leave these selected). Select first:

- a. Internal (on the left list). This ensures the offer is available internally if a ResDiary user receives a phone call or walk-in to book this offer.
- b. All the ResDiary channels on the left hand-side can be left ticked, as these are free commission free ResDiary channels
- c. Then, there are two further options available:
  - i. TablePlus = Non Accor plus Members (all customers / public)
  - ii. TablePlus Members = Members of Accor Plus only
  - iii. Restaurants by AccorHotels Channels

Make sure to select the appropriate options depending on the promotion you have set.

Please note: for Exclusive Accor Plus Dining Offers, select Internal & Table Plus Members ONLY.

ResDiary	<input checked="" type="checkbox"/>	Group	<input type="checkbox"/>	Global + Reseller 3rd Party	<input type="checkbox"/>
Concierge	<input checked="" type="checkbox"/>			Afternoon Tea Whitelabel	<input type="checkbox"/>
Customised iPhone App	<input checked="" type="checkbox"/>			Chope	<input type="checkbox"/>
Internal	<input checked="" type="checkbox"/>			Facebook	<input type="checkbox"/>
Online	<input checked="" type="checkbox"/>			First Table	<input type="checkbox"/>
Resdiary	<input checked="" type="checkbox"/>			Restaurants by Accor mobile app	<input checked="" type="checkbox"/>
ResDiary Mobile	<input checked="" type="checkbox"/>			Restaurants by Accor website	<input checked="" type="checkbox"/>
ResDiary Now (Android)	<input checked="" type="checkbox"/>			Tableplus	<input checked="" type="checkbox"/>
ResDiary Now (iPhone)	<input checked="" type="checkbox"/>			Tableplus Members	<input checked="" type="checkbox"/>
ResDiary Reserve with Google	<input checked="" type="checkbox"/>			TheFork Affiliate	<input type="checkbox"/>
ResPhone	<input checked="" type="checkbox"/>			TheFork Website	<input type="checkbox"/>
				TheFork Widget	<input type="checkbox"/>

6. Click on the 'Validity' tab to set the dates the offer should be bookable. To do so, click on 'Create a Validity Period' button on the right.

⊙ Weekend Seafood Buffet Create Validity Period

Validity Periods   Exception Periods

Please create at least one validity period for your promotion.

START DATE	END DATE	PRICE	FREQUENCY	FROM	UNTIL	ACTIONS
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Cancel Save

The following screen will appear. Focus on the start and end dates within the 'Details' tab when updating to allow customer to see these dates and days of the week as bookable.

You can also choose to:

- a. Select only certain days of the week or all days
- b. Set the promotion to All day or a specific time period.

Details | Day Variables | Channel Variables | Duration Variables

Valid All Day

Start Date  End Date  Start Time  End Time

**Days**

You must select at least one day

Su Mo Tu We Th Fr Sa

[Select All Days](#)

Cancel Add

When complete, press 'Add'. You can add multiple validity periods if you wish.

Note: You do not need to worry about the tabs that say 'Day Variables' and 'Channel Variables', unless you had chosen to set a limit on the amount of times this promotion can be booked via the 'Info' tab in step 4 of this guide.

## 7. Next select the 'Translations'.

This one is not mandatory for countries using the diary in English.

If you are anywhere else in Asia, the default language to create a new promotion should be in the language used in the application. *Eg: your ResDiary is in Chinese, then enter your promotion first in Chinese then add a new translation in English.*

If you would like to add other languages, please choose 'Add Translation', pick the language from the list and complete the Name/Description in this language and finally 'Save'.

We will request that English is always added if not existing when you create a new promotion.

Info | Areas | Channels | Validity 1 | Packages | **Translations** | Images

Chili Crab + Tiger Beer [Add Translation](#)

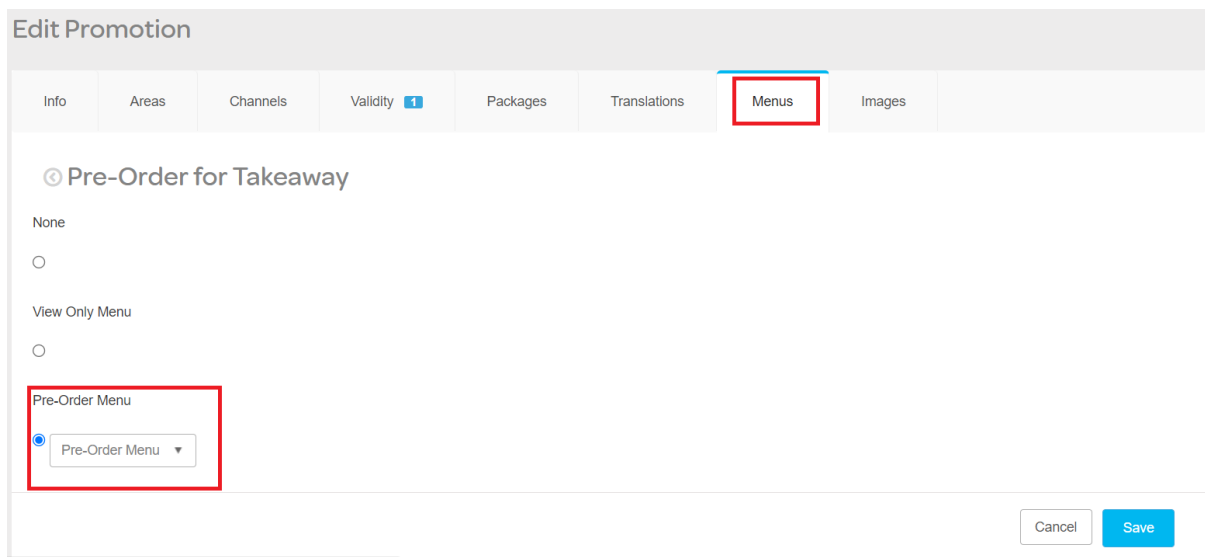
LANGUAGE	NAME	DESCRIPTION	ACTIONS
English (Australia)	Chili Crab + Tiger Beer	FREE Tiger Beer with every Chilli Crab main	<input checked="" type="checkbox"/>

Cancel Save

## 8. Next Select 'Menus'.

Menus commonly used to promote a special offer, offer a specific menu to the guest such as Pre-order.

If you would like to add menu to the promotion, please choose 'Menu', pick the desired menu from the list and finally 'Save'.



The screenshot shows the 'Edit Promotion' interface. At the top, there is a navigation bar with tabs: Info, Areas, Channels, Validity (with a blue indicator), Packages, Translations, Menu (highlighted with a red box), and Images. Below the navigation bar, the promotion title is 'Pre-Order for Takeaway'. There are two radio button options: 'None' and 'View Only Menu'. Below these, there is a dropdown menu labeled 'Pre-Order Menu' with a red box around it. The dropdown menu is open, showing 'Pre-Order Menu' as the selected option. At the bottom right, there are 'Cancel' and 'Save' buttons.

## 9. Save your promotion.

Once you save your promotion, it will be bookable through your Table Plus widget.

Please note: The 'Packages', and 'Images' tab are not required to be completed as these are not reflected anywhere.

For any other changes and updates needed for your email notifications, please contact the Table Plus Support Team on [support.tableplus@accorplus.com](mailto:support.tableplus@accorplus.com)