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# Service Provider Guide

**For RC 4.1**

**Document Revision 03**

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## Foreword

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Resource Central is developed by Add-On Products and used for resource management, synchronizing with Microsoft Outlook® and an Exchange Server. Resource Central helps organizations to define, manage and maintain their resources in small organizations with one location and in Enterprise organizations with many geographical locations. It also provides an integrated solution for authorized users to arrange meetings and events along with extra service orders through a customizable user friendly interface which can track the status of orders.

Yours sincerely,  
The Resource Central Team

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## CHAPTER 1.

## Login for service provider

Service provider users login to the Resource Central Admin interface to perform administration tasks according to their access permissions. Their tasks may include, but are not limited to the following:

- Track / overview meeting activities created by meeting organizers
- Generate and print out reports, orders or reservations
- Respond to orders from users or send information regarding meeting reservations

### Login

To login please use the hyper-link which you have received from your IT administration that could look like this: <http://Intranet/ResourceCentral/Admin/>

Version: 4.0.0001.0307  
Copyright © 2003-2015 by Add-On Products. All rights reserved.

Product licenses information  
This product is licensed to: DEMO LICENSE  
License type: Demo  
Licensed number of resources: 10

This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

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Figure 1. Resource Central Login Page

Fill in your given credentials: user name and password. Then press the **Login** button.

## CHAPTER 2.

# Daily tasks for Catering Roles

The daily tasks section consists of the following areas:

- Orders – View, print or process orders
- Items – Change or create items

## Orders

The order view displays all open orders for the current user logged in for the selected date. The order view is based on the roles defined in Resource Central. This means, that when a person is logged in then this person can only view those Item(s) and properties for which he/she is responsible for. This is determined by the Role(s) this person is associated with.

If no Role(s) are related to a person then this person will not be able to view any orders (records) in this view.

The screenshot shows the 'Orders' view in Resource Central for Thursday, 20 April 2017. On the left, there is a calendar for April 2017 with the 20th selected. Below the calendar is a 'Today' button. The main area displays a table of orders with columns: Order No., Delivery, Reservation at, and Subject. Each row has a checkbox to its left. At the top of the table, there are buttons for '+ NEW', 'PRINT', 'PRINT ALL', a dropdown menu set to 'Per Order', and 'SET ORDER STATUS'. Red arrows highlight the date picker, the checkboxes, and the 'Order No.' column.

Order No.	Delivery	Reservation at	Subject
4984	09:00	20 April 2017 09:00	Project Meeting
4985	09:00	20 April 2017 09:00	Project Meeting
5101	10:30	20 April 2017 10:30	Project Meeting
5103	11:30	20 April 2017 11:30	Project Meeting 20-4
5104	11:30	20 April 2017 11:30	Project Meeting 20-4

**Checkboxes used for selecting orders**

**Click on the order line to view details**

**Select other dates to view from the Date Picker**

Figure 2. Order List

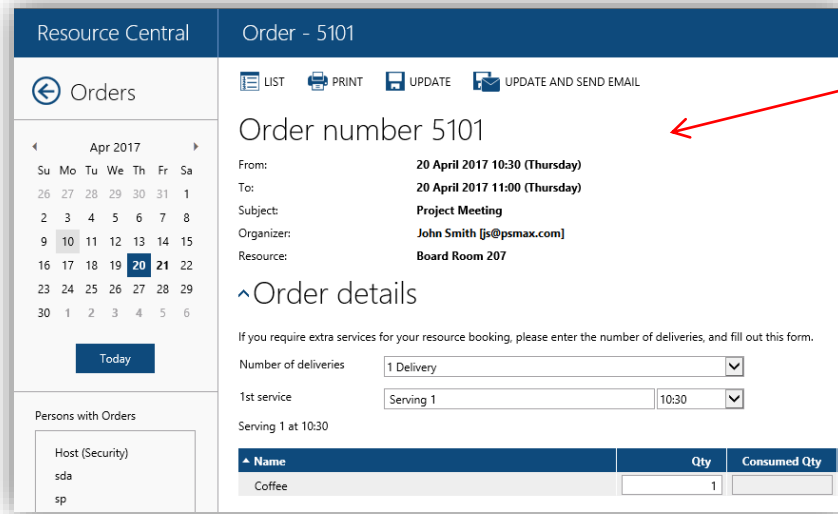
**NOTE:**

- **Select/De-select All:**

With help of the master checkboxes, you can select/de-select all the listed entries in a single click

- **Order Number:**

This column contains the order number of the reservation. The order number will be displayed for all of the servings that have been ordered for a specific reservation



**Order details and options**

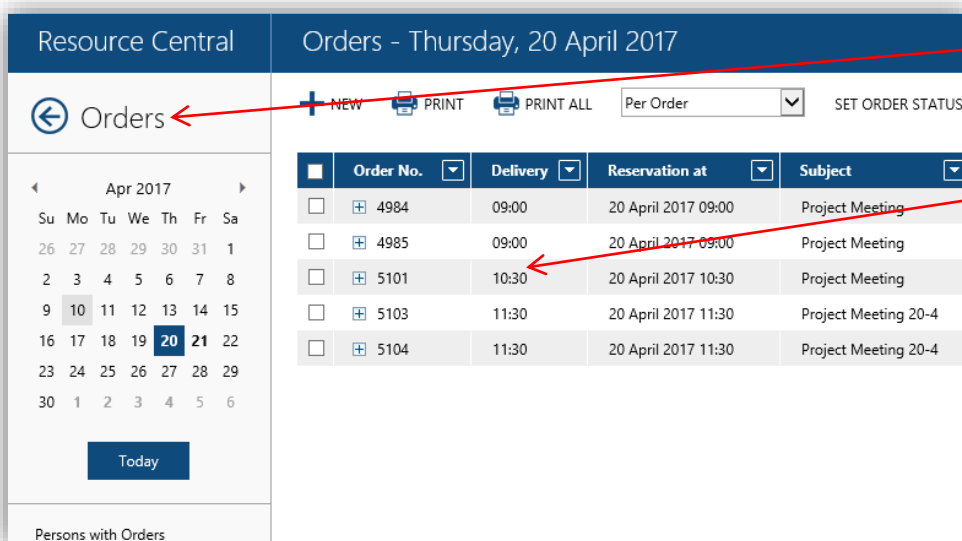
In the order detail view there are options to print, decline or accept an order

If the order is declined or accepted (see toolbar), an email message is sent to the meeting organizer

Figure 3. Order Details and Options

### Change an order in Orders

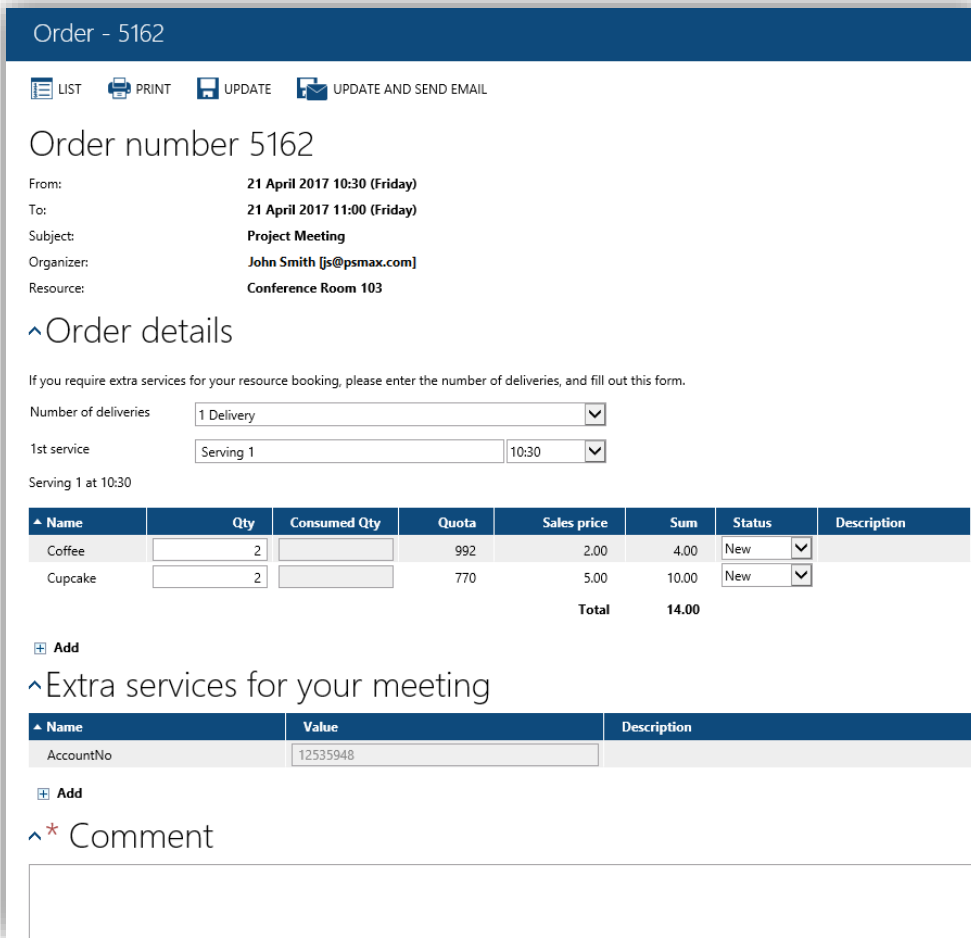
You can use the Orders module to change past and present order quantities. Go to “Orders” in the Daily Tasks pane.



**Update order quantities:**  
Go to the Orders section in the menu

**Click on any order in the main window.**  
The following window will appear.

Figure 4. Messages List



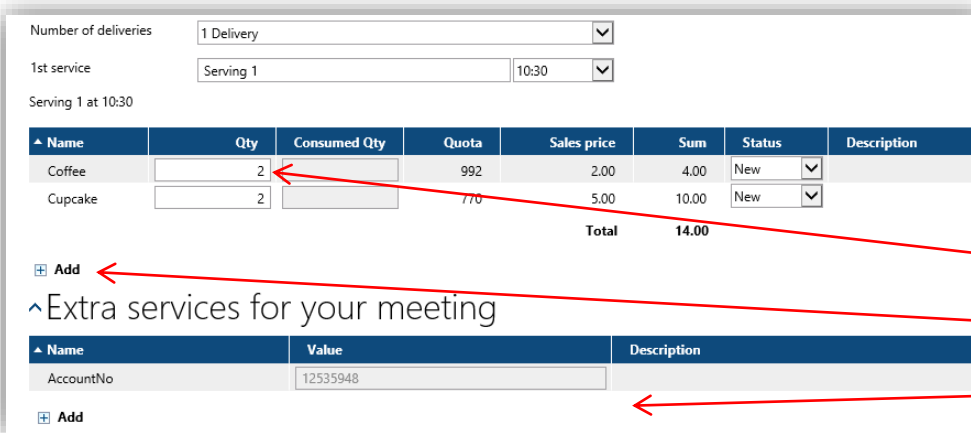
**Orders – change orders and status**

By clicking an order the adjacent window appears.

It will display the full details of the reservation and the order

The following picture will show the possibilities of changing the order

Figure 5. Order Details



**Changing Orders:** Here you can change the parts of the order you are responsible for.

- Item quantity
- Add items
- Change the extra services selected.

Figure 6. Change Order

**NOTE:** You need to add a Comment / message to the Organizer about the changes you make to complete the changes

The following picture and text will show an example:

Name	Value
AccountNo	12535948

+ Add

^\* Comment

**Comment:**

Enter a comment which reflects the changes you have made to the order.

No change may take place without sending a reply to the organizer.

Figure 7. Order Comment

### Catering staff coordination

In the order details, you can see three fields for you to configure catering staff:

Order details

If you require extra services for your resource booking, please enter the number of deliveries, and fill out this form.

Number of deliveries: 1 Delivery

1st service: Serving 1 (03:30)

Serving 1 at 03:30

Setup services: John Smith, Jane, Sem ... During services: Duncan Cunningham ... Cleanup services: Katy, O'Brien, Julia, O'Brien ...

Name	Qty	Consumed Qty	Quota	Sales price	Sum	Status	Description
Coffee & Tea, Testing	4	4	93	12.00	48.00	Changed	
				<b>Total</b>	<b>48.00</b>		

Figure 8. Configure catering staff

You can click on the [...] button to select suitable catering staff.

The availability of these fields (**Setup services**, **During services** and **Cleanup services**) is controlled by the parameter **Orders.ShowCateringStaff**. Refer to **RC Parameter Guide** for more details.

### Order status

When an organizer orders a catering item in an order form, this item will change its status during the process from the ordering time until it is delivered and perhaps paid for. Most of this happens behind the scenes and automatically. The status can have five (5) different modes:

- New
- Confirmed
- Changed
- Arranged
- Locked

Each status will be explained in the following.



If you require extra services for your resource booking, please enter the number of deliveries, and fill out this form.

Number of deliveries

1st service

Serving 1 at 10:30

Name	Qty	Consumed Qty	Quota	Sales price	Sum	Status
Coffee	<input type="text" value="2"/>	<input type="text"/>	992	2.00	4.00	New
Cupcake	<input type="text" value="2"/>	<input type="text"/>	770	5.00	10.00	Confirmed
<b>Total</b>					<b>14.00</b>	Changed
<input type="button" value="+ Add"/>						

^ Extra services for your meeting

Name	Value	Description
------	-------	-------------

Figure 9. Order Status

### 'New' status

When a new order is created by a meeting organizer, all of its items will get the status '**New**'. This status is visible in the backend interface and in the email sent to the organizer.

### 'Confirmed' status

The Service Provider who is responsible for the individual item can change the status of each item to **Confirmed** by selecting the **Confirmed** status on the order form. When the status is changed an email will be sent to the meeting organizer as confirmation of the change.

### 'Changed' status

The status **Changed** can be applied to an item in the following cases:

- If the Service Provider responsible for the item applies the status 'Changed' to an item.
- If the Service Provider responsible for an item or the meeting organizer changes the quantity for an item on an order.

If the meeting organizer or the Service Provider responsible for an item changes the quantity of an item on an order form then Resource Central will automatically notify the other part of the change via email.

### 'Declined' status

If the Service Provider responsible for an item changes the ordered quantity to '0' or blank, the status **Declined** is applied to the item. This also results in Resource Central notifying the meeting organizer by email.

If an item has the '**Declined**' status then its price is deducted from the **Catering Totals**.

### 'Arranged' status

The status **Arranged** can be applied to an order item by the Service Provider who is responsible for the item. It can be a good way to tell the meeting organizer that everything is prepared. By selecting this status the meeting organizer will receive a notification email of the change.

**Note:** If this status is selected, Quantities cannot be changed by any Service Provider.

### ‘Locked’ status

The status **Locked** can be applied automatically or manually - here are the different scenarios where an item can receive this status:

- The status **Locked** can manually be applied to an item by the Service Provider responsible for the item.
- When the Service Provider responsible for the item applies the status **Arranged** then the next time it is opened it will automatically have the status **Locked**.
- If an item has received the status **Locked** then neither Quantity nor Consumed quantity can be modified by the Service Provider responsible for the item or the meeting organizer.

### Setting a status for All Items

The Service Provider who is responsible for items doesn't need to change the status for each item individually, this can be done per order. This enables the process to be carried out in an easier way.

- In Resource Central, the responsible Service Provider has the option to mark all the items which need to be changed and then apply this status to the group of items at one time.
- The Meeting organizer will receive a notification email once the items change their status.

### Order status alerts configuration

Catering staff needs to be made aware of changes to orders (done by, for example, the organizer). You can configure and display changes of notifications in RC Backend → **Designer** → **Orders**. In this section you can configure notification color for orders, which can be seen in Daily Tasks/Orders.

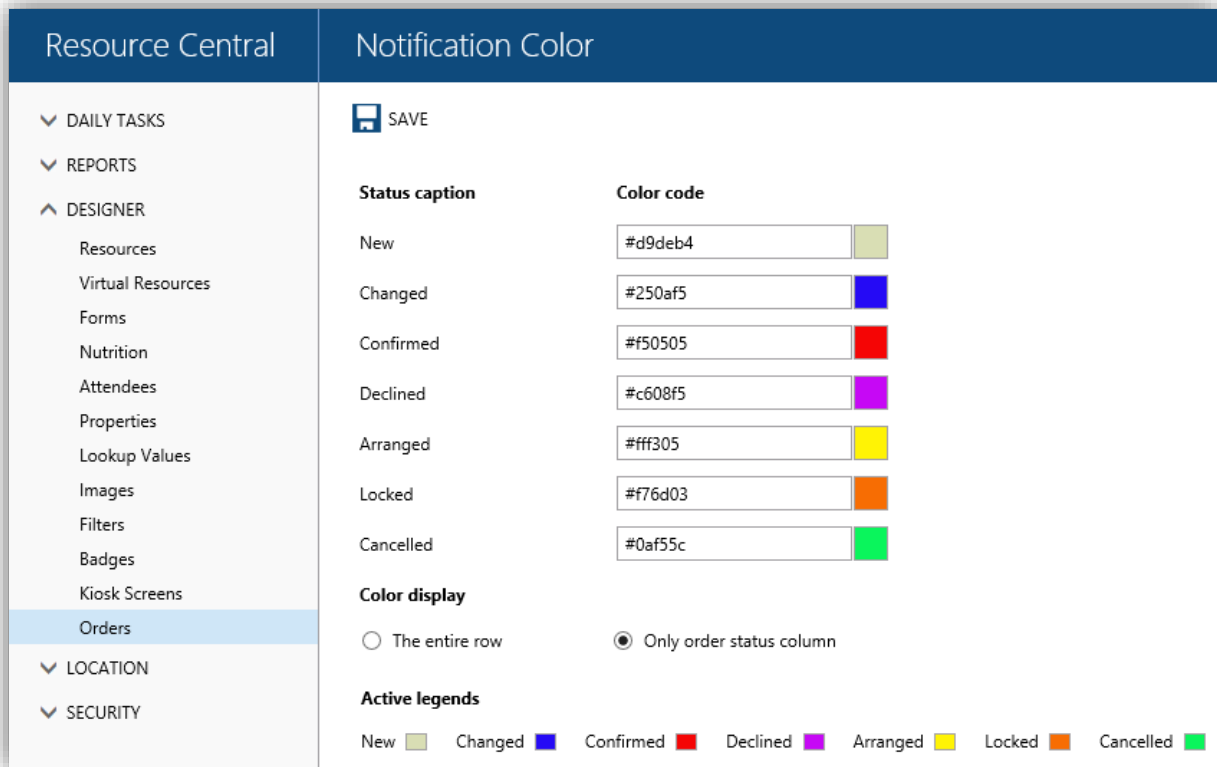


Figure 10. Notification Color configuration

Click on the color next to each label to select the color of your preference. This will be applied when you navigate to Daily Tasks/Orders.

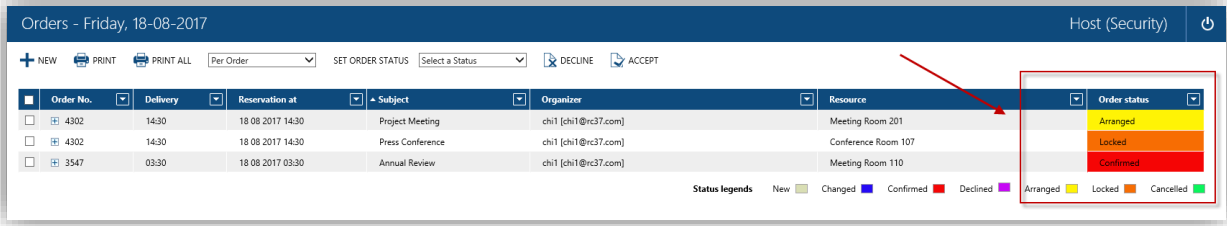
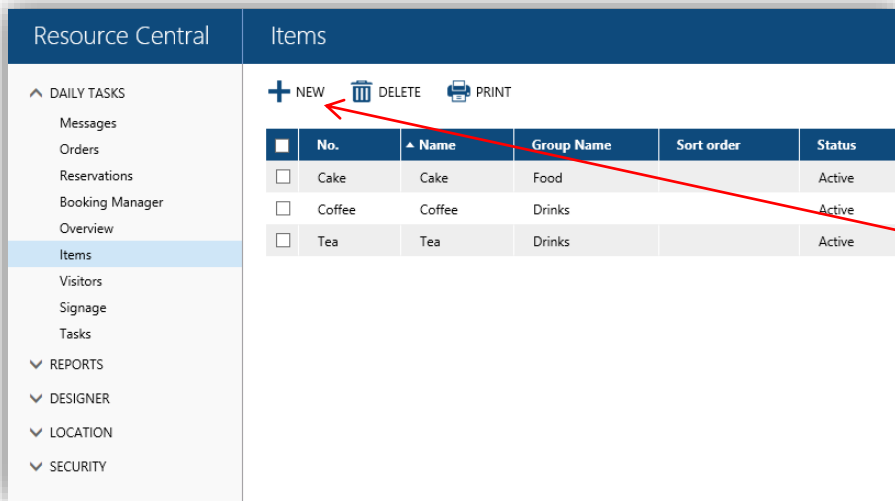


Figure 11. Daily Tasks - Orders

## Items

### Change or create items

An Item can be ordered in the catering section of the order page in Resource Central. The following describes the usage of items in Resource Central.



**Create new or change an item:**

Go back to **Daily Tasks** and select **“Items”** on the pane

Click on **“New”** to create a new item

The following window will appear

Figure 12. Items List

The screenshot shows the 'Item Coffee' details page in Resource Central. The page is divided into several sections:

- Navigation:** 'LIST', 'SAVE', 'RESOURCE', 'SAVE CONFIGURATION' buttons at the top.
- Item Details:**
  - ID:** Text input field containing 'Coffee'.
  - Name:** Text input field containing 'Coffee'.
  - Location:** Dropdown menu showing 'Locations'.
  - Group name:** Dropdown menu showing 'Drinks'.
  - Roles:** Dropdown menu showing 'Host(Security Role) SDA'.
  - Sort order:** Text input field.
  - Sales price:** Text input field containing '5'.
  - Cost price:** Text input field containing '7'.
  - Extra Id 1:** Text input field.
  - Extra Id 2:** Text input field.
  - Description:** Text area.
  - Can be added by:** Dropdown menu showing 'Organizer and Service Provider'.
- Availability:**
  - Start time:** Dropdown menu showing '12:00 AM'.
  - End time:** Dropdown menu showing '12:00 AM'.
  - Start date:** Calendar icon and text 'Thursday, September 29, 2016'.
  - End date:** Calendar icon and text 'Thursday, September 29, 2016' with a checked 'No end date' option.
  - Active weekdays:** Checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, Sun, all of which are checked.

Fill in all information fields with the appropriate data

Examples are displayed and all fields are explained in the following section.

Press **Save** when you are done

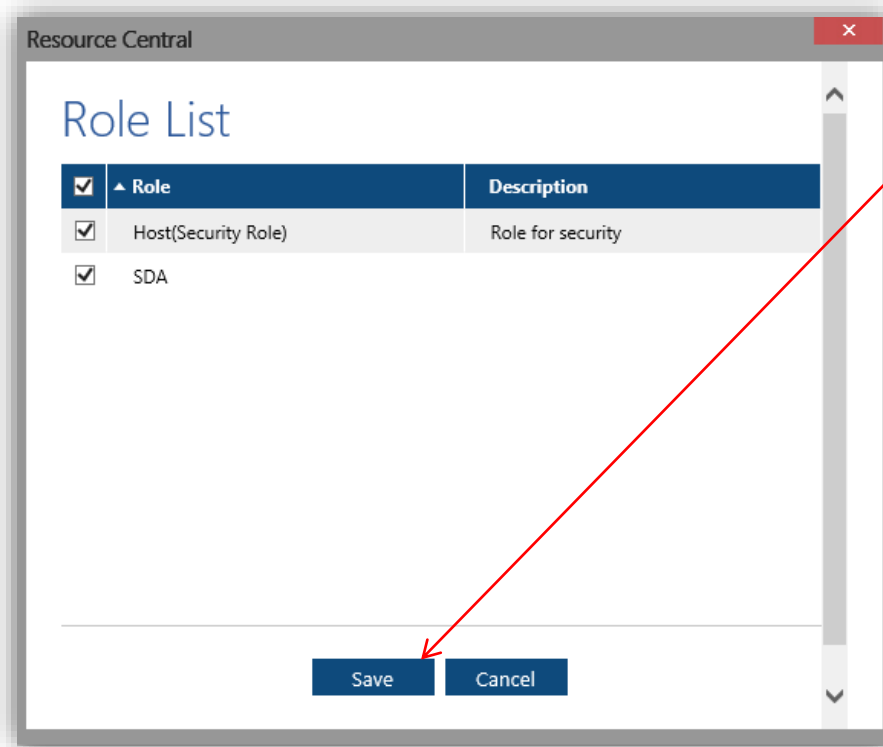
Figure 13. Items Details

- **Number**  
A code for identifying the record.
- **Name**  
The text presented to the organizer of the meeting when asked for this item.
- **Description**  
A short description.
- **Location**  
Select the location of an item (mandatory)  
The location must be defined in the 'Locations' tree under Location mode.
- **Group Name**  
Group Name can be used for categorizing the items.
- **Sort Order**  
Sort order can hold any alphanumeric values and are used for sorting items.
- **Sales Price**  
Sales price is the price of the item. A value **0** indicates that no calculation should be made.
- **Cost Price**  
Cost price of the item. A value of **0** indicates that no calculation should be made.

### Add a Role to an item

The description of a Role can best be defined as all the different service functions which provide services to meetings. As an example it could be a person who is responsible for the Cantina at a specific location or an IT person who is responsible for setting up IT equipment at a location.

Clicking **[Roles]** in the details page, all the roles related to the selected item are displayed. You can add & remove roles using the toolbar buttons to create & remove association of the current item with specific roles.



Once changes to the roles related to an item have been finalized please click on the **[Save]** button and then click save in the next window.

Figure 14. Active Roles for Item

### Set up item selection

You can set up how an item can be booked in details of a resource. This feature is controlled by the parameter **SelectItemOption.Enable**. For more details about this parameter, please refer to **RC Parameter Guide**.

Go to **RC backend** → **Designer** → **Resource**. Open a resource and look at the Order Flow Properties section:

### Order Flow Properties

Display Reservation  
 Yes  No

Display Order  
 Yes  No

Display Attendees  
 Yes  No

Display Properties  
 Yes  No

Form  
 Nord - Meeting Service Invoice

Shared order form

Tentative order  
 Yes  No

Minimum hours

Deadline for Catering  
 12:00 AM

Deadline for Services  
 12:00 AM

Maximum number of deliveries

Ask for attendees in order form  
 Yes  No

Classic format  
 Yes  No  Display groups

**Item Selection**  
 Quantity  Checkbox  Min. qty.

Figure 15. Item Selection in Resource details

Select how items will be displayed for booking:

- **Quantity:** There is a field to enter the required quantity per item in order form.
- **Checkbox:** The ordering in order form will be made by checking the required items. In this case you have to enter Minimum Quantity (Min. qty.) that must be ordered (this is only available when 'Checkbox' is selected).

Click [**Save**] to finish.

After this, you can see the effect of this selection in order form:

HELSINKI - KOKOUSHUONE 1 - ROOM9 order

If you require extra services for your resource booking, please enter the number of deliveries, and fill out this form.

Number of deliveries:

1st service:  3:30 PM [11:30 AM] Delivery time at resource's local time

**Serving 1**

Name	Price	Qty	Quota
Coffee	102.00	<input type="text"/>	1000
Tea	10.00	<input type="text"/>	1000
Mineral Water	10.00	<input type="text"/>	1100

Figure 16. Item Selection – Quantity

HELSINKI - KOKOUSHUONE 1 - ROOM9 order

If you require extra services for your resource booking, please enter the number of deliveries, and fill out this form.

Number of deliveries: 1 Delivery

1st service: [ ] 3:30 PM [11:30 AM] Delivery time at resource's local time

Serving 1: Number of persons: 25 (Min 20)

Name	Price	Qty	Quota
Coffee	102.00	<input checked="" type="checkbox"/> 25	975
Tea	10.00	<input type="checkbox"/> [ ]	1000
Mineral Water	10.00	<input checked="" type="checkbox"/> 25	1075

Figure 17. Item Selection – Checkbox

## Menu management

Resource Central enables user to create a fixed set of items predefined as menus.

Go to RC backend → **Daily Tasks** → **Menus**. Here you can manage all menus of items.

Menus

+ NEW    [ ] DELETE    [ ] PRINT

No.	Name	Group Name	Sort order	Status
<input type="checkbox"/> 15	Reception Menu 1	Medium	1	Active
<input type="checkbox"/> 5	Sandwich menu 1	Medium	2	Active
<input type="checkbox"/> 8	Sandwich menu 2	Medium	4	Active

Figure 18. List of menus

Toolbar Buttons	Description
New	Create a new menu
Delete	Delete selected menu(s)
Print	Print the selected menu(s)

### Create or edit a menu

Click **[New]** to create a new menu, or click on an existing menu to open its details:

Menu Reception Menu 1

LIST
SAVE
RESOURCE
SAVE CONFIGURATION
MENU CONTENT

### Menu Details

\* ID

Name

\* Location  
 ...

\* Group name  
 ...

\* Roles  
 ...

Sort order

Image for Service Provider  
 ...

Sales price

Minimum quantity

Extra Id 1

Extra Id 2

Description

Can be added by  
 ▼

Image for Order form  
 ...

### Availability

Start time  
 ▼

End time  
 ▼

Active weekdays  
 Mon
  Tue
  Wed
  Thu
  Fri
  Sat
  Sun

Start date  
 [calendar icon]

End date  
 [calendar icon]
  No end date

Figure 19. Details of a menu



Field	Description
<b>ID</b>	A code for identifying the record.
<b>Name</b>	The text presented to the meeting organizer when being asked for this item.
<b>Location</b>	Select the location of the menu (mandatory) The location must be defined in ' <b>Locations</b> ' tree under Location node.
<b>Group Name</b>	Group Name can be used for categorizing the items.
<b>Roles</b>	Role link to this menu
<b>Description</b>	A short description.
<b>Sort Order</b>	Sort order can hold any alphanumeric values and are used for sorting items.
<b>Sales Price</b>	Sales price is the price of the item. A value <b>0</b> indicates that no calculation should be made.
<b>Minimum quantity</b>	Minimum quantity of this menu that must be ordered
<b>Extra ID 1 and 2</b>	Fill in alphanumeric data. These 2 fields serve retrieving results for a custom report
<b>Description</b>	Description about the menu
<b>Can be added by</b>	Select the person(s) who can add this item
<b>Image for Service Provider</b>	Select image to be used in customized reports for Service Provider
<b>Image for Order Form</b>	Select image to be used in the order form
<b>Start date &amp; End date</b>	Time range established to define availability period of the item
<b>Start time &amp; End time</b>	
<b>Active weekdays</b>	

Make any necessary changes and click [**Save**] to finish.

### Add items to the menu

Click on [**Menu Content**] to configure the menu. An item can be applied to more than one menu.

Menu items are put into groups. A new group is created with the [**Add**] button and is deleted with the bin.

The screenshot displays the 'Reception Menu 1 Content' interface. At the top, there are navigation buttons: 'BACK', 'SAVE', and 'SAVE CONFIGURATION'. The main heading is 'Menu Content'. Under the 'Groups' section, there are three text input fields containing 'Dressing', 'Group Item 2', and '3'. Each field has a trash icon and a double-headed arrow icon to its right. Below these fields is a blue 'Add' button. The 'Dressing' group is expanded, showing a sub-heading 'Dressing' and a label 'Max number of optional items.' with a text input field containing the number '2'. Under the 'Items' section, there are three rows of items: 'Bread', 'Tea-Matcha', and 'Juice'. Each item has a three-dot menu icon to its right. To the right of each item is a dropdown menu set to 'Optional' and a trash icon.

Figure 20. Add items to a menu

When you type the name of item group into the text field under **[Groups]** heading, it will be instantly applied.

Add or remove as many items as you wish to the menu.

Then click **[Save]** to finish.

## Nutrition information

It is possible now to add nutrition information on each item to help users make better and informed decision when a booking is made.

Go to RC backend → **Designer** → **Nutrition**. In this section, you can make configuration for adding nutrition information to items in the system.

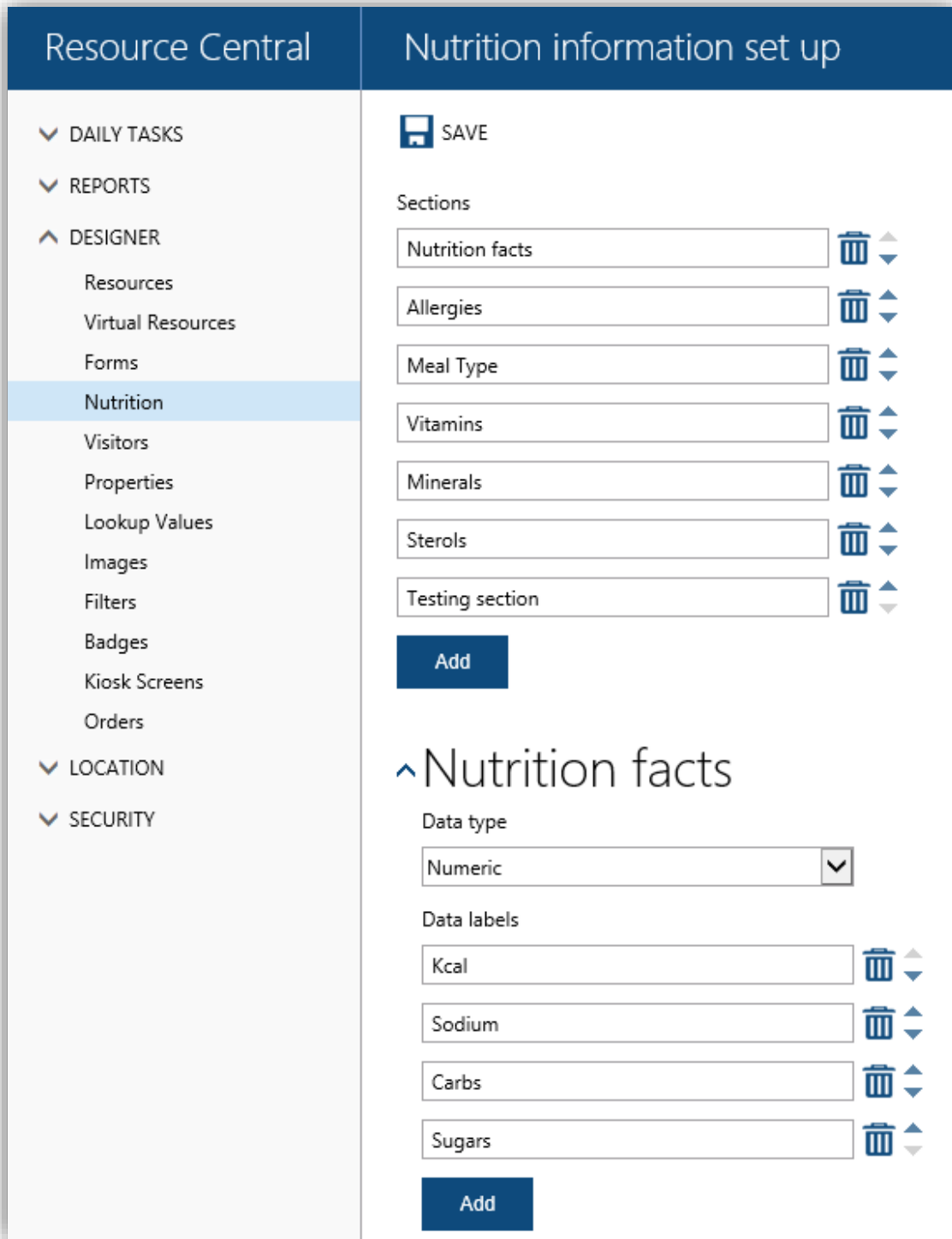


Figure 21. Nutrition configuration

**Sections**

Number of sections here will be applied to all items. You can add or remove a section with the button **[Add]** or the bin.

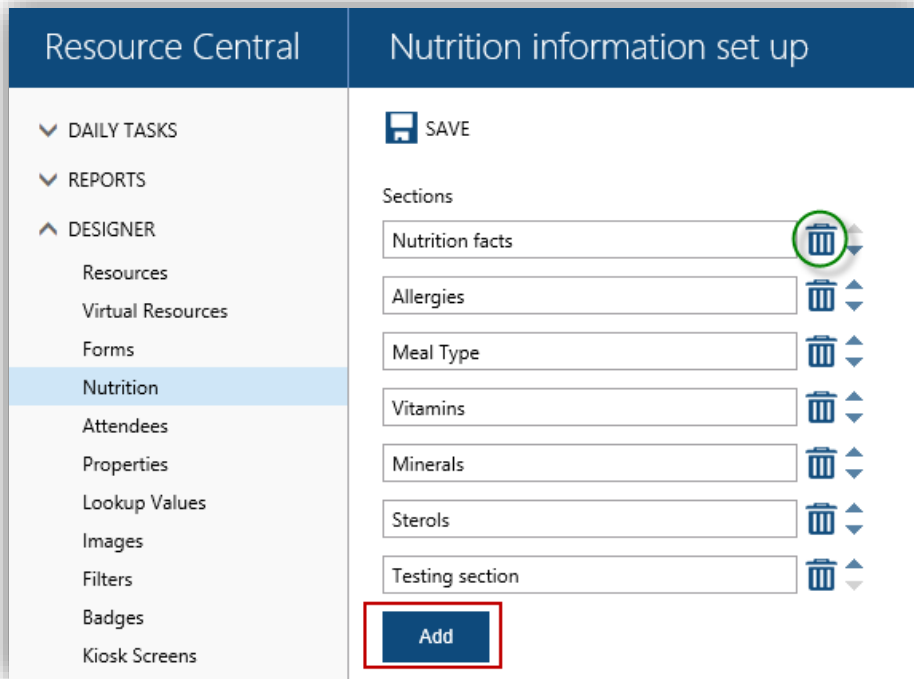


Figure 22. Configure nutrition information for all items

In the above figure, you can see that there are 7 nutrition sections, i.e. these sections will be available in **Nutrition Information** panel of an item.

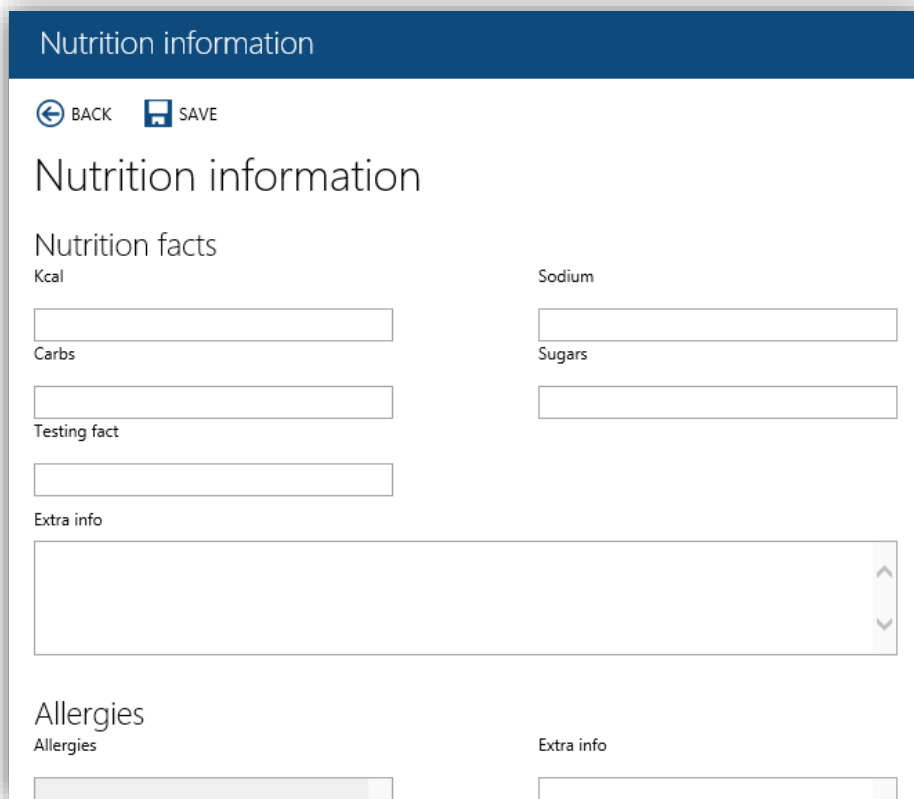
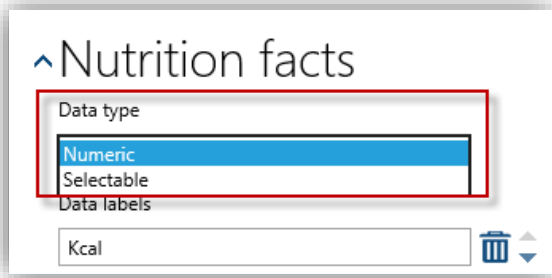


Figure 23. Nutrition information of an item

### Data type

Data type helps you control how the nutrition information is filled in. There are 2 data types for you to select in each nutrition section:



- **Numeric:** The field is displayed as a text box and you can enter a numeric value.

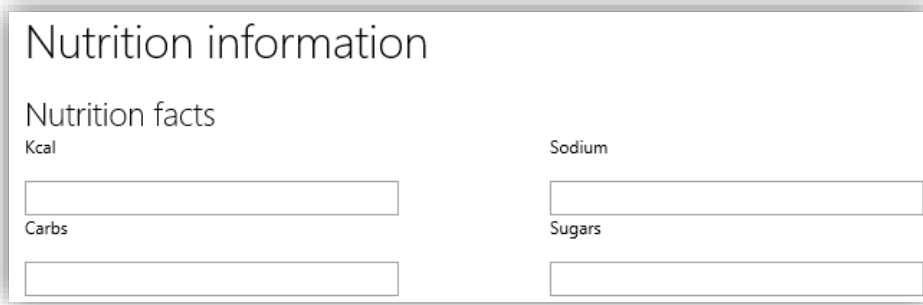


Figure 24. Datatype – Numeric

- **Selectable:** The field can be selected with a lookup button.

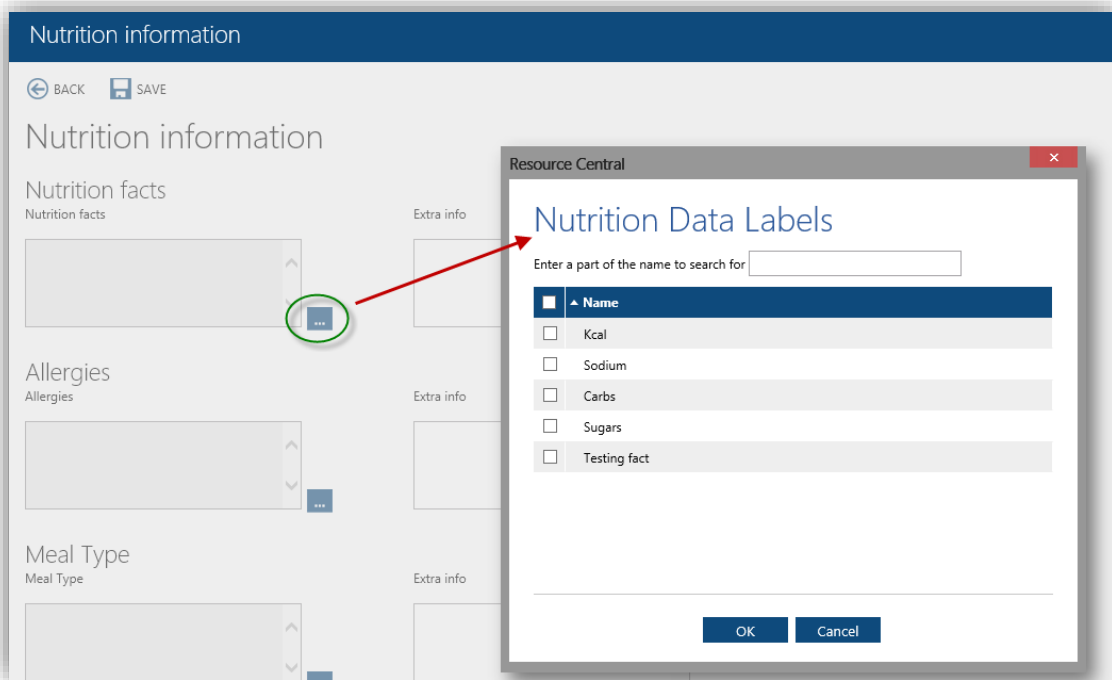


Figure 25. Data type – Selectable

It means that in the Nutrition information panel of an item, clicking the [...] lookup button will open a new window for you to select data labels.

## Logistics and delivery management

Occasionally caterers need more guidance on where to deliver. In that case, floor maps or guidance on how to find the destination for the delivery will be very helpful.

For this purpose, each resource now is equipped with 2 fields in its details so that its location image and description can be added. Go to RC backend → **Designer** → **Resource**. Open a resource and you can see these 2 fields in **Resource Properties** section:

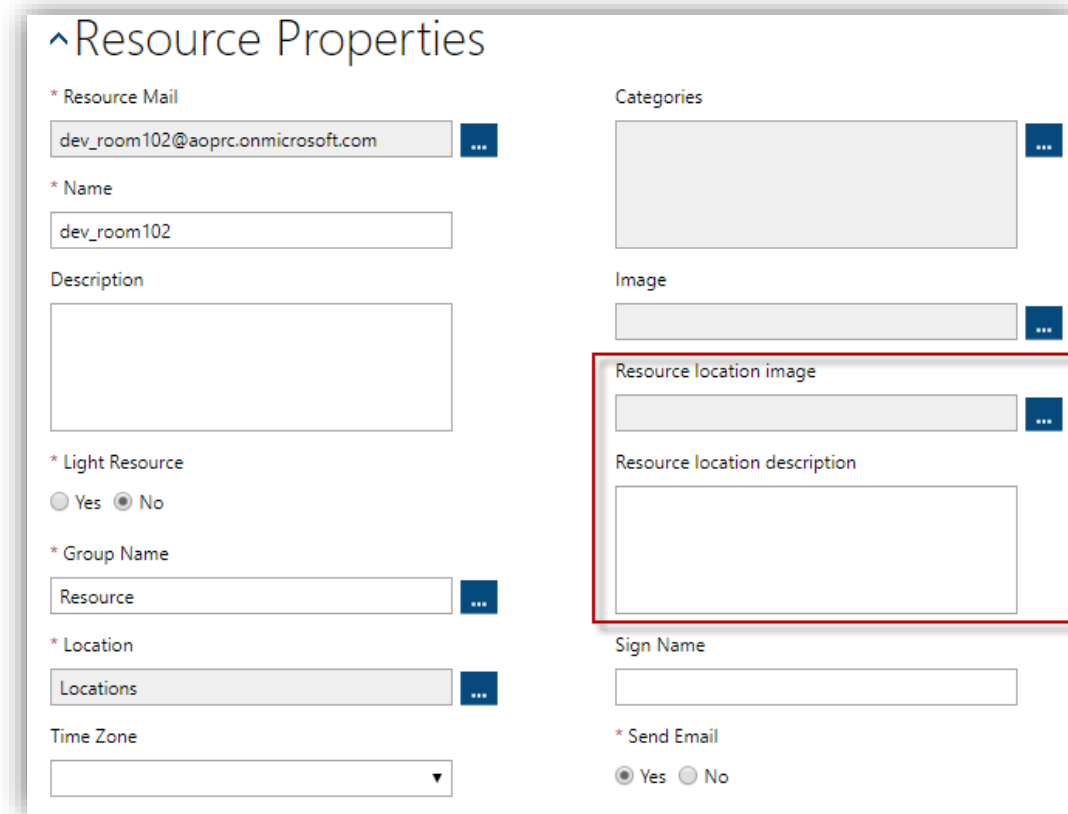


Figure 26. Location image and description

Fields	Description
<b>Resource location image</b>	Click [...] button to select an image for the location. This can be a ground map or a photo of the resource front, so that the resource can be easily located. <b>NOTE:</b> The images for this selection can be uploaded in RC backend → <b>Designer</b> → <b>Images</b> .
<b>Resource location description</b>	Provide guidance on how to reach the location of the resource.

After providing the location image and description for a resource, any order booked with this resource will have an icon on the button bar when you open the order:

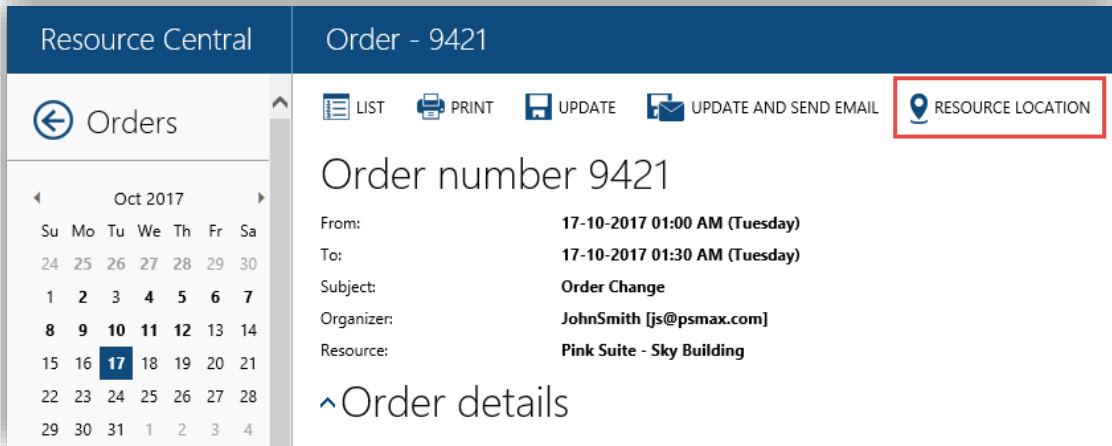


Figure 27. Resource location icon

Clicking on that icon leads you to another panel, where the image and description of the resource location are displayed:

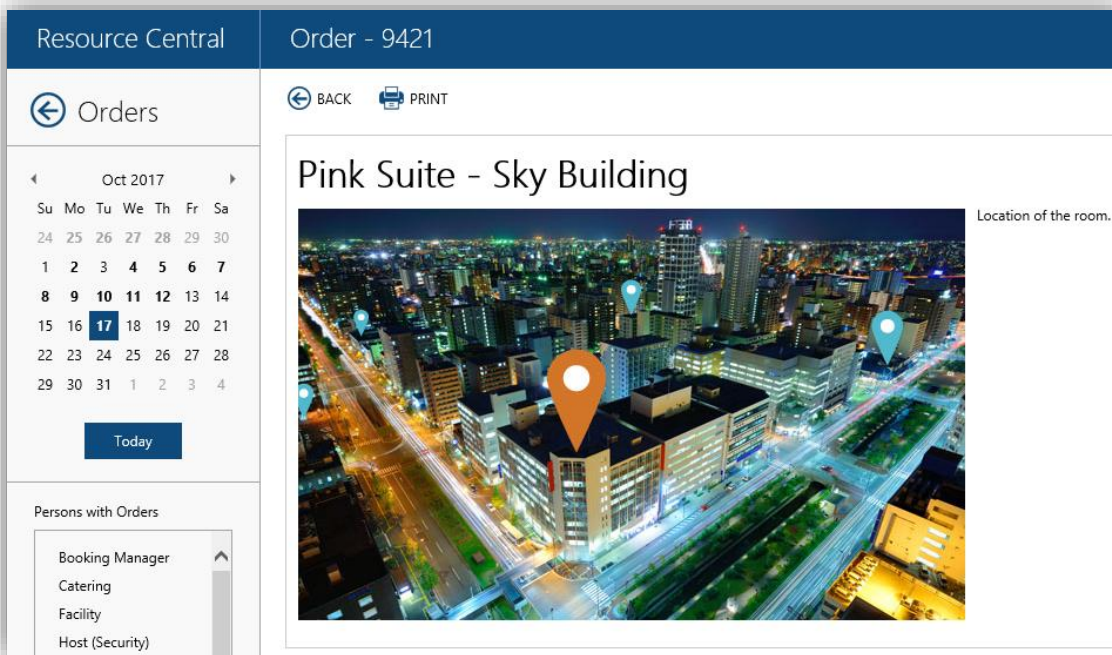


Figure 28. Resource location image and description.

CHAPTER 3.

# Daily tasks for Reception Roles

The daily tasks section consists of the following areas:

- Reservations
- Overview
- Visitors

## Reservations

This view displays all **reservations** on the currently **selected date** and the **location** for which the Service Provider is responsible. When opened for the first time, the current system date will need to be selected.

All reservations relating to a selected group under the '**Group**' section can be accessed by selecting the respective highlighted date from the Date Picker. Users will see the '**Default**' group in the Group list when no group has been created in Resource Central.

Please **note**:

- All Resources are defined per location and relate to the Service Provider logged in. This means that, you are only able to view those Resources which belong to the location you're connected to or "children" locations below this.
- This limitation also affects your ability to create or update resources.
- All the Reservations are also defined per location and relates to the Service Provider logged in. This means that you can only view the reservations of those Resources which are at the same Location as you or at "child" locations below this.

From	To	Resource	Subject	Organizer	Is Recurring	Location
03:00 AM	03:30 AM	Meeting Room 002	Campaign Launch	Administrator@rc37.com (Administrator)	✓	Locations
04:00 AM	04:30 AM	Meeting Room 002	Project Meeting	Administrator@rc37.com (Administrator)	✓	Locations
06:00 AM	06:30 AM	Meeting Room 002	Project Meeting	Administrator@rc37.com (Administrator)	✓	Locations
07:00 AM	07:30 AM	Meeting Room 002	Project Meeting	Administrator@rc37.com (Administrator)		Locations
08:30 AM	09:00 AM	Meeting Room 002	Press Conference	Administrator@rc37.com (Administrator)		Locations

As you can see in the highlighted area in the example, the **"Is Recurring"** caption identifies if the listed reservation is a recurring reservation or not.

By clicking on any of the reservations you will be able to display all details about it.

Figure 29. List of Reservations

When viewing any given reservation, you will be presented with the following information:



Reservation Project Meeting

Host (Security)

Reservation Details

Resource: Meeting Room 002  
Start time: 03-10-2016 06:00 AM (Monday)  
Active: True  
End time: 03-10-2016 06:30 AM (Monday)

MEETING ROOM 002 SHARED ORDER FORM

Resource Central

Reservation of Meeting Room 002

From: 03-10-2016 06:00 AM  
Subject: Project Meeting  
To: 03-10-2016 06:30 AM  
Description: Romance Standard Time  
Location: Locations  
Capacity: 10  
Minimum Hours - Latest deadline for when a Resource Central order can be created: 0

Meeting Room 002 Order

If you require extra services for your resource booking, please enter the number of deliveries, and fill out this form.

Number of deliveries: 1 Delivery  
1st service: Serving 1 (06:00 AM)

Name	Price	Qty
Cake	0.00	1
Coffee	5.00	
Tea	0.00	
Catering Total		0.00

Attendees

Register attendees:

Title	Name	E-mail
<input type="text"/>	<input type="text"/>	<input type="text"/>

Extra services for your meeting

Account Number:

Send Order

Figure 30. Reservation Details

Send Order

To finalize an the change to the order, please remember to enter a message in the text box below and press the **[Send order]** button at the bottom of the order form.

## Visitors

Upon registering visitors in Resource Central you then have to select the “Visitor” option in the pane. Once selected then all the visitors who have been registered will be listed here.

The overview of all registered visitors is also based on the Location or “Child” location of the Service Provider logged in. This means that you will only see visitors that are expected at your location. Instead of trying to locate individuals from long lists please consider this as a filter which ensures that only visitors arriving at your location will be listed.

The registration of visitors can happen from the designated section on the order form – however a user in the reception can also create a new registration of a visitor by clicking **[New]** on the toolbar.

After creating a new visitor, this can be associated with a reservation, department or a person. Furthermore, Resource Central can send a **Visitor Arrival Notification** to the organizer upon the arrival / registration of this visitor. The “notification” will be in the form of an email or text message once the visitor checks in.

### Reservation details:

In the order form you are able to change the order of future reservations

All past reservation orders cannot be changed in Reservations

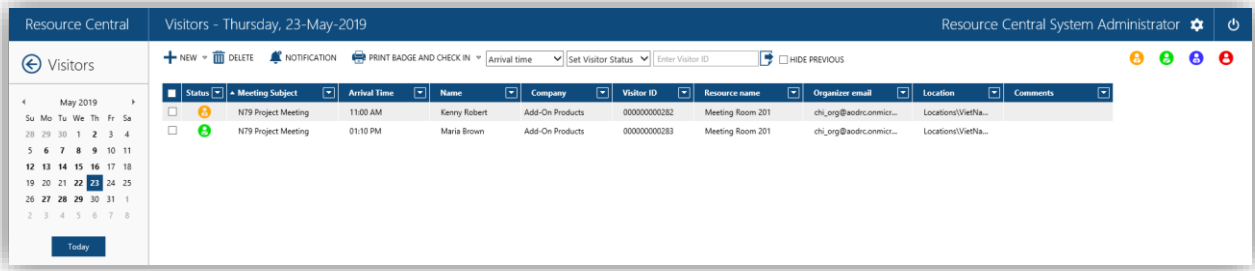


Figure 31. List of Visitors

Toolbar Buttons	Description
<b>New</b>	You can create a new visitor
<b>Import Visitors</b>	Import visitors from an Excel file
<b>Download Template</b>	Download an Excel template file to fill in visitor details
<b>Print Badge and Check In</b>	Print badges of visitors with status “Expected” and check them in
<b>Print Badge</b>	Print the selected badge

### Visitor Arrival Notification

When a visitor checks in, Resource Central can send a **Visitor Arrival Notification** to the organizer upon the arrival / registration of this visitor. The “notification” will be in the form of an email or text message sent to organizer. This all depends on the availability of the feature SMS notification which can be configured in **RC backend → System → SMS Configuration**.

#### Option 1: SMS notification disabled

When you put in a valid barcode in the bar code control and click the button, you will be presented with a message that if you want to inform the organizer about the arrival of this visitor or not, as shown below:

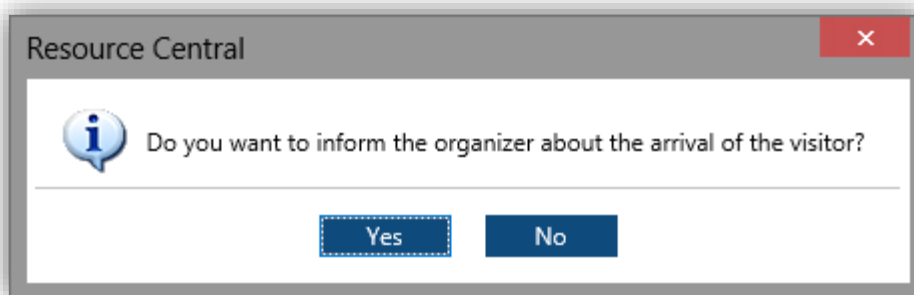


Figure 32. Visitor Arrival Notification Message

This message will only appear if value of **Visitor.ArrivalAlert** Parameter is ‘1’. If this parameter is not created or it has ‘0’ value, this alert message will not show up.

For more details about creation of this parameter, please refer to **Resource Central Manager → General → Parameters**.

If you select ‘**NO**’, the organizer will not be informed and no email will be sent.

Selecting ‘**YES**’ will send an email to the organizer, notifying the arrival of that particular visitor as below:

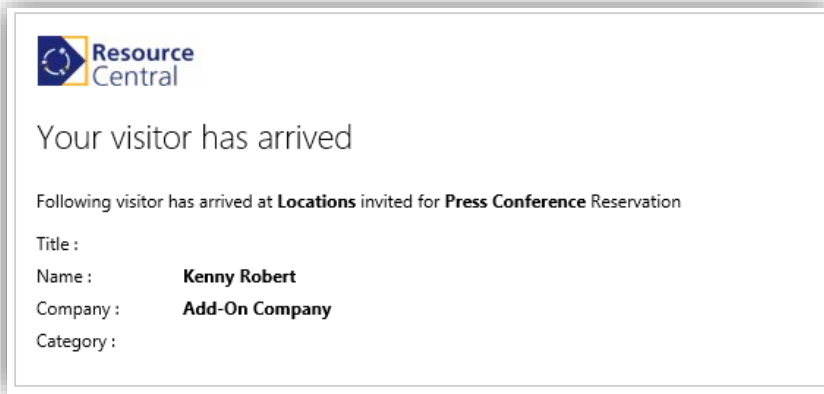


Figure 33. Visitor Arrival Email sent to the Organizer

**Option 2: SMS notification enabled**

RC supports sending text messages or emails to meeting organizers to notify them of visitors' arrival. You can select visitor in the list, click **[Notification]** button on the toolbar, and the following window shows up:

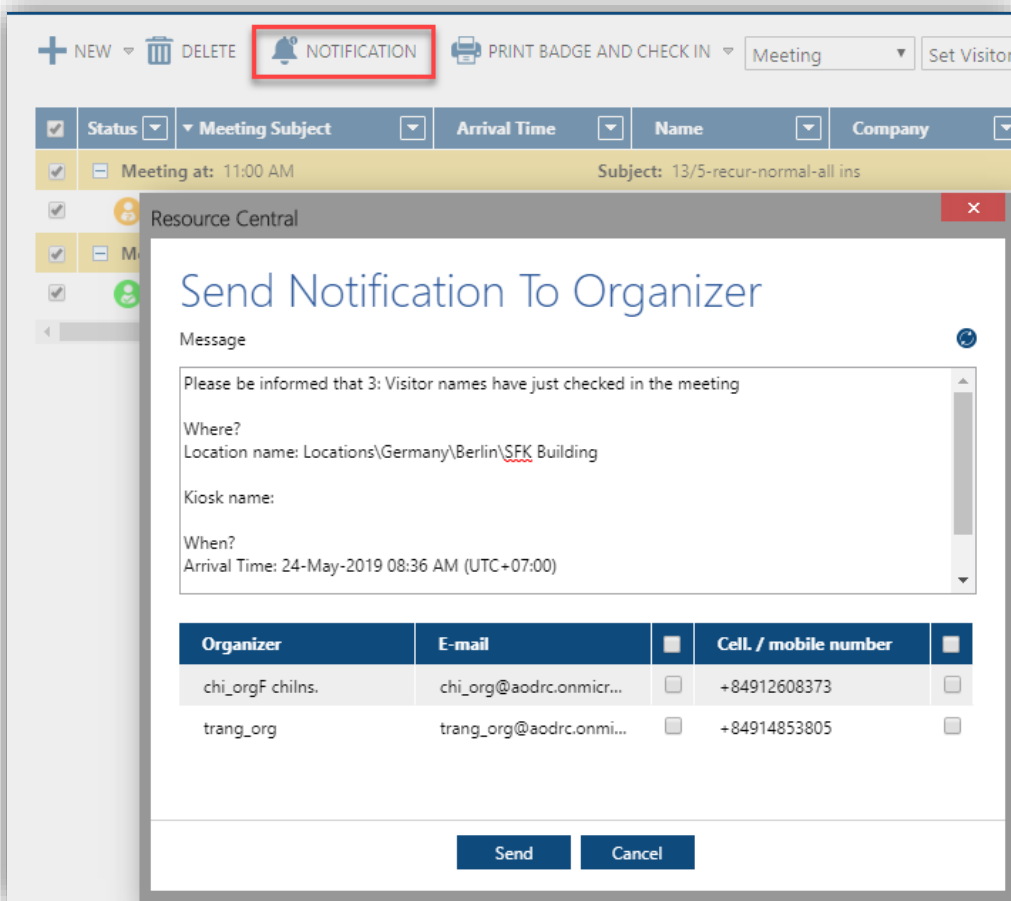


Figure 34. Configure Notification to meeting Organizer

In this panel, you can select notification options (by email or text message to organizer's cell phone). After making your selection or changing the message content as you wish, click **[Send]** to finish.

## CHAPTER 4.

## Standard Reports

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The Reports section provides you with a number of reports used for viewing **statistics** and **order** information.

For more details about each standard report, please refer to **Reports** section in *Resource Central Administrator Guide*.

## CHAPTER 5.

## Custom Reports

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Resource Central provides you with some standard Reports which are all available after installation.

If the data they present is not equivalent to what you might need, then Add-On Products can create and offer you customized reports. Customized reports are based on your needs and are not generally available for other customers.

Please contact your administrator in order to start a dialog with us – allow us to help you in the best way.