



Service Insights on MealConnect Reservations

A reservation is a future-dated service visit that you can schedule in advance. It is a placeholder to indicate a neighbor will be served at a specific event. In Service Insights on MealConnect reservations can be a useful tool for reminding neighbors to come to a specific distribution or for creating a check-in list for a special event (such as a holiday distribution).

Reservation Management

Reservation Configuration

Beginning with an event, food bank and/or agency administrators can utilize the reservation tab to configure an event to accept reservations. Events can have Yes, RSVP, Yes, Reserve time slot or No. If either of the Yes options are selected there can additionally be an optional reservation capacity.

The screenshot shows the 'Admin Settings' page with the 'Reservations' tab selected. Under 'Reservation Details', there are radio buttons for 'Yes, RSVP', 'Yes, Reserve time slot', and 'Yes' (which is selected). There is also a text input field for 'Max Interval Capacity (if of people)' and 'Cancel' and 'Save' buttons.

Check-In List

The check-in list will serve as the primary way to review the upcoming reservations for an event. From here you can review the details of the events, manage reservations, and serve neighbors who have made reservations.

The screenshot shows the 'Mobile Distribution Reservations' dashboard. It features summary statistics: Total Capacity: 100, Total Reservations: 3, Remaining Capacity: 97, and Total Served: 0. Below is a table of event reservations with columns for Visit Date, Time, Name, Service, Status, and a Check-In button.

Visit Date	Time	Name	Service	Status	Check-In
8/20/2022	8:00 AM - 10:00 AM	Charles Cook	Mobile Pantry	RSV	Check-In
8/20/2022	8:00 AM - 10:00 AM	Shawnita Dyer	Mobile Pantry	RSV	Check-In
8/20/2022	4:00 PM - 6:00 PM	Charles Cook	Mobile Pantry	RSV	Check-In

Serving a Reservation

A reservation can be served two ways. **The first is to use the Check-In List.** This is ideal for large distributions in which all neighbors will have a reservation. **The second is to use the search from the home page.** This is ideal for distributions in which some, but not all, neighbors will have a reservation.

The screenshot shows the 'Pantry Reservations' dashboard. Summary statistics: Total Capacity: 0, Total Reservations: 1, Remaining Capacity: 0, and Total Served: 0. Below is a table of event reservations with columns for Visit Date, Time, Name, Service, Status, and a Check-In button.

Visit Date	Time	Name	Service	Status	Check-In
8/20/2022	11:00 AM - 1:00 PM	Charles Cook	Mobile Pantry	RSV	Check-In

The screenshot shows the 'Intake' search results page. It displays search results for 'Test' with columns for Name, Last Visit, Phone, and DDOB. Two results are shown: Teddy Testerson and Amanda Test.

Name	Last Visit	Phone	DDOB
Teddy Testerson 800 TORRINGTON AVE	8/20/2022	1117844	
Amanda Test 800 TORRINGTON AVE	N/A		