

HOKIMI

Merchant Reservation System Manual

From initial setup to daily
reservation management

Merchant training edition | 30 July 2026
English

Hokimi
Merchant Portal

Today

Calendar

Analytics

Export

Availability

Requests

Notice

Settings

← Back to Hokimi

Merchant

Hokimi Demo

ZH

EN

NL

Today

30/07/2026

Hokimi Demo Restaurant

Bookings

36

2026-07-30

Covers

124

Booked covers

Pending

4

Need response

Booked

83%

124 / 150 covers

Print sheet

Export sheet

+ Manual booking

Today booking sheet

Code	Time	Guest	Covers	Status	Source	Notes	Action
#D01 DEMO-0730-A1	18:00	Demo Guest A	2	Confirmed	Hokimi website		Edit Cancel

1. Create or sign in to a Hokimi account

Before the Merchant portal can be enabled, create a regular Hokimi account on the website or app, or sign in to an existing account. The same account works across the app and website.

- 1** Select the account icon, then Log in / Sign up. New users choose Register now; existing users choose Log in.
- 2** Registration and login can use phone, email, WeChat, Google or Apple. Password and verification-code options appear where applicable.
- 3** After verification, note the exact username shown in the account and continue using the same account and sign-in method.
- 4** Once signed in, send the exact Hokimi username to the Hokimi platform team so they can link it to the merchant. Send only the username - never a password or verification code.

Merchant linking is completed by the Hokimi platform team. If the entry is missing, registration fails or the Merchant portal is still unavailable after sign-in, take a screenshot and contact Hokimi support.

The image displays two side-by-side screenshots of the Hokimi mobile application interface. The left screenshot shows the 'Log in' screen, which features the Hokimi logo at the top. Below the logo, there is a link 'Don't have an account yet? Register now'. The screen has two tabs: 'Phone' (selected) and 'Email'. Under the 'Phone' tab, there is a field for a phone number with a dropdown for the country code (currently set to +31) and a 'Password' button. Below this is a field for a verification code. There is also a 'Forgot the password' link and a large 'Log in' button. At the bottom, there are icons for 'or continue with' WeChat, Google, and Apple. A footer note states 'The same Hokimi account works across the app and website.' The right screenshot shows the 'Sign up' screen, which also features the Hokimi logo. Below the logo, there is a link 'Already have an account? Log in now'. It has the same 'Phone' and 'Email' tabs. Under the 'Phone' tab, there is a field for a phone number with a dropdown for the country code (currently set to +31) and a 'Send code' button. Below this is a field for a verification code. There is a note 'By signing up, you agree to Hokimi terms and privacy policy.' and a large 'Sign up' button. At the bottom, there are icons for 'or continue with' WeChat, Google, and Apple. A footer note states 'The same Hokimi account works across the app and website.'

2. Sign in and first-time setup

Only accounts linked to a merchant can access the Merchant portal. On first use, confirm the location and complete the notification email and language settings.

- 1 Sign in to Hokimi and choose Merchant portal from the profile menu.
- 2 Confirm the active location in the merchant selector at the top.
- 3 Enter a valid, monitored notification email for reservation updates.
- 4 Choose the notification language: Simplified Chinese, English or Dutch.

Security: users without a merchant link do not see the merchant portal entry.

The screenshot displays the Hokimi Merchant Portal interface. At the top, there's a navigation bar with a 'Back to Hokimi' button, a 'Merchant' selector showing 'Hokimi Demo', and language options for ZH, EN, and NL. The main content area is divided into a left sidebar and a right main panel. The sidebar lists menu items: Today, Calendar, Analytics, Export, Availability, Requests, Notice, and Settings. The main panel shows a 'Today' summary for 'Hokimi Demo Restaurant' for the date 30/07/2026. It includes four summary cards: Bookings (36 for 2026-07-30), Covers (124 Booked covers), Pending (4 Need response), and Booked (83% 124 / 150 covers). Below these are buttons for 'Print sheet', 'Export sheet', and '+ Manual booking'. A 'Today booking sheet' table follows, with columns for Code, Time, Guest, Covers, Status, Source, Notes, and Action. A single booking is listed with Code #D01 (DEMO-0730-A1), Time 18:00, Guest Demo Guest A, 2 Covers, Status Confirmed, and Source Hokimi website. Action buttons 'Edit' and 'Cancel' are visible for this booking.

Code	Time	Guest	Covers	Status	Source	Notes	Action
#D01 DEMO-0730-A1	18:00	Demo Guest A	2	Confirmed	Hokimi website		<button>Edit</button> <button>Cancel</button>

3. Today: manage today's reservations

The Today view brings together reservation count, expected guests, pending requests and booked capacity.

- 1 Change the date to review reservations for another day.
- 2 Use Manual booking for phone, walk-in or other channel reservations.
- 3 Check the guest name, party size, time, status, source and notes.
- 4 Print or export the booking sheet for front-of-house and kitchen use.

Source identifies the booking channel for reporting; it does not change availability.

The screenshot displays the 'Hokimi Merchant Portal' interface. The top navigation bar includes a 'Back to Hokimi' button, a 'Merchant' dropdown, and a 'Hokimi Demo' button. Language selection buttons for ZH, EN, and NL are also present. The main content area is titled 'Today' for 'Hokimi Demo Restaurant' on '30/07/2026'. It features four summary cards: 'Bookings' (36 for 2026-07-30), 'Covers' (124 Booked covers), 'Pending' (4 Need response), and 'Booked' (83% 124 / 150 covers). Below these are buttons for 'Print sheet', 'Export sheet', and '+ Manual booking'. The 'Today booking sheet' table lists a reservation with the following details:

Code	Time	Guest	Covers	Status	Source	Notes	Action
#D01 DEMO-0730-A1	18:00	Demo Guest A	2	Confirmed	Hokimi website		Edit Cancel

4. Manual booking: record phone and other channels

Use Manual booking to keep phone, walk-in, Google, TheFork and other channel reservations in one Hokimi booking sheet.

- 1 Select Manual booking from Today or Calendar.
- 2 Choose the date, time and party size, then confirm that the slot has enough capacity.
- 3 Enter the guest name, phone, email, booking source and special requests; do not invent missing details.
- 4 After saving, verify the reservation in Today and Calendar, then update status or notes after guest contact.

Search by guest phone or email first to avoid entering the same reservation twice.

The screenshot displays the Hokimi Merchant Portal interface. On the left is a dark sidebar with navigation links: Today, Calendar, Analytics, Export, Availability, Requests, Notice, and Settings. The main content area is titled 'Today' and shows a 'Bookings' section with a count of '1' for the date '2026-07-30'. Below this is a 'Print sheet' button and a 'Today bookings' table with columns for Code, Name, and Status. A modal window titled 'Manual booking' is open in the center, containing the following fields: Date (30/07/2026), Time (19:00), Covers (4), Name (Demo Guest G), Phone (+31 6 00000000), Email (demo.guest@example.com), Source (Phone), and a Note field. A 'Create booking' button is at the bottom right of the modal. In the background, a 'Booked 1%' status is visible for the date 30/07/2026, indicating 2 out of 150 covers are booked.

5. Print sheet: handover to front-of-house and kitchen

The print sheet organises the selected date by time, guest, party size, status, source and notes for briefing, reception and kitchen preparation.

- 1 Choose the correct date in Today and process recent Pending or changed bookings first.
- 2 Select Print sheet and verify the reservation count, total guests and pending count.
- 3 Review special requests such as allergies, high chairs, accessibility or celebrations.
- 4 Print to paper or PDF from the browser; remove unnecessary personal details before external sharing.

Print once before opening and produce a new version when an important change occurs during service.

Hokimi Daily Booking Sheet

Hokimi Demo Restaurant · 30 July 2026

Hokimi

36 bookings

124 guests

4 pending

Time	Guest	Covers	Status	Source	Notes
17:30	Demo Guest A	2	Confirmed	Hokimi website	Window table
18:00	Demo Guest B	4	Confirmed	Phone	High chair
18:30	Demo Guest C	3	Pending	Hokimi website	Allergy note
19:00	Demo Guest D	6	Confirmed	Walk-in	Birthday
19:30	Demo Guest E	5	Pending	Hokimi website	Accessible table
20:00	Demo Guest F	2	Confirmed	Hokimi website	Quiet area

Demo data · Not for real customer records

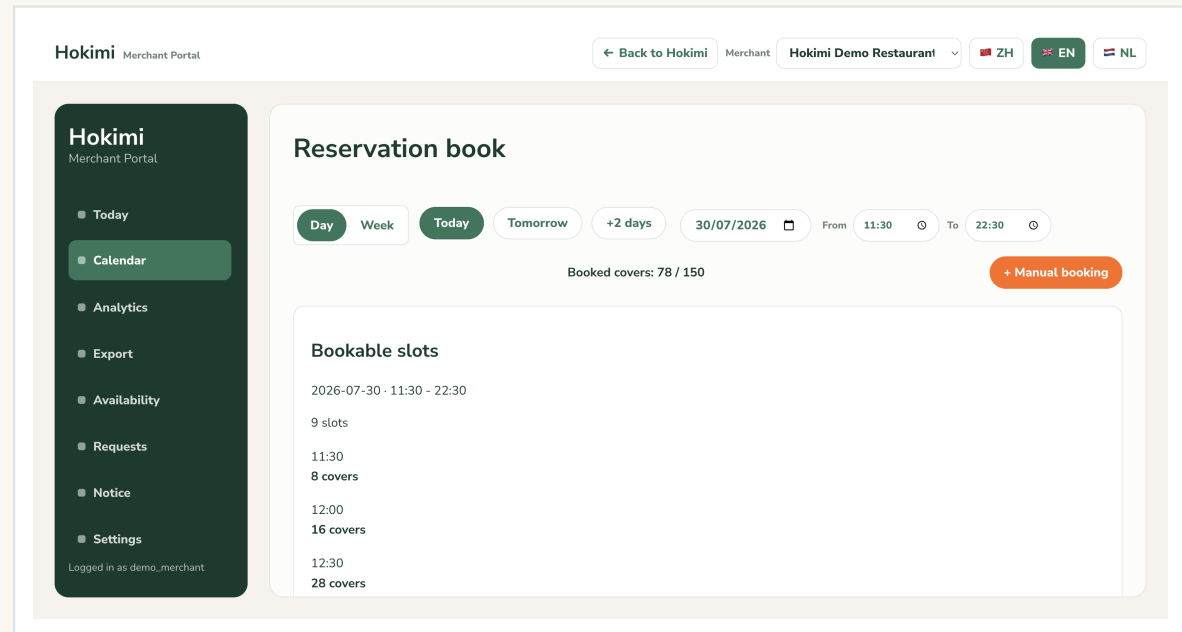
Hokimi Merchant Portal

6. Calendar: slots and reservations

The Calendar uses the same availability rules as the customer booking page. Defaults are 30-minute slots and a 90-minute reservation duration; the location's saved settings take priority.

- 1 The date picker, date shortcuts and time filter follow actual available slots.
- 2 Separate lunch and dinner windows appear as separate slot groups.
- 3 Closed dates, full slots and seasonal rules update the calendar immediately.
- 4 Open a reservation to confirm, change, cancel or add notes.

If no slots appear, check base weekdays, bookable windows and closed-date rules.



7. Availability: Base, Weekly, Blocks and Seasonal

These four rule types determine which dates, times and party sizes customers can select. Saved rules update both the Merchant portal and the customer booking page.

- 1 Base: set the default open weekdays, booking windows, capacity and time intervals.
- 2 Weekly: create, edit or remove exceptions for specific weekdays.
- 3 Blocks: close a date, date range or selected hours for a closure or private event.
- 4 Seasonal: override capacity for a period and weekday; the higher-priority rule applies first.

Rule priority: Blocks > Seasonal > Weekly > Base.

The screenshot displays the 'Hokimi Merchant Portal' interface. At the top, there's a navigation bar with 'Back to Hokimi', 'Merchant', and a dropdown for 'Hokimi Demo Restaurant'. Language selectors for ZH, EN, and NL are also present. A dark sidebar on the left contains a menu with options: Today, Calendar, Analytics, Export, Availability (highlighted), Requests, Notice, and Settings. The main content area is titled 'Availability settings' and features four tabs: Base (selected), Weekly opening, Blocks, and Seasonal. The 'Base' tab shows 'Base reservation defaults' with instructions to set standard open weekdays, default bookable windows, and fallback values. It includes a section for 'Open weekdays' with buttons for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. Below this is a 'Default bookable windows' section with two rows of input fields for 'Start', 'End', and 'Slot capacity'. The first row shows '11:30', '15:00', and '40' respectively, with a 'Remove' button. The second row shows '17:00', '22:30', and '50'. An 'Add window' button is located to the right of the input fields. The bottom of the sidebar indicates the user is 'Logged in as demo_merchant'.

8. Blocks: close a day, date range or selected hours

Use Blocks for temporary closure, private events, setup time or maintenance. Saved blocks affect both the merchant calendar and customer availability.

- 1 Full-day closure: select one date, or enter a start and end date for a closed range.
- 2 Partial closure: add start and end times, for example 17:00 to 19:30, while other hours remain bookable.
- 3 Choose Closed or Private event and enter a clear reason for staff reference.
- 4 After saving, confirm the rule in the table and verify the customer date or affected slots are disabled; edit or delete when needed.

Blocks have the highest priority. After removing a temporary block, verify that customer slots have returned.

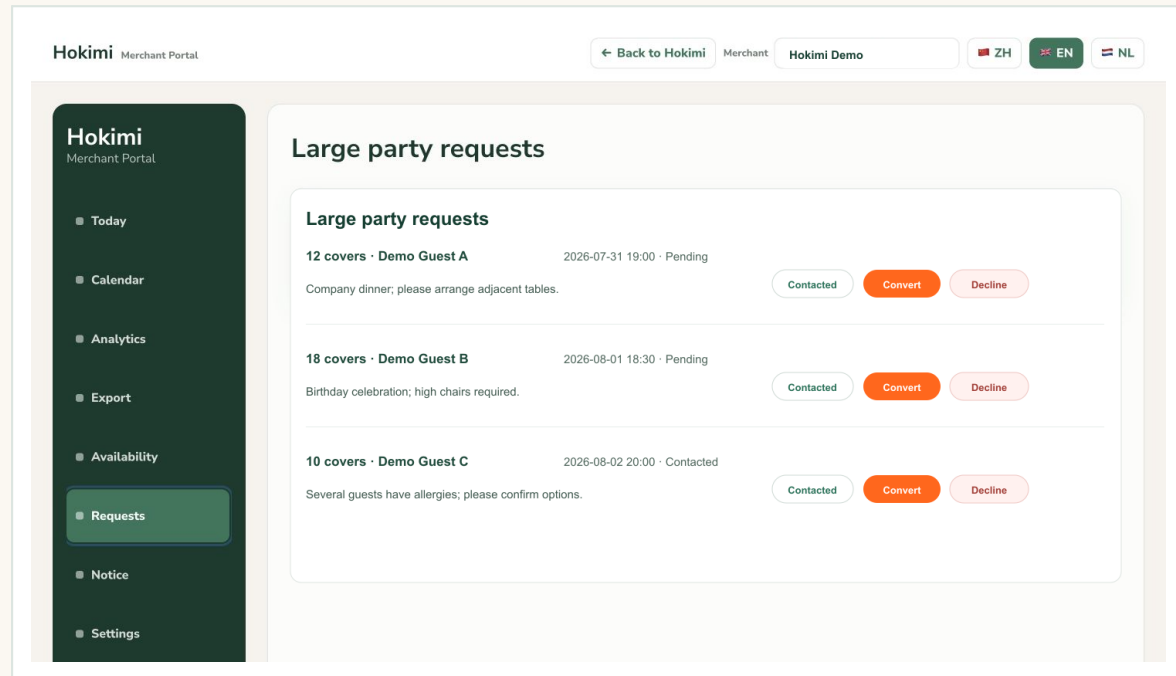
The screenshot shows the 'Hokimi Merchant Portal' interface. On the left is a dark sidebar with a menu containing: Today, Calendar, Analytics, Export, Availability (highlighted), Requests, Notice, and Settings. The main content area is titled 'Availability settings' and has four tabs: Base (Default settings), Weekly opening (Open days and slots), Blocks (Closed dates and events, which is the active tab), and Seasonal (Period overrides). Below the tabs, the 'Closed dates and private events' section is visible, with a subtitle: 'Block a day, time range, or reduce capacity for parties and unavailable periods.' The form contains the following fields: 'Start date' (15/08/2026), 'End date' (15/08/2026), 'Start' time (17:00), 'End' time (19:30), 'Type' (set to 'Private event'), 'Slot capacity' (0), and 'Daily capacity' (0). At the bottom left of the sidebar, it says 'Logged in as demo_merchant'.

9. Large parties and Pending requests

When a party exceeds the auto-confirm limit or slot capacity, the customer sends a request instead of receiving an immediate confirmation.

- 1 Requests show the date, time, party size, customer details and message.
- 2 Pending means merchant action is required; it is not a confirmed reservation.
- 3 After contact, mark contacted, convert to a reservation, or decline.
- 4 Status changes feed the notice and email workflows.

Check Pending requests before opening and during busy periods.

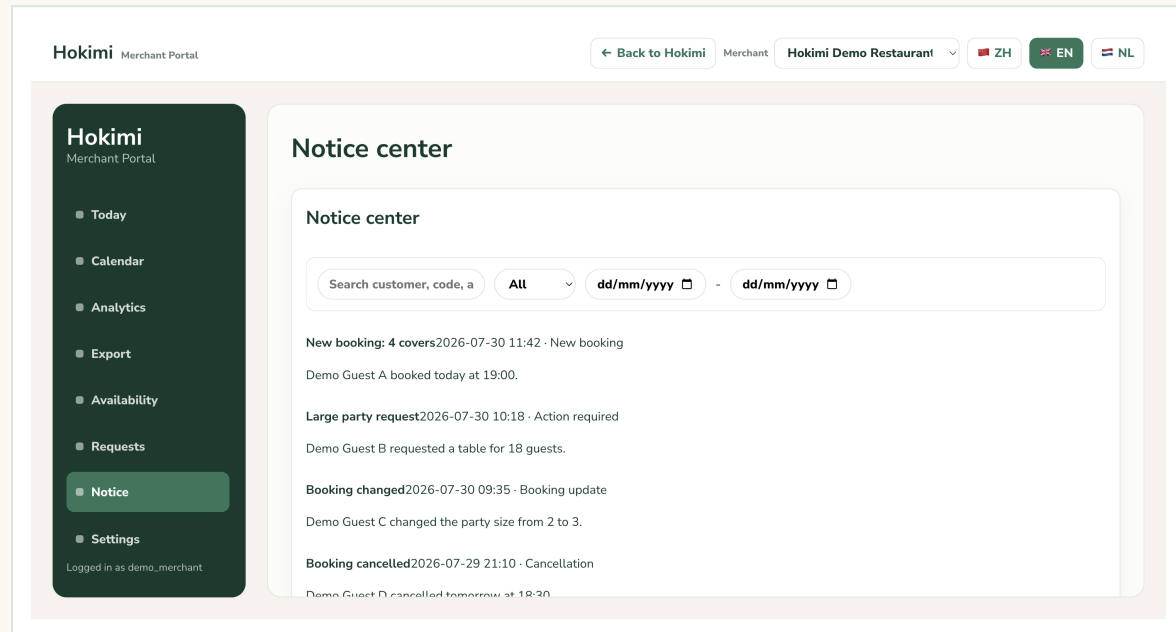


10. Notice centre

The Notice centre brings together new, pending, confirmed, changed and cancelled reservations, including large-party requests.

- 1 The unread count appears on the Notice button in the top bar.
- 2 Open the notice centre to review the event and related reservation.
- 3 Email and system notices can work together; WhatsApp is currently hidden.
- 4 Merchant notification language is independent from the customer's website language.

Use a business inbox that is checked every day for the required notification email.



11. Menu upload and merchant settings

Use Settings to maintain menus and reservation options. Saved content appears on the merchant detail page.

- 1 PDF, JPG, PNG and WebP are supported, up to 10 MB per file.
- 2 Store up to 12 menu files, edit titles, remove files and save again.
- 3 Configure auto-confirm, party limit, capacity, email and language.
- 4 Refresh after saving to confirm that files and settings persist.

Upload sharp, correctly oriented menus and remove expired pricing.

Hokimi Merchant Portal

← Back to Hokimi Merchant Hokimi Demo ZH EN NL

Reservation settings

Reservation Merchant profile & menu

Restaurant menu

Upload menu PDFs or images. Saved files appear on the public merchant page.

Upload files

	1.jpg	Custom menu name	Image	Remove
	2.jpg	Custom menu name	Image	Remove
	3.jpg	Custom menu name	Image	Remove
	4.jpg	Custom menu name	Image	Remove
	5.jpg	Custom menu name	Image	Remove

12. Daily operating checklist

A consistent routine reduces missed requests and incorrect confirmations.

1	Before opening: review Today, Pending requests and unread notices.
2	During service: process new and changed bookings; enter phone bookings immediately.
3	Emergency closure: create a Block and verify the date is disabled for customers.
4	Busy period: use Seasonal capacity and priority instead of changing every day.
5	After service: reconcile completed, cancelled and No-show records; export if needed.
6	Monthly: review notification email, business hours and menu.

If anything is unclear, record the merchant name, date and time, take a screenshot, and contact the Hokimi platform team for support.

13. Optional: add your Hokimi booking link to Google Maps and your website

This setup is not required to use the Hokimi reservation system. If useful, customers can open your dedicated Hokimi booking page directly from your Google Business Profile or business website. First ask the Hokimi platform team to confirm the correct location link and language version, for example [https://hokimi.com/en/local/\[merchant-id\]](https://hokimi.com/en/local/[merchant-id]).

- 1 Google Maps: sign in with an account that manages the business and confirm that its Google Business Profile is verified.
- 2 If Booking or Reservations is available, open Edit profile, add the Hokimi location link, set it as the preferred link when that option is shown, and save.
- 3 If no booking option is available, use Edit profile > Contact > Website only when Hokimi should be the primary website. To keep your existing website, add a prominent Book now button there and link it to Hokimi.
- 4 After saving, test on a phone and in a signed-out browser. Google decides whether booking fields are available and where the link appears based on business category and region.

Do not select an inaccurate business category to unlock a booking button. If an option is missing, the link looks incorrect or you are unsure which method to use, take a screenshot and contact the Hokimi platform team.

