



TripleseatDirect

[TripleseatDirect](#) is an advanced feature that enables your clients to book on-premise private events, delivery, and pick-up catering, or full-service catering events directly from your website. With TripleseatDirect, you now have the ability to eliminate much of the time-consuming communication with customers regarding availability, menu selections, and credit card authorizations. TripleseatDirect does it all for you automatically!

Things to consider before getting started

- Do you have an online payment integration set up with one of our online payment partners, [Clover Connect \(CardConnect\)](#) or [Stripe](#)? You must first have online payments enabled in Tripleseat to use TripleseatDirect.
- Which event styles would you like to offer for TripleseatDirect events? TripleseatDirect is a good fit for on-premise group dining, private events with a static minimum spend, full-service catering, pick-up catering, and drop-off catering.
- What days and times will you be allowing clients to book with TripleseatDirect? What will be your event minimum and maximum duration? And finally, how much lead time will your team need for each event type?
- Which billing details (taxes and fees) will be applied to which event styles?
- What menus will you be offering your clients who book via TripleseatDirect?

TripleseatDirect best practices

- 1** Configure TripleseatDirect preferences and set available location hours in Settings
 - ✓ **Pro Tip:** Lead time limits increments are measured in days! Enter the number of days notice required for TripleseatDirect events
- 2** Add any menu options to be available for TripleseatDirect
 - ✓ **Pro Tip:** If you are offering a menu that has your guest select options within the menu (such as choose two appetizers), you will want to create packages.
- 3** Create a TripleseatDirect form
 - ✓ **Pro Tip:** This setting is where you can adjust terms and conditions, minimum spend amounts, auto response emails, and more!
- 4** Update user role access to include menu selections access
 - ✓ **Pro Tip:** Repeat for any user role that needs to work on TripleseatDirect events!
- 5** Enable the TripleseatDirect menu selections tab in My Profile
 - ✓ **Pro Tip:** All users in your Tripleseat account will need to do this!
- 6** Go live with TripleseatDirect! Add the public form to your website, social media accounts, and company email signature, and use the link for email marketing campaigns
 - ✓ **Pro Tip:** You can add as many forms as you need; create separate forms for holiday campaigns, delivery, pickup orders, and more!