Today's release includes feature updates for several Reports, Rate Plans and Payments. All new features and feature updates are specified below. There will be an online demonstration of the new features on Friday, 31st August 11.30am. To join, please drop an Email to knowledge@hopsoftware before 10am on 31st August. Please don't hesitate to get in touch with support@hopsoftware.com should you have any questions.

This newsletter is complemented by a quick overview on the financial reports available in hop.

Feature: Metric Comparison Report	Area: Management Reports

The metric comparison report shows you a graph for occupancy, ARR and RevPar. You can select several metrics (or all of them), years to compare data to (if you have been using hop for more than a year) and get reports for all or some room groups. A trendline indicates development of the metrics displayed over time. You can also export data to a csv document (MS Excel). Hovering the cursor over the graph will give you more detailed information. In today's release we have improved the look and feel of the report and added decimals for all metrics in the csv download.

Feature: Postings Report	Area: Financial Reports

This is a report showing all postings for a selected date range and can be filtered by Article Group, Payment Method and Origin of any Charge (manually charged, room charge, e.g.). This is a useful tool for financial controlling and locating any errors in bookkeeping. You can download the data as a pdf or csv document. In today's release we have added a tick box (under "Origin of charge", top left) to show only negative postings (refunds, discounts, e.g.).

Feature: Occupancy Report	Area: Management Reports

This report shows you the occupancy of your property for a selected date range. You can gather information of your inventory, in house guests and financial data, as well as compare the actual occupancy to targets you may have set up (under Administration – Targets). In today's release we have included the target values in the pdf download.

Feature: Room Type Report   **Area: Management Reports**

The room type report shows you booked rooms, available rooms and revenue generated for a specific date range. Clicking on any of the headers (Room Type, Available Rooms, e.g.) will sort the data accordingly. You can download this report as a pdf. In today's release we have added the option to select individual or multiple room types to be displayed ("room types", top left).

Feature: Market Revenue Report   **Area: Marketing Reports**

This report shows you the market revenue for a specific date. The report breaks this down by Market (FIT, Individual, e.g.), room types and house accounts, as well as showing you a total for the selected day. In today's release we have added the information how many rooms of each room type have been sold per day, this information can also be downloaded as a pdf.

Feature: Void Report   **Area: Financial Reports**

Here all voids that have been made on the specified dates are listed. The information displayed contains the reservations details, as well as the user that processed the void and the reason for any void. In this release we have added the void reason to the pdf download.

Feature: Payments Report   **Area: Financial Reports**

This report shows you every payment that was processed via hop on the dates you specify. It displays the guest name, payment method, amount settled and payment description. You can download this report as a pdf, where you will see payments listed by payment type (Bank Transfer, Cash, e.g.) with according totals. In today's release we have added the reservation number to the report, you can now search by RES number and also get this information included in the pdf download.

Feature: In House Report   **Area: Front Desk Reports**

The In House Report provides detailed information on any stay overs at your property for a specific date. You can search for guests (by name or RES number) and apply a variety of filters, such as by rate plan, by services consumed, by room type and by reservation tags. You can also filter guests that are part of an event at your property and download the information to pdf. This report is a new addition to our range of reports and can be accessed under Front Desk Reports.

Feature: Automatic Charge Privilege   **Area: Administration**

You can allow guests to have charge privilege (charge from Bar or Restaurant to room) with a new tick box. Currently the default is that guests have no charge privilege, if the box is ticked, all current and new guests have charge privileges. You can amend this on the level of the reservation item via edit reservation item, charges.

Feature: Refund Offline Cards   Area: Payments

Prior to this release you were only able to refund credit card payments via hop. In today's release we have extended the refund option to offline cards. You can access this on the reservation level (RES) or the reservation item level (RESX). Click on "view transaction" and then "Add transaction", chose Refund as the transaction type and Offline Card as the Payment Method.

Feature: Refund Postings   Area: House Accounts

You can now post refunds in house accounts. To do so, go to House Accounts and click Manage. You can search by arrival date or enter the name or number of a specific house account you are looking for. At the house account, click the little arrow pointing down and, in the drop down select "view transactions." Click Add Transaction and chose Refund as Transaction Type and fill in the remaining fields to post a refund to a house account.

Feature: Articles in rate plans   Area: Rates

There is now a new tab at the rate plan level under Rate Plans (click on Rates, Rate Plans and select one of your rate plans). Below the Rates tab, you will see "Articles". This allows you to add articles to any existing or new rates and set the article price, should you want to override the price set in the article. This way, you can avoid having to create several different articles with different prices (for a Dinner Bed and Breakfast rate, e.g.), but can for example just select food revenue and add an amount as part of the rate plan.

Feature: Rate Plan Restrictions across multiple rate plan buckets   Area: Rates

Under Rates and Restrictions, you can apply restrictions to any of your rate plans (min length of stay, max length of stay, e.g.). In today's release we have extended the option to select multiple rate plan buckets at once, instead of creating the same restriction for those individually.

Feature: Direct Booking Incentives   Area: Booking Engine

You can now set up direct booking incentives that are displayed on the booking engine. This could be "Free Parking", "Free WiFi", "Bottle of Prosecco" or anything else you want to incentivise a direct booking with. To set this up, go to Administration and click "Booking Incentive" at the bottom of the sub-navigation. Click the Add button top right of the page and write a short text, you can also add an image. The test and the image will be displayed on your booking engine (when a guest clicks the "book" button on your website.

Feature: Turn Away Tracking   **Area: Sales View**

If the sales view is opened and the calendar is searched for a specific date, the respective data gets loaded so your reservation staff can see the available rates and room types for that day. If the users then leaves this page without creating a reservation, a pop-up window shows up, asking for a reason (no availability, price, etc). This will allow you to gather information on why bookings were not made at this stage.

Feature: Extended Balance Information   **Area: Reservations**

On the Manage Reservations Screen, under Reservations, you can now see the room Balance and the Reservation Balance. You have to ungroup the view (click on "group by reservation" to see all the reservation items (RESX numbers) listed.

Feature: Balance Pre-Filled   **Area: Payments**

When you add a new transaction to a reservation and there is an outstanding balance, the field "amount" is now pre-populated with this exact amount if you add a new payment. You can edit the amount to a different value by clicking in that field and overriding the pre-filled amount.

Feature: Date Display   **Area: Dashboard**

Last not least we have added a "current date" field onto your dashboard – when logging into hop you will see this in the top right corner of your dashboard.