



Feature Update – 11/09/2018

Today's release includes updates for the Arrivals- and the Snapshot report. We have added the functionality to display notes on the sales view and applied an update to how derived rates are calculated. As of now, notes can be added under "Housekeeping – room status". Furthermore, the booking engine can now include fonts and colours corresponding to your corporate branding.

There will be an online demonstration of the new features on Friday, 14th September at 11.30am. To join, please drop an Email to knowledge@hopsoftware.com by 6pm on Thursday, 13th September.

Please don't hesitate to get in touch via support@hopsoftware.com for any questions.

Feature: Arrivals Report

Area: Front Desk Reports

We have updated the Arrivals Report, you can now choose a date range (instead of a single day) to display arrivals at your property. The screen gives you detailed information on arrivals, including rate plan, room type, number of nights and the reservation balance. You can download the arrivals report as a pdf document and you can also download registration cards for all arrivals here.

Feature: Snapshot Report

Area: Management Reports

The Snapshot Report, located under Management Reports, has been upgraded for enhanced usability. You can now select months you wish to compare, as well as get annual comparisons for figures such as REV, ARR and RevPar. If you have set targets (under Administration – Targets) those will also be displayed in the respective tables. The report can be downloaded to pdf or csv files for further processing.

Feature: Notes on Sales View

Area: Reservations / Sales View

The Sales View can now display additional information on any room types and rate plans. To make use of this feature, you need to add respective notes: under "Rooms / Room Types" click on a room type and fill in the "notes for sales view" field. Click save to make what you've written available instantly. To add rate plan notes, go to "Rates / Rate Plans" and click on a rate plan, any information you type in the "details" field will become available on the Sales View. To display the notes, simply to go "Reservations / Sales View" and hover your cursor over any room type or rate plan (left of said tables).

Feature: Derived Rates**Area: Rate Plans**

Deriving rate plans allows you to quickly set up new rate plans from existing ones and change the pricing by applying a value- or percent change. Prior to this release, a change in percent only applied to the base rate of the original plan which was selected for deriving the new rate. Now, when you derive a rate plan and use the “change by %” feature, the percent change will apply to the full price.

Feature: Individual Branding**Area: Booking Engine**

If you need to change the appearance of your booking engine (the website customers go to when clicking the “book a room” button on your website, you can now upload custom stylesheets. To do so, go to “Administration” and click “Property” – scroll to the very bottom of the page, this is where you can upload a css (custom style sheet) to change the font and colours of your booking engine. If you need assistance with creating a css in line with your corporate identity, please inform your website maintenance team or your marketing agency, support@hopsoftware.com can provide further information on the necessary format and parameters.

Feature: Housekeeping Notes**Area: Housekeeping / Room Status**

The Housekeeping Section in hop has been updated in the current release. “Building”, “Floor” and “Section” are now optional columns in the table and a “notes” field has been added. The “Notes” field contains a drop down for room configurations (Twin/Double, e.g.) and a free text field for additional information (“rose petals on the bed”, e.g.). The notes are also included in the pdf download. Once the night audit has run, the notes of the previous day are deleted and the room statuses revert back to “vacant dirty”, if a guest has checked out.