hop

Feature Update – 25/09/2018

Today's release includes updates for several reports, the self-check-in feature and other additions to your system, as described below. It also coincides with the **launch of the new** [help suite](), giving you instant access to our knowledge base and defining the new way for customer help and support. You will have received an additional document, introducing you to this new area of hop. **Please note that, going forward, support@hopsoftware.com is no longer active, instead, help.hopsoftware.com will be your main access point to help and support with hop.**

Feature: Help Suite	Area: Support and help

New functionalities have been added to the header of your pms. When you log into hop, you will notice that the "help?" button has been replaced by an "Info" button – the info previously available via help is still all within hop (including tutorial videos) and can be accessed by clicking the "Info" button, it will display the same contextual help as before. "Help Desk", right next to it, will take you to your help suite. Please read the dedicated pdf, sent along this newsletter for more on this.

Feature: Paperless check-in	Area: Reservations

If you want to move from using registration cards printed on paper to using a paperless system, hop now has this functionality built in. Instead of using printed registration cards, you can hand any touchscreen device, like a tablet, to the guest and allow them to check themselves in. They do so by accepting your Terms and Conditions and signing the screen, once completed, hop will update the status of the reservation to "checked in".

To make this option available, you need to set up a few things first: Under "Administration", "Property" there are two new fields next to your property logo and property image: "Self Check-in Image" and "Property Terms & Conditions". Please upload an image of what you would like to show on screen when you hand the guest the tablet. Please upload your Terms and Conditions (as a pdf file), save. Next, go to "Administration" and then "Option Sets" and select "GuestDevice" from the top right dropdown menu. Click "Add" and provide a name for the device, click save. Last, go to "Users" and "Create new user". The user profile you create will be used to log into the guest facing tablet. Provide a username and password and set the "Role" to Hop Cast User, save. If you now log in on the tablet, you'll see the image you uploaded earlier and are ready to use the self-check in.

For a guest to use "self check in", please click on the little arrow pointing down next to the RESX number under "Manage Reservations". A pop-up screen opens, select the device you want the guest to use and click "Cast to Device".

Feature: Accounts Management Area: Accounting Manager

We have reorganised all aspects of accountancy relevant input fields and created the "Accounting Manager", situated below "Administration", on the left-hand side navigation. Any information that you have previously entered in various fields under "Administration – Property", like your company invoice details and your accounting software codes (for Sage, QuickBooks, e.g.), has been taken over to the new area. Going forward, you can make any changes in one place. We have also added the option to create your own, custom account export settings, allowing you to define any headers that will then be incorporated in your csv download files.

Feature: Rate Plan Restrictions Area: Rate Plans

If you want to limit the availability of a rate plan for your guests, you can now set a cut-off date via rate plan restrictions. For example, if you offer a flexi rate with no pre-payment, and you want to limit its availability to "7 days before arrival", you can enter the cut off as "7" in the respective rate plan. This is available under the "Restrictions" tab, below "Details" and "Rates" on any rate plan.

Feature: Bulk update room reservations Area: Manage Reservations

If a Reservation (RES number) contains serval room reservations (RESX number) you can now update all the containing room reservations in one go. Simply open and edit the RES item, between the "Details" and the "History" tabs, there's a new tab, "+Bulk Update Reservation Items", and change the arrival date, departure date and/or rate plan, and all the associated RESX items will be updated.

Feature: Multiple SMTP Servers Area: Administration

SMTP Servers are used for sending your Emails to guests. If you would like multiple SMTP Servers, to send Emails from different Addresses, you can use the new SMTP Server settings. To access this feature, please go to Administration and then click on "Smtp Servers", the second sub navigation item from the top. After configuring the server settings and filling in the "From Email" and "From Name" fields, click save and you can use this for your confirmation Email (Confirmation Config, under Administration), as well as for your Prestay- and Poststay-Emails and for Event Confirmations.

Feature: Room Types Report Area: Management Reports

The room types report, under "Management Report" has been updated in today's release. Date and time displays are now consistent and the "room type ID" is no longer displayed. You can search by time brackets and will get an instant overview on any available rooms, booked rooms and revenue generated. This report can also be downloaded as a pdf and csv document.

Feature: Occupancy Report Area: Management Reports

The occupancy report, under management reports, no includes the room revenue, it can also be filtered by room groups. The report provides a comprehensive overview of your inventory, your in-house guests, the occupancy for the selected date range and includes any targets you have set up. The report can also be downloaded as a pdf.

Feature: Arrivals Report Area: Front Desk Reports

We have updated the Arrivals Report, it now is set to the current date per default when you access it. You can choose a date range 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.

Feature: Signature Capture Area: Transaction Screen / Clover

When a guest signs off a bill on your EPOS, this is now displayed in hop, if the transaction is passed on to the system (*this is live for clients using "Clover" as their EPOS system).* On the transactions screen (accessible via "view transaction" from RES and RESX in manage reservations) there is an additional column "signature", if a signature is available, a pencil icon gets displayed.