hop

Today's release includes an update on your booking engine and on the self-check in functionality and there is a new way to detect unallocated reservations. Furthermore, we have added an online chat to our help suite to make it even easier to get in touch with our support team. We're always aiming to tailor hop to your specific needs and to give you the best usability and the quickest route to help and support should you need it.

Feature: Live Chat	Area: Support and help

To further add to the ways you can get in touch with Hop Support we have now added a chat to our help suite. When logged in with https://pms.hopsoftware.com, just click on the "Help Desk" link on top of the screen to go to your help suite. You'll see a yellow speech bubble on the bottom right of this screen, click on it to open the chat and type your query, a member of our support team will respond and help you with any queries regarding hop.

Feature: Car Registration Field added	Area: Self Check In

The functionality of our newly added "Self-Check In" feature was described in detail in the previous newsletter/announcement. In this release, we've added the field "Car Registration" to the self-check in screen. Entering this information is optional and will update the CRM data set for the guest.

Feature: Number of Adults/Children added	Area: Booking Engine

As of this release, the number of adults/children can be entered when searching for a room type/rate plan on the booking engine. When guests book a room via your website, they can now check the availability and the price of their booking at the first stage of making a booking with you. The fields have been added below the date fields. You can access your booking engine directly via rate plans: When logged in with hop, click on Rates, Rate Plans, click on any of your rate plans to open it, scroll to the bottom of the page and click the "direct booking link".

Feature: Show unallocated Reservations	Area: Room Schedule

We have added another tick box "Show Unallocated" on the "Room Schedule" page, under Reservations. If you have "auto room allocation" enabled (under Administration, Property) and have assigned and locked a room (so it cannot be assigned to a different reservation), the system will now display any reservations that need a room allocated if you check this box. If you click on "Show options" on the bottom of the "Room Schedule" page and then select "edit", you can drag and drop the unallocated reservation to an available room.