hop

Feature Update – 23/10/2018

This release includes updates for several reports, an addition to the transactions screen, the option to download all articles into a csv file and the introduction of the upsell pop up. Furthermore, the room configuration (Double/Twin, e.g.) can now be referred to at the time of booking. Finally, you will notice that the menu on the left side of the screen as been overhauled and is now presented in a more user-friendly, neat and tidy layout.

For any questions or issues you may have, we'd ask you to please report them directly via our help suite (just click the "help suite" link on top of the screen, once you're logged into your property). Creating a ticket in the help suite instead of writing an Email to individual members of staff guarantees that your request is picked up by a team member as soon as possible and makes sure you get a response right away.

Feature: New Layout — Area: Menu

We have overhauled the menu on the left side of the screen. Once you're logged into the PMS, you'll notice the new layout. If you click on one of the menu items, like "Rooms", or "Rates" the respective sub navigation will show. Click the name of the top level navigation above the sub items to get back to the main navigation. We have also added a search function – it is situated at the bottom of the navigation – just type what you're looking for (reservation e.g.) and s area or areas which contain your search term will show up.

Feature: Room Configuration — Area: Reservations

When making a new reservation, you can now add the room configuration for each individual booking. To do so, enter the booking details and proceed to the "Rooms" tab. Here, you can assign a room straight away (or do so at a later stage), to the right of the room allocation you'll see "Room Configuration" – simply chose the respective configuration from the drop down and go to the next step. The configuration is now saved for this booking. To apply this to an existing reservation, go to Reservations and then Manage Reservation. Click the "Group By Reservation" button under the search bar on top of the screen to get the RESX items displayed. Now, simply click "edit reservation" (be pressing the little arrow pointing down next to the RESX number and selecting "edit" from the dropdown) and on the details screen select your desired room configuration for the booking. This will then also be displayed under Housekeeping – Room Status. Click on "Notes" next to the room you'd like to view or edit – on this screen you can see (and change) the room configuration.

Feature: Upsell Pop Up	Area: Booking Engine

When a guest is booking a room via your website, they can now be offered an upgrade right away. To make use of this feature, you will need to set up two areas in hop: **First**, go to Administration and then Property. Go to the bottom of the screen – you'll see a new field in the "Booking Engine" section and a tick box above. Please provide a message, enticing your prospective guest to upgrade to a more expensive room ("For just a few more pounds, you could upgrade to a different room!" e.g.). Then, tick the "Enable Toom Type Up-Sell" box and click the Update Settings button. **Second**, go to Rooms, Room Types. Click on any room type (apart from your most expensive one) and scroll to the bottom of the screen. You will a new "Upgrades" section. To use this, simply drag and drop any more expensive room type from left to right and provide a short description for the room type, persuading the guest to choose this one instead. Once you're done, save and repeat with any other room type that you want to offer an upgrade on.

To see the feature on the booking engine, you can either click the "book" button on your website, or click the direct booking link at the bottom of the page with each of your rate plans (go to Rates, Rate Plans and click on any of them to obtain this link).

Once a guest clicks the "add to reservation" button for any room type that you've provided with upgrade options, a pop up will appear, with your message (**First**) on top and all upgrade options (as defined in Second) below. The prices for the respective upgrades are calculated from your rate plan structure. Below the upgrade options, guests will have the "Don't Upgrade" option as well, if they want to stick to their original choice of room type.

Feature: Article Sales Type Extension	Area: Accounting Manager

Clients who have their EPOS connected to hop could, until now, map three types or articles to hop – Wet (reflecting drinks), Dry (reflecting food) and Misc (for everything else). We have created the option to extend this to any number of article types required. Please note that, in order to use this feature, there will most likely be a necessary development effort on the side of your till provider. For more information and to initiate the process, please get in touch with us via the help suite.

Feature: Export Article Information	Area: Administration

If you need to export your article information, including all the information provided within the articles you can now do this on the click of a button: Just go to "Administration" and them "Articles" – on the top right of the screen you'll see an "Export CSV" button. Click it once and an excel document, consisting of all your article details will download to your local computer. You can use this option for an instant overview of your revenue codes, article pricing and any other information provided at the article level.

Feature: Notes Report Area: Arrival Report

A new export option has been added to the system, allowing you to export any notes made on reservations. Please click on Reports, then Front Desk and them Arrivals. Set your desired date range and then click the little arrow pointing down in the “Download” Button. You now have three options – Download Arrivals PDF and Download Registration Cards, as before, and Download Notes Only. The latter will produce a document containing only the booker Name, the room number (if a room is already allocated) and the notes made on the Reservation. Apart from at reservation level, the notes are also available under Housekeeping – Room status.

Feature: Turn away report Area: Report

We’ve recently added “turn away tracking” to the sales view. If the sales view is opened and then left without a booking being made, a pop up appears, asking for the reason for leaving this page (you can add reasons under Administration – Option Sets – Leave Form Reason). As of this release, you can get a report on the reasons selected for not making a booking at this stage: Click on Reports, Front Desk and then Turn Aways, on the bottom of the list. You can chose a date range and will see the reason provided by the respective member of staff.

Feature: External Payment Area: Transactions

We have added another payment method to the transactions screen. To access the transactions screen, click on the little arrow pointing down next to a RES or RESX number in manage reservations, then select “view transactions” from the dropdown. The new payment method is “External Payments”. It can be used to log payments made at facilities like a Spa. Like any payments within hop, the payment can be moved between RES and RESX items as well as to house accounts.