



Feature Update – 06/11/2018

This release includes the option to store Credit Cards without taking payment, a feature update to hide rates from any customer facing documents, an update to the CRM and further additions and improvements to current features.

Feature: Store Credit Cards

Area: Transaction Screen

In some instances, you may need to log a guest's Credit Card details (to secure a booking, e.g.) without taking payment straight away. In this release we've added this functionality to the transactions screen. On the reservation, click on "View Transactions" and "Add Transaction". Choose "Payment" as your Transaction Type and "Credit Card" as the Payment Method. Fill in all respective fields – to log the card without taking payment, just enter "0" as the amount. This will store the card details and enable you to take payment at a later stage.

Feature: Hide Rates

Area: Reservations

In some instances (group bookings, e.g.) you might want to choose not to show rates to individual guests. In this release we've included an option to hide rates on any customer facing documents (invoice, registration card, booking confirmation, e.g.).

When creating a reservation, you will first fill in the "Details" screen, then move on to the "Rooms" screen, before moving on to the "Charges" screen. On the "Charges" screen you'll see a new tick box, top left, that says "Hide reservation rates?" – click inside the box and tick it to hide the rates on all customer facing documents.

Feature: Linked Transactions

Area: House Account Transactions

Transactions within House Accounts now have the (non-mandatory) option to link to individuals. On the transaction screen you can now add payments/charges and select/add individuals that will then be displayed as "related to" the respective payment. The "related to" information will be included in the invoice, if "Print Invoice including additional information" is selected. If you wanted to print an invoice for a given customer, you can search for them and use the check box (to the right of the individual transactions) to select the transactions you want to include and then click 'Print Selected Items including Additional Information'.

Feature: Company Details**Area: Invoices**

The first sub-navigation item in the “Accounting Manager” is “Company Invoice Details”. As per this release, the information you enter here, including the Company number, is pulled through and displayed in the footer of any invoice and pro forma invoice you export/print. You can also include a generic Message to show on your invoices – please fill in the field on the bottom of the Company Invoice Details Screen.

Feature: Enquiry Form**Area: CRM**

We have included a form to keep track of any enquiries regarding events and bookings in this release. Before you can use the form, please go to Administration, Option Sets and add option values for Enquiry Type (Group, Corporate, e.g.) and Enquiry Status (new, in progress, positive, no longer interested, e.g.). Next, click on CRM and then Enquiry to open the dashboard. To add a new enquiry, simply click the “+Add” button on the top right of the screen. Fill in the respective fields and assign to a user – this user will get the task displayed under “Tasks / Manage”. Use this function to log and review any enquiries you receive.

Feature: Mobile Interface**Area: Housekeeping**

Many of our clients’ housekeeping staff use hop on mobile devices, such as phones or tablets. In this release we’ve overhauled and improved the mobile interface of hop. Depending on the screen size of the device, hop will display all relevant options and functionalities, with additional information to be added via the menu buttons.

Feature: Self Check in update**Area: Reservations**

We have updated the “Self-Check In” functionality for this release. Previously information such as the car registration number did not update the reservation information. The information provided by the guest upon self-check in now updates the CRM entry of the guest AND the RESX item in hop.