A very Happy New Year and a warm welcome to all new members of the hop family!

Our first release of 2019 includes updates on the functional range of Emails sent via hop, the Events Management module, the booking engine and several reports.

Please share below with any relevant staff and don't hesitate to contact us via help desk should you have any queries or requests.

We appreciate your continuous feedback and are looking forward to providing you with the best hospitality operating system on the market to manage and expand your business, best wishes for a prosperous year 2019 from all at hop!

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Multiple confirmation Emails

Several new members of the hop family have requested the option to have several confirmation letters (for individual and corporate bookings, e.g.) available within hop. We have included this feature in the current release and are making it available to every hop user, as is the case with any upgrades that are not property specific. At the final stage of creating a new reservation in hop, on the summary screen, you can now select which Email confirmation you would like to

send to the guest, before confirming the reservation. In order to do so, you will first need to set up your Email templates:

Email Templates

If you click on Administration – Email templates, you will see that your current confirmation email is logged here as template type "Reservation Confirmation". If you click on it, you can edit your current email template, you will notice that it is set as the current default. You can now set up additional Confirmation Emails, as well as Pre- and Post-Stay Emails.

To do so, click on "Add" when you are under Administration – Email templates. Type in a name for your new template and select the type from the drop down below.

Next, write the subject line for your new Email template. Below the subject field is a text editor for you to compose your email. The editor has been overhauled and extended, you can now easily add additional custom fields (such as "Booker Name", e.g.) and add images. You can use the button below the text editor to get an instant preview of your new template. Click save to make the template available on your system with immediate effect.

Pre Stay and Post Stay Emails

In the course of overhauling the Email functionality, we have also redeveloped the pre- and post stay Emails. Click on "Email content" and then "Add". You can leave the "From Email" blank, unless you are using your own SMTP server, in this case you can select a value from the drop down. Per default, the Email address that you have entered under Administration – Property will be used as the "from" sender.

Next, select Pre- or Post-Stay as your Email type and chose a template from the drop down (you will need to set up those templates under "Email Templates" first). Enter a time in days (before arrival/departure) and click save.

As previously, any Email confirmations, pre- and post-stay Emails will also be logged in the CRM, click on Individuals or Corporate, select an entry and go to the "correspondence" tab.

Charge per person (Events)

We have had the request from several members of the hop family to alter the way charges on events are handled. You can now have articles charged on a per guest (per adult/child/infant) basis or chose to select a previously selected package. To do so, select "set manual rates" on the details screen when editing an existing event or setting up a new one. On the "Rates" tab, click on "Add Charge" and select an article and tick the "charge per guest" tick box. Then, enter the amount for the article (dinner, e.g.) per adult, per child and per infant – you'll see the total amount

displayed in the "total amount" field straight away and can enter any additional info in the free text field at the bottom of the article charge. Click on "add charge" again to include another article. Don't forget to click save on the event before leaving the page.

The pro forma invoice then will include a breakdown (20 adults x £20, 10 children x £15, e.g.) for any article, the final invoice will state the totals per category (food, accommodation, e.g.).

Per person charges on Invoice

Further to the request for auto calculation of article cost x number of people could this also be shown broken down on the invoice ie Wedding meal - 100 guest x £47.40 - £474.40

Events – print function sheets

We have added an area to the Events Management Module: You can now set up your own function sheets, customise and print those off for individual events, or print function sheets for all events in your system in order to share the essential information of an event with your staff, guests, or third parties.

Under "Events" click on "Function Sheets", click "Add" and create a new function sheet. After saving it, it will immediately be available at the "Manage Events" Screen. In addition to the previous "print event summary" option, you can now select the function sheet you would like to use for printing off the event.

Time limit for same day bookings

If you would like to stop guests making same day bookings via your website (hop booking engine) for a certain period of time, e.g. after 6pm), you can now do this via the PMS. To do so, please click on Administration – Booking engine and then scroll down to "Same Day Booking Time Restrictions". The message you type in here will be shown to guests who attempt to make an online booking after the time you specify in the time field – this will revert back after midnight.

Add Credit Card logos (booking engine)

You can now select which Credit Card logos should be displayed on your booking engine website. To do so, please go to Administration – Booking Engine. On this page, scroll to the section "Credit Card Logos" at the bottom of the page. Select "Mastercard, Maestro, Visa, American Express, JCB" from the drop down and click "update", this will display the selected credit card logos on your booking engine instantly.

Extended Company Details (booking engine)

Some third parties (payment gateway providers, e.g.) require you to display your full registered company address on the booking engine. We have now added the option for you to display this information. To do so, please click on Administration – Booking Engine and scroll down to "Company Details". If you enter your registered company address and click on "Update", this will instantly be displayed on the booking engine, below the Terms and Conditions.

Merge Corporate Profiles

To tidy up any duplicate entries you may have, you can now also merge corporate profiles in your CRM (previously this option was only available to individual profiles). To do so, please go to CRM / Corporate. Next to the company name, to the right, there's a little arrow pointing down. Click this to open a drop down menu and select "merge profile". A pop up window with a search bar will appear – enter the name of the company you want to merge with this entry, tick the respective box and click "merge".

Name conventions

In this release we have extended the allowed characters in a the "Guest Name" field types. Previous issues with double-barrel names and special characters (as in "O'Hara", e.g.) are fixed and you will be able to enter, save and process as usual.

Metric Comparison Report

This report, under Reports – Management has been updated in the current release. You can now compare three years of data, there are bar charts added to the display and the trendline visibility has been improved. RevPar, ARR and Occupancy data is pulled into this report, you can filter it by room groups and days of the week.

CRM Reports

The filters you can search by have been extended. We have added a "Countries" drop down and allowed for the "free text search" (top left of the page) to search for postcodes. These new features are available for both the "Individuals" and the "Corporate" report, located under Reports/CRM.