Feature Update – 22 January 2019

This release includes the addition of a feature that allows you take payments automatically, either at the time of booking, or as partial payments several days prior to the arrival of the guest. There are several updates to the booking engine and the Events module, new reports were added and existing ones extended.

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

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Automatic Payments

To set the feature up, log into HOP and click on Administration – Automatic Payments. Click the "Add" button on the top right of the screen. Type a name (for example "50% prepayment" or "full payment"), tick the "active" box and then save. After saving, you're taken back to the previous screen. You'll see the Name you typed in and several icons on the right of it, one in the "active" column, next to it a red bin icon (delete) and on the very right a "configure" icon. Please click this wheel icon to configure. On the next screen, please click "+Add Configuration". You can choose the Automatic Payment Type as" Days Before Arrival" or "Time of booking". If you choose the former, enter a number of "days before arrival" next, if you selected "time of booking" the "days" field will disappear. The third field "Percentage to Charge" refers to the amount you want to take – for full payment, key in 100% for full payment, or a lesser amount for a partial payment. If you enter a partial value to be taken x days before arrival, for example "5 days before arrival – 50%" you can add another configuration, for example "2 days before arrival 50%", in line with your payment policy.

Next, click on Administration – Policies. Create a new policy with the "Add" button, or click on any existing policy to edit it. Below the policy description field, you now have an "Automated Payment Policy" drop down. Select the right payment policy and click save. Every rate plan that has this policy attached will now take automatic payments for any rooms booked with this policy. Please go to Rates – Rate Plans and check that you have assigned the correct policies to your rate plans. If everything is as should be, click on Administration – Property. On top of the page, under "Payment Settings" tick the box "Automatic Payment Service Active" to activate the feature.

Please be aware that existing bookings will be affected – for example, if a guest has booked a rooms via the website and has done so with a rate plan that has a policy which now says "take x% payment on y days before arrival, the system will charge the Credit Card accordingly.

Payment Card Logos on Booking Engine

You can now determine which Card Logos (for example Visa, Mastercard) you want to display on your booking engine. Please go to Administration – Booking Engine. Under "Credit Card Logos" please select the ones you want to show from the drop down, click "update details" to instantly make this available on your booking website.

Market and Source for direct bookings

Click on Administration – Booking Engine and scroll down to the bottom of the page. Under "Default Markets/Sources" you can now define what market/source a booking will show when it is made on your booking website. Don't forget to click "update details" before you leave this page. If you require more options in the drop down, please go to Administration – Option sets and add the respective values.

Fax field removed

If you don't provide a fax number under Administration – Property – Property Details, the field "Fax" will no longer be displayed on the booking engine.

Availability via Booking Engine

We have updated the logic of the booking engine. When a guest searching for availability, the system no longer takes rooms as a reference, but will instead check the overall availability of your property and display rooms accordingly. For example, if you search for accommodation for 10 adults via the website, the system will display results that can accommodate 10 adults, rather than looking for a room that fits the search.

Notes and Room Configuration for Housekeeping

Going forward, any notes that you make on a reservation (RESX level) will be passed on and are visible under Housekeeping – Room Status (on the arrival day of the guest), the same goes for the room configuration (for example "double", "twin"). The information is available if you click on "notes" in

Housekeeping – Room Status and is also included in the pdf download. Please note that this will only work if the RESX has a room assigned.

Print Invoice including additional Info

We have added a new option to the transactions screen: Next to the "Print Invoice" button, in the drop down (click the little arrow pointing down to open it), there is a new option "Print invoice with additional details" – previously, this was only available on House Accounts, as of now you also have this option on the transaction screen of room reservations. The "additional details" refers to any information you may have typed when logging a transaction in the "additional info" field on the bottom of the transaction screen.

Custom Fields on Email Confirmations

We have added a number of custom fields (among them "booker first name") to the Email Confirmation editor. To edit your Email confirmation, please click on Administration – Email Templates and select the template you want to edit by clicking on the name. "Booker First Name" has been added to the "Custom Field" drop down, just above the text editor.

Report by Reservation Creation Date

This release includes a new report – you will find it under Reports – Front Desk – Reservations. You can select a time range (from – to) or search for specific reservations. The report will show you when reservations were created – you can click on any headers (channel, created on, created by) to filter your results and download the data as a pdf and csv file.

Edit Service Status on Room Schedule

If you have set up a service status for a room, this shows under Reservations – Room Schedule. As of this release, you can also edit a service status on the room schedule: Simply double click the service status to open it, then you can edit any aspects, like duration and status, don't forget to save to apply any changes instantly.

Rate Plan Report alteration

We've updated what is shown on the Rate Plan report following the request of a member of the HOP family. Please click on Reports – Management – Rate Plans. We have added a tick box on top of the calendar view "Show revenue including VAT" – this is set as the default, if you untick the box, the values will get displayed without VAT added on.

CRM corporates dashboard

We have updated the dashboard of CRM – Corporates, this now also shows the Accounts Receivable number (if entered in the profile). This header, as all other headers, can be clicked to sort the results accordingly.

Function Sheet update

We have fixed some minor issues with Event Function sheets and have included further custom fields you can use in your custom function sheets (for example “event description”). Regarding how to set up and use function sheets for events, please refer to the previous release notes.

Calendars updated

Instead of showing “Sunday to Saturday”, we’ve changed the calendar widgets across the system, a week now starts with Monday and finishes on Sunday.