



This release includes several updates to Reports, Group Reservations and managing reservations, as well as changes to the Events module and the Booking Engine.

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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## Reservations

### Rate Management

Prior to this release, rates on reservations that you have manually amended have reverted back to the rate plan value as soon as the stay dates were extended. This is no longer the case: Once you manually amend a rate of a reservation, the system will not override it for those dates, even IF the reservation gets extended.

## Manage Reservations – Departure Date

When creating a new reservations, you'll notice that we've added the "Departure Date" onto this screen, changing the amount of days for the stay will update this, vice versa changing the departure date will change the number of nights immediately.

## Reservations related to Events

We have added a filter on the "Manage Reservations" screen – to the right of the "group by reservation" button you'll notice a new "Linked to events" button – activating it will filter and display any reservations that are related to Events at your property.

## Group Reservations

On request of some members of the HOP family, we have altered the way Group Reservations can be entered and edited in the system. When you create a new Group Reservation, you can now specify the Group Reservation Type, which can be either "Tour Group or Corporate" or "Individual". Choosing the later will allow you to individually confirm or cancel rooms (RESX) for the group reservation. To do so, simply to go "Reservations – Manage Reservations" and find your provisional reservations. You can confirm those and send confirmations individually via the "custom Email" in the drop-down menu (you will first need to set up this email under "Administration – Email Templates". The remaining features for Group Reservations remain as they were.

We have also added new filters to the Group Reservation screen. On Reservations, Group Reservations, you can now search group bookings by arrival or departure date across a date range, for example "all group bookings arriving between 10<sup>th</sup> and 20<sup>th</sup> March".

## Room Setup

### Room Features

We have created an additional way to provide detailed room information. To make use of this, you will first need to go to Administration, Option Sets. Select "Room Feature" and add any values you might need (such as "disabled access", "walk in shower", etc.). Then click on Rooms, Room Setup. Click on a room and chose the features from the drop down. Now, if you go to "Reservations, Room Schedule" and hover your mouse/cursor over a room, it will show you those features in a pop-up window. This is to give staff quicker access to room features on this page.

### Key Code

On the same page, Room Setup, you'll notice another new field, "Default Key Code". This is for properties that operate with a system that requires guests to enter a key (letters and/or numbers) to access rooms. The field is used to set a "default" code, which can be sent out via a custom Email. HOP Family members who use this feature will also need to set up a new Email. Please go to "Administration – Email Templates", click "Add" and select "Manually Triggered" as the template type. Enter the custom field "Default Key Code" – this will pull the information from the room setup. To send the key code to a guest, go to the reservation at RESX level. Click the drop down next to the RESX number and select "send custom Email". Then, select the Email Template you have set up, click send. The guest will receive the Email with the Key code for the room assigned to their RESX. If you have "allocate rooms automatically" switched on in please make sure you lock the room to the reservation so it does not get reallocated.

## Events

### Assigning Function sheets

You can now attribute a function sheet to an event on the details tab. When creating a new event or editing an existing one, simply select a function sheet from the drop down (top of the page, right under "Event Type" to associate the event with the corresponding function sheet.

### Download Function sheets as MS Word files

You can now also download your function sheets as MS Word documents. On the "Manage Events" screen, on the right-hand side, you can still select to print the summary or print an event function sheet. In the same drop-down menu there is now an option to download any function sheets as a word doc.

### Custom fields

We have extended the available custom fields in function sheets and Email templates, so you can add more details to those areas. Those additional fields include "Services" and "Service Cost" and "Total Cost" for the Email templates and we've added a snippet you can use to display guest names as associated with Event related reservations ("Reservations Table Per Guest"). Articles, Article Cost, Room Layout are further function sheet custom fields that are now available.

## Reports

### In House Report

If you have set up "car parks" (under administration, option sets) and guests have a car park assigned, this will now also show on the In House Report (Reports, Front Desk) and in the corresponding pdf download.

### Arrivals Report

On request of a member of the HOP family, we have altered the "Arrivals Report" under "Reports, Front Desk". You can now choose which columns this report should show, simply click on "choose columns" – you can add or exclude information here, this will update what is shown on the screen and will also impact the pdf download. Please be aware that the "Notes" are only shown on the pdf.

### Provisional Bookings Report

When the status of a booking changes from provisional to confirmed, the "provisional date" clears on the respective report (Reports, Front Desk, Provisional Bookings).

## Booking Engine

### Services

You can now add images to Services that you offer, those will show on the booking website, where guests create their bookings. To do so, please click on Administration, Services. Select a service or create a new one, on the bottom of the page there's an option to upload an image.

You can now also set how services are to be charged by the system: Go to Administration – Services and click on an existing Service (or add a new one). The booking pattern defines the charge – “on arrival” means the service is only charged once, “per day” adds the amount for every day the guest stays at your property.

#### Set Rate Plan or Room Type as default

On request of a member of the HOP family we have added another feature to the booking engine. Please go to Administration, Booking Engine. Under “Configuration” there is a new drop-down menu, Default Tab on Booking Engine, which lets you set either “rooms by rate plan” or “rooms by room type” to be the default selection on your booking website.

#### **Invoice Image**

We’ve added the option to upload an image, that can be used to show on your invoice instead of the property logo. Please go to Administration, Property, under “property logo” you’ll notice a new field, Property Invoice Image – upload an image here and it will show on your image (150px x 150px in size).