HOTELOGIX PRODUCT UPGRADE

APRIL 2015

Hotelogix 2.0

HOTELOGIX
smart hoteliering

www.hotelogix.com

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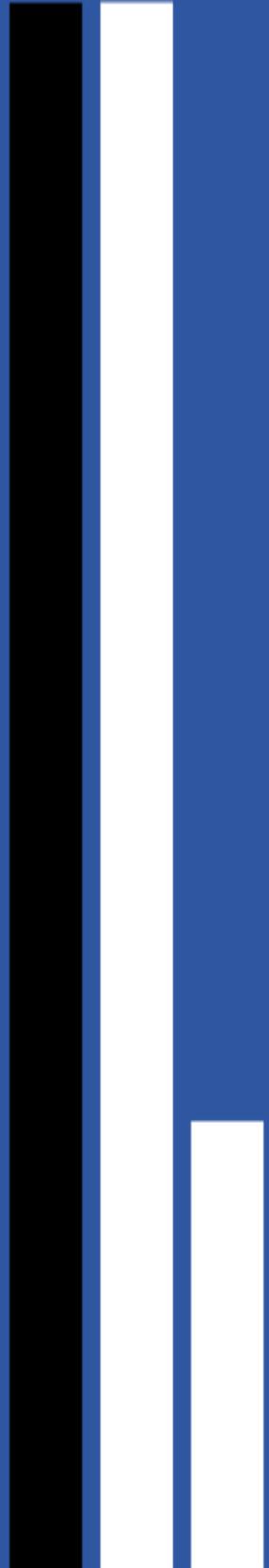
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1. FEATURES & ENHANCEMENTS

1.1 Revenue Management - PriceMatch now available with Hotelogix

Revenue Manager is here with **PriceMatch**. Hotelogix now offers integrated revenue management with PriceMatch. Manage and Generate **more revenue** and make the **right pricing decisions** with recommendations for **best competitive Price** for your Business.

If you are already a PriceMatch user, make it better for yourself by integrating it into Hotelogix. All your **booking history** and your Rates will be directly shared with PriceMatch through your PMS, giving you the **best set of pricing recommendations,** much more conveniently. Enjoy the **single click upload from PriceMatch,** to sync to Hotelogix.

Moreover, imagine having a setup powered by Centralized & Relational Rates. An integrated PriceMatch setup will not only update your third party recommendations on Channels and the GDS, but affect every Rate you wish to increase or decrease proportionately. **This simple setup has the power to completely eliminate the need to ever update more than one Rate to manage your Hotel Business.**

By spending **less time on editing pricing**, you can now focus on higher value activities and serve your customers better!

1.2 TripConnect Instant Bookings

TripConnect Instant Bookings is here! As a **TripConnect Premium Partner**, we're proud to offer you this new opportunity to boost direct bookings. Impulse-buy travellers who want to book immediately can now book **directly on TripAdvisor**, **without leaving the site**. Just one single click on **Book on TripAdvisor** button can let you turn browsers into bookings. You choose your commission level and **pay only when bookings turn into completed stays**.

With TripConnect instant booking, there's **no waiting** for Guest information to be shared. You receive the traveller's details as soon as a booking is made. Give your potential Guests the easiest possible transition from research to booking with you!

1.3 TripAdvisor Reviews

Review Express collects all TripAdvisor Reviews of your Hotel property added by recent visitors. Hotelogix has taken a step forward to share these reviews **directly on your FrontDesk**. This will allow you to respond to Guests feedback in timely manner, giving you a chance to show you are listening and you care about your Guests. Interestingly, you can always use Guest feedback for **quick reference** in case of returning guests at Check-In, Check-Out and during various Guest service

interactions at FrontDesk.

1.4 MailChimp Instant Emailing

Hotelogix gives you a new way to send real-time **Booking Confirmation** & **Cancellation** emails to your Guests through MailChimp. This will let you control the guest relationship from the beginning.

1.5 Rate Management

Hotelogix is pleased to announce the release of **Relational Rates** – a great new way of linking Rates that can be set to increase/decrease in direct proportion**.** This makes it possible to manage Rates across all sources using **just one single Rate**.

There is a **Parent Rate** and the relational rates derived from it called **Child Rates**.

This works everywhere including (but not limited to) FrontDesk/Web/Corporate/TA/VIP or GDS. A Child Rate can be set higher or lower than the Parent, by %age or a fixed amount. Once done, all Rates maintain this relation and update on changing the Parent Rate.

Important to know:

Child-Rates, which are not otherwise editable, but properties like Commissions, Corporate Discounts, Booking Policies, etc. can be set independently for each child.

You cannot edit the validity of Child Rates (which needs to be the same as Parent) but all Rules & Restrictions can be set independent of the Parent.

Sent Rate Modifier is a new option added to manage sent Rates for third party packages (like OTA Channels, GDS etc.). This is an additional feature which can be edited and managed at Child Rate level. This gives you the flexibility to cover for discrepancies that may arise due to different tax configuration & deductions etc. at the channels level, which are otherwise difficult to handle.

Centralized Rates available in GRID mode: You may now publish both **Grid and Daily Rates** as centralized**.** Also enjoy the **Bulk Updates** added to the GRID Rate.

1.6 Task Management

The enhanced Task Management is much more effective by letting you **shoot automated emails** to assigned Travel Desk (POS), confirming scheduled arrivals/departures. All pick-ups and drops get managed and organized more efficiently. The Reservation will prompt you to assign a task to pre-defined POS Point or you may assign it a new POS with a single click from the Reservation page itself. All tasks, including arrival and departure, will show up **immediately** under task list

once they have been assigned to its work area.

1.7 Guest Management

Guest Preferences are now **easy to view**. This includes the Preferences of each of your Guest including **sharers** in the Reservation page. We have also improved our tab interface for Guest Preferences in Guest Profile section. The tabs filled in are **color coded** to distinguish them and make it more prominent.

1.8 Overdue Booking Deposit

Releasing bookings (cancellations) and **sending email reminders** to Guests for overdue booking deposits are now **audit trailed** and can be viewed in Reservation. This is an important addition that will help you keep track changes in Reservation status when made from Booking Deposits Tracker.

1.9 FrontDesk View

The FrontDesk view is improved with **Month visible all the time**. As you scroll through your FrontDesk, you will continue to see the month you are working on.

1.10 Web Booking Emails in Preferred Language

Hotelogix now offers **multi-language support for email subjects**. You can now enter email subjects in multiple languages acceptable by the system **(Admin Console >> General >> Email Settings >> Email Subjects Settings)**.

Thus, if your Guest has selected Spanish (preferred language) for making Web/TA/Corporate Reservations, all **Booking Confirmation** (including pending) and **Cancellation** emails will now have their subject lines in Spanish.

1.11 Channel Manager

GDS/Channel Rate Management

The system will now prompt you to select a date till which you wish to sync Rates, whenever you try to sync your Channel Rates. Please make sure that the date you select falls within just over next one year **(within 400 days limit)**. Also, the date, once synced may only be closed using restrictions (supported by most channels), but the date itself cannot be decreased (as the Rates cannot be un-published). Hope this makes working with the channel on Hotelogix even more seamless and convenient for all. Clicking on Sync Rates will only update the changes made to the Rate. Re-sync will re-push all your Rates to the channel. Re-syncing of Rates is now possible from the Rate/Rule section. Do share your thoughts.

1.12 Translations

Auto Translation

Auto translation feature is now switched on and is a keystroke away. You may now add a **new Language** from Admin Console by simply clicking on **Auto Translate** button in Admin console. This will add all the required translations **automatically**.

1.13 FrontDesk Accounting

Xero Pagination Revamped

Feel happy to know that we have re-designed the **Xero Console** and **optimized** its **pagination**. Unlike earlier when all un-synced folios were listed on one page, you can now see links to ledgers that you can click to view corresponding folios. Moreover, you can now look for **TA/Corporate/POS specific folios** for synchronization and narrow your search further by folio number.

1.14 Housekeeping Console

Housekeeping Reservation Status

Reservation **Check-In** and **Check-Out** Status is now included to show in Availability status. Along with Occupied status, the system will also show you the Checked-In status when a Reservation Checks-In. Also, when a Reservation is Checked-Out, availability will show the status as Checked-Out. Any Reservation where the Guest has stayed for at least 1 Room Night in the Hotel will be seen as Occupied until Checked-Out.

This will let you identify the Checked-Ins, Occupied and Checked-Out Reservations for the date.

1.15 Reports

Guest Contact Report

Some of you had requested for **Nationality Wise Reporting**. We have enhanced our **Guest Contact Report** to show Nationality of Guests who stayed in your Hotel.

Some issue like Gender not captured in Guest Contact Report and Room Name shown incorrectly in Employee Wise Reservation List, have also been **resolved now**.

2. BUGS

2.1 FrontDesk

FrontDesk Alerts

If you have set up an **alert** for a Reservation that should appear on its access, **it will pop up as soon it is opened from FrontDesk**. This was an issue earlier which has been resolved now.

POS Order Generation

System identified issues in coinciding function of transferring of POS Order to a Room that is being Checked-Out at the same time. This rare case scenario has been fixed now.

Cancelling/Re-instating Reservations

Whenever a Reservation is cancelled in the system, it posts a cancellation charge in the Reservation. When Cancelled Reservation was re-instated, system failed to post the adjustment of the cancellation charge in certain scenarios. **This issue has been fixed now.**

We look forward to your valuable feedback and promise to serve you with the same enthusiasm in the future. For any further assistance or clarification, please contact the Hotelogix Live Support Team or e-mail your query at support@hotelogix.com.

Regards
Hotelogix Support Team