

A new optional feature has been added to the latest version of Hotel Perfect.

Online bookings from Hotel Perfect's Channel Management and Hotel Perfect's Responsive direct Online Booking Engine will now be processed and automatically created in the calendar, rather than the existing functionality of just holding the room.

Three areas of the customer profile are referenced – email address, surname and postcode. If these match then the existing customer record will be used, if there is no match then a new record will be created.

New records will have a new User Type and Media Type, set by default, this can be amended via the customer record if required.

The User Type will be 'To Be Confirmed' and the Media Type will be either 'Direct Booking' or 'OTA Booking', dependent on the source of the booking.

To view all bookings created in this way use the Audit Log, and look for bookings made by user SYS.

Bookings will be created as provisional, with a default booking type of TBC. This can be amended by editing the booking.

The booking reference from the booking source will be inserted automatically into the own ref box in the Group Extras tab.

For security reasons no credit card details will be placed in the booking. These will continue to be provided in the usual way. No pre-charged extras or special requests will be in the booking; these will be processed manually as usual.

Notification emails will continue to be received as standard.

This new feature does require configuration which would need to be scheduled. Please contact technical@hotelperfect.co.uk

For further information on any of our products or features, please contact us at technical@hotelperfect.co.uk or call us on 0843 309 1602