



HLS Holiday Manager Software Help sheet

Booking Cancellations

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Introduction

Unfortunately, there are always going to be situations where bookings that have been made on the system need to be cancelled.

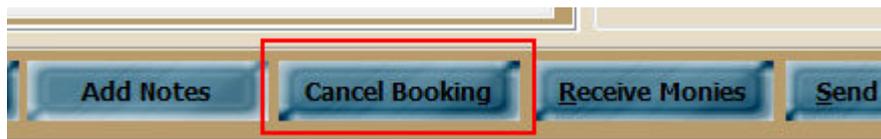
The system has been designed to make this process as simple as possible to deal with this and to also allow a cancellation fee to be applied if required.

Below we have detailed the different scenarios for bookings that may arise and the steps to follow to successfully deal with these situations.

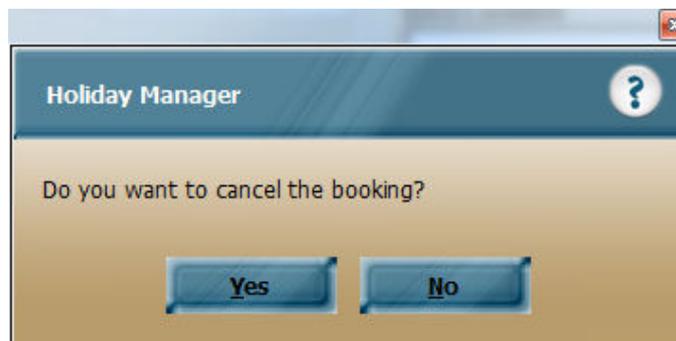
Provisional Booking Cancellation

Probably the most common, as a provisional booking may often be cancelled before any funds are received in. As there are no monies involved in this process, it is quick and easy to carry out.

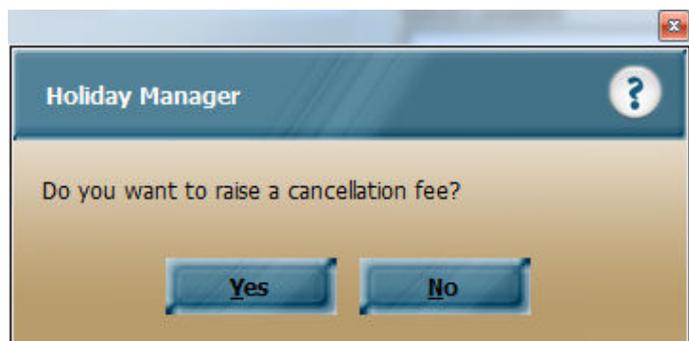
1. Simply click on the Cancel Booking button at the bottom of the Booking screen.



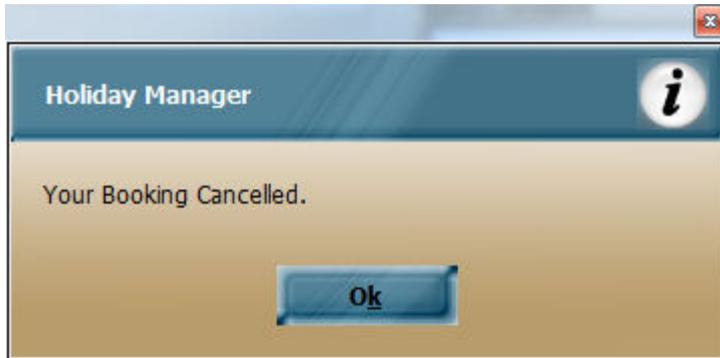
2. A warning message will come up confirming that you wish to cancel the booking. Click "Yes" to continue.



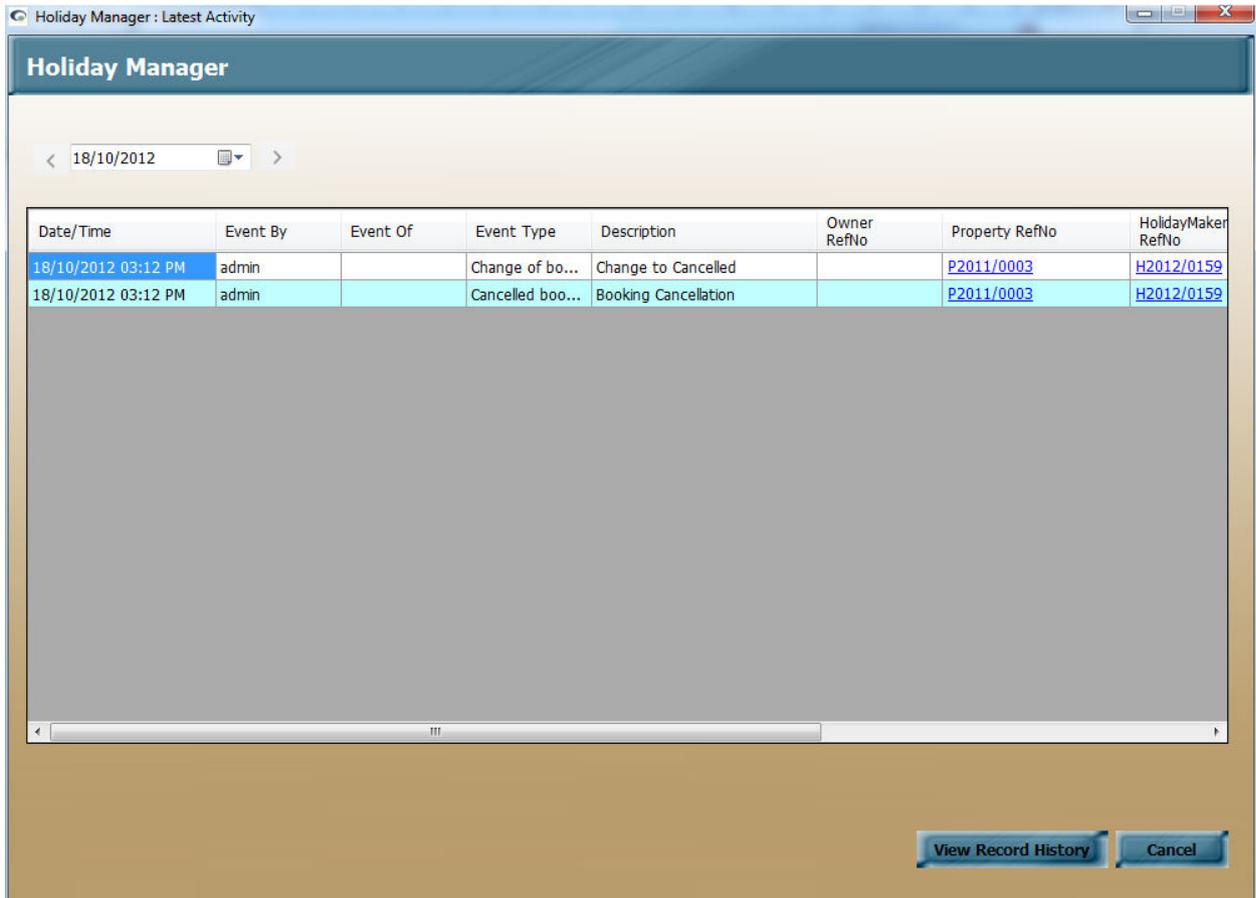
3. You will then have a prompt asking if you wish to raise a cancellation fee.
4. Click "No" for this scenario, as we will not be charging a fee in this example, however we will cover this option later in these notes.



5. Next, a message will appear confirming that your booking has been cancelled:

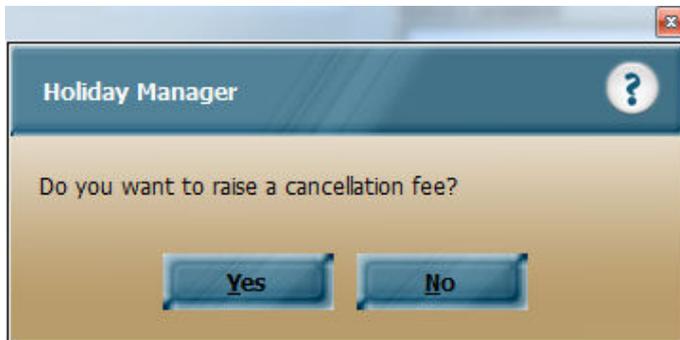


Your booking has now been cancelled and the status has been updated accordingly. The record of this cancelled booking will now appear in the Latest Activity section, plus on the relevant holidaymaker and property screens for your information and records.

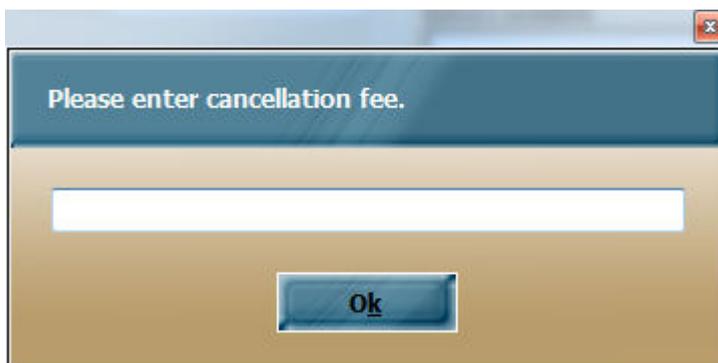


Charging a Cancellation Fee

If you wish to charge a cancellation fee we follow exactly the same process as steps 1 to 3 above. Where this will differ is on step 4, when we would select “Yes” to the option to charge the cancellation fee.

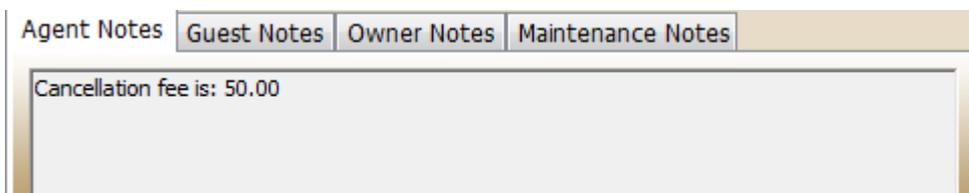


You will then be prompted to enter the cancellation fee you wish to apply.



Enter the amount you wish to charge and click ok.

A note will be added to the Agent Notes to confirm the cancellation fee applied, and the history and latest activity will be updated with the details of this cancelled booking:



The original invoices for the booking will be removed and replaced with one invoice for the new cancellation fee.

Booking Transactions						
Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
24/10/2012	24/10/2012		ian	INV00184	0.00	50.00

As this booking was a provisional booking we do not hold any monies from the guest. We therefore need to receive the monies in for this cancellation fee.

To do this, we go to the Daily Accounts, and click on the Current Invoices. Our new invoice will appear on the current invoices. In this example below, as the last invoice raised:

Due:	28124.27				
Current Invoices	94	27044.27	View		
Future Invoices	2	1080.00	View		
Current Client Account Balance:			898.00	Reconcile Account	

INV00139	B2011/0074	H2011/0009	Jill Patterson	24/10/2011
INV00145	B2012/0002	H2011/0007	Janet Heather	21/02/2012
INV00146	B2012/0002	H2011/0007	Janet Heather	21/02/2012
INV00148	B2012/0003	H2011/0005	Jackie Stewart	28/03/2012
INV00159		H2012/0002	David Williams	19/04/2012
INV00163	B2012/0004	H2011/0007	Janet Heather	20/04/2012
INV00168	J2012/0001	O2010/0002	Amy Bewick	20/04/2012
INV00184	B2011/0002	H2010/0001	John Sampson	24/10/2012

Click on the Invoice number to open the Receive payment screen:

Holiday Manager : Receive Payment

Holiday Manager

New Payment In

Received From: Holiday Maker

John Sampson
GREENRIDGE GARDENS,,

Property: Corner Lodge

Receipt Number: Auto

Receipt Date: 24/10/2012

Payment Type: Cash

Card Type:

Reference No:

Total Invoice: 50.00

Total Received: 0.00

Invoice Outstanding: 50.00

Notes:

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
24/10/2012	INV00184	Cancellation Fee	50.00	0.00	0.00	50.00	0.00	<input type="checkbox"/>

[Amend Invoice](#)
[Preview](#)
[Send Mail](#)
[Update](#)
[Close](#)

And receive the monies in as you would normally. The cancellation fee will now appear on the Daily accounts screen ready to pay to the Agent, or to the owner if applicable...

KEINO	NAME	No.	Reference	Balance
<u>1</u>	Agent	P2010/0010	Corner Lodge	50.00

Looking at the History tab on the holidaymaker record, you will now see the Booking Cancellation information appearing on the top right hand section of the screen. This will allow you to track and view details of cancelled bookings for a holidaymaker.

Ref No	Property Name	From	To
B2010/0002	Rock Cottage	24/07/2011	31/07/2011
B2010/0005	Riverview	19/02/2011	26/02/2011
B2010/0006	Towan Apartm...	25/02/2011	04/03/2011
B2010/0008	Eco Retreat	08/01/2011	15/01/2011
B2011/0003	Rock Cottage	23/01/2011	30/01/2011
B2011/0004	Rock Cottage	06/03/2011	13/03/2011
B2011/0013	The Lodge	07/05/2011	14/05/2011
B2011/0020	The Lodge	25/06/2011	02/07/2011

Ref No	From	To
B2011/0002	05/03/2011	12/03/2011
B2011/0014	28/05/2011	04/06/2011

Event of	Event Type	Event By	Event Time	Description
REC00071		ian	24/10/2012 12:08	Monies received in
	Cancelled booking	ian	24/10/2012 12:02	Booking Cancellation
	Change of bookin...	ian	24/10/2012 12:02	Change to Cancelled

On the lower half of the History screen, you can see the Receipt for the cancellation fee we have received in, plus details of the cancelled booking.

Deposit Received and Full Paid Bookings

The process for cancelling bookings where you have received monies follows a very similar process to above. However where this will differ is the monies we have received in for the Holidaymaker.

From the booking screen, click on the Cancel Booking button:

Confirm that you wish to cancel the booking and choose if you want to charge a cancellation fee.

Once you have completed these steps your booking is now cancelled:

Holiday Manager : Booking View/Edit

Holiday Manager Status: Cancelled

Booking Info | Booking Summary | **Booking History**

Booking History

Reference	Event Type	Event By	Event Time	Description
		ian	24/10/2012 12:32 PM	New holiday booking
REC00072		ian	24/10/2012 12:32 PM	Monies received in
REC00073		ian	24/10/2012 12:32 PM	Monies received in
	Change of booking status	ian	24/10/2012 12:32 PM	Change to Full Paid
	Change of booking status	ian	24/10/2012 12:33 PM	Change to Cancelled
	Cancelled booking	ian	24/10/2012 12:33 PM	Booking Cancellation

Booking Transactions

Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
24/10/2012	24/10/2012	24/10/2012	ian	REC00073	1,173.38	0.00
24/10/2012	24/10/2012	24/10/2012	ian	REC00072	445.88	0.00
24/10/2012	24/10/2012		ian	INV00186	0.00	1,173.38
24/10/2012	24/10/2012		ian	INV00185	0.00	445.88

Deposit Return

Date Returned: 24/10/2012 Notes:

The monies that you have previously received in have now been moved back against the holidaymaker.

To view this, click on the Daily Accounts button, and click on the Holidaymaker monies "View" option. Your list of holidaymakers will appear here where you are holding monies:

Reference	Holidaymaker Name	Invoice Ref	Event Name	Amount
H2012/0005	Mrs Jean Fair...	P2010/0004	Eco Retreat	1,619.26

At this point we have a couple of options. We can either refund the monies back to the holidaymaker, or we can use these monies against an alternative booking.

Refunding to holidaymaker

To refund the monies to the holidaymaker, click on the relevant holidaymaker reference, which will open the "Make New Payment" screen.

This will show full details of the payments that we have refunded to them on the left hand screen. If we have raised any cancellation fees or other invoices against the holidaymaker, these will appear on the right hand side of this screen:

Holiday Manager : Make New Payment

Holiday Manager

New Payment

Payment To: Statement Number: Statement Notes:

Ref No: Statement Date: Statement Total:

Mrs Jean Faircott
Longwell Drive,, Withheld Monies: Payment Method:

Total Payment: Reference:

Booking Date	Receive Date	Booking From	Booking To	Booking	Reference
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat
24/10/2012	24/10/2012	19/01/2013	02/02/2013	B2012/0013	Eco Retreat

Booking Date	Invoice Date	Booking From	Booking To	Booking	Reference
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Total Income: Total Expenditure:

To make the payment, select the Statement Date, Payment method and any reference, and click on Update.

This will update the system that the payment has been sent back to the holidaymaker and clear their account.

Moving monies to new booking

If you are rebooking this holidaymaker to a new holiday, we can use the monies they have already paid against the new booking.

To do this, make a new booking in the usual way.

When you click on the Receive Monies for this booking, you will notice a new box has appeared, titled Outstanding Adjustment.

This box will show any monies that are currently held against this holidaymaker.

To use this money against this invoice, simply click on the Add Adjustment option, and the monies will be apportioned to the outstanding invoice:

Holiday Manager : Receive Payment

Holiday Manager

New Payment In

Received From: **Holiday Maker**

Mrs Jean Faircott
611 Longwell Drive, , Cambridge - FG5 3TR,

Property: **Eco Retreat**

Receipt Number: **Auto**

Receipt Date: **24/10/2012**

Payment Type: **Cash**

Card Type:

Reference No:

Total Invoice: **1173.38**

Total Received: **0.00**

Invoice Outstanding: **1173.38**

Outstanding Adjustment: **1173.38** Add Adjustment

Notes:

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
24/10/2012	INV00188	70% of Holiday Cost	1,015.00	0.00	0.00	1,015.00	1,015.00	<input type="checkbox"/>
24/10/2012	INV00188	Booking Charge	20.00	0.00	0.00	20.00	20.00	<input type="checkbox"/>
24/10/2012	INV00188	Cancellation Insurance	10.00	0.00	0.00	10.00	10.00	<input type="checkbox"/>
24/10/2012	INV00188	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	100.00	<input type="checkbox"/>
24/10/2012	INV00188	Card Surcharge	28.38	0.00	0.00	28.38	28.38	<input type="checkbox"/>

Amend Invoice Preview Send Mail Update Close

The money will automatically update the Apportion column for the outstanding invoice items.

Click on the "Update" button to update this transaction as you would normally.

If the adjustment does not cover the full amount of the outstanding invoice, any remainder will show in the Invoice Outstanding box ready to be received by the relevant payment method afterwards.

NB. When using an adjustment, if the monies do not cover the outstanding invoice amount, you will need to update the adjustment transaction, leaving the partially received invoice outstanding. You can then return to this invoice to receive in the remainder separately, you cannot receive received monies and adjustments on one receipt, these must be done separately!