



HLS Solutions Ltd Update Notes

Version 1.15.3.27781

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Specialists in software,
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for the holiday letting industry
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Summary

Below you will find brief information on the changes that have been introduced for the latest release of the software, version **1.15.3.27781**.

This version has been released as part of a scheduled release based on feedback from current system users and we have predominantly focused on the property maintenance and word processing sections of the program.

The main features included in this version are:

- Now able to link unlimited property maintenance companies to each owner/property
- A default cleaner and maintenance company can now be linked to the record for automatic correspondence and reporting
- Ability to raise new quotations and work instructions from property and owner screen
- Brand new property maintenance section, with ability to view history for every job
- Within the letter/email creator, we now have a number of increased text formatting options
- Ability to embed images to your documents to allow creation of any style and type of letterheads/document layouts to your email and written correspondence.
- New property management report to show any management dates recorded on the system.
- New property maintenance report showing detailed information and status of any jobs.
- Option to override deposit calculation and select different amount of deposit due.
- Ability to run on a Windows magnified screen resolution

Property Maintenance

Owner and Property Screen

The property maintenance section has been completely overhauled with some major enhancements. As part of the feedback we have received, unlimited maintenance companies can now be linked to an owner and/or their properties.

There are no restrictions to the types of maintenance companies that can be linked, and each record can have unique notes to identify their relationship with the property or owner.

From the new maintenance screen there is also now the facility to raise a new maintenance task, without having to access the property maintenance section. This will save time and also offer the flexibility of being able to check the property information for the relevant maintenance provider before instructing the job.

Holiday Manager : Property View/Edit

Holiday Manager Property Name: Eco Retreat Status: LIVE

General Marketing Information Photographs Maintenance Management Documentation Keys Transactions History Extras

Ref No: Name:

Notes:

| RefNo | Company Name | Trade | Notes | Property Cleaning | Property Maintenance | Job sheet | Action |
|------------|---------------|---------|------------------------------------|-------------------------------------|-------------------------------------|-----------|--------|
| M2010/0001 | Jo's Cleaning | Cleaner | Main cleaner and maintenance co... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Create | Delete |

There is now an option to add unlimited property maintenance companies for each property.

In addition to this a maintenance company can be specified as the default provider for property cleaning and maintenance.

Date Added 02/12/2010

New Property Maintenance Section

Holiday Manager : Search Maintenance Task

Holiday Manager

Search Result

| Title | Assigned To | Date Created | Priority | Status |
|--------------------|-------------|--------------|----------|-----------|
| Additional Clea... | ian | 28/06/2011 | High | Quotation |

Search Option

Assigned To:

Status:

Priority:

Property:

Company:

1 records found

Completed Task

The new property maintenance section now defaults to a list of all of the maintenance tasks on the system. From here you can use the search option to filter the jobs you want to view, or click on the column headings to change the search order.

Clicking on the underlined Title link will pull up the maintenance task itself to view.

New Property Maintenance Screen

The new maintenance task section has been designed to be very user friendly and simple to use. If a new task is created from the property maintenance section on the property screen, the maintenance company and property information will be completed automatically. Alternatively, clicking on the blue locate button will allow you to specify the relevant records (1 & 2).

The system will automatically issue a task ID and put a start date in for the task of today's date. From here you can select a suitable task title, assign to a member of staff, select priority and add a description and access details (3).

1. Maintenance company details
2. Property information
3. Details of the new task

4. Maintenance task invoice details
5. Maintenance task history and notes

Once the work has been completed, an appropriate invoice can be raised against the relevant property owner, or against a holidaymaker record (4).

From the time the maintenance task is created the history of the task can be tracked by using the history section at the bottom of the screen. Any correspondence will automatically be tracked, and by clicking the "Add Notes" button, you can also manually add a note to the history of the task (5).

Clicking on the preview button will give you the option to produce a maintenance task sheet for sending to the relevant maintenance company. This can be printed, exported or emailed to allow you to keep close control of your maintenance works.

HLS Holiday Homes

Elmhurst, Treswithian Downs, Camborne TR14 0PU
Contact No: 0845 388 8635

Jo's Cleaning
Jo Wilson
16 HIGH STREET
St Ives
TR16 9BG

Task ID: J2011/0001

Additional Cleaning

Property Details:

TREETOP CRESCENT, , Brixham, EX87 1QA

Office Contact : ian
Preferred Start Date : 28/06/2011
Priority : High

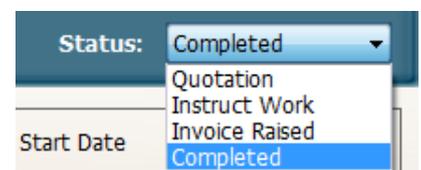
Access details :

keys in office

Full Description Of Task :

Clear blackcurrant stain from carpet

With several statuses available to track the task from initial quotation request, through to the completion and filing of the job, this is a tremendous tool for tracking all aspects of the property maintenance.



Word Processing

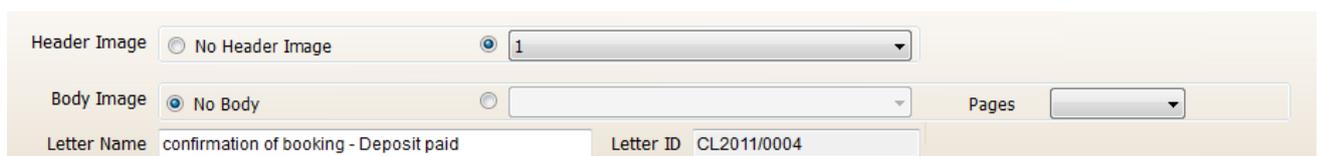
Another section which has had some major enhancements in this version is the word processing. The main changes for this version are the addition of a “body image” that can be used to provide a complete header and footer image to sit behind a letter in any style. Also included is a redesigned send letter screen, which allows increased formatting and more options for sending via email.

Custom Header and Footer designs

The new body image functionality can be used to create headers that extend down the page, a watermark image, or any design of logo you want for your letters. As usual there is no limit to the amount of body images you can create, enabling different styles to be created for different correspondence items.



The option to add a new body image can be located in the Default settings section of the Template Setup. Clicking on the Add Body Image will allow you to locate the appropriate image file and provide with a suitable name. Once saved, this will be available on all letters on a drop down list underneath the current header image section.



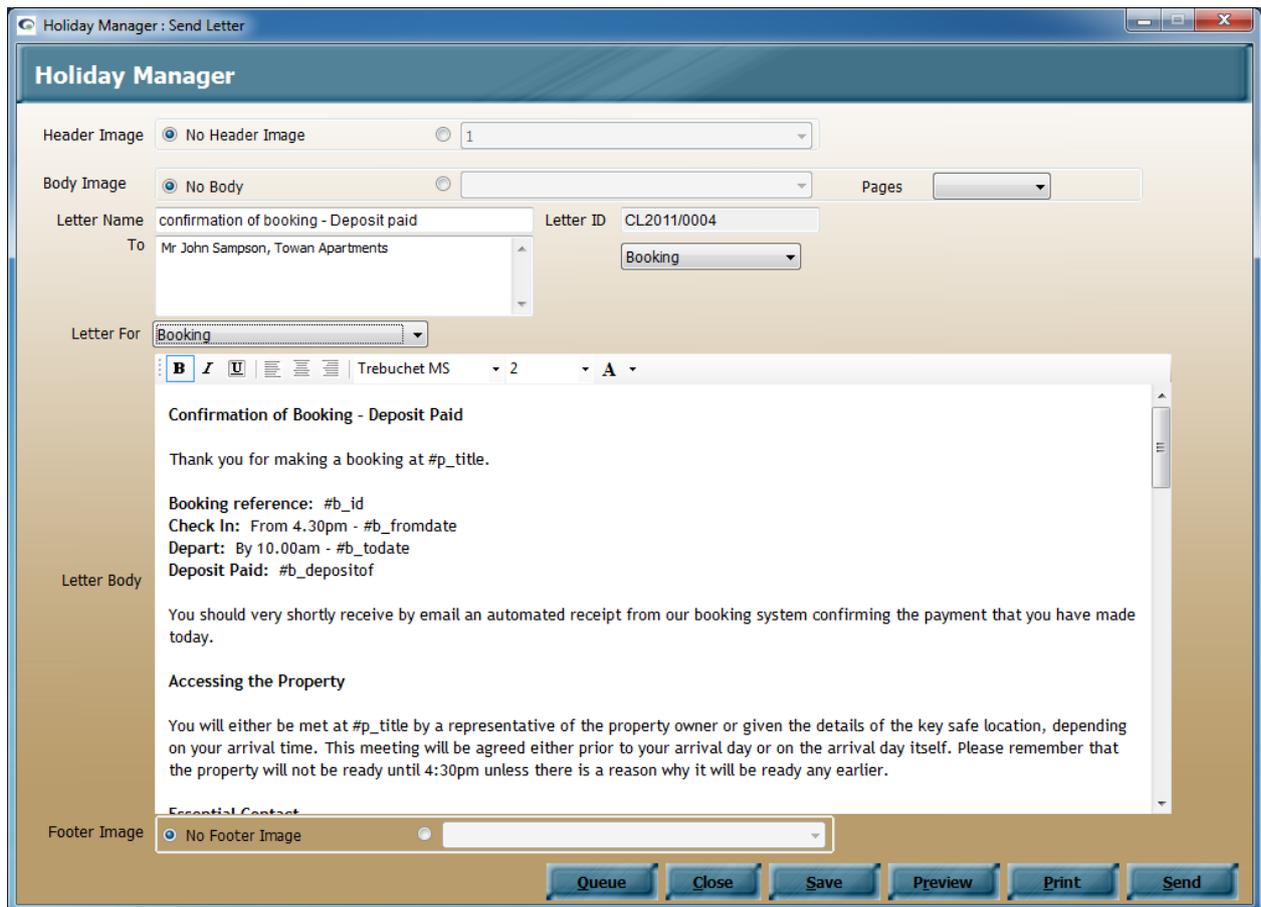
New Send Letter screen

The Send Letter screen has been enhanced and now offers a couple of main additions. The individual sections for the addressee, sender etc., have been removed and are now replaced with one section to design your entire letter/email. This change has been made to allow for easier viewing of your correspondence, and to make it easier to utilise for email usage.

The other key change is the addition of a formatting toolbar at the top of the main section, which allows additional formatting options to complement the existing default settings. This now allows the use of Bold, underline, centring and colour of text in correspondence.

As mentioned above there is a new dropdown option to select your custom body image design and whether this is to appear on the 1st page of your document, or all pages.

Lastly, we now have an option to specify who the correspondence is to be addressed to. This will enable emails to be sent to the right recipient when you are distributing the documents automatically.



Additional Reports

With the release of version 1.15 we now have an additional two reports included via the Reporting section.

Property Management Report

A report providing full information on the property management dates setup for each property.

This report will allow you to specify a particular date or property to track the reminders that have been entered. This will ensure you are always in touch with any safety reports, inspections or other requirements for all properties.

Property Maintenance Report

A report providing detailed information on any maintenance tasks created, along with the current status and invoices raised.

Designed to be used in conjunction with the new Property Maintenance section, this report will allow tracking of quotations, work instructions and outstanding Property Maintenance invoicing and jobs.

Option to override deposit due amount

When a booking is taken, until the deposit has been received into the system (the booking remains provisional), the deposit due figure can be manually amended from the system calculated amount. This can be done by simply clicking the override tick box and making the relevant changes to the amount shown.

Any amendments made to the deposit amount will be accounted for in the figures shown in the Balance of Holiday Cost field.

The screenshot shows the 'Holiday Manager : New Booking' window. The 'Booking Summary' tab is active, showing a 'Provisional Booking' status. The interface is divided into several sections:

- Booking Info:** Includes fields for Booking Ref No, Booking From (22/10/2011), Booking To (29/10/2011), Holidaymaker (Ms Zoe Baker), Holiday rental cost (330.00), and Discount Code (0.00). There are 'Override' checkboxes for both rental cost and discount code.
- Table:** A table with columns: Extra, Price, Quantity, Discount, VAT, Select. It lists 'Deposit (Refund...)' with a price of 100.00 and 'Booking Charge' with a price of 20.00. The 'Booking Charge' has a checked 'Select' box.
- Summary:** Shows 'Total Holiday Cost' as 450.00, with fields for Card Surcharge and VAT, both at 0.00.
- Due With Deposit:** A section on the right showing 'Deposit Payment Due by' (26/07/2011) with an 'Override' checkbox checked and a value of 100.00. Below it, '30% of Holiday Cost' is 100.00, 'Selected Extra's' is 20.00, 'Card Surcharge' is 0.00, and 'VAT' is 0.00. The 'Total Deposit Due' is 120.00.
- Balance Payment Due by:** Shows 'Balance of Holiday Cost' (07/09/2011) as 230.00, 'Selected Extra's' as 100.00, 'Card Surcharge' as 0.00, and 'VAT' as 0.00. The 'Total Balance Due' is 330.00.
- Booking Summary:** A list of fields for Total Holiday Cost, Owner Income, Agency Income - Owner, Agency Income - Holidaymaker, Holidaymaker deposit, and Other Extras.

At the bottom of the window are buttons for 'Send Mail', 'Preview', 'Back', 'Close', and 'Book'.

Windows Magnification Settings

As part of 1.15 we have now adapted the screen designs to allow your windows system to be run at 125% magnification, a setting which will be beneficial for some of the latest computer and large monitor setups.