



# HLS Solutions Ltd Update Notes

## Version 2.0.17

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*Last Updated - 5<sup>th</sup> October 2011*

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Specialists in software,  
website and design solutions  
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 **2.0.17**.

This version has been released as part of a scheduled release based on feedback from current system users. We have also looked to continue the work from the recent releases by adding additional functionality and features to the system events, automated letters and email aspects of the program.

The main features included in this version are:

- Sending Letters via Email
- Print Send Documents section
- Daily Tasks
- System Events
- Generating a letter from a booking
- Additional System Event
- System Event Prompts
- Manual System Events
- Additional Booking Merge Codes

## Sending Letters via Email

As part of the recent enhancements to the automated letters and the sending of letters via email, we have added some increased functionality.

When generating a letter that you want to send via email, you now have the option to specify whether this letter is to be sent as a .pdf attachment, or you wish the letter to be merged into the actual email message.

**Holiday Manager**

Header Image:  No Header Image

Body Image:  No Body  Perfect Stays Pages: Page 1

Letter Name: Paid in full - guest Letter ID: CL2011/0009

To: Ms Zoe Baker Booking

Letter For: Holidaymaker

Letter Body:

Dear #h\_firstname

**Confirmation of Booking – Paid in Full**

Thank you for paying your final balance and cautionary deposit for your forthcoming stay at #p\_no #p\_add1, #p\_town, #p\_county.

This letter is final confirmation of your booking so please read the following very carefully and print it off and bring it with you.

**Booking Reference:** #b\_id **Check In:** From 4.30pm - #b\_fromdate

**Payment Totals:** £ #b\_totaldue **Depart by:** By 10:00am – #b\_todate

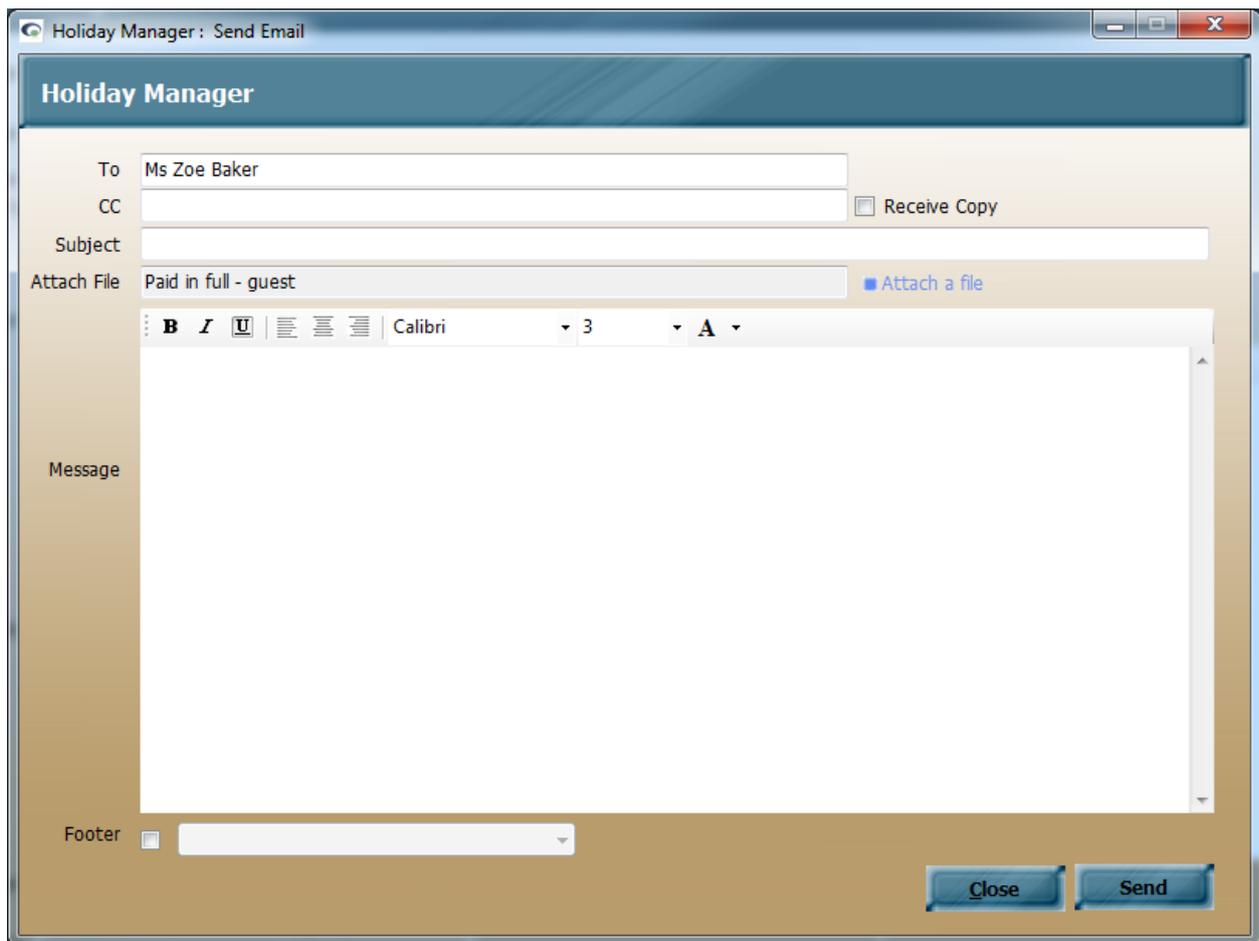
Footer Image:  No Footer Image

Send Options:  Attachment  Email

Queue Close Save Preview Print Send

When you click on the “Send” button a new screen has been introduced to allow you to check the email before you send it, plus make any changes you wish. You can also include any other attachments, your email footer or carry out any other amendments or additions to the email content before sending.

A further addition to the email form is the “Receive Copy” tick box. Selecting this will automatically populate the CC with the email address of the logged in user, so that you receive a copy of the emails you are sending out.



Once the email has been sent, you will notice there is now a timer box, to let you know the email is being processed.

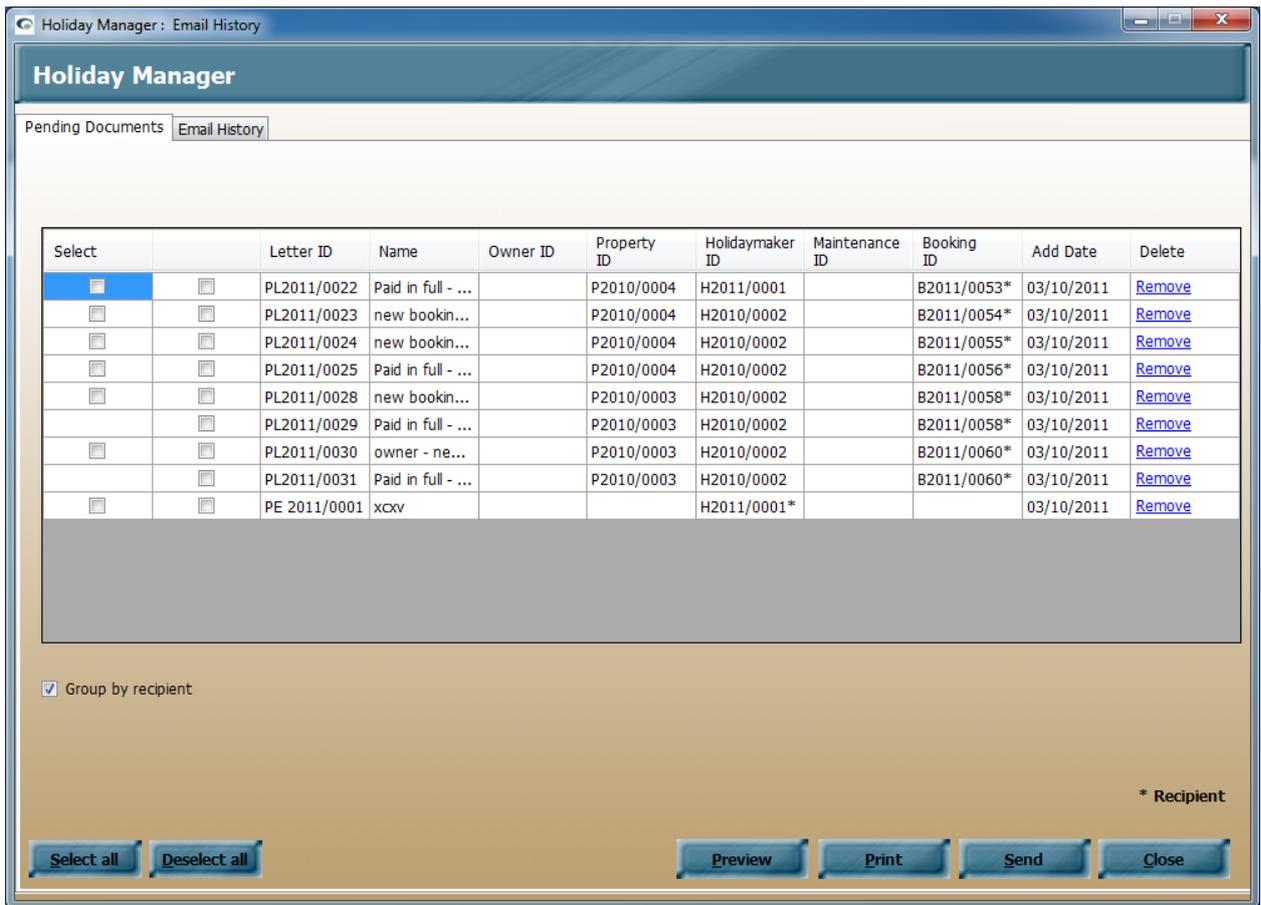


## Print Send Documents section

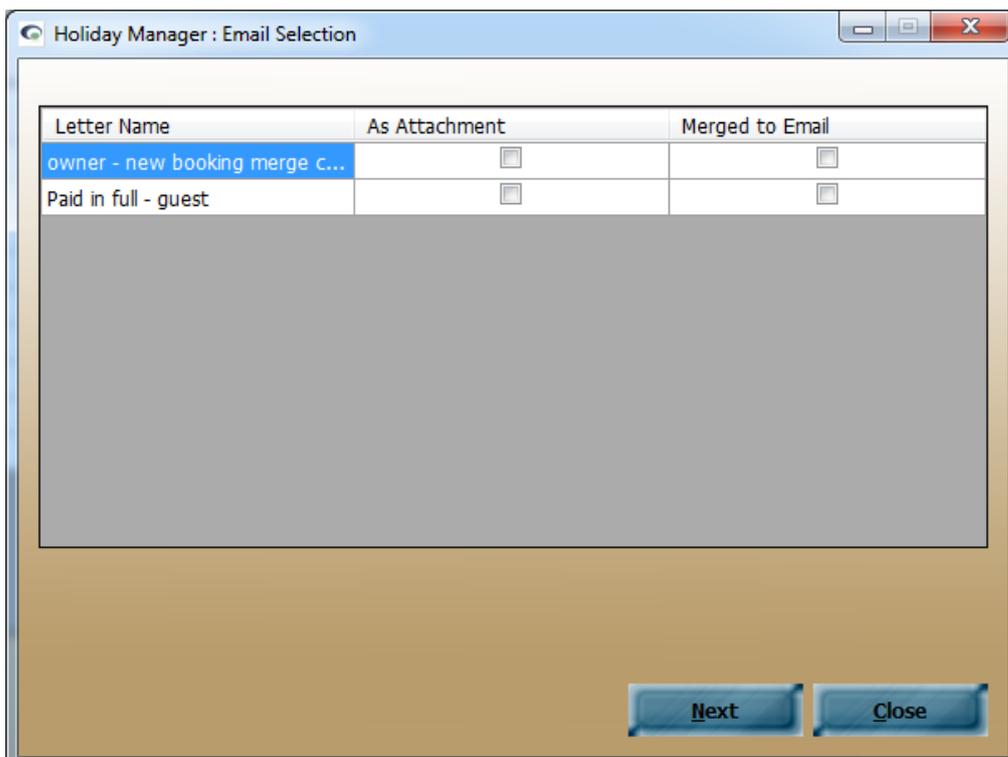
The Print Send documents section is used to store all documentation that has been produced by the automated system events, along with any manual documentation you have queued for delivery.

As part of the recent changes to the automated events, we have carried out some additional enhancements to this section to make it more powerful than ever to send individual and groups of documents out to your clients.

The main changes to this section include the recipient indicator, and the option to group by recipient.



This allows you to group all of your letters/emails to one recipient into one email, rather than send out multiple emails and attachments. We also have included the option to specify how these are being sent.



This allows you to send receipts, invoices, statements and other accounts documentation, along with covering letters/emails that have been generated by the automated system events.

## Daily Tasks

A useful addition, and time saving feature, is the option now available from the Daily Tasks. Instead of having to come out of this section to generate letters for a reminder, we can simply click on the “Sent Letter” link by each linked record to create a letter or email for this record.

**Holiday Manager : Tasks View/Edit**

**Holiday Manager**

Task ID: T2011/0138

Title: Have we received deposit

Assigned To: ian

Status: Not Started

Priority: (3) Normal

Due Date: 10/10/2011

Completed (%): 0

Work For: Select/Change...

Work for link

- Mr Gerald Weston [H2011/0001](#) (Remove) [Send Letter](#)
- Eco Retreat [P2010/0004](#) (Remove) [Send Letter](#)
- Booking [B2011/0052](#) (Remove) [Send Letter](#)

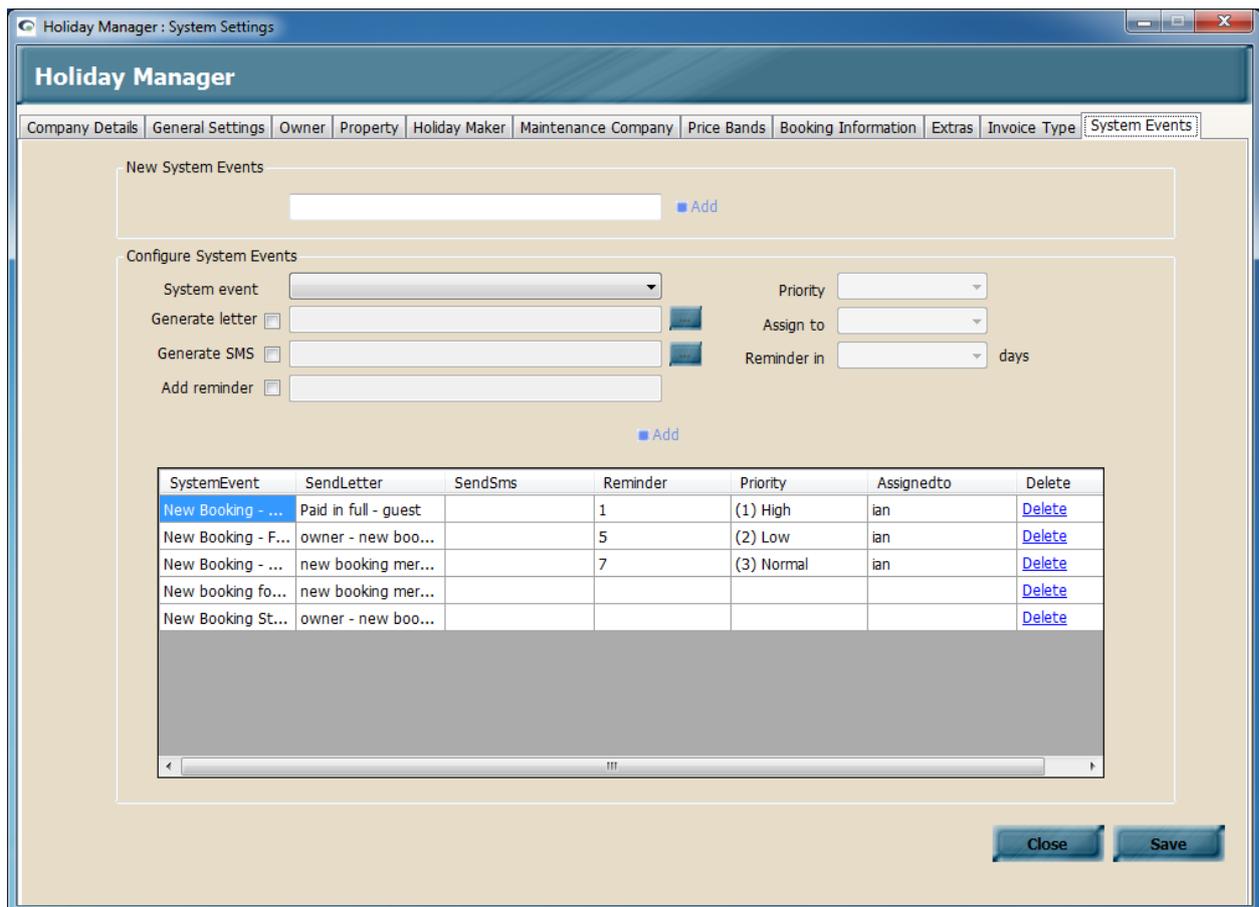
Description

Cancel Save

This offers the facility to send letters/emails direct from this screen, and make the relevant notes on the daily tasks for further chasing as required.

## System Events

When setting up your automated system events, we have now created an additional field for the reminder option. This allows you to specify a personalised reminder name for each system event, rather than have the default one supplied by the system.



## Generating a letter from a booking

Similar to the Daily Tasks section above, we have introduced a new time saving feature on all of the booking records.

Now included in the bottom left hand corner is the option to “Send Letter”. This allows you to send correspondence to the owner, holidaymaker or linked maintenance company, without having to go into the dedicated “Send Letter” screen.

Holiday Manager : Booking View/Edit

**Holiday Manager** Status: Full Paid

Booking Info | Booking Summary | Booking History

Booking  
 Booking Ref No: B2011/0059  
 Booking From: 13/11/2011 Booking To: 20/11/2011 Nights: 7  
 Holiday Cost: 339.00

Property  
 Ref No: P2010/0003 Title: Rock Cottage  
 Notes:

Holiday Maker  
 Ref No: H2010/0002 Source: Newspaper Adverti  
 Name: Ms Zoe Baker  
 Address: 123 PARK ROAD, , Glasgow - G29 6GT, ,  
 Telephone:  
 E-mail: jwoolley@yahoo.co.uk Car Reg: T56 WET

Party  
 Total in Party: 3 Adults: 2 Children: 1 Infants: 0 [Guest Information](#)

Notes:

Extra  
 Extra's available

Name	Desc	Price	Include	Num Avail	Num Req	Total
Deposit	Refundable reservati...	100.00	<input checked="" type="checkbox"/>	1.00	1.00	100.00
Small hamper	Welcome Hamper - ...		<input type="checkbox"/>	1.00		
Dog	Pet Surcharge		<input type="checkbox"/>	5.00		
Large Hamper	Welcome Hamper - ...		<input type="checkbox"/>	1.00		
Booking Charge	Booking charge	20.00	<input checked="" type="checkbox"/>	1.00	1.00	20.00

Total Extra: 120.00

Buttons: Send Letter, Add Notes, Cancel Booking, Receive Monies, Send Mail, Preview, Next, Close, Book

## Additional System Event

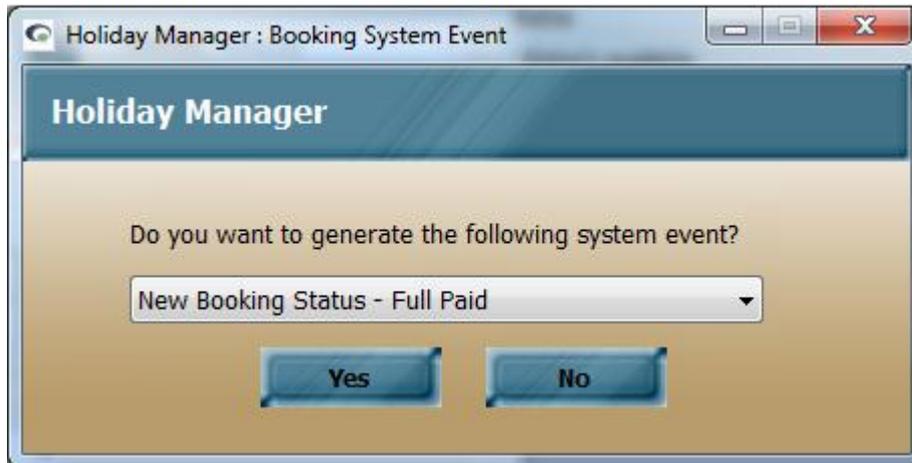
As part of the automated system event work we have been addressing in the recent versions, we have included an additional System event that can be configured with the relevant letters and reminders.

“**Booking Amendment**”, can now be used as a system event and can be generated when changes have been made to a booking where the booking status has not been changed.

## System Event Prompts

When the system brings up a prompt to generate a system event, a new screen has now been introduced, with some further options.

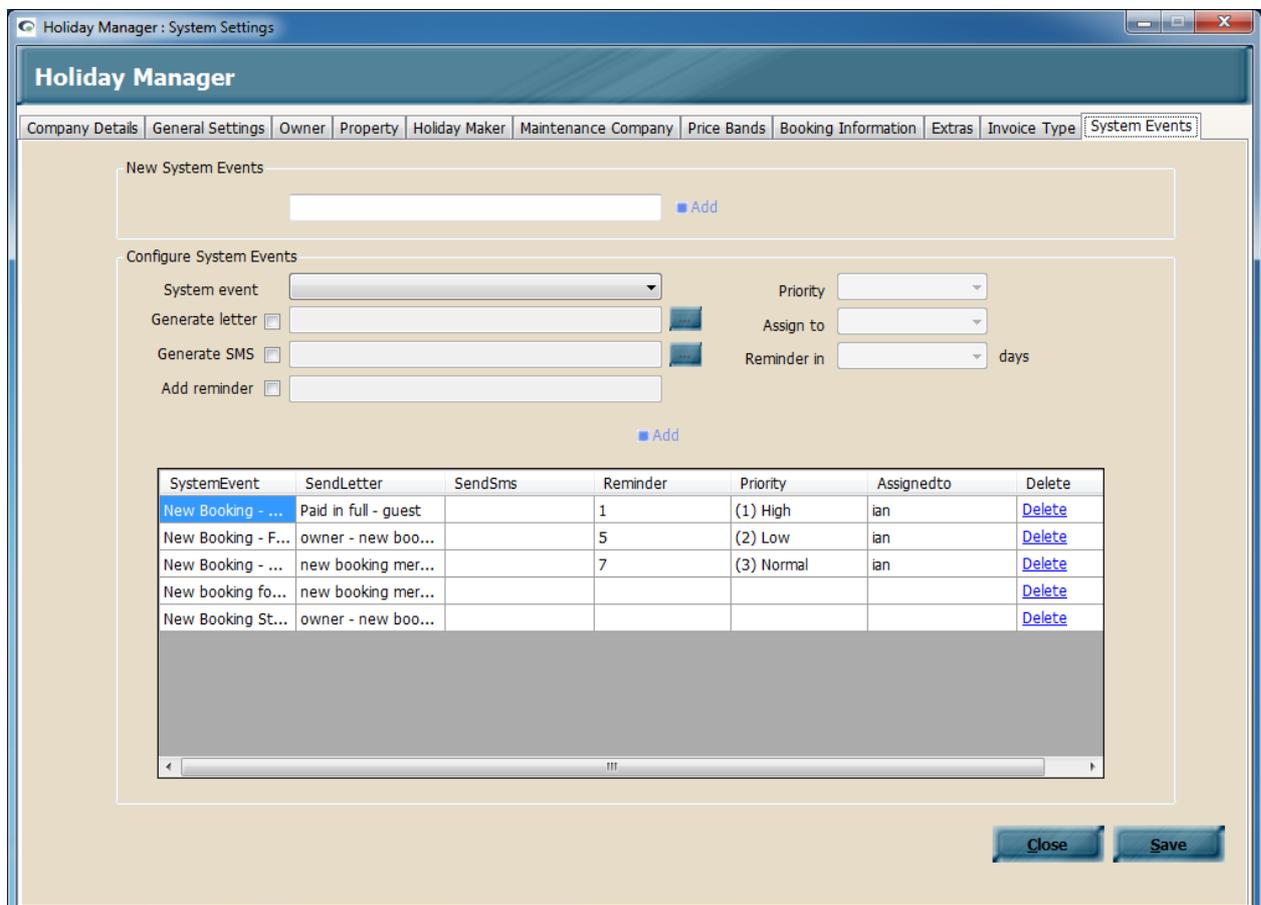
The system will still default to the standard system event, however you now have the option to change this to generate an alternative system event if you prefer.



## Manual System Events

In certain situations the standard system events may not be relevant to be generated. For example for a new provisional booking, you may have a number of letters, emails, SMS text message and reminders setup, however for a particular property or occasion you may wish to generate a slightly different series of events.

To do this we have given users the option to add an unlimited amount of manual system events with the appropriate events linked to each. When the system brings up the prompt to generate the system event, as per above section, you have the option to override this and choose a different event in its place.



## Additional Booking Merge Codes

For this version we have introduced the following new merge codes, for use in generating letters, emails and other correspondence.

Booking Nights	-	#b_nights
Total Guests	-	#b_partytotal
Adult guests	-	#b_adults
Children	-	#b_children
Infants	-	#b_infants

This complements the new functionality introduced in version 2.0.16, where we can now specify the number and type of guests for each booking.

## Additional Items

On the booking and availability screen the refresh button no longer resets the calendar to the current month. This ensures that any additions to the calendar for future dates are instantly visible.

Also on the Booking and Availability screen the “Date To” search option has been changed to ensure you can never select a date prior to the “Date from” field. This makes the searching by date quicker and easier to carry out.

There is now an option to remove unwanted or out-dated credit card details from the holidaymaker screen.

After adding a new holidaymaker record and clicking the save button, you now have the option to make further additions or amendments to the information. You are then able to resave this.