

HLS Solutions Ltd Update Notes

Version 2.0.23

Last Updated – 5th September 2012

HLS Solutions Limited

The Astrolabe, Cheddar Business Park, Cheddar, Somerset BS27 3EB

> t: 0845 388 8635 e: info@hls-solutions.com w: www.hls-solutions.com

Specialists in software, website and design solutions for the holiday letting industry

HLS Solutions Limited Registered in England and Wales No. 07104476

Version Summary

Below you will find brief information on the changes that have been introduced for the latest release of the software, version **2.0.23**.

The main features included in this version are:

- Ability to add new records from all information search screens
- Additional option to view bookings through View/Amend record
- Amendments to availability search and layout
- Option to make an owner booking direct from owner screen
- Improvements to booking notes options
- All dropdown menus are now in alphabetical order
- Ability to make payments direct from relevant information screen
- More in depth history information recorded
- Additional booking diary colours for booking statuses
- Company name option for guest information
- No. of nights for owner bookings and unavailable periods
- New Invoices Due report
- New Receipts report
- Additional booking tariff import options

Add new record options

When using the View Amend record option to search for an existing record, there may be occasions when the record you are looking for has not yet been created.

In this scenario, rather than returning to the Add New Record option to add this in, we have introduced a new option at the bottom of the screen to Add New.

This feature is now available on Owner, Property and Maintenance Company, in addition to the Holidaymaker screen.

	Canada Danash				
	Ref #	First Name	Surname	Town	Postcode
	02010/0001	Paul	Reed	Bristol	BS4 9UY
	02010/0002	Amy	Bewick	Bath	BA3 4YT
	02010/0003	Rebecca	Walsh	Exeter	EX9 6TQ
	02010/0004	Peter	Baker	Barnstaple	TR98 0TQ
	02010/0005	Matthew	Evans	Cardiff	CF4 5JQ
Coarch Ontion	02010/0006	Amy	Shaw	Newton Abbot	EX3 7TR
Search Option	<u>02010/0007</u>	Emily	Hunter	Nottingham	NG4 2WE
PofNo	02010/0008	Edward	Wilkins	Truro	TR1 4RE
	02010/0009	Martin	Cole	Eastbourne	ER32 9WE
Firstname	02010/0010	Richard	Walsh	Cheltenham	GL23 6HG
Surname	02010/0011	Julia	Rees	Hastings	KE32 90P
Town	02010/0012	Hannah	Jackson	Oxford	OX8 5TQ
Post Code	02011/0001	Sandra	Henderson	Cheltenham	GL96 3ER
Include Archived					

New View/Amend Booking Option

In order to make it easier to view your existing bookings, we have now introduced an option on the standard View/Amend record option to access any existing bookings. Simply select the View or Amend Booking option and click Next to bring up the search screen.



loliday Mana	ager						
		Search Result					
Foor	ch Options	RefNo	Status	Property	Name	HEmail	F
Seal	ch options	<u>B2010/0002</u>	Provisional Boo	Rock Cottage	Mr John Samp	jjwoolley@ya	24
Ref No		<u>B2010/0003</u>	Provisional Boo	Eco Retreat	Ms Zoe Baker	ijwoolley@ya	12
loliday Maker Ref No		B2010/0004	Provisional Boo	Rock Cottage	Ms Zoe Baker	jjwoolley@ya	02
Holiday Maker Name		B2010/0005	Provisional Boo	Riverview	Mr John Samp	ijwoolley@ya	19
Property Ref No		B2010/0006	Provisional Boo	Towan Apar	Mr John Samp	jjwoolley@ya	25
Property Name		B2010/0007	Provisional Boo	Towan Apar	Ms Zoe Baker	ijwoolley@ya	31
Data From	04/00/2012 -	B2010/0008	Provisional Boo	Eco Retreat	Mr John Samp	ijwoolley@ya	08
Date Fiolin	04/09/2012	B2011/0001	Provisional Boo	Rock Cottage	Ms Zoe Baker	ijwoolley@ya	13
Date 10	04/09/2012 •	B2011/0002	Provisional Boo	Corner Lodge	Mr John Samp	ijwoolley@ya	05
		<u>B2011/0003</u>	Provisional Boo	Rock Cottage	Mr John Samp	ijwoolley@ya	23
		<u>B2011/0004</u>	Provisional Boo	Rock Cottage	Mr John Samp	ijwoolley@ya	06
		B2011/0005	Provisional Boo	Rock Cottage	Ms Zoe Baker	jjwoolley@ya	20
		B2011/0006	Provisional Boo	The Lodge	Mr Gerald Wes	jjwoolley@ya	26
		<u>B2011/0007</u>	Deposit Receiv	Rock Cottage	Mr Gerald Wes	jjwoolley@ya	24
		<u>B2011/0008</u>	Provisional Boo	Rock Cottage	Mr Gerald Wes	ijwoolley@ya	10
		B2011/0009	Deposit Receiv	Rock Cottage	Mr Gerald Wes	ijwoolley@ya	03
		<u>B2011/0010</u>	Provisional Boo	Rock Cottage	Ms Zoe Baker	jwoolley@ya	17
		<u>B2011/0011</u>	Deposit Receiv	The Lodge	Ms Zoe Baker	jjwoolley@ya	23

Amendments to availability search and layout

On the booking and availability screen the postcode search has now been replaced with the property name to help speed up the search for relevant properties.

We have also changed the Compare button as shown below. Clicking the Select tick box will display the availability for up to four separate properties, allowing you to view several availability screens concurrently.

Holiday Manager	Booking Availability								l	X
Haliday Ma				2011	//					
попоау ма	inager				1. 1. 199					
Searc	h Option	Select	Property RefNo	Name	Locality	Туре	Sleeps	Bed Rooms	Price Band	Changeover Day
Locality			P2010/0001	The Lodge	Portreath	Lodge	6	3	test	Saturday
Date From	04/09/2012 🔻		P2010/0002	Towan Ap	Hayle Tow	Apartment	3	1	Band 1	Friday
Date To	04/09/2012 -		P2010/0003	Rock Cott	Mevagissey	Detached	8	3	The Cotta	Sunday
Sleeps			P2010/0004	Eco Retreat	St Ives	Detached	10	5	Seaview C	Saturday
No. Bed			P2010/0005	Church View	Exeter	House	4	2	Band B	Saturday
Child Friendly			P2010/0006	Eden Reach	Falmouth	Cabin	4	1	Band B	Saturday
Pet Friendly			P2010/0007	Treetops	Brixham	Detached	8	4	The Cotta	Saturday
Sea Views			P2010/0008	Riverview	Helford River	House	4	2	Seaview C	Saturday
Garden			P2010/0009	Primrose F	Bude	Detached	7	3	The Cotta	Saturday
Short Break			P2010/0010	Corner Lo	Tehidy	Lodge	6	3	Band B	Saturday
Changeover Day			P2010/0011	Lobster Pots	The Lizard	Flat	2	1	Band 1	Saturday
Descente Def										
Property Ker										
Brochure Ref										
Property Name										
	11 records found									
	Compare									
~	~ - · · · ·									
	Property Details									
September	• • • •									

Owner bookings

There is now the option to make an owner booking directly from the owner screen.

To do this click on the Properties tab on the owner record and this will list all of the Properties this owner is associated with.

In the right hand column you will now see an underlined link for each record called Owner Booking.

Holiday Manager : Owner View	/Edit							
Holiday Manager		Owner: Amy				Status:	LIVE	•
General Account Info Ma	intenance Providers	Properties History	Documentation	Transactions				
	Property RefNo	Property Name	(%))Own]		
	P2010/0002	Towan Apartments	100.0	0 <u>Ow</u>	mer Booking			
	P2010/0005	Church View	100.0	0 <u>Ow</u>	mer Booking			

Clicking this link will open the calendar for this property ready for you to select the relevant dates for the owner booking.

Select	the	Mark	Unavailable	option	and	the	owner	information	will	be	automatically	populated	for	this
owner														

Holiday Manager: Mark Unavailability	
Holiday Manager	
Unavailable For	Owner -
RefNo	02010/0002
Name	Mrs Amy Bewick
Unavailable From	14/10/2012 -
Unavailable To	21/10/2012 🔻
Nights	7
Description	Owner staying with friends all week
	<u>Close</u> <u>Mark</u>

Improvements to booking notes options

We have had a number of enhancements to the booking notes section recently, and that is continued in this version.

When you are accessing a booking, you have an Add Notes option at the bottom of the screen.

Agent Notes Guest Notes Owner Notes Maintenance Notes	Total Rent	520.00
	Total Extra	165.00
	Inclusive Extra	10.00
	Rent showed to Holiday Maker	520.00
	Extra showed to Holiday Maker	155.00
Send Letter Add Notes Cancel Booking	Receive Monies Send Mail Reprint Close	Book

When selected, a new screen will open. Click on the reference to access a dropdown menu to select the type of notes you want to add.

G Holiday N	lanager : Booking Add Notes	
Reference:	Booking Feedback Booking Note Complaint Guest Note Maintenance Note Owner Note	
		*
		Add

The options available are:

Booking Feedback:	General feedback on the booking, can be used in future marketing and testimonials
Booking Note:	General notes on the booking for internal use. Indicated as Agent notes on the booking screen
Complaint:	Option to record complaint information in the Booking history.
Guest Note:	Notes that will be used on invoices, booking confirmations etc. These will be seen by the Guest, so important that internal notes are not recorded here.
Maintenance Note:	Any maintenance instructions or notes for the cleaner or other contractors
Owner Note:	Any notes that you want to display to the Owner regarding the booking.

Any notes added here, will automatically be recorded in the Latest Activity section, along with the history information of any affected records.

Date/Time	Event By	Event Of	Event Type	Description	Owner Ref No	Property Ref No	HolidayMake Ref No
04/09/2012 12:38 PM	an	U2012/0003		New Unavailable period	02010/0002	P2010/0002	
04/09/2012 12:47 PM	lan		Guest Note	Guest Notes chn		P2010/0004	H2010/0001
04/09/2012 02:02 PM	lan		Booking Note	Customer will be arriving late,		P2010/0004	H2011/0005
04/09/2012 02:02 PM	lan		Booking Note	Customer will be arriving late,		P2010/0004	H2011/0005
04/09/2012 02:04 PM	an		Booking Note	- Customer will be arriving lat		P2010/0004	H2011/0005

If there is any content already recorded in any of these fields, this will display in the screen for you to edit, or add to as applicable.

Holiday Mar	nager	Status Full P	aid 👻
Booking Info Boo	oking Summary Booking History		
Booking Booking Ref No. F	Property 82012/0003 Ref No P2010/0004	Title Eco Retre	at
Booking From C	15/05/2012 Holiday Manager : Booking Add Notes		*
Holiday Maker Ref No H2011 Name Mr Jac 45 HIG Address Telephone 12345 E-mail jwoold Party Total in Party	Reference: Booking Note /0005 kie Stewart H STREETY, Ge ey@yahoo.co	ude V V V	Include Num Rent Avail N 1.0 Y 1.0 N 1.0 N 1.0 N 1.0
Agent Notes Gue	st Notes		• 505.00
- Customer will be an	riving late, probably around 10mm. Have arranged for key collection	_	165.00
accordingly.	Inclusive Extra		10.00
- Additional bedding	required for guest bed, which should be made up before arrival.		505.00
- Welcome Hamper of	extra showed to Holiday Maker		155.00
	Send Letter Add Notes Cancel Booking Receive Monies Send Mail Reprint	Close	Book

Any system generated notes, will append, rather than replace any notes that are already in situ.

Making payments from information screens

In order to speed up the account processing in the program, we have introduced functionality that will allow you to make payments direct from the information screens, rather than having to use the Daily Account section.

This option is now available for payments to owners, maintenance companies and holidaymakers.

To access this functionality and check if there are any payments due, click on the Transactions tab. You will see that the screen is now split into two with the existing history of transactions appearing on the top half of the screen, with any Payments due to be made now showing on the lower half.

To make a payment, simply click on the reference link, which will open the relevant payment screen for this record.

Holiday Manager : Owner View/Edit				-	
Holiday Manager	Owner: F	Rebecca		Statu	is: LIVE 🔻
General Account Info Maintenance P	oviders Properties	History Docum	entation Transactions		
			<u></u>)		
Transaction					
Date Eve	nt By	Transaction Ref	Credit	Debit	
Payment Info					
RefNo Nam	e	Property RefNo	Reference	Balance	
02010/0003 Dr R	ebecca Walsh	2010/0003	Rock Cottage	4028.74	
				Constant of Constant	and Cause
Date Added 01/12/2010 16:48				Add New Clo	ose <u>s</u> ave
Date Added 01/12/2010 16:48					
Date Added 01/12/2010 16:48					
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager			///		
Date Added 01/12/2010 16:48 Tholiday Manager : Make New Payment Holiday Manager New Payment					
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner	Statement Number	Auto	Statement Notes		
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No O2010/0003	Statement Number	Auto	Statement Notes	Add New Ck	
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Ref No 02010/0003 Dr Rebecca Walsh	Statement Number Statement Date	Auto 04/09/2012	Statement Notes		
Date Added 01/12/2010 16:48 Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,,	Statement Number Statement Date Statement Total	Auto 04/09/2012 4028.	Statement Notes		
Date Added 01/12/2010 16:48 Telefonder Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,,	Statement Number Statement Date Statement Total Withheld Monies	Auto 04/09/2012 4028. 0.	 Statement Notes 74 Payment Metho 	Add New Ck	
Date Added 01/12/2010 16:48 Tholiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property IR Rock Cottage	Statement Number Statement Date Statement Total Withheld Monies Total Payment	Auto 04/09/2012 4028. 0. 4028.	Statement Notes	Add New Ck	
Date Added 01/12/2010 16:48 Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage	Statement Number Statement Date Statement Total Withheld Monies Total Payment	Auto 04/09/2012 4028. 0. 4028.	Statement Notes Statement Notes Payment Metho Reference	Add New Ck	
Date Added 01/12/2010 16:48 Telefondia Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage	Statement Number Statement Date Statement Total Withheld Monies Total Payment	Auto 04/09/2012 4028. 0. 4028.	 Statement Notes Statement Notes Payment Metho Reference Include Transactions: All 	Add New Ck	Holiday Complete
Date Added 01/12/2010 16:48 Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage Realing	Statement Number Statement Date Statement Total Withheld Monies Total Payment	Auto 04/09/2012 4028. 0. 4028.	Statement Notes Statement Notes Payment Metho Referenc Include Transactions: All Recline	Add New Ck	Holiday Complete
Date Added 01/12/2010 16:48 Image: Contract of the system of t	Statement Number Statement Date Statement Total Withheld Monies Total Payment	Auto 04/09/2012 4028. 0. 4028. Reference	Statement Notes Statement Notes Payment Metho Reference Include Transactions: All Booking Invoice Date Date	Add New Ck	Holiday Complete
Date Added 01/12/2010 16:48 Telefondia Manager : Make New Payment Holiday Manager New Payment Payment To Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage Booking Date From 15/06/2011 15/06/2011 28/08/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking To Booking Booking D4/09/2011 B2011/0036	Auto O4/09/2012 4028. 0. 4028. Reference	Statement Notes Statement Notes Payment Metho Reference Include Transactions: All Booking Invoice Date 15/06/2011 15/06/2011	Add New Ck	Holiday Complete O
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager Holiday Manager New Payment Payment To Qwner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Property Rock Cottage Booking Receive Booking Date To To 15/06/2011 15/06/2011 10/07/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking To D4/09/2011 B2011/0036 17/07/2011 B2011/0037	Auto 04/09/2012 4028. 0. 4028.	Statement Notes Statement Notes Payment Metho Referenc Include Transactions: All Booking Invoice Date 15/06/2011 15/06/201 15/06/200 15/06/200 15/06/200 15/06/200 15/06/200 15/06/200 15/06/200 15/06/2	Add New Ck	Holiday Complete Booking Referenc 32011/0036 Rock Cott
Date Added 01/12/2010 16:48 Image: Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage Booking Receive Booking Date Prom 15/06/2011 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 128/08/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking D4/09/2011 B2011/0036 B2011/0039 B2010/011 B2011/0039	Auto 04/09/2012 4028. 0. 4028. 0. 4028.	Statement Notes Statement Notes Payment Metho Referenc Include Transactions: All Booking Invoice Date 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011	Add New Ck	Holiday Complete Holiday Comp
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager Holiday Manager New Payment Payment To Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Property If Rock Cottage Booking Receive Booking Date Prometry 15/06/2011 15/06/2011 15/06/2011 18/08/2011 16/06/2011 16/06/2011 18/09/2011 16/06/2011 19/07/2011 18/09/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking To Booking Booking D4/09/2011 B2011/0036 17/07/2011 B2011/0039 25/09/2011 B2011/0040	Auto Auto O4/09/2012 4028. 0. 4028. Reference Rock Cotta	 Statement Notes 74 74<!--</td--><td>Add New Ck</td><td>Holiday Complete Holiday Complete</td>	Add New Ck	Holiday Complete Holiday Complete
Date Added 01/12/2010 16:48 Holiday Manager : Make New Payment Holiday Manager Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Receive Booking Date From 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 18/09/2011 16/06/2011 19/07/2011 18/09/2011 15/06/2011 19/07/2011 18/09/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking Booking Booking D4/09/2011 B201/0036 D9/07/2011 B201/0037 D9/07/2011 B201/0030 25/09/2011 B201/0040 21/08/2011 B201/0038	Auto 04/09/2012 4028. 0. 4028. 0. 4028. 0. 4028. Reference Reference Rock Cotta Rock	Statement Notes Statement Notes Payment Metho Reference Include Transactions: All Booking Invoice Date 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/2011 15/06/2011 15/06/2011	Add New Ck	Holiday Complete Booking Referenc 32011/0036 Rock Cotti 32011/0039 Rock Cotti 32011/0040 Rock Cotti 32011/0040 Rock Cotti 32011/0040 Rock Cotti 32011/0040 Rock Cotti 32011/0040 Rock Cotti
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager Manager Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Image: Receive Date From 15/06/2011 15/06/2011 18/09/2011 16/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 18/09/2011 15/06/2011 19/07/2011 18/09/2011 15/06/2011 19/07/2011 18/09/2011 15/06/2011 19/07/2011 18/09/2011 15/06/2011 18/09/2011 14/08/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking Booking Booking Booking D4/09/2011 B2011/0036 17/07/2011 B2011/0037 D9/07/2011 B2011/0040 25/09/2011 B2011/0048 21/08/2011 B2011/0038 21/08/2011 B2011/0038	Auto 04/09/2012 4028. 0. 4028. 4028. 0. 4028. 8028. 0. 4028. 100 400 4028. 100 400 400 400 400 400 400 400 400 400	Statement Notes Statement Notes Payment Metho Payment Metho Reference Include Transactions: All Booking Invoice Date I5/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15	Add New Ck	Holiday Complete Holiday Complete Holid
Date Added 01/12/2010 16:48 Iteration Holiday Manager : Make New Payment Holiday Manager Holiday Manager Holiday Manager Make New Payment Payment To Owner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Image: Property Image: Property Image: Property Booking Date Receive Date Booking From 15/06/2011 15/06/2011 10/07/2011 16/06/2011 15/06/2011 16/06/2011 18/09/2011 16/06/2011 19/07/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 14/08/2011 15/06/2011 15/06/2011 18/09/2011 14/08/2011 15/06/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking D4/09/2011 B2011/0036 1707/2011 B2011/0037 D9/07/2011 B2011/0038 25/09/2011 B2011/0040 25/09/2011 B2011/0038 21/08/2011 B2011/0038 D4/09/2011 B2011/0038 D4/09/2011	Auto 04/09/2012 4028. 0. 4028. 1. 404. 1. 404. 1. 404. 1. 404. 1. 40. 1.		Add New Ck	Holiday Complete Holiday Compl
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager Manager Holiday Manager Make New Payment Payment To Owner Payment To Owner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Receive Booking Date Booking Pate Stof/2011 15/06/2011 15/06/2011 10/07/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 18/09/2011 16/06/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011	Statement Number Statement Date Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking Booking D1/09/2011 B201/0030 D2/09/2011 B201/0032 D3/07/2011 B201/0032 D2/09/2011 B201/0038 D2/08/2011 B201/0038 D4/09/2011 B2011/0036 D4/09/2011 B2011/0036 D4/09/2011 B2011/0036 D4/09/2011 B2011/0036 D4/09/2011	Auto 04/09/2012 4028. 0. 4028. 0. 4028. Reference Rock Cotta Rock	Statement Notes Statement Notes Additional Statement Notes Additional Statement Metho Reference Include Transactions: All Booking Invoice Date I5/06/2011 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06/201 15/06	Add New Ck	Holiday Complete • Holiday Complete • Booking Referenc 32011/0036 Rock Cott 32011/0039 Rock Cott 32011/0039 Rock Cott 32011/0038 Rock Cott
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager Holiday Manager New Payment Owner Payment To Owner Ref No O2010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Image: Receive Date Booking Prom Date Date Date Stock Cottage Booking Date Receive Booking Prom Booking 15/06/2011 15/06/2011 18/09/2011 I5/06/2011 15/06/2011 16/06/2011 18/09/2011 16/06/2011 18/09/2011 I6/06/2011 19/07/2011 18/09/2011 18/09/2011 15/06/2011 18/09/2011 15/06/2011 18/09/2011 18/09/2011 18/08/2011 15/06/2011 18/09/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 16/06/2011 16/06/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 18/09/2011 16/02/2011 15/06/2011 18/09/2011 18/09/2011 16/06/2011 16/02/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking D4/09/2011 B2011/0036 D9/07/2011 B2011/0032 25/09/2011 B2011/0038 21/08/2011 B2011/0036 04/09/2011 B2011/0038 04/09/2011 B2011/0036 04/09/2011 B2011/0036 04/09/2011 B2011/0036 04/09/2011 B2011/0036 04/09/2011 B2011/0037	Auto 04/09/2012 4028. 0. 4028. 1000 100	 Statement Notes 74 74<	Add New Ck Booking Fon From To 28/08/2011 04/09/2011 18/09/2011 25/09/2011 18/09/2011 25/09/2011 18/09/2011 21/08/2011 14/08/2011 21/08/2011 28/08/2011 04/09/2011 28/08/2011 04/09/2011 16/10/2011 23/10/2011	Holiday Complete Holiday Comp
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Image: Receive Date Booking Pate Booking Date Date Booking Pate Is/06/2011 15/06/2011 15/06/2011 18/09/2011 16/06/2011 16/06/2011 18/09/2011 16/06/2011 15/06/2011 18/09/2011 14/08/2011 15/06/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 18/09/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 16/10/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking D4/09/2011 B201/0036 D9/07/2011 B201/0037 D9/07/2011 B201/0038 Stop/2011 B201/0039 25/09/2011 B2011/0038 21/08/2011 B2011/0038 D4/09/2011 B2011/0036 D4/09/2011 B2011/0037	Auto 04/09/2012 4028. 0. 4028. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 0. 4028. 4008. 4008. 4008. 4008. 4008. 4008. 4008. 4008. 4008. 400	 Statement Notes 74 74 74 74 74 74 Payment Metho Reference Include Transactions: All Booking Invoice Date Date 15/06/2011 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/2011 15/06/2011	Add New Ck	Holiday Complete Holiday Compl
Date Added 01/12/2010 16:48 Image: Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Image: Receive Booking Date Booking Date Booking From 15/06/2011 15/06/2011 18/09/2011 16/06/2011 15/06/2011 18/09/2011 16/06/2011 16/06/2011 18/09/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 18/09/2011 18/09/2011 15/06/2011 18/09/2011 18/08/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 18/09/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011 15/06/2011 18/09/2011 16/10/2011	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking Booking Booking D4/09/2011 B201/0036 D9/07/2011 B201/0037 D9/07/2011 B201/0038 B201/0038 D4/09/2011 B201/0038 D4/09/2011 B201/0038 D4/09/2011 B201/0038 D4/09/2011 B2011/0036 D4/09/2011 B2011/0036 D4/09/2011 B2011/0037 D4/09/2011 B2011/0036 D4/09/2011 B2011/0037 D4/09/2011 B2011/0036 D4/09/2011 B2011/0037 D4/09/2011 B2011/0036 D4/09/2011 B2011/0037	Auto 04/09/2012 4028. 0. 4028. 1. 402. 1. 40. 402. 1. 40. 1. 40. 1. 40. 1. 40. 1. 40. 1. 40. 1. 40. 1. 40. 1. 40. 1.	 Statement Notes 74 74 Payment Methor Reference Include Transactions: All Booking Invoice Date 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/2011 <li< td=""><td>Add New Ck d </td><td>Holiday Complete Holiday Complete Booking Referenc 32011/0036 Rock Cotti 32011/0037 Rock Cotti 32011/0040 Rock Cotti 32011/0048 R</td></li<>	Add New Ck d	Holiday Complete Holiday Complete Booking Referenc 32011/0036 Rock Cotti 32011/0037 Rock Cotti 32011/0040 Rock Cotti 32011/0048 R
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking David Booking Booking David David Booking Booking David	Auto 04/09/2012 4028. 0. 4028. 1. 402. 402. 40.	 Statement Notes 74 75 76 76<	Add New Ck Booking Foom Pooking Booking Too Foom 28/08/2011 04/09/2011 28/08/2011 04/09/2011 28/08/2011 04/09/2011 28/08/2011 04/09/2011 28/08/2011 04/09/2011 28/08/2011 04/09/2011 Ck Total Expenditure	Holiday Complete Booking Referenc 32011/0036 Rock Cott 32011/0037 Rock Cott 32011/0038 Rock Cott 32011/0039 Rock Cott 32011/0039 Rock Cott 32011/0039 Rock Cott 32011/0039 Rock Cott 32011/0038 Rock Cott 32011/0037 Rock Cott 32011/0038 Rock Cott 32011/0037 Rock Cott 32011/0037 Rock Cott 32011/0037 Rock Cott 32011/0038 Rock Cott 32011/0037 Rock Cott
Date Added 01/12/2010 16:48 C Holiday Manager : Make New Payment Holiday Manager New Payment Payment To Owner Ref No 02010/0003 Dr Rebecca Walsh THE SWALLOWS,, Property Rock Cottage Booking Receive Booking Date Date From 15/06/2011 15/06/2011 10/07/2011 16/06/2011 15/06/2011 16/06/2011 15/06/2011 16/06/2011 18/09/2011 15/06/2011 19/07/2011 18/09/2011 15/06/2011 18/09/2011 15/06/2011 15/06/2011 18/09/2011 16/06/2011 15/06/2011 18/09/2011 16/06/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 18/09/2011 28/08/2011 15/06/2011 103/10/2011 16/10/2011 4 m m	Statement Number Statement Date Statement Total Withheld Monies Total Payment Booking Booking Booking Booking D4/09/2011 B201/0037 D9/07/2011 B201/0039 25/09/2011 B201/0038 D4/09/2011 B201/0038 D4/09/2011 B201/0038 D4/09/2011 B201/0036 D4/09/2011 B201/0036 D4/09/2011 B201/0037 D4/09/2011 B201/0038 D4/09/2011 B201/0036 D4/09/2011 B201/0036 D3/02/011 B201/0037 D4/09/2011 B201/0036 D3/04/09/2011 B201/0037 D4/09/2011 B201/0036 D3/04/09/2011 B201/0036 D3/04/09/2011 B201/0037 D4/05/2014 B201/0036	Auto 04/09/2012 4028. 0. 4028. 4028. 1. 404. 1. 404. 1. 404. 1. 404. 1. 404. 4	 Statement Notes 74 74 74 74 74 74 Payment Metho Reference Include Transactions: All Booking Date I5/06/2011 15/06/2011 15/06/2011 15/06/2011 16/06/2011 16/06/2011 16/06/2011 15/06/2011 15/06/2011	Add New Ck Booking Fo Prom To Sk08/2011 04/09/2011 Add New Ck Booking Fo To Sk08/2011 Add New Ck Sk08/2011 21/08/2011 Sk08/2011 04/09/2011 Sk08/2011 04/09/2011 Ck02 Ck1 Ck1 Ck2	Holiday Complete Holiday Comp

More in depth history information recorded

In this version, we are providing even more information in each record history. This will ensure it is always clear exactly what has taken place within the system and when.

These new functions are available in both the individual record history, but also on the Latest Activity section on the main homepage. Clicking here will immediately provide you with a detailed summary of all actions that have taken on the system on that particular day.

Holiday Manag	er						
Date/Time	Event By	Event Of	Event Type	Description	Owner Ref No	Property Ref No	HolidayMa Ref No
20/08/2012 11:07 AM	ian	<u>U2012/0002</u>		New Unavailable period	02010/0001	P2010/0001	
0/08/2012 11:09 AM	ian			New holiday booking		P2010/0004	H2010/00
0/08/2012 11:10 AM	ian	REC00061		Monies received in		P2010/0004	H2010/00
0/08/2012 11:11 AM	ian			Change of booking status		P2010/0003	H2010/00
0/08/2012 11:12 AM	ian	REC00061		Reversed Receipt		P2010/0004	H2010/00
0/08/2012 11:12 AM	ian	REC00063		Monies received in		P2010/0004	H2010/00
0/08/2012 11:12 AM	ian			Change of booking status		P2010/0004	H2010/00
0/08/2012 11:13 AM	ian		Cancelled boo	Booking Cancellation		P2010/0002	H2010/00
0/08/2012 11:24 AM	ian	REC00064		Monies received in		P2010/0004	H2011/00
0/08/2012 11:24 AM	ian			Change of booking status		P2010/0004	H2011/00
0/08/2012 12:13 PM	ian		Holidaymaker	New holidaymaker created: J			H2012/00
0/08/2012 12:13 PM	ian		Holidaymaker	New holidaymaker created: J			H2012/00
0/08/2012 12:13 PM	ian			New holiday booking		P2010/0004	H2012/00
0/08/2012 12:57 PM	ian	Email	Email	jjwoolley@yahoo.co.uk	02010/0001		
0/08/2012 01:01 PM	ian	<u>Letter</u>	Letter	jjwoolley@yahoo.co.uk	<u>02010/0011</u>	P2010/0004	H2010/00
0/08/2012 01:09 PM	ian	Letter	Letter	jjwoolley@yahoo.co.uk	02010/0011	P2010/0004	H2012/00
0/08/2012 04:08 PM	ian	<u>Letter</u>	Mulgrave new	Mrs Jill Patterson(jjwoolley@y	B2012/0006		
		III					Þ
					,	View Record History	Cancel

Additional booking status colours

In order to easily view the availability status for your property, we have now increased the number of colours available. This allows more customisation and the ability to see instantly the status of a particular booking.

This functionality can be found in the System Settings, under the Booking Information tab.

G Holiday Manager	: System Settings				11/1		
Company Details G	eneral Settings	Owner Prop	erty Holiday	Maker Mainter	ance Company Price Bands	Booking Information	Extras Invoice Type System Events
	- Discount Code				Booking Status Color	ur Coding	
					Provisional Booki	ng Yellow	-
	Cod	le			Deposit Receiv	ed SkyBlue	•
	Nam	ne		_	Full P:	aid LimeGreen	•
	Rate (%	6) 0.0	0 🌲		Linux n		
	Fixed Amour	nt 0.0	0 🌩		Ullavalla	sel Magonta	
					Carrolat	d Danada	
		🔳 Add			Complet	Azure	
						Beige	
						Bisque	
						Red	
					% Depos	it Grey	
	-				- Fixed Amoun	Ivory	
	Code	Name	Rate (%)	Amount	Descrit D	Black	
	low	Low occup	10.00	0.00	Deposit Du	e LimeGreen Magenta	er holiday booked
	Referral	Referral Dis	7.50	0.00	Balance Du	e Pink	fore holiday commences
	rpt456	Repeat Boo	5.00	0.00	Cancellat	Violet	
	System	Initial Disco	0.00	0.00		White	
						Owner	_
						Agent	
							<u>Close</u> <u>Save</u>

Company name option for guest information

For this version, we have added a new field to the holidaymaker screen called Company Name. This allows the addition of a relevant company name to be added to a record for use in letters and documentation.

A merge code is also available for this field - **#h_companyname**

Town	Birmingham	
County		
Post Code	B18 6TR	
Country		
Date of Birth	□ 05/09/2012 □▼	
Age		
Car Rey		
Company Name		
General Information		

Owner bookings and Unavailability

When making an owner booking, or simply booking out a period of time when the property is unavailable, we have now introduced an additional field for the number of nights.

A new merge code - **#b_unavailablenights** is available for this, plus we have introduced a new recipient on the letters section called Availability that can be used to merge this information to owner letters.



New accounts reports

For this version, we have introduced two new accounts reports.

• Payments Due Report - which provides you with information on all outstanding invoices.

This is a useful report to pull up any information and send reminders for invoices that are coming up for payment.

• Receipts Report - Which provides a breakdown of any receipts made into the system.

Name	Description	
Extra's Report	A report that provides	
Agent Fees Report	A report for Agents	
/ear End Transac	An annual income/expenditure report	
nvoice Arrears	An invoice arrears	Specify Date Range? 🔲 05/09/2012 👻 to 05/09/2012 👻
Property Income	A property income report providing	Specify Records?
ayments Due R	A report that provides you with details of all	
Receipts Report	A report that provides you with detailed record of receipts	
<u>(</u>)		
		Report Description :
		A report that provides you detailed record of receipts that
		have been made on the system

Both reports can be filtered by date range and other criteria, and as usual can be used to generate letters, tasks, SMS messages. You can also print or export these reports in the usual way.

Tariff import options

As standard the system will automatically assign 52 separate booking weeks ready for pricing, based on the changeover day specified.

However there may be a situation where you may want to record less booking periods, for example where there are large time spans with the same pricing in place.

This can be done easily now using the additional options to Add or Remove selected date ranges. The dates themselves can be adjusted by clicking into the Start date and amending accordingly.

Band Name Seavi	iew Cottage					
Short Break % (◉ Daily Charge 🔘	Year 20	13 💌	Changeover Day	Saturday	•
Start Date	Short Break	Week Price	Min Short Charge	Calendar Notes		
29/06/2013		495.00	0.00		Add	Remove
06/07/2013		500.00	0.00		Add	Remove
13/07/2013		510.00	0.00		Add	Remove
20/07/2013		500.00	0.00		<u>Add</u>	Remove
27/07/2013		895.00	0.00		Add	Remove
03/08/2013		900.00	0.00		<u>Add</u>	Remove
10/08/2013		905.00	0.00		Add	Remove
17/08/2013		900.00	0.00		Add	Remove
24/08/2013		905.00	0.00		Add	Remove
31/08/2013	V	900.00	0.00		<u>Add</u>	<u>Remove</u>
07/09/2013	V	450.00	0.00		Add	<u>Remove</u>
14/09/2013		500.00	0.00		Add	<u>Remove</u>
21/09/2013	V	505.00	0.00		<u>Add</u>	<u>Remove</u>
28/09/2013		500.00	0.00		<u>Add</u>	<u>Remove</u>
05/10/2013	V	495.00	0.00		Add	<u>Remove</u>
12/10/2013		480.00	0.00		Add	<u>Remove</u>
19/10/2013	V	620.00	0.00		<u>Add</u>	<u>Remove</u>
26/10/2013	Ø	475.00	.0.00		Add	Remove

When setting up the following year prices, clicking the Import from Previous Year option at the bottom of the page, will automatically retain the same date periods, but amend the start date to the nearest available changeover day.