



HLS Solutions Ltd Update Notes

Version 2.0.26

Last Updated - 30th April 2013

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

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No. 07104476

Version Summary

Welcome to the latest version of the HLS Holiday Manager software. Below you will find information on the changes that have been introduced for the latest release of the program, version **2.0.26**.

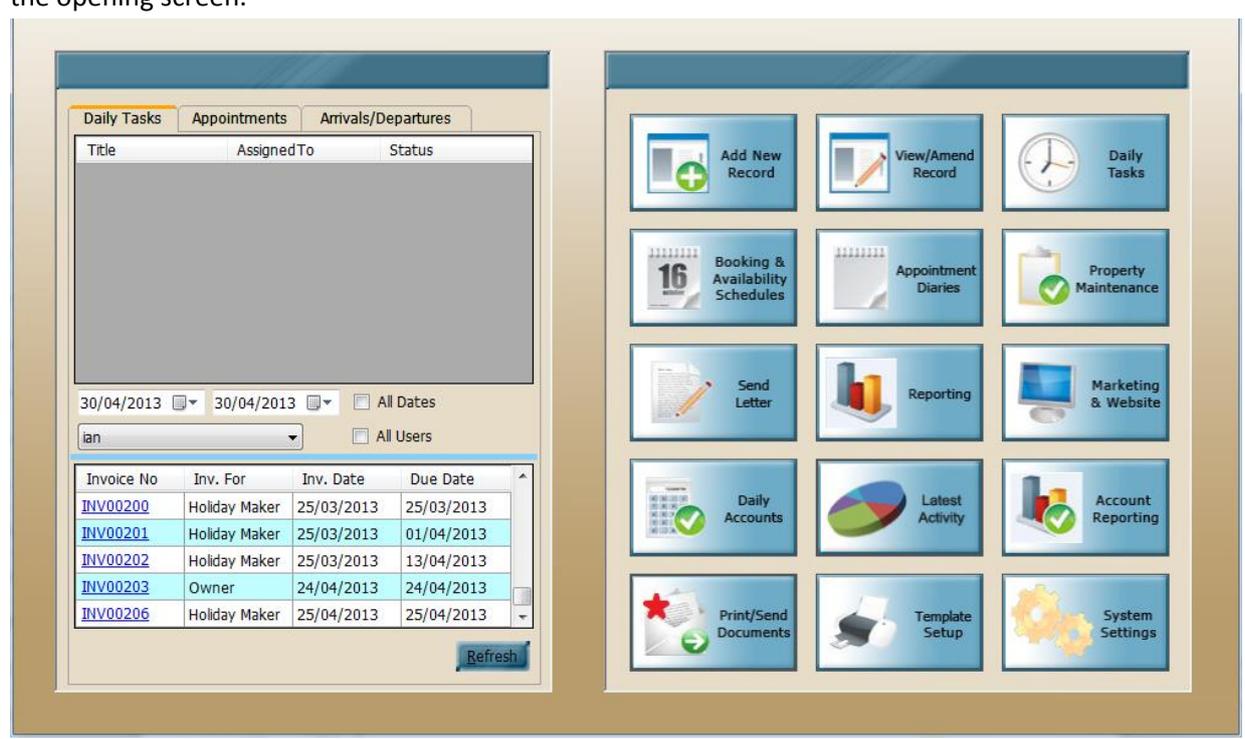
Version 2.0.26 has been released with some brand new web upload module functionality, along with a number of new features and enhancements to the software.

The main features included in this version are:

- New Main screen design to immediately display invoice arrears
- Ability to add in Clearance days on Receipted payments
- New merge codes for Guest Age and table of booking extras
- Automatic surcharge adjustments where payment method has been changed from credit card
- Ability to automatically adjust invoice details for inclusive extras
- Reinstatement of close button on Booking screen
- Various reporting improvements
- Ability to open holidaymaker record from Booking Screen
- Option to combine the surcharge payment with the payment to Agent
- Additional System Event for cancelled unavailability
- New Web Module functionality

New Main Screen Design

One of the first things that you will notice when opening the new version is the new screen layout on the opening screen.



In order to make it as easy as possible to track the invoices that are currently due for payment, we have introduced a new section under the Daily Tasks. Within the new section we have added in a list of all your outstanding invoices, along with links to view the original invoice.

As part of the new layout, a blue separating line is used to divide the Daily tasks and outstanding invoices, and this can be “dragged” up or down to make this section larger or smaller as required.

Clicking on any of the blue underlined links will open the original invoice as it is raised for you to view. Receiving payment for these invoices can be done in the usual way through the Daily Accounts screen, via a booking, or through the individual information screen.

Ability to add in Clearance days on receipted payments

When receiving a cheque or certain payments into your account, there may well be certain clearance days that apply before that money is fully available in your account. In order to track this and ensure monies are not paid out until they have cleared, we have the option to add in a number of clearance days when receiving in monies against an invoice.

Holiday Manager

New Payment In

Received From: Holiday Maker

John Sampson
GREENRIDGE GARDENS,,

Property: The Lodge

Receipt Number: Auto

Receipt Date: 30/04/2013

Payment Type: Cash

Card Type:

Reference No:

Total Invoice: 1650.00

Total Received: 0.00

Invoice Outstanding: 1650.00

Notes:

Clearance Days: 0

Clearance Date: 30/04/2013

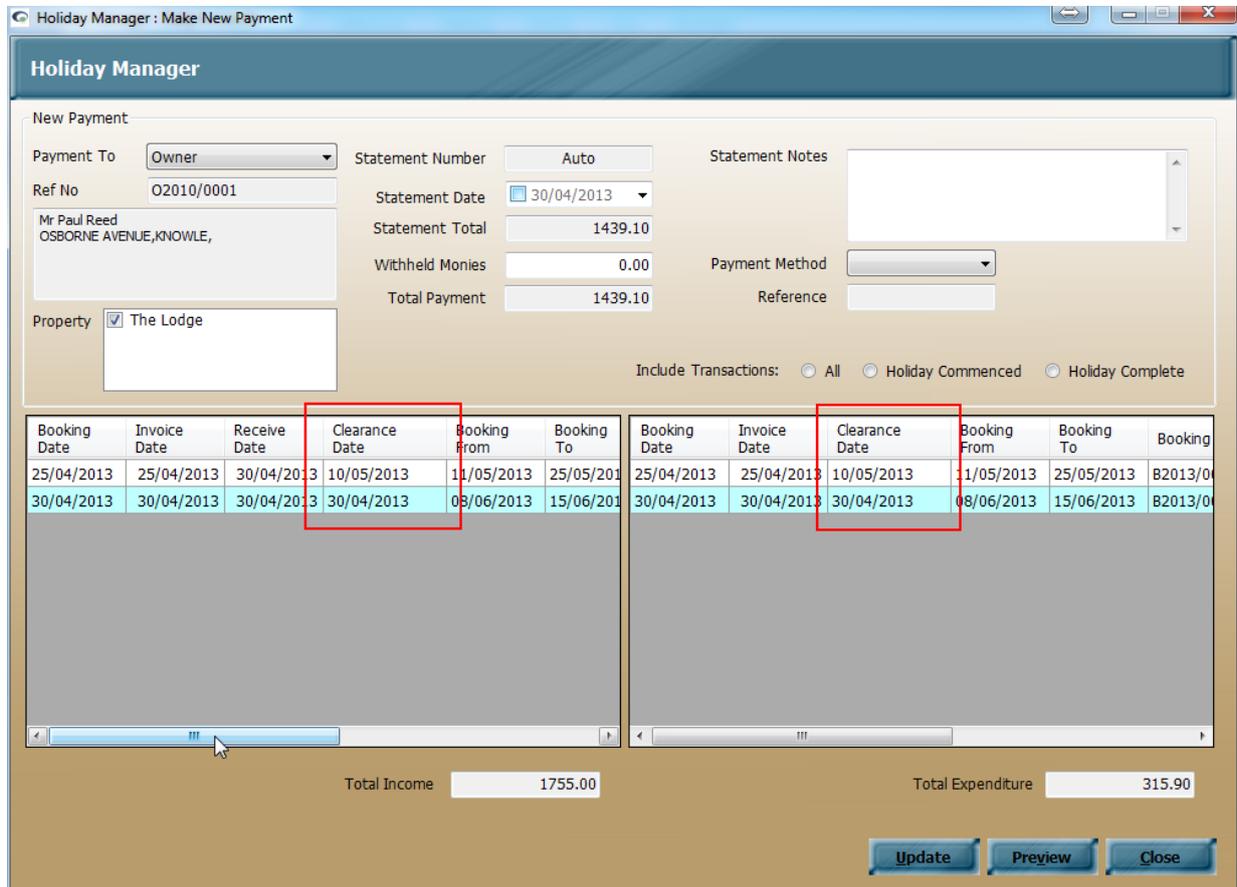
Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
25/04/2013	INV00206	Holiday Cost	1,530.00	0.00	0.00	1,530.00	0.00	<input type="checkbox"/>
25/04/2013	INV00206	Booking Charge	20.00	0.00	0.00	20.00	0.00	<input type="checkbox"/>
25/04/2013	INV00206	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	0.00	<input type="checkbox"/>

Amend Invoice Preview Send Mail Update Close

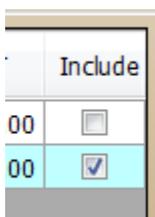
On all Receive Payment screens, there is now a new numerical dropdown field, where you can select a number of days you wish to have before this money is available to pay out from the system. As the

number of days is changed, the Clearance Date underneath will automatically adjust to show the date this payment will become available.

When you now come to making a new payment, there is an additional column on the payment details, which shows you the clearance date for each individual account transaction.



Booking Date	Invoice Date	Receive Date	Clearance Date	Booking From	Booking To	Booking Date	Invoice Date	Clearance Date	Booking From	Booking To	Booking
25/04/2013	25/04/2013	30/04/2013	10/05/2013	11/05/2013	25/05/2013	25/04/2013	25/04/2013	10/05/2013	11/05/2013	25/05/2013	B2013/0
30/04/2013	30/04/2013	30/04/2013	30/04/2013	08/06/2013	15/06/2013	30/04/2013	30/04/2013	30/04/2013	08/06/2013	15/06/2013	B2013/0



By default all “uncleared” transactions will have the Include box not ticked and will therefore not be included on the statement as standard. You do however have the option to override this, if there is a particular reason you want this credit or debit transaction to be included/excluded.

We have also introduced the Clearance Date information to the Receipts report, where we have an additional column that displays the date the monies are due to be clear:

Prop Name	Invoice Date	Description	Clearance Date	Amount	VAT	Received	Outstanding	Payment Type
Eco Retreat	24/04/2013	30% of Holid...	24/04/2013	300.00	0.00	300.00	0.00	Cash
The Lodge	25/04/2013	Booking Charge	10/05/2013	20.00	0.00	20.00	0.00	Cheque
The Lodge	25/04/2013	Deposit (Refu...	10/05/2013	100.00	0.00	100.00	0.00	Cheque
The Lodge	25/04/2013	Holiday Cost	10/05/2013	1530.00	0.00	1530.00	0.00	Cheque
The Lodge	30/04/2013	30% of Holid...	30/04/2013	225.00	0.00	225.00	0.00	Cash

New merge codes for Guest Age and table of booking extras

Introduced for this version is some additional merge codes.

For the holidaymaker we have the following merge code, which will pull through their age into letters.

#h_age

For the bookings we have two new merge codes introduced in this version. These merge codes will pull through a small table detailing all the invoice items for a booking, or just show a table with the extras for a booking:

#b_allbookingitems

#b_bookingextras

Please Note... These merge codes will pull through all of the accounts transactions, therefore in certain circumstances, such as inclusive extras, you may well wish to edit this information prior to sending out to the Guest.

Automatic surcharge adjustments

When taking a new booking when a guest is paying by credit card, the system will automatically apply a card surcharge to the entire booking amount. For most future bookings the holiday cost will be split into two payments, for the deposit and balance amounts. If at the time of the guest paying the balance payment they decide to pay by another method, for which a surcharge is not due, we need to have an option to remove the surcharge for the balance.

On the booking screen, we need to remove the card surcharge from the booking.

Holiday Manager Status: Deposit Received

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

Booking Ref No: B2013/0016
 Booking From: 22/06/2013 | Booking To: 29/06/2013
 Holidaymaker: Mrs Claire Sterling
 Holiday rental cost: 1250.00 Override
 Discount Code: [] 0.00 Override
 0.00 % + Fixed 0.00 [Clear](#)

Description	Price	Quantity	Discount	VAT
Booking Ch...	20.00	1.00	0.00	0.00
Deposit (R...	100.00	1.00	0.00	0.00

Due With Deposit

Card Surchage: Mastercard [Clear](#) 34.26
 VAT: 0.00
Total Holiday Cost: 1404.26

Agent Notes | Guest Notes | Owner Notes | Maintenance Notes

Deposit Payment Due by: 07/05/2013
 30% of Holiday Cost: 375.00 Override
 Selected Extra's: 0.00
 Card Surchage: 9.38
 VAT: 0.00
Total Deposit Payable: 384.38
 Paid Amount: 384.38

Balance Payment Due by: 25/05/2013
 Balance of Holiday Cost: 875.00
 Selected Extra's: 120.00
 Card Surchage: 24.88
 VAT: 0.00
Total Balance Payable: 1019.88
Old Balance Due: 1019.88

Booking Summary

Total Holiday Cost	1404.26
Owner Income	1062.50
Agency Income - Owner	187.50
Agency Income - Holidaymaker	20.00
Holidaymaker deposit	100.00
Other Extras	0.00

[Send Letter](#) [Add Notes](#) [Cancel Booking](#) [Receive Monies](#) [Send Mail](#) [Reprint](#) [Close](#) [Book](#)

Click the Clear button to remove the Card Type from the card Surchage field:

This will automatically calculate the Card Surchage for the Deposit payment alone:

Card Surchage: [] [Clear](#) 9.38
 VAT: 0.00
Total Holiday Cost: 1379.38

Balance Payment Due by: 25/05/2013
 Balance of Holiday Cost: 875.00
 Selected Extra's: 120.00
 Card Surchage: 0.00
 VAT: 0.00
Total Balance Payable: 995.00
Old Balance Due: 1019.88

And remove the Card Surchage amount from the Balance Payment breakdown on the right hand side of the screen.

As the booking information has now changed, click Save to record the new information. As the price has been changed the system will bring up a warning message that the booking price has changed and asking if you wish to proceed. Click Yes to continue and save the new information.



When you now click on Receive Monies to receive in the balance payment, the system will default the receipt type to Cash, and will also have removed the Card Surcharge amount. This can now be amended to the new Payment method as required.

Ability to automatically adjust invoice details for inclusive extras

As part of the extra functionality we have the option to set up “Inclusive Extras”. These extras are basically charges that are included as part of the advertised holiday cost. These could be insurances, fees for use of facilities, or could even be used to deduct management fees etc.

These extras can be set for a property exactly the same as other extras and selected from the extras list on a booking in the normal way. The inclusive extras will show as a “Y” in the Include Rent column, enabling you to easily identify the inclusive extras.

Extra's available

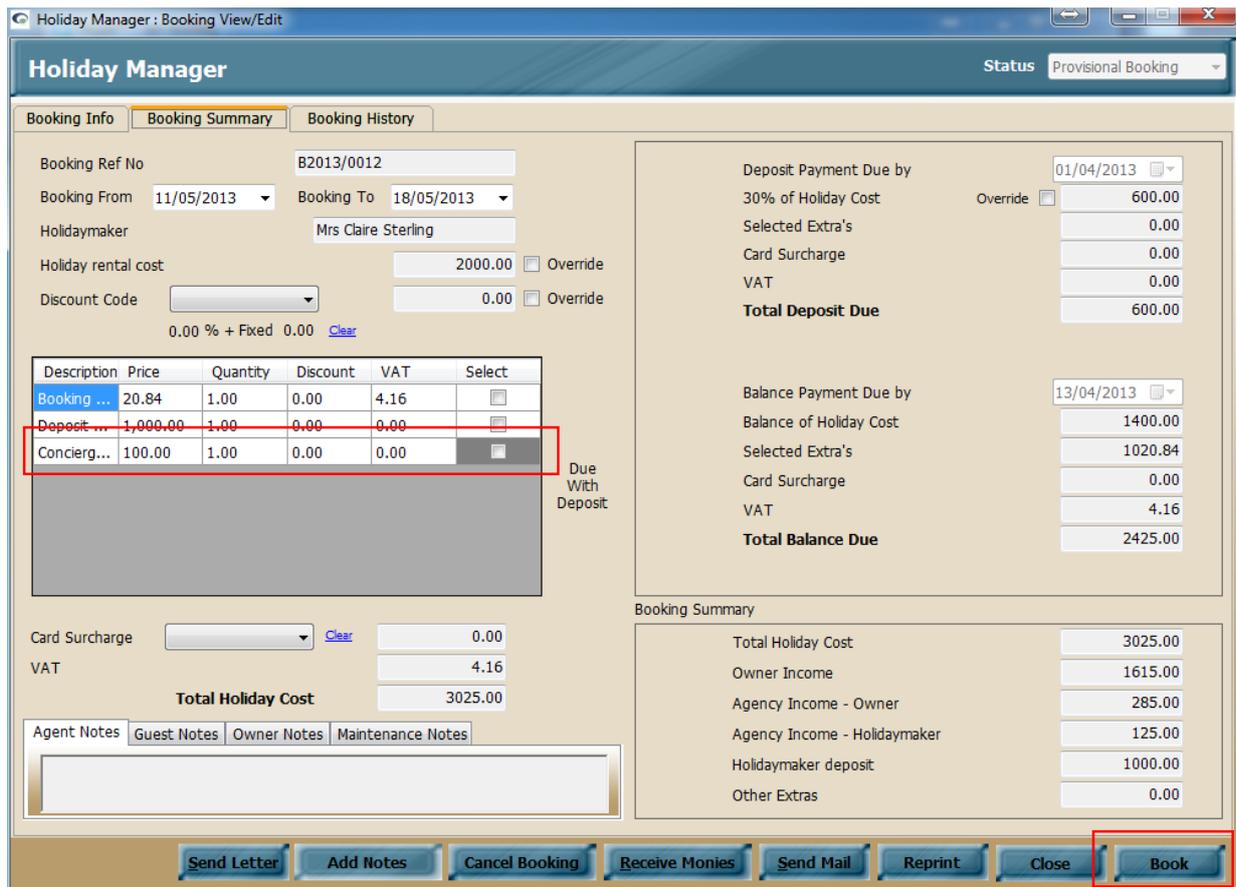
Name	Desc	Price	Include	Include Rent	Num Avail
Booking Charge	Booking Charge	20.84	<input checked="" type="checkbox"/>	N	1.0
Deposit (Refundable...)	Deposit (Refundable...)	1,000.00	<input checked="" type="checkbox"/>	N	1.0
Concierge Fee	Concierge Fee	100.00	<input checked="" type="checkbox"/>	Y	1.0
Dog	Pet Surcharge	25.00	<input type="checkbox"/>	N	3.0

They will also appear in the breakdown at the bottom of the screen:

Total Rent	2000.00
Total Extra	1125.01
Inclusive Extra	100.00
Rent showed to Holiday Maker	2000.00
Extra showed to Holiday Maker	1025.01

In previous versions, once a booking was saved, any amendments to the inclusive extra would have to be carried out outside of the booking. For this version we have introduced the option where an inclusive extra can be edited within the booking, and the system will now carry out the necessary adjustments to the invoices that have been raised for the booking.

On the Booking Summary screen, the inclusive extra will show with the Select option greyed out. To make a change to the price, edit the Price box to show the new amount, and the Book icon in the bottom right hand corner of the screen will change to Save.



Click Save to continue and you will get a message that the Booking information has been changed.



Click "Yes" to continue and the booking will automatically adjust the booking information to show the new amounts. It will also automatically make any adjustments to the invoices for this booking, ensuring these are now also adjusted with the newly revised breakdown of monies.

Reinstatement of close button on Booking screen

As part of the changes in the last version, the “Close” button was removed from the booking form once a booking was saved. We have reinstated this function now for this version, allowing the “Close” button or the red cross in the top right hand corner to be used to close the screen.

The screenshot shows the 'Holiday Manager' interface for 'Booking View/Edit'. The status is 'Provisional Booking'. The main area is divided into 'Booking Info', 'Booking Summary', and 'Booking History' tabs. The 'Booking Info' tab is active, showing details for booking B2013/0012, booked from 11/05/2013 to 18/05/2013, made by Mrs Claire Sterling. A table lists items with columns for Description, Price, Quantity, Discount, VAT, and Select. Below this are fields for Card Surcharge, VAT, and Total Holiday Cost. To the right, there are sections for 'Deposit Payment Due by' and 'Balance Payment Due by', each with a date selector and a list of charges. At the bottom, a row of buttons includes 'Send Letter', 'Add Notes', 'Cancel Booking', 'Receive Monies', 'Send Mail', 'Preview', 'Close', and 'Save'. The 'Close' button is highlighted with a red rectangle.

Various reporting improvements – Including Receipts, Booking and Cleaner reports

As part of our commitment to provide continual development to the reporting module, we have started to undertake a review of the reports available in the software.

Receipts Report

As detailed above, we have introduced a new Clearance Days column to the receipts report. In addition, we have also removed certain duplicate transactions that were appearing and added in an additional column to record the date the Receipt was made.

Cleaner Report

The cleaner report has been changed to allow the date filter to be applied to the Owner Booking and other Unavailability Filter.

Selecting a date range from the General Reporting section, prior to running the report will create a filter of all the data on the selected dates.

Ticking the box to Include Owner Bookings and/or Include Other Unavailability will now apply the same date filter to these options as well.

Specify Additional Criteria: Status:

Include Owner Bookings
Include Other Unavailability

[Refresh](#)

Select	Prop ID	Prop Name	Add 1	Add 2	Town	Post Code	Transaction ID	Related RefNo	Booking Made	Booking From	Booking To
<input checked="" type="checkbox"/>	P2013/0001	Palmers Way	Palmers Way	Tenant Ind Est	Wadeb...	PL27 6HB	B2013/0008	H2011/0009	04/03/2013	13/04/2013	20/04/2013
<input checked="" type="checkbox"/>	P2010/0001	The Lodge	COAST ROAD		Portreath	TR17 9EW	U2013/0005	O2010/0001	25/04/2013	24/04/2013	27/04/2013

Ability to open holidaymaker record from Booking Screen

To enable detailed holidaymaker information to be accessed from the Booking screen, we have introduced a new link for this version on the booking screen. Once a holidaymaker has been selected for a booking, the blue underlined Ref No link will appear.

This link when clicked will open the holidaymaker screen for you to view the full holidaymaker record:

Booking Info | Booking Summary | Booking History

Booking
Booking Ref No: B2013/0016
Booking From: 22/06/2013 | Booking To: 29/06/2013 | Nights: 7
Holiday Cost: 1250.00

Property
Ref No: P2010/0001 | Title: The Lodge

Notes

Holiday Maker
Ref No: [H2012/0004](#) | Source: Repeat Booking
Name: Mrs Claire Sterling
Address: 90 Hill Street Apartments, Cleeve, Reading - RG65 2ED, ,
Telephone: 07500 844361
E-mail: jwoolley@yahoo.co.uk | Car Reg:

Party
Total in Party: | Adults: | Children: | Infants: | [Guest Information](#)

Extra
Extra's available

Name	Desc	Price	Include	Include Rent	Num Avail
Booking Charge	Booking Charge	20.00	<input checked="" type="checkbox"/>	N	1.0
Deposit (Refundable...)	Deposit (Refundable...)	100.00	<input checked="" type="checkbox"/>	N	1.0
Bedding	Bedding Pack	25.00	<input type="checkbox"/>	N	1.0
Large Hamper	Welcome Hamper - ...	75.00	<input type="checkbox"/>	N	1.0
Dog	Pet Surcharge	30.00	<input type="checkbox"/>	N	3.0

Option to combine the surcharge payment with the payment to Agent

When card payments are taken and card surcharges are made, we allocate these to their own payment group called Surcharge.

To access and update a payment for all the surcharges calculated on the system, click on the Daily Accounts, and then click on the View button for the Additional Monies section.

The screenshot displays a financial management interface. On the left, under 'Monies Held', there is a table with the following data:

Category	Count	Amount	Action
Owner Monies	(9)	16562.80	View
Maintenance Monies	(1)	280.00	View
Holidaymaker Monies	(8)	1934.95	View
Agent Monies		5684.62	View
Additional Monies		404.96	View

Below this, the 'Due:' section shows:

Category	Count	Amount	Action
Current Invoices	98	34174.62	View
Future Invoices	3	2460.00	View

At the bottom left, the 'Current Client Account Balance' is 898.00, with a [Reconcile Account](#) button.

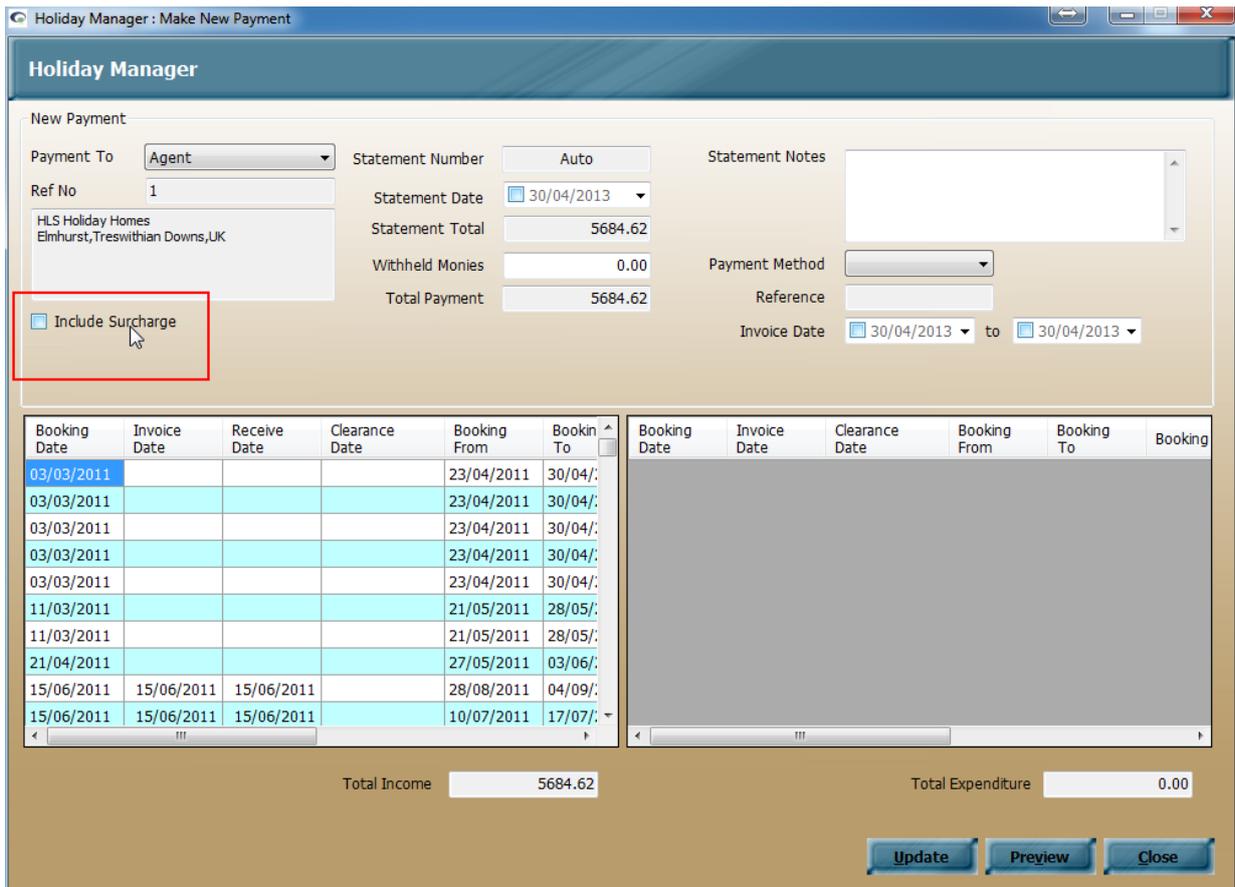
On the right, a table lists individual surcharge entries:

RefNo	Name	Property No.	Reference	Balance
SURCHARGE	Card Surchar...	P2010/0001	The Lodge	15.63
SURCHARGE	Card Surchar...	P2010/0001	The Lodge	27.11
SURCHARGE	Card Surchar...	P2010/0002	Towan Apar...	2.54
SURCHARGE	Card Surchar...	P2010/0002	Towan Apar...	17.20
SURCHARGE	Card Surchar...	P2010/0003	Rock Cottage	80.94
SURCHARGE	Card Surchar...	P2010/0004	Eco Retreat	58.75
SURCHARGE	Card Surchar...	P2010/0004	Eco Retreat	48.17
SURCHARGE	Card Surchar...	P2010/0007	Treetops	11.93
SURCHARGE	Card Surchar...	P2010/0008	Riverview	1.00
SURCHARGE	Card Surchar...	P2010/0009	Primrose Farm	13.17
SURCHARGE	Card Surchar...	P2010/0010	Corner Lodge	13.78
SURCHARGE	Card Surchar...	P2010/0011	Lobster Pots	8.05
SURCHARGE	Card Surchar...	P2012/0001	Sycamore H...	33.28
SURCHARGE	Card Surchar...	P2013/0001	Palmers Way	51.25

All the surcharge amounts generated on the system will appear on the right hand box for your information. Click on the Blue underlined link to open a Make New Payment Screen and this will give you the opportunity to update a payment covering all of the surcharge amounts.

However, in some cases your bank may be deducting the surcharge amounts direct from your office account. Where this is the case, you may wish to include the surcharge fees that have been generated with the Agent fees you have earned from commission and management fees.

In this version, we have therefore allowed this to be included with the Agent monies, by use of an Include Surcharge tick box that now appears on the Make New Payment to Agent.



Ticking this box will include all the transactions for the Make New Payment to Agent, along with all the entries for the surcharge account:

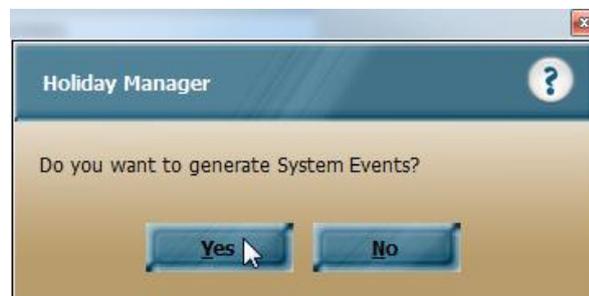
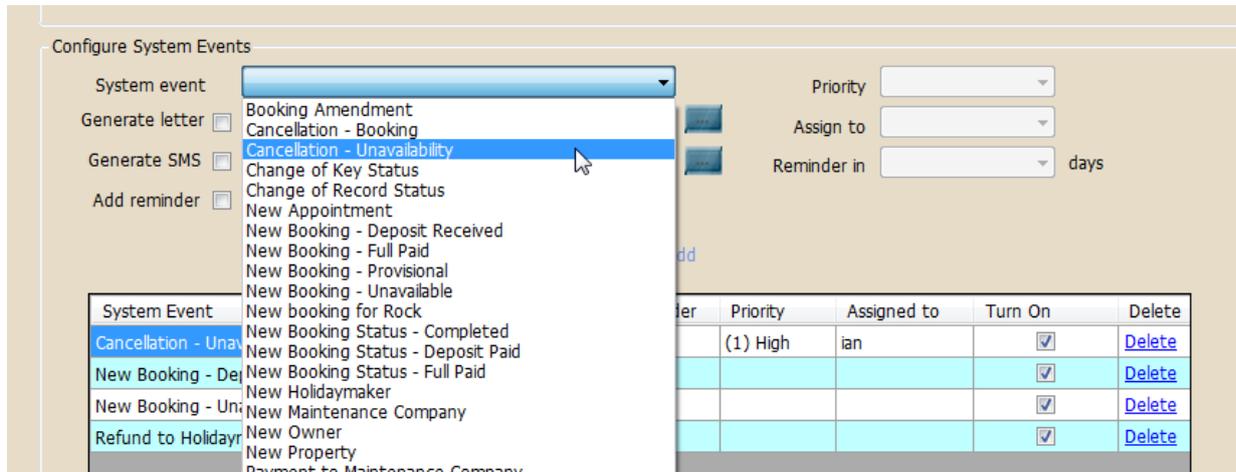
19/07/2011	Rock Cottage	Booking Charge	20.00	0.00
29/07/2011	Rock Cottage	Management fee from B2011/0038	35.77	0.00
29/07/2011	Rock Cottage	Card Surcharge	5.96	0.00
07/09/2011	Treetops	Management fee from B2011/0048	15.25	0.00
08/09/2011	Towan Apartments	Management fee from B2011/0041	79.20	0.00
08/09/2011	Towan Apartments	Booking Charge	20.00	0.00
08/09/2011	Towan Apartments	Card Surcharge	16.20	0.00
09/09/2011	Treetops	Management fee from B2011/0049	35.77	0.00
09/09/2011	Treetops	Card Surcharge	11.93	0.00

Additional System Event for cancelled unavailability

As part of the System Event function, we have now added a new event that will trigger when an unavailability period has been cancelled. This could be for an Owner Booking, or simply a period when the property has been marked as unavailable.

To set this up, click on the System Events tab in the System settings. Select the System Event dropdown list and choose the Cancellation – Unavailability.

Once selected, you can configure any combination of letters, SMS or Daily Task reminders as required. You will be given the opportunity to generate the System Events when the Unavailability is cancelled.



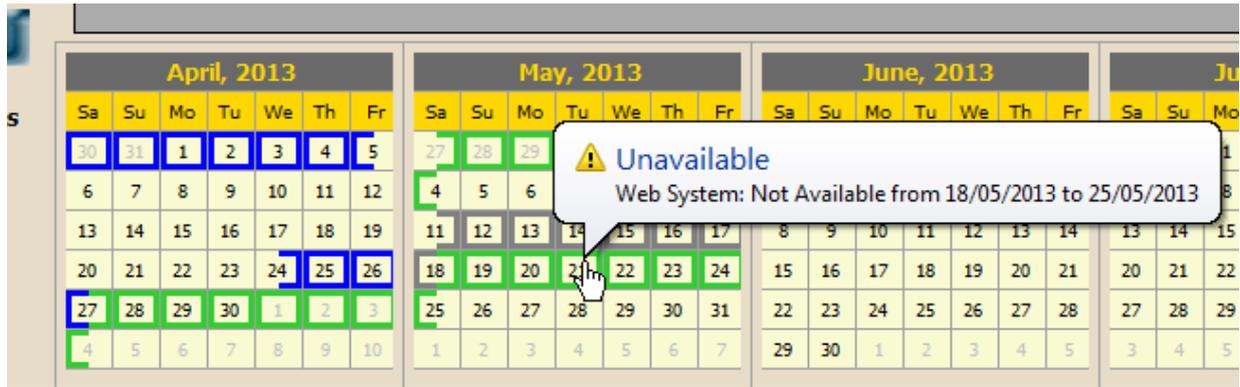
New Web Module Functionality

*** For customers not currently using our web module option this section will not be relevant. If you are interested in seeing how your software information can be automatically uploaded to your own website, please contact the office to discuss your requirements.**

**** For HLS Solution website customers, no changes will need to be made at this time; we will advise you individually if there are any changes that need to be made to your software settings before updating the software version.**

The new web module allows for the synchronisation of data from an external website or location to the online database. Any information added into the online database can then be checked from within the software before a booking takes place.

The software will automatically check when making bookings and marking properties as unavailable. You can also simply view the booking calendars for a property, and this will show the periods booked out on the online server, in addition to the local bookings:



A full help sheet on setting up the Web module and new Web Sync functions is available with your personalised settings. Please contact HLS Solutions for assistance with this.