



HLS Solutions Ltd Update Notes

Version 2.0.27

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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

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Specialists in software,
website and design solutions
for the holiday letting industry
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HLS Solutions Limited
Registered in England and Wales
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 **2.0.27**.

Version 2.0.27 has been overhauled significantly behind the scenes to utilise the latest Microsoft components. For the Word processing, we have now upgraded the integration to the latest version of Open Office, version 4. In addition, we have addressed a number of items of feedback and released some brand new functionality that has been requested.

The main features included in this version are:

- Upgrade to latest Microsoft components
- Upgraded Word processing integration with Open Office version 4
- Option to add email footers to marketing email
- Improved system performance when opening screens
- Retention of notes and description formatting when restoring from backup
- Ability to print availability schedule
- Option to add your history entries to records
- Additional refresh buttons on History and Booking screens
- Maintenance provider – Additional search and usage functionality
- Cancelled bookings have been removed from reports as default
- Ability to delete cancelled bookings from the system

Upgrade to latest Microsoft components

As part of our continual commitment to providing the best platform for the software, with this version we have undertaken a major upgrade to the installation processes. Whilst you will see minimal changes to the way the software performs, the platform behind the scenes is now running the very latest Microsoft components, which will increase stability, system usability and further future proof the system.

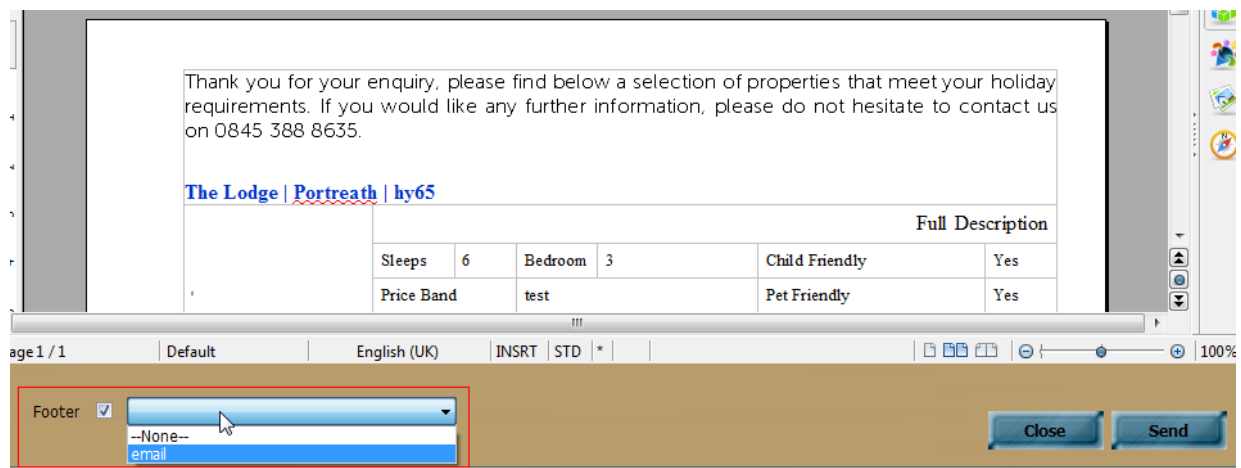
Upgraded Word processing integration with Open Office version 4

Similar to above, as Apache have released an update to their award winning Open Office product, we have undertaken some software developments to allow the Holiday manager to integrate with the new system. We have carried out a lot of work behind the scenes to ensure there is no disruption to your systems. Once the update has been installed, all of your existing templates and letters will remain unaffected.

Option to add email footers to marketing email

The ability to send a marketing email from the Booking and Availability section has proved to be a very popular feature. One of the requests that we have received to make this functionality even more useful, was the option to add in your email footer automatically.

For version 27 you will therefore notice a new tick box at the bottom of the Marketing email page, which, once ticked, allows you to select an email footer from the dropdown list of footers configured on your system. This will add the image to the bottom of the email when it is sent.



Improved system performance when opening screens

When opening certain screens within the software, there can be a delay as the system pulls through all of the relevant information from your server. We have noticed some delays on the property screen and the Booking and Availability screens, particularly on older systems where there are a lot of images or history stored on the system.

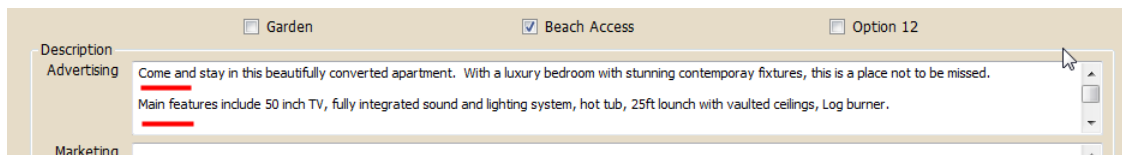
In order to improve performance, we have put a lot of work in to streamline the screen opening and improve performance times. Where applicable, you may also notice we have added a timer onto certain functionality, so you can see that the system is processing your request.



Notes and description formatting when restoring from backup

Whilst most customers will not have to restore from a backup of data at any point, it is always reassuring to know that your data is safe and secure if you need it.

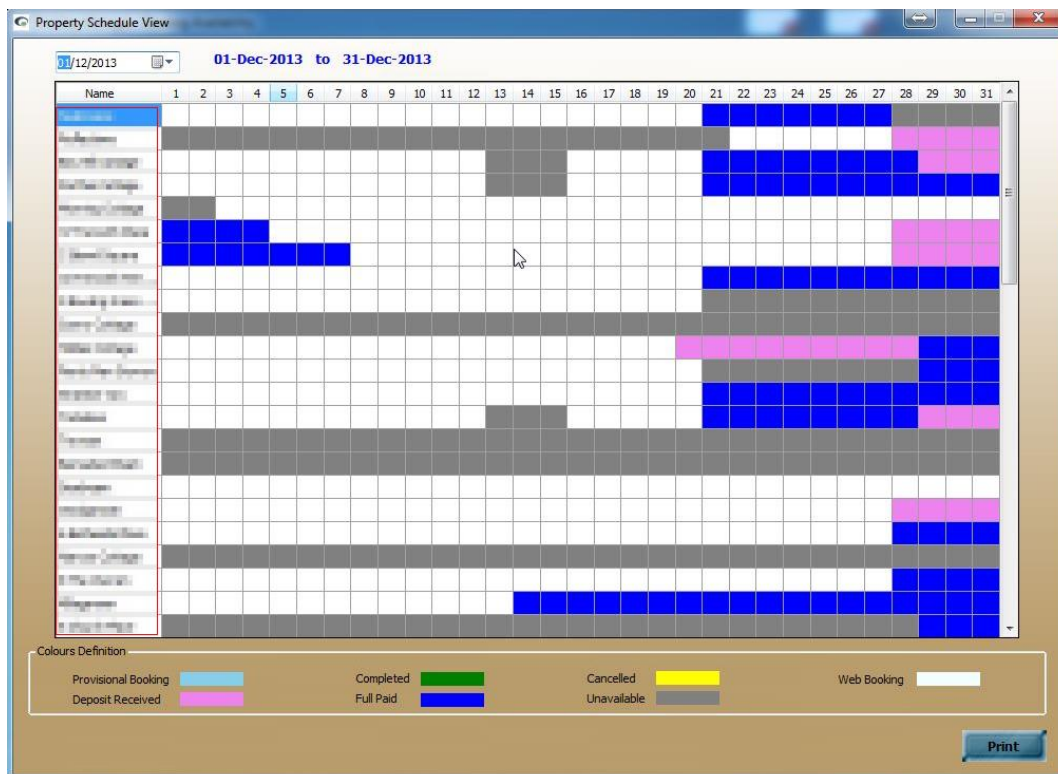
One point that we have addressed for this version is the formatting of the data if you ever have to restore. On previous versions, the descriptions and notes field would not retain any carriage returns, meaning that your data may need to be checked and formatted where required. For version 27 this is no longer the case and your data should remain perfectly formatted, even after a backup is restored.



It is crucial to ensure that you retain an up to date backup at all times of your critical data. This can be done via Microsoft SQL server directly, or through the system backup option. For full details on taking a backup please download the relevant help sheet for your version of the software.

Ability to print availability schedule

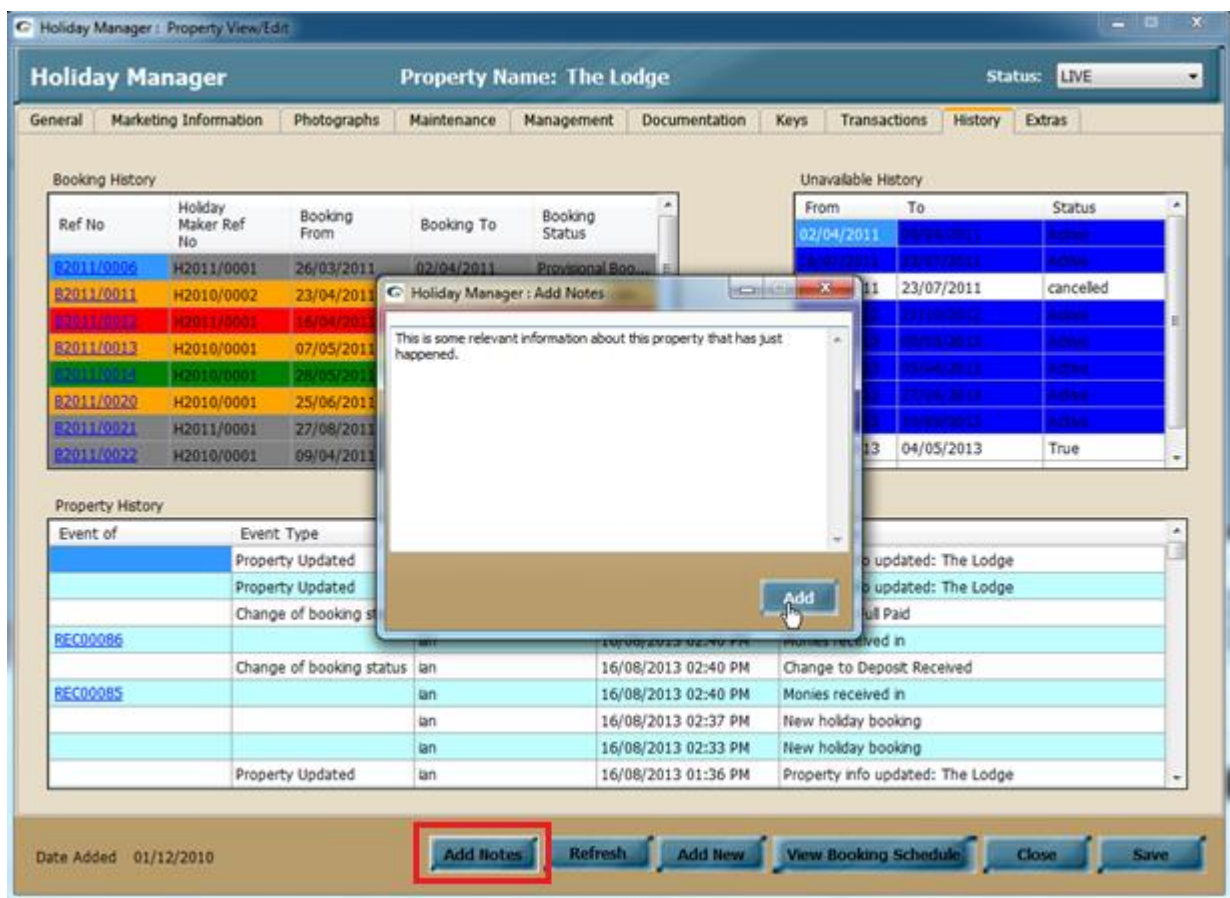
A recent enhancement to the software is the Schedule View, which can be accessed through the Booking & Availability Schedules. As an additional enhancement to this function, we have now introduced a Print option, which allows you to print off a monthly list of bookings for all properties.



Option to add your history entries to records

We have had the option to add history notes in for Bookings for a while, which has been very useful for recording any booking feedback, complaints and general information. With the latest version we have looked at extending this functionality to other records, such as the Owner, Property, Holiday Maker and Maintenance Provider.

On each history screen, you will now see an additional button called **Add Notes**, at the bottom of the screen. Clicking this will bring up a pop up screen, where you can add any additional information about this record.



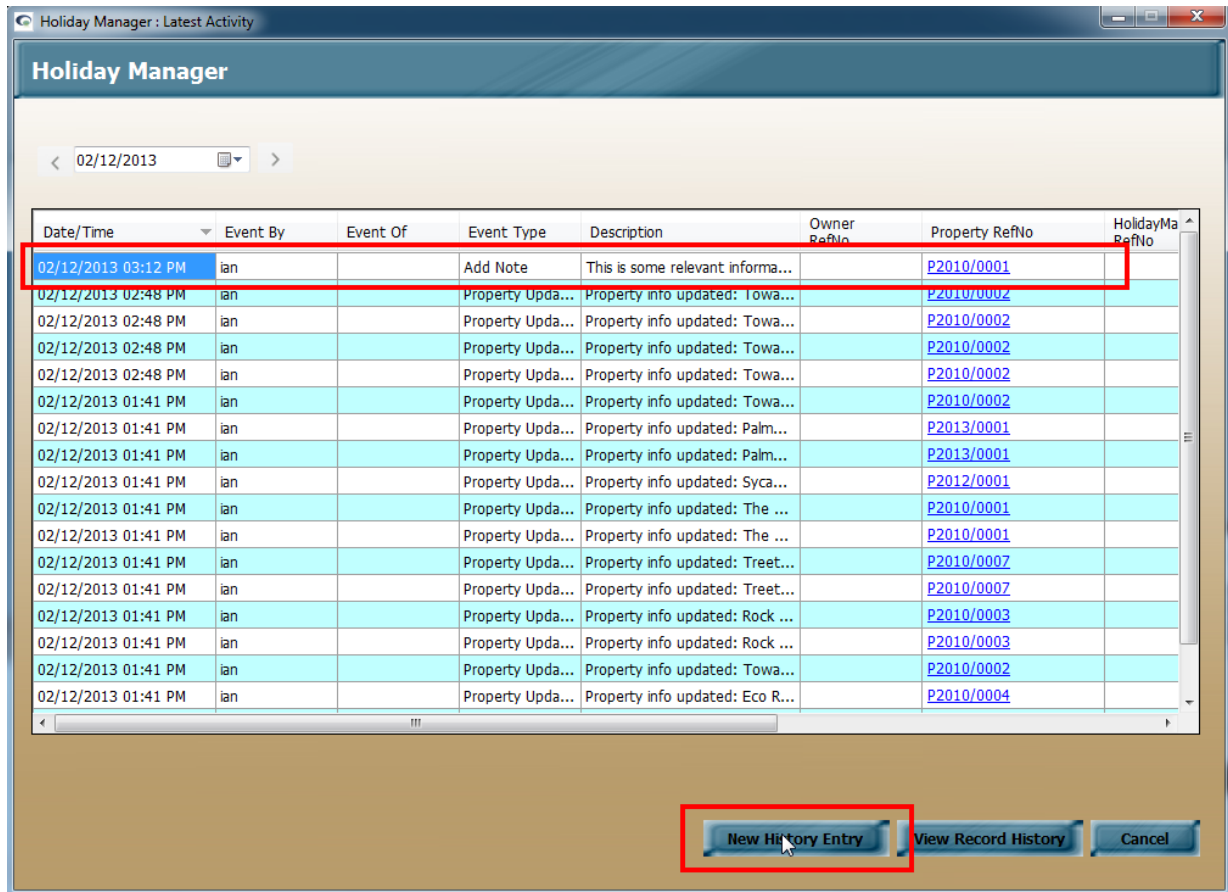
Clicking on the **Add** button will input this note into the history for this record. This will also record the date and time this was added, plus the person who added the note:

Event of	Event Type	Event By	Event Time	Description
	Add Note	ian	02/12/2013 03:12 PM	This is some relevant information about this property ...
	Property Updated	ian	02/12/2013 01:41 PM	Property info updated: The Lodge

In this version, we have included a **Refresh** button on the history screen as well, in order that you can immediately view any additional entries you have made to this record, without having to exit and re-enter the record.

Any history notes added onto the system will automatically appear in the Latest Activity section, making it very easy for all members of staff in the office to track any occurrences in the office.

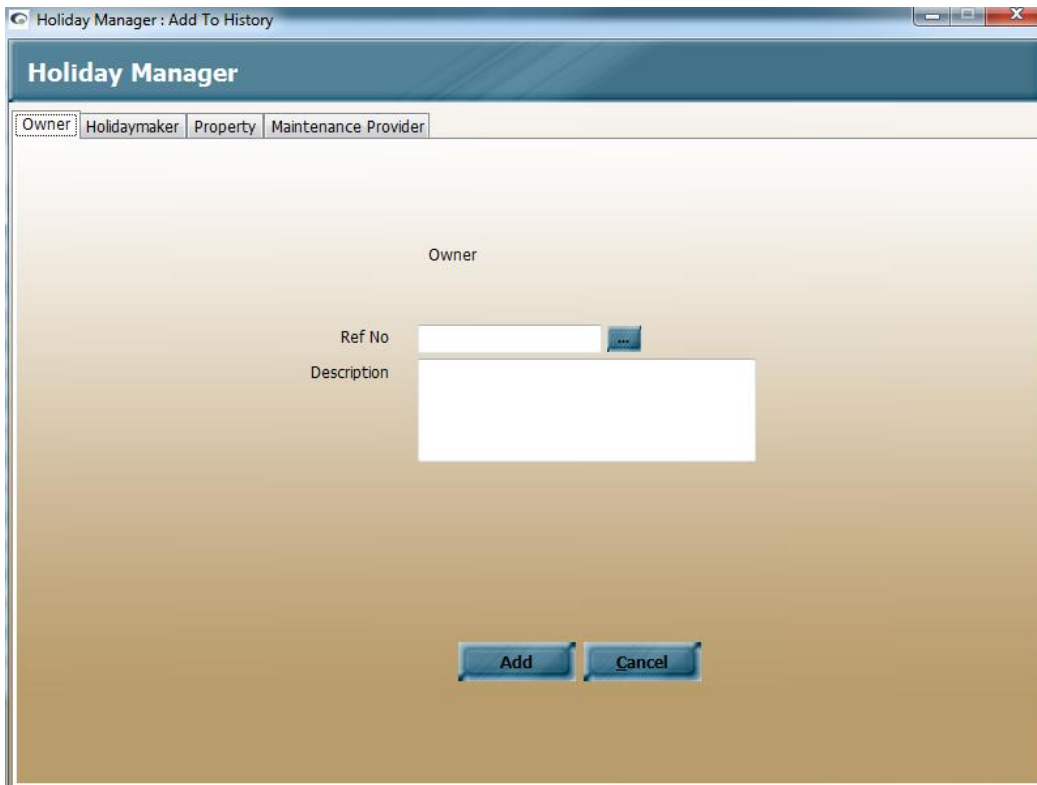
Also on the Latest Activity section you will notice the introduction of the option to add a New History Entry.



This provides the same functionality as the Add Note on the individual record screen, but in this case allows you to select the record that the note is to be added for.

To add a note from here, first select the Owner, Holidaymaker, Property or Maintenance Provider tab at the top of the screen to indicate which record you want to add the note to.

Next, click the locate icon to open a search screen and choose the relevant record you wish to add the history entry for. Now it is just a question of filling in the content of your history note, and clicking Add to record this on your selected record.



Maintenance provider – Additional search and usage functionality

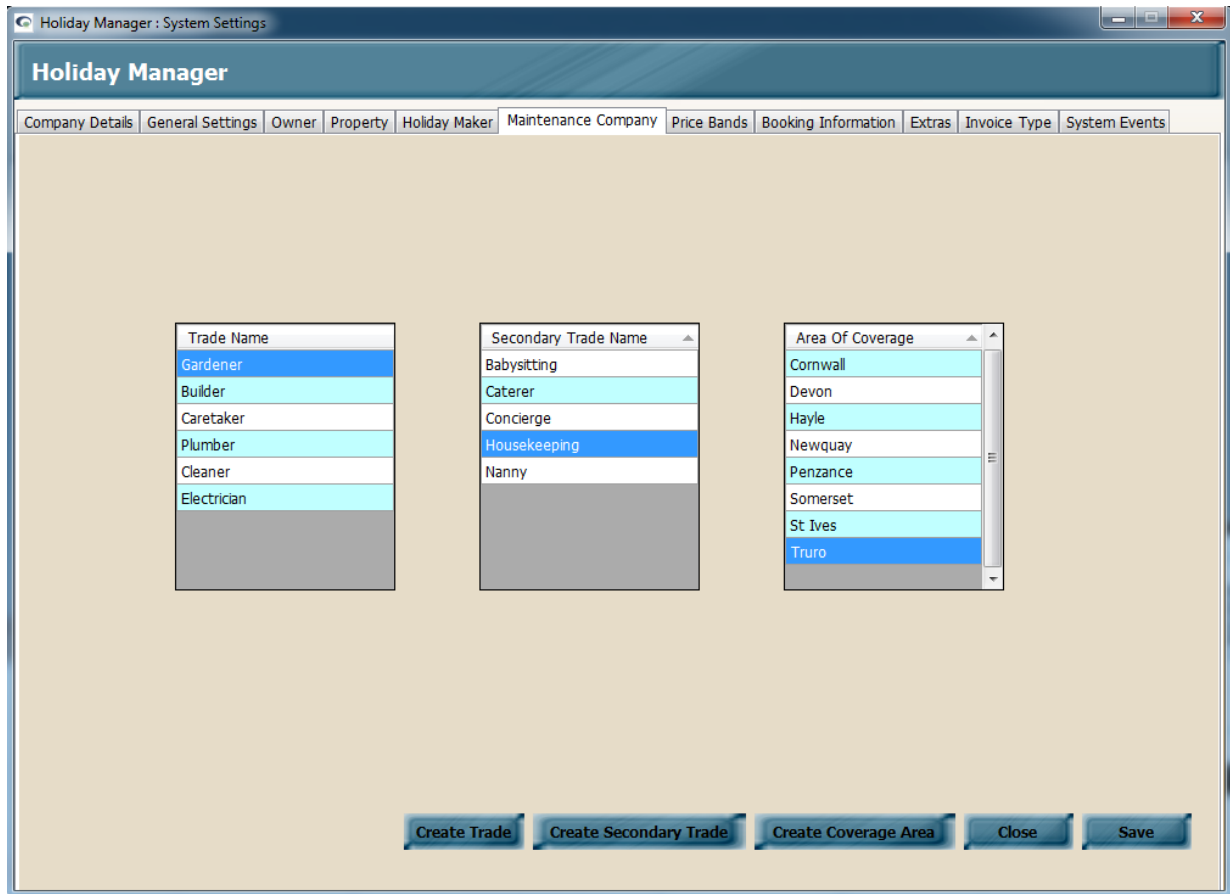
When organising maintenance work, or indeed looking for a particular supplier, it can be very time consuming to try and track down the required record.

For Version 27 we have introduced a number of options to the maintenance Providers to make it much easier to search for and find the relevant provider you require. On the Maintenance Provider search options we now have the option to select the Primary trade, but also a Secondary Trade and an Area of coverage. This enables you to customise your list of suppliers to your requirements and enable these to be found quickly and easily.

Ref No	<input type="text"/>
Company Name	<input type="text"/>
Contact Name	<input type="text"/>
Town	<input type="text"/>
Post Code	<input type="text"/>
Trade	<input type="text" value="▼"/>
Secondary Trade	<input type="text" value="▼"/>
Area Of Coverage	<input type="text" value="▼"/>
Include Archived	<input type="checkbox"/>

To configure your list of Trades, Secondary Trades and Area of Coverage, go into the System Settings, and click on the Maintenance Company tab.

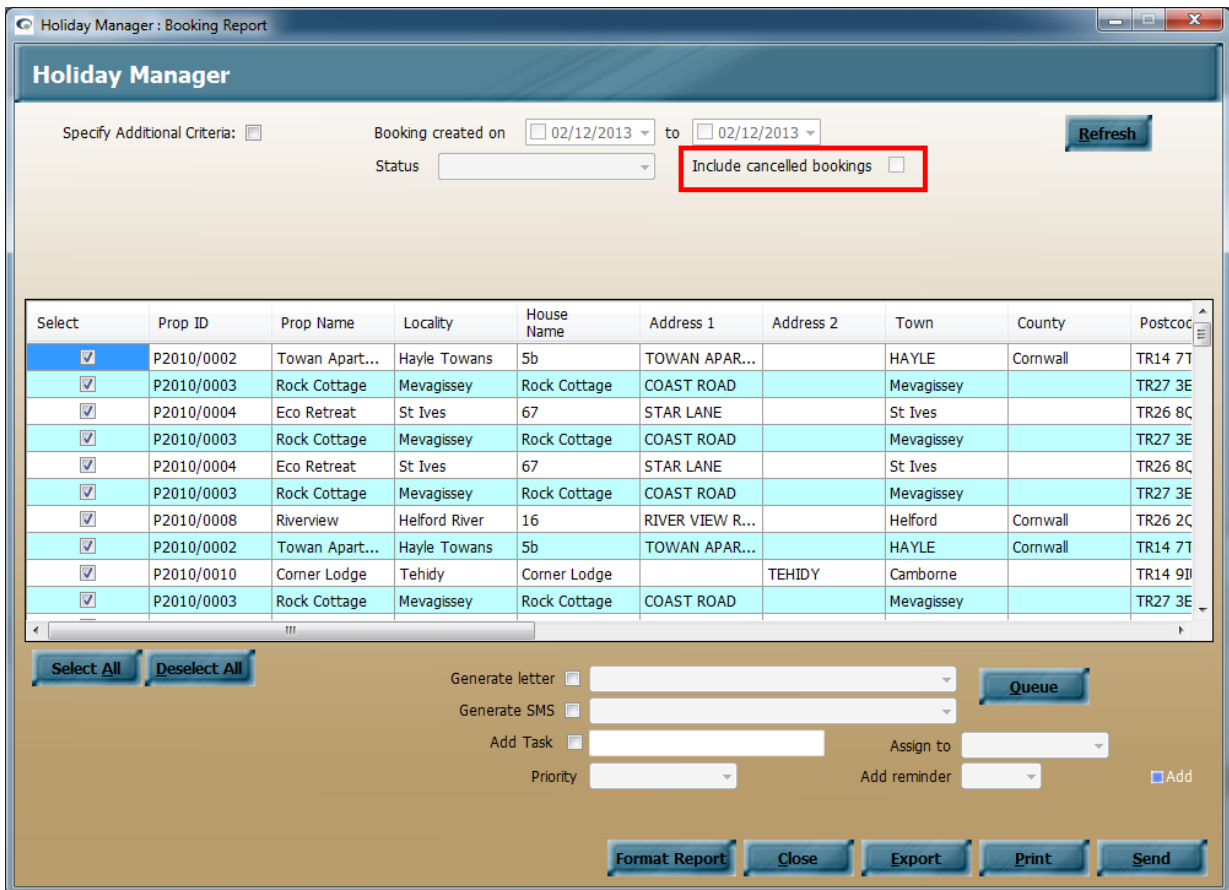
At the bottom of the screen, there are now additional options for the Secondary Trade and for the Area of Coverage.



Cancelled bookings have been removed from reports as default

For most agents, bookings and other reports are mainly used for tracking live, current data. For version 27 cancelled bookings have therefore been removed from the reports and added to one of the filter options.

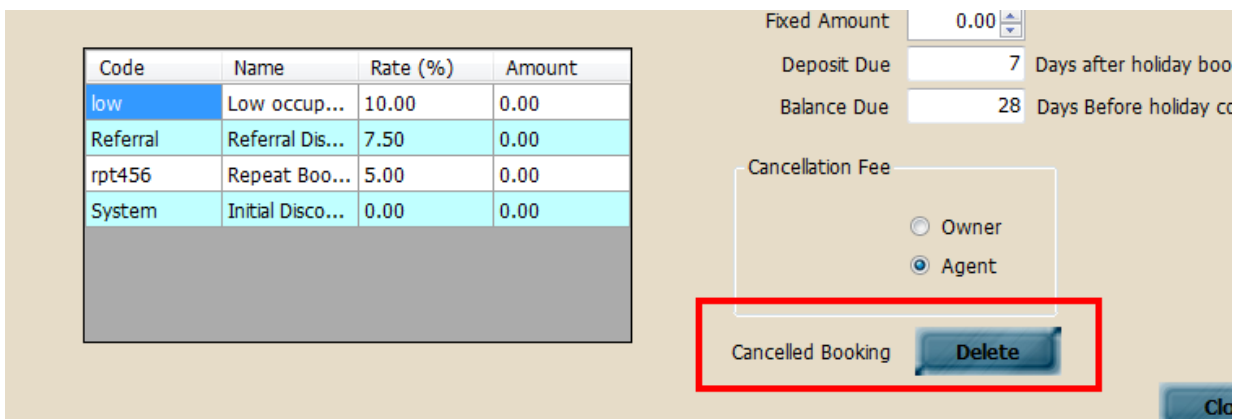
When you access one of the reports the Cancelled bookings tick box will appear at the top of the screen and the default list of reported items will appear as usual, with the Cancelled bookings excluded.



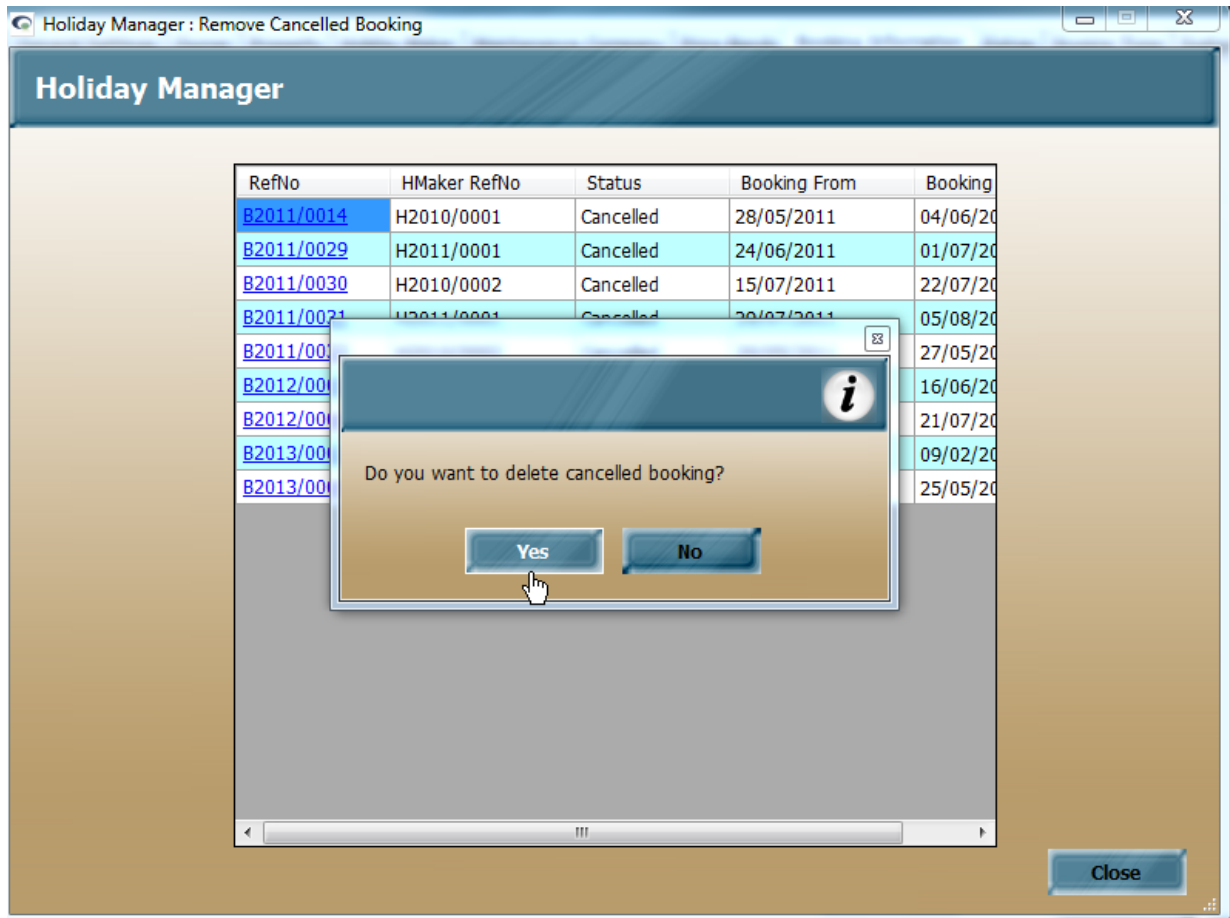
Ability to delete cancelled bookings from the system

Stepping on from the above, also introduced for this version is the option to remove Cancelled bookings entirely from the system.

To do this, go into the System Settings, and click on the Booking Information Tab. Towards the bottom of the screen, there is now a Cancelled Booking heading with a Delete button:



Clicking the Delete button will bring up a list of all the cancelled bookings in the system. To remove, simply click on the relevant reference for the Cancelled Booking you wish to permanently delete.



Please note this is a permanent delete, and is irreversible on the system apart from reverting to an earlier backup. If you are in any doubt about deleting any bookings, please ensure you have an up to date backup in place before proceeding.