

HLS Holiday Manager Software Manual

Accounting

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Introduction

HLS Holiday Manager is a very powerful tool for tracking all aspects of your holiday process and daily routines. An integral part of these processes is dealing with the accounts transactions that make up the typical booking.

In this software manual we will be dealing with the standard accounts processes you will come across on a day to day basis on the system, plus taking a look at other potential scenarios that arise. Some of these processes may not be relevant to your business, but will provide you with an insight into how the software can be used, and what it is capable of.

Holiday letting agents often have slightly different ways of working and common practises, and the program has been designed with this in mind. Often there is more than one way to carry out common tasks, therefore if you are in any doubt as to the best way for your situation, HLS Solutions will be happy to run through different options with you.

New Holiday booking - Invoices raised

See the Booking & Availability manual for full details on making a new booking, in this manual we will be purely looking at the accounts transactions that are generated.

When making a booking, the first item you are focusing on is the date range for the holiday. By entering the holiday period, the system will automatically calculate the holiday cost. If you wish to make a change to the cost of this period, there is an opportunity to amend this later in the process.

On this booking Info screen there is the option to select any extras that you wish to include for this booking from the list available for this property. If there are any Extras that have been configured as default for this property, they will already be ticked and included in the extra section. To select an extra simply tick the include box. You can also amend the number of each item by changing the quantity in the "Num Req" column.

Below the extra section, in the bottom right of the screen, the system will bring up a summary of the holiday cost including any extras that have been requested.

If an extra is included as part of the holiday cost, this will be shown as an inclusive extra, and will not be listed separately to the holidaymaker.

Once you are happy with the information entered here, clicking "Next" or clicking on the Booking Summary tab at the top of the screen will take you through to the second and final stage of the booking.

The Booking Summary screen allows you to specify the rest of the details for the holiday, including any discounts, the deposit and balance amounts and credit card surcharges.

Starting at the top left hand side of the screen you have the option to check the price for the holiday and apportion any discounts. There is a tick box and override button along with an automatic discount code drop down, which can be configured within the system settings.

The next section down is the extras, which have been brought through from the previous Booking Info page. By default the system will look to raise the invoice for extras when the balance of the holiday cost is due, however, if you are booking a holiday in advance you also have the option to move the extras so they are due as part of the deposit payment. To do this simply tick the Select box on the right hand side and you will see the amount move from the Balance Due section to the Deposit Due.

If there are any amounts or quantities that are incorrect at this point, these can be corrected here, or by clicking back into the Booking Info section.

Below the Extra section is the option to specify any card surcharges that you are applying to this booking. To add a surcharge onto the booking, click on the dropdown box and select the card that is being used (full details about setting up card types can be found in the System Settings manual).

Moving across to the right hand side of the screen you will see full information on the amounts and dates that the deposit and balance payment amounts are due. If you wish to amend the amount of

deposit that is being paid you can do that at this point by clicking the override button and entering the amount of the holiday cost that is due in. Any amendments made here will automatically adjust the amount due for the balance of holiday cost in the lower section.

Once you are happy with all the information added, clicking “Book” will add a Provisional Booking to the system.

When the Book button is clicked the booking is made and the system will have raised all of the relevant accounts transactions that are now due. If this booking was made in advance, two separate invoices will have been raised; one for all the transactions and amounts as shown in the Total Deposit Due, and one will all the items for the Total Balance Due.

If the top section is greyed out, i.e. the Balance Payment due by date is prior to the Deposit Payment due by date, the top section will be zero and just one invoice will have been produced for the full amount of the holiday cost.

The invoices raised can be viewed in a number of ways through the system, which we will cover during the course of this manual. You are still able to make changes to this booking and associated invoices until complete.

Booking Transactions

Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
18/04/2012	18/04/2012		ian	INV00156	0.00	588.35
18/04/2012	18/04/2012		ian	INV00155	0.00	180.40

Holiday Manager : Invoice View

Holiday Manager

New Invoice

Invoice For: Holiday Maker

Property: Eco Retreat

Invoice Number: INV00155

Invoice Date: 18/04/2012

Due Date: 25/04/2012

Note 1

Note 2

Invoice No	Recipient	Inv Type	Description	Quantity	Price	Discount	Total	VAT	Net Amount
INV00155	HLS Holiday Ho...		30% of Holiday Cost	1.00	156.00	0.00	156.00	0.00	156.00
INV00155	HLS Holiday Ho...		Booking Charge	1.00	20.00	0.00	20.00	0.00	20.00
INV00155	HLS Holiday Ho...		Card Surcharge	1.00	4.40	0.00	4.40	0.00	4.40

Buttons: Send Mail, Print, Close

Moving on to how we receive monies in, if you are already in receipt of the deposit payment from the holidaymaker, you can add this now by clicking on the "Receive Monies" button that is now available at the bottom of the screen.

Booking Summary

Card Surcharge: Mastercard 18.75

VAT: 0.00

Total Holiday Cost: 768.75

Agent Notes: Guest Notes | Owner Notes | Maintenance Notes

Total Holiday Cost	768.75
Owner Income	433.50
Agency Income - Owner	76.50
Agency Income - Holidaymaker	140.00
Holidaymaker deposit	100.00
Other Extras	0.00

Buttons: Add Notes, Send Mail, Receive Monies, Back, Close, Book

Receiving in monies

From a Booking

There are a number of ways you can receive monies for an outstanding invoice from a holiday booking, and one of the easiest is from the booking screen.

Click on the “Receive Monies” button at the bottom of the screen to open the receipt screen(s) for this booking. If your booking has been made in advance there will be two separate receipt screens that open. The first shows the deposit that is due, and the second with the balance of the holiday cost. If your full balance is due in one payment, only one receipt screen with the full amount will appear. Once an invoice has been completely received in, the receipt screen will no longer appear when you click on the Receive monies button.

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
07/09/2011	INV00096	70% of Holiday Cost	237.30	0.00	0.00	237.30	0.00	<input type="checkbox"/>
07/09/2011	INV00096	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	0.00	<input type="checkbox"/>
07/09/2011	INV00096	Booking Charge	20.00	0.00	0.00	20.00	0.00	<input type="checkbox"/>

If you have selected a card surcharge, the payment type will have already been populated, alternatively select from the drop down list how the payment is being received. You can also enter any reference and any notes that you wish to add for this receipt if required.

The bottom half of the screen provides details of the monies that are outstanding. If you are receiving the full amount, simply click on the “All” tick box next to each transaction, if you are receiving a partial

payment, enter the amount in the Apportion column. The Total Received and Invoice Outstanding fields will update automatically.

Property	Treetops	Total Invoice	357.30
Receipt Number	Auto	Total Received	357.30
Receipt Date	31/10/2011	Invoice Outstanding	0.00

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
07/09/2011	INV00096	70% of Holiday Cost	237.30	0.00	0.00	237.30	237.30	<input checked="" type="checkbox"/>
07/09/2011	INV00096	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	100.00	<input checked="" type="checkbox"/>
07/09/2011	INV00096	Booking Charge	20.00	0.00	0.00	20.00	20.00	<input checked="" type="checkbox"/>

To preview the receipt screen for your guest(s), click on the “Preview” button at the bottom of the screen. When you are ready to update the transaction, click on “Update” to receive in the payment. Once the receipt has been updated, further buttons are available at the bottom of the screen.

The “Print” button will allow you to view the completed receipt and print or export into another format. Selecting the “Send Mail” option will enable the completed Receipt to be sent to the guest via email.

Holiday Manager : Send Email

Holiday Manager

To:

CC: Receive Copy

Subject:

Attach File: [Attach a file](#)

B
 I
 U

Message:

Footer:

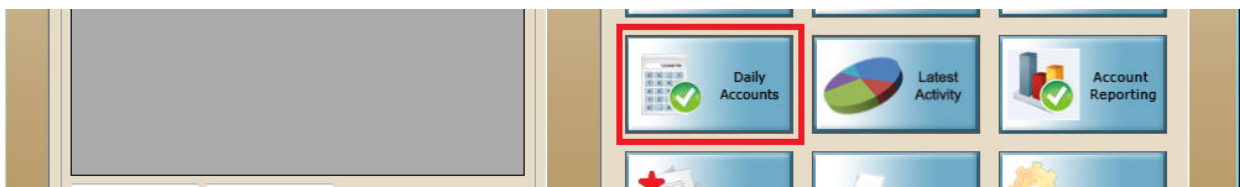
Similar to the booking form, you can add the relevant information to your email before sending, and either send immediately or add to the Print/Send documents section to action later.

When you click on “Close” you will return to the booking screen. If the Booking status has changed, from Provisional to Deposit Paid, or Full Paid, for example, and you have configured Automated System Events, you will receive a prompt asking if you wish to generate a system Event.

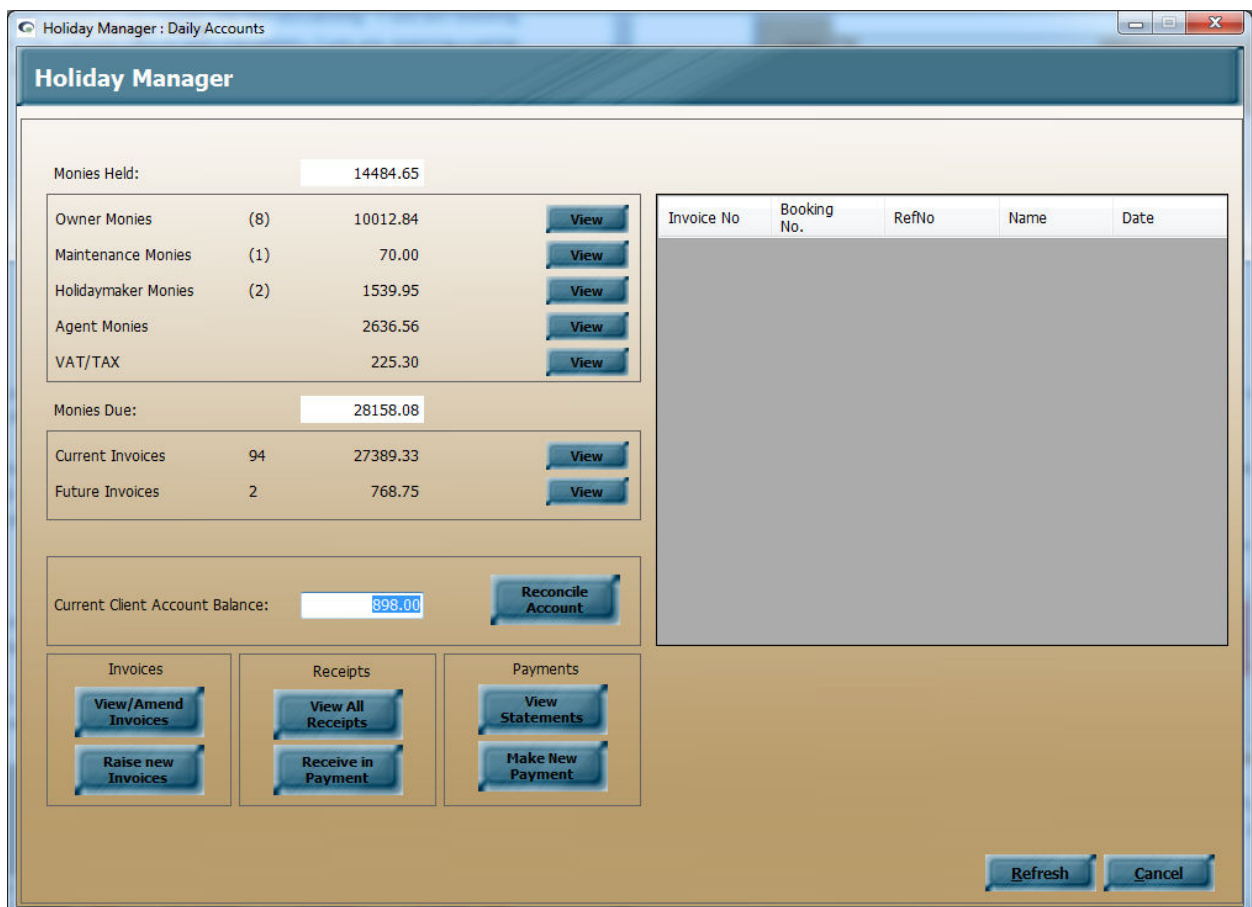
Through Daily Accounts

If you have a number of transactions that you need to enter, it may sometimes be easier to enter the receipts through the main central accounts area, which is the Daily Accounts screen.

We will cover all aspects of the Daily Accounts option in the next section, but for now will focus on just receiving monies. Firstly you will need to click on the Daily Accounts button from the main screen.



This will bring up the screen as shown below.



To receive in monies click on the View button, next to the Current Invoices. This will bring up all of the invoices that are now due for payment. You can sort the order of the displayed items by clicking on the various headings. When you have located the relevant invoice, click on the blue underlined invoice number, which will open the receipt screen.

As you will see the receipt screen is exactly the same as when you receive monies direct through the booking, as detailed in the section above.

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
28/03/2012	INV00148	70% of Holiday Cost	346.50	0.00	0.00	346.50	0.00	<input type="checkbox"/>
28/03/2012	INV00148	Booking Charge	20.00	0.00	0.00	20.00	0.00	<input type="checkbox"/>
28/03/2012	INV00148	Cancellation Insurance	10.00	0.00	0.00	10.00	0.00	<input type="checkbox"/>
28/03/2012	INV00148	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	0.00	<input type="checkbox"/>
28/03/2012	INV00148	Card Surcharge	5.00	0.00	0.00	5.00	0.00	<input type="checkbox"/>

If you have selected a card surcharge, the payment type will have already been populated, alternatively select from the drop down list how the payment is being received. You can also enter any reference and any notes that you wish to add for this receipt if required.

The bottom half of the screen provides details of the monies that are outstanding. If you are receiving the full amount, simply click on the “All” tick box next to each transaction, if you are receiving a partial payment, enter the amount in the Apportion column. The Total Received and Invoice Outstanding fields will update automatically.

Property	Treetops	Total Invoice	357.30
Receipt Number	Auto	Total Received	357.30
Receipt Date	31/10/2011	Invoice Outstanding	0.00

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
07/09/2011	INV00096	70% of Holiday Cost	237.30	0.00	0.00	237.30	237.30	<input checked="" type="checkbox"/>
07/09/2011	INV00096	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	100.00	<input checked="" type="checkbox"/>
07/09/2011	INV00096	Booking Charge	20.00	0.00	0.00	20.00	20.00	<input checked="" type="checkbox"/>

To preview the receipt screen for a guest, click on the “Preview” button at the bottom of the screen. When you are ready to update the transaction, click “Update” to receive in the payment.

Once the receipt has been updated, further buttons will be available at the bottom of the screen.

Print	Send Mail	Update	Close
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The “Print” option will allow you to view the completed receipt and print or export into another format. The “Send Mail” option will allow you to send the completed Receipt to the guest via email.

Holiday Manager : Send Email

Holiday Manager

To:

CC: Receive Copy

Subject:

Attach File: [Attach a file](#)

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Message

Footer:

Similar to the booking form, you can add the relevant information to your email before sending, and either send immediately or add to the Print/Send documents section.

Receiving monies in through the daily accounts will still update the status of a booking, so receiving a deposit payment will move the status from Provisional to Deposit Paid and similarly receiving the full payment will move the status to Full Paid.

Daily Accounts Overview

The Daily Accounts screen is your central gateway to all of the accounts information held on the system. As we saw above, the Daily Accounts can be used to see what invoices are currently due for payment and to receive monies in, however, we also have a number of other options available to us from here.

See below for an overview of the options available within this section.

Monies Held: 14484.65

Owner Monies	(8)	10012.84	View
Maintenance Monies	(1)	70.00	View
Holidaymaker Monies	(2)	1539.95	View
Agent Monies		2636.56	View
VAT/TAX		225.30	View

Monies Due: 28158.08

Current Invoices	94	27389.33	View
Future Invoices	2	768.75	View

Current Client Account Balance: 898.00 **Reconcile Account**

Navigation Buttons: View/Amend Invoices, Raise new Invoices, View All Receipts, Receive in Payment, View Statements, Make New Payment

Invoice No.	Booking No.	RefNo	Name	Date
INV00129	B2011/0068	H2010/0002	Zoe Baker	11/10/2011
INV00130	B2011/0069	H2011/0005	Jackie Stewart	11/10/2011
INV00131	B2011/0069	H2011/0005	Jackie Stewart	11/10/2011
INV00132	B2011/0070	H2011/0001	Gerald Weston	11/10/2011
INV00133	B2011/0070	H2011/0001	Gerald Weston	11/10/2011
INV00134	B2011/0071	H2010/0002	Zoe Baker	12/10/2011
INV00135	B2011/0071	H2010/0002	Zoe Baker	12/10/2011
INV00136	B2011/0072	H2011/0001	Gerald Weston	12/10/2011
INV00137	B2011/0072	H2011/0001	Gerald Weston	12/10/2011
INV00139	B2011/0074	H2011/0009	Jill Patterson	24/10/2011
INV00142	B2011/0077	H2011/0005	Jackie Stewart	28/10/2011
INV00145	B2012/0002	H2011/0007	Janet Heather	21/02/2012
INV00146	B2012/0002	H2011/0007	Janet Heather	21/02/2012
INV00148	B2012/0003	H2011/0005	Jackie Stewart	28/03/2012

1. This section shows you what monies are being held on the system. Split into; monies due to be paid to owners, maintenance companies, deposits held for holidaymakers and monies due for agents fees and VAT. This section is used to create statements and payments out from the system.

To view the detailed information, clicking on the View button, will bring up the full information in the right hand panel. From here clicking on the blue, underlined link will pull up the individual transaction details.

2. As detailed in the section above dealing with receiving in monies, this option provides you with full information on the monies that are owed. Broken down into current invoices that are due immediately, or future invoices, full information on each of these transactions can again be obtained by clicking on the View button on the right hand side.
3. This next section is designed to allow the system to be used to match with your office bank account. This screen will provide a full breakdown of all of the income and expenditure transactions made through the system. From here you can add in a previous statement balance and click on the Reconcile column to show which transactions have been made through the account.

Once updated, the reconciled account total will show on the main screen to cross reference against your office account statements.

Date	Reference	ReceiptNo	Description	Debit	Credit	Group Id	Total Amount	Reconcile
11/03/2011	B2011/0023	REC00007	Booking 21...	0.00	290.00			<input type="checkbox"/>
11/03/2011	B2011/0024	REC00008	Booking 23...	0.00	100.00			<input type="checkbox"/>
11/03/2011	B2011/0024	REC00009	Booking 23...	0.00	324.00			<input type="checkbox"/>
21/04/2011	B2011/0030	REC00010	Booking 15...	0.00	125.20			<input type="checkbox"/>
21/04/2011	B2011/0031	REC00011	Booking 29...	0.00	160.00			<input type="checkbox"/>
21/04/2011	B2011/0031	REC00012	Booking 29...	0.00	0.01			<input type="checkbox"/>
21/04/2011	B2011/0032	REC00013	Booking 27...	0.00	125.00			<input type="checkbox"/>
21/04/2011	B2011/0031	REC00014	Booking 29...	0.00	528.99			<input type="checkbox"/>
21/04/2011	B2011/0034	REC00015	Booking 14...	0.00	715.00			<input type="checkbox"/>
21/04/2011	B2011/0033	REC00016	Booking 20...	0.00	460.95			<input type="checkbox"/>

- At the bottom of the screen we have three sections for Invoices, Receipts and Statements. Within each section there is the option to View or Amend an existing record, or to raise a new transaction.

Clicking on the View or Amend option will open a search screen to allow you to trace the transaction you wish to view, whilst clicking on the bottom of the buttons will allow you to raise a new invoice, make a receipt, or create a new statement.

We will deal with these transactions further in the sections below.

Paying Owners

At the end of each month or however often you pay monies across to the owners, you will need to calculate what money is due to them and create a new owner statement.

The easiest way to do this is via the Owner Monies section on the Daily Accounts screen.

Monies Held:		14484.65	
Owner Monies	(8)	10012.84	View
Maintenance Monies	(1)	70.00	View
Holidaymaker Monies	(2)	1539.95	View
Agent Monies		2636.56	View
VAT/TAX		225.30	View

RefNo	Name	Property No.	Reference	Balance
O2010/0001	Mr Paul Reed	P2010/0001	The Lodge	379.95
O2010/0002	Mrs Amy Be...	P2010/0002	Towan Apart...	726.16
O2010/0002	Mrs Amy Be...	P2010/0005	Church View	239.70
O2010/0003	Dr Rebecca ...	P2010/0003	Rock Cottage	4,028.74
O2010/0004	Mr Peter Baker	P2010/0004	Eco Retreat	1,760.36
O2010/0005	Mr Matthew ...	P2010/0009	Primrose Farm	345.78

First click on the View button to bring up the list of transactions on the right hand side. Select the owner you wish to pay and click on the blue underlined RefNo link.

This will bring up the Make New Payment screen ready for you to check and make a payment to the owner.

The page is broken down into sections with details of the owner to be paid, followed by the properties they own in the first column. If an owner has multiple properties, you will see there is a tick box next to each property to allow you to specify which properties are to be included on this statement. Selecting or deselecting the tick box will automatically update the lower half of the screen with the relevant transactions that are due to be paid.

The middle column will provide details of the statement number, the statement date, the current statement total, any withheld monies and the total payment that is due. The system will automatically complete the relevant fields, leaving you to specify the statement date and the option to withhold any monies if applicable. Any monies that are withheld at this point will automatically be carried across to the next statement as a brought forward credit. This is a handy function to utilise if you are expecting some expensive maintenance works to be due for a property in the coming month.

The third and final column on the top half of the screen can be used to add any notes you wish to include for this statement, and to select the relevant payment method and reference if applicable.

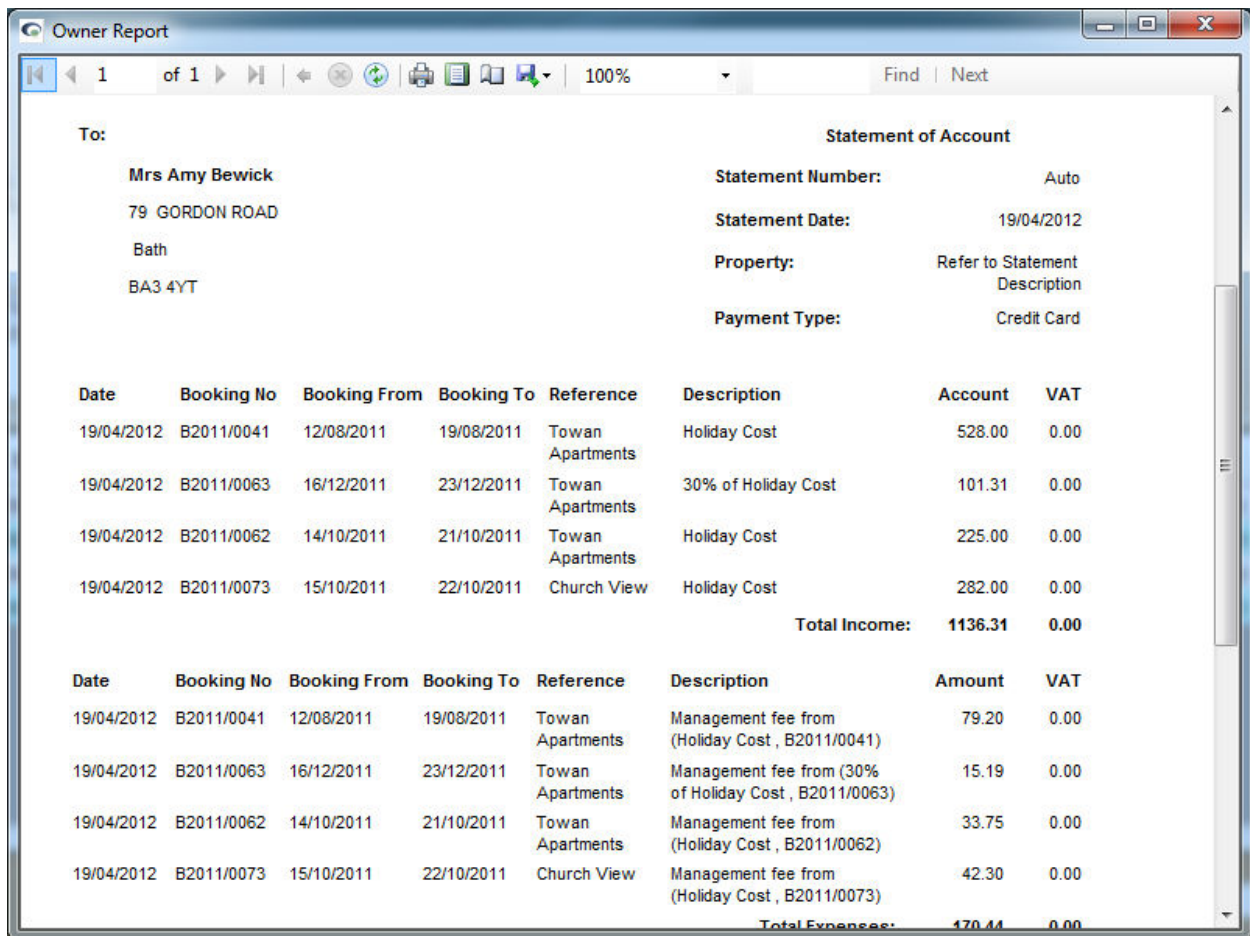
The bottom half of the screen is split into two columns. The left hand column provides a full breakdown of the income that has been received for this owner since their last statement. Similarly, the right hand column will provide details of all expenditure that has been incurred during this period.

Booking To	Booking	Reference	Description	Credit	VAT	Include	Booking Date	Invoice Date	Booking From	Booking To	Booking	Reference
19/08/2011	B2011/0041	Towan Ap...	Holiday Cost	528.00	0.00	<input checked="" type="checkbox"/>	06/07/2011	06/07/2011	12/08/2011	19/08/2011	B2011/0041	Towan Ap...
23/12/2011	B2011/0063	Towan Ap...	30% of Holi...	101.31	0.00	<input checked="" type="checkbox"/>	11/10/2011	11/10/2011	16/12/2011	23/12/2011	B2011/0063	Towan Ap...
21/10/2011	B2011/0062	Towan Ap...	Holiday Cost	225.00	0.00	<input checked="" type="checkbox"/>	11/10/2011	11/10/2011	14/10/2011	21/10/2011	B2011/0062	Towan Ap...
22/10/2011	B2011/0073	Church View	Holiday Cost	282.00	0.00	<input checked="" type="checkbox"/>	13/10/2011	13/10/2011	15/10/2011	22/10/2011	B2011/0073	Church View

Total Income Total Expenditure

You have the option of scrolling across to view details of these transactions by using the scroll bars at the bottom of these sections. At the end of each transaction line is an Include column. If deselected, this will exclude this transaction from the statement.

At the very bottom of the screen you have the option to update the payment, preview the owner statement and to close the screen. If you click on the preview, this will bring you up a copy of the owner statement for you to check prior to updating.



When you are happy that everything is correct clicking on the update button will create your statement and tell the system that you have transferred out the payment of monies for this amount to the owner.

You will get a message saying that the transaction has been updated successfully and the Update button at the bottom of the screen will now have changed to Send Email, and the Preview button changed to Print. This will allow you to print out or send a copy of the email to the owner with a copy of the statement attached.

You can still access the Owner statement, and indeed any payments out from the system in a number of ways:

- Staying with the Daily Accounts Screen, you can click on the View Statements button in the Payments section.
- The Latest Activity button on the main screen will contain a copy of all of the transaction made on the system and is a handy way of seeing all of the payments that have been made on a particular day.

- Accessing the owner screen via the View Amend record option and clicking on the transaction tab will bring up a full history of all of the payments that have been made.
- We also have some of the account reporting options, which we will come to later.

Paying Agency Fees

Paying across Agency fees is very similar to making an owner payment above. In the majority of circumstances each time you have taken a booking in for a property, you would have earned a commission on the monies that have been paid. When you are ready, you can transfer these monies out from the system and create a statement showing the fees that have been earned.

Clicking on the View button next to the Agent Monies title will bring up the transactions section on the right hand side. Clicking on the underlined reference number will open up the payment screen, ready to transfer the fees from the system.

Holiday Manager : Make New Payment

Holiday Manager

New Payment

Payment To: Agent
 Ref No: 1
 HLS Holiday Homes
 Elmhurst, Treswithian Downs, UK

Statement Number: Auto
 Statement Date: 19/04/2012
 Statement Total: 2636.56
 Withheld Monies: 0.00
 Total Payment: 2636.56

Statement Notes:
 Payment Method:
 Reference:

Booking Date	Receive Date	Booking From	Booking To	Booking	Reference
16/02/2012	16/02/2012	24/03/2012	31/03/2012	B2012/0001	Eco Retrea
16/02/2012	16/02/2012	24/03/2012	31/03/2012	B2012/0001	Eco Retrea
16/02/2012	16/02/2012	24/03/2012	31/03/2012	B2012/0001	Eco Retrea
21/02/2012	23/02/2012	14/04/2012	21/04/2012	B2012/0002	Eco Retrea
21/02/2012	23/02/2012	14/04/2012	21/04/2012	B2012/0002	Eco Retrea
28/03/2012	28/03/2012	05/05/2012	12/05/2012	B2012/0003	Eco Retrea
28/03/2012	28/03/2012	05/05/2012	12/05/2012	B2012/0003	Eco Retrea
28/03/2012	28/03/2012	19/05/2012	26/05/2012	B2012/0004	Eco Retrea
28/03/2012	28/03/2012	19/05/2012	26/05/2012	B2012/0004	Eco Retrea
28/03/2012	28/03/2012	19/05/2012	26/05/2012	B2012/0004	Eco Retrea

Total Income: 2636.56
 Total Expenditure: 0.00

Update Preview Close

The statement screen is very similar to the owner screen and can be checked and updated in exactly the same way as we did for the owner. Once you are happy with the amounts you are transferring out from the system for fees, click on the Update button to raise the statement.

Maintenance monies

When managing a holiday let you will often have expenses that need raising against the property or holidaymaker for cleaning and other works needed to the property. We will cover the various options for raising expenses in more detail later in this manual, but once the payment is available to pay the maintenance company, it will appear in this section, just as it would for an owner.

There is one main difference between an owner payment and a maintenance expense, namely as soon as monies have been received in against a holiday; the money will appear ready to pay the owner. In the case of a maintenance expense however, the monies will only show once the relevant owner statement has been created and the owner has been paid. This ensures there are sufficient monies available from the owner to make the payment for the expense.

Apart from this the steps to raise the statement for the maintenance company are exactly the same as for the owner and agency detailed in the steps above.

Refunding held deposit

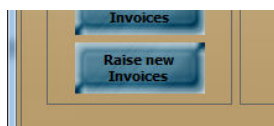
At the end of a holiday, any deposits that you are holding for the holidaymaker are now ready to be refunded. The monies we are holding for a holidaymaker are shown in the Holidaymaker monies section, in the same way as the sections above.

The statement will show a breakdown of all of the invoices raised against the holidaymaker and the monies that have been paid, along with a total of money that is now due back to them. This can be updated and sent to the holidaymaker by following the same simple steps as the earlier payments.

Raising a New Invoice

In most day to day situations the system will create all the invoices that are required automatically. However, there are certain situations where you may wish to raise a manual invoice.

To do this, we access the Raise New Invoices button at the bottom of the Daily Accounts screen



Clicking here will open a new blank invoice screen for you to complete with the details of the manual invoice you wish to create.

The first item that needs to be completed is to specify who the invoice is going to be raised against. To do this, click on the Select dropdown button in the top left hand side of the screen and choose the type of record you wish to deduct the money from. Once you have selected a record type, a search box will appear bringing up all the records of this type on the system.

Search and locate the record that you want to raise the invoice against and click on the underlined Ref # link to select this record.

Once you have selected the relevant record you will see the record type appear in the dropdown box, with the individual record information appearing in the box below.

Next, select the property the invoice relates to. This is done by clicking on the Property drop down button and selecting the relevant record.

The invoice number is automatically assigned for you by the system, leaving you to add in an Invoice and Due date for this transaction. The Invoice date will in most situations be today's date, whilst the Due date will need to be entered as today or a date in the future if applicable.

We also have a facility here to add in notes that will appear on the invoice document if required.

The right hand column on this screen, the Invoice Details section, pertains to the actual items we wish to appear on the invoice. To add a new item on the invoice, first click the New button at the bottom of the column.

This will add a new blank line to the bottom half of the screen, and activate the fields within the Invoice Details section ready for entering.

The invoice type dropdown is purely used for reference to identify different invoices raised on the system. To set the options that will appear on the dropdown list are created in the Invoice Type tab in the system settings.

The next field down is to tell the system who is the recipient for this invoice, i.e. who the money will be paid to when the invoice is settled. For example in the screenshot above you can see we have specified the invoice is to be raised against the holidaymaker for an additional cleaning expense, and in this instance the money is due to be paid to the Maintenance company - Jo's cleaning.

We then complete the price, any discount, the quantity and whether VAT is to be charged, and click on the "Add" button to add this information into the summary section located in the lower half of the screen. If you wish to add further items for this invoice, simply click on the "New" button to add the next line and repeat the process for any further items. There is no limit to the number of items on each invoice, and the recipient can be different for each one.

At the bottom of the screen you have the option to preview the invoice before raising it, and when you are happy, click on the update button to raise the invoice.

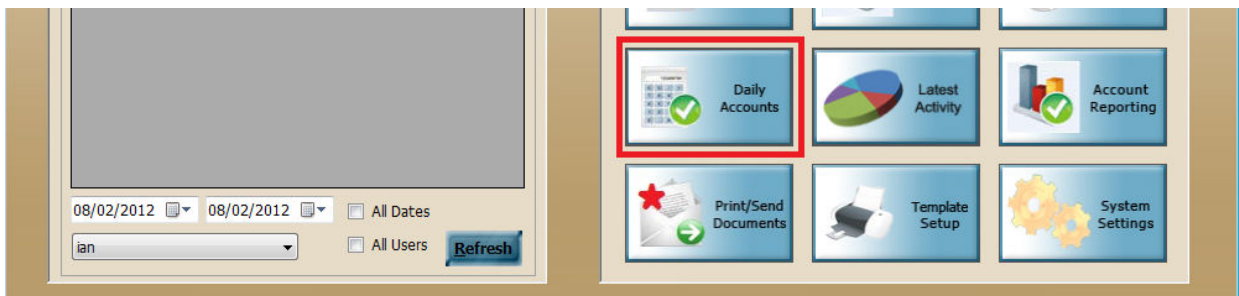
The invoice will now appear on either the Current Invoices section, or the Future Invoices, depending on the due date specified.

Viewing/Amending invoices

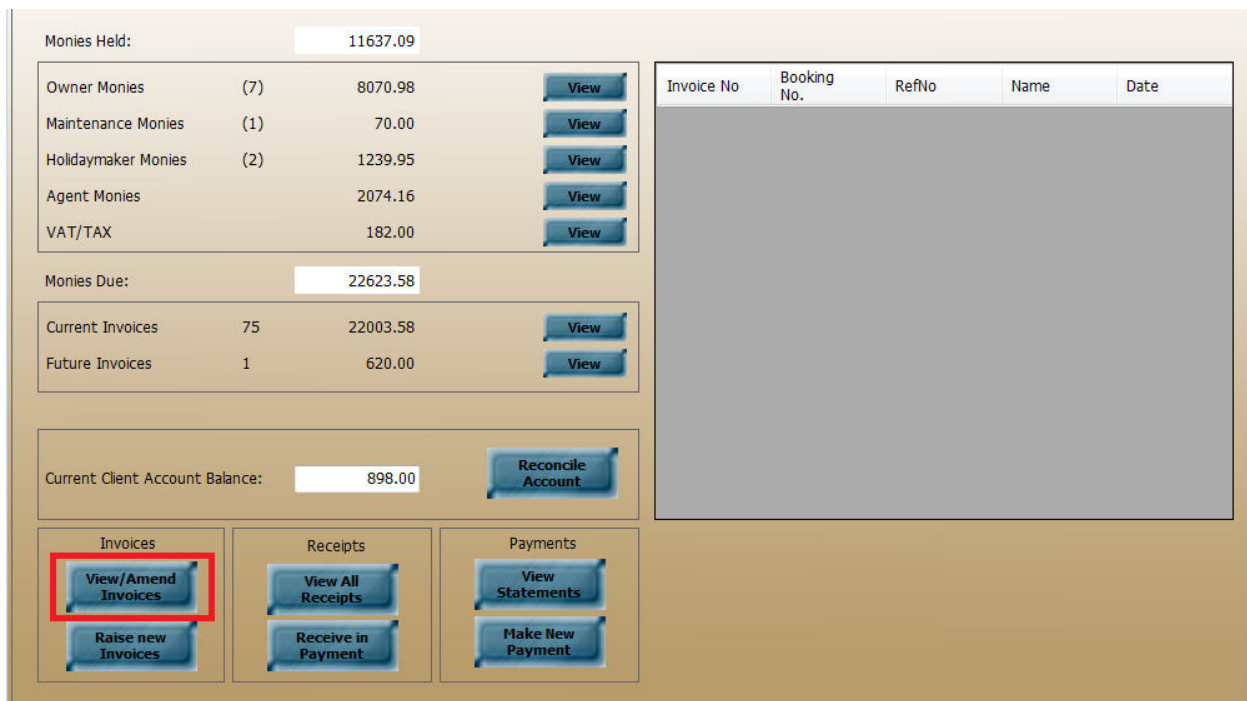
Once you have raised an invoice for a holiday, or indeed any other purpose, it is possible to go back into the program and make amendments to this.

For example if a customer has decided to pay by a different method, you may wish to amend the surcharge amount.

To do this click on the Daily Accounts button from the main Holiday Manager screen.



At the bottom of the screen you will see a number of options for Invoices, Receipts and Payments. Select the View/Amend Invoices options to bring up a list of all your raised invoices.



Use the search or scroll bars to find the invoice required and select from the list the invoice you want to amend.

This will bring your invoice details up in a new screen.

Holiday Manager: Invoice View/Edit

Holiday Manager

New Invoice

Invoice For: Note 1:

Property: Note 2:

Invoice Number:

Invoice Date:

Due Date:

Invoice Details

Invoice Type:

Recipient:

Description:

Price:

Discount:

Quantity:

Total:

VAT Y/N:

Net Amount:

Invoice No	Recipient	Inv Type	Description	Price	Quantity	Discount	Total	VAT	Net Amount
INV00120	HLS Holiday H...		70% of Holid...	263.40	1.00	0.00	263.40	0.00	263.40
INV00120	HLS Holiday H...		Deposit (Refu...	100.00	1.00	0.00	100.00	0.00	100.00
INV00120	HLS Holiday H...		Small hamper	35.00	1.00	0.00	35.00	0.00	35.00
INV00120	HLS Holiday H...		Card Surcharge	13.96	1.00	0.00	13.96	0.00	13.96

To make a change to any of the items, click on the relevant transaction in the table at the lower part of the screen. This will open the transaction details in the top right of your screen.

From here you can make the appropriate amendments to the Description, Price, Discount and Quantity fields as required.

To remove the entry completely from this invoice, simply change the price to be zero and click on update. When you go into this invoice, you will see that the item does not now show on the monies owed.

When you are finished, click the Update button to update the changes you have made.

Amending Booking extras

There will often be situations where a booking that has been made will need to be amended as some of the options may have been changed. One of the most common of this is the adding or removing of holiday extras.

To make a change to the extras associated with a booking is very straightforward. Click into the affected booking to bring up the booking screen.

Holiday Manager : Booking View/Edit

Holiday Manager Status: Provisional Booking

Booking Info | Booking Summary | Booking History

Booking
 Booking Ref No: B2012/0005
 Booking From: 09/06/2012 Booking To: 16/06/2012 Nights: 7
 Holiday Cost: 520.00 Short Break Available

Property
 Ref No: P2010/0004 Title: Eco Retreat
 Notes:

Holiday Maker
 Ref No: H2011/0009 Source: Referral
 Name: Mrs Jill Patterson
 Address: 34 HIGHRIDGE ROAD, Gloucester - GL45 9UI,
 Telephone: 01234 67890
 E-mail: jwoolley@yahoo.co.uk Car Reg:

Party
 Total in Party: 7 Adults: 4
 Children: 2
 Infants: 1 [Guest Information](#)

Agent Notes | Guest Notes | Owner Notes | Maintenance Notes

Extra's available

Name	Desc	Price	Include	Include Rent	Num Avail
Booking Charge		20.00	<input checked="" type="checkbox"/>	N	1.0
Small hamper		35.00	<input checked="" type="checkbox"/>	N	1.0
Cancellation Insurance		10.00	<input checked="" type="checkbox"/>	Y	1.0
Deposit (Refundable...)		100.00	<input checked="" type="checkbox"/>	N	1.0
Large Hamper	Welcome Hamper - ...	75.00	<input type="checkbox"/>	N	1.0

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

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

Provisional or Deposit Received Booking

If a booking has not been fully paid, any changes to the extra can be made simply by selecting or unselecting the relevant box. This will remove or add the relevant extra to the booking and amend the invoices that are due for this booking.

To see the changes that have been made to the booking, click on the Booking Summary tab, and you will see the changes that have been applied in the extra section.

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

Booking Ref No: B2012/0005
 Booking From: 09/06/2012 Booking To: 16/06/2012
 Holidaymaker: Mrs Jill Patterson
 Holiday rental cost: 520.00 Override
 Discount Code: 0.00 Override
 0.00 % + Fixed 0.00 [Clear](#)

BookingR	Descriptk	Price	Quantity	Discount	VAT	Select
B2012...	Bookin...	20.00	1.00	0.00	0.00	<input checked="" type="checkbox"/>
B2012...	Small h...	35.00	1.00	0.00	0.00	<input type="checkbox"/>
B2012...	Cancell...	10.00	1.00	0.00	0.00	<input type="checkbox"/>
B2012...	Deposi...	100.00	1.00	0.00	0.00	<input type="checkbox"/>
B2012...	Large ...	75.00	1.00	0.00	0.00	<input type="checkbox"/>

Due With Deposit

Deposit Payment Due by: 25/04/2012

30% of Holiday Cost: 156.00 Override
 Selected Extra's: 20.00
 Card Surcharge: 4.40
 VAT: 0.00
Total Deposit Due: 180.40

Balance Payment Due by: 12/05/2012

Balance of Holiday Cost: 364.00
 Selected Extra's: 210.00
 Card Surcharge: 14.35
 VAT: 0.00
Total Balance Due: 588.35

When you are happy the changes that have been made are correct, simply click on the Book or Save button in the bottom right hand corner of the screen, which will save the revised booking.

The invoices for this booking will now be up to date with the correct information.

If you wish to change the quantity of the extras, for example an extra pet, you can do this easiest from the Booking Summary screen. Click into the extras section and amend the Quantity column as required.

Description	Price	Quantity	Discount	VAT	Select
Booking ...	20.00	1.00	0.00	0.00	<input checked="" type="checkbox"/>
Small ha...	35.00	2.00	0.00	0.00	<input type="checkbox"/>
Cancellat...	10.00	1.00	0.00	0.00	<input type="checkbox"/>
Deposit ...	100.00	1.00	0.00	0.00	<input type="checkbox"/>

Due With Deposit

When you are happy with the changes you have made, click on the Book or Save button, which will apply the changes you have made and amend the invoices accordingly.

At any point if you wish to check the amended invoice information, simply click on the Booking

History tab, which will contain full details of the transactions for this booking.

The screenshot shows the 'Holiday Manager' application window with the 'Booking View/Edit' status. The 'Booking History' tab is active, displaying a table with one entry: a 'New holiday booking' event by 'ian' on '18/04/2012'. Below this, the 'Booking Transactions' section shows two transactions: one with a credit of 0.00 and a debit of 547.35 (transaction reference [INV00156](#)), and another with a credit of 0.00 and a debit of 180.40 (transaction reference [INV00155](#)). At the bottom, there is a 'Deposit Return' section with a date returned of 20/04/2012 and a notes field. A toolbar at the very bottom contains buttons for 'Send Letter', 'Add Notes', 'Cancel Booking', 'Receive Monies', 'Send Mail', 'Reprint', 'Close', and 'Book'.

To view the invoice or receipts click on the blue, underlined Transaction Reference link.

Full Paid Booking

A fully paid booking has no outstanding invoices left to amend, so any changes that are made now are treated slightly differently, as you will see below.

The process is very similar to the above steps initially, with an additional extra able to be added by clicking the relevant tick box, and clicking on the Book button in the right hand corner to save the new booking details.

Holiday Manager Status: Full Paid

Booking Info | Booking Summary | Booking History

Booking
 Booking Ref No: B2012/0005
 Booking From: 09/06/2012 | Booking To: 16/06/2012 | Nights: 7
 Holiday Cost: 520.00 | Short Break Available

Property
 Ref No: P2010/0004 | Title: Eco Retreat
 Notes:

Holiday Maker
 Ref No: H2011/0009 | Source: Referral
 Name: Mrs Jill Patterson
 Address: 34 HIGHRIDGE ROAD, Gloucester - GL45 9UI, ,
 Telephone: 01234 67890
 E-mail: jwoolley@yahoo.co.uk | Car Reg:

Party
 Total in Party: 7 | Adults: 4 | Children: 2 | Infants: 1

Extra's available

Name	Desc	Price	Include	Include Rent	Num Avail
Booking Charge		20.00	<input checked="" type="checkbox"/>	N	1.0
Small hamper		35.00	<input checked="" type="checkbox"/>	N	2.0
Cancellation Insurance		10.00	<input checked="" type="checkbox"/>	Y	1.0
Deposit (Refundable...)		100.00	<input checked="" type="checkbox"/>	N	1.0
Large Hamper	Welcome Hamper - ...	75.00	<input checked="" type="checkbox"/>	N	1.0

Summary
 Total Rent: 520.00
 Total Extra: 240.00
 Inclusive Extra: 10.00
 Rent showed to Holiday Maker: 520.00
 Extra showed to Holiday Maker: 230.00

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

As there are no outstanding invoices for this booking, the system will raise a new additional invoice for the new extra that you have added.

This can be viewed on the Booking History tab as a new invoice with today's date for the amount of the new extra.

Holiday Manager : Booking View/Edit

Holiday Manager Status: Full Paid

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

Booking History

Reference	Event Type	Event By	Event Time	Description
		ian	18/04/2012	New holiday booking
REC00058		ian	20/04/2012	Monies received in
		ian	20/04/2012	Change of booking status
REC00059		ian	20/04/2012	Monies received in
		ian	20/04/2012	Change of booking status

Booking Transactions

Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
20/04/2012	20/04/2012		ian	INV00164	0.00	75.00
20/04/2012	18/04/2012	20/04/2012	ian	REC00059	547.35	0.00
20/04/2012	18/04/2012	20/04/2012	ian	REC00058	180.40	0.00
18/04/2012	18/04/2012		ian	INV00156	0.00	547.35
18/04/2012	18/04/2012		ian	INV00155	0.00	180.40

Deposit Return

Date Returned: 20/04/2012 Notes:

Alternatively changes to the booking invoices can be done by creating a New Invoice, or by using the View Amend Invoice. For full details on this functionality, see the above sections.

Credit Card surcharges

When a holiday is booked and the holidaymaker is playing by Credit Card, you will often want to include an additional surcharge to cover the increased costs of dealing with payments in this way. The system has been designed to deal with this, and can be easily configured to deal with multiple card types with different surcharge rates, either as percentages or fixed fees. The various card types can be setup via the System Settings and will only need to be setup once.

Once configured, when you now make a booking you have the option to add a card surcharge to a booking, by simply selecting the card type from the drop down list on the Booking Summary.

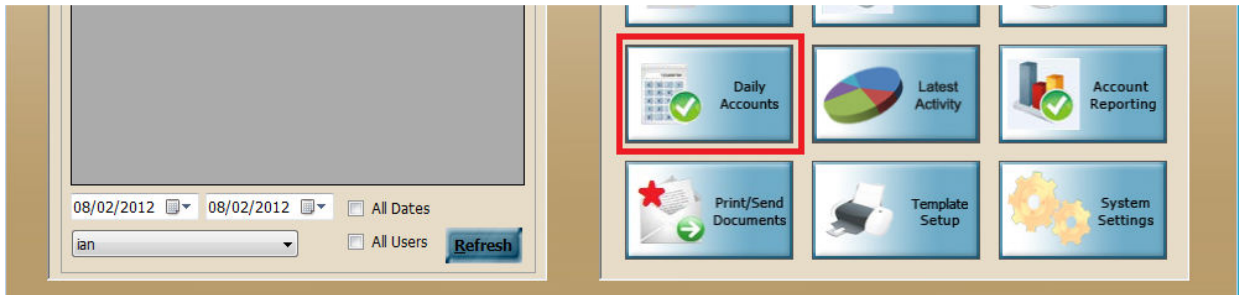
Card Surcharge	<input type="text" value="0.00"/>	Total Holiday Cost	<input type="text"/>
VAT	<input type="text" value="0.00"/>	Owner Income	<input type="text"/>
	<input type="text" value="620.00"/>	Agency Income - Owner	<input type="text"/>
Agent Notes	<input type="text"/>	Agency Income - Holidaymaker	<input type="text"/>
Guest Notes	<input type="text"/>	Holidaymaker deposit	<input type="text"/>
Owner Notes	<input type="text"/>		
Maintenance Notes	<input type="text"/>		

The system will then calculate the appropriate cost for this card type and add the figure into the Card Surcharge total box.

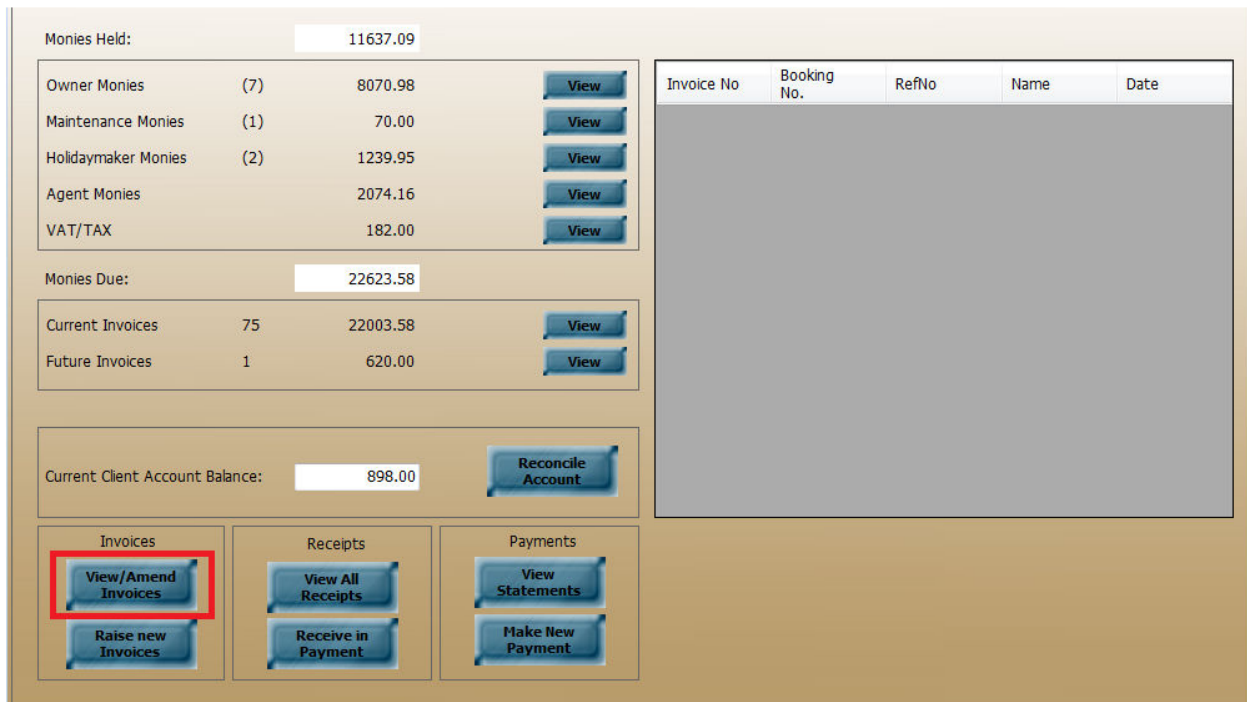
If the booking is taken in advance, the card surcharge amount will be split between the deposit and balance payment. This is fine where the same card payment type is used for both payments; however there may be a situation where the payment type changes for the Balance, compared to the Deposit.

To deal with this, we are shortly going to be introducing some additional functionality into the software that will streamline this process; however it is very straightforward to deal with this currently using the "View Amend Invoices".

To do this click on the "Daily Accounts" button from the main Holiday Manager screen.



At the bottom of the screen you will see a number of options for Invoices, Receipts and Payments. Select the View/Amend Invoices options to bring up a list of all of your raised invoices.



Use the search or scroll bars to find the invoice required and select from the list the invoice you want to amend.

This will bring your invoice details up in a new screen.

Removing Card Surcharge

Where a holidaymaker paid their deposit on a credit card, but now wishes to pay the balance by a different method that does not attract a Surcharge, the following steps will need to be followed:

Invoice No	Recipient	Inv Type	Description	Price	Quantity	Discount	Total	VAT	Net Amount
INV00120	HLS Holiday H...		70% of Holid...	263.40	1.00	0.00	263.40	0.00	263.40
INV00120	HLS Holiday H...		Deposit (Refu...	100.00	1.00	0.00	100.00	0.00	100.00
INV00120	HLS Holiday H...		Small hamper	35.00	1.00	0.00	35.00	0.00	35.00
INV00120	HLS Holiday H...		Card Surcharge	13.96	1.00	0.00	13.96	0.00	13.96

To remove the card surcharge, click on the relevant transaction in the table at the lower part of the screen. This will open the transaction details in the top right of your screen.

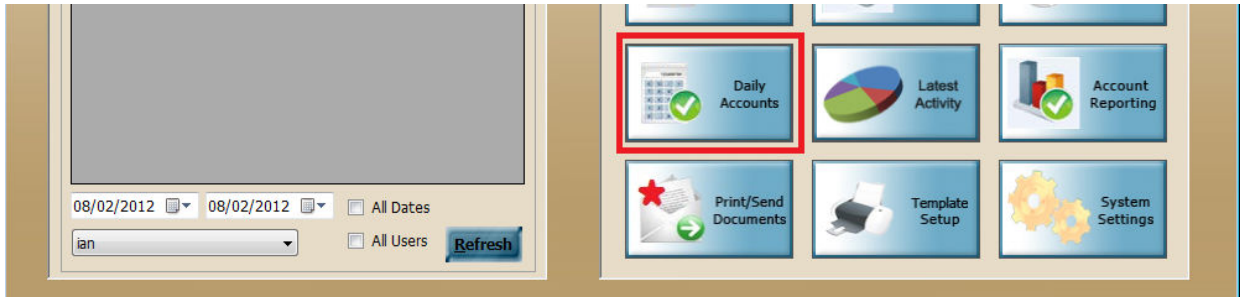
To remove the entry completely from this invoice, simply change the price or Quantity to zero and click on update. When you go into this invoice, you will see that the item does not now show on the monies owed.

When you are finished, click the Update button to update the changes you have made.

Adding Card Surcharge

For the opposite situation where the holidaymaker has paid by a method that does not attract a surcharge for the deposit, but has chosen to pay the balance payment by credit card, we need to add an additional item to the holiday balance invoice.

To do this click on the Daily Accounts button from the main Holiday Manager screen.



At the bottom of the screen you will see a number of options for Invoices, Receipts and Payments. Select the View/Amend Invoices options to bring up a list of all of your raised invoices.

Monies Held:		11637.09	
Owner Monies	(7)	8070.98	View
Maintenance Monies	(1)	70.00	View
Holidaymaker Monies	(2)	1239.95	View
Agent Monies		2074.16	View
VAT/TAX		182.00	View
Monies Due:		22623.58	
Current Invoices	75	22003.58	View
Future Invoices	1	620.00	View
Current Client Account Balance:		898.00	Reconcile Account

Invoice No	Booking No.	RefNo	Name	Date

View/Amend Invoices Raise new Invoices	View All Receipts Receive in Payment	View Statements Make New Payment
---	---	---

Use the search or scroll bars to find the invoice required and select from the list the invoice you want to amend.

This will bring your invoice details up in a new screen.

In this scenario, there are no entries on the invoice for the card surcharge at the moment. A new line will therefore need to be added onto the invoice for the Surcharge.

To do this, click on the “New” button as indicated on the screen shot below.

Holiday Manager : Invoice View/Edit

Holiday Manager

New Invoice

Invoice For: Holiday Maker

Note 1

Jill Patterson
34, HIGHRIDGE ROAD, Gloucester, GL45 9JH

Property: Eco Retreat

Invoice Number: INV00166

Invoice Date: 20/04/2012

Due Date: 16/06/2012

Note 2

Invoice Details

Invoice Type: [Dropdown]

Recipient: HLS Holiday Homes

Description: 70% of Holiday Cost

Price: 340.00

Discount: 0.00

Quantity: 1.00

Total: 340.00

VAT Y/N: No

Net Amount: 340.00

Invoice No	Recipient	Inv Type	Description	Price	Quantity	Discount	Total	VAT	Net Amount
INV00166	HLS Holiday H...		70% of Holid...	340.00	1.00	0.00	340.00	0.00	340.00
INV00166	HLS Holiday H...		Large Hamper	75.00	1.00	0.00	75.00	0.00	75.00
INV00166	HLS Holiday H...		Cancellation I...	10.00	1.00	0.00	10.00	0.00	10.00
INV00166	HLS Holiday H...		Deposit (Refu...	100.00	1.00	0.00	100.00	0.00	100.00

This will add a new blank line to the invoice ready for you to add in the relevant details.

Invoice No	Recipient	Inv Type	Description	Price	Quantity	Discount	Total	VAT	Net Amount
INV00166	HLS Holiday H...		70% of Holid...	340.00	1.00	0.00	340.00	0.00	340.00
INV00166	HLS Holiday H...		Large Hamper	75.00	1.00	0.00	75.00	0.00	75.00
INV00166	HLS Holiday H...		Cancellation I...	10.00	1.00	0.00	10.00	0.00	10.00
INV00166	HLS Holiday H...		Deposit (Refu...	100.00	1.00	0.00	100.00	0.00	100.00
INV00166									

Invoice Details

Invoice Type: [Dropdown]

Recipient: [Dropdown] Select . . .

Description: [Text Box]

Price: 0.00

Discount: 0.00

Quantity: 1.00

Total: 0.00

VAT Y/N: No

Net Amount: 0.00

Complete the relevant field information for the Invoice Type, Recipient, Description, Price, Discount, Quantity and VAT, and click the Add button to move this onto your new invoice item.

Once you are happy the information is correct for the invoice, click on the Update button at the bottom of the page to save the changes you have made.

Holiday Manager : Invoice View/Edit

Holiday Manager

New Invoice

Invoice For: Note 1:

34, HIGHRIDGE ROAD, Gloucester, GL45 9UI

Property: Note 2:

Invoice Number:

Invoice Date:

Due Date: 16/06/2012

Invoice Details

Invoice Type: Agent:

Recipient:

Description:

Price:

Discount:

Quantity:

Total:

VAT Y/N:

Net Amount:

Invoice No	Recipient	Inv Type	Description	Price	Quantity	Discount	Total	VAT	Net Amount
INV00166	HLS Holiday H...		70% of Holid...	340.00	1.00	0.00	340.00	0.00	340.00
INV00166	HLS Holiday H...		Large Hamper	75.00	1.00	0.00	75.00	0.00	75.00
INV00166	HLS Holiday H...		Cancellation I...	10.00	1.00	0.00	10.00	0.00	10.00
INV00166	HLS Holiday H...		Deposit (Refu...	100.00	1.00	0.00	100.00	0.00	100.00
INV00166	HLS Holiday H...	Guest	Credit Card Surcharge	17.36	1.00	0.00	17.36	0.00	17.36

This invoice is now up to date with the revised details and can be received in as you would normally through the Daily Accounts or via the booking using the Receive Monies option.

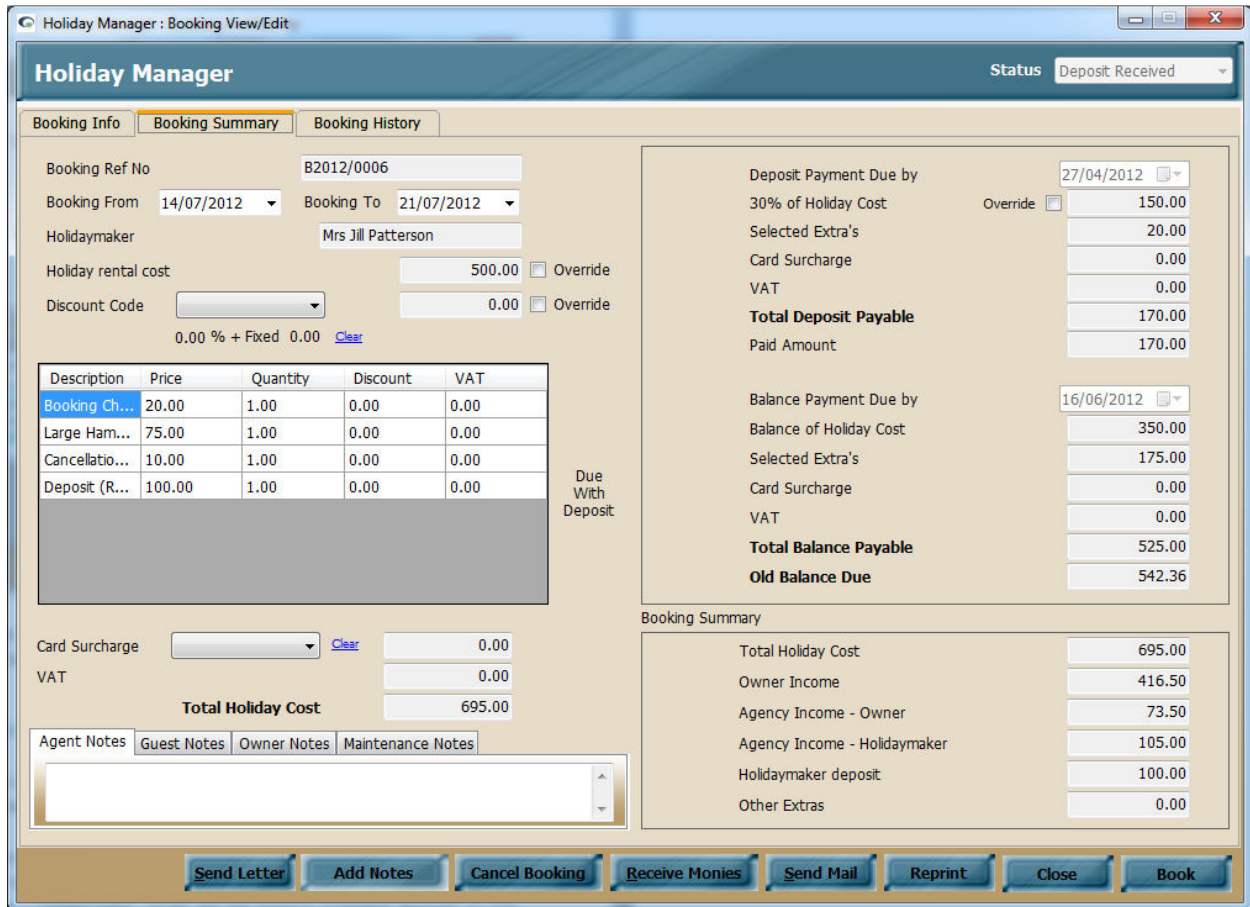
Uncashed cheque held as deposit

For some agents the holidaymaker deposit is taken as a cheque, which is held unbanked and in the majority of situations returned at the end of the holiday to the holidaymaker.

As an agent, you will not at the time of booking know how the holidaymaker is going to pay. Obviously we need to show the holidaymaker the full cost of the holiday including the deposit that is due. There might also be the situation where a holidaymaker sends the full amount (including deposit) on one cheque. This would need to be banked in full and dealt with as a monetary transaction, before being refunded at the end of the holiday. Because of this, the initial invoice would include the full deposit amount that is due to be received.

When a deposit cheque is received that will not be banked, we will need to adjust the invoices on the system to show that this transaction will not be showing through your accounts.

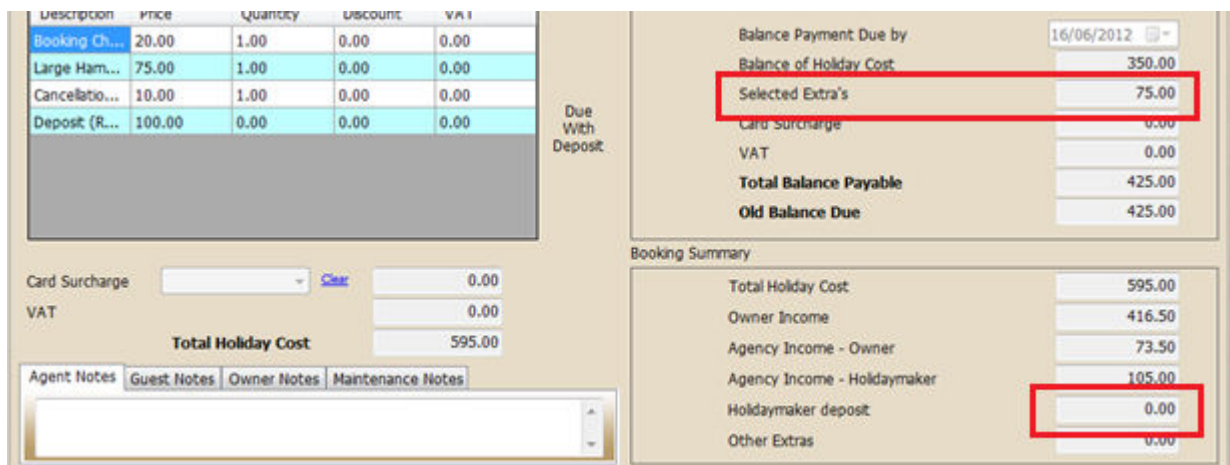
We can do this by using the View/Amend invoice option, as detailed earlier in this manual, or by amending the relevant extra through the booking screen. To do this, first open the relevant booking screen.



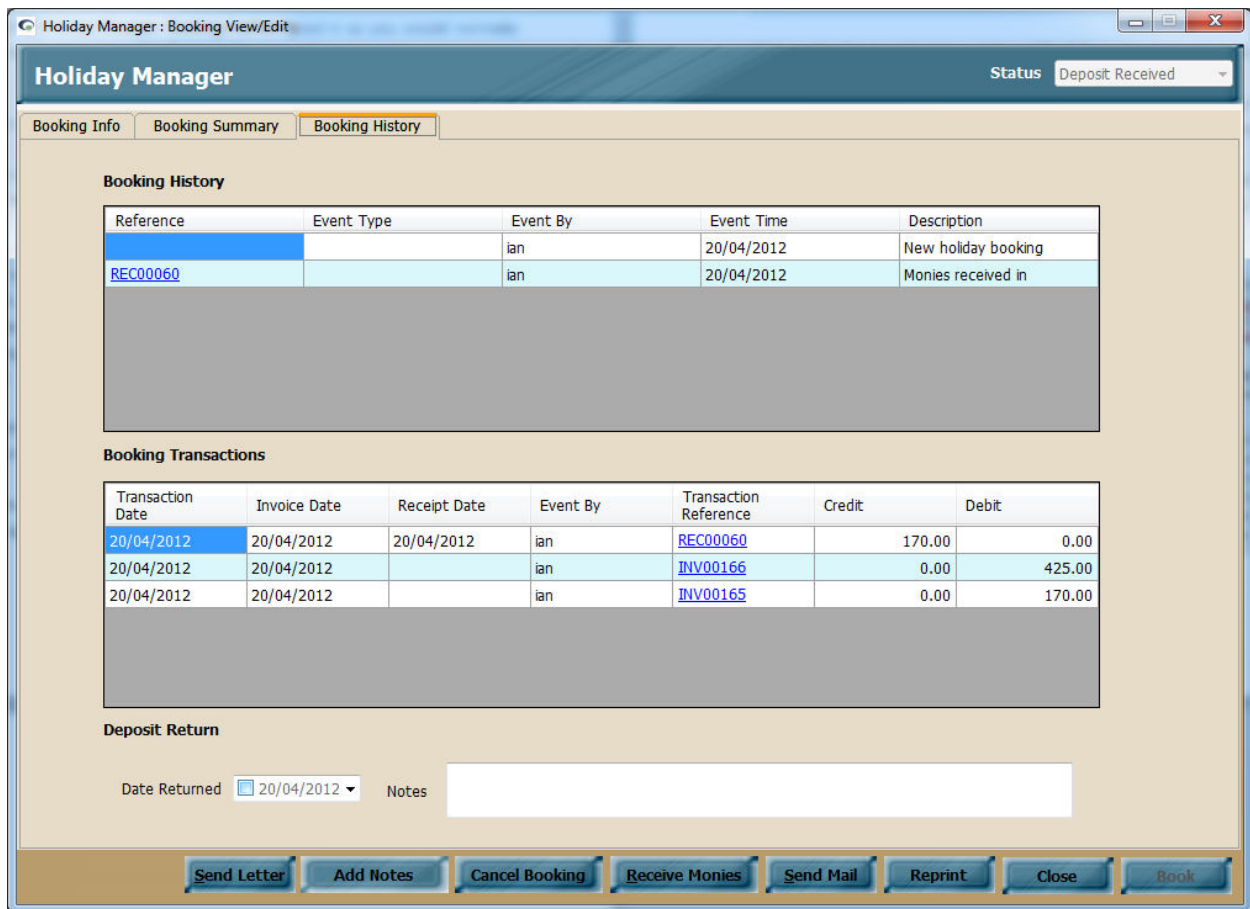
Click on the Booking Summary tab and find the item that relates to the Deposit extra.

Click into the Quantity column, and change the Quantity from 1 to 0. Once you are happy, click on the “Book” button in the bottom right hand corner to update the information.

You will now see that the cancellation item on the invoice is showing as zero and the total amount of the invoice has been adjusted accordingly. When you access the booking again you will see the extras and the deposit have now been updated.



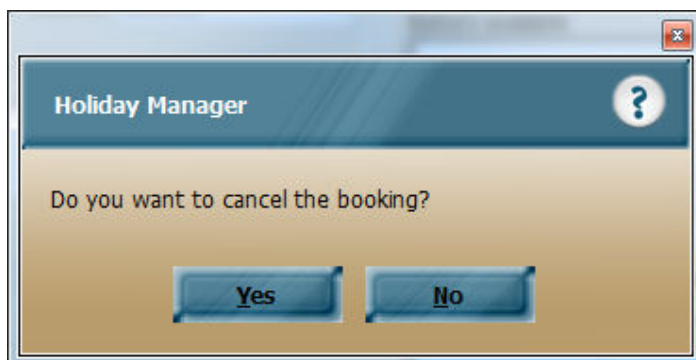
As the deposit is no longer now due to be refunded to the customer through the system, you can use the Deposit Return fields on the Booking History screen to record the date the deposit was Returned and any notes pertaining to this.



Cancelling holiday

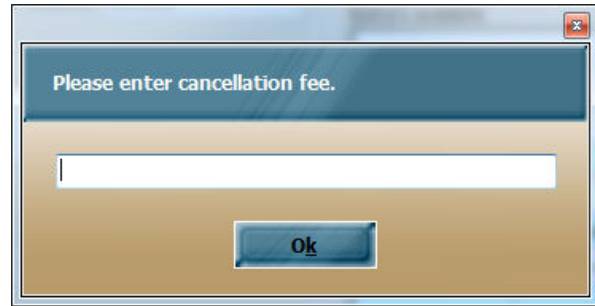
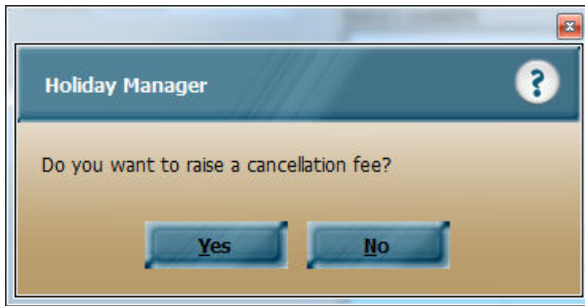
If a booking is cancelled by the holidaymaker it is a very straightforward process to deal with this within the software.

First access the booking that you wish to cancel.



At the bottom of the booking screen there are a number of options available, including an option to Cancel Booking. Clicking this will bring up a box to confirm that you wish to cancel the booking.

Clicking "Yes", will then give you the option to add a cancellation fee.



Enter the amount you wish to charge and click OK.

The booking will now be cancelled and any monies that have been received from the holidaymaker will be available in the Daily Accounts ready to be refunded to them if applicable.

The cancellation fee will automatically be deducted from any monies that have been received from them. If no monies have been received yet, the invoice now appears on the Daily Accounts screen as monies owed from the holidaymaker ready to be received in.

The availability for the property will also be adjusted to show that the property is now available within this period, and that a previous booking has been cancelled.

Holiday Manager

Search Option

Locality:

Date From: 20/04/2012

Date To: 20/04/2012

Sleeps:

No. Bed:

Child Friendly:

Pet Friendly:

Sea Views:

Garden:

Short Break:

Changeover Day:

Property Ref:

Brochure Ref:

Post Code:

11 records found

Show in calendar

Select	Property RefNo	Name	Locality	Type	Sleeps	Bed Rooms	Price Band	Changeover Day
<input type="checkbox"/>	P2010/0001	The Lodge	Portreath	Lodge	6	3	test	Saturday
<input type="checkbox"/>	P2010/0002	Towan Ap...	Hayle Tow...	Apartment	3	1	Band 1	Friday
<input type="checkbox"/>	P2010/0003	Rock Cott...	Mevagissey	Detached	8	3	The Cotta...	Sunday
<input type="checkbox"/>	P2010/0004	Eco Retreat	St Ives	Detached	10	5	Seaview C...	Saturday
<input type="checkbox"/>	P2010/0005	Church View	Exeter	House	4	2	Band B	Saturday
<input type="checkbox"/>	P2010/0006	Eden Reach	Falmouth	Cabin	4	1	Band B	Saturday
<input type="checkbox"/>	P2010/0007	Treetops	Brixham	Detached	8	4	The Cotta...	Saturday
<input type="checkbox"/>	P2010/0008	Riverview	Helford River	House	4	2	Seaview C...	Saturday
<input type="checkbox"/>	P2010/0009	Primrose F...	Bude	Detached	7	3	The Cotta...	Saturday
<input type="checkbox"/>	P2010/0010	Corner Lo...	Tehidy	Lodge	6	3	Band B	Saturday
<input type="checkbox"/>	P2010/0011	Lobster Pots	The Lizard	Flat	2	1	Band 1	Saturday

Eco Retreat

Availability (selected) | Property Details

April 2012

Sa	Su	Mo	Tu	We	Th	Fr
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

May 2012

Sa	Su	Mo	Tu	We	Th	Fr
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

June 2012

Sa	Su	Mo	Tu	We	Th	Fr
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Available Canceled by Jill Patterson

You will also be able to see any cancelled bookings on both the property screen and the related holidaymaker screen.

The screenshot shows the 'Holiday Manager' software interface for 'Holiday Maker: Jill'. The status is 'LIVE'. The 'History' tab is selected, showing three sub-sections:

- Booking Information:** A table with columns 'Ref No', 'Property Name', 'From', and 'To'. It contains one entry: Ref No B2011/0074, Property Name Eco Retreat, From 12/11/2011, To 19/11/2011.
- Booking Cancelled Information:** A table with columns 'Ref No', 'From', and 'To'. It contains two entries: Ref No B2012/0005 (From 09/06/2012, To 16/06/2012) and Ref No B2012/0006 (From 14/07/2012, To 21/07/2012).
- Holidaymaker History:** A table with columns 'Event of', 'Event Type', 'Event By', 'Event Time', and 'Description'. It lists various events such as 'Monies received in', 'New holiday booking', and 'Change of booking status' with dates ranging from 20/04/2012 to 12/01/2012.

At the bottom of the window, there are buttons for 'Book Holiday', 'Close', and 'Save', and a timestamp 'Date Added: 13/10/2011 11:15'.

Moving a Holiday

If a holidaymaker wishes to move the holiday to a new date, it is simply a case of cancelling the current booking and making a new booking with the appropriate new booking dates.

Monies that were received from the first booking will now be shown on the holidaymaker account ready to be refunded to them. Once you have made the new booking, you can use these funds, by creating a refund statement to the holidaymaker and then receiving in the amount of money against the new booking.

If the new booking is more expensive the apportion column can be used to show the partial payment, leaving the difference outstanding as the amount left to pay by the holidaymaker. You can also add any administration fees or expenses onto the new booking, or use the cancellation fee section when you cancel the original booking.

Holiday Manager : Receive Payment

Holiday Manager

New Payment In

Received From:

Janet Heather
BOLTON WAY,,

Property:

Receipt Number:

Receipt Date:

Payment Type:

Card Type:

Reference No:

Total Invoice:

Total Received:

Invoice Outstanding:

Notes:

Inv Date	Inv No	Description	Amount	VAT	Received	Outstanding	Apportion	All
	INV00163	Holiday Cost	500.00	0.00	0.00	350.00	0.00	<input type="checkbox"/>
	INV00163	Booking Charge	20.00	0.00	0.00	20.00	0.00	<input type="checkbox"/>
	INV00163	Deposit (Refundable reservation depo...	100.00	0.00	0.00	100.00	0.00	<input type="checkbox"/>
	INV00163	70% of Holiday Cost	350.00	0.00	0.00	350.00	0.00	<input type="checkbox"/>
	INV00163	Small hamper	35.00	0.00	0.00	35.00	0.00	<input type="checkbox"/>

Preview Send Mail Update Close

Maintenance Expenses

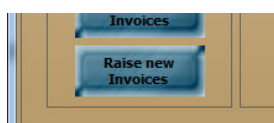
When making a payment to your owners, it is likely there are going to be deductions that need to be made before the payment takes place. Agent's commission is deducted automatically based on the commission rate set on each property screen; however it is likely that there are going to be cleaning and other expenses that need to be added and deducted from the statement.

There are two ways we can raise a maintenance expense through the software:

Raising a maintenance invoice

Raising a standard maintenance invoice is simply a matter of raising a new invoice as we covered earlier in the manual.

To do this we access the Raise New Invoices button at the bottom of the Daily Accounts screen



Clicking here will open a new blank invoice screen that can be completed with the details of the manual invoice you wish to create.

The first item which needs completion is to specify who the invoice is going to be raised against. To do this, click on the Select dropdown button in the top left hand side of the screen and choose the type of

record you wish to deduct the money from. Once you have selected a record type, a search box will appear bringing up all the records of this type on the system.

Search and locate the record that you want to raise the invoice against and click on the underlined Ref # link to select this record.

Inv Type	Recipient	Description	Qty	Price	Discount	Total	VAT
----------	-----------	-------------	-----	-------	----------	-------	-----

Once you have selected the relevant record you will see the record type appear in the dropdown box, with the individual record information appearing in the box below.

Next, select the property the invoice relates to. This is done by clicking on the Property drop down button and selecting the relevant record.

The invoice number is automatically assigned for you by the system, leaving you to add in an Invoice and Due date for this transaction. The Invoice date will in most situations be today's date, whilst the Due date will need to be entered as today or for a date in the future if applicable.

We also have a facility here to add in notes that will appear on the invoice document if required.

The right hand column on this screen, the Invoice Details section, pertains to the actual items you wish to appear on the invoice. To add a new item on the invoice, first click the "New" button at the bottom of the column.

This will add a new blank line to the bottom half of the screen, and activate the fields within the Invoice Details section ready for entering.

The invoice type dropdown is purely used for reference to identify different invoices raised on the system. The options that will appear on the dropdown list are created in the Invoice Type tab, in the System Settings.

Inv Type	Recipient	Description	Qty	Price	Discount	Total	VAT
Guest	Paul Reed	Additional cleaning required	1.00	50.00		50.00	

The next field down is to tell the system who is the recipient for this invoice, i.e. who the money will be paid to when the invoice is settled. For example in the screenshot above you can see we have specified the invoice is to be raised against the holidaymaker for an additional cleaning expense, and in this instance the money is due to be paid to the Maintenance company - Jo's cleaning.

We then complete the price, any discount, the quantity and whether VAT is to be charged, and click on the Add button to add this information into the bottom summary. If you wish to add further items for this invoice, simply click on the New button to add the next line and complete the process for any further items. There is no limit to the number of items on each invoice, and the recipient can be different for each one.

Due Date	<input checked="" type="checkbox"/> 19/04/2012	Net Amount	50.00				
		<input type="button" value="New"/>					
Inv Type	Recipient	Description	Qty	Price	Discount	Total	VAT
Guest	Jo's Cleaning	Additional cleaning required	1.00	50.00	0.00	50.00	0.00

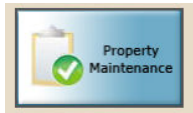
At the bottom of the screen you have the option to preview the invoice before raising it, and when you are happy, click on the update button to raise the invoice.

The invoice will now appear on either the Current Invoices section, or the Future Invoices, depending on the due date specified.

Once the monies have been received in, or the relevant owner statement has been produced, the monies will appear on the Maintenance Monies section on the Daily Accounts Screen ready to be paid across to the maintenance company.

Using Property Maintenance Section

Within the software is a detailed property maintenance section that allows you to arrange maintenance tasks, track outstanding jobs and produce job sheets for your maintenance contractors. This is an extremely powerful tool to track and book in one off maintenance jobs as they are reported by guests, or as part of regular inspections.



The Property Maintenance section can be accessed via the button of the same name on the main screen. This will bring up a search screen with access to all of the maintenance tasks already entered onto the system.

To add a new task, click on the New Task button at the bottom of the search screen.

First use the search buttons to locate the relevant maintenance contractor and property.

Select the status of this maintenance task to indicate whether you are looking for the maintenance company to produce a quotation or instruct the work, and complete the details regarding the work that is required.

When you are happy the details input are correct, click on the Save button at the bottom of the screen to add as a new task.

Holiday Manager: Maintenance Task Status: Quotation

Holiday Manager

Ref No: M2010/0001

Trade: Cleaner

Company Name: Jo's Cleaning

Contact Name: Jo Wilson

Mobile Number: 123456

E-mail 1: jwoolley@yahoo.co.uk

Ref No: P2010/0002

Property: Towan Apartments

Owner: Mrs Amy Bewick

Mobile Number:

E-mail 1: jwoolley@yahoo.co.uk

Notes:

Task ID: Auto Start Date: 20/04/2012

Title: Additional Cleaning Required Complete Date: 20/04/2012

Assign To: ian Priority: High

Description: Please can you arrange for an inspection on this property, with regards to some additional cleaning that is required.
We have reports that some liquid has been spilt on the living room

Access Details: Keys are in the office

Invoice For:

Invoice Date: 20/04/2012

Amount: 0.00

Reference:

Description:

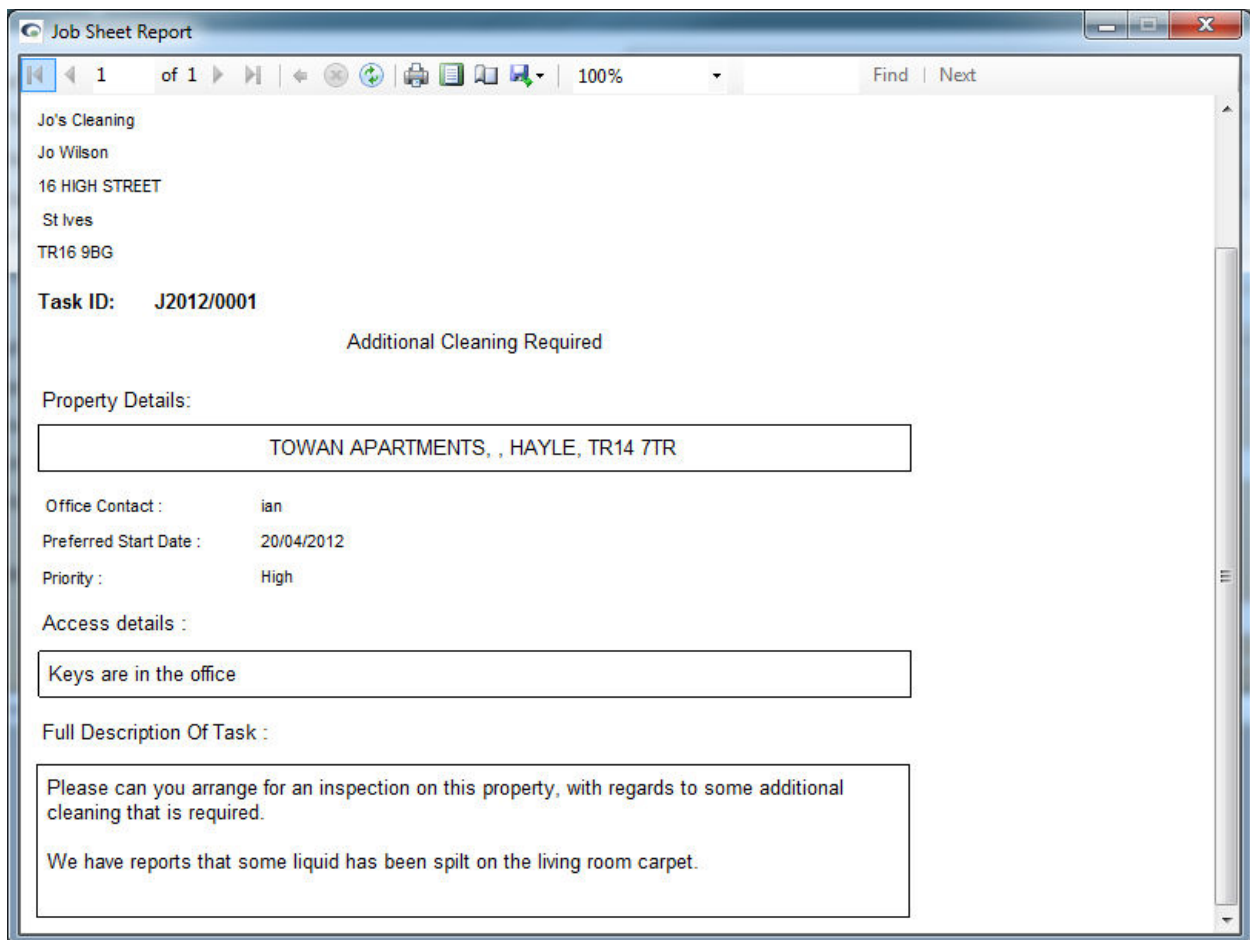
History

Event Time	Event	Event By	Description

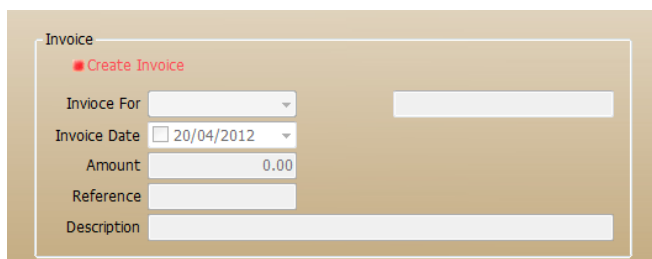
Once saved, you can produce a job sheet document that can be sent to the maintenance company with all of the relevant job information. You can also track the progress of the task by adding progress notes, which will appear in the History section of the task.

History

Event Time	Event	Event By	Description
20/04/2012 02:56 PM	Task Printed	ian	Task information is printed
20/04/2012 02:56 PM	New Maintenance Task	ian	Additional Cleaning Required



Once the work has been completed, the maintenance company will likely send you an invoice for the work that has been carried out. To save raising a separate manual invoice, the invoice can also be raised through the maintenance task.



Click on the Create Invoice, to “unlock” the invoice section for you to enter the invoice information.

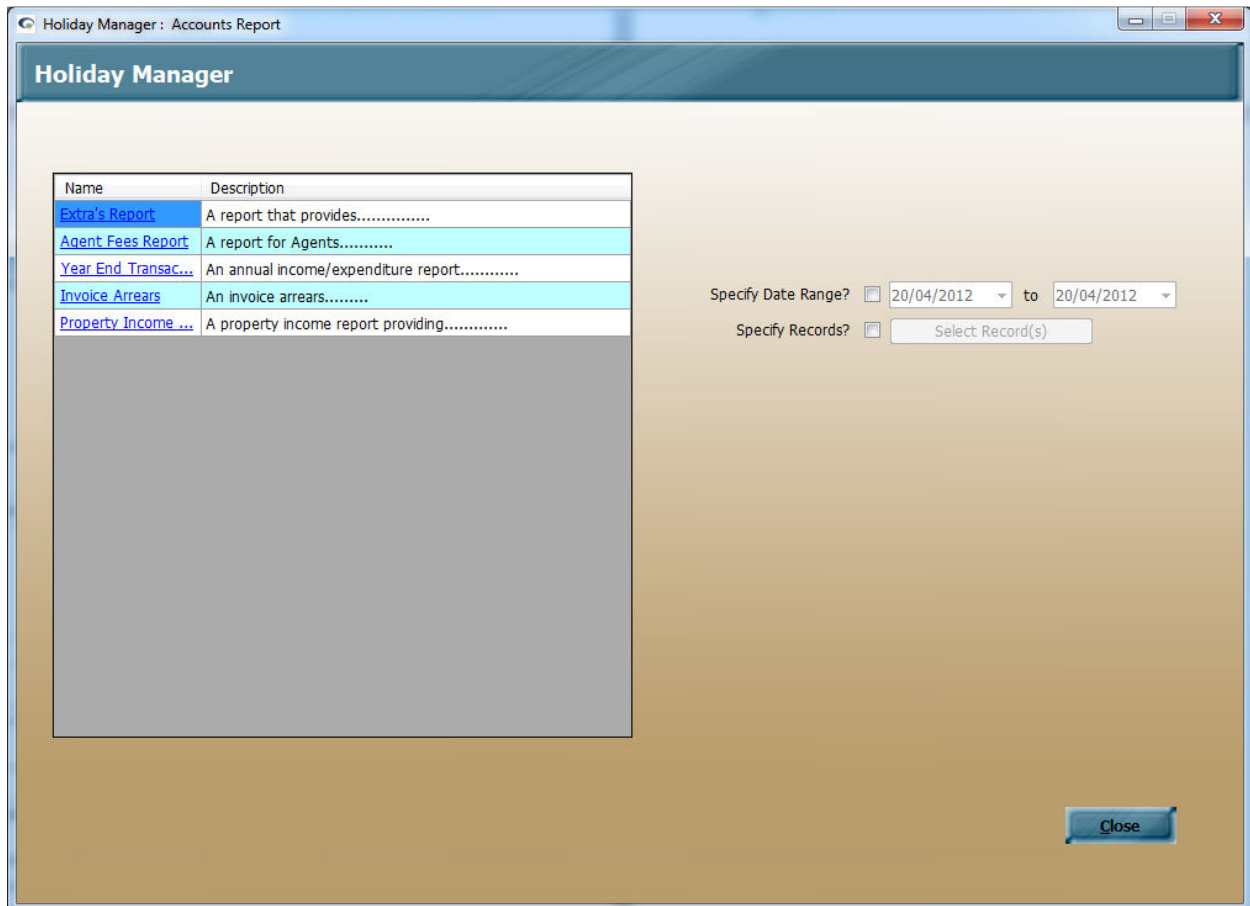
Select either the Owner or the holidaymaker from the Invoice For dropdown depending on who the invoice is going to be paid by.

Continue to add the invoice date, amount and Reference and click Save to update the maintenance task with the invoice details. The Invoice section will now be greyed out, and the invoice will be added against the relevant record.

Exactly the same as raising a manual invoice for any maintenance expenses, the invoice will appear on the Current or Future Invoices section, and will be made available for payment to the maintenance company as soon as the money is received or the relevant owner statement has been produced.

Account Reporting

As part of the tools available on the system, there are a number of reports currently available within the system to provide more in depth accounts analysis. New reports are available in this section as they are released with new versions; currently on version 2.0.20 the following reports are available:



Extras Report

This report provides you with a breakdown of the extras generated.

A date range can be specified from the main report screen, along with a particular record, or group of records, by using the Specify Records option.

Once in the main Extras report, you have the option to add additional criteria by clicking on the Specify Additional Criteria tick box and selecting from the Extras List and Property dropdowns.

This report allows you to analyse the take up of different extras. As usual within the reporting section you have the facility to export, print or email the report, or use the report to generate tasks and other actions.

Specify Additional Criteria: Extra's List: Large Hamper, Dog, Cancellation Insurance, Parking, Bedding, Deposit, Booking Charge, Small hamper Property: Refresh

Select	Date	Property Title	HMaker	Extra Description	Unit Price	Quantity	Amount	
<input checked="" type="checkbox"/>	06/12/2...	Rock Cottage	Mr John Sampson	Deposit	Refundable reservation d...	100.00	1.00	100.00
<input checked="" type="checkbox"/>	06/12/2...	Rock Cottage	Mr John Sampson	Booking Charge	Booking charge	20.00	1.00	20.00
<input checked="" type="checkbox"/>	06/12/2...	Eco Retreat	Ms Zoe Baker	Booking Charge	Booking charge	20.00	1.00	20.00
<input checked="" type="checkbox"/>	06/12/2...	Eco Retreat	Ms Zoe Baker	Large Hamper	Welcome Hamper - Large	75.00	1.00	75.00
<input checked="" type="checkbox"/>	06/12/2...	Eco Retreat	Ms Zoe Baker	Deposit	Refundable reservation d...	100.00	1.00	100.00
<input checked="" type="checkbox"/>	09/12/2...	Rock Cottage	Ms Zoe Baker	Deposit	Refundable reservation d...	100.00	1.00	100.00
<input checked="" type="checkbox"/>	09/12/2...	Rock Cottage	Ms Zoe Baker	Large Hamper	Welcome Hamper - Large	75.00	1.00	75.00
<input checked="" type="checkbox"/>	09/12/2...	Rock Cottage	Ms Zoe Baker	Booking Charge	Booking charge	20.00	1.00	20.00
<input checked="" type="checkbox"/>	30/12/2...	Riverview	Mr John Sampson	Booking Charge	Booking charge	20.00	1.00	20.00
<input checked="" type="checkbox"/>	30/12/2...	Riverview	Mr John Sampson	Deposit	Refundable reservation d...	100.00	1.00	100.00
<input checked="" type="checkbox"/>	30/12/2...	Towan Apartments	Mr John Sampson	Deposit	Refundable reservation d...	100.00	1.00	100.00
<input checked="" type="checkbox"/>	30/12/2...	Towan Apartments	Mr John Sampson	Booking Charge	Booking charge	20.00	1.00	20.00
<input checked="" type="checkbox"/>	30/12/2...	Towan Apartments	Ms Zoe Baker	Deposit	Refundable reservation d...	100.00	1.00	100.00

Select All Deselect All Generate letter [] Generate SMS [] Add Task [] Assign to [] Priority [] Add reminder [] Add

Queue Format Report Close Export Print Send

Agent Fees Report

The agent fees report can be produced to give you a breakdown of the fees earned by the Agency.

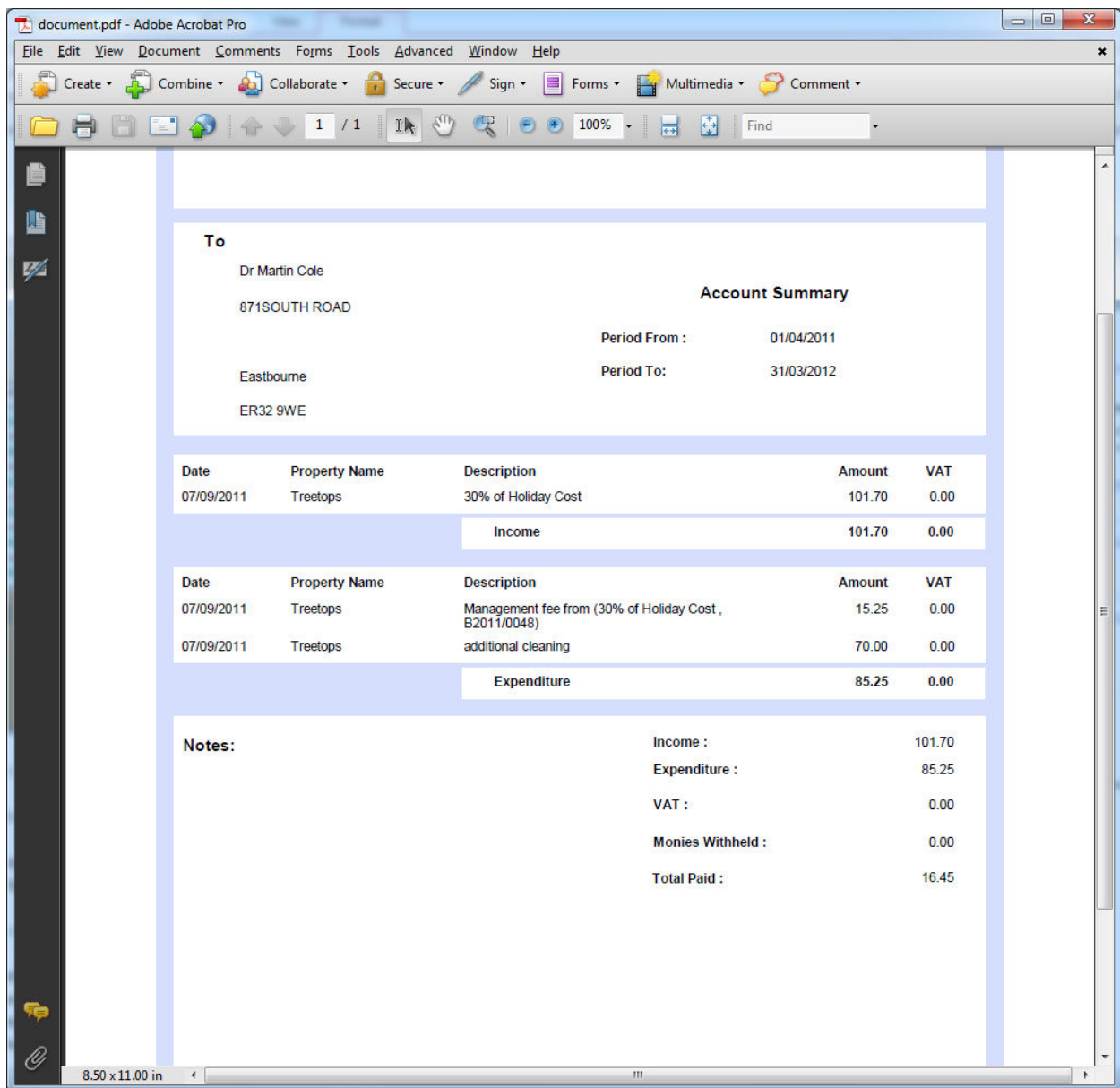
A date range can be specified from the main report screen, along with a particular record, or group of records, by using the Specify Records option.

Year End Transaction Report

The year end transaction report is slightly different, as it has been designed to produce a period statement for your owners detailing all of the income and expenditure for this period. This is especially useful as an end of year statement for an owner, listing out all of the income and expenditure that was paid to them during the previous financial year.

A date range can be specified from the main report screen, along with a particular record, or group of records, by using the Specify Records option. Click on the blue underlined link to run the report.

Additional criteria can be specified by clicking on the tick box at the top of the screen and add the relevant criteria. Once you are happy the criteria is correct, click on the print, or export to produce an individual statement for each unique record.



Invoice Arrears

The invoice arrears report is a separate way of pulling up information on any invoices that are overdue for payment.

As above, a date range can be specified from the main report screen, along with a particular record, or group of records, by using the Specify Records option.

Once in the report, the system will display all invoice arrears currently on the system. You can further filter these records by using the additional criteria section at the top to specify the number of days the invoice is in arrears, or by clicking on any of the column headings to sort by ascending or descending order.

As always, you have the option to export, print or many other options to use the data obtained within the report.

Select	Inv Date	Due Date	Invoice No	Property Title	Holiday Maker Name	Owner Name	Company Name	Description	Amount
<input checked="" type="checkbox"/>	07/09/2011	07/09/2011	INV00094		Dr Martin Cole	Dr Martin Cole	Dr Martin Cole	additional clea...	70.00
<input checked="" type="checkbox"/>	07/09/2011	07/09/2011	INV00097		Dr Martin Cole	Dr Martin Cole	Dr Martin Cole	Fees	85.26
<input type="checkbox"/>	19/04/2012	19/04/2012	INV00159		Mr David Williams	Mr David Williams	Mr David Williams	Additional clea...	50.00
<input checked="" type="checkbox"/>	24/01/2011	29/01/2011	INV00023	The Lodge	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Deposit Money	100.00
<input checked="" type="checkbox"/>	24/01/2011	26/02/2011	INV00024	The Lodge	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Rent from 26/...	198.00
<input checked="" type="checkbox"/>	24/01/2011	26/02/2011	INV00024	The Lodge	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Deposit (Refu...	100.00
<input type="checkbox"/>	24/01/2011	26/02/2011	INV00024	The Lodge	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Booking Charg...	20.00
<input checked="" type="checkbox"/>	31/01/2011	05/02/2011	INV00027	Rock Cottage	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Deposit Money	100.00
<input type="checkbox"/>	31/01/2011	13/03/2011	INV00028	Rock Cottage	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Rent from 10/...	405.00
<input checked="" type="checkbox"/>	31/01/2011	13/03/2011	INV00028	Rock Cottage	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Booking Charg...	20.00
<input type="checkbox"/>	31/01/2011	13/03/2011	INV00028	Rock Cottage	Mr Gerald Wes...	Mr Gerald Wes...	Mr Gerald Wes...	Small hammer	25.00

Property Income Report

The property income report is a very powerful report, providing you with a detailed breakdown of the bookings and income received for your properties.

With numerous additional criteria to provide further analysis and comparisons, this report is the one to use to show you the occupancy % for all properties, number of days booked and unavailable, the number of bookings for each property and the total income earned for each property.

You can even use the marketing features to compare similarly equipped properties to see which properties are proving the most popular and successful!

Holiday Manager : Property Income Report

Holiday Manager

Specify Additional Criteria:

Property Type: Year:

Locality:

Sleeps: No. Bed:

Rating: Price Band:

Child Friendly Garden Disabled Access Housekeeping Service
 Pet Friendly Swimming Pool Beach Access Option 11
 Sea Views Wi-Fi Open Fire Option 12

Refresh

	Mar. Feature 9	Mar. Feature 10	Mar. Feature 11	Mar. Feature 12	No. of Bookings	Total Days Booked	No. Days UnAvailable	Total Days Available	Occupancy %	Total Earned
ss		Housekeeping...			10	70	2	351	19.94	4,136.00
ss		Housekeeping...			9	62	0	365	16.99	3,920.00
	Open Fire				22	154	0	365	42.19	14,336.00
		Housekeeping...			12	84	0	365	23.01	4,196.00
					4	28	0	365	7.67	1,631.00
ss		Housekeeping...			2	14	0	365	3.84	802.00
					7	49	0	365	13.42	4,751.00
ss					4	28	0	365	7.67	2,572.00

Generate letter
 Generate SMS
 Add Task Assign to
 Add reminder Priority Add