



# HLS Holiday Manager Software Manual

## System Settings

---

*Last Updated: 28<sup>th</sup> October 2011*

HLS Solutions Limited  
Elmhurst, Treswithian Downs  
Cornwall. TR14 0PU

t: 0845 388 8635  
e: [info@hls-solutions.com](mailto:info@hls-solutions.com)  
w: [www.hls-solutions.com](http://www.hls-solutions.com)

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

HLS Solutions Limited  
Registered in England and Wales  
No. 07104476

## Contents

Introduction .....	4
System Settings.....	4
Company Details .....	5
User Management .....	6
General Settings.....	7
Email Settings.....	7
Utility Provider Type .....	7
Title .....	8
File Server Name .....	8
SMS Settings.....	8
Owner .....	9
Property .....	9
Property Type.....	9
Heating.....	9
Management.....	10
Marketing.....	10
Notes and Directions.....	10
Booking charge.....	10
Holidaymaker .....	11
Enquiry Source .....	11
Card Type .....	11
Card Surcharge.....	11
Maintenance Company.....	12
Price Bands.....	12
Band Name.....	12
Short Break (%) .....	13
Booking Information .....	14
Discount Code.....	14
Booking Status Colour Coding.....	14
Deposit Settings .....	15
Cancellation Fee.....	15
Booking Extras.....	15

Extra .....	15
Money To .....	16
Invoice Type .....	16
Invoice Type .....	16
Accounts Documentation .....	16
System Events .....	17
New System Events .....	18
Configure System Events .....	18

## Introduction

Once you have installed the HLS Holiday Manager software, the system will need to be customised for your specific Company requirements. To do this, there is a System Settings option, where all of your unique Company information and setup can be configured.

This part of the program will be configured on first use of the program, but can also be accessed at any time to make changes to your system settings, add advertising campaigns, discount codes, and amend price bands.

The information below will take you through the various System Settings options with explanations of what these are for, and how this influences the program.

## System Settings

One the HLS Holiday Manager is installed; the system will need to be customised for the first time.

To do this we use the System Settings option, which is the last menu button, located in the bottom right hand corner of your screen.

Title	AssignedTo	Status
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started
Generate Cleaner...	ian	Not Started

When you have clicked on this you will see the main System Settings screen, starting with the Company Details section.

**Holiday Manager**

Company Details | General Settings | Owner | Property | Holiday Maker | Maintenance Company | Price Bands | Booking Information | Extras | Invoice Type | System Events

**Company Information**

Name: HLS Holiday Homes  
Address: Elmhurst  
Treswithian Downs  
Town: Camborne  
County: Cornwall  
Post Code: TR14 0PU  
Country: UK  
Telephone Number: 0845 388 8635  
Fax Number: 0871 208 3181  
E-mail: info@hls-solutions.com  
Web: www.hls-solutions.com

**Bank Details**

Account Name  
Account No  
Bank Reference No  
Sort Code  
Bank Name  
Bank Branch  
Address  
Town  
County  
Post Code  
Country

**Image**

Image Location

**VAT Information**

No.  
VAT(%) 0.00  Apply VAT

User Management Close Save

To access all of the information within the System Settings, you have a number of tab options across the top of the screen, which will take you to the appropriate section. You will also have a number of blue option buttons within the screen, which allow you to amend/add information relevant for this section.

## Company Details

The Company Details section allows you to store relevant information about your Company and the staff that are going to be using the system.

On the left hand side of the screen, the Company Information is self-explanatory, with the Company name, address and main contact details needing to be added.

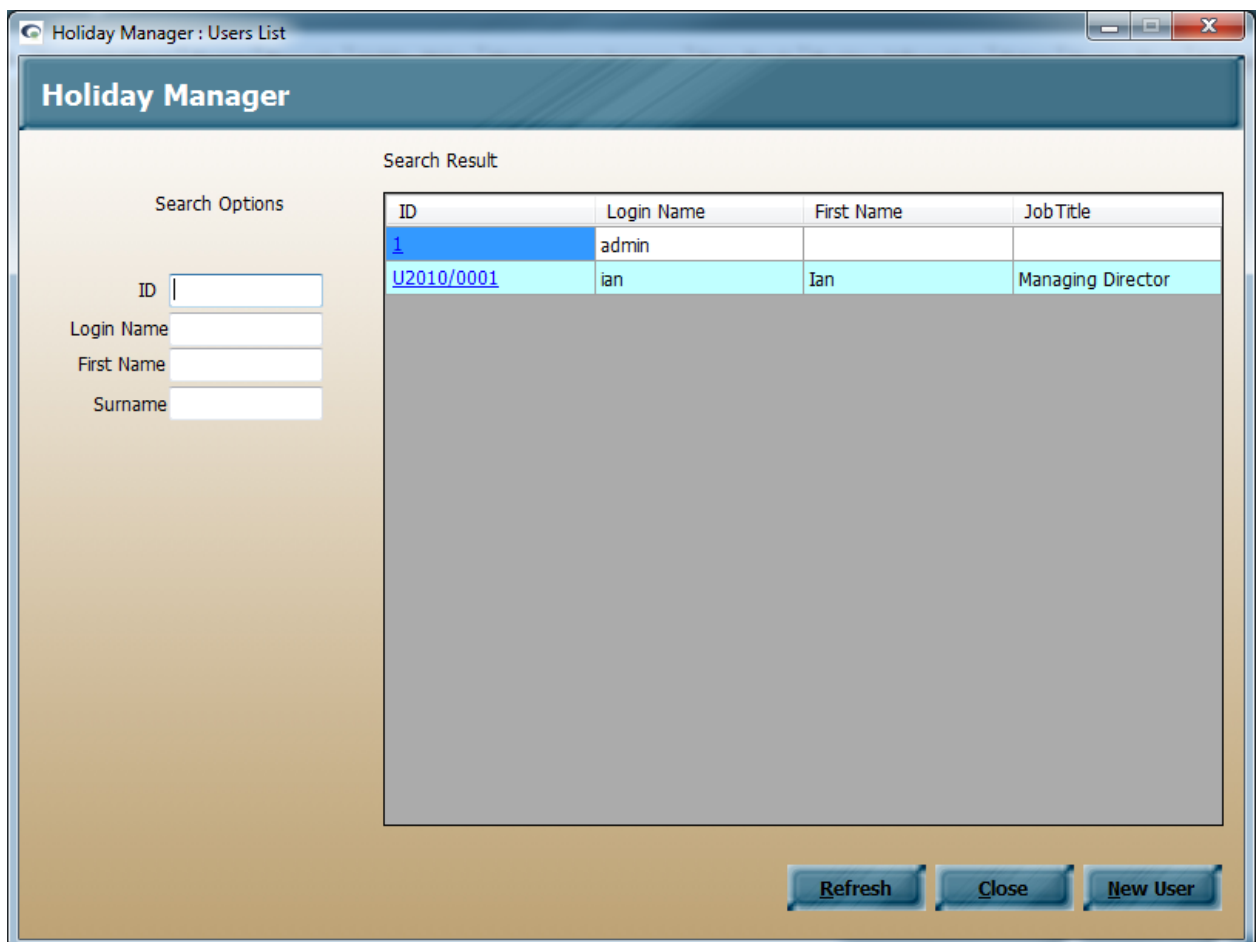
On the right hand side of the screen, are stored the Company Bank details.

At the bottom of the screen you have the option to add a Company logo/image, which can be used within the program. You also have the VAT Information, for your VAT number and rate, if relevant. There is also a tick box called "Apply VAT", this will charge VAT on all holiday booking costs. Company management fees will still be charged VAT, regardless of whether this box is ticked or not.

Also at the bottom of the screen there are three blue buttons, giving you the option to close the screen, save your settings and User Management.

### *User Management*

Clicking on User Management will open an additional screen to enter all the staff that will have access to the system.



The admin login is created by default when you install the system, any new users will appear on this list once added.

To amend an existing user, click on the blue underlined ID, or to add a new user click on the “New User” button at the bottom of the screen.

A number of the Company information fields will already be completed for you, once you have entered these in on the main Company Information section, allowing you to complete the personal information and login details for the new user.

This information will be used to store history information, personalise letters and correspondence, and allow each person using the system a unique login for their own use.

**Holiday Manager : New User**

**Holiday Manager**      **User Name: Name**

ID: Auto

Title: Mr

First Name:

Surname:

Company Name: HLS Holiday Homes

Job Title:

Login Name:

Password:

Re-type Password:

Address: Elmhurst  
Treswithian Downs

Town: Camborne

County: Cornwall

Post Code: TR14 0PU

Country: UK

Home Phone:

Work Phone:

Mobile Phone:

Email:

Telephone Number: 0845 388 8635

Fax Number: 0871 208 3181

Company Email: info@hls-solutions.com

Web: www.hls-solutions.com

**Cancel**      **Save**

Once you are happy with the information entered, click the “Save” button. Click “New” to add further system users, or close to return to the User List.

Once a new user has been added, you will need to click on “Refresh” before they will appear in the user list. System users can only be amended, not deleted, this ensures that a full timeline and history will always remain on the system.

## General Settings

### *Email Settings*

General Settings will allow you to store your Company email settings allowing you to send emails from within the system. Your systems administrator should be able to provide you with these details, alternatively gmail accounts are available free of charge at [mail.google.com](mailto:mail.google.com), in which case you need only alter the username, email address and password with your own details.

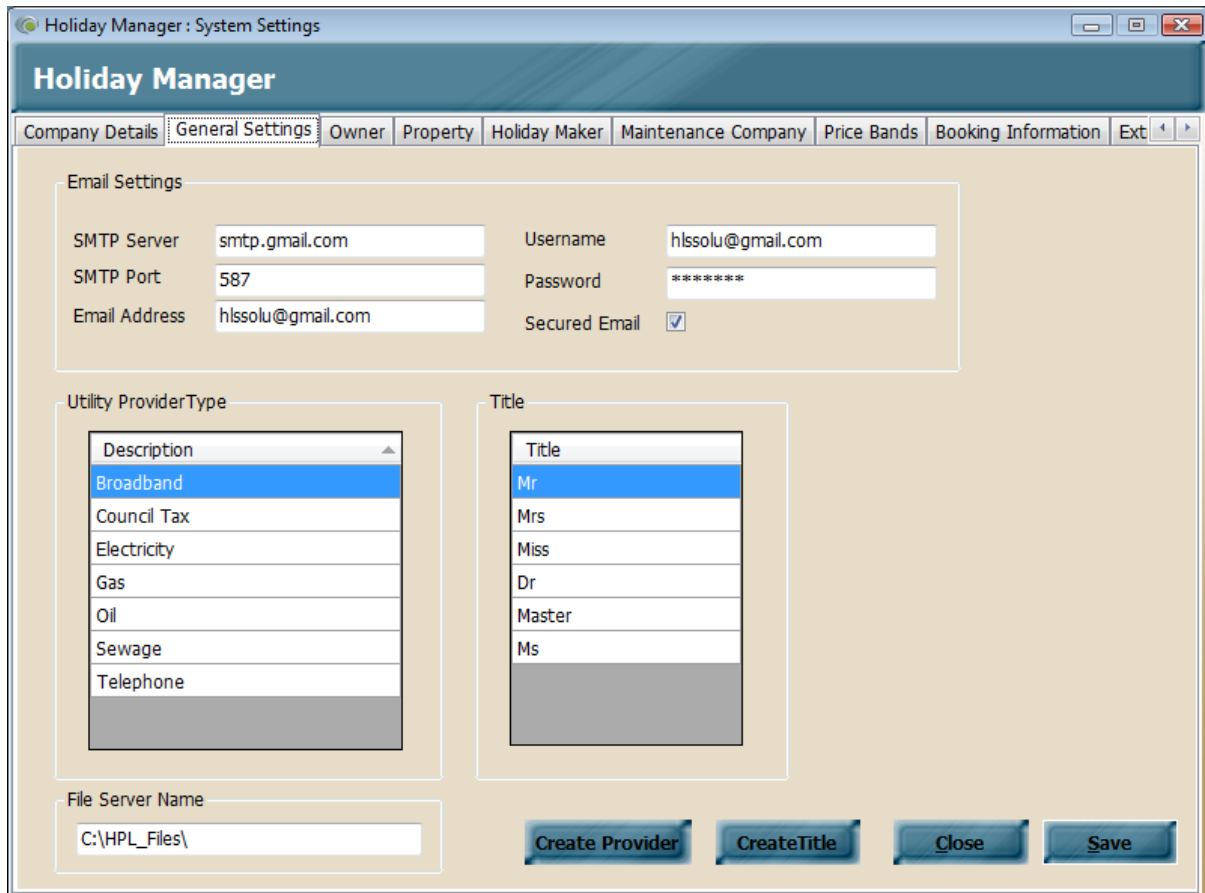
### *Utility Provider Type*

The Utility Provider type allows you to specify the type of utility companies and service providers that you wish to use within the system, for example, Council tax, Telephone, Water etc.

To add additional provider types to this list, simply click on the “Create Provider” button at the bottom of the screen.

### *Title*

Similarly to amend/add any titles for use in the program, click on the “Create Title” button and add as required. To amend any existing titles, simply click into the relevant box and amend as required.



### *File Server Name*

The last field on this screen is the File Server Name. This section allows you to specify a suitable location for storing any pictures and documentation. For a network version of Holiday Manager, please ensure this location can be accessed by all system users and all of the machines on the network, and all system users have full permissions to this folder.

### *SMS Settings*

The SMS settings allow you to setup and configure your system to allow the sending of SMS text messages. For further explanation of the providers available and details of how to configure these, please refer to the SMS messaging manual

## Owner

This screen will allow you to amend the headings for the notes fields on the owner screen. This feature is useful if you want to store specific information in one field, and ensure the system is used consistently across several users.

## Property

### *Property Type*

This list is populated by clicking on the “Create Property Type” button at the bottom of the screen. This allows you to create a drop down list on the property screen for you select the relevant property type.

The screenshot shows the 'Holiday Manager : System Settings' window with the 'Property' tab selected. The interface is divided into several sections:

- Property Type:** A list box containing 'Flat', 'House', 'Detached', 'Lodge', 'Cabin', 'Apartment', 'Caravan', and 'Park home'. 'Flat' is selected.
- Heating:** A list box containing 'Full', 'Partial', 'Open Fires', 'Electric', 'Gas', and 'Oil'. 'Full' is selected.
- Management:** A table with 12 rows, each with a 'Date' field and a text input field.

Date 1	PAT Test	Date 7	
Date 2	Electric Safety	Date 8	
Date 3	Gas Safety	Date 9	
Date 4	Inspection	Date 10	
Date 5	Inventory	Date 11	
Date 6		Date 12	
- Marketing:** A grid of 12 labels, each with a text input field.

Label 1	Child Friendly	Label 5	Swimming Pool	Label 9	Open Fire
Label 2	Pet Friendly	Label 6	Wi-Fi	Label 10	Housekeeping Service
Label 3	Sea Views	Label 7	Disabled Access	Label 11	Option 11
Label 4	Garden	Label 8	Beach Access	Label 12	Option 12
- Notes and Directions:** Three text input fields labeled 'Notes 1', 'Notes 2', and 'Directions'.
- Wording:** A text input field labeled 'Charge' with 'Booking Charge' entered.

At the bottom right, there are four buttons: 'Create Heating', 'Create Property Type', 'Close', and 'Save'.

### *Heating*

The heating name is populated using the “Create Heating” button at the bottom of the screen. This will create a drop down list for the property screen to specify the type of heating for each property.

## *Management*

There are twelve user definable date fields that appear on your property screen to store relevant date reminders. In this section you can specify the relevant headings. These can simply be left blank if you do not wish to use all of the reminder date fields available.

## *Marketing*

The marketing section allows you to add a number of user definable headings that will appear on your marketing section of each property. These are simply a tick box, which will store the appropriate marketing feature available for each property. This enables select marketing information to be uploaded to the internet, or used as search criteria to locate a suitable property.

***Please note. Only the first four options are currently available for searching on via the booking and availability search screen.***

## *Notes and Directions*

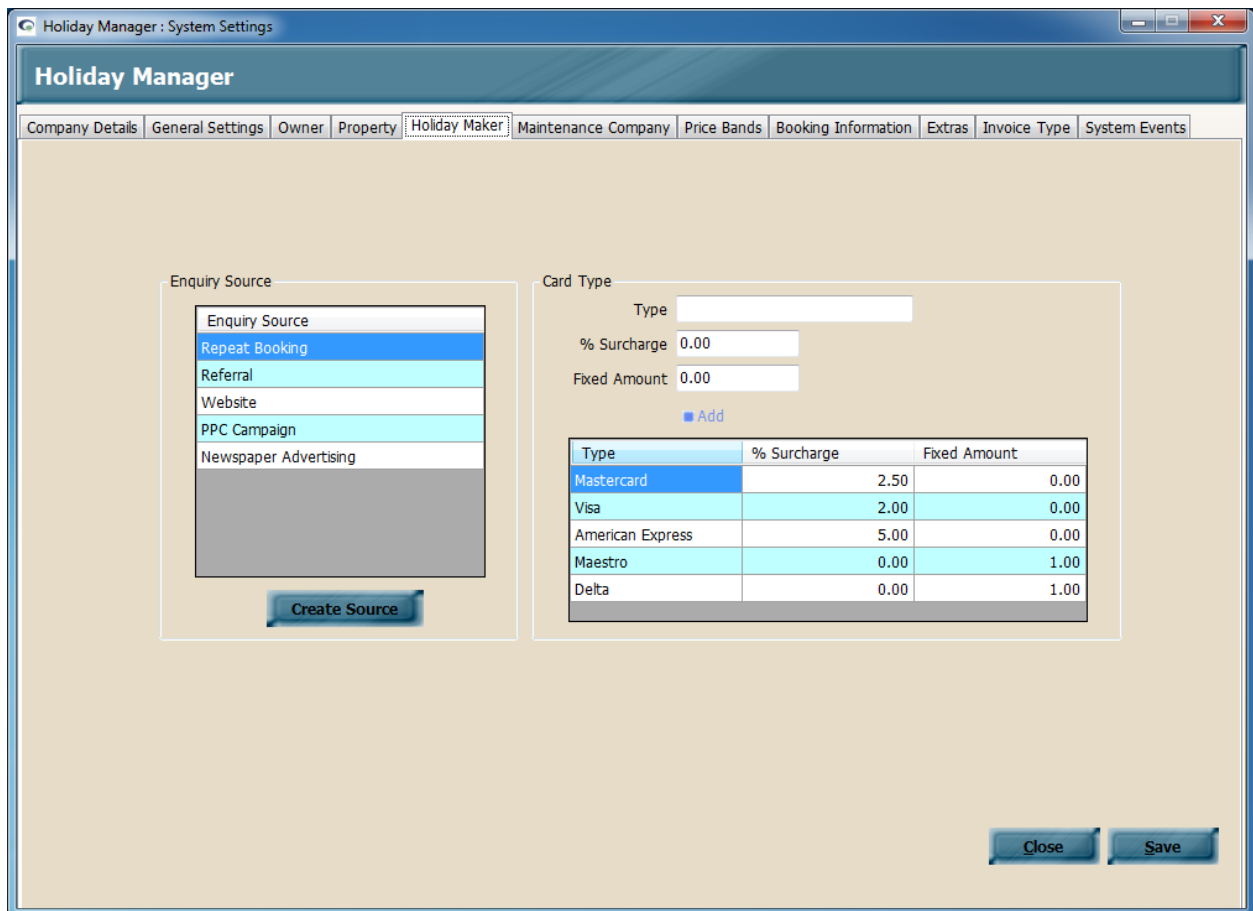
As per the Owner screen, this allows the notes and directions headings to be adapted to store specific information. This will allow you to store pertinent information in the same location across numerous properties and system users.

## *Booking charge*

In some instances you may want to apply a booking charge to the property owner for each booking you take on their property.

The amount and whether this is applied is set on each individual property screen. The wording that will appear on the owner statement however will be as specified here.

# Holidaymaker



## Enquiry Source

The enquiry source is used to track where each booking has originated from. Any advertising campaigns can be recorded in here, and will appear in a dropdown list when adding a new holidaymaker or booking.

## Card Type

This allows the specification of a number of different card types, and will appear on the Payment screen on the holidaymaker record.

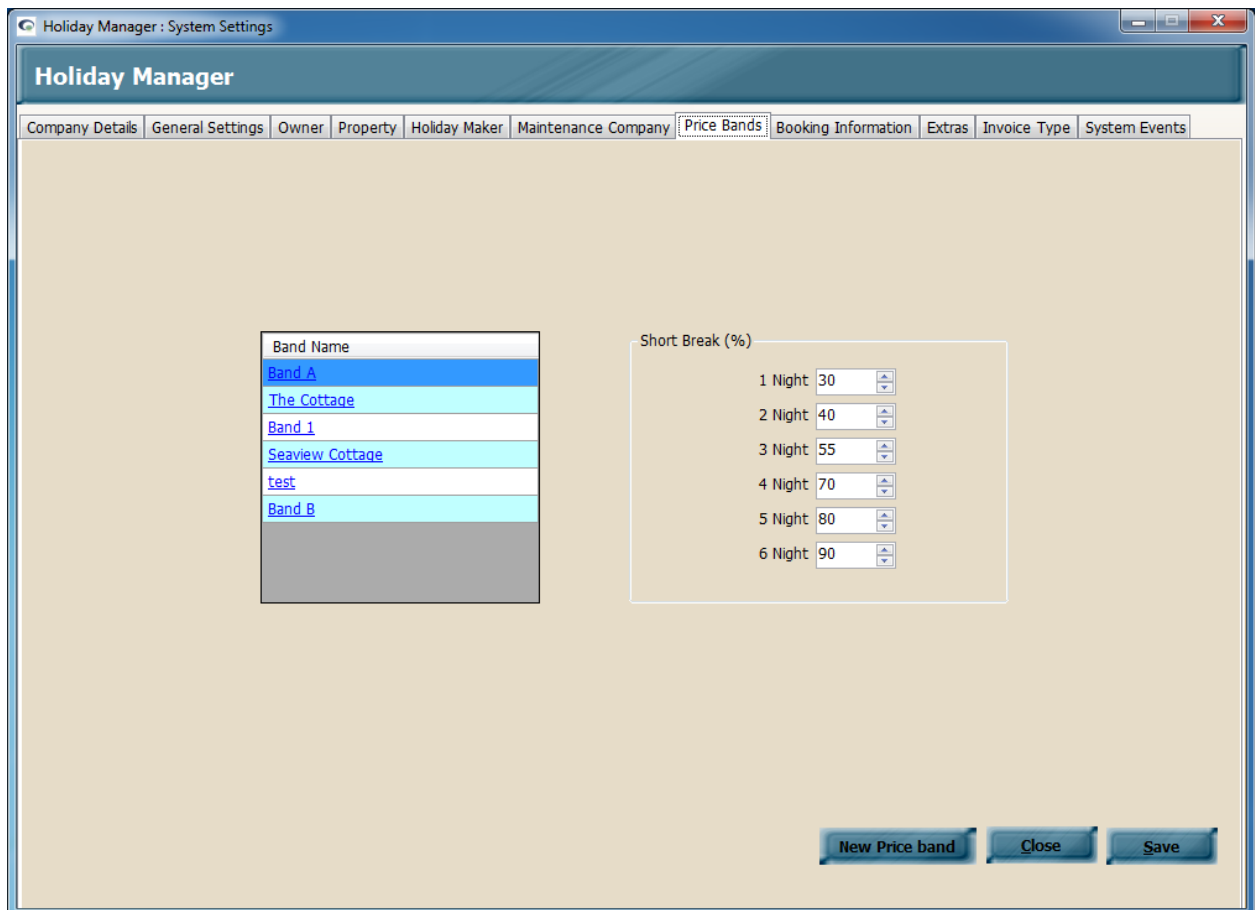
## Card Surcharge

This will allow you to add an optional surcharge to be apportioned to particular card types. Either a percentage of the total amount or a fixed amount will be added to the total when this payment method is used.

## Maintenance Company

The trade names section allows for you to specify a list of trades for each maintenance company you add to the system. These trades will appear in the form of a drop down list when adding a new Maintenance Company.

## Price Bands



### *Band Name*

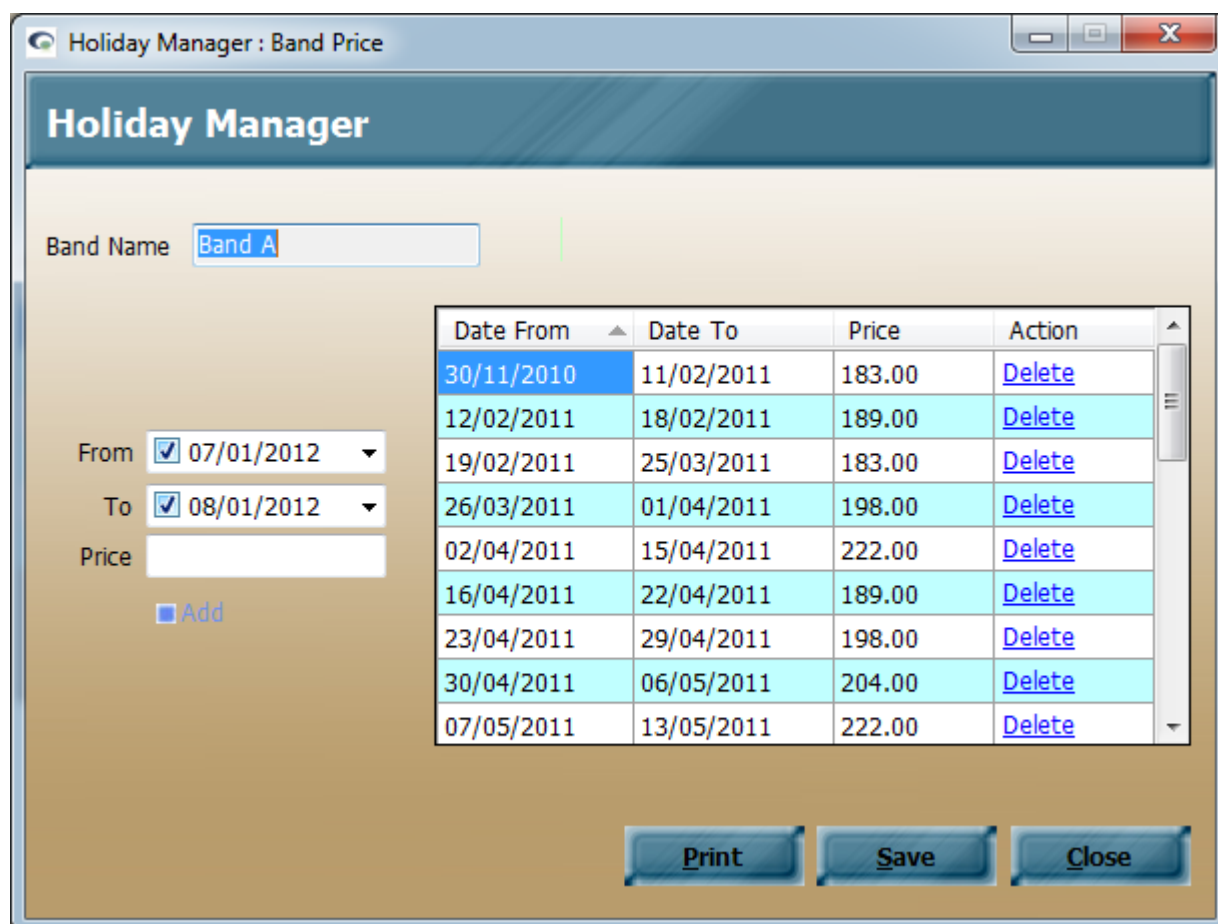
To add a new price band to this list, click on the “New Price Band” button at the bottom of the screen and input the name of the new price band required.

Once a price band is added to the list, you will need to input the dates and prices for each band. To do this, simply click on the band you wish to edit, which will open the Band Price screen.

Select the “From” and “To” dates from the calendar drop down and add the price for this date range. In most instances where a changeover is on a Saturday, the “To” date will be the Friday before the price change, as this will be the last night that the holidaymaker is charged for the booking. The system will not allow an overlap of dates, to avoid the holidaymaker being apportioned two daily booking calculations.

When you have entered the price and date information, click on add to record in the list.

The “From” date will automatically change to the next calendar date, ready for you to add the next “To” date and price.



When you have finished adding all of the relevant band information, click “Save” followed by “Close” to return to the main Price Bands screen.

You can also use the Print option to produce a printed record of the configured price band.

### *Short Break (%)*

For properties where short breaks are allowed, this option will specify the percentage of the weekly charge that will be apportioned for the short break booking. The weekly charge is calculated by taking the relevant daily rate from the price band and multiplying by 7 nights.

## Booking Information

**Holiday Manager**

Company Details | General Settings | Owner | Property | Holiday Maker | Maintenance Company | Price Bands | **Booking Information** | Extras | Invoice Type | System Events

**Discount Code**

Code:

Name:

Rate (%):

Fixed Amount:

**Booking Status Colour Coding**

Provisional Booking: Grey

Deposit Received: Orange

Full Paid: Red

Unavailable: Blue

Cancel: Green

Code	Name	Rate (%)	Amount
low	Low occup...	10.00	0.00
Referral	Referral Dis...	7.50	0.00
rpt456	Repeat Boo...	5.00	0.00
System	Initial Disco...	0.00	0.00

% Deposit:

Deposit Due:  Days after holiday booked

Balance Due:  Days Before holiday commences

**Cancellation Fee**

Owner

Agent

### Discount Code

The Holiday Manager program allows for you to record any number of discount codes, with either a % or fixed amount discount. This allows you to configure the system with a number of pre-set discounts that you can enter quickly and easily when booking a holiday. In addition to these discounts, you also have the opportunity to add a manual discount at the time of booking, to avoid having additional setting up time if the discount you want to provide is not already setup on the system.

To add a new discount code, add a Code, Name and a % of fixed amount in the relevant boxes, and click Add to transfer the details to the system. Once they appear in the bottom list, these can be manually amended simply by clicking into the relevant field.

### Booking Status Colour Coding

The booking status has been designed to provide you with a step by step process once a booking has been taken. To allow the user to see easily at what stage a booking is up to on the availability screen, you can apportion colours to the various booking statuses. To do this, simply click on the drop down list and select the colour you wish to use from the list for each status.

## Deposit Settings

There are two further options on this page, and these boxes allow you to specify how many days after the holiday is booked the deposit is due, and how many days prior to the holiday commencement date the full balance is due.

## Cancellation Fee

The provides you with the option to specify where the money for a standard cancellation fee would be paid.

## Booking Extras

The screenshot shows the 'Holiday Manager : System Settings' window with the 'Booking Information' tab selected. The 'Extras' sub-tab is active, displaying a form to add a new extra item and a table of existing extras.

**Form Fields:**

- Name: [Text Box]
- Description: [Text Box]
- Set Amount: 0.00
- Per Night: 0.00
- Default:
- VAT:
- Per Week: 0.00
- % of the holiday cost: 0.00
- Exclude from surcharge calculation:
- Money To:  Owner Commission,  Owner No Commission,  Agent,  H'maker Deposit,  Maintenance Provider
- Notes: [Text Area]

**Table of Existing Extras:**

Name	Desc	Set Amount	Per Night	Per WK	% of hol fee	VAT	Default	Surcharge	Owner Comm
Large Hamper	Welcome Ham...	75.00	0.00	0.00	0.00	N	N		N
Dog	Pet Surcharge	30.00	0.00	0.00	0.00	N	N		Y
Bedding	Bedding Pack	25.00	0.00	0.00	0.00	N	N		N
Deposit	Refundable re...	100.00	0.00	0.00	0.00	N	Y		N
Booking Charge	Booking charge	20.00	0.00	0.00	0.00	N	Y		N
Small hamper	Welcome Ham...	35.00	0.00	0.00	0.00	N	N		N

Buttons: Close, Save

The booking extras can be used for all additional charges that may be apportioned to a Holiday booking. This can be an optional additional service, a security deposit, a booking fee, or any other situation where you want to add an extra item to the booking invoice.

## Extra

To enter a new "Extra", enter a name and description, followed by your choice of how the amount is calculated. This can be a set amount, an amount per night, and amount per week or a % of the holiday cost. You also have the option to select whether this item is subject to VAT, and a default box, which when ticked

will be automatically included for all bookings. This is particularly useful when you always take a security deposit from holidaymakers. Once this is complete you need to complete the “Money To” section to record where this money is to be allocated.

There is one additional option, which is important where you take a holding deposit by card. Exclude from surcharge calculation when selected will ensure that any credit card surcharge is not applied for this extra amount.

## *Money To*

To ensure the “Extra” is allocated to the right place, we need to specify here where we want each Extra type to go. See below for the various options:

- **Owner Commission** - is paid to the owner, with the deduction of the standard agent commission
- **Owner No Commission** – is paid to the owner, with no commission deducted.
- **Agent** – is allocated to the Agent management fees
- **Maintenance Provider** – when selected, this will bring up the list of all maintenance companies for you to select the recipient. This is used where a service or charge is being made by a 3<sup>rd</sup> party that you are passing onto the holidaymaker. You do have the option to charge a commission to a maintenance company, so a service can be passed here at full cost, and a deduction made before this amount paid to the maintenance company.
- **Holidaymaker Deposit** – this will assign the extra to the holidaymaker as a deposit. This can be refunded back to the holidaymaker at the relevant time, or used to apportion for other expenses if appropriate.

There is also an optional notes field for further description if required.

Once all the information is added, click the “Add” button to add to the system, at which time they will appear in the bottom list.

## **Invoice Type**

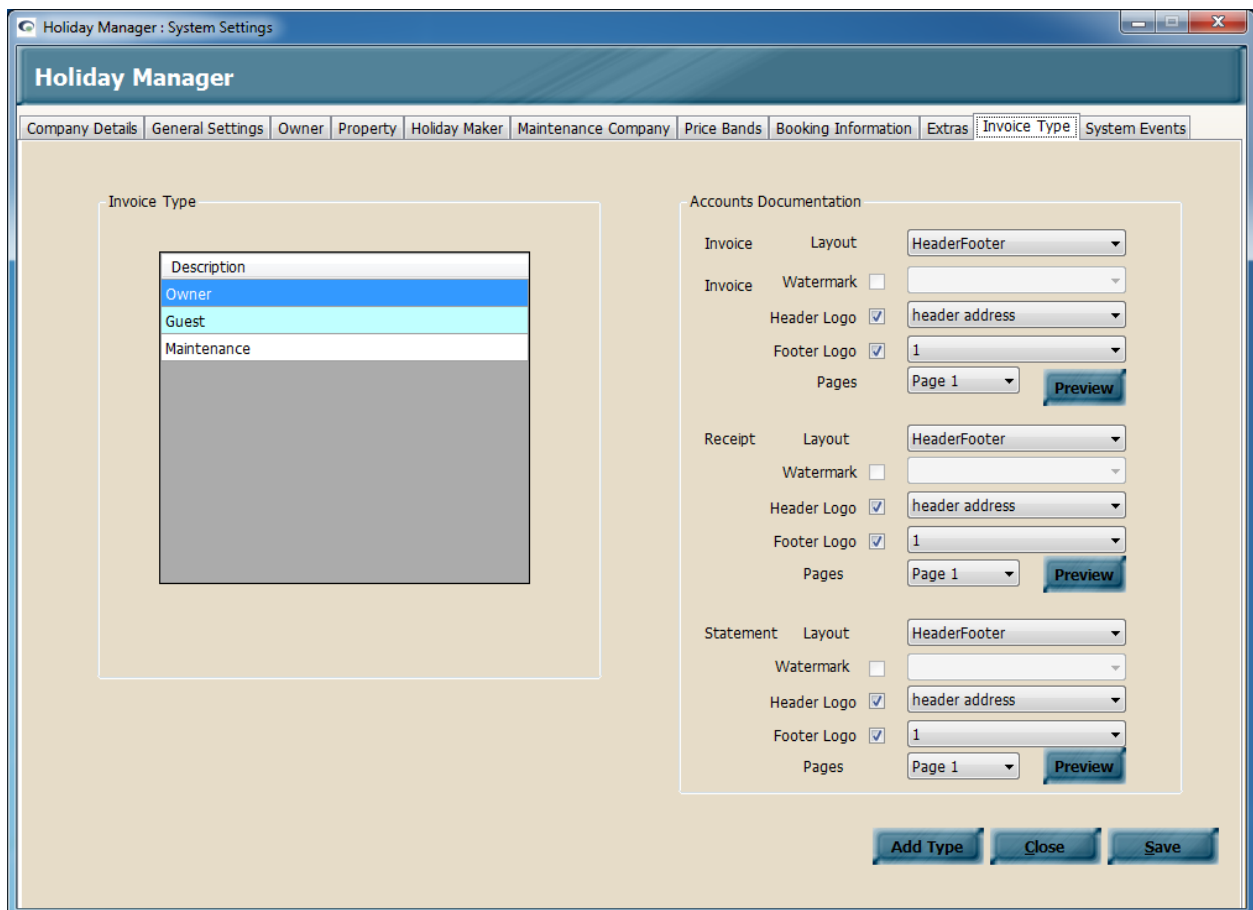
### *Invoice Type*

The invoice Type allows the specification of different invoice type that are used when you are raising manual invoices within the system

Click on “Add Type” to add to the list and type the invoice name to add to the list.

### *Accounts Documentation*

This section is used to allow an agent to customise their account documentation with their own header, footer, or watermark.



The creation of Headers, footers and watermark are covered in depth in the Word Processing and Merge Code manual. The images themselves can be the same as used for letters and emails on the system, and once configured in the Template Setup section all will available options will be available on the drop down menus.

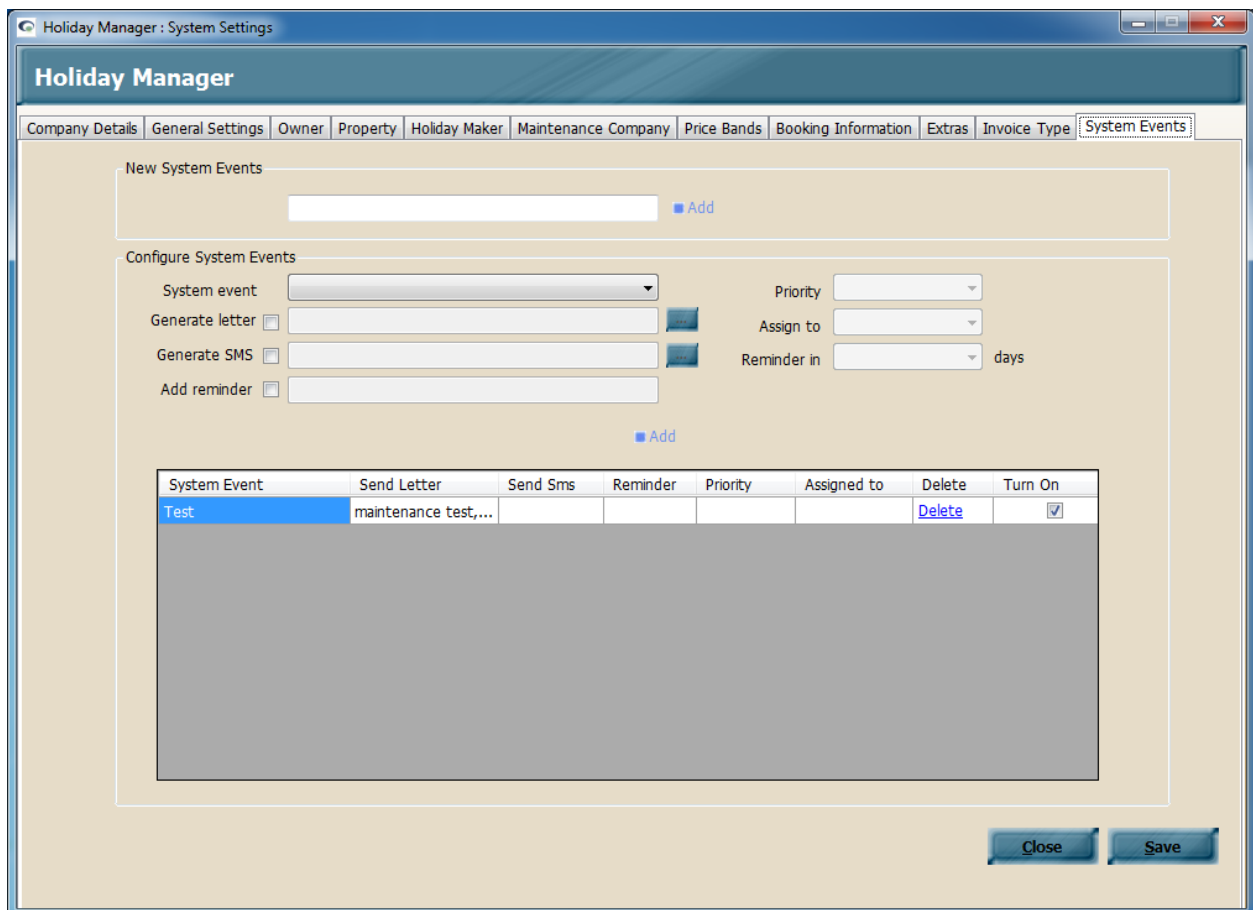
To customise your accounts documentation, click on the Layout dropdown and select to use one of the available layouts. Click on the tick box for **either** the Watermark or Header and Footer logo and select the required image from the dropdown list.

Finally select whether you want the image to appear on page 1 or all pages.

Follow these steps for the Invoice, Receipt and Statement Layouts. A "Preview" button is available to check the image with a blank accounts form.

## System Events

The system events allow you to specify automated actions that are triggered when key business critical events take place.



A number of the most common system events are available by default on the system and appear on the System Event dropdown menu. In addition, you have the option to add an unlimited number of additional events that you may wish to use within the system.

### *New System Events*

To add a new system event to the menu below, simply type in the new event name and click on the Add button. The event will now move to the lower System Event dropdown menu.

### *Configure System Events*

Clicking on the System event drop down will provide you with a list of the events available within the software.

Click on the event you would like to setup automated actions, and then choose the automated event(s) you wish to happen at this point.

The options are “Generate letter”, “Generate SMS” and “Add reminder”.

Clicking on the “Generate letter” option will allow you to click on the drop down list and select the document(s) you wish to produce for this system event.

As above, clicking on the “Generate SMS” option will allow you to click on the drop down list and select the default SMS text message that you wish to send on this system event trigger.

If you choose the “Add reminder” option, you will also need to select the reminder name, the number of days after the system event the reminder is triggered, the priority and who the task is to be assigned to.

Clicking on “Add” will move this to the grid below, where it can be viewed and removed as required.

By default as each event is configured they will be turned on by default. You do however have the option to manually Turn on/off individual events if required.

The System Events are covered in greater detail in further user manuals, and are not critical to be setup at the initial installation stage. It is often advisable to become familiar with the everyday usability of the system to work out how best to configure and implement the System events functionality.