



HLS Holiday Manager Software Help sheet

Refunding Holidaymaker Monies

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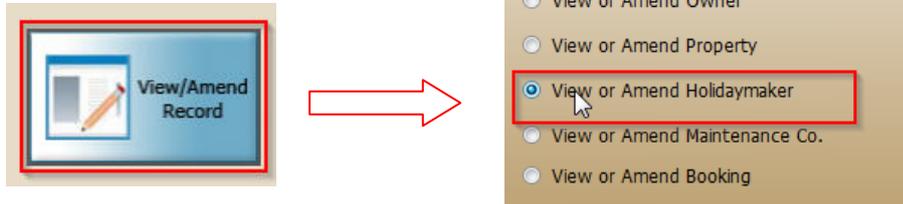
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website and design solutions
for the holiday letting industry
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Refunding Holidaymaker Monies

The holidaymaker accounts can be accessed from the Daily Accounts button on the main screen, or via the holidaymaker information screen.



Locate the holidaymaker record, and click on the transactions tab at the top. This will provide you with a list of all of the accounts transactions for this person.

If there is any monies held on their account, this will show at the bottom half of the screen, titled Payment Info:

The screenshot shows the 'Holiday Manager' interface for 'Holiday Maker: Alfie'. The 'Transactions' tab is selected. Below the tabs is a table of transactions with columns for Date, Event By, Transaction Ref, Credit, and Debit. Below the transactions table is a 'Payment Info' section with a table containing one entry for 'H2013/0001' with a balance of 550.00. The 'RefNo' cell in the Payment Info table is highlighted with a red box. At the bottom of the screen are buttons for 'Add New', 'Book Holiday', 'Close', and 'Save'.

Date	Event By	Transaction Ref	Credit	Debit
03/09/2013	admin	REC00004	385.00	0.00
03/09/2013	admin	REC00003	165.00	0.00
03/09/2013	admin	INV00004	0.00	385.00
03/09/2013	admin	INV00003	0.00	165.00
03/09/2013	admin	REC00002	385.00	0.00
03/09/2013	admin	REC00001	165.00	0.00
03/09/2013	admin	INV00002	0.00	385.00
03/09/2013	admin	INV00001	0.00	165.00

RefNo	Name	Property RefNo	Reference	Balance
H2013/0001	Mr. Alfie Norton	P2010/0001	The Lodge	550.00

Click the Blue underlined link to open the Payment screen.

Holiday Manager: Make New Payment

Holiday Manager

New Payment

Payment To: **Holiday Maker** Statement Number: **Auto** Statement Notes:

Ref No: **H2013/0001** Statement Date: **03/09/2013** Statement Total: **550.00**

Mr. Alfie Norton
Souterhead Road,,GB Withheld Monies: **0.00** Payment Method:

Total Payment: **550.00** Reference:

Invoice Date: **03/09/2013** to **03/09/2013**

Booking Date	Invoice Date	Receive Date	Clearance Date	Booking From	Booking To	Booking	Booking	Reference	Description	Debit	VAT	Include
03/09/2013	03/09/2013	03/09/2013	03/09/2013	07/12/2013	14/12/2013	2/2013	B2013/0002	The Lodge	30% of Holi...	150.00	15.00	<input checked="" type="checkbox"/>
03/09/2013	03/09/2013	03/09/2013	03/09/2013	07/12/2013	14/12/2013	2/2013	B2013/0002	The Lodge	70% of Holi...	350.00	35.00	<input checked="" type="checkbox"/>

Total Income: **1100.00** Total Expenditure: **550.00**

Update **Preview** **Close**

This screen will provide all the details of the income and expenditure for this person. You can view all of these in a statement format by clicking on the Preview button.

Holiday Manager: Payment Report

1 of 1 Find | Next

To:

Mr. Alfie Norton
23 Souterhead Road
LOW REDFORD
DL13 8BF

Payment Type:

Statement of Account

Statement Number: Auto

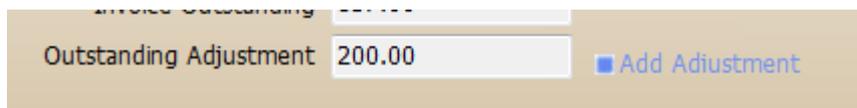
Statement Date: 03/09/2013

Property: Refer to Statement Description

Date	Reference	Description	Amount	VAT
03/09/2013	The Lodge	30% of Holiday Cost	150.00	15.00
03/09/2013	The Lodge	70% of Holiday Cost	350.00	35.00
03/09/2013	The Lodge	30% of Holiday Cost	150.00	15.00
03/09/2013	The Lodge	70% of Holiday Cost	350.00	35.00
Total Income:			1000.00	100.00
Date	Reference	Description	Amount	VAT
03/09/2013	The Lodge	30% of Holiday Cost	150.00	15.00
03/09/2013	The Lodge	70% of Holiday Cost	350.00	35.00
Total Expenditure:			500.00	50.00

In the instance shown here, we have invoiced the sum of £550.00 and received these monies in. When the booking was cancelled the invoices were cancelled as well, and the £550.00 was returned to the holidaymaker account. At this stage, the monies that you are holding on account will appear as an Outstanding Adjustment, on the Receipt screen for this person.

This money can then be used against further invoices that you raise for this person, by clicking on the Add Adjustment option.



Alternatively we have the option to “refund” the monies to the holidaymaker through the system. In practise this money will not actually be physically being paid back to them, as this will have already been completed.

By default all of the transactions for the holidaymaker are ticked on the statement, however in this instance there are a number of transactions that are still live. We are therefore going to untick the transactions, we do not want to update at this time and leave on just the relevant transactions from the cancelled booking.

The screenshot shows the 'Holiday Manager' software interface. At the top, there is a 'New Payment' form with the following details:

- Payment To: Holiday Maker
- Ref No: H2013/0001
- Mr. Alfie Norton, Souterhead Road,,GB
- Statement Number: Auto
- Statement Date: 03/09/2013
- Statement Total: 550.00
- Withheld Monies: 0.00
- Total Payment: 550.00
- Payment Method: Cash
- Reference: (empty)
- Invoice Date: 03/09/2013 to 03/09/2013

Below the form is a table of transactions. The table is divided into two sections: 'Cancelled Booking' and 'Live Booking'. The 'Include' column in the table is highlighted, and the 'Update' button is also highlighted.

Booking To	Booking	Reference	Description	Credit	VAT	Include	Booking	Booking	Reference	Description	Debit	VAT	Include
14/12/2013	B2013/0001	The Lodge	30% of Holi...	150.00	15.00	<input checked="" type="checkbox"/>	2/2013	B2013/0002	The Lodge	30% of Holi...	150.00	15.00	<input type="checkbox"/>
14/12/2013	B2013/0001	The Lodge	70% of Holi...	350.00	35.00	<input checked="" type="checkbox"/>	2/2013	B2013/0002	The Lodge	70% of Holi...	350.00	35.00	<input type="checkbox"/>
14/12/2013	B2013/0002	The Lodge	30% of Holi...	150.00	15.00	<input type="checkbox"/>							
14/12/2013	B2013/0002	The Lodge	70% of Holi...	350.00	35.00	<input type="checkbox"/>							

At the bottom of the interface, there are two summary fields:

- Total Income: 550.00
- Total Expenditure: 0.00

At the bottom right, there are three buttons: 'Update', 'Preview', and 'Close'. The 'Update' button is highlighted.

We have also ticked the statement date and set to today’s date, and chosen a Payment method.

By clicking Update, we have transferred the £550.00 that we held on account for this person and refunded this to them.

Now when we return to the Accounts screen for this person, you will see we are holding a credit balance of £0.

Holiday Manager

New Payment

Payment To: Statement Number: Statement Notes:

Ref No: Statement Date: Statement Total:

Mr. Alfie Norton
Souterhead Road,,GB

Withheld Monies: Payment Method:

Total Payment: Reference:

Invoice Date: to

Booking Date	Invoice Date	Receive Date	Clearance Date	Booking From	Booking To	Booking Date	Invoice Date	Clearance Date	Booking From	Booking To	Booking
03/09/2013	03/09/2013	03/09/2013	03/09/2013	07/12/2013	14/12/2013	03/09/2013	03/09/2013		07/12/2013	14/12/2013	B2013/0
03/09/2013	03/09/2013	03/09/2013	03/09/2013	07/12/2013	14/12/2013	03/09/2013	03/09/2013		07/12/2013	14/12/2013	B2013/0

Total Income: Total Expenditure: