HLS

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HLS Holiday Manager
Software Manual

System Settings

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Contents

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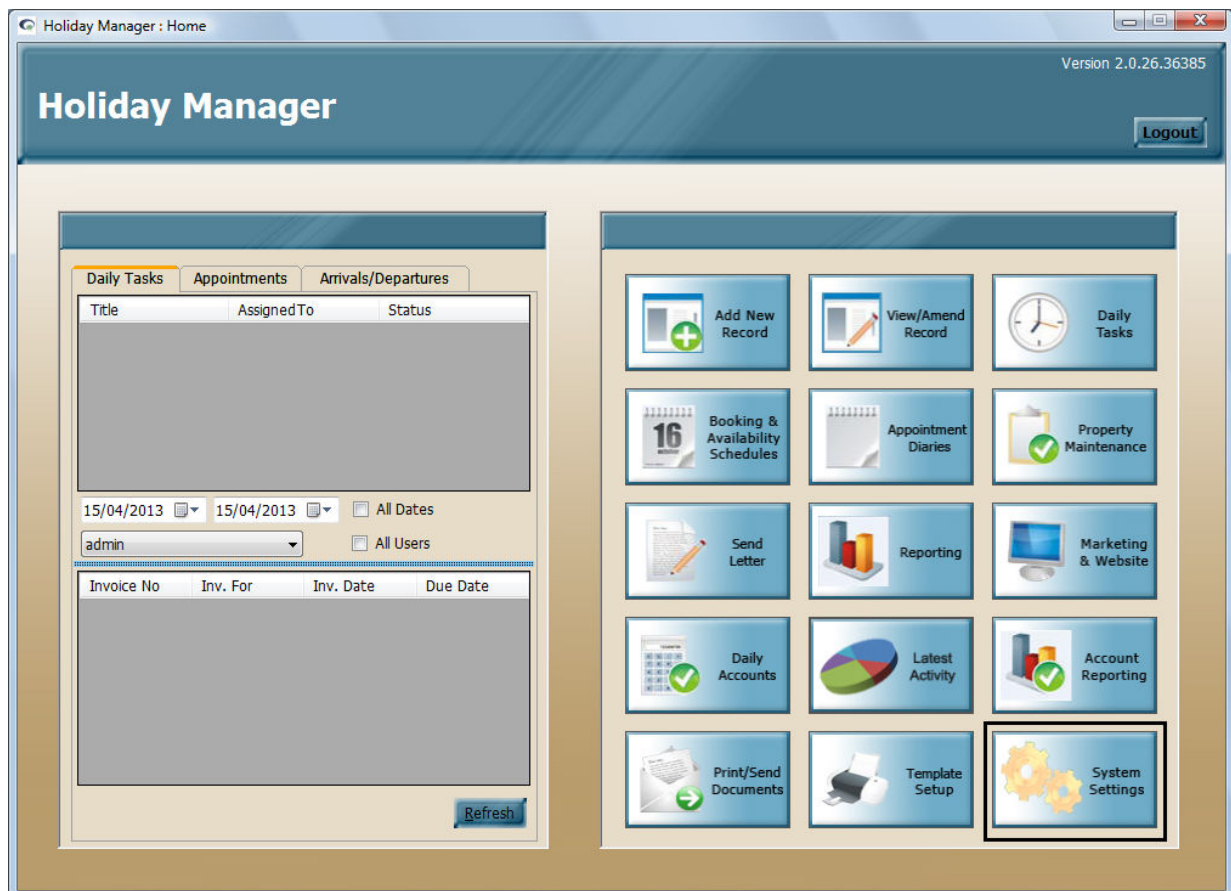
When you have clicked on this you will see the main System Settings screen, starting with the Company Details section.

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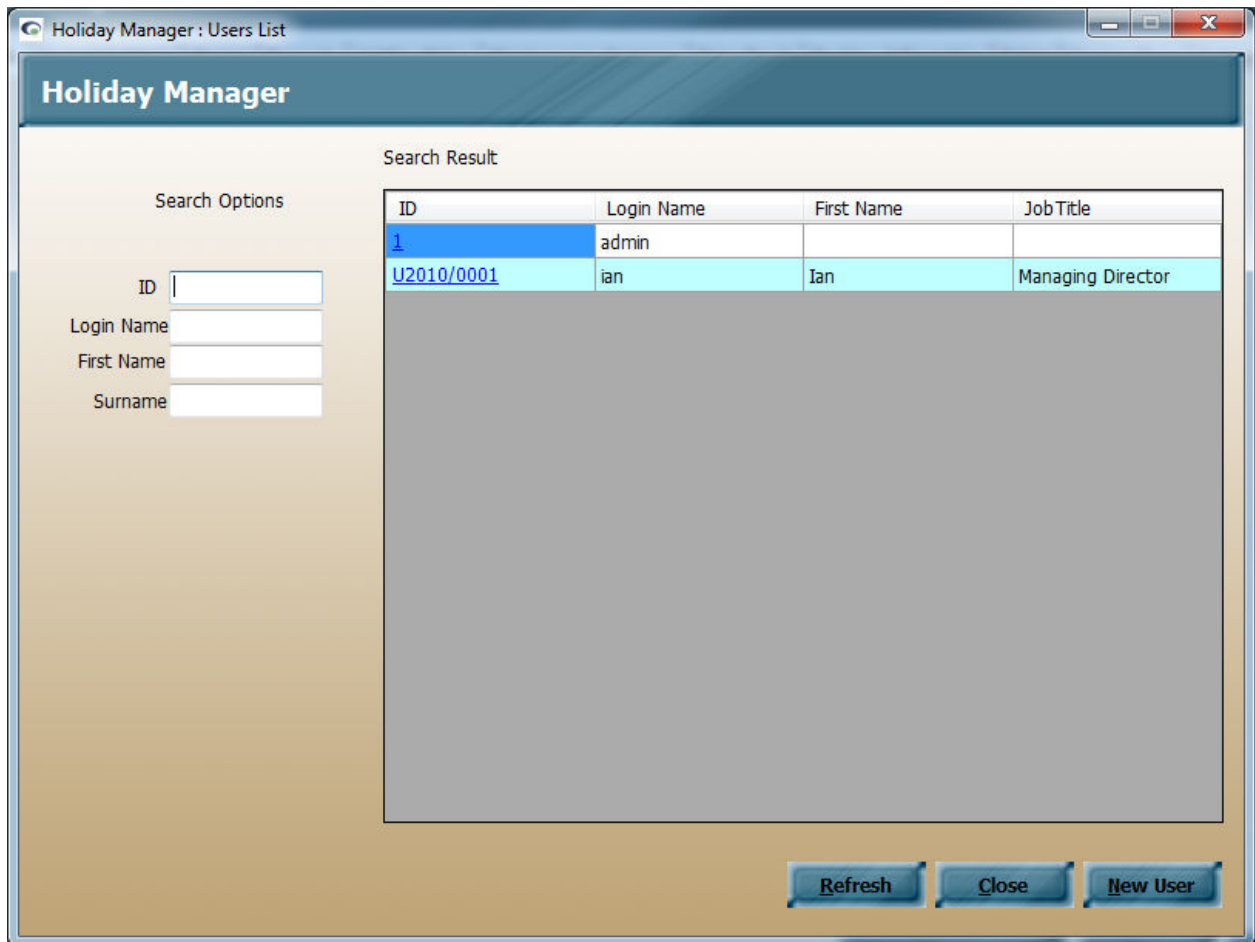
The admin login is created by default when you install the system, any new users will appear on this list once added.

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.

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, 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.

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
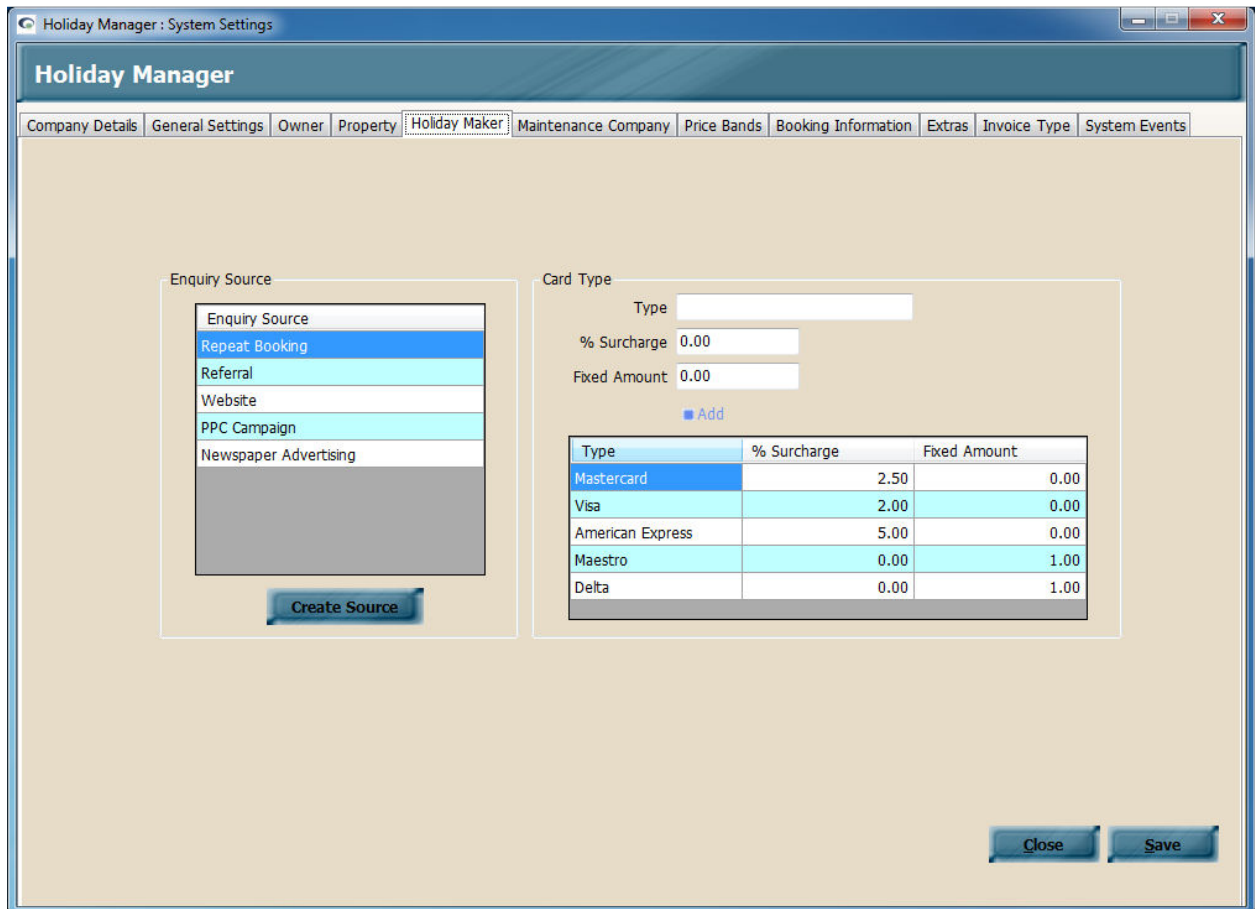
Enquiry Source

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.

Starting from the top of this screen we now have the Band Name followed by the option to choose either to use the default % calculations for short breaks, or to specify individual daily rates.

The next option is a drop down list to specify the year and changeover day for this particular price band. Any changes you make to these options will automatically update the grid below with the selected options.

At the bottom part of the screen you have an option to Import the figures from the previous year, plus the option to apply a % or fixed amount price increase to the current weekly prices.

To create your price bands, it is now just a simple task of adding a weekly price for the relevant weeks. You also have an optional minimum short break charge that can be added, along with any notes you want to appear on the calendar for any weeks. We also have the option to specify weeks where short breaks are/aren't allowed by ticking or un-ticking the Short Break tick-box.

Once you are happy with the price band information you have added, click on the save button at the bottom of the screen.

Moving to the Daily Charge screen, the screen design is slightly different (as below). You no longer have a minimum short break charge; however you now have an option to specify a price for 1 to 6 nights as well as the weekly price for each date range.

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.

Short Break Messages

As part of the new tariff functionality there is now the option to specify particular dates where short breaks are, and are not available. Taking the tick out of the short break box will indicate that short breaks are not allowed during this period.

When a booking is made during this period, a message will come up under the "Booking To" date field to indicate if a short break is, or is not allowed. You are able to ignore this message and continue with a short break booking; however the system will calculate this at a full week price, allowing you to override this to the agreed cost for this period as required.

Calendar Notes Option

As part of the new tariff and price band option, there is a Calendar Notes section for each price band.

This is completely user definable for each price band, allowing you to record useful information about the particular date period; this could include festivals, bank holidays, or simply local area information depending on how you are using your price bands.

Start Date	Short Break	Week Price	Min Short Charge	Calendar Notes
07/01/2012	☑	0.00	0.00	
14/01/2012	☑	0.00	0.00	
21/01/2012	☑	0.00	0.00	
28/01/2012	☑	0.00	0.00	
04/02/2012	☑	0.00	0.00	
11/02/2012	☑	0.00	0.00	
18/02/2012	☑	0.00	0.00	
25/02/2012	☑	0.00	0.00	
03/03/2012	☑	0.00	0.00	
10/03/2012	☑	0.00	0.00	
17/03/2012	☑	0.00	0.00	
24/03/2012	☑	0.00	0.00	
31/03/2012	☐	0.00	0.00	Easter
07/04/2012	☐	0.00	0.00	Easter
14/04/2012	☑	0.00	0.00	
21/04/2012	☑	0.00	0.00	
28/04/2012	☑	0.00	0.00	
05/05/2012	☑	0.00	0.00	

Band Name: The Cottage
Short Break: % ◉ Daily Charge ◯   Year: 2012   Changeover Day: Saturday

Import From Previous Year ⊙   Apply Price Increase % 0.00   Fixed Amount 0.00 ⊙

The information added in these fields will now appear on the booking calendars when the mouse is hovered over the particular date period.

Booking Information

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

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

Booking Extras

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 are two additional options, first of 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.

The Second option is the "Inclusive of holiday cost" checkbox. When this extra is selected for a booking, the guest will not see this on their statement, they will purely see the quoted holiday cost. The extra will then be deducted from the holiday monies you have received for the booking before being paid to the owner.

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 3rd 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.