

Travefy

January 22, 2019

There is currently an issue with ClientBase when sending certain details through our Live Connect feature to Travefy. In particular, certain characters in the Itin/Invoice Remarks area are causing an error when trying to connect to Travefy. We know for certain that bullet points, if copied and pasted into ClientBase from another source, will cause this issue. We're working on a fix so that any remarks will carry over. The work around for now, is to review what you have in the Remarks tabs, and remove any bullet points or other special characters.