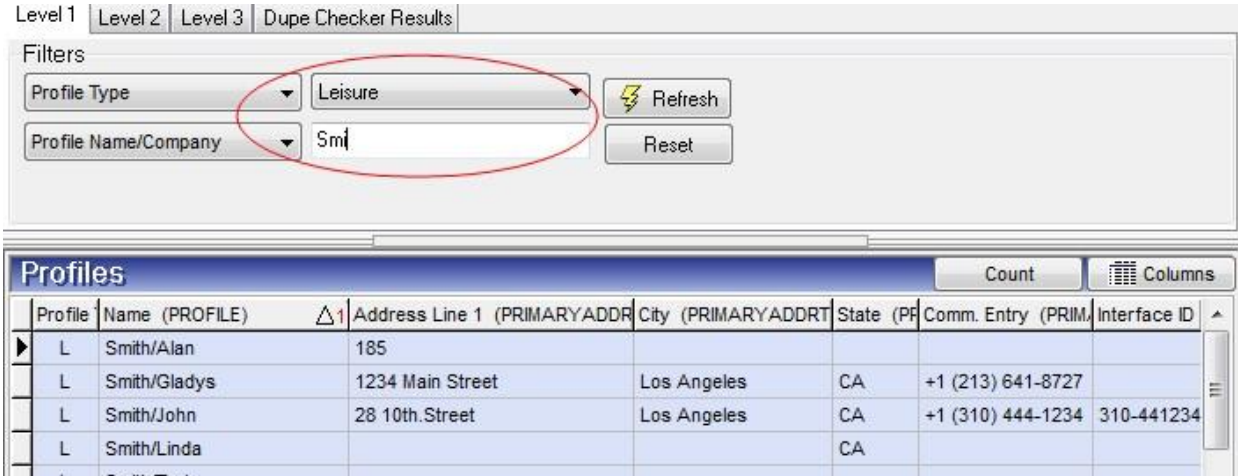


## Using ClientBase Windows to create a simple invoice

- 1) For every invoice interaction, find the client profile using the simple search area in ClientBase Windows, put in 4 or 5 letters of the client's last name and see if name is in database.



Level 1 | Level 2 | Level 3 | Dupe Checker Results

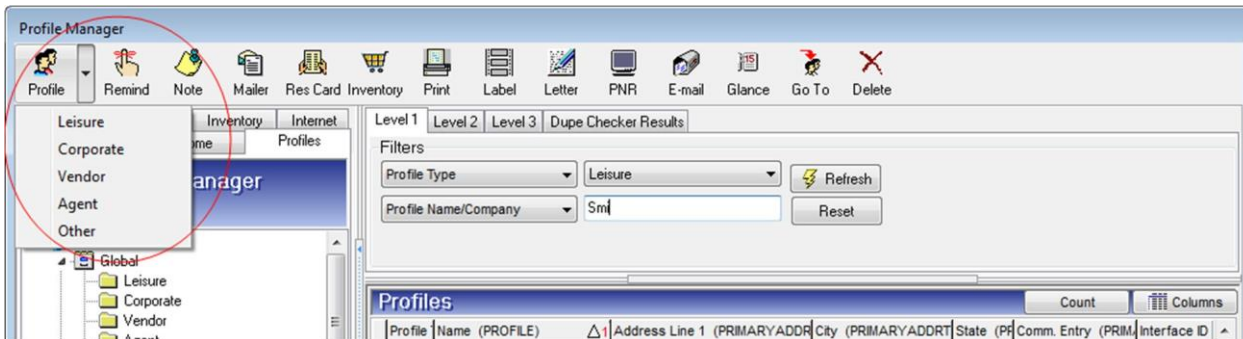
Filters

Profile Type: Leisure Refresh

Profile Name/Company: Sm Reset

Profile	Name (PROFILE)	Address Line 1 (PRIMARYADDR)	City (PRIMARYADDRT)	State (PR	Comm. Entry (PRIM	Interface ID
L	Smith/Alan	185				
L	Smith/Gladys	1234 Main Street	Los Angeles	CA	+1 (213) 641-8727	
L	Smith/John	28 10th.Street	Los Angeles	CA	+1 (310) 444-1234	310-441234
L	Smith/Linda			CA		

- 2) If no profile exists, create a new one. Do this by clicking on the 2 heads in toolbar and clicking Leisure.



Profile Manager

Profile Remind Note Mailer Res Card Inventory Print Label Letter PNR E-mail Glance Go To Delete

Leisure Corporate Vendor Agent Other

Global Leisure Corporate Vendor Agent

Level 1 | Level 2 | Level 3 | Dupe Checker Results

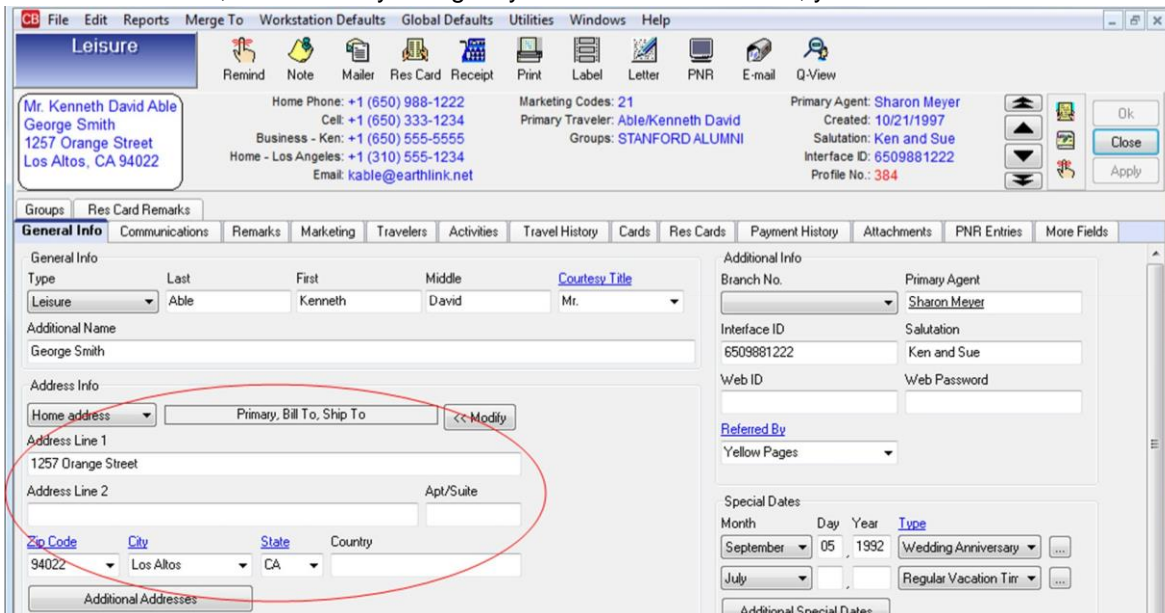
Filters

Profile Type: Leisure Refresh

Profile Name/Company: Sm Reset

Profile	Name (PROFILE)	Address Line 1 (PRIMARYADDR)	City (PRIMARYADDRT)	State (PR	Comm. Entry (PRIM	Interface ID
L	Smith/Alan	185				
L	Smith/Gladys	1234 Main Street	Los Angeles	CA	+1 (213) 641-8727	
L	Smith/John	28 10th.Street	Los Angeles	CA	+1 (310) 444-1234	310-441234
L	Smith/Linda			CA		

- 3) Edit or Enter Name, Address. If your agency has Trams Back Office, you need to have an interface ID as well.



Leisure

Remind Note Mailer Res Card Receipt Print Label Letter PNR E-mail Q-View

Mr. Kenneth David Able  
George Smith  
1257 Orange Street  
Los Altos, CA 94022

Home Phone: +1 (650) 988-1222  
Cell: +1 (650) 333-1234  
Business - Ken: +1 (650) 555-5555  
Home - Los Angeles: +1 (310) 555-1234  
Email: kable@earthlink.net

Marketing Codes: 21  
Primary Traveler: Able/Kenneth David  
Groups: STANFORD ALUMNI

Primary Agent: Sharon Meyer  
Created: 10/21/1997  
Salutation: Ken and Sue  
Interface ID: 6509881222  
Profile No.: 384

Groups Res Card Remarks

General Info Communications Remarks Marketing Travelers Activities Travel History Cards Res Cards Payment History Attachments PNR Entries More Fields

General Info

Type: Leisure Last: Able First: Kenneth Middle: David Courtesy Title: Mr.

Additional Name: George Smith

Address Info

Home address: Primary, Bill To, Ship To << Modify

Address Line 1: 1257 Orange Street

Address Line 2: Apt/Suite

Zip Code: 94022 City: Los Altos State: CA Country:

Additional Addresses

Additional Info

Branch No.: Sharon Meyer

Interface ID: 6509881222 Salutation: Ken and Sue

Web ID: Web Password

Referred By: Yellow Pages

Special Dates

Month: September Day: 05 Year: 1992 Type: Wedding Anniversary

July Regular Vacation Tim

Additional Special Dates

Click "Communications" tab and edit or enter phone and email address.

Primary	Type	Comm. Entry	Comm. Description	Marketing Permission	Valid	Name	Primary Traveler
Y	Phone	+1 (650) 988-1222	Home Phone	N	Y		
N	Phone	+1 (650) 333-1234	Cell	N	Y		
N	Phone	+1 (650) 555-5555	Business - Ken	N	Y		
N	Phone	+1 (310) 555-1234	Home - Los Angeles	Y	Y		
Y	E-mail	kable@earthlink.net	Email	Y	Y		

- 4) Click the Travelers tab and ensure everyone going on the trip and appearing on the invoice is entered. Add or Search to link a traveler if necessary. You only need to enter the Legal First Name/Legal Middle Name/Legal Last Name to start. **BIRTHDAYS and PASSPORT #'s go here!**

Age	Name	Last Name	First Name	Relationship	Primary Phone Number	Primary E-mail Address	Primary
56	Able/Susan Elizabeth	Able	Susan	Wife	+1 (650) 382-1543	sue@xyz.com	
57	Able/Kenneth David	Able	Kenneth	Primary		Ken@nowhere.net	
18	Able/Jon	Able	Jon	Son			

**Traveler: Able/Kenneth David**

E-mail: Ken@nowhere.net      Salutation/Nickname:      Associated Profiles: Able/Kenneth

Relationship to Profile: Primary

Age: 57  
Primary Traveler: Yes

Relationship to Profile	Courtesy Title	First Name	Middle Name	Last Name	Gender
Primary		Kenneth	David	Able	Male

Citizenship	Birthdate	Age	Salutation/Nickname
June	23, 1957	57	

- 5) Click the Cards tab and make sure any credit card or Frequent Flyer card being used is entered with proper expiration dates (last day of the month it expires). Edit or Add Card if appropriate. Associate the name with the card.

Leisure

Mr. Kenneth David Able  
George Smith  
1257 Orange Street  
Los Altos, CA 94022

Home Phone: +1 (650) 988-1222  
Cell: +1 (650) 333-1234  
Business - Ken: +1 (650) 555-5555  
Home - Los Angeles: +1 (310) 555-1234  
Email: kable@earthlink.net

Marketing Codes: 21  
Primary Traveler: Able/Kenneth David  
Groups: STANFORD ALUMNI

Primary Agent: Sharon Meyer  
Created: 10/21/1997  
Salutation: Ken and Sue  
Interface ID: 6509881222  
Profile No.: 384

Groups: Res Card Remarks

General Info Communications Remarks Marketing Travelers Activities Travel History **Cards** Res Cards Payment History Attachments PNR Entries More Fields

Filters  
☒ All Cards  
☐ Credit Card  
☐ Frequent Flyer  
☐ Hotel Program  
☐ Car Program  
☐ Cruise Program  
☐ Other  
☐ Discount Card

Card Type	Traveler	Card Number	Expiration	Name on Card
Frequent Flyer	Able/Susan Elizabeth	5555555555		Susan Able
Credit Card	Able/Kenneth David	AX 37XXXX:1234	8/31/2015	Ken Able
Frequent Flyer	Able/Kenneth David	4567888		Kenneth Able

Add Modify Delete  
Credit Card/FF Details

Cards (frequent flyer, credit cards, etc.)

Traveler

Card Type Card Code Card Description

Credit Card

Merge To PNR  
Use Global PNR Rule

Card Number Expiration

Name on Card Issued By

Remarks

More Details  
 Approx. Miles  
 Card Limit

Ok Cancel

- 6) Click the Res Card tab and check to see if there is already an existing Res Card for your trip. If a Res Card does not exist, click Res Card icon on toolbar at top of profile and create a new Res Card. All reservations and invoices are kept inside the Res Card. One Res Card per trip.

Remind Note Mailer **Res Card** Receipt Print Label Letter PNR E-mail Q-View



- 7) In new Res Card, choose appropriate Reservation Cycle (always use drop-downs if available), enter a meaningful Trip Name (used to find Res Card in profile or Res Card Manager), enter Region/Destination for marketing, and select applicable Passenger Names. If you have a traveler that is not usually part of the Client Profile, but part of this trip, you can add them or search for them in your database.

The screenshot shows the 'CB Res Card' form. At the top, there are fields for 'Res Total', 'Invoiced Total', and 'Balance', all set to 0.00. Below these are dropdowns for 'Create Date', 'Agent' (Sharon Meyer), 'Status' (Active), 'Reservation Cycle' (Under Deposit), 'Marketing Source', 'Group', and 'Branch No.' ([0] Travel Wi). The 'Prepared for' section includes 'Trip Name' (Able/Kenneth), 'Locator No.', 'Region' (Bermuda & Car), 'Destination' (Bahamas), 'Trip Start Date', and 'Trip End Date'. The 'Addresses' section has 'Client Ship To Address' and 'Client Bill To Address', both with checkboxes for 'Use Profile Ship To' and 'Use Profile Bill To'. The 'Travelers' button is circled in red. A 'Travelers' dialog box is open, showing a list of travelers: 'Able/Jon', 'Able/Kenneth David', and 'Able/Susan Elizabeth'. The 'Add', 'Modify', and 'Search' buttons in the dialog are also circled in red. The 'Reservations' tab is selected at the bottom.

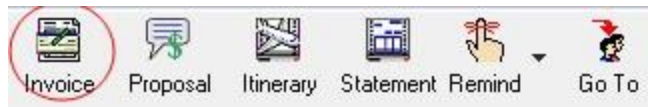
**No need** to fill in *Trip Start Date* or *Trip End Date* as these will be filled in automatically when you enter reservations. (Put any details about trip in the Agent Remarks. This has unlimited text capabilities. No need to write details about trip on your yellow pad or in a folder on your desk.) Click *Apply* to continue.

- 8) From Reservation tab, add reservation to enter reservation details.

The screenshot shows the 'CB Res Card' form with the 'Reservations' tab selected. The 'Reservations' tab is circled in red. The 'Add' button in the bottom right corner is also circled in red. The form contains the same information as the previous screenshot, including the 'Travelers' dialog box.

- 9) Enter confirmation # (or record locator #), the base fare, total taxes and commissions. Note that the client's total will equal the Base+Taxes, so in the example, the trip total is \$1500.00. If you used the *Charge As per person*, CB times the number you enter here by the number of passengers and auto changes the total.

- 10) In the Service Provider area, enter the Trip Start Date/End Date along with any additional details. Click OK to save. (If this vendor is arranging more than one Service Provider for this reservation; i.e., cruise, insurance, tour, etc., the details may be individually added by inserting each in the Service Provider area. The pricing you entered applied to everything in this reservation. Pricing Itemization will be covered in Res Card 2 class.)
- 11) From main screen, continue entering reservations for each new vendor. Every time there is a new vendor, there is a new reservation.
- 12) Apply to save all Res Card changes. Click the *Generate Invoice* icon on toolbar at top of screen to record a payment and issue invoice.
- 13) **OPTIONAL ITEMIZATION:** For manual invoicing only, enter confirmation #, and click Itemize. Choose the first thing you want to itemize on your invoice from the drop-down. (You must choose in the order you want it to appear on invoice.) You do not need to put Travel Category or Traveler Name, **but watch the QTY**. Anything you put in the Qty will times the base or tax you put in by that number entered in that Qty field. When you are done, press Insert. Click New to enter the next line. Repeat. If you want a remark to print under the Description, type the remark and check *print on invoice*. Make sure the pricing is correct below before clicking OK to save. If you want to modify an entry, click it down below first, bring to top, and edit the entry. **UPDATE**.



- 14) Click Remarks and select the desired canned remarks which print at the bottom of the invoice. Enter a Trip Balance Due Date if applicable. Select Form of Payment (multiple forms of payments will be covered in the Res Card 2 class). In the *This Invoice* area, enter the actual dollar amount paid at this time and the correct *Travel Type* and *Submit To*. On a credit card sale, if the Submit to is CommTrack and the booking is actually being paid (as opposed to a hotel guarantee), then make sure the *Showed as Paid* box is checked. Repeat process for each reservation being invoiced at this time. (Each reservation needs its own *Travel Type* & *Submit To*.) Preview.

**CB Invoice**

☐ Include Refunds

Issue Date:

Branch Remarks: Thank you using Travel with the Stars for all your travel needs! We appreciate

Invoice for: Able/Kenneth

Branch: 0

Locator No:

Group:

Invoice Payment:

Form of Payment: Check/CC Number

Check:  1234

Trip Balance Due Date:

Remarks:

Invoice Totals				Commission Tracking Totals			
Base	Tax	Commission	Total Fare	Base	Tax	Commission	Total Fare
1,500.00	0.00	225.00	1,500.00	0.00	0.00	0.00	0.00

	Sele	Category	Vendor	Traveler	Confirmation No.	Depart Date	Return Date	Agent	Traveler
1	<input checked="" type="checkbox"/>	Cruise	Carnival Cruise Line	Able/Kenneth David	12345			Sharon Mey	

**Reservation Total**

	Not yet Invoiced	This Invoice
Base	1,500.00	1,500.00
Tax	0.00	0.00
Comm	225.00	225.00
Total Fare	1,500.00	1,500.00

Due to Vendor:

Booking Payment: [1,500.00]

Travel Type: Ship-Dpst

Submit To: Supplier

Agent: Sharon Meyer

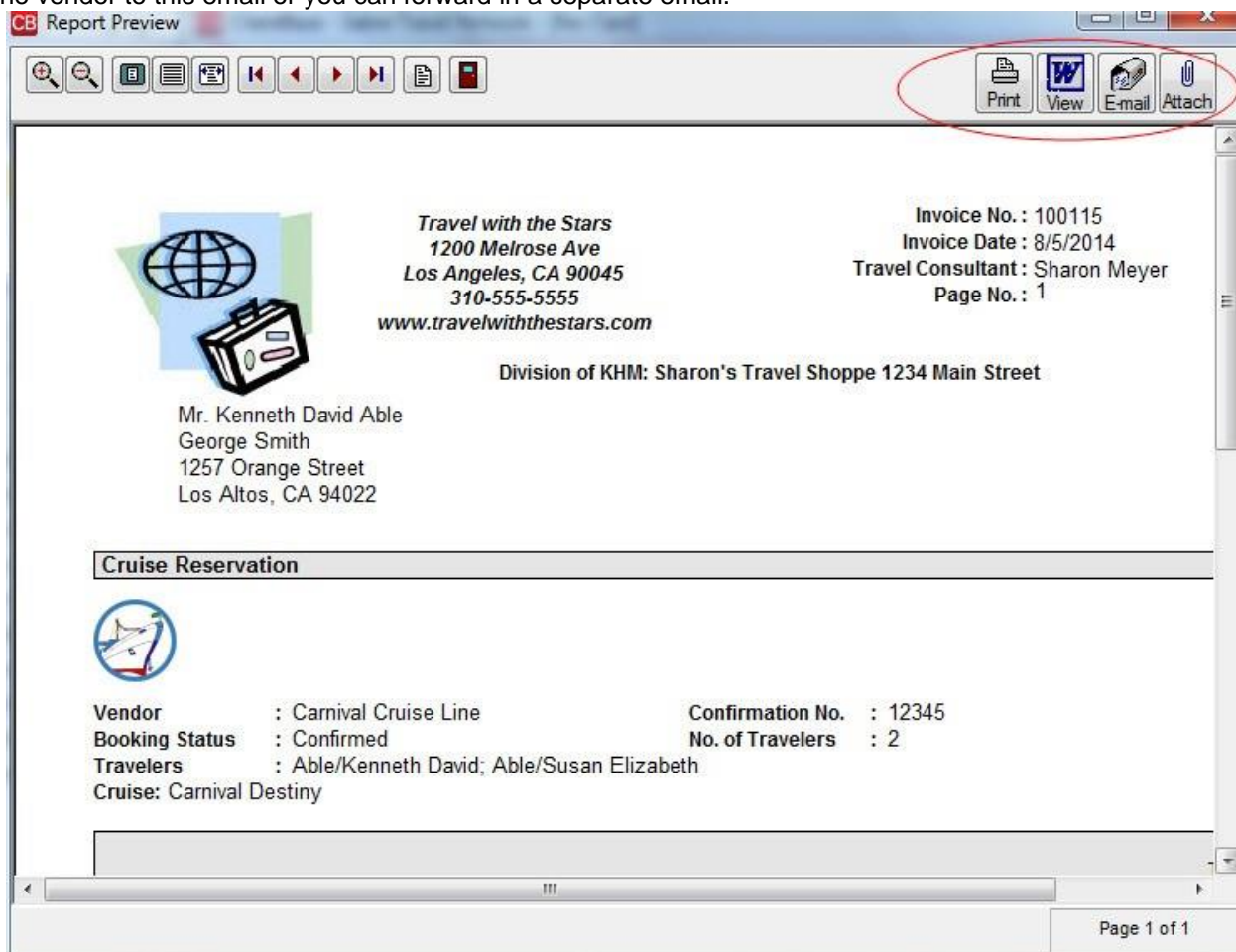
Amount: 56.25

% Rate: 25.00

More Agents [2]

- 15) If the amounts or other information doesn't look correct in preview, *Cancel*, return to reservation and correct. Otherwise click *Generate Invoice* to issue the invoice. At this time, the invoice may be printed or e-mailed from this screen. The invoice is now permanently available in the *Invoices* tab of the Res Card for reprint/e-mail at any time.

- 16) Email or print invoice from the generate invoice screen. Many agencies attach the itinerary they received from the vendor to this email or you can forward in a separate email.



- 17) **Important!** Go back into the client Profile/Marketing Tab and make sure to check off any marketing codes you learned when doing the invoice.