

04/21

## 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 <sup>•</sup>	1	Level 2 Level 3 Dupe Che	cker Results					
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Pro	IIIe	35				Count	Column	15
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L	. 1	Smith/Alan	185		-			
L	1	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			
	1	Contraction of the second						

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 Inv	🛒 🖳 🔚 🌌 💭 🔗 🖄 🍾 X ventory Print Label Letter PNR E-mail Glance GoTo Delete
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Agent	Profile Name/Company
Other	
a 🔁 Global	
Leisure	
Corporate	Profiles Count iii Columns
	Profile Name (PROFILE)

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

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Leis	ure	Remind	Note Ma		rd Receipt	Print	Label	Letter	PNB	😥 E-mail	Q-View						
Mr. Kenneth George Smith 1257 Orange Los Altos, C/	n Street	в	usiness - Ken: + - Los Angeles: +	1 (650) 333- 1 (650) 555-	1234 5555 1234			r: Able/K	enneth Da ORD ALUI	10.7 L	Salut Interfa	ated: 10 ation: Ke	/21/1997 n and S 0988123	Je 🞑		Clo Apj	se
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Leisure		ble	Kenneth		David		Mr.		•				- Sharo	n Meyer			
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George Smith Address Info Home address	•	Prima	ry, Bill To, Ship T	0	CC Modil	fu				650988122 w/eb ID				nd Sue 'assword			
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1257 Orange S	itreet									Yellow Pag	es	•					
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			un •	-						July	•		Regula	r Vacation Tim	•		
Addi	tional Addres	ses								Addition	al Special I	Dates					

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

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BIS										(	Add	Modify	Delete
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imary	Туре	Comm. Entry	Comm. Descri	ption Marketing	Permission Va	lid Name	Prim	ary Traveler					
Y	Phone	+1 (650) 988-12	22 Home Phone	N	Y							[	
N	Phone	+1 (650) 333-12	34 Cell	N	Y								
N	Phone	+1 (650) 555-55	55 Business · Ke	n N	Y								
N	Phone	+1 (310) 555-12	34 Home - Los A	ngele Y	Y								
V	E-mail	kable@earthlink	unet Email	Y	Y								E

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!** 

Leisur	re 👫 Remin	d Note Mailer		Print Label Let		<b>₽</b> Q-View		
Kenneth Da eorge Smith 57 Orange Si s Altos, CA 9	itreet	Business - Ken: +1 (65) e - Los Angeles: +1 (31)	0) 333-1234 0) 555-5555	Marketing Codes: 21 Primary Traveler: Able/ Groups: STAN	Kenneth David IFORD ALUMNI	Primary Agent: Sharon Mey Created: 10/21/1997 Salutation: Ken and SL Interface ID: 650988122 Profile No.: 384		Ok Close Apply
	ard Remarks Communications Rem	arks Marketing Tra	avelers Activities	Travel History Cards	s Res Cards Payme	nt History Attachments	PNR Entries More F	
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8 Ab	ble/Jon	Able	Jon Sor					
	CB Tra	veler: Able/Kenn E-mail: Ke	eth David en@nowhere.net		Salutation/Nickname		Associated Prot	iles: Able/Kenneth
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			D'H L		4 01	A. C. B.P. I.		
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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.

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Leisure 💦	🍊 🚇 🖀											
Remind	Note Mailer Res Card Receipt	Print Label Letter	PNR E-mail Q-View									
Ir. Kenneth David Able leorge Smith 257 Orange Street os Altos, CA 94022 Home - Los Angeles: +1 (310) 555-1234 Email: kable@earthlink.net Marketing Codes: 21 Primary Traveler: Able/Kenneth David Groups: STANFORD ALUMNI Business - Ken: +1 (650) 555-5555 Groups: STANFORD ALUMNI Email: kable@earthlink.net Primary Traveler: Able/Kenneth David Groups: STANFORD ALUMNI Primary Traveler: Able/Kenneth David Groups: STANFORD ALUMNI Primary Traveler: Able/Kenneth David Groups: STANFORD ALUMNI Primary Traveler: Able/Kenneth David Groups: STANFORD ALUMNI Net Statution: 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 E	ntries More Fields							
Communications remarks     Filters     All Cards Frequent Flyer     Credit Card Hotel Program	Car Program Other Cruise Program Discount Ca		Bres Cards Payment History	Ad								
Card Type Traveler	Card Number	Expiration	Name on Card	<b>^</b>								
▶ Frequent Fly∈ Able/Susan Elizabeth	5555555555		Susan Able									
Credit Card Able/Kenneth David	AX 37-XXX-1234	8/31/2015	Ken Able									
Frequent Fly: Able/Kenneth David	4567888		Kenneth Able									

Traveler	•		More Details Approx. Miles
Card Type <u>Card Code</u> Credit Card Merge To PNR Use Global PNR Rule	Card Description	•	Card Limit
ard Number		Expiration	
lame on Card	Issued By		
lemarks			

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.



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.

CB File Edit Reports Merge To Workstation Defaults	Global Defaults Ut	ilities Windows H	elp			- 8 ×
Res Card Res Total Invoiced Total Balance	_	2		1 5.	2	
No. 422 0.00 0.00 0.00	0	Invoice Prop	osal Itinerary State	ment Remind	Go To	
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Addresses			Travelers			
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George Smith George Smith 1257 Orange Street 1257 Orange S						
Los Altos, CA 94022 Los Altos, CA 9						
- (	CB Travelers	100				1
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Reservations Invoices Activities (Agent Remarks) Cl	Able/Kenneth Dav				Add	
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	Able	Jon		Adult	*	
Selected Rese	Primary					
All Confirmed Reser						
Login Name=SHARON Database=C:\ProgramData\TRAMS\Dat			Close			it.

**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.

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Client Ship To Ad	dress 🔽 U	se Profile Sh	nip To	Client Bill To A	ddress 🛛 🗹 Use	e Profile Bill To			Tra	welers					
Mr. Kenneth Dav George Smith 1257 Orange Str Los Altos, CA 94	eet		*	Mr. Kenneth George Smith 1257 Orange Los Altos, CA	Street	*		Able/Kenn Able/Susa	eth David n Elizabeth						
Reservations	Invoices	Activities	Agent F	emarks 0	lient Feedback	Attachments	More	Fields	Edit History	ŋ					
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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.

CB File Edit Reports Merge To Workstation Defaults	Global Defaults Utilities Windows Help	_ <i>B</i> ×
Reservation		
General More Taxes Expanded Fare Info Payment Due	Date Itin/Invoice Remarks Agent Remarks More Fields Edit History	
Date Reserved Booking Status Vendor Trav	el Category	
Confirmed  Carnival Cruise Line 👔 Crui	se Connect Winventory	
Invoiced Outside CB Confirmation # Record Locator Pro	moID <u>Booking Method</u> <u>Reservation Status</u> Duration No. of Travelers No. of Cabin	8
Issued through ARC 12345	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Dom/Int'l		
Travelers	Itemize	
Able/Kenneth David Base Tax Co	ommission Total Fare	
Able/Susan Elizabeth 1,500.00 0.00 %	225.00 15.00 % 1.500.00	
Service Provider		Reservation Totals
General Itinerary Traveler Details Itin/Invoice Remark	s Agent Remarks Allocated Pricing	
Travel Category Ship	Start Date End Date	Fare         \$1500.00           Insert         Base         \$1500.00
Cruise 👻 Carnival Destiny	· · ·	Update Tax \$0.00
Category Deck Cabin/Room	Dining	Comm \$225.00
8 Sun 8038	Late - Large Table 🗸	New Net Fare \$1275.00
Smoking Description	Bedding	
Non-Smoking 👻 Verandah	Queen 👻	Delete
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Cruise Carnival Destiny		
		Trip Start
		Trip End
		U
	DK Cancel	

- 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.

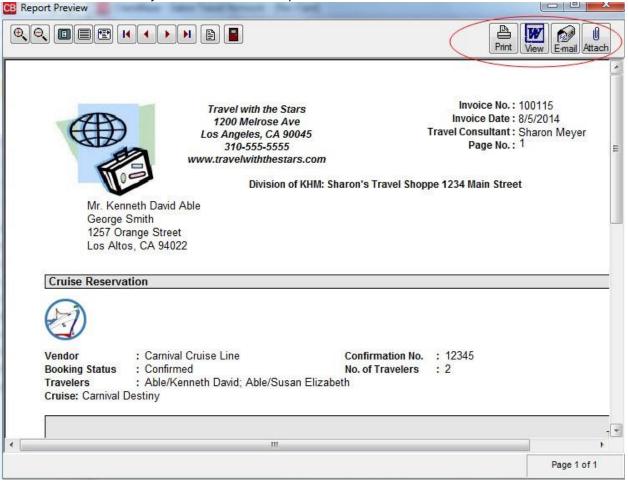
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14) Click Remarks and select the desired canned remarks which print at the bottom of the invoice. Enter a Trip Balance Due Date if applicable. Select Form of Payment (multiple forms of payments will be covered in the Res Card 2 class). In the *This 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							
	anch Remarks hank you using Travel wit	h the Stars for all your tr	avel needs! We a	ppreciate 🔺	Invoice for	Able/Kenne	eth
Form of Payment Check/Cl Check - 1234	C Number Trip	Balance Due Date	$\langle$	Remarks	Branch Locator No Group	0	
Invoice Totals Base Tax 1,500.00	Commission         T           0.00         225.00	otal Fare Bas 1,500.00	nmission Tracki e Tax 0.00	ng Totals C 0.00	ommission 0.00	Total Far	e 0.00
Selec Category	Vendor	Traveler	Confirmation No.	Depart Date	Return Dal	Agent	Traveler
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•	ruation () Sale						4
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Base 1,	500.00 1,500.00	1,500.00					
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Total Fare 1,	500.00 1,500.00		Booking Paymen [1,500.00]	t			
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Preview Invoice	>	Cancel		Invoice	Format	🚷 Genera	te Invoice

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.