Quick Steps to Create a Res Card and Invoice in ClientBase

These are just suggestions which can be used as a foundation for your own invoicing process. These steps will create a BASIC Res Card and invoice.

(Before you begin to to **Utilities|Branch** and enter Invoice/Refund #'s. If you have TBO, make sure the number is distant from numbering used in that program. Also go to **Global Modify|New Default Values for New Invoices.** If you do not have TBO, check Apply Cash Payments, Apply Check Payments, Apply Credit Card Payments and Apply CC Merchant Payments so you can void your invoices. If you are a TBO user, leave the defaults.)

Step 1) For every client trip, find the client profile. If no profile exists, create a new one.

Step 2) In the client profile, make sure the profile contains the following info: Accurate address, phone and email.

Step 3) Click the *Family Member* tab and review traveler list. Add any missing travelers by entering the First/Last Name to start.

Step 4) Click the *Cards* tab and review credit card (including valid expiration date) or other card information as needed for this trip. Edit or Add Card.

Step 5) Click the *Res Card* tab and check for an existing Res Card. 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.

Step 6) 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), and select applicable Passenger Names. Click *Apply*.

Step 7) From Reservation tab, add reservation to enter reservation details. For vendor, type in a few letters of vendor's name, tab, and choose from drop-down. (If there is not profile in system, create one.) Make sure the Travel Category is correct for this vendor.

Step 8) Enter confirmation #, total pricing for this reservation, and in the Service Provider area 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.)

Step 9) From main screen, continue entering reservations for each new vendor.

Step 10) Apply to save all Res Card changes. Click the *Generate Invoice* icon on toolbar at top of screen.

Step 11) Click Remarks and select desired remarks (created in **Utilities|Branch**) which prints at the bottom of the invoice. Enter a Trip Balance Due Date if applicable . Select Form of Payment.

Step 12) 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*.

Step 13) If the amounts or other information doesn't look correct in preview, 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.