

CBW advanced: Using Inventory

ClientBase® Windows Inventory Manager provides an effective and efficient tool for the agency to internally manage blocked and group space. Sharing the details and selling from this easy to access area increases the success of selling into agency blocked space. Class covers an in-depth review of the key features:

- Review benefits and advantages of tracking Inventory
- Setting up Inventory Records including details
- Query blocked space and create saved query folders for easy detail access
- Creating Res Cards and importing details from Inventory
- Use of Inventory Manager reports

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Benefits and Advantages of Using Inventory Manager

The ClientBase *Inventory Manager* helps agencies more effectively manage group space by:

- Easily keeping track of what space the agency has blocked
- Knowing who's booked into the blocked space
- Quickly creating res card reservations from inventory
- Printing reports such as traveler manifests and payment reports

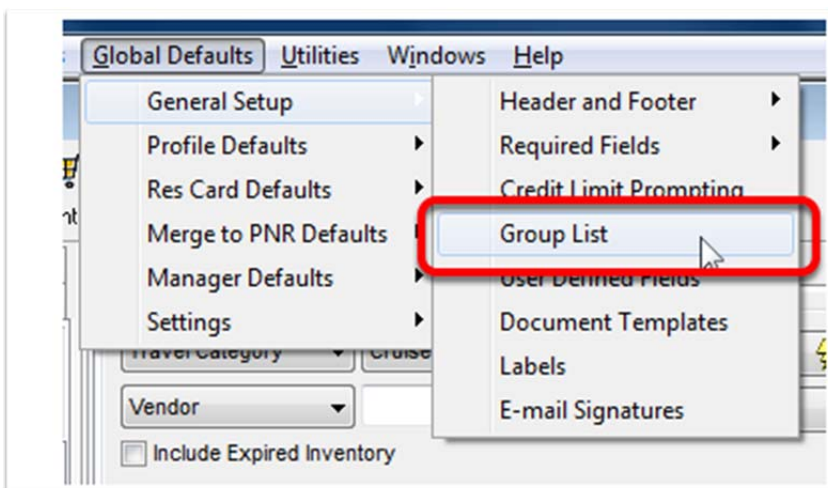
1. Setting Up Group Inventory

There are two steps to create inventory. The first is to create a group name and the second is to create the inventory record.

Creating Group Name

The first step to setting up group inventory is to create a unique group name for each group you'll be tracking. Group names are used throughout ClientBase and Trams Back Office to link all transactions (res cards, invoices, payments and vouchers) together for easy reporting.

Group names can be created in ClientBase Windows or Trams Back Office. To create a group in ClientBase, click on **Global Defaults | General Setup | Group List**.



Reviewing Group List and Group Name Settings

From the Group List, users can add new groups, modify existing group names, and change free flow settings.

We highly recommend **unchecking** the box "Allow Free Flow For: Invoice/Payment/Res Card/Inventory." By unchecking this box, agents will be forced to choose a valid group name.

Also from this screen, users can choose to display only active group names or to include those that have been marked inactive as well.

To add a new group name, click on "Add"

The screenshot shows the 'Group List' window. On the left, under 'Allow Free Flow For:', there are checkboxes for Agent, Client, Other, Vendor, and Invoice/Payment/Res Card/Inventory. The 'Invoice/Payment/Res Card/Inventory' checkbox is unselected and highlighted with a green box. Below this, there is a checkbox for 'Only Display Active Groups' which is checked and also highlighted with a green box. At the bottom, there are buttons for 'Add', 'Modify', and 'Delete'. The 'Add' button is highlighted with a red box. At the very bottom are 'Ok' and 'Cancel' buttons.

Group Name	Active	Agent	Client	Other	Vendor	Invoice	Payment	Res Card	Inventory
▶ ABA	Yes		X						
ABCCORP	Yes		X						
ALLURE2015	Yes							X	X
ALPHACORP	Yes		X						
CCLFANTASY	Yes					X	X	X	X
DDP	Yes					X	X	X	X
DISNEYCRUISE	Yes							X	X
OMEGACORP	Yes		X						
PCLROYAL2014	Yes							X	X
RCCFREEDOM	Yes					X	X	X	X
RCCOASIS	Yes					X	X	X	X
SCOTTSGROUP	Yes					X	X	X	X

Adding a Group Name

Each group that you'll be tracking in ClientBase must have a unique name. The name can be any combination of letters and numbers, but we recommend keeping short yet descriptive. Users will be including this information on each res card that is associated with this group and for agencies using TBO, the bookkeeper will include the name on each payment and voucher.

At a minimum, the group name should be assigned as an **Invoice, Payment, Res Card and Inventory Group**. This setting controls in which group drop-down lists the name appears. Group names can be set up in both ClientBase and Trams Back Office and some agencies prefer that the bookkeeper create group names.

Group Entry

Group Name
RCCOASIS16

Active

Show Group Name in the following group drop-down lists:

Client
 Vendor
 Agent
 Other
 Invoice
 Payment
 Res Card
 Inventory

Linked Inventory Group IDs
543210

OK Cancel

2. Overview of the Inventory Record

Once the group name is added, we can add inventory records. Each inventory record holds the details for specific block of space. For example, a Cruise inventory records will hold the details about a particular sailing (vendor, ship name, itinerary, etc.) along with each component (such as cabins on a cruise ship, rooms at a hotel, or openings on a tour) that is blocked.

An inventory record consists of two sections: the *header* and the *details*. The header consists of basic information about the blocked space. For example, a cruise would include details such as the ship name, itinerary, and payment due dates. For a hotel, the property location would be tracked.

The details consists of the individual blocked units and their related pricing. For a cruise, ClientBase would track a detail line for each category of cabin available. Each inventory record can have an unlimited number of detail records attached.

It is possible to have multiple inventory records linked to the same group name, and to have more than one group name linked to inventory record. That way, users can track all of the components (such as cruise, transfers and pre-stay hotel) together, or use a single block of space to book multiple groups (such as both a Kiwanis and a Lion's Club on the same sailing).

Header

Details

Qty	Sold	Available	Description	Category	Deck	Rate Code
8	0	8	Interior	IX		GRP543210

Pricing	Base	Tax	Commission	Total
Per Person Based on Double Occupancy	899.00	113.00	89.90	1,012.00
Single Supplement	1,499.00		149.90	1,499.00
3rd/4th/5th Adult Supplement	549.00		84.90	662.00
Child Rate	549.00	113.00	84.90	662.00

Detail No	Blocked	Description
1	8	Interior
2	12	Outside Stateroom
3	12	Deluxe Balcony Stateroom

2.1 The Header

The header includes details for travel. Much like a res card reservation, it is divided into separate tabs:

1. **General:** Include the basics for the inventory, such as travel category, service provider name, and dates of travel.
2. **Itinerary:** For cruises and tours, agencies can enter segment-by-segment details. Entering this information makes it possible to search by port-of-call, and it populates the information in res cards.
3. **Payment Due Date:** Entering information here will automatically add due date information to each res card reservation.
4. **Itin/Invoice Remarks:** Remarks entered here will print by default on the trip documents for anything booked into this space.
5. **Agent Remarks:** These are notes for internal use and do not print on trip documents.
6. **Groups:** After the **General** tab, this is the most important piece of information. It's where the group names created earlier are linked to the group space.



General

The general tab holds the basic information about the sailing, hotel, tour, etc. The fields are similar to those in res cards and carry over to the res cards when booked.

- Date Reserved: Date inventory space was blocked or contracted. Defaults to the current date.
- Inventory ID: A user-definable field. It can be used for any purpose the agency decides. It does not affect ClientBase other than offering another way to search for inventory.
- Travel Category: The category that the inventory falls into. Available options are Air, Cruise, Hotel, Miscellaneous, Rail and Tour. Choosing a category alters the rest of the screen. For example, a cruise will prompt for the name of the ship, while an air inventory record will prompt for airline information.
- Vendor: The vendor profile associated with the inventory. The vendor profile must exist in ClientBase before it can be used.
- Service Provider ("Ship" in illustration): The service provider is the name of the ship, property, airline, etc.
- Description: A free-flow description for the inventory.
- Duration: Number of days or nights.
- Start Date/End Date: The beginning and ending dates for the trip. Can be manually entered unless detailed itinerary is used (see below). If itinerary details are tracked, the dates are greyed out.
- Utilization Date: Another user-defined field. Agencies can use this to track any date that is helpful, such as the date the inventory is up for review or release.
- Expiration Date: The date after which the inventory will no longer be active. By default, expired inventory is hidden from queries and agents will not be able to book into it.
- Region/Destination: Tracks the region and destination for travel.
- Confirmation Number: If each individual reservation shares a confirmation number, enter it here. It will carry over as the confirmation in each res card reservations.
- Group ID: The vendor's group ID or contract number.

Date Reserved	Inventory ID	Travel Category	Vendor	Ship	
9/18/2014		Cruise	Royal Caribbean International	Oasis of the Seas	
Description	Duration	Start Date	End Date	Utilization Date	Expiration Date
7 Night Eastern Caribbean	7	4/30/2016	5/7/2016	12/31/2015	3/1/2016
Region	Destination	Confirmation #	Group ID		
Bermuda & Caribbean	[Caribbean - Eastern]		543210		

Itinerary/Address

- For air reservations, this section holds the flight details, such as departure and arrival cities and flight number.
- For cruises and tours, details for each port or stop along the way can be entered.
- For other travel types, the service provider address can be added.

When the information is added to inventory, it carries over the each res card. Spending a little time entering the details here will save a lot of time in the long run and ensure travelers have all of the details of their trip.

The screenshot shows the 'CB Itinerary' window with the following details:

- Description:** (Empty text box)
- Depart City:** SXM (dropdown), St Maarten (dropdown)
- Depart Date:** 5/4/2016 (dropdown), **Depart Time:** 5:30 PM (dropdown)
- Arrive City:** FLL (dropdown), Ft Lauderdale (dropdown)
- Arrival Date:** 5/7/2016 (dropdown), **Arrival Time:** 7:00 AM (dropdown)

Start Date/Time	Start City Code	Start City
4/30/2016 4:30:00 PM	FLL	Ft Lauderdale
5/1/2016 5:30:00 PM	NAS	Nassau
5/3/2016 5:30:00 PM	STT	St Thomas
5/4/2016 5:30:00 PM	SXM	St Maarten

Buttons: Insert, Update, New, Delete, OK, Cancel

Payment Due Dates

The dates entered here will carry over as defaults to each res card reservation. Instead of hard-coding dates, users are prompted to enter a formula. Due dates can be based on the current date, the date the reservation is created, or either the date travel begins or ends. In this example, a deposit is due 120 days before departure. Alternatively, users can add a number of days using the plus/minus option.

If one or both due dates are unneeded, leave the drop-down blank.

The screenshot shows the 'CB Inventory' window with the following details:

- Inventory No. 1**
- Total Blocked:** 38
- Sold:** 0
- Available:** 38

Navigation tabs: General, Itinerary, **Payment Due Dates**, Itin/Invoice Remarks, Agent Remarks, Groups

Deposit Due Date:

- Default Date Using: Reservation Start Date (dropdown)
- plus/minus: - (dropdown)
- Number of Days: 120 (text box)

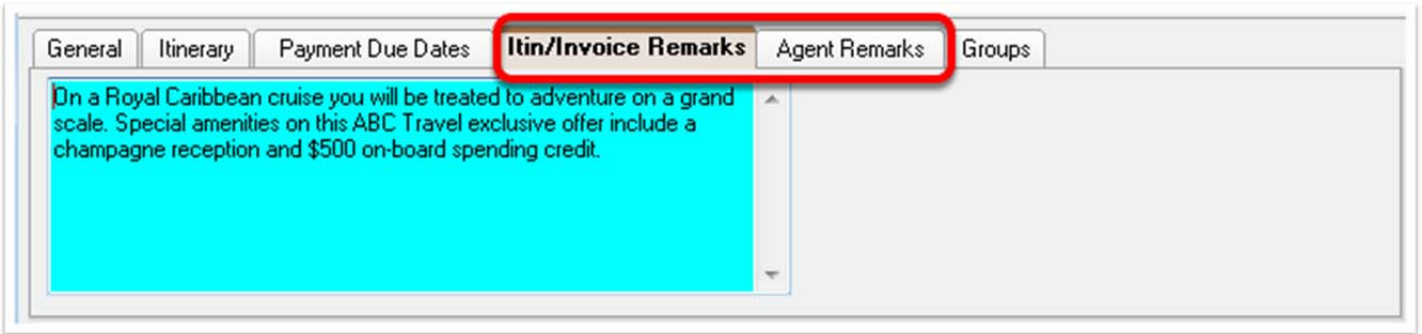
Final Payment Due Date:

- Default Date Using: Reservation Start Date (dropdown)
- plus/minus: - (dropdown)
- Number of Days: 60 (text box)

Dropdown menu options for 'Default Date Using': Current Date, Reservation Create Date, **Reservation Start Date**, Reservation End Date

Itin/Invoice Remarks and Agent Remarks

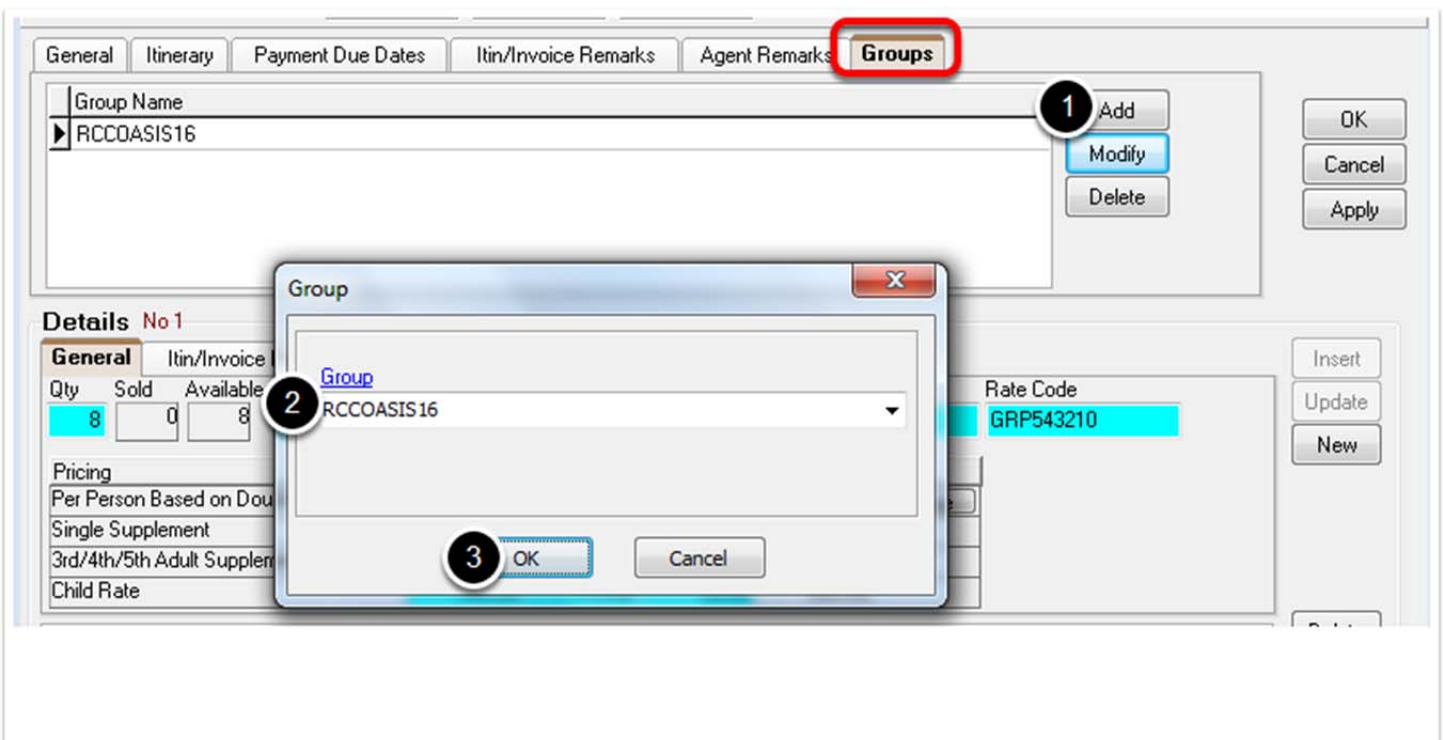
Both tabs are used to track remarks associated with the inventory record. These remarks carry over the respective remarks tabs in the res card reservation.



Groups

This is one of the most important pieces of information. On this tab, users attach each group name associated with this blocked space. The group names were created in an earlier step.

To associate a group name, click on **Add** and select the group name from the drop-down list.



2.2 Inventory Details

The inventory details track the quantity, description and pricing details. Each inventory record will have at least one details line, but may include an unlimited number of categories.

The details screen is divided into three tabs:

1. **General:** The basic information, such as the number of units blocked, their description and pricing
2. **Itin/Invoice Remarks and Agent Remarks:** Much like the remarks at the inventory header, these carry over to each res card reservation, but only when the particular category is sold.

Details

The general tab for air, rail and miscellaneous categories tracks the quantity of units blocked, their description and price. These categories of inventory are based on the number of people booked. Each traveler counts as one unit of inventory.

- **Quantity:** The number of rooms or cabins blocked with the supplier. This number can be modified if additional inventory is made available or if it has been recalled. The **Sold** and **Available** fields are calculated automatically based on the number blocked.
- **Description/Category/Deck/Room Type, Etc.:** The caption for these fields changes based on travel category, but the information is used to describe the inventory.
- **Rate Code:** For cruises, a cruise line-assigned rate code can be entered. This is important if using Live Connect to book into group space.
- **Pricing:** The pricing information is recorded here. For air, rail and miscellaneous, there is one price available for each category and pricing is calculated a a per person basis. Pricing can be itemized if desired.
- Cruise, tour and hotel inventory has more advanced pricing options.

Qty	Sold	Available	Description	Rate Code			
8	0	8	Interior	GRP543210			
Pricing			Base	Tax	Commission	Total	
Unit			899.00	113.00	89.90	1,012.00	Itemize

Additional Pricing Options for Cruises, Tours and Hotels

Inventory for cruises, tours and hotels is based on each room or cabin booked. If three travelers are booked on a single reservation, only one cabin will be deducted from inventory. To account for varied pricing based on number of travelers, ClientBase uses the formulas shown.

- **Qty:** Is the number of rooms or cabins of a particular category and price blocked. The **Sold** and **Available** quantities are based on this number.
- **Description, Category, and Deck (cruise only):** Used to describe the inventory. Fill in whatever applies. Details that are not blocked, such as deck number, can be left blank.
- **Rate Code:** Enter the vendor-supplied rate code if applicable. This code is used during Live Connect with Sabre Cruises and informational for other bookings.

When selling into inventory, ClientBase counts the number of adults, children and infants included on the reservation. The first line of pricing is **Per Person Based on Double Occupancy**. If there are two or more travelers, ClientBase will take this figure and multiply it by two. Enter the base fare, taxes and the agency's commission. Optionally, use the itemize button to create more detailed pricing. The total fare is displayed based on base fare and taxes.

If only one one adult is on the reservation, ClientBase adds together the amounts in *Per Person Based on Double Occupancy* and *Single Supplement*. In the illustration, the cruise line charges a considerably higher fare for singles, but there no additional taxes.

For each additional adult after the first two, ClientBase adds the amount in the *3rd/4th/5th* adult supplement. If any of the travelers are marked as children in the reservation, the amounts in *Child Rate* are used.

Details No 1

General Itin/Invoice Remarks Agent Remarks

Qty	Sold	Available	Description	Category	Deck	Rate Code
8	0	8	Interior	IX		GRP543210

Pricing	Base	Tax	Commission	Total	
Per Person Based on Double Occupancy	899.00	113.00	89.90	1,012.00	Itemize
Single Supplement	1,499.00		149.90	1,499.00	
3rd/4th/5th Adult Supplement	549.00	113.00	54.90	662.00	
Child Rate	549.00	113.00	54.90	662.00	

3. Finding Inventory Using Queries

Inventory Manager makes it easy to find and manage space your agency has blocked. Advanced queries can be saved for future use. The more information that is stored in an inventory record, the more ways that agencies can search. For example, if detailed itinerary information is stored in the inventory record, users can search by specific departure, return or stops.

As with all queries in ClientBase, the more criteria that are entered, the more refined results will be. As mentioned earlier, expired inventory is not included in the results of most queries. If expired inventory is desired, check the box *Include Expired Inventory*.

Level 1 Level 2 Level 3

Filters

Travel Category Cruise Refresh

Group Name RCCOASIS16 Reset

Include Expired Inventory

Inventory										Count	Columns	Copy
Travel	Group Name 1 (INVS)	Blocked	Sold	Available	Vendor (INVENTORY)	Service Provider (INVENTORY)	Start Date	End Date	D			
Cruise	RCCOASIS16	8	0	8	Royal Caribbean International	Oasis of the Seas	4/30/2016	5/7/2016	7			
Cruise	RCCOASIS16	12	0	12	Royal Caribbean International	Oasis of the Seas	4/30/2016	5/7/2016	7			
Cruise	RCCOASIS16	12	0	12	Royal Caribbean International	Oasis of the Seas	4/30/2016	5/7/2016	7			
Cruise	RCCOASIS16	6	0	6	Royal Caribbean International	Oasis of the Seas	4/30/2016	5/7/2016	7			

Searching for Inventory by Utilization Date

As mentioned earlier, the *Utilization Date* is an unidentified field to ClientBase. It doesn't have any specific meaning and can be used for any reason the agency finds helpful. Many agencies use it to keep track of the date they need to release unused inventory. If that's the case, it's helpful to create a saved query for inventory that is coming upon that date.

```
** Inventory -----
Travel Category = Cruise
Utilization Date Is From "=" [4/8/2015] to "="+30" [5/8/2015]
```

Using a level two query, enter the following criteria. Using a date formula ensures that date is always relative to the current date. More details on date formulas and savings queries is in the help file and user's manual.

4. Creating Res Card Reservations from Inventory

Inventory reservations start as any other reservation in ClientBase. There must already be a client profile and res card. Be sure to include all of the travelers who are booking and to note whether they are adults, children or infants.

Once in the res card, the next steps vary slightly based on the circumstances.

The screenshot shows a window titled "CB Travelers". It contains a list of travelers with checkboxes next to their names: "Logsden/Gerald" and "Logsden/Jeanne". To the right of the list are buttons for "Add", "Modify", and "Search". Below the list are input fields for "Last Name" (Logsden), "First Name" (Gerald), and "Middle Name". To the right of these fields is a "Type" dropdown menu set to "Adult", which is highlighted with a red box. There is also a "Primary" checkbox checked. At the bottom are "Ok" and "Cancel" buttons.

4.1 Searching for Inventory While Booking

Sometimes an agent may try to book a client into an existing group. There are benefits to both the client and agency to do this whenever possible: the client will likely receive some

sort of perk (such as lower fare or on-board credit) and the agency earns the additional group bonus.

The inventory manager makes it easy to search existing group space to find appropriate options. To search, click on the **Inventory** (shopping card) button. An inventory query screen appears where users can narrow down by travel category, destination, dates and so on. If the inventory record has detailed itinerary, users can search by departure, return or stop.

Often, clients will request to book into a specific group. If the group is known beforehand, users can skip the step of querying for group space by enter the group name in the res card header. Then, when the inventory button is clicked, ClientBase will automatically display inventory related to that group.

A benefit to searching this is that ClientBase will display all categories of inventory, so agents can sell a cruise cabin, pre-stay hotel and transfers in just a few clicks.

4.2 Choosing and Pulling Inventory Space

Once the inventory has been found, agents can review the details and choose which option(s) to pull from inventory. As each line is highlighted, the details are shown below. To choose an inventory item, check the box next to it, then click **Pull From Inventory**.

When booking cruises, two options are available, **Pull From Inventory**, or **Pull From Inventory and Launch Live Connect**. Pulling from inventory will create a ClientBase reservation and attach it to the inventory record, but it does not create a reservation with the vendor. The agent would need to do that by calling the vendor, booking online, or using whatever other method that would be typically used.

Some cruise lines are integrated with Sabre Cruises so that the live booking can be made using Live Connect. If the the **Rate Code** is specified in the inventory record, ClientBase will attempt to launch Sabre Cruises and take agents directly to the booking for that specific space.

Res Total Invoiced Total Balance

Res Card Inventory Pull

Pull	Inventory ID	Description	Blocked	Sold	Available	Travel Category	Vendor
<input checked="" type="checkbox"/>		Interior	8	0	8	Cruise	Royal Caribbean Intern
<input type="checkbox"/>		Outside Stateroom	12	0	12	Cruise	Royal Caribbean Intern
<input type="checkbox"/>		Deluxe Balcony Stateroom	12	0	12	Cruise	Royal Caribbean Intern
<input type="checkbox"/>		Junior Suite	6	0	6	Cruise	Royal Caribbean Intern

Details for the highlighted line.

Travel Category: Cruise Vendor: Royal Caribbean International Ship: Oasis of the Seas

Inventory ID: [] Description: 7 Night Eastern Caribbean

Duration: 7 Start Date: 4/30/2016 End Date: 5/7/2016 Group ID: 543210

Description	Category	Deck	Rate Code
Interior	X		GRP543210

Pricing	Base	Tax	Commission	Total
Per Person Based on Double Occupancy	899.00	113.00	89.90	1,012.00
Single Supplement	1,499.00		149.90	1,499.00
3rd/4th/5th Adult Supplement	549.00	113.00	54.90	662.00
Child Rate	549.00	113.00	54.90	662.00

Blocked Sold Available
8 0 8

View Inventory Record

Itinerary:
 Depart Ft Lauderdale 4/30/2016
 Arrive Nassau 5/1/2016
 Depart Nassau 5/1/2016
 Arrive St Thomas 5/3/2016
 Depart St Thomas 5/3/2016
 Arrive St Maarten 5/4/2016
 Depart St Maarten 5/4/2016
 Arrive Ft Lauderdale 5/7/2016

Buttons: Add, Modify, Delete, Copy, Paste, PNR, Live Connect, Inventory, Service Fee

4.3 Working with Inventory Reservations

A reservation booked through the inventory manager retains a link to the inventory record. A user can easily tell which reservations are pulled from inventory by the message at the top of the screen. Clicking on the message will display a read-only view of the inventory record details. Further, if the reservation is marked canceled or deleted, the user is warned that it is an inventory reservation. If the reservation is canceled or deleted, the quantity is returned to inventory.

The details entered in the inventory record are copied to the new reservation, and the fare is computed based on the information entered in inventory. The information can be updated at the reservation level. Note that any changes made are reflected on the particular reservation and do not affect other group bookings.

Reservation

General | More Taxes | Expanded Fare Info | Payment Due Date | Itin/Invoice Remarks | Agent Remarks | More Fields | Edit History

Date Reserved: [] Booking Status: Confirmed Vendor: Royal Caribbean Intern Travel Category: Cruise

Inventory: 1 Qty Pulled From Inventory Group ID: 543210 Rate Code: GRP543210

Confirmation # [] Record Locator [] Promo ID [] Booking Method [] Reservation Status [] Duration [] No. of Travelers: 7 No. of Cabins: 2

Charged [] Itemize []

Base	Tax	Commission	Total Fare
1,798.00	226.00	0.00 %	2,024.00

Travelers: Logsdan/Gerald, Logsdan/Jeanne

Service Provider

General | Itinerary | Traveler Details | Itin/Invoice Remarks | Agent Remarks | Allocated Pricing

Travel Category: Cruise Ship: Oasis of the Seas Start Date: 4/30/2016 End Date: 5/7/2016

Category: Dining Deck: [] Cabin/Room: []

Smoking: [] Description: Bedding Interior

Type	Start Date	End Date	Service Provider	Code
Cruise	4/30/2016	5/7/2016	Oasis of the Seas	

Reservation Totals:

Fare	\$2024.00
Base	\$1798.00
Tax	\$226.00
Comm	\$179.80
Net Fare	\$1844.20

Trip Start: 4/30/2016 Trip End: 5/7/2016

Important Note about Group Names

Once the reservation is pulled into the res card, it acts as any other reservation. Trip documents can be printed, invoices generated and so on.

Important Note: If the res card group was not completed earlier in the booking process, it must be entered before invoices are generated. This ensures that the invoice and payment group information is passed onto Trams Back Office and makes it easier to run groups reports in ClientBase.

Res Card

Res Total: 2,024.00 Invoiced Total: 0.00 Balance: 2,024.00

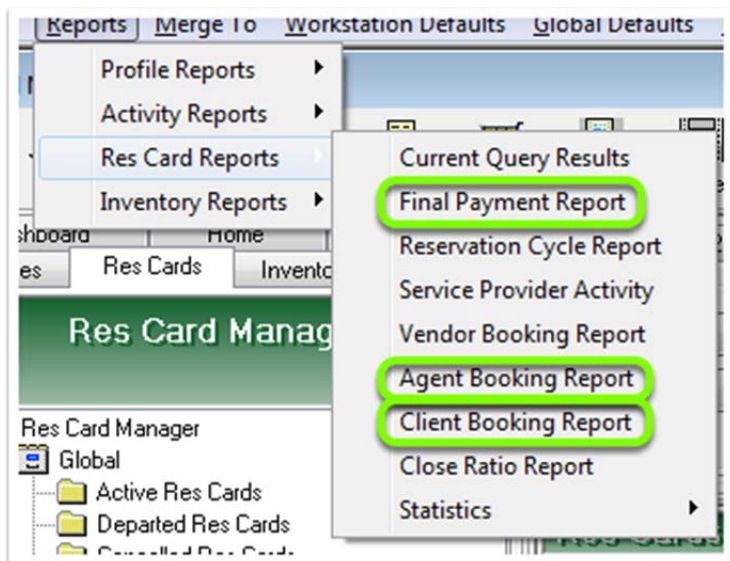
No. 26 Invoice Proposal Itinerary Statement Rem

Create Date: 4/30/2016 Agent: Sharon Meyer Status: Active Reservation Cycle: Lead Marketing Source: [] Group: RCCOASIS11 Branch No.: [] Groups T1

Prepared for: Logsdan/Jerry Trip Name: [] Locater No.: [] Region: [] Destination: [] Trip Start Date: [] Trip End Date: []

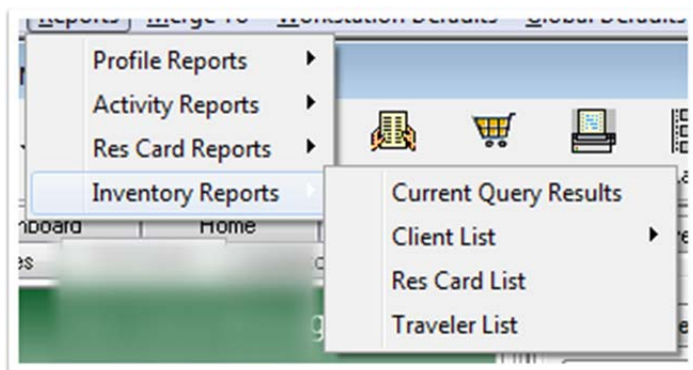
5. Inventory Reports

ClientBase offers several reports that are of particular use for managing groups. By tracking the group name on each res card, group res cards can be queried and reports generated for all of those trips. Particularly useful for groups management are the final payment report, client booking report and agent booking report.



5.1 Inventory Manager Reports

Several reports are available specifically for inventory bookings. To run the reports, first query for the inventory. Once you've found the inventory on which to report, use the **Reports / Inventory Reports** to generate the individual reports.



5.2 Trams Crystal Reports (TCR)

Trams Crystal Reports (TCR) is a free add-on to ClientBase. By default, it's installed at the same time as ClientBase Windows. Though it is installed automatically, there is some configuration that needs to be made. Details on setting up and using TCR are on our web site, www.sabretravelnetwork.com/trams. Click on the **Products and Services** tab, then **Trams Crystal Reports (TCR)**.

Once TCR is fully set up on your computer, you can download and run any of the reports available on our web site. There are a series manifests available. To find them, visit our web site, www.sabretravelnetwork.com/trams. Click on:

Products and Services | Trams Crystal Reports (TCR) | [Click here to access our Library of download-able ClientBase Windows Crystal Reports](#)

On that page, click on the "+" sign next to **ClientBase Group Reports**

ClientBase Crystal Reports**ClientBase Group Reports**

Group Hotel Rooming List	View Sample	Download
Group Miscellaneous Passenger List	View Sample	Download
Group Passenger Cruise Manifest	View Sample	Download
Group Passenger Cruise Manifest - Short Form	View Sample	Download
Group Tour Passenger List	View Sample	Download
Group - Birthday List for Selected Profile Groups	View Sample	Download
Group - Birthday List for Selected Res Card Groups	View Sample	Download