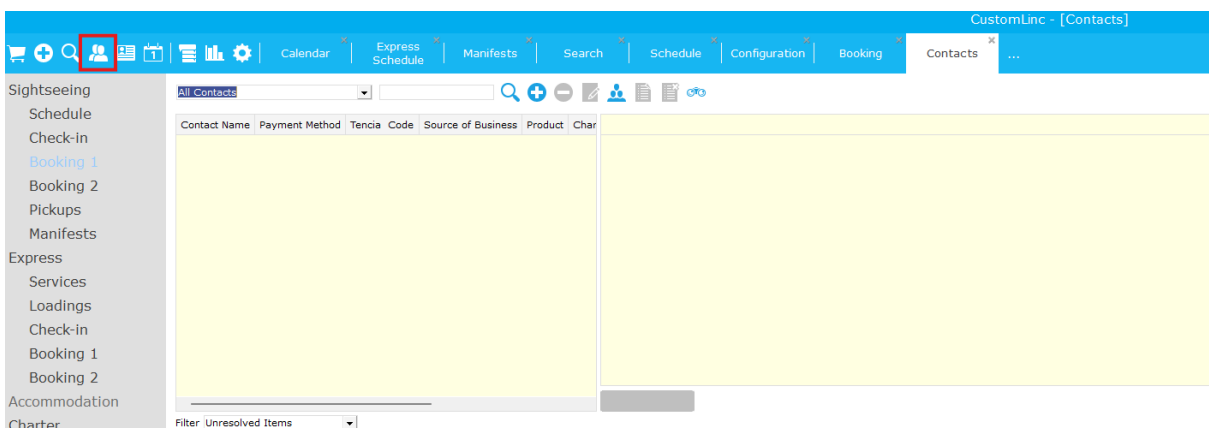


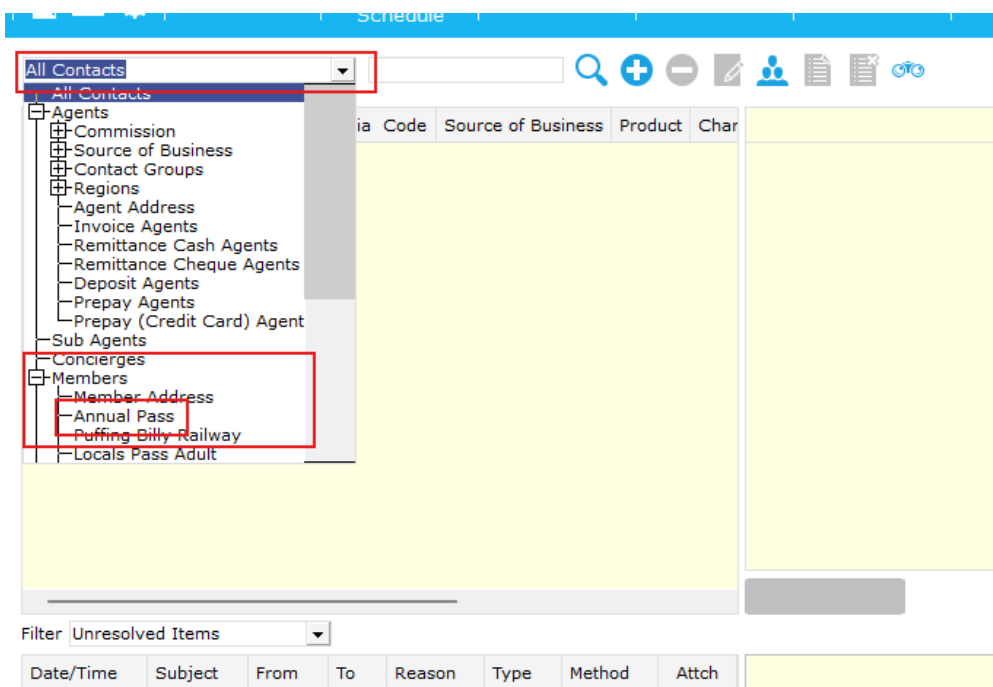
How to: Send or re-send a Sign up/Confirmation Email for Annual Pass Customer

If the customer can provide their booking reference number, you can search for the booking as normal

1. Click on **Contact Search**



2. Bring down the dropdown menu and find and select the option **Members > Annual Pass**



3. Search for the users name that they purchased the pass with

Annual Pass: Dylan

Contact Name	Account Manager	Suburb	City	State	Phone	Fax	Contact
Dylan Healey					+61 412533935		Contact Contact Id: 734473 Last Modified: 11/05/2024 12:13 Mobile Phone: +61 412533935 Personal Email: dylan.healey@pbr.org.au Contact Types: Member (Annual Pass #15043116 (08/05/2024-08/05/2025) 1 Bookings) 3rd Party Ref:

4. Right click the Member details and select **Properties**, This will bring you to the purchase within CL.

Annual Pass: Dylan

Contact Name	Account Manager	Suburb	City	State	Phone	Fax	Contact
Dylan Healey					+61 412533935		Contact Contact Id: 734473 Last Modified: 11/05/2024 12:13 Mobile Phone: +61 412533935 Personal Email: dylan.healey@pbr.org.au Contact Types: Member (Annual Pass #15043116 (08/05/2024-08/05/2025) 1 Bookings) 3rd Party Ref:

5. Double click the purchase

Status	Party Name	Product	Date	Brd	Pax	# Names	# Bookings	Amnt Paid	Amnt Owi
Confirmed	DYLAN HEALEY TEST	AP	09/05/2024	0	1	1	1	122.00	
Total Confirmed				0	1	1	1	122.00	
Total Other				0	0	0	0		

6. Follow the normal process to send a confirmation email. **Send > Confirmation to Client... > Next > Next > Finish.** This will send a confirmation to the email provided in the booking.

Product: AP - Annual Pass

Departing Thu: 09/05/2024 23:59

Expires on Thu: 09/05/2024 23:59

Party Name: DYLAN HEALEY TEST

Mobile Phone: +61 412533935

Agent: Direct Booking - Australian Dollar

Balance Owing: Total Sales Tax - GST (10.00%)
Total Payable ex Sales Tax (10.00%)

Date	Pickup	Pax	Description	Qty	Broch(pp)	Brochure	Pric
Thu 09 May 2024		1/1	AP - Annual Pass [871925]	1			\$
Party Total							\$

Date/Time	Subject	From	To	Reason	Type	Method
08/05/2024 10:04	Confirmation emailed to dylan.healey@pbr.org.au OK	Dylan Healey		Confirmation Email	Confirmation Email	Email
08/05/2024 09:58	Confirmation emailed to dylan.healey@pbr.org.au OK	Dylan Healey		Confirmation Email	Confirmation Email	Email
08/05/2024 09:53	Confirmation emailed to dylan.healey@pbr.org.au OK	Dylan Healey		Confirmation Email	Confirmation Email	Email

An example of the emails is below:


Booking Confirmation
ABN 99 299 638 143
Tax Invoice

Annual Pass

Thank you for booking with Puffing Billy Railway, Australia's favourite steam train.
Please find following details of your booking.

Reservation Details:
Reference Number: **1557845**
Date of Reservation: 08 May 2024
Reservation Name: DYLAN HEALEY TEST
Contact Details: dylan.healey@pbr.org.au

Booking Details:
Thu 09 May 2024

Booking Ref: 871925
Guest: Dylan Healey

	Net (AUD)
Annual Pass (AP)	\$122.00
1 Adult's Annual Pass (1 x \$122.00)	

Welcome to your Puffing Billy Annual Pass.
You have unlocked unlimited travel on Puffing Billy Excursion Train between Belgrave and Lakeside and Lakeside and to Gem brook for 12 months.

IMPORTANT - Go to [Register](#) to complete your membership profile. Simply set your password and upload member photos to be ready for your visit.

Visit our [Member Portal](#) to make bookings for your future visits .

Payments Summary:
Net \$122.00
Total Net \$122.00
Paid in Full - Thank you

Dylan Healey
08 May 2024

Puffing Billy Railway
1 Old Monbulk Road (PO Box 451)
Belgrave VIC 3160
Australia

Reservation Systems from [CustomLinc](#)

Revision #7

Created 2024-05-12 17:45:04 UTC by Dylan Healey

Updated 2024-11-24 13:04:33 UTC by Dylan Healey