

# 8 Steps of the

## RESERVATION PROCESS

Use this guide to easily recall the steps of the reservation process for boat and campsite rentals for Marina @ Selena.

### Check Reservation Board

Check reservation board located in reservation office to see if desired dates are available.



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### Create QuickFile Account

Collect and enter customer info in QuickFile, including billing address, rental code, and reservation dates.

### Sync QuickFile & Marina Master

Click the yellow "Sync with QuickFile" button to import customer info into Marina Master.



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### Create Invoice

Create an invoice in Marina Master by clicking the "Create Invoice" button.

### Process Payment

Collect customer's credit card information and process payment. Print two copies of payment receipt.



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### Mark Invoice Paid

After payment is successfully processed, mark invoice as paid in Marina Master.

### Complete Reservation Card

Complete reservation card and file in designated filing cabinet.



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### Email Confirmation

Carefully double-check all dates and names and email confirmation to customer.



Life is Better Here.