

Tech Tip Tuesday—October 8, 2013

by David Hirsch

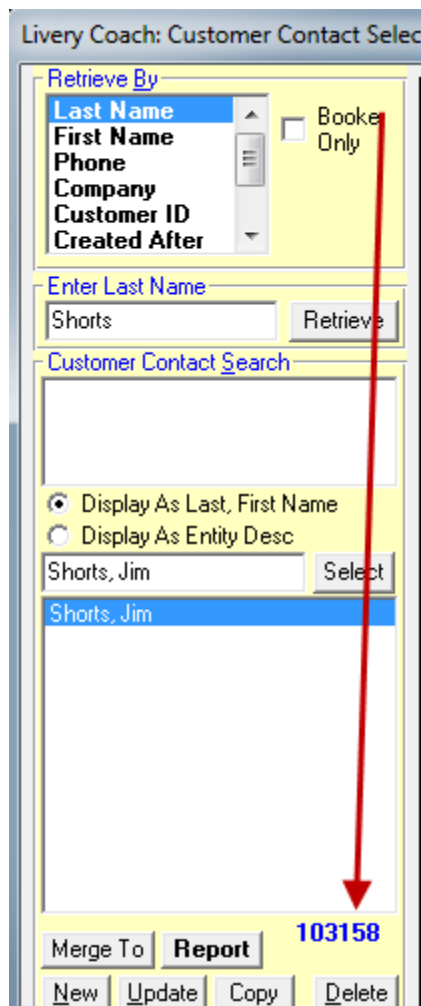
TRIP SUMMARY—AND DISPLAY CHOICE

After overwhelming you with a lengthy discourse last week, we thought we'd give you a quick tip this week...so we'll talk about some display options.

First of all, I'm sure that many of you may have noticed a number following the passenger name in the Trip Summary that appears after you enter a reservation. What is it, and where does it come from? And do I have to see it in the summary?



Summary	Option	Reminders
Contact Company	Basketball, Inc.	
# Of Passengers	1	
Passenger Name(s)	Jim Shorts (103158) w:(610) 296-7800	
Reserv. Date/Time	Monday - Oct 07, 2013 11:45	



Livery Coach: Customer Contact Select

Retrieve By

Last Name
First Name
Phone
Company
Customer ID
Created After

Booker Only

Enter Last Name

Shorts Retrieve

Customer Contact Search

Display As Last, First Name
Display As Entity Desc

Shorts, Jim Select

Shorts, Jim

Merge To Report 103158

New Update Copy Delete

That number is the Livery Coach “customer ID” that is a unique number randomly assigned to each contact profile. Normally you don't ever need to know it, unless you are trying to merge two contacts (that are the same person) into one, so it helps you keep track.

The reason that the number appears on the summary is to show you that the passenger name(s) are actually linked to a profile, and not just typed in manually—and which profile it is linked to. (If it were typed in manually, then it wouldn't be linked to any specific notes, Chauffeur Direct, etc.—and it would not show any number).

If you are careful to always select your passengers from the list, rather than typing in names, and you find this number distracting, it is easy to get it not to show here. Indeed, there are quite a few fields that can either show or not show on this screen, depending on your preference.

To control what shows on this screen (and it is a global setting—meaning that it affects all users on your system), simply log into Livery Coach Maintenance...Maintain...System Default Configuration...Default 2.

There you will see all the choices you have...simply make sure the fields you want to see are checked, and the ones you want to omit are unchecked. In the example below, I have unchecked "Show Passenger ID" so that "mystery" number will not show the next time I start Livery Coach Reservations and look at a Trip Summary.

