

## Tech Tip Tuesday—April 29, 2014

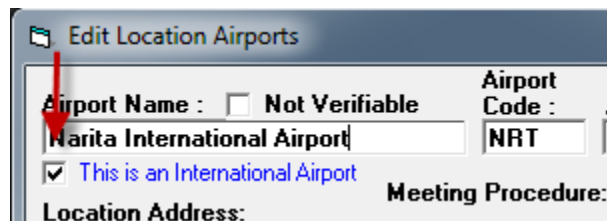
by David Hirsch

### International Airports – and how to automatically add a charge for meeting an International Flight

Many chauffeured transportation companies like to charge a bit more when picking up a passenger arriving on a flight from overseas, since the wait time typically can be a lot longer (since you are waiting for the passenger to clear customs and immigration, and this wait is often unpredictable.)

Livery Coach offers a way to automatically add this charge, so you can't forget. In order to set this up, there are a few steps.

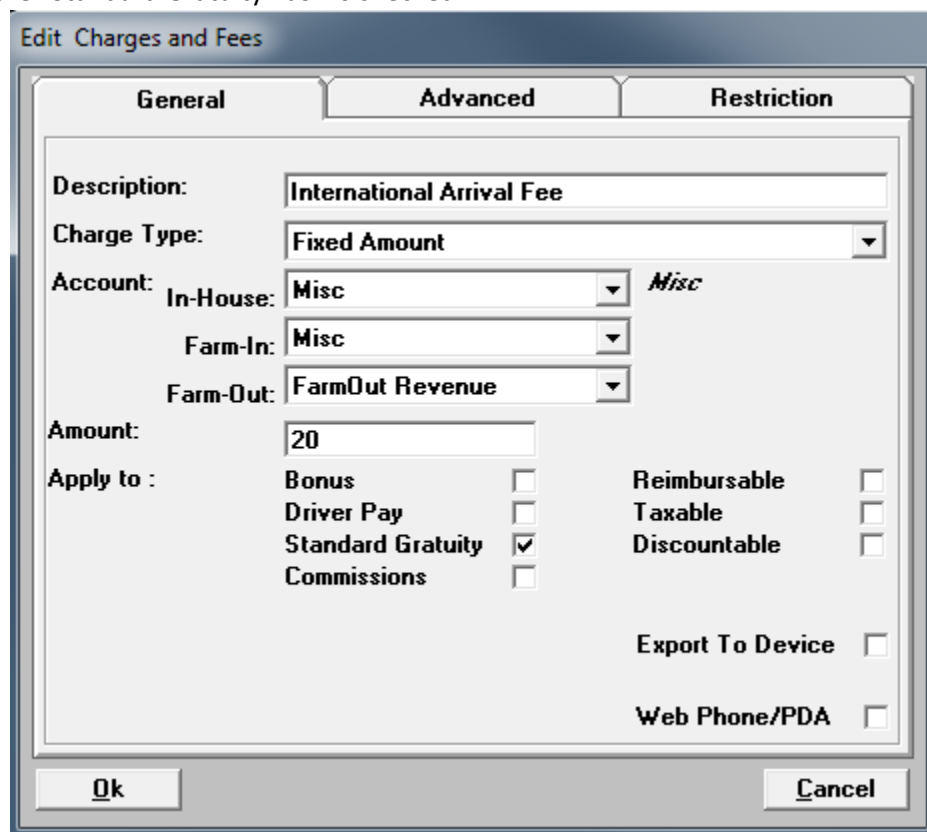
First of all, you need to identify all the (overseas) airports that, when you are picking up a passenger who arrived from that airport, would have to clear customs first. This is done in Maintenance, under Maintain...Airports. Make sure that the box is checked next to "This is an International Airport".



The screenshot shows a dialog box titled "Edit Location Airports". It contains several fields: "Airport Name" with the value "Narita International Airport", "Airport Code" with the value "NRT", and a checkbox labeled "This is an International Airport" which is checked. There are also checkboxes for "Not Verifiable" and "Meeting Procedure:". A red arrow points to the "This is an International Airport" checkbox.

(Note: you typically would not want to check any Canadian airports, since flights from Canada clear immigration and customs in Canada, before the flight takes off. )

Now, you need to create the charge in Maintain...Charges/Fees. In our sample below, the charge is called "International Arrival Fee" and it is \$20. Adding this fee (in our example) will also increase the gratuity, since the "Standard Gratuity" box is checked.

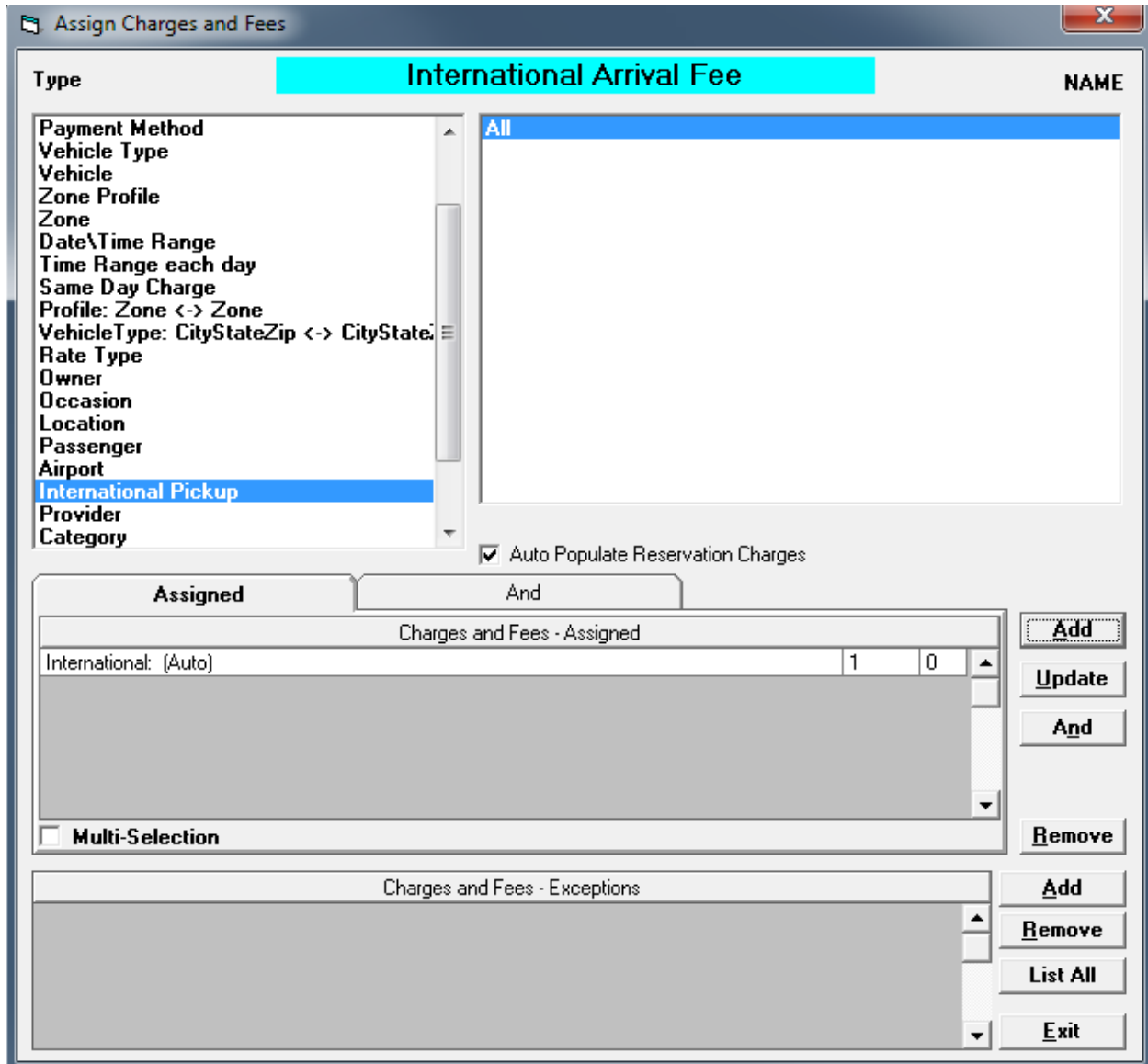


The screenshot shows a dialog box titled "Edit Charges and Fees" with three tabs: "General", "Advanced", and "Restriction". The "General" tab is active. It contains the following fields and options:

- Description: International Arrival Fee
- Charge Type: Fixed Amount
- Account: In-House: Misc, Farm-In: Misc, Farm-Out: FarmOut Revenue
- Amount: 20
- Apply to: Bonus (unchecked), Driver Pay (unchecked), Standard Gratuity (checked), Commissions (unchecked)
- Reimbursable (unchecked), Taxable (unchecked), Discountable (unchecked)
- Export To Device (unchecked)
- Web Phone/PDA (unchecked)

Buttons for "Ok" and "Cancel" are at the bottom.

Now, all we have to do is tell the system to automatically apply this charge. Select the charge, and click on "Assign". Then scroll down on the left until you see "International Pickup"; select it, and select All. Make sure "Auto Populate Reservation Charges" is checked (it should be by default), and then click the upper Add button. When complete, the screen should look like this:



Now, when a reservation is booked and the flight is coming in from an "International Airport" as shown below, the charge will automatically be added.

Flight / Rail Information

**Currently Modifying Pick Up Information. This Flight/Train Is Arriving. Total # Of Stops = 2**

Airport/Rail Station: Airline/Rail: Flight/Train #: Terminal: Arriving From: Departure Time: Airline/Train Phone:

JFK JL 6 NRT 04/24 11:10 (800) 525-3663

<= Operated By Clear Code Share

**Trip Charges**

Additional Charges				
Charge Type	Description	Units	Total	
Percent of BaseCh	Fuel Surcharge 10%	10	8.00	
Amount per Item\H	Parking	5	5.00	
Fixed Amount	International Arrival Fee		20.00	