

Tech Tip Tuesday—May 13, 2014

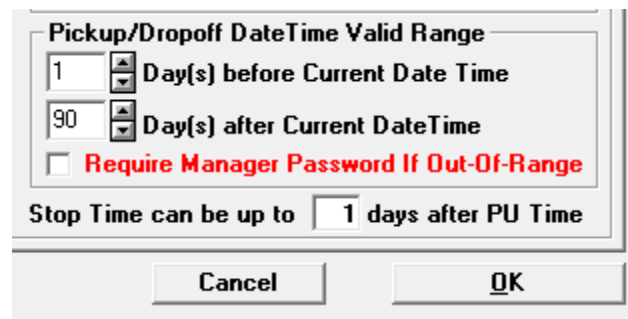
by David Hirsch

Pickup/Dropoff Valid Date/Time

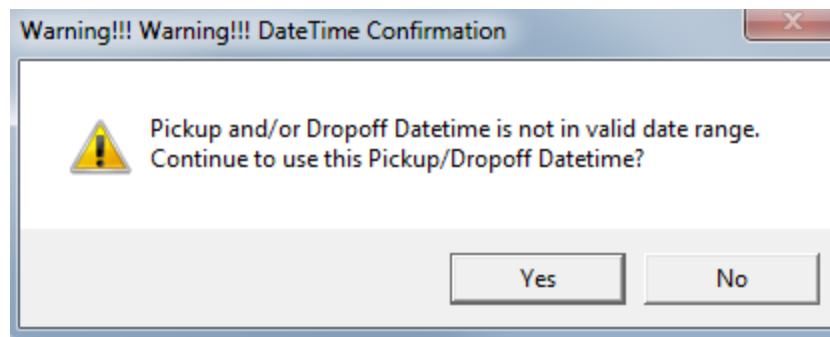
As anyone who has been in this business more than a few days knows that date/time errors are the single most common kind of error.

In Livery Coach, we have a number of features to try to eliminate the possibility of these kinds of errors. One of the features allows you to set what you consider a “valid” date range, and then the system will prompt the reservationist if the date of the trip is outside that range.

This feature is accessed in System Default Config. In the example below, a “valid” date range is set from up to 1 day before today, up through 90 days from today. (If you set the “before” range to 0, you will have trouble entering or adjusting the time on today’s trips, they have already been completed.)



Then, when you try to enter or change a trip so that it is outside the range, you will get a warning message:



If you want to be stricter about it, and not let your reservationists simply click on “Yes”, then you can require a manager approval for the override, by checking the box in System Default Config:

Pickup/Dropoff DateTime Valid Range

1 Day(s) before Current Date Time

90 Day(s) after Current Date Time

Require Manager Password If Out-Of-Range

Stop Time can be up to 1 days after PU Time

Cancel OK

Then, when a reservation agent tries to book or change a trip to something outside the allowable range, he or she will get the following:

Authorization Form

Pickup and/or Dropoff Datetime is not in valid date range. Please fill in UserID/Password.

Click **ByPass** to Override

By Pass Authorization

UserID Password

DCH

Accept Cancel

In the Drop down for the UserID, only those users who are have “management” capability, as indicated in Security for that user. Important note: for historical reasons, this is tied to “Bonus Level Access” ...so if you want to give someone access to the over-ride, make sure they have “View and Manage” at the bottom of the security screen.

<input checked="" type="checkbox"/> Company List	<input type="checkbox"/> Extended Confirmation
<input checked="" type="checkbox"/> Confirmation	<input type="checkbox"/> FarmOut - Accounting
<input checked="" type="checkbox"/> Contact - Add/Remove VIP	<input checked="" type="checkbox"/> Farm-Out Processing
<input type="checkbox"/> Contact - Copy	<input checked="" type="checkbox"/> Greeter
<input checked="" type="checkbox"/> Contact Payment Method Maintenance	<input checked="" type="checkbox"/> Greeter Processing

Employee Scheduling Screen None

Bonus Level Access View & Manage

Confirm S

