

Tech Tip Tuesday—October 7, 2014

by David Hirsch

Airport Meeting Procedures

When meeting a flight, it is important that both the chauffeur and the passenger understand exactly where they are meeting each other.

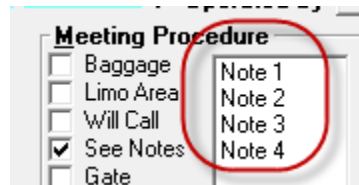
On the Flight Information page of a reservation, Livery Coach has a selection of different Meeting Procedures that can be selected for that trip. The global meeting procedure for your system can be set in Maintain...System Default Config.

The screenshot shows the 'Flight / Rail Information' page. At the top, a blue banner reads 'Currently Modifying Pick Up Information. This Flight/Train Is Arriving. Total # Of Stops = 2'. Below this, there are fields for 'Airport/Rail Station' (PHL), 'Airline/Rail' (US), 'Flight/Train #' (735), 'Terminal' (MAN), 'Arriving From' (MAN), 'Departure Time' (06/13 11:00), and 'Airline/Train Phone' ((800) 943-5436). A 'Meeting Procedure' section is highlighted with a red circle, containing a list of options: 'Baggage', 'Limo Area', 'Will Call', 'See Notes' (checked), 'Gate', and 'Customs'. To the left of this section is a 'Luggage Type' section with options 'Carry On', 'Checked In', and 'None' (checked). Below the meeting procedure section is a calendar for June 2014 and a clock showing 11:12. To the right of the clock, the 'Flight Date' is 06/13/14 and the 'Flight Time' is 13:50.

The screenshot shows the 'System Default Config' page. A red arrow points to the 'Default Meeting Procedure' dropdown menu, which is currently set to 'See Notes'. The dropdown menu is open, showing the following options: 'Baggage', 'Limo Area', 'Will Call', 'See Notes' (highlighted in blue), 'Gate', and '444163'. Other settings visible on the page include 'Currency' (\$), 'Date Format' (mm/dd/yy), 'Default Vehicle Type' (Sedan), 'Default Contact Search' (Last Name), 'Phone Digits Req.' (7, 10, 11), 'Maximum Trip ID Digits', 'Next TripID Sequence', and 'Default State Cd / Country' (PA, USA).

One of the most important meeting procedures to understand is the “See Notes” selection. This is not intended to reference the trip notes, but rather to enable the reservationist to select from a list of custom meeting procedures you have set up in advance *for that airport*. That means that rather than using the generic “meet at baggage” you can have custom meeting instructions tailored specifically for that airport.

Note that in our example, there are a four notes to choose from. Where did they come from?



In Maintenance, under Maintain...Airports, you start by selecting the airport for which you want to set up some specific meeting procedures. *(Note: before adding all the meeting procedures for a specific airport, we suggest you think about all the ones you want, and in what order—once added, there is no way to change the order of the notes without deleting them and adding them again).*

Edit Location Airports

Airport Name : Not Verifiable Airport Code : PHL International Airport Code : Usage (%): 0

This is an International Airport Meeting Procedure: See Notes

Location Address: PHL Philadelphia International

City : Philadelphia State/Province : PA Country : USA

Time Zone: (GMT -05 00) Eastern Standard Time LTG Time : 0 Mins

Display in Website Airport List

Special Instruction Terminal How To

Greeter Req (Select How To Tab for instruction)

0

Outside Customs
*Meet at the bottom of the escalator in baggage claim
Zone 6, bottom of escalator, Baggage Claim, turn right out exit on sidewalk, t
Please call 800-555-1212 when you have your luggage and the dispatcher v

See Notes Web Visibility

Buttons: Add, Edit, Delete, OK, Cancel

To add a note, simply type the meeting instruction in the top white box and click on the “Add” button. The meeting procedure you just typed in will be added to the bottom of the list.

Default: You can change the default meeting procedure to something different than the global default meeting procedure you set up in System Default Maintenance by selecting it from this screen.

Edit Location Airports

Airport Name : Not Verifiable Airport Code : PHL International Airport Code : Usage (%): 0

This is an International Airport Meeting Procedure: See Notes

Location Address: PHL Philadelphia International

City : Philadelphia State/Province : PA

Time Zone: (GMT -05 00) Eastern Standard Time LTG Time : 0 Mins

Meeting Procedure dropdown menu:

- Baggage
- Limo Area
- Will Call
- See Notes** (highlighted)
- Gate

Additionally, if you want a particular Meeting Procedure (Note) to be the Default when you select See Notes, you should begin the note with the “*” character. For example, if you wanted your default note to be “Meet at the bottom of the escalator in baggage claim” then you would enter the note as:

*Meet at the bottom of the escalator in baggage claim

(If you already have this note in your system, you can just select it, add the “*”, and then click Update.)

Edit Location Airports

Airport Name : Not Verifiable Airport Code : PHL International Airport Code : Usage (%): 0

This is an International Airport Meeting Procedure: See Notes

Location Address: PHL Philadelphia International

City : Philadelphia State/Province : PA Country : USA

Time Zone: (GMT -05:00) Eastern Standard Time LTG Time : 0 Mins

Display in Website Airport List

Special Instruction Terminal How To

*Meet at the bottom of the escalator in baggage claim Add Update

Greeter Req (Select How To Tab for instruction)

172

Outside Customs Delete

*Meet at the bottom of the escalator in baggage claim
Zone 6, bottom of escalator, Baggage Claim, turn right out exit on sidewalk, b
Please call 800-555-1212 when you have your luggage and the dispatcher v

See Notes Web Visibility

OK Cancel

Then, when you are in the Flight Info screen in a trip, merely select the relevant note and it will appear on the confirmation to the customer, and the chauffeur paperwork as well.

(For technical reasons, these notes cannot be labeled in the selection, but are shown as “Note 1”, Note 2” etc in the order in which you entered them.)

Meeting Procedure

<input type="checkbox"/> Baggage	Note 1	*Meet at the bottom of the escalator in baggage claim
<input type="checkbox"/> Limo Area	Note 2	
<input type="checkbox"/> Will Call	Note 3	
<input checked="" type="checkbox"/> See Notes	Note 4	
<input type="checkbox"/> Gate		

The customer confirmation:

VIP

Transportation Confirmation

ASK US ABOUT OUR WORLDWIDE RESERVATION NETWORK!

Company : Your PO #:
 Requestor: Dept. #:
 Address :

Home # Office #
 Fax # Mobile #

Pick Up & Drop Off Information

Passenger (s) : 1 Occasion: Airport Transfer
 Pick Up Date...: **6/13/14 (Friday)** Drop Off Date...: 6/13/14 Vehicle Type : Sedan
 Pick Up Time..: **1:50PM** Drop Off Time...: 2:50 PM

Pick Up : PHL Philadelphia International Philadelphia PA, . Phone: (800)943-5436
 Drop Off :

<u>Airport / Rail Station</u>	<u>Airline / Rail</u>	<u>Flight / Train #</u>	<u>Terminal</u>	<u>Time</u>	<u>Flight Status</u>	<u>Origin / Dest</u>
Philadelphia Intl Airport	US - USAirways	735		1:50 PM	ARRIVE	MAN

Meeting Procedure See Notes => *Meet at the bottom of the escalator in baggage claim

The chauffeur trip sheet:

Revised by :
 Date/Time : 10/6/14 10:11 Trip Zone :

Routing Information

Pick Up At : PHL Philadelphia International Philadelphia PA ==> Phone: (800)943-5436

Drop Off At :

<u>Airport</u>	<u>Airline</u>	<u>Phone</u>	<u>Flight#</u>	<u>Terminal</u>	<u>Time</u>	<u>Status</u>	<u>Origin / Dest</u>	<u>Meeting Procedure</u>
PHL	US - USAirways	(800) 943-5436	735		13:50	ARRIVE	MAN	See Next Line

Meeting Procedure: *Meet at the bottom of the escalator in baggage claim
 Manchester England Intl Airpot