

Tech Tip Tuesday—October 14, 2014

by David Hirsch

Airport Addresses/Locations—and booking trips out of town

Quite a few years ago, I was visiting a client who seemed to book a lot of out of town trips relative to his size. When I asked how he did it, his response was “You have to ask”. In this week’s Tech Tip, you’ll learn how to set your system up to easily prompt your reservations to ask about out-of-town trips and easily book them.

The first part of the setup (which likely is already complete in your system) is to make sure that you’re your Airports are entered in Points of Interest with the relevant airport code. (If the relevant airport code does not exist, it should be added using the Maintain...Airports function.)

Edit Location

Location Information

Category: Airports

Name: PHL Philadelphia International

Street: 8000 Essington Avenue

City: Philadelphia State/Province: PA Zip/Postal Cd: 19153

Country: USA Phone: (215) 937-6937

Verified **Verify**

Detail Info Terminal Hub Area

Directions

Airport Code: PHL

Intl Airport Code Search:

Note: Select the airport code ONLY if the location is an airport.

Group Manifest Location
 Sub Location
 Display in Website Location List

Ok **Cancel**

Note: more than one address can share an airport code—for example, the various FBO’s that all fly in to the same set of runways, but have different physical addresses for the terminal—so you might have multiple locations with the same airport code in your system.

Once you have created the airport in the Points of Interest, we recommend you go back to Maintain...Airports (in Maintenance) and tie the airport code in to the primary (most used) point of interest. Although we just mentioned that you can have more than one address for an airport, you can only tie in one location back to the airport code. (Confused? Read on and it should become more clear.)

Once you have made sure that a) the airport exists in Maintain...Airports, then b) created at least one location in Points of Interest that uses that airport code, and c) gone back to Maintain...Airports and tied in that location back to the airport code, all that is left is to enable the prompt reminder for your reservationists.

This is entered by going into Maintain...System Default Config...Misc tab. The screen shot below shows where to enter the desired prompt, such as “May we book transportation in your destination city?”

Now, when you book a trip to the airport, make sure you verify the flight (Flightview integration module and service required), or at least put in the destination airport as shown below.

Flight / Rail Information

Currently Modifying Drop Off Information. This Flight/Train Is Departing. Total # Of Stops = 2

Airport/Rail Station: Airline/Rail: Flight/Train #: Terminal: Destination: Arrival Time: Airline/Train Phone:

JFK DL 2983 PHL ... 10/15 14:51 (800) 447-4747

<= Operated By Clear Code Share

Intl Airport Code Search

Luggage Type

Meeting Procedure

Baggage
 Limo Area
 Will Call

Now, when you save the trip, the system will automatically prompt you with your default text, adding the description of the airport in the box.

Confirmation

May we book transportation in your destination city?
Philadelphia Intl Airport, PA - PHL

Yes No

When you click Yes, the system automatically starts a new reservation, with the date, time, and pick-up location already filled in.

Trip Detail - New - Long Car Limousine

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	Wed, 10/15/14 14:51		David Hirsch
	PHL Philadelphia Internatic		Unassigned