

## Tech Tip Tuesday—March 3, 2015

by David Hirsch

### Vehicle Ordered vs Vehicle Sent

When you enter a new reservation into Livery Coach, as part of that order, you get to the screen where you select the vehicle type (and, optionally, the actual vehicle).

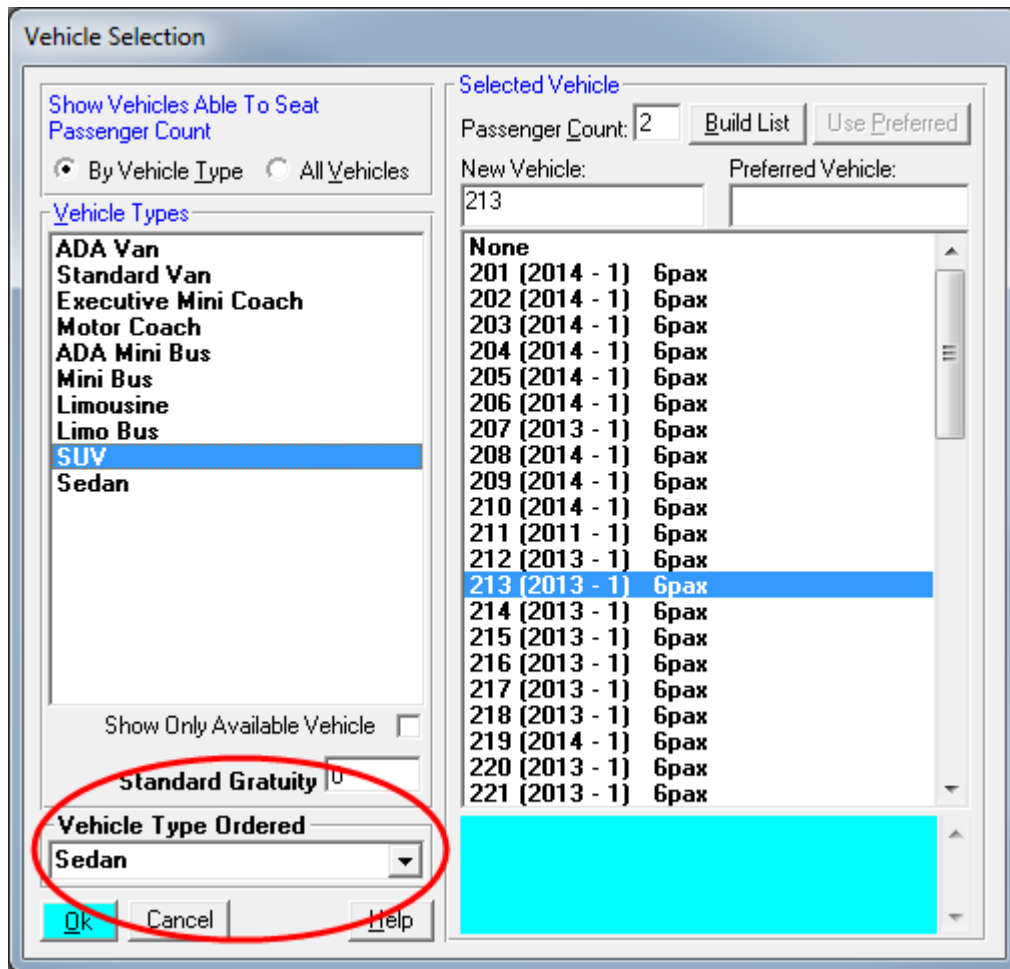
At the bottom left of this screen there is a drop-down menu that says “Vehicle Type Ordered”. There is NO NEED to select anything from this drop-down menu—when you save the trip, the system will automatically populate this field with the vehicle type you selected when you made the reservation.

The screenshot shows the 'Vehicle Selection' dialog box. On the left, under 'Vehicle Types', 'Sedan' is selected. On the right, under 'Selected Vehicle', 'None' is selected. The 'Vehicle Type Ordered' field at the bottom left is circled in red. The 'Standard Gratuity' field is set to 0. The 'Passenger Count' is set to 1. The 'Build List' and 'Use Preferred' buttons are visible. The 'Show Only Available Vehicle' checkbox is unchecked. The 'OK', 'Cancel', 'Hold', and 'Help' buttons are at the bottom.

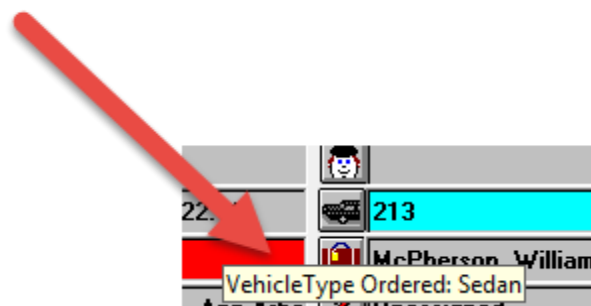
Vehicle ID	Year	Passenger Count
351	2014	4pax
350	2011	4pax
402	2014	4pax
403	2014	4pax
404	2011	4pax
405	2011	4pax
406	2011	4pax
407	2014	4pax
410	2011	4pax
411	2011	4pax
419	2011	4pax
421	2011	4pax
422	2011	4pax
424	2011	4pax
426	2011	4pax
427	2011	4pax
429	2011	4pax
430	2010	4pax
432	2011	4pax
433	2011	4pax
435	2014	4pax

The purpose of this field is to identify what vehicle type the customer ordered, which can be important (especially for billing) when the actual vehicle sent is different (say, a comp upgrade).

As the following screenshot illustrates, even though the vehicle type was upgraded to an SUV, the system still shows that the customer ordered a sedan.



This information will also be shown in the trip itself, when you hover over the vehicle type selection screen.



The only reason to change this selection (but it's an important reason) is if the customer calls back and changes the vehicle type he wants sent. For example, he decides to bring golf bags and now wants an SUV rather than a sedan. By changing what is ordered, you can be sure that there is no confusion about what to charge—charge him the SUV rate rather than the sedan rate.