

Tech Tip Tuesday—February 9, 2016

by David Hirsch

REMINDER – Livery Coach Users’ Meeting

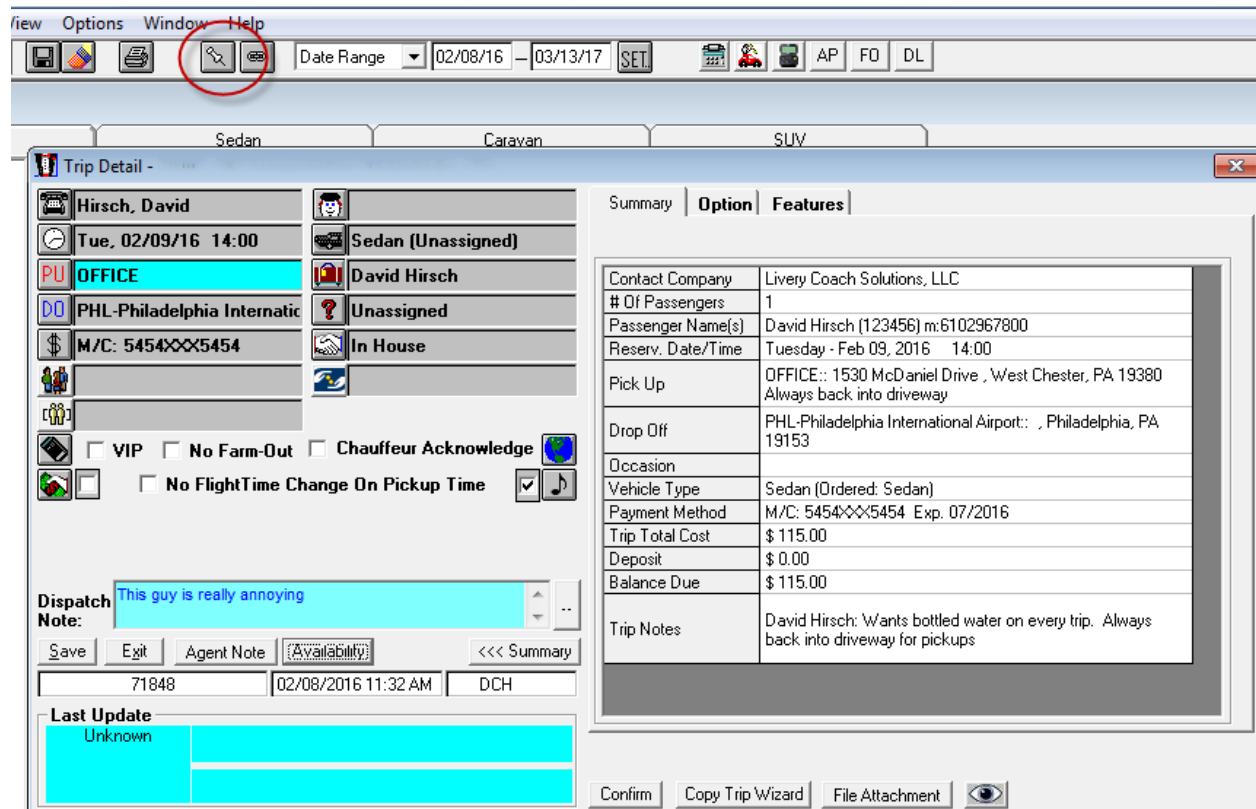
As previously announced, the annual Livery Coach user meeting will be held on **Sunday, February 28, 2016 at the Mandalay Bay Resort and Casino, at 2pm, in “Surf D”** This meeting is open to all Livery Coach clients, and we encourage you to attend—but we do need a headcount. If you haven’t already let us know you’re coming (and thank you to all of you that have), please RSVP with the names of attendees to news@liverycoach.com.

Customer Confirmations

With the advent of 24-hour automated confirmation reminders, fewer limo companies are actually making telephone calls to clients to remind them of their reservations. Nevertheless, in the impersonal Uber world that we now seem to live in, some limo companies are actually finding the human touch a good way to retain customers.

If you have agents making these reminder phone calls, Livery Coach has a good way of tracking which reservations had calls, and which didn’t. This feature is called a Customer Confirmation.

In order to note in a trip when you have made a Customer Confirmation, open the trip and click on the PushPin button at the top of the screen.



When you click on the button, the window that opens will look familiar—it is the same window that is used when you cancel a trip. In this case, though, you will select “Customer” from the drop-down, enter whatever note you want to make, and click on Add.

Trip Confirmations - TripID # 71848

Confirm Nbr	Confirm Date	Type:	Confirmed by:
		Customer	DCH

Trip # 71848

Buttons: Add, Save, Delete, Exit

Trip Confirmations - TripID # 71848

Confirm Nbr	Confirm Date	Type:	Confirmed by:
235	02/08/2016 11:42 AM	Customer	DCH

Trip # 71848

Notes: Confirmed 2pm pu at home with pax

Buttons: New, Save, Delete, Exit

Once you have added the note, you will see that it attaches to the trip—it has its own number (which generally isn't relevant but is just used for system tracking), along with a timestamp.

When you look at the CustomerConfirmed column on the Dispatch Grid, you will see the word “Customer” with a yellow background color for any trip that has such a confirmation.

P/U Time	CustomerConfirmed
02/08/16 11:46	
02/08/16 13:34	
02/08/16 13:40	
02/08/16 16:59	
02/08/16 17:25	
02/08/16 18:22	
02/08/16 21:04	
02/08/16 21:28	Customer
02/08/16 21:38	
02/08/16 22:00	
02/08/16 23:49	
02/09/16 08:00	
02/09/16 10:00	
02/09/16 13:40	
02/09/16 14:00	Customer
02/09/16 14:59	

If you are trying to manage the whole process, or keep agents from just adding blank confirmations, you can monitor this in Maintenance. Simply navigate in Maintenance to Maintain...Trip Confirmations. The

screen that appears allows you to select a date, and to all the trips that were confirmed, and what was written in the pushpin notes.

Trip Confirmation Information

Date: 02/09/2016
mm/dd/yyyy

Option:

- Trip Confirmed w/ Confirmation Info(s)
- Trip Confirmed w/o Confirmation Info(s)
- Trip was not Confirmed
- All

71848
71440

Confirmation Section

ConfKey, tripID, Type, Conf_By, Conf_To, Conf_Notes, Conf_Timestamp

235, 71848, Customer, DCH , 123456 , Confirmed 2pm pu at home with pax ,
02/08/2016 11:42:00,

Close