

## Tech Tip Tuesday—November 8, 2016

by David Hirsch

**LCT East: Livery Coach will be attending and exhibiting at the LCT East show next week in Atlantic City.** Please stop by and say hello—we're in Booth 8. We will also be presenting at a Technology User Group Session on Sunday at 2pm in Avalon8.

Note: Because of the LCT East event, and Thanksgiving the following week, the Tech Tip will be on break, and will return on November 29.

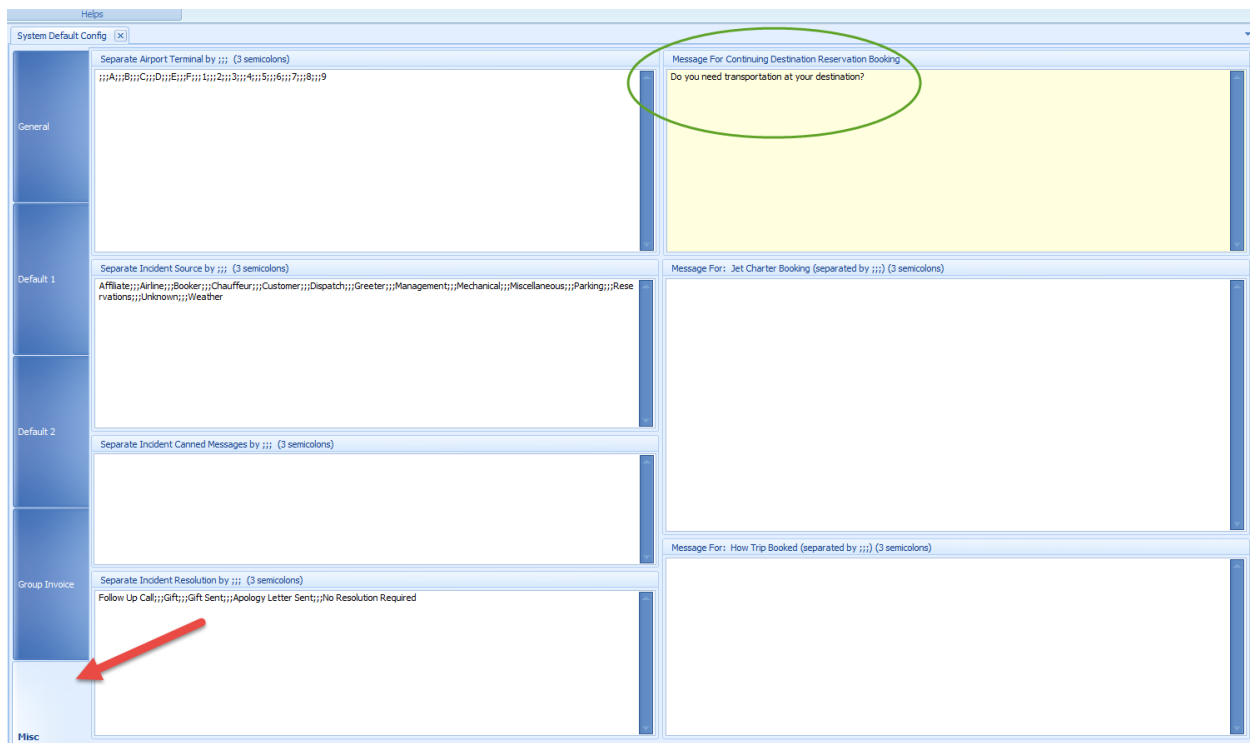
### “Do you need a reservation in...”

As many of you know, one way to grow your business without taking on lots of additional costs is to get more trips from your existing clients, in other cities. Often your clients are happy to reward you with this extra work...but to get it, often you have to ask. If you are dropping your client off at the airport, nearly all of the time he or she is getting on a plane to fly...somewhere. What is he or she doing in that city? Maybe renting a car, but maybe not...

Livery Coach has a way of reminding your reservation agents to ask your clients if they need any transportation in that destination city—you just have to set it up.

Navigate to Setup...System Default Configuration...System Default Config and select the Misc tab.

Now, in the upper right box titled “Message For Continuing Destination” and enter the message you want your agents to see. In our example, we have entered “Do you need transportation at your destination”.



Now, when you next launch Livery Coach and save a reservation dropping off at the airport, what happens?

When entering the booking and verify the flight (you do ask for flight departure info, don't you? And you have FlightView?), the system knows where the flight is going, and what time it is getting there.

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:
LAX	AA	614		PHL	11/07 08:01	(800) 433-7300

Int'l Airport Code Search:

<b>Luggage Type</b>	<b>Meeting Procedure</b>
<input type="checkbox"/> Carry On	<input type="checkbox"/> Baggage
<input type="checkbox"/> Checked In	<input type="checkbox"/> Limo Area
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Will Call
	<input type="checkbox"/> See Notes
	<input type="checkbox"/> Gate
	<input type="checkbox"/> Customs

<= Operated By Clear Code Share

Then, when you save the trip, a message will pop right up for the agent:

Confirmation

Do you need transportation at your destination?  
PA, Philadelphia Intl - PHL

Yes No

If the agent says yes, a new linked trip will be started, with the first pickup at the location you have tied to the PHL airport, at the time that the flight arrives.

Tip: To tie a location to an airport, make sure that the location already exists in your Points of Interest. Then navigate to Setup...Maintain...Airports, select the airport, and pick the appropriate address (point of interest) in the drop-down for Location Address.

General		Special Instruction	
<b>Airport Name:</b>	<b>Airport Code:</b>	<b>International Airport Code:</b>	<b>Usage (%):</b>
Philadelphia Intl	PHL		0
<input type="checkbox"/> Not Verifiable		<b>Meeting Procedure:</b> <input type="text"/>	
<input type="checkbox"/> This is an International Airport			
<b>Location Address:</b>			
PHL - Philadelphia Intl Airport			
Fort Lauderdale			
John Wayne Airport			
LAX - Los Angeles International			
PHL - Philadelphia Intl Airport			