

## Tech Tip Tuesday—November 29th, 2016

by David Hirsch

### Confirming those Farm Outs

In a previous tech tip, we talked about how to increase your farm-out business. Of course, if you do that, you want to make sure that the affiliate doesn't screw up the job—after all, it's your reputation on the line.

One way many of our customers do that is by confirming all the aspects of the job several times over a period of time before the trip—say, 2 days before, a day before an hour before. But it's important for the agents doing the confirmations not to forget to confirm everything.

Livery Coach can help this process with a feature called Extended Confirmation. The way it works is you set up your own checklist of items that the agent needs to check, and then you have a place to store the record of what was checked.

Start out by navigating to Setup...Maintain...Extended Confirmation Setup.

Select Farm-Out on the left, then on the right enter a Description and Order (the order in which you want them to appear). The Item ID at the top should be left the way it is, and the Type will default to Farm-Out and should not be changed.

As you enter each description click Save. If you want to change the order, you can highlight an existing entry and type in a different number for the order. In the screen shot below, I have added Pickup Time, Pickup Location, and Vehicle Type, and am about to enter Passenger Name (I just need to click on Add).

The screenshot shows the 'Extended Confirmation Setup' window. On the left, there is a list of items under the 'Farm-Out' category. On the right, there is a form for adding a new item. The form fields are: Item ID (0), Description (Passenger Name), Type (Farm-Out), and Order (4). There is also an 'In Active' checkbox. At the bottom, there is a table showing existing items.

ID	Order	Description	Type	In Active
1	0	Pickup Time	Farm-Out	0
2	1	Pickup Location	Farm-Out	0
3	2	Vehicle Type	Farm-Out	0

In order for the system to recognize these you might have to log out and back in.

Now, when you open a Farm Out trip, you will see a new button below the summary that says Farm-Out Extended Confirmation Checklist.

Contact Company	Livery Coach Solutions, LLC
# Of Passenger(s)	1
Passenger Name(s)	David Hirsch (701672) w:(610) 296-7800
Reserv. Date/Time	Monday - Nov 28, 2016 05:00 PM
Pick Up	OFFICE:: 1530 McDaniel Drive , West Chester, PA 19380 Phone (610) 296-7800
Drop Off	Philadelphia - PHL:: Airport: PHL Terminal: Airline: Flight #: Time: Destination: None
Occasion	Airport - National
Vehicle Type	Sedan (Ordered: Sedan)
Payment Method	Cash
Affiliate (Company) IP	LiveryNetwork
Trip Total Cost	\$ 204.00
Deposit	\$ 0.00
Balance Due	\$ 204.00
Trip Notes	Farm-Out Information Celebrity Limo (Celebrity Limov) (877) 651-2800

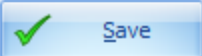
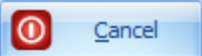
**Farm-Out Extended Confirmation Checklist**

When you click the button, a new window will open up that shows you your checklist of things you want to confirm with the affiliate, in the order you set:

Farm-Out Confirmation CheckList

Description	11/23/2016 06:15
Pickup Time	<input type="checkbox"/>
Pickup Location	<input type="checkbox"/>
Vehicle Type	<input type="checkbox"/>
Passenger Name	<input type="checkbox"/>
Number of Pax	<input type="checkbox"/>

Agent Note

 Save  Cancel

All your agent has to do is go down the line and confirm each line, putting a check-mark in each box. You can do this as many times as you like (for example, a week before, a day before, etc.)

Once there is at least one entry, the "Confirmation Checklist" tab will appear with the trip, and you can see all the times the trip was confirmed, with the initials of who in your office confirmed the details.

**Hirsch, David**

**Mon 11/28/16 05:00 PM**

**OFFICE**

**Philadelphia - PHL**

**Cash**

**Sedan (Unassigned)**

**David Hirsch**

**Assigned**

**Farm Out - W/C**

- VIP
- No Farm-Out
- Chauffeur Acknowledge
- No Flight Time Change On Pickup Time

Dispatch Note:  Sys...

Save Exit Agent Note Availability << Summary

233121 11/23/2016 05:52 PM dch

Last Update

Unknown	
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Summary	Farm-Out	Option	Features	Confirmation CheckList
Description			11/23/2016 06:19 AM	11/23/2016 06:
Pickup Time	dch			dch
Pickup Location	dch			dch
Vehicle Type	dch			dch
Passenger Name	dch			dch
Number of Pax	dch			dch

Confirm Copy Trip Wizard File Attachment