

Tech Tip Tuesday—May 9, 2017

REMINDER: CREDIT CARD PROCESSING IN “OLD” LIVERY WILL STOP WORKING IN JUNE

As a follow-up to our March tech tip, we are reminding you that PayPal (used for credit card processing) is upgrading their security standards in June so that all transactions must be encrypted using something called “TLS 1.2”. Therefore, in order to process credit cards (including deposits), you must be running LiveryCoach.net on Windows 7 or newer. Please contact our tech support if you have any questions regarding this.

AUTOMATIC DWELLING AND BLOCK TIME

As we know, dwelling time (garage to door, or the time it takes to get to the first pickup location) and block time (door to garage, or the time it takes to get back after the last drop) can often be important, Even if you aren’t charging for this time, it is helpful to dispatch.

For zoned (flat rate trips), it’s easy to put in the dwelling and block time when you set up the zone time (and rate). But what about hourly trips?

If you have already added your cities, then it’s easy.

Simply navigate to Maintain...City Codes, and select the General tab. Now pick a city, and click on Edit.

You can now enter the dwelling time and block time (labeled as “Travel Time To:” and “Travel Time Back:”) in the appropriate spots. Note that Travel Time is always in minutes.

In our example, we picked West Chester, PA 19380. Since West Chester, PA has multiple zip codes, we checked the boxes “Apply to Same City And State” and it populated the travel times for all the other zip codes in our system for West Chester, PA.

The screenshot shows a Windows-style dialog box titled "Edit City". It has two tabs: "City Info" (selected) and "Apply To". The "City Info" tab contains the following fields and values:

- City Code: WES80
- City Name: West Chester
- State/Province: PA
- Zip/Postal Code: 19380
- Country: (empty dropdown)
- Region Name: (empty dropdown)
- Color: (cyan color swatch)
- Travel Time To: 30
- Travel Time Back: 30
- Apply To Same City And State
- Apply To Same City And State

At the bottom of the dialog are two buttons: "Ok" (with a green checkmark icon) and "Cancel" (with a red stop sign icon).

Now when you enter an hourly trip, if this city is added as the first pickup location, it will automatically add the dwelling time (30 minutes, in our example) to the trip; if it is the last drop off, it will add it automatically to the block time. (Note that since you generally don't enter the routing until after the pickup time screen, you will not see it when you first enter your times. But when you save the trip, it will be there).

Date / Time Maintenance

AM PM

View
 Pick Up Drop Off

Dwelling Time
30 Minutes
05/08/2017 10:30

Trip Duration
0 Days
2 Hours
0 Minutes

Block Time
30 Minutes
05/08/2017 13:30

Calendar: May 2017
S M T W T F S
30 1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31 1 2 3
4 5 6 7 8 9 10

Now

Pick Up: 05/08/17 11:00
Monday Morning

Drop Off: 05/08/17 13:00
Monday Afternoon

General | Flight Information | Holiday Message

Promotion Code: Airport - Train

Profile: Pick Up Zone: Drop Off Zone:

ETA P/U Time

Note: Time is in 24 hour format

Ok Cancel Hold Help