

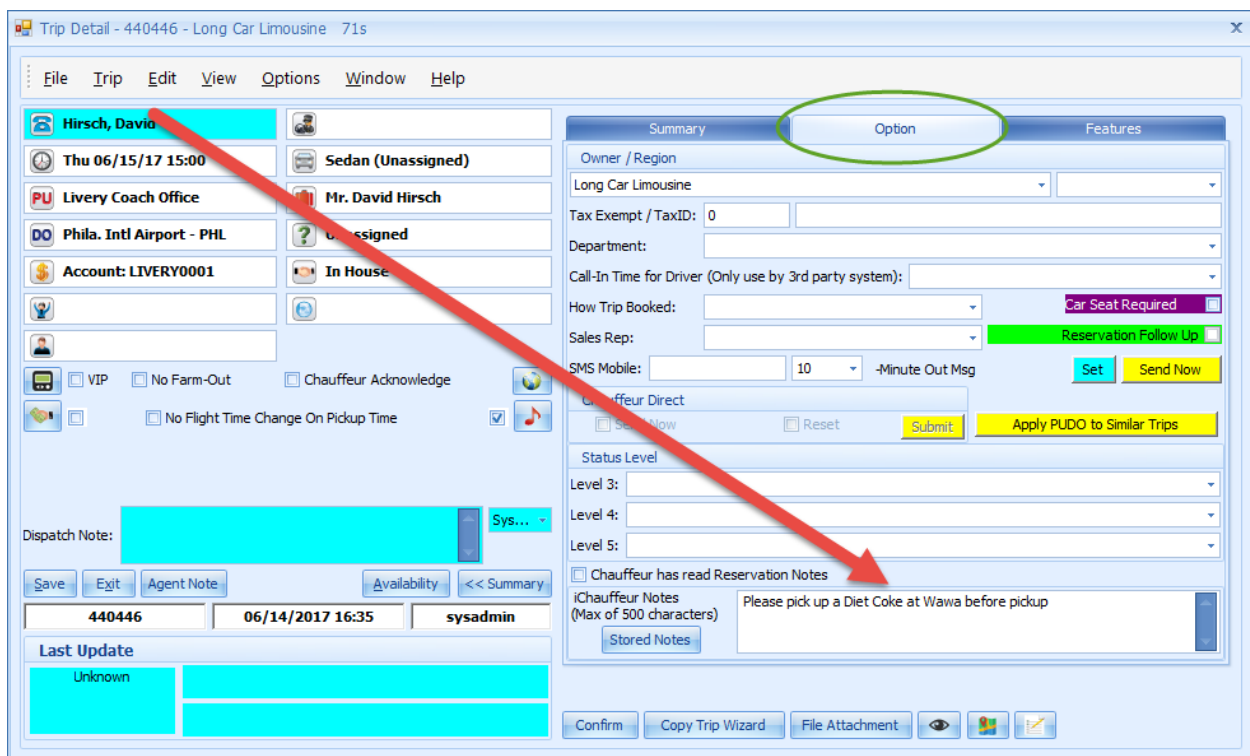
Tech Tip Tuesday—June 20, 2017

iChauffeur Notes/Special Requests

Despite the fact that Livery Coach seems to have more note fields than a piano has keys, sometimes adding a new notes field makes sense.

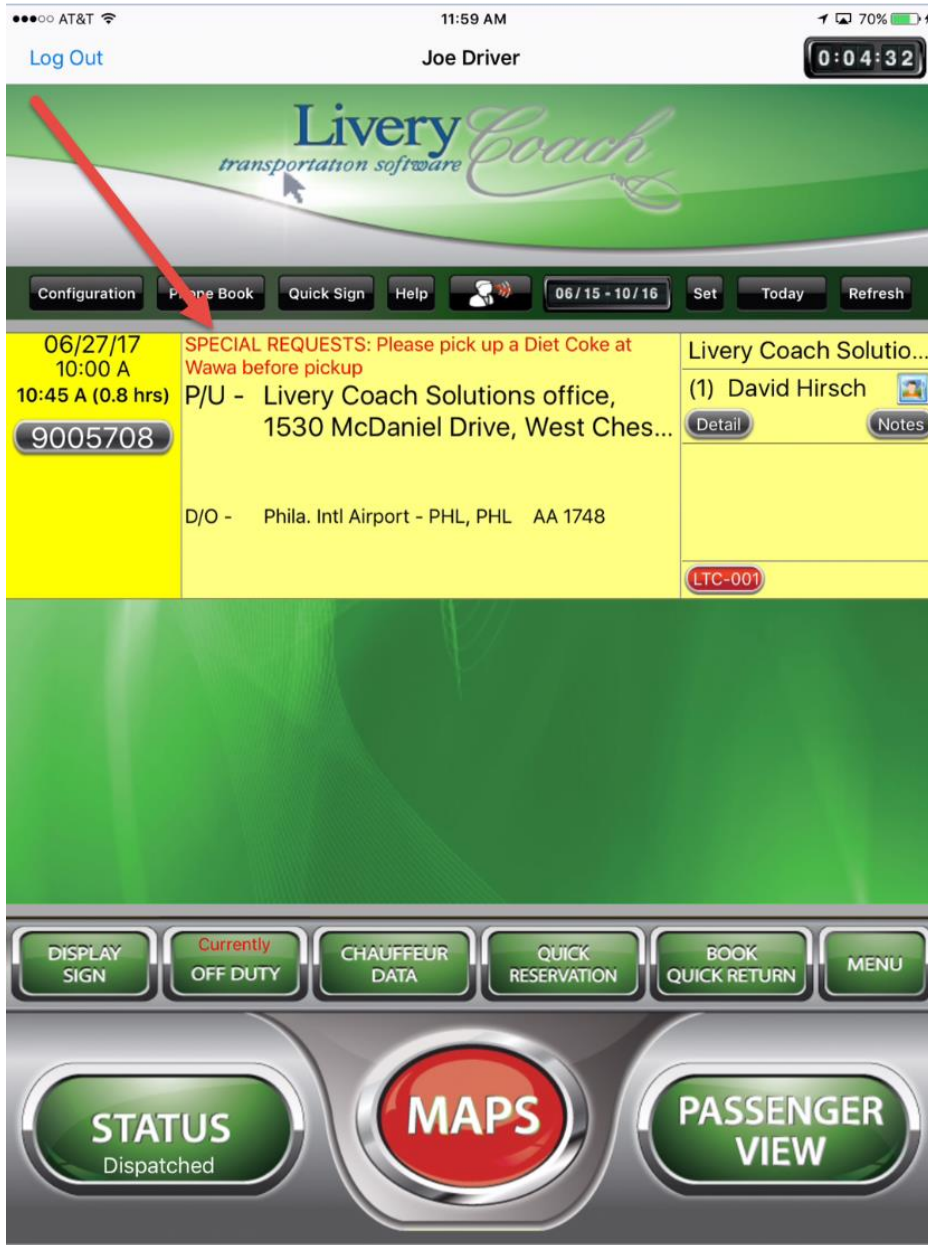
Apparently, no matter what you do, chauffeurs seem to find ways to not read trip notes. In addition, we have gotten requests that we have a notes field that is visible to the chauffeur, but not visible to the booker or passenger.

With the widespread use of iChauffeur, we have added a field called “iChauffeur notes”. This field is accessible in a trip by clicking the Option tab, and entering the desired note at the bottom.



Anything written in this field will appear on iChauffeur labeled “Special Requests” in red.

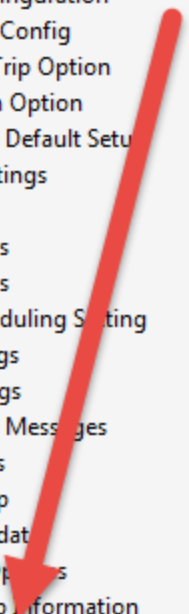
(Note that we are currently working on an update where this field can be re-labeled in the system, both in iChauffeur and in LiveryCoach.net. For now, it is called “iChauffeur Notes” in the field that you enter the notes, and “Special Requests” everywhere else.)



In addition, the Special Requests field can be shown in the Trip Summary.

Summary	Option	Features
Contact Company	Livery Coach Solutions, LLC	
# Of Passenger(s)	1	
Passenger Name(s)	Mr. David Hirsch (431989) m:(610) 296-7800	
Reserv. Date/Time	Tuesday - Jun 27, 2017 10:00 AM	
Pick Up	Livery Coach Solutions office:: 1530 McDaniel Drive , West Chester, PA 19380 Phone (610) 296-7800	
Drop Off	Phila. Intl Airport - PHL:: Airport: PHL Terminal: Airline: AA Flight #: 1748 Time: 01:39 PM Destination: MCO	
Vehicle Type	Sedan (Ordered: Sedan)	
Payment Method	Visa: 4111XXX1111 Exp. 12/2050	
Trip Total Cost	\$ 354.52	
Deposit	\$ 0.00	
Balance Due	\$ 354.52	
Trip Notes		
Special Requests	Please pick up a Diet Coke at Wawa before pickup	
Contact Name	David Hirsch m:(610) 296-7800	

If this isn't shown in your system, you may just need to turn it on. Simply navigate to Setup...System Default Configuration...Detail Summary Screen. Make sure Special Requests is checked (you can also move it higher in the list if desired).

- System Default Configuration
 - System Default Config
 - Copy / Return Trip Option
 - Open Trip Form Option
 - Group Manifest Default Setup
 - Reservation Settings
 - Special Notes
 - Contact Options
 - Contact Settings
 - Dispatch / Scheduling Setting
 - Payment Settings
 - TripBook Settings
 - Custom Paging Messages
 - General Settings
 - Flightview Setup
 - Accounting Update
 - Farm In / Out Options
 - Chauffeur Setup Information
 - Detail Summary Screen**
 - Livery Network Office Hours Setup
 - Date Control Format
 - Rate Butler Settings
 - Special Program Setting
- 

Detail Summary Screen

- Caller Name/Phone
- ODI Res Number
- Contact Company
- Rate Code Indicator
- Coordinator
- Display Sign
- Trip Source
- Contact Source
- # Of Passenger(s)
- Passenger
- Show Passenger ID
- Reserv DateTime
- Group Name
- Pickup/Dropoff/Stop
- Show ETA Time
- Airport Meeting Proc
- PU/DO/Stop Directions
- Occasion
- Vehicle Type
- Paymethod
- FI Rate Code
- Extra PO
- Another PO
- PO 3
- PO 4
- PO 5
- Affiliate Portal Usage
- Affiliate (Company) IP
- P.O. Number
- Farm Res #
- Total Due
- Deposit
- Balance Due
- P.O. Notes
- Farm-Out Info
- Special Requests
- Contact Name

Always focus on Summary Tab When Open Trip

OK

Set Order As Default

Cancel