

Tech Tip Tuesday—November 14, 2017

Livery Coach Holiday Hours

For next week's Thanksgiving holiday, we will be closing at 6pm EST on Wednesday, November 22. We will be closed on Thanksgiving (November 23) and also the day after Thanksgiving (Friday, November 24th). We will reopen at our standard time (9am EST) on Monday, November 27th.

Because of the holiday, there will be no Tech Tip next week.

As always, emergency support will be available. Please be considerate so that our staff can enjoy some time with their families.

Stored Payment Info

As we know, the contact record in Livery Coach is where information like preferences, payment history, pick-up and drop-off history, and other information is stored for that particular contact. That way when the contact books again, or the profile is used as a passenger, the information you need is all there.

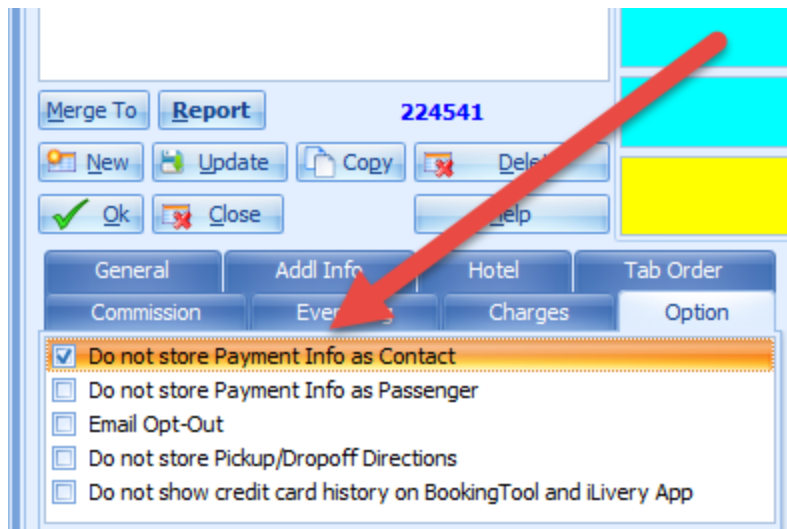
If you have a booker and a passenger (with a different profile), normally the history gets written to both records.

For example, if Caralyn is the booker and David is the passenger, and a credit card is used for payment, that credit card information gets stored (securely) in both Caralyn's profile and David's profile.

That way, if Caralyn books a trip for Chip, it's easy to use the same credit card without asking for it again. Or, if David books his own trip, that credit card is also easily retrieved.

We recognize that there are some instances where this behavior might not be desired. For example, maybe Caralyn is a travel agent, and books many trips for lots of different passengers, and each trip uses the relevant passenger credit card. Fairly quickly you can see that Caralyn's payment history could soon be filled with dozens—maybe even hundreds—of credit card numbers.

Fortunately, this scenario is easy to handle. Simply open the profile of your "travel agent" booker, click the Option tab at the bottom, and click "Do not store Payment Info as Contact". Then, whenever this person books trips, the payment details of that trip will not be added to the contact record of the booker.



(Note that there is a similar function for passengers—when you have a passenger who has lots of different payment methods depending on who is booking—simply click the “Do not store Payment Info as Passenger” to that profile and then the passenger won’t have payment history!