

## Tech Tip Tuesday—January 16, 2018

### Final Reminder: Boot Camp in Phoenix—less than two weeks away!

Spots for our January Livery Coach User Experience (aka Bootcamp) are almost gone. If you haven't already registered and intend to attend, please fill out the form TODAY at [www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf](http://www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf)

Hotel registration link is <https://www.starwoodmeeting.com/Book/LA25AA2018> for the special \$99/night rate—the deadline for rooms is tomorrow.

### Save the date—user meeting at the LCT Show in Las Vegas Sunday afternoon

As usual, our annual user meeting will be held before the LCT Show in Las Vegas. This year, the meeting will be on Sunday, March 11<sup>th</sup>, from 2pm to 4pm in Coral AB in the North Convention Center at Mandalay Bay.

### Why is my Drop Off line Red?

Sometimes when you enter and save a reservation, you might notice that the drop off line is red. Why?

The screenshot shows a software window titled "Trip Detail - 9006219 - LongCar Limousine Company". It features a menu bar with "File", "Trip", "Edit", "View", "Options", "Window", and "Help". Below the menu is a grid of fields for trip details. The "Drop Off" (DO) field, which includes a location icon, is highlighted in red and contains the text "Phila. Intl Airport - PHL". Other fields include "Hirsch, David" (driver), "Tue 01/16/18 02:30 PM" (time), "Sedan (Unassigned)" (vehicle), "Livery Coach Solutions office" (pickup location), "Mr. David Hirsch" (client), "Unassigned" (agent), "Account: Livery" (account), and "In House" (type). At the bottom, there are several checkboxes: "VIP", "No Farm-Out", "Chauffeur Acknowledge", "No Flight Time Change On Pickup Time", and a "Music" icon.

If you are entering a trip and the drop-off is at an airport, we always recommend that you verify the flight (which does require the FlightView module and service). By verifying the flight, you are determining that the flight exists, and when it departs.

If the flight departs within 30 minutes of the scheduled drop-off time of the trip, or more than 6 hours after the scheduled drop-off time, the DO line turns red to warn you that there might be a problem.

On the one hand, your passenger might miss his flight. On the other hand, he will be at the airport a long time—so maybe you have an AM/PM mistake.

Obviously, this doesn't necessarily mean there is a problem—maybe the airport isn't crowded at this time, the passenger has TSA PreCheck, and he likes to cut it close. Or, he has meetings all day at the airport and is leaving later (or is going to try to catch an earlier flight). But, it's worth checking.

If you don't ask for departure flight info, then you won't have this extra check, which is a check against not only your reservation entry but what the customer is telling you. What happens when the customer calls, in a hurry, and says "I need a pickup for 4pm". You reservationist enters a pickup for 4pm...when what the customer meant (but did not say) is that he needed a pickup for a flight that departs at 4pm. Asking for flight info, and verifying the flights, will catch this type of error.