

Tech Tip Tuesday—April 24th, 2018

Minimum Cancellation per Vehicle

Some companies have different cancellation policies depending on the vehicle type. For example, sedan or SUV trips might require 24 hours notice...or even as little as 2 hours notice.

But bigger vehicles require a longer notice, or they are billable. Sometimes this can be difficult to effectively implement, because it requires your busy reservationist to remember not to just cancel, say, the bus trip the day before.




In Livery Coach, there is a way to set a minimum cancellation per vehicle type.

Simply navigate to Setup...Maintain...Vehicles and Rates...Vehicle Types List and Rates.


Select the desired Vehicle Type, and enter the minimum cancellation (in hours) in the box.

The screenshot shows the 'Edit Vehicle Type' dialog box with the 'General' tab selected. The 'Min Cancellation (hrs)' field is highlighted with a red arrow and contains the value '72'. Other fields include 'Description' (Motor Coach), 'Owner' (Roadshow Comp...), 'Zone Rate Pct' (100.00 %), 'Std Gratuity' (0.00), 'Rate Per Hour' (200.00), 'Minimum Hours' (6), 'Rate Rounding' (5), 'Max Passengers' (57), 'In-House' (Trip Charges), 'Farm-In' (Farm In), 'Farm-Out' (Farm Out Ex...), 'Status' (Active), 'Fore Color' (Orange), 'URL', and 'Other Affiliate VehicleType Description'. Checkboxes at the bottom include 'Display In TripSchedule Screen Even If No Operational Vehicle', 'Display In Tab Even If No Operational Vehicle', 'Override Status Integrity Level (Driver must be assigned.)', 'Web Visibility', and 'Network Visibility'. 'Ok' and 'Cancel' buttons are at the bottom right.

Now, when your reservationist goes to cancel a trip in this vehicle, he or she will get a message:

| | | |
|---|-------------------|--|
|  Canceled | RESERV. DATE/TIME | Sunday Mar 11, 2018 |
|  In House | Pick Up | Livery Coach Solutions of 19380 Phone (610) 296-7 |
|  | Drop Off | Livery Coach Solutions of 19380 Phone (610) 296-7 |

Confirmation

 This vehicle type has a 72 hr cancellation. Do you want to make this a Late Cancel?

Yes

No