

## Tech Tip Tuesday—February 5, 2019

### LCT Las Vegas

A continuing reminder that we will be exhibiting at the LCT Show in Las Vegas at the end of March. As usual, we expect to have our user meeting the afternoon of Sunday, March 24<sup>th</sup> (details will be forthcoming once we confirm the room, etc. with LCT—this is taking longer than we had hoped). We also encourage you to participate in the Limo Patriot Ride ([www.limopatriotride.com](http://www.limopatriotride.com) for more details).

### Google Maps

We thank those of you who have already created your Google Maps key and sent it to support. If you have questions, please send a note to [support@liverycoach.com](mailto:support@liverycoach.com). For those of you who didn't read last week's tech tip, you can reference a copy at

<http://www.liverycoach.com/TechTips/2019/2019%200129%20Google%20Maps%20update.pdf>

### Overnight Flights

As you all know, we have lots of features in Livery Coach that try to reduce the change for errors—whether it's a dispatcher error, a reservationist error, or (more often than not), a booker error—the person making the reservation sometimes gets things wrong.

One type of error that comes up now and again involves overnight flights. If a flight is leaving on the evening of Tuesday, February 5<sup>th</sup>, and landing the morning of Wednesday, February 6<sup>th</sup>, then they obviously want to schedule their pickup for the morning of the 6<sup>th</sup>.

Unfortunately, sometimes bookers are thinking “this trip is on the 5<sup>th</sup>” and don't always think about the fact that it is landing the next day. Indeed, even flights that land at, say, 1am, are technically the “next day.”

So the booker will try to book for the 5<sup>th</sup>, your agent will verify the flight (which of course verifies, since many airlines run the same flight number on the same schedule each day), and then you show up to the airport a day early. Whether you charge the customer for the error or not, it's still better to not have the confusion in the first place.

To help catch these situations, Livery Coach has a setting we recommend making sure is turned on. In Setup...Maintain...Reservation Settings, there is a setting called “Show warning when flight arrives on a different day than it departs”.

Warning Airport License Expiration On Chauffeur  
 When trip status is changed to UNASSIGNED, remove chauffeur and vehicle  
 Mobile phone required for new contact  
 1st Pickup must have a Pickup Location or [Address, City, State, Zip/Postal Code]  
 Last DropOff must have a DropOff Location or [Address, City, State, Zip/Postal Code]  
 Display Caller Info Input Form When Contact Description Entity Selected  
 Allow to auto send farm-out when trip status changes from Active Status to Farm-Out Unassigned  
 Do not automatically add Agent Note when trip has Customer Confirmation  
 Show warning when flight arrives on a different day then it departs  
 Enable VehicleType Ordered Free Form  
 Suppress User LocalTime Column in Reservation TouchLog  
 Always save address directions to history  
 Only present rate agreement when multiple options available

Now, in the Flight Information screen of a reservation, when you verify the flight and accept it, you get a clearly written warning to make sure that you have the reservation right, so you can clarify it with the booker.

Verify Flight Information

Flight View

Airline	Depart	Date	Time	Arrival	Date	Time	CS - Airline
AA - 506	LAX	02/04/2019	21:45	PHL	02/05/2019	05:53	

Warning

CAUTION: This flight leaves on Monday, 02/04/19 and arrives on Tuesday, 02/05/19

OK

Sort By:  Airline  Depart Date Time  Arrive Date Time

Original Selections

Airport: PHL Airline: AA Flight #: 506 Flight Time: 02/05/2019 05:53

Use Newly Selected Flight Information Use Original Flight Information