

## Tech Tip Tuesday—April 16, 2019

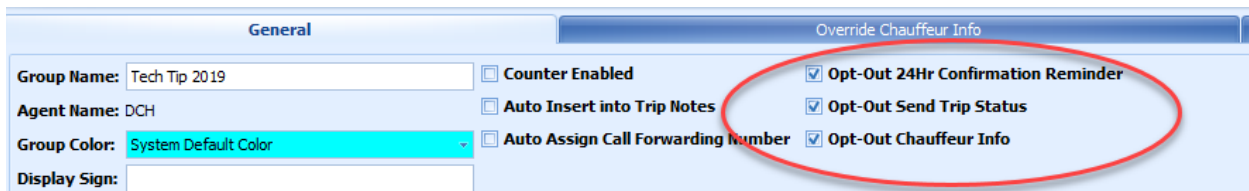
### Groups and Confirmation Reminders/Chauffeur

As most of you know, Livery Coach can send out a mini-trip reminder the day before the trip (“24-Hour Confirmation”) as well as chauffeur information (“Chauffeur Direct”) shortly before each trip.

When you are doing a group move, though, sometimes you might want to suppress one of both of these messages (so the booker of the group doesn’t get swamped with tons of emails).

Another scenario that we have seen is that you want to send a different Chauffeur Direct message to the passengers in the group (perhaps with special instructions just for the group).

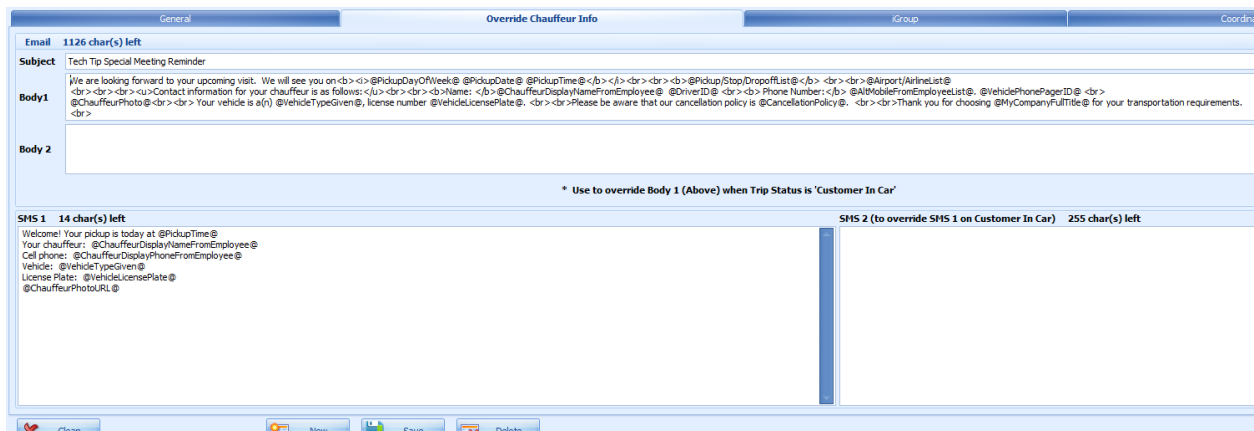
In Livery Coach, this is pretty easy. When you set up your Group Name (Maintain...Group Name), if you don’t want to send out Confirmation Reminders, Trip Status(es), or Chauffeur Info, simply check the appropriate boxes.



The screenshot shows the 'Override Chauffeur Info' tab in the Livery Coach interface. The 'General' tab is also visible. The 'Group Name' is 'Tech Tip 2019', 'Agent Name' is 'DCH', and 'Group Color' is 'System Default Color'. The 'Display Sign' field is empty. The 'Override Chauffeur Info' section has three checkboxes: 'Counter Enabled' (unchecked), 'Auto Insert into Trip Notes' (unchecked), and 'Auto Assign Call Forwarding Number' (unchecked). The 'Opt-Out' section has three checkboxes: 'Opt-Out 24Hr Confirmation Reminder' (checked), 'Opt-Out Send Trip Status' (checked), and 'Opt-Out Chauffeur Info' (checked). These three checkboxes are circled in red.

If you want to send alternate text for the Chauffeur Info message, then (after making sure “Opt-Out Chauffeur Info” is unchecked) simply navigate to the Override Chauffeur Info tab and enter the appropriate text with desired tags.

There are separate areas for email and text (SMS), since space for SMS messages is more limited. Optionally, you can have a different message once the status is Customer In Car.



The screenshot shows the 'Override Chauffeur Info' tab in the Livery Coach interface. The 'Email' section is selected, showing a subject line 'Tech Tip Special Meeting Reminder' and a body of text. The 'SMS' section is also visible, showing a subject line 'SMS 1' and a body of text. The 'SMS 2' section is also visible, showing a subject line 'SMS 2 (to override SMS 1 on Customer In Car)' and a body of text. The 'Email' section has a character count of 1126 and the 'SMS' section has a character count of 14. The 'SMS 2' section has a character count of 255. The interface includes a toolbar with 'Clean', 'New', 'Save', and 'Delete' buttons.