

Tech Tip Tuesday—December 17, 2019

Holiday Hours/Tech Tip on Break

Our office will be closing at 4pm (eastern) on Tuesday, December 24th, and will be closed on Christmas Day, December 25th. We will re-open on Thursday, December 26th, at 9am eastern.

We will also close at 4pm (eastern) on Tuesday, December 31st, and will be closed on New Years' Day, January 1, 2020.

As always, on-call emergency support is available 24/7. We thank you in advance for reserving after-hours calls for true emergencies, and wish everyone the very best during this holiday season.

The Tech Tip will be off the next two weeks (except for reminders about our hours), and will return on Tuesday, January 7th, 2020. See you next year!

No Show

Most trips entered in Livery Coach cycle through a normal status sequence from Unassigned to Done. Once a trip is marked Done, it will show up in TripBook for costing. (If you see all trips in TripBook and not just Done trips, refer to the May 6, 2014 Tech Tip here:

<http://liverycoach.com/TechTips/2014/2014%200506%20Do%20not%20close%20active%20trips.pdf>)

However, there are a couple of scenarios where you want the trip to show up in TripBook even though it's not "Done" in the traditional sense.

If a trip is marked "Late Cancel", because it was cancelled too close to the pickup date/time (based on your policies), it will still show up in TripBook so you can charge the customer. (If you just mark it "Canceled" then it won't show up in TripBook.) Presumably, if you mark a trip Late Cancel, you have already had the discussion with the customer, and they know they will be paying for the trip.

If you have a situation where you can't find the passenger, and can't reach anyone either to find out what happened, then, upon releasing the chauffeur, we recommend marking this trip "No Show".

A No Show trip is usually more trouble than a Late Cancel, since you don't really know what happened. Maybe the customer forgot to cancel, maybe you entered the trip for the wrong date, or maybe something else. So a key part of a good process when marking a trip No Show is to carefully document in real time exactly what efforts you made to find the passenger, when you released the chauffeur, etc.

The Agent Notes in a trip are a great place to put all these notes, since they are automatically timestamped and can't be edited. But your agent has to remember to actually enter the notes.

In System Default Configuration->Reservation Settings, there is a setting where you can automatically pop up the Agent Note screen whenever the status is changed to No Show. That way, your agent can't forget to document what happened and why he/she is marking it a No Show. A screen shot of the setting is below.

- Reservation Occasion Required
- Auto apply Contact Occasion to New Reservation
- Set Empty New Reservation Date Time
- Apply Pickup Time To Be Same As Flight Time
- Contact Is Always Passenger
- Pickup Phone
- Flight Info Mandatory For Airport Pickup
- Flight Info Mandatory For Airport Stop
- Flight Info Mandatory For Airport Dropoff
- Set Default To Automatically Insert Contact Notes
- Trip Schedule Screen - Lock Length of bar
- Also Get Zone Code Based On City and State
- Set time zone based on airport code
- Suppress warning when cancelling a trip with a deposit
- Popup reminder when saving trips in the Quote Status
- Use Chauffeur Acknowledge in Trip Detail for acknowledging reservation
- Allow to auto send Receipt as Information on Credit Card Group
- Always use first passenger name in subject line of emailed receipt
- Auto Apply Reservation Charges From Company Rate Agreement Name
- Show Override Search Field In Rate Agreement Selection Screen
- Hide Type Selection List - Reverse Order ID
- Set Trip Source Independent from Contact Source
- Prompt Agent Note Screen When Trip Status Changed To No Show
- Show IR Button on Reservation
- Display IR Notes As Tab On Agent Notes
- Prohibit More Than One Incident Per Trip
- Calculate At Garage Time from PU Time (Not Dwell Time)
- Set Default checkmark in File Attachment to always publish to iChauffeur