

Livery Coach Special Friday Tech Tip—Friday, March 13, 2020

Tracking Cancellations

With the Covid-19 situation changing day to day, we know the current environment has gone from bad to worse. While we are all sure that things will eventually get better, it's hard to know the timing of the turnaround.

We are aware that the NLA has been and continues to lobby the government to make sure that our industry doesn't get forgotten in any "financial bailout, aid, or other packages that may become available", as they put it.

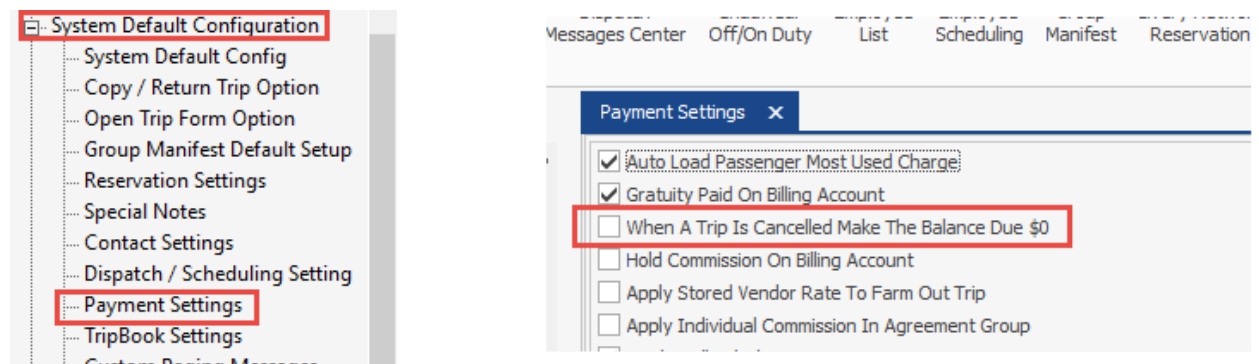
We are also aware that you are likely experiencing a great number of cancellations, as the entire US is entering a partial shutdown.

While there might not be anything you can do about these cancellations, you certainly want the ability to track them so that you have good evidence of how the current crisis has affected your business. Documentation can key in getting your fair share of any financial aid that might be offered.

The Livery Coach system has a Cancelled Reservations report that will show you every trip that has been cancelled in the system, along with the reason (that you entered), vehicle type, pickup date, and value of the trip.

IMPORTANT: there is an optional setting in Livery Coach that, when set, changes the pricing of a trip to \$0 when it is canceled. We strongly recommend, at least for the time being, that you turn this setting off (if it is now on) so that you can get the value of all the trips that have canceled—otherwise every canceled trip will show \$0.

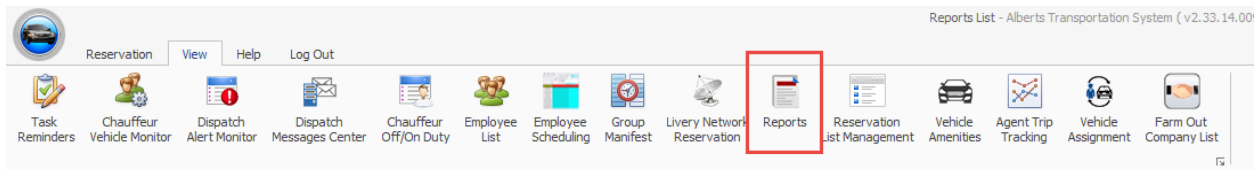
This setting is located in System Default Configuration->Payment settings.



The current version of the report works based on pickup date—you pick the date range of pickups (say, March 1-31) and it will give you a list of all the cancellations. We have enhanced this report so that it will give you the date choice of either selecting Pickup Date, or Cancellation Date—so if you just wanted to run a report that shows all the trips that people canceled this week (no matter when the trip was scheduled), you will be able to run the report that way as well.

We are in the process of distributing this updated report, so if you don't already have the new version, please be patient and you will have it soon. The main thing to do right now is make sure that you have the above \$0 setting unchecked, and that your agents are putting in a proper cancellation note when they cancel trips.

If you do not see the report in your system at all, it's probably there, but just not "active". To install the report in your system, navigate to Reservations->View->Reports.



Click ADD at the bottom, then in the Name field, select "Cancelled Reservations.rpt".

For the Criteria, make sure that "No Criteria" is selected (the selection criteria is embedded in the report).

A screenshot of the 'Add Reports' dialog box. The 'Name' field is set to 'Cancelled Reservations.rpt', the 'Description' is 'Reservation Cancellation Report', and the 'Comment' is 'cancellationreport.rpt'. The 'Criteria' dropdown is set to 'No Criteria'. The 'Category' field has a light blue background with instructions: 'Enter multiple report categories by separating the categories with a comma, but with NO SPACES on either side of the comma. Example: Category 1,Category 2'. There is a 'Get Default' button below the category field. At the bottom, there are 'Ok' and 'Cancel' buttons. The 'Option' section contains several checkboxes: Occasion, Company Name, Group Name, Vendor Name, Contact Name, and Account Name / Number.

If you have any trouble, please contact support and we can assist you.

LIVERY COACH SOLUTIONS

At Livery Coach, we are working hard to support our customers during this difficult period while staying safe and healthy ourselves. As you probably know, Jim, John, and An all work remotely, and are limiting their exposure to the "outside world" in order to stay healthy. Here in our office we are limiting contact with each other, washing hands more often, and none of us sit within 10 feet of each other. Our office is thoroughly cleaned weekly by an outside contractor. We will all get through this together.