

Tech Tip Tuesday—May 5, 2020

Vehicle Type Ordered vs Vehicle Type (sent)

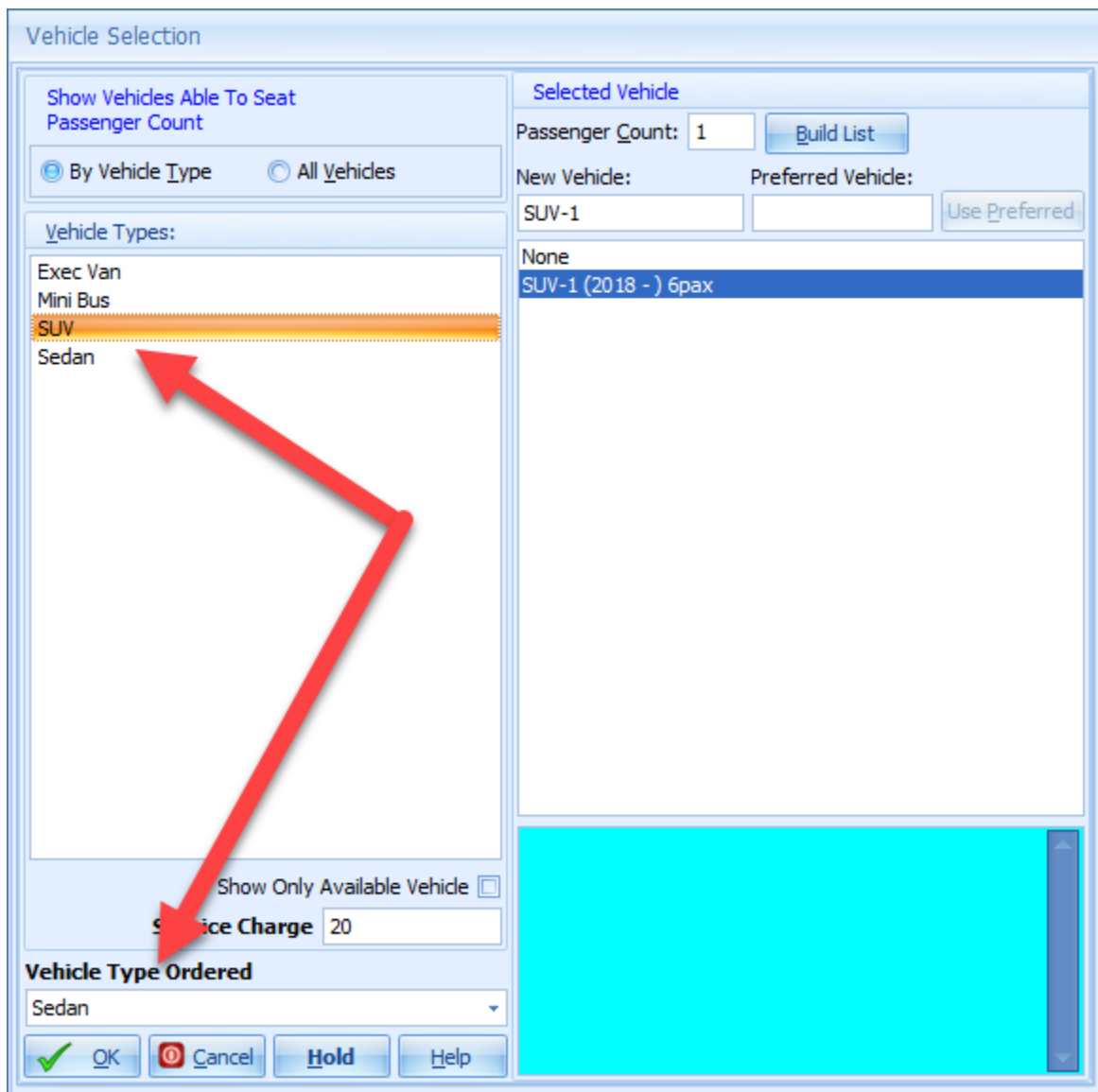
Back in early 2015 we covered this topic, but we have made some enhancements (with respect to Farm Out), and based on some questions, we thought we'd cover it again (with an update).

When you enter a new reservation into Livery Coach, as part of that order, you get to the screen where you select the vehicle type (and, optionally, the actual vehicle).

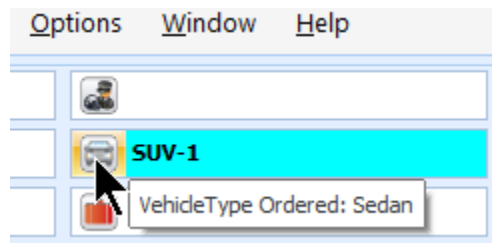
At the bottom left of this screen there is a drop-down menu that says "Vehicle Type Ordered". There is NO NEED to select anything from this drop-down menu—when you save the trip, the system will automatically populate this field with the vehicle type you selected when you made the reservation.

The screenshot shows the 'Vehicle Selection' interface. On the left, the 'Vehicle Types' list includes 'Exec Van', 'Mini Bus', 'SUV', and 'Sedan', with 'Sedan' selected. Below this list is a checkbox for 'Show Only Available Vehicle'. At the bottom left, a red circle highlights the 'Vehicle Type Ordered' field, which is currently empty. To the right, the 'Selected Vehicle' section shows a 'Passenger Count' of 1 and a 'Build List' button. Below that are fields for 'New Vehicle:' and 'Preferred Vehicle:', with a 'Use Preferred' button. A list of selected vehicles includes 'None', 'Sedan 1 (2018 -) 4pax', and 'Sedan 2 (2018 -) 4pax'. At the bottom, there is a 'Service Charge' field with the value '20' and a row of buttons: 'OK', 'Cancel', 'Hold', and 'Help'.

The purpose of this field is to identify what vehicle type the customer ordered, which can be important (especially for billing) when the actual vehicle sent is different (say, a comp upgrade). As the following screenshot illustrates, even though the vehicle type was upgraded to an SUV, the system still shows that the customer ordered a sedan.



This information will also be shown in the trip itself, when you hover over the vehicle type selection screen.



The only reason to change the Vehicle Type Ordered selection (but it's an important reason) is if the customer calls back and changes the vehicle type he wants sent. For example, he decides to bring golf bags and now wants an SUV rather than a sedan. By changing what is ordered, you can be sure that there is no confusion about what to charge—charge him the SUV rate rather than the sedan rate.

If you **FARM THE TRIP OUT**, Livery Coach will transmit the Vehicle Type Ordered selection, not the Vehicle Type selected (if different). This is an updated behavior (the system used to send Vehicle Type). Why the change?

Here's one scenario: you have a local trip for a sedan, and you run out of sedans, so you comp upgrade this trip to an SUV. Obviously, you would still want to charge for a sedan.

Now, you get jammed up on SUVs and decide you just need to farm it out. When you transmit the trip to the affiliate, what you want to send is what the customer ordered—a sedan!

If you send the request as an SUV, then the affiliate will charge you for an SUV, but you're only going to be able to charge the client for a sedan.

If you really want to change this trip to an SUV, make sure you change the Vehicle Type Ordered to an SUV.