

Tech Tip Tuesday—November 10, 2020

Schedule Reminder

As mentioned in last week's Tech Tip, there will be no regular Tech Tip next week (because many of you will be busy with the online CD/NLA show) nor Thanksgiving week. The Tech Tip will return on December 1, 2020.

Also, our office will close for Thanksgiving at 6pm eastern on Wednesday, November 25th, and will be closed through the weekend, opening back up on Monday, November 30th, at 9am eastern time.

As always, EMERGENCY support is available 24/7, but please limit the calls to emergencies only. Thanks for understanding.

Email Options

One of the great things about the chauffeured transportation industry is all the different ways that people run their businesses, based on personal preferences, client preferences, types of business (retail/corporate), etc.

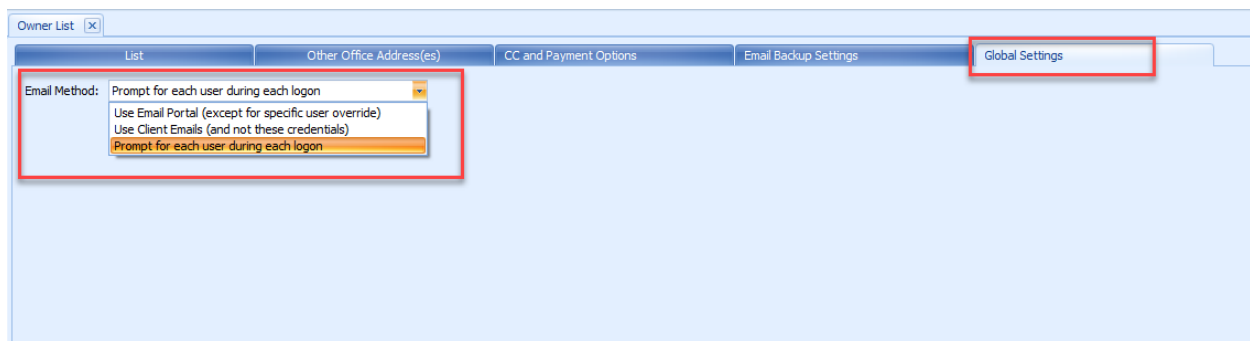
At Livery Coach, we try to have options to accommodate everyone.

In this tech tip, we will illustrate an aspect of these options with respect to the way emails are handled—specifically, from whom they are sent.

Some of our clients prefer that all emails (such as confirmations) get sent from a common email address, regardless of which agent enters the reservation. To accommodate this method of operation, we have built an email client right into lcomm, and when the email credentials are set up in the system for that owner, that's what it will use. (If you don't currently use this email method, and would like to, please contact our support team for help setting it up if needed.)

Some other clients, particularly those who do a lot of retail work like weddings, prefer that the emails go out from the local agent's (i.e. wedding consultant's) email address—sometimes still using lcomm to send the email (see the January 9, 2018 Tech Tip), but sometimes using Outlook on the local machine to send.

If you want the choice, Livery Coach has an option for that, which is now located un Setup->Maintain-Owner List, under the Global Settings tab.



Here, you can specify whether Livery Coach will use the Email Portal (meaning lcomm sends the email behind the scenes), or if each agent uses their local email program on their local machine, or if Livery Coach should ask each agent each time that agent logs in.

Email Method

For this Livery Coach session, would you like to:

Send emails via the email portal

Send emails from the default email program on this computer