

## Tech Tip Tuesday—February 16, 2021

### Delay Arrived Trip Status Notification

As we all know in this industry, early is on time, on time is late, and late is unacceptable. As a result, a good chauffeur will often get to the pickup early—sometimes way early.

After all, everyone has to be somewhere, and if there is a gap between trips, often the chauffeur will prefer to just spend the idle time at (or near) the next pickup to guarantee he won't be late.

Usually the chauffeur will park up the street or a block or two away, so the vehicle isn't just sitting right outside the pickup location so early, which can make the passenger feel rushed, confused or annoyed.

However, to reassure Dispatch that he was on site, the chauffeur would often mark the trip "Arrived" so it was one less thing for Dispatch to worry about.

Enter Chauffeur Direct. As you know Livery Coach's "Chauffeur Direct" feature allows the system to automatically send texts with chauffeur info, trip status, etc.

One of the texts that can be automated lets your passenger know that the Chauffeur is "Arrived".

So you can see the problem—the chauffeur arrives an hour early, parks up the street, and marks the trip "Arrived". The passenger then gets a text that the car is there already (way early), and when she looks outside, there is no car, adding to frustration and confusion.

To solve this problem, Livery Coach has a feature that will delay the Arrived Trip Status Notification automatically until X minutes before the scheduled PU time (and you control the X).

To use this feature, navigate to Setup->Maintain>Chauffeur Direct Program Setup.

Then, go to the Timer Settings tab. (These settings used to be located in your LCComm program, but we have moved them here for easier access).

Towards the bottom there is a setting "Delay Arrived Trip Status Notification until \_\_\_ minutes before pickup date/time."

Simply enter the number of minutes before PU time you'd like the notification sent, and then click Save at the bottom. Now, no matter when your chauffeur marks the trip Arrived, the customer won't know until a few minutes before.

The screenshot shows the "Chauffeur Direct Program Setup" window with the "Timer Settings" tab selected. The "Send Trip Status to Passenger(s)" section is highlighted with a red box, showing the "Delay Arrived Trip Status Notification until" field set to 15 minutes before pickup date/time. Other settings include "Send Driver Info to Customer" (5 minutes before pickup), "Send Trip Info to Customer" (12:00 AM to 11:00 PM), and "Exclude the following Level 2 trip statuses from sending" (Dispatched, Farm Out - Assigned, Met Client at Baggage, No Show, Special Care, Trip Sheet Sent, VEHICLE ISSUE).

Reply Email:

Send Trip Status to Passenger(s)

Delay Arrived Trip Status Notification until  minutes before pickup date/time.

Include Farm In trips when sending information to Passengers

Exclude  
24h

- Dis
- Fai
- Me
- No
- Sp
- Tri
- VEI