

Tech Tip Tuesday—September 21, 2021

Screen Connect

If you've called for support lately, you may have noticed that we no longer directed you to logmein123.com for support.

We are in the process of switching over to a new support system that is better integrated and faster, as well as being more cost effective. So in the future, you will be directed either to help.liverycoach.com or liverycoach.screenconnect.com, but the process is similar—except you will only need to enter a 5 digit code!

Chauffeur Names and Phone Numbers

It has become fairly common that a chauffeur might have multiple phone numbers—for example, a work mobile, a personal mobile, etc. In addition, some chauffeurs might even have more than one name—their actual, legal name, and then a nickname, etc.

So when the Chauffeur Direct message goes out informing a client the name and number of their chauffeur, what should go out?

In Employee List, we have created fields for this data, to make it clear exactly what will be sent. When you navigate to Reservation->View->Employee List and edit or add an Employee, notice that there are fields labeled "Display Name" and "Display Phone".

The screenshot shows the 'Edit Employee' form with the following fields and values:

Field	Value
Employee ID	100-Joe Drive
First Name	Joseph
Middle Name	Careless
Last Name	Driver
Display Name	Joe D
Display Phone	800-555-1212
Password	
Job Title	Chauffeur
Department	
Type/Code	
Hired Date	09/20/2021

In your Chauffeur Direct Template (accessed by navigating to Setup->Maintain->Chauffeur Direct Program), there are now corresponding tags that must be used to pull data from these fields.

24-Hour Reminder	Chauffeur Info	Minutes Out until Drop	Trip Status	Survey Tool	Outlook Calendar	Tag List
Tag Label						Description
@BalanceDue@						Balance Due on trip (total trip minus deposit)
@BaseChargesAmount@						Base Charge
@BillingNotes@						Billing Account or Credit Notes as entered in TripBook at close
@BillingNotesLabel@						Billing Notes
@BillingType@						Payment Method
@CallForwardingNumber@						Call Forwarding Number (special use only)
@CanceledLabel@						Canceled Label
@CancellationNotice@						This reservation is canceled text on canceled trips
@CancellationPolicy@						Cancellation policy of trip (based on owner or occasion override)
@CardExpDate@						Credit Card expiration date (if applicable)
@ChargeAmount@						Amount charged to credit card
@ChargeDate@						Date credit card is/was charged.
@ChargesDescription@						Additional Charges Description
@ChargesTotalAmount@						Total amount of charges.
@ChauffeurDisplayNameFromEmployee@						Chauffeur Display Name From EmployeeList
@ChauffeurDisplayPhoneFromEmployee@						Chauffeur Display Phone From EmployeeList
@ChauffeurLabel@						Chauffeur Label
@ChauffeurNameFromEmployeeList@						Chauffeur Name From EmployeeList
@ChauffeurPhoto@						Chauffeur Photo directly in email (not SMS)
@ChauffeurPhotoURL@						url of Chauffeur Photo
@ChauffeurVehicleTrackingFOLONGURL@						full tracking url (for FO trips--will not appear unless trip is FO)
@ChauffeurVehicleTrackingFOURL@						tracking url using url shortener (for FO trips--will not appear unless trip is FO)
@ChauffeurVehicleTrackingHLONGURL@						full tracking url (for in house/FI trips -- will not appear on FO trips)

So if you want to use these fields, make sure they are properly filled out in Employee List, and then make sure that your Chauffeur Info template (and any other templates where you send Chauffeur Name and/or Chauffeur Number) reference the tags accordingly.

A sample is below.

24-Hour Reminder

Chauffeur Info

Minutes Out until Drop

Trip Status

Email

Subject: @MyCompanyShortTitle@ Chauffeur Info For @FirstPassengerName@ @GroupName@

Body 1: Chauffeur: @ChauffeurDisplayNameFromEmployee@

Cell #: @ChauffeurDisplayPhoneFromEmployee@

License Plate: @VehicleLicensePlate@

Date: @PickupDate@

Pickup Time: @PickupTime@

Pickup Location: @FirstPickupLandmark@ @FirstPickupStreet@ @FirstPickupCity@

Body 2:

* Use to override Body 1 (Above) when Trip Status is 'Customer In Car' (CIC)

Body 3:

Use Body 3 and/or SMS 3 when vehicle sent is different than vehicle ordered. Body 3 / SMS 3 will not override the Custom

SMS 1 876 char(s) left

Chauffeur: @ChauffeurDisplayNameFromEmployee@
Cell: @ChauffeurDisplayPhoneFromEmployee@
Date: @PickupDate@
Pickup Time: @PickupTime@
Location: @FirstPickupLandmark@ @FirstPickupStreet@ @FirstPickupCity@
@ChauffeurPhoto@

SMS 2 (When Trip Status is CIC, no message v

Email List

Mobile List

NOTE: SMS Messag