

Tech Tip Tuesday—December 14, 2021

Holiday Hours

The Livery Coach offices will close for Christmas at 4pm (eastern) on Thursday, December 23rd, and will also be closed on Friday, December 24th. We will reopen at 9am (eastern) on Monday, December 27th.

We will also close at 4pm on Thursday, December 30th for New Year's, and will be closed on Friday, December 31st. We will reopen at 9am (eastern) on Monday, January 3, 2022.

As always, 24/7 Emergency Support will be available. Please refrain from calling unless it is a true emergency (your system is non-functional because of a Livery Coach issue) so that our support engineers can enjoy this time with their families. Thanks in advance for your consideration.

This is the last regularly scheduled Tech Tip of 2021! The next regular Tech Tip will be on Tuesday, January 4, 2022. Happy Holidays!

Zone Trip vs Hourly Trip—when you add a stop, or the price is \$0

When you select a zone profile in a reservation, the system automatically determines the zone from the first pickup city, state, and zip (or postal code) and the last dropoff city, state, and zip (or postal code).

If you add a Stop, then what? Some of our customers add a stop fee (which can vary based on different conditions, such as vehicle type, etc.). But other customers don't have a stop fee—they just require the trip to be Hourly if it is more than just a pickup and dropoff.

If you are in the 2nd group of people, you can automate this. Navigate to Maintain->System Default Configuration->Reservations Settings->Settings 2 (tab), and check the box labeled "Automatically unzone trip and change to hourly when there is at least one stop..."

While we're there, there's one more setting to think about. When you zone a trip, because you might not have a fully populated zone profile price table, it is possible that the price returned is \$0. Since that's not likely to be the real price, what do you do? You can just leave the price as \$0 and change it later, or you could just switch the trip to an Hourly trip (since you don't have a fixed price). Indeed, this answer might vary from trip to trip.

In the same Settings 2 tab, you can decide whether the system should leave it at \$0, switch to Hourly, or Prompt (meaning it will ask the agent each time).

Reservation Settings ✕

Settings 1

Settings 2

Reservation Occasion Required

- Auto apply Contact Occasion to New Reservation
- Set Empty New Reservation Date Time
- Apply Pickup Time To Be Same As Flight Time
- Contact Is Always Passenger
- Phone Number required for 1st PU Address
- Flight Info Mandatory For Airport Pickup
- Flight Info Mandatory For Airport Stop
- Flight Info Mandatory For Airport Dropoff
- Set Default To Automatically Insert Contact Notes
- Trip Schedule Screen - Lock Length of bar
- Also Get Zone Code Based On City and State
- Set time zone based on airport code
- Suppress warning when cancelling a trip with a deposit
- Popup reminder when saving trips in the Quote Status
- Use Chauffeur Acknowledge in Trip Detail for acknowledging reservation
- Allow to auto send Receipt as Information on Credit Card Group
- Always use first passenger name in subject line of emailed receipt
- Auto Apply Reservation Charges From Company Rate Agreement Name
- Show Override Search Field In Rate Agreement Selection Screen
- Vehicle Type Selection List - Reverse Order ID
- Set Trip Source Independent from Contact Source
- Prompt Agent Note Screen When Trip Status Changed To No Show
- Show IR Button on Reservation
- Display IR Notes As Tab On Agent Notes
- Prohibit More Than One Incident Per Trip
- Calculate At Garage Time from Dwell Time (Not PU Time)
- Set Default checkmark in File Attachment to always publish to iChauffeur
- Use ZR Booking Tool for Web Chauffeur Tracking
- Show VehicleType Ordered on Farm-Out
- Global setting: Require all addresses to be verified (Also Applies to Points of Interest)
- Automatically attach PDF confirmation to the trip after every confirmation sent

- Enable Contact Pngr Note Button On Trip Note Screen
- Disable Passenger Name To Auto Populate
- Farm Out Option
- Auto Populate Zone Location
- Apply Standard Vehicle Type Rate On New Reservation
- Prompt If Trip Grat Not Equal To Vehicle Type Grat In Car Selection
- Show Vehicle Availability only
- Auto Save Reservation On Exit
- Make Copy Trip To Unassigned
- Make Return Trip To Unassigned
- Show Customer Note Private Note On Pngr Screen
- Do Not Offer To Change Zone Rate On Vehicle Type Change
- Enforce Country Selection On 1st Pickup
- Warning Airport License Expiration On Chauffeur
- Mobile phone required for new contact
- 1st Pickup must have a Pickup Location or [Address, City, State, Zip/Postal Code]
- Last DropOff must have a DropOff Location or [Address, City, State, Zip/Postal Code]
- Display Caller Info Input Form When Contact Description Entity Selected
- Allow to auto send farm-out when trip status changes from Active Status to Farm-Out Unassigned
- Do not automatically add Agent Note when trip has Customer Confirmation
- Show warning when flight arrives on a different day then it departs
- Enable VehicleType Ordered Free Form
- Suppress User LocalTime Column in Reservation TouchLog
- Always save address directions to history
- Only present rate agreement when multiple options available
- Automatically load default agreement if there is one

Automatically unzone trip and change to hourly when there is at least one stop (does not affect On The Way and later status trips)

When Zone price is zero Prompt

Warn for duplicate PO for In-House trips

✓ Ok

⊘ Cancel