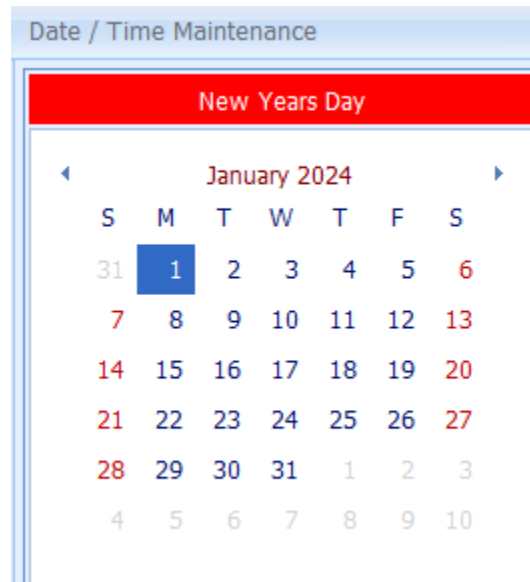


## Tech Tip Tuesday— September 19, 2023

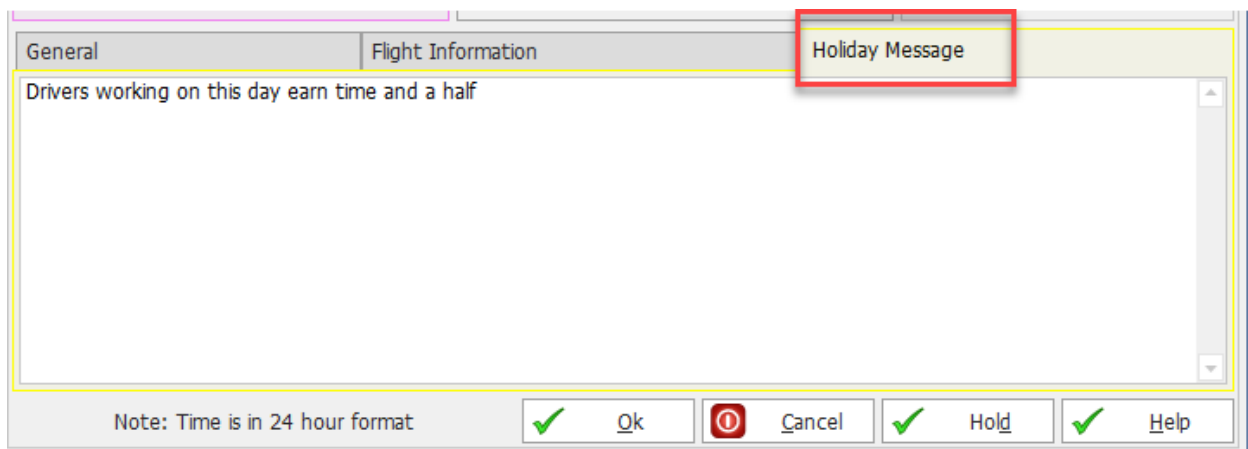
### Holidays

When booking a trip, it can be very helpful to know if the date of the trip is a holiday or other special day, regardless of whether or not you charge a Holiday Surcharge.

This is very easy to set up in Livery Coach, so when a holiday is selected, the name of the holiday is flashing at the top of the calendar. (Note that the screen shot below does not show the actual flashing!)



In addition to the name of the Holiday or other day flashing at the top of the calendar, if there are any special messages you have associated with that day that you think your reservation agent needs to know when booking the trip, they will appear at the bottom of the Date/Time selection screen, under the Holiday Message tab. The system will automatically select that tab if there is any message.



To add or edit a holiday, simply navigate to Setup->Maintain->Holidays.

<b>Holiday:</b>	New Holiday	
<b>From Date/Time:</b>	09/19/2023 00:00 ...	<b>To Date/Time:</b> 09/19/2023 23:59 ...
<b>Repeat Option:</b>	<input checked="" type="radio"/> None <input type="radio"/> Yearly <input type="radio"/> Monthly	
<b>Messages:</b>		

If you want to set up a new holiday or other special day, start by giving the Holiday a name, and then setting the start date/time and end date/time. Note that holidays have times as well as days, so that you can create holidays that only span a portion of a day (such as New Year's Eve.)

If you want the holiday to repeat, pick a Repeat option. If the Holiday is yearly, for example, you can check Yearly. If you don't fill out any of the optional field (Week, Day, and "of Month" then the holiday will just be repeated on the exact same day each year (for example, New Year's Day).

If the Holiday is not on the same day each year, but follows a rule (such Thanksgiving in the United States), you can enter that rule and the system will automatically generate the holiday for future years based on the rule.

<b>Holiday:</b>	Thanksgiving	
<b>From Date/Time:</b>	11/23/2023 00:00 ...	<b>To Date/Time:</b> 11/23/2023 23:59 ...
<b>Repeat Option:</b>	<input type="radio"/> None <input checked="" type="radio"/> Yearly <input type="radio"/> Monthly	
	Week	Fourth
	Day	Thursday
	of Month	November
<b>Messages:</b>		

If you select "Monthly", then the system will just repeat the Holiday on the same day of the month for as many months forward that you select.

Finally, if you have any special message you want the agent to read, enter it in the Messages box below. Then click on Save to save your holiday. If your newly saved holiday is recurring, the system will immediately save it for the current year, and then later (in the background) it will generate the holidays for 2 years into the future, for a total of 3. Every so often the system will check on your list of holidays, so if a holiday is passed, then the system will generate a future year, so you should always have 3 future occurrences of that holiday in the system.




**Holiday:** Thanksgiving

**From Date/Time:** 11/23/2023 00:00 ... **To Date/Time:** 11/23/2023 23:59 ...

**Repeat Option:**  None  Yearly  Monthly

**Week:** Fourth **Day:** Thursday **of Month:** November

**Messages:** Holiday pay for chauffeurs and limited availability--check schedule before accepting reservations

 **New**  **Save**  **Delete**

Despite the fact that we called this feature “Holidays”, it can also be used for other special dates that you want your agents to be aware of. For example, maybe you are sold out of limos for a particular weekend. You could set up a holiday with a date range of the weekend, and call the holiday “Limos Sold Out”. Then, when the reservationist tries to book on that date, he or she will be reminded (and can view the Message to see if there are any special instructions). This can also be used for special events (the message might say “6 hour minimum on all trips”).

**A final note:** by itself, creating and maintaining your holiday list does NOT affect the charges/fees. If you want to charge an extra fee for trips on holidays, that would be automated in Setup->Maintain->Charges/Fees.