

Tech Tip Tuesday—December 19, 2023

Network Blackout Dates

While many of you may offer limited service during the holidays and not close completely, your capacity may be limited, and you might want to be a bit picky as to what trips you want to do on, say, Christmas Day.

It's easy to manage that when your customers call in to make a reservation, since your agents can decide whether to accept the trip, explain the holiday surcharge, etc.

But what about the other ways that reservations can get into your system—not just web or iLivery bookings, but GNet, Groundspan, Livery to Livery, etc.?

Livery Coach has a set of controls so you can block out days or times for these types of reservations, so they don't sneak in when you don't want them to.

To manage these settings, navigate to Setup->Maintain->System Default Configuration->Network Blackout Rules.

If you already have rules in place you will see them there, ready to edit or delete...but if you want to add a new one, simply click on the "Create New Blackout Rule" button at the bottom, and it will bring up a menu where you can configure the rule.

In the configuration window, you can name the rule, and customize it as appropriate—for example, selecting which vehicle types you want it to apply, or which network channels it should affect, etc.

Note that you can configure this for a Date Range (or Date), or a Day of Week; you can also optionally configure a Time Range which operates in conjunction with the Date Range or Day of Week (if entered).

For example, if you don't want to accept any reservations with a pickup time on or after 4pm on Christmas Eve, and also don't want to accept any reservations for a pickup time at all on Christmas Day, then you would use two rules. One would be set for a Date Range of 12/24-12/24 and a time range of 16:00-23:59 (or 4:00pm-11:59pm), and the other would be set for a Date Range of 12/25-12/25 with no Time Range (since it applies all day).

You can also configure the rule to completely block reservations, or to allow them but still show the message.

Below is an example of a Christmas Eve block for all Networks, for All Vehicle types.



Editing Blackout Rule



Description

Date Range ... - ...

Or

Day of Week All Sun Mon Tue Wed Thu Fri Sat

Time Range ... - ...

Select Vehicle Type(s)

- All
- Canceled
- Greeter
- Limo 10
- Mercedes 550
- Mercedes Sprinter
- Motor Coach
- Sedan
- Sedan EV
- Sedan Vintage
- Shuttle-Bus 14-18
- Shuttle-Bus 18-28
- SUV
- Tesla
- Van 10
- Van 14
- Volkswagen

Network(s)

- Web/Online Reservations
- iLivery
- L2L - Livery to Livery
- GNet
- Deem
- GSpan
- Affiliate Connect

Block incoming reservations Warning only - Allow reservation

Please call to check availability

Save

Save And Close

Close

