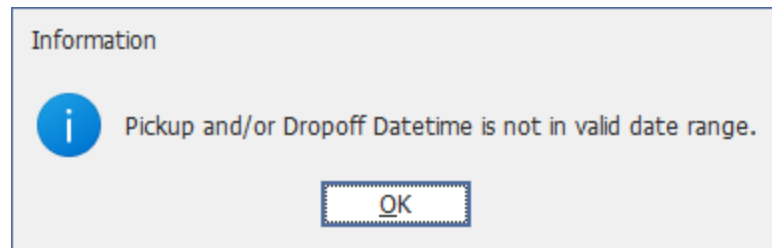


Tech Tip Tuesday—January 16, 2024

Pickup/Dropoff Valid Date/Time

As anyone who has been in this business more than a few days knows, date/time errors are the single most common kind of error.

In Livery Coach, we have a number of features to try to eliminate the possibility of these kinds of errors. One of the features will cause a warning to pop up if you try to book a trip outside your valid Date Range.



But how does the system know what a valid date range is?

The answer is, you set this in the system.

Navigate to Setup->Maintain->System Default Configuration->Reservation Settings, and you can see on the Settings 1 tab where you create this.

In the screen shot below, a reservation can be entered up to one year in advance (365 days), and also up to one hour in the past (which is good for "asap" trips where you want to adjust the start time to a bit sooner than now). But you can make this days instead of hours, and set this to whatever is suitable for your business.

Reservation Settings X

Settings 1 Settings 2 Email Option

Default Vehicle Type: Sedan

Next TripID Sequence: 20330

Trip Duration Rounding By (minutes): 15

Save Farm Notes checkbox in Print Trip Options is Sticky

Default Duration

1 Minutes Hours Days

Enforced by System

1 Hours before Current Date Time (Setting 0 hours allows 5 mins grace)

365 Day(s) after Current Date Time

60 Minute(s) allow PickUp Date/Time to be different from Arrival Flight Date/Time

Require Manager Password If Out-Of-Range

It is important to note that you also have the choice of whether to just show the warning and let the agent book the trip anyway, or if you actually want to inhibit the booking.

This choice is determined by both a global setting, described below, and by a setting in each individual user's security.

If you want to actually inhibit the booking, then check the box next to "Require Manager Password If Out-Of-Range".

1 Hours before Current Date Time (Setting 0 hours allows 5 mins grace)

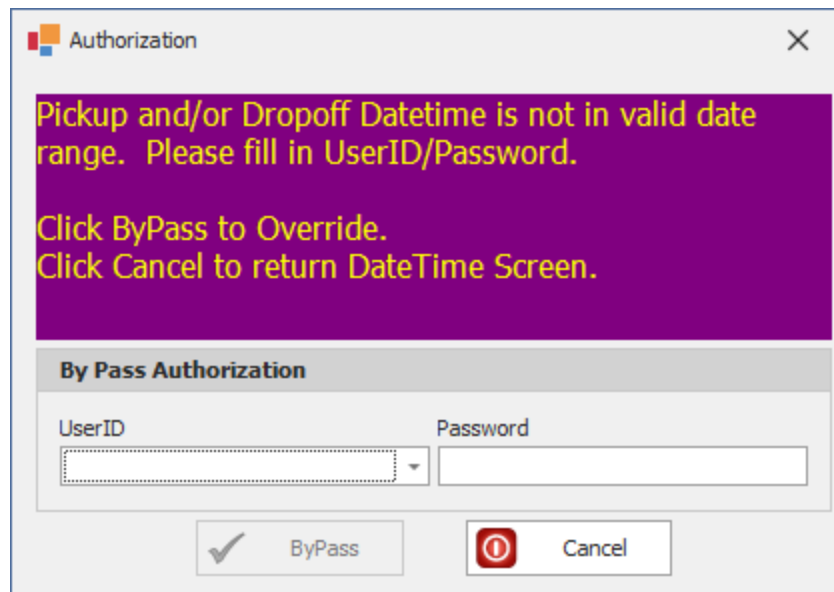
365 Day(s) after Current Date Time

60 Minute(s) allow PickUp Date/Time to be different from Arrival Flight Date/Time

Require Manager Password If Out-Of-Range

If this IS NOT checked, then agents will just get a warning but be able to proceed.

If this box IS checked, then they either need individual permission to bypass (set in security), or would need to have a manager override the restriction.



The security settings are illustrated below.

“Reservation DateTime Override” lets the agent book anyway, but does not let the agent help another agent override the restriction.

“Reservation DateTime Override Manager” lets the user override someone else’s warning box.

Note that if a user has the Override Manager permission but NOT the regular Override permission, then the “Authorization” box shown above will pop up, but the user will be able to select their UserID from the dropdown and enter their password, thus authorizing their own override. You might want to consider this setting as extra protection for wrong dates.

