

Tech Tip Tuesday—January 23, 2024

Require Mobile Number for First Passenger

It can be quite useful to have the mobile number of your passenger, for a variety of obvious reasons.

If your passenger has a profile, and that profile has a mobile number, then everything works automatically.

But if it's a one-time (“transient”) passenger, then it can't be automated—the agent must enter the phone number manually on the passenger selection screen.

The way this is done is to first add the passenger to the trip, and then click on the passenger name and add the mobile number in the proper field. Note that you can also add other info, such as email, etc., if desired.

The screenshot shows a passenger selection interface. At the top, there are fields for 'Prefix Title', 'First Name', 'Last Name', and 'Suffix Title'. Below these is a 'Current Passenger List:' section with a 'Multi Input' button. A table lists passengers, with 'Bozo Clown' and 'Transient' highlighted in a red box. To the right, the 'Passenger Name, Suffix' section shows 'Bozo Clown' in a dropdown. Below this are fields for 'Title', 'Company', 'Phone', 'Work Phone', 'Fax', 'Mobile', and 'Email'. The 'Mobile' field contains the number '8885551212'. A red arrow points from the red box around 'Bozo Clown' to the 'Mobile' field. There are also 'On Board' and 'Chauffeur Direct' checkboxes.


But sometimes agents forget. If you want to make this field required, so your agents can't forget, simply navigate to Setup->Maintain->System Default Configuration->Reservation Settings and click on the “Settings 2” tab. There you will find the selection “Enforce First Passenger Mobile”.

The screenshot shows the 'Reservation Settings' window with the 'Settings 2' tab selected. The window contains a list of checkboxes for various reservation options. A red box highlights the 'Enforce First Passenger Mobile' checkbox, which is checked. A red arrow points from the 'Settings 2' tab to this checkbox. Other visible options include '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', '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', 'Enable Contact Pngr Note Button On Trip Note Screen', 'Disable Passenger Name To Auto Populate', 'Auto Populate Zone', 'Apply Default 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', 'Auto Show VehicleType Rates List on Hourly and No Rate Agreement', 'Show Rate Agreement List At Payment Selection', 'Always Yes on 'New Zone Transfer Time' in Pickup/Dropoff Screen', 'Set New Reservation Status To Pending', and 'Sales Rep Required On Reservation'.

Now, if your agent forgets to get a mobile number for the first passenger, when they try to move on from the passenger screen, a reminder will pop up, forcing them to go back and enter the mobile number. (Note that if your agent truly can't get the number, entering a “0” in this field will suffice, but then that's a purposeful decision and not an error.)

Prefix Title	First Name	Last Name	Suffix Title
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Current Passenger List:	Multi Input	Passenger Name, Suffix	
Passenger Name		<input type="text"/>	<input type="text"/>
Bozo Clown	Transient	Title: <input type="text"/>	
		Company: <input type="text"/>	
		Phone: <input type="text"/>	On Board <input type="checkbox"/>
		Mobile: <input type="text"/>	
Display Sign		Chauffeur Direct	
Count	1		

Confirmation

 Mobile Number Required for First Passenger.