

## Tech Tip Tuesday—February 20, 2024

### Livery Coach Annual User Meeting at the CD/NLA Show in Las Vegas

March is rapidly approaching, and so is the next CD/NLA show. In addition to staffing a booth (#59 near the NLA Lounge), we will also be having our annual user meeting at 4:30pm on Sunday, March 3. For those of you who have let us know you are attending, thanks! And if you plan to attend but haven't let us know, please drop us a note to [news@liverycoach.com](mailto:news@liverycoach.com) with the names of the attendees, so we can plan accordingly. Thanks! See you in a few weeks!!

### Is today Tuesday?

Recently, Chip—a member of the Livery Coach team who will remain anonymous missed a doctor appointment because he had it in his head that the appointment was on a Tuesday, when it was actually on a Monday.

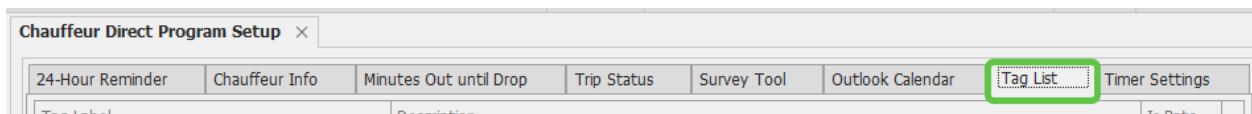
Even though the doctor's office had automated reminders, it had the date but not the day of the week.

To avoid this problem when your automatic reminders go out to your clients, you might want to think about including the day of the week in the text.

As a reminder, you configure your automated templates under Setup->Maintain->Chauffeur Direct Program.

In this section, you control what your 24-hour reminder texts look like (separately for Email and SMS), as well as Chauffeur Info, Trip Status, etc.

There is a list of available tags shown in the "Tag List" section and all tags begin and end with the @ variable. Then, the system will automatically substitute the actual value in the trip for the tag.



Below is a screen shot showing sample 24-hour reminder templates for both email and SMS that use the @PickupDayOfWeek@ tag.

**Email**

Subject: @MyCompanyShortTitle@ 24 Trip Reminder for @PassengerName@ on @PickupDayOfWeek@ @PickupDate@ @PickupTime@ Confirmation # @TripID@

Body:

This is a reminder from @MyCompanyShortTitle@.<br><br>  
@FirstPassengerName@ @PassengerName@ has a pickup:<br><br>  
@VehicleTypeGiven@ on @PickupDayOfWeek@ @PickupDate@ @PickupTime@ from @FirstPickupLandMark@, @FirstPickupStreet@, @FirstPickupCity@.<br><br>  
Dropping Off: @LastDropoffLocation@  
Confirmation # @TripID@<br><br>  
If any changes are required, contact us at @MyCompanyPhone@.<br><br>  
Please keep in mind that traffic conditions in certain areas may make it necessary for the chauffeur to circle the streets nearby. Your chauffeur's name and cell number will be sent via email fifteen minutes before your scheduled pick up. So, if you do not see your vehicle or chauffeur, please contact your chauffeur directly.<br><br>  
Thank you for choosing @MyCompanyFullTitle@.<br><br>  
To Opt Out of these messages, please click here: @SMSoptOutURL@ <br>  
THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL<br><br>

**SMS 141 char(s) left**

Reminder from @MyCompanyShortTitle@. @FirstPassengerName@ @PassengerName@ has a pickup:Vehicle: @VehicleTypeRequested@ Date: @PickupDayOfWeek@ @PickupDate@ Time: @PickupTime@ from @FirstPickupLocation@ Dropoff: @LastDropoffLocation@ Confirmation # @TripID@. Problem? Call @MyCompanyPhone@

To Opt Out of these messages, please click here: @SMSoptOutURL@