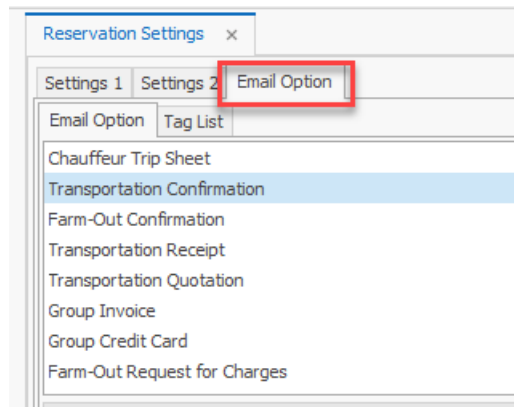


Tech Tip Tuesday—April 16, 2024

Default Email text

When you send an email from within Livery Coach (such as a Transportation Confirmation), the system automatically fills in the text body from a template set up for that type of email.

All the default email .templates are set in your system by navigating to Setup->Maintain->System Default Configuration->Reservation Settings and then selecting the “Email Option” tab.



(Note that this is not where the templates are stored for Chauffeur Direct messages (email and/or SMS) regarding reminders, chauffeur on-site, status, etc. That’s a separate function.)

There are separate options for all the various types of system emails that Livery Coach supports.

Select the type of email for which you want to view/change the template, and enter your desired text for both the Subject and Message (email body), remembering to press the Set button when finished. Note that both of these fields can accept Tags (placeholders for the actual data in a trip) so that your messages can be automatically customized using data from the trip.

Reservation Settings x

Settings 1 Settings 2 Email Option

Email Option Tag List

Chauffeur Trip Sheet
Transportation Confirmation
 Farm-Out Confirmation
 Transportation Receipt
 Transportation Quotation
 Group Invoice
 Group Credit Card
 Farm-Out Request for Charges

Subject

Transportation Confirmation # @TripID@ For @FirstPassengerName@ On @PickupDate@ @PickupTime@

Message

Reservation # @TripID@ CustomerID # @CustomerID@ Please open the PDF attachment to view and print your Confirmation!

 Your chauffeurs name and cell number will be sent via email or text 40 minutes prior to your scheduled pick up time.

 You may download a free copy of Adobe Acrobat Reader click here

Set

Note also that these fields accept HTML5 (web code) so that you can format this message to be more aesthetically pleasing, should you desire. An HTML5 lesson is way beyond the scope of this tip, but we did want to mention that it would work if you use it.

Reservation Settings x

Settings 1 Settings 2 Email Option

Email Option Tag List

Chauffeur Trip Sheet
Transportation Confirmation
 Farm-Out Confirmation
 Transportation Receipt
 Transportation Quotation
 Group Invoice
 Group Credit Card
 Farm-Out Request for Charges
 Transportation Change Confirmation

Subject

Transportation Confirmation # @TripID@ For @FirstPassengerName@ On @PickupDate@ @PickupTime@ Trip Ttotal is @TripTotal@

Message

Transportation Confirmation Email body Template -
 <table border="0" width="100%" cellspacing="0" cellpadding="3">
 <tbody>
 <tr>
 <td style="width: 57.1308%; colspan="2" height="25">@MyCompanyFullTitle@
 Phone: @MyCompanyPhone@
 Email: @MyCompanyEmail@</td>
 <td style="text-align: right; width: 26.8692%;" height="25"> </td>
 </tr>
 <tr>
 <td style="width: 84%;" colspan="3">@CancellationNotice@</td>
 </tr>
 <tr>
 <td style="text-align: left; width: 57.1308%;" colspan="2" bgcolor="#009acc" height="25">Reservation Confirmation # @TripID@</td>
 <td style="text-align: right; width: 26.8692%;" bgcolor="#009acc" height="25"> </td>
 </tr>
 <tr>
 <td style="text-align: left; width: 23%;">Pick-up Date:</td>

Set