

Tech Tip Tuesday—April 23, 2024

Airport Meeting Procedure Labels

When you are entering a trip for an airport pickup, you have a choice of meeting procedures, that you set up with each airport. If you sent them up a long time ago and haven't revisited them lately, it's quite likely that they look something like this:

The screenshot shows the "Flight / Train Information" screen. A red banner at the top reads "Currently Modifying Pick Up Information. This Flight/Train Is Arriving. Total # Of Stops = 3". Below this, there are fields for "Airport/Train Station", "Airline/Train", "Flight/Train #", "Terminal", "Arriving From", "Departure Time", and "Airline/Train Phone". The "Meeting Procedure" section is highlighted with a red box, showing a list of options: Note 01, Note 02, Note 03, Note 04, Note 05, and Custom Note. A red box also highlights the "Note 01" option. To the right of the list, a text box contains the instruction: "*Domestic Arrivals: Meet Your Chauffeur at the Bottom of The Escalator in Baggage Claim in the terminal where your baggage arrives, even if you have no baggage."

But how do you remember what "Note 01" says vs "Note 03", etc.?

The answer is that you don't have to. Livery Coach has the ability to label each note, so you know exactly what they mean, and don't have to guess.

Simply navigate to Setup->Maintain->Airports, and select the desired airport. Now, click on the "Terminal List" tab, and change each label in turn to what works best for your operation. Remember to click on "Update" after each edit.

The screenshot shows the "Terminal List" screen. A table lists meeting procedures with columns for "Label", "Terminal", "Notes", "Greater Req", "See Notes Web Visibility", and "Procedure For/Charges/Fee". The "Label" column is highlighted with a red box, showing options: Intl, Dom Bag, Note 03, Note 04, and Note 05. A red box also highlights the "Curb Sed/SUV" label in the "How To" section on the right. The "How To" section also contains a text box with the instruction: "*Domestic Arrivals: Meet Your Chauffeur at the Bottom of The Escalator in Baggage Claim in the terminal where your baggage arrives, even if you have no baggage."

Now, when you look at the Meeting Procedure selection in the Flight Information screen, it's much easier to pick the one you want. Note that the list sorts your meeting procedures alphabetically, so you might want to keep that in mind when creating your labels.

The screenshot shows the "Meeting Procedure" section of the Flight Information screen. A red box highlights the list of options: Curb Bus, Curb Sed/SUV, Curb Van, Dom Bag, Intl, and Custom Note. A red box also highlights the "Dom Bag" option. To the right of the list, a text box contains the instruction: "*Domestic Arrivals: Meet Your Chauffeur at the Bottom of The Escalator in Baggage Claim in the terminal where your baggage arrives, even if you have no baggage."