

Tech Tip Tuesday—May 7, 2024

Important Note about SMS

Because of the increasing amount of spam being sent out via SMS, the carriers continue to evolve and update their standards and requirements in an attempt to reduce the problem. They can easily tell whether an SMS message is sent manually from another phone vs from a computer program (such as Livery Coach) and it's primarily the messages sent from computer programs that they keep tightening the requirements.

Depending on when you activated your Textline account depends on what standard you had to meet to prove to them that you are only sending legitimate messages that your customers request, For those of you who have older accounts, even though you might had to meet a lower standard at the time doesn't mean you are set for life—the carriers are now circling back to tighten up and verify those older accounts.

So please be on the lookout for communications from Textline asking you to update your compliance—if you ignore these messages there is the risk that your SMS messages might not be delivered. With any specific questions about these requirements, you can contact Jenny Luo, Head of Customer Experience at Textline (jenny@textline.com or 415-849-4349). Remember that these requirements are not unique to Textline—they are just enforcing the standards imposed by the carriers (AT&T, Verizon, T-Mobile, etc.) who actually deliver the messages to the phones.

Accepting last-minute trips electronically

We covered this topic in 2021 but based on feedback from our support team some of you might have missed it, so we thought it was important enough to cover again.

Farm-in agreements in Livery Coach are typically set up to block “too soon” reservations, so your affiliates can't just blindly send you trips with so little notice that you can't cover them.

This setting, which can be different for each affiliate, is found in your Farm-In agreement under the Network Option tab (and is set in minutes).

Farm-In (ID# 2794)

General | **Network Option** | Payment Info | Private Notes

Send Out Trip Status

With Chauffeur Info

With Vehicle License

With Vehicle Make Model Year

With GPS

Send Chauffeur Direct to Passenger(s)

Send Out Agreement Rate Name

Lock Trip Duration (not recommended)

Booking Method: Livery Network

Accept New & Change Reservations only up to **240** Minutes prior to the pickup time. Use 0 to allow new trips at pickup time, and updates after the pickup time.

Sometimes, though, you might have an affiliate who is in a jam and calls you with a last-minute request, and you actually are able to do it—in that case, you would still like the affiliate to be able to electronically send you that particular trip with less notice than the system requires. But how?

Livery Coach has a feature where you can override the setting for a single trip. Simply double-click on the “Trip(s) Waiting” button (at the top right of your screen) and navigate to the Options/Overrides tab.

Now, all you have to do is enter the **affiliate’s** trip number that they want to send you, and click Apply. When it comes in (via Livery to Livery, GNet, or Affiliate Connect, and soon, GroundXchange) the system will keep an eye out for that trip number and let it through when it arrives.

