

Tech Tip Tuesday—March 18, 2025

“Do you need a reservation in...”

As many of you know, one way to grow your business without taking on lots of additional costs is to get more trips from your existing clients, in other cities. Often your clients are happy to reward you with this extra work...but to get it, often you have to ask. If you are dropping your client off at the airport, nearly all of the time he or she is getting on a plane to fly...somewhere. What is he or she doing in that city? Maybe renting a car, but maybe not...

Livery Coach has a way of reminding your reservation agents to ask your clients if they need any transportation in that destination city—you just have to set it up.

Navigate to **Setup->Maintain->System Default Configuration->System Default Config** and select the **Misc** tab.

Now, in the upper right box titled “Message For Continuing Destination” and enter the message you want your agents to see. In our example, we have entered “Do you need transportation at your destination”.

The screenshot shows the 'System Default Config' application window. The 'Misc' tab is selected and highlighted with a red box. The 'Message For Continuing Destination Reservation Booking' field is also highlighted with a red box and contains the text: 'Can we arrange for transportation in your destination city?'. Other visible fields include 'Separate Airport Terminal by', 'Incident Source', 'Incident Sub-Source', 'Canned Messages', 'Incident Resolution', 'Message For: Jet Charter Booking', 'Message For: How Trip Booked', and 'Message For Changing Trip Owner'. The bottom of the window features 'OK' and 'Cancel' buttons.

Now, when you next launch Livery Coach and save a reservation dropping off at the airport, what happens?

When entering the booking and verify the flight (you do ask for flight departure info, don't you? And you have FlightView?), the system knows where the flight is going, and what time it is getting there.

Flight / Train Information

Currently Modifying Drop Off Information. This Flight/Train Is Departing. Total # Of Stops = 2

Airport/Train Station:	Airline/Train:	Flight/Train #:	Terminal:	Destination:	Arrival Time:	Airline/Train Phone:
PHL	AA	1103		LAX	03/20 16:50	(800) 433-7300

Intl Airport Code Search: <= Operated By Clear Code Share

Then, when you save the trip, a message will pop right up for the agent:

Confirmation

Can we arrange for transportation in your destination city?
CA, Los Angeles Intl - LAX

Yes No

If the agent says yes, a new linked trip will be started, with the first pickup *at the location you have tied to the LAX airport*, on the date and time the flight arrives.

Tip: To tie a location to an airport, *make sure that the location already exists in your Points of Interest*. Then navigate to Setup->Maintain->Airports, select the airport, and pick the appropriate address (point of interest) in the drop-down for Location Address.

General Terminal List How To

Airport Name:	Airport Code:	International Airport Code:	Usage (%):
Los Angeles Intl	LAX		0

Not Verifiable
 Flights from here go through customs when arriving. Meeting Procedure: [dropdown]

Location Address:

- Los Angeles International Airport (LAX)
- London City Airport (LCY)
- Long Beach Airport (LGB)
- Long Island MacArthur Airport (LBI)
- Los Angeles International Airport (LAX)
- Louis Armstrong International Airport (MSY)
- Louisville International Airport (SDF)
- Lynden Pindling International Airport (NAS)