

## Tech Tip Tuesday—September 30, 2025

### Confirming those Farm Outs

As most of us know, offering transportation in other cities can be a good way to solidify relationships with your customer, as well as increase your revenue without all the associated expense.

But, when you farm a job out, you are taking the risk that your affiliate doesn't screw anything up.

While farming out electronically (Livery-to-Livery, GroundXChange, GNet) can help ensure the accuracy of all the details, sometimes it's not enough.

One way to help ensure the affiliate has everything correct is to actually call your affiliate and confirm on the phone all the aspects of the job one or more times before the trip—say, 2 or 3 days before, a day before, and maybe even hour before. But if you're going to make phone calls, it's important for the agents doing the confirmations not to forget to confirm everything.

Livery Coach can help this process with a feature called Extended Confirmation. The way it works is you set up your own checklist of items that the agent needs to check, and then you have a place to store the record of what was checked.

Start out by navigating to Setup...Maintain...Extended Confirmation Setup.

Select Farm-Out on the left, then on the right enter a Description and Order (the order in which you want them to appear). The Item ID at the top should be left the way it is, and the Type will default to Farm-Out and should not be changed.

As you enter each description click Save. If you want to change the order, you can highlight an existing entry and type in a different number for the order. In the screen shot below, I have added Pickup Time, Pickup Location, and Vehicle Type, and am about to enter Passenger Name (I just need to click on Add).

The screenshot shows the 'Extended Confirmation Setup' window. On the left, there is a table with the following data:

ID	Order	Description	Type	In Active
	1	0 Pickup Time	Farm-Out	0
	2	1 Pickup Location	Farm-Out	0
	3	2 Vehicle Type	Farm-Out	0

On the right, there is a form for adding a new item. The 'Item ID' is 0. The 'Description' is 'Passenger Name'. The 'Type' is 'Farm-Out'. The 'Order' is 4. There is an 'In Active' checkbox.

In order for the system to recognize these you might have to log out and back in.

Now, when you open a Farm Out trip, you will see a new button below the summary that says Farm-Out Extended Confirmation Checklist.

Summary	Farm-Out	Option	Features	History CheckList	Caller Info	Attribute	Communications	Similar Trips
Contact Company	Magnum							
# Of Passenger(s)	1							
Passenger Name(s)	Robert Capa (10224) m:(818) 516-7605							
Trip PU and DO Times	Wed - Oct 08, 2025 18:00 - 19:00							
Pick Up	Robert Capa Residence:: 545 Wood Valley Trace , Roswell, GA 30076 turn left, then right, then left, then right							
Drop Off	JW Marriott Buckhead:: 3300 Lenox Drive , Atlanta, GA 30301 Phone 0							
Occasion	As Directed							
Vehicle Type	Sedan (Ordered: Sedan)							
Payment Method	Visa: 4111XXX1111 Exp. 07/2026							
Trip Total	\$ 204.71							
Deposit	\$ 0.00							
Balance Due	\$ 204.71							
Trip Notes	Super VIP--handle with care and honor all requests							
	Farm-Out Information							
	Jim's Limo Service (111222333)							
	(800) 225-1212 x 12							
Farm Res #								
Farm Notes	auto insert notes[!]Vehicle - Killer Stereo; Chauffeur - NON Smoker, French Speaker							
<b>Farm-Out Extended Confirmation CheckList</b>								
<input type="button" value="Confirm"/> <input type="button" value="Copy Trip Wizard"/> <input type="button" value="File Attachment"/> <input type="button" value="Eye"/> <input type="button" value="Globe"/> <input type="button" value="Calendar"/> <input type="button" value="Print"/>								

When you click the button, a new window will open up that shows you your checklist of things you want to confirm with the affiliate, in the order you set:

Farm-Out Confirmation CheckList	
Description	09/26/2025 13:59
Is the FO Friver Currently Sober?	<input type="checkbox"/>
Pickup Time	<input type="checkbox"/>
Pickup Location	<input type="checkbox"/>
FO Driver Information - Name and Cell	<input type="checkbox"/>
FO Vehicle Type	<input type="checkbox"/>
Passenger Name and Contact Information	<input type="checkbox"/>
Confirmation Sent	<input type="checkbox"/>
Anything Else You Want	<input type="checkbox"/>
One Last Thing	<input type="checkbox"/>
Test 1	<input type="checkbox"/>
Final Phone Confirm	<input type="checkbox"/>
Farm Res #:	<input type="text"/>
<input type="button" value="Agent Note"/>	<input type="button" value="Confirmations"/>

All your agent has to do is go down the line and confirm each line, putting a check-mark in each box. You can do this as many times as you like (for example, a week before, a day before, etc.)

Once there is at least one entry, the “History Checklist” tab will appear with the trip, and you can see all the times the trip was confirmed, with the initials of who in your office confirmed the details.

Summary	Farm-Out	Option	Features	History Checklist	Caller Info	Attribute	Communications	Similar Trips
Description				09/26/2025 13:59				
Is the FO Friver Currently Sober?				DCH				
Pickup Time				DCH				
Pickup Location				DCH				
FO Driver Information - Name and Cell				DCH				
FO Vehicle Type				DCH				
Passenger Name and Contact Information				DCH				
Confirmation Sent				DCH				
Anything Else You Want				DCH				
One Last Thing				DCH				
Test 1				DCH				
Final Phone Confirm				DCH				

Confirm Copy Trip Wizard File Attachment    