

Tech Tip Tuesday—October 14, 2025

GroundPay coming soon

GroundPay is the name of a new credit card processing system operated by Fullsteam that will soon be available to Livery Coach users. We announced this last month, but just wanted to alert you to a separate email being sent out later this week with more information. So keep your eye out!

Garage to Garage/Door to Door and overrides

As we all know, Livery Coach has the ability to enter travel time (both before and after the trip) separately from the trip duration itself. For example, in the screen shot below, the “Dwelling Time” (Garage to Door) is 60 minutes, the actual trip itself (Door to Door) is 3 hours, and the “Block Time” (Door to Garage) is 90 Minutes.

The screenshot displays the 'Date / Time Maintenance' interface. It includes a calendar for October 2025 with the 14th selected. A central analog clock shows 1:00 PM. On the right, there are controls for 'View' (Pick Up/Drop Off), 'At Garage Time' (0 Minutes), 'Dwelling Time' (60 Minutes), 'Trip Duration' (0 Days, 3 Hours, 0 Minutes), and 'Block Time' (90 Minutes). Below the calendar, there are sections for 'Pick Up' (10/14/25 at 14:00, Tuesday Afternoon) and 'Drop Off' (10/14/25 at 17:00, Tuesday Evening).

For an hourly trip, you have the choice of whether to charge Garage to Garage (5.5 hours), Door to Door (3 hours), or something in-between (such as Garage to Door, 4 hours, or Door to Garage, 4.5 hours).

What controls this is the setting in the trip, which can be accessed by clicking on Additional Charges button in the Payment screen.

Charges	
Hourly Pricing Option	
<input type="radio"/> Door to Door	<input type="radio"/> Garage to Door
<input type="radio"/> Door to Garage	<input checked="" type="radio"/> Garage to Garage
<input type="button" value="Calculate Google Travel Time"/>	
Dwelling Hrs:	1.00
Duration Hrs:	3.00 +
Block Hrs:	1.50 +
Total Hrs:	5.50 =
Hourly Rate:	75.00
Total Hrs - Fixed Hrs:	5.50 X
Fixed Total:	0.00 +
Trip Charges:	412.50 =

While you can certainly edit this for every trip, Livery Coach has some tools to make it easier, to better suit your business practice.

The first setting, located in Setup->Maintain->System Default Configuration, System Default Config, is your overall global system setting. We recommend setting this for your usual practice (Door to Door, Garage to Garage, etc.)

If you don't want to have a default, but want the system to ask you every time you book an hourly trip, select "Prompt" as the default, regardless of any contact or company settings (discussed further below).

Default Luggage Type	None
Hourly Pricing Option	Garage to Garage
	<ul style="list-style-type: none"> Door to Door Door to Garage Garage to Door Garage to Garage Prompt

Then, this setting will be used as a default for all new contact profiles (found under the Misc tab). Note that this will not change any settings for existing profiles—only new ones.

Misc	Messages !	Web Access	UDF
	Hourly Pricing Option		
	Garage to Garage		
<input type="checkbox"/>	System Default		
	Door to Door		
	Door to Garage		
	Garage to Door		
	Garage to Garage		
	Door to Door (Override)		
	Door to Garage (Override)		

If you have a particular Company that needs custom settings, these can be set in Setup->Maintain->Company List. Add the company to the list (if it isn't there already), and select the default for that company.

Add & Edit	Rate Agreements	Contact Notes	Private Notes	Payment History	Pickup / Dropoff History	Billing Instructions	Company Employee List	P
Company Name	Livery Coach Solutions, LLC			Rate Group				P
Display Name								
Parent Company				Industry				
Chauffeur Airport Sign Logo								
Confirmation Override								
Confirmation Logo								
Receipt Override	J:\LIVERY\Reports\TripreceiptTotalOnly.rpt							
Rate Agreement Name	LCS			Hourly Pricing Option	Garage to Garage			
Sales Rep	test	Region Name		Hourly Pricing Option	Garage to Garage			
Source	Friend	Gratuity	17	(Use -1 on Gratuity as Default)	System Default			
Copy of Confirmation Email	john@liverycoach.com							Door to Door
Web res alert email	john@jpearman.net							Door to Garage
Other Vendor Names Or Codes (Each Name or Code follows with a comma (,))								Garage to Door
								Garage to Garage
								Prompt

Then, the Company settings will be used for all bookings by any contacts associated with that company (and ignore the contact settings). If you need a particular contact settings to override the company settings (that is, you have one contact who needs his own setting that is different than the company setting), you can just select the desired setting with (Override). Then the contact setting will override the company settings (which, in turn, override the global setting).