

Tech Tip Tuesday—November 4, 2025

Group Notes

One of the more powerful functions of Livery Coach is all the features around setting up and managing Groups—that is, a bunch of reservations for an event.

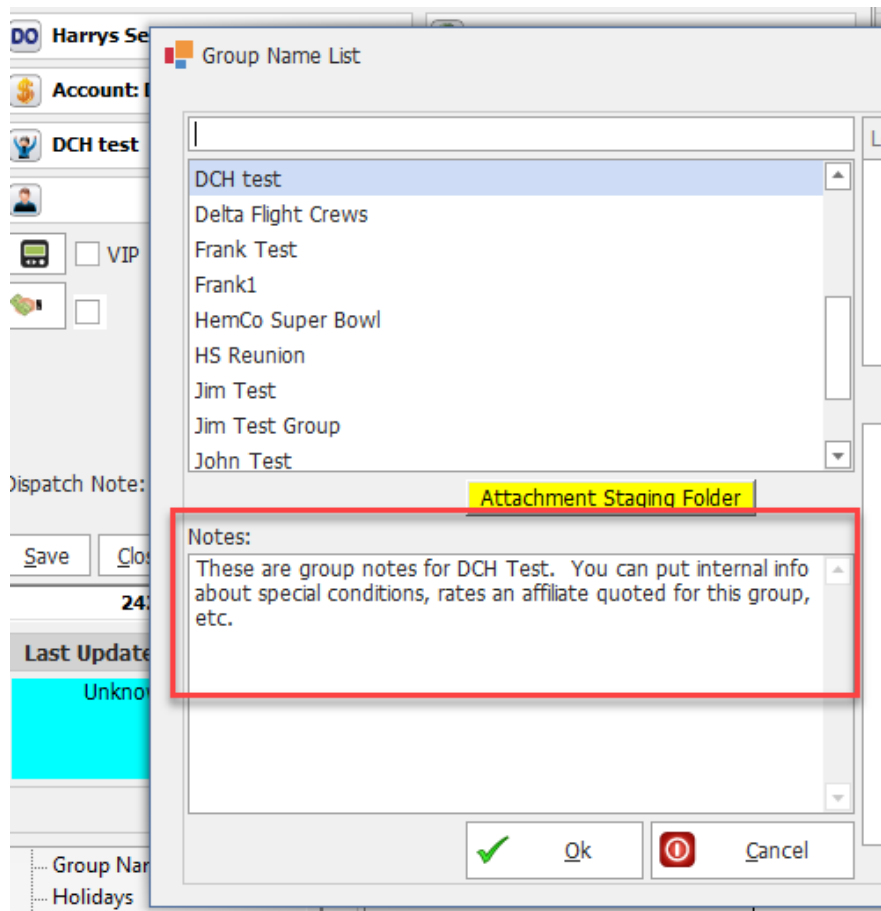
One of these features is Group Notes. When you set up a Group Name, you can also enter some internal notes about that Group, and you can then see them on any reservation tied to that Group.

To create the note, simply navigate to Setup->Maintain->Group Name, and select the desired Group Name (or add one, if you haven't created your Group Name yet). Then, enter your desired note in the Group Notes field, and click Save.

The screenshot displays the 'General' tab of the Livery Coach software interface. The 'Group Name' field is set to 'DCH test'. Other fields include 'Agent Name: DCH', 'Group Color: System Default Color', 'Display Sign:', 'Minute Out: 15', 'Billing Account', and 'Account Group'. There are checkboxes for 'Counter Enabled', 'Auto Insert into Trip Notes', and 'Auto Assign Call Forwarding Number'. On the right, there are sections for 'Override Chauffeur Info' with 'Send Y/t' options for '24Hr Confirmation Reminder', 'Trip Status', 'Chauffeur Info', and 'Send Survey'. The 'Group Notes' field is highlighted with a red border and contains the text: 'These are group notes for DCH Test. You can put internal info about special conditions, rates an affiliate quoted for this group, etc.'. Below the form are buttons for 'Clean', 'New', 'Save', and 'Delete'.

Now, when you assign the Group Name to a trip, you will also see the notes. And if you ever need to refer back to those notes, simply click on the Group Name within a trip, and there they are.

If you need to update the notes, simply update the field where you entered them, as explained above, and the new notes can be seen on every trip with that Group Name.



Support Hours

Because of the changing needs of the business and demands on our team, we are adjusting our phone support hours. Effective immediately, our standard telephone support hours are 9:00am-6:00pm Monday-Thursday, and 9:00am-5:00pm on Fridays, and closed weekends and holidays. You can also email support at support@liverycoach.com which will automatically create a ticket in our system which will elicit a response. For standard support requests, email is preferred.

As always, in case of emergencies, we do have a support technician on call 24/7/365. Just leave a message in our emergency after-hours support VM mailbox with all the details, and you will get a call back.

Thanks for your support and understanding.