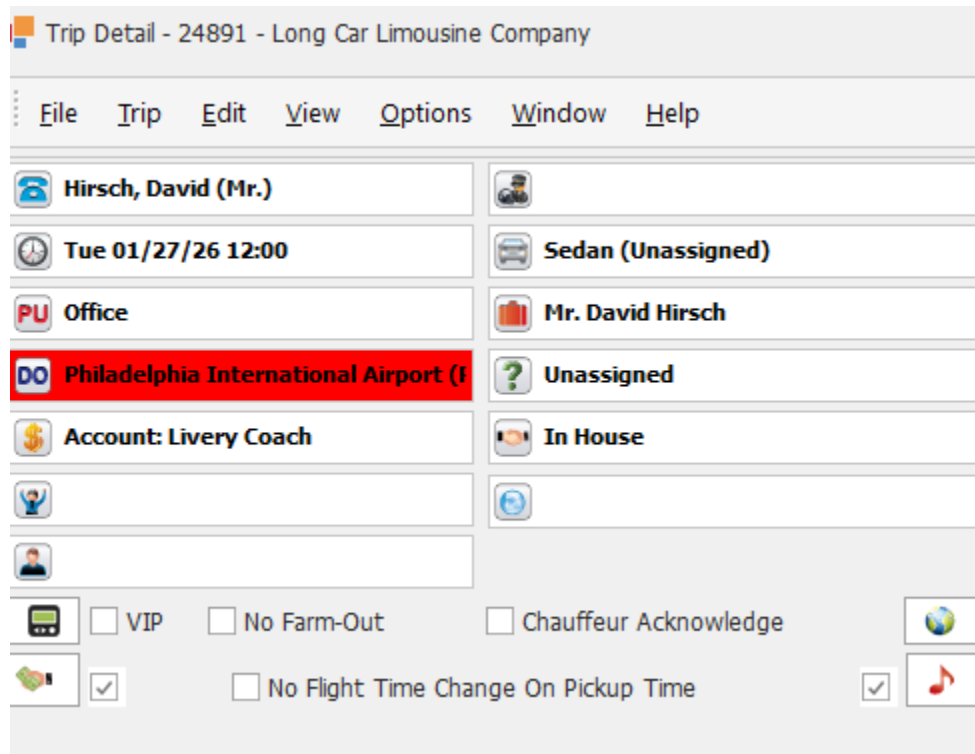


Tech Tip Tuesday—January 27, 2026

Why is my Drop-Off field Red?

Sometimes, when you enter and save a reservation, you may notice that the Drop-Off (DO) line appears in red. Why does this happen?



If you are entering a trip with a drop-off at an airport, we strongly recommend verifying the flight (this requires the FlightView module and service). Verifying the flight confirms that the flight exists and identifies its scheduled departure time.

The DO line will turn red in the following situations:

- **Departure is too close:**
If the flight is scheduled to depart within **30 minutes** of the trip's scheduled drop-off time, the DO line turns red to warn that the passenger may be cutting it too close and could miss the flight.
- **Departure is too far away:**
If the flight is scheduled to depart **more than six hours** after the scheduled drop-off time, the DO line turns red to warn that:
 - An AM pickup time may have been entered instead of PM, or
 - There may be a date mismatch between the pickup date and the flight date.

This does not necessarily mean there is a problem. For example, the airport may not be crowded, the passenger may have TSA PreCheck or CLEAR, or they may just like to cut it close. In other cases, the

passenger may be planning to work at the airport, leave later, or attempt to catch an earlier flight. However, the red DO line is a prompt to double-check the details.

If you do not ask for departure flight information, you lose this additional validation step—one that checks not only your reservation entry, but also the information provided by the customer. Consider this scenario: a customer calls in a hurry and says, “I need a pickup for 4:00 PM.” The reservationist enters a 4:00 PM pickup, when what the customer actually meant (but did not say) was that they have a flight departing at 4:00 PM. Asking for flight information and verifying the flight helps catch this type of error before it becomes a problem.