

Tech Tip Tuesday—October 22, 2013

by David Hirsch

Cancelled Trips

One of the design features of Livery Coach that keeps the system from getting slower and slower as time goes on is the fact that current trips are stored in different database tables than archived trips. As you know, when you close a trip in Trip Book, it gets moved from the “current” portion of the database to the “archived” portion.

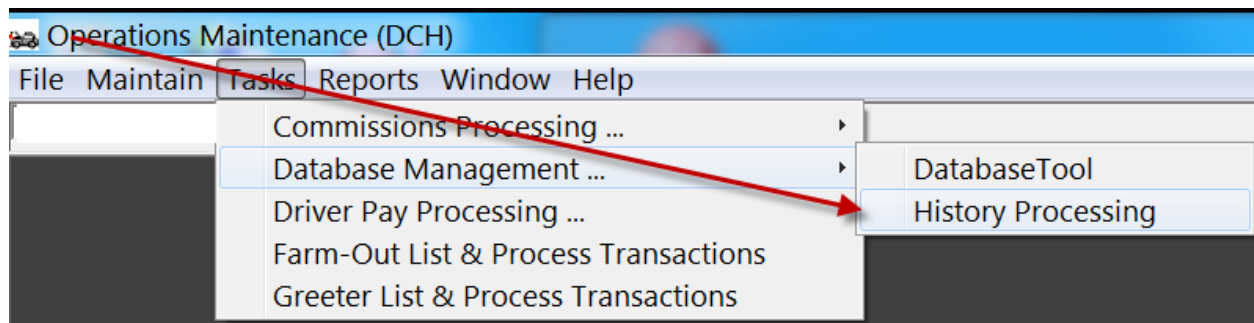
So assuming your server stays the same, over the years the time it takes to retrieve an archived trip might get a little longer as the number of trips grows, but the speed to access “current trips” that you are assigning and dispatching should stay the same.

All that said, let’s consider a cancelled trip. While “late cancel” and “no show” trips appear in TripBook and get closed, cancelled trips do not, since they are not considered billable. Since they never show up in TripBook, they never get the opportunity to get moved from “current” to “archived”.

Therefore, over the years, unless you take action, the number of cancelled trips can grow and grow, and slow down your system. But there is something you can do about this.

Livery Coach has a utility built in to Maintenance that will help you get rid of these old cancelled trips.

You can find it under Tasks...Database Management...History Processing.



To use this screen, simply make your desired selections and then click on OK.

EXTREMELY IMPORTANT: Make SURE that for Non-Cancelled trips, you have selected “Do Nothing”. This option is here for those customers who want to completely purge old trips (not recommended).

We do recommend keeping the past few months of cancelled trips, just in case there is a question...but once you go back more than that...what’s the point?

In the example below, we are purging all trips with a Pick Up date of June 30, 2013 or older. This is a process we recommend you perform at least once or twice a year. If you have a huge volume of cancelled trips, you could consider performing this process one a quarter or so.

Date Selection for Archive

← June 2013 →

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Archive up to: 06-30-13

Check This to Overwrite Trip

Non-Cancelled Trips

Do Nothing
Archive
Purge

Cancelled Trips

Do Nothing
Archive
Purge

Select the date to the left and options above and press OK. Note that Downtime trips will be purged with either selection. If "Check This to Overwrite Trip" is selected then if a trip is found with the same trip number as an existing archived trip, the new archived trip will replace the old archived trip. (This is rare, and generally only applies if your trip numbers are random and not sequential).

OK

Cancel

Help