

## Tech Tip Tuesday—November 26, 2013

by David Hirsch

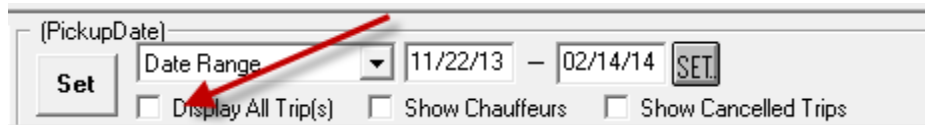
### Happy Thanksgiving!

Please note that our office will be closed Thursday, November 28, and Friday, November 29 for the US Thanksgiving holiday. We will re-open at 9am Eastern Time on Monday, December 2.

### Dispatch Grid tips (part 1)

For those of you who use the dispatch grid, here are a few tips to help you get it running faster and more smoothly.

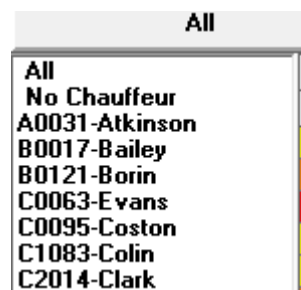
First of all, if you are using a date range at the bottom of the dispatch grid, under most cases you should have “Display All Trip(s)” NOT checked.



(PickupDate) [Set] Date Range 11/22/13 - 02/14/14 [SET]  
 Display All Trip(s)  Show Chauffeurs  Show Cancelled Trips

The way the system works is that it filters the grid to only show trips within the date range...but if that box is checked, then the system ALSO has to look throughout all the current trips to see if there are any trips earlier than the date range that are not yet marked done. (Typically this would be used if you don't have overnight dispatch—the early morning dispatcher would come in and see all of last night's late trips still in progress and need to mark them done). Unchecking this box makes the system a lot faster for everyone—so everyone should make sure this is unchecked unless you need it...and when you are done, uncheck it again.

While we're looking down there, the next box over says “Show Chauffeurs”. If that is checked, a window opens up on the left of the screen, pushing the dispatch grid over to the right—and you will see a list of all chauffeurs who have at least one trip during the date range you selected. (Note that if a chauffeur has no trips, his/her name will not appear). When you click on the chauffeur's name, all that chauffeur's trips will appear in the grid. (Note that you can also click on “All” or “No Chauffeur”—No Chauffeur shows you only the trips that still need assignment.



All  
All  
No Chauffeur  
A0031-Atkinson  
B0017-Bailey  
B0121-Borin  
C0063-Evans  
C0095-Coston  
C1083-Colin  
C2014-Clark

selection...UNLESS you have “Retain Chauffeurs List” checked at the bottom.

When that box is checked, then refresh will not blow your selection. (Note that if you change the date range, it does reset, since the list of chauffeurs could be different).



Retain Chauffeurs List  
 And Grid Selection

Also note the “And Grid Selection” box below, which can only be checked when Retain Chauffeurs List is checked. When this button is checked, and you have scrolled down the dispatch grid (if, for example, a chauffeur has a lot of trips), when you switch to another chauffeur, the grid won’t reset to the top (if the new chauffeur you selected also has a lot of trips).

**Next week:** How to control what Done and Canceled trips you see.