

Tech Tip Tuesday—December 3, 2013

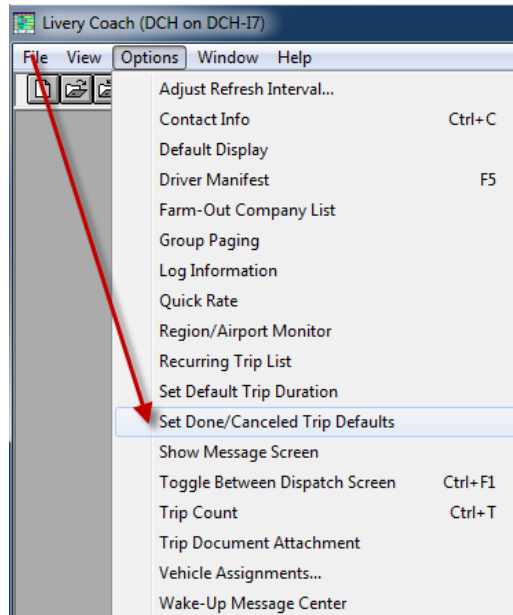
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Dispatch Grid tips (part 2)

Last week we talked about how to get your dispatch grid running faster and more smoothly.

This week, we'll talk about how to control how you see done and canceled trips on the dispatch grid.

To access the control, open the dispatch grid and then select Options...Set Done/Canceled Trip Defaults from the drop-down menu.



When selected, you will see the following menu:

A dialog box titled 'Do Not Display 'Done' or 'Cancelled' Trips That Are Older Than'. It contains several settings:

- Use 24-Hr Window
- 0 Years, 0 Days, 1 Hours (each with a spinner control)
- Apply This To: In-House / Farm-In, Farm-Out
- Display all Future Done Trip
- Display all Future Canceled Trip
- Display Done Trip
- Display Canceled Trip
- Display Past No Show / Late Canceled Trip
- Display DownTime Trip

At the bottom are three buttons: 'Refresh', 'Help', and 'Cancel'.

Let's talk about the different settings and what they do.



First of all, the settings apply in conjunction with the “Display Done Trip” and “Display Canceled Trip” check boxes. In this example, all trips marked Done or Canceled will be displayed on the dispatch grid for 1 Hour after the scheduled end of the trip.

Note that the calculation is made from the scheduled end of the trip, not when you actually change the status to “Done”. If you have your grid to display Done trips for an hour, and you have a trip scheduled to end at 10am, mark it Done at 10:15 but don't change the end time, it will disappear from your dispatch grid at 11am.

The “Use 24-hour window” check box at the top is only relevant when you have something in the Days box. If you have “1 Days” set, without the box checked, it will show Done trips from all of yesterday as well as today; if “Use 24-Hr Window” is checked, then it will show trips marked Done over a rolling 24 hours back from the current time.

The “Display all Future Done Trip” and “Display all Future Canceled Trip” check boxes will cause trips that are marked Done or Canceled to display if the scheduled end time is later than the current time.

Note that if you have odd combinations of settings, you can get odd combinations of results. For example, suppose you choose to display FUTURE done trips, but not Done trips.

Now you have a trip scheduled to be complete at 10:30am, but it's done a bit early, and you mark it done at 10:25. It will appear on your dispatch grid for 5 minutes (until 10:30), and then disappear.

Now imagine the opposite settings...you are displaying Done trips (for, say, 1 Hr) but not Future done trips. Now when you mark that same trip Done, it will disappear (since it is a future done trip), but then reappear at 10:30 (since now it is no longer “in the future”)

Our recommended settings are to always display Future Done Trips, and also Done trips for 1 Hour, but feel free to change the settings as you see fit—just remember the cautions.

The bottom two check boxes should be self-explanatory...Display Past No-Show/Late Canceled Trip makes them behave like Done trips (which is generally what you would want). And Display DownTime trips shows you Down Time trips (which will be the subject of a future Tech Tip!).

Finally, even if you decide as a general rule NOT to show canceled trips (since often they just get in the way), there is a checkbox at the bottom of the Dispatch Grid where you choose to display them anyway...a handy quick way to take a peek at the Canceled trips and then make them disappear again.

