

Tech Tip Tuesday—March 11, 2014

by David Hirsch

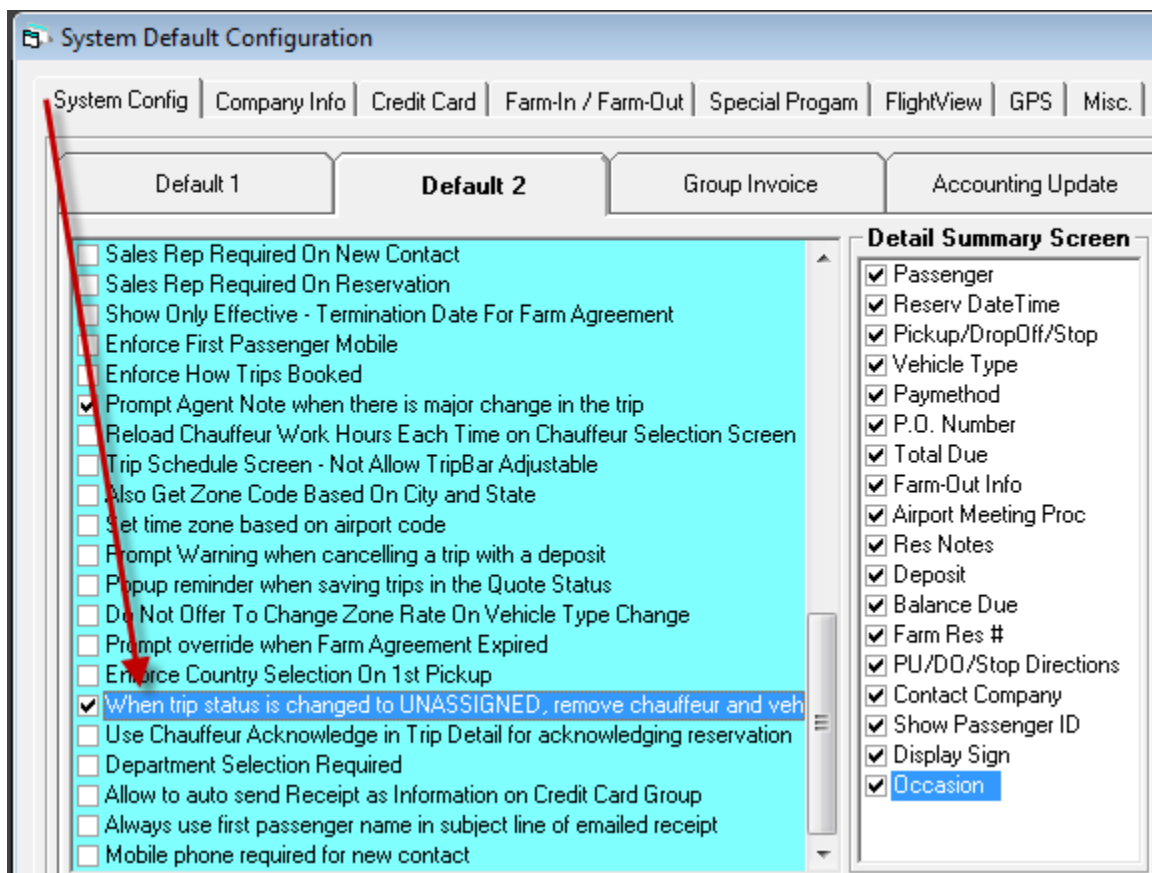
Remove Chauffeur and Vehicle when trip is unassigned

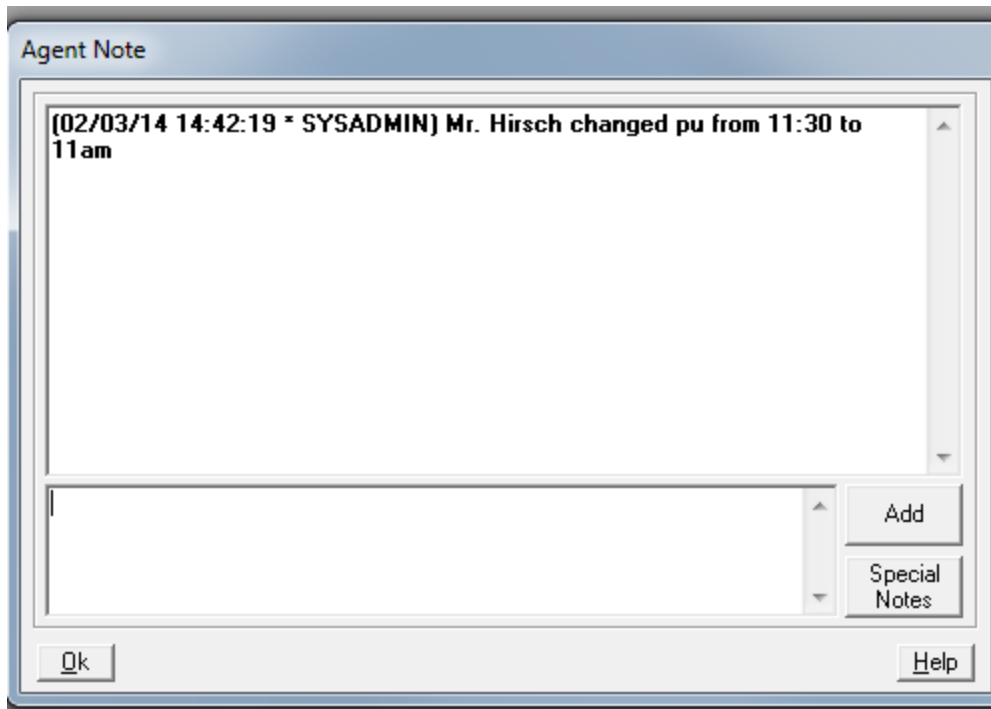
When you are using the dispatch grid and trying to assign trips, sometimes it can be a pain to have to take out the chauffeur and the vehicle to make the trip unassigned again.

Luckily, this can be automated. Simply make sure that in Maintenance...System Default Config...you have “When trip status is changed to UNASSIGNED, remove chauffeur and vehicle” checked.

When this is checked, then when you make a trip UNASSIGNED either by opening the trip and changing the status, or changing it directly on the dispatch grid (in Edit Grid mode), then the trip will have the chauffeur and vehicle removed.

Please note that this checkmark does NOT affect the chauffeur assignment when you drag the trip on the Trip Schedule screen from an assigned vehicle to the unassigned vehicle type—in this case, the system will NOT remove the chauffeur. If you want both vehicle AND chauffeur removed when using the Trip Schedule screen, then you must open the trip, change the status to Unassigned, and Save.

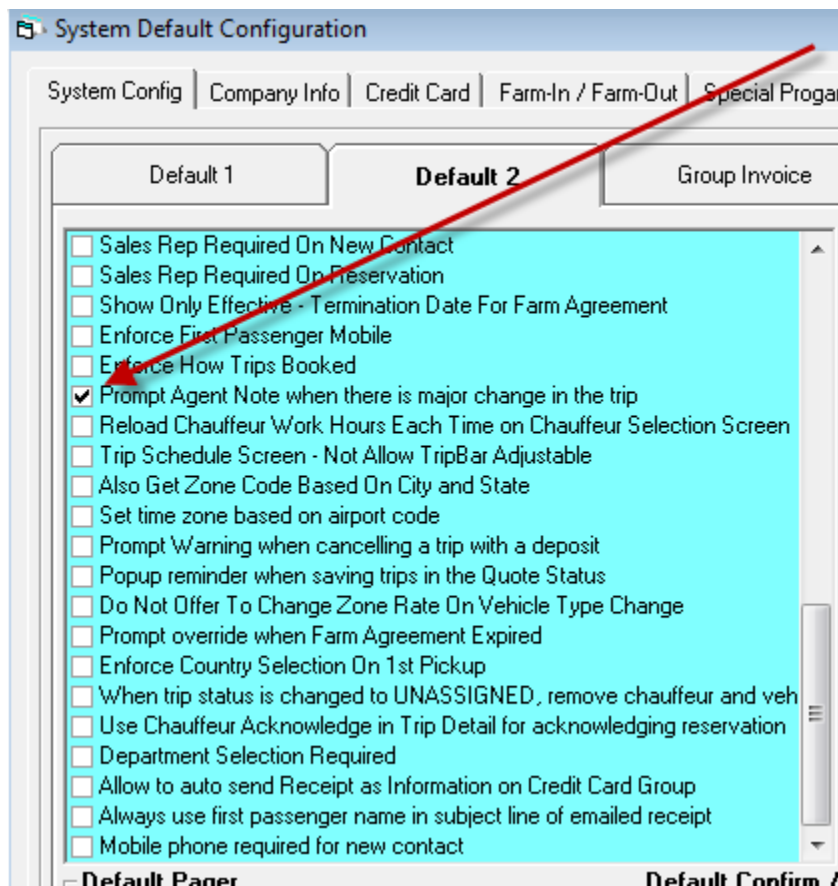




But what do you do if your agents are forgetting to click on the Agent Note button to note the reason for the change in the first place?

Livery Coach has an answer.

In Maintenance, under Maintain...System Default Config, there is an option (under the Default 2 tab) labeled "Prompt Agent Note when there is major change in the trip". Make sure this is checked.



Now, when a change is made, and the agent clicks "Save", a box will pop up prompting the agent to note WHY the change was made.

Agent Note

Instruction

1. Document your work
2. Notify your dispatcher

(02/03/14 14:42:19 * SYSADMIN) Mr. Hirsch changed pu from 11:30 to 11 am

Mr Hirsch called to change pu from 11 to 10:45am

Add

Special Notes

Ok Help