

## Tech Tip Tuesday—August 12, 2014

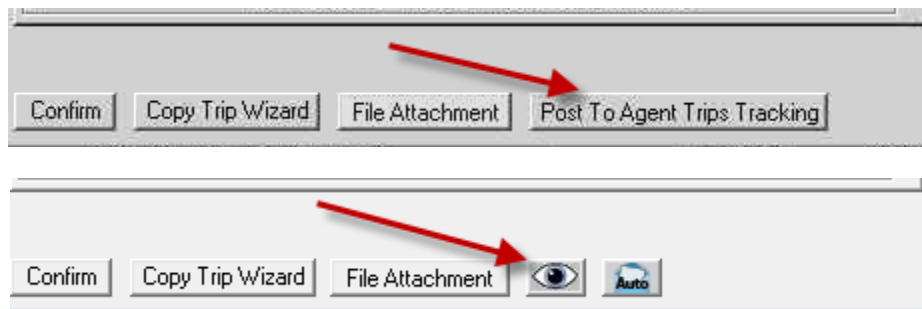
by David Hirsch

### Post to Agent Trip Tracking

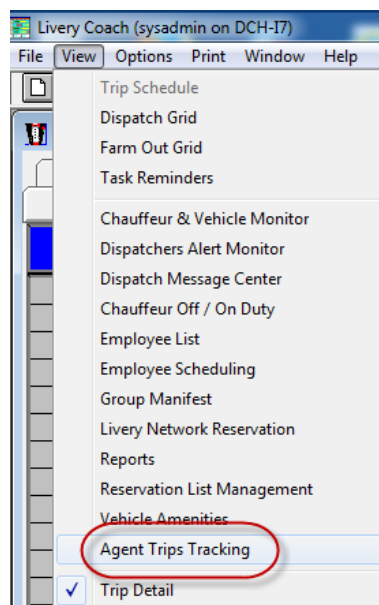
Imagine a scenario where you book a trip for someone special—maybe a super-VIP, or a relative. This trip might be way in advance, but you might choose to assign a particular car and/or chauffeur to the trip now.

What you don't want to happen is for, say, your dispatcher to change the chauffeur or vehicle for that trip, not let you know, and have an issue. Essentially, you want to keep an eye on that trip in case something like that gets changed.

The function in Livery Coach to do this is called Agent Trip Tracking. When you have a trip open, click either on the button that says "Post to Agent Trips Tracking" or the eyeball, depending on what version of Livery Coach you have (we recently changed the button, to save on space)



Once you click on that button, it will post the trip to your Agent Trip Tracking list, which you can access at View...Agents Trip Tracking.




The list will then show the trips you are watching—and as long as the Chauffeur and Vehicle stay the same as what you assigned, everything stays white.

Trip ID	Driver ID	Vehicle Type	Vehicle			▲
442218	S2053-Simmler	Sedan	S160-PA	Accept	Remove	

But, if the chauffeur or vehicle gets changed, it turns what got changed to red, alerting you of the change. (Note that it shows, for example, the chauffeur you wanted, not the chauffeur that is now assigned).

Trip ID	Driver ID	Vehicle Type	Vehicle			▲
442218	S2053-Simmler	Sedan	S160-PA	Accept	Remove	



If you decide the change is ok, you can click the Accept button and it will turn white again.

Trip ID	Driver ID	Vehicle Type	Vehicle			▲
442218	B0121-Borin	Sedan	S160-PA	Accept	Remove	

If you no longer want to keep an eye on this trip, you can click on the Remove button to remove it from the list.