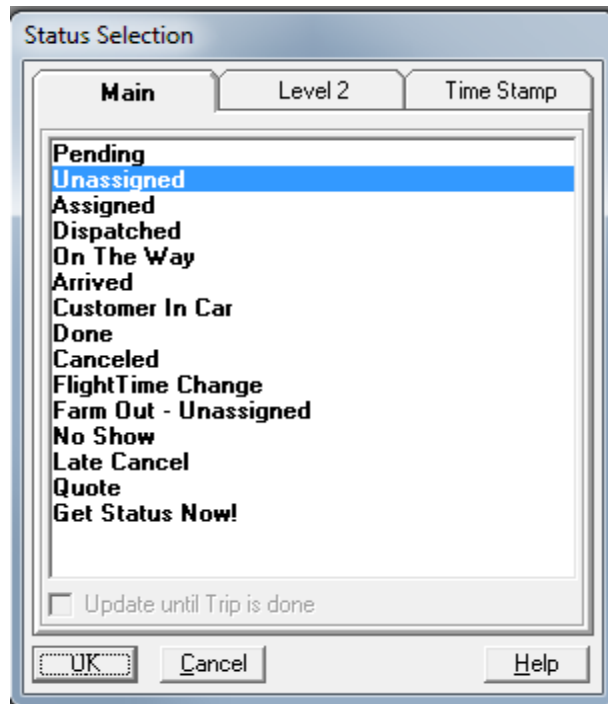


Tech Tip Tuesday—January 6, 2015

by David Hirsch

Status Levels—Main, and Level 2 (and 3, 4, and 5)

One of the elements of a trip is the “Status Level”. Livery Coach has a number of different main status levels that usually correspond to the progression of the trip through the various stages from “Unassigned” to “Done”.



Additional “Main” status levels include:

“Pending”, which we recommend be used when a trip cannot be dispatched—for example, you were missing the Pickup location when the trip was booked)

Canceled—considered non-billable—will not show up in TripBook

No Show—considered billable and will show up in TripBook

Late Cancel—considered billable and will show up in TripBook

FlightTime Change—a status that the system will automatically assign to a trip if the flight is running early or late (requires the FlightView integration module and subscription from FlightView)

Quote—not a firm reservation and will not appear on the normal dispatch grid (see the Tech Tip of February 25, 2014 for more discussion of this status)

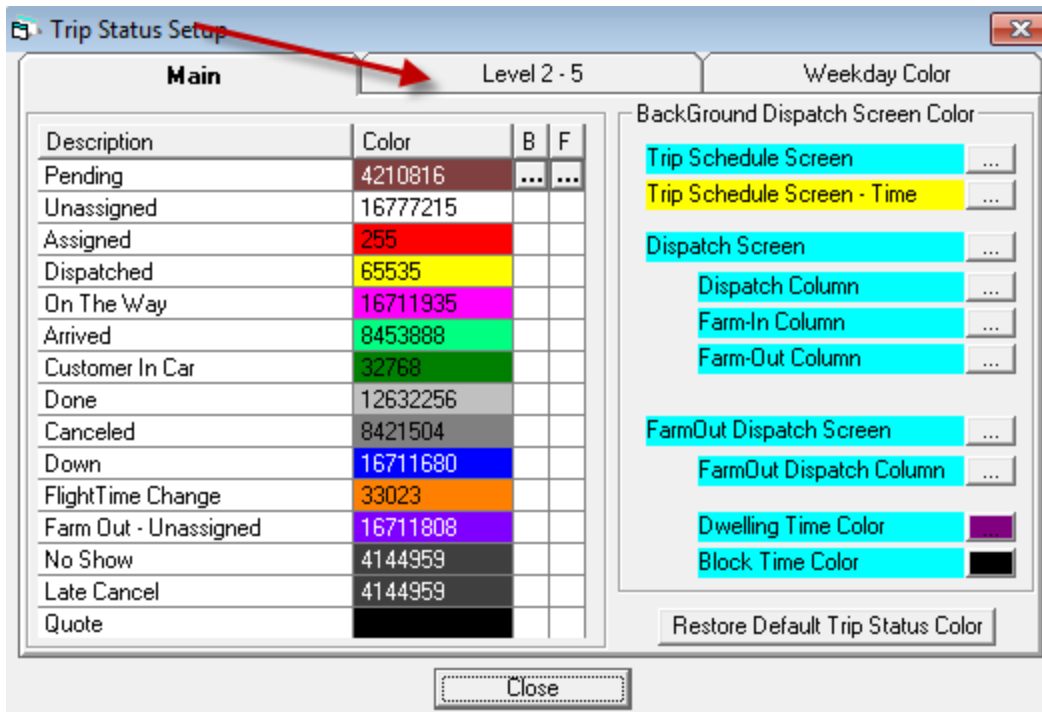
Get Status Now—rarely used these days, but would send a page to the chauffeur (requires Two-Way Messaging module” asking him/her “what’s your status”?)

Since these “Main” status levels are not changeable, Livery Coach also has additional, custom status levels, which can be set independent of the main status.

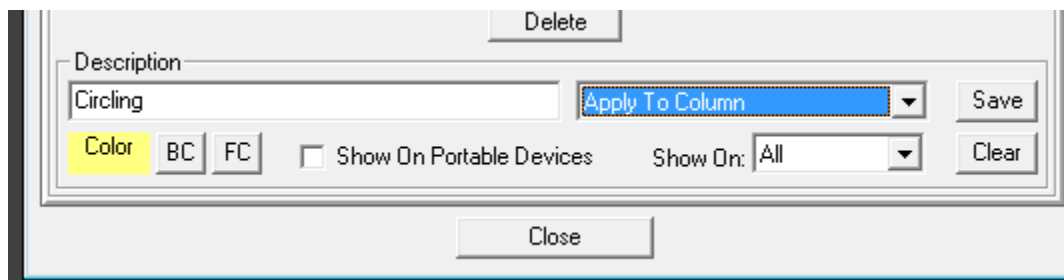
For example, maybe “Arrived” isn’t sufficient—you might also want a secondary status, such as “circling”, or “in holding lot”, or something else that gives you more detail than just Arrived.

When we added this feature, we started with just a secondary status, called “Level 2”. Subsequently, in response to requests, we added three more (Level 3 through Level 5). These additional statuses can be set for each trip, and there are separate columns in the Dispatch Grid for each of them.

Status Level 2-5 are set up These are set up in Maintenance under Maintain...Trip Status Setup.

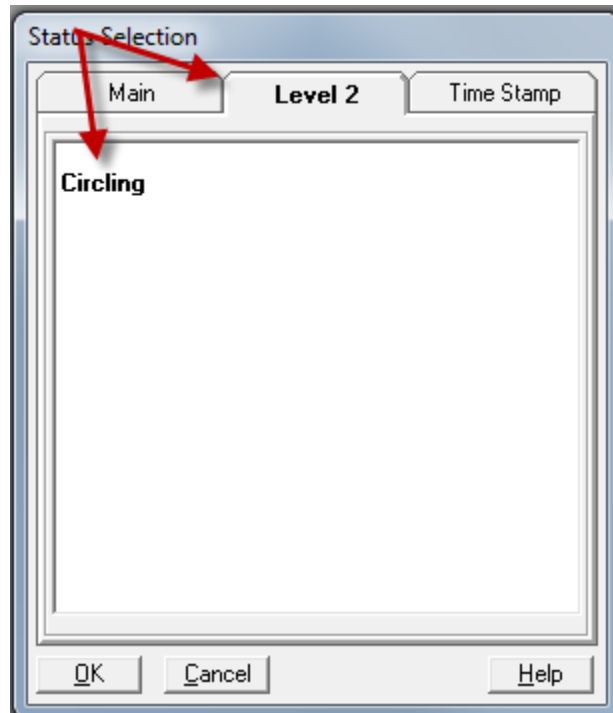


When adding a status, you type in the description, and below, set the Background Color (BC) and Foreground color (FC). Then, select that status/color to “Apply To Column” (meaning the relevant Dispatch Grid column) or “Apply to Row” (meaning the entire row on the Dispatch Grid). If you want a chauffeur to be able to select this Status (as Level 2) on iChauffeur, click the “Show On Portable Devices” box. Finally, you can decide whether your new Status should be available just on a particular level (2-5) or on all levels (“All”). When you are done, click Save.



Now this Status is ready for use.

In a trip, when you open the main status, the Level 2 tab shows how you can set this status for Level 2. (Note that the blank line at the top is provided to remove the Level 2 status from a trip.)



If you want to set Level 3 through 5, that is set on the Option tab of a trip.

Summary | **FV Map** | Option | Features

Owner / Region
Long Car Limousine

Tax Exempt / TaxID : 0

Department:

Call-In Time for Driver (Only use by 3rd party system):

How Trip Booked: Car Seat Required

Sales Rep: Reservation Follow Up

SMS Mobile: Min Out Msg

Chauffeur Direct
 Send Now Reset

Status Level
Level 3:
Level 4: **Circling**
Level 5:

NEXT WEEK: How to use Status Level 2 to automatically show when a trip has changed.