

Tech Tip Tuesday—December 12, 2017

Boot Camp?

We have received quite a few responses to the announcement about a potential upcoming boot camp. We have narrowed down the location and dates to Phoenix the week of January 29th. The event will be either 2 days or possibly 2-1/2 days long, and will run from Mon-Wed or Tue-Thursday (if you have a preference, please let us know!) For that matter, if you haven't responded and are interested, please email bootcamp@liverycoach.com. Thanks! We hope to have full details, costs, and a draft agenda in next week's Tech Tip.

Estimated Time of Arrival (ETA)

Those of you who keep an eye on your Dispatch Grid may have noticed that a couple of new columns have appeared...ETA Arrival and ETA Address. If you are using mobile with the Google Maps option, these columns will auto-populate a time and an address.

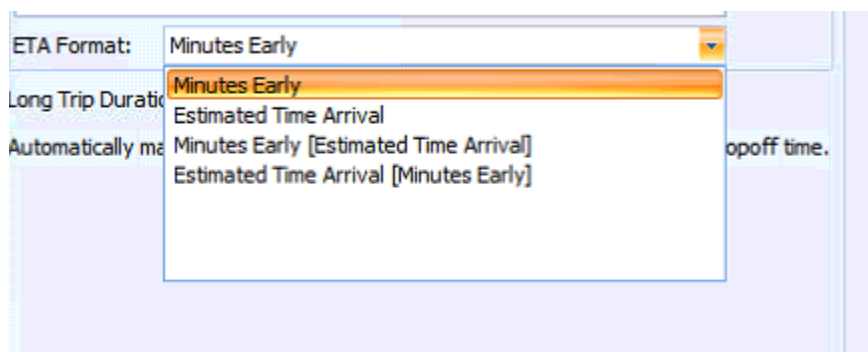
The Address column shows the next place the chauffeur should be for that trip (either the first pickup, or if he is already there, then the next stop if applicable, or the drop).

The ETA Arrival column shows either the number of minutes before Arrival, or the Estimated Time of Arrival, or both, depending on the settings (as described below).

Pickup Location	ETA Address	ETA Arrival
Cira Center - 2929 Arch St. , Philadel...	1st PU: 2929 Arch St., Philadelphia, PA 19104	14m ...
Campbell Soup - 1 Campbell Pl , Cam...	1st PU: 1 Campbell Pl, Camden, NJ 08103	20m ...

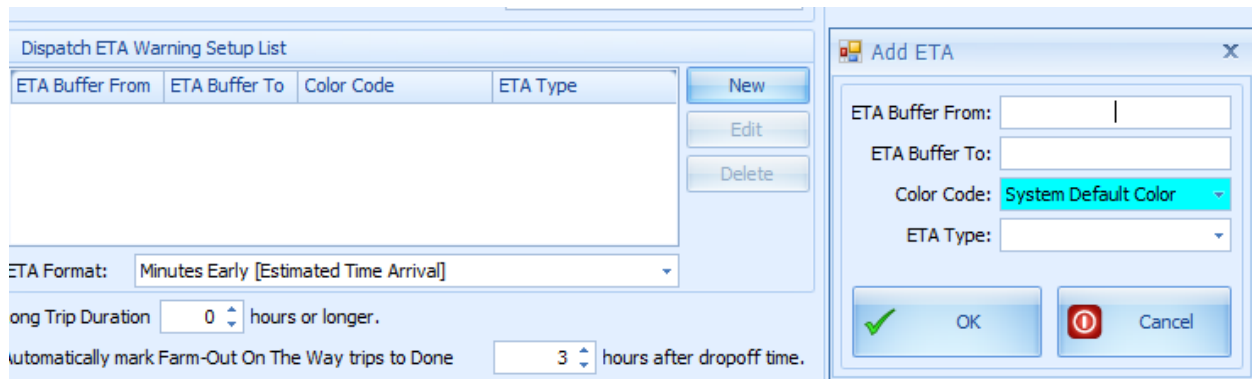
The settings for this can be found in Setup...Maintain...System Default Config...Dispatch/Scheduling Setting.

The first setting we will discuss is the format of the ETA Arrival column. There are four: Minutes Early, Estimated Time (of) Arrival (an actual time), or both (in either order).



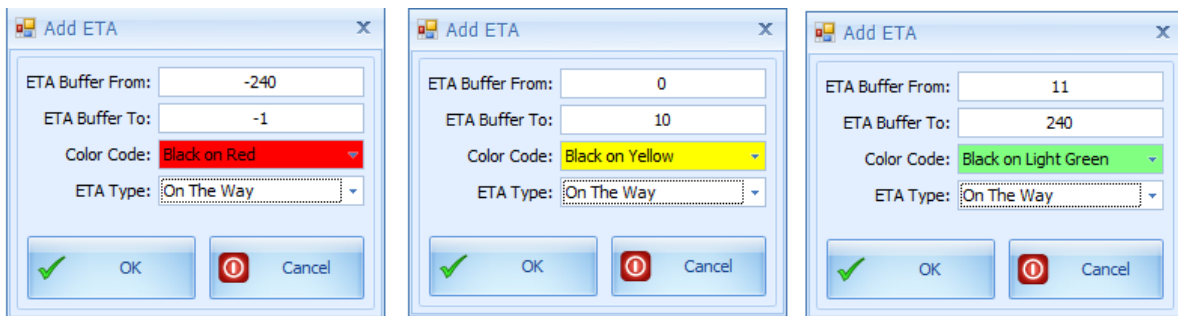
Now that you have that set up, you can color-code the ETA Arrival Column so that it shows you if the chauffeur will be late, or not early enough.

If you click on New, you will get a pop-up to add an ETA Color Code.



Suppose you want to show the cell as red if the chauffeur will be late, and yellow if he/she gets there 10 minutes or less before the pickup time. If he/she's going to be at least 11 minutes early, show green.

If you add the three ETA's as shown below, you will have the cell red if the chauffeur is from 1 minute late to 4 hours late; yellow from on-time to 10 min early; and green if at least 11 minutes early (to 4 hours early). Note that the trip must be "On the Way" status for the system to be checking.



P.S. You can also add a color-code and time-range for "Customer In Car". This only comes into play when you have stop times in the trip, and your chauffeur is using the "arrived at stop" and "departed stop" functions of iChauffeur. Then it will monitor the ETA to the next stop.