

Tech Tip Tuesday—April 17, 2018

Long Trip indication

Depending on the driving rules and vehicle types where you do business, sometimes a trip might just be too long to be covered by a single chauffeur, or you might want to make sure that the long job is the only job of the day for that chauffeur.

To make these long jobs easier to spot, Livery Coach has a “long trip” indicator that will show you when a trip exceeds the threshold you have set.

In order to use this indicator, simply navigate to System Default Configuration, Dispatch/Scheduling Setting. Towards the bottom of the screen you can set what you define as a “long trip”, in hours.

Dispatch / Scheduling Setting ✕

- Change Trip Status To Unassigned If No Driver Or Vehicle
- Change Trip Status Back To Assigned If There Are Any Major Changes
- Apply Previous Status On Arrival Time Changed
- Do Not Change Trip Status To Flight Time Change
- Display Agent Notes Indicator With TripID In Dispatch Grid
- Display Incident Report (IN) Indicator With TripID On Dispatch Grid
- Append Zip Code To City In PU/DO Info
- Refresh Dispatch / Scheduling Screen After Saving Trip
- Make Trip Row All White If Trip Is VIP
- Hide Current Time Zone Label On Farm-Out Dispatch Grid
- Activate Employee Scheduling List

Dispatch Grid - Assign Vehicle, Chauffeur, Status, and Page Out

With Chauffeur Selection

With Trip Status Default To:

Page Out As:

First Pickup Address Format:

Last DropOff Address Format:

Dispatch ETA Warning Setup List

ETA Buffer From	ETA Buffer To	Color Code	ETA Type
-1440	15	Red	On The Way
-1440	5	Red	Customer In Car

ETA Format:

Long Trip Duration hours or longer.

Automatically mark Farm-Out On The Way trips to Done hours after dropoff time.

Automatically mark Farm-Out Arrived trips to Done hours after dropoff time.

Automatically mark Farm-Out Customer In Car trips to Done hours after dropoff time.

Then, whenever the duration of a trip exceeds your setting (in this example, 10 hours), the Trip number will be red, both in the trip, and on the Dispatch Grid.

Dispatch Note:

Save

Exit

Agent Note

2223133

02/07/1

Trip # - Vip
2222194
2219161
2222664
2221570 - (A!)
2222945
2219813
2222541
2223038 - (A!)
2223133
2219684
2212387