

## Tech Tip Tuesday—May 1, 2018

### Putting a trip on Hold

Sometimes when you have started entering a new trip using the New Trip Wizard, something comes up—maybe the phone rings, or you have to look up a different trip, or something else.

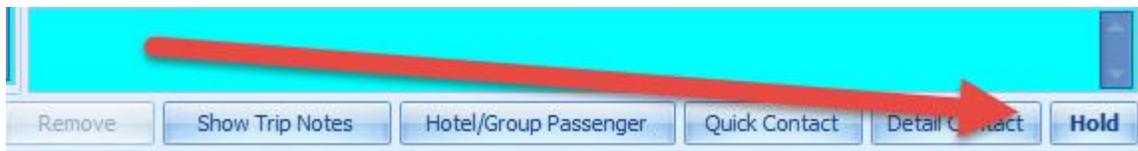
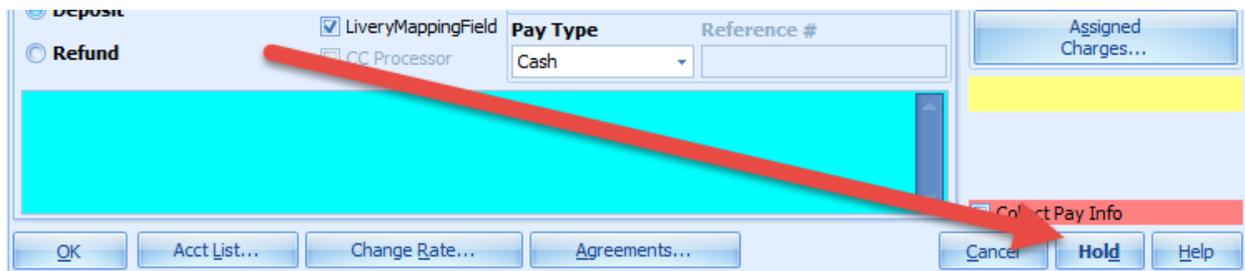
Or, you want to back up to a previous screen—for example, you are working on the routing, and the customer decides he or she wants to change the pickup time.

If you click on the cancel button in a window, then the Wizard stops, and you're on your own to remember to go back and fill out the rest of the reservation.

If you just cancel completely out of the new trip, then you have to start it all again.

The best way is to put the reservation on "Hold".

In each screen of the Wizard, you will see a Hold button, generally at the bottom right. A few examples are below.



When you put a reservation on Hold, it suspends the Trip Wizard so you can do something else—either deal with dispatch or another trip, or go view/change a previous area of the reservation you just put on hold. When you are done, make sure you click on the Resume button.



Then, depending on what you did to the trip when it was in “Hold” status, it will either resume at the screen where you clicked hold, or it will start from the very beginning again—but with all the info that you already entered (contact, time, etc.) already pre-filled out for you (it remembers).