

Tech Tip Tuesday—April 30, 2019

Chauffeur Driven Executive Retreat in Austin

We will be attending the Chauffeur Driven Executive Retreat next week in Austin, Texas. Please be sure to say hello if you are attending. Because we (and many of you) will be there, there will be no Tech Tip next week. The Tech Tip will return on Tuesday, May 14th.

Unlocking a Reservation

Have you ever gone into a trip to make a change only to find that someone else is in the trip, and he or she might have left for the day? This can be frustrating, and can even lead to a service incident. In some cases, you might suspect that the user isn't even in the trip (maybe because their remote session might have timed out)—so how do you free up the trip so you can make and save your changes?

Trip Detail - 9009955 - Long Car Limousine Company 96s

File Trip Edit View Options Window Help

Unionville- Chadds Ford School

Wed 04/24/19 10:30 AM Motor Coach (Unassigned)

Unionville High School Surly Principal

Unionville High School Unassigned

Account: Google, Inc. In House

L9009478 04/03/18 10:30 A

VIP No Fari-Out Chauffeur Acknowledge

No Flight Time Change On Pickup Time

Trip # 9009955 is currently being updated by John. Your changes will not be saved!

Dispatch Note:

Save Exit Agent Note Availability IR << Summary

Summary	Option	Features	Communications	Similar Trips
Contact Company		UCFSD		
# Of Passenger(s)		1		
Passenger Name(s)		Surly Principal		
Pick Up		Unionville High School:: 750 Unionville Rd , Kennett Square, PA 19348 Phone (610) 347-1800		
Stop At		University Of Pennsylvania:: 3700 Hamilton Walk , Philadelphia, PA 19104 Phone (215) 573-3481		
Drop Off		Unionville High School:: 750 Unionville Rd , Kennett Square, PA 19348 Phone (610) 347-1800		
Vehicle Type		Motor Coach (Ordered: Motor Coach)		
Payment Method		Account: Google, Inc.		
Trip Total Cost		\$ 1268.50		
Deposit		\$ 0.00		
Balance Due		\$ 1268.50		
Trip Notes				
Reservation DateTime		Wed - Apr 24, 2019 10:30 AM - 04:30 PM (Wed - Apr 24, 2019)		
Contact Name		Unionville-Chadds Ford School District		
Pickup DateTime		Wed - Apr 24, 2019 10:30 AM		
Dropoff DateTime		Wed - Apr 24, 2019 04:30 PM		

9009955 03/30/18 11:20 AM Frank

Last Update (Orig Trip #9009478, MakeRecurring Trip)

04/19/2019 09:08:05 AM	4/19/2019 9:08:05 AM
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Trip Detail Summary View Viewed 4/19/2019 9:08:05 AM

Confirm Copy Trip Wizard File Attachment

Livery Coach has a utility that allows you to free up locked trips. Simply navigate to the Setup section, and under "Maintain / Trip Tracking" you will see an option for "Trip Tracking Current". From there you can see all trips that are currently open, who has the trip open, and how long they've been in that record. If you select the trip in question you will see the option to "Unlock this Trip". It's that simple, BUT, you do need to be sure that the user is no longer in that trip and actively making changes (normally, you can tell if a record is 'stale' by the Time Used indicator).

The screenshot shows the 'Reservation Tracking System' interface. On the left, a navigation tree lists various system settings, with 'Trip Tracking -> Trip Tracking Current' highlighted by a red arrow. The main window is titled 'Trip Tracking Current' and contains several sections:

- Selection Event Log:** Includes fields for 'From Date' (04/19/19) and 'To Date' (04/19/19), a 'Display Trip' section with radio buttons for 'Regular', 'Return', 'Copy', and 'Recursive', and a 'Check Interval' dropdown set to 'Minute(s)'. There are 'Refresh', 'Start', and 'Stop' buttons.
- Printing Report:** Includes 'Preview' and 'Printer' radio buttons, and 'Contact' and 'Reservation' buttons.
- Table:** A table with columns: Log ID, Date Time Stamp, Agent ID, T/C ID, Description, and Orig ID. Below it, a section titled 'Active Trips' shows a table with columns: Agent ID, Trip ID, Date Time Stamp, and Time Used (Mins).

Agent ID	Trip ID	Date Time Stamp	Time Used (Mins)
Jim	9010321	04/19/2019 08:58:31 AM	11.68
John	9007123	04/19/2019 09:08:08 AM	2.07
John	9009955	04/19/2019 09:07:59 AM	2.22
- Right-hand Pane:** Contains a 'Close' button, a 'Delete Selected Record' button, a 'Current Time' display showing '04/19/2019 09:10:16 AM', and a 'Unlock This Trip' button circled in red. Below this is a 'Message' field and a 'Sort By' dropdown menu.

At the bottom of the window, there is a 'NOTE: 1 - Agent ID 2 - Trip ID 3 - Date Time Stamp' and a 'Check Interval' dropdown set to '1 Sec' with 'Start' and 'Stop' buttons.

You can control who is allowed to have access to unlock trips in Security by allowing access to “Trip Tracking – Current”. It’s a good idea to always have a member of your staff with this security option, especially your overnight dispatcher.