

Tech Tip Tuesday—April 21, 2020

What to do with the Chauffeur and Vehicle when canceling a trip?

Often, when you cancel a trip, you may already have a vehicle assigned, and sometimes you might already have a chauffeur assigned.

Some of you want the chauffeur and vehicle to be removed when a trip is canceled, so it doesn't get in the way. But others of you don't.

And, sometimes, you want the choice.

There is a setting in Livery Coach that controls this behavior.

Simply navigate to Setup->Maintain->Dispatch/Scheduling Setting, and pick what works best for your operation.

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
- Do Not Show Chauffeurs With Restrictions When Assigning A Chauffeur To A Trip

When Cancelling A Trip: Always remove Chauffeur and Vehicle

Dispatch Grid - Assign Vehicle:
 Never remove Chauffeur and Vehicle
 With Chauffeur Selection: Prompt each time

With Trip Status