

Tech Tip Tuesday—September 29, 2020

Server Upgrade status—complete!

We are happy to report that the server move this weekend went relatively smoothly, and we finished well ahead of our 6am deadline. There were a few minor issues with iChauffeur authentication (only on Apple devices) but we got that sorted Saturday afternoon. We apologize to those of you who were affected.

All our servers are now hosted at Amazon's largest data center, and we have already seen performance improvements. When business returns and usage increases, we will be able to scale up these servers as needed to keep things speedy. This flexibility, along with the requirement that our IP block not change (so none of you would have to make any changes to your firewalls) were the key factors while planning the move, and we're happy everything went so well. We'd like to thank our tech team for their hard work in making this all possible.

FIREWALL NOTE: The IP range that we own and use is 198.99.138.0/24 (actual addresses 198.99.138.1 to 198.99.138.255). We suggest that you ask your IT person to check and ensure that this is what is in your firewall. Years ago the range was smaller, and we also used a range beginning 198.183.226.x, but we don't use that range anymore and it should be removed as part of best security practices. If you have any questions about this, please contact us.

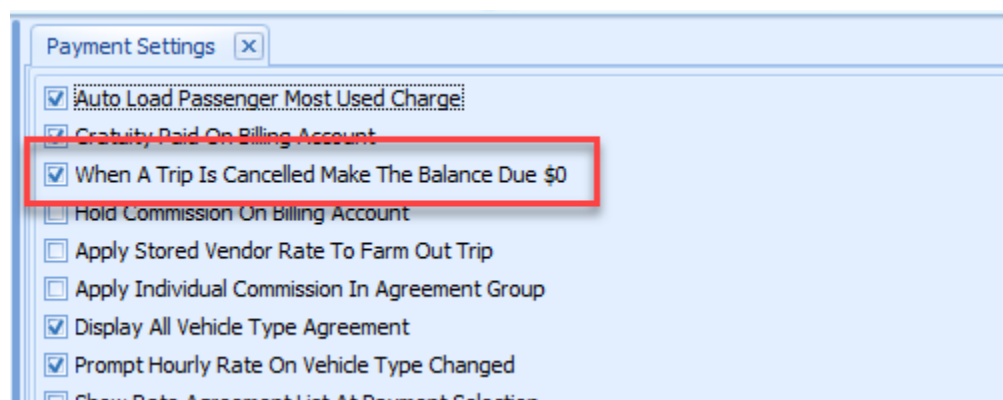
Zero out the price when cancelling a trip

Under normal circumstances, when you cancel a trip, that's all that happens—it's canceled. And now it won't show up in TripBook to be costed (if you want to charge, then you need to make it Late Cancel or No Show).

If you want to automatically remove the chauffeur and vehicle when you cancel a trip, that's a setting we covered in a Tech Tip earlier this year.

One more option you might want when cancelling a trip is to zero out the price. There's an option for that too.

Simply navigate to System Default Configuration->Payment Settings, and check the box marked "When A Trip Is Cancelled Make The Balance Due \$0".



Now, when you cancel a trip, it will zero out the base charge, additional charges, etc. Note that the Additional Charges/Fees you added to the trip will still be there—they will just be set to \$0.

For example, here's a sample trip before cancellation:

Payment Method Selection(10053 milisec)

Charges

Hourly Rate: 0.00
Total Hrs - Fixed Hrs: 0.00 X
Fixed Total: 59.00 +
Trip Charges: 59.00 =

Additional Charges			
Charge Type	Description	Units	Total
Percent of BaseCharge and G...	STC		6.27
Percent of BaseCharge	Fuel Surcharge Gasoline ...	7	4.13

Remove
Recalculate Tax

Total Additional Charges: 10.40 +
Tax 0.000 % 0.00 +
Gratuity 18.00 % 10.62 +
Special Gratuity 0.00 +
Trip Total: 80.02 =

Deposit: 0.00 -
Balance Due: 80.02 =

OK Cancel Help

OK Pre-Authorize Deposit Payment Acct List... Change Rate... Ac

And here's what it looks like after you cancel and save:

Charges

Hourly Rate:

Total Hrs - Fixed Hrs: X

Fixed Total: +

Trip Charges: =

Additional Charges

Charge Type	Description	Units	Total
Percent of BaseCharge	Fuel Surcharge Gasoline ...	7	0.00
Percent of BaseCharge and G...	STC		0.00

Remove

Recalculate Tax

Total Additional Charges: +

Tax % +

Gratuuity % +

Special Gratuuity +

Trip Total: =

Deposit: -

Balance Due: =