

Tech Tip Tuesday—March 2, 2021

Ever Lose or Forget about a Trip?

By “lose a trip”, we don’t mean “had a trip but it canceled”, and by “forget” we don’t mean forgot to Dispatch.

Rather, we mean that you open a trip in Livery Coach on the screen, and then you need to jump to the dispatch grid, and then maybe you need to do something else...and before you know it, you have a trip on the screen somewhere, open, but it’s buried behind some other windows, and you...well, forgot about it.

The problem with forgetting about it, of course, is that while you have it open, no other user can make any changes, or assign a chauffeur or vehicle. Only when (if) you start shutting things down for the day might you discover it.

To alleviate this problem, Livery Coach has a setting where you can make the Livery Coach icon on the desktop blink if you have had a trip “hidden” for longer than a set time.

To turn this feature on, navigate to Setup->Maintain->System Default Configuration->Dispatch/Scheduling Setting.

Now change the line labeled “Blink Hidden Trip Detail(s) on taskbar after” to something greater than 0. In the example screen shot below, we’ve changed it to 5 minutes.

The screenshot shows the 'Dispatch / Scheduling Setting' window. A red arrow points to the 'Blink hidden Trip Detail(s) on taskbar after' setting, which is set to 5 minutes. The window contains various configuration options for dispatch and scheduling.

ETA Buffer From	ETA Buffer To	Color Code	ETA Type
-240	-1	Black on Red	On The Way
0	10	Black on Yellow	On The Way
11	240	Black on Light Green	On The Way

ETA Format: Estimated Time Arrival [Minutes Early]

Long Trip Duration: 0 hours or longer.

Automatically mark Farm-Out On The Way trips to Done: 1 hours after dropoff time.

Automatically mark Farm-Out Arrived trips to Done: 1 hours after dropoff time.

Automatically mark Farm-Out Customer In Car trips to Done: 1 hours after dropoff time.

System checks farm-out status hourly.

Trip Schedule Tooltip Settings

TripID Chauffeur Info PU Time - DO Time Vehicle Type Info

Passenger Info Pickup Location Dropoff Location Trip Private Notes

Blink hidden Trip Detail(s) on taskbar after: 5 min(s)

Do not prompt Driver/Vehicle change on flight time change unless new flight time is 0 minutes different from PU Time

Ok Cancel

Now, if you’ve got a trip open and in the background, after the time has elapsed, the Livery Coach icon will start blinking.



When you hover over this icon, you can see all the separate open Livery Coach windows, with the “hidden” trip(s) highlighted.

