

Tech Tip Tuesday—November 2, 2021

Note about Thanksgiving Office Hours

Happy November! Just a note: the Livery Coach office will be closed from 6pm (eastern) on Wednesday, November 24th until Monday, November 29th at 9am eastern. In other words, we are closed both Thanksgiving Day and the day after Thanksgiving, so that our team can spend time with their families. As always, in the event of a true emergency where your system is down, we will have a technician on call 24/7.

There will also be no regular Tech Tip that week (Tuesday, November 23rd).

Remove Chauffeur and Vehicle when trip is unassigned

We've covered this topic before, but it was way back in 2014, so, based on some support calls, we thought it would be a useful review.

Given the shortage in chauffeurs and vehicles, often it can be a struggle to get all the trips properly assigned, and often you have to move things around. In particular, when you are using the dispatch grid to assign trips, it can be a bit tedious to have to take out the chauffeur and the vehicle to make the trip unassigned again.

Luckily, this can be automated. To automate, navigate to Setup->Maintain->System Default Configuration->Dispatch/Scheduling Setting. Then, check the box for "When trip status is changed to UNASSIGNED, remove chauffeur and vehicle."

The screenshot displays the 'Dispatch / Scheduling Setting' configuration page. The left sidebar contains a navigation menu with the following items: Occasions, Owner List, Paggers, Process List, Promotion Code, Provider, Rate Group, Region, Regulatory Jurisdiction, Sales Rep, Security, Source, Special Program, System Default Configuration, Chauffeur Setup Information, Contact Settings, Copy / Return Trip Option, Custom Paging Messages, Date Control Format, Detail Summary Screen, Dispatch / Scheduling Setting (highlighted), Farm In / Out Options, and Find Trips Form Option. The main content area shows a list of settings with checkboxes. The checkbox 'When trip status is changed to UNASSIGNED, remove chauffeur and vehicle' is checked and highlighted with a red box. Other settings include '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', 'All shifts will be Available except those marked Off Duty', 'Do Not Show Chauffeurs With Restrictions When Assigning A Chauffeur To A Trip', 'Suppress Time Stamp Window Local Time for Farm-Out Trips', 'Prompt override when Farm Agreement Expired', and 'Warn when Farm Out Company does not list the Vehicle Type Ordered in Vehicle Inventory'.

When this is checked and you change the status of a trip to UNASSIGNED, either by opening the trip and changing the status, or changing it directly on the dispatch grid (in Edit Grid mode), then the trip will have both the chauffeur and the vehicle removed.

Please note that this checkmark does NOT affect the chauffeur assignment when you drag the trip on the Trip Schedule screen from an assigned vehicle to the unassigned vehicle type, because that would drive you nuts. In that case, the system leaves the chauffeur assigned, so you can easily drag the trip down to another vehicle as you schedule. If you want both vehicle AND chauffeur removed when using the Trip Schedule screen, then you must open the trip, change the status to Unassigned, and Save.