

Tech Tip Tuesday—November 30, 2021

Livery-to-Livery and a last minute trip

OK, so you've got your Farm In agreement set for 1440 minutes (24 hours) so that a careless dispatcher at your affiliate can't sneak in a last minute trip to you that you can't cover.

But, maybe that dispatcher calls you for an emergency and it just so happens that you've got a vehicle right there, and the passenger is waiting. How do you get that trip in your system asap so you can get the info to the chauffeur?

If they are also using Livery Coach and want to send it via Livery-to-Livery, now they can. All they have to do is tell you their trip number—then you can open up your system to accept that trip number and it will come right through, ignoring the time settings.

Navigate to the Network Reservations window (double-clicking on "Trip(s) Waiting" is one way). Then click on the Options/Overrides tab, enter the incoming (affiliate's) trip number in the box, and click on "Apply". The system will now keep an eye out for that trip number and let it come through regardless of timing.

While this only works for Livery to Livery trips right now, we are working on enhancing this to cover GNet trips and Affiliate Connect trips as well.

