Tech Tip Tuesday—January 4, 2022

Happy New Year!

Wishing all of our clients a healthy and prosperous 2022. For those of you planning on attending the Chauffeur Driven/NLA show in Las Vegas at the end of March, Livery Coach will have a booth, and we are also planning on having a user's meeting, assuming there is enough interest.

In a future Tech Tip, we will include a link to a survey, so that we can try to get a handle on how many of you plan to attend, and if there are any specific topics we need to make sure to cover.

Cancelled Trips

One nice way to begin a new year is to get rid of some old deadwood. One of the design features of Livery Coach that keeps the system from getting slower and slower as time goes on is the fact that current trips are stored in different database tables than archived trips. As you know, when you close a trip in Trip Book, it gets moved from the "current" portion of the database to the "archived" portion.
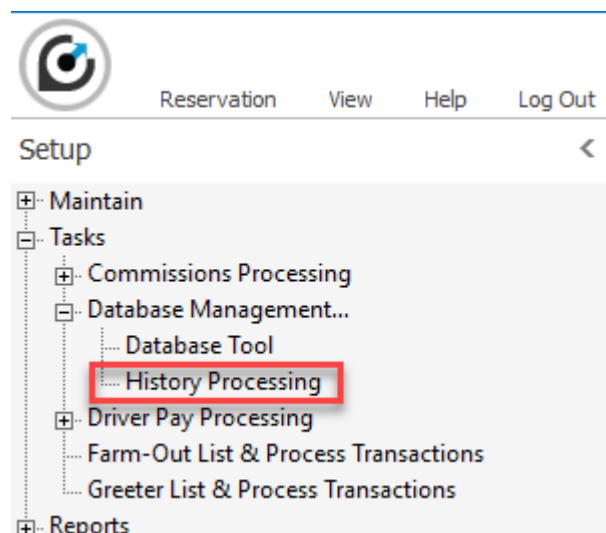
So assuming your server stays the same, over the years the time it takes to retrieve an archived trip might get a little longer as the number of trips grows, but the speed to access "current trips" that you are assigning and dispatching should stay the same.

All that said, let's consider a cancelled trip. While "late cancel" and "no show" trips appear in TripBook and get closed, cancelled trips do not, since they are not considered billable. Since they never show up in TripBook, they never get the opportunity to get moved from "current" to "archived".

Therefore, over the years, unless you take action, the number of cancelled trips can grow and grow, and slow down your system. With the number of canceled trips in early 2021 and most of 2020, this number grew more than normal for many of you. Luckily, there is something you can do about this.

Livery Coach has a utility built in to Maintenance that will help you get rid of these old cancelled trips.

You can find it under Setup->Tasks->Database Management->History Processing.

The screen that opens up shows 3 categories of trips—non-canceled (including Down Time Trips), Canceled Trips, and Quote Trips.

Note that in the "Non-Canceled Trips" section, only Down Time can be selected (if you want to purge old Down Time trips). If you have any old trips that are not canceled and you want to get rid of them, please contact our support team. (This should be a rare instance, since normally you would have closed them in TripBook, so they are Archived).

We do recommend handling each case separately, to avoid confusion and slowing your system down during the archive/purge.

We also recommend keeping at least the past few months of cancelled trips (maybe even up to a year), just in case there is a question…but once you go back more than that…what's the point?

In the example below, we are purging all trips with a Pick Up date of December 31, 2020 or older. This is a process we recommend you perform at least once or twice a year. If you have a huge volume of cancelled trips, you could consider performing this process one a quarter or so.

NOTE: *Livery Coach also has an automatic function that can run every night and purge canceled trips older than X days. So if you want this function to be "Set and Forget" please send our support team a note with how many days back you want to keep (we suggest 365) and we can then set up your system so it's automatic!*

Once you have the selected date and action, click OK at the bottom and the operation will be performed.

Old Quotes can be handled the same way.

Please be careful, as there is no "un-do". Once they are purged, they are gone. Once they are archived, they are no longer current trips and can't be reactivated. Note that we recommend purging over archiving, since generally there should be no reason to keep a history forever of a trip that you never actually did.