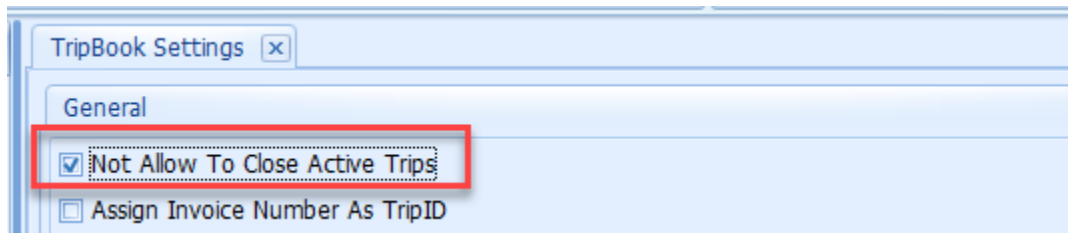


Tech Tip Tuesday—January 17, 2023

Preventing inadvertent closing of a current trip—but make sure you close all trips (and get paid)

By default, when you open Trip Book to select trips to close, you will see all active trips (except those that are canceled). If you don't want to inadvertently close a trip that is still in progress, there is a setting in Setup->Maintain->System Default Configuration->TripBook Settings that will cause TripBook to not show "active" trips (that is, trips that are not marked Done, Late Cancel, or No Show).

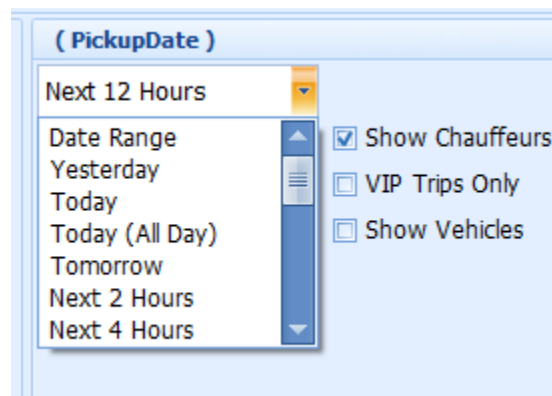


If this setting is active, you need to check every once in a while to make sure that there isn't some old trip that was done but never marked done—for example, maybe the Chauffeur marked a trip Customer In Car and forgot to mark it Done.

Since the trip isn't Done, it won't show up in Trip Book. So how do you check?

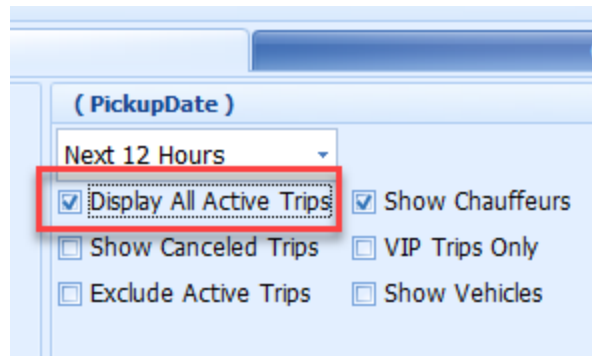
One way is to use the Dispatch Grid.

On the Dispatch Grid, there is a setting at the bottom that controls what trips appear, either over different periods of time, or over a custom date range.



There is a setting that normally we recommend **NOT** be checked, that says "Display All Active Trips". The reason we recommend that it not be checked is because it slows down the system (for everyone), since there is lots of extra checking every time the Dispatch Grid is refreshed.

(Note: we are working on some future enhancements to reduce this slow-down).



We do suggest, however, that every so often you temporarily check this box. Once checked, the Dispatch Grid will refresh, and show you any old trips that were never marked done (hopefully, you won't find any).

But, if any old trips do show up, you should change the status on them to either Done (if they are real trips that should be charged), or Canceled (if they are old company errand trips or something that you don't want to bill).

Once you have fixed the status on these trips, be sure and uncheck the box again.

Now, when you go into TripBook, you can change the Select By Date Range at the top to All Dates, and then close your old trips.

