

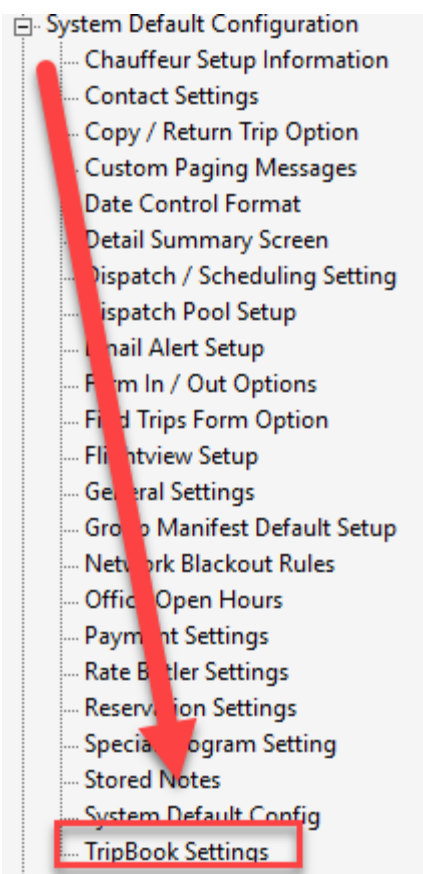
Tech Tip Tuesday—October 3, 2023

Prevent the inadvertent closing of an active trip

In general, when you open Trip Book, you only want to close trips that you know have been completed and marked Done.

There is a setting in Livery Coach that will ensure that only trips that are marked “Done”, “Late Cancel”, or “No Show” will be displayed in Trip Book, so that you can’t accidentally close an active trip.

If you use this setting, you just need to make sure that you don’t have any stray old trips that aren’t marked Done, since you could be leaving money on the table.



That said, the setting is located in Setup->System Default Configuration->TripBook Settings.

The setting you want to check is the very first one...“Not Allow To Close Active Trips”. When this option is checked, then only Done, Late Cancel, and No Show trips show up in TripBook.

When this option is not checked, all trips will show up in TripBook based on the other selected criteria, regardless of Status.

