

Tech Tip Tuesday—October 10, 2023

Automatically Mark Farm Out Trips to Done

Last week, we talked about a setting that prevents trips not marked Done from appearing in TripBook (so you can't inadvertently close an active trip).

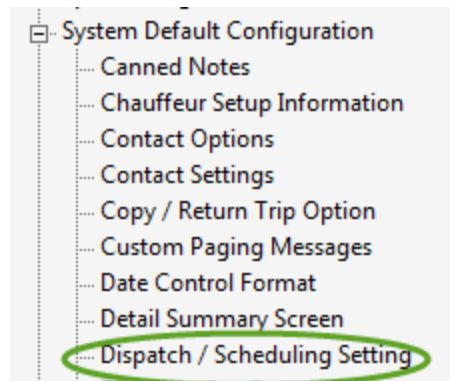
Generally this is not a problem, because trips get marked Done when they are completed, either by your chauffeurs (using iChauffeur) or your Dispatcher.

Even most Farm Out trips would be marked Done if they are electronically farmed out (Livery to Livery, GNet, iAffiliate, etc.)

However, sometimes trips are farmed out the "old fashioned" way (usually email)...and then, while your dispatcher might be monitoring these trips until they get to Customer in Car, it can be a chore to remember to mark them all Done later so they appear in TripBook to close out.

Livery Coach has a setting to solve that problem.

Navigate to the Setup->Maintain->System Default Configuration->Dispatch / Scheduling Setting menu



At the bottom of the screen, there are three settings to automatically mark a Farm Out trip done a certain number of hours after the trip was marked On The Way, Arrived, or Customer In Car. These are all set separately, and a setting of 0 hours turns the feature off (so it wouldn't be marked Done).

Note that for this to work, your dispatcher will have to mark Farm Out Trips On The Way or higher, so you can't just leave them at Assigned or Dispatched and expect this to work.

Automatically mark Farm-Out On The Way trips to Done	8	hours after dropoff time.
Automatically mark Farm-Out Arrived trips to Done	4	hours after dropoff time.
Automatically mark Farm-Out Customer In Car trips to Done	1	hours after dropoff time.