

Tech Tip Tuesday—February 27, 2024

LAST CALL—please RSVP for the Livery Coach Annual User Meeting at the CD/NLA Show in Las Vegas

March is in a few days, and with it the next CD/NLA show. If you will be in Las Vegas on the afternoon of Sunday, March 3, and haven't already let us know that you'll be coming to our meeting, please drop us a note at news@liverycoach.com.

The meeting will be from 4:30pm-6pm in Grand 121. We will have some snacks. We look forward to seeing you!

Because many of us will be at the show next week, there will be no Tech Tip. The next Tech Tip will be on March 12.

Please Hold

Sometimes when you have started entering a new trip using the New Trip Wizard, something comes up—maybe the phone rings, or you have to look up a different trip, or something else.

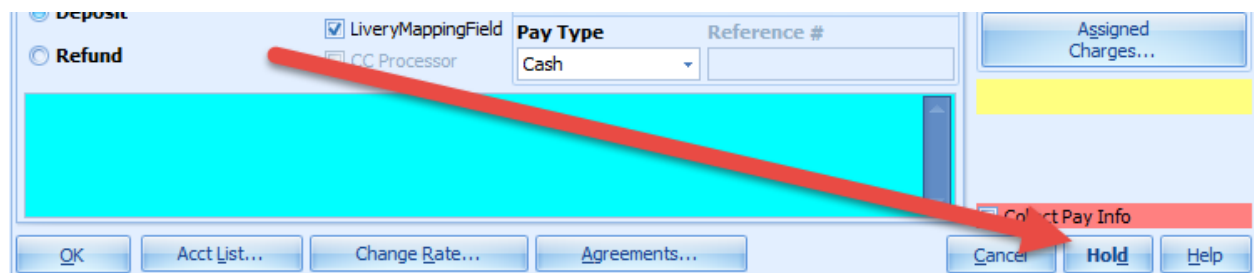
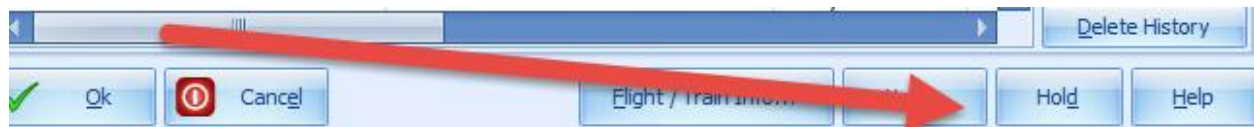
Or, you want to back up to a previous screen—for example, you are working on the routing, and the customer decides to change the pickup time.

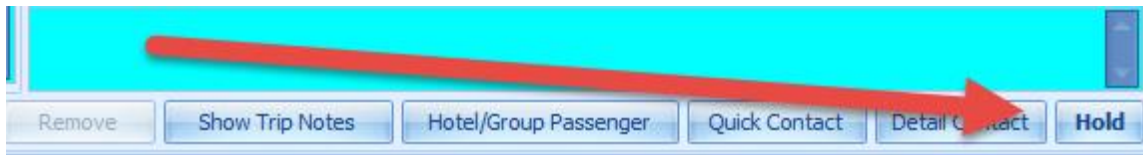
If you click on the cancel button in a window, then the Wizard stops, and you're on your own to remember to go back and fill out the rest of the reservation.

If you just cancel completely out of the new trip, then you have to start it all again.

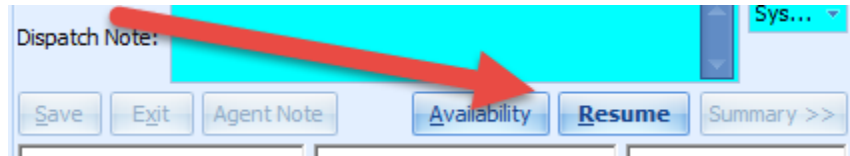
The best way to handle this situation is to put the reservation on "Hold".

In each screen of the Wizard, you will see a Hold button, generally at the bottom right. A few examples are below.





When you put a reservation on Hold, it suspends the Trip Wizard so you can do something else—either deal with dispatch or another trip, or go view/change a previous area of the reservation you just put on hold. When you are done, make sure you click on the Resume button.



Then, depending on what you did to the trip when it was in “Hold” status, it will either resume at the screen where you clicked hold, or it will start from the very beginning again—but with all the info that you already entered (contact, time, etc.) already pre-filled out for you (it remembers).