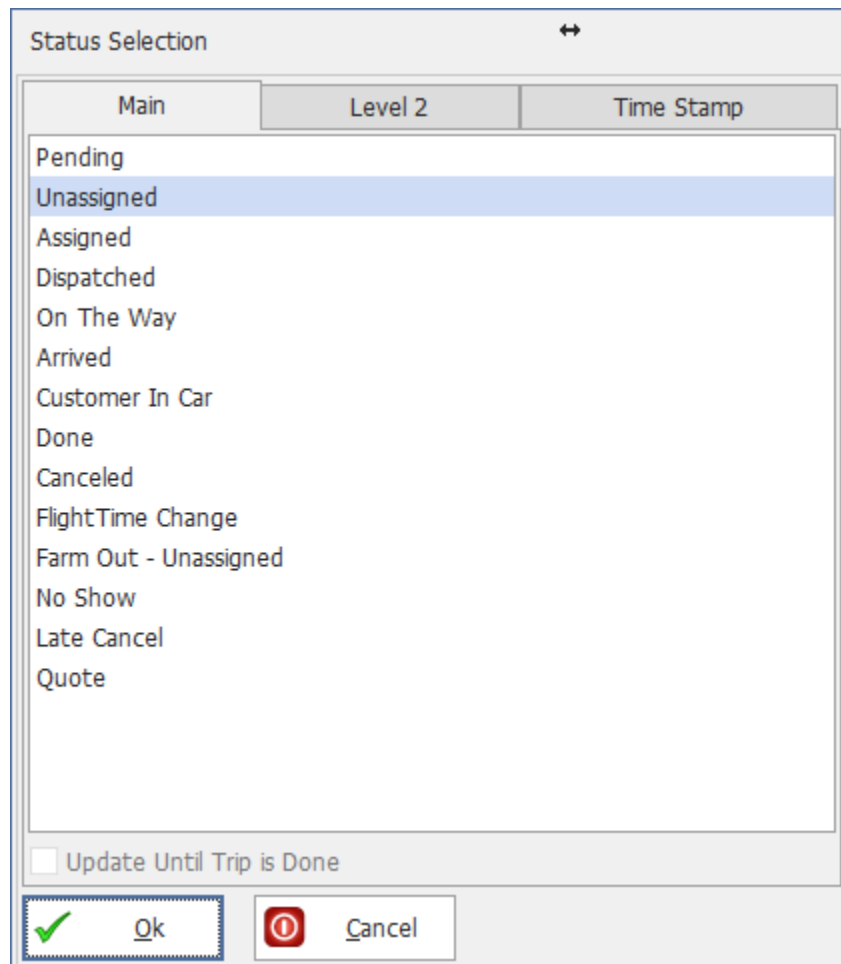


## Tech Tip Tuesday—October 29, 2024 Status Levels—Main, and Level 2 (and 3, 4, and 5)

One of the elements of a trip is the “Status Level”. Livery Coach has a number of different main status levels that usually correspond to the progression of the trip through the various stages from “Unassigned” to “Done”.



Additional “Main” status levels include:

“Pending”, which we recommend be used when a trip cannot be dispatched—for example, you were missing the Pickup location when the trip was booked)

Canceled—considered non-billable—will not show up in TripBook

FlightTime Change—a status that the system will automatically assign to a trip if the flight is running early or late (requires the FlightView integration module and subscription from FlightView)

Farm Out – Unassigned—a status that tells you that this trip needs to be farmed out, but you haven’t selected an affiliate and farmed it out yet (most useful when you have a single person responsible for all farm-outs, so all the other agents can set this status on out-of-town trips so your farm-out agent can easily find them)

No Show—considered billable and will show up in TripBook

Late Cancel—considered billable and will show up in TripBook

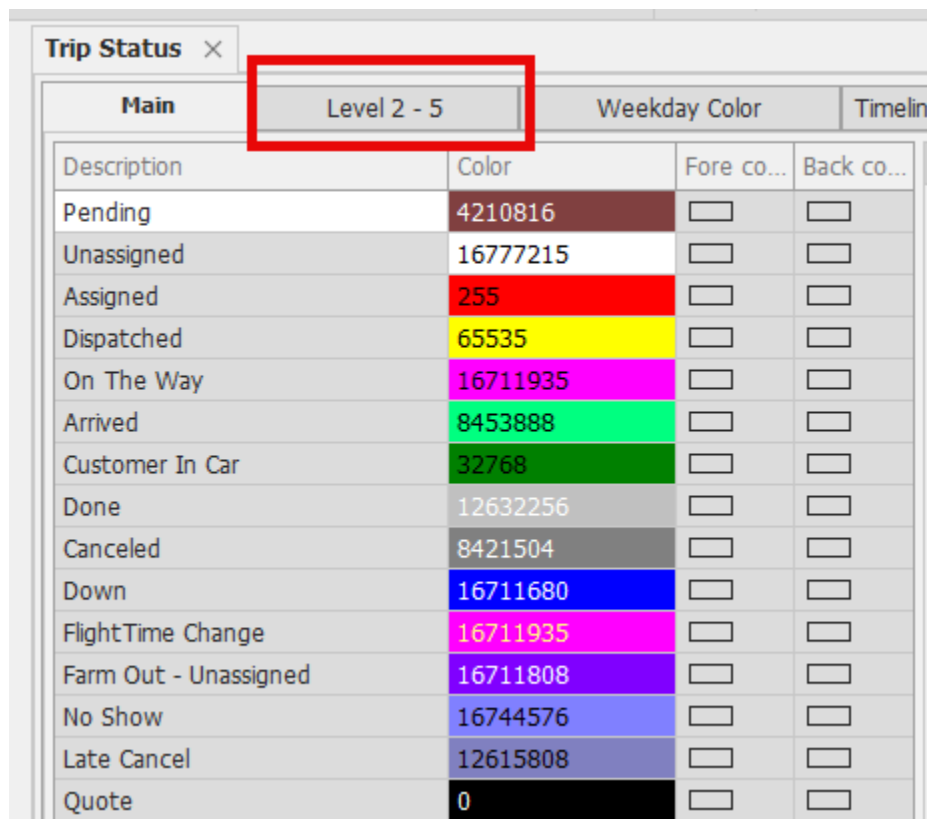
Quote—not a firm reservation and will not appear on the normal dispatch grid

Since these “Main” status levels are not changeable, Livery Coach also has additional, custom status levels, which can be set independent of the main status.

For example, maybe “Arrived” isn’t sufficient—you might also want a secondary status, such as “circling”, or “in holding lot”, or something else that gives you more detail than just Arrived.

When we added this feature, we started with just a secondary status, called “Level 2”. Subsequently, in response to requests, we added three more (Level 3 through Level 5). These additional statuses can be set for each trip, and there are separate columns in the Dispatch Grid for each of them.

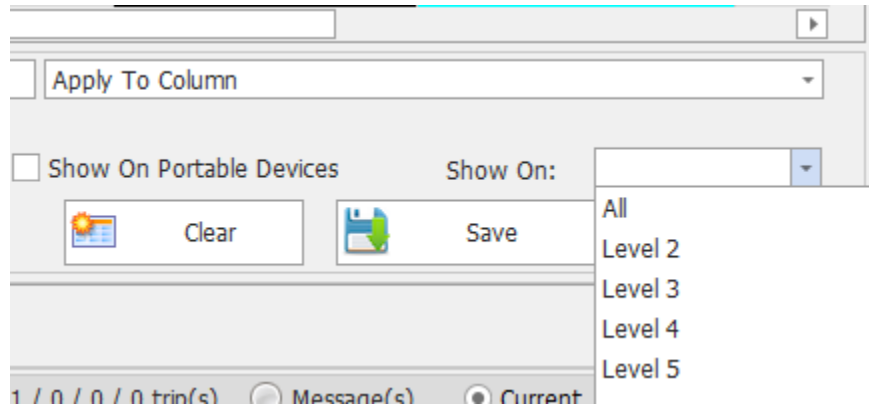
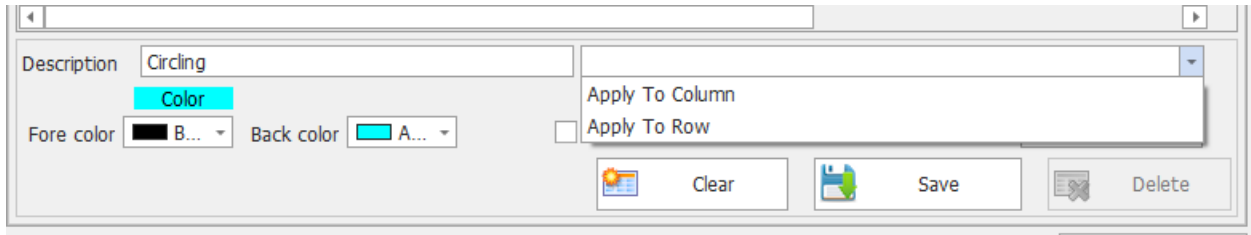
Status Level 2-5 are created in Setup-> Maintain->Trip Status Setup.



Main	Level 2 - 5	Weekday Color	Timelin
Description	Color	Fore co...	Back co...
Pending	4210816	<input type="checkbox"/>	<input type="checkbox"/>
Unassigned	16777215	<input type="checkbox"/>	<input type="checkbox"/>
Assigned	255	<input type="checkbox"/>	<input type="checkbox"/>
Dispatched	65535	<input type="checkbox"/>	<input type="checkbox"/>
On The Way	16711935	<input type="checkbox"/>	<input type="checkbox"/>
Arrived	8453888	<input type="checkbox"/>	<input type="checkbox"/>
Customer In Car	32768	<input type="checkbox"/>	<input type="checkbox"/>
Done	12632256	<input type="checkbox"/>	<input type="checkbox"/>
Canceled	8421504	<input type="checkbox"/>	<input type="checkbox"/>
Down	16711680	<input type="checkbox"/>	<input type="checkbox"/>
FlightTime Change	16711935	<input type="checkbox"/>	<input type="checkbox"/>
Farm Out - Unassigned	16711808	<input type="checkbox"/>	<input type="checkbox"/>
No Show	16744576	<input type="checkbox"/>	<input type="checkbox"/>
Late Cancel	12615808	<input type="checkbox"/>	<input type="checkbox"/>
Quote	0	<input type="checkbox"/>	<input type="checkbox"/>

When adding a status, you type in the description and also choose “Apply to Column” or “Apply to Row” from the dropdown (this affects the color-coding on the trip in the Dispatch Grid). Additionally, set the Fore Color (color of the text) and the Back color (background). If you want a chauffeur to be able to select this Status (as Level 2) on iChauffeur, click the “Show On Portable Devices” box.

Finally, you can decide whether your new Status should be available just on a particular level (2-5) or on all levels (“All”). When you are done, click Save.



Now this Status is ready for use.

In a trip, when you open the main status, the Level 2 tab shows how you can set this status for Level 2. (Note that the blank line at the top is provided to remove the Level 2 status from a trip.)



If you want to set Level 3 through 5, that is set on the Option tab of a trip.

Summary	Option	Features	Attribute	Communications
<b>Owner / Region</b>				
Long Car Limousine Company				
Tax Exempt / TaxID:	0		<input type="checkbox"/> Wholesale	
Facility:				
Call-In Time for Driver (Only use by 3rd party system):				
How Trip Booked:	Phone	<b>Car Seat Required</b>		<input type="checkbox"/>
Sales Rep:		<b>Reservation Follow Up</b>		
<b>Status Level</b>				
Level 3:				
Level 4:				
Level 5:	CASH			
	Change			
<input type="checkbox"/> Chauff	Circling			
<input type="checkbox"/> iChauffeu	Dark on Dark			
(Max of 5	Dispatched Waiting for Acknowledgement			
St	I want Level 2 only			

**NEXT WEEK:** How to use Status Level 2 to automatically show when a trip has changed.