

## Tech Tip Tuesday—February 4, 2025

### Recent/Upcoming Trips

While there are lots of ways to find and look at a trip in Livery Coach, one fast and convenient way is right from the contact record.

With the Contact Record open, there is a button at the bottom labeled “Recent/Upcoming Trips”.

When you click on that button, the system will open a window that shows a list of all Future Trips/Trips in Progress as well as some recent past and cancelled trips.

This can be a fast way to see what you have in the system for a given customer, which can be especially helpful if you’re on the phone with the customer at the time.

From that window, you can double-click on any trip in the list and it will open. Note that you can find trips where the profile was used as the booker, the passenger, or even all trips booked by the same Company.

The screenshot shows the 'Livery Coach: Customer Contact Selection' window. On the left, there are search filters under 'Retrieve By' (Last Name, First Name, etc.) and a search box containing 'Plaza'. Below that is a list of search results with 'Plaza, Aubrey' selected. On the right, the 'Customer Information' tab is active, showing details for 'Aubrey Plaza' from 'Disney Studios'. At the bottom right, the 'Recent / Upcoming Trips' button is highlighted in blue, with a red arrow pointing to it from the search results area.

Retrieve By	Customer Information (Created by 'Frank' on 10/16/24 10:21)
<input checked="" type="radio"/> Last Name	Prefix Title: [Dropdown]
<input type="radio"/> First Name	First Name: Aubrey
<input type="radio"/> Phone	Last Name: Plaza
<input type="radio"/> Company	Company: Disney Studios
<input type="radio"/> Customer ID	Color Code: System Default
<input type="radio"/> Created On or After	VIP Level: None
<input type="radio"/> Billing Account	<input checked="" type="checkbox"/> Psngr <input type="checkbox"/> Agent <input type="checkbox"/> No
<input type="radio"/> Sales Rep	<input type="radio"/> Website

Customer Contact Search

Plaza, Aubrey

Recent / Upcoming Trips

Recent Trips / Trips In Progress



As Contact
  As Passenger
  As Company

Future Trips / Trips In Progress

Trip ID	Chauffeur Name	Chauffeur ID	Status	Date/Time	Passenger	Pickup Location	Dropoff Location
21651			Dispatched	10/16/2024 10:55...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...
21652	Frank Kleaver	444-Frank	Dispatched	10/17/2024 09:30...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...
21963	Frank Kleaver	444-Frank	Assigned	10/17/2024 12:30...	Aubrey Plaza	Wilmington, DE, 1...	Wilmington, DE, 19...
22275	Frank Kleaver	444-Frank	Assigned	10/17/2024 14:00...	Aubrey Plaza	Wilmington, DE, 1...	Wilmington, DE, 19...
21653	Frank Kleaver	444-Frank	Assigned	10/18/2024 09:30...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...
21964	Frank Kleaver	444-Frank	Assigned	10/18/2024 12:30...	Aubrey Plaza	Wilmington, DE, 1...	Wilmington, DE, 19...
22276	Frank Kleaver	444-Frank	Assigned	10/18/2024 14:00...	Aubrey Plaza	Wilmington, DE, 1...	Wilmington, DE, 19...
21654	Frank Kleaver	444-Frank	Assigned	10/19/2024 09:30...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...

Past & Cancelled Trips

Trip ID	Chauffeur Name	Chauffeur ID	Status	Date/Time	Passenger	Pickup Location	Dropoff Location
21736	Frank Kleaver	444-Frank	Done	01/23/2025 09:30...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...
22015	Frank Kleaver	444-Frank	Done	12/17/2024 12:30...	Aubrey Plaza	Wilmington, DE, 1...	Wilmington, DE, 19...
21660			Cancelled	10/26/2024 09:30...	Aubrey Plaza	New Castle, DE, 1...	Wilmington, DE, 19...

Close