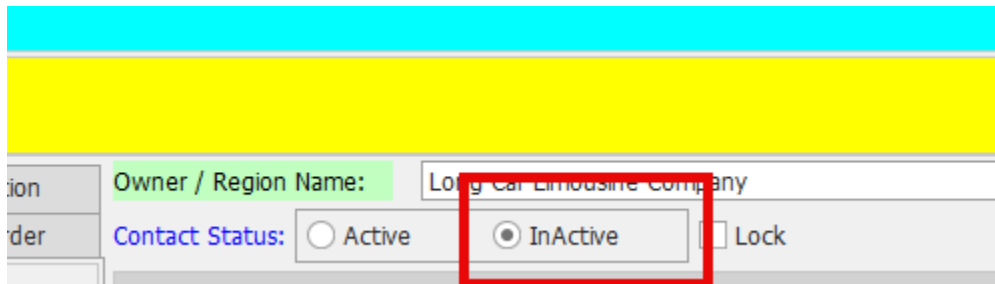


Tech Tip Tuesday—February 18, 2025

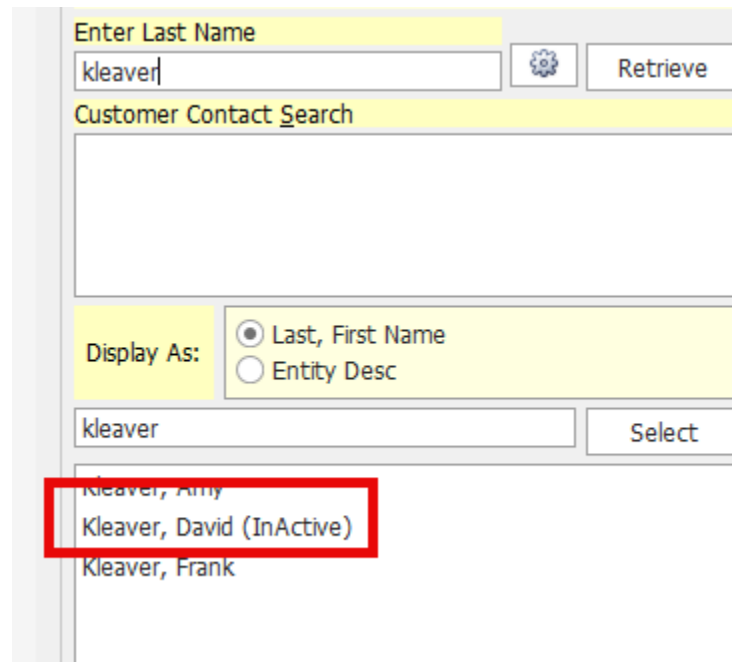
Make a Contact Inactive

Have you ever had an occasion where you wanted to prevent a customer from booking? Maybe there's some issue with payment, or some other unresolved problem that needs to be solved.

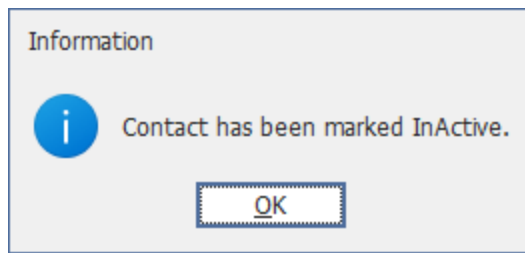
One way to prevent a contact from booking a trip is to mark that contact inactive. This is done simply by checking the "inactive" box at the bottom of the contact.



Once a contact is marked "Inactive" when you look up that contact, it will still come up in the search, but be shown as inactive.



And if you try to book a trip with that contact anyway, you will get an popup that prevents you from continuing with that contact.



If an inactive contact tries to log in via the web or the app, they will get a message that says "Online access is not available. Please contact us"