

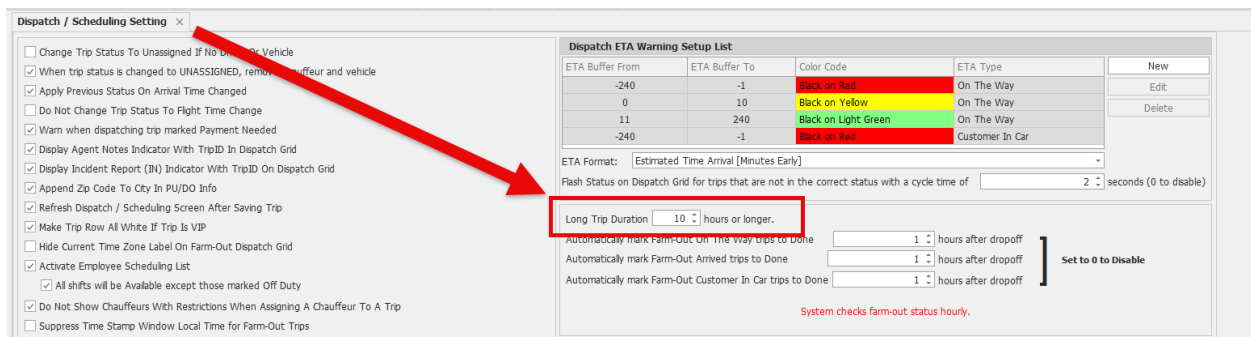
## Tech Tip Tuesday—March 11, 2025

### Long Trip indication

Depending on the driving rules and vehicle types where you do business, sometimes a trip might just be too long to be covered by a single chauffeur, or you might want to make sure that the long job is the only job of the day for that chauffeur.

To make these long jobs easier to spot, Livery Coach has a “long trip” indicator that will show you when a trip exceeds the threshold you have set.

In order to use this indicator, simply navigate to System Default Configuration->Dispatch/Scheduling Setting. On the right of the screen you can define what you consider a “long trip”, in hours.



**Dispatch / Scheduling Setting**

- Change Trip Status To Unassigned If No Driver or Vehicle
- When trip status is changed to UNASSIGNED, remove chauffeur and vehicle
- Apply Previous Status On Arrival Time Changed
- Do Not Change Trip Status To Flight Time Change
- Warn when dispatching trip marked Payment Needed
- Display Agent Notes Indicator With TripID In Dispatch Grid
- Display Incident Report (IR) Indicator With TripID On Dispatch Grid
- Append Zip Code To City In PU/DO Info
- Refresh Dispatch / Scheduling Screen After Saving Trip
- Make Trip Row All White If Trip Is VIP
- Hide Current Time Zone Label On Farm-Out Dispatch Grid
- Activate Employee Scheduling List
  - All shifts will be Available except those marked Off Duty
- Do Not Show Chauffeurs With Restrictions When Assigning A Chauffeur To A Trip
- Suppress Time Stamp Window Local Time for Farm-Out Trips

**Dispatch ETA Warning Setup List**

ETA Buffer From	ETA Buffer To	Color Code	ETA Type	
-240	-1	Black on Red	On The Way	New
0	10	Black on Yellow	On The Way	Edit
11	240	Black on Light Green	On The Way	Delete
-240	-1	Black on Red	Customer In Car	

ETA Format: Estimated Time Arrival [Minutes Early]

Flash Status on Dispatch Grid for trips that are not in the correct status with a cycle time of 2 seconds (0 to disable)

Long Trip Duration: 10 hours or longer.

Automatically mark Farm-Out On The Way trips to Done: 1 hours after dropoff

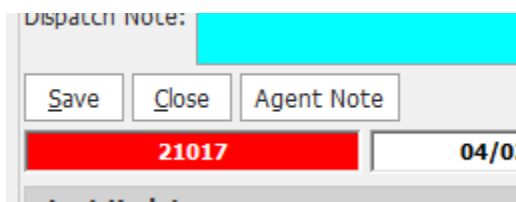
Automatically mark Farm-Out Arrived trips to Done: 1 hours after dropoff

Automatically mark Farm-Out Customer In Car trips to Done: 1 hours after dropoff

Set to 0 to Disable

System checks farm-out status hourly.

Then, whenever the duration of a trip exceeds your setting (in this example, 10 hours), the Trip number will be red, both in the trip, and on the Dispatch Grid.



Dispatch Note: [Redacted]

Save Close Agent Note

**21017** 04/0:

e	Trip # - Vip	Rate
	21773	Combo Rate: :
	22815	Zone @ 250.0
	22770	Combo Rate: :
	22920	Combo Rate: :
	<b>21017</b>	11.00 Hours @
	22884	1.00 Hours @