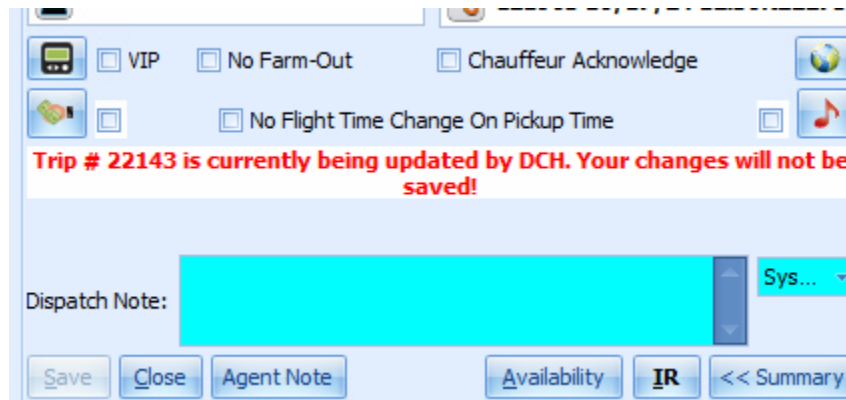


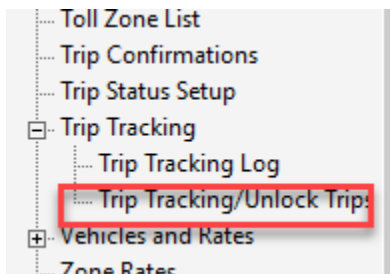
Tech Tip Tuesday— May 20, 2025

Unlocking a Reservation

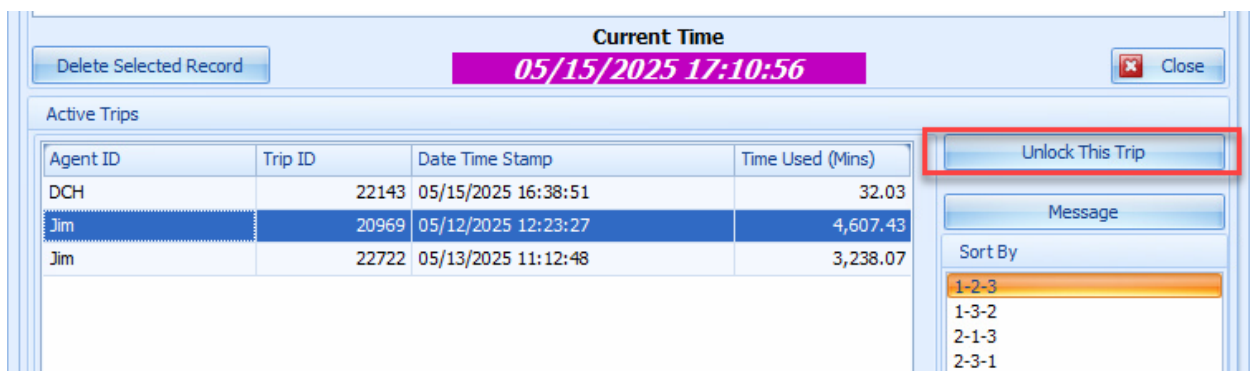
Have you ever gone into a trip to make a change only to find that someone else is in the trip, and he or she might have left for the day? This can be frustrating, and can even lead to a service incident. In some cases, you might suspect that the user isn't even in the trip (maybe because their remote session might have timed out)—so how do you free up the trip so you can make and save your changes?



Livery Coach has a utility that allows you to free up locked trips. Simply navigate to the Setup section, and under Maintain=> Trip Tracking you will see an option for Trip Tracking/Unlock Trips.



From there you can see all trips that are currently opened, by whom, and for how long (in minutes). Simply select the trip you want to unlock and click on the "Unlock This Trip" button.



Just keep in mind that if that user who was tying up the has unsaved changes, those changes will be lost. If that user subsequently tries to save a change, they will get a message that they need to reload the trip (which will then reflect any changes you or other users have made to the trip).

You can control who is allowed to have access to unlock trips in Security by allowing access to “Trip Tracking – Current”. It might be a good idea to always have a member of your staff with this security option, especially your overnight dispatcher.