

Tech Tip Tuesday—October 7, 2025

What to do with the Chauffeur and Vehicle when canceling a trip?

Often, when you cancel a trip, you may already have a vehicle assigned, and sometimes you might already have a chauffeur assigned.

Some of you want the chauffeur and vehicle to be removed when a trip is canceled, so it doesn't get in the way. But others of you don't.

And, sometimes, you want the choice.

There is a setting in Livery Coach that controls this behavior.

Simply navigate to Setup->Maintain->System Default Configuration->Dispatch/Scheduling Setting, and pick what works best for your operation.

You can also choose whether to have your selection apply to Late Cancel.

