

Tech Tip Tuesday—March 24, 2026

Post to Agent Trip Tracking (aka keep an eye on a trip)

Imagine a scenario where you book a trip for someone important—maybe a super-VIP or a family member. The trip may be far in advance, but you might still choose to assign a particular vehicle and/or chauffeur to it right away.

What you don't want is for a dispatcher to change the chauffeur or vehicle for that trip without telling you, which could create a problem. In other words, you want to keep an eye on that trip in case either of those details changes.

The function in Livery Coach to do this is called **Agent Trip Tracking**. With the trip open, click the **eyeball** icon.



Once you click the button, a pop-up appears giving you the option to lock the chauffeur, the vehicle, or both.

Confirmation

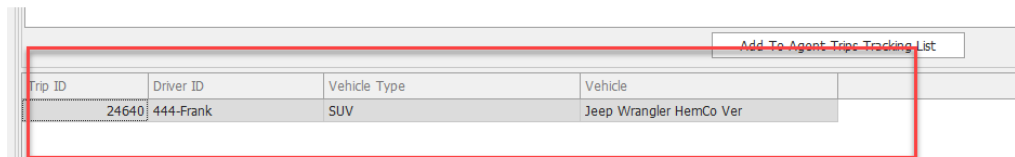
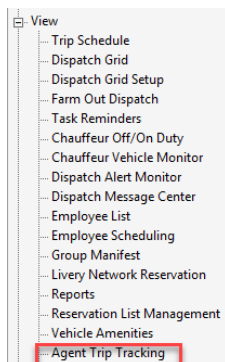
Do you want to post this trip to Agent Trips Tracking?

Lock Existing Chauffeur

Lock Existing Vehicle

Yes No

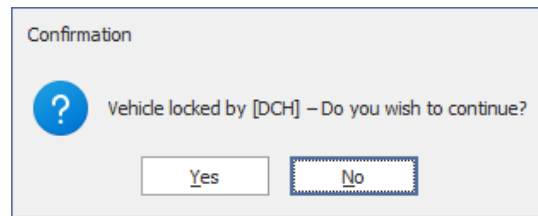
After selecting an option and clicking **Yes**, the trip is added to your tracking list, which you can view at **Reservation->View->Agent Trip Tracking**.



Trip ID	Driver ID	Vehicle Type	Vehicle
24640	444-Frank	SUV	Jeep Wrangler HemCo Ver

Add To Agent Trips Tracking List

If another agent later tries to change the chauffeur or vehicle on your tracked trip, that agent will see a warning message.



If the change is made anyway, it will be highlighted in red in your Agent Trip Tracking list.

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