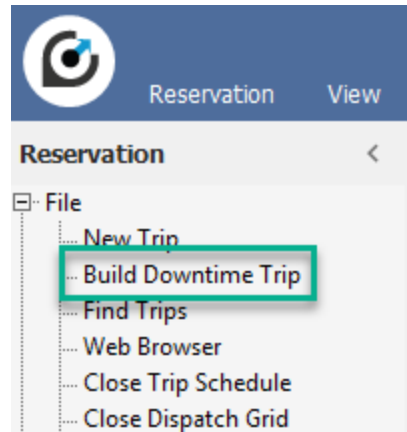


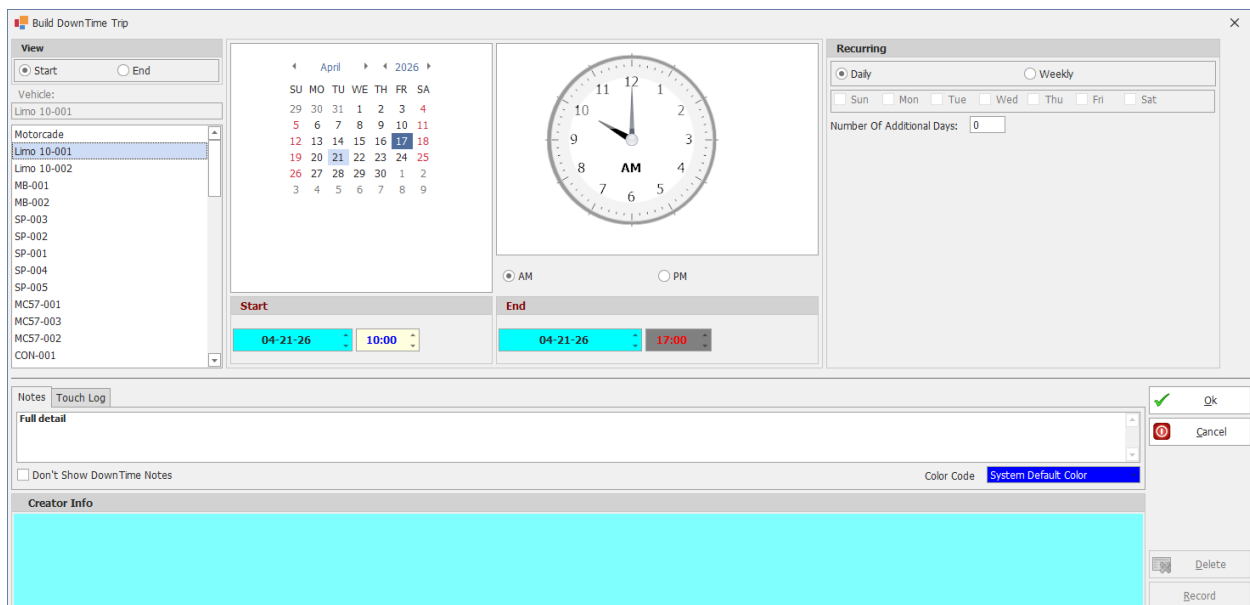
Tech Tip Tuesday—April 21, 2026

Down Time

One feature of Livery Coach is the ability to create a “down time” trip to take a vehicle out of service for a period of time. This feature is available under Reservation...File...Build Downtime Trip.



When you build the Downtime Trip, you simply select the vehicle, the starting date/time, and the ending date/time. In the Notes field you can enter the reason for the downtime. You can also change the color-code to something other than the default (normally dark blue).

A screenshot of the 'Build Downtime Trip' dialog box. The dialog is titled 'Build Downtime Trip' and has a close button (X) in the top right corner. It is divided into several sections: 'View' on the left with a vehicle list (including 'Limo 10-001', 'Motorcade', and others); a central calendar for April 2026 with a clock overlay; 'Start' and 'End' time pickers set to 04-21-26 10:00 and 04-21-26 17:00 respectively; a 'Recurring' section with 'Daily' selected and 'Number Of Additional Days' set to 0; a 'Notes' field with a 'Full detail' dropdown and a 'Don't Show Downtime Notes' checkbox; a 'Color Code' dropdown set to 'System Default Color'; and a 'Creator Info' field. At the bottom right, there are buttons for 'Ok', 'Cancel', 'Delete', and 'Record'.

Then, if you are using the Trip Schedule screen, you can easily see that the vehicle isn't available for a period of time, and why. The beginning of the reason for the Downtime shows in the bar (unless you checked the option not to show the notes).

Resource Name	Trips	Tue Apr 21, 26															
		08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sedan (Unass.)	+																
SUV (Unass.)	+																
Limo 10-001	+			Down Time: Full detail													
CON-001	+					111-Ben(@:)											
SUV-004	+					44-Fran											
Jeep Wrangler HemCo Ver	+									44-Fran							

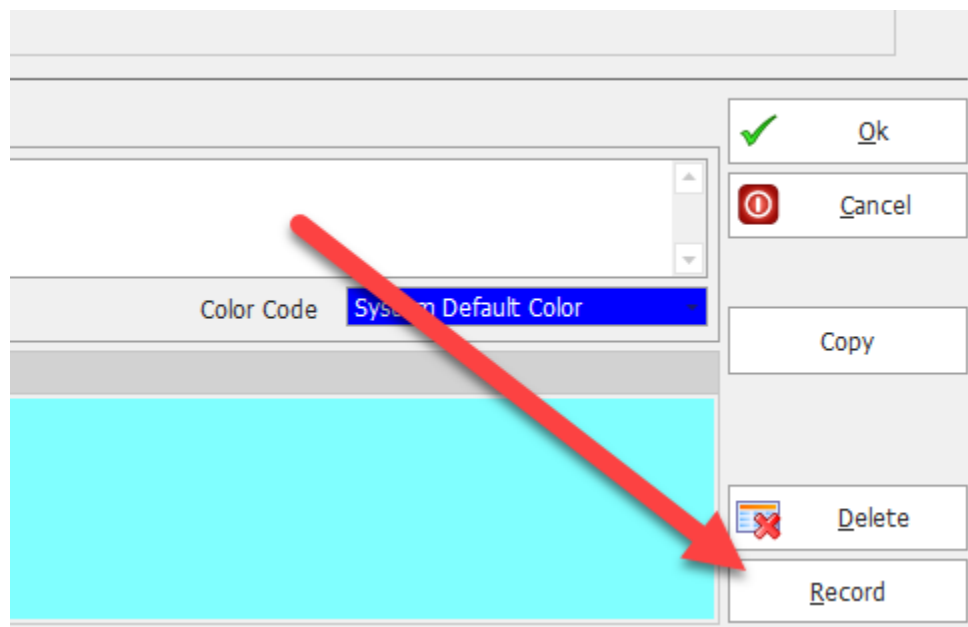
Downtime can be scheduled for any length of time, and can be handy for lots of different reasons. For example, in addition to the maintenance downtime shown in the example, you could put in downtime if you have a chauffeur who has, say, a dentist appointment and will be out for a couple of hours.

We have also seen dispatchers create a short downtime trip at the end of a row to remind them that a chauffeur must be done by a particular time—so don't drag any more trips down into that vehicle, until you have the car back and put a different chauffeur in it.

When you buy a new vehicle, you could add the vehicle to your system, but enter downtime until it is actually scheduled to be in service—so when the car arrives, you aren't scrambling to enter it at the last minute so you can use it. (Also lets everyone know the new vehicle is coming, and allows future bookings.)

A downtime trip can be set to recur (either daily or weekly), and the security settings to delete a downtime trip are different than a regular trip.

If you use a downtime trip for a maintenance request, you can then record the downtime trip into the vehicle maintenance records by clicking on the Record button.



Finally, for those of you who prefer the Dispatch Grid, you can show downtime trips there too. With the Dispatch Grid open, navigate to Option->Set Done/Canceled Trip Defaults, and select “Display DownTime Trip”.

Dispatch Grid [Refresh In 01:00]											
All	Sedan	SUV	Mercedes Sprinter	Van 10	Mercedes 550	Van 14	Shuttle-Bus 18-28	Shuttle-Bus 14-18	Limo 10	Motor Coach	Se
All	Status	P/U Time	Vehicle	Rate	Garage Time	Act. Flight Time	Trip # - Vip	Chauffeur	PAX		
No Chauffeur	Down	04/21/2026 10:00	Limo 10-001, Limo 10	7.00 Hours @ 0.00			25258	[1]	N/A(!)		