

Quotes

(by Chip Bowman)

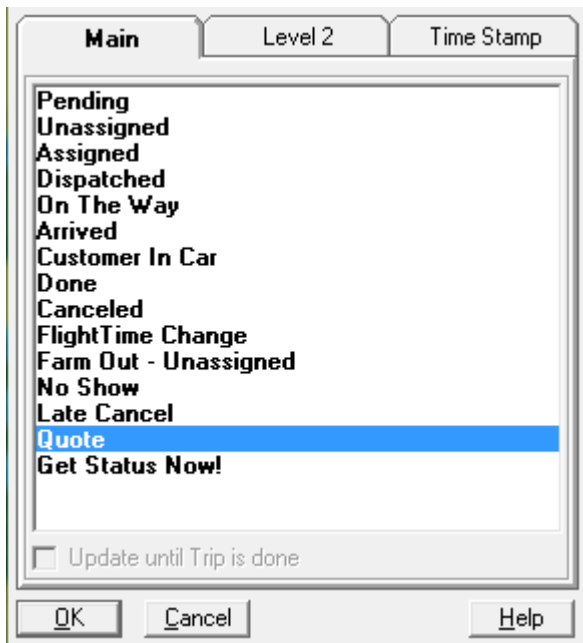
"Don't be afraid to take a big step. You can't cross a chasm in two small jumps"

David Lloyd George

That quote isn't exactly what I had in mind when I set out to write this weeks' tech tip, but if you're willing to stretch your imagination a little it might make sense.

Many of us reduce the process of price quoting to a simple "\$88 all-in" or "\$92 plus tax and gratuity", and while that may be what many potential customers are looking for—a short simple answer—there are some that are in the midst of a shopping excursion, gathering detailed information about not only price, but the products and services a company has to offer, and their professionalism and ability to deliver.

When you are presented with this opportunity, why not make the most of it and start using the Livery Coach trip status called "Quote."



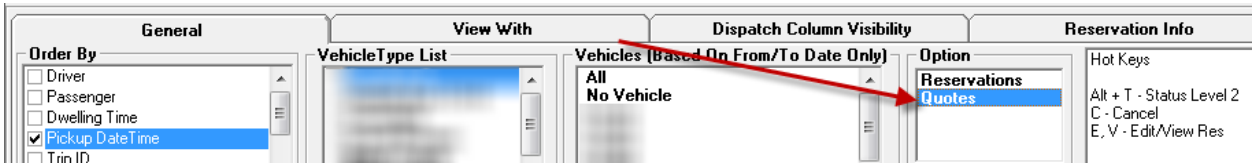
At the point at which a potential customer has given you all the information to price a job, why waste valuable time typing out a quote when our system can do it for you? Simply input the job details like you would for any other reservation, then change the status to Quote and send the customer the confirmation - only instead of showing "Transportation Confirmation" it will show "Transportation Quotation" and instead of trip# the confirmation will show "Quotation #" - your potential customer will be surely be impressed with your attention to detail and formal documentation.

Long Car Limousine
 1530 McDaniel Drive
 West Chester, PA 19380
 610.296.7800 Fax: 610.651.0529
 PUC A123456 DOT 55555
 Toll Free: 877.898.7800

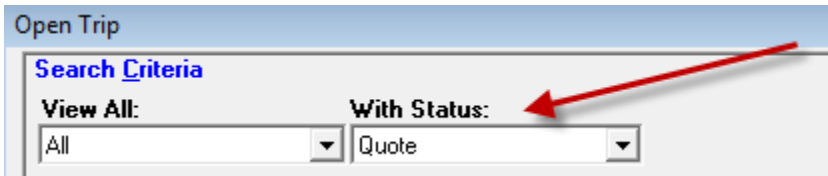
Quotation # : **410002**
 www.longcarlimo.com
 reserve@longcarlimo.com

Transportation Quotation

When the customer is ready to turn the quote into an actual reservation, just enter the quote number, change the status, and *voilà!* - the quote is a reservation. Of course this is the hard part - turning all those leads into actual sales. It's time to start calling those customers and asking for their business. To see a list of all outstanding quotations simply click on the settings button at the bottom of the dispatch grid, then change the option from "Reservations" to "Quotes."



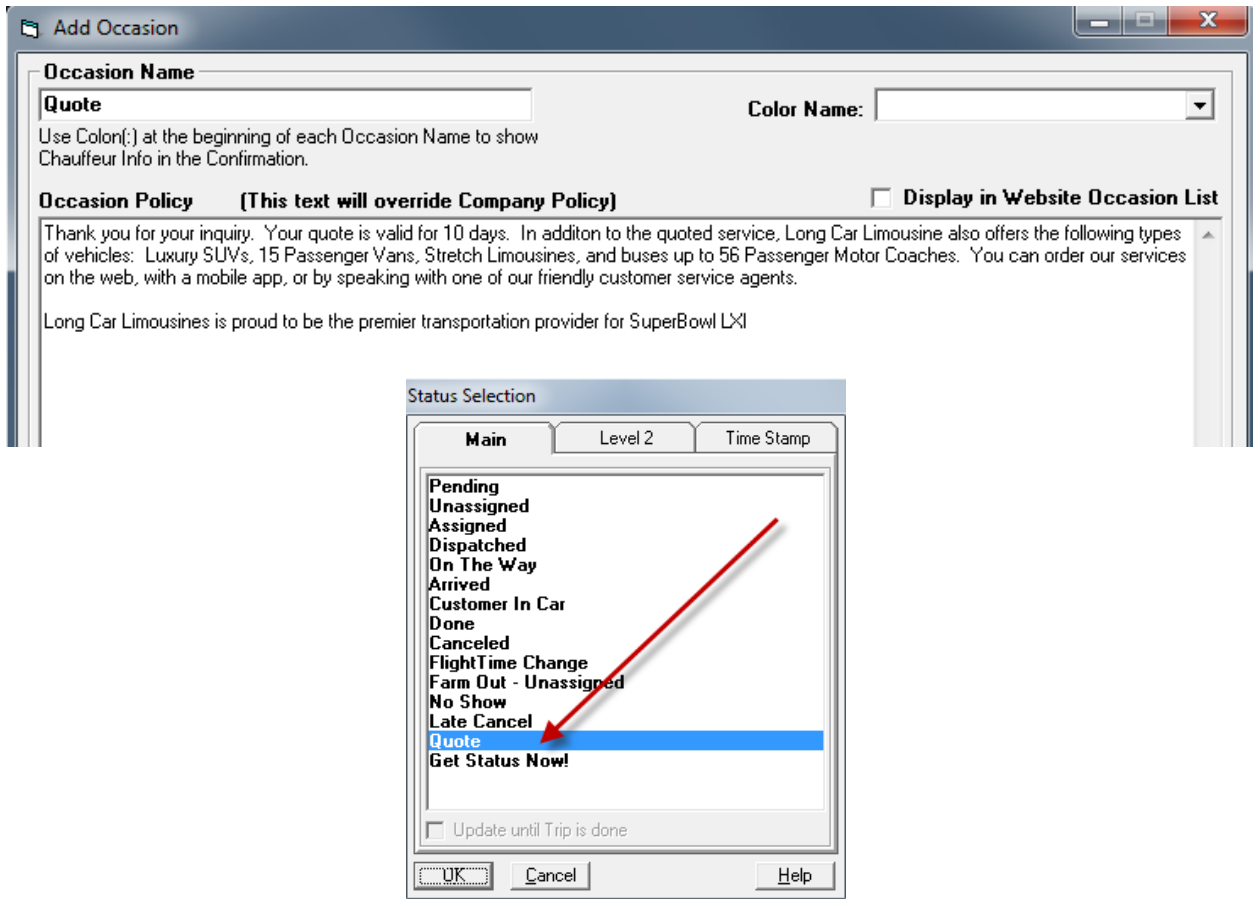
You can also search for Quotes using the Open Trip function.



Quotes - Advanced

Regular followers of our weekly tech tip may recall the section on occasion based policy. Incorporate this functionality into your quoting process by sending powerful messages as part of the quote.

Start by creating an occasion named "Quote", add your desired message to the policy override section, and make sure you also save the reservation with the Quote Occasion.



Then, at the bottom of their quote confirmation, they will see:

Important Terms & Conditions

Thank you for your inquiry. Your quote is valid for 10 days. In addition to the quoted service, Long Car Limousine also offers the following types of vehicles: Luxury SUVs, 15 Passenger Vans, Stretch Limousines, and buses up to 56 Passenger Motor Coaches. You can order our services on the web, with a mobile app, or by speaking with one of our friendly customer service agents.

Long Car Limousines is proud to be the premier transportation provider for SuperBowl LXI

So don't be afraid to take that big step, leap that chasm, and take your business to the next level.