

Tech Tip Tuesday— April 14th, 2015

by David Hirsch

Announcements

We'd like to devote this week's customer communication to answer some questions that we have gotten recently and keep you informed about various developments.

PAYPAL

Many of you may have received a somewhat scary announcement from PayPal last week with the headline **ACTION MAY BE REQUIRED: Payflow service upgrades for merchants**. Rest assured that Livery Coach already uses the latest integration with PayPal, so no upgrades or any other action on your behalf is needed.

CONCUR

As many of you know, Concur, which was purchased by SAP last fall, is ending its relationship with DEEM and has indicated that it will be sending trips through GroundSpan starting May 16th. The waters are a bit muddy at the moment because DEEM is also in the midst of litigation with GroundSpan regarding patent infringement claims, so it's anybody's guess what will happen between now and the middle of May. That said, if you already have the Livery Coach GDS/ERDS module (that is, you are getting trips through Saturn now), then all you will need is to get set up with GroundSpan, and we can set up each client for you. Because this is fairly labor intensive for us, we charge a \$300 fee for each setup session, but we can set up multiple clients at the same time for the single \$300 fee.

ZIPWHIP

We have gotten a number of questions about SMS and ZipWhip since their presentation at our users' meeting in Las Vegas. ZipWhip is an alternative SMS provider to our existing SMS solution, with more features but potentially somewhat higher cost (depending on monthly volume). ZipWhip allows you to send and receive text messages through a web control panel and have them appear on the recipient's phone as though they were sent from your main phone number. The Livery Coach integration (which is offered at no additional fee from Livery Coach—it's not a module) allows the automated text messages from Livery Coach (such as Chauffeur Direct) to go through the ZipWhip system, so they also appear as if they came from your main phone number. Similar to our integration with FlightView, you will pay ZipWhip directly for their service. For more information on ZipWhip, contact Dan Westra at dwestra@zipwhip.com (direct dial: 206-216-4962; mobile 206-601-3540).

If you still have at least 2500 remaining paid text messages from Livery Coach, and will no longer be using them, we are able to offer a support credit at the rate of \$0.01/message, which will be reflected on your next support renewal invoice. To take advantage of this credit, once you are switched over to ZipWhip, you **MUST** send an email to sms@liverycoach.com. We will terminate your existing SMS service and number and let you know the pending credit. Please note that should you wish to reactivate the standard SMS service (and terminate your ZipWhip account, you would need to purchase more messages and would get a new texting phone number).