

Tech Tip Tuesday—June 16, 2015

by David Hirsch

Do you have a great tech tip?

Have you been reading these tips each week and thinking “these are great, but why don’t they mention xxx?” Maybe you’ve got a great tip that you think would be good to share with the Livery Coach community? Well...now you can! Simply submit your tip (complete with screen shots if applicable) to news@liverycoach.com. If the tip is “ready to publish” and we haven’t used it before, then not only will you get credit, but we’ll pay you \$100! Reward the Livery Coach community and yourself at the same time. Before you write the tip, we recommend you check with us (at news@liverycoach.com) to make sure it hasn’t been used, or hasn’t already been written. If we like your idea, we’ll “reserve it” for you so you can write and submit your tip without worrying that someone will beat you to it.

Jim Hemauer joins team

We are pleased to announce that Jim Hemauer has re-joined the Livery Coach team! Jim knows the chauffeured transportation business intimately, as he worked in a number of capacities at both Cooper-Atlanta and muv (both Livery Coach clients). Jim also worked for Livery Coach as our main support technician from 2009 to 2011.

In his new role, Jim will be working to strengthen and build our existing team to deliver the highest quality of support, as well as helping develop new ways of providing support (such as training videos). Please join us in giving Jim a warm welcome.

Jim can be reached at Jim@liverycoach.com or 610-296-7800 x7025.

While we’re on the subject of support...

All of us at Livery Coach work hard to try to provide the highest level of support in the transportation software industry. However, there are limits to what we can do and how we can do it, and for a faster, more satisfying support experience for everyone we could use your help.

Sometimes, when you call, there could be a wait to talk to a technician—occasionally the wait can be significant. We work to try to minimize the wait, but some problems take time to diagnose and resolve, and when it’s your turn we’re sure you don’t want to be rushed either. If you have a problem that doesn’t require an immediate response, you can email our support team at support@liverycoach.com (which goes right into our automated ticketing system and generates a support ticket). We try to get to all emailed support tickets as soon as we can, but sometimes they require some research/testing on our end, which could delay the response. When our support queue has a long wait, you can also leave a voice message, which we will also return as soon as we can.

If you have something that can be scheduled, things go more smoothly if you work with us to schedule it. We aren’t staffed to be able to provide “on demand” training, any more than most of you could

cough up, say, a coach bus on a moment's notice. If you need a refresher course on how to import a Group Manifest, for example, or need help installing Livery Coach software on a new workstation—then please drop us a note at support@liverycoach.com with some days/times that would work for you. We can then assign the best technician for that specific task, make sure we are prepared properly, and fit it in during a non-peak time so it works well for all of us.

We'd also like to gently remind you that our support is Livery Coach support. We support the software that we write and that you bought from us. We are not equipped to provide general IT or Windows or printer support. We also are not qualified to provide QuickBooks support, except when there might be a specific issue with the Livery Coach integration.

Our live support hours are Monday-Friday, 9am to 7pm eastern time. If you have an emergency after hours we do have an on-call technician 24/7—just follow the prompts when you call (for emergencies, we strongly recommend calling rather than sending an email). In the event that the on-call technician is not immediately able to answer, please leave a message with as much detail as you can provide, and the tech will respond to your emergency as soon as possible.

Thank you for your understanding. If you have any feedback on the level of support you have been receiving (good or bad), please email us at feedback@liverycoach.com We appreciate your business.