

Tech Tip Tuesday—March 29, 2016

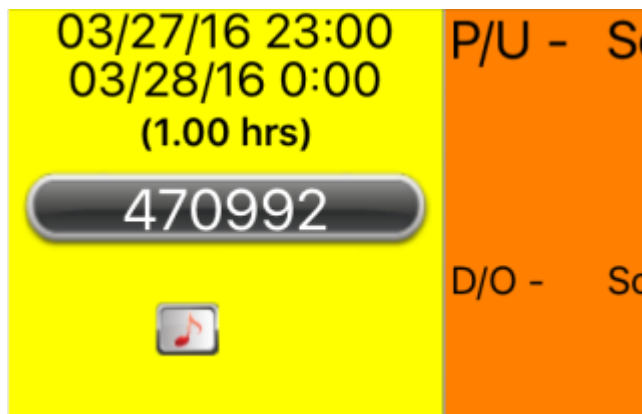
by Chip Bowman

Trip notes on iChauffeur (the mobile chauffeur app)

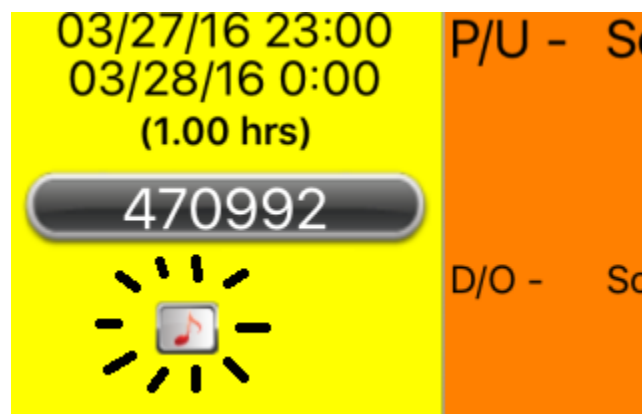
What good is a reservation note if it doesn't get read by your chauffeur? I'm sure many of you would agree that it's not good at all, and in fact bad. So what can we do about it?

While there's not a lot we can do with the written trip sheet, if you have equipped your chauffeurs with iChauffeur (our mobile app) there's a lot we have done. Working closely with one of our clients (that's you) we've taken a multi-faceted approach to addressing this issue, implementing a series of solutions to improve the chances that the note will be read.

The first step was to make it a little more obvious when there is a reservation note. If a trip has a note, an image of a musical note will appear under the trip number.



If the chauffeur has not read the note, the note icon will blink



The next step was to make sure the trip note was easy to read. We put the trip note in a window by itself, which can be viewed by clicking on the musical note icon:

If the notes change after the chauffeur has marked the notes read, the system automatically resets the indicator to "unread," the note indicator starts blinking again, and the chauffeur must repeat the process.

Note: we did have several suggestions to activate a shock collar if a note remains unread for more than 15 minutes, and we absolutely loved the idea of disguising it as a bow tie. This suggestion did make it through the feasibility study, but we are concerned it may violate some state labor laws, and as such will be putting it on the back burner for now. As always we welcome your suggestions...see you next week.