

Tech Tip Tuesday—March 21, 2017

by Chip Bowman

LCT Show Wrap-up/User Meeting Highlights

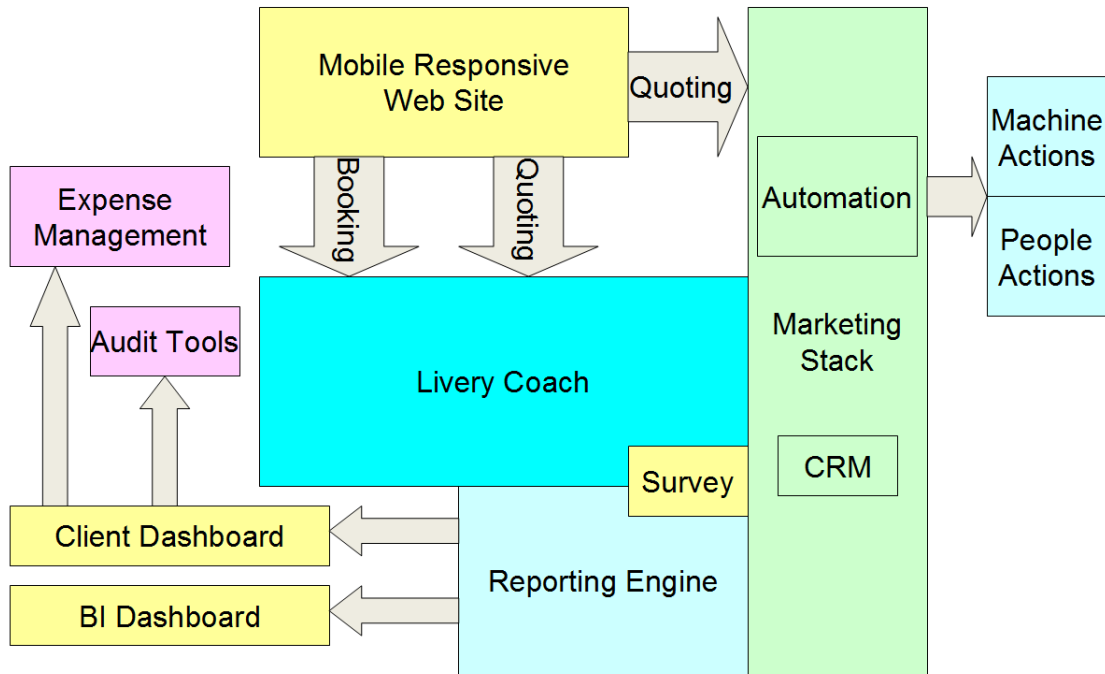
It was great to see everyone in Vegas this past week, and we hope you all made it home safely and in one piece. For those of you that weren't able to attend our users meeting here's what we discussed:

We opened the meeting by reviewing 2016, with the stunning announcement of 603 system enhancements - a rate of 1.65 per day including weekends and holidays (yes, we have no life). We then reviewed several of the enhancements, including:

- Enhancing the ETA function - You can now color code trips if they're running late/on the verge of running late
- Enhancements to the export tool - Over 60 new fields added
- We explained the new buttons at the top of the trip schedule - the buttons are used to control the text overlays. You can assign the buttons to different overlays, label the buttons and even assign hot keys
- When adding new chauffeurs to the system you can now bypass the Quickbooks step and enter chauffeurs directly into Livery Coach
- You can now access the additional trip info (seen in tripbook) directly from an archived trip. This includes the option to see all of the GPS history, and create a map with the GPS trail
- We added the ability to create user email accounts and manually send email confirmations from this email account instead of the default email account.
- The trip notes section of iChauffeur was enhanced. The notes icon will blink until the chauffeur reads the note. The chauffeur has the option to read the note later. If the trip notes are changed the process starts over by blinking the note icon, prompting the chauffeur to reread the notes.

These and other new features will be discussed in more detail in upcoming Tech Tips.

We then introduced what we're calling a success toolkit (survival toolkit if you're a pessimist). The success toolkit is a collection of tools designed to help you gain new customers and keep the ones you have. The centerpiece is the new online booking tool which we're in the process of rolling out now. Also part of the toolkit was the announcement of a new business intelligence reporting system and a quoting system we're working on integrating with our partner Drive Profit.



We wrapped up the Success toolkit with a discussion on the "Marketing Stack" by Pat Charla from Drive Profit. Drive Profit provides professional services in the marketing arena, including a highly customized CRM tool (being integrated) Survey and Review management, a loyalty program and Consumer Behavior Analytics. If you're interested in learning more about their services you can reach Pat via email - Pat@DriveProfit.com

Oh yeah - We donated a couple days of training, travel included, to the Limo Patriot Ride. Matt Johnston from AJL won with a bid of \$2,000.00 - Thanks Matt!