

## Tech Tip Tuesday—September 12, 2017

### PayPal Firewall Settings

Recently, PayPal has been sending out emails with dire warnings to “configure your firewall settings before October 2017”. Rest assured that this does not apply to Livery Coach customers—we do not use a “hard-coded” IP address for PayPal (and never have). We have always followed the recommended practice in the letter to use “Domain Name Service (DNS) host names”. So there is nothing you need to do, and you can safely ignore this email.

### Connectivity, and Independence

At Livery Coach, we understand that each of you are successful *independent* business people, and there often isn't a single “right” way to do things. That's one of the reasons there are so many settings and options in Livery Coach—so the system can be configured to your way of operation, rather than the other way around.

In this post-Uber world, passengers have come to expect the latest in technology from their providers. They want to see their trips on their mobile devices, they want to see a map of the vehicle on the way, with ETA, they want to know the name of their chauffeur and what he/she looks like, and more. Livery Coach's integrated product suite, including iChauffeur, Livery to Livery, iAffiliate, and GNet from GRiDD, all combine so that, no matter what technology your affiliates are using, you can present a superior customer experience to your clients.

We feel strongly that GNet is the solution the industry has been waiting for, and the solution the industry needs—and we aren't alone. Besides LiveryCoach, GNet has been integrated with FastTrak, LimoAnywhere, Aleph, GroundLink, and LimuERP (Germany), and work is underway by Hudson, Lattitude247 (NZ), and ECO (India). It is an open platform available to all software providers.

Recently, we have become aware of a major network that is attempting to strong-arm some of their affiliates into switching software to the same software that they (eventually, maybe) plan to switch to, purportedly to ease the ability of that network to farm-out trips. Why would this software company, and this network, not want to use GNet?

Do they lack the technical ability to integrate? Or is there some other hidden agenda? Imagine a world where a major customer wants you to switch to software that isolates you from electronically receiving trips from other providers? Is this in your best interests? And even were you to buy the argument and go through the very painful, lengthy, and expensive process of switching, what about your affiliates? Can you say you've never farmed out a network job?

GNet is a viable platform that continues to see growth month after month. Nearly 500 companies are connected to GNet, with monthly transaction volume in thousands. If you are currently utilizing GNet, please tell your affiliates about it and encourage them to get signed up...it only takes a few minutes. If you're not using GNet and want to know more, send us a note and we'll reach out to you. GNet will help you remain independent.