

## **Tech Tip Tuesday—December 19, 2017**

### **Boot Camp in Phoenix at the end of January!**

We are pleased to announce that the Livery Coach User Experience (aka Boot Camp) will be held in Phoenix, on Monday, January 29 through Wednesday, January 31, 2018. The fee for the boot camp is \$495/person, which includes all the sessions and lunch on Monday and Tuesday.

You can register by filling out the form available at [www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf](http://www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf)

The Boot Camp will be at the Four Points by Sheraton Phoenix North (<http://www.fourpointsphoenixnorth.com/>), located at 2532 W. Peoria Avenue, Phoenix, AZ 85029. In addition to having nice rooms and meeting space, the hotel (formerly a Crowne Plaza) has a restaurant and lounge, free Wi-Fi, and both an indoor pool and a heated outdoor pool.

We have negotiated a special discounted room rate of \$99/night—we will send booking details on how to get the group rate as soon as this is available.

We are still finalizing the agenda, but the schedule will be:

Monday, January 29<sup>th</sup>: 9:30am – 4pm (includes lunch)

Tuesday, January 30<sup>th</sup>: 9:30am – 4pm (includes lunch)

Wednesday, January 31<sup>st</sup>: 9:30am – noon

Our current working list of agenda items (subject to change) includes

Customer communications—includes apps, online reservations, Chauffeur Direct, and more.

Mobile—all the back-office apps, like iChauffeur, and the web control panel

Rates, rates, and more rates.

Electronic Transmission—Deem Trips, Ground Span trips...how to set things up

Affiliate work—how to set up affiliates, sending and receiving work electronically (Livery to Livery, GNet, Affiliate Connect) set rates, etc.

QuickBooks—some tips and tricks to get the most out of your interface.

As we have found that these things work best with a lot of interaction, we will also have plenty of time for user discussions and questions.

In addition, although Wednesday is a half-day, we will be prepared to spend the afternoon hanging out, answering questions, and having discussions.