

Tech Tip Tuesday—March 3, 2020

Was nice to see so many of you in Las Vegas!

It was great to see so many of you at the User Meeting and here at the show.

If you weren't able to make the show, the next event we have on the schedule is the Chauffeur Driven Executive Retreat in June.

We would also like to again thank Jim and John for holding down the fort in tech support, and for all of you for being patient with your calls.

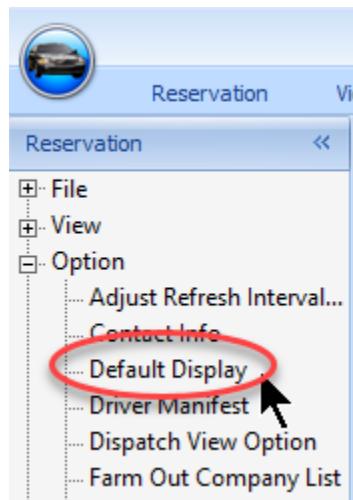
Customer Reassurance

With the current Coronavirus outbreak, we know that many travelers are on high alert.

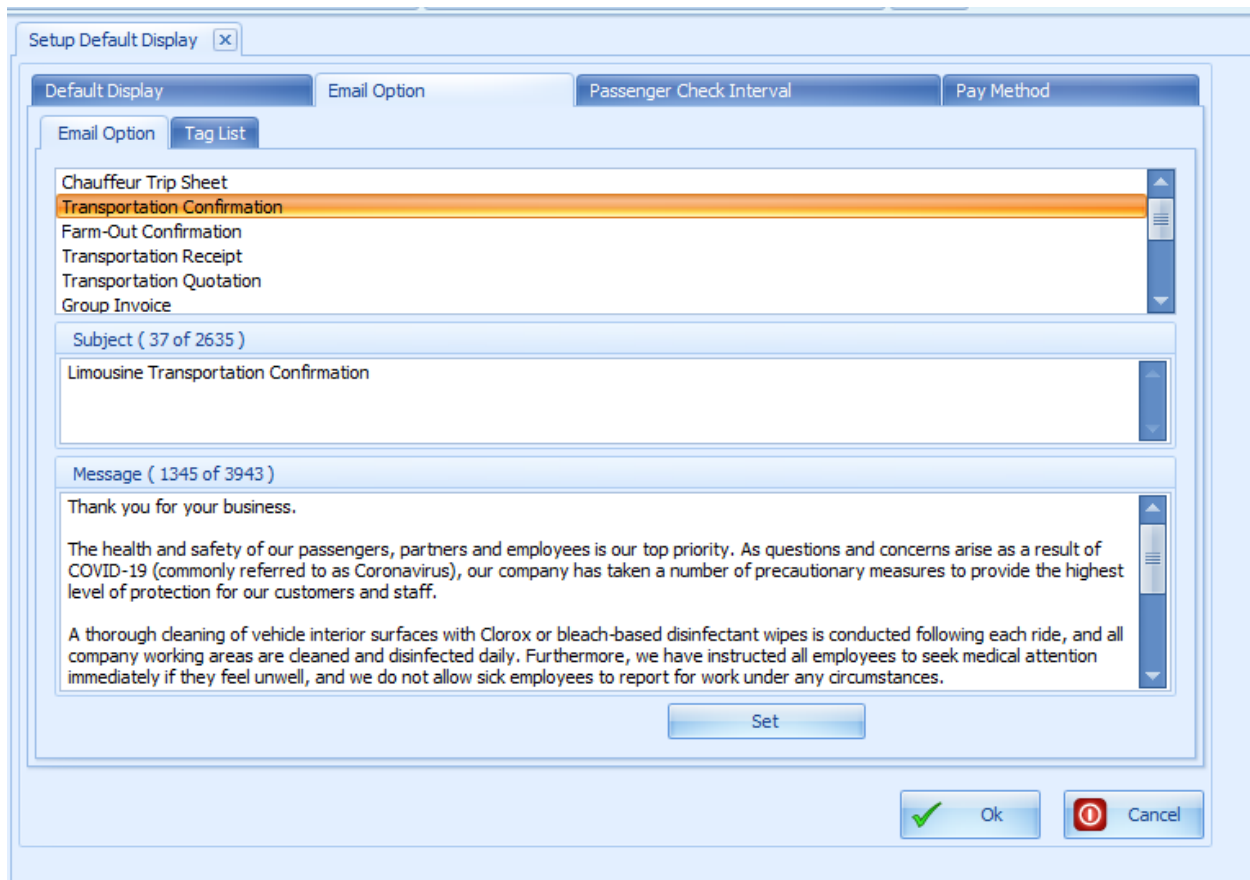
If you are a member of the NLA, you probably already got an email from them on ways to communicate how you are ensuring a safe environment for your travelers, such as cleaning the back of the car with Clorox wipes between trips, removing printed material, etc. (If you didn't get this message, send a note to news@liverycoach.com and we would be happy to forward it to you.)

There are a number of different message areas in Livery Coach that you can also use to convey these messages.

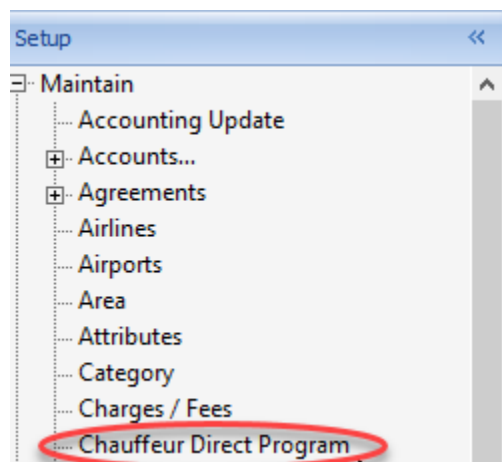
If you want to change the email text that goes out when you send a Trip Confirmation, go to Reservation->Option->Default Display.

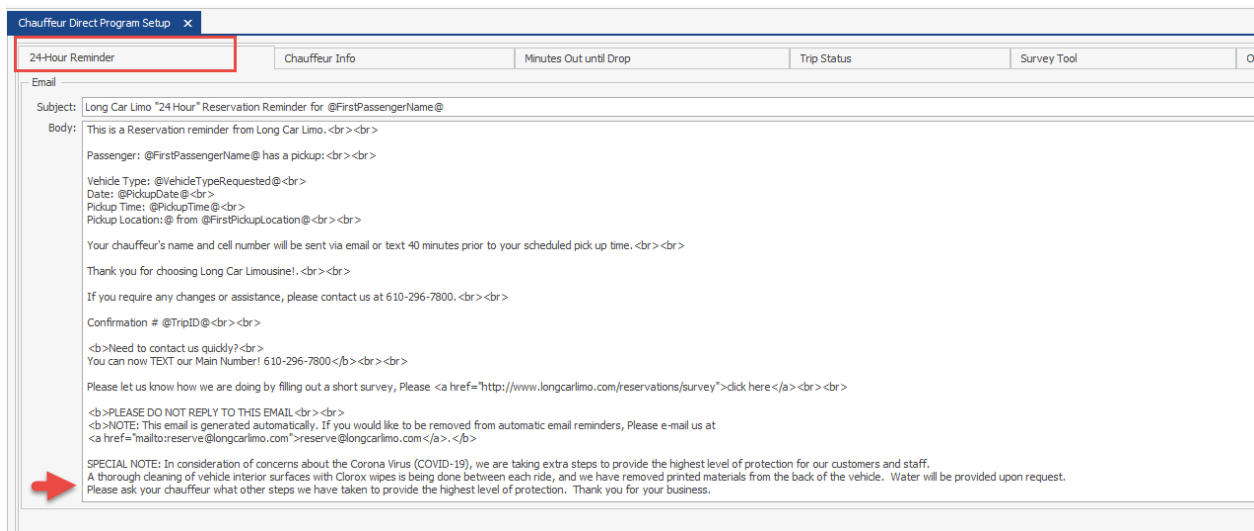


Select the Email Option tab, then which area you want to edit (for example, Transportation Confirmation), and then change the message text. Be sure and click the "Set" button at the bottom to save your changes.

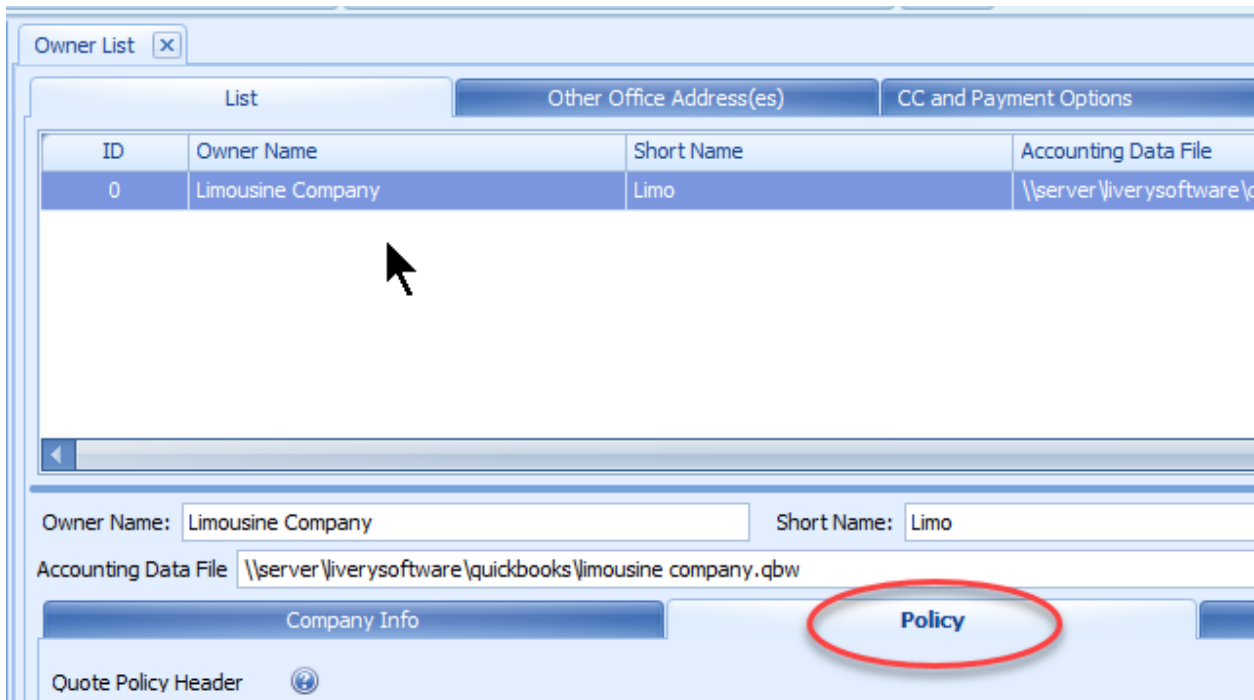


If you want to edit the text that goes out with your 24-hour reminders or your Chauffeur Direct, navigate to Setup->Maintain->Chauffeur Direct Program.





Other areas you might want to consider updating is the confirmation text at the bottom of each confirmation—that is edited in Setup->Maintain->Owner List and then by selecting the Policy Tab. If you run multiple owners in your system, you will need to do this for each Owner.



Keep in mind that if you have different Policies for some Occasions, you will need to modify that under Setup->Maintain->Occasions.

One other place you might consider (although space is limited) is in the one-line text blurb that appears on all confirmations and receipts. This is in the same place (Owner) but the Company Info tab, Policy 10.

| List | | | | Other Office Address(es) | | CC and Payment Options | | Global Settings | |
|------|-------------------|------------|--|--------------------------|--|------------------------|--|-----------------|--|
| ID | Owner Name | Short Name | Accounting Data File | | | | | | |
| 0 | Limousine Company | Limo | \\server\liverysoftware\quickbooks\limousine compa | | | | | | |

Owner Name: Short Name: Color Code:

Accounting Data File:

Company Info Policy Credit

Company Title: Company Short Title:

Address:

Phone: Toll-Free:

Company Website: Company Email:

Owner Name: Owner Title:

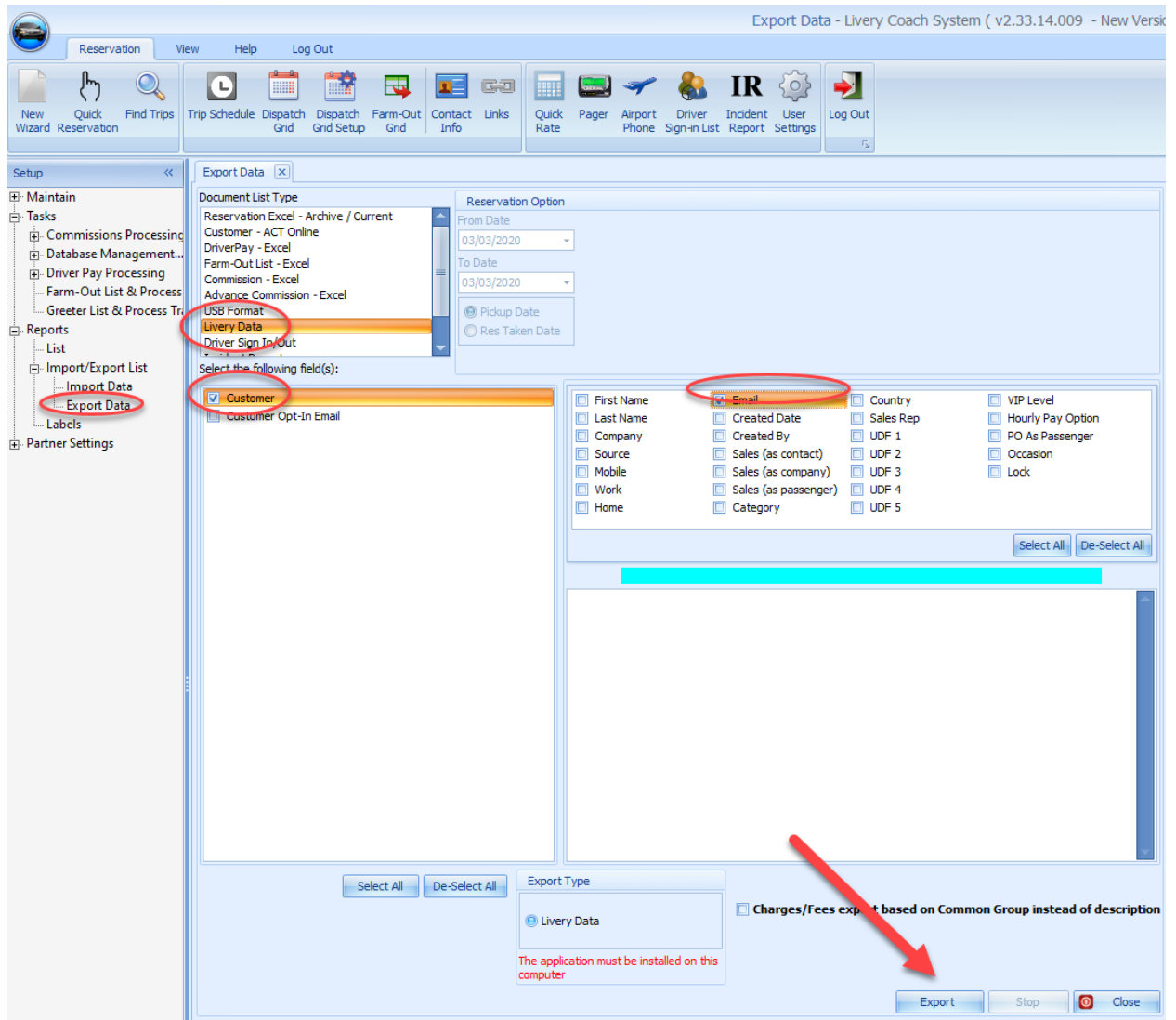
Policy 1
Policy 2
Policy 3
Policy 4
Policy 5
Policy 6
Policy 7
Policy 8
Policy 9
Policy 10

ASK US ABOUT OUR WORLDWIDE RESERVATION NETWORK!

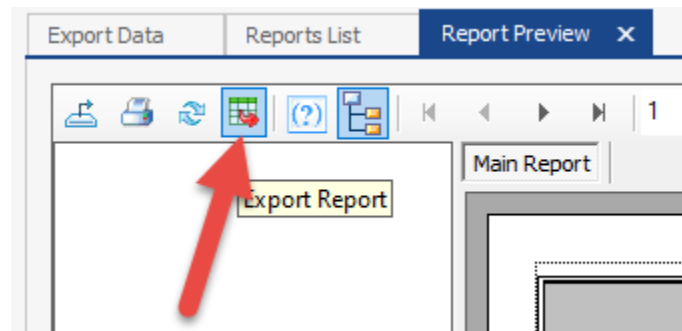
Finally, if you have the Export Module, you can easily extract all your client's emails from your system.

(If you don't have this module, read below to learn an alternate way to extract this data.)

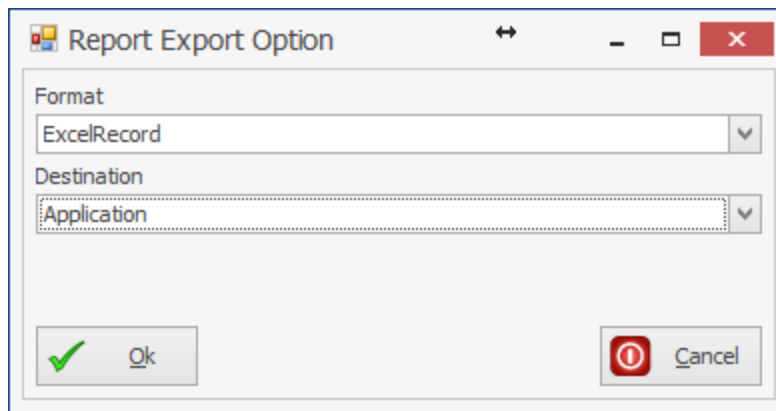
Simply navigate to Setup->Reports->Import/Export List->Export Data. Then select Livery Data, check Customer, and then Email. Depending on the size of your database, this export will take some time, and you need to have Excel installed on the workstation on which you are doing the export.



If you don't have the module, then you can run the Contact List By Created Date report. Once you have it previewed on the screen, you can click on the Export Report button



Select ExcelRecord as a format, and Application as a destination. Once you click OK, the system will open Excel and populate your data right in front of you (please be patient—it could take some time).



If you have any questions, please drop a note to support@liverycoach.com and we can guide you through this.