

Tech Tip Tuesday—April 7, 2020

We are here to help

During these difficult times Livery Coach is still operating and ready to help.

We are still fully staffed, and are continuing to work on enhancements and improvements to Livery Coach so it will have more capabilities as well as work better, faster, and easier.

In addition, since our support call volumes have diminished, we have more time to spend on individual training. So if there are areas of the system that you'd like to know more about, or learn how to use more thoroughly, please contact us!

We are scheduling 1-hour telephone training sessions on whatever topics you would like—just send us a note with some preferred days and times. Currently we are limiting individual training to 2 sessions per month, per client, but depending on demand, this can be expanded. If we have enough demand for a single topic, we may also schedule a group “webinar” (which would not count against the limit.)

And what will this cost you? Nothing extra! During this slowdown, we are offering these training sessions under your normal support agreement, so it won't cost you anything.

Some things you might want to think about:

- Take a look at your rates, charges/fees, and automation. If you are (or were) manually entering rates or adding charges/fees on individual trips, maybe that can be automated.

- You might want to purge your old canceled trips to keep your database snappy and small.

- Adding all the amenities to your vehicles.

- Cleaning up all your Chauffeur records in Employee List

- Cleaning up your affiliate list, grading them, and making sure that they are all set up for electronic exchange (Livery to Livery, GNet, etc.)

If there's anything you need help with, please let us know. Let's take this slow time to get ready when business returns.