

Tech Tip Tuesday—May 19, 2020

Tech Tip Going on Summer Hiatus

Wow—Memorial Day is less than a week away! As is the practice, the Tech Tip will be on hiatus for the summer, and will return the Tuesday the week after Labor Day—so the next regularly scheduled Tech Tip will be Tuesday, September 15th.

We will continue to be hard at work this summer, working on enhancements and improvements to Livery Coach for your benefit. In fact, we are just putting the final touches on the next major update, which includes over 250 updates, enhancements, and fixes. We'll start distributing this latest update this week, and a few of the enhancement highlights are listed below.

While the official Tech Tip is off, keep an eye on your mailbox this summer, as we might occasionally send a “classic” Tech Tip from the past, as well as any important announcements.

Please note that our offices will be closed next Monday, May 25th for the Memorial Day Holiday. As always, emergency support will be available.

Some thoughts as business returns

We have heard from some customers that business seems to be slowly, cautiously, returning, at least in some areas. Obviously, it's a different world, and communications with your clients on how you are handling the new reality helps give reassurances.

So we just wanted to remind you of a few things that you can tweak in your Livery Coach system to help get the message out to your clients.

If you use Chauffeur Direct to message your clients shortly before pickup, you might consider updating that message, so it says something like “your chauffeur will be <name> and he/she will be wearing a mask for your protection. The vehicle will also be sanitized just before your pickup...” or whatever message you would like to convey.

This is done in Setup->Maintain->Chauffeur Direct Program.

If you want to change the 24-Hour reminder text you also do that here.

You might also think about changing your survey questions (if you use the Survey Tool), or even create a new survey, that could check to make sure your clients are happy with the steps you have taken.

On the confirmations themselves, you could change the one-line marketing message that appears at the top of all confirmations and receipts.

This is changed under Setup->Maintain->Owner List0>Policy 10. If you make this change, remember to click Save.

LongCar Limousine Company
1530 McDaniel Drive
West Chester, PA 19380
610-296-7800 Fax: 610.651.0529
PA 5466
Toll Free: 877.898.7800



Confirmation

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www.longcarlimo.com
info@longcarlimo.com

Transportation Confirmation

All Vehicles Sanitized after every trip, and your chauffeur will be wearing a mask!

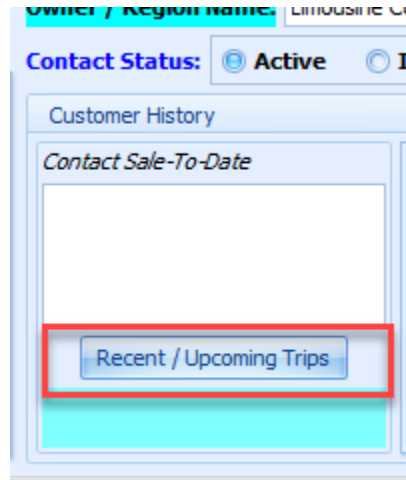
Company : Livery Coach Solutions, LLC

Your PO #:

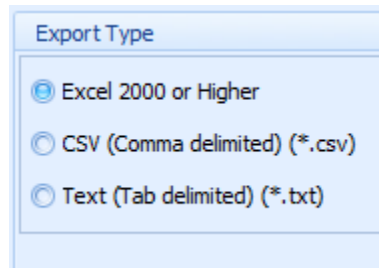
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A few highlights from the next release:

We've added a feature that, when booking a new trip, will quickly show you recent trips booked by that same contact (available on the contact screen).



We've enhanced the Export Tool so that you can export directly to a Comma Separated Value (CSV) or Text (txt) file, which is faster and does not require Excel to be installed on the workstation on which you are performing the export.



We've added the ability to Attach Files to Company List.

Add & Edit | Rate Agreements | Payment History | Private Notes | Pickup
 Company Name: House Account | Rate Group: _____
 Company Code: Comp | Display Sign: _____
 Parent Company: _____ | Industry: _____
 Chauffeur Airport Sign Logo: _____
 Confirmation Logo: _____
 Receipt Override: _____
 Rate Agreement Name: _____
 Sales Rep: _____ | Region Name: _____ | Hourly Pricing Option: Door to Door
 Source: _____
 Gratuity: 0 (Use -1 on Gratuity as Default)
 Web res alert email: _____
 Other Vendor Names Or Codes (Each Name or Code follows with a comma (,))
 Show Rate On Confirmation: Default
 Always assign this group name when agents for this company book: _____
 LiveryMappingField Customer Account
 All Sales Receipt write to this QuickBooks Customer: _____
 [New] [Save] [Remove] [File Attachment]

You can now color-code DownTime trips.

Build DownTime Trip
 View: Start | End
 Vehicle: Sedan 1, Sedan 2, SUV-1
 Calendar: May 2020
 Clock: 12:00 PM
 Recurring: Daily | Weekly
 Number Of Additional Days: 0
 Start: 05-19-20 14:00 | End: 05-19-20 16:00
 Notes: Touch Log
 In for oil change
 Don't Show DownTime Notes
 Creator Info
 Color Code: Red
 [OK] [Cancel] [Delete] [Record] [Help]

We've enhanced Find Trips so that when you search for Both (current and archived), you can run a combination report.

Enjoy the summer and lets look forward to an improved business environment for all of us. As always, please contact us with any questions or concerns.