

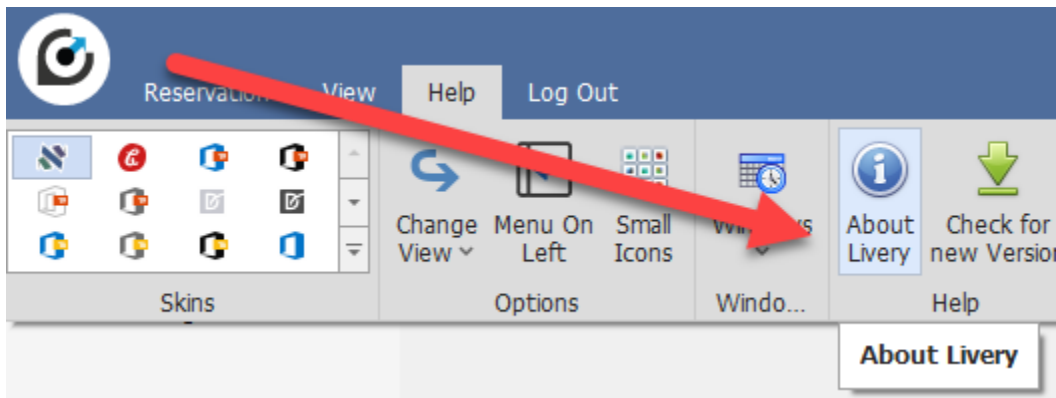
Tech Tip Tuesday—March 12, 2024

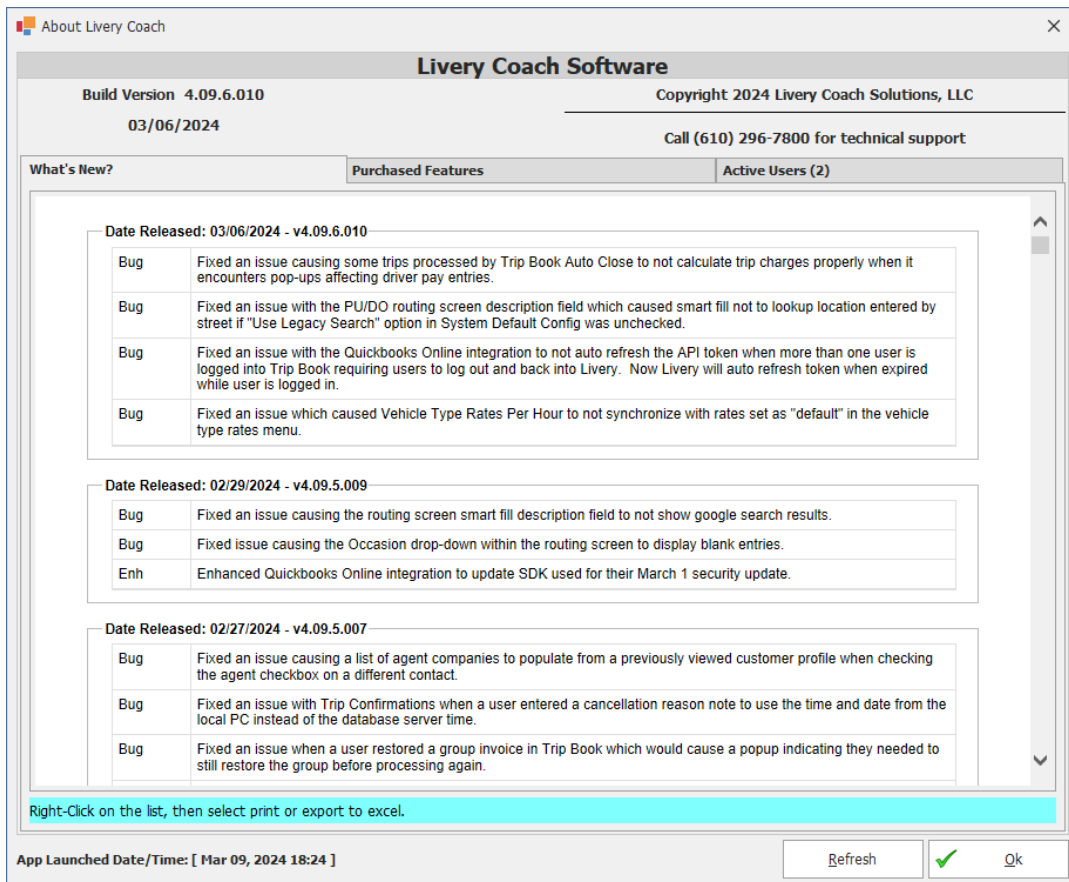
It was good to see so many of you in Las Vegas

We just wanted to thank all of you that took the time to come to our Livery Coach user's meeting and/or stopped by our booth to chat with Chip, David, and/or An. Always nice to see you in person!

Communication

One issue raised during the Q&A in our user meeting is that not all of you feel that you are aware of what we are working on, and what's in the updates. To that end, we're going to start switching things up a bit with these Tech Tips, and highlight some new features as they come up. In the meantime, do keep in mind that when you click Help->About Livery you will get a list of fixes and enhancements.

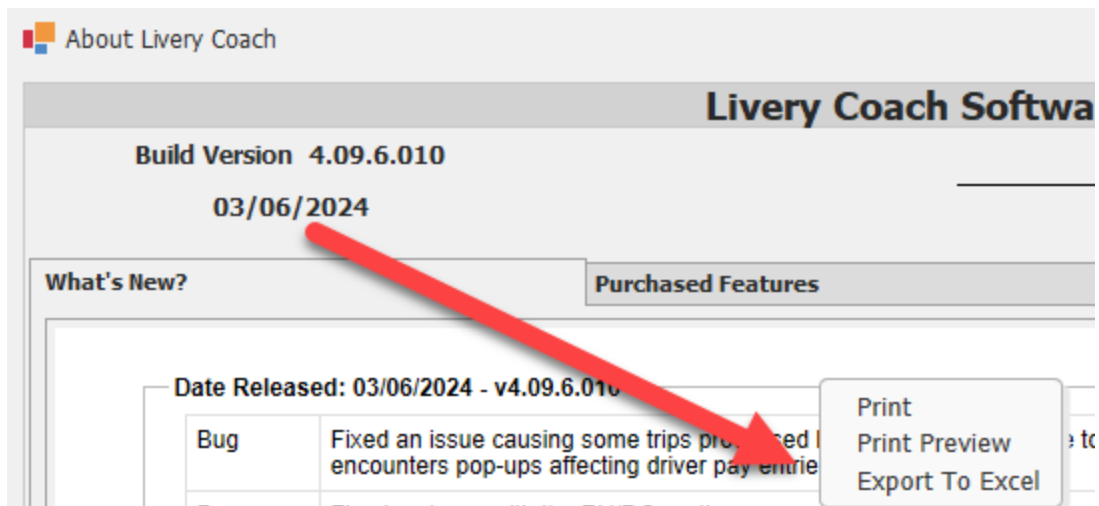




Not every fix or enhancement affects everyone, but some might need more explanation than we have room for on this list. Therefore we are planning on enhancing this feature so that some items will become clickable. That way, you can read a line or two about the feature or enhancement, and if you want to learn more, clicking the line will open a separate page where we can go into more detail about how to setup/use the feature, as appropriate.

We are also evaluating the feasibility of adding some clickable links to past enhancements, to better explain some of the enhancements we have done in the past, as well as make the entire list more easily searchable.

Until we complete this enhancement, you can easily export this list to Excel (with a right-click) and then search the results.



On Site and Remote Training

At the user meeting there was also some discussion about the value of training, particularly on-site training, with one customer who recently had a Livery Coach site visit praising its benefits.

If you are interested in on-site consulting/training, please contact us for more information. For a visit, we generally recommend at least 2 days, where the first day is often focused on learning more about your specific business challenges and how you are currently using Livery Coach to meet them. Then the second day can be spent discussing features and functions in Livery Coach that might more efficiently help you meet these challenges.

On-site training is billed by the day, with subsequent days during the same visit priced less than the first day. We also charge for actual travel costs, but not the time it takes to travel. Our current on-site training rates are \$1500 for the first day and \$1200 for each day thereafter during the same visit.

Remote training is also available by the hour, and the current rate is \$175/hour.

Since we have limited time for both on-site and remote training, if this interests you, please contact us with as much notice as you can, and we'll do our best to fit you in.

Thanks for being a Livery Coach customer, and we look forward to helping you get the most out of your system.