

Tech Tip Tuesday—December 9, 2025

Livery Coach is now certified with GroundPay and is being rolled out

Livery Coach is now officially certified with GroundPay — a new, secure credit card processing platform from our parent company, Fullsteam — and we are rolling it out to Livery Coach users now.

GroundPay is a fully tokenized, PCI-compliant system designed to reduce credit card risk and fraud. It also allows you to send a secure payment link to your customers, so they can enter their credit card details themselves — no more taking card information over the phone.

Our team has completed a rigorous integration and certification process to ensure the highest standards of usability and security. With this update, you will be able to manage all credit card activity directly inside Livery Coach:

- View transactions and reports
- Process payments and refunds
- Handle disputes
- Eliminate the need for separate portals such as PayFlow

A sample screenshot of the new GroundPay dashboard can be seen below.

We strongly encourage you to apply for a GroundPay account today so you're ready to take advantage of this new integration.

Applying is free and does not require you to switch immediately (or at all). However, there are additional incentives available for customers who begin the process this month.

To get started, contact Chip Bowman at cbowman@liverycoach.com and he will walk you through the next steps.

Several Santa Cruz customers who have already switched are saving thousands of dollars per year in processing costs. There's no downside to applying now — and a lot to gain.

