

Tech Tip Tuesday—March 10, 2026

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

We'd like to thank so many of you for stopping by our booth in Las Vegas last week at the CD/NLA show. It was great to see you all. Today's tip will be all about Ground.

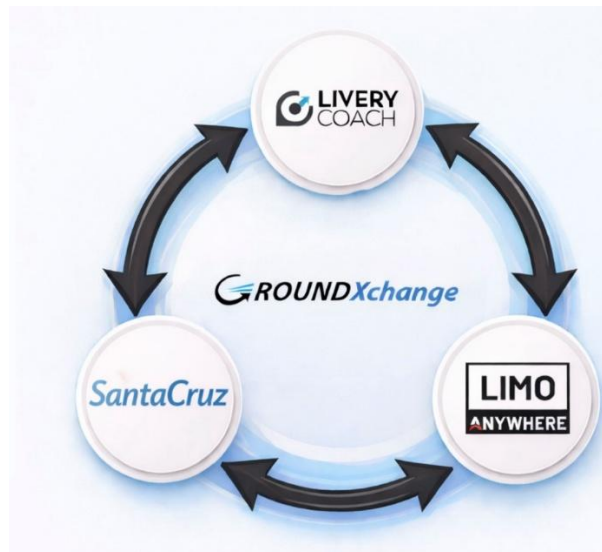
GroundXchange

As we mentioned last month, LimoAnywhere is now part of the GroundXchange network, along with SantaCruz. If you are currently farming trips to SantaCruz or LimoAnywhere affiliates, we encourage you to work with them to move all those trips through the GroundXchange network.

Additionally, we also encourage you to start the process of moving your Livery-to-Livery traffic from that network to GroundXchange also. It won't cost you more.

We have enhanced Livery Coach so that switching is easier than ever, and you don't even have to un-farm your existing trips—they can be finished out on the network on which they were farmed, while new reservations can be set to go over GroundXchange.

If you need any help with the switch-over process, please reach out to support@liverycoach.com and we'd be happy to help.



GroundPay

GroundPay is our name for the credit card processing services offered by our parent company, Fullsteam.

GroundPay is a secure, 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. Some of the features include:

- No setup or activation fees
- No Payflow gateway fees
- Secure payment links for easy, safe customer transactions
- Full credit card tokenization
- PCI compliance tools (vulnerability scanning + questionnaire)
- \$100,000 in data breach protection insurance
- Merchant Capital Advance options
- Full integration with Livery Coach and *meet-or-beat* pricing
- Dedicated support from the Livery Coach team — no more juggling multiple partners

We thank those of you who have gotten your statements to us so we can offer savings, and we have just started converting customers to the GroundPay platform. If you'd like more information on GroundPay or the conversion process, please reach out to Chip Bowman (cbowman@liverycoach.com).

GroundOps

If you did stop by our booth in Las Vegas, you might have also learned about GroundOps. GroundOps is our Business Process Outsourcing operation, which can supply reservation agents, accounting help, or whatever other office help you need. The office is located in India and staffed with well-educated and professionally trained employees who speak fluent English.

- Reservation & Event Bookings
- Dispatch & Affiliate Assistance
- Client Services & Helpdesk
- Accounting & Payment Tasks
- Data Entry & Record Keeping
- After Hours & Overflow Support

Every GroundOps agent completes a four-week boot camp with rigorous hands-on training, including training on customer service fundamentals, ground transportation industry best practices, and in-depth back-office systems, to ensure that agents are fully prepared to deliver accurate, efficient, and high-quality support for your business.

With GroundOps, you gain access to experienced personnel without the overhead expenses of hiring, training, and managing an in-house team.

You will have the opportunity to video-interview agents before you commit, so you can select the person or people you are most comfortable with. If you are interested in learning more about this service, Chip can help you out here as well.

