Drew Middlemiss & James Helmer

* High Valley Bike Shuttle
* Since 1994 – when it started – old school – binder and done by hand – currently payments are done the day of
* Bring it into the newest tech
  + Waiver – digital click through – maybe a sign option
  + Go to the web site – click here – show the dates (calendar) some color coding – available days – figure out a timeslot – 8 or 10 am – 42 seats (slots)
  + If they are reoccurring, simple check-in – saved profile
  + Possible email reminders
  + Waivers – just a refresh for existing clients/customers
    - At least a signature for each time using the shuttle
  + There may need to be a reminder sent out 24 hours
  + Handle cancelations
  + Simple – pick a date, pick a timeslot, how many in your party
  + If there are multiple persons in the party – everybody needs a signature
    - May have to ask the forest service guys
    - Talked about two options – real signature (image based) or text with date/time stamp (database storage)
  + Talked about the main contact (customer) and then sub contacts under that main contact
  + Need to get the main customer info or provide a login (existing)
  + They are allowed 1,800 user days… They need to keep a master list of options – every person needs to do the tally – every $35 that they take, it needs to tally
  + 3 person minimum for a valid shuttle
  + They would love to see some reports that show – full tally – per day – what is still available
  + We talked about deposits and how to pick up those payments
  + Shari O. – put through the chat about another booking site –
  + Important – make sure and validate the seat count before doing the reservation
  + Briefly talked about PayPal, Venmo, and normal merchant processing (USAePay)
  + Trying to start with just the normal reservations and bookings
  + What about check-in process – some sort of barcode – paid and accounted for – some sort of a trip back to the database to note the check-in – think about this – barcode and some way of doing a quick check-in – be able to print a roster and see who is there and who has paid