

Dear Mr. Carey,

Thank you for contacting us about this pricing issue. You make a good point and we appreciate it. I'm sorry our tickets have not correctly reflected the services you have purchased in the past. We do currently have a set price for "Passenger Bus/Tour Bus" and that is \$36 at most Blue Beacons and \$39 at 13 locations where the cost of doing business is just a lot higher for us.

We will consider adding pricing for "Utility Trailers" to our price list that will probably duplicate the prices we charge for horse trailers. Both types of trailers are essentially rectangular boxes and are washed the same way. It may take little while for us to add this to our price list though and get it programmed into our ticket writing system, so your patience would be appreciated.

In the meantime, please request to our ticket writers that they write your ticket as a "passenger bus" and a "miscellaneous other" - "trailer". Our ticket writers have the ability to enter your trailer using the "Miscellaneous" section instead of the "Trailer" section, which they normally use. In the "Miscellaneous" section they should then select the "Misc. Other" option and then type in "Trailer" and enter the price. The ticket would then print as "Misc. Other Trailer".

This is not a commonly used function so many of our ticket writers may not think to use it this way. I have provided a message below for you to show our ticket writers, if they are not sure how to write your ticket up. I have also passed your suggestion about changes to our web site along to the folks that handle this. I hope this helps.

From: RON KRAMER  
To: TO BLUE BEACON TICKET WRITER

This customer has experienced problems with his towed utility trailer not being entered correctly in our ticket writing system. To correctly enter a towed utility trailer use the following procedure:

1. Do NOT use the TRAILER menu. Use the MISCELLANEOUS menu.
2. In the MISCELLANEOUS menu, select MISC. OTHER.
3. After selecting MISC. OTHER, type in the word TRAILER.
4. Enter the Price. Use the same prices as for "Horse Trailers". See your Price List - bottom of page 4.
5. Please call Ron Kramer at the Home Office with any questions.

Sincerely,

Ron Kramer  
Blue Beacon Home Office  
785-825-2221