

TECHTIPS

...AND OTHER USEFUL INFORMATION

HWEB VIA ARRIVES! (VIEW YOUR ENTIRE FLEET...IN REAL TIME!)

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Keep your head ABOVE the clouds with Hudson products & Services*

Why Read TechTips?

Or...What's in it for ME?

- Keep abreast of important information relating to your Hudson Products
- Learn how to utilize and benefit from features and enhancements.
- Troubleshoot your own questions and issues.
- Get ideas on how to more effectively manage all aspects of your business.

*photo credit: Lyndy Burnham Looking down from 16,000' on Mt. Kilimanjaro, Tanzania.

The Hudson Group has strategically partnered with **FleetMatics** a leader in Global Positioning System (GPS) and vehicle tracking technologies, to produce **HWeb VIA** (Vehicle Information and Auto-location), an enhanced functionality to Hudson's versatile HWeb Dispatcher application.

HWeb VIA assists dispatchers to more efficiently manage fleet resources and allows more effective and timely routing of vehicles and drivers. It is now possible to view the precise location of a single vehicle, or the entire fleet, in real-time!

HWeb VIA Features

- Use a HotKey in HWeb Dispatcher to load a local/regional map displaying the current, real-time location of **ALL** vehicles in your fleet!
- From a Vehicle grid, you are able to place your mouse over a single, pair, or highlighted list of vehicles and with a mouse click you are able to map the vehicles, opening a full-screen map display of the

region and see the current location of **all selected** vehicles!

- From a Trip grid in HWeb Dispatcher, you are able to place your mouse on any single trip and select an option to "Map the trip". A full screen map display opens, showing all stops and/or pickup locations on the trip, along with the current, real-time location of the vehicle and driver!

FleetMatics, Hudson's strategic partner, will work with you to install a GPS box in each vehicle. This VTU (Vehicle Telematics Unit)



does not require any external antenna; "You just fit it and forget it." The VTU records the vehicles movements, minute by minute, and transmits the data via cellular networks. Vehicles may then be viewed and monitored on the Internet. The Hudson Group applications access this data and display vehicles in real-time in the local system utilizing Microsoft MapPoint.

For those last minute ASAP requests, you ask the system to show you the nearest available vehicles. A map will open and will display your fleet and their distance from the pickup location. Seeing who is available, and closest, dispatchers make quick and informed decisions and can provide optimal directions and routing information.

For a two page brochure, and more information on HWeb VIA and how it can improve your dispatching efficiency, contact Cliff Goodman: cliff@hudsonltd.com or call-telephone extension 190.

Latest Trip	Latest Route	Latest Driver
19054	8/16/2006 2:07:00 PM	Logan Airport
17852	8/16/2006 11:18:00 PM	Stratham NH
17278	8/16/2006 1:26:00 AM	Boston MA
19038	8/16/2006 9:52:00 PM	New Castle NH
17134	8/16/2006 12:10:00 AM	Boston MA
17947	8/16/2006 9:42:00 PM	Seabrook NH
17834	8/16/2006 9:52:00 PM	North Hampton NH
19111	8/16/2006 11:09:00 PM	North Hampton NH
18202	8/16/2006 5:42:00 PM	Exeter NH
18857	8/11/2006 12:55:00 AM	Stratham NH
18964	8/16/2006 9:42:00 PM	Logan Airport
19097	8/16/2006 9:50:00 AM	Hampton NH
18876	8/16/2006 9:52:00 PM	Brentwood NH
11		M Hampstead NH
11	Assign Driver	M Logan Airport
11	Vehicle Assign	M Durham NH
11	Page Driver	M Boston MA
11	Page Vehicle	M Boston MA
11	*****	M Boston MA
11	Locate / Map Vehicle	M Stratham NH
18248	8/16/2006 9:52:00 PM	Newbury MA
18454	8/14/2006 10:57:00 PM	Portsmouth NH
17788	8/16/2006 1:26:00 AM	Boston MA
18023	8/13/2006	Atkinson NH
18027	8/13/2006 4:12:00 AM	Hampton MA

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HWeb Reservations Mgr.
HWeb Agent
HWeb Dispatcher
HWeb Admin
HWeb Utilities
HWeb Bridge
HWeb Exchange
HWeb SafetyNet
HWeb Bugzilla
HWeb InfoView
HWeb Quick
HWeb Knowledge Base
HWeb Mobile Ticketing
HWeb Kiosk
HWeb Release Tracker
HWeb VIA

HWeb...A suite of products, all customized and configured to assist you in obtaining *maximum performance and return* from your people, your fleet and your infrastructure while making it easy and pleasant for your clients to do business with your company.



ENHANCEMENTS ADDED TO WEB SYSTEMS

Significant enhancements and functionality have been added to HWeb Reservations Manger, the web-based reservations entry system. As more and more travelers migrate their reservations to the Internet, Hudson clients have risen to meet the challenge. Here are but a couple of recent enhancements that may be of interest:

Hourly & Point to Point
 Support for point to point and hourly reservations has been added. PTP and HR can be activated globally or on a portal by portal basis.

Airports per Group

A new option has been added to Airport Configuration to enable or disable an airport. This setting is the default setting for the airport to control whether or not it is included in the airports drop list globally or just available to specific portals.

Itinerary Details

A new field in custom configuration named Hourly Details can be used to record detailed reservation itinerary info (and extra stops if needed) on web reservations.

Kiosk Technology

Hudson Kiosk technology is now quickly deployable to all current web system clients. This works off of existing fare tables and time records. Can be pointed to web reservation tables for no additional maintenance.

Same-day Arrival Delay

Configuration has been added that allows for setting same day arrival delay to hours or fractions of hours to more fully control same day arrivals.

For more information on these or other features, contact Mike Kaliczak at extension 180 or at: mikek@hudsonltd.com

RESERVATIONS VIA BLACKBERRY

Requests from clients are continually driving the development engine at The Hudson Group. One example of such a request came from Checker Sedan in Dearborn Michigan.

Checker Sedan won a contract from DET airport to be the only private car service that could pickup arriving passengers who did not have an advance reservation. Because installing a Kiosk or Booth operation was not permissible, Checker's need was to place the ability to create a quick reservation in the hands of each driver. After weighing the options and consulting with Hudson de-

velopers, it was decided to install a handheld BlackBerry device in each vehicle. With some additional development completed by

Hudson, drivers at Checker now park curbside and wait for walk-up clients. When the client enters the vehicle, the driver starts a quick reservation on the BlackBerry screen, selecting the destination from a drop down menu. The number of passengers and service type is also set (or defaulted). Pressing an additional button uploads the reservation in real-time to the local office and the driver leaves the airport. Dispatchers see the new reservation and



start the trip. This action sends an email back to the BlackBerry along with a local system confirmation number. When the driver arrives at the destination, he/she enters that confirmation number into a hand held Exadigm unit and downloads all appropriate reservation and fare details. The driver completes the financial transaction by collecting the clients preferred payment method. If paying by credit card, the card is swiped through the Exadigm's integrated card reader and the approval received back in real time. Dual receipts are printed (for credit cards) with the driver retaining and submitting the signed copy.

As with any brand new technology, Hudson continues to work with clients to find even more efficient ways of completing the transactions and improving efficiency.

RECENT ADDITIONS

Hudson development staff are continually seeking enhancements to the functionality of all products. We are pleased to profile some recent additions to our suite:

Release Notes: A publicly-available release notes index page is now available at <http://hudsonltd6.com/releases>. This page allows the public to search through our release notes using a similar (but limited) filter bar to the one on our View Changes page.

Global Token Tool: Create and manage your own system tokens. For example, you may have one or more

cancellation policies which you may wish to revise from time to time and place on confirmations. You use the tool to create your own token (e.g. %CANCELPOLICY1%) which adds your cancellation policy text to all templates, trip sheets, tickets.

Net Sales Commission from Commissionable Fares: The 'house' and the driver can now share in the payment of sales commissions: the Net Sales Commission can be removed from the equation before calculation of the commis-



sionable fare to be paid to drivers.

Fast-Res: Like a QuickRes on steroids, the FastRes works with Hudson's improved template technology and preloads more and a greater number of reservation defaults, service extras, etc., based on group profile settings. More detailed quick reservations may be entered, in even less time than before.

If any of the above are features you need, but are not included in your current software version, send an email to: support@hudsonltd.com and request a software and database upgrade.

HUDSON MOVES TO A CENTRAL SWITCHBOARD

As The Hudson Group has expanded its staff and services, it was necessary to expand and improve upon the internal phone system.

Nearly three years ago, we implemented a phone procedure that allowed you to call

Virtual PBX, All members of The Hudson Group now have an extension on a virtual phone network. Hudson employees (who as you know work in various locations around the country) have an Internet Telephone on their desks, that connects to the of-

dial the direct extension number of the staff member you wish to reach. Your call is then routed via the internet and directly to the phone of the Hudson Staff member. When you call this number, after hearing our enthusiastic greeting, you select from one of the following options/ extensions:

- 1 ~ Routine Support
- 2 ~ Emergency Support
- 3 ~ Sales Questions
- 4 ~ Admin / Acctg
- 110 ~ Mark Ustik
- 111 ~ Sherry Albert
- 120 ~ Rich Sorrentino
- 125 ~ Jason Suozzo
- 140 ~ Brian Dimente
- 150 ~ Derek Skawinski
- 151 ~ Yaron Zanki
- 155 ~ Adam Merrifield
- 160 ~ Lynn Millard
- 180 ~ Mike Kaliczak
- 190 ~ Cliff Goodman
- 191 ~ Peter Kowal
- 200 ~ Lyndy Burnham

585.419.9806

THE Hudson Number!

one number to report all routine and emergency support issues. This number also had voice mailboxes where you could leave messages if you had accounting or sales-related questions.

Through the technology of

office network and out through the Internet. When they are at their desk, employees "login" to the phone system which is hosted at a remote service center in NY. When you dial into the main number highlighted above, you may select from the support options or you may

The Lighter Side Vacation Pay (Upside of Y2K)

January 1, 2000
Re: Vacation Pay

Dear Valued Employee:

Our records indicate that you have not used any vacation time over the past 100 year(s). As I'm sure you are aware, employees are granted 3 weeks of paid leave per year or pay in lieu of time off. One additional week is granted for every 5 years of service.

Please either take 9,400 days off work or notify our office and your next pay check will reflect payment of \$ 8,277,432.22 which will include all pay and interest for the past 1,200 months.

Sincerely,
Automated Payroll Processing

Adapted from

www.kissmyfloppy.com

Again, ALL Hudson calls, including both routine and emergency Tech Support Calls should be routed to the main switchboard at 585.419.9806 effective immediately.

ALL
Tech Support
Calls should
go to
585.419.9806
x1 or x2
(Routine) (Emergency)

The Hudson Group

28 State Street
Suite 1100
Boston, Massachusetts 02109

Phone: (585) 419.9806
E: Support@Hudsonltd.com

We're on the Web
(of course) at:
www.TheHudsonGroup.com



QUESTION & ANSWER

Q: How do I determine how often my Dispatcher grids, both existing and new ones that I build, refresh or update with new data?

A: You need to check the refresh rate for each grid. To do this, right click on a column heading inside the grid. Then select grid properties. On the tab labeled 'GENERAL', the refresh rate should be greater than zero. This time is in minutes and the minimum refresh value is 1 minute. A value of zero means the view is 'static' and does not refresh.

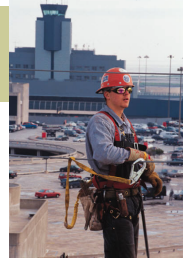
TechTips is edited by:
R. Lyndon Burnham, Jr.
Product Development,
Documentation & Mktg

Hudson Moves to New Office Space

Over the coming months and years, The Hudson Group will begin offering hosted training seminars directly to you, our clients. The Hudson system administrator(s) from your company may attend programs at our new facility, outside Boston MA to learn from simple to more ad-

vanced configuration settings, grid and template building and software maintenance and management. So that we may consider hosting such programs and so that our Development and Tech Support team members may work together constructively to provide even better and more re-

sponsive service to our clients, we are therefore moving to a larger facility. Look for more information on our new office and training center in the next issue of TechTips.



Your Questions Answered:

Questions are inevitable and will be gladly answered. Routine support questions should first be directed to our Tech Support staff by contacting us at:

support@hudsonltd.com, or by phone: **585.419.9806 ext. 1.**

FAQ's are addressed at our online Knowledge Base: www.hudsonltd2.com/kb1

Manager Support & Systems Engineering: **Rich Sorrentino** ~ richards@hudsonltd.com T: **585.419.9806 x120**
VP Software Engineering: **Derek Skawinski** ~ dskawinski@hudsonltd.com T: **585.419.9806 x150**
Internet Marketing & Development: **Mike Kaliczak** ~ mikek@hudsonltd.com T: **585.419.9806 x180**
Sales Manager: **Clifford Goodman** ~ cliff@hudsonltd.com T: **585.419.9806 x190**
Administration/Accounting: **Sherry Albert** ~ sherry@hudsonltd.com T: **585.419.9806 x111**
President/CEO: **Mark Ustik** ~ mustik@hudsonltd.com T: **585.419.9806 x110**

Three new additions to the team at The Hudson Group are available to assist you:

HUDSON WELCOMES YARON, SHERRY & PETER

Yaron Zanki comes from the west coast to join the development team as a Software Engineer. Among other items, Yaron will be working on new hardware peripherals. Yaron may be reached at: yaron@hudsonltd.com or phone ext. 151.

Sherry Albert joins the company in the capacity of Accounting Manager. She will oversee Hudson's invoicing, receivables, payables and license renewals. Sherry may be reached at: sherry@hudsonltd.com, or at phone ext. 111.

Peter Kowal assumes the position of Sales Engineer and is tasked with helping to expand the development and appeal of Hudson products and services to markets outside of airport transportation. Peter may be reached at peter@hudsonltd.com or at phone ext. 191.

THE PRESIDENT'S VIEW MARK USTIK, CEO

As this issue of TechTips is being prepared and sent to you, we are in the process of packing up our company servers, phones, printers, etc and moving to a new and expanded office space. A little over one year ago, I felt that our company had grown to the point that necessitated the leasing of office space. I wanted to begin

the transition from being a completely "virtual" company and wanted to bring key personnel together into one place every day, so that we may more efficiently strategize the growth of our company and manage the servicing of our expanding client base. The result has been so positive and so well received that additional staff

have expressed an interest in coming to a central office location to be part of the synergy.

It has always been my desire to create a space where current and future clients may be brought for formal business presentations, orientations, and ongoing training. We are all very excited here about the move and look forward to and hope that you may one day be able to visit us at our new facility outside Boston.

Mark