Keep your eye to the sky, but your feet planted firmly on the ground.

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.

**TechTips is edited by:
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Product Development,
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HWEB NETCAST:
LEARN TO BUILD *YOUR OWN* CUSTOM GRIDS & HOW TO IMPORT RESERVATIONS!

It used to be that you would have to schedule private training time with Hudson support staff to learn grid building and reservation import. Now HWeb NetCast allows you to teach yourself, and review, any time you want!

Custom Grid Building!
Experienced users of HWeb Dispatcher have seen how Hudson staff can use this versatile component of Hudson applications to extract a great deal of information from their database. This information is often displayed in a custom "grid", or spreadsheet-like view that can be printed or even exported to other applications for further manipulation or processing.

Learning to build custom grids used to take dedicated, time with a member of the Hudson Tech Support team. Now, you can teach yourself how to build grids in the convenience of your own office, and at the time of your own choosing but still get the quality and attention to detail that a one-on-one session affords.

The newest feature of the HWeb KnowledgeBase is a section called **HWeb Netcast**.

One of the first articles within this section includes a series of attachments, in the form of 8 downloadable audio files (*.mp3) that can be opened with most common media players. Each file is from 5 to 25 minutes long, and talks you through the process of learning how to build your

own basic custom grids. You follow the instructions and follow along in your own system, creating custom dispatcher grid(s). In this fashion, you can pause, and rewind a section and listen again, if desired; proceeding at your own pace.

Video Downloads!
Also available in the HWeb NetCast area of the Hudson KnowledgeBase: A series of 5 *video training sessions* that shows how to setup your system to IMPORT reservations from a spreadsheet. Import hundreds of reservations in only a couple minutes! (NOTE: when downloading video files, you will be prompted for a username and password. Please use '**hweb**' for both.)

Click here to go and visit HWeb NetCast right now !

BOB LENTINI— YOUR *NEW* SUPPORT RESOURCE

The Hudson Group welcomes **Bob Lentini** to the role of Senior Networking & Support Engineer. With a diverse and comprehensive background in network management and security, telecommunications applications, database and software management and

support, Bob joined The Hudson Group in November 2006 and immediately began assisting us with updates and upgrades to our own internal systems and hosted network servers: resulting in improved system performance for Hudson employees and clients.

As Bob gains knowledge and experience in Hudson applications, he will become your frontline support resource for all Hudson products and services. Bob works out of the new Hudson office location in Lawrence MA. He is married and the father of a 1 year old daughter. Bob may be reached directly on the Hudson phone system at x121, and via email: bob@hudsonltd.com

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HWeb Knowledge Base
HWeb Mobile Ticketing
HWeb Kiosk
HWeb Release Tracker
HWeb VIA
HWeb NetCast

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.

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MONITORS— MONITORS LOTS 'N LOTS OF MONITORS!

1 Monitor, 2 monitors, 3 monitors, 4?

If you are running HWeb version 1.88+ and have the following menu available on your application Menu bar (top of the screen): "View / View in Monitor", then you have the newest HWeb technology that supports computers using more than one monitor.

In the past, if you launched HWeb Dispatcher (for example) and moved that Window from your primary display to an alternate display, then all the error messages and dialog boxes that 'pop up' would still display back on the primary monitor! This lead to what we affectionately refer to as 'HWeb Cramp' (the turning of one's neck repetitively in order to see all pop-up dialog message boxes. Without any assistance whatsoever from the folks at Microsoft, Hudson developers have solved the pain of 'HWeb cramp' forever!

Instead of moving HWeb software with the traditional 'drag and drop' method, use the VIEW/

VIEW IN MONITOR functionality instead. Simply open the application and then select the monitor that the software alerts should reside in. Now all dialog boxes will display in the proper monitor. To make software automatically start in a particular monitor add the following to the command line properties of your shortcut(s): /Monitor=<monitor#> in your HWeb Shortcut (Ex: / Monitor=2). (For a KB Article: Click Here!)

DON'T CHANGE THE P/U TIME!
(...AT LEAST NOT BY ACCIDENT)

Recently Added: **Pickup Time Change Warning**

Have you ever had a situation where an agent entered a custom pickup time for a client (i.e. NOT one of the default four choices which the software displays) when first creating a reservation in HWeb Agent? If so, you may have noticed the next time Fare and Availability is opened on that reservation, the original pickup time is lost and is replaced by one of the system default pickup times.

For most of you that means the pickup time was now accidentally changed and unless your

Reservationist was on their 'A game' that day, the time change may have been missed; resulting in the client

being picked up at the wrong time!

Hudson now has a solution to that issue, in the form of a warning message that appears to the agent, if a previously

saved pickup time is about to be changed or overwritten.

To enable a warning message the next time pickup time changes go to Tools / Configuration / Fare and Services-Directions Tab. Locate the column heading "PickupTOD change notify type". There are four options :

- <none>(default value),
- Default to original time (recommended),
- Default to new time,
- Default to cancel.

To activate this feature, change the setting to something other than <none>. Now Reservationists will receive a warning dialog whenever they regenerate fare and services and select a different pickup time.