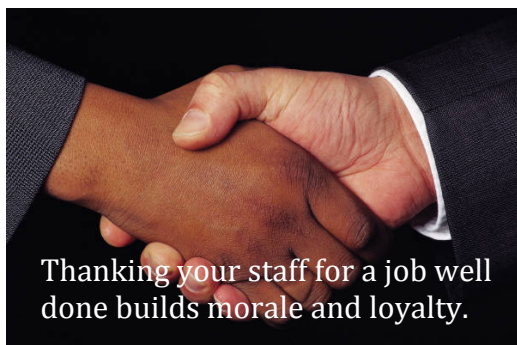


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Thanking your staff for a job well done builds morale and loyalty.

## Why TechTips?

- Keep abreast of important information, updates, features and enhancements to the suite of Hudson and **ALERT** products
- Troubleshoot your own questions and issues
- Find new ideas on how to more effectively manage your fleet, staff and business

TechTips edited by:  
R Lyndon Burnham Jr  
Special Projects, Documentation  
& Marketing

## Professional Voice Service

**W**hen it has to be done right, you call upon a professional. Now added to the expanding list of Hudson services is professional voice talent. Hudson has teamed up with Joe LoGiudice of Boston MA to provide personalized professional voice services to Hudson clients.

The voice of Logan Airport, Joe is the one you hear making all public service, TSA and safety announcements, parking garage instructions, and other greetings throughout the airport. His voice is heard by millions of travelers every year.

Why Joe? He has the ability to get a serious message across, clearly, concisely and professionally while still sounding soothing, welcoming and reassuring. Joe has done radio advertising for Comcast, Nextel, Monster.com, the Boston Red Sox, and more. Joe will gladly record your company's radio advertising, telephone greetings, or public announcements, using the text you provide and the intonation you desire. Be it serious, silly,

dramatic, or urgent, whatever you desire, you can now convey. By working through the Hudson Group, you will avoid large talent agencies and large agency fees. Rates are very reasonable, well below industry standards and are custom quoted based on your specific desire. You will be given sample recordings upon request and your satisfaction is 100% guaranteed. The charges for the service will simply be added to your next monthly Hudson statement.

*Hudson offers professional voice services... to get your business recognized!*

If you would like to read a bit more about the service, please view our KnowledgeBase article: <http://kb.hudsonltd.com/article.php?id=431>

From here, you can also download a 30 second audio demo file to hear Joe's professional voice. If you are ready to discuss your "voice" needs, contact Peter Kowal in the Business development office: 978.531.1115 x3, or [peter.kowal@hudsonltd.com](mailto:peter.kowal@hudsonltd.com)

## **FAST User Tip!** *(Did you know...?)*

Within HWeb Agent search tool (F3) and advanced search tool (Shift+F3) there are several shortcuts used for looking up information for a specific day, direction, type, etc. Below is a list of these quick keys. When searching for records the following keys can be used instead of checking the corresponding search criteria:

- **Ctrl + T** – Display all reservations with a pickup date for today
- **Ctrl + F** – Display all reservation with a pickup date in the future (after today)
- **Ctrl + >** – Display all reservations plus one day from current date selected
- **Ctrl + <** – Display all reservations minus one day from current date selected
- **Ctrl + R** – Display all arrival reservations with a pickup date for today
- **Ctrl + S** – Sort grid contents
- **Ctrl + W** – Increase field to widest point

For more details, visit the following KnowledgeBase Article: <http://kb.hudsonltd.com/article.php?id=063>

## **Recent Additions**

The Hudson Development Staff are continually seeking and producing enhancements to the functionality of all HWeb products. We are pleased to profile here some of the recent additions to the suite:

**Duplicate e-mail address entry** ~ You can now require passengers to enter email addresses into their web reservations two times, to help catch typing or spelling errors. See article page 4 (Get it Right the First time...) for more information.

**Buttons & Tabs** ~ Since introducing buttons and tabs to Dispatcher Desktops, the demand for more tabs and greater number of buttons has continued to grow. Placing buttons with labels that indicate their function (Assign, Start, End, Page, etc.) and tabs that help with scheduling (Today, Tomorrow, Next 5 Days, etc.) make the work of dispatching more intuitive. Training new dispatchers is quicker as there are fewer custom key combinations or mouse actions that are required to complete dispatch functions. Buttons may now be placed horizontally or vertically within dispatch grids enabling more functions to be easily selected via buttons and tabs.

**Round Trip Cash** ~ Effective with release 1.90a, operators are now able to accept and account for round trip cash that may be collected on the first leg of a round trip reservation. During the reconciliation (recon) process accounting staff can note that the return leg has been pre-paid with cash. Staff at Booth operations can now collect partial or full payments in cash, in advance, for round trip bookings. Drivers are then advised what remaining balance may exist. A database upgrade / conversion would be required for this feature.

**Portal Color Overrides** ~ The article on Page 4 of this issue outlines the addition of color background configurability to Hudson web reservation sites. Also added is the ability to override and modify the default page, text and button colors for specific group portals. As an example, if your primary site background color is dark blue, you may set the default primary background color to yellow for a corporate or hotel client whose marketing site is predominantly yellow. This further enhances the appeal of your portal(s) and increases their use by your corporate accounts.

## **ALERT** Corner



Since merging with ALERT early this year, Hudson developers have been working with ALERT co-founder David Linforth to provide new features and functionality. We are pleased to report 3 new features that are currently available to all ALERT users:

**Download & Install** ~ You can now download and install the newest version of ALER directly from the web! Contact David for a link to the site where the latest version of ALERT may be obtained.

**Online License File** ~ After installing your new version of ALERT, you will be able to download and install your license file easily, and on your own.

**Pop City Database Updated** ~ When installing ALERT, you have the ability to automatically configure and install a list of cities and towns to be displayed inside of ALERT – saving you hours of data entry, and allowing you to get started with Reservation entry that much sooner.

# Question & Answer

**Q:** In addition to tracking driver shifts and times, can Hudson applications track other employee times?

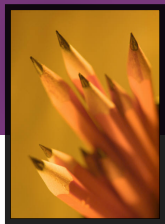


**A:** Definitely! Hudson has a fully developed and integrated time clock feature. You can allow staff to check themselves in/out or give a dispatcher or other supervisor the privilege. Additionally, the time clock feature will track up to 3 break times during a work shift. Full reporting is available that will show you the hours worked (and not worked) for a day, week, month, or other time period. Get rid of your time clock and the time cards... eliminating materials cost and the ability for staff to check others into and out of their work shifts. Reporting provides instant totals, eliminating the need to add hours manually.

For information on how to setup and configure your Employee Sign In/Out system, review the following KB article, or call Tech Support for assistance:

<http://knowledgebase.hudsonltd.com/article.php?id=347>

## Note-of-the-Day



The powerful Notes function inside of the Hudson local system has been expanded and enhanced yet again. Now available is a Note of the Day (NoD). The NoD can be used instead of or in addition to the traditional and customizable Welcome Screen on HWeb Agent. Notes can be entered in advance for a particular date. Notes can be created easily from within the Dispatcher system and may also be accessed via the FastInfo Menu. For additional information and assistance with configuring the new Note of the day feature, please visit the KnowledgeBase article: <http://kb.hudsonltd.com/article.php?id=434>

## Hudson Forum

For information, questions and sharing of ideas, please visit :

<https://forums.hudsonltd.com>

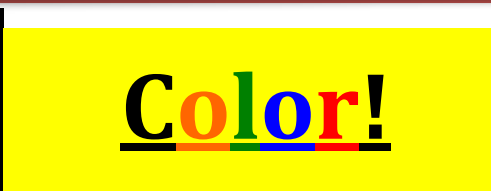
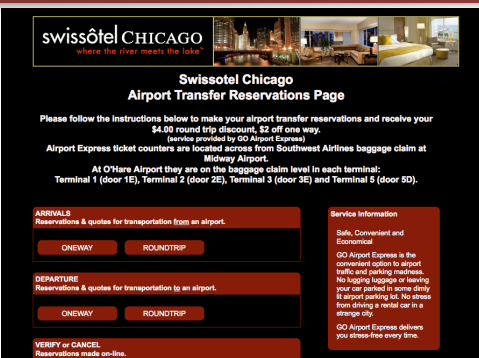
Topic	Created	Views	Topics	Posts
<b>HWeb Agent</b> This board is used to discuss Hudson's HWeb Agent: including: Admin Administration	08/25/09 at 10:05:56 By: JeffP	10	5	7
<b>HWeb Dispatcher</b> This board is used to discuss Hudson's HWeb Dispatcher: including: Admin Administration	08/25/09 at 10:07:50 By: JeffP	10	2	3
<b>HWeb Admin</b> This board is used to discuss Hudson's HWeb Admin:	08/25/09 at 10:08:56 By: JeffP	10	2	3
<b>HWeb NOT</b> This board is used to discuss Hudson's HWeb NOT (Mobile Data Terminal)	08/25/09 at 10:12:00 By: JeffP	10	2	3
<b>Web Reservations / Portals</b> This board is used to discuss Hudson's reservations web sites and portals.	08/25/09 at 10:09:57 By: JeffP	10	4	12

# Get it Right the First Time ...and the Second !

## Email verification now available in HWeb Reservation Manager

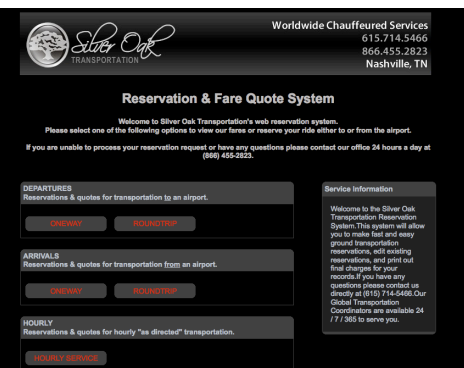
When clients record online reservations with your company, they are usually required to insert an email address. Though useful for your future marketing efforts, the primary reason for capturing this data is so that the client may be sent a confirmation at the conclusion of the reservation process. All too often, when typing email addresses into the appropriate field, small typographical errors can result in the client not getting the confirmation and assuming that the error was on the providers side. Getting the email address correct when capturing a reservation on the Hudson web system is very important; this is where confirmations, boarding passes and vouchers are most often sent upon completion of the reservation process. Effective with **version 2.69** of the HWeb Reservations Manager, you may configure the system to require the booking passenger to enter the email address in two separate fields. The system will then compare the two entries to ensure they are identical. If they are identical, the reservation may be continued and saved. If they are different, a configurable warning or advisory is provided that guides the person to check the accuracy of what they have entered. For instructions on how to configure your site for Email verification, review the Hudson KnowledgeBase article: <http://knowledgebase.hudsonltd.com/article.php?id=423>

Note: this functionality only verifies that the entries are identical and in the proper format (name@mailaccount.com). It does not verify that the address entered is a valid email account.

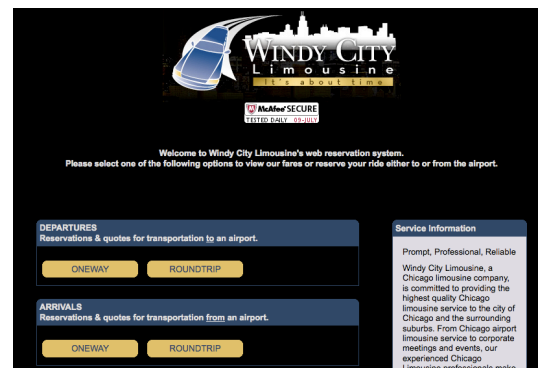
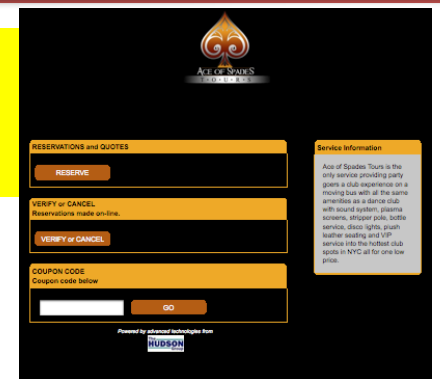


In the last issue of TechTips, we reported that the online web reservation system had been graphically enhanced to provide a better and more contemporary

web experience (HWeb Reservations Manager Gets a Face Lift V6, I2). Since that time, Hudson's web developers have continued the process of adding color to sites, enabling them to more closely resemble our clients marketing websites. Often, as depicted in some of the samples here, this includes websites with dark colored backgrounds, adding drama and increased contrast to their appearance. The ability to add color to your Hudson web reservation site will require assistance from Hudson's web and Tech Support teams. If you are interested in adding some color and drama to *your* site, please



send an email request to [support@hudsonltd.com](mailto:support@hudsonltd.com) and get your name on the list. It will help if you also have some color schemes and ideas in mind. Sites will be upgraded on a first-come, first-served basis.





## The Presidents View by Mark Ustik

Earlier this year, I pledged to take aggressive actions to keep The Hudson Group, its products, technologies and clients, moving steadily forward despite a down economy. Hudson continues to receive calls from operators in the US and abroad who are looking to implement technology as a cost cutting measure, and as a means of improving overall operational efficiency. Most every operator I have spoken with has "tightened their belt" a bit and cut excess whenever found. Over the last several weeks, and very much in keeping with recent stock market trends, the feedback I have received is that business in the ground transportation industry is gradually improving. While we too have been affected by the economic downturn of the last twelve months, I am encouraged by the increasing number of reservations that are returning to our clients. While I am still cautious about the immediate future, I do see the beginnings of a recovery. Let's all hope it continues and grows.

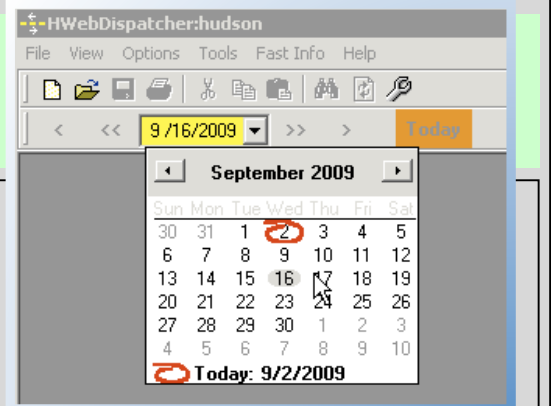
**HWeb** ~ A suite of products, configured to obtain maximum performance and return from your people, your fleet and your infrastructure while making it easy and pleasant for your clients to do business with you. Review our offerings and let us know what more we can do for you:

- HWeb Admin**
- HWeb Agent**
- HWeb Bridge**
- HWeb Bugzilla**
- HWeb Dispatcher**
- HWeb Flight**
- HWeb Exchange**
- HWeb Forum**
- HWeb InfoView**
- HWeb Kiosk**
- HWeb KnowledgeBase**
- HWeb Mail**
- HWeb MDT**
- HWeb Mobile Tracking**
- HWeb Quick**
- HWeb Release Tracker**
- HWeb Reservations Mgr.**
- HWeb SafetyNet**
- HWeb Systems Monitor**
- HWeb Utilities**
- HWeb VIA**
- HWeb Web Services**

### Logical Date Toolbar

Dispatchers frequently need to change the view of the screen that they are reviewing. Perhaps they are scheduling the next days work and want to quickly scan the work occurring over the next week or the coming weekend. By installing the Logical Date Toolbar on your Desktop, it is a quick and simple matter to adjust the date being viewed. All dates for the grids that are currently loaded and being viewed on the open desktop are then changed to the selected date.

The setup of the logical date



toolbar will take you less than a minute, once you review the setup instructions online! This one simple item will add significant functionality to your dispatch screens.

For easy setup instructions visit the Hudson KnowledgeBase: <http://knowledgebase.hudsonltd.com/article.php?id=430>

### Contact

The Hudson Group  
PO Box 335  
North Andover MA 01845  
I: [TheHudsonGroup.com](http://TheHudsonGroup.com)  
T: (001)978.531.1115  
E: [info@hudsonltd.com](mailto:info@hudsonltd.com)

### Support

Phone:  
(001)978.531.1115 x1  
E-Mail:  
[support@hudsonltd.com](mailto:support@hudsonltd.com)  
Online:  
<http://kb.hudsonltd.com>  
<http://forums.hudsonltd.com>