TECH TIPS ...AND OTHER USEFUL INFORMATION

Take time to relax this summer and enjoy the fruits of your labor!

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.

NO MORE DRIVERS CALLING IN FOR SCHEDULES...

How much time would you estimate your Reservations Agents or Dispatchers spend distributing trip information each afternoon when drivers are calling in for their next days' schedule? How much time is spent daily, updating drivers with schedule changes? How many clients are put on hold while your staff hands out scheduling information? The answer obviously depends on the number of driving staff you have, but the answer could easily be an hour, or even more, every business day.

HWeb InfoView is one of the newest products in the Hudson suite which strives to resolve this problem. **HWeb InfoView** allows your driving staff to check out the details of their driving schedules from their home or office, via the internet.

HWeb InfoView:

A custom dispatch grid is created, including a driver ID, and basic reservation information such as pickup time, pickup location/address, drop off location/address, service type, number of passengers, and flight information. Only information that a driver would need to know will be included in this custom **HWeb InfoView** grid.

Once driver assignments have been completed, a driver can connect to the internet and login to your company web reservation system with their ID and password and can view the details of the reservations they have been assigned. The information is viewed in real time. So the instant their name is assigned to a reservation, the driver can view the details of that reservation. As reservation details are updated, the driver can see those changes within seconds.

If your drivers normally call in daily, now they can login instead and review their work via **HWeb InfoView.** Once they have viewed the information, they can notify the dispatcher, quickly and easily that they have reviewed their work for the day. In a future release of **HWeb InfoView,** dispatchers will see on their dispatch screens when a driver has reviewed and accepted their driving assignments without ever having to communicate directly! This is but one way **HWeb InfoView** may be used: imagine Corporate Accounts/Travel Agents being able to monitor their own Reservations! Call today for more information!

CHANGING YOUR ISP

In the event you change your Internet Service Provider (ISP), please send an advance notice to the Hudson Support Department. There are several settings within various Hudson products including proper routing of emailed confirmations that will need to be modified in order for your confirmations to be processed properly. When notifying support of the impending change, it would also be helpful if you could obtain from your future ISP their proper *smtp server settings* and *authentication requirements*. This information is generally available on an ISP's website under Customer Support, Email Support, or FAQ.

Technology Experts Partnering to Grow Your Business.

DISPATCHER CUSTOM MENUS
*** Available **NOW** in HWeb version 1.85b (with DB level 71) ***

It as been a long time coming and Hudson has been working very hard to integrate *Custom Menu Options* into the HWebDispatcher. With this great new feature each HWebDispatcher grid can utilize a custom right mouse, shift-right mouse, or ctrl-right mouse menus. Do you feel that *Trip End* and *Assign Driver* are too close together? Do your dispatchers forget where *ReadyToGo* is? Well, if you have these or similar issues that can be resolved with custom menus, then upgrade right away to 1.85b!

Get Started Now:
If you already have 1.85b+ and your database is set to

level 71+ and would like to start using custom menus then open HWebDispatcher, select *Tools, Configuration, Hotkeys/Fastinfo*. Once in the tool select *File, Add new Hot Key/Fast Info (F1)*. On the right hand side select the appropriate **System profile** (most likely *<ANY>*), **Record type** is *Dispatcher action menu*. The **Caption** is the label the dispatcher will see when selecting a right mouse command. **Priority** is a number starting at 1 to indicate where on a list of commands this particular command should be displayed. **Group name** is a function to cluster/group right mouse commands together. **Func-**

tion is the actual command you want performed. Once entered, press **Update** and then **Save changes to DB**. Once all custom menus are entered, close the tool and press F11 to refresh the configuration.

Now that your menus are created, select the grid(s) where you want to utilize them. Right click on a grid heading and select **Properties**. Once the properties box is open select the **Custom Menus** and set the menu(s) to the desired group name.

Note: You can set the same grouping to ALL menu options if desired.

WEB TICKETS—AVAILABLE NOW!

Wouldn't it be nice if clients who place their reservations online could automatically receive a ticket or boarding pass as soon as their reservation is complete and payment collected? This is easily accomplished! By modifying or

supplementing the current automated online email confirmation process, clients can now download and print an HTML boarding pass, complete with your company Logo, promotional information, and unique ID or con-

firmation number. This pass can then be handed to the driver at the time of pickup. Many clients are also more likely to evaluate a 'ticket' for correct itinerary where they may not read a confirmation completely and miss incorrect information. Web Tickets reduce missed pickups and No-Shows! Call Support and get set up quickly....

UPDATING FARES - IMPORTING THE WRONG TABLE...

Scenario: It was inevitable; you had to update your fares. After you made the changes to your fares.csv file, you opened HWeb Utilities and selected the *Import Fare* option and then accidentally selected and imported the airlines.csv table instead of the fares.csv table. Accidentally importing an airline csv into your fare file will result in a contaminated fare data-

base which then must be cleansed. Now your fares are coming up wrong and you need to fix it NOW!

Here's How to Fix:
Open HWeb Utilities again and reimport fares starting with your first or primary fares.csv file. When you are asked: "Do you wish to append to the existing fares table?" , you will select **NO**

the first time only! This will remove every fare from your Hudson Database and will replace it with your primary fare.csv file. Repeat the process for remaining fare tables, selecting **YES** each time to append.

To prevent accidentally importing airlines into fares again, label two subfolders in the Hudson\CSV folder on the server: as FARES, and AIRLINES and put respective files in their proper place.

RECENT ADDITIONS

The Hudson Group development staff are continually seeking ways to enhance and improve the functionality of all Hudson products. We are pleased to profile here some of the more recent additions, designed to improve your efficiency:

FastInfo ~ You now have the ability to arrange and sort Fast Info selections by priority instead of alphabetically.
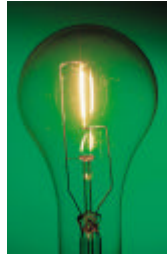
Countries ~ There is a new Countries setting for group profiles that are outside the USA and Canada.

Driver Tip Report ~ A modified report in HWeb Admin will now run by Payment Type and Group.

Custom Right Mouse Options (HWeb Dispatcher) ~ New feature that allows customization of the drop down menus displayed when using the Right Mouse button (see article DISPATCHER CUSTOM MENUS, on page 2 for more information).

'OR' Filter ~ New filter in HWeb Dispatcher allows easier filtering on multiple statutes and values without having to use the more complex 'LIKE' filter.

Privilege Report ~ New reports in HWeb Admin produces a list of privileges assigned to each user of Hudson software products. Two reports may be viewed: User Privileges by User, User Privileges by Privilege. To find, open HWeb Admin\Reports\User Privileges.

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

The Support and Systems Engineering staff at The Hudson Group, with whom *You* communicate most often, works collaboratively with the Software Engineering department to resolve software-related issues. These developers also design, test and implement enhancements to Hudson products.

EXPANDED DEVELOPMENT DEPARTMENT

The Support and Systems Engineering staff is pleased to acknowledge and welcome recent additions to the Hudson Team.

Though as a Hudson client you may never have the opportunity to speak with **Bill Swanson, Brian Dimente,** or **Dan Johnson**, it should please you to know that these talented individuals are hard at work to meet your development needs and requests. The development staff is overseen by **Derek Skawinski**, Manager of Software Engineering.

THE PRESIDENT'S VIEW ~ MARK USTIK, CEO

As most any entrepreneur will tell you, growth is a double edged sword. While we all wish to see our businesses grow and prosper, this growth also brings about changes which are not always easily accommodated. Your continued faith and trust in The Hudson Group, its products and staff, are things that I value highly. Your word-of-mouth endorsement of our products to your friends and colleagues has been the cause of significant growth in The Hudson Group over the last twelve months. I have embraced that growth and have been diligently working to enhance and cultivate the management and support infrastructure at The Hudson Group so that your every request and need is fulfilled in a professional and timely manner. Our success is based upon our relationship with you and our ability to continue to both meet and exceed your expectations. This challenge keeps me continually inspired to find new ways to earn your loyalty and continued patronage. I am always available to you should you have words of praise or wish to voice a concern. Again, let me thank you for your business and your friendship.

Mark

Our Mission

Hudson partners with our service provider customers to streamline operations and help better manage information processing to result in overhead reduction and revenue increases using our e-commerce services combining computer telephony, database, EDI and web-based technologies.

Our goal is to be the top Application Service Provider (ASP) in our class by providing the best end-to-end services to our customers. To ensure consistent growth and opportunity, Hudson uses a unique development methodology and pricing model which requires us to invest in our application service solution and its delivery -- only succeeding if our customers do.

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: **617.499.1959 ext. 1**.

If you need to talk with one of our department heads, their contact information is:

Tech Support & Systems Engineering: **Rich Sorrentino ~ richards@hudsonltd.com**   **T:** 617.499.1959 x1
Manager of Software Engineering: **Derek Skawinski ~ dskawinski@hudsonltd.com**   **T:** 508.767.1980
Internet Marketing & Development: **Mike Kaliczak ~ mikek@hudsonltd.com**   **T:** 530.343.1886
President/CEO, Administration/Acctg:**Mark Ustik** ~ **mustik@hudsonltd.com**   **T:** 617.499.1959 x4

WOULD BAR CODING HELP YOU?

At some place in your organization, you have someone who is responsible for processing driver trip sheets or processing tickets/vouchers that may have been submitted by your clients.

Reading information off of these sheets and then keying in reservation numbers, or ticket numbers can be time consuming. Utilizing Bar Coding on trip sheets, tickets, vouchers and other routine forms and paperwork within your office can greatly increase the speed and efficiency with which that paperwork is handled and processed.

Example: Your drivers collect tickets from their passengers

(obtained from a booth agent or via Online Ticketing (see article WEB TICKETING— AVAILABLE NOW on Page 2 of this issue of TechTips)). The drivers submit a pile of 10-100+ tickets at the end of their driving shift. The person doing the driver reconciliation, brings up the driver shift details on the PC, then pushes a function key on the keyboard to turn on the scanner. He/she then passes each ticket, with bar code (like the one pictured) in front of the scanner. A tone is heard confirming that the ticket has been recognized and the reservation is now reconciled. The next ticket is scanned in the same manner. The pile of 50-100 tickets is

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scanned and the driver shift reconciled within a minute or two. The same process, done manually, could take ten times as long, or more!

Your only cost to implement bar coding and scanning is the purchase price of a scanner (ranging from $150-300 on average). Hudson products already support bar coding and there is no charge to enable this feature!

The value of your time saved: priceless! Call Hudson support today for more information and to see if bar coding could work for you….