

TECH TIPS ...AND OTHER USEFUL INFORMATION

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Hoping your business harvest has been bountiful this year...!

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.

HOW MUCH DO YOU KNOW ABOUT DEFRAG?

DEFRAG is NOT the name of a recently discovered Rapper or Rock Band (as far as we know...). Defrag IS an abbreviation for the computer term Defragmentation and is an important maintenance issue for PC's and servers alike.

Fragmentation? Imagine you are writing a letter to a friend on a small piece of paper. When you run out of room on the page, you continue on another piece of paper on the other side of the room. When you need more space, you start writing on still another piece of paper, stored in another area of your office. Before long, you have parts of your letter all over the place...imagine the time it would take to read that letter to another person.... This is exactly what computers do when saving files. Parts of the file are saved in whatever disk

space happens to come available, saving bits and pieces of a single file all over the hard disk. This is how files become fragmented.

When files and directories on your server become fragmented, it takes Windows longer to gain access to them because several additional disk reads are required to collect the various pieces.

You can improve the performance of your system if you periodically defragment your hard disks. Hudson recommends defragmenting your server's hard drive at least once a month. Defragmentation can be run while users are logged into the system, however it is recommended that Defragmentation is done at the times

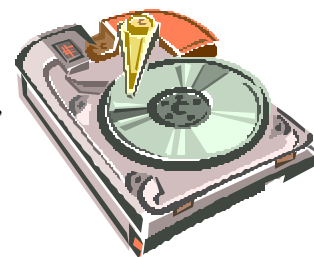
when users are least active.

A disk defragmentation will place files in contiguous clusters on your hard drive, making file access faster. If

you do not defragment your hard drive, the operating system may have to go to several physical locations on

the disk to retrieve the database file, making file access slower. Severely fragmented hard drives can result in unrecoverable disk errors and data loss!

To open Disk Defragmenter, click **Start**, point to **All Programs \ Accessories \ System Tools** and then click **Disk Defragmenter**. For information about using Disk Defragmenter, on the **Action** menu, click **Help**



Often the most expedient way to diagnose and resolve a problem is to allow Hudson support staff direct access to the workstation with the problem. You can go to <ftp://hudsonltd.com> and can download and save to your windows desktop the pro-

VNC IS A WONDERFUL FRIEND...

gram named remote.exe. The next time you have a problem with a Hudson product, after you contact support, you will be able to double-click the remote icon on your desktop and then con-

nect to one of the support HOSTS (we will let you know which one). We will then be able to see your screen, move your mouse, control the keyboard... and fix the problem...!



HWeb Reservations
HWeb Agent
HWeb Dispatcher
HWeb Admin
HWeb Utilities
HWeb Bridge
HWeb Exchange
HWeb SafetyNet
HWeb Bugzilla
HWeb InfoView
HWeb Quick

...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.



TABLET PC'S: AN OPTION FOR OPERATORS "ON-THE-GO!"

RICH SORRENTINO

A Hudson client, Destination Logistics in Charleston, SC, recently purchased their first Tablet PC to use at their airport operation.

For those that are unaware what a Tablet PC is, this device is a lightweight version of a PC in the shape of a flat panel. It is like having a laptop but without the keyboard portion. Users interact with it by tapping the screen and hand-writing with a pen like device. Most Tablet PCs will also let users connect to the Internet and networks via wireless modems. In short, a Tablet PC combines the mobility of a handheld



computer with the computing power of a notebook.

Some Tablet PCs have a fully functioning keyboard; such a device is more like a laptop computer with a monitor that swivels.

Other Tablet PCs do not have a keyboard attached, but instead they have a virtual keyboard that is displayed on the screen along with the software.

Destination Logistics Man-

aging Director Tim Holbrook explains, "I was pleased with how well the tablet interfaced with Hudson products. It also accepts a Credit Card swiping attachment. By selecting print preview you can print an on-screen meet & greet sign. Primarily we use the Hudson flight info grid to track arriving flights."

Destination Logistics uses WI-FI while at the airport and a Nextel cellular card when on the road. Destination Logistics is also field testing a WI-FI/Cellular Pocket PC device. Watch for more in a future issue of TechTips...

ARCHIVING—JUST *Do* IT!

Your Hudson software uses either SQL or JET (a.k.a, MS Access) as a database management system to store information. Regardless of the system you use, Archiving, like back-ups, is a critically important procedure that needs to be run routinely.

It is unlikely that you store years of documentation in your office file cabinets. Most people and businesses keep documents from the current year, quarter, or perhaps only current month in their primary files. Older documents which are needed infrequently or are saved for tax or historical reasons are filed or stored elsewhere (archived). It just wouldn't be efficient to go looking through files from

1998, and other years, to locate an invoice from last week.

Databases run in a very similar fashion to file cabinets. As you continually add records to the database, the tables where these records are stored get larger and larger. Unlike your metal file cabinet drawer, a database table can grow and expand to accommodate more information. Given enough time and expansion though, it will take an increasing amount of time (from seconds to minutes) for even very fast computers to search through tens or hundreds of thousands of records in a table to find the information you are seeking. Archiving will keep your search and recall times

shorter and more efficient. Who has time look up information and then wait minutes for the result?

How often you should archive will depend on your company size, number of reservations entered/dispatched monthly. Industry standards suggest that people on a JET (MS Access) database system should archive from monthly to quarterly. People running SQL database systems can archive from quarterly to yearly. Remember that archiving keeps your "file cabinets" neat and organized. There is no harm in archiving more frequently.

To learn more about archiving in the Hudson system, visit our web site at: www.hudsonltd.com/docs. Then select Support Documentation. Look for the page on Database backup and maintenance. ***Just Do It!***

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:



exception records. The interface is user-friendly, allows maintenance of local and Web exceptions, is used to upload exceptions directly to the Web and can allow a warning to local users or provide a forced exception.

Versions By System ~ New dialog to display the current software versions of all computers on the network. This feature can be accessed by selecting Tools/Display/Versions by system. This is a great way to ensure all workstations are updated to the latest version and to ensure all workstations are running the same version (important).

Exception Tool ~ A new exception maintenance tool has been added. This tool can be used instead of MS Excel to edit and maintain

Invoicing (HWebAdmin) ~ Brand new invoicing technology, allowing users to now EMAIL invoices as PDF files. Remit To, Bill To fields can be modified per invoice. Customer notes and invoice details can now be added to invoices.

Credit Card Submission (HWebAgent) ~ New ability to submit all pending credit card transactions directly from the reservation (rather than from Admin). New feature is protected via user privileges, which is disabled by default.

Push Pin (HWeb Dispatcher) ~ A new "push pin" is displayed by default on all grids. Under grid properties this push pin can be removed, or automatically pushed in. By having the push pin, this creates a grid that can not be moved around and potentially "lost" by a dispatcher. If push pin does not hold grid in position, contact tech support via email at: (Support@HudsonLTD.com) a minor configuration change will be made.

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 PRESIDENT'S VIEW ~ MARK USTIK, CEO

It is commonly accepted human nature to be resistant to change. Once we find something that we come to know and understand well, we tend to want to "stick with it," and tend to shy away from opportunities to change the way we do business. While this may be common practice, it can also be a limiting factor to a

company's growth. Imagine if at The Hudson Group, we adopted this philosophy and decided *not* to integrate emerging technologies into our products. Before long, you would be shopping for a new software provider! On a daily basis I am investigating and reviewing ways to integrate the very latest and most powerful technologies

into our products. This can be a daunting task but one I must take in order to provide you the best products and the highest level of service. I hope you will take advantage of our newest and latest products. There is always a risk of 'glitches' when updating. Once these are resolved with simple configuration changes, the result will be a newer, better and more efficient way of doing business. What do we have that is new to offer to you....? *Mark*

The Lighter Side

IF LIFE COULD BE LIKE A COMPUTER!

- If you messed up your life, you could press "Ctrl, Alt, Delete" and start all over!
- To get your daily exercise, just click on "run"!
- If you needed a break from life, click on suspend.
- Hit "any key" to continue life when ready.
- To get even with the neighbors, turn up the sound blaster.
- To add/remove someone in your life, click settings and control panel.
- To improve your appearance, just adjust the display settings.
- If life gets too noisy, turn off the speakers.
- When you lose your car keys, click on find.
- "Help" with the chores is just a click away.
- Auto insurance wouldn't be necessary. You would use your diskette to recover from a crash.
- And, we could click on "SEND NOW" and a Pizza would be on it's way to YOU...
- After marriage you realize that there is bound to be a mismatch... You wish there was an evaluation period or at least a sample down load or a demo version!
- One day you realize that you are turning bald... You wish there was cut and paste in life!

From www.kissmyfloppy.com

QUICK FILTERS HAVE ARRIVED!

This feature of the Hudson Dispatcher product is so new and so powerful that we have given it its own page—read on and see how Quick Filters can work for you...



Quick Filters are a brand new technology that allows you to quickly apply any one of up to 10 preconfigured filters to any dispatch screen via a simple pull-down menu. For example: ...on a daily basis, you may be looking at a grid showing today's arrival and departure reservations. You want to quickly change the date to tomorrow and only show arrivals. Using the Quick Filters feature, you can easily change your "today" grid to display "tomorrow's arrivals."

Another example of how a busy dispatcher could use Quick Filters to improve efficiency: Perhaps Friday afternoons are very busy with a heavy airport arrival schedule. A Dispatcher may be distracted when seeing trips into the evening or nighttime hours when he/she really only wants to focus on the trips for the next two hours. A Quick Filter could be configured to very

easily show only those reservations/trips occurring in the next two hours. With two mouse clicks the filter can be turned on or off.

Currently 10 (ten) quick filters may be applied to a single grid definition file (gdf). Here is how to use the Quick Filters feature in software versions 1.86 and higher:

If you currently have Hudson Software version 1.86 or newer, open HWeb Dispatcher and then open a

#	Filter	Caption	Default?	Title color	Override	Description
1	int(PickupTOD)=#%TOMORROW%#	Tomorrow	<input type="checkbox"/>	Green	PickupTOD	Show Tomorrow Res
2	Operation LIKE [NO]	Not Cancelled	<input type="checkbox"/>	Green		Hide Cancels
3	Direction<>'A'	Non-Arrivals	<input type="checkbox"/>	Blue		Dep,Top,Hrly
4	Direction='A'	Arrivals	<input type="checkbox"/>	Cyan		Arrivals only
5			<input checked="" type="checkbox"/>	Grey		

frequently used grid file. Right click on a column heading and then select Grid Properties. With Grid Properties select the tab labeled Quick Filters. In the **Filter** Column, type your custom filter (i.e. Direction='A', will show arrivals only). In the **Caption** column, type the name that will appear in both your quick filter pull-down menu and in the caption of the grid when the filter is applied.

The next column **Default?** Will automatically be checked, which indicates that the default grid title col-

umn color should be used. If you want to apply a different color when the quick filter is in use, uncheck Default? And select a color in the **Title Color** column.

The next column **Override** is used if you want to override an existing filter. For example if the quick filter Direction='A' is used and your grid already had a primary filter of Direction='D' the result would be the display of BOTH arrivals and departures. Unless the Override column contained the column direction which would indicate that the grid show ONLY arrivals. The final column is **Description**

and is not a required field.

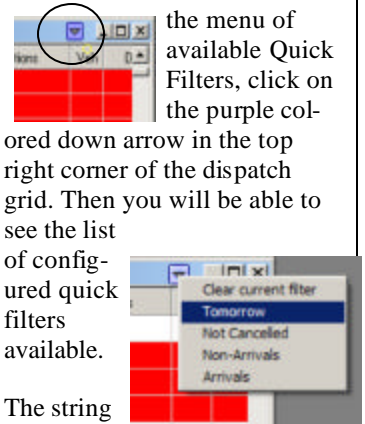
Quick filters are a wonderful addition to HWeb Dispatcher and saves you time from creating multiple grids to display the same columns but with different filters. Another example would be to build a primary grid that is filtered on TODAY, but you want to see tomorrow, type (int(PickupTOD)=#%TOMORROW%#) into your **Filter** column of quick filter and type PickupTOD into your **Override** column. Your Quick Filter would look like that displayed in the box above.

To see how this works for

yourself, download the sample grid above, with quickfilters already included. From a workstation on your network with internet access, open your Internet browser and go to: ftp://hudsonltd.com. Find the file named 'quickfilters.gdf.' Download and save this gdf file to your standard network Hudson\HWeb\Templates folder. Then open HWeb Dispatcher, Click File \ Open and browse to the location where you stored this quickfilters.gdf file. Once you have found it, you can find any one of the column headings and right click on it. Select Properties and then Grid Properties. Select the Quick Filters Tab to see the display above. Change and modify these to suit your needs and to practice creating and using your own Quick Filter options.

To select from the menu of available Quick Filters, click on the purple colored down arrow in the top right corner of the dispatch grid. Then you will be able to see the list of configured quick filters available.

The string of text and characters used to create a Quick Filter is not always intuitive. They can indeed be quite complex. If you are running HWeb software version 1.86 or higher, and if you wish to utilize a Quick Filter but don't know how to create it, simply email support@hudsonltd.com with your desired result and someone from Tech Support will format the filter and email back to you. Then all you need to do is copy the filter string and paste it into the filter field.



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QUESTION & ANSWER

Q: Is there any way to pull passenger information from a previously saved reservation and create a customer profile? If this can be done, can it be done from an archived reservation as well?

A: Yes. A profile can definitely be created from any reservation, current or archived. Open the reservation and press CTRL+U OR go to the Profile/Group tab and press the button in the lower left which is labeled "Create user profile from reservation."

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Tech Support &
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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: <u>617.499.1959 x1</u>
Manager of Software Engineering: Derek Skawinski ~ dskawinski@hudsonltd.com	T: <u>508.767.1980</u>
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AVOIDING CC CHARGEBACKS

Payment Resources International, LLC

Credit Cards are part of your business. So too are issues surrounding their capture and processing. Payment Resources International (PRI) is one of The Hudson Groups newest strategic partners. PRI offers internet based processing of credit cards. PRI has been fully integrated into the suite of Hudson products, including the ability to process credit card transactions for online reservations **before** the reservations are imported into a clients local system!

During future issues of TechTips, PRI will be offering advice on ways to avoid Chargebacks, which are common throughout the Transportation industry.

Definition: *A chargeback is the process by which a credit card company credits a cardholders' account because of*

some error by the merchant (for example, the proper signature was not obtained) or complaint by the customer (for example, the goods or services were not delivered).

It is particularly important for merchants to implement safety precautions when accepting mail order/telephone order (MO/TO) and Internet transactions. The following are common reasons for MO/TO & Internet-related chargebacks:

- Fraudulent mail/telephone order transactions
- Fraudulent transaction -- no cardholder authorization

These chargebacks can be avoided through risk-control measures, such as developing a negative database, using the Address Verification Service

(AVS), including your customer service phone number on your receipts and client credit card statements, and getting to know your customer.

Customer Service Number

We encourage you to provide PRI with your customer service telephone number so it can be included along with your merchant name on your clients' monthly credit card statement. This enables customers to contact you directly prior to calling the card issuer to initiate a dispute. Call Payment Resources Customer Support at (888) 835-1777 and ask them to add your customer service phone number to billing statements.

For further information contact Bruce Remick, Payment Resources International, LLC 323.876.7616 or Brucer@e-fs.com