

User Guide – HWeb Agent

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Overview

The information below is designed to familiarize new users with the HWeb Agent application. This application, part of the suite offered by The Hudson Group, is designed for reservation entry, editing and management. Each client installation is unique and may involve some configuration options unique to that installation. Therefore, the steps you take (and the screens you view) to enter and manage reservations in your office may be slightly different. The steps below outline the basic process of entering an airport reservation.



Before entering any data, lets review some basic navigation steps as well as some keyboard shortcuts that will be used frequently:

General Keyboard Navigation Tools

- TAB key – Moves the cursor *forward* to the next field
- SHIFT + TAB keys – Moves the cursor *backward* to the previous field
- SPACEBAR – Used to press buttons and check/uncheck boxes (performs the same functionality of a left click with the mouse)
- ALT + <letter key> - Within the program, buttons and menu items will have an underline below one letter of the label. (i.e. to push OK button press Alt + O)

Frequently used Hot Keys

- CTRL+Z – Cancel Reservation
- CTRL+X – Clear Screen
- CTRL+P – Print Reservation
- CTRL+U – Update Profile
- CTRL+L – List Multi-Credit Cards
- CTRL+M – Mark reservation paid
- CTRL+V – Paste a copied Telephone Number
- SHIFT+CTRL+F1 – Book a return reservation

Basic Terms

- **Enter** – The word **enter** used in this guide refers to any information that must be typed in by the operator using the keyboard.
- **Press** – The word **press** used in this manual refers to the act of pressing the SPACEBAR when selecting a button or checkbox.
- **Select** – The word **select** used in this manual refers to the act of selecting an option in a pull-down menu box.
- **Hot Key** – The word **hot key** used in this manual refers to the keys also known as shortcut keys. A list of frequently used Hot Keys is found in the preceding section.
- **Function Key** - These keys are usually found above the number keys and begin with the letter “F”.

Entering a New Reservation

Entering a new reservation consists of 4 key steps:

1. Check Price and Availability
2. Enter Pickup & Dropoff Information
3. Additional Reservation Details
4. Save Reservation

Check Price and Availability

(After launching HWeb Agent and logging in with your credentials)

To begin a new reservation press F1 key on your keyboard.

You will now be presented with the fare and availability screen. This is where all items affecting the fare are determined.

Fares and availability

File Options Availability Request return Tools Set Currency Fast Info

Direction: Departures

Airport: Kansas City

Pickup location:

- Drury Inn & Suites Overland Park
- Drury Inn Shawnee Mission
- Econo Lodge Belton**
- Econo Lodge Inn & Suites Kansas City

Departure flight details:

Flight date: 05/02/11

Flight time: 11:12 AM

Monday, May 02, 2011, 11:12 am

Flight type: Domestic

Airline:

Flight number:

Passengers:

Full fare: 1 Child: 0

Service extras:

Type	Value	Surchar
Scooter / Chair?	0	0.00
ADA Services	0	0.00
Extra stops	0	Per servic

0 Bag count 0 (Limit 0)

Generate Fares and Pickup Times *

Service	Fare	Base Fare	Alt Fare	Other

Pickup	Dropoff	Sched	Surcharge	Notes and restrictions

Selected fare: \$0.00

Selected pickup time:

Ok Cancel

Select the Direction (either Arrivals, Departures)

Direction: Departures

- Arrivals
- Departures**
- One Way
- Hourly
- Charter

Airport:

Select the Airport

A screenshot of a web form showing a dropdown menu for selecting an airport. The menu is open, displaying a list of airport names. The first two items, 'Kansas City', are highlighted in blue. The rest of the list is yellow. The visible items are: Kansas City, Kansas City, Indianapolis Airport (IND), Sea-Tac Int'l Airport (SEA), Baltimore Washington Internat, Washington D.C. (Dulles) Inte, Washington D.C. (National) A, Penn Station - Baltimore, and Hartsfield Atlanta Internationa.

Select the Pickup/Dropoff Location

Pickup location	Flight type	Dom
Location	City	
Econo Lodge Kansas City Airport	Kansas City	
Econo Lodge Kearney	Kearney	
Econo Lodge Lansing	Lansing	
Econo Lodge Oak Grove	Oak Grove	
Econo Lodge South	Olathe	

Select the Flight Date and Time.

Note: You can direct enter the date on the keyboard or click the icon to open a calendar tool. Times may be entered in AM/PM or 24 hour format. After entering, the long date time display appears in blue, allowing you to read back to client – ensuring the date and time entered are correct.

A screenshot of a web form section titled 'Arrival flight details'. It contains two input fields: 'Flight date' with the value '04/26/11' and a calendar icon, and 'Flight time' with the value '03:00 PM'. Below these fields, the text 'Tuesday, April 26, 2011, 03:00 pm' is displayed in blue.

Select the Flight Type, either Domestic or International

Changing Flight Types will effect suggested pickup / dropoff times.

“Customer request” is used to override suggested system times and replace with time determined by traveller.

A screenshot of a web form showing two dropdown menus. The first is labeled 'Flight type' and has 'Domestic' selected. The second is labeled 'Airline' and has 'International' selected. The dropdown menu for 'Airline' is open, showing three options: 'Domestic', 'International', and 'Customer request'.

Enter the necessary flight details (airline, terminal and/or flight city)

Flight type: Domestic

Airline: Continental

Flight number: 111

Flight city: Ontario

Air Canada
AirTran Airways
America West
American
Continental
Continental Express

Select the number of Passengers

Your labels may be different (e.g. Adults, etc.) and may have Alternate Passenger types to select as well such as Child, Toddler, Senior, Student, Military, etc.

Passengers

Full fare: 1

Child: 0

Select any Service Extras (if appropriate).

In some situations you may select Yes/No or you may be asked to enter the number if items to be added.

Service extras

Type	Value	Surchar
Scooter / Chair?	0	0.00
ADA Services	0	0.00
Extra stops	0	Per servic

Select the Bag Count (zero may be acceptable)

Bag count: 0 (Limit 0)

Now press the **Generate Fares and Pickup Times** button (or press ATL+G)

Generate Fares and Pickup Times

Select from the list of displayed Service Types (vehicle types) in the bottom left corner.

Note: If some services are not displayed, it may be due to some of the options selected earlier. For example, if you set the number of passengers = 4, only services capable of seating 4 or more passengers will be listed.

Service	Fare	Base Fare	Alt Fare	Other
Shared Ride	25.00	25.00	0.00	0.00
Sedan	76.00	76.00	0.00	0.00
SUV	135.00	135.00	0.00	0.00
Mini Coach 20	225.00	225.00	0.00	0.00
Mini Coach 32	495.00	495.00	0.00	0.00

Now select the appropriate Pickup Time

Note: When displaying airport arrivals, most all pickup times may be identical:

Pickup	Dropoff	Sched	Surcharge	Notes and restrictions
03:00 PM	03:30 PM	No	0.00	
03:00 PM	03:30 PM	No	0.00	
03:00 PM	03:30 PM	No	0.00	
03:00 PM	03:30 PM	No	0.00	

While when displaying airport departures, pickup time options will be different:

Pickup	Dropoff	Sched	Surcharge	Notes and restrictions
12:40 PM	01:10 PM	No	0.00	
12:20 PM	12:50 PM	No	0.00	
12:00 PM	12:30 PM	No	0.00	
11:40 AM	12:10 PM	No	0.00	

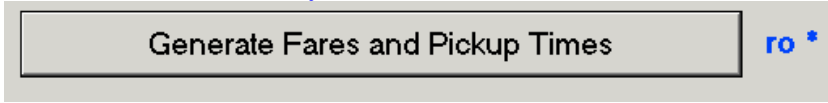
Press on the **OK** button (or press ENTER key) to exit the Fare and Availability screen

TIP! Round Trip Reservations

When clients are on the phone and at any time while you are on the Fare and availability screen, when they indicate (or you ask for) a return reservation, you may press the ALT+R keys. This tells HWeb Agent that there will be a return reservation to enter once this first leg is saved. This speeds the reservation process and may also qualify the passenger for round trip fare discounts. Pressing the ALT+R keys will cause a small blue (r) to appear next to the fare generation button:



Pressing the ALT+R Keys once again, tells the reservation system to automatically create an Open Return reservation when saving this first leg. This will be signified by a small blue (r) to appear next to the fare generation button. For more information on Open Returns, see the section below titled: **Creating a Return Reservation on a Previously Booked Reservation.**



Pressing the ALT+R keys a third time, will cycle back to the beginning and remove any indication of a return reservation.

Pickup / Dropoff information

The remainder of the reservation process includes adding information to make it more complete. You will note that the remainder of the data to be entered is broken up into a series of tabs:



After pressing **OK** in the Check Price and Availability screen, you will automatically be moved to the **Pickup/Dropoff** tab.

The screenshot shows the 'Pickup/Dropoff' tab in the HWebAgent-hudson application. The interface includes a menu bar, a toolbar, and several input sections:

- Reservation Information:** Reservation Number (New), Reservation Name, Normal.
- Pickup / drop off details:**
 - Pickup time: 12:40 PM 05/31/11 (Tue)
 - Dropoff time: 01:10 PM 05/31/11 (Tue)
 - Direction: Departures
 - Pickup location: Four Points by Sheraton K
 - Dropoff location: Kansas City
 - Service type: Shared Ride
 - Pickup address: 11832 Nw Plaza Circle
 - Drop off address: [Empty]
 - Service extras: [Empty]
 - City / state: Kansas City, MO
 - City / state: [Empty], MO
 - Passengers: Full fare 1
 - Zip: 64153
 - Zip: [Empty]
 - Cross Street: [Empty]
- Flight information:**
 - Flight time: 02:41 PM 05/31/11 (Tue)
 - Flight type: Domestic
 - Airline: Air Canada
 - Flight number: 111
 - Flight city: Ontario
- Special instructions:** Note-1, No confirmation
- Fare details:**

Description	Value
Base fare	25.00
User gratuity	0.00
Misc. charge	0.00
Misc. discount	0.00
Total fare	\$25.00

From this tab enter the customer's name. Now TAB (press Tab key) into the telephone number field



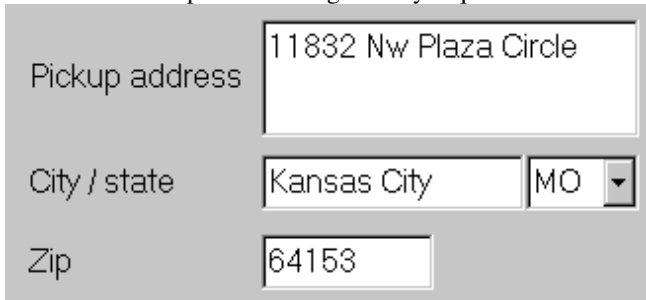
A screenshot of a form field labeled "Name" with the text "John Smith" entered. The text is highlighted in yellow.

Enter the customer's primary telephone number. If the number is international check the **international format** box before entering the telephone number (if no telephone enter all 0's)



A screenshot of a form field labeled "Telephone" with a placeholder "() - x" and an "Int'l format" checkbox.

Enter the Pickup Address for a Departure reservation or the Dropoff Address for an Arrival.
Note: in some cases, depending on the location selected, the address(es) may already be populated.
Addresses for airports are not generally required.



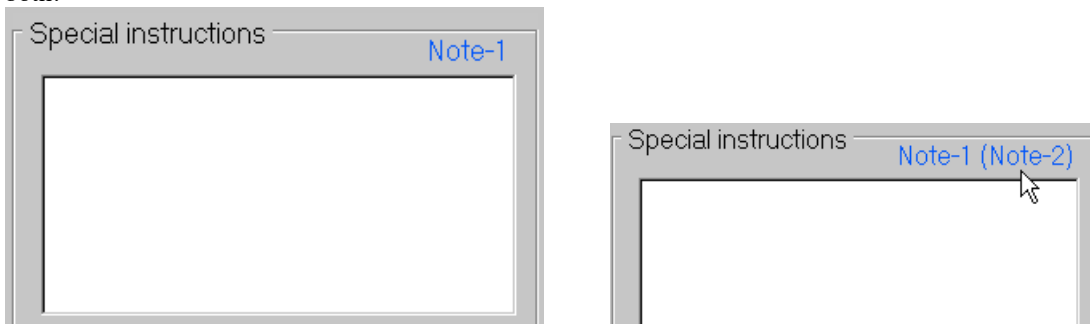
A screenshot of an address form with fields for "Pickup address" (11832 Nw Plaza Circle), "City / state" (Kansas City MO), and "Zip" (64153).

Enter any information into the Directions / Cross Street box that would be useful for the driver.



A screenshot of a form field labeled "Cross Street" with an empty text input box.

Enter any information into the Special Instructions box that would be useful internally.
Note: Depending on your setup, this information may also be sent / provided to drivers or included on client confirmations.
Using your mouse to click the "Note 1" label will expose a second "Note 2" field. Information may be entered into either / both.



Two screenshots of a "Special instructions" field. The left one shows "Note-1" and an empty text area. The right one shows "Note-1 (Note-2)" and a mouse cursor clicking on the "Note-2" part.

3. Reservation Details

Now select the Reservation Detail Tab by pressing ALT+N

For many reservations only the **Payment Details** is required.

If Payment is Credit Card enter the Credit Card number and expiration date

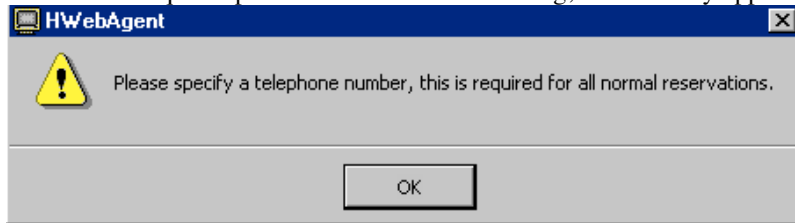
Email address is also very commonly collected, as this is how confirmations will be delivered. If an email address is a required field by your company, but the client will not provide one, you may enter the text “none” into this field.

A form field with the label "Email (or None)" and a yellow rectangular input area.

4 Saving the Reservation

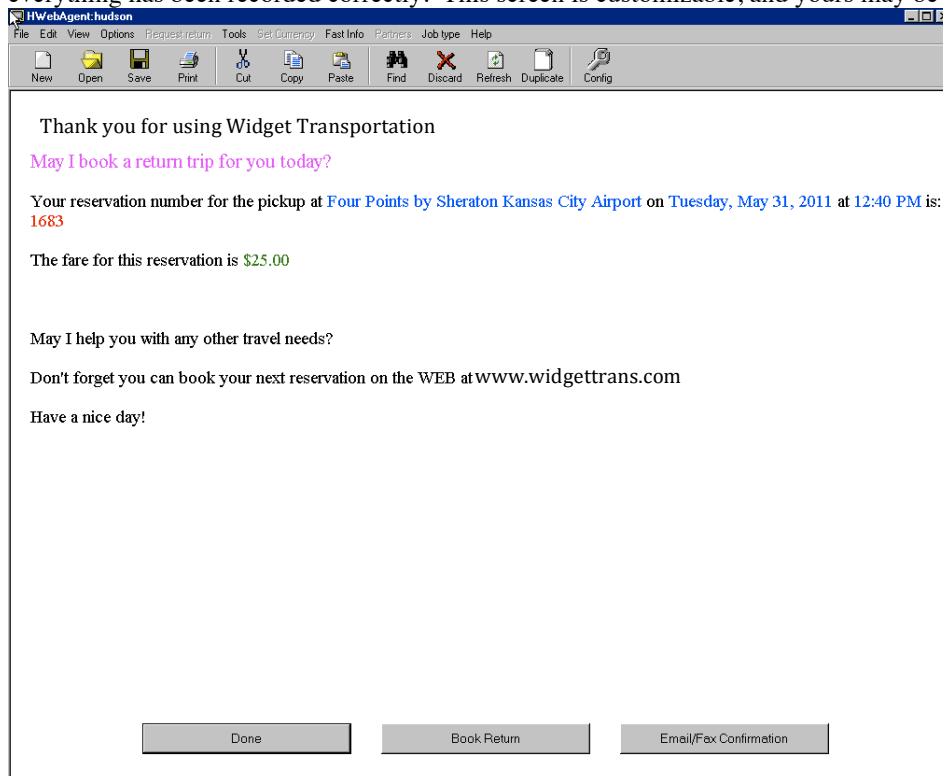
Once payment details have been entered you may proceed to save the reservation.

Press F4 to save the reservation. If a required piece of information is missing, an error may appear. An example message:

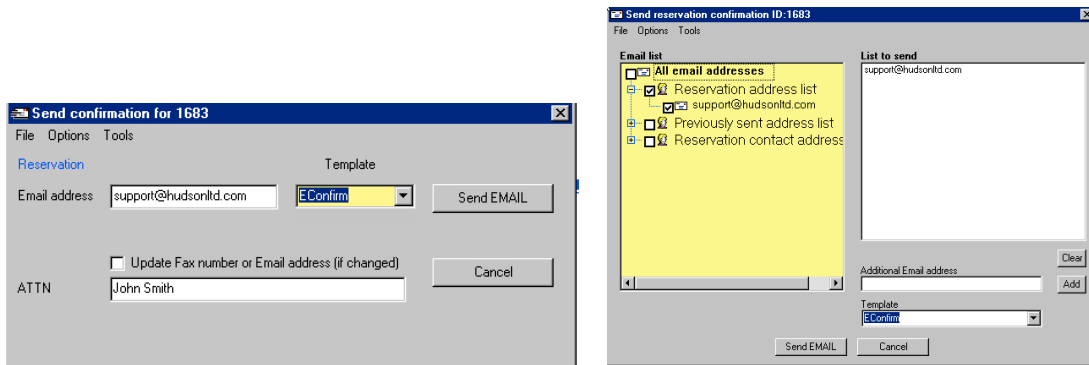


Pressing the ENTER key will clear the message and take you to the field that needs attention. Update the field as required and press the F4 key again to save the reservation. Address any other error message(s) that may appear.

When the save process is successful, the reservation is assigned an ID / Confirmation number, is written to the database, and may now be viewed by others, dispatched, etc. When the save action is completed, you are provided with a confirmation screen showing important reservation details. This screen is designed to be read back to the client – ensuring once again that everything has been recorded correctly. This screen is customizable, and yours may be different:



Read back the Confirmation Message to the caller, exactly as it is displayed, to ensure accuracy and consistency. If desired, press the **Book Return** button, follow the previous steps (starting at 1) to book a Return Reservation. (Note: a return reservation is much quicker to enter as most of the information is already known; the return reservation is prepopulated with key details such as address, payment, phone, email, etc.) If you wish to send the client a confirmation, press the **Email \ Fax Confirmation** button. One of two different email confirmation dialog windows may appear. If not already present, enter the email address, select the appropriate Template, and press ENTER key.



If no further action for this client is required press **Done**

Additional Agent Functions

Creating a Quick (Instant) Reservation

For situations where a client is standing in front of you (such as at an airport, train station, cruise terminal) it may be easier to use the Quick Reservation feature to speed reservation entry. Several default options may be configured. Contact Hudson Technical Support for assistance in setting up and configuring this feature.

Press F2 to open the instant reservation menu

The screenshot shows a software window titled "Quick (Instant) Reservation" with a menu bar (File, Edit, Request open return, Tools). The interface includes several input fields and sections:

- Name:** A text input field with a yellow highlight.
- Ready to go:** A checked checkbox.
- Direction:** A dropdown menu set to "Arrivals".
- Airport:** A dropdown menu.
- Airline:** A dropdown menu.
- Terminal:** A dropdown menu.
- Passengers:** A section containing a "Full fare" dropdown set to "1".
- Drop off location:** A table with columns: Location, City, Type, Code, Address, Sec.
- Service:** A table with columns: Service, Fare, Base Fare, Alt Fare, Surcha.
- Payment details:** A section containing:
 - Payment:** A dropdown menu set to "Cash on board".
 - Number:** A text input field.
 - Credit card:** A text input field.
 - Expi:** Two dropdown menus for expiration date.
 - Additional billing details:** A text input field.
- Cross Street:** A text input field.
- Buttons:** "Book Reservation" and "Cancel".

Enter the passenger name

A close-up of the "Name" input field, showing a yellow highlight on the text area.

Select direction (usually arrivals)

A close-up of the "Direction" dropdown menu, showing "Arrivals" selected.

Select airport and airline (if required)
Enter terminal number (if required)

Airport

Airline

Select the number of passengers

Passengers Full fare Child

Select dropoff location

Drop off location

Location
Blue Springs Inn and Suites
Candlewood Suites KANSAS CITY
Candlewood Suites Kansas City
Candlewood Suites Olathe
Candlewood Suites Overland Park

Select Service

Note: this is often an abbreviated list of services; it may be limited to a single service only

Service	Fare	Base Fare	Alt Fa
Shared Ride	25.00	25.00	0
Sedan	76.00	76.00	0
SUV	135.00	135.00	0

Select payment, if credit card, enter the number, expiration date

Payment details

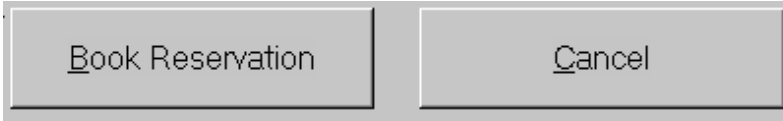
Payment

Number

Enter driver instructions if they are required

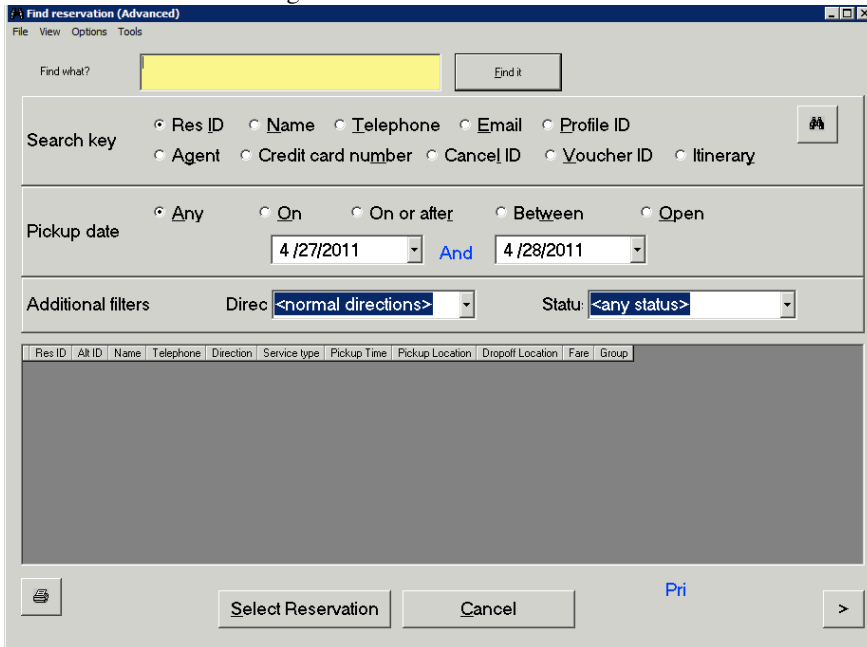
Cross Street

Press Book Reservation



Finding a Previously Created Reservation

Press F3, SHIFT + F3, or click the FIND icon to open the Find Utility
Depending on your system configuration, either a simple or an advanced search dialog window will open.
The advanced search dialog window is shown here:



Enter your search criteria, using Reservation ID, partial or full name, telephone number, email address or other information. If desired select the Pickup date to aid in narrowing your search. Use the ENTER key to start your search (or click the Find it button)

Find reservation (Advanced)

File View Options Tools

Find what?

Search key: Res ID Name Telephone Email Profile ID
 Agent Credit card number Cancel ID Voucher ID Itinerary

Pickup date: Any On On or after Between Open
 And

Additional filters: Direc: Status:

Res ID	Alt ID	Name	Telephone	Direction	Service type	Pickup Time	Pickup Location	Dropoff Location
0001		Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	01/17 03:00 AM	Best Western - KCI Airport	Kansas City
0003	AK000059	Lyndy Burnham	(978) 531-1115	Arrivals	Sedan	01/18 10:05 PM	Kansas City International	Extended Stay America Kansas City International
0004	AK000067	Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	01/19 03:30 PM	Americas Best Value Inn-Independence / Kan...	Kansas City International
0005	AK000091	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 09:00 AM	Kansas City International	Best Western Seville Plaza Hotel
0014	AK000166	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 05:10 PM	Kansas City International	Argosy Casino Hotel And Spa
0010	AK000125	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 06:00 PM	Kansas City International	Best Western Inn & Conference
0008	AK000109	Lyndy Burnham	(978) 531-1115	Arrivals	Sedan	01/24 12:50 PM	Kansas City International	Candlewood Suites Kansas City

7

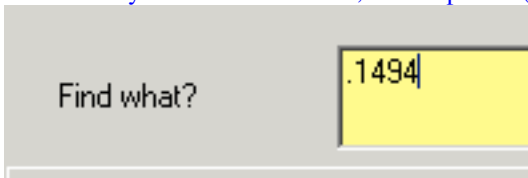
Locate and highlight the reservation
 Use the ENTER/RETURN key to select the reservation

Res ID	Alt ID	Name	Telephone	Direction	Service type	Pickup Time	Pickup Location
0001		Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	01/17 03:00 AM	Best Western - KCI Airport
0003	AK000059	Lyndy Burnham	(978) 531-1115	Arrivals	Sedan	01/18 10:05 PM	Kansas City International
0004	AK000067	Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	01/19 03:30 PM	Americas Best Value Inn-Independence / Kan...
0005	AK000091	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 09:00 AM	Kansas City International
0014	AK000166	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 05:10 PM	Kansas City International
0010	AK000125	Lyndy Burnham	(978) 531-1115	Arrivals	Shared Ride	01/23 06:00 PM	Kansas City International
0008	AK000109	Lyndy Burnham	(978) 531-1115	Arrivals	Sedan	01/24 12:50 PM	Kansas City International

TIP! Search Shortcuts

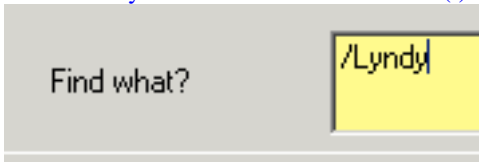
When searching for a reservation or profile the following keyboard shortcuts can be used *instead* of checking the corresponding search criteria radio button:

To search by reservation number, enter a period (.) before the number.



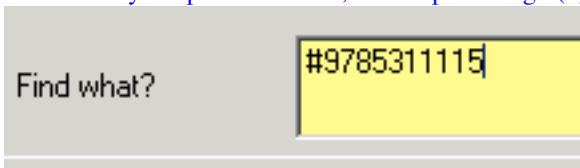
A search box with a grey background and a yellow text input field. The text 'Find what?' is on the left. The input field contains the text '.1494'.

To search by name enter a forward slash (/) before the name.



A search box with a grey background and a yellow text input field. The text 'Find what?' is on the left. The input field contains the text '/Lyndy'.

To search by telephone number, enter a pound sign (#) before the telephone number.



A search box with a grey background and a yellow text input field. The text 'Find what?' is on the left. The input field contains the text '#9785311115'.

To search by cancellation number, enter an exclamation point (!) before the cancellation number.



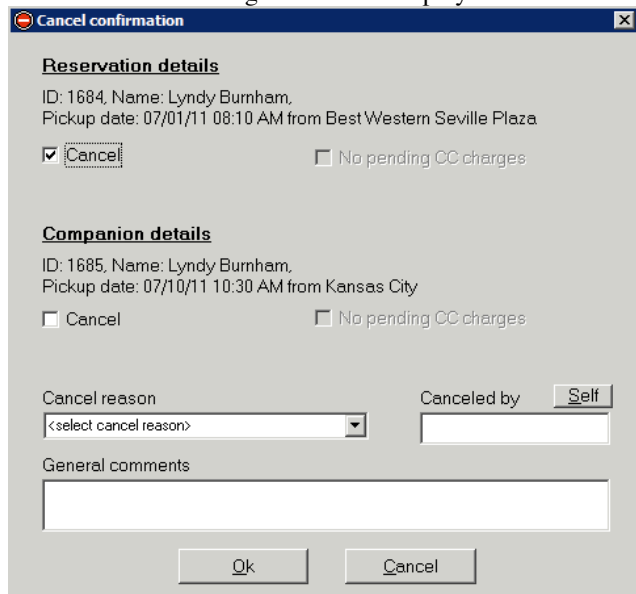
A search box with a grey background and a yellow text input field. The text 'Find what?' is on the left. The input field contains the text '!1476'.

Canceling a Previously Created Reservation

First find **AND OPEN** the reservation to be canceled using the steps outlined in the previous section.

With the desired reservation loaded, press CTRL+Z keys together.

The cancellation dialog box will be displayed.



A dialog box titled 'Cancel confirmation' with a close button (X) in the top right corner. It contains the following sections:

- Reservation details**: ID: 1684, Name: Lyndy Burnham, Pickup date: 07/01/11 08:10 AM from Best Western Seville Plaza. There is a checked checkbox for 'Cancel' and an unchecked checkbox for 'No pending CC charges'.
- Companion details**: ID: 1685, Name: Lyndy Burnham, Pickup date: 07/10/11 10:30 AM from Kansas City. There is an unchecked checkbox for 'Cancel' and an unchecked checkbox for 'No pending CC charges'.
- Cancel reason**: A dropdown menu with '<select cancel reason>' as the selected option.
- Canceled by**: A text field containing 'Self'.
- General comments**: A large empty text area.

At the bottom are 'Ok' and 'Cancel' buttons.

If the reservation has a return scheduled in future you will be prompted to cancel the return as well. You may opt to cancel or not cancel the companion reservation by checking / un-checking the box.

Reservation details
ID: 1684, Name: Lyndy Burnham,
Pickup date: 07/01/11 08:10 AM from Best Western Seville Plaza

Cancel No pending CC charges

Companion details
ID: 1685, Name: Lyndy Burnham,
Pickup date: 07/10/11 10:30 AM from Kansas City

Cancel No pending CC charges

Select the desired cancel reason from the configurable list.

Cancel reason

<select cancel reason>

- <select cancel reason>
- Customer dissatisfied with price
- Customer dissatisfied with service
- Customer illness
- Customer's plans changed
- Duplicate reservation
- No reason given
- Other reason

Enter the name of the caller who is cancelling. If it is the passenger named on the reservation, you may click the Self button

Canceled by

Mary Smith

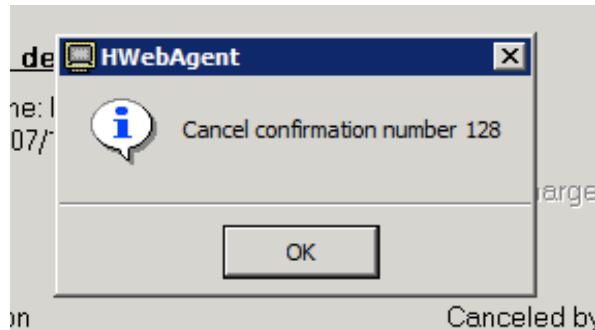
If the caller provides a reason for the cancellation, it may be noted in General Comments. This information may be useful to accounting staff when reviewing whether a cancellation penalty should be assessed or waived.

General comments

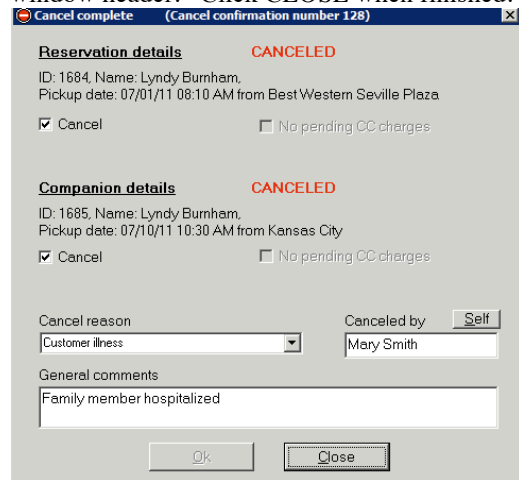
Family member hospitalized

Click the OK button when finished.

A cancellation confirmation dialog will be presented. The unique cancellation ID should be provided to the client as confirmation of their cancellation.



Click OK. You will then be presented with the cancel complete dialog window, noting the cancel confirmation number in the window header. Click CLOSE when finished.

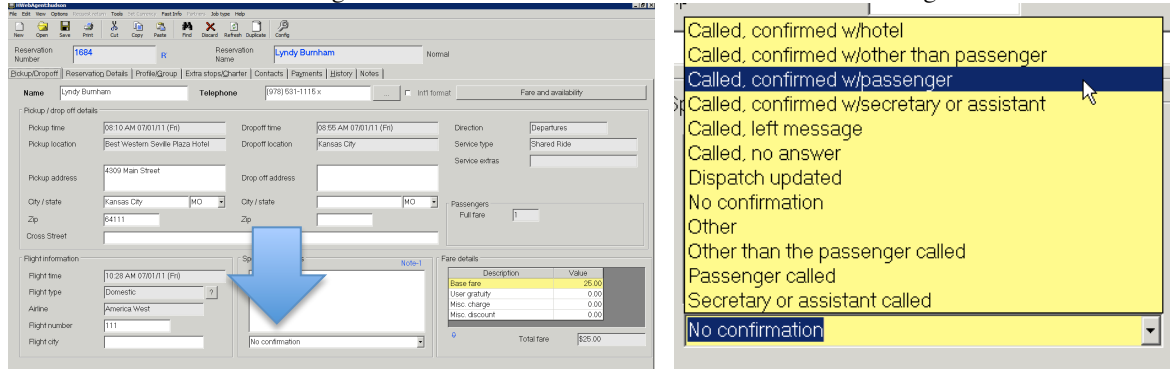


When returned to the Readback screen, you may also offer to send an email confirmation noting the canceled status of the reservation. The Hudson system will automatically select the appropriate cancellation template for you.

Confirming a Previously Created Reservation

Find the reservation to be confirmed, using the steps outlined above.

On the Pickup/Dropoff tab locate the Confirmation Box found under Special Instructions (Notes), at the bottom center of the window. Select from the configurable list the manner in which this reservation is being confirmed.



If this reservation has a linked return / companion reservation, there will be a blue < R > to the right of the reservation number field. Double clicking inside the reservation number field will allow you to open and view / confirm the return reservation. You can switch back and forth between reservations by double-clicking the reservation number field.

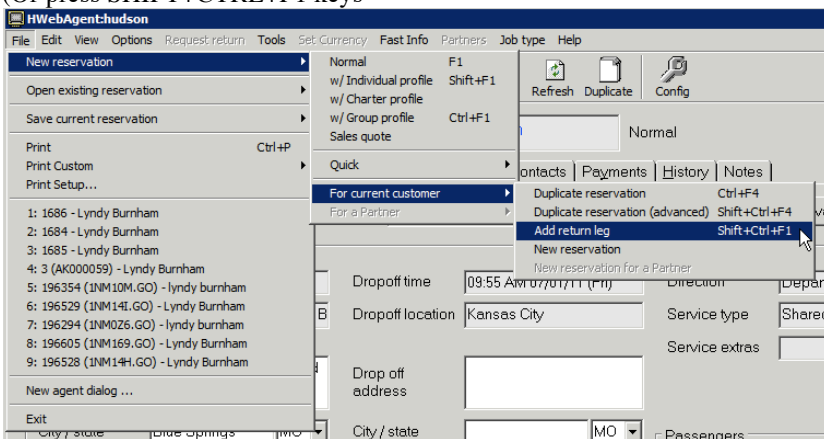


When finished, press F4 key to re-save each reservation.

Creating a Return Reservation on a Previously Booked Reservation

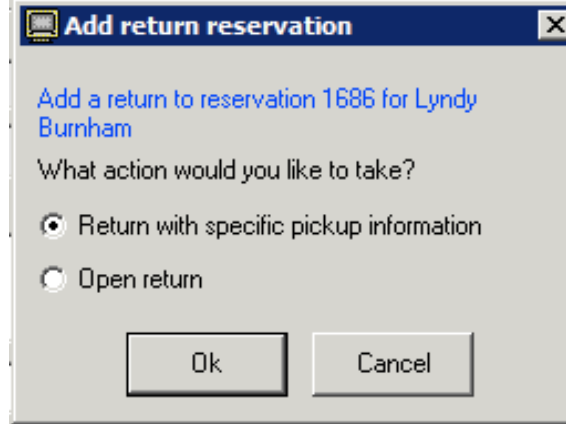
Find the previously booked reservation using the steps outlined above.

From the menu options at the top of the screen, select File > New reservation > For current customer > Add return leg (Or press SHIFT+CTRL+F1 keys)



A confirmation dialog will open, asking if you wish to specify a pickup date and time, or enter an Open Return. An open return is a reservation in your system without a pickup date and time. An open return reservation will not appear on any

dispatch screens. These are often used when a client wishes to reserve a round trip (and take advantage of round trip discounts) but does not yet know the date, time, flight information. An open return may be updated later, once travel details are available. NOTE: Depending on your configuration, Open Returns may be set to expire after a fixed number of days.



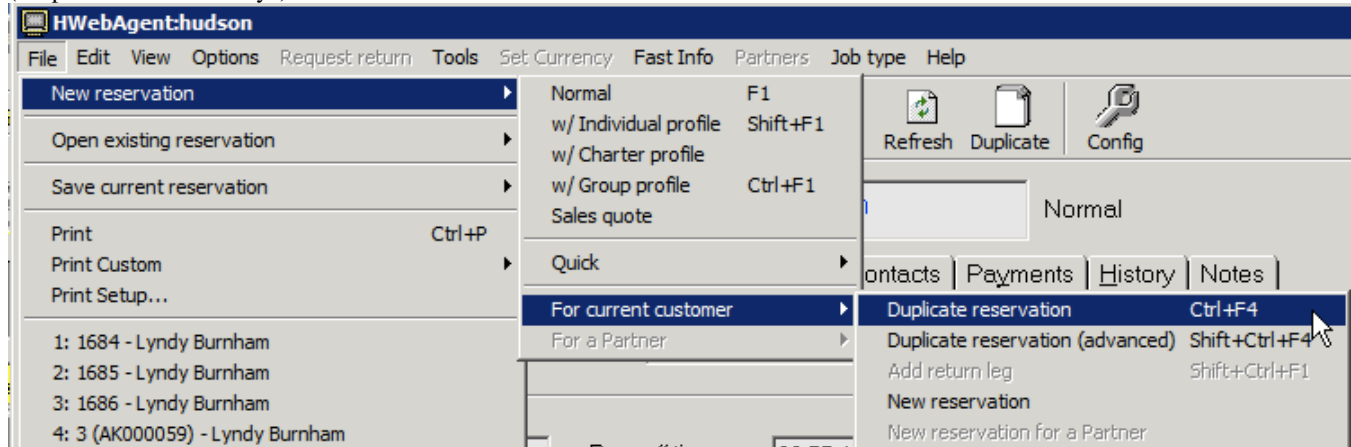
After selecting your return preference, you may complete and confirm the reservation in the normal fashion.

Creating Duplicate Reservations on a Previously Booked Reservation

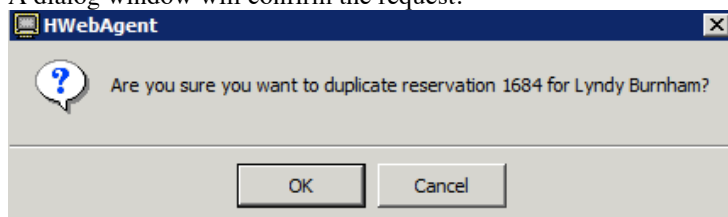
This process useful when customers need multiple vehicles, or when family members may be travelling to/from an airport on the same day, but at different times.

Find the previously booked reservation using the steps outlined above.

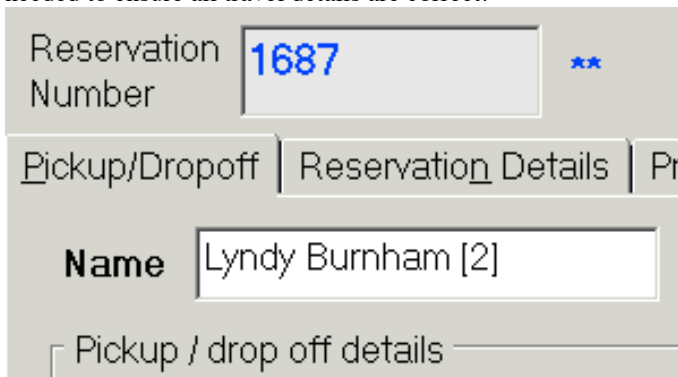
From the menu options at the top of the screen, select File > New reservation > For current customer > Duplicate reservation (Or press CTRL+F4 keys)



A dialog window will confirm the request.



When OK is selected, a copy of the original reservation is made. A new reservation number is generated and [2] will appear after the passenger name. The [2] indicates that this is the second / duplicate reservation. This reservation may be edited as needed to ensure all travel details are correct.

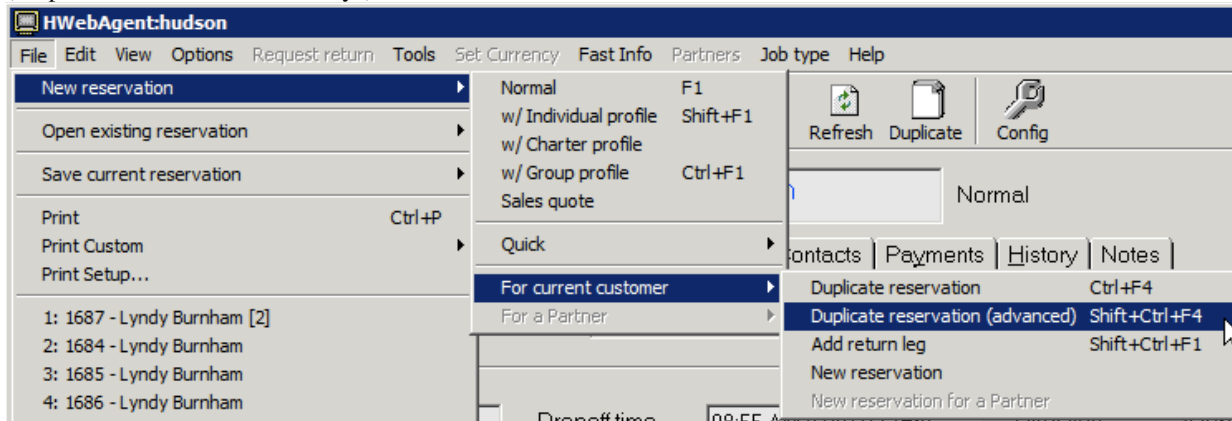


Press F4 key when finished with edits to save the duplicate reservation.

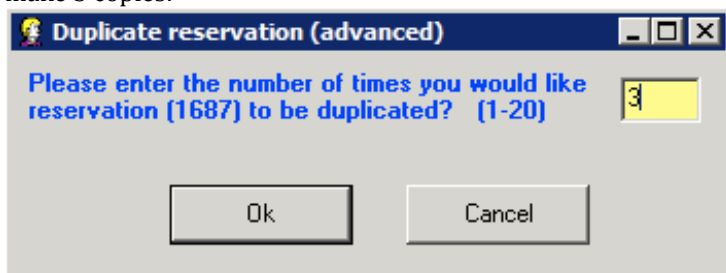
When several vehicles will be needed, you may save time by making multiple copies of an original reservation. Find the previously booked reservation using the steps outlined above.

From the menu options at the top of the screen, select File > New reservation > For current customer > Duplicate reservation (advanced)

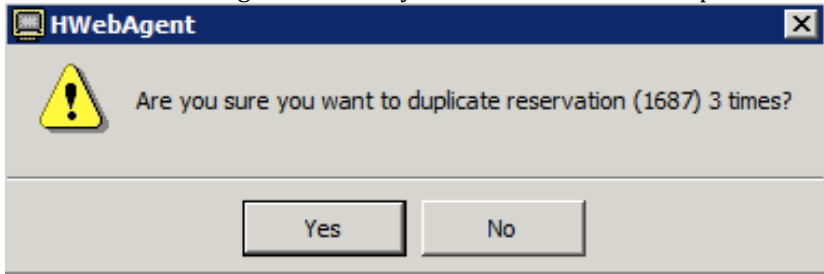
(Or press SHIFT+CTRL+F4 keys)



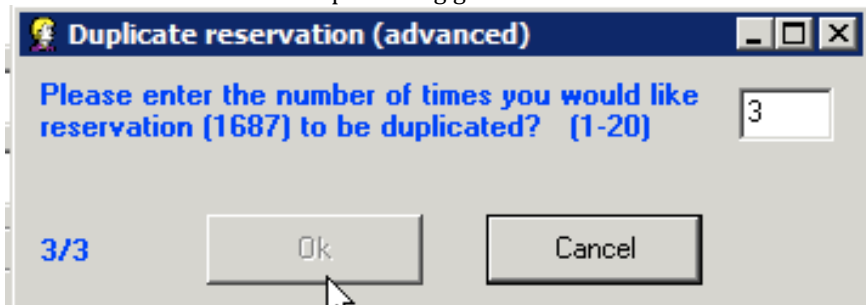
A dialog window will ask how many copies of your original reservation you wish to make. Remember that your original counts as the first. If you desire is to have a total of 4 reservations, you would then specify your desire to make 3 copies:



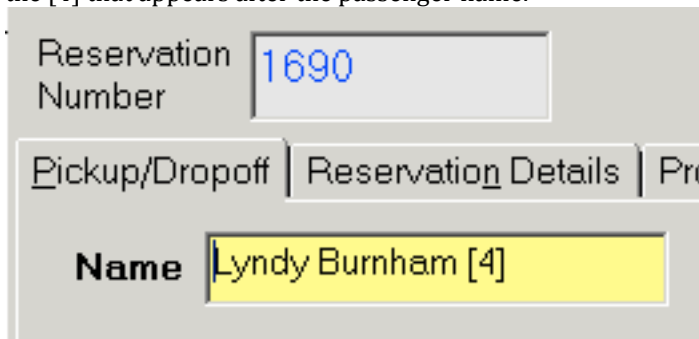
A confirmation dialog will confirm your intent to make the copies.



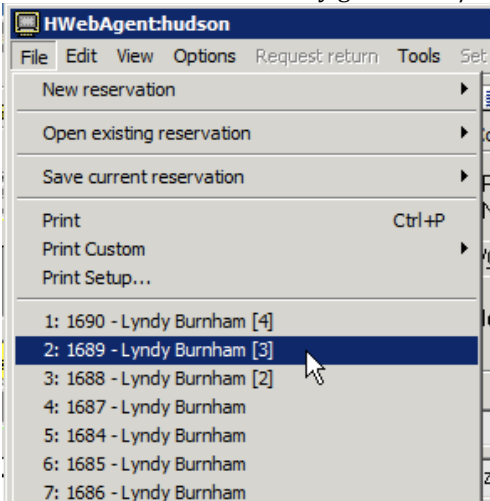
You will be able to see the copies being generated.



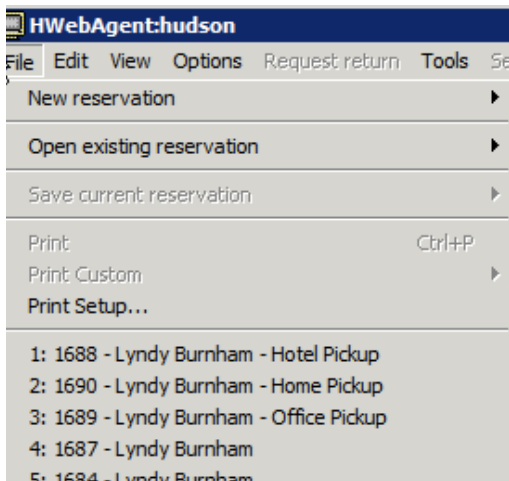
Once completed, you will be presented with the reservation details of the last / most recent copy generated. In this scenario, we are looking at the 3rd copy created, which is the 4th reservation entered overall. It will be so indicated by the [4] that appears after the passenger name.



You may easily locate the recently generated copies by clicking File from the menu at the top of the screen. You will see a list of the most recently generated / edited reservations.



Open any / each of the reservation copies, as needed, and edit the reservation details. Editing the name may help later when looking up the copied reservations in a list. Here are 2 examples of how the reservations can be more easily identified:



Res ID	Alt ID	Name	Telephone	Direction	Service type	Pickup Time
1684		Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	07/01 08:10 AM
1687		Lyndy Burnham	(978) 531-1115	Departures	Shared Ride	07/01 08:10 AM
1688		Lyndy Burnham - Hotel Pickup	(978) 531-1115	Departures	Shared Ride	07/01 08:10 AM
1689		Lyndy Burnham - Office Pickup	(978) 531-1115	Departures	Shared Ride	07/01 08:10 AM
1690		Lyndy Burnham - Home Pickup	(978) 531-1115	Departures	Shared Ride	07/01 08:10 AM

FMI: For More Information

Many additional resources may be found online in the Hudson KnowledgeBase. Please visit some of the following article for more information.

HWeb Agent Quick Search Keys

Advanced keyboard shortcuts that may be used in the F3 search dialog:

<http://kb.hudsonltd.com/article.php?id=063>

How to Un-cancel a reservation:

<http://kb.hudsonltd.com/article.php?id=371>

How to Build Profiles in HWeb Agent

(Quick Overview)

<http://kb.hudsonltd.com/article.php?id=379>

How to Enter a Reservation: Audio training file

Visit this page to download a 30 minute mp3 file that talks you through how to enter a reservation.

<http://kb.hudsonltd.com/article.php?id=352>

What are Open Returns and How to Enter:

<http://kb.hudsonltd.com/article.php?id=327>

Using the “Quote” Status Option:

<http://kb.hudsonltd.com/article.php?id=177>