

# EASY TRIP NEWSLETTER

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Twenty-Five Edition

## Introducing a New Program: Early Response

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# EASY TRIP

**What's new?** BG Consulting has officially released a new software application program designed especially for Transportation Companies. This new software is called **Early Response**. Please read our introduction article in this newsletter for more information and details on how to obtain a working Demo of the Early Response program.

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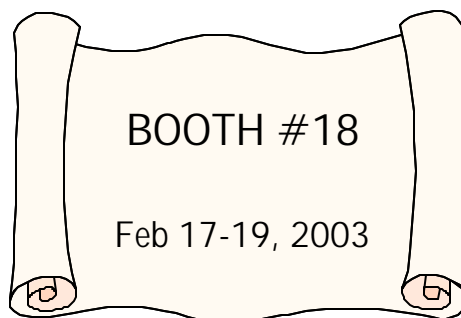
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### BG Consulting in Las Vegas

BG Consulting will have a booth at the Limousine and Chauffeur Trade Show in Las Vegas this year. The Trade show will be held at the Venetian Hotel from February 17 - 19, 2003.

Barbara Geller, the owner of BG Consulting will be at the booth to demonstrate Easy Trip software, a true Windows program. Easy Trip was the first Windows Dispatch and Accounting software available for the ground transportation industry.

This year BG Consulting will also be showing a completely **new program** that can be used by any company, even if you do not have transportation software.



Our new Early Response software program runs independently from our Easy Trip program. Early Response had been designed to give business owners a peace of mind. Come by our booth to see this exciting program in action and pick up a Working Demo on CD.

## ET Windows Update Released

We have updated Easy Trip to include some new features and reports. Our new Version **3.2** was released in December 2002. A very minor update to Easy Trip was released in January 2003 to change the copyright on our reports and in the program.

All of our current Easy Trip Customers are entitled to an update. Please contact BG Consulting and a new CD will be mailed to your company if you would like one.

### Email Addresses

We have increased the maximum number of characters that may be entered for an EMAIL address in the Customer Information. The new value is now **40** characters. The Email and Web Site information has also been moved to the third Tab that is now labeled, "Email / Dates". This allows users to see the entire Email Address.

### Reservation Routing

A new selection has been added under Reservation Options, Duplicate Reservations. It is called Routing Reversed Duplication. This feature is the same as the Standard Duplication except the times on the Routing Information is reversed.

### Reservation Trip Sheets

A new Reservation Airport Banner or Gate Meet Sign has been added to the Reservation Trip Sheet Formats. It is called, **Banner / Adjustable**. The Banner prints sideways or in a Landscape Mode. The Customer's Name will be printed at the bottom, in the **largest** possible font that fits across the page.

If the Banner / Adjustable format is selected, another screen will be displayed with **four options**. The first three options allow Easy Trip users to specify if the full Customer name should be printed or only the last name. Additionally a salutation such as Mr., Mrs., Ms., or Dr. may be added to the last name. The fourth option allows users to type in any desired name or salutation.

Above the Customer's name are four lines of text announcing the Transportation or Limousine Company's name. Easy Trip clients that need to adjust this text may contact BG Consulting.

### Print Invoices

In the PRINT option under Invoice Search, you can print, view, fax, or email a Full Page Invoice for one specific Invoice # or all Invoices for a Date Range. To print for a Date Range check the box labeled, **Batch Print By Date**.

A new check box has been added to tag or select specific Invoices for the selected Date Range. To tag Invoices check the box labeled, **Tag Specific Invoices**. When the OK button is pressed, a screen will appear that shows the word TAG in the left most column. Double click the mouse, in the TAG box to the left of each Invoice, that you would like to Print.

Another new check box has been added that says **Tag Specific Customer Accounts**. When this box is checked and the OK button is pressed, a screen will be displayed with the Customer Accounts that have Invoices in the selected Date Range. Check the TAG box for all the Accounts you would like to select.

For both of these selections the "Omit Invoices with Zero Balance Due" box may be checked.

## Credit Card Processing

The selections on the bottom of the Credit Card Transaction screen have been modified. There is now a separate button to Process Transactions. All of the reports can now be found by clicking on the Report button.

Two new reports have been added to Credit Card Processing for Easy Trip, and they are: Batch Settled Report and Daily Transaction Summary Report.

The Batch Settled Report allows users to specify a Date Range and an optional Batch #.

The Daily Transaction Summary Report allows users to specify a Date Range, an optional Batch #, and if "All", "Approved", or "Declined" transactions should be included on the report.

## Reports

When a report is selected in the Print Reports module, the type or name of the report is displayed on the Select Report Screen. To pick a specific report, one to three selections must be made as prompted by Easy Trip.

To the right of each selection is a button with a double greater than symbol as follows, >>. To change one of your selections click the button next to report type, and the appropriate selection menu will be displayed.

Next, click the OK button and you will be prompted for any required parameters.

Easy Trip has been modified so the Select Report Screen is no longer closed automatically. This allows users to run the same report again, changing just the parameters, or to select a new criteria.

A few of the reports in Easy Trip have been modified or enhanced as requested by some of our Customers.

The Customer Email Report has been modified to show the full Email Address. The Driver Pay Report has been modified to show the Reservation #.

## Global Settings & Trip Sheets

In the Global Settings a new selection has been added in the box labeled **Print Setup**. The new entry is called, **Default Trip Sheet**. This field is a Windows Drop Down Box with a list of all the Reservation Trip Sheet Names.

If one of these Trip Sheets is specified or selected, then that Trip Sheet will be the default Trip Sheet under Print Reservations. The default Trip Sheet will be initially checked when the Reservation Trip Sheet screen is first displayed.



## Questions and Answers

**Q:** There is a Reservation Trip Sheet that says, "Trip Sheet with Company Logo". What steps should I take so Easy Trip will use my Logo on this Reservation Trip Sheet?

**A:** When this Trip Sheet prints, Easy Trip will look for a file called **LOGO1.BMP** in the Easy Trip folder. Simply scan in or create your logo file in the BMP format. Then copy your logo file to the folder with all your Easy Trip files.

## EARLY RESPONSE SOFTWARE

BG Consulting is introducing a NEW Software program designed especially for Transportation Companies or anyone that has a schedule to follow and appointments to keep.

### Product Introduction

Early Response is a software program that can determine if a person has confirmed their existing appointment. If not, Early Response will notify the person in charge so the appropriate action can be taken. This enterprising new software provides the peace of mind transportation owners have been looking for.

This program has been designed to let you know if there may be a problem with a potentially missed reservation or appointment in plenty of time to resolve the issue.

A demo of Early Response can be downloaded directly from our web site or you may call our office and a CD will be mailed to your company.

[www.EarlyResponse.net](http://www.EarlyResponse.net)

Early Response is comprised of four parts.

(1) A **Contact** is the person who has the appointment or schedule to keep. In the transportation industry this would be the chauffeur or driver.

Up to three different telephone numbers can be entered for each Contact. The location of each phone number, such as "home" or "cell", can be specified.

(2) A **Supervisor** is the person who will be notified if the Contact does not confirm their appointment. Up to three different telephone numbers can be entered for each Supervisor. The location of each phone number can be specified.

(3) **Transactions** are the appointments the Contact is scheduled for. In the transportation industry a transaction is the same as a reservation. A single transaction consists of a transaction number, transaction date, and the time of the transaction.

The check-in interval, the Contact, and at least one Supervisor must be specified. Up to three supervisor phone numbers can be specified for each transaction.

In the Transportation Industry a Transaction can be considered the same as a Reservation.

When the transaction time is entered, the check-in interval will automatically be calculated. This is the time interval the Contact must call into Early Response during, to reconfirm their transaction or reservation.

As an example, the begin time default might be 120 and the end time default set might be 75. If the transaction time is 6:00 am, then the check-in interval would be from 4:00 am to 4:45 am.

The begin time and end time defaults, for the Contact check-in interval, can be defined in the Global Settings.

4) The **Phone Automation** is the selection that monitors pending Transactions and checks if the Contact has called in to confirm their Transaction. If the Contact does not call into Early Response in the appropriate check-in interval, the software will start automatically calling the designated Supervisor(s) for that Transaction.

Once a Supervisor has been contacted, Early Response will play a message saying which Contact has not called in to verify or reconfirm their reservation. The Supervisor now has plenty of time to found out if a run or pick-up is about to be missed. With Early Response you can pretty much guarantee no more missed runs.

## Sound

Early Response uses sound files to prompt Contacts or Supervisors for their pin numbers and transaction numbers as needed. The software ships with a set of pre-recorded sound files which may be re-recorded as desired.

Our on-line help file indicates the suggested text for each file. However, users may wish to modify the sound files for customization. Early Response should be used to record any necessary sound files or to change the existing ones.

Early Response Software	\$650
Introductory Price: <b>Only \$500</b>	
Includes 30 Days Free Telephone Support and Continued Email Support	

## Modems

Early Response software requires a modem that has Voice Capabilities. If your modem is a Data/Fax modem only, you will need to upgrade or install a voice compatible modem.

Early Response has a test feature to examine your modem and determine if it is voice compatible.

Sometimes a modem can support voice but it has not be configured to do so. In this case, simply upgrading or reinstalling the modem device driver will add the required voice capabilities.

If you are unsure if your modem can support voice you will need to contact the manufacturer or visit their web site to find out.

BG Consulting has tested varies modems ranging in price from \$30 to \$100 that have voice capabilities. More information about these modems can be found on our Early Response web site.

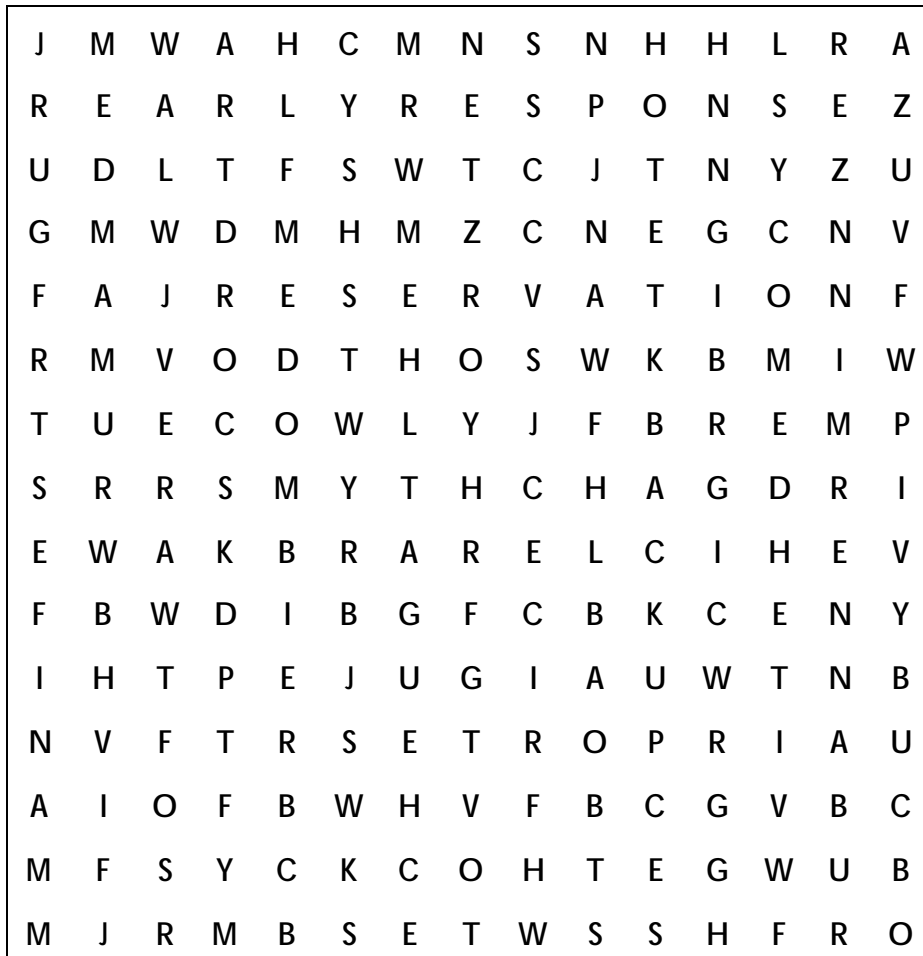
## Technical Support

30 Day Free Technical Phone Support is provided with product purchase. Support hours are from Monday to Friday, 8 am to 5 pm (PST)

After the initial 30 days, continued support is provided by email. An additional telephone support plan is available from BG Consulting. Please contact our office for more information.



Member Since 1995



AIRPORT  
BACKUP  
BANNER  
DEMO

EARLY RESPONSE  
EASY TRIP  
MANIFEST  
MODEM

RESERVATION  
SOFTWARE  
TRADE SHOW  
VEHICLE

## Did you Know you Could...

The following is a list of things you should do regarding your computers, new software, and your business. Since some of these tasks may require some idle time, we have included a nice puzzle to keep you entertained.

z Verify your Back-Ups are working properly.

z Ensure you have a current Back-Up.

z Check to make sure you are using the most current Service Pack for your version of Windows.

z Call LCT to sign up for the Las Vegas Trade Show.

z Visit the Early Response web site and download the Working Demo of our new exciting software.

# EASY TRIP WINDOWS SOFTWARE

- r Over **300** built-in Reports!
- r Dispatch By Run Date, Customer, or Driver's Name
- r Manifest, Reservation Explorer (Calendar), Scheduler, Vehicle & Driver Availability

Customers

Reservations

Invoicing

Accounting

Multi-User/Network runs on: **Windows 95, Windows 98, ME, NT, Windows 2000, XP, & Novell.**

## Reliable and Proven Software that Works!

- r Create your own Account Types, Run Types, Rates, Vehicle Types, **Landmarks**, and more!
- r **Duplicate** a Reservation for Round Trip, Multiple Car Run, or specific days in a Date Range.
- r Enter unlimited **Routing** Itinerary, Directions, and Instructions for the Driver.
- r Print from several different styles of Reservation Trip Sheets, Invoices, and Statements.
- r Reservation History, Special Instructions, Faxing, Paging, and send or receive **Email**.

Easy Trip <b>Professional</b> Version	\$ 975
Easy Trip <b>Personal</b> Version	\$ 575

Annual License & Technical Support Fee	
( Includes All Updates, License, and ET Technical Support )	
Professional Version	\$ 300
Personal Version	\$ 200

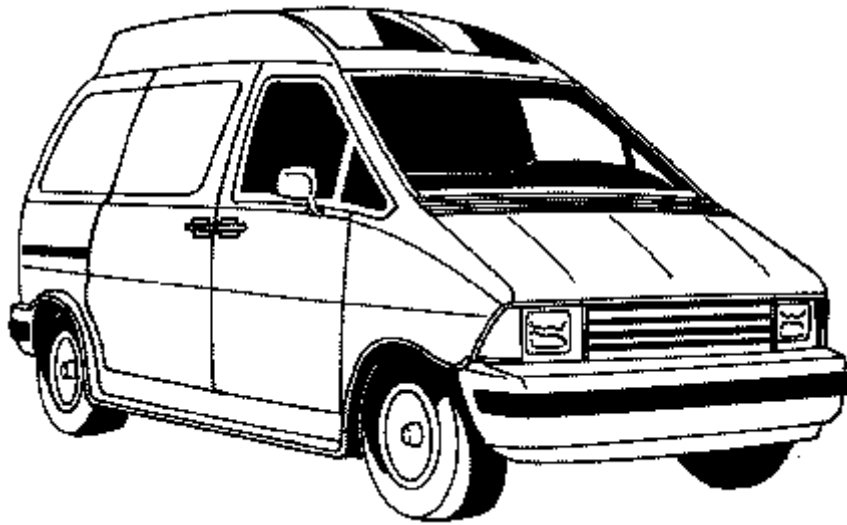
	— Accounts Payable .....	\$ 300
<b>M</b>	— Credit Card Processing .....	\$ 400
<b>O</b>	— Farm In and Farm Out .....	\$ 150
<b>D</b>	— Internet Reservations Import .....	\$ 150
<b>U</b>	— Multi-User/Network ( Includes Security ) .....	\$ 650
<b>L</b>	— Security .....	\$ 150
<b>E</b>	— Vehicle .....	\$ 150
<b>S</b>	— Worker/Driver .....	\$ 150

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