N E W S   L E T T E R

EASY TRIP NEWSLETTER

Credit Card Software Upgrade

IN THIS ISSUE

EASY TRIP

What's new? BG Consulting has been focusing on completing several custom requests for our existing clients. These are features that are paid for by the customer and provide something useful for just their company. We are available to customize ET for any company that has special needs.

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LCT Trade Show in Las Vegas

Limousine and Chauffeured Transportation has announced their annual **2006** Trade show which will in Las Vegas as usual. They have changed the official name of the show to the International LCT Show. The show will take place **February 26 - 28** at the **Venetian Resort & Casino**.

For additional information about the trade show check out their web site at www.lctshow.com.

BG Consulting will as always, have a booth at this trade show. Please make plans to stop by and check out our Easy Trip software.

Delay in Easy Trip Newsletter

I would like to apologize for the delay in the printing and mailing of the September 2005 issue of our Easy Trip Newsletter. I have a small fracture and torn tendon in my left foot, which has made it a bit more challenging and difficult to get to the printers.

We hope this issue is as informative and educational as our past newsletters. If there are topics related to Easy Trip or the computer industry that you would like to see us cover in future issues please let us know.

ET Windows Update

All registered Easy Trip Customers are entitled to receive an update to the current version of our Easy Trip program. Please contact BG Consulting if your company would like to receive a CD with the current version. The updates to Easy Trip are included at no additional cost with your paid Annual License.

Reservation Trip Sheets

The "Airport Trip Sheet" was modified to satisfy the new regulation changes in California, by the Public Utilities Commission. It now includes the Order By and Order Method information.

Credit Card Processing

The Credit Card module in Easy Trip is linked to a software program that does the actual processing. All of the credit card information, including the amounts and the customer address, is entered in Easy Trip and transferred to the Credit Card Software behind the scenes. Our customers do not have to worry about how this done or learning a new user interface. You just use ET and we will take care of transferring the information to and from the credit card software.

Over the past year several required changes have been made by Visa and MC to enhance security and combat fraud. The company that developed the credit card software we utilize had to incorporate these changes and then BG Consulting had to redesign part of Easy Trip to accept the new changes. It was an intricate process but everything is completed and updates are being sent out to our clients that use the Credit Card Module.

Scheduler

The Scheduler has been enhanced to include the day of the week displayed to the right of the Run Date.
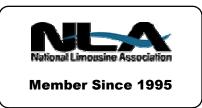
Import Reservations

The purpose of the **Internet Reservation Import** module is to allow your clients to book Reservations directly from your Web site by filling out a form. The completed form is emailed from your site to your company. Easy Trip reads the saved email and imports the information into a New Reservation.

When the email is imported to Easy Trip the field names on the form results will be matched to the fields on the new Reservation. Companies that have purchased this module can obtain a complete list of the field names as they should appear on the form result's page.

Additional fields have been added to the Import module. The added fields are Address Line 1, Address Line 2, Run Type, and Vehicle Type.

Reports

The Batch Settlement and Daily Transaction reports for the Credit Card module have been redesigned to accommodate the new requirements for credit card information and privacy.

NLA
National Limousine Association
Member Since 1995

Did you Know you Could. . .

Duplicating Reservations

Any existing Reservation in Easy Trip can be duplicated, regardless of whether it has been Posted, Canceled, or Voided. The purpose of duplicating a Reservation is to avoid reentering the information for a multiple vehicle run such as a wedding, a share ride, return trip reservation, or a voided Invoice.

When an Invoice is voided the associated Reservation is also voided. There are times when you may need to void the Invoice and reenter the Reservation. The easiest way is to do a standard duplication and then void the original Invoice. Now the newly duplicated Reservation can be modified as needed, without the need to reenter all of the information.

Methods of Duplication

Reservations can be duplicated by **Frequency, Link/Roundtrip, Routing Reversed**, or **Standard Duplication**. The new duplicated Reservation will have the next available Reservation # and can be edited as needed.

Frequency Duplication Reservations can be Duplicated by Frequency for "specific calendar dates" or a "specified date range".

Selecting duplication for specific dates allows the currently selected Reservation to be duplicated for any five calendar dates.

Alternatively, the selected Reservation can be duplicated for specific days of the week in a specified date range.

For example, if the boxes for **Monday** and **Wednesday** are checked for the date range of September 19 through September 30, then four new Reservations will be created. The result will be duplicated Reservations for September 19, 21, 26, and 28.

Link/Roundtrip Duplication   If a Reservation is duplicated using "Link/Roundtrip Duplication" a standard duplication is done first. Then Easy Trip automatically adds an extra line of Routing to both the original and the duplicated Reservation. The additional line of Routing contains the phrase "Link To" and the Reservation # of the other run.

Given the following scenario, Reservation **#1200** is duplicated and the new Reservation is **#1235**. A new line of routing will be added to run **#1200** that says **"Link To: 1235"** and for Reservation **#1235** a line will be added that says **"Link To: 1200"**.

Routing Reversed Duplication   This is the exact same as the Standard Duplication but the "times" on the Routing Information are reversed.

Standard Duplication   This selection makes an exact copy of the currently displayed Reservation.

How to Duplicate a Reservation

Open the Reservation Search Screen and highlight the desired Reservation to be duplicated. Next, click on the Options button located on the bottom of this window. Select "Duplicate Reservation" and click the Ok button.

Now select which type of Reservation Duplication to perform. Please remember that the Reservation currently selected or highlighted on the Reservation Search Screen will be the one duplicated.

What is a Wireless Network?

The purpose of using a network is to provide several users access to shared hardware devices such as a printer or software programs and the associated data.

A Network is a group of computers connected together. A **Local Area Network** or LAN is a network of computers that spans a relatively small physical area. A network usually connects a server and several workstations together. In the past most LANs required a physical cable or wire to connect the computers together.

How does a Wireless Network Work

A **wireless network** uses radio waves, just like a cordless telephone, and does not require a physical cable to connect computers. The area of a wireless network can range from a single room to an entire college campus. It is very common to see a wireless network at a university, an airport, or a coffee house. The decreasing cost of wireless networks has enabled small business and homes to add them as well.

Just as a cordless telephone needs a base unit connected to the wall jack, a wireless network needs to be physically connected to the Internet if your company wants access to Email and the Web. A typical setup for your office or business would involve the output of the DSL or cable modem connected to a wireless router.

Your laptop or PC catches the wireless signal and you will have access to other computers on your network and the Internet. This is assuming your laptop is capable of running on a wireless network and is properly configured.

Wireless Network - Range

Wireless networks can be wonderful since they do not require cables to be strung from machine to machine. Users are free to move around, as long as they stay within range of the wireless network. The communication range of the network can vary depending on several factors such as nearby obstructions or interference with other devices. For example, microwave ovens or a 2.4GHz cordless telephone may cause issues.

The radio signal of a wireless network reaches through walls and floors, but these obstacles also dampen the signal. The advertised range for a wireless network is 150 feet indoors and 300 feet outdoors, but in real life it often fails to reach from the kitchen to the living room. The further the user's computer is from the signal, the slower the connection speed.

Wireless Network - Speed

A wired network operates around 10 times faster than a wireless network operates. Depending on what a user is doing this decrease in speed may not be acceptable. If you are considering moving to a wireless network you should consider if the current limitation in the bandwidth is adequate for your requirements.

Wireless Network - Security

The lack of default security of wireless connections is still a major issue. Many laptop computers have wireless networking built in and enabled by default. This can mean that the owner does not even realize they are broadcasting the laptop's accessibility to any computer within the vicinity.

Modern operating systems have made it very easy to set up a Wireless LAN. The lack of expertise in configuring such systems often means that someone nearby, such as a next door neighbor, may also share the internet connection. This is typically without the wireless network owner's knowledge.

Software solutions such as SSL, SSH, and various types of software encryption have become the preferred methods of securing wireless information transmission.

What is Bluetooth

Computer cables have become an issue in many offices and homes. Most of us have experienced the joys of trying to figure out what cable goes where and getting tangled up in the details. **Bluetooth** is cable replacement technology that aims to fix this problem.

Bluetooth is a standard for a small, inexpensive radio chip that can be built into computers, printers, mobile phones, and other devices. A Bluetooth chip is designed to replace cables by taking the information normally carried by the cable and transmitting it at a special frequency to a receiver Bluetooth chip.

Bluetooth is the choice for connecting single devices when speed is not a major issue. It is best suited to simple applications such as sharing a printer, synchronizing a PDA, or using a cell phone as a modem.

Bluetooth has a smaller power requirement than a wireless network so it can be built into small devices such as a cell phone. Unfortunately this means it is much slower and has less range. A typical Bluetooth device only works over a distance of 30 feet. This is why a Bluetooth headset must be in close proximity to the actual cell phone.

What a Wireless Network is Not

The key point is that a wireless network is not an Internet connection. To access the Internet you will need to purchase or subscribe to a DSL or cable modem service. Given the current range limitations of a wireless network, it is not possible to access your wireless network and ultimately the Internet if you are more than 300 feet from your base connection.

Since Bluetooth is also a wireless technology, this means you can use your cell phone, with a Bluetooth Internet adaptor, to access the Internet from anywhere that your cell phone works. It is worth mentioning again that this will be slow and depending upon your cell phone company, it can be expensive.

Using your Bluetooth to access email while on the road would be acceptable. However, trying to browse the Internet or use an online service would be painfully slow and frustrating. If you need access to the Web while on the road, the only good solution is to find a wireless hot spot.

The following is a list of common places to find a wireless hot spot or Wi-Fi connection. There are usually fees associated with Internet access from a wireless hot spot.

- Airports
- Book Stores (Barnes & Noble, Borders)
- Coffee Houses (Starbucks)
- Copy Stores (Kinko's, The UPS Store)
- Fast Food (McDonalds)
- Hotels
- Libraries

The Internet Versus The World Wide Web

Many people use the terms **Internet** and **World Wide Web** interchangeably, but in fact the two are not synonymous. The Web is in fact a fairly recent addition to the Internet.

Internet

The <u>Internet</u> is a massive network of networks, where each network is a cluster of many computers connected together. This networking infrastructure connects millions of computers together globally forming a system in which any computer can communicate with any other computer, as long as they are both connected to the Internet. Information that travels over the Internet does so via in a variety of languages and standards known as protocols.

World Wide Web

The <u>World Wide Web</u>, or simply the Web, is simply a "service" or a way of accessing information over the medium of the Internet or network of connected computers. It is an information-sharing model that is built on top of the Internet.

The Web uses the HTTP protocol, only one of the languages spoken over the Internet, to transmit data. HTTP defines how messages are formatted and transmitted and what actions Web Servers and Browsers should take in response to various commands.

The Web supports documents that are specifically formatted in a markup language called HTML, which is another main standard that controls the Web. This language supports links to other documents as well as graphics, audio, and video. The Web pages are linked to each other pages via hyperlinks.

Web Browsers are applications that make it easy to access Web pages. Programs like Internet Explorer, Netscape, or Firefox are free and were designed to display and process the information contained on Web pages.

Other uses for the Internet

The Web is only one of many services or ways that information can be disseminated over the Internet. The following is a list of other common uses for the Internet.

1   Sending and Receiving **Email**, which relies on SMTP, POP3, or IMAP.

2   **Usenet** is a bulletin board system that can be accessed from the Internet or other online services. It contains forums and news groups that cover every imaginable topic or conceivable activity.

3   **Instant Messaging** is a service that enables users to create a semi private chat room with another individual in order to communicate in real time. It is analogous to a telephone conversation but using text instead of voice.

4   Exchanging files over the Internet, which is done using the **FTP** or File Transfer Protocol.

The Web is one of the most well known services that operates on the Internet. It encompasses a large portion of the Internet, having grown from 130 web sites in June 1993 to over 75,000,000.

EASY TRIP WINDOWS SOFTWARE

❖ Over **300** built-in Reports!
❖ Dispatch By Run Date, Customer, or Driver's Name
❖ 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**.
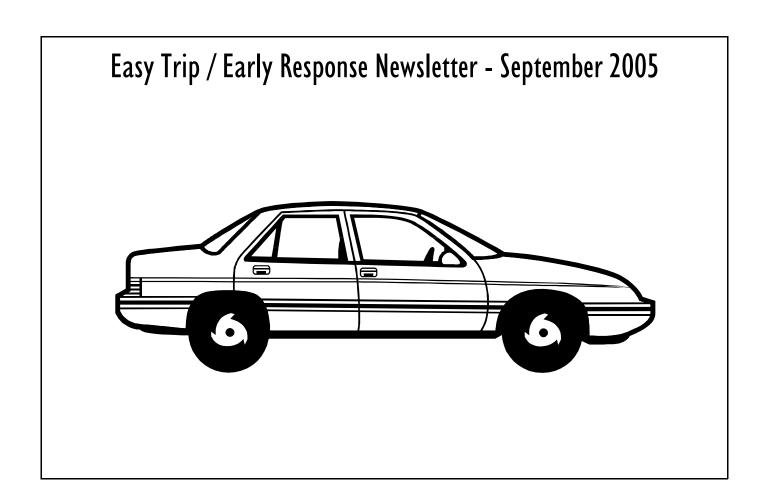
Reliable and Proven Software that Works!

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

Easy Trip **Professional** Version	$ 975
Easy Trip **Personal** Version	$ 575

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

	◆ Accounts Payable	$ 300
	◆ Archive	$ 50
M	◆ Credit Card Processing	$ 400
O	◆ Farm In and Farm Out	$ 150
D	◆ Internet Reservations Import	$ 150
U	◆ Multi-User/Network (Includes Security)	$ 650
L	◆ Security	$ 150
E	◆ Vehicle	$ 150
S	◆ Worker/Driver	$ 150

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