

EASY TRIP NEWSLETTER

March Trade Show In Las Vegas

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EASY TRIP

What's new? BG Consulting is currently releasing Version 3.6 of our Easy Trip application. In this updated version we have added HTML support to our built in Email program. This will allow users to select fonts, text colors, hyperlinks, and several other very cool features. Please continue on to read about all of the new features in Easy Trip.

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LCT Trade Show

BG Consulting will be attending the LCT Trade Show in Las Vegas, scheduled for March 2005. Both **Easy Trip Software** and **Early Response Software** will be on demonstration during the trade show. Our company will be in **Booth #81**.

Please make sure to come visit our company and see what is new in our products. This is the perfect time to check out and start using the most innovative transportation and livery software available in the computer marketplace. Working demos of both our software programs will be available and on demonstration at our trade show booth.

Venetian Hotel
Las Vegas

March 13- 15, 2005
Booth 81

For additional information regarding the trade show, please contact (LCT) Limousine & Chauffeured Transportation or visit their web site, listed below.

www.lctshow.com/t_home.cfm

General Information: (310) 533-2556

ET Windows Update Details

All registered Easy Trip Customers are entitled to receive updates to the current version of our Easy Trip program. If your company would like an update, contact BG Consulting and a CD will be mailed. If you would prefer Easy Trip updates automatically mailed, please let us know.

To verify what the currently installed version is, click on the **Help** selection in Easy Trip and then click on the **About** button. The new version will say "Version 3.6"

Customer Credit Cards

A new field has been added to the Credit Card tabs to accommodate merchant requirements for the **Security Validation** number.

Most merchants refer to the security validation number as **CVV**, which stands for "Credit Verification Value". This is the three or four digit number printed in the signature space on the back of most credit cards. The verification number enhances fraud protection and helps to validate that the customer has the card in their possession.

Reservation Edit

The Driver/Vehicle Tab has been modified to accommodate our new **Vehicle Location**. The added data fields will provide ET users with the following information:

- 1 Know where a vehicle is waiting
- 2 Track where a vehicle will end up
- 3 View how long the vehicle will be waiting

The purpose of the Vehicle Location is to help companies schedule a vehicle for another run while it is waiting for the return portion of the current Reservation.

A new field has been added to the Credit Card Tab and the Deposit screen to accommodate merchant requirements for the **Security Validation** number.

Reservation Trip Sheets

Six Confirmation Letters have been added to Reservation Trip Sheets. The names of these letters are user definable. Each letter can be created with different text. In addition fonts, font sizes, bolding, and several other editing features may be specified.

When a letter is printed, the Customer Address and a Salutation are automatically added based on which Reservation was selected. Easy Trip users can modify the customer address and salutation as needed before the letter is printed.

The confirmation letter produces the equivalent of a **Mail Merge** directly from Easy Trip.

Accounts Receivable

A new field has been added to the Payments screen to accommodate merchant requirements for the **Security Validation** number.

Group Types - Airline

The maximum length for **Airline** names has been increased from eight to **twelve** characters. Airline names are used in the Reservation Routing.

Email

Easy Trip Emails can now be composed using **HTML**. This allows users to specify fonts, font size, text colors, bolding, italics, underline, hyperlinks, bullet lists, horizontal lines, images, text alignment, and several other HTML features.

Reservation Explorer

Two icons were added to the tool bar of the Reservation Explorer to modify the headings and contents of the List View columns. The icons will display either the standard Reservation Explorer or the new Vehicle Location information. The default layout is the original Reservation Explorer.

Charge Screen - Define Phrases

From Utilities, Charge Screen, Define Phrases, users can modify the terms that appear on Reservation Trip Sheets and Invoices. We have added a new setting placed just under "Phone". The default value for this phrase is **"mins @"**, which is used in the Phone Rate calculations.

This phrase was added for clients that want to use the Phone Rate for something else such as an Hourly Waiting Charge or other calculated amount. The default rate for this field can be defined in the Global Settings.

Global Setting

The default words for Phone Rate, State Fee, and License Fee now show the user defined words as entered from Utilities, Charge Screen, Define Phrases.

The **Phone Rate** field has been increased from an upper limit of \$9.99 to a new limit of \$99.99. The field was increased so clients can use the Phone Rate for something else, such as a **Waiting Charge**.

The default amount defined in the Global Settings will automatically appear on the Charge Screen for all new Reservations. This rate can be modified as needed in a Reservation Edit.

Zip / Postal Code

If the checkbox next to "USA Zip (Postal Code) Format" is **unchecked**, Easy Trip will remove all formatting for Zip / Postal Codes.

As of Easy Trip Version 3.6 the word **Zip** will be replaced with **Postal Code** when this checkbox is not checked.

General Enhancements

List Views

The columns in a List View can now be moved left or right and resized. List Views are found on the Reservation Explorer and the Scheduler.

Local Settings

Easy Trip will read your local computer settings for the default currency symbol. All the screens and major reports have been updated to show the default currency symbol.

Reports

Two new monthly sales summary reports have been added. Two new reports have been added for Credit Card Payments and Credit Card Deposits.

Did you Know you Could. . .

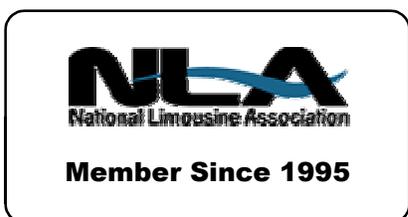
Multiple Credit Cards

On the Credit Card Tab in a Customer Edit is a button that says, “**Additional Credit Cards**”. Clicking on this button will display a Credit Card Search screen. From this screen users can click on Add, Edit, or Delete to maintain a list of all the credit cards used by this customer or company.

On the Credit Card Tab in a Reservation Edit there are two buttons available. They can be used to select one of the additional credit cards entered from the Customer module. The button labeled “Customer - Credit Cards” will show a list of the credit cards entered for the Customer account on the current Reservation. The “Bill To - Credit Cards” button will show a list of the credit cards entered for the Bill To account for the current Reservation.

Moving List View Columns

List Views are found on the Reservation Explorer and the Scheduler screens on the right side of the window. The columns in a List View can be rearranged or resized. To move a List View column, point the mouse on the column title or heading. Press down and hold the left mouse button. Now drag the List View column heading left or right and when the heading is where you want release the mouse button.



Questions and Answers

Q: Can you explain a bit more about your new **Vehicle Location** feature? How do we set this up and use it?

A: The first step is to add a list of Cities or Locations. This is done from Options, Group Types, Location. As with all other Groups Type categories Easy Trip allows an unlimited list of locations.

To add the Vehicle Location information select the Driver/Vehicle Tab from a Reservation Add or Edit. Three Locations can be entered, plus the Starting and Ending times at the Wait Location.

- 1 PU Location
- 2 Wait Location
- 3 DO Location

Examples

There are several different reasons to use the Vehicle Location. The main purpose is for scheduling. As an example, say you have a Reservation where a car will be sitting for three or four hours in a city. Enter the city name in the Wait Location and underneath enter the Start and End times.

Open the Reservation Explorer and click on the last icon on the tool bar. It is a picture of a circle, square and a triangle. The icon will change the display and show different columns in the List View, which is found on the right side of the window. In this view the PU Location, Wait Location, DO Location, and Wait Start / End Times are displayed. Easy Trip users can decide from here if a “waiting car” can be booked for another run, or where a car will end up so it may be scheduled for another Reservation.

XP System Restore - Continued

Several companies have contacted BG Consulting with issues related the Windows XP Restore feature. As a review, the XP System Restore is used to put your computer back to a previously known good state. This can be very helpful when a new printer driver or other device is installed and fails to work properly. System Restore automatically creates "Restore Points". The restore points maintain copies of some of the files which have been recently modified or updated. The Restore feature will "back out" these files to the last known good configuration of the computer.

According to Symantec, developers of Norton AntiVirus, Restore points should be turned off if your computer becomes infected with a virus. If it is left on, it is possible that the virus could be backed up by System Restore. Windows XP will not allow System Restore to be modified by outside programs. As a result, there is the possibility that a virus-infected file could be restored.

Restore points should be turned off if your computer becomes infected with a virus. It is possible that the virus could be backed up by System Restore.

The fact that Microsoft will not let users modify what files are saved in the "Restore Points" has been an issue for many vendors. Microsoft's attempt at creating System Restore is a great idea. However, the feature does **not** save enough **personal** or **business** files. System Restore will not back up all of your business software data files.

The only way truly to protect your business data, like your Easy Trip data files, is by a method listed below.

- 1 Back up business data files using a proper back up program.
- 2 Copy your business data files to a CD, Zip Drive, memory stick, jump drive, or flash memory card.

Back ups should be done on a regular basis. Scheduling software can be used automatically to perform your back ups. With your business data files safely backed up, you can do an XP System Restore and then restore your business data files from your backup.

Things To Do

The following is a list of things you should consider before the New Year starts to slip away.

- 1 Ensure all of your computers are running the most current version of Anti-Virus software. Scan each computer to make sure they are virus free.
- 2 Check that someone in your office is doing **regular back ups** of your business data. Verify the integrity of a recent back up.
- 3 Install the current update of Easy Trip. Verify that your company has all of our ET modules.
- 4 Make sure your staff knows **not** to ignore a computer issue, software problem, or virus warning.
- 5 . Now would be the perfect time to enhance your system or finally get computerized with Easy Trip!

Interesting Information

These article excerpts were found in whole or part on www.Webopedia.com.

Northern vs. Southern Hemisphere Monitors

The Northern and Southern hemispheres of the earth have different magnetic fields, each pulling toward its respective pole. Monitors with cathode ray tubes, which are the majority of desktop monitors in use today, are manufactured specifically for which hemisphere in which they are going to be used.

CRT monitors work by moving electron beams back and forth behind the screen, and the earth's magnetic fields act on the electron beams, pulling them toward the field. A monitor calibrated for the Northern hemisphere can still be used in the Southern hemisphere, but the colors and the images would be slightly skewed. Most major monitor manufacturers give users the controls to adjust the image manually.

LCD monitors are not affected by this phenomenon.

How Can I Be Spamming Myself?

The first time this happens most people are confused or even a bit curious, especially if you were not aware of this phenomenon of self-sent spam.

A message appears in your email inbox with your own email address as the sender of the message. However, you are quite sure that you did not send yourself an offer for a rock-bottom mortgage rate or secrets to making millions on eBay. So then, who did send this email?

Most likely no one has hijacked your email account or is using your email address to spam the world, with your identity. The company or individual that is sending the spam is disguising the true sender of the email with a different address, a process called **email spoofing**, to target you specifically. In email spoofing, the sender manually constructs the email header and chooses which information (your email address as the sender, for example) to include.

Why do the spammers do this? 1) To get you to read the email or to click on the hyperlinks contained in the email, 2) To purchase the products they are peddling, 3) Sometimes they want you to click on the link contained in the email, which signals them that their email message received a live account with a curious human at the other end. Now they can then sell your email address to other spammers as a potential audience for more spam from a different source.

Spam is sent for a variety of reasons but a less obvious one is to bypass filters set up through the email client. Most people do not even think about having to filter out emails sent to themselves from themselves.

Self-sending spam relies on human nature. A 2002 study at Ontario's McMaster University revealed that email's containing shared names of the recipient had an emotional appeal that caused the recipient to read the email in greater numbers than email that came from sources that did not share a name with the recipient. Also, human curiosity compels the recipient to want to know how he has sent himself a spam email, resulting in the recipient of self-sent spam to read the email to investigate.

If you read the full header of an email, you can usually decipher who really did send the email.

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**.

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|---------------------------------------|--------|
| Easy Trip Professional Version | \$ 975 |
| Easy Trip Personal Version | \$ 575 |

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

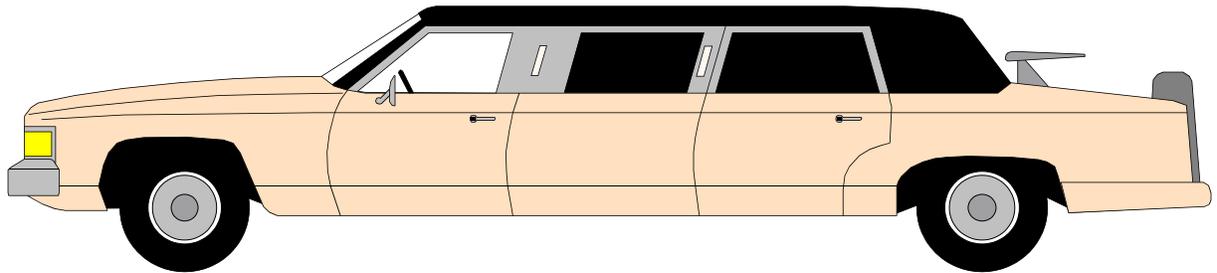
| | | |
|----------|--------------------------------------------------|--------|
| | ♦ Accounts Payable | \$ 300 |
| M | ♦ Credit Card Processing | \$ 400 |
| O | ♦ Farm In and Farm Out | \$ 150 |
| D | ♦ Internet Reservations Import | \$ 150 |
| U | ♦ Multi-User/Network (Includes Security) | \$ 650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

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Software Newsletter

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