

EASY TRIP NEWSLETTER

Remotely Access ET from Anywhere

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What's new? We have two software programs for the Transportation Industry that can be used together or separately. Easy Trip is a Dispatch, Accounting, and Scheduling program. Early Response is an automated program to ensure your Drivers are responding to their assigned runs. Working Demos of both programs are available on our web sites.

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Overview of Early Response

Early Response was designed to give business owners a peace of mind. It is an automated software program used to monitor any Reservation and inform Dispatchers of potentially missed runs.

Our new program can be used in combination with Easy Trip. The Reservation run date, pick up time, and selected Driver's Name can be imported from Easy Trip by tagging or selecting specific runs.

Early Response can also be used by any company, even if you do not use our transportation software.

www.EarlyResponse.net

A Working Demo of Early Response can be downloaded from the web site listed above. You may also call our office and a CD will be mailed to your company.

Introductory Price	Only \$500
Easy Trip Customers	Only \$400

ET Windows Update Released

We have updated Easy Trip to include new features and reports as requested by some of our current Customers. Our new Version **3.2a** was released in April 2003.

All current Easy Trip Customers are entitled to an update. Please contact BG Consulting and a new CD will be mailed to your company.

Reservation Trip Sheets

A new Reservation Trip Sheet has been added that is similar to the Customer Confirmation Trip Sheet. The new Trip Sheet can be tri-folded with the Customer's Address displayed in the Window of a standard #10 envelope.

Accounts Payable

The Distribution of payments and deposits has been simplified. A new button has been added to select either single or multiple distributions for an Accounts Payable entry. The purpose of the distribution is to associate the funds to a specific Chart of Accounts.

The **List AR Deposits**, located from the Options selection on the Check/Deposit Register Screen, is used to transfer money received in Reservation Deposits and Accounts Receivables into the Accounts Payable Registry. A new **View** button has been added to the List AR Deposit Screen. The View option adds the capability to Tag and move only the specified AR payments to Account Payable.

Another new selection has been added under Options that is called, **Multiple Checks**. Users can Tag specific Checks for a given Date Range and then print a group of checks at one time.

Driver Module

Driver Reimbursements, which can be added while Posting a Reservation and creating an Invoice, have been expanded. There are now **six** predefined categories that can be used to identify the Driver Reimbursements. The categories are as follows: Fuel, Tolls, Parking, Car Wash, Car Supplies, and Miscellaneous.

The total Reimbursement amount will be displayed on the Posting screen and shown on all Driver Pay Reports. A new Driver report has been added to show the detailed Reimbursements.

If you do not need to separate the Reimbursements into categories, then a single amount can be entered on the Posting screen as before.

Email

We have added the ability to send a **BCC** or Blind Carbon Copy from the Email Option in Easy Trip. This enables a user to send an email without the recipient's address appearing in the email message header. This is useful when you want to send a group of people an email without each of them seeing who the other recipients are.

A new feature has been added to tag and copy Email Addresses for any existing Customer to your Personal Email Address Book.

From the Email Personal Folder screen select the **Address** option on the tool bar. The Address Card Search screen will be displayed. Click on the **Transfer** button. A new screen will be displayed. Click on the TAG column to select which Customer Email Addresses should be copied to your Email Address Book.

Faxing

Easy Trip Customers running Windows 2000 or XP can now Fax from Easy Trip without using WinFax Pro. There is a new selection on the Reservation Trip Sheet and Invoice print screens to select Faxing from Windows 2000 or XP.

Before using this faxing option you will need to configure the **Fax Service** in Windows. For more information refer to **Fax Service Management** in your Windows Help.

Internet Reservation Import

We have added a new selection to the existing data fields that are emailed and imported to Easy Trip. The new field is for the **Vehicle Type**. For Easy Trip Customers with this module the internal field name on your web site is called "VEH_TYPE".

Reports

A new report has been added to print labels per Category for **Landmarks**. Another new report has been added to show the detailed Reimbursements and Adjustments for **Driver's Pay**.

For users with the Security or Network Modules you must Restart the reports in the Security Program. This is required in order to enable the new reports. This must be done for each ET user that requires access to reports.



Questions and Answers

Q: I was looking at the Reservation Search Screen and wanted to know how to move one of the columns over to the left. Can this be done?

A: All of the **Search Screens** or Windows with horizontal and vertical lines separating the rows and columns of data, are called **Grids**.

On screens with Grids, it is very simple to move the columns around and even resize them. To move a column, place the mouse on the **Title** of the column. The cursor will change to a thin arrow pointing up. Then hold down the left mouse button and drag the column to the left or the right. As you do this, you will see the column turn black. Once you release the mouse the column colors will turn back to normal and the column will be moved.

To resize a column, place the mouse on the horizontal line between the column Titles. The cursor will change to an arrow pointing in four directions. Hold down the left mouse button and drag the column wider or smaller as needed. Then release the mouse.

Q: What is a **Service Pack**?

A: A Service Pack is a term used to describe an update to a software program. In the Microsoft world the term generally refers to an update to the Windows operating system.

It is a good practice to check every few months to see if a new Service Pack is available for your version of Windows. This must be done on each and every computer in your office.

What is Early Response?

The following text is a conversation between Bob, who owns a Transportation company in San Francisco, and our technical support department.

Bob was upset and concerned because one of his drivers missed a run last month and it cost him \$95 in a missed run and \$850 in Runs scheduled for the remainder of the month, that the Customer canceled. These are the true dollar amounts.

After this conversation he decided to purchase Early Response. I am sure Bob will call back in the future to let us know how things are progressing. We will keep you informed.

Bob: What is Early Response?

ER Support: It is a program to help your company avoid missing runs.

Bob: Where does Early Response get installed?

ER Support: On a single computer at your office or home.

Bob: How does Early Response work?

ER Support: Drivers call the computer in your office where Early Response is installed, using their phone. The purpose of the Driver's call is to reconfirm and acknowledge their Reservation.

Bob: What does the Driver do when they call in?

ER Support: They enter their private Pin # when prompted by Early Response. You can also have the Driver enter your Reservation # and optionally the Pick Up Time.

Bob: When should the Driver call into Early Response?

ER Support: The Driver must call in during the Check-In Interval, which is a time frame you define. For example, the Check-In Interval could be from one to two hours before the Pick-Up Time.

Bob: What happens if the Driver does not call in during the Check-In Interval?

ER Support: Early Response can call the Driver and ask if they want to confirm the Reservation. If the Driver does not confirm the run then Early Response will call the Dispatcher on duty. The program can also be set up to only call the Dispatcher when a Driver does not call in.

Bob: What if the Driver does not call in and the Dispatcher is not answering the phone?

ER Support: Early Response can call up to three different Dispatchers or the same Dispatcher at different phone numbers. The program can be set up to wait a few minutes and call the Dispatchers several times.

Bob: Early Response sounds like an awesome program. How soon can I start using it?

ER Support: We can mail out the software today and you can be up and running right away.

Bob: This is excellent. I am ready to get started.

ER Support: Wonderful. We are very happy to have you as a new Early Response Customer.

Working Demo Available on
our Web Site.

www.EarlyResponse.net

Remotely Access ET from Anywhere

Why should I care about Terminal Services?

How often have you wanted to access your office computer from your beach house in the Bahamas? Have you been considering a second office in another city and puzzled about how to share the data between both locations? Have you considered the security risks? Were you just going to leave PcAnywhere running at the office for a smart thief or hacker to gain access to your information and credit card numbers?

Companies need a way to prevent unauthorized access to their sensitive corporate information from off site locations. This must be done at reasonable speeds and without interfering with normal office operations.

So what does **Terminal Services** do? It is technology that provides a way to access your office computer or network remotely.

The pieces of Terminal Services

Terminal Services consists of two parts, the **Server** component and the **Client** component. On your main office or server computer Terminal Services SERVER is started. On the off site or remote computer the Terminal Services CLIENT is used.

When software is run in the Terminal Services environment, the application runs on the Terminal Services Server and only the keyboard, mouse, and display information are transmitted to the Client. The Terminal Services Client does no local processing of the application software. The server transmits the user information to the client. The client transmits the user's input back to the server.

Where is Terminal Services found?

Terminal Services is a service or component of the Microsoft **Windows 2000 Server** operating system. It is important to remember that Windows 2000 Server and Windows 2000 Professional are not the same operating systems.

Terminal Services is also part of **Window XP Professional**, but not XP Home Edition. It will also be available in **Windows 2003 Server**, which is the new name for Windows XP Server, scheduled to be released this year.

- **Terminal Services Server** is part of Windows NT Server 4.0, Windows 2000 Server, and Windows XP Professional. It will also be part of Windows .NET Server 2003.
- **Terminal Services Client** is part of Windows XP Professional. It may be installed on Windows 95, Windows 98, Windows ME, Windows NT 4.0 Workstation, and Windows 2000.

What is Terminal Services?

In a nutshell, Terminal Services is a technology that lets you remotely run software installed on a Windows 2000 Server or XP computer, from a wide range of computers or devices, over virtually any type of network connection. The connection can be a Dial-Up modem, DSL, cable modem, or VPN.

Applications and user desktops are transmitted over the network and displayed using terminal emulation software. Printing, keyboard actions, and mouse clicks are also transmitted over the network. In the Terminal Services environment, applications run entirely on the Terminal Services server.

A user logs on from a Client to the Server and sees only their individual session, which is managed transparently by the Server. Each session is independent of any other client session running at the same time.

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The Client Side

Terminal Services client software is available for a wide variety of different hardware devices, including personal computers, and non-Windows devices such as the Apple Macintosh or UNIX workstations.

Remote Desktop Protocol (RDP) is the Microsoft client software program that permits connections to Terminal Services. The Remote Desktop software is pre-installed with Windows XP Professional.

A Setup program can be downloaded from the Microsoft web site listed below. This software will install the client portion of the Remote Desktop software on a computer running any of the following operating systems: Windows 95, 98, Windows ME, Windows NT 4.0 Workstation, or Windows 2000.

<http://www.microsoft.com/windowsxp/pro/downloads/rdclientdl.asp>

To start **Remote Desktop** once it is installed, click on Start, Programs, Accessories, Communications, and then click Remote Desktop Connection.

To use Remote Desktop Connection Client for a Macintosh, you will need network access and permissions to connect to a Windows-based computer running Terminal Services or Remote Desktop Services.

Terminal Services Licensing

Each client, or Remote Desktop Connection that initiates a Terminal Services session, must have a Windows Client Access License (CAL). Windows 2000 Server and XP come with two licenses at no additional cost. Additional computers can be set up with Remote Desktop, but only two users can log on simultaneously. More licenses can be purchased from Microsoft as needed.

Security and More

In our next issue we will explore the security risks of Terminal Services and how to resolve them.

Setup and Configuration

This article has explained the basic terminology and concepts for Terminal Services and Remote Desktop. Using these services from the **Client** side is straight forward and not very complicated to set up. Most power users can configure this portion with little difficulty.

The configuration of Terminal Services on the **Server** side is more complicated. It is strongly advisable to make sure your network administrator is truly qualified and trained to assist with this set up and installation.

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 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

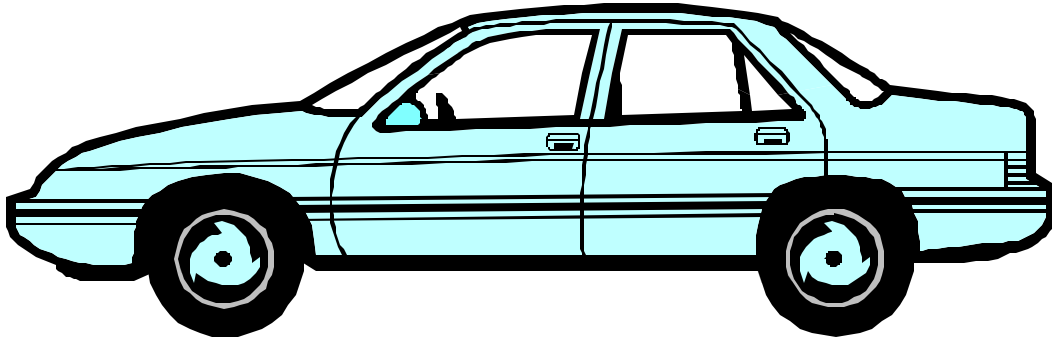
	— Accounts Payable	\$ 300
M	— Credit Card Processing	\$ 400
O	— Farm In and Farm Out	\$ 150
D	— Internet Reservations Import	\$ 150
U	— Multi-User/Network (Includes Security)	\$ 650
L	— Security	\$ 150
E	— Vehicle	\$ 150
S	— Worker/Driver	\$ 150

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Software Newsletter

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