

EASY TRIP NEWSLETTER

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Twenty-Fourth Edition

BG Consulting will be at the Fall Trade Show

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EASY TRIP

What's new? BG Consulting is in the process of developing a new software program designed especially for Transportation Companies or anyone that has a schedule to follow and appointments to keep. Please make sure to visit our Easy Trip Web Site the beginning of October for further information and our official product announcement.

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Easy Trip in Atlantic City

BG Consulting will have a booth at the Limousine Digest Trade Show in Atlantic City this year. The Trade show will be held at the Trump Taj Mahal from November 4 - 6, 2002.

Barbara Geller, the owner of BG Consulting will again be a featured speaker at this conference. She will be talking about new ways to remotely access your office computer information from anywhere in the world using Terminal Services, the importance of backing up your data, and anti-virus protection.



At the trade show we will be demonstrating our most recent version of Easy Trip Software, released in August 2002.

We will also be showing a completely new innovative software product. This program is entirely independent form Easy Trip and its purpose is to provide owners with a peace of mind. This is a product you are going to have to see!

ET Windows Update Released

An updated version of Easy Trip was released in August 2002. The newest release is Version **3.1a**. If you would like an update to Easy Trip, please contact BG Consulting and a new CD will be mailed to your company.

Driver Module

On the **Rates-Percent** Tab a fixed percentage can be entered for the Driver's Gratuity. The gratuity percentage must be specified for each individual Driver. If this percentage is zero then the Driver will not be paid a Gratuity unless a percentage or flat amount is entered during Posting.

A new check box has been added to the **Rates-Percent** Tab under the Gratuity percentage. The check box is labeled "Set Equal to Invoice Gratuity". If this box is checked then the Driver's Gratuity will be set equal to the Invoice Gratuity.

The Driver Gratuity percent or flat monetary amount can be changed as required during the Posting of any Reservation. If the amount is changed in Posting, it will not effect the percentage assigned in the Driver module.

Help File

The Easy Trip Windows Help file has been updated to reflect the new enhancements and additions to our software.



Reports

Two new reports have been added under **Forecasting** to view runs by All Customers or one specific Customer Account #.

Two additional reports were added to **Mail Merge** for Customer Listing information. The first new report selects all the Customers for one specific Account Type. The second new report selects all the Customers for one specific Source/Referral.

A new report was added to Easy Trip that contains the **Landmark and Points of Interest** by Category, while including the Comments. The notes or comments for a Landmark can be added from Landmark Edit.

A new report was added under Reservations, **Salesperson Reports**. This report is sorted by the Reservation Order Date and includes the Deposits paid and Service Fee for all runs in the specified order date range. Posted and Unposted Reservations are included in this report.

Easy Trip Slide Show

The Easy Trip Slide Show Demonstration program was updated in July 2002. The slide show demo can be used as a learning tool for newer Easy Trip Customers and as a way to check out the modules or features your company may wish to start using.

The demo can be downloaded from our web site and installed on the same computer as Easy Trip. The demo program is installed in a different folder so it will not affect your current copy of Easy Trip software.

Questions and Answers

Q: I am not sure I understand how to move the lines of Routing around so they are listed in the correct order.

We would also like to have one special line of Routing Information appear at the end of all the routing. Can you tell me how to do this?

A: The lines of Routing Information are listed or sorted by the column or field labeled **TIME**. The value in this field does not have to be related to the Reservation Pick Up or Drop Off Times. If you do enter a time value, it does not have to represent a valid 24-hour clock time.

Values like "1", "2", "3", or "A", "B", "C", can be used instead of the actual time. The Time field can contain anything you want and the data in this field is read from the left to right for sorting purposes.

To understand this better here is a good example. Let us say that Routing line one has a Time of "1", line two has a Time of "2" and line three has a Time of "3". What happens if you need to add a line of Routing between line 2 and line 3? There is no need to renumber the lines. Simply add your new line and enter "25" for the Time. Since the Time field is read from left to right, the sorting will be as follows:

"1"
"2"
"25"
"3"

If you need a line of Routing to appear at the end, enter in a Time value that is one greater than the last existing entry. A blank Time will sort as the first line of Routing.

Q: How do I send a Reservation Trip Sheet or an Invoice by Email in Easy Trip?

A: Before a Reservation Trip Sheet or Invoice can be emailed, you must configure your **Email User Accounts** in Easy Trip. Multiple email accounts can be added so more than one person can send or receive email in Easy Trip.

Each Email User Account in Easy Trip must have an email address, user name and password that correspond to the same information established by your existing Internet provider. An example of an email account is **bgeller**. The email address for this user might then be bgeller@easytrip.net.

To send email you must have a current POP3 account on the Internet and Dial-Up access, DSL, a Cable Modem, or a T1 line.

To access the email for a specific account, click on the SELECT button on the Email User Account Search screen. Only those email messages for the selected account will be displayed on the Email screen. It is a good idea to send a test email before emailing a Trip Sheet or Invoice.

Emailing a Trip Sheet or Invoice

When the Email option is selected as the destination instead of Printer or Screen, additional options will be displayed by Easy Trip as required. The Reservation Trip Sheet or Invoice is automatically converted to a standard **RTF** format and sent as an attachment to your email.

The RTF file can be opened and viewed by the recipient in programs such as Microsoft Word. The file will look identical to a printed or viewed Trip Sheet or Invoice.

A Look Back, One Year Later

Our company heard many different stories and narratives over the last year telling how some transportation companies weathered through the aftermath of September 11. Many companies went out of business, a few were not all that effected monetarily, and most just pulled in the reins and waited for life and the economy to settle down and resemble something normal again.

BG Consulting would like to pass on a few of the accounts we have heard. These are not meant to be morbid and in fact one is on the more humorous side. We hope you find this reflection interesting and worthwhile.

The Doctors

It started like any other Tuesday. I did not watch TV before I left my house and I did not have the radio on in my car in the morning. It was not until I reached the office and talked with my boss that I was aware something had happened. Of course, as the morning went on and I watched the TV on my desk, the "something" that happened was that the United States seemed to be under attack which was an incomprehensible idea to me.

We did not know if further attacks would happen and companies with offices in downtown buildings and other high-profile areas were sending their employees home. Anyone trying to travel by plane that day soon found it totally impossible. By mid-afternoon, there were reports of people buying cars and driving themselves home since access to the airport was completely out of the question. Nobody could fly and, for days, all airport transportation businesses would be left twiddling their thumbs.

One of our corporate accounts is a healthcare company and it just so happened that three doctors were visiting Denver on that fateful day. All three genuinely needed to get home, including one who works at Johns-Hopkins Medical Center in Baltimore. After reaching an agreement with our customer on price and making the necessary insurance arrangements, our driver picked up the three doctors Tuesday afternoon, about half a day after the terrorist attacks, and headed east.

After dropping the first doctor in Kansas and the second in Ohio, the third doctor was home in Baltimore by late Thursday. Although we would not wish that the events of 9/11 would occur again, we are grateful we had the opportunity to provide special service to these doctors so that they could get home and do their much-needed work. These three doctors still talk about their unusual journey and are forever grateful for our efforts.

Like other transportation companies, our business dropped to almost nothing for several weeks while the country and business travelers tried to recover from what happened. We are a small company and almost all of our business is airport transfers. Even now, we can still feel the effects from the economic loss due to the attacks on 9/11. However, with the combination of loyal customers and some adjustments in our method of operation, we believe we can still be successful. Just like the rest of the country, we are forever changed since 9/11, but our resolve is strong and we *will* fully recover from the dastardly deeds committed against all of us on that infamous day.

Neil L. Fuhrman, Vice President
Luxury Transportation Services, Inc.
Lakewood, Colorado

Tee Time

Every year, Warren Buffet, CEO of Berkshire Hathaway, holds a charity golf and tennis outing in Omaha, NE that attracts many top executives across the country. Last year the event was scheduled for September 11th. The golfers were just teeing off when the first plane hit the World Trade Center. After the second plane crashed into the 2nd tower and it was revealed that a terrorist action had occurred, the telephones at our office went crazy and continued to ring throughout the day.

Because all airplanes were grounded, the executives visiting Omaha were scrambling to return to the cities of their headquarters. We had requests to travel immediately to Washington, Colorado, Minnesota, Texas, Florida, California, Illinois, Georgia, Washington DC and New York City. We were told many times that money was no object, but at the time, we were afraid of what might follow. We did not know if other cities were targeted, so we were fearful to send our chauffeurs across the country. We offered to transport the executives within a 250-mile radius and attempt to find service from that point on, but not one accepted our offer.

A few days later I spoke to one of my competitors. He had indeed taken passengers to New York City and thought I was nuts in not doing so because his revenues for that day alone were the largest he had ever had in single day. I guess he saw the terrorist attacks as an opportunity to make money, when making money was the furthest thing from our minds that day.

Jodi Jones

Old Market Limousine
Nebraska

How do I Cancel a Reservation?

We had been using the Dos Version of Easy Trip for almost seven years and thought it would be a good time to update to the Windows version. The CD for the Dos to Windows conversion arrived and we were excited to set things up. The conversion went pretty smoothly and our staff was ready to learn the ins and outs of this program. The Windows version of Easy Trip is a real Windows program, which meant I had to learn how to use a mouse better.

It was an exciting day for us. The Windows version has a lot more features but for now I just wanted to enter a few Reservations and print a Manifest. Not bad, it actually worked. The Reservation Trip Sheets and Manifest report look so much more professional in Windows. Even though I felt a bit timid the first day I knew this was a good direction for our growing company.

I had great plans to try out all the new bells and whistles in the morning. However, the very next day on September 11, there was something else to learn in Easy Trip, how to Cancel a Reservation. Not only was it too easy to cancel a run but it shows up on the Reservation Explorer screen with a lovely red triangle. The other interesting feature I soon discovered was the ability to do a Batch Print of Reservation Trip Sheets for any date. There is a check box to tell Easy Trip not to print any of the "cancelled runs". We saved a lot of paper.

Our company has made it though like many others and I believe the Windows version of Easy Trip has added to our success.

Larry Charlton

Aplus / Aspen Transportation
South San Francisco, CA

Did you Know you Could...

Entering a Calendar Date

There are several ways to enter a Calendar Date in the many date fields in Easy Trip. The obvious methods are to type in a date or click the mouse on the calendar icon to the right of the date field.

There is one other way that may not be as apparent. You can click the **right mouse** button on the date field. This will bring up a small box with the words, "Today" and "Calendar". If you highlight and click the left mouse button on the word "Today" then today's date will automatically be entered. Clicking on the word "Calendar" has the same effect as clicking on the calendar icon.

Reservation Explorer

The Reservation Explorer has become very popular with many of our Easy Trip Customers. We would like to remind you that the Reservations listed on the right side of the screen can be **resorted** by clicking the left mouse button on any one of the column headings.

For instance, if you click the mouse on the column heading labeled, "Vehicle", then the Reservations will be sorted by the Vehicle Name. The default sort when the Reservation Explorer is first display is by the Pick Up Time.



Accounts Receivable

When the Accounts Receivable Search screen is initially opened the Account #, Bill To #, Customer Name, and Customer City are the four visible columns. As with many of the Screens in Easy Trip this window can be widened by using the mouse.

There are three additional columns in the Accounts Receivable Search screen that can be viewed. They are the Customer Balance, the Home Phone, and the Work Phone.

Cursor Position Selection

The Cursor Position Selection is an option in the Global Settings. It is located in the lower left corner of the Global Settings screen.

There are two possibilities for this selection. The first one says **Cursor at Far Left of Data** and the second selection says **All Data Highlighted**. This selection will determine where the cursor is positioned and if the data is initially highlighted when you tab or mouse into a data entry field.

If the first selection is picked then the cursor will be positioned at the far left of the data entry field. If the second selection is picked then the data will be fully highlighted.

The main difference between the selections is how data is deleted when the Delete key is pressed. If the "All Data Highlighted" is selected then all the data in the field will be deleted when the delete key is pressed.

It is worth mentioning that the Cursor Selection option is configured per computer station so each user can have the setting they desire.

EASY TRIP Windows Version 3.1a

Customers

Reservations

Invoicing

Accounts Receivable

- Over **295** built-in Reports!
- Dispatch By Run Date, Customer or Driver's Name
- Manifest, Vehicle and Driver Availability, Scheduler, Reservation Explorer, Calendar

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

Reliable and Proven Software that Works!

- U** Create your own Account Types, Run Types, Rates, Vehicle Types, Landmarks, and more!
- U** Enter unlimited **Routing** Itinerary and Instructions for the Driver.
- U** **Duplicate** any existing Reservation for Round Trip, Multiple Cars, or by Date Range.
- U** Print a variety of different of Reservation Trip Sheets, Invoices, and Statements.
- U** Reservation History, Special Instructions, Faxing, Email.

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

Annual License / Technical Support Fee	\$ 300
Includes Updates, Easy Trip Technical Support, and Easy Trip License (Annual Support for Personal Version is \$200 per year)	

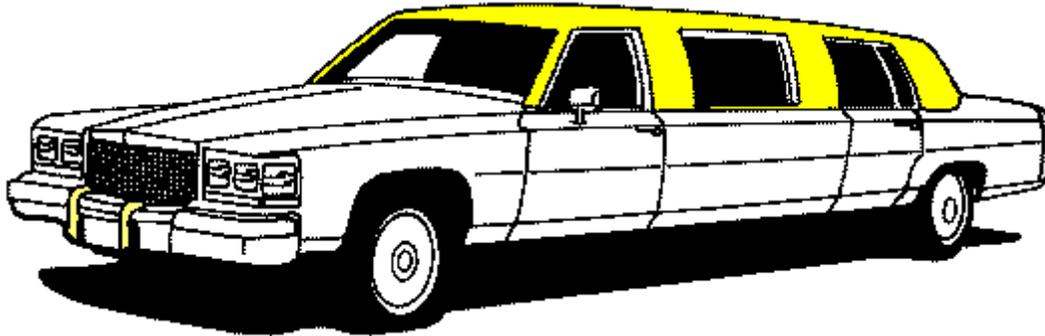
M	!	Accounts Payable	\$ 300
O	!	Credit Card Processing	\$ 400
D	!	Farm In and Farm Out	\$ 150
U	!	Internet Reservation Import	\$ 150
L	!	Multi-User/Network Version Plus Security	\$ 650
E	!	Security	\$ 150
S	!	Vehicle	\$ 150
	!	Worker/Driver	\$ 150

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