

EASY TRIP NEWSLETTER

Greater California Livery Association Expo

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EASY TRIP

What's new? We will be showing the most recent version of Easy Trip and Early Response in Los Angeles at the GCLA Expo on the 30th of September. This is their first event so if you are in the area or would like a reason to travel to Southern California, please show your support by attending.

Easy Trip Software / BG Consulting
80-Q N Cabrillo Hwy PMB 324
Half Moon Bay, CA 94019

(650) 728-3828 Voice
(650) 728-3840 Fax

bgeller@easytrip.net

www.easytrip.net
www.earlyResponse.net

BG Consulting Exhibiting at Expo

Easy Trip and Early Response software will be on exhibit at the first Seminar and Expo presented by the Greater California Livery Association. The event will be held Tuesday, September 30, 2003 at the Sportsmen's Lodge in Studio City, CA.

The Expo will have educational sessions plus a wide variety of exhibitors related to the Limousine and ground transportation industry. At the present the seminar topics include: insurance issues, LAX guidelines for operators, unemployment and labor issues, plus the 2004 Lincoln style changes and improvements.

GCLA Seminar & Expo
September 30, 2003
1pm - 7pm

Sportsmen's Lodge
Studio City, CA
www.gcla.org

For more information about the Expo and to register for this event, please visit their web site at www.gcla.org or call (866) 392-4252.

ET Windows Update Released

Once again we are releasing an update to our Easy Trip software program. The new Version is **3.3** and is being released this month in September 2003.

To verify what Version of Easy Trip you currently have installed, please click on the **Help** selection in Easy Trip and then click **About**.

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

Extended Customer Search

A new **Extended Customer Search** has been added to Easy Trip. This feature provides a simple way to find a Customer when all you know is part of their Name, Work Phone #, or Cell Phone #.

To open the new Extended Search screen, click the last icon on the tool bar of the **Customer Search** screen, which is a magnifying glass. Enter the desired text to search for and then specify which fields to search. You may select both the Work Phone and the Cell Phone. Next, click the "Search" button on the bottom of this screen.

The Extended Search looks for the desired text anywhere in the specified fields. The text does not need to be a full name or even the beginning of the name. This is extremely helpful if you have a phone number but no area code. Simply enter whatever consecutive numbers you have, then click the Search button. Dashes or spaces in phone numbers do not need to be entered. The number of found matches will be displayed in the upper right region of the Extended Search screen.

As an example, if you were to search for the text **TOM** with only the Customer box checked, the following Customer Names might be displayed:

- Automation Graphics, Inc.
- Carter, Tommy
- Raymond, Tom
- Snyder, Tomiko
- Tomes, Will
- Tompkins, Rose

It is interesting to observe that the value of **TOM** appears in the word "Automation" and would be included as a match.

Extended Reservation Search

The new **Extended Reservation Search** allows users to search any existing Reservation by Customer Name or Driver.

This Extended Search is extremely helpful when the Customer may be a **One Time Customer** or the Customer Name on the Reservation was modified.

On the Extended Reservation Search screen is a **Print** button. Clicking on this button will display the standard Reservation Trip Sheet print screen.

Accounts Payable

In the new selection under Options, **Multiple Checks**, a new feature has been added to Tag All Checks for a given Date Range and print all the selected checks at one time.

Scheduler

The **Run Type** has been added to the List View on the right panel of the Scheduler screen.

Driver Module

The Driver's Hourly Pay Rate has been enhanced to allow different rates to be used for additional hours of pay. In the past, the default "Over Time" rate was 1.5 times the "Standard" rate and the "Double Time" rate was 2 times the "Standard" rate.

From an Edit in the Worker/Driver module select the **Rates-Flat / Hr** Tab. The rates for Standard, Over Time, and Double Time can be modified here. These values can be also be changed during Posting when entering the Driver's Hourly Pay. The Total Hours the Driver will be paid for is entered on the Reservation Edit, on the "Times/Miles/Fuel" tab.

If no values are entered for the Driver's Over Time and Double Time rates, then Easy Trip will calculate the standard 1.5 and 2.0 values as before.

This new feature gives users the ability to pay one rate for the first hour and a different rate for subsequent hours.

Mapping

We have added a new feature to Easy Trip that allows users to display and print a map for any address listed in the Reservation Routing or Driver's Instructions. To use this feature you will need to purchase and install the Microsoft **MapPoint** software. It is available on the Internet or at most computer retail stores. MapPoint comes with full maps for the entire North America region and they are very readable and accurate.

From the Print Reservation Trip Sheet screen select the new **Map Routing** selection. A list will be displayed to select the first or last line of your Routing Information, or you can specify any specific line of Routing to map.

Questions and Answers

Q: I own a Limousine Service and spend a whole lot of time worrying if my Drivers will get out of bed for their 5 and 6 am runs. Does your new **Early Response** software really work?

A: Yes it does work! In fact we have already heard from a few companies letting us know they have avoided missing runs.

Early Response is simple to use and takes minimal time to configure. The software requires a special modem, which may need to be purchased for around \$25 to \$50. The Working Demo can be run without the special TAPI modem.

Working Demo Available
on our Web Site.

www.earlyResponse.net

Faxing From Easy Trip

With earlier versions of Windows, Easy Trip used WinFax Pro by Symantec to fax Reservation Trip Sheets and Invoices. With the release of Windows 2000 and Windows XP, Symantec decided to discontinue support of this product.

Windows 2000 and XP users must configure the **Fax Service Management**, which is built into Windows. In order to send a fax properly users must have Microsoft Office or Microsoft Word installed.

The need for Word to be installed is a Microsoft requirement and not an Easy Trip issue.

Did you Know you Could. . .

Mark Old Emails as Deleted

Easy Trip has four different folders for emails. These folders contain the emails that were marked as deleted, received from someone, waiting to be sent, and those already sent.

Emails received are automatically stored in the **Inbox** folder.

All emails in Easy Trip that have not been sent are stored in the **Outbox**. These are emails that may have been designated to be sent later or were not able to be transmitted. Not being able to send an email means the user was not properly connected to the Internet when they tried to send, or the Internet parameters (SMTP) are incorrect.

Once an email has been transmitted, Easy Trip will move the email from the **Outbox** to the **Sent Items** folder.

Emails in the Inbox, Outbox, or Sent Items folders may be deleted at anytime. To delete multiple emails begin by highlighting one email in the desired folder. Then hold down CTRL (the control key) and press the Left mouse button. You should now see two emails highlighted in dark blue. Continue this process until all the emails to delete are highlighted.

Now click the mouse on the **Delete** option located on the tool bar. A question will be displayed asking to confirm the group deletion. If you click on Yes, then the marked emails will be moved to the **Deleted** folder. All the emails in the **Deleted** folder are now marked for deletion. The next paragraph explains how to delete these emails permanently.

Permanently Delete Emails & Attachments

To remove completely and permanently delete all emails in the **Deleted** folder, the Email file must be packed. Whenever a file is Packed, it is advisable to check and ensure no one else is using Easy Trip.

To select the Pack Utility, close any open screens in Easy Trip. Now select Utilities, Reindex Files, and Pack. Next, click on the Email selection.

Packing the Email file will permanently delete all emails in the **Deleted** folder, for every user.

After the file has been Packed, another question will be displayed asking if the Email Attachments should be deleted. When Easy Trip emails a Reservation Trip Sheet or Invoice, it is emailed as an attachment to the email. This is done to preserve the correct spacing and layout of the document. The attachment is in a file format (RTF) that a program such as Word can open and read properly.

“Would you like to Delete All of the
RTF Email Attachment Files ?”

There is no real need to keep these files, however you can retain them as an archive if desired. The RTF Attachments are the actual Trip Sheet or Invoice and can be recreated or printed whenever needed. Any RTF file may be opened and viewed in Word or any other program that understands this format.



Member Since 1995

Remote Access / Terminal Services (Part Two)

Terminal Services Revisited

We were very pleased with the numerous phones calls after our introduction article on **Terminal Services** appeared in our last Newsletter. Based on the questions received a few points need to be reviewed.

- **Terminal Services** and **Remote Desktop** was not an announcement or enhancement to our Easy Trip software program.
- These are Services or features that are part of Windows. BG Consulting was simply providing information that we believe is of great value to our Customers.

Terminal Services Basic Setup

The basic information to set up and use Terminal Services is as follows:

- Windows 2000 Server or Windows XP (**not** the Home Edition) must be installed on your server or main computer in your office.
- At your office you will need to upgrade to a **STATIC** IP address from your DSL or cable modem provider.

A dynamic IP address is normally provided. This will not work because the IP address might change at any moment. Using a dynamic IP would be like trying to have your postal mail delivered when your office location randomly changes. Your mail carrier is likely to get a bit annoyed after a few days.

- A **qualified** computer network technician needs to configure Terminal Services on your office server. Not every computer technician knows how to set up Terminal Services, so ask if they have really done this before.
- On your Home or Remote computer you must install Remote Desktop. This service or software is included with XP and is free for all other versions of Windows. On our Easy Trip web site "Links to Other Web Sites" page there is a link to the Microsoft site where you can download Remote Desktop.
- To connect to your office from a Remote computer first connect to the Internet. Then use Remote Desktop to access your office computer and run Easy Trip or any other software on your office computer.
- You will need to be running the Multi-User LAN version of Easy Trip to access our software with Terminal Services.

Not every computer technician knows how to configure Terminal Services, so ask if they have really done this before.

The internet connection from the Remote computer to the Internet can be a dial up connection, but DSL or cable modem will give better results and faster speeds.

Internet Vulnerability

A computer running Windows that is connected to the Internet via DSL or cable modem is always vulnerable to a malicious attack whenever it is turned on. A browser does not need to be open, nor do you need to open an email attachment to be attacked. Just having the computer on connects it to the Internet if your DSL or cable modem is active.

This means a hacker may gain access to your computer's hard disk and to any other computer on your office network. Installing a hardware or software firewall is typically your best protection against suspicious activity.

Security Risks

Terminal Services and Remote Desktop solve the problem of how to access your office network from a remote location. So what new security issues exist by running Remote Desktop over the Internet? This is not the same concern as someone who gains access to your office computer via the Internet.

Here someone can monitor the information that is moving between Terminal Services and Remote Desktop. After all, this is just data being transmitted over the public Internet. Anyone that knows how can procure and grab your data while it is moving over the Internet. This is referred to as "packet stealing". And no, it is not legal or ethical.

Security is not something to overlook. There is data on your computer that must be protected, such as your bank records and your customer's credit card numbers and their home address.

So how do you protect your data and still take advantage of the power Terminal Services and Remote Desktop can provide? The best way to provide security is by using a VPN connection.

VPN - Introduction

Information or data sent across the public Internet is generally not protected from prying eyes. However, your communications can be made secure by using a **Virtual Private Network** connection, referred to as **VPN**.

A VPN is a network very similar to your office's private network. The VPN is used to transfer data securely over the Internet using encryption and other mechanisms which cannot be intercepted. This connection will make the public Internet look like a private network, which is secure and not accessible from unauthorized users.

A VPN solution combined with a firewall secures access to critical corporate resources and provides solid protection against unwanted Internet intrusion.

Is anyone using Terminal Services?

Terminal Services is actual not anything new. The original company who released this technology was Citrix, founded in 1989. The flagship product they have is called MetaFrame.

Microsoft purchased a licensed version of the Citrix MetaFrame product and incorporated it into Windows. Microsoft calls the product Terminal Services. In reality Terminal Services is a subset of the MetaFrame product. For smaller companies that do not need all the features of MetaFrame, Terminal Services is a fabulous solution for remote access.

BG Consulting is aware of companies using Easy Trip with Terminal Services. They have noted an increase in their productivity and added freedom. These owners no longer need to rush into the office simply to review the Manifest or create an Invoice. They can stay at home or go on vacation, and still run their company over the Internet.

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 send or receive **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 |

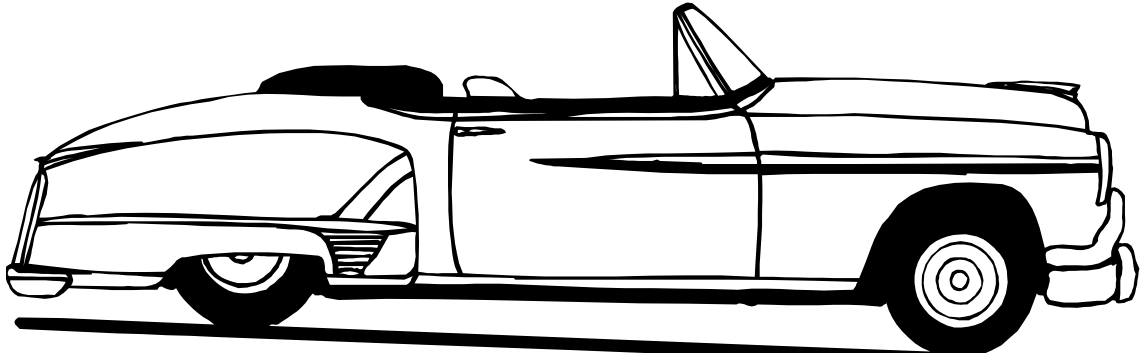
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| | ◆ Accounts Payable | \$ 300 |
| M | ◆ Credit Card Processing | \$ 400 |
| O | ◆ Farm In and Farm Out | \$ 150 |
| D | ◆ Internet Reservations Import | \$ 150 |
| U | ◆ Multi-User/Network (Includes Security) | \$ 650 |
| L | ◆ Security | \$ 150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

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Software Newsletter

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