



Hudson Discovery Document

Congratulations! You are receiving this questionnaire because you have made the decision to move forward with the installation and setup of the Hudson Groups’ suite of HWeb products. Before long, you will reap the benefits and rewards of improved operational efficiencies in your business. We will partner with you to grow and expand your company and customer service levels.

The first step in the setup and installation process is for us to gather as much information as possible regarding your business. Please be as complete, accurate and forthcoming as possible with your answers to the questions below. If you need more space, please attach additional sheets and feel free to explain any answer in greater detail. If a question does not apply to your business, or your intended use of the HWeb system, feel free to leave it blank. All information submitted is held in the strictest of confidence and will be reviewed only by those Hudson Group staff members directly involved with the setup and support of your system and HWeb applications.

Much of the information included here will be used by Hudson’s System Engineers to begin building and configuring your customized Reservation system. These questions are designed to serve as a foundation upon which you are invited to build with even further or expanded details. The more information you can provide, the easier it will be for Hudson to meet your needs and goals.

Business name	
Business mailing address (primary/main) City State Zip	
Business Website/URL:	
Business e-mail address(es)	
Business Phone numbers Toll-free number(s)	
Business Fax Number(s)	
Name of Business Owner(s)	
Owner Contact Information Phone/extension, cell phone, e-mail, etc.	
Manager/GM/Operations Manager Name(s) Contact Information (phone, email, etc.)	

Reservations Supervisor/Mgr Contact Information (phone, email, etc.)	
Dispatching Supervisor/Mgr Contact Information (phone, email, etc.)	
Accounting Dept Contact Information (phone, email, etc.)	
Computer/Technical Systems Manager Contact Information (phone, email, etc.)	
Number of Office Locations Maintained	
Office Hours: ex: (M-F 07:00-22:00) (When office phones are answered)	
Service Hours (When you provide services to clients)	
Days/Holidays that you are closed for business	
Airports that you provide Service to/from: (ex: BOS, ATL, LAX, etc.)	
Please list the passenger capacity and type of vehicles and number of each, currently in your fleet. Ex: (3 Passenger sedan – 4) (6 Passenger Limo – 5) 10 Passenger Van – 6), (50 Passenger Bus – 2)	
Please list the types of services provided: Ex: Airport, Hourly (as directed), Prom, Wedding, Charter, Tour, etc.	
What forms of payment do you accept: Ex: Cash, Check, Credit Card, Voucher, Direct Bill/Invoice	
If you accept Credit Cards, which cards: Ex: AMEX, VISA, MasterCard, Diners Club, Discover, CarteBlanche, JCB, etc.	
Do you track the status of inbound flights to the airport(s)?	

If “yes” to above, how do you now get arrival information ?	
How do clients currently place reservations? Ex: phone, fax, internet, email, mail, walk-in	
What is most common way reservations come in? Ex: phone	
If you accept reservations via the Internet, please describe briefly how the reservations are entered online, and then received or downloaded to your office; be sure to included the Internet address that you currently use for web reservations.	
How many Reservations Agents are on staff?	
How many Dispatchers are on staff?	
How many Drivers are on staff?	
What software/application(s) are you currently using for: Reservation entry Dispatching Accounting Reporting	
What do you like MOST about this/these applications?	
What do you like LEAST about this/these applications?	
What is your Networking Software? Ex: Novell 4.1, Microsoft Server 2000, etc.	
How many workstations/PC's do you have in the company/business?	
What Operating System(s) do you have on the workstations? (List all that apply) Ex: Windows 98, ME, 2000, XP, Mac OSX etc.	
What Model(s) of printer(s) do you have in your office and are they networked (multiple workstations print to same printer)?	
What communications devices do you have/use to distribute work or communicate with drivers? Ex: Cell Phone, Nextel, 2-way Radio, etc.	
Briefly describe how and how often you communicate with drivers who are “on the road” at the service of your clients?	
Vehicle Tracking: Do you currently have any kind of Vehicle tracking systems (GPS)?	
Confirmations: Do you confirm reservations with your	

clients? If "YES", HOW do you confirm (phone call, email, fax, letter, etc.)	
Internet: What type of Internet connection do you have at your facility? (DSL, Broadband, Dialup modem, T1, other)	
Do all computers / workstations have Internet access?	
Do you have designated person who handles all new hire training programs or courses?	
What type of computer database backup system are you using and how often do you create backups of your data?	
Please Attach the following (if you have them): A sample Fare/Rate Sheet you may have for any vehicles and any Airports you service Any Reservation/Deposit/Cancellation Policies Any Prom/Wedding Contract Forms Company Brochure Sample Invoice Sample Reports currently printed	
How soon (what date) do you wish to begin installation, setup and configuration of HWeb applications?	
Is there anything else you would like to tell us about your operation / business that we have not asked about?	

The Hudson Group is proud to be affiliated with its clients and believes that all of our clients feel the same about us. When asked by prospects for a list of references, we would like to be able to consider you for inclusion in that list. This also means that from time to time we will mention a client in our TechTips Newsletter, The Hudson Online KnowledgeBase and or sometimes include their company name, logo, website, etc. on other marketing and informational pieces we produce. We understand that you may not want to be cited or listed on such pieces and respect your privacy. If you would prefer that we DO NOT LIST YOU in some of the ways described above, please place a check mark here: