

Voyageur Reserve has arrived!

A Message from Gregg Tuccillo - President and CEO

To our valued clients:

We've been hard at work to develop and deliver the next-generation of automation to the transportation industry – Voyageur Reserve. With more than 2.5 million lines of code, Voyageur Reserve's encrypted architecture meets the PCI certification requirements that are integral to managing credit card data throughout your fleet.

And while we've poured significant effort and energy into the development of Voyageur Reserve, we have been remiss in communicating what the evolution of our platform roadmap means for you, our loyal Odyssey customers. Allow me to set the record straight by providing you with answers to a number of questions I've recently fielded.

What are the licensing options available to existing Odyssey customers?

There are three options for Odyssey licensees:

1. Continue to use the Odyssey software suite
2. Purchase a Voyageur Reserve license (this business model requires subscription to one of our software support maintenance contracts, 15% to 25% of the original purchase price on an annual basis); or,
3. Use Voyageur Reserve on a transaction basis, pay only for net transactions (standard maintenance is included in the net transaction fee).*

**In addition to the purchase or the net transaction fee, all Voyageur Reserve users will pay for installation, data migration, and training.*

What will happen to Odyssey?

We will support the Odyssey product line as long as it has users and continue to offer add-on modules. However, we do not plan to add functionality as the platform's architecture does not support today's stringent PCI requirements.

Will Voyager require me to retrain my staff in a new program?

No. We've designed Voyager Reserve to have a look and feel that is consistent with Odyssey to minimize the impact on your organization's operational personnel.

Are you investing in your back office software products?

Yes! We understand our software is the operational backbone of your business and we will only bring fully developed, stable platforms to market as we've done with Voyager Reserve. We currently have 3 full time software developers dedicated to the Voyager Reserve suite of products and are in the process of hiring 2 additional developers.

My staff and I are ready to take any other questions you may have regarding the Voyager Reserve offering and look forward to engaging with you to determine ways in which we can improve your overall operations.

In this edition of the newsletter, we also provide you with additional information about Voyager Reserve's three different tiers – Standard, Professional and Enterprise – as well as key features, coming releases and our pricing structure. We've also taken the opportunity to highlight some additional 2011 product roadmap enhancements for in-vehicle technology, affiliate networks and mobile.

Thank you for your continued partnership as we work to automate your business and make your life easier.



Gregg Tucillo
President & CEO

New Features in Voyager Reserve

PCI Compliance

VoyageurReserve's new architecture meets the Payment Card Industry (PCI) payment application security standards. Voyageur™ PCI compliance means that the software meets or exceeds payment card industry-approved guides for keeping your customer's credit card safe and secure. Payment processors have mandated that any vendor who stores or transmits credit card information must conform to PCI guidelines or face significant penalties. Please visit the following

link for more details: <https://www.pcisecuritystandards.org/merchants/>

This update conforms to software-based compliance as outlined in the PCI DSS RSA Procedures v1.2 document:

- Strong credit card number encryption in the Voyageur™ database
- Only the last 4 digits of the credit card number will be displayed by default. A supervisory password will be necessary to view the full number, and all supervisory overrides will be logged which will provide an audit trail in the event of a security breach.
- Reports which display credit card numbers will only display the last 4 digits.
- All user logins (Voyageur™, WebRes, WebReporting) will require passwords that meet the PCI compliance guidelines (minimum 7 characters, combination alphanumeric, etc.)
- Users will be forced to change their password at regular intervals
- The web reservation login and create profile screens will prompt the user to enter a code (reCaptcha) to prevent automated hackers or bots from accessing a web reservation site.

Phase 1 Release Available Now:

Communication Enhancements

1. Advanced customer messaging that sends the driver name and cell phone information as an email or text message to the passenger's mobile device based on the ride status.
2. Automated email confirmations of upcoming rides sent to passengers 24 hours prior to pickup time (configurable by passenger or account). The confirmations will provide a summary of trip information.
3. Automated email confirmation of upcoming rides sent to affiliates / farm-outs 24 hours prior to pickup time (configurable by affiliate or account). The confirmations will provide a summary of trip information.

Phase 2 Release in Q2 2011 Will Include:

Auto Closeout

For rides booked via the Saturn booking system, a pricing transaction containing final trip pricing will be automatically sent back to the traveler after the service provider finalizes the costs and closes the ride in their Voyageur™ system. The final trip costs will then be automatically sent back to the respective travel booking system, greatly simplifying the corporate traveler's expense management and reconciliation.

Enhanced Farm-In/Out

For affiliate rides farmed out over the Transponet™ distribution system, final trip pricing will be returned automatically from the providing company back to the booking company. This enhancement will automate the closeout of farmed out trips and calculate affiliate / sub contractor pay. The affiliate pricing information will be available in the booking company's Voyageur™ system in the Ride Closeout screen for review.

In-Vehicle Technology

GGA, a Rearden Commerce Company, has partnered with Creative Mobile Technologies (CMT) to provide an in-vehicle technology solution based on an Android-powered tablet. This tablet-powered technology will provide all of the features in GGA's current PocketNet product with the added benefit of driver side navigation, real time credit card authorization, a card reader, and receipt printing.

This in-vehicle technology will be available with no up-front cost to qualified Voyageur Reserve clients. No installation, equipment, or maintenance costs will be charged. Voyageur Reserve clients will be responsible for the maintenance of an air-time plan for the use of this tablet based system.

To coincide with our Voyageur Reserve transactional pricing model launch, the in-vehicle CMT solution will be available on a net "dispatched" reservation basis transactional pricing model.

Expected production date for the in-vehicle technology is slated for July of this year.

Mobile Applications

Our development roadmap for 2011 focuses on the deployment of a suite of GPS-enabled mobile applications, including a service provider branded mobile application that will allow your clients to book and see your inventory via smart phones. Our technology will enable us to develop mobile applications on the iPhone, Android, Blackberry and web-enabled phones simultaneously with minimal brand specific changes for each device.

Our business plan is to provide these private-label versions of the application for free to Voyageur Reserve clients and their customers for a nominal net transaction fee for each reservation. The Voyageur Reserve mobile application will read through to the Voyageur Reserve profile and reservation database and allow users to see their reservation regardless of how they were originally made.

TranspoNet Changes

TranspoNet is currently undergoing a significant upgrade. With 17 back offices connected -- six of which are bi-directional with two more coding to our bi-directional specification – you will be able to reduce your farm-out and farm-in COGs by automating your network business. Our market intelligence indicates that a typical network reservation is being touched 10 to 15 times during the booking, with multiple confirmation and close out processes.

Today this a very manual, hands on and costly process. TranspoNet can significantly reduce these costs by providing an automated method to book, monitor status codes (including GPS if your affiliate supports it) and auto-close out rides. For those affiliates that are not on a back office currently supported by TranspoNet, we are enhancing its browser-based interface to support the uploading of reservations. In other words, your affiliates will be able to send reservations to your network using just a browser.

All of these services are being made available at a very affordable price – \$1 per transaction at each end.

For more information please contact: Edward Brodeur, TranspoNet Sales Manager at 201-270-5915, Edward.Brodeur@globalground.com

Voyageur Reserve Modules

Voyageur Reserve™ is available in three different tiers - Standard, Professional, and Enterprise versions. Professional, includes the products of the Standard tier, and the Enterprise level includes Standard and Professional tiers. The list below gives you the details of the modules included in each tier.

Standard Edition

- Voyageur Base Application
- Credit Card Processing
- Flight Tracking

Professional Edition

- ADP Integration
- AutoResBackup Utility
- Credit Card Level II and III Reporting

Enterprise Edition

- Additional Company Licensing
- Auto Reporting Module
- Automated Dispatch

- TranspoNet-Connect
- Mapping
- Paging
- Flat Rate Loader
- Sales Tax Module
- Saturn-Connect
- Data Export / Electronic Invoice
- Driver Scheduling
- Driver Shift Payroll
- External Rate Query
- Farm-Out Affiliate Communicator
- Frequent Rider Module
- GPS Integration Module
- PocketNet 2 Way Communications for BlackBerry
- Web Reservations
- WebRes Quick Rate Shop
- Data Import
- Event / Group Management
- Share-Ride Res / Dispatch Module
- Shuttle Res / Dispatch Module
- Voucher Imaging
- Web Reporting
- Additional Web Reservations

Voyageur Pricing

There are two licensing options available to you; perpetual licensing with on-going maintenance costs or net transaction pricing which includes basic maintenance:

1. Perpetual License – This is a one-time licensing cost for the installation of Voyageur Reserve and is based on your current Odyssey configuration. An annual maintenance agreement must accompany this option with its associated on-going costs.
2. Transaction Based pricing – Pay for what you consume, billed monthly for net transactions that are dispatched. Voyageur Reserve transaction pricing is divided into three tiers: Standard, Professional and Enterprise. The determination of which tier of Voyageur Reserve transaction pricing will be quoted, is based on the current Odyssey configuration. The transaction based pricing (as included in the proposal) will depend on the tier of Voyageur Reserve requested. This transaction priced option will include standard maintenance. Transaction licensees will be billed for installation, training and data

conversion costs for each module requested at an hourly rate of \$150.00 per hour plus travel expenses if applicable.

* Please note that the Perpetual License option module pricing is tiered based upon the number of vehicles being used versus the Transaction Based pricing allows for unlimited vehicle and company licenses

Voyageur Reserve Testimonials

Client Testimonial

"Over the past four months we have been using the Voyageur Reserve and it has substantially improved our operations! The automatic email confirmations and driver information updates to our passengers have freed up our staff to handle other tasks and provide our customers with even more individualized attention. Even better, since Voyageur Reserve has the look and feel of Odyssey that we know so well, the transition between the two systems was absolutely seamless! We have been using GGA's products for many years and Voyageur Reserve is the latest and greatest in a tradition of the best back office software in the ground transportation industry!"

Barbara Chirico, CEO GEM Limousine Worldwide, Inc

"I want to report our experience with Voyageur has been absolutely smooth and rewarding. The upgrade migration was simply invisible to us. Everything worked as advertised. The pre-installation instructions were clear and easy. Only minor design tweaks were needed, there were no actual glitches. Most notable was the rapid and effective response to those requests to tweak the design. The 'on-location' alert is a big hit with the clients as is the new integrity regarding securing client personal data.

For as long as I can remember, any service issues are always effectively addressed on the same day – the hallmark reason to pick an IT company. We've been a fan since 1989 and remain so"

Charles Wisniewski, President Teddy's Transportation, Inc.