Newsletter Number 84, November 2012 **by Doug Meuross**

Cyberfreight

Software Designed to Deliver

CyberTrack

The CyberTrack client web portal has been upgraded with several new features:-

- Extra options for the job search screens
- Job details can be downloaded to a spreadsheet
- Clients can upload documents into job and order Doc Link folders. Existing public documents can also be viewed.

Cyberfreight Workshops

We will be running free Cyberfreight workshops early next year as part of our software support service. Please come along as you should discover new features and tools that you were probably not aware of. We would also like to get your feedback about how we can improve our products and services. We will announce dates and venues early next year. I hope to see all of your smiling faces.

New technology

We have several applications that will run on mobile devices (smart phones, tablets) including Mobile POD, CyberTrack and Warehouse Web Portal.

Paying Customs

We have been surprised to find some sites are still paying Customs via the ICS. Cyberfreight has always included a facility to pay directly to Customs from a job. You can pay from your account or your client's account.

Upload of part lists, commercial invoices

Do not waste time manually keying in long lists of parts as they can be electronically imported into Cyberfreight. Similarly, commercial invoices can be electronically imported into a Customs job. We have many clients that have been using these facilities for years and they have saved many hours and eliminated many data entry errors.

Order Tracking

The Order Tracking module now has additional alerts to remind you to attend to critical tasks. Clients can also up load documents to the Doc link folder for the order via the CyberTrack client web portal.

Auto Alert

Auto Alert now has the option of sending alerts from the Order Tracking module (version 3.27).

Digital Certificates

We are still seeing clients let their digital certificates expire. If your Type 3 certificate expires then you will not be able to send or receive messages to/from Customs. We cannot get you out of trouble in these cases as we do not issue certificates. You should receive an email several weeks before your digital certificates expire. Do not ignore these emails.

The renewal emails are sent to the email address attached to the company Type 2 AO digital certificate. This is usually an email address of a person. If this person has left your company and the email address has been deleted then nobody will see the emails relating to the certificate expiry. Do not delete the AO email account, instead re-direct the emails to another (monitored) email address. Better still, when you obtain the AO certificate, attach it to a generic email address such as admin@mycompany.com.au and have a permanent re-direct to several key people in your business.

HI-TECH FREIGHT SOLUTIONS