

Newsletter

Number 80, July 2012 by Doug Meuross

AQIS RFP

After a long testing process we now have approval for Horticulture, Grain and Dairy. More to some soon.

Support

Support will probably never be perfect but we work hard to make Cyberfreight support first class. Emails to support@htfs.com.au are monitored beyond normal office hours. In most cases you should be able to talk directly to one of our support team rather than getting a ticket number and a call back in a few days or weeks. Some issues can be resolved quickly but some others such as major software changes take a little longer. If you have any ideas about improving our support then please let me know.

Email systems & Customs messages

Please make sure that your computer technician reads this. Emails to/from Customs must not be modified in any way by anti-spam or other email protection systems. ANY changes (e.g. message at the bottom indicating that the email was scanned OK) will corrupt the encryption and the message will fail.

Cloud

Some players in the market are going around saying that the "cloud" is the magic bullet that solves all problems. Wonderful if life was that simple. You can run almost any application, including Cyberfreight on the cloud if you wish, however there are pros and cons. Some of the cons are serious including:-

- Who owns your data
- Who has access to your data
- You can easily be cut off if you have a dispute with your cloud or software provider.

- The real costs.

Pros include low initial costs and easy upgrades for increases in work load.

New Customs Connect Facility

Customs are implementing a new CCF (Customs Connect Facility). We are involved in the workshops and meetings and we will advise you as required.

Singapore Office

Our Singapore office can provide extended support through to 8PM EAST. If you need support after 6PM AEST when our Sydney office closes then email support@cyberfreight.com.sg or phone +65 6214 1415. As well as providing additional support our Singapore office is providing additional ideas that come from forwarders in the region.

Fraudulent requests for payments to IATA

Message from IATA:- *We have been made aware that criminals may be targeting freight forwarders and companies listed in Cargolink. This has been happening for a while and most of you would have been made aware of these incidents via IATA bulletins and notices in CASSLink and on www.iata.org. Do not respond to any requests for payment or to provide your company or banking details. In particular, be cautious if you receive any email that does not have an "@iata.org" email address. If in doubt, please refer any requests to - information.security@iata.org or your local IATA office.*

Smile...

Marriage is a workshop. One works and the other shops.



Software Designed to Deliver