

New Help Desk System

We have implemented a new automated Help Desk system. Please email all support issues to support@htfs.com.au. A case number will automatically be assigned and emailed back to you. Once a case has been lodged, you should only reply back to an email in the original case stream.

Please do not email support cases to personal emails, as they won't get a case number and therefore can't be supported. Also, please do not CC support@htfs.com.au as the support email is only for direct support emails. Every time you CC support it will unnecessarily create a new case.

Thanks you for your cooperation. We look forward to providing a more streamlined and effective support service

New member of our support team

We are pleased to announce that Kellie Thelning has joined our support team. Kellie has previously work in the freight industry so she starts with a lot of freight industry knowledge. She is looking forward to working with you.

The "Cloud", Hosting

I have previously discussed the pros and cons of the Cloud. We offer you the choice of hosting Cyberfreight on your own server or on the Cloud however, we make sure that you understand all of the issues and can make an informed decision.

If you choose to run Cyberfreight on the Cloud then we offer two modes. You can either own the software licences or you can pay a monthly fee (effectively SaaS). We are not forcing you to pay never ending monthly charges which would have to continue for years, even after you may

have closed your business due to requirements by ATO and Customs to maintain records.

We have arranged a Cloud/hosting solution with Via IP (www.viaip.com). We are not acting as resellers and we are not trying to control your business by controlling your data. Any arrangement with Via IP for the Cloud is direct with Via IP and does not involve us. Contact Nick Hebrant at Via IP for details:-

D: 02 9213 0430
T: 1300 274 000
F: 1300 329 000
E: nick.hebrant@au.viaip.com

With our Cloud solution, Cyberfreight is accessed via a web browser and is the same no matter where you access it from.

Digital Certificates

A reminder for you to make back up copies of your digital certificates on a USB memory stick, CD, DVD or removable disk drive. Also create a Word or Notepad file that contains all of the passwords and for your Type 3 certificates the associated email address and email password. Keep at least one back up copy on site and one copy off site. If the authorised officer for your company leaves then you should immediately change details with Verisign and change their email account so that emails are automatically forwarded to another account.

Conferences

FIATA World conference is in Singapore from October 15th to 19th.
CBFCA National conference runs from 24th to 27th October in Canberra. CPD points are available.
We will be at both conferences so we hope to see you there.

