

## All request for change of server set up must be registered with our Help Desk

Please register any request for changes to your Cyberfreight installation with our support team. We cannot accept any verbal requests as there is a risk that they might be overlooked. We want to make sure that all requests are dealt with so that Cyberfreight continues to run smoothly.

## Backup Doc Link

Make sure that you Cyberfreight backup includes the Doc Link folder. There could be a large amount of data in Doc Link folder so consult with your computer technician about the back up process.

## Email templates

Cyberfreight has a template system for emails. This allows you to create a library of templates that contain fixed text and key words that are replaced by data from jobs. For example <Duty> would be replaced by the Duty payable to Customs in a job or <Vessel> would be replaced by the vessel name. When selected, the template populates the email body.

## Viruses, Backup – please read this carefully!!

We are seeing a number of sites falling victim to crypto viruses. These type of viruses will encrypt and lock ALL of your data including any connect “cloud” drives such as Drop Box, OneDrive, etc. You will not be able to use your computers or access any of your files. **DO NOT OPEN ANY EMAIL ATTCHMENTS** unless you know the sender and you have up to date and effective anti-virus software installed on all workstations and servers. Also, make sure that you have a multi

layer reliable back up of all your critical data – your business may depend on it! If in doubt then do not open any attachments or even open emails. The common source of crypto viruses that we have seen are supposedly from Australia Post, Fedex, UPS, etc. about the delivery of a parcel. A “give away” is usually the sender's email address – will not be a genuine Australia Post, etc. address.

## Conferences

Logistics industry conferences: CBFCA – QLD 16<sup>th</sup> April, VIC 30<sup>th</sup> April, WA 14<sup>th</sup> May, SA 28<sup>th</sup> May, National 6<sup>th</sup> October in Melbourne. AFIF conference is at Gold Coast 13th May. Conferences are a great opportunity to meet face to face with logistics industry colleagues. With the modern era of electronic communications we usually communicate via email, phone or SMS so we really do not get to know people that we are dealing with. Conferences are also a good opportunity for brokers to gain CPD points.

We will be attending so I hope that we see you at one of the conferences.

## And.....

A man and his wife were having some problems at home and were giving each other the silent treatment. The man suddenly realised that the next day, he would need his wife to wake him at 5AM for an early morning flight. Not wanting to be the first to break the silence (and LOSE), he wrote on a piece of paper, 'Please wake me at 5AM .' He left it where she would find it. The next morning, the man woke up, only to discover it was 9AM and he had missed his flight. Furious, he was about to see why his wife hadn't wakened him, when he noticed a piece of paper by the bed. The paper said, 'It is 5AM . Wake up..' Men are not equipped for these kinds of contests.