

New phone number

We have a new phone number:-
02 8567 5100. The old number will continue for a while.

Dates & Other Shipment Fields

It is important that data is entered into key date and other shipment fields as there are positive consequences. With key dates, Cyberfreight is able to assist with work flow management and alert you to potential problems before they become critical. Look at the Cartage Management and Milestone screens. Using these tools you can hopefully eliminate serious shipment management problems. These key dates and other fields can also be used to improve customer service. Many fields are printed on documents that are sent to customers such as invoices, arrival notices, etc. Auto Alert also uses key dates to send alert messages to customers.

Management reports also use key dates to give you performance statistics and other useful business intelligence.

It might take a few extra seconds to enter data but there are significant benefits that will be realised very quickly.

Support, Help Desk

Please send support emails to our support team – support@htfs.com.au – do not send them to me as I am not directly involved with support and I am frequently away from the office. When you send an email to support@htfs.com.au it will automatically create a case in our Help Desk system and assign a case number. Cases are constantly monitored by our support team. Do not send support cases to an individual's email address as they might be away from the office and you might not get a response for some time.

Our support team has asked that a full screen dump is attached to your support emails as this is usually required in order to diagnose support cases. Job number, documents numbers, etc, where applicable are also important pieces of information that should be included.

eCommerce

eCommerce numbers continue to grow at a rapid rate. There are logistics business opportunities out there and we have the IT solutions to help you get and run this type of logistics business. eCommerce logistics is specialised and end to end complete solutions are required. Traditional logistics methods do not work due to the volumes, time frame and visibility requirements. Contact us if you have any eCommerce opportunities that you want to explore.

Cyberfreight version 4.03, 4.04

The current version of Cyberfreight is 4.03 with version 4.04 due around the start of March. Version 4.04 will probably be the last major upgrade of Cyberfreight before we convert to the web/mobile version. If your version of Cyberfreight is prior to 4.03 then let our support team know so that they can update your system.

Automatic Reminders

Cyberfreight can be set up to send automatic reminder emails for Sales Calls, Expiring Client Rates and Sea Cargo Reports not done on time.

Backup your data!!

There are nasty viruses that can delete or lock your data. Make sure that you have a daily off site backup of Cyberfreight and any other important data. Contact your computer tech now if you are not taking a backup off site every day.

