



Software Designed to Deliver

Client/Supplier Account Notes

Use the account notes facility to alert staff to specific requirements for a client or supplier. The notes will automatically pop up when registering or opening a job or can be view from the account at any time. Much better than relying on paper notes or memory and means that any staff member deal with the client or supplier will be aware of any special requirements.

Set Cost % in Charge Codes

The cost % settings in charge codes are used to calculate the expected (accrued) cost against the sell amount. The expected cost calculated by Cyberfreight can be over written by the user if required but should be a reasonable default value that is the average cost for that charge code. The expected cost is used to derive the job profit at that point in time hence this should result in reasonably accurate profit/loss figures for each accounting period. Once the actual cost is posted you can then take up the difference between actual and expected cost to produce an accurate final job profit figure.

Management & Accounting Reports

It is important that at least a basic set of management and accounting reports be produced at the end of each month. These reports will provide an up to date picture of your business and identify any problems in a timely manner.

Dedicated computer for Cyberfreight database

It might not be required for performance purposes for very small networks but having the Cyberfreight database on a separate computer that is not used as a normal workstation will provide an extra

level of protection against crypto viruses. Crypto viruses usually arrive via email or a web browser and both of these activities would not normally be occurring on a dedicated computer that is not being used as a normal workstation. Crypto viruses attack all folders that are visible to the computer that is running on and the Cyberfreight database folder on a dedicated computer would not be made visible. You still need to backup the Cyberfreight database and Doc Link data every day. Also backup other important files such as word processing files, spreadsheets, etc. Take the backup off site!

Support cases

Please send an email to support@htfs.com.au and a case number will automatically be created and followed up. If you phone without a case number then a case will have to be created while you are on the phone so it is quicker to send an email first. The advantages of our Help Desk system include:-

- All information is available in one location.
- Cases are not lost.
- We get information about areas of Cyberfreight that might need improvement
- Full cases details are available if one of our support staff is away.

When sending a case to our Help Desk system, include screen dumps, invoice/job numbers and other relevant information. If this information is not initially available then it will be requested where required so that our support team has enough information to determine what action is required. When a support case is received then we will then assign the case to the member of the support team with the most appropriate skills to deal with the case.