

## Cargo Reporting Alert emails

Cyberfreight will automatically send emails to alert operators of impending late Customs Cargo Reports. This can help avoid late cargo reports and the potential penalties that could be applied. Check with our support team about the correct system set up.

## Sales Follow Up emails

Cyberfreight will automatically send emails for sales follow up activities. Check with our support team about the correct system set up.

## Use LibreOffice to edit PDFs

If you need to edit a PDF file then you can use LibreOffice (a suite of software similar to MS Office and a good, free alternative). For example there might be a special need to change a Bill of Lading to meet letter of credit requirements. Contact our support team for guidance. LibreOffice was used to create this newsletter.  
<https://www.libreoffice.org>

## Cyberfreight can operate on the Cloud

You can host Cyberfreight on the Cloud or on your own server as best suits your requirements. If you host on the Cloud then you can use any Cloud service that you like, unlike some other companies that force you on to a private Cloud where you no longer own or have full access to "your" data. There are many ramifications of not having full rights to "your" data - for example if you decided to close your business down you would still need access for several years to comply with tax and other rules so you would still have to pay usage charges. Hosting on the Cloud has pros and cons so check with our support team as they will be able to assess your individual situation and provide guidance.

## Free for 2 years??

Beware of the special offers that are being touted at the moment. A "free" usage period will soon be wiped out once charges start to apply. Based on actual invoices that we have seen, it only takes a few months to wipe out the "free" period, then for a typical 5 user site you will be more than \$10,000 per year worse off. Also, there must be a reason why we are converting many sites to Cyberfreight.....support, pricing, ownership of "your" data.

## CBFCA National Conference

We will be attending the CBFCA national conference to be held at the Sheraton Mirage Resort, Gold Coast from 26th to 28th October 2017. A good opportunity for some "face time" with industry colleagues and to find out what is happening in our industry. Also some CPD points to be had. We hope that we can meet you there.

## Support

All support cases must be emailed to **support@htfs.com.au** and not to an individual's email. Emails to support@htfs.com.au will automatically create a support case that is then monitored and followed up. Once a case is created in our Help Desk system then you will automatically be in the email thread. An individual might be away from the office so there might not be a response for some time and then a case has to be created anyway. You will also speed up the process if you include screen dumps, job numbers, etc. and a description of what you were doing. If these important details are not available initially then they have to be requested. We are keen to clear support cases quickly but we need your assistance.

