

Newsletter

Number 75, November/December 2011 by Doug Meuross

Warning – ISPs blocking Customs messages!!!

Some Internet Service Providers are “Tar pitting” site that send a large number of emails in a given time. All message to Customs are sent by email and the email volume can be large, meaning that many brokers and forwarders will automatically have their email blocked by the ISP. It will most likely take a long time after contacting the ISP to have the problem resolved, if ever. In the meantime your Customs messages will be blocked! We have encountered this problem on several occasions when sites have converted to Big Pond. Do not change ISP before making it clear to the ISP that your site will have a high volume of emails and that they will turn “Tar pitting” OFF.

Server and major infrastructure changes - reminder

Please contact our support team well in advance of any major IT infrastructure changes (e.g. server change). If you or your technician call without notice then we may not be able to respond quickly to your request due to the then current support load. It is also best to give us advanced notice as we can often provide advice that will save you money by purchasing appropriate systems. Also, if we do not have up to date site details then the diagnosis of problems may be delayed.

Use Electronic Data Interchange

Transferring data by electronic files saves time and money. Check with your agents, suppliers and other trading partners to see if they can supply or accept data in electronic format. One prime area is commercial invoices. Some commercial invoices can have hundreds of lines and it takes a long time to manually enter this data.

Purchase/Cheque close before final posting

If you are part way through processing a Purchase invoice or Cheque you can quit the screen before the final posting. When you open the Purchase/Cheque screen again and enter key details then all of the lines will be displayed and you will be back to where you left the screen. The same applies if there is an abnormal close down such as a power failure or server re-boot.

Graphics image on Arrival Notice and Delivery Order

A graphics image (e.g. map) can be printed in the bottom right section of the document in the document text area. The text is pushed to the left to accommodate the graphics image.

If you want to print a graphics image then place a file in the \IMAGES folder with the following name structure:-
DO+Company Number+ Branch+.JPG
AN+Company Number+ Branch+.JPG
Example:- AN01SYD.JPG

If your tech makes changes...

Not only do we need notice, but if your computer technician makes changes to your server then make sure that they are contactable after the event. There may be questions about the system that need answers before everything will work!!!

Merry Christmas and Happy New Year

If we do not see you before hand then we wish you a Merry Christmas and a Happy New Year. Take care over the holiday season. We also thank you for your business and we look forward to a successful 2012 for all of us.



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