

Moveware Client Newsletter:
December 2019/ January 2020



On the cover of this issue, we feature **Belgium**... home to our client, **Transworld International**.



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New Clients Gone Live



AMR International Relocation is a young relocation company founded by several industry professionals. Well-equipped with a network of partners around the world and their own offices in Shanghai, Beijing, and Taipei, they are able to relocate people around the globe.



Inter S&R, an international moving company based in Barcelona, Madrid, and New York, offers full relocation service for individuals, families, small businesses and large corporations worldwide. Inter S&R takes pride in their state-of-the-art technology, knowledgeable human resources, and high quality equipment.



Krumpf was founded in 1937 in Hamburg, Germany. They provide a comprehensive range of relocation-related services for both national and international moving. Krumpf also caters to both individual and business relocations with various types of storage available.

New Comprehensive Help System



What is the Moveware Wiki?

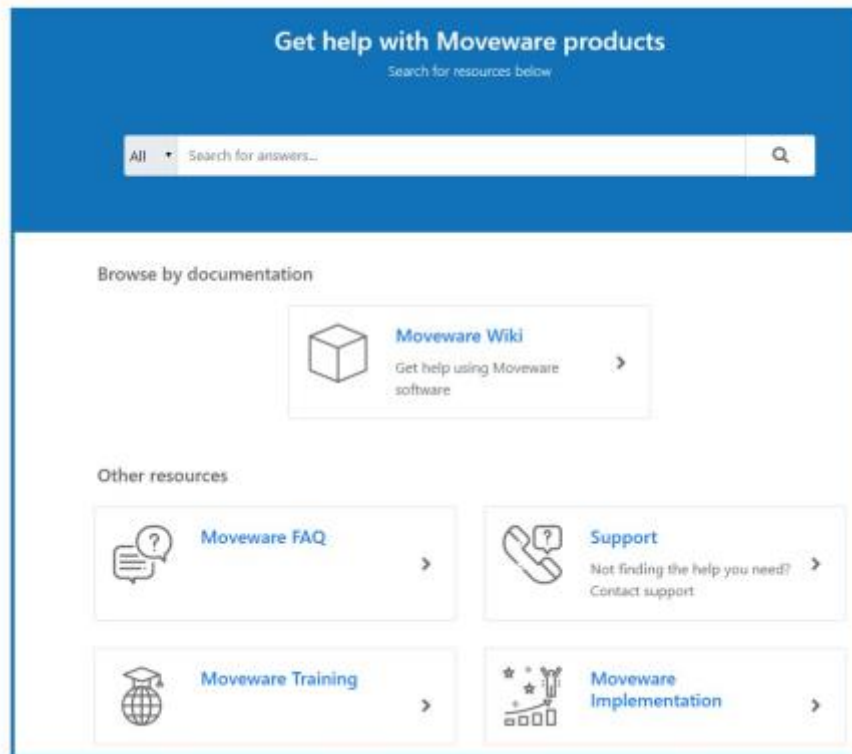
[The Moveware Wiki](#) is a comprehensive and up-to-date knowledge base for everything to do with Moveware.

We have compiled and curated this information in one centralized location to provide a clear, go-to reference for clients as they use Moveware in their day-to-day operations and explore new areas of the system.

The Moveware Wiki will be continuously added to and expanded.

Below is the web page you will see once you click on the link for Moveware Wiki.





How do I access it?

Selecting F1 from your keyboard when in Moveware will automatically bring you to the relevant module in the Moveware Wiki. Alternatively, you can access it directly via these links:

- **Moveware Wiki:** [Your go-to reference for everything Moveware.](#)
- **Moveware FAQ:** [A growing database of your most frequently asked questions.](#)
- **Moveware Training:** [Reference guides for role-specific Moveware training.](#)
- **Support:** [Access to our 24/7 Moveware Support Team.](#)
- **Moveware Implementation:** [An overview of the Moveware Implementation process for new clients.](#)

Maximize Moveware's Potentials with Endless Tips

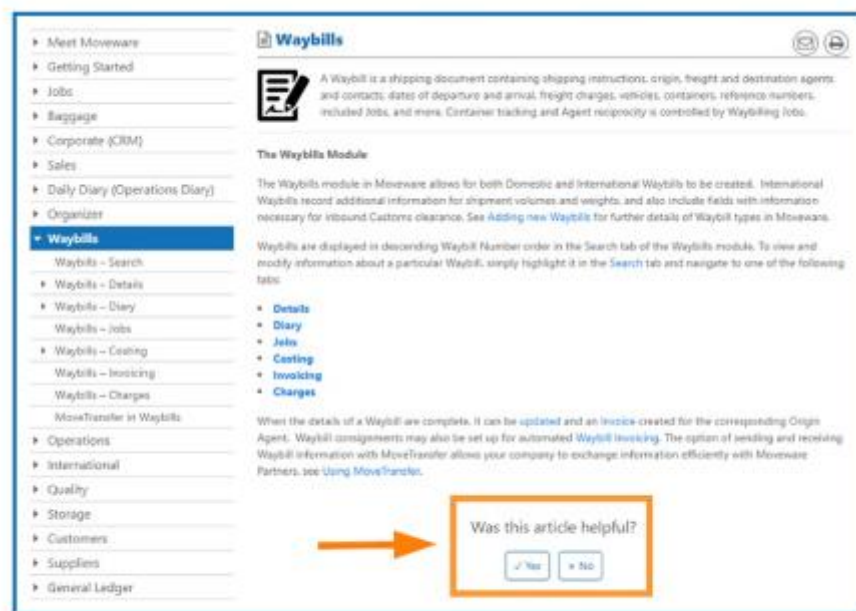
Let's take a look at one of the video guides on Moveware Wiki:



<https://sway.office.com/j7m2OfdYSCUAQRWG#content=AxQevKRaOY60DX>

We want to hear from you

Use the “Was this article helpful?” options at the bottom of any Moveware Wiki post to provide instant feedback about a post.



Selecting “No” will give you the opportunity to fill out the comment box on how the post can be improved (see image below).

As this is a reference for clients, we strongly encourage your input - we are always looking for ways to add to and improve our existing Wiki content, so your feedback is greatly appreciated.

Was this article helpful?

Let us know what we can improve.

Moveware Useful Features

Did you know that Moveware now offer the ability to display the Daily Diary screen on its largest resolutions?

With the *Full Screen Dispatch* feature, it will be much easier for the operation team to monitor what's happening for the day, and even for the full week! This system enhancement allows the screen to display as much detail as possible, and the screen can be filtered to show the jobs based on the user's preferences.

Contract	Action	Type	Date	Order	Status	Start	End	Heat	Heat	VS	PM	US	LA	Minutes	Router	Labour
----- PM -----																8:0
----- TOTAL -----																8:0

More details about Full Screen Dispatch feature are available [HERE](#) on our Moveware Wiki.

Reminder

Data Backups

With the year coming to a close, and everyone starting to think about year end procedures, closing off old files and archiving, we thought it was a good opportunity to remind everyone of both the importance of secure data backups as well as your responsibility in it.

Moveware has a procedure that runs automatically to backup your live MW database. Now, it is very important you understand this backup file is stored in the exact same location where your live database resides. This means, if anything were to happen to that location (i.e. your server), be it a server crash, or a malicious attack, the backup is as susceptible to corruption as the live system. Without safely copying these backups in an external location, you are at great risk.

Except for clients in our hosted MoveCloud service, it is always client's responsibility to store these backups elsewhere, such as an external hard disk, or an external Disaster Recovery provider.

There are 3 main Moveware components when it comes to data safe keeping that you should consider:

- 1. The Moveware database (all the information/data you see when you login into Moveware, including the system configuration settings)*
- 2. Attachments and client documents (all the attachments saved under client, debtor, creditor etc files within the system)*
- 3. Your system custom templates (all the different report templates you use, such as you quote templates)*

To put this in more easier to understand terms, let's use an analogy. Imagine you are putting together a puzzle inside your house. The house is your server. The Puzzle "image" is the Moveware database. The pieces of the puzzle are the documents and attachments. The board the puzzle sits on, is the system itself. As you are putting the puzzle together, ever so often you take a picture of the puzzle in progress, so you can remember how it all went together, should anything come to happen to it. Those pictures are the database backup.. Now, if the house burns down, everything is lost, including the camera where those pictures are stored, the board, the puzzle pieces and the image.....

Hopefully now you see the importance of creating safety backups. What you need to ensure your company has is a Disaster Recovery Plan (DRP) in place, so that if the house does burn down, you can quickly move to your other house, where the replica board sits, the duplicate puzzle pieces are readily available and the image is safely stored in a picture.

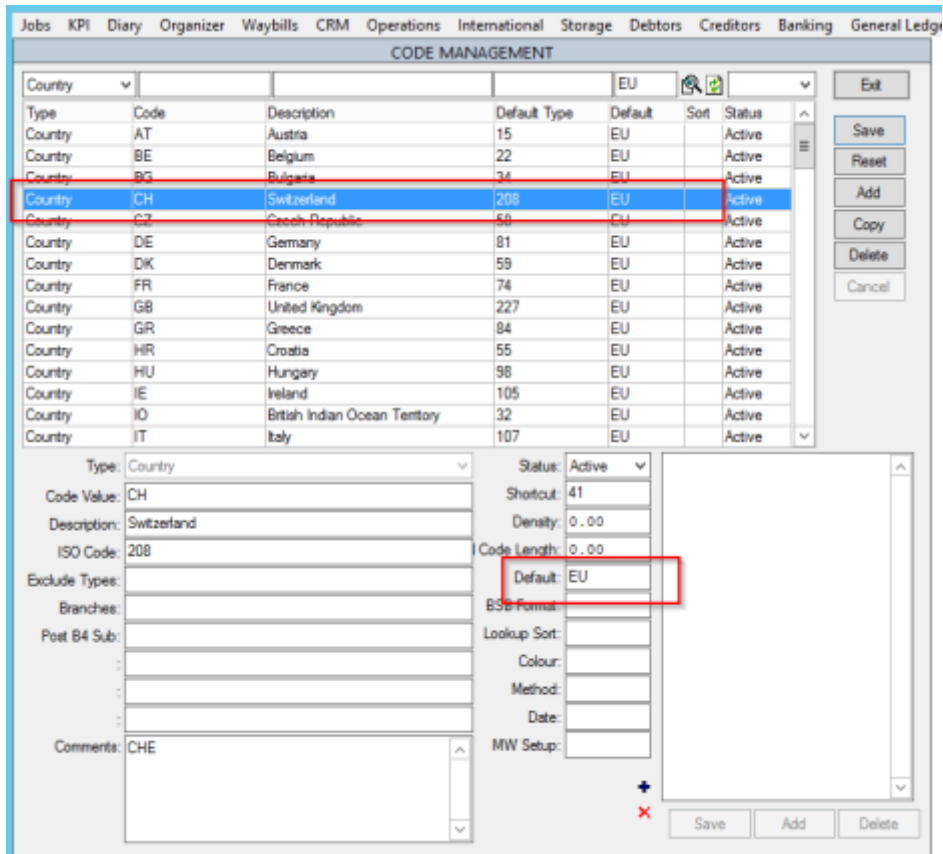
If you are reading this wondering what your DRP is... then we urge you to please stop reading, drop everything you are doing, and concentrate on nothing but ensuring you have a DRP in place! Click [here](#) for more info.

Important Notes

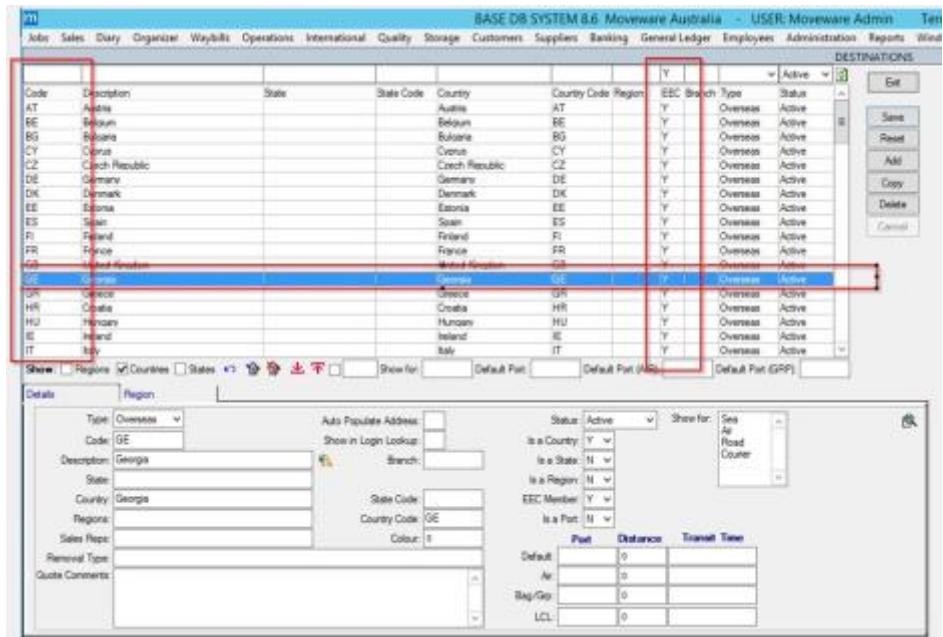
EU and EEC Flag on Countries

Please check the EU and EEC flag on countries in your database, as we have been notified of some potential errors as countries need updating. It may affect the tax rules for the countries.

Users can manage EU flag on countries via the Code Management screen which can be accessed from **Administration --> Company Setup --> Codes Management**



Users can manage EEC flag on countries via Destinations screen which can be accessed from **Administration --> Company Setup --> Destinations**



Company Photos



1 - Moveware's UK team out for a social night



2 - Our own Ramiro Quiros with our friends and clients from Trallero Intl. and Express Transports at the recent IAM Convention

