moveware

Moveware Client Newsletter

August 2020

Table of Contents

New Clients Gone Live

Rodi Cargo is a moving company in Miami and Puerto Rico specializing in moving and storage services for corporate, government and residential customers providing comprehensive local and global home, office and relocation services. Customer care, security and privacy are their highest priorities

With over 40 years of experience, **Rodi Cargo** have been providing their customers with customized moving services for local, long distance and Overseas moves. They specialise in moves between Puerto Rico and the mainland and their professional, dedicated team is there to assist clients while simplifying the entire relocation process with personalised service.

Operated by Intermove Australia Pty Ltd, **Chess Adelaide** takes pride in providing a dedicated, superior service guaranteed to satisfy every moving need. With international and nationwide experience accrued over the years in the Relocation and Storage industry, they offer wide-ranging services which include Local, Country, Interstate, International moving services, Business Relocations, Corporate Relocations, Household & Commercial Storage, Transport Logistics, Mobile Self Storage, Hotel Fit outs and many other specialist relocations services.

Chess Adelaide's success is oriented towards their commonly praised team of experts, remarkable technology, and industry knowledge capable of fulfilling all individual requirements. Not only are they a proud member of various Australian and international industry associations, but Chess is also recognized

as a part of one of the world's largest networks - the Harmony Relocation Network. Recently, they were a part of the Kochie's Business Builder podcast, available here, for their approach to innovate and pivot their business during covid-19 crisis.

New Feature Updates

Mailshot Report - Email Blast

If you ever need to send an email blast to a list of clients based on Jobs, we have created a report specifically for this purpose. It allows you to send an email blast to clients of a filtered set of jobs. The filter works in a way similar to the job summary report.

For instance, it allows you to send an email blast to all client emails on jobs done by branch, that are of a specific Type, delivered last month and status W. You can set the remaining filters as needed.

Click **here** to read more about how to set up a mailshot report.

Mobi Guides on Wiki

Our Wiki has been updated and expanded considerably with Mobi user and Mobi administrator guides. To begin with, these helpful articles offer essential knowledge which empowers all users in kick-starting their Mobi journey:

- **MobiSurvey users**

- **MobiCrew users**

- **Mobi Administrators**

Other latest guides to get your Mobi ready:

- Menu Custom Changes (MobiAdmin)

- Report Custom Changes

- Send Emails from Mobi

- Set up a Feedback Form

- Mobi Submit Feedback Menu

- **Check Off Screen**

Client Feedback and Testimonials
New How-To Guides

We have added new content on Moveware Wiki as a result of feedback and inquiries we have received from clients. Some of the new articles include:

- Easy DPS

- ISF Integration

- **Managing Contra Accounts**
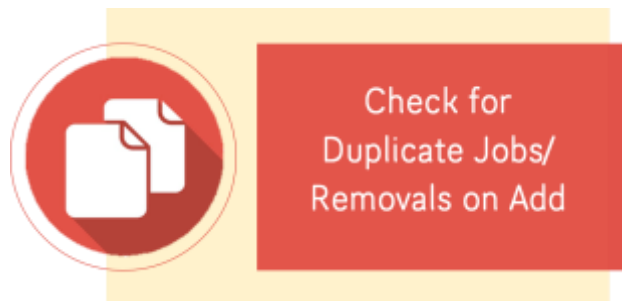
Missing Content? Let us know

We would love to hear from you!

If you find the existing content can be improved or new information information can be added which is unavailable on Wiki, reach out to us. You may contact your Account Manager or simply leave your feedback on the Moveware Wiki in the 'Was this article helpful?' section. We will do our best to ensure that the missing content is made available as soon as possible.

Would you like to be in our next Client Newsletter? Share your experience with Moveware now!

Moveware Tips

To help notify users of duplicate records upon creating a new Job/Removal, a System Parameter "Check for Duplicates on Removal Add" was designed to improve operational efficiency by preventing generation of unnecessary files. This functionality allows users to define fields that the system should use to check for duplicates when a new Job/Removal is added. For instance, if "fromaddress" is added to

the System Parameter's Default field, Moveware will then alert the user when Adding a new Job which contains the same address as a Job already in the system.

Click **here** to read more about this System Parameter.

Customize Outlook Appointments

When a Survey appointment is synchronized to Outlook, it will automatically show the title Survey – RP – Clients Name in the Subject, the Suburb/City, and the Country of Origin in the Section Line (Location). In addition, it will also show the full From and To address including comments in the body when opened. It is possible to customize all three parts to suit any company specific requirements. You can display additional information, such as the priority or allowance of a prospect job or pull internal comments onto it.

Click **here** to read the full instructions on how to customize your Outlook appointments.

Set Up an Email Template in Multiple Languages

Did you know you can send emails in multiple languages from Moveware? Our email template is able to accommodate a variety of languages. Complete a few steps to get your email template ready, and Moveware will automatically populate the email based on the Job/Removal's language or the Bill To's language depending on the module being utilized. Users are also provided with an option to set the default language for each report. Please do not hesitate to reach out to our Support Team if you require further assistance in getting this set up.

Click here to access the full guide about setting up email templates in multiple languages.