Monthly Awareness

"United Software provides 3 different software solutions:
Movers One Solution
Fine Art Solution
Carrier Ultimate Solution"

Skype and United Software

Easily setup accounts for employees, allocate them credit and assign all the features from one central place. Use Skype within United Software by accessing the Advanced tab and hitting the Active/Inactive button.

Also setup call recording to use for training purposes, and to backup calling statements. To do this, first access the Admin tab →Options →Customer Details and set the path that you would like your call recordings to be stored.

New Login Screen Look

"Even small changes can make a big impact"

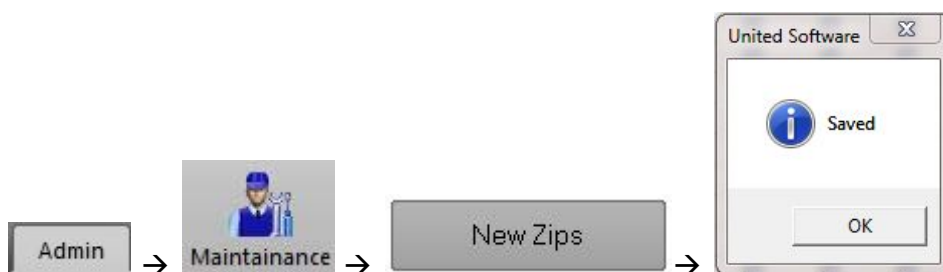We have decided to move towards a smoother and cleaner look with our login portal in United Software.

Use Skype with United Software today.

Update New Zip Code Database

United Software has been updated to provide you with the latest and greatest zip code database for 2012. Stay up to date with your current customers by applying this new update which can be found at http://unitedsoftware.us/moving-patch-v11.7.98.exe .

One the version has been installed and the system is up and running, you will need to proceed to the Admin tab, from there you will hit the Maintenance button under the Setup section. From here you will notice a button called New Zips, which is located next to Download Canada Zip. Once you click the New Zips button this will take anywhere from 45 to 10 minutes to complete the database update. I recommend doing this in the evening or at the EOD.

Skype from page 1

Skype also has a new feature with their caller ID function. If you purchase multiple numbers from different areas I.E. California, Texas, Chicago, and Ohio online numbers and then proceed to contact customers from each area, the caller ID will display the phone number from which you are call, so in essence if you are calling a California area the caller ID will display to the customer the California phone number you purchased through Skype.

New Login Screen Look from page 2

With the new look you will notice that you will still always know the current version that you are on as well as current expiration date of the software and the picture of your choosing for each employee.

Also we have updated the online users to display as a separate entity to make it easier to see who is logged into the system.

Updated Training Videos

There have been a lot of new additions to the training videos, and I recommend each company to take the time to get accommodated with where you can find the new training videos.

They can be found by looking at the top right section of United Software and clicking on the Options dropdown and then Support and Help Videos.

Also if there are any sections of United Software that you feel as a company needs a training video, please do not hesitate to email christine@unitedsoftware.us and she will put a list together for the trainer to complete.

"Training Videos can be found in the top right section of United Software in the following location.
Options → Support → Help Videos"

Links to New Training Videos

Simple Backup

Enable New Valuation Rules & Default Valuation

Updating Understand Your Quote

Default Order Tracking Query

Open Template Functionality

How to Update an Intrastate Tariff

Find an Order/Customer via Main Screen

Create an Order/Appointment via Quick Estimate

How to use the Google/Yahoo Maps Feature

Save default Order Tracking with Date Ranges

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