



# Monthly Awareness

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## Welcome New Employee to the Family

Sandra Rodriguez has recently joined the United Software family; she has an extensive background in database programming and will be working alongside Yuval on the overall database development and troubleshooting system.

Sandra has a B.S. in Computer Science, Graduated from Universidad Catolica, Honduras in 2002, as well as a Computer Technician Degree from Instituto Central Vicente Ceceres, Honduras in 1997.

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## Fuel Surcharge and Agent Responsibility

As an agent it is your responsibility to maintain and update your fuel surcharge on a month to month basis.

At United Software we work very diligently to make sure that each and every Carrier Tariff is always maintained and up to date but with there being so many different tariff types and each holding their own fuel surcharge rates, we rely on each agent to update their fuel surcharge as we work through the remainder of each year to prepare the updates on the main tariff's for the year to come.

If you do not know how to update your fuel surcharge each month I

Please see *Fuel Surcharge* on page 2

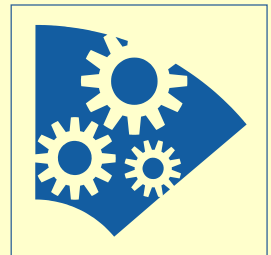
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*“United Software  
provides 3 different  
software solutions:  
Movers One Solution  
Fine Art Solution  
Carrier Ultimate Solution”*

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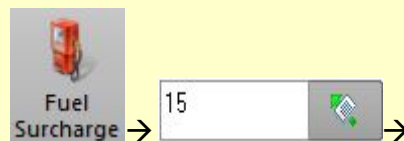
## Updating Carrier Tariff's

Once a year each company should go to the Registration tab to check for any new updated information provided by the carrier. To do so you will follow a couple simple steps to ensure that you are up to date. First you will go to the Carrier tab, then from there click on Registration. After you have loaded up the registration screen you will click the download button and provide the password with your tariff after that i.e. password-US100. This will take around 5 minutes of so to complete, once it has finished you will receive one of two pop-ups. Completed or Saved.

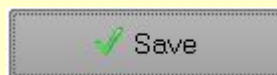


### *Fuel Surcharge* from page 1

have created a video to help assist you with updating the fuel surcharge. You will start by going to the tariff tab, once there you will click on the Fuel Surcharge button, once loaded you will find the section at the bottom that describes your current surcharge rates. If you click on the box next to the interstate fuel, from here you will select the tariff that you wish to update, enter your date range, and whether or not you're working from a DOE standpoint or a flat % basis.



Tariff Name	Eff. Start Date	Eff. End Date	DOE minus Base	Fuel
400NG	5/15/2011	6/14/2011	0	17



## 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](mailto:christine@unitedsoftware.us) and she will put a list together for the trainer to complete.



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*“Training Videos can be found in the top right section of United Software in the following location.*

*Options → Support → Help Videos”*

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### Links to New Training Videos

[How to copy an Order W/WO Inventory](#)

[How to find an Order using 2 Methods](#)

[How to send mass email to your client base](#)

[How to add an employee using Admin/Marketing](#)

[How to use Mileage system using SEQ Numbers](#)

[How to alter the understand your quote](#)

[How to use refresh/clear/delete on Main Screen](#)

[How to view the email history on an Order](#)

[How to view Order History on the Main Screen](#)

[How to enter a name w/o title case sensitivity](#)

[How to attach a document on the Main Screen](#)

[How to enter multiple email addresses for customers](#)

[How to enter an address correctly using two lines](#)

[How to log off of United Software](#)

[How to open the Main Screen if not currently open](#)

[How to see currently logged in users and email them](#)

[How to change the theme/design of United Software](#)

[How to change email accounts in Personal Details](#)

[How to change the default login screen](#)

[How to change the default email signature](#)

[How to add additional contacts to an order](#)

[How to add a customer type to each customer](#)

[How to add additional contacts to an order](#)

[How to set/unset email & advertising mandatory](#)

[How to view and understand Performance Section](#)