

CUSTOMER PORTAL



with TRACK & TRACE system
and E-Booking



- » Shipment tracking and order documentation
- » Real-time access to all data
- » Predefined standard roles: Customer, Shipper, Consignee, Agent/Partner
- » Role-based access control with customized UI
- » Show validation error for missing or incomplete entries
- » Digital bookings (E-Booking) with easy corrections
- » Upload and download of documents
- » Automatic email notifications
- » User-specific address management
- » Custom dashboard with graphical statistics
- » Advanced search and filter functions
- » Automated synchronization of orders and bookings with our freight forwarding software Xfreight

FUNCTIONALITY

A customer portal with integrated track and trace, connected to freight forwarding software, offers a wide range of features that improve both operational efficiency for companies and user experience for customers.

Here are some key functions and their effects on logistics processes:

- **Real-time communication:** The customer portal enables direct, fast communication between the forwarding company and the customer, without the need for additional phone calls or emails.
- **Transparency in shipment tracking:** Customers have constant access to the current status of their shipments. This real-time information increases transparency and ensures customers are always informed.
- **Process automation:** By integrating track and trace into the forwarding software, many manual tasks are automated. This reduces workload and increases process efficiency.
- **Real-time synchronization:** Data between the customer portal and the forwarding software is continuously synchronized in real time, ensuring accurate and up-to-date information transfer and optimized workflows.
- **Faster processing:** Digital order entry and automatic status updates lead to faster order and delivery handling, speeding up the overall logistics process.
- **Personalized user interface:** Customers can customize the portal to quickly find and filter relevant information, simplifying and enhancing the user experience.
- **Transport option selection:** Customers can select their preferred mode of transport (e.g. air freight, sea freight, overland transports) directly during booking, allowing greater flexibility for their specific needs.
- **Document management:** The customer portal allows relevant documents, such as freight documents, to be uploaded, stored, and managed. This simplifies document archiving and improves access to important information.

More
about the software?
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