

Customer Portal

Provide your customers with easy access to their critical shipment data online

Features for
Forwarders

OVERVIEW

Visibility and collaboration are essential for a Frictionless Supply Chain. Take control of your supply chain and provide your customers with critical information using the Customer Portal module, designed to work with Blujay's Transportation Management for Forwarders application.

Blujay's Customer Portal is a purpose-built visibility and booking portal that allows our freight forwarders' customers to easily access their key shipment data online.

SOLUTIONS AT A GLANCE

- › Customer Portal provides a gateway for Blujay's freight forwarders' customers to access their key shipment data online
- › Booking tool enables customers to make quick Bookings online
- › Provides real-time status updates and automated notifications, streamlining customer engagement
- › Offers visibility into documentation
- › Increases productivity, eliminates re-entry of data, and reduces errors
- › Enhances your brand and your customer's experience
- › Stay up-to-date with flexible access from desktop or mobile device

KEY FEATURES

- › Dashboard highlights shipments requiring immediate attention – details are displayed to the user as soon as they log in to the Customer Portal, with an option to drill-down to see further information
- › Customer Portal allows for both anonymous as well as authenticated Track and Trace access. Status updates and key milestones are automatically reflected within the Track and Trace as soon as they are available.
- › Quotation requests - streamlined, shareable, and easy conversion to bookings
- › Booking module enables online bookings to be made directly with the freight forwarder
- › Document Management enables uploads, viewing, and download of relevant documents
- › Customer Portal can be branded with the freight forwarder's own logo and color scheme
- › Desktop and mobile compatibility

SOLUTION

Blujay's Customer Portal is a purpose-built visibility and booking portal designed to work with Blujay's Transportation Management for Forwarders (TMFF) application, which allows our freight forwarder's customers to easily access their key shipment data online.

Customer Portal offers benefits to both the freight forwarder and their customers.

Key Benefits for the Freight Forwarder:

- Developed by Blujay to help ensure speed of delivery and cost effectiveness of the solution – no third-party involvement
- Visual displays convert data to information to enhance customer's decision-making
- Portal can be branded to support the freight forwarder's market presence
- Enables access to freight forwarder's own website from the landing page
- Quick and simple customer onboarding
- Helps to solidify the forwarder's relationship with their customer
- Excellent customer experience

Key Benefits for the Freight Forwarder's Customer Service Teams:

- Booking process is started by the freight forwarder's customer in Customer Portal, reducing the time and effort to process shipments in TMFF
- Shipment information is accurate and re-keying of data is avoided
- No need to assemble report and documentation information – provided direct to the customer via the portal
- No need to chase and provide tracking updates - quickly available, right to the fingertips of your customer
- Overall increase in productivity to service more clients and proactively manage operational issues more effectively
- Enables greater efficiency in progressing shipments – less distraction with bookings coming in via email, less distraction taking bookings via telephone

Key Benefits for the Freight Forwarder's Customers:

- Easy to request a quote
- Ability to create bookings quickly online
- Take responsibility for the accuracy of the information they are entering
- Anytime access to tracking and milestone information for their shipments
- Reduce time spent in administration of shipments
- Easy to perform repeat shipments – saves customer from having to look for alternative suppliers
- Enables proactive management of key shipments via the dashboard
- Search for shipments to see real-time updates and associated documents
- Access Track and Trace via mobile – keep up-to-date at all times!

ABOUT BLUJAY SOLUTIONS

Blujay Solutions helps companies around the world achieve excellence in logistics and trade compliance - it's in our DNA. Through a blend of Data, Networks, and Applications, delivered in the Blujay Way, our DNA platform powers the Frictionless Supply Chain for thousands of the world's leading manufacturers, retailers, distributors, freight forwarders, customs brokers, carriers, and logistics service providers.