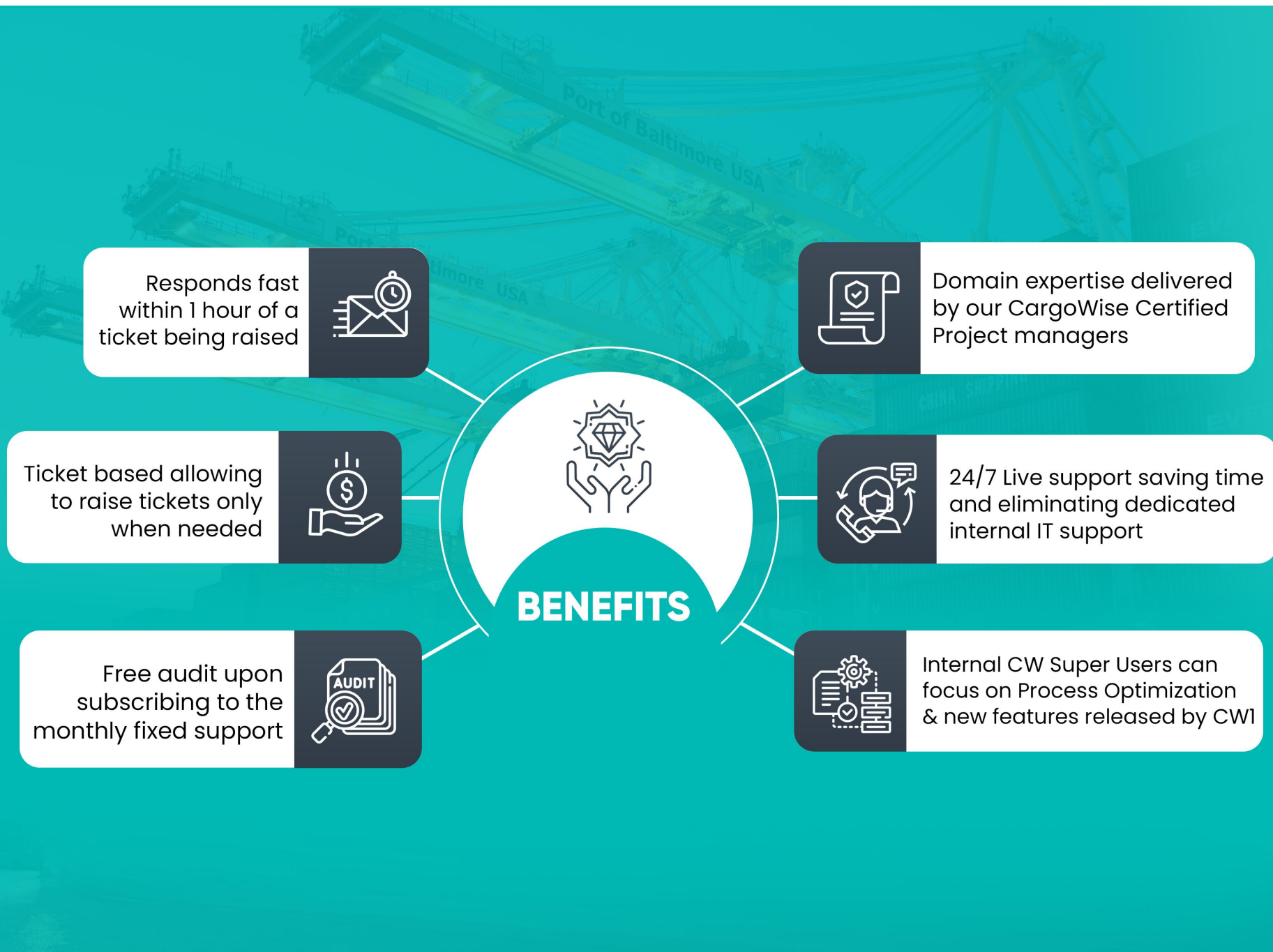


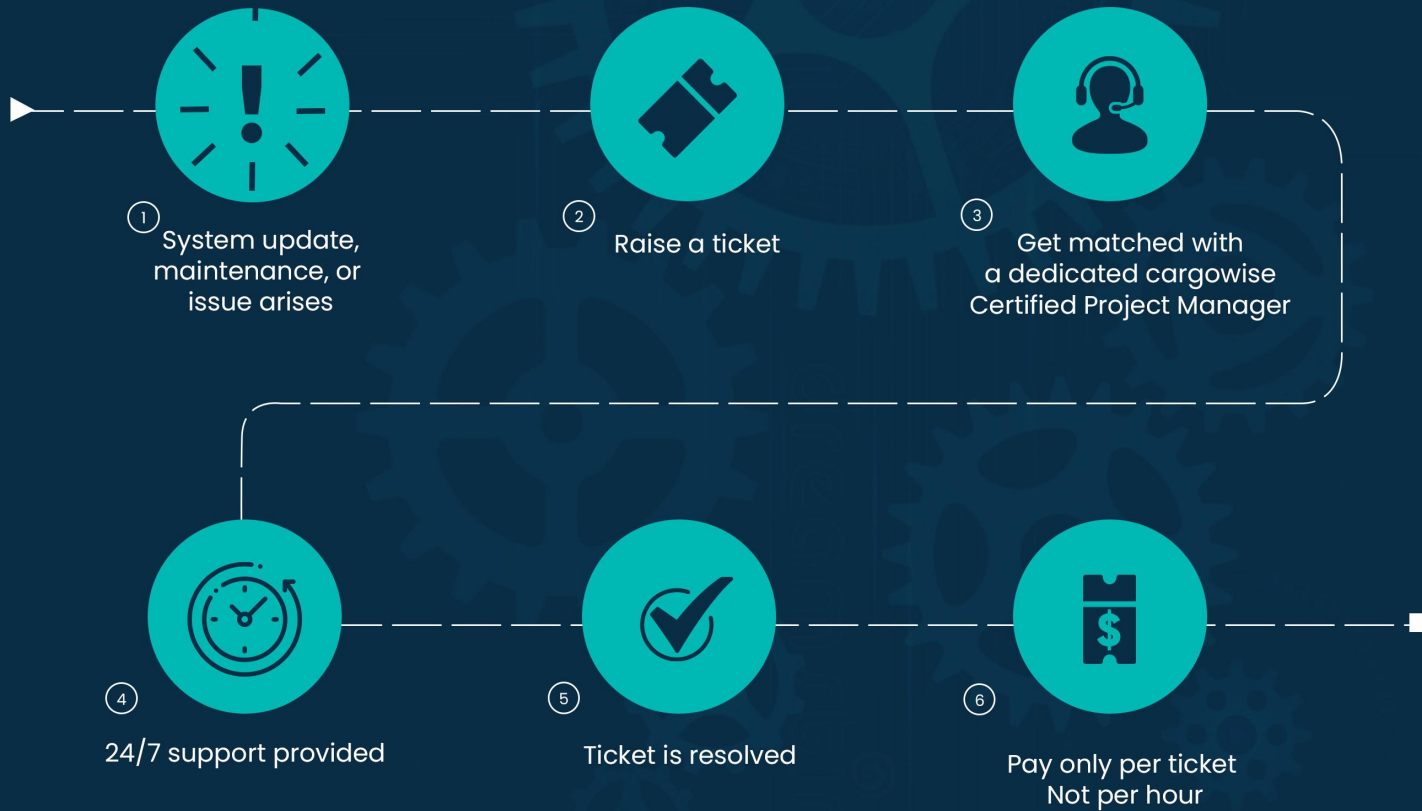


CARGOWISE ONE HELPDESK





HOW IT WORKS



LEVEL 1 TICKETS



SYSTEM
ADMINISTRATION

LEVEL 2 TICKETS



FUNCTIONAL
SUPPORT

LEVEL 3 TICKETS



FINANCE
SUPPORT

LEVEL 4 TICKETS



AUDIT/
CUSTOMIZATION
SUPPORT

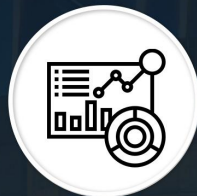


LEVEL 1 TICKETS

SYSTEM ADMINISTRATION



NEW USER ID CREATION



MASTER DATA SUPPORT



EMAIL NOTIFICATION GROUP



PRINTER SETUP



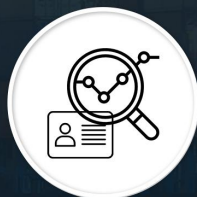
CWI LOGIN ISSUES



WISECLOUD CLIENT SETUP



USER RIGHTS
CONFIGURATION *



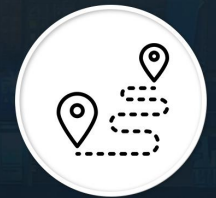
WEBTRACKER LOGIN
ID CREATION



REPORT SCHEDULE



CW PATCH UPDATES



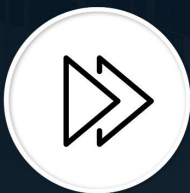
E2E *

* If SFL has configured it

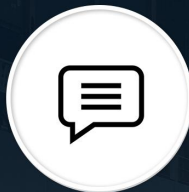


LEVEL 2 TICKETS

FUNCTIONAL SUPPORT



FORWARDING
BOOKING/SHIPMENT/CONSOL/P.O



CARRIER MESSAGING**



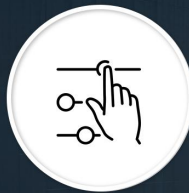
PORT MESSAGING**



CUSTOMS MESSAGING**



NOTIFICATIONS



CUSTOM FIELD CREATION



ATES & TARIFFS
QUOTATIONS / ONE-OFF QUOTES



ADVANCED WIZARD
SUPPORT



SCHEDULES & TRACKING



WORKFLOW
TRIGGER WITH RELEVANT SETUP



USER DASHBOARD
SETUP - 1 USER



DOC SETUP
1 DOC PACK / DELIVERY



MILESTONE VISIBILITY
ON WEB TRACKER***

** Messaging Support is per Carrier/Port if SFL has configured it

*** for 1 customer if Milestones are already setup

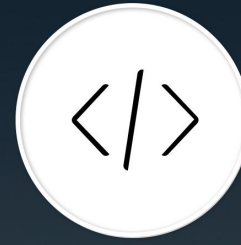


LEVEL 3 TICKETS

FINANCE SUPPORT



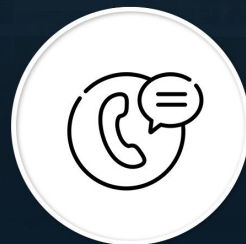
FINANCE - AR/AP/CASHBOOKS



CHARGE CODES



GENERAL LEDGER



COLLECTION CALLS



TAX RULES*

* One Rule per Ticket if SFL has Configured it



LEVEL 4 TICKETS

AUDIT / CUSTOMIZATION SUPPORT



REVENUE RECOGNITION



BANK RECONCILIATION



PROFIT AND LOSS



TRIAL BALANCE



REPORT CUSTOMIZATION****



DOCUMENT
CUSTOMIZATION



NOTIFICATION
CUSTOMIZATION

**** Not included in Bundled Package

	LEVEL 1 TICKET	LEVEL 2 TICKET	LEVEL 3 TICKET	LEVEL 4 TICKET
Resolution Time	30 mins	40 mins	40 mins	60 mins
Price per Ticket	USD 32	USD 43	USD 43	USD 115
	<p>Note: Hours are removed from pricing Consultancy Advice on Automations</p> <p>Note: SFL absorbs additional time taken on Level 1,2 & 3 tickets.</p>	<p>Note: Level 4 Tickets cannot exceed whats mentioned in the package</p> <p>Note: Level 1,2 & 3 can be interchanged based on the need</p>		

	BUNDLE PACKAGES ON OFFER - PRICE PER MONTH	
TIER 1	<p>USD 445</p> <p>What does this include?</p> <p>5 x Level 1 Tickets = Worth USD 160</p> <p>5 x Level 2 or Level 3 Tickets = Worth USD 215</p> <p>2 Hours of Level 4 Tickets = Worth USD 230</p> <p>Savings from Tier 1 Bundle USD 60 (12% Discount)</p>	TIER 2
	<p>USD 890</p> <p>What does this include?</p> <p>5 x Level 1 Tickets = Worth USD 160</p> <p>15 x Level 2 or Level 3 = Worth USD 645</p> <p>4 Hours of Level 4 = Worth USD 460</p> <p>Savings from Tier 2 Bundle USD 375 (30% Discount)</p>	

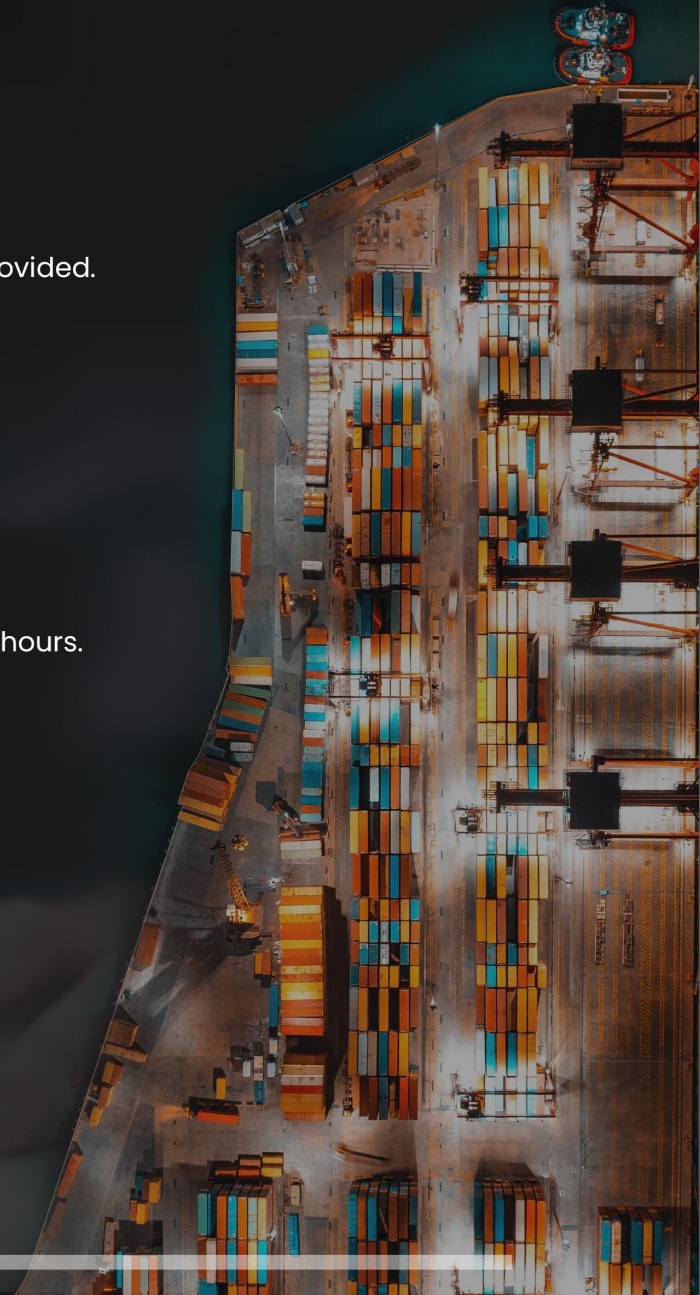
For more information visit www.softfreightlogic.com
or send us an email at connectwithus@softfreightlogic.com



TERMS & CONDITIONS

- ▶ All Tickets to be logged in through the Ticketing Portal provided as per the SOP provided.
- ▶ Any ticket that requires further analysis will be conducted over Zoom/ Teams. For a quick turn-around time, screenshots are recommended.
- ▶ Each call will be up to 15 minutes. Anything longer will be classified as Training & will be charged as per the hourly rate.
- ▶ On receiving a solution of the ticket, any further queries must be raised within 48 hours.
- ▶ Note: For fixed monthly support, minimum contract validity will be 3 months.

For more information visit www.softfreightlogic.com
or send us an email at connectwithus@softfreightlogic.com





platinum accounting —————●
platinum workflow —————●
platinum forwarding —————●
platinum integration —————●
gold global rollouts —————●



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International Portfolio
in Over 42 countries

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Locations:
UAE, USA, Brazil, United Kingdom, India, New Zealand
South Africa, Sri Lanka

Designed by

