



SOFT FREIGHT LOGIC

DIGITALLY ELEVATE

# CARGOWISE ONE HELPDESK





## BENEFITS

Fast response time



Domain expertise delivered by our CargoWise Certified Project managers



Ticket based allowing to raise tickets only when needed



24/7 Live support saving time and eliminating dedicated internal IT support



Free audit upon subscribing to the monthly fixed support



Internal CW Super users can focus on Process Optimization & new features released by CW1



# HOW IT WORKS



## LEVEL 1 TICKETS



SYSTEM  
ADMINISTRATIOM

## LEVEL 2 TICKETS



FUNCTIONAL  
SUPPORT

## LEVEL 3 TICKETS



FINANCE  
SUPPORT

## LEVEL 4 TICKETS



ONLINE  
SUPPORT / AUDIT &  
CUSTOMIZATION



LEVEL 1 TICKETS

# SYSTEM ADMINISTRATION

Response Time :



NEW USER ID CREATION



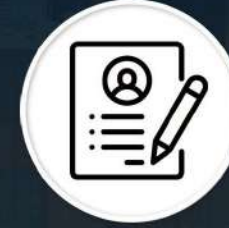
MASTER DATA SUPPORT



EMAIL NOTIFICATION GROUP



PRINTER SETUP



CW1 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\*\*



NOTIFICATION



CUSTOM FIELD CREATION



RATES & TARIFFS  
QUOTATION / 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 Milestone are already setup

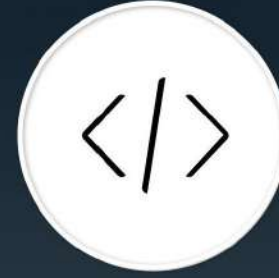


LEVEL 3 TICKETS

## 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

## ONLINE SUPPORT / AUDIT & CUSTOMIZATION



REVENUE RECOGNITION



BANK RECONCILIATION



PROFIT AND LOSS



TRIAL BALANCE



REPORT  
CUSTOMIZATION\*\*\*\*



DOCUMENT  
CUSTOMIZATION



NOTIFICATION  
CUSTOMIZATION

\*\*\*\* Not included Bundled Package

Price per Ticket

LEVEL 1-3 TICKETS

USD 45

LEVEL 4 TICKET

USD 135

BUNDLE PACKAGES ON OFFER-PRICE PER MONTH

TIER 1

USD 270

What does this include?

3 Levels 1-3 worth USD 135

1 x Level 4 worth USD 135

TIER 2

USD 550

What does this include?

8 x Levels 1-3 Tickets worth USD 360

2 x Level 4 Tickets worth USD 270

Total = USD 630

Tier 2 Savings : USD 80  
(13% Discount)

TIER 3

USD 890

What does this include?

14 x Levels 1-3 Tickets worth USD 630

4 x Level 4 Tickets worth USD 540

Total = USD 1,170

Free Gap Analysis worth USD 1000 included

Tier 3 Savings : USD 280  
(24%) Discount

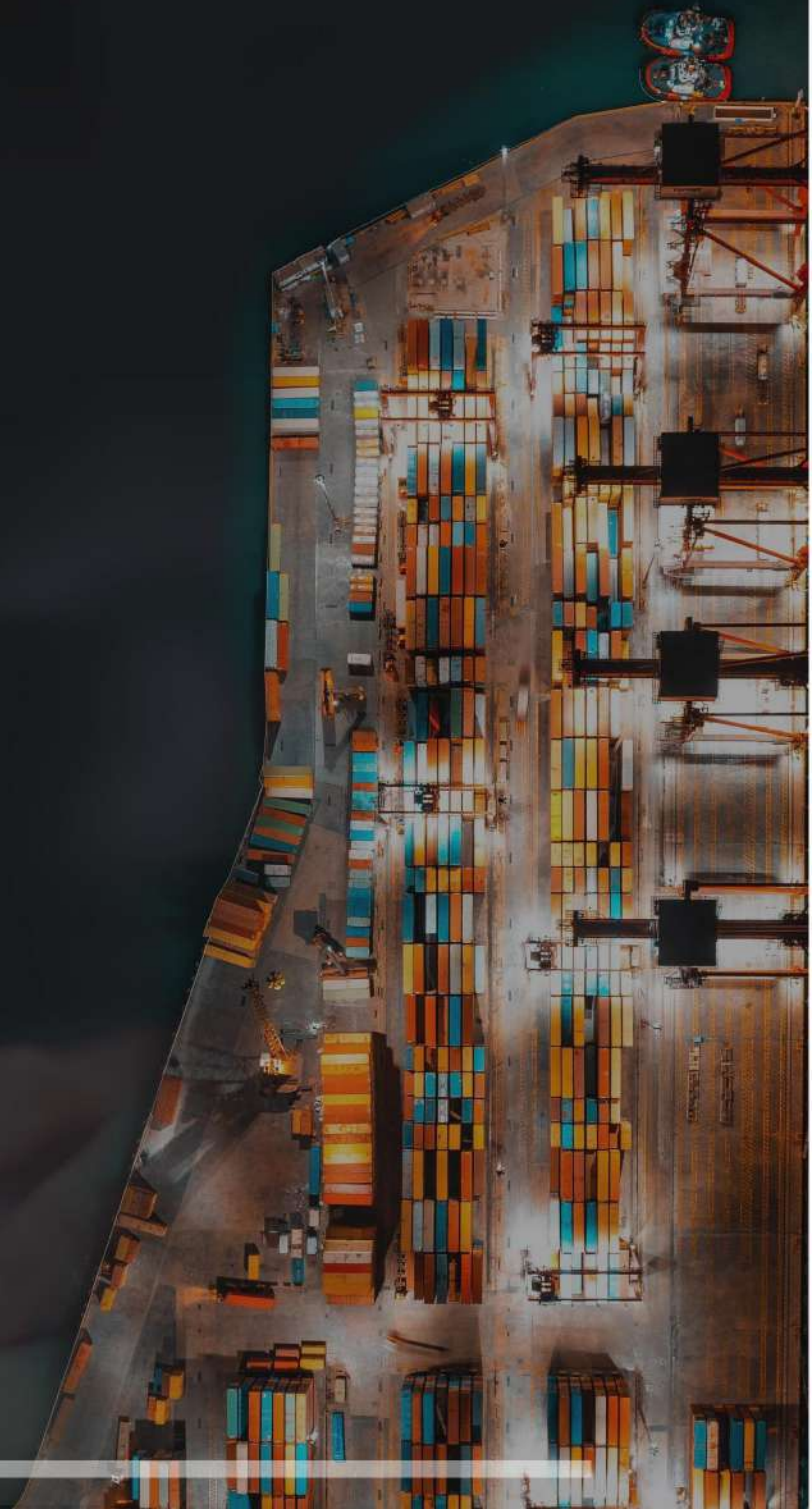


# TERMS & CONDITIONS

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- ◆ All Tickets to be logged in through the Ticketing Portal provided as per the SOP provided
- ◆ Free gap analysis on one module of CargoWise
- ◆ All unutilized tickets within the three month time frame can be combined and converted into a project automation or training of equal value.
- ◆ Any ticket that requires further analysis will be conducted over zoom/ Teams, For a quick turn-around time, screenshots are recommended.
- ◆ Level 1-3 Tickets will only be supported on selection of a Package.
- ◆ Note: For fixed monthly support, minimum contract validity will be 3 months.
- ◆ 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.

For more information visit [www.softfreightlogic.com](http://www.softfreightlogic.com)  
or send us an email at [connectwithus@softfreightlogic.com](mailto:connectwithus@softfreightlogic.com)





**cargowise**  
service partner

platinum	accounting	_____●
platinum	forwarding	_____●
platinum	global rollouts	_____●
platinum	integration	_____●
platinum	warehouse	_____●
platinum	customs	_____●
gold	workflow	_____●

X



Serviced over  
**250**  
**Customers.**  
International Portfolio  
in Over 45 countries

For more information visit [www.softfreightlogic.com](http://www.softfreightlogic.com)  
or send us an email at [connectwithus@softfreightlogic.com](mailto:connectwithus@softfreightlogic.com)

*Locations:  
Asia, Middle East, Europe, North America,  
Africa, South America*

Designed by



**SFL**  
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