SFL

SOFT FREIGHT LOGIC

DIGITALLY ELEVATE

CARGOWISE ONE
HELPDESK

BENEFITS

- Fast response time
- Ticket based allowing to raise tickets only when needed
- Free audit upon subscribing to the monthly fixed support
- Domain expertise delivered by our CargoWise Certified Project managers
- 24/7 Live support saving time and eliminating dedicated internal IT support
- Internal CW Super users can focus on Process Optimization & new features released by CW1

HOW IT WORKS

1. System update maintenance, or issue arises
2. Raise a ticket
3. Get matched with a dedicated CargoWise Certified Project Manager
4. 24/7 Support provided
5. Ticket is resolved
6. pay only per ticket not per hour

LEVEL 1 TICKETS

SYSTEM ADMINISTRATION

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 RECONCILATION

PROFIT AND LOSS

TRIAL BALANCE

REPORT CUSTOMIZATION****

DOCUMENT CUSTOMIZATION

NOTIFICATION CUSTOMIZATION

**** Not included Bundled Package

	LEVEL 1-3 TICKETS	LEVEL 4 TICKET
Price per Ticket	USD 45	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

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TERMS & CONDITIONS

- 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

or send us an email at connectwithus@softfreightlogic.com

cargowise
service partner

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

Serviced over

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International Portfolio
in Over 45 countries

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

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