



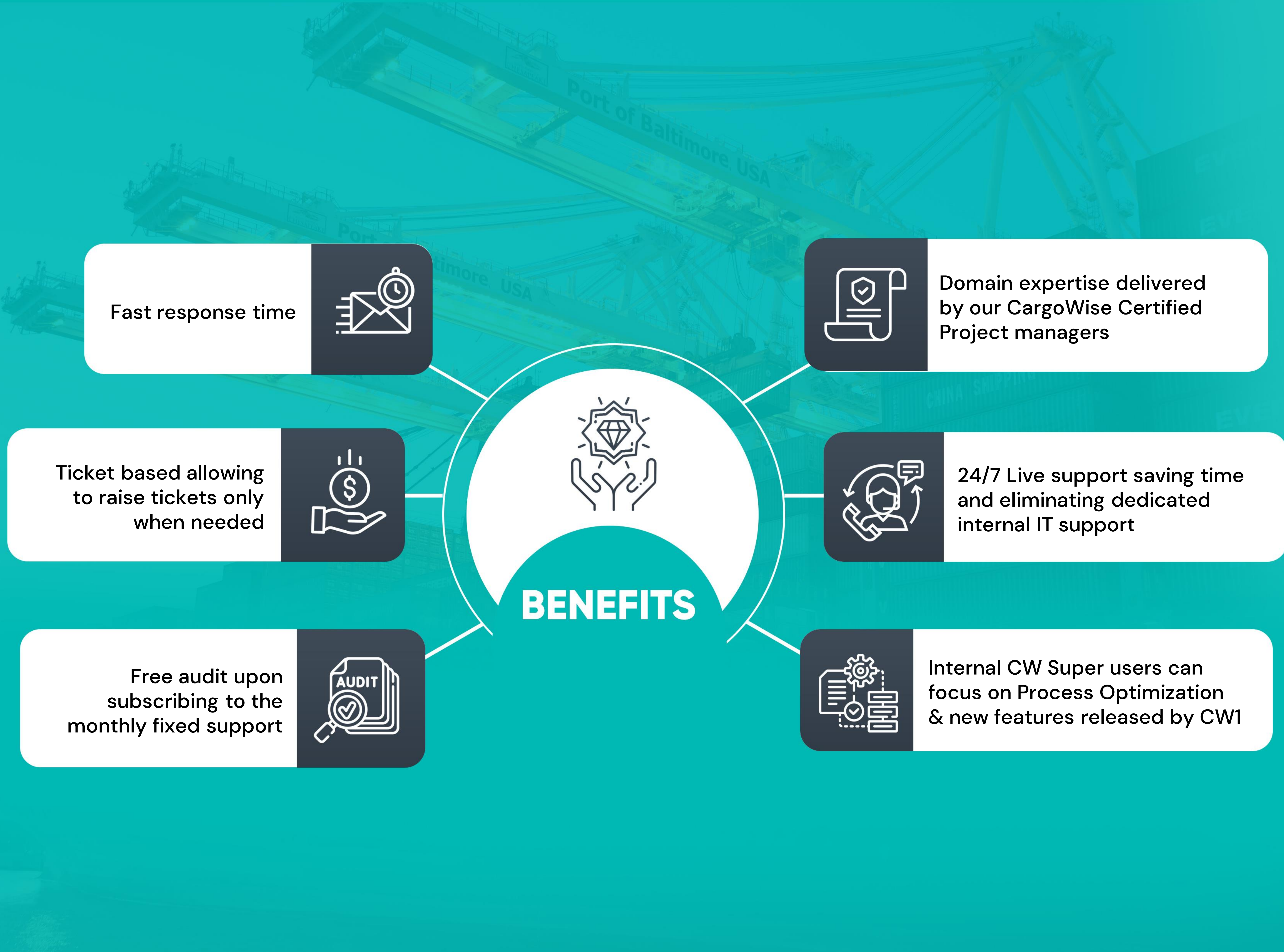
SOFT FREIGHT LOGIC

DIGITALLY ELEVATE

# CARGOWISE ONE HELPDESK









# HOW IT WORKS



## 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



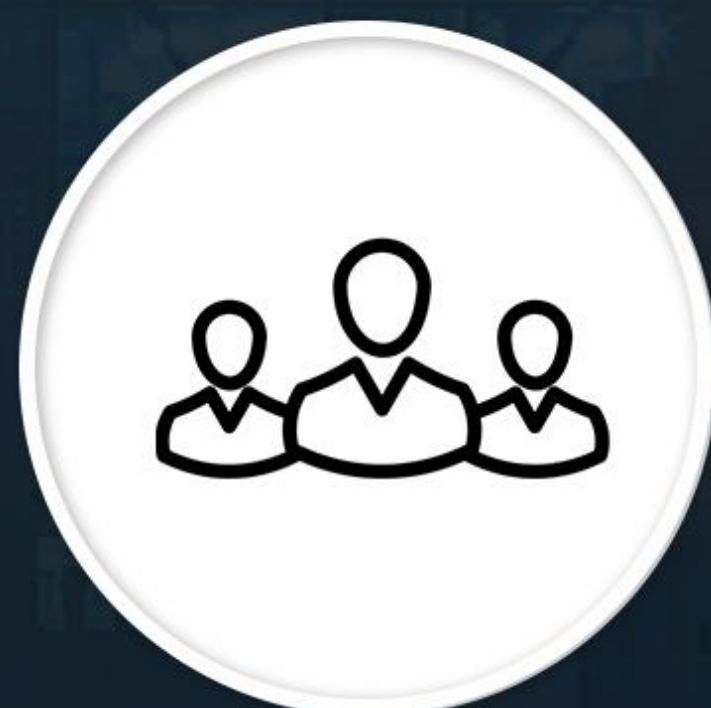
EMAIL NOTIFICATION  
GROUP



PRINTER SETUP



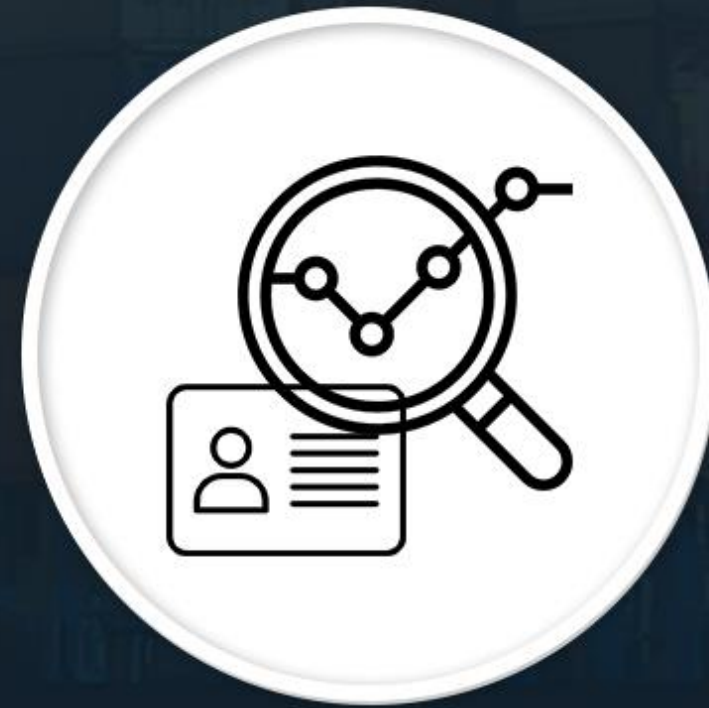
CW1 LOGIN ISSUES



WISECLOUD CLIENT  
SETUP



USER RIGHTS  
CONFIGURATION\*



WEBTRACKER LOGIN  
ID CREATION



REPORT SCHEDULE



CW PATCH UPDATES



E2E\*

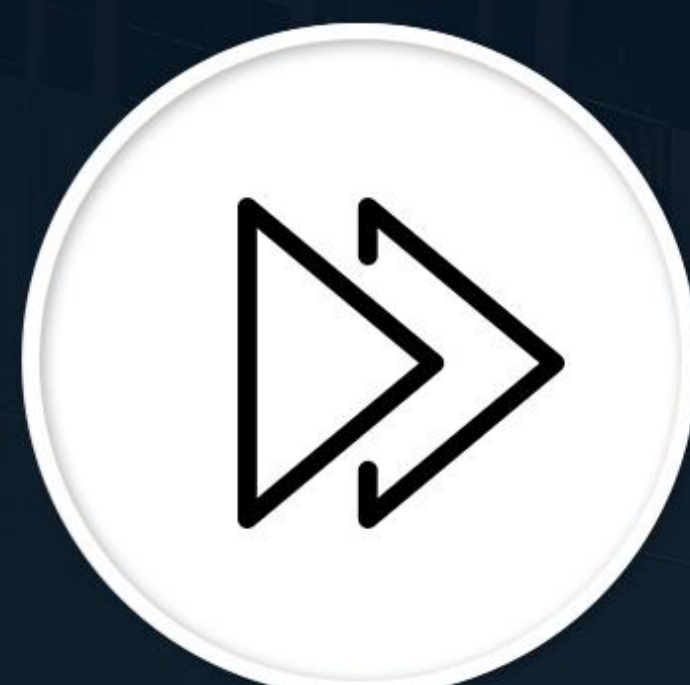
\*If SFL has configured it



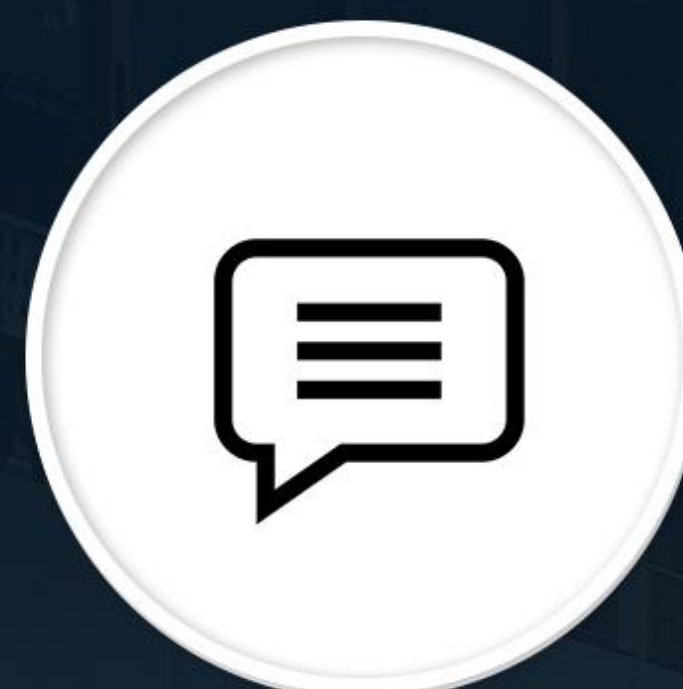


## LEVEL 2 TICKETS

# FUNCTIONAL SUPPORT



FORWARDING  
BOOKING/SHIPMENT/CONSOL/P.O



CARRIER MESSAGING\*\*



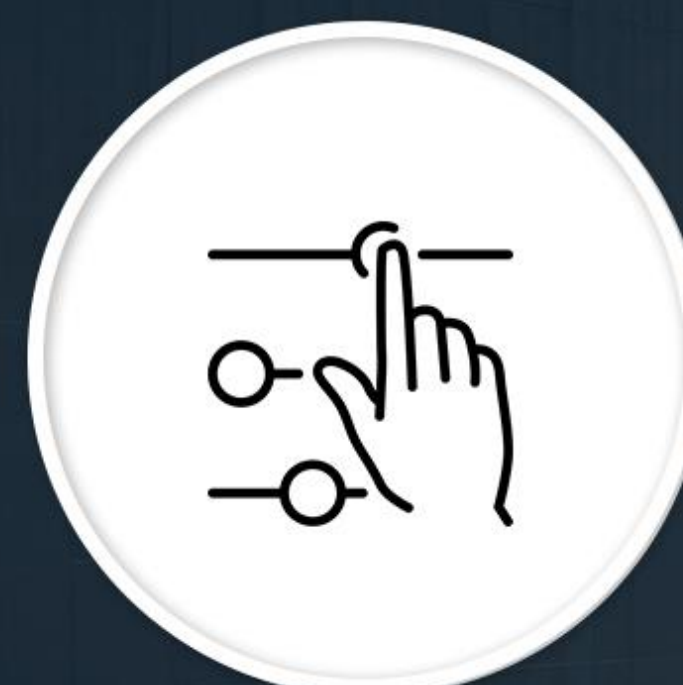
PORT MESSAGING\*\*



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



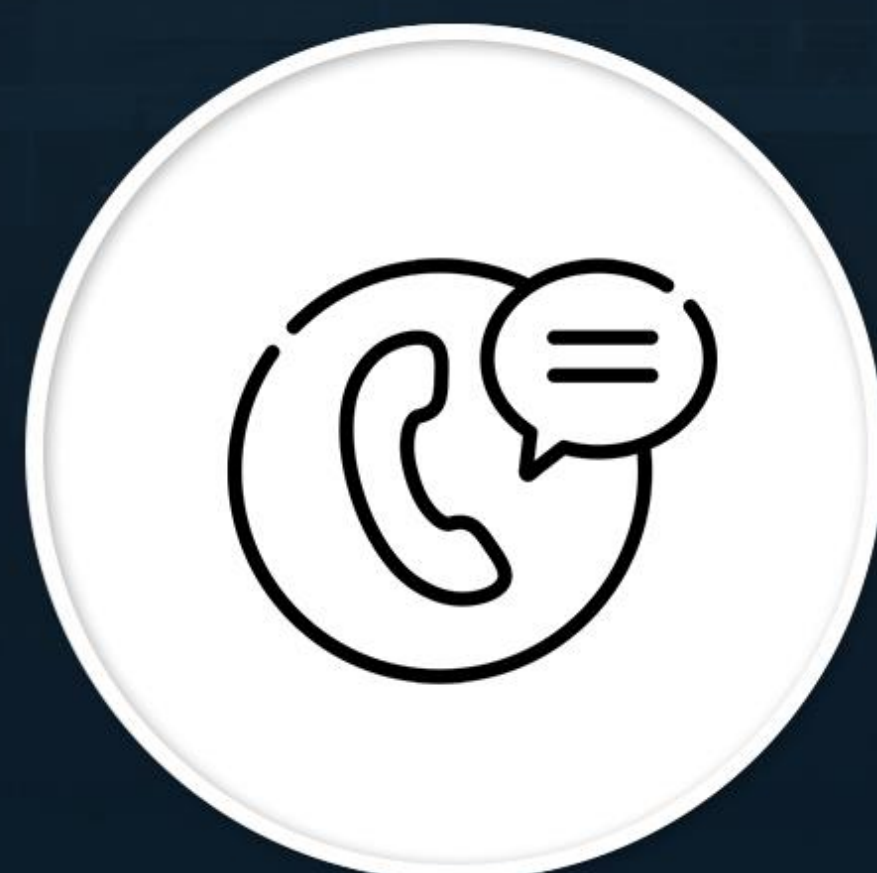
FINANCE - AR/AP/CASHBOOKS



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 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)







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



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**Customers.**  
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in Over 45 countries

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