



SOFT FREIGHT LOGIC

DIGITALLY ELEVATE

CARGOWISE ONE HELPDESK





Business Intelligence
providing visibility of the
entire ticketing package,
stages and status



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



BENEFITS



Ticket based allowing
to raise tickets only
when needed



Free audit upon
subscribing to the
monthly fixed support



Fast response time

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



NEW USER ID CREATION



MASTER DATA SUPPORT



EMAIL NOTIFICATION
GROUP



PRINTER SETUP



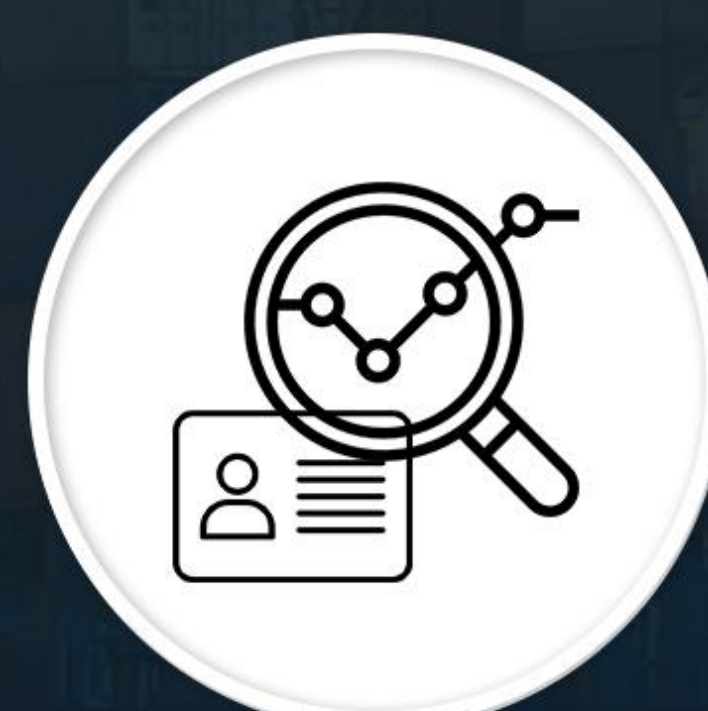
CW1 LOGIN ISSUES



WISECLOUD CLIENT
SETUP



USER RIGHTS
CONFIGURATION*



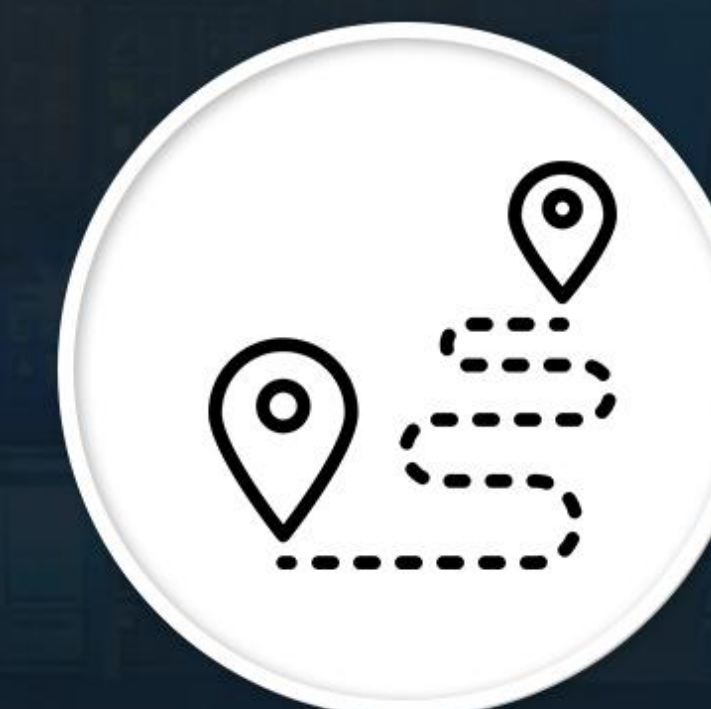
WEBTRACKER LOGIN
ID CREATION



REPORT SCHEDULE



CW PATCH UPDATES



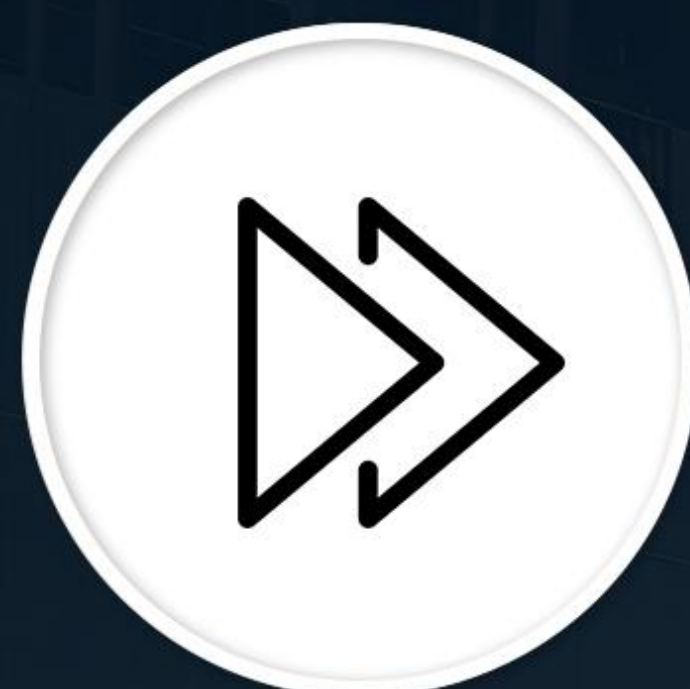
E2E*

*If SFL has configured it



LEVEL 2 TICKETS

FUNCTIONAL SUPPORT



FORWARDING
BOOKING/SHIPMENT/CONSOL/P.O



CARRIER MESSAGING**



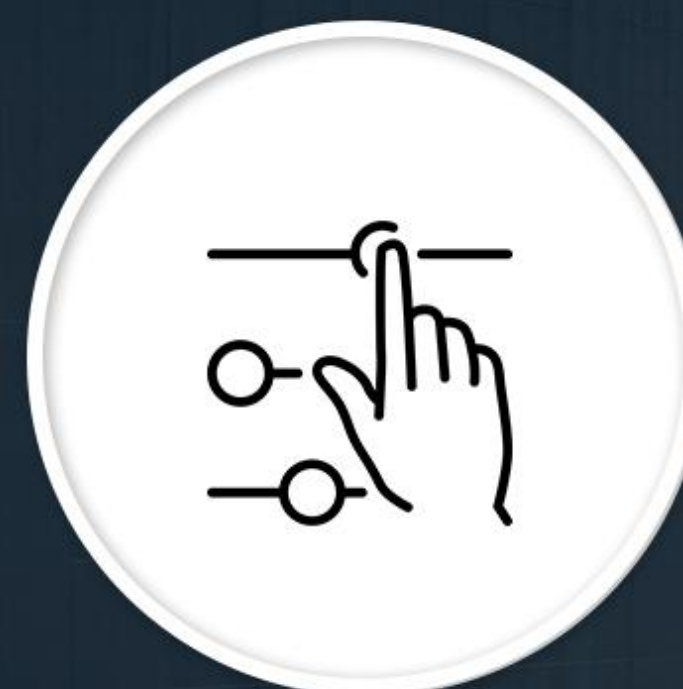
PORT MESSAGING**



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



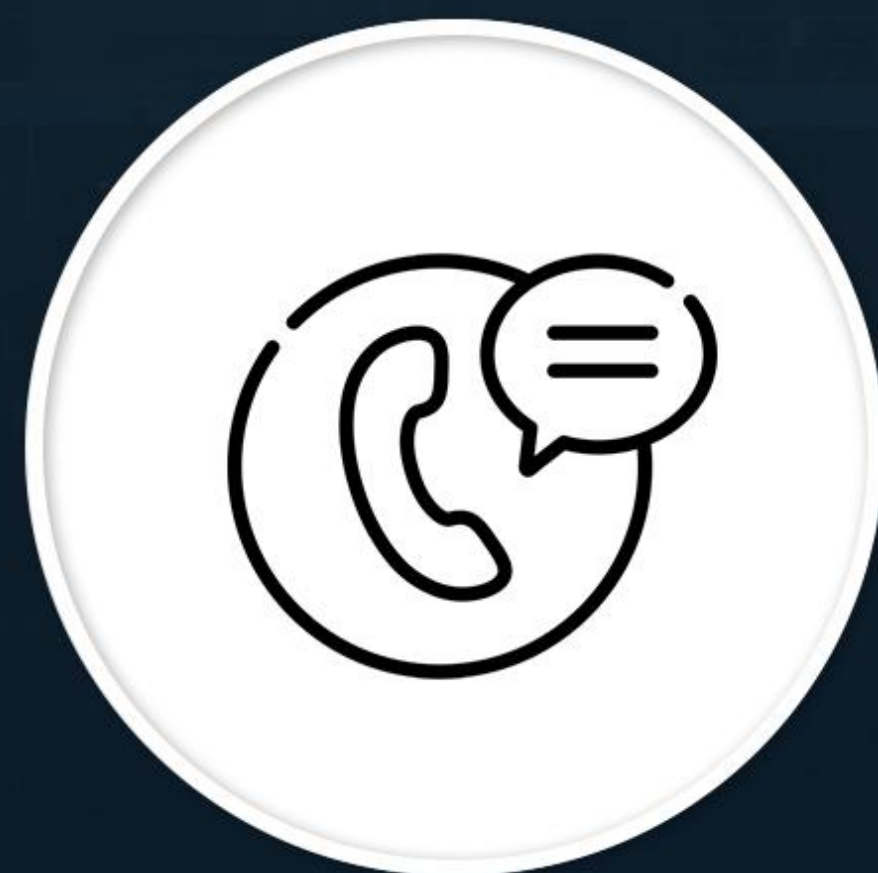
FINANCE - AR/AP/CASHBOOKS



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

HELPDESK SUPPORT

RTW

- 80% of time spent by employees on IT related barriers reduced

[Read Case Study](#)

RIF

- 60% of IT Development costs reduced
- 65 hours were spent by the team monthly to ensure no roadblocks would stop operations

[Read Case Study](#)

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It is now 3 years that we have been using SFL's services: starting from the initial implementation and go live to the ongoing customization.

The team is always there to assist, they are well knowledged in all aspects of Cargowise and is a reliable partner.

They also have other additional and interesting value added services that we intend to implement. All I can say is thank you SFL Team!

Roberto Colucci
World Cargo Srl

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



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

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

Designed by

