



# Customer portal

Improve your customer satisfaction and lower your workload at the same time.

Your customers' need for information rises every day. After all, as a logistics service provider you manage or transport their products and therefore have the answers to their questions. But answering all questions at all times is not easily done. For starters you need employees that are (24/7) available to answer the phone. Next, you need a system where all the right information is documented, so the right answer can be given by phone or e-mail. Are you also losing too much time on answering customer questions? And are they waiting sometimes too long for their answers?

Limit the work pressure at the office and increase your information provision towards your customers at the same time. With Elevate-IT's customer portal, your customers have 24/7 access to all the information that you choose to share. They do not have to call for questions, but they see real-time data online.

### **A complete online customer service**

With the web client you give all your customers access to their own environment where they can view their data live. Are they curious about the current status? They can print reports with real-time information at any time. But it does not stop at viewing a current status. The customer portal can easily be called a complete customer service.

### **Always a real-time stock overview**

Because the customer portal is directly connected to your WMS, the information in both systems is exactly the same. The stock that you see in your solution, is the same one the customer sees in the portal. Questions about an actual stock overview from your customers is something you do not have to expect anymore.

### **All incoming and outgoing goods in the picture**

Which goods went in and out the warehouse yesterday? Is it true that yesterday four pallets with frozen pizzas were delivered? Questions your customer might have, but luckily the answers as well. By logging into the portal your customer sees in one clear overview all the goods that went in and out.

### **Following actual shipments**

EDI-integrations with board computers make it possible for your customers to follow shipments via the customer portal. What is the actual status of a shipment and where is the truck currently? With this information you help your customers and at the same time they help theirs with the correct information about the shipments.

### **Quality checks and damage notifications**

Do your customers' expect you to do quality checks when goods arrive at or leave your warehouse? Or did damage occur? All your employees have to do, is to do the check with their (RF or HTML5) scanners – perhaps including a picture of the damage. This information is directly showed in your WMS and thus in the customer portal.

### **Multiple sites in one customer portal**

Do you want to offer your customer more comfort, than it is possible to show more than one site or even multiple independent warehouses in one customer portal. Your customer still only has

to log in once into the portal to view the stock of separate warehouses.

### **Show your invoices**

Receive your money faster and easier by showing your invoices on the customer portal. Because Dynamics 365 Business Central has a seamless integration with the portal. This way your customer can see the invoices and its details, so they exactly know what they're paying for. A transparency level you want to have towards your customers. Besides, you receive your money without having to explain what it is for.

### **Show big chunks of data clearly and fast**

Are you afraid for performance issues when you work with big chunks of data? This is not necessary, because with Elevate-IT's customer portal you easily limit or filter the totals, so not all historical data gets retrieved. Besides, it is possible to introduce a layered structure. In this case, the user selects an article and then the relevant carriers. It is thereby possible to further navigate and, for example, show the article posts at the carrier. You and your customers can see when it came in and what has happened to it since.

### **No installation at the customer needed**

You might think that you need to install this for all your customers and that this will take lots of time. Wrong again. The customer portal is web based and thus accessible via the internet. Your customer receives a personal login. You can easily place the URL on your own website, so your customers can find it without a hassle.

### **You decide what data you show**

As said before, the portal is directly connected to 3PL- or Nekovri Dynamics. These systems contain data that your customer does not necessarily have to see. You decide what which customer – and even which person – can view, so sensitive data is something you keep to yourself. Your customers log in via a secure connection, so this is another thing you do not have to worry about.

### **App Platform: Pre-notifications and place orders**

Do you also want to give your customers the opportunity to enter orders themselves. With the addition of the App Platform it becomes reality.

Pre-notifications and placing orders are done in no-time and directly integrated with your system. But of course not before you accepted them. You always keep things in your own hand.

#### All advantages together

- Directly connected to your system
- All information at your customer at all times
- Limit the number of customer questions
- No intensive installation is needed
- You decide what you share
- A save, secure environment
- Instant connection with your customer

#### Who are we?

We are people with a passion for IT! Elevate-IT was founded by driven consultants with years of experience. As specialists, we know the tricks of the industry and above all, we enjoy what we do! Our team consists of enthusiastic consultants with a healthy dose of ambition. Elevate-IT means innovation, growth, and the future!

#### Elevate-IT

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