softship

Customer Service Portal

Using your website to deliver your secure, easily accessible online customer service portal

Softship's customer service portal integrates seamlessly with LIMA to provide 24/7 secure access for your customers. Use this facility to deliver enhanced visibility on customer shipments from the initial rate enquiry through to booking, bills of lading and execution of carriage. Our web portal gives your customers the information they want, improves your customer service and reduces routine enquiries to your back office team.

Full control

A user-friendly wizard assists your clients with their rate requests ensuring all important information is captured. All types of cargo and shipments are catered for. Information is delivered to the sales team in a consistent format to streamline the quote process. This ensures that rate requests are responded to quickly while allowing the sales team to analyse profitability and compare with previous quotes and enquires before a firm quote is issued.
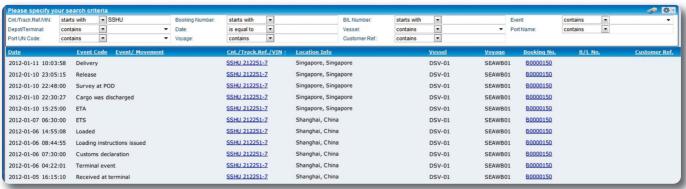
Schedule enquiries

Following a customer request, schedule information is displayed based on the latest vessel schedule information stored in the system. Schedule enquiries are tightly aligned with LIMA ensuring that published schedules and up-to-date current schedules are consistent. Immediate bookings can be submitted for a preferred voyage.

Web bookings

Your customers can use the web portal to make an online booking and are assisted through an intuitive booking process in just a few mouse clicks. Our portal supports standard bookings as well as special requests such as DG or OOG cargoes. Non-containerised bookings can also be submitted and processed.

Any special rates applicable to a particular customer are automatically made visible and are applied during the process. Once submitted, the booking request is sent to the relevant customer service department for validation and confirmation. The current status of the booking is always available giving your customers real-time visibility over the entire process.

Cargo tracking window
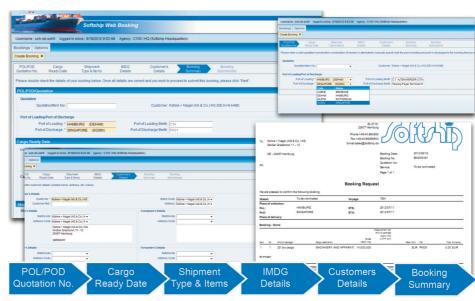
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Web bills of lading

Your customers may submit their shipping instructions online through a few simple mouse clicks. The available booking information is pre-set and easily retrievable to speed up the process. Once submitted, your customer can instantly validate the shipping instructions and preview the draft bill of lading. Changes are easily made to reduce the time spent exchanging draft bills of lading between the shipper and the documentation department. Once submitted, the draft bill of lading is made visible to the relevant documentation department so it may be finalised.

Cargo tracking

Our online cargo tracking module will track any type of cargo for your customers. Any cargo related event that should be made available to your customers are made visible as defined by you. Cargo may be tracked by a variety of parameters such as booking reference, bill of lading, container reference, vehicle or cargo item number. This facility will reduce the number of routine client queries to your back office team.

Booking Wizard

Business Benefits

- Improved customer service
- Clear service differentiator against competitors
- Increased efficiency for customer service and documentation departments
- Up-to-date information on booking status and shipping instruction status
- Faster processing of bookings and draft bills of lading

Key Features

- Schedule enquiry
- Rate request submission
- Booking submission and confirmation
- Shipping instruction and draft bills of lading
- Cargo tracking for all cargo types
- Tight integration with LIMA applications
- Intuitive user interface

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