

Get Onboard In Good Hands

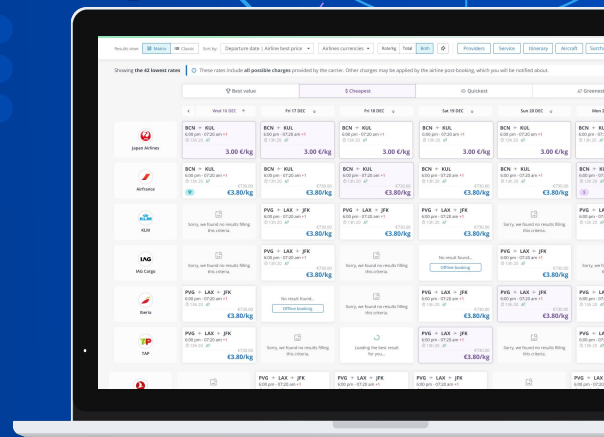
Unlock faster air cargo sales even faster with WebCargo's onboarding services tailored to small to medium forwarders, including onboarding, user and airline setup, system localization and training.

3x

acceleration
in onboarding time

5k

forwarders
successfully onboarded



Onboarding Includes...

1

Account Setup
Timeline: 1-2 days

- Create accounts
- Set up, define and incorporate forwarder branches
- Bulk addition and activation users
- Assign roles and branch to ensure configurations
- Upload forwarder logos for branded customer quotes

2

Configuration
Timeline: 1 day

- Configure forwarder IATA / carriers with operational details
- Improve platform usability with branch name definitions and aliases
- Define rate sharing / delegation permissions for collaboration with agencies and branches

3

Account Customization
Timeline: 1-2 days

- Upload and define forwarder county-level local charges (export / import)
- Upload and add customer data for ease of access and management
- Define default terms and conditions for quotations
- Scope and create custom products such as specialized forwarder services
- Pickup / delivery charge uploads **Premium Service**

4

Review and Training
Timeline: 1 day

- Review and set system defaults for users including origins, totals, exchange rates, system views and preferences, quote validities, notifications, and more
- Provide standardized user training and onboarding
- Introduce self-service customer support tools and educational resources for effective use

"It was surprisingly smooth for the rollout. So we have run many IT projects - software installations, data providers - and WebCargo was surprisingly quiet.... it was an easy training,... and fast."



Conrad Franchi
Chief Digital Officer

