

Easily Coordinate Your Customers' Shipments with a Sophisticated TMS

The work of freight forwarding has always been complex – managing shipments for multiple customers across all modes and geographies was complex well before the pandemic. Today, those complexities have increased as geopolitical and supply challenges continue to strain the ability to move goods around the world. The freight forwarding workflows and capabilities in the e2open Transportation Management application provide a global multimodal solution, handling multiple languages, currencies, and time zones. By automating key processes, e2open helps forwarders reduce the cost and time it takes to handle each shipment, resulting in better customer service and the ability to differentiate your business in a competitive market.

Automation and Collaboration Simplify Operations

From customer service to export and import management and financial settlement, e2open Transportation Management automates forwarding activities. Freight forwarders can use this single application to simplify their operations and IT ecosystems across their global organization. The forwarder-specific features and workflow ensure visibility throughout the shipment lifecycle using a single global shipment identifier concept. It's agility, cross-functional communication, and control — all right out of the box.

Your Customers Can Initiate and Track their Shipments

A fully integrated customer portal makes it simple for customers to initiate and track their shipments along the journey. They can create online bookings and request a quote to shop for the best service and rates. Access to shipment status information and visibility into related shipment documentation through an intuitive dashboard also gives your customers access to real-time updates for their shipments.

Key Features

- End-to-end global shipment processing enables full track and trace of cargo throughout the shipment cycle
- A collaborative customer portal provides visibility to agents, brokers, and customers
- Flexible reporting allows users to modify/create forms and documents easily and seamlessly deliver reports to their customers
- Configurable milestone planner automates follow-on activities, saving time and costs
- Dashboard-style visibility and reporting via a powerful query tool
- Comprehensive job-costing and profit-sharing functionality allows revenues and charges to be applied at different levels, with detailed profit analysis
- To-Do List feature which alerts the user of tasks that are coming due

Key Benefits

- Gain complete control over the order-to-cash process
- Automate processes, cutting time and handling costs
- Deliver better customer service with the flexibility to respond to changing demands
- Integrate with financial accounting systems and industry partners
- Get controlled access to customers, agents, and trading partners
- Support the entire logistics ecosystem for end-to-end visibility, collaboration, and control
- Work with a scalable platform that adapts and grows with your business
- Integrate across the e2open network for more connectivity, visibility and global trade management on a single cohesive platform

Integrate with Other Business Systems

To efficiently coordinate shipments from end to end, forwarders need to share essential shipment data with external parties and systems. With extensive integration capabilities to financial accounting systems, customs and compliance solutions, customers, trading partners and industry portals, Transportation Management supports the entire global network with direct access to e2open's ecosystems.

Flexibly Scale with Your Business

Transportation Management is designed to scale with customers with best-practice configuration by industry-leading experts. This capability accelerates the implementation with industry-standard, best-practice configuration, delivering rapid return on investment and lower total cost of ownership. Companies can also configure the solution to accommodate varied levels of their organization, as companies grow and expand. The technology can support small- or medium-sized

forwarding companies operating across one region, or scale to handle multi-national organizations with thousands of users operating across many regions worldwide.

Support Diverse Customer Requirements with Configurable Workflows

The configurable workflow is a key differentiator in e2open's solution. User-defined options let companies easily establish processes to meet unique customer requirements with any number of variations possible. Similarly, the flexible configuration and search capabilities offer simple, intuitive navigation that can be easily tailored to equip different users in distinct locations who might require unique workflows. This aids your team's ability to meet customer expectations with ease.



Get Insight into Profitability with Invoice and Payment

Keeping an eye on costs to ensure profitability is a priority for freight forwarders. Using e2open's job costing capabilities, users get a true picture of the profit margin for each shipment. Handling supplier invoices is simple. Just leverage the functionality to audit invoices and automate the verification and approval through auto-matching. Any exceptions are identified for resolution and approval. Customer billing invoices can also be generated and digitally transmitted.

Manage shipments for multiple customers anywhere and everywhere while automating your forwarding processes in a single solution.

The result: cost savings, increased productivity, better customer service — and a competitive edge.

About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 400,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 12 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com.

E2open and the e2open logo are registered trademarks of e2open, LLC. Moving as one. is a trademark of e2open, LLC. All other trademarks, registered trademarks, or service marks are the property of their respective owners.

SBTMF221