



Customer Portal

The Customer Portal is a one-stop shop to get spot quotes, submit new orders, track and trace shipments, retrieve or upload documents, and even chat online with Mosaic.

Why You Need It



SAVE TIME WITH ON-DEMAND VISIBILITY

Stop wasting time requesting shipment updates by phone or email. Every shipment's status is available at a glance or you can have status changes emailed to you.



COMMUNICATE EASILY

When you need to get in touch, simply send a chat message directly inside the order that needs attention.



FULL TRANSPARENCY AT YOUR FINGERTIPS

The history of every status change, the image of every document, and the timing of every chat message is stored for reference against every order.

Features at a Glance



Spot Quote

Find out what your rate is for a shipment, or request a spot quote for a shipment.



Submit Orders

Create a new order in less than 30 seconds with features like "Duplicate Order" and an in-app Google Search.



Tracking

Use advanced filtering and smart search to instantly find orders you need updates on. Customize and save your filters for future use.



Email Notifications

Have status changes emailed to you while you're on the go.



Chat Online

Enjoy easy, direct, and clear communication with order-specific chat.



Documents & Invoices

Easily view invoices and upload/download any document related to any order at any time.