



## 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.